



TxDOT-PTN Statewide Metrics for Regional Public Transportation Coordination Planning

Data Collection Process 2025



Welcome



Introductions

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Purpose of Today's Webinar

- Review of Metrics Data Collection Process
- QPI Scoring Rubric
- Metrics Data Collection Timeline
- Questions

RPTCP Metrics

Improve Coordination

- Coordinate transportation projects, planning, service, and expertise. Eliminate overlaps, improve efficiencies, and address needs.
- Engage with stakeholders to support and advance ongoing planning efforts.
- Continue planning activities to address the changing needs and gaps within the region.

Promote Accessibility and Livability

- Close existing transportation gaps. Ensure meaningful access to transportation disadvantaged populations: older adults, individuals with disabilities, veterans, children, and individuals with lower incomes.

Foster Education and Awareness

- Promote available transportation services in the region.

Ensure Safety

- Ensure safe and secure transportation services

Customer Satisfaction

- Provide customer driven transportation services
- Focus on quality of customer service

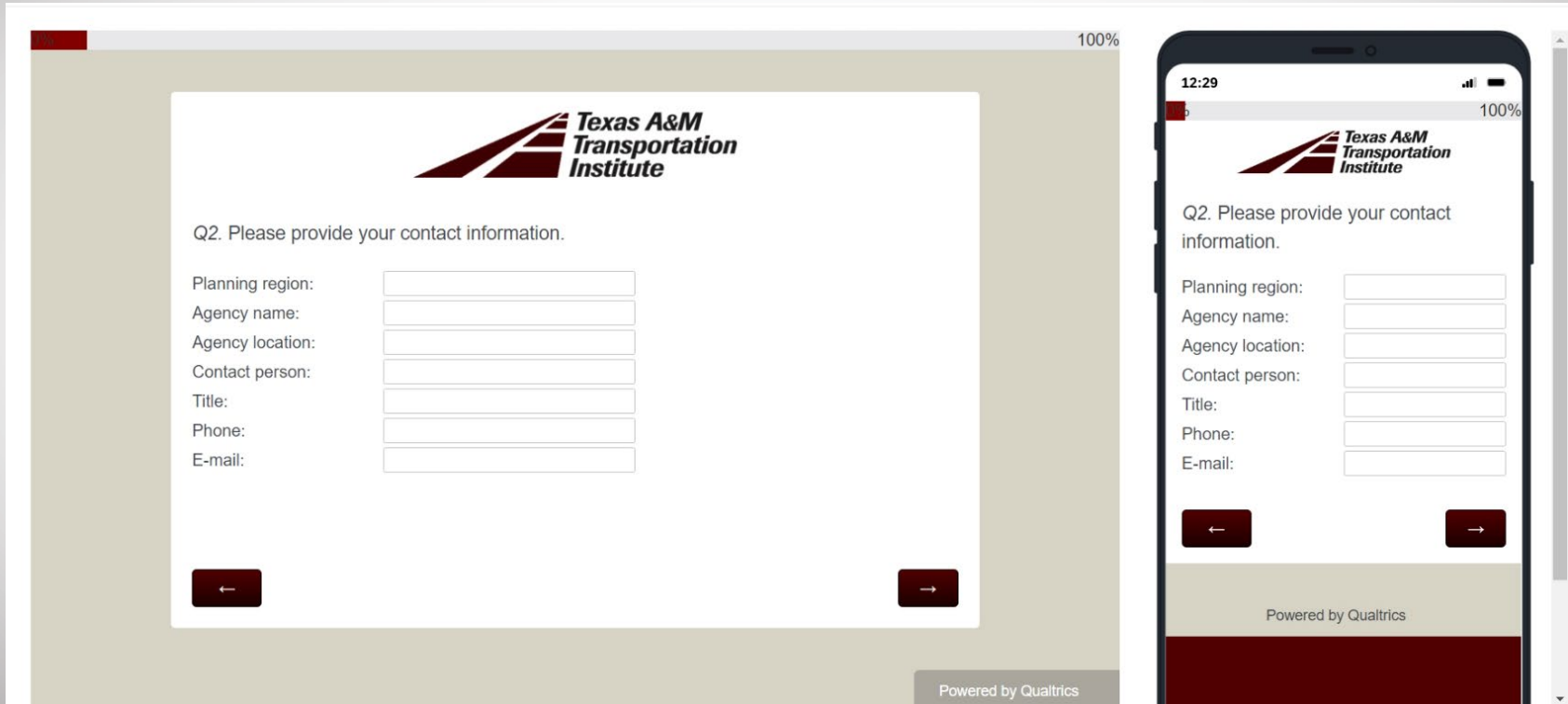


Data Collection Survey

What's changed for 2025?

- No major changes from 2024.
- Lead agency respondents will receive a link to review and update responses from last year.
- More efficient process.
- Quarterly Progress Index (QPI) Scoring


Example: Contact Information



Example: Stakeholder List

- If your list of organizations represented on your regional transportation coordination committee or council has changed – please update.

100%



In the table below, please list the organizations represented on your Regional Transportation Coordination Committee or Council (RTCC) and identify the populations that those organizations represent. *If an individual who is a member of the committee is not a representative of an organization, please specify Individual, Member of the Public, etc. in the Organization column of the table to describe the perspective that the individual brings to the Committee.*

| | Older Adults | Individuals with Disabilities | Veterans | Children | Individuals with Lower Incomes | Individuals Whose Primary Language Is Not English | General Public | Other |
|---|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------------|---|--------------------------|--------------------------|
| Organization 1: <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Organization 2: <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Organization 3: <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Example: Private/Not-for Profit Transportation Providers

- If the list of private/
non-profit
transportation
providers in your
region has changed,
please update.



Please list the **other (non-public) key transportation providers** in your region and provide the information requested in the table below. This information will be used to establish a baseline for accessibility, which will allow for analysis of accessibility changes in future years.
Note: This information may be included in your recent inventory update.

If you request this information from providers, please be sure they respond well before the survey deadline.

| | Service area | Days of service per week | Weekday service span | Weekend service span | Advanced reservation requirement | Regular fare | Discounted fare | Populations eligible for discounted fare |
|-------------------|----------------------|--------------------------|----------------------|----------------------|----------------------------------|----------------------|----------------------|--|
| Other Provider 1: | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Other Provider 2: | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Please Update: Public Outreach

- Estimate the person-hours dedicated to public outreach.
- Average cost of person-hour (e.g., \$25 per hour).



How many person-hours did your organization spend in 2023 conducting outreach related to coordinated transportation? *An estimate of hours is adequate. Please include person-hours for any entities with which you contracted to conduct this outreach.*

What was the average cost of each person-hour of outreach?

Did you rely on volunteers (unpaid person-hours) to conduct any of the outreach?

Yes

..

Public Outreach Example

- Estimate the person-hours dedicated to public outreach.
- Average cost of person-hour (e.g., \$25 per hour).

Example:

5 person-hours a week

$5 \times 52 \text{ weeks} = 260 \text{ hours annually}$

Avg. Cost of person-hour = \$25

$260 \times \$25 = \$6,500$

Please Update: Public Outreach Cont.

- Select the types of public outreach conducted and the target audience.

| | Older adults | Individuals with disabilities | Veterans | Children | Individuals with lower incomes | Individuals whose primary language is not English | Other |
|--|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------------|---|--------------------------|
| Hosted meetings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Conducted surveys | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Attended meetings organized by others | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Had a presence at community events | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintained social media profile(s) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify) <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify) <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify) <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please Update: Driver Standards and Incidents

- Do any transportation providers include driver standards and safety?
- Incidents per 100,000 miles?
- Human services providers may not have information.



Please provide the information requested for **key other (non-public) transportation providers** in the table below. *In the table, an Incident is an event that disrupts the provision of public transportation service. Incidents include vehicle breakdowns, crashes, and passenger injuries on-board vehicles or at stops.*

| Incidents per 100,000 miles in 2023 | Does the provider have a documented and up-to-date driver training program with driver performance standards? | | | |
|-------------------------------------|---|-----------------------|-----------------------|-----------------------|
| | Yes | No | Partially | Unknown |
| <input type="text"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



Please Update: Customer Satisfaction and Feedback

- Denied Trips
- Customer Feedback



Please provide the information requested for **key public transportation providers** in the table below. *In the table, Denied Trip is a demand-response trip request made within the requirements of advance booking that the transit provider is unable to accommodate.*


Denied trips per passenger in 2023



Please Update: Customer Satisfaction and Feedback Cont.

- Denied Trips
- Customer Feedback

100%



How do the providers in your region collect customer feedback?

Phone calls

E-mails

Formal surveys

Social media

Apps

...



Deadline

Friday, March 21

QPI Scoring Rubric

- Purpose:
 - To assist TxDOT in determining funding decisions.
 - Designed as a starting point for funding discussions.
 - Highlights agencies that are progressing in their plan.



QPI Scoring Rubric

Status

- Not started, In progress, Complete

Cost level

- Low, Medium, High

Staff Effort

- Low, Medium, High

QPI Scoring Rubric

| | |
|--------------|--|
| Status | |
| Cost level | |
| Staff Effort | |

Scoring based on 0 – 1 scale.

The more activity in a region, the greater the score.

QPI Scoring Examples

Agency Activity: **Very Active**

| Need Statement/ Purpose/Goal | Number | Implementation | | Cost Level | Staff Effort | Status | Progress update |
|---------------------------------|--------|----------------|----------|------------|--------------|-------------|-----------------|
| | | Lead | Partners | | | | |
| Goal 1 | 1a | Xxxxxx | Xxxxxx | High | High | In progress | Xxxxxx |
| | 1b | Xxxxxx | Xxxxxx | Low | High | In progress | |
| | 1c | Xxxxxx | Xxxxxx | Medium | Low | Complete | |
| Goal 2 | 2a | Xxxxxx | Xxxxxx | Medium | High | Complete | Xxxxxx |
| | 2b | Xxxxxx | Xxxxxx | High | Medium | In progress | |
| | 2c | Xxxxxx | Xxxxxx | Low | Low | In progress | |
| Goal 3 | 3a | Xxxxxx | Xxxxxx | Medium | High | In progress | Xxxxxx |
| | 3b | Xxxxxx | Xxxxxx | High | Low | In progress | |

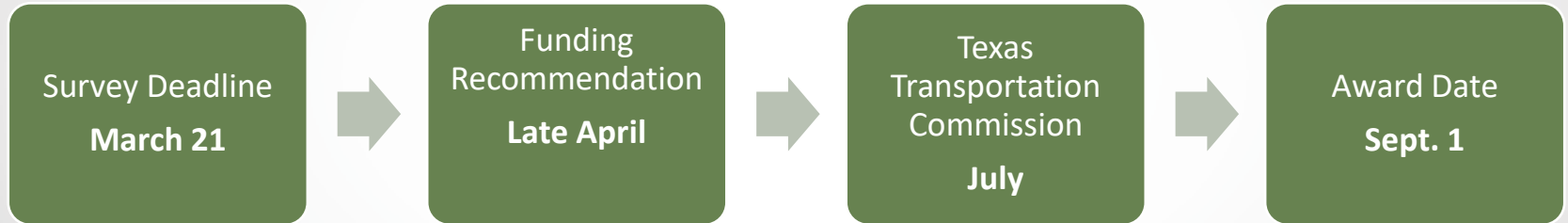
Normalized Score **0.65**

Agency Activity: **Moderately Active**

| Need Statement/ Purpose/Goal | Number | Implementation | | Cost Level | Staff Effort | Status | Progress update |
|---------------------------------|--------|----------------|----------|------------|--------------|-------------|-----------------|
| | | Lead | Partners | | | | |
| Goal 1 | 1a | Xxxxxx | Xxxxxx | High | High | In progress | Xxxxxx |
| | 1b | Xxxxxx | Xxxxxx | Low | High | Not started | |
| | 1c | Xxxxxx | Xxxxxx | Medium | Low | Not started | |
| Goal 2 | 2a | Xxxxxx | Xxxxxx | Medium | High | Complete | Xxxxxx |
| | 2b | Xxxxxx | Xxxxxx | High | Medium | Not started | |
| | 2c | Xxxxxx | Xxxxxx | Low | Low | In progress | |
| Goal 3 | 3a | Xxxxxx | Xxxxxx | Medium | High | In progress | Xxxxxx |
| | 3b | Xxxxxx | Xxxxxx | High | Low | Not started | |

Normalized Score **0.37**

Timeline





Questions



Thank you

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