



2021 Five-Year Regionally Coordinated Transportation Plan For TxDOT Planning Region 9

2022 - 2026



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Subconsultant



Table of Contents

Executive Summary.....	1
Chapter 1 Introduction.....	5
1.1 Project Background.....	5
1.2 Status of Recommendations from Prior Plan	5
Chapter 2 Transportation Resources Inventory.....	11
2.1 Methodology	11
2.2 Observations, Findings, and Conclusions.....	12
2.3 Recommendations	12
2.4 Transportation Resources Inventory	13
2.5 Transportation Resources by County	25
Chapter 3 Needs Assessment and Gap Analysis	28
3.1 Needs Assessment	28
3.2 Gap Analysis.....	73
Chapter 4 Planning for Comprehensive Services	78
4.1 Initiatives for Coordination	78
4.2 Planning for Coordinated Services	85
Chapter 5 Integrated Planning Processes	88
5.1 Other Relevant Planning Efforts.....	88
Chapter 6 Vision, Mission, Goals, & Objectives	94
6.1 Mission Statement	94
6.2 Vision Statement.....	94
6.3 Goals and Objectives.....	94

Chapter 7 Capacity to Sustain Planning and Implement Plan.....	96
7.1 Capacity to Sustain Planning	96
7.2 Implementation Priorities	97
Chapter 8 Performance Measures to Evaluate Effectiveness.....	100
8.1 Local Performance Measures	100
8.2 Statewide Performance Measures	105
Appendix A Community Survey	106
Appendix B Stakeholder Survey	112
Appendix C Documentation of Community Engagement	118
Appendix D RCTP Steering Committee Roster	138

Table of Exhibits

Exhibit 1.2.1 Status of prior recommendations	6
Exhibit 3.1.1 Community outreach event map	29
Exhibit 3.1.2 Population by county	31
Exhibit 3.1.3 Population density by county.....	31
Exhibit 3.1.4 Hispanic/Latino population by county	32
Exhibit 3.1.5 LEP households by county.....	32
Exhibit 3.1.6 Youth population by county.....	33
Exhibit 3.1.7 Senior (65+) population by county.....	33
Exhibit 3.1.8 Disabled population by county	34
Exhibit 3.1.9 Population living at 125 percent of poverty threshold by county	35
Exhibit 3.1.10 Mean household income by county.....	35
Exhibit 3.1.11 Zero- and single-vehicle households by county	36
Exhibit 3.1.12 Job commute flow (2018)	37
Exhibit 3.1.13 Worker commute flow (2018).....	38
Exhibit 3.1.14 Populations served by stakeholders	39
Exhibit 3.1.15 Core functions of stakeholder organizations	39
Exhibit 3.1.16 Transportation information assistance provided by stakeholders	40
Exhibit 3.1.17 Transportation services provided by stakeholders.....	41
Exhibit 3.1.18 Client travel needs by type.....	42
Exhibit 3.1.19 Mean rating of client travel needs by type	42
Exhibit 3.1.20 Most useful transportation services	43
Exhibit 3.1.21 Frequency of client transportation needs.....	43
Exhibit 3.1.22 Barriers to using transportation.....	44
Exhibit 3.1.23 Most significant challenges to providing or coordinating transportation	45
Exhibit 3.1.24 Support for transportation coordination	45
Exhibit 3.1.25 Community survey distribution by county.....	47
Exhibit 3.1.26 Community survey distribution by home community	48
Exhibit 3.1.27 Community survey distribution by home community	49
Exhibit 3.1.28 Home county vs. travel destinations.....	50
Exhibit 3.1.29 Transportation mode – work	51
Exhibit 3.1.30 Transportation mode – medical/healthcare	51
Exhibit 3.1.31 Transportation mode – school/training.....	51
Exhibit 3.1.32 Transportation mode – shopping/personal trips.....	52
Exhibit 3.1.33 Most frequent destination – work.....	52
Exhibit 3.1.34 Most frequent destination – medical/healthcare.....	53
Exhibit 3.1.35 Most frequent destination – school/training.....	53
Exhibit 3.1.36 Most frequent destination – shopping/personal trips	54
Exhibit 3.1.37 Ease of access in making trips – work.....	55
Exhibit 3.1.38 Ease of access in making trips – medical/healthcare.....	55
Exhibit 3.1.39 Ease of access in making trips – school/training.....	55
Exhibit 3.1.40 Ease of access in making trips – shopping/personal.....	56

Exhibit 3.1.41	Home county vs. access to medical/healthcare trips	56
Exhibit 3.1.42	Familiarity with local public transportation	57
Exhibit 3.1.43	Use of public transportation in the past 12 months.....	58
Exhibit 3.1.44	Public transportation used in the past 12 months.....	59
Exhibit 3.1.45	Sources of public transportation information	60
Exhibit 3.1.46	Preferred public transportation improvements	61
Exhibit 3.1.47	Wheelchair/mobility device use	61
Exhibit 3.1.48	Respondent gender.....	62
Exhibit 3.1.49	Respondent age	62
Exhibit 3.1.50	Respondent employment status.....	63
Exhibit 3.1.51	Language spoken at home	63
Exhibit 3.1.52	English proficiency	64
Exhibit 3.1.53	Annual household income	64
Exhibit 3.1.54	Children (age 10 and under) in the household	65
Exhibit 3.1.55	Youth (age 10 to 18) in the household.....	65
Exhibit 3.1.56	Adults (age 19 to 64) in the household.....	66
Exhibit 3.1.57	Seniors (age 65 and older) in the household	66
Exhibit 3.1.58	Disability impacting personal mobility.....	67
Exhibit 3.1.59	Access to a personal vehicle	67
Exhibit 3.1.60	Community survey comments	68
Exhibit 3.1.61	Workshop and pop-up comments	69
Exhibit 7.1.1	MPO FTA Section 5310 prioritized projects	96
Exhibit 7.1.2	MPO EZ-Rider prioritized projects	96
Exhibit 8.1.1	Local performance metrics by Initiative.....	101
Exhibit 8.2.1	Snapshot of performance metrics.....	105
Exhibit A.1	Community survey instrument (English)	107
Exhibit A.2	Community survey instrument (Spanish)	109
Exhibit B.1	Stakeholder survey instrument.....	113
Exhibit C.1	Community survey household mailer	119
Exhibit C.2	COVID table display.....	120
Exhibit C.3	Display board 1 (English).....	121
Exhibit C.4	Display board 1 (Spanish).....	122
Exhibit C.5	Display board 2 (English).....	123
Exhibit C.6	Display board 2 (Spanish).....	123
Exhibit C.7	Onboard notice (EZ-Rider)	124
Exhibit C.8	General flyer (English).....	125
Exhibit C.9	General flyer (Spanish).....	126
Exhibit C.10	Project information sheet (English)	127
Exhibit C.11	Project information sheet (Spanish)	128
Exhibit C.12	Question/comment card.....	129
Exhibit C.13	Take-one card.....	129
Exhibit C.14	Presentation to RCTP Steering Committee (July 14, 2021).....	130
Exhibit C.15	RCTP Steering Committee meeting agenda (April 23, 2021)	133
Exhibit C.16	RCTP Steering Committee meeting sign-in sheet (April 23, 2021)	134
Exhibit C.17	Community workshop sign-in sheets (May 17-20, 2021)	135

Executive Summary

The Executive Summary is intended to provide a concise summary of the plan contained within the following chapters.

Chapter 1 provides an introduction to the plan as well as details the status of recommendations from the prior plan.

Adopted in 2003, Chapter 461 of the Texas Transportation Code requires the Texas Department of Transportation (TxDOT) be responsible for identifying duplication of and gaps in the provision of public transportation services, inefficiencies in service provision, and equipment that is being underused by public transportation providers. In addition, federal surface transportation legislation was enacted in 2005 with a very similar requirement. The federal Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) requires locally developed coordinated public transportation – human services plans for federally funded transportation providers. TxDOT fulfills both obligations by requiring each TxDOT Planning Region to prepare and submit a Regionally Coordinated Transportation Plan every five years beginning with the preparation of each TxDOT Planning District’s initial plan in 2006. This represents the third update of the Regionally Coordinated Transportation Plan (Plan) for Planning Region 9.

The Midland Odessa Urban Transit District (MOUSD) served as the lead agency for the Regional Coordinated Transportation Plan (RCTP) Steering Committee and administered the Plan’s development. A competitive procurement took place in early 2021, resulting in the engagement of a qualified consultant to prepare the update.

The Five-Year Regionally Coordinated Transportation Plan consists of three primary components: an Inventory of Transportation Resources, a Comprehensive Needs Assessment, and a Gap Analysis. These major sections are supplemented by additional materials required by TxDOT which examine Planning Region 9’s goals, assess its ability to implement Initiatives, and set forth performance measures by which progress can be measured.

The prior Five-Year Regionally Coordinated Transportation Plan was completed in February 2017. The Permian Basin Metropolitan Planning Organization (MPO) served as the lead agency for the prior update. The prior Plan included a series of recommendations regarding outreach and education, urban and rural transit services, veteran transportation, and resident travel outside the urbanized area. While modest progress has been made, several of these recommendations are carried forward in some form into the 2021 Plan.

Chapter 2 presents the Transportation Resources Inventory. The Transportation Resources Inventory is far from simply a listing of providers. It is useful not only to regional planning bodies but to stakeholders and end-users as well. To that end, the Inventory includes considerable relevant information about transportation providers in the region, including service area, who is eligible to use the service, and other relevant information. The Inventory also provides a concise summary matrix identifying which services are available within each individual county. Included within the Inventory are organizations that provide

transportation to their clients (including volunteer driver programs or contracting with another provider), even if they do not operate a transportation service themselves.

While there is, on paper, public transit service in each county of the study area, the reality is that coverage in some of the rural counties can be spotty. In some counties, TRAX cannot recruit sufficient drivers to provide any service, while in others capacity is determined by the number of drivers available. Intercity service is available via Greyhound and All Aboard America; however, these services operate along established routes which only serve certain communities. Social service transportation is focused largely on the Midland-Odessa urbanized area, with senior centers providing the majority of transportation services in rural counties. These services may offer transportation only within a certain city (as opposed to the county as a whole). It is unclear whether taxi service is available in every county, as most taxi services do not maintain an online presence.

Initiatives arising from the Transportation Resources Inventory include the following:

1. Provision of a higher level of information online by TRAX.
2. Provision of more basic information about transportation services or support they may provide on social service agency websites.
3. Inclusion of service areas (counties, cities, etc.) by taxi and shuttle companies that have an online presence.

Chapter 3 offers a Needs Assessment and Gap Analysis. A detailed summary of the methodology for preparing the Needs Assessment includes discussion of the stakeholder survey, community survey, community pop-up events, community workshops, and stakeholder roundtables. An in-depth discussion of project area demographics by county is also included. Fourteen observations included in the Needs Assessment help shape the scope of the transportation needs within the region.

The Gap Analysis, also featured in Chapter 3, includes a series of observations and conclusions segregated by population and travel need. Development of the Gap Analysis compared the needs identified in the first half of the chapter with the transportation services identified in Chapter 2. Chapter 3 includes transportation gaps specific to persons with disabilities, inter-county transportation, low-income persons, rural transportation, senior transportation, urban transportation, veteran transportation, and youth/student transportation.

Chapter 4, Planning for Comprehensive Services, offers a series of 21 strategies designed to address mobility needs and service gaps in the 22-county region. Those strategies are:

1. Investigate income-based ride subsidy for Greyhound and/or All Aboard America (AAA) for trips linking outlying communities with Midland/Odessa/El Paso.
2. Consider introducing once- or twice-weekly van service linking outlying communities with Midland/Odessa/El Paso. (For communities not served by either AAA or Greyhound.)
3. Redesign service information materials (including brochures, website, etc., especially TRAX and All Aboard America).
4. Prepare and implement an 18- to 24-month Marketing Plan. Goal: Establish and maintain public awareness of all transportation services available within the project area.

5. Address misperceptions regarding TRAX eligibility.
6. Resolve the TRAX driver recruitment and retention problem (likely attributable to a combination of the low overall wage structure and non-traditional work schedules).
7. Address confusion regarding All Aboard America service information (especially fare information and pick-up points).
8. Develop formal agreements governing passenger travel between outlying communities and Midland, Odessa, and El Paso.
9. Introduce a single toll-free number for TRAX ride reservations.
10. Develop more effective travel coordination between TRAX and EZ-Rider. Designate central TRAX pick-up locations in Midland and Odessa (served by EZ-Rider) for individuals traveling outside of the urbanized area (such as to the VA Medical Center in Big Spring).
11. Enhance bus stop amenities within the EZ-Rider service area.
12. Ensure bus stops within urbanized areas are accessible to persons using mobility devices.
13. Encourage rural communities to provide sidewalks and other bicycle/pedestrian facilities and infrastructure to facilitate mobility for those who utilize non-motorized transportation within their home community.
14. Develop and maintain a travel training program.
15. Investigate opportunities for possible Transportation Network Companies (TNC) partnerships (especially in Ector and Midland counties) as a means of enhancing evening and weekend mobility.
16. Create a one-stop call center covering the 22-county region, inclusive of an online platform where you can view all transportation services available in a county or area.
17. Develop more effective coordination between transportation providers and healthcare providers, focusing on appointment times and awareness of travel limitations of ride-dependent patients.
18. Investigate creation of a volunteer driver program.
19. Offer ADA paratransit service between Midland and Odessa.
20. Implement improvements to the EZ-Rider system identified within its Comprehensive Operation Analysis to enhance access to transit service in Midland and Odessa through extended service hours and Mobility on Demand areas.
21. The City of Andrews should consider introduction of a local demand-response service.

Chapter 4 also looks at transportation programs funded by federal transit programs, including other FTA funding programs (such as FTA Section 5310), health and human services programs, and workforce programs.

Chapter 5 examines other relevant planning efforts throughout the 22-county region. These include state and regional transportation planning efforts, corridor plans, and city comprehensive plans/master plans, as well as the EZ-Rider Comprehensive Operational Analysis.

Chapter 6 reviews the vision, mission, and goals and objectives for the Regionally Coordinated Transportation Planning Committee.

Chapter 7 assesses the region’s ability to sustain planning efforts and implement the Regionally Coordinated Transportation Plan. This chapter also prioritizes the strategies identified in Chapter 4 into short-, mid-, and long-term horizons.

Chapter 8 provides a series of performance measures that can be used to evaluate the effectiveness of the Regionally Coordinated Transportation Plan. One or more performance measures, along with the specific data needed to assess performance, is identified for each of the strategies identified in Chapter 4, along with the priority level. Chapter 8 also assessed progress with respect to the statewide performance metrics used by TxDOT.

Following the chapters, a series of appendices provide survey instruments, documentation of community engagement, and the 2021 RCTP Steering Committee roster.

Chapter 1 | Introduction

1.1 Project Background

Adopted in 2003, Chapter 461 of the Texas Transportation Code requires the Texas Department of Transportation (TxDOT) be responsible for identifying duplication of and gaps in the provision of public transportation services, inefficiencies in service provision, and equipment that is being underused by public transportation providers. In addition, federal surface transportation legislation was enacted in 2005 with a very similar requirement. The federal Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) requires locally developed coordinated public transportation – human services plans for federally funded transportation providers. TxDOT fulfills both obligations by requiring each TxDOT Planning Region to prepare and submit a Regionally Coordinated Transportation Plan every five years beginning with the preparation of each TxDOT Planning District's initial plan in 2006. This represents the third update of the Regionally Coordinated Transportation Plan (Plan) for Planning Regions 8 and 9.

The Midland Odessa Urban Transit District (MOUSD) served as the lead agency for the Regional Coordinated Transportation Plan (RCTP) Steering Committee and administered the Plan's development. A competitive procurement took place in early 2021, resulting in the engagement of a qualified consultant to prepare the update.

The Five-Year Regionally Coordinated Transportation Plan consists of three primary components: an Inventory of Transportation Resources, a Comprehensive Needs Assessment, and a Gap Analysis. These major sections are supplemented by additional materials required by TxDOT which examine Planning Region 9's goals, assess its ability to implement Initiatives, and set forth performance measures by which progress can be measured.

1.2 Status of Recommendations from Prior Plan

The prior Five-Year Regionally Coordinated Transportation Plan was completed in February 2017. The Permian Basin Metropolitan Planning Organization (MPO) served as the lead agency for the prior update. The prior Plan included a series of recommendations regarding outreach and education, urban and rural transit services, veteran transportation, and resident travel outside the urbanized area. While modest progress has been made, several of these recommendations are carried forward in some form into the 2021 Plan.

Exhibit 1.2.1 Status of prior recommendations

Recommendations	Recommendation type	Status/notes
Transportation agencies shall invest in creating Public Service Announcements (PSAs) to be aired on local television and radio stations and/or printed in local newspapers. Agencies should also utilize social media outlets with information pertaining to services offered.	Outreach and education	<ul style="list-style-type: none"> Carried forward in current Plan (as part of Marketing Plan).
Provide information to local agencies (clinics, colleges, hospitals, senior centers, veteran centers, public schools, etc.) in the form of brochures, fliers, etc. to be available for clients. The handouts should include routes, times, cost, and other pertinent information the public should be aware of regarding transportation options.	Outreach and education	<ul style="list-style-type: none"> Carried forward in current Plan (as part of Marketing Plan).
Mail-outs will also be used to inform the general public, including senior citizens and individuals with disabilities, either via newsletters, fliers, or inserted into utility bills that are sent to area households.	Outreach and education	<ul style="list-style-type: none"> Carried forward in current Plan (as part of Marketing Plan).
Tickets/passes should be sold at multiple outlets including aboard the buses. Those without access to transportation may find it difficult to purchase tickets at the limited locations.	Outreach and education	<ul style="list-style-type: none"> EZ-Rider fare media are available for purchase at four locations in Midland and three in Odessa. TRAX fares must be paid upon boarding the bus for the one-way trip.
Transit providers will focus on changing the perception of public transportation by engaging riders and providing opportunities to train citizens on how to use the system, focusing on training provided to persons with disabilities and senior citizens.	Outreach and education	<ul style="list-style-type: none"> EZ-Rider contracts with the ABLE Center to provide travel training services.

Recommendations	Recommendation type	Status/notes
The hiring of a Marketing Consultant will also prove valuable to the initial outreach efforts.	Outreach and education	<ul style="list-style-type: none"> • It is unclear whether this is directed to an individual organization or a general statement. • Both EZ-Rider and TRAX could benefit from, at a minimum, assistance in updating service brochures. • Carried forward in current Plan (as part of Marketing Plan).
Transit agencies should provide visor cards for passengers who have difficulty communicating verbally.	Outreach and education	<ul style="list-style-type: none"> • Carried forward in current Plan (as part of Marketing Plan).
Drivers should be trained on how to assist the elderly, blind, disabled, and non-verbal riders.	Outreach and education	<ul style="list-style-type: none"> • EZ-Rider drivers are required to attend annual refresher training on ADA/Sensitivity and Customer Service
Route maps should be permanently affixed to each bus so passengers can have a better knowledge of the areas served.	Outreach and education	<ul style="list-style-type: none"> • Carried forward in current Plan (as part of Marketing Plan).
Consider holding a transportation workshop hosted by the RCTP Steering Committee.	Outreach and education	<ul style="list-style-type: none"> • Five workshops and nine pop-up events were held as part of the current Plan development. • Not otherwise implemented.
Transit agencies should contact media markets and printing companies and inquire about in-kind contributions of ad space or trade-outs.	Outreach and education	<ul style="list-style-type: none"> • Not implemented.
Sunday service is not currently available on the urban transit system. This is important to residents who wish to engage in religious activities, family or social events, or who work throughout the weekend.	Transit days/times/locations – Urban transit provider	<ul style="list-style-type: none"> • Sunday service is not recommended in the 2021 EZ-Rider COA.

Recommendations	Recommendation type	Status/notes
Service hours are Monday - Friday from 6:15 am – 6:10 pm and Saturday from 8:15 am to 4:10 pm in the Midland and Odessa urbanized areas. This presents a problem for transit-dependent citizens who work outside these hours and depend on public transportation to and from their place of employment. It also prevents riders from attending evening activities or events.	Transit days/ times/locations – Urban transit provider	<ul style="list-style-type: none"> An expanded service span of 6:15 a.m. to 7:10 p.m. Monday through Saturday is proposed in the 2021 EZ-Rider COA.
There are currently 642 bus stops throughout the cities of Midland and Odessa. However, 71.5% of those stops do not have a bench or a shelter. This could pose a health concern for the elderly and disabled when waiting during extreme heat or inclement weather. Also, many of the stops do not have sidewalks and it would be near impossible for a wheelchair or walker user to access the stops safely.	Transit days/ times/locations – Urban transit provider	<ul style="list-style-type: none"> Carried forward into current Plan.
Conduct a study to determine the best solution for addressing transit needs.	Transit days/ times/locations – Urban transit provider	<ul style="list-style-type: none"> The EZ-Rider Comprehensive Operational Analysis was launched in September 2020 and will be completed in 2021. Results of the COA are reflected within this Plan.
Present bus stop concerns to the city councils and request municipal governments assist in the updates of bus stops. Pursue additional funding from federal grants.	Transit days/ times/locations – Urban transit provider	<ul style="list-style-type: none"> Carried forward into current Plan (as part of bus stop enhancements).

Recommendations	Recommendation type	Status/notes
The hours of operation for the rural public transit service provider are Monday through Friday 8:00 am – 5:00 pm. Like urban customers, the rural residents are unable to enjoy evening activities or obtain employment outside of these hours.	Transit days/ times/locations – Rural transit provider	<ul style="list-style-type: none"> • No changes to service hours have been introduced.
Weekend service is not currently available on the rural transit system. Rural residents without transportation are usually limited to their homes on Saturdays and Sundays and miss out on opportunities for employment, socialization, shopping, and entertainment.	Transit days/ times/locations – Rural transit provider	<ul style="list-style-type: none"> • No weekend service is currently available.
Conduct a study to determine the best solution for addressing transit needs.	Transit days/ times/locations – Rural transit provider	<ul style="list-style-type: none"> • No study specific to rural transit planning has been undertaken.
Work with EZ-Rider, veterans service organizations, and private agencies to identify solutions to the transportation challenges of veterans.	Veterans transportation	<ul style="list-style-type: none"> • Carried forward into current Plan.
Establish or identify transfer locations between TRAX and EZ-Rider for urbanized area residents who need to travel outside the urbanized area.	Transportation outside urbanized areas	<ul style="list-style-type: none"> • Carried forward into current Plan.

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Chapter 2 | Transportation Resources Inventory

The Transportation Resources Inventory is far from simply a listing of providers. It is useful not only to regional planning bodies but to stakeholders and end-users as well. To that end, the Inventory includes considerable relevant information about transportation providers in the region, including service area, who is eligible to use the service, and other relevant information. The Inventory also provides a concise summary matrix identifying which services are available within each individual county. Included within the Inventory are organizations that provide transportation to their clients (including volunteer driver programs or contracting with another provider), even if they do not operate a transportation service themselves.

2.1 Methodology

The methodology used to develop the Transportation Resources Inventory was two-fold. First, a stakeholder survey was distributed via first class mail and email to 240 organizations throughout the study area. The stakeholder survey sought to collect information about populations served and services provided as well as transportation services offered. The stakeholder survey also requested respondents to identify existing transportation needs among the populations they served, which was used in developing the Needs Assessment.

Responses were received from 31 organizations which are listed below. Responding organizations serve a wide range of individuals and populations, especially persons with disabilities, seniors, low-income individuals, and the general public.

- ABLE Center for Independent Living
- Adult Literacy Board
- Aphasia Center of West Texas
- Area Agency on Aging of the Permian Basin
- Big Bend Community Action Committee, Inc.
- Casa de Amigos
- City of Andrews
- City of Crane
- City of Grandfalls
- City of O'Donnell
- City of Presidio
- Ector County
- Ector County ISD
- Family Crisis Center of the Big Bend
- Greenwood ISD
- LogoVita, PLLC
- Midland County Sheriff's Office – Crisis Intervention Unit
- Midland Vet Center
- Mission Center Adult Day Services
- Permian Basin Mission Center
- Permian Basin Regional Planning Commission
- Permian Regional Medical Center
- Rankin Senior Center Services
- Sunshine House, Inc.
- Town of Pecos
- Town of Van Horn
- West Texas Opportunities, Inc.
- West Texas Aging and Disability Resource Center
- Winkler County Senior Center

The second strategy the consultant employed to collect transportation provider information involved research using available online and informational resources. Using both methods enabled the development of a much more robust and representative provider inventory.

2.2 Observations, Findings, and Conclusions

While there is, on paper, public transit service in each county of the study area, the reality is that coverage in some of the rural counties can be spotty. In some counties, TRAX cannot recruit sufficient drivers to provide any service, while in others capacity is determined by the number of drivers available. Intercity service is available via Greyhound and All Aboard America; however, these services operate along established routes which only serve certain communities. Social service transportation is focused largely on the Midland-Odessa urbanized area, with senior centers providing the majority of transportation services in rural counties. These services may offer transportation only within a certain city (as opposed to the county as a whole). It is unclear whether taxi service is available in every county, as most taxi services do not maintain an online presence.

2.3 Recommendations

1. TRAX should provide a higher level of information on its websites, including information about counties where service is not available due to a lack of drivers. This could be effectively done through a rider alert or news section of the transportation pages of the WTO,I and BBCAC websites. It could also be used to provide information about capacity (i.e., service in County X is completely booked for tomorrow) that could help riders better plan for their mobility needs.
2. Social service organizations should be encouraged to provide basic information about any transportation services they provide as part of their public information (e.g., website). While it may be assumed information about services available to clients or members will be communicated as part of the client relationship, the availability of transportation may influence an individual's decision to seek services from a particular organization. This information should be detailed enough for someone needing transportation to be able to determine if it could meet their needs and if they could meet eligibility requirements.

The Aphasia Center of West Texas includes a good example of this on its website (www.aphasiawtx.org/our-services/transportation). It includes general information about who is eligible (existing members), where transportation is available (Midland and Odessa), that there is a cost (per-ride or by month), and how to get more information (call). It does not provide information that is subject to change, such as service times and cost, or any information that would lead a reader to believe the service is available to the general public.

3. Taxi and shuttle companies that have an online presence should be encouraged to include the counties and/or cities they serve on their website or Facebook page. This will help those seeking transportation to know what options are available to them with respect to taxi service.

2.4 Transportation Resources Inventory

Transportation Planning Organizations

Organization Information:	Description of Organization:	Area Served:
Midland Odessa Urban Transit District 10300 Younger Rd. Midland, TX 79706 432-561-9990 www.ez-rider.org	Operates the EZ-Rider transit program serving Midland and Odessa. Lead agency for the Regional Coordinated Transportation Planning Steering Committee. The MOUTD Board is comprised of individuals appointed by the city councils of Midland and Odessa. MOUTD also has a citizen's Transit Advisory Committee that represents interests in both cities.	Cities of Midland and Odessa
Organization Information:	Description of Organization:	Area Served:
Permian Basin Metropolitan Planning Organization 9601 Wright Dr., Suite 1 Midland, TX 79706 432-617-0129 www.permianbasinmpo.com	The Permian Basin MPO is a regional agency mandated under federal law to conduct a cooperative, continuous and comprehensive transportation planning process. The agency plans and commits funds for the construction of transportation improvements across multiple transportation modes as well as for sub area corridor studies.	Cities of Midland and Odessa Ector and Midland counties Portions of Marin County
Organization Information:	Description of Organization:	Area Served:
Permian Basin Regional Planning Commission 2910 LaForce Blvd. Midland, TX 79711 432-563-1061 www.pbrpc.org	The Permian Basin Regional Planning Commission was founded for purposes of solving area-wide problems through promoting intergovernmental cooperation and coordination, conducting comprehensive regional planning, and providing a forum for the study and resolution of area-wide problems.	Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties

Organization Information:	Description of Organization:	Area Served:
Permian Basin Rural Transit District West Texas Opportunities, Inc. 603 N. 4 th Street Lamesa, TX 79331 806-872-8354 www.gowto.org	The West Texas Opportunities, Inc. governing board administers this non-profit entity, which was established in 2003 by the Permian Basin Regional Planning Commission and is recognized as a political subdivision of the state. PBRTD receives FTA Section 5310 and 5311 funding to operate the TRAX service.	Andrews, Borden, Brewster, Crane, Culberson, Dawson, Ector, Gaines, Glasscock, Howard, Hudspeth, Jeff Davis, Loving, Martin, Midland, Pecos, Presidio, Reeves, Terrell, Upton, Ward, and Winkler counties

Public Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
EZ-Rider 10300 Younger Road Midland, TX 79706 432-561-9990	Public transportation in Midland and Odessa. Six local fixed-routes each in Odessa and Midland; two Connect routes operating between Midland and Odessa; ADA paratransit service.	Fixed-route: Base fare \$1.25, Student/Youth \$1.00, Senior/ADA \$.60; ADA Paratransit \$2.50	Ridership: 328,457 Vehicles: 26 Budget: Operating: \$5,668,458 Capital: \$1,133,770 (2019)
Provider Type: Public	Eligibility: General public; ADA certification required for ADA paratransit service.	Impact of COVID-19: Limited lobby hours, cleaning & sanitizing, capacity limits, and masks; driver temperature checks and rear-door boarding have been discontinued.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
TRAX (operated by West Texas Opportunities, Inc.) 603 N. 4 th Street Lamesa, TX 79331 1-800-245-9028 www.gowto.org	Rural demand-response transit service provided throughout Andrews, Borden, Crane, Dawson, rural Ector, Gaines, Glasscock, Howard, Loving, Martin, rural Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties. Service operates Monday – Friday, with some availability for Medicaid trips on Saturday. Reservations must be made at least one day prior to the trip and up to 30 days in advance.	Base fare \$1.00 + additional fare per zone (up to \$18.75; each 24 miles an additional \$4.00); reduced fares for seniors/disabled and free for children under 5	Ridership: 5,000 one-way trips per month Vehicles: 72 (70 lift-equipped) Drivers: 40
Provider Type: Public	Eligibility: General public	Impact of COVID-19: Office closed to the public. Free transportation to COVID-19 vaccination sites.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
TRAX (operated by Big Bend Community Action Committee, Inc.) 1412 W. Berlin Street Marfa, TX 79843 1-855-TRY-TRAX www.bbcac.org	Rural demand-response transit service provided throughout Brewster, Culberson, Hudspeth, Jeff Davis, and Presidio counties. Service operates Monday – Friday, with some availability for Medicaid trips on Saturday. Reservations must be made at least one day prior to the trip and up to 30 days in advance. (Contracted operator for West Texas Opportunities, Inc.)	Base fare \$1.00 + additional fare per zone (up to \$18.75; each 24 miles an additional \$4.00); reduced fares for seniors/disabled and free for children under 5	Ridership: 450-650 one-way trips per month Vehicles: 15 (all lift-equipped) Drivers: 7 Budget: \$44,000
Provider Type: Public	Eligibility: General public	Impact of COVID-19: Unknown	

Private Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
All Aboard America 1615 W. County Rd 127 Odessa, TX 79765 1-800-848-4728 www.allaboardamerica.com	Private transportation provider with daily service between Midland and Presidio (serves Midland, Odessa, Crane, McCamey, Fort Stockton, Alpine, Marfa, Presidio). Two roundtrips daily, 365 days per year (including holidays).		Not available
Provider Type: Private	Eligibility: General public	Impact of COVID-19: Enhanced cleaning and precautionary measures	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Amtrak Alpine station: 102 W. Holland Ave. Alpine, TX 79830 1-800-USA-RAIL www.amtrak.com	Alpine station served by the Sunset Limited route. Westbound service at 10:38 a.m. Tuesday/Thursday/Sunday; eastbound service at 8:45 p.m. Monday/Thursday/Saturday.	Ticket cost depends upon destination and coach/room reservations.	Ridership: 31,500 Operating cost: \$4.3 million (Sunset Limited, October 2020 – May 2021)
Provider Type: Private	Eligibility: General public	Impact of COVID-19: Pre-trip COVID check for passengers and employees, enhanced cleaning and disinfecting protocols, face coverings required.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Greyhound 10300 Younger Road Midland, TX 79706 1-800-231-2222 www.greyhound.com	Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 2,400 destinations with 13,000 daily departures across North America. Provides access to the nationwide Greyhound Intercity network, Canada, and Mexico. Greyhound serves stations in Alpine, Big Spring, Fort Stockton, Lamesa, Marfa, McCamey, Midland, Pecos, Presidio, Salt Flat, Seminole, and Van Horn. Service operates every day, with schedules dependent on destination.	Fares vary by destination. Discounted fares available to children under 12 and seniors 62+.	Ridership: 14 million annually (2020) Vehicles: 1,400 (2020) (system-wide)
Provider Type: Private	Eligibility: General public	Impact of COVID-19: Face coverings, enhanced cleaning, enhanced cabin air circulation, social distancing.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Silver Star Senior Transportation 4725 W. Cuthbert Ave. Midland, TX 79703 432-288-4901	Provides senior-focused transportation service in Midland and Ector counties.	Not available	Not available
Provider Type: Private	Eligibility: General public	Impact of COVID-19: Unknown	

Social Service Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
ABLE Center for Independent Living 4803 Plaza Blvd, Ste 401 Odessa, TX 79762 432-580-3439 www.ablecenterpb.org	Provides support for persons living with disabilities in Andrews, Ector, Gaines, Midland, Ward, and Winkler counties, including providing transportation information and mobility training. The ABLE Center contracts with EZ-Rider to provide transportation training services and purchases services from EZ-Rider.	Not available	Contracted through EZ-Rider, which receives funding through the FTA Section 5310 program for mobility management services.
Provider Type: Social service	Eligibility: Clients of the ABLE Center	Impact of COVID-19: Reduced ability to provide outreach. Decrease in requests for mobility training as well as in the amount of training they can provide.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Andrews Senior Citizens Center 310 W. Broadway Andrews, TX 79714 432-523-5911	Local demand-response transportation provided for persons age 60 and older. Service within Andrews.	Not available	Not available
Provider Type: Social service	Eligibility: Persons age 60 and older residing in Andrews	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Aphasia Center of West Texas – Mobility Van 5214 Thomason Dr. Midland, TX 432-699-1261 www.aphasiawtx.org	Individuals may pay a per-ride or monthly fee for transportation to and from the Aphasia Center in Midland. Rides are also available to and from Odessa through Mission Center Adult Day Service's Mobility Van.	Not available	Vehicles: 1 lift-equipped van Drivers: 1 Ridership: 96 one-way trips per month Operating budget: \$25,000
Provider Type: Social service	Eligibility: Persons with aphasia who have been referred to the Aphasia Center	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Big Spring Senior Center 100 Whipkey Dr. Big Spring, TX 79720 432-267-1628 www.mybigspring.com/285/Senior-Center	Transportation within Big Spring (funded in part through Title III agreements with the Area Agency on Aging).	Not available	Not available
Provider Type: Social service	Eligibility: Persons age 50 and older residing in Big Spring	Impact of COVID-19: Senior center was closed for congregate meals but offering meals to go. It has since reopened for congregate meals and activities.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Boys and Girls Clubs of the Permian Basin 800 E. 13 th Street, Odessa, TX 79762; 1321 S. Goode Street Midland, TX 79701 432-337-8389 www.basinkids.org	Limited after-school bus/van transportation is available for registered participants in the Boys and Girls Clubs' after-school program.	Regular (drop-off) membership for after-school programs is \$80/semester; with busing is \$120/semester	Not available
Provider Type: Social service	Eligibility: Registered participants	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Casa de Amigos 1101 Garden Lane Midland, TX 79705 432-682-9701 www.casadeamigosmidland.org	Casa de Amigos is a neighborhood center providing social services, health and wellness services, education services, and senior services to the Midland community. The organization provides transportation information, assists with trip planning, and subsidizes fixed-route and paratransit trips on EZ-Rider.	Not available	Not available
Provider Type: Social service	Eligibility: Persons receiving services from this organization.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Crisis Center of West Texas 910-B S. Grant Ave. Odessa, TX 79760 866-627-4747 www.ccwtx.org	Provides services, including transportation to work or school, for victims of domestic violence.	Not available	Not available
Provider Type: Social service	Eligibility: Women and/or children impacted by domestic violence or sexual assault.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Dawson County Senior Citizens Center 609 N. Austin Ave. Lamesa, TX 79331 806-872-3324 www.facebook.com/dcscsc1	The Dawson County Senior Center is a non-profit organization that provides meals and activities for persons 60 years of age and older. Transportation provided for congregate meals.	Not available	Not available
Provider Type: Social service	Eligibility: Persons age 60 and older residing in Dawson County	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Disabled American Veterans George H. O'Brien Jr. VAMC 300 Veterans Blvd, Ste 147 Big Spring, TX 79720 432-263-7361, ext 7604 www.dav.org	DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. The vans are driven by volunteers, and the rides coordinated by more than 155 Hospital Service Coordinators throughout the nation.	Not available	Not available
Provider Type: Social service	Eligibility: Individuals receiving treatment at a VA Medical Center.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Family Crisis Center of the Big Bend 606 N. 5 th Street Alpine, TX 79830 432-837-7254 www.familycrisiscenterofthebigbend.com	Provides free and confidential services to survivors of domestic violence, sexual assault, and violent crimes in Brewster, Jeff Davis, Pecos, Presidio, and Terrell counties. Refers clients to transit information, subsidizes rides, and offers limited client transport to access other services (such as medical care).	Not available	Not available
Provider Type: Social service	Eligibility: Individuals receiving services provided by the organization.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Martin County Senior Citizens Center 104 E. Broadway Stanton, TX 79782 432-756-2791 www.co.martin.tx.us/173/Affiliated-Organizations	Local demand-response transportation provided for eligible participants.	Not available	Not available
Provider Type: Social service	Eligibility: Seniors residing in Martin County.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
McCamey Senior Citizens Services 108 E. 6 th Street McCamey, TX 79752 432-652-8787	Demand-response transportation. Center hours Monday through Friday 8:00 a.m. to 4:00 p.m.	Not available	Not available
Provider Type: Social service	Eligibility: Seniors residing in McCamey.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Midland County Sheriff – Crisis Intervention 400 S. Main Street Midland, TX 79702 432-688-4635 www.co.midland.tx.us/212/Crisis-Intervention-Unit	Assist victims of crime-related charges 24/7/365. Transport crime victims to a place of safety.	Not available	Drivers: 28 volunteer drivers, 2 paid drivers Ridership: 1-2 trips per month Vehicles: 2 vans
Provider Type: Social service	Eligibility: Any individual served by the organization.	Impact of COVID-19: Trips limited due to social distancing.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Mission Center Adult Day Service – Mobility Van 3500 N. A St., Ste 1300 Midland, TX 79705 432-688-7720 www.missioncads.com	Mission Center Adult Day Service provides quality health care and activity programs for disabled adults and elderly individuals in a safe enriching environment that offers caregiver respite and family support. Mission Center provides safe door-to-door transportation for clients living in Midland and Ector counties with 3 wheelchair-accessible shuttles. Center hours Mon-Fri 7 am - 5:30 pm.	No cost for eligible clients.	Ridership: 48 trips/month Vehicles: 3 (all lift-equipped) Drivers: 2 dedicated drivers, 2 paid staff who drive
Provider Type: Social service	Eligibility: Seniors and disabled adults that are clients of the Center.	Impact of COVID-19: More trips due to social distancing requirements	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Rankin Senior Services 723 Main St. Rankin, TX 79778 432-693-2530 www.facebook.com/rankinseniorcenter	One vehicle provides transportation to enrolled/eligible clients Monday through Friday between 7:30 a.m. and 3:30 p.m. Currently offering trips to Crane on alternate Tuesdays (pickup at 9:00 a.m., return by 2:00 p.m.)	Not available	Vehicles: 1 Drivers: 1 Ridership: 10-20 one-way trips per month
Provider Type: Social service	Eligibility: Seniors residing in Rankin	Impact of COVID-19: Trips to Crane limited to two riders per trip.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Reeves County Senior Center 505 S. Park Pecos, TX 79772 432-239-0003 www.reevescounty.org/departments/senior-center	Demand-response transportation available Monday through Friday from 9:00 a.m. to 4:00 p.m. for Pecos residents age 60 and older. Destinations must be within Pecos city limits. Priority given to medical trips. Reservations must be scheduled one day in advance.	Not available	Vehicles: Lift-equipped bus Funded by RPC/Area Agency on Aging
Provider Type: Social service	Eligibility: Seniors age 60 and older residing in Pecos	Impact of COVID-19:	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Terrell County Senior Center 105 E. Hackberry St. Sanderson, TX 79848 432-345-2421	Demand-response transportation.	Not available	Not available
Provider Type: Social service	Eligibility: Seniors	Impact of COVID-19:	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
West Texas VA Health Care System – Patient Travel Reimbursement George H. O’Brien Jr. VAMC Outpatient Lobby 300 Veterans Blvd Big Spring, TX 79720 1-800-472-1365, ext 7347 www.bigspring.va.gov	Through the Patient Business Office, the Patient Travel Clerk pays mileage to qualified veterans who have scheduled medical appointments with the West Texas VA Health Care System.	No cost for eligible patients	Not available
Provider Type: Social service	Eligibility: Patients of the West Texas VA Health Care System.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
West Texas VA Health Care System – Veteran Transportation Service (VTS) George H. O’Brien Jr. VAMC 1 st Floor, Room 629 300 Veterans Blvd Big Spring, TX 79720 1-800-472-1365, ext 7130 www.bigspring.va.gov	The Veteran Transportation Service (VTS) provides transportation to and from the VA medical center for qualified Veterans. For information, call the Veteran Transportation Coordinator.	Not available	Not available
Provider Type: Social service	Eligibility: Patients of the West Texas VA Health Care System.	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Winkler County Senior Citizens Recreation Center 416 E. Campbell Kermit, TX 79745 432-586-3631 www.co.winkler.tx.us/page/winkler.SeniorCitizensRecreationCenter	Transportation services provided 5 days per week.	Not available	Vehicles: 2
Provider Type: Social service	Eligibility: General public	Impact of COVID-19:	

Taxi and Shuttle Operators

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

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

Note: Inclusion of any for-profit taxicab or shuttle within this inventory does not constitute an endorsement of the service.

Provider Information:	Areas Served:	Service Notes:
C-Breeze Cab Company 432-251-8359 www.facebook.com/CBreezeCab	Monahans, Kermit, Wickett, Grandfalls, Pyote, West Odessa, Odessa	Rates range from \$10 roundtrip within Monahans to \$50 roundtrip to Odessa; add \$5 per additional person.

Provider Information:	Areas Served:	Service Notes:
Julie's Car 432-290-5922 www.facebook.com/Julies.Rides	Fort Stockton area	Monday - Saturday 8:00 a.m. - 10:00 p.m. Currently temporarily closed.
Midessa Transportation 432-235-1951 www.midessatransportation.com	Taxi service in Midland and Odessa. Airport shuttles and car service to/from Midland International Air and Space Port.	Available 24/7. Wheelchair accessible taxis available. Advance reservations recommended. NEMT transportation within a 100-mile radius (Medicare provider).
Midland Shuttle 432-260-5428 www.midlandshuttleservices.com	Midland, Odessa, Pecos, Carlsbad, Big Spring, and areas in-between.	Corporate transportation, party bus, black car service, airport transportation, charter buses, etc.
Red Raider Rides 972-333-5909 www.redraiderrides.com	Midland, Odessa (including Midland International Air and Space Port)	Car service; groups of up to 14. Hotel pickups as early as 3:30 a.m. Rides after 11 pm and before 6 am incur a \$10 surcharge.
Provider Information:	Areas Served:	Service Notes:
Tipsy Taxi 432-294-0990 www.facebook.com/alpinetipsytaxi/	Alpine area	Two cars, 4-6 passengers per vehicle. Primarily available in the evening/at night but may be available during daytime hours. Flat rate fees.

2.5 Transportation Resources by County

Name of Provider	Andrews	Borden	Brewster	Crane	Culberson	Dawson	Ector	Gaines	Glasscock	Howard	Hudspeth	Jeff Davis	Loving	Martin	Midland	Pecos	Presidio	Reeves	Terrell	Upton	Ward	Winkler
A-1 Taxi															◆							
ABLE Center for Independent Living	◆						◆	◆							◆						◆	◆
All Aboard America			◆	◆			◆								◆	◆	◆			◆		
Amtrak			◆																			

Name of Provider	Andrews	Borden	Brewster	Crane	Culberson	Dawson	Ector	Gaines	Glasscock	Howard	Hudspeth	Jeff Davis	Loving	Martin	Midland	Pecos	Presidio	Reeves	Terrell	Upton	Ward	Winkler
Andrews Senior Citizens Center	◆																					
Aphasia Center of West Texas							◆								◆							
Big Spring Senior Center										◆												
Boys and Girls Clubs of the Permian Basin							◆								◆							
C-Breeze Cab Company							◆														◆	◆
Casa de Amigos															◆							
Cozy Cab Company										◆												
Crisis Center of West Texas							◆															
Dan's Taxi																	◆					
Dawson County Senior Citizens Center						◆																
Dependable Cab Company										◆												
Disabled American Veterans										◆												
EZ-Rider							◆								◆							
Family Crisis Center of the Big Bend			◆									◆				◆	◆		◆			
GK's Shuttle Service							◆								◆							
Greyhound			◆		◆	◆		◆		◆	◆				◆	◆	◆	◆		◆		
Independent Taxi							◆															
Julie's Car																◆						
Martin County Senior Citizens Center														◆								
McCamey Senior Citizens Services																				◆		
Midessa Transportation (taxi & shuttle)							◆									◆						
Midland County Sheriff - Crisis Intervention															◆							
Midland Shuttle	◆						◆			◆			◆	◆	◆			◆			◆	◆
Mission Center Adult Day Service - Mobility Van															◆							

Name of Provider	Andrews	Borden	Brewster	Crane	Culberson	Dawson	Ector	Gaines	Glasscock	Howard	Hudspeth	Jeff Davis	Loving	Martin	Midland	Pecos	Presidio	Reeves	Terrell	Upton	Ward	Winkler
Permian Basin Taxi															◆							
Presidio Taxi																	◆					
Rankin Senior Services																				◆		
Red Raider Rides							◆								◆							
Reeves County Senior Center																		◆				
Silver Star Senior Transportation							◆								◆							
Taxi Midland															◆							
Terrell County Senior Center																			◆			
Tipsy Taxi			◆																			
TRAX (BBCAC)			◆		◆						◆	◆					◆					
TRAX (WTO,I)	◆	◆		◆		◆	◆	◆	◆	◆			◆	◆	◆	◆		◆	◆	◆	◆	◆
West Texas VA Health Care System - Patient Travel Reimbursement										◆												
West Texas VA Health Care System - Veteran Transportation Service (VTS)										◆												
Winkler County Senior Citizens Recreation Center																						◆

Note: Taxi operators that do not specify a service area are only listed in the county in which they are based.

Chapter 3 | Needs Assessment and Gap Analysis

3.1 Needs Assessment

Methodology

Stakeholder survey

The stakeholder survey was distributed via first class mail to 252 entities. To encourage survey participation, a postage-paid return envelope was included. Each recipient had the option of either completing (and mailing back) the physical/printed survey or completing an identical version of the survey online. Survey completion was estimated to require 15 to 20 minutes. Thirty-one responses were received.

The consultant believes the continuing effects of the pandemic had an impact not only on the number of completed surveys returned for analysis, but also the timeliness of the stakeholders' response. Therefore, Moore & Associates made up to three additional contact attempts with each of the stakeholder organizations. The first attempt was via a personalized email to the primary contact person at each of the organizations. The email included the survey form as an attachment as well as a link to the online version. Following the passage of seven to ten calendar days, Moore & Associates' staff called each of the non-respondents to solicit their participation. In the event the primary contact was not available, a short voicemail was left. Ultimately, the follow up efforts (emails and phone calls) resulted in only a few additional survey responses.

Community survey

Initiation of the Regionally Coordinated Transportation Plan project occurred at a time when the effects of the COVID-19 pandemic was still being felt in many of the communities of West Texas. As such, the consultant team concluded that the number of residents who might otherwise be willing to participate in a focus group, roundtable discussion, or traditional community workshop/meeting would be limited due to social distancing, concerns regarding virus transmission, changes in employment/living arrangements, etc. As such, the importance of an effective self-administered survey effort was underscored.

Moore & Associates created a two-page survey instrument available online (via the project webpage) and as a printed/physical form. The survey was designed to provide insight into the recipient's current/recent transportation behavior (i.e., mode, frequency of travel, most common trips), actual as well as perceived transportation/mobility challenges, and personal demographics. The printed survey was available in both English and Spanish language versions.

To promote the community survey, Moore & Associates designed a four-color postcard which was distributed via first class mail to 15,000 randomly-selected households throughout the 22-county project area. (Note: Distribution of the postcard did not include either Midland or Odessa as the project participation plan included several public engagement activities specific to each of these cities). The postcard included a link to the online (bilingual) survey as well as details regarding other project

participation opportunities. The postcard distribution was weighted based on individual county population as well as the availability of other outreach arenas.

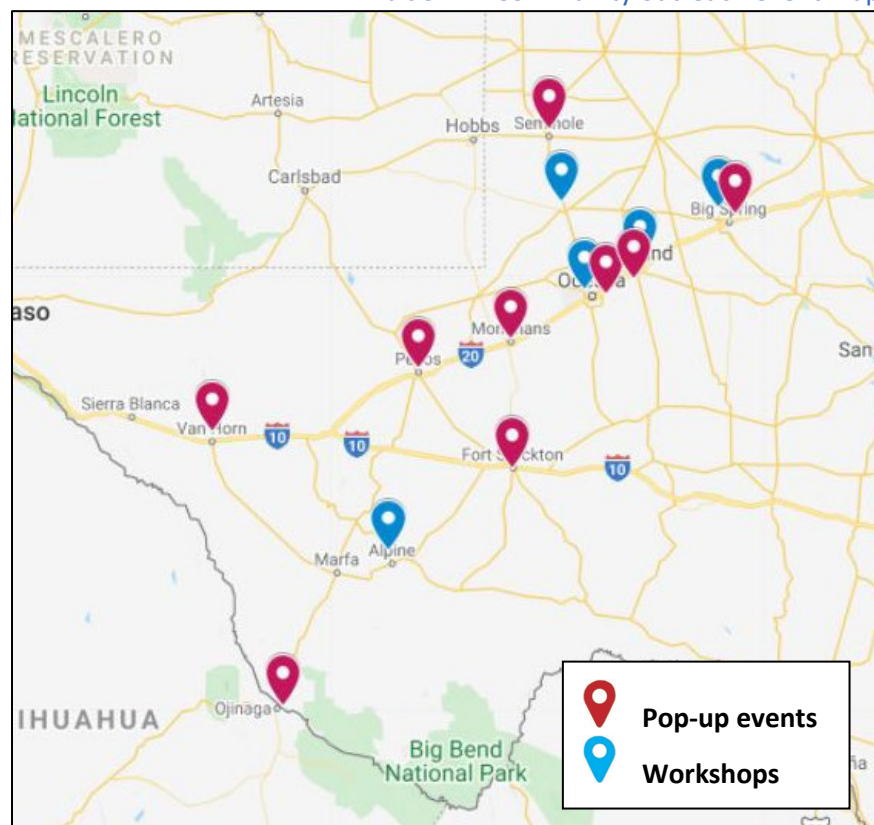
While selection of individual households/residences was done on a random-selection basis, the overall distribution was stratified so as to reflect the 2019 population estimates of each of the 22 counties. The survey was also promoted through a variety of channels including social media, media releases, the regional National Public Radio network, faith-based organizations, community health clinics, and local community leaders.

The community survey was also available to individuals who stopped by the various community pop-up events, at several of the public libraries throughout the project area, and at the various community workshops. In total, 126 valid responses were received.

Community pop-up events

During the week of May 17, 2021 Moore & Associates' staff conducted eleven info-sharing pop-up events in Big Spring, Fort Stockton, Midland, Monahans, Odessa, Pecos, Presidio, Seminole, and Van Horn. One 90-minute event was held in each community except for Midland and Odessa which had two events each. A map of the community outreach locations is provided in Exhibit 3.1.1.

Exhibit 3.1.1 Community outreach event map



The events were held at local grocery stores, public libraries, and community centers. Bilingual project staff were on-hand to invite participation in the community survey, discuss the scope and anticipated benefits of the Regionally Coordinated Transportation Plan project, provide information regarding those transportation services operating within the project area, and distribute transportation information material. In the event that an interested person was unable to complete the community survey on their own, our bilingual project staff was available to assist. Informational materials used for the pop-ups and workshops, as well as a detailed list of locations, is provided in Appendix C.

Overall response to the pop-up events was very positive. The consultant estimates at least 250 individuals participated by speaking with project staff, completing a survey, providing comments, and/or reviewing printed collateral. An informal post-event debrief was provided to WTO given the organization's active support of the project's outreach activities.

Community workshops

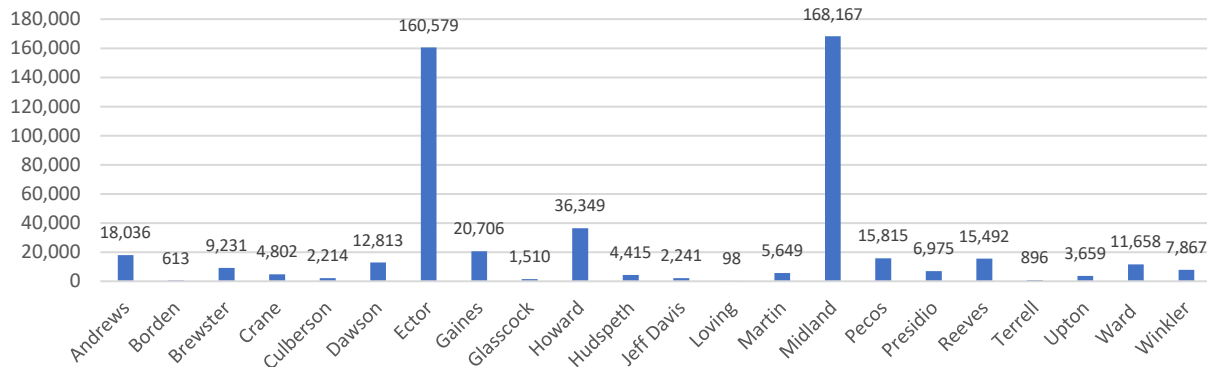
During the week of May 17, 2021 Moore & Associates' staff facilitated five info-sharing project workshops in Alpine, Andrews, Big Spring, Midland, and Odessa. To encourage as broad community participation as possible (especially given the challenges presented by COVID-19), the 90-minute workshops were conducted on an informal drop-in basis. While a number of project-specific displays were available for viewing, we intentionally opted to not conduct a formal presentation at each session. Rather, bilingual project staff were available to engage individual participants as they arrived.

Informational materials regarding the various transportation services operating in the project area were available along with copies of the bilingual community survey. Attendance was modest, with only five persons attending the workshops.

Demographics¹

The 22 counties included within the study area can be quite diverse in terms of those who live there. Collectively, these counties comprise an area of more than 44,000 square miles, serving as home to more than 528,000 residents. Midland County is the most populous, followed closely by Ector County. These two counties (along with a small portion of Martin County) are home to the Midland-Odessa urbanized area. Loving, Borden, and Terrell counties feature the smallest populations.

¹ All demographic data drawn from the American Community Survey, 2019 Five-Year Estimates. Accessed via data.census.gov on 6/28/21.

Exhibit 3.1.2 Population by county


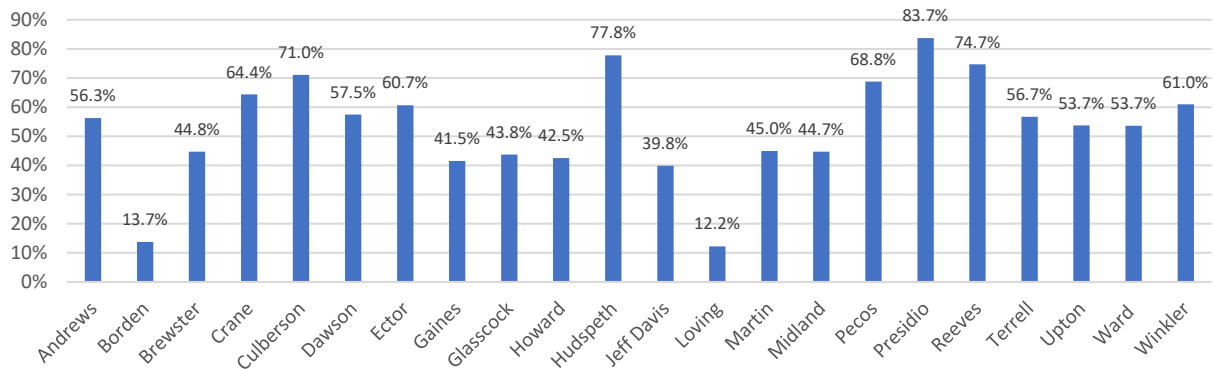
With Midland and Odessa as the only urban centers, the average population density within the study area is just under 12 persons per square mile. However, population density varies significantly by county, reaching nearly 190 persons per square mile in Midland County and dipping to less than one person for every six square miles in Loving County.

Exhibit 3.1.3 Population density by county

County	Population	Square miles	Density (persons per square mile)
Midland	168,167	900	186.85
Ector	160,579	901	178.22
Howard	36,349	903	40.25
Dawson	12,813	902	14.21
Ward	11,658	836	13.94
Gaines	20,706	1,502	13.79
Andrews	18,036	1,501	12.02
Winkler	7,867	841	9.35
Martin	5,649	915	6.17
Crane	4,802	786	6.11
Reeves	15,492	2,636	5.88
Pecos	15,815	4,764	3.32
Upton	3,659	1,242	2.95
Presidio	6,975	3,856	1.81
Glasscock	1,510	901	1.68
Brewster	9,231	6,193	1.49
Jeff Davis	2,241	2,265	0.99
Hudspeth	4,415	4,571	0.97
Borden	613	899	0.68
Culberson	2,214	3,813	0.58
Terrell	896	2,358	0.38
Loving	98	673	0.15

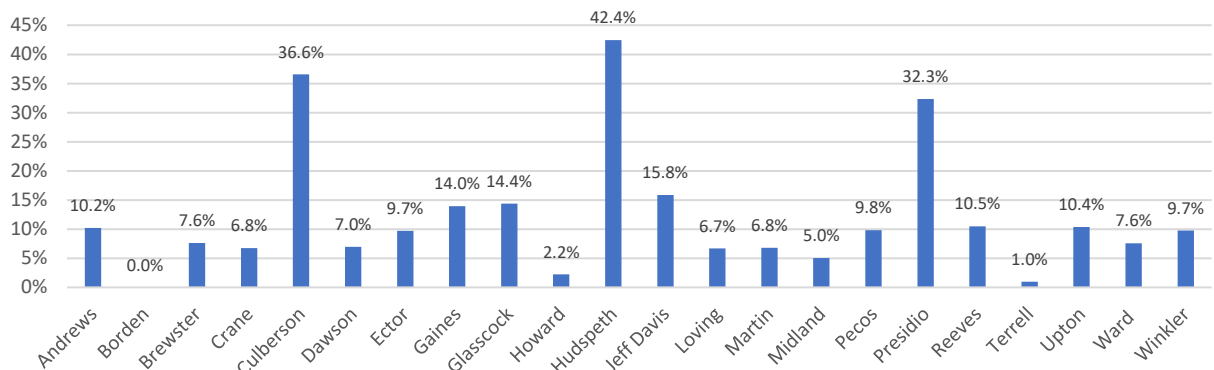
Given the study area's proximity to the border with Mexico, it is not surprising to find a high percentage of residents who identify as Hispanic or Latino. Presidio County has the highest concentration of those identifying as Hispanic or Latino (83.7 percent), followed by Hudspeth County (77.8 percent). Both counties are located on the border with Mexico. Loving County has the lowest percentage of Hispanic/Latino residents (12.2 percent), followed by Borden County (13.7 percent). Both of these counties are located in the northern portion of the study area.

Exhibit 3.1.4 Hispanic/Latino population by county



The prevalence of households considered to be limited English-proficient (LEP) varies throughout the study area. The highest percentage of LEP households is in Hudspeth County (42.4 percent), followed by Culberson County (36.6 percent) and Presidio County (32.3 percent). The majority of all LEP household speak Spanish. Borden County reported no LEP households, while Terrell and Howard counties reported 1.0 percent and 2.2 percent, respectively.

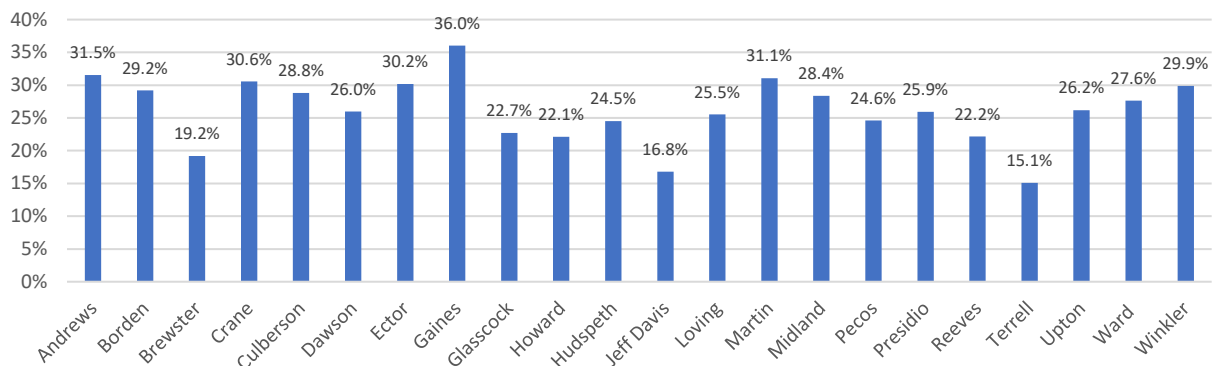
Exhibit 3.1.5 LEP households by county



Youth (age 18 and under) represent one of the population groups often considered ride-dependent. While many youth may have access to a vehicle after obtaining a driver's license at age 16 or later, an increasing number of youth postpone learning to drive to age 18 or beyond. School-provided transportation is a means of travel for many in this demographic group.

The percentage of youth within each county ranges from 15.1 percent (Terrell County) to 36.0 percent (Gaines County). The average concentration of youth within the study area is approximately 26 percent.

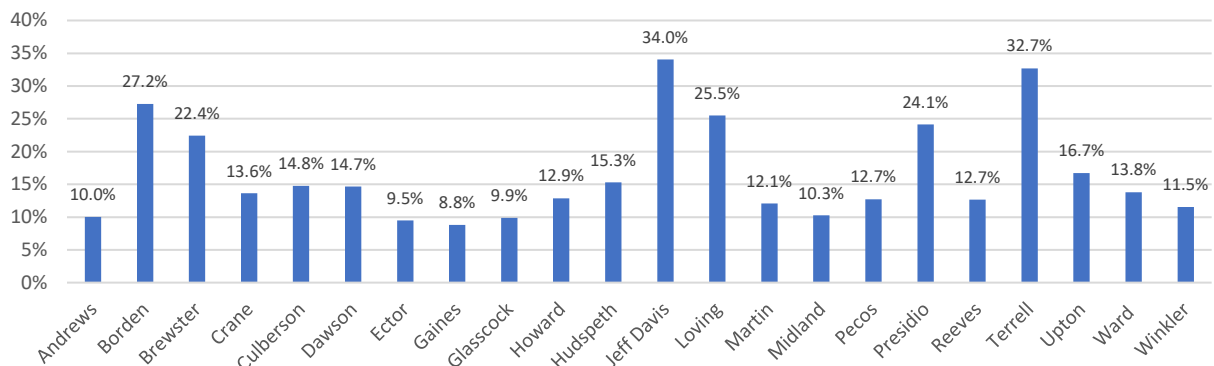
Exhibit 3.1.6 Youth population by county



Like youth, seniors age 65 and older also represent a ride-dependent population. While many seniors retain both their ability to drive and access to a vehicle well past age 65, this demographic group includes those who have lost this ability, whether due to health or lack of access to a vehicle. Local senior centers may provide limited transportation services to this group, primarily to congregate nutrition locations.

The highest concentrations of seniors are in Jeff Davis and Terrell counties (34.0 percent and 32.7 percent, respectively). The lowest concentrations are in Gaines and Ector counties (8.8 percent and 9.5 percent, respectively). The average concentration of seniors in the study area is approximately 17 percent.

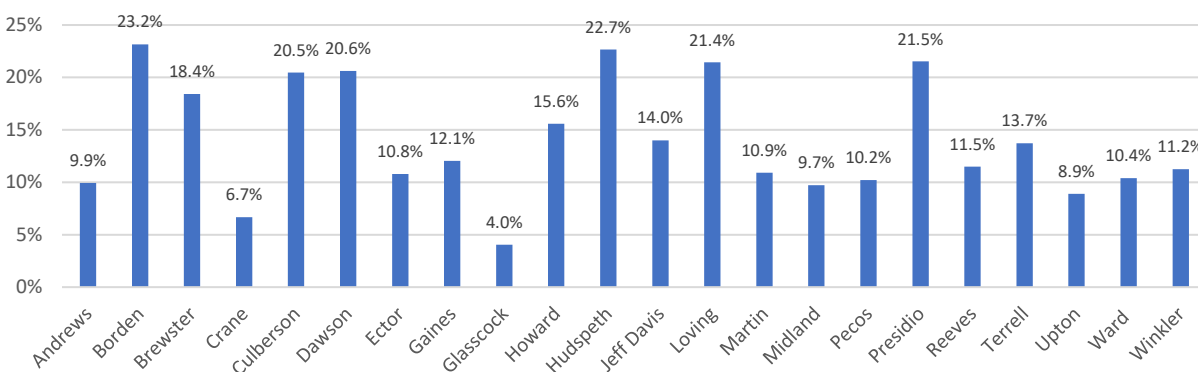
Exhibit 3.1.7 Senior (65+) population by county



Persons with disabilities often rely on others for transportation as well. The American Community Survey (ACS) categorizes disabilities as hearing, vision, cognitive, ambulatory, self-care, and independent living difficulties. Some persons with disabilities may experience difficulties in multiple categories, and individual transportation needs may vary. Social service agencies may offer transportation services to the individuals they serve.

Borden County has the highest percentage of persons with disabilities (23.2 percent), followed by Hudspeth County (22.7 percent). Glasscock County has the lowest (4.0 percent), followed by Crane County (6.7 percent). The average concentration of persons with disabilities in the study area is approximately 14 percent.

Exhibit 3.1.8 Disabled population by county

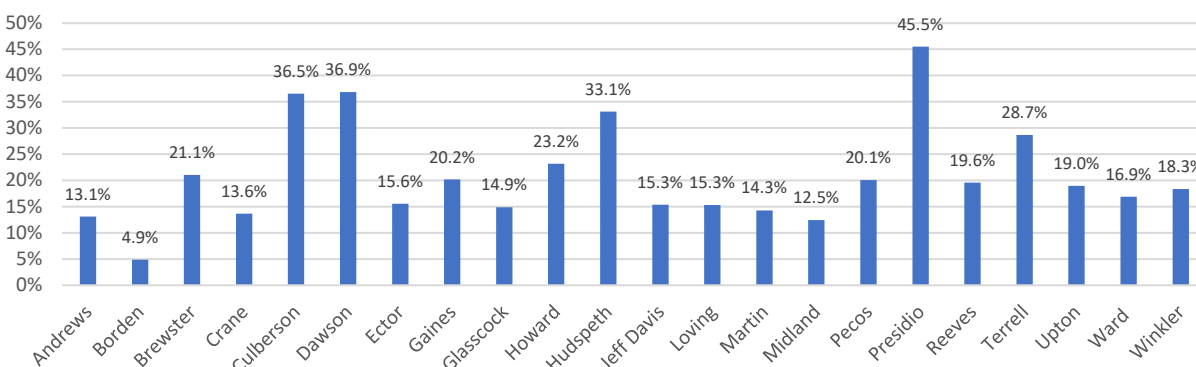


Household income can also be an indicator of ride-dependence, especially if low income translates to lack of access to a personal vehicle. On average, approximately 21 percent of individuals in the study area live below 125 percent of the poverty thresholds identified by the census. In 2019, the federal poverty threshold for a four-person household was approximately \$26,170, and 125 percent of that threshold would be \$32,713. The percentage of persons with an income at 125 percent of the poverty threshold represents individuals that are living just above the poverty line, but are still considered to be low-income.²

Presidio County has the highest population of persons living at 125 percent of the poverty threshold (45.5 percent), followed by Dawson and Culberson counties (36.9 percent and 36.5 percent, respectively). Borden County has the lowest (4.9 percent), followed by Midland and Andrews counties (12.5 percent and 13.1 percent, respectively).

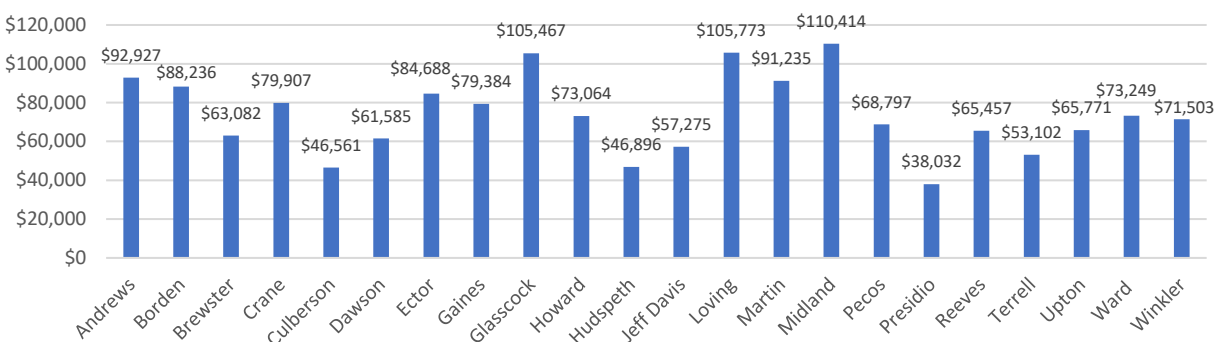
² Note: data regarding households living at 100 percent of the poverty threshold was not available.

Exhibit 3.1.9 Population living at 125 percent of poverty threshold by county



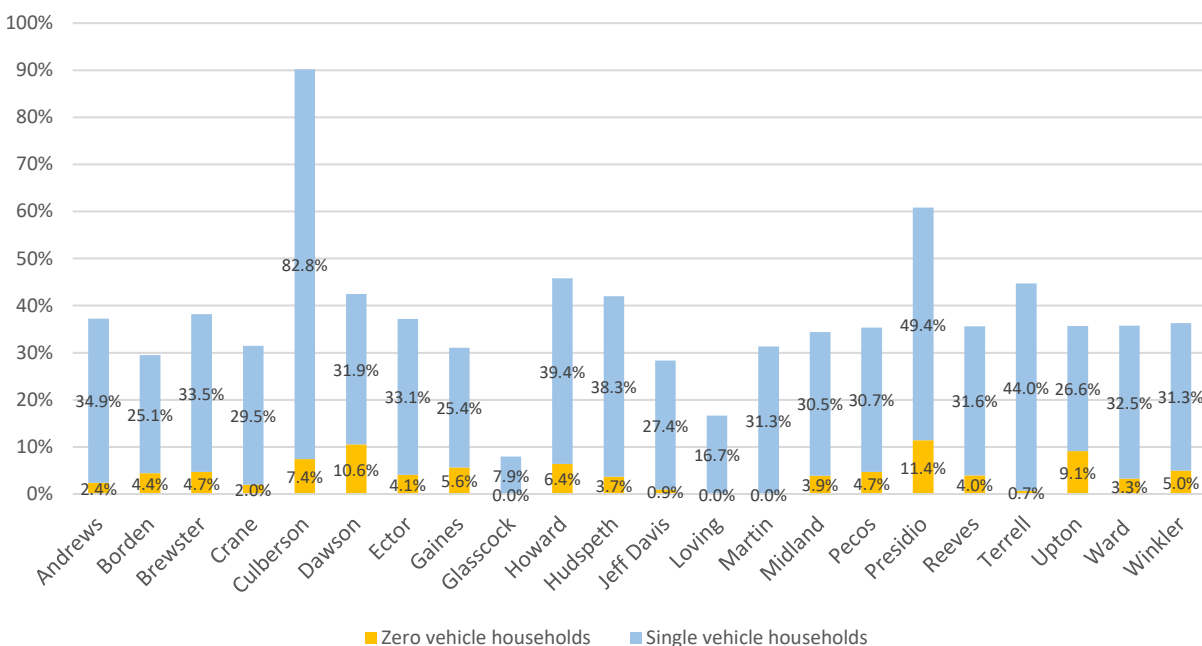
Mean income is a measure of the average household income for all households within a given county. Midland County had the highest average household income, followed by Loving and Glasscock counties. Presidio County had the lowest average household income, followed by Culberson and Hudspeth counties.

Exhibit 3.1.10 Mean household income by county



Finally, access to a personal vehicle can be a significant indicator of ride-dependency. Households with no vehicles are the most impacted, though depending on the number of household residents of driving age and the condition of the vehicle, households with a single vehicle may also have one or more individuals who are ride-dependent. Presidio and Dawson counties had the highest percentage of zero-vehicle households (11.4 percent and 10.6 percent, respectively). Culberson and Presidio counties had the highest percentage of single-vehicle households (82.8 percent and 49.4 percent, respectively). Glasscock, Loving, and Martin counties reported no zero-vehicle households. Glasscock and Loving counties had the lowest percentage of single-vehicle households (7.9 percent and 16.7 percent, respectively).

Exhibit 3.1.11 Zero- and single-vehicle households by county



Commute Patterns

Longitudinal Employer-Household Dynamics (LEHD) data available via the federal Census Bureau was employed to assess commute patterns.³ Specifically, it was used to identify what percentage of jobs were within the worker's home county versus those that required travel from outside the county where the job was located. Overall, just over half of the jobs in the study area were filled by those living within the county where the job was located. The remaining jobs were filled by those commuting from another county. With respect to individual counties, Brewster County had the highest percentage of those living and working within the same county (63.2 percent), followed by Pecos County (60.7 percent) and Borden County (58.6 percent). Upton County had the lowest percentage of those living and working in the same county (23.5 percent), followed by Martin County (25.0 percent) and Jeff Davis County (28.1 percent). These same counties had the lowest and highest percentage of jobs filled by individuals commuting in from another county, respectively. A detailed list by county is provided in Exhibit 3.1.12.

³ Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2018). <http://onthemap.ces.census.gov>. Accessed 6/28/2021.

Exhibit 3.1.12 Job commute flow (2018)

County	Worker's home county	Commute in from another county
Andrews	48.4%	51.6%
Borden	58.6%	41.4%
Brewster	63.2%	36.8%
Crane	42.2%	57.8%
Culberson	50.9%	49.1%
Dawson	57.7%	42.3%
Ector	54.6%	45.4%
Gaines	46.3%	53.7%
Glasscock	33.1%	66.9%
Howard	56.0%	44.0%
Hudspeth	33.8%	66.2%
Jeff Davis	28.1%	71.9%
Loving	31.4%	68.6%
Martin	25.0%	75.0%
Midland	48.3%	51.7%
Pecos	60.7%	39.3%
Presidio	50.8%	49.2%
Reeves	37.7%	62.3%
Terrell	39.5%	60.5%
Upton	23.5%	76.5%
Ward	45.0%	55.0%
Winkler	43.2%	56.8%

Another perspective on job commutes looks at the worker population rather than the jobs themselves. Using LEHD data, Moore & Associates identified what percentage of workers traveled to jobs located within their home county versus those that traveled to jobs located outside of their home county. More than half of workers (53.5 percent) live and work in the same county. Midland County had the highest percentage of workers commuting to jobs within their home county (65.4 percent), followed by Ector County (55.2 percent) and Dawson County (49.3 percent). Loving County had the lowest percentage of workers commuting to jobs within their home county (7.5 percent), followed by Terrell County (12.7 percent) and Martin County (22.2 percent). These same counties had the lowest and highest percentage of workers commuting to another county, respectively. A detailed list by county is provided in Exhibit 3.1.13.

Exhibit 3.1.13 Worker commute flow (2018)

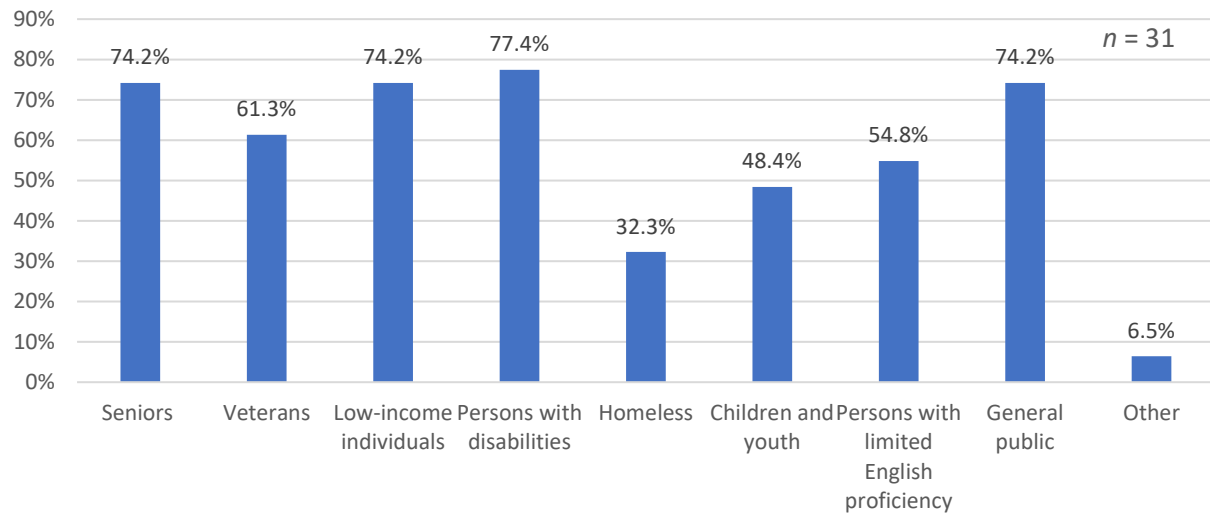
County	Worker's home county	Travel to another county
Andrews	31.7%	68.3%
Borden	26.9%	73.1%
Brewster	56.3%	43.7%
Crane	23.1%	76.9%
Culberson	46.8%	53.2%
Dawson	49.3%	50.7%
Ector	55.2%	44.8%
Gaines	43.8%	56.2%
Glasscock	34.2%	65.8%
Howard	46.2%	53.8%
Hudspeth	27.8%	72.2%
Jeff Davis	41.8%	58.2%
Loving	7.5%	92.5%
Martin	22.2%	77.8%
Midland	65.4%	34.6%
Pecos	38.0%	62.0%
Presidio	34.5%	65.5%
Reeves	36.9%	63.1%
Terrell	12.7%	87.3%
Upton	26.0%	74.0%
Ward	44.8%	55.2%
Winkler	32.0%	68.0%

Stakeholder engagement

In addition to providing details regarding any transportation services provided, stakeholders were asked to provide valuable feedback about the populations they serve and the transportation/mobility needs of those populations. The following narrative offers details regarding those stakeholders who responded to the survey. A list of those stakeholders is provided in Section 3.1.

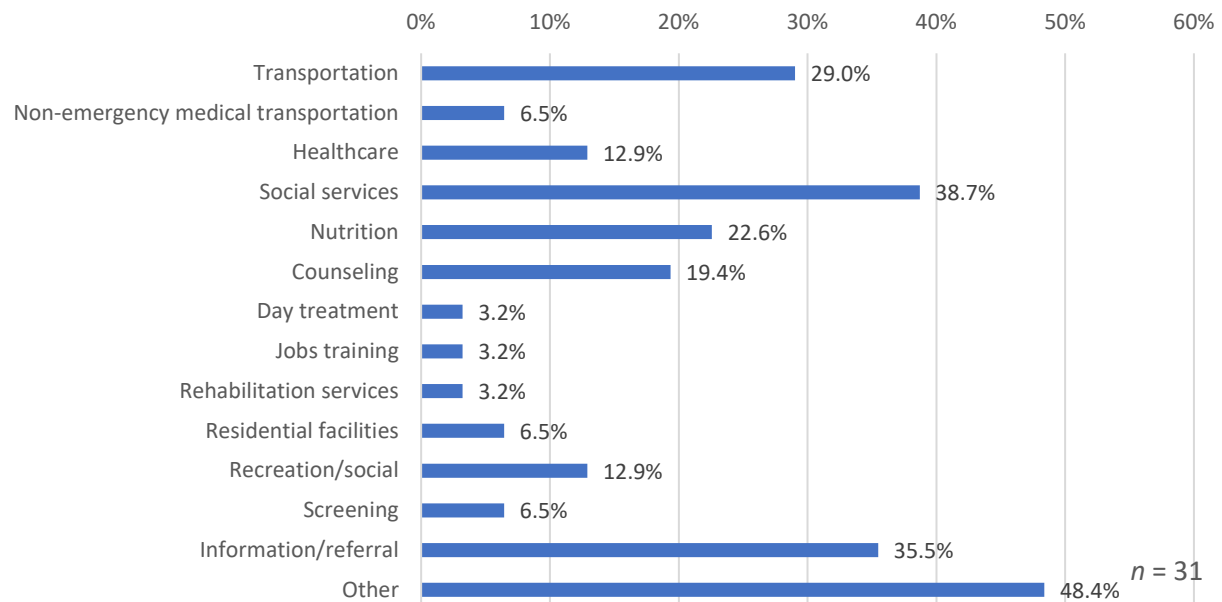
Responding organizations serve a wide range of individuals and populations, especially persons with disabilities, seniors, low-income individuals, and the general public.

Exhibit 3.1.14 Populations served by stakeholders



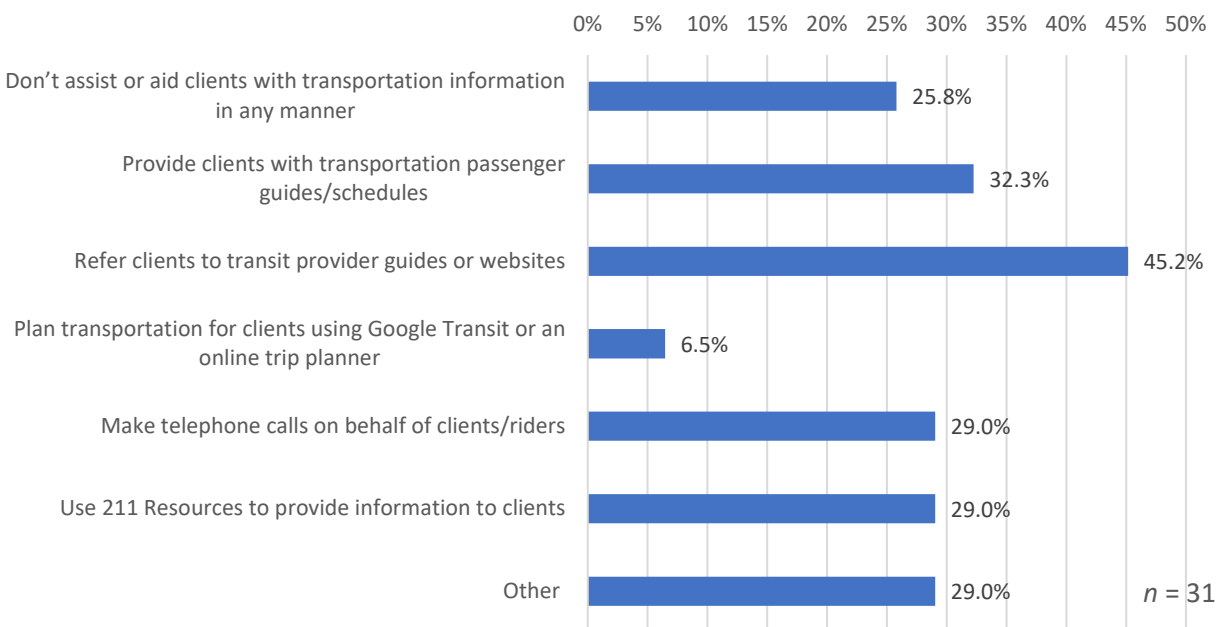
Fewer than 30 percent of responding organizations include transportation as one of their core functions. Most organizations include multiple functions, while nearly half included additional core functions not included on this list.

Exhibit 3.1.15 Core functions of stakeholder organizations



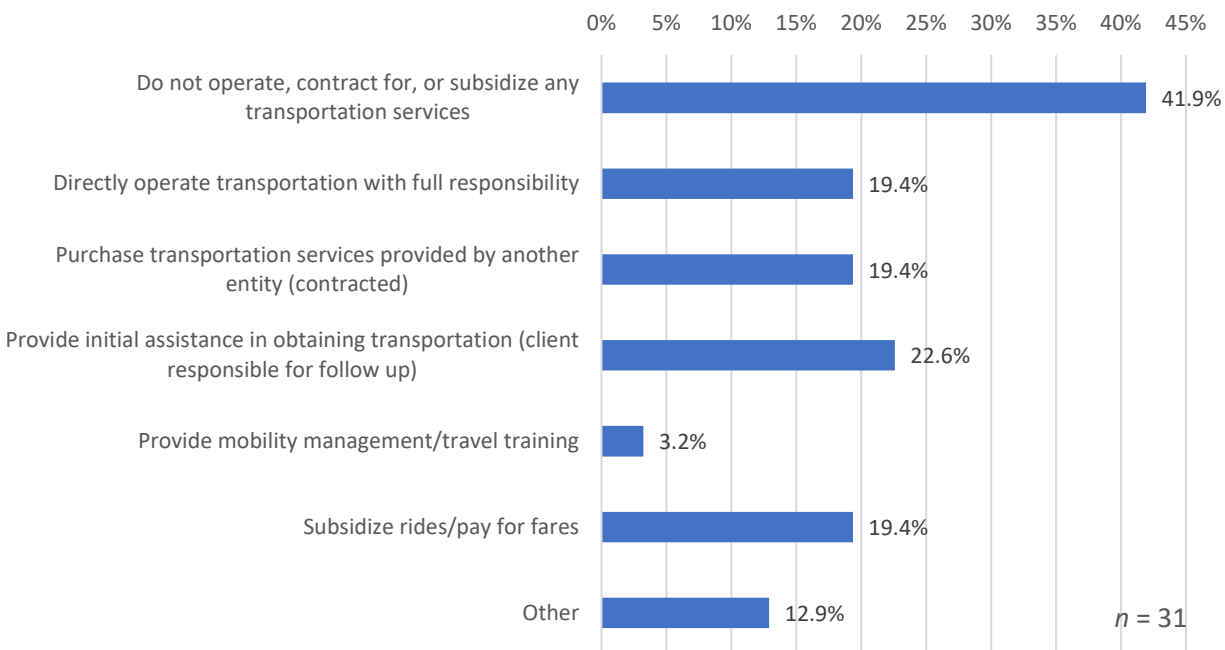
Just over one-quarter of responding organizations said they did not assist clients with transportation information in any way. Nearly half refer them to the transit provider for information.

Exhibit 3.1.16 Transportation information assistance provided by stakeholders



Nearly half of stakeholder organizations do not operate, contract for, or subsidize transportation services. Approximately one-fifth directly operate transportation services, while another one-fifth contract with another organization for transportation services.

Exhibit 3.1.17 Transportation services provided by stakeholders



Respondents were asked to identify how frequently the individuals they represent express a need for a series of travel-related issues. To aggregate this data, we assigned a number value (one through four) to each response option, with one indicating “never” and four indicating “often.” We then calculated the mean for each issue, which corresponds to the frequency of the need. A mean rating of 1.00 would correspond with all “never” responses, while a rating of 4.00 would be all “often” responses. Given nearly all responses included some from each category, issues with higher ratings are expressed more frequently than those with lower rating.

Medical trips (2.69) was the most frequently cited need, followed closely by *essential shopping* (2.61). *Daycare or elementary school trips* and *evening trips (after 10 pm)* were the least requested, each with a mean rating of 1.63. Scoring just barely better was *after-school trips* (1.69).

Exhibit 3.1.18 Client travel needs by type

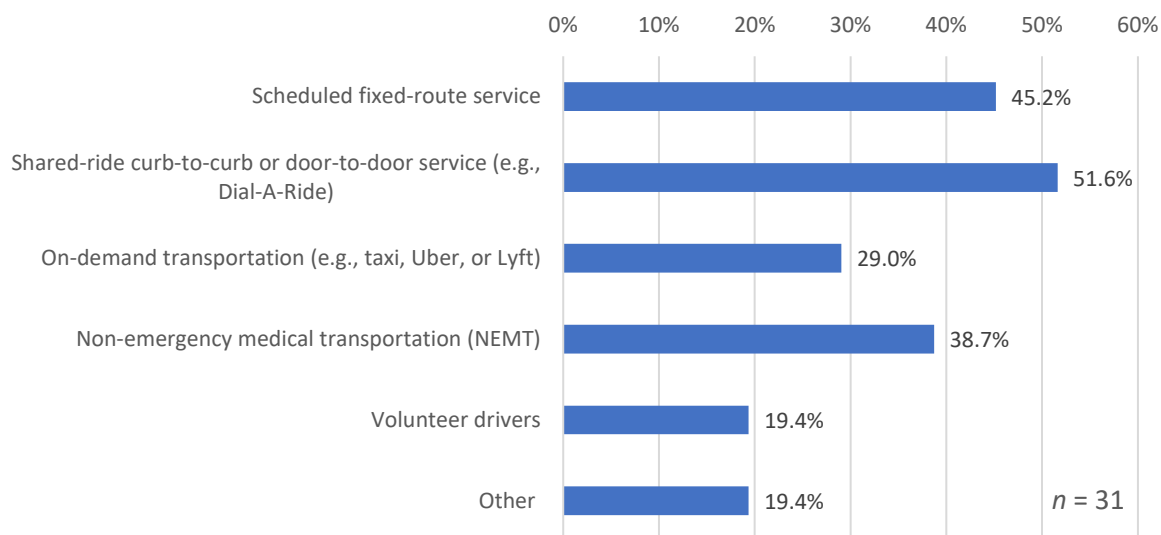
	4 - Often	3 - Sometimes	2- Rarely	1- Never
Medical trips	34.5%	24.1%	17.2%	24.1%
Access to veterans' services	14.8%	33.3%	18.5%	33.3%
Essential shopping	21.4%	39.3%	17.9%	21.4%
Transportation to work or school	14.3%	21.4%	35.7%	28.6%
Daycare or elementary school trips	8.3%	4.2%	29.2%	58.3%
After-school trips	3.8%	11.5%	34.6%	5.0%
Weekday trips	11.5%	38.5%	15.4%	34.6%
Evening trips (before 10 pm)	4.0%	36.0%	16.0%	44.0%
Evening trips (after 10 pm)	4.2%	4.2%	41.7%	50.0%
Saturday trips	0.0%	34.8%	17.4%	47.8%
Sunday trips	4.2%	20.8%	20.8%	54.2%
Making same-day reservations	20.0%	24.0%	24.0%	32.0%
Accessibility/path of travel to bus stop	11.5%	23.1%	23.1%	42.3%
Transfers	8.3%	16.7%	25.0%	50.0%
Transportation outside home county	25.0%	21.4%	17.9%	35.7%
Trip planning and information	14.8%	11.1%	40.7%	33.3%

Exhibit 3.1.19 Mean rating of client travel needs by type

	Mean (1-4)
Medical trips	2.69
Essential shopping	2.61
Transportation outside home county	2.36
Making same-day reservations	2.32
Access to veterans' services	2.30
Weekday trips	2.27
Transportation to work or school	2.21
Trip planning and information	2.07
Accessibility/path of travel to bus stop	2.01
Evening trips (before 10 pm)	2.00
Saturday trips	1.87
Transfers	1.83
Sunday trips	1.75
After-school trips	1.69
Daycare or elementary school trips	1.63
Evening trips (after 10 pm)	1.63

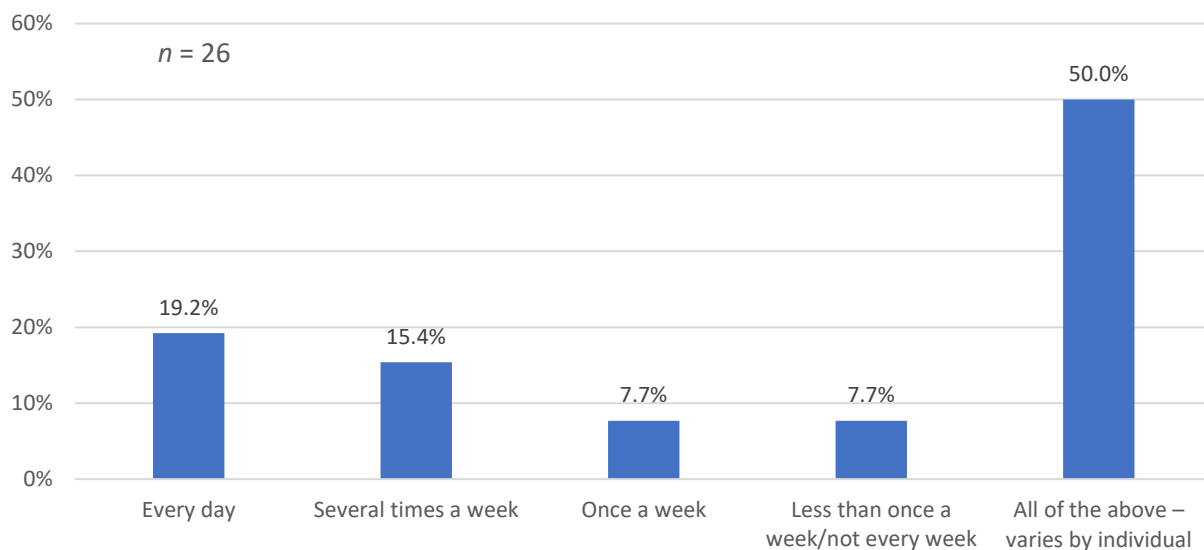
Respondents were asked to identify what type(s) of transportation services would be most useful to the individuals and populations they represent. A little more than half indicated shared-ride demand-response service, followed closely by scheduled fixed-route service (45.2 percent). Nearly 39 percent said non-emergency medical transportation (NEMT) would be beneficial.

Exhibit 3.1.20 Most useful transportation services



The frequency of client transportation needs varies. While some needs can be easily categorized, others vary depending on the individual and/or their circumstances in a given week.

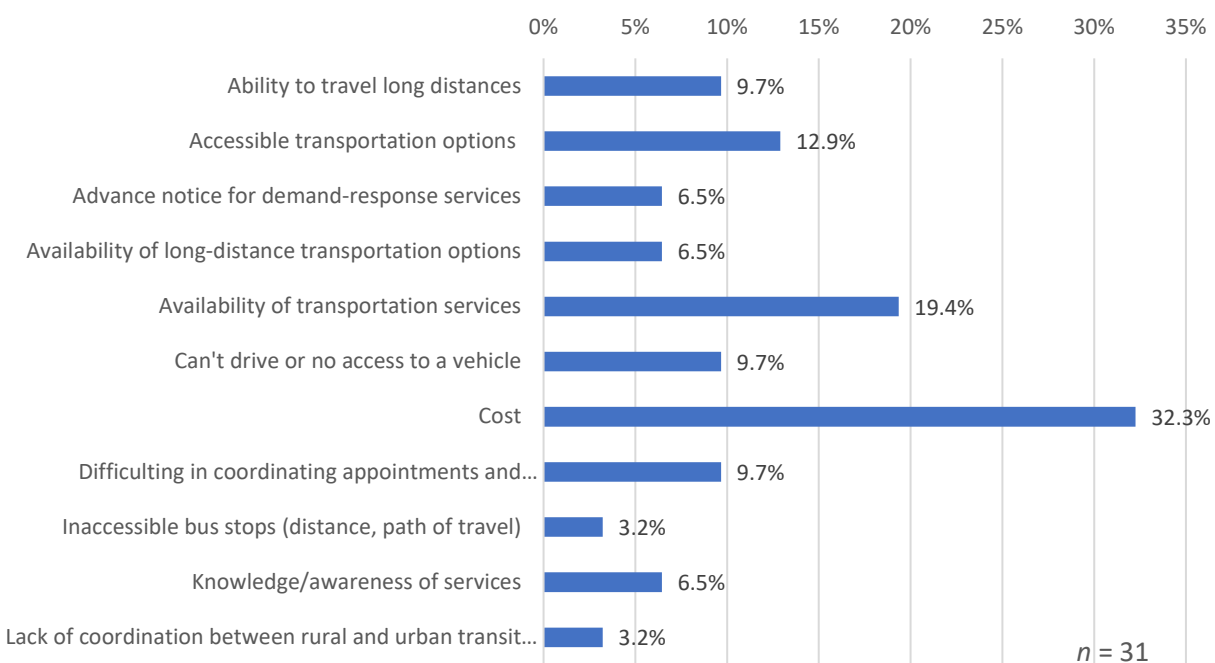
Exhibit 3.1.21 Frequency of client transportation needs



Responding organizations identified several key barriers to using transportation in the region. Cost was the most frequently cited, indicated by nearly a third of respondents, many of whom serve low-income and homeless clients. The availability of transportation services was indicated by nearly 20 percent. This included the presence of an appropriate transportation provider as well as the ability of that provider to deliver the requested trips.

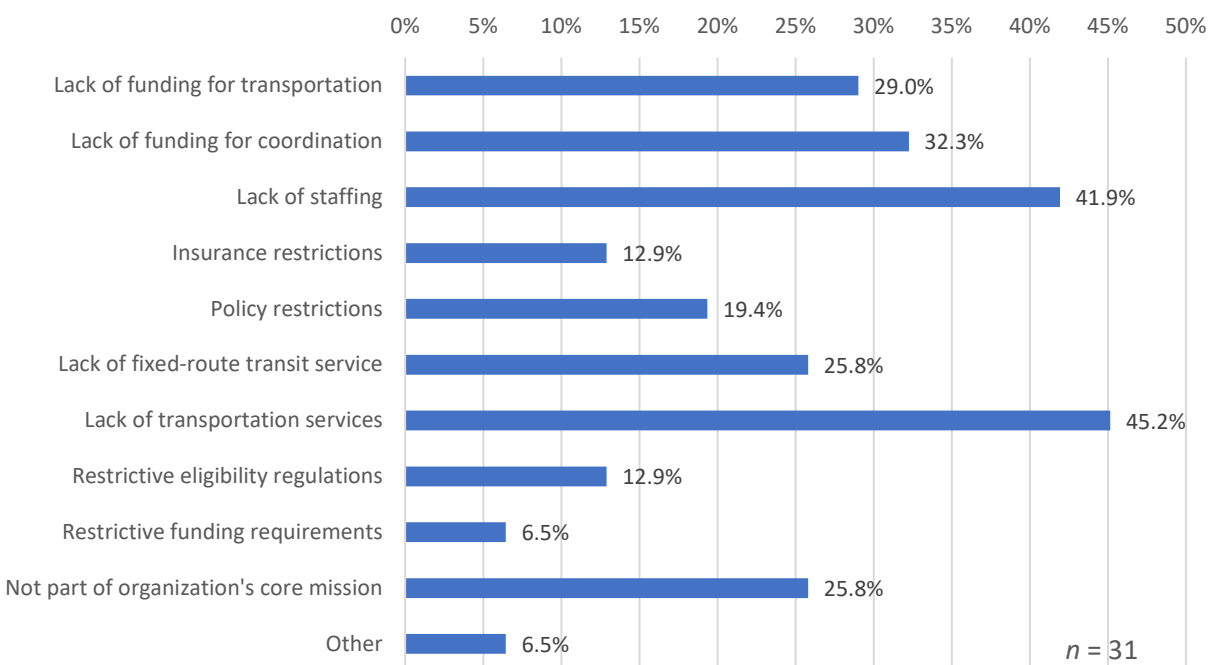
Other barriers raised by stakeholders included better access to long-distance travel, clients who had trouble with long-distance travel due to the time required, lack of access to accessible vehicles, having to schedule rides in advance, lack of coordination between urban and rural transit services, and difficulty in coordinating medical appointments and transportation. “Knowledge/awareness” was also cited as a barrier.

Exhibit 3.1.22 Barriers to using transportation



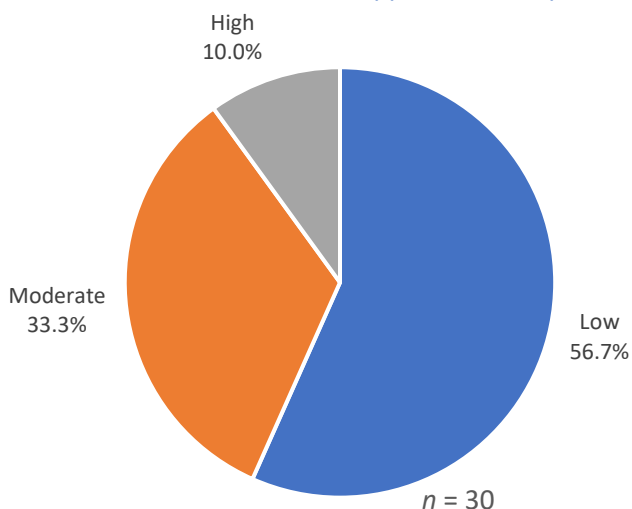
Stakeholders were also asked to identify their most significant challenges with respect to providing and/or coordinating transportation services. “Lack of transportation services” was the most-cited, though it was unclear if individual responses referred to lack of transportation services in general or that the specific organization did not provide transportation services itself. This was followed closely by “lack of staffing.” Just over one quarter indicated transportation was not part of their organization’s core mission. Lack of funding (whether for provision of transportation or the coordination of transportation) is also a challenge.

Exhibit 3.1.23 Most significant challenges to providing or coordinating transportation



More than half of respondents said there is a low level of sustained support for coordinated transportation planning and activities in their community. (Those who indicated a high level of support were located in Midland and Andrews.)

Exhibit 3.1.24 Support for transportation coordination



Organizations identified several enhancements they felt would improve coordination of public transit and human services in their community. These included:

- A sister city partnership.
- Participation in a county program.
- Additional options for TRAX or enhancement of TRAX.
- Additional transportation with an easier process for scheduling trips.
- Better options for low-income individuals.
- Availability.
- Computer software to schedule services.
- Continue RCTP steering committee and stakeholder involvement.
- Long-distance transportation services and longer hours.
- Web-based programs showing all transportation available.
- Expand participation beyond the RCTP steering committee.
- Volunteer transportation services for those who need a ride but aren't eligible for paratransit (such as seniors).
- Improve local transportation services.
- Information about what services are available and how to access them, especially for people with mobility issues.
- Resolve the driver shortage to improve transportation services.

Several stakeholders also indicated some concerns related to transportation and coordination issues:

- Because of the population and low densities in our area, it will be hard to be financed.
- Citizens in Andrews struggle to get to out-of-town medical appointments.
- Very early morning trips (starting at 2:00 or 3:00 a.m.) and traveling long distances for medical appointments is a deterrent to potential drivers.
- We need safe, reliable transportation between Midland and Odessa that would deliver people door to door and could accommodate people with disabilities.
- For outreach activities, don't just include the east side of the Permian Basin.

Community Engagement – Survey

Residents throughout the study area were asked via a community survey to provide feedback about the travel patterns, demographics, and mobility needs within their household. The following narrative offers details regarding those residents who responded to the survey.

Q1. In which county do you currently live?

The bilingual community survey was made available online, at eleven community pop-up events, and at five community workshops. In addition, printed copies of the survey were mailed to at least 30 local faith-based organizations as well as community health clinics throughout the 22-county project area.

It is not surprising the greatest number of survey responses were received from the counties with either the largest population (Ector and Midland counties) or those counties which include cities with relatively large populations (Andrews and Howard counties).

Eighteen of the 22 counties in the study area were represented by the community survey responses. Counties not represented in the survey sample were Dawson, Terrell, Upton, and Ward.

The population of each county relative to the total region is shown as well as the relative share of surveys returned. Population data is based on 2019 American Community Survey estimates.

Exhibit 3.1.25 Community survey distribution by county

County	Surveys returned	Percentage of study-area population	Percentage of total surveys
Andrews	16	3.8%	12.4%
Borden	1	0.1%	0.8%
Brewster	5	1.8%	3.9%
Crane	1	1.0%	0.8%
Culberson	1	0.4%	0.8%
Ector	27	33.4%	20.9%
Glasscock	2	0.3%	1.6%
Gaines	7	4.3%	5.4%
Howard	22	7.4%	17.1%
Hudspeth	1	1.0%	0.8%
Jeff Davis	7	0.5%	5.4%
Loving	1	0.03%	0.8%
Martin	2	1.2%	1.6%
Midland	31	35.5%	24.0%
Pecos	2	3.2%	1.6%
Presidio	1	1.3%	0.8%
Reeves	1	3.2%	0.8%
Winkler	1	1.6%	0.8%
Total	129	100%	100%

Q1a. In which city or community do you live in?

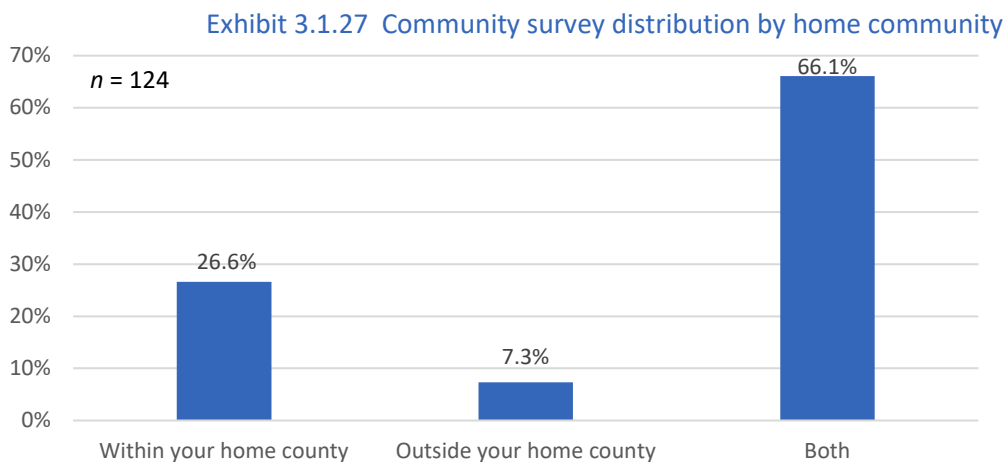
Similar to the response data distribution across the 22-county project area, the highest incidence of resident participation by individual city/community reflects relative population size and/or communities in which pop-up events and/or community workshops were held.

Exhibit 3.1.26 Community survey distribution by home community

Community	Surveys returned
Ackerly	1
Alpine	4
Andrews	11
Big Spring	16
Crane	1
Ector	1
Fort Davis	6
Fort Hancock	1
Fort Stockton	2
Gail	1
Garden City	2
Howard/Forsan	1
Kermit	1
Lenora	1
Marathon	1
Mentone	1
Midland	21
Odessa	24
Pecos	1
Presidio	1
Seagraves	1
Seminole	6
Southside	1
Valentine	1
Van Horn	1

Q2. Do you typically travel....?

Nearly two-thirds of respondents indicated traveling both within and outside of their home county. More than 26 percent indicated traveling primarily within their home county.



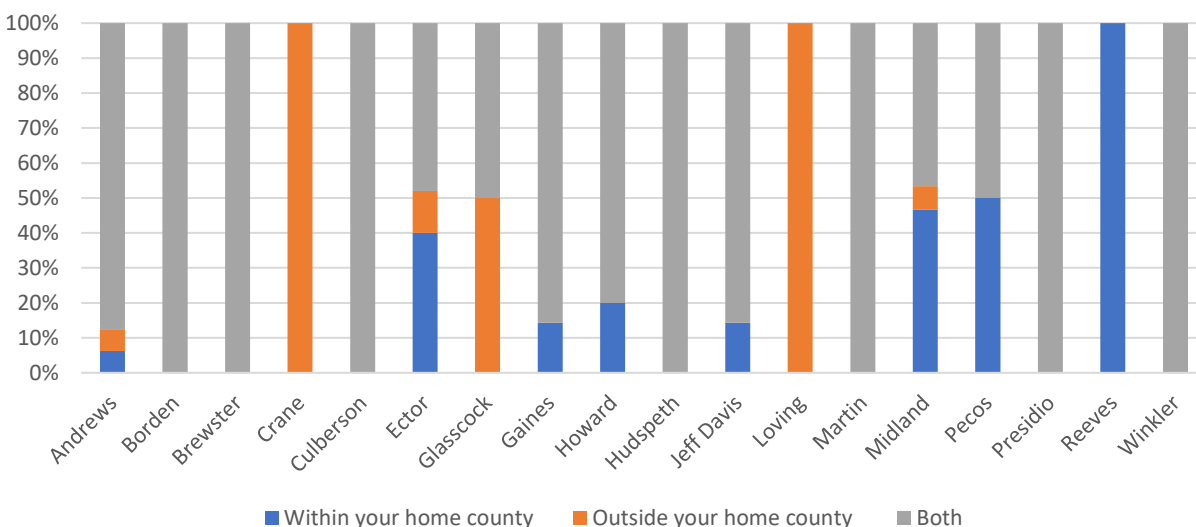
Cross-tabulation: Q1. In which county do you currently live vs. Q2. Do you typically travel within your home county, outside your home county, or both?

In addition to the survey data, largely through interaction with residents during the pop-up events and/or workshops, it became clear many people often find it necessary to travel outside their home community and/or county in order to access healthcare services, for shopping purposes, or to access work/employment.

Often the distances involved in inter-county travel are significant (i.e., in excess of 50 miles one-way). Anecdotally, while hosting the pop-up event in Presidio (Presidio County), we encountered residents of neighboring Mexico who cross the border at least weekly to shop for groceries. In Alpine (Brewster County) we encountered persons who regularly travel from neighboring counties to attend Sul Ross University or access Amtrak's inter-city rail service. In Fort Stockton (Pecos County), we learned of residents from neighboring Terrell County (specifically Sanderson) who travel weekly via bus and/or dial-a-ride to Fort Stockton for shopping/personal business.

West Texas residents who either do not have access to a personal vehicle (or have only limited access) often face considerable transportation/mobility challenges.

Exhibit 3.1.28 Home county vs. travel destinations



Q3. Select the method of transportation you typically use for the stipulated trip purpose or destination.

Public transit (fixed-route as well as dial-a-ride/paratransit service) captured between 1.7 and 2.9 percent of the surveyed trips, with the highest number being school- or training-related trips. (Note: Survey participation was limited to persons age 18 and above.)

Moore & Associates did not find this data surprising given the availability of public transit service is limited within most of the counties within the study area. Transit service is most readily available in Ector and Midland counties which reflects the service area of the EZ Rider program. West Texas Opportunities (WTO) directly operates transit service (TRAX) in 17 counties. WTO contracts for transit operations with the Big Bend Community Action Committees (BBCAC) in 5 additional counties. The level of service provided by TRAX and/or the BBCAC varies by individual county.

Many respondents were potentially ride-dependent with respect to shopping and personal trips, as 46.2 percent indicated driving or riding with others. However, some of those who indicated this option could be drivers who typically take others with them when they make such trips.

Exhibit 3.1.29 Transportation mode – work

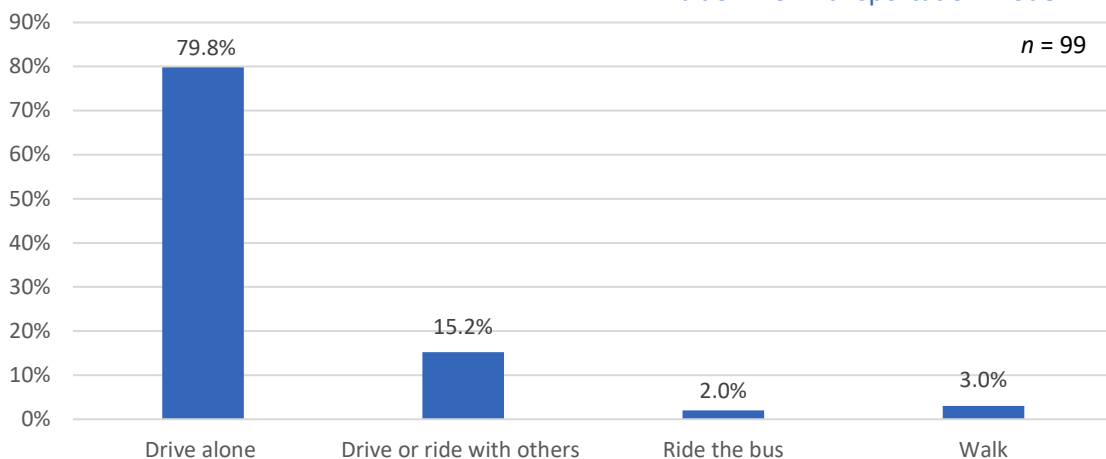


Exhibit 3.1.30 Transportation mode – medical/healthcare

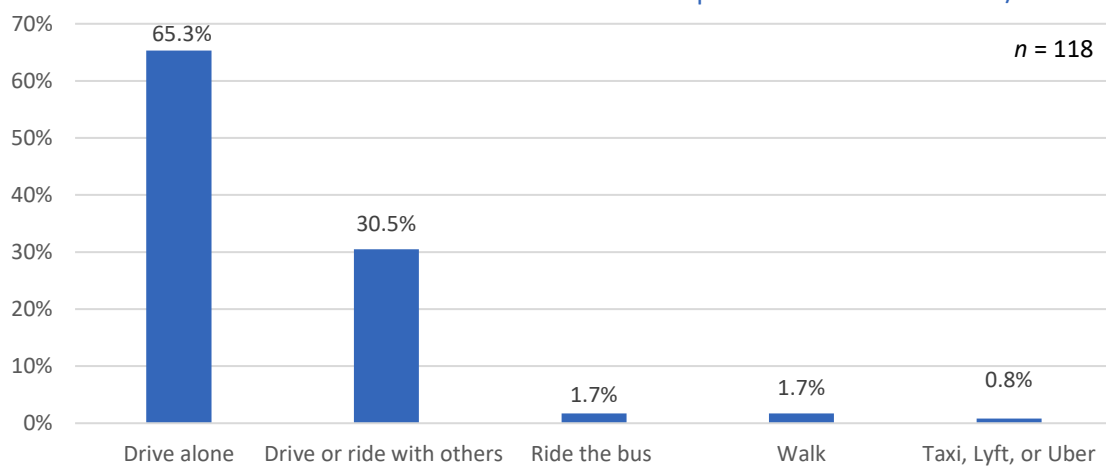


Exhibit 3.1.31 Transportation mode – school/training

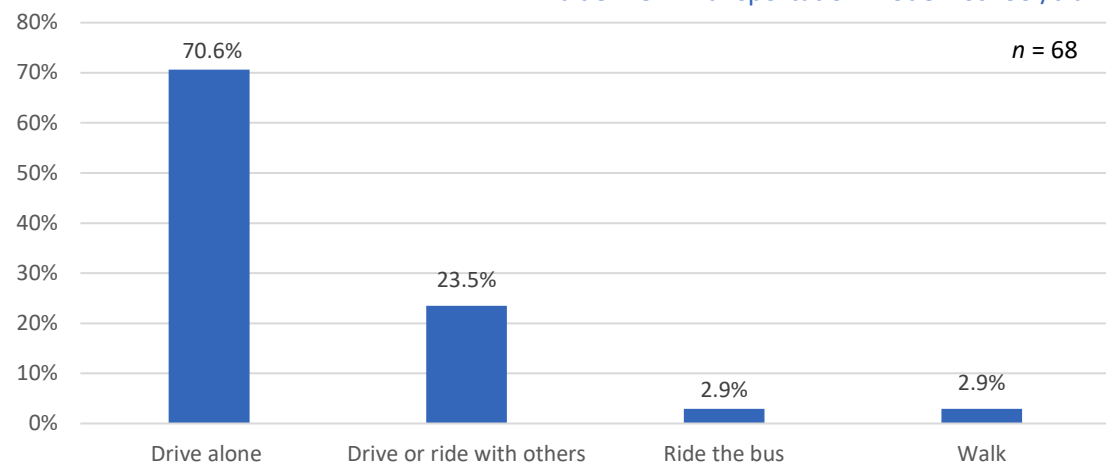
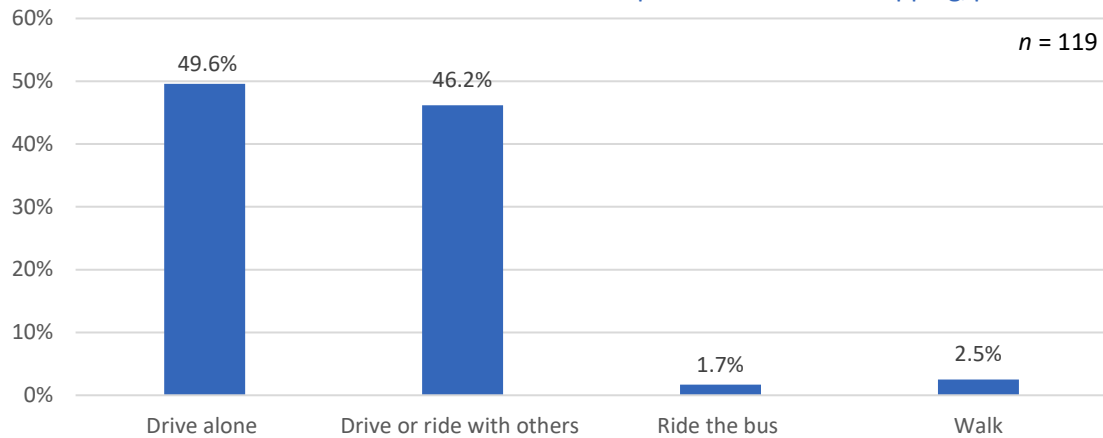


Exhibit 3.1.32 Transportation mode – shopping/personal trips



Respondents were also asked to describe their most frequent destination with respect to each category. Some provided the name of a city/community, while others offered a specific location.

Exhibit 3.1.33 Most frequent destination – work

Destination	Frequency
Alpine	1
Andrews	2
Big Spring	1
Borden County	1
Central Library	1
Downtown Library	1
El Paso	1
Howard County Library	1
Jeff Davis County	1
Library	1
Mentone	1
Midland Loop 250	1
MLK Community Center	2
Odessa	3
Office	2
Post office	1
Seminole	2
Shopping center	1
Valentine	1

Exhibit 3.1.34 Most frequent destination – medical/healthcare

Destination	Frequency
Alpine	4
Andrews	2
Big Spring	1
Brewster County	1
CareHere Clinic	1
City Clinic	1
Crane	1
Dentist	1
Doctor	4
El Paso	4
Fort Davis Family Practice	1
Fort Stockton	1
Gregg Street (Big Spring)	1
Hospital	1
Lubbock	4
Medical Center Hospital/Clinic (Odessa)	2
Midland	11
Odessa	9
Pharmacy	1
San Antonio	1
Seminole	3
Steward Medical – Gregg Street (Big Spring)	1
Walmart	1

Exhibit 3.1.35 Most frequent destination – school/training

Destination	Frequency
Andrews	1
Big Spring	1
Brewster County	1
Big Spring High School	1
Howard	1
Kermit	1
Library	2
Lubbock	1
Midland College	1
MLK Community Center	1
Odessa	1
Seminole	1
UT Permian Basin (Ector County)	1
Wink	1

Exhibit 3.1.36 Most frequent destination – shopping/personal trips

Destination	Frequency
Alpine	6
Andrews	1
Barnes & Noble	1
Best Buy	1
Big Spring	1
Brewster County	1
El Paso	2
Fort Davis	2
Grocery store/supermarket	6
Gym	1
HEB	4
JC Penney	1
Jeff Davis County	1
Library	1
Lubbock	4
Mall	1
Marathon	1
Midland	12
Midland Loop 250	1
Odessa	10
Seminole	2
Stamford/Haskell	1
Store	2
Tyler	1
Walmart	5

Q4. Please tell us about the ease or difficulty you face in making each of the four primary trip types.

Respondents were asked to describe their ease or difficulty in making each of the primary trip types discussed in Question 3. In all of the categories, more than two-thirds of respondents said they were always able to get to their destination. Transportation to work was the most reliable, with 77.7 percent always able to get there. Transportation for shopping/personal business was the least reliable, with 6.8 percent citing the they could get there but it takes a long time, and six percent saying making the trip is sometimes difficult due to lack of transportation.

Exhibit 3.1.37 Ease of access in making trips – work

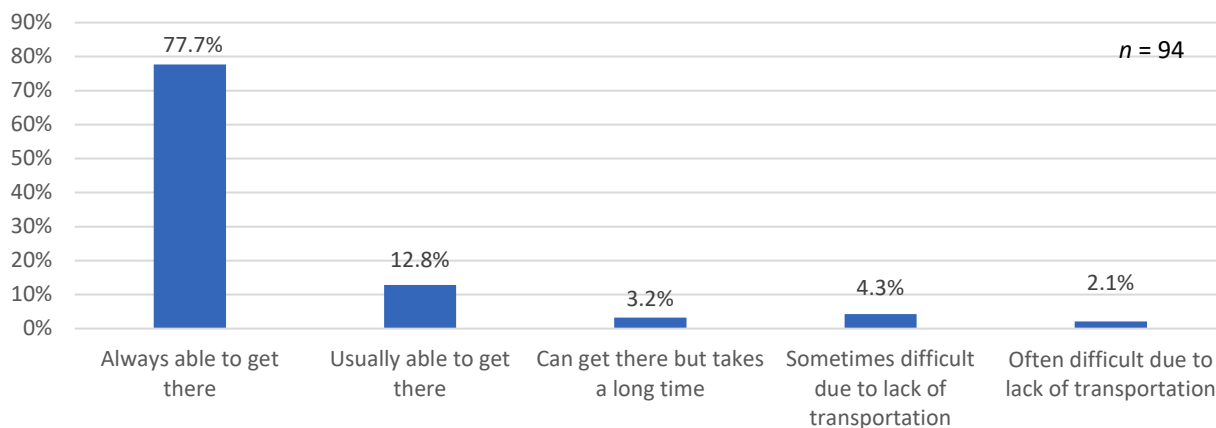


Exhibit 3.1.38 Ease of access in making trips – medical/healthcare

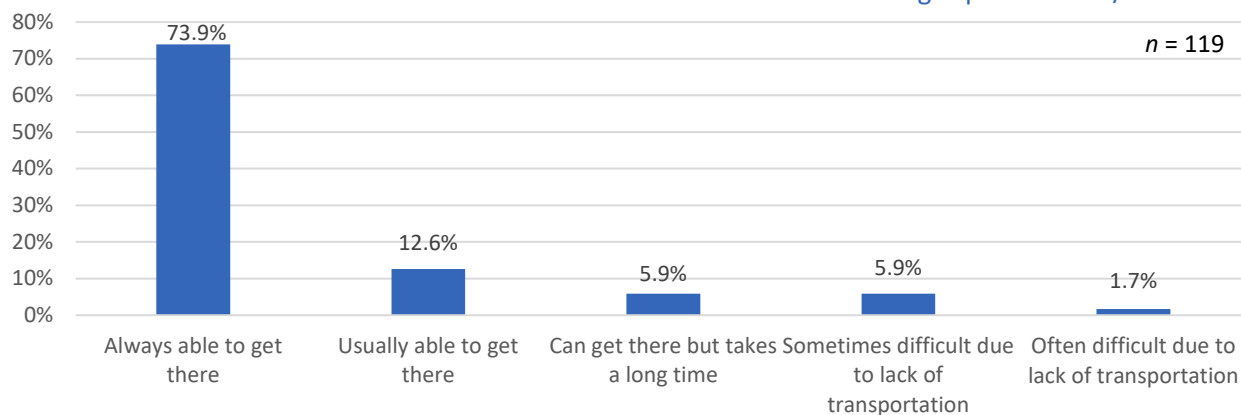


Exhibit 3.1.39 Ease of access in making trips – school/training

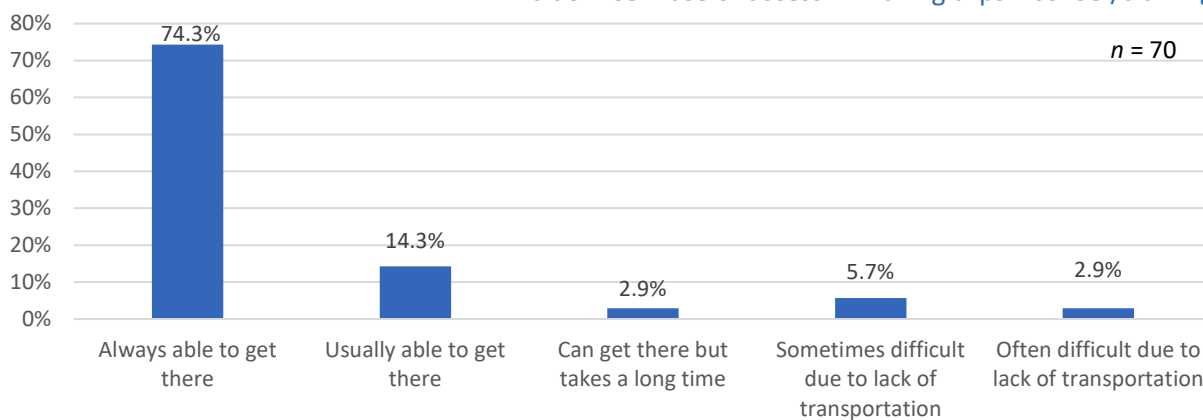
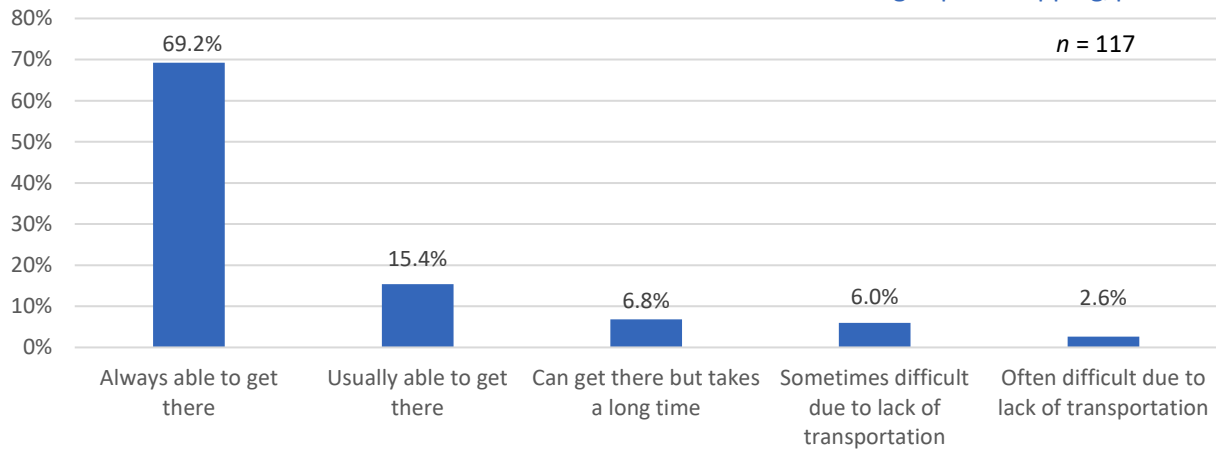


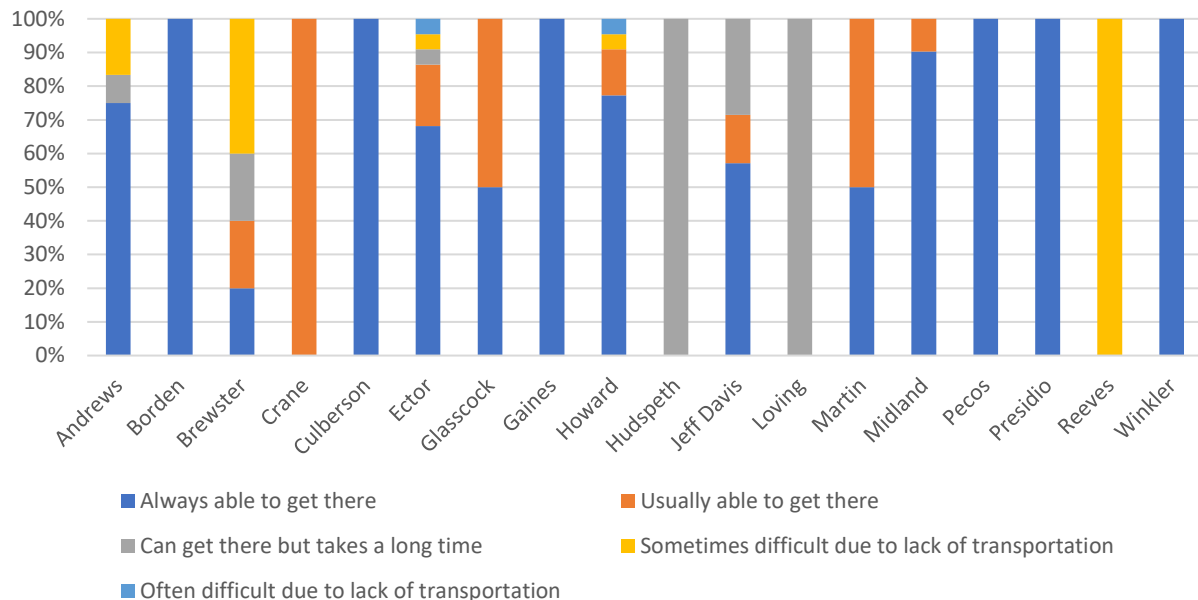
Exhibit 3.1.40 Ease of access in making trips – shopping/personal



Cross-tabulation: Q1. In which county do you currently live vs. Q4. Please tell us about the ease or difficulty you face in making each of the four primary trip types – medical/healthcare.

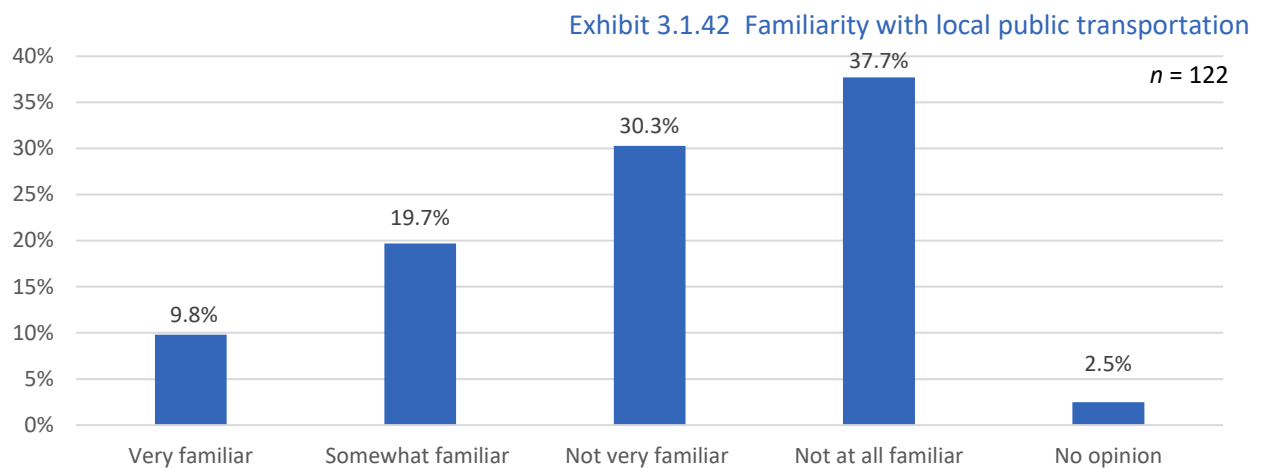
Given the importance of transportation for medical purposes, we took a closer look at access to medical transportation by county. While respondents from many counties indicated no issues with accessing medical services, there were some notable exceptions. In Hudspeth and Loving counties, all respondents said they could get there but it takes a long time. Other responses in this category were from Andrews, Brewster, Ector, and Jeff Davis counties. All responses from Reeves County said it is sometimes difficult due to lack of transportation. Other responses in this category were from Andrews, Brewster, Ector, and Howard counties. Respondents in Ector and Howard counties were the only ones to indicate access was often difficult due to lack of transportation.

Exhibit 3.1.41 Home county vs. access to medical/healthcare trips



Q5. How familiar are you with public transportation in the city or county in which you live?

Fewer than one-third of respondents (29.5 percent) indicated being *very familiar* or *somewhat familiar* with their local public transportation offerings. However, 68 percent said they were *not very familiar* or *not at all familiar* with those offerings. This indicates there is likely a lack of accessible information and/or promotion with respect to public transportation in some counties.



Q6. Have you used public transportation within the last 12 months?

The 90/10 split is lower than the results of similar community surveys which the consultant has conducted in recent years. However, this is not surprising given the overall disparity of public transit service availability across the 22-counties. Ector and Midland counties, with the highest populations, feature a well-developed public transit program. Resident awareness of the EZ-Rider program is strong, as was pre-COVID pandemic ridership activity.

While TRAX provides transit service in all 22 counties of the study area, the level of service varies significantly. The service focuses on a shared-ride, advanced reservation basis.

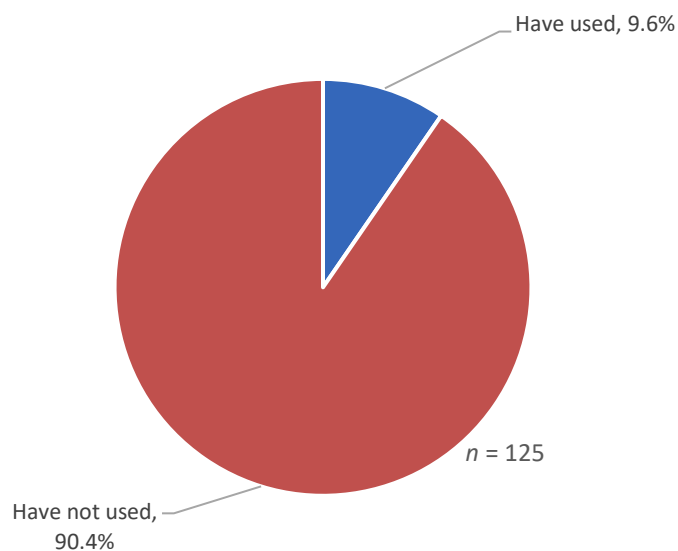
Respondents indicating transit use in the prior 12 months lived in Brewster, Ector, Howard, Jeff Davis, Midland, and Pecos counties. Seven of the responses were from residents of Ector and Midland counties.

For the 12 months prior to the onset of the COVID-19 pandemic (February 2019 – January 2020), TRAX provided approximately 85,000 unlinked trips. Two counties had annual ridership in excess of 10,000 (Howard and Dawson); while five additional counties had annual ridership totals between 5,000 and 10,000 unlinked trips (Ector, Presidio, Pecos, Gaines, and Andrews, in descending order).

Eight counties had ridership between 1,000 and 5,000, while the balance (seven counties) had fewer than 1,000 unlinked trips annually. While the two most populous counties (Ector and Midland) did not have the highest TRAX ridership, this is not surprising given the limitations imposed on WTO specific to providing transit service in these two counties.

For TRAX, its highest inter-county ridership activity is between Andrews and Ector counties. As it pertains to the Big Bend counties, the highest ridership is typically to El Paso and Fort Stockton, in large part due to the absence of dialysis centers in the other Big Bend counties.

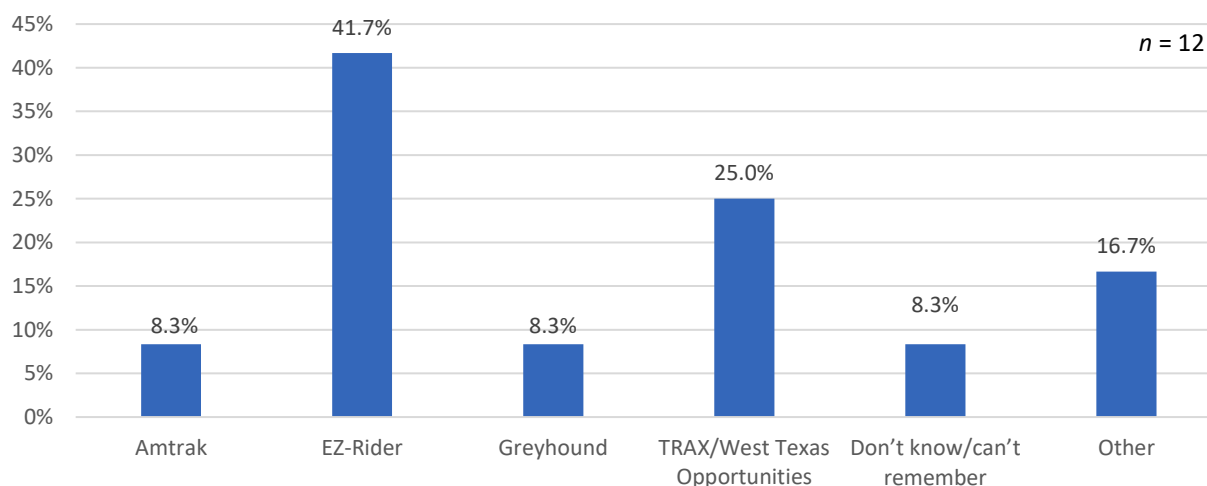
Exhibit 3.1.43 Use of public transportation in the past 12 months



Q7. If you have ridden public transit in the last 12 months, which service(s) did you use?

Among the 12 respondents who indicated using public transportation in the last 12 months, EZ-Rider was the most frequently specified (41.7 percent), followed by TRAX (25 percent). It should be noted that the entire 12-month span occurred during the COVID-19 pandemic, which may have impacted some respondents use of public transportation.

Exhibit 3.1.44 Public transportation used in the past 12 months



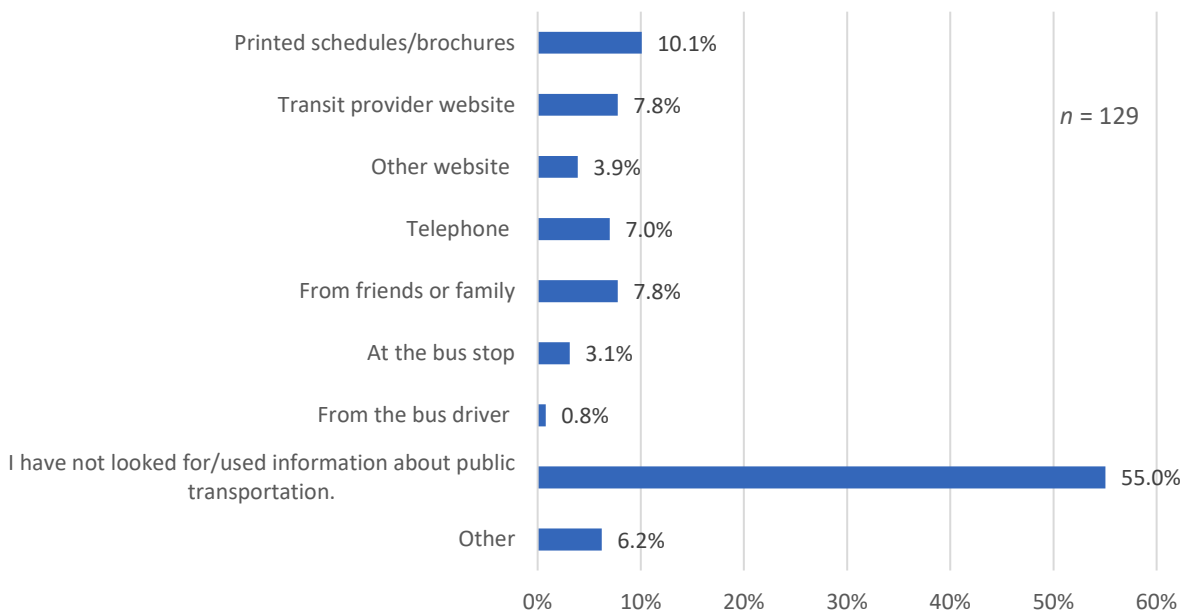
Q8. How do you typically obtain information about public transportation?

Respondents were permitted to select multiple response options. Therefore, the response tallies exceed 100 percent. Four informational channels stood out: *printed schedules/brochures* (10.1 percent), *transit provider website* (7.8 percent), *friends or family* (7.8 percent), and *telephone* (7.0 percent). The first two responses are surprising, in that they relate to respondents living in the larger cities within the project area. The third response is interesting and underscores the importance of getting basic transit service information into a larger share of households (especially households located in communities in which TRAX has its most/greatest service offerings). The fourth response is also not surprising, and we surmise this relates to calls placed to customer service representatives. Fifty-five percent of respondents indicated they had not looked for or used transit information.

One response option which did not score very high was *at the bus stop* (3.1 percent). Given EZ-Rider's significant fixed-route service offerings in urbanized portions of Ector and Midland counties this is somewhat surprising, and may suggest the need to enhance service information availability at the bus stop level. While installation of an info-post at every EZ-Rider bus stop would be ideal, we recommend the MOUTD consider a two-tier approach. That is, installation of info-posts (featuring current schedule/service information) at those stops having the greatest typical activity (boardings and alightings) as well as at bus stops within proximity of key activity centers, senior housing, and multi-family dwellings (i.e., apartments and condos). The second tier would be installation of a unique numeric identifier at each stop along with a QR code linking to the transit provider's website.

Given the costs associated with bus stop improvements, we recommended such enhancements be addressed on an incremental basis across several years. This could start with upgrades to the ten “most active” stops each year.

Exhibit 3.1.45 Sources of public transportation information



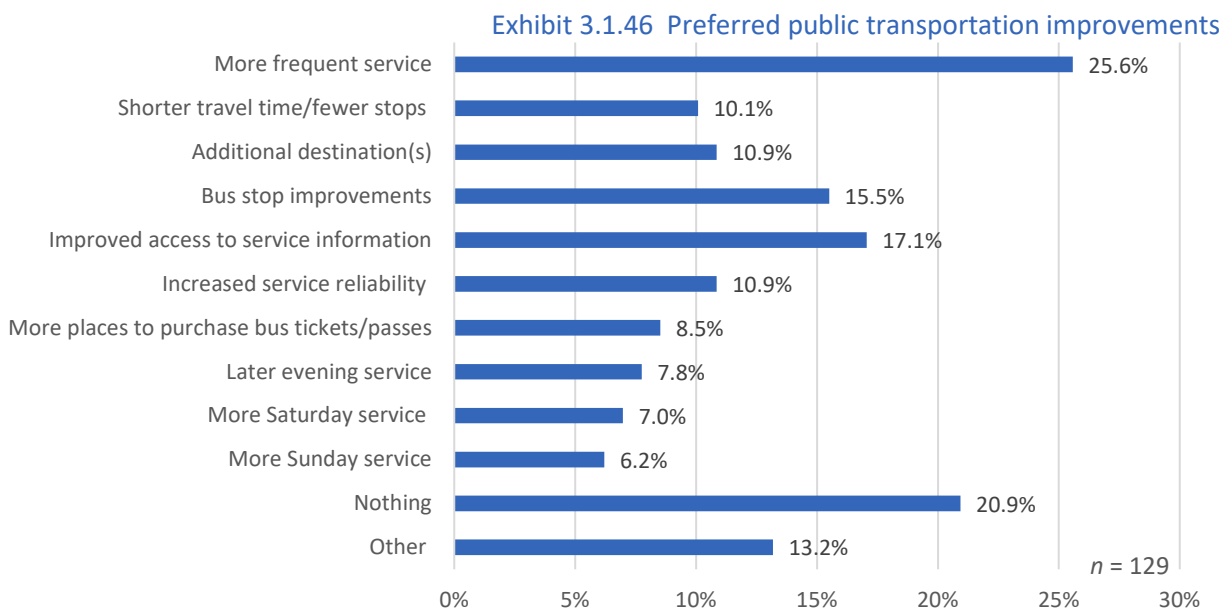
Q9. What type of public transportation improvements would you prefer to be made/introduced?

All survey participants (regardless of whether they identified as a current/recent transit rider or a non-rider) were provided a list of 10 response options (as well as *nothing*) from which to select up to three opportunities for preferred (public transit) service improvements. Three of the ten potential improvements stood out (in terms of number of responses): *more frequent service* (25.6 percent), *improved access to service information* (17.1 percent), and *bus stop improvements* (15.5 percent).

Not surprisingly, *nothing* (20.9 percent) was one of the top responses from respondents who typically drive alone across all four trip purpose categories. In these instances, it may be that a change in personal circumstances could result in such persons considering some use of public transit/transportation, yet there are a limited number of service improvements likely to influence such a decision.

With respect to *other* service improvements identified by survey participants, the consultant believes four are worthy of consideration: transit/bus service in Big Spring, mobile fare sales, some sort of public transport option in my county (listed for multiple counties), and a toll-free phone number for placing ride requests with/to TRAX (already available in some counties).

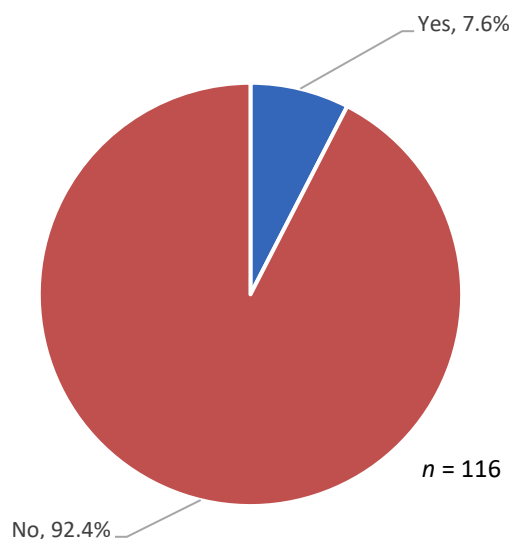
Additional destinations specified included Fort Davis, Fort Hancock, Marathon, the Midland airport, and Odessa (from Andrews).



Q10. Do you typically use a wheelchair or other mobility device?

Only 7.6 percent of respondents indicated using a wheelchair or mobility device (such as a motorized scooter or walker).

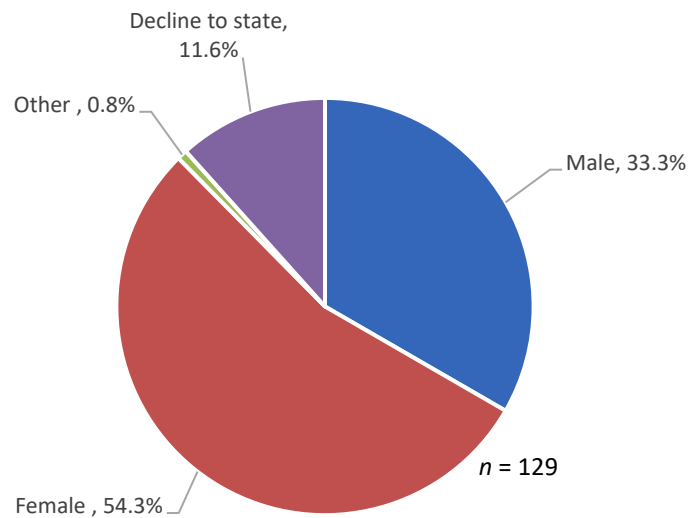
Exhibit 3.1.47 Wheelchair/mobility device use



Q11. What is your gender?

A majority of respondents indicated *female* as their gender. Nearly 12 percent declined to identify their gender, while 0.8 percent indicated *other*.

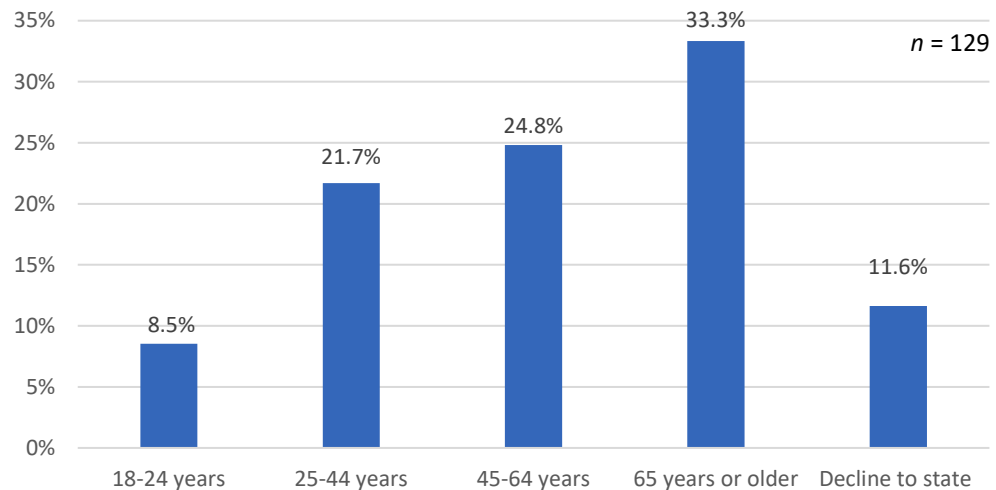
Exhibit 3.1.48 Respondent gender



Q12. What category includes your age?

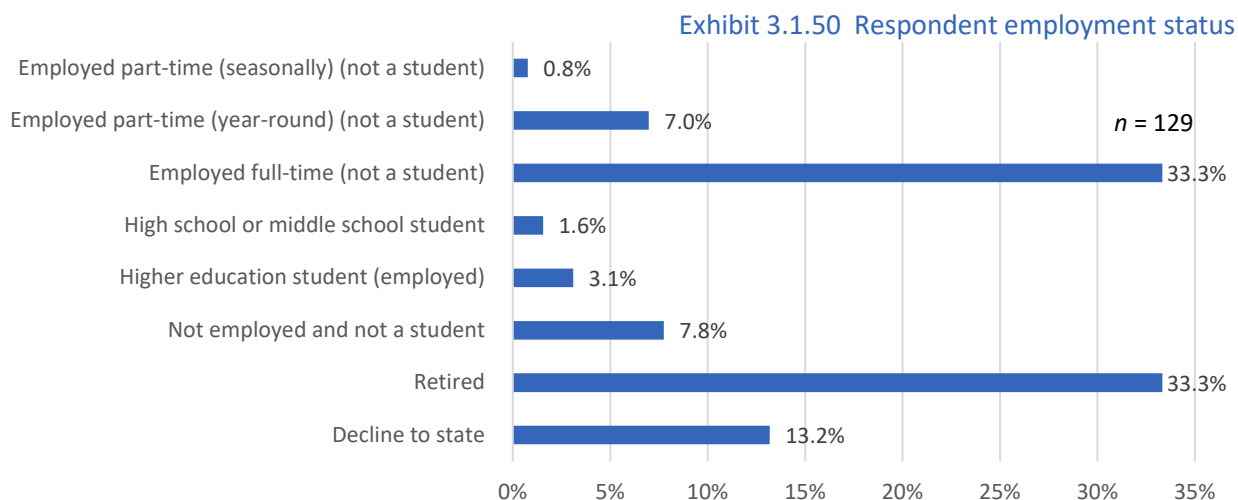
The majority of respondents (58.1 percent) were age 45 or older, while nearly 12 percent declined to provide their age.

Exhibit 3.1.49 Respondent age



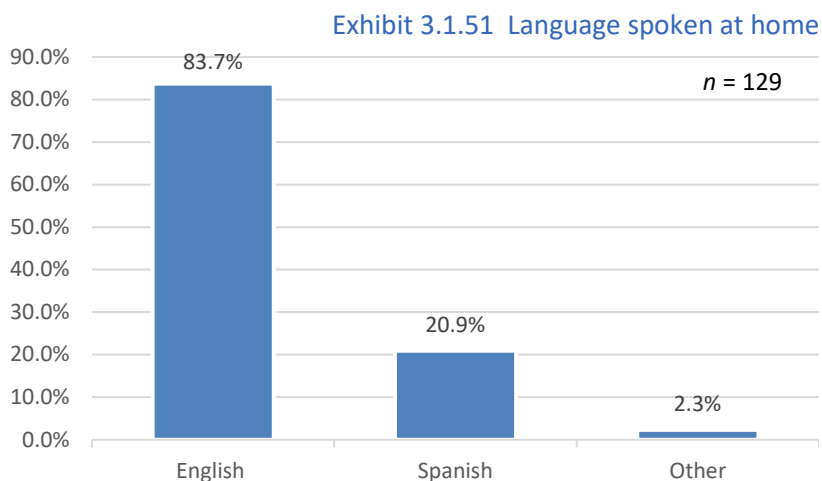
Q13. Describe your current employment status.

One-third of respondents indicated being employed full-time, while another one-third said they were retired. Just over 13 percent of respondents did not provide information regarding their employment status.



Q14. Which language(s) do you speak at home?

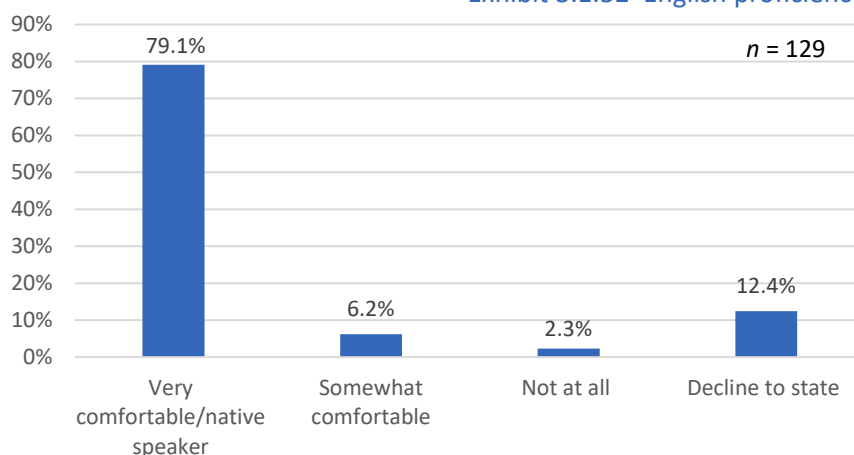
Nearly 84 percent of respondents indicated speaking English at home, while nearly 21 percent speak Spanish. Given respondents had the option to select more than language, it is apparent both English and Spanish are spoken in some households. *Other* languages cited included American Sign Language (ASL), German, Russian, Arabic, and German Mennonite (Plautdietsch).



Q15. How comfortable are you speaking English?

Nearly 80 percent of respondents said they were very comfortable speaking English, or are native English speakers. Another 6.2 percent are *somewhat comfortable* speaking English. Only 2.3 percent said they did not speak English at all, while more than 12 percent did not provide a response to the question.

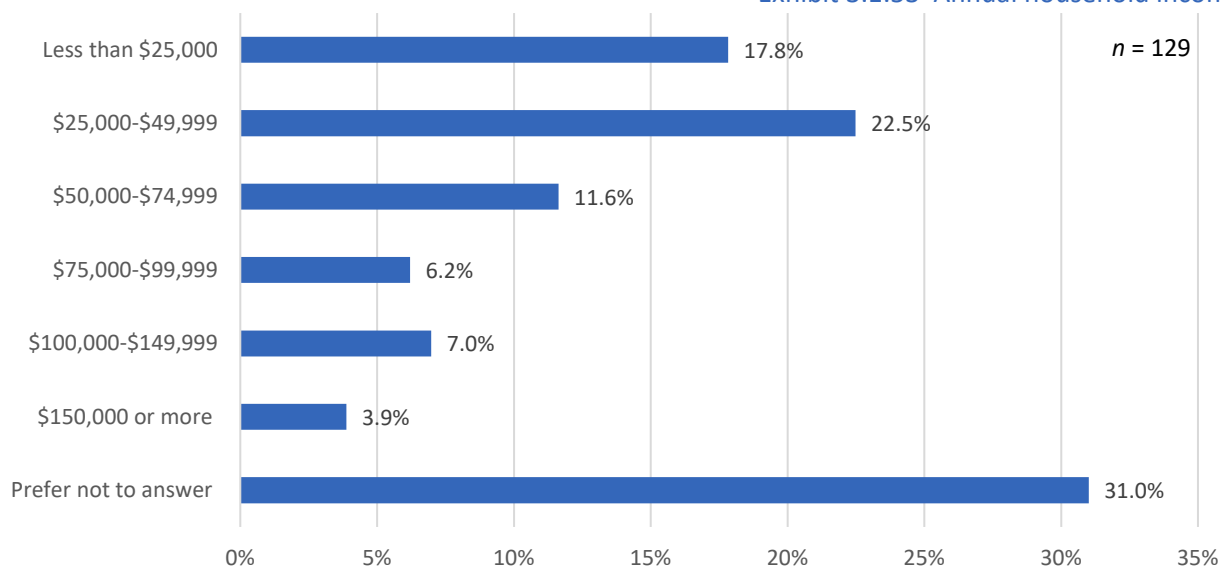
Exhibit 3.1.52 English proficiency



Q16. What is your annual household income?

Nearly one-third of survey respondents declined to provide a response to this question. More than 40 percent indicated an annual household income of less than \$50,000. It is likely many of these households fall within the poverty threshold, which is weighted based on the number of persons in the household.

Exhibit 3.1.53 Annual household income



Q17. Of the following categories, how many people live in your household (including yourself)?

Not surprisingly, more respondents indicated having adults (age 19 to 64) in the household than any other group. More than 56 percent of respondents had at least one adult in the household, while 38.1 percent had at least one senior (age 65 and older). Only 16.7 percent had at least one child age 10 and under, while 14.3 percent had at least one youth (age 10 to 18).

Exhibit 3.1.54 Children (age 10 and under) in the household

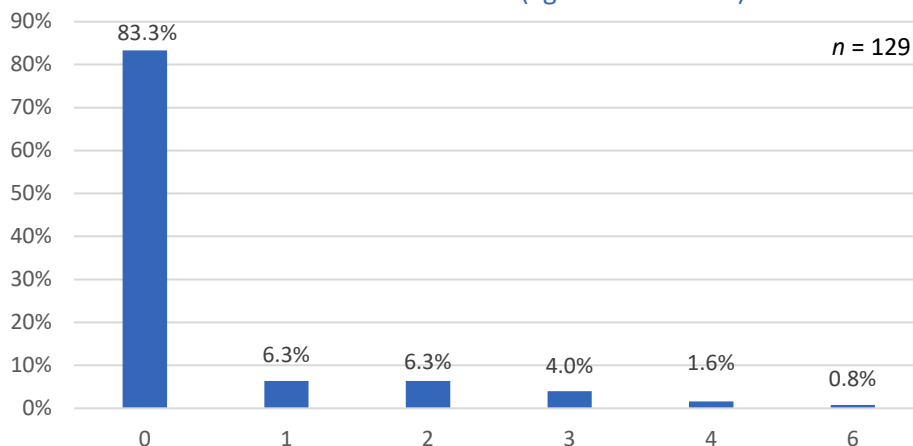


Exhibit 3.1.55 Youth (age 10 to 18) in the household

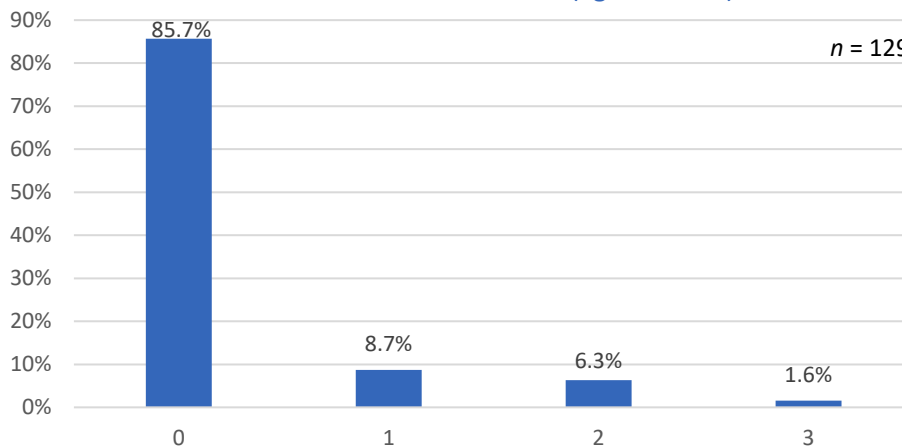


Exhibit 3.1.56 Adults (age 19 to 64) in the household

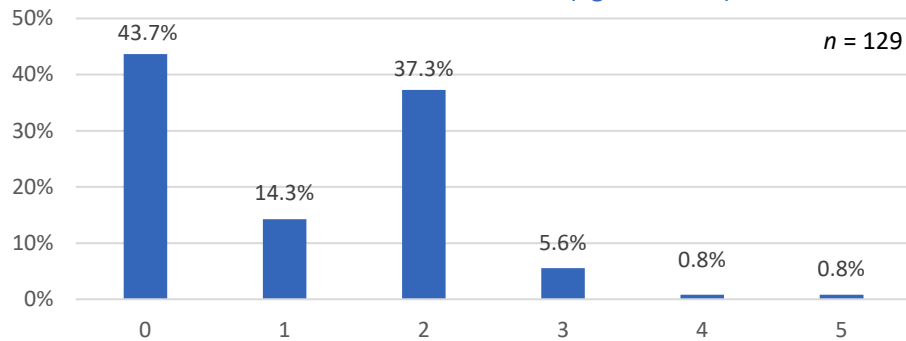
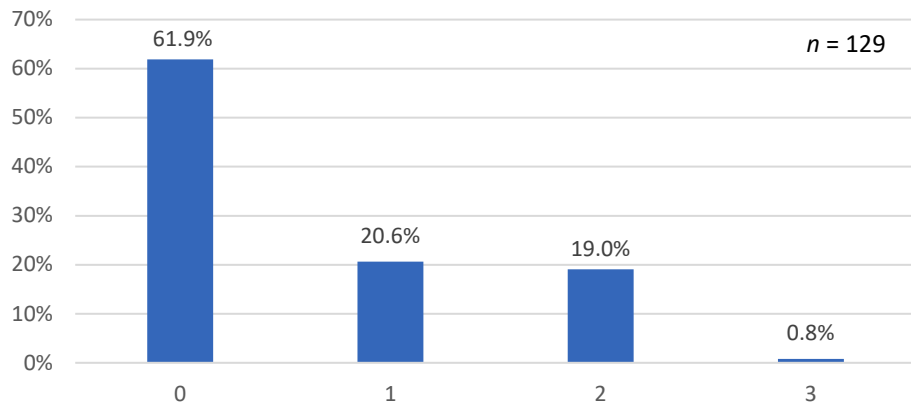


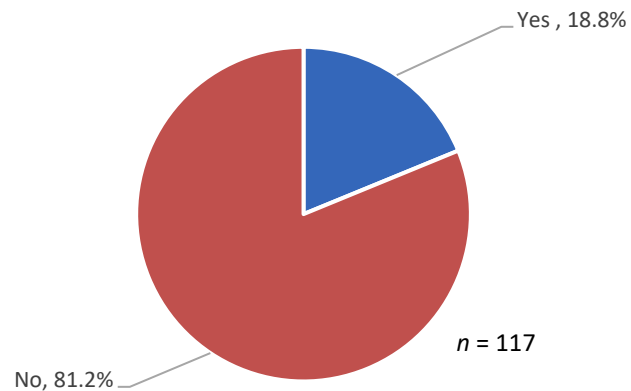
Exhibit 3.1.57 Seniors (age 65 and older) in the household



18. Do you have a disability that impacts your personal mobility?

While only 7.6 percent of respondents indicated using a wheelchair or other mobility device, nearly 19 percent said they have a disability impacting their personal mobility. This could include those who use a cane, or who are frail or have other conditions limiting their stamina.

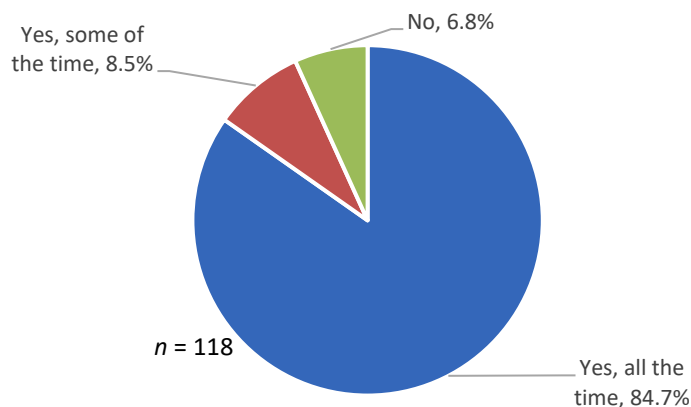
Exhibit 3.1.58 Disability impacting personal mobility



19. Do you have access to a personal vehicle?

Nearly 85 percent of respondents indicated having access to a personal vehicle all the time. Only 6.8 percent indicated not having access to a personal vehicle. This is slightly higher than the study area average of 4.3 percent of zero-vehicle households, though it likely includes single-vehicle households with multiple driving-age members.

Exhibit 3.1.59 Access to a personal vehicle



Q20. Is there anything else you would like us to know about your personal or your family's transportation needs, or about transportation needs in your community?

Exhibit 3.1.60 Community survey comments

Comment
Cheaper fares for further travel.
Colleges and trade schools need access.
Could they give free rides to receive a COVID vaccine?
Could they give rides to other states?
I am afraid to drive I-20 to Midland or Odessa. I am 80 years old.
I am thinking long-term, where my husband and/or I may not be able to make trips as needed.
I am very grateful for EZ-Rider service.
I live in a rural community that's 20 miles from town. Many of the residents here are older and have mobility issues. Some prescription medication delivery service would be very helpful for them. Otherwise, it would be really nice to be able to hop on a bus or train and go to Midland/Odessa for appointments and visits with friends. Gas prices are excessive right now, and every trip out of my neighborhood puts a lot of wear and tear on my car.
I would hate to lose the EZ-Rider.
It would be nice to obtain more information about the public transportation. Because when I was in need of public transportation, I couldn't find any information about it.
Library bus stops.
More frequent stops and availability. Public transportation is not accessible to most communities and cuts off at certain times.
More information on availability for elderly and handicapped or those in need of it.
More options for disabled.
More reliable transportation.
More Sunday service.
Need bus stop benches and cover from weather and posted bus schedule.
Nobody goes that way.
Not my personal needs, but others who do not have access to public transportation and cannot afford it.
Our older residents truly need public transportation to at least Alpine.
Public bus routes, bike lanes.
Public transportation does not exist in Fort Hancock, Texas. We need the El Paso public transportation to extend from El Paso to Fort Hancock.
Texas is huge and our transportation infrastructure is severely outdated. When will high speed rail be seriously considered??
Transportation service in Midland has limited routes and stops. As the city continues to grow this needs to adjust to fit the needs of all individuals.
Trax is GREAT but the seats are really hard for old folks.
Very little travel.
We definitely need to add improvements. A bus route would help a lot of people.
We have to travel to Fort Stockton and San Antonio for cancer treatments as there is no specialist out here in Alpine.

Comment
We need a small bus route with affordable monthly or weekly tickets.
We need city transportation locally.
We need public transportation to connect Marathon to Alpine and Midland/Odessa.
Who is going to the Senior Center?

Community Engagement – Workshops and Pop-ups

The majority of pop-up attendees provided their comments via the community survey, though some opted to provide comments without completing a survey. Though sparsely attended, the workshops did result in some discussion and comments as well. Exhibit 3.1.61 reflects comments collected through workshops and pop-up events.

Exhibit 3.1.61 Workshop and pop-up comments

Comment	Source Location
More local students would participate in programs like 4H if they had a way to get there. This would help keep kids out of trouble.	Andrews
There is no Uber in Andrews, but the churches often pick up the slack by offering rides to members who need them.	Andrews
At some point there was a bus that traveled between Odessa and Sweetwater. Could they stop in Andrews?	Andrews
The City of Andrews has a Legacy Fund program funded through waste control receipts. Those funds can be used for community services, which could include transportation.	Andrews
Many residents walk or use wheelchairs, but there are places with no sidewalks.	Andrews
One of the mobility challenges we have is the town is spread out, with all the services on one end and just one grocery store.	Andrews
Even though All Aboard America connects Presidio with Midland, accessing travel for healthcare from Presidio is a challenge.	Midland
There is no convenient EZ-Rider fixed-route service to the Downtown Library.	Midland
Regarding EZ-Rider's Odessa Route 1 – how many people are traveling to locations on the far eastern portion of the route (which includes the food bank, probation office, and Family Dollar)? Does that area need to be served on every trip? If that wasn't served on every trip, could other parts of the route be served more frequently?	Odessa
In the past we have discussed having a parking station allowing people to leave their cars on the south or west side of Odessa to travel to the malls in Midland and Odessa, Walmart, and the airport. Especially for seniors.	Odessa
EZ-Rider fixed-route service does not currently serve the North Side Senior Center.	Odessa
We probably need a transit system, but I don't think that will happen.	Seminole

Stakeholder Roundtables

Stakeholder roundtables were held virtually on August 3 and 4, 2021, to discuss the preliminary findings and recommendations and to gather additional stakeholder feedback. Invitations were distributed via email to more than 70 organizations based upon participation in prior engagement activities or membership on the RCTP Steering Committee. Initially, five stakeholders confirmed participation, though only two ultimately logged in for the roundtables.

August 3, 2021

During the meeting on August 3, the project team met with Judy Ford of Sunshine House in Alpine. Sunshine House operates an extensive Meals on Wheels program as well as the local senior center. During the COVID-19 pandemic, with the senior center closed, the focus was on providing meals in Alpine and Marathon.

Some of the mobility issues Judy cited focused on TRAX. They would like to be able to raise awareness of and familiarity with the service. She would like to see large-print bilingual materials they can distribute with meals when they take on a new client. Presentations during congregate meals would also be beneficial. The reservation process can also be a challenge, and it can be difficult for some seniors to work out the schedule needed to access medical care in Midland or Odessa. There is also a need for local trips – some seniors walk six to eight blocks to buy groceries, then carry them back home. A local circulator, even one that operates only a couple of days a week or limited hours, would be helpful. Judy also noted they would like to help TRAX with some ideas for recruitment to help mitigate the driver shortage.

August 4, 2021

During the August 4 meeting, the project team met with Ida Fletcher of Casa de Amigos in Midland. Casa de Amigos operates a neighborhood center and provides services in several areas, including education, health and wellness, social services, and senior services. The center does not directly provide transportation, but does provide transit tickets for service on EZ-Rider for eligible clients.

Even though there is more service in Midland than in more rural parts of the project area, Ida noted more outreach would be beneficial. Some clients do not know where to get a paratransit application, how to complete it, how to submit it to EZ-Rider, or may just have questions. Having someone come out to the center to speak to seniors, especially if they were able to accept applications on the spot, would be especially helpful. She said the last time someone came out to speak to the seniors was about four or five years ago, and that has been far too long.

Ida noted there is also not a lot of knowledge about TRAX among the populations they serve. The individuals who live within city limits but in the rural area are isolated, and do not get the same information as those in the more urban areas. They get calls from the outlying areas and often refer them to TRAX, but a lot of folks do not know about the service. Ultimately, the end user does not care who provides the service, just that they can get where they need to go.

Demand Analysis

Despite the stereotypical attraction of Texans to their personal vehicles, there is a demonstrated need for transportation options beyond the personal vehicle. There are high concentrations of historically transportation-disadvantaged populations throughout the study area. Residents identifying as Hispanic/Latino are a majority in the 22-county area, and approximately 12 percent of households are considered to be limited-English proficient. More than 20 percent of residents live at just 125 percent of the poverty level. More than a quarter of the population are under 18 years of age, while 16 percent are age 65 and older. Fourteen percent indicated having a disability which impacts their mobility. While none of these demographic characteristics automatically makes an individual ride-dependent, all of them represent characteristics that are more likely to be mobility-disadvantaged. In addition, approximately four percent of households have no access to a personal vehicle, while 33 percent have only a single vehicle.

Observations, Findings, and Conclusions

- As with most areas of Texas, personal vehicles are the primary mode of transportation throughout the study area, and most people drive alone or transport friends or family members along with them as they make necessary trips.
- The majority of residents of the study area travel both within their home county and to other counties.
- There are likely informal volunteer driver programs throughout the study area, as noted in Andrews where churches will find a volunteer to drive someone to a medical appointment or other necessary trip.
- Cost is a significant barrier to personal mobility, as many of the individuals which the project stakeholders represent are low-income and/or homeless.
- The driver shortage identified by WTO has a significant impact on the availability of transportation (especially TRAX). Low-paying jobs in rural areas are not attractive to potential drivers, and lack of drivers reduces the availability of transportation options and impacts the ability of persons within the project's target demographics to travel longer distances.
- Requiring 24- to 48-hour advance notice for (demand-response) transportation is perceived as a barrier to usage.
- It can be difficult to coordinate medical appointment times and transportation, especially if access involves long-distance travel.
- The Year 3 Report on RCTP Statewide Metrics specific to Planning Region 9 identified low- or no-cost service for veterans as an identified need that should be looked at during the current planning process.

- Some persons within the target groups reported having trouble making a long-distance trip for medical purposes. Early appointment times that result in extremely early departures and shared rides that extend the duration of the trip can result in extremely long travel days. This is particularly true for seniors, persons with disabilities, and individuals with chronic health issues.
- There is a perceived shortage of accessible transportation options for persons with mobility issues.
- There is a lack of long-distance transportation options (i.e., links between outlying communities and larger population centers).
- There is a knowledge gap with respect to transportation options. Many residents are not familiar with the transportation options within their home county, and improved access to transportation information is a requested improvement.
- There is a demand for more frequent service. For demand-response service, this likely refers to increased capacity.
- While nearly 84 percent of community survey respondents speak English, there is a relatively high degree of limited-English proficient household in the study area. Spanish-language informational materials and customer service is essential for all transportation providers.

Initiatives reflective of the Needs Assessment and Gap Analysis are presented in Chapter 4.

3.2 Gap Analysis

Methodology

The methodology for the gap analysis is very similar to that for the needs assessment, inclusive of community and stakeholder engagement as well as MOUTD staff and RCTP Steering Committee input and consultant observations. Available services were compared to identified needs and challenges. Observations, findings, and conclusions are discussed below.

Observations, Findings, and Conclusions

Observations and findings are broken down by population as well as by urban/rural environments so as to paint a more complete picture of the challenges facing each group. Several issues are relevant to multiple groups and are represented each place they apply.

Disabled transportation

- While all EZ-Rider buses are fully ADA-compliant, there is no paratransit service between Midland and Odessa. A disabled individual living in Midland or Odessa who is unable to use fixed-route transit is limited to medical facilities and other destinations in their home community. Facilities or destinations located between the two cities (such as the Wilson and Young Medal of Honor VA Clinic) cannot currently be accessed by paratransit from either city.
- While there may be a perception that there is a lack of accessible transportation for persons with mobility issues, this does not appear to be the case with respect to public transportation in the study area (EZ-Rider and TRAX). Both transit providers utilize wheelchair-accessible vehicles throughout their fleets. It is possible individuals experience challenges in securing accessible transportation when utilizing private providers (such as taxis), which may be less likely to provide accessible vehicles.
- A lack of pedestrian infrastructure, including complete sidewalks or sidewalks in good repair, can be a challenge for persons with disabilities who use a mobility device (such as a scooter or power wheelchair) to travel within their community. Sidewalks and pedestrian facilities are often a key component of local transportation planning, and provision of such infrastructure is the responsibility of individual cities and towns.
- The driver shortage experienced by TRAX impacts the program's ability to provide service in some counties and impacts the capacity in other counties. This can especially affect disabled individuals, who may rely on use of a wheelchair-accessible vehicle.
- Amtrak offers a 10 percent discount for passengers with disabilities. Child passengers with disabilities (ages 2-12) receive an additional 10 percent discount on top of the 50 percent child discount.
- Most social service transportation for persons with disabilities is limited to individuals served by a particular organization.

Inter-county transportation

- As noted previously, one of the primary challenges to inter-county transportation is the availability of TRAX drivers in rural communities.
- Transportation from rural areas into urban areas is also a challenge. TRAX operates in rural counties (as well as rural portions of Ector and Midland counties) but does not connect with urban

public transit services in Midland, Odessa, or El Paso. In addition, residents in the urbanized areas of Ector and Midland counties cannot access inter-county services provided by TRAX when they need to travel outside of the urbanized area.

- Inter-county travel can result in extremely long travel days and/or very early departure times, depending on the distance and shared-ride status.
- Amtrak is useful for traveling outside of the study area, but is limited to thrice-weekly service in each direction on the *Sunset Limited* (Los Angeles to New Orleans) via Alpine.
- At present, Alpine, Crane, Fort Stockton, Marfa, McCamey, and Presidio are served by All Aboard America, which is a partner to Greyhound. There are two southbound and two northbound trips daily.
- Greyhound service is currently available at Big Spring, Fort Stockton, Lamesa, Midland/Odessa, Pecos, Salt Flat, Seminole, and Van Horn. These locations are served by four routes: Dallas – Los Angeles (three trips each direction daily), Amarillo – San Antonio (one trip each direction daily), Lubbock – El Paso (one trip each direction daily), and El Paso – San Antonio (one trip each direction daily). Pecos is served by the Dallas – Los Angeles route, but there are only two eastbound and one westbound stop daily. As is common with long-line routes, some of the service times are extremely early in the morning (e.g., 2:00 a.m.) or late at night (e.g., 11:35 p.m.).

Low-income transportation

- Cost is a significant barrier to transportation, especially with respect to long-distance trips and medical transportation. EZ-Rider offers discounted fares for youth, students, seniors, and persons with disabilities on its fixed-route service. TRAX offers half-fares for Zone 1 travel for seniors and persons with disabilities.
- Medicaid also covers some medical trips for eligible individuals. TRAX provides some Medicaid trips, but covering those trips can create capacity issues for other riders given the current driver shortage. (There is a penalty for denying Medicaid trips.)
- Some social service organizations provide transportation subsidies such as transit fares or mileage reimbursement, including Casa de Amigos in Midland and the West Texas VA Health Care System in Big Spring.
- Amtrak and Greyhound offer discounted fares for active military, veterans, and students (though an annual fee is required for a student discount card). Amtrak offers discounted fares for children (age 2-12) and seniors as well.
- There is no EZ-Rider service provided on Sunday, after 6:10 p.m. on weekdays, or after 4:10 p.m. on Saturday. This is especially limiting for those who rely on public transit and whose work schedule may include evening and/or Sunday schedules.

Rural transportation

- Mobility within rural communities is impacted by a lack of public transportation service due primarily to a lack of TRAX drivers. While TRAX ostensibly provides service in all 22 counties of TxDOT Planning Regions 8 and 9, several counties do not actually have service due to either a lack of demand (Borden and Loving counties) or a lack of drivers.
- Mobility within many rural communities can also be a challenge due to a lack of pedestrian and bicycle infrastructure. In locations where public transportation is not readily accessible, safe access to non-motorized travel becomes particularly important.

- Accessing urban areas for healthcare can be problematic, as many times the travel days are extremely long and may begin very early in the morning. This can be difficult for an individual being treated for a health condition, as they may suffer from reduced stamina or have other needs complicated by the long travel day.

Senior transportation

- EZ-Rider does not provide paratransit service to seniors who do not otherwise qualify as disabled.
- The EZ-Rider fixed-route service does not provide service to the North Side Senior Center (1225 Adams Ave.) in Odessa. The nearest fixed-route stops are nearly ½ mile away (Route 2 at Grant and 13th and Route 5 at Dixie and 12th). EZ-Rider also does not provide convenient service to the Midland Senior Center (3303 W. Illinois Ave.). The closest fixed-route stop is ¼ mile away (Route 3 at Illinois and Thomas). The West Side Senior Center (2265 Sycamore Dr. in Odessa) lies outside the EZ-Rider service area.
- Some senior centers in rural counties provide local transportation to congregate meals and/or other activities. The availability of transportation service is not consistent throughout the study area.
- Amtrak offers a discount of 10 percent on value fares for persons age 65 and older.

Urban transportation

- Several urban locations are not served by the EZ-Rider fixed-route service, including the Midland Downtown Library and the North Side Senior Center in Odessa.
 - While the Midland Downtown Library is less than one-quarter mile from the nearest stop, the library is not visible from the stop and requires navigating a commercial/industrial area and crossing several intersections. This could be difficult for persons with mobility issues or young riders.
 - EZ-Rider used to have an agreement with Ector County to provide transportation for seniors, but that program was not funded this year.
 - The proposed route networks in the EZ-Rider COA would expand transit's reach through four Mobility on Demand service areas in Midland and one in south Odessa. The revised route networks would extend service north of Loop 250 in northwest Midland, add service along Garfield St. in central Midland, and expand service on 52nd St. in north Odessa. However, there would be limited north-south service in central Odessa.
- There is no EZ-Rider service provided on Sunday, after 6:10 p.m. on weekdays, or after 4:10 p.m. on Saturday. This is limiting for those who have a non-traditional work schedule or who rely on public transit for their mobility.

Veteran transportation

- TRAX provides transportation to veterans at no cost. However, it currently cannot always respond to requests due to a lack of drivers.
- Disabled American Veterans provides free transportation to VA medical facilities using a fleet of vans and volunteer drivers. A program coordinator is available through the VA Medical Center in Big Spring. Availability of rides depends on the availability of volunteers.
- The West Texas VA Health Care System offers two programs for veterans accessing services through its medical facilities. The Patient Travel Reimbursement Program pays mileage for

veterans with scheduled appointments at its medical facilities (Big Spring, Odessa, and Fort Stockton). The Veteran Transportation Service provides transportation to and from the VA medical center in Big Spring. Both require coordination with the VA Medical Center in Big Spring.

- There continues to be a challenge for those in the urban areas (Midland and Odessa), who cannot access the rural TRAX service for transportation to the VA Medical Center in Big Spring.
- Though located within Odessa, the Wilson and Young Medal of Honor VA Clinic is not easy to access via transit. It is not served by the EZ-Rider fixed-route service, only by the EZ-Rider Connect service. Those traveling from Odessa must connect with the Odessa Connect service at the Music City Mall. Those traveling from Midland must connect with the Midland Connect service at the Midland Park Mall, then transfer to the Odessa Connect service at the Midland Greyhound station. However, once the recommendations from the Comprehensive Operational Analysis are implemented, Connect will no longer operate along Highway 191 and will not serve the VA Clinic. The clinic will still be served by Odessa ADA paratransit. Given it lies outside the regular service area (three-quarters of a mile from a fixed route), the clinic is still within city limits and is priced as an out-of-area trip.
- Greyhound offers a 10 percent discount on tickets for active or retired members of the military and their families. It also offers its Veterans Advantage program that provides affiliate benefits.
- Veterans (and active military) also qualify for a 10 percent discount on Amtrak fares.

Youth/student transportation

- Most school districts in the study area provide transportation to students who reside more than two miles from their school as well as some who live closer but would have a dangerous path of travel (such as a roadway with no sidewalks or a rail crossing). A few districts do not offer transportation but will provide a reimbursement for the cost of private transportation.
- While school district transportation may be available (and is not covered within this inventory), some students are precluded from participating in school-related activities (such as 4-H) because they do not have transportation to or from the activity, which may occur before or after school when busing is not available.
- The EZ-Rider fixed-route service does not provide convenient service to the Boys and Girls Club at 800 E. 13th St. in Odessa. The closest fixed route stop is approximately ¼ mile away (Route 5 at Dixie and 12th). The Boys and Girls Club at 110 East New Jersey Ave. in Midland is not served by EZ-Rider at all.
- Greyhound offers a 10 percent discount on tickets for students through the Student Advantage Discount Card. While the card costs \$30 per year, it also provides affiliate benefits.
- Children age 2-12 are eligible for a 50 percent discount on Amtrak fares. A fare-paying adult must travel with each child. Military children receive an additional 10 percent discount. Infants ride for free.

Initiatives reflective of the Needs Assessment and Gap Analysis are presented in Chapter 4.

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Chapter 4 | Planning for Comprehensive Services

4.1 Initiatives for Coordination

Detailed below are a series of initiatives reflective of the demand identified in Section 3.1 and the service gaps identified within Section 3.2. Several of the recommendations build upon recommendations from the prior Regionally Coordinated Transportation Plan, while other reflect newer transportation challenges.

- 1. Investigate income-based ride subsidy for Greyhound and/or All Aboard America (AAA) for trips linking outlying communities with Midland/Odessa/El Paso.**

Cost has been identified as a barrier to inter-county travel. A program offering an income-based ride subsidy could have a significant impact on low-income individuals' access to inter-county travel. At the time of this report, a one-way ticket from Presidio to Midland was \$48. A one-way ticket from Van Horn to El Paso was \$54. Such travel costs are particularly prohibitive for someone who needs to travel into an urbanized area for recurring medical treatments not offered locally. TRAX is the lowest-priced option, although a one-way trip is priced at \$18.75 or more depending on the distance.

- 2. Consider introducing once- or twice-weekly van service linking outlying communities with Midland/Odessa/El Paso. (For communities not served by either AAA or Greyhound.)**

While this could be useful with respect to healthcare trips, it is more likely to benefit persons who need to travel into the urbanized areas to conduct other business. If necessary, the van could drop riders at a central transfer point where they could access public transit in the urbanized area (EZ-Rider in Midland and Odessa or Sun Metro in El Paso).

- 3. Redesign service information materials (including brochures, website, etc., especially TRAX and All Aboard America).**

One of the more common themes throughout the project process was that individuals were not aware of the public transportation options in their communities. While TRAX offers a brochure in both English and Spanish, the piece is formatted so that "Medical Transportation" is one of the first headings readers view upon opening the brochure. This, combined with the demand-response nature of the service (also used for paratransit), results in some potential users inferring that TRAX is only for individuals who would typically qualify for paratransit service (e.g., seniors and persons with disabilities). Online, information is provided both by West Texas Opportunities (which both funds the service and operates it in 17 counties) and Big Bend Community Action Committee (which has been contracted by WTO to operate the service in five counties). Another point of confusion is that all marketing materials indicate service is available in all 22 counties of the study area, when that may not actually be the case due to lack of demand and staffing shortages.

All Aboard America, while a private company, still provides an important linkage in the transportation network in West Texas. Its website and printed service materials provides limited information and lacks detail about specific pickup locations at each of the service points or fares. If All Aboard America publishes a printed brochure, it was not readily available throughout the study area.

4. Prepare and implement an 18- to 24-month Marketing Plan. Goal: Establish and maintain public awareness of all transportation services available within the project area.

Given the vastness and diversity of the study area, a Marketing Plan would identify and prioritize marketing and promotional activities so as to raise public awareness of transportation options. It should include promotion and marketing of any new services or programs, update marketing materials for existing programs (where appropriate), and provide regular outreach to keep transportation “top of mind.” The Plan should outline different strategies and/or campaigns for different parts of the region so as to best resonate with the target communities.

The Marketing Plan should also consider implementing several of the strategies identified in the prior Regionally Coordinated Transportation Plan, including creating public service announcements; distributing service information to schools, libraries, etc.; mailing out information via newsletters, utility bill inserts, etc.; preparing language cards for persons who have difficulty communicating verbally; and posting onboard system maps. (These strategies may be supplanted by other activities intended to achieve the same end goals.)

5. Address misperceptions regarding TRAX eligibility.

As mentioned previously, there is a significant misperception among many individuals providing input for this Plan as to who is eligible to use the TRAX service. Moore & Associates believes anticipate this is due to three primary factors:

- a. Those who obtain information from the service brochure see “Medical Transportation” and the disabled (wheelchair) symbol immediately upon opening the brochure.
- b. The service is a shared-ride demand-response program, which is the same service mode used by paratransit programs.
- c. Many of the individuals who currently use the service are seniors and/or persons with disabilities.

While correcting these misperceptions is paramount so that those who need the service will know it is available, capacity issues due to staffing shortages must also be addressed so that an increase in demand for service does not simply result in an increase in trip denials.

- 6. Resolve the TRAX driver recruitment and retention problem (likely attributable to a combination of the low overall wage structure and non-traditional work schedules).**

TRAX's ability to deliver rural transit service is negatively impacted by a lack of drivers. While a low overall compensation structure may be a contributing factor, other challenges include the rural environment and non-traditional schedule requirements. West Texas Opportunities and Big Bend Community Action Committee should work aggressively to recruit and retain drivers, especially in locations where vacancies negatively impact service availability.

- 7. Address confusion regarding All Aboard America service information (especially fare information and pick-up points).**

As discussed in Recommendation #3, there is little information about specific service points for All Aboard America's Midland-to-Presidio route. At a minimum, the address (or landmark) and name of the service location should be provided on All Aboard America's website. Ideally, the service location would also feature signage indicating it as a pick-up location. While this information is available on Greyhound's website, finding it requires advance knowledge of where to look, which is not reflected on All Aboard America's website. Fare information is also omitted from the All Aboard America website, but, like location information, can be discerned through the Greyhound site.

- 8. Develop formal agreements governing passenger travel between outlying communities and Midland, Odessa, and El Paso.**

At present, individuals in urban locations are not served by the rural transportation system. Formal agreements between MOUTD, TRAX, and Sun Metro may be necessary to detail when rural providers may operate within the urbanized area to provide intercity connectivity for rural customers.

- 9. Introduce a single toll-free number for TRAX ride reservations.**

While there is a toll-free number listed on the TRAX brochure, there is conflicting information on the WTO and Big Bend CAC TRAX websites. WTO lists the toll-free number on the brochure for 16 of the 22 counties it serves on its website, with different numbers for the Big Bend counties and Terrell County. Big Bend CAC lists a toll-free number for the counties it serves, which is different from the number on the WTO website. This inconsistent information, as well as potential confusion with respect to whether TRAX is one service or two, should be resolved as soon as possible. A simple way to resolve it would be the implementation of a single toll-free number with phone tree options to select from such as 1) Brewster, Culberson, Hudspeth, Jeff Davis, or Presidio counties; 2) Terrell County; or 3) all other Permian Basin counties.

10. Develop more effective travel coordination between TRAX and EZ-Rider. Designate central TRAX pick-up locations in Midland and Odessa (served by EZ-Rider) for individuals traveling outside of the urbanized area (such as to the VA Medical Center in Big Spring).

While TRAX may facilitate travel to individual destinations within Midland or Odessa for persons traveling from the rural area, there is no provision for providing residents of the urbanized area transportation into a rural area. A primary example of this is if veterans need to travel from Midland or Odessa to the VA Medical Center in Big Spring. A solution would be for the urban traveler to request service at a designated service point accessible by EZ-Rider (such as one of the downtown transfer centers or the mall). This would limit TRAX's operation within the urbanized area but would still fill the gap between urban and rural service.

11. Enhance bus stop amenities within the EZ-Rider service area.

EZ-Rider has nearly 650 bus stops, of which only 28 percent feature a bench or shelter. Providing additional amenities will make transit more accessible to more vulnerable riders, especially given the extreme weather conditions experienced in the region. Bus stops serve as the "front door" of the transit system. Stops that include amenities as well as service information are far more welcoming to riders and potential riders than those that do not. The MOUTD should prepare a prioritized list (based on activity and condition) of bus stops to update and budget to enhance some stops each year on an ongoing basis.

The MOUTD should work with the cities of Midland and Odessa for assistance in implementing and funding bus stop enhancements.

12. Ensure bus stops within urbanized areas are accessible to persons using mobility devices.

Of perhaps greater importance than enhancing bus stop amenities is ensuring bus stop are accessible to person using mobility devices. This involves ensuring the path of travel to the bus stop, as well as the stop itself, is ADA compliant. This is particularly important for locations served only by the Connect service, where several stops are not also served by the EZ-Rider fixed-route service.

13. Encourage rural communities to provide sidewalks and other bicycle/pedestrian facilities and infrastructure to facilitate mobility for those who utilize non-motorized transportation within their home community.

While an in-depth analysis of bicycle and pedestrian facilities was not conducted as part of this Plan, the issue of incomplete or missing sidewalks in rural communities was raised in multiple locations. Many communities already include Complete Streets and/or bicycle and pedestrian infrastructure improvements as part of their Comprehensive/Master Plan. This recommendation encourages local jurisdictions to prioritize such improvements, particularly alongside roadway projects or to address areas where lack of sidewalks presents a significant safety or access issue.

14. Develop and maintain a travel training program.

The MOUTD currently partners with the ABLE Center for Independent Living in Odessa to provide mobility and travel training to persons in the EZ-Rider service area. At the time of the prior Five-Year Regionally Coordinated Transportation Plan, the Permian Basin MPO employed a mobility manager, though that position is not currently filled. While a dedicated regional mobility manager may not be warranted, incorporating mobility management into an existing position would be beneficial. In addition, WTO and Big Bend CAC should incorporate some kind of mobility management/outreach responsibility into their organizations to provide travel training and/or informational presentations about the TRAX program when requested. This could be tied into the Marketing Plan (Recommendation #4).

15. Investigate opportunities for possible Transportation Network Companies (TNC) partnerships (especially in Ector and Midland counties) as a means of enhancing evening and weekend mobility.

Uber and Lyft both currently operate in Midland and Odessa. This presents a potential opportunity for the MOUTD to consider partnering with one or both organizations to provide trips during times and/or days the EZ-Rider service does not operate. Some considerations would include trip eligibility (general public or limited to seniors/persons with disabilities), geographic coverage (entire service area or limited zones), customer cost, and available subsidy.

Alternately, should the MOUTD implement the Mobility On Demand (MOD) areas proposed in its recent Comprehensive Operational Analysis report, it could offer its own after-hours or weekend TNC service throughout the service area. This would provide the MOUTD with more control over operations and ADA accessibility but might result in a higher cost (as opposed to only paying on a per-trip basis).

16. Create a one-stop call center covering the 22-county region, inclusive of an online platform where you can view all transportation services available in a county or area.

This effort would offer a single access point for transportation information throughout the region. It would be especially valuable for individuals who need to travel outside of their county and are not familiar with transportation options to or at their destination. TRAX would be the most qualified organization to take the lead on this, but EZ-Rider or another regional organization could manage it as well.

Both the call center and the online platform would likely focus on referring callers/visitors to the appropriate information source. Having a one-stop option, however, would mitigate the need for individuals to – on their own – become regional transportation experts in order to make a single trip. Much of the information for the one-stop call center/website would be drawn from the Transportation Resources Inventory developed as part of this Plan.

17. Develop more effective coordination between transportation providers and healthcare providers, focusing on appointment times and awareness of travel limitations of ride-dependent patients.

This effort could be integrated into or separate from the Marketing Plan in Recommendation #4. The goal of the coordination effort would be to raise awareness among healthcare providers (especially those who schedule appointments) regarding the transportation limitations of their ride-dependent patients. Appointment schedulers may not understand that a trip that would take them 30 minutes in a personal vehicle might take more than double that using a shared-ride service, and the rider may have little control over when they arrive. Transportation providers could benefit from information from the healthcare community as well. A regular rider may have appointments on Wednesdays because their specialist is only in the nearby clinic one day per week. Or certain doctors may schedule patient appointments in the afternoon because they perform surgery in the morning. Gaining a better understanding of both systems can only benefit the rider/patient.

Communication with the healthcare provider could be in the form of a two-part card that can be provided to the rider. One part of the card can be presented to the healthcare provider with information about how the transportation provider works (and a place for the rider to provide their name), and the other can be a form the healthcare provider can complete for the rider to submit on the return trip. The second part would ask generic information about the provider's services (without requesting information that would violate healthcare privacy laws) that can help the transportation provider with its own trip scheduling.

18. Investigate creation of a volunteer driver program.

Given the current challenge in recruiting TRAX drivers, establishment of a volunteer driver program could help address the need for additional capacity. WTO would be the most logical organization to manage such a program. It would likely involve the recruitment of a pool of volunteer drivers (either driving their own vehicles or sedans or vans owned by WTO) who could be contacted when a trip request that cannot be fulfilled by TRAX is received. Mileage reimbursement could be offered to encourage volunteer participation. If desired, these trips could be limited to seniors and persons with disabilities (if an accessible vehicle is not needed). The sponsoring organization would likely need to screen volunteers for a valid driver license, current insurance, reliable vehicle, and background check, as well as provide basic training for volunteer drivers.

19. Offer ADA paratransit service between Midland and Odessa. (May need to make a transfer at the EZ-Rider office to keep vehicles in their regular travel zones, but would still provide curb-to-curb service for ADA.) This would also facilitate paratransit service to the VA Clinic in Odessa.

While Midland and Odessa offer comparable features in terms of healthcare, shopping, and education, there are times when an individual needs or desires to travel to the other city. EZ-Rider's Connect service provides a fixed-route connection, but there is currently no option for those who utilize paratransit to travel between the cities. There is also a "no-man's land" between

Midland and Odessa that is only served by EZ-Rider Connect and either Midland or Odessa ADA paratransit (depending upon location). For example, the Wilson and Young Medal of Honor VA Clinic lies outside of the regular EZ-Rider service area, but inside the city limits of Odessa. It is currently served by EZ-Rider Connect as well as the Odessa ADA paratransit service, though it is considered a more costly out-of-area trip for paratransit. Once the recommendations arising from the Comprehensive Operational Analysis are implemented, the Connect service will be routed away from Highway 191 and will no longer serve the clinic. Providing paratransit service between Midland and Odessa would not only enable improved access to the VA Clinic (especially for Midland residents) but would allow paratransit users to participate in activities outside of their home city. (For example, a Midland resident attending UTPB or an Odessa resident with a specialist appointment located in Midland).

While disabled veterans would be eligible to use ADA paratransit regardless, EZ-Rider may wish to consider providing paratransit transportation to veterans with appointments at the VA Clinic regardless of whether they are ADA certified as disabled. This would mitigate the accessibility issues with the VA Clinic for those seeking medical treatment there, even if they are not considered disabled.

20. Implement improvements to the EZ-Rider system identified within its Comprehensive Operation Analysis to enhance access to transit service in Midland and Odessa through extended service hours and Mobility on Demand areas.

While still in its draft stage at the time of this writing, the EZ-Rider Comprehensive Operational Analysis recommends two service changes that will positively impact transit users in Midland and Odessa. The first extends service hours on weekdays and Saturdays until 7:10 p.m. This is a one-hour extension on weekdays but expands the service by three hours on Saturday. The second is the introduction of Mobility On Demand (MOD) zones in both cities. The use of microtransit to address mobility in lower-density areas provides an opportunity to expand public transit's footprint without having to introduce a fixed route that may have limited ridership.

EZ-Rider should also consider improving access to several locations that are either not served or not conveniently served by transit. In Midland, this includes the Downtown Library, the Boys and Girls Club on New Jersey Ave., and the Midland Senior Center (though the Senior Center is included within the proposed West Midland MOD service area). In Odessa, this includes the North Side Senior Center and the Boys and Girls Club on 13th Street (next to the Senior Center).

21. The City of Andrews should consider introduction of a local demand-response service.

During the community workshop in Andrews, participants cited multiple mobility challenges that could be addressed by a local public transportation service beyond what is provided by TRAX. Such a service could provide access for youth wishing to participate in after-school activities, facilitate trips to the grocery store or essential services for those living outside of walking distance, and offer a safe alternative to pedestrian transportation in areas without sidewalks. This service could be operated in-house or potentially be contracted out to WTO. It could also potentially be combined with the Andrews Senior Center's transportation program.

While nearly all communities could benefit from a dedicated transit program, the City of Andrews has a local funding source (its Legacy Fund program) earmarked for community services. As a result, it is more likely that this recommendation would be implemented than in a community lacking such funding. The City would want to coordinate with TRAX in Andrews County to prevent service duplication for intra-city trips. This could benefit TRAX by increasing its capacity for trips outside of Andrews.

4.2 Planning for Coordinated Services

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

Other federally funded programs

There are currently four Section 5310 providers operating in the study area: Big Bend Community Action Committee, EZ-Rider, Foundation for MHMR/Permian Basin Community Center, and West Texas Opportunities. As a predominately rural area, TxDOT allocates funding to each recipient.

Health and human services programs

Health and human services programs were invited to take an active role in this planning process, including participating in the stakeholder survey and roundtables. RCTP members representing health and human service organizations also had the opportunity to participate in RCTP Steering Committee meetings during the project.

Few recommendations were offered specific to individual programs provided through health and human service organizations solely for eligible clients. These programs are included within the inventory and will also be included within the one-stop resources identified under Recommendation #16. The MOUTD, as the lead agency for regional coordination, is also encouraged to engage potential Section 5310 recipients regarding the application and reporting process for that program.

West Texas Opportunities is a Medical Transportation Provider for eligible Medicaid recipients throughout the region and receives funding through the Texas Department of Health and Human Services. It has been a subrecipient to Project Amistad, which served as the Managed Transportation Organization (MTO) for the study area. Effective June 1, 2021, the MTO program transitioned over to Access2Care. WTO, in turn, contracts with Big Bend Community Action Committee (CAC) to provide medical transportation via TRAX in the five Big Bend counties.

Workforce programs

Workforce programs were invited to take an active role in this planning process, including participating in the stakeholder survey and roundtables. RCTP members representing workforce organizations also had the opportunity to participate in RCTP Steering Committee meetings during the project.

Few recommendations were offered specific to individual programs provided through workforce programs solely for eligible clients. These programs are included within the inventory and will also be included within the one-stop resources identified under Recommendation #16. MOUTD, as the lead agency for regional coordination, is also encouraged to reach out to workforce agencies to identify future job access/commute needs (which formerly might have been eligible under the Job Access-Reverse Commute/JARC program) that can be funded through FTA Section 5307.

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Chapter 5 | Integrated Planning Processes

5.1 Other Relevant Planning Efforts

Throughout the boundaries of TxDOT Planning Regions 9 and the included counties from Region 8, transportation planning is included within a variety of metropolitan, rural, and statewide transportation plans. As the lead agency for this area, the Midland Odessa Urban Transit District works with city, county, and TxDOT representatives to emphasize the value of integration of transportation planning practices. Through meetings of its Board, Technical Advisory Committee, RCTP, and others, MOUTD staff are able to identify regional needs as established in local planning documents.

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

[EZ-Rider Comprehensive Operational Analysis \(2021\)](#)

In development concurrent with this Plan, the EZ-Rider Comprehensive Operational Analysis (COA) is intended to provide service improvements specific to the EZ-Rider program. It includes an assessment of geographic gaps in the EZ-Rider service area; socioeconomic data and the existing transit service area are used to identify areas with the potential for being underserved. Specifically, some recently annexed areas of Midland and Odessa lie outside the current EZ-Rider service area. When completed, the COA is expected to address several of these spatial gaps. Gaps identified within the COA will be reflected herein to provide consistency between the two planning documents and enable EZ-Rider improvements to be prioritized within the greater planning region.

[Texas-Mexico Border Transportation Master Plan 2021](#)

The Texas-Mexico Border Transportation Master Plan (BTMP) is a comprehensive, multimodal, long-range plan for the Texas-Mexico border region, which includes the West Texas counties of Hudspeth, Jeff Davis, Presidio, Brewster, and Terrell. It looks at the safe and efficient transportation of people and goods between Texas and Mexico. Two border crossings are located in the RCTP study area – the Fort Hancock El Porvenir Bridge and the Presidio Bridge.

The Plan noted the number of personal vehicle passengers moving northbound across the border decreased significantly between 1996 and 2019, while the number of bus passengers and pedestrians increased. Northbound bus passengers increased by five percent during this period, while northbound pedestrians increased by 18 percent, due in part to increased wait times for passenger vehicles. Connecting bus service on the Texas side of the border is important for pedestrians making the crossing, especially students accessing education.

The BTMP noted demand on the border's multimodal transportation network has outpaced its capacity. It identified a need for first- and last-mile connectivity between transportation corridors and border

crossings, including enhanced pedestrian and transit connections between border crossings and urban centers.

Texas Transportation Plan 2050 (2020)

The Texas Transportation Plan 2050 is the state-wide transportation plan covering a 30-year horizon. During that time, TxDOT anticipates a high rate of growth over the next 30 years in urban areas, including Midland and Odessa, while counties in far west Texas are expected to experience population stagnation or decline. In addition, the statewide share of population age 65 and older is expected to increase from 10 percent to 18 percent (though the study area already includes a senior population of approximately 16 percent).

TxDOT forecasts a 25 percent shift from public transportation to single-occupancy vehicles by 2050. State gas revenues are expected to decline over time, and new, innovative funding sources may need to be identified. The Texas A&M Transportation Institute identified a gap reaching approximately \$32 million in 2050 for rural transit districts statewide to replace aging fleets, expand coverage, and increase operations.

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

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

US 67 Corridor Master Plan (2020)

TxDOT's US 67 Corridor Master Plan focuses primarily on infrastructure improvements to enhance mobility along US 67 between Interstate 10 and Presidio. These include addressing lane configurations; enhancing capacity; updating Intelligent Transportation Systems; preventing roadway departures; and improving rest areas, railroad crossings, roadway geometry, traffic control, and non-motorized access.

Of particular relevance to this Plan is the stated need for non-motorized transportation options in the US 67 corridor; specifically, Presidio, Marfa, and Alpine. This is due primarily to high poverty levels and relatively low personal vehicle ownership levels of residents in the corridor, which impact personal mobility. Safety for users of non-motorized modes was the key consideration. Infrastructure solutions were proposed at two levels: individual bicycle and pedestrian improvements and the creation of Complete Streets. Implementation is dependent upon available right-of-way, community interest, and priority with respect to other strategies in a given location. Individual strategies included the following:

- Improve bicycle and pedestrian facilities,
- Create breaks in rumble strips (to allow bicyclists to enter the roadway),
- Add bicycle lanes,
- Add high-visibility crosswalks,
- Add midblock crosswalks with curb extensions,

- Create wider sidewalks, and
- Provide better lighting.

Permian Basin MPO Metropolitan Transportation Plan (Forward 45) (2019)

The Permian Basin Metropolitan Planning Organization (MPO) develops the Metropolitan Transportation Plan (MTP) for the Midland-Odessa region every five years. The most recent MTP was adopted in 2019 and amended in 2021. While the MTP does not conduct transit system planning, it looks at public transportation and mobility within the context of the metropolitan area's overall transportation landscape.

The MTP does not look at mobility or coordination as a primary goal for this plan, but it does respond to community outreach and does include pedestrian and active transportation planning. Planning includes public transit as part of the funding balance for the Midland-Odessa metropolitan area, though the main focus is on roads. Public transit and other non-SOV travel is included as one of the performance measures for the national goal of Congestion Reduction.

Several transit projects for EZ-Rider were included in the MTP:

- Elderly and disabled transit service (FTA Section 5310),
- Add two hours of revenue service (2020-2045),
- Bus replacement program (2020-2045),
- Comprehensive operations analysis (2020-2025),
- Inter-urban express route (2026-2035),
- Midland Downtown Transfer Center (2020-2025),
- Multi/Intermodal Transit Center (2026-2035),
- Two new fixed routes (2026-2045), and
- Odessa Downtown Transfer Center (2026-2035).

Envision Kermit Comprehensive Plan (2019)

In its transportation chapter, the City of Kermit's comprehensive plan identifies pedestrian and bicycle access as one of the key issues. Specifically, the public cited a lack of safe and connected pedestrian infrastructure, including poorly maintained or missing sidewalks and lack of safe and well-marked crosswalks. There is also a lack of bicycle infrastructure within Kermit. All of these issues impact personal mobility, especially for students and youth who may travel primarily by foot or bicycle. Some of the initiatives arising from the plan include:

- Create multi-modal corridors
 - Establish site development standards that accommodate all modes of transportation.
 - Identify a system of multi-modal corridors that safely connect all parts of the city and major destinations.
 - Establish guidelines for all new or improved collector streets to have multi-modal features
- Expand the pedestrian system and incorporate bicycle friendly components.
 - Identify high-priority sidewalk segments per an established sidewalk plan or safe routes to schools plan.

- Include sidewalks in street design standards.
- Establish a dedicated funding source to address gaps and maintenance of the sidewalk system.
- Install bike routes along low-volume streets.
- Improve the bicycle friendliness of Kermit.

Texas Transit Needs Assessment (2018)

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

A gap analysis identified only a small area just outside Midland and Odessa as having a coverage gap. The remainder of the study area was shown as being “with convenient access to transit services.” As noted earlier in this Plan, that designation is misleading given the current TRAX service limitations.

The Assessment also evaluated service span gaps for demand-response service. All of the study area outside of the EZ-Rider service area fails to meeting the service span threshold of 12 hours on weekdays and 8 hours on Saturday. EZ-Rider does not currently meet the 14-hour weekday service span threshold.

City of Big Spring 2030 Comprehensive Plan (2016)

The Transportation section of the City’s 2030 Comprehensive Plan was intended to serve as a guide for transportation decisions within Big Spring, with an emphasis on roadway planning that aligns with future land uses. It identifies some Complete Streets corridors that integrate non-motorized transportation facilities as well as defines where roadway projects should include sidewalks and recommends pedestrian-friendly roadway enhancements such as enhanced crosswalks and curb bulb-outs.

Envision Odessa Comprehensive Master Plan (2016)

While the primary focus of the transportation chapter of Odessa’s Comprehensive Master Plan is streets and roads, it also includes non-motorized transportation and transit considerations. It takes a Complete Streets approach to the sidewalk system, and includes recommendations from the Permian Basin MPO’s Metropolitan Transportation Plan, which focus on integration of bicycle and pedestrian needs into new transportation projects. Areas with high pedestrian generation or attraction are to be given priority.

With respect to bicycles, improvements are primarily focused on enhancing connectivity between on-street facilities and off-street trails. In 2014, the City identified 15 miles of trail expansions. Bicycle facility implementation is primarily recommended in downtown Odessa, near UTPB, and near Odessa College.

Transit considerations included in the plan recognize the challenge of providing fixed-route service in a low-density environment. Issues identified during the planning process included limited connections to Midland, expanded service hours, improved walkability, and better transit service overall. It reinforced the need to integrate transit with a stronger pedestrian network.

Policy recommendations included the following:

- Incorporate sidewalks in roadway design,
- Include bike facilities near Odessa College and UTPB as well as in the downtown and Southside neighborhoods,
- Require street connections between subdivisions, and
- Continue transit partnership and make transit more effective.

Tall City Tomorrow (2016)

The transportation chapter of Midland's Tall City Tomorrow comprehensive plan focuses on streets and roads, bicycle facilities, sidewalks, trails, transit, and air service. Transportation goals generally support coordination and include the following:

- Develop a future transportation network that will support desirable patterns of community development.
- Provide a transportation system that is safe, convenient, and offers a variety of interconnected modes.
- Connect Midland's neighborhoods and community destinations with a trail system that will provide a safe and healthy transportation alternative.
- Ensure Midland's transportation system is adequate to meet the demand placed upon it.

Specific to active transportation, the plan looks at improving and expanding the existing trail network, expanding the existing bike system, and developing a pedestrian system plan. Specific to transit, the plan seeks to ensure that future projects are transit-friendly and connect transit to other travel modes. This includes incorporating transit access into street design standards, implementing standards that provide good transit access between major project and transit routes, and connect the hike and bike system with the transit system.

City of Andrews Comprehensive Plan (2013)

Like many small cities, the City of Andrews' Comprehensive Plan focuses almost exclusively on streets and roads and associated pedestrian infrastructure. The Transportation Plan recognizes the value of safe pedestrian access through the provision of sidewalks. It calls for sidewalks along established collector and arterial roadways to be constructed as part of future roadway improvements, and for a sidewalk program to help address and prioritize deficiency areas when funding is available. Non-motorized transportation can also be enhanced by some of the traffic calming measures identified in the plan, such as curb extensions/bulb-outs and enhanced crosswalks.

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Chapter 6 | Vision, Mission, Goals, & Objectives

6.1 Mission Statement

To identify the unmet transportation needs throughout the 17 counties of TxDOT Planning Region 9 and portions of Planning Region 8; to coordinate with our members to find efficient and reliable solutions; and to educate the public on transportation resources.

6.2 Vision Statement

The vision of the Regionally Coordinated Transportation Planning committee is to collaborate to effectively, efficiently, and safely get citizens where they need to go. Partnerships will continue to be established and the focus will remain on the goals and objectives set forth in the Regional Plan. Regional planning will adhere to a process that is continuous, cooperative, and comprehensive.

6.3 Goals and Objectives

The RCTP goals and objectives established during the 2017 planning process remain highly relevant into the current plan, and additional efforts are still required to achieve them. Recommendations presented in Chapter 4 directly support these five goals.

Goal 1: Promote public transportation within the seventeen counties of Planning Region 9 and the five counties included in the Big Bend region.

Objective: Present adequate information to the encompassed communities that promote greater public transportation awareness.

Goal 2: Facilitate the expansion of transportation services to meet the needs of more clients.

Objective: Promote coordination with agencies and transportation providers to help expand days and/or hours of operation.

Goal 3: Develop and market a centralized information system regarding transportation for transit-related requests among urban and rural providers.

Objective: Establish a phased approach for a website to assist transportation providers in the region with scheduling and prevention of duplication of services.

Goal 4: Develop innovative methods that assist with the continuation of public transportation services and the sustainability of multi-modal facilities.

Objective: Explore other funding sources, green energy initiatives, and potential partnerships that are cost effective in regards to service delivery.

Goal 5: Coordinate with transportation providers, stakeholders, and the general public for the purposes of FTA Section 5310 Planning & Programming.

Objective: Facilitate the long-range planning process for interested applicants that are seeking funding through the Elderly and Disabled program.

Chapter 7 | Capacity to Sustain Planning and Implement Plan

7.1 Capacity to Sustain Planning

Organizational capacity

FTA Section 5304 planning funds are programmed by the Permian Basin MPO. The MPO also prepares the Metropolitan Transportation Plan every five years, which includes a prioritized list of transit projects through 2045. Those projects are shown in Exhibits 7.1.1 and 7.1.2.

Exhibit 7.1.1 MPO FTA Section 5310 prioritized projects⁴

	2020-2025	2026-2035	2036-2056	2020-2045
Category	Projected Amount	Projected Amount	Projected Amount	Projected Amount
Section 5310	\$1,319,776	\$2,244,000	\$2,288,000	\$5,581,776

Exhibit 7.1.2 MPO EZ-Rider prioritized projects⁵

Project	2020-2025	2026-2035	2036-2045
Add two hours of revenue service	\$4,451,856	\$4,461,856	\$4,451,856
Bus replacement program	\$11,587,703	\$12,800,000	\$12,800,000
Comprehensive Operational Analysis	\$250,000		
Inter-urban express route		\$4,500,000	
Midland Downtown Transfer Center	\$3,125,000		
Multi/Intermodal Transit Center		\$4,700,000	
Two new fixed routes		\$8,030,000	\$8,080,000
Odessa Downtown Transfer Center		\$3,125,000	
Total	\$19,414,559	\$37,606,856	\$29,931,856

MOUTD, as the urban transit district, and West Texas Opportunities, as the Permian Basin Rural Transit District, receive Section 5307 and Section 5311 funding, respectively. WTO also receives Section 5310 funding.

Ongoing stakeholder engagement

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

⁴ Permian Basin MPO, *Forward 2045* Metropolitan Transportation Plan, page 9-17.

⁵ Permian Basin MPO, *Forward 2045* Metropolitan Transportation Plan, page 9-17.

7.2 Implementation Priorities

While all of the initiatives identified herein are important, some should receive higher prioritization due to urgency in solving a particular transportation issue, ease of implementation, or the presence of available funding. The 21 initiative included in the Gap Analysis are divided into three priority groups: Short-term, Mid-term, and Long-term. Inclusion of a recommendation in a longer-range tier does not indicate lesser importance; rather, higher priority may be placed on recommendations that can be implemented relatively quickly or without additional dedicated funding. Lower-tier recommendations will generally require additional funding to be secured or the negotiation of inter-agency agreements. Progress toward each recommendation should be reviewed on an annual basis using the performance measures identified in Chapter 8.

Priority: Short-term

- Initiative #3: Redesign service information materials (including brochures, website, etc., especially TRAX and All Aboard America).
- Initiative #4: Prepare and implement an 18- to 24-month Marketing Plan. Goal: Establish and maintain public awareness of all transportation services available within the project area.
- Initiative #5: Address misperceptions regarding TRAX eligibility.
- Initiative #6: Resolve the TRAX driver recruitment and retention problem.
- Initiative #7: Address confusion regarding All Aboard America service information (especially fare information and pick-up points).
- Initiative #19: Offer ADA paratransit service between Midland and Odessa.

Priority: Mid-term

- Initiative #1: Investigate income-based ride subsidy for Greyhound and/or All Aboard America (AAA) for trips linking outlying communities with Midland/Odessa/El Paso.
- Initiative #2: Consider introducing once- or twice-weekly van service linking outlying communities with Midland/Odessa/El Paso (for communities not served by either AAA or Greyhound).
- Initiative #8: Develop a formal agreement governing passenger travel between outlying communities and Midland, Odessa, and El Paso.
- Initiative #9: Introduce a single toll-free number for TRAX ride reservations.
- Initiative #10: Develop more effective travel coordination between TRAX and EZ-Rider.
- Initiative #12: Ensure bus stops within urbanized areas are accessible to persons using mobility devices.
- Initiative #17: Develop more effective coordination between transportation providers and healthcare providers, focusing on appointment times and awareness of travel limitations of ride-dependent patients.
- Initiative #18: Investigate creation of a volunteer driver program.

Initiative #21: The City of Andrews should consider introduction of a local demand-response service. **Priority: Long-term**

- Initiative #11: Enhance bus stop amenities within the EZ-Rider service area.

- Initiative #13: Encourage rural communities to provide sidewalks and other bicycle/pedestrian facilities and infrastructure to facilitate mobility for those who utilize non-motorized transportation within their home community.
- Initiative #14: Develop and maintain a travel training program.
- Initiative #15: Investigate opportunities for possible Transportation Network Companies partnerships (especially in Ector and Midland counties) as a means of enhancing evening and weekend mobility.
- Initiative #16: Create a one-stop call center covering the 22-county region. Inclusive of an online platform where you can view all transportation services available in a county or area.
- Initiative #20: Implement improvements to the EZ-Rider system identified through its recent Comprehensive Operational Analysis to enhance access to service in Midland and Odessa through extended service hours and Mobility on Demand areas.

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Chapter 8 | Performance Measures to Evaluate Effectiveness

8.1 Local Performance Measures

In addition to the statewide performance metrics (discussed in Section 8.2), each TxDOT Planning Region is responsible for identifying a series of local metrics for each gap identified in the Coordinated Plan. These metrics should objectively measure the extent to which each gap was filled or priority addressed.

As the lead agency, it is MOUTD's responsibility to collect data and otherwise monitor the status of the initiative set forth in Chapter 4 of this Plan. One or more performance measures are indicated for each Initiative, as well as what data should be collected in order to document progress.

Ideally, all Initiatives would be implemented prior to the next Regionally Coordinated Transportation Plan update. However, in reality, this is unlikely to happen. Therefore, it is essential MOUTD document progress toward implementation of each initiative, even if a decision was made not to move forward with implementation. This is especially important for initiatives that call for the region to "consider" or "investigate" a program or strategy. If the initiative was investigated or considered and the answer was determined to be "no" or "not now," that should be documented and reflected in the next Plan update.

Exhibit 8.1.1 Local performance metrics by Initiative

#	Initiative	Priority	Performance Measure(s)	Data Needed
1	Investigate income-based ride subsidy for Greyhound and/or All Aboard America for trips linking outlying communities with Midland/Odessa/El Paso.	Mid	<ul style="list-style-type: none"> Engagement with All Aboard America and Greyhound Identification of funding Implementation of program 	<ul style="list-style-type: none"> Executed agreements or other documentation Documentation of funding Documentation of program details Performance data (cost, number of subsidies provided, etc.)
2	Consider introducing once- or twice-weekly van service linking outlying communities with Midland/Odessa/El Paso.	Mid	<ul style="list-style-type: none"> Designation of lead agency Identification of funding Development of program Implementation of program 	<ul style="list-style-type: none"> Executed agreements or other documentation Documentation of funding Documentation of program details Performance data (cost, rides provided, revenue miles, revenue hours, etc.)
3	Redesign service information materials.	Short	<ul style="list-style-type: none"> Successful redesign and distribution of service information materials for TRAX and All Aboard America 	<ul style="list-style-type: none"> Review of redesigned brochure, website, etc. List of locations where service information has been distributed
4	Prepare and implement an 18- to 24-month Marketing Plan.	Short	<ul style="list-style-type: none"> Successful completion of Marketing Plan Implementation of strategies identified within Marketing Plan 	<ul style="list-style-type: none"> Identification of funding for Plan and consultant procurement Review of completed Marketing Plan Work products from or summaries of implemented strategies
5	Address misperceptions regarding TRAX eligibility.	Short	<ul style="list-style-type: none"> Redesign brochure to avoid focusing on medical transportation Increase in trip requests by the general public 	<ul style="list-style-type: none"> Review of redesigned brochure Documentation of TRAX ridership by category
6	Resolve TRAX driver recruitment and retention issue.	Short	<ul style="list-style-type: none"> Capacity for providing trips meets demand Service is available in every county where there is demand 	<ul style="list-style-type: none"> Documentation regarding ride requests by county and trip denials

#	Initiative	Priority	Performance Measure(s)	Data Needed
7	Address confusion regarding All Aboard America service information.	Short	<ul style="list-style-type: none"> • Successful design of brochure and website to include location and fare information • Signage posted at pick-up locations 	<ul style="list-style-type: none"> • Review of brochure, website, etc. • Photographs of signage installed at pick-up locations
8	Develop formal agreements governing passenger travel between outlying communities and Midland, Odessa, and El Paso.	Mid	<ul style="list-style-type: none"> • Completion of agreements 	<ul style="list-style-type: none"> • Executed agreements
9	Introduce a single toll-free number for TRAX ride reservations.	Mid	<ul style="list-style-type: none"> • Use of a single toll-free number on all service materials 	<ul style="list-style-type: none"> • Review of updated service information from WTO and BBCAC
10	Develop more effective travel coordination between TRAX and EZ-Rider.	Mid	<ul style="list-style-type: none"> • Designate transfer locations • Communication of information about transfer locations to riders • Install signage at transfer locations 	<ul style="list-style-type: none"> • Documentation of discussions and/or agreements • Review of service information • Photographs of signage installed at transfer locations
11	Enhance bus stop amenities within the EZ-Rider service area.	Long	<ul style="list-style-type: none"> • Development of a bus stop improvement plan • Percent of bus stops updated annually 	<ul style="list-style-type: none"> • Bus stop improvement plan • Documentation of funding • Documentation of bus stop enhancements • Copies of city council resolutions or other agreements
12	Ensure bus stops within urbanized areas are accessible to persons using mobility devices.	Mid	<ul style="list-style-type: none"> • Number of bus stops that are not fully ADA accessible • Number of bus stops that are fully ADA accessible 	<ul style="list-style-type: none"> • Bus stop condition inventory • Documentation of bus stop accessibility improvements

#	Initiative	Priority	Performance Measure(s)	Data Needed
13	Encourage rural communities to provide sidewalks and other bicycle/pedestrian facilities and infrastructure to facilitate mobility for those who utilize non-motorized transportation within their home community.	Long	<ul style="list-style-type: none"> Inclusion of bike/ped improvements in local planning documents Completion of bike/ped improvements 	<ul style="list-style-type: none"> City/town comprehensive or general plans (when updated) Documentation of completion of bike/ped improvements
14	Develop and maintain a travel training program.	Long	<ul style="list-style-type: none"> Number of individuals receiving travel training Number of group presentations 	<ul style="list-style-type: none"> Tally of individual training sessions Tally of group presentations
15	Investigate opportunities for possible TNC partnerships as a means of enhancing evening and weekend mobility.	Long	<ul style="list-style-type: none"> Engagement with Uber and/or Lyft Develop a TNC program Implement a TNC program 	<ul style="list-style-type: none"> Documentation of engagement with Uber/Lyft Completed TNC program Ridership and cost data for TNC program once implemented
16	Create a one-stop call center covering the 22-county region, inclusive of an online platform where you can view all transportation services available in a county or area.	Long	<ul style="list-style-type: none"> Designation of a lead agency Identification of funding One-stop call center One-stop online portal 	<ul style="list-style-type: none"> Documentation of lead agency agreement Documentation of funding Performance data for call center and portal (number of calls, site visits, time on site, etc.)
17	Develop more effective coordination between transportation providers and healthcare providers, focusing on appointment times and awareness of travel limitations of ride-dependent individuals.	Mid	<ul style="list-style-type: none"> Number of healthcare provider information cards distributed and received Improvement in customer satisfaction for healthcare trips 	<ul style="list-style-type: none"> Tally of information cards distributed and received Customer satisfaction metrics

#	Initiative	Priority	Performance Measure(s)	Data Needed
18	Investigate creation of a volunteer driver program.	Mid	<ul style="list-style-type: none"> • Designation of a lead agency • Identification of funding • Develop volunteer driver program • Implement volunteer driver program 	<ul style="list-style-type: none"> • Documentation of lead agency agreement • Documentation of funding • Summary of training activities • Performance data (cost, number of drivers, trips provided, etc.)
19	Offer ADA paratransit service between Midland and Odessa.	Short	<ul style="list-style-type: none"> • Develop action plan • Implement service 	<ul style="list-style-type: none"> • Performance data (cost, trips provided, etc.)
20	Implement improvements to the EZ-Rider system identified through the COA to enhance access to service in Midland and Odessa through extended service hours and Mobility on Demand areas.	Long	<ul style="list-style-type: none"> • Identification of additional funding • Implementation of improvements 	<ul style="list-style-type: none"> • System performance data
21	The City of Andrews should consider introduction of a local demand-response program.	Mid	<ul style="list-style-type: none"> • Confirm local support and funding availability • Identification of funding • Develop program • Implement program 	<ul style="list-style-type: none"> • City council minutes • Program budget and funding sources • Performance data (cost, number of trips, revenue hours, revenue miles, etc.)

8.2 Statewide Performance Measures

TxDOT provides a regular assessment of each Planning Region's status with respect to six standard performance metrics. The most recent assessment was issued for FY 2020. Metrics for each standard from that assessment as well as following the current planning process are provided below.

Exhibit 8.2.1 Snapshot of performance metrics

Performance metric	Status 2018	Status 2019	Status 2020	Current
Active, formal partnerships	4	4	4	4
Organizations or individuals that received information about regional transportation planning activities	25	33	31	240
Organizations or individuals that actively participated in regional transportation planning activities	14	9	14	32
Strategies, goals, or objectives that moved from the planning phase to the implementation phase	0	0	0	1 ⁶
Fully achieved strategies, goals, and objectives	0	0	0	0
Newly identified needs, gaps, inefficiencies	0	0	1	---

The Midland Odessa Urban Transit District, as the lead agency for regional transportation coordination, is responsible for monitoring the status of each of the state-wide performance metrics for annual reporting. Such monitoring will require the following the following data collection:

- Documentation of all active, formal transportation partnerships (contracts for service, funding agreements, etc.).
- Documentation of all individuals and organizations receiving information about regional transportation planning activities (at a minimum, RCTP Steering Committee meetings).
- Documentation of all individuals and organizations participating in regional transportation planning activities (at a minimum, RCTP Steering Committee meetings).
- Status of goals, objectives, and initiatives (to determine whether they have moved from a planning phase to an implementation phase, or whether they have been fully achieved).
- Documentation of any newly identified needs, gaps, or inefficiencies.

⁶ One recommendation included in the prior plan called for a transit study for the urban transit system. This study is currently underway.

Appendix A | Community Survey

Exhibit A.1 Community survey instrument (English)

Midland Odessa Urban Transit District
Five-Year Regionally Coordinated Transportation Plan for West Texas
Community Survey

As a West Texas resident, your input is important to us, regardless of whether you presently use public transportation, non-profit transportation services, or private transportation services. Complete this survey by **May 28, 2021** for the opportunity to be entered into a random drawing for a series of \$25 VISA gift cards!

1. In which county do you currently live?

- | | | | | | |
|-----------------------------------|------------------------------------|-------------------------------------|----------------------------------|---|----------------------------------|
| <input type="checkbox"/> Andrews | <input type="checkbox"/> Culberson | <input type="checkbox"/> Glasscock | <input type="checkbox"/> Loving | <input type="checkbox"/> Presidio | <input type="checkbox"/> Upton |
| <input type="checkbox"/> Borden | <input type="checkbox"/> Dawson | <input type="checkbox"/> Howard | <input type="checkbox"/> Martin | <input type="checkbox"/> Reeves | <input type="checkbox"/> Ward |
| <input type="checkbox"/> Brewster | <input type="checkbox"/> Ector | <input type="checkbox"/> Hudspeth | <input type="checkbox"/> Midland | <input type="checkbox"/> Terrell | <input type="checkbox"/> Winkler |
| <input type="checkbox"/> Crane | <input type="checkbox"/> Gaines | <input type="checkbox"/> Jeff Davis | <input type="checkbox"/> Pecos | <input type="checkbox"/> Other (specify): _____ | |

What city or community do you live in? _____

2. Do you typically travel... (select only one)

- ☐ Within your home county ☐ Outside your home county ☐ Both

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

	Drive alone	Drive or ride with others	Ride the bus	Walk	Ride a bicycle	Taxi, Lyft, or Uber	Other (specify)
a. Work What/where is your most frequent destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
b. Medical/healthcare What/where is your most frequent destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
c. School/training What/where is your most frequent destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
d. Shopping/personal trips What/where is your most frequent destination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

4. Please tell us about the ease or difficulty you face in making each of the four primary trip types.

a. Work

- ☐ Always able to get there
☐ Usually able to get there
☐ Can get there but takes a long time
☐ Sometimes difficult due to lack of transportation
☐ Often difficult due to lack of transportation

c. School/training

- ☐ Always able to get there
☐ Usually able to get there
☐ Can get there but takes a long time
☐ Sometimes difficult due to lack of transportation
☐ Often difficult due to lack of transportation

b. Medical/healthcare

- ☐ Always able to get there
☐ Usually able to get there
☐ Can get there but takes a long time
☐ Sometimes difficult due to lack of transportation
☐ Often difficult due to lack of transportation

d. Shopping/personal trips

- ☐ Always able to get there
☐ Usually able to get there
☐ Can get there but takes a long time
☐ Sometimes difficult due to lack of transportation
☐ Often difficult due to lack of transportation

5. How familiar are you with public transportation in the city or county in which you live?

- ☐ Very familiar ☐ Not at all familiar
☐ Somewhat familiar ☐ No opinion
☐ Not very familiar

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

- ☐ Yes → **Continue** to Question 7
☐ No → **Skip** to Question 8

Turn over to continue →

- 7. If you have ridden public transportation in the last 12 months, which service(s) did you use? (check all that apply)**

☐ Amtrak ☐ All Aboard America
☐ EZ-Rider ☐ EZ-Connect
☐ Greyhound ☐ TRAX/West Texas Opportunities
☐ Don't know/can't remember
☐ Other (specify): _____

8. How do you usually obtain information about public transportation? (check all that apply)

☐ Printed schedules/brochures
☐ Transit provider website
☐ Other website (specify): _____
☐ Telephone ☐ From friends or family
☐ At the bus stop ☐ From the bus driver
☐ Other (specify): _____
☐ I have not looked for/used information about public transportation.

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

☐ More frequent service
☐ Shorter travel time/fewer stops
☐ Additional destination(s): _____
☐ Bus stop improvements
☐ Improved access to service information
☐ Increased service reliability
☐ More places to purchase bus tickets/passes
☐ Later evening service ☐ More Saturday service
☐ More Sunday service ☐ Nothing
☐ Other (specify): _____

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

☐ Yes ☐ No

11. What is your gender?

☐ Male ☐ Female
☐ Other ☐ Decline to state

12. What category includes your age?

☐ Under 18 years ☐ 45-64 years
☐ 18-24 years ☐ 65 years or older
☐ 25-44 years ☐ Decline to state

13. Please describe your current employment status.

☐ Employed part-time (seasonally) (not a student)
☐ Employed part-time (year-round) (not a student)
☐ Employed full-time (not a student)
☐ High school or middle school student
☐ Higher education student (not employed)
☐ Higher education student (employed)
☐ Not employed and not a student
☐ Retired ☐ Decline to state

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

☐ English ☐ Spanish
☐ Other (specify): _____

15. How comfortable are you speaking English?

☐ Very comfortable/native speaker ☐ Not at all
☐ Somewhat comfortable ☐ Decline to state

16. What is your annual household income?

☐ Less than \$25,000 ☐ \$100,000-\$149,999
☐ \$25,000-\$49,999 ☐ \$150,000 or more
☐ \$50,000-\$74,999 ☐ Prefer not to answer
☐ \$75,000-\$99,999

17. Of the following categories, how many people live in your household (including yourself)?

Children (age 10 and under) _____
Youth (age 10-18) _____
Adults (age 19-64) _____
Seniors (age 65 and older) _____

18. Do you have a disability that impacts your personal mobility?

☐ Yes ☐ No

19. Do you have access to a personal vehicle?

☐ Yes, all the time ☐ No
☐ Yes, some of the time

20. Is there anything else you would like us to know about your personal or your family's transportation needs, or about transportation needs in your community?

Thank you for participating. To be entered into a random drawing for one of several \$25 VISA gift cards, please enter your name and contact info. All information will be kept confidential.

First Name: _____

Phone or email: _____

Thank you for participating. To be entered into a random drawing for one of several \$25 VISA gift cards, please enter your name and contact info. All information will be kept confidential.

First Name: _____

Phone or email:

Exhibit A.2 Community survey instrument (Spanish)

Distrito de Tránsito Urbano de Midland Odessa
Plan de Transporte de Cinco Años Coordinado Regionalmente para el Oeste de Texas
Encuesta Comunitaria

Como residente del Oeste de Texas, su opinión es importante para nosotros, independientemente de si actualmente usa transporte público, servicios de transporte sin fines de lucro o servicios de transporte privado. ¡Complete esta encuesta antes del **28 de mayo, 2021** para tener la oportunidad de participar en un sorteo aleatorio de una serie de tarjetas regalo VISA de \$25!

1. ¿En qué condado vive actualmente?

- | | | | | | |
|-----------------------------------|------------------------------------|-------------------------------------|----------------------------------|--|----------------------------------|
| <input type="checkbox"/> Andrews | <input type="checkbox"/> Culberson | <input type="checkbox"/> Glasscock | <input type="checkbox"/> Loving | <input type="checkbox"/> Presidio | <input type="checkbox"/> Upton |
| <input type="checkbox"/> Borden | <input type="checkbox"/> Dawson | <input type="checkbox"/> Howard | <input type="checkbox"/> Martin | <input type="checkbox"/> Reeves | <input type="checkbox"/> Ward |
| <input type="checkbox"/> Brewster | <input type="checkbox"/> Ector | <input type="checkbox"/> Hudspeth | <input type="checkbox"/> Midland | <input type="checkbox"/> Terrell | <input type="checkbox"/> Winkler |
| <input type="checkbox"/> Crane | <input type="checkbox"/> Gaines | <input type="checkbox"/> Jeff Davis | <input type="checkbox"/> Pecos | <input type="checkbox"/> Otro (especifique): _____ | |

¿En qué ciudad o comunidad vive? _____

2. ¿Suele viajar?... (seleccione solo uno)

- ☐ Dentro de su condado natal ☐ Fuera de su condado natal ☐ Ambos

3. Por favor seleccione el método de transporte que usa normalmente para el propósito o destino estipulado. Seleccione solo una respuesta para cada propósito o destino.

	Conduce solo	Conduce o viaja con otros	Viaja en bus	Camina	Va en bicicleta	Taxi, Lyft, o Uber	Otro (especifique)
a. Trabajo ¿Cuál/dónde es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
b. Médico/sanitario ¿Cuál/dónde es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
c. Escuela/ capacitación ¿Cuál/dónde es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
d. Compras/viaje personal ¿Cuál/dónde es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

4. Por favor díganos sobre la facilidad o dificultad que enfrenta para realizar cada uno de los cuatro tipos de viajes principales.
a. Trabajo

- ☐ Siempre puedo llegar
☐ Por lo general, puedo llegar allí
☐ Puedo llegar pero toma mucho tiempo
☐ A veces es difícil debido a la falta de transporte
☐ A menudo difícil debido a la falta de transporte

c. Escuela/capacitación

- ☐ Siempre puedo llegar
☐ Por lo general, puedo llegar allí
☐ Puedo llegar pero toma mucho tiempo
☐ A veces es difícil debido a la falta de transporte
☐ A menudo difícil debido a la falta de transporte

b. Médico/sanitario

- ☐ Siempre puedo llegar
☐ Por lo general, puedo llegar allí
☐ Puedo llegar pero toma mucho tiempo
☐ A veces es difícil debido a la falta de transporte
☐ A menudo difícil debido a la falta de transporte

d. Compras/viajes personales

- ☐ Siempre puedo llegar
☐ Por lo general, puedo llegar allí
☐ Puedo llegar pero toma mucho tiempo
☐ A veces es difícil debido a la falta de transporte
☐ A menudo difícil debido a la falta de transporte

5. ¿Qué tan familiarizado está con el transporte público en la ciudad o condado en el que vive?

- ☐ Muy familiarizado ☐ Nada familiarizado
☐ Algo familiarizado ☐ Sin opinión
☐ No muy familiarizado

6. ¿Ha utilizado el transporte público durante los 12 meses?

- ☐ Sí → **Continúe** con la Pregunta 7
☐ No → **Pase** a la Pregunta 8

Siga en la parte de atrás para continuar →

7. Si ha utilizado el transporte público en los últimos 12 meses, ¿qué servicio(s) utilizó? (marque todo lo que corresponda)

- ☐ Amtrak ☐ All Aboard America
☐ EZ-Rider ☐ EZ-Connect
☐ Greyhound ☐ TRAXWest Texas Opportunities
☐ No sé/no recuerdo
☐ Otro (especifique): _____

8. ¿Cómo suele obtener información sobre el transporte público? (marque todo lo que corresponda)

- ☐ Horarios/folletos impresos
☐ Sitio web del proveedor de tránsito
☐ Otro sitio web (especifique): _____
☐ Teléfono ☐ De amigos o familiares
☐ En la parada del autobús ☐ Del conductor del bus
☐ Otro (especifique): _____
☐ No he buscado ni utilizado información sobre el transporte público.

9. ¿Qué tipo de mejoras al transporte público preferiría que se hicieran/introdujeran? (seleccione hasta tres)

- ☐ Servicio más frecuente
☐ Menor tiempo de viaje/menos paradas
☐ Destino(s) adicional(es): _____
☐ Mejoras en las paradas de autobús
☐ Mejor acceso a la información del servicio
☐ Mayor confiabilidad del servicio
☐ Más lugares para comprar boletos/pases de autobús
☐ Servicio tarde en la noche ☐ Más servicio los sábados
☐ Más servicio los domingos ☐ Nada
☐ Otro (especifique): _____

10. ¿Suele utilizar una silla de ruedas u otro dispositivo de movilidad (como un scooter motorizado, una andadera, etc.)?

- ☐ Sí ☐ No

11. ¿Cuál es su sexo?

- ☐ Masculino ☐ Femenino
☐ Otro ☐ Rechazo declararlo

12. ¿Qué categoría incluye su edad?

- ☐ Menos de 18 años ☐ 45-64 años
☐ 18-24 años ☐ 65 años o más
☐ 25-44 años ☐ Rechazo declararla

13. Por favor describa su situación laboral actual.

- ☐ Empleado a tiempo parcial (temporal) (no estudiante)
☐ Empleado a tiempo parcial (todo el año) (no estudiante)
☐ Empleado a tiempo completo (no estudiante)
☐ Estudiante de secundaria o preparatoria
☐ Estudiante de educación superior (no empleado)
☐ Estudiante de educación superior (empleado)
☐ No empleado y no estudiante
☐ Jubilado ☐ Rechazo declararlo

14. ¿Qué idioma(s) habla en casa? (marque todo lo que corresponda)

- ☐ Inglés ☐ Español
☐ Otro (especifique): _____

15. ¿Qué tan cómodo se siente hablando inglés?

- ☐ Muy cómodo/hablante nativo ☐ En absoluto
☐ Algo cómodo ☐ Rechazo declararlo

16. ¿Cuál es su ingreso familiar anual?

- ☐ Menos de \$25,000 ☐ \$100,000-\$149,999
☐ \$25,000-\$49,999 ☐ \$150,000 o más
☐ \$50,000-\$74,999 ☐ Prefiero no contestar
☐ \$75,000-\$99,999

17. De las siguientes categorías, ¿cuántas personas viven en su hogar (incluido usted)?

Niños (10 años o menos) _____
 Jóvenes (10-18 años) _____
 Adultos (19-64 años) _____
 Tercera Edad (65 años o más) _____

18. ¿Tiene alguna discapacidad que afecte su movilidad personal?

- ☐ Sí ☐ No

19. ¿Tiene acceso a un vehículo personal?

- ☐ Sí, todo el tiempo ☐ No
☐ Sí, algunas veces

20. ¿Hay algo más que le gustaría que supiéramos sobre sus necesidades de transporte personales o familiares, o sobre las necesidades de transporte en su comunidad?

Gracias por participar. Para participar en un sorteo aleatorio de una de varias tarjetas regalo VISA de \$25, por favor ingrese su nombre e información de contacto. Toda la información se mantendrá confidencial.

Nombre: _____

Teléfono o email: _____

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Appendix B | Stakeholder Survey

Exhibit B.1 Stakeholder survey instrument

**Five-Year Regionally Coordinated Transportation Plan
Stakeholder Survey**

Thank you for taking the time to complete this survey in support of the Five-Year Regionally Coordinated Transportation Plan for TxDOT Planning Regions 8 and 9. Your responses will help ensure the mobility strategies and recommendations included in the Coordinated Plan more effectively address transportation needs throughout the communities of West Texas. The survey may be completed online at www.WestTXStakeholderSurvey.com or completed forms emailed to kathy@moore-associates.net or returned using the enclosed postage-paid envelope. Please provide your response no later than **May 14, 2021**. Thank you for your participation!

Section 1: Organization background (all respondents)
1. Tell us about your organization.

Organization Name:			
Your Name:		Your Title:	
Phone Number:		Email:	

2. Provide a brief description of your organization or program.

3. Which of the following best describes your organization?

- ☐ Government
 ☐ Public
 ☐ Private non-profit
 ☐ Private for-profit
 ☐ Other (specify) _____

4. Identify the client populations your organization serves. (Select all that apply.)

- ☐ Seniors 65 and older
 ☐ Homeless
☐ Veterans
 ☐ Children and youth
☐ Low-income individuals
 ☐ General public
☐ Persons with disabilities
 ☐ Other (specify): _____
☐ Persons with limited English proficiency

5. What are the primary/core functions of your organization? (Select all that apply.)

- ☐ Transportation
 ☐ Rehabilitation services
☐ Non-emergency medical transportation
 ☐ Job placement
☐ Healthcare
 ☐ Residential facilities
☐ Social services
 ☐ Recreation/social
☐ Nutrition
 ☐ Screening
☐ Counseling
 ☐ Information/referral
☐ Day treatment
 ☐ Other (specify): _____
☐ Jobs training

6. How does your organization assist consumers with obtaining information about transportation? (Select all that apply.)

- ☐ Don't assist or aid clients with transportation information in any manner
☐ Provide clients with transportation passenger guides/schedules
☐ Refer clients to transit provider guides or websites
☐ Plan transportation for clients using Google Transit or an online trip planner
☐ Make telephone calls on behalf of clients/riders
☐ Use 211 Resources to provide information to clients
☐ Other (specify): _____

7. Indicate the transportation services provided by your organization. (Select all that apply.)

- ☐ Do not operate, contract for, or subsidize any transportation services
☐ Directly operate transportation with full responsibility
☐ Purchase transportation services provided by another entity (contracted)
☐ Arrange for volunteer drivers
☐ Provide initial assistance in obtaining transportation (client responsible for follow up)
☐ Provide mobility management/travel training
☐ Subsidize rides/pay for fares
☐ Other (specify) _____

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

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

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

Need	Often	Sometimes	Rarely	Never
Medical trips (doctor visits, dialysis, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to veterans' services (including medical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Essential shopping (groceries, medicine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to work or school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daycare or elementary school trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After-school trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening trips (before 10 pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening trips (after 10 pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making same-day reservations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility/path of travel to bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation outside their home county	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trip planning and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Which types of transportation services would be most useful in addressing the mobility needs of your client base? (Select all that apply.)

- ☐ Scheduled fixed-route service
- ☐ Shared-ride curb-to-curb or door-to-door service (e.g., Dial-A-Ride)
- ☐ On-demand transportation (e.g., taxi, Uber, or Lyft)
- ☐ Non-emergency medical transportation (NEMT)
- ☐ Volunteer drivers
- ☐ Other (specify) _____

10. How frequently do your clients typically need mobility services?

- ☐ Every day
- ☐ Every weekday
- ☐ Several times a week
- ☐ Once a week
- ☐ Less than once a week/not every week
- ☐ All of the above – varies by individual

11. What are your clients' primary barriers to accessing transportation? (Please discuss.)

Section 3: Local transportation coordination (all respondents)

12. Is there any organization in your community that takes the lead in responsibility for coordinating transportation services between public transit providers, human services organizations, and consumers? If yes, please list.

13. If you answered "yes" to Question 12, what type(s) of coordinated activities are offered?

- ☐ Sharing vehicles
- ☐ Cooperative travel training
- ☐ Joint vehicle purchasing
- ☐ Joint staff/driver training
- ☐ Insurance cooperatives
- ☐ Cooperative vehicle/fleet maintenance
- ☐ Cooperative fuel purchases
- ☐ Cooperative marketing/promotion activities (transportation-specific)
- ☐ Other (specify): _____

14. What are the most significant challenges your organization encounters with respect to providing and/or coordinating transportation services? (Select all that apply.)

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

15. Does your organization have any resources (funding, etc.) available to contribute to community transportation activities? If "yes," explain below.

16. In your opinion, what level of sustained support for coordinated transportation planning/activities is there among elected officials, agency administrators, and other leaders in the community you serve?

- ☐ Low ☐ Moderate ☐ High

17. Is there an ongoing process for identifying duplication of service, under-utilized transportation assets, and service gaps in your service area?

- ☐ Yes ☐ No ☐ Don't know

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

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

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

Section 4. Transportation services (transportation providers only)

20. Who is eligible to use the transportation provided by your organization?

- ☐ Only enrolled/eligible/authorized clients ☐ Any member of the general public
- ☐ Anyone served by our organization

21. Tell us about the drivers for your transportation program:

_____ # of paid dedicated drivers _____ # of volunteer drivers _____ # of paid staff who drive

22. How many total vehicles do you have available for client/customer transportation? _____

23. Tell us about the number and capacity of your vehicles:

_____ # of sedans seating 5 or fewer passengers _____ # of buses seating 16+ passengers

_____ # of vans seating 10 or fewer passengers _____ Total # of lift-equipped vehicles

_____ # of vehicles seating 11 to 15 passengers

24. How many of your vehicles may need to be replaced in the next several years based on odometer mileage?

- _____ # of vans (10 or fewer seats) exceeding 150,000 miles
 _____ # of buses (11-20 seats) exceeding 200,000 miles
 _____ # of buses (21+ seats) exceeding 250,000 miles

25. Passenger Trips Provided

_____ Average # of one-way passenger trips per MONTH. *Count one trip each time a passenger boards the vehicle. Count a round-trip as two one-way passenger trips.*

26. Days and hours of operation for your organization's programs:

27. Tell us about your annual Transportation Budget: (Estimates are fine; please use pre-COVID data)

- \$_____ For bus passes, tickets, or tokens
 \$_____ For vehicle operations (drivers, maintenance, fuel)
 \$_____ Administration (including advertising and marketing)
 \$_____ For vehicle replacement (capital funds)
 \$_____ Insurance
 \$_____ For taxi vouchers/other specialized transportation services
 \$_____ Mileage reimbursement for passenger trips
 \$_____ Other (describe): _____
 \$_____ Other (describe): _____
 \$_____ Other (describe): _____
 \$_____ **Total budget**

28. Compared to last year, did this year's transportation budget...?

- ☐ Increase ☐ Decrease ☐ Stay the same

29. Does your organization intend to continue its client transportation programs during the next 5 years?

- ☐ Yes ☐ No ☐ Unsure

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

31. What types of coordinated services might your organization be interested in learning more about and/or participating in?

- ☐ Sharing vehicles
☐ Cooperative travel training
☐ Joint vehicle purchasing
☐ Joint staff/driver training
☐ Insurance cooperatives
☐ Cooperative vehicle/fleet maintenance
☐ Cooperative fuel purchases
☐ Cooperative transportation marketing/promotion activities
☐ Other (specify): _____

32. Are you interested in participating in a virtual stakeholder roundtable (conducted via Zoom or phone) to discuss mobility and transportation needs in your area with other West Texas stakeholders?

- ☐ Yes ☐ No ☐ Maybe

Thank you for your participation! Please return your survey using the enclosed postage-paid envelope or by emailing the completed form to kathy@moore-associates.net.

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Appendix C | Documentation of Community Engagement

Exhibit C.1 Community survey household mailer

Help improve mobility in West Texas!

¡Ayuda a mejorar la movilidad en oeste de Texas!









Your participation is invited.

Tu participación está invitado.







Work has begun on an update of the Regionally Coordinated Transportation Plan. The goal is to identify practical strategies for enhancing the mobility of persons residing in 22 counties throughout West Texas.

Visit westtxtransportationplan.com to learn more about the project as well as opportunities to participate.

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

Se ha comenzado a trabajar en una actualización del Plan de Transporte Coordinado Regionalmente. El objetivo es identificar estrategias prácticas para mejorar la movilidad de las personas que residen en 22 condados en todo el oeste de Texas.

Visite westtxtransportationplan.com para obtener más información sobre el proyecto y las oportunidades para participar.

-  Realice una breve encuesta.
-  Asiste a un taller comunitario.
-  Asiste a un evento emergente de la comunidad.
-  Asista a las mesas redondas de las partes interesadas de la comunidad.

Midland Odessa Urban Transit District

10300 Younger Road
Midland, TX 79706

Exhibit C.2 COVID table display

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



Stay at least 6 feet (about 2 arm lengths) from other people.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.



When in public, wear a mask over your nose and mouth.



Do not touch your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

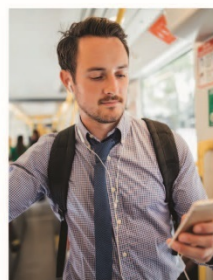
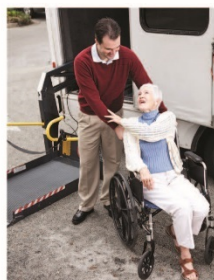
3/6/17C August 26, 2020 11:37 AM

Five-Year Regionally Coordinated Transportation Plan 2021 UPDATE

Through the Five-Year Regionally Coordinated Transportation Plan Update, we will be addressing several important questions about transportation and mobility in the Permian Basin and Far West Texas.

1. What organizations are currently providing or subsidizing transportation?
2. What mobility/transportation needs are not being addressed by the transportation resources currently available?
3. Are there any opportunities for coordination between transportation providers to address gaps in service (these may be gaps in the geographic service area or the times services are offered)?
4. Are there opportunities for transportation providers to share resources such as vehicles, maintenance, insurance, or training?
5. Are there opportunities for partnerships that could help bring additional funding for transportation?

Your input can make a difference!



Regionalmente de Cinco Años Plan de Transporte Coordinado ACTUALIZACIÓN 2021

A través de la Actualización del Plan de Transporte Coordinado Regionalmente de Cinco Años, tomaremos en cuenta varias preguntas importantes sobre el transporte y la movilidad en Permian Basin y Far West Texas.

1. ¿Que organizaciones están proveyendo o subvencionando el transporte actualmente?
2. ¿Cuales necesidades de movilidad/transporte no están siendo tomadas en cuenta por los recursos de transporte disponibles actualmente?
3. ¿Existen oportunidades de coordinación entre los proveedores de transporte para tomar en cuenta las interrupciones en el servicio (estas pueden ser interrupciones en las zonas de servicio o las horas en que se ofrecen los servicios)?
4. ¿Hay oportunidades para que los proveedores de transporte compartan recursos como vehículos, mantenimiento, seguros o entrenamiento?
5. ¿Existen oportunidades de asociaciones que podrían ayudar a traer fondos adicionales para el transporte?

¡Tu opinión puede marcar la diferencia!

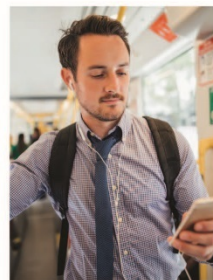


Exhibit C.5 Display board 2 (English)

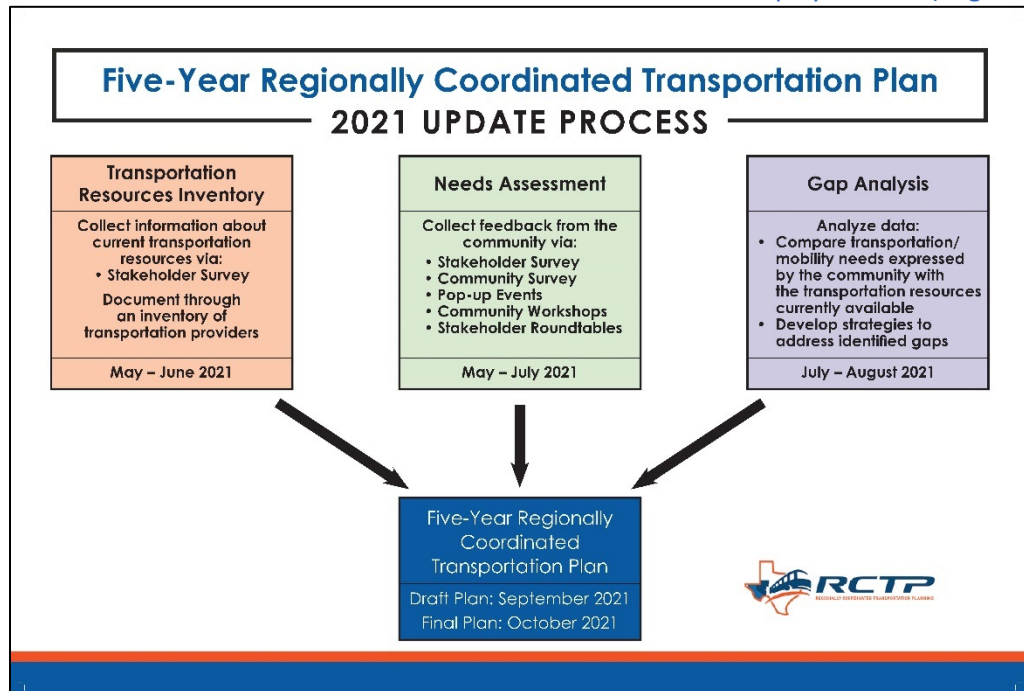
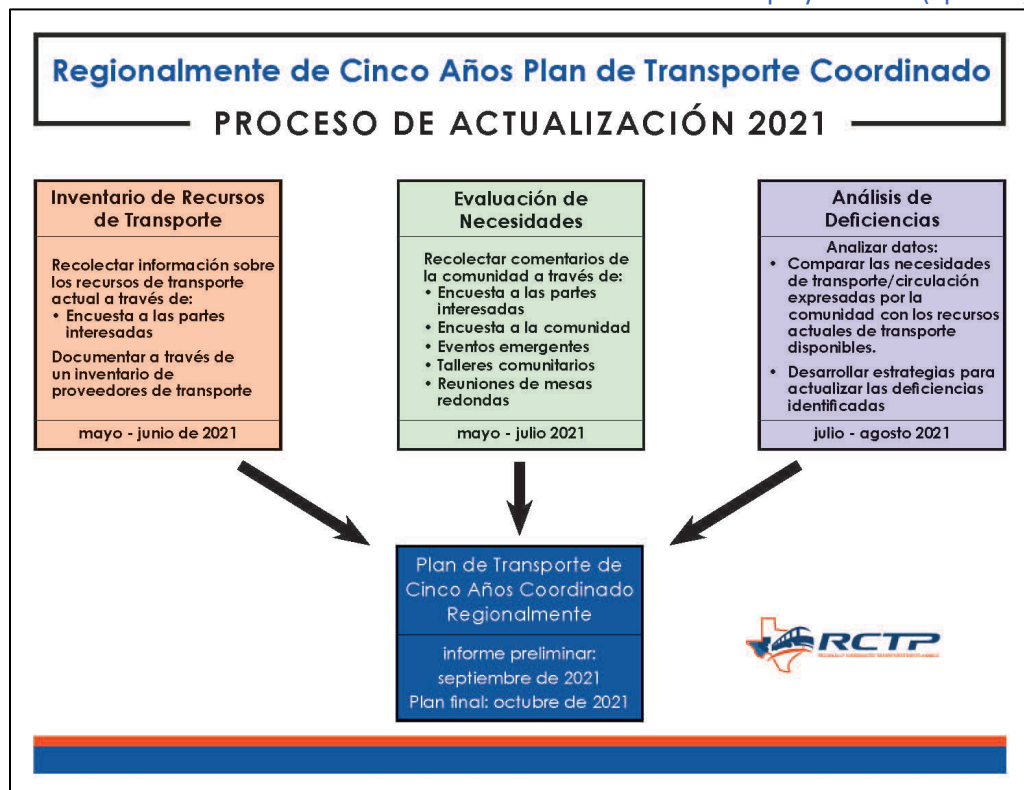


Exhibit C.6 Display board 2 (Spanish)



Regionally Coordinated Transportation Plan Update kicks off in West Texas

The Midland Odessa Urban Transit District will kick off the community outreach component of its TxDOT Regionally Coordinated Transportation Plan Update for the Permian Basin and Far West Texas on May 17, 2021, with a series of information-sharing events to be held throughout West Texas.

- **Monday, May 17**

Odessa: J. Conrad Dunagan Library at UTPB, 4:30 pm - 6:00 pm
(Masks required; check in at front desk).

- **Tuesday, May 18**

Odessa: Walmart Supercenter (JBS Pkwy), 11:00 am – 2:00 pm
Midland: MLK Community Center, 4:30 pm - 6:00 pm

- **Wednesday, May 19**

Midland: Midland Downtown Library, 10:00 am – 11:30 am
Midland: Centennial Library, 1:00 pm – 2:30 pm

If you can't attend an event, be sure to visit the project webpage and complete a survey to be entered to win a VISA gift card!

Visit WestTXTransportationPlan.com to learn more about the project as well as opportunities to participate.



Scan to visit the Project Website!



For more information about the project, contact Kayleen Hamilton with the Midland Odessa Urban Transit District at (432) 561-9990 x110 or khamilton@ez-rider.org.

Regionally Coordinated Transportation Plan Update kicks off in West Texas

The Midland Odessa Urban Transit District will kick off the community outreach component of its TxDOT Regionally Coordinated Transportation Plan Update for the Permian Basin and Far West Texas on May 17, 2021, with a series of information-sharing events to be held throughout West Texas.

- **Monday, May 17**

Odessa: J. Conrad Dunagan Library at UTPB, 4:30 pm - 6:00 pm
(Masks required; check in at front desk).

- **Tuesday, May 18**

Monahans: Lowe's Marketplace, 8:00 am - 9:30 am

Odessa: Walmart Supercenter (JBS Pkwy), 11:00 am - 2:00 pm

Fort Stockton: Fort Stockton Library, 11:30 am - 1:00 pm

Alpine: Alpine Public Library, 3:15 pm - 4:45 pm

Midland: MLK Community Center, 4:30 pm - 6:00 pm

- **Wednesday, May 19**

Midland: Midland Downtown Library, 10:00 am - 11:30 am

Presidio: Porter's Grocery Store, 11:00 am - 12:30 pm

Midland: Centennial Library, 1:00 pm - 2:30 pm

Andrews: Andrews Public Library, 4:00 pm - 5:30 pm

- **Thursday, May 20**

Seminole: Gaines County Library, 9:00 am - 10:30 am

Van Horn: Porter's Grocery Store, 9:00 am - 10:30 am

Big Spring: Greyhound Bus Station, 2:00 pm - 3:30 pm

Pecos: Reeves County Library, 2:00 pm - 3:30 pm

Big Spring: Howard County Public Library, 4:15 pm - 5:45 pm

Visit WestTXTransportationPlan.com to learn more about the project as well as opportunities to participate.

Scan to visit
the Project
Website!



Note: The Big Spring pop-up event was relocated to the Howard County Public Library as incorrect information was originally provided by the Greyhound Bus Station, resulting in it being closed at the designated time.

Exhibit C.9 General flyer (Spanish)

Empieza la actualización del plan de transporte coordinado regional en el oeste de Texas

El Distrito de transporte público urbano de Midland Odessa pondrá en marcha el componente de extensión comunitario de su Actualización del plan de transporte coordinado regional TxDOT para la Cuenca Pérmica y el oeste lejano de Texas el 17 de mayo de 2021, con una serie de eventos destinados a compartir información que se realizará en todo el oeste de Texas.

- **Lunes 17 de mayo**

Odessa: Biblioteca J. Conrad Dunagan en UTPB, de 4:30 pm a 6:00 pm
(Uso obligatorio de mascarillas; ingreso en la recepción).

- **Martes 18 de mayo**

Monahans: Tienda Lowe's, de 8:00 am a 9:30 am

Odessa: Walmart Supercenter (JBS Pkwy), de 11:00 am a 2:00 pm

Fort Stockton: Biblioteca Fort Stockton, de 11:30 am a 1:00 pm

Alpine: Biblioteca pública de Alpine, de 3:15 pm a 4:45 pm

Midland: Centro Comunitario MLK, de 4:30 pm a 6:00 pm

- **Miércoles 19 de mayo**

Midland: Biblioteca Midland Downtown, de 10:00 am a 11:30 am

Presidio: Tienda de alimentos Porter's, de 11:00 am a 12:30 pm

Midland: Biblioteca Centennial, de 1:00 pm a 2:30 pm

Andrews: Biblioteca pública de Andrews, de 4:00 pm a 5:30 pm

- **Thursday, May 20**

Seminole: Biblioteca del condado de Gaines, de 9:00 am a 10:30 am

Van Horn: Tienda de alimentos Porter's, de 9:00 am a 10:30 am

Big Spring: Estación de autobús Greyhound, de 2:00 pm a 3:30 pm

Pecos: Biblioteca del condado de Reeves, de 2:00 pm a 3:30 pm

Big Spring: Biblioteca pública del condado de Howard, de 4:15 pm a 5:45 pm

Visite WestTXTransportationPlan.com para obtener más información acerca del proyecto y de oportunidades para participar.

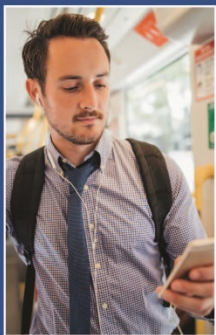
Escanee el código QR para visitar el sitio web del proyecto



Exhibit C.10 Project information sheet (English)

Fact Sheet

Five-Year Regionally Coordinated Transportation Plan (2021)



What is a Regionally Coordinated Transportation Plan?

The Regionally Coordinated Transportation Plan (RCTP) serves as a practical "blueprint" for improving mobility/public transportation for persons living, working, or visiting the 22 counties of the Permian Basin and Far West Texas. In contrast to theoretical studies which often are placed on a shelf once complete, the focus of the RCTP is on realistic and cost-effective strategies which can either be implemented within the bounds of currently available transportation funding or funding which is anticipated to be available within the near-term. The RCTP embraces a "bottom up" approach. To support this approach, the project will include numerous and varied community and public participation opportunities.

What benefits have been realized from prior Regionally Coordinated Transportation Plans?

The Texas Department of Transportation (TxDOT) and its local project partners (in this case, the Midland Odessa Urban Transit District) work jointly to prepare RCTP updates approximately every five years. This Plan is expected to be completed by the end of Fall 2021. Among the many recommendations which have been included in prior RCTP were expanded public transit service hours, improved schedule coordination and connectivity among the transportation services operating in West Texas, volunteer driver programs, and funding for transportation vehicles for social and community service organizations.

How can I participate in the process?

The 2021 RCTP includes a wide variety of community and public participation opportunities. Among these are an interactive bilingual project webpage, online community survey, virtual community workshops, traditional (in-person) community workshops, and 90-minute information-sharing sessions in several communities throughout West Texas. There will also be engagement activities specific to community stakeholder organizations as well as short-form informational videos available on the web. Visit the project webpage to learn about the full range of participation opportunities.

How will the RCTP recommendations be prioritized?

First and foremost, the RCTP seeks to be practical, sustainable, and cost-effective. As such the project recommendations will seek to avoid duplication with respect to existing or planned transportation services, eliminate or mitigate barriers between transportation providers so as to streamline service delivery, identify service coordination opportunities, and balance service opportunities with actual as well as forecast demand.

When will the RCTP be finished?

The goal is to complete a solid draft of the project report in Fall 2021. The draft RCTP will be reviewed by a variety of public and community organizations to ensure the Plan addresses the transportation/mobility priorities of the West Texas region as well as identifies realistic funding strategies.

WestTXTransportationPlan.com

Exhibit C.11 Project information sheet (Spanish)

Hoja de hechos

Plan de transporte de cinco años coordinado regionalmente (2021)



¿Qué es un plan de transporte coordinado regionalmente?

El Plan de Transporte Coordinado Regionalmente (RCTP) sirve como un "plan" práctico para mejorar la circulación/ transporte público para las personas que viven, trabajan o visitan los 22 condados de Permian Basin y Far West Texas. En contraste con los estudios teóricos que a menudo no se pueden implementar, el enfoque del RCTP está en estrategias realistas y rentables que pueden implementarse dentro de los límites del financiamiento de transporte disponible actualmente o el financiamiento que se anticipa ser disponible dentro del corto plazo. El RCTP adopta un enfoque "de abajo hacia arriba". Para fomentar este enfoque, el proyecto incluirá numerosas y variadas oportunidades de participación comunitaria y pública.

¿Qué beneficios se han obtenido de los planes de transporte coordinados regionalmente anteriores?

El Departamento de Transporte de Texas (TxDOT) y sus socios del proyecto local (en este caso, el Distrito de Tránsito Urbano de Midland Odessa) trabajan en conjunto para preparar actualizaciones de RCTP aproximadamente cada cinco años. Se espera que este Plan se complete para fines de otoño del 2021. Entre las muchas recomendaciones que se han incluido en el RCTP anterior se encuentran las horas de servicio de transporte público ampliado, la coordinación de horarios actualizados y la conexión entre los servicios de transporte que operan en el oeste de Texas, programas de conductores voluntarios, y financiamiento para vehículos de transporte para organizaciones de servicios sociales y comunitarios.

¿Cómo puedo participar en el proceso?

El RCTP 2021 incluye una amplia variedad de oportunidades de participación pública y comunitaria. Entre estos se encuentran una página web interactiva del proyecto bilingüe, una encuesta comunitaria en línea, talleres comunitarios virtuales, talleres comunitarios tradicionales (en persona) y sesiones de intercambio de información de 90 minutos en varias comunidades en todo el oeste de Texas. También habrá actividades de participación específicas para las organizaciones de partes interesadas de la comunidad, así como videos informativos breves disponibles en la web. Visite la página web del proyecto para conocer la lista completa de oportunidades de participación.

¿Cómo se priorizarán las recomendaciones del RCTP?


En primer lugar, el RCTP busca ser práctico, sostenible y económico. Las recomendaciones del proyecto buscarán evitar la duplicación con respecto a los servicios de transporte existentes o planeados, eliminar o reducir las barreras entre los proveedores de transporte para optimizar la entrega de servicios, identificar oportunidades de coordinación de servicios y balancear las oportunidades de servicio con la demanda real y prevista.

¿Cuándo se terminará el RCTP?

El objetivo es completar un informe preliminar del proyecto en el otoño de 2021. El informe provisional del RCTP será evaluado por una variedad de organizaciones públicas y comunitarias para garantizar que el Plan tome en cuenta las prioridades de transporte / movilidad de la región del oeste de Texas, así como también identifique estrategias realistas de financiamiento.

WestTXTransportationPlan.com


Exhibit C.12 Question/comment card

Question/Comment Card 

Use this card to submit a question or comment.

QUESTION/COMMENT:

Name (optional): _____

Tarjeta de preguntas/ comentarios 

Utilice esta tarjeta para enviar una pregunta o comentario.

PREGUNTA/COMENTARIO:

Nombre (opcional): _____

Exhibit C.13 Take-one card

Want to stay up to date on the West Texas Regionally Coordinated Transportation Plan Update?

Find us online at
www.WestTXTransportationPlan.com

Visit the project webpage and complete a survey to be entered to win a VISA gift card!

→ 

¿Desea estar al día en el Plan de desarrollo de transporte de West Texas Regionally Coordinated Transportation Plan?

Encuétrenos en línea en
www.WestTXTransportationPlan.com

¡Visite la página web del proyecto y complete una encuesta para participar y ganar una tarjeta de regalo VISA!

→ 

Exhibit C.14 Presentation to RCTP Steering Committee (July 14, 2021)


TXDOT PLANNING REGIONS 8 AND 9

Regionally Coordinated
Transportation Plan




PROJECT SCOPE

- TxDOT Region 8: 17 counties
- TxDOT Region 9: 5 counties



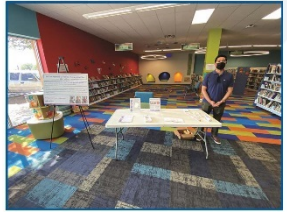
CORNERSTONE GOALS

- Comprehensive inventory of transportation services
- Objective assessment of demand versus service availability
- Gap Analysis
- Recommended priorities




COMMUNITY ENGAGEMENT

- Bilingual project webpage (including online comment mechanism)
- Stakeholder survey
- Bilingual community survey
- Pop-up events in 9 communities
- Traditional workshops in 5 communities



STAKEHOLDER SURVEY

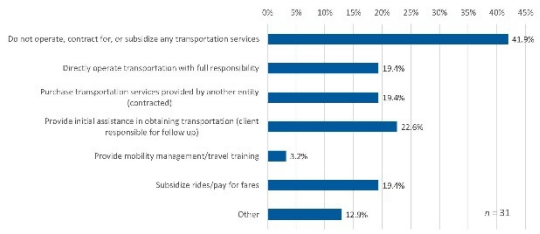
- Identified 252 potential stakeholder organizations/entities
- Identify mobility needs of respective clientele
- Inventory potential transportation programs
- Identify needs and priorities
- 31 valid responses



PARTICIPATING ORGANIZATIONS

- ABLE Center for Independent Living
- Adult Literacy Board
- Aphasia Center of West Texas
- Area Agency on Aging of the Permian Basin
- Big Bend Community Action Committee, Inc.
- Casa de Amigos
- City of Andrews
- City of Crane
- City of Grandfalls
- City of O'Donnell
- City of Presidio
- Ector County
- Ector County ISD
- Family Crisis Center of the Big Bend
- Greenwood ISD
- LogoVita, PLLC
- Midland County Sheriff's Office – Crisis Intervention Unit
- Midland Vet Center
- Mission Center Adult Day Services
- Permian Basin Mission Center
- Permian Basin Regional Planning Commission
- Permian Regional Medical Center
- Rankin Senior Center Services
- Sunshine House, Inc.
- Town of Pecos
- Town of Van Horn
- West Texas Opportunities, Inc.
- West Texas Aging and Disability Resource Center
- Winkler County Senior Center

TRANSPORTATION OFFERINGS




Transportation Offering	Percentage
Do not operate, contract for, or subsidize any transportation services	41.9%
Directly operate transportation with full responsibility	19.4%
Purchase transportation services provided by another entity (contracted)	19.4%
Provide initial assistance in obtaining transportation (client responsible for follow up)	22.6%
Provide mobility management/travel training	3.2%
Subsidize rides/pay for fares	19.4%
Other	12.9%

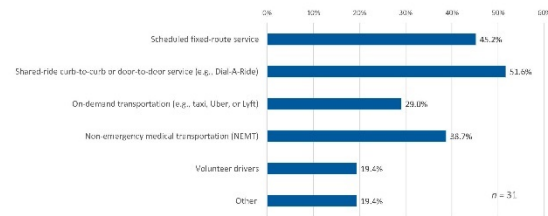
n = 31

MOST FREQUENTLY CITED NEED

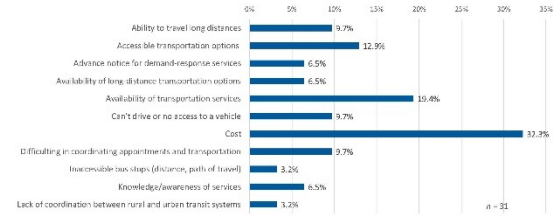
Need	Mean (1-4)
Medical trips	2.69
Essential shopping	2.61
Transportation outside home county	2.36
Making same day reservations	2.32
Access to veterans' services	2.30
Weekday trips	2.27
Transportation to work or school	2.21
Trips planning and information	2.07
Accessible (by path of travel to bus stop)	2.01
Evening trips (before 10 pm)	2.00
Saturday trips	1.87
Transfers	1.83
Sunday trips	1.75
After-school trips	1.69
Daycare or elementary school trips	1.65
Evening trips (after 10 pm)	1.63



PREFERRED SERVICE



TRANSPORTATION BARRIERS



COORDINATION OPPORTUNITIES

- A sister city partnership.
- Participation in a county program.
- Additional options for TRAX or enhancement of TRAX.
- Additional transportation with an easier process for scheduling trips.
- Better options for low-income individuals.
- Availability.
- Computer software to schedule services.
- Continue RCTP and stakeholder involvement.
- Long-distance transportation services and longer hours.
- Web-based programs showing all transportation available.
- Expand participation beyond the RCTP.
- Volunteer transportation services for those who need a ride but aren't eligible for paratransit (such as seniors).
- Improve local transportation services.
- Information about what services are available and how to access them, especially for people with mobility issues.
- Resolve the driver shortage to improve transportation services.

COMMUNITY SURVEY

BILINGUAL
 AVAILABLE ONLINE, AT COMMUNITY EVENTS AND WORKSHOPS, AND VIA DIRECT MAIL
 POSTCARD PROMOTING THE PROJECT AND THE SURVEY MAILED TO 15,000 RANDOMLY SELECTED HOUSEHOLDS
 126 VALID RESPONSES

COMMUNITY WORKSHOPS

WEEK OF MAY 17-20
 FIVE EVENTS, 90-MINUTE DURATION
 ALPINE, ANDREWS, BIG SPRING, MIDLAND, AND ODESSA
 LESS THAN 10 ATTENDEES

COMMUNITY SURVEY: KEY FINDINGS

- Many West Texas residents face day-to-day mobility/transportation challenges
- Accessing healthcare service is especially challenging
- Dialysis patients in several counties must travel to Fort Stockton or El Paso



TRAX RIDERSHIP

- Some level of service within each of the 22 counties of West Texas
- Highest ridership: Dawson and Howard counties
- Next tier: Ector, Presidio, Pecos, Gaines, and Andrews counties



TRANSPORTATION LANDSCAPE

- EZ-Rider: Midland and Odessa
- West Texas Opportunities: TRAX (17 counties)
- Big Bend CAC: TRAX (5 counties)
- Greyhound
- All Aboard America
- Amtrak



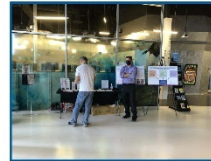
KEY TRANSPORTATION NEED:

Affordable transportation options linking outlying communities with Midland, Odessa, and/or El Paso healthcare centers



COMMUNITY SURVEY: PUBLIC TRANSPORTATION AWARENESS

- Not familiar/not very familiar: **68%**
- Some use of public transportation: **9.6%**



UPCOMING OPPORTUNITIES

- Stakeholder roundtables to review and discuss preliminary recommendations
- August 3 and 4, 2021
- Virtual sessions
- Additional opportunity to take the stakeholder survey for those who haven't already



Exhibit C.15 RCTP Steering Committee meeting agenda (April 23, 2021)

**Midland Odessa Urban Transit District
5-Year Regionally Coordinated Transportation Plan
RCTP Stakeholder Committee Project Kick-off Meeting
Friday, April 23, 2021; 9:00 – 11:00 am CT
Discussion Agenda**

**Dial-in number for phone participation: 888.955.9574
Passcode: 631584**

1. Introductions
2. Review Project Scope of Work
 - Stakeholder engagement/outreach
 - Community engagement/outreach
 - Project deliverables
 - Project timeline
3. Regional Stakeholder Committee
 - Identify interaction opportunities throughout project life-cycle
 - Discuss Committee expectations regarding project outcome
 - Discuss “lessons learned” from 2017 Coordinated Plan
 - Recommendations/contacts for stakeholder engagement
4. Other business

Exhibit C.16 RCTP Steering Committee meeting sign-in sheet (April 23, 2021)

RCTP project mtg.

Sign In Sheet 4/23/21

<u>Name</u>	<u>Organization</u>
Eric Garcia	TxDOT
Audriana Hartwig	ABLE
Todd Mistrot	PBRPC
Hridoy Hag	PBRPC
Valerie Sherman	City of Midland
Karen Faulkner	WTO

Exhibit C.17 Community workshop sign-in sheets (May 17-20, 2021)

Community Workshop Sign-in Sheet / Hoja de registro de taller comunitario

Workshop Date: 5/17/21 Workshop Time: 4:30 pm

Workshop Location: Odessa

Name / Nombre	How did you hear about this workshop? / ¿Cómo se enteró de este taller?	Email address / Dirección de correo electrónico
Armando Rodriguez	newspaper / notices	Armando.Rodriguez@ectorcountytx.gov

Community Workshop Sign-in Sheet / Hoja de registro de taller comunitario

Workshop Date: 5/18/21 Workshop Time: 4:30 pm

Workshop Location: Midland

Name / Nombre	How did you hear about this workshop? / ¿Cómo se enteró de este taller?	Email address / Dirección de correo electrónico
Kayleen Hamilton	EZ-Rider	

Community Workshop Sign-in Sheet / Hoja de registro de taller comunitario

Workshop Date: 5/19/21 Workshop Time: 4:00 pm

Workshop Location: Andrews

Name / Nombre	How did you hear about this workshop? / ¿Cómo se enteró de este taller?	Email address / Dirección de correo electrónico
STEVE EGGLESTON	EMAIL	Seggleston@cityofandrews.org
Adrian Gonzalez	Steve	Adrian@Martinsiac.com
Miked Moore	Steve E.	MWMOORE@WINDSTREAM.NET

[Note: workshops were also held at Alpine and Big Spring, but there were no attendees.]

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Appendix D | RCTP Steering Committee Roster

Agency	Member	Alternate 1	Alternate 2	Alternate 3
ABLE Center	Bates, Mike	Hancock, Marilyn	Hartwig, Audriana	Veretto, Britni
Aging and Disability Resource Center	Swafford, Regina	Williams, Sohnna		
All Aboard America	Beall, Bart			
Aphasia Center	Henderson, Kim			
Area Agency on Aging	Reeves, Jeannie			
Big Bend Community Action Committee	Nunez, Tita			
City of Midland - Community Development	Garnett, Isaac	Odenborg, Cristina		
Disabled American Veterans	Flora, Chuck			
Ector County	Rodriguez, Armando			
Ector County ISD	Valderaz, Rose			
Ector County Senior Centers	Greaves, Donna			
Experience Works	Hogan, Patricia	Jones, BJ		
Gifts of Hope/Hope House	Calvin, Susan			
Maximus	Ervine, Ashley			
Midessa Transportation	Sie, Thomas			
Midland County Sheriff's Office-Crisis Intervention Unit	Reyes, Gabriela			
Midland Vet Center	Thornton, LeAnne			
Mission Center Adult Day Services	Whitefield, Jayni			
MOUTD/EZ-Rider	Hamilton, Kayleen			
PermiaCare (Permian Basin Community Centers MHMR)	Black, Michael			
Permian Basin MPO	Walker, Cameron			
Permian Basin Regional Planning Commission	Belew, Virginia	Mistrot, Todd		
Project Amistad	Fernandez, Rosario			
Salvation Army	Bernal, Elsa			
Silver Star Senior Transportation	Lewis, Stephanie			
Texas Department of Health & Human Services	Lee, Melinda			
Tx211	Erazo, Soeli			
TxDOT	Garcia, Eric	Gonzalez, Alfredo		
United Way of Midland	Hennigan, Kari			
Workforce Solutions of the Permian Basin	Loya, Blanca			
WTO	Everheart, Janet	Gibson, Jenny		
WTO/TRAX	Faulkner, Karen			
Citizen representative for individuals with disabilities	Albarado, Patricia			
veterans	Thompson, Sunshine			
Insurance company representatives				
AmeriGroup	Lujan, Consuelo			

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