

## **Capital Area Regional Transit Coordination Committee**

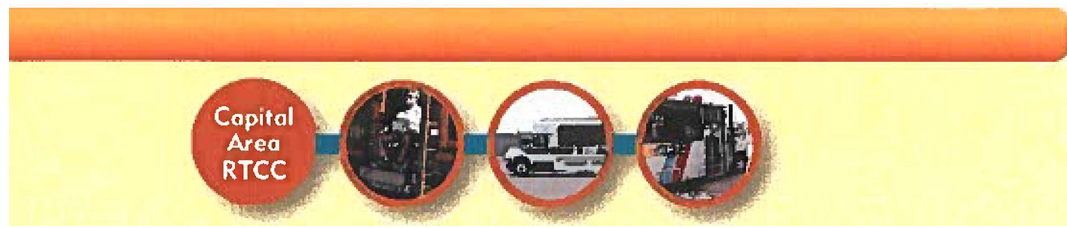
Tuesday, **September 1, 2020**

10:00 a.m.

**Go To Meeting Link**

### **AGENDA**

- 1. Welcome and Introductions**
- 2. Updates from Chair**
- 3. Membership Activity Update**
- 4. Census Impacts on the designated Urban Area**
- 5. RTCC 5 Year Plan Update**
- 6. Performance Measurements**
- 7. Updates from CAMPO–CAPCOG**
  - a. Next Meeting: Tuesday, December 1, 2020**
- 8. Adjourn**



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### **AGENDA ITEM: 5**

RTCC 5 Year Plan Update: Todd Gibson, CAMPO

Previous 5 Year Plan Transportation Strategies

(for reference)

## **Key Coordination Premise – The Foundation of Coordinated Transportation**

*Excellent public transportation is the best way to address and coordinate the majority of transit dependent, Title VI, veteran and human service transportation needs in the Capital Area.*

Experience across the country in both urban and rural areas tells us that scheduled public transit is the best way to provide coordinated transit service as most veterans, transit-dependent persons, Title VI and human service clients can ride fixed-route/scheduled service or Americans with Disabilities Act (ADA) paratransit.

When public transportation systems are able to meet the majority of needs through the existing fixed-route public transit network, then human service agency resources can be freed up to focus on the specialized needs of their most difficult to serve clients. Efforts to support or improve general public transportation should be fully supported by the RTCC, human service agencies and public transit systems as the foundation of coordinated transportation.

Any coordination effort should start with:

- Maximizing the use of fixed-route services and fixed-schedule services (in rural areas).
- Efforts to assist human service agencies in providing their own transportation (where appropriate) to the greatest extent possible.
- At the same time, use of public paratransit services by human service transportation programs should be appropriately compensated by those human service organizations. Demands placed on public paratransit by human service agencies should include the funding necessary to support them.

## **The Overarching Goal**

*Help provide for more trips for more people while providing cost effective high-quality and safe transportation for our community.*

## **Coordinated Plan Goals**

The plan goals are detailed in Chapter 1, however for reference purposes the goals are repeated here.

**Goal 1:**

Preserve and expand transportation services for public and human service agencies, especially those services that meet the critical needs of the transportation disadvantaged.

**Goal 2:**

Maintain and improve the quality and safety of transportation services for the public.

**Goal 3:**

Secure formal state and local agency agreements and identify and address funding, regulatory, programmatic, attitudinal and geographic barriers to implement coordinated transportation in the Capital Area.

**Goal 4:**

Increase the efficiency of transportation services for the public and human service clients.

**Goal 5:**

Increase public awareness of mobility options and improve access to transportation services for the public.

## KEY THEMES

Mobility and access to opportunity are fundamental needs in our society. This is particularly important for transit dependent consumers including the elderly, persons with disabilities, low income individuals, youth, residents in zero car households, veterans and Title VI populations. Well-designed and well-managed public and human service transportation can maximize ridership and benefit all. In particular, veterans, elderly adults and individuals with disabilities in need of transportation can benefit most from a full-scale reliable public transit system, rather than a very expensive one-on-one service.

## Priority Areas of Need

The priority areas of need are summarized here and formed the basis for many of the potential strategies to be considered by the RTCC. Detailed strategies follow. These priorities were identified through interviews with providers, human service agencies and stakeholders, meetings, surveys, analysis of data, observation and the study team's knowledge of the service area. These needs are detailed in the Gap Analysis in Chapter 4.

- a. **Service outside the transit system service area** – The greatest unmet needs are found in communities outside of both the Capital Metro and the CARTS service areas. A considerable number of changes have occurred since the 2011 plan, but there are still many unserved areas. Round Rock is preparing to implement service. As the largest city in the study area without true fixed-route public

transit, it is a major step forward. In addition the Cities of Buda, Pflugerville and Georgetown are planning for service. Needs include:

- i. Public transportation
  - ii. Expanded transportation for the elderly and persons with disabilities
- b. **Maintain transit in all communities** – Georgetown has moved from a “rural” status to being included in the Austin urbanized area. As a result, CARTS is no longer able to serve this city using FTA funding for rural communities. Georgetown is in the beginning stages of implementing new public transit service.
- c. **Unserved destinations and user groups within the Capital Metro service area** – There were many concerns about unserved destinations in the Capital Metro service area, the inappropriateness of Capital Metro for some seniors and the reduction of the ADA service area.
- i. Accessible pathways and stops were seen as issues.
  - ii. Transit should work closely with developers and human service agencies on location awareness and responsibility for locating their transit sensitive facilities near a transit stop.
  - iii. Some elderly persons have difficulty accessing fixed-route service and are not using ADA paratransit. Some needs are being met by making use of volunteers and human service agencies.
- d. **Seniors and persons with disabilities** – While service is mostly good for these population groups, there were some concerns about the growing senior population and human service transportation needs in the rural areas of the region.
- e. **Expand connectivity across jurisdictional boundaries** – Public transit systems should continue to improve connectivity both within the region and to destinations outside the region. Connections between CARTS and Hill Country Transit (The HOP) were identified, as well as potential connections with systems to the south and east.
- f. **Continue coordination efforts with human service agencies** – Medicaid transportation is the largest human service transportation program. It dwarfs all other human service transportation programs combined. Most human service transportation is small scale with low out-of-pocket costs, making coordination of services virtually impossible. A number of coordination and mentoring partnerships will be discussed in the strategies.
- g. **Medicaid Transportation Program (MTP)**: Medicaid is the largest funder of human service transportation. It is estimated that MTP spends up to 90 – 95 percent of human service agency funds available for coordinated transportation.

This service is partially coordinated and should be fully coordinated to eliminate duplication of services.

- h. Mobility management and coordination efforts** – Mobility management is one of the major successes of the previous plan. This work should continue and expand. Activities can include some or all of the following:
  - i. Creating a one-stop information center where people can get information on various services
  - ii. Providing centralized leadership and assisting RTCC with partnerships
  - iii. Assisting non-profit agencies with grant applications, as available
  - iv. Helping to secure sponsorships and partnerships
  - v. Coordinating land use issues and efforts
  - vi. Mentoring/education – with human service transportation providers
  - vii. Coordinating training
  - viii. Coordinating maintenance
  - ix. Coordinating/consolidating transportation resources
  - x. Coordinating volunteer networks
  - xi. Conducting planning efforts
- i. Development of sponsorships and partnerships** – Development of public-private partnership opportunities on a small scale can help support services for targeted locations or groups of people for specific needs. For example, numerous large retailers have (and continue to) support specific routes that provide access to their facilities in other cities and states. Examples include the former HEB shuttle operated by Capital Metro one day per week from East Austin (and a large residential tower for seniors) to a large HEB. This was paid for by HEB. In other parts of the country Walmart, United Supermarket and other chains sponsor service.
- j. Volunteer transportation** – While the area is well served by Drive a Senior services, there is a gap in volunteer transportation for non-elderly persons in need of transportation to medical appointments, cancer treatments, shopping and other basic needs.

## STRATEGIES, PROJECTS AND PARTNERSHIPS FOR MEETING THE GOALS OF THE RTCC

The strategies, projects and partnerships selected for inclusion in the plan reflect both existing and new strategies. These activities are broken out by type of strategy:

- 1. Coordination Strategies** – Planning, mobility management, coordination of services, traveler information and other coordination options.