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Executive Summary

The Executive Summary is intended to provide a concise summary of the discussion, data, and analysis presented within the following chapters.

**Chapter 1** provides an overview of the Plan as well as the status of recommendations presented in the 2017 Coordinated Plan.

Adopted in 2003, Chapter 461 of the Texas Transportation Code requires the Texas Department of Transportation (TxDOT) to be responsible for identifying duplication of and gaps in the provision of public transportation services, inefficiencies in service provision, and equipment that is being underused by public transportation providers. In addition, federal surface transportation legislation was enacted in 2005 with a very similar requirement. The federal Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) requires locally-developed coordinated public transportation-human services plans for federally-funded transportation providers. TxDOT fulfills both obligations by requiring each TxDOT Planning Region to prepare and submit a Regionally Coordinated Transportation Plan every five years beginning with the preparation of each TxDOT Planning District’s initial plan in 2006. This represents the third update of the Regional Public Transportation Coordination Plan (Plan) for Planning Region 15.

The South East Texas Regional Planning Commission (SETRPC) serves as the lead agency for the Regional Public Transportation Coordinated Plan. SETRPC’s Regional Public Transportation Coordination Steering Committee (RPTCSC) functioned as a Plan advisory board. A competitive procurement took place in mid-2021, resulting in the selection of Moore & Associates, Inc. to prepare the Plan update.

The Regional Public Transportation Coordination Plan consists of three core components: Transportation Resources Inventory, Needs Assessment, and Gap Analysis. These Plan components are supplemented by additional materials required by TxDOT which examine Planning Region 15’s goals, assess its ability to implement recommendations, and set forth performance measures by which progress can be measured.

The prior Regional Public Transportation Coordination Plan was approved by the RPTCSC in March 2017. The South East Texas Regional Planning Commission served as the lead agency for the prior update as well.

**Chapter 2** presents the Transportation Resources Inventory. The Transportation Resources Inventory is far from simply a listing of providers. It is useful not only to regional planning bodies but to stakeholders and end-users as well. To that end, the Inventory includes considerable relevant information about transportation providers within the four-county region, including service area, who is eligible to use the service, and other relevant information. The Inventory also includes a summary matrix identifying which services are available within each individual county. Included within the Inventory are organizations that provide transportation services for their clientele, even if they do not directly operate a transportation service.
Social service transportation tends to be focused chiefly within the more populated portions of the Plan area. These services may offer transportation only within a certain community (versus the county as a whole).

Findings arising from the Transportation Resources Inventory include:

1. There are geographic areas and individuals not served by existing public transit services.
2. There is a need for extended service hours to provide access to employment and healthcare.
3. There is a lack of public transportation service between counties.
4. There is a need for access to medical facilities in the Houston area.
5. A patient’s ability to undergo dialysis treatments on weekends and holidays is impacted by a lack of transportation. Further, transportation may not be available should patient treatment run beyond the scheduled time.
6. Cost is often a barrier to accessing transportation.

Chapter 3 presents a Comprehensive Needs Assessment. A detailed summary of the methodology for preparing the Needs Assessment includes discussion of the stakeholder survey, community survey, and community pop-up events. A graphical analysis of Plan area demographics by county is also included. Observations included in the Needs Assessment help shape the scope of the transportation needs within the region.

The Gap Analysis, featured in Chapter 4, includes a series of consultant observations and findings segregated by demographic/population segment as well as travel need. Development of the Gap Analysis compared the needs identified in Chapter 3 with the transportation services identified in Chapter 2.

Chapter 5, Planning for Comprehensive Services, presents a series of 14 strategies designed to address mobility needs and service gaps identified within the four-county Plan region.

Chapter 6 summarizes other recent planning efforts undertaken within the four-county Plan area. These include local, state, and regional transportation planning efforts, as well as city comprehensive plans and active transportation plans.

Chapter 7 reviews the vision, mission, and goals and objectives previously adopted by the SETRPC’s Regional Public Transportation Coordination Steering Committee, updated for the current Plan.

Chapter 8 assesses the region’s ability to sustain planning efforts and implement the Regional Public Transportation Coordination Plan. This chapter also prioritizes the strategies identified in Chapter 8 into short-, mid-, and long-term implementation horizons.

While all of the recommendations identified herein are important, some should receive higher prioritization due to urgency addressing a particular transportation issue, ease of implementation, or funding availability. The 14 recommendations presented in Chapter 5 are divided into three priority groups: Short-term, Mid-term, and Long-term. Inclusion of a recommendation in a longer-range tier does not suggest lesser importance. Rather, higher priority may be placed on recommendations that can be implemented relatively quickly or without additional dedicated funding. Lower-tier recommendations will
generally require additional funding or the negotiation of inter-agency agreements. Progress toward each recommendation should be reviewed on an annual basis using the performance measures identified in Chapter 9.

The 2022 Coordinated Plan strategies are:

**Priority: Short-term**
- Recommendation 1: Implement scheduled service linking Beaumont and Port Arthur on a trial basis.
- Recommendation 2: Design/distribute easy-to-understand public transportation service informational materials.
- Recommendation 3: Enhance the SETRPC transit webpage.
- Recommendation 7: Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.
- Recommendation 8: Conduct Inter-Community Connectivity Study.

**Priority: Mid-term**
- Recommendation 4: Implement an ongoing travel training program.
- Recommendation 5: Improve connectivity between sidewalks/pedestrian network and bus stops.
- Recommendation 6: Improve/enhance bus stops (e.g., customer amenities, signage, information displays).
- Recommendation 9: Conduct feasibility/cost-benefit analysis of providing some level of public transit service in Jasper County.
- Recommendation 10: Assess viability of establishing scheduled service between adjoining communities and counties outlying communities and Beaumont.
- Recommendation 11: Investigate the feasibility of establishing a partnership with local Transportation Network Companies (TNC) to address mobility needs outside traditional transit service hours/days.
- Recommendation 12: Evaluate the practicality of joint recruitment and training of drivers.
- Recommendation 13: Increase capital (vehicle) funding for non-profit organizations.

**Priority: Long-term**
- Recommendation 14: Implement “one-stop” transportation information call center.

**Chapter 9** provides a series of performance measures that can be employed to evaluate the future effectiveness of the Regional Public Transportation Coordination Plan. One or more action items, along with how to assess performance, is identified for each of the strategies identified in Section 9.2, along with recommended prioritization. Chapter 9 also assesses progress with respect to the state-wide performance metrics used by TxDOT.

Following the chapters, a series of appendices include survey instruments, documentation of community engagement, and the 2021 Steering Committee roster.
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Chapter 1 | Introduction

1.1 Plan Background

Adopted in 2003, Chapter 461 of the Texas Transportation Code requires the Texas Department of Transportation (TxDOT) to be responsible for identifying duplication of and gaps in the provision of public transportation services, inefficiencies in service provision, and equipment that is being under-utilized by public transportation providers. In addition, federal surface transportation legislation was enacted in 2005 with a very similar requirement. The federal Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) requires locally developed Coordinated Public Transportation-Human Services Plans for federally-funded transportation providers. TxDOT fulfills both obligations by requiring each TxDOT Planning Region to prepare and submit a Regionally Coordinated Transportation Plan every five years beginning with the preparation of each TxDOT Planning District’s initial plan in 2006. This represents the third update of the Regionally Coordinated Transportation Plan (Plan) for Planning Region 15.

The Five-Year Regional Public Transportation Coordination Plan consists of three primary components: an Inventory of Transportation Resources, a Comprehensive Needs Assessment, and a Gap Analysis. These core sections are supplemented by additional materials required by TxDOT which examine Planning Region 15’s goals, assess its ability to implement recommendations, and set forth performance measures by which progress can be assessed.

1.2 Methodology

The methodology used in the development of the Regional Public Transportation Coordination Plan Update sought to include as much input from the community as possible, with a special focus on transportation needs and gaps encountered by historically ride-dependent populations including seniors, persons with disabilities, low-income residents, and youth. To that end, the outreach activities included both individuals and stakeholders, which often serve as advocates for specific populations. Development of the stakeholder list began with the Project Steering Committee (PSC) membership, and was subsequently expanded to include other community organizations serving the target populations. All stakeholders were invited to participate in a stakeholder survey, public workshops, and periodic PSC meetings.

Outreach and engagement tactics were shaped in large part by the ongoing COVID-19 pandemic, resulting in outdoor pop-up events in lieu of traditional indoor workshops, as well as PSC meetings and public workshops offering virtual attendance options. Other outreach activities included a bilingual webpage, bilingual community survey, bilingual community pop-up events, and a bilingual direct mailer (postcard) sent to approximately 23,000 randomly-selected households throughout the four-county Plan area. The consultant also worked with community stakeholders to encourage participation in the community survey.
Periodic status updates were provided to the Project Steering Committee at its regularly scheduled meetings. The updated Plan is scheduled to be adopted by the PSC in March 2022.
1.3 Status of Prior Recommendations

The following table cites the status of the recommendations from the prior Regional Public Transportation Coordination Plan as provided by the SETRPC.

<table>
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<tr>
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<th>Category</th>
<th>Assessment tools</th>
<th>Status/notes</th>
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<tr>
<td>Identify collaborators and stakeholders who will increase and strengthen the mobility management concept.</td>
<td>Collaboration</td>
<td>Participation by affiliations, coalitions, and partnerships who have expressed interest in expanding transportation in the region. Increased membership in the RPTCSC. Increased attendance at RPTCSC meetings.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Identify and assess unmet transportation needs in the region through a variety of informational venues including surveys, public forums, local public meetings, etc.</td>
<td>Collaboration</td>
<td>Dissemination of the RPTCP updates to RPTCSC.</td>
<td>Implemented</td>
</tr>
<tr>
<td>Make appropriate contacts to set the foundation to increase provision of accessible transportation for seniors and individuals with disabilities using 5310 funds.</td>
<td>Collaboration</td>
<td>Number of appropriate contacts and potential projects.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Participate in various community boards and committees to outreach to specific interests and to minority communities.</td>
<td>Collaboration</td>
<td>Number of boards and committees that members of stakeholders participate in that addresses these specific communities.</td>
<td>Ongoing</td>
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<tr>
<td>Recommendation</td>
<td>Category</td>
<td>Assessment tools</td>
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| Provide stakeholders with awareness education on coordinated transportation    | Marketing                       | • Record of contacts made and outreach visits completed.  
• Number of individuals successfully trained.                                      | Postponed due to pandemic                                                   |
| services and public transit.                                                    |                                 |                                                                                                           |                       |
| Disseminate practical information to potential riders so they can access public | Marketing                       | • Tracking of public information in local media.  
• Number of website updates.  
• Number of media releases that appear to the public.                          | Ongoing                                                               |
| transportation.                                                                 |                                 |                                                                                                           |                       |
| Continue education in mobility issues and connect regularly with area mobility   | Professional Development        | • Status reports and inclusion in RPTCP.                                                                   | Ongoing               |
| managers.                                                                        |                                 |                                                                                                           |                       |
| Report progress to RPTCSC at scheduled meetings to establish clear, measurable   | Professional Development        | • Number of meetings held and reports submitted.                                                           | Ongoing               |
| goals for mobility management.                                                  |                                 |                                                                                                           |                       |
Chapter 2 | Transportation Resources Inventory

2.1 Methodology

The methodology employed to develop the Transportation Resources Inventory was two-fold. First, a stakeholder survey was distributed via both first-class mail and email to 94 organizations throughout the Plan area. The stakeholder survey sought to collect information about populations served, (non-transportation) services provided, and transportation services provided. The stakeholder survey also requested respondents to identify existing transportation needs with respect to the populations each serves. This information was used in developing the Plan’s Needs Assessment and Gap Analysis.

A survey was received from each of the following organizations:

- ARC of Greater Beaumont
- Beaumont Municipal Transit
- Catholic Charities of Southeast Texas
- City of Bevil Oaks
- City of Orange
- City of West Orange
- Da Vita Golden Triangle Dialysis
- Da Vita Renal Care Center of Orange
- Fresenius Kidney Care Dialysis Center
- Goodwill Industries of Southeast Texas
- Jack Brooks Regional Airport
- Jasper County
- Jasper ESD #1
- Jefferson County Housing Authority
- Lamar University
- Nutrition and Services for Seniors
- Orange Community Action Association
- Orange County Transportation
- Orange Fire Department
- Port Arthur Housing Authority
- Port Arthur Transit
- Port of Beaumont
- Resource Information Support & Empowerment (RISE)
- Salvation Army Boys & Girls Club Beaumont
- South East Texas Regional Planning Commission
- Spindletop Center – North Campus
- United Way of Orange County
• Workforce Solutions Orange
• Workforce Solutions Southeast Texas

The second strategy employed to collect transportation provider information involved internet research. Using both methods resulted in development of a more robust and representative provider inventory.

2.2 Observations, Findings, and Conclusions

Observations
The majority of the stakeholders responding to the survey do not directly operate or provide transportation services. They most frequently provide clients with transportation guides and/or schedules, and refer clients to transit provider guides or websites. A few make telephone calls on behalf of clients or use Texas 211 to provide additional information. The most common transportation need which stakeholder clients report having difficulty obtaining is medical trips, followed by access to veteran services, essential shopping, and weekday trips.

Some of the responding stakeholder organizations cited a lack of funding to meet current transportation/mobility needs, followed by insufficient staffing to support transportation coordination activities. Some cited the absence of public transit service within their respective community, while others shared their perception of inadequate public transit services.

The survey asked stakeholders to comment on the following:

• Client/members’ primary barriers to accessing transportation;
• Enhancements that are most needed to improve coordination of public transit and human service transportation; and
• Other issues, concerns, or information they believe are relevant to the issue.

Barriers to accessing transportation

• Availability/frequency of bus transportation to and from campus. (Lamar University)
• Clients in low-paying jobs or unemployed are unable to access transportation services. Some lack driver licenses or are unable to get them. (Workforce Solutions – Orange)
• Cost, accessibility, lack of availability. (RISE)
• Internet or phone access, as most of the clients are seniors and need help accessing those things in order to contact us. (Orange Community Action Association)
• Lack of financial resources. (Workforce Solutions SETX)
• Lack of knowledge and education of what options are out there. Difficulties getting to/from our building. (The Arc of Greater Beaumont)
• Lack of routes, needing transportation to mid-county, number of transfers required to get where they need to go. (Goodwill Industries of SETX)
• Limited routes, limited schedule. (Beaumont Housing Authority)
• Minimal to no transportation services. (Jasper County)
• Mobility limitations, funding, late evening service hours, some employment opportunities are not close to transportation. (Port Arthur Transit)
• Needing more advanced help than driver (i.e., caregiver or provider). Some clients either cannot afford or are not able to get the help they need for daily functions and often want drivers to perform these duties. (Orange County Transportation)
• No vehicle in household – no family or friends to assist – time of transit vehicle does not coincide with time of appointment. Nothing available to assist beyond volunteer help. (SETRPC Community Services Division)
• Patients on dialysis generally receive treatment for four hours, three times a week. Transportation times are very limited. Patients can only be placed on certain shifts to accommodate transportation. This greatly limits patients. Patients who treat on Monday, Wednesday, and Friday must be placed on 2nd shift (very limited space). Tuesday, Thursday, and Saturday patients also must be placed on 2nd shift to accommodate transportation hours. Since transportation does not operate on Saturdays, patients must make other arrangements. However, many do not have another option and tend to miss treatment. (Renal Center of Orange – DaVita)
• Patients say it’s impossible to schedule a same-day reservation. Not enough bus stops. Holidays cause them to miss treatment since transportation does not operate on those days. (Fresenius Kidney Care Dialysis)
• The transportation company through Medicaid switched in June and there have been issues. Drivers are late, drivers having children or other people in the car making patients uncomfortable. Not an issue with City, but good to note. (DaVita Golden Triangle Dialysis)
• We currently provide transportation so the clients we have only express a need to get to Houston for medical appointments. Most other trips we can help them with. (Nutrition and Services for Seniors)

Most-desired enhancements

• A detailed plan regarding existing transportation resources and efforts to improve support to the citizens. (Jasper County)
• ADA-compliant public access and bus stops. (RISE)
• Better software in order to help run and schedule the routes for a more sufficient outcome in order to generate more rides. (Orange Community Action Association)
• Service to Houston area – VA, MD Anderson, etc. (Nutrition and Services for Seniors)
• Consistent funding sources. Consistent and regular conversations between providers. (Port Arthur Transit)
• Easier access to the scheduling of rides on current special transit system. (RISE)
• Extended hours of operation to include early morning and evening times. (Renal Center of Orange – DaVita)
• Get away from traditional bus service and move to more “on demand” personal service. (Beaumont Housing Authority)
• Increasing the number of wheelchair accessible/special transit buses and services from city-to-city within the county. (RISE)
• Information to populations that can benefit from transportation options that exist. (The Arc of Greater Beaumont)
• Linking BMT to Port Arthur. (Goodwill Industries of SETX)
• Need to extend hours. If patients are not a part of Medicaid, they do not have access to affordable transportation. (Fresenius Kidney Care Dialysis)
• Patients that don’t have access to unlimited transportation rides (through Medicaid) have difficulty accessing transportation if their treatment goes over the scheduled time. Better coordination with public transit and the organization would be beneficial. (DaVita Golden Triangle Dialysis)
• Perhaps expanded hours that are advertised. Safer bus stops. (Workforce Solutions SETX)
• Some way to have more immediate resources to lead individuals to transportation service, especially for elderly and individuals with disabilities. (SETRPC Community Services Division)
• Some way for transportation to become more available between counties, especially for those in Triangle who have medical resources in the Houston area. (SETRPC Community Services Division)
• Upgrade intersection signal preemption for emergency vehicle traffic. (Orange Fire Department)

Other issues, concerns, or information

• Airport and taxi services are standard partnerships. Lack of taxi services is a common complaint. (Jack Brooks Regional Airport)
• Lack of funding to upgrade 18-year-old traffic signal pre-emption system. Infrared emitter technology in pre-emption is being replaced with a GPS cloud-based system that is a subscription service that no longer requires the entity to own the equipment and maintain it. (Orange Fire Department)
• Lack of wheelchair-accessible transportation for veterans needing services inter-/intra-county where they live. (RISE)

Findings

Based on the input from community stakeholders responding to the survey, Moore & Associates, Inc. identified the following general findings:

1. There are geographic areas within the four-county study area not currently served by public transit.
2. There is a desire by area residents for extended transit service hours to provide access to employment and healthcare.
3. There is a need for inter-county (and inter-community) transit service.
4. Transportation is needed for access to medical facilities in the Houston area.
5. A patient’s ability to undergo dialysis treatments on weekends and holidays is impacted by limited transportation options. Further, transportation may not be available should a patient’s treatment run beyond the scheduled time.
6. Cost remains a barrier to obtaining transportation for many historically transportation-disadvantaged persons.

Conclusions

While several transportation providers operate service within the Plan area, there are still significant gaps between the service provided and the needs of individuals or populations within the four-county Plan area. These will be discussed in greater detail through the Needs Assessment and Gap Analysis sections of the Coordinated Plan.
### 2.3 Transportation Resources Inventory

#### Transportation Planning Organizations

<table>
<thead>
<tr>
<th>Organization Information:</th>
<th>Description of Organization:</th>
<th>Area Served:</th>
</tr>
</thead>
<tbody>
<tr>
<td>South East Texas Regional Planning Commission 2210 Eastex Freeway, Beaumont, TX 77703 409-899-8444</td>
<td>SETRPC is the designated as the Metropolitan Planning Organization (MPO) for the four-county region comprising the Hardin-Jasper-Jefferson-Orange Plan area. The cornerstone purpose of the SETRPC-MPO is to develop an overall transportation plan that will provide the most desirable and efficient means of meeting transportation needs for a five-year horizon while ensuring continued compliance with the rules and guidelines as required by the federal government as a condition of receiving federal funds for transportation projects and programs.</td>
<td>Hardin, Jasper, Jefferson, and Orange counties</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization Information:</th>
<th>Description of Organization:</th>
<th>Area Served:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas Department of Transportation (TxDOT) 8350 Eastex Freeway  Beaumont, TX 77708 409-892-7311  <a href="http://www.txdot.gov/inside-txdot/district/beaumont.html">www.txdot.gov/inside-txdot/district/beaumont.html</a></td>
<td>TxDOT is the state agency responsible for construction and maintenance of all interstate, U.S, state highways, ranch-to-market (RM), and farm-to-market (FM) roads for the movement of people and goods. The state is organized in 25 geographic districts, each responsible for local highway design and maintenance, right-of-way acquisition, construction oversight, and transportation planning. The Valley is located within the TxDOT Pharr District. TxDOT has funding oversight for state public transportation funding through the Public Transportation Division (PTN). PTN, through its Public Transit Coordinators, works closely with transit systems. TxDOT manages, provides oversight, and disperses funding for FTA grants to rural and small urbanized areas, and selected Federal Highway Administration (FHWA) grants.</td>
<td>Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, and Tyler counties</td>
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</table>
## Public Transportation Providers

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data (FY 2020):</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amtrak</strong></td>
<td>A national rail operator operating more than 300 trains each day to more than 500 destinations in 46 states, the District of Columbia, and three Canadian provinces. The Beaumont station is served by the Sunset Limited route. Eastbound trains depart at 2:05 p.m. Tuesday, Friday, and Sunday. Westbound trains depart at 3:48 p.m. Monday, Wednesday, and Saturday.</td>
<td>Fares vary by destination. Discounted fares available to children under 12, seniors, persons with disabilities, military personnel and their families, and students age 17-24.</td>
<td>Not available</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Public</td>
<td><strong>Eligibility:</strong> General public</td>
<td><strong>Impact of COVID-19:</strong> Adjusted/reduced schedules beginning March 2020. Face masks required onboard. Enhanced cleaning practices.</td>
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<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data (2019):</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beaumont Municipal Transit</strong></td>
<td>Public transportation in Beaumont. Fixed-route service available to the general public. Provides door-to-door ADA paratransit transportation for qualifying individuals with disabilities. Ten routes operate Monday through Friday from 6:30 a.m. to 9:30 p.m., and Saturday from 7:30 a.m. to 9:30 p.m.</td>
<td>Fixed-route: Adult $1.50, Senior/Disabled/Youth: $0.75, Children Free, Transfers: $0.25, Monthly passes (All): $40.00, Door-to-door: Single ride $2.50, Special Transit monthly pass: $80.00.</td>
<td><strong>Ridership:</strong> 416,352 <strong>Vehicles:</strong> 18 <strong>Budget:</strong> Operating: $5,185,630 <strong>Capital:</strong> $596,686</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Public</td>
<td><strong>Eligibility:</strong> General public; ADA certification required for ADA paratransit service.</td>
<td><strong>Impact of COVID-19:</strong> Daily sanitization of vehicles. Weekly sanitization of Dannenbaum Station. Rear-door boarding, social distancing, and face masks requirements implemented on board the buses. System operated fare-free beginning April 2020, and resumed fare collection June 1, 2021.</td>
<td></td>
</tr>
<tr>
<td>Provider Information:</td>
<td>Description of Service:</td>
<td>Fare/Cost:</td>
<td>Operating Data (2019):</td>
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<td><strong>Port Arthur Transit</strong>&lt;br&gt;344 Procter St.&lt;br&gt;Port Arthur, TX 77640&lt;br&gt;409-983-8767&lt;br&gt;<a href="http://www.portarthurtx.gov/201/Transit-Department">www.portarthurtx.gov/201/Transit-Department</a></td>
<td>Public transportation in the City of Port Arthur. Fixed-route service is available to the general public. Provides door-to-door ADA paratransit transportation for qualifying individuals with disabilities. Ten routes operate Monday through Friday from 6:15 a.m. to 7:15 p.m., and Saturday from 7:15 a.m. to 7:15 p.m.</td>
<td>Fixed-route: Adult $1.50, Senior/Disabled/Medicare/Students $0.75, Children Free&lt;br&gt;Paratransit: Single-ride $2.50, Out of service area $2.25</td>
<td>Ridership: 116,444&lt;br&gt;Vehicles: 9&lt;br&gt;Budget: Operating: $2,501,177&lt;br&gt;Capital: $1,455,354</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Public</td>
<td><strong>Eligibility:</strong> General public; elderly and persons with disabilities unable to use fixed-route system for paratransit service.</td>
<td><strong>Impact of COVID-19:</strong> Briefly suspended Saturday service (between April 11 and July 11, 2020).</td>
<td></td>
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</thead>
<tbody>
<tr>
<td><strong>South East Texas Transit (Mid-County Transit)</strong>&lt;br&gt;2210 Eastex Freeway,&lt;br&gt;Beaumont, TX 77703&lt;br&gt;409-899-8444 ext. 6601&lt;br&gt;<a href="http://www.setrpc.org/southeast-texas-transit">www.setrpc.org/southeast-texas-transit</a></td>
<td>A rural transportation system that provides curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs for seniors and persons with disabilities in Mid-Jefferson County.</td>
<td>To Beaumont $2.50, to Port Arthur $2.50, within Mid-County $1.00</td>
<td>(SETT Total)&lt;br&gt;Ridership: 53,364&lt;br&gt;Vehicles: 19&lt;br&gt;Budget: Operating: $1,516,047&lt;br&gt;Capital: $233,116</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Public</td>
<td><strong>Eligibility:</strong> Seniors and persons with disabilities living in Groves, Port Neches, and Nederland.</td>
<td><strong>Impact of COVID-19:</strong> Enhanced cleaning and sanitization protocols.</td>
<td></td>
</tr>
<tr>
<td>Provider Information:</td>
<td>Description of Service:</td>
<td>Fare/Cost:</td>
<td>Operating Data (2019):</td>
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<tr>
<td><strong>South East Texas Transit (Orange County Transportation)</strong>&lt;br&gt;2210 Eastex Freeway, Beaumont, TX 77703&lt;br&gt;409-899-8444 ext. 6601&lt;br&gt;<a href="http://www.setrpc.org/south-east-texas-transit">www.setrpc.org/south-east-texas-transit</a></td>
<td>A curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs in Orange County. All vehicles are wheelchair accessible.</td>
<td>Within county $2.00, to Beaumont $3.00, to Port Arthur $3.00</td>
<td>(SETT Total)&lt;br&gt;Ridership: 53,364&lt;br&gt;Vehicles: 19&lt;br&gt;Budget:&lt;br&gt;Operating: $1,516,047&lt;br&gt;Capital: $233,116</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Public</td>
<td><strong>Eligibility:</strong> General public</td>
<td><strong>Impact of COVID-19:</strong> Reduced service effective March 23, 2020. Began transportation for medical and essential needs Monday, Wednesday, and Fridays between 7 a.m. and 4 p.m. Effective June 1, 2020 increased to 50% capacity. Rides has not fully recovered. Enhanced cleaning protocols.</td>
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<tbody>
<tr>
<td><strong>South East Texas Transit (Rural Hardin County Transit and Rural Jefferson County Transit)</strong>&lt;br&gt;2210 Eastex Freeway, Beaumont, TX 77703&lt;br&gt;409-899-8444 ext. 6601&lt;br&gt;<a href="http://www.setrpc.org/south-east-texas-transit">www.setrpc.org/south-east-texas-transit</a></td>
<td>A rural transportation system that provides curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs to residents of rural Hardin County and rural western Jefferson County.</td>
<td>Within county $1.00, county-to-county $2.50</td>
<td>(SETT Total)&lt;br&gt;Ridership: 53,364&lt;br&gt;Vehicles: 19&lt;br&gt;Budget:&lt;br&gt;Operating: $1,516,047&lt;br&gt;Capital: $233,116</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Public</td>
<td><strong>Eligibility:</strong> General public</td>
<td><strong>Impact of COVID-19:</strong> Enhanced cleaning and sanitization protocols.</td>
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</table>
### Private Transportation Providers

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<thead>
<tr>
<th>Provider Information</th>
<th>Description of Service</th>
<th>Fare/Cost</th>
<th>Operating Data</th>
</tr>
</thead>
</table>
| **Carte Blanche Concierge, LLC**  
8480 Washington Blvd,  
Beaumont, TX 77707  
409-241-0222  
| **Provider Type:** Private  
**Eligibility:** General public | | | |
| **Impact of COVID-19:** Enhanced cleaning and sanitization protocols. | |

<table>
<thead>
<tr>
<th>Provider Information</th>
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<th>Operating Data</th>
</tr>
</thead>
</table>
| **Greyhound**  
1480 W. Fwy Blvd. S  
Vidor, TX 77662  
409-769-0848  
[www.greyhound.com](http://www.greyhound.com) | Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 2,400 destinations with 13,000 daily departures across North America. Provides access to the nation-wide Greyhound intercity network, Canada, and Mexico. Greyhound serves stations in Beaumont Vidor, Port Arthur, and Orange. Service operates every day, with schedules dependent on destination. | Fares vary by destination. Discounted fares available to children under 12 and seniors 62+. | Not available |
| **Provider Type:** Private  
**Eligibility:** General public | | | |

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<th>Fare/Cost</th>
<th>Operating Data</th>
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</table>
| **Keap Transit**  
409-951-0839  
[www.keaptransportation.com/](http://www.keaptransportation.com/) | Provides transportation services via party bus, casino transportation, limousine, airport transportation, elderly transportation, and local deliveries. | Fare varies depending on length of party and destination. | Not available |
| **Provider Type:** Private  
**Eligibility:** General public | | | |
| **Impact of COVID-19:** Enhanced cleaning protocols. | | | |
### Social Service Transportation Providers

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaumont Seniors 60+ Transportation 4590 Concord Beaumont, TX 77703 <a href="https://www.seniormeals.org/transportation">https://www.seniormeals.org/transportation</a></td>
<td>Transportation provided to seniors, age 60+, who are residents of Beaumont. Funding is provided in partnership with the Area Agency on Aging of Southeast Texas. Program operates Monday through Friday from 8:00 a.m. to 4:00 p.m.</td>
<td>Suggested contribution $1.00</td>
<td>Ridership: FY 2020 50,000+ one-way trips.</td>
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</tbody>
</table>

Provider Type: Social service

Eligibility: Seniors 60+

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<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
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<tbody>
<tr>
<td><strong>Nutrition and Services for Seniors/Meals on Wheel Jefferson &amp; Hardin counties</strong>&lt;br&gt;4950 Concord&lt;br&gt;Beaumont, TX 77703&lt;br&gt;409-892-4455&lt;br&gt;www.seniormeals.org</td>
<td>Helps to provide an opportunity for a high quality of life of older persons through the development and expansion of a comprehensive and coordinated social service delivery system at the regional level. Transportation assistance includes providing information about community transportation services (SETT), transportation to and from individual nutrition and senior centers, and medical transportation.</td>
<td>Within Hardin County/ Mid-Count $1.00, to Beaumont $2.50 (standard SETT fares); Senior trips within Beaumont $1.00 suggested contribution</td>
<td>Beaumont Seniors 60+ Transportation: 50,000 trips provided</td>
</tr>
</tbody>
</table>

**Provider Type:** Social service  
**Eligibility:** Seniors 60+ in Jefferson and Hardin counties  
**Impact of COVID-19:** Enhanced cleaning and sanitization protocols.

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<thead>
<tr>
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<th>Operating Data:</th>
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<tbody>
<tr>
<td><strong>Orange Community Action Association</strong>&lt;br&gt;103 5th St.&lt;br&gt;Orange, TX 77630&lt;br&gt;409-886-2186&lt;br&gt;mealsonwheelsorange.business.site</td>
<td>A rural transportation system that provides curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs (primarily within the city of Orange) as part of South East Texas Transit.</td>
<td>Within Orange County $1.00</td>
<td>Not available</td>
</tr>
</tbody>
</table>

**Provider Type:** Social service  
**Eligibility:** General public  
**Impact of COVID-19:** Drivers and staff required to wear protective gear and vans sanitized after each ride.
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<thead>
<tr>
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<tbody>
<tr>
<td><strong>Spindletop Center</strong> 655 S 8th St., Beaumont, TX 77701 409-839-1000 <a href="http://www.spindletopcenter.org/MHMR_MR.html">www.spindletopcenter.org/MHMR_MR.html</a></td>
<td>Provides services to assist individuals with intellectual and developmental disabilities improve their quality of life. Services include offering help in the areas of accessing medical, social, educational, and other appropriate services and life skills training. Provides transportation between home and the individuals community employment site or day habilitation site, and transportation to facilitate employment opportunities and participation in community events.</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
</tbody>
</table>

**Provider Type:** Social service  
**Eligibility:** Individuals with intellectual and developmental disabilities.  
**Impact of COVID-19:** Increased cleaning and sanitization protocols.

<table>
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<tr>
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<tbody>
<tr>
<td><strong>Triangle AIDS Network Healthcare</strong> 1495 N. 7th St. Beaumont, TX 77702 409-832-3377 3737 N. 16th St. Orange, TX 77632 409-9204223 <a href="http://www.tanhealthcare.org/transportation">www.tanhealthcare.org/transportation</a></td>
<td>Transportation available for patients being treated for more serious conditions.</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
</tbody>
</table>

**Provider Type:** Social service  
**Eligibility:** Patients with existing appointments at Beaumont or Orange clinics  
**Impact of COVID-19:** Increased cleaning and sanitization protocols.
### Transportation Support

<table>
<thead>
<tr>
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<th>Operating Data:</th>
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<tbody>
<tr>
<td><strong>Catholic Charities of Southeast Texas</strong></td>
<td>Catholic Charities of Southeast Texas is the charitable branch of the Diocese of Beaumont. Services include disaster response, emergency assistance, humanitarian respite, counseling services, and the summer food program. Provides transportation information.</td>
<td>Not applicable</td>
<td>Not available</td>
</tr>
<tr>
<td>2780 Eastex Freeway, Beaumont, TX 77703</td>
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<td></td>
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<tr>
<td>409-924-4400</td>
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<tr>
<td><a href="http://www.catholiccharitiesbmt.org/index.html">www.catholiccharitiesbmt.org/index.html</a></td>
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<td></td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> General public</td>
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| **Impact of COVID-19:** Increased cleaning and sanitization protocols. |

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</thead>
<tbody>
<tr>
<td><strong>Fresenius Kidney Care Beaumont</strong></td>
<td>Dialysis treatment center. Transportation provided for individuals covered by Medicare. Provides information to assist with travel arrangements.</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
<tr>
<td>2755 Liberty St., Beaumont, TX 77702</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>409-839-8204</td>
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<tr>
<td><a href="http://www.freseniuskidneycare.com/dialysis-centers/texas/100712">www.freseniuskidneycare.com/dialysis-centers/texas/100712</a></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> Eligible/enrolled clients</td>
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</table>

<p>| <strong>Impact of COVID-19:</strong> Increased cleaning and sanitization protocols. |</p>
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<tbody>
<tr>
<td><strong>Resource Information Support and Empowerment (RISE)</strong> 755 S 11th St. Ste 213, Beaumont, TX 77701 409-832-2599 risecil.org/</td>
<td>Provides services such as advocacy, information and referral, peer support, independent living skills training, relocation services with home by choice, youth transition services, to individuals with disabilities to support their right to independent living. Provides transportation information.</td>
<td>No cost</td>
<td>Not available</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> Residents of Jefferson, Orange, or Hardin counties, self-identifying as a person with a disability.</td>
<td><strong>Impact of COVID-19:</strong> Increased cleaning and sanitization protocols.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Texas Health and Human Services Commission</strong> 3105 Executive Blvd., Beaumont, TX 77701 409-730-1098 <a href="http://www.hhs.texas.gov">www.hhs.texas.gov</a></td>
<td>Oversees the operations of the health and human services system. They provide transportation, income assistance counseling, and social services.</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> Eligible/enrolled clients</td>
<td><strong>Impact of COVID-19:</strong> Released information for more resources to assist individuals and families through the pandemic.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Texas Workforce Solutions – Beaumont</strong> 510 Park St. Suite 100, Beaumont, TX 77701 409-600-2979 setworks.org/vocational-rehabilitation-for-adults/</td>
<td>The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> Eligible/enrolled clients</td>
<td><strong>Impact of COVID-19:</strong> The Beaumont Workforce Center transitioned to virtual services on March 18, 2020.</td>
<td></td>
</tr>
<tr>
<td>Provider Information:</td>
<td>Description of Service:</td>
<td>Fare/Cost:</td>
<td>Operating Data:</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------------</td>
<td>------------</td>
<td>----------------</td>
</tr>
<tr>
<td><strong>Texas Workforce Solutions – Hardin</strong> 295 N 4th St., Silsbee, TX 77656 409-719-7417 setworks.org/vocational-rehabilitation-for-adults/</td>
<td>The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> Eligible/enrolled clients</td>
<td><strong>Impact of COVID-19:</strong> The Hardin Workforce Center transitioned to virtual services on March 18, 2020 and recently reopened.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Texas Workforce Solutions – Orange</strong> 2415 N 16th St., Orange, TX 77630 409-882-0302 setworks.org/vocational-rehabilitation-for-adults/</td>
<td>The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> Eligible/enrolled clients</td>
<td><strong>Impact of COVID-19:</strong> The Orange Workforce Center transitioned to virtual services on March 18, 2020.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Texas Workforce Solutions – Port Arthur</strong> 4680 FM 365, Port Arthur, TX 77642 setworks.org/vocational-rehabilitation-for-adults/</td>
<td>The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).</td>
<td>Unknown</td>
<td>Not available</td>
</tr>
<tr>
<td><strong>Provider Type:</strong> Social service</td>
<td><strong>Eligibility:</strong> Eligible/enrolled clients</td>
<td><strong>Impact of COVID-19:</strong> The Port Arthur Workforce Center transitioned to virtual services on March 18, 2020.</td>
<td></td>
</tr>
</tbody>
</table>
# Medicaid Transportation

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
</tr>
</thead>
</table>
| **East Texas Support Services**  
109 W Water St.,  
Jasper, TX 77703  
409-384-9006 | Non-emergency medical transportation provided to indigent and Medicaid patients as defined by the Texas Department of Health. | Unknown | Not available |
| **Provider Type:** Social service  
**Eligibility:** Medicaid patients | **Impact of COVID-19:** Unknown | | |

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Description of Service:</th>
<th>Fare/Cost:</th>
<th>Operating Data:</th>
</tr>
</thead>
</table>
| **New Century Dialysis Center of Jasper**  
2014 S Wheeler St. Suite 300,  
Jasper, TX 75951  
409-384-2711 | Dialysis treatment center. Transportation provided for individuals covered by Medicare. | Unknown | Not available |
| **Provider Type:** Social service  
**Eligibility:** Medicare patients | **Impact of COVID-19:** Unknown | | |
**Taxi and Shuttle Operators**

Additional transportation services are provided by private companies offering taxicab and/or shuttle services. Service from these providers is typically scheduled by the individual rider either in advance or on-demand. Costs for these services are typically on a per-mile basis plus a base rate or a flat rate for the trip. Trip costs and days and hours of operation may vary widely between providers.

Lyft and Uber ride-hailing services are also both available in portions of Southeast Texas. Actual availability varies depending on the number of active drivers within a given area. Both platforms can be accessed via mobile apps.

*Note: Inclusion of any for-profit taxicab or shuttle within this inventory does not constitute an endorsement of the service. Exclusion of any active entity is unintentional and should not reflect negatively on that entity.*

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Areas Served:</th>
<th>Service Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blacc Diamond Transport, 409-600-0540, <a href="http://www.blaccdiamondtransport.com">www.blaccdiamondtransport.com</a></td>
<td>Hardin, Jefferson, and Orange counties; interstate</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
<tr>
<td>Daranda Taxi Service, 409-504-1118</td>
<td>Based in Port Arthur</td>
<td>Open 8 a.m. – 12 a.m., 7 days per week.</td>
</tr>
<tr>
<td>Elite Cab Company, 936-645-1185</td>
<td>Based in Port Arthur</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
<tr>
<td>G &amp; H Taxi Service, 409-985-4400</td>
<td>Based in Port Arthur</td>
<td>Leave voicemail with service request.</td>
</tr>
<tr>
<td>Going the Distance Transportation Service, 409-293-0818 or 866-611-8674</td>
<td>Based in Port Arthur</td>
<td>Open 24 hours per day, 7 days per week. Cash only.</td>
</tr>
<tr>
<td>King Cab Taxi, 409-860-3335 or 318-300-7000, <a href="http://www.kingcabbmt.com">www.kingcabbmt.com</a></td>
<td>Jefferson and Orange counties</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
<tr>
<td>La Uno Taxi and Towing LLC, 409-460-0835, launotaxi.wixsite.com/launotaxi-1</td>
<td>Jefferson County</td>
<td>Temporary hours are from 4:00 a.m. to 9:00 p.m. due to COVID. Only transporting one person at a time.</td>
</tr>
<tr>
<td>M &amp; B Professional Taxi Service, 409-460-9156</td>
<td>Based in Beaumont</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
</tbody>
</table>
## Provider Information:

<table>
<thead>
<tr>
<th>Provider Information:</th>
<th>Areas Served:</th>
<th>Service Notes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid County Taxi, 409-332-0808</td>
<td>Based in Nederland</td>
<td>Open 24 hours per day</td>
</tr>
<tr>
<td>Monica Professional Taxi Service, 409-665-2248</td>
<td>Based in Beaumont</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
<tr>
<td>Moonlight Taxi, 409-291-7248</td>
<td>Based in Beaumont</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
<tr>
<td>Montreal Limousine, 409-332-0751</td>
<td>Based in Orange</td>
<td>Open 8 a.m. – 11 p.m. Monday through Saturday</td>
</tr>
<tr>
<td>Ricardo Taxi Services, 409-433-3152, <a href="http://www.ricardotaxiservices.com">www.ricardotaxiservices.com</a></td>
<td>Greater Port Arthur including Groves, Sabine Pass, and Bridge City</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
<tr>
<td>T &amp; K Taxi Service, 409-466-2122</td>
<td>Based in Beaumont</td>
<td>Open 24 hours per day</td>
</tr>
<tr>
<td>Taxi Port Arthur, 409-280-4272</td>
<td>Based in Port Arthur</td>
<td>Open 24 hours per day. Brokers taxi cab, airport shuttles, rideshare, and courier services. Book up to 60 days in advance. Offers corporate discounts.</td>
</tr>
<tr>
<td>Triangle Taxi, 409-828-2867</td>
<td>Based in Vidor</td>
<td>Open 24 hours per day, 7 days per week.</td>
</tr>
<tr>
<td>Yellow Cab Beaumont, 409-860-3335</td>
<td>Service to all surrounding areas, including Houston and Louisiana</td>
<td>Open 24 hours per day, 7 days per week. Also provides non-emergency medical transportation.</td>
</tr>
</tbody>
</table>
## 2.4 Transportation Resources by County

<table>
<thead>
<tr>
<th>Transportation Providers</th>
<th>Hardin</th>
<th>Jasper</th>
<th>Jefferson</th>
<th>Orange</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amtrak</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Beaumont Municipal Transit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beaumont Seniors 60+ Transportation</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Carte Blanche Concierge, LLC</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>East Texas Support Services</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Fresenius Kidney Care Beaumont</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greyhound</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Keap Transit</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>New Century Dialysis Center of Jasper</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Nutrition and Services for Seniors/Meals on Wheel Jefferson &amp; Hardin Counties</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Orange Community Action Association</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Port Arthur Transit</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>South East Texas Transit (Mid-County Transit)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>South East Texas Transit (Orange County Transportation)</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>South East Texas Transit (Rural Hardin and Jefferson County Transit)</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Spindletop Center</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Sun Travel</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Triangle AIDS Network Healthcare</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other</th>
<th>Hardin</th>
<th>Jasper</th>
<th>Jefferson</th>
<th>Orange</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Charities of Southeast Texas</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Resource Information Support and Empowerment (RISE)</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Texas Health and Human Services Commission</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Texas Workforce Solutions - Beaumont</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Texas Workforce Solutions - Hardin County</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Texas Workforce Solutions - Orange</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Texas Workforce Solutions - Port Arthur</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Chapter 3 | Needs Assessment

3.1 Methodology

This section presents an analysis of current demand specific to public transportation services as well as population forecasts for the South East Texas region; specifically, Hardin, Jasper, Jefferson, and Orange counties.

The demand forecast reflects a multi-prong approach. First, overall population growth trends based chiefly on data and estimates from the federal decennial census as well as the American Community Survey. Second, demographic analysis specific to historically ride-dependent populations including seniors, persons with disabilities, low-income individuals, zero and/or one-vehicle households, job seekers, veterans, and youth. Third, input received directly from persons residing and/or employed within the Plan area as well as community stakeholder organizations. Engagement of community stakeholders is particularly important as these organizations often function as advocates or spokespersons for demographic cohorts who often are unwilling or unable to participate in traditional public engagement activities.

In preparing the Needs Assessment, Moore & Associates, Inc. also considered land-use and development patterns as it pertains to the provision of public transportation service, inventoried the human services organizations throughout the Plan area (details of which are presented in the Transportation Resources Inventory), and compiled an objective assessment of current public transportation offerings via-a-vis actual as well as latent and future demand.
3.2 Demographics

The four counties included within the Plan area reflect significant diversity with respect to persons residing therein as well as their actual and potential transportation behaviors, needs, and priorities. Collectively, these counties comprise an area of more than 3,361 square miles, serving as home to more than 427,000 residents. Jefferson County is the most populous of the four, while Jasper County is the least with slightly more than 35,000 residents. ¹

Exhibit 3.2.1 Population by county

The average population density within the Plan area is 136 persons per square mile. Despite being the smallest county in land area, Orange County has the second largest population and second highest density of the four counties (219.46 persons per square mile). Jefferson has the largest concentration of persons per square mile (226.02).

Exhibit 3.2.2 Population density by county

<table>
<thead>
<tr>
<th>City</th>
<th>Population</th>
<th>Square miles</th>
<th>Density (persons per square mile)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardin</td>
<td>56,765</td>
<td>898</td>
<td>63.21</td>
</tr>
<tr>
<td>Jasper</td>
<td>35,506</td>
<td>970</td>
<td>36.60</td>
</tr>
<tr>
<td>Jefferson</td>
<td>251,565</td>
<td>1,113</td>
<td>226.02</td>
</tr>
<tr>
<td>Orange</td>
<td>83,396</td>
<td>380</td>
<td>219.46</td>
</tr>
<tr>
<td>Service area total</td>
<td>427,232</td>
<td>3,361</td>
<td>127.11</td>
</tr>
</tbody>
</table>

¹ All demographic data drawn from the American Community Survey, 2019 Five-Year Estimates. As of August 2021.
Persons age 65 and older represent a historically ride-dependent population. While many seniors retain both their ability to drive and access to a vehicle past age 65, this demographic cohort includes individuals who have lost the ability to drive, whether due to health or loss of access to a vehicle.

The highest concentrations of seniors reside within Jasper County (19.4 percent). The lowest concentration is in Jefferson County (14.4 percent). The average concentration of seniors within the study area is 16.6 percent. By contrast, Texas at-large has a concentration of seniors of 12.3 percent.

Exhibit 3.2.3 Senior (65+) population by county
Exhibit 3.2.4 Hardin County senior population

Legend
% of Population
65 Years Old and Older

- < 10%
- 10% - 18%
- 18% - 20%
- 20% - 22%
- > 22%

City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.5 Jasper County senior population
Exhibit 3.2.6 Jefferson County senior population

Legend

% of Population
65 Years Old and Older

- < 7%
- 7% - 12%
- 12% - 17%
- 17% - 22%
- > 22%

- Transit Lines
- City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.7 Orange County senior population

Legend
% of Population
65 Years Old and Older

- < 7%
- 7% - 12%
- 12% - 15%
- 15% - 18%
- > 18%

City/County Limits

from Census, American Community Survey 2019
Persons with disabilities often rely on others for their mobility needs. The American Community Survey (ACS) defines disability as including hearing, vision, cognitive, ambulatory, self-care, and independent living challenges. Some persons with disabilities may experience difficulties in multiple categories, and therefore individual transportation needs often vary. Social service organizations sometimes provide transportation services to the individuals they serve.

Orange and Hardin counties have nearly identical concentrations of persons with disabilities (16.5 and 16.2 percent respectively). Jasper County differs slightly with 15.8 percent, while Jefferson County has the lowest concentration at 14.5 percent. The average concentration of persons with disabilities within the Plan area is 15.7 percent.

Exhibit 3.2.8  Disabled population by county
Exhibit 3.2.9  Hardin County disabled population

Legend
% of Population with a Disability

- < 12%
- 12% - 15%
- 15% - 17%
- 17% - 20%
- > 20%

City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.10 Jasper County disabled population

Legend
% of Population with a Disability
- < 14%
- 14% - 18%
- 18% - 20%
- 20% - 23%
- > 23%

City/County Limits
from Census, American Community Survey 2019
Exhibit 3.2.11 Jefferson County disabled population

Legend

% of Population with a Disability

- < 7%
- 7% - 11%
- 11% - 15%
- 15% - 20%
- > 20%

Transit Lines
Transit Route Name
City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.12  Orange County disabled population
Household income can also be an indicator of ride-dependence, especially if available income results in the lack of access to a vehicle. On average, approximately 20 percent of persons within the Plan area live below 125 percent of the poverty thresholds as identified by the federal census. In 2019, the federal poverty threshold for a four-person household was approximately $26,170, and 125 percent of that threshold would be $32,713.

The percentage of persons with an income at 125 percent of the poverty threshold represents individuals living above the poverty line, they are still generally considered to be low-income.\(^2\)

Jasper County has the highest population of persons living at 125 percent of the poverty threshold (24.7 percent), followed by Jefferson County (22.9 percent). Hardin County has the lowest (15.5 percent).

"Mean income" is a measure of the average household income for all households within a given county. Hardin County has the highest average household income, followed closely by Orange County. Jasper County has the lowest average household income.

\(^2\) Note: data regarding households living at 100 percent of the poverty threshold was not available.
Exhibit 3.2.15 Hardin County population living in poverty
Exhibit 3.2.16 Jasper County population living in poverty
Exhibit 3.2.17 Jefferson County population living in poverty

Legend
% of Population Living in Poverty
- < 8%
- 8% - 14%
- 14% - 22%
- 22% - 33%
- > 33%

Transit Lines
Transit Route Name
City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.18  Orange County population living in poverty

Legend
% of Population Living in Poverty

- < 1.6%
- 1.6% - 10%
- 10% - 17%
- 17% - 22%
- > 22%

City/County Limits
from Census, American Community Survey 2019
Like seniors, youth also represent one of the demographic cohorts that is historically ride-dependent. While many youth may have access to a vehicle after obtaining a driver license, an increasing number of youth postpone learning to drive to age 18 or beyond. School-provided transportation is a means of travel for many within this demographic group.

The percentage of youth within each county is very similar ranging from 24.8 percent in Orange County to 24.0 percent in Jefferson County. The average concentration of youth within the Plan area is 24.4 percent. The Plan area has a lower concentration of youth compared to Texas at-large (26.0 percent).

Exhibit 3.2.19 Youth population by county
Exhibit 3.2.20  Hardin County youth population

Legend

% of Population Under 18 Years Old

- < 22%
- 22% - 24%
- 24% - 26%
- 26% - 28%
- > 28%

City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.21  Jasper County youth population
Exhibit 3.2.22 Jefferson County youth population
Exhibit 3.2.23  Orange County youth population

Legend
% of Population
Under 18 Years Old
< 11%
11% - 20%
20% - 25%
25% - 30%
> 30%
City/County Limits
from Census, American Community Survey 2019
Access to a personal vehicle can be a significant indicator of ride-dependency. Households with zero vehicles are the most impacted. Further, depending on the number of household residents of driving age and the condition of the vehicle, households with a single vehicle may also have one or more individuals who are ride-dependent.

Orange County has the highest percentage of zero-vehicle households (7.5 percent), as well as the lowest percentage of single-vehicle households (26.7 percent). Jasper County has the highest percentage of single-vehicle households (36.6 percent).

Exhibit 3.2.24 Zero- and single-vehicle households by county
Exhibit 3.2.25  Hardin County zero-vehicle households

Legend

% of Households with Zero Vehicles Available

- < 1.5%
- 1.5% - 2.5%
- 2.5% - 4.0%
- 4.0% - 6.0%
- > 6%

City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.26  Hardin County single-vehicle households

Legend
% of Households with One Vehicle Available

- < 20%
- 20% - 25%
- 25% - 30%
- 30% - 40%
- > 40%

City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.27 Jasper County zero-vehicle households
Exhibit 3.2.28  Jasper County single-vehicle households
Exhibit 3.2.29 Jefferson County zero-vehicle households

Legend
% of Households with Zero Vehicles Available
- < 4%
- 4% - 10%
- 10% - 15%
- 15% - 20%
- > 20%

Transit Lines
Rt X
Transit Route Name
City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.30 Jefferson County single-vehicle households

Legend

% of Households with One Vehicle Available

- < 25%
- 25% - 31%
- 31% - 40%
- 40% - 43%
- > 43%

- Transit Lines
- Rt X Transit Route Name
- City/County Limits

from Census, American Community Survey 2019
Exhibit 3.2.31 Orange County zero-vehicle households

Legend
% of Household with Zero Vehicles Available
- < 1.5%
- 1.5% - 2.5%
- 2.5% - 4.0%
- 4.0% - 6.0%
- > 6%

City/County Limits
from Census, American Community Survey 2019
Exhibit 3.2.32  Orange County single-vehicle households
Jefferson County has the highest concentration of individuals identifying as Hispanic or Latino (22.1 percent), followed by Orange County (7.7 percent). Jasper and Hardin county’s percentages of Hispanic/Latino residents are only slightly below that of Orange County (6.7 percent and 5.7 percent, respectively).

The incidence of households identified as limited English-proficient (LEP) varies throughout the Plan area. The highest percentage of LEP households is in Jefferson County (5.1 percent). The majority of LEP households speak Spanish. Jasper and Orange counties have identical percentages of LEP households (0.8 percent). Hardin County reported only 0.1 percent of LEP households.

While ethnicity and LEP status have less impact on an individual’s overall mobility, they are important considerations when evaluating access to information or considering marketing and outreach activities.
Veterans represent a special population that overlays all other demographic groups. However, veterans may have distinct needs, particularly related to healthcare, so the identification of the veteran population within each county is essential.

Jefferson County has the highest veteran population, though veterans actually represent a lower percentage of the overall county population (5.4 percent) than in Hardin and Jasper counties (6.2 percent and 5.8 percent, respectively). Orange County also has a veteran population 5.4 percent of the total county population.

The veteran population has been decreasing significantly over the past twenty years. Hardin County saw the smallest change at 21 percent, while Orange County saw the greatest at 40.9 percent. By contrast, the population of all four counties grew during that same time period, though at a much more modest rate of change. Hardin County exhibited the greatest growth (7.8 percent) while Jasper County exhibited the least (0.9 percent). Consequently, decreasing veteran populations are not the result of declining overall populations within each county.

<table>
<thead>
<tr>
<th>County</th>
<th>2010</th>
<th>2015</th>
<th>2020</th>
<th>Change 2010-2020</th>
<th>% change 2010-2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardin</td>
<td>4,531</td>
<td>4,219</td>
<td>3,581</td>
<td>-950</td>
<td>-21.0%</td>
</tr>
<tr>
<td>Jasper</td>
<td>3,427</td>
<td>2,583</td>
<td>2,069</td>
<td>-1,358</td>
<td>-39.6%</td>
</tr>
<tr>
<td>Jefferson</td>
<td>18,373</td>
<td>16,304</td>
<td>13,714</td>
<td>-4,659</td>
<td>-25.4%</td>
</tr>
<tr>
<td>Orange</td>
<td>7,640</td>
<td>6,245</td>
<td>4,519</td>
<td>-3,121</td>
<td>-40.9%</td>
</tr>
</tbody>
</table>
### 3.3 Commute Patterns

Overall employment among members of the civilian labor force (age 16 and up) in each county was relatively high in 2020. Jasper County had the lowest percentage of its labor force employed, while Hardin and Orange counties had the highest. However, the data do not indicate what portion of those reporting they are employed are part-time, under-employed, or making less than a living wage. (For information related to income, refer to Exhibits 3.2.13 and 3.2.14.)

![Exhibit 3.3.1 Employed members of the civilian labor force (age 16 and up) by county](image)

The four counties within the Plan area have similar concentrations of work-age adults utilizing public transit. All four counties have a use factor of less than one percent for work-age adults reporting use of public transit as a means of commuting to/from work.

<table>
<thead>
<tr>
<th>County</th>
<th>Total Workers</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardin</td>
<td>23,842</td>
<td>0.2%</td>
</tr>
<tr>
<td>Jasper</td>
<td>13,241</td>
<td>0.1%</td>
</tr>
<tr>
<td>Jefferson</td>
<td>104,429</td>
<td>0.6%</td>
</tr>
<tr>
<td>Orange</td>
<td>37,012</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

Longitudinal Employer-Household Dynamics (LEHD) data provided by the federal census provides additional information about commute patterns within each county. ³ Two types of information are provided for each county. The first, inflow-outflow analysis, compares the number of workers who both live and work within the county with those who only live or work within the county (and therefore commute to or from another county). The second, work destination analysis, looks at home locations for workers within the designated county. It shows where each county draws its workers from. The data used in the following exhibits is from 2019, the most current available.

Exhibit 3.3.3 Hardin County inflow-outflow analysis

Exhibit 3.3.4 Hardin County work destination analysis


<table>
<thead>
<tr>
<th>Jobs Counts by Counties Where Workers Live - All Jobs</th>
<th>Count</th>
<th>Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Counties</td>
<td>12,438</td>
<td>100.0%</td>
</tr>
<tr>
<td>Hardin County, TX</td>
<td>5,126</td>
<td>41.2%</td>
</tr>
<tr>
<td>Jefferson County, TX</td>
<td>2,134</td>
<td>17.2%</td>
</tr>
<tr>
<td>Orange County, TX</td>
<td>789</td>
<td>6.3%</td>
</tr>
<tr>
<td>Harris County, TX</td>
<td>646</td>
<td>5.2%</td>
</tr>
<tr>
<td>Jasper County, TX</td>
<td>620</td>
<td>5.0%</td>
</tr>
<tr>
<td>Tyler County, TX</td>
<td>428</td>
<td>3.4%</td>
</tr>
<tr>
<td>Montgomery County, TX</td>
<td>219</td>
<td>1.8%</td>
</tr>
<tr>
<td>Liberty County, TX</td>
<td>214</td>
<td>1.7%</td>
</tr>
<tr>
<td>Newton County, TX</td>
<td>165</td>
<td>1.4%</td>
</tr>
<tr>
<td>Brazoria County, TX</td>
<td>111</td>
<td>0.9%</td>
</tr>
<tr>
<td>All Other Locations</td>
<td>1,996</td>
<td>16.0%</td>
</tr>
</tbody>
</table>
Exhibit 3.3.5 Jasper County inflow-outflow analysis


<table>
<thead>
<tr>
<th>Inflow/Outflow Job Counts (All Jobs) 2019</th>
<th>Count</th>
<th>Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed in the Selection Area</td>
<td>8,877</td>
<td>100.0%</td>
</tr>
<tr>
<td>Employed in the Selection Area but Living Outside</td>
<td>4,800</td>
<td>54.1%</td>
</tr>
<tr>
<td>Employed and Living in the Selection Area</td>
<td>4,077</td>
<td>45.9%</td>
</tr>
<tr>
<td>Living in the Selection Area</td>
<td>12,252</td>
<td>100.0%</td>
</tr>
<tr>
<td>Living in the Selection Area but Employed Outside</td>
<td>8,175</td>
<td>66.7%</td>
</tr>
<tr>
<td>Living and Employed in the Selection Area</td>
<td>4,077</td>
<td>33.3%</td>
</tr>
</tbody>
</table>

Inflow/Outflow Job Counts in 2019:
- 4,800 - Employed in Selection Area, Live Outside
- 8,175 - Live in Selection Area, Employed Outside
- 4,077 - Employed and Live in Selection Area
Exhibit 3.3.6 Jasper County work destination analysis

[Map of Jasper County with job counts]


<table>
<thead>
<tr>
<th>Jobs Counts by Counties Where Workers Live - All Jobs</th>
<th>2019</th>
<th>Count</th>
<th>Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Counties</td>
<td>8,677</td>
<td>100.0%</td>
<td></td>
</tr>
<tr>
<td>Jasper County, TX</td>
<td>4,077</td>
<td>45.9%</td>
<td></td>
</tr>
<tr>
<td>Newton County, TX</td>
<td>769</td>
<td>8.7%</td>
<td></td>
</tr>
<tr>
<td>Hardin County, TX</td>
<td>576</td>
<td>6.6%</td>
<td></td>
</tr>
<tr>
<td>Jefferson County, TX</td>
<td>473</td>
<td>5.3%</td>
<td></td>
</tr>
<tr>
<td>Orange County, TX</td>
<td>444</td>
<td>5.0%</td>
<td></td>
</tr>
<tr>
<td>Tyler County, TX</td>
<td>338</td>
<td>3.8%</td>
<td></td>
</tr>
<tr>
<td>Harris County, TX</td>
<td>295</td>
<td>3.3%</td>
<td></td>
</tr>
<tr>
<td>Angelina County, TX</td>
<td>177</td>
<td>2.0%</td>
<td></td>
</tr>
<tr>
<td>Sabine County, TX</td>
<td>163</td>
<td>1.8%</td>
<td></td>
</tr>
<tr>
<td>Nacogdoches County, TX</td>
<td>112</td>
<td>1.3%</td>
<td></td>
</tr>
<tr>
<td>All Other Locations</td>
<td>1,453</td>
<td>16.4%</td>
<td></td>
</tr>
</tbody>
</table>

Job Counts by Home Counties in 2019 All Workers

Note: Jobs in All Other Locations (1,413) are not shown in chart.
Exhibit 3.3.7 Jefferson County inflow-outflow analysis


<table>
<thead>
<tr>
<th>Inflow/Outflow Job Counts (All Jobs)</th>
<th>2019</th>
<th>Count</th>
<th>Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed in the Selection Area</td>
<td></td>
<td>116,580</td>
<td>100.0%</td>
</tr>
<tr>
<td>Employed in the Selection Area but Living Outside</td>
<td></td>
<td>57,110</td>
<td>49.0%</td>
</tr>
<tr>
<td>Employed and Living in the Selection Area</td>
<td></td>
<td>59,470</td>
<td>51.0%</td>
</tr>
<tr>
<td>Living in the Selection Area</td>
<td></td>
<td>101,430</td>
<td>100.0%</td>
</tr>
<tr>
<td>Living in the Selection Area but Employed Outside</td>
<td></td>
<td>41,960</td>
<td>41.4%</td>
</tr>
<tr>
<td>Living and Employed in the Selection Area</td>
<td></td>
<td>59,470</td>
<td>58.6%</td>
</tr>
</tbody>
</table>
Exhibit 3.3.8 Jefferson County work destination analysis

Exhibit 3.3.9 Orange County inflow-outflow analysis

Exhibit 3.3.10 Orange County work destination analysis

3.4 Land-Use Profile

Regional trip generators
A trip generator can be any business, service, or organization which attracts people to its physical location. Many trip generators are local, such as elementary schools, medical offices, grocery stores, etc. Regional trip generators tend to attract customers, clients, students, and employees from a broader area. These may include large employers, key healthcare or educational facilities, social and human service organizations, and entities offering services to a defined group (such as veterans). Given the broader “attraction basin,” the absence of reliable, affordable transportation options can often present a significant barrier.

Employers
The largest employers within the four-county area are chiefly within three sectors: government, education, and healthcare. Beyond these industries, other significant employers include Walmart and H-E-B Grocery. Many of the larger employers identified within the study area are located in Jefferson and Orange counties.

Exhibit 3.4.1 Top Employers: Hardin County

<table>
<thead>
<tr>
<th>Employer</th>
<th>Workforce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walmart</td>
<td>500-1,000</td>
</tr>
<tr>
<td>Brookshire Brothers</td>
<td>100-499</td>
</tr>
<tr>
<td>Dragon Products</td>
<td>143</td>
</tr>
<tr>
<td>Paschal Welding &amp; Construction</td>
<td>100-499</td>
</tr>
<tr>
<td>Streamline Production Systems</td>
<td>100-499</td>
</tr>
</tbody>
</table>

Exhibit 3.4.2 Top Employers: Jasper County

<table>
<thead>
<tr>
<th>Employer</th>
<th>Workforce</th>
</tr>
</thead>
<tbody>
<tr>
<td>WestRock Paper Mill</td>
<td>700</td>
</tr>
<tr>
<td>Sun Coast Resources</td>
<td>Unknown</td>
</tr>
<tr>
<td>H-E-B</td>
<td>Unknown</td>
</tr>
<tr>
<td>Cable One</td>
<td>Unknown</td>
</tr>
</tbody>
</table>

Exhibit 3.4.3 Top Employers: Jefferson County

<table>
<thead>
<tr>
<th>Employer</th>
<th>Workforce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exxon Mobile (including contractors)</td>
<td>5,000</td>
</tr>
<tr>
<td>Beaumont Independent School District</td>
<td>2,918</td>
</tr>
<tr>
<td>Christus Southeast Texas Health System</td>
<td>2,500</td>
</tr>
<tr>
<td>Baptist Hospital of SETX</td>
<td>1,620</td>
</tr>
<tr>
<td>City of Beaumont</td>
<td>1,200</td>
</tr>
<tr>
<td>Lamar University</td>
<td>836</td>
</tr>
</tbody>
</table>
Higher education facilities
Prior to the COVID-19 pandemic, institutions of higher learning tended to offer services from a single location. This practice resulted in trip travel from many origin points to a single “hub” destination. Among the impacts which the pandemic has had on travel behavior is decentralization of educational services, including home schooling, remote learning, and increased presence of satellite campuses. This has resulted in the reduction in number of total trips made as well as diversification in the number of trip destinations (e.g., satellite campuses).

<table>
<thead>
<tr>
<th>Facility name</th>
<th>Campus location(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lamar Institute of Technology</td>
<td>Beaumont</td>
</tr>
<tr>
<td>Lamar State College</td>
<td>Orange, Port Arthur</td>
</tr>
<tr>
<td>Lamar University</td>
<td>Beaumont</td>
</tr>
<tr>
<td>Texas Healthtech Institute</td>
<td>Beaumont</td>
</tr>
<tr>
<td>Grace School of Theology</td>
<td>Beaumont</td>
</tr>
</tbody>
</table>

Major healthcare facilities
Healthcare facilities, including local and regional hospitals and medical centers, are common destinations for those persons who often rely on public transportation, especially seniors and persons with disabilities. The majority of the hospitals and medical centers within the Plan area are located within communities served by some form public transportation. Access to these locations from outlying communities, however, may continue to be problematic given the many portions of the study area lack public transportation services. For example, at the time of the 2022 Coordinated Plan’s preparation, there was no public transportation service operating within Jasper County.
Exhibit 3.4.6 South East Texas hospitals/healthcare facilities

<table>
<thead>
<tr>
<th>Facility name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altus Lumberton Hospital</td>
<td>Lumberton</td>
</tr>
<tr>
<td>Baptist Hospitals of Southeast Texas</td>
<td>Beaumont</td>
</tr>
<tr>
<td>Baptist Orange Hospital</td>
<td>Orange County</td>
</tr>
<tr>
<td>Children’s Clinic of Jasper</td>
<td>Jasper</td>
</tr>
<tr>
<td>CHRISTUS Southeast Texas—Jasper Memorial Hospital</td>
<td>Jasper</td>
</tr>
<tr>
<td>CHRISTUS Southeast Texas – St. Elizabeth, Nederland</td>
<td>Nederland</td>
</tr>
<tr>
<td>Jasper Newton County Health Department</td>
<td>Buna</td>
</tr>
<tr>
<td>Medical Center of Southeast Texas</td>
<td>Nederland</td>
</tr>
<tr>
<td>Memorial Hermann Baptist Beaumont Hospital</td>
<td>Beaumont</td>
</tr>
<tr>
<td>Rayburn Healthcare and Rehabilitation</td>
<td>Jasper</td>
</tr>
<tr>
<td>University of Texas Medical Center</td>
<td>Orange County</td>
</tr>
<tr>
<td>Victory Medical Center</td>
<td>Beaumont</td>
</tr>
</tbody>
</table>

Veterans facilities
Like major healthcare facilities, facilities serving veterans tend to be regional in nature. While most locations are within areas served by public transit, the same challenges obtaining transportation from many of the outlying communities are likely to apply to veterans as well.

The Beaumont VA Outpatient Clinic provides a volunteer driven transportation limited to ambulatory riders only, via the Volunteer Transportation Network (VTN) program. The VTN program is designed to provide transportation services to Veterans who have no other means of transportation seeking benefits at the Michael E. DeBakey VA Medical Center (MEDVAMC) and Veterans Benefits Administration (VBA) offices.

Exhibit 3.4.7 South East Texas veterans’ facilities

<table>
<thead>
<tr>
<th>Facility name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardin County Veterans Services</td>
<td>Kountze</td>
</tr>
<tr>
<td>Jefferson County Veterans Services</td>
<td>Beaumont</td>
</tr>
<tr>
<td>Jefferson County Veterans Services</td>
<td>Port Arthur</td>
</tr>
<tr>
<td>Orange County Veterans Services</td>
<td>Orange</td>
</tr>
<tr>
<td>US Department of Veterans Affairs</td>
<td>Beaumont</td>
</tr>
<tr>
<td>VA outpatient clinic</td>
<td>Beaumont</td>
</tr>
</tbody>
</table>

Human and social services locations
Human and social service organizations provide supportive services for individuals who are often low-income or unemployed; seniors; individuals who may possess any of a wide variety of physical and/or mental challenges; and others who need such services. Among the services typically offered are job placement, training, food assistance, adult day care, and behavioral health/counseling.
3.5 Community Engagement Activities

Community Engagement - Survey

One of the more important public engagement activities undertaken in support of the Regional Public Transportation Coordination Plan of the South East Texas Regional Planning Commission was the community survey.

The survey had several objectives including 1) assess awareness as well as recent use of public transit, 2) identify potential motivators as well as barriers (perceived as well as actual) regarding current and future use of public transit, 3) collect basic demographic data specific to survey participants, 4) codify recent travel behavior and mobility needs, and 5) identify opportunities for potential public transit service enhancements.

Survey fielding occurred from early September through mid-October 2021. Data collection was done online as well as at the eight community pop-up events held throughout the Plan area. The survey was available in Spanish as well as English.

The online survey was promoted via social media messaging, a direct mailer (four-color postcard) to approximately 23,000 randomly selected households throughout the four-county Plan area (Hardin, Jasper, Jefferson, and Orange counties), and via the bilingual webpage. Key stakeholders (such as Workforce Solutions) also assisted by promoting or distributing the survey to their clients. At the conclusion of the agreed upon survey fielding period nearly 100 valid responses were received.

Initiation of the Regional Public Transportation Coordination Plan occurred during a period when the effects of the COVID-19 pandemic was still being felt in many of the communities of south east Texas. As such, Moore & Associates, Inc. believes the number of individuals who might otherwise had participated in the project’s various public engagement activities was reduced.

Based on the survey data, the following “profile” of the survey participant was compiled:

- “Typical” mode of travel: drive alone (73 percent).
- Access to personal vehicle: all the time (78 percent).
- Familiar with public transit (32 percent).
- Has not ridden public transit within the prior 12 months (93 percent).
- Employed full-time (32 percent) or is retired (28 percent).
- Absence or insufficient public transportation service is a barrier: for work (19 percent), for access to healthcare (22 percent), for school/training (13 percent), and for shopping/personal errands (22 percent).
- Typically travels within home county (44 percent), within home county as well as neighboring counties (47 percent).
- Preferred method of receiving information about public transit services: Transit provider website (20 percent), telephone (12 percent).
• Greatest motivator for potential future use of public transit: *Later evening service* (28 percent), *service linking Beaumont to Port Arthur* (27 percent), *more frequent service* (23 percent), and *improved access to transit service information* (23 percent).
• Speaks Spanish at home (5 percent).
• Annual household income under $50,000 (47 percent).

**Q1. In which county do you currently live?**

![Exhibit 3.5.1 County of residence](image)

In contrast to the relative share of survey responses received, based on the American Community Survey (2019), the population share of each county was: Hardin (13.4 percent), Jasper (8.3 percent), Jefferson (58.7 percent), and Orange (19.5 percent). In other words, Orange was “over-sampled” while the other three counties were “under-sampled.”

**Q2. Do you mostly (primarily) travel....**

![Exhibit 3.5.2 Primary travel location](image)

The community survey, as well as other public engagement activities undertaken in support of the Coordinated Plan’s update, revealed the need for frequent inter-county travel in order to access healthcare/medical services, various government and/or social services, and employment. As noted within the narrative for Question 1, the population of each of the four counties varies considerably. Many persons residing in the less-populated areas frequently need to travel to higher population centers (e.g., Beaumont and Port Arthur) in order to access day-to-day services and employment.
Question 3. Please select the method of transportation you typically use for the stipulated purpose or destination

One of the core objectives of the community survey was to identify and codify current travel behavior within the survey population. Given 78 percent of all survey respondents indicated having access to a personal vehicle “all the time,” the findings are not surprising:

- **Work**: Nearly 80 percent *drive alone* while an additional 19 percent *drive or ride with others*. No survey participant selected public transportation as a means of traveling to/from work/employment.

![Exhibit 3.5.3 Primary mode of travel – work](image)

- **Medical/healthcare**: When queried as to their typical means of travel to healthcare-related services, 68 percent cited *drive alone*, while an additional 29 percent stated *drive or ride with others*. Approximately 2.5 percent selected *ride the bus* which, based on some of the other survey data, includes use of paratransit/dial-a-ride.

![Exhibit 3.5.4 Primary mode of travel – medical/healthcare](image)
• **School/training**: This trip purpose garnered the second highest percent of trips made by bus, which suggests some school pupil transportation activity. Here again, the lion’s share of the surveyed trips was completed via *drive alone* (79 percent) or *drive/ride with others* (19 percent).

![Exhibit 3.5.5 Primary mode of travel – school/training](diagram)

• **Shopping/personal**: More respondents selected *Taxi/Uber/Lyft* for shopping-related trips than for any of the three other trip purposes/destinations. While still significant (58 percent), this trip purpose had the fewest number of *drive alone* responses.

![Exhibit 3.5.6 Primary mode of travel – shopping/personal](diagram)

With respect to work destinations, survey respondents identified Beaumont, Orange, Port Arthur, and Silsbee as frequency destinations (regardless of travel mode). Beaumont was far and away the most commonly identified trip destination for medical/healthcare regardless of “trip origin” county.

With respect to school/training travel, Beaumont was again identified as the most common destination, although not by the same margin noted in the other three trip purposes.

Finally, Beaumont and Orange were identified as the most common shopping-related destinations, regardless of “trip origin” county. With respect to a site-specific destination, HEB (local grocery store) was identified, although neither a specific county or city was identified.
Q4. Please tell us about the ease or difficulty you face in making each of the four primary trip types.

**Exhibit 3.5.7 Difficulty in accessing transportation – work**

- Always able to get there: 69.6%
- Usually able to get there: 11.6%
- Can get there but takes a long time: 4.3%
- Sometimes difficult due to lack of transportation: 5.8%
- Often difficult due to lack of transportation: 8.7%

**Exhibit 3.5.8 Difficulty in accessing transportation – medical/healthcare**

- Always able to get there: 61.2%
- Usually able to get there: 16.5%
- Can get there but takes a long time: 5.9%
- Sometimes difficult due to lack of transportation: 11.8%
- Often difficult due to lack of transportation: 4.7%

**Exhibit 3.5.9 Difficulty in accessing transportation – school/training**

- Always able to get there: 71.4%
- Usually able to get there: 15.9%
- Sometimes difficult due to lack of transportation: 6.3%
- Often difficult due to lack of transportation: 6.3%
5. How familiar are you with public transportation in the county in which you live?

The first step in successful marketing of public transportation is establishing awareness. Potential riders not only need to be aware that a service or program exists, they also need to possess a certain level of overall familiarity (e.g., where a given route travels, how often the bus operates, etc.).

During public outreach activities, those administering the survey were struck by the perceived general absence of public transit service information throughout the Plan communities. This lack of ready access to tangible transit service information was revealed in both the community stakeholder survey and during the community pop-up events.

Successful public transportation organizations (defined as those with continued growth in ridership as well as fare revenue), typically allocate three percent of total annual operating budget to “marketing.” Here “marketing” reflects an “umbrella” term, inclusive of advertising, promotion, public communications, graphic design, etc.
Nearly two-thirds of the survey respondents indicated little or no familiarity specific with the region’s public transportation services. Only 13 percent cited very familiar.

While some value (ROI) would potentially be realized from a “broad brush” public awareness campaign, in Moore & Associates, Inc.’s experience the greatest success is realized through the design and implementation of targeted marketing activities. Within the four counties which comprise the Plan area, this would include Spanish-language and culturally appropriate advertising as well as service materials. Another recommended tactic is mailers targeting residents of multi-family housing, single-vehicle households, and persons residing within a half-mile of established transit alignments.

Again, successful marketing (defined as quantifiable ROI) includes clearly defined goals, a strategic campaign, and post-campaign (impact) assessment.

**Question 6. Have you used public transportation within the 12 months?**

Exhibit 3.5.12 Public transit usage

<table>
<thead>
<tr>
<th>Yes</th>
<th>7.0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>93.0%</td>
</tr>
</tbody>
</table>

n = 86

**Question 7. If you have ridden public transportation in the last 12 months, which service(s) did you use?**

Exhibit 3.5.13 Public transit usage – service used

<table>
<thead>
<tr>
<th>Operator</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaumont Municipal Transit</td>
<td>1</td>
</tr>
<tr>
<td>Port Arthur Transit</td>
<td>1</td>
</tr>
<tr>
<td>South East Texas Transit</td>
<td>4</td>
</tr>
</tbody>
</table>
A listing of possible information sources was provided, and respondents were allowed to select “all that apply.” As such the response totals exceed 100 percent. The focus here is on those survey participants who indicated some use of public transportation/transit within the 12 months prior to the survey contact. Many public transportation providers have attempted to transition their service information distribution to chiefly electronic channels such as websites, often as a cost-reduction tactic. While Moore & Associates, Inc. appreciates the importance of creating and maintaining a strong online presence, it believes these new virtual channels should be employed in addition to – not instead of – more traditional marketing tactics. This opinion was borne out by the survey results.

When asked how they typically obtain information about public transportation, 20 percent of respondents cited transit provider website. The next highest response was telephone (12 percent). No other response option had more than single-digit tallies.

While electronic devices such as smart phones, tablets, etc. continue to expand both in terms of overall availability as well device/service affordability, day-to-day usage still skews both “younger” and “affluent.” As such, a chief reliance on non-tangible information services threatens to marginalize two important (historic) customer demographic cohorts: seniors and low-income individuals who often express a preference for traditional information sources/channels such as printed schedules/brochures. Further, public transportation market research suggests many potential customers prefer to utilize “printed materials” as part of their (early) decision-making process. Printed materials (often carried along during early service usage) convey a level of “security” or “comfort” for many new or beginning riders.

Exhibit 3.5.14  Public transit information sources

<table>
<thead>
<tr>
<th>Information Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed schedules/brochures</td>
<td>10.4%</td>
</tr>
<tr>
<td>Transit provider website</td>
<td>19.8%</td>
</tr>
<tr>
<td>Other website (specify)</td>
<td>5.2%</td>
</tr>
<tr>
<td>Telephone</td>
<td>11.5%</td>
</tr>
<tr>
<td>From friends or family</td>
<td>7.3%</td>
</tr>
<tr>
<td>From the bus driver</td>
<td>1.0%</td>
</tr>
<tr>
<td>At the bus stop</td>
<td>1.0%</td>
</tr>
<tr>
<td>I have not looked for/used information about public transportation.</td>
<td>49.0%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

n = 96
Lastly, while *information at bus stop* garnered less than ten percent, Moore & Associates, Inc. continues to be a strong advocate for providing easy-to-understand service information at bus stops. At a minimum this should include a route identifier, basic schedule information (i.e., a bus serves this stop every X minutes, at Y minutes past the hour), and a phone number and/or URL which the prospective customer can use to gain additional service information.

**Question 9. What type of public transportation improvements would you prefer to be made/introduced? (select up to three)**

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better schedule coordination</td>
<td>14.6%</td>
</tr>
<tr>
<td>Service between Beaumont and Port Arthur</td>
<td>27.1%</td>
</tr>
<tr>
<td>More frequent service</td>
<td>22.9%</td>
</tr>
<tr>
<td>Improved access to service information</td>
<td>22.9%</td>
</tr>
<tr>
<td>Online ticket sales</td>
<td>8.3%</td>
</tr>
<tr>
<td>More staffing at Amtrak station</td>
<td>8.3%</td>
</tr>
<tr>
<td>Later evening service</td>
<td>28.1%</td>
</tr>
<tr>
<td>Nothing</td>
<td>20.8%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>18.8%</td>
</tr>
</tbody>
</table>

Survey participants were permitted to select up to three options. Therefore, the response totals exceed 100 percent.

First off, nearly 20 said there was *nothing* which public transportation providers within the four-county Plan area could do to attract their patronage. That’s not particularly surprising given the very high percentage (78 percent) of survey participants indicating “all the time” access to a personal vehicle.

The public’s desire for *more bus service* is unlikely to be news to South East Texas Regional Planning Commission policy-makers and staff. This desire was clearly documented in prior Regional Public Transportation Coordination Plans; and now again via all of the public engagement activities undertaken in support of the 2021 Regional Public Transportation Coordinated Plan (i.e., community stakeholder survey, community survey, and community pop-up events). To provide some specificity to this desire or need, the various data indicates “later evening service” and “a link (i.e., scheduled service) between Beaumont and Port Arthur” followed by “increased service frequency” and “improved access to service information.”
While addressing the desired improvements may be a daunting task, the SETRPC and transit operators may wish to approach the requested service improvements on an incremental basis; either focusing on one route at a time (logically, the highest ridership route(s)) and/or one community or county at a time. In any event, in order to retain the historic (transit) ridership base as well as overall community support (in other words, inclusive of tax-paying non-riders), evidence of tangible progress is needed.

Among the other preferred improvements are “better schedule coordination,” “online ticket sales,” and “more staffing at the Amtrak station.”

10. Do you typically use a wheelchair or other mobility device (such as a motorized scooter, walker, etc.)?

According to the American Community Survey (2019), the average concentration of persons identifying as “disabled” within the four-county Plan area was 15.7 percent.
11. What is your gender?

Exhibit 3.5.17 Respondent gender

- Male: 37.5%
- Female: 49.0%
- Decline to state: 13.5%

n = 96

12. What category includes your age?

Exhibit 3.5.18 Respondent age

- Under 18 years: 1.0%
- 18-24 years: 3.1%
- 25-44 years: 22.9%
- 45-64 years: 34.4%
- 65 years or older: 26.0%
- Decline to state: 12.5%

n = 96
13. Please describe your current employment status.

Exhibit 3.5.19 Respondent employment status

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed part-time (seasonally) (not a student)</td>
<td>4.2%</td>
</tr>
<tr>
<td>Employed part-time (year-round) (not a student)</td>
<td>2.1%</td>
</tr>
<tr>
<td>Employed full-time (not a student)</td>
<td>32.3%</td>
</tr>
<tr>
<td>High school or middle school student</td>
<td>1.0%</td>
</tr>
<tr>
<td>Higher education student (not employed)</td>
<td>4.2%</td>
</tr>
<tr>
<td>Higher education student (employed)</td>
<td>1.0%</td>
</tr>
<tr>
<td>Not employed and not a student</td>
<td>14.6%</td>
</tr>
<tr>
<td>Retired</td>
<td>28.1%</td>
</tr>
<tr>
<td>Decline to state</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

14. Which language(s) do you speak at home? (check all that apply)

Exhibit 3.5.20 Respondent home language

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>88.5%</td>
</tr>
<tr>
<td>Spanish</td>
<td>5.2%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

Other: Russian
15. How comfortable are you speaking English?

Exhibit 3.5.21 Respondent English proficiency

According to the American Community Survey (2019), the greatest concentration of limited-English proficiency individuals residing within the four-county Plan area was in Jefferson County (5.1 percent).

16. What is your annual household income?

Exhibit 3.5.22 Respondent household income

According to the American Community Survey (2019), the average annual household income for each of the four counties within the Plan area was $80,698 in Hardin, $64,222 in Jasper, $73,960 in Jefferson, and $77,645 in Orange.
17. Of the following categories, how many people live in your household (including yourself)?

Exhibit 3.5.23 Children (age 10 and under) in the household

- 0: 51.9%  
- 1: 37.0%  
- 2: 3.7%  
- 3: 7.4%  
\( n = 27 \)

Exhibit 3.5.24 Youth (age 10-18) in the household

- 0: 48.3%  
- 1: 31.0%  
- 2: 20.7%  
\( n = 29 \)
Exhibit 3.5.25  Adults (age 19-64) in the household

Exhibit 3.5.26  Seniors (age 65 and older) in the household
18. Do you have a disability that impacts your personal mobility?

Exhibit 3.5.27 Presence of a disability

19. Do you have access to a personal vehicle?

Exhibit 3.5.28 Access to a personal vehicle

As shown in Exhibit 24, while the percentage of zero-vehicle households is 7.5 percent or less in each county, the incidence of single-car households is as high as 36.6 percent. This means many households are one break-down or repair away from losing access to their personal vehicle, even if they normally have access to it all the time.
20. Is there anything else you would like us to know about your or your family’s transportation needs, or about transportation needs in your community?

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>A local bus with residential stops as well as commercial would be great!</td>
</tr>
<tr>
<td>As a service provider in the community, I see great needs re: public transportation. Lack of routes, lack of city-to-city service, limited hours, etc. makes public transportation another obstacle/barrier for individuals to overcome.</td>
</tr>
<tr>
<td>At some time I will be unable to drive, then I will need transportation better than what is available in Orange. I will also need Orange to Beaumont and back.</td>
</tr>
<tr>
<td>I am filling this out because self transportation could end any time.</td>
</tr>
<tr>
<td>I have to rely on friends for all transportation needs. No local service available whatsoever. Home bound, disabled and legally blind.</td>
</tr>
<tr>
<td>I live in Silsbee &amp; have 2 disabilities. Please make Southeast Texas Transit available for me to travel DIRECTLY to ALL of Jefferson County, including mid-county &amp; south county. Most of my doctors are at the Medical Center of Southeast Texas. Also, DIRECT round trip service to ALL of Orange County &amp; Tyler County would be GREATLY APPRECIATED. I can be contacted at [contact information] for further input if needed.</td>
</tr>
<tr>
<td>I would use the bus if it were convenient to where I live. Lumberton, Hwy 96 – bring bus service, fixed-route bus to mall or various services for seniors.</td>
</tr>
<tr>
<td>My eyesight is getting worse as I age. I wish there was some public transportation available in Lumberton to doctor, library, grocery store. I am able to pay.</td>
</tr>
<tr>
<td>Need transportation from Orange to Port Neches Area; Orange to Lake Charles, LA. Night shifts start at 6 pm (need service for this shift). Need weekend service. Pricing at $1 seems fair. Need more vehicles for the fleet (currently only have 2). First week of month is very busy (many trip denials). Current customer base is majority seniors – they don’t use the internet.</td>
</tr>
<tr>
<td>Public transportation is much needed for those who do not have any other options. Public transportation would be so great here. It’s hard relying on people who can’t help.</td>
</tr>
<tr>
<td>Something needs to be done about getting through Lumberton. It is a huge bottleneck and makes the commute a very frustrating adventure. The roads and highways are horrible due to constant, slow, and often repeated construction. Public transport by vans or busses is hampered by this constant delay. There are too many potholes on streets, including highways and I-10. Veterans need transport to Lufkin and Houston for VA medical needs. We need road improvement. We need safe, comprehensive and accessible sidewalks and trails. Improving physical and mental health through exercise is IMPERATIVE. We will need it more in the near future.</td>
</tr>
<tr>
<td>Yes. I don’t drive to Beaumont and need assistance getting on and off the vans from mid-county to Beaumont.</td>
</tr>
</tbody>
</table>
Community Engagement - Pop-up events

From September 28-30, 2021, the consultant team hosted eight community pop-up events in support of the 2021 Regional Public Transportation Coordinated Plan project. The pop-up events were held at publicly accessible locations in Hardin, Jasper, Jefferson, and Orange counties. Details regarding event times and locations were developed through consultations with RPC staff.

Presented below is a brief summary of each of the eight events.

1. **Market Basket Food/Beaumont**

   Approximately 40 residents. Engaged at least 15. Comments received:
   
   - Need a connection from Beaumont to Port Arthur.
   - Vehicles are unsafe (BMT); equipment is “junk.”
   - New operations contractor is not liked (First Transit). Drivers are underpaid.
   - Not enough public transit service for persons with disabilities.
   - Store manager was very appreciative to receive BMT service info given she has become the unofficial Uber for her employees.

2. **La Vaquita Meat Market/Port Arthur**

   Majority of the attendees spoke Spanish. Approximately 70 residents. Engaged at least five.

   Comments received:
   
   - Need transportation to Houston.
   - All transit service materials need to be available in Spanish. Port Arthur Transit and SETT brochures, specifically.

3. **Market Basket/Bridge City**

   Approximately 40 residents. Engaged at least 10.

   Karen Stevens/Orange Community Action Association stopped by. Her comments:
   
   - Seeking money for marketing/advertising her program.
   - Has been able to regain nearly all ridership since pre-COVID (750 rides/month before COVID; currently 650 rides/months).
   - Operates three vehicles. Has one vehicle that is a lemon.
4. Danny’s Super Foods/West Orange

Approximately 10 residents. Engaged four. (Note: This location was flooded out half-way through due to heavy rains. Danny offered to have us back out the next day. Unfortunately, other pop-up events were already booked. This is an opportunity for future outreach.) Dispatcher from Orange Community Action Association stopped by. Comments specific to the current South East Texas Transit service:

- Need service from Orange to Port Neches.
- Need service from Orange to Lake Charles, LA. Many medical services available Lake Charles. Currently service does not cross state lines.
- Current service doesn’t run late enough (4 pm). There are many night-shift workers that start at 6 pm that need transportation.
- Need weekend service.
- Pricing at one dollar seems fair.
- Need more vehicles for the fleet. Currently only have 2 functioning.
- First week of the month is very busy (trip denials are higher).
- Majority of current riders is seniors. The have limited access (or don’t use) the internet. Therefore, need funding to support traditional marketing/advertising/outreach.

5. Brookshire Brothers/Kirbyville

Approximately 20 residents. Engaged five. Tough location. Manager required set-up far away from store entrance. Additionally, given there is currently no public transportation in Jasper County, there was no “carrot” to initiate public transportation conversation with passers-by.

6. Brookshire Brothers/Jasper

Approximately 10 residents. Engaged three. Manager required set-up away from store entrance. Comments included:

- Folks commented the outreach was a “waste of time” unless public transportation will be extended into Jasper County
- Request for transportation between Jasper and Hardin or Orange counties to access healthcare services.

7. Brookshire Brothers/Lumberton

Approximately 20 residents. Engaged six. Our location was offset from the store entrance. Public comments:

- Would like to have service along Hwy 96. To the mall or various services for seniors.
- Residents of Lumberton do not qualify for South East Texas Transit. So there really isn’t any public transit in town.
8. Brookshire Brothers/Sour Lake

Approximately 10 residents. Engaged three. Our location was offset from the store entrance. Public comments:

- Given Sour Lake’s westerly location in Hardin County would like service to Liberty.

Overall, attendees appreciated receiving the information. Many weren’t previously aware that some form of public transportation is available. Our team left SETT materials with every store manager (except in Jasper County) and explained how public transportation could help with existing employees as well as recruitment of future employees. This was well-received.
3.6 Stakeholder Engagement - Survey

A stakeholder survey was distributed via both first-class mail and email to 94 organizations throughout the four-county Plan area. The stakeholder survey was designed to collect information about populations served and services provided as well as transportation services offered. The stakeholder survey also requested respondents to identify existing transportation needs among the populations they served, which was used in preparing the Needs Assessment and Gap Analysis.

Completed surveys were received from the following organizations:

- Beaumont Housing Authority
- Beaumont Transit*
- Catholic Charities of Southeast Texas
- City of Bevil Oaks
- City of Orange
- City of West Orange
- Da Vita Golden Triangle Dialysis
- Fresenius Kidney Care Dialysis Center
- Goodwill Industries of Southeast Texas
- Jack Brooks Regional Airport
- Jasper County
- Jasper Emergency Service District #1
- Lamar University
- Nutrition and Services for Seniors*
- Orange Community Action Association*
- Orange County Transportation*
- Orange Fire Department
- Port Arthur Housing Authority
- Port Arthur Transit*
- Port of Beaumont
- Renal Center of Orange (Da Vita)
- RISE (Resource, Information, Support and Empowerment)
- Salvation Army Boys & Girls Club Beaumont*
- South East Texas Regional Planning Commission, Community Services Division
- Spindletop Center*
- The Arc of Greater Beaumont
- United Way of Orange County
- Workforce Solutions – Orange
- Workforce Solutions Southeast Texas

*Directly operates transportation service
Observations

The majority of the stakeholders responding to the survey do not directly operate transportation. Approximately one-third said they do not operate, contract for, or subsidize any transportation services. Seven respondents directly operate transportation with full responsibility, while another two purchase/contract for services from another entity. Other common responses include subsidizing rides or fares (31 percent) and providing initial assistance in obtaining transportation (21 percent).
Exhibit 3.6.3 Organization core functions

Exhibit 3.6.4 Transportation services provided
Stakeholder respondents most frequently refer clients to transit provider guides or websites (69 percent) and provide clients with transportation guides and/or schedules (52 percent). Approximately one-third make telephone calls on behalf of clients and/or use Texas 211 to provide additional transportation information.

The most common transportation need which stakeholders reported on behalf of their respective clients is difficulty accessing medical/healthcare appointments, followed by access to veteran services, essential shopping, and weekday trips. The most significant challenges encountered by responding organizations are 1) transportation is not part of their core mission (28 percent), 2) there is a lack of transportation services in the area (28 percent), and 3) lack of funding to support (transportation) coordination activities (24 percent).
A majority of respondents (65.2 percent) were unaware as to whether there was an ongoing process for identifying duplication of service, under-utilized transportation assets, and service gaps in their community. Only 8.7 percent indicated yes.

Among those stakeholders who indicated providing transportation, nearly three-quarters operate services that are open to the general public. Two-thirds operate a fleet of 10 or more vehicles.
Exhibit 3.6.8 Fleet size

Exhibit 3.6.9 Number and type of vehicles

<table>
<thead>
<tr>
<th>Vehicle capacity</th>
<th>Number of vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4 passengers</td>
<td>108</td>
</tr>
<tr>
<td>5-10 passengers</td>
<td>27</td>
</tr>
<tr>
<td>11 to 16 passengers</td>
<td>42</td>
</tr>
<tr>
<td>More than 16 passengers</td>
<td>43</td>
</tr>
<tr>
<td>Lift-equipped</td>
<td>78</td>
</tr>
</tbody>
</table>

Stakeholders indicated 26 vehicles with 10 or fewer seats would likely need to be replaced in the next five years, along with 10 vehicles with 11 to 20 seats and 17 vehicles with more than 20 seats.

Half of the transportation programs said they do not expect to see any change to their transportation budget in 2022. Seven of the eight organizations said they expected to continue their client transportation programs across the next five years.

Exhibit 3.6.10 Anticipated change in budget (for 2022)

Eleven respondents indicated an interest in participating in a virtual stakeholder roundtable. Another five said they might be interested.
The survey instrument also asked stakeholders to comment on the following:

- Clients’ primary barriers to accessing transportation;
- Enhancements most needed to improve coordination of public transit and human service transportation; and
- Other issues, concerns, or information they believe relevant to the issue.

**Barriers to accessing transportation**

- Availability/frequency of bus transportation to and from campus. (Lamar University)
- Clients in low-paying jobs or unemployed are unable to access service. Some lack driver licenses or are unable to get them. (Workforce Solutions – Orange)
- Cost, accessibility, lack of availability. (RISE)
- Internet or phone access, as most of the clients are seniors and need help accessing those things in order to contact us. (Orange Community Action Association)
- Lack of financial resources. (Workforce Solutions SETX)
- Lack of knowledge and education of what options are out there. Difficulties getting to/from our building. (The Arc of Greater Beaumont)
- Lack of routes, needing transportation to mid-county, number of transfers required to get where they need to go. (Goodwill Industries of SETX)
- Limited routes, limited schedule. (Beaumont Housing Authority)
- Minimal to no transportation services. (Jasper County)
- Mobility limitations, funding, late evening service hours, some employment opportunities are not close to transportation. (Port Arthur Transit)
- Needing more advanced help than driver (i.e., caregiver or provider). Some clients either cannot afford or are not able to get the help they need for daily functions and often want drivers to perform these duties. (Orange County Transportation)
- No vehicle in household – no family or friends to assist – time of transit vehicle does not coincide with time of appointment. Nothing available to assist outside of volunteer help. (SETRPC Community Services Division)
- Patients on dialysis generally treat for four hours three times a week. Transportation times are very limited. Patients can only be placed on certain shifts to accommodate transportation. This greatly limits patients. Patients who treat on Monday, Wednesday, and Friday must be placed on 2nd shift (very limited space). Tuesday, Thursday, and Saturday patients also must be placed on 2nd shift to accommodate transportation hours. Since transportation does not operate on Saturdays, patients must make other arrangements. However, many do not have another option and tend to miss treatment. (Renal Center of Orange – DaVita)
- Patients say it’s impossible to schedule a same-day reservation. Not enough bus stops. Holidays cause them to miss treatment since transportation does not operate on those days. (Fresenius Kidney Care Dialysis)
- The transportation company through Medicaid switched in June and there have been issues. Drivers are late, drivers having children or other people in the car making patients uncomfortable. Not an issue with City, but good to note. (DaVita Golden Triangle Dialysis)
• We currently provide transportation so the clients we have only express a need to get to Houston for medical appointments. Most other trips we can help them with. (Nutrition and Services for Seniors)

Most-needed enhancements:

• A detailed plan on existing transportation resources and efforts to improve support to the citizens. (Jasper County)
• ADA-compliant public access and bus stops. (RISE)
• Better software in order to help run and schedule the routes for a more sufficient outcome in order to generate more rides. (Orange Community Action Association)
• Transportation to Houston area – VA, MD Anderson, etc. (Nutrition and Services for Seniors)
• Consistent funding sources. Consistent and regular conversations between providers. (Port Arthur Transit)
• Easier access to the scheduling of rides on current special transit system. (RISE)
• Extended hours of operation to include early morning and evening times. (Renal Center of Orange – DaVita)
• Get away from traditional bus service and move to more “on demand” personal service. (Beaumont Housing Authority)
• Increasing the number of wheelchair accessible/special transit buses and services from city-to-city within the county. (RISE)
• Information to populations that can benefit from transportation options that exist. (The Arc of Greater Beaumont)
• Linking BMT to Port Arthur. (Goodwill Industries of SETX)
• Need to extend hours. If patients are not a part of Medicaid they do not have access to affordable transportation. (Fresenius Kidney Care Dialysis)
• Patients that don’t have access to unlimited transportation rides (through Medicaid) have difficulty accessing transportation if their treatment goes over the scheduled time. Better coordination with public transit and the organization would be beneficial. (DaVita Golden Triangle Dialysis)
• Perhaps expanded hours that are advertised. Safe bus stops. (Workforce Solutions SETX)
• Some way to have more immediate resources to lead individuals to transportation service, especially for elderly and individuals with disabilities. (SETRPC Community Services Division)
• Some way for transportation to become more available between counties, especially for those in Triangle who have medical resources in Houston area. (SETRPC Community Services Division)
• Upgrade intersection signal preemption for emergency vehicle traffic. (Orange Fire Department)
Other issues, concerns, or information

- Airport and taxi services are standard partnerships. Lack of taxi services is a common complaint. (Jack Brooks Regional Airport)
- Lack of funding to upgrade 18-year-old preemption system. Infrared emitter technology in preemption is being replaced with a GPS cloud-based system that is a subscription service that no longer requires the entity to own the equipment and maintain it. (Orange Fire Department)
- Lack of wheelchair-accessible transportation for veterans needing services inter-/intra-county where they live. (RISE)

3.7 Transportation Overlaps and Gaps in Service

In reviewing the existing transit services provided in the Plan area, very few overlaps were identified. Any overlaps that are present are necessary to provide connectivity between systems.

Transportation gaps are a much greater issue in South East Texas. Through the public engagement process, stakeholder engagement, discussions with SETRPC staff, and consultant observations, the following significant service gaps have been identified:

- There is no service connecting Beaumont and Port Arthur, though each city has its own fixed-route transit program.
- There is no public transportation available in Jasper County. (Given Jasper County is a new addition to the SETRPC, it has not historically been included in South East Texas Transit’s service offerings.)
- Intercommunity transportation is another significant gap. In addition to no service between Beaumont and Port Arthur, it can be difficult to travel from outlying communities into Beaumont, or between communities such as Orange and Port Neches, for example. There is also a lack of service east to Lake Charles or west to Houston.
- Service to the Houston area for medical trips (especially to the VA Medical Center) is also a transportation gap.
- Residents on the far western edge of the Plan area would also like to see opportunities to travel to Liberty, as it is more accessible to them than Beaumont.

3.8 Findings and Conclusions

Despite the stereotypical attraction of Texans to their personal vehicles, there is a demonstrated need for transportation options beyond the personal vehicle. There are significant concentrations of historically transportation-disadvantaged populations throughout the study area. More than 20 percent of residents live below 125 percent of the poverty level. Nearly 25 percent are under 18 years of age, while more than 16 percent are age 65 and older. Nearly 16 percent indicated having a disability which impacts their
mobility. While none of these demographic characteristics automatically makes an individual ride-dependent, all of them represent characteristics that are more likely to be mobility-disadvantaged. In addition, nearly six percent of households have no access to a personal vehicle, while nearly 32 percent have access to only a single vehicle.

While several transportation providers operate service within the Plan area, there are still significant gaps between the service provided and the needs of individuals or populations within the community.

Based on the input from the stakeholders responding to the survey, the consultant team identified the following broad findings:

1. There are geographic areas and individuals not served by existing public transportation services.
2. There is a need for extended public transit service hours to provide access to employment and healthcare.
3. There is a lack of public transportation service between counties.
4. There is a lack of access to medical facilities in Houston.
5. A patient’s ability to undergo dialysis treatments on weekends and holidays is impacted by a lack of available transportation, and transportation may be unavailable if a treatment runs over the scheduled time.
6. Cost is often a barrier to transportation.

In response to these latent demands, as well as in response to needs identified through the outreach process, the consultant team identified the following list of general transportation needs:

- Some level of service between Beaumont and Port Arthur.
- More service for seniors and persons with disabilities.
- Some level of service to Houston area (especially for medical trips).
- Service information for all public transit providers in Spanish.
- Service from Orange to Port Neches and other locations.
- Service from Orange to Lake Charles, Louisiana (to access healthcare services).
- Later service to accommodate night shift workers or those who start/end work after 4 p.m.
- Traditional marketing materials (brochures, etc.) for people who do not use the internet.
- Some level of service in Jasper County and between Jasper and Hardin/Orange counties.
- Some level of service in Lumberton and along Highway 96.
- More frequent service to and from Lamar University campus.
- Evening, Saturday, and holiday service to help facilitate regular dialysis treatments.
- Same-day reservations and easier scheduling of rides.
- More inter-county service.
- More wheelchair-accessible transportation options.

Recommendations arising from the Needs Assessment are presented in Chapter 5.
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Chapter 4 | Gap Analysis

4.1 Methodology

The methodology for the Gap Analysis is very similar to that of the Needs Assessment, inclusive of community and stakeholder input as well as South East Texas Regional Planning Commission staff and the Regional Public Transportation Coordination Steering Committee along with consultant observations.

The scope and programs of the transportation services operating within the four counties of the Plan area were compared and contrasted with the mobility needs, challenges, and priorities identified via the various public engagement and observation activities.

4.2 Observations, findings, and conclusions

Observations and findings are segregated by population as well as individual county so as to present a more complete picture of the barriers and challenges facing each demographic cohort. In several instances, the same barrier or challenge was reported by more than one demographic cohort, and therefore is included within each category to which it applies.

Disabled transportation

- Nearly 16 percent of Plan area residents possess some form of disability. While many persons with disabilities are able to drive or have someone available to assist with their mobility, there are many that do not. Having access to public transportation, even if it is limited, can help persons with disabilities remain otherwise independent.
- There is a perception within the community that there is not enough public transportation service for persons with disabilities.

Inter-county transportation

- There are many individuals residing within the Plan area who need to travel between the four counties to access employment. Even within the four counties of the Plan area, there is little inter-county transportation available, especially for a regular work commute.
- Residents in western Hardin County (Sour Lake) have requested service to Liberty in neighboring Liberty County.
- Inter-county transportation is especially important for healthcare. While there are medical facilities throughout the Plan area, specialized services are often only available at larger facilities outside the four-county area.
- The Houston area is home to many medical facilities offering specialized services, including the Michael DeBakey VA Medical Center, MD Anderson Cancer Center, and Texas Children’s Hospital.
There are no public transportation opportunities for Plan area residents seeking medical care in the Houston area.

- Some residents of the Plan area also seek medical services in Lake Charles, Louisiana. Despite its proximity to the eastern portion of the Plan area, there are no transit services that cross into Louisiana.

**Low-income individuals**

- Approximately 20 percent of persons living within the Plan area have a household income below 125 percent of the federal poverty level. Lower income levels are often tied to vehicle ownership. In many cases, the household may share one vehicle, or vehicles are not well-maintained and more likely to become inoperable. Public transportation can be a lifeline for members of the household who do not have access to a vehicle, or as a back-up plan should a household’s single vehicle become inoperable.
- More than 40 percent of the households in Jasper and Jefferson counties reported having either zero or one vehicle in the household. While not all single-vehicle households are low-income (for example, an individual living alone would likely be a single-vehicle household), all are at risk of needing transportation assistance of some sort should that single vehicle become inoperable. In Jasper County, where there is no public transportation, this can be a significant problem.
- Even where transit is available, often the service times do not coincide with medical appointments times or work hours, or do not serve a rider’s home and/or work location.

**Rural transportation**

- While South East Texas Transit (SETT) provides service in rural Hardin, Jefferson, and Orange counties, there currently is no public transit service operating in Jasper County. Therefore, recommend conducting a Transit Needs Study designed to 1) objectively quantify potential transit demand, 2) identify potential service delivery options, and 3) assess the (financial) feasibility of introducing service.
- Residents of Jasper County would like transportation to Hardin, Jefferson, and Orange counties to access healthcare.
- Rural transportation utilizes a demand-response model, which can be highly impacted by an imbalance between requests for service and service capacity. This leaves rural residents’ mobility susceptible to reduced availability due to driver shortages or increased demand.
- It is difficult to schedule a same-day trip using the existing demand-response service.
Senior transportation

- Each of the counties within the Plan area has a higher concentration of seniors (age 65 and older) than Texas at-large. While many individuals over 65 remain independent and continue driving, there are also many that do not drive due to health issues, inability to maintain a vehicle, or declining abilities (such as reaction time). Having access to public transportation, even if it is limited, can help non-driving seniors remain otherwise independent. This is especially notable in Jasper County, which has the highest concentration of seniors (19.4 percent) but no public transportation.
- Many senior riders do not use the internet to access public transit information. As such, there is a need for traditional (non-digital) marketing and informational materials.

Urban transportation

- While Beaumont and Port Arthur each operate their own public transit services, there is no service connecting the two communities.
- Transit service in the mid-Jefferson County area (with service to both Port Arthur and Beaumont) is available only to seniors and persons with disabilities. Most residents of Nederland, Port Neches, and Groves have no access to public transportation.
- Recent Transportation Plan work sponsored by the SETRPC has revealed growing demand for additional inter-community transit service. Therefore, recommend conducting an Inter-Community Connectivity Study to 1) objectively quantify potential transit demand between a selection of potential “city-pairs”, 2) determine the most cost-effective means of providing community connections, and 3) assess the (financial) feasibility of potential inter-community service.
- Current transit service in the city of Orange does not run late enough for workers who start or end their shift after 4 p.m. It also does not start early enough for patients to have access to some dialysis services.
- While service in Port Arthur runs until 7:15 p.m., there is some demand for later evening service hours.
- Even within Beaumont and Port Arthur, there can be difficulties accessing key locations, such as The Arc of Greater Beaumont or key employment centers. Several stakeholders indicated a need for more (and more accessible) bus stops.
- Limited public transportation service hours and lack of weekend or holiday service impacts access to dialysis and can cause some patients to miss treatment.

Veteran transportation

- The VA Clinic in Beaumont is associated with the Michael DeBakey VA Medical Center in Houston. While the VA formerly provided van transportation to Houston, that program was suspended due to the COVID-19 pandemic and did not offer wheelchair-accessible transportation.
For veterans living on the north side of the Plan area (especially Jasper County), using the VA outpatient clinic in Lufkin (in neighboring Angelina County) is more convenient than traveling to Beaumont. However, there is no transportation available.

Transportation opportunities for veterans need to be wheelchair-accessible.

**Youth/student transportation**

Many school-age youth in Texas at-large rely on school district-provided school bus transportation, and those in the Plan area are likely to be no exception. However, school district transportation is generally limited to areas two miles or more from campus and tied to morning and afternoon bell times. Lack of access to public transportation can limit a student’s participation in before- and after-school activities (such as tutoring, sports, music rehearsals, or student organizations) if the student does not drive and parents are not available for transportation.

With the exception of Lamar State College (with campuses in Orange and Port Arthur), all higher education facilities are located in Beaumont. Lack of transportation from outside Beaumont can make access to campus difficult for those living outside of the Beaumont Municipal Transit service area. For example, service to Lamar University is provided by BMT Route 7 every 30 to 45 minutes on weekdays and Saturdays. Route 7 runs between downtown Beaumont and the campus, so a transfer is required for riders coming from any other part of town.

Recommendations arising from the Gap Analysis are discussed in Chapter 5.
Chapter 5 | Planning for Comprehensive Services

5.1 Recommendations for Coordination

Recommendations supporting transportation coordination presented within this chapter area based on input received through various community engagement activities, input received from community stakeholders, discussion with South East Texas Regional Planning Commission staff, and consultant observations. The recommendations identified below will be prioritized for implementation as part of Chapter 8.

1. Implement scheduled service linking Beaumont and Port Arthur on a trial basis.

Although each city has its own fixed-route and demand-response transit services, there is no public transit link between Beaumont and Port Arthur. Introduction of scheduled service connecting the two cities continue to be among the most requested service improvements. This recommendation was also included in the SETRPC’s two prior Coordinated Plans.

Given the importance of “single-seat” trips – in other words, no enroute connection (i.e., Transit Center to Transit Center) – it is recommended the proposed service operate on an express (limited-stop) basis, and that a premium fare be considered. This is consistent with the preliminary approach to the Regional Transit Connectivity Study, which was included for funding under the SETRPC’s FY 2022 Unified Planning Work Program (UPWP).

While the results of that study will shape the approach to this service enhancement, it is recommended the SETRPC approach this on a trial or demonstration basis for no less than three to six months. While frequent service is always the target, an initial baseline service of every 120 minutes, for a total of five round trips Monday through Saturday is recommended. If the service were to operate from 7:30 am to 5:30 pm, the majority of the anticipated identified travel needs would be addressed.

2. Design/distribute easy-to-understand public transportation service informational materials.

Broad public access to transit service information is critical to service success. Therefore, in addition to ensuring the availability of printed service information, it is also important to ensure such information is distributed effectively, especially to locations frequented by historically transportation-disadvantaged individuals who may not have access to the internet or a smartphone. Such locations may include public libraries, senior centers, municipal/county offices, social service agencies, healthcare centers, and schools. Also, given feedback received during the various community pop-up events, there is a need for bilingual (Spanish/English) transit service informational materials.
3. Enhance the SETRPC transit webpage.

It would be beneficial for SETRPC to engage a qualified consultant to build a new transit-specific website that is available both as a stand-alone site as well as a link off the overall SETRPC website. Once the recommended new service materials/collateral have been created, these can be used to “populate” the new website.

The content presented therein needs to be kept up-to-date, be available in Spanish, and ensure compliance with both the ADA and Title VI. Lastly, the purchase of an easy to remember URL (such as www.SouthEastTexasTransit.com) for the transit site is recommended. Ultimately, the transit website should include predictive arrival information (e.g., NextBus).

4. Implement an ongoing travel training program.

Travel training serves a dual purpose. First, it raises public awareness about what transportation/transit options are available. Second, it imparts the skills needed to successfully use public transit. Travel training can be provided on either a group or individual basis.

This recommendation calls for the creation of a regional travel training program. Doing so would enable social service organizations and other entities to host a travel training session for their respective clientele. Initial activities should focus on historically ride-dependent populations including seniors, persons with disabilities, and low-income individuals. Potential topics could include how to use the demand-response (dial-a-ride) service as well as how to navigate the fixed-route bus network.

It would be most practical for the SETRPC to be the lead for the proposed travel training program as it already covers the entire Plan area. Travel training could be provided by a SETRPC staffer or contracted with a local social service organization.

5. Improve connectivity between sidewalks/pedestrian network and bus stops.

It is important to ensure bus stops, especially those located in the more rural portions of the transit service area, are located in an accessible location with a clear, ADA-compliant path of travel. As such, bus stops that do not meet ADA compliance standards should be remediated, potentially through the installation of a concrete pad and/or curb cuts, finished sidewalks, etc.

It is recommended the SETRPC work with the individual jurisdictions to program and prioritize sidewalk and pedestrian improvements designed to improve accessibility.

6. Improve/enhance bus stops (e.g., customer amenities, signage, information displays).

The bus stop serves as the “front door” to the region’s public transit service. For this recommendation, “bus stop improvements” refer to street furniture, path of access, signage, etc.
A region-wide Bus Stop Improvement Plan should include a comprehensive inventory of all bus stops within the study area, including a description and condition of the amenities at each location (i.e., bench, shelter, lighting, trash receptacle, transit service information, etc.) as well as which route(s) serve the stop.

Once the inventory has been compiled, improvements should be prioritized based on daily activity level as well as condition. Amenities which are damaged or worn should be prioritized for replacement, and high-activity stops should be prioritized for the addition/installation of amenities. New stops added as a result of a service change or expansion should be prioritized for the installation of amenities.

At a minimum every stop should feature a pole and appropriate signage. A unique numeric identifier should also be included. Further every stop should include either a customer service phone number or a link (QR code) to the service provider’s website.

The SETRPC, as the lead entity, should work with individual jurisdictions to identify appropriate funding to support a multi-year bus stop improvement plan.

7. Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.

Each of the three public transit providers operating within the study area offers some form of reduced and/or subsidized transit fare subject to certain eligibility requirements. Despite this, the various public engagement activities revealed the perception that transit pricing/fares still represent a barrier for many historically transportation-disadvantaged individuals.

While introduction of a fare-free transit service is improbable at this time, the perceived “need” presents two opportunities. First, education. Second, identifying and securing funding to mitigate this barrier from sources beyond traditional transit funding.

Simply put, it appears many historically transportation-disadvantaged persons simply are not aware of the availability of reduced and/or subsidized public transit fares. And if they are aware that such fares/opportunities exist, they often do not know how to access or qualify for same.

There also will be situations where (even) the availability of reduced and/or subsidized transit fares do – and will continue to – represent a barrier to mobility. To mitigate this perceived barrier, it is recommended SETRPC staff work with those community/social service organizations which historically function as “gatekeepers” or advocates for the target populations including seniors, low-income individuals, persons with disabilities, homeless persons, veterans, etc. Such organizations often have access to transportation funding not normally available to publicly funded transportation providers. Such funding has been used to either further subsidize transit fare media purchases, as mileage reimbursement for volunteer drivers, or as payment for transportation for veterans traveling to out-of-area healthcare facilities.
8. **Conduct Inter-Community Connectivity Study.**

Recent Transportation Plan work sponsored by the SETRPC has revealed growing demand for additional inter-community transit service. Therefore, recommend conducting an Inter-Community Connectivity Study to 1) objectively quantify potential transit demand between a selection of potential “city-pairs,” 2) determine the most cost-effective means of providing community connections, and 3) assess the (financial) feasibility of potential inter-community service.

9. **Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.**

At the time of the Plan development, there was no public transit service operating in Jasper County. Formerly within the Deep East Texas COG jurisdictional area, Jasper County became part of the SETRPC jurisdictional area as of April 2021.

The various public engagement activities revealed many Jasper County residents often need to travel into the Beaumont area (Jefferson County) for important day-to-day activities such as healthcare, accessing governmental social services, and/or education/training.

Given the population, demographics, and diversity of Jasper County, and similar to the recommendation regarding Hardin County, it is recommended the SETRPC undertake a study to objectively identify and quantify sustainable demand for potential public transit service. Based on similar evaluations in other rural, modestly populated settings, the consultant team recommended the SETRPC approach potential transit service delivery in a two-fold manner: 1) local circulator service linking Jasper (city) with neighboring communities, and 2) a limited-stop (express) service linking Jasper (city) with a handful of key trip generators in and around Beaumont.

A three- to six-month trial or demonstration project could be as simple as one vehicle/one driver, wherein a local circulator operates Monday-Wednesday-Friday (say, six to six and one-half hours per day) as well as provides twice weekly (Tuesday and Thursday) service linking Jasper (city) with Beaumont (say, three round trips). Such an approach would allow the SETRPC and its Plan partners to evaluate the cost-effectiveness of providing such a service.

10. **Assess viability of establishing scheduled service between outlying communities and Beaumont.**

In a world of unlimited public transit funding, every person residing within the four-county area would have equal access to public transit service, regardless of whether they live in one of the more populated areas of the region or in a very small community located on the fringe of the Plan area.

Therefore, as a compromise, it is recommended the SETRPC undertake a “mini-study” to quantify sustainable demand for a series of potential transit links between Beaumont and smaller communities in the adjoining counties. It is anticipated the resulting data will indicate that two round trips across a few weekdays (e.g., Monday and Wednesday or Tuesday and Thursday), would be deemed sufficient to address the majority of the identified travel needs.
As with the other “service expansion” recommendations, a trial service approach (perhaps for two or three months) would be most practical. Realistic ridership targets should be agreed upon in advance and actual service productivity measured against said targets.

Depending on service scheduling particulars, it is anticipated a reasonable trial service could be implemented using a single van and a single driver.

11. Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.

The Plan area features three public transit providers, each with its own operating schedule (i.e., service days and hours). Most of the services operate on weekdays, clustered within traditional business hours. This results in limited (or no) evening/night service and limited/no weekend service.

Historically transportation-disadvantaged persons (especially the working poor) often have mobility needs that lie outside the traditional “8-to-5” work day and Monday through Friday work-week. In order for public transit to be a viable mobility alternative, it must provide service both to AND from the desired destination. This is especially true for persons working early morning, late evening, and weekend hours.

While such trips are important, it is also likely that overall demand will be appreciably less than that noted during the traditional business day. Further, the likelihood of the three transit providers being able to significantly expand their respective service hours is very limited. Therefore, partnering with Transportation Network Companies (TNCs) such as Uber, Lyft, or private taxis could potentially enhance mobility while minimizing the operating cost to the transit provider. If desired, usage can be restricted by eligibility, service area, service days and/or hours, and maximum trip distance (i.e., mileage). A trial or pilot program which may be limited to a dollar amount or time period could be employed to assess the cost-effectiveness of the program.

One potential challenge to bear in mind is TNC bookings are typically made via a smartphone application and paid for electronically. There are many individuals (especially among the transportation-disadvantaged) who either do not have access to a smartphone or do not possess a debit or credit card. The solution could be to offer trip booking through a bilingual mobility coordinator.

12. Evaluate the practicality of joint recruitment and training of drivers.

The three public transit providers should seek opportunities to share training (and potential recruitment) activities with local non-profit transportation providers. Though joint recruitment between transit operators may not be practical (given differing compensation packages, etc.), there may be some opportunity to share applications of candidates who do not already possess a commercial license with non-profits seeking to hire van drivers, as well as offer driver training to such organizations.

While the same training and licensing is not necessarily required for non-profit (smaller vehicle) drivers as traditional transit (large bus) drivers, having access to a wider pool of candidates and a resource for driver training could benefit local non-profit organizations.
13. Increase capital (vehicle) funding for non-profit organization.

One of the challenges which non-profits transportation providers often face is the cost of vehicle purchases. The FTA Section 5310 program can assist with such costs, yet federal funding comes with mandatory reporting and compliance requirements that many non-profits find onerous. The SETRPC should seek to identify funding sources for non-profit vehicles, including assisting non-profits gain eligibility (and maintain eligibility) for Section 5310 funding.


This recommendation proposes a “one-stop” call center to provide up-to-date information concerning transportation and mobility services throughout the region. This would be especially useful for individuals who need to travel using multiple modes, advocates/gatekeepers unable to do the associated trip planning on their own, and/or persons who require information regarding transportation services offered by local social service organizations.

The SETRPC would be the likely entity for implementation of this enhancement, as the SETRPC is already responsible for transportation coordination on a regional level. It could be added as an additional aspect of an existing customer information function or provided separately.
5.2 Planning for Coordinated Services

This Plan integrates services of transportation programs beyond public transportation programs funded under FTA Section 5307 (urbanized) and Section 5311 (rural). This includes transportation programs receiving other FTA funding (including Section 5310), health and human services programs, and workforce programs.

Other federally funded programs
The SETRPC is currently the only Section 5310 recipient in the Plan area. Any future Section 5310 Call for Projects should seek to provide funding for projects offering solutions to address the needs and recommendations included within future Coordinated Plans.

Health and human services programs
Health and human services programs were invited to take an active role in this planning process, including participating in the stakeholder survey and RPTCSC meetings.

Few recommendations were offered specific to individual programs provided through health and human service organizations solely for eligible clients. These programs are included within the inventory and information about them should also be provided through the one-stop call center included in Recommendation #14.

Workforce programs
Workforce programs were invited to take an active role in this planning process, including participating in the stakeholder survey and RPTCSC meetings.

Few recommendations were offered specific to individual programs provided through workforce programs solely for eligible clients. These programs are included within the inventory and information about them should also be provided through the one-stop call center included in Recommendation #14. The SETRPC is also encouraged to reach out to workforce agencies to identify future job access/commute needs (which formerly might have been eligible under the Job Access-Reverse Commute/JARC program) that can be funded through FTA Section 5307.
Chapter 6 | Integrated Planning Processes

6.1 Other Relevant Planning Efforts

Throughout the boundaries of the Texas Department of Transportation (TxDOT) Planning Region 15, transportation planning is included within a variety of metropolitan, local, regional, and statewide transportation plans. As the lead agency for this area, the South East Texas Regional Planning Commission, as the Metropolitan Planning Organization (MPO), works with city, county, and TxDOT representatives to emphasize the value of integration of transportation planning practices. Through meetings of its Board, Transportation Planning and Technical Committees, Regional Public Transportation Coordination Steering Committee and others, staff are able to identify regional needs as established in local planning documents.

The narrative below summarizes relevant content from local and state plans, with goals and improvements identified. Many of the recognized needs are consistent across the documents. This report will be sent to the entities cited herein with the expectation that its priorities and recommendations will be considered in future planning document updates as appropriate. The Plans included herein are presented with the most recent efforts first.

Transit Plans

Texas Transit Needs Assessment (2018)
The Texas A&M Transportation Institute prepared a state-wide Transit Needs Assessment exploring transit needs in both urban and rural areas. In urban areas, the top three trip purposes were work, shopping/errands, and healthcare (in that order). In rural areas, the use of public transit for healthcare trips (33 percent) far outpaces shopping/errands (20 percent) and work (18 percent) trips.

A gap analysis identified most of Hardin, Jefferson, and Orange counties as “areas with convenient access to transit services,” while Jasper County was identified as having a coverage gap.

Prior to April 2021, Jasper County was a member of the Deep East Texas Council of Governments (DETCOG) and was included within that entity’s 2017 Coordinated Plan. It found Jasper County to be an area of moderate transit need; existing providers included East Texas Support Services, two private transportation providers, Nacogdoches Memorial Hospital, and Workforce Solutions Deep East Texas.

There was no discussion of introducing public transportation to Jasper County, only the potential for expanding existing social services program.

Transportation Plans (Multimodal)

Unified Planning Work Program FY 2022 (2021)
The SETRPC (as the Metropolitan Planning Organization) prepares an annual Unified Planning Work Program (UPWP) detailing transit and transportation projects for the fiscal year. The FY 2022 UPWP
includes support for short-range transit planning for Beaumont Municipal Transit, Port Arthur Transit, and South East Texas Transit, as well as development/refinement of appropriate transit performance measures. The UPWP also includes a Regional Transit Connectivity Study designed to explore the feasibility of an express bus service between the larger cities in the region. The UPWP does not include planning for Jasper County.

Texas Transportation Plan 2050 (2020)
The Texas Transportation Plan 2050 is the state-wide transportation plan covering a 30-year horizon. During that time, TxDOT anticipates a high rate of growth over the next 30 years in urban areas, though it forecasts little change in Hardin, Jasper, and Jefferson counties, with some growth in Orange County. In addition, the state-wide share of population age 65 and older is expected to increase from 10 percent to 18 percent.

The Plan includes several non-highway strategies for public transportation:

- Leverage new technology that streamlines transit operations,
- Address transit service gaps identified in the 2019 Transit Needs Assessment,
- Develop a plan for vehicle and facility replacement, and
- Address priorities identified by regional planning organizations.

Metropolitan Transportation Plan 2045 (2019)
The SETRPC (as the Metropolitan Planning Organization) was the lead agency in the development of the Metropolitan Transportation Plan 2045 for the Jefferson-Orange-Hardin Regional Transportation Study (JOHRTS) Area. The MTP outlines the transportation goals, objectives, and performance measures for the region, as well as addresses transportation related issues and impacts over a 26-year planning horizon. The Metropolitan Transportation Plan (MTP) identified five issues specific to transit:

1. A need for supportive land-use and transportation policies,
2. Service boundaries and coordination,
3. Inter-city transportation,
4. A growing senior population, and
5. The challenge of attracting “choice riders”.

Recommended strategies specific to public transportation included the following:

1. Update the Regional Public Transportation Coordination Plan;
2. Conduct an Express Bus Service survey;
3. Develop a comprehensive marketing program (transit service providers);
4. Continually evaluate transit operations;
5. Improve reliability through effective routine vehicle maintenance;
6. Improve transit amenities;
7. Consider ITS enhancements;
8. Convert to alternative fuel transit vehicles;
9. Integrate transit developments into roadway design; and
10. Develop standards for land-use and development to reflect pedestrian connections to transit, reasonable density, and design standards.

While the MTP anticipated transit levels would remain at its current level, it noted attention would be given to connecting Beaumont and Port Arthur, connecting workers to employment centers, and promoting transit-oriented development. The MTP also promotes Complete Streets, active transportation connectivity, Rails-to-Trails, and Safe Routes to Schools.

**Southeast Texas Hike and Bike Plan 2037 (2017)**
The Southeast Texas Hike and Bike Plan was a joint effort of the SETRPC and Texas Target Communities (a program created by the Department of Landscape Architecture and Urban Planning at Texas A&M University). The Plan sought to enhance mobility in Hardin, Jefferson, and Orange counties through new and improved bicycle facilities. The Plan recommended local coordination, conducting a feasibility study for prioritizing projects, encouraging cities to include mode share and safety goals in individual Comprehensive Plans, and encouraging a bike culture, among others.

**Comprehensive Plans**

**Imagine Port Arthur Comprehensive Plan (2018)**
The Imagine Port Arthur Comprehensive Plan included several recommendations specific to public transportation and active transportation. They were:

- Development of a five- to ten-year multimodal Master Transportation Plan for the City of Port Arthur,
- Identification of potential hike-and-bike/trail corridors and connections,
- Expansion of transit service along FM 365 to serve populations to the north, and
- Preparation of a ridership study to evaluate whether current service hours and destination options are adequately serving transit users.

**Other cities**
Neither the City of Silsbee Comprehensive Plan 2020 (1997) nor the City of Orange Comprehensive Master Plan (1996) included any mention of public transportation. No comprehensive plans for other cities within the study area were identified.

**Other Relevant Planning Efforts and Reports**

**Local Workforce Development Board Strategic and Operational Plan for Program Years 2021 – 2024**
This primary planning document for Workforce Solutions Southeast Texas defines its role in providing transportation and support services for eligible individuals. Workforce Solutions works closely with SETRPC to coordinate transportation resources and referrals to individuals facing barriers to employment that include lack of transportation.
Community Health Needs Assessment 2020 – 2022

The Community Health Needs Assessment (CHNA) was prepared for the Christus Southeast Texas Health System to review and prioritize health concerns within the geographic region served, which includes Hardin, Jasper, Jefferson, Newton, Orange, and Tyler counties. Of the six ranked health concerns, transportation was ranked third, following “access to mental and behavioral health” and “access to primary care.” Lack of transportation was cited as a key barrier to individuals remaining compliant with health care treatments.
Chapter 7 | Vision, Mission, Goals, & Objectives

7.1 Mission Statement

The Regional Public Transportation Coordination Steering Committee was formed to improve the coordinated delivery of public transportation in Hardin, Jefferson, and Orange counties. The RPTCSC’s goals focus on coordinating existing resources; filling unmet needs and service gaps; and improving access to jobs, education, and healthcare. This supports the SETRPC Transportation and Environmental Resources Division’s mission of enhancing the quality of life of southeast Texas citizens; supporting economic development; providing improved mobility, increased transportation options, and improved intermodal connections; and maximizing community benefits.

It is the mission of the RPTSCS to foster the development of a seamless public transportation system that achieves efficiencies, eliminates duplication, increases coordination, and addresses service gaps; and maximizes the resources available for regional human service transportation through coordination in planning, and service delivery.

7.2 Vision Statement

It is the vision of the RPTCSC to provide full mobility and access to healthcare, human services, employment, education, commerce, social, and community services for all persons in the Hardin, Jasper, Jefferson and Orange County region.

7.3 Goals and Objectives

The goals and objectives established by the Regional Public Transportation Coordination Steering Committee prior to the 2017 planning process remain highly relevant into the current plan, and additional efforts are still required to achieve them. Recommendations presented in Chapter 5 directly support these six goals. Each goal is supported by one or more objectives, several of which have been adjusted to be more reflective of the current environment while remaining measurable and achievable.

Goal 1: Establish connectivity among the cities of Beaumont, Port Arthur, and Orange.

- Objective 1: Continue Beaumont Municipal Transit (BMT), Port Arthur Transit (PAT), and South East Texas Transit (SETT).
- Objective 2: Identify opportunities to maintain and expand the number of vehicles in the region providing transportation services.
- Objective 3: Develop a regional transit service that would operate between Beaumont and Port Arthur.

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4 Jasper County was added in April 2021.
Goal 2: Expand public transportation service throughout the region.

- Objective 1: Explore the possibility of expanding the transit service operation hours by initiating a survey to transportation patrons to get feedback on the need for expanded weekday and weekend services.
- Objective 2: Review existing transit routes within Beaumont and Port Arthur to identify potential changes to accommodate priority population groups.

Goal 3: Advocate for and support efforts to secure funding for transportation services throughout the region.

- Objective 1: Explore the possibilities of available funding to help expand transportation services throughout the region.
- Objective 2: Diversify funding base by seeking new transportation funding opportunities to benefit priority population groups.

Goal 4: Increase awareness and understanding of transportation issues that priority population groups face throughout the region.

- Objective 1: Collaborate with social and human service agencies to identify and quantify mobility needs of priority population groups.
- Objective 2: Collaborate with transportation providers to disseminate information to bus operators on the mobility needs of priority population groups.
- Objective 3: Provide training for bus operators on how to effectively interact with bus patrons.
- Objective 4: Consider customer service skills in addition to driving skills when recruiting bus operators.

Goal 5: Increase awareness and understanding of the advantages of using public transportation to priority population groups through the region, including individuals with disabilities, aging populations, individuals with limited English proficiency, etc.

- Objective 1: Collaborate with agencies on the Regional Public Transportation Coordination Steering Committee to form focus groups to help advertise the bus services.
- Objective 2: Leverage various media and opportunities, including traditional media (radio, TV, print), op-ed pieces, social media (Twitter, Facebook), and community meetings.
- Objective 3: Look for opportunities to expose the system to new passengers.
- Objective 4: Print pertinent transportation information in English and Spanish to assist the Spanish-speaking population to understand the available options.
Goal 6: Improve the infrastructure around bus stops.

- Objective 1: Work with local governments to provide better sidewalks that provide access to public transit stops.
- Objective 2: Explore opportunities that will secure funding to improve amenities at transit bus stops (i.e., shelters, benches, trash cans).
- Objective 3: Work with community organizations to begin an “Adopt-A-Stop” program, which would allow for the public to help with keeping the bus stops clean.

Goal 7: Develop a website that would provide transportation information to priority population groups.

- Objective 1: Establish transportation coordination, both rural and urban, by developing an informational website that would be an easy-to-use resource connecting users with a variety of transportation services in the southeast Texas region. This would include information about public transportation, taxi services, Uber and Lyft services, paratransit, non-profit organizations, Carpool South East Texas, and others.
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Chapter 8 | Capacity to Sustain Planning and Implement Plan

8.1 Capacity to Sustain Planning

Organizational capacity
The South East Texas Regional Planning Commission, as the Metropolitan Planning Organization (MPO), is responsible for the development of the Metropolitan Transportation Plan for Hardin, Jefferson, and Orange counties. The SETRPC serves as the fiscal and administrative agent for the MPO.

As the MPO, SETRPC administers all federal funds for urban and rural transportation improvements in the Plan area, as well as FTA Section 5310 and 5339 funds. The projects listed in Exhibit 7.1.1 through 7.1.4 under Sections 5307, 5310, 5311, 5324, and 5339 are included in JHORT’s FY 2021-2024 Transportation Improvement Plan.

Exhibit 8.1.1  SETRPC federal transit funding forecast FY 2021

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Project Description</th>
<th>Sponsor</th>
<th>Federal Funding</th>
<th>State/Other Funding</th>
<th>Fiscal Year Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>Operating assistance for FY 2021</td>
<td>BMT</td>
<td>5307 $2,200,000</td>
<td>5307 $3,360,000</td>
<td>5307 $5,560,000</td>
</tr>
<tr>
<td>2021</td>
<td>Replace 4 CNG &lt;30' buses</td>
<td>BMT</td>
<td>5307 $1,426,623</td>
<td>5307 $251,757</td>
<td>5307 $1,678,380</td>
</tr>
<tr>
<td>2021</td>
<td>Replace 2 CNG &lt;30' buses</td>
<td>BMT</td>
<td>5307 $1,106,544</td>
<td>5307 $195,272</td>
<td>5307 $1,301,816</td>
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<tr>
<td>2021</td>
<td>Security surveillance system</td>
<td>BMT</td>
<td>5307 $32,000</td>
<td>5307 $8,000</td>
<td>5307 $40,000</td>
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<tr>
<td>2021</td>
<td>Operating assistance</td>
<td>BMT</td>
<td>5307 $79,759</td>
<td>5307 $79,759</td>
<td>5307 $159,519</td>
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<tr>
<td>2021</td>
<td>Facility enhancements</td>
<td>PAT</td>
<td>5307 $570,336</td>
<td>5307 $114,067</td>
<td>5307 $684,403</td>
</tr>
<tr>
<td>2021</td>
<td>Operating assistance for FY 2021</td>
<td>PAT</td>
<td>5307 $944,855</td>
<td>5307 $1,131,384</td>
<td>5307 $2,076,239</td>
</tr>
<tr>
<td>2021</td>
<td>Acquire shop equipment</td>
<td>PAT</td>
<td>5307 $300,000</td>
<td>5307 $60,000</td>
<td>5307 $360,000</td>
</tr>
<tr>
<td>2021</td>
<td>Electric vehicle project</td>
<td>PAT</td>
<td>5307 $1,379,857</td>
<td>5307 $275,971</td>
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<tr>
<td>2021</td>
<td>Maintenance facility construction</td>
<td>PAT</td>
<td>5307 $1,650,000</td>
<td>5307 $330,000</td>
<td>5307 $1,980,000</td>
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<tr>
<td>2021</td>
<td>Replace maintenance equipment</td>
<td>PAT</td>
<td>5307 $137,460</td>
<td>5307 $164,955</td>
<td>5307 $27,495</td>
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<tr>
<td>2021</td>
<td>Operating assistance for FY 2021</td>
<td>SETT</td>
<td>5310 $182,821</td>
<td>5310 $45,705</td>
<td>5310 $228,526</td>
</tr>
<tr>
<td>2021</td>
<td>Admin/operation of rural transit</td>
<td>SETT</td>
<td>5311 $502,153</td>
<td>5311 $627,484</td>
<td>5311 $1,129,637</td>
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<tr>
<td>2021</td>
<td>Flood resiliency for critical support</td>
<td>PAT</td>
<td>5324 $723,800</td>
<td>5324 $180,950</td>
<td>5324 $904,750</td>
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<td>2021</td>
<td>Replace 1 CNG &lt;30' bus</td>
<td>BMT</td>
<td>5339 $327,885</td>
<td>5339 $49,183</td>
<td>5339 $377,068</td>
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<tr>
<td>2021</td>
<td>Replace 1 CNG &lt;30' bus</td>
<td>BMT</td>
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<td>5339 $44,007</td>
<td>5339 $337,388</td>
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<td>2021</td>
<td>Replace 2 CNG &lt;30' buses</td>
<td>BMT</td>
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<td>5339 $43,599</td>
<td>5339 $290,665</td>
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<td>5339 $2,538,563</td>
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<td>5339 $30,341</td>
<td>5339 $181,047</td>
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<td>2021</td>
<td>Maintenance facility upgrade</td>
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<td><strong>21,934,684</strong></td>
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5 JOHTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 37-43.

6 Includes Transit Development Credits.
Exhibit 8.1.2 SETRPC federal transit funding forecast FY 2022

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Project</th>
<th>Project Sponsor</th>
<th>Federal Funding Source</th>
<th>Federal Funding</th>
<th>State/Other Funding</th>
<th>Fiscal Year Cost</th>
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<td>$2,076,239</td>
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<tr>
<td>2022</td>
<td>Operating assistance for FY 2022</td>
<td>SETT</td>
<td>5310</td>
<td>$182,821</td>
<td>$45,705</td>
<td>$228,526</td>
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<tr>
<td>2022</td>
<td>Admin/operation of rural transit</td>
<td>SETT</td>
<td>5311</td>
<td>$502,153</td>
<td>$627,484</td>
<td>$1,129,637</td>
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<tr>
<td>2022</td>
<td>Small urban &amp; bus facilities project</td>
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<td>$225,059</td>
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Exhibit 8.1.3 SETRPC federal transit funding forecast FY 2023

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<th>Project</th>
<th>Project Sponsor</th>
<th>Federal Funding Source</th>
<th>Federal Funding</th>
<th>State/Other Funding</th>
<th>Fiscal Year Cost</th>
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<td>2023</td>
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<td>$5,580,000</td>
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<tr>
<td>2023</td>
<td>Operating assistance for FY 2022</td>
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<td>5307</td>
<td>$944,855</td>
<td>$1,131,384</td>
<td>$2,076,239</td>
</tr>
<tr>
<td>2023</td>
<td>Operating assistance for FY 2022</td>
<td>SETT</td>
<td>5310</td>
<td>$182,821</td>
<td>$45,705</td>
<td>$228,526</td>
</tr>
<tr>
<td>2023</td>
<td>Admin/operation of rural transit</td>
<td>SETT</td>
<td>5311</td>
<td>$502,153</td>
<td>$627,484</td>
<td>$1,129,637</td>
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<td>Total Funds</td>
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Exhibit 8.1.4 SETRPC federal transit funding forecast FY 2024

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<th>Fiscal Year</th>
<th>Project</th>
<th>Project Sponsor</th>
<th>Federal Funding Source</th>
<th>Federal Funding</th>
<th>State/Other Funding</th>
<th>Fiscal Year Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2024</td>
<td>Operating assistance for FY 2022</td>
<td>BMT</td>
<td>5307</td>
<td>$2,260,000</td>
<td>$3,340,000</td>
<td>$5,600,000</td>
</tr>
<tr>
<td>2024</td>
<td>Operating assistance for FY 2022</td>
<td>PAT</td>
<td>5307</td>
<td>$944,855</td>
<td>$1,131,384</td>
<td>$2,076,239</td>
</tr>
<tr>
<td>2024</td>
<td>Operating assistance for FY 2022</td>
<td>SETT</td>
<td>5310</td>
<td>$182,821</td>
<td>$45,705</td>
<td>$228,526</td>
</tr>
<tr>
<td>2024</td>
<td>Admin/operation of rural transit</td>
<td>SETT</td>
<td>5311</td>
<td>$502,153</td>
<td>$627,484</td>
<td>$1,129,637</td>
</tr>
<tr>
<td></td>
<td>Total Funds</td>
<td></td>
<td></td>
<td>$3,889,829</td>
<td>$5,144,573</td>
<td>$9,034,402</td>
</tr>
</tbody>
</table>

Ongoing stakeholder engagement

The SETRPC currently engages stakeholders in regional planning activities through the Regional Public Transportation Coordination Steering Committee (RPTCSC). Regularly scheduled meetings are a forum for transit providers; health and human service organizations; workforce agencies; and representatives for persons with disabilities, the elderly, low-income, veterans, and children/youth. Best practices and successes as well as transportation deficiencies and possible solutions are shared and discussed. Steering committee meetings have further activities toward meeting transportation needs within the region. A current contact list of all RPTCSC members is included in Appendix D.

7 JOHRTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 44-45.
8 JOHRTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 46-47.
9 JOHRTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 48-49.
8.2 Implementation Priorities

The SETRPC’s Regional Public Transportation Coordination Plan is intended to cover a five-year period. As such, “short-term” refers to the period from Plan adoption to 18 months, “mid-term” refers to 18 to 36 months following Plan adoption, and “long-term” refers to 36 to 60 months following Plan adoption.

Priority: Short-term
- Recommendation 1: Implement scheduled service linking Beaumont and Port Arthur on a trial basis.
- Recommendation 2: Design/distribute easy-to-understand public transportation service informational materials.
- Recommendation 3: Enhance the SETRPC transit webpage.
- Recommendation 7: Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.
- Recommendation 8: Conduct Inter-Community Connectivity Study.

Priority: Mid-term
- Recommendation 4: Implement an ongoing travel training program.
- Recommendation 5: Improve connectivity between sidewalks/pedestrian network and bus stops.
- Recommendation 6: Improve/enhance bus stops (e.g., customer amenities, signage, information displays).
- Recommendation 9: Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.
- Recommendation 10: Assess viability of establishing scheduled service between outlying communities and Beaumont.
- Recommendation 11: Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.
- Recommendation 12: Evaluate the practicality of joint recruitment and training of drivers.
- Recommendation 13: Increase capital (vehicle) funding for non-profit organizations.

Priority: Long-term
- Recommendation 14: Implement “one-stop” transportation information call center.
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Chapter 9 | Performance Measures to Evaluate Effectiveness

9.1 Local Performance Measures

In addition to the state-wide performance metrics (discussed in Section 9.2), each Texas Department of Transportation (TxDOT) Planning Region is responsible for identifying a series of local metrics for each gap identified in the Coordinated Plan. These metrics should objectively measure the extent to which each gap was filled or priority addressed.

As the lead agency, it is the South East Texas Regional Planning Commission’s responsibility to collect data and otherwise monitor the status of the recommendations set forth in Chapter 5 of this Plan. One or more performance measures are indicated for each recommendation, as well as what data should be collected in order to document progress.

Ideally, all recommendations would be implemented prior to the next Regional Public Transportation Coordination Plan update. However, in reality, this is unlikely to happen. Therefore, it is essential the SETRPC document progress toward implementation of each recommendation, even if a decision was made not to move forward with implementation. This is especially important for recommendations that call for the region to “consider” or “investigate” a program or strategy. If the recommendation was investigated or considered and the answer was determined to be “no” or “not now,” that should be documented and reflected in the next Regional Public Transportation Coordination Plan update.
Exhibit 9.1.1  Local performance metrics by recommendation

<table>
<thead>
<tr>
<th>#</th>
<th>Recommendation</th>
<th>Priority</th>
<th>Recommended Activities</th>
<th>Data to Measure</th>
<th>Performance Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Implement scheduled service linking Beaumont and Port Arthur on a trial basis.</td>
<td>Short</td>
<td>• Conduct Regional Transit Connectivity Study.</td>
<td>• Track ridership and cost per ride.</td>
<td>• Increase in ridership</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Implement locally preferred service option.</td>
<td></td>
<td>• Decrease in cost per ride</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Undertake targeted marketing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Design/distribute easy-to-understand public transportation service informational materials.</td>
<td>Short</td>
<td>• Develop improved traditional marketing materials in English and Spanish.</td>
<td>• Assess impact via periodic customer engagement.</td>
<td>• Increase in level of satisfaction with service information materials</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Finalize design, produce, and distribute.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Identify top information distribution channels/media.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Enhance the SETRPC transit webpage.</td>
<td>Short</td>
<td>• Engage professional consultant to update website.</td>
<td>• Track traffic to both the website and call volume to the call center.</td>
<td>• Increase in website visitors</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Launch website.</td>
<td></td>
<td>• Increase in call center call volume</td>
</tr>
<tr>
<td>4</td>
<td>Implement an ongoing travel training program.</td>
<td>Medium</td>
<td>• Consensus as to &quot;most qualified&quot; entity to lead effort.</td>
<td>• Number of individuals trained.</td>
<td>• Increase in total number of individuals trained annually</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Create in-house or via consultant.</td>
<td>• Periodic feedback/satisfaction survey.</td>
<td>• Increase in level of satisfaction with travel training</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Identify monthly/quarterly activity targets (i.e., number of presentations, number of individuals trained, etc.).</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Promote travel training opportunity.</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Schedule initial sessions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Track impact.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>#</td>
<td>Recommendation</td>
<td>Priority</td>
<td>Recommended Activities</td>
<td>Data to Measure</td>
<td>Performance Metric</td>
</tr>
<tr>
<td>---</td>
<td>----------------</td>
<td>---------</td>
<td>------------------------</td>
<td>----------------</td>
<td>-------------------</td>
</tr>
</tbody>
</table>
| 5 | Improve connectivity between sidewalks/pedestrian network and bus stops. | Medium | • Consensus regarding bus stop standards in rural areas.  
• Identify top target locations in each community.  
• Calculate improvement costs (one-time and ongoing).  
• Identify funding sources.  
• Implement incrementally. | • Number of sites improved.  
• Periodic customer feedback. | • Decrease in number of sites needing improvement  
• Fewer customer complaints  
• Increased satisfaction with bus stops |
| 6 | Improve/enhance bus stops (e.g., customer amenities, signage, information displays). | Medium | • Conduct 100-percent bus stop inventory including stop amenities.  
• Identify top improvement locations in each community.  
• Consensus regarding annual improvements budget.  
• Identify funding sources/ sponsorship opportunities.  
• Implement incrementally. | • Number of sites improved.  
• Periodic customer feedback. | • Decrease in number of sites needing improvement  
• Fewer customer complaints  
• Increased satisfaction with bus stops |
| 7 | Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations. | Short | • Create marketing campaign.  
• Prepare, produce, and distribute associated collateral. | • Track use of reduced/subsidized fares. | • Increase in percentage of riders using reduced or subsidized fares |
### Recommendation Table

<table>
<thead>
<tr>
<th>#</th>
<th>Recommendation</th>
<th>Priority</th>
<th>Recommended Activities</th>
<th>Data to Measure</th>
<th>Performance Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Conduct Inter-Community Connectivity Study.</td>
<td>Short</td>
<td>• Conduct a study to quantify demand and identify community priorities.</td>
<td>Track ridership and cost per ride.</td>
<td>Increase in ridership</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Compile cost-effective service alternatives.</td>
<td></td>
<td>Decrease in cost per ride</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Consensus regarding alternative with greatest ROI.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Implement locally preferred service option.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Undertake targeted marketing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.</td>
<td>Medium</td>
<td>• Conduct a study to quantify demand and identify community priorities.</td>
<td>Track ridership and cost per ride.</td>
<td>Increase in ridership</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Compile cost-effective service alternatives.</td>
<td></td>
<td>Decrease in cost per ride</td>
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<tr>
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<td>• Consensus regarding alternative with greatest ROI.</td>
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<td></td>
<td>• Implement locally preferred service option.</td>
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<tr>
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<td></td>
<td></td>
<td>• Undertake targeted marketing.</td>
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<tr>
<td>10</td>
<td>Assess viability of establishing scheduled service between outlying communities and Beaumont.</td>
<td>Medium</td>
<td>• Conduct “mini-study” to evaluate demand.</td>
<td>Track ridership and cost per ride.</td>
<td>Increase in ridership</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Compile cost-effective service alternatives.</td>
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<td>Decrease in cost per ride</td>
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<tr>
<td></td>
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<td>• Consensus regarding alternative with greatest ROI.</td>
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<td>-------------------------------------------</td>
</tr>
<tr>
<td>11</td>
<td>Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.</td>
<td>Medium</td>
<td>• Identify and qualify prospective TNC partners.</td>
<td>• Documentation of outreach to TNCs.</td>
<td>• Increase in ridership</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Develop pilot program scope, budget, and timeframe.</td>
<td>• Number of rides provided.</td>
<td>• Decrease in cost per ride</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Secure funding.</td>
<td>• Cost per ride.</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>• Prepare and present draft agreement.</td>
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<td></td>
<td></td>
<td></td>
<td>• Program marketing.</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>• Track activity (and impact) on a monthly basis.</td>
<td></td>
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<tr>
<td>12</td>
<td>Evaluate the practicality of joint recruitment and training of drivers.</td>
<td>Medium</td>
<td>• Determine feasibility (legality) of joint recruitment and/or training.</td>
<td>• Number of organizations engaged.</td>
<td>• Increase in number of organizations engaged</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Follow-up with stakeholder organizations indicating prior interest.</td>
<td>• Periodic feedback from trainees.</td>
<td>• Increase in level of satisfaction from participating organizations</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Calculate cost and anticipated benefit.</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>• Create program either in-house or via consultant.</td>
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<td></td>
<td></td>
<td></td>
<td>• Implement.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>#</td>
<td>Recommendation</td>
<td>Priority</td>
<td>Recommended Activities</td>
<td>Data to Measure</td>
<td>Performance Metric</td>
</tr>
<tr>
<td>----</td>
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</tbody>
</table>
| 13 | Increase capital (vehicle) funding for non-profit organizations.                | Medium   | ● Review input received from community stakeholders providing in-house transportation.  
● Determine if capital budget "short fall" exists.  
● Review vehicle replacement standards, qualifying criteria, scoring criteria, etc.  
● Identify alternative funding opportunities (beyond traditional FTA capital). | ● Increase in total funding availability.  
● Number of vehicles purchased/replaced. | ● Increase in amount of funding  
● Increase in number of vehicles purchased  
(These metrics may not be achieved every year depending upon need) |
| 14 | Implement “one-stop” transportation information call center.                    | Long     | ● Determine scope of potential service offerings.  
● Calculate annual operating cost.  
● Identify funding opportunities.  
● Consensus as to "most qualified" provider.  
● Implement on phased approach. | ● Call activity.  
● Impact on ridership. | ● Increase in call volume  
● Increase in ridership |
9.2 State-wide Performance Measures

The Texas Department of Transportation (TxDOT) provides a regular assessment of each Planning Region’s status with respect to six standard performance metrics. The most recent assessment was issued for FY 2020. Metrics for each standard from that assessment are provided below.

Exhibit 9.2.1 Snapshot of performance metrics

<table>
<thead>
<tr>
<th>Performance metric</th>
<th>Status 2018</th>
<th>Status 2019</th>
<th>Status 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active, formal partnerships</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Organizations or individuals that received information about regional transportation planning activities</td>
<td>6</td>
<td>4</td>
<td>37</td>
</tr>
<tr>
<td>Organizations or individuals that actively participated in regional transportation planning activities</td>
<td>20</td>
<td>18</td>
<td>20</td>
</tr>
<tr>
<td>Strategies, goals, or objectives that moved from the planning phase to the implementation phase</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Fully achieved strategies, goals, and objectives</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Newly identified needs, gaps, inefficiencies</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

The South East Texas Regional Planning Commission, as the lead agency for regional transportation coordination in Planning Region 15, is responsible for monitoring the status of each of the state-wide performance metrics for annual reporting. Such monitoring will require the following data collection:

- Documentation of all active, formal transportation partnerships (contracts for service, funding agreements, etc.).
- Documentation of all individuals and organizations receiving information about regional transportation planning activities (at a minimum, Regional Public Transportation Coordination Steering Committee meetings).
- Documentation of all individuals and organizations participating in regional transportation planning activities (at a minimum, Regional Public Transportation Coordination Steering Committee meetings).
- Status of goals, objectives, and recommendations (to determine whether they have moved from a planning phase to an implementation phase, or whether they have been fully achieved).
- Documentation of any newly identified needs, gaps, or inefficiencies.
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Appendix A | Community Survey
**Exhibit A.1. Community survey instrument (bilingual)**

**South East Texas Regional Planning Commission**

**Five-Year Regionally Coordinated Transportation Plan**

**Community Survey | Encuesta Comunitaria**

As a resident of South East Texas, your input is important, regardless of whether you currently use public transportation (i.e., bus or dial-a-ride), non-profit transportation services (i.e., social service organizations), or private transportation services (i.e., taxis, shuttles, etc.)

1. In which county do you currently live?  
   - [ ] Jasper  
   - [ ] Jefferson  
   - [ ] Hardin  
   - [ ] Orange  
   - [ ] Other (specify): __________________________

2. Do you mostly travel... (select only one)  
   - [ ] Within your home county  
   - [ ] Outside your home county  
   - [ ] Both

3. Please select the method of transportation you typically use for the stipulated purpose or destination. Select only one response for each purpose or destination.

   | Drive alone/Conducir solo | Drive or ride with others/Conducir o viajar con otros | Ride the bus/ir en autobus | Walk/Caminar | Ride a bicycle/Ir en bicicleta | Taxi, Lyft, or/Esta vuoto | Other (specify)/Otro (especificar) |
---|---|---|---|---|---|---|---|
   a. Work | Trabajo | | | | | | |
   - What/where is your most frequent destination?  
   - ¿Cuál es tu destino más frecuente?  
   b. Medical/healthcare  
   - Atención médica/de salud
   - What/where is your most frequent destination?  
   - ¿Cuál es su destino más frecuente?  
   c. School/Training  
   - Escuela/formación
   - What/where is your most frequent destination?  
   - ¿Cuál es su destino más frecuente?  
   d. Shopping/personal trips  
   - Compras/viages personales
   - What/where is your most frequent destination?  
   - ¿Cuál es su destino más frecuente?

**Turn over to continue**
4. Please tell us about the ease or difficulty you face in making each of the four primary trip types. ¿Cuáles son sus dificultades en realizar cada uno de estos cuatro tipos de viajes principales?

a. Work | Trabajo
- Always able to get there | Siempre se puede llegar
- Usually able to get there | Por lo general se puede llegar
- Can get there but takes a long time | Se puede llegar, pero se tarda mucho tiempo
- Sometimes difficult due to lack of transportation | A veces es difícil debido a la falta de transporte
- Often difficult due to lack of transportation | A menudo es difícil debido a la falta de transporte

b. Medical/healthcare | Atención médica/de salud
- Always able to get there | Siempre se puede llegar
- Usually able to get there | Por lo general se puede llegar
- Can get there but takes a long time | Se puede llegar, pero se tarda mucho tiempo
- Sometimes difficult due to lack of transportation | A veces es difícil debido a la falta de transporte
- Often difficult due to lack of transportation | A menudo es difícil debido a la falta de transporte

c. School/training | Escuela/formación
- Always able to get there | Siempre se puede llegar
- Usually able to get there | Por lo general se puede llegar
- Can get there but takes a long time | Se puede llegar, pero se tarda mucho tiempo
- Sometimes difficult due to lack of transportation | A veces es difícil debido a la falta de transporte
- Often difficult due to lack of transportation | A menudo es difícil debido a la falta de transporte

d. Shopping/personal trips | Compras/viajes personales
- Always able to get there | Siempre se puede llegar
- Usually able to get there | Por lo general se puede llegar
- Can get there but takes a long time | Se puede llegar, pero se tarda mucho tiempo
- Sometimes difficult due to lack of transportation | A veces es difícil debido a la falta de transporte
- Often difficult due to lack of transportation | A menudo es difícil debido a la falta de transporte

5. How familiar are you with public transportation in the county in which you live? ¿Qué tan familiarizado está con el transporte público en el condado en el que vive?
- Very familiar | Muy familiarizado
- Somewhat familiar | Un poco familiarizado
- Not very familiar | No muy familiarizado
- Not at all familiar | Poco o nada familiarizado
- No opinion | No opinión

6. Have you used public transportation within the last 12 months? ¿Ha utilizado el transporte público en los últimos 12 meses?
- Yes | Sí → Continue to Question 7
- No → Skip to Question 8

7. If you have ridden public transportation in the last 12 months, which service(s) did you use? (check all that apply) Si ha viajado en transporte público en los últimos 12 meses, ¿qué servicio(s) utilizó? (marque todos los que correspondan)
- Beaumont Municipal Transit
- Amtrak
- Port Arthur Transit
- Greyhound
- South East Texas Transit
- Don’t know/can’t remember | No sé/no me acuerdo
- Other (specify) | Otra (especifique):

8. How do you usually obtain information about public transportation? (check all that apply) ¿Cómo obtiene generalmente información sobre el transporte público? (marque todos los que correspondan)
- Printed schedules/brochures | Horarios/folletos impresos
- Transit provider website | Sitio web del proveedor de servicio
- Other website (specify) | Otro sitio web (especifique):
- Telephone | Teléfono
- From friends or family | De amigos o familiares
- At the bus stop | En la parada del autobús
- From the bus driver | Del conductor del autobús
- I have not looked for/sought information about public transportation | No he buscado/utilizado información sobre el transporte público
- Other (specify) | Otra (especifique):
10. What type of public transportation improvements would you prefer to be made/introduced? (select up to three) | ¿Qué tipo de mejoras en el transporte público desea que se hagan/introduzcan? (seleccione hasta tres):
- Better schedule coordination | Mejor coordinación de horarios
- Service between Beaumont and Port Arthur | Servicio entre Beaumont y Port Arthur
- More frequent service | Mayor frecuencia del servicio
- Improved access to service information | Mejora del acceso a la información de los servicios
- Online ticket sales | Venta de boletos en línea
- More staffing at Amtrak station | Más personal en la estación de Amtrak
- Later evening service | Servicio nocturno
- Nothing | Nada
- Other (specify) | Otro (especifique):

11. Do you typically use a wheelchair or other mobility device (such as a motorized scooter, walker, etc.)? | ¿Generalmente utiliza una silla de ruedas u otro dispositivo de movilidad (como un scooter motorizado, andador, etc.)?
- Yes | Sí
- No

12. What is your gender? | ¿Cuál es su género?
- Male | Masculino
- Female | Femenino
- Other | Otro
- Decline to state | No quiero responder

13. What category includes your age? | ¿Qué categoría incluye su edad?
- Under 18 years | Menor de 18 años
- 18-24 years | 18-24 años
- 25-44 years | 25-44 años
- 45-64 years | 45-64 años
- 65 years or older | 65 años o mayor
- Decline to state | No quiero responder

14. Which language(s) do you speak at home? (check all that apply) | ¿Qué idioma(s) habla en su hogar? (marque todos que correspondan)
- English | Inglés
- Spanish | Español
- Other (specify) | Otro (especifique):

15. How comfortable are you speaking English? | ¿Cuánto se siente al hablar inglés?
- Very comfortable/native speaker | Muy cómodo/habla nativo
- Somewhat comfortable | Un poco cómodo
- Not at all | Para nada cómodo
- Decline to state | No quiero responder

16. Please describe your current employment status. | Describa su situación laboral actual.
- Employed part-time (seasonally) (not a student) | Empleado a tiempo parcial (por temporada) (no es estudiante)
- Employed part-time (year-round) (not a student) | Empleado a tiempo parcial (todo el año) (no es estudiante)
- Employed full-time (not a student) | Empleado a tiempo completo (no es estudiante)
- High school or middle school student | Estudiante de preparatoria o secundaria
- Higher education student (not employed) | Estudiante de educación superior (sin empleo)
- Higher education student (employed) | Estudiante de educación superior (empleado)
- Not employed and not a student | Sin empleo y no es estudiante
- Retired | Jubilado
- Decline to state | No quiero responder

17. What is your annual household income? | ¿Cuál es su ingreso familiar anual?
- Less than $25,000 | Menos de $25,000
- $25,000-$49,999
- $50,000-$74,999
- $75,000-$99,999
- $100,000-$149,999
- $150,000 or more | $150,000 o más
- Prefer not to answer | Prefiero no responder

18. Of the following categories, how many people live in your household (including yourself)? | De las siguientes categorías, cuántas personas viven en su hogar (incluyendo a usted)?
- Children (age 10 and under) | Niños (10 años o menores)
- Youth (age 10-18) | Jóvenes (10-18 años)
- Adults (age 19-64) | Adultos (19-64 años)
- Seniors (age 65 and older) | Mayores (65 años y mayores)

19. Do you have a disability that impacts your personal mobility? | ¿Tiene una discapacidad que afecta su movilidad personal?
- Yes | Sí
- No

20. Do you have access to a personal vehicle? | ¿Tiene acceso a un vehículo personal?
- Yes, all the time | Sí, todo el tiempo
- Yes, some of the time | Sí, algunas veces
- No
22. Is there anything else you would like us to know about your or your family’s transportation needs, or about transportation needs in your community?

¿Hay algo más que quisiera que sepamos sobre sus necesidades o las necesidades de transporte de su familia, o sobre las necesidades de transporte en su comunidad?


Thank you for participating in this important survey.

Gracias por participar en esta importante encuesta.
Appendix B | Stakeholder Survey
Dear Community Stakeholders:

Across the next several months, the South East Texas Regional Planning Commission (SETRPC) will be preparing an update of its TxDOT-sponsored Five-Year Regionally Coordinated Transportation Plan. The Plan has two primary goals. First, to identify and quantify transportation/mobility needs of persons residing in, employed in, or visiting Hardin, Jefferson, and Orange counties. Second, to identify practical, sustainable, and cost-effective strategies for improving transportation within each of the three counties and between the three counties.

While the Plan assesses the transportation/mobility needs and priorities of all persons residing/working in Hardin, Jefferson, and Orange counties, it is especially interested in identifying the transportation/mobility needs of historically transportation-disadvantaged individuals. This category typically includes seniors, persons with disabilities, low-income individuals, youth, veterans, and homeless persons. As a valued community stakeholder, your participation in the Regionally Coordinated Transportation Plan project is very important, and the information you provide will be used to identify and set transportation/mobility priorities across the next five years.

Please fill out the enclosed survey, which should take less than 10 minutes to complete. Once finished, you may submit your survey either by using the enclosed postage-paid envelope or by scanning/emailing the completed survey to kathy@moore-associates.net. You may also complete the survey online by visiting www.SETSTransportationSurvey.com. If your organization has multiple locations, do not hesitate to share this link with organizational representatives at those locations.

Within the survey, you will be asked to indicate your interest in participating in upcoming stakeholder roundtables. These small group meetings/focus groups will enable the project team to “drill down” into community mobility needs so as to offer more tailored solutions. Both in-person and virtual meeting options will be available. We encourage you to indicate your interest even if you are unsure of your availability.

Finally, we invite you to look for additional opportunities for project participation which are open to both you, as a stakeholder, and to the individuals and populations you represent. Visit the project webpage at www.SETTexasPlan.com for more information about the community survey and upcoming community outreach activities, and share this link with your organization’s staff, members, and/or clientele.

Thank you for participating in this important project. Please don’t hesitate to contact me at (409) 899-8444 ext. 7520 or jrdickinson@setrpc.org if you have any questions.

Bob Dickinson
Director of Transportation and Environment Resources
South East Texas Regional Planning Commission
Exhibit B.2  Stakeholder survey instrument

The Southeast Texas Regional Planning Commission is preparing an update to the region’s five-year Regionally Coordinated Transportation Plan (Plan). The goal of the Plan is three-fold. First, identify mobility/transportation needs of persons living and/or working in Hardin, Jasper, Jefferson, and Orange counties. Second, help prioritize such transportation needs from the perspective of residents as well as likely funding availability. Third, identify practical strategies for addressing the identified transportation/mobility needs.

As a community stakeholder your participation is important to the success of the Plan process. Stakeholder organizations such as yours often serve as advocates for the needs (transportation and otherwise) of individuals who are either unable or unwilling to participate in the Plan’s public engagement process. This could include seniors, persons with disabilities, low-income individuals, veterans, and persons with limited-English proficiency.

By completing this survey, you will help ensure the priorities, and recommendations included in the Plan effectively address the transportation needs throughout the communities of Southeast Texas. Alternatively, the survey may be completed online at www.SETStateholderSurvey.com. Please use the enclosed postage-paid envelope to return your survey no later than September 3, 2021. Thank you for your participation!

Section 1: Organization background (all respondents)

1. Tell us about your organization.

<table>
<thead>
<tr>
<th>Organization Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Address:</td>
<td></td>
</tr>
<tr>
<td>Your Name:</td>
<td>Your Title:</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>Email:</td>
</tr>
</tbody>
</table>

2. Which of the following best describes your organization?
- Government
- Public
- Private non-profit
- Private for-profit
- Other (specify) ____________

3. Identify the client populations your organization serves. (Select all that apply.)
- Seniors 65 and older
- Veterans
- Low-income individuals
- Persons with disabilities
- Persons with limited English proficiency
- Homeless
- Children and youth
- General public
- Other (specify): ____________

4. What are the primary/core functions of your organization? (Select all that apply.)
- Home-to-school transportation
- Client transportation
- Non-emergency medical transportation
- Healthcare
- Social services
- Nutrition
- Counseling
- Day treatment
- Job training
- General public transportation
- Rehabilitation services
- Job placement
- Residential facilities
- Recreation/social
- Screening
- Information/referral
- Other (specify): ____________
5. How does your organization assist its clients obtain information about transportation? (Select all that apply.)
- Don't assist or aid clients with transportation information in any manner
- Provide clients with transportation provider guides or websites
- Refer clients to transit provider guides or websites
- Plan transportation for clients using Google Transit or an online trip planner
- Make telephone calls on behalf of clients/riders
- Use 211 Resources to provide information to clients
- Other (specify): ____________________________

6. Indicate the transportation services provided by your organization. (Select all that apply.)
- Do not operate, contract for, or subsidize any transportation services
- Directly operate transportation with full responsibility
- Purchase transportation services provided by another entity (contracted)
- Arrange for volunteer drivers
- Provide initial assistance in obtaining transportation (client responsible for follow up)
- Provide mobility management/travel training
- Subsidize rides/pay for fares
- Other (specify) ____________________________

The following sections are intended to provide insight into transportation/mobility needs affecting your client base as well as any transportation programs your organization may provide. Because the organizations targeted in this project are diverse, not every question may be directly applicable. Please answer the questions as thoroughly as possible. If a question is not applicable to your organization, leave it blank. You will have an opportunity at the end of Section 3 to provide additional comments about your organization, its needs, and its services.

Section 2: Your organization’s transportation needs (all respondents)

7. How often do your clients communicate difficulty with these transportation needs?

<table>
<thead>
<tr>
<th>Need</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical trips (doctor visits, dialysis, etc.)</td>
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<tr>
<td>Access to veterans’ services (including medical)</td>
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<td>Essential shopping (groceries, medicines)</td>
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<tr>
<td>Transportation to work or school</td>
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<tr>
<td>Daycare or elementary school trips</td>
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<td>After-school trips</td>
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<td>Weekday trips</td>
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<td>Evening trips (before 10 pm)</td>
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<td>Evening trips (after 10 pm)</td>
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<td>Saturday trips</td>
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<tr>
<td>Sunday trips</td>
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<tr>
<td>Making same-day reservations</td>
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<tr>
<td>Accessibility/path of travel to bus stop</td>
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<tr>
<td>Transfers</td>
<td></td>
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<tr>
<td>Transportation outside their home county</td>
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<tr>
<td>Trip planning and Information</td>
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</tbody>
</table>

8. What are your clients’ primary barriers to accessing transportation? (Please discuss.)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Section 3: Local transportation coordination (all respondents)

9. What are the most significant challenges your organization encounters with respect to providing and/or coordinating transportation services? (Select all that apply.)
   - Lack of funding to meet current transportation/mobility needs
   - Lack of funding to support coordination activities
   - Insufficient organizational staffing to provide services
   - Insurance concerns (e.g., terms/conditions do not allow transportation of non-agency passengers, etc.)
   - Policy considerations (e.g., limitation to where trips can originate or terminate)
   - Inadequate or non-existent fixed-route transit service
   - Lack of transportation services in the area
   - State or other regulations are too restrictive as to who is eligible for transportation services
   - Unable to mix and/or coordinate grants from different agencies
   - Inability to comply with restrictive grant or funding guidelines or reporting
   - Not part of our organization’s core mission
   - Other (specify): __________________________

10. Is there an ongoing process for identifying duplication of service, under-utilized transportation assets, and service gaps in the community which your organization operates?
   - Yes
   - No
   - Don’t know

11. In your opinion, which enhancements are most needed to improve coordination of public transit and human service transportation in your service area?

   __________________________

12. Are there any other issues, concerns, or information you believe to be relevant to this issue?

   __________________________

   __________________________

IF YOUR ORGANIZATION DIRECTLY OPERATES, CONTRACTS FOR, OR SUBSIDIZES ANY KIND OF TRANSPORTATION SERVICES, PLEASE COMPLETE SECTION 4. IF IT DOES NOT, END THE SURVEY HERE. THANK YOU.

Section 4: Transportation services (transportation providers only)

13. Who is eligible to use the transportation provided by your organization?
   - Only enrolled/eligible/authorized clients
   - Any member of the general public
   - Anyone served by our organization

14. Tell us about the drivers for your transportation program:
   - ______ # of paid dedicated drivers
   - ______ # of volunteer drivers
   - ______ # of paid staff who drive

15. How many total vehicles do you have available for client/customer transportation? ______

16. Tell us about the number and capacity of your vehicles:
   - ______ # of sedans seating 5 or fewer passengers
   - ______ # of vans seating 10 or fewer passengers
   - ______ # of vehicles seating 11 to 15 passengers
   - ______ # of buses seating 16+ passengers
   - ______ Total # of lift-equipped vehicles
17. How many of your vehicles may need to be replaced in the next five years based on odometer mileage?
   □ # of vans (20 or fewer seats) exceeding 150,000 miles
   □ # of buses (21+ seats) exceeding 200,000 miles
   □ # of buses (21+ seats) exceeding 250,000 miles

18. Passenger Trips Provided
   □ Average # of one-way passenger trips per MONTH. Count one trip each time a passenger boards the vehicle.
   □ Count a round-trip as two one-way passenger trips.

19. Compared to 2019, do you expect your organization’s transportation budget for 2022 will...
   □ Increase
   □ Decrease
   □ Stay the same

20. Does your organization intend to continue its client transportation programs during the next five years?
   □ Yes
   □ No
   □ Unsure

21. How has COVID-19 affected your transportation program?

22. What types of coordinated services might your organization be interested in learning more about and/or participating in?
   □ Sharing vehicles
   □ Cooperative travel training
   □ Joint vehicle purchasing
   □ Joint staff/driver training
   □ Insurance cooperatives
   □ Cooperative vehicle/fleet maintenance
   □ Cooperative fuel purchases
   □ Cooperative transportation marketing/promotion activities
   □ Other (specify): ____________________________

23. Are you interested in participating in a virtual stakeholder roundtable (conducted via Zoom or phone) to discuss mobility and transportation needs specific to your organization?
   □ Yes
   □ No
   □ Maybe

Thank you for your participation! Please return your survey using the enclosed postage-paid envelope or by emailing the completed form to kathy@moore-associates.net.
Appendix C | Documentation of Community Engagement
Exhibit C.1 Community survey household mailer

The South East Texas Regional Planning Commission (SETRPC) is updating the region’s Coordinated Transportation Plan. Given the Plan covers the next five years it is important that it accurately reflects the mobility needs and priorities of persons residing in Hardin, Jasper, Jefferson, and Orange counties.

Your participation is important. Please visit SETexasPlan.com to learn more about the project as well as opportunities to participate.

- Take a short survey.
- Attend a community workshop.
- Attend a community pop-up event.

La Comisión de Planificación Regional del Sureste de Texas (SETRPC) está actualizando el Plan de Transporte Coordinado de la región. Dado que el Plan cubre los próximos cinco años, es importante que refleje con precisión las necesidades y prioridades de movilidad de las personas que residen en los Condados de Hardin, Jasper, Jefferson y Orange.

Su participación es importante. Por favor visite SETexasPlan.com para obtener más información sobre el proyecto y las oportunidades para participar.

- Realice una breve encuesta.
- Asista a un taller comunitario.
- Asista a un evento emergente de la comunidad.
Exhibit C.2 Pop-up event table display
Exhibit C.3  Pop-up events
Exhibit C.4  Promotion of pop-up events on website

Community Events

Have an idea for improving public transportation in Harris, Jasper, Jefferson, or Orange counties? Visit an upcoming transportation info-sharing session to be held at 8 locations throughout the region.

See below for session dates, times, and locations.

Each session is free and Spanish interpretation will be available.

Discuss your transportation experiences, needs, and priorities. Complete a short survey. Pick up information regarding Beaumont Area Transit, Port Arthur Transit, or South East Texas Transit.

Bilingual community outreach staff will be available for questions, to assist with trip planning, or to discuss your public transportation needs and priorities.

Questions regarding the Regional Public Transportation Coordination Plan project may also be submitted to Bob Dickinson (Director, Transportation & Environmental Resources) at the contact us page.

Event 1: Tuesday, September 28, 8:30 am – 10 am
Market Basket Food
2522 N. 11th St.
Beaumont, TX 77703

Event 2: Tuesday, September 28, 11:00 am – 12:30 pm
La Varzulina Meat Market
1700 Jefferson Dr
Port Arthur, TX 77642

Event 3: Tuesday, September 28, 3 pm – 4:30 pm
Market Basket
3095 Texas Ave
Bridge City, TX
Event 4: Wednesday, September 29, 8 am – 9:30 am
Denny’s Super Foods
2603 Western Ave
West Orange, TX 77630

Event 5: Wednesday, September 29, 10 am – 11:30 am
Brookshire Brothers
1605 S. Magnet Ave
Kirbyville, TX 75956

Event 6: Wednesday, September 29, 1pm – 2:30 pm
Brookshire Brothers
1125 S. Wheeler St
Jasper, TX 75951

Event 7: Thursday, September 30, 8:30 am – 10 am
Brookshire Brothers
421 S. Main St
Lumberton, TX 77657

Event 8: Thursday, September 30, 11 am – 12:30 pm
Brookshire Brothers
285 Hwy 165 E
Sout Lufkin, TX 75959
Exhibit C.5  Newspaper advertisements promoting virtual workshops (English and Spanish)

Help shape the future of public transportation in South East Texas.

Attend one of three virtual community workshops on
Wednesday, October 13, 2021: 11 am, 3:30 pm, and 5:30 pm.

Share your ideas, priorities, and experiences regarding public transportation.

To obtain workshop Zoom link or to complete a short online survey, visit www.SETexasPlan.com.

Ayude formar el futuro del transporte público en el Sureste de Tejas.

Asista a uno de los tres talleres comunitarios virtuales el miércoles 13 de octubre de 2021: 11 am, 3:30 pm y 5:30 pm.

Comparta sus ideas, prioridades y experiencias con respecto al transporte público en su comunidad.

Progress on the South East Texas Regional Public Transportation Coordination Plan continues.

Within the last two weeks, the project team conducted eight 90-minute information-sharing sessions throughout Hardin, Jasper, Jefferson, and Orange counties. Despite the rains, more than 200 residents came by the info tables; many of whom asked questions, provided input regarding their public transportation needs and priorities, and picked up public transportation service materials.

On Wednesday, October 13, 2021, the South East Texas Regional Planning Commission will host three virtual (online) community workshops. The workshops are open to the public, and will provide an opportunity for questions and answers regarding current public transportation services as well as the Regional Public Transportation Coordination Plan project.

Session start times are 11:00 am, 3:30 pm, and 5:30 pm. To participate, go online to www.setexasplan.com. Under the workshop tab is the list of events and a Zoom link to participate. Questions and comments may either be presented during the workshops or via the project webpage www.setexasplan.com. Spanish interpretation will be available at each session.

Nearly 40 community organizations have participated in the stakeholder survey so far. Ensuring the public transportation needs of seniors, persons with disabilities, veterans, and low-income individuals are identified and documented are the cornerstone objectives of the Regional Public Transportation Coordination Plan. Therefore, there is still time to participate in the survey. Either return the survey form which you received in the mail (using the postage-paid envelope), complete the survey online at www.setstakeholdersurvey.com, or call (888) 743-5977 and a project associate will assist you in completing the survey over the phone.

Thank you for helping make the South East Texas Regional Public Transportation Coordination Plan project a success.
Exhibit C.7 Promotion of virtual workshops on website

Workshops

Have an idea for improving public transportation in South East Texas (Harris, Jasper, Jefferson, and Orange counties)? Wish to discuss your transportation experiences, needs, or priorities? Attend one of three virtual community workshops.

Workshop times:

- Wednesday, October 13
  - 11:00 am CT: [link]
  - 2:00 pm CT: [link]
  - 5:00 pm CT: [link]

While each workshop will last approx. 60 mins, you’re invited to drop in, ask a question, discuss your ideas, and then leave/drop off. Use the Zoom link next to the desired workshop time to participate. Spanish interpretation will be provided. If you wish, you may submit a question or comment in advance of any of the three virtual workshops [click here].

Questions regarding the Regional Public Transportation Coordination Plan project may also be submitted to Bob Dickman (Director, Transportation & Environmental Resources) at the contact us page.
Exhibit C.8 Virtual workshop PowerPoint presentation (English)

**PROJECT OBJECTIVES**
- Identify and quantify demand for transportation services
- Compare demand with available services
- Identify practical, cost-effective mobility-enhancing opportunities

**PROJECT AREA COVERAGE**
- Hardin, Jasper, Jefferson, and Orange counties

**COMMUNITY ENGAGEMENT ACTIVITIES**
- Online bilingual community survey
- Community stakeholder survey
- Pop-up events in each county
- Virtual community workshops
- Bilingual interactive project webpage

**PROJECT NEXT STEPS**
- Prepare Needs Assessment/Gap Analysis report
- Prepare draft Coordinated Plan
- Presentation to and public review/comment
- Prepare final project report

**COMMENTS RECEIVED FROM RESIDENTS**
- Need link between Beaumont and Port Arthur
- Wider distribution of public transit service information
- Provide public transit service materials in Spanish
- Need later weekday service (into the evening)
- Need more weekend service
- Need link between Orange city and Port Neches
- Need public transit service in Jasper county
- Bus stop improvements, especially in Beaumont
- More dial-a-ride capacity during the first week of each month

**QUESTIONS/COMMENTS**
Exhibit C.9 Virtual workshop PowerPoint presentation (Spanish)

**OBJETIVOS DEL PROYECTO**
- Identificar y cuantificar la demanda de servicios de transporte
- Comparar la demanda con los servicios disponibles
- Identificar oportunidades prácticas y económicas que mejoren la movilidad

**ÁREA / COBERTURA DEL PROYECTO**
- Condados de Hardin, Jasper, Jefferson, y Orange

**ACTIVIDADES DE PARTICIPACIÓN COMUNITARIA**
- Encuesta comunitaria virtual
- Encuesta de partes interesadas de la comunidad
- Eventos emergentes en cada condado
- Talleres comunitarios virtuales
- Página web del proyecto con opción para dejar comentarios

**COMENTARIOS RECIBIDOS DE LOS RESIDENTES**
- Necesita comunicación entre Beaumont y Port Arthur
- Distribución más amplia de la información del servicio de transporte público
- Proporcionar materiales de servicio de transporte público en español
- Necesita servicio más tarde en la semana (hasta las noches)
- Necesita más servir durante los fines de semana
- Necesita comunicación entre la ciudad de Orange y Port Neches
- Necesita servicios de transporte público en el condado de Jasper
- Mejorar servicios en los puntos de autobús, especialmente en Beaumont
- Más servicios "All in one" durante la primera semana de cada mes

**PRÓXIMOS PASOS DEL PROYECTO**
- Preparar el informe de evaluación de necesidades / análisis de brechas
- Preparar el borrador del plan coordinado
- Presentación al Comité Directivo del Proyecto Período de revisión pública
- Preparar el informe final del proyecto
Exhibit C.10 Steering Committee PowerPoint presentation (August 11, 2021)
PUBLIC ENGAGEMENT OVERVIEW

- Bilingual and community survey (online and hard copy)
- Bilingual stakeholder survey (online and hard copy)
- Stakeholder roundtables (in-person and virtual with real-time Spanish interpretation)
- Direct mailer to 20,000 households
- Short-form video
- Interactive project webpage
- Two pop-up events per county
- Two workshops per county
- Minimum of three virtual workshops
- Real-time interpretation

TASK 3: UPDATE FIVE-YEAR REGIONAL PLAN

- Draft Plan fully compliant with TxDOT requirements
- "Budded review" of draft document with SETRPC and Steering Committee
- Two-week public review period
- Rural Plans
- Presentation to SETRPC Executive Committee

NEXT STEPS

- Conduct stakeholder survey
- Promote community survey and community outreach activities
- Conduct community survey
- Conduct workshops and pop-up events
- Conduct stakeholder roundtables

QUESTIONS/DISCUSSION
Exhibit C.11 Steering Committee PowerPoint presentation (November 4, 2021)

**PROJECT OBJECTIVES**
- Identify and quantify demand for transportation services
- Compare demand with available services
- Identify practical, cost-effective mobility-enhancing opportunities

**COMMUNITY ENGAGEMENT ACTIVITIES**
- Online bilingual community survey
- Community stakeholder survey
- Pop-up events in each county
- Virtual community workshops
- Bilingual interactive project webpage

**COMMUNITY SURVEY: KEY FINDINGS**
- Typical mode of travel: “drive alone” (77%)
- Access to personal vehicle: “all the time” (77%)
- Familiarity with public transit (33%)
- Absence/insufficient public transportation service as a barrier: “work” (38%) and “healthcare” (24%)
- Greatest motivator to potential future use of public transit: “later evening service” (52%), “link between Beaumont and Port Arthur” (30%), and “improved access to transit service information” (27%).

**STAKEHOLDER SURVEY: LIST OF PARTICIPATING ORGANIZATIONS**
- Beaumont Housing Authority
- Chambers County
- Catholic Charities of Southeast Texas
- City of Aransas Pass
- City of Orange
- City of Port Arthur
- Columbus Area Transportation District
- Fannin County
- Friendswood Public Library
- Fort Bend County
- Galveston County
- Harris County
- Hidalgo County
- Jefferson County
- Kemah Area Transportation District
- Lamar University
- Lufkin Chamber of Commerce
- Nederland Area Transportation District
- Orange County
- Port Arthur
- Rapides Parish
- SETRIPC
- Tyler County
- Victoria County
- Wilson County

**STAKEHOLDER SURVEY: KEY FINDINGS**
- Many portions of the project area currently not served by public transit.
- Need for extended service hours to provide access to employment and healthcare services.
- Need connectivity between counties.
- Need access to medical facilities in Houston area.
- Dialysis patients need transportation service on weekends and holidays.
- Cost is often a barrier to transportation access.

**COMMUNITY POP-UP EVENTS: HARDIN COUNTY**
- Brookshire Bros, Lumberton
- Brookshire Bros, Sour Lake
- 30 attendees
- Comments:
  - Need service along Hwy 96
  - Lumberton doesn’t have public transit service
  - Sour Lake: Went service to library

**COMMUNITY POP-UP EVENTS: JASPER COUNTY**
- Brookshire Bros, Kirbyville
- Brookshire Bros, Jasper
- 30 attendees
- Comments:
  - Jasper County doesn’t have public transit service
  - Need service between Jasper County and Hardin or Orange counties so as to access healthcare services
Exhibit C.12 Steering Committee PowerPoint presentation (January 19, 2022)

CONSULTANT OBSERVATIONS/FINDINGS

- No public transit service in Jasper county
- Portions of Hardin, Jefferson, and Orange counties without transit service
- Absence of connectivity between counties
- Requests for service to Houston to access medical facilities
- Dialysis patients impacted by lack of transit service on weekends and holidays
- Cost is often a barrier to transportation use

NEEDS ASSESSMENT

- Establish link between Beaumont and Port Arthur (at least on weekdays)
- Partner with private sector/social service organizations to provide access to Houston area for medical trips
- Increase availability of service information in Spanish (printed and online)
- Consider trial service linking Orange and Port Neches

PROJECT NEXT STEPS

- February 17: Approval of TRI and Needs Assessment
- Prepare draft project report
- March 3: Introduce Plan
- March 15 & 17: Virtual public meetings
- March 30: PSC approval of the Plan
Exhibit C.13  Steering Committee PowerPoint presentation (February 17, 2022)

GOALS FOR TODAY’S MEETING
- Approval of Transportation Resources Inventory
- Approval of Needs Assessment
- Introduction of Gap Analysis

CORNERSTONE PROJECT OBJECTIVES
- Comprehensive assessment of transit services within Hardin, Jasper, Jefferson, and Orange counties
- Objective assessment of demand versus available services
- Identify cost-effective mobility-enhancing opportunities

CONSULTANT OBSERVATIONS
- No public transit service in Jasper county (potential Transit Needs Study)
- Absence of connectivity between counties (potential Inter-Community Demand Study)
- Request for service to Houston to access medical facilities
- Dialysis patients impacted by limited availability of mobility options on weekends and holidays
- Cost remains a barrier to accessing transportation for many residents

NEEDS ASSESSMENT & GAP ANALYSIS
- Establish link between Beaumont and Port Arthur (at least on weekdays)
- Increase availability of service information in Spanish (printed and online)
- Identify priority “city pairs” for potential future inter-community service
- Partner with private sector/social service organizations to enhance access to Houston area for medical trips

NEEDS ASSESSMENT & GAP ANALYSIS
- Work with Beaumont to provide trial evening service on weekdays
- Work with Jasper county community stakeholders to assess desire for some form of local and inter-community transit service
- Identify potential partners to provide weekend/holiday service for dialysis patients

PROJECT NEXT STEPS
- Prepare draft project report
- March 4: Introduce Plan for PSC review
- March 15 & 17: Conduct virtual community workshops
- March 31: Submit full report for PSC approval
Exhibit C.14 Steering Committee meeting handout (March 4, 2022)

Regional Public Transportation Coordination Plan
Project Steering Committee Meeting
March 4, 2022

Goals for today’s meeting:
- Introduce draft Regional Public Transportation Coordination Plan (project report).
- Obtain PSC feedback regarding the draft report.

Cornerstone project objectives:
- Comprehensive assessment of transit services within Hardin, Jasper, Jefferson, and Orange counties.
- Objective assessment of demand versus available services.
- Identify cost-effective mobility-enhancing opportunities.

Plan elements:
- Transportation Resources Inventory (approved at Feb. 17 PSC meeting)
- Needs Assessment (approved at Feb. 17 PSC meeting)
- Gap Analysis (approved at Feb. 17 PSC meeting)
- Recommendations

Summary of public engagement:
A. Activities:
- Bilingual interactive project webpage
- Bilingual direct mailer promoting project participation to 20,000 households
- Bilingual community survey (online and printed versions)
- Stakeholder survey (online and printed versions)
- Eight in-person information-sharing “pop-up” events (two per county; nearly 220 participants)
- Virtual community workshops

B. Stakeholder survey key findings:
- No public transit service in Jasper County (potential Transit Needs Study)
- Absence of connectivity between counties (potential Inter-Community Demand Study)
- Requests for service to Houston area to access medical facilities
- Dialysis patients impacted by limited availability of mobility options on weekends and holidays
- Cost remains a barrier to utilizing transportation for many residents
C. Community survey key findings: nearly 100 valid surveys received.
   • Familiar with public transit (33%)
   • Absence of or insufficient public transportation service is a barrier: to work (18%) and healthcare (24%)
   • Greatest motivator to potential future use of public transit: “later evening service” (32%), “link between Beaumont and Port Arthur (30%), and “improved access to transit service information” (27%)
   • Typical mode of travel: “drive alone” (77%)
   • Access to personal vehicle: “all the time” (77%)

Coordinated Plan recommendations:
   • Establish link between Beaumont and Port Arthur (at least on weekdays)
   • Increase availability of service information in Spanish (printed and online)
   • Identify priority “city pairs” for potential future inter-community service
   • Partner with private sector/social service organizations to enhance access to Houston area for medical trips
   • Work with Port Arthur Transit to provide trial evening service on weekdays
   • Work with Jasper County community stakeholders to further evaluate demand for some form of local and inter-community transit service
   • Identify potential partners to provide weekend/holiday service for dialysis patients
   • Complete review to enhance scope and content of transit information on webpage. Applied for TxDOT grant.

Project next steps:
   • Virtual community workshops (March 15 & 17)
   • Project Steering Committee meeting to approve final Plan report (March 31)
Exhibit C.15  March 15 and 17 Virtual Public Meetings promotion flyer

The South East Texas Regional Planning Commission (SETRPC) is inviting public comment to support its update of the 2022 South East Texas Area Regional Public Transportation Coordination Plan. The updated plan will present strategies for increasing the availability and efficiency of public transportation services for communities in Jasper, Jefferson, Orange, and Hardin counties. SETRPC is inviting your participation at one of the virtual workshops to provide public input supporting this important plan.

For more information on the project and workshops visit SETexasPlan.com.
Work in a Texas park this summer

Texas Game Wardens are currently accepting applications for summer employment across the state. The Texas Parks and Wildlife Department encourages college students of all backgrounds and fields of study to apply for these 12 available openings.

"This is a great opportunity for individuals who are curious about conservation law enforcement and interested in a higher level of community engagement," said Lt. Rachel Kellner, Texas Game Warden program coordinator. "We provide college students with a real-world view of game wardens’ day-to-day activities including time spent on patrol.

While an internship is not necessary to become an official Texas Game Warden, Lt. Kellner noted the experience can be a helpful first step. The application, eligibility requirements, specific locations, compensation and additional information can be found at caps.tpwd.state.tx.us/careers/education/photodetail.do?photoid=6002/224&date=GMT-06/3A08tong=Americas/Chicago. This year, applicants may only apply to a single position in a single county. The counties of Angelina, Aransas, Bee, Bexar, Brown, Cameron, Dallas, Ft. Bend, Galveston, Harris, Houston, Newton and Troup all have available positions.

The application deadline is March 31. Interested applicants seeking more information may contact Texas Game Warden Recruiter Chelsea Bailey at (361) 371-4987.

BlueCross BlueShield of Texas

BCBSTX issues statement to SETX

In a statement sent to The Examiner by Blue Cross and Blue Shield of Texas (BCBSTX) James Campbell, the company issues word that it is still "continuing to work towards an agreement with Memorial Hermann to rejoin our networks."

Campbell’s communiqué noted that Southeast Texans are understandably concerned regarding the loss of hospitals and providers previously under network coverage in the nearby Houston area.

Planning Commission seeks comment

According to Southeast Texas Regional Planning Commission’s Bob Dickinson, the public comment period for the local Public Transportation Coordination Plan will close March 11.

Virtual public meetings will be held on March 15 at 10 a.m. and March 17 at 3 p.m. Residents in Jefferson, Orange, Jasper and Hardin counties will have the opportunity to comment on their transit needs. To view the DRAFT 2022 South East Texas Regional Public Transportation Coordination Plan, visit www.setrpc.org/wp-content/uploads/2022/03/DRAFT-Regional-Public-Transportation-Coordination-plan.pdf.

Participate in either March meeting by visiting www.gomeet.com/setrpc or by calling in to (877) 309-2073 with access code 499-824-429.

These virtual meetings are designed to solicit ideas and input on possible transit changes and improvements that can help create better connections throughout the region. All meetings are the same and are not restricted to a specific area.

"This is an opportunity for the public to give their thoughts on where transit services are needed the most, making the best use of our region’s resources," Dickinson said.

For more information or special needs requests, call (809) 898-8444 extension 320 or email bdickinson@setrpc.org.

Justice Forward expands

Justice Forward, a Chicago-based nonprofit that funds essential services for specialty court clients, announced March 3 that it will provide support to participants in Galveston County’s two specialty courts that serve individuals with drug and alcohol addictions and specialized health issues. Originally founded in 2006 to fund various support services for Harris County STAR Drug Court clients and graduates, the organization rebranded as Justice Forward in 2020 and expanded its support to all 18 Harris County specialty courts, serving clients and program graduates including veterans, those who struggle with substance abuse disorders, individuals with mental health issues and juveniles involved in human trafficking and gang activity.

"We have seen the inarguable impact that collaboration between courts and community resources can
Exhibit C.17  Eblast to Stakeholders promoting March 15 and 17 Virtual Public Meetings

Greetings.

The South East Texas Regional Planning Commission is inviting public comment to support its update of the 2022 South East Texas Area Regional Public Transportation Coordination Plan. The updated plan will present strategies for increasing the availability and efficiency of public transportation services for communities in Hardin, Jasper, Jefferson, and Orange counties. SETRPC invites your participation at one of the virtual workshops to provide public input supporting this important plan.

**TWO VIRTUAL MEETINGS**

- **March 15, 2022**
  - 10:00 a.m.

- **March 17, 2022**
  - 3:00 p.m.

You can attend the meeting from your computer by logging onto:

gotomeet.me/SETRPC/1er

or by simply dialing:

1-877-309-2073

Access code: 499-024-429

For more information contact:

Bob Dickinson
SETRPC
409.899.8444 x7530
bdickinson@setrpc.org

Thank you for your attention to this matter.

Stephanie Roberts
Outreach Coordinator
Exhibit C.18  March 15 and 17 Virtual Public Meetings handout (English)

Regional Public Transportation Coordination Plan
Public Meetings
March 15 & 17, 2022

Cornerstone project objectives:
- Comprehensive assessment of transit services within Hardin, Jasper, Jefferson, and Orange counties.
- Objective assessment of demand versus available services.
- Identify cost-effective mobility-enhancing opportunities.

Plan elements:
- Transportation Resources inventory
- Needs Assessment
- Gap Analysis
- Recommendations

Summary of public engagement:
A. Activities:
- Bilingual interactive project webpage
- Bilingual direct mailer promoting project participation to 20,000 households
- Bilingual community survey (online and printed versions)
- Stakeholder survey (online and printed versions)
- Eight in-person information-sharing “pop-up” events (two per county; nearly 220 participants)
- Virtual community workshops

B. Stakeholder survey key findings:
- No public transit service in Jasper County (potential Transit Needs Study)
- Absence of connectivity between counties (potential Inter-Community Demand Study)
- Requests for service to Houston area to access medical facilities
- Dialysis patients impacted by limited availability of mobility options on weekends and holidays
- Cost remains a barrier to utilizing transportation for many residents

C. Community survey key findings: nearly 100 valid surveys received.
- Familiar with public transit (33%)
- Absence of or insufficient public transportation service is a barrier: to work (18%) and healthcare (24%)
- Greatest motivator to potential future use of public transit: “later evening service” (32%), “link between Beaumont and Port Arthur (30%), and “improved access to transit service information” (27%)
- Typical mode of travel: “drive alone” (77%)
- Access to personal vehicle: “all the time” (77%)

Coordinated Plan recommendations:
- Implement schedule service linking Beaumont and Port Arthur on a trial basis.
- Design/distribute easy-to-understand public transportation service informational materials.
- Enhance the SETRPC transit webpage.
- Implement an ongoing travel training program.
- Improve connectivity between sidewalks/pedestrian network and bus stops.
- Improve/enhance bus stops (e.g., customer amenities, signage, information displays).
- Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.
- Conduct inter-community connectivity study.
- Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.
- Assess viability of establishing scheduled service between outlying communities and Beaumont.
- Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.
- Evaluate the practicality of joint recruitment and training of drivers.
- Increase capital (vehicle) funding for non-profit operators.
- Implement “one-stop” transportation information call center.

Project next steps:
- Incorporate public feedback/comments into final report.
- Project Steering Committee meeting to approve final Plan report (March 31)
Plan Regional de Coordinación del Transporte Público
Reuniones Públicas
15 y 17 de marzo de 2022

Objetivos Primarios del Proyecto:
- Evaluación integral de los servicios de tránsito dentro de los condados de Hardin, Jasper, Jefferson, y Orange.
- Evaluación objetivo de la demanda versus los servicios disponibles.
- Identificar Oportunidades rentables para mejorar la movilidad

Elementos del Plan:
- Inventario de recursos de transporte
- Evaluación de necesidades
- Análisis de brechas
- Recomendaciones

Resumen de la participación pública:

A. Actividades:
- Creación de una página web bilingüe e interactiva sobre el proyecto
- Correo a 20.000 hogares volantes bilingüe promoviendo la participación en proyectos
- Encuesta bilingüe dirigido a la comunidad (en línea e impresa)
- Encuesta de las partes interesadas (en línea y en versión impresa)
- Ocho eventos "pop-up" para compartir información en persona (dos por condado; casi 220 participantes)
- Reuniones comunitarios virtuales

B. Conclusiones principales de la encuesta a las partes interesadas:
- No hay servicio de transporte público en el condado de Jasper (estudio posible: necesidades de tránsito)
- Ausencia de conexión entre condados (posible estudio de demanda intercomunitaria)
- Solicitudes de servicio al área de Houston para acceder a instalaciones médicas
- Pacientes de diálisis afectados por la disponibilidad de opciones limitadas de de movilidad los fines de semana y días festivos
- El costo sigue siendo una barrera para utilizar el transporte para muchos residentes
C. Resultados principales de la encuesta comunitaria: (se recibieron casi 100 encuestas válidas).

- Familiarizado con el transporte público (33%)
- La ausencia o insuficiencia del servicio de transporte público es una barrera: al trabajo (18%) y para atención médica (24%)
- Motivación principal para el posible uso futuro del transporte público: "servicio nocturno más tarde " (32%), "conexión entre Beaumont y Port Arthur (30%), y "acceso mejorado a la información del servicio de tránsito" (27%)
- Modo de viaje típico: "conducir solo" (77%)
- Acceso a un vehículo personal: "todo el tiempo" (77%)

Recomendaciones para el plan de coordinación:

- Implementar el servicio conectando Beaumont y Port Arthur como base de prueba.
- Diseñar/distribuir materiales informativos fáciles de entender para el servicio de transporte público.
- Mejorar la página web de tránsito de SETRPC.
- Implementar un programa de entrenamiento de viajes.
- Mejorar la conexión entre la red de aceras/peatonal y las paradas de autobús.
- Mejorar/aumentar las paradas de autobús (por ejemplo, servicios al cliente, señalización, pantallas de información).
- Aumentar las promociones de tarifas de tránsito reducidas/ subvencionado entre las poblaciones desfavorecidas históricamente por el transporte.
- Realizar un estudio de conexión intercomunitaria.
- Realizar un análisis de factibilidad / costo y beneficio de proporcionar servicio de tránsito en el condado de Jasper.
- Evaluar la utilidad de establecer un servicio programado entre las comunidades periféricas y Beaumont.
- Investigar la utilidad de establecer una asociación con las TNCs locales para atender las necesidades de movilidad fuera de las horas/días tradicionales de servicio de tránsito.
- Evaluar la utilidad de un programa de reclutamiento y entrenamiento de conductores.
- Aumentar acceso de capital (vehículo) para organizaciones sin fines de lucro.
- Implementar una central de llamadas de información de transporte.

Pasos siguientes del proyecto:

- Incorporar los comentarios del público en el informe final.
- Reunión del Comité Directivo del Proyecto para aprobar el informe final del Plan (31 de marzo)
Exhibit C.20 March 15 and 17 Virtual Public Meetings PowerPoint presentation

THREE PRIORITY GROUPS
- Short-term: Up to 18 months
- Mid-term: 18 – 36 months
- Long-term: 3 to 5 years

PROJECT RECOMMENDATIONS
- Promote walkability and connectivity in South Southeast Texas Region
- Enhance regional bus mobility
- Improve road safety
- Increase accessibility

PROJECT RECOMMENDATIONS
- Enhance promotion of regional bus service
- Improve road safety
- Increase accessibility

PROJECT RECOMMENDATIONS
- Increase awareness
- Partner with community organizations
- Increase visibility
- Enhance regional bus service

PROJECT RECOMMENDATIONS
- Increase accessibility
- Partner with community organizations
- Increase visibility
- Enhance regional bus service
Exhibit C.21  March 15 Virtual Public Meeting Minutes

REGIONAL PUBLIC TRANSPORTATION COORDINATION
VIRTUAL PUBLIC MEETING MINUTES

DATE: Tuesday, March 15, 2022
TIME: 10:000 A.M.
PLACE: SETRPC – T&ER Transportation Conference Room

I. INTRODUCTIONS

Mr. Bob Dickinson, Director of Transportation and Environmental Resources, South East Texas Regional Planning Commission (SETRPC) welcomed the attendees, thanked them for coming, and requested introductions.

II. REVIEW AND DISCUSSION OF “DRAFT” 2022 SOUTH EAST TEXAS REGIONAL PUBLIC TRANSPORTATION COORDINATION PLAN
- Bob Dickinson, Director, Transportation & Environmental Resources (SETRPC)
- Jim Moore, Moore & Associates

Mr. Bob Dickinson introduced staff member Jim Moore, Senior Associate from Moore & Associates who presented an abbreviated version of the DRAFT 2022 South East Texas Regional Public Transportation Plan which focused on the project recommendations and timeline.

III. OTHER BUSINESS

No other business was discussed.

IV. NEXT MEETING DATE

The next meeting is set for March 17, 2022 at 3:00 p.m.

V. ADJOURNMENT

The meeting adjourned at 10:28 a.m.
MEMBERS PRESENT
Claudia San Miguel  General Manager, Beaumont Municipal Transit
Gabrielle Crumley  Transportation Manager, OCAA
Jimmie Lewis  Planner III, SETRPC

GUESTS PRESENT
Aldo Fritz  Translator
Carla Gilbert  Citizen
Jim Moore  Senior Associate, Moore & Associates
Roy Parker  Commissioner, Jasper County
Willa White  Beaumont Municipal Transit

STAFF PRESENT
Bob Dickinson  Director, SETRPC
Lucie Michaud  Administrative Assistant, SETRPC
EXHIBIT C.22  March 17 Virtual Public Meeting Minutes

REGионаl Pубlic TrаnsPортation Coоrdинаtion
Virtuаl Pубlic Meеting MInутеs

DATE: Thursday, March 17, 2022
TIME: 3:00 P.M.
PLACE: SETRPC – T&ER Transportation Conference Room

I. INTRODUCTIONS

Mr. Bob Dickinson, Director of Transportation and Environmental Resources, South East Texas Regional Planning Commission (SETRPC) welcomed the attendees, thanked them for coming, and requested introductions.

II. REVIEW AND DISCUSSION OF “DRAFT” 2022 SOUTH EAST TEXAS REGIONAL PUBLIC TRANSPORTATION COORDINATION PLAN

-Bob Dickinson, Director, Transportation & Environmental Resources (SETRPC)
-Jim Moore, Moore & Associates

Mr. Bob Dickinson introduced staff member Jim Moore, Senior Associate from Moore & Associates who presented an abbreviated version of the DRAFT 2022 South East Texas Regional Public Transportation Plan which focused on the project recommendations and timeline.

Judge Mark Allen, Jasper County made a comment on how appreciative he is for including Jasper County in this plan as he knows it will help the area and community tremendously.

III. OTHER BUSINESS

No other business was discussed.

IV. NEXT MEETING DATE

The next meeting is set for March 31, 2022, at 11:30 a.m.

V. ADJOURNMENT

The meeting adjourned at 3:24 p.m.
### MEMBERS PRESENT

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gabrielle Crumley</td>
<td>Transportation Manager, OCAA</td>
</tr>
<tr>
<td>Jimmie Lewis</td>
<td>Planner III, SETRPC</td>
</tr>
<tr>
<td>Kevin King</td>
<td>Business Representative, Workforce Solutions - SET</td>
</tr>
<tr>
<td>Maureen McAllister</td>
<td>President &amp; CEO, United Way – Orange County</td>
</tr>
<tr>
<td>Pam Wise</td>
<td>Rapid Response Coordinator, Workforce Solutions – P.A.</td>
</tr>
</tbody>
</table>

### GUESTS PRESENT

<table>
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<tr>
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<tbody>
<tr>
<td>Aldo Fritz</td>
<td>Translator</td>
</tr>
<tr>
<td>Carla Gilbert</td>
<td>Citizen</td>
</tr>
<tr>
<td>Jim Moore</td>
<td>Senior Associate, Moore &amp; Associates</td>
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<tr>
<td>Mark Allen</td>
<td>County Judge, Jasper County</td>
</tr>
<tr>
<td>Roy Parker</td>
<td>Commissioner, Jasper County</td>
</tr>
<tr>
<td>Willa White</td>
<td>Beaumont Municipal Transit</td>
</tr>
</tbody>
</table>

### STAFF PRESENT

<table>
<thead>
<tr>
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<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Dickinson</td>
<td>Director, SETRPC</td>
</tr>
<tr>
<td>Lucie Michaud</td>
<td>Administrative Assistant, SETRPC</td>
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</tbody>
</table>
Appendix D | RCTP Steering Committee Roster
# Exhibit D.1 Steering Committee Roster 2021

<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regional Public Transportation Coordination</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Steering Committee Members 2022</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Vernon Pierce</strong></td>
<td>Commissioner, Jefferson County P.O. Box 4028, Beaumont, TX 77703 (409) 835-8628</td>
</tr>
<tr>
<td><strong>Chris Boone</strong></td>
<td>Director, Community Dev., City of Beaumont, 801 Main Street, Suite 210, Beaumont, TX 77701 (409) 880-3100</td>
</tr>
<tr>
<td><strong>Jim Brocato</strong></td>
<td>Executive Director, RISe-Resource, Information, Support &amp; Empowerment, 755 South 11th Street, Suite 101, Beaumont, TX 77701 (409) 832-2599</td>
</tr>
<tr>
<td><strong>Darla Walton</strong></td>
<td>Public Transportation Coordinator, Texas Department of Transportation, 2591 N Earl Rudder Fwy, Bryan, TX 77803 (979) 776-9668</td>
</tr>
<tr>
<td><strong>Bradford Coleman</strong></td>
<td>Supervisor, Port Arthur Transit, 320 Dallas, Port Arthur, TX 77642 (409) 983-8767</td>
</tr>
<tr>
<td><strong>Bul Mabil</strong></td>
<td>Public Transportation Coordinator-TxDOT, Beaumont District, 7600 Washington Avenue, Houston, TX 77007 (713) 866-7047</td>
</tr>
<tr>
<td><strong>Anna Papoutsis</strong></td>
<td>Transportation Program Manager, South East Texas Transit, 2210 Eastex Freeway, Beaumont, TX 77703 (409) 899-8444 x 6601</td>
</tr>
<tr>
<td><strong>Randi Fertitta</strong></td>
<td>Associate V.P.-Programs for Catholic Charities, Catholic Charities of Southeast Texas, P.O. Box 829, Beaumont, TX 77704-0829 (409) 924-4427 Fax: (409) 832-0145</td>
</tr>
<tr>
<td><strong>Community Liaison</strong></td>
<td>Health &amp; Human Services, 350 Pine Street, 9th Floor, Beaumont, TX 77701 (409) 951-3460</td>
</tr>
<tr>
<td><strong>Kristin Burman</strong></td>
<td>Director, Area Agency on Aging, 2210 Eastex Freeway, Beaumont, TX 77703 (409) 899-8444 x 7508</td>
</tr>
<tr>
<td><strong>Kelvin Knauf</strong></td>
<td>Director, Planning &amp; Community Development, City of Orange, P.O. Box 520, Orange, TX 77631 (409) 883-1034</td>
</tr>
<tr>
<td><strong>Janell Dischler</strong></td>
<td>Director of Transportation, Orange County Transportation, 10328 FM 1442, Orange, TX 77630 (409) 745-9511</td>
</tr>
<tr>
<td><strong>Barbara Newhouse</strong></td>
<td>President/CEO, Southeast Texas Food Bank, 3845 S M L K Jr Pkwy, Beaumont, TX 77705 (409) 839-8777 Fax: (409) 839-8786</td>
</tr>
<tr>
<td><strong>Karen McKinney</strong></td>
<td>Citizen, Orange, TX 77630 (409) 746-3370</td>
</tr>
<tr>
<td><strong>Claudia San Miguel</strong></td>
<td>General Manager, Beaumont Municipal Transit, 550 Milam Street, Beaumont, TX 77701 (409) 835-7895</td>
</tr>
<tr>
<td><strong>Shane Rich</strong></td>
<td>Councilman, City of Sour Lake, P.O. Box 996, Sour Lake, TX 77659 (409) 749-0964</td>
</tr>
<tr>
<td><strong>Robin Meek</strong></td>
<td>Director, Spindletop Center, 2895 S. 8th Street, Beaumont, TX 77701 (409) 839-1082</td>
</tr>
<tr>
<td><strong>Greta Willis</strong></td>
<td>Mission Services Director, Goodwill Industries, 1180 S. Eleventh St., Beaumont, TX 77701 (337) 936-7346</td>
</tr>
<tr>
<td><strong>Kenneth Semien</strong></td>
<td>President, Beaumont Area Council of the Blind, 9445 Allison Way, Beaumont, TX 77707 (409) 866-5880</td>
</tr>
<tr>
<td><strong>Jannie Johnson - Interim</strong></td>
<td>Director, Community Development, United Way of Mid &amp; South Jefferson County, 7980 Anchor Dr, Port Arthur, TX 77642 (409) 729-4040</td>
</tr>
</tbody>
</table>

*Updated: February 28, 2021*
### Regional Public Transportation Coordination

#### Steering Committee Members 2022

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gary Hidalgo</td>
<td>Executive Director, Arc of Greater Beaumont</td>
</tr>
<tr>
<td>Janci Kimball</td>
<td>Executive Director, Nutrition &amp; Services for Seniors, 4590 Concord</td>
</tr>
<tr>
<td>Mary Hammon</td>
<td>Executive Director, Workforce Solutions, Southeast Texas, 304 Pearl St.</td>
</tr>
<tr>
<td>Dr. Harold Whitfield, Ed.</td>
<td>Area Manager, Texas Workforce Solutions, 510 Park Street, Suite 200</td>
</tr>
<tr>
<td>Valerie Williams</td>
<td>Program Director, MTM, Inc., 5151 Mitchelldale</td>
</tr>
<tr>
<td>Stacy Jackson</td>
<td>Independent Living Specialist, Rise Center, 755 S. 11th Street, Suite 101</td>
</tr>
<tr>
<td>Jimmie Lewis</td>
<td>Transportation Planner III, South East Texas Regional Planning Commission</td>
</tr>
<tr>
<td>Nicole Byerly</td>
<td>Vocational Rehabilitation Counselor, TWCJ Division for Rehabilitation Services</td>
</tr>
<tr>
<td>Michael Labrie</td>
<td>Owner, Sun Travel, P. O. Box 12691</td>
</tr>
<tr>
<td>Hillary Guest</td>
<td>Jefferson County Veteran Service Officer, 1149 Pearl Street</td>
</tr>
<tr>
<td>Belinda Richard, BS</td>
<td>GWOT Outreach Specialist, Department of Veterans Affairs</td>
</tr>
<tr>
<td>Maureen McAlister</td>
<td>President &amp; CEO, United Way of Orange County, 1506 W Park Avenue</td>
</tr>
<tr>
<td>Karyn Husbands</td>
<td>President &amp; CEO, United Way of Beaumont &amp; North Jefferson County</td>
</tr>
</tbody>
</table>

#### Contact Information

- Gary Hidalgo: Exec Director, Arc of Greater Beaumont, 4300 Westridge Lane, Beaumont, TX 77706, (409) 839-8045
- Janci Kimball: Exec Director, Nutrition & Services for Seniors, 4590 Concord, Beaumont, TX 77701, (409) 839-4455
- Mary Hammon: Exec Director, Workforce Solutions, Southeast Texas, 304 Pearl St., Suite 300, Beaumont, TX 77701, (409) 924-7313
- Dr. Harold Whitfield: Area Manager, Texas Workforce Solutions, Vocational Rehab Services, 510 Park Street, Suite 200, Beaumont, TX 77701, (409) 924-7313
- Valerie Williams: Program Director, MTM, Inc., 5151 Mitchelldale, Building 11-10, Houston, TX 77092-7201, (713) 680-4350
- Stacy Jackson: Independent Living Specialist, Rise Center, 755 S. 11th Street, Suite 101, Beaumont, TX 77701, (409) 832-2599
- Jimmie Lewis: Transportation Planner III, South East Texas Regional Planning Commission, 2210 Eastex Freeway, Beaumont, TX 77703, (409) 899-8444 x6605
- Nicole Byerly: Vocational Rehabilitation Counselor, TWCJ Division for Rehabilitation Services, Port Arthur Field Office, 4680 FM 365, Port Arthur, Texas 77642, (409) 964-2023
- Michael Labrie: Owner, Sun Travel, P. O. Box 12691, Beaumont, TX 77705, (409) 284-0753
- Hillary Guest: Jefferson County Veteran Service Officer, 1149 Pearl Street, Beaumont, TX 77701, (409) 835-8604
- Belinda Richard, BS: GWOT Outreach Specialist, Department of Veterans Affairs, Readjustment Counseling Service, Jefferson County Vet Center 735 990 IH 10 N, Ste. 180, Beaumont, Texas 77702, (409) 347-0124 x12960
- Maureen McAlister: President & CEO, United Way of Orange County, 1506 W Park Avenue, Orange, TX 77630, (409) 883-3591

#### Updated: February 28, 2021
Regional Public Transportation Coordination

Steering Committee Members 2022 Continued

Vernetta Spivey
Manager – Community Relations
Legacy Community Health
450 N. 11th Street
Beaumont, Texas 77702
(824) 548-5000

Renekea Ward
Unit Director
Salvation Army
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Beaumont, Texas 77702
(409) 896-2363

Gabrielle Crumbley
Transportation Manager
Orange Community Action
Association
P.O. Box 728
Orange, Texas 77631
409-886-6348