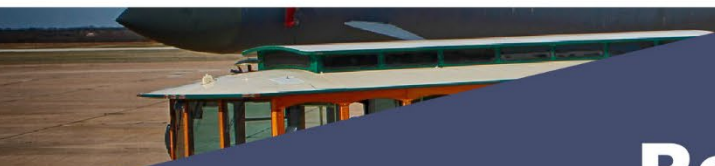


# West Central Texas Region 7



## Regional Coordinated Plan Update 2022

Regionally Coordinated Transportation Plan  
For HEALTH and HUMAN SERVICES

This document was prepared by:

CityLink in coordination with the Region 7 Regionally Coordinated Transportation Planning Stakeholders Council, Alliance Transportation Group and Halff Associates.

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The document was reviewed and approved by:

Region 7 Regionally Coordinated Transportation Planning Stakeholders Council

on [Publish Date]

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**CityLink Transit, 1189 S. 2nd Abilene TX 79602, Attention: Bobby Sharpe**

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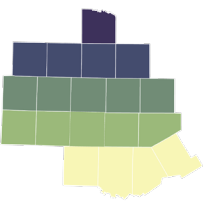
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# Chapter 1: Introduction







# Chapter 1: Introduction to Coordination

## Executive Summary

The goal of the regionally coordinated transportation planning process is to provide more efficient and effective public transportation, particularly for priority populations such as people requiring ADA accessibility, seniors, persons with low-income, veterans, children, and others facing challenges to regional mobility. The 2022 West Central Texas Regionally Coordinated Transportation Plan (RCTP) incorporates the research and planning done throughout 2021 by the project team, led by CityLink Transit, a department of the City of Abilene.

The RCTP provides a method for communities to strengthen collaboration and communication among human service groups and transportation providers. As a tool, the RCTP can improve community transportation system accessibility, efficiency, and effectiveness by establishing and documenting the coordination process. The RCTP can also serve as a framework for tracking and measuring progress in implementing the strategies set forward by the RCTP development process.

The majority of the analysis used to update the RCTP was a comprehensive assessment of transit needs and supply. The first step in this multi-step analysis of the transit systems in the region included:

- Compiling an inventory of transportation resources;
- Assessing the regional demographic characteristics; and
- Performing a multifaceted review of gaps, overlaps, and possible unmet mobility needs in the region.

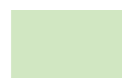
The second step incorporated:

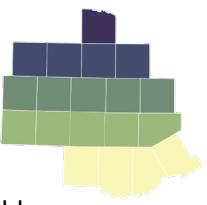
- A review and assessment of the previous plan's strategies and identified gaps;
- A public survey; and
- A transit access data analysis.

Each facet of the second step was enriched by ongoing stakeholder feedback. The results of this multi-step analysis were then used to inform and update the goals and objectives, as well as the recommended implementation process, of this RCTP.

The development of this RCTP was an inherently stakeholder driven process. Following TxDOT guidance, Region 7 initiated the process of developing this RCTP by forming a regional stakeholder body, the Region 7 Regionally Coordinated Transportation Stakeholders Council (Council). This Council was tasked with developing, approving, and sustaining this RCTP to best meet the unique needs of the region.

The Council is made up of a diverse set of stakeholders including transportation providers, transportation planners, human services providers, work force agencies, members of the public, individuals with disabilities, individuals 65 and older, and other persons or organizations with a vested interest in regional mobility. As the lead agency, CityLink serves a critical role in helping to coordinate and to ensure an inclusive and collaborative planning process.





CityLink, with the support and guidance of the Regionally Coordinated Transportation Stakeholder Council, collects, maintains, and facilitates the assessment data to evaluate the effectiveness of this plan. This process includes reviewing level of collaboration, how gaps and inefficiencies are being identified, and how these gaps and inefficiencies are being resolved.

The qualitative and quantitative findings in the regional coordination process informed three overarching goals for West Central Texas' transit agencies to work towards over the next few years:

1. Coordinate and consolidate transportation services and resources to promote efficiency and equity;
2. Implement mobility strategies to address client needs for convenient travel to work, community service, and leisure destinations; and
3. Improve communication, training, and organizational support to promote continuous improvement in service delivery.

These goals informed the implementation strategies for reducing barriers to transportation access. Key strategies include:

- Establish a mobility manager network for open communication between regional providers;
- Increase coordination between public transit agencies, resources, and information exchange;
- Enhance information distribution on services and transit networks;
- Strategically extend service range and hours when financially feasible; and
- Continue operator/staff trainings, and the introduction of ridership training

## Lessons Learned

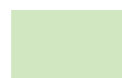
**"Alone, we can do so little; together we can do so much" – Helen Keller**

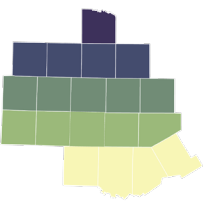
While a number of lessons learned could be gleaned from the development of this RCTP, three primary lessons stand out as key takeaways.

1. Communication is key to success;
2. Challenges to communication can be overcome with effort; and
3. Feasibility helps to focus effort.

**Communication is key:** A lack of communication can have significant negative impact on success. Willingness to participate in the coordination process makes all the difference between a plan that fills all requirements in letter only, and a plan that reflects the needs and goals of the community.

While it is important to have quality data to perform analysis, the data itself can only go so far. Feedback from the public and from stakeholders is what gives substance to the structure provided by analytical data and program requirements.





**Challenges to communication can be overcome with effort:** The outreach process is designed to inform and engage the general public as well as key stakeholders. The input obtained from this outreach provides invaluable insight and local knowledge which then informs decision making and ensures that long-range goals and objectives align with regional values. Due to a continuation of COVID-19 conditions, certain elements of the outreach process were adapted to use alternative outreach and engagement methods. The project team created outreach materials for review by the lead agency prior to distribution. These materials included options, such as the use of graphics and maps to improve the ability to communicate with all stakeholders.

Materials had an established brand identity designed to associate the materials with the RCTP update. The project team also considered how to provide multiple ways to reach out to the public so each member of the public could participate in the way they were most comfortable. In consideration of the needs of the people in the study area, the project team used a number of adaptations to the typical outreach process including:

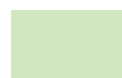
- Extending the public comment period to allow more people to participate as they found out about the opportunity for input;
- Collaborating with stakeholders to maximize their participation as brand ambassadors to help distribute outreach materials and request feedback to the community within the study area through stakeholder's outreach platforms;
- Leveraging technology and virtual platforms to make materials available 24/7 through internet access.

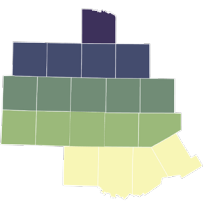
**Feasibility helps focus efforts:** A significant challenge that faces many agencies lies in striking a balance between effort and efficiency. The process of forming goals that are robust yet attainable is crucial to keeping workload manageable while still challenging enough to affect improvements. Setting goals and objectives that are feasible yet challenging can help provide reward to stakeholders while reducing burnout. This tenet can help shape practicable implementation. Through this approach, stakeholders are encouraged to consider time, feasibility, and funding in prioritizing the development and implementation of action steps to carry out plan objectives.

## Recommendations Concerning the Process

There are quite a number of ways to develop and conduct a regionally coordinated transportation plan. Though there is no one size fits all approach, the scalable process outlined by program requirements can be supported with a number of recommended practices:

- Focus on improved communication;
- Review lessons learned from previous plan early on;
- Synthesize data analysis, public input, and stakeholder feedback for a more robust gaps and overlaps analysis;
- Keep it simple where possible;
- Provide additional and ongoing opportunities for feedback, both from stakeholders and the public.





## Research Instruments Used

The primary research instrument used to collaboratively plan, design, conduct, assess, evaluate, develop, and approve the RCTP was open and consistent communication between the project team, lead agency, and stakeholders. This communication was carried out primarily through email, virtual meetings, meeting agendas and minutes, surveys, and collaborative workshops.

**To Collaboratively Plan the RCTP** – The primary research instrument used was the outline of required elements as provided by TxDOT.

**To Collaboratively Design the RCTP** – The project team designed the approach to accommodate the challenges posed by COVID-19. Virtual platforms, surveys, email, and meeting minutes were used to leverage collaboration throughout plan design.

**To Collaboratively Conduct the RCTP** – The project team relied on digital communication methods, virtual meetings, and extended surveys to collaboratively conduct the majority of this RCTP update. Additionally, the project team used a Geographic Information System software (ArcGIS Pro) for data analysis. The project team also tracked and incorporated data and feedback from surveys.

**To Collaboratively Assess, Evaluate, Develop, and Approve the RCTP** – Communication tools such as the virtual surveys and online meetings were the primary methods used to collaboratively assess, evaluate, develop, and approve this RCTP.

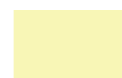
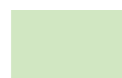
The supporting documentation from these lessons learned is integrated throughout this RCTP with additional materials provided in the Appendices.

## History of Regionally Coordinated Transportation

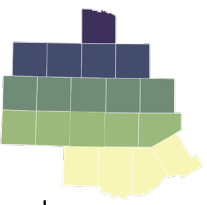
In 2004, President George W. Bush signed Executive Order 13330: Human Services Transportation Coordination, which established the Coordinating Council on Access and Mobility (CCAM) to “promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of federal programs and services so that transportation-disadvantaged persons have access to more transportation services.”

In August 2005, Congress passed the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which included a requirement that projects selected for funding under the New Freedom (Section 5317), Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310), and Job Access and Reverse Commute (JARC – Section 5316) programs “must be derived from a locally developed, coordinated public transit-human services transportation plan” beginning in 2007.

The New Freedom program has since been consolidated into the Section 5310 program and the JARC program has been consolidated into the urban transit (Section 5307) and rural transit (Section 5311) programs. However, the requirement for Section 5310 funding recipients to certify that projects are included in a coordinated transportation plan has continued through both the Moving Ahead for Progress in the Twenty-first Century (MAP-21) Act and now the Fixing America's Surface Transportation (FAST) Act (passed by Congress in 2015).







Additionally, the Federal Transit Administration (FTA) requires that any coordinated planning process and approval action must include participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation, and human services providers; and other members of the public.

The FTA also requires all coordinated transportation plans to include the following elements:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- An assessment of transportation needs for individuals with disabilities and the planning for more sophisticated data collection efforts, and gaps in service;
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as to identify opportunities to achieve efficiencies in service delivery; and
- Priorities for implementation based on resources from multiple program sources, time, and feasibility for implementing specific strategies and activities identified.

Although the coordinated transportation plan requirement only applies to communities and organizations applying for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program funding, FTA expects that other federally funded programs - specifically the urban transit (Section 5307) and rural transit (Section 5311) programs - be included in the coordination planning process and coordination activities.

In addition, FTA requires that projects identified for funding in a coordinated transportation plan be included in the Statewide Transportation Improvement Program (STIP) and in the local Transportation Improvement Program (TIP) for urbanized areas with populations over 50,000. This inclusion is primarily accomplished through coordination with the Metropolitan Planning Organization (MPO).

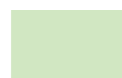
Note that throughout this document, agencies that primarily receive funding under FTA's Section 5307 or Section 5311 programs are referred to as general public transit providers, as they operate transit services with no eligibility requirements that are typically available to all potential customers.

Agencies receiving funding through the Section 5310 program are referred to as health and human services transportation providers because many provide specialized transportation services for seniors or persons with disabilities.

When discussing coordination in general, all public, private, and nonprofit transportation providers and all health and human services agencies are included.

## Regionally Coordinated Transportation in West Central Texas

West Central Texas falls within Region 7 which consists of 19 counties, including Brown County, Callahan County, Coleman County, Comanche County, Eastland County, Fisher County, Haskell County, Jones County, Kent County, Knox County, Mitchell County, Nolan County, Runnels County, Scurry County, Shackelford County, Stephens County, Stonewall County, Taylor County, and Throckmorton County, as depicted in **Figure 1-1**.



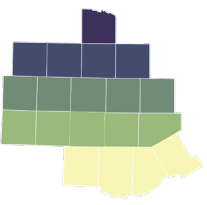
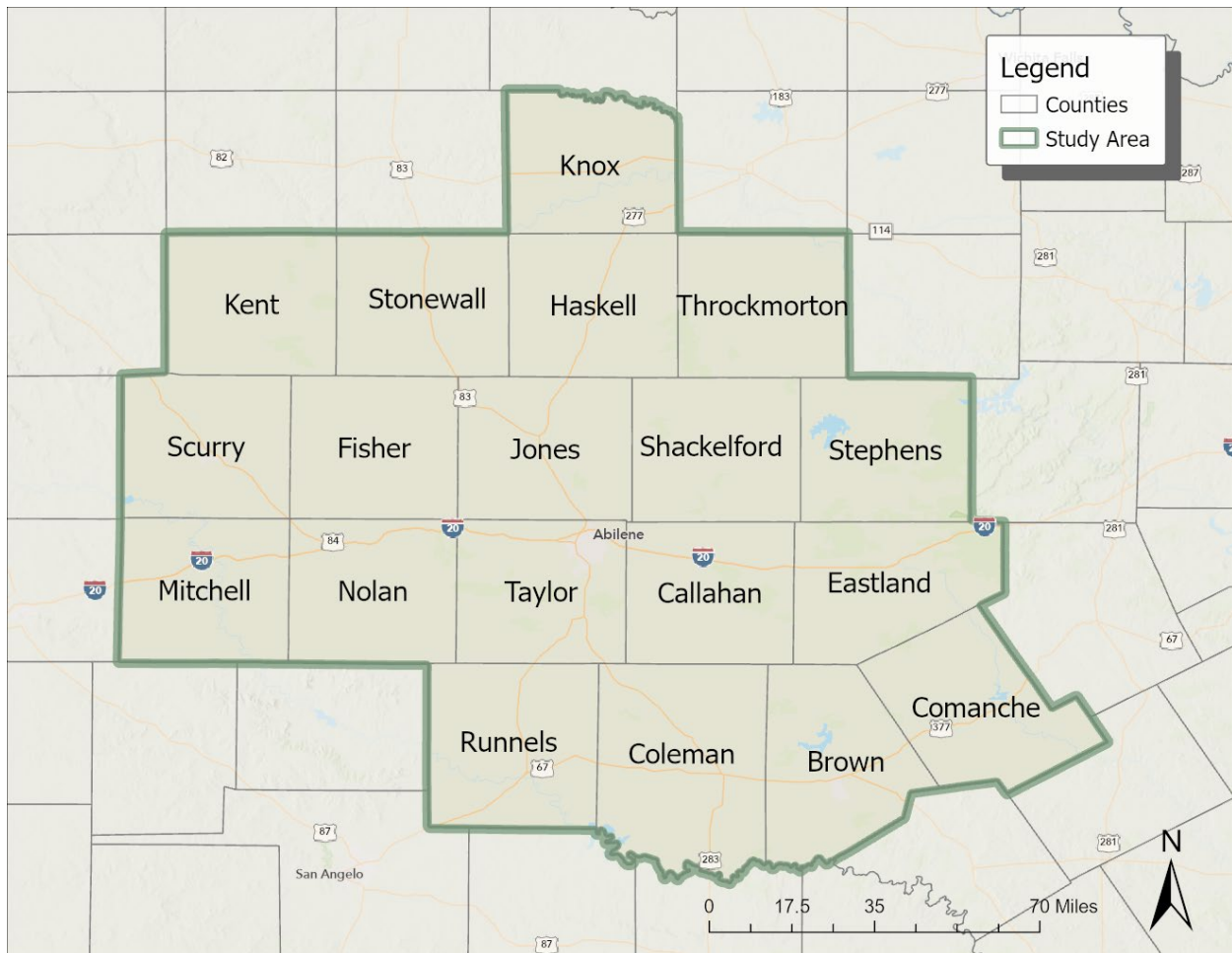


Figure 1-1: West Central Texas; Region 7 Study Area

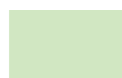


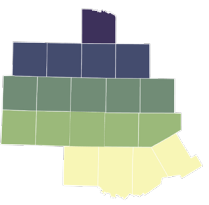
The West Central Texas Region is unique among the 24 Texas transportation regions because it consists of four public transit providers (three rural and one urban). The region is largely rural, with limited access to urban resources. With 19 counties and almost 329,000 residents, this distribution of the population can sometimes pose unique transportation challenges. Additionally, the region's aging population and high percentage of veterans are disproportionately affected by transportation issues.

The RCTP is intended to serve as a long-term blueprint for the region's coordinated public transportation system. The plan identifies and analyzes transportation needs that may be unmet and describes progress that has been made since the previous coordinated plan. This review also helps to illuminate current transportation inefficiencies in the region, which in turn serves as opportunities for growth and creates a framework for future projects.

The following objectives, retrieved from TxDOT website (<https://www.regionalserviceplanning.org>), were taken into consideration for updating the West Central Texas RCTP:

- **Deliver the Right Projects:** To provide effective planning and implementation of projects to better serve the transportation needs of the riders in Region 7. This also includes providing a framework for Region 7 Stakeholders to prioritize the needs and projects to be implemented through the 5-year Plan;





- **Focus on the Customer:** To focus on riders' needs to make transportation available;
- **Foster Stewardship:** To oversee the efficient use of the grant money;
- **Optimize System Performance:** To provide reliable and accessible transportation to those who need it and support economic growth.

Transportation helps shape a community's economic environment and quality of life. Not only does the transportation system affect for the mobility of people and goods, it also influences patterns of growth and economic activity by providing access to the region's resources. The planning process is more than merely listing services and transit capital investments. The process requires developing strategies for operating, managing, maintaining, and financing the area's transportation system to advance the area's long-term goals.

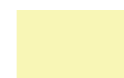
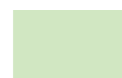
CityLink is the public transportation provider for the City of Abilene. As the Subrecipient for federal and state funds and the Lead Agency for the Regionally Coordinated Transportation Planning Stakeholder Council, CityLink continues to develop and maintain a network of transportation providers and non-transportation agencies that serve as resources in the region to assist riders in the West Central Texas Region. To ensure primary goals are met, Region 7 will continue to assess progress in carrying out a strategy for securing funding for ongoing capability and development efforts.

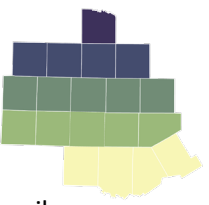
In addition to state objectives, transit providers are critical to the development of the region's transportation goals and objectives:

- Improve the delivery, safety, and efficiency of transportation by adapting technology such as enunciator systems and on-board components including Automatic Vehicle Locator (AVL) and security systems;
- Increase coordination between transit agencies and non-transportation agencies including Health and Human Services agencies, Workforce Solutions, and the Veterans Administration to increase level of transportation services;
- Continue to establish multimodal facilities throughout the region's nineteen counties where needed;
- Increase transportation services for traveling to work and schools of higher education by establishing partnerships and policies with these entities;
- Facilitate vehicle maintenance and develop a plan for vehicle replacement;
- Review and enhance current marketing plan for increasing public awareness of transportation services available;
- Examine the possibility of generating new fixed routes or converting demand service routes to fixed routes in rural areas to improve accessibility;
- Continue to streamline and improve efficiency in providing medical and public transportation;
- Coordinate with other transportation agencies for 5310 projects to leverage funds for the region.

## Region 7 Regional Coordination Groups

The region has a diverse set of needs that must be met through coordination of all agencies involved in providing transit needs to the community. To maintain a robust coordinated network that can address these needs, the region has established several regional coordination groups as identified below:





- **Region 7 Regionally Coordinated Transportation Planning Stakeholder Council** – The Council provides the lead agency (CityLink) with advice on program structure and effectiveness of implementation as it relates to TxDOT Regionally Coordinated Transportation Planning requirements.
- **Stakeholder Committee** - The RCTP development project’s stakeholder committee consisted of individuals representing a wide variety of organizations from across the region. This group helped steer the direction and development of this plan through several meetings, surveys, and feedback opportunities. The committee is described in more detail in Chapter 4.
- **Region 7 Stakeholders** – Although not all stakeholders and agencies are directly related to coordinated transportation planning or the development of this plan, there is still a need to communicate and keep them aware of the process by providing information and results of the plan. This group includes companies and providers that can help deliver additional services and opportunities for mobility throughout the region.

## Regional Coordination Process

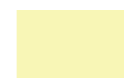
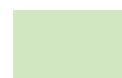
The regional coordination process for updating the plan began online in October 2021 with a stakeholder “Kick-off” meeting, where the project team discussed the demographic and transit needs analyses and intended next steps. The presentation was also an opportunity to introduce the two engagement surveys for the RCTP update. The first survey, geared towards key stakeholders in the transportation industry in West Central Texas, gauged opinions on how well the region met the previous plan’s goals. The second, a public engagement survey, was targeted at the entire population of West Central Texas. The survey inquired about transit needs and usage in the region as well as how the COVID-19 pandemic has altered the respondent’s transportation habits. During an activity workshop, the Committee reviewed the survey data and supported the accomplishment of established metrics by which the progress toward the RCTP implementation can be measured and tracked.

## Methodology

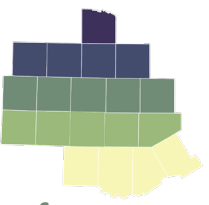
### Create Existing Conditions Report

The project team created a list and narrative description of the region’s transportation providers (both FTA funded, and non-FTA funded) derived from a current, comprehensive inventory. This list included those providers offering public fixed route and demand response services, as well as those providers offering services through private, non-profit, and community-based organizations, health and human services agencies, workforce agencies, and other entities that have an interest in providing transportation services.

As part of this effort, stakeholder groups and key transit partners (as identified through collaboration with the project sponsor) were surveyed regarding their knowledge of existing service providers operating in the region. Refer to the Appendices for additional information on the survey results.







## Conduct Stakeholder Workshops to Seek Input from the Public (Inventory of Transportation Resources)

The project team facilitated a strategic stakeholder engagement process that included a balance of project information and education about the potential benefits associated with coordinated transportation. Stakeholders provided direct feedback on their respective agencies and users during the meetings. In addition, the public survey was promoted to encourage community participation. These processes helped the project team to gather input at key decision points and report on proposed ideas. The workshops were also used to communicate project milestones as well as to assess possible gaps and problem areas.

## Create an Inventory of Transportation Resources and Develop a Comprehensive Needs Assessment and Gap Analysis

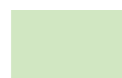
The project team analyzed supporting demographic data to determine the region's unmet needs, gaps in service, and service inefficiencies. For the Transit Needs Index (TNI), the team employed a geospatial analysis of data layers to complete geographic reviews at the county level, as well as the Census block group level.

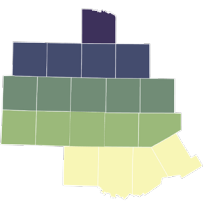
The needs and gaps analyses describe:

- Characteristics of the overall population (age, race, income, persons with disabilities, persons with limited English proficiency and other data indicating a need for transportation services);
- Comprehensive inventory of health, human services, and workforce agencies (inventory of programs, facility locations, contact information);
- Assessment of transportation overlaps and gaps in services, including unmet transportation needs of individuals with disabilities, individuals 65 years of age and older, people with low incomes, individuals with limited English proficiency, children, veterans, people lacking transportation to and from employment and other members of the public; and
- Comparative analysis of the strategies explored in the previous RCTP to track progress and unmet initiatives.

In addition to using the TNI to create a provider access map, the gap analysis also considered an assessment of previous strategies from the 2017 RCTP. The project team developed a comprehensive analysis of the previous 20 strategies. The strategies, based on the three overarching goals, were analyzed to determine whether the strategies addressed the gaps identified and whether action was taken towards implementation. Additionally, the gap analysis explored the public survey results, incorporating feedback from individuals on the West Central Texas region's use of public transit. As a last step in the gap analysis process, the project team solicited stakeholder feedback during workshops on gap analysis findings and consistency with provider organization's understanding of unmet transit needs.

The subsequent chapters provide descriptions of the research and methodology followed during the plan development, including interviews and other research instruments used to collect data, along with general observations, findings, and recommendations for consideration by plan stakeholders. The chapters also include a reference to all agencies who are responsible for transportation planning in Region 7. These agencies provide opportunities for project funding and function as resources to coordinate decision making on service delivery and setting of priorities.





## Critical Mobility Issues in West Central Texas

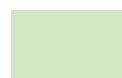
Several groups of people are identified in the West Central Texas region as having transportation needs based on statistical analysis of mobility barriers. The demographics of highest concern in the region are:

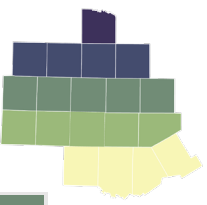
- People with a Disability;
- Low Income Individuals;
- People without Access to a Personal vehicle;
- People over the Age of 65;
- People under the Age of 18;
- Individuals with Low English Proficiency; and
- Veterans.

For the TNI, data focused on these same vulnerable population groups and their critical transportation needs. **Table 1-1** highlights the possible barriers to transportation for these socioeconomic groups. For the demographic analysis, data focused on: median household income, vehicle access, people over the age of 65, population density, population size, and people with a disability.

**Table 1-1: Summary of Possible Transportation Issue by Population Group**

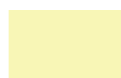
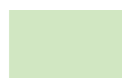
Population Group	Possible Transportation Issues
Individuals 65 Years and Older	After driving for many years, they are forced to limit or give up driving due to changes in physical or mental capabilities, medications, or other issues.
	They have been dependent on others for their trips; these other persons may have moved away, died, or otherwise become unavailable.
	They live on fixed incomes that make travel less affordable.
	Their physical or mental issues create a need for a travel companion for most of their trips.
	If they are unable to satisfy their basic travel needs, they are forced to move from their current residence into a facility that offers more care.
Individuals under the age of 18	Due to their age, they are not allowed to start driving until the age of 16, therefore must rely entirely on others for transportation needs.
	Public transportation service design does not accommodate young people.
	Peak hour priority service does not prioritize the schedules of children and young adults. For example, service times not prioritized around school hours and after school activities.
	They may be living on fixed incomes that make travel by vehicle less affordable.

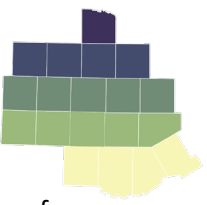




Population Group	Possible Transportation Issues
Individuals with a disability	<p>The forms of transportation available do not meet their physical needs at the appropriate day and time of the requested travel.</p> <p>Organization and trip planning is necessary for many people with disabilities, which can be difficult with unsatisfactory public transit.</p> <p>Their transportation issues make it difficult to maintain viable employment, which can in turn lead to issues of limited incomes and problems of affordability.</p> <p>They may be living on fixed income that make travel by vehicle less affordable.</p> <p>If they depend on public transportation and cannot get same day service, it could result in inadequate healthcare and overuse of Emergency Medical Services (EMS).</p>
Low-income individuals	<p>They are not able to afford to travel as often, as far, or at the times desired.</p> <p>Their transportation issues may make it difficult to maintain viable employment, which can hinder their opportunities to better their situation and may perpetuate the problems of income limitations or poverty.</p> <p>They are forced to rely on less dependable vehicles, which may hinder their employment attendance.</p> <p>They may be forced to rely on less desirable modes of transportation which could lead to problems of excess travel times and increased risk of personal safety.</p>
Veterans or their families	<p>They may have increased health needs, including higher risk of cancer, COPD, PTSD, and diabetes compared to nonveterans therefore needing to travel to specific healthcare facilities.</p> <p>Although travel reimbursement is available through The Department of Veterans Affairs (VA), they may still experience financial burden for longer travel distances to resources and higher risk of unemployment.</p> <p>Transportation to work, school, medical appointments, shopping, and social opportunities are harder due to disability or illness.</p> <p>A large part of the aging population, they experience higher barriers to personal transportation.</p> <p>All transportation needs can be complicated by living in rural areas, with longer distances to resources, especially specialists.</p>
Individuals with Limited English Proficiency	<p>They experience language barriers in accessing transportation resources or employment benefits.</p> <p>They experience financial hardship due to lack of employment opportunities.</p> <p>Limited English Proficiency is a risk factor for poorer access to care, decreased healthcare utilization, and adverse health outcomes.</p>

Any of these transportation disadvantages can be exacerbated for individuals who are members of more than one of these groups. Issues for one critical demographic often can be associated with another: for example, being a low-income person with a disability or a senior with Limited English Proficiency can create a compound impact on the individual's ability to travel with few resources in an unfamiliar environment.





Disproportionate distribution of mobility access and transportation service hinders access to a range of social, educational, health and employment opportunities. Additionally, lack of mobility access prevents individuals from protecting themselves or escaping as a response to an emergency.

Two concerning demographic trends across the United States that are demonstrated in West Central Texas are an increase in overall population and more specifically, an increased aging population. As the population begins to grow, the growth leads to higher rates of transit dependent populations. Since the last regionally coordinated update, the population in West Central Texas increased by 8% (23,200 additional people). While the aging population has stayed relatively stagnant since 2017, the West Central Texas percentage of individuals over 65 is greater than the statewide average. Additionally, another trend is a high percentage of veterans living in the region. Statistical trends in the United States indicate this number will continue to increase as baby boomers start to retire. Larger aging populations may contribute to challenges and strains on the current transportation services being provided.

By providing access to affordable public transportation options, regional transportation providers can help the overall population and specific disadvantaged groups can fulfill transit trips to crucial destinations such as school, work, and medical appointments. Potential benefits of effective public transportation include promotion of self-sustainability, increased physical health through first and last mile connections, saving money to spend on other important household goods, and the reduction of individuals' carbon footprint.

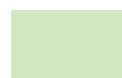
## Engaging Priority Populations

The project team used a variety of methods to ensure engagement of the above-mentioned priority populations during plan development. One of the challenges of public engagement in a study area like the West Central Texas region is its large geographical size. Hosting meetings across 19 counties that stretch for hundreds of miles is time consuming and difficult, so the use of internet-based surveys (also made available in print form) to reach people from a variety of places was a key part of the public engagement process. The project team created two primary sets of surveys: one set for stakeholders and transportation providers, and one for riders and the public. The surveys were distributed via email and social media sites to hundreds of participants through stakeholders such as the MPO, TxDOT, and the United Way.

Because of the limits imposed by regional scale and COVID-19, the project team relied on Stakeholder Committee members, who played invaluable roles as brand ambassadors for the project. The project team sent promotional materials and the survey information through the MPO.

Additionally, the lead agency, CityLink, conducted a local news interview to promote survey participation. The Committee's assistance in promoting these digital surveys, provided a higher chance of success in reaching targeted groups of people. To ensure those without digital access could also provide input, printable versions of the survey were also made available as needed.

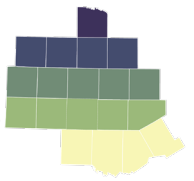
The remainder of this document provides more detail on the critical components in developing the RCTP. The RCTP is a tool to guide the improvement of service to mobility challenged populations in the region.





## **Chapter 2:** **Transportation Resources in the Region**





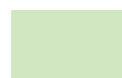
# Chapter 2: Transportation Resources in the Region

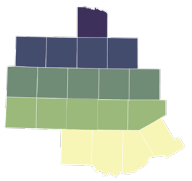
## Inventory Methodology

A primary component of coordinating public transportation with health and human services was inventorying the current degree of coordination among each type of existing service. This inventory aims to be as comprehensive as possible with regard to cataloging transportation services relevant to the public transportation and health and human services coordination process. Services that were identified as providing coverage within the area were further researched to obtain additional information and determine whether these services are still in operation.

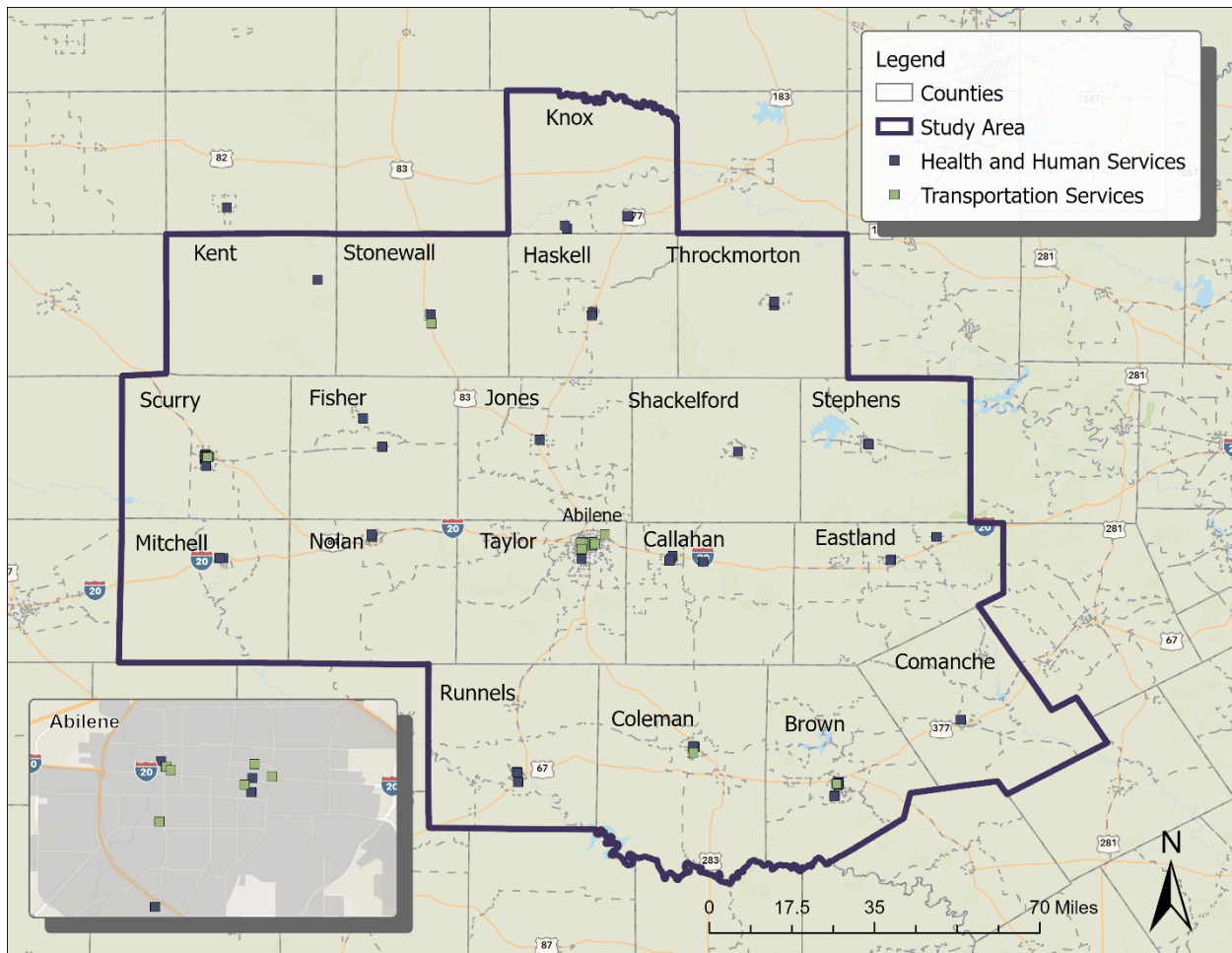
The project team conducted additional research, including calling the organizations, to identify other transportation service providers that offer coverage to the region and added any relevant services to the inventory. **Figure 2-1** on the following page depicts the distribution of providers and services in the West Central Texas region. The inventory includes the following information if it was available:

- Resource/service name;
- Entity providing the service;
- Entity type (private company, non-profit, etc.) ;
- Counties served;
- Service classification (based on the classifications used in the 2017 Coordination Plan);
- Service type(s) (fixed route, demand response, nonemergency medical transportation, etc.);
- Service mode(s) (inter-city bus, van, taxi, etc.);
- Service area;
- Service schedule; and
- Notes on agency or service information accuracy;





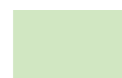
**Figure 2-1: Distribution of Transportation, Health and Human Services in Region 7**

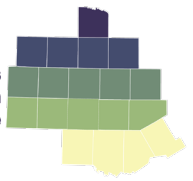


## Limitations

Some of the sources found online that were used to identify transportation services included providers that are no longer operating. Other identified services had little-to-no available information online, making it difficult for the project team to discern whether these services still exist. In the instance provider information was not obtained online, a phone call was placed using the latest contact information from the previous plan and online sources. This resulted in several successful updates, however not all providers were able to be contacted due to out-of-date phone numbers or lack of returned calls. The project team included these services in the inventory along with notes to clarify their unknown or unconfirmed status.

Given the limitations of available data on transportation agencies, it is possible that not every transportation service was identified for inclusion in this inventory. Stakeholders and service providers with local knowledge contributed to this inventory by confirming existing services and providing information about services missed in the original service identification process. This stakeholder input provided additional information that was used to supplement the work of the project team, creating a more comprehensive and accurate inventory.





## Inventory use

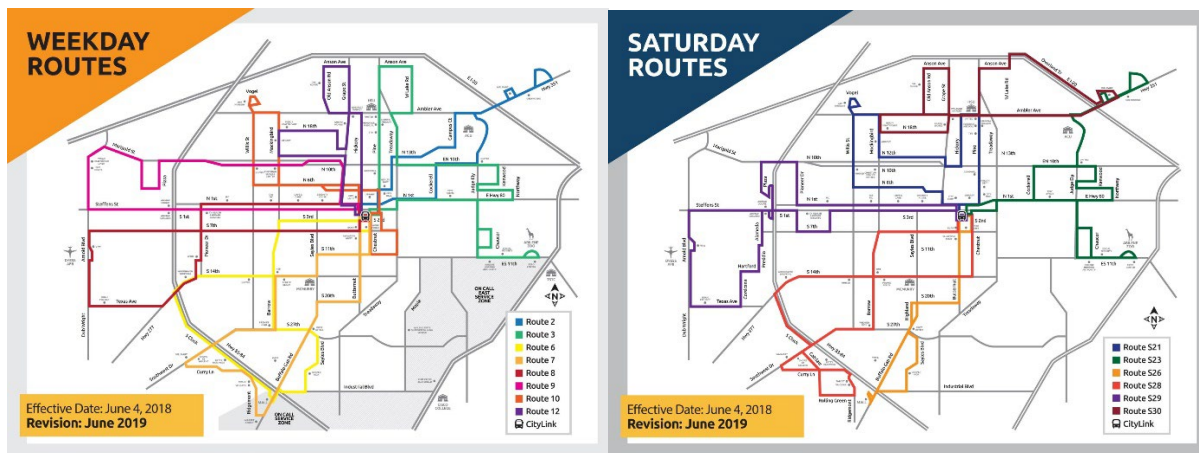
The final transportation resource inventory was used during RCTP development to analyze the degree of existing transportation coordination in the West Central Texas Region. The information on services and service coverage was also used in the gap analysis to identify gaps in service coverage. The inventory should be maintained and published as an ongoing resource to both the Council and to transit clients throughout Region 7.

## Inventory Findings

### Public Fixed Route

**CityLink Transit**, the mass transit provider for the City of Abilene, provides both fixed route services and demand response services to users within Taylor County and a portion of Jones County. This service includes ADA compliant transit buses operating on a fixed schedule while serving an established route. CityLink provides eight weekday and six Saturday fixed routes, which are geographically distributed throughout the city. **Figure 2-2** depicts the City of Abilene's fixed route services during weekdays and weekends. All but one of the routes arrive and depart from the downtown transfer station.

**Figure 2-2: Public Fixed Routes in Study Area**



### Demand Response Service

**CityLink Transit**, provides on-call demand response services for ADA Paratransit and Evening (Access to Jobs) users within Taylor and a portion of Jones counties. The demand response service recently expanded in 2019, as shown in **Figure 2-3**. The expansion provided access to eastern Abilene residents.

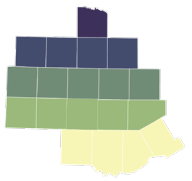


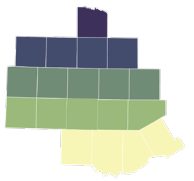
Figure 2-3: CityLink Demand Response Map



**City and Rural Rides (CARR)** is the public transit program offered by the Central Texas Rural Transit District. CARR serves rural areas of Taylor County and all of Brown, Callahan, Coleman, Comanche, Eastland, Erath, Nolan, Runnels, Shackelford, and Stephens counties. CARR provides demand response service to the general public of these counties, while also providing non-emergency medical transportation service and other human service transportation under contracts with Access2Care, Modivcare, Saferide, Aldergate Enrichment Center, Howard Payne University, Center for Life Resources, and Erath County Senior Citizens. CARR operates a fleet of sixty-one (61) vehicles that are used to provide over 109,000 annual trips.

**Double Mountain Coach (DMC)** serves the counties of Fisher, Knox, Kent, Stonewall, Haskell, Throckmorton and Jones and provides rural transportation to residents through scheduled rides operated by the program. Residents can call Monday-Friday to schedule one-way rides with the DMC. The agency serves a large diverse population of individuals with varying ages (children, teenagers, adults, and elderly), physical challenges, economic and financial status, and ethnic backgrounds. DMC provides demand response, curb to curb service to the residents of its service area. It also provides Medicaid trips through a contract provider.

**Disability in Action (DIA)** assists people with disabilities to obtain essential transportation in the counties of Jones, Eastland, Stephen, Callahan, Shackelford, and Taylor. The mission is to provide choices in transportation. Partnering with transit agencies, DIA helps to fill transportation gaps. Team members include a full time Mobility Manager who assists in planning, managing, and scheduling rides in the service delivery area. Additionally, the agency provides para-transit bus services Monday through Thursday at a variable cost based on the poverty guidelines established by the agency.



**SPARTAN Public Transportation** provides public transit to the seventeen counties in the South Plains Rural Transit District. SPARTAN employs approximately fifty (50) employees, operating a fleet of sixty (60) ADA accessible vehicles. Service provided by SPARTAN is curb-to-curb, demand response service including scheduled route services and commuter route services. Services generally operate Monday through Friday, however, service hours can be adjusted to serve the needs of individual passengers.

## Private, Non-Profit, and Community-Based Organizations

### Private Organizations

**ABI Taxi** provides 24/7 taxi services to the city of Abilene. ABI does not provide service to other major urban environments across Texas.

**Cheap Rides** taxi serves the city of Abilene and provides curb to curb service through appointment and curbside pickup.

**Greyhound** operates fixed route services five days per week and allows users to reserve a ride at any point along the route. It serves multiple surrounding counties with a station located at State Highway 351 in Abilene.

**Howard Payne University (HPU) Stinger Shuttle** provides shuttle services throughout the main and east campuses of HPU. The shuttle operates Monday through Friday in 15-minute intervals. The shuttle serves students and faculty of HPU and includes stops at four on-campus locations.

**Lynkup Transport** provides on demand ride share and delivery services to the City of Abilene through appointment. Their services include rideshare, grocery delivery, food delivery, parcel pickup and delivery, chauffeur and drivers for railroad companies. They operate from 5:00 a.m. to midnight.

**Road Runner Taxi** serves the city of Abilene with 24/7 Taxi services both through appointment and curbside pickup. The company provides local and out-of-town service within a 200-mile radius.

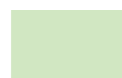
**Uber** is a 24/7 ride share service that provides demand response, curb-to-curb service, at a fee based on current demand for service and driver availability.

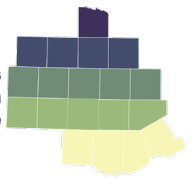
**Lyft** is a 24/7 ride share service that provides demand response, curb-to-curb service, at a fee based on current demand for service and driver availability.

### Non-Profit and Community Organizations

**Abilene Severe Weather Transportation Assistance** operates from 8:00 a.m. to 8:00 p.m., providing service to anyone that is ambulatory, yet unable to transport themselves to one of the Sheltering/Warming Centers on their own.

**Aspermont Small Business Development Center (ASBDC)** promotes self-sufficiency for those of limited income through implementation of cost-effective and innovative programs to improve the lives and living conditions of the impoverished. ASBDC serves the residents of Kent, Stonewall, Jones, Haskell, Knox, and Throckmorton counties and provides rural transportation to residents through scheduled rides operated by the Double Mountain Coach program. Residents can call Monday through Friday to schedule one-way rides with the Double Mountain Coach.





**Betty Hardwick Center** is the mental health and intellectual and developmental disability authority for Callahan, Jones, Shackelford, Stephens, and Taylor counties. The center operates as a unit of local government and provides transportation between home and employment or day habilitation and community activities.

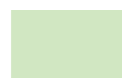
**Cancer Services Network** aids those diagnosed with cancer, and provides assistance to those living in Brown, Callahan, Coleman, Comanche, Eastland, Fisher, Haskell, Jones, Kent, Knox, Mitchell, Nolan, Runnels, Scurry, Shackelford, Stephens, Stonewall, Taylor and Throckmorton counties. The Cancer Services Network provides a transportation allowance to users for healthcare services, regardless of where their treatment facility is located.

**Scurry County Senior Center** provides shuttle services to residents 60 years or older to any destination within the City of Abilene. Service offered by appointment only between the hours of 8:30 a.m. to 12:30 p.m.

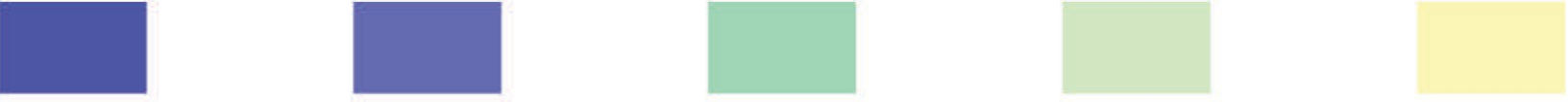
**State of Texas Emergency Assistance Registry** assists local emergency responders and officials in planning for emergency events. This service provides transportation to individuals with disabilities and/or individuals with access and functional needs such as: limited mobility, communication barriers, requiring additional assistance during emergency events, and requiring transportation or personal care assistance.

**Texas Health and Human Services Medical Transportation Program** provides transportation assistance to adults currently enrolled in Medicaid managed care or free-for-service Medicaid, children enrolled in the Children with Special Health Care Needs program, and individuals eligible for Transportation for Indigent Cancer Patients. Transportation services are offered Monday through Friday, 8:00 a.m. to 5:00 p.m.

**West Central Texas Area Agency on Aging (AAA)** is administered by the West Central Texas Council of Governments and funded through the Texas Health and Human Services Commission in accordance with the Older Americans Act. The West Central Texas AAA serves individuals 60 years of age and older and their families living in the same counties that make up the West Central Texas region. AAA contracts with various nonprofits to provide an array of social services and monitors those agencies delivery of services to ensure compliance with the contract requirements.

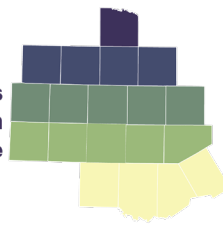






## **Chapter 3:** **Comprehensive Assessment of Unmet Needs**





# Chapter 3: Comprehensive Assessment of Needs and Gap Analysis

## Transit Needs Analysis

A key federal requirement of a human services transportation plan funded by Section 5307, 5310 or 5311 programs is the identification of where seniors, individuals with disabilities, and individuals making low incomes are located. It is imperative to identify the specific need for transit services and the capacity of transit providers serving these vulnerable populations. Supporting populations with higher likelihood of experiencing barriers to transportation to essential and daily services is crucial for regional coordinated transportation.

For West Central Texas, households with no vehicle ownership and households with young people were also included in the transit needs analysis, because these populations are also affected greatly by barriers to transportation services. The first part of the analysis included identifying the levels and locations of need by the demographic groups in the West Central Texas region.

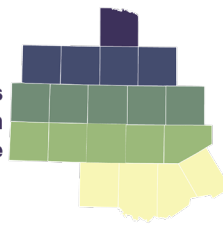
The TNI scores in West Central Texas region are largely influenced by the rural, aging, and disabled populations within each county. Moreover, because of US Census privacy protection requirements, the rural nature of the West Central Texas region plays a large role in data completeness with respect to population and employment densities that greatly influences the overall TNI score.

## Methodology

This analysis adopts a three-pronged approach to compiling a comprehensive assessment of transportation need in the study area. It considers population, employment, and a TNI analysis to identify demographic trends and areas of transit need. All three levels of analysis are necessary to identify who needs transit and where they live and work.

The TNI is a cumulative scoring tool to assess if transit needs are being met for populations that are most vulnerable to a lack of transit services. To create the TNI for the West Central Texas region, census data for the demographic categories shown in **Table 3-1** were collected from the 2019 ACS 5-year estimates based on census block groups.





**Table 3-1: Transit Need Index Data**

Source	Year	Census Data Name	Information Obtained
ACS	2019 5YR	Sex by Age	Population 65 and older
ACS	2019 5YR	Sex by Age	Population 18 and younger
ACS	2019 5YR	Tenure by Vehicle Available	Households without vehicles
ACS	2019 5YR	Disability by Veteran Status	Population with disability
ACS	2019 5YR	Poverty Status in the Last 12 Months	Population with income levels below the poverty line
ACS	2019 5YR	Employment Status	Unemployed
ACS	2019 5YR	Limited English-Speaking Households	Limited English-speaking households
ACS	2019 5YR	Veteran Status	Veterans
ACS	2019 5YR	Population	Total population

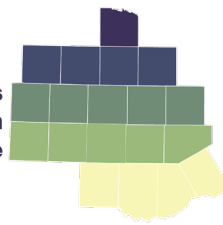
The first step in calculating the TNI is to evaluate the proportion of total population in each census block group made up of persons in the identified vulnerable populations. A separate calculation is performed for each vulnerable population category. These proportions, reported as a percentage for each block group, are used to obtain an average percentage of persons in each vulnerable populations for all block groups in the study area. The ranking in each vulnerable population category within the block group is the ratio of the block group's proportion of persons in each of the vulnerable populations to the to the average proportion of persons in each vulnerable population across all block groups in the study area. Higher ratios indicate greater rates of vulnerability. (Full calculation table can be found in the Appendices) An example of this ranking is shown in **Table 3-2**.

**Table 3-2: Example of a Ranking Calculation**

Total Population with Disability	Total Population	Percent of People in Block Group Population with a Disability	Average Percent of Population with a Disability in the Study Area	Block Group Ranking
275	1,142	24%	16%	1.512

To complete the TNI calculation, the rankings for each of the vulnerable populations within a block group are summed and the total is multiplied by the population density of the block group. This weighted average is the TNI score. An example of this TNI score calculation is shown in **Table 3-3**. The population density acts as a proportionate factor to weight block groups more accurately against each other. As shown in later sections, aerial imagery was used to highlight rural land and natural recreation areas in the region.





**Table 3-3: Example of a TNI Score Calculation**

Block Group Information	Ranking of Populations with a Disability	Ranking of Low-Income Population	Ranking of Household w/out Vehicle Access	Ranking Population over the Age of 65	Ranking Population under the Age of 18	Ranking Population of People Unemployed	Ranking Population with Low English Proficiency	Ranking Population of Veteran Status	Ranking Total	Population Density Ranking	TNI
Block Group 1, Scurry County, Texas – Tract 9503	N/A*	1.51	6.71	N/A*	N/A	1.17	12.99	1.17	23.55	2.55	60

\*N/A scores ranked lower than the study area average

The example presented in the table represents the highest TNI score reported in the study area. This metric determined the scale for the TNI and the block groups with the highest need for transportation services.

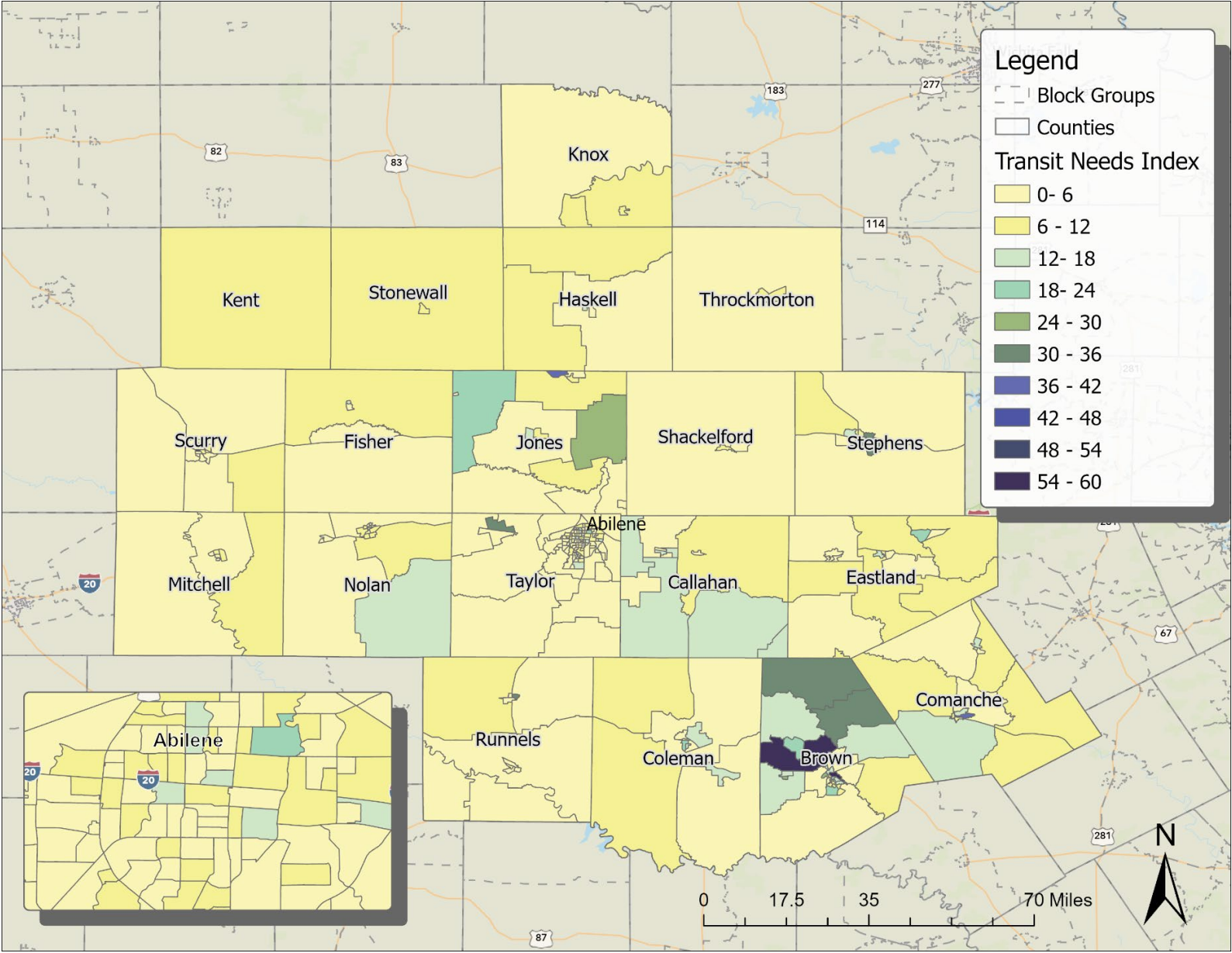
## Results

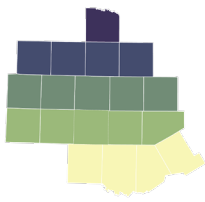
Of the 304 block groups in the West Central Texas region, 301 scored at least one point on the TNI. Of those 301 block groups, 90 scored above ten, amounting to almost a third of the ranked block groups. Twenty of the block groups scored above twenty on the TNI, approximately 7% of the block groups in the study area.

Many of these groups are in Brown County, but the highest score was in Scurry County. Other counties featured in the top ten percent are Stephens, Brown, Runnels, Comanche, Eastland, Coleman, Taylor, and Jones. The results are mapped in **Figure 3-1**.



Figure 3-1: Transit Need Index for West Central Texas





## Demographic Trends

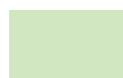
The West Central Texas region consists of 19 counties, including Brown County, Callahan County, Coleman County, Comanche County, Eastland County, Fisher County, Haskell County, Jones County, Kent County, Knox County, Mitchell County, Nolan County, Runnels County, Scurry County, Shackelford County, Stephens County, Stonewall County, Taylor County, and Throckmorton County. In addition, the West Central Texas region is home to the City of Abilene as well as Brownwood, Snyder, Breckenridge, Sweetwater, and Colorado City.

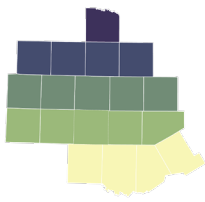
The entire region is just under 18,000 square miles and is unique in Texas regions for having four public transit providers, Citylink Transit, City and Rural Rides, Double Mountain Coach, and Spartan Public Transportation. There are some additional transportation services as discussed in greater detail in the transportation resources inventory section of this chapter.

With growth in the aging population and a higher regional average than the State average for people living with a disability, better understanding of the demographic trends of the region is critical for designing adequate transit service. Demographic indicators from U.S. Census 2019 data were explored to evaluate various county level economic trends and transit needs throughout the study area.

The racial makeup for each county was also obtained from U.S. Census Data and is included in the Appendices. The region is 73 percent white with the next highest percentage of individuals identifying as two or more races (11%). Six percent of people in the region are African American and less than one percent identify as Native American, Asian American, or Pacific Islander.

Factors in the evaluation included a review of population growth trends, population density, as well as additional statistical data sets such as population over 65 years old, population of people with a disability, average median household income, and people without access to a vehicle. Demographic data was evaluated at the county and region-wide level as well as in comparison to the State of Texas. **Table 3-4** provides a high-level tabulation by county for these statistics.

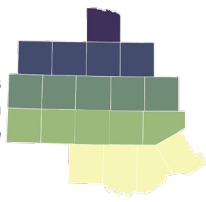




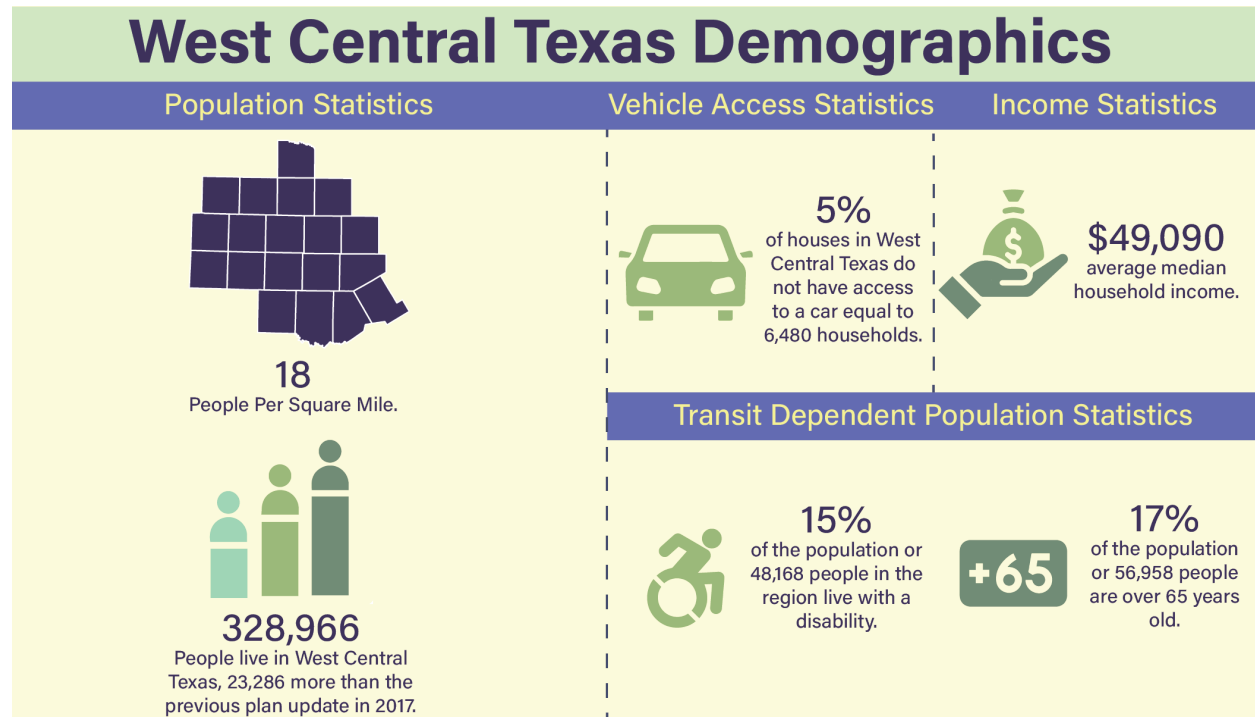
**Table 3-4: Summary of 2019 Demographic Data**

County	Population - 2019	Population Growth 2017 - 2019	Density (pop / square mi.) - 2019	Percent of Population over 65 years old - 2019	Percent of Population with a Disability - 2019	Average median household income - 2019	Percent of households without a Vehicle - 2019
Brown County	37,855	6%	40	20%	15%	\$47,351	5%
Callahan County	13,856	9%	15	21%	18%	\$51,412	3%
Coleman County	8,334	3%	7	25%	14%	\$49,160	5%
Comanche County	13,529	5%	14	24%	17%	\$54,083	5%
Eastland County	18,273	5%	20	22%	20%	\$39,469	7%
Fisher County	3,856	4%	4	23%	18%	\$49,940	4%
Haskell County	5,726	3%	6	22%	20%	\$40,525	8%
Jones County	19,943	4%	21	15%	12%	\$52,307	6%
Kent County	647	-23%	1	28%	27%	\$44,688	10%
Knox County	3,705	7%	4	18%	16%	\$48,903	4%
Mitchell County	8,523	-4%	9	15%	12%	\$58,059	4%
Nolan County	14,904	6%	16	18%	17%	\$48,949	7%
Runnels County	10,277	5%	10	21%	16%	\$47,714	5%
Scurry County	17,096	9%	19	15%	12%	\$57,126	5%
Shackelford County	3,296	4%	4	19%	19%	\$47,580	4%
Stephens County	9,364	5%	10	19%	18%	\$45,516	4%
Stonewall County	1,476	14%	2	20%	18%	\$46,161	3%
Taylor County	136,870	11%	149	14%	13%	\$56,758	6%
Throckmorton County	1,436	-0.1	2	28%	22%	\$47,005	4%
West Central Texas	328,966	8%	18	17%	15%	\$49,090	5%
Texas	28,995,881	2.5%	13	12%	12%	\$52,829	5.4%



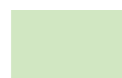


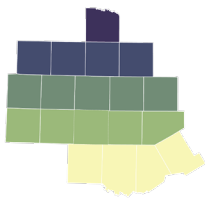
## West Central Texas Statistics



Approximately 328,966 people live in the 19 counties in the West Central Texas region. Compared to the previous RCTP, the region has grown by 23,286 people or an 8% increase in population. West Central Texas' area is nearly 18,000 square miles; therefore, the population density is 18 people per square mile. With a largely rural setting, the population density in the region is less than the state average of 108 people per square mile.

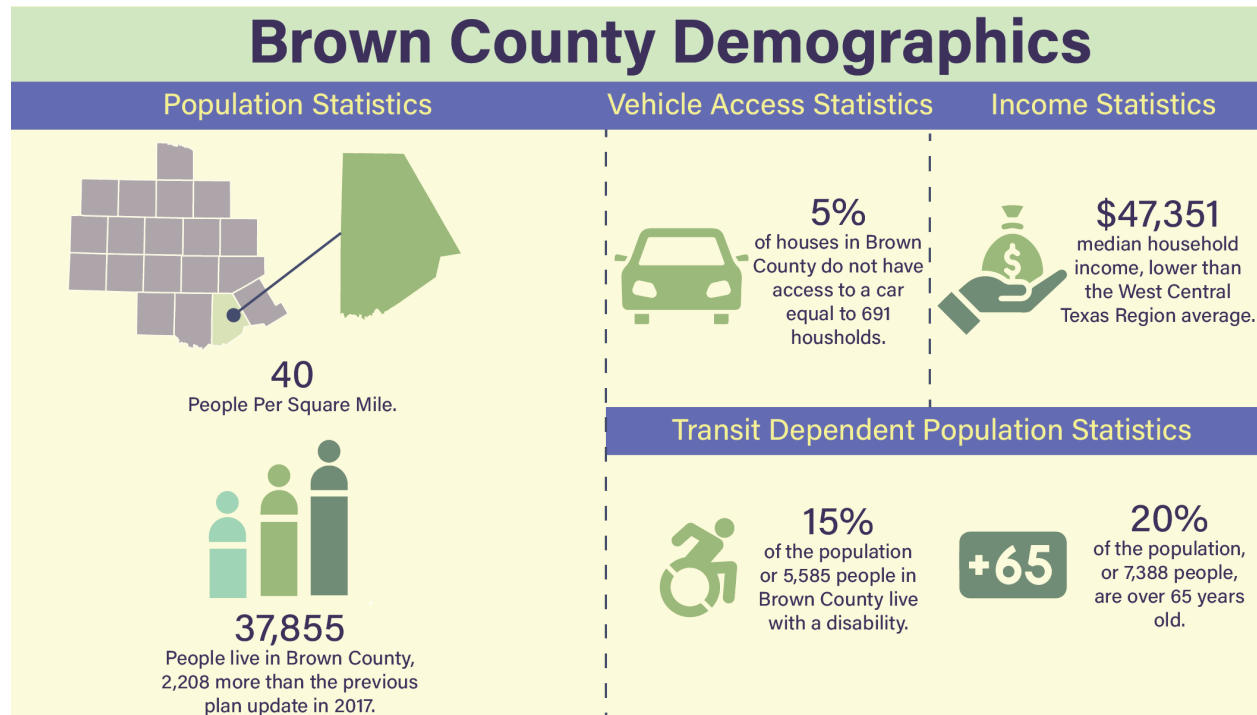
According to census estimates, across the region, approximately 6,480 households, or 5% of the total, do not have access to a vehicle. The Texas average median household income of \$64,034 is greater than the regional average of \$49,090. In terms of transit dependent populations, 48,168 people or around 15% of the total population have a disability. The percentage of people with a disability in West Central Texas is greater than the statewide value of 12% for the same factor. Additionally, just over 17% of the total regional population or 56,958 people are over 65 years old. Once again, this is greater than the state value of 13% of the total population.





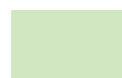
## Demographic Trends by County

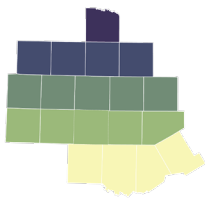
### Brown County



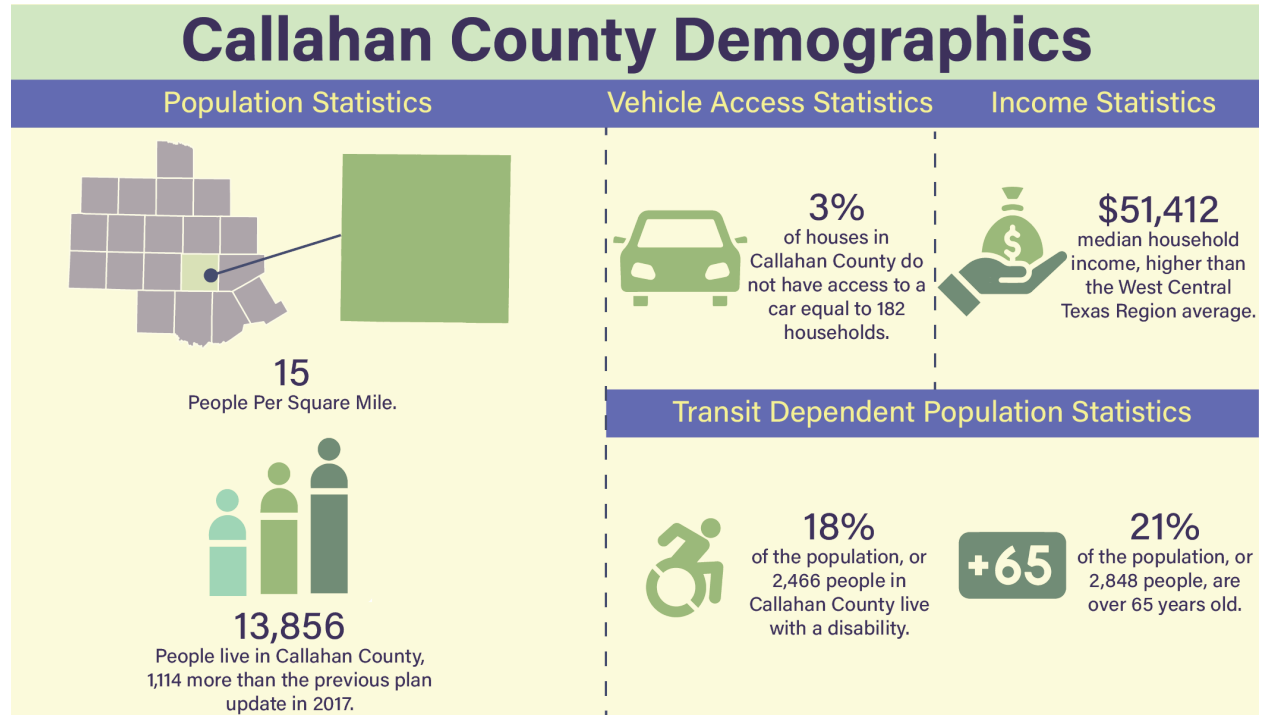
Brown County is the second largest county in terms of population in the West Texas region behind Taylor County. A major urban center for the county is the city of Brownwood and includes assets such as Lake Brownwood and Howard Payne University. Major roadways running through Brown County include U.S. Route 377, U.S. Route 183, and Texas State Highway 279. Resources include the Center for Life, Brown County Health Center, Family Services Center, Accel Health Clinic, Brown County indigent Health Care, Brown County Veterans Services, Brownwood WIC, Casa in the Heart of Texas, and Hendrick Medical Center. Since completion of the last regional coordination plan in 2017, Brown County's population increased by 2,208 people bringing the current population to 37,855 people. Based on the square mileage in the county, there are 40 people per square mile.

Throughout the county, approximately 691 households do not own a vehicle. The median household income of Brown County is \$47,351. The county median household income is approximately \$1,700 less than the West Central Texas average of \$49,090. In terms of populations in need of coordinated transportation services, just under 20% of Brown County's population is over the age of 65 totaling to 7,388 people. Additionally, the number of people with a disability in the county is 5,585 or just under 15% of the total population.



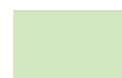


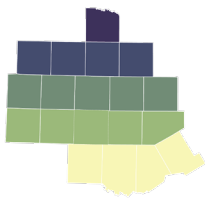
## Callahan County



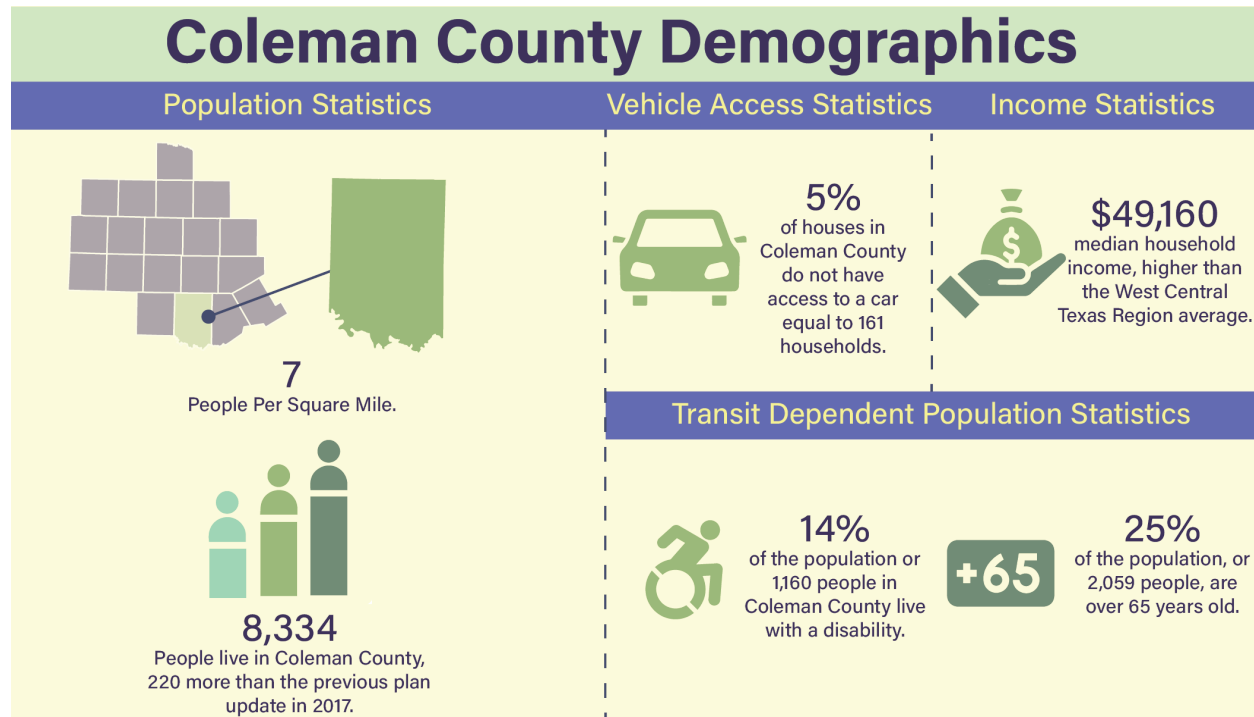
Bordered by the Callahan Divide Mountains, Callahan County is in the Abilene Metropolitan Area. Economic opportunity in the area includes a wind energy site and a soil conservation site/reservoir. Major roadways running through the county are U.S. Route 283, Interstate 20, Texas State Highway 36, Texas State Highway 206, and Texas State Highway 351. Developed areas in the county include Baird, Putnam, Clyde, and Cottonwood. Resources in Callahan include Baird Housing Authority, ResourceCare Clyde and Baird, Callahan County Medical Clinic, Outreach Health Services, Callahan County Veteran Services, Homestead Nursing and Rehab of Baird, as well as Citizens Emergency Services. Since the last regional coordination plan in 2017, Callahan County's population increased by 1,114 people. The current population of Callahan County is 13,856 people. Based on the square mileage in the county, the population density is 15 people per square mile.

Throughout the county, 182 households do not own a vehicle. The median household income of Callahan County is \$51,412. The county median household income is over \$2,300 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, just below 21% of Callahan County's population is over the age of 65 totaling to around 2,848 people. Additionally, the number of people with a disability in the county is 2,466 or just under 18% of the total population.



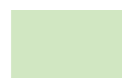


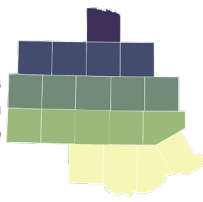
## Coleman County



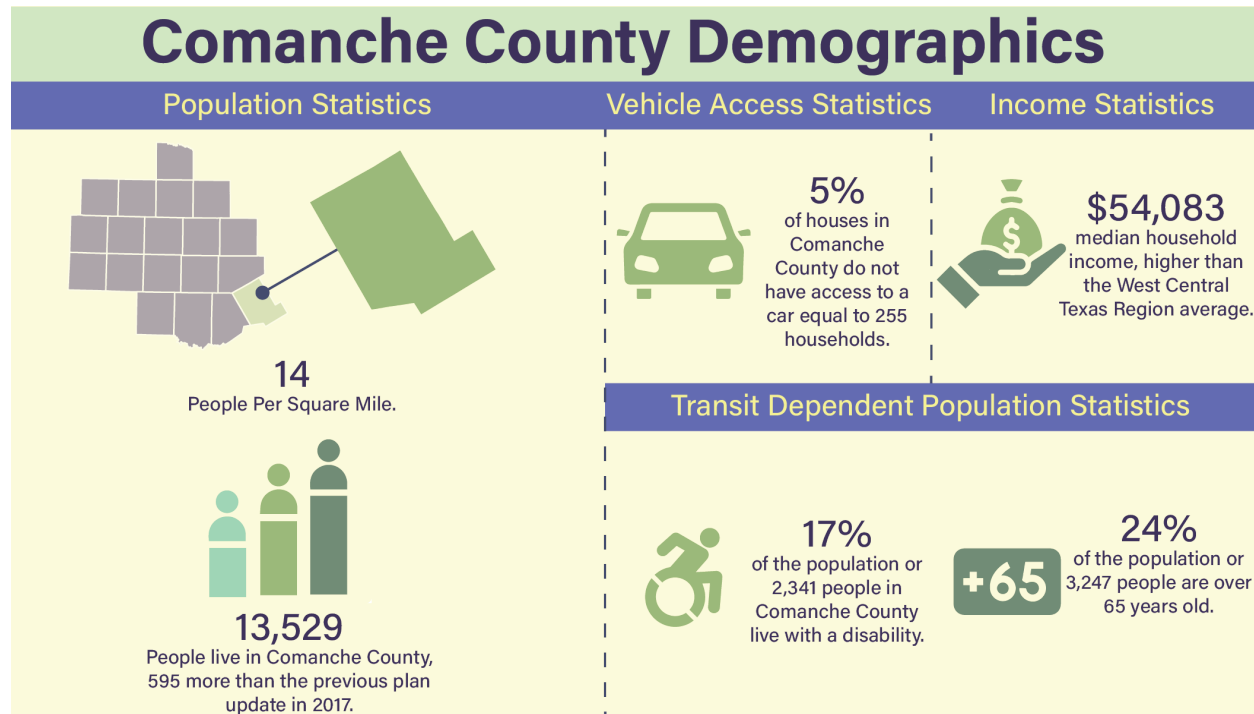
Located in the southern part of West Central Texas region, natural assets in Coleman County are Lakeside Park, Hords Creek Lake, Flat Rock and the Colorado River bordering the boundaries. Major roadways running through Coleman County include Texas State Highway 153, U.S. Route 67, U.S. Route 283, Texas State Highway 206, and U.S. Route 84. Similarly, to Callahan County, Coleman is home to Wind Clean Corporation, a business that harnesses energy from the flat topography into energy. Resources in Coleman County include the Santa Anna Civic Center, Coleman WIC Clinic, Coleman Home Health and Hospice, Coleman County Medical Center, and Coleman Housing Authority. Since the last regional coordination plan in 2017, Coleman County's population increased by 220 people. The current population of Coleman County is 8,334 people. Based on the square mileage in the county, the population density is 7 people per square mile.

Throughout the county, 161 households do not own a vehicle. The median household income of Coleman County is \$49,160. The county median household income is \$70 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, approximately 25% of Coleman County's population is over the age of 65 totaling to 2,059 people. Additionally, the number of people with a disability in the county is 1,160 or 14% of the total population.



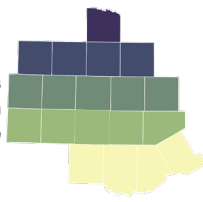


## Comanche County

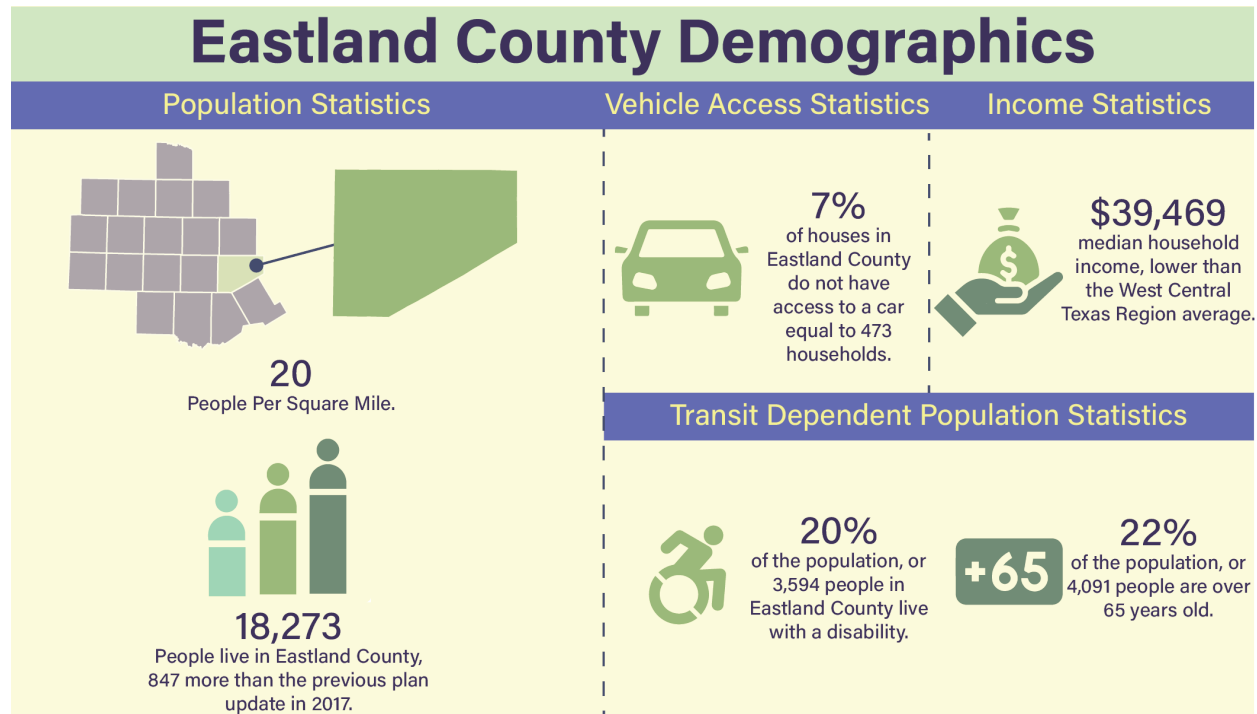


In Comanche County, the major roadways are Texas State Highway 36, U.S. Route 377, Texas State Highway 16, and Texas State Highway 6. The County is home to Proctor Lake and park as well as the county museum. The only major healthcare facility in the county is the Comanche County Medical Center. The Comanche County Veterans Service Office is another resource in the county. Since the last regional coordination plan in 2017, Comanche County's population increased by 595 people. The current population of Comanche County is 13,529 people. Based on the square mileage in the county, the population density is 14 people per square mile.

Throughout the county, 255 households do not own a vehicle. The median household income of Comanche County is \$54,083. The county median household income is nearly \$5,000 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 24% of Comanche County's population is over the age of 65 totaling to 3,247 people. Additionally, the number of people with a disability in the county is 2,341 or just over 17% of the total population.

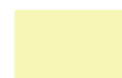
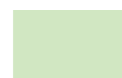


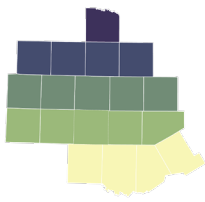
## Eastland County



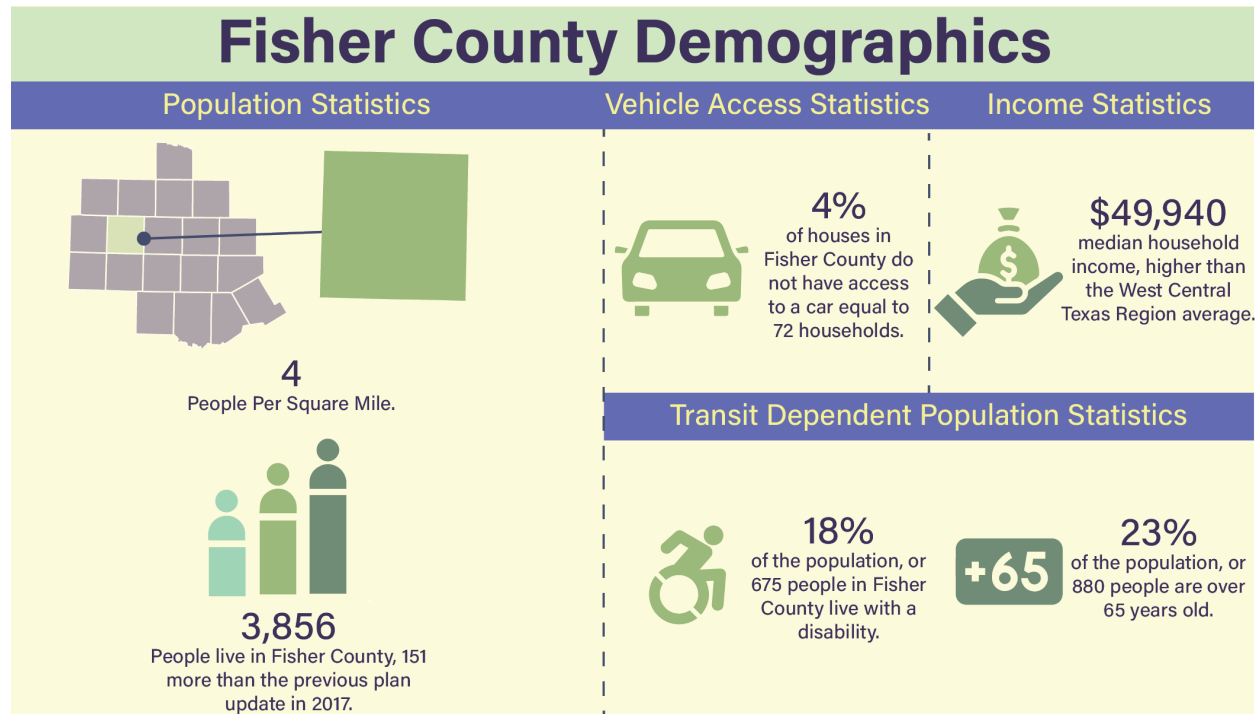
Eastland County's economic opportunities include oil and natural gas production as well as beef, hay, and cotton agriculture. The major health facilities are Eastland Community Health Center, Walnut Street Clinic, Eastland County Veteran Services Office, Eastland Memorial Hospital, Encompass Health, Eastland County Crisis Center, Eastland Nursing and Rehabilitation, Family Health Clinic and Outreach Health Services. The major roadways in Eastland County are U.S. Route 183, Texas State Highway 206, Texas State Highway 6 and Interstate 20. Higher education opportunities include Cisco and Ranger College. Since the last regional coordination plan in 2017, Eastland County's population increased by 847 people. The current population of Eastland County is 18,273 people. Based on the square mileage in the county, the population density is 20 people per square mile.

Throughout the county, 473 households do not own a vehicle. The median household income of Comanche County is \$39,469. The county median household income is over \$9,600 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 22% of Comanche County's population is over the age of 65 totaling to 4,091 people. Additionally, the number of people with a disability in the county is 3,594 or 20% of the total population.



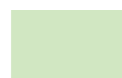


## Fisher County

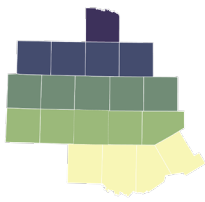


Fisher County has Cottonwood Creek and Fisher Park. The arterials in the county are Texas State Highway 70 and Texas State Highway 180. The county is home to Clearfork Health Center, Fisher County Physical Therapy, Outreach Health Services, Fisher County Hospital District and Roby Rural Health Clinic. Since the last regional coordination plan in 2017, Fisher County's population increased by 151 people. The current population of Fisher County is 3,856 people. Based on the square mileage in the county, the population density is 4 people per square mile.

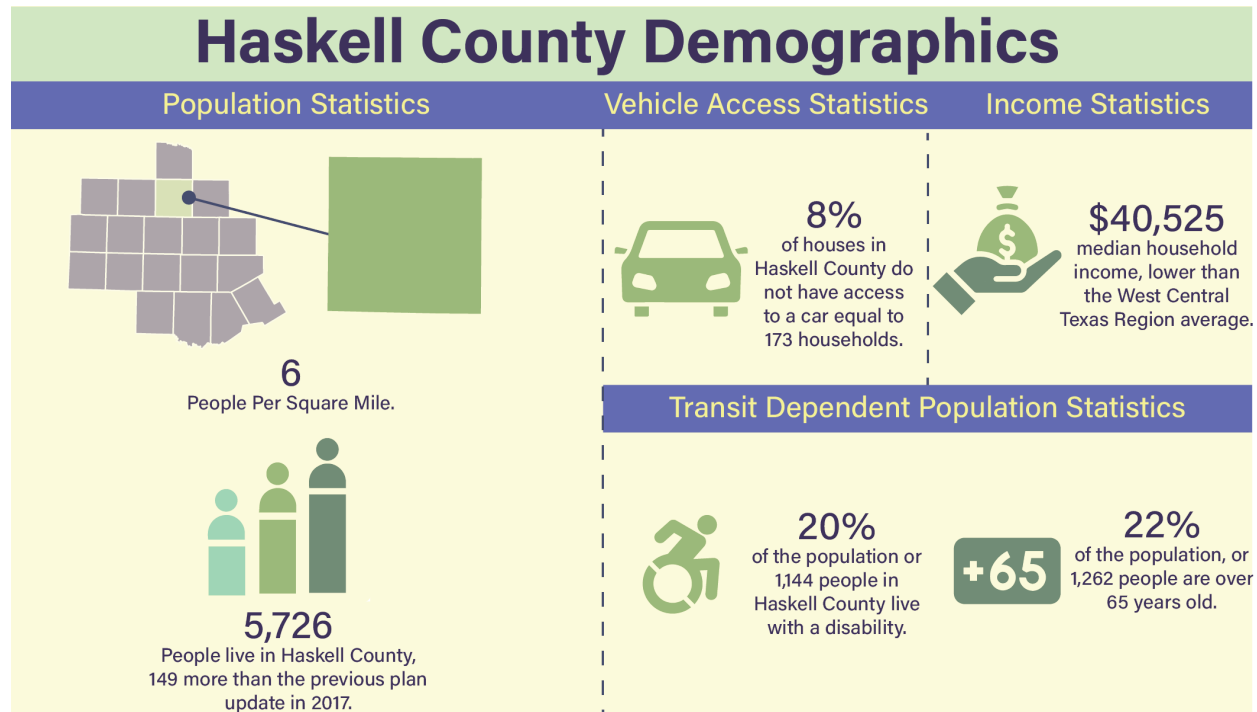
Throughout the county, 72 households do not own a vehicle. The median household income of Fisher County is \$49,940. The county median household income is \$850 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, slightly under 23% of Fisher County's population is over the age of 65 totaling to 880 people. Additionally, the number of people with a disability in the county is 675 or just below 18% of the total population.





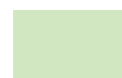


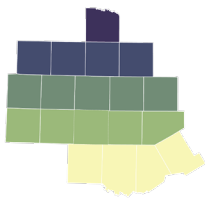
## Haskell County



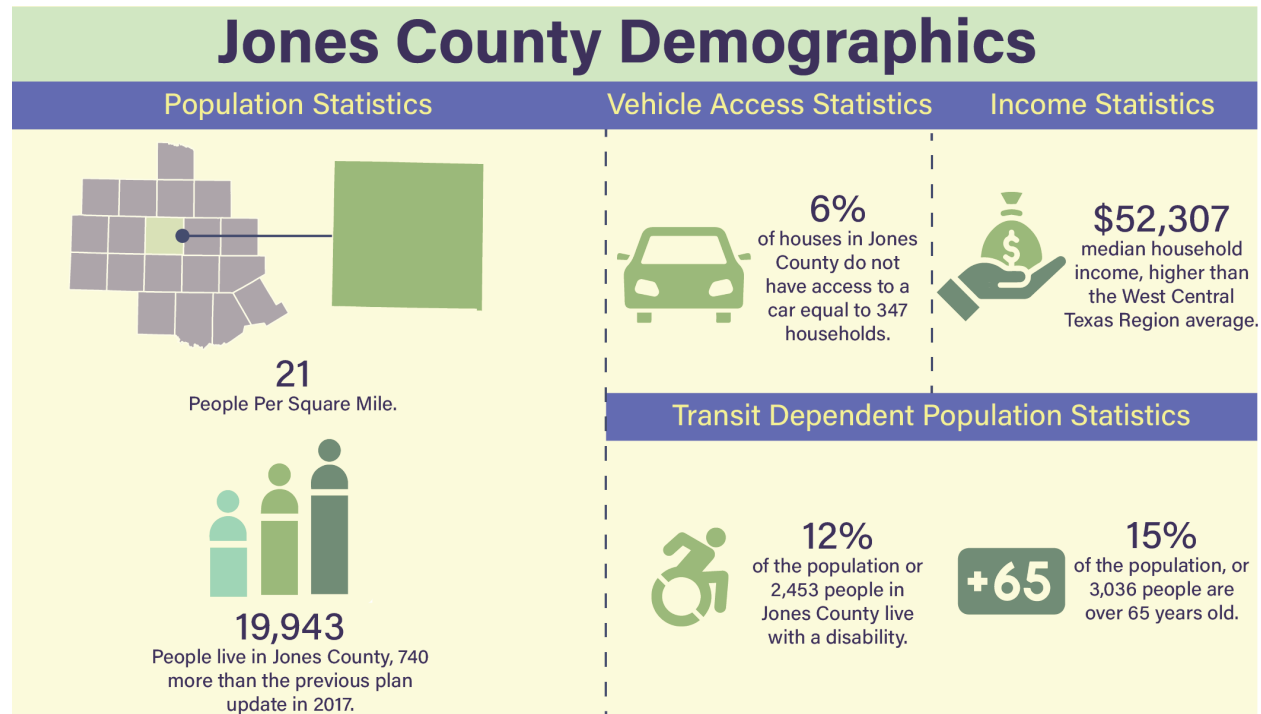
Haskell County is transected by major arterials - U.S. Route 277, U.S. Route 380, Texas State Highway 6, and U.S. Route 283. The county is home to natural water features such as Paint Creek and Lake Stamford. Some of the health resources in Haskell County are Haskell Healthcare Center, Haskell Clinical Services, Haskell WIC Clinic, Haskell County Veteran Services, Pregnancy Care Center of the Northern Big Country, Health and Human Services and Haskell Memorial Hospital. All the facilities are located in the largest community in the county, Haskell. Since the last regional coordination plan in 2017, Haskell County's population increased by 149 people. The current population of Haskell County is 5,726 people. Based on the square mileage in the county, the population density is 6 people per square mile.

Throughout the county, 173 households do not own a vehicle. The median household income of Haskell County is \$40,525. The county median household income is \$8,565 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 22% of Haskell County's population is over the age of 65 totaling to 1,262 people. Additionally, the number of people with a disability in the county is 1,144 or just under 20% of the total population.



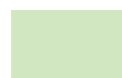


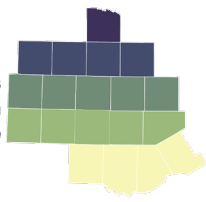
## Jones County



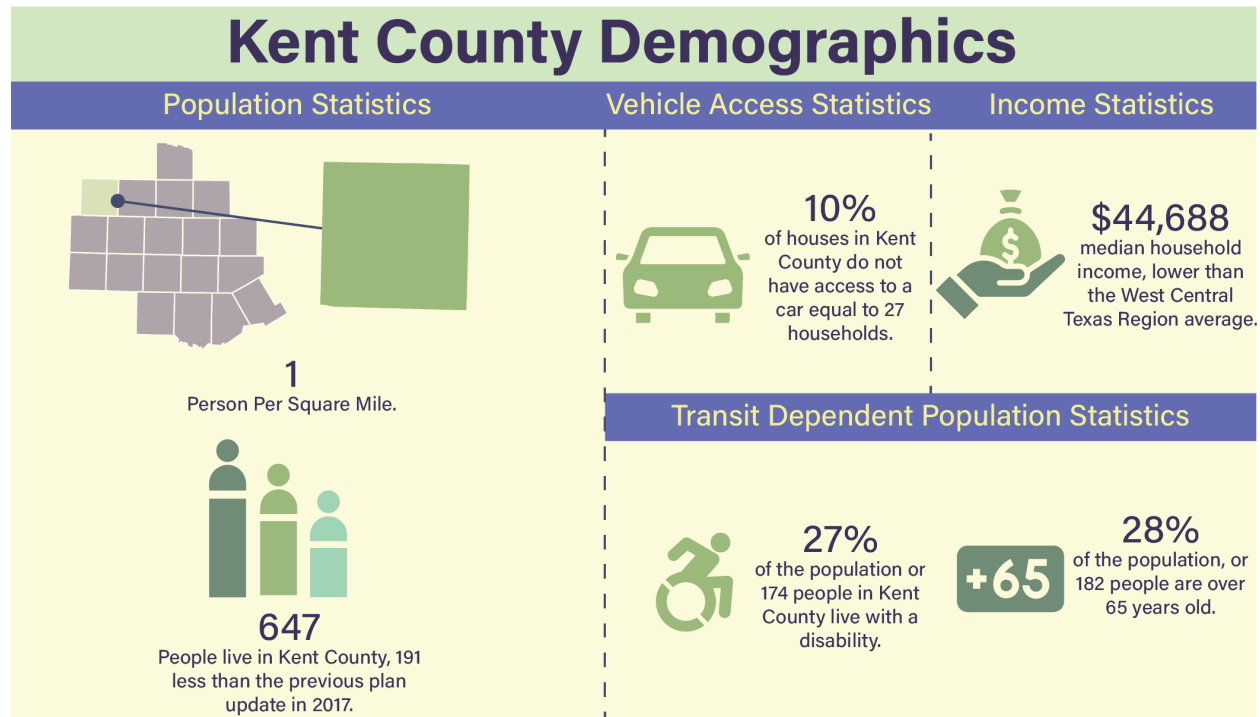
Jones County has the third highest population size in the region, likely due to the proximity of the City of Abilene. Highways such as Texas State Highway 180, U.S. Route 83, and U.S. Route 277 run through the county. Jones County has resources for healthcare in the Texas Health and Human Services, Anson General Hospital District, Anson Family Wellness Clinic, and Aging Services. The urban center for Jones County is Stamford. Since the last regional coordination plan in 2017, Jones County's population increased by 740 people. The current population of Jones County is 19,943 people. Based on the square mileage in the county, the population density is 21 people per square mile.

Throughout the county, 347 households do not own a vehicle. The median household income of Jones County is \$52,307. The county median household income is over \$3,217 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 15% of Jones County's population is over the age of 65 totaling to 3,036 people. Additionally, the number of people with a disability in the county is 2,453 or 12% of the total population.



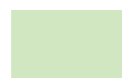


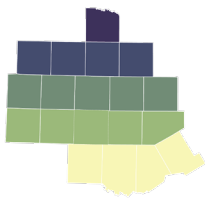
## Kent Country



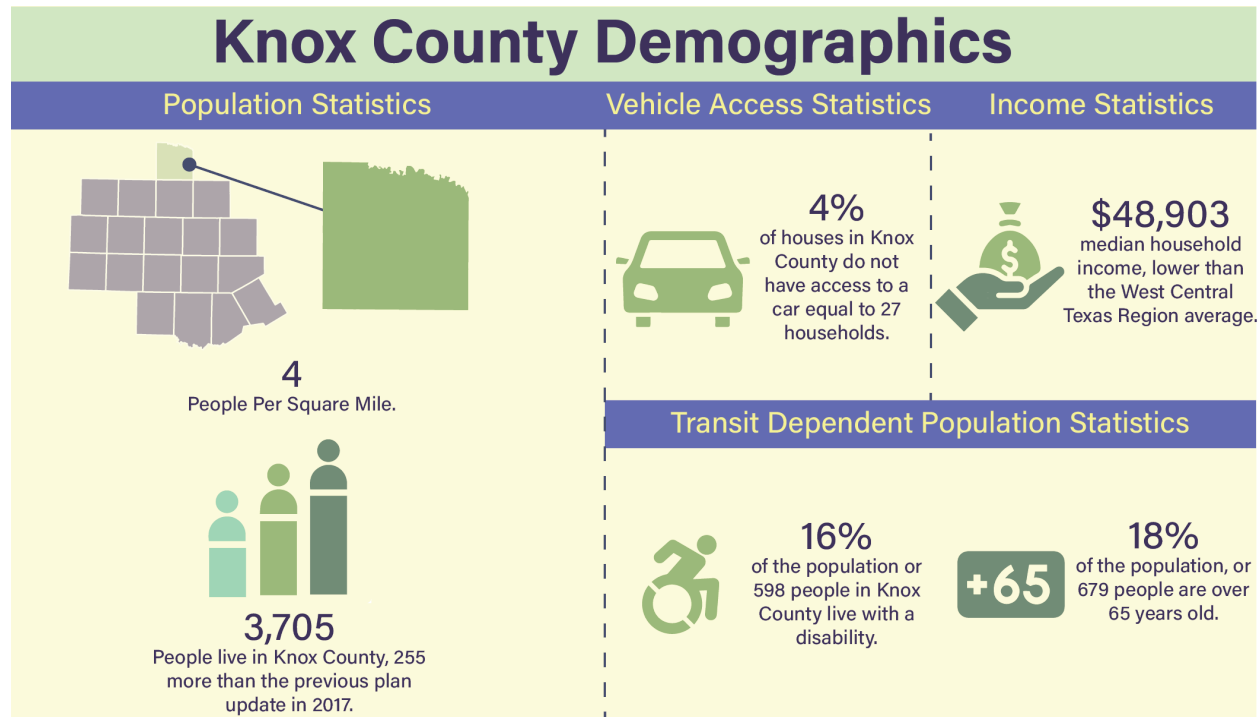
Kent County has the lowest number of people of any county in the West Central Texas Region. Kent County is home to natural assets such as the Double Mountains, Jayton Park, and the Forks Brazos Rivers. Major roadways in the county include U.S. Route 380, Texas State Highway 208, and Texas State Highway 70. The facilities in Kent are the Kent County Nursing Home, Spur WIC Clinic, and Kent County Rural Health. Since the last regional coordination plan in 2017, Kent County's population decreased by 191 people. The current population of Kent County is 647 people. Based on the square mileage in the county, the population density is 1 person per square mile.

Throughout the county, 27 households do not own a vehicle. The median household income of Kent County is \$44,688. The county median household income is \$4,402 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 28% of Kent County's population is over the age of 65 totaling to 182 people. Additionally, the number of people with a disability in the county is 174 or 27% of the total population.



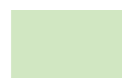


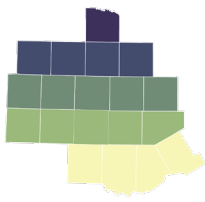
## Knox County



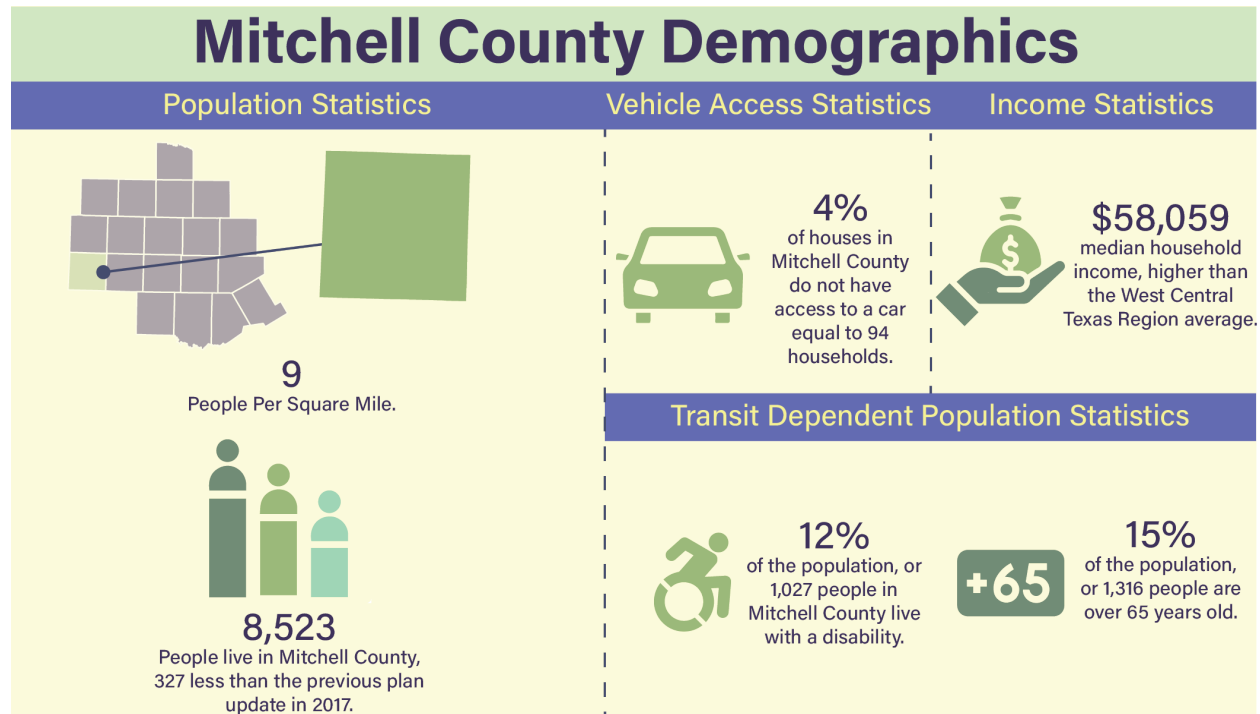
The northern most county in the region, Knox has natural assets such as the Brazos River and South Wichita River as well as Scenic Park Benjamin within the county. The healthcare facilities in the county are Knox County Home Health, Knox City Clinic, Knox County Aging Center, Munday Nursing Center, and Knox County Hospital. The highways going through Knox County are U.S. Route 82, Texas State Highway 6, and Texas State Highway 22. Since the last regional coordination plan in 2017, Knox County's population increased by 255 people. The current population of Knox County is 3,705 people. Based on the square mileage in the county, the population density is 4 people per square mile.

Throughout the county, 27 households do not own a vehicle. The median household income of Knox County is \$48,903. The county median household income is \$187 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 18% of Knox County's population is over the age of 65 totaling to 679 people. Additionally, the number of people with a disability in the county is 598 or 16% of the total population.



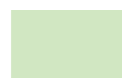


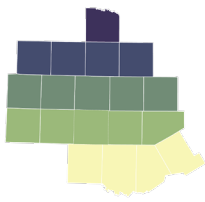
## Mitchell County



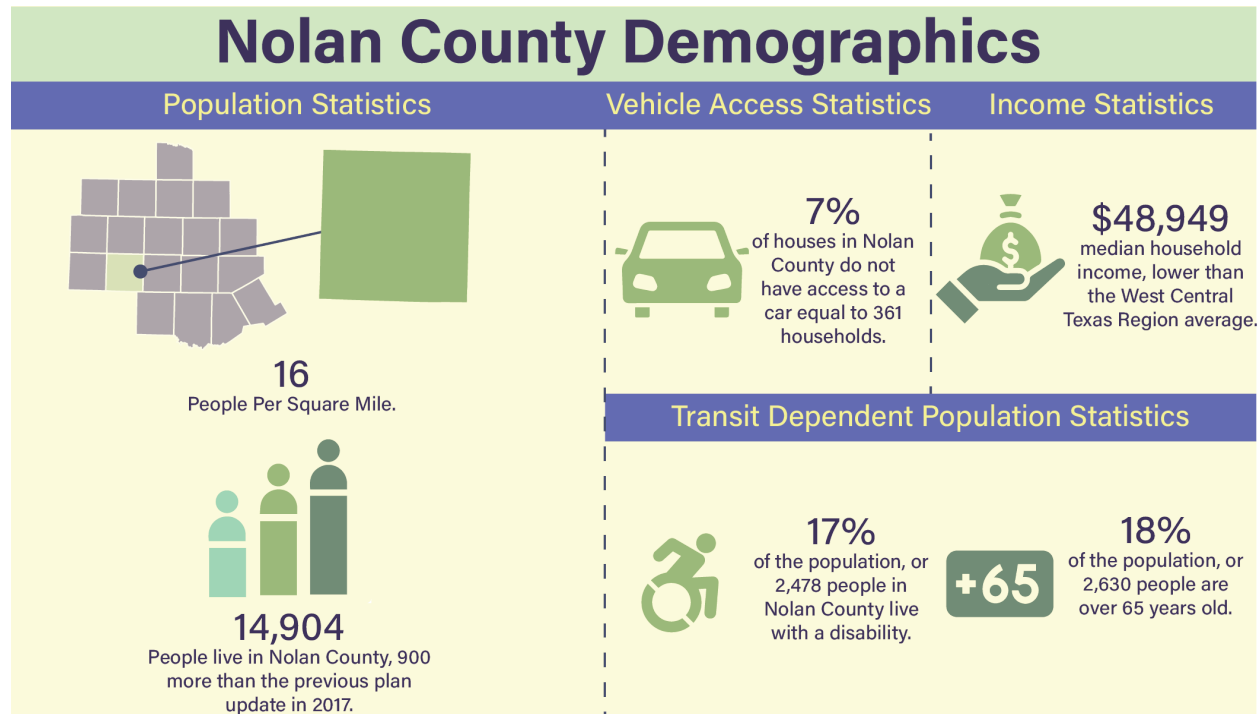
Mitchell County is home to bodies of water such as Lake Colorado, the Colorado River, and Lone Wolf Creek. Roadways such as Texas State Highway 163, Texas State Highway 208, and Interstate 20 run throughout the county. Mitchell County also houses a small airport and the Loraine Windpark Project. Mitchell County Hospital and Mitchell County Nursing and Rehabilitation Center are the two major health facilities. Since the last regional coordination plan in 2017, Mitchell County's population decreased by 327 people. The current population of Mitchell County is 8,523 people. Based on the square mileage in the county, the population density is 9 people per square mile.

Throughout the county, 94 households do not own a vehicle. The median household income of Mitchell County is \$58,059. The county median household income is nearly \$9,000 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 15% of Mitchell County's population is over the age of 65 totaling to 1,316 people. Additionally, the number of people with a disability in the county is 1,027 or 12% of the total population.



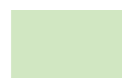


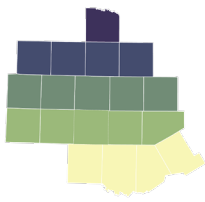
## Nolan County



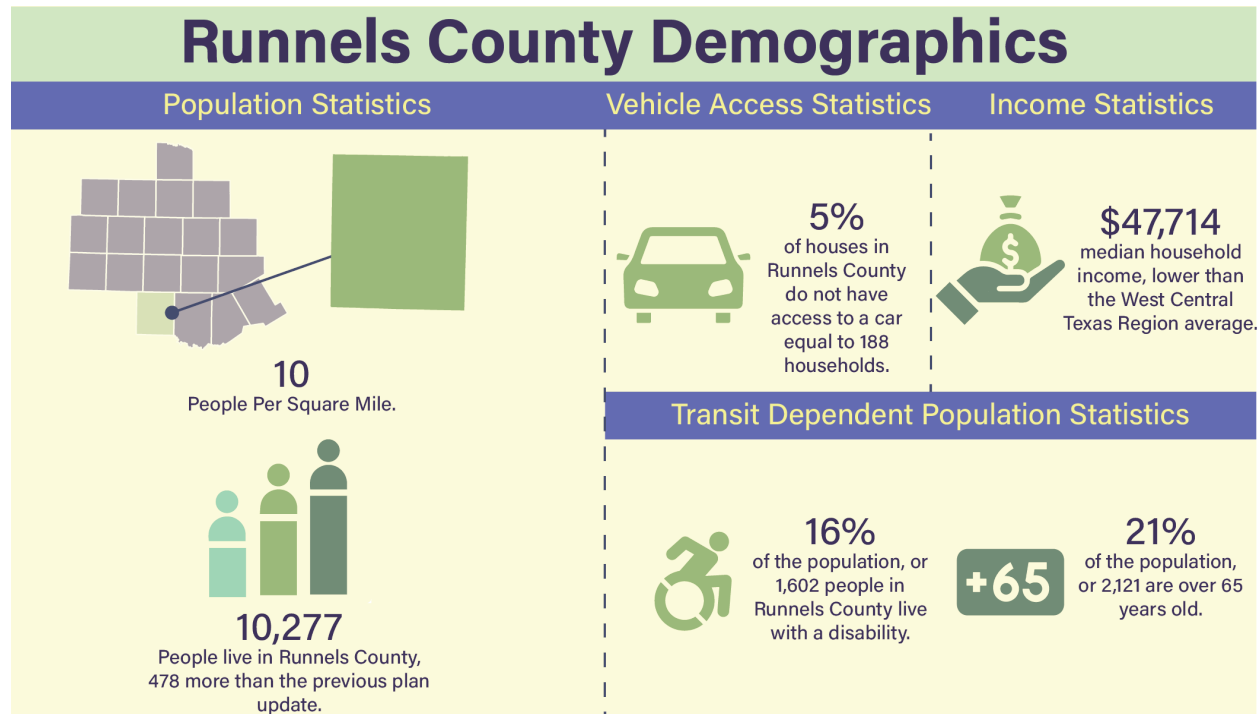
Municipalities in Nolan County include Maryneal, Roscoe, as well as the largest municipality, Sweetwater. The major roadways include Texas State Highway 70, Texas State Highway 153, Interstate 20, and U.S. Route 84. Nolan County Health Medical Clinic, Nolan County Veteran Services, Sweetwater Nolan Health Office, Nolan County Welfare Office, and Rolling Plains Memorial Hospital are the healthcare facilities in the county. Lake Sweetwater is a natural resource in Nolan County and Sweetwater is home to Texas State Technical College. Since the last regional coordination plan in 2017, Nolan County's population increased by 900 people. The current population of Nolan County is 14,904 people. Based on the square mileage in the county, the population density is 16 people per square mile.

Throughout the county, 361 households do not own a vehicle. The median household income of Nolan County is \$48,949. The county median household income is \$141 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, slightly under 18% of Nolan County's population is over the age of 65 totaling to 2,630 people. Additionally, the number of people with a disability in the county is 2,478 or just below 17% of the total population.



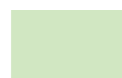


## Runnels County

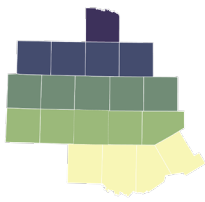


The major roadways in Runnels County are Texas State Highway 158, U.S. Route 67, and U.S. Route 83. Natural resources in the area include the Colorado River, Elm Creek, and Ballinger City Lake. Healthcare facilities in Runnels County includes North Runnels Hospital, Ballinger Memorial Hospital, Ballinger Healthcare and Rehabilitation Center, Ballinger Hospital Clinic, Central Texas Nursing and Rehabilitation, and Winters Assisted Living Inc. Since the last regional coordination plan in 2017, Runnels County's population increased by 478 people. The current population of Runnels County is 10,277 people. Based on the square mileage in the county, the population density is 10 people per square mile.

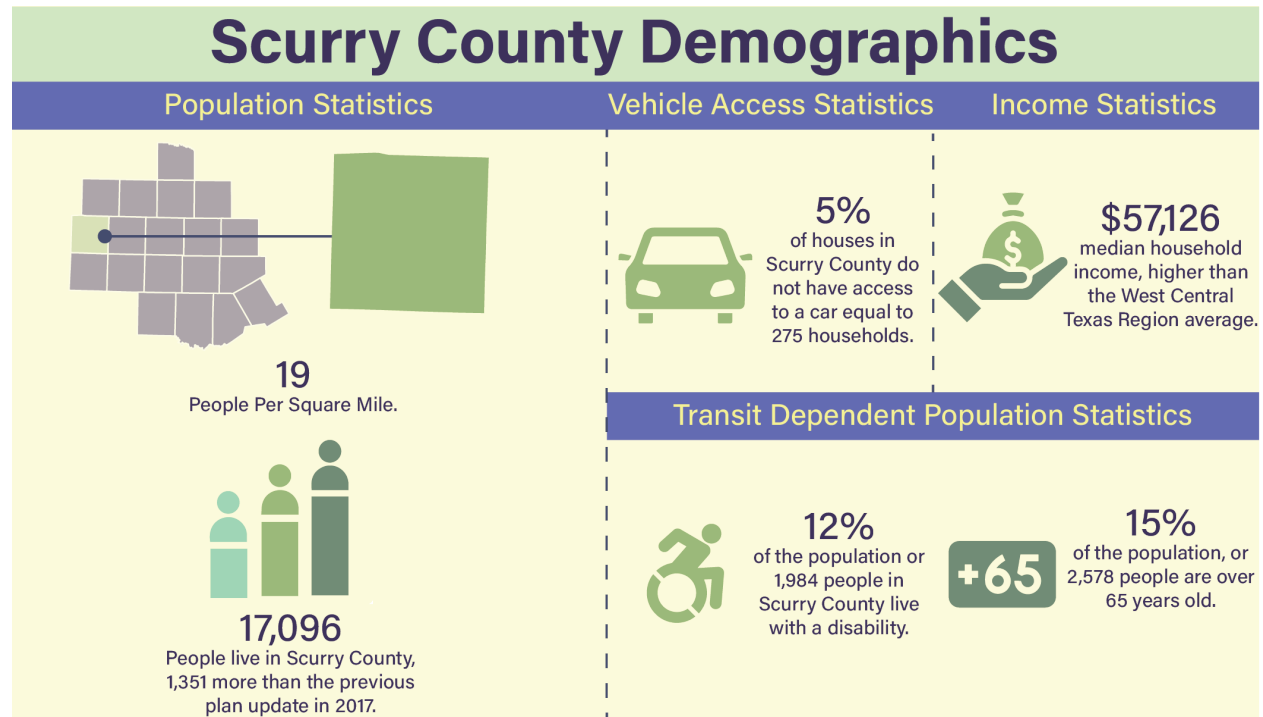
Throughout the county, 188 households do not own a vehicle. The median household income of Runnels County is \$47,714. The county median household income is \$1,376 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, around 21% of Runnels County's population is over the age of 65 totaling to 2,121 people. Additionally, the number of people with a disability in the county is 1,602 or 16% of the total population.





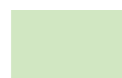


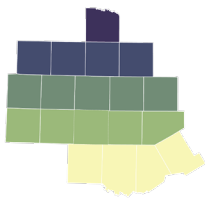
## Scurry County



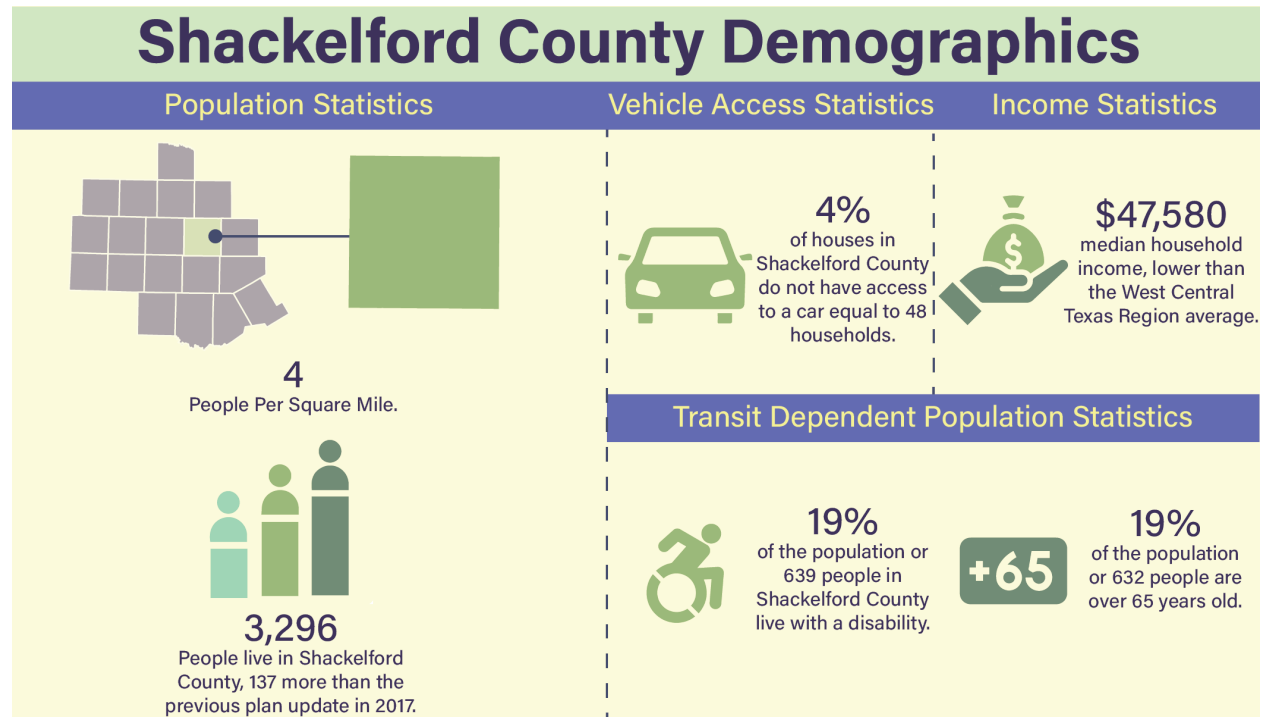
The major roadways running through Scurry County are Texas State Highway 180, Texas State Highway 208, U.S. Route 84, and Texas State Highway 350. The largest communities in the county are Snyder and Hermleigh. The Colorado River and the JB Thomas Reservoir are assets within the county. The healthcare facilities in Scurry County are Good Life Senior Living, Snyder Oaks Nursing and Rehabilitation Center, Snyder Community Resource Center, Cogdell Memorial Hospital, Cornerstone Audiology, Scurry County Health United, Texas Health and Human Services, West Texas Opportunities, Scurry Neighborhood Center, Scurry County Welfare, Scurry County Food Cupboard, Gateway Women's Shelter, and Scurry County Boys and Girls Club. Since the last regional coordination plan in 2017, Scurry County's population increased by 1,351 people. The current population of Scurry County is 17,096 people. Based on the square mileage in the county, the population density is 19 people per square mile.

Throughout the county, 275 households do not own a vehicle. The median household income of Scurry County is \$57,126. The county median household income is \$8,036 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 15% of Scurry County's population is over the age of 65 totaling to 2,578 people. Additionally, the number of people with a disability in the county is 1,984 or just below 12% of the total population.



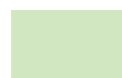


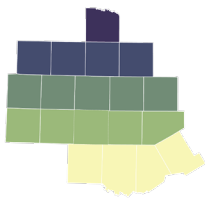
## Shackelford County



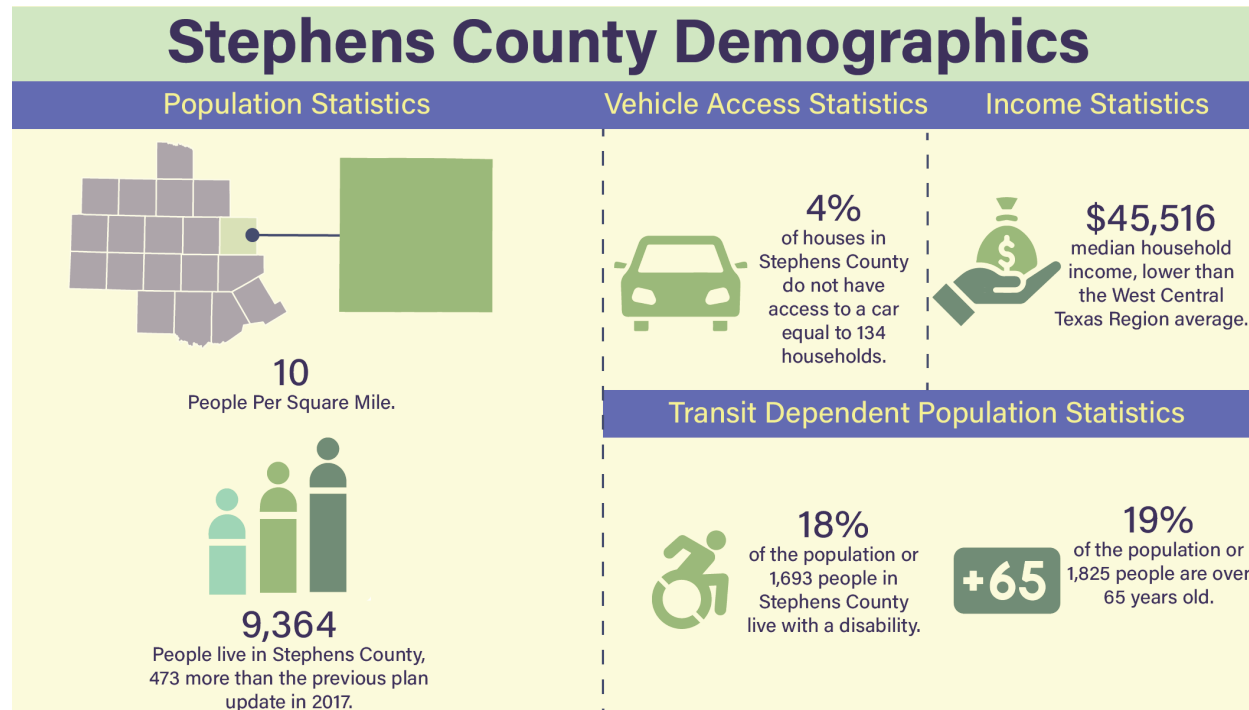
In Shackelford County, the major roadways include U.S. Route 283, Texas State Highway 6, and Texas State Highway 351. Within the largest community, Albany, is the Shackelford County Health Clinic, and Resource Community Health Center. An industry opportunity in the county is the Hackberry Wind Farm. Since the last regional coordination plan in 2017, Shackelford County's population increased by 137 people. The current population of Shackelford County is 3,296 people. Based on the square mileage in the county, the population density is 4 people per square mile.

Throughout the county, 48 households do not own a vehicle. The median household income of Shackelford County is \$47,580. The county median household income is \$1,510 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, just over 19% of Shackelford County's population is over the age of 65 totaling to 632 people. Additionally, the number of people with a disability in the county is 639 or 19% of the total population.



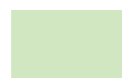


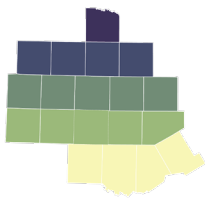
## Stephens County



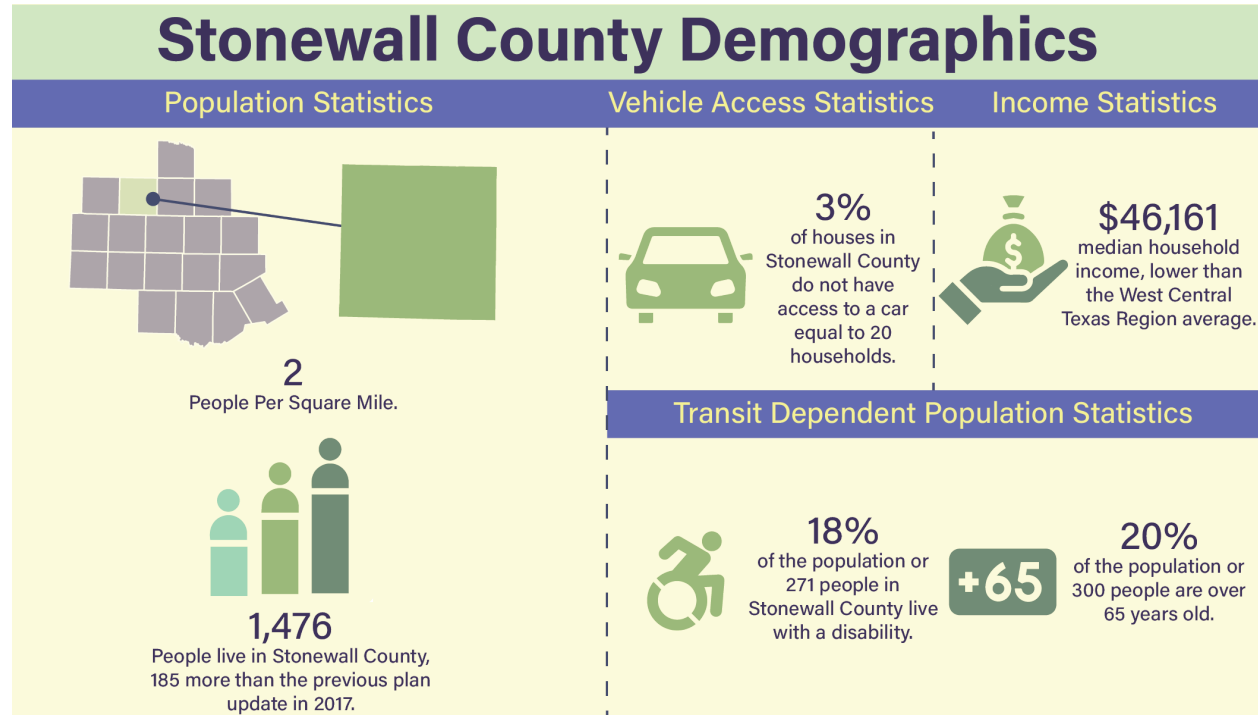
In Stephens County, natural resources include Gunsolus Creek, Hubbard Creek Lake and Lake Daniel. The major roadways are U.S. Route 183, Texas State Highway 180, and U.S. Route 67. The healthcare facilities in Stephens County are Breckenridge Medical Center, Legacy Health Care, Stephens Memorial Rehab Center, Stephens County Veteran Services, and Stephens Memorial Hospital. The largest community in the county is the location of Texas State Technical College in Breckenridge. Since the last regional coordination plan in 2017, Stephens County's population increased by 473 people. The current population of Stephens County is 9,364 people. Based on the square mileage in the county, the population density is 10 people per square mile.

Throughout the county, 134 households do not own a vehicle. The median household income of Stephens County is \$45,516. The county median household income is \$3,574 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, just above 19% of Stephens County's population is over the age of 65 totaling to 1,825 people. Additionally, the number of people with a disability in the county is 1,693 or 18% of the total population.



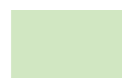


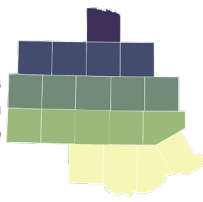
## Stonewall County



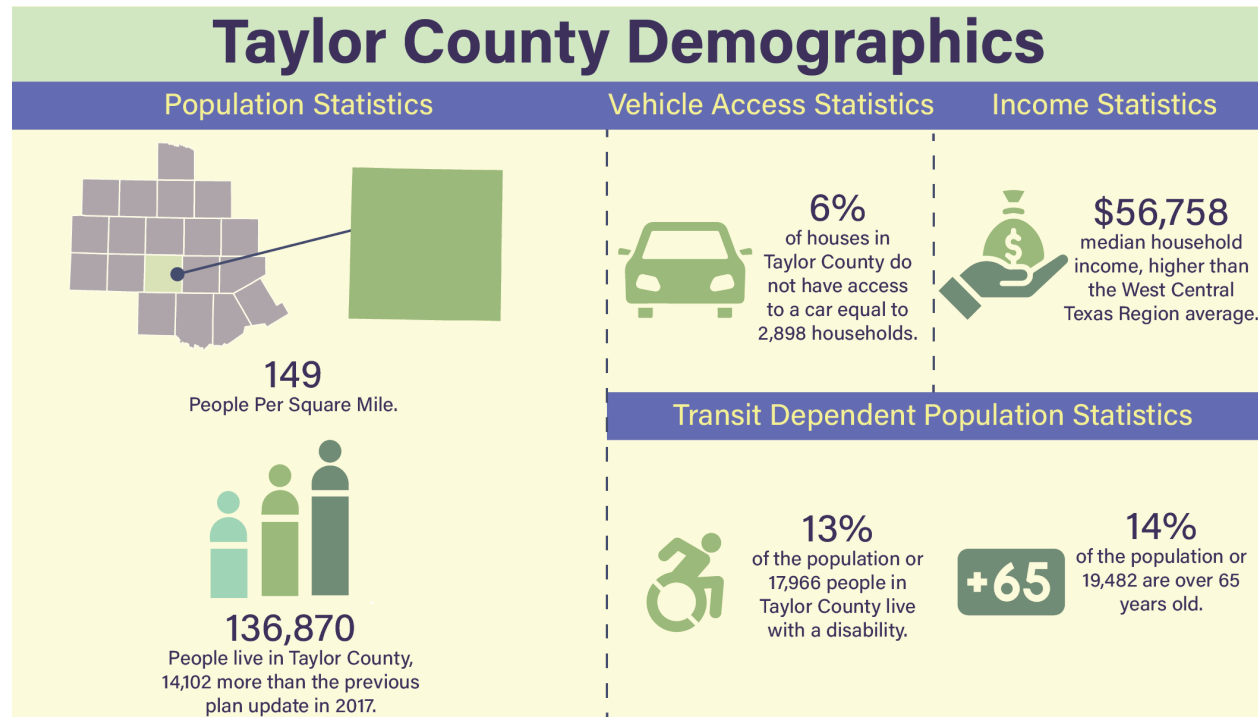
Stonewall County is home to the Salt Fork of the Brazos River as well as the Double Mountain Fork of the Brazos River. The county is home to healthcare facilities such as Stonewall Living Center, Stonewall Memorial Hospital, Rural Health Clinic, and Stonewall County Senior Citizens. The major roadways intersecting the county are U.S. Route 380, U.S. Route 83, and U.S. Route 283. Since the last regional coordination plan in 2017, Stonewall County's population increased by 185 people. The current population of Stonewall County is 1,476 people. Based on the square mileage in the county, the population density is 2 people per square mile.

Throughout the county, 20 households do not own a vehicle. The median household income of Stonewall County is \$46,161. The county median household income is \$2,929 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 20% of Stonewall County's population is over the age of 65 totaling to 300 people. Additionally, the number of people with a disability in the county is 271 or 18% of the total population.



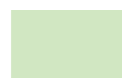


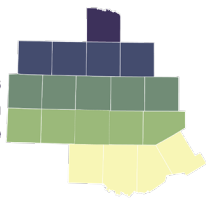
## Taylor County



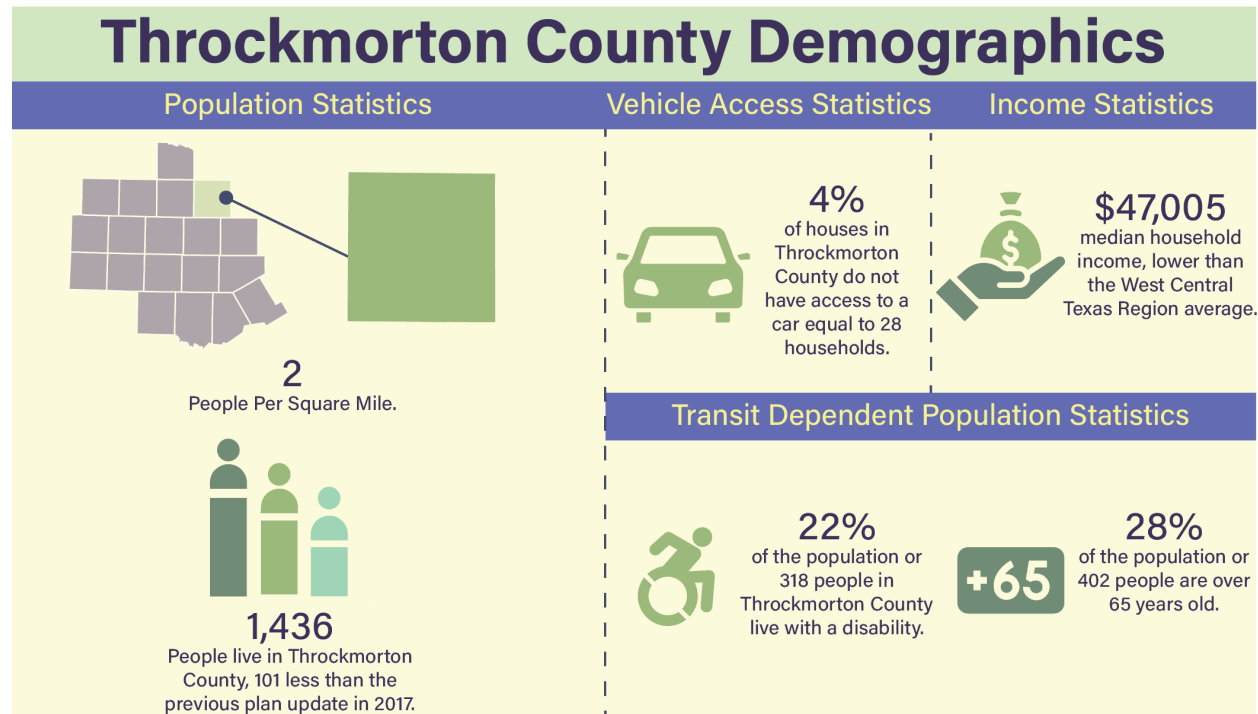
Taylor County is the largest county in population size in West Central Texas due to the City of Abilene. The largest urban center in the region, Abilene, is home to the Grace Museum, Abilene Zoo, Storybook Garden, and the National Center for Children's Illustrated Literature. The county is also home to water bodies such as Lake Fort Phantom, Kirby Lake, and Lytle Lake. Taylor County has a large number of health resources, including but not limited to Nova Hospital, Taylor County Indigent Health, Big Spring VA Medical Center, Abilene VA Clinic, Abilene Recovery Council, Taylor County Vocational Rehabilitation, Mesa Springs Healthcare Center, Abilene Community Health Center, Encompass Health, and Betty Hardwick Center. Additionally, the county has numerous options for senior and assisted living including Coronado Nursing and Rehabilitation Center, Wisteria Place, Melissa's Assisted Living and Senior Home, Northern Oaks, and Morada Abilene. Since the last regional coordination plan in 2017, Taylor County's population increased by 14,102 people. The current population of Taylor County is 136,870 people. Based on the square mileage of the county, the population density is 149 people per square mile.

Throughout the county, 2,898 households do not own a vehicle. The median household income of Taylor County is \$56,758. The county median household income is \$7,668 more than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, 14% of Taylor County's population is over the age of 65 totaling to 19,482 people. Additionally, the number of people with a disability in the county is 17,966 or 13% of the total population.



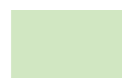


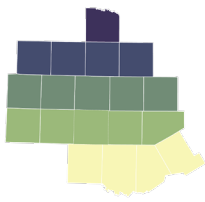
## Throckmorton County



The second smallest county in terms of population in West Central Texas, Throckmorton is home to Lake Woodson. Intersecting through the state are arterials U.S. Route 183, Texas State Highway 222, and Texas State Highway 79. The county is home to Throckmorton County Memorial Hospital, Throckmorton Rural Health Clinic and Uplifting Home Health Care Inc. Since the last regional coordination plan in 2017, Throckmorton County's population decreased by 101 people. The current population of Throckmorton County is 1,436 people. Based on the square mileage in the county, the population density is 2 people per square mile.

Throughout the county, approximately 28 households do not own a vehicle. The median household income of Throckmorton County is \$47,005. The county median household income is \$2,085 less than the West Central Texas average of \$49,090. In terms of populations in high need for transportation coordination, just below 28% of Throckmorton County's population is over the age of 65 totaling to 402 people. Additionally, the number of people with a disability in the county is 318 or 22% of the total population.





## Demographics Summary

As mentioned in the beginning of this section, the West Central Texas region has increased in population since completion of the 2017 coordination plan. As approximately 5% of the households in the region not having access to a vehicle, this demographic has also increased in total numbers. Due to the largely rural characteristics of the region, reliable transportation is a key component to quality of life. With the region housing a higher percentage of persons requiring ADA accessibility than the state average and a higher proportion of persons over the age of 65 than the state as well, reliable transportation is that much more of a critical factor for maintaining quality of life for the people of the region.

## Gap Analysis

A gap, for the purpose of this plan, occurs where there is high need for transportation and a low number of available resources. This analysis relies on the demographic analysis previously discussed as well as an understanding of the resources described in Chapter 2.

Understanding who needs mobility resources the most, where riders might be coming from, and where and when riders might need service provided are all important factors in laying the groundwork for understanding gaps and overlaps in service.

Some of the gaps identified in the analysis were known, having been identified in the previous plans developed for the region. Other gaps appeared through the introduction of new data and the discussion of services with plan stakeholders. Locations identified in this analysis generally included areas where 1) transportation resources are needed, and 2) transportation resources are lacking.

## Gap and Overlap Identification Methodology

The gap analysis deployed a four-pronged approach for collecting data to inform new strategies and goals in the recommendations. These four prongs consisted of:

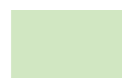
1. Data mapping;
2. Plan review and strategy assessment;
3. Stakeholder feedback; and
4. Public survey results.

These inputs were all considered in the gap analysis as a comprehensive set of resources for viewing the region and its needs through a variety of viewpoints. The following sections describe each process methodology and subsequent results. While each approach yielded a variety of gaps in public transit planning for the West Central Texas region when taken together, the results indicate areas of greater opportunity for improvement by providers.

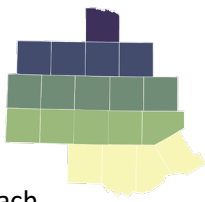
## Data Mapping

### Provider Services

This plan identifies public transit and human services transportation resources by observing how the active transit providers are distributed throughout West Central Texas. The plan also assesses the number of vehicles available to these providers and where service is provided. Additional provider information is also used to determine performance.



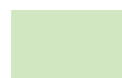


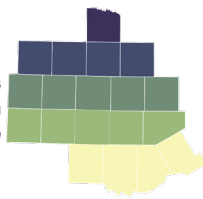


The first step of this analysis integrates the results of the TNI analysis with the number of services in each block group. The number of services by block group is determined by adding the access to the following services:

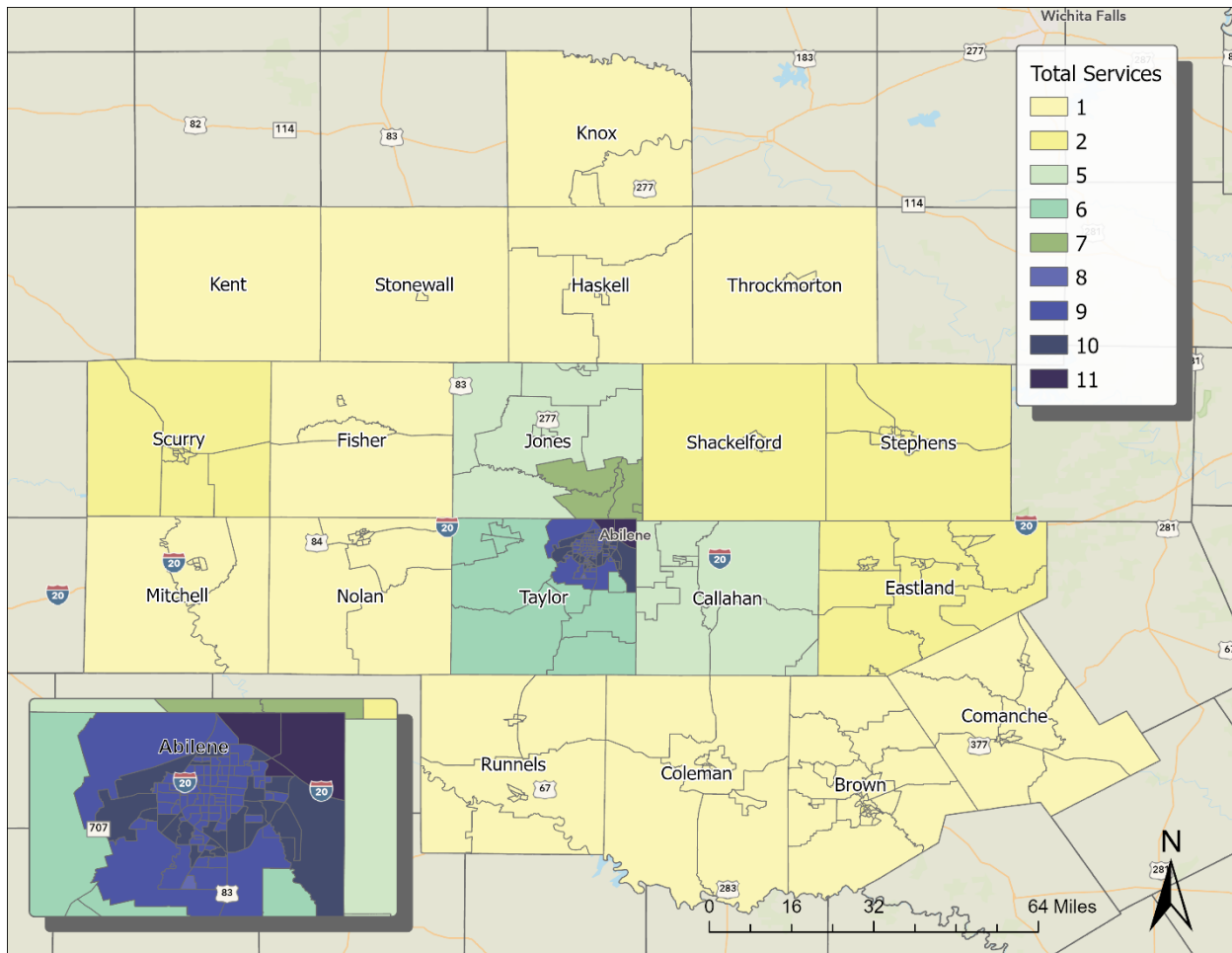
- CityLink Fixed Route;
- CityLink Demand Response;
- CityLink ADA Paratransit;
- City and Rural Rides;
- Aspermont Small Business Development Center;
- Spartan Public Transit;
- Disability in Action;
- Stinger Shuttle-Howard Payne University;
- Uber;
- Lyft;
- Scurry County Senior Center;
- Road Runner Taxi;
- Lynk Up Transport;
- ABI Taxi; and
- Cheap Rides.

Public transit services are generally found in the more densely populated regions, specifically the urban centers. This is especially true in the metropolitan area of Abilene, located in Taylor and Jones County. More rural areas such as Knox, Haskell, Runnels, Coleman, and Comanche counties are exclusively accessible by one provider. The mapped results shown in **Figure 3-2** on the following page depicts West Central Texas following the trend of number of services decreasing based on distance to the urban core. Conversely, the map also indicates where there are potential overlaps in service by highlighting where multiple providers operate within proximity of one another. Taylor, Jones, and Callahan counties are all served by more than three transportation providers. It is crucial providers within these counties coordinate to ensure they do not have overlaps or duplication of service. The relatively high number of providers for these counties may be appropriate due to their larger populations.



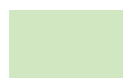


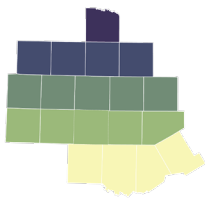
**Figure 3-2: Public Transportation Service Provider Count by Block Group**



The analysis of transportation providers in this plan focuses on FTA-funded transit and human services transportation providers. However, it is important to consider the many other public, private, and nonprofit transportation providers and human services agencies operating within West Central Texas. These other agencies and organizations can include churches, nursing homes, child services agencies, veterans' affairs organizations, workforce development boards, volunteer drivers, intercity bus companies, taxi companies, and transportation network companies.

These various other transportation service providers and agencies play an important role in the provision and coordination of transportation services throughout the region. Identifying these agencies and determining what resources they have available to provide service can greatly improve the transportation coordination process. To the extent that the effort is feasible, CityLink and the Regionally Coordinated Transportation Planning Stakeholder Council should aspire to work with all providers and agencies, including but not limited to those mentioned in the RCTP, to engage the broadest possible spectrum of providers in the coordination process. Though the map indicates possible overlaps in service in the City of Abilene, this can be explained by the provision of service to the urban center of the region from the more rural areas. The common destination of a central location for a wide area does not signify actual overlaps.





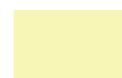
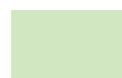
### Data Mapping Gaps Identification

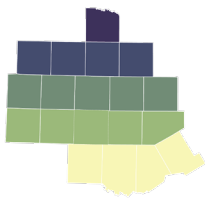
The second part of the data mapping analysis is the identification of gaps between transportation service needs and transit provider resources. This analysis provides an initial assessment of where gaps in public transit and human services transportation services may exist throughout West Central Texas. For instance, counties that are only served by providers from other counties or do not have access to public transit (urban 5307 and rural 5310) services, do not have the transportation resources available to serve potential riders. Comparing available transportation resources to needs provides a more robust picture of potential gaps. **Figure 3-3** below demonstrates active public transit and human services transportation providers overlaid on the transit needs index map. This data reveals that many of the areas with relatively high transportation needs are not served by public transit or human services transportation providers. Though some of these counties are served by providers from other counties, this service is likely limited. The total services are then divided by the transit needs assessment score from the previous analysis to demonstrate “access by need”. An example of a gap analysis calculation is shown in **Table 3-5**.

**Table 3-5: Example Gap Analysis Calculation**

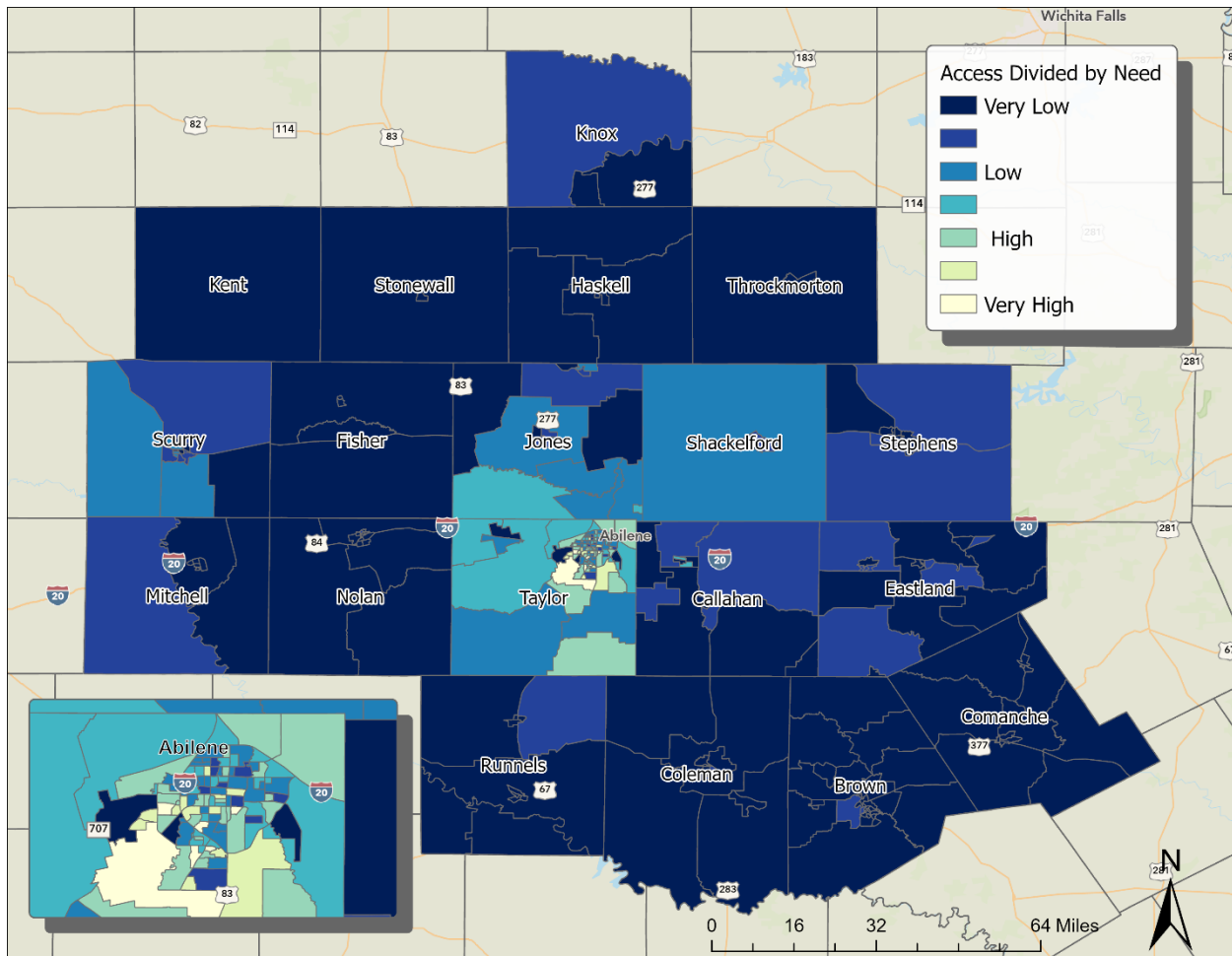
US Census FIPS code	Total Services	TNI	Services divided by Need
482079503003	1	18.76	0.05

Census block groups with a low number of services and a high transit needs index had lower gap analysis scores. For any given block group, having a low number of transit services and a high TNI results in a low gap analysis score, which indicates a deficiency in transit resources. Counties outside of the urbanized areas such as Coleman, Comanche, and Runnels counties often score low. This tendency toward low scores is also true for the rural portion of counties that are partially in the urbanized areas, such as Taylor and Jones counties. The exceptions to this broad interpretation are the block groups within the Abilene Metropolitan area. Despite having access to transit services, these areas are still scored low due to their high TNI score. Other exceptions to this general trend are the block groups within Scurry and Mitchell counties because Scurry County has a higher access to transit resources despite its size. The results of this comparison of service to need is presented in **Figure 3-3**.





**Figure 3-3: Level of Access, Divided by Transit Need**



## Plan Review and Strategy Assessment

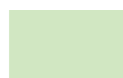
The second part of the gap analysis was an assessment of the progress made on the strategies from the previous RCTP for West Central Texas. The 2017 RCTP implementation strategy was guided by three overarching goals, determined by the top nine identified needs:

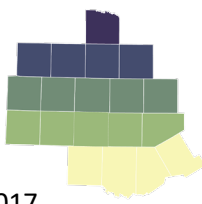
1. Coordinate and consolidate transportation services and resources;
2. Mobility strategies and communication; and
3. Training, communication, and organizational support.

Categorized by the three recommended goals, the 2017 plan developed 20 strategies to address the transit gaps identified in the 2017 plan as opportunities for improvement in the West Central Texas Region.

## Methodology

The 2021 project team evaluated the progress of the previous strategies as reported in the 2020 grant application. This reported progress was based on actions taken since the previous plan. Additionally, the team examined how many gaps the proposed strategies potentially addressed.





CityLink provided evidentiary support of actions taken toward the advancement of strategies since 2017 to determine if progress was made or not. The gaps identified in the 2017 regional coordinated plan update were:

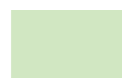
- Transportation services are being dropped since there are not enough clients using the services. Clients are not aware of the transportation services available;
- Transportation services are not available in all areas. Often there are people needing to go to economic centers on dates that a transit provider doesn't offer service;
- Longer hours and weekend services are needed, but due to constrictions and lack of staff, it is not possible. Expanded transportation service hours are needed in some areas for traveling to work, school, and recreational opportunities;
- Transportation services are needed in smaller towns since there is no taxi or bus service in some areas;
- There is inadequate transportation to employment locations and to higher education institutions. Many people do not attend school or miss work due to lack of transportation;
- Some areas only have access to public transportation for specific routes or medical purposes;
- Passengers need a common place where they can connect to other transit agencies.
- "Same day" trips present issues to transit agencies;
- Medical Transportation Program (MTP) is of vital importance to both the public and to transportation agencies; and
- Service overlaps between service providers exist in some areas. Any new transportation applications for funding should consider existing services. Any existing services should be reviewed to determine if duplication occurs.

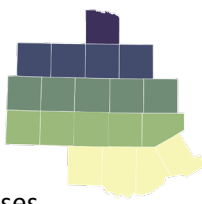
The team created a spreadsheet to quantify and visualize the gaps addressed in the previous plan. The spreadsheet also documented the progress of each strategy by quantifying 1 (progress made) or 0 (progress not made). Based on the findings of that analysis of the under-implemented strategies and unsatisfied goals, a new set of goals and strategies were developed. These new goals and strategies are reported in tabular form in the Appendices. Out of the 20 strategies integrated in the 2017 West Central Texas RCTP ten were documented as having made progress while nine had little to no change. The underdeveloped strategies help to indicate where disparities in public transit services may remain, or where strategies may need to be restated.

## Discussion

Eight of the 2017 strategies support the goal to "Coordinate and consolidate transportation services and resources." Three of the strategies in this category are in progress, whereas five have little to no reported updates. The three strategies in progress include:

- Integrate, coordinate and improve information available to Region 7 Service Providers;
- Establish mobility manager to address regulatory and billing issues;
- Region 7 Transit's website can be a Region 7 transportation solutions hub. Providing information on relevant transportation options.





In the project team’s estimation, the strategy to integrate, coordinate, and improve information addresses six of the ten identified transit gaps in the region. The second; establish a mobility manager, addressed all ten. The five remaining strategies, which related to the coordination and consolidation of services and resources, showed no reported progress. These strategies include:

- Engage a centralized telephony option within Region 7;
- Pooling funding between agencies to provide transportation services among compatible service populations and types of rides may help to relieve some funding strains while maintaining or increasing service levels;
- Consider using other federal funds does not include other public transportation fund to match the FTA funds;
- Coordinate search for grant funds, potentially through a mobility management service; and
- Seek partners with similar missions for transportation-agreement.

Of the five strategies with no reported progress, nearly half would have potentially met all ten transit gaps identified in the 2017 plan. Centralized telephone addressed four gaps, and partners for a transportation agreement addressed nine.

Although the “Coordinate and Consolidate” goal contained the largest number of strategies, it was still the category with the highest percentage of strategies with little to no progress reported (75%).

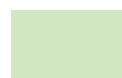
Therefore, a large gap may yet remain for cohesive service and networks among the providers in the West Central Texas region. Seven of the 20 strategies fell under the “Mobility Strategies” goal for the 2017 plan. Of the seven, six reported action towards progress whereas one did not have reported progress.

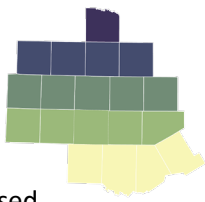
The six mobility strategies implemented are:

- Increase off-peak transit service;
- Establish a mobility management program;
- Establish circulator services or local shuttles to connect with transit stations. Such service, sponsored by a public transit or human service agency, could help to bridge service gaps in areas with limited transit availability;
- Offer free/reduced cost bus passes;
- Human service agencies could coordinate with taxi companies to establish a voucher or pre-paid taxi ride program for situations in which transit won’t meet needs; and
- Pathway enhancements may include adding sidewalks where none exist, moving any blocking structures (e. g., telephone poles), repairing sidewalks, installing accessible pedestrian signals (APS), and timely snow removal.

The establishment of the shuttle service addressed three gaps and the coordination of taxi vouchers addressed six gaps. Both the increase in off-peak services and the establishment of free/reduced bus passes addressed four gaps. The establishment of a mobility management program addressed all gaps.

The one mobility strategy with little to no progress is the expansion of ADA service beyond fixed route hours of operation.





The first strategy, expand ADA services, addressed four gaps, whereas pathway enhancements addressed two. Within the mobility strategies, 86% made progress since 2017. The remaining strategy, expanding ADA service hours beyond the fixed route service, could be considered in the current round of planning.

The last goal, “Communication, Training and Organizational Support” contained five strategies, four of which reported progress since the last regional coordinated update, which is an 80% completion rate.

The four strategies in progress include:

- Improve awareness of information sources;
- Improve information about available service to maximize ridership on fixed route transit or other fixed routes services;
- Improve public transit marketing to human service agencies; and
- Expand travel training, targeting those populations who could ride fixed route transit but who do not feel comfortable doing so.

Improve awareness of information sources, improve marketing to human service agencies, and travel training all addressed one of the 2017 gaps. Improve information sources available addressed two of the gaps. The only strategy not in progress is the expansion of available 5311 funding, which addresses three of the ten gaps. The communication, training, and organizational support goal is the most successful category acted upon since the 2017 plan update. Expanding 5311 funding, however, should be reconsidered in the current plan recommendations.

## Stakeholder Feedback

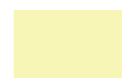
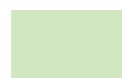
Through a series of workshops, stakeholders provided input in assessing progress on strategies as well as the gaps as presented at these meetings. The consensus reached through these meetings supports the data mapping and plan review results and provided buy in from the agencies that are participating in the process of continuing this regional coordination. The process and outcome of these stakeholder workshops is discussed in greater detail in Chapter 4, “Planning for Comprehensive Services”.

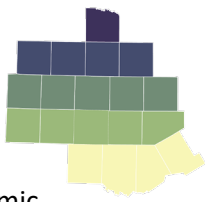
## Public Survey

A survey was distributed to gauge the public’s impression of the existing public transit system and to develop potential service improvements in the future. The survey inquired about preferred methods of travel, travel destinations, access to a personal vehicle, transit access, ease of use, potential for improvements, as well as COVID-19 and demographic information. The feedback from the survey contributes to the gap analysis and evaluation of existing public transit services in the region by providing observations from the perspective of residents.

## Methodology

An online survey was developed to provide accessible means of input from respondents across the West Central Texas region. The survey was promoted by the stakeholders for the project in educational, community organization, transit agencies, and political communication networks. Additionally, the project team sent marketing materials to local news outlets to advertise the survey. Sections in the survey included questions on access, transportation choices, daily travel, public transportation use and comfort, destinations, and possible recommendations.





In addition, the two final sections probed changes to transportation regarding the COVID-19 pandemic and demographic information on the respondents. The survey was adapted to include language and information from West Central Texas public transit services to engage as many survey participants as possible with accurate data such as the service organizations and counties.

## Results

The public survey yielded 98 participant responses from the West Central Texas Region. Based on the information gathered from the public survey, gaps in transportation services are noted, including reliability and accessibility, primarily accessibility to information about services provided. The results also yielded information on opportunities for improvement to increase mobility, quality of life and economic opportunity in the transit system.

The most notable information collected was the high number of single occupancy vehicle drivers within the survey pool. When probed about daily transit choices, there were 74 selections for driving alone and later in the survey 61% of the participants claimed to never use public transportation. These statistics skewed the results for feedback on public transportation. For example, many of the agreement-based questions in the second section had the largest percentage of participants selecting neutral, likely because of their lack of familiarity with the transportation systems.

This result may suggest that non-transit users are not well informed or accustomed to the services that public transit in West Central Texas provides. It could also be attributed to the nearly 66% of respondents selecting neutral or disagreement on the availability and quality of the current public transportation operations. Opportunities to combat these issues can also be found in the Appendices in the results of the public survey.

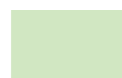
The most common travel destinations for participants were work and personal errands. Expanding public transit services to more economic and shopping centers could possibly attract more users. This is possibly related to the transit service not being offered at the times of day participants need. For this question, over 80% of respondents disagreed or felt neutral about the availability of service times.

Going to community centers, educational institutions, disability service agencies, and veterans services to conduct workshops of transit times offered and schedules more compatible with users could efficiently increase service certain days and times, such as late in the evenings or more consistency on the weekends, in the West Central Texas Region.

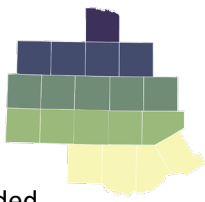
Lastly, 58 respondents said they get most of their public transportation information online. Therefore, providers have an opportunity to use their online presence to deploy feedback mechanisms and more transportation information regarding their services and resources.

In summary, the top 3 qualitative gaps as identified through this survey included:

- Service is not offered at desired times (possibly not early enough);
- Information about available services is not clear or easy to find; and
- Desired destinations are not served.







Some additional summary points from the survey that could be viewed as possible gaps also included feedback that:

- Some riders may need additional assistance getting on or off the transit vehicle; and
- Some survey respondents perceived transit as not being reliable or efficient.

## **Gaps and Overlaps Analysis Summary**

Gaps in transportation resources can result in less mobility, especially for older adults and people with disabilities. In the worst cases, individuals may lack access to critical health and human services altogether due to the gap in transportation resources. Reviewing gaps helps highlight opportunities for municipal transportation systems to best serve their constituents. Gap analysis can also illuminate possible missed opportunities to potentially provide additional public resources.

When transportation resources are improved and the gap begins to close, the physical and social health of the population improves. The presence of ample transportation resources in a community generally corresponds to several positive outcomes, including better access to jobs and workers, a more fluid labor market, increased access to health and human services, improved mental health, and overall improved quality of life.

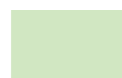
A key purpose of this gap analysis was to identify, understand, and provide a framework to successfully address transportation gaps in the West Central Texas area – and hopefully to offer a better quality of life to all riders. As such, this analysis has provided a backdrop for discussion in the review of previous plan goals and operating objectives. The analysis along with stakeholder feedback has informed the development and prioritization of the new goals and operating objectives as discussed in the following chapters. These operating objectives, further discussed in Chapters 5 through 8 are designed to address or mitigate gaps and overlaps as much as is practicable, considering funding, feasibility, and time to implement.

The overall gaps as identified in this chapter are as follows:

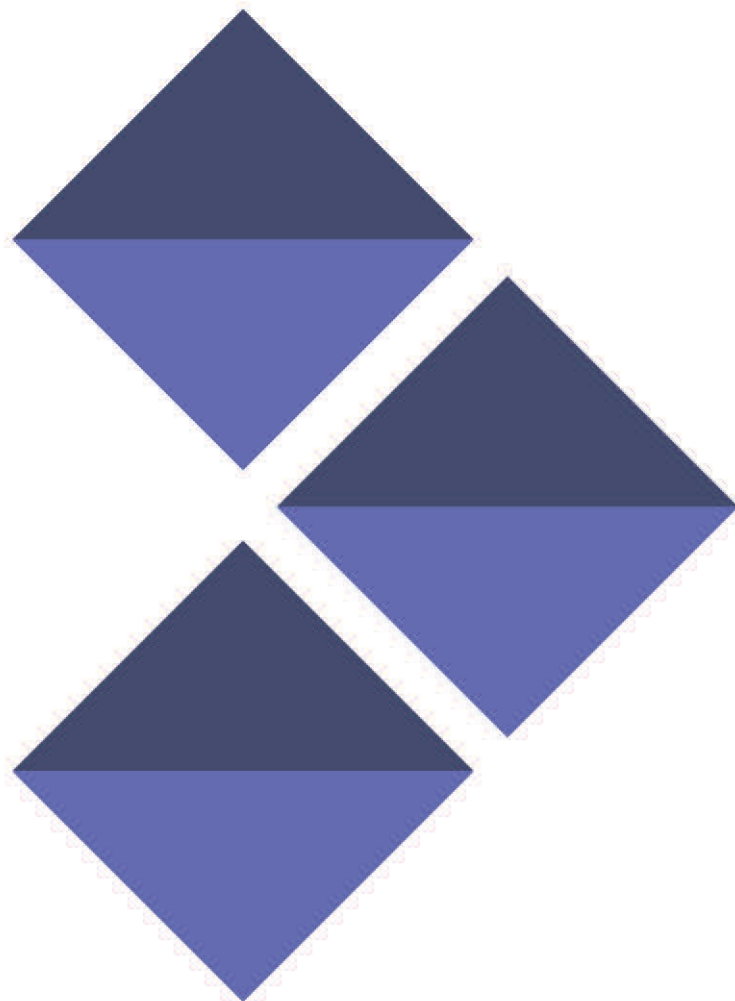
- Transit service hours not offered at desired times;
- Information about available services may not be clear or easy to find;
- Desired destinations may not be served;
- Passengers need additional assistance getting on/off bus;
- Customer satisfaction level and perceived reliability / efficiency; and
- Resources available to agencies to serve community without being stretched thin.

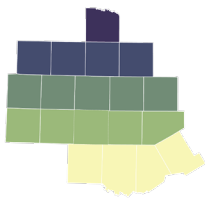
Discussion of apparent overlaps:

As mentioned earlier in the data mapping section of this chapter, a common destination for transit trips for a wide area does not signify actual overlaps. As transit service providers continue to communicate through the maintenance of this RCTP, the provision of service from the outlying areas to an urban core can continue to be coordinated through the quarterly meetings to ensure limited resources can be maximized.



# **Chapter 4: Planning for Comprehensive Services**





# Chapter 4: Planning for Comprehensive Services

The process of integrating transportation planning with health and human service programs, workforce programs, and other federally funded programs require a comprehensive approach. To be comprehensive, the coordination process integrates these programs by involving organization stakeholders in a transportation planning process that considers the requirements of each individual organization using the resources and methods described in this RCTP.

The planning process for this RCTP is an extension and update to the previous 2017 plan. In both plans, the core components of successful service delivery and integration revolve around three key precepts: coordination, communication, and information.

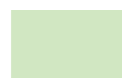
Effective coordinated transportation services enhance mobility options, making service delivery more seamless to the user. Coordination makes it easier for people to reach employment opportunities and medical appointments; increases the efficiency of transportation, reducing the costs of travel for both riders and providers; and increases funding available for transportation projects in the region.

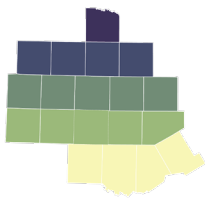
Communication of available service options also informs choice and assures riders available transit will provide the freedom and independence to reach work, medical appointments, shopping, education, social events, and religious services without concern. Effective communication informs those who cannot drive or otherwise lack access to personal vehicles that transportation services are available to meet their needs.

A single information source point would best suit the traveling public's need to find out about transit availability. Interactive information resources would also provide Region 7 providers with the ability to assess user needs. The information provided should be shared with health and human service agencies, workforce programs, and Region 7 leaders as well as the public.

## Stakeholder Agencies

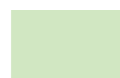
The project's Stakeholder Committee consisted of individuals representing a wide variety of organizations from across the region. **Table 4-1** includes a comprehensive list of the stakeholder agencies in the West Central Texas Region that participated in the plan development.

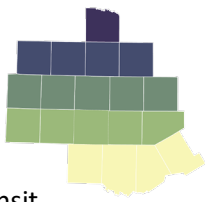




**Table 4-1: Region 7 Stakeholder Agencies**

Agency	First Name	Last Name	Agency	First Name	Last Name
Abilene MPO	Benjamin	LaBorde	Disability in Action	Katherine	Ballard
Abilene MPO	E'Lisa	Smetana	Disability in Action	Leah	Beltran
Armed Forces Services Cooperation	Debra	Morotini	Disability in Action	Tim	Evans
Betty Hardwick Center	Jennifer	Farrar	Double Mountain Coach	Cherry	Pittcock
Betty Hardwick Center	Jenny	Goode	Double Mountain Coach	Patti	Sedberry
Center for Life Resources	Ronnie	Cardenas	Lynkup Taxi	Michelle	Helwig
Center for Life Resources	Sally	Simpson	Office of Neighborhood Services   City of Abilene	James	McFadden
Center for Life Resources	Dion	White	Rusted & Weathered	Gordon	Gloria
Central Texas Opportunities	Hanna	Adams	SPARTAN	Brian	Baker
Central Texas Rural Transit District	Amanda	Honea	SPARTAN	Ashley	Bautista
Central Texas Rural Transit District	Rhonda	Kelton	TXDOT PTN	Delma	Childress
Central Texas Rural Transit District	Angela	Rodriguez	TXDOT PTN	Jessica	Pena
Cisco College	Carol	Dupree	Uber Abilene	Dan	Carpenter
Cisco College	Christine	Mendenall	United Way/2-1-1	Mary	Cooksey
City of Abilene	Don	Green	United Way/2-1-1	Lynn	Jackson
CityLink	Barbara	Meksch	Workforce Solutions of West Central Texas	Bill	Dean
CityLink	Bobby	Sharpe	Workforce Solutions of West Central Texas	Mary	Ross
Communities In Schools of the Big Country	Justin	Whiteley	Workforce Solutions of West Central Texas	Kathy	Turner
Community Advocate National Federation of the Blind	Debra	Turner			





All the groups listed above were invited to participate in the Stakeholder Committee, the Region 7 transit survey, and provide input to the plan development. All were encouraged to respond either with an agency representative or to direct their clients to participate. Additional details on the individuals who participated in the stakeholder meetings can be found in the Appendices. This agency centered approach to engagement provided more flexibility to address the challenges encountered in reaching the community, which had experienced some disconnection from service during the period of this plan's development as a result of the COVID-19 pandemic.

## **Region 7 Regionally Coordinated Transportation Planning Stakeholders Council**

The prime example of the integration of services is the establishment and continuation of the Region 7 Regionally Coordinated Transportation Planning Stakeholders Council. As described in their operating procedures, the full text of which is provided in the Appendices:

“The Council provides advice to the Lead Agency and/or its designee to assist in the evaluation of program structure and effectiveness in matters related to the implementation of TxDOT Regionally Coordinated Transportation Planning requirements and other applicable stakeholder guidance, as well as monitoring and assessment of programs developed in response to identified needs”.

CityLink Transit serves as the RCTP Lead Agency to help develop, adopt, monitor progress, and update the RCTP for Region 7.

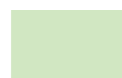
The Council consists of representatives from various organizations across the region representing transportation providers, health and human services agencies, medical facilities, workforce centers, municipalities, nonprofits, educational facilities, and government agencies. Members serve a minimum of three years with a required representative from the Lead Agency, MPO, and TXDOT.

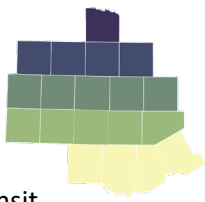
The Stakeholder Council and the Lead Agency are committed to establishing and using performance measures to track the implementation of this Plan's objectives. Along with tracking performance measures for objectives, the Council and Lead Agency will use data gathered in this RCTP update to track service gaps and overlaps as well.

A reporting matrix was used to combine the goals, strategies, and actions of these agencies and organizations into a single table. This effort was undertaken by the project team in close coordination with the lead agency and is a significant part of the RCTP update. The matrix will be regularly reviewed and updated by the Council. The Council meets regularly and as needed to provide direction to staff and approve actions and documentation to continue coordinated planning and implementation of projects throughout the region. The ongoing work of the Council will help ensure key community partners stay involved.

## **RCTP Council/Stakeholder Involvement**

Region 7 Regionally Coordinated Transportation Planning Council meet quarterly to review current goals/objectives and the progress towards them and identify any new goals. As the Lead Agency, CityLink helps guide the stakeholders in recognizing and prioritizing goals. In the past, Stakeholders completed





survey forms through Survey Monkey with all the West Central Texas Region 7 area urban and rural transit system operators, as well as Health and Human Services and private transit providers participating in the survey. This same approach has been taken with the current 5-year RCTP update, with the addition of other survey platforms such as Microsoft Forms.

The Lead agency, in cooperation with United Way, assisted the Stakeholders in developing performance measures and evaluating the progress toward goals and objectives identified in the RCTP. The Stakeholders will monitor data and progress toward these goals and objectives during the quarterly stakeholder meetings.

As part of the plan update, Stakeholders and members of the Council have participated in each of the three stakeholder meetings. As referenced in the introduction, the first meeting provided the group with a recap on progress made since the previous plan, new requirements to consider, an updated comprehensive system assessment, transit inventory, and gap analysis. The second meeting focused on discussing public and service provider survey responses and incorporating updates to the goals and objectives for the updated RCTP. The third meeting included a 2-hour workshop to discuss the planning and implementation process and an opportunity to walk through chapters of the draft RCTP update together.

## Moving Forward

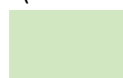
Through the maintenance and execution of this plan update, CityLink, as the lead agency has worked and will continue working with social service agencies, transit providers, Veterans organizations, workforce agencies, and other organizations to promote the integration of services. The plan for moving forward with continued integration of services is provided in greater detail in Chapter 5: Integrated Planning Process.

To facilitate the integration of services and implementation of proposed coordination strategies, the Council meeting is held quarterly and includes discussions of and decision-making on proposed transit projects. Members are expected to guide and comment on project findings and recommendations. All meeting notices are posted, and stakeholder surveys are conducted for additional input. The Council meetings are considered an official meeting under the Texas Open Meeting Act. This act requires the Council to record official minutes and submit them to TxDOT. Summaries of subcommittee meeting discussions, activities, and attendance are circulated following every meeting.

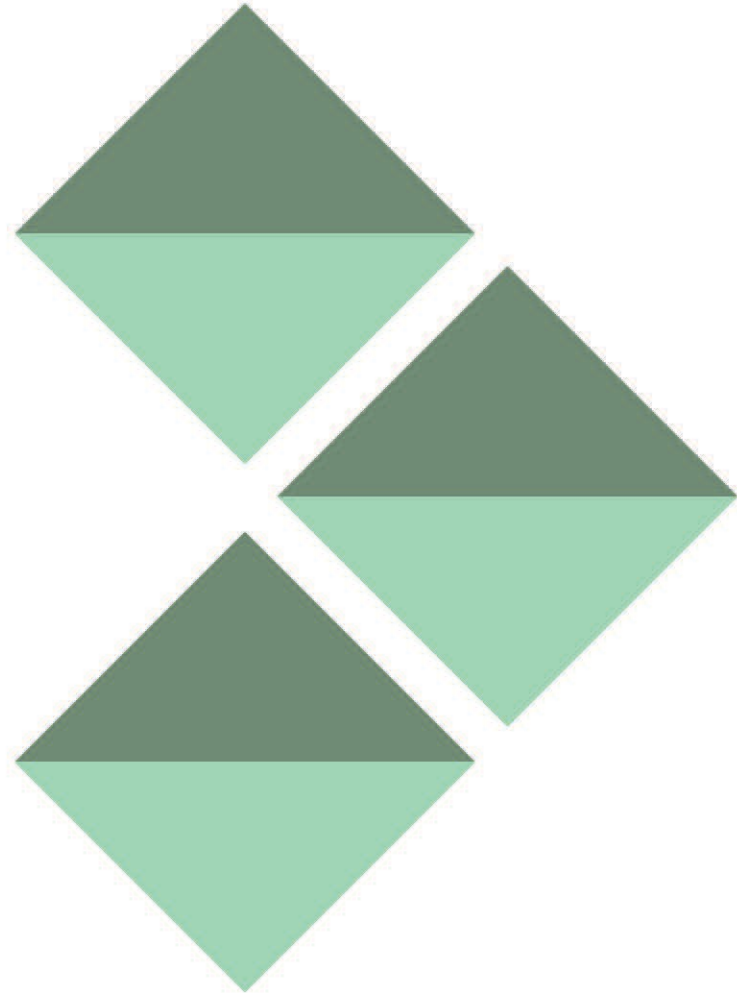
In addition to coordinating with each other and other local partners, the Council members are dedicated to building staff capacities to improve participation in TxDOT programs. This building of staff capacity includes active engagement in TxDOT Public Transportation programs, which are developed to support rural transportation agencies. By building this knowledge base, CityLink, the Council, and their planning partners will be better equipped to participate in federal programs by meeting federal requirements necessary to access these program resources. <sup>1</sup>

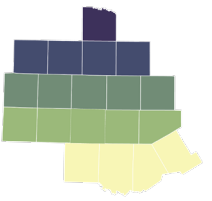
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<sup>1</sup> TxDOT Public Transportation programs include Planning Assistance (49 U.S.C. 5304), Rural Transit Assistance Program (49 U.S.C. 5311(b)(3)), Rural Discretionary (49 U.S.C. 3511), Intercity Bus (49 U.S.C. 5311 (f)), and Urban Fleet Replacement Flexed Surface Transportation Block Grant Program (49 U.S.C. § 5307).



# **Chapter 5:** **Integrated Planning Process**





# Chapter 5: Integrated Planning Process

This chapter provides a review of other existing plans related to transportation in the West Central Texas region. A key part of collaboration across jurisdictional boundaries is ensuring the RCTP goals align with the goals of other planning entities in the region. Each of the plans described below helped lay a foundation for goals and objectives in the RCTP.

## Statewide Planning

### TxDOT Public Transportation Programs

The TxDOT's Public Transportation Division (PTN) manages state and FTA public transportation grants. PTN's main objective is to provide a safe, reliable network of transportation options for people who use alternatives to driving alone. PTN is also responsible for providing financial, technical and coordination assistance to the state's rural and urban public transit providers. To meet this objective, TxDOT releases a regular call for projects under the following programs:

- Planning Assistance (49 U.S.C. 5304);
- Rural Transit Assistance Program (49 U.S.C. 5311(b)(3));
- Rural Discretionary (49 U.S.C. 3511);
- Intercity Bus (49 U.S.C. 5311 (f));
- Urban Fleet Replacement Flexed Surface Transportation Block Grant Program (49 U.S.C. § 5307)

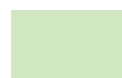
These projects can provide assistance needed by rural transit agencies to help build agency and transit provider capacity, support RCTP recommendations, and ensure successful service delivery within each agency's region.

### TxDOT Strategic Plan 2021-2025

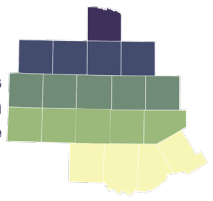
The Texas Transportation Commission adopted the TxDOT 2021-2025 Strategic Plan in May 2020. The plan includes the mission, vision, goals, objectives, and structured budget that will guide transportation development in Texas over the next five years.

Additionally, the plan provides an implementation plan and performance measures to ensure the goals of the plan are achieved. The seven strategic goals for the TxDOT 2021-2025 Strategic Plan include:

- Strategic Goal 1. Promote Safety;
- Strategic Goal 2. Deliver the Right Projects;
- Strategic Goal 3. Focus on the Customer;
- Strategic Goal 4. Foster Stewardship;
- Strategic Goal 5. Optimize System Performance;
- Strategic Goal 6. Preserve our Assets;
- Strategic Goal 7. Value our Employees.







## Texas Transportation Plan (TTP) 2050

The Texas Transportation Commission adopted the Texas Transportation Plan (TTP) 2050 in 2020 to serve as TxDOT's long-range, performance-based transportation plan (LRTP). The TTP addresses the statewide planning requirements under the current federal surface transportation act – FAST Act, and Title 43, Texas Administrative Code, Chapter 16.

The TTP 2050 was developed through a collaborative process of MPOs and communities, as well as city, county, transit, stakeholder, and private company officials. The TTP 2050 will guide planning and programming decisions for the development, management, and operation of the statewide, multimodal transportation system in Texas over the next 30 years.

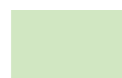
The TTP 2050 lists the following goals which appear consistent with the objectives of human services transportation coordination:

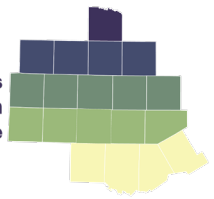
- Safety
  - Use education and outreach to promote safe driving, bicycling, and pedestrian activities;
- Optimize System Performance: Movement of People and Goods
  - Enable reliable travel times;
  - Increase travel options/connections;
  - Increase access to jobs, services, and activity centers;
  - Leverage transportation assets to support economic growth and vitality;
- Focus on the Customer: Communicate Effectively
  - Communicate effectively with the public and partners;
  - Be accountable and transparent in decision-making;
  - Encourage feedback from the public and stakeholders;
  - Improve communication and coordination with all planning partners and stakeholders;
- Foster Stewardship: Protect and Preserve the Human and Natural Environment
  - Enhance communities' quality of life through infrastructure and design choices;
  - Design a resilient and future-focused transportation system.

## Unified Transportation Program (UTP)

The 2022 Unified Transportation Program (UTP) identifies planned investments in infrastructure improvements over the next ten years that address TxDOT's strategic goals. The UTP is a mid-range transportation plan that links statewide and rural transportation plans to the Statewide Transportation Improvement Program (STIP) and other short-term investment programs. Specifically, the UTP lists project development activities and projects intended for construction and/or development within the first ten years of the Texas Transportation Plan (TTP) 2050. The UTP is updated each year to maintain a rolling ten-year inventory of programmed transportation infrastructure investments.

Project development includes activities such as preliminary engineering work, environmental analysis, as well as right-of-way acquisition and design. The UTP is a critical tool in guiding transportation project development within the long-term planning context. In addition, the UTP serves as a communication tool for stakeholders and the public in understanding the project development commitments TxDOT is making.





The overall goals of the 2022 UTP include the following:

- Promote safety; reduce crashes and fatalities;
- Preserve our assets; maintain and preserve transportation system conditions;
- Optimize system performance enhance mobility, reliability, and connectivity, and mitigate congestion.

The TxDOT Abilene District supports the upkeep of I-20's 165 miles of pavement, bridges, drainage, and traffic control. The District plans, designs, builds, operates, and maintains the state transportation system in the following counties: Borden, Callahan, Fisher, Haskell, Howard, Jones, Kent, Mitchell, Nolan, Scurry, Shackelford, Stonewall and Taylor. In addition to system maintenance, the district has a pavement maintenance plan in place to allow for yearly replacement. TxDOT staff members keep a close eye on the overall program. Additional lanes, altered ramps, and traffic-flow-improvement ideas are among the options being considered by the district. TxDOT works closely with regional stakeholders in developing and prioritizing projects to meet regional mobility needs. The following key projects are listed for the Abilene District in the 2022 UTP:

- Short Term (four or fewer years in the future)
  - FM 89/Bufalo Gap Road, Taylor County: Widening, access management, and safety improvements;
  - IH 20, Nolan County: IH 20/US 84 Roscoe interchange improvements;
  - US 83/FM 3034, Jones County: Overpass;
  - US 83, Taylor County: Upgrade to Super 2 south of Tuscola to Runnels County Line;
  - IH 20, Taylor County: Widening 6 lanes through Abilene city limits – Phase 1;
  - US 83/84, Taylor County: Interchange in south Taylor County;
- Long Term (five or more years in the future)
  - IH 20, Taylor County: Widening 6 lanes through Abilene city limits – Phase 2;
  - FM 707, Taylor County: Widening from FM 89 to US 83 with added capacity;

## 2021-2024 Statewide Transportation Improvement Program (STIP)

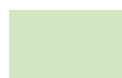
The Statewide Transportation Improvement Program (STIP) is the programming document for prioritizing and scheduling projects. The Highway Safety Improvement Program (HSIP) projects are included in the STIP, as are other road safety projects that may be utilizing state funds.

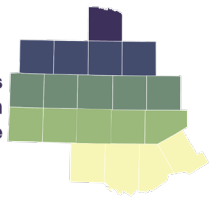
While the STIP does not contain goals and performance measures, it is based on a set of needs set out in the TTP 2050, which are listed in the description above.

## Texas Strategic Highway Safety Plan (SHSP) 2017-2022

The Texas Strategic Highway Safety Plan (SHSP) creates a process for strategically investing in roadways and programs to increase the safety of transportation infrastructure in the state of Texas and make progress towards the vision of zero fatalities (Vision Zero). Through processes of stakeholder engagement, data analysis, and priority setting, this plan identified areas of concern:

- Distracted driving;
- Impaired driving;





- Intersection safety;
- Older road users;
- Pedestrian safety;
- Roadway and lane departures;
- Speeding.

The plan then sets realistic performance targets (based on data analysis) and aspirational targets to help improve these areas of concern and make progress towards Vision Zero. Additionally, statewide efforts are reviewed to create a uniform effort that connects and aligns goals from different planning partners throughout the state.

### **Texas Transportation Asset Management Plan, 2019-2023**

The Federal Highway Administration (FHWA) requires all states to develop a Transportation Asset Management Plan (TAM). The purpose of the TAM plan is to promote TxDOT asset management priorities, which include efforts to “Deliver the Right Projects, Foster Stewardship, Optimize System Performance, and Preserve System Assets.” Required elements of the TAM plan include:

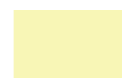
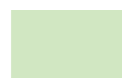
- Description of National Highway System (NHS) pavement and bridge assets inventory;
- Statement of the asset management objectives and performance measures;
- Performance gap identification;
- Life Cycle Planning (LCP);
- Risk management analysis;
- Financial plan for a minimum of 10 years;
- Investment strategies.

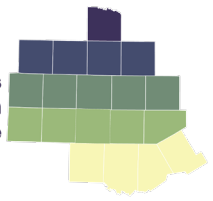
### **Health and Human Services System Coordinated Strategic Plan for 2021-2025**

The Texas Health and Human Services (HHS) system serves millions of Texans every month. Comprised of two agencies (the Health and Human Service Commission (HHSC) and the Department of State Health Services (DSHS)) the HHS system helps families receive the food, housing, medical care, and mental health care they need.

Services for older adults, disaster relief, and fighting human trafficking also fall underneath the HHS system umbrella. Overall, the programs operated through HHS accounted for \$38 billion dollars of spending in fiscal year 2020. The mission of the HHS system is to “[improve] the health, safety, and well-being of Texans with good stewardship of public resources,” and the strategic plan outlines the following goals to achieve that mission:

- Goal 1. Efficiency, Effectiveness, and Process Improvement;
- Goal 2. Protecting Vulnerable Texans;
- Goal 3. Improving the Health and Well-Being of Texans;
- Goal 4. Integrity, Transparency, and Accountability;
- Goal 5. Customer Service and Dynamic Relationships.





## State Plan for Independent Living 2021-2023

The State Plan for Independent Living (SPIL) is a framework for Independent Living services in Texas over the next three years. The mission of the SPIL is “to empower Texans with disabilities to live as independently as they choose.” This mission stems directly from Title VII, Chapter 1 of the Rehabilitation Act of 1973 (the Act), which established the Independent Living Services and Centers for Independent Living programs.

The purposes of Title VII include the following ideals:

- Promote the independent living philosophy, based on consumer control, peer support, self-help, self-determination, equal access and individual and systems advocacy;
- Maximize the leadership, empowerment, independence, and productivity of individuals with significant disabilities; and
- Promote the integration and full inclusion of individuals with significant disabilities into the mainstream of American society.

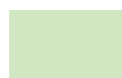
The Title VII ideals are echoed in the goals of the SPIL, which are:

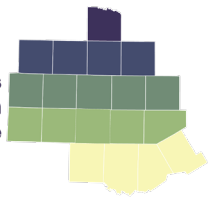
- Goal 1. Advocacy: Texans with disabilities receive necessary supports and services to become more independent;
- Goal 2. Community Integration: Individuals with disabilities receive the community integration and community-based living supports needed to be more independent;
- Goal 3. Network Capacity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

## TxDOT Transit Asset Management Group Sponsored Plan

Twenty-five rural public transit providers, one small urban public transit provider, and eleven enhanced mobility and disability providers are included in the TxDOT PTN group TAM plan. The primary goal of the TAM plan is to help achieve and maintain a state of good repair (SGR) for public transportation assets in the state of Texas. This plan covers a five-year term and conforms with TAM regulation standards established in 49 CFR 625. TxDOT coordinated with transit providers to evaluate and report the status of a variety of assets, including rolling stock, facilities, and equipment. The TAM plan defines four goals:

- Achieve an average State of Good Repair (SGR) of 85% for all rolling stock assets across the 4-year planning horizon by ensuring they are operating within their Useful Life Benchmark (ULB);
- Maintain a state-wide facility condition of adequate (3.0+ on the Transit Economic Requirements Model (TERM)) scale;
- Leverage future investments to prioritize those assets that have exceeded or will soon exceed their useful life; and
- Refine the existing state-wide asset inventory list through collaboration to ensure a complete and accurate picture of transit assets.





## Regional Planning

The Abilene MPO maintains three primary planning documents, the Unified Planning Work Program (UPWP), the Transportation Improvement Program (TIP), and the Metropolitan Transportation Plan (MTP). The MPO uses these three documents to shape its, continuing, comprehensive and cooperative transportation planning to support regional mobility in parts of Taylor and Jones counties. The MPO, as an organization, serves as a forum for regional coordination and consensus building and is an active participant in the Region 7 transportation coordination process.

### Unified Planning Work Program

The UPWP outlines transportation planning and related activities funded by federal, state, and local sources to be carried out within the Abilene MPO's study area. The MPO's budget is contained in this document, which can be revised annually or every two years.

### Transportation Improvement Program

The MPO's short-term planning document is the TIP. The TIP is a four-year program of highway and transportation projects in the Abilene metropolitan area that have been proposed for funding by federal, state, and local resources.

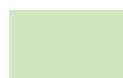
The TIP is reviewed and authorized by the MPO at least every two years. By rule, MPO's TIPs must be built on a continuous, comprehensive transportation process carried out collectively by the States, MPOs, and transit operators, according to the FHWA and the FTA. As transportation needs and budget levels change, the TIP may be revised. The projects listed within the TIP are financially constrained and are consistent with the MTP.

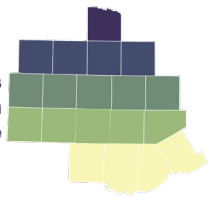
### Metropolitan Transportation Plan

The Metropolitan Transportation Plan is the MPO's long-range plan or "blueprint." The MTP is updated every five years and has a minimum planning horizon of twenty years. The MPO Board's planning needs and decision-making guidelines are based on this long-range plan, which focuses on multi-modal transportation demand within the MPO area. This is performed by identifying current and future transportation corridors, anticipating transportation demands and growth trends, estimating costs to meet those needs, and incorporating other innovative transportation initiatives. The MTP takes into consideration the goals and objectives set forward in this RCTP and incorporates them into the metropolitan planning process. The MTP itself holds five primary goals being:

- Promote Safety;
- Optimize System Performance & Promote Economic Development;
- Preserve Assets & Ensure Reliability;
- Provide an Efficient, Effective, & Safe Transportation System Promoting Development & Sustainability;
- Protect the Environment & Promote Environmental Justice.

The MTP, like the TIP, must be fiscally constrained, meaning the plan cannot contain more projects than are financially feasible within the means of funding sources available. The MTP can, however, list additional vision projects that could be implemented were additional funds to become available.





## Municipal and Local Planning

Municipalities and local agencies often have many planning and coordination efforts engrained in their day-do-day operations. As such, the following is not a comprehensive list of all municipal/local planning efforts in the region but a sampling of documents relevant to this RCTP.

### City of Abilene Comprehensive Plan

The Comprehensive Plan lays out a set of strategies intended to guide Abilene's physical growth over the next few decades. The Plan is designed to serve as a decision-making tool to guarantee that future public and private investment decisions are in line with the community's long-term vision for Abilene. The Plan also lays out implementation techniques for achieving stated goals and is designed to be a living document to adapt to changing circumstances.

### Technology Action Plan(s)

A number of counties in the region have committed to developing a Technology Action Plan, intended to provide both immediate and long-term solutions to increase internet access and speeds. In each case, strategies are being developed by committees of local stakeholders in collaboration with Connected Nation Texas.

### CityLink Transit Asset Management Plan

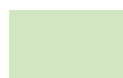
As previously mentioned, TAM Plans are required by the FTA for transit agencies receiving federal funding. The purpose of TAM plan is to help ensure that transit agencies maintain a state of good repair for all their assets so that their operations will continue to be safe and cost effective. The CityLink TAM Plan sets forth a series of performance targets and measures that will help the agency plan for asset replacement. The TAM plan also limits the amount of allowable assets past their ULB and identifies the assets that are in an unacceptable condition at any given time for each year of the plan.

### City Link Transit, Public Transportation Agency Safety Plan

The Public Transportation Agency Safety Plan (PTASP) serves as an implementation plan for reducing risks and improving the safety of transit agency services provided by CityLink. The PTASP was completed following guidance by FTA set forward in 49 CFR part 673 and reflects a commitment to safety by CityLink. The performance metrics used to represent baselines and set performance targets are fatalities, rate of fatalities per 100k vehicle revenue miles, number of injuries and rate of injuries per 100k vehicle revenue miles, number of safety events, rate of safety events per 100k vehicle revenue miles, and mean distance between major mechanical failure.

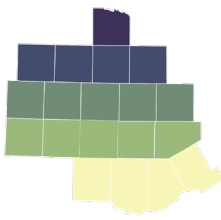
## Common Goals and Strategies

The goals set forward in this RCTP are in harmony with the objectives and goals discussed in the aforementioned plans. All these plans aim to improve safety and enable more reliable regional mobility. Many plans state a priority to increase a state of good repair; be good stewards of the funds that are available; and increase access to jobs, services, and activity centers across the region. Common strategies to achieve these goals include leveraging existing platforms of coordination such as the MPO, regional coordinating committees, and enacting programs that are developed through these processes. This RCTP serves as an integral component in documenting regional health and human service transportation needs, along with strategies to address these needs as part of a greater integrated planning process.



# **Chapter 6:** **Vision, Mission, Goals, and Strategies**





# Chapter 6: Vision, Mission, Goals, and Strategies

The West Central Texas Regional Coordination Transportation Committee sought input from a wide audience to ensure the vision, mission, goals, and strategies of this RCTP were reflective of the community. The project team used various communication methods to solicit input to the RCTP, such as surveys, stakeholder meetings, social media, email-blasts, and virtual interviews.

To discuss the plan goals and strategies, multiple stakeholder meetings were held throughout 2021. A full breakdown of the public outreach methodology and the results of stakeholder meetings can be found in the Appendices. Active participation from a cross-section of organizations was critical in developing this RCTP’s vision and mission statement as well as the plan goals and strategies.

Once feedback regarding the goals and strategies was obtained from the West Central Texas Regional Coordination Transportation Committee members, the project team incorporated committee feedback and further refined the plan vision, mission, goals, and strategies. All revisions were sent to the committee for comment. Though brief, this chapter is the culmination of hours of collaboration between stakeholders to fine-tuning of each goal and strategy.

## Vision

The West Central Texas Regionally Coordinated Transportation Planning Stakeholders Council vision for this RCTP is that the plan will serve as a tool to support and enrich ***A safe, dependable, cost-effective, and seamless transportation network that provides mobility, improved quality of life, and a stimulus for economic development in West Central Texas.***

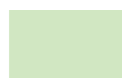
## Mission Statement

To realize the Council’s vision, the plan’s mission is ***To identify barriers and provide solutions for the delivery of reliable, quality, coordinated public transportation in West Central Texas.***

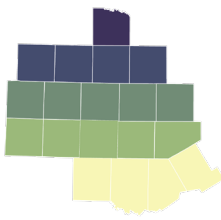
## Goals and Strategies

After reviewing the goals and strategies from the previous RCTP in West Central Texas and consulting with the stakeholder group, it was decided to maintain the same goals. The region worked over the past five years to address challenges in communication, training, organizational support, mobility, and resource consolidation, achieving half of the proposed strategies. Under the same goals, the plan will include adapted strategies with a thorough implementation scheme prior to the next regional coordinated plan update. Unlike the previous plan, the new strategies do not fit singularly within individual goals but seek to address gaps throughout multiple categories.

To ensure primary goals are met, regional coordination efforts will continue to assess progress and make assessments of impact as a strategy for securing funding for ongoing capability and development efforts. The goals of this RCTP are stated as categories for addressing or mitigating gaps or overlaps in service and are presented as follows.







## Goals

### Coordinate and Consolidate Transportation Services and Resources to Promote Efficiency and Equity

Due to the vastness of Region 7 and the limited transit providers, coordinating and consolidating transportation services and resources is vital to the financial efficiency and mobility continuity for residents.

### Implement Mobility Strategies to Address Client Needs for Convenient Travel to Work, Community Service, and Leisure Destinations

Based on the transit needs and gaps in Region 7, specifically veterans and the aging population, access to timely public transportation is increasingly important. To improve mobility strategies throughout Region 7 West Central Texas, the distribution of service information and extension of hours to fit diverse scheduling is crucial.

### Improve Communication, Training, and Organizational Support to Promote Continuous Improvement in Service Delivery

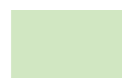
Worsened by the onset of the COVID-19 pandemic, limitations in financial resources and poor employment retention in the region negatively affect public transportation services. The internal improvement of communication, training, and organizational support within and between service providers will strengthen the network as a whole.

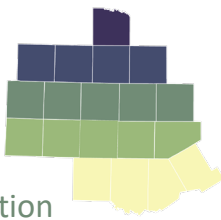
## Strategies

To accomplish effective and feasible change under these goals, the following strategies are put forward as operating strategies.

### Establish a Mobility Manager Network for Open Communication Between Regional Providers

A network of mobility managers throughout West Central Texas would coordinate at the regional level on issues such as funding, information coordination, and training opportunities. Since the last RCTP update, some of the Region 7 providers have appointed their own mobility managers. The managers complete important administrative work such as processing ADA eligibility applications in addition to providing outreach activities. Instead of creating an overarching management position for the region, the existing and future mobility managers for the Region 7 providers will form a network to improve coordination across West Central Texas and strengthen relationships between agencies. Exchange of information between the managers during regularly scheduled meetings will be an important facet of this strategy. A portion of this effort will require a review of where communication may be failing now with the intent to link individual transportation companies together so rides on multiple carriers can be simplified. Each Region 7 transit organization will appoint a Mobility Manager by June 1, 2022.





## Increased Coordination Between Public Transit Agencies, Resources, and Information Exchange

More coordination between transit agencies in West Central Texas will improve user experience in finding information on how to obtain a ride. Additionally, marketing to health and human service providers will make it easier on existing riders and improve customer satisfaction. This strategy has the potential to increase ridership by expanding awareness of available services. Funding and program constraints could pose a challenge to increased coordination. Therefore, active leadership and effective communication are crucial for deploying this strategy. Stakeholders noted that there are opportunities to improve the website that has been created for this purpose. Another consideration in this strategy could be an action step for providers to report to each other at quarterly meetings about what information is available on each agency's websites or platforms. This reporting could be a step in solidifying a baseline for the level of information available and the sources of that information. As a possible consideration, the region could recognize a lead agency to specialize in applying for grants, private and federal funding, for expanding services.

## Enhanced Information Distribution on Services and Transit Networks

The distribution of service information could increase ridership and help overcome barriers in transit for those disproportionately affected by limited access to transportation. Since the last coordinated plan update, the region has successfully created a website for housing information on West Central Texas' transportation services. In view of the establishment of a hub for service information, providers and agencies should continue to populate the site with as much information as possible, supplying links to individual agency landing pages. Each transit agency will report quarterly what outreach and marketing they have conducted and improvements to their websites and social media platforms.

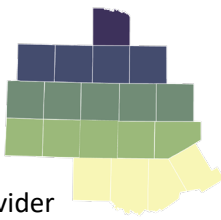
The website needs to prioritize user experience with easy functionality and clear organization. Additionally, reaching populations with transit needs and those with limited access to the internet is a priority for the region, especially in lower density counties.

## Strategically Extended Service Range and Hours When Financially Feasible

Extended service hours and service range can improve satisfaction, ridership, and efficacy of service already provided. Many of the stakeholders expressed concern about the financial feasibility of expanding services, especially those with limited ridership and limited funding. Therefore, researching the most effective optimization of services and funding through an origin destination study, rider outreach, or a feasibility study will be a crucial first step in achieving this strategy. The extension of service facilitated through providers with access to federal funding will be instrumental if the region can provide evidence that more resources are necessary. This service extension shall be achieved in a reasonable timeline agreed upon by the Council and will require increased importance on identifying funding opportunities.

## Continued Operator/Staff Trainings, and the Introduction of Ridership Training

Training for operators and staff increases overall employee retention and improves the customer experience. Since the last RCTP update, some providers have implemented a revised training curriculum in addition to an electronic means of disseminating training courses. This strategy will encourage other agencies to do the same where financially feasible. Since the COVID-19 global pandemic, service agencies voiced having difficulty with hiring and retaining employees given the labor shortage. A portion of the



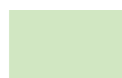
efforts of this goal could be directed towards recruitment and retention. It's recommended each provider submit its employee and client training that is currently used or planned to the RCTP Council. Submitting a timeline for implementing this training is also recommended.

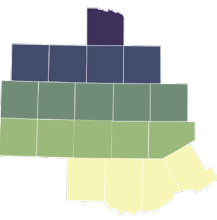
Additionally, trainings should be coordinated for potential transit riders, especially those with a disability or low English proficiency. The trainings should include physical aspects of riding public transit in the region as well as obtaining schedule information through various platforms.

### Additional Considerations

Stakeholders also identified other considerations in the refinement of these strategies. One additional consideration is continuing to support a regional multimodal facility located in Abilene as the central hub for the region. Another consideration posed by stakeholders was to seek out an agency that specializes in securing grants of private and federal money that can be used to expand the region.

It was also noted that 2-1-1 Texas A Call for Help stands ready to work with all Region 7 transit providers to better align resource information to assist 2-1-1 callers more fully in getting connected with transportation. **Figure 6-1** illustrates the correlation between each strategy and goal area. Stakeholder input on these strategies will be used to shape the implementation planning process.



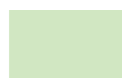


**Figure 6-1: Strategies and Goals Crosswalk**

<b>Strategy Alignment with Goals</b>	<b>Communication, Training, Organizational Support</b>	<b>Mobility Strategy</b>	<b>Coordinate and Consolidate Transportation Services and Resources</b>
Establish Mobility Manager Network for open communication between regional providers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Increased coordination between public transit agencies, resource, and information exchange.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Enhanced information distribution on services and transit network.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Strategically extended service range and hours when financially feasible.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Continued operator/staff training, and introduction of ridership training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Implementation

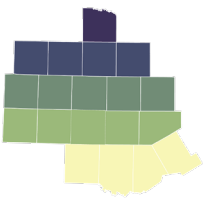
The West Central Texas Regionally Coordinated Transportation Planning Stakeholder Council will continue to coordinate and work with additional stakeholders as needed to develop an implementation plan building from these goals and strategies. Each task associated with the goals and strategies will be organized into a workplan which the Council can use to determine what timeframes each strategy will operate within, (i.e., short-term vs. long-term). Chapter 7 contains further detail on sustained planning and implementation.





## **Chapter 7:** **Sustained Planning and Implementation Plan**





# Chapter 7: Sustained Planning and Implementation Plan

The Regionally Coordinated Transportation Planning Stakeholder Council as well as CityLink Transit as the lead agency are well-positioned to execute each of the strategies, fulfilling the vision, mission, goals, and strategies of this RCTP. The implementation of this plan will require a three-pronged approach: 1) utilizing the effective organizational infrastructure of the Committee, 2) continued stakeholder engagement, and 3) executing a practical workplan based on the performance measures in Chapter 8. This chapter describes each implementation strategy and includes a matrix of the strategies and their correlating implementation strategies.

## Capacity and Organizational Structure

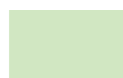
The Region 7 Regionally Coordinated Transportation Planning Stakeholders Council is committed to supporting the ongoing regional planning process. The staffing and organizational resources of its participating members will be used to implement the strategies of this RCTP. The Council provides advice to the Lead Agency and/or its designee to assist in the evaluation of program structure and effectiveness in matters related to the implementation of TxDOT Regionally Coordinated Transportation Planning requirements and other applicable stakeholder guidance. This evaluation includes monitoring and assessment of programs developed in response to identified needs. This relationship between the Council and the Lead Agency, as well as the Council's full operating procedures are documented in a formalized charter, effective July of 2019. These operating procedures can be viewed in the Appendices.

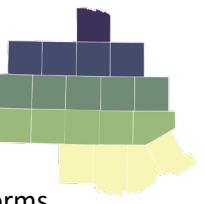
## Stakeholder Engagement

Stakeholder engagement has been a crucial part of developing this RCTP update and continued engagement with stakeholders will continue to be a vital part of an effective implementation strategy. With connections to a robust network of transportation providers, health and human services agencies, policymakers, and other local organizations, the Regionally Coordinated Transportation Planning Stakeholder Council is well-prepared to continue reaching out to the target populations (i.e., groups vulnerable to transportation gaps, including persons with disabilities, persons over 65 years and older, persons with low income, veterans, and advocates for children).

The Regionally Coordinated Transportation Planning Stakeholder Council members will leverage connections to representatives of the region's major social service organizations to ensure that all targeted groups of stakeholders are engaged in sustained planning and implementation. As the lead agency, CityLink Transit will serve as a key connection to stakeholders during implementation due to the agency's many contacts with federal, state, county, and city governments.

The Regionally Coordinated Transportation Planning Stakeholder Council convene for quarterly meetings to review current goals and strategies and the progress made towards them as well as to identify any new goals. As the Lead Agency, CityLink helps guide the stakeholders in recognizing and prioritizing goals. In the past, Stakeholders completed survey forms through Survey Monkey with all the West Central Texas Region 7 area urban and rural transit system operators as well as Health and Human Services and private





transit providers. This same approach has been applied for this RCTP update through Microsoft Forms surveys that can be found in the Appendices. The Lead Agency, in cooperation with United Way, has continued to assist the Stakeholders and the project team in developing performance measures and setting forward methods to evaluate progress toward goals and strategies identified in the plan. The Council will monitor data and progress toward these goals and strategies during the quarterly Council meetings as an ongoing activity.

## Executing a Practical Workplan

To ensure the vision, mission, goals, and strategies are met, the project team, guided by the Stakeholders developed performance measures to help achieve each of the strategies, which are discussed in the following chapter. As previously mentioned, the quarterly Council meetings will serve as a time to form focus groups and review how performance measures are being tracked.

Focus groups will have the opportunity to submit workplans and timelines for their assigned tasks, and groups will regularly update the Council on progress. Meeting agendas should include a discussion of the RCTP workplan with the topics as chosen by the participating members.

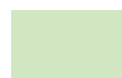
### Prioritization of Strategies

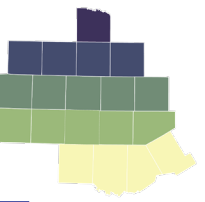
To support a timely and feasible approach to implementation, all strategies were reviewed by the project team and Stakeholders and prioritized based on the principal criteria, which are, funding, feasibility, and time. This prioritization process helped to frame the level of effort, responsible parties, resources, and action steps or projects needed to accomplish the proposed strategy.

This implementation strategy as well as the accompanying activities and proposed projects were developed to address the gaps and overlaps identified through analysis and stakeholder outreach. The strategies represented by the operating strategies, specifically through the implementation framework, is structured to consider how strategies are prioritized for implementation based on the multiple program resources of participating agencies, feasibility of implementation, and time required to implement. This prioritized workplan was developed through stakeholder workshops and is established as a guide to address the identified gaps between current services and needs, as well as to help realize opportunities to achieve efficiencies in service delivery as much as is feasible and practicable.

## Implementation Planning

The following section represents the main outcomes from the December 8, 2021, stakeholders' workshop. In this workshop, the stakeholders gave feedback on goals and strategies regarding level of priority, possible implementation timelines, potential costs, performance measures, and corresponding action steps by responsible party. It's important to note, the timelines are preliminary, and they will be revised accordingly as implementation begins upon Council review.





# Implementation Scheme Key

## Prioritization



Low

While the strategy is important in reducing barriers to public transportation access in the West Central Texas region, it is not urgent.



Medium

The strategy is an intermediate task to be carried out based on availability of resources and time.



High

The strategy is a top priority in the West Central Texas region and should begin efforts to accomplish the action steps as soon as possible.

## Timeline\*



Immediate

0-2 Years



Short Term

2-3 Years.



Medium Term

3-5 Years.

\* The plan also includes an "ongoing" option for the strategy, meaning the efforts to achieve the objective are continuous

## Responsible Parties for Action Steps

### CityLink/Lead Agency

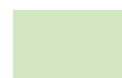
The mass transit provider for the City of Abilene, provides fixed route services and demand response to users within the limits of the City of Abilene

### Transit Providers/Council

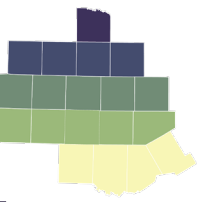
- City and Rural Rides
- Disability in Action
- Spartan Public Transportation
- Region 7 Regionally Coordinated Transportation Planning Stakeholder Council
- Double Mountain Coach

### Partner Organizations

- Abilene Severe Weather Transportation Services
- Betty Hardwick Center
- Scurry County Senior Center
- State of Texas Emergency Assistance Registry
- Texas Health and Human Services Medical Transportation Program
- West Central Texas Area Agency on Aging







# 1

## Establish a Mobility Manager Network for Open Communication Between Regional Providers

The establishment of a management network could be initiated on a short term/ongoing time frame, as the coordination to create a network could be accomplished within the next year but would require consistent participation. Some of the transit agencies have appointed managers since the last regional coordinated plan update, but organizations looking to designate a role must seek out funding to compensate the position. Securing funding and establishing a routine schedule for meeting will be an internal action step for transit providers in the region. As the lead agency, CityLink already appointed a Mobility Manager but could serve as a resource for guidance and organize meetings. During the maintenance of this plan, a measure of success will be attendance at regularly scheduled meetings and the number of mobility managers in the region. The other benefits of a Mobility Manager network are the new programs, sources of funding, and training tools secured by the network after increased collaboration.

### Prioritization



### Performance Measures

- Annual Mobility Manager meeting attendance
- Number of Mobility Managers in the region
- New programs/ tools/funding accomplished by the Mobility Manager

### Potential Costs

- Employee compensation for management position

### Timeline



Short Term/Ongoing

**A network of mobility managers throughout West Central Texas would coordinate at regional level on issues such as funding, information coordination, and training opportunities.**

### Action Steps

#### CityLink/Lead Agency

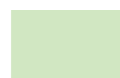
1. Designate means of communication for network
2. Aid other transit providers without managers to appoint/secure funding

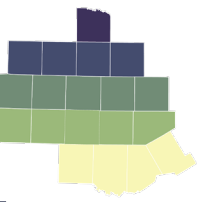
#### Transit Providers/Council

1. Secure funding for management position
2. Establish regular meeting schedule

#### Partner Organizations

1. Assist in securing funding for management position





## 2 Increased Coordination Between Public Transit Agencies, Resources, and Information Exchange

Increased coordination between public transit agencies could be initiated on a short term/ongoing schedule, where initial partnership coordination occurs over the next few years and continued collaboration is ongoing. Since the last update, a centralized website has been created and maintained by a consultant, but every organization must review and update their provider information. As lead agency, CityLink could initiate research for funding to expand this goal and take initiative on engaging partners. Partner organizations in the community, health and human services fields should start attending transit meeting throughout the region and coordinate with providers in the hopes of connecting clients with affordable and efficient transportation. The consultant, different marketing materials and compensation for employee labor are potential costs for this objective. Throughout the implementation of this plan, an indication of success would be the amount of pooled funding, number of agencies engaged and ridership data.

### Prioritization



Medium

### Performance Measures

- Pooled funding resources
- Number of consultants engaged in regional coordination
- Public ridership data

### Potential Costs

- Consultant compensation to work on the website
- Marketing costs
- Employee compensation

### Timeline



Short Term/Ongoing

**More coordination between transit agencies in West Central Texas will ease user experience in finding information on how to ride. This goal has the potential to increase ridership by expanding awareness of available services.**

### Action Steps

#### CityLink/Lead Agency

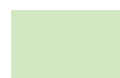
1. Contact service agencies to establish partnership
2. Coordinate regular meetings for each partner
3. Recognize funding opportunities to expand goal

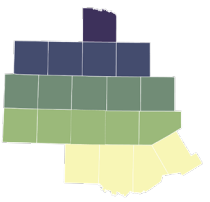
#### Transit Providers/Council

1. Establish communication method with partners
2. Coordinate regularly scheduled meetings with partners
3. Invite partners to participate organization meetings

#### Partner Organizations

1. Attend transit and regularly scheduled regional meetings
2. Coordinate consistent meeting schedule with providers





# 3

## Enhanced Information Distribution on Service and Transit Networks

Further dissemination of transit information in the region is an immediate/ongoing project, as marketing relevant information can be accomplished quickly on the centralized website and with existing partners. All providers and agencies should continue to populate the site with as much information as possible, supplying links to personal landing pages. On a more continuous basis, the transit providers will work with partners to cater towards populations with limited access to transit and the internet. Additionally, establishing more platforms such as social media or smartphone application and maintaining these programs will be ongoing. Partner organizations play a larger role in this objective, putting their transit needs populations in touch with providers and promoting the centralized website. Providers and the lead agency will coordinate with community-based organizations to increase information distribution. CityLink could lead the marketing campaign and research new sources of funding for materials. Potential costs associated with this objective are a marketing study campaign, creating vouchers, developing new platforms, and helping partner organizations secure funding to promote transit usage. Performance measures to consider over the next five years are ridership statistics, new materials, social media analytics, an ADA Accessibility Scoring of the transit system.

### Prioritization



Medium/High

### Performance Measures

- Public ridership data
- New marketing materials
- Social media analytics
- ADA accessibility scoring

### Potential Costs

- Marketing study
- Public transit vouchers
- Collaborative pools of funding for service agency partners

### Timeline



Immediate/Ongoing

**The distribution of service information could increase ridership and help overcome barriers for transit needs populations.**

### Action Steps

#### CityLink/Lead Agency

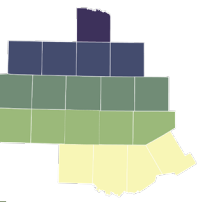
1. Continually update information on centralized website
2. Lead/fund marketing campaign to distribute information to those without internet access/Limited English Proficiency
3. Social media/apps/ different resources

#### Transit Providers/Council

1. Continually update information on centralized website
2. Provide link to agency website on centralized website
3. Engage with community centers for distribution

#### Partner Organizations

1. Provide link to centralized website on agency site
2. Put transit needs groups in touch with providers
3. Engage with community centers for distribution



# 4

## Strategically Extend Service Range and Hours When Financially Feasible

A longer-term strategy for regional coordination, the extension of service hours would be a medium term/ongoing project. To strategically extend service hours without burdening provider agencies and exhausting resources, the region must identify funding collect data on ridership in various capacities. A feasibility study or long-range surveying from individual providers will take more time to accomplish, but the effort to provide more efficient service to the region is ongoing. Potential costs would be resources for the transit studies, employee compensation for extended hours and maintenance, operational, and capital costs of transportation equipment and vehicles. CityLink as the lead transit agency could secure funding and oversee the research. Internally, other transit providers could work toward deploying their own feedback mechanism for riders. Partner organizations are responsible for helping with origin/destination studies and participation in other relevant research. Performance measures for this objective is the completion of various studies, ridership statistics from year to year, effective outreach campaigns and examination of transit data.

### Prioritization



Low/Medium

### Potential Costs

- Feasibility study
- Employee compensation
- Maintenance/operational/capital costs

### Performance Measures

- Feasibility study campaign
- Ridership numbers
- Community outreach campaign
- Statistical comparisons of transit data

### Timeline



Medium Term/Ongoing

**Extended service hours and service range can improve satisfaction, ridership, and efficacy of service already provided.**

### Action Steps

#### CityLink/Lead Agency

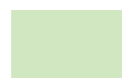
1. Secure funding for transit study
2. Oversee regional feasibility study through multi-modal facility

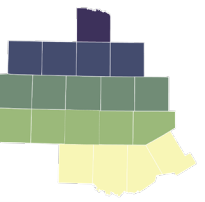
#### Transit Providers/Council

1. Deploy user experience surveys for riders
2. Assist in securing funding

#### Partner Organizations

1. Deploy user experience survey for people who use transit resources
2. Work with MPO/region leadership to do origin and destination study
3. Participate in region feasibility study





# 5

## Continued Operator/Staff Trainings, and the Introduction of Ridership Trainings

Trainings in various capacities will occur throughout all coordination time frames. Immediate and short-term improvements will be updating curriculum and expanding funding for more staff positions. Medium term and ongoing projects will be workforce outreach and development. Cost associated with this objective include teacher and employee compensation, hosting and attending recruitment events and updated training materials. CityLink as lead agency can secure funding for staff and training expansion, head the development of ridership programs, and establish centralized workforce efforts. Other transit providers should update curriculum and participate in securing funding as well as program development. Partners can serve as the connection for unemployed populations and providers in various capacities. Performance measures for this objective include number of employees on a year to year basis, ridership statistics (specifically with transit needs populations), and training retention.

### Prioritization



High

### Performance Measures

- Number of employees
- Ridership numbers and demographics
- Efficiency of training programs

### Potential Costs

- Recruitment events
- Teacher compensation
- Training materials
- New employee salaries

### Timeline



Immediate/Short Term/Medium Term/Ongoing

**Training for operators and staff improves retention overall and the customer experience. Ridership training can help targeted populations better understand transit.**

### Action Steps

#### CityLink/Lead Agency


1. Secure funding to expand current staffing
2. Coordinate with agencies to establish central program
3. Develop ridership training programs/target population with disabilities

#### Transit Providers/Council



1. Review current training curriculum
2. Secure funding to expand current staffing
3. Develop ridership training programs

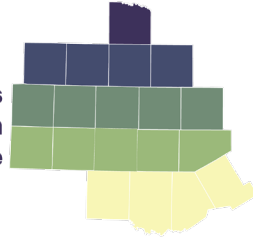
#### Partner Organizations

1. Establish workforce training programs for transit
2. Provide information and resources to unemployed populations
3. Research schools to engage/create internships
4. Assist in securing funding



## **Chapter 8: Performance Measures to Evaluate Effectiveness**





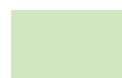
## Chapter 8: Performance Measures to Evaluate Effectiveness

Per TxDOT's Regionally Coordinated Transportation Planning Guidebook, West Central Texas/Region 7 performance measures will align with TxDOT guidelines for Regional Health and Human Services and Transportation Coordination Plans. The Region 7 Regionally Coordinated Transportation Planning Stakeholders Council will maintain data on statewide performance measures, which fall into three categories presented in **Table 8-1**:

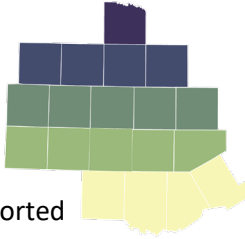
**Table 8-1: TxDOT Requirements for Performance Measures**

TxDOT Requirement Category	Required Performance Measure
Collaborate	<ul style="list-style-type: none"> <li>Number of active, formal partnerships.</li> <li>Number of persons engaged in transportation planning &amp; education activities.</li> </ul>
Identify Gaps & Inefficiencies	<ul style="list-style-type: none"> <li>Number of gaps &amp; inefficiencies identified in the coordinated plan, including those concerning priority groups.</li> <li>Number of recommended actions in the coordinated plan for resolving these gaps &amp; inefficiencies.</li> </ul>
Resolve	<ul style="list-style-type: none"> <li>Number of items in the plan that move from a planning to implementation phase.</li> <li>Number of activities identified in the coordinated plan that are underway, but not completed. The Stakeholders Council will report the number of strategies in progress.</li> <li>Number of activities identified in the coordinated plan that are completed. The Stakeholders Council will report the number of completed strategies.</li> </ul>

The performance measures in this chapter draw from the foundational TxDOT requirements above and the community-driven goals and strategies discussed in Chapter 6. The following pages describe the performance measures that will help guide Region 7 stakeholders towards action as they implement the RCTP.







To support the implementation and sustainability of the strategies proposed in Chapter 6, each reported performance measure is accompanied by a set of key reporting details, namely:

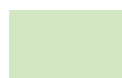
- Whether the measure relates to tracking a strategy or a need;
- How the data is collected for the performance measure;
- The frequency of reporting for the measure;
- Leading and lagging indicators (as applicable).

The RCTP methodology for implementing performance-based planning is presented in **Table 8-2** as a set of strategies that could be used to frame the maintenance and reporting processes entailed in stewarding performance measures. Additionally, this process is intended to be manageable within available staffing resources of the lead agency and Stakeholders Council participants.

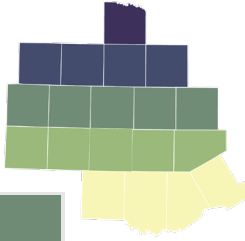
Though a significant amount of data was used in the analysis represented in Chapter 3, the maintenance of the performance measures represented in this chapter are framed primarily around the quarterly Stakeholders Council meetings and public feedback opportunities, with the intent that the approach be practicable.

**Table 8-2: Management Strategies for TxDOT Performance Measures**

Topic Measured	Performance Measure and Topic Measured	Collection Method	Reporting Frequency	Possible Leading/Lagging Indicators
Collaboration Strategies	Number of active, formal partnerships.	Letters of participation	Quarterly	# of letters of participation received
	Number of persons engaged in transportation planning & education activities.	Attendance records from planning and education activities	Quarterly	# of RSVPs
Gaps and Strategies Identification	Number of gaps & inefficiencies identified in the coordinated plan, including those concerning priority groups.	Plan development	Every 4-5 years	# of gaps previously identified
	Number of recommended actions in the coordinated plan for resolving these gaps & inefficiencies.	Plan development	Every 4-5 years	# of strategies previously identified





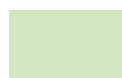


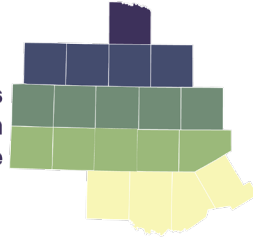
Topic Measured	Performance Measure and Topic Measured	Collection Method	Reporting Frequency	Possible Leading/Lagging Indicators
Needs/ Strategies Resolution	Number of items in the plan that move from a planning to implementation phase.	Reporting at Quarterly Meetings	Quarterly	# of items not moving to implementation
	Number of activities identified in the coordinated plan that are underway, but not completed. The Stakeholders Council will report the number of strategies in progress.	Reporting at Quarterly Meetings	Quarterly	Lag time on implementation
	Number of activities identified in the coordinated plan that are completed. The Stakeholders Council will report the number of completed strategies.	Reporting at Quarterly Meetings	Quarterly	# of activities that have moved to completion

As noted in Chapter 3, there were six primary gaps identified in this RCTP update, namely:

1. Transit service hours may not be offered at desired times;
2. Information about available services may not be clear or easy to find;
3. Desired destinations may not be served;
4. Passengers need additional assistance getting on/off bus;
5. Customer satisfaction level and perceived reliability/efficiency could be improved; and
6. Resources should be more available to agencies to serve the community without being stretched thin.

**Table 8-3** on the following page shows proposed performance measures intended to provide a method for tracking changes or improvement to address the identified gaps.



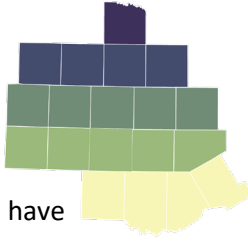


**Table 8-3: Management Strategies for 2022 RCTP Gaps**

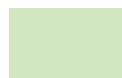
Performance Measure(s)	Gap Measured	Collection Method	Reporting Frequency	Possible Leading/ Lagging Indicators
Transit ridership in the region	Translation between demand for service to receipt of service across the region.	Transit Ridership including unlinked passenger trips recorded for a system and/or individual route	Quarterly or as applicable	Number of reported passenger trips taken in communities or areas of identified transit need
Ridership and/or percentage of requested times served	Transit service hours may not be offered at desired times.	Public survey and/or service reports by agency	Yearly	Origin/destination study or survey conducted
Perceived level of availability and accessibility of information	Information about available services may not be clear or easy to find.	Public survey	Yearly	Customer complaints or customer satisfaction reports
Percentage of requested destinations served	Desired destinations may not be served.	Public survey and/or service reports by agency	Yearly	Origin/destination study or survey conducted
Percentage of operators trained	Passengers need additional assistance getting on/off bus.	Training records	Quarterly or as applicable	# of joint training opportunities
Customer satisfaction levels	Customer satisfaction level and perceived reliability/efficiency could be improved.	Public survey	Yearly	Customer complaints or customer satisfaction reports
Ratio of service to need	Resources should be more available to agencies to serve the community without being stretched thin.	Public survey and/or ride requests by agency	Quarterly or as applicable	Availability of stakeholders to participate in quarterly meetings

Because this RCTP is intended to be a living document, the effectiveness of both the stated strategies and the performance measures represented in this plan should be gauged over time and updated accordingly. It is the intent of the Regionally Coordinated Transportation Planning Stakeholder Council that this RCTP should serve as a flexible framework to help facilitate the continued efforts of the stakeholders in the



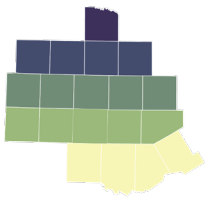


region as well as to be a reflection of all the hard work the providers and partner organizations have contributed preceding this plan update.



**Chapter 9:**  
**Appendix**



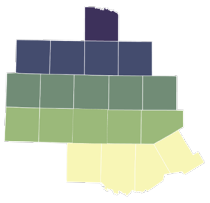


## Chapter 9: Appendices to RCTP

### Appendix A: Demographic Trends

#### Racial Demographics

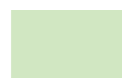
Racial Identification	White	Black	Native American	Asian American	Native Hawaiian/ Pacific Islander	Other Identification	Two or More Races
Brown County	29326	1462	232	274	27	2801	3973
Callahan County	12154	133	80	53	7	352	929
Coleman County	6582	151	65	32	0	334	520
Comanche County	10295	48	116	38	3	1421	1673
Eastland County	14677	356	150	104	16	963	1459
Fisher County	2921	107	30	14	2	254	344
Haskell County	4132	205	44	28	5	536	466
Jones County	12902	2024	120	114	7	2974	1522
Kent County	676	2	6	1	0	31	37
Knox County	2393	165	9	24	3	454	305
Mitchell County	5399	961	88	54	1	1618	869
Nolan County	10235	712	108	104	5	1550	2024
Runnels County	7480	146	86	24	7	955	1202
Scurry County	10867	637	126	83	8	2846	2365
Shackelford County	2731	23	10	18	0	128	195
Stephens County	7013	246	61	63	1	896	821
Stonewall County	1032	20	10	5	0	66	112
Taylor County	99225	11771	1262	2924	189	10662	17175
Throckmorton County	1294	2	5	3	0	32	104
West Central Texas	241334	19171	2608	3960	281	28873	36095

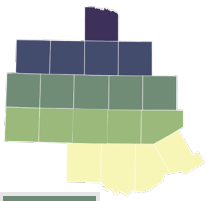


## Appendix B: Transit Needs Assessment

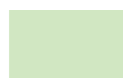
### TNI Calculation

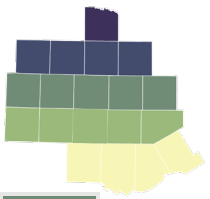
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9501, Brown County, Texas	1.51			1.74		1.74		1.10	6.10	5.09	31
Block Group 2, Census Tract 9501, Brown County, Texas	1.12			1.09		1.11		1.17	4.48	6.83	31
Block Group 1, Census Tract 9502, Brown County, Texas				1.38		1.28		1.26	3.91	3.71	15
Block Group 2, Census Tract 9502, Brown County, Texas	1.23			1.67		1.27		1.07	5.24	4.33	23
Block Group 3, Census Tract 9502, Brown County, Texas				1.30	1.02	1.08	1.08	1.06	5.54	10.07	56
Block Group 1, Census Tract 9503, Brown County, Texas				1.13		1.03		1.09	3.26	2.90	9
Block Group 2, Census Tract 9503, Brown County, Texas	1.05			1.55		1.24		1.16	5.00	2.54	13



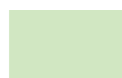


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9505, Brown County, Texas			1.03		1.01		1.12	1.06	4.22	3.22	14
Block Group 2, Census Tract 9505, Brown County, Texas	1.00	1.07	1.35	1.19		1.03	1.93	1.00	8.57	3.25	28
Block Group 3, Census Tract 9505, Brown County, Texas	1.19			1.66		1.17		1.13	5.16	2.88	15
Block Group 1, Census Tract 9506, Brown County, Texas	1.00	2.02			1.53	1.11			5.67	2.72	15
Block Group 2, Census Tract 9506, Brown County, Texas	1.59	2.42	2.44	1.08		1.20		1.09	9.83	1.84	18
Block Group 3, Census Tract 9506, Brown County, Texas	1.74	2.15	3.06	1.16		1.26		1.15	10.52	2.48	26
Block Group 1, Census Tract 9507, Brown County, Texas			1.17			1.98			3.15	3.34	11
Block Group 2, Census Tract 9507, Brown County, Texas		1.88	7.06		1.03	1.26	2.54	1.06	14.82	3.69	55

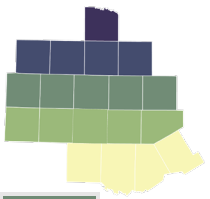




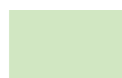
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9508, Brown County, Texas			2.27		1.05		2.52	1.05	6.89	5.23	36
Block Group 2, Census Tract 9508, Brown County, Texas					1.30		4.93		6.23	2.85	18
Block Group 3, Census Tract 9508, Brown County, Texas	1.09		1.95			1.10		1.12	5.26		5
Block Group 1, Census Tract 9509, Brown County, Texas	2.10				1.25	1.05	2.38		6.79	1.40	9
Block Group 2, Census Tract 9509, Brown County, Texas	1.15			1.24				1.13	3.53	2.28	8
Block Group 3, Census Tract 9509, Brown County, Texas		1.53			1.12			1.03	3.68	2.90	11
Block Group 4, Census Tract 9509, Brown County, Texas		2.26	5.26	1.10		1.29		1.26	11.17		11
Block Group 1, Census Tract 9510, Brown County, Texas		1.86			1.32				3.17	4.33	14

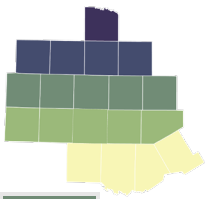




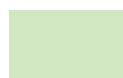


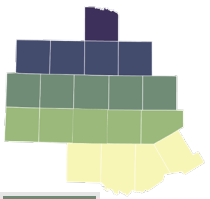
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 2, Census Tract 9510, Brown County, Texas		1.28			1.37		1.11		3.76	3.93	15
Block Group 3, Census Tract 9510, Brown County, Texas			1.21		1.21		2.35	1.00	5.77	2.74	16
Block Group 1, Census Tract 9511, Brown County, Texas				1.12	1.04			1.05	3.22	2.33	7
Block Group 2, Census Tract 9511, Brown County, Texas				1.52	1.09	1.24	1.06		4.91	4.72	23
Block Group 3, Census Tract 9511, Brown County, Texas				1.27		1.03		1.09	3.40	3.46	12
Block Group 1, Census Tract 9512, Brown County, Texas				1.04	1.02			1.01	3.07		3
Block Group 2, Census Tract 9512, Brown County, Texas					1.34				1.34	3.01	4
Block Group 1, Census Tract 9513, Brown County, Texas					1.63	1.05			2.68		3



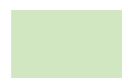


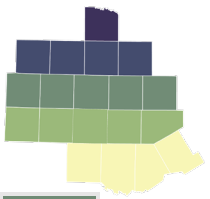
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 2, Census Tract 9513, Brown County, Texas				1.08		1.50			2.59	2.03	5
Block Group 1, Census Tract 301.01, Callahan County, Texas	1.53			1.91		1.58		1.19	6.23	2.45	15
Block Group 2, Census Tract 301.01, Callahan County, Texas					1.79				1.79	1.14	2
Block Group 3, Census Tract 301.01, Callahan County, Texas	1.50	1.22			1.10			1.04	4.86	3.51	17
Block Group 4, Census Tract 301.01, Callahan County, Texas					1.20				1.20	1.68	2
Block Group 1, Census Tract 301.02, Callahan County, Texas	1.07	1.07		1.20		1.26		1.28	5.88		6
Block Group 2, Census Tract 301.02, Callahan County, Texas	1.44				1.03	1.05		1.06	4.58	2.80	13
Block Group 3, Census Tract 301.02, Callahan County, Texas	1.01			1.16		1.11		1.08	4.36		4



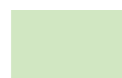


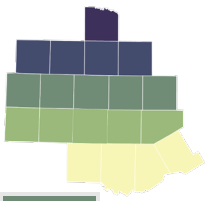
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 4, Census Tract 301.02, Callahan County, Texas	1.30			1.67		1.08		1.19	5.25	2.42	13
Block Group 1, Census Tract 302, Callahan County, Texas			1.03	1.20		1.04		1.05	4.32	1.21	5
Block Group 2, Census Tract 302, Callahan County, Texas				1.07		1.09		1.12	3.28	2.23	7
Block Group 3, Census Tract 302, Callahan County, Texas	1.18			1.48	1.15	1.46		1.02	6.28	2.90	18
Block Group 4, Census Tract 302, Callahan County, Texas	1.85	1.25	1.07	1.64		1.37		1.09	8.26	1.74	14
Block Group 1, Census Tract 9503, Coleman County, Texas		1.37	2.67	1.03				1.17	6.24	2.40	15
Block Group 2, Census Tract 9503, Coleman County, Texas		1.77	2.81					1.38	5.96		6
Block Group 3, Census Tract 9503, Coleman County, Texas			1.38		1.36	1.08			3.82	2.34	9



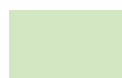


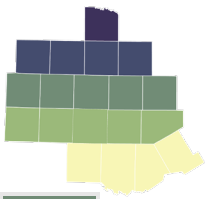
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 4, Census Tract 9503, Coleman County, Texas					1.52				1.52		2
Block Group 5, Census Tract 9503, Coleman County, Texas		1.18	1.92	1.36	1.10		1.74	1.04	8.34	2.21	18
Block Group 6, Census Tract 9503, Coleman County, Texas	1.93	1.34	1.04	2.17		1.44		1.15	9.07	2.28	21
Block Group 1, Census Tract 9506, Coleman County, Texas				1.68		1.25		1.14	4.07	1.62	7
Block Group 2, Census Tract 9506, Coleman County, Texas		1.06		1.65		1.38		1.19	5.29	1.19	6
Block Group 1, Census Tract 9507, Coleman County, Texas	1.18	1.31		1.57		1.43		1.15	6.64		7
Block Group 2, Census Tract 9507, Coleman County, Texas				1.69		1.35		1.19	4.22		4
Block Group 3, Census Tract 9507, Coleman County, Texas	1.17	1.44			1.28				3.89	4.62	18



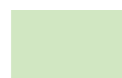


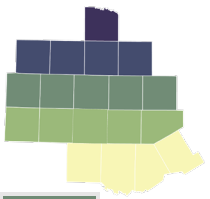
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9501, Comanche County, Texas	1.20	1.19		1.45		1.30		1.09	6.23	1.82	11
Block Group 2, Census Tract 9501, Comanche County, Texas				1.87		1.04		1.16	4.07		4
Block Group 3, Census Tract 9501, Comanche County, Texas	1.55	1.86	1.57	1.01		1.32	2.34	1.09	10.73		11
Block Group 4, Census Tract 9501, Comanche County, Texas	1.30		3.15	1.09			6.10	1.11	12.75		13
Block Group 5, Census Tract 9501, Comanche County, Texas		1.22			1.10		1.58	1.03	4.95	1.19	6
Block Group 1, Census Tract 9502, Comanche County, Texas	1.11			1.64	1.04		1.75	1.05	6.60		7
Block Group 2, Census Tract 9502, Comanche County, Texas	1.07			1.47		1.14		1.18	4.86	3.14	15
Block Group 3, Census Tract 9502, Comanche County, Texas	1.36			1.91		1.31		1.11	5.69		6



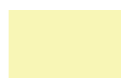
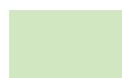


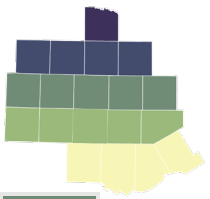
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9503, Comanche County, Texas					1.51		2.08		3.59	2.25	8
Block Group 2, Census Tract 9503, Comanche County, Texas	1.96	1.30	4.26	1.44	1.16		4.09	1.02	15.23	2.61	40
Block Group 3, Census Tract 9503, Comanche County, Texas	1.06			1.11	1.04				3.21	2.18	7
Block Group 4, Census Tract 9503, Comanche County, Texas	1.05		1.52		1.06	1.06			4.69	3.41	16
Block Group 1, Census Tract 9504, Comanche County, Texas					1.05		1.57	1.05	3.67	1.99	7
Block Group 2, Census Tract 9504, Comanche County, Texas		1.67	1.31	1.21	1.18		4.38	1.01	10.77		11
Block Group 1, Census Tract 9501, Eastland County, Texas						1.31	1.52		2.82		3
Block Group 2, Census Tract 9501, Eastland County, Texas	1.27	1.48	2.22	1.14	1.29	1.16			8.57		9



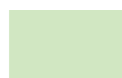


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 3, Census Tract 9501, Eastland County, Texas	1.50		1.34	1.86		1.28		1.25	7.24	3.01	22
Block Group 1, Census Tract 9502, Eastland County, Texas	2.77		1.13	2.06		1.50		1.38	8.84		9
Block Group 2, Census Tract 9502, Eastland County, Texas	1.89	1.44	1.51			1.57		1.15	7.56		8
Block Group 3, Census Tract 9502, Eastland County, Texas		1.10	1.81	1.63				1.11	5.64		6
Block Group 4, Census Tract 9502, Eastland County, Texas	1.10		3.00	1.54	1.28				6.92	1.16	8
Block Group 5, Census Tract 9502, Eastland County, Texas	1.34	1.97		1.28		1.51	5.80	1.07	12.96		13
Block Group 6, Census Tract 9502, Eastland County, Texas		2.13			1.26	1.07			4.46		4
Block Group 1, Census Tract 9503, Eastland County, Texas			4.16			2.20			6.35		6

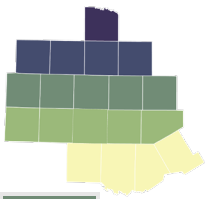




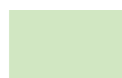
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 2, Census Tract 9503, Eastland County, Texas				1.56	1.60				3.15	1.17	4
Block Group 3, Census Tract 9503, Eastland County, Texas			1.54		1.61				3.15		3
Block Group 4, Census Tract 9503, Eastland County, Texas	1.24			1.59		1.41			4.25		4
Block Group 5, Census Tract 9503, Eastland County, Texas	1.53	1.16						1.17	3.87		4
Block Group 6, Census Tract 9503, Eastland County, Texas	2.23			2.35		1.12		1.23	6.93		7
Block Group 1, Census Tract 9504, Eastland County, Texas	1.32			1.51		1.18		1.16	5.17		5
Block Group 2, Census Tract 9504, Eastland County, Texas	1.17	1.26	1.60	1.30		1.35		1.06	7.73		8
Block Group 1, Census Tract 9505, Eastland County, Texas	1.15	2.38	1.41	1.09	1.07	1.20	1.31	1.01	10.62		11

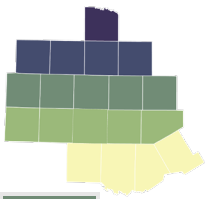




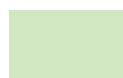


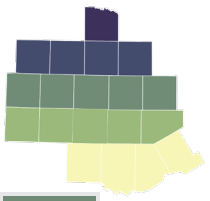
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 2, Census Tract 9505, Eastland County, Texas	1.84	1.71	1.67	1.25		1.55	1.78	1.13	10.95		11
Block Group 1, Census Tract 9503, Fisher County, Texas				1.01	1.38				2.39	2.59	6
Block Group 2, Census Tract 9503, Fisher County, Texas	1.42			1.35		1.18	1.38	1.15	6.47		6
Block Group 1, Census Tract 9504, Fisher County, Texas			2.18	1.33				1.08	4.59	1.50	7
Block Group 2, Census Tract 9504, Fisher County, Texas	1.16		1.38	1.08				1.13	4.76		5
Block Group 3, Census Tract 9504, Fisher County, Texas	1.22	2.30	1.24	1.30	1.06	1.17	6.27	1.05	15.61		16
Block Group 1, Census Tract 9503, Haskell County, Texas	1.28			1.45		1.24		1.20	5.17		5
Block Group 2, Census Tract 9503, Haskell County, Texas		1.46	1.23			1.37			4.06		4



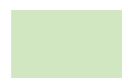


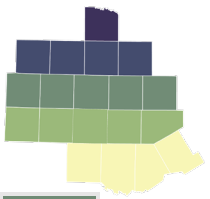
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 3, Census Tract 9503, Haskell County, Texas		1.41		1.50		1.00	1.26	1.05	6.23	3.01	19
Block Group 4, Census Tract 9503, Haskell County, Texas	2.47	1.65	4.83	1.24	1.17	1.22	4.75	1.01	18.33		18
Block Group 1, Census Tract 9504, Haskell County, Texas	1.18	1.05	1.04	1.31		1.09	2.35	1.13	9.15		9
Block Group 2, Census Tract 9504, Haskell County, Texas	1.73	1.09		1.44		1.20	2.64	1.11	9.20	1.05	10
Block Group 1, Census Tract 201.01, Jones County, Texas	1.25	1.45		1.08		1.12		1.07	5.97		6
Block Group 2, Census Tract 201.01, Jones County, Texas	1.65			1.76		1.31		1.13	5.85		6
Block Group 1, Census Tract 201.02, Jones County, Texas						3.00			3.00		3
Block Group 1, Census Tract 202, Jones County, Texas		1.64			1.13		2.06	1.03	5.85	3.05	18



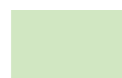


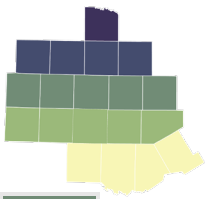
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 2, Census Tract 202, Jones County, Texas				1.31	1.38	1.06	3.57		7.33	1.87	14
Block Group 3, Census Tract 202, Jones County, Texas			1.72	1.24		1.18	5.17		9.31		9
Block Group 1, Census Tract 203, Jones County, Texas	1.32	1.18		1.62	1.38	1.23	5.31		12.03	1.99	24
Block Group 2, Census Tract 203, Jones County, Texas	1.05				1.64	1.09	1.84		5.62		6
Block Group 1, Census Tract 204, Jones County, Texas	2.18	1.01	1.78			1.20	11.62	1.12	18.91	2.15	41
Block Group 2, Census Tract 204, Jones County, Texas		1.41			1.64	1.11	1.97		6.13		6
Block Group 3, Census Tract 204, Jones County, Texas	1.03		3.97		1.42	1.19	2.25		9.85		10
Block Group 4, Census Tract 204, Jones County, Texas	1.13		3.61	1.61		1.40	2.98		10.72		11



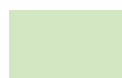


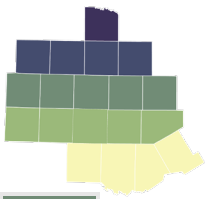
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 205, Jones County, Texas	1.09		1.73	1.61	1.66	1.09			7.18	3.44	25
Block Group 2, Census Tract 205, Jones County, Texas	1.04				1.23				2.27		2
Block Group 3, Census Tract 205, Jones County, Texas	1.71	1.09		1.87		1.34		1.15	7.16		7
Block Group 4, Census Tract 205, Jones County, Texas			1.98	1.65		1.18		1.31	6.12		6
Block Group 1, Census Tract 9501, Kent County, Texas	1.69		1.87	1.51	1.08	1.06			7.21		7
Block Group 1, Census Tract 9501, Knox County, Texas	1.13			1.27		1.22	7.56		11.18		11
Block Group 2, Census Tract 9501, Knox County, Texas					1.44				1.44		1
Block Group 1, Census Tract 9502, Knox County, Texas	1.01	1.27	1.28	1.04	1.08		1.52		7.20		7





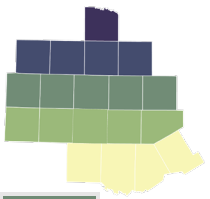
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 2, Census Tract 9502, Knox County, Texas	1.04	1.13			1.30	1.04	2.54		7.05		7
Block Group 1, Census Tract 9502, Mitchell County, Texas						3.00			3.00		3
Block Group 2, Census Tract 9502, Mitchell County, Texas		1.22			1.71	1.09	1.61		5.63		6
Block Group 3, Census Tract 9502, Mitchell County, Texas			1.00	1.04	1.00	1.13	4.14		8.31	1.43	12
Block Group 4, Census Tract 9502, Mitchell County, Texas	1.54			1.43		1.03		1.14	5.14		5
Block Group 5, Census Tract 9502, Mitchell County, Texas	1.16	1.03	1.56	1.00		1.06		1.07	6.88	1.09	7
Block Group 1, Census Tract 9504, Mitchell County, Texas	1.78			1.17	1.02		1.15	1.06	6.18	1.54	10
Block Group 2, Census Tract 9504, Mitchell County, Texas					1.17			1.01	2.18		2



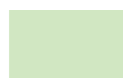


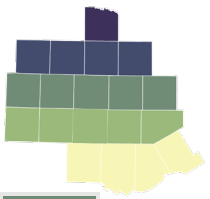
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9501, Nolan County, Texas			1.45	1.18		1.13		1.03	4.79		5
Block Group 2, Census Tract 9501, Nolan County, Texas	1.23	1.24		1.10		1.11		1.08	5.76	1.42	8
Block Group 1, Census Tract 9502, Nolan County, Texas				1.19			3.23	1.13	5.55	2.57	14
Block Group 2, Census Tract 9502, Nolan County, Texas	1.48							1.08	2.56		3
Block Group 3, Census Tract 9502, Nolan County, Texas	1.22		1.33		1.42		1.13		5.10	1.47	7
Block Group 4, Census Tract 9502, Nolan County, Texas					1.47				1.47	3.16	5
Block Group 5, Census Tract 9502, Nolan County, Texas				1.30	1.50	1.21			4.00	1.54	6
Block Group 1, Census Tract 9503, Nolan County, Texas	1.13	1.16	1.76			1.18	1.13	1.09	7.45		7



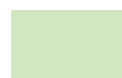


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 2, Census Tract 9503, Nolan County, Texas		2.44	2.46		1.58		2.25		8.73	1.34	12
Block Group 1, Census Tract 9504, Nolan County, Texas		2.72	2.33		1.48	1.12	3.33		10.99		11
Block Group 2, Census Tract 9504, Nolan County, Texas	2.44	1.28		1.38				1.28	6.38		6
Block Group 3, Census Tract 9504, Nolan County, Texas			1.42		1.24		2.97		5.63	1.60	9
Block Group 4, Census Tract 9504, Nolan County, Texas	1.47		1.62	1.04	1.14		2.01		7.29		7
Block Group 1, Census Tract 9505, Nolan County, Texas							3.14	1.12	4.26		4
Block Group 2, Census Tract 9505, Nolan County, Texas						1.13		1.14	2.27	1.20	3
Block Group 3, Census Tract 9505, Nolan County, Texas	1.02			1.46	1.34		1.31		5.13		5

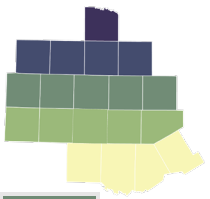




Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 4, Census Tract 9505, Nolan County, Texas	1.20	1.06		1.96		1.47		1.12	6.81	2.47	17
Block Group 1, Census Tract 9501, Runnels County, Texas				1.07				1.11	2.17		2
Block Group 2, Census Tract 9501, Runnels County, Texas	1.78			2.15		1.56		1.28	6.77		7
Block Group 1, Census Tract 9502, Runnels County, Texas		1.98	1.12		1.81	1.05			5.98		6
Block Group 2, Census Tract 9502, Runnels County, Texas	1.22	1.33	2.70	1.27		1.14		1.02	8.69	3.52	31
Block Group 3, Census Tract 9502, Runnels County, Texas		2.24			1.62				3.87		4
Block Group 1, Census Tract 9505, Runnels County, Texas				1.40				1.10	2.50	1.44	4
Block Group 2, Census Tract 9505, Runnels County, Texas					1.34		1.01		2.35	1.73	4

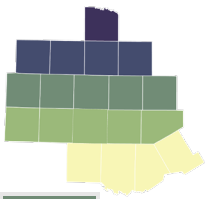




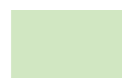


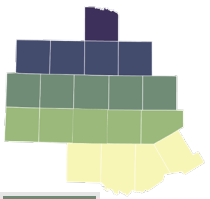
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9506, Runnels County, Texas	1.63	1.12				1.28		1.11	5.14		5
Block Group 2, Census Tract 9506, Runnels County, Texas	1.33		1.35	1.50		1.28			5.46		5
Block Group 3, Census Tract 9506, Runnels County, Texas		2.29		1.03		1.07		1.19	5.59		6
Block Group 4, Census Tract 9506, Runnels County, Texas	1.11		2.01	1.20	1.06	1.15		1.05	7.58		8
Block Group 5, Census Tract 9506, Runnels County, Texas				1.20		1.20		1.06	3.46		3
Block Group 1, Census Tract 9501, Scurry County, Texas		1.13				2.19			3.33		3
Block Group 2, Census Tract 9501, Scurry County, Texas		2.09	1.06		1.06		2.24	1.05	7.50		7
Block Group 3, Census Tract 9501, Scurry County, Texas		1.19			1.29				2.48		2



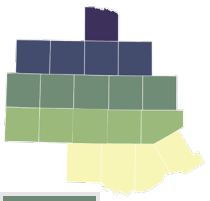


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 1, Census Tract 9502, Scurry County, Texas					1.53				1.53		2
Block Group 1, Census Tract 9503, Scurry County, Texas		1.51	6.71			1.17	12.99	1.17	23.55	2.55	60
Block Group 2, Census Tract 9503, Scurry County, Texas	1.04			1.43		1.09		1.20	4.77		5
Block Group 3, Census Tract 9503, Scurry County, Texas					1.12			1.03	2.15		2
Block Group 4, Census Tract 9503, Scurry County, Texas					1.68				1.68		2
Block Group 5, Census Tract 9503, Scurry County, Texas			1.13	1.36	1.01	1.05		1.06	5.62		6
Block Group 1, Census Tract 9506, Scurry County, Texas	1.18			1.22	1.08	1.10		1.04	5.63	1.34	8
Block Group 2, Census Tract 9506, Scurry County, Texas				1.12		1.27			2.39		2

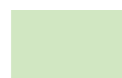


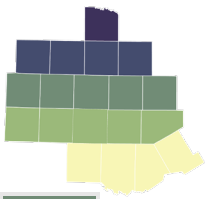


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Block Group 3, Census Tract 9506, Scurry County, Texas	1.01	1.33	2.76		1.34	1.08			7.52		8
Block Group 4, Census Tract 9506, Scurry County, Texas		1.34			1.24				2.59		3
Block Group 5, Census Tract 9506, Scurry County, Texas		1.27			1.84				3.11		3
Block Group 1, Census Tract 9503, Shackelford County, Texas	1.81			1.93				1.16	4.91		5
Block Group 2, Census Tract 9503, Shackelford County, Texas				1.01	1.53	1.03			3.57		4
Block Group 3, Census Tract 9503, Shackelford County, Texas	1.66	2.35	2.63					1.07	7.71		8
Block Group 4, Census Tract 9503, Shackelford County, Texas					1.01			1.06	2.07		2
Block Group 1, Census Tract	1.59	1.59		1.28	1.13	1.55			7.13		7

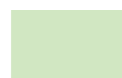


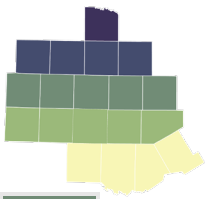
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
9502, Stephens County, Texas											
Block Group 2, Census Tract 9502, Stephens County, Texas	1.73	1.70	1.50		1.25				6.18	2.59	16
Block Group 3, Census Tract 9502, Stephens County, Texas		1.92		1.06	1.42				4.40		4
Block Group 4, Census Tract 9502, Stephens County, Texas		1.23			1.68				2.91		3
Block Group 1, Census Tract 9503, Stephens County, Texas	2.27	2.31				1.26		1.19	7.03		7
Block Group 2, Census Tract 9503, Stephens County, Texas	1.35	1.16	1.32	1.27				1.03	6.13		6
Block Group 3, Census Tract 9503, Stephens County, Texas	1.66	1.14	1.27	1.59		1.32	2.66	1.24	10.88	3.20	35
Block Group 1, Census Tract 9505, Stephens County, Texas		1.81			1.05	1.21	2.02	1.05	7.15		7
Block Group 2, Census Tract				1.67		1.10		1.23	4.00		4





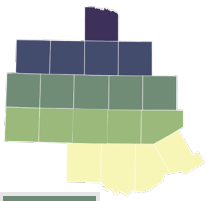
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
9505, Stephens County, Texas											
Block Group 3, Census Tract 9505, Stephens County, Texas	1.30			1.18		2.00			4.48		4
Block Group 1, Census Tract 9503, Stonewall County, Texas	1.15	1.23	1.37	1.25	1.03	1.08			7.11		7
Block Group 2, Census Tract 9503, Stonewall County, Texas	1.15				1.32		1.58		4.05	2.84	11
Block Group 1, Census Tract 101, Taylor County, Texas	1.32		1.98	1.62		1.02		1.11	7.05		7
Block Group 2, Census Tract 101, Taylor County, Texas			1.97			1.30			3.27		3
Block Group 3, Census Tract 101, Taylor County, Texas	1.18			1.64		1.14		1.28	5.24		5
Block Group 4, Census Tract 101, Taylor County, Texas		2.64				1.15	4.81	1.25	9.86		10
Block Group 1, Census Tract 102,	1.10	1.88	1.61		1.14		2.37	1.02	9.12		9



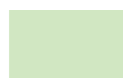


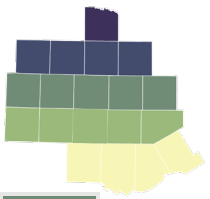
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 2, Census Tract 102, Taylor County, Texas		1.57	1.16			1.10			3.84		4
Block Group 1, Census Tract 103, Taylor County, Texas		1.68			1.39				3.07		3
Block Group 2, Census Tract 103, Taylor County, Texas		1.73			1.18		1.75		4.66	2.01	9
Block Group 1, Census Tract 104, Taylor County, Texas	1.01	1.72	1.35		1.40				5.49		5
Block Group 2, Census Tract 104, Taylor County, Texas	1.19	2.01	2.00	1.10	1.05		4.95	1.04	13.34	1.22	16
Block Group 1, Census Tract 105, Taylor County, Texas	1.26	2.84	1.71		1.15				6.96		7
Block Group 2, Census Tract 105, Taylor County, Texas	1.45	1.68	2.01		1.21			1.00	7.34		7
Block Group 3, Census Tract 105,		2.93	1.80		1.54				6.27		6



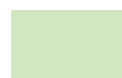


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 1, Census Tract 106, Taylor County, Texas					1.60				1.60		2
Block Group 2, Census Tract 106, Taylor County, Texas				1.03	1.16		1.09	1.00	4.28		4
Block Group 3, Census Tract 106, Taylor County, Texas	1.21			1.34		1.01		1.08	4.64		5
Block Group 1, Census Tract 107, Taylor County, Texas		1.14			1.61				2.75		3
Block Group 2, Census Tract 107, Taylor County, Texas			4.36				4.61	1.21	10.18		10
Block Group 3, Census Tract 107, Taylor County, Texas		1.36			1.23		2.92		5.51	2.33	13
Block Group 1, Census Tract 108, Taylor County, Texas	1.75	3.23		1.24	1.04	1.39	10.65	1.05	20.34		20
Block Group 2, Census Tract 108, Taylor County, Texas	1.12		1.97		1.48		6.55		11.12		11

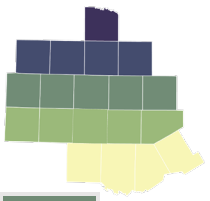




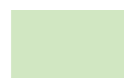
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 1, Census Tract 109, Taylor County, Texas	1.49	2.32	5.23					1.12	10.17		10
Block Group 2, Census Tract 109, Taylor County, Texas		2.22		1.21		1.36		1.11	5.90		6
Block Group 3, Census Tract 109, Taylor County, Texas	2.07	2.54				1.23		1.18	7.02	1.51	11
Block Group 4, Census Tract 109, Taylor County, Texas	1.41			2.04		1.25		1.30	5.99		6
Block Group 5, Census Tract 109, Taylor County, Texas	1.05		5.78		1.23		2.63		10.69		11
Block Group 6, Census Tract 109, Taylor County, Texas	1.08	1.37			1.73		7.42		11.60	1.14	13
Block Group 7, Census Tract 109, Taylor County, Texas					1.36		1.05		2.41		2
Block Group 1, Census Tract 110,	1.37	1.24	3.54		1.05			1.05	8.25		8

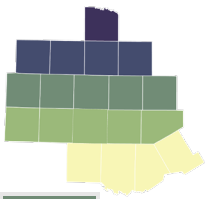




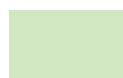


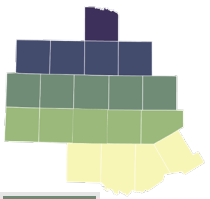
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 1, Census Tract 112, Taylor County, Texas			1.82				2.77	1.07	5.66		6
Block Group 2, Census Tract 112, Taylor County, Texas	1.55	2.77	4.42	1.20		1.39		1.22	12.56		13
Block Group 3, Census Tract 112, Taylor County, Texas	1.04		1.36		1.17			1.01	4.58		5
Block Group 1, Census Tract 113, Taylor County, Texas	1.80	1.85	2.09		1.04			1.05	7.84		8
Block Group 2, Census Tract 113, Taylor County, Texas	2.04	1.51		1.23		1.29		1.08	7.15		7
Block Group 3, Census Tract 113, Taylor County, Texas				1.43	1.14		4.69	1.02	8.28		8
Block Group 4, Census Tract 113, Taylor County, Texas	1.22	2.80		1.11	1.34				6.47		6
Block Group 5, Census Tract 113, Taylor County, Texas	1.15				1.04			1.05	3.25		3



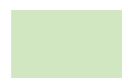


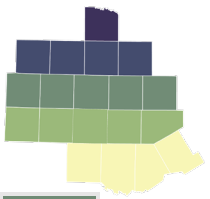
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 1, Census Tract 114, Taylor County, Texas		1.23			1.13		2.06	1.02	5.43		5
Block Group 2, Census Tract 114, Taylor County, Texas	1.05	1.29		1.22	1.28				4.85	2.17	11
Block Group 3, Census Tract 114, Taylor County, Texas					1.08			1.04	2.12		2
Block Group 4, Census Tract 114, Taylor County, Texas	1.28			2.19		1.22	1.44	1.02	7.15		7
Block Group 1, Census Tract 115, Taylor County, Texas		1.60	1.86				1.38	1.05	5.89	2.47	15
Block Group 2, Census Tract 115, Taylor County, Texas		1.81			1.38				3.19		3
Block Group 3, Census Tract 115, Taylor County, Texas				1.22				1.21	2.43		2
Block Group 1, Census Tract 116,					1.02			1.06	2.08		2



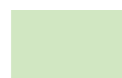


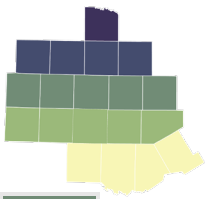
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 2, Census Tract 116, Taylor County, Texas	1.69							1.28	2.97		3
Block Group 3, Census Tract 116, Taylor County, Texas		1.04	1.72		1.13			1.03	4.92		5
Block Group 4, Census Tract 116, Taylor County, Texas		1.89			1.07			1.04	4.01		4
Block Group 1, Census Tract 117, Taylor County, Texas	1.57	1.99	3.39		1.12		1.08	1.03	10.18		10
Block Group 2, Census Tract 117, Taylor County, Texas					1.60				1.60		2
Block Group 1, Census Tract 119, Taylor County, Texas		2.06	2.04		1.15		3.38	1.02	9.66	1.50	14
Block Group 2, Census Tract 119, Taylor County, Texas	1.00	2.47	1.09		1.32		3.86		9.74		10
Block Group 1, Census Tract 120,	1.16		1.10	1.86		1.05		1.11	6.27		6



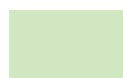


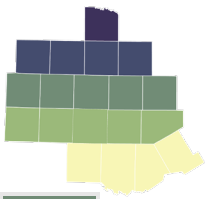
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 2, Census Tract 120, Taylor County, Texas				1.50	1.02			1.06	3.57		4
Block Group 1, Census Tract 121, Taylor County, Texas	5.36	3.55				1.38		1.32	11.61		12
Block Group 1, Census Tract 122, Taylor County, Texas			1.47			2.11			3.59		4
Block Group 2, Census Tract 122, Taylor County, Texas					1.31				1.31		1
Block Group 3, Census Tract 122, Taylor County, Texas			2.40					1.09	3.48		3
Block Group 1, Census Tract 123, Taylor County, Texas		1.46			1.49				2.96		3
Block Group 2, Census Tract 123, Taylor County, Texas		1.43							1.43		1
Block Group 3, Census Tract 123,		1.33	2.28		1.44		2.91		7.95		8



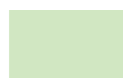


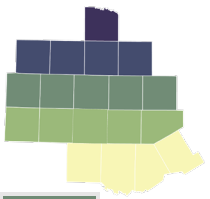
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 1, Census Tract 124, Taylor County, Texas		3.65	1.78		1.78		3.87		11.08		11
Block Group 2, Census Tract 124, Taylor County, Texas	1.57		1.96	1.65			1.32	1.27	7.77	1.47	11
Block Group 1, Census Tract 125, Taylor County, Texas	1.70	1.68	1.71			1.18		1.03	7.30		7
Block Group 2, Census Tract 125, Taylor County, Texas		1.22			1.00			1.07	3.29	1.51	5
Block Group 3, Census Tract 125, Taylor County, Texas					1.14				1.14		1
Block Group 1, Census Tract 126, Taylor County, Texas					1.27				1.27	1.41	2
Block Group 2, Census Tract 126, Taylor County, Texas				1.15	1.02			1.06	3.22		3
Block Group 1, Census Tract 127, Taylor County, Texas		1.32		1.13	1.44				3.89	1.54	6



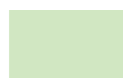


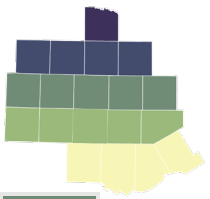
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 2, Census Tract 127, Taylor County, Texas	1.05		1.49	2.26		1.45		1.02	7.27		7
Block Group 3, Census Tract 127, Taylor County, Texas								1.08	1.08		1
Block Group 4, Census Tract 127, Taylor County, Texas	1.35			2.29		1.21		1.24	6.10		6
Block Group 5, Census Tract 127, Taylor County, Texas					1.59				1.59		2
Block Group 6, Census Tract 127, Taylor County, Texas				1.60		1.15		1.17	3.92	1.03	4
Block Group 7, Census Tract 127, Taylor County, Texas				1.11	1.16	1.05			3.32		3
Block Group 8, Census Tract 127, Taylor County, Texas								1.00	1.00		1
Block Group 1, Census Tract		2.41	1.41					1.14	4.96		5



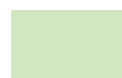


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
128.01, Taylor County, Texas											
Block Group 2, Census Tract 128.01, Taylor County, Texas		1.12	1.68	1.03	1.04			1.00	5.88		6
Block Group 3, Census Tract 128.01, Taylor County, Texas			2.79						2.79		3
Block Group 1, Census Tract 128.02, Taylor County, Texas									0.00		0
Block Group 2, Census Tract 128.02, Taylor County, Texas	1.61		1.27	1.62			1.39	1.19	7.08	1.27	9
Block Group 3, Census Tract 128.02, Taylor County, Texas	1.04		4.24				3.45	1.27	10.00		10
Block Group 1, Census Tract 129, Taylor County, Texas					1.81				1.81		2
Block Group 2, Census Tract 129, Taylor County, Texas					1.83				1.83		2
Block Group 1, Census Tract 130,									0.00		0

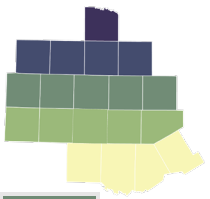




Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 1, Census Tract 131, Taylor County, Texas					1.60		1.43		3.02		3
Block Group 2, Census Tract 131, Taylor County, Texas	1.59							1.07	2.67		3
Block Group 3, Census Tract 131, Taylor County, Texas			2.96				1.01	1.16	5.12		5
Block Group 4, Census Tract 131, Taylor County, Texas			2.09					1.03	3.13		3
Block Group 5, Census Tract 131, Taylor County, Texas	1.21				1.96				3.17		3
Block Group 6, Census Tract 131, Taylor County, Texas		2.14			1.88		4.86		8.88		9
Block Group 7, Census Tract 131, Taylor County, Texas		4.39			1.54	1.38			7.30		7
Block Group 1, Census Tract 132,	1.08	1.03			1.05			1.05	4.20		4

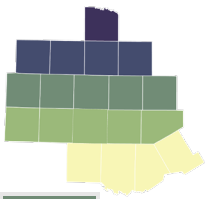




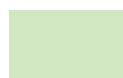


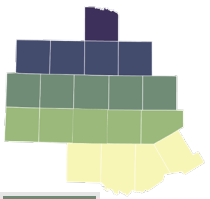
Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 1, Census Tract 133, Taylor County, Texas		1.57			1.45				3.03		3
Block Group 2, Census Tract 133, Taylor County, Texas		1.39			1.39				2.78		3
Block Group 3, Census Tract 133, Taylor County, Texas							3.45	1.10	4.55		5
Block Group 1, Census Tract 134.01, Taylor County, Texas								1.10	1.10		1
Block Group 2, Census Tract 134.01, Taylor County, Texas		1.02						1.07	2.09		2
Block Group 3, Census Tract 134.01, Taylor County, Texas					1.19		2.89		4.08		4
Block Group 1, Census Tract 134.02, Taylor County, Texas	2.15		8.49	2.81		1.69		1.24	16.38		16
Block Group 2, Census Tract		1.44			1.96				3.40		3



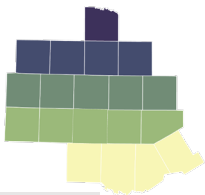


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
134.02, Taylor County, Texas											
Block Group 3, Census Tract 134.02, Taylor County, Texas					1.74				1.74		2
Block Group 4, Census Tract 134.02, Taylor County, Texas					1.17				1.17		1
Block Group 1, Census Tract 134.04, Taylor County, Texas	1.32			1.45		1.18		1.17	5.12		5
Block Group 2, Census Tract 134.04, Taylor County, Texas					1.49				1.49		1
Block Group 3, Census Tract 134.04, Taylor County, Texas					1.64				1.64		2
Block Group 4, Census Tract 134.04, Taylor County, Texas	1.13	1.18			1.44				3.75		4
Block Group 1, Census Tract 135, Taylor County, Texas					1.19				1.19	1.86	2
Block Group 2, Census Tract 135,				1.21	1.11			1.02	3.34	1.68	6



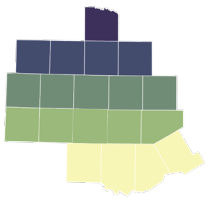


Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Taylor County, Texas											
Block Group 3, Census Tract 135, Taylor County, Texas				1.03				1.08	2.11		2
Block Group 4, Census Tract 135, Taylor County, Texas			1.82	1.62		1.28		1.08	5.80		6
Block Group 1, Census Tract 136, Taylor County, Texas					1.04			1.05	2.09	1.57	3
Block Group 2, Census Tract 136, Taylor County, Texas	1.19	2.08	1.31	1.08	1.48	1.09			8.23	3.84	32
Block Group 3, Census Tract 136, Taylor County, Texas			1.25		1.12			1.03	3.40	1.39	5
Block Group 4, Census Tract 136, Taylor County, Texas				1.34		1.14		1.07	3.55		4
Block Group 1, Census Tract 9800, Taylor County, Texas									0.00		0
Block Group 1, Census Tract 9503,	1.28	1.20	1.66	1.38		1.10		1.19	7.81	1.01	8



Information	Ranking Disability	Ranking Income	Ranking Vehicle	Ranking Senior	Ranking Children	Ranking Unemployment	Ranking LEP	Ranking Veterans	Total Score	Population Ranking	Transit Index
Throckmorton County, Texas											
Block Group 2, Census Tract 9503, Throckmorton County, Texas	1.48	1.09		1.60		1.07		1.13	6.37		6

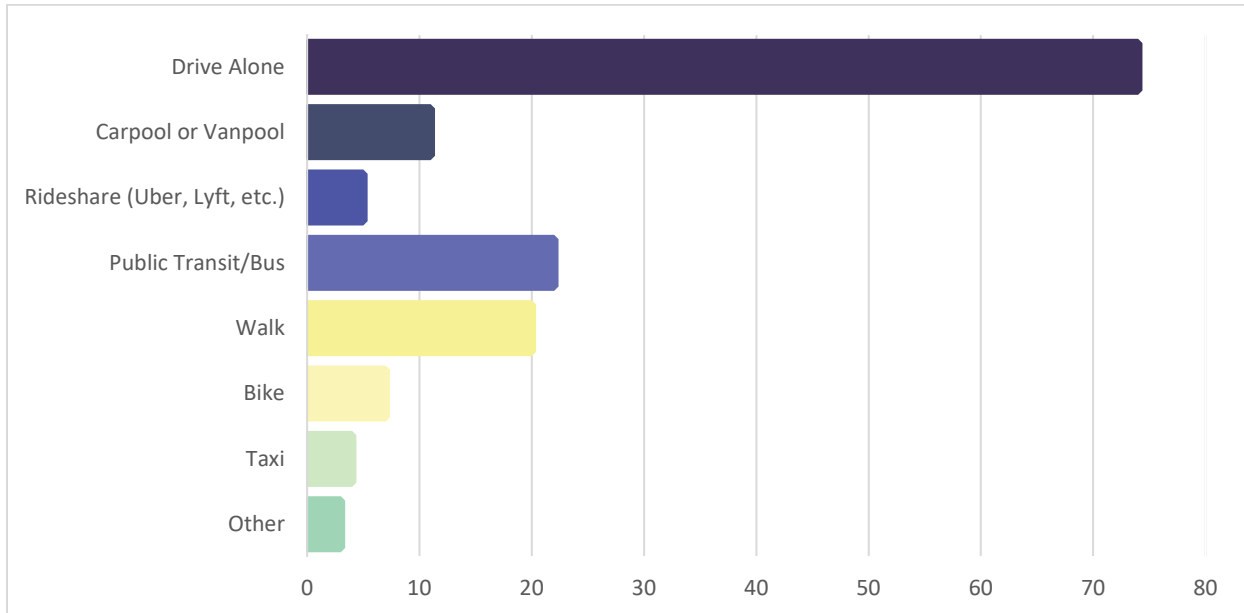




## Appendix C: Survey Data

### Public Survey Results

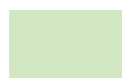
Q1: How do you normally get around?

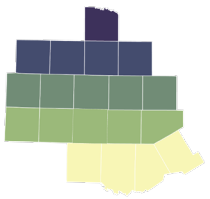


Responses: 98

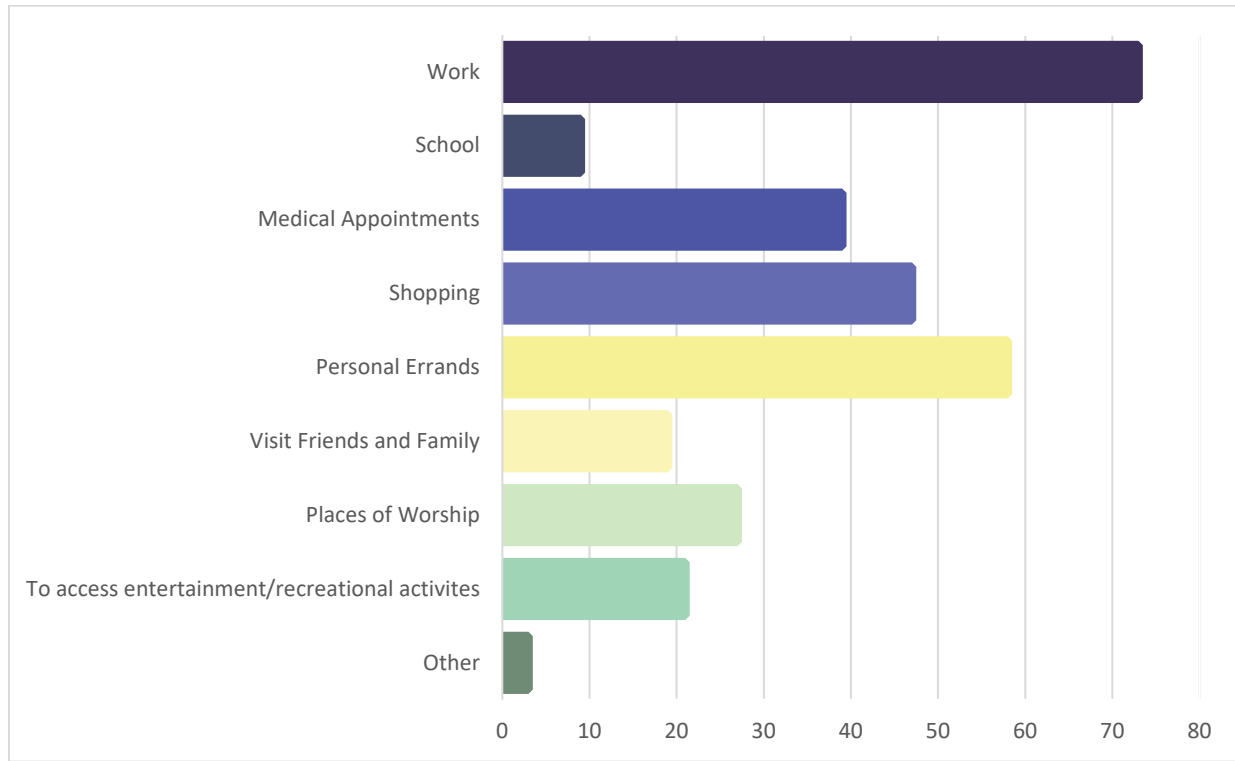
Answer	Responses
Drive Alone	74
Carpool or Vanpool	11
Rideshare (Uber, Lyft, etc.)	5
Public Transit/Bus	22
Walk	20
Bike	7
Taxi	4
Other	3

Other (Specify)	Responses
Rides with brother when he's home	1
Someone drives me	1
Family	1



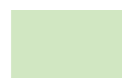


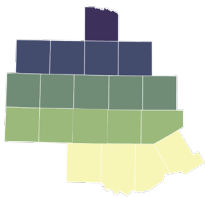
## Q2: Where do you most often need to travel?



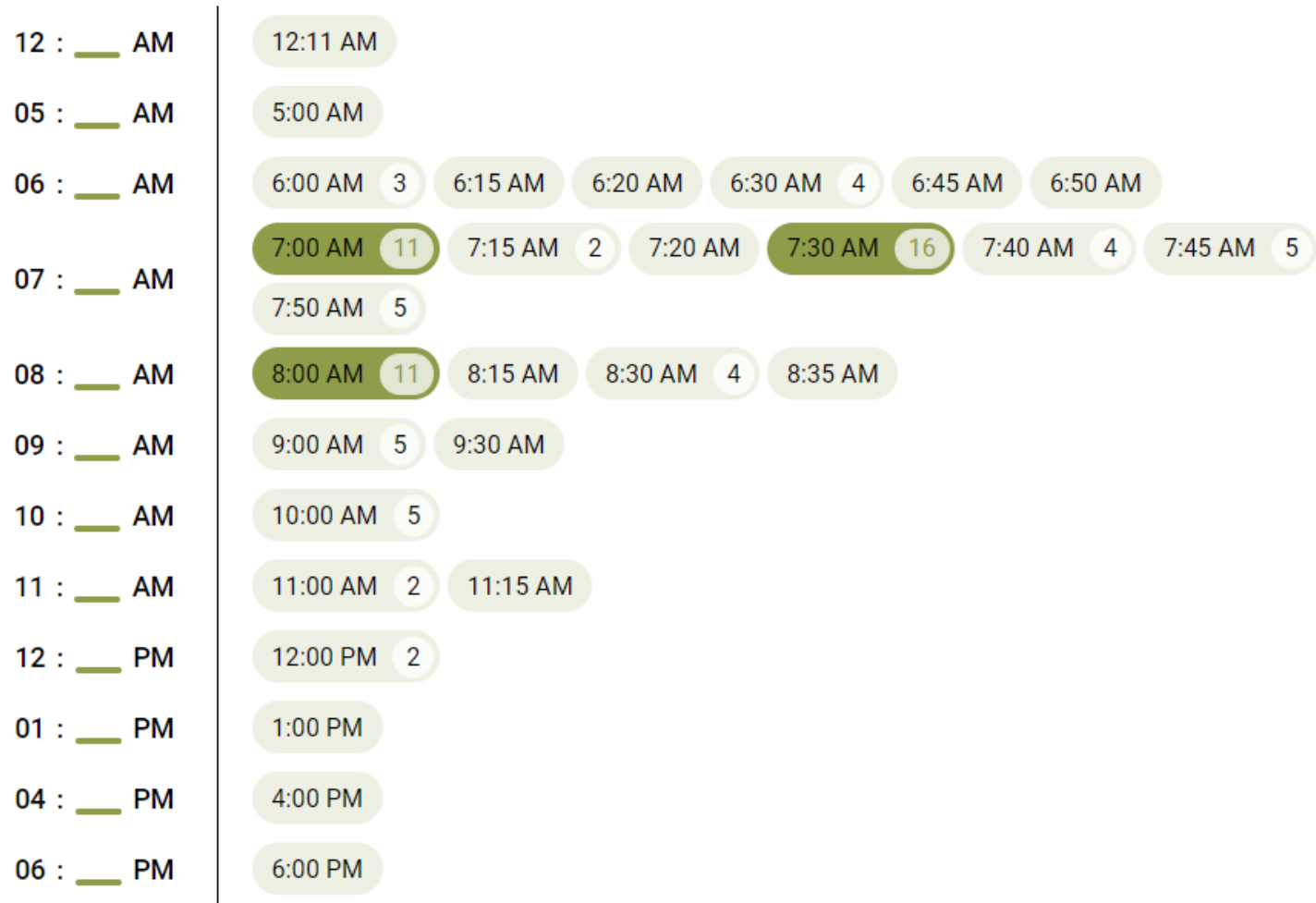
Responses: 97

Answer	Responses
Work	73
School	9
Medical Appointments	39
Shopping	47
Personal Errands	58
Visit Friends and Family	19
Places of Worship	27
To access entertainment/recreational activities	21
Other	3
<b>Other (Specify)</b>	<b>Responses</b>
ACU to volunteer and S. Branch library	1
Library	1
My daughters school	1



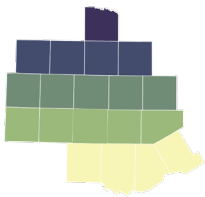


Q3: On a typical day, what time do you normally leave your home?

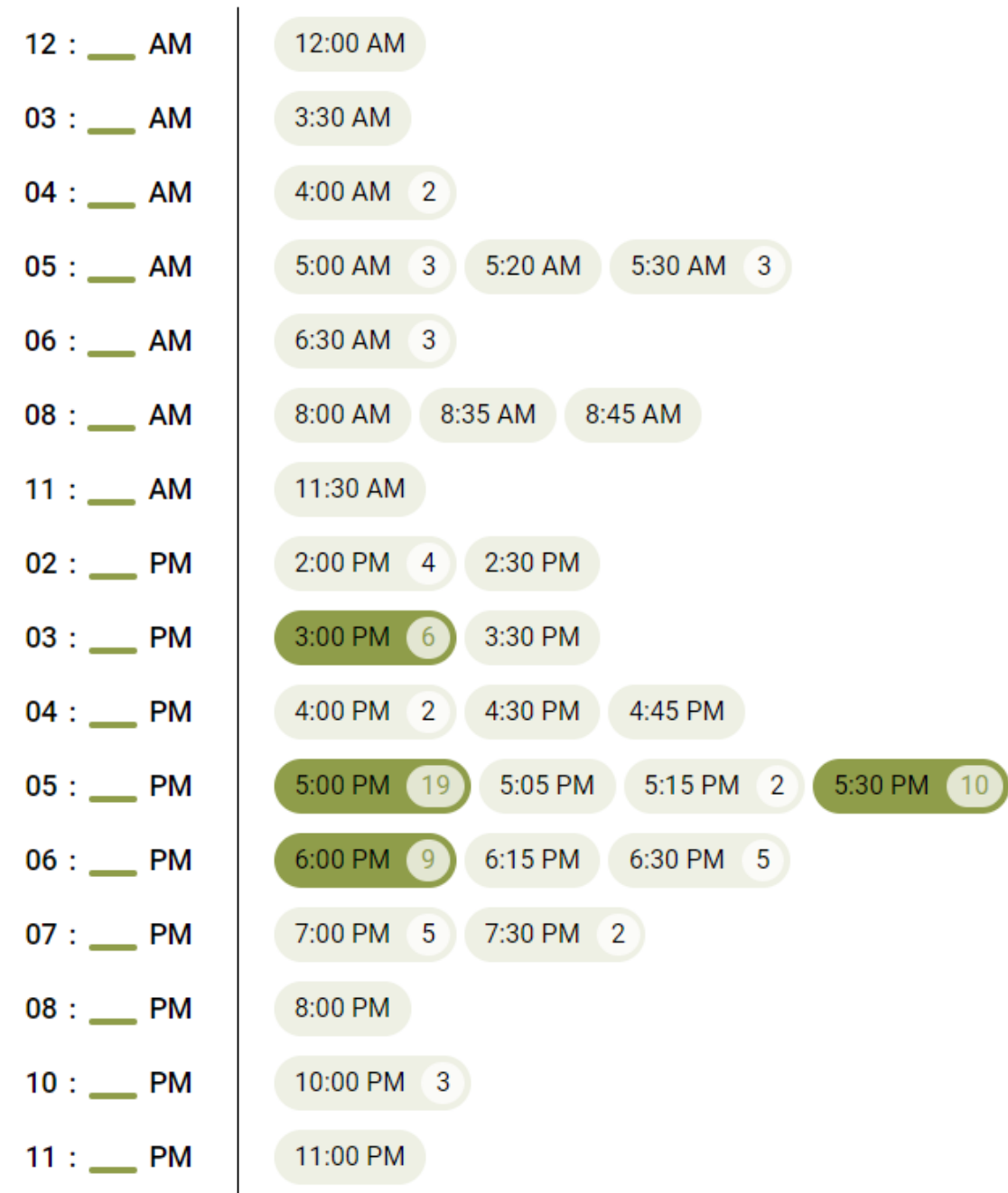


Responses: 93





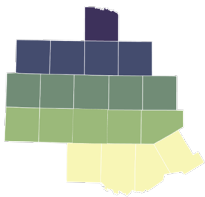
Q4: On a typical day, what time do you normally return your home?



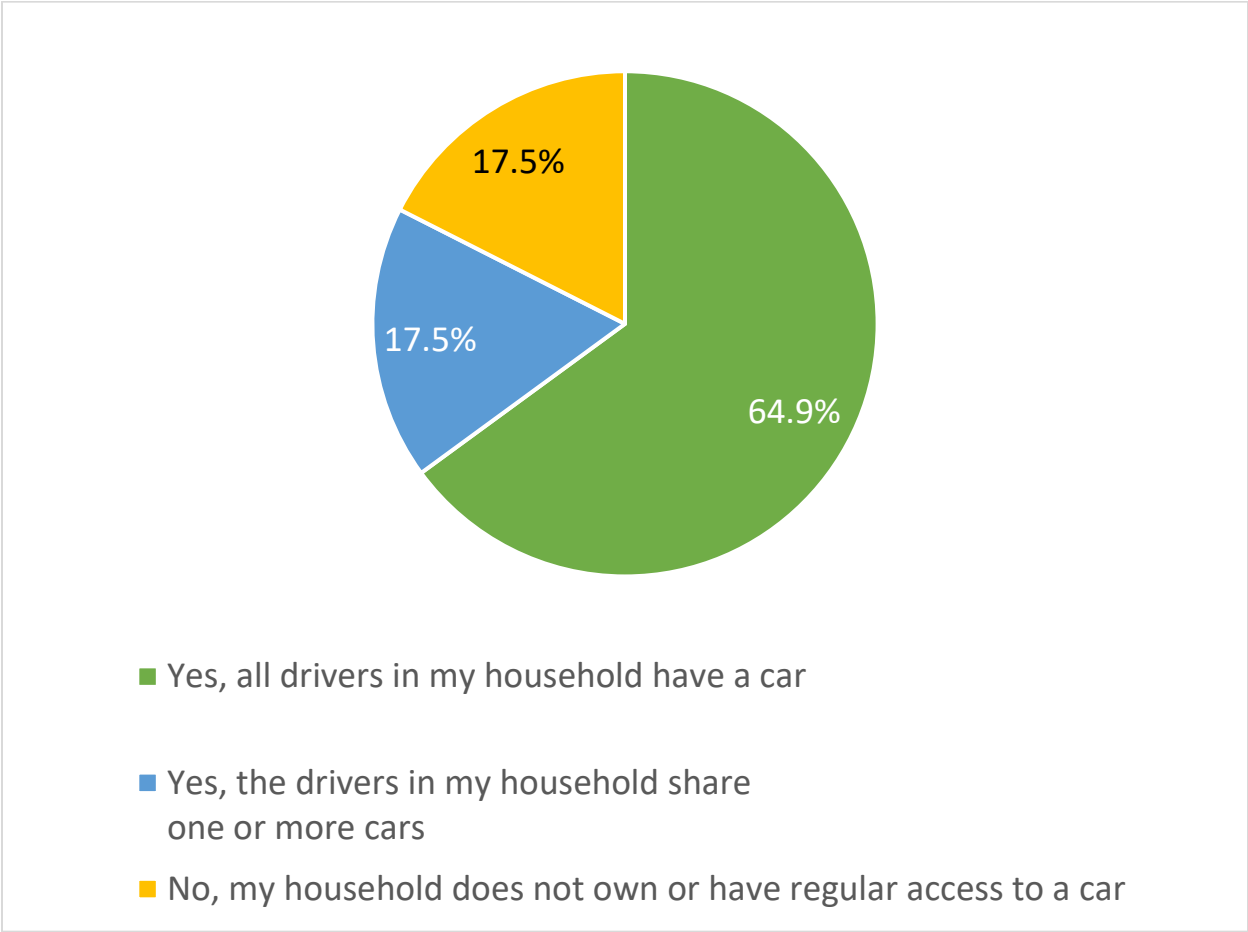
Responses: 93







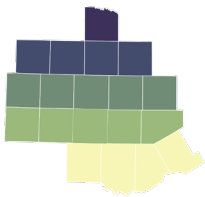
Q5: Do you or another driver in your household own or have regular access to a car?



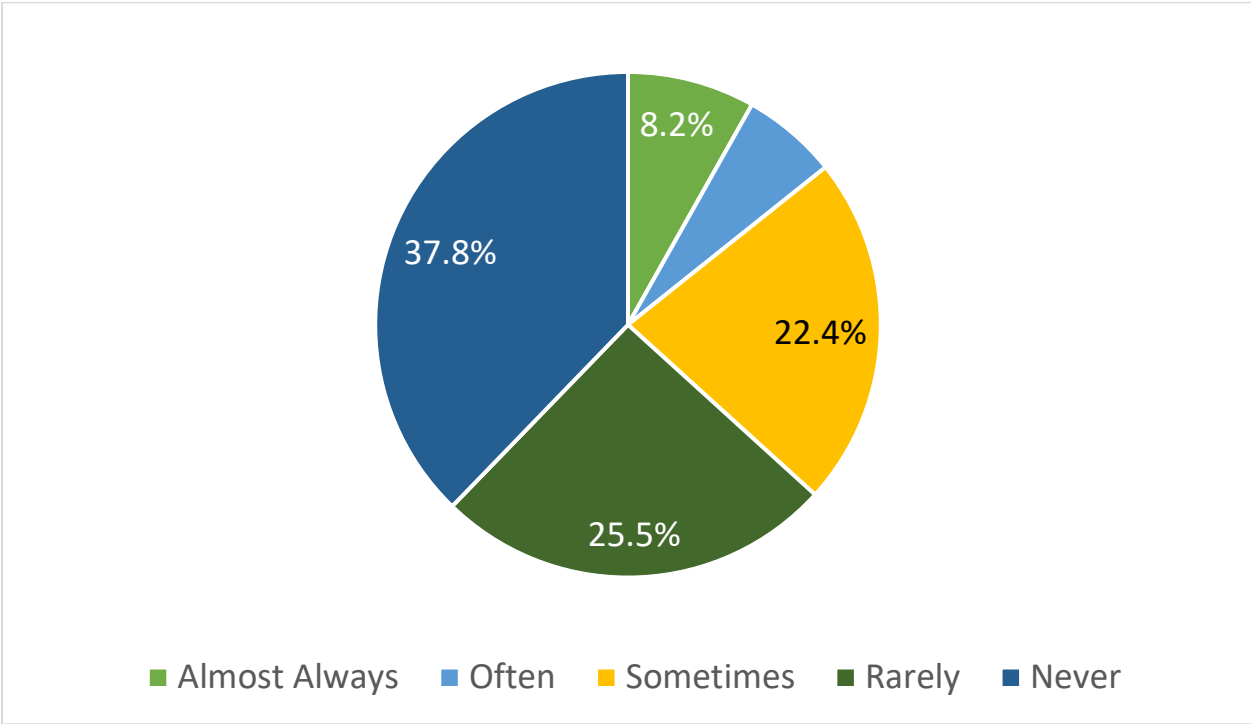
Responses: 97

Answer	Responses
Yes, all drivers in my household have a car	63
Yes, the drivers in my household share one or more cars	17
No, my household does not own or have regular access to a car	17





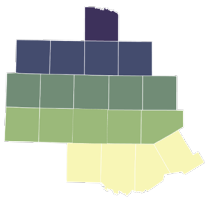
Q6: Are you ever unable to get where you want to go because you cannot find a means of transportation?



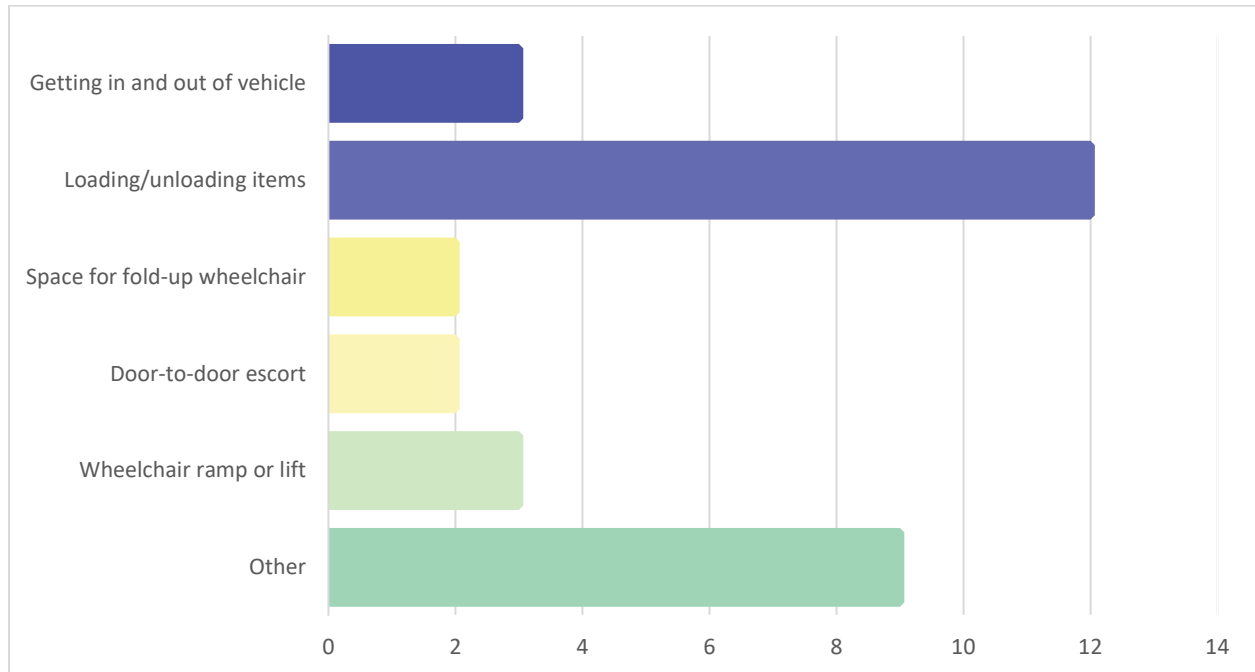
Responses: 98

Answer	Responses
Almost Always	8
Often	6
Sometimes	22
Rarely	25
Never	37



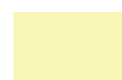


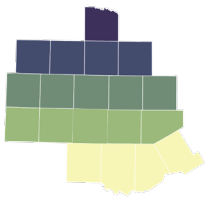
Q7: Do you need any of the following types of assistance when you travel locally?



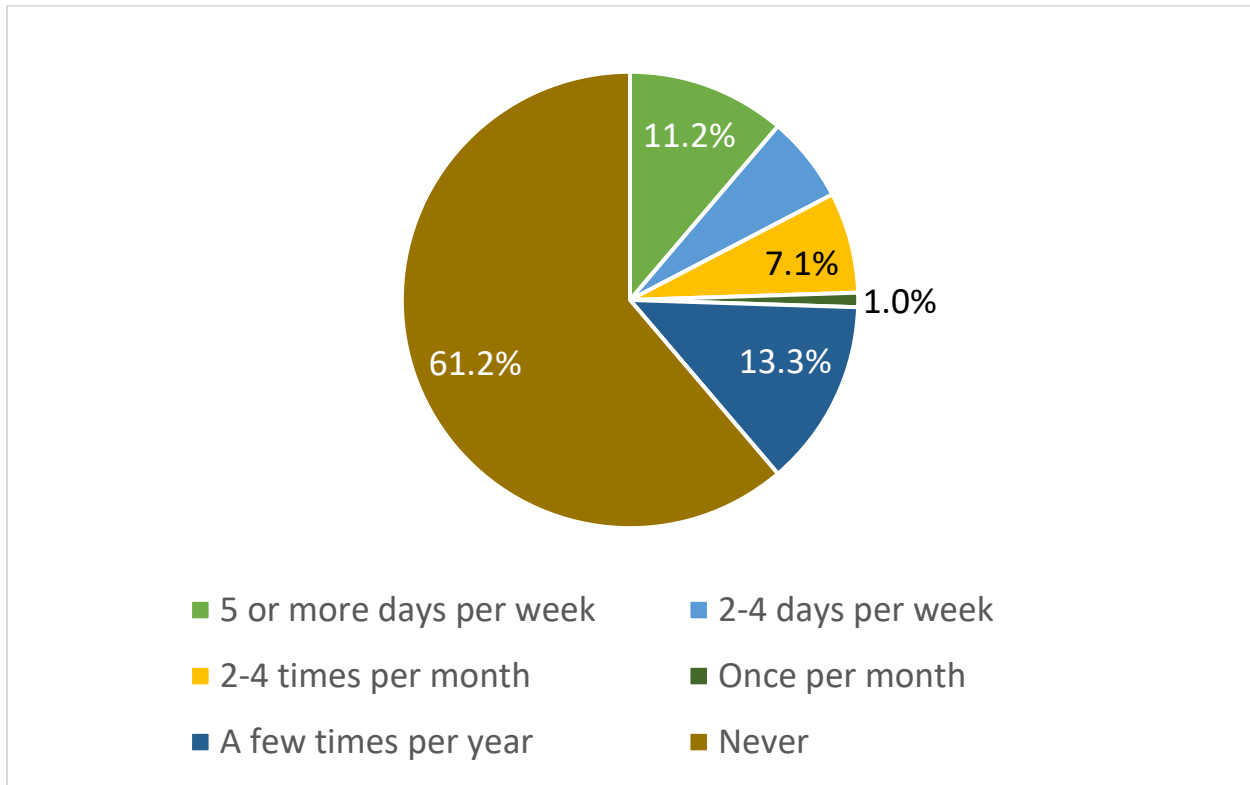
Responses: 25

Answer	Responses
Getting in and out of vehicle	3
Loading/unloading items	12
Space for fold-up wheelchair	2
Door-to-door escort	2
Wheelchair ramp or lift	3
Other	9
Other (Specify)	Responses
None	6
Getting where I need to go	1
Cane	1
Please, consider lowering Senior discounted bus pass rate from 65 (to 63...)	1
I have needed this in the past	1



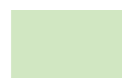


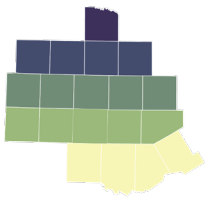
Q8: How often do you use public transit?



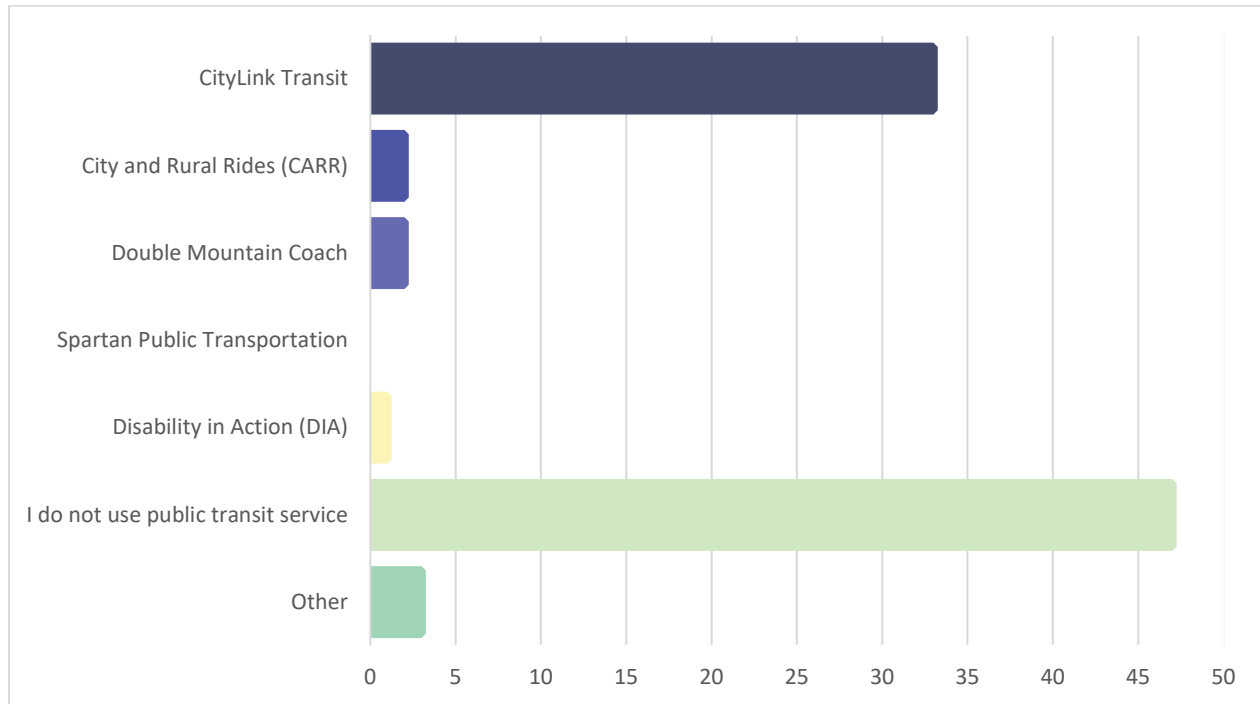
Responses: 98

Answer	Responses
5 or more days per week	11
2-4 days per week	6
2-4 times per month	7
Once per month	1
A few times per year	13
Never	60



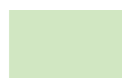


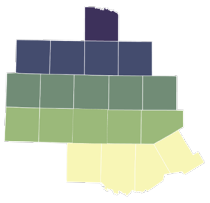
## Q9: What transit service provider(s) do you use?



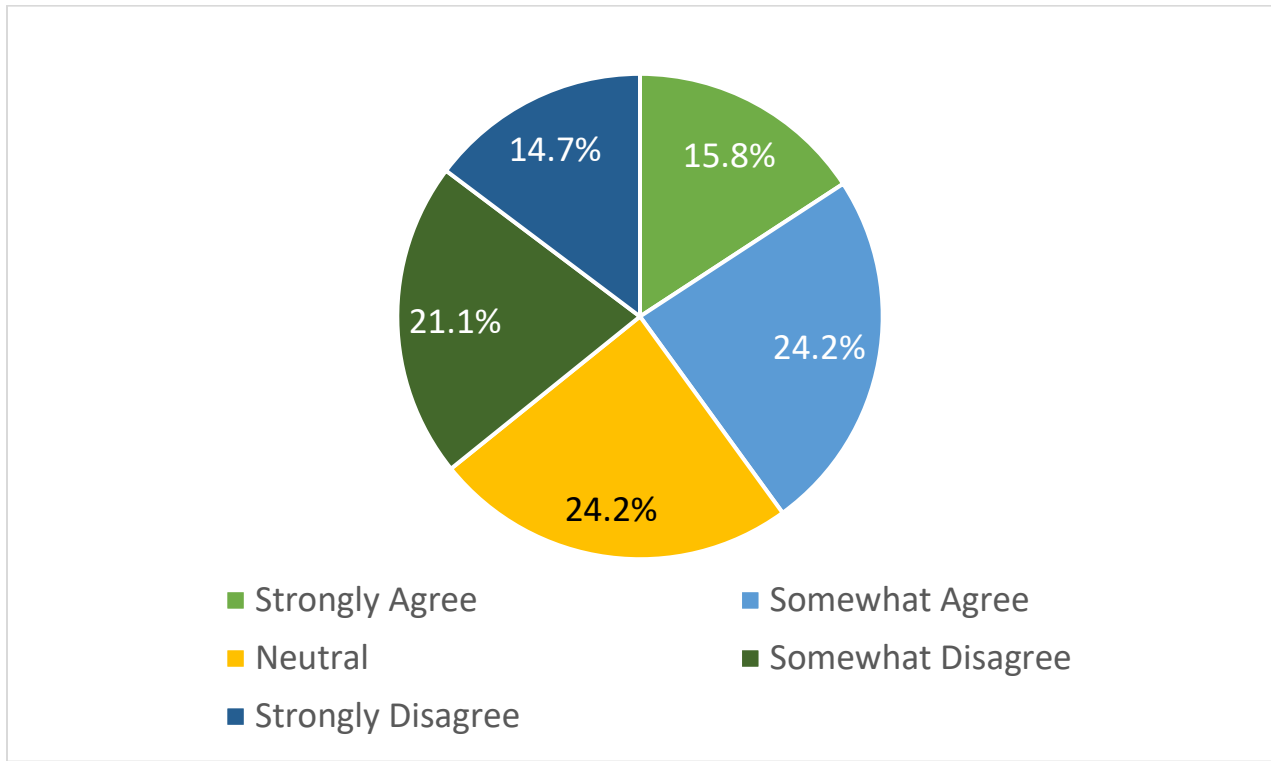
Responses: 84

Answer	Responses
CityLink Transit	33
City and Rural Rides (CARR)	2
Double Mountain Coach	2
Spartan Public Transportation	0
Disability in Action (DIA)	1
I do not use public transit service	47
Other	3
Other (Specify)	Responses
I have used CityLink one time in the 26 years I have lived in Abilene. It was a positive experience.	1
Unavailable in my location	1
TransLink / Coast Mountain Bus	1



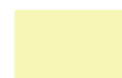
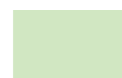


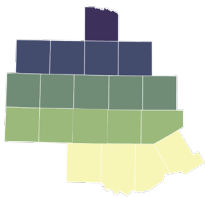
Q10: Information about available transit service is clear and easy to find.



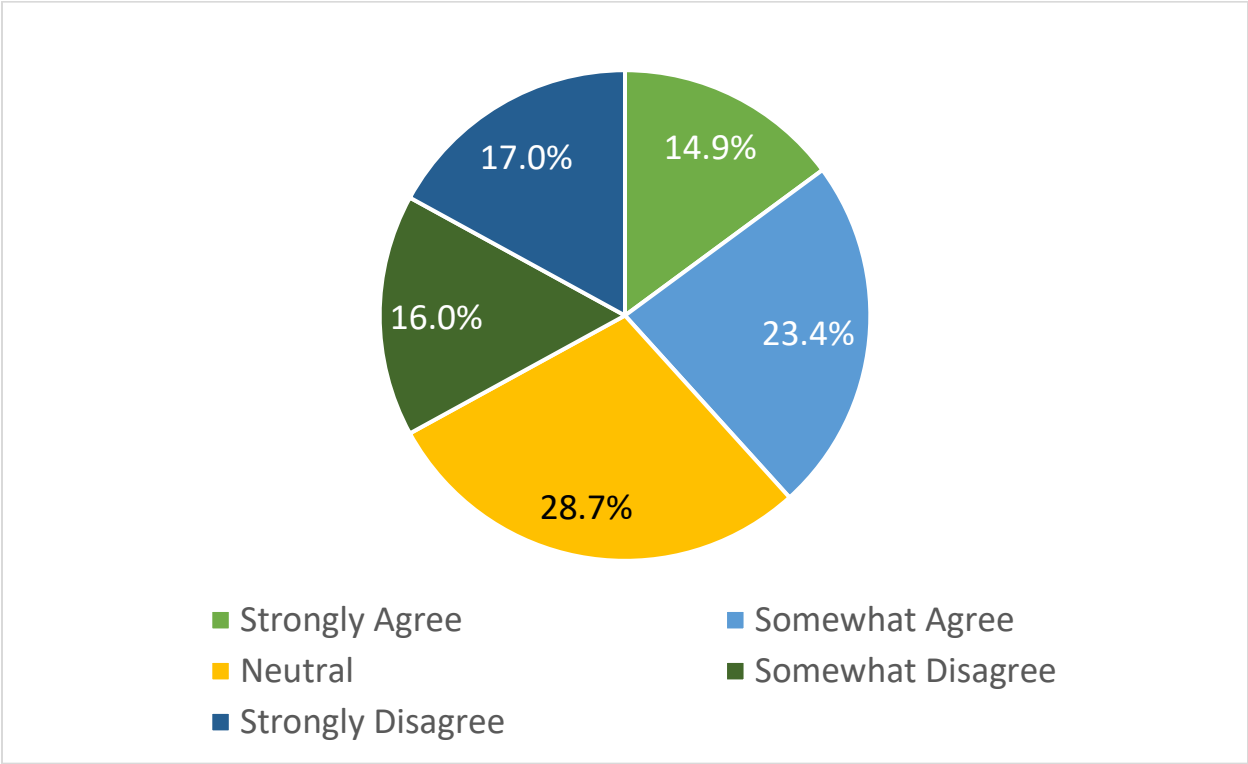
Responses: 95

Answer	Responses
Strongly Agree	15
Somewhat Agree	23
Neutral	23
Somewhat Disagree	20
Strongly Disagree	14



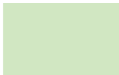


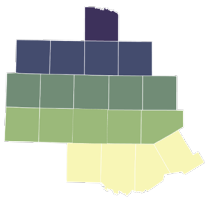
Q11: Public transit in my community is reliable and efficient.



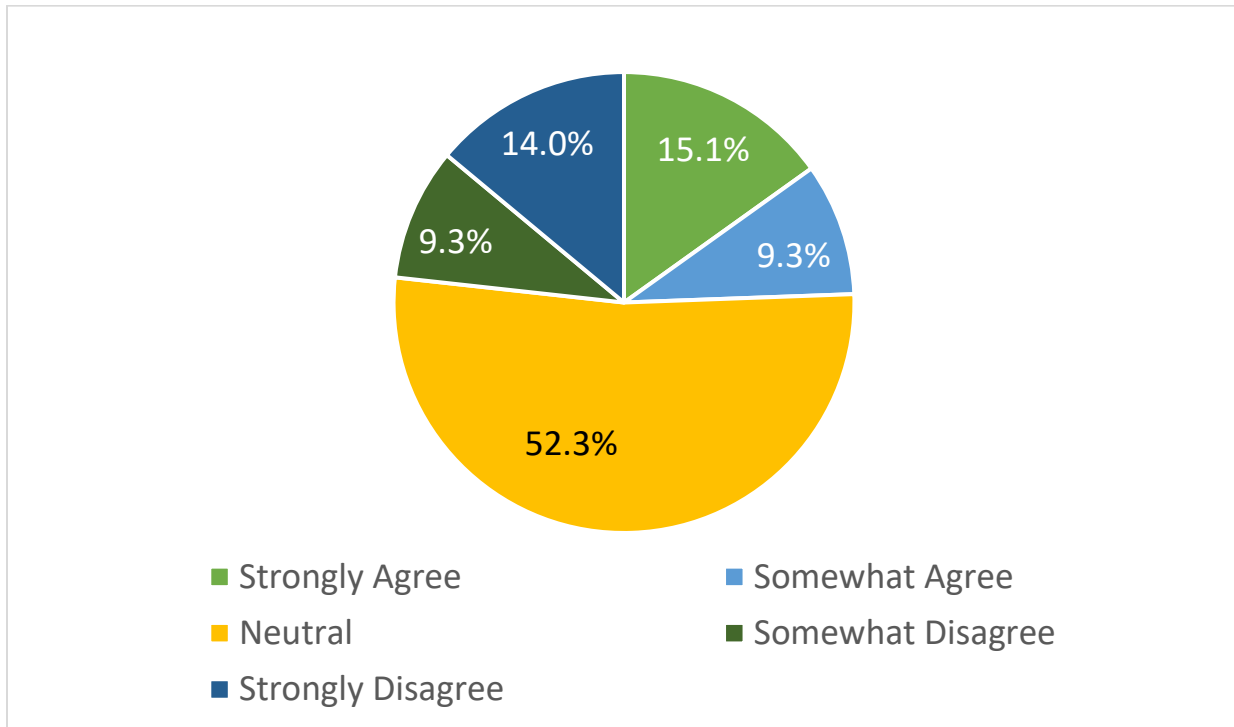
Responses: 94

Answer	Responses
Strongly Agree	14
Somewhat Agree	22
Neutral	27
Somewhat Disagree	15
Strongly Disagree	16



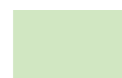


Q12: I do not usually have to wait long for my bus to arrive.

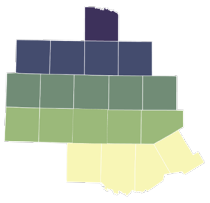


Responses: 86

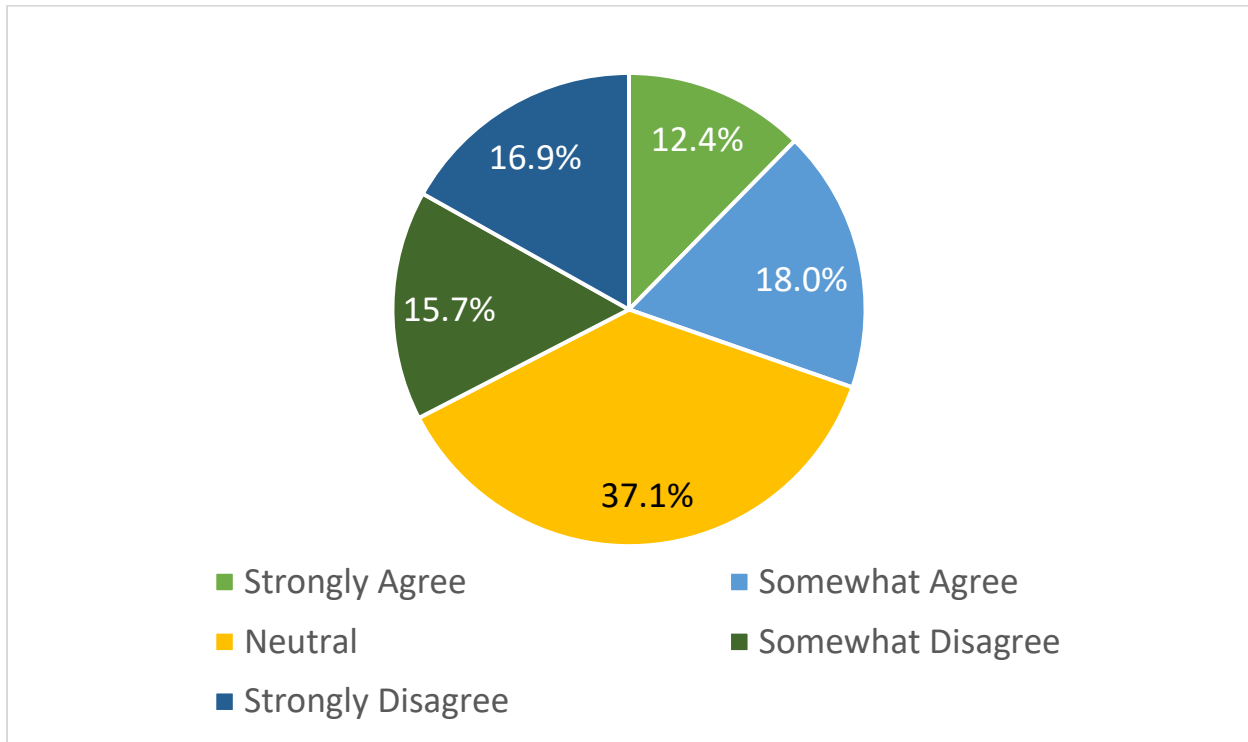
Answer	Responses
Strongly Agree	13
Somewhat Agree	8
Neutral	45
Somewhat Disagree	8
Strongly Disagree	12





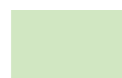


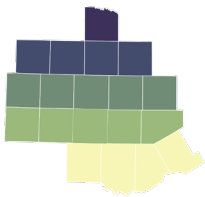
Q13: I can get to many of the places I want to go using public transit.



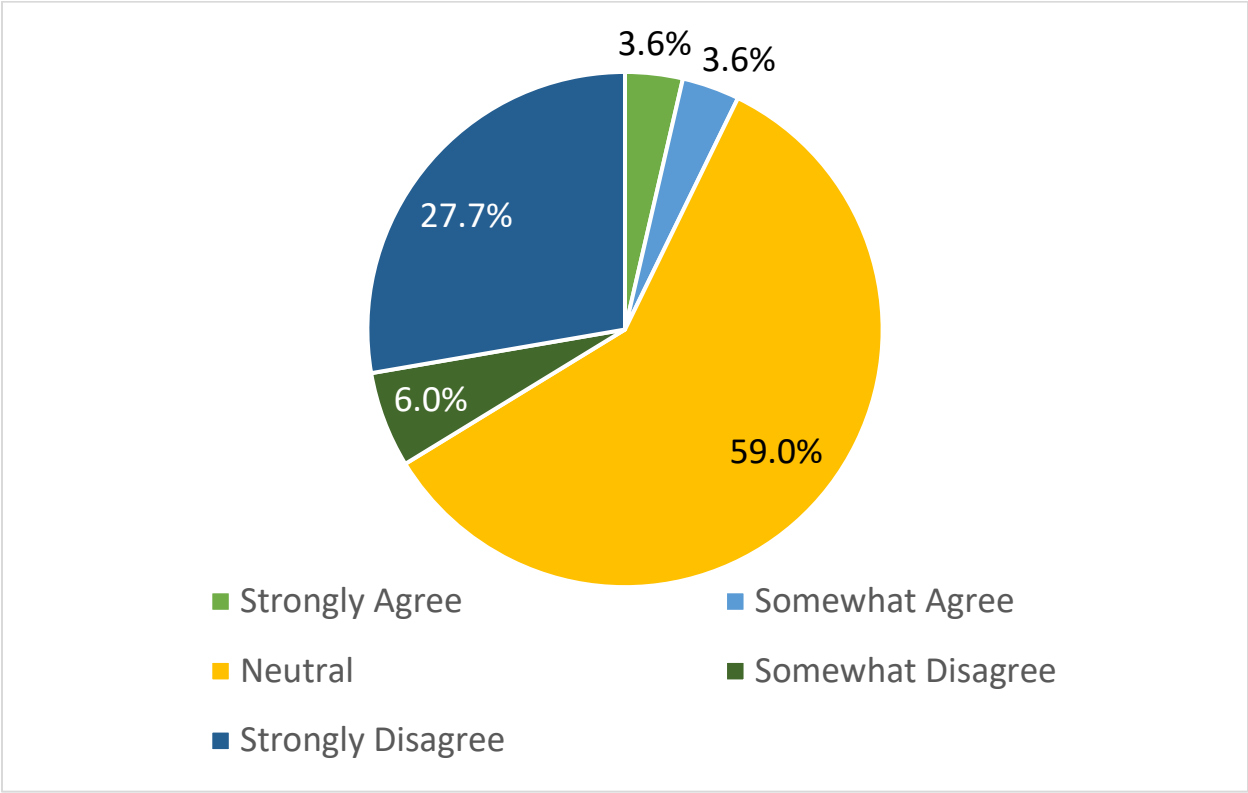
Responses: 89

Answer	Responses
Strongly Agree	11
Somewhat Agree	16
Neutral	33
Somewhat Disagree	14
Strongly Disagree	15



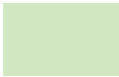


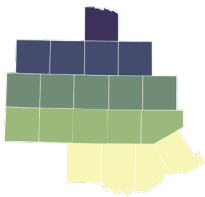
Q14: I have trouble getting on or off the bus.



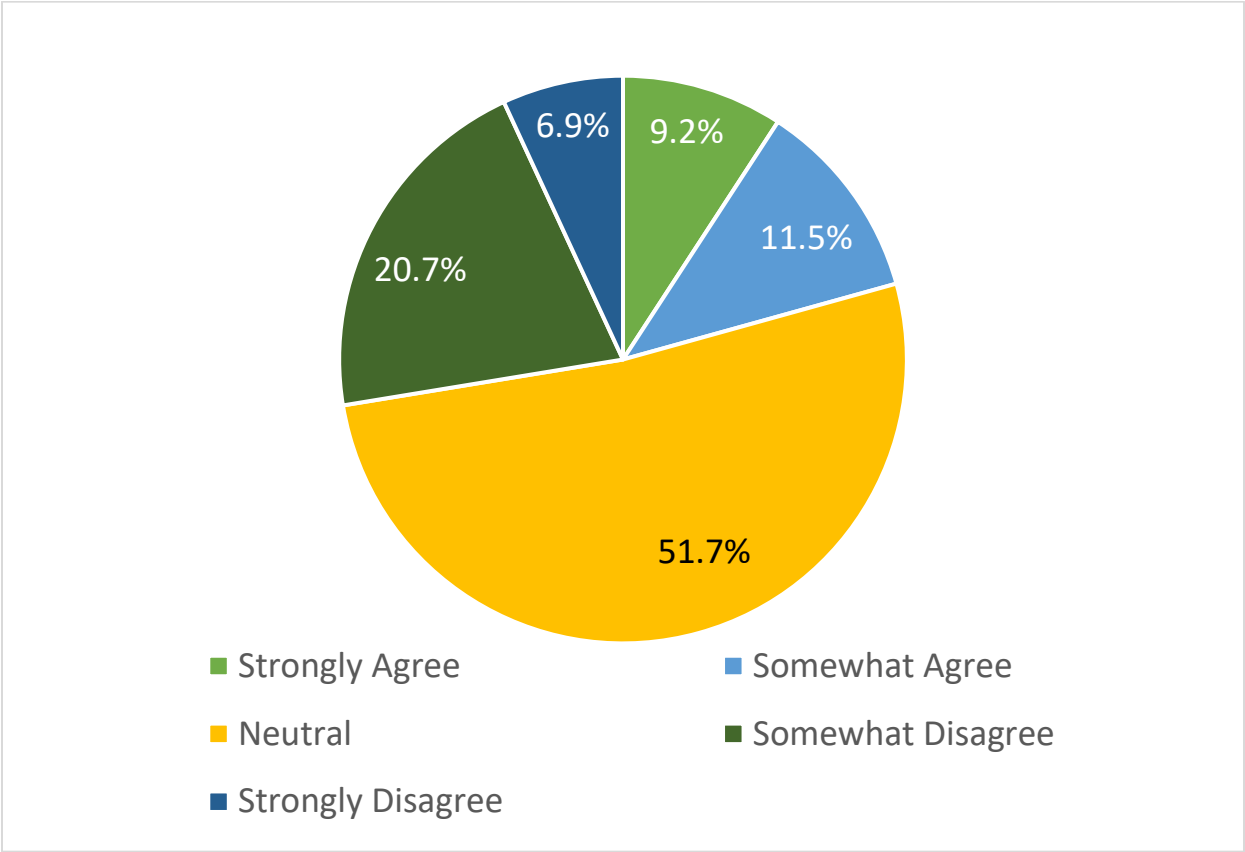
Responses: 83

Answer	Responses
Strongly Agree	3
Somewhat Agree	3
Neutral	49
Somewhat Disagree	5
Strongly Disagree	23





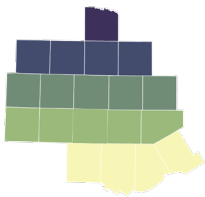
Q15: I feel comfortable walking to the bus stop and waiting for the bus to arrive.



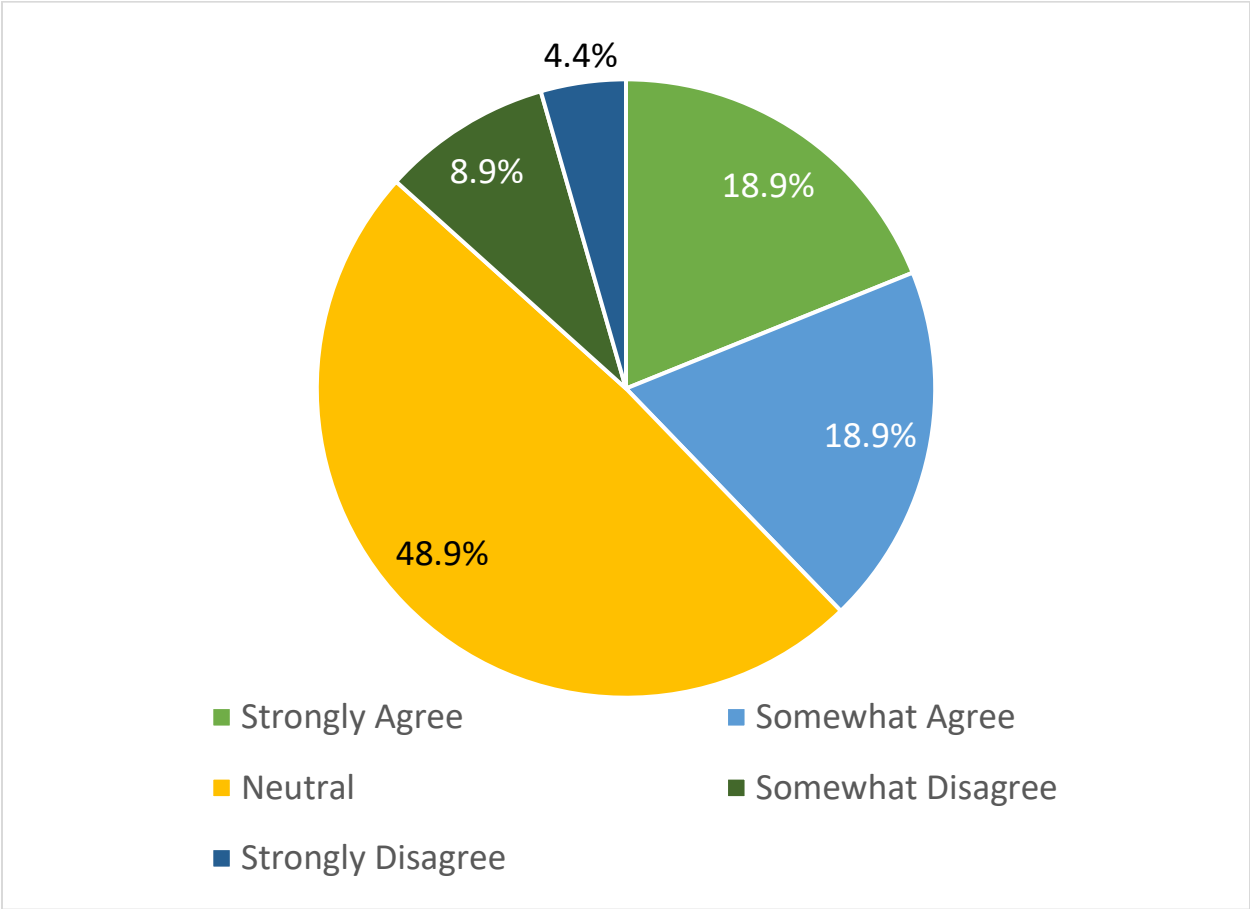
Responses: 87

Answer	Responses
Strongly Agree	8
Somewhat Agree	10
Neutral	45
Somewhat Disagree	18
Strongly Disagree	6





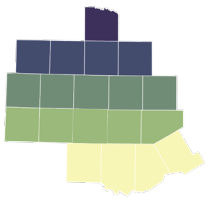
Q16: Bus fares in my community are affordable.



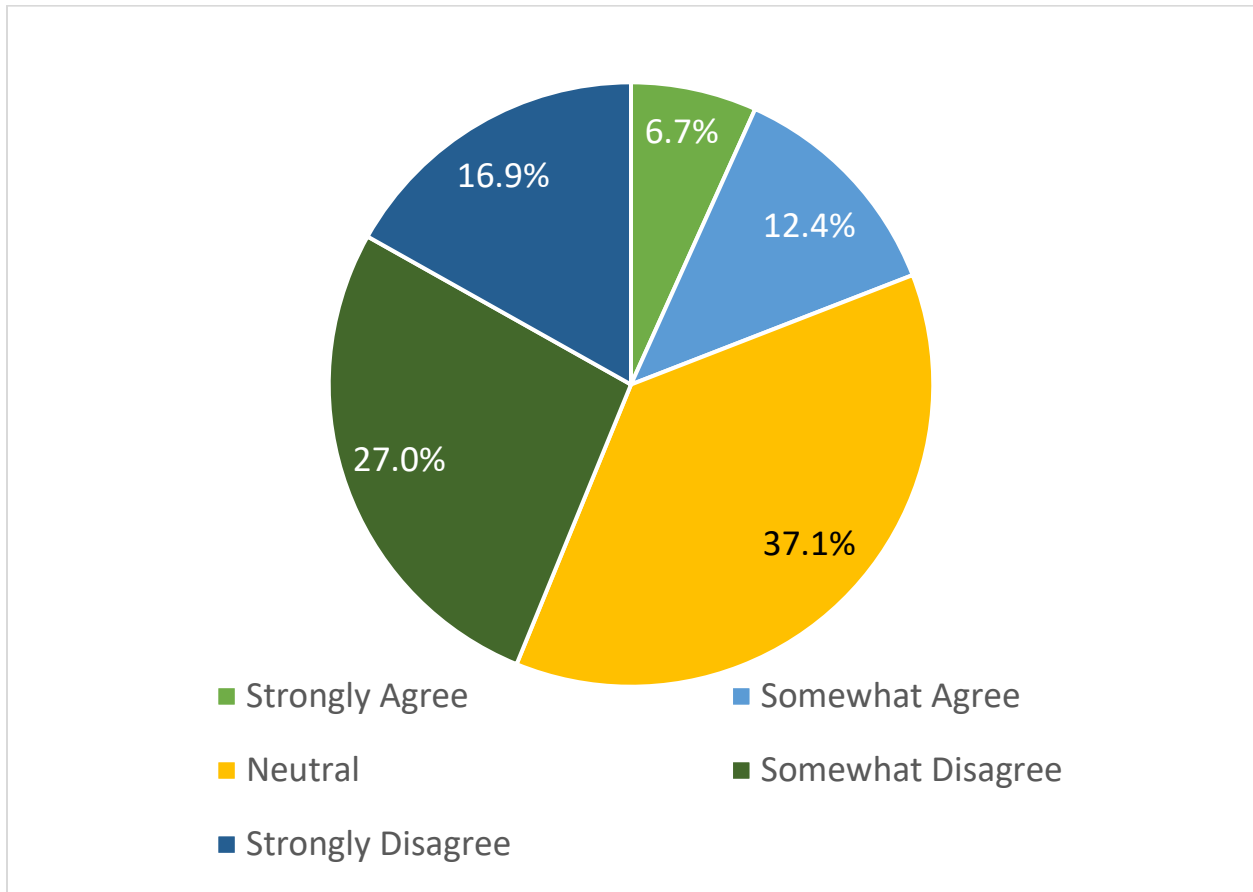
Responses: 90

Answer	Responses
Strongly Agree	17
Somewhat Agree	17
Neutral	44
Somewhat Disagree	8
Strongly Disagree	4



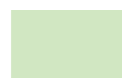


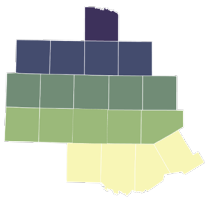
Q17: Transit service in my community is offered at the times of day when I need it.



Responses: 89

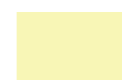
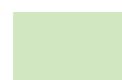
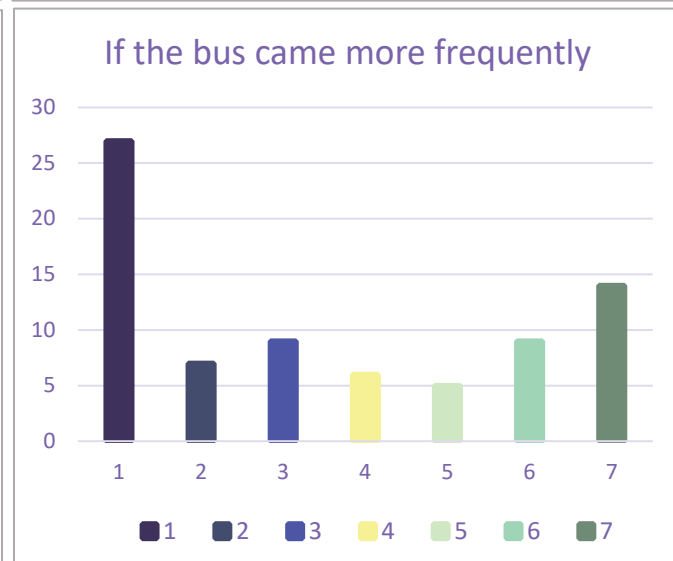
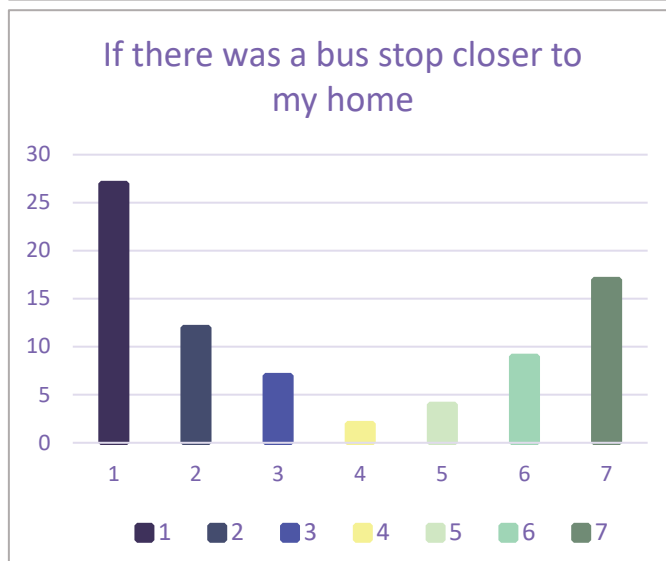
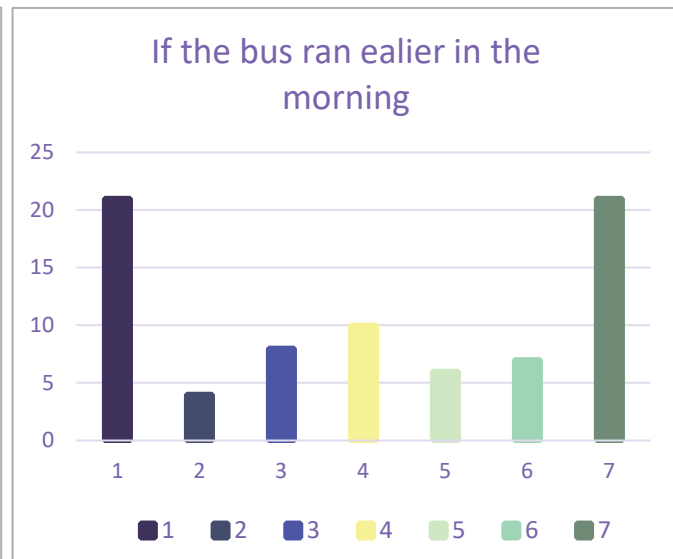
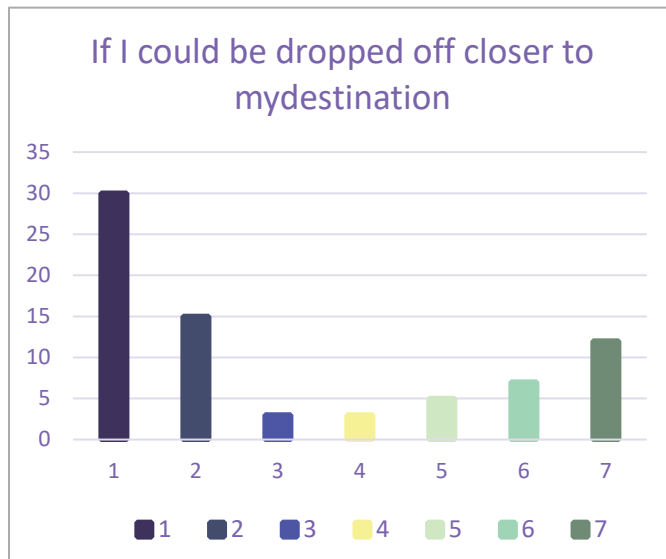
Answer	Responses
Strongly Agree	6
Somewhat Agree	11
Neutral	33
Somewhat Disagree	24
Strongly Disagree	15

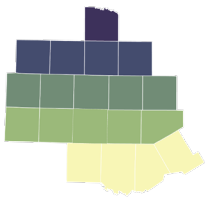




Q18: Which of the following changes would be most likely to cause you to use public transit more often?

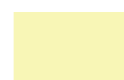
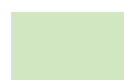
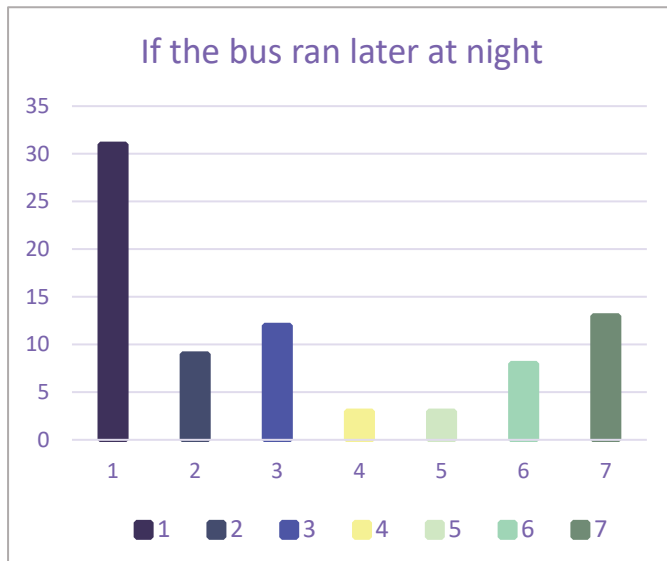
1 (most likely) – 7 (least likely)

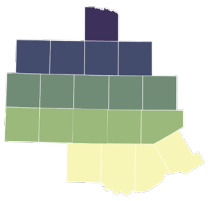




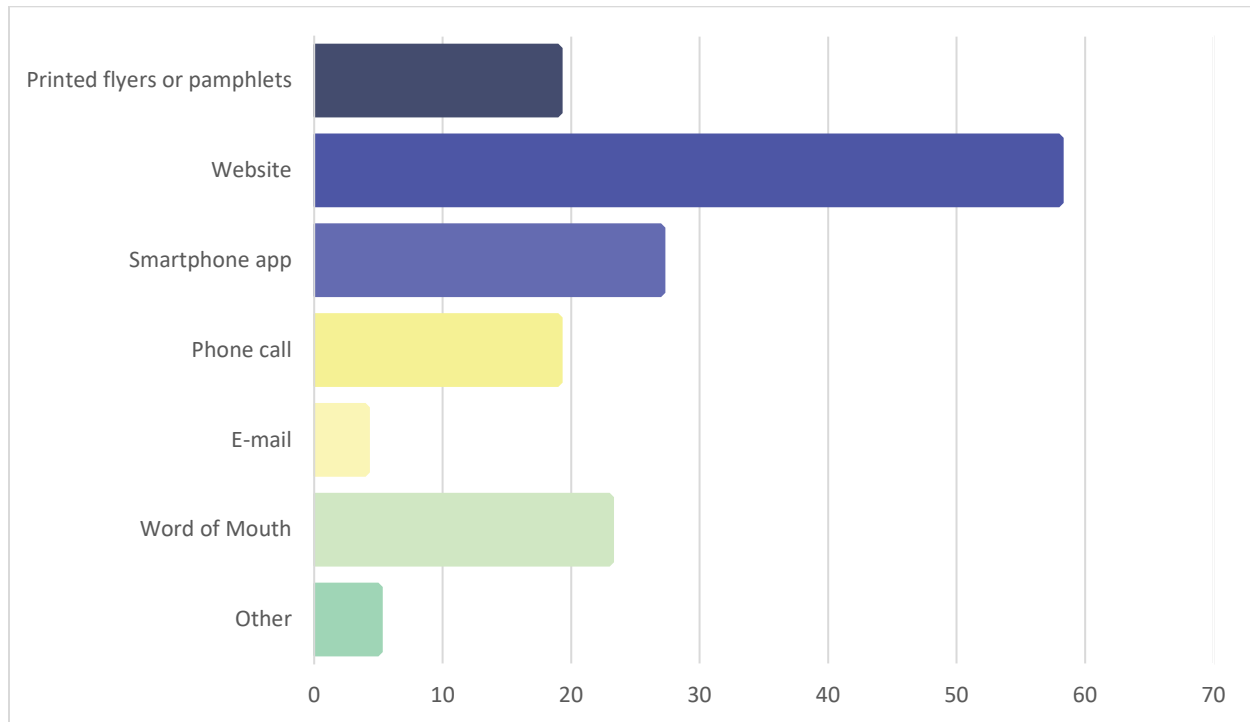
*Q18(continued): Which of the following changes would be most likely to cause you to use public transit more often?*

*1 (most likely) – 7 (least likely)*



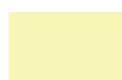


Q19: What sources do you use to access information about public transit in your community?

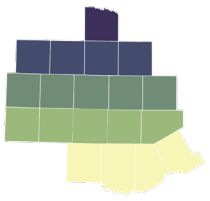


Responses: 83

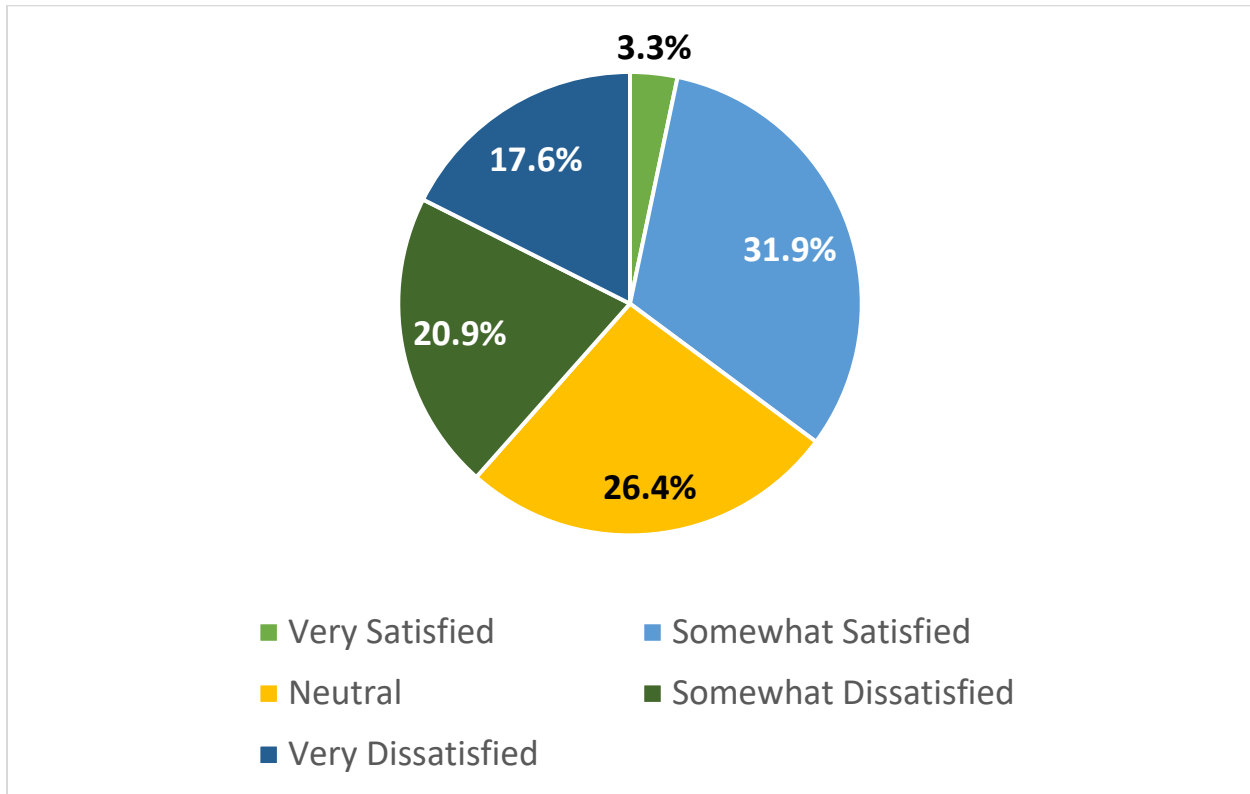
Answer	Responses
Printed flyers or pamphlets	19
Website	58
Smartphone app	27
Phone call	19
E-mail	4
Word of Mouth	23
Other	5
Other (Specify)	Responses
None	4
Community Resource Center	1





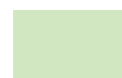


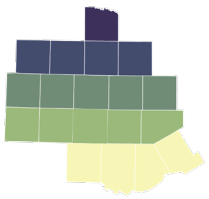
Q20: Overall, how satisfied are you with the availability and quality of public transportation in your community?



Responses: 91

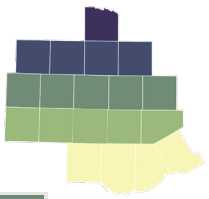
Answer	Responses
Very Satisfied	3
Somewhat Satisfied	29
Neutral	24
Somewhat Dissatisfied	19
Very Dissatisfied	16





## Q21: Do you have any other comments on public transit in your community?

Responses
Being able to buy my pass on my phone.
Many of my clients have to use the bus to get to & from school & work. It takes way too long to get places. They also struggle being able to get there on time in the morning and getting home at night.
I wish we had safer pedestrian walkways for people to walk to bus stops and other community events. Train service connecting Abilene to DFW, Lubbock, and Austin/San Antonio would be excellent.
I think the Workforce and City Link should coordinate together to ensure people who looking for a job and starting a job have transportation. Meet with cities of similar size to see how they meet the citizens needs. I think City Link does a good job.
While I personally do not use. public transportation, I work with many clients who do and hear from them that public transportation in Taylor County is severely lacking in thoroughness and flexibility, as well as affordability.
No
I am not a rider myself, but a nonprofit leader who gathers input weekly from clients who say the bus system is not effective enough or affordable enough. In researching surrounding transit systems, San Angelo has BY FAR the best system in the area and I encourage CityLink to look into what they provide. At the moment we really need a 24 hour transit system to assist folks working until 6pm as well as nightshift workers. Grant funding could make the ticket prices lower because Abilene's low class is below the state and national average income to begin with so most who NEED the system can't afford it. There should also be a bus that runs the loop and stops at exchange stations because one change station is not enough for a city this size; the routes all take upwards of an hour to get anywhere causing many to either be extremely early to work or late. Overall our city transit system needs an overhaul.
It would be good if service hours were extended, however, I realize that ridership has a direct relationship to availability of services.
As previously stated, I have only ridden CityLink once in the more than 26 years I have lived in Abilene. I did find it to be a pleasant and convenient experience.
I'm grateful for this service for those that need it, but I don't use it at this time!
It would be useful to have an express from the NE side of town to the Mall of Abilene area. Current cross-town round-trip times are too long.
no
Would help if we had stops to more visited places of business's, events around Abilene, places where people need or want to go if they have no car or car is broken/unable to use. Like the zoo, popular places, stores/shopping centers and not just the Mall. Some more main areas where people could travel to. I do like the bike racks, great to use. I do not ride the bus but if needed I would, absolutely! Keeping the buses clean, fresh inside would be nice. Buses look good on the outside with the new advertisements. Maybe they are kept clean but just saying. I have taken the bus once only. Maybe promote more on using the City Transit.



## Responses

We need more access to the bus and the bus times need to be changed. We also have no access to the south side of town.

Sunday routes to church would be helpful.

Compared to transit I have used in other places like California the system here makes no sense to me.

wish we had public transit in the community

increase southside access

Design bike trails like oslo norway does so all people can use them

There isn't any here

Lots of the intersections in my city have become unsafe for a totally blind person to cross making it impossible to ride the bus to my destination.

The way that the routes are set up now makes it difficult for me to get to some of the places that I want to go to.

I am unsure about how the transit system works for older citizens in Abilene. I would like to be more independent if I could. Therefore I am hoping that the transit system serves the older population in Abilene.

I own a transition house at 1802 Grape street and the residents there need a bus that goes to the parole office located on I 20.

Just that certain places need bus stop

Bus drivers can't drive

A stop at the parol office in Abilene TX would be helpful to some people I know.

Less rude riders and drivers

People die on the roads from being hit because there is not sidewalks anywhere in this area .

I've been to other states . They make a bike lane a priority not an after thought .

I've had so many close death experiences trying to get to work on bike through city .

Unacceptable.

I've seen it done right .

It can be done !

This should be fixed first

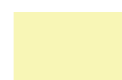
More stops please

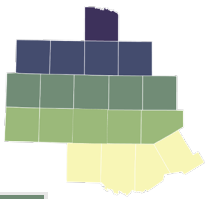
We operate in other cities that offer a nonprofit discount to nonprofits buying general bus passes in bulk for distribution to clients. I think that would be advantageous for both the public transit system and for our clients.

Other cities offer discounted rates to nonprofits that buy vouchers in bulk. A program like that here would increase the effective possibilities for nonprofit organizations to connect their clients with transportation.

Stop treating public transit like a joke. CARR is useless.

Provide a Sunday route





## Responses

The biggest problem I see is that the buses don't run late enough.

Thank you for the day pass,. Transfer use changes. Would you consider lowering the age to 63 ( from 65) for the Senior monthly bus pass rate. There are some who may use the service because it would be more affordable . Thanks for this opportunity! And yes, we've got very nice people at Citylink!

Clients of mine have had to literally give up jobs in the medical field when the bus stop near Hendrick South was deleted. Limited amount of after-traditional business hours has severely impacted the ability for people trying to reestablish themselves in the community in the options they can pursue for stable, full-time work and/or complete errands needed to fulfill their basic needs that have to scheduled in non-traditional timeframes to accommodate their work expectations. Clients complain of buses running late and causing them to be denied child visitation at the CPS Office, job interviews, physical and mental-health appointments. Limited after-hours transportation also interferes with clients being able to access evening support group meetings and counseling meetings with their respective therapist.

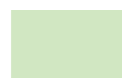
I think more people would ride if there was a better ad campaign and if public had a better understanding of the routes.

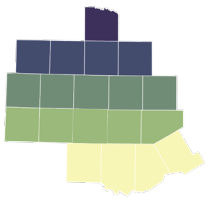
This does not impact me, as I live in Clyde and have no public transit access.

Citibank does a terrific job especially with its late night system. However, that's fine for work, but there are no regular route buses that would be available for grocery shopping, church, going to the Mall, going to the theatre, etc. Hope remains for a more sophisticated and city wide system that allows for daily transit to the places I would like to go like to the Mall, to downtown for lunch or other entertainment, to the ZOO, to church, etc. I admit growing up in San Francisco and riding public transportation 24-7 for many, many years has made me a super fan of pubic transportation and someone who misses it greatly. Any idea when Abilene might make a start at this? Life Rail? Route Buses? Ran on major thoroughfares on a regular bases with stops along the way? Please say it at least is a future thought. Besides we sure better start giving some thought to getting people out of their cars. (Texas, or not) Thanks

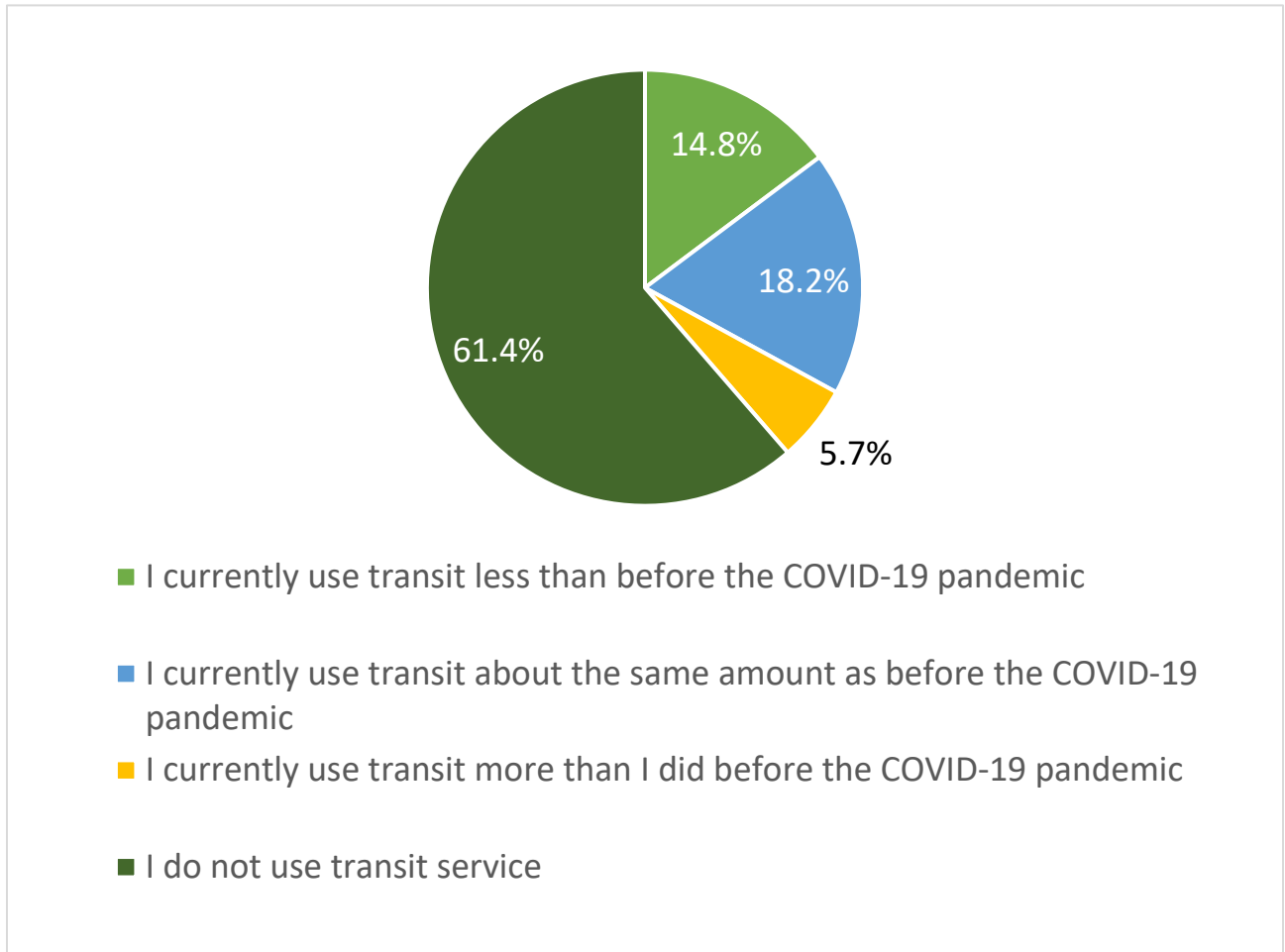
Abilene public transit needs major upgrades. CityLink is barely functional and takes FOREVER to get anywhere.

Responses: 40



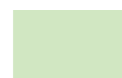


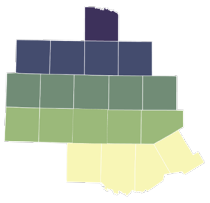
Q22: How has COVID-19 changed your use of transit services?



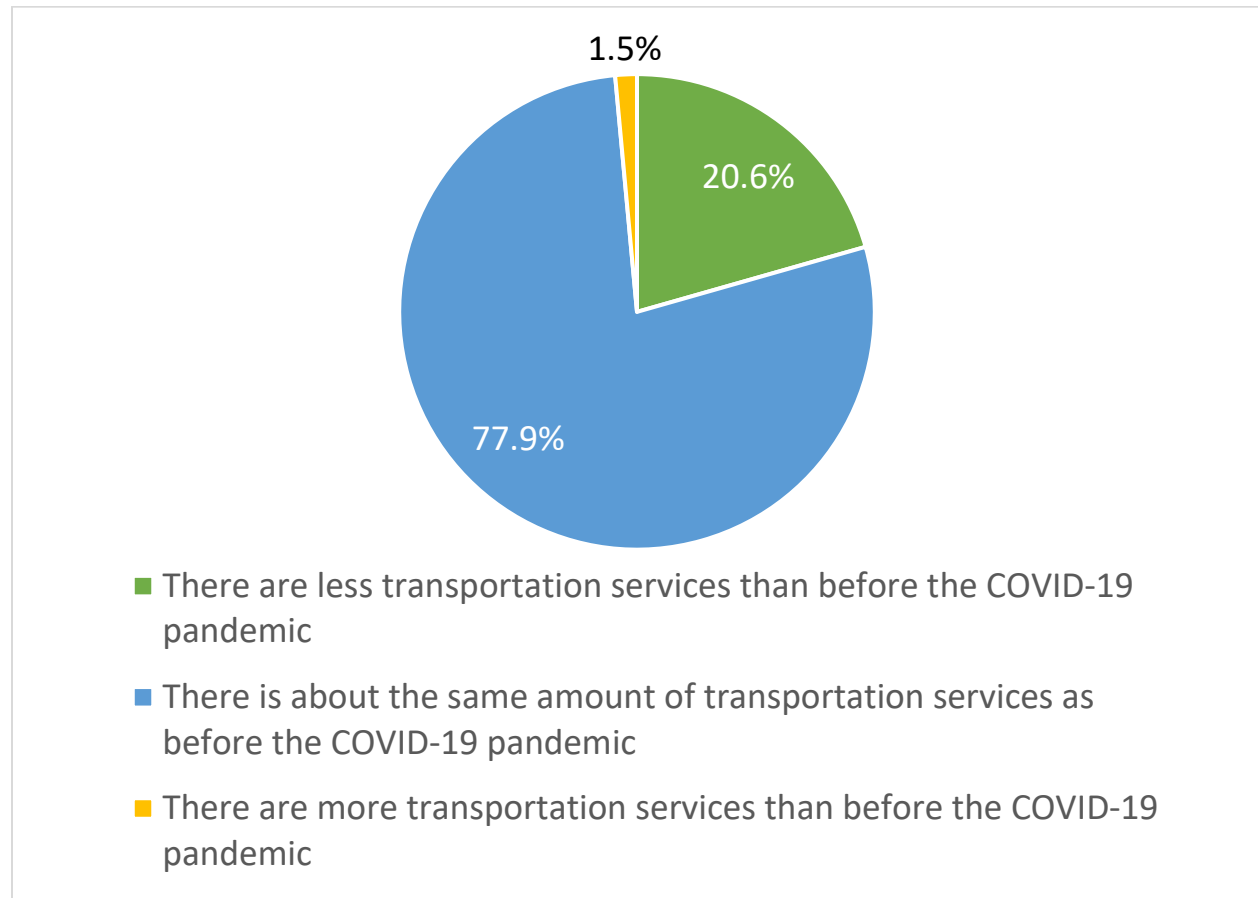
Responses: 88

Answer	Responses
I currently use transit less than before the COVID-19 pandemic	13
I currently use transit about the same amount as before the COVID-19 pandemic	16
I currently use transit more than I did before the COVID-19 pandemic	5
I do not use transit service	54



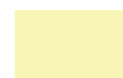
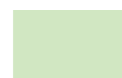


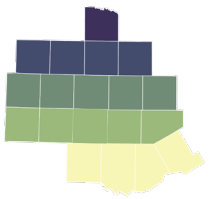
Q23: How has COVID-19 changed the availability of transit services?



Responses: 68

Answer	Responses
There are less transportation services than before the COVID-19 pandemic	14
There is about the same amount of transportation services as before the COVID-19 pandemic	53
There are more transportation services than before the COVID-19 pandemic	1



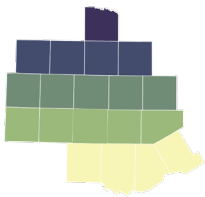


Q24: Please provide any additional comments on how COVID-19 has affected your use of transit services:

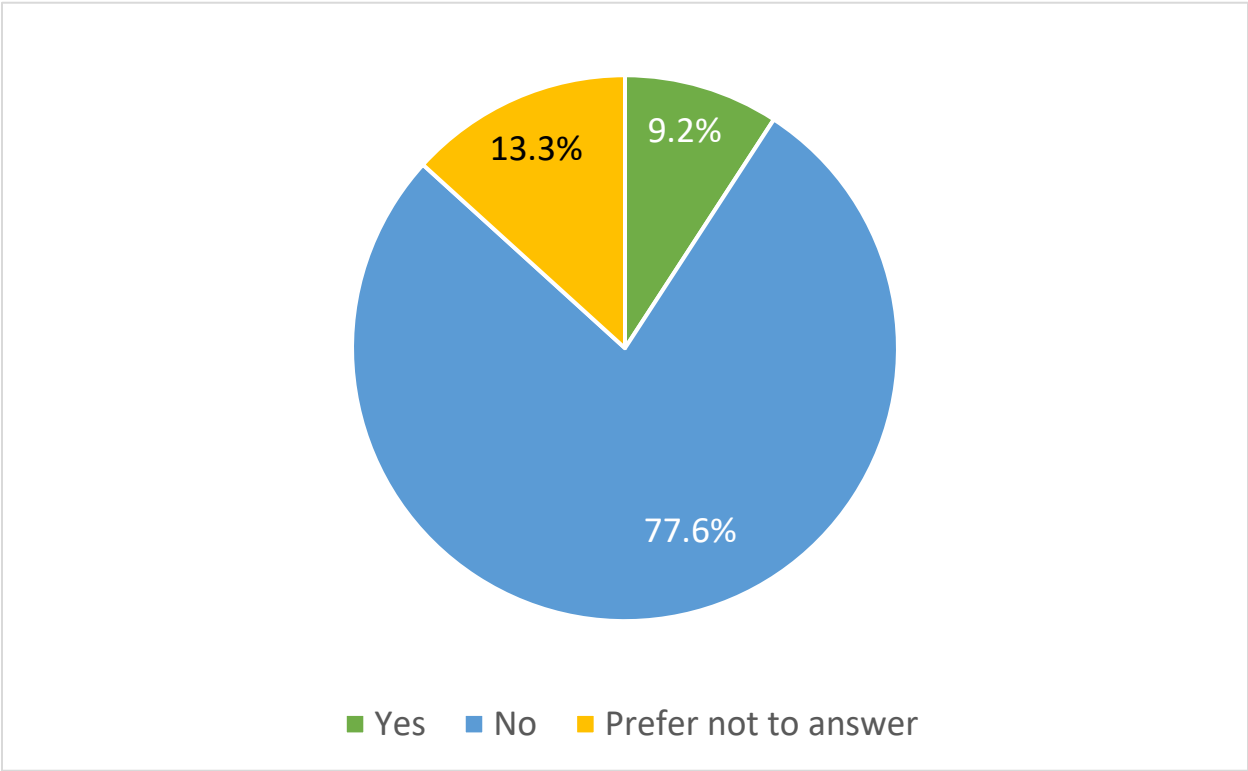
Responses: 19

Responses
No affect
N/A
Many clients have mentioned feeling unsafe on public transport due to COVID-19
No
N/A. It has been more than five years since the only time I have used local transit services.
I don't use the service, but I'm sure it has been impacted just like everything else has!
Do not use but have not seen many people using the city transit due to this. If I was one to ride the bus, I would use only if I needed to get to work, only to the most important places I needed to go to due to COVID during the pandemic.
I do not use transit services.
Does not apply we have No Public transit service
Has not effected me
It would not affect me unless I would be required to wear a mask. Masks interfere with my breathing especially since I have had Covid.
It hasn't
The bus drivers especially one is a real mask Nazi don't like the passengers to use their phones. Even a few of his co-workers don't like him.
na
Not as many bus routes running
With employees showing concern for yet another aspect of safety for themselves and others. I feel comfortable riding
I do not use public transportation so, I am not able to comment on this question
I have been vaccinated and have accepted that SARS-CoV-2 is forever part of us.
Not at this time





Q25: Are you of Hispanic/Latino/Spanish origin

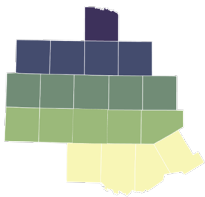


Responses: 98

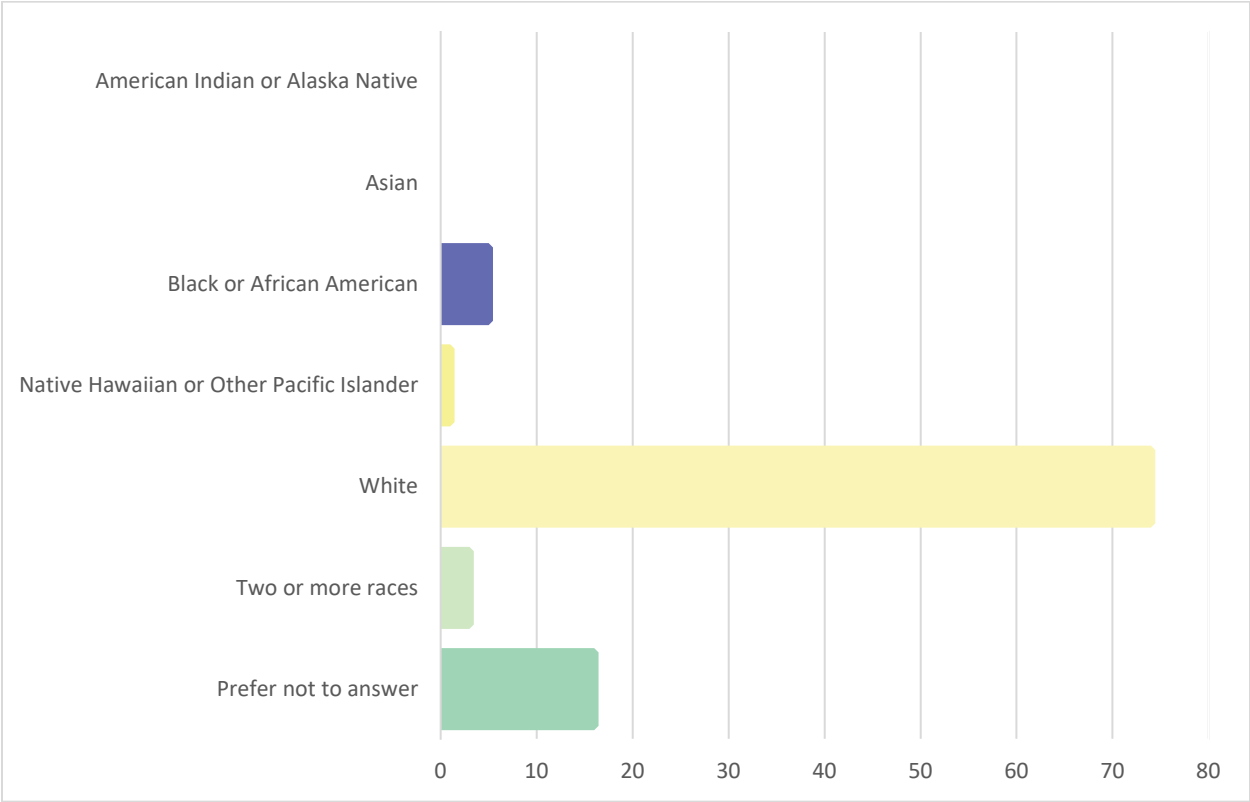
Answer	Responses
Yes	9
No	76
Prefer not to answer	13







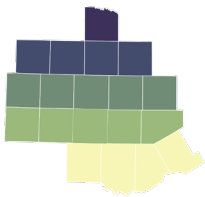
Q26: How would you best describe yourself?



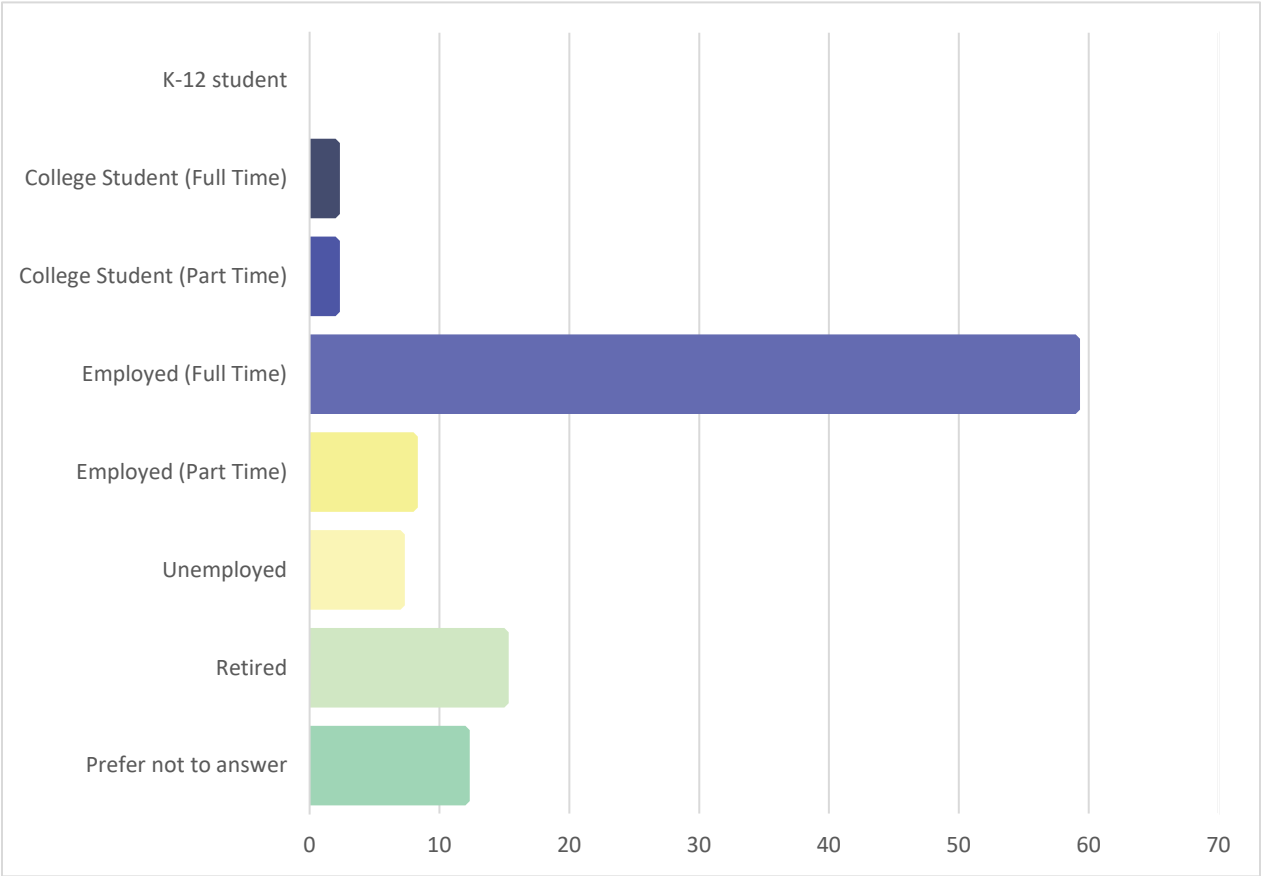
Responses: 98

Answer	Responses
American Indian or Alaska Native	0
Asian	0
Black or African American	5
Native Hawaiian or Other Pacific Islander	1
White	74
Two or more races	3
Prefer not to answer	16





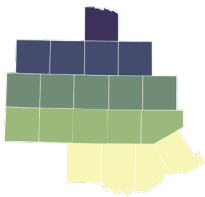
Q27: Which of the following describes you?



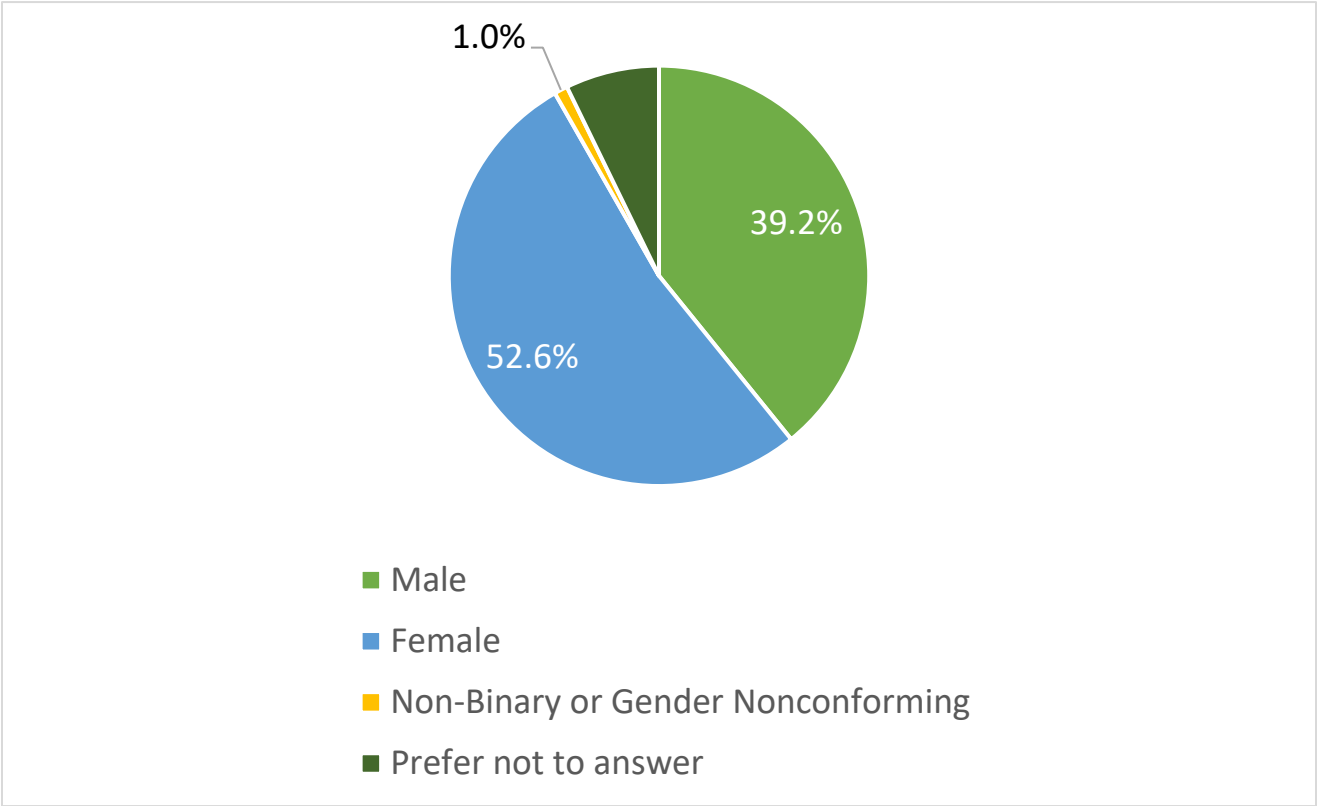
Responses: 98

Answer	Responses
K-12 student	0
College Student (Full Time)	2
College Student (Part Time)	2
Employed (Full Time)	59
Employed (Part Time)	8
Unemployed	7
Retired	15
Prefer not to answer	12



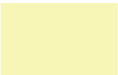
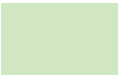


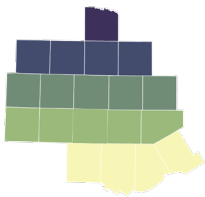
Q28: What is your gender?



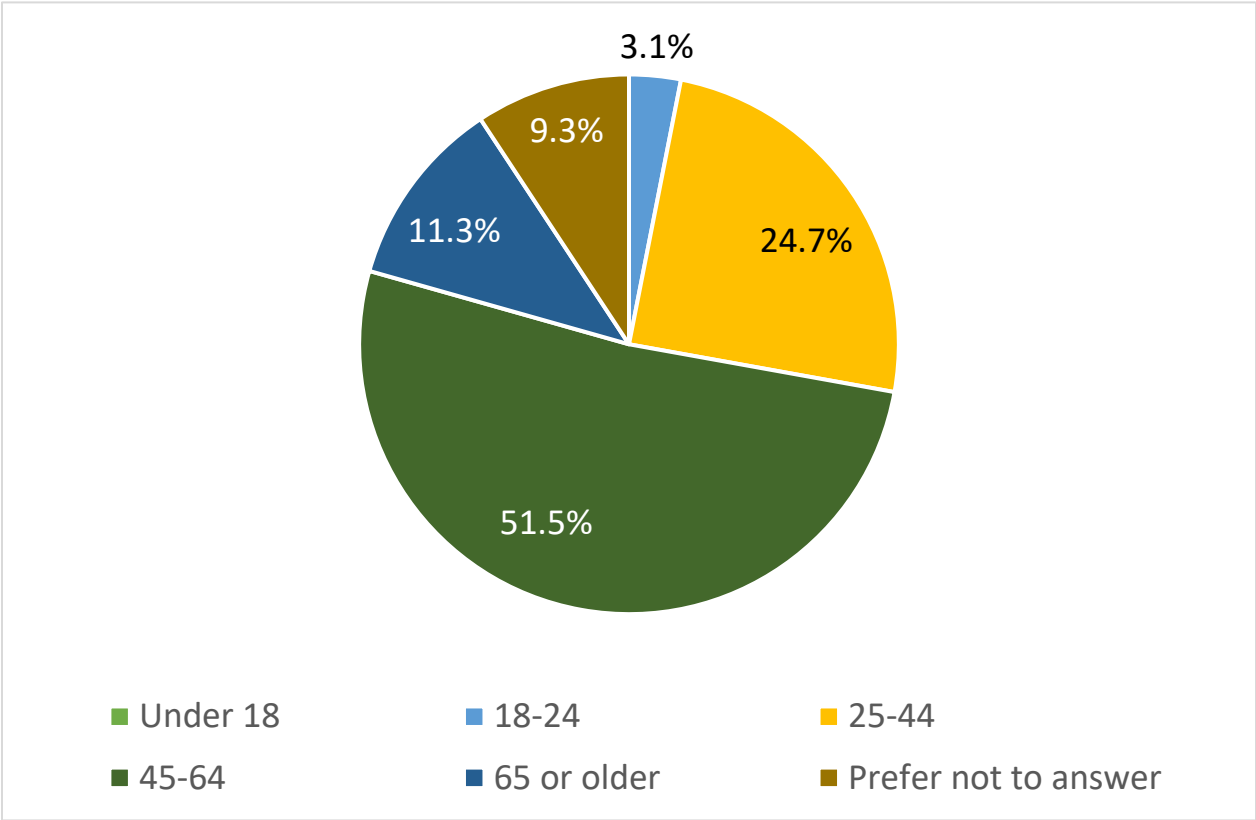
Responses: 97

Answer	Responses
Male	28
Female	51
Non-Binary or Gender Nonconforming	1
Prefer not to answer	7



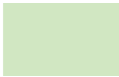


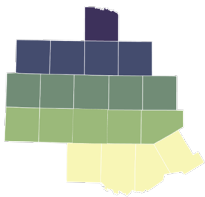
Q29: What is your age?



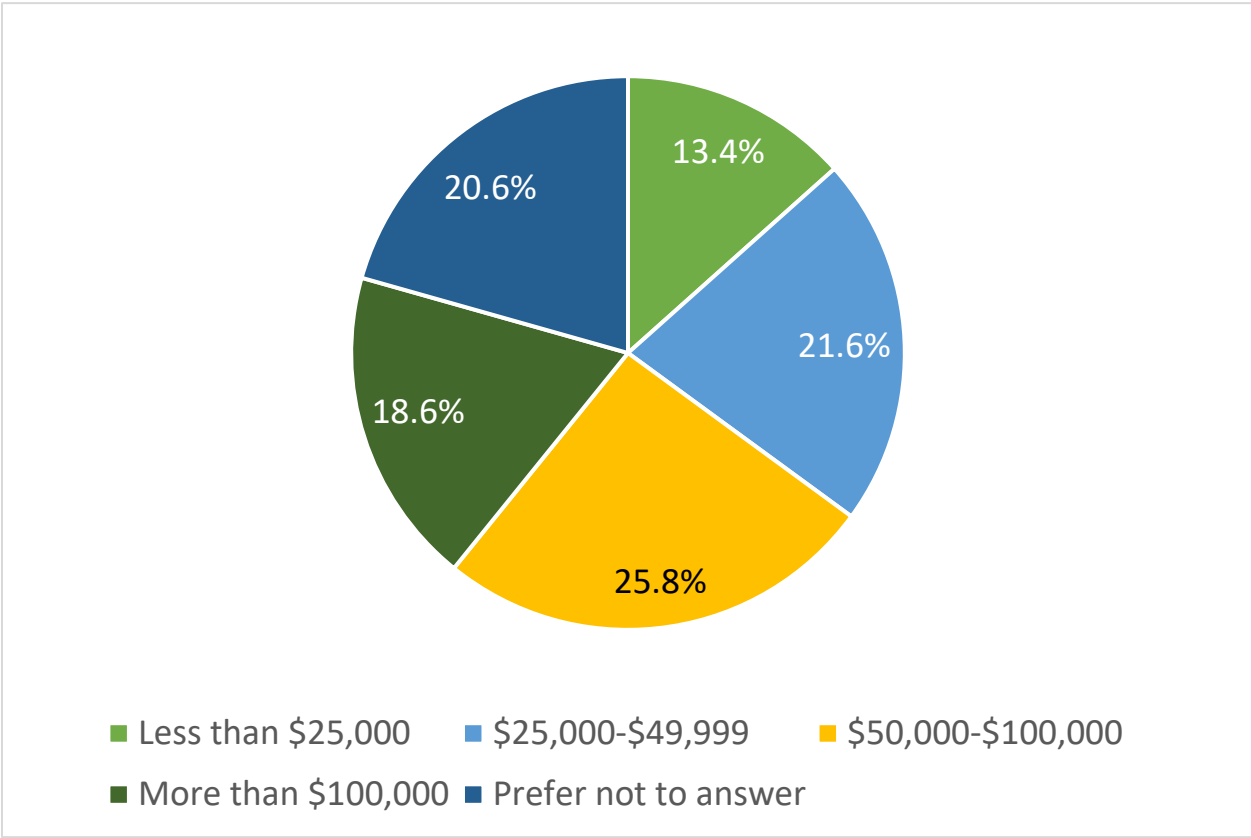
Responses: 97

Answer	Responses
Under 18	0
18-24	3
25-44	24
45-64	50
65 or older	11
Prefer not to answer	9





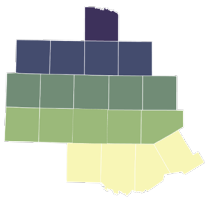
Q30: What is your annual household income?



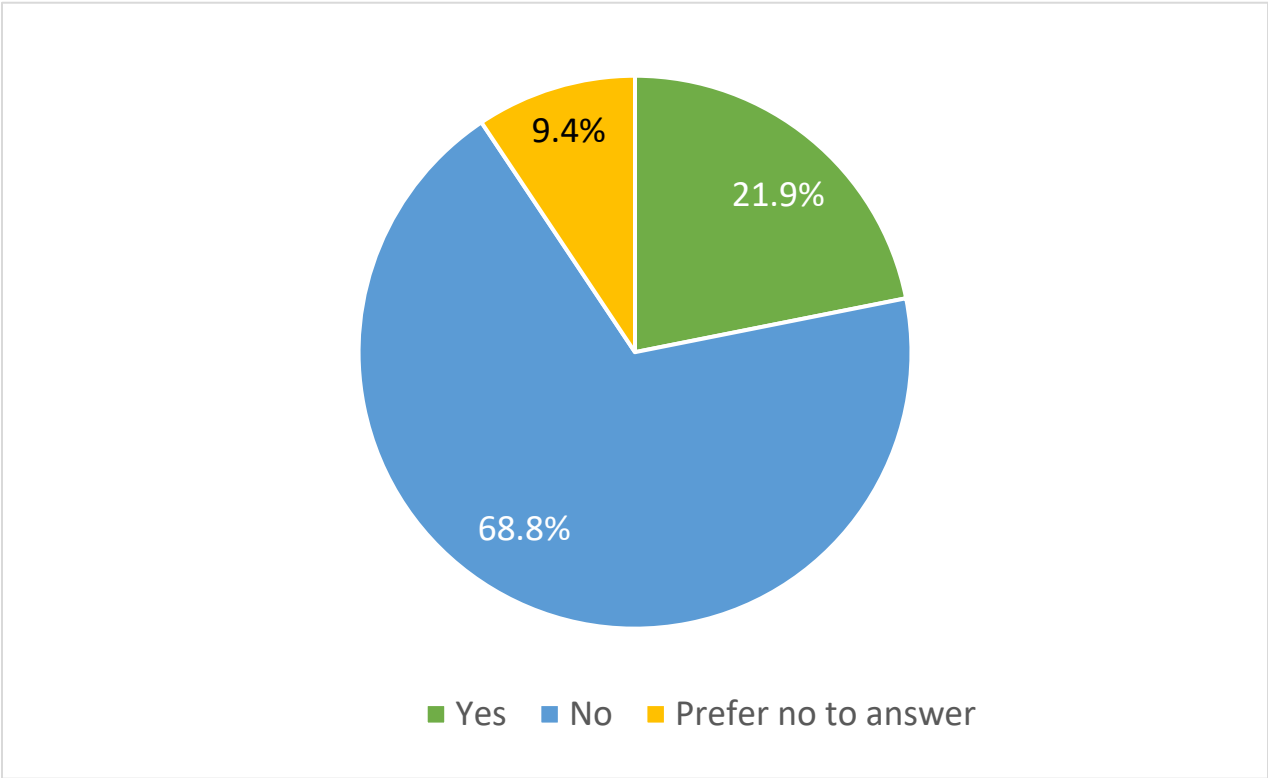
Responses: 97

Answer	Responses
Less than \$25,000	13
\$25,000-\$49,999	21
\$50,000-\$100,000	25
More than \$100,000	18
Prefer not to answer	20





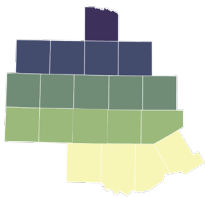
Q31: Do you have a disability?



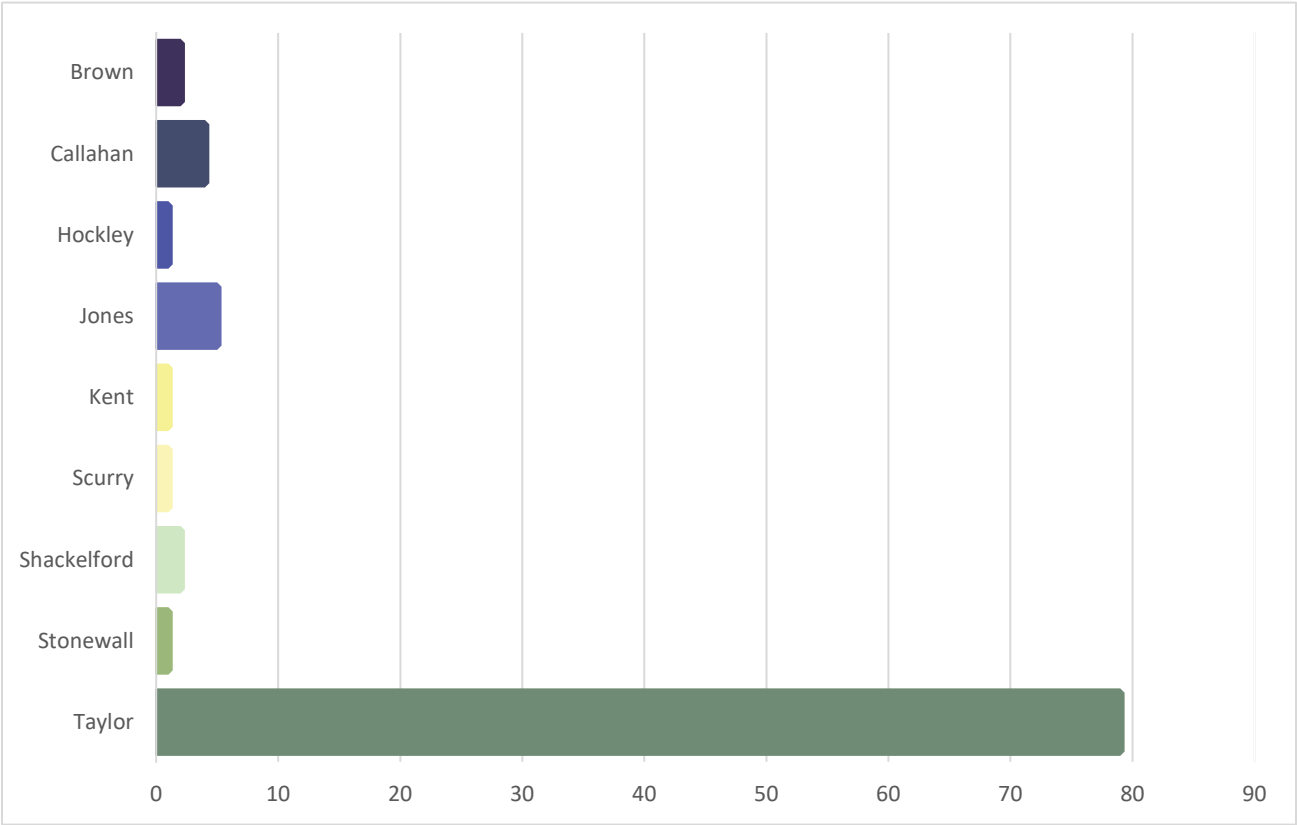
Responses: 96

Answer	Responses
Yes	21
No	66
Prefer not to answer	9





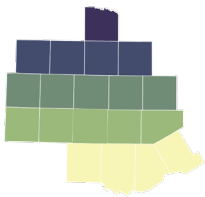
Q32: What county do you live in?



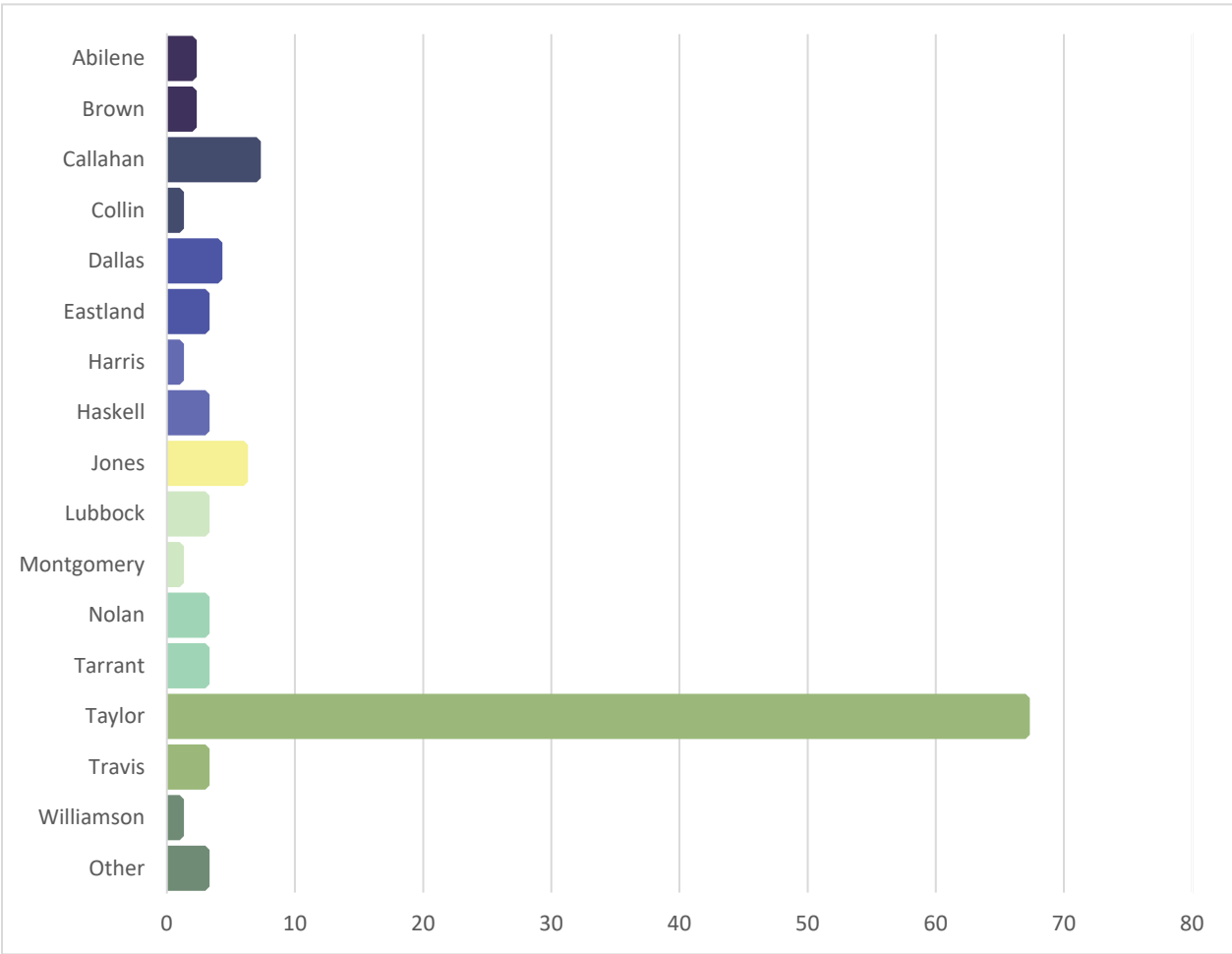
Responses: 96

Answer	Responses
Brown	2
Callahan	4
Hockley	1
Jones	5
Kent	1
Scurry	1
Shackelford	2
Stonewall	1
Taylor	79



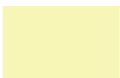


Q33: What county/counties do you travel to most often?

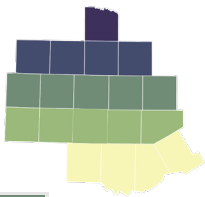


Responses: 82

Answer	Responses
Abilene	2
Brown	2
Callahan	7
Collin	1
Dallas	4
Eastland	3
Harris	1
Haskell	3
Jones	6
Lubbock	3

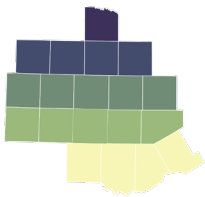






Answer	Responses
Montgomery	1
Nolan	3
Tarrant	3
Taylor	67
Travis	3
Williamson	1
Other	3
Other (Specify)	Responses
A lot of different counties	1
N/A	1
None	1





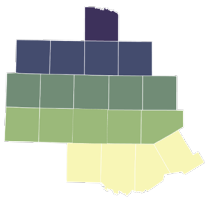
Plan Agency Survey Results

Q1: Please provide the name of your human service agency?

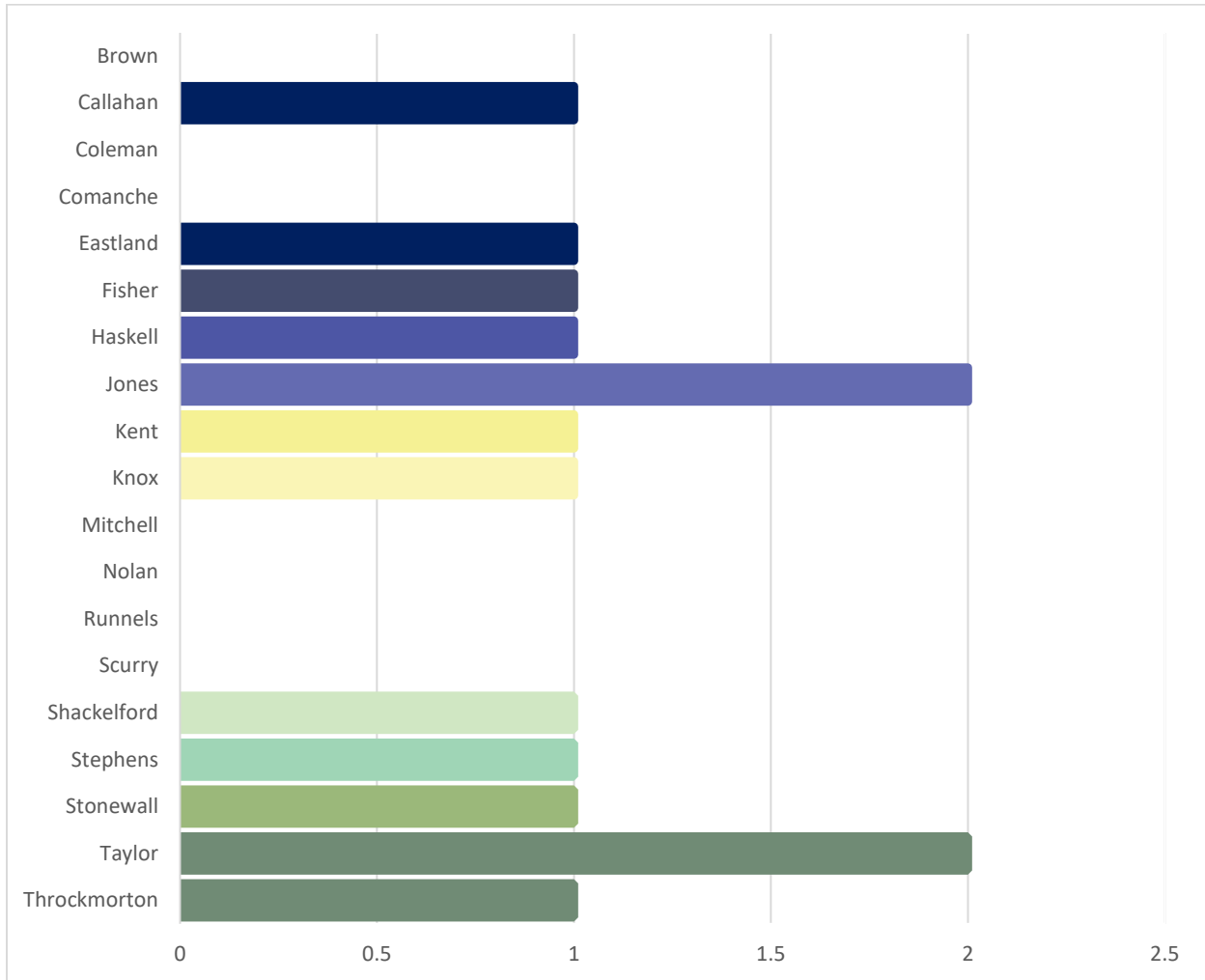
Answer	Responses
Aspermont Small Business Development Center, Inc.	1
CityLink	1
Disability in Action, Inc.	1

Responses: 3



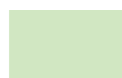


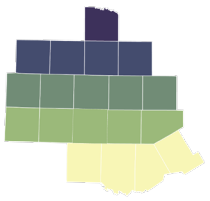
Q2: In what county/counties does your agency provide transportation services?



Responses: 3

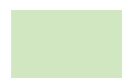
Answer	Responses
Brown	0
Callahan	1
Coleman	0
Comanche	0
Eastland	1
Fisher	1
Haskell	1
Jones	2
Kent	1
Knox	1
Mitchell	0

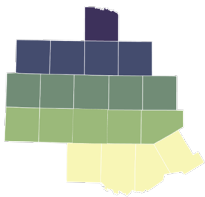




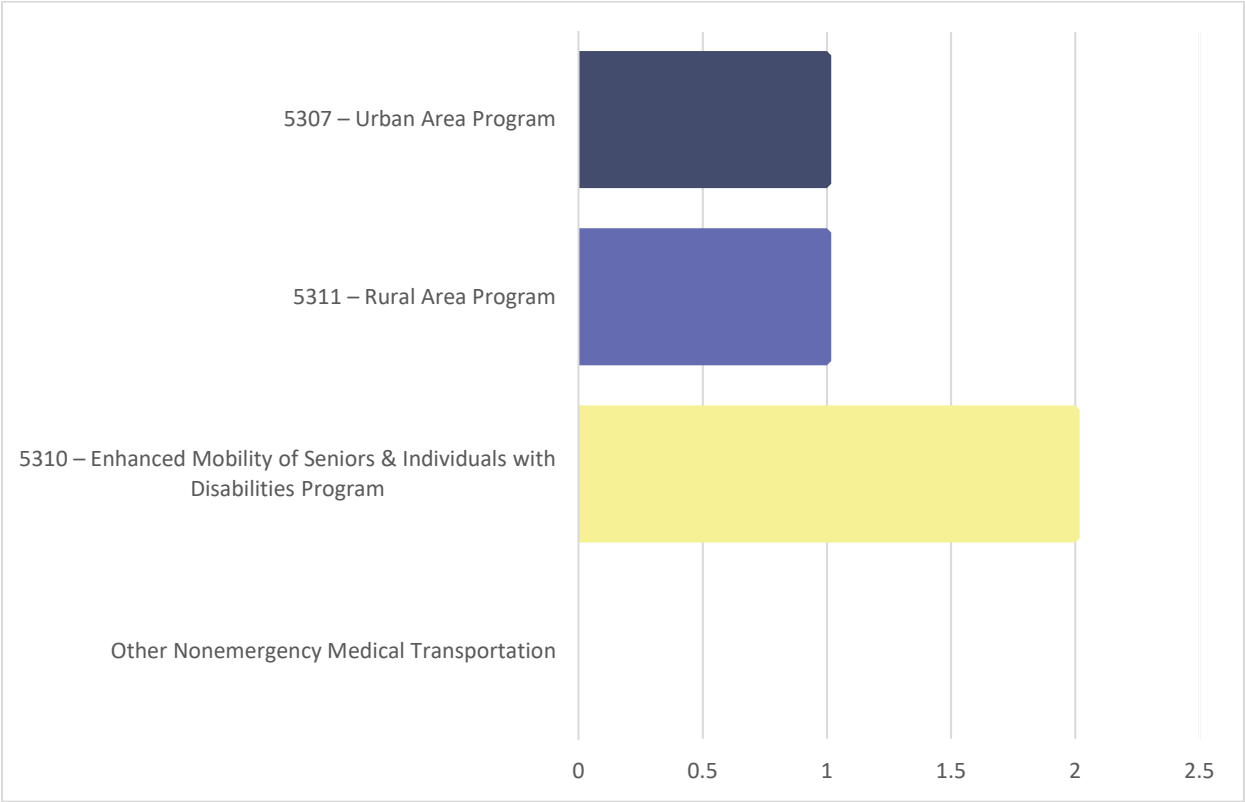
Q2: In what county/counties does your agency provide transportation services?

Answer	Responses
Nolan	0
Runnels	0
Scurry	0
Shackelford	1
Stephens	1
Stonewall	1
Taylor	2
Throckmorton	1





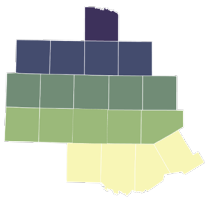
Q3: Under which programs do you provide transportation services?



Responses: 3

Answer	Responses
5307 – Urban Area Program	1
5311 – Rural Area Program	1
5310 – Enhanced Mobility of Seniors & Individuals with Disabilities Program	2
Other Nonemergency Medical Transportation	0





Q4: What are the hours of operation for your transportation agency? Start Time:

05 :  AM

5:30 AM

06 :  AM

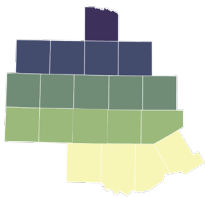
6:00 AM

08 :  AM

8:00 AM

Responses: 3





Q5: What are the hours of operation for your transportation agency? End Time:

12 :  AM

12:00 AM

05 :  PM

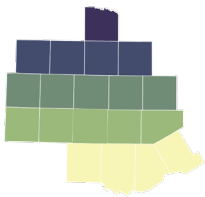
5:00 PM

07 :  PM

7:00 PM

Responses: 3

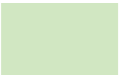




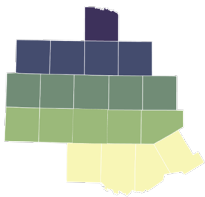
Q6: What are the hours of operation for your transportation agency? Days of the week:

Answer	Responses
Monday - Saturday	2
Monday - Thursday	1

Responses: 3



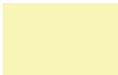
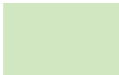


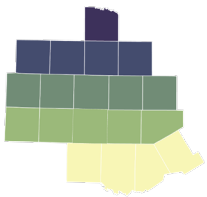


Q6: How many vehicles are in operation at your transportation agency?

Answer	Responses
22	1
46 revenue	1
1	1

Responses: 3

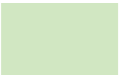


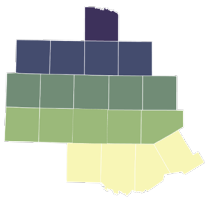


Q7: How many of the vehicles in operation are ADA-equipped?

Answer	Responses
22	1
46	1
1	1

Responses: 3





## Q8: Annual Ridership

### 5311 (Rural) Ridership

Answer	Responses
12,367	1
N/A	2

Responses: 3

### 5310 (Elderly & Disabled) Ridership

Answer	Responses
2,591 rides	1
N/A	1

Responses: 2

### 5307 (Urban) Ridership

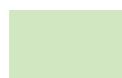
Answer	Responses
390,204	1
N/A	1

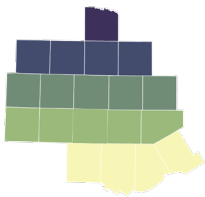
Responses: 2

### Total Annual Ridership

Answer	Responses
12,367	1
390,204	1
2,591	1

Responses: 2



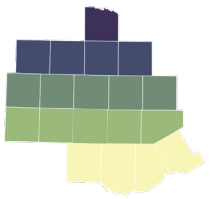


Q9: Do you feel that the county/counties you operate in needs additional transportation services beyond those currently available?

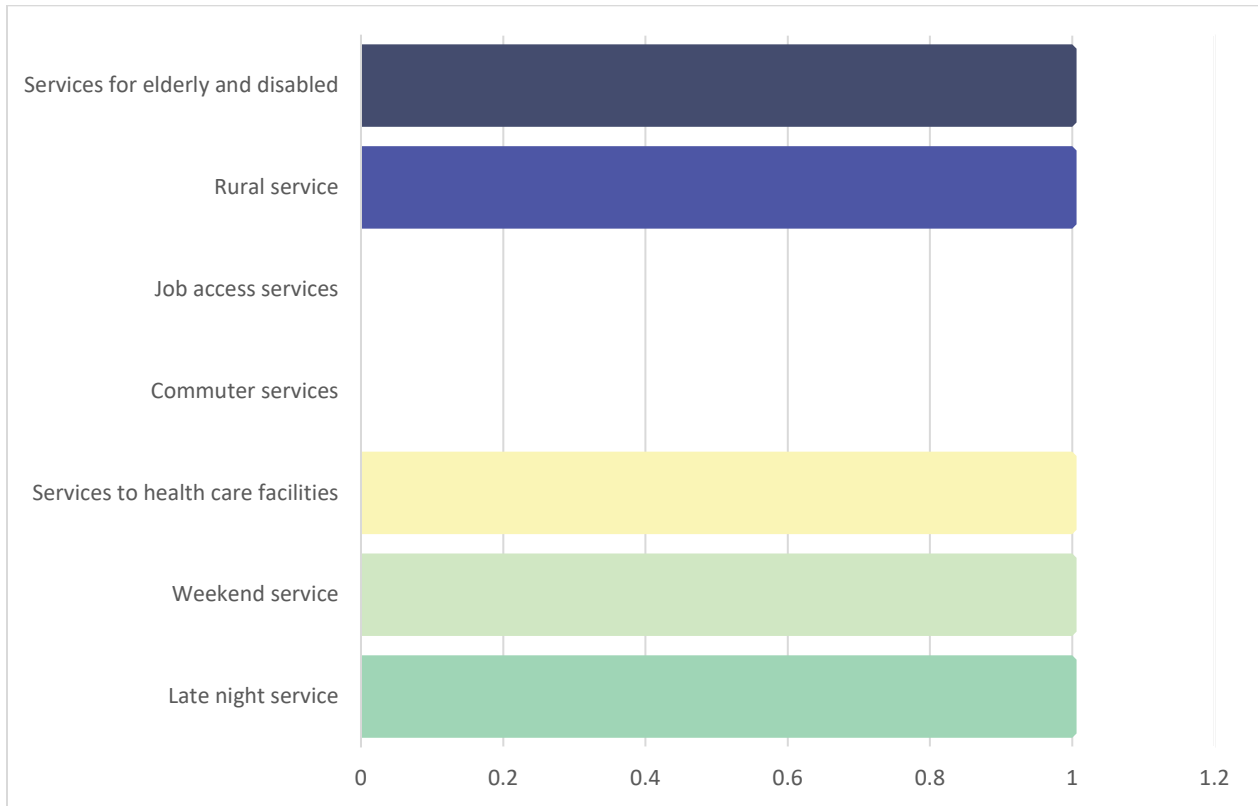
Responses: 3

Answer	Responses
Yes	2
No	1
Not Sure	0



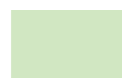


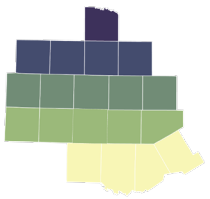
Q10: If you answered "Yes" to the previous question, please indicate what kind of transportation services are needed.



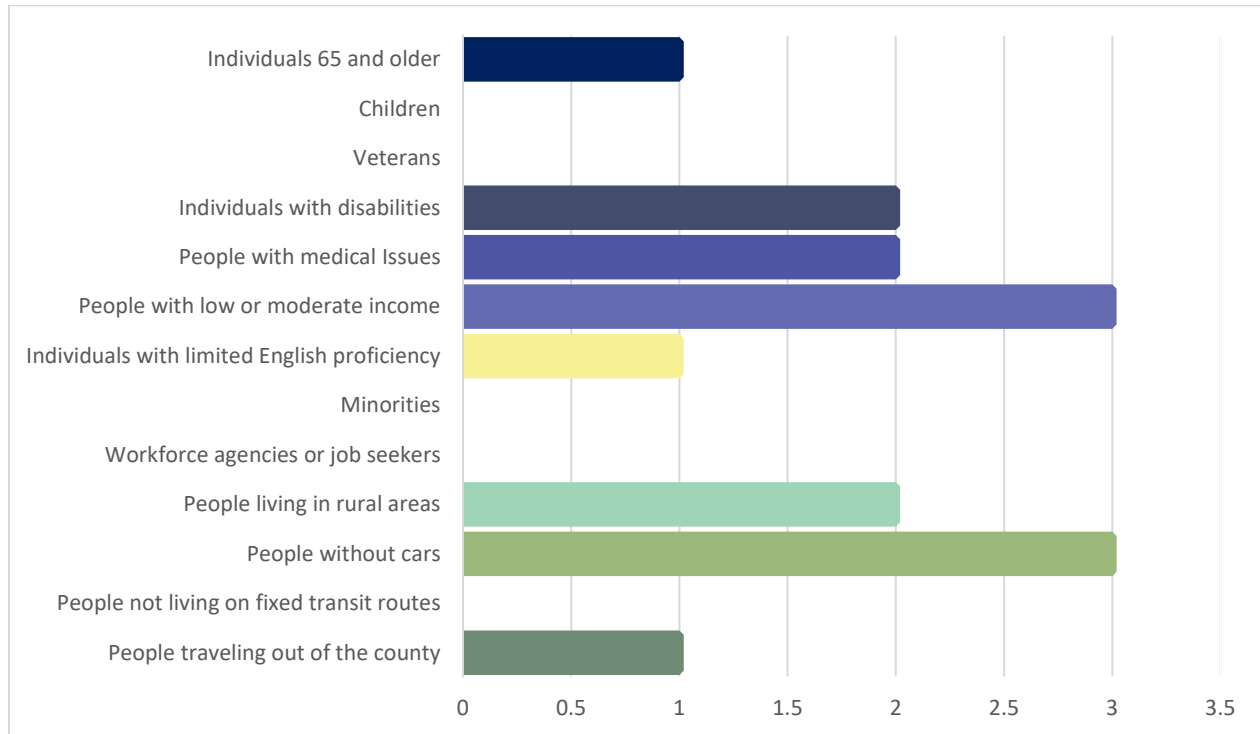
Responses: 2

Answer	Responses
Services for elderly and disabled	1
Rural service	1
Job access services	0
Commuter services	0
Services to health care facilities	1
Weekend service	1
Late night service	1





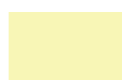
Q11: Within your county/counties, who is most affected by the availability of public transportation services?

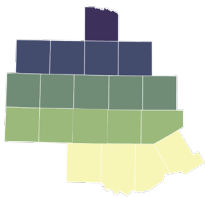


Responses: 3

Answer	Responses
Individuals 65 and older	1
Children	0
Veterans	0
Individuals with disabilities	2
People with medical Issues	2
People with low or moderate income	3
Individuals with limited English proficiency	1
Minorities	0
Workforce agencies or job seekers	0
People living in rural areas	2
People without cars	3
People not living on fixed transit routes	0
People traveling out of the county	1

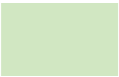
Q12: Within your county/counties, do you think that the quality of transportation services has improved, worsened, or stayed the same in the last five years?

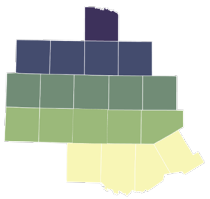




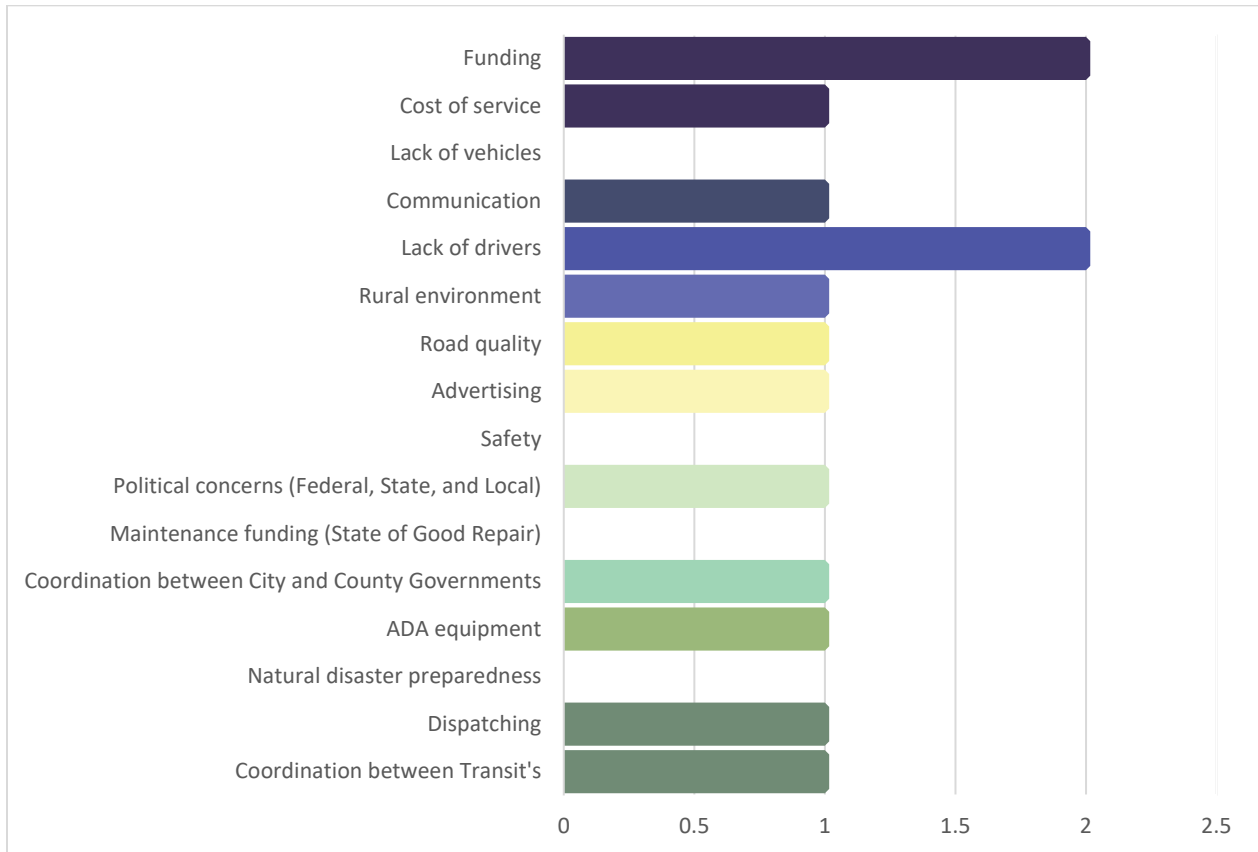
Responses: 3

Answer	Responses
Improved	3
Worsened	0
Stayed the Same	0
Not Sure	0



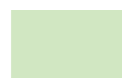


Q13: What major obstacles or concerns do you think need to be addressed in order to improve public transportation services in your county/counties?

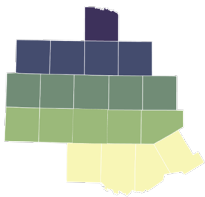


Responses: 3

Answer	Responses
Funding	2
Cost of service	1
Lack of vehicles	0
Communication	1
Lack of drivers	2
Rural environment	1
Road quality	1
Advertising	1
Safety	0
Political concerns (Federal, State, and Local)	1
Maintenance funding (State of Good Repair)	0



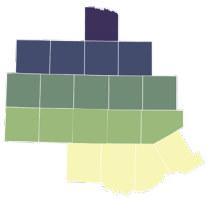




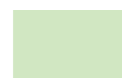
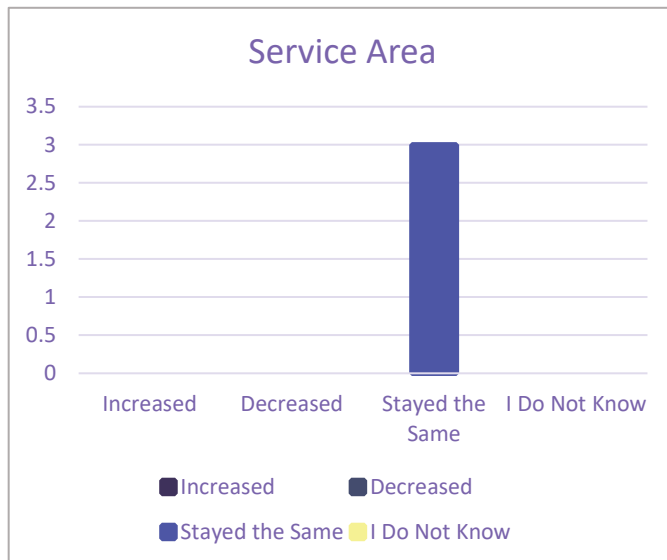
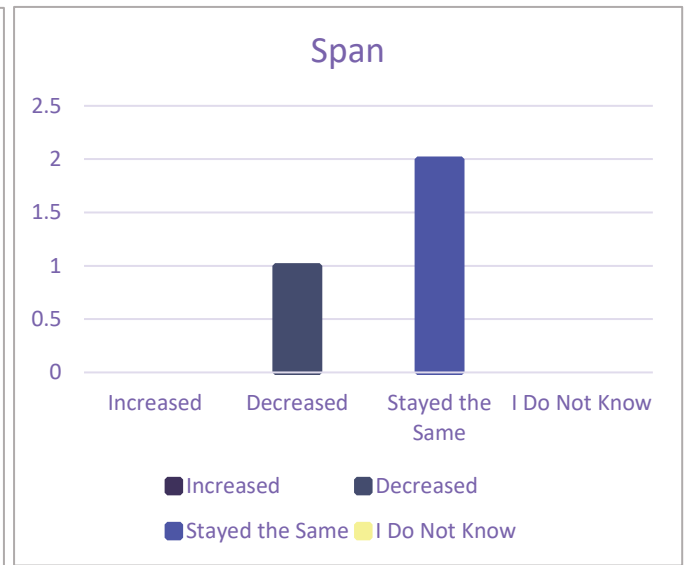
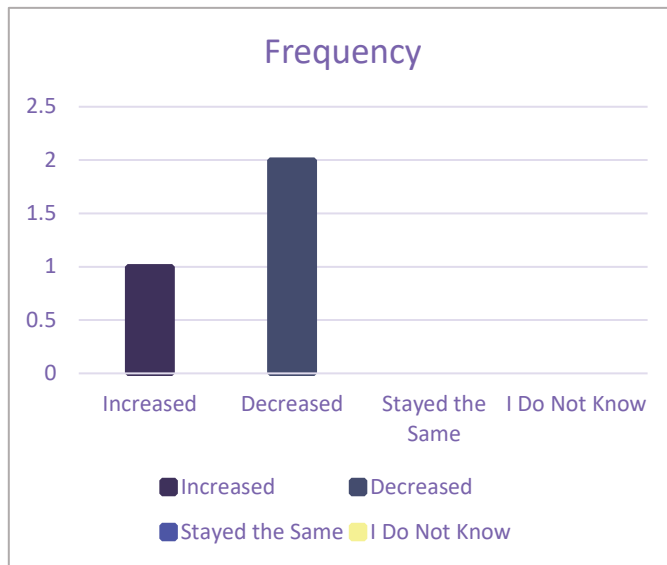
Q13: What major obstacles or concerns do you think need to be addressed in order to improve public transportation services in your county/counties?

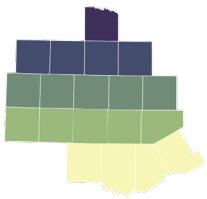
Coordination between City and County Governments	Response
ADA equipment	1
Natural disaster preparedness	0
Dispatching	1
Coordination between Transit's	1





Q14: Did COVID-19 affect the frequency, span, and/or service area for your agency?



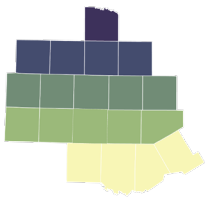


Q15: Did COVID-19 affect ridership for your transit agency?

Responses: 3

Answer	Responses
Yes, it increased	0
Yes, it decreased	3
No, it did not affect ridership	0
I do not know	0

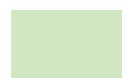


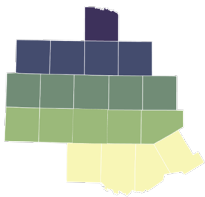


Q16: Please provide any additional comments on how COVID-19 has affected the delivery and ridership of your transit service:

Answer	Responses
People are apprehensive about leaving home in general. The media has convinced them it isn't safe.	1
Full ridership has not returned. Additional expenses incurred due to cleaning, labor.	1
We continued to provide rides to those who wanted the rides. Some were afraid to travel. We assisted those during covid who had to get groceries and get to medical appointments.	1

Responses: 3



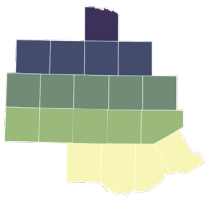


Q17: Does your agency apply for federal transportation funding every year?

Responses: 3

Answer	Responses
Yes	3
No	0

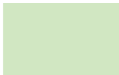


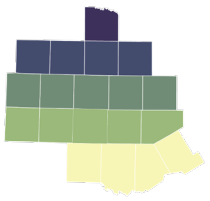


Q18: Does your agency pick up/drop off in other agencies’ service areas?

Responses: 3

Answer	Responses
Yes	2
No	1





Q19: Does your agency coordinate with other transportation providers in your area?

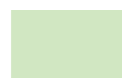
Responses: 3

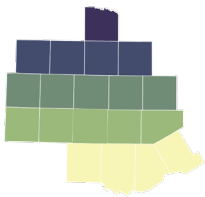
Answer	Responses
Yes	2
No	1

If you answered “Yes” to the previous question, in what ways do you coordinate?

Answer	Responses
We provide Mobility Management. We also provide discounted fares. We coordinate for the transportation provider to bill us for the rides.	1

Responses: 31





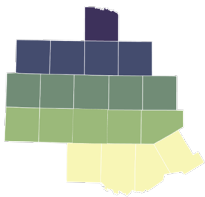
Q20: Would your agency attend a coordination workshop in your region

Responses: 3

Answer	Responses
Yes	3
No	0





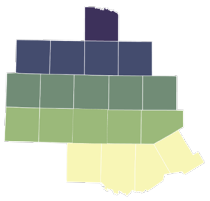


Q21: Has anybody at your agency attended a coordination workshop hosted in your region?

Responses: 3

Answer	Responses
Yes	1
No	2





Q22: Does your transportation agency use scheduling or data collection technology?

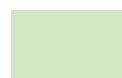
Responses: 3

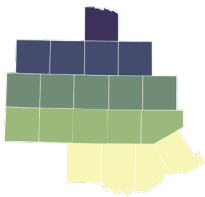
Answer	Responses
Yes	2
No	1

If you answered “Yes” to the previous question, what data tracking technology do you use?

Answer	Responses
Shah	1
Was using Route Match but recently converted to Ecolane.	1

Responses: 2



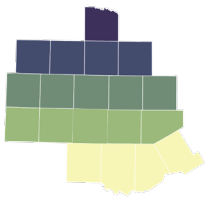


Q23: Do you have any additional comments about transit coordination in your region?

Answer	Responses
Coordination with all Transit's would be more efficient and effective if located in same general area, true multi modal.	1

Responses: 1



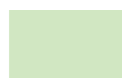


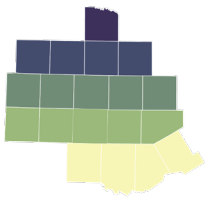
## Abilene Goals Survey Results

### Q1: Email

Answer	Responses
bobby.sharpe@abilenetx.gov	1
jgoode@bettyhardwick.org	1
elisa.smetana@abilenetx.gov	1
Kathy.turner@workforcesystem.org	1
Mary@unitedwayabilene.org	1
don.green@abilenetx.gov	1
bill.dean@workforcesystem.org	1
leah.beltran@disabilityinaction.org	1
cpittcock@gmail.com	1

Responses: 9

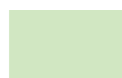


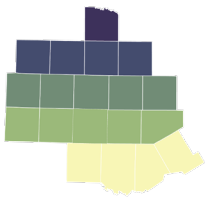


Q2: Name of Organization.

Answer	Responses
CityLink	1
Betty Hardwick Center	1
Abilene MPO	1
Workforce Solutions of WCT	1
United Way of Abilene 2-1-1 Texas A Call for Help	1
City of Abilene	1
Workforce Solutions of West Central TX	1
Disability in Action	1
Aspermont Small Business Development Center, Inc.	1

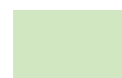
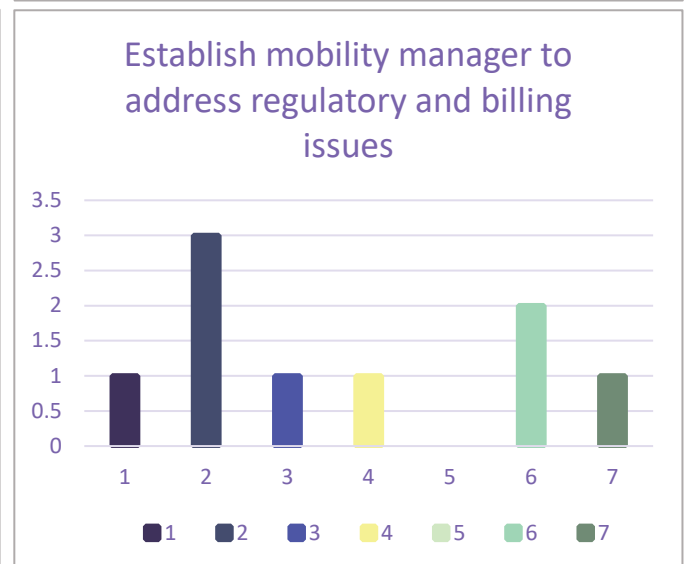
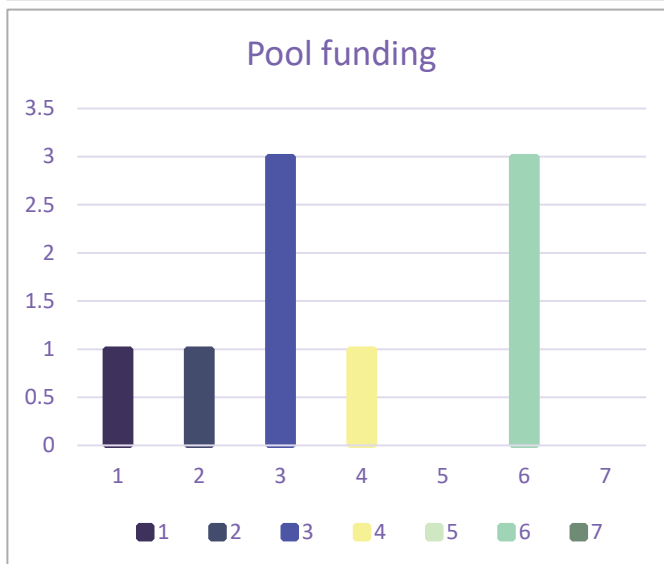
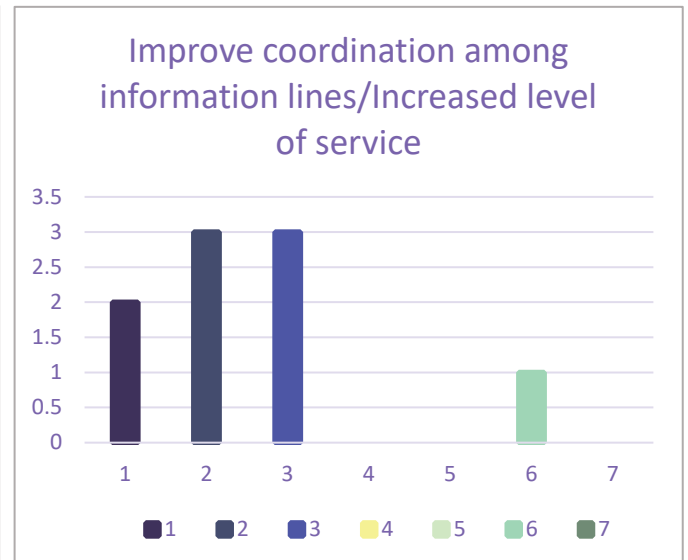
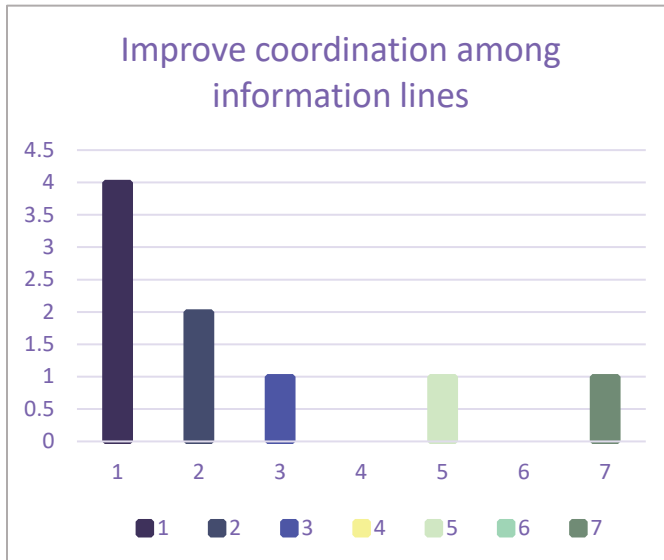
Responses: 9

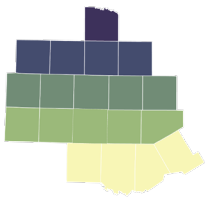




### Q3: Coordinate and Consolidate Transportation Services and Resources.

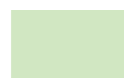
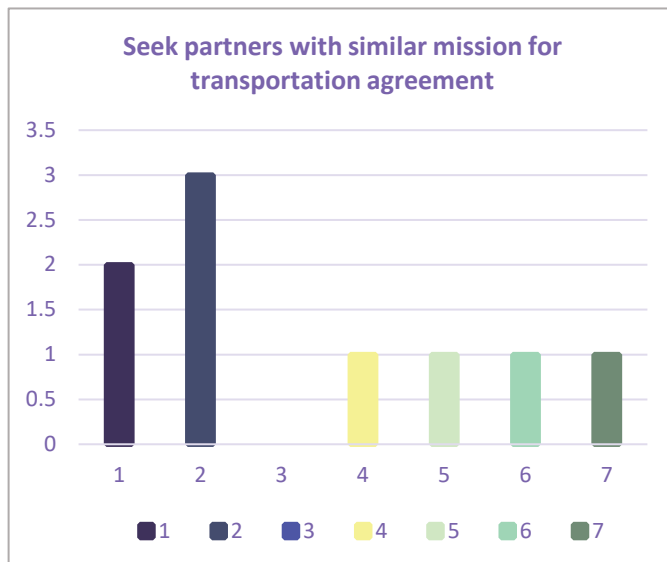
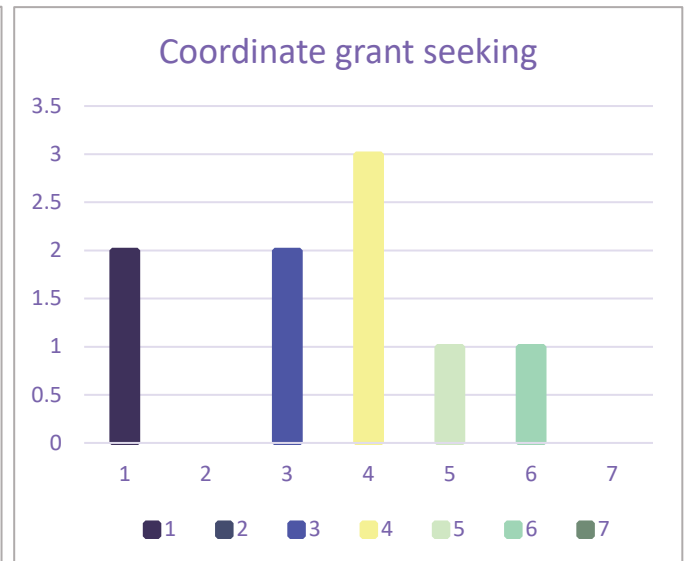
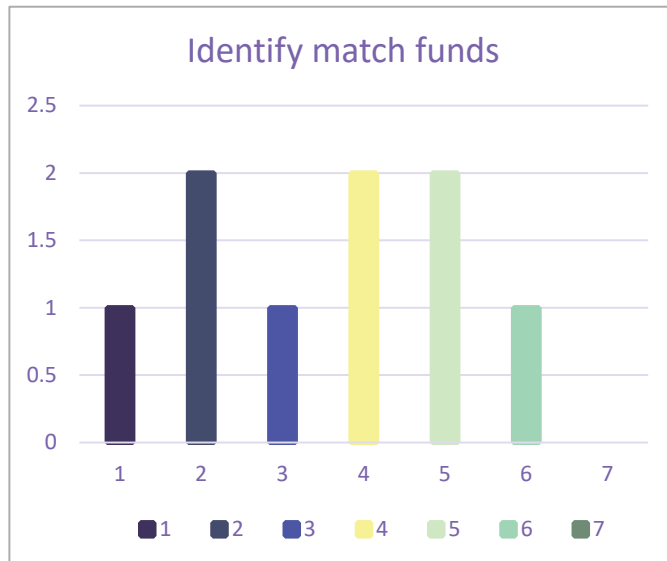
1 (most likely) – 7 (least likely)

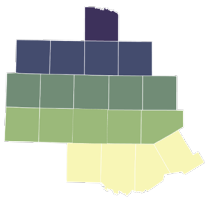




### Q3 (continued): Coordinate and Consolidate Transportation Services and Resources.

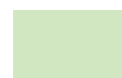
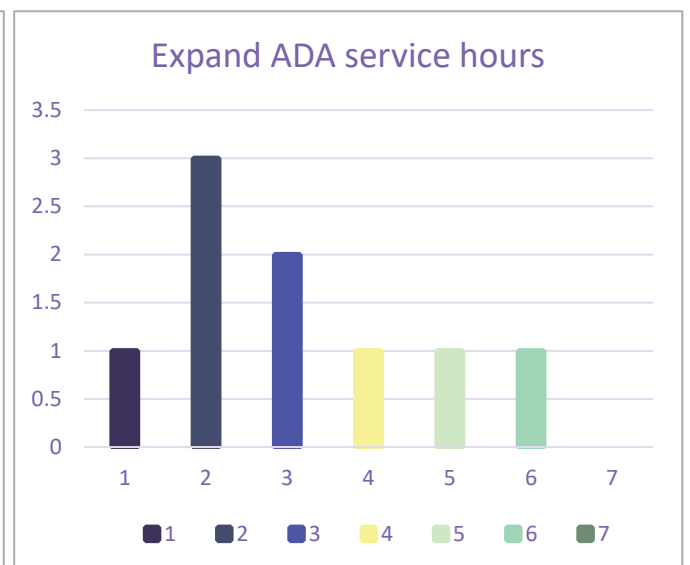
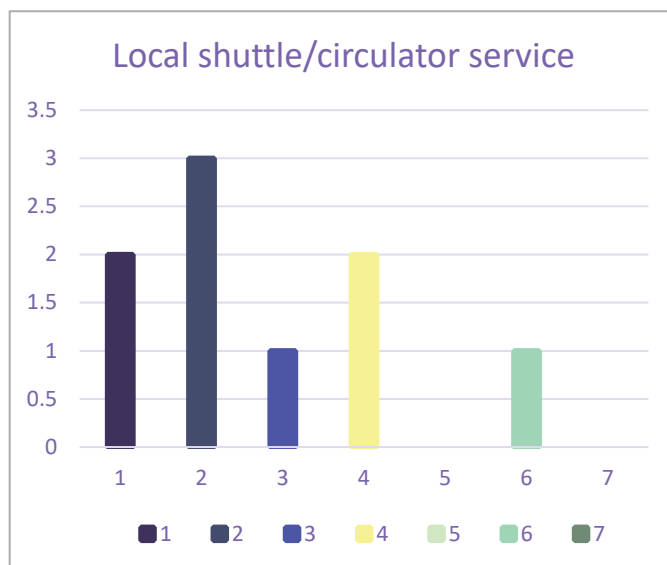
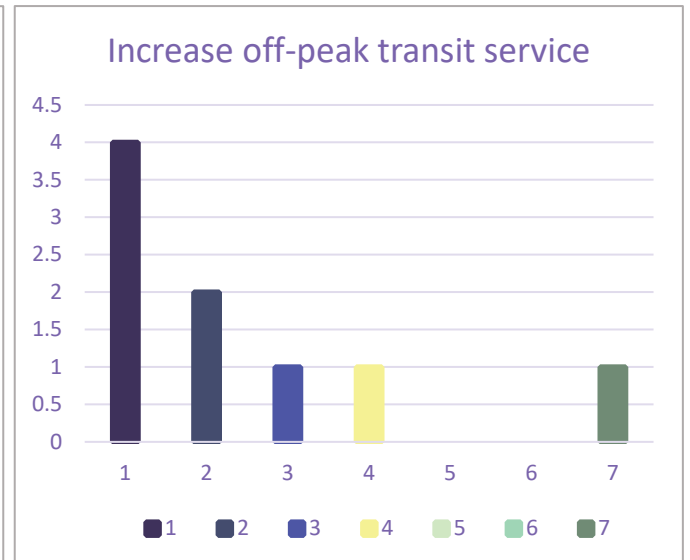
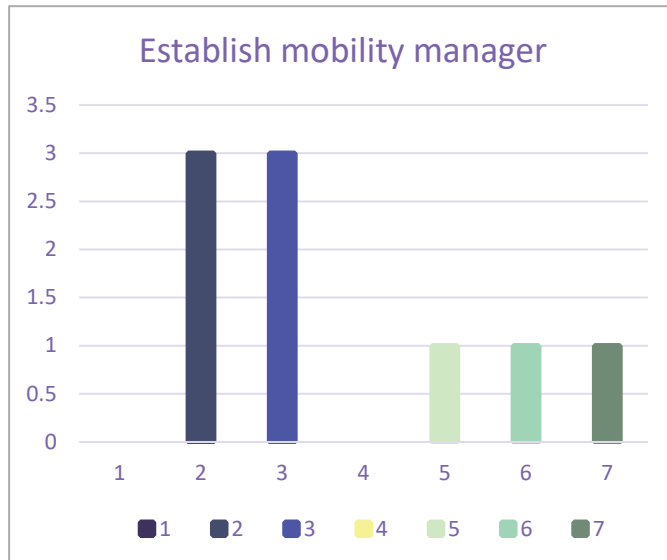
1 (most likely) – 7 (least likely)



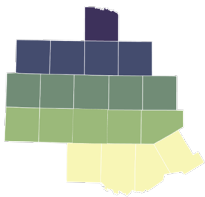


## Q4: Mobility Strategies

1 (most likely) – 7 (least likely)

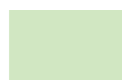
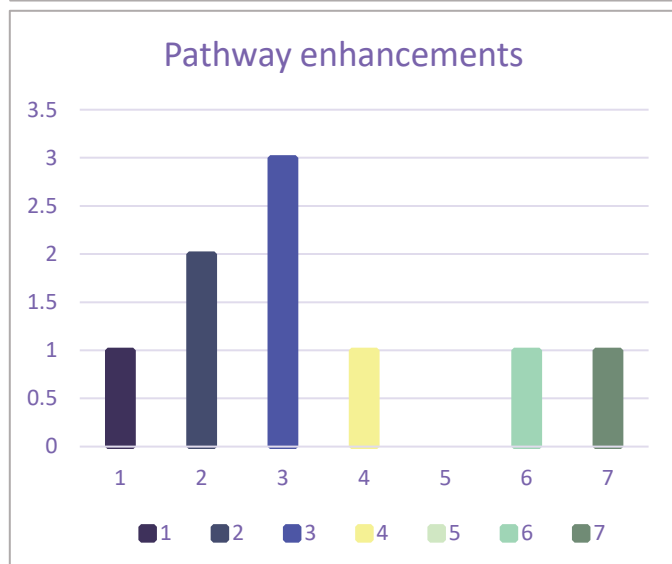
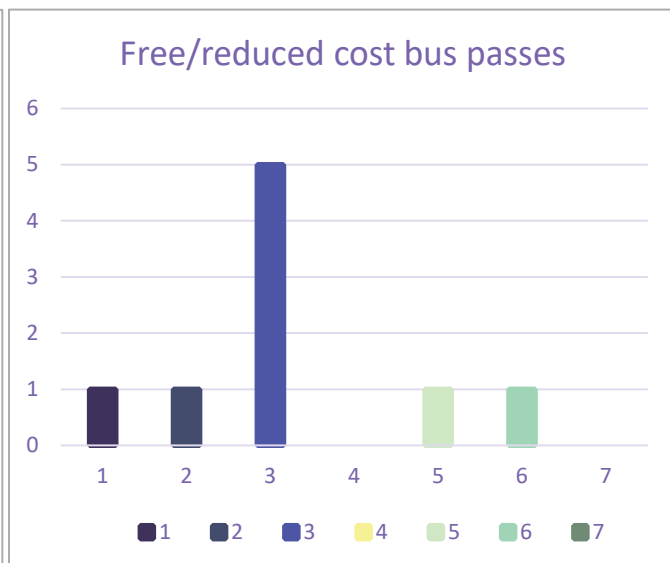
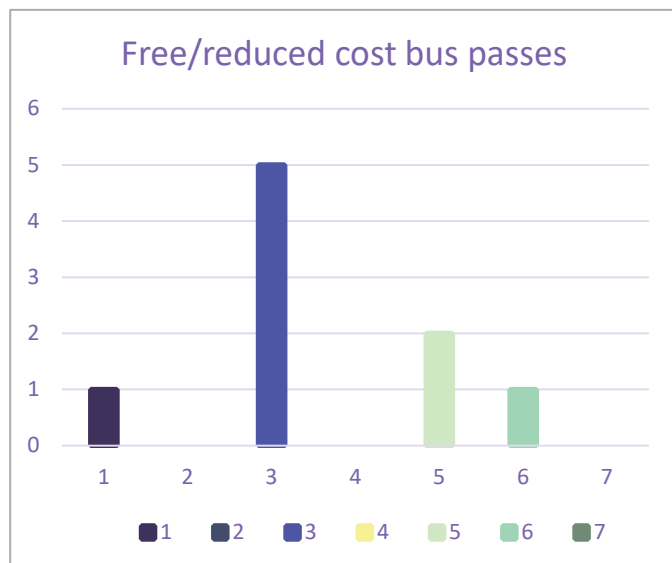


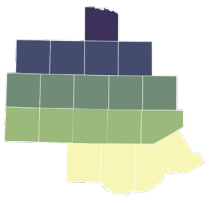




## Q4 (continued): Mobility Strategies

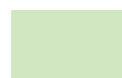
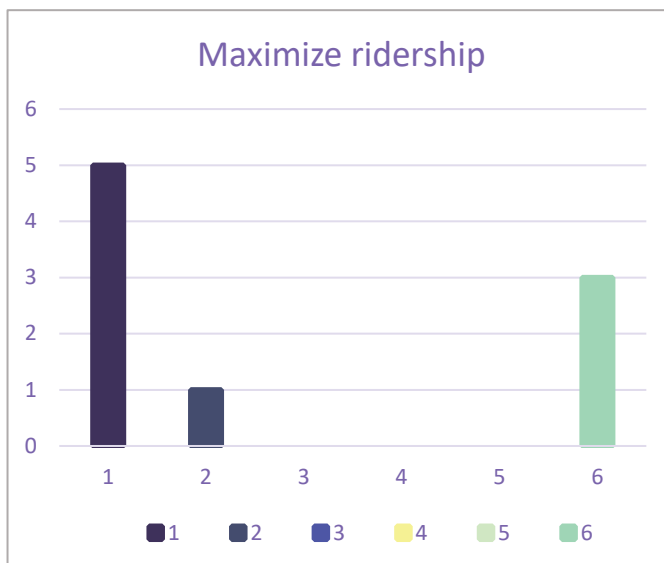
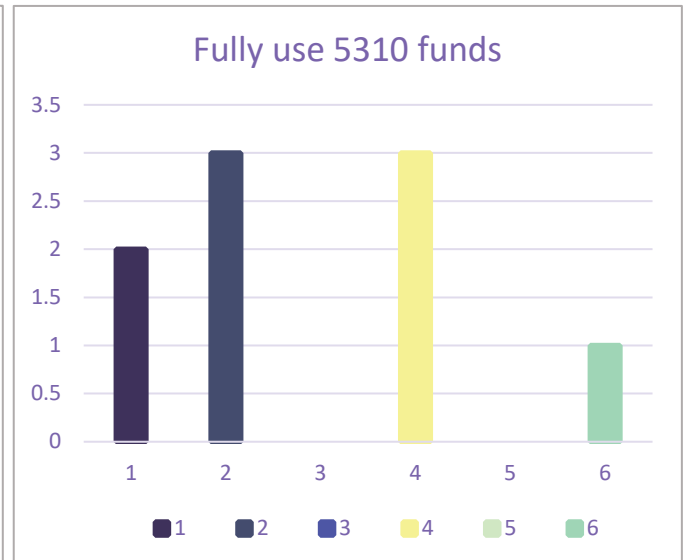
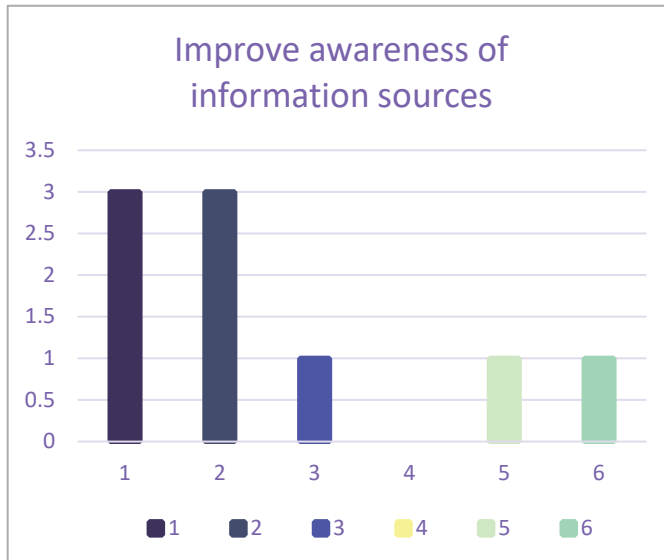
1 (most likely) – 7 (least likely)

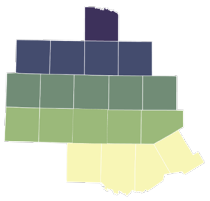




## Q5: Communication, Training, and Organizational Support

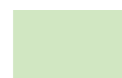
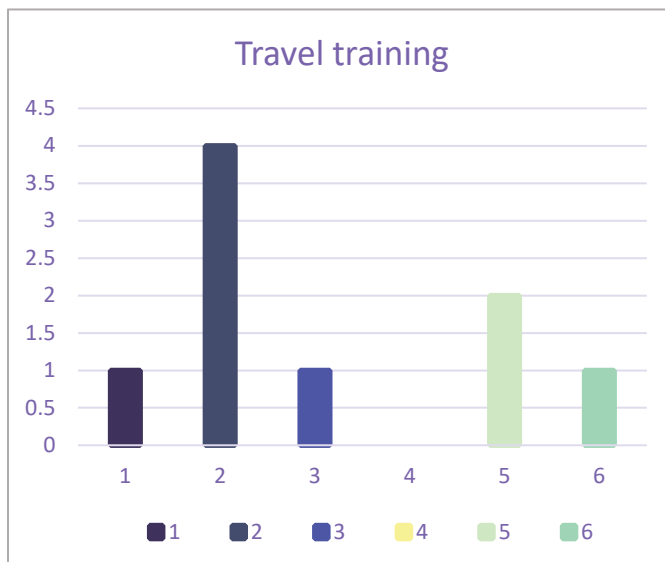
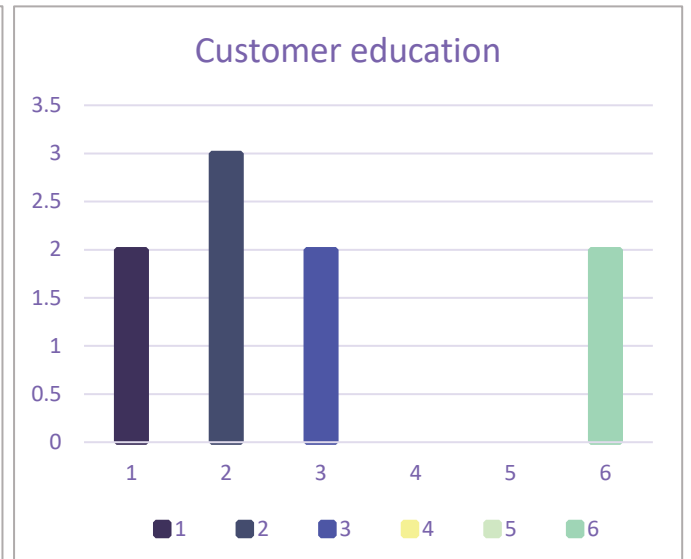
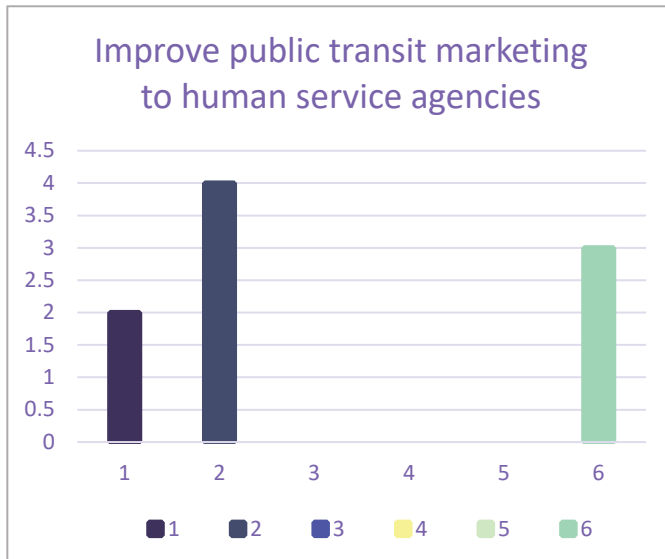
1 (most likely) – 7 (least likely)





## Q5 (continued): Communication, Training, and Organizational Support

1 (most likely) – 7 (least likely)



Appendix D: Gap Analysis



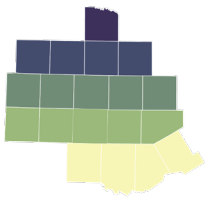
Gap Analysis of Previous Plan

Communication, Training, and Organizational Support					
Strategy	Improve awareness of information sources. There are a number of information sources already available about transportation options in the Region 7 area.	Fully use 5310 funds: Improve information about the potential for use of the funds and fully expend available 5310 dollars each year.	Maximize ridership: Improve information about available service in order to maximize ridership on fixed route transit or other fixed routes services.	Improve public transit marketing to human service agencies: One opportunity to improve coordination is to improve the marketing of the regular route transit system to non-profits.	Travel training: Expand travel training, targeting those populations who could ride fixed route transit but who do not feel comfortable doing so.
Progress					
Number of Gaps Addressed	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Coordinate and Consolidate Transportation Services and Resources									
Strategy	Integrate, coordinate and improve information available to Region 7 Service Providers. All service providers have tools for connecting their clients to transportation	Region 7 Transit's website can be a Region 7 Transportation solutions hub. Providing information on relevant transportation options.	Engage a centralized telephony option within Region 7.	Establish mobility manager to address regulatory and billing issues. Identify a central entity to provide mobility management services can help to coordinate regulatory and billing.	Pooling funding between agencies to provide transportation services among compatible service populations and type of rides may help to relieve some funding strains while maintaining or increasing service levels.	Identify match funds. Consider using other federal funds does not include other public transportation fund to match the FTA funds.	Coordinate grant seeking: Coordinate search for grant funds, potentially through a mobility management	Seek partners with similar mission for transportation agreement. Coordinate between agencies to provide more direct transportation routes than provided by fixed route transit.	
Progress									
Number of Gaps Addressed	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

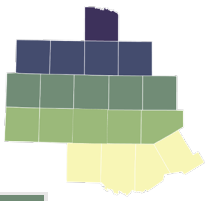
Mobility Strategies							
Strategy	Increase off-peak transit service: Increase the availability and frequency of transit service during off-peak hours, where demand warrants.	Local shuttle/circulator service. Establish circulator services or local shuttles to connect with transit stations, by a public transit or human service agency, could help to bridge service gaps in areas with limited transit availability.	Expand ADA service hours: Expand ADA service beyond fixed route hours of operation.	Free/reduced cost bus passes: Public transit agencies and human service agencies could coordinate to make free or reduced cost bus passes available to very low-income individuals.	Taxi vouchers: Human service agencies could coordinate with taxi companies to establish a voucher or pre-paid taxi ride program for situations in which transit won't meet needs.	Pathway enhancements: Pathway enhancements may include adding sidewalks where none exist, moving any blocking structures (e.g. telephone pole), repairing sidewalks, installing accessible pedestrian signals (APS), and timely snow removal.	Establish mobility manager: Develop plan to establish Mobility Management Program. Identify a central entity to provide mobility management services can help to coordinate among the various transportation providers.
Progress							
Number of Gaps Addressed	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>



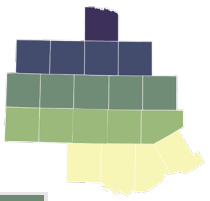


## Total Services Calculations

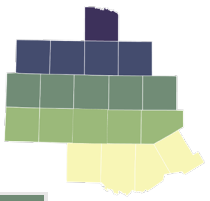
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
482079 503003	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
482079 503004	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
484410 134044	1	1	0	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 103002	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410 104001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 112002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 134043	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6
482530 202001	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
482530 202002	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
482530 204001	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
483359 502005	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
480839 503002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480839 507003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480839 503001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480839 503003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480839 507001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480839 506001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1



GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
480839 503005	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
482759 502002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
482759 501002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
480590 301022	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
481519 504003	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
481519 504002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
481519 504001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
481519 503001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
480499 509004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 510002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 511001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 511003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484299 503002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484299 502003	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484299 502002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484299 505003	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484299 502001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484299 505002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2

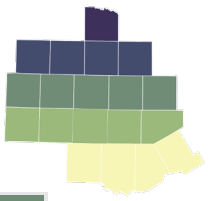


GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484299 505001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484299 503001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484299 502004	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
483359 502004	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
481339 505001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
482639 501001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
480499 505002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484299 503003	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
480499 506001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 512001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 503001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 513001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 501001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 506003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 507001	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	2
480499 508001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 508002	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	2
480499 505001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1

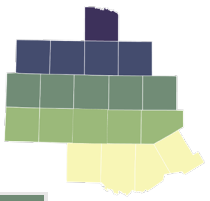


GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
482759 501001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
482759 502001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
484159 506004	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 501001	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 506005	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 503005	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 503001	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
480499 508003	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	2
482530 204002	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
482530 204004	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
480839 503004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
482530 201011	0	1	0	0	1	0	1	0	0	0	0	1	1	1	1	7
480499 509001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 509003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
482079 503002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
482079 504002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
482530 203001	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
482530 205001	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5

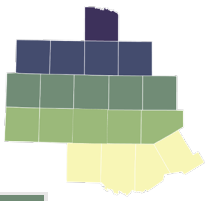




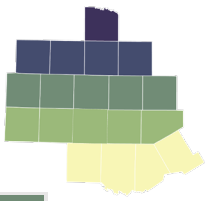
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
482530204003	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
482530205002	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
482530201021	0	1	0	0	1	0	1	0	0	0	0	1	1	1	1	7
482530205003	0	1	0	0	1	0	1	0	0	0	0	1	1	1	1	7
482530203002	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
481339501002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481519503002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
483539504002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539504003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539504004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939503003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539505001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539505002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539505004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539501001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539502003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539504001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539502005	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1



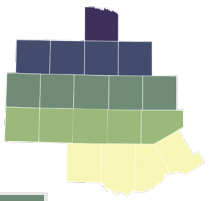
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
483539 501002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539 502002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539 502004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539 505003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539 502001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483539 503001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 501002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 513002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 502003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 512002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 507002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 505003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 502002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 503002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 509002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 510003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 506002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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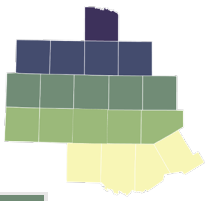
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484159 502001	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 503002	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 501002	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
480499 511002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484159 503003	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 503004	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 506003	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 506001	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159 501003	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
483999 505001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 502003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 506004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 501001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 506001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 502001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 502002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 506003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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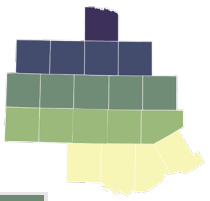
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
483999 501002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
483999 505002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480499 502001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484479 503002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
484479 503001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
484410 134041	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410 127008	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 135004	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6
484410 134024	0	1	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 121001	1	1	0	1	0	0	1	0	1	0	0	1	1	1	1	9
480590 301013	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
483539 503002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484410 132001	0	1	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 133003	0	1	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 105001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410 109007	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484419 800001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410 136004	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6



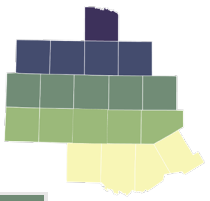
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484410135001	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6
484410131001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410106003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410130001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410109006	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410122001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410131007	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410127006	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410128011	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410134042	1	1	0	1	0	0	1	0	1	0	0	1	1	1	1	9
480939502001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939501001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484410129001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410129002	0	1	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410125003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410114003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410102001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410101001	1	1	1	1	0	0	1	0	1	1	0	1	1	1	1	11



GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484410108001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410134021	1	1	0	1	0	0	1	0	1	0	0	1	1	1	1	9
480939501004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939502003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939504002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939501002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939503001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939501005	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939503002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939504001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939503004	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480939502002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484410110001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410124002	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484179503004	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
480939501003	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484410125001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410107003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9

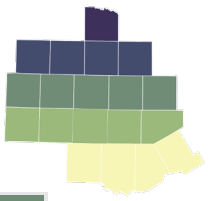


GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484410127002	1	1	0	1	0	0	1	0	1	0	0	1	1	1	1	9
484410113005	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410135002	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6
484410109004	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410134013	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410131006	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410128023	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410131003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410131005	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410131004	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410133001	1	1	1	1	0	0	1	0	1	1	0	1	1	1	1	11
484410133002	1	1	1	1	0	0	1	0	1	1	0	1	1	1	1	11
484410134011	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410134022	0	1	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410134023	0	1	0	1	0	0	1	0	1	0	0	1	1	1	1	8
484410136002	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6
484410109003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410116003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9

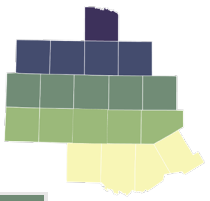


GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484410123003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410134012	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410102002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410106001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410131002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410136003	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6
484410101002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410104002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410105003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410106002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410107001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410107002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410108002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410109002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410109005	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410112003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410113002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410113003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9

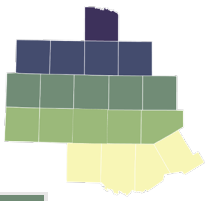




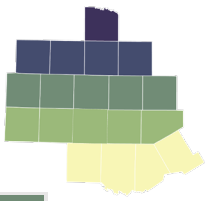
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484410113004	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410114001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410114002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410115001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410115003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410116001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410125002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410116002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410116004	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410117001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410117002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410119001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410120001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410120002	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410122002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410123002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410124001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410126001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9



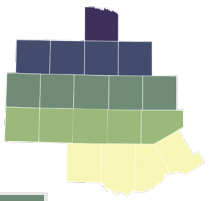
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484410126002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410127001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410127003	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410127004	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410127005	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410127007	1	1	0	1	0	0	1	0	1	0	0	1	1	1	1	9
484410128021	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410128022	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
480839503006	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480839506002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480839507002	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
484410101003	1	0	1	1	0	0	1	0	1	1	0	1	1	1	1	10
484410101004	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410105002	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410123001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410112001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410135003	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6
484410136001	0	0	0	1	0	0	1	0	1	0	0	1	1	1	0	6



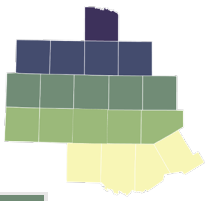
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
484410114004	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410119002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410109001	1	1	1	1	0	0	1	0	1	0	0	1	1	1	1	10
484410122003	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410113001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410103001	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410115002	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410128012	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484410128013	1	0	1	1	0	0	1	0	1	0	0	1	1	1	1	9
484339503001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
483359502001	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
483359502002	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
483359504002	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
483359504001	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
483359502003	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
483999506005	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
481339502001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339501001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2



GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
481339 504002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 504001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 502006	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 503001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 502002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 503005	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 505002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 502004	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 501003	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 503002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 503006	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 502005	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 502003	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 503003	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
481339 503004	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
482079 504001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
482079 503001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
482530 205004	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5



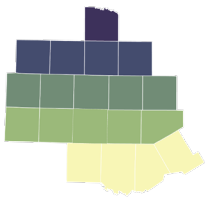
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
482530201012	0	1	0	0	1	0	1	0	0	0	0	1	1	1	1	7
482530202003	0	0	0	0	1	0	1	0	0	0	0	1	1	1	0	5
484179503003	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484179503001	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
484179503002	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
480499510001	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
480590301023	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590301011	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590301024	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590301021	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590302002	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590301012	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590302003	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590302004	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590302001	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
480590301014	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	3
484339503002	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
481519504001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1



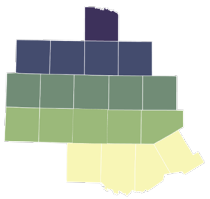
GEOID	CityLink Fixed route	CityLink Paratransit	CityLink ADA Paratransit	City and Rural Rides	Aspermont Small Business Development Center	Spartan Public Transit	Disability in Action	Stinger Shuttle - Howard Payne University	Uber	Greyhound Bus	Scurry County Senior Center	Road Runner Taxi	Lynk Up Transport	ABI Taxi	True Freedom Services	Total Services
481519503001	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
484159501004	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
484159501003	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2

### Access by Need Calculations

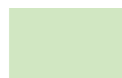
GEOID	Total Services	TNI	Access divided by Need
482079503003	1	18.76653735	0.0533
482079503004	1	18.3332039	0.0545
484410134044	9	3.746694103	2.4021
484410103002	10	9.357004162	1.0687
484410104001	9	5.487104898	1.6402
484410112002	9	12.55541506	0.7168
484410134043	6	1.644330832	3.6489
482530202001	5	17.80827813	0.2808
482530202002	5	13.67633995	0.3656
482530204001	5	40.72074248	0.1228
483359502005	1	7.495572715	0.1334
480839503002	1	5.961707249	0.1677
480839507003	1	17.95962675	0.0557
480839503001	1	15.00299339	0.0667
480839503003	1	8.928691537	0.1120
480839507001	1	6.640842244	0.1506
480839506001	1	6.576129418	0.1521
480839503005	1	18.4326613	0.0543
482759502002	1	7.049544872	0.1419
482759501002	1	1.435685549	0.6965
480590301022	3	12.85426901	0.2334
481519504003	1	15.6065381	0.0641



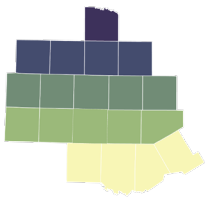
GEOID	Total Services	TNI	Access divided by Need
481519504002	1	4.75816581	0.2102
481519504001	1	6.898097625	0.1450
481519503001	1	6.191704002	0.1615
480499509004	1	11.17224109	0.0895
480499510002	1	14.7649067	0.0677
480499511001	1	7.488252059	0.1335
480499511003	1	11.75504175	0.0851
484299503002	2	6.126216135	0.3265
484299502003	2	4.397645151	0.4548
484299502002	2	16.01139703	0.1249
484299505003	2	4.483381082	0.4461
484299502001	2	7.134318062	0.2803
484299505002	2	3.998566211	0.5002
484299505001	2	7.146713361	0.2798
484299503001	2	7.0278633	0.2846
484299502004	2	2.906388137	0.6881
483359502004	1	5.138263042	0.1946
481339505001	2	10.61979097	0.1883
482639501001	1	7.211821448	0.1387
480499505002	1	27.81908717	0.0359
484299503003	2	34.78716477	0.0575
480499506001	1	15.39924618	0.0649
480499512001	1	3.072808186	0.3254
480499503001	1	9.470942044	0.1056
480499513001	1	2.679067321	0.3733
480499501001	1	31.04009491	0.0322
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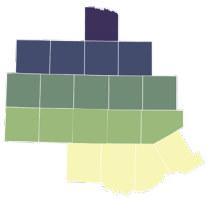
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483539501001	1	4.794533304	0.2086
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483539504001	1	10.98513787	0.0910
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483539501002	1	8.149748895	0.1227
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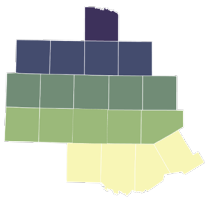




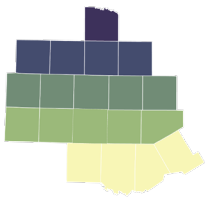
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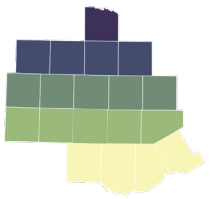
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484410127006	10	4.025019942	2.4845
484410128011	9	4.957585228	1.8154
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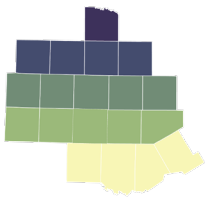
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484410131003	9	5.124809871	1.7562
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484410101002	9	3.27237194	2.7503
484410104002	9	16.21513219	0.5550
484410105003	9	6.272168429	1.4349
484410106002	9	4.279379088	2.1031
484410107001	9	2.746791415	3.2766
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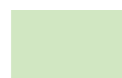
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484410101003	10	5.237819897	1.9092
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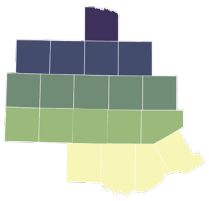


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481339503004	2	4.245392784	0.4711
482079504001	1	9.150280493	0.1093
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## **Appendix E: Operating Procedures**

### **Region 7 Regionally Coordinated Transportation Planning Stakeholders Council Operating Procedures**

Effective Date: July 2019

#### **Article I: Title and Purpose**

##### **Section 1: Title**

The name of this body shall be Region 7 Regionally Coordinated Transportation Planning Stakeholders Council, heretofore referred to as Council.

##### **Section 2: Purpose**

The Council shall provide advice to the Lead Agency and/or its designee to assist in the evaluation of program structure and effectiveness in matters related to the implementation of TxDOT Regionally Coordinated Transportation Planning requirements and other applicable stakeholder guidance, as well as monitoring and assessment of programs developed in response to identified needs.

#### **Article II: Authority**

##### **Section 1: Authority**

The City of Abilene, through CityLink, maintains a contract with Texas Department of Transportation for RCTP Lead Agency authority. City of Abilene contracts with United Way of Abilene 2-1-1 Texas A Call for Help to facilitate the ongoing oversight and management of the process. Duties include but are not limited to: develop, adopt, monitor progress, and update the coordinated public transit/human services transportation plan for Region 7.

#### **Article III: Membership**

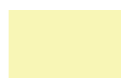
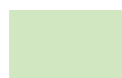
##### **Section 1: Number/Composition of Members**

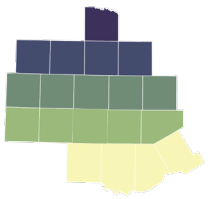
The Stakeholders Council shall be composed of a minimum of 12 and no more than 30 community leaders with purview in West Central Texas, representing the diversity of the region with special attention to representation from the TxDOT identified target populations.

##### **Section 2: Selection of Members**

Membership of the Stakeholders Council consists of representatives from various organizations across Region 7. All the members have an interest in the success of the West Central Texas regional transportation network.

Members serve a minimum of three years. There are no standing term limits.





Recommendations for the appointment of new members or alternates, from time to time when positions become vacant, can come from staff and current Stakeholder members. The Stakeholders may make recommendations for dismissal of members for good cause.

At all times, the Stakeholders Council will include the Lead Agency designated representative, a representative from the Metropolitan Planning Organization, and a representative from TxDOT. The Stakeholders represent transportation providers, health and human services agencies, medical facilities, workforce centers, municipalities, nonprofits, educational facilities, and government agencies.

## **Article IV: Stakeholder Council Leadership**

### **Section 1: Committee Structure**

The Stakeholders Council structure is peer driven with the City of Abilene's CityLink General Manager serving as chair of the committee. Abilene Metropolitan Planning Organization's Executive Director will serve as vice-chair of the Council.

The responsibilities of the Chair shall include:

1. Preside at all meetings, maintain order, and create an environment where all members' input is solicited and respected.
2. The Chair shall represent Region 7 RCTP to TxDOT and the media.

### **Section 2: Stakeholders Council Operations**

The Stakeholders Council will meet regularly and as needed to provide direction to staff and approve actions and documents necessary to continue coordinated transportation planning and implementation of projects in Region 7. Meeting dates will be set annually.

### **Section 3: Active Involvement of Stakeholders**

United Way of Abilene is responsible for convening meetings of the Stakeholders, developing full regional representation on the Stakeholder Council, and coordinating actions to accomplish the goals and strategies of regional transportation planning process for West Central Texas as directed by the Stakeholders. A strong core of Stakeholder Council members will remain actively involved in each step of this complex process throughout the 5-year planning cycle. Active involvement will be measured by meeting attendance and input to specific inquiries by the facilitator/coordinator. Involvement is reported to TxDOT.

## **Article V: Resignation**

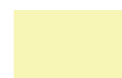
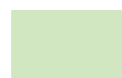
### **Section 1: Resignation**

A member desiring to resign shall submit a written resignation to the Council Chair in care of the United Way of Abilene's 2-1-1 Program Director.

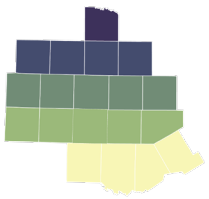
## **Article VI: Meetings, Logistics, and Administration**

### **Section 1: Regular Meetings**

The Council shall meet at least quarterly. Annually, the Council determines the meeting schedule. Called meetings may be scheduled, if needed.







## Section 2: Attendance

Members should attend every meeting or arrange for alternates to attend on their behalf.

Members should notify the Program Director in advance of any meeting if the member will not be present. Three or more unexcused absences shall result in action by the Council, up to dismissal from the Council. Members who do not make a single meeting for a calendar year will be subject to removal.

## Section 3: Summary of Council Actions or Recommendations

Summaries of Council Actions or Recommendations shall be recorded at all meetings by staff. The previous meeting minutes shall be reviewed and approved and/or revised at the start of the subsequent meeting.

## Section 4: Quorum

The presence of half of the members plus one constitutes a quorum.

## Section 5: Parliamentary Authority

Robert's Rules of Order shall govern the activities of the Council.

## Section 6: Agendas

The Council agendas shall be developed by the 2-1-1 Program Director cooperatively with consultation with the Chair.

## Section 7: Plan Update Process

The Region 7 RCTP Plan is in the custodial care of United Way of Abilene, under the guidance of CityLink. CityLink is the connector for City of Abilene, TxDOT, and United Way of Abilene on all RCTP matters.

The Stakeholder Council is committed to supporting the accomplishment of established metrics by which the progress toward the Plan's implementation can be measured and tracked. The creation and maintenance of the Plan's reporting matrix that combines the goals, strategies, and actions into a single table, has been undertaken and is regularly reviewed and updated by the Stakeholders.

City of Abilene, with management duties by United Way of Abilene, will continue to bear the primary responsibility for coordinating the implementation of the current Plan. The Stakeholder Council members will be responsive to calls to action. The Stakeholders will work together to build reasonable timetables to meet the requirements of this ongoing process.

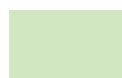
## Article VII: Voting

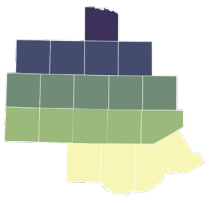
### Section 1: Consensus

The Policy of the Council is to seek consensus on all issues and recommendations. The members of the Council intend that meetings foster new ideas and open dialogue.

### Section 2: Voting

When consensus is not reached, the Council may vote on issues and recommendations. Each Council member or alternate shall cast one vote. Alternates shall not vote if a member is present.





## **Article VIII: Amendments**

### **Section 1: Submission**

Proposed amendments to the Operating Procedures may be submitted in writing to the Chair and will be distributed to members. The proposed amendments will be discussed at the next scheduled meeting of the Council. If consensus on the proposed amendments is not reached, the proposed amendments will be voted upon at a subsequent meeting.

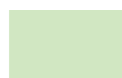
### **Section 2: Approval**

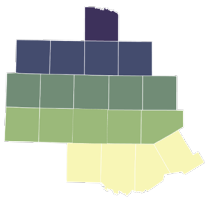
Proposed amendments to the Operating Procedures shall be approved by a simple majority of the Council members present and become effective immediately.

## **Article IX: Staffing**

### **Section 1: 2-1-1 Texas A Call for Help Community Resource Center Staff**

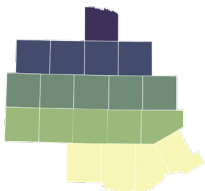
The Program Director shall provide a staff liaison to each committee





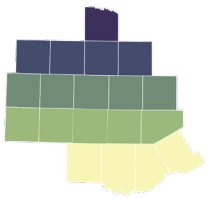
## Appendix F: Stakeholder Workshop Exercise

Responsible Party Action Items			
Objectives	CityLink	Provider	Partners
<b>Obj. 1</b> Establish a mobility manager network for open communication between regional providers	<ul style="list-style-type: none"> <li>Develop communication for mobility managers</li> <li>Identify providers who can provide funding</li> </ul>	<ul style="list-style-type: none"> <li>Secure funding for management position</li> <li>Establish quarterly/monthly meeting</li> </ul>	<ul style="list-style-type: none"> <li>Establish quarterly meeting</li> <li>Establish quarterly meeting</li> </ul>
<b>Obj. 2</b> Increased coordination between public transit agencies, resources, and information exchange.	<ul style="list-style-type: none"> <li>Reach out to transit agencies to coordinate</li> <li>Coordinate biannual meetings for each partner</li> <li>Recognize agency agencies' specific funding</li> </ul>	<ul style="list-style-type: none"> <li>Establish communication on method with partners</li> <li>Coordinate biannual meetings for each partner</li> <li>Invite partners to provide quarterly meetings</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate biannual meetings with providers</li> <li>Provide quarterly meeting with providers</li> <li>Provide quarterly meeting with providers</li> </ul>
<b>Obj. 3</b> Enhanced information distribution on service and transit network.	<ul style="list-style-type: none"> <li>Continually update information on centralized website</li> <li>Establish information to serve website</li> <li>social media apps/ different resources</li> <li>Making sure the website is legible and accessible for all riders</li> </ul>	<ul style="list-style-type: none"> <li>Continually update information on centralized website</li> <li>Provide link to personal website</li> <li>engaging with community centers for information</li> </ul>	<ul style="list-style-type: none"> <li>Provide link to centralized website on personal website</li> <li>Put focus with internet access in touch with providers</li> <li>engaging with community centers for distributing information</li> </ul>
<b>Obj. 4</b> Strategically extend service range and hours when financially feasible.	<ul style="list-style-type: none"> <li>Secure funding for transit study</li> <li>Oversee West Texas through multimodal facility</li> </ul>	<ul style="list-style-type: none"> <li>Deploy user experience surveys for riders</li> </ul>	<ul style="list-style-type: none"> <li>Deploy user experience surveys for riders</li> <li>Work with leadership to do transportation study</li> <li>Participate in West Central Texas feasibility study through multimodal facility</li> </ul>
<b>Obj. 5</b> Continued operator/staff training.	<ul style="list-style-type: none"> <li>Secure funding to expand current staffing</li> <li>Coordinate with other agencies to reduce current program</li> <li>Training riders for those with disabilities</li> <li>Market through the website</li> </ul>	<ul style="list-style-type: none"> <li>Review current training curriculum</li> <li>Secure funding to expand current staffing</li> </ul>	<ul style="list-style-type: none"> <li>Establish workforce training for transit</li> <li>Provide information sources for populations</li> <li>Looking at schools for transportation feasibility study through people</li> </ul>
Additional Comments	...	...	...

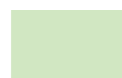


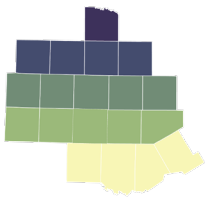
Objectives	Timeline			
	Immediate	Short-Term	Mid-Term	Ongoing
	<b>Obj. 1</b> Establish a mobility manager network for open communication between regional providers			
	<b>Obj. 2</b> Increased coordination between public transit agencies, resources, and information exchange.			
	<b>Obj. 3</b> Enhanced information distribution on service and transit network.			
<b>Obj. 4</b> Strategically extend service range and hours when financially feasible.				
<b>Obj. 5</b> Continued operator/staff training.				
<b>Additional Comments</b>				



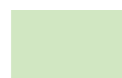


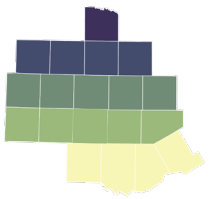
	<b>Funding</b>
<b>Objectives</b>	<b>Potential Costs</b>
<b>Obj. 1</b> Establish a mobility manager network for open communication between regional providers	<div>Employee compensation for management position</div> <div>time management</div> <div></div> <div></div>
<b>Obj. 2</b> Increased coordination between public transit agencies, resources, and information exchange.	<div>Consultant to enhance website</div> <div>Cost/maintenance of website</div> <div>employee compensation</div> <div>Marketing costs</div>
<b>Obj. 3</b> Enhanced information distribution on service and transit network.	<div>Marketing study/campaign</div> <div>Incentives for using public transit</div> <div>collaborative pools of funding for health/human service agencies</div> <div></div>
<b>Obj. 4</b> Strategically extend service range and hours when financially feasible.	<div>Feasibility Study</div> <div>Employee compensation for longer service hours</div> <div>Minimum/operational costs for vehicles operating during extended hours</div> <div>Capital Costs for facilities</div>
<b>Obj. 5</b> Continued operator/staff training.	<div>compensate teachers to train</div> <div>salary for more/new employees</div> <div>Compensation for levels of training</div> <div>Time to review current curriculum, job fairs, schools, internships</div> <div>Opportunity to recruit at events</div> <div>travel costs for training/outreach</div> <div>mechanic costs</div> <div>ridership training materials/compensation</div>
<b>Additional Comments</b>	<div></div>





	Prioritization
Objectives	<div>Low</div> <div>Medium</div> <div>High</div>
<b>Obj. 1</b> Establish a mobility manager network for open communication between regional providers	<div>High</div>
<b>Obj. 2</b> Increased coordination between public transit agencies, resources, and information exchange.	<div>Medium</div>
<b>Obj. 3</b> Enhanced information distribution on service and transit network.	<div>Medium</div> <div>High</div>
<b>Obj. 4</b> Strategically extend service range and hours when financially feasible.	<div>Low</div> <div>Medium</div>
<b>Obj. 5</b> Continued operator/staff training.	<div>High</div>
<b>Additional Comments</b>	<div>Low</div> <div>Medium</div> <div>High</div>





## Appendix G: Meeting/Workshop Minutes

### August 23, 2021 – Kick-Off Meeting Information

DATE:	August 23, 2021
TIME:	9:00 AM
LOCATION:	Teams Meeting
INVITED	
CityLink	Bobby Sharpe , Barbara Meksch
ATG Team	JD Allen, Jory Dille, Ben Magallon, Lance Decuir, Louis Cutaia, Leyla Ahmadi
PURPOSE:	The purpose of this meeting was to officially start the Regional Coordinated Transportation Plan project.

### Minutes

Our meeting started at 9:00 AM. The meeting started with brief introductions. The meeting was chaired by JD Allen for ATG. Notes from the meeting have been taken and assigned to each discussion area. Please note, this report does not convey sequence, as the discussion was open and covered numerous topics.

#### *I. Review Scope and Task Assignments*

- a. ATG undertook a review of the current scope and task assignments. Based upon the discussion:
- b. ATG will focus their efforts on hitting the ground running the comprehensive needs analysis.
- c. CityLink and ATG will work collaboratively on the Vision, Goals and Objectives to present to the Stakeholders.
- d. CityLink will identify stakeholders and ATG will provide guidance on the agenda development.

#### *II. Review Data/Reporting Needs*

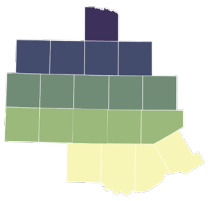
- a. ATG will start pulling together a list of data needs and provide to CityLink for request.

#### *III. Discuss Timeline and Critical Thresholds*

- a. ATG reviewed the project schedule with CityLink and will hold firm to the dates provided in Attachment E of the Fully Executed Contract.

#### *IV. Present Project Management Plan*

- a. ATG stepped through the project management plan based upon the project scope and areas of emphasis. This plan will be provided to CityLink for review and describe the process for file management and reviews in addition to the handling of data and communications.

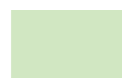


## V. Questions

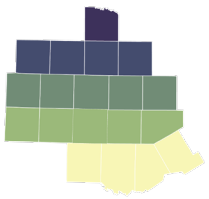
- a. A regular series of check-in meetings will be scheduled between ATG and CityLink to discuss progress. Emails between meetings will be used to track progress on individual work tasks, data development responsibilities and meeting preparations.
- b. No further questions, the meeting was adjourned.

### *Follow-up Items*

Action Items	Responsible Party
Update Project Schedule	ATG
Compile a Data Request for CityLink	ATG
Provide PMP for review	ATG







## October 1, 2021 – Client Meeting Information

DATE:	October 1, 2021
TIME:	10:30 AM
LOCATION:	Teams Meeting
INVITED	
CityLink	Bobby Sharpe, Barbara Meksch
ATG Team	JD Allen, Jory Dille, Ben Magallon, Lance Decuir, Louis Cutaia, Leyla Ahmadi
PURPOSE:	The purpose of this meeting was to update the project team on comprehensive assessment items, debut the survey and discuss next steps.

### Minutes

Our meeting started at 10:33 AM with brief introductions. The meeting was chaired by Jory Dille from ATG and ended at 10:50 AM. Notes from the meeting were taken and assigned to each discussion point. Everyone on the call introduced themselves, company they are representing and their role on the project.

#### I. Schedule

- The orientation of the project schedule is dependent on deadline in December. The ATG team is close to finishing the comprehensive needs assessment and will be delivering the draft memorandum within the next few days to Bobby Sharpe. The memorandum will include demographic updates, a transit needs assessment and a resource inventory.
- The needs assessment will continue to be refined after meeting with providers and stakeholders in the region. Feedback from surveys and interviews will inform the strengths and weaknesses as well as the opportunities for improvement. The first stakeholder meeting will occur on October 13<sup>th</sup> and will encompass many aspects of engagement including the discovery of additional transportation resources in the region. Communication between project team members will be crucial going forward to keep the schedule on track for success.

#### II. Current Status

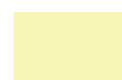
- The ATG presented findings in demographic, transit need and inventory analysis. Refinement of the aspects of the comprehensive needs assessment is necessary before debuting to the client. The team is also preparing for agency and stakeholder interviews and surveys to complete the gap analysis.

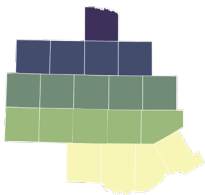
#### III. Stakeholder and Public Outreach

- The draft surveys are completed and sent to the client for quality control. The project team wants to debut the survey to the public as soon as possible and put marketing materials out on social media and local news sources. The consensus of the project team was the surveys and marketing materials looked well done and can be debuted soon.

#### IV. Questions

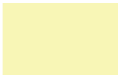
- No questions or concerns at this time, the team agreed the next steps are clear.

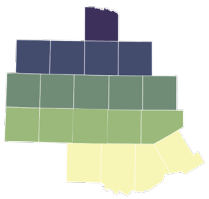




Follow up Items

Action Items	Responsible Party
Moving forward with public and provider outreach	CityLink
Refining the memorandum for Bobby over the next few days	ATG
Keep moving forward on the project schedule, update communications if necessary	ATG





## November 10, 2021 – First Stakeholder Workshop Minutes

<b>DATE:</b>	<b>November 10, 2021</b>
<b>TIME:</b>	10:00 AM
<b>LOCATION:</b>	Virtual Zoom Meeting
<b>CityLink</b>	Bobby Sharpe, Barbara Meksch
<b>ATG Team</b>	JD Allen, Jory Dille, Ben Magallon, Lance Decuir, Louis Cutaia, Leyla Ahmadi
<b>PURPOSE:</b>	To update the stakeholder on the gap analysis results and gauge preliminary goals and objectives feedback.

### Attendees:

<b>Name</b>	<b>Agency</b>
Rhonda Kelton	Central Texas Rural Transit District
Elisa Smetana	Abilene MPO
Tim Evans	Disability in Action
Ronnie Cardenas	Center for Life Resources
Don Greene	City of Abilene
Benjamin Laborde	Abilene MPO
Christina Mendenhall	Cisco College
Emma Darby	Abilene MPO
Justin Whiteley	Communities In Schools of the Big Country
Angela Rodriguez	City and Rural Rides
Carol Dupree	Cisco College
Jessica Pena	TxDOT
Leah Beltran	Disability in Action
Kathy Turner	Community Advocate

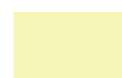
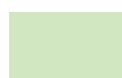
*The meeting started at 10:03 a.m. on Wednesday November 10<sup>th</sup>, 2021.*

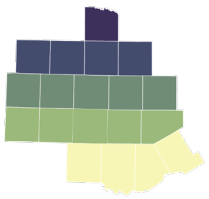
### **I. Slide Presentation**

- a. Survey Results – Jory provided an overview of the results from the public survey by stepping through summary results of the questions.
  - i. Leah Beltran (in the chat): How many of your survey participants were people with disabilities?

Allie Smith (in the chat): 21 Individuals of the 98 responses

- b. Data Gap Analysis – Jory stepped through the results of the survey (qualitative) gaps and the data (quantitative) gaps.





- c. Progress from 2017 Plan – Information was presented on the progression of the goals and objectives from the 2017 plan with information provided in the grant application and discussion.
- d. Stakeholder Survey Results – The results of the goals and objectives survey that was sent after the first stakeholder meeting were presented.
- e. Goals/Objectives Consideration – The project teams presented its recommendation for the plans goals and objectives.

## *I. Discussion Notes*

### a. Public Survey:

Bobby: I think the survey results are consistent with what we have seen in the past. We have made great progress but there is still more work to be done, while we are all here let's discuss ways, we can push this forward. Spend the next week dissect and digest, provide input. Valuable for putting together strategies for goals and objectives. Essential you provide input

Jory: After this, we will send out the presentation, we would like feedback on new goals and objectives. This is the starting point. We can send out the survey results to digest and summarize in review.

Bobby: I think that (sending survey responses) would be helpful.

Kathy turner (in the chat): Is there a breakdown of the survey by area?

Allie Smith (in the chat): Yes, there was an opportunity in the survey to answer which county the respondents lived in and where they travelled to most.

### b. Establishment of a Regional Mobility Manager

Bobby: The whole effort for trying to regionalize service and establishment of multimodal facility, we are continuing to pursue and push, we want more funding for that. This plan needs to be reflective of those efforts and the continued efforts. Please consider that when you give us feedback.

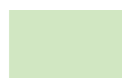
Jory: That could certainly tie to goal 4. Providing more options. Any other questions or thoughts?

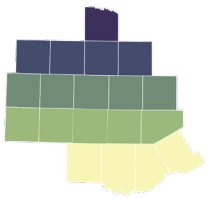
Bobby: We were on the local TV station, made the plug for the effort. We had the survey on our website and facebook page. Despite those media resources, an agency just heard about it the day before it ended. Physical services handed out to those without access to the online survey.

Jory: It is hard to quantify this research, but we need to work to push out the public participation, any word of mouth will help. It is a big region; we do not want a blanket improvement to fix everything for everyone. In terms of the mobility manager, there was an instinct to go in the most densely populated area, what are people's thoughts?

Bobby: I do not think it is feasible to have a regional mobility manager. We were able to accomplish the group coming together as a network with the establishment of a few mobility managers. Rhoda took on a lot of that work, but she could not do everything. It took everyone working together.

Jory: We could change that to a regional mobility group, Rhoda do you have thoughts on that? That may not be a task for one person to take on.





Rhoda (in the chat): I think each agency would need a MM and they could meet. we do coordinate with each other on individuals. I think it will depend upon need since COVID I have had less contacts on transportation needs.

Bobby: We are all small, we all wear many hats. It is unrealistic to have one person dedicated to that. That's exactly right (re: what Rhoda put in the chat). Maybe they could have a set meeting time to be cohesive and form partnerships. The network would be the only way it is going to happen.

Jory: Add a formalized schedule, the meetings happen 3-4 times a year. Continue to develop more managers, meet as a group to replace goal #1.

c. Pooling Funding/Resources

Bobby: Pool funding is slim to none. We protect each other funding sources. Pooling resources/assistance is a more feasible approach instead of funding.

Alisa with MPO: (re: pool funding) I think that's incorrect terminology. We are trying to coordinate facilities between providers. I would want to move seamlessly between counties, pooling funding is not right but sources. The pool funding would not work because the resources have restrictions.

d. Re: Distribution of information

- Bobby: I still think that is something that needs to continue to grow. The website that was put together is still being worked on, the tech guys are finishing that up. We have invested time and resources with that so we should invest. The distribution throughout the region, not only pushing area specific but sharing partners information and sharing. All partners are visible, operating daily.

e. Re: Extend hours and range of service

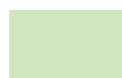
Bobby: I do not know how we extend and afford to operate. We started to take over senior citizen transportation with 5310 funding. We have not been able to extend hours, I do not see the feasibility of increasing service hours. Depends on funding and if people can afford to do that.

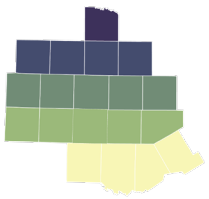
Jory: The goal refocuses on funding and how this is achievable. There is not a goal identified for funding opportunities. That would be great for the group to think about.

Rhonda (in the chat): We are having a hard time getting employees or even people to apply for openings to cover hour current hours.

f. Trainings

- Bobby: We just revised training curriculum; it focuses on the customer service. We do a lot of safety training and awareness. Those changes are already yielding positive results. What stands out to me is the new regulations with commercial driver's license will impede us in meeting that. They are making it more restrictive for people to obtain a commercials driver's license, and for those trying to upgrade.
- Jory: So you think you will have less drivers?
- Bobby: Yes, we have that problem right now. Lack of labor force in the region and in the country.





- Kathy Turner (in the chat): We are seeing the lack of applicants/employees across all industries. No answers to the issue at this point. Do we need to look at technology to help address our goals? Including up to automated transportation?
- g. Current Issues

Jory: How much do we want to focus in on the current situation and how does that shift the goals?

Lisa: I think we should keep the more service goal. Maybe not in Abilene but in the counties, maybe we are not hitting the range of places needing more service. We are still not meeting that goal.

Bobby: Our current challenges need to be called attention to. I am hoping in 4-5 years from now, we will not have those problems, but they still need to be captures.

Kathy: Do we need to look at technology as part of our solutions. Not necessarily in the transportation groups but how will technology change the work force. Driverless vehicles?

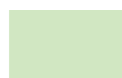
Bobby: The City of Abilene broke ground on the downtown hotel, the street accommodate construction. Some of the things we are looking at to present to the city is reestablishing Charlie Route. Another option is automated vehicles operating in the hotel district. We have preliminary routes we have designed but that is an option to present to the city.

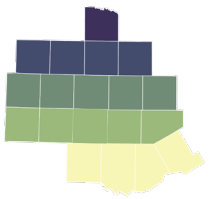
Kathy: We must address the workers shortage. I do not see an end to it, we have new jobs in the city and the region. The region expands, industries expand.

*Next Steps (For ATG Project Team)*

Action Items	Responsible Party
Email to Stakeholders (presentation, survey results, feedback)	ATG
Set up Next Stakeholder Meeting	ATG
Email Meeting Information	ATG

*The meeting adjourned at 11:14 pm*





## December 8, 2021 – Second Workshop Minutes

DATE:	December 8, 2021
TIME:	10:00 AM
LOCATION:	Virtual Zoom Meeting
INVITED	
CityLink	Bobby Sharpe, Barbara Meksch
ATG Team	JD Allen, Jory Dille, Ben Magallon, Lance Decuir, Louis Cutaia, Leyla Ahmadi, Allison Smith
PURPOSE:	To address party action items, timeline, funding, performance measures, and prioritization for objectives based on stakeholder feedback.

### Minutes

*The meeting started at 10:03 a.m. on Wednesday December 8<sup>th</sup>, 2021.*

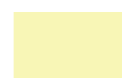
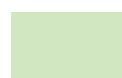
Bobby Sharpe called the meeting by providing a brief overview of the meeting purpose and the intended agenda. He then turned it over to the project teams Project Manager Jory Dille to step through the slideshow presentation.

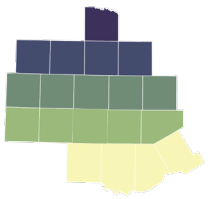
#### Attendees:

Name	Agency
Debra Turner	Community Advocate
Cherry Pittcock	Double Mountain Coach
Kathy Turner	Workforce Solutions of West Central Texas
Don Green	City of Abilene
Ben LaBorde	City of Abilene
Leah Beltran	Disability in Action
Jenny Goode	Betty Hardwick Center
Ashley Bautista	SPARTAN Rural Public Transit
Jessica Pena	TxDOT
Ronnie Cadenas	Center for Life Resources
Rhonda Kelton	Central Texas Rural Transit District
E'Lisa Smetana	Abilene MPO
Ben LaBorde	Abilene MPO
Emma Darby	Abilene MPO

### I. Slide Presentation

- Stakeholder Feedback – Jory addressed the concerns and input from the stakeholders on the objectives and discussed an example of action items that will be included in the report to tackle each presented concern.
- Chapter Reviews – Jory and Ben provided an overview of the progress on each of the draft chapters for the RCTP report. Mentioning data, information, and findings from each chapter.





- i. Before moving on to the next portion of the meeting Jory emphasized the importance of stakeholder feedback.
- c. Miro Activity – In detail, Allie discussed each segment of the upcoming activity: responsible party action items, timeline, funding, performance measures, and prioritization. Providing an overview of Miro’s capabilities and the desired outcome from the activity of having applicable action steps, feedback and strategies for the goals and objectives discussed by the stakeholders.

## II. Miro Activity

- d. Responsible Party Action Items Activity:

Allie: Each objective has prefilled suggestions to help guide our conversation and create action items for each responsible party and objective.

### Objective 1

No comments.

### Objective 2

Jory: Called on the MPO to comment.

E'Lisa: The members of the RCTP should attend meetings outside of the ones they curate (hosted by other providers and agencies) to promote further coordination.

### Objective 3

Leah: This objective is a critical step to the plan. The website should be completely accessible to anyone with any type of disability and evolve into the “go-to place” to schedule transit rides.

E'Lisa: Add social media efforts to the objective whether it’s bus tracking/status apps or social media platforms such as Facebook. For those with limited internet access utilizing businesses, churches, and community centers would be efficient resources to spread information.

### Objective 4

Jory: Bobby has previously mentioned plans to create a transit center for the region.

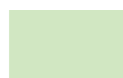
Bobby: That project is applicable but better fits the scope of the feasibility study underway.

E'Lisa: This objective should include an origin-destination study for the entire region.

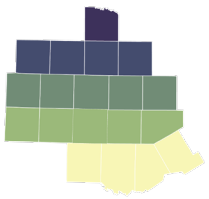
### Objective 5

E'Lisa: Providing high school students internships for the workforce training aspect of the objective.

Jory: Using the website to advertise the program would help bring additional traffic and attention to the website (job training, job fairs, etc).







E'Lisa: Also training community members on how to ride the bus, creating an internal and external factor to training.

Bobby: Agree

Jory: Agree

e. Timeline Activity

**Objective 1**

Bobby: Most transit providers have mobility managers and will continue to expand and grow. I suggests making the objective short-term but presents ongoing benefits.

Jory: The objective could be immediate but I agree with Bobby's comment.

**Objective 2**

Jory: Based on what E'Lisa's previous comments (on having circular meetings) this objective has a short-term element.

Bobby: Agree, especially with the help of the feasibility study will bring.

**Objective 3**

Bobby: This would be an ongoing effort.

**Objective 4**

Bobby: Agree on the current position (mid-term) based on the previous discussion.

**Objective 5**

Jory: There is opportunity for short-term aspects based on the website and recruitment idea.

E'Lisa: This objective should go across all four options (immediate, short-term, mid-term, and ongoing).

Bobby: Agreed. Is passenger training being included in this objective?

Jory: Yes.

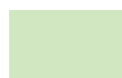
f. Funding Considerations Activity

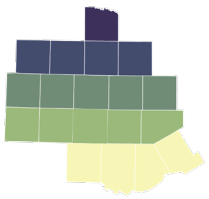
**Objective 1**

Jory: Include the cost of time management (training opportunities and creating a portal for managers to communicate).

**Objective 2**

Bobby: Consultants are currently under contract to begin updating the website and improving the SEO (search engine optimization). Regional funding from TXDOT is supporting this effort.





### Objective 3

No comments.

### Objective 4

Jory: There would also be capital cost or additional vans and vehicles

### Objective 5

Kathy: There should be compensation for levels of training. Workforce Solutions of West Central Texas conducts a lot of outreach to students and held an event a couple of weeks ago called *WOW*. The event allowed employers to teach students about their company, elements to operation, and future job opportunities for their organization.

E'Lisa: Add travel costs for training and outreach.

Jory: Add the cost for creating training and outreach materials.

#### g. Performance Measures Discussion

- Ben: For this portion of the Miro activity, we are looking for manageable measures for each objective.

### Objective 1

- No comments.

### Objective 2

- No comments.

### Objective 3

- E'Lisa: Look at analytical data after media pushes.
- 
- Ben: Utilize free ADA accessibility portals to help score the website (adding an ADA accessible score).

### Objective 4

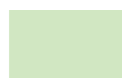
- E'Lisa: Comparing financial feasibility over the years and ridership data/number.

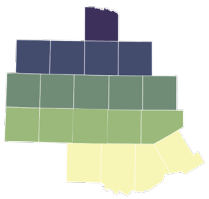
### Objective 5

- E'Lisa: Looking at the number of ADA passengers that are transitioning from specialized transit services to fixed-route services because of the training.
- 

#### h. Prioritization

### Objective 1





Bobby: I agree with the current high prioritization.

Jory: Agreed.

### Objective 2

Bobby: Medium and ongoing.

### Objective 3

Bobby: Medium and high.

Jory: Medium and high.

### Objective 4

Bobby: Low to medium, it is somewhat out of the hands of transit providers

### Objective 5

Bobby: High, due to COVID, ridership has decreased, and we will need to capitalize on training opportunities.

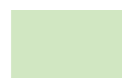
### III. Zoom Poll

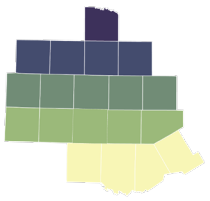
- i. After the completion of the Miro activity Allie launched the zoom poll to gauge the stakeholder's thoughts on the virtual activity platform

#### Next Steps (For ATG Project Team)

Action Items	Responsible Party
Email to Stakeholders (presentation, MIRO results, feedback)	ATG

- j. Email to Stakeholders
  - i. Copy of Today's presentation
  - ii. Copy of Miro activity results
  - iii. Opportunity to give feedback on the action items, timeline, funding, performance measures, and prioritization established b he activity.

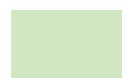


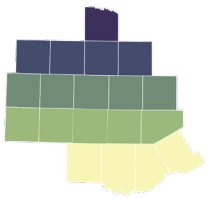


*The meeting adjourned at 11:45 pm*

### Zoom Poll Results

Questions	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6
Was the Miro board activity engaging for creating the goal implementation scheme?	No	Yes	Yes	Yes	Yes	Yes
Do you feel as though your organization is represented in the Region 7 goals?	Agree	Strongly Agree	Natural	Strongly Agree	Agree	Agree
Was this activity effective for coordinating goals and priorities for West Central Texas? Why/why not?	Yes, but it would be more effective if the Miro board was interactive allowing participants to enter data autonomously, rather than verbally communicating.	Yes, I think it was effective due to the limitations in a virtual world.	It is effective but I think being in person generates more feedback	Yes, opportunities for input were largely available.	Yes. I do think that in person meetings will give you more feedback than a webinar.	N/A





## December 14, 2021 – Client Meeting Minutes

DATE:	December 14, 2021
TIME:	9:30 AM
LOCATION:	Virtual Zoom Meeting
CityLink	Bobby Sharpe
ATG Team	JD Allen, Jory Dille, Ben Magallon, Lance Decuir, Louis Cutaia, Leyla Ahmadi, Allison Smith, Serena Powell
PURPOSE:	To debrief on the stakeholder workshop and discuss next steps in finalizing the first draft.

### Minutes

*The meeting started at 9:33 a.m. on Tuesday December 14<sup>th</sup>, 2021.*

Jory Dille called the meeting to order

*Attendees: Lance Decuir, Bobby Sharpe, Jory Dille, Ben Magallon, Leyla Ahmadi, Serena Powell, Allison Smith*

#### *I. Email to stakeholders*

- k. Thank you for joining
- l. Copy of PowerPoint
- m. Send draft email to Bobby
- n. Implementation graphics as a reference for what was discussed in the workshop last week, send as chapter 7 included in the package of chapters for stakeholders

#### *II. Implementation Graphic*

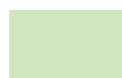
- o. Key
- p. Explanation of format and each heading

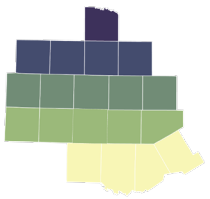
#### *III. Transportation Inventory*

- q. Request for asset list a few months ago, a few folks responded
- r. Follow up with those who have not sent over list yet
- s. Might be flagged by TxDOT
- t. Does not need to be sent to the group, part of appendices
- u. City, Disability in Action
- v. Disability in Action only has one cutaway, have not had a driver in at least a year. Have not provided a single trip since COVID started. Funded by 5310 through TxDOT

#### *IV. Internal Check*

- w. Make sure we do not have anything missing
- x. Pull all pieces/chapters together
- y. How many more revisions, saw comments from Sarah





- z. Update executive summary

#### V. *Schedule*

- aa. Goal is to send out all chapters out tomorrow to Bobby (Wednesday December 15<sup>th</sup>)
- bb. Feedback from stakeholders with a week turnaround, then make revisions for the end of year
- cc. Beginning of next year submit to TxDOT
- dd. Bobby needs to review chapter 6-8 mostly
- ee. Send chapters to the Stakeholders this Friday (December 17<sup>th</sup>) to be revised by Thursday December 24<sup>th</sup>

#### VI. *Revised Timeline*

- ff. Understanding review time from TxDOT
- gg. Anticipation of late feedback into march

Check in late next week to see where we are at, might need call on last week of the month.

#### *Next Steps (For ATG Project Team)*

Action Items	Responsible Party
Email to Stakeholders (presentation, Miro results, chapter drafts)	ATG
Finish first comprehensive draft	ATG
Communication/meeting before the end of the year	ATG/CityLink

*The meeting adjourned at 9:53 am*

