

Coordinated Public Transit – Health and Human Services Transportation Plan



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Prepared for:
The Capital Area Regional Transportation
Coordination Committee
&
Capital Area Metropolitan Planning Organization



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Chapter 1

Introduction

The Capital Area Metropolitan Planning Organization (CAMPO) requested a service oriented update to the 2011 Capital Area Coordinated Transit Plan. CAMPO and the Capital Area Regional Transit Coordination Committee (RTCC) recognize that an update was needed that focuses on strategies that help eliminate gaps in services.

Planning efforts are directed toward effectively and efficiently increasing service through coordination, with an emphasis on transit dependent and Title VI populations and veterans. These categories include:

- Older adults
- Persons with disabilities
- Low income residents
- Zero car households
- Youths
- Veterans
- Non-English speaking residents

Potential services can include traditional fixed-route, fixed-schedule, flex-route and paratransit services, while also including coordination strategies such as mobility management, designed to improve service for customers.

This coordinated plan is the latest phase of the coordination process. Unlike previous years, this effort emphasizes strategies and operational options and focuses less on the process. The goal of this effort is to encourage the implementation of activities that foster improved public and human service transportation.

This plan has been developed over the course of the past eight months, with input from many interested stakeholders through an open planning process, including three rounds of public meetings.

Chapter 1 discusses the background to the study, the requirements and the purpose of the process. Subsequent chapters are as follows:

- Chapter 2 – Review of Existing Services: Reviews the wide variety of services in the region.
- Chapter 3 – Review of Needs in the Region: Reviews demographics and travel patterns. It also emphasizes transit dependent populations (elderly, persons with

disabilities, low income, zero-car households), veterans, and Title VI populations including those with a language barrier.

- Chapter 4 – Gap Analysis: Uses the analysis from Chapter 3 and comments received from stakeholders and the public in round one of the meetings to determine gaps in service, i.e., unmet needs. The emphasis in the gap analysis is target populations that would gain from coordinated activities – elderly, persons with disabilities, low income, zero-car households, youths, veterans, and non-English speaking persons. These gaps are addressed in detail in the draft plan.
- Chapter 5 – Strategies and Pilot Projects: Incorporates all input collected during the public outreach. Includes all selected strategies that will benefit veterans and transit dependent populations (as described above). Discusses state and federal planning requirements, followed by the key coordination premise and goals of the plan.

PURPOSE OF THE COORDINATED PLAN

On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act (Pub. L. No. 114-94) into law—FAST continued the coordinated transportation planning requirements for the Section 5310 Program administered by the Federal Transit Administration (FTA). The purpose of the Section 5310 Program is to enhance mobility for seniors and persons with disabilities. Section 5310 funding goes toward programs that serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

This Coordinated Plan is designed to meet the coordinated transportation planning requirements. The plan incorporates the four required elements:

1. An assessment of available services that identifies current transportation providers (public, private and nonprofit).
2. An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners, or on more sophisticated data collection efforts that identify gaps in service.
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, and opportunities to achieve efficiencies in service delivery.

4. Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified.

The purpose of this planning process was twofold. The first was to continue moving forward with implementation of existing coordinated efforts. The RTCC's approach to mobility and transportation choices calls for local planning and local decision-making based on sound planning activities. The second purpose was to meet the requirements of the FTA's rules regarding development of a coordinated transportation plan for any locale to receive funds from the FTA, a very important resource for funding.

State Coordination Requirements

The Texas Department of Transportation (TxDOT) administers the Section 5310, 5311, 5311(f) and Rideshare Programs for the State of Texas. TxDOT's Public Transportation Division manages these funding programs that are affected by the coordinated planning process.

KEY COORDINATION PREMISE

Excellent public transportation is the best way to address and coordinate the majority of transit dependent and human service client transportation needs.

Experience and research 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 transit dependent and human service clients can ride fixed-route/scheduled service or the Americans with Disabilities Act (ADA) paratransit service. The best way to support the needs of human service agency clients, veterans, transit dependent individuals and Title VI populations, as well as other priority groups of potential riders, is through excellent public transportation rather than expensive one-on-one specialized service (with exceptions).

When public transit systems are able to meet the majority of needs through the existing fixed-route/scheduled 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 – true coordination.

VISION, MISSION, GOALS, AND OBJECTIVES

Outlining the vision, mission, goals and objectives of the plan is an essential step in developing the updated Regional Transportation Coordination Plan. Goals were first established in 2006 as part of the Regional Transportation Coordination Plan prepared by the RTCC. In 2011 these goals and objectives were modified and the six goals were used to guide the plan update.

Based on this, the RTCC developed a final draft of the Goals and Objectives in 2011, which for the most part, the committee believes are still the goals needed to guide the service. It is anticipated that this language could be further modified in the plan based on input from the public.

The goals were revised for this update in acknowledgement that some goals and/or objectives:

- May have been completed,
- Are no longer relevant to the RTCC or
- Are in need of a revision/update.

The vision, mission, goals and objectives serve as a framework for identification of performance measures and strategies. In its May 10, 2016 meeting the RTCC decided to keep the vision statement and the mission as is. Members felt they worked hard to craft the vision, mission and goals, and while much progress is being made, the goals set in 2011 should for the most part still guide this effort. They are discussed in the following narrative.

RTCC Vision

To provide full mobility and access to healthcare, human services, employment, education, commerce, social and community services for all persons in the region.

RTCC Mission

To foster the development of a seamless public transportation system that achieves efficiencies, eliminates duplication, increases coordination and addresses service gaps.

RTCC Goals and Objectives

The RTCC does not directly implement transportation services, but instead provides coordination support to numerous agencies that do implement these services in the

region. The RTCC intends to partner with transportation providers, health and human service agencies and others to achieve the following Goals and Objectives:

Goal 1: Preserve and expand transportation services for public and human service agencies, especially those that meet the critical needs of the transportation disadvantaged.

Goal 1.1: Continue to improve coordination among agencies and providers.

Goal 1.2: Work with transportation service providers and others to increase the level of service for existing transportation consumers.

Goal 1.3: Work with transportation service providers and others to serve currently unmet transportation needs.

Goal 1.4: Work with transportation service providers, the Office of Mobility Management and others to develop action plans to explore the use of additional transportation resources made available through coordination to preserve and expand transportation services.

Goal 2: Maintain and improve the quality and safety of transportation services for the public.

Goal 2.1: Identify, adopt and implement measurement of common performance indicators for a coordinated public transit system.

Goal 2.2: Facilitate demonstration projects that improve the quality of transportation services.

Goal 2.3: Work with transportation service providers and others to identify, adopt and implement minimum training, vehicle, service, operator, privacy and other safety standards and policies for participants in the coordinated public transit system.

Goal 2.4: Work with transportation service providers to track and improve the performance of the coordinated public transit system on an on-going basis; and prepare an annual report on the state of the coordinated system.

Goal 2.5: Identify problem areas and improve bus stop and pathway accessibility and safety.

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 3.1: Adopt and maintain a Coordinated Public Transit-Health and Human Services Transportation Plan for the Capital Area.

Goal 3.2: Establish formal written agreements among participating agencies and programs outlining the decision-making process for implementing a coordinated system.

Goal 3.3: Secure the resources necessary to implement coordinated transportation services in the Capital Area region.

Goal 3.4: Work with transportation service providers to adopt interlocal, interagency agreements on mentoring, cost sharing, funding mechanisms and arrangements for vehicle sharing.

Goal 3.5: Identify legislative and regulatory changes that could remove barriers and support coordinated public transportation services.

Goal 4: Increase the efficiency of transportation services for public and human service clients.

Goal 4.1: Work with transportation service providers and others to develop processes to allow grouping of trips funded by multiple agencies or programs.

Goal 4.2: Work with transportation service providers and others to identify operational and business functions of services that can be combined or coordinated across agencies.

Goal 4.3: Advocate for public and private sector agencies to make land use planning and facility location decisions based on availability and location of public transportation.

Goal 4.4: Work with transportation service providers and others to develop intermodal facilities that allow for seamless transfers between transportation providers.

Goal 5: Increase public awareness of mobility options and improve access to transportation services for the public.

Goal 5.1: Develop and continue to implement a multi-agency marketing plan and develop materials that advertise the availability of coordinated public transit services.

Goal 5.2: Gather public feedback on transportation coordination activities on a regular basis.

Goal 5.3: Provide targeted training and information materials about available transportation services.

Goal 5.4: Create user-friendly, single-entry phone and website access for passenger information.

The committee requested that what was Goal 6 in the 2011 plan be eliminated from this effort. The committee felt that this goal was beyond the reach of the committee, noting that both major transit systems in the region are already committed to these activities.

Summary

While there has been significant movement forward in meeting the 2011 goals, the committee felt that they were still valid as there is still much to be accomplished. During the public outreach process, new needs presented themselves on the outskirts of the Austin area. It is evident that these goals remain important to completing the Vision and Mission.

Chapter 2

Review of Existing Services

INTRODUCTION

This chapter of the Coordinated Public Transit-Human Services Transportation Plan describes the transportation services and other resources currently available in the region. This review of existing services will be used in combination with the review of travel patterns, public and stakeholder input and the demographic analysis to identify the unmet needs and gaps in service. The inventory of resources is organized as follows:

- **Public Transportation Providers** – Operators of fixed-route, flex-route and demand-response transportation services that are open to the general public (including taxis and other private for-profit providers).
- **Client-Focused Services** – Services provided to clients of human service agencies and programs, typically limited to particular demographic groups and trip purposes.
- **Mobility Management, Ridesharing and Information and Referral** – Connecting those who need transportation with the appropriate services.

PUBLIC TRANSPORTATION PROVIDERS

The following public transportation systems currently provide services in the Capital Area:

- Capital Metropolitan Transportation Authority (Capital Metro)
- Capital Area Rural Transportation System (CARTS)
- Hill Country Transit District
- City of Round Rock Demand Response
- Private and Intercity:
 - Intercity bus
 - Amtrak
 - Taxi
 - Transportation Network Companies (TNCs)
 - Other private providers

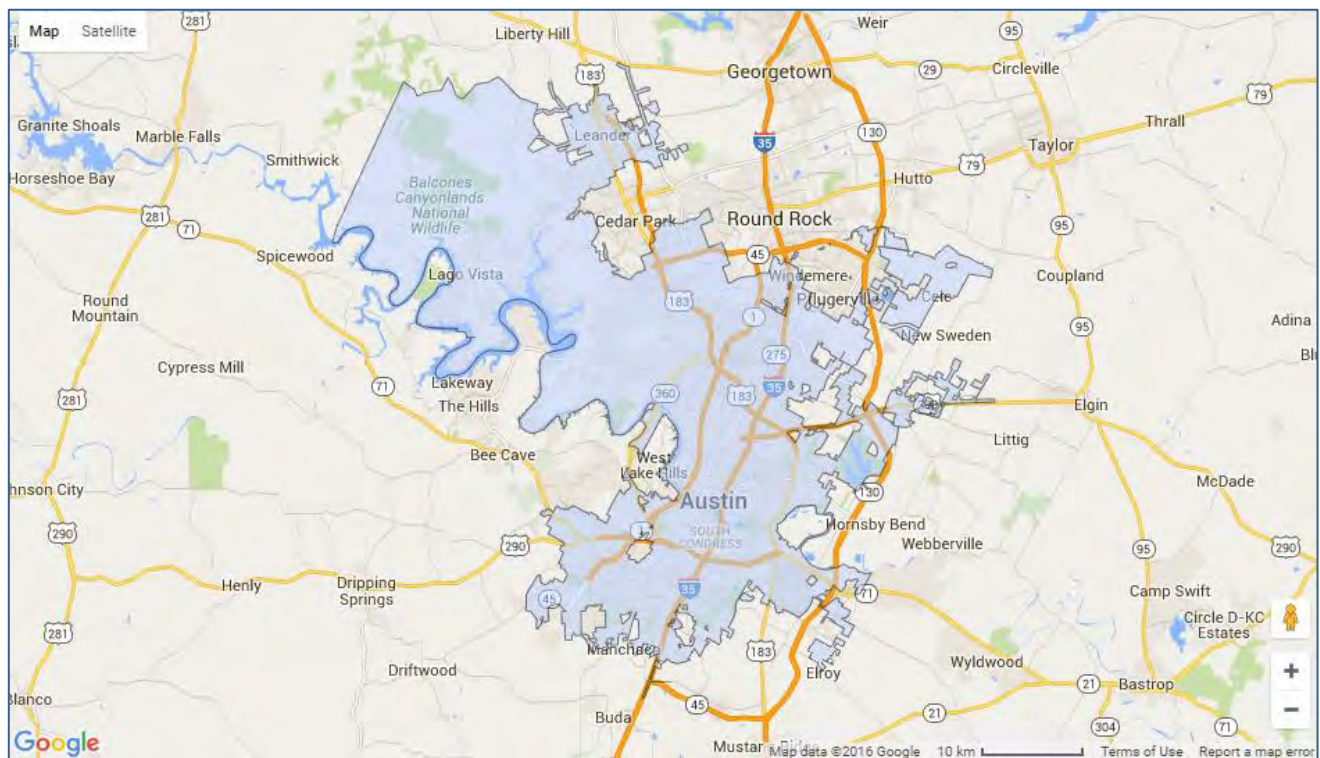
Capital Metropolitan Transportation Authority

Capital Metro is the public transit system for Austin and several nearby communities in Central Texas. Capital Metro was created in 1985 with the establishment of a voter-approved 1 percent sales tax. The agency is governed by a Board of Directors that consists of three

members appointed by CAMPO (including an elected official), two members appointed by the Austin City Council (one of whom is an elected official), one member representing the smaller cities in Capital Metro's service area, and one member each appointed by the Travis County commissioners and the Williamson County commissioners.

Nine areas initially voted to participate in the Authority including the Cities of Austin, West Lake Hills, Rollingwood, San Leanna, Cedar Park, Leander, Lago Vista and Pflugerville, and the Anderson Mill area of Williamson County. Since that time Precinct Two of Travis County and the suburban Cities of Jonestown and Manor have voted to join the service area, while residents of West Lake Hills, Rollingwood, Cedar Park and Pflugerville voted to withdraw from the Capital Metro service area. In addition to the City of Austin, the Capital Metro service area (Figure 2-1) currently includes Jonestown, Lago Vista, Leander, Manor, Point Venture, San Leanna, Volente and portions of Travis County and Williamson County, including the Anderson Mill area.

Figure 2-1: Capital Metro's Service Area



Source: Google Maps via Capital Metro website, <http://www.capmetro.org/service-area.aspx>, as accessed 7/11/16.

In 2014 Capital Metro provided 34.1 million passenger trips and over 20 million miles and 1.5 million hours of service. The agency's total non-capital budget for this period was \$202.4 million.¹

A map of Capital Metro's fixed-route bus and rail services is shown in Figure 2-2.

Capital Metro operates the following types of services:

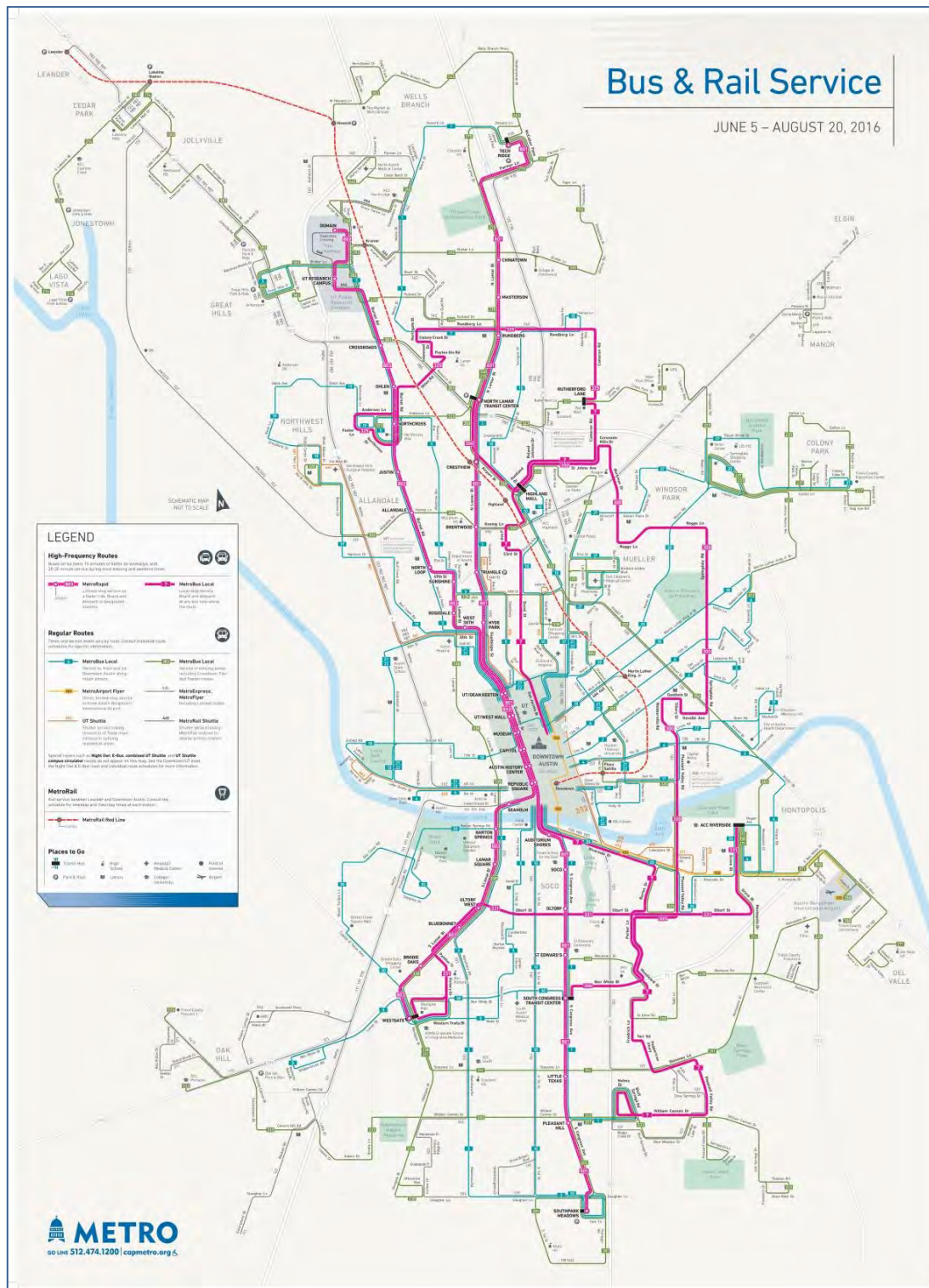
- **MetroBus and Metro Express** – Fixed-route bus services include:
 - Local and feeder service routes: Multiple stop service to and from downtown Austin, transit centers and park and ride lots
 - Flyer, limited and express routes: Limited stop service to and from neighborhoods, the University of Texas (UT), downtown and park and ride lots
 - Special services: Services for special events, late nights and connections to rail service
 - UT Shuttle Routes: Limited stop service from student living centers and the UT campus

General public fares for Capital Metro fixed routes range from \$1.25 to \$3.50. Half-fares are charged for seniors (ages 65+), Medicare card-holders, riders with disabilities, students up to age 18 and active military/reserve duty personnel carrying valid ID. In addition to accepting cash fares, Capital Metro offers 1-, 7- and 31-day passes for unlimited rides, as well as stored value cards. Capital Metro does not issue transfers between routes.

- **MetroRapid** – In 2014 Capital Metro began operating bus rapid transit (BRT) service, which provides limited-stop express service along two routes. Route 801 North Lamar/South Congress serves 43 stations, and Route 803 Burnet/South Lamar serves 34 stations, with transit signal priority technology. MetroRapid runs every 12-15 minutes during weekday peak periods, between 15-20 minutes at other times on weekdays and between 20-30 minutes on weekends. Fares for MetroRapid are \$1.75 regular/\$0.85 reduced.
- **MetroRail** – MetroRail is the Capital Metro commuter rail service. The 32-mile Red Line operates weekday mornings and afternoons from Leander to Downtown Austin. Fares for MetroRail are \$3.50 regular/\$1.75 reduced.
- **MetroAccess** – MetroAccess is Capital Metro's paratransit service, formerly known as STS, for people who are unable to ride fixed-route service because of a disability. To become eligible for the service, a would-be user must apply and demonstrate a

¹ National Transit Database.

Figure 2-2: Capital Metro Fixed-Route Bus and Rail System



Source: Capital Metro website,
http://www.capmetro.org/uploadedfiles/Capmetroorg/Schedules_and_Maps/System_Map.pdf, as accessed 7/11/16.

functional disability that prevents them from using fixed-route transit. MetroAccess is provided using Capital Metro paratransit vehicles, operating demand response and subscription services, as well as a taxi voucher program.

The taxi voucher service is available to passengers who are ambulatory or who can independently transfer from a storable wheelchair into a sedan. Subscription services are for reservations occurring at least once a week from the same origin to the same destination at the same time. During FY 2014 the MetroAccess service carried 653,000 passengers. Capital Metro's paratransit fleet includes 132 vehicles. The fare for MetroAccess service is \$1.75 per trip, with 10-ride booklets and monthly passes available.

- **MetroRideShare** – Capital Metro's vanpool program provides eligible groups of 5-12 riders with a month-to-month vanpool lease agreement including insurance, maintenance, 24-hour roadside assistance and an optional fuel purchasing program. MetroRideShare sponsors approximately 180 vanpools.
- **Mobility Management** – Capital Metro partners with CARTS to operate the Austin Office of Mobility Management.

Capital Metro's FY 2014 operating data by service type is summarized in Table 2-1.

Table 2-1: FY 2014 Operating Statistics for Capital Metro

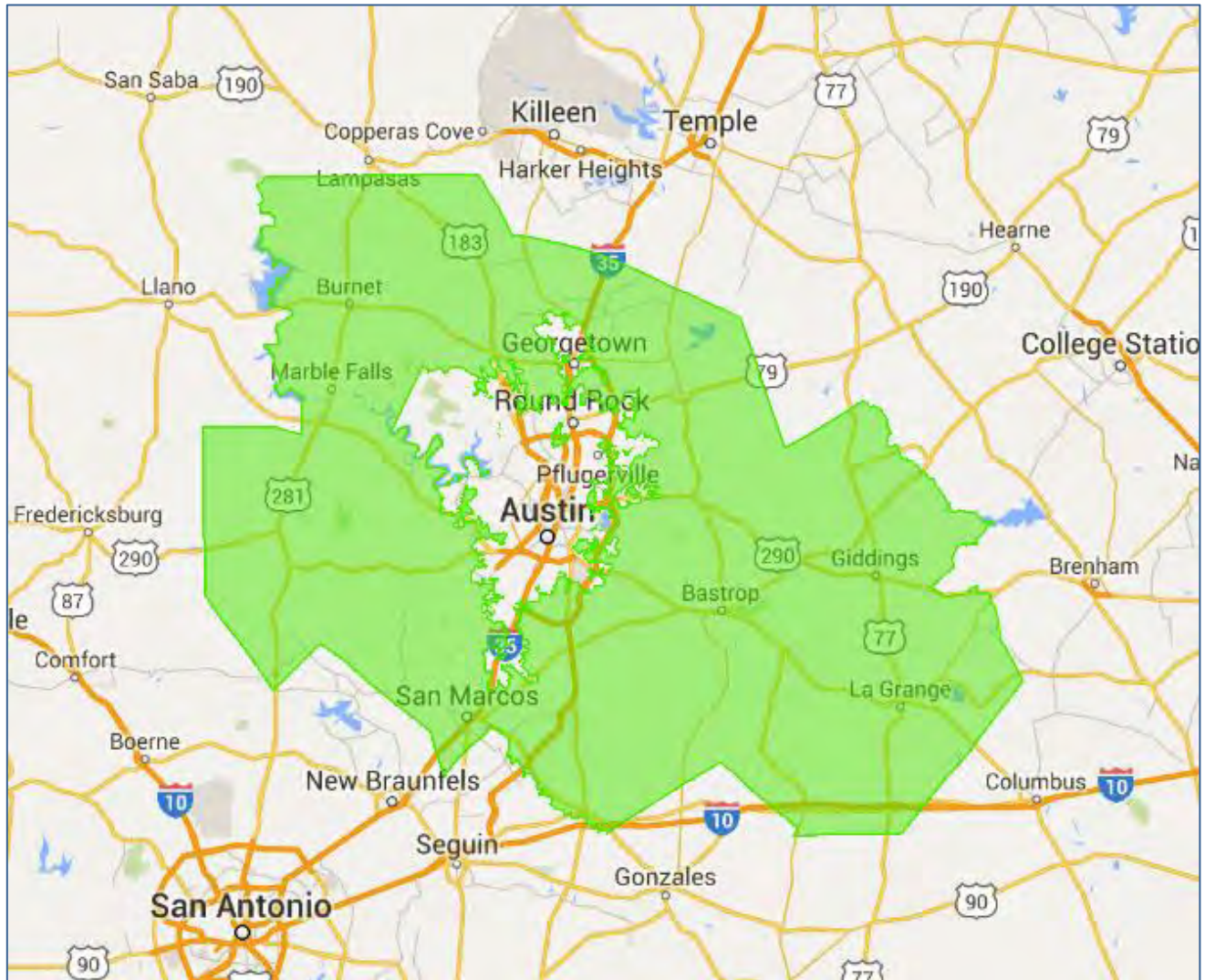
	Ridership	Vehicle Hours	Vehicle Miles
Bus			
MetroBus	24,833,304	936,182	11,758,324
ExpressBus	577,275	51,814	1,081,988
Suburban	114,840	21,123	380,910
Suburban - Express	22,808	2,518	60,082
UT Service	4,229,984	112,939	1,509,598
Special Events/Charters	250,199	9,035	86,316
Subtotal	30,028,410	1,133,611	14,877,218
Bus Rapid Transit - MetroRapid	1,263,066	66,408	933,197
Rail			
MetroRail - Weekday	678,162	11,508	274,024
MetroRail - Weekend	108,909	2,665	54,108
Subtotal	787,071	14,173	328,132
Paratransit - MetroAccess	624,398	393,846	5,587,725
Vanpool - RideShare	232,838	40,919	1,197,764
Total	32,935,783	1,648,957	22,924,036

Source: Capital Metro's Approved FY 2016 Operating & Capital Budget, pages 44-47.

Capital Area Rural Transportation System

CARTS includes a Rural and Urban Transit District formed through an inter-local agreement between nine county governments in the RTCC region. The CARTS District includes the non-urbanized areas of Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson Counties and the San Marcos urbanized area (Figure 2-3). CARTS' Board of Directors is made up of County Commissioners from each of the nine counties and an appointed representative of the San Marcos City Council.

Figure 2-3: CARTS Service Area



Source: Google Maps via CARTS website, <http://www.ridecarts.com/schedule>, as accessed 7/11/16.

Table 2-2: Summary of CARTS Public Transit Services by County

County	Country Bus	Interurban Coach	Other Services
Bastrop	X	X	<ul style="list-style-type: none"> Bastrop Municipal Bus Service Manor/Elgin Express Metro Connector Smithville-Bastrop to Austin Commuter Route
Blanco	X		
Burnet	X	X	
Caldwell	X	X	
Fayette	X	X	
Hays	Rural areas only	X	<ul style="list-style-type: none"> San Marcos Transit
Lee	X	X	
Travis	Rural areas only	X	<ul style="list-style-type: none"> Smithville-Bastrop to Austin Commuter Route Grasshopper Service
Williamson	Rural areas only	x	

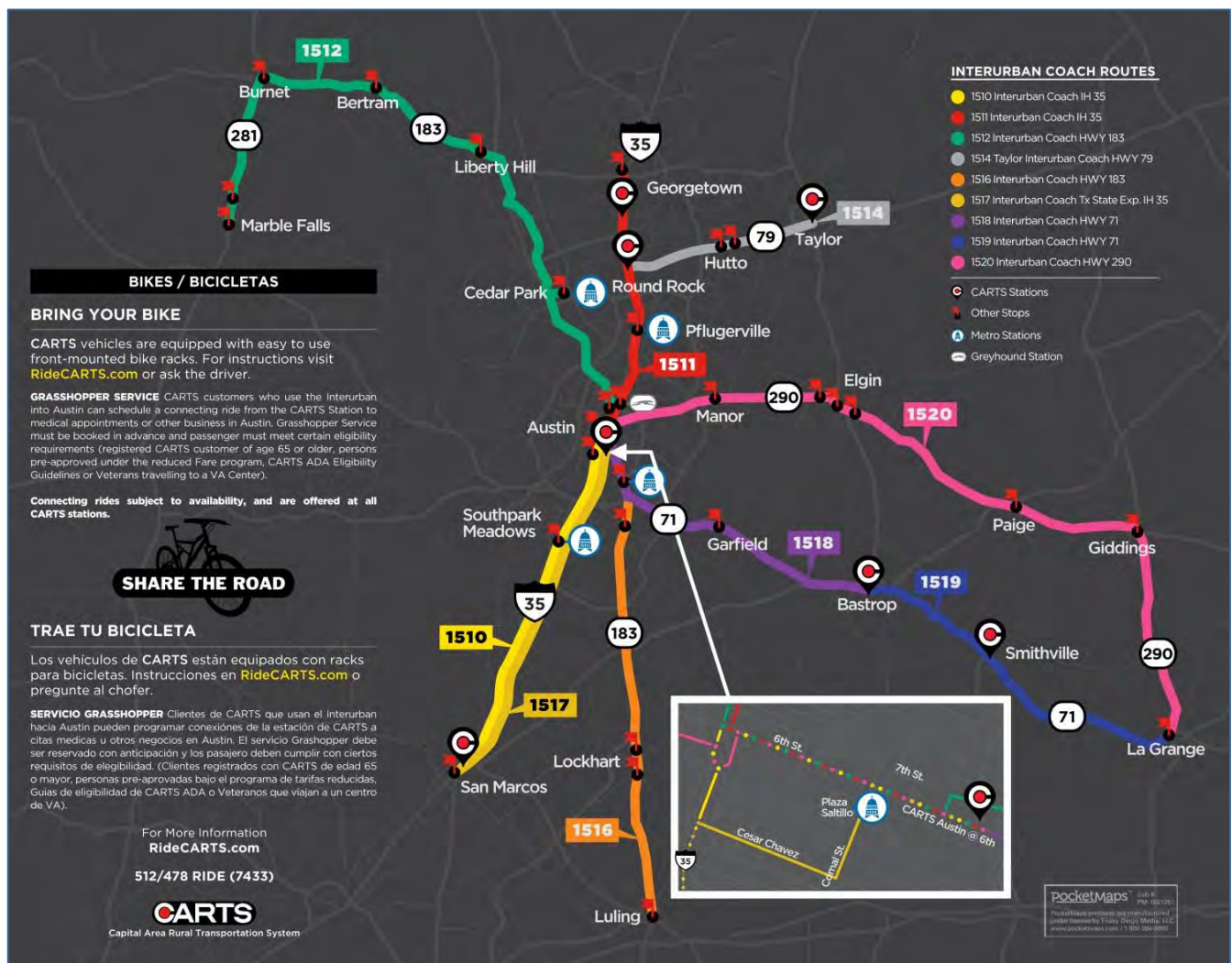
CARTS' public transportation services, summarized by county in Table 2-2 (above) include the following:

- Interurban Coach** – Regional intercity routes provide connections between Austin, Bastrop, Bertram Burnet, Georgetown, Liberty Hill, Lockhart, Luling, Marble Falls, Round Rock, San Marcos, Taylor, Texas State University, LaGrange, Giddings, Paige, Smithville and Elgin. This service also makes connections to Greyhound and Capital Metro. CARTS' Interurban Coach Routes are shown in Figure 2-4. Fares for Interurban Coach routes are based on two zones: trips originating and ending within the same county are \$4.00, and trips with destinations outside the county of origin are \$4.00. CARTS also offers a regional all day pass for \$6.00 as well as a monthly pass.
- Grasshopper Service** – Registered CARTS customers, who use the Interurban Coach Routes into Austin, can schedule a connecting ride from any CARTS Station to medical appointments or other business in Austin. This service must be booked in advance, and passengers must meet certain eligibility requirements (including seniors, people with disabilities and veterans traveling to a VA Center).
- Country Bus** – Curb-to-curb demand-response transportation is available throughout the rural areas of the CARTS service area during weekdays. Availability of service in a particular area and inter-county services vary by the day of the week; numerous flex routes are operated. Twenty-four hour advanced notice is recommended. Fares for these routes are based on three zones: trips wholly within a town or city are \$2.00, trips originating and ending within the same county are \$4.00, and trips with destinations

outside the county of origin are \$6.00. Discounts for senior citizens and persons with disabilities are available for all CARTS services.

- **Bastrop Municipal Service** operates three fixed routes (Figure 2-5) Monday through Friday, 7:30 a.m. to 5:30 p.m. The fixed route service is complemented by ADA paratransit service for individuals with disabilities and seniors who are unable to ride the fixed route bus. The regular fare for this service is \$1.00. Seniors (65+), people with disabilities, and students through high school are eligible for half-fares.

Figure 2-4: CARTS Interurban Coach Routes



Source: CARTS Interurban Coach Service Pocket Brochure.

Northeast Austin, Jonestown/Lago Vista and the collaborative Manor/Elgin Express Metro Connector Route.

- **Ticketing for Intercity Bus Services** – In addition to operating local and regional transit services, CARTS serves as the ticket agent for intercity services interlined through the national Greyhound system at CARTS stations. CARTS Interurban Coach services provide feeder service to intercity carriers to Dallas, San Antonio and Houston.
- **Mobility Management** – CARTS partners with Capital Metro to operate the Austin Office of Mobility Management.

CARTS also provides human services transportation, including:

- Medicaid transportation throughout the CARTS District and in the City of Georgetown, under an agreement with the Texas Department of Health and Human Services contracted regional broker, Logisticare Solutions, LLC.
- Through an ILA with Travis County, CARTS provides for access to county sponsored services such as congregate meal centers in the rural portion of Travis County.

CARTS/ FY 2014 ridership, vehicle miles and vehicle hours are presented in Table 2-3. In total across all rural public transit services, CARTS provided 73,260 passenger trips and operated 145,231 vehicle hours and more than 2.8 million vehicle miles. The San Marcos Transit system provided 144,936 passenger trips, during 21,936 hours and on 291,264 vehicle miles in FY 2014.

Table 2-3: FY 2014 Operating Statistics for CARTS

	Ridership	Vehicle Hours	Vehicle Miles
Rural Public Transit Services (5311)	573,260	145,231	2,813,759
San Marcos Transit (5307)	144,936	21,936	291,264
Job Access & Reverse Commute (JARC)	1,807	-	-
Total	720,003	167,167	3,105,023

Source: 2015 Texas Transit Statistics, 2nd Edition, TxDOT PTD

Hill Country Transit District

Hill Country Transit District (HCTD), based in San Saba, operates a nine-county rural transit system that serves Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills and San Saba Counties. HCTD also operates the urban transit systems in the cities of Temple and Killeen.

In Llano County HCTD provides demand-response, curb-to-curb public transportation service Monday through Friday from 7:00 a.m. to 4:00 p.m. Trips may be scheduled up to 14 days in advance and through 5:00 p.m. the day before service is requested. Fares are based on one-way trip distance, starting with \$1.00 for the first 10 miles to \$3.00 for 11-25 miles, and an additional \$3.00 for each additional 25 miles traveled. Seniors ages 60 or older ride fare-free. HCTD is governed by a 13-member Board of Directors, with representation from each of the nine counties and two urban districts (Killeen and Temple). HCTD also provides Medicaid transportation service in Llano County.

City of Round Rock

The City of Round Rock provides demand-response public transportation service, open to all residents within the city limits and the extraterritorial jurisdiction (ETJ, which is the area just outside the city limits). Plans call for a fixed-route service with complementary ADA paratransit in 2017, which will eliminate much of the unmet needs in Round Rock.

The current service operates within the city limits and the ETJ on a curb-to-curb, advanced reservation basis. Trips may be scheduled up to 14 days in advance and through 4:00 p.m. the day before service is requested. The City of Round Rock contracts with Star Shuttle to operate this service Monday through Friday from 7:00 a.m. to 6:00 p.m. One-way fares for riders who live within the city limits are \$5.00 for the general public and \$2.00 for riders under age 12, ages 60 or older, with a disability or with low incomes. One-way fares for riders who live in the ETJ are \$7.00/\$3.00. Pass cards for 10, 15 and 20 trips are available. Children under age 6 ride free with a paying rider. Disability and income are verified through an application process. Personal care attendants (PCA) ride free if verified as medically necessary, and riders meeting this criteria are required to travel with their PCA.

The City of Round Rock contracts with Star Shuttle provides senior transportation to senior nutrition sites. Funded by the Area Agency on Aging, eligible riders receive free transportation to the Baca Center or AGE for the discounted lunch program.

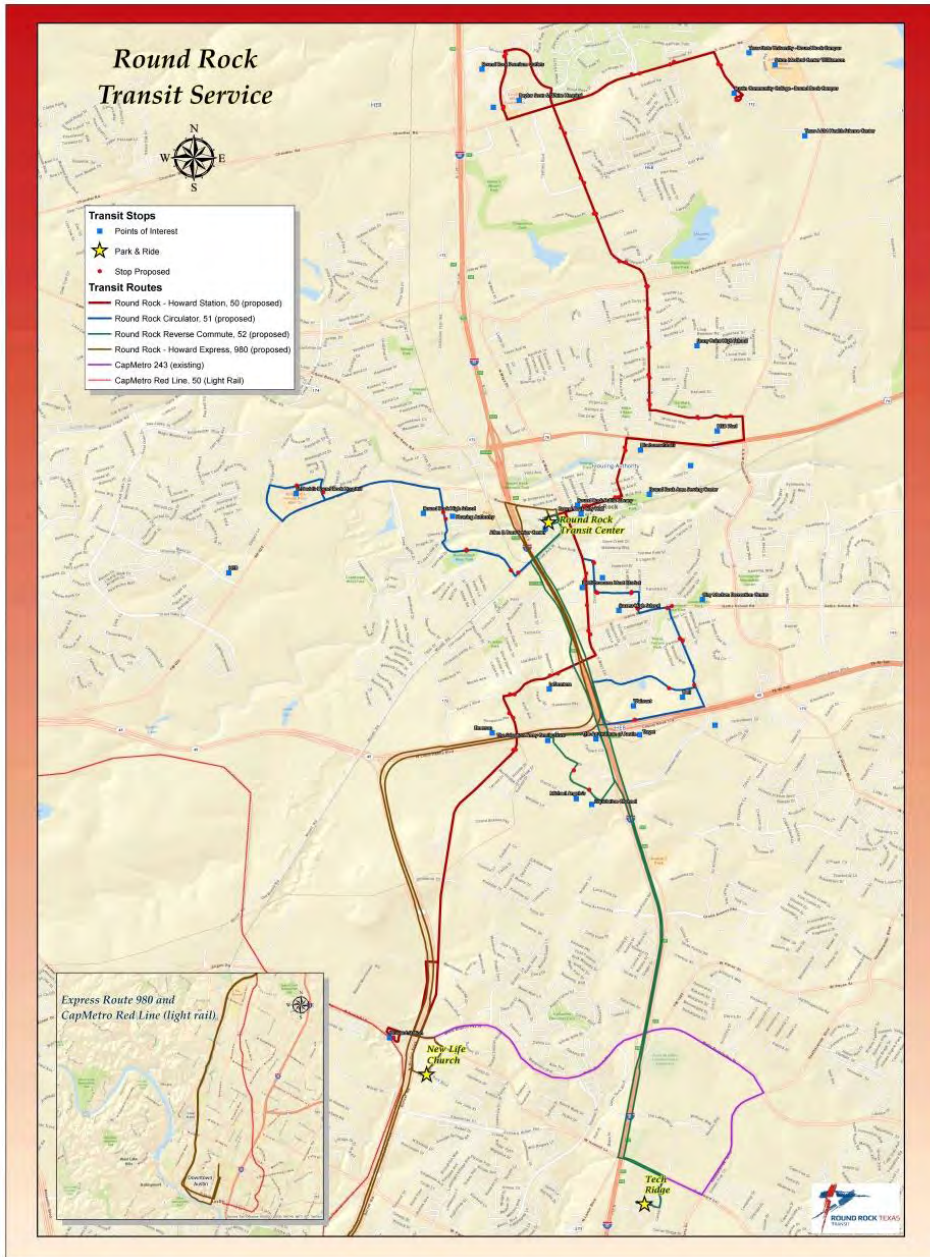
In FY 2014 the City of Round Rock demand-response services carried a total of 14,803 passengers and operated 9,898 revenue hours.

The draft *Round Rock Transit Plan – Final Report* (November 2015) indicated that the city provides a Reverse Commute route between the Austin Tech Ridge Park and Ride and Sears Teleserv. The draft final report indicated that the Reverse Commute route operates three round trips per weekday, with fares the same as the demand response fares for riders from the ETJ. According to the draft report, this service only averaged 3.5 passenger boardings per day and one passenger boarding per revenue hour.

The Transit Plan outlines the vision and implementation steps for a new robust fixed route service within the city and connecting to Capital Metro (with an emphasis on regional

connectivity). Figure 2-7 details the proposed transit system. The City of Round Rock receives FTA Section 5307 funding and will be contracting with Capital Metro to operate local fixed routes, ADA paratransit and commuter service that connects to Capital Metro.

Figure 2-7: Proposed Round Rock Transit Routes



Private and Intercity Public Transportation Services

Intercity Bus

The following intercity bus services currently operate in the Capital Area:

- **Greyhound** stops in San Marcos and Austin, en route from San Antonio to Dallas. The route stops in Austin 11 times per day both northbound and southbound. San Marcos is served twice a day in each direction, and the standard one-way fare for this trip currently varies from \$9.00 to \$13.00.
- **Arrow Trailways (Southwestern Coaches)** connects Austin and Round Rock en route to Killeen. Two round trips per weekday are made, and the fare is \$4.00 between Austin and Round Rock.
- **Megabus** connects Austin to Dallas (6 round trips), Houston (4 round trips) and San Antonio (3 round trips). One-way fares to San Antonio start at \$5.00.

Amtrak

Amtrak Texas Eagle serves the Capital Area in between San Antonio and Temple. Currently one round trip per day is made, with southbound service stopping in Taylor, Austin and San Marcos at 5:36 p.m., 6:30 p.m. and 7:12 p.m., respectively; northbound service stops in San Marcos, Austin and Taylor at 8:32 a.m., 9:31 a.m. and 10:22 a.m., respectively. The fare between San Marcos and Austin is currently \$9.50, and the fare between Austin and Taylor is \$8.50.

Taxi

The following taxi companies serve the Capital Area:

- 10/10 Taxi, based in Round Rock
- A Cheap Ride Taxi, based in Round Rock
- Ace Taxi, based in Round Rock and Georgetown, has wheelchair accessibility
- Aloha Taxi, serves San Marcos, Kyle and Buda, has wheelchair accessibility
- Austin Cab, based in Austin, has wheelchair accessibility
- Austin Express Cab, based in Austin
- Bastrop County Taxi and Charter Service, serves Bastrop County and Austin
- Bluebonnet Taxi & Shuttle, based in Fredericksburg
- Buda Taxi, LLC
- Cedar Park Taxi Services, based in Cedar Park, serves Cedar Park, Leander, Georgetown, Round Rock and Hutto

- City Cab, based in Austin
- Discount Cab
- Eagle Cab, based in Leander
- Georgetown Taxi & Limo, based in Georgetown
- Hays Taxi, based in New Braunfels, serves San Marcos and Hays County
- Hison Cab Company, based in Georgetown
- Homegrown Taxi, based in San Marcos
- Lakeline Cab, based in Austin
- Lone Star Cab, based in Austin, has wheelchair accessibility
- Mr. Taxi, based in Round Rock
- North Austin Taxi Service LLC, based in Round Rock
- Pflugerville Taxi, primarily serves Pflugerville, Hutto and Taylor areas
- Roy's Taxi of Round Rock
- Shire Taxi, based in Austin
- Stagecoach Shuttle Service, based in Fredericksburg, taxi and airport shuttle services
- Taylor Taxi, based in Taylor
- Yellow Cab Austin, serves Austin-Round Rock and surrounding areas, has wheelchair accessibility

Transportation Network Companies (TNCs)

Several technology-based ridesharing services have transportation network company operating authority in Austin and/or operate in the suburbs around Austin. These services require a rider to have a smart phone and facilitate ridesharing through the use of an app. TNCs currently operating in the CAMPO region include:

- Fasten Inc., a Boston-based company that serves the greater Austin area, Bastrop, Lockhart, Dripping Springs and San Marcos.
- Get Me, LLC, based in Dallas, operates in Austin, Corpus Christi, Dallas, Galveston, Houston, San Antonio and Las Vegas, providing delivery service and transportation.
- InstaRyde, a Canadian-based company that describes its services as a “peer to peer on-demand ride sharing app,” currently live in Austin and two cities in Ontario.
- Lyft, Inc., based in San Francisco and one of the nation’s largest TNCs, currently operates outside of the Austin city limits. Lyft continues to serve Georgetown, Round Rock, Pflugerville, Hutto, Lockhart, San Marcos, Kyle and Lakeway.
- Ride Austin, a locally-developed non-profit TNC that serves the greater Austin area including Austin, Austin-Bergstrom International Airport, Barton Creek, Bee Cave, Buda, Cedar Park, Elgin, Georgetown, Hutto, Jollyville, Kyle, Lakeway, Lost Creek, Leander, Manchaca, Manor, McNeil, Pflugerville, Round Rock, Taylor, Webberville, Wells Branch and West Lake Hills.

- Ride Fare, LLC, doing business as FARE, a Phoenix, AZ based technology platform, serves Austin. Its website indicates that “the service area for markets we operate in is currently 150 miles,” though it is not clear whether this is the radius or diameter of the service area.
- ScoopMe, LLC, a locally based startup that went live in Austin in late July, with a service area that spans Jarrell to San Marcos including Florence, Lakeway and Dripping Springs.
- Tride Technology, LLC, based in Tulsa, OK, is currently operational in Austin and Corpus Christi, and is gearing up to serve Wichita Falls and Waco as well as Tulsa.
- Uber Technologies, Inc., based in San Francisco and one of the nation’s largest TNCs, currently only provides transportation services outside of the Austin city limits.
- Wingz, Inc., a San Francisco based TNC that specializes in transportation to airports, including Austin-Bergstrom International Airport, and also provides flat-rate rides around town in Austin.
- zTrip, an app owned and operated by Transdev, matches riders with private “black car” sedans and taxis in 10 metropolitan areas in the U.S. as well as numerous airports. The Austin area service includes Cedar Park, Leander, Round Rock, Hutto, Pflugerville and Georgetown.

Other Private Providers of Transportation Services Available to the Public

- Acadian Ambulance Non-Emergency Medical Transportation, serves Bastrop, Hays, Travis and Williamson Counties
- Airport Flash/Flash Transportation Services, serves Georgetown
- Celebrations Limos, based in Marble Falls, provides limousine service
- Dedicated Medical Transportation, based in Austin, provides accessible medical transportation throughout Central Texas
- Endeavor Limousines, based in Austin
- Heart of Texas Limousine, based in Horseshoe Bay, provides charter/limousine service
- Kerrville Bus Company (a Stagecoach Company) operates charter service and casino trips in the Capital region
- North Capital Taxi, based in Austin, provides limousine service
- Quick Sedan Service, based in Round Rock
- San Marcos Limousine
- SuperShuttle, based in Austin, provides airport shuttle service

CLIENT-FOCUSED SERVICES

This section inventories those transportation services that are limited to clients of human services, residents of particular communities or specific demographic groups (based on age, for example). These services have been grouped into the following categories:

- Non-Emergency Medical Transportation
- Transportation Services Targeted to Veterans
- Workforce Transportation and Other Transportation Targeted to People with Low Incomes
- Services Targeted to Seniors and People with Disabilities
- Transportation Services Targeted to Other Vulnerable Populations
- Educational Transportation Services

Table 2-4 provides an overview of each of the client-focused transportation services described in this section.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Non-Emergency Medical Transportation										
American Cancer Society Road to Recovery	People living with cancer	Cancer-related appointments	Travis and surrounding counties	Mon-Fri 8am-4:30pm	Door-to-door; 3 business days advance registration required	None	Donations	Volunteers use own vehicles	No	<u>2010(3)</u> 1,077
Gift of Life Air Transportation Corporation	Anyone	Air trips to hospital for serious illness	Nationwide- patient must live more than 100 miles from destination	24 hours, 7 days	Airport-to-airport	Depends on circumstances	Donations	Air travel	Yes	N.A.
Health and Human Services Commission-Medicaid Recipient Transportation	Medicaid recipients (only those enrolled in the Children with Special Health Care Needs program)	Medical appointments	Entire state (operated by CARTS in Capital Area)	Call Center Mon-Fri 8am-5pm, Rides Mon-Sat 5:30am-7pm	Curb-to-curb, but mobility attendants can be approved; two work days advance notice required; tickets provided for public transit services	None	Federal and State	Local service contracted to CARTS	Yes	<u>2010(3)</u> 124,844

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Transportation Services Targeted to Veterans										
Burnet County VETRIDES	Veterans, their spouses and caregivers residing in Burnet, Llano and Lampasas Counties	Medical appointments, veterans services offices, pharmacies, grocery and retail shopping	Trips originating in Burnet, Llano and Lampasas Counties; serves VA facilities in San Antonio, Austin, Temple and Kerrville	Wed and Th 9am - 3pm	Door-to-door operated by volunteers	None	Texas Veteran's Commission Fund for Veterans' Assistance, donations	3	Yes	4,000
Hays County Veteran Services	Veterans	Medical appointments in San Antonio	Hays County to San Antonio (Audie Murphy VA Medical Hospital)	Tu, Wed, Th 8am - 5pm	Demand-response	None	Section 5310	2	Yes	<u>2012(2)</u> 542 <u>2014(1)</u> 587 <u>2015(1)</u> 556
LaGrange VA Outreach Clinic	Veterans	Medical appointments	From the LaGrange area to the Austin Outpatient Clinic and the Temple PACT Clinic	Tu, Wed, Th	Scheduled door to door	None	VA	N.A.	N.A.	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
United for the People	Veterans	Medical appointments	Austin, Cedar Park, Georgetown, Hutto, Leander, Pflugerville and Round Rock to nearest VA clinic (Cedar Park and Austin)	Mon-Fri 8am - 5pm	Demand-response operated by volunteers; scheduled at least 48 hrs. in advance; maximum 2 round trips per month	Members: \$10/each 20 miles; non-members \$25/each 20 miles	N.A.	Volunteers use own vehicles	No (but can stow collapsed)	N.A.
Workforce Transportation and Other Transportation Targeted to People with Low Incomes										
AVANCE Austin, Inc.	Low-income Latino families with children up to age 3 in Travis County's most disadvantaged communities	Educational and supportive services	Travis County	As needed	As needed	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Community Action, Inc. of Central Texas	HIV positive individuals without transportation/ unable to drive; low income children	Medical and dental appointments for rural services aids program participants; Head Start	AIDS program: all counties in the region except Travis; Head Start transportation in Hays, Caldwell and Blanco Counties	Mon-Fri 7am-6pm	One day advance notice required	N.A.	State and federal funds	N.A.	N.A.	N.A.
Foundation for the Homeless - Interfaith Hospitality Network	Homeless families in transitional shelter	Employment, job interviews, child care facilities and schools	Austin	As needed	FFH staff provide	N.A.	Private sources	N.A.	N.A.	N.A.
Front Steps, Inc.	Homeless people	Local needs	N.A.	N.A.	N.A.	N.A.	N.A.	(former Capital Metro Rideshare van)	No	N.A.
Hutto Community Resource Center	Residents of Hutto and East Williamson County	Access services at the Round Rock Area Serving Center (food pantry, financial assistance)	Hutto and East Williamson County	As needed	Demand response	N.A.	N.A.	N.A.	N.A.	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Phoenix Arising, Inc.	Agency serves economically disadvantaged youth to learn about science, technology, engineering and math	As needed	N.A.	As needed	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.	N.A.
River City Hope Street (Christian Women's Job Corps of Austin)	Refugee families - agency teaches job readiness and life skills, GED/ESL, operates food pantry, sells donated and handmade items, offers religious services	As needed	Austin Area	As needed	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Rural Opportunities Providing Encouragement (ROPE)	Ages 55 or older or poverty status	For non-critical medical and dental appointments	Burnet and Llano counties	Tu and Th 8:30am-2:30pm	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Urban Roots (Austin Youth & Community Farm, Inc.)	Employs Austin youth, ages 14-17, to work on CSA farm; donates produce and sells at farmers markets as well as through CSA program.	As Needed	Austin Area	As Needed	Demand response	N.A.	N.A.	Former Capital Metro Rideshare van	No	N.A.
Transportation Services Targeted to Seniors and People with Disabilities										
AGE of Central Texas (Austin Groups for the Elderly)	Older adults with disabilities or memory loss (Adult Day Health Center participants)	Adult day care	Travis and Williamson	Mon-Fri 7:30am- 6pm	Door-to-door	None	VA, Medicaid, private payments, 5310 funds, donations	5	4	<u>2014(1)</u> 7,061 <u>2015(1)</u> 5,745

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
ARCIL, Inc. - Austin Resource Center for Independent Living	People with disabilities with independent living or employment goals	Employment, medical, education, and shopping	<u>Travel Voucher Program</u> Bastrop, Bell, Blanco, Burnet, Caldwell, Comal, Hays, Lee, Milan, Travis, and Williamson Counties <u>Volunteer Travel Subsidies</u> Austin Urbanized Area	As needed	Provides travel vouchers, volunteer travel subsidies, travel training and transit fare assistance	None	Various	N.A.	N.A.	N.A.
Assistance League of Austin	Seniors from nursing homes, assisted living centers and senior recreation centers	"Bus with Us" program provides recreational outings	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Austin Clubhouse, Inc.	Adults with mental illness	Employment	Austin Area	As needed	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Austin Lighthouse (Travis Association for the Blind)	People who are blind or vision impaired	As needed in support of programs	Austin Area	As needed	Demand response	No	Private	Former Capital Metro Rideshare van	No	N.A.
Austin Parks and Recreation Department - Senior Transportation Program	Seniors (ages 60 and older)	Regular destinations include congregate meal sites, medical appointments, grocery stores/pharmacies, special events and cultural activities	Austin, with group outings to destinations as far as San Antonio	Mon-Fri 8am-5pm	Subscription routes to senior centers; Curb-to-curb demand-response requested at least 24 hours in advance; group outings: require 7 or more riders in Austin area or 10 or more out-of-town	\$1.00 suggested donation for nutrition rides; \$3.00 each way for errands/ medical appts; distance-based for group trips	N.A.	9	1	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Austin-Travis County Integral Care	Program clients (DADS, courts, developmental disabilities, residents of agency's homes) plus contracts with Mary Lee Foundation, state agencies	Agency programs, medical appointments, employment, education, shopping	Greater Texas Hill Country	Primarily Mon-Fri 8am-5pm, but do serve emergency needs	Door-through-door; caseworkers provide trips as well	None	Agency general revenues (state, federal, county and city funds, also grants including Section 5310)	25 (2 are S.5310)	4	<u>2012(2)</u> 30,470 on S.5310 vehicles only <u>2014(1)</u> 2,233 <u>2015(1)</u> 2,285
Bastrop County Emergency Food Pantry and Support Center	Low income seniors or people with disabilities	Trips to food pantry	Bastrop County	Mon-Fri 9am-3pm, limited to activity days	Door-to-door; day before notice required	None	Donations, grants (county and state, including Section 5310)	2	2	<u>2014(1)</u> 1,216 <u>2015(1)</u> 603

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Bluebonnet Trails Community Services	Clients (individuals with a diagnosis or developmental disabilities, including children and seniors) who participate in programs in Round Rock	Agency services as well as medical appointments, employment, education, shopping and personal business	Bastrop, Burnet, Caldwell, Fayette, Gonzales, Guadalupe, Lee and Williamson Counties; in Caldwell County service from Luling to Lockhart is contracted from CARTS	Mon–Fri 8am–4:30pm occasionally weekends	As needed	None	General revenues and Section 5310	8 (1 is S.5310)	1	<u>2010(3)</u> 4,000 vehicle trips carrying 7 to 15 passengers per trip <u>2014(1)</u> 284 on S.5310 vehicle
Buckner Villas' GreenRidge community	Residents of retirement community (seniors)		Austin and surrounding areas within approx. 20 miles of campus	Mon-Fri 7:30am–6pm	As needed	None		2	1	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Drive a Senior (formerly Faith in Action Caregivers) --Elgin	Ages 60+ who do not drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/recreational	Elgin and immediate vicinity, including destinations in central Austin, Bastrop and Taylor	Mon-Fri 9am-12pm	Curb-to-curb, door-to-door or door-through-door; volunteer services occasionally supplemented with taxi or bus pass	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 and New Freedom, donations, fund-raisers	Volunteers use own vehicles: also former Capital Metro rideshare van	No	2010(3): 963

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Drive a Senior (formerly Faith in Action Caregivers) --Georgetown	Ages 60+ who do not drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/recreational	Georgetown and Sun City area	Mon-Fri 9am-12pm	Curb-to-curb, door-to-door or door-through-door	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 & New Freedom, donations, fundraisers	Volunteers use own vehicles	No	<u>2010(3)</u> 4,850
Drive a Senior (formerly Faith in Action Caregivers) --North Central Austin	Ages 60+ who don't drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/recreational	West of I-35, north of 45th St, east of Hwy 1, south of 1325	Mon-Fri 9am-1pm,	Curb-to-curb, door-to-door or door-through-door	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 & New Freedom, donations, fundraisers	Volunteers use own vehicles	No	<u>2010(3)</u> 9,176

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Drive a Senior (formerly Faith in Action Caregivers) --Northeast/East Austin	Ages 60+ who do not drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/recreational	South of E Parmer St, north of E Cesar Chavez St, east of I-35, west of Hwy 130	Mon-Fri 9am-12pm van rides to shopping destinations on Tue and Wed	Curb-to-curb, door-to-door or door-through-door	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 and New Freedom, donations, fundraisers	Volunteers use own vehicles: also former Capital Metro rideshare van	No	<u>2010(3)</u> 2,309
Drive a Senior (formerly Faith in Action Caregivers) --Northwest	Ages 60+ who do not drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/recreational	Northwest Austin, Cedar Park and Leander	Mon-Fri 9am-4pm	Curb-to-curb, door-to-door or door-through-door; has a cab contract with Cedar Park Taxi, Yellow Cab and Ace Taxi	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 and New Freedom, donations, fundraisers	Volunteers use own vehicles	No	2010(3): 6,088

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Drive a Senior (formerly Faith in Action Caregivers) --Pflugerville / Round Rock	Ages 60+ who do not drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/ recreational	Pflugerville, Round Rock, Hutto, Brushy Creek	Mon-Fri 9am-1pm Mon-Thu van rides to shopping destinations	Curb-to-curb, door-to-door or door-through-door	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 and New Freedom, donations, fundraisers	3 S.5310 vehicles and volunteers use own vehicles	No	<u>2012(2)</u> 671 on S.5310 vehicles only <u>2014(1)</u> 775 <u>2015(1)</u> 436
Drive a Senior (formerly Faith in Action Caregivers) --South Austin	Ages 65+ who do not drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/ recreational	South of E Cesar Chavez, west of S Pleasant Valley Rd, north of Onion Creek and bear Creek, east of Hwy 1826	Mon-Fri 9am-12pm,	Curb-to-curb, door-to-door or door-through-door	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 and New Freedom, donations, fundraisers	Volunteers use own vehicles	No	<u>2010(3)</u> 3,375 (plus 35 purchased trips)

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Drive a Senior (formerly Faith in Action Caregivers) --Southwest	Ages 60+ who don't drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/recreational	South of Lake Travis, south and west of Lake Austin, northwest of Hwy 1, north of US 290, northwest of Hwy 1826	Mon-Fri 9am-1pm	Curb-to-curb, door-to-door or door-through-door	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 and New Freedom, donations, fundraisers	Volunteers use own vehicles	No	<u>2010(3)</u> 543
Drive a Senior (formerly Faith in Action Caregivers) --West Austin	Ages 60+ who do not drive, living in service area independently at home or with family, able to walk with cane or walker	Medical, rehabilitation, grocery shopping, personal errands, social/recreational	North of Colorado River, west of I-35 and Burnet Rd, south of US 183, east of Hwy 360	Mon-Fri 9am-5pm	Curb-to-curb, door-to-door or door-through-door; contract with Yellow Cab	None	Neighborhood congregations foundations, TxDOT, FTA S. 5310 and New Freedom, donations, fundraisers	Volunteers use own vehicles	No	<u>2010(3)</u> 5,262

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Easter Seals Central Texas	Adults with disabilities, including Rehabilitation Clinic clients (age 55+); those in job placement program	Medical appointments, job placement	Travis County for in-house operations; Travis and Williamson Counties for cab company	Mon-Thu 8am – 7pm	Door-through-door and contracted taxi service from Lone Star Cab	None	Capital Metro, JARC/New Freedom, Texas Dept. of Rehab. Services	1 (leased from Capital Metro)	Yes	1,065
H.A.N.D. mobile (Helping the Aging, Needy and Disabled, Inc.)	Older adults and people with disabilities needing in-home assistance, unable to drive themselves or use other forms of transportation	Medical and resource appointments, employment, grocery shopping	Austin area	N/A	N/A	N/A	Local funding	Former Capital Metro Rideshare van	N/A	N/A

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Hill Country MHMR Centers	People with mental illness or developmental disability, participants in program	N.A.	Blanco, Hays, Llano Counties	Mon-Fri 7am-6pm, plus some extended service by request	Door-to-door, with some door-through door	None	Insurance, Medicaid and DADS	120	Some but not most	N.A.
Lago Vista Volunteers	Elderly, residents only	N.A.	Emergency services District 1: North Lake Travis Area	Mon-Sat 8am-5pm	N.A.	N.A.	Donations	Volunteer-based	N.A.	N.A.
Marbridge	Adults with intellectual disabilities (agency provides residential care on a 170-acre campus)	Employment, medical, social outings	Campus is in Travis County (Manchaca)	As needed	As needed	No	Various	Former Capital Metro Rideshare van	No	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Mary Lee Foundation	Seniors, people with disabilities, and people with low income. Clients of program, plus tenants of agency's housing	Employment, vocational training, recreational and therapeutic activities, medical appointments, social services agencies and shopping for daily needs	Austin and Travis County, medical destinations in Bastrop and Cedar Park	7 days/week 4am- 11pm	Demand-response	None	Donations to foundation, vehicle donations, some federal funds received through state, reimbursement from TxDOT for vehicle maintenance	9	Yes	<u>2012(2)</u> 77,659 on S.5310 vehicles <u>2014(1)</u> 14,313 <u>2015(1)</u> 10,905

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Meals on Wheels Central Texas: Groceries to Go	Clients (home-bound seniors and people with disabilities) who are able to travel with a volunteer to the store (volunteer delivers groceries to those who can't)	Grocery shopping	Travis County, some exceptions	Flexible, by appointment, twice a month	Door-through-door	None	Donations, USDA Funding, TX Dept. of Agriculture, Austin Area Agency on Aging, Dept. of Aging and Disability Services (TX) funding	Volunteer-based	No	N.A.
Service League of Greater Lakeway	Elderly, residents of Lakeway or The Hills only	Medical, grocery shopping, other needed services	Lakeway and The Hills	Mon-Fri 9am-11am	N.A.	N.A.	Donations	Volunteer-based	N.A.	N.A.
South Asians' International Volunteer Association (SAIVA)	Older adults of South Asian heritage		As needed	N.A.	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	No	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Transportation Services Targeted to Other Vulnerable Populations										
Austin Children's Shelter (Austin Children's Services)	Children, young adults and families affected by abuse, exploitation and neglect participating in residential program	Other agency programs and resources	N.A.	N.A.	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.	N.A.
Highland Lakes Family Crisis Center	Victims of domestic violence or sexual assault	As needed	N.A.	N.A.	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.	N.A.
Hope Alliance (Williamson County Crisis Center)	Victims of domestic violence or sexual assault	As needed	Williamson County	N.A.	N.A.	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.
SafePlace (Travis County Domestic Violence and Sexual Assault Survival Center)	Individuals and families affected by domestic violence, and sexual assault and exploitation	As needed	N.A.	N.A.	N.A.	N.A.	N.A.	Former Capital Metro Rideshare van	N.A.	N.A.

Table 2-4: Client-Focused Transportation Services

Organization	Restrictions on Who Can Use Service	Restrictions on Travel Purpose	Service Area	Service Hours	Service Design	Fees or Fares	Funding Sources	Number of Vehicles in Fleet	Wheel-chair Accessibility	Annual Passenger Trips Provided
Wholly Committed Ministries, Inc. - Shuttle of Hope Van Ministries	People dealing with overwhelming circumstances, low income, homeless, formerly incarcerated and their families, veterans, non-English speakers, people struggling with addictions, mental health issues, children, at-risk youth, young adults aged out of foster care, people with physical disabilities, and seniors	grocery shopping, medical appointments, emergency food banks	As needed	As needed	N.A.	None	Donations	Former Capital Metro Rideshare van	No	N.A.

Notes:

(1) Source: 2015 Texas Transit Statistics Report

(2) Section 5310 grantee; data are from 2012. Source: Capital Area Federally Funded Database & Inventory, Austin Office of Mobility Management

(3) Source: 2011 Coordination Plan

Non-Emergency Medical Transportation

Texas Medical Transportation Program (MTP)

The MTP is part of the Texas Health and Human Services Commission (HHSC). This program helps Medicaid clients get to their doctor's office, drugstore, or any place that they get medical services. Texas MTP service is available to Medicaid recipients only.

Logisticare Solutions, LLC is the currently contracted regional broker of MTP program services in the Texas Medicaid Transportation Organization (MTO) Region 7, which includes all of the Capital Area and numerous other counties. Logisticare brokers eligible trips to other transportation providers. CARTS provides Medicaid transportation throughout the CARTS District and in the City of Georgetown. Other operators in the Capital Area include individuals and small transportation/limo companies.

The MTP is far and away the largest human service transportation program in the region – far more than all of the other programs combined. While data were not collected on human service transportation funding in FY 2015, a 2004 statewide inventory of human service transportation (compiled by KFH Group for TxDOT) identified approximately \$95 million for Medicaid transportation and approximately \$5 million of funding available for coordinated human service transportation combined.

In the State of Texas, Medicaid Transportation is administered by HHSC in a way that limits grouping/coordinating of Medicaid trips with non-Medicaid trips. This is a state decision and not required in the Federal regulations.

American Cancer Society's Road to Recovery Program

The American Cancer Society's Road to Recovery Program arranges volunteer transportation to and from cancer-related appointments for cancer patients. This service is available on weekdays in Travis County and the surrounding counties, and generally must be scheduled at least three days in advance. This service is funded by donations. In FY 2010, a total of 1,077 passenger trips were provided.

Gift of Life Air Transportation Program

This non-profit organization provides air transportation to medical appointments for serious illness to destinations at least 100 miles from the patient's home, with a nationwide service area. This service is offered free or low-cost to those who could not otherwise afford life-critical travel. Special consideration is given to children and seniors with catastrophic and life-threatening illnesses and conditions. The service is operated by professional (non-volunteer) pilots and relies on donations.

Transportation Services Targeted to Veterans

Burnet County VETRIDES

Burnet County VETRIDES assists veterans and their families with transportation to and from VA hospitals, clinics, veteran's services offices, pharmacies, grocery and retail stores. VETRIDES serves veterans residing in Burnet, Llano and Lampasas Counties. Volunteer drivers operate three wheelchair-accessible vehicles to provide this door-to-door service, which operates 9:00 a.m. to 3:00 p.m. on Wednesdays and Thursdays. Funded by the Texas Veteran's Commission Fund for Veterans' Assistance and donations, VETRIDES provides approximately 4,000 passenger trips a year.

Hays County Veteran Services

The Hays County Veteran Services Office provides transportation for veterans living in Hays County to travel to medical appointments at the Audie Murphy VA Hospital in San Antonio. This service is available Tuesday, Wednesday and Thursday, 8:00 a.m. to 5:00 p.m. The two accessible vehicles used to operate this service were funded by the Section 5310 program. In FY 2015 a total of 556 passenger trips were provided.

LaGrange VA Outreach Clinic

The LaGrange VA Outreach Clinic provides transportation to veterans for medical appointments at the Austin Outpatient Clinic and the Temple VA PACT Clinic. Transportation services are provided on Tuesday, Wednesday and Thursday each week.

United for the People

United for the People provides volunteer-based transportation for veterans to and from medical appointments at the nearest VA clinic in Cedar Park or Austin. The service area includes Austin, Cedar Park, Georgetown, Hutto, Leander, Pflugerville and Round Rock. United for the People provides transportation Monday through Friday from 8:00 a.m. to 5:00 p.m. Trips must be scheduled at least 48 hours in advance, and a maximum of two round trips per month are provided. United for the People members pay \$10 for each 20 miles of service; non-members are charged \$25 for each 20 miles.

Workforce Transportation and Other Transportation Targeted to People with Low Incomes

AVANCE Austin, Inc.

AVANCE supports Austin and Travis County families in achieving long term educational success and breaking the familial cycles of poverty through parenting and early childhood education programs. AVANCE serves low income Latino families with children up to age 3 in Travis County's most disadvantaged communities. The organization has a former Capital Metro rideshare van that it uses to provide transportation services to clients.

Community Action, Inc. of Central Texas

Community Action, Inc. of Central Texas is a community-based not-for-profit organization that develops opportunities for people and communities to realize their potential. Based in San Marcos, Community Action, Inc. provides numerous programs including adult education, Head Start, utility assistance, senior centers, health care, HIV/AIDS assistance and more. Transportation services are provided for participants in the Head Start and HIV/AIDS programs. The Rural AIDS Services program provides transportation to medical and dental appointments for persons who have tested positive for HIV and lack transportation, or are too ill to drive in Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties. The Head Start program assists Early Head Start and Head Start clients with their transportation for Head Start meetings, medical and dental appointments, various social services, delivering children with disabilities between home and the center and field trips. Head Start transportation is provided within Hays, Caldwell and Blanco Counties.

Foundation for the Homeless

Foundation for the Homeless, based in Austin, provides transportation to job sites, job interviews, child care facilities and schools through its Family Promise/Interfaith Hospitality Network shelter program.

Front Steps, Inc.

The mission of Front Steps is to provide a pathway home for neighbors experiencing homelessness by offering emergency shelter, affordable housing, recuperative medical care and supportive services and promoting community awareness. The Austin-based organization has a former Capital Metro rideshare van that it uses to provide transportation services to clients.

Hutto Community Resource Center

The Hutto Community Resource Center provides transportation to the Round Rock Area Serving Center by reservation to residents of Hutto and East Williamson County. Services available at the Round Rock Area Serving Center include a food pantry, financial assistance and a thrift store.

Phoenix Arising, Inc.

Phoenix Arising is non-profit organization dedicated to developing student interest and engagement in science, technology, engineering and math, along with critical thinking and life skills, through hands-on experiential learning using aviation and technology. Phoenix Arising provides after-school programs and summer camps to economically disadvantaged youth. The organization has a former Capital Metro rideshare van that it uses to provide transportation services to clients.

River City Hope Street (Christian Women's Job Corps of Austin)

River City Hope Street is faith-based program that supports refugee families in Austin through job readiness, life skills and GED/ESL education, a food pantry, sales of donated and handmade items and religious services. The organization has a former Capital Metro rideshare van that it uses to provide transportation services to clients.

Rural Opportunities Providing Encouragement (ROPE)

Based in Marble Falls, ROPE provides assistance to people age 55 or older and people with low incomes. Transportation is provided for non-critical medical and dental appointments in Burnet and Llano Counties, Tuesdays and Thursdays from 8:30 a.m. to 2:30 p.m.

Urban Roots (Austin Youth and Community Farm, Inc.)

Urban Roots is a youth development organization that uses food and farming to transform the lives of young people and inspire, engage and nourish the community. Urban Roots provides paid internships to Austin youth, ages 14-17, to work on a 3.5 acre urban sustainable farm in East Austin. Urban Roots donates 40% of its harvest to local soup kitchens and food pantries and sells the other 60% at farmers' markets, through its Community Supported Agriculture Program, and wholesale. The organization has a former Capital Metro rideshare van.

Services Targeted to Seniors and People with Disabilities

AGE of Central Texas (Austin Groups for the Elderly)

AGE provides resources for older adults with disabilities or memory loss, including adult day health services in Austin and Round Rock. Transportation is provided for clients in Travis and Williamson Counties to access adult day programs using five vehicles (at least some of which are funded under Section 5310, and four of which are wheelchair-accessible). Transportation services are provided Monday through Friday from 7:30 a.m. to 6:00 p.m.

ARCIL, Inc. – Austin Resource Center for Independent Living

ARCIL, Inc. of Austin provides independent living services to persons with disabilities, their families and communities throughout Travis and surrounding counties. ARCIL also provides services in Hays, Caldwell, Comal and Blanco Counties at ARCIL San Marcos (San Marcos, Texas); and in Williamson, Bell, Burnet and Milam Counties at ARCIL Round Rock (Round Rock, Texas). ARCIL supports transportation services to employment, medical, education and shopping needs through a travel voucher program in Bastrop, Bell, Blanco, Burnet, Caldwell, Comal, Hays, Lee, Milam, Travis and Williamson Counties; and through volunteer travel subsidies in the Austin urbanized area. ARCIL also provides travel training services to assist individuals in learning to ride fixed-route transit.

Assistance League of Austin

The mission of Assistance League of Austin, an all-volunteer organization, is to enable children and adults in the Greater Austin community to achieve a higher quality of life by providing for specific identifiable needs. Programs include providing tuition scholarships to qualifying students attending Austin Community College; providing seniors from area assisted living and nursing facilities and recreational facilities with recreational field trips (the “Bus with Us” program); supporting youth in transitioning from the foster care system into independent living; providing school-age children in need with new school clothing, shoes, toiletries and backpacks; lending toys and books to patients at the Dell Children’s Medical Center; operating a thrift store; and more.

Austin Clubhouse, Inc.

Austin Clubhouse provides acceptance and empowerment so adults living with mental health diagnoses can pursue personal goals and play a meaningful role as co-workers, colleagues, family members and friends. A Clubhouse is a psychosocial rehabilitation program for adults with severe and persistent mental illness, designed to support their psychiatric stability by addressing quality of life issues. Participants, known as members, engage in meaningful work (either volunteer or paid, or volunteer transitioning to paid) and meaningful relationships.

Austin Clubhouse assists members who are supported and independent employees with transportation. The organization has a former Capital Metro rideshare van.

Austin Lighthouse (Travis Association for the Blind)

Travis Association for the Blind, otherwise known as the Austin Lighthouse, is a service oriented non-profit organization with the mission to assist people who are blind or vision impaired to attain the skills they need to become gainfully employed in the community. Austin Lighthouse is also an employer, manufacturing several different products including belts for the military. The organization has a former Capital Metro rideshare van.

Austin Parks and Recreation Department – Senior Transportation Program

The Austin Parks and Recreation Department provides transportation to persons 60 years of age or older as one of the City's Senior Programs. The Senior Transportation Program operates demand response service Monday through Friday, 8:00 a.m. to 5:00 p.m., within Austin city limits. Regular destinations include congregate meal sites, medical appointments, grocery stores/pharmacies and special events and cultural activities. Other trip purposes include banking, volunteer employment, hair salon appointments and other personal business. Regular routes operate from 9:00 a.m. to 1:00 p.m. to bring seniors from their homes to congregate meal sites and back. Group recreational outings are also made to destinations as far as San Antonio. A donation of \$1.00 is suggested for regular-route nutrition trips, and \$3.00 is suggested for other types of local trips, with out-of-town group trips priced according to distance.

Austin Travis County Integral Care

Austin Travis County Integral Care (ATCIC) serves as the Local Authority for Behavioral Health and Developmental Disabilities in Travis County. ATCIC operates vehicles, purchases bus passes, reimburses staff and volunteers and funds local program sites. The agency's vehicle fleet (25 total) includes two funded under Section 5310, as well as a former Capital Metro rideshare van. In FY 2015 a total of 2,285 passenger trips were provided with the Section 5310 vehicles.

Bastrop County Emergency Food Pantry and Support Center

The Bastrop County Emergency Food Pantry transports low income seniors and people with disabilities to its food pantry site for nutrition, Monday through Friday from 9:00 a.m. to 3:00 p.m., limited to activity days. Infrequently, trips are made for medical and educational purposes. The Bastrop County Emergency Food Pantry has two Section 5310 vehicles. In FY 2015 603 passenger trips were provided.

Bluebonnet Trails Community Services

Bluebonnet Trails Community Services provides mental health services in Bastrop, Burnet, Caldwell, Fayette, Gonzales, Guadalupe, Lee and Williamson Counties. Agency clients include individuals with behavioral health concerns and people with developmental disabilities including seniors, children and economically disadvantaged individuals. Transportation is provided to transport elderly clients to agency programs, medical appointments, employment, education, shopping and personal business. The organization's fleet of eight vehicles includes one funded through the Section 5310 program. Some 4,000 vehicle trips per year are provided, transporting 7 to 15 passengers per trip. In addition to operating its own fleet, in Caldwell County Bluebonnet Trails contracts with CARTS to transport consumers who live in Luling to the center in Lockhart and back. CARTS also provides support to Bluebonnet Trails in the areas of maintenance and training.

Buckner Villas

Buckner Villas is a private retirement community in Austin. Buckner Villas provides transportation to residents, who are seniors, to destinations in Austin and surrounding areas within approximately 20 miles of campus. Resident transportation is available Monday through Friday from 7:30 a.m. to 6:00 p.m., using an accessible minibus and a sedan.

Drive a Senior / Faith in Action Volunteer Transportation Networks

The Austin area is served by a network of locally-based volunteer senior transportation organizations, some of which are members of the Faith in Action Network and most of which are marketed under the name "Drive a Senior" through www.volunteerdriiving.org. The volunteer network includes nine separate and distinct operating centers in the Austin metropolitan area. Six centers are located within the City of Austin; the others are based in Elgin, Georgetown and Pflugerville/Round Rock.

These organizations provide rides to seniors to medical/health-related offices, grocery stores, barber/beauty shops, banks, activity centers, various errands, support groups and more. Service is curb-to-curb, door-to-door or door-through-door, depending upon the needs of the individual passenger, at no cost to the passengers (although donations are accepted). To be eligible, passengers must be ages 60 (65 in South Austin) or older, live in the specific service area independently at home or with family and be able to walk (or assisted by a cane, walker or steadying arm of the volunteer).

- **Drive a Senior Northwest – A Faith in Action Program** covers specific zip codes including parts of Northwest Austin, Cedar Park and Leander (Figure 2-8). The transportation service in this area is available Monday through Thursday from 9:00 a.m. to 4:00 p.m. Trips must be scheduled at least a week in advance, and are limited to two trips per week, at least one of which must be a medical trip.

- **Drive a Senior North Central Austin** covers a geographic area west of I-35, north of 45th Street, east of Hwy 1 and south of 1325 (Figure 2-9). The transportation service in this area is available Monday through Friday from 9:00 a.m. to 1:00 p.m. and needs to be requested at least three business days advance. Drive a Senior North Central Austin also provides limited funding to pay for more immediate transportation needs in a taxi or a H.A.N.D. vehicle (described later in this section).
- **Drive a Senior Northeast/East Austin** covers a geographic area south of East Parmer Street, north of East Cesar Chavez Street, east of I-35 and west of Hwy 130 (Figure 2-10). The Northeast/East Austin service is provided in a van. The transportation service in this area is available Monday through Thursday from 9:00 a.m. to 12:00 p.m. On Tuesdays van service is available to the HEB and Mueller, and on Wednesdays to Walmart, HEB and Mueller and the library, beginning at 9:00 a.m. Trips must be scheduled at least two days advance.

Figure 2-8: Drive a Senior Northwest Austin Service Area

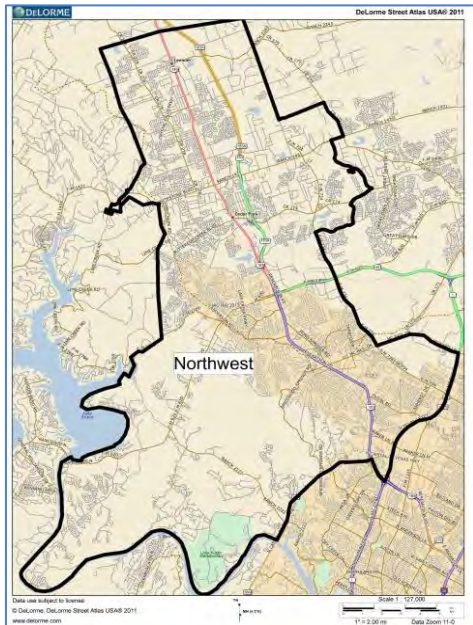


Figure 2- 9: Drive a Senior North Central Austin Service Area

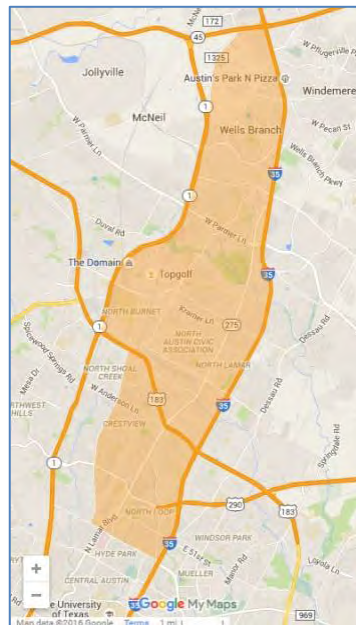
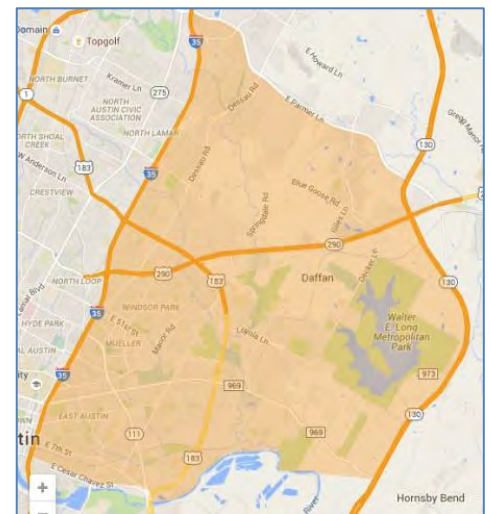


Figure 2- 10: Drive a Senior North East/East Austin Service Area



- **Drive a Senior West Austin** covers an area north of the Colorado River, west of I-35 and Burnet Road, south of US 183 and east of Hwy 360 (Figure 2-11). This service is available Monday through Friday from 9:00 a.m. to 5:00 p.m.
- **Drive a Senior Southwest Austin** covers an area south of Lake Travis, south and west of Lake Austin, northwest of Hwy 1, north of US 290 and northwest of Hwy 1826

(Figure 2-12). This service is available Monday through Friday from 9:00 a.m. to 1:00 p.m.

- **Drive a Senior South Austin** covers specific zip codes in an area that is south of East Cesar Chavez, west of South Pleasant Valley Road, north of Onion Creek and Bear Creek and east of Hwy 1826 (Figure 2-13). Service is available on weekdays from 9:00 a.m. to 12:00 p.m. Trip requests must be made three business days in advance.

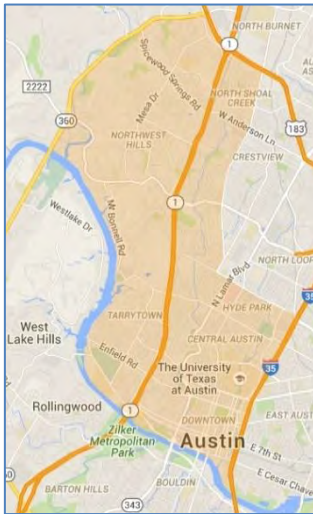


Figure 2-11: Drive a Senior West Austin Service Area

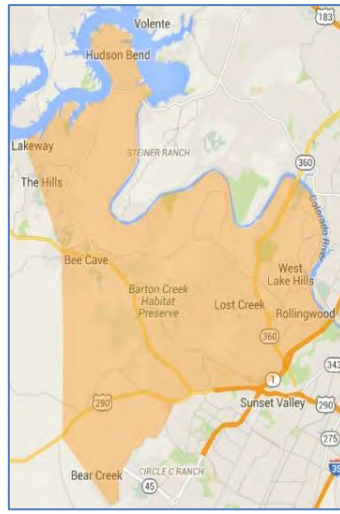


Figure 2-12: Drive a Senior Southwest Austin Service Area

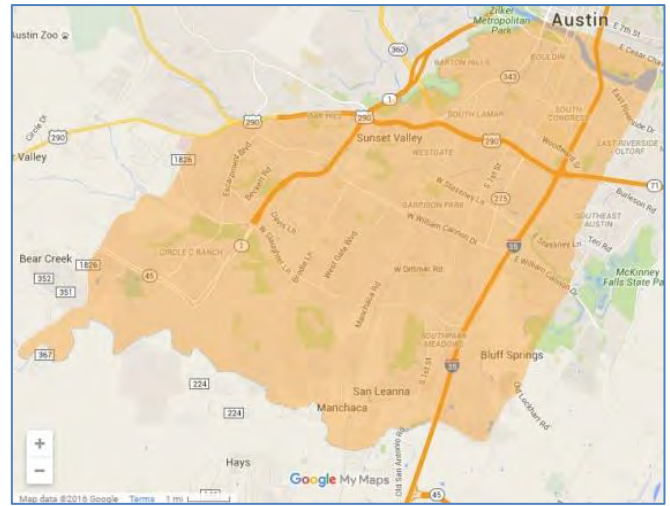


Figure 2-13: Drive a Senior South Austin Service Area

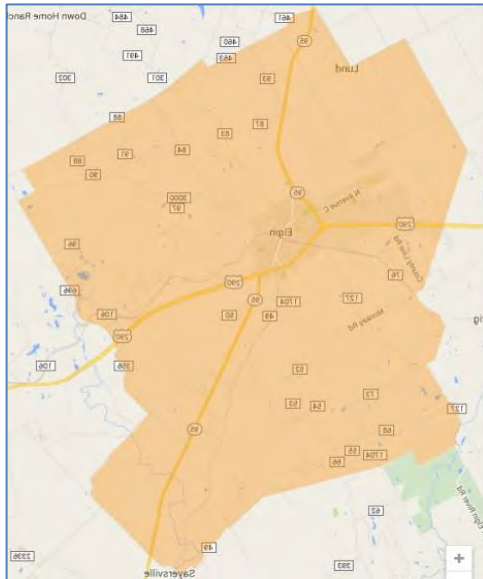


Figure 2-14: Drive a Senior Elgin Service Area

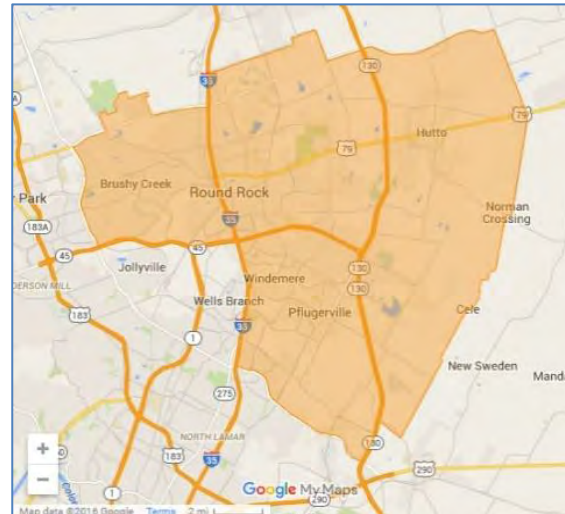


Figure 15: Drive a Senior North Pflugerville / Round Rock Service Area

- **Drive a Senior Elgin** serves Elgin and the immediate vicinity including destinations in central Austin, Bastrop and Taylor (Figure 2-14). This service is available Monday through Friday from 9:00 a.m. to 12:00 p.m.
- **Drive a Senior Pflugerville / Round Rock** covers Pflugerville, Round Rock, North Austin and Hutto (Figure 2-15). The transportation service in this area is available Monday through Thursday from 9:00 a.m. to 1:00 p.m. Van service is provided to different destinations each day of the week, beginning 9:00 a.m. Trips must be scheduled at least two days advance.
 - Mondays: Pflugerville: HEB
 - Tuesdays: Round Rock: either Walmart, Baca Center or Library
 - Wednesdays: Round Rock: HEB Plus
 - Thursdays: Pflugerville: Walmart, Library or Recreation Center, and Hutto: HEB, Gattis School/RedBud
- **Faith in Action Georgetown**, a regional partner of Drive of Senior, refers to its volunteer driver program as its “Driving Force.” The service area is the City of Georgetown.

Easter Seals Central Texas

Easter Seals of Central Texas leases an accessible vehicle from Capital Metro that is used to transport its rehabilitation clinic clients (age 55+ with disabilities) to medical services within Travis County, north to I 45, east to HWY 130, south to William Cannon and west to MoPac. In addition the agency contracts with Lone Star Cab company for service in Travis and Williamson Counties, Monday through Thursday from 8:00 a.m. to 7:00 p.m. Easter Seals clients also use public transportation, and the agency provides assistance in learning to ride the bus.

H.A.N.D.mobile (Helping the Aging, Needy and Disabled, Inc.)

H.A.N.D. is a nonprofit that provides a variety of services to older adults and people with disabilities that allow them to continue living independently in the comfort of their own homes. H.A.N.D. provides home support, professional development for personal care attendants, information and referral and transportation services through its *H.A.N.D.mobile* program. The *H.A.N.D.mobile* program provides rides to those who are unable to drive themselves to medical and resource appointments, employment and grocery shopping in the Austin area. H.A.N.D. has a former Capital Metro rideshare van.

Hill Country MHMR Center

Hill Country MHMR Center provides services for mental health, individual developmental disabilities, substance abuse and early childhood intervention in the greater Texas Hill Country. The counties in its coverage area in the Capital region are Hays, Blanco and Llano. Transportation is provided Monday through Friday from 7:00 a.m. to 6:00 p.m., plus some extended service by request. Hill Country MHMR Center owns a total of 120 vehicles.

Lago Vista Volunteers

A group of volunteers in the community of Lago Vista provides transportation within Emergency Services District 1: North Lake Travis Area for Lago Vista residents who are ambulatory seniors. Services are available Monday through Saturday from 8:00 a.m. to 5:00 p.m.

Marbridge

Marbridge is a non-profit residential community that offers transitional and lifetime care to adults with intellectual disabilities on a 170-acre campus in Manchaca in Travis County. The Marbridge Foundation received a former Capital Metro rideshare van to transport residents. Transportation is provided to employment, medical appointments and social outings.

Mary Lee Foundation

The Mary Lee Foundation is a private, non-profit service provider, specializing in residential treatment and vocational services for persons with disabilities. Based in Austin, the Mary Lee Foundation operates 9 vehicles funded through the Section 5310 program to provide transportation for program clients and tenants of the agency's housing (up to 24 hours a day) in Travis County.

Meals on Wheels Central Texas: Groceries to Go

The Austin-based Meals on Wheels of Central Texas provides transportation as part of its Groceries to Go program in Travis County. Groceries to Go arranges for door-through-door volunteer transportation of clients (who are primarily homebound elderly persons or persons with disabilities) for twice-monthly grocery shopping trips. This program also provides shopping service for clients who are unable to travel to the store. Groceries to Go is funded by Donations, USDA Funding, Texas Department of Agriculture, Austin Area Agency on Aging and Department of Aging and Disability Services (TX) funding.

Service League of Greater Lakeway

The Service League of Greater Lakeway provides volunteer transportation to elderly residents of Lakeway or The Hills to travel to medical appointments, grocery shopping and other needed services. Service is available Monday through Friday from 9:00 a.m. to 11:00 a.m. within these two communities.

South Asians' International Volunteer Association (SAIVA)

SAIVA is a central Texas-based nonprofit organization with a mission to promote a sense of well-being, belonging and fulfillment for older adults of South Asian heritage through community engagement, education, partnership building and advocacy and civic involvement. The organization has a former Capital Metro rideshare van.

Providers of In-Home Care Services

In addition to AGE and H.A.N.D., more than twenty providers of in-home care services (such as health care, personal hygiene, personal assistance, companionship, housekeeping, chore services, grocery shopping and transportation) were identified in the Capital Area:

- Ally Home Care
- Always Best Care Senior Services
- Angel Healthcare
- Ashby Premium Home Care
- Capitol Home Health
- Capitol Senior Care
- Care reminders Home Care
- Comfort Keepers
- Griswold Home Care
- Hallmark Homecare
- Halo Senior Care
- Home Instead Senior Care
- Homeslice Caregivers
- Legend Home Health
- Longhorns Home Health Services
- Professional Caretakers
- Progressive Home Health Agency
- RedBud HomeCare Services
- Right at Home
- Senior Helpers of Central Texas
- Synergy HomeCare
- Visiting Angels

Transportation Services Targeted to Other Vulnerable Populations

Austin Children's Shelter (Austin Children's Services)

Austin Children's Shelter provides services for children, young adults and families affected by abuse, exploitation and neglect. A program of the SAFE (Stop Abuse for Everyone) Alliance and located on the SafePlace campus in Austin, Austin Children's Shelter's programs include emergency shelter care, teen parenting, transitional living, supervised independent living and respite care. Austin Children's Shelter received a former Capital Metro rideshare van.

Highland Lakes Family Crisis Center

The Highland Lakes Family Crisis Center is a 24-hour hotline, emergency shelter and rape crisis center for domestic violence victims and survivors of sexual assault. The center's programs include crisis intervention, assistance with job training and assistance with obtaining permanent housing, among other services. Based in Marble Falls, Highland Lakes Family Crisis Center has a former Capital Metro rideshare van.

Hope Alliance (Williamson County Crisis Center)

Hope Alliance assists those whose lives have been affected by family and sexual violence by providing services and developing partnerships that lead to hope, healing and prevention. Headquartered in Round Rock, with satellite offices in Cedar Park, Georgetown, Liberty Hill and Taylor, Hope Alliance provides services that include as a 24-hour crisis hotline, emergency shelter, transitional housing, accompaniment services and legal advocacy. Hope Alliance has a former Capital Metro rideshare van

SafePlace (Travis County Domestic Violence and Sexual Assault Survival Center)

SafePlace provides safety for individuals and families affected by domestic violence, and sexual assault and exploitation through campus based prevention and intervention services. A program of the SAFE (Stop Abuse for Everyone) Alliance in Austin, SafePlace supports the immediate needs of survivors through a 24-hour hotline, shelter and counseling services. SafePlace received a former Capital Metro rideshare van.

Wholly Committed Ministries, Inc. - Shuttle of Hope Van Ministries

Wholly Committed Ministries is a Christian discipleship training, mentoring and education focused community outreach ministry. Wholly Committed Ministries provides assistance to people dealing with overwhelming circumstances including people with low incomes, homeless people, formerly incarcerated individuals and their families, veterans, non-English

speakers, people struggling with addictions and/or mental health issues, children, at-risk youth, young adults aged out of the foster care system, people with physical disabilities and seniors. The organization has a former Capital Metro rideshare van and provides transportation to grocery shopping, medical appointments and emergency food banks.

Educational Transportation Services

Texas State University Bobcat Shuttle

Texas State University in San Marcos provides the Bobcat Shuttle system for students, faculty, staff and visitors. The Bobcat Shuttle system is operated by Transdev and is designed to alleviate campus parking demand and traffic congestion. Services are available from perimeter parking on and near campus and from densely student-populated areas of San Marcos. Fixed routes operate Monday through Friday during the academic year, with reduced schedules on Saturday and during the summer semester. Registered students pay a one-time bus fee per semester with their university tuition and fees.

The University of Texas (UT) Shuttle System

The UT Shuttle System operates 10 routes and provides over 5.2 million passenger trips annually. Operated by Capital Metro under contract to the University, the UT Shuttle System is designed to provide students, faculty, staff and visitors with access the UT campus in Austin. UT students, faculty and staff may ride the shuttles at no charge with a valid UT photo ID. The general public may also ride by paying the Capital Metro fare.

School Districts

The Texas Department of Public Safety provides safety oversight, regulation and monitoring for pupil transportation in Texas, including vehicle specifications and driver certification. School bus transportation is provided by many of the Independent School Districts (ISD) in the Capital Area including:

- Austin ISD
- Bastrop ISD
- Blanco ISD
- Burnet ISD
- Del Valle ISD
- Eanes ISD
- Elgin ISD
- Georgetown ISD
- Giddings ISD
- Hays Consolidated ISD
- Hutto ISD
- La Grange ISD
- Lago Vista ISD
- Lake Travis ISD
- Leander ISD
- Liberty Hill ISD
- Llano ISD
- Lockhart ISD

- Luling ISD
- Manor ISD
- Marble Falls ISD
- Pflugerville ISD
- Round Rock ISD
- San Marcos Consolidated ISD

MOBILITY MANAGEMENT, RIDESHARING, INFORMATION AND REFERRAL

Office of Mobility Management

The Office of Mobility Management (OMM) strives to integrate the regional network of transit services to find ways that connect people to needed goods and services in the 10-county Capital Area region. The OMM is a collaboration between Capital Metro and CARTS, with access to twenty-six community partners that are dedicated to meeting the transportation needs of senior adults, people with disabilities and veterans. Partners include:

- AGE of Central Texas
- ARCIL, Inc.
- Area Agency on Aging of the Capital Area
- Austin Parks and Recreation Department
- Austin-Travis County Integral Care
- Bastrop County Emergency Food Pantry & Support Center
- Bluebonnet Trails Community Services
- Burnet County VETRIDES
- Capital Area RTCC
- Capital Metro
- CARTS
- City of Round Rock
- Community Action, Inc. of Central Texas
- Commute Solutions
- Drive a Senior
- Easter Seals of Central Texas
- H.A.N.D.
- Hays County Veteran Medical Transportation Services
- Hill County Mental Health and Developmental Disability Center
- Hutto Community Resource Center
- La Grange VA Outreach Clinic
- Mary Lee Foundation
- Medicaid Transportation
- Road to Recovery – American Cancer Society
- The HCTD
- United for the People

The OMM has a website (<http://mytxride.com/>) and created a Transportation Services Guide in English and Spanish that provides information on public transportation, non-profit service providers and transportation resources for the region. Information and referral is provided by telephone and email.

Area Agency on Aging of the Capital Area

The Area Agency on Aging of the Capital Area (AAACAP), part of the Capital Area Council of Governments (CAPCOG), serves the counties of Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis and Williamson. As the Capital Area Aging and Disability Resource Center, the Area Agency on Aging provides information and referral to transportation providers in the region. The agency also funds the Meals on Wheels/Groceries to Go program.

Commute Solutions

Commute Solutions is a collaborative partnership sponsored by CAMPO. Commute Solutions provides information on transportation alternatives such as carpooling and vanpooling, bicycling, public transit, car-sharing, teleworking and alternative work schedules. Information is targeted to employers, commuters and other user groups such as kids and parents, seniors, students, people with disabilities and travelers with medical needs.

Chapter 3

Review of Needs - Demographic Data, Land Uses, and Travel Patterns

INTRODUCTION

This chapter provides a review of current and future population trends in the RTCC Region, as well as an analysis of the demographics of population groups that often depend on transportation options beyond an automobile. Data sources for this analysis include the 2010 U.S. Census and the American Community Survey (ACS) 2009-2013 and 2010-2014 5-year estimates.

This demographic analysis, coupled with input from public meetings and regional stakeholders, and the review of existing services (Chapter 2) and previous plans and studies provides a broad transportation needs assessment. This assessment will then be used to develop the Gap Analysis followed by strategies, projects and services to meet identified needs and expand mobility.

POPULATION ANALYSIS

The following section examines the current population and population density in the RTCC Region, and discusses future population projections for the region.

Population

Table 3- 1 shows the U.S. Census population counts for counties in the RTCC region from 1990-2010. During this timeframe Williamson County experienced the greatest population percent increase in the region, an increase from 140,570 residents to 426,713 (a 203.5% increase). Fayette County experienced the lowest population percent increase (22.5%). During this time frame (1990-2010) all counties in the region experienced overall population growth. As a whole the region's population increased almost 100 percent over the last three census decades. Williamson, Hays and Bastrop County experienced significant growth, as the Capital Area continued to be a major economic engine in Central Texas. The slowest growing counties in the region were the most rural and included Fayette and Lee Counties.

Table 3-1: Historical Populations

County	1990 Population	2000 Population	2010 Population	1990-2000 Percent Change	2000-2010 Percent Change	1990-2010 Percent Change
Bastrop	38,260	58,293	74,344	52.36%	27.54%	94.31%
Blanco	5,964	8,456	10,516	41.78%	24.36%	76.32%
Burnet	22,654	34,546	42,806	52.49%	23.91%	88.96%
Caldwell	26,277	32,463	38,117	23.54%	17.42%	45.06%
Fayette	20,028	21,830	24,546	9.00%	12.44%	22.56%
Hays	65,767	99,070	158,289	50.64%	59.77%	140.68%
Lee	12,811	15,717	16,606	22.68%	5.66%	29.62%
Llano	11,684	17,095	19,360	46.31%	13.25%	65.70%
Travis	581,024	820,927	1,031,165	41.29%	25.61%	77.47%
Williamson	140,570	254,962	426,713	81.38%	67.36%	203.56%
Regional Totals	925,039	1,363,359	1,842,462	47.38%	35.14%	99.18%

Source: U.S. Census and ACS.

Figure 3- 1 illustrates the region's total population at the census block group level. To supplement this map a population density analysis will be shown later in this chapter.

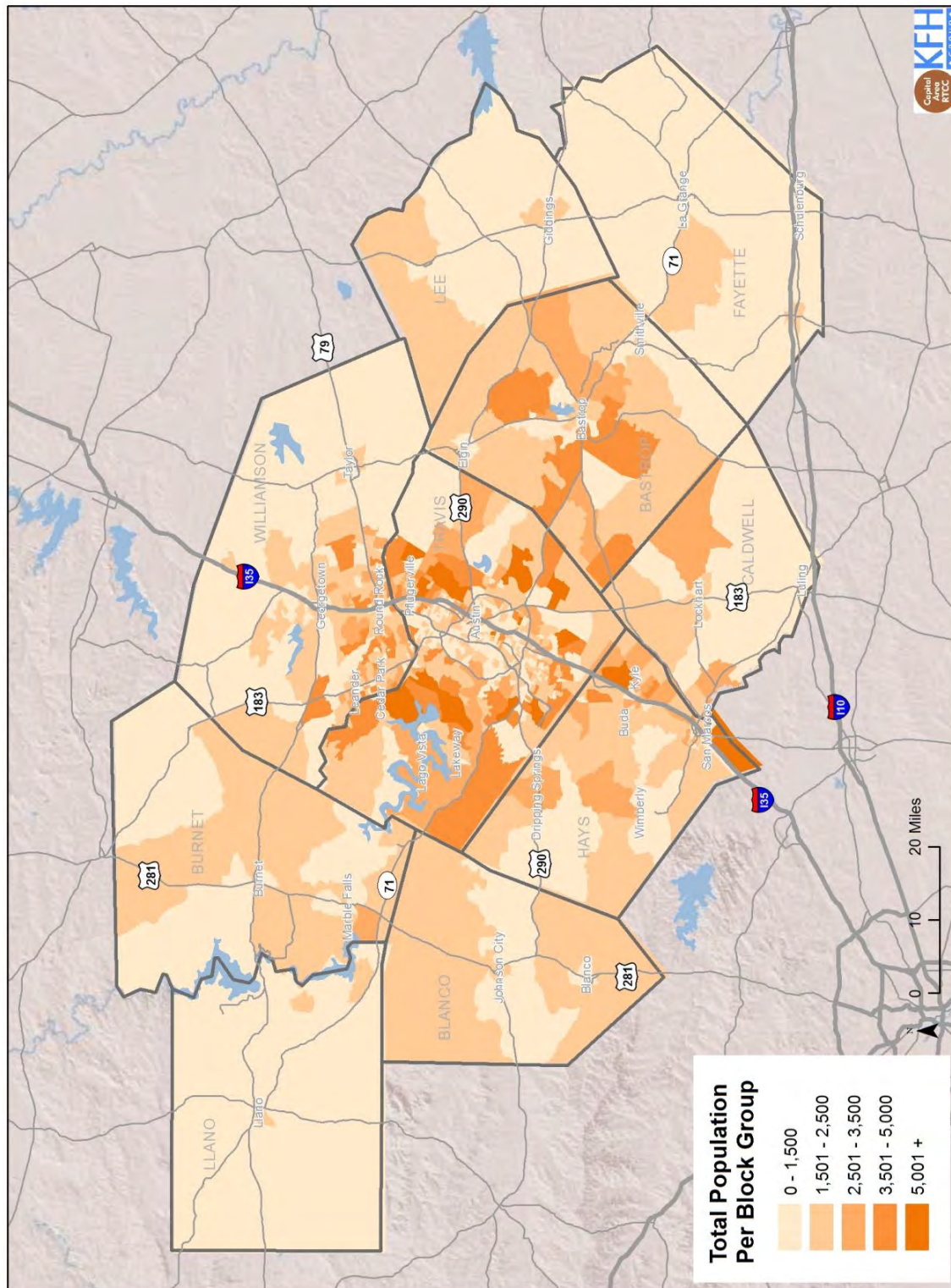
Table 3- 2 features recent population estimates from the ACS. The data shows that since 2010 all of the counties in the region have experienced at least some population increases. Lee, Llano and Fayette Counties have experienced the slowest growth. Hays and Williamson Counties have the highest growth rates, with Hays County growing over 20% from 2010 to 2014.

Table 3- 2: Recent Population Trends

County	2010	2011	2012	2013	2014	2010-2014 Percent Change
Bastrop	74,344	75,103	74,791	75,825	75,997	2.22%
Blanco	10,516	10,538	10,673	10,732	10,822	2.91%
Burnet	42,806	43,352	43,556	43,823	44,102	3.03%
Caldwell	38,117	38,444	38,701	39,232	39,547	3.75%
Fayette	24,546	24,765	24,706	24,821	24,888	1.39%
Hays	158,289	163,771	169,013	176,026	194,739	23.03%
Lee	16,606	16,624	16,593	16,628	16,669	0.38%
Llano	19,360	18,988	19,148	19,444	19,565	1.06%
Travis	1,031,165	1,062,445	1,096,611	1,121,029	1,151,145	11.64%
Williamson	426,713	442,339	456,359	471,014	508,514	19.17%
Regional Totals	1,842,462	1,896,369	1,950,151	1,998,574	2,085,988	13.22%

Source: U.S. Census and ACS.

Figure 3- 1: 2010 Census Population



Source: U.S. Census and ACS.

Population Density

One of the most important factors in determining the appropriate transportation mode for a community is population density. Population density is often used as an indicator of the type of public transit services that are feasible within a study area. Typically an area with a density of 1,000 persons per square mile will be able to sustain some form of daily fixed route transit service. An area with a population density below 1,000 persons per square mile may be a better candidate for some form of fixed schedule or demand response services.

Figure 3- 2 shows the region's population density at the census block group level. Not surprisingly the most densely populated areas are in the Georgetown - Austin – San Marcos urbanized area along the I-35 corridor. Most counties have one or two small cities with pockets of population density at or near 1,000 persons per square mile.

Population Forecast

Future forecasts for the region anticipate significant population growth¹. The overall region is expected to grow by 69% from 2020 to 2040. During this period the region is expected to grow from 2,439,835 persons to 4,145,200 persons, an increase of about 1.7 million persons. The largest population growth is expected in Williamson County. It is anticipated that the population of Williamson County will grow from 715,395 to 1,742,619 by 2050, a 143 Percent increase. Bastrop County and Hays County are also anticipated to see significant population increases within this timeframe. Conversely, the populations of Lee and Llano Counties are projected to grow marginally between 2020 and 2040. Table 3- 3 provides the forecasted population growth for the region out to 2040.

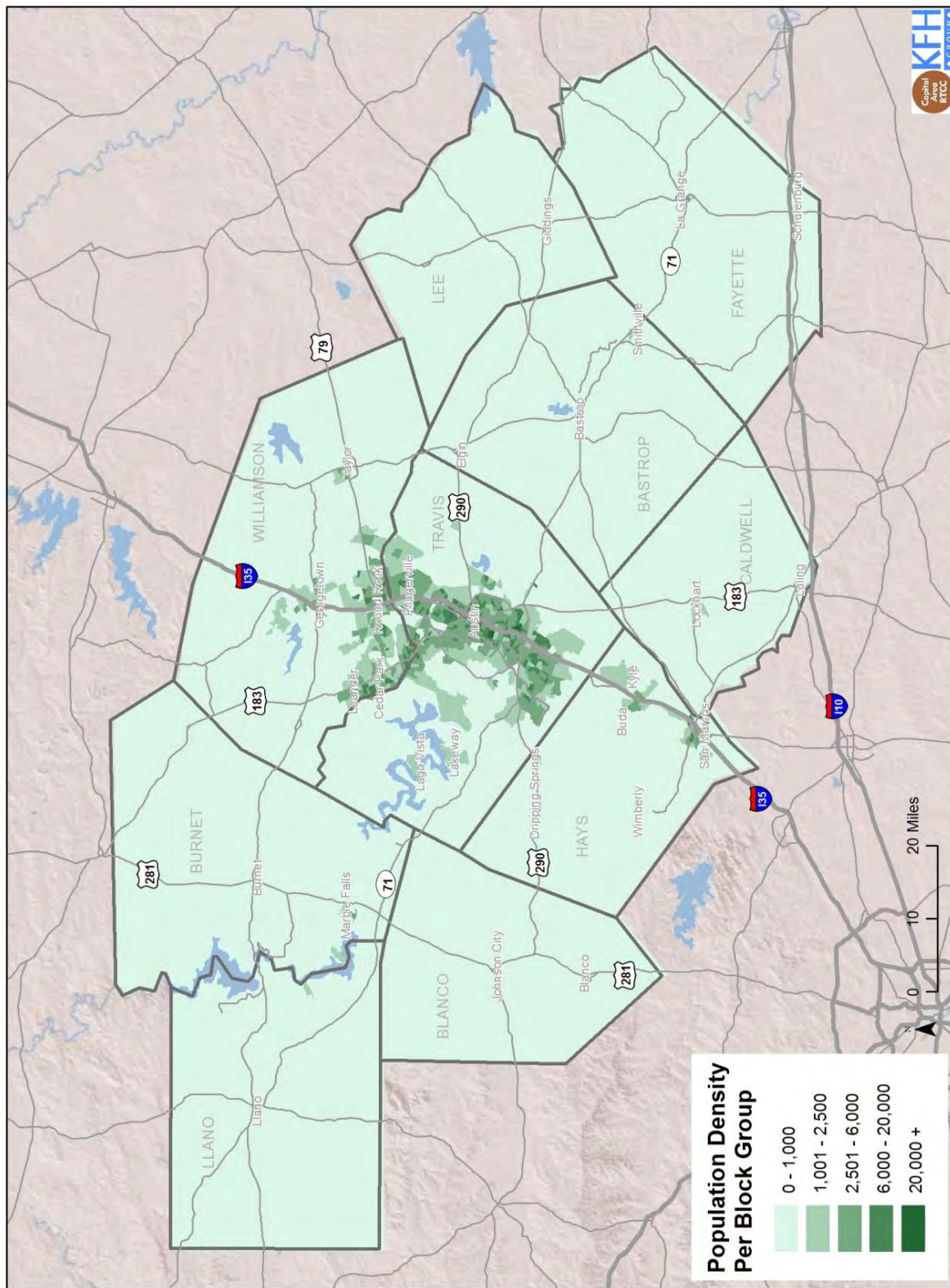
Table 3- 3: Population Forecasts

County	2020	2025	2030	2035	2040
Bastrop	112,096	129,924	149,340	170,164	192,599
Blanco	12,357	13,195	13,773	14,144	14,313
Burnet	63,390	71,319	78,524	84,391	88,614
Caldwell	45,622	48,700	51,469	53,856	55,752
Fayette	29,556	31,632	33,461	35,107	36,807
Hays	250,886	301,541	355,508	412,455	469,394
Lee	20,465	21,483	22,330	22,971	23,421
Llano	21,330	21,960	22,433	22,795	23,112
Travis	1,168,738	1,252,760	1,336,648	1,419,856	1,498,569
Williamson	715,395	905,742	1,137,513	1,415,185	1,742,619
Regional Totals	2,439,835	2,798,256	3,200,999	3,650,924	4,145,200

Source: CAPCOG Community and Economic Development Profile; Population Projections for the CAPCOG Region

¹ CAPCOG Community and Economic Development Profile; Population Projections for the CAPCOG Region

Figure 3- 2: 2010 Census Population Density



Source: U.S. Census and ACS.

TRANSIT DEPENDENT POPULATIONS

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to depend on transit services. This includes individuals who may not have access to a personal vehicle or are unable to drive themselves due to age or income status. The results of this demographic analysis highlight those geographic areas of the region with the greatest need for transportation. These areas are then compared to existing services to identify and evaluate the potential gaps in transit services.

For the purpose of developing a relative process of ranking socioeconomic need, block groups are classified relative to the service area as a whole using a five-tiered scale of “very low” to “very high.” A block group classified as “very low” can still have a number of potentially transit dependent persons; “very low” is a relative term and indicates the block group is below the service area’s average of transit dependent persons. At the other end of the spectrum, “very high” means greater than twice the service area’s average. The exact specifications for each score are summarized below in Table 3- 4.

Table 3- 4: Relative Ranking Definitions for Transit Dependent Populations

Amount of Vulnerable Persons or Households	Score
Less than or equal to the service area average	very low
Above the average and up to 1.33 times the average	low
Above 1.33 times the average and up to 1.67 times the average	moderate
Above 1.67 times the average and up to two times the average	high
Above two times the average	very high

The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. Five factors make up the TDI calculation including: population density, autoless households, elderly populations (age 65 and over), youth populations (ages 10-17), and populations living below the poverty level.

In addition to population density, the factors above represent specific socioeconomic characteristics of the region’s residents. For each factor, individual block groups were classified according to the frequency of the vulnerable population relative to the region’s average. The factors were then put into the TDI equation to determine the relative transit dependence of each block group.

The relative classification system utilizes averages in ranking populations. For example, areas with less than the average transit dependent population fall into the “very low” classification, whereas areas that are more than twice the average will be classified as “very high.” The

classifications “low, moderate, and high” all fall between the average and twice the average. These classifications are divided into thirds.

Figure 3- 3 displays the TDI rankings for the RTCC Region. According to the TDI, the Georgetown-Austin-San Marcos urbanized area has “high” and “very high” transit needs according to density. A majority of the region has “very low” transit need according to the TDI.

The Transit Dependence Index Percent (TDIP) provides an alternative analysis to the TDI measure. It is similar to the TDI measure, but it excludes the population density factor. The TDIP for each block group in the study area was calculated based on autoless households, elderly populations, youth populations, and below poverty populations. By removing the population density factor, the TDIP identifies transit need where populations may be spread out. It represents the percentage of the population within the block group with the above socioeconomic characteristics, and it follows the TDI’s five-tiered categorization of very low to very high. However, it does not highlight the block groups that are likely to have higher concentrations of vulnerable populations only because of their population density. Figure 3- 4 shows transit need based on the percentage of the population. According to the TDIP, block groups in eastern Travis County, eastern Hays County, as well as areas around Luling, La Grange and Llano have high transit need.

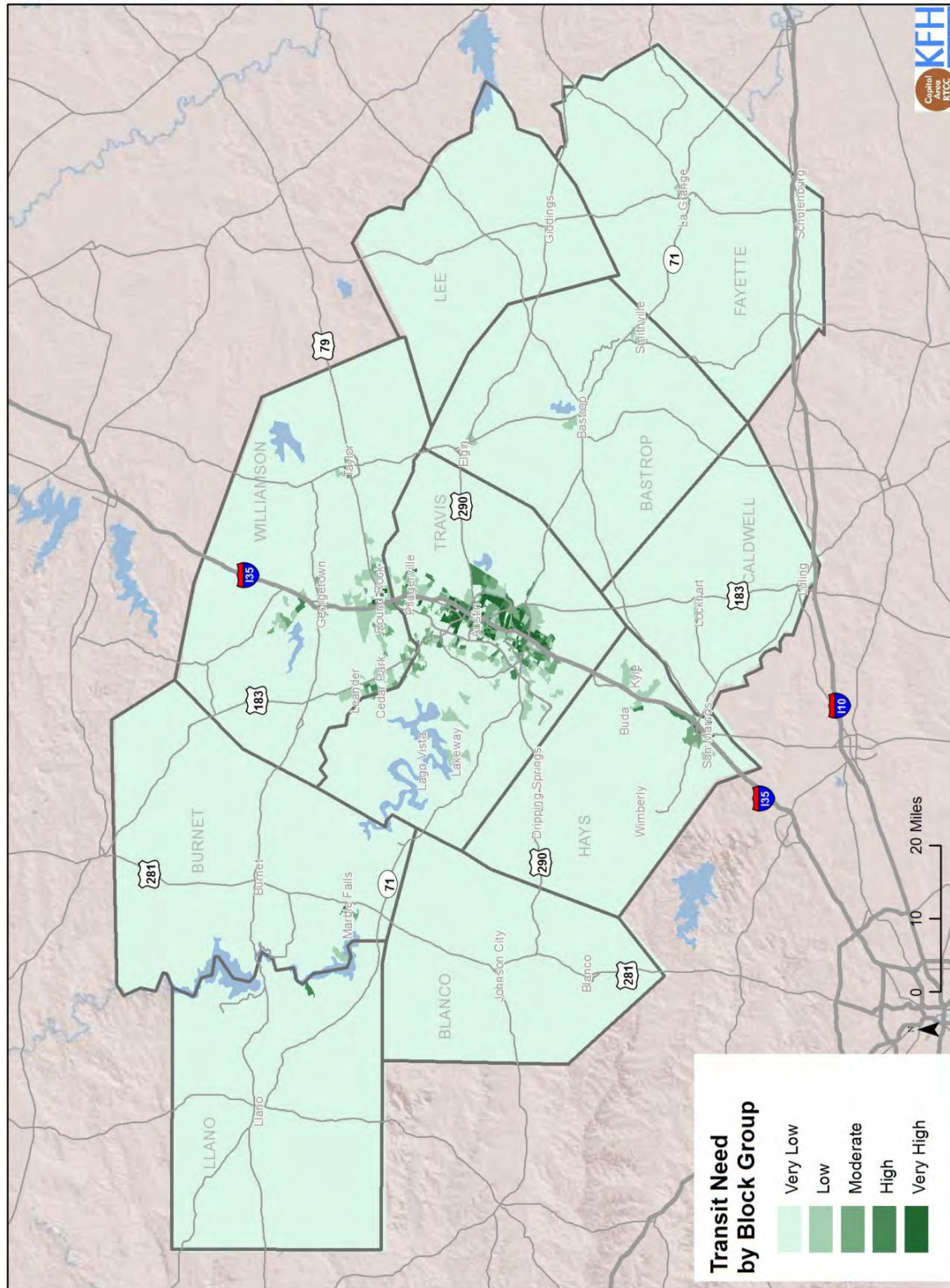
Senior Adult Population

One of the socioeconomic groups analyzed by the TDI and TDIP indices is the senior adult population, which are individuals 65 years and older. Persons in this age group may begin to decrease their use of a personal vehicle and rely more heavily on public transit. Figure 3- 5 shows the relative concentration of seniors in the region. The western portion of the region has the most block groups with very high elderly populations. This includes western Travis County as well as Burnet, Blanco and southwestern Hays Counties.

Individuals with Disabilities

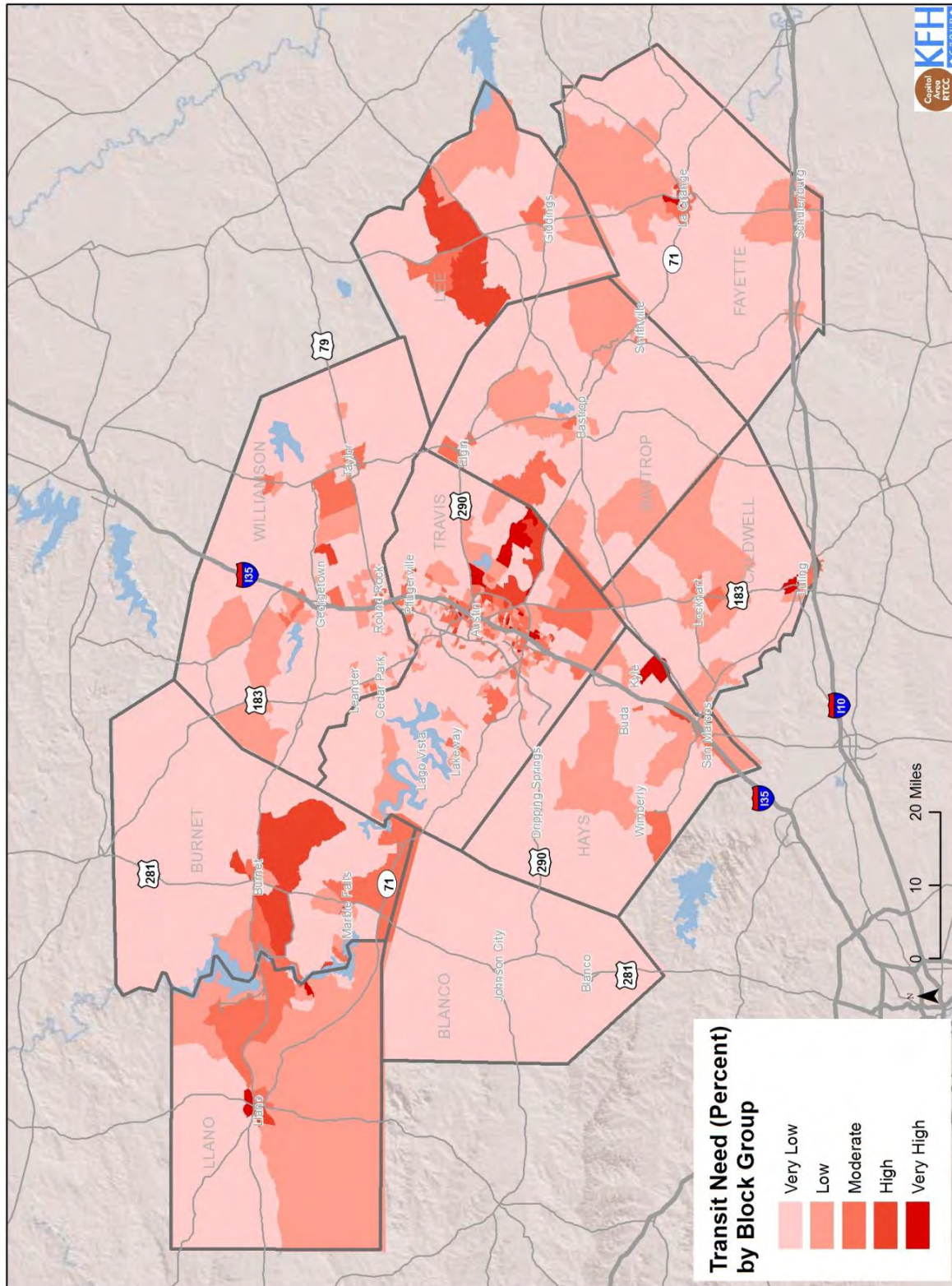
Figure 3- 6 illustrates the individuals with disabilities in the RTCC Region. The American Community Survey was used to obtain data for persons with disabilities. Persons who have disabilities that prevent them or make it more difficult to own and operate a personal vehicle often rely on public transit for their transportation needs. Areas in the region with high or very high concentrations of individuals with disabilities include areas of Austin, particularly East Austin, and areas with high concentrations of senior adults along the highland lakes. Rural block groups around Taylor, Elgin, Bastrop and Luling also have high concentrations of persons with disabilities.

Figure 3- 3: Transit Dependence Index Density



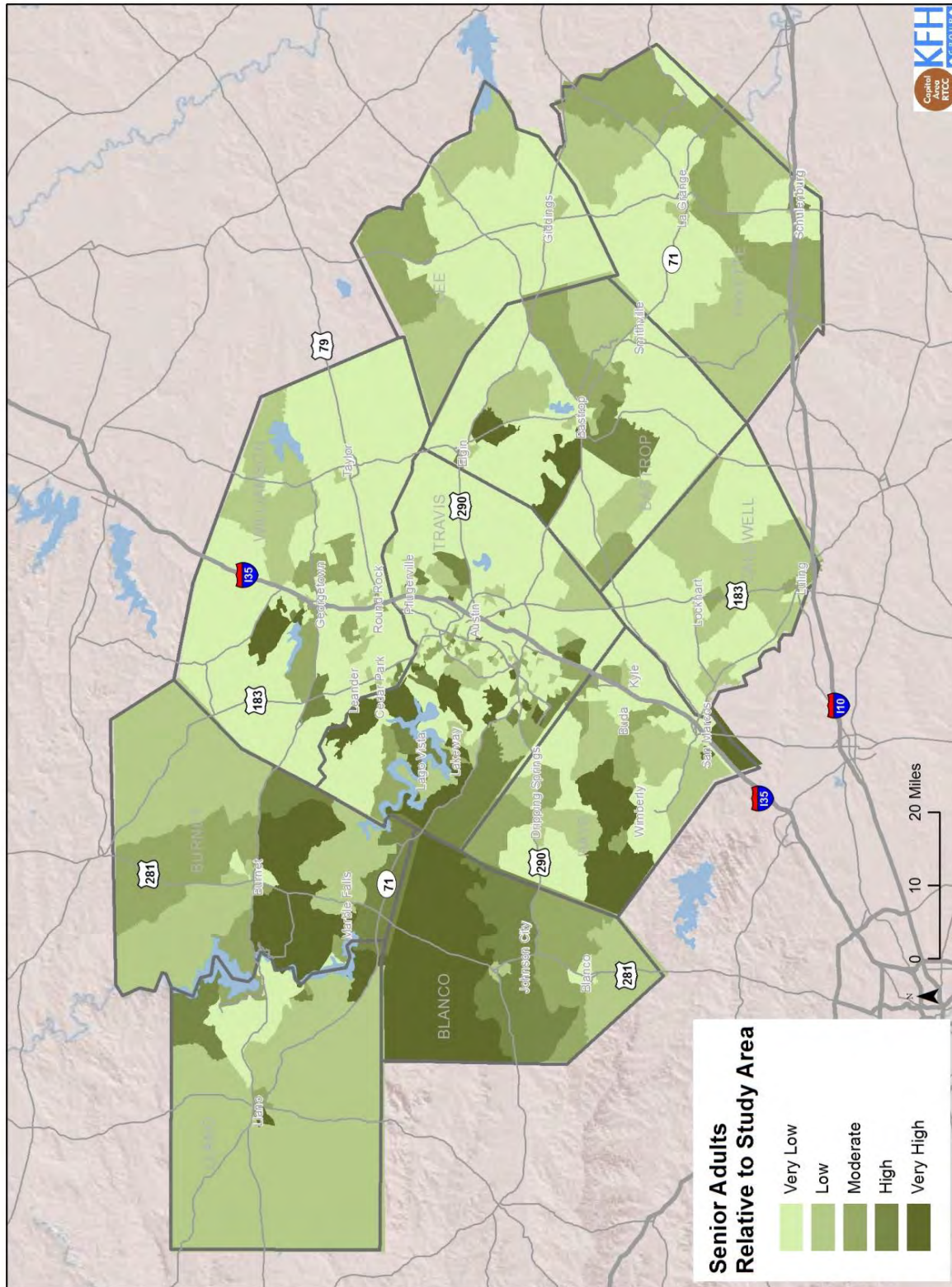
Source: U.S. Census and ACS.

Figure 3- 4: Transit Dependence Index Percentage



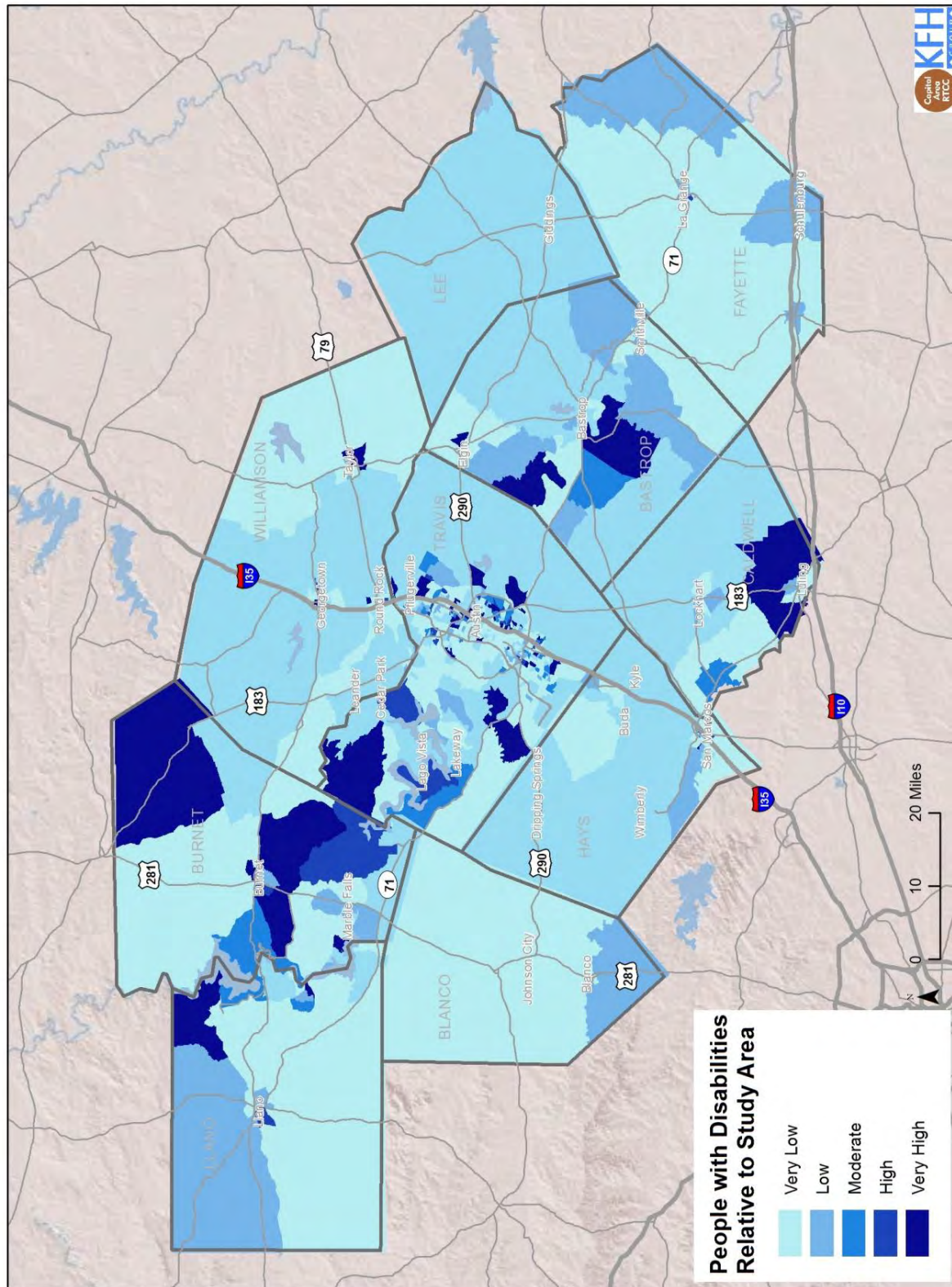
Source: U.S. Census and ACS.

Figure 3- 5: Distribution of Senior Population by Block Group



Source: U.S. Census and ACS.

Figure 3- 6: Distribution of Individuals with Disabilities by Block Group



Source: U.S. Census and ACS.

Zero Car Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit. Although autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important since many land uses in the region are at distances too far for non-motorized travel. Figure 3- 7 displays the relative number of autoless households across the region. Areas with very high numbers of autoless households include many sections of the Austin-San Marcos metropolitan statistical area (MSA), areas along the Highway 183 corridor from Leander to Luling and portions of the Highway 71 corridor from Llano to Bastrop.

Youth Population

Persons ages 10 to 17 either cannot drive or are just beginning to drive and often do not have a personal automobile accessible to them. For this population, public transit is often the means that offers mobility. Figure 3- 8 illustrates the concentrations of youth populations relative to the study area. Portions of the Austin-San Marcos MSA and Bastrop County contain very high youth populations.

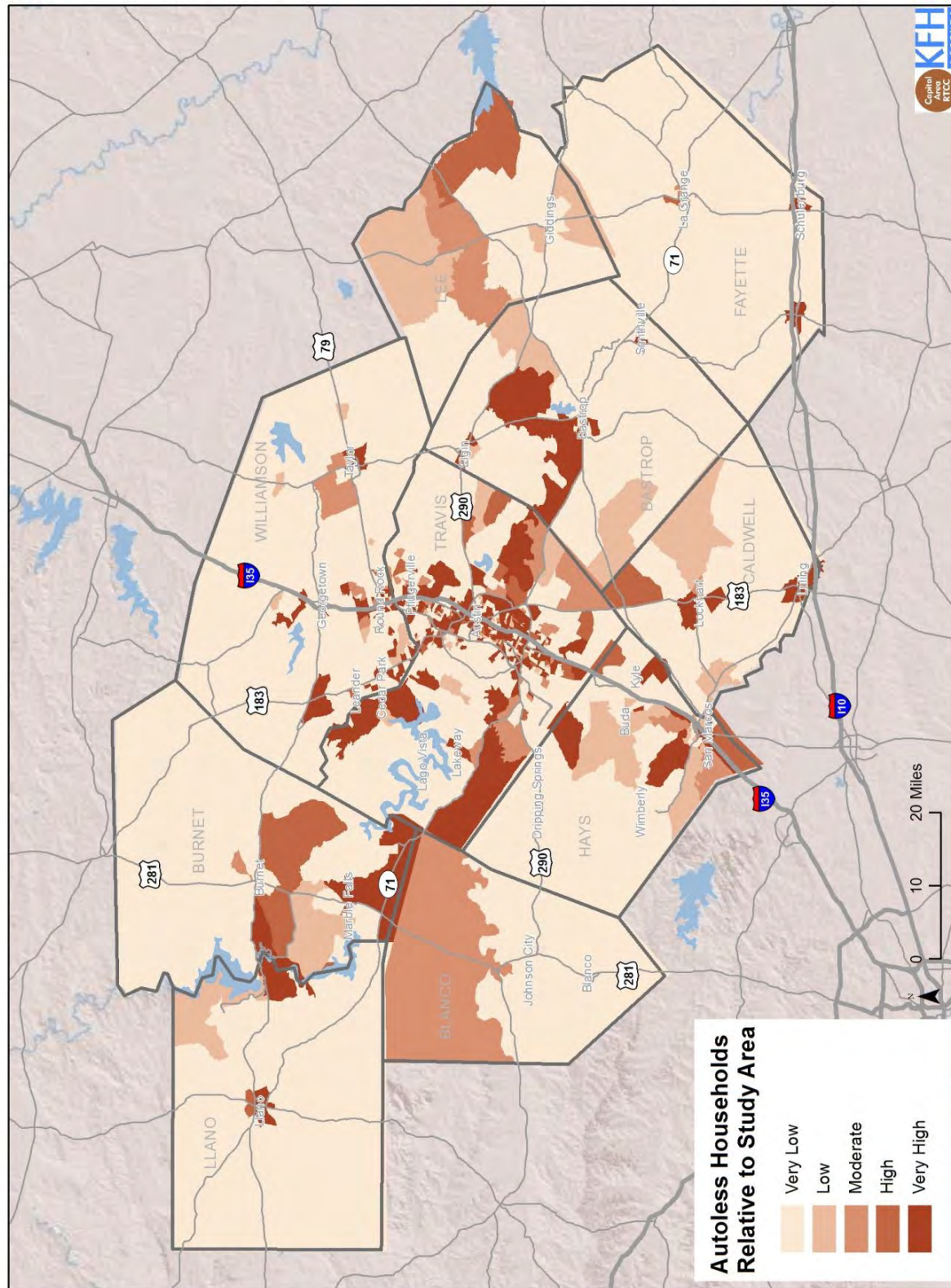
TITLE VI DEMOGRAPHIC ANALYSIS

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs and activities receiving federal subsidies. This includes agencies providing federally funded public transportation. The following section examines the minority and low income populations in the RTCC Region.

Minority Population

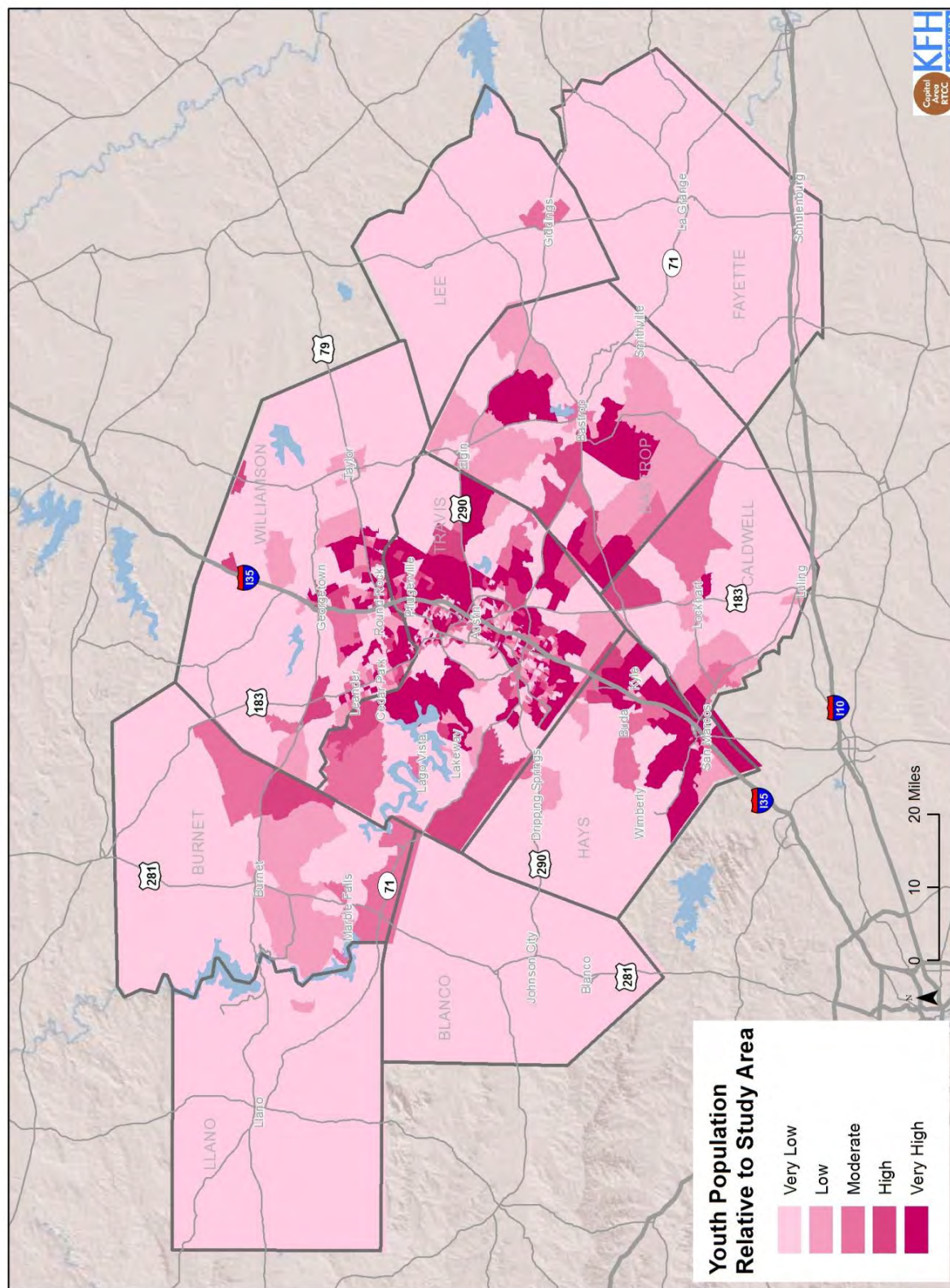
It is important to ensure that areas with an above average percentage of racial and/or ethnic minorities are not negatively impacted by any proposed alterations to existing public transportation services. The region's average minority population per block group is 245 people. Figure 3- 9 illustrates the concentration of minority populations in the study area. As shown, most of the block groups east of I-35 in Travis County have above average minority populations. Block groups along the I-35 corridor in Williamson and Hays Counties as well as several block groups in Bastrop and Caldwell Counties have above average minority populations.

Figure 3- 7: Distribution of Autoless Households by Block Group



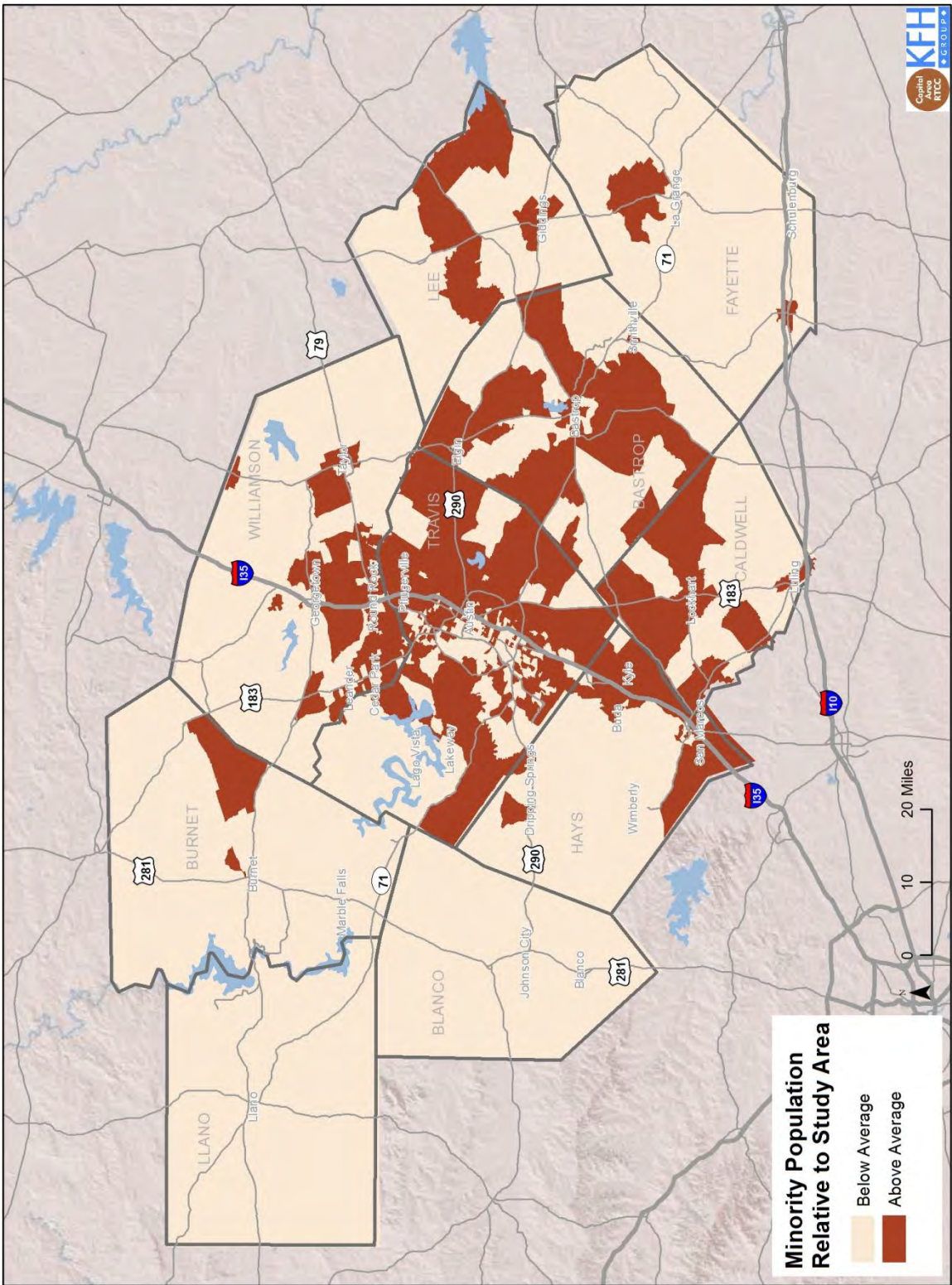
Source: U.S. Census and ACS.

Figure 3- 8: Distribution of Youth Population (Aged 10 to 17) by Block Group



Source: U.S. Census and ACS.

Figure 3- 9: Distribution of the Minority Population



Low Income Populations

Low income individuals are the second group included in the Title VI analysis, defined here as individuals who earn less than the federal poverty level. This segment of the population may find it a financial burden to own and maintain a personal vehicle, and rely on public transit as their primary means of transportation. In the RTCC Region the average number of individuals living below the federal poverty level per block group is 225 people. Figure 3- 10 depicts the concentrations of the low income population above or below the study area average. Generally, the portion of Travis County east of I-35 has above average populations living below the poverty line. The cities of Llano, Johnson City, Blanco, Round Rock, Taylor Elgin, Bastrop, Giddings, La Grange, Bastrop, Lockhart and Luling have block groups with above average low income populations. Many rural block groups in Travis, Burnet, Bastrop and Caldwell Counties also have block groups with relatively high populations living below the poverty line.

Limited-English Proficiency

It is important to serve and disseminate information to those of different linguistic backgrounds. As shown in Table 3- 5 RTCC Region residents predominately speak English. Half of the counties have significant populations of non-English speakers (20% or more). Travis and Caldwell Counties have the highest portions of non-English speakers (around 30%). Spanish is the primary language for non-English speakers. Of those who primarily speak other languages, the majority are able to speak English “very well” or “well.”

LAND USE PROFILE

Regional Trip Generators

Identifying regional trip generators complements the previous demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations. Examples include higher education facilities, major employers, regional medical facilities, and Veteran Affairs facilities. Figure 3- 11 provides a map of the regional trip generators in the RTCC Region. The trip generator categories are briefly detailed below.

Educational Facilities

Many of the individuals that comprise the college/university population are unable to afford or operate their own personal vehicle; therefore, this segment of the population may rely more on public transportation. Additionally, many faculty and staff members are associated with these institutions as a place of employment. Some of the major educational facilities in the region

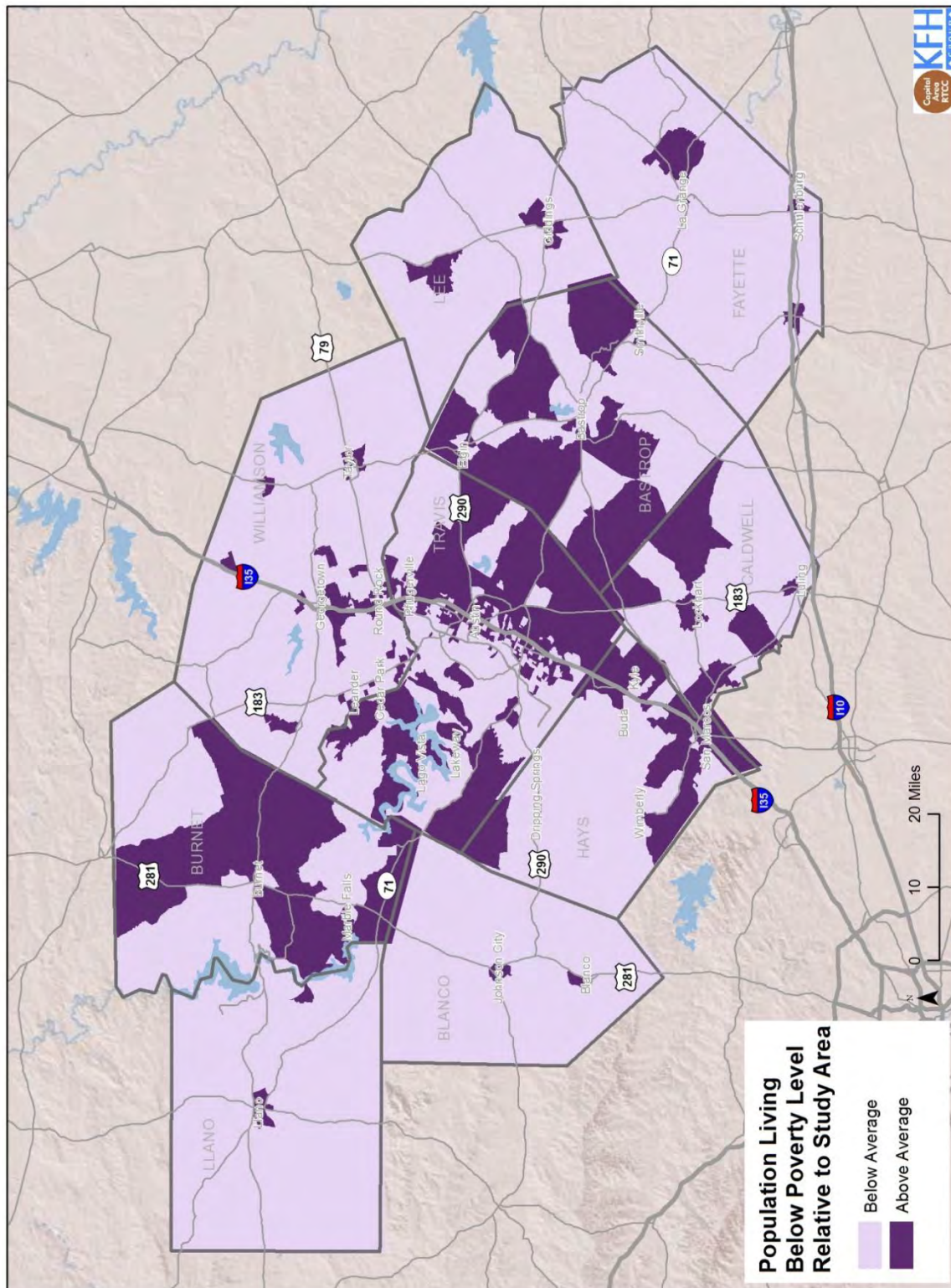
include The University of Texas, Texas State University, Southwestern University and Austin Community College.

Table 3- 5: Limited English Proficiency

County	Bastrop		Blanco		Burnet		Caldwell		Fayette	
5 years and Older	70,859		10,129		41,514		36,445		23,461	
Languages Spoken	Number	%	Number	%	Number	%	Number	%	Number	%
English Only	51,895	73.24%	8,608	84.98%	30,425	73.29%	25,417	69.74%	18,981	80.90%
Speak Non-English	18,964	26.76%	1,534	15.14%	6,454	15.55%	11,028	30.26%	4,480	19.10%
Spanish	17,463	24.64%	1,363	13.46%	6,019	14.50%	10,733	29.45%	3,635	15.49%
Indo- European Languages	1,036	1.46%	121	1.19%	342	0.82%	171	0.47%	807	3.44%
Asian/Pacific Island Languages	452	0.64%	47	0.46%	4	0.01%	63	0.17%	25	0.11%
Other	13	0.02%	3	0.03%	89	0.21%	61	0.17%	13	0.06%
Non-English Speakers Ability to Speak English:	Number	%	Number	%	Number	%	Number	%	Number	%
"Very Well" or "Well"	15,514	81.81%	1,014	66.10%	4,684	72.58%	9,295	84.29%	3,695	82.48%
"Not Well" or "Not at All"	3,450	18.19%	520	33.90%	1,770	27.42%	1,733	15.71%	785	17.52%
County	Hays		Lee		Llano		Travis		Williamson	
5 years and Older	159,526		15,664		18,462		1,015,115		423,828	
Languages Spoken	Number	%	Number	%	Number	%	Number	%	Number	%
English Only	121,847	76.38%	12,749	81.39%	17,372	94.10%	696,054	68.57%	335,988	79.27%
Speak Non-English	37,643	23.60%	2,915	18.61%	1,090	5.90%	317,978	31.32%	87,840	20.73%
Spanish	33,872	21.23%	2,482	15.85%	1,021	5.53%	244,480	24.08%	61,798	14.58%
Indo- European Languages	2,234	1.40%	333	2.13%	69	0.37%	28,129	2.77%	12,400	2.93%
Asian/Pacific Island Languages	1,270	0.80%	100	0.64%	0	0.00%	38,693	3.81%	11,553	2.73%
Other	267	0.17%	0	0.00%	0	0.00%	6,676	0.66%	2,089	0.49%
Non-English Speakers Ability to Speak English:	Number	%	Number	%	Number	%	Number	%	Number	%
"Very Well" or "Well"	31,841	84.59%	2,242	76.91%	708	64.95%	236,269	74.30%	73,557	83.74%
"Not Well" or "Not at All"	5,802	15.41%	673	23.09%	382	35.05%	81,709	25.70%	14,283	16.26%

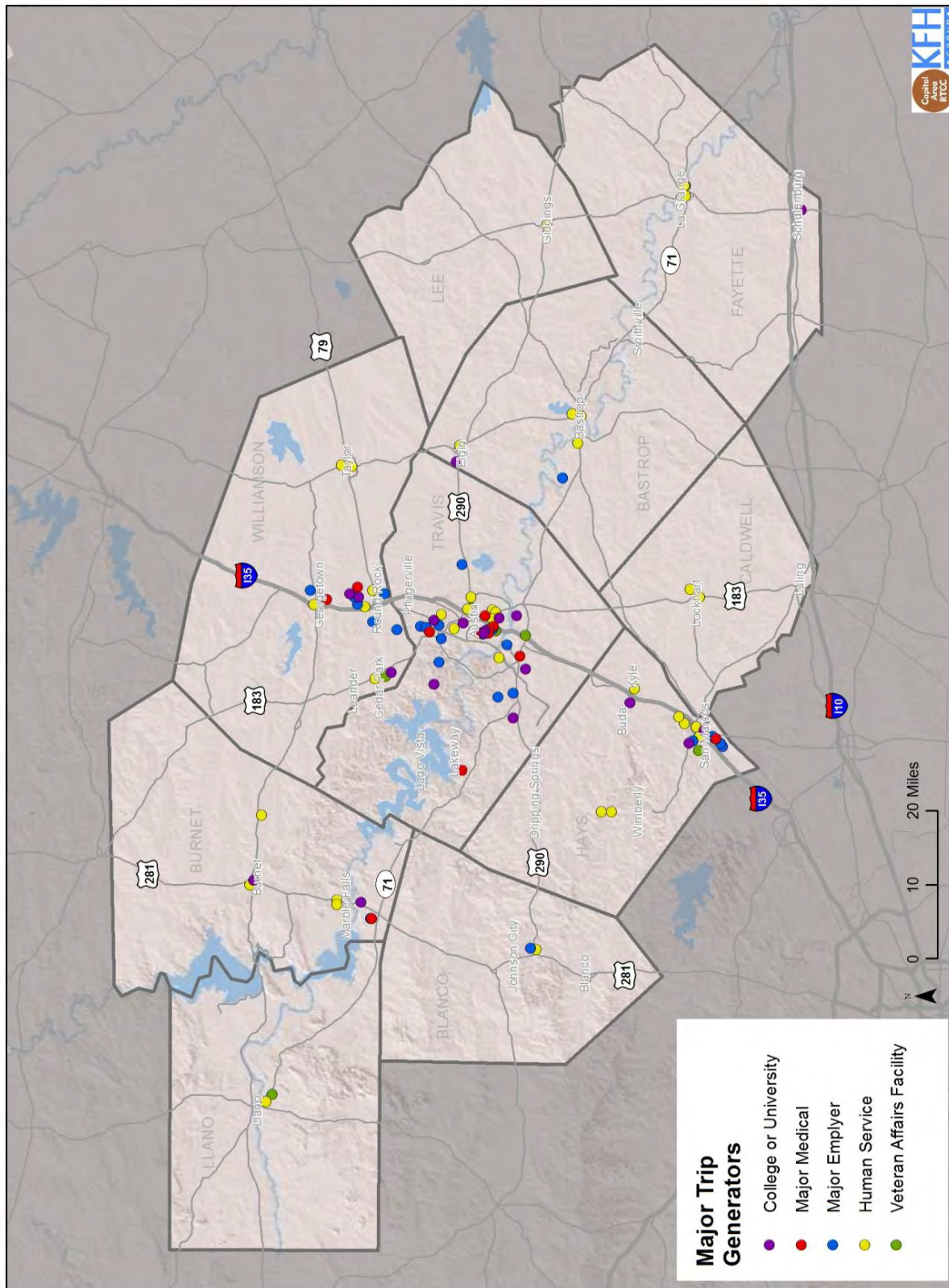
Source: ACS 2010-2014 estimates, Table B16004.

Figure 3- 10: Distribution of Individuals Living Below the Poverty Level



Source: U.S. Census and ACS.

Figure 3- 11: Regional Trip Generators



Major Employers

This section examines the top regional employers in the region (500+ employees). Providing transit services to major employment locations is advantageous to both the employee and employer. Workers need direct access to their job sites, while employers need assurance that their current or potential workforce will have diverse options for accessing them. Some of the major employers in the RTCC Region include:

- Travis County: IBM Corp., Seton Hospitals, St. David's Healthcare, the State of Texas, University of Texas at Austin, Advanced Micro Devices (AMD), Apple Computer Inc., Applied Materials, AT&T, Flextronics, Freescale Semiconductor, National Instruments, 3M Corporation, Activision Blizzard and Austin Energy.
- Williamson County: Dell Inc., Sears Teleserve, Round Rock Premium Outlets, Scott and White Healthcare, St. David's Round Rock Medical Center and Southwestern University
- Hays County: Texas State University, San Marcos Premium Outlet, Tanger Outlets and Seton Medical Center
- Bastrop County: Hyatt Regency Lost Pines Resort
- Burnet County: Baylor Scott and White Healthcare
- Blanco County: Pedernales Electric Cooperative, Inc.

Major Medical Facilities

Major medical facilities, classified as regional and general hospitals, represent a significant destination for users of public transportation. Older adults and persons with disabilities often rely more heavily upon the services offered by medical facilities than other population segments. Since this group represents a large fraction of the transit dependent population, it is imperative that these facilities are accessible through public transit services. The major regional medical facilities in the RTCC Region include:

- Travis County: Multiple St. David's Hospital locations, multiple Seton Hospital locations, Lakeway Regional Medical Center and Dell Children's Hospital
- Williamson County: In Round Rock, Baylor Scott and White Medical Center, Seaton Hospital and St. David's Medical Center; and in Georgetown, St. David's Georgetown Hospital
- Hays County: Central Texas Medical Center and Seaton Medical Center
- Burnet County: Baylor Scott and White Healthcare Center

Human Service Organizations

Human service agencies often serve clients that depend on transportation services. These organizations help low income residents, senior adults and/or people with disabilities. Throughout the RTCC Region human service organizations provide services such as food

assistance, workforce assistance, health care, training, adult daycare and other important human and social services.

Veterans Affairs Medical Facilities

The Department of Veterans Affairs oversees a network of medical centers and smaller community based services. Transportation to these facilities can be a major barrier for veterans who rely on the services that these facilities provide. The RTCC Region is home to two VA Outpatient Clinics and a variety of Veterans Service offices.

Local Trip Generators

In addition to the individual facilities, it is also important to identify the communities containing local trip generators. Communities that have multiple trip generators such as colleges and universities, multi-unit housing, non-profit and governmental agencies, major employers, medical facilities or shopping centers may warrant higher levels of transit service. Table 3- 6 provides an overview of these major destinations by county.

Table 3- 6: Local Trip Generators

Trip Generators	College/University	Subsidized Housing	Human Service Agency	Major Employer	Major Medical Facility	Shopping Destinations	Trip Generators	College/University	Subsidized Housing	Human Service Agency	Major Employer	Major Medical Facility	Shopping Destinations
Bastrop County							Burnet County						
Bastrop		X	X	X		X	Burnet	X	X	X			X
Smithville		X				X	Marble Falls	X	X	X	X	X	X
Elgin	X	X	X			X	Granite Shoals			X			
Travis County							Williamson County						
Austin	X	X	X	X	X	X	Round Rock	X	X	X	X	X	X
Pflugerville						X	Georgetown	X	X	X		X	X
Lakeway					X	X	Hutto		X	X			X
Manor		X	X	X		X	Taylor		X	X			X
Fayette County							Hays County						
La Grange		X	X			X	San Marcos	X	X	X	X	X	X
Schulenburg	X	X				X	Kyle			X	X	X	X
Flatonia			X				Buda	X	X	X			X

Trip Generators	College/University	Subsidized Housing	Human Service Agency	Major Employer	Major Medical Facility	Shopping Destinations	Trip Generators	College/University	Subsidized Housing	Human Service Agency	Major Employer	Major Medical Facility	Shopping Destinations
Caldwell County							Blanco County						
Lockhart				X		X	Johnson City			X	X		X
Luling						X	Blanco			X			
Lee County							Llano County						
Giddings		X	X			X	Llano			X			X

Employment Travel Patterns

It is beneficial to account for the commuting patterns of residents within the region. Table 3- 7 presents the results of the Census Bureau's Journey to Work data, which provides the location of employment (in county vs. out of county, and in state vs. out of state) and means of transportation to work. County employment travel patterns are summarized below:

- **Bastrop County** – With 31,482 residents of working age, Bastrop County is one of two counties in the region that has more residents working outside of the county than within it. The vast majority of residents drive to work, and less than one percent take public transit.
- **Blanco County** – This rural county has 4,687 working residents, one of the lowest numbers in the region. Sixty percent of the residents work within the county. None report using public transit for employment purposes on a regular basis.
- **Burnet County** – With over 18,000 working residents, Burnet County is one of only four counties in the region that has over sixty percent of its residents working within the county. The vast majority of residents drive to work.
- **Caldwell County** – This county is one of two in the region that has more residents that work outside of the county than within. Caldwell County also has the highest percentage of carpooling residents in the region.
- **Fayette County** – This rural county has 11,437 working residents. Fayette County has the highest percentage of residents that drive alone to work in the RTCC Region.

- Hays County – In the third most populated county in the region, the majority of residents drive to work. However, almost 13,000 residents carpool or use some other mode of transportation than the single occupancy vehicle on a regular basis.
- Lee County – With the fewest number of working residents in the RTCC Region, the majority of these workers work within Lee County and use a personal automobile to access their place of employment.
- Llano County – This rural county has about 7,500 employed residents. Llano County has the highest percentage of residents who work at home in the RTCC Region.
- Travis County – The most populated and economically active county in the region, Travis County has the highest percentage of transit use in the region, as well as the highest percentage of bicycling commuters. It has one of the lowest rates of single occupancy automobile commuting in the RTCC Region.
- Williamson County – With 220,000 workers that reside in the county, Williamson County has one of the highest rates of single occupancy vehicle commuting in the region.

Table 3- 7: Journey to Work Patterns

County	Bastrop		Blanco		Burnet		Caldwell		Fayette	
Workers 16 Years and Older	31,482		4,687		18,315		15,752		11,437	
Location of Employment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
In County of Residence	14,091	44.76%	2,782	59.36%	12,097	66.05%	6,291	39.94%	8,132	71.10%
Outside County of Residence	17,091	54.29%	1,879	40.09%	6,154	33.60%	9,392	59.62%	3,258	28.49%
Means of Transportation to Work	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Car, Truck, or Van - Drove Alone	25,035	79.27%	3,530	75.31%	14,521	79.28%	12,420	78.85%	9,376	81.98%
Car, Truck, or Van - Carpooled	4,144	13.16%	586	12.50%	2,022	11.04%	2,319	14.72%	1,193	10.43%
Public Transportation	120	0.38%	0	0.00%	26	0.14%	33	0.21%	24	0.21%
Walked	502	1.59%	117	2.50%	193	1.05%	204	1.30%	216	1.89%
Bicycle/Other	436	1.38%	78	1.66%	135	0.74%	219	1.39%	150	1.31%
Worked at Home	1,245	3.95%	376	8.02%	1,418	7.74%	557	3.54%	478	4.18%
County	Hays		Lee		Llano		Travis		Williamson	
Workers 16 Years and Older	81,330		7,452		7,483		568,094		220,962	
Location of Employment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
In County of Residence	41,620	51.17%	4,839	64.94%	4,737	63.30%	508,239	89.46%	113,545	51.39%
Outside County of Residence	39,165	48.16%	2,574	34.54%	2,660	35.55%	56,351	9.92%	105,640	47.81%
Means of Transportation to Work	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Car, Truck, or Van - Drove Alone	62,617	76.99%	5,853	78.54%	5,492	73.39%	419,310	73.81%	178,160	80.63%
Car, Truck, or Van - Carpooled	9,970	12.26%	961	12.90%	831	11.11%	59,443	10.46%	20,858	9.44%
Public Transportation	765	0.94%	18	0.24%	0	0.00%	19,813	3.49%	1,368	0.62%
Walked	1,490	1.83%	219	2.94%	153	2.04%	12,751	2.24%	2,025	0.92%
Bicycle/Other	1,169	1.44%	93	1.25%	149	1.99%	16,175	2.85%	2,967	1.34%
Worked at Home	5,319	6.54%	308	4.13%	858	11.47%	40,602	7.15%	15,584	7.05%

Source: ACS 2010-2014 estimates, Table B08130.

Regional Travel Patterns

Regional travel patterns can be assessed from a variety of perspectives. For this planning effort the analysis examined existing data from previous transportation plans and transit ridership. For the RTCC Region travel is, for the most part, directed into the urban core of Austin. According to the CAMPO congestion analysis for the Assessment of Regional Transportation Infrastructure, the major corridors of travel and congestion in the region are along:

- I-35 from Georgetown to San Marcos,
- Loop 1 MoPac,
- Highway 183 from Leander to Highway 71,
- Highway 71 coming into Austin from Dripping Springs to the west and Bastrop from the east,
- Highway 290 coming into Austin from Manor and
- Loop 360.

Most of these corridors fall within the Capital Metro service area, which saw over 30,000,000 one-way trips within the urban transit system in 2014². The Capital Area Rural Transit System (CARTS) also operates service in the Austin San Marcos MSA under contract to Round Rock, Georgetown, Kyle and San Marcos.

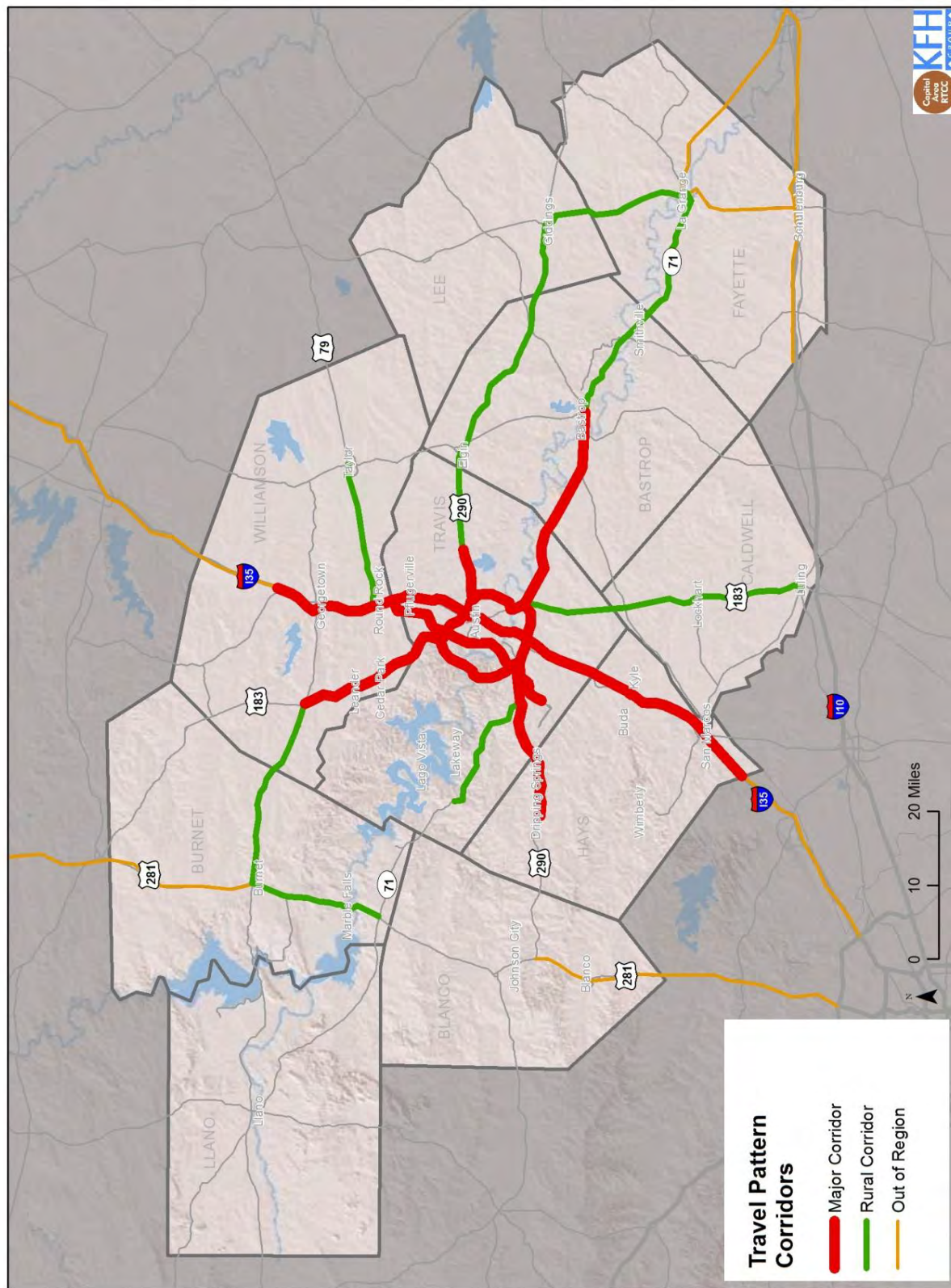
Additionally CARTS operates in the rural areas of Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson Counties. Much of their service is connecting the rural communities of the RTCC Region to major goods and services, many of which are in the Georgetown-Austin-San Marcos urbanized area. Major rural service corridors for CARTS include Highway 71 from Fayette County into Austin, Highway 260 from Lee County into the Austin Urban Area, Highway 183 connecting communities in Caldwell County to Austin and Highway 281 in Burnet County connecting to Highway 29 into Williamson County. CARTS provided over 720,000 one-way trips in 2014³.

The major urban corridors, rural corridors and out-of-region corridors are detailed in Figure 3-12.

² Capital Metro's Approved FY 2016 Operating & Capital Budget

³ 2015 Texas Transit Statistics, 2nd Edition, TxDOT PTD

Figure 3- 12: Regional Travel Pattern Corridors



Chapter 4

Review of Unmet Needs and Gap Analysis

INTRODUCTION

This chapter provides an analysis of unmet transportation needs and transportation service gaps in the RTCC Region. The analysis builds upon the inventory of current services and the demographic review to identify the needs of transit dependent populations, human service clients and the general public. The analysis looks at transportation needs as it relates to:

- Unserved or underserved areas
- Targeted population groups (transit dependent)
- Trip purpose
- Days and times of service
- Human service needs

This analysis incorporates input from public meetings and regional stakeholders, the Review of Existing Services (Chapter 2) and the Review of Demographics (Chapter 3) and previous studies to provide a broad transportation needs assessment/gap analysis. This assessment will be used to develop strategies, projects and services to meet identified needs, expand mobility and improve coordination within the region.

HEALTH AND HUMAN SERVICE AND WORKFORCE AGENCY NEEDS

A critical component of the transportation needs assessment is to gain input from health and human service organizations and workforce development agencies, since the people these agencies serve typically encounter mobility challenges.

A Large Community of Agencies

In addition to the human service agencies that provide or purchase transportation services for their clients, numerous other human service agencies that serve the Capital Area depend on transportation.

Table 4-1 presents the Texas Health and Human Service Commission (HHSC) departments and programs that fund local human service agencies, and identifies the client groups they serve.

Table 4-1: Texas Health and Human Service Commission (HHS) Departments and Programs

Department under the Texas Health and Human Services Commission	Programs within the Department	Client Groups Served
Department of Aging and Disability Services	Mental Retardation Services State Schools Community Services Community Care Services Nursing Home Services Aging Services	-Elderly people -People with disabilities and elderly people
Department of State Health Services	Health Services Mental Health Services State Hospitals Community Services Alcohol & Drug Abuse Services	-Children with hearing loss -Children with special health care needs -Adolescents needing health care -People with specific health problems (cystic fibrosis, epilepsy, end-stage renal disease, hemophilia) -People with low income -People with mental illness -People in need of substance abuse treatment
Department of Family & Protective Services	Child Protective Services Adult Protective Services Child Care Regulatory Services	-Children -Elderly people -People with disabilities that are vulnerable to abuse, neglect, or exploitation
Department of Assistive & Rehabilitative Services	Rehabilitation Services Blind and Visually Impaired Services Deaf & Hard of Hearing Services Early Childhood Intervention Services	-People with disabilities -Children who have developmental delays
Health and Human Services Commission	Children's Health Insurance Program Medicaid Office of Acquired Brain Injury	-People with low income -People with acquired brain injury

Appendix A presents a list of 175 local human service agencies in the region and the client groups they serve. Many agencies rely on funding from HHSC programs. While the scope and timeline of this project did not allow for a detailed needs assessment of all agencies, many of their client transportation needs likely share common characteristics with the larger organizations that were interviewed. The needs identified through stakeholder interviews are discussed below.

Needs Identified through Stakeholder Interviews

The project team conducted several stakeholder interviews to get input on the regional and local transportation vision, goals, objectives, needs and potential strategies to meet those needs. The project team met with:

- Office of Mobility Management
- Round Rock Transit
- Drive a Senior
- United Way of Williamson County
- Faith In Action Caregivers
- Texas Department of Transportation PTN
- Community Action Network
- United for the People - Veterans
- Metro Access
- Capital Metro
- ARCIL
- Capital Area Rural Transit System (CARTS)

The input received is summarized by category below.

Transportation Customers and Human Service Clients

- There is an increase in demand for low income/workforce transportation in rural and suburban areas, mirroring population shifts of low income persons away from the urban core.
- Human service customers consistently rate transportation as their greatest barrier to employment and services.
- The rapidly growing senior population is demanding more transportation services throughout the region.
- There are many coordination issues with non-emergency medical transportation (NEMT), such as trip denials and shifting trips to MetroAccess and not paying the cost of the trip.

Service Days and Times

- Dialysis centers - Public transit and human service transportation providers find it difficult to coordinate with the dialysis centers.
- There is an expressed need for same day transportation in the extraterritorial jurisdiction (ETJ)/rural areas with accessible vehicles, particularly among those that use human service transportation.

Trip Origins, Destination and Locations

- There are major service gaps in the ETJ where the area is urbanized but not in Capital Metro service area.
- Del Valle has limited service and significant need among transit dependent residents.
- Seniors in Lakeway and reverse commuters in Bee Cave need additional transportation services. Currently there are no public transportation services in those areas. With the addition of a new regional hospital in the area, demand for transportation services is increasing.
- Additional stops are needed at medical and business locations in Round Rock for the CARTS Taylor route.
- Cedar Park has a tremendous barrier to workforce transportation needs. There is a significant number of retail and service job opportunities, but no public transportation services in Cedar Park.
- Coordinating service across city and jurisdictional barriers can be difficult.
- Access to healthcare and retail jobs in Williamson County is an increasing need.
- There is a need for additional transit facilities in Round Rock, particularly as their fixed-route service comes on line.
- Most veterans have needs similar to the general public and can use public transit. Volunteer organizations also help veterans.
- Cross jurisdictional medical trips (non-NEMT) continue to be a major need, particularly for rural residents trying to access medical service in the urbanized areas of the region.

Potential Transportation Coordination and Service Strategies

- A centralized vanpool program that covers the entire RTCC region may help residents in areas with significant service gaps reach employment centers.
- Vehicle sharing amongst human service programs can result in cost efficiencies, if travel times among agencies do not conflict.
- More affordable housing in high transit corridors would help many human service clients in their ability to reach basic goods and services, as well as employment opportunities.

- The plan and the RTCC should support CAMPO's Activity Centers concept.
- Additional 5310 support for Drive A Senior would help the agency provide better service for their clients.
- Vehicle maintenance coordination between HHSC providers and transit can be a mutually beneficial coordination activity in the region.
- Co-branding inter-jurisdictional services should be a major coordination strategy to help provide one network of transit services.
- Regional fares and joint marketing (between CARTS, Round Rock and Capital Metro) will help riders make seamless connections between the various transit service providers.
- The plan should support the concept of 5310 Senior routes for Capital Metro.
- Travel training for seniors throughout the region would help build their confidence in using the available transportation services.
- CARTS services should be incorporated into the Capital Metro app (Sandbox Grant).
- More accessible vehicles for HHSC transportation providers are needed.
- Additional staff in the Office of Mobility Management is needed.
- Regional pot of money for transit development plans (TDPs) would greatly help close many of the transportation service gaps in the region.
- Capital Metro bus stop improvement program (97% accessibility goal) will help increase accessibility for their services.
- Inventory of HHSC accessible vehicles should be completed.
- Engage 311 in transportation planning to help disseminate transportation service information to the public.

ASSESSMENT OF NEEDS, INEFFICIENCIES AND SERVICE GAPS

Critical to understanding the issues related to mobility is a detailed listing of unmet needs within the region. The identification of needs is both a qualitative and quantitative process,

approached from multiple directions. Further, there are both operational and coordination needs. That is, needs related directly to the provision of service and those needs directly related to a coordination activity, which may be able to improve access or mobility.

Categorizing Needs

The operational needs are typically identified by:

- Geographic locations of needs – Areas where there is little or no service.
- Targeted populations in need – Transit dependent populations, individuals with limited English proficiency and those persons using wheelchairs or other mobility devices.
- Underserved areas – May only receive weekly service or commuter service, for example.
- Type of service (medical, shopping) – As an example, all Medicaid eligible persons have access to transportation for medical services, but in some cases there may be no way for that person to get to the grocery store for basic necessities.
- Service days and times – Is the area served at times that have high needs?
- Type of transportation – Meet needs with the appropriate type of service, whether demand-response service or fixed-route services, for example.
- Human service needs – Often in support of human service programs.

Operational Unmet Needs

These are unmet needs that were identified as operational related. These needs were identified by stakeholders, consumers in public meetings, other agencies, through the review of existing plans and through the demographic review. They are as follows:

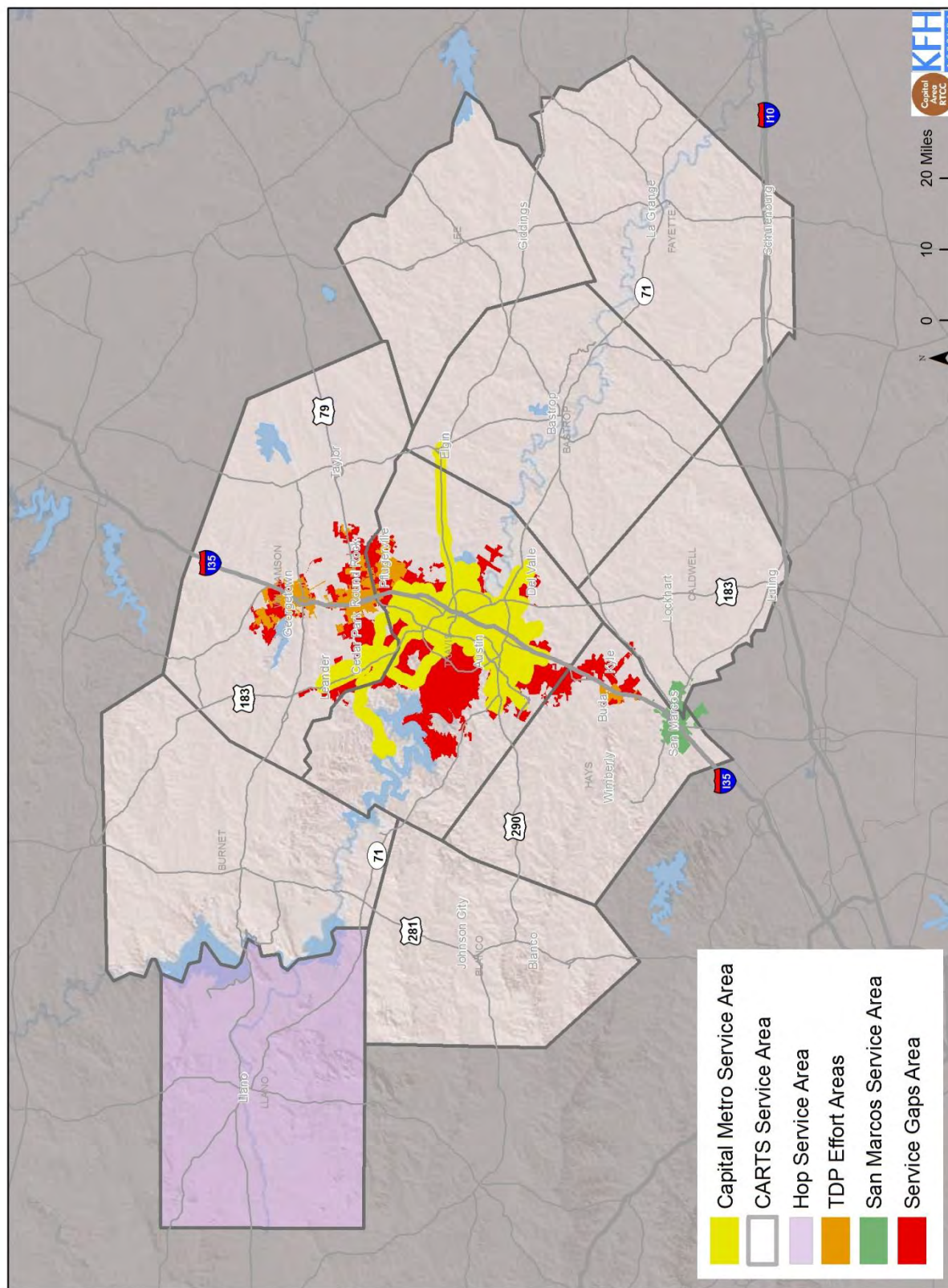
1. Geographic Area
 - a. The consensus among the stakeholders is that the urbanized areas outside of Capital Metro's and CARTS service areas have the greatest unmet needs including: Del Valle, Cedar Park, Lakeway, Bee Cave, Buda, Kyle, Georgetown, Round Rock and Austin Colony. This is an acute need for transit dependent populations including older adults and persons with disabilities. The Office of Mobility Management has had tremendous success in planning transit services in these areas since the last coordinated transportation plan update. Additionally, the City of Round Rock has developed a detailed TDP and will begin implementing service in 2017. Figure 4-1

details the service areas of the region. Capital Metro service area is defined by a $\frac{3}{4}$ mile area around their fixed-route service. The figure also shows the major urbanized service gap areas and areas in the process of developing or implementing TDPs.

- b. Persistent need exists within the Capital Metro service area for additional or specialized service. Most of this comes from elderly individuals who cannot navigate the fixed-route system and either do not qualify for Metro Access or will not ride it (attitudinal). In many cases people are looking to go to destinations not served by Capital Metro.
- c. Potential duplication of effort in the Kingsland area of Llano and Burnet Counties between CARTS and Hill Country Transit.
- d. There is a desire to see additional transit services to the airport from Austin and the surrounding areas, particularly mass transit options identified in the Project Connect Vision.
- e. Lone Star Circle of Care medical facility in Georgetown has a large regional draw, particularly from Bastrop County.
- f. Expansion of park and ride facilities in rural areas with service into Austin, particularly in communities east of the Austin urbanized area.
- g. Funding for another bus to reduce headways for the Bastrop fixed-route service is desired.
- h. Del Valle has a large transit dependent population and a low level of service. The city is not currently in the Capital Metro service area. Residents all shop in the Capital Metro service area, resulting in them paying the 1 percent sales tax for the service but receiving no service in their community. Efforts to expand the current Del Valle route to the HEB grocery on Riverside Drive should be explored, along with options to include Del Valle in Capital Metro's service area. Del Valle residents need better access to South Park Meadows, the Community Care Clinic and after school programs, particularly for special needs residents. There is also a need for workforce and job training access in this area.
- i. Many service industry jobs and transit dependent populations exist along the R.R. 620 corridor from Four Points to Bee Cave. There is currently no public transit service in the area.
- j. The City of Manor and the Highway 290 corridor from Elgin into Austin has seen tremendous growth in traffic and transit demand. During the peak commuting hours emergency response times have increased 500 percent, making the corridor unsafe for commuters and transit vehicles.
- k. Decker Ln. and Highway 969 are areas with large transit dependent populations, but are not safe pedestrian environments. Often human service agencies will purchase taxi rides for clients, even though there is a nearby Capital Metro stop, because the stop is not safe or accessible. Additional stops, sidewalks and protected pedestrian crossings are needed in this area.

1. Most government services have been moved out of Llano County (for example, WIC). GED students have to travel all the way to Round Rock to take the test. There is also a dearth of shopping options in the county. Residents often have to go to Fredericksburg or Burnet to access basic grocery or drug stores.

Figure 4-1: Major Service Gap Areas



2. Consumer Groups

- a. Elderly persons in the Austin, Round Rock and Highland Lakes areas (non-Medicaid).
- b. Persons with disabilities beyond the Americans with Disabilities Act (ADA) $\frac{3}{4}$ mile zone of Capital Metro ADA Paratransit Services and outside CARTS' service area.
- c. Older adults and persons with disabilities in the zone with no public transit service.
- d. For all seniors in Central Texas, there are additional needs for transportation assistance to and from medical appointments, transportation services that extend outside city limits, and increased flexibility in scheduling. Additionally, there is need for transportation assistance for people who are unable to drive because of a diagnosis of dementia, but are not old enough to qualify for "senior" assistance programs.
- e. Evening and weekend service is desired for low income employees needing access to service workforce opportunities.
- f. Veterans need expanded transit options in areas without transit.
- g. There is a rapidly growing senior population along the Highland Lakes, particularly in Lakeway, Spicewood and Marble Falls and in Llano County.
- h. It can be difficult to get on the HOP schedule if you are not a Medicaid client.

3. Trip Purpose

- a. Commuters in rural areas have limited options especially if not going to Austin.
- b. Medical needs for low income, non-Medicaid persons.
- c. CARTS fixed-schedule service can make it difficult to access specialized medical services that are only available on days when fixed schedule service is not provided. This is a problem in Cedar Creek, where fixed-schedule service is on Friday when many medical offices have limited hours.
- d. There is currently a waiting list for CARTS commuter service from Bastrop into Austin. Bigger buses and more service are desired. Additional funding is required to expand these services.
- e. There is a need for non-Medicaid medical transportation service to New Braunfels for Lockhart residents.
- f. It is difficult to use some CARTS services for workforce transportation due to long travel times.
- g. There is a need for an HEB shuttle from Austin Colony and Del Valle into the HEB locations in east Austin.

- h. Wait times for the HOP in Llano County can make student and workforce trips difficult.

4. Coordination

- a. Coordination leadership – Currently the Office of Mobility Management and the RTCC are the regional coordination champions. This leadership is essential to successful coordination.
- b. Medicaid coordination – Current policy at the state level is not conducive to coordination and in fact, promotes a duplication of effort, raising the cost of Medicaid Transportation Program service due to the inability to group trips. Medicaid clients have expressed extreme dissatisfaction with the new broker. Additionally, the Medicaid contract has raised costs and reduced revenue for local transit. Most of the lost revenue is now going out of the region and state to a private Medicaid brokerage company. Clients complain that often the trips are not with competent or professional drivers, unless the trip is scheduled with CARTS. There are also complaints of trip denials and shifting the trips onto Capital Metro paratransit services whenever possible. State agencies need to coordinate with the Medicaid office to monitor and ensure that the program is operating in a safe and reliable manner.
- c. Focus on seamless service between CARTS, Capital Metro, Round Rock Transit, San Marcos transit services and new services on the horizon – transfer locations, fare compatibility, timed bus meets and other activities to improve the connection between urban and rural areas.
- d. Coordinate volunteer networks – Several Drive a Senior networks in the region and the American Cancer Society all depend on volunteers for transportation. ARCIL will also use volunteers for limited transportation related to their programs. There is currently some coordination between Drive a Senior management. This should continue and be strengthened to ensure that there is no competition for volunteers and/or duplication among networks.
- e. Location of facilities – Set guidelines for apartment developers, human service agencies and other significant major origins and destinations for working with transit to locate near a bus route. Brochures were a suggested mechanism for disseminating this information.
- f. One stop website and information center – There were a number of suggestions to implement a one stop shop for information. This could include a website and telephone support. The Office of Mobility Management trip planning specialist is fulfilling some of this role, but a greater consolidation of service information can help customers cross jurisdictional boundaries.
- g. Coordination/Mentoring of small operators – The larger transit systems can provide a variety of support to the small human service agencies that feel they must continue

to operate separately. This can include training of vehicle operators, maintaining vehicles, vehicle procurement issues and other related activities. Some of this is occurring at the present time. This can be on a formal or informal basis.

- h. Expand travel training – Some people stated that seniors would ride fixed-route if they knew how. Travel training should be expanded for this user group. Travel training for people with cognitive disabilities is also an opportunity. Travel training seminars could also benefit area high school students in low income areas.
- i. Coordinate technology efforts (to the greatest extent possible) between Capital Metro, CARTS and Round Rock Transit.
- j. Continue efforts to coordinate transit with emergency management planning efforts. Additionally, explore options of joint procurement of signal priority technology between Capital Metro and emergency services.

SUMMARY – UNMET NEEDS AND GAPS

There were a number of needs that stood out as unserved. These include:

- The greatest unmet needs are in the Del Valle, Cedar Park, Lakeway, Bee Cave, Austin Colony and other communities (Figure 4-1) that are outside of both Capital Metro's and CARTS' service areas. This is due to a combination of very high population and no public transit service.
- There were many concerns about the growing senior population and human service transportation needs in the rural areas of the region.
- Higher service levels in rural areas were seen as a great need. Commuter service was also cited as a need.
- An expanded volunteer effort was called for to address needs for non-seniors and persons with disabilities.
- A wide variety of coordination activities can reduce costs and improve service, including mentoring, education, a one stop information center, consolidation of transportation resources and other types of activities.

Chapter 5

Transportation Strategies and Pilot Programs

INTRODUCTION

CAMPO requested a service oriented update to the 2011 Capital Area Coordinated Human Service Transportation Plan. CAMPO and the RTCC recognize that an update was needed to focus on strategies that help eliminate the gaps in services. The gaps in service mostly burden the transit dependent population – those without access to or are unable to drive a car (for example, the elderly and persons with disabilities). Planning efforts should be directed toward effectively and efficiently increasing service for transit dependent individuals, veterans and Title VI populations (which include minorities, low income individuals and non-English speaking persons). Potential services can include traditional fixed-route and paratransit services and a variety of hybrid services. Other approaches such as mobility management, expanded volunteer driver program(s) and coordination strategies may also be designed to expand and/or improve service for customers.

This coordinated plan is the latest phase of the coordination process and emphasizes strategies and operational options, focusing less on process oriented strategies. The goal of this effort is to encourage implementation of coordinated activities that foster improved public and human service transportation.

This plan has been developed over the past eight months, with input from many interested stakeholders through an open planning process. Public engagement included two rounds of public meetings and one round of focus groups and stakeholder meetings. The public and stakeholder input, review of existing services, demographic and land use analysis, and details of the planning process are summarized in the previous chapters.

GUIDING PRINCIPLES AND GOALS

This section provides the direction and emphasis of the coordinated plan. While detailed in Chapter 1, these guiding principles and goals are inserted here as a reminder to the reader. First the key premise and guiding themes are discussed, followed by the goals, the compilation of strategies and projects, and an implementation/priorities timeline.

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.

2. **Service Strategies** – Designed to coordinate or grow transit options for the future. The primary focus is on the unserved and underserved areas identified in the Gap Analysis.

The following strategies and projects are based on choices made by the RTCC. Each strategy is guided by project goals and the Gap Analysis and includes:

- A narrative discussion of the strategy
- Examples of potential activities, services and projects (where appropriate)
- Impact on goals
- Potential costs/benefits to implement

Coordination and Planning Strategies, Programs and Partnerships

These strategies include efforts to coordinate public transit providers using mobility management, coordination of support functions and traveler information. This includes coordinating with human service agencies where a reasonable agreement can be reached.

Coordination Strategy 1: Continue to Pursue Mobility Management and Coordination Opportunities

The Office of Mobility Management (OMM) has made excellent progress addressing the service gaps through transit planning efforts. Currently the program has two staff members and is engaged in transit development planning efforts in over six communities and travel planning for residents across the region. Supporting the OMM in expanding its capabilities will help the region continue to eliminate service gaps. The success of the OMM should serve as a prime example for the state as to how successful mobility management programs can be implemented.

Examples of Potential Activities and Projects

The OMM has been working closely with Buda, Georgetown and Round Rock. This has resulted in a new service to be initiated in Round Rock and Georgetown. Efforts should continue to focus on areas such as Austin Colony, Del Valle, Bee Cave, Pflugerville, Cedar Park and other communities with no service. This is directly addressing the major service gap in the region.

Activities should include providing support in the development of sponsorships/partnerships, volunteer transportation, coordinated driver training and other programs as needed. The OMM should also seek out funds for an additional planner.

Impact on Goals

This strategy will address the following goals:

- Goal 1 – Preserve and expand transit
- Goal 3 – Secure agreements to eliminate barriers
- Goal 4 – Increase efficiency of services
- Goal 5 – Promote awareness of transit

Potential Costs/Benefits to Implement

The OMM may need an additional staff person to meet the planning needs of the service area. The benefits include expansion of transit into unserved areas and connectivity to the rest of the region. The greatest unmet needs are found in communities outside of both the Capital Metro and the CARTS service areas and this strategy and mobility management is a key strategy to developing service plans for these unserved areas. Those that can benefit the most are the transit dependent population including seniors, persons with disabilities, some veterans as well as others.

Coordination Strategy 2: Work with Developers, Human Service Agencies, Education Facilities, Employers and the Medical Community to Locate Facilities with Transit Availability in Mind

The placement of new shopping centers, residential communities, aging and disabilities services, schools, colleges, training facilities and medical facilities without consideration of existing public transit routes compounds unmet transportation needs and severely hampers mobility options for people with limited access to an automobile.

Capital Metro has produced a *Transit Ready Development Guide* that will be a useful tool in the implementation of this strategy. The RTCC should work with Capital Metro to disseminate the document. It may be advisable to provide a summary document for human service agencies, medical facilities and others regarding the importance of locating transit in an accessible environment. The OMM can actively work with these entities to ensure appropriate access.

Potential Activities and Projects

These activities will be ongoing. In addition to a guide, the OMM and the transit systems should work with cities and counties to encourage proper growth and connectivity.

Impact on Goals

This strategy will address the following goals:

- Goal 3 – Secure agreements to eliminate barriers
- Goal 4 – Increase efficiency of services
- Goal 5 – Promote awareness of transit

Potential Costs/Benefits to Implement

The costs associated with this task are discussed in the previous strategy. The benefits include lower cost transportation. This strategy directly and indirectly addresses several of the unmet transportation needs outlined in Chapter 4 and the Priority Areas of Need section of this chapter. Transit dependent populations including seniors, persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy. These needs include, but are not limited to:

- More affordable housing in high transit corridors would help many human service clients in their ability to reach basic goods and services, as well as employment opportunities.
- The plan and the RTCC should support CAMPO's Activity Centers concept. Activity Centers can increase the overall connectivity of the transportation system, particularly within specified areas, and can increase choices among transportation modes and routes.

Coordination Strategy 3: Medicaid Coordination

Medicaid transportation expenditures account for over 90 percent of the available human service transportation funding. Therefore without coordinating Medicaid transportation, many advantages of coordination fade. The RTCC should work with various entities to allow for coordination of the largest human service transportation program.

Currently the Medicaid transportation brokerage adds another call center that effectively duplicates the work CARTS does. Further, without knowing who is driving which vehicles, there are serious safety concerns. The RTCC, together with CARTS, should engage the Texas Health and Human Services Commission (HHSC) at the director level and offer to work collaboratively to develop a coordinated pilot program that helps clients, customers and the state without duplicating services.

Potential Activities and Projects

Strategy 3A: Engage Texas Health and Human Services Regarding the Medicaid Program –

Emphasize grouping of trips and the resulting cost reduction. The second step in the process is to educate HHSC upper management regarding the safety, quality and cost advantages of coordinating service with public transit.

Strategy 3B: Seek Pilot Project to Demonstrate the Effectiveness and Power of Coordinated Services –

When advocating for a change, it is best to have a viable solution. Many elements of a solution would include tools used in years past. These tools are still viable and make sense from a transportation perspective. Though previous attempts failed, there are now new opportunities. CARTS, working with the RTCC and the OMM, should develop a strategy to better coordinate services with Medicaid.

Impact on Goals

This strategy will address the following goals

- Goal 1 – Preserve and expand transit
- Goal 2 – Improve the quality and safety of transit services
- Goal 3 – Secure agreements to eliminate barriers
- Goal 4 – Increase efficiency of services
- Goal 5 – Promote awareness of transit

Potential Costs/Benefits to Implement

Costs include an investment of time and energy and perhaps a consultant to assist in planning efforts. Benefits include improved safety (a fully trained driver versus the possibility of an untrained driver), quality and revenue. In addition Medicaid Coordination will be in place again. Medicaid coordination is a major gap outlined in Chapter 4 of this plan. State agencies need to coordinate with the Medicaid office to monitor and ensure that the program is operating in a safe and reliable manner.

Coordination Strategy 4: Improve Coordination and Support a Seamless Family of Public Transportation Services

While CARTS and Capital Metro do an excellent job of coordinating services, technologies and fare media are not yet compatible. Each of the local communities that initiate service should follow Round Rock's lead and become part of the network of services in the region. The other aspect of coordination, not yet in place, is connections between The HOP and CARTS. Specific activities will be discussed in the service strategies.

Potential Activities and Projects

Strategy 4A: Continue to Improve Connectivity between Transit Systems –

Expand the network of shared stops, transfer points and park-and-rides under an agreement with Capital Metro, CARTS and possibly local municipalities. This should include connections to adjacent systems outside the Capital region. These would include The HOP, Alamo Regional Transit and Colorado Valley Rural Transit.

Strategy 4B: Continue to Overcome Barriers –

Transportation barriers are perceived, attitudinal and often self-imposed, frequently due to a lack of understanding of regulations. The most difficult barriers are associated with the provision and funding of service in areas outside of the CARTS or Capital Metro service areas. These barriers can be overcome with proper education and cooperation.

Strategy 4C: Coordinate Technologies Where Possible –

The use of a universal fare card, or acceptance of each transit system's card remains a strategy. CARTS committed to its technology in 2003, while Capital Metro committed to different technology years later. While these efforts should be pursued, it will be a very difficult process. If pursued, this effort should begin with a discussion of what resources it would take to generate a compatible platform that would accept either card.

Strategy 4D: Formalize Mentoring Opportunities –

Recognizing that CARTS and Capital Metro are already highly coordinated, CARTS, Capital Metro and the human service agencies that provide transportation should continue to seek out opportunities to partner at a small scale. CARTS and/or Capital Metro can also serve as a mentor for these agencies and at a minimum, assist in procurement of vehicles, maintenance, driver training and other activities.

Impact on Goals

- Goal 2 – Improve the quality and safety of transit
- Goal 3 – Secure agreements to overcome the barriers
- Goal 4 – Improve the efficiency of services

Potential Costs/Benefits to Implement

The costs include staff time and effort, while the benefits include increased connectivity and improvements in the safety and professionalism of human service transportation programs. Regional fare coordination, improved connectivity, and human service mentoring are all specific needs and gaps outlined in Chapter 4 of this plan, and this strategy directly addresses those needs. Transit dependent populations including seniors, persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy.

Coordination Strategy 5: Expand Coordination of Student and Workforce Transportation and Work to Connect All of the Region's Residents to Opportunity

There is potential for private sector funds for transit service to specific locations. The Capital Metro Service Expansion Policy has shown success in Cedar Park in contracting service with Austin Community College. Potential partnerships for employee shuttles, student shuttles and employer or school funded transportation contracts should be sought out. Major employers such as Austin Community College and regional vocational schools are all potential partners.

Potential Activities and Projects

This is another activity for the OMM. In cities and communities where there is no public transit, opportunities to partner with the private sector, medical community and/or state agencies should continue to be sought. Major employment sites and colleges should be targeted. An excellent example is the Bee Cave area where many retail stores offer opportunities for low wage employees, many of whom could benefit from transit to get to work. A Del Valle or Austin Colony shuttle to major retail outlets can also be sponsored. Funded by the businesses, shuttles or vanpools can be deployed to transport employees to work.

Impact on Goals

This strategy addresses the following goals:

- Goal 1 – Preserve and expand transit
- Goal 3 – Secure agreements to eliminate barriers
- Goal 5 – Promote awareness of transit

Potential Costs and Benefits

The costs associated with this planning/coordination activity are minimal for the OMM once they have an additional staff person to address this and other strategies. The benefits include providing transportation to workers and students where none currently exist. As detailed in Chapter 4 of this plan there is an increase in demand for low income/workforce transportation in rural and suburban areas, mirroring population shifts of low income persons away from the urban core. Transit dependent populations including persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy. Additionally, human service customers consistently rate transportation as their greatest barrier to employment and services. This strategy directly addresses these specific needs.

Coordination Strategy 6 – Conduct a Review of CARTS’ Rural Fixed-Schedule Service

CARTS has a very effective fixed-schedule service for communities across the service area. Communities receive different levels of service, from multiple trips daily with multiple destinations, to service once a week or biweekly. Each community receives some service even if it is only twice a month. This approach allows CARTS to provide at least some service in all communities in its service area.

CARTS has not conducted a major review of its service to determine if schedules and areas served need to be changed, due to changing conditions in this rapidly growing service area. This is particularly important for communities that have less than daily service. Is CARTS serving the community on the right day(s), and is it going to the places where riders want to go?

These changes would have a positive influence on ridership. This does not necessarily require CARTS to expand service, as it may be more effective to reallocate service based on expressed need and ridership.

Impact on Goals

This strategy addresses the following goals:

- Goal 2 – Improve the quality and safety of transit services
- Goal 4 – Increase efficiency of services
- Goal 5 – Promote awareness of transit

Potential Costs and Benefits

Costs would be associated with conducting the study either in house or contracted. A study of this type typically costs about \$100,000, if contracted. Advantages include improved service, greater ridership and increased productivity. During the needs assessment and outreach process it was noted by various participants that CARTS should review their fixed schedule services.

Service Strategies, Programs and Partnerships

The best way to coordinate services is to provide quality public transit, as most transit dependent/Title VI persons and veterans can use public transit if properly planned. Additional services would be available for persons that cannot use fixed-route or paratransit services. The majority of the input received, as part of this planning process, indicated that the service gap areas are the most significant need. These strategies focus on these gaps and improving connectivity.

Service Strategy 1: Expand Transit Service to the Entire Region – The Public Transit Gap.

This strategy seeks to continue to build support for public transportation in the areas between Capital Metro and CARTS. These areas include much of Del Valle, Austin Colony, Bee Cave, Buda, Cedar Park, Kyle, Georgetown, Lakeway, Pflugerville, Rollingwood, Round Rock (preparing to implement service) and West Lake Hills. Figure 5-1 illustrates the current service gap areas, along with the areas addressing gap issues through transit development planning.

Potential Services and Projects

Del Valle and Austin Colony in particular are areas where opting into Capital Metro's service area should be explored (Figure 5-2). Unlike most of the other cities and communities in the service gap area, the residents of these communities shop in the Capital Metro service area and as a result pay the sales tax for the service. Options to allow unincorporated urbanized areas of Travis County to opt into Capital Metro's service area are being explored by the OMM.

The RTCC should continue to facilitate the coordination and implementation process in Georgetown, Buda and other cities interested in service. The RTCC and OMM should continue to provide support to the cities interested in transit service.

Impact on Goals

This strategy addresses the following goals:

- Goal 1 – Expand service for the transportation dependent
- Goal 3 – Secure formal agreements to implement coordinated service

Potential Costs and Benefits

The costs include the time and effort to educate, negotiate and develop an approach to fund additional service in these areas. The benefits include securing service in each of these areas. 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. This strategy directly addresses the major service gap in the region. Transit dependent populations including seniors, persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy.

Figure 5-1: Service Gap Areas

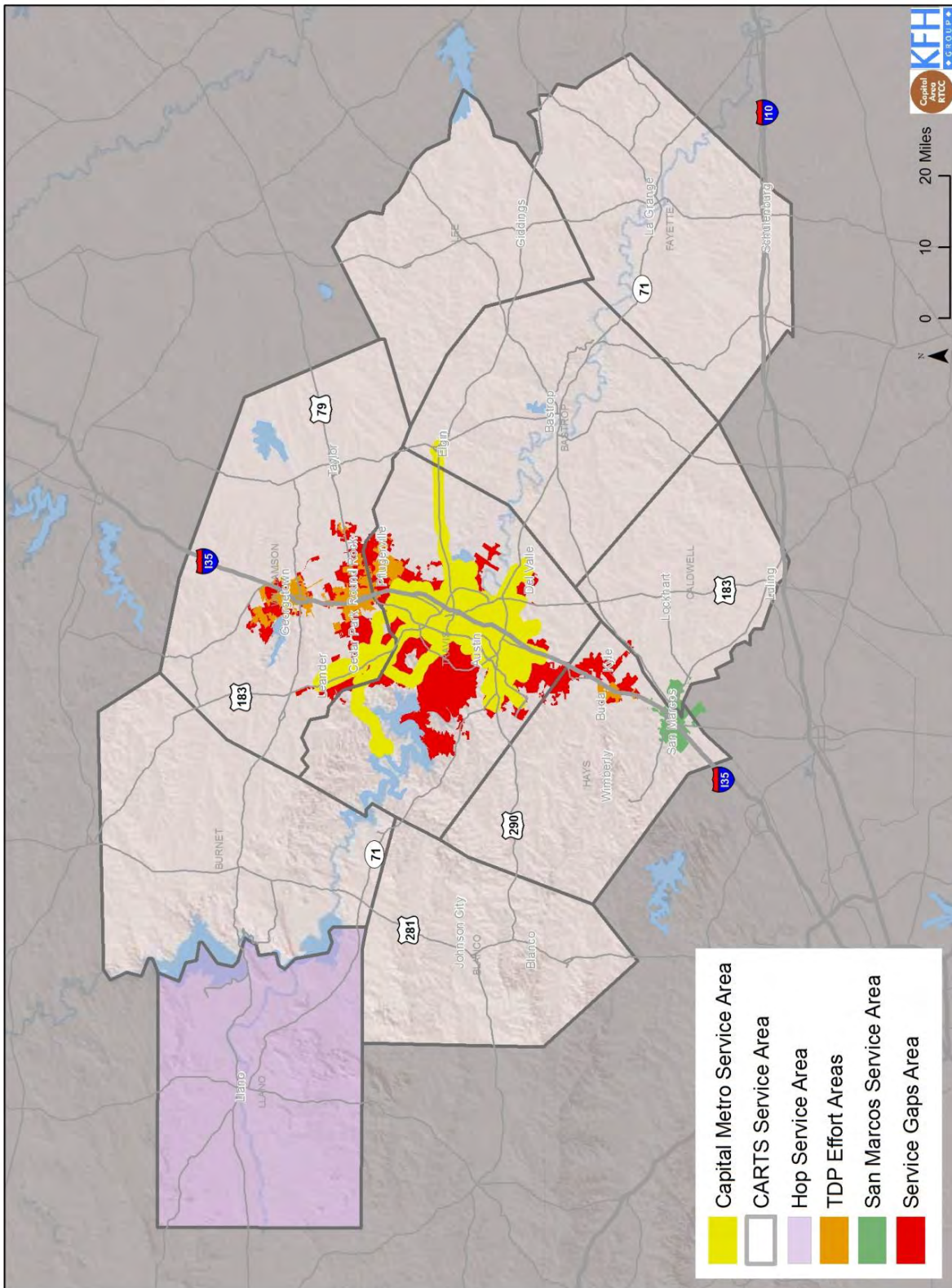
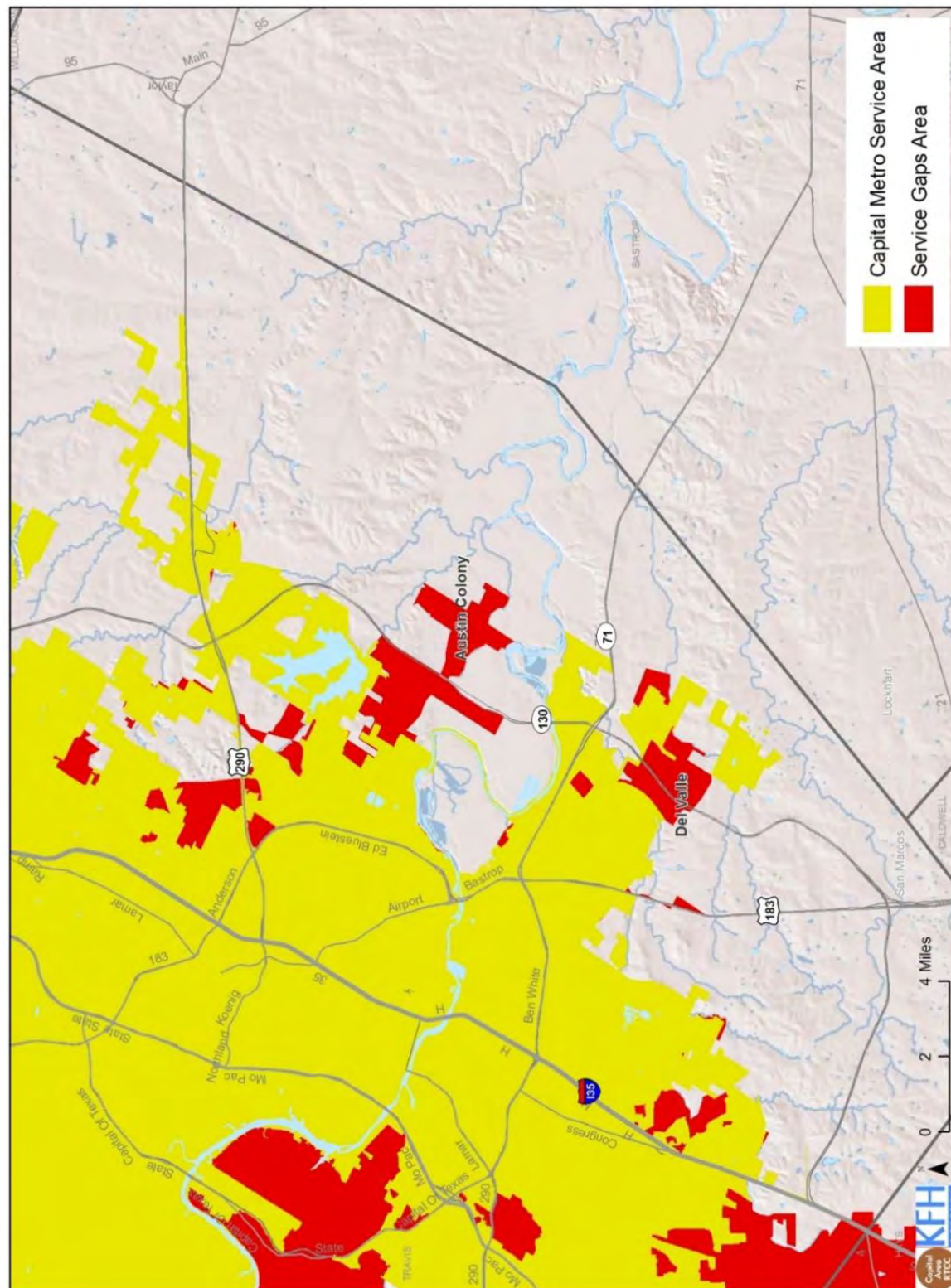


Figure 5-2: Del Valle and Austin Colony Service Gap Areas



Service Strategy 2: Address Unserved Destinations within Existing Transit Service Areas

There are unserved destinations and user groups within the Capital Metro service area. To address these needs, a variety of strategies can be considered. These strategies involve identifying specific service needs that warrant new or extended fixed-route services, exploring the potential for transportation options beyond public transit services, and addressing land use issues to ensure that key destinations are located along existing fixed-route services.

Potential Services and Projects

Strategy 2A: Continue to Identify and Inventory Major Destinations within Capital Metro's Service Area, but beyond Capital Metro's Fixed-Route Service –

Capital Metro conducted this effort for its 2020 plan, developed in 2010. This process should be ongoing, as growth continues to be high in many areas.

Strategy 2B: Develop Approaches to Continue to Serve Customers with Disabilities beyond the ADA $\frac{3}{4}$ mile Service Zone –

A variety of transportation options can be considered to serve people with disabilities, who live outside the $\frac{3}{4}$ mile ADA paratransit area. Options include expansion of paratransit services, improved use of human service transportation, volunteer driver programs and/or expanded support for private transportation services, including accessible taxi services and other vehicle for hire services especially if they have accessible vehicles.

Impact on Goals

The goals addressed by this strategy include:

- Goal 1 – Expand public transportation

Potential Costs/Benefits to Implement

Costs associated with these strategies will be dependent on the scale of the effort and the type of services utilized (for example, volunteer programs are a very low cost option). Addressing unserved destinations is central to addressing any service gap in the region. Transit dependent populations including seniors, persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy.

Service Strategy 3: Expand Commuter Service

Needs expressed throughout the study process included more service from Bastrop to Austin (according to CARTS management, there is a waiting list for service to different locations at

different times). A number of comments expressed need for commuter service to employment centers outside the Austin area. While the most likely service for many will be a vanpool, some larger destinations such as Round Rock, San Marcos and Georgetown may be able to justify a commuter route. Further, vanpools can turn into routes if warranted by demand.

Potential Services and Projects

The following are strategies to enhance commuter services across the region:

Expand Commuter Service –

CARTS management has stated they have a waiting list of potential riders requesting service at various times. Depending on the level of need, there are a number of options including carpools, vanpools and, where warranted, bus service. Vanpools offer flexibility and can ultimately grow into a commuter route.

Expand Vanpool and Carpool Programs (Ridesharing) –

Areas outside the Capital Metro service area can benefit from rideshare programs to areas such as Round Rock, San Marcos and other major employment destinations.

Impact on Goals

The goals addressed by this strategy include:

- Goal 1 – Expand public transportation

Potential Costs/Benefits to Implement

Costs associated with these strategies will be dependent on the scale of the effort and the type of services utilized (for example, vanpools are a very low cost option). Funding for this service can come from a variety of sources including sponsors, employers and local, state and federal governments. Expanded commuter service was a major need identified in Chapter 4 of this plan. This strategy directly addresses that need. Transit dependent populations including seniors, persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy.

Service Strategy 4: Expand Efforts to Improve the Coordinated Volunteer Network

The volunteer network for seniors is strong, with affiliated organizations throughout Travis and Williamson Counties. While the Drive a Senior Network (Drive a Senior) is well coordinated,

there is a significant need for new volunteer services that serve non-elderly persons and elderly persons in need of wheelchair accessible vehicles.

The study effort indicated that the need for specialized transportation continues. Additional solutions call for a strengthened volunteer network that minimizes competition for volunteers and provides accessible vehicles. Volunteer services in Cedar Park, Lakeway and Bee Cave are in high demand. These communities are in the urbanized area, but outside of Capital Metro's service area. In addition, these cities have a rapidly growing senior population that is putting additional pressure on existing volunteer transportation services, such as Drive a Senior, to provide more service.

Potential Services and Projects

A similar effort to Drive a Senior should be developed for persons with disabilities and others in need of medical transportation, as well as serving other needs such as shopping. Medical transportation for persons not on Medicaid is a particular need throughout the urbanized area. These services will need wheelchair access and may be able to procure retired Capital Metro or CARTS vehicles.

Impact on Goals

This strategy addresses the following goals:

- Goal 1 – Expand service for transportation dependent persons under 60

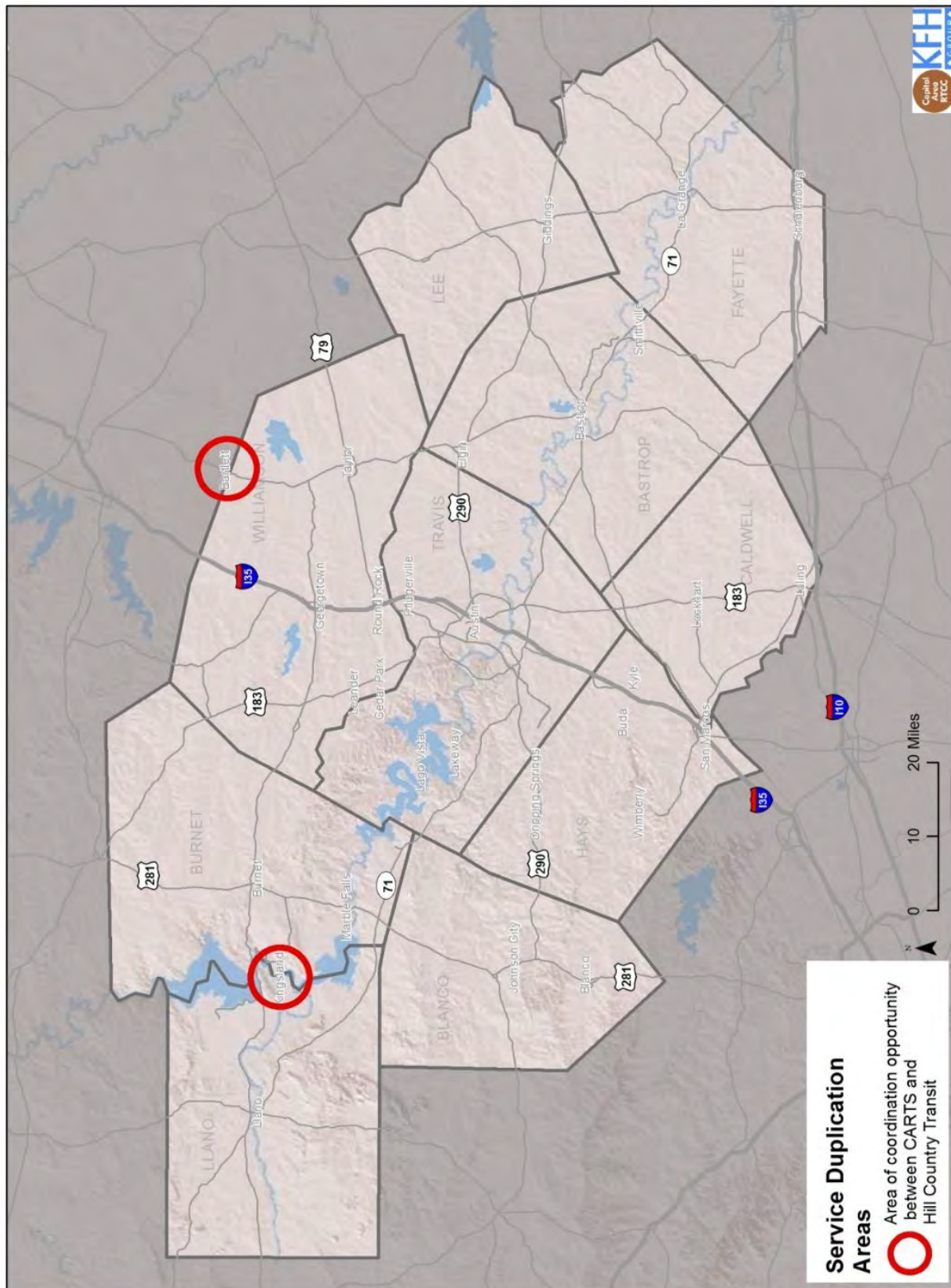
Potential Costs and Benefits

Volunteer programs are not inexpensive; the time and effort needed to recruit, train and retain volunteers is significant. This service will require at least 2 – 3 full time staff to fulfill these roles for the region. The benefits of filling this service gap are significant, as many transit dependent people will have access to medical, shopping and other critical needs.

Service Strategy 5 – Coordinate Service between Hill Country Transit (HCT) and CARTS

The Llano meeting drew out a number of comments regarding very limited service availability for non-Medicaid trips in Llano. There were numerous comments related to the lack of government services in Llano County, requiring human service clients to travel to Burnet and Williamson Counties. Based on those comments and the study team's observations, the following strategies/pilot projects are proposed. Figure 5-3 shows areas of duplication that can be coordinated, as described below.

Figure 5-3: Areas of Service Duplication



Potential Services and Projects

- The need for connecting service from Llano east to Burnet and Williamson Counties for medical and human services was stated as a very important need for some Llano County residents. CARTS provides daily service from Marble Falls and Burnet to the Austin area.
- A timed connection from Llano to Burnet (even if days are limited) would allow access to CARTS and the Williamson County/Austin area.
- Coordinate service in the Kingsland/Granite Shoals area to provide expanded service to retail and services in Llano, Burnet and Marble Falls. Currently CARTS and The HOP operate very close to each other. On the Llano County side trips are oriented toward Llano, and on the Burnet County side toward Burnet and Marble Falls. Coordination of services could reduce the overall level of service operated, while allowing residents on both sides of the county line to access services in Llano or Burnet Counties. In essence, expanded service for lower cost.
- A community of 2,700 people, Bartlett is served by two transit systems oriented to Round Rock or Temple. In reality, one system should serve this community under an arrangement with the other, or if both systems continue to operate, coordinate schedules so that CARTS goes to Round Rock and The HOP goes to Temple.

Impact on Goals

The goals addressed in this strategy include:

- Goal 1 – Expand service for transit dependent
- Goal 4 – Increase the efficiency of transit

Potential Costs and Benefits

The cost of service from Llano to Burnet would be offset by the reduced costs of coordinated service in Kingsland/Granite Shoals and Bartlett. Benefits include service to areas beyond Llano County's borders and providing access for human service clients and others to services in Burnet and Williamson Counties.

Transit dependent populations including seniors, persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy. These areas of duplication are outlined in the gap analysis in Chapter 4 of this plan.

Service Strategy 6 – Development of Public-Private Partnerships

Public-private partnerships and sponsorships are a way to allow the private sector and other entities an opportunity to contribute to and gain from public transit efforts. These can range from large scale rail projects, such as in Denver, to small scale partnerships.

Transit has a long history of providing advertising on and in buses for additional revenue. Many systems including Capital Metro have engaged in advertising over the years, but a sponsorship program is more than simply advertising. Instead of the usual selling of one form of advertising, the service should sell sponsorship packages. Sponsorship and advertising funds are an important source of local funding.

In Paris, Texas a new local transit system was recently set up by partnering with United Way, Paris Junior College, local medical facilities and the city. The system was able to secure several \$25,000 sponsorships, totaling over \$160,000. There are many opportunities across the Capital Area region to secure significant levels of funding through local partnerships.

Potential Services and Projects

A number of unserved areas can benefit from sponsored service. Two areas in particular were identified at the public meetings, both of which could benefit from a modest sponsored service. Figure 5-2 shows the two major areas for potential service described below.

Del Valle

Residents of Del Valle travel to Austin to shop and conduct routine personal business. Capital Metro operates a limited route that connects part of Del Valle to other routes at the ACC-Riverside Campus. Although this gives Del Valle residents access to the Capital Metro system, there is no nighttime or weekend service. One of the most popular destinations, the HEB on East Riverside, requires a transfer for the last mile.

This strategy would provide for a single seat trip to HEB from Del Valle. This service could be sponsored by HEB and implemented for one or more days per week, for specific hours depending on funding availability. The service could be an extension of the existing route, or it could be a new route including circulation through the Del Valle neighborhoods.

The second part of this strategy calls for expanded hours of service in Del Valle to allow for night and weekend service, while also traversing an expanded area. A number of residents go to Austin Community College, and a partnership with the college could allow for night service.

Austin Colony

As the Austin Colony area grows, the need for transit will grow as well. This development currently stretches 1.7 miles south and west of the intersection of Hunters Bend Road and Webberville Road, where there are a handful of retail stores. A large number of homes are

located to the north for one mile (Forest Bluff). Currently over 2,000 homes are located within 1.7 miles of this intersection, and more homes are being planned and built. As with the Del Valle strategy, these sponsored services can operate limited days and hours, depending on funding availability. The cost will depend on the level of service. Possible pilot projects include the following:

- This area needs access to the Capital Metro service, which is currently 6.2 miles away at Tannehill and Webberville Roads, where three routes meet. This feeder service can serve communities and businesses along Rt. 969. This service could be tied to a retail center or big box store (sponsor).
- With the growth of this area, a fixed-route circulator could give residents access to the local retail outlets. This service could be operated daily or on specific days for specific hours, allowing sponsorship by a smaller retailer.

Impact on Goals

This service addresses the following goals:

- Goal 1 – Expand Service for transportation dependent

Potential Costs and Benefits

The cost of new services will largely depend on how much service is provided and who is providing the service. The benefits include meeting the needs of the transit dependent population and providing new services. Funding is always a barrier to overcoming service gaps and expanding services. This strategy can help service providers expand their funding base and services as well. Transit dependent populations including seniors, persons with disabilities, some veterans, low income residents and others have the most to gain through this strategy.

Service Strategy 7: Non-Traditional Market Development/Shopper Shuttles

A number of non-traditional services are low cost in nature and flexible enough to meet a variety of needs. The premise of this non-traditional family of services is that service is not implemented (and costs are not incurred) until demand has met minimum thresholds. Market development service, a form of ridesharing but with a paid driver, requires a minimum number of riders for a group to request service.

It makes sense from a planning, management and operations standpoint to coordinate all non-traditional services together as part of the overall public transit program provided by the transit systems.

Potential Services and Projects

Shopper Shuttles

With peak hour vehicles available for other services during midday, it may be possible to offer shopper shuttle services to sponsors willing to support the transit system. The shopper shuttle targets neighborhoods with high numbers of transit dependent populations and frequent destinations (e.g., Walmart, HEB and medical centers), and can be effective during off peak hours. Often these arrangements pay for themselves through funding from retailers, who in return receive business and advertising/promotion and contribute to their communities in a positive way. There are numerous examples (in Texas and across the country) of this type of service being successful with supermarkets and discount “big boxes.” Typically shuttles target transit dependent populations in their neighborhoods.

Potential Costs and Benefits

The cost to implement new service depends on the type of service, the size of the vehicle and other factors. With shopper shuttles, it may be feasible to contract with local businesses to offset all or part of the costs. In particular transit dependent populations – the elderly, persons with disabilities, youth, low income individuals and zero car households, as well as Title VI populations and veterans – will benefit from this service.

PERFORMANCE MEASUREMENT

This section initiates the discussion regarding performance measurement of strategies and projects emanating from the coordinated transportation planning effort. Setting goals and objectives was the first step in guiding the process. The second step was to identify the different types of quantitative and qualitative performance measures, followed by setting specific measures for each of the strategies developed in the draft plan.

Performance measurement is an important component of transportation programs and particularly a demonstration program, providing an assessment of the program’s operation and its effectiveness in meeting stated goals. Performance measurement also supplies important information that can be used to inform and educate community partners and stakeholders on the progress of the program. Evaluation of a demonstration program additionally serves to assess the potential for transitioning the program from pilot to permanent, ongoing status.

Performance measures should be both quantitative and qualitative in nature. Therefore, operating data such as trips provided, as well as input from users and operators, should be components of the evaluation process. These various techniques to measure performance are outlined below.

Basic Concepts – Setting Performance Measures

Transportation Cooperative Research Program (TCRP) Report No. 124: *Guidebook for Measuring, Assessing and Improving Performance of Demand-Response Transportation* and its rural companion report, TCRP Report No. 136: *Guidebook for Rural Demand-Response Transportation: Measuring, Assessing and Improving Performance*, continue to serve as our guides for operational performance measures for demand response types of service. The following basic concepts will be used to set performance measures:

- Align the performance measures to the established vision, goals and objectives;
- Align the performance measures to strategies identified through the coordinated planning process;
- Keep the performance measures simple and use a small number of measures. For example, TCRP Reports Nos. 124 and 136 recommend between 5 and 6 measures for rural and urban paratransit;
- Measure both:
 - Efficiency of services – “doing things right”
 - Effectiveness of services – “doing the right things;”
- Ensure each measure has a stated purpose;
- Recognize that data collection and analysis is expensive and time consuming;
- Measure performance using as few indicators as needed. If it is not a problem, measure it on a sample basis as needed.

Quantitative Data

Following are transit specific performance measures that can be applied to operational strategies. Each of these performance measures evaluates different aspects of a service, as noted:

- **Passenger Trips per Vehicle Hour or Vehicle Mile** – These are key measures of productivity.
- **Operating Cost per Vehicle Hour or Vehicle Mile** – These measures determine the basic cost of providing service.
- **Operating Cost per Passenger Trip** – This measure is a reflection of the cost per hour and the system productivity. The higher the productivity, the lower the cost per trip.

- **Safety Incidents per 100,000 Vehicle-Miles** – A basic measure of safety.
- **On-Time Performance** – A measure for determining the quality of service being provided.
- **Annual One-Way Trips per Capita** – This measure helps depict the impact of the service in the community.

Quantitative data related to non-operational strategies are not always applicable. However, in many cases numbers can be used to measure success. For example, where a strategy may include developing a brochure to guide medical facilities in locating at or near a bus route, a quantitative measure may be the number of brochures distributed to the medical and human service communities. In addition, an outreach strategy that involves a mobility manager approach may include quantitative data on the number of phone contacts, the number of website hits or the number of people who received travel training.

Qualitative Data

The RTCC should also collect qualitative data about the program on a periodic basis, obtaining feedback from users as well as from agencies and operators. This information will help assess the degree to which the project or demonstration program is meeting its goals. Qualitative data may:

- Suggest revisions and improvements to the program.
- Help assess the impact of a strategy on the community, going beyond just the data and numbers.
- Provide information that can be used to report broader outcomes to elected officials, funding partners and other key community stakeholders, and help to educate them on the importance and the overall benefits of coordinated transportation.

When obtaining and assessing qualitative data, in general the following should be considered:

- **User Benefits** – Direct benefits to users from increased access to services and activities (e.g., medical services, employment, education facilities and shopping).
- **Economic Benefits** – Economic impact of expanding access to jobs, shopping and other community locations, as well as the expanded business opportunities for taxi providers.
- **Public Service Support** – Support for government agency activities and programs by allowing access to medical services to avoid more acute and expensive medical problems, helping reduce welfare dependency and unemployment, and providing the ability to live independently and reduce care facility costs.

- **Equity Benefits** – Increased economic and social opportunities for people who may be economically, physically and socially disadvantaged.
- **Option Value** – The value people place on having a service available, even if they do not currently use it (e.g., during emergencies or when a family member suddenly can no longer drive).

Program Interviews

A possible technique for gathering both quantitative and qualitative information is to conduct project interviews. These interviews can be conducted in person or over the phone, and can provide a wide range of information used to evaluate services that originate from the coordinated transportation planning process.

The information and data obtained through the interview process can be used beyond the evaluation process. For instance, it can be used for peer-sharing efforts with other projects in the area, and to help identify opportunities for additional support or training that may be needed to ensure the success of the project.

User Feedback

Participants should have opportunities to give feedback and input on the program, considered qualitative data. There are several options available, and this input can be obtained through different techniques. A short user survey could be posted on the website of the administrator of the program. A written survey could also be administered to users of the program as a mail-out, mail-back instrument.

Service quality information can also be obtained through a “secret shopper” method, where a designated representative(s) of the program administrator takes trips, with an objective of collecting specific information about the trip that is taken. It is important to recognize that such data reflect individual trips, and the findings often cannot be attributed to the program as a whole. However, “secret shopper” data can be useful to add to service quality information collected through other methods.

Monthly and Annual Reporting

The performance data identified above should be summarized on a monthly basis and provided to involved and interested groups, including the participating jurisdictions and the RTCC. After one year, the program should be reviewed in detail to determine areas in need of adjustment or revision.

Summary of Performance Measures

Performance monitoring of the implemented strategies is an important component of the planning process. It allows the RTCC, transit management and participating jurisdictions to assess the services provided, the resources required to fund the program and the users' response to the program. Performance monitoring for a demonstration program is particularly critical as it allows for adjustments and revisions to ensure the program is operating as intended. Decisions can then be made as to the transition of the program to ongoing status. When developing performance measures, it is important to identify the entity responsible for collecting the data, the frequency of data collection, and the frequency of reporting.

Performance assessment should also involve a qualitative review of the program. This may include methods to obtain feedback from users of the programs, such as user surveys, and input from the taxi companies and drivers participating in the program. Such information will supplement the quantitative assessment based on hard data.

2011 – MEASURING THE PERFORMANCE OF THE SYSTEM

The RTCC has identified the indicators that were previously monitored to assess the extent to which the coordinated public transportation system was achieving the goals of the RTCC Plan. Each of these measures was designed to take advantage of data that was already being collected and verified in the region. The RTCC intends to identify a consistent method for compiling the data across service providers, and to begin to collect and publicize data about system performance on an annual basis.

The measures in Table 5-1 below serve as a starting point for developing new measures, once the strategies have been finalized. Note the RTCC does not directly implement transportation services, but instead provides coordination support to numerous agencies that do implement these services in the region. The RTCC intends to track the performance of the coordinated regional public transportation system through the following System Performance Indicators. The RTCC may also develop additional performance measures to track coordination activities themselves.

Table 5-1: Review of Performance Measures

The region is achieving the goals of the RTCC Plan if....		
More service is provided to more people (RTCC Goal 1)		
Indicator	Data Source	Target
Annual Public Transportation Trips/ Capita	Survey of Providers in Resource Inventory	Increase
% of workers who use public transportation for commuting	American Community Survey	Increase
Number of persons with disabilities and elderly persons served	Capital Metro/CARTS	Increase
The system is accessible, seamless and understood (RTCC Goal 2 and 5)		
Indicator	Data Notes	Target
Number of Fully Accessible Bus Stops/ Total Number of Bus Stops	Capital Metro/CARTS	Increase
% of population within 3/4 mile of fixed route transit	ACS Population; CAMPO transit network	Increase
% of population within 5 miles of intermodal facility	ACS Population; CAMPO transit network	Increase
The region is fully leveraging available funding and partnerships for transit (RTCC Goal 3)		
Indicator	Data Source	Target
Federal Transit Administration Funding awarded in the Region	TxDOT, Capital Metro, CAMPO	Increase
Number of applications received in the RTCC region for JARC/New Freedom (urban and rural) and FTA 5310 Elderly and Disabled funding	TxDOT, CAMPO	Increase
The system is cost effective and efficient (RTCC Goal 4)		
Indicator	Data Source	Target
Average operating cost / public transit trip	Survey of Providers in Resource Inventory	Decrease / Limit Increase

PLAN IMPLEMENTATION – PRIORITIES

The strategies will be implemented over the five year horizon of this plan. The objective of this implementation plan is to introduce changes in a manner that maximizes ridership and funding. Services with the greatest ability to increase ridership, with a focus on the areas with the greatest need, will be implemented first. Serving areas of high need translates to serving transit dependent populations, as well as Title VI populations and veterans, provided funding is available.

Funding will also drive implementation; municipalities or sponsors that provide local funding will gain priority status. Efforts to identify new funding sources and increase existing funding should be ongoing, as elected bodies and decision-makers change. As with all plans, these timelines are subject to change.

Year 1

In the first year, mobility management and planning activities will take priority because a significant amount of future activities will depend on these functions being coordinated. Other activities will center on planning in support of the future services to be implemented.

- Mobility management – Stakeholders will organize work groups, seek funding and determine who will perform which functions.
- Conduct regional planning and funding activities – Continue short range transit planning processes in each community interested in transit.
- Rideshare/vanpool service – Implement planning for a rideshare program.
- Implement various low/no cost coordination activities:
 - Human service vehicle sharing
 - Mentoring/technical support to human service agencies
- Sponsorship program – The program should be designed and planned in the first year.
- Initiate planning activities for volunteer programs – The first step is to secure an entity willing to take a lead role.
- Initiate activities to coordinate Medicaid transportation services.

In addition, in the first year (if possible) CARTS should secure funding for and initiate its study to refine and update its fixed-schedule services.

Year 2

In the second year, first year activities will continue and, where feasible, new services will be implemented as funding becomes available. Planning and funding activities will continue, and vehicle procurement will be initiated. Additional elements include:

- Human service coordination – Initiate mentoring opportunities.
- Coordinate HOP and CARTS services in Llano and Bartlett.
- Continue regional planning process.
- Implement service in the service gap areas as funding becomes available.
- Sponsorship program – This program should be implemented in the second year.
- Secure an entity to manage the volunteer program. Funding should be sought as well.
- Continue NEMT coordination activities.

Year 3

In the third year, new services should continue to be implemented as funding becomes available.

- Where appropriate, planning activities will continue. Much of the energy should be focused on implementation.
- The volunteer program should be implemented.
- Public/private partnerships should be initiated.
- Shopper shuttles should be started as funding is available.

Year 4

In the fourth year, new services should continue to be implemented as funding becomes available.

- Inter-regional connectivity should be in place.
- Additional sponsors should be recruited.

Year 5

This year should focus on measuring changes and planning for new services over the next five years. Additional services can be implemented as funding becomes available.

Appendix A

Health and Human Services in Central Texas

Table A-1: Other Human Service Agencies in Central Texas

Organization	Client Groups Served
4-H Capital Youth Development	Disadvantaged youth
A New Entry	Individuals leaving incarceration
Abakadoodle	Children through age 12
Academic House	Men recovering from substance abuse addiction
Accountable Aging Care Management	Elderly
Addiction Directions	People recovering from addiction
AIDS Services of Austin	People living with AIDS
Alcoholics Anonymous /Narcotics Anonymous	People recovering from drug or alcohol addiction
Alzheimer's Association, Capital of Texas Chapter	People with Alzheimer's
American Cancer Society	People living with cancer
Angel Health Care	Home-bound seniors and people with disabilities
Any Baby Can Child & Family Resource Center	Special needs or at-risk children and their families
Arc of the Capital Area	People with intellectual and developmental disabilities
Area Agency on Aging of the Capital Area	Older adults
Assistance League of Austin	Children and adults in need
Austin Child Guidance Center	Children with mental illness
Austin Clubhouse	People with mental illness
Austin Free-Net	Nonprofit, small business and government staff, general public
Austin Groups for the Elderly	Elderly
Austin Love Ministries	Listed under Austin/Travis County Reentry Roundtable - Housing Resources
Austin Partners in Education	AISD students needing classroom coaching
Austin Police Department Victim Services	Crime victims, others in crisis (e.g., suicidal, families of victims)
Austin Project	Children, youth and families needing education and support
Austin Recovery Center	People recovering from drug and alcohol addiction
Austin Resource Center for Independent Living	People with disabilities
Austin Restoration Ministries	Listed under Austin/Travis County Reentry Roundtable - Housing Resources

Organization	Client Groups Served
Austin Tenants' Council	People who live in rental housing
Austin Turning Point	Men recovering from substance abuse addiction
Austin Voices for Education and Youth	Youth
Austin Academy	Adults needing basic education, GED, and college or job readiness preparation
Austin Children's Shelter	Abandoned, abused, and neglected children
Austin Groups for the Elderly	Older adults
Austin Partners in Education	Children needing education coaching and college preparation
Austin-Travis County Health & Human Services	Residents of Austin and Travis County
Austin-Travis County Integral Care	People with mental illness and developmental disabilities
Austin-Travis County Mental Health Mental Retardation Center	People with mental illness or mental disabilities
Austin-Travis County Reentry Roundtable	Individuals leaving incarceration
AVANCE	At-risk families
Bastrop County Emergency Food Pantry	People in Bastrop County with hunger-related needs
Bastrop County Indigent Health Care	People living in poverty
Big Brothers Big Sisters of Central Texas	At-risk children age 6-16
Blackland Community Development Corporation	People needing affordable and transitional housing
Bluebonnet Trails MHMR	People with mental illness or developmental disability
Boys and Girls Club of the Austin Area	At-risk youth
Breakthrough Austin	Low-income students grades 6-12 who will be first-generation college graduates
Breast Cancer Resource Center	Women with breast cancer
Breath of Life Maternity Ministries	Women with unplanned pregnancies; listed under Austin/Travis County Reentry Roundtable - Housing Resources
Brighten Home	Individuals leaving incarceration
Burkes Supervised Living	Listed under Austin/Travis County Reentry Roundtable - Housing Resources
Campfire USA	Children and youth age 3-18
Capital Area Food Bank	Hungry Central Texans

Organization	Client Groups Served
Capital IDEA	Un- employed persons seeking education to achieve financial stability
Care Communities	People living with serious illness such as AIDS or cancer
Caring Family Network	Abused and neglected children
Caritas of Austin	Individuals and families in crisis needing housing, food, education, employment
Casa Marianella	Refugees and immigrants needing emergency shelter, services, and English instruction
CASA of Travis County	Abused and neglected children
Casey Family Programs	Foster families
Catholic Charities of Austin	People living in poverty, elderly
Catholic Charities of Central Texas	People living in poverty, elderly
Center for Child Protection	Abused and neglected children
Central Texas Afterschool Network	School-age children and families
Child Inc.	Preschool at-risk children and their parents
Children's Partnership	Children with mental illness
City of Austin Health & Human Services	People with characteristics such as low income, homelessness, mental illness, substance abuse problems, seeking employment, and at-risk children and youth
City of Austin Housing Authority	People needing affordable housing
College Forward	Motivated economically-disadvantaged Central Texas students
Communities in Schools of Central Texas	Schoolchildren at risk of dropping out
Community Action Network (CAN)	People living in poverty
Community Action, Inc. of Hays, Caldwell and Blanco Counties	People with low income
CommUnity Care	Medically underserved
Council on At Risk Youth	At-risk youth
County of Hays Veterans Administration	Veterans
Creek Bend Sober House	Men recovering from substance abuse addiction
Crime Prevention Institute	Individuals leaving incarceration and their families
Dell Children's Medical Center	Children needing medical care
Down Syndrome Association of Central Texas	Children and adults with Down Syndrome and their families
Eanes ISD Easy Care	Children grades K-5th
Easter Seals Central Texas	People with disabilities

Organization	Client Groups Served
El Buen Samaritano Epsicopal Mission	Latino families in need
Extend-A-Care for Kids	Children with working parents
Faith in Action Caregivers--Elgin	Older adults
Faith in Action Caregivers--Georgetown	Older adults
Faith in Action Caregivers--North Central Austin	Older adults
Faith in Action Caregivers--Northeast Austin	Older adults
Faith in Action Caregivers--Northwest	Older adults
Faith in Action Caregivers--Pflugerville	Older adults
Faith in Action Caregivers--Round Rock	Older adults
Faith in Action Caregivers--South Austin	Older adults
Faith in Action Caregivers--Southwest	Older adults
Faith in Action Caregivers--West Austin	Older adults
Family Eldercare	Older adults and people with disabilities
Foundation Communities	Low-income families and individuals
Foundation for the Homeless	Homeless people
Front Steps	Homeless people
Full Circle Services	People recovering from substance addiction
Gateway Church	Member of Basic Needs Coalition
GENAustin	Adolescent girls
Goodwill Industries of Central Texas	People with barriers to employment
Gray Panthers	Persons of all ages and ethnic, racial and economic backgrounds
Greater Austin Collaboration for Alzheimer's Respite and Enrichment Services (CARES)	People with Alzheimer's
Green Doors	Homeless people and families
Heart House	Low-income children
Helping the Aging, Needy and Disabled, Inc.	Older adults, people with disabilities in need of in-home attendant services
Hill Country MHMR Center	People with mental illness or developmental disability
Homeless Coach	Homeless people
Hope Grows Recovery	Women with eating disorders
House the Homeless	Homeless people
Hungry for God – Home for Young Men	Fatherless young men
Insure A Kid	Children in low-income families
Interfaith Action of Central Texas (iACT)	Refugees, senior citizens and disabled homeowners who are living in deep poverty

Organization	Client Groups Served
Jewish Family Services	Older adults
K'STAR INC.	Children in protective custody; runaway, truant, abused and neglected children through age 17
Leap of Joy	Elementary age school girls with obesity
LifeWorks	Homeless youth and families
Lighthouse Hospice	People with terminal illnesses and their families
Literacy Coalition of Central Texas	People with limited literacy
LIVESTRONG	People living with cancer
Lone Star Association of Charitable Clinics	People with low income who are uninsured
Lone Star Circle Of Care	Medically underserved adults and children
Marbridge	Adults with cognitive disabilities
Mary Lee Foundation	People with disabilities
Meals on Wheels and More	Homebound people in need of nutritious meals
Micah 6	Homeless and impoverished people in the UT campus area
Mind the Gap 4 Kids	Abused and neglected children
Network for Life	Individuals leaving incarceration or with substance abuse problems
Open Door Preschools	Young children of diverse needs, economic levels and family backgrounds
Out Youth	GLBT youth
Overton Group	Children needing language education
Oxford Houses of Texas	Individuals recovering from substance addiction
People's Community Clinic	People with low income who are uninsured
Phoenix House	Individuals recovering from substance addiction
Planned Parenthood	Women
Psychiatric Emergency Services	People in psychiatric distress
Push-Up Foundation	Individuals recovering from substance addiction
River City Youth Foundation	At risk children and youth and their families
RSVP	Older adults
Rural Opportunities Providing Encouragement (ROPE)	Vulnerable population of Burnet and Llano Counties
SafePlace	Victims of sexual abuse or domestic violence
Saheli for Asian Families	Asian women who are victims of domestic violence or sexual abuse
Saint Louise House	Homeless women and children
Salvation Army	Homeless, near homeless and low-income people

Organization	Client Groups Served
Samaritan Counseling Center	Families experiencing problems
Seton Family of Hospitals	People needing medical care
Settlement Home for Children	Abused and neglected children
Skillpoint Alliance	Students preparing for postsecondary education and careers
Southwest Key Programs, Inc.	Youth needing intervention in the criminal justice system and immigrant youth
St. David's Community Health Foundation	Central Texans, including elders, schoolchildren, people with low income
St. Louis Catholic Church	Member of Basic Needs Coalition
St. Maureen's Recovery	Men recovering from substance abuse addiction
Starlite Recovery Center	People recovering from substance abuse addiction
Sustainable Food Center	Individuals in need of education to grow and prepare healthy food
Texas Baptist Children's Home Family Care Program	Children and families in crisis
Texas Interagency Interfaith Disaster Response	Disaster victims
Texas Reach Out Ministries	Listed under Austin/Travis County Reentry Roundtable - Housing Resources
Texas Rio Grande Legal Aid	Individuals meeting income, asset, and immigration requirements
Texas Youth Commission	Youth in juvenile corrections system
Theatre Action Project	Schoolchildren and communities
Travis County Adult Probation	People convicted of crimes
Travis County Health & Human Services & Veterans Services	Travis County residents
Travis County Juvenile Probation	Juveniles convicted of crimes
Travis County Re-Entry Roundtable	Individuals leaving incarceration
Travis County Underage Drinking Prevention Program	Youth and families
Trinity Center	Homeless people
United Way Capital Area	Youth, elders, others in need
Vaughn House, Inc.	Deaf adults with multiple disabilities
Volunteer Healthcare Clinic	People with low income who are uninsured
Waterloo Counseling Center	People with mental illness (particularly people who are LGBT)

Organization	Client Groups Served
Williamson County and Cities Health District	Residents of Williamson County
Wonders & Worries	Children with a parent with a serious illness
Workers Assistance Program	Employees and employers
Workforce Solutions	People seeking employment and training
Wright House Wellness Center	People living with AIDS
YouthLaunch	At-risk youth
YWCA Greater Austin	At-risk female youth