

# 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.**

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## **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.

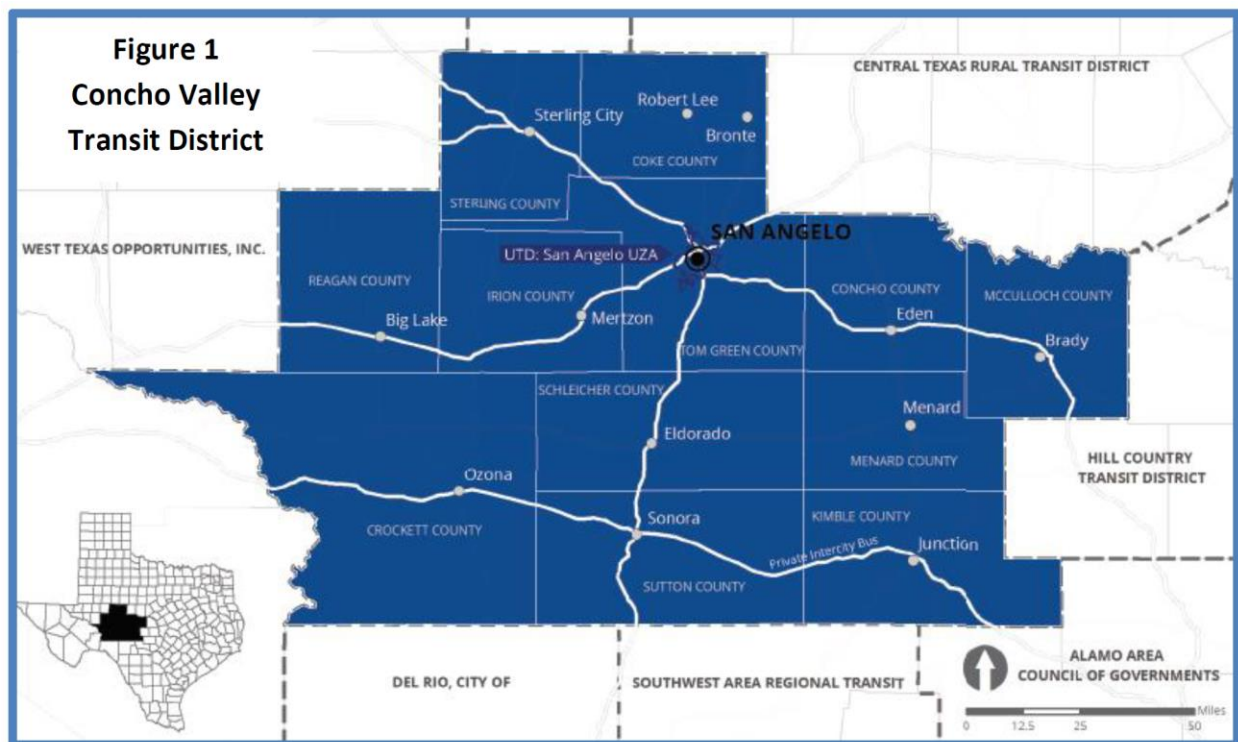
The Transit Gap Index (TGI) analysis identified counties and transit dependent groups that were underserved in the county. These results will allow CVTD to target the specific areas and populaces that are underserved to fill gaps and provide the best possible transportation services for the residents 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 1 Regional Coordination Planning Committee (RCPC), 2021		
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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](http://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

Phone: 325 944 9564

Services Provided: Transportation for residents only

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. 8<sup>th</sup> 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. 3<sup>rd</sup> 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 11<sup>th</sup> Street

Brady, TX

Phone: 325 597 2301

Services Provided: vehicles exclusively for school-related activities

Reagan ISD

1111 12<sup>th</sup> 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.

<b>Table 2 Concho Valley Transit District Demography</b>		
<b>Population by County</b>		
<b>County</b>	<b>Number of People</b>	<b>Percent</b>
Coke	3303	2.1%
Concho	3266	2.1%
Crockett	3484	2.2%
Irion	1620	1.0%
Kimble	4373	2.8%
McCulloch	8057	5.2%
Menard	2119	1.4%
Reagan	3766	2.4%
Schleicher	2983	1.9%
Sterling	1231	0.8%
Sutton	3824	2.5%
Tom Green	117986	75.6%
Service Area Total	156012	100%
<b>Age Distribution</b>		
<b>Age Groups</b>	<b>Number of People</b>	<b>Percent</b>
Under age 18	36961	23.7%
18 to 64	93420	59.9%
65 and older	25631	16.4%
Service Area Total	156012	100%
<b>Race and Ethnicity</b>		
<b>Race</b>	<b>Number of People</b>	<b>Percent</b>
<b>White, non-Hispanic</b>	83256	53.4%
<b>Black, non-Hispanic</b>	5052	3.2%
<b>Hispanic</b>	57940	37.1%
<b>Other</b>	9764	6.3%
<b>Service Area Total</b>	156012	100%

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 25,631 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.

<b>Table 3</b>		
<b>Transit Dependent Populations in the Concho Valley</b>		
<b>Worker Utilization</b>		
Workers	Number	Percent
Workers using public transit	152	0.21%
Employed Workers	73266	100%
<b>Household Vehicle Access</b>		
Households with no vehicle	3270	5.7%
Low access households	3724	6.4%
Total Households	57875	100%
<b>Low Income</b>		
Poverty Status	Number	Percent
Below twice poverty level	49822	31.9%
Below poverty level	20658	13.2%
Under 50% poverty level	8601	5.5%
Total Population	156012	100%
<b>Health Coverage</b>		
Health Insurance Status	Number	Percent
Medicaid	28257	18.1%
Veterans Administration	4644	3.0%
No Health Insurance	22656	14.5%
Total Population	156012	100%
<b>Seniors</b>		
Seniors	Number	Percent
Age 65 and Older	25631	16.4%
Total Population	156012	100%
<b>Disabled</b>		
Disability Status	Number	Percent
People with a Disability	20961	13.4%
Total Population	156012	100%
<b>Children</b>		
Children	Number	Percent
Under age 18	36961	23.7%
Total Population	156012	100%
<b>Limited English Proficiency Households (LEP)</b>		
Proficiency Status	Households	Percent
Limited English Proficient	2290	4.0%
Total Households	57875	100%
<b>Source: U.S. Census Bureau, America Community Survey 2015-2019, 5-Year sample estimates</b>		

## 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.

<b>Table 4</b>								
<b>Percentage of Transit Dependent Groups in the Population of Texas and the CVTD Counties</b>								
County	Worker Utilization	Low Vehicle Access	Medicaid	Veterans	No Health Insurance	Under Twice Poverty	Seniors	Disability
Coke	0.00%	13.18%	7.45%	7.62%	14.82%	35.23%	28.49%	16.86%
Concho	0.00%	10.64%	6.65%	7.51%	12.71%	33.85%	19.96%	9.40%
Crockett	0.00%	6.94%	9.07%	6.25%	20.98%	30.34%	14.95%	7.49%
Irion	1.03%	4.25%	8.98%	8.23%	14.71%	29.88%	16.85%	12.10%
Kimble	0.55%	12.96%	7.38%	12.26%	18.32%	43.70%	28.97%	20.03%
McCulloch	0.08%	9.00%	6.36%	8.86%	20.64%	41.78%	21.83%	19.46%
Menard	0.00%	9.57%	6.65%	11.71%	30.95%	39.39%	31.43%	27.56%
Reagan	0.00%	12.64%	3.56%	4.54%	22.11%	29.48%	8.18%	7.81%
Schleicher	0.90%	6.42%	7.35%	3.19%	21.61%	29.50%	18.77%	11.16%
Sterling	0.00%	5.68%	3.69%	4.71%	22.95%	36.35%	12.67%	11.86%
Sutton	0.00%	14.73%	7.48%	10.16%	17.80%	31.21%	18.07%	10.02%
Tom Green	0.21%	12.17%	4.50%	10.71%	13.67%	32.89%	15.12%	13.10%
Texas	1.33%	12.58%	17.22%	5.01%	16.52%	31.85%	12.89%	11.30%
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.

<b>Table 5</b>								
<b>Transit Gap Index (TGI)</b>								
<b>County</b>	<b>Worker Utilization</b>	<b>Low Vehicle Access</b>	<b>Medicaid</b>	<b>Veterans</b>	<b>No Health Insurance</b>	<b>Under Twice Poverty</b>	<b>Seniors</b>	<b>Disability</b>
Coke	5	4	1	5	3	4	5	5
Concho	5	3	1	5	3	4	5	3
Crockett	5	2	2	4	5	3	4	2
Irion	1	1	2	5	3	3	5	4
Kimble	3	4	1	5	4	5	5	5
McCulloch	5	2	1	5	4	5	5	5
Menard	5	3	1	5	5	4	5	5
Reagan	5	4	1	3	5	3	2	2
Schleicher	2	2	1	2	5	3	5	3
Sterling	5	1	1	3	5	4	3	4
Sutton	5	4	1	5	4	3	5	3
Tom Green	4	3	1	5	3	4	4	4

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
- CVCOG Comprehensive Economic Development Strategy, 2011
- 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.

<b>Question</b>	<b>Very Important</b>		<b>Slightly Important</b>		<b>Neutral</b>		<b>Fairly Important</b>		<b>Not Important</b>		<b>No Opinion</b>		<b>Total</b>
More bus routes and stops and more areas served	60.38%	32	13.21%	7	15.09%	8	1.89%	1	5.66%	3	3.77%	2	53
More frequent service	55.77%	29	17.31%	9	17.31%	9	1.92%	1	7.69%	4	0.00%	0	52
Better on-time performance	9.62%	5	21.15%	11	51.92%	27	1.92%	1	15.38%	8	0.00%	0	52
More parking availability at stops	17.31%	9	5.77%	3	32.69%	17	5.77%	3	32.69%	17	5.77%	3	52
Safer environment at stops and shelters	46.15%	24	11.54%	6	25.00%	13	7.69%	4	3.85%	2	5.77%	3	52
Cleaner environment in buses and at bus stops	34.62%	18	15.38%	8	34.62%	18	5.77%	3	7.69%	4	1.92%	1	52
Better pedestrian/bicycle access to/from stops	36.54%	19	17.31%	9	28.85%	15	0.00%	0	13.46%	7	3.85%	2	52

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.”

<b>Table 7</b> <b>Summary of ratings from the transit driver survey</b>			
<b>Need</b>	<b>Rating [A]</b>	<b>Percent providing majority rating [B]</b>	<b>Combined Priority rating [AxB]</b>
Quality of ride	4	43.48%	1.7392
Awareness	3	47.83%	1.4349
Capacity	3	43.48%	1.3044
Appointments	3	39.13%	1.1739
Disabilities	3	39.13%	1.1739
Medicaid Service	3	39.13%	1.1739
Scheduling	3	34.78%	1.0434
Accessibility	3	34.78%	1.0434
Seniors	3	34.78%	1.0434
Low Vehicle Access	3	34.78%	1.0434
Veterans	3	34.78%	1.0434
Uninsured	3	34.78%	1.0434
Worker Utilization	3	34.78%	1.0434
Low income	2.5	31.82%	0.7955
Pricing	1	30.43%	0.3043

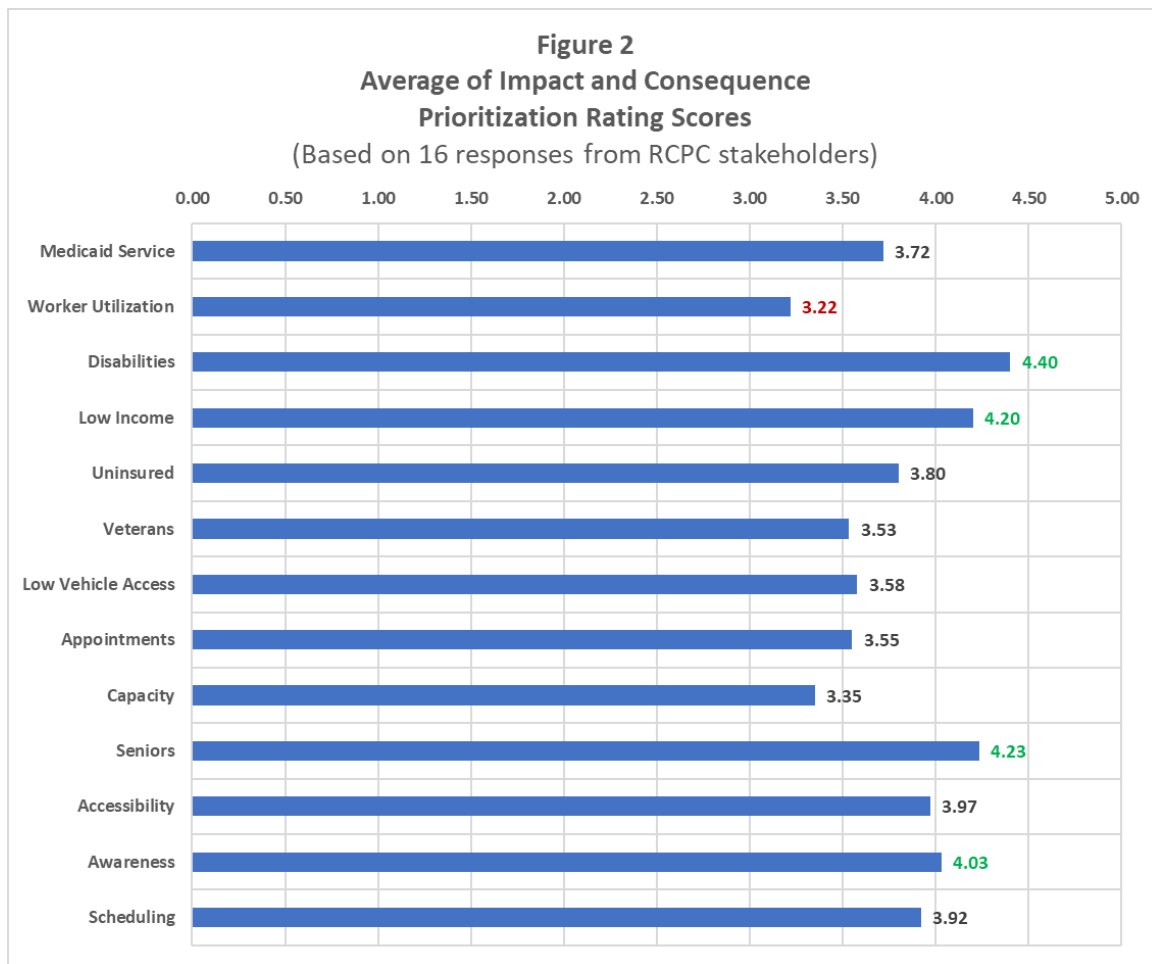
Among the drivers interviewed, Improvement in the Quality of Ride received the highest rating, followed by Awareness, Capacity, Appointments, Disabilities, and Medicaid Services. The needs mentioned above received a rating of 3 or more from approximately 40% of the respondents. The remaining issues – 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.



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.

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

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.

<b>Table 9 Distribution of Operating Costs and Deployment of Resources</b>							
Geography	Percent Operating Costs	Runs	Revenue Miles	Revenue Hours	Total Riders	Total Riders - Medicaid	Riders Per Run
<b>Coke</b>	7.7%	134	14045	608.7	521	67	3.89
<b>Concho</b>	10.1%	81	18412	892.0	597	116	7.37
<b>Crockett</b>	5.7%	139	10426.9	611.9	495	0	3.56
<b>Irion</b>	1.1%	42	1904	88.0	131	0	3.12
<b>Kimble</b>	0.6%	37	1116	77.6	142	15	3.84
<b>McCulloch</b>	11.4%	266	20757	1287.9	2023	111	7.61
<b>Menard</b>	1.0%	42	1897	71.2	63	7	1.50
<b>Reagan</b>	2.4%	80	9708	419.3	350	0	4.38
<b>Schleicher</b>	4.8%	62	8656	457.1	374	47	6.03
<b>Sterling</b>	3.0%	69	5412.7	284.6	140	0	2.03
<b>Sutton</b>	3.9%	153	7008	332.5	235	0	1.54
<b>Tom Green</b>	45.3%	167	82419	4594.6	1206	80	7.22

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.

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

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-served transit-dependent groups, all with four groups, followed by Reagan and Sutton counties with three underserved groups. McCulloch and Crockett followed with two and one

groups, respectively. Coke, Concho, and Schleicher had no under-serviced transit-dependent groups.

<b>Table 11 Number of Under Serviced Transit Dependent Groups</b>	
<b>County</b>	<b>No. of under serviced transit dependent group</b>
<b>Coke</b>	0
<b>Concho</b>	0
<b>Crockett</b>	1
<b>Irion</b>	4
<b>Kimble</b>	4
<b>McCulloch</b>	2
<b>Menard</b>	7
<b>Reagan</b>	3
<b>Schleicher</b>	0
<b>Sterling</b>	4
<b>Sutton</b>	3

### *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 underserved 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.

<b>Table 12 Comparing Transit Dependent Group</b>	
<b>Transit Dependent Group</b>	<b>Number of underserved counties</b>
Worker utilization	4
Vehicle access	4
Medicaid	3
Veterans	1
Uninsured	3

Low income	3
Seniors	4
Disability	3

### *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 underserved 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 underserved in Irion, Menard, and Sutton counties.
5. The medically uninsured populations were underserved in Menard, Reagan, and Sterling counties.
6. Persons living on low income were underserved in Kimble, Menard, and Sterling counties.
7. Persons with disabilities in Irion, Kimble, Menard, and Sterling counties.
8. Veterans in Irion County.
9. Persons with disabilities in Kimble 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](http://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.

<b>Table 13 Key Planned or Ongoing Projects</b>			
<b>Project Name</b>	<b>Status</b>	<b>Description</b>	<b>Priority</b>
<b>Pilot New Fixed Routes:</b>	Ongoing	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.	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.
<b>Intercity Bus Service:</b>	Proposed	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.	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.
<b>Passenger Amenities</b>	Proposed	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	High priority – 46 percent of urban and

		<p>the urban and rural systems. 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.</p> <p>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.</p> <p>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.</p>	<p>rural passengers indicated “Safer environment at stops and shelters” as very important in the survey.</p>
<b>Branding and Marketing</b>	Ongoing	<p>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.</p> <p>Funding: FTA and TxDOT funds.</p> <p>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</p>	<p>High Priority – the RCPC identified awareness as a priority necessary for increasing the patronage of the CVTD services.</p>
<b>Advertising</b>	Ongoing	<p>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.</p> <p>Funding: Project-based grants like Coordinated Call for Projects or Regionally Coordinated Pilot projects are available to aid in exploring new advertising avenues.</p> <p>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.</p>	<p>High Priority – the RCPC identified awareness as a priority necessary for increasing the patronage of the CVTD services.</p>

<b>Comprehensive System-Wide Transportation Study</b>	Proposed	<p>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.</p> <p>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.</p> <p>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.</p>	High Priority – the RCPC identified scheduling as a priority necessary for improving the services of the CVTD.
<b>Ride Quality</b>	Proposed	Create partnerships with TxDOT and City Engineer to utilize transit drivers to help identify routes with poor pavement quality that severely impacts rides.	High priority – transit drivers identified ride quality from pavement deteriorations as very important in the survey
<b>Quality Assurance Plan</b>	Ongoing	<p>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.</p> <p>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.</p> <p>Funding: Coordinated Call is a funding option for this project. Passenger counters were funded with 5307.</p> <p>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.</p>	High priority



<b>Centralized Dispatch</b>	Ongoing	<p>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.</p> <p>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.</p> <p>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.</p>	High Priority – the RCPC identified scheduling as a priority necessary for improving the services of the CVTD.
<b>In-house Maintenance</b>	Planning phase	<p>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.</p> <p>Funding: CVTD will apply for funding to construct the maintenance facility in 2022.</p> <p>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.</p>	High priority
<b>State of Good Repair</b>	Ongoing	<p>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.</p> <p>Funding: A funding option for instituting the State of Good Repair framework is 5337.</p> <p>Abetted Gaps/Populations: Similar to in-house maintenance, this program will aid all transit clientele with safer and more reliable vehicles.</p>	High priority

## **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.

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## **X. Acronyms**

ASU	Angelo State University
CVCOG	Concho Valley Council of Governments
CVTD	Concho Valley Transit District
FTA	Federal Transit Administration
LEP	Limited English Proficiency
NADO	National Association of Development Organizations
RCPC	Concho Valley Regional Coordination Planning Committee
RPO	Rural Planning Organization
SA-MPO	San Angelo Metropolitan Planning Organization
TGI	Transit Gap Index
TIP	Transportation Improvement Program
TxDOT	Texas Department of Transportation
UZA	Urbanized Area
VA	Veterans Administration

## **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.

### **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.

- ☐ 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

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.

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:

### 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.

Accessibility: Need for more accessibility for transit dependent populations not being served.

- ☐ 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.

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

- ☐ Severe impact on transit
- ☐ 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.

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:

### 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.

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

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.

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:



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

- ☐ 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.

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?



Powered by Qualtrics

## **Appendix B: Planning Project Instruments – Results from Driver Survey**

# Default Report

*Survey of CVTD Transit Bus Drivers*

December 9, 2021 10:01 PM MST

Q48 - Online StudyAngelo 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

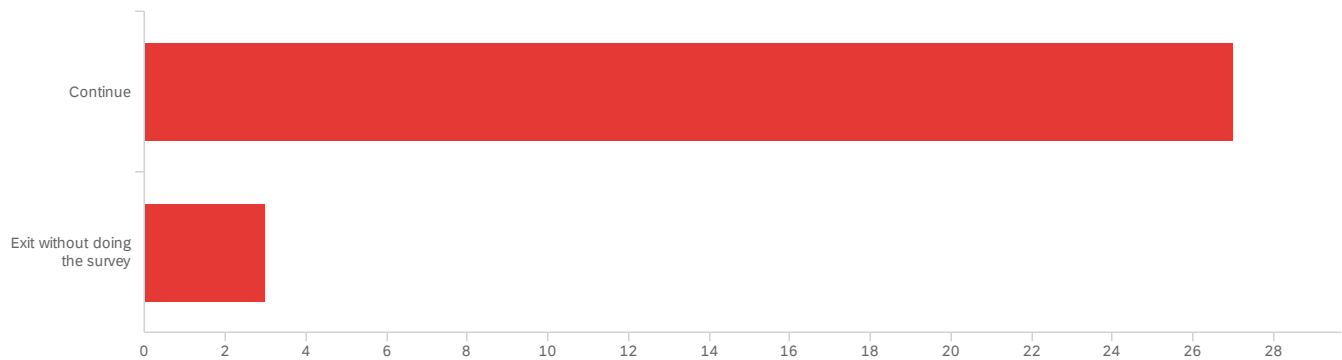


injury should be brought to the attention of the IRB administrator, Dr. Tay Hack

(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.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	<p>Online StudyAngelo State University Institutional Review Board (IRB) Consent to Participate in an IRB-Approved Research Event Project</p> <p>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</p>	1.00	2.00	1.10	0.30	0.09	30

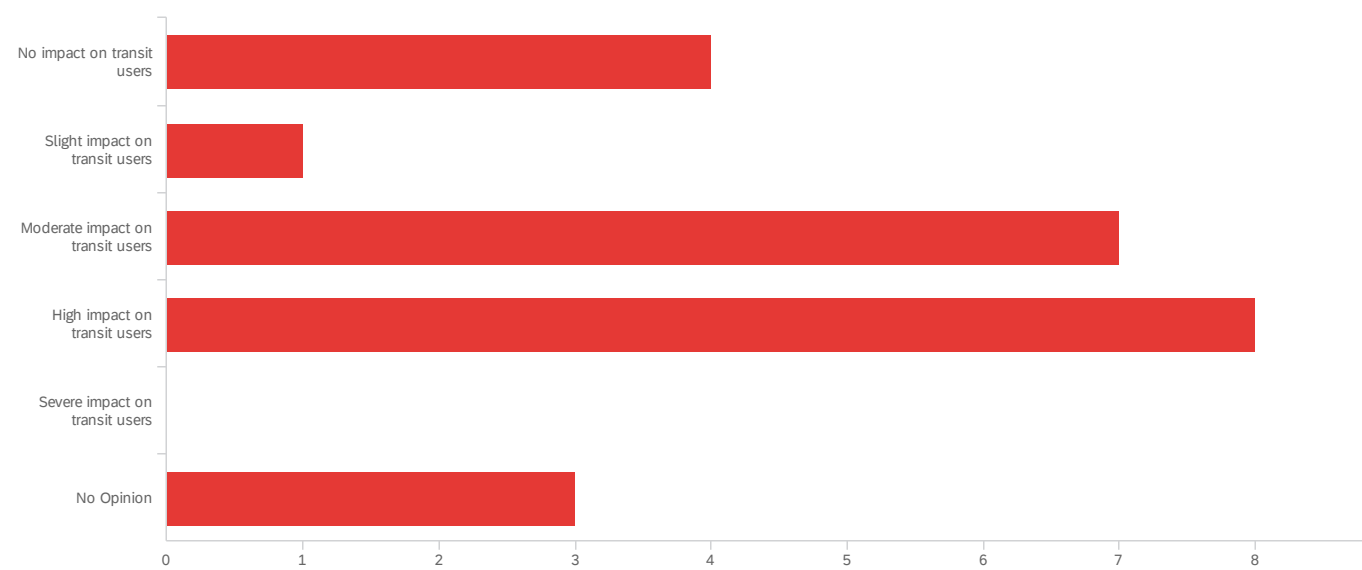
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
	<p>systems and infrastructure within the City of San Angelo. Completing the study will take approximately 15 minutes. The results of the study will be published and made publicly available by the Concho Valley Transit District and the San Angelo 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.</p>						

#	Field	Choice Count
1	Continue	90.00% 27
2	Exit without doing the survey	10.00% 3

30

Showing rows 1 - 3 of 3

Q1 - Scheduling: Need for more frequent and convenient stops and destinations with consistent run times.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Scheduling: Need for more frequent and convenient stops and destinations with consistent run times.	1.00	6.00	3.35	1.46	2.14	23

#	Field	Choice Count
1	No impact on transit users	17.39% 4
2	Slight impact on transit users	4.35% 1
3	Moderate impact on transit users	30.43% 7
4	High impact on transit users	34.78% 8
5	Severe impact on transit users	0.00% 0
6	No Opinion	13.04% 3

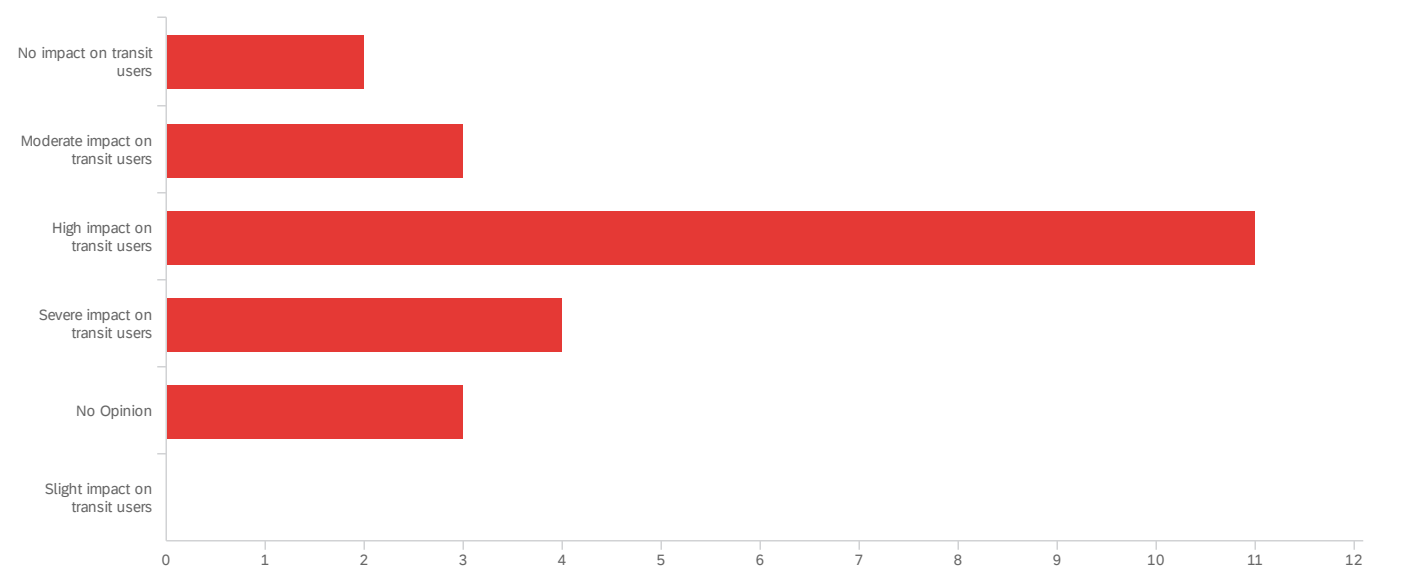
Q18 - Comments:

Comments:

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Q2 - Awareness: Need for an increase in public information and awareness of transit

services.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Awareness: Need for an increase in public information and awareness of transit services.	1.00	6.00	3.43	1.47	2.16	23

#	Field	Choice Count
1	No impact on transit users	8.70% 2
2	Moderate impact on transit users	13.04% 3
3	High impact on transit users	47.83% 11
5	Severe impact on transit users	17.39% 4
6	No Opinion	13.04% 3
7	Slight impact on transit users	0.00% 0

23

## Q19 - Comments:

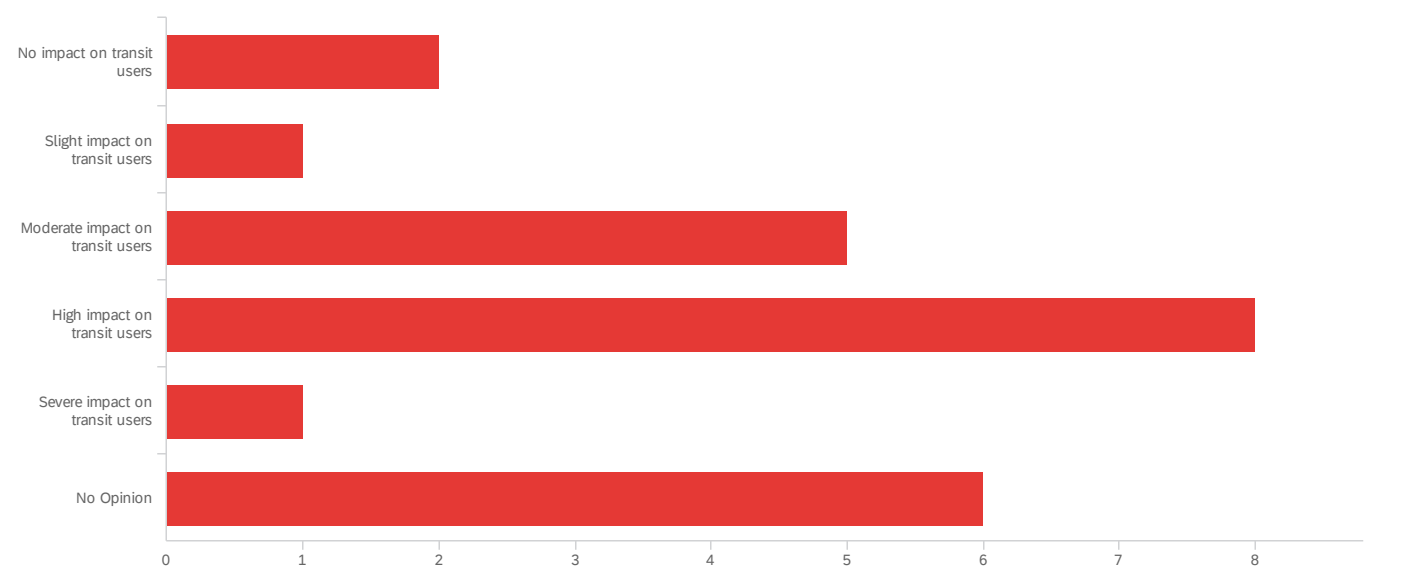
Comments:

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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.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Accessibility: Need for more accessibility for transit dependent populations not being served.	1.00	6.00	4.00	1.50	2.26	23

#	Field	Choice Count
1	No impact on transit users	8.70% 2
2	Slight impact on transit users	4.35% 1
3	Moderate impact on transit users	21.74% 5
4	High impact on transit users	34.78% 8
5	Severe impact on transit users	4.35% 1
6	No Opinion	26.09% 6

Q20 - Comments:

Comments:

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



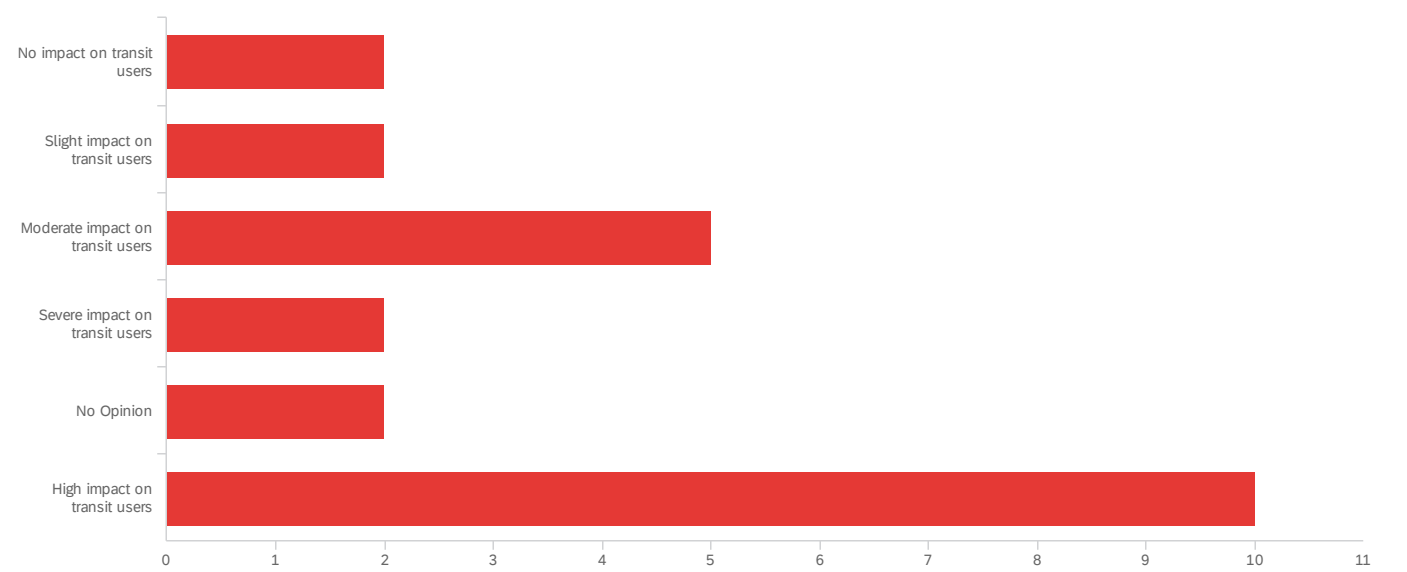
## Q23 - Comments:

Comments:

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again people still do not know about transit or if they do they dont know how to access it

Q5 - Capacity: Need to increase vehicles and services in rural areas; enable more intra-county and intra-city service.



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

#	Field	Choice Count
1	No impact on transit users	8.70% 2
2	Slight impact on transit users	8.70% 2
3	Moderate impact on transit users	21.74% 5
14	Severe impact on transit users	8.70% 2
15	No Opinion	8.70% 2
99	High impact on transit users	43.48% 10

## Q22 - Comments:

Comments:

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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.

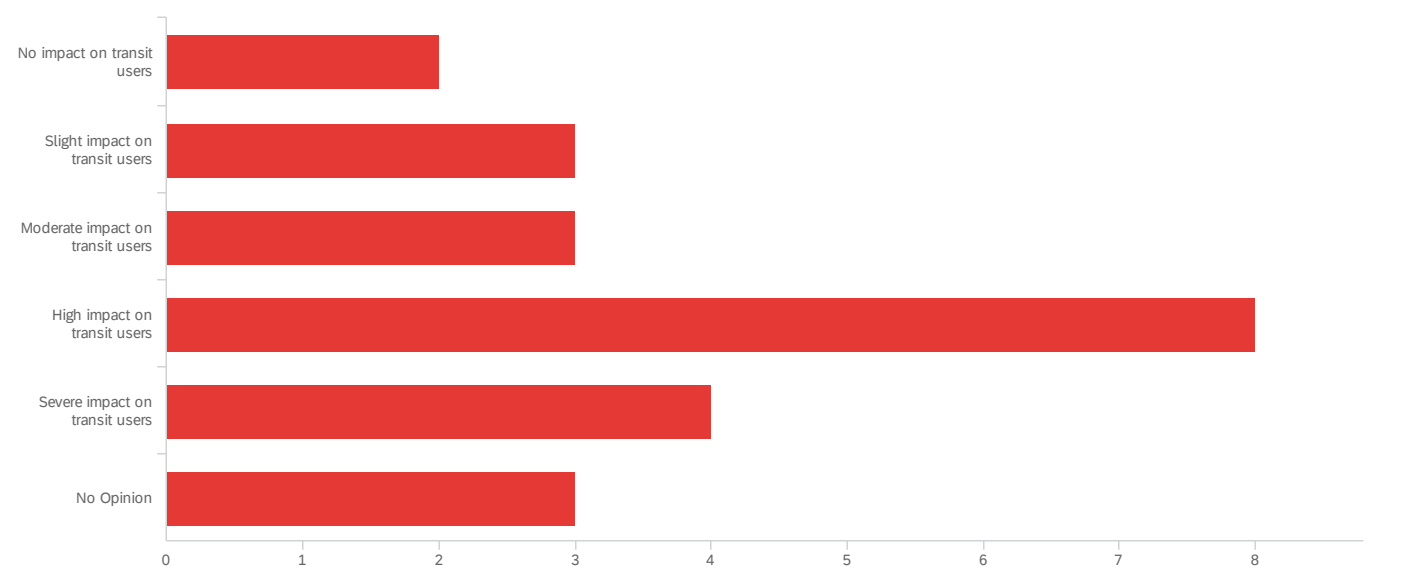


Q24 - Comments:

Comments:

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Q7 - Low Vehicle Access: Need to improve awareness and access to transit services by regional residents lacking access to vehicles.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Low Vehicle Access: Need to improve awareness and access to transit services by regional residents lacking access to vehicles.	1.00	6.00	3.78	1.44	2.08	23

#	Field	Choice Count
1	No impact on transit users	8.70% 2
2	Slight impact on transit users	13.04% 3
3	Moderate impact on transit users	13.04% 3
4	High impact on transit users	34.78% 8
5	Severe impact on transit users	17.39% 4
6	No Opinion	13.04% 3

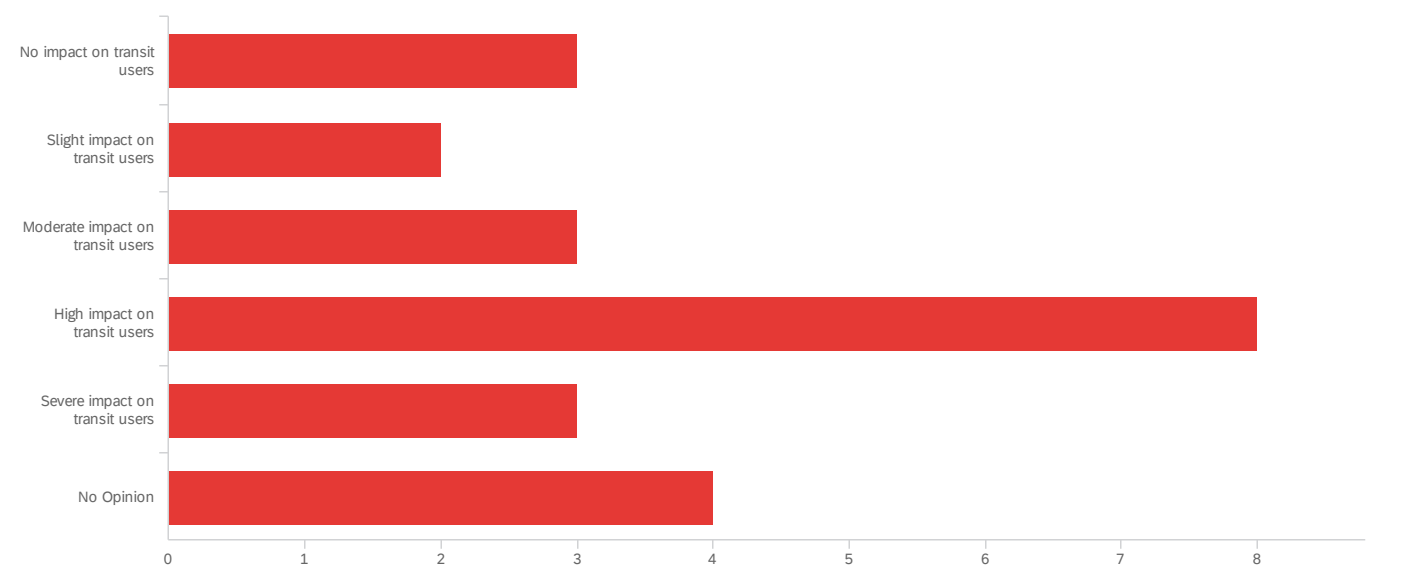
Q25 - Comments:

Comments:

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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.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	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.	1.00	6.00	3.78	1.56	2.43	23

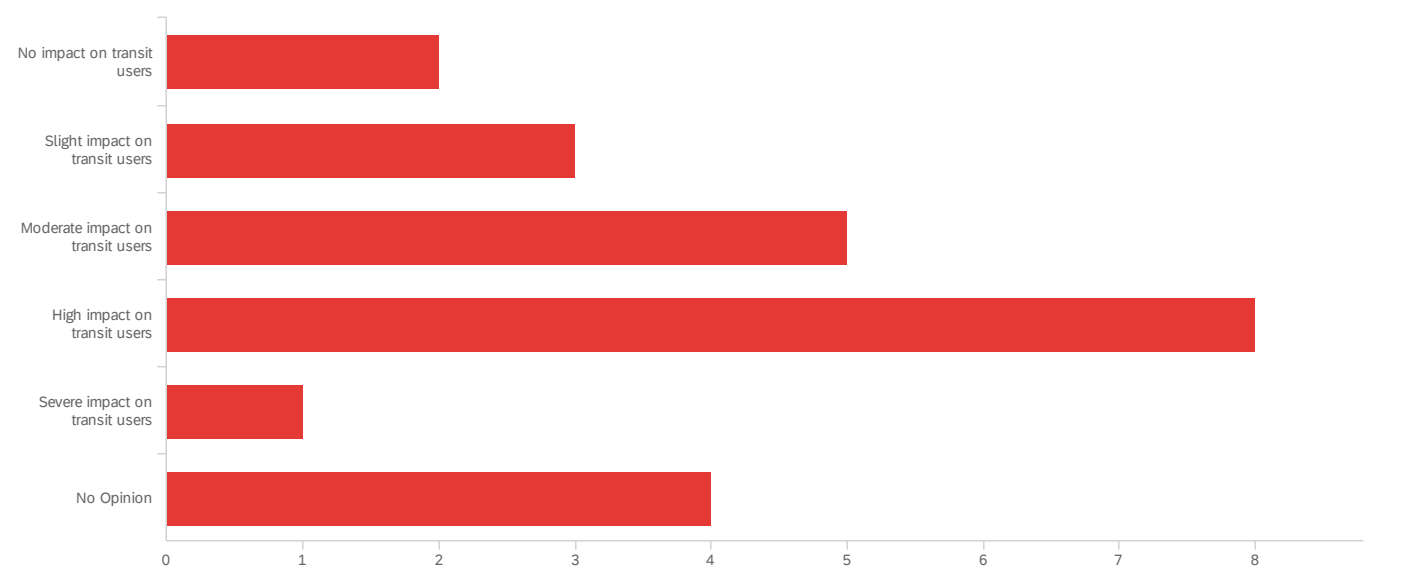
#	Field	Choice Count
1	No impact on transit users	13.04% 3
2	Slight impact on transit users	8.70% 2
3	Moderate impact on transit users	13.04% 3
4	High impact on transit users	34.78% 8
5	Severe impact on transit users	13.04% 3
6	No Opinion	17.39% 4

## Q26 - Comments:

Comments:

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Q9 - Uninsured: Need to improve awareness and access to transit services for medical purposes by medically uninsured residents in the region.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Uninsured: Need to improve awareness and access to transit services for medical purposes by medically uninsured residents in the region.	1.00	6.00	3.65	1.46	2.14	23

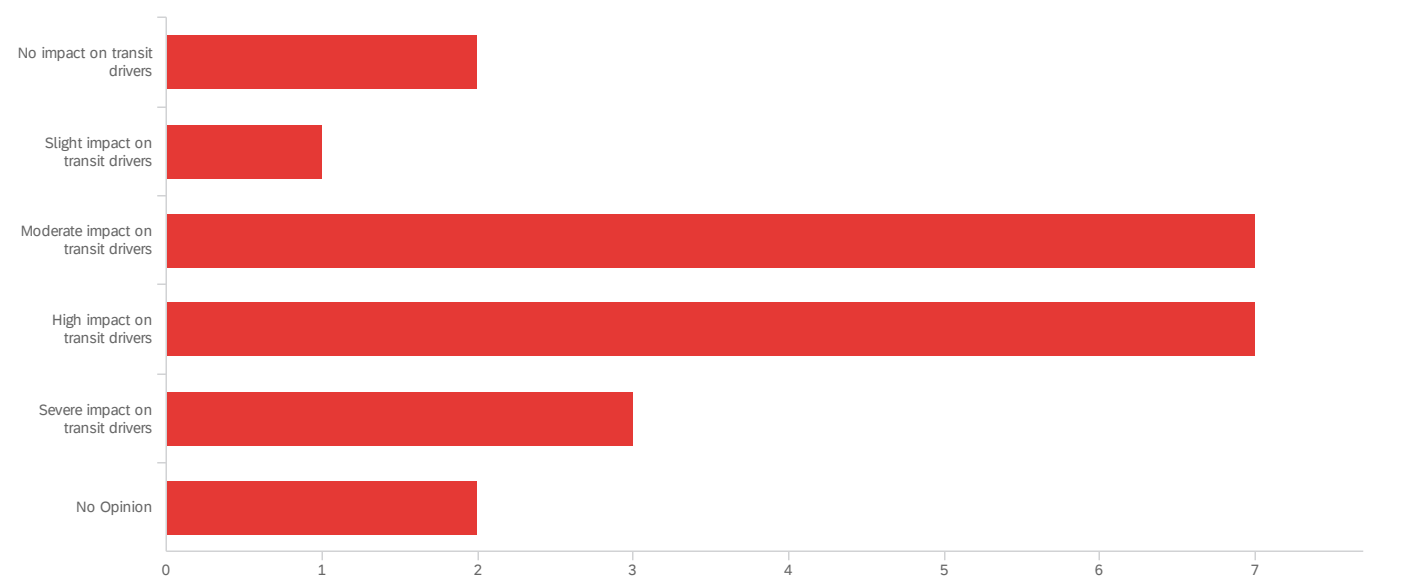
#	Field	Choice Count
1	No impact on transit users	8.70% 2
2	Slight impact on transit users	13.04% 3
3	Moderate impact on transit users	21.74% 5
4	High impact on transit users	34.78% 8
5	Severe impact on transit users	4.35% 1
6	No Opinion	17.39% 4

Q28 - Comments:

Comments:

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Q11 - Low income: Need to improve awareness and access to transit services for low-income residents of the region.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
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1	Low income: Need to improve awareness and access to transit services for low-income residents of the region.	1.00	6.00	3.64	1.30	1.69	22
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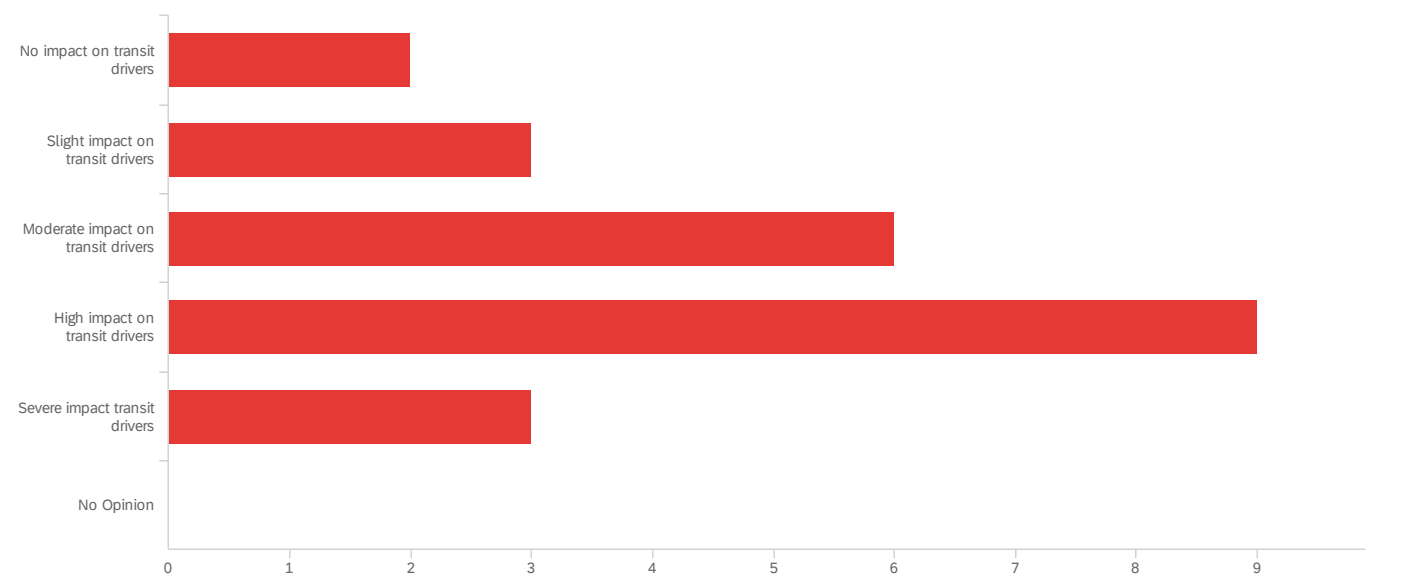
#	Field	Choice Count
1	No impact on transit drivers	9.09% 2
2	Slight impact on transit drivers	4.55% 1
3	Moderate impact on transit drivers	31.82% 7
4	High impact on transit drivers	31.82% 7
5	Severe impact on transit drivers	13.64% 3
6	No Opinion	9.09% 2

Q27 - Comments:

Comments:

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



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Disabilities: Need to improve awareness and access to transit services for the disabled residents of the region.	1.00	5.00	3.35	1.13	1.27	23

#	Field	Choice Count
1	No impact on transit drivers	8.70% 2
2	Slight impact on transit drivers	13.04% 3
3	Moderate impact on transit drivers	26.09% 6
4	High impact on transit drivers	39.13% 9
5	Severe impact transit drivers	13.04% 3
6	No Opinion	0.00% 0

23

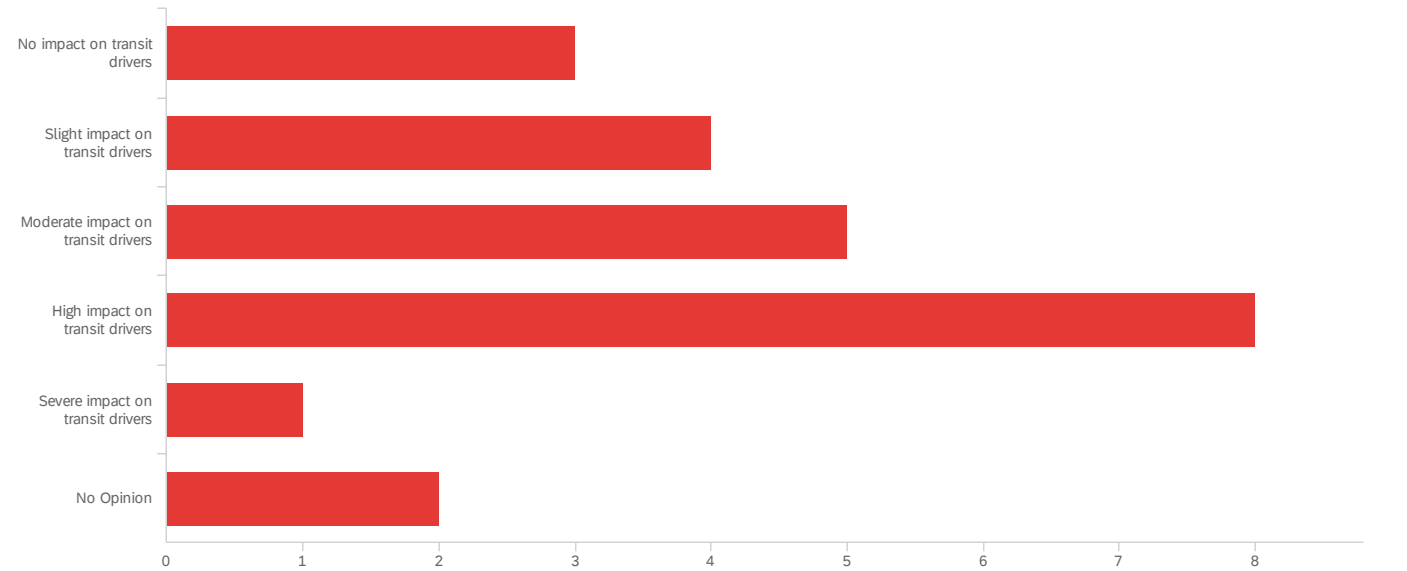
Q32 - Comments:

Comments:

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Q13 - Worker Utilization: Need to increase utilization of transit services for the trip to/from work.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Worker Utilization: Need to increase utilization of transit services for the trip to/from work.	1.00	6.00	3.26	1.39	1.93	23

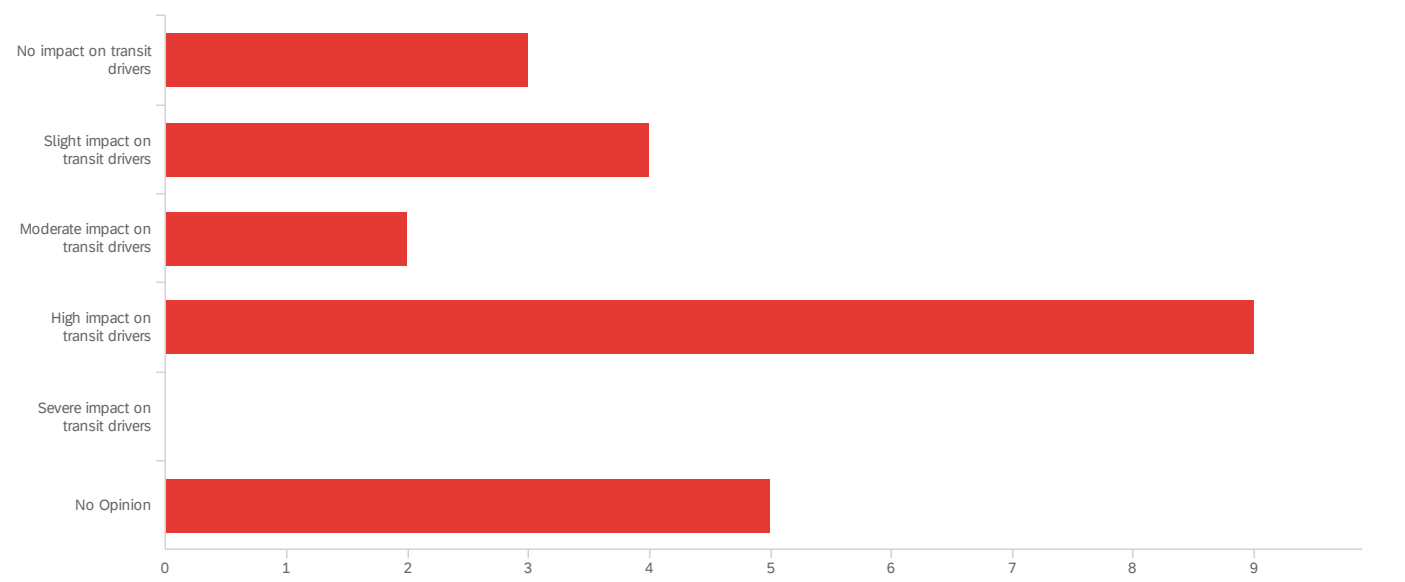
#	Field	Choice Count
1	No impact on transit drivers	13.04% 3
2	Slight impact on transit drivers	17.39% 4
3	Moderate impact on transit drivers	21.74% 5
4	High impact on transit drivers	34.78% 8
5	Severe impact on transit drivers	4.35% 1
6	No Opinion	8.70% 2

Q21 - Comments:

Comments:

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Q14 - Medicaid Service: Need to improve services for Medicaid patients in rural areas.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Medicaid Service: Need to improve services for Medicaid patients in rural areas.	1.00	6.00	3.61	1.63	2.67	23

#	Field	Choice Count
1	No impact on transit drivers	13.04% 3
2	Slight impact on transit drivers	17.39% 4
3	Moderate impact on transit drivers	8.70% 2
4	High impact on transit drivers	39.13% 9
5	Severe impact on transit drivers	0.00% 0
6	No Opinion	21.74% 5

23

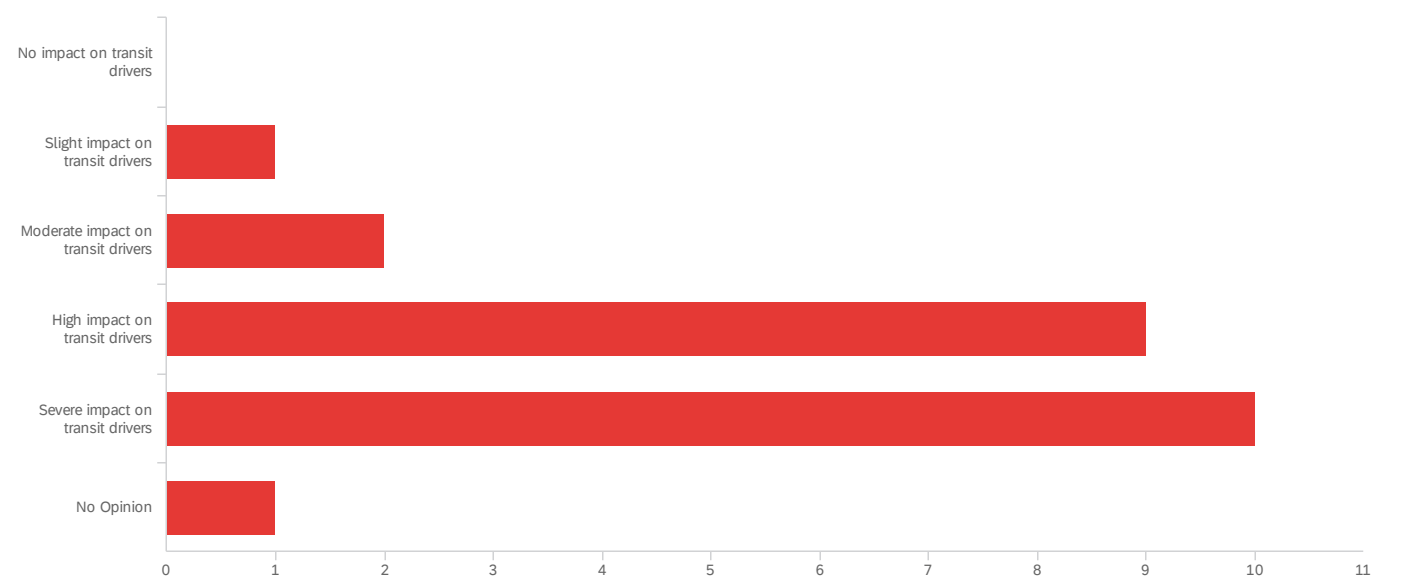
## Q29 - Comments:

Comments:

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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.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
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1	Quality of ride: Need to improve pavement conditions for a more comfortable or smoother ride.	2.00	6.00	4.35	0.87	0.75	23
---	---	------	------	------	------	------	----

#	Field	Choice Count
1	No impact on transit drivers	0.00% 0
2	Slight impact on transit drivers	4.35% 1
3	Moderate impact on transit drivers	8.70% 2
4	High impact on transit drivers	39.13% 9
5	Severe impact on transit drivers	43.48% 10
6	No Opinion	4.35% 1

23

## Q30 - Comments:

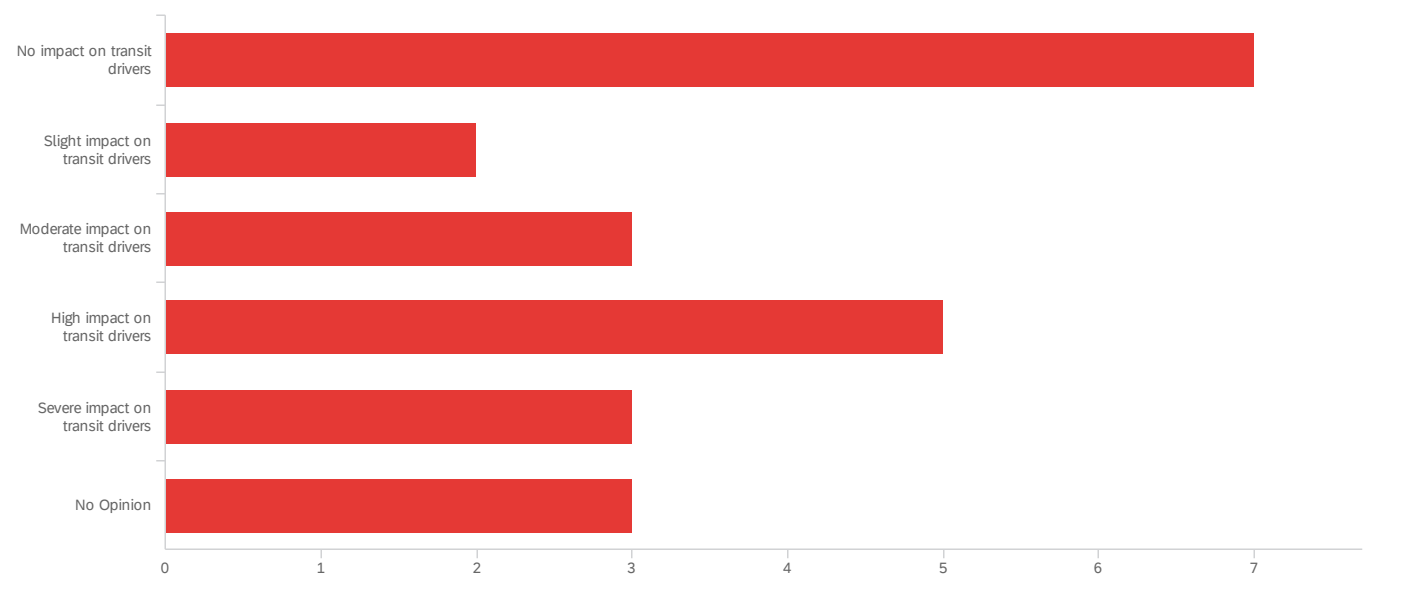
Comments:

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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.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Pricing: Need to find funds to aid riders who cannot afford to pay for the service.	1.00	6.00	3.17	1.79	3.19	23

#	Field	Choice Count
1	No impact on transit drivers	30.43% 7
2	Slight impact on transit drivers	8.70% 2
3	Moderate impact on transit drivers	13.04% 3
4	High impact on transit drivers	21.74% 5
5	Severe impact on transit drivers	13.04% 3
6	No Opinion	13.04% 3

Q31 - Comments:

Comments:

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

Other Challenges What other challenging transportation related issues do yo...

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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.

### **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.

- ☐ 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	<input type="text"/>
More frequent service	<input type="text"/>
Better on-time performance	<input type="text"/>
More parking availability at stops	<input type="text"/>
Safer environment at stops and shelters	<input type="text"/>
Cleaner environment in buses and at bus stops	<input type="text"/>
Better pedestrian/bicycle access to/from stops	<input type="text"/>



## **Appendix D: Planning Project Instruments – Result from Passenger Survey**



# Default Report

*Transit Passenger Survey*

December 9, 2021 10:27 PM MST

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.

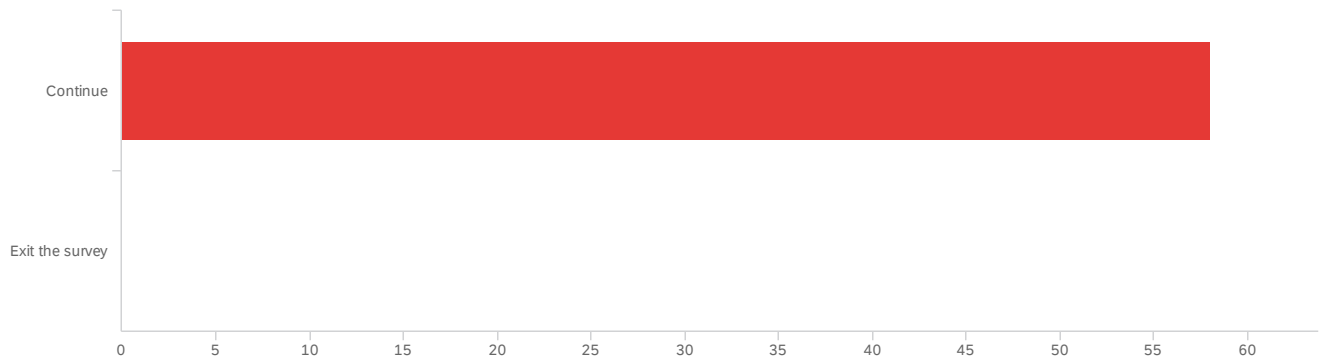
Agreement: By clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study.

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

(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.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
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	1.00	1.00	1.00	0.00	0.00	58

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
	<p>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.</p>						

#	Field	Choice Count
1	Continue	100.00% 58
2	Exit the survey	0.00% 0

58

Showing rows 1 - 3 of 3

Q1 - 1. On average how many times do you patronize public service?

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

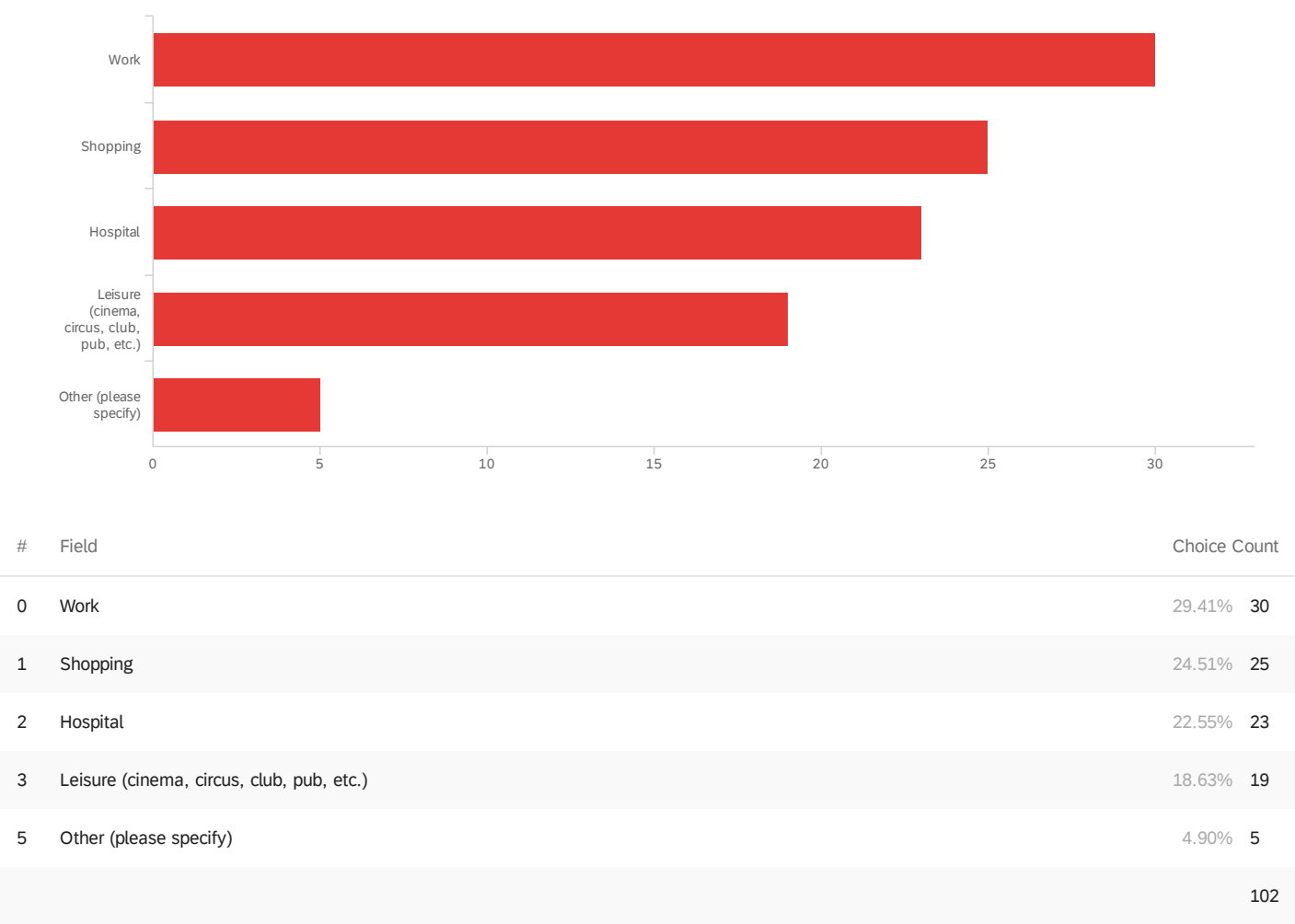
Q1\_4\_TEXT - Other (Please Specify)

Other (Please Specify)

Rarely

Every other month

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



Showing rows 1 - 6 of 6

Q2\_5\_TEXT - Other (please specify)

Other (please specify)

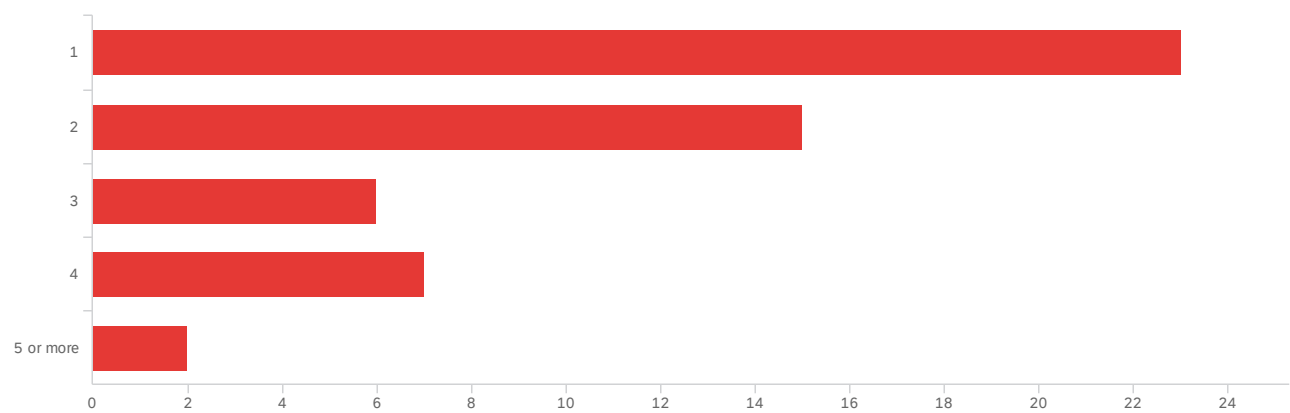
to meet my grandma at the bus station

Parol

to school

CSCD

Q3 - 3. What is the size of your household?



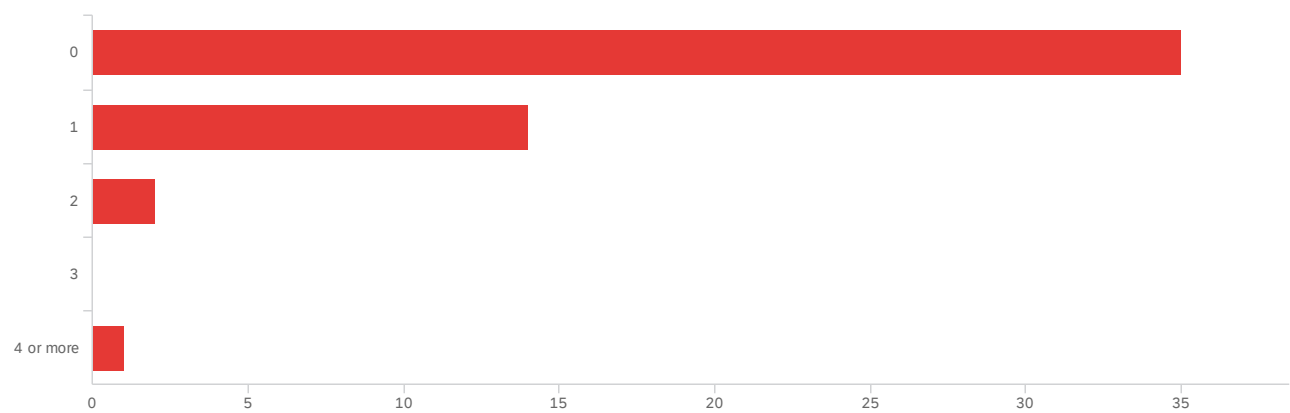
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	3. What is the size of your household?	1.00	5.00	2.06	1.19	1.41	53

#	Field	Choice Count
1	1	43.40% 23
2	2	28.30% 15
3	3	11.32% 6
4	4	13.21% 7
5	5 or more	3.77% 2
		53

Showing rows 1 - 6 of 6



Q4 - 4. How many vehicles are in your household?

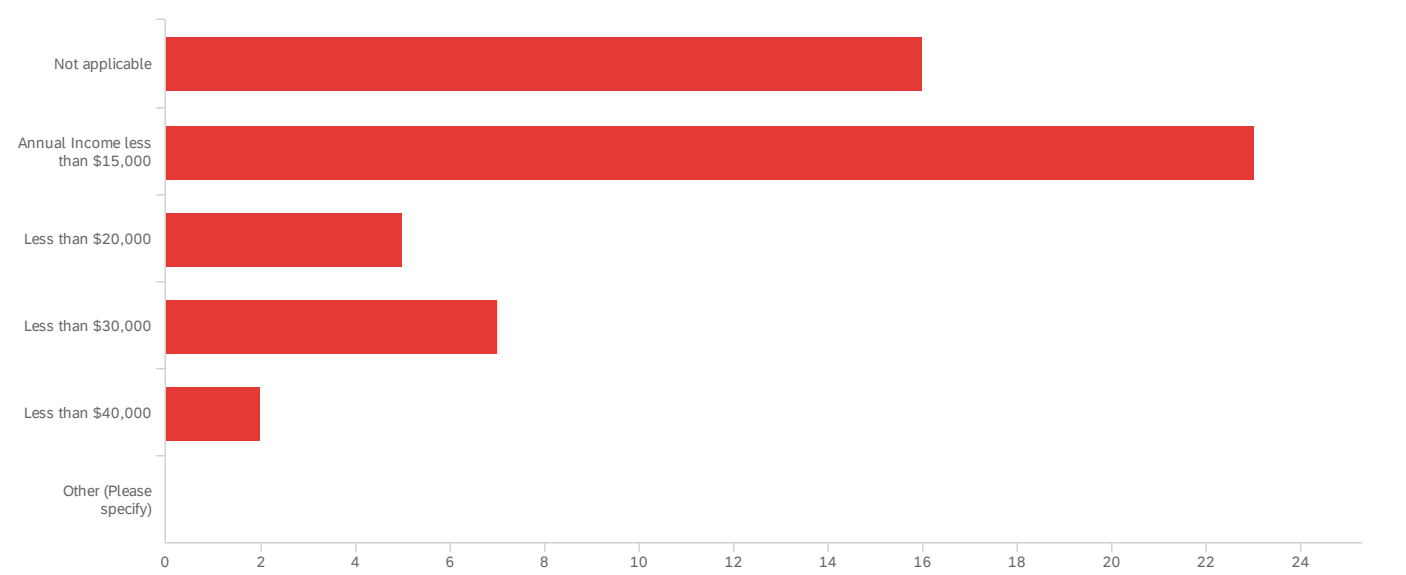


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	4. How many vehicles are in your household?	1.00	5.00	1.42	0.74	0.55	52

#	Field	Choice Count
1	0	67.31% 35
2	1	26.92% 14
3	2	3.85% 2
4	3	0.00% 0
5	4 or more	1.92% 1
		52

Showing rows 1 - 6 of 6

Q5 - 5. What is your household income?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	5. What is your household income? - Selected Choice	1.00	19.00	11.94	7.24	52.43	53

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

53

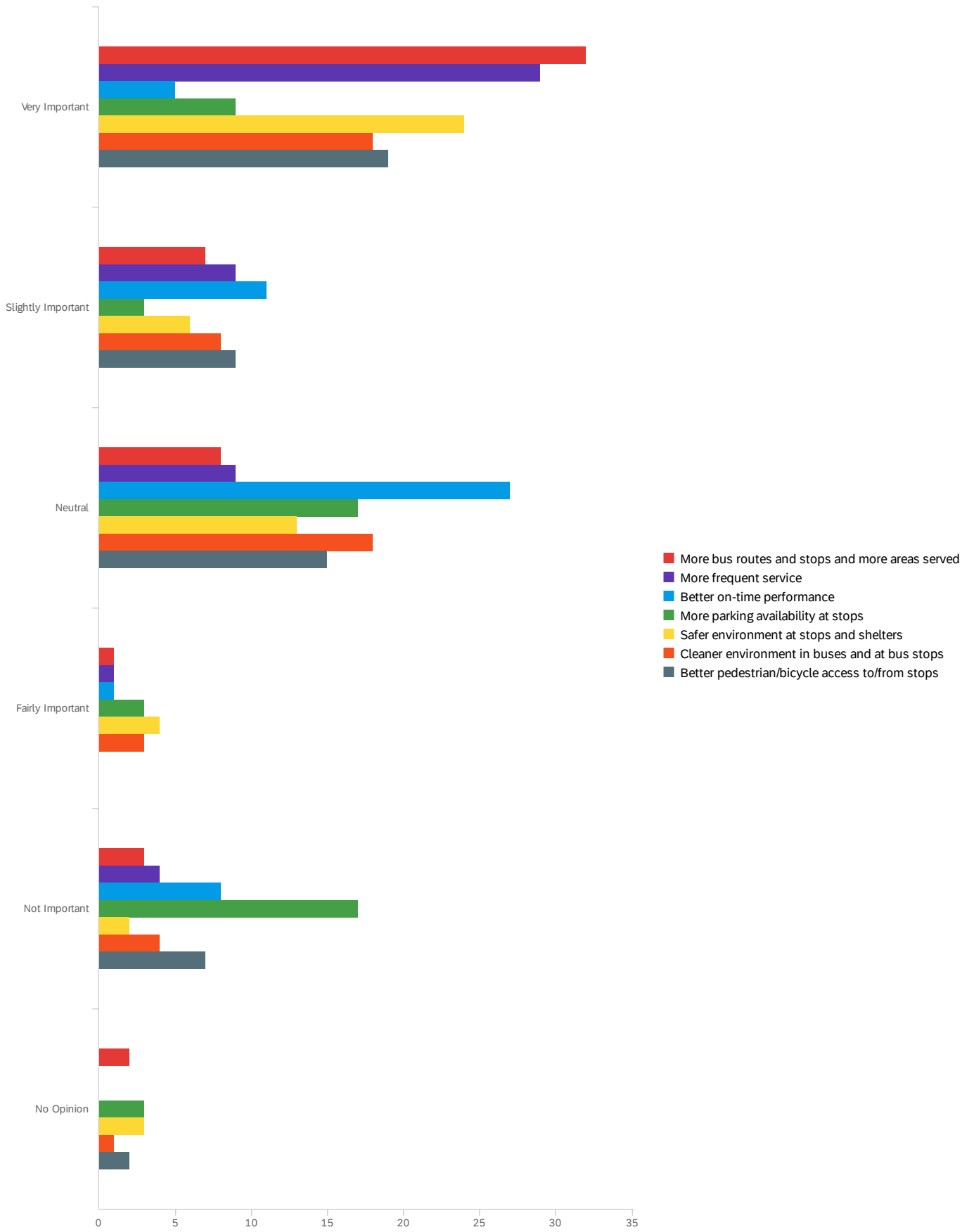
Showing rows 1 - 7 of 7

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.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	More bus routes and stops and more areas served	1.00	6.00	1.91	1.39	1.93	53
2	More frequent service	1.00	5.00	1.88	1.22	1.49	52
3	Better on-time performance	1.00	5.00	2.92	1.11	1.22	52
4	More parking availability at stops	1.00	6.00	3.48	1.55	2.40	52
5	Safer environment at stops and shelters	1.00	6.00	2.29	1.49	2.21	52
6	Cleaner environment in buses and at bus stops	1.00	6.00	2.42	1.32	1.74	52
7	Better pedestrian/bicycle access to/from stops	1.00	6.00	2.48	1.50	2.25	52

#	Field	Very Important		Slightly Important		Neutral		Fairly Important		Not Important		No Opinion		Total
1	More bus routes and stops and more areas served	60.38%	32	13.21%	7	15.09%	8	1.89%	1	5.66%	3	3.77%	2	53
2	More frequent service	55.77%	29	17.31%	9	17.31%	9	1.92%	1	7.69%	4	0.00%	0	52
3	Better on-time performance	9.62%	5	21.15%	11	51.92%	27	1.92%	1	15.38%	8	0.00%	0	52
4	More parking availability at stops	17.31%	9	5.77%	3	32.69%	17	5.77%	3	32.69%	17	5.77%	3	52
5	Safer environment at stops and shelters	46.15%	24	11.54%	6	25.00%	13	7.69%	4	3.85%	2	5.77%	3	52
6	Cleaner environment in buses and at bus stops	34.62%	18	15.38%	8	34.62%	18	5.77%	3	7.69%	4	1.92%	1	52
7	Better pedestrian/bicycle access to/from stops	36.54%	19	17.31%	9	28.85%	15	0.00%	0	13.46%	7	3.85%	2	52

Showing rows 1 - 7 of 7

End of Report

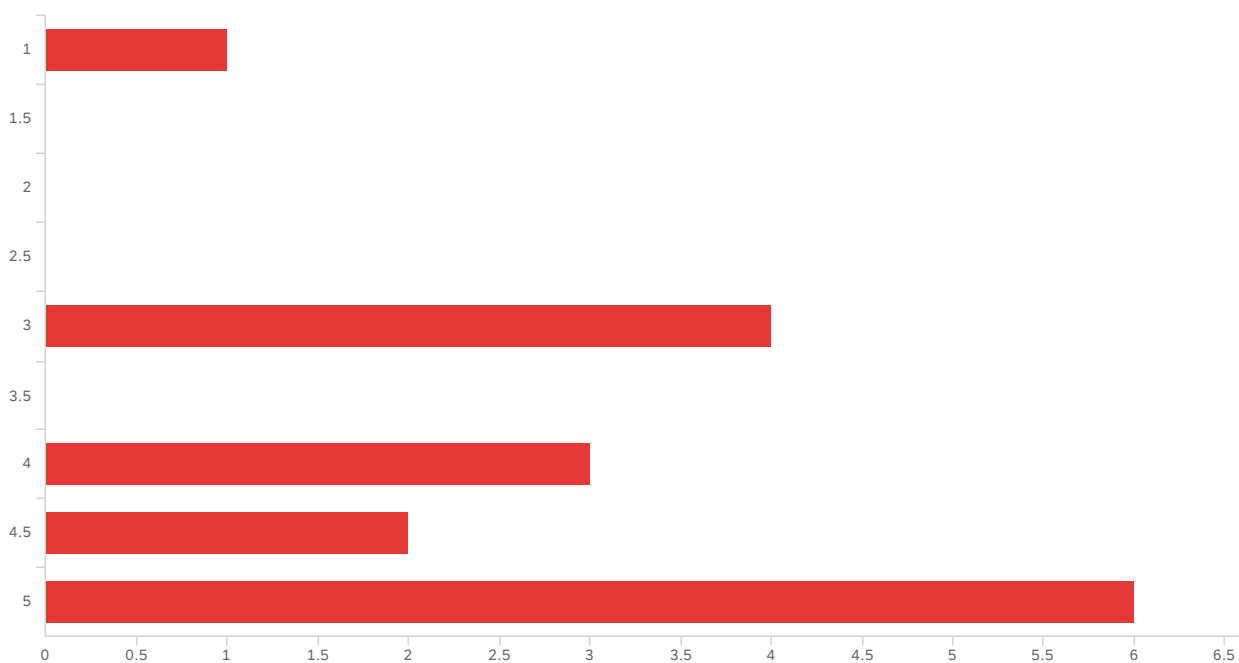
## **Appendix E: Planning Project Instruments – Prioritization of Needs Survey**

# Default Report

Prioritization of Needs - v02

December 9, 2021 10:41 PM MST

## Q1 - Scheduling Impact



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Scheduling Impact	10.00	21.00	18.81	2.77	7.65	16

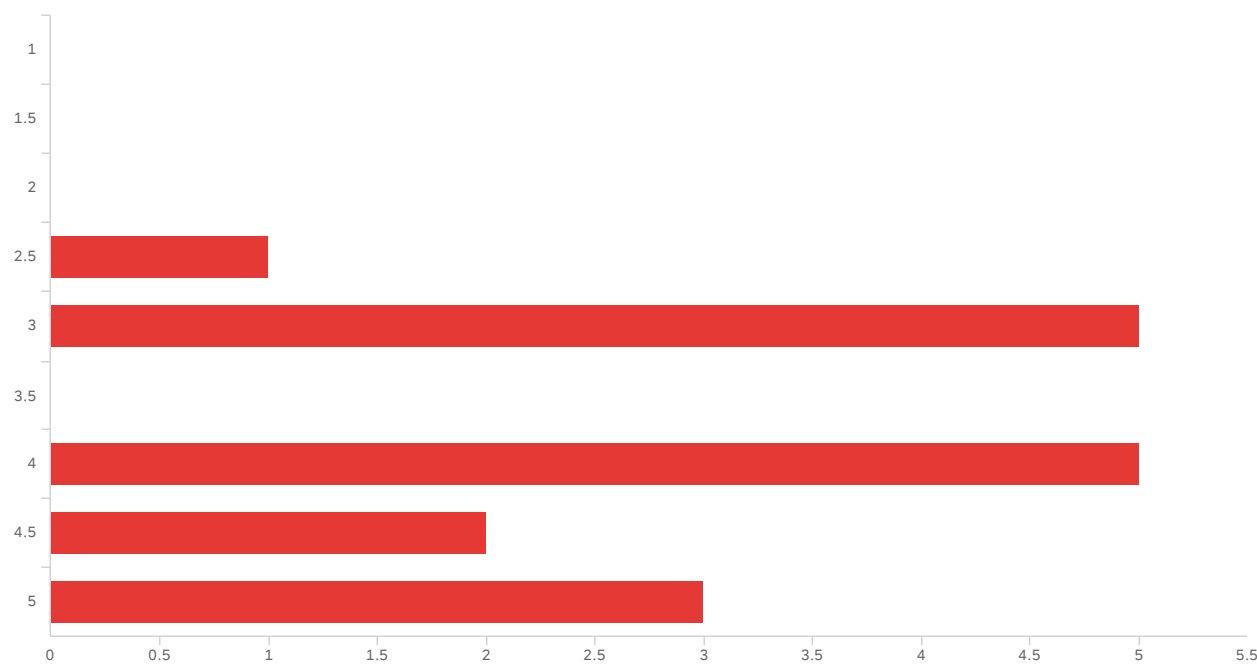
#	Field	Choice Count
10	1	6.25% 1
11	1.5	0.00% 0
15	2	0.00% 0
16	2.5	0.00% 0
17	3	25.00% 4
18	3.5	0.00% 0
19	4	18.75% 3
20	4.5	12.50% 2



#	Field	Choice Count
21	5	37.50% 6
		16

Showing rows 1 - 10 of 10

Q2 - Scheduling Consequence



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Scheduling Consequence	4.00	9.00	6.69	1.61	2.59	16

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	6.25% 1
5	3	31.25% 5
6	3.5	0.00% 0
7	4	31.25% 5
8	4.5	12.50% 2
9	5	18.75% 3
		16



## Q3 - Scheduling Comments

### Scheduling Comments

---

Viability with great/positive impacts

Allow clients short notice/previously unsched. stops if time allows

The ultimate goal is to make the service more user friendly and add an ease of usage

one way buses

Need to work towards convince and not just coverage

Big issues for seniors!

Easier for riders to memorize as well as make more reasonable accommodations and less wait times during different weather conditions

Consistency is most important. while stops and destination are important sometimes more is just more.

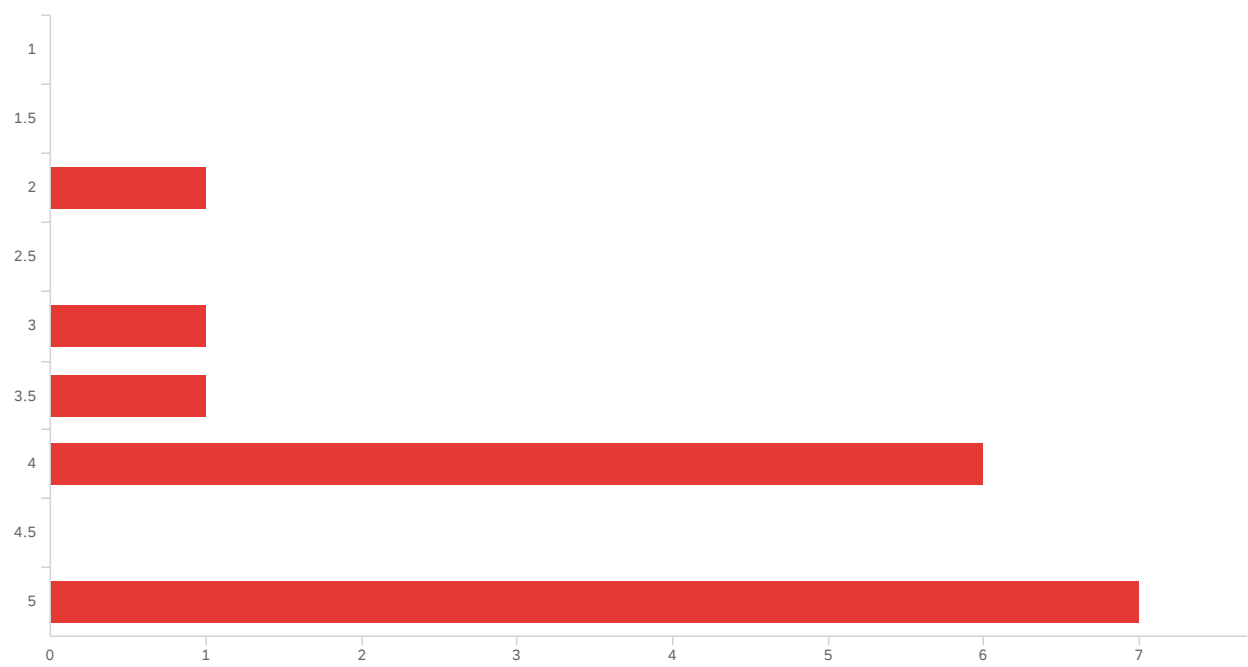
na

While this is ideal is it feasible

More individuals may ride bus if more convenient stops are made

Additional stops for homeless, low income

Q5 - Awareness Impact

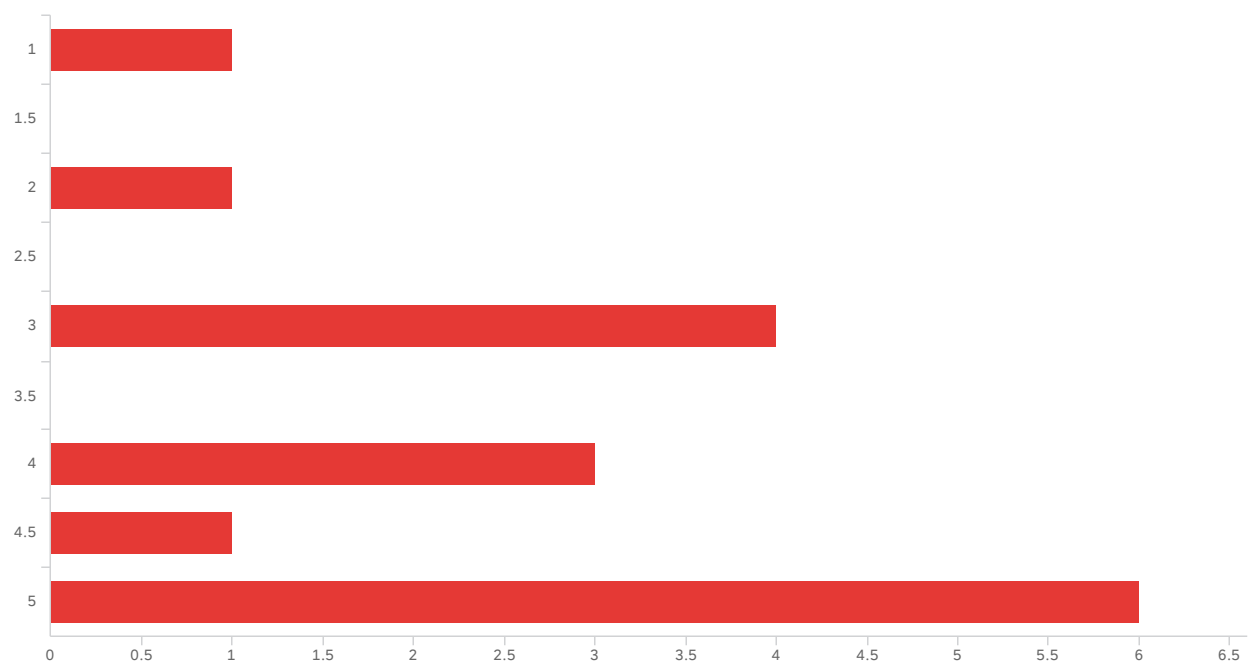


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Awareness Impact	3.00	9.00	7.44	1.69	2.87	16

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	6.25% 1
4	2.5	0.00% 0
5	3	6.25% 1
6	3.5	6.25% 1
7	4	37.50% 6
8	4.5	0.00% 0
9	5	43.75% 7
		16



Q6 - Awareness Consequence



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Awareness Consequence	1.00	9.00	6.69	2.39	5.71	16

#	Field	Choice Count
1	1	6.25% 1
2	1.5	0.00% 0
3	2	6.25% 1
4	2.5	0.00% 0
5	3	25.00% 4
6	3.5	0.00% 0
7	4	18.75% 3
8	4.5	6.25% 1
9	5	37.50% 6
		16





## 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 no necessarily availability

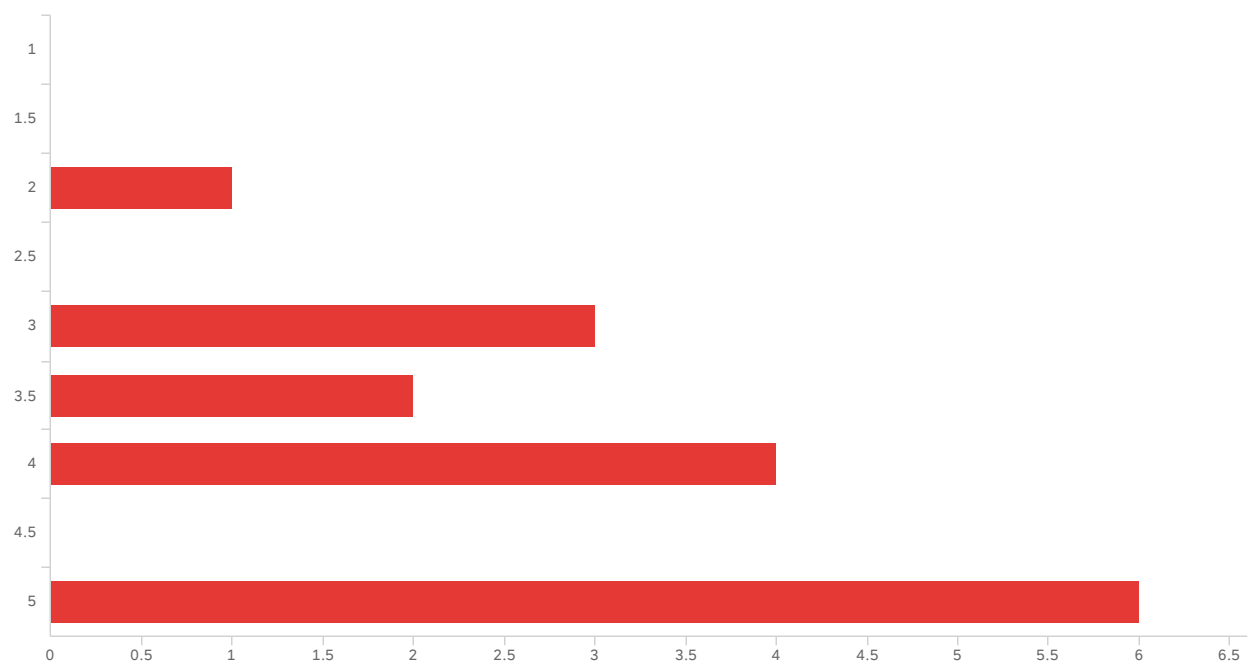
need to let public know CVT is for not only seniors but general public

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

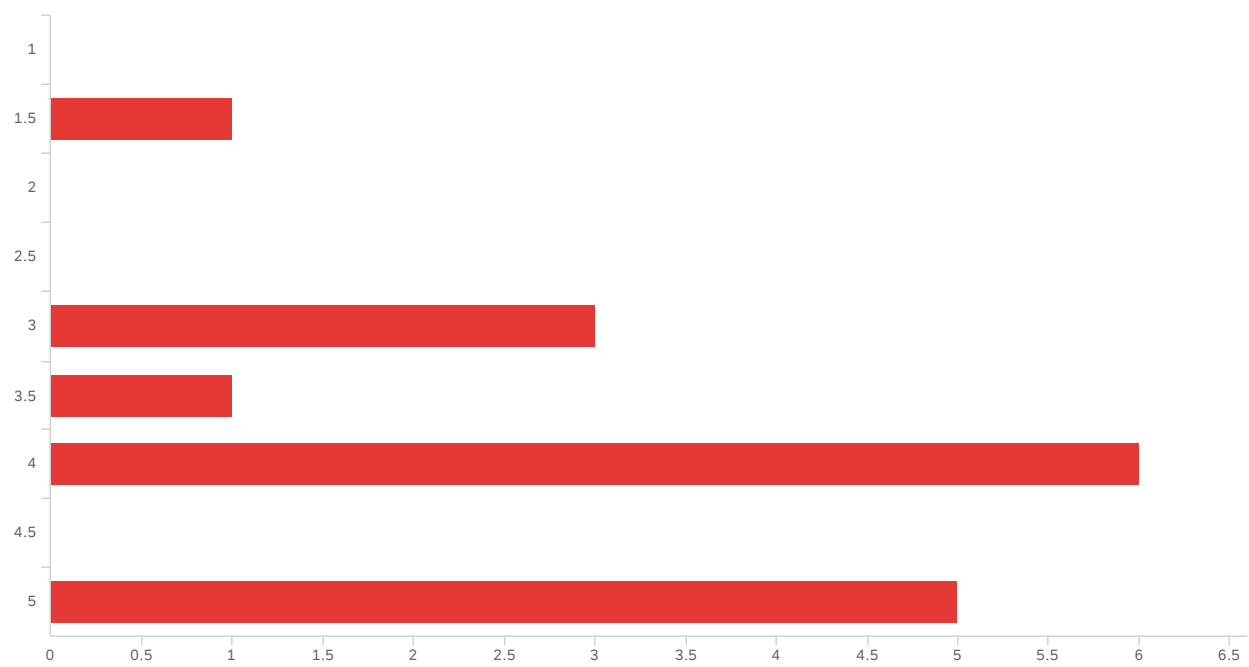


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Accessibility Impact	3.00	9.00	7.00	1.84	3.38	16

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	6.25% 1
4	2.5	0.00% 0
5	3	18.75% 3
6	3.5	12.50% 2
7	4	25.00% 4
8	4.5	0.00% 0
9	5	37.50% 6
		16



Q9 - Accessibility Consequence



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Accessibility Consequence	2.00	9.00	6.88	1.90	3.61	16

#	Field	Choice Count
1	1	0.00% 0
2	1.5	6.25% 1
3	2	0.00% 0
4	2.5	0.00% 0
5	3	18.75% 3
6	3.5	6.25% 1
7	4	37.50% 6
8	4.5	0.00% 0
9	5	31.25% 5
		16



## Q10 - Accessibility Comments

Accessibility Comments

---

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

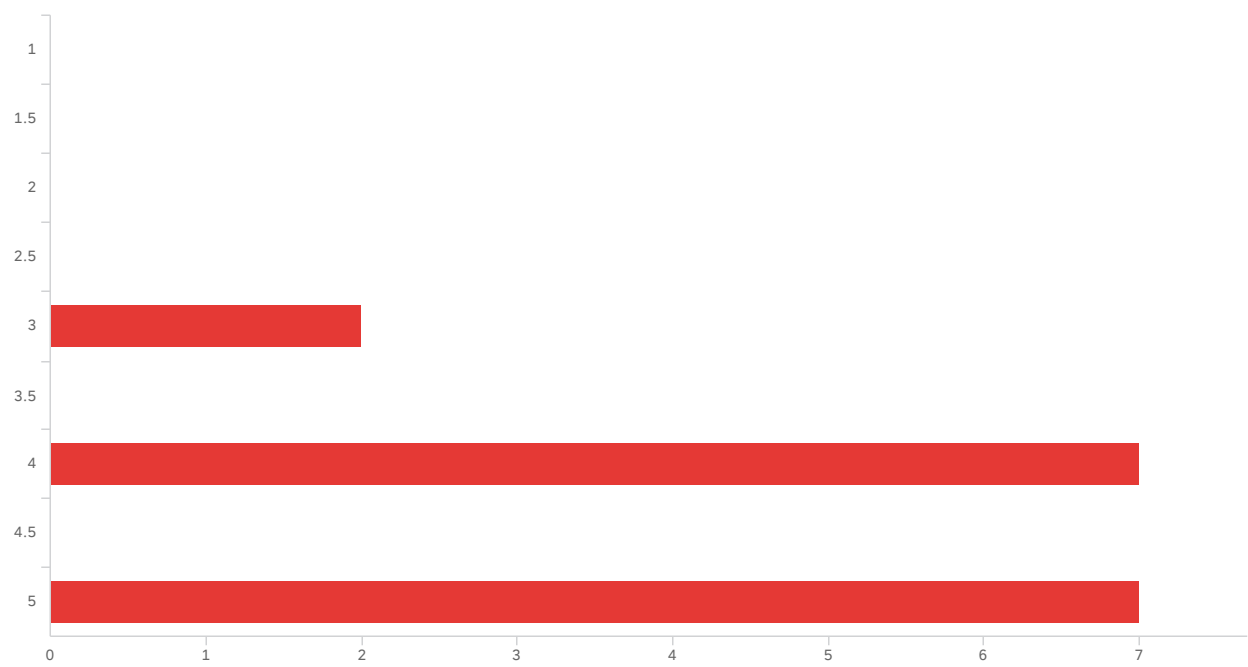
Accesssibility is the key to mobility.

na

I think this would include non-medical appointments

na

Q11 - Seniors Impact



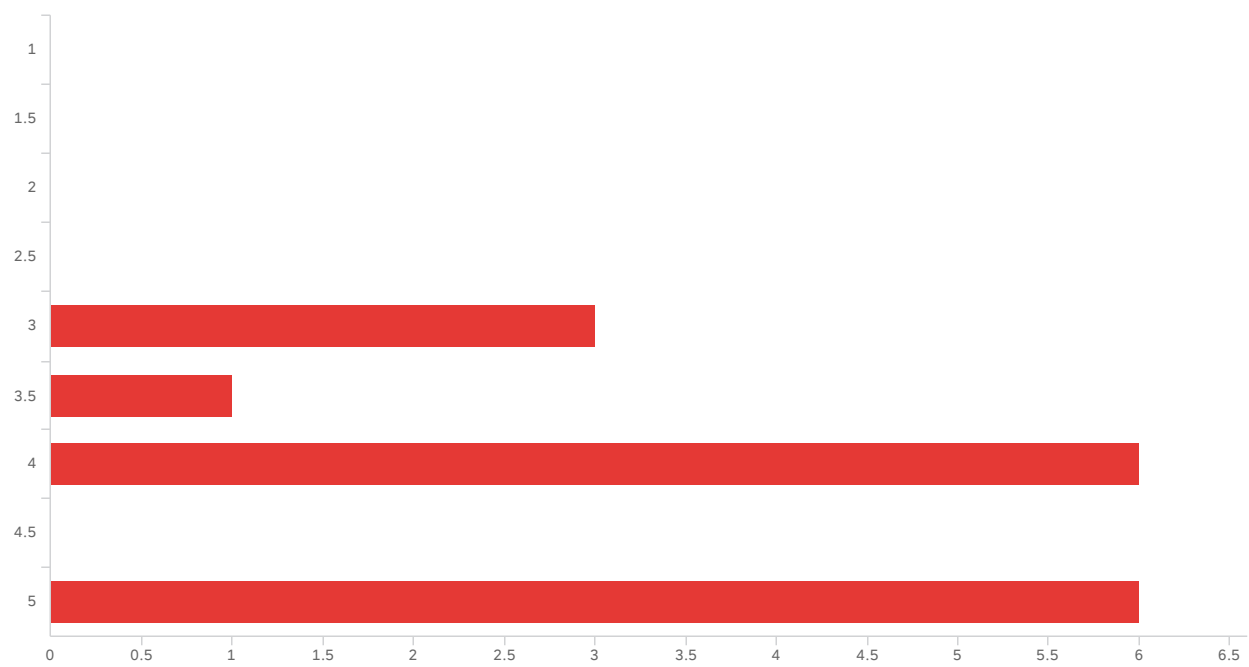
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Seniors Impact	5.00	9.00	7.63	1.36	1.86	16

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	0.00% 0
5	3	12.50% 2
6	3.5	0.00% 0
7	4	43.75% 7
8	4.5	0.00% 0
9	5	43.75% 7
		16





Q12 - Seniors Consequence



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Seniors Consequence	5.00	9.00	7.31	1.49	2.21	16

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	0.00% 0
5	3	18.75% 3
6	3.5	6.25% 1
7	4	37.50% 6
8	4.5	0.00% 0
9	5	37.50% 6
		16



## Q13 - Seniors Comments

### 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 5310 funding. sometimes there, sometime not. Inhospitable environment in buses for seniors

Need to focus on seniors awareness in the demographic

Big issues for seniors!

Educating seniors on the suvs offered - so many do not know

Mobility for those who have lost independence is significant and not acting will not change present

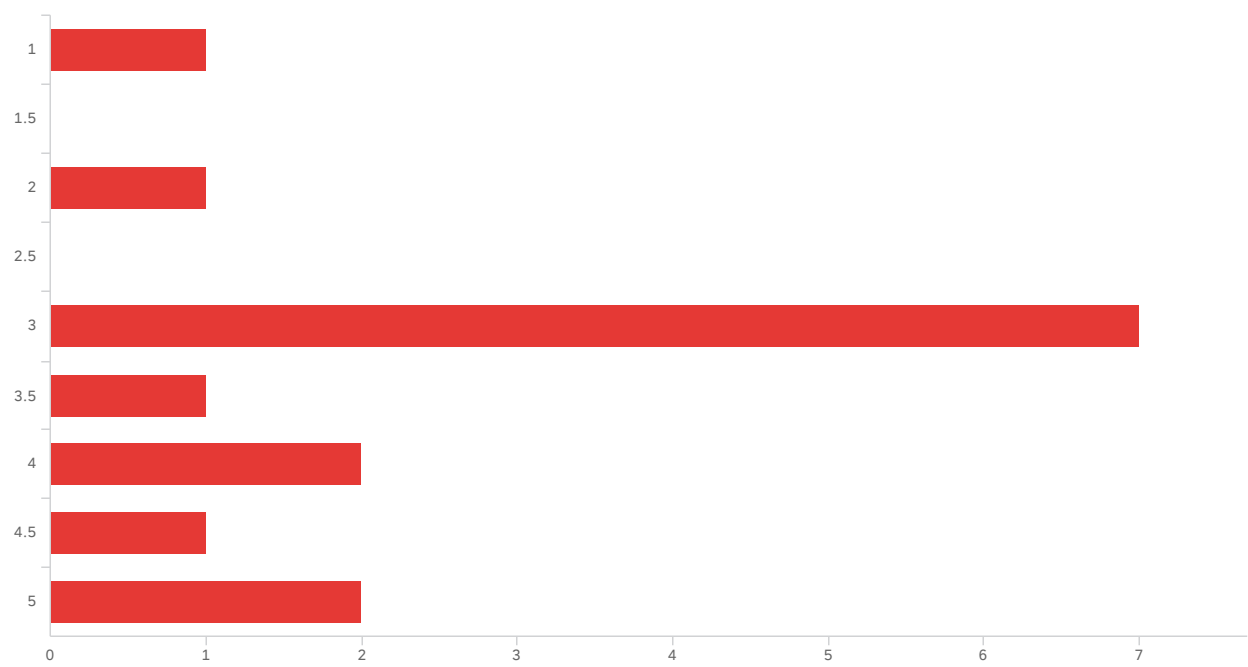
na

I think we do a great job of this

n/a

Awareness to more seniors and riding options("Senior Hour")

Q14 - Capacity Impact

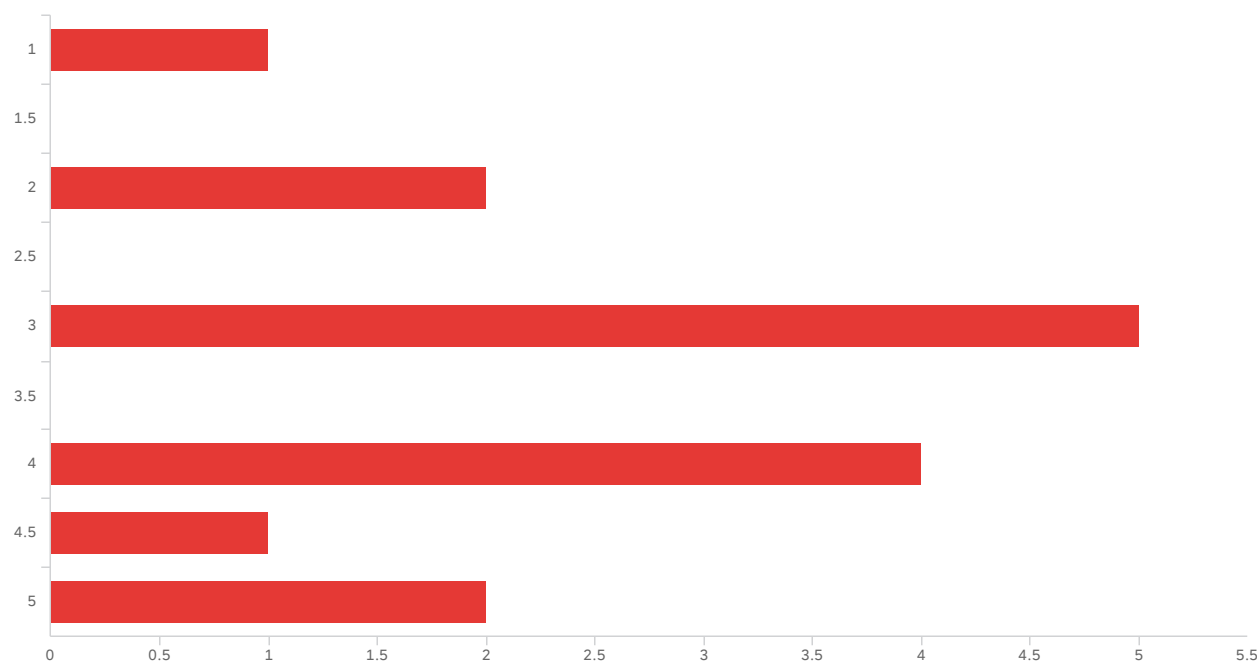


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Capacity Impact	1.00	9.00	5.67	2.05	4.22	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	6.67% 1
4	2.5	0.00% 0
5	3	46.67% 7
6	3.5	6.67% 1
7	4	13.33% 2
8	4.5	6.67% 1
9	5	13.33% 2
		15



Q15 - Capacity Consequence



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Capacity Consequence	1.00	9.00	5.73	2.21	4.86	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	13.33% 2
4	2.5	0.00% 0
5	3	33.33% 5
6	3.5	0.00% 0
7	4	26.67% 4
8	4.5	6.67% 1
9	5	13.33% 2
		15



## Q16 - Capacity Comments

### Capacity Comments

---

Have more vehicles available locally in smaller communities

Need to increase frequency from San Angelo to the counties

Big issues for seniors!

Increasing vehicle and svcs eliminates overcrowding/limited seating as well as less wait times on vehicle

Until deeper more meaningful outreach and buy-in is accomplished more will not increase interconnectivity

added additional need for intercity on 2nd page\* referring to hardcopy

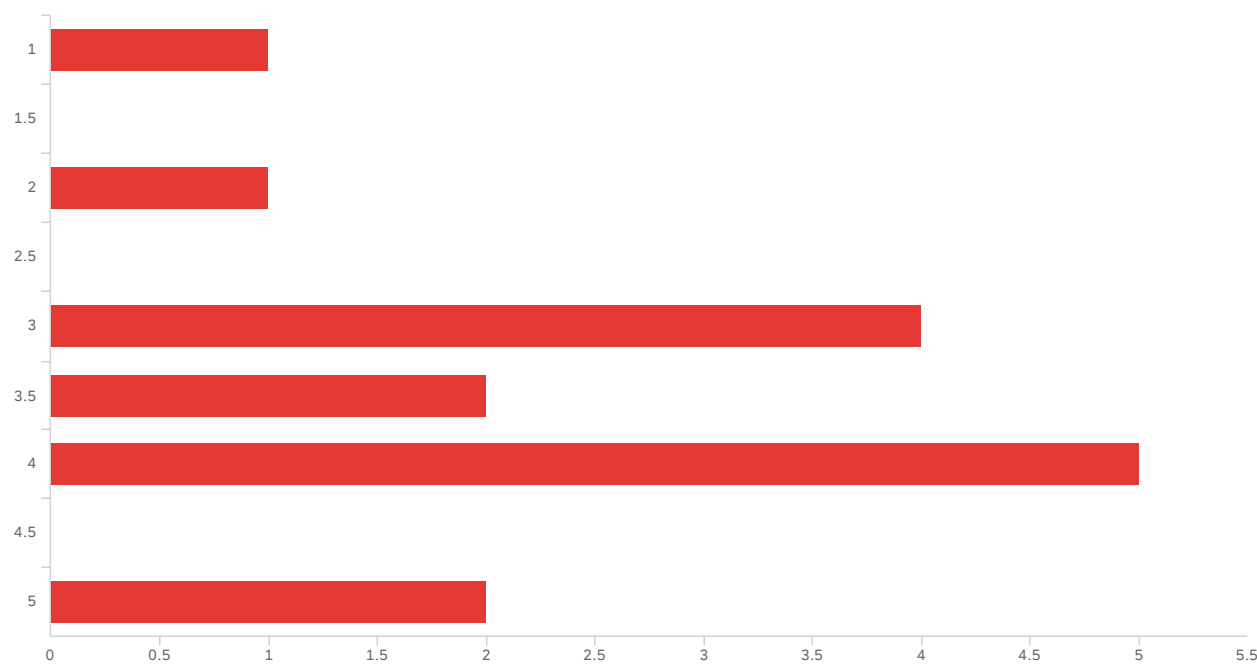
We do a good job of this. Keep it up.

n/a

More buses in rural



Q17 - Appointments Impact

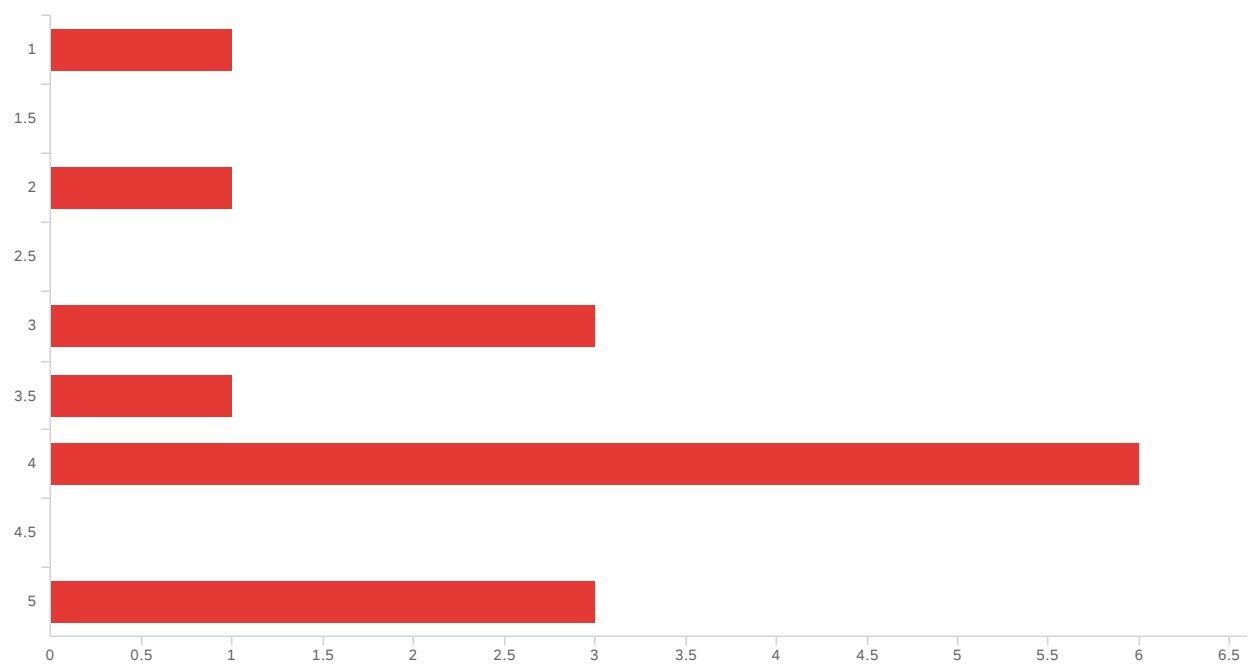


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Appointments Impact	1.00	9.00	5.93	2.02	4.06	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	6.67% 1
4	2.5	0.00% 0
5	3	26.67% 4
6	3.5	13.33% 2
7	4	33.33% 5
8	4.5	0.00% 0
9	5	13.33% 2
		15



Q18 - Appointments Consequence



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Appointments Consequence	1.00	9.00	6.27	2.14	4.60	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	6.67% 1
4	2.5	0.00% 0
5	3	20.00% 3
6	3.5	6.67% 1
7	4	40.00% 6
8	4.5	0.00% 0
9	5	20.00% 3
		15



## Q19 - Appointments Comments

### Appointments Comments

---

Simplify procedure, allow short notice changes, and have spanish language operator/voice prompts

Reliability is key to an effective transportation company

We have taken on 2 new contracts for medical transportation

Big issues for seniors!

This is in place and working improvement in the system will only have a minor change in availability

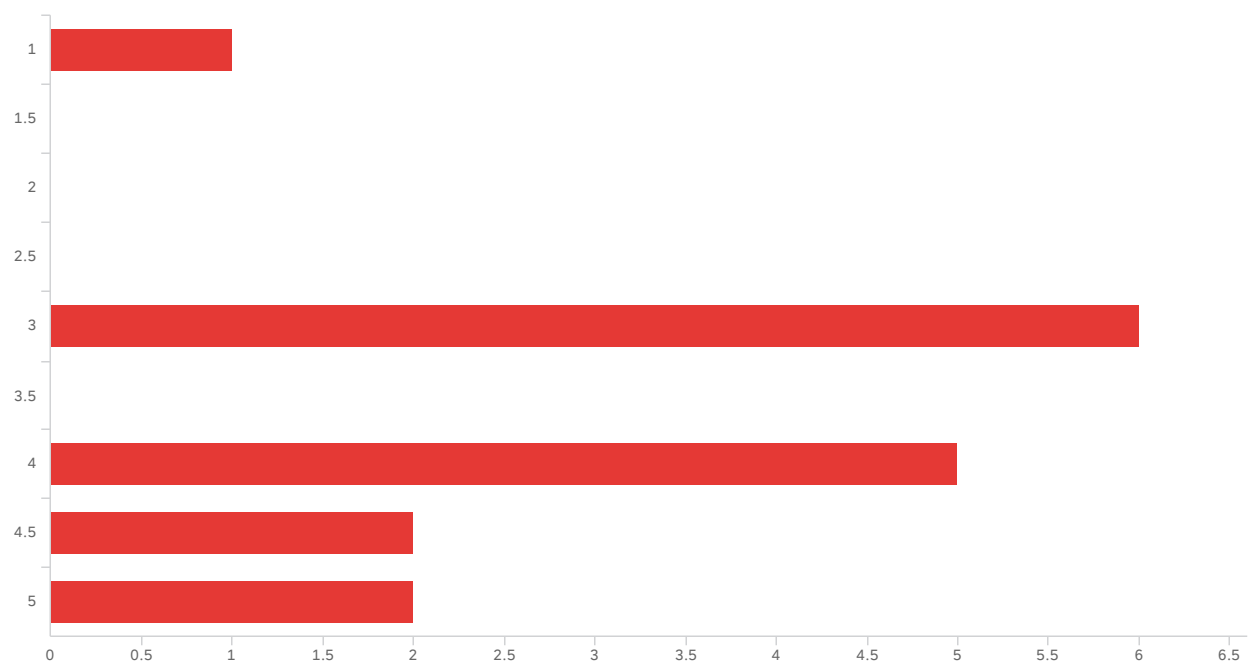
na

I feel this process is sufficient from what I know.

n/a

N/A

Q20 - Low Vehicle Access Impact

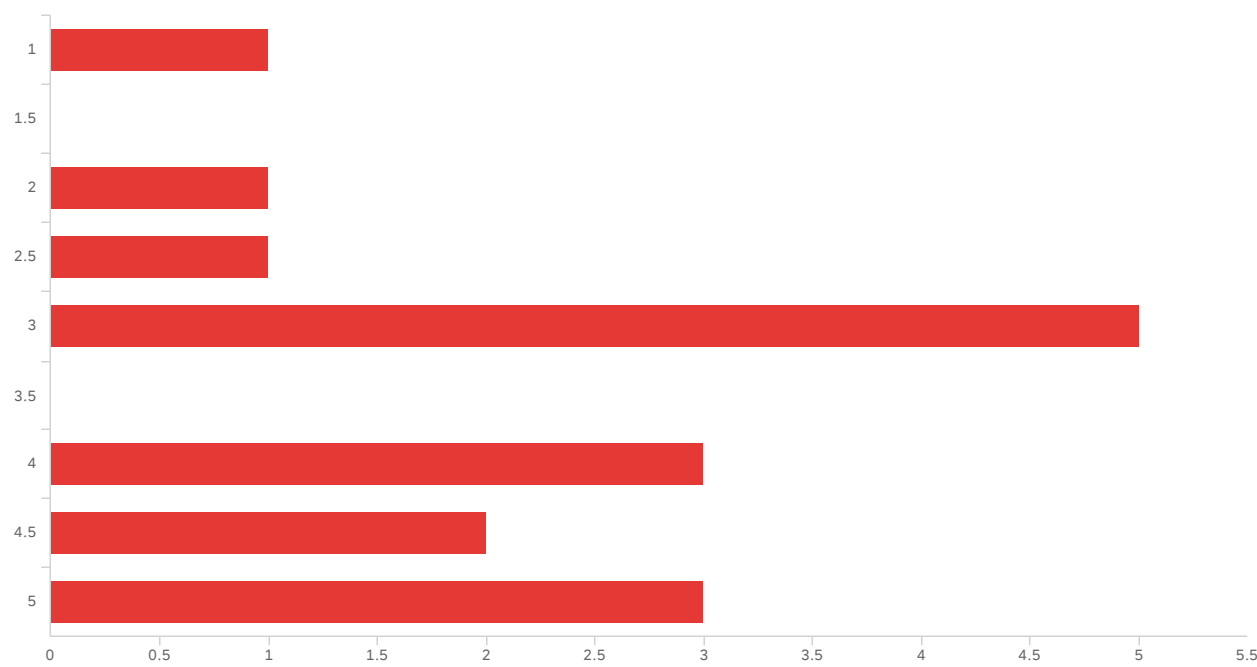


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Low Vehicle Access Impact	1.00	9.00	6.25	1.95	3.81	16

#	Field	Choice Count
1	1	6.25% 1
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	0.00% 0
5	3	37.50% 6
6	3.5	0.00% 0
7	4	31.25% 5
8	4.5	12.50% 2
9	5	12.50% 2
		16



Q21 - Low Vehicle Access Consequences



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Low Vehicle Access Consequences	1.00	9.00	6.06	2.25	5.06	16

#	Field	Choice Count
1	1	6.25% 1
2	1.5	0.00% 0
3	2	6.25% 1
4	2.5	6.25% 1
5	3	31.25% 5
6	3.5	0.00% 0
7	4	18.75% 3
8	4.5	12.50% 2
9	5	18.75% 3
		16





## Q22 - Low Vehicle Access Comments

### Low Vehicle Access Comments

---

Most people in Sutton co. aware of CVT but rural residents may not know full extent of services

No CVTD advertising people don't know what are buses and what aren't

Some areas of the city do not have a FR in close proximity to them

Big issues for seniors!

Low level access is a priority for elderly and disabled

na

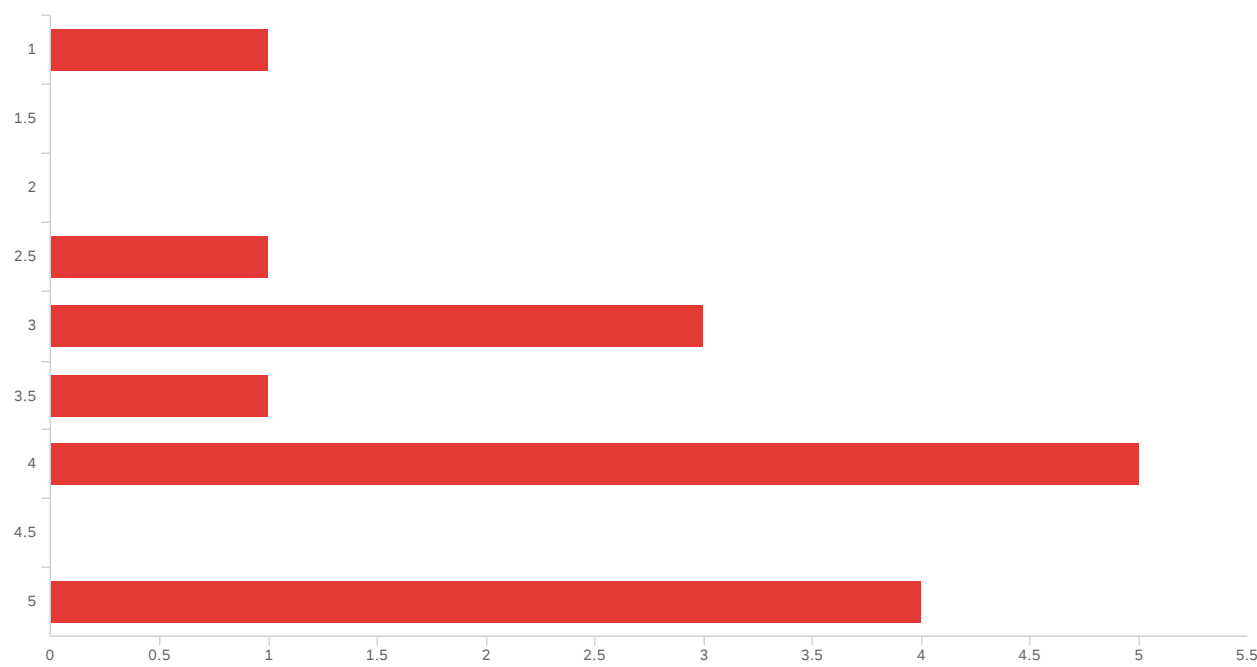
The ones who need it know about it

n/a

Low income parts of town

N/A

Q23 - Veterans Impact

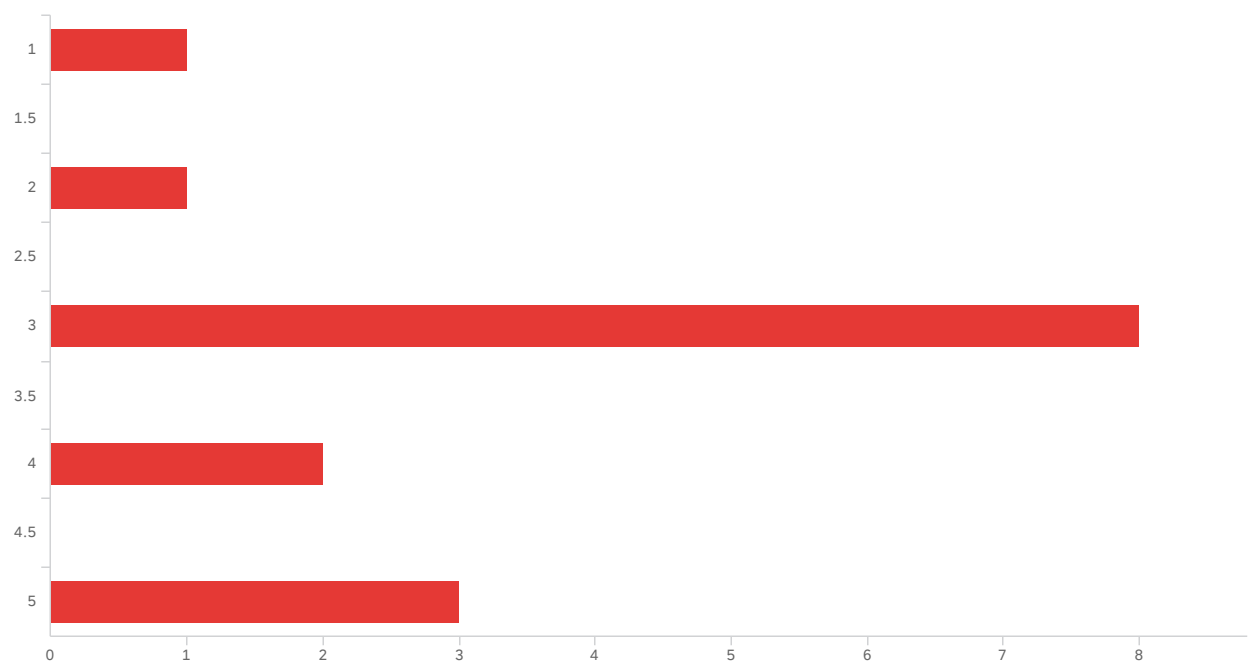


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Veterans Impact	1.00	9.00	6.47	2.16	4.65	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	6.67% 1
5	3	20.00% 3
6	3.5	6.67% 1
7	4	33.33% 5
8	4.5	0.00% 0
9	5	26.67% 4
		15



Q24 - Veterans Accessibility



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Veterans Accessibility	1.00	9.00	5.67	2.15	4.62	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	6.67% 1
4	2.5	0.00% 0
5	3	53.33% 8
6	3.5	0.00% 0
7	4	13.33% 2
8	4.5	0.00% 0
9	5	20.00% 3
		15



## Q25 - Veterans Comments

### Veterans Comments

---

More advertising of these available services (may not be aware)

Veterans transit usage is does not have as much impact on our organization as the general public

We currently provide a shuttle for GFAFB but we do not have day data for specifically veterans

Big issues for seniors!

Improved awareness is a good move but only if you can increase destination service peculiar to veterans

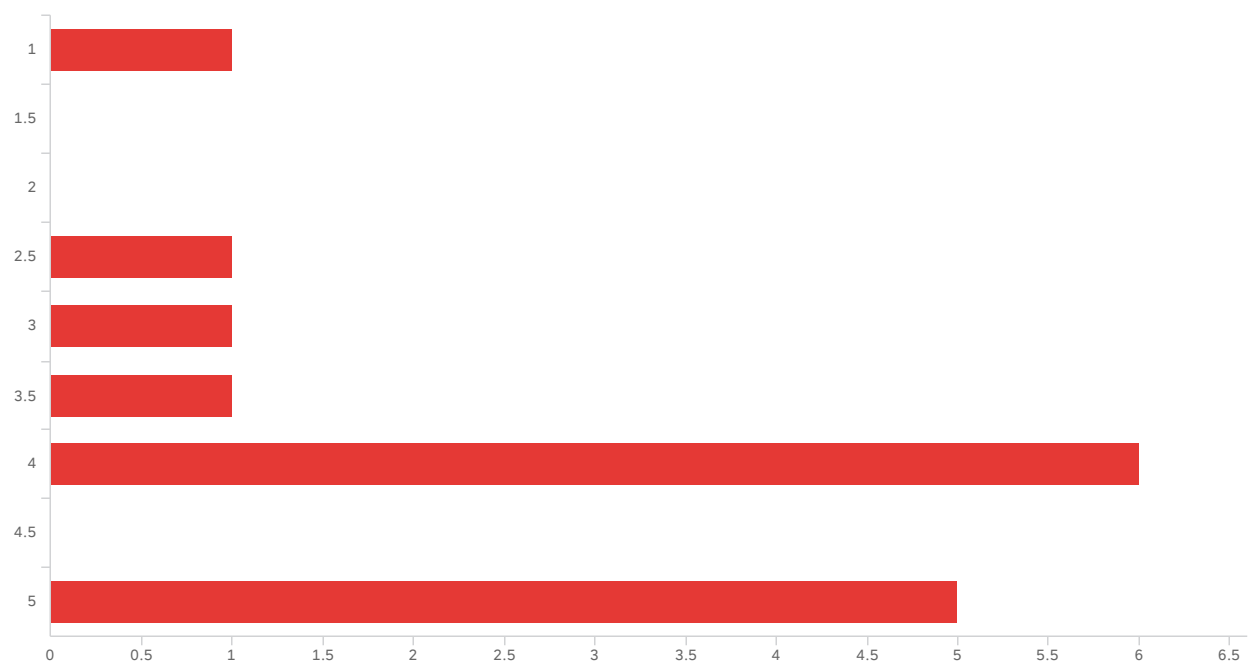
na

The ones who need it know about it

n/a

N/A

Q26 - Uninsured Impact



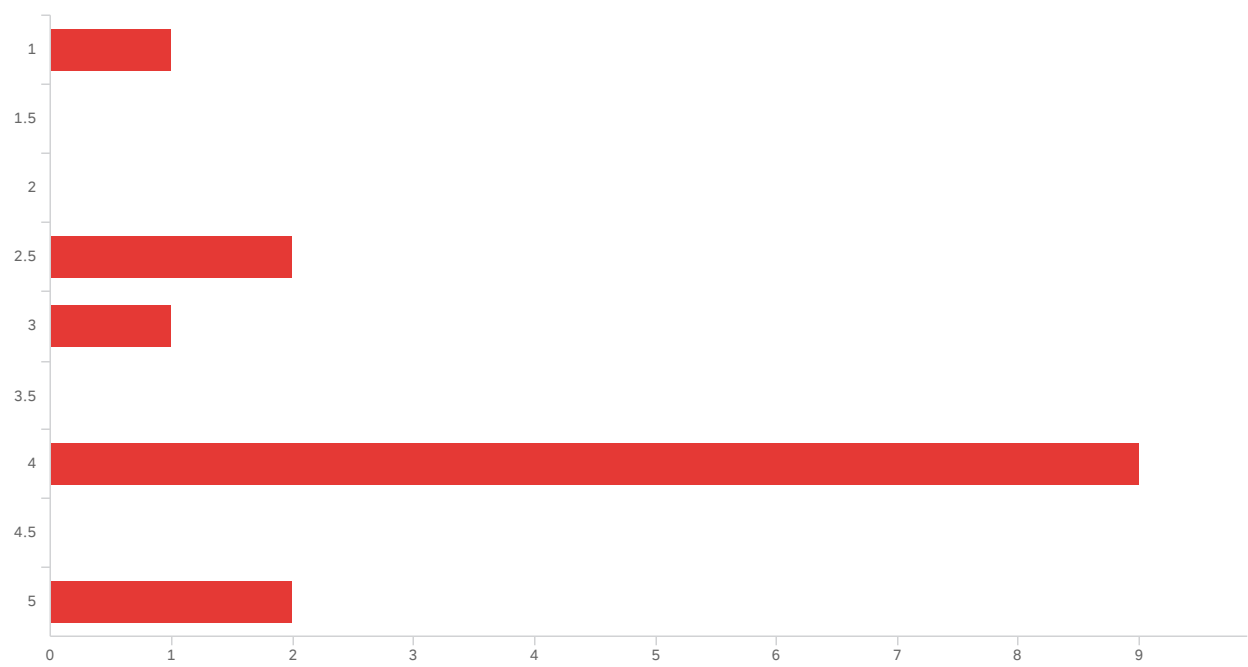
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Uninsured Impact	1.00	9.00	6.87	2.16	4.65	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	6.67% 1
5	3	6.67% 1
6	3.5	6.67% 1
7	4	40.00% 6
8	4.5	0.00% 0
9	5	33.33% 5
		15





Q27 - Uninsured Consequences



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Uninsured Consequences	1.00	9.00	6.33	1.99	3.96	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	13.33% 2
5	3	6.67% 1
6	3.5	0.00% 0
7	4	60.00% 9
8	4.5	0.00% 0
9	5	13.33% 2
		15



## Q28 - Uninsured Comments

Uninsured Comments

---

Advertising - may not thinking they qualify

no data available

Big issues for seniors!

The uninsured and poor have an image that this is not for them or available to them

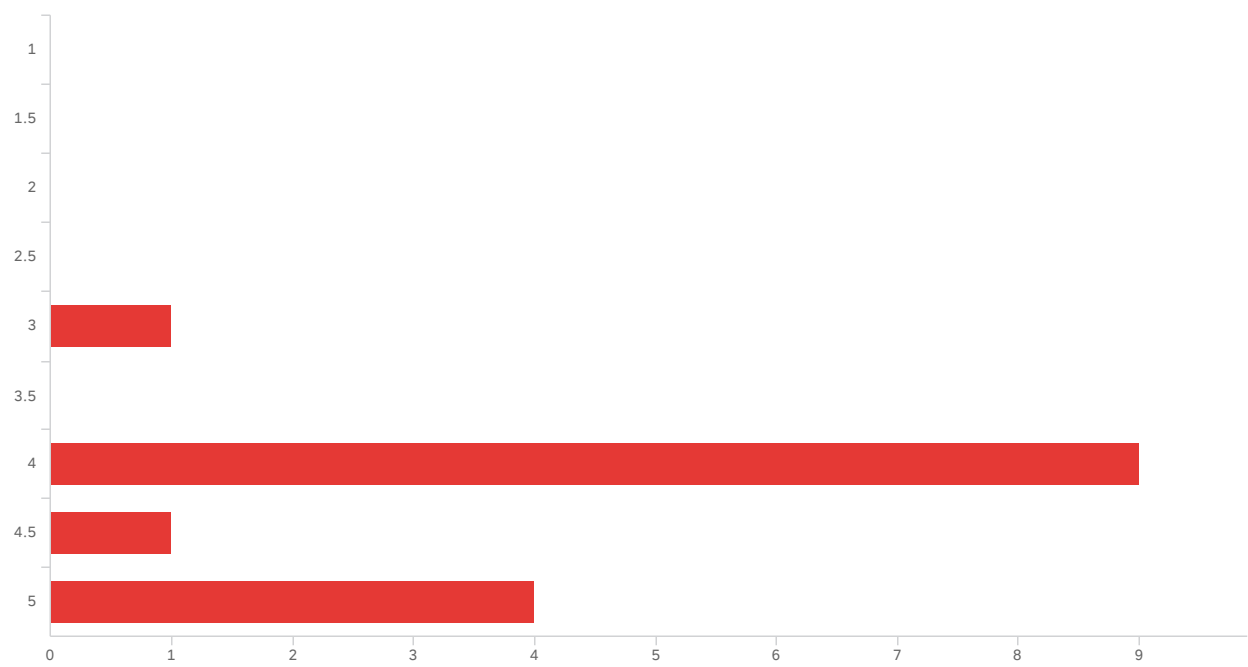
na

Awareness to these establishments where these people are seen.

n/a

Uninsured need to get to dr. appts

Q29 - Low Income Impact

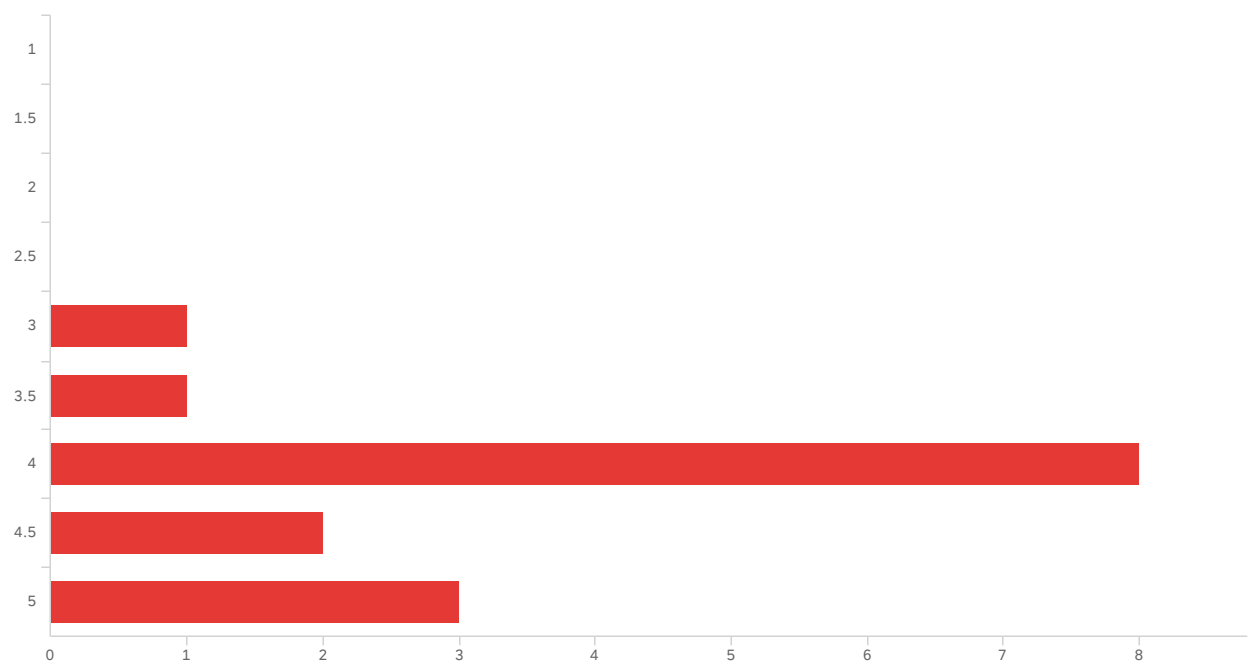


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Low Income Impact	5.00	9.00	7.47	1.09	1.18	15

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	0.00% 0
5	3	6.67% 1
6	3.5	0.00% 0
7	4	60.00% 9
8	4.5	6.67% 1
9	5	26.67% 4
		15



Q30 - Low Income Consequences



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Low Income Consequences	5.00	9.00	7.33	1.07	1.16	15

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	0.00% 0
5	3	6.67% 1
6	3.5	6.67% 1
7	4	53.33% 8
8	4.5	13.33% 2
9	5	20.00% 3
		15





## Q31 - Low Income Comments

Low Income Comments

---

May not know free or low cost rides available

A majority of our riders are of the low economic class

Need to focus on making awareness, plans in place to improve access

Big issues for seniors!

The uninsured and poor have an image that this is not for them or available to them

na

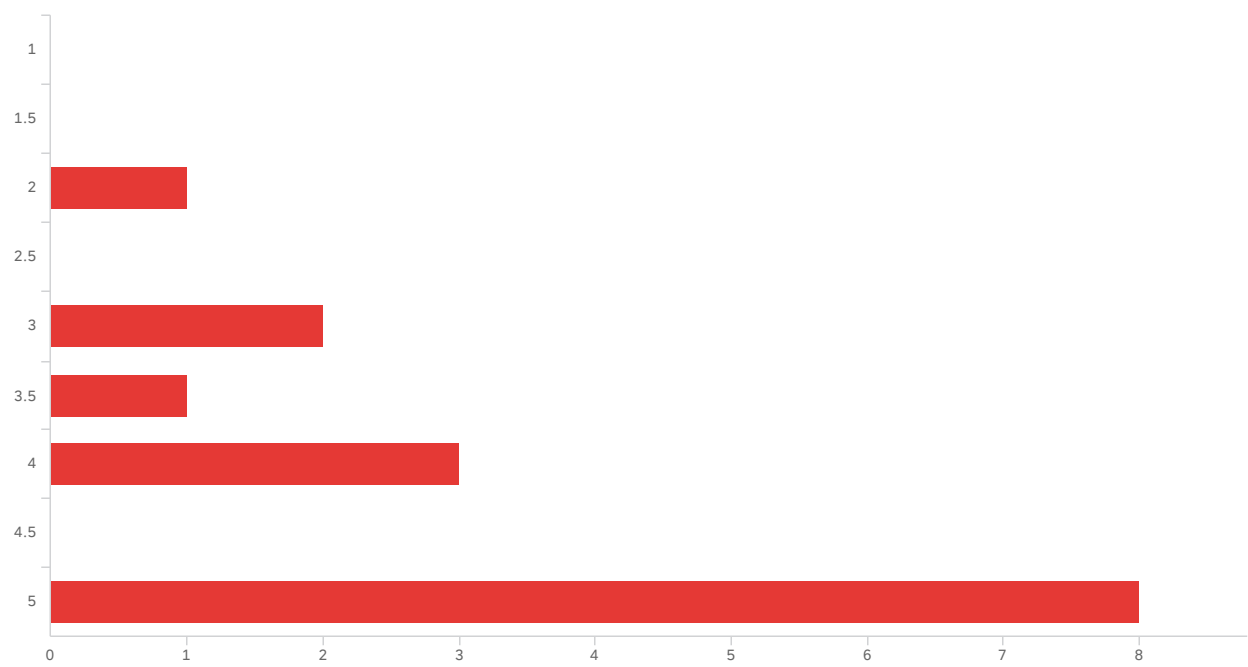
Again, knowledge of how to ride and accessibility

n/a

Needed in rural areas

Some low income need rides to work

Q32 - Disabilities Impact

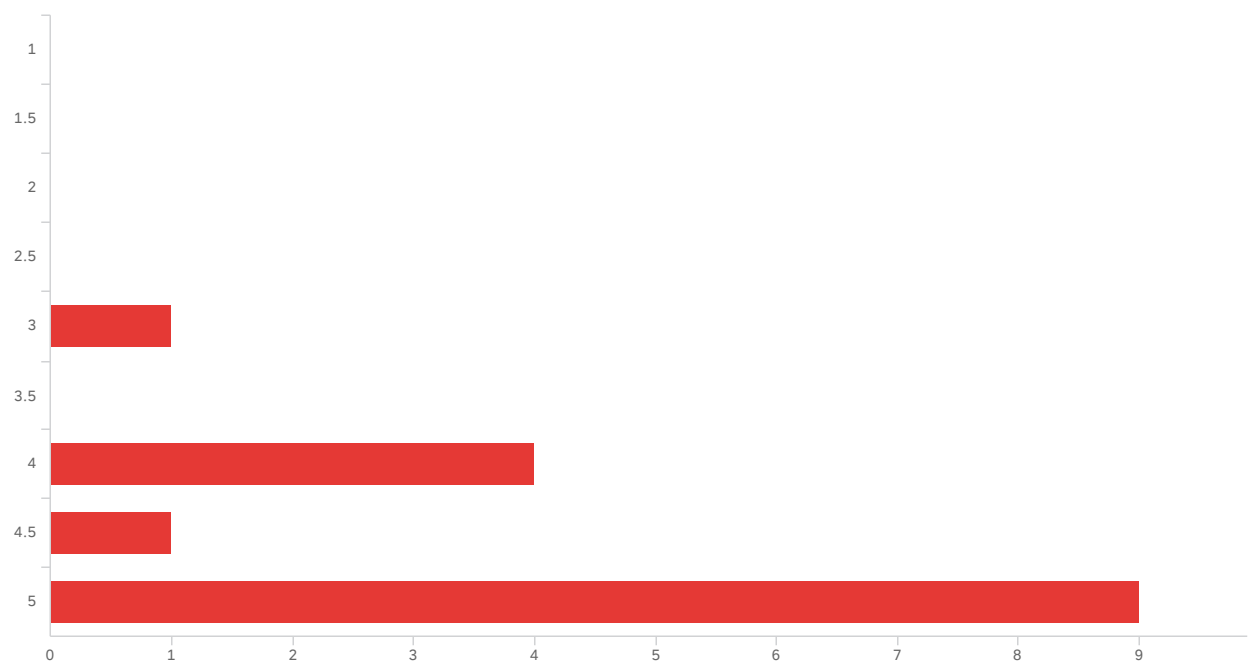


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Disabilities Impact	3.00	9.00	7.47	1.89	3.58	15

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	6.67% 1
4	2.5	0.00% 0
5	3	13.33% 2
6	3.5	6.67% 1
7	4	20.00% 3
8	4.5	0.00% 0
9	5	53.33% 8
		15



Q33 - Disabilities Consequences



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Disabilities Consequences	5.00	9.00	8.13	1.20	1.45	15

#	Field	Choice Count
1	1	0.00% 0
2	1.5	0.00% 0
3	2	0.00% 0
4	2.5	0.00% 0
5	3	6.67% 1
6	3.5	0.00% 0
7	4	26.67% 4
8	4.5	6.67% 1
9	5	60.00% 9
		15



## Q34 - Disabilities Comments

### 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

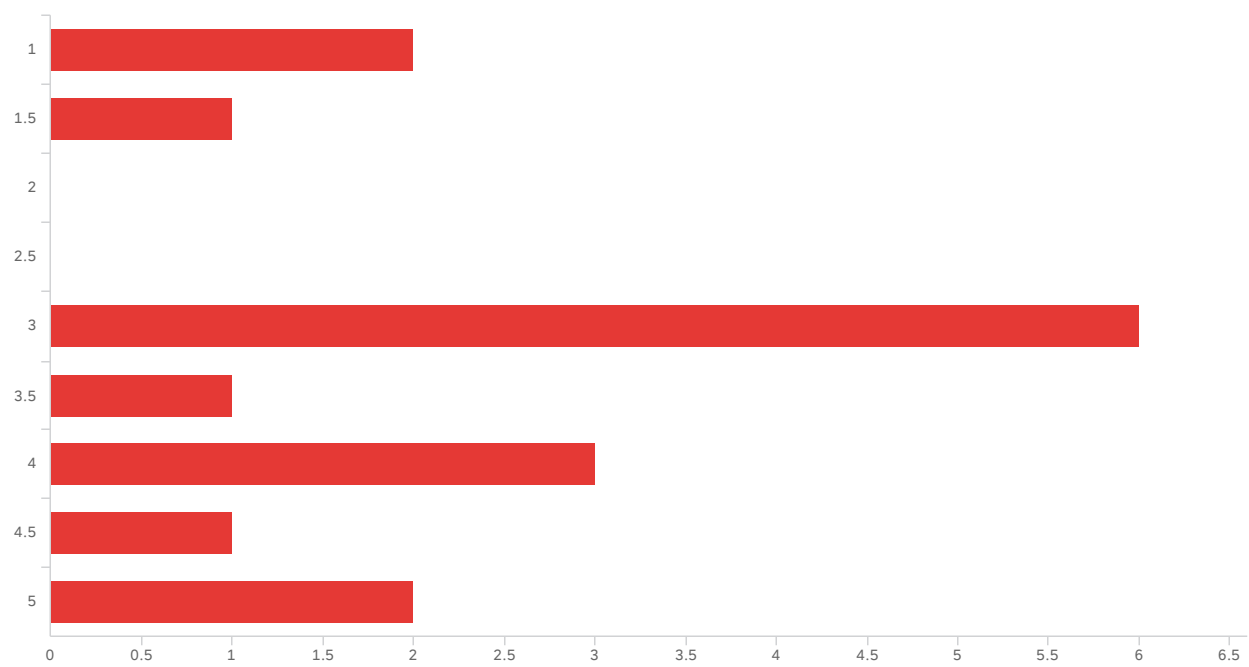
I think it is a good system as is for disabilities but it is still important

Again, knowledge of how to ride and accessibility.

n/a

Bigger buses

Q35 - Worker Utilization Impact



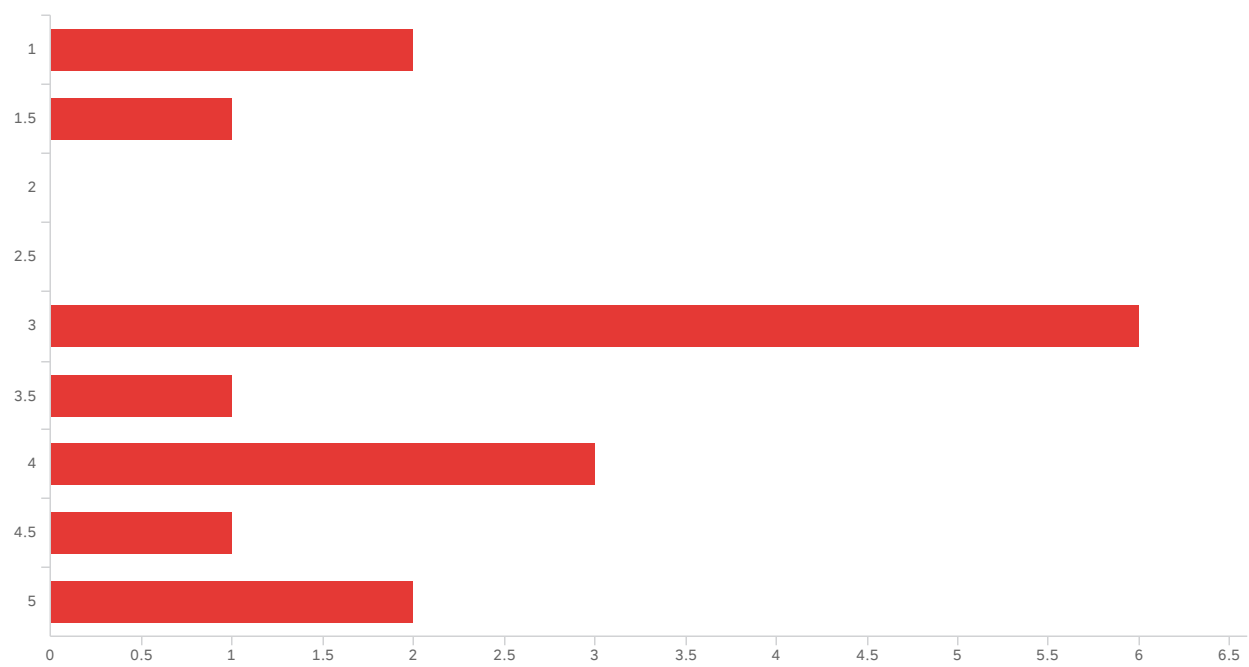
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Worker Utilization Impact	1.00	9.00	5.44	2.40	5.75	16

#	Field	Choice Count
1	1	12.50% 2
2	1.5	6.25% 1
3	2	0.00% 0
4	2.5	0.00% 0
5	3	37.50% 6
6	3.5	6.25% 1
7	4	18.75% 3
8	4.5	6.25% 1
9	5	12.50% 2
		16





Q36 - Worker Utilization Consequences



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Worker Utilization Consequences	1.00	9.00	5.44	2.40	5.75	16

#	Field	Choice Count
1	1	12.50% 2
2	1.5	6.25% 1
3	2	0.00% 0
4	2.5	0.00% 0
5	3	37.50% 6
6	3.5	6.25% 1
7	4	18.75% 3
8	4.5	6.25% 1
9	5	12.50% 2
		16



## Q37 - Worker Utilization Comments

Worker Utilization Comments

---

Make available and raise awareness of it

For those individual with no transportation this piece is vital

Big employers in town(Shannon) don't seem to be involved

Only a small percent of our population use able transportation to walk

Big issues for seniors!

San Angelo and west texas is auto driven commuters

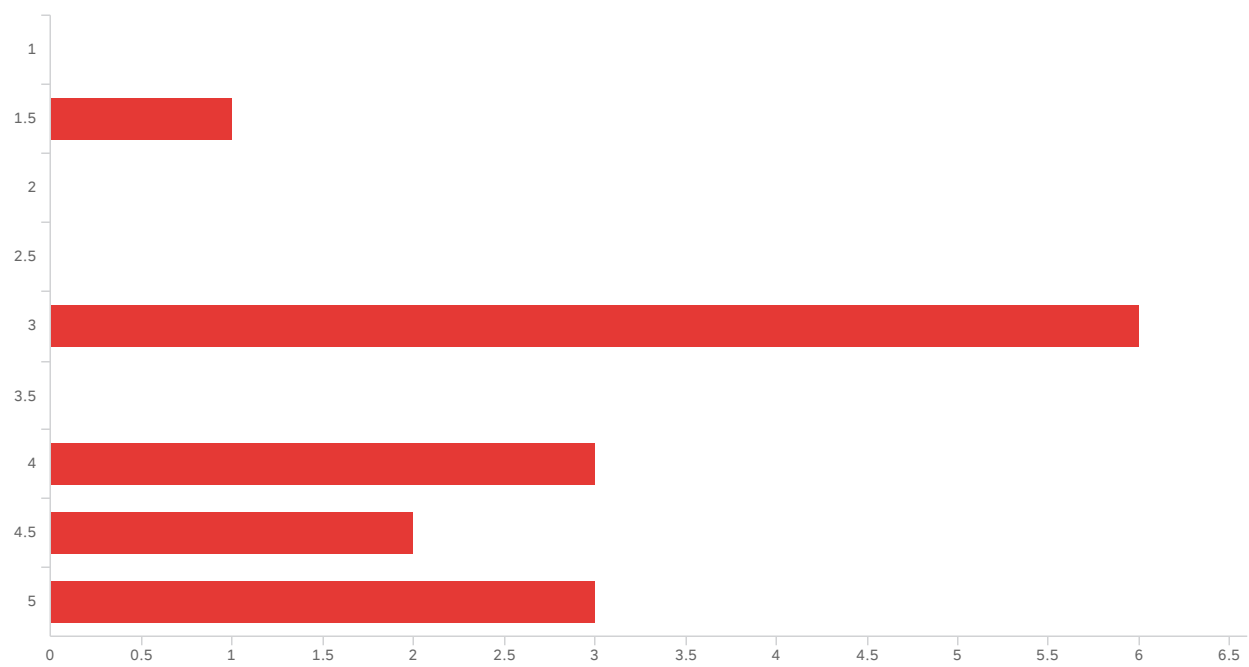
na

I can see where getting to work on time is still an issue.

n/a

N/A

Q38 - Medicaid Service Impact

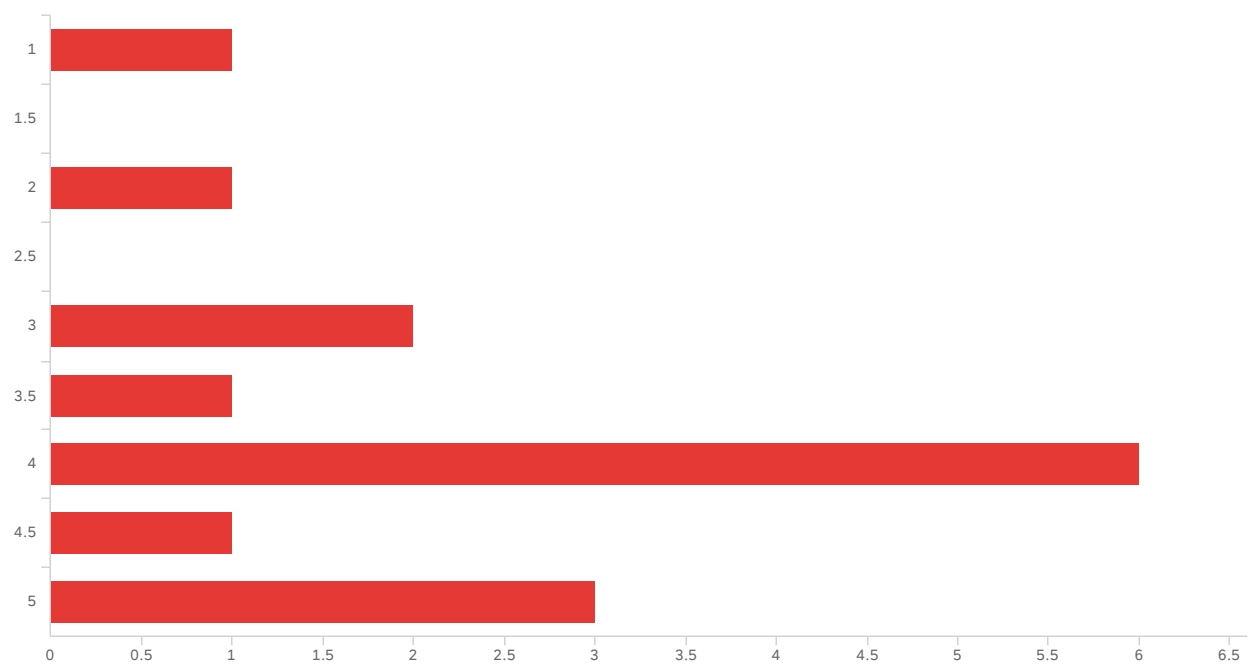


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Medicaid Service Impact	2.00	9.00	6.40	1.96	3.84	15

#	Field	Choice Count
1	1	0.00% 0
2	1.5	6.67% 1
3	2	0.00% 0
4	2.5	0.00% 0
5	3	40.00% 6
6	3.5	0.00% 0
7	4	20.00% 3
8	4.5	13.33% 2
9	5	20.00% 3
		15



Q39 - Medicaid Services Consequences



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Medicaid Services Consequences	1.00	9.00	6.47	2.16	4.65	15

#	Field	Choice Count
1	1	6.67% 1
2	1.5	0.00% 0
3	2	6.67% 1
4	2.5	0.00% 0
5	3	13.33% 2
6	3.5	6.67% 1
7	4	40.00% 6
8	4.5	6.67% 1
9	5	20.00% 3
		15



## Q40 - Medicaid Services Comments

### Medicaid Services Comments

---

Awareness of qualification and service availability

Increasing awareness in the rural of medicaid services is crucial

We have made improvements already by signing new contracts with MTM and Sokride

Big issues for seniors!

While I feel this is very important the service is in place already

na

More frequent even two trips a day in the rural.

n/a

N/A



## Q41 - First Added Impact

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

# Q42 - First Added Consequence

First Added Consequence
Connectivity thru awareness and part 4
1) out of city transit- consequence: 4
n/a
Awareness in low income neighborhoods-in spanish at a place they feel comfortable (church/community center) 5
Low Cost rides 3

## Q43 - First Added Comment

First Added Comment

---

Big spring, del rio, abilene

n/a

## Q44 - Second Added Impact

Second Added Impact

---

Poor and elderly 5

na

Noticable bus identification 5

n/a

Free rides for homeless/who can't afford

## Q45 - Second Added Consequence

Second Added Consequence

---

Poor and elderly 5

na

n/a

Free rides for homeless/who can't afford 5

# Q46 - Second Added Comment

Second Added Comment			
na			
n/a			
N/A			

# Q47 - Third Added Impact

Third Added Impact
Seniors access and awareness 5
na
n/a

# Q48 - Third Added Consequence

Third Added Consequence			
Seniors access and awareness 5			
na			
n/a			



## Q49 - Third Added Comment

Third Added Comment

---

na

n/a

**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.

Name	Affiliation	Signature
Armié Sanchez	City of Sonora	Armié Sanchez
Carmen Briseno	MAXIMU, TV STAR	CBriseno
RICHARD L PORTER	INDIVIDUAL	Richard L. Porter
Major Hofheins	Director San Angelo MPD	Major H. Hofheins
Norm Lee	La Esperanza Clinic	Norm Lee
Albert Rodriguez	Concho Valley EDD	Albert Rodriguez
Erin M. Hernandez	CVCOG	Erin M. Hernandez
Jennifer Wuong	Public member	Jennifer Wuong
Paul Heaton	West Texas Counseling & Guidance	Paul Heaton
Mark Bethuna	CV Community Action	Mark Bethuna
Jeff York	CUTA	Jeff York