The 2021 Concho Valley
Regional Coordination Transportation Plan

December 10, 2021

A plan for closing gaps in public transportation services for Coke, Concho, Crockett, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green counties.

Prepared by:

Dick Apronti, Ph.D., Assistant Professor, Angelo State University

Linda Abernathy, Research Assistant, Angelo State University

Daniela Munoz, Research Assistant, Angelo State University

Ryan Jansa, Regional Services Coordinator, Concho Valley Transit District

Jaylon Seales, Regional Coordinator / Grant Administrator, Concho Valley Transit District
Acknowledgements

Concho Valley Transit District would like to acknowledge the Regional Coordination Planning Committee (RCPC) for all of their hard work and effort that was put in to make this plan come together. With our knowledgeable and compassionate representatives, Concho Valley Transit District is able to better understand the specific and individual needs of our very special community. This information will allow CVTD to provide the best service to all those who you care so dearly for. RCPC, we thank you for everything you do!
Contents

Acknowledgements ........................................................................................................... i

Executive Summary .......................................................................................................... iv

I. INTRODUCTION ............................................................................................................... 1

   The Regional Coordination Process ........................................................................... 2

II. TRANSPORTATION RESOURCES IN THE REGION .................................................. 5

   Types of Transportation Resources: ........................................................................ 5

      Public Transportation Providers ........................................................................... 5

      Medical Transportation ....................................................................................... 5

      Private Transport Providers ................................................................................ 6

   Providers and Vehicle Resource Inventory ............................................................... 6

      Client-Focused Services ....................................................................................... 9

III. COMPREHENSIVE ASSESSMENT OF THE PUBLIC’S UNMET TRANSPORTATION NEEDS, ASSESSMENT OF OVERLAPS AND GAPS IN THE DELIVERY OF TRANSPORTATION SERVICES & GAP ANALYSIS ........................................... 13

   Geographical Data ..................................................................................................... 13

   Transit Dependent Groups ....................................................................................... 14

   The Transit Gap Index (TGI) .................................................................................... 16

   Identification of Urban and Rural Public Transit Needs ........................................... 18

   Survey of Public Transportation Service Drivers and Transit Passengers ............... 19

   Prioritization of Needs .............................................................................................. 21

   Gap Analysis of Unmet Transportation Needs ......................................................... 23

      Tom Green County ............................................................................................... 26

      Comparing Transit Dependent Groups ............................................................... 26

      Summary of Findings from the Transit Gap Study ............................................... 27

IV. PLANNING FOR COMPREHENSIVE SERVICES ......................................................... 28

V. INTEGRATED PLANNING PROCESSES ..................................................................... 29

VI. VISION, MISSION, GOALS, AND OBJECTIVES ....................................................... 32

   Project Development ............................................................................................... 32

VII. SUSTAINABLE PLANNING & IMPLEMENTATION PLAN ........................................ 37

VIII. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS ............................. 39

   Local Performance Metrics ...................................................................................... 39

   Statewide Performance Metrics ............................................................................. 39

IX. References ................................................................................................................ 40

X. Acronyms .................................................................................................................... 41
XI. Appendix.............................................................................................................................................42
Appendix A: Planning Project Instruments - Survey for Drivers .............................................................43
Appendix B: Planning Project Instruments – Results from Driver Survey.................................................44
Appendix C: Planning Project Instruments – Survey for Passengers .......................................................45
Appendix D: Planning Project Instruments – Result from Passenger Survey .............................................46
Appendix E: Planning Project Instruments – Prioritization of Needs Survey .............................................47
Appendix F: Stakeholder Signature Approval and Plan Adoption ............................................................48
Executive Summary

The Concho Valley stretches over 16,000 square miles and encompasses 13 sprawling counties. These counties house nearly 160,000 residents with a vast array of transportation needs. The Concho Valley populaces are constantly moving from travel to work, doctors’ appointments, or simply to the grocery store. These are a few reasons that Concho Valley Transit District (CVTD) has made regional coordination a top priority. CVTD strives to be able to provide satisfactory service in these very rural areas. Information gathered from the Regional Coordination Plan Committee (RCPC), CVTD drivers, and previous census data was used to conduct multiple analyses of the current transportation needs for these vulnerable populations. The analyses were used to: highlight populations in need of transportation, measure the extent of their needs and understand where current services are meeting these needs, as well as where they are not meeting the needs. This plan serves as a document to identify gaps in services and, more importantly, how the community can fill these gaps and provide transportation to those groups and/or areas under service.

The Transit Gap Index (TGI) analysis identified counties and transit dependent groups that were underserviced in the county. These results will allow CVTD to target the specific areas and populaces that are underserviced to fill gaps and provide the best possible transportation services for the residents of the Concho Valley.
I. INTRODUCTION

The 78th Legislature’s HB 3588, Article 13, established Regional Coordination to create opportunities and incentives for improving coordination of public transportation throughout the state. The statute changed the definition of public transportation to include service providers receiving federal, state, or local public funds for transit services to their clients. The authorizing legislation encourages coordination among agencies and programs to improve the delivery of regional transportation services and requires the development of region-wide service plans.

A coordinated transit plan for the Concho Valley region was developed in 2016 through a partnership project between Concho Valley Transit District (CVTD), the Concho Valley Regional Coordination Planning Committee (RCPC), the Concho Valley Council of Governments (CVCOG), and Angelo State University (ASU). The plan requires an update every five years, and this report presents the update of the 2016 Concho Valley Regional Coordination Transportation Plan.

CVTD is serving as the lead agency for this project to update the Regional Coordination Transportation Plan for the Concho Valley region. CVTD was initially authorized in 1986 under Texas Transportation Code, Chapter 458, to receive state funds for transit services as a rural transit district. Today, the public transportation system covers 12 central and western Texas counties, including Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green Counties (Figure 1). Though Mason County is part of Region 10, it is not included in the CVTD transit system because Hill Country Transit District provides its public transportation services.
The Regional Coordination Process

The Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program requires that projects it funds are included in the locally developed, coordinated public transit-human services transportation plan. The plan needs to be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public that use the transportation services. The requirements were met by involving the RCPC throughout the plan’s development and current updates. The RCPC included public, private, and nonprofit transportation and human services providers. Viewpoints of seniors, individuals with disabilities, and members of the public that use the transportation services were collected in targeted qualitative surveys.

The update to the Coordination Plan involved collaborations with the RCPC. On February 25, 2021, ASU met with the RCPC steering committee to present the process for the study for discussion. A second meeting was held on June 30, 2021, to collect the RCPC members’ viewpoints about the transit system’s needs. After that, additional views were collected from other stakeholders, including transit drivers, transit passengers, and general residents of San Angelo. The information was summarized and presented to the RCPC on July 30, 2021. Table 1 depicts the membership of the RCPC that participated in meetings and discussions to update the coordination plan.

The RCPC shared their viewpoints on priorities for allocating limited transit resources based on their “local wisdom” about the community and its vulnerable populations. Members initially advocated priorities for transit service improvement to meet the needs of veterans, low-income individuals, seniors, and disabled persons. Members determined that a lack of awareness about the services offered by the CVTD was critical in addressing the priorities for transit service improvement.

<table>
<thead>
<tr>
<th>Name</th>
<th>Organizational Affiliation</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeff York</td>
<td>Concho Valley Transit District</td>
<td><a href="mailto:Jeff.york@cvcog.org">Jeff.york@cvcog.org</a></td>
</tr>
<tr>
<td>Jaylon Seales</td>
<td>Concho Valley Transit District</td>
<td><a href="mailto:jaylon.seales@cvcog.org">jaylon.seales@cvcog.org</a></td>
</tr>
<tr>
<td>Audrey Aguirre</td>
<td>Concho Valley Transit District</td>
<td><a href="mailto:Audrey.aguirre@cvcog.org">Audrey.aguirre@cvcog.org</a></td>
</tr>
<tr>
<td>Mark Bethune</td>
<td>CV Community Action Agency</td>
<td><a href="mailto:mbethune@cvcog.org">mbethune@cvcog.org</a></td>
</tr>
<tr>
<td>Albert Rodriguez</td>
<td>CV Economic Development</td>
<td><a href="mailto:Albert.rodriguez@cvcog.org">Albert.rodriguez@cvcog.org</a></td>
</tr>
<tr>
<td>Dusty McCoy</td>
<td>West Texas Counseling and Guidance</td>
<td><a href="mailto:dustym@wtcg.us">dustym@wtcg.us</a></td>
</tr>
<tr>
<td>Betty Teston</td>
<td>Texas Hunger Initiative</td>
<td><a href="mailto:Betty_teston@baylor.edu">Betty_teston@baylor.edu</a></td>
</tr>
<tr>
<td>Major Hofheins</td>
<td>Metropolitan Planning Organization</td>
<td><a href="mailto:major.hofheins@cosatx.us">major.hofheins@cosatx.us</a></td>
</tr>
<tr>
<td>Pete Madrid</td>
<td>Metropolitan Planning Organization</td>
<td><a href="mailto:pete.madrid@cosatx.us">pete.madrid@cosatx.us</a></td>
</tr>
<tr>
<td>Jennifer Juarez</td>
<td>Metropolitan Planning Organization</td>
<td><a href="mailto:Jennifer.juarez@cosatx.us">Jennifer.juarez@cosatx.us</a></td>
</tr>
</tbody>
</table>

The RCPC, shared their viewpoints on priorities for allocating limited transit resources based on their “local wisdom” about the community and its vulnerable populations. Members initially advocated priorities for transit service improvement to meet the needs of veterans, low-income individuals, seniors, and disabled persons. Members determined that a lack of awareness about the services offered by the CVTD was critical in addressing the priorities for transit service improvement.
Collaboration between the Regional Services Coordinator and ASU produced two planning process elements during May, June, July, and August 2021. The first element was a qualitative survey. The second element was analyzing demographic data to produce a Transit Gap Index (TGI) designed to measure potential demand for public transit services across the 12 county service regions based on their proportionate size of transit-dependent populations. Dependent populations included in the TGI were workers, households with low vehicle access, medically underinsured groups, low-income residents, seniors, and disabled individuals.

The TGI established a key demography-based pillar for the gap analysis and assessment of unmet transportation needs that inform this Coordination Transportation Plan. Using the combined results of the qualitative survey and the TGI, ASU proceeded to formulate a summary list of need statements. The process generated summary need statements on scheduling, awareness, accessibility, seniors, capacity, appointments, low vehicle access, veterans, uninsured, low income, disabilities, worker utilization, and Medicaid service.

The following resources were used to develop the gap analysis and assessment:

- Transit Gap Index (TGI) results based on regional demographic data.
- Results of the survey of drivers.
- Results of the survey of urban and rural transit passengers.
- Results of a city-wide survey of residents.
- Results of the ASU review of previous planning projects and transportation assessments.
- Results of the prioritization of summary needs by the Steering Committee and RCPC.
- Information provided by CVTD on the distribution of budget and resource allocations across the rural counties.
- Information supplied by CVTD on rural ridership.

This report presents the findings and recommendations of a transportation gaps analysis study for the Concho Valley Transit District. The study identified gaps between the personal mobility needs of residents and existing services to recommend actions to close the gaps. The study includes two meetings with the Regional Coordination Planning Committee (RCPC), surveys of transit riders, a city-wide survey, transit bus drivers, and a survey of the members of the RCPC. The surveys and the first meeting with the RCPC aimed to identify the respondents’ needs or
issues of concern. During the second RCPC meeting, results of the various surveys were discussed to develop some recommendations for addressing the most prevalent needs from the survey. Information gathered during the meeting with RCPC was crucial to the preparation of this report.
II. TRANSPORTATION RESOURCES IN THE REGION

Types of Transportation Resources:

Public Transportation Providers: receive funds through Federal grants provided by the Federal Transit Administration. The Texas Department of Transportation oversees these programs administered at the local level.

Medical Transportation Providers offer non-emergency medical transportation by subcontracting with brokers that contract with Health and Human Services to provide transportation for Medicaid recipients. These providers can be Public Transportation providers or private entities and must follow all guidance provided by the broker regarding training for drivers, compliance with vehicle standards, and reimbursement.

Client Based Providers offer transportation for their residents or recipients of their service.

Private for Hire Providers are for-profit transportation providers such as taxi companies, limousine services, ‘Uber,’ and intra-city providers.

Public Transportation Providers

The Concho Valley Transit is the primary public transportation provider for the regional planning area that includes 12 counties - Coke, Concho, Crockett, Irion, Kimble, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green counties. The CVT provides urban services in the City of San Angelo and rural services to the outlying counties of the region and rural Tom Green County. The CVTD also operates charter services within the Concho Valley. Mason County receives public transportation services through Hill Country Transit District.

The urban services offered in San Angelo include fixed-route services and ADA paratransit and demand response. The fixed-route service has six main routes, two routes that provide services to the Angelo State University community and one route for the Goodfellow Air Force Base. On weekdays, the general hours of operation are from 6:30 am to 7:30 pm. On Saturdays, transit services begin from 7:30 am to 6:30 pm. On Sundays, all CVTD services are closed. Each of the routes runs hourly.

The CVTD deploys a fleet of wheelchair-accessible vehicles to service the rural areas of Tom Green County and the 11 additional member counties. Rural service is provided on a demand-response basis. Patrons are required to book planned trips 24 – 48 hours in advance and before 3:00 pm the day before to assure proper area coverage. The services are operated on weekdays from 7::30 am to 5:30 pm. Service on Saturdays vary. The demand-response services are based on a rideshare system, so the initial pickup and return time in the rural areas will vary based on the number of clients from each county and the combined schedules for that day.

Medical Transportation

Medical care is limited in rural communities, so most rural areas in the district depend on the CVTD rural demand-response service as the main public transportation. The patrons schedule their appointments 24 to 48 hours in advance to be transported to health care facilities in San
Angelo. The CVTD also provides paratransit services for those persons whose severity of disability prevents them from using the Urban Fixed Route system. The paratransit is a “curb-to-curb,” shared ride system comparable to regular fixed-route services. Users must fill out a form to confirm their eligibility to utilize the service. The forms are available on cvtd.org or mailed to addresses upon request. Other client-based transportation service providers such as the Bronte Health and Rehab, Christians in Action, and various senior centers also provide transportation services to the health centers.

**Private Transport Providers**

Intercity bus service is limited in the Concho Valley region. Currently, Greyhound Lines provide private intercity bus service in CVTD’s service area, and CVTD provides connections to these services at its multimodal terminal facility located in San Angelo. In addition, some health and human services organizations have transportation for clients.

Taxi service companies have increased slightly and operate in the region and provide service on a 24-hour, 7-day basis. However, these services are based in San Angelo, providing limited access to rural residents. Compounding the limitation is the general inability of taxis to provide paratransit services.

**Providers and Vehicle Resource Inventory**

ASU created a listing of transportation service providers from internet searches and interviews either by phone or in-person of some transportation service providers in the region. Not all providers responded to the request for an interview. The listing is not intended to be a comprehensive provider inventory. Instead, the providers represent potential partners for coordination with CVTD based on their target service population, fleet availability, service schedules, rates and fees, and willingness to share services. The following presents a summary of the findings of the transportation service providers.

**Red Ball Taxi and Shuttle Service**

1302 S Oakes St.  
San Angelo, TX  
Phone: 325 942 8899

Services provided: a taxi and shuttle service (no wheelchair accessibility provided).  
Rates: $4 per mile or $20 flat rate anywhere in town  
Fleet Size: Several 11 passenger vehicles utilized

**Concho Valley Errand Services, LLC**

San Angelo, TX  
Phone: 325 315 4275
Services provided: errand running such as dry-cleaning drop-off and pickup, grocery shopping, package pickup, etc.; elderly services such as welfare checks or assistance with shopping; also a Medicaid transportation provider must request Concho Valley Errand Service when arranging transportation with Medicaid

Rates:  
- Within Tom Green County: $18 per hour  
- Outside of Tom Green County: $1.50 per mile

Fleet size: 2 company vehicles

**Concho Concierge**

1908 W Concho Ave  
Grape Creek, TX  
Phone: 325 450 5534

Services Provided: hospitality service, errand running service, transportation service exclusively for their private members

Rates: Private membership for special errand demands; prices vary depending on errand and distance. The basic rate within the county is $10. Call for quotes.

Fleet size: Personal vehicles of employee

**Hill Country Transit District**

Hours of Operation: 8 am – 4 pm

Fixed Route: Fleet Size- 9 city buses (9 routes)

Fee rate: Base rate- $1.00

- 60+, Medicare, 12 years and younger, the disabled, students - $0.50
- Under two years – free
- Monthly pass - $20.00

ADA Paratransit: Operates within ¾ mile of each fixed route

Fleet size: dependent on the number of runs (1 vehicle per run)

Fee rate: $2.00 for each one-way trip

Rural: Hours of Operation- 8:00 am – 4:00 pm, call to schedule trip

Counties served - Coryell, Hamilton, Lampasas, Milam, Mills, Mason, Llano, Rural Bell County, and San Saba.

Fee rate: varies accordingly to distance traveled.
Checker Cab
1302 S Oakes St.
San Angelo, TX
325 655 3105
Services Provided: 24-hour transportation service for the public, inside and outside of Tom Green county
Rates: $30 per hour in town, $4 per mile out of town (Tom Green)
Fleet size: Cabs utilized are five seaters and are wheelchair accessible

Concho Valley Transit District
Fixed Route: General hours of operation- 6:30 am- 7:30 pm, M-F and 7:30 -7:30 on Saturdays, closed on Sundays
Fare: $1.00 for adults, free for children under 6, daily pass is $2.00,
Monthly pass is $30.00
Fleet Size: 14 buses
Rural: Plan 24-48 hours in advance and before 3 pm the day before
Hours of operation: Mon-Fri 7:30 am- 5:30 pm, varies on Saturdays
Fleet size: 17 buses
Rideshare system, Counties: Coke, Concho, Crocket, Irion, Kimble, Menard, McCulloch, Reagan, Schleicher, Sterling, Sutton, and Tom Green Rural
Fee Rate: One way- $2.00, Round trip- $4.00 (within city limits)
Free Fare for all previously listed counties
Paratransit: Wheelchair accessible, demand response, same hours of operation as fixed route
Fee Rate: One way- $2.00, Round trip- $4.00 (within city limits)
Fleet Size: 18 buses

Dustbowl Transportation and Recovery Service
261 N Oxford Dr.
San Angelo, TX
Phone: 325 812 4320
Services Provided: Towing and transporting heavy cargo for the public
Rates: Call for a quote, depending on the load being transported

Roadrunner Pedicab
4112 W 306 Loop #412
San Angelo, TX
Phone: 325 655 5170

Client-Focused Services

House of Faith
321 Montecito Dr.
San Angelo, TX
Phone: 325 486 8637
Services provided: Picking up and dropping off students after church-related events for House of Faith
Fleet Size: 12-13 vans, 4-5 buses

West Texas RSVP
618 S Chadbourne St.
San Angelo, TX
Phone: 325 944 9669
Services Provided: medical appointments for the frail elderly exclusively. RSVP conducts client intake to ensure the client has no other means of transportation.
Fleet size: volunteer vehicle

Rio Concho Manor:
401 Rio Concho Dr.
San Angelo, TX
Phone: 325 653 3351
Services Provided: Transportation for residents only

Rio Concho West
6359 Appaloosa Trail
San Angelo, TX
Stonebridge Training Residence
79 Gillis St.
San Angelo, TX
Phone: 325 655 3884
Services provided: 24-hour transportation services for appointments and errands for residents only (due to Covid-19, this decreased to once a week).
Fleet Size: One- 13 passenger van, one- 7 passenger van

Baptist Retirement Community
902-903 Main Street
San Angelo, TX
Phone: 800 608 8820
Services provided: Transportation for residents only, five days a week for appointments and errands.

Christians in Action
1505 S Chadbourne St.
San Angelo, TX
Phone: 325 655 5127
Services Provided: This agency provides Concho Valley Transit District bus passes for those seeking transportation as part of their services
Rates: call organization for more information

MHMR of the Concho Valley
1501 W. Beauregard
San Angelo, TX
Phone: 325 658 7750
Services provided: transportation for daily activities for their live-in clients; transportation for their vocational services and employment assistance/supported employment program clients
Rates: MHMR can only provide transit services for their clients

Bronte Health and Rehab
900 S State St.
Bronte, TX
Phone: 325 473 3621
Service provided: residents are transported to various activities and medical appointments
Rates: free for residents, CVTD fares for the public

Bronte Senior Center
613 E Oliver Ave.
Bronte, TX
Phone: 325 473 6471
Service provided: driving meals to homebound seniors
Rates: provided as part of nutrition program

Robert Lee Senior Center
307 W. 8th Street
Robert Lee, TX
Phone: 325 453 2511
Service provided: driving meals to homebound seniors

Sutton County Senior Center
102 S Wilson St.
Sonora, TX
Phone: 325 387 5657
Service provided: driving meals to homebound seniors
Rates: provided as part of nutrition program

Rideshare Companies (Uber and Lyft)
Rideshare companies such as Uber and Lyft operate in San Angelo.
Services provided: On-demand transportation for the public
Fleet size: private vehicles are used by drivers who sign up to provide rideshare services
Rates: fee rate is based on mileage traveled by the rider

Irion ISD
302 N. 3rd Street
Mertzon, TX
Phone: 325-835-6111
Service provided: vehicles exclusively for school-related activities

Schleicher ISD
205 Fields Ave
Eldorado, TX
Phone: 325-853-2514
Service provided: vehicles exclusively for school-related activities

Brady ISD
1003 West 11th Street
Brady, TX
Phone: 325 597 2301
Services Provided: vehicles exclusively for school-related activities

Reagan ISD
1111 12th Street
Big Lake, TX
Phone: 325-884-3705
Service provided: vehicles exclusively for school-related activities

San Angelo ISD
1621 University Ave.
San Angelo, TX
Phone: 325-947-3700
Service provided: vehicles exclusively for school-related activities
III. COMPREHENSIVE ASSESSMENT OF THE PUBLIC’S UNMET TRANSPORTATION NEEDS, ASSESSMENT OF OVERLAPS AND GAPS IN THE DELIVERY OF TRANSPORTATION SERVICES & GAP ANALYSIS

Geographical Data

Table 2 depicts the basic demographic features of Concho Valley Transit’s service area. The population of the area is 156,012 people. Approximately three of every four residents live in Tom Green County. The populations in the remaining rural counties range from 1,231 to 8,057 people. The proportion of elderly residents in the CVTD service region is significantly higher than the statewide ratio. More than 25,000 people age 65 and over live in the area. They comprise slightly more than 16 percent of the population. This compares to approximately 13 percent for the statewide population.

<table>
<thead>
<tr>
<th>Table 2 Concho Valley Transit District Demography</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population by County</td>
</tr>
<tr>
<td>County</td>
</tr>
<tr>
<td>Coke</td>
</tr>
<tr>
<td>Concho</td>
</tr>
<tr>
<td>Crockett</td>
</tr>
<tr>
<td>Irion</td>
</tr>
<tr>
<td>Kimble</td>
</tr>
<tr>
<td>McCulloch</td>
</tr>
<tr>
<td>Menard</td>
</tr>
<tr>
<td>Reagan</td>
</tr>
<tr>
<td>Schleicher</td>
</tr>
<tr>
<td>Sterling</td>
</tr>
<tr>
<td>Sutton</td>
</tr>
<tr>
<td>Tom Green</td>
</tr>
<tr>
<td>Service Area Total</td>
</tr>
</tbody>
</table>

Age Distribution

<table>
<thead>
<tr>
<th>Age Groups</th>
<th>Number of People</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under age 18</td>
<td>36961</td>
<td>23.7%</td>
</tr>
<tr>
<td>18 to 64</td>
<td>93420</td>
<td>59.9%</td>
</tr>
<tr>
<td>65 and older</td>
<td>25631</td>
<td>16.4%</td>
</tr>
<tr>
<td>Service Area Total</td>
<td>156012</td>
<td>100%</td>
</tr>
</tbody>
</table>

Race and Ethnicity

<table>
<thead>
<tr>
<th>Race</th>
<th>Number of People</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White, non-Hispanic</td>
<td>83256</td>
<td>53.4%</td>
</tr>
<tr>
<td>Black, non-Hispanic</td>
<td>5052</td>
<td>3.2%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>57940</td>
<td>37.1%</td>
</tr>
<tr>
<td>Other</td>
<td>9764</td>
<td>6.3%</td>
</tr>
<tr>
<td>Service Area Total</td>
<td>156012</td>
<td>100%</td>
</tr>
</tbody>
</table>
White, non-Hispanic residents form a majority of the regional population. Hispanics comprise the largest minority population group and the most rapidly growing ethnic segment. Indeed, the Hispanic population is changing the ethnic composition of the region. Hispanics account for most of the population growth in this slow-growing region of Texas.

**Transit Dependent Groups**

Table 3 depicts the region’s transit-dependent population groups, including employed workers; seniors; children; disabled persons; individuals with low vehicle access; people living on a low income; and limited English-speaking groups.

The number of employed workers using public transportation to commute to work is relatively small in the CVTD region. The 2015-2019 American Community Survey estimates about 152 workers in the region utilize public transit. This amounts to 0.21 percent of the region’s 73,266 employed workers. The estimate for employed workers statewide that use public transit is 1.3 percent.

The same American Community Survey dataset indicates about 3,289 of almost 57,000 households in the region have no vehicle access. Another 4,191 are identified as low access households because they have three or more occupants with access to only one vehicle. About 13.2 percent of all households in the region have low or no access to vehicles.

The Census Bureau used an income of $24,257 for a household of four as the threshold for statistical identification of people in poverty in 2015. More than 23,000 residents of the CVTD region live below the poverty threshold. More than 9,000 of these individuals have incomes below half the threshold. Nearly 38 percent of the regional population lives on incomes less than twice the poverty threshold.

Transit dependent groups in the CVTD region include people with certain health insurance statuses. Approximately 30,220 people, or 19.7 percent of the regional population, have no health insurance. An additional 21,389 people (13.9%) have Medicaid coverage, and those with health service from the Veterans Administration (V.A.) number approximately 656 (0.4% of the population).

Seniors aged 65 and older comprise about 25631 residents or 16.4 percent of the regional population. Individuals with a disability (including seniors) make up 14.1 percent (21,571 persons) of the population. Children under age 18 number 35,944 or 23.4 percent.

A household without members over the age of 13 able to speak English well is defined as Limited English Proficient (LEP) by the Census Bureau. Approximately 2,238 of the region’s 56,932 households are LEP residences. About 11,333 or 7.9 percent of the population age five and over live in these predominantly Spanish-speaking households. Similarly, according to American Community Survey estimates, about 7.3 percent (5,126) of the region’s 69,906 workers are LEP.
<table>
<thead>
<tr>
<th>Table 3</th>
<th>Transit Dependent Populations in the Concho Valley</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Worker Utilization</strong></td>
<td></td>
</tr>
<tr>
<td>Workers</td>
<td>Number</td>
</tr>
<tr>
<td>Workers using public transit</td>
<td>152</td>
</tr>
<tr>
<td>Employed Workers</td>
<td>73266</td>
</tr>
<tr>
<td><strong>Household Vehicle Access</strong></td>
<td></td>
</tr>
<tr>
<td>Households with no vehicle</td>
<td>3270</td>
</tr>
<tr>
<td>Low access households</td>
<td>3724</td>
</tr>
<tr>
<td>Total Households</td>
<td>57875</td>
</tr>
<tr>
<td><strong>Low Income</strong></td>
<td></td>
</tr>
<tr>
<td>Poverty Status</td>
<td>Number</td>
</tr>
<tr>
<td>Below twice poverty level</td>
<td>49822</td>
</tr>
<tr>
<td>Below poverty level</td>
<td>20658</td>
</tr>
<tr>
<td>Under 50% poverty level</td>
<td>8601</td>
</tr>
<tr>
<td>Total Population</td>
<td>156012</td>
</tr>
<tr>
<td><strong>Health Coverage</strong></td>
<td></td>
</tr>
<tr>
<td>Health Insurance Status</td>
<td>Number</td>
</tr>
<tr>
<td>Medicaid</td>
<td>28257</td>
</tr>
<tr>
<td>Veterans Administration</td>
<td>4644</td>
</tr>
<tr>
<td>No Health Insurance</td>
<td>22656</td>
</tr>
<tr>
<td>Total Population</td>
<td>156012</td>
</tr>
<tr>
<td><strong>Seniors</strong></td>
<td></td>
</tr>
<tr>
<td>Seniors</td>
<td>Number</td>
</tr>
<tr>
<td>Age 65 and Older</td>
<td>25631</td>
</tr>
<tr>
<td>Total Population</td>
<td>156012</td>
</tr>
<tr>
<td><strong>Disabled</strong></td>
<td></td>
</tr>
<tr>
<td>Disability Status</td>
<td>Number</td>
</tr>
<tr>
<td>People with a Disability</td>
<td>20961</td>
</tr>
<tr>
<td>Total Population</td>
<td>156012</td>
</tr>
<tr>
<td><strong>Children</strong></td>
<td></td>
</tr>
<tr>
<td>Children</td>
<td>Number</td>
</tr>
<tr>
<td>Under age 18</td>
<td>36961</td>
</tr>
<tr>
<td>Total Population</td>
<td>156012</td>
</tr>
<tr>
<td><strong>Limited English Proficiency Households (LEP)</strong></td>
<td></td>
</tr>
<tr>
<td>Proficiency Status</td>
<td>Households</td>
</tr>
<tr>
<td>Limited English Proficient</td>
<td>2290</td>
</tr>
<tr>
<td>Total Households</td>
<td>57875</td>
</tr>
</tbody>
</table>

*Source: U.S. Census Bureau, America Community Survey 2015-2019, 5-Year sample estimates*
The Transit Gap Index (TGI)

ASU developed the Transit Gap Index (TGI) to integrate measured estimates of demand for rural public transit into the gap analysis and assessment of unmet transportation needs. The TGI includes separate estimates for workers, veterans, households with low vehicle access, Medicaid enrollees, the medically uninsured, low-income residents, seniors, and disabled individuals.

Although the American Community Survey interviews about 3.5 million households each year, it turns out the annual samples from cities or counties with fewer than 65,000 residents are too small to compute estimates with acceptable margins of error. Consequently, the Bureau combines interviews conducted over five years to yield small populations (under 65,000). Thus, the 5-Year samples depict populations, and population trends, over five-year periods.

Still, samples representing small populations remain subject to higher degrees of error, even using the Bureau’s 5-Year sample files. This is why trend data for an area like Sterling County often show wider swings up and down over time than Tom Green County.

After acquiring the datasets, ASU computed the percentages of workers using public transit; households with low vehicle access; persons with Medicaid coverage; veterans with V.A. health services; individuals with no health insurance; residents with low income under twice the poverty level; senior population; and disabled persons. Then, average proportions for Texas and each of the 12 CVTD counties were calculated across the available datasets. Table 4 reports the results.

<table>
<thead>
<tr>
<th>County</th>
<th>Worker Utilization</th>
<th>Low Vehicle Access</th>
<th>Medicaid</th>
<th>Veterans</th>
<th>No Health Insurance</th>
<th>Under Twice Poverty</th>
<th>Seniors</th>
<th>Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coke</td>
<td>0.00%</td>
<td>13.18%</td>
<td>7.45%</td>
<td>7.62%</td>
<td>14.82%</td>
<td>35.23%</td>
<td>28.49%</td>
<td>16.86%</td>
</tr>
<tr>
<td>Concho</td>
<td>0.00%</td>
<td>10.64%</td>
<td>6.65%</td>
<td>7.51%</td>
<td>12.71%</td>
<td>33.85%</td>
<td>19.96%</td>
<td>9.40%</td>
</tr>
<tr>
<td>Crockett</td>
<td>0.00%</td>
<td>6.94%</td>
<td>9.07%</td>
<td>6.25%</td>
<td>20.98%</td>
<td>30.34%</td>
<td>14.95%</td>
<td>7.49%</td>
</tr>
<tr>
<td>Irion</td>
<td>1.03%</td>
<td>4.25%</td>
<td>8.98%</td>
<td>8.23%</td>
<td>14.71%</td>
<td>29.88%</td>
<td>16.85%</td>
<td>12.10%</td>
</tr>
<tr>
<td>Kimble</td>
<td>0.55%</td>
<td>12.96%</td>
<td>7.38%</td>
<td>12.26%</td>
<td>18.32%</td>
<td>43.70%</td>
<td>28.97%</td>
<td>20.03%</td>
</tr>
<tr>
<td>McCulloch</td>
<td>0.08%</td>
<td>9.00%</td>
<td>6.36%</td>
<td>8.86%</td>
<td>20.64%</td>
<td>41.78%</td>
<td>21.83%</td>
<td>19.46%</td>
</tr>
<tr>
<td>Menard</td>
<td>0.00%</td>
<td>9.57%</td>
<td>6.65%</td>
<td>11.71%</td>
<td>30.95%</td>
<td>39.39%</td>
<td>31.43%</td>
<td>27.56%</td>
</tr>
<tr>
<td>Reagan</td>
<td>0.00%</td>
<td>12.64%</td>
<td>3.56%</td>
<td>4.54%</td>
<td>22.11%</td>
<td>29.48%</td>
<td>8.18%</td>
<td>7.81%</td>
</tr>
<tr>
<td>Schleicher</td>
<td>0.90%</td>
<td>6.42%</td>
<td>7.35%</td>
<td>3.19%</td>
<td>21.61%</td>
<td>29.50%</td>
<td>18.77%</td>
<td>11.16%</td>
</tr>
<tr>
<td>Sterling</td>
<td>0.00%</td>
<td>5.68%</td>
<td>3.69%</td>
<td>4.71%</td>
<td>22.95%</td>
<td>36.35%</td>
<td>12.67%</td>
<td>11.86%</td>
</tr>
<tr>
<td>Sutton</td>
<td>0.00%</td>
<td>14.73%</td>
<td>7.48%</td>
<td>10.16%</td>
<td>17.80%</td>
<td>31.21%</td>
<td>18.07%</td>
<td>10.02%</td>
</tr>
<tr>
<td>Tom Green</td>
<td>0.21%</td>
<td>12.17%</td>
<td>4.50%</td>
<td>10.71%</td>
<td>13.67%</td>
<td>32.89%</td>
<td>15.12%</td>
<td>13.10%</td>
</tr>
<tr>
<td>Texas</td>
<td>1.33%</td>
<td>12.58%</td>
<td>17.22%</td>
<td>5.01%</td>
<td>16.52%</td>
<td>31.85%</td>
<td>12.89%</td>
<td>11.30%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, American Community Survey, 5 Year sample estimates, 2015-2019
After computing the average proportions across all the years, ASU developed a series of Transit Gap Index (TGI) scores to rate potential demand for transit services in the various counties. The rating method used the percentages for Texas (the bottom row in Table 4) as benchmarks to derive the TGI scores depicted in Table 5.

<table>
<thead>
<tr>
<th>County</th>
<th>Worker Utilization</th>
<th>Low Vehicle Access</th>
<th>Medicaid</th>
<th>Veterans</th>
<th>No Health Insurance</th>
<th>Under Twice Poverty</th>
<th>Seniors</th>
<th>Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coke</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Concho</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Crockett</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Irion</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>3</td>
<td>3</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Kimble</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>McCulloch</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Menard</td>
<td>5</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Reagan</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Schleicher</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Sterling</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Sutton</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Tom Green</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

Table 5 scores are based on comparisons between the percentages of transit-dependent groups in the county populations and the proportions for Texas (Table 4). However, scoring on utilization of the public transit by workers required a somewhat different approach to scoring than the other seven groups in Table 3. The following rubrics describe the scoring process:

1) The process assigns each CVTD county a score ranging from “Low Need = 1” to “High Need = 5.” the scoring method assumes counties with higher percentages of households with low vehicle access, individuals on Medicaid and Veterans Health services, medically uninsured, individuals with low income, seniors, and persons with disabilities have more need for public transit service than counties with lower percentages. Texas statewide population percentages for these transit-dependent groups served as comparison benchmarks as follows:
   a. “Low Need” scores of 1 indicate counties with group proportions that are more than 50 percent below the corresponding statewide benchmark.
   b. Scores of 2 specify counties with group proportions that are more than 25 through 50 percent below the statewide benchmark.
   c. Scores of 3 depict counties with group proportions 25 to 1 percent less than the statewide benchmark.
   d. Scores of 4 designate counties with group proportions from 0 to 25 percent more than the statewide benchmark.
e. “High Need” scores of 5 indicate counties with group proportions that are more than 25 percent above the corresponding statewide benchmark.

2) Scoring for workers using public transportation for the journey to work presents a unique situation. First, the method is the opposite of the other transit-dependent groups in Table 5, the scoring method assumes that counties with lower percentages of transit workers have more need for service. The available American Community Survey data indicates that virtually no workers (0%) in eight counties use transit, and the proportions for the other four counties are much lower (at least 80% below) than the statewide benchmark of 1.6 percent. In addition, the fact that few Texas workers, and still fewer Concho Valley workers, use public transportation presents a special circumstance for scoring. Consequently, the following describes the scoring rubric for worker utilization of transit:

a. “High Need” scores of 5 indicate counties where more than 90 percent of workers below the statewide benchmark do not use public transit for the journey to work.

b. Scores of 4 depict counties where more than 75 through 90 percent of workers below the statewide benchmark do not use public transit for the journey to work.

c. Scores of 3 depict counties where more than 50 through 75 percent of workers below the statewide benchmark do not use public transit for the journey to work.

d. Scores of 2 depict counties where more than 25 through 50 percent of workers below the statewide benchmark do not use public transit for the journey to work.

e. Scores of 1 depict counties where 25 percent or less of workers below the statewide benchmark do not use public transit for the journey to work.

Identification of Urban and Rural Public Transit Needs

The 2016 Concho Valley Regional Coordination Transportation Plan identified 13 needs statements as listed below. These needs statements were reviewed and included in the 2021 Coordination Plan’s assessment of needs.

1. **Scheduling:** More frequent and convenient stops and destinations with consistent run times. Historically, the demand-response system serving the rural Region 10 areas has had scheduling inefficiencies, and there are no regularly scheduled stops and destinations.

2. **Awareness:** Increase public information and awareness of transit services.

3. **Accessibility:** More accessibility for transit-dependent populations not being served.

4. **Seniors:** Improve awareness and access to transit services for the senior population in the region.

5. **Capacity:** Increase vehicles and services in rural areas; enable more intra-county and intra-city service.

6. **Appointments:** Improve appointment procedures and scheduling in demand-response services; resolve issues over scheduling Medicaid and other priority riders.

7. **Low Vehicle Access:** Improve awareness and access to transit services by regional residents lacking access to vehicles.

8. **Veterans:** Improve awareness and access to transit services by veterans, active-duty service personnel, and their families, especially for medical and workforce purposes.
9. **Uninsured**: Improve awareness and access to transit services for medical purposes by medically uninsured residents in the region.

10. **Low Income**: Improve awareness and access to transit services for low-income residents of the region.

11. **Disabilities**: Improve awareness and access to transit services for the disabled residents of the region.

12. **Worker Utilization**: Increase utilization of transit services for the trip to/from work.

13. **Medicaid Service**: Improve services for Medicaid patients in rural areas.

These 13 needs were identified by reviewing 11 prior planning projects and transportation assessments completed in the CVTD service region between 2005 and 2014. The reviewed documents were:

- San Angelo Area Bicycle and Pedestrian Plan, 2005
- Assessing the Transit Needs of Concho Valley Residents, 2012
- Assessing the Transit Need of ASU Students, 2013
- CVTD Concho Valley Regional Coordination Transportation Plan, 2013
- SA-MPO Survey of Pedestrian and Bicycle Project Priorities, 2013
- CVCOG Area Agency on Aging, Area Plan, 2014
- SA-MPO Public Participation Plan, 2014
- SA-MPO Transportation Improvement Program (TIP), 2014
- SA-MPO Transportation Needs Assessment Survey, 2014
- SA-MPO Voyage 2040 Long-Range Transportation Plan, 2014

**Survey of Public Transportation Service Drivers and Transit Passengers**

ASU assisted the Regional Coordinator at CVOG in conducting a qualitative survey of the rural and urban vehicle drivers and a sample of passengers on urban and rural transit buses. The two surveys are presented in Appendix B.

The Coordinator asked all the rural and urban drivers to voluntarily complete a survey to rank the needs identified in the 2016 Concho Valley Regional Coordination Transportation Plan. The respondents rated each need on a scale from 0 to 4 with the following representations - 0 for no opinion; 1 for no impact; 2 for slight impact; 3 for medium-impact; 4 for high impact; and 5 for severe impact. Table 6 presents a summary of the ratings obtained from the transit passengers. Table 7 identifies the most popular and average rating (overall rating) from the passenger surveys.

The transit passengers’ ratings indicated that “more bus routes and stops and more areas served” was the most popular need, followed by “more frequent service” and then “safer environment at stops and shelters.” These issues had approximately 50% or more of the respondents identifying them as “very important” issues.

The transit bus riders were interviewed face-to-face by student researchers on the transit buses. The students interviewed the passengers over two weeks. Additionally, internet URL links to the
survey were posted on the buses for six weeks. Fifty-three bus riders responded to the survey and ranked the transit needs, as shown in Table 6.

Table 6
Summary of ratings from the transit passengers

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Important</th>
<th>Slightly Important</th>
<th>Neutral</th>
<th>Fairly Important</th>
<th>Not Important</th>
<th>No Opinion</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>More bus routes and stops and more areas served</td>
<td>60.38%</td>
<td>32</td>
<td>13.21%</td>
<td>7</td>
<td>15.09%</td>
<td>1</td>
<td>5.66%</td>
</tr>
<tr>
<td>More frequent service</td>
<td>55.77%</td>
<td>29</td>
<td>17.31%</td>
<td>9</td>
<td>17.31%</td>
<td>9</td>
<td>1.92%</td>
</tr>
<tr>
<td>Better on-time performance</td>
<td>9.62%</td>
<td>5</td>
<td>21.15%</td>
<td>11</td>
<td>51.92%</td>
<td>27</td>
<td>1.92%</td>
</tr>
<tr>
<td>More parking availability at stops</td>
<td>17.31%</td>
<td>9</td>
<td>5.77%</td>
<td>3</td>
<td>32.69%</td>
<td>17</td>
<td>5.77%</td>
</tr>
<tr>
<td>Safer environment at stops and shelters</td>
<td>46.15%</td>
<td>24</td>
<td>11.54%</td>
<td>6</td>
<td>25.00%</td>
<td>13</td>
<td>7.69%</td>
</tr>
<tr>
<td>Cleaner environment in buses and at bus stops</td>
<td>34.62%</td>
<td>18</td>
<td>15.38%</td>
<td>8</td>
<td>34.62%</td>
<td>18</td>
<td>5.77%</td>
</tr>
<tr>
<td>Better pedestrian/bicycle access to/from stops</td>
<td>36.54%</td>
<td>19</td>
<td>17.31%</td>
<td>9</td>
<td>28.85%</td>
<td>15</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

The drivers were also surveyed to collect any additional needs or challenges related to transit services. The transit driver survey yielded 33 responses, summarized in Table 7. The driver responses included some open comments. Those comments are presented below.

“In the small towns, people still do not know how to use the transit system. or that they even can.”

“People still do not know about transit, or if they do, they don’t know how to access it.”

“More people would use transit if there were more small runs out of town.”

“Many surface streets in urban area are in severe need of resurfacing and impact the comfort of ride for passengers and drivers and impact maintenance of equipment.”

“Clients strapped onto wheelchairs sometimes complain about potholes and rough roads.”

“Since we have several different busses, some are better or easier for elderly and disabled people. Each bus has its challenges and can slow down hook-up time of wheelchairs.”
“A lot of people from rural areas do not know of our services. we need to have so sort of public announcement.”

<table>
<thead>
<tr>
<th>Need</th>
<th>Rating [A]</th>
<th>Percent providing majority rating [B]</th>
<th>Combined Priority rating [AXB]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of ride</td>
<td>4</td>
<td>43.48%</td>
<td>1.7392</td>
</tr>
<tr>
<td>Awareness</td>
<td>3</td>
<td>47.83%</td>
<td>1.4349</td>
</tr>
<tr>
<td>Capacity</td>
<td>3</td>
<td>43.48%</td>
<td>1.3044</td>
</tr>
<tr>
<td>Appointments</td>
<td>3</td>
<td>39.13%</td>
<td>1.1739</td>
</tr>
<tr>
<td>Disabilities</td>
<td>3</td>
<td>39.13%</td>
<td>1.1739</td>
</tr>
<tr>
<td>Medicaid Service</td>
<td>3</td>
<td>39.13%</td>
<td>1.1739</td>
</tr>
<tr>
<td>Scheduling</td>
<td>3</td>
<td>34.78%</td>
<td>1.0434</td>
</tr>
<tr>
<td>Accessibility</td>
<td>3</td>
<td>34.78%</td>
<td>1.0434</td>
</tr>
<tr>
<td>Seniors</td>
<td>3</td>
<td>34.78%</td>
<td>1.0434</td>
</tr>
<tr>
<td>Low Vehicle Access</td>
<td>3</td>
<td>34.78%</td>
<td>1.0434</td>
</tr>
<tr>
<td>Veterans</td>
<td>3</td>
<td>34.78%</td>
<td>1.0434</td>
</tr>
<tr>
<td>Uninsured</td>
<td>3</td>
<td>34.78%</td>
<td>1.0434</td>
</tr>
<tr>
<td>Worker Utilization</td>
<td>3</td>
<td>34.78%</td>
<td>1.0434</td>
</tr>
<tr>
<td>Low income</td>
<td>2.5</td>
<td>31.82%</td>
<td>0.7955</td>
</tr>
<tr>
<td>Pricing</td>
<td>1</td>
<td>30.43%</td>
<td>0.3043</td>
</tr>
</tbody>
</table>

Among the drivers interviewed, Improvement in the Quality of Ride received the highest rating, followed by Awareness, Capacity, Appointments, Disabilities, and Medicaid Services. The needs mentioned above received a rating of 3 or more from approximately 40% of the respondents. The remaining issues – Scheduling, Accessibility, Seniors, Low Vehicle Access, Veterans, Uninsured, and worker utilization – had less than 35% of respondents assigning a rating of at least 3. Low-income and Pricing had low ratings of 2.5 and 1, respectively.

**Prioritization of Needs**

The Regional Services Coordinator and ASU guided the RCPC to prioritize the summary list of needs working together. Appendix C includes a copy of the prioritization instrument developed by ASU to facilitate the process. The instrument requested the Steering Committee and RCPC members to rate each of the 13 identified summary needs on two criteria:
• **Impact:** Thinking about how severely the lives of the affected members of transit-dependent populations are impacted, rate each need item on a 1-5 point scale where: 1 = Minimum or minor severity of impact, and 5 = Major or maximum severity of impact.

• **Consequence:** Thinking about the viability of social and economic life in the local community, rate the consequences of not taking action to solve each need using a 1-5 point scale where: 1= Minor or insignificant consequence, and 5 = Highly significant or major consequence.

On June 29, 2021, ASU met with the RCPC steering committee to discuss the transit system’s identified needs and asked their inputs to rate each need through a survey instrument. The survey instrument is presented in Appendix D. Figure 2 summarizes the average ratings of impact and the respondents’ community consequence.

![Figure 2](image)

The three highest priorities based on the average ratings of the Steering and RCPC members are the need to improve access to transit services for the disabled, seniors, and low-income, respectively. Improving awareness about the services offered by the public transit system was ranked fourth. The lowest priority assigned by the Steering and RCPC members was the need to increase the utilization of transit services for the journey to work.
The RCPC provided comments about each of the needs identified that helped put Figure 2 in perspective. The comments and discussions with the RCPC indicated that the issues with the top three highly ranked priorities mainly were associated with a lack of awareness about the services provided for those groups.

ASU used the priority rating scores represented in Figure 2 to apply weights for the various transit needs of the dependent groups in the TGI. Table 8 reports weighted priority results from the TGI. The values are weighted by multiplying the TGI results in Table 5 by the priority scores assigned to the needs of the various transit-dependent groups in Figure 2.

<table>
<thead>
<tr>
<th>County</th>
<th>Worker Utilization</th>
<th>Vehicle Access</th>
<th>Medicaid</th>
<th>Veterans</th>
<th>No Health Insurance</th>
<th>Under Twice Poverty</th>
<th>Seniors</th>
<th>Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>3.22</td>
<td>3.58</td>
<td>3.72</td>
<td>3.53</td>
<td>3.8</td>
<td>4.2</td>
<td>4.23</td>
<td>4.4</td>
</tr>
<tr>
<td>Coke</td>
<td>16</td>
<td>14</td>
<td>4</td>
<td>18</td>
<td>11</td>
<td>17</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Concho</td>
<td>16</td>
<td>11</td>
<td>4</td>
<td>18</td>
<td>11</td>
<td>17</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>Crockett</td>
<td>16</td>
<td>7</td>
<td>7</td>
<td>14</td>
<td>19</td>
<td>13</td>
<td>17</td>
<td>9</td>
</tr>
<tr>
<td>Irion</td>
<td>3</td>
<td>4</td>
<td>7</td>
<td>18</td>
<td>11</td>
<td>13</td>
<td>21</td>
<td>18</td>
</tr>
<tr>
<td>Kimble</td>
<td>10</td>
<td>14</td>
<td>4</td>
<td>18</td>
<td>15</td>
<td>21</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>McCulloch</td>
<td>16</td>
<td>7</td>
<td>4</td>
<td>18</td>
<td>15</td>
<td>21</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Menard</td>
<td>16</td>
<td>11</td>
<td>4</td>
<td>18</td>
<td>19</td>
<td>17</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Reagan</td>
<td>16</td>
<td>14</td>
<td>4</td>
<td>11</td>
<td>19</td>
<td>13</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Schleicher</td>
<td>6</td>
<td>7</td>
<td>4</td>
<td>7</td>
<td>19</td>
<td>13</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>Sterling</td>
<td>16</td>
<td>4</td>
<td>4</td>
<td>11</td>
<td>19</td>
<td>17</td>
<td>13</td>
<td>18</td>
</tr>
<tr>
<td>Sutton</td>
<td>16</td>
<td>14</td>
<td>4</td>
<td>18</td>
<td>15</td>
<td>13</td>
<td>21</td>
<td>13</td>
</tr>
<tr>
<td>Tom Green</td>
<td>13</td>
<td>11</td>
<td>4</td>
<td>18</td>
<td>11</td>
<td>17</td>
<td>17</td>
<td>18</td>
</tr>
</tbody>
</table>

Reading down the Vehicle Access column teaches that Kimble and McCulloch counties had a notably high proportion of their populations: seniors, people with disabilities, and under twice the poverty level. The Steering and RCPC member feedback rated these as relatively high priority needs for the transit service. Crockett County recorded relatively lower scores for the same groups indicating that transit service needs in the Kimble and McCulloch counties are more acute compared to Crockett County.

**Gap Analysis of Unmet Transportation Needs**

The 2016 Concho Valley Regional Coordination Transportation Plan project developed a systematic gap analysis of unmet transportation needs. The aim was to craft an analysis focused on transit-dependent groups in the CVTD’s rural counties and rooted in measuring resources and unmet needs. The analysis was designed to:

- Serve as a model to enable replication, updating, and refinement of future gap analyses and need assessments of the CVTD system.
• Lay a foundation to formulate and seek funding and other resources for proposals and projects to progress toward closing service gaps in CVTD services.
• Serve as a platform for developing and refining integrated, measurable indicators for tracking and measuring progress toward closing service gaps.

This 2021 Concho Valley Regional Coordination Transportation Plan updates the gap analysis from 2016 by replicating the previous methodology with a few modifications. The priority weighted TGI represents useful measures of transportation need. The TGI measures pools of potential demand for public transit service reflected by transit-dependent groups in the rural counties. To complete the gap analysis, ASU requested and obtained the following data items from CVTD to gauge the distribution and deployment of transit resources across the 12 counties.

1. Current annualized operating costs by county.
2. Runs by county.
3. Revenue miles by county.
4. Revenue hours by county.
5. Total riders by county.

Table 7 profiles the available operating costs and deployment data used as resource measures for the gap analysis. The data was collected from March 1, 2021, through June 30, 2021.

The gap analysis compared the distribution and deployment of transit system resources (Table 9) with the priority demands for services represented by the weighted prioritization scores for the transit-dependent groups (Table 8). The process required ASU researchers to assess each county’s prioritization scores for each transit-dependent group in Table 8 with the transit system resource measures in Table 9.

<table>
<thead>
<tr>
<th>Geography</th>
<th>Percent Operating Costs</th>
<th>Runs</th>
<th>Revenue Miles</th>
<th>Revenue Hours</th>
<th>Total Riders</th>
<th>Total Riders - Medicaid</th>
<th>Riders Per Run</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coke</td>
<td>7.7%</td>
<td>134</td>
<td>14045</td>
<td>608.7</td>
<td>521</td>
<td>67</td>
<td>3.89</td>
</tr>
<tr>
<td>Concho</td>
<td>10.1%</td>
<td>81</td>
<td>18412</td>
<td>892.0</td>
<td>597</td>
<td>116</td>
<td>7.37</td>
</tr>
<tr>
<td>Crockett</td>
<td>5.7%</td>
<td>139</td>
<td>10426.9</td>
<td>611.9</td>
<td>495</td>
<td>0</td>
<td>3.56</td>
</tr>
<tr>
<td>Irion</td>
<td>1.1%</td>
<td>42</td>
<td>1904</td>
<td>88.0</td>
<td>131</td>
<td>0</td>
<td>3.12</td>
</tr>
<tr>
<td>Kimble</td>
<td>0.6%</td>
<td>37</td>
<td>1116</td>
<td>77.6</td>
<td>142</td>
<td>15</td>
<td>3.84</td>
</tr>
<tr>
<td>McCulloch</td>
<td>11.4%</td>
<td>266</td>
<td>20757</td>
<td>1287.9</td>
<td>2023</td>
<td>111</td>
<td>7.61</td>
</tr>
<tr>
<td>Menard</td>
<td>1.0%</td>
<td>42</td>
<td>1897</td>
<td>71.2</td>
<td>63</td>
<td>7</td>
<td>1.50</td>
</tr>
<tr>
<td>Reagan</td>
<td>2.4%</td>
<td>80</td>
<td>9708</td>
<td>419.3</td>
<td>350</td>
<td>0</td>
<td>4.38</td>
</tr>
<tr>
<td>Schleicher</td>
<td>4.8%</td>
<td>62</td>
<td>8656</td>
<td>457.1</td>
<td>374</td>
<td>47</td>
<td>6.03</td>
</tr>
<tr>
<td>Sterling</td>
<td>3.0%</td>
<td>69</td>
<td>5412.7</td>
<td>284.6</td>
<td>140</td>
<td>0</td>
<td>2.03</td>
</tr>
<tr>
<td>Sutton</td>
<td>3.9%</td>
<td>153</td>
<td>7008</td>
<td>332.5</td>
<td>235</td>
<td>0</td>
<td>1.54</td>
</tr>
<tr>
<td>Tom Green</td>
<td>45.3%</td>
<td>167</td>
<td>82419</td>
<td>4594.6</td>
<td>1206</td>
<td>80</td>
<td>7.22</td>
</tr>
</tbody>
</table>
Users of the rural and urban 5310 service include riders who are 65 or older and persons with disabilities. From January to December, 2021, the number of 5310 riders for the urban and rural service were 1005, and 81, respectively.

Researchers applied the following rubrics for the analytical purpose of identifying under-service gaps in the rural counties. Counties that were not underserved had resources allocated by the CVTD that exceeded the average resource allocation. The gap index was below the average for all those rural counties or both.

1) The UNDER-SERVICE rural county rubric: A county with a weighted TGI score for a transit-dependent group greater than the average TGI score for all other counties (Table 8) and a resource measure that is less than the average for all counties (Table 9) is UNDERSERVED. In Menard County, for instance, workers are somewhat underserved on operating costs because the county uses a low 1.04 percent of costs (Table 9). In contrast, its weighted TGI score for worker utilization, vehicle access, Medicaid, residents with no health insurance, people under twice poverty, seniors, and disability were all higher than the average for all the counties (Table 8). Thus, all the transit-dependent groups mentioned above dependent groups in Menard County were classified as under-service with the letter: U” in Table 10.

<table>
<thead>
<tr>
<th>County</th>
<th>Worker Utilization</th>
<th>Vehicle Access</th>
<th>Medicaid</th>
<th>Veterans</th>
<th>No Health Insurance</th>
<th>Under Twice Poverty</th>
<th>Seniors</th>
<th>Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coke</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concho</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crockett</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irion</td>
<td></td>
<td></td>
<td>U</td>
<td>U</td>
<td></td>
<td>U</td>
<td>U</td>
<td>U</td>
</tr>
<tr>
<td>Kimble</td>
<td></td>
<td></td>
<td>U</td>
<td></td>
<td></td>
<td>U</td>
<td>U</td>
<td>U</td>
</tr>
<tr>
<td>McCulloch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Menard</td>
<td></td>
<td></td>
<td>U</td>
<td>U</td>
<td></td>
<td>U</td>
<td>U</td>
<td>U</td>
</tr>
<tr>
<td>Reagan</td>
<td></td>
<td></td>
<td>U</td>
<td></td>
<td></td>
<td>U</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schleicher</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sterling</td>
<td></td>
<td></td>
<td>U</td>
<td>U</td>
<td></td>
<td>U</td>
<td>U</td>
<td>U</td>
</tr>
<tr>
<td>Sutton</td>
<td></td>
<td></td>
<td>U</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>U</td>
</tr>
<tr>
<td>Tom</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Following the prescribed rubric, the researchers counted 28 transit-dependent groups that are under-service. Table 11 shows the number of underserved transit-dependent groups for each county. Menard County recorded the highest number of under-service transit-dependent groups with seven groups, Irion, Kimble, and Sterling counties recorded the second-highest number of under-serviced transit-dependent groups, all with four groups, followed by Reagan and Sutton counties with three underserviced groups. McCulloch and Crocket followed with two and one
groups, respectively. Coke, Concho, and Schleicher had no under-serviced transit-dependent groups.

<table>
<thead>
<tr>
<th>County</th>
<th>No. of under serviced transit dependent group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coke</td>
<td>0</td>
</tr>
<tr>
<td>Concho</td>
<td>0</td>
</tr>
<tr>
<td>Crockett</td>
<td>1</td>
</tr>
<tr>
<td>Irion</td>
<td>4</td>
</tr>
<tr>
<td>Kimble</td>
<td>4</td>
</tr>
<tr>
<td>McCulloch</td>
<td>2</td>
</tr>
<tr>
<td>Menard</td>
<td>7</td>
</tr>
<tr>
<td>Reagan</td>
<td>3</td>
</tr>
<tr>
<td>Schleicher</td>
<td>0</td>
</tr>
<tr>
<td>Sterling</td>
<td>4</td>
</tr>
<tr>
<td>Sutton</td>
<td>3</td>
</tr>
</tbody>
</table>

**Tom Green County**

The gap analysis for Tom Green County was separated from the other counties because Tom Green County has approximately 76% of the population in the district and so receives a more significant share of the CVTD’s resources. Therefore, Tom Green County is not compared to the rural counties to determine underserviced groups. Instead, the transit-dependent groups within Tom Green are compared to identify vulnerable groups.

Table 8 indicates that veterans and people with disabilities have the highest priority weighting of 18, followed by seniors and people under twice the poverty threshold with weights of 17, and then workers. People with low vehicle access and no health insurance were tied at 11 and Medicaid at 4.

**Comparing Transit Dependent Groups**

Tables 12 compares the transit-dependent groups. Workers, people with low vehicle access, and seniors recorded the highest number of under-service counts at four each. Medicaid, uninsured, low-income, and disabled were tied at three each. Veterans were under serviced in only one county.

<table>
<thead>
<tr>
<th>Transit Dependent Group</th>
<th>Number of underserved counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker utilization</td>
<td>4</td>
</tr>
<tr>
<td>Vehicle access</td>
<td>4</td>
</tr>
<tr>
<td>Medicaid</td>
<td>3</td>
</tr>
<tr>
<td>Veterans</td>
<td>1</td>
</tr>
<tr>
<td>Uninsured</td>
<td>3</td>
</tr>
</tbody>
</table>
Summary of Findings from the Transit Gap Study

In summary, rural transit service to the 12 counties had the following under service counties and groups.

1. Menard County was the most under-serviced county with seven underserviced transit-dependent groups.
2. Households with low vehicle access were under serviced in Crockett, Kimble, Menard, and Reagan counties.
3. Seniors were under-serviced in Irion, Kimble, Menard, and Sutton counties.
4. Persons using Medicaid were underserviced in Irion, Menard, and Sutton counties.
5. The medically uninsured populations were underserviced in Menard, Reagan, and Sterling counties.
6. Persons living on low income were underserviced in Kimble, Menard, and Sterling counties.
7. Persons with disabilities in Irion, Kimble, Menard, and Sterling counties.
8. Veterans in Irion County.

Worker utilization was identified as under-serviced in Menard, Reagan, Sterling, and Sutton counties. This transit gap indicates the need for a transit service that operates within those four counties to meet the transit needs of workers.

A review of the Tom Green County demography indicated that veterans, people with disabilities, seniors, low-income persons should be prioritized in resource allocation. The most urban county with approximately 76 percent of the population, Tom Green received almost 46 percent of the resource allocations. The remaining groups arranged in by their priority ratings are Workers, people with low vehicle access, medically uninsured persons, and persons relying on Medicaid.
IV. PLANNING FOR COMPREHENSIVE SERVICES

The Concho Valley Transit District forms partnerships through Regional Coordination with various agencies that apply and receive various grant funding opportunities such as the 5310 (Enhanced Mobility of Seniors and Individuals and Individuals with Disabilities) formula grant. This program supports the planning, design, and implementation of transportation services to meet the unique transportation needs of seniors and individuals with disabilities. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options.

By allocating the funding and dispersing equal amounts monthly, and closely regulating the amount to each client, the CVTD is better positioned to serve the needs of all those who qualify for the 5310 grant. The CVTD also collaborates with multiple brokers who receive Health and Human Services funding. Through this collaboration, CVTD can provide medical transportation for individuals approved through Medicaid. CVTD also partners with numerous local agencies and organizations such as; Senior Companions/ Foster Grandparents, Area on Aging, Boys and Girls Club, Workforce Solutions, Disability Connections, and others to provide transportation to their clients and consumers.
V. INTEGRATED PLANNING PROCESSES

Planning and the integration of plans amongst local agencies are a critical part of ensuring that regional goals and objectives are met. The Concho Valley has been fortunate enough to benefit from sustained, active participation from health and human service organizations, especially those with an interest in client transportation for older adults, persons with disabilities, persons with low incomes, veterans, and other transit dependent populations. Below are some of the organizations in the area that require plan integration, coordination, and collaboration:

Concho Valley Transit District

CVTD continues to provide both rural and urban services for the Concho Valley. Serving as the only public transportation provider in the region and the lead agency, Concho Valley Transit District coordinates closely with key stakeholder groups from the City of San Angelo, surrounding counties, and TxDOT to prioritize the integration of planning. Some of these stakeholder groups include the San Angelo Metropolitan Planning Organization, Area Agency on Aging, Concho Valley Economic Development and more.

Region 10 Regional Coordination Planning Committee

Representatives of transit dependent groups, workforce agencies, health and human service agencies, and other members of the public are key members of the Regional Coordination Planning Committee (RCPC) and each brings valuable insight and perspectives to help ensure that local strategic plans are integrated.

Coordination with the Concho Valley Council of Governments

The Concho Valley Council of Governments (CVCOG) is a voluntary organization of local governments to foster a cooperative effort in resolving problems, policies, and plans that are common and regional. Serving as one of the many organizations within the CVCOG, Concho Valley Transit District has formed close relationships and camaraderie with other organizations within the CVCOG especially those serving seniors and low-income populations including the Area Agency on Aging and the Concho Valley Economic Development District. Many of these organizations have their own long-range plans and CVTD works closely with these entities to ensure that transportation needs are factored into their plans.

Agencies within the CVCOG:

- 2-1-1 Texas
- Area Agency on Aging of the Concho Valley
- Concho Valley Aging and Disability Resource Center
- Concho Valley Testing & Training Center
- Concho Valley Regional Law Enforcement Academy
- Foster Grandparents
- Head Start
- Homeland Security
- Regional 9-1-1
- Concho Valley Economic Development District
- Senior Companions
- Concho Valley Transit District
Coordination with San Angelo Metropolitan Planning Organization (MPO)

On April 12, 2018, the San Angelo Metropolitan Planning Organization Transportation Policy Board adopted Concho Valley Transit District’s performance measurement targets. The Transportation Policy Board has committed to supporting, planning and programming projects that contribute to the accomplishments of said targets. The targets are for four transit asset management performance measures that include:

1. Equipment State of Good Repair: rehab or replace equipment based on the Concho Valley Transit District Board of Trustees approved capital plan to maintain an overall state of good repair of all vehicles and facilities.
2. Rolling Stock State of Good Repair: by 2022, replace 4 fixed route buses with an age of 5 years or greater and replace 6 demand response busses with an age of 5 years or greater.
3. Infrastructure State of Good Repair: zero, no passenger rail infrastructure.
4. Facilities State of Good Repair: rehab facilities based on the Concho Valley Transit District Board of Trustees approved capital plan to maintain an overall state of good repair. This to include Multi-Modal facilities and bus stop and shelter (operational) facilities as well.

Numerous transit projects adopted in the FY 2021-2024 Transportation Improvement Program support achieving the targets established for transit state of good repair, including: the purchase of revenue vehicles; the purchase of replacement revenue vehicles; new and upgrades to existing passenger facilities; and upgrades to the operational facilities.

The San Angelo Metropolitan Planning Organization also has a Metropolitan Transportation Plan (MTP) titled Moving People and Things Through and Within San Angelo 2045.

“This plan was adopted on March 24, 2020 and covers fiscal years 2020 to 2045. The plan identifies long-range transportation needs, prioritizes programs and projects, provides a means for regional brainstorming on transportation aspects and serves as the basis for the planning needs and decision-making guidelines for the MPO Board. This is accomplished through identifying present and future transportation corridors, forecasting transportation needs and growth patterns, providing estimated costs for implementation of those needs and including other innovative approaches to transportation.”

CVTD maintains a close working relationship with the San Angelo Metropolitan Planning Organization and CVTD’s goals and objectives are already included in the SAMPO’s long range plans. Also included in this plan are an overview of CVTD, History of Transit, and Transit Services offered by CVTD.

The San Angelo Metropolitan Organization has CVTD’s Transportation Goals and Objectives listed as follows:

“The goals and objectives of the Concho Valley Transit District for the foreseeable future are to:

- Steadily increase service, both Urban and Rural by growing inventory and staff slowly to provide quality service that is appropriate and feasible based on client and region needs.
- Comply with the requirements imposed by state and federal government and in accordance with organizational policies and procedures.
- Maintain and grown provided transportation services to clients in and around the Concho Valley through innovative efficiencies and innovative direction of assets and customer base.
- Ensure that all eligible clients have safe and timely access to transportation services throughout the region.
• Reduce the cost of service and maintain the upkeep of capital assets through a newly developed Asset Management Plan.
• Increase services within the Concho Valley by gradually increasing the size of the transportation fleet through sensible and cost-effective purchases.
• Increase the budget through increased local contributions and sales while exploring new opportunities utilizing uncommon government collaborations.”

These plans can be found at www.sanangelompo.org.

Coordination with Concho Valley Community Action Agency

The Concho Valley Community Action Agency (CVCAA) is an organization that provides a variety of services including housing and utility assistance, weatherization, and other community resources for the low-income population in the area. This organization provides a valuable service to the Concho Valley. The CVCAA has a Community Needs Assessment that list the services provided by CVTD and some of the challenges of public transportation for individuals living in the Concho Valley.

CVCAA lists one of the biggest opportunities for the transportation of their clients as being the need for expanded service hours and shorter bus route times.

CVCAA is one of the key members of the RCPC and over the years, CVTD has build a good relationship with CVCAA and both continue to work together on integrating plans to improve services for mutual stakeholders. CVTD often joins CVCAA at their rural outreach events to help spread information about services offered.
VI. VISION, MISSION, GOALS, AND OBJECTIVES

In a meeting with the RCPC on July 30, the RCPC discussed and approved the vision statement, mission, goals, and objectives for the CVTD. The goals and objectives from the 2016 Regional Coordinate Plan were maintained with the addition of improving awareness about the services provided by the CVTD.

Vision Statement

The mission of the Concho Valley Transit District is to provide safe and efficient transportation services to the Concho Valley while positively contributing to the economy and community.

Mission

The goal of the Concho Valley RCPC is to develop coordinated transportation plans and recommendations that facilitate improved capacity and delivery of services, enhance satisfaction with public transit services within regional communities and among transit-dependent groups and encourage cooperation to meet the transportation needs of the region.

The RCPC is a diverse group comprised of representatives from local agencies and organizations who voluntarily come together to identify, discuss and plan for the various transportation needs of the Concho Valley.

Goals and Objectives

Safety: Ensure that safety is of the utmost priority for our employees, passengers, and general citizens of the Concho Valley and surrounding areas.

Reliability: Deliver quality services resulting in consistent mobility for our rural and urban passengers.

Friendliness: Create a comfortable and welcoming atmosphere for Concho Valley citizens and transit passengers.

Awareness: Increase public information and awareness of transit services.

Project Development

The gap analysis and assessment revealed unmet needs in providing rural transportation services to workers, households with low vehicle access, medically uninsured persons, low-income individuals and families, Medicaid patients, seniors, and persons with disabilities. The assessment also documents variations in the severity of these needs in the different rural counties.

CVTD invites community-based organizations to develop joint or coordinated project funding proposals for consideration by TxDOT or other public transit funding agencies. To be in alignment with the Regional Coordination Transportation Plan, organizations are encouraged to develop proposals that will enhance transportation services to their stakeholders by leveraging funds and/or building regional capacity to address identified and assessed gaps in needs and services. The current project list was created with the help of organizations throughout the region including Concho Valley Transit District, Concho Valley Community Action Agency, Concho Valley Economic Development, West Texas Counseling and Guidance, Texas Hunger Initiative, San Angelo Metropolitan Planning Organization, Workforce Solutions, Children’s Advocacy
Center of Tom Green County, Area Agency on Aging/2-11, MHMR Services for the Concho Valley, and more. Community-based organizations interested in developing joint or coordinated project proposals should consult with CVTD’s Regional Coordinator/Grant Writer.

In addition, CVTD and CVCOG will employ the leadership of the Regional Coordinator/Grant Writer to implement the specific projects listed below as key elements of a regional strategy to close the gaps. Some key projects will benefit both the urban fixed-route and rural demand-response systems operated by CVTD (e.g., In-House Maintenance and State of Good Repair). Other projects focus on the fixed-route system to realize improvements that will enhance integration between the urban and rural systems (e.g., Centralized Dispatch) or facilitate connectivity between the systems (e.g., Transportation Connection Points). Additional projects open opportunities for local public, nonprofit, and private agencies and organizations to support public transit by participating in CVTD advertising, branding, and marketing projects.

### Table 13 Key Planned or Ongoing Projects

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Status</th>
<th>Description</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pilot New Fixed Routes:</strong></td>
<td>Ongoing</td>
<td>CVTD sees increased demand for Airport service and Downtown San Angelo Lunch service in the urban areas. CVTD added a new route in 2020 and will continue to add as needed. CVTD will pilot a city-wide Demand Response service starting in 2021. Funding: Funding options for new pilot routes are 5309 or Coordinated Call. Also, public agencies, health and human service organizations, or private employers interested in joint or collaborative projects for new fixed routes to better serve stakeholders should consult with the CVTD Regional Coordinator/Grant Writer. Abetted Gaps/Populations: CVTD fixed routes serve many passenger populations, including low poverty and workers. Piloting new routes can allow public transportation to reach more residential and industrial areas of the urbanized areas.</td>
<td>High priority – 60 percent of urban and rural passengers indicated “More bus routes and stops and more areas served” as very important in the survey.</td>
</tr>
<tr>
<td><strong>Intercity Bus Service:</strong></td>
<td>Proposed</td>
<td>Enhance rural transit services by adding bus routes to and from rural counties to the urban San Angelo area. CVTD provides rural rides to San Angelo, allowing access to the Greyhound. A Feasibility Study on service from Del Rio to San Angelo to Midland to Abilene is currently being performed by TxDOT. Funding: A funding option for this enhancement is 5311 or Intercity Bus Program Funding. In addition, public agencies, organizations, or private employers interested in joint or collaborative projects for new fixed routes to better serve stakeholders should consult with the CVTD Regional Coordinator/Grant Writer. Abetted Gaps/Populations: ICB brings seniors, persons with disabilities, and workers to the urbanized area and beyond to build economic growth and attend appointments for necessary health and human services.</td>
<td>High priority – 60 percent of urban and rural passengers indicated “More bus routes and stops and more areas served” as very important in the survey.</td>
</tr>
<tr>
<td><strong>Passenger Amenities</strong></td>
<td>Proposed</td>
<td>Create sheltered bus stops with curb cuts, lighting, and trash cans in the UTD fixed-route system. Ensure equal amenities at rural pickup points. These amenities will increase ridership in</td>
<td>High priority – 46 percent of urban and public agency interests.</td>
</tr>
</tbody>
</table>
They improve safety for passengers in both systems, as well as for those who transfer between systems. Amenities provide improved access for seniors, individuals with disabilities, and other transit-dependent groups. They also provide areas for posting information for branding and increasing awareness of CVTD services and opportunities for local businesses, public agencies, and health and human services organizations to support the transit system through advertising. This is currently in the implementation phase as six shelters have been purchased and concrete pads poured. Additionally, 13 benches are in the procurement phase.

Funding: With increased rural passenger transfers to urban services, funding options may include 5339 (b), 5317, and 5307. Helping the system provide passenger amenities is also a valued way for private businesses, public agencies, and regional service organizations to collaborate and support the transit system.

Abetted Gaps/Populations: All transit-dependent groups are aided through the construction and/or installation of new transit amenities, including benches, shelters, trashcans, and lighting. rural passengers indicated “Safer environment at stops and shelters” as very important in the survey.

<table>
<thead>
<tr>
<th>Branding and Marketing</th>
<th>Ongoing</th>
<th>The Regional Coordinator/Grant Writer collaborated to develop a branding and marketing strategy to work with a newly established RPO and community stakeholders. This plan will increase the public awareness, knowledge, and understanding of the current and evolving capacities and services of CVTD. The branding and marketing strategy aims to increase ridership and provide the essential public understanding and awareness needed as the system gains capacity to close the service gaps among transit-dependent groups and underserved counties. Branding was changed from CVTD, TRANS, and Thunderbird to CVT on 11/14/2018. Funding: FTA and TxDOT funds. Abetted Gaps/Populations: All transit-dependent groups will have the ability to better identify CVTD vehicles, specifically for seniors and persons with disabilities who may have difficulties recognizing CVTD vehicles. High Priority – the RCPC identified awareness as a priority necessary for increasing the patronage of the CVTD services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising</td>
<td>Ongoing</td>
<td>Advertise transit system information and services at bus stops and onboard buses can augment the Branding and Marketing strategy while creating opportunities for local funding through advertising revenues from local businesses, public agencies, and health and human services organizations. Advertising revenue generates local funding to partially support joint or coordinated projects of interest to CVTD and/or various community-based organizations. Organizations interested in participating in the CVTD advertising project should contact the Regional Coordinator/Grant Writer. Funding: Project-based grants like Coordinated Call for Projects or Regionally Coordinated Pilot projects are available to aid in exploring new advertising avenues. Abetted Gaps/Populations: Workers in business areas and seniors, Medicaid users, and persons with disabilities who frequent doctors’ offices are subject to viewing new advertising ventures. High Priority – the RCPC identified awareness as a priority necessary for increasing the patronage of the CVTD services.</td>
</tr>
<tr>
<td><strong>Comprehensive System-Wide Transportation Study</strong></td>
<td>Proposed</td>
<td>Collaborate with SA-MPO and TxDOT to conduct a long-range planning study to assess community transportation partnerships, enabling a multi-provider call center and integrating multi-provider transportation compatible scheduling software into CVTD services. The project holds potential for significant integration and coordination of public and privately-operated transportation services across CVTD urban and rural areas. Funding: The funding for this project is the Transit Technical Services Program (TTSP) which was applied for on 08/05/2021. This program provides focused technical assistance to Rural Transit Districts in Financial management and analysis, Capital project development, and Operational and service analysis. Abetted Gaps/Populations: This study will aid all transportation-dependent groups to better coordinate transportation services within the urban and rural areas, especially for persons with disabilities and seniors who may be lifts/ramps or extra help boarding alighting vehicles or those with low vehicle access.</td>
</tr>
<tr>
<td><strong>Ride Quality</strong></td>
<td>Proposed</td>
<td>Create partnerships with TxDOT and City Engineer to utilize transit drivers to help identify routes with poor pavement quality that severely impacts rides.</td>
</tr>
<tr>
<td><strong>Quality Assurance Plan</strong></td>
<td>Ongoing</td>
<td>CVTD management will continue developing and implementing a Quality Assurance Plan to train employees to record information and data to meet the FTA Triennial Review and Audit compliance requirements. This project reinforces the driver to achieve operational efficiencies and effectiveness in the transit system. It also ensures the accuracy of essential data and information required for useful performance measures to evaluate and document future progress toward meeting unmet needs and closing service gaps. Automated ridership data collection met the unmet needs and provided instant feedback using passenger counters. CVTD Triennial Review is scheduled for 2021. CVTD will continue to train employees to meet FTA compliance requirements. They have also begun incorporating a Transit Operator Development Course that helps comply with Federal and State regulations, develops our trainees into professional operators, and instills the safest practices. Funding: Coordinated Call is a funding option for this project. Passenger counters were funded with 5307. Abetted Gaps/Populations: The creation of a quality assurance plan can aid all transit-dependent populations. Compliance with funding sources allows CVTD to maintain services for the citizens of the Concho Valley.</td>
</tr>
<tr>
<td><strong>Centralized Dispatch</strong></td>
<td>Ongoing</td>
<td>CVTD began the process of centralizing its dispatch system in 2016. This project was completed and is currently being used. Adopting a bus tracking phone app and an automated fare system has increased the conveniences, efficiencies, and connectivity options for rural and urban patrons. The integrated dispatch system serves both the urban fixed route services and the rural demand response services of CVTD, increasing the convenience and efficiency of scheduling, creating more flexible and efficient deployment of fleet resources, and opening new opportunities for connectivity between the rural areas and urban system services. Funding: No funding is currently needed to continue this project. Local funds will be required to implement the system software to integrate rural and urban services, the bus tracking phone app, and the automated fare system. Abetted Gaps/Populations: Centralized dispatching helps low SES individuals (2x below the poverty level, those with no insurance or Medicaid) with the addition of a toll-free number. Making a trip has been easier for seniors and individuals with disabilities who may have many appointments or have difficulties.</td>
</tr>
<tr>
<td><strong>In-house Maintenance</strong></td>
<td>Planning phase</td>
<td>The construction of an in-house maintenance facility for the CVTD fleet is an essential capacity-building project to close the unmet need gaps in rural transportation services. CVTD will collaborate with Howard College –San Angelo to increase community connectivity to train mechanics and provide internships and jobs for local students. Funding: CVTD will apply for funding to construct the maintenance facility in 2022. Abetted Gaps/Populations: All transit-dependent groups are supported through the addition of an in-house maintenance facility, especially seniors and persons with disabilities who will benefit from well-maintained lifts and ramps on CVTD’s accessible vehicles.</td>
</tr>
<tr>
<td><strong>State of Good Repair</strong></td>
<td>Ongoing</td>
<td>The in-house maintenance project will augment CVTD’s initiative to establish a State of Good Repair management framework to improve the system’s asset procurement and salvaging process to maximize passenger safety and minimize operations costs. The engineering and design bid is out now. Transit Asset Management has also been created to assist with the State of Good Repair. Funding: A funding option for instituting the State of Good Repair framework is 5337. Abetted Gaps/Populations: Similar to in-house maintenance, this program will aid all transit clientele with safer and more reliable vehicles.</td>
</tr>
</tbody>
</table>
VII. SUSTAINABLE PLANNING & IMPLEMENTATION PLAN

CVTD Organizational Infrastructure and Staff Capacity

Serving as the lead agency for the Regionally Coordinated Transportation Plan, CVTD strives to meaningfully engage regional stakeholders by fostering involvement and collaboration with all of its team members. CVTD is overseen by a Director of Transit, Assistant Director of Transit, Operations and Safety Managers, a Finance Manager, and their respective teams. CVTD is also a program of the Concho Valley Council of Governments who has their own Management Team, Finance Team, and Human Resources Team.

CVTD has consistently maintained the position of a Regional Services Coordinator who serves as a core staff member responsible for developing and implementing strategies to identify and meet the transportation needs of individuals with disabilities, individuals 65 and older, individuals with low income, veterans, advocates for children, and other members of the public. One of the key components of this job is rural outreach to help spread awareness of services offered into underserved communities within CVTD’s service area.

The Regional Services Coordinator will implement, update, and sustain the plan by leading continuous efforts within the service area to secure funding and formulate collaborative strategies to work with regional stakeholders. This will include regular monitoring of the plan to ensure that projects are on track for completion.

Leverage Resources to Pay

CVTD plans to implement this plan and achieve goals within the plan by applying for funding through a variety of programs provided by TxDOT and FTA. Some of these programs include TxDOT’s Coordinated Call for Projects, FTA’s 5339 Grant for Bus and Bus Facilities, and other funding opportunities that come available. Other than funding through TxDOT and FTA, the only other source of funding planned to be utilized for these projects is local revenue. CVTD seeks coordination and input from stakeholders to identify alternate funding sources to further improve the transportation system in the region.

Plans for Engaging Regional Stakeholders

The Regional Services Coordinator and various members of CVTD staff will continue to travel to rural events with other service organizations including the Concho Valley Community Action Agency, West Texas Counseling & Guidance, and more as a group effort to help regional stakeholders living in outlying communities. CVTD also plans to continue building partnerships with other organizations within its service area to provide the best possible transportation services for regional stakeholders.

CVTD will also host Regional Coordination Planning meetings every quarter to provide transportation updates and foster cooperation and coordination amongst stakeholder groups within the region. CVTD also will provide transportation updates via social media when applicable.
CVTD is undergoing two different studies including an Intercity Bus (ICB) survey and an Operational study. The ICB study examines the feasibility of CVTD having an Intercity Bus which could potentially have connection points with other cities such as Midland/Odessa, Abilene, Del Rio, and more. The Operational study examines all aspects of CVTD’s operations to determine what updates might need to take place to better serve riders in CVTD’s service area.

CVTD will continue to work on creating contracts with organizations such as nursing homes, medical providers, and other service organizations to provide transportation for their clients.
VIII. PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS

Local Performance Metrics

The Lead Agency will collaborate with representatives participating in an established RPO and other stakeholders to refine and elaborate the performance measurement and evaluation framework provided by the gap analysis and assessment of unmet needs at the core of this plan. The Lead Agency will contribute to this collaborative effort by producing:

1) Annual Updates of a regional TGI, or successor instrument, to reflect demand for transit services as reflected in the demographic representation of transit-dependent populations within the rural counties.
2) Annual canvassing interviews or surveys of unmet transit needs to be reported by key informant representatives of regional health and human service organizations and residents using the services of the rural transportation system.
3) Annual updates of rural transportation statistical data reflecting the distribution and deployment of rural county resources and utilization of the system by members of the various transit-dependent groups.

In turn, representatives participating in an RPO will assess CVTD’s progress toward closing gaps and establish annual updates on unmet need priorities. The Regional Coordinator/Grant Writer will report the yearly performance measurement and evaluation produced by the Lead Agency and the RPO to TxDOT and the public.

Statewide Performance Metrics

The annual performance measures and evaluation reports for TxDOT will provide data and documentation of statewide performance measures, including:

- Data and information on community collaboration: number of formalized active community partnerships, and number of persons engaged in transportation planning and education activities within the region.
- Identification and data collection on gaps and inefficiencies: number of gaps and inefficiencies identified in the coordinated plan and its updated evaluations, including those concerning priority transit dependent population groups.
- Recommended actions in the coordinated plan and its updated evaluations for resolving gaps and inefficiencies.
IX. References


Concho Valley Regional Coordination Transportation Plan. Jessica Pena, Regional Coordinator, Concho Valley Transit District, Lead Agency and Concho Valley Regional Coordination Planning Committee. 2012.


Public Participation Plan. San Angelo Metropolitan Planning Organization. 2014.


Review of Texas’ Regionally Coordinated Transportation Plans, Texas Transportation Institute, Texas A&M University, 2012.


Transportation Improvement Program (TIP), San Angelo Metropolitan Planning Organization, 2014.


VOYAGE 2040 Long-Range Transportation Plan, San Angelo Metropolitan Planning Organization, 2014.
X. Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASU</td>
<td>Angelo State University</td>
</tr>
<tr>
<td>CVCOCG</td>
<td>Concho Valley Council of Governments</td>
</tr>
<tr>
<td>CVTD</td>
<td>Concho Valley Transit District</td>
</tr>
<tr>
<td>FTA</td>
<td>Federal Transit Administration</td>
</tr>
<tr>
<td>LEP</td>
<td>Limited English Proficiency</td>
</tr>
<tr>
<td>NADO</td>
<td>National Association of Development Organizations</td>
</tr>
<tr>
<td>RCPC</td>
<td>Concho Valley Regional Coordination Planning Committee</td>
</tr>
<tr>
<td>RPO</td>
<td>Rural Planning Organization</td>
</tr>
<tr>
<td>SA-MPO</td>
<td>San Angelo Metropolitan Planning Organization</td>
</tr>
<tr>
<td>TGI</td>
<td>Transit Gap Index</td>
</tr>
<tr>
<td>TIP</td>
<td>Transportation Improvement Program</td>
</tr>
<tr>
<td>TxDOT</td>
<td>Texas Department of Transportation</td>
</tr>
<tr>
<td>UZA</td>
<td>Urbanized Area</td>
</tr>
<tr>
<td>VA</td>
<td>Veterans Administration</td>
</tr>
</tbody>
</table>
XI. Appendix
Appendix A: Planning Project Instruments - Survey for Drivers
Block 1

Angelo State University
Institutional Review Board (IRB)
Consent to Participate in an IRB-Approved Research Event

Project Title: Transportation Needs Assessment Study
Investigator Name/Department: Linda Abernathy, Daniela Munoz under the supervision of Dick Apronti, Ph.D./Department of Engineering
Investigator Phone: 325-485-5512

You are being asked to participate in a research event conducted with the approval of the Angelo State University Institutional Review Board. In order to participate, you are required to give your consent after reading this document. An explanation of the project is written below, which includes information about the purpose of the project, the procedures to be used, and the potential benefits and possible risks of participation. Please read and, should you decide to participate, indicate your agreement on this form. Upon request, you will be given an unsigned copy of this form for your records.

Refusal to participate in this study will not affect any future services you may be entitled to from the University. Anyone who agrees to participate in this study is free to withdraw from the study at any time without penalty. I also understand that it is not possible to identify all potential risks in a study, and I believe that reasonable safeguards have been taken to minimize both the known and potential but unknown risks.

You must be 18 years of age or older to participate.

1. Nature and Purpose of the Project
You are being asked to participate in a research study for the Concho Valley Transit District (CVTD) service and the San Angelo Metropolitan Planning Organization with the supervision of Dr. Dick Apronti at Angelo State University. This study aims to determine the transportation needs for the Concho Valley Transit District (CVTD) and the San Angelo Metropolitan Planning Organization (SAMPO). The study results will be used to update the 5-year regional human services - public transportation coordination plan. You are only permitted to participate once in the current study.

2. Explanation of Procedures.
The study consists of participants completing, online questionnaires. The questionnaires will survey your experiences with using the transit services and your views about the transportation systems and infrastructure within the City of San Angelo. Completing the study will take approximately 15 minutes. The results of the study will be published and made publicly available by the Concho Valley Transit District and the San Angelo Metropolitan Planning Organization. Participants can access the publication for free by visiting their websites. There will be no compensation for completing the survey.

3. Discomfort and Risks.
The risks of participating in this study are minimal and not expected to be greater than those experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without penalty.

The findings from this study can add to the existing knowledge related to transportation needs assessments. The results will be used to update the Regional Coordination Transportation Plan.

5. Confidentiality.
Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online cloud storage, Google Drive, and on the database of the system utilized for the survey, Qualtrics. Data will be stored for a period of 3 years after completion of the study after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for the results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions. Agreement: By clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study.

This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research-related activities. IRB #APR-042821 – April 28, 2021.

Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related injury should be brought to the attention of the IRB administrator, Dr. Tay Hack (tay@angelo.edu) TEL: (325) 942-2068, ext. 6121. Any question about this specific research project should be brought to the attention of the investigator listed at the top of this form.

Click continue ONLY if you agree to participate.

○ Continue

○ Exit without doing the survey

Event Feedback

Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Scheduling: Need for more frequent and convenient stops and destinations with consistent run times.

○ No impact on transit users

○ Slight impact on transit users

○ Moderate impact on transit users

○ High impact on transit users

○ Severe impact on transit users

○ No Opinion
Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Awareness: Need for an increase in public information and awareness of transit services.

- No impact on transit users
- Slight impact on transit users
- Moderate impact on transit users
- High impact on transit users
- Severe impact on transit users
- No Opinion

Comments:
Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Seniors: Need to improve awareness and access to transit services for the senior population in the region.

- No impact on transit users
- Slight impact on transit users
- Moderate impact on transit users
- High impact on transit users
- Severe impact on transit users
- No Opinion

Comments:
Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Capacity: Need to increase vehicles and services in rural areas; enable more intra-county and intra-city service.

- Moderate impact on transit users
- No impact on transit users
- Slight impact on transit users
- High impact on transit users
- Severe impact on transit users
- No Opinion

Comments:

Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Appointments: Need to improve appointment procedures and scheduling in demand-response services; resolve issues over scheduling Medicaid and other priority riders.

- No impact on transit users
- Slight impact on transit users
- Moderate impact on transit users
- High impact on transit users
Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Low Vehicle Access: Need to improve awareness and access to transit services by regional residents lacking access to vehicles.

- No impact on transit users
- Slight impact on transit users
- Moderate impact on transit users
- High impact on transit users
- Severe impact on transit users
- No Opinion

Comments:
Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Veterans: Need to improve awareness and access to transit services by veterans, active duty service personnel and their families, especially for medical and workforce purposes.

- No impact on transit users
- Slight impact on transit users
- Moderate impact on transit users
- High impact on transit users
- Severe impact on transit users
- No Opinion

Comments:

Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Uninsured: Need to improve awareness and access to transit services for medical purposes by medically uninsured residents in the region.

- No impact on transit users
- Slight impact on transit users
- Moderate impact on transit users
- High impact on transit users
- Severe impact on transit users
- No Opinion
Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Low income: Need to improve awareness and access to transit services for low-income residents of the region.

- [ ] No impact on transit drivers
- [ ] Slight impact on transit drivers
- [ ] Moderate impact on transit drivers
- [ ] High impact on transit drivers
- [ ] Severe impact on transit drivers
- [ ] No Opinion

Comments:

Survey of Transit Bus Drivers: Transit Challenges

Thinking about how frequently and severely the lives of the members of transit dependent populations are impacted, how critical do you find the following challenges of the current transit service:

Comments:
Disabilities: Need to improve awareness and access to transit services for the disabled residents of the region.

- No impact on transit drivers
- Slight impact on transit drivers
- Moderate impact on transit drivers
- High impact on transit drivers
- Severe impact transit drivers
- No Opinion

Comments:

Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Worker Utilization: Need to increase utilization of transit services for the trip to/from work.

- No impact on transit drivers
- Slight impact on transit drivers
- Moderate impact on transit drivers
- High impact on transit drivers
- Severe impact on transit drivers
- No Opinion

Comments:
Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Medicaid Service: Need to improve services for Medicaid patients in rural areas.

- No impact on transit drivers
- Slight impact on transit drivers
- Moderate impact on transit drivers
- High impact on transit drivers
- Severe impact on transit drivers
- No Opinion

Comments:

Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

Quality of ride: Need to improve pavement conditions for a more comfortable or smoother ride.

- No impact on transit drivers
- Slight impact on transit drivers
Survey of Transit Bus Drivers: Transit Challenges

Taking into consideration the transit services provided, rate the following issues based on their impacts to the transit users.

**Pricing:** Need to find funds to aid riders who cannot afford to pay for the service.

- No impact on transit drivers
- Slight impact on transit drivers
- Moderate impact on transit drivers
- High impact on transit drivers
- Severe impact on transit drivers
- No Opinion

Comments: 

Other Challenges
What other challenging transportation related issues do you see when serving clients that were not indicated above?
Appendix B: Planning Project Instruments – Results from Driver Survey
Q48 - Online Study

Angelo State University Institutional Review Board (IRB) Consent to Participate in an IRB-Approved Research Event

Project Title: Transportation Needs Assessment Study

Investigator Name/Department: Linda Abernathy, Daniela Munoz under the supervision of Dick Apronti, Ph.D./Department of Engineering Investigator

Phone: 325-485-5512

You are being asked to participate in a research event conducted with the approval of the Angelo State University Institutional Review Board. In order to participate, you are required to give your consent after reading this document. An explanation of the project is written below, which includes information about the purpose of the project, the procedures to be used, and the potential benefits and possible risks of participation. Please read and, should you decide to participate, indicate your agreement on this form. Upon request, you will be given an unsigned copy of this form for your records. Refusal to participate in this study will not affect any future services you may be entitled to from the University. Anyone who agrees to participate in this study is free to withdraw from the study at any time without penalty. I also understand that it is not possible to identify all potential risks in a study, and I believe that reasonable safeguards have been taken to minimize both the known and potential but unknown risks. You must
be 18 years of age or older to participate. 1. Nature and Purpose of the Project You are being asked to participate in a research study for the Concho Valley Transit District (CVTD) service and the San Angelo Metropolitan Planning Organization with the supervision of Dr. Dick Apronti at Angelo State University. This study aims to determine the transportation needs for the Concho Valley Transit District (CVTD) and the San Angelo Metropolitan Planning Organization (SAMPO). The study results will be used to update the 5-year regional human services - public transportation coordination plan. You are only permitted to participate once in the current study. 2. Explanation of Procedures. The study consists of participants completing, online questionnaires. The questionnaires will survey your experiences with using the transit services and your views about the transportation systems and infrastructure within the City of San Angelo. Completing the study will take approximately 15 minutes. The results of the study will be published and made publicly available by the Concho Valley Transit District and the San Angelo Metropolitan Planning Organization. Participants can access the publication for free by visiting their websites. There will be no compensation for completing the survey. 3. Discomfort and Risks. The risks of participating in this study are minimal and not expected to be greater than those experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without
penalty. 4. Benefits. The findings from this study can add to the existing knowledge related to transportation needs assessments. The results will be used to update the Regional Coordination Transportation Plan. 5. Confidentiality. Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online cloud storage, Google Drive, and on the database of the system utilized for the survey, Qualtrics. Data will be stored for a period of 3 years after completion of the study after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for the results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions. Agreement: By clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study. This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research-related activities. IRB #APR-042821 – April 28, 2021. Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related
injury should be brought to the attention of the IRB administrator, Dr. Tay Hack (tay@angelo.edu) TEL: (325) 942-2068, ext. 6121. Any question about this specific research project should be brought to the attention of the investigator listed at the top of this form. Click continue ONLY if you agree to participate.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Online Study/Angelo State University Institutional Review Board (IRB) Consent to Participate in an IRB-Approved Research Event Project Title: Transportation Needs Assessment Study Investigator Name/Department: Linda Abernathy, Daniela Munoz under the supervision of Dick Apronti, Ph.D./Department of Engineering Investigator Phone: 325-485-5512 You are being asked to participate in a research event conducted with the approval of the Angelo State University Institutional Review Board. In order to participate, you are required to give your consent after reading this document. An explanation of the project is written below, which includes information about the purpose of the project, the procedures to be used, and the potential benefits and possible risks of participation. Please read and, should you decide to participate, indicate your agreement on this form. Upon request, you will be given an unsigned copy of this form for your records. Refusal to participate in this study will not affect any future services you may be entitled to from the University. Anyone who agrees to participate in this study is free to withdraw from the study at any time without penalty. I also understand that it is not possible to identify all potential risks in a study, and I believe that reasonable safeguards have been taken to minimize both the known and potential but unknown risks. You must be 18 years of age or older to participate. 1. Nature and Purpose of the Project You are being asked to participate in a research study for the Concho Valley Transit District (CVTD) service and the San Angelo Metropolitan Planning Organization with the supervision of Dr. Dick Apronti at Angelo State University. This study aims to determine the transportation needs for the Concho Valley Transit District (CVTD) and the San Angelo Metropolitan Planning Organization (SAMPO). The study results will be used to update the 5-year regional human services - public transportation coordination plan. You are only permitted to participate once in the current study. 2. Explanation of Procedures. The study consists of participants completing, online questionnaires. The questionnaires will survey your experiences with using the transit services and your views about the transportation</td>
<td>1.00</td>
<td>2.00</td>
<td>1.10</td>
<td>0.30</td>
<td>0.09</td>
<td>30</td>
</tr>
</tbody>
</table>
systems and infrastructure within the City of San Angelo. Completing the study will take approximately 15 minutes. The results of the study will be published and made publicly available by the Concho Valley Transit District and the San Angelo Metropolitan Planning Organization. Participants can access the publication for free by visiting their websites. There will be no compensation for completing the survey. 3. Discomfort and Risks. The risks of participating in this study are minimal and not expected to be greater than those experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without penalty. 4. Benefits. The findings from this study can add to the existing knowledge related to transportation needs assessments. The results will be used to update the Regional Coordination Transportation Plan. 5. Confidentiality. Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online cloud storage, Google Drive, and on the database of the system utilized for the survey, Qualtrics. Data will be stored for a period of 3 years after completion of the study after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for the results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions. Agreement: By clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study. This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research-related activities. IRB #APR-042821 – April 28, 2021. Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related injury should be brought to the attention of the IRB administrator, Dr. Tay Hack (tay@angelo.edu) TEL: (325) 942-2068, ext. 6121. Any question about this specific research project should be brought to the attention of the investigator listed at the top of this form. Click continue ONLY if you agree to participate.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Continue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>90.00%</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Exit without doing the survey</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10.00%</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 3 of 3
Q1 - Scheduling: Need for more frequent and convenient stops and destinations with consistent run times.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Scheduling: Need for more frequent and convenient stops and destinations with consistent run times.</td>
<td>1.00</td>
<td>6.00</td>
<td>3.35</td>
<td>1.46</td>
<td>2.14</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit users</td>
<td>17.39%</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit users</td>
<td>4.35%</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit users</td>
<td>30.43%</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit users</td>
<td>34.78%</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit users</td>
<td>0.00%</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>13.04%</td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Q18 - Comments:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q2 - Awareness: Need for an increase in public information and awareness of transit services.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Awareness: Need for an increase in public information and awareness</td>
<td>1.00</td>
<td>6.00</td>
<td>3.43</td>
<td>1.47</td>
<td>2.16</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>of transit services.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit users</td>
<td>8.70%</td>
</tr>
<tr>
<td>2</td>
<td>Moderate impact on transit users</td>
<td>13.04%</td>
</tr>
<tr>
<td>3</td>
<td>High impact on transit users</td>
<td>47.83%</td>
</tr>
<tr>
<td>4</td>
<td>Severe impact on transit users</td>
<td>17.39%</td>
</tr>
<tr>
<td>5</td>
<td>No Opinion</td>
<td>13.04%</td>
</tr>
<tr>
<td>6</td>
<td>Slight impact on transit users</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
in the small towns people still do not know how to use the transit system. or that they even can.

All clients comply with procedures established
Q3 - Accessibility: Need for more accessibility for transit dependent populations not being served.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accessibility: Need for more accessibility for transit dependent populations not being served.</td>
<td>1.00</td>
<td>6.00</td>
<td>4.00</td>
<td>1.50</td>
<td>2.26</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit users</td>
<td>8.70%</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit users</td>
<td>4.35%</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit users</td>
<td>21.74%</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit users</td>
<td>34.78%</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit users</td>
<td>4.35%</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>26.09%</td>
</tr>
</tbody>
</table>
Q20 - Comments:

Comments:
Q4 - Seniors: Need to improve awareness and access to transit services for the senior population in the region.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Seniors: Need to improve awareness and access to transit services for the senior population in the region.</td>
<td>1.00</td>
<td>6.00</td>
<td>3.91</td>
<td>1.32</td>
<td>1.73</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit users</td>
<td>8.70%</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit users</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit users</td>
<td>26.09%</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit users</td>
<td>34.78%</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit users</td>
<td>17.39%</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>13.04%</td>
</tr>
</tbody>
</table>
again people still do not know about transit or if they do they don't know how to access it
Q5 - Capacity: Need to increase vehicles and services in rural areas; enable more intra-county and intra-city service.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Capacity: Need to increase vehicles and services in rural areas; enable more intra-county and intra-city service.</td>
<td>1.00</td>
<td>99.00</td>
<td>46.48</td>
<td>46.26</td>
<td>2140.08</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit users</td>
<td>8.70%</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit users</td>
<td>8.70%</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit users</td>
<td>21.74%</td>
<td>5</td>
</tr>
<tr>
<td>14</td>
<td>Severe impact on transit users</td>
<td>8.70%</td>
<td>2</td>
</tr>
<tr>
<td>15</td>
<td>No Opinion</td>
<td>8.70%</td>
<td>2</td>
</tr>
<tr>
<td>99</td>
<td>High impact on transit users</td>
<td>43.48%</td>
<td>10</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q22 - Comments:

Comments:

more people would use transit if there were more small runs out of town
Q6 - Appointments: Need to improve appointment procedures and scheduling in demand-response services; resolve issues over scheduling Medicaid and other priority riders.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Appointments: Need to improve appointment procedures and scheduling in demand-response services; resolve issues over scheduling Medicaid and other priority riders.</td>
<td>1.00</td>
<td>6.00</td>
<td>4.09</td>
<td>1.47</td>
<td>2.17</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit users</td>
<td>13.04%</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit users</td>
<td>4.35%</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit users</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit users</td>
<td>39.13%</td>
<td>9</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit</td>
<td>30.43%</td>
<td>7</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>13.04%</td>
<td>3</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q24 - Comments:

<table>
<thead>
<tr>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
Q7 - Low Vehicle Access: Need to improve awareness and access to transit services by regional residents lacking access to vehicles.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low Vehicle Access: Need to improve awareness and access to transit services by regional residents lacking access to vehicles.</td>
<td>1.00</td>
<td>6.00</td>
<td>3.78</td>
<td>1.44</td>
<td>2.08</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit users</td>
<td>8.70% 2</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit users</td>
<td>13.04% 3</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit users</td>
<td>13.04% 3</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit users</td>
<td>34.78% 8</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit users</td>
<td>17.39% 4</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>13.04% 3</td>
</tr>
</tbody>
</table>
Q25 - Comments:
Q8 - Veterans: Need to improve awareness and access to transit services by veterans, active duty service personnel and their families, especially for medical and workforce purposes.
Q9 - Uninsured: Need to improve awareness and access to transit services for medical purposes by medically uninsured residents in the region.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
<th>Choice %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Uninsured: Need to improve awareness and access to transit services for medical purposes by medically uninsured residents in the region.</td>
<td>2</td>
<td>8.70%</td>
</tr>
<tr>
<td>2</td>
<td>No impact on transit users</td>
<td>3</td>
<td>13.04%</td>
</tr>
<tr>
<td>3</td>
<td>Slight impact on transit users</td>
<td>5</td>
<td>21.74%</td>
</tr>
<tr>
<td>4</td>
<td>Moderate impact on transit users</td>
<td>8</td>
<td>34.78%</td>
</tr>
<tr>
<td>5</td>
<td>High impact on transit users</td>
<td>1</td>
<td>4.35%</td>
</tr>
<tr>
<td>6</td>
<td>Severe impact on transit users</td>
<td>4</td>
<td>17.39%</td>
</tr>
</tbody>
</table>
Q11 - Low income: Need to improve awareness and access to transit services for low-income residents of the region.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low income: Need to improve awareness and access to transit services for low-income residents of the region.</td>
<td>1.00</td>
<td>6.00</td>
<td>3.64</td>
<td>1.30</td>
<td>1.69</td>
<td>22</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit drivers</td>
<td>9.09%</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit drivers</td>
<td>4.55%</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit drivers</td>
<td>31.82%</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit drivers</td>
<td>31.82%</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit drivers</td>
<td>13.64%</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>9.09%</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q12 - Disabilities: Need to improve awareness and access to transit services for the disabled residents of the region.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Disabilities: Need to improve awareness and access to transit services for the disabled residents of the region.</td>
<td>1.00</td>
<td>5.00</td>
<td>3.35</td>
<td>1.13</td>
<td>1.27</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit drivers</td>
<td>8.70% 2</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit drivers</td>
<td>13.04% 3</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit drivers</td>
<td>26.09% 6</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit drivers</td>
<td>39.13% 9</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact transit drivers</td>
<td>13.04% 3</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>0.00% 0</td>
</tr>
</tbody>
</table>
Q13 - Worker Utilization: Need to increase utilization of transit services for the trip to/from work.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Worker Utilization: Need to increase utilization of transit services for the trip to/from work.</td>
<td></td>
<td>23</td>
</tr>
<tr>
<td>1</td>
<td>No impact on transit drivers</td>
<td>13.04%</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit drivers</td>
<td>17.39%</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit drivers</td>
<td>21.74%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit drivers</td>
<td>34.78%</td>
<td>8</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit drivers</td>
<td>4.35%</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>8.70%</td>
<td>2</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q14 - Medicaid Service: Need to improve services for Medicaid patients in rural areas.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Medicaid Service: Need to improve services for Medicaid patients in rural areas.</td>
<td>1.00</td>
<td>6.00</td>
<td>3.61</td>
<td>1.63</td>
<td>2.67</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit drivers</td>
<td>13.04%</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit drivers</td>
<td>17.39%</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit drivers</td>
<td>8.70%</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit drivers</td>
<td>39.13%</td>
<td>9</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit drivers</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>21.74%</td>
<td>5</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
because medicaid makes sure their users are aware of transit, they already make trips
Q15 - Quality of ride: Need to improve pavement conditions for a more comfortable or smoother ride.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Quality of ride: Need to improve pavement conditions for a more comfortable or smoother ride.</td>
<td>2.00</td>
<td>6.00</td>
<td>4.35</td>
<td>0.87</td>
<td>0.75</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit drivers</td>
<td>0.00% 0</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit drivers</td>
<td>4.35% 1</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit drivers</td>
<td>8.70% 2</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit drivers</td>
<td>39.13% 9</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit drivers</td>
<td>43.48% 10</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>4.35% 1</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
many surface streets in urban area are in severe need of resurfacing and impact comfort of ride for passengers and drivers and impact maintenance of equipment

Clients strapped onto wheelchairs sometime complain about pot holes and rough roads
Q16 - Pricing: Need to find funds to aid riders who cannot afford to pay for the service.

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pricing: Need to find funds to aid riders who cannot afford to pay for the service.</td>
<td>1.00</td>
<td>6.00</td>
<td>3.17</td>
<td>1.79</td>
<td>3.19</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No impact on transit drivers</td>
<td>30.43%</td>
</tr>
<tr>
<td>2</td>
<td>Slight impact on transit drivers</td>
<td>8.70%</td>
</tr>
<tr>
<td>3</td>
<td>Moderate impact on transit drivers</td>
<td>13.04%</td>
</tr>
<tr>
<td>4</td>
<td>High impact on transit drivers</td>
<td>21.74%</td>
</tr>
<tr>
<td>5</td>
<td>Severe impact on transit drivers</td>
<td>13.04%</td>
</tr>
<tr>
<td>6</td>
<td>No Opinion</td>
<td>13.04%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7
Q31 - Comments:

Comments:
Q17 - Other Challenges What other challenging transportation related issues do you see when serving clients that were not indicated above?

since we have several different busses, some are better or easier for elderly and disabled people. each bus has its on challenges and can slow down hook up time of such as wheelchairs

none

none

a lot of people from rural areas do not know of our services. we need to have so sort of public announcement

None noted

End of Report
Appendix C: Planning Project Instruments – Survey for Passengers
Block 1

Angelo State University
Institutional Review Board (IRB)
Consent to Participate in an IRB-Approved Research Event

Project Title: Transportation Needs Assessment Study
Investigator Name/Department: Linda Abernathy, Daniela Munoz under the supervision of Dick Apronti, Ph.D./Department of Engineering
Investigator Phone: 325-485-5512

You are being asked to participate in a research event conducted with the approval of the Angelo State University Institutional Review Board. In order to participate, you are required to give your consent after reading this document.

An explanation of the project is written below, which includes information about the purpose of the project, the procedures to be used, and the potential benefits and possible risks of participation. Please read and, should you decide to participate, indicate your agreement on this form. Upon request, you will be given an unsigned copy of this form for your records.

Refusal to participate in this study will not affect any future services you may be entitled to from the University. Anyone who agrees to participate in this study is free to withdraw from the study at any time without penalty. I also understand that it is not possible to identify all potential risks in a study, and I believe that reasonable safeguards have been taken to minimize both the known and potential but unknown risks.

You must be 18 years of age or older to participate.

1. Nature and Purpose of the Project
You are being asked to participate in a research study for the Concho Valley Transit District (CVTD) service and the San Angelo Metropolitan Planning Organization with the supervision of Dr. Dick Apronti at Angelo State University. This study aims to determine the transportation needs for the Concho Valley Transit District (CVTD) and the San Angelo Metropolitan Planning Organization (SAMPO). The study results will be used to update the 5-year regional human services - public transportation coordination plan. You are only permitted to participate once in the current study.

2. Explanation of Procedures.
The study consists of participants completing, online questionnaires. The questionnaires will survey your experiences with using the transit services and your views about the transportation systems and infrastructure within the City of San Angelo. Completing the study will take approximately 15 minutes. The results of the study will be published and made publicly available by the Concho Valley Transit District and the San Angelo Metropolitan Planning Organization. Participants can access the publication for free by visiting their websites. There will be no compensation for completing the survey.

3. Discomfort and Risks.
The risks of participating in this study are minimal and not expected to be greater than those experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without penalty.

The findings from this study can add to the existing knowledge related to transportation needs assessments. The results will be used to update the Regional Coordination Transportation Plan.

5. Confidentiality.
Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online cloud storage, Google Drive, and on the database of the system utilized for the survey, Qualtrics. Data will be stored for a period of 3 years after completion of the study after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for the results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions. Agreement: By clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study. This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research-related activities. IRB #APR-042821 – April 28, 2021.

Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related injury should be brought to the attention of the IRB administrator, Dr. Tay Hack (tay@angelo.edu) TEL: (325) 942-2068, ext. 6121. Any question about this specific research project should be brought to the attention of the investigator listed at the top of this form.

Click continue ONLY if you agree to participate.

☐ Continue
☐ Exit the survey
Event Feedback

Survey of Transit Passengers

1. On average how many times do you patronize public service?

- [ ] Daily: Number of times per day
- [ ] Weekly: Number of times per week
- [ ] Monthly: Number of time in a month
- [ ] Other (Please Specify) [ ]

2. What is/are the purpose(s) of most of your trips? (select all that apply)

- [ ] Work
- [ ] Shopping
- [ ] Hospital
- [ ] Leisure (cinema, circus, club, pub, etc.)
- [ ] Other (please specify)

3. What is the size of your household?

- [ ] 1
- [ ] 2
- [ ] 3
- [ ] 4
- [ ] 5 or more
4. How many vehicles are in your household?

- 0
- 1
- 2
- 3
- 4 or more

5. What is your household income?

- Not applicable
- Annual Income less than $15,000
- Less than $20,000
- Less than $30,000
- Less than $40,000
- Other (Please specify)

6. Please rank each of the issues about the transit service below on a scale measuring their importance to you.

- More bus routes and stops and more areas served
- More frequent service
- Better on-time performance
- More parking availability at stops
- Safer environment at stops and shelters
- Cleaner environment in buses and at bus stops
- Better pedestrian/bicycle access to/from stops

Powered by Qualtrics
Appendix D: Planning Project Instruments – Result from Passenger Survey
Q9 - Angelo State University Institutional Review Board (IRB) Consent to Participate in an IRB-Approved Research Event Project Title: Transportation Needs Assessment Study

Investigator Name/Department: Linda Abernathy, Daniela Munoz under the supervision of Dick Apronti, Ph.D./Department of Engineering Investigator Phone: 325-485-5512 You are being asked to participate in a research event conducted with the approval of the Angelo State University Institutional Review Board. In order to participate, you are required to give your consent after reading this document. An explanation of the project is written below, which includes information about the purpose of the project, the procedures to be used, and the potential benefits and possible risks of participation. Please read and, should you decide to participate, indicate your agreement on this form. Upon request, you will be given an unsigned copy of this form for your records. Refusal to participate in this study will not affect any future services you may be entitled to from the University. Anyone who agrees to participate in this study is free to withdraw from the study at any time without penalty. I also understand that it is not possible to identify all potential risks in a study, and I believe that reasonable safeguards have been taken to minimize both the known and potential but unknown risks. You must be 18 years of age or older to participate. 1. Nature
and Purpose of the Project You are being asked to participate in a research study for the Concho Valley Transit District (CVTD) service and the San Angelo Metropolitan Planning Organization with the supervision of Dr. Dick Apronti at Angelo State University. This study aims to determine the transportation needs for the Concho Valley Transit District (CVTD) and the San Angelo Metropolitan Planning Organization (SAMPO). The study results will be used to update the 5-year regional human services - public transportation coordination plan. You are only permitted to participate once in the current study.

2. Explanation of Procedures. The study consists of participants completing, online questionnaires. The questionnaires will survey your experiences with using the transit services and your views about the transportation systems and infrastructure within the City of San Angelo. Completing the study will take approximately 15 minutes. The results of the study will be published and made publicly available by the Concho Valley Transit District and the San Angelo Metropolitan Planning Organization. Participants can access the publication for free by visiting their websites. There will be no compensation for completing the survey.

3. Discomfort and Risks. The risks of participating in this study are minimal and not expected to be greater than those experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without penalty.

4. Benefits. The findings from this study can add to the existing
knowledge related to transportation needs assessments. The results will be used to update the Regional Coordination Transportation Plan. 5. Confidentiality. Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online cloud storage, Google Drive, and on the database of the system utilized for the survey, Qualtrics. Data will be stored for a period of 3 years after completion of the study after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for the results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions.

Agreement: By clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study. This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research-related activities. IRB #APR-042821 – April 28, 2021. Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related injury should be brought to the attention of the IRB administrator, Dr. Tay Hack.
Any question about this specific research project should be brought to the attention of the investigator listed at the top of this form. Click continue ONLY if you agree to participate.

---

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Angelo State University Institutional Review Board (IRB) Consent to</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>0.00</td>
<td>0.00</td>
<td>58</td>
</tr>
</tbody>
</table>
Transit District and the San Angelo Metropolitan Planning Organization. Participants can access the publication for free by visiting their websites. There will be no compensation for completing the survey. 3. Discomfort and Risks. The risks of participating in this study are minimal and not expected to be greater than those experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without penalty. 4. Benefits. The findings from this study can add to the existing knowledge related to transportation needs assessments. The results will be used to update the Regional Coordination Transportation Plan. 5. Confidentiality. Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online cloud storage, Google Drive, and on the database of the system utilized for the survey, Qualtrics. Data will be stored for a period of 3 years after completion of the study after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for the results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions. Agreement: By clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study. This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research-related activities. IRB #APR-042821 – April 28, 2021. Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related injury should be brought to the attention of the IRB administrator, Dr. Tay Hack (tay@angelo.edu) TEL: (325) 942-2068, ext. 6121. Any question about this specific research project should be brought to the attention of the investigator listed at the top of this form. Click continue ONLY if you agree to participate.
Q1 - 1. On average how many times do you patronize public service?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Daily: Number of times per day</td>
<td>0.00</td>
<td>20.00</td>
<td>0.74</td>
<td>2.76</td>
<td>7.60</td>
<td>57</td>
</tr>
<tr>
<td>2</td>
<td>Weekly: Number of times per week</td>
<td>0.00</td>
<td>40.00</td>
<td>3.56</td>
<td>6.46</td>
<td>41.79</td>
<td>57</td>
</tr>
<tr>
<td>3</td>
<td>Monthly: Number of times in a month</td>
<td>0.00</td>
<td>60.00</td>
<td>7.09</td>
<td>13.86</td>
<td>192.05</td>
<td>56</td>
</tr>
<tr>
<td>4</td>
<td>Other (Please Specify)</td>
<td>0.00</td>
<td>1.00</td>
<td>0.02</td>
<td>0.13</td>
<td>0.02</td>
<td>57</td>
</tr>
</tbody>
</table>

Q1_4_TEXT - Other (Please Specify)

Other (Please Specify)

- Rarely
- Every other month
Q2 - 2. What is/are the purpose(s) of most of your trips? (select all that apply)

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Work</td>
<td>29.41%</td>
</tr>
<tr>
<td>1</td>
<td>Shopping</td>
<td>24.51%</td>
</tr>
<tr>
<td>2</td>
<td>Hospital</td>
<td>22.55%</td>
</tr>
<tr>
<td>3</td>
<td>Leisure (cinema, circus, club, pub, etc.)</td>
<td>18.63%</td>
</tr>
<tr>
<td>5</td>
<td>Other (please specify)</td>
<td>4.90%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6

Q2_5_TEXT - Other (please specify)

Other (please specify)

- to meet my grandma at the bus station
- Parol
- to school
- CSCD
Q3 - 3. What is the size of your household?

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3. What is the size of your household?</td>
<td>1.00</td>
<td>5.00</td>
<td>2.06</td>
<td>1.19</td>
<td>1.41</td>
<td>53</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
<td>23</td>
<td>43.40%</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>2</td>
<td>15</td>
<td>28.30%</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>11.32%</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>4</td>
<td>7</td>
<td>13.21%</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>5 or more</td>
<td>2</td>
<td>3.77%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q4 - 4. How many vehicles are in your household?

![Bar chart showing vehicle count distribution]

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4. How many vehicles are in your household?</td>
<td>1.00</td>
<td>5.00</td>
<td>1.42</td>
<td>0.74</td>
<td>0.55</td>
<td>52</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
<td>67.31%</td>
<td>35</td>
<td>67.31%</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>26.92%</td>
<td>14</td>
<td>26.92%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>3.85%</td>
<td>2</td>
<td>3.85%</td>
</tr>
<tr>
<td>4</td>
<td>3</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>4 or more</td>
<td>1.92%</td>
<td>1</td>
<td>1.92%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 6 of 6
Q5 - 5. What is your household income?

### Field

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5. What is your household income? - Selected Choice</td>
<td>1.00</td>
<td>19.00</td>
<td>11.94</td>
<td>7.24</td>
<td>52.43</td>
<td>53</td>
</tr>
</tbody>
</table>

### Choice

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Count</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Not applicable</td>
<td>16</td>
<td>30.19%</td>
</tr>
<tr>
<td>16</td>
<td>Annual Income less than $15,000</td>
<td>23</td>
<td>43.40%</td>
</tr>
<tr>
<td>17</td>
<td>Less than $20,000</td>
<td>5</td>
<td>9.43%</td>
</tr>
<tr>
<td>18</td>
<td>Less than $30,000</td>
<td>7</td>
<td>13.21%</td>
</tr>
<tr>
<td>19</td>
<td>Less than $40,000</td>
<td>2</td>
<td>3.77%</td>
</tr>
<tr>
<td>20</td>
<td>Other (Please specify)</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7

Q5_20_TEXT - Other (Please specify)

Other (Please specify)
Q6 - 6. Please rank each of the issues about the transit service below on a scale measuring their importance to you.
<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>More bus routes and stops and more areas served</td>
<td>1.00</td>
<td>6.00</td>
<td>1.91</td>
<td>1.39</td>
<td>1.93</td>
<td>53</td>
</tr>
<tr>
<td>2</td>
<td>More frequent service</td>
<td>1.00</td>
<td>5.00</td>
<td>1.88</td>
<td>1.22</td>
<td>1.49</td>
<td>52</td>
</tr>
<tr>
<td>3</td>
<td>Better on-time performance</td>
<td>1.00</td>
<td>5.00</td>
<td>2.92</td>
<td>1.11</td>
<td>1.22</td>
<td>52</td>
</tr>
<tr>
<td>4</td>
<td>More parking availability at stops</td>
<td>1.00</td>
<td>6.00</td>
<td>3.48</td>
<td>1.55</td>
<td>2.40</td>
<td>52</td>
</tr>
<tr>
<td>5</td>
<td>Safer environment at stops and shelters</td>
<td>1.00</td>
<td>6.00</td>
<td>2.29</td>
<td>1.49</td>
<td>2.21</td>
<td>52</td>
</tr>
<tr>
<td>6</td>
<td>Cleaner environment in buses and at bus stops</td>
<td>1.00</td>
<td>6.00</td>
<td>2.42</td>
<td>1.32</td>
<td>1.74</td>
<td>52</td>
</tr>
<tr>
<td>7</td>
<td>Better pedestrian/bicycle access to/from stops</td>
<td>1.00</td>
<td>6.00</td>
<td>2.48</td>
<td>1.50</td>
<td>2.25</td>
<td>52</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Very Important</th>
<th>Slightly Important</th>
<th>Neutral</th>
<th>Fairly Important</th>
<th>Not Important</th>
<th>No Opinion</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>More bus routes and stops and more areas served</td>
<td>60.38%</td>
<td>13.21%</td>
<td>15.09%</td>
<td>1.89%</td>
<td>5.66%</td>
<td>3.77%</td>
<td>53</td>
</tr>
<tr>
<td>2</td>
<td>More frequent service</td>
<td>55.77%</td>
<td>17.31%</td>
<td>17.31%</td>
<td>1.92%</td>
<td>7.69%</td>
<td>0.00%</td>
<td>52</td>
</tr>
<tr>
<td>3</td>
<td>Better on-time performance</td>
<td>9.62%</td>
<td>21.15%</td>
<td>51.92%</td>
<td>1.92%</td>
<td>15.38%</td>
<td>0.00%</td>
<td>52</td>
</tr>
<tr>
<td>4</td>
<td>More parking availability at stops</td>
<td>17.31%</td>
<td>5.77%</td>
<td>32.69%</td>
<td>5.77%</td>
<td>32.69%</td>
<td>5.77%</td>
<td>52</td>
</tr>
<tr>
<td>5</td>
<td>Safer environment at stops and shelters</td>
<td>46.15%</td>
<td>11.54%</td>
<td>25.00%</td>
<td>7.69%</td>
<td>3.85%</td>
<td>5.77%</td>
<td>52</td>
</tr>
<tr>
<td>6</td>
<td>Cleaner environment in buses and at bus stops</td>
<td>34.62%</td>
<td>15.38%</td>
<td>34.62%</td>
<td>5.77%</td>
<td>7.69%</td>
<td>1.92%</td>
<td>52</td>
</tr>
<tr>
<td>7</td>
<td>Better pedestrian/bicycle access to/from stops</td>
<td>36.54%</td>
<td>17.31%</td>
<td>28.85%</td>
<td>0.00%</td>
<td>13.46%</td>
<td>3.85%</td>
<td>52</td>
</tr>
</tbody>
</table>

Showing rows 1 - 7 of 7

End of Report
Appendix E: Planning Project Instruments – Prioritization of Needs Survey
Q1 - Scheduling Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Scheduling Impact</td>
<td>10.00</td>
<td>21.00</td>
<td>18.81</td>
<td>2.77</td>
<td>7.65</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Count</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>3</td>
<td>25.00%</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>4</td>
<td>18.75%</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>4.5</td>
<td>12.50%</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>#</td>
<td>Field</td>
<td>Count</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------</td>
<td>-------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>5</td>
<td>37.50% 6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
### Q2 - Scheduling Consequence

<table>
<thead>
<tr>
<th></th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Scheduling Consequence</td>
<td>4.00</td>
<td>9.00</td>
<td>6.69</td>
<td>1.61</td>
<td>2.59</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>6.25%</td>
<td>1</td>
<td>31.25%</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>31.25%</td>
<td>5</td>
<td>31.25%</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>31.25%</td>
<td>5</td>
<td>31.25%</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>12.50%</td>
<td>2</td>
<td>12.50%</td>
<td>2</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>18.75%</td>
<td>3</td>
<td>18.75%</td>
<td>3</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
<table>
<thead>
<tr>
<th>Scheduling Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viability with great/positive impacts</td>
</tr>
<tr>
<td>Allow clients short notice/previously unsched. stops if time allows</td>
</tr>
<tr>
<td>The ultimate goal is to make the service more user friendly and add an ease of usage</td>
</tr>
<tr>
<td>one way buses</td>
</tr>
<tr>
<td>Need to work towards convince and not just coverage</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>Easier for riders to memorize as well as make more reasonable accommodations and less wait times during different weather conditions</td>
</tr>
<tr>
<td>Consistency is most important. while stops and destination are important sometimes more is just more.</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>While this is ideal is it feasible</td>
</tr>
<tr>
<td>More individuals may ride bus if more convenient stops are made</td>
</tr>
<tr>
<td>Additional stops for homeless, low income</td>
</tr>
</tbody>
</table>
### Q5 - Awareness Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Awareness Impact</td>
<td>3.00</td>
<td>9.00</td>
<td>7.44</td>
<td>1.69</td>
<td>2.87</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>43.75%</td>
<td>7</td>
<td>43.75%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q6 - Awareness Consequence

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Awareness Consequence</td>
<td>1.00</td>
<td>9.00</td>
<td>6.69</td>
<td>2.39</td>
<td>5.71</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
<td>2</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>6.25%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
<td>3</td>
<td>25.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
<td>4</td>
<td>18.75%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>25.00%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
<td>5</td>
<td>6.25%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>18.75%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
<td>7</td>
<td>37.50%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.25%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
<td>8</td>
<td>37.50%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
<td>9</td>
<td>37.50%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q7 - Awareness Comments

Awareness Comments

Send fliers directly to residents through mail in English and Spanish.

If the public does not know what we offer, how are they to use the service?

No advertisement.

Big issues for seniors!

Increasing awareness could build more ridership among the community including no-riders and potential riders.

Public awareness and participation is why you are here.

I think the word is out there for the most part.

Awareness on how to ride is not necessarily availability.

Need to let public know CVT is for not only seniors but general public.

Awareness—seniors, veterans, and disabled.

Your services have increased over the years. The public needs to know this.

More local and rural people to be aware of CVT.
### Q8 - Accessibility Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accessibility Impact</td>
<td>3.00</td>
<td>9.00</td>
<td>7.00</td>
<td>1.84</td>
<td>3.38</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>18.75%</td>
<td>3</td>
<td>18.75%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>12.50%</td>
<td>2</td>
<td>12.50%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>25.00%</td>
<td>4</td>
<td>25.00%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
### Q9 - Accessibility Consequence

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accessibility Consequence</td>
<td>2.00</td>
<td>9.00</td>
<td>6.88</td>
<td>1.90</td>
<td>3.61</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>18.75%</td>
<td>3</td>
<td>18.75%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>31.25%</td>
<td>5</td>
<td>31.25%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Ramps for ambulatory clients with special needs

The goal is to bring the service to those who need the service where there is none

We are providing coverage over convince

Big issues for seniors!

Person-based instead of place based to accommodate riders not reached before increases ridership where assisting their needs for transportation

Accessibility is the key to mobility.

I think this would include non-medical appointments

na
### Q11 - Seniors Impact

#### Field Distribution

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Seniors Impact</td>
<td>5.00</td>
<td>9.00</td>
<td>7.63</td>
<td>1.36</td>
<td>1.86</td>
<td>16</td>
</tr>
</tbody>
</table>

#### Choice Distribution

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>12.50%</td>
<td>2</td>
<td>12.50%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>43.75%</td>
<td>7</td>
<td>43.75%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>43.75%</td>
<td>7</td>
<td>43.75%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Seniors Comments

- Awareness would benefit consideration to use transit rather than personal vehicle
- Advertise on local radio and TV stations in English and Spanish languages
- As the population ages it is more likely that some sort of transportation assistance will be needed
- Frequently no S310 funding, sometimes there, sometime not. In hospitable environment in buses for seniors
- Need to focus on seniors awareness in the demographic
- Big issues for seniors!
- Educating seniors on the vehicles offered - so many do not know
- Mobility for those who have lost independence is significant and not acting will not change present
- "na"
- I think we do a great job of this
- n/a
- Awareness to more seniors and riding options("Senior Hour")
### Q14 - Capacity Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Capacity Impact</td>
<td>1.00</td>
<td>9.00</td>
<td>5.67</td>
<td>2.05</td>
<td>4.22</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>46.67%</td>
<td>7</td>
<td>46.67%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>13.33%</td>
<td>2</td>
<td>13.33%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>13.33%</td>
<td>2</td>
<td>13.33%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
## Q15 - Capacity Consequence

![Bar Chart]

### Table 1: Capacity Consequence Statistics

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Capacity Consequence</td>
<td>1.00</td>
<td>9.00</td>
<td>5.73</td>
<td>2.21</td>
<td>4.86</td>
<td>15</td>
</tr>
</tbody>
</table>

### Table 2: Choice Count

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>13.33%</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>33.33%</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>26.67%</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>13.33%</td>
<td>2</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q16 - Capacity Comments

<table>
<thead>
<tr>
<th>Capacity Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have more vehicles available locally in smaller communities</td>
</tr>
<tr>
<td>Need to increase frequency from San Angelo to the counties</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>Increasing vehicle and services eliminates overcrowding/limited seating as well as less wait times on vehicle</td>
</tr>
<tr>
<td>Until deeper more meaningful outreach and buy-in is accomplished more will not increase interconnectivity</td>
</tr>
<tr>
<td>Added additional need for intercity on 2nd page* referring to hardcopy</td>
</tr>
<tr>
<td>We do a good job of this. Keep it up.</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>More buses in rural</td>
</tr>
</tbody>
</table>
### Q17 - Appointments Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Appointments Impact</td>
<td>1.00</td>
<td>9.00</td>
<td>5.93</td>
<td>2.02</td>
<td>4.06</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1.00</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>26.67%</td>
<td>4</td>
<td>26.67%</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>13.33%</td>
<td>2</td>
<td>13.33%</td>
<td>2</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>33.33%</td>
<td>5</td>
<td>33.33%</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>13.33%</td>
<td>2</td>
<td>13.33%</td>
<td>2</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q18 - Appointments Consequence

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Appointments Consequence</td>
<td>1.00</td>
<td>9.00</td>
<td>6.27</td>
<td>2.14</td>
<td>4.60</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>20.00%</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>40.00%</td>
<td>6</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>20.00%</td>
<td>3</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
<table>
<thead>
<tr>
<th>Appointments Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simplify procedure, allow short notice changes, and have Spanish language operator/voice prompts</td>
</tr>
<tr>
<td>Reliability is key to an effective transportation company</td>
</tr>
<tr>
<td>We have taken on 2 new contracts for medical transportation</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>This is in place and working improvement in the system will only have a minor change in availability</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>I feel this process is sufficient from what I know.</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>
Q20 - Low Vehicle Access Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low Vehicle Access Impact</td>
<td>1.00</td>
<td>9.00</td>
<td>6.25</td>
<td>1.95</td>
<td>3.81</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.25%</td>
<td>1</td>
<td>6.25%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>37.50%</td>
<td>6</td>
<td>37.50%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>31.25%</td>
<td>5</td>
<td>31.25%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>12.50%</td>
<td>2</td>
<td>12.50%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>12.50%</td>
<td>2</td>
<td>12.50%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
## Q21 - Low Vehicle Access Consequences

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low Vehicle Access Consequences</td>
<td>1.00</td>
<td>9.00</td>
<td>6.06</td>
<td>2.25</td>
<td>5.06</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
<table>
<thead>
<tr>
<th>Low Vehicle Access Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most people in Sutton co. aware of CVT but rural residents may not know full extent of services</td>
</tr>
<tr>
<td>No CVTD advertising people don't know what are buses and what aren't</td>
</tr>
<tr>
<td>Some areas of the city do not have a FR in close proximity to them</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>Low level access is a priority for elderly and disabled</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>The ones who need it know about it</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>Low income parts of town</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>
### Q23 - Veterans Impact

- **Bar Chart**
- **Table**

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Veterans Impact</td>
<td>1.00</td>
<td>9.00</td>
<td>6.47</td>
<td>2.16</td>
<td>4.65</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>20.00%</td>
<td>3</td>
<td>20.00%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>33.33%</td>
<td>5</td>
<td>33.33%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>26.67%</td>
<td>4</td>
<td>26.67%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q24 - Veterans Accessibility

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Veterans Accessibility</td>
<td>1.00</td>
<td>9.00</td>
<td>5.67</td>
<td>2.15</td>
<td>4.62</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>53.33%</td>
<td>8</td>
<td>53.33%</td>
<td>8</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>13.33%</td>
<td>2</td>
<td>13.33%</td>
<td>2</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>20.00%</td>
<td>3</td>
<td>20.00%</td>
<td>3</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
**Q25 - Veterans Comments**

<table>
<thead>
<tr>
<th>Veterans Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>More advertising of these available services (may not be aware)</td>
</tr>
<tr>
<td>Veterans transit usage is does not have as much impact on our organization as the general public</td>
</tr>
<tr>
<td>We currently provide a shuttle for GFAFB but we do not have day data for specifically veterans</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>Improved awareness is a good move but only if you can increase destination service peculiar to veterans</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>The ones who need it know about it</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>
Q26 - Uninsured Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Uninsured Impact</td>
<td>1.00</td>
<td>9.00</td>
<td>6.87</td>
<td>2.16</td>
<td>4.65</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>40.00%</td>
<td>6</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>33.33%</td>
<td>5</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
# Q27 - Uninsured Consequences

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Uninsured Consequences</td>
<td>1.00</td>
<td>9.00</td>
<td>6.33</td>
<td>1.99</td>
<td>3.96</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>13.33%</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>60.00%</td>
<td>9</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>13.33%</td>
<td>2</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
<table>
<thead>
<tr>
<th>Uninsured Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advertising - may not thinking they qualify</strong></td>
</tr>
<tr>
<td>no data available</td>
</tr>
<tr>
<td><strong>Big issues for seniors!</strong></td>
</tr>
<tr>
<td>The uninsured and poor have an image that this is not for them or available to them</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td><strong>Awareness to these establishments where these people are seen.</strong></td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td><strong>Uninsured need to get to dr. appts</strong></td>
</tr>
</tbody>
</table>
## Q29 - Low Income Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low Income Impact</td>
<td>5.00</td>
<td>9.00</td>
<td>7.47</td>
<td>1.09</td>
<td>1.18</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>60.00%</td>
<td>9</td>
<td>60.00%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>26.67%</td>
<td>4</td>
<td>26.67%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q30 - Low Income Consequences

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low Income Consequences</td>
<td>5.00</td>
<td>9.00</td>
<td>7.33</td>
<td>1.07</td>
<td>1.16</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>53.33%</td>
<td>8</td>
<td>13.33%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>13.33%</td>
<td>2</td>
<td>20.00%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>20.00%</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q31 - Low Income Comments

<table>
<thead>
<tr>
<th>Low Income Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>May not know free or low cost rides available</td>
</tr>
<tr>
<td>A majority of our riders are of the low economic class</td>
</tr>
<tr>
<td>Need to focus on making awareness, plans in place to improve access</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>The uninsured and poor have an image that this is not for them or available to them</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>Again, knowledge of how to ride and accessibility</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>Needed in rural areas</td>
</tr>
<tr>
<td>Some low income need rides to work</td>
</tr>
</tbody>
</table>
### Q32 - Disabilities Impact

#### Descriptive Statistics

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Disabilities Impact</td>
<td>3.00</td>
<td>9.00</td>
<td>7.47</td>
<td>1.89</td>
<td>3.58</td>
<td>15</td>
</tr>
</tbody>
</table>

#### Frequency Distribution

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1.00</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>1.50</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>2.00</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>2.50</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>3.00</td>
<td>13.33%</td>
<td>2</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>3.50</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>4.00</td>
<td>20.00%</td>
<td>3</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>4.50</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>5.00</td>
<td>53.33%</td>
<td>8</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Q33 - Disabilities Consequences

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Disabilities Consequences</td>
<td>5.00</td>
<td>9.00</td>
<td>8.13</td>
<td>1.20</td>
<td>1.45</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>26.67%</td>
<td>4</td>
<td>26.67%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>60.00%</td>
<td>9</td>
<td>60.00%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
Disabilities Comments

May not know that vehicles are ADA compliant

Important for our ADA demand response to thrive

We have expanded ADA city wide, however overall awareness needs to increase

Big issues for seniors!

Awareness and participation in the service and process is utmost

I think it is a good system as is for disabilities but it is still important

Again, knowledge of how to ride and accessibility.

n/a

Bigger buses
Q35 - Worker Utilization Impact

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Worker Utilization Impact</td>
<td>1.00</td>
<td>9.00</td>
<td>5.44</td>
<td>2.40</td>
<td>5.75</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>12.50%</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>6.25%</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>37.50%</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.25%</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>18.75%</td>
<td>3</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.25%</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>12.50%</td>
<td>2</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
### Q36 - Worker Utilization Consequences

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Worker Utilization Consequences</td>
<td>1.00</td>
<td>9.00</td>
<td>5.44</td>
<td>2.40</td>
<td>5.75</td>
<td>16</td>
</tr>
</tbody>
</table>

### Frequency Table

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>12.50%</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>6.25%</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>37.50%</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.25%</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>18.75%</td>
<td>3</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.25%</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>12.50%</td>
<td>2</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
<table>
<thead>
<tr>
<th>Worker Utilization Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make available and raise awareness of it</td>
</tr>
<tr>
<td>For those individual with no transportation this piece is vital</td>
</tr>
<tr>
<td>Big employers in town (Shannon) don't seem to be involved</td>
</tr>
<tr>
<td>Only a small percent of our population use able transportation to walk</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>San Angelo and west texas is auto driven commuters</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>I can see where getting to work on time is still an issue.</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>
### Q38 - Medicaid Service Impact

#### Bar Chart

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Medicaid Service Impact</td>
<td>2.00</td>
<td>9.00</td>
<td>6.40</td>
<td>1.96</td>
<td>3.84</td>
<td>15</td>
</tr>
</tbody>
</table>

#### Table

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Count</th>
<th>Choice</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>6</td>
<td>40.00%</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>3</td>
<td>20.00%</td>
<td>3</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>2</td>
<td>13.33%</td>
<td>2</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>3</td>
<td>20.00%</td>
<td>3</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
# Q39 - Medicaid Services Consequences

![Histogram showing distribution of Medicaid Services Consequences](image)

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Mean</th>
<th>Std Deviation</th>
<th>Variance</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Medicaid Services Consequences</td>
<td>1.00</td>
<td>9.00</td>
<td>6.47</td>
<td>2.16</td>
<td>4.65</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>Field</th>
<th>Choice</th>
<th>Count</th>
<th>Choice Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>2</td>
<td>1.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>4</td>
<td>2.5</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>13.33%</td>
<td>2</td>
<td>13.33%</td>
</tr>
<tr>
<td>6</td>
<td>3.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>7</td>
<td>4</td>
<td>40.00%</td>
<td>6</td>
<td>40.00%</td>
</tr>
<tr>
<td>8</td>
<td>4.5</td>
<td>6.67%</td>
<td>1</td>
<td>6.67%</td>
</tr>
<tr>
<td>9</td>
<td>5</td>
<td>20.00%</td>
<td>3</td>
<td>20.00%</td>
</tr>
</tbody>
</table>

Showing rows 1 - 10 of 10
### Medicaid Services Comments

<table>
<thead>
<tr>
<th>Awareness of qualification and service availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing awareness in the rural of medicaid services is crucial</td>
</tr>
<tr>
<td>We have made improvements already by signing new contracts with MTM and Sokride</td>
</tr>
<tr>
<td>Big issues for seniors!</td>
</tr>
<tr>
<td>While I feel this is very important the service is in place already</td>
</tr>
</tbody>
</table>

| na |
| n/a |

| More frequent even two trips a day in the rural. |

| n/a |

N/A
Q41 - First Added Impact

Have more bilingual drivers available, especially in rural areas

Bottom Line: Local governmental officials look at transit as a welfare program, not a vital element, and necessary element, of any community. As a result, they put in only the bare minimum that they can. Their mind set is most people on transit should quit being a free-loading burden on hard-working taxpayers. Get a job and get a car!

Connectivity thru awareness and part 5

1) out of city transit- Impact: 4

Appts to include also non-medical transportation 5

n/a

Awareness in low income neighborhoods-in spanish at a place they feel comfortable (church/community center) 5

Low Cost rides
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q42 - First Added Consequence</td>
<td>Connectivity thru awareness and part 4</td>
</tr>
<tr>
<td>1) out of city transit- consequence: 4</td>
<td>n/a</td>
</tr>
<tr>
<td>Awareness in low income neighborhoods-in Spanish at a place they feel comfortable (church/community center)</td>
<td>5</td>
</tr>
<tr>
<td>Low Cost rides</td>
<td>3</td>
</tr>
</tbody>
</table>
Q43 - First Added Comment

<table>
<thead>
<tr>
<th>First Added Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big spring, del rio, abilene</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>Second Added Impact</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Poor and elderly</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>Noticable bus identification</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>Free rides for homeless/who can't afford</td>
</tr>
</tbody>
</table>
Q45 - Second Added Consequence

<table>
<thead>
<tr>
<th>Second Added Consequence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor and elderly 5</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>Free rides for homeless/who can't afford 5</td>
</tr>
<tr>
<td>Second Added Comment</td>
</tr>
<tr>
<td>----------------------</td>
</tr>
<tr>
<td>na</td>
</tr>
<tr>
<td>n/a</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>
Q47 - Third Added Impact

Third Added Impact

<table>
<thead>
<tr>
<th>Seniors access and awareness</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>na</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Seniors access and awareness 5</td>
<td>na</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>----</td>
</tr>
<tr>
<td></td>
<td>n/a</td>
</tr>
</tbody>
</table>

Q48 - Third Added Consequence
### Q49 - Third Added Comment

<table>
<thead>
<tr>
<th>Third Added Comment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>na</td>
<td></td>
</tr>
<tr>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

**End of Report**
Appendix F: Stakeholder Signature Approval and Plan Adoption
Appendix E: Stakeholder Signature Approval and Plan Adoption

The Concho Valley Council of Governments complied with the requirements to maintain an inclusive planning process in the development and approval of the coordinated regional plan by ensuring participation included:

a) 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) and Section 5310 funds (Enhanced Mobility of Seniors and Individuals with Disabilities).

b) Representatives of human service providers.

c) Individuals with disabilities.

d) Individuals 65 and older.

e) People with low incomes.

f) Veterans.

g) Advocates for children.

h) Other members of the public.

The following stakeholders meaningfully participated in the development of this coordinated plan in varying degrees by providing input and feedback and adopt this on behalf of the Concho Valley.

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armie Sanchez</td>
<td>City of Sonora</td>
<td>Annie Sanchez</td>
</tr>
<tr>
<td>Catherine Briseno</td>
<td>Maximus, TX State</td>
<td></td>
</tr>
<tr>
<td>Richard L. Porter</td>
<td>Individual</td>
<td>Richard L. Porter</td>
</tr>
<tr>
<td>Major Hofheinz</td>
<td>Director San Angelo MPO</td>
<td></td>
</tr>
<tr>
<td>Norma Lee</td>
<td>La Esperanza Clinic</td>
<td></td>
</tr>
<tr>
<td>Albert Rodriguez</td>
<td>Concho Valley EDD</td>
<td></td>
</tr>
<tr>
<td>Erwin H. Henderson</td>
<td>CVCOC</td>
<td></td>
</tr>
<tr>
<td>Jennifer Hunley</td>
<td>Public member</td>
<td></td>
</tr>
<tr>
<td>Paul Hessen</td>
<td>West Texas Caresly Medicine</td>
<td></td>
</tr>
<tr>
<td>Mark Bethma</td>
<td>CV Community Action</td>
<td></td>
</tr>
<tr>
<td>Jeff York</td>
<td>CVC</td>
<td></td>
</tr>
</tbody>
</table>

[Signatures]