



Virtual Public Workshop Summary (DRAFT)

Enhanced Mobility of Seniors and Individuals with
Disabilities Program (Section 5310)

Virtual Public Involvement Workshops
December 2024 January 2025



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Introduction

This document compiles input gathered during virtual public workshops held by the Texas Department of Transportation's (TxDOT) Public Transportation Division (PTN) in December 2024 and January 2025. This initiative is part of the FY 2024-2025 call for projects for the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

Workshop Format and Content

The framework for the workshop discussions were based on the most recent Regional Coordinated Human Services Public Transportation Plans for each of the TxDOT regions. In cases where more than one regional plan had jurisdiction over the TxDOT District boundary, the outlines reflect both applicable plans. The notes are a record of the meeting conversations and do not reflect the opinion of TxDOT or any of its division or staff. Every effort was made to accurately represent the comments made at the meetings. However, omissions or errors may have occurred.

The required workshops were held via Microsoft Teams. Information on how to access the Microsoft Teams meeting for each TxDOT District and/or transit region was available on the TxDOT.gov website (see Appendix A – Workshop Documentation). Information was also communicated through regional flyers, emails to stakeholders, and communicated in press releases and social media posts across the state's multiple platforms (see Appendix B – Notice Documents).

Each virtual workshop was structured around three workshop sections and was facilitated by the TxDOT Public Transportation division. During the first section, an overview of the FTA Section 5310 Program was presented, including the purpose of the program, how projects funded through this program are identified and selected, who is eligible to apply for funding, and which expenses can be covered by these funds. The second section consisted of presentations by the TxDOT Public Transit Coordinators (PTCs) and transit providers in each region. They explained the services provided, how to access them, mobility management within their agency, and success stories involving users of their transportation service. During the third portion of the workshop, an interactive discussion commenced in which attendees had the opportunity to provide their comments on the goals from the applicable Coordinated Plans through PollEverywhere, an online survey platform. Goals from the Coordinated Plans were visible on the screen to all workshop attendees and were also read out loud and verbally through an American Sign Language interpreter, who was spotlighted for everyone in each workshop, giving attendees the opportunity to provide comments on the success or shortcomings they associated with each one. Comments were captured live and visible on the screen. At the end of the presentation, all attendees were asked to

complete and share the 2024 TxDOT FTA 5310 MetroQuest survey and were reminded of the multiple ways in which they could provide additional comments. The comment period was open until Jan. 17, 2025.

Table 1: Summary of all Workshop Meetings

Workshop	District	Date and Time	Time	Regions	Attendees*
1	Atlanta and Paris	Dec. 3, 2024	10 a.m.	4, 5, 6 and 22	18
2	Dallas and Fort Worth	Dec. 4, 2024	10 a.m.	3 and 4	29
3	Bryan and Lufkin	Dec. 5, 2024	1 p.m.	13, 14, 15 and 16	16
4	Beaumont and Houston				
5	El Paso	Dec. 9, 2024	10 a.m.	8	16
6	Childress and Wichita Falls	Dec. 10, 2024	1 p.m.	3	9
7	Brownwood and Waco	Dec. 11, 2024	10 a.m.	11 and 23	13
8	Brownwood and San Angelo	Dec. 12, 2024	1 p.m.	7, 10 and 24	15
9	Tyler	Dec. 13, 2024	10 a.m.	6	13
10	Austin	Dec. 16, 2024	1 p.m.	12	14
11	Corpus Christi and Yoakum	Dec. 17, 2024	10 a.m.	17 and 20	29
12	Odessa	Dec. 18, 2024	10 a.m.	9	17
13	Pharr	Jan. 7, 2025	1 p.m.	19 and 21	38
14	Laredo and San Antonio	Jan. 8, 2025	1 p.m.	18, 19 and 24	28
15	Abilene	Jan. 9, 2025	1 p.m.	7	15
16	Amarillo	Jan. 10, 2025	10 a.m.	1	10
17	Lubbock	Jan. 10, 2025	1 p.m.	2	11

* Attendee participation does include TxDOT and/or consultant staff. At least two TxDOT staff members and one consultant were present at each workshop.

Workshop Commentary – Summary of Themes

Below is a summary of themes from the workshop commentary.

- **Successes through FTA 5310 Program and funding.** Transit providers are grateful and have made good use of TxDOT and FTA funds to work to meet needs outlined in Regional Coordinated Service plans. They hope to continue building on that success and are eager to update and complete their next five-year plan.
- **Driver shortages and low retention rates for drivers across the state.** Transit providers continue to experience driver shortages. Providers are brainstorming ways to offer incentive packages to attract and retain drivers.
- **Increased training efforts.** Providers have introduced ride-alongs, monthly reviews and have implemented individualized training pertaining to the type of environment a driver might be in. De-escalation training has also been implemented with some service providers as a precaution in case a situation occurs.
- **Continued and improved marketing of services with a focus on grassroots efforts.** Transit providers have made significant improvements in disseminating traveler information. This includes social media apps, websites, hotlines and real time traveler information made available. Providers are working together to develop training programs, materials and share information. They have also seen a greater response in grassroots efforts – i.e. going door to door, having booths at job fairs/schools, meeting members of the community at events and discussing service information.
- **Applications have been a beneficial resource in updating riders in real-time.** Multiple providers have stated that their apps have made riding with their service smoother, and they have provided ample training to their users so that they feel comfortable using the app to book and track their ride. Some providers have said they have seen more success by passing out handouts/hard copies of information – especially to those of the elderly community who may not have access to the internet or a smart phone.
- **Gaps in services are being identified between regions.** Traveling extended distances is hard – especially with specific zoning in certain areas. Users expressed inter-county/service area trips continue to be a challenging to schedule or achieve. Providers also stated these types of trips also continue to be difficult to arrange but are doing their best to work together to bridge these gaps for their users.



Appendix A

Workshop Documentation

Enhanced Mobility of Seniors and Individuals with
Disabilities Program (Section 5310)

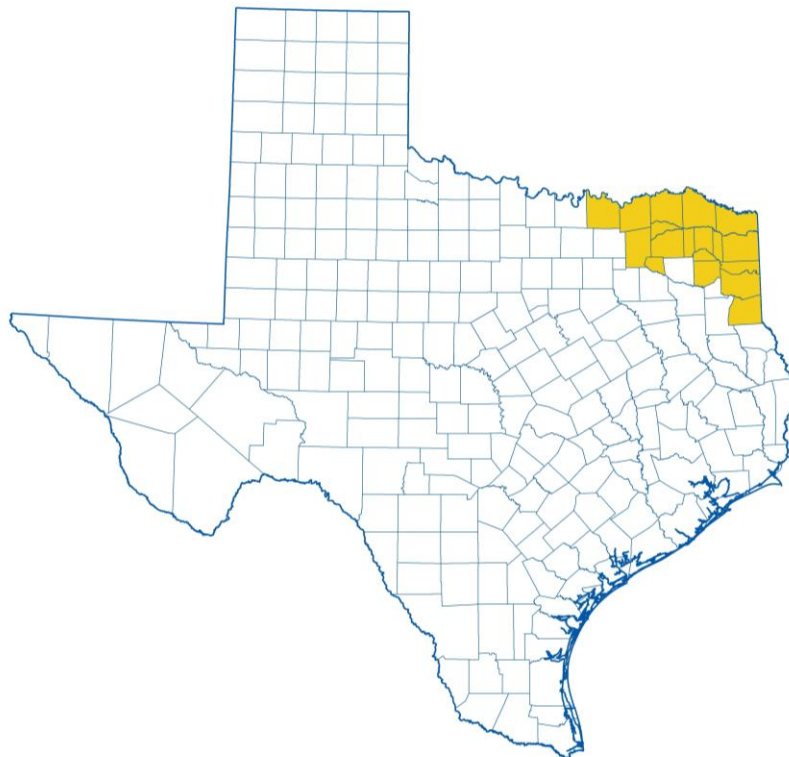
Virtual Public Involvement Workshops
December 2024 January 2025

Atlanta and Paris Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Tuesday, Dec. 3, 2024. This workshop focused on the transit services in the following counties:

ATL: Bowie, Camp, Cass, Harrison, Marion, Morris, Panola, Titus, and Upshur.

PAR: Delta, Fannin, Franklin, Grayson, Hopkins, Hunt, Lamar, Rains, and Red River.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Atlanta & Paris Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 4: North Central Texas

Goal 1: Plan and develop transportation options by assessing community needs and challenges. Do you feel that your transportation needs are being met or are there some specific examples you can provide that need addressed?

Live Poll Responses:

- Work with senior centers to sites the word
- Contact local media for recruitment of drivers
- We have the Trax bus. I don't know if any unmet needs
- Drivers
- Needs are being met. Always looking for drivers.

Workshop Comments:

- **No verbal comments.**

Chat Comments:

- **N/A – no comments.**

Goal 2: Implement services by enhancing transportation options and expanding where service gaps exist. Any thoughts or suggestions here?

Live Poll Responses:

- I have none

Workshop Comments:

- An organization said there was a funding opportunity for ETCOG through the SEP (service expansion project). Through that they were able to do an internal needs assessment that identified the availability of requests that were currently not being accommodated in the area.
- A participant said there was an increased need for the number of service days into Longview and Tyler for medical appointments. They were able to submit an application and show the need for their area. Since September, they have increased the number of trips taken into Longview and Tyler and people are really pleased with it. Also, a lot of their riders are 5310 eligible as well.
- A participant said one of the things that people don't often expect is the relationship between small urban and rural agencies. Small urban agencies will receive funding

for the entire UZA (urbanized area) as determined by the census while rural agencies receive funding for the rural areas surrounding that.

- A participant said an issue that often arises is that the UZA extends past city limits, so that leaves people in a gap area. This has been a challenge to figure out a way to serve them. There is currently an agreement with the City of Longview to try and serve these gap areas, but there are still limits.
- A participant said the 5310 program has been a great way to make sure everyone has the opportunity to access public transportation in the area. Plus, it does not require additional match money.

Chat Comments:

- **N/A – no comments.**

Goal 3: Coordinate with transportation providers, public agencies, and stakeholders to increase efficiencies. What does efficiency mean to you?

Live Poll Responses:

- Get the job done. Making sure all clients are taken care of. Trainings for clients
- A local person that coordinates?
- Holding meeting. Ride along
- Ride along sounds like a good idea

Workshop Comments:

- A participant said when they read this goal, they think “this is where mobility management comes in”, because they can’t connect services without some kind of collaboration. They need a person in place to make this happen.
- A participant said a lot of our success has come from actually riding with their passengers and talking to them about their needs. They also have conversations with their stakeholders to help identify gaps. Until they have these ongoing conversations, they won’t really know what the needs of their passengers are.

Chat Comments:

- Sometimes agencies move and routes need to be adjusted

Goal 4: Support public transportation recovery and growth. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- A participant said the numbers are almost back to pre-COVID levels. The only issue there has been finding drivers and maintaining driver retention.

- A participant said they have attended and conducted job fairs within the community to connect with people and are constantly reviewing applications and interviewing people. They have given more transparency into what it means to be a driver, and they try to maintain realistic expectations of what this job is through their onboarding.
- A participant said that before a person gets hired, they do ride-a-longs with them to ensure that this is something they want to do. That has been successful, and they are up 17% from last year.
- A participant said another thing that they do is develop partnerships with the community. An example of this is that their county courthouse is building a new parking lot, so they have been working with them to build out a new route for transportation to/from that area.

Chat Comments:

- Volunteers are in short supply for many agencies

Goal 5: Promote access and information about available transportation options. How could this goal be achieved? What, if any, information is missing?

Live Poll Responses:

- Events. Meeting. Education. Schools.

Workshop Comments:

- A participant said people often have misconceptions that the bus is only for certain people, but it is for all the public to utilize. Because of that, they try to make sure they are spreading the word that our transportation is for everyone who needs it.
- A participant said their drivers are our best marketers, so they make sure that they have resource materials on hand that they can share since they see people daily.
- A participant said Facebook has been beneficial for them. A tip they had is to make sure that the posts are shareable as it helps to get the word out there.
- The Facilitator asked the organization about their posting schedule and how long they usually keep their posts up for before switching them.
- A participant said they have someone who goes and shares information on their Facebook page. They don't update it a whole lot, but they do so when there are public meetings, or they need drivers.
- An organization said ETCOG is working hard in the Paris region to close gaps and reach their goals. One way that is being done is through having a Saturday service and a new fixed route added. Also, because they are the leading agency in the Tyler district, they like to give updates on the progression of our goals during our East Tex Connects meetings to keep everyone engaged in the plan. It is critical that they

remind people what they are doing, where they are going and how they are keeping goals top of mind.

- A participant said they want the people currently on the committee for East Tex Connects to be more involved. It is important they are all invested, and they will hold people accountable to help them create the next plan.

Chat Comments:

- Consider using NextDoor – very effective in targeting zip codes

Region 5: Ark-Tex

Goal 1: Enhance the quality of the customer’s travel experience. What does this mean to you?

Live Poll Responses:

- Safe drivers and vehicles. Make them feel safe and important
- Mobility managers providing weekly ride alongs to capture feedback
- Ask for feedback
- Safety sensitivity training for staff and drivers

Workshop Comments:

- An organization said all of their drivers and staff go through ADA sensitivity and safety training to enhance the experience for our ADA passengers.
- The Facilitator asked if there were any issues with increased conversations about driver safety.
- A participant said a lot of agencies have started de-escalation training to mitigate any unsafe situations from occurring on drives.
- The Facilitator asked about the kind of mental health resources drivers have at their disposal and if they know what to do in case a situation occurs.
- A participant said they have had past situations where they have needed to call they local MHMR (My Health My Resources) agency or law enforcement for assistance, but they have lead drivers in each area that can be called to help alleviate most situations.

Chat Comments:

- **N/A – no comments.**

Goal 2: Expand the availability of the services to those who are underserved. Any thoughts or suggestions here?

Live Poll Responses:

- Needs assessment logs
- Surveys
- Increased community engagement at regional steering committee meetings

Workshop Comments:

- The Facilitator asked what a needs assessment log was in relation to public transit and how the information is used.
- A participant said it is a log of requests for unmet needs in the area. For example, this could look like a request to go to a particular county on a particular day of the week.
- A participant said something they have seen is that those who show up and speak at their regional steering committee meetings have helped them see needs they might have missed. Sometimes they have blinders on, and these people have helped them gain a different perspective.

Chat Comments:

- **N/A – no comments.**

Goal 3: Increase the cost-effectiveness and efficiency of service delivery. What does is an efficient service for you?

Live Poll Responses:

- Scheduling software
- Updated scheduling software at ATCOG

Workshop Comments:

- A participant said agencies have been trying to implement the use of technological advancements to help with services, routing vehicles, ridesharing, and helping to cut costs. It can be hard to be cost-effective, but they have to be more efficient to keep costs down and the 5310 program has helped them do that by paying for some of the software they use.

Chat Comments:

- **N/A – no comments.**

Goal 4: Establish and sustain communications as well as decision-making mechanisms among sponsors and stakeholders. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- A participant said they have their regional steering committee meetings and have invited nonprofits and healthcare providers to give them feedback on how they can make their services better and to help them identify gaps. An example of this is that people let them know that there were more bus stop shelters needed on the Paris metro route and 5310 funding helped them to install those. It really is all about getting the community involved and seeing where the needs are that they can address.

Chat Comments:

- Getting the community involved.

Region 6: East Texas

Goal 1: Identify opportunities to improve coordination between transportation providers in the region. Any suggestions or concerns here?

Live Poll Responses:

- Interlocal agreements
- Meet often and discuss common challenges and successes

Workshop Comments:

- A participant said interlocal agreements have made it easy because they don't have to go out to RFP. They are able to work with other agencies and/or government units to get coordination done instead.

Chat Comments:

- **N/A – no comments.**

Goal 2: Conduct an ongoing assessment of transportation needs and services in the region? What are some of the needs and services you think are needed? How is the service doing?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- An organization said they have an ongoing needs assessment for their area that has helped them with their service expansion project. They started expanding services with two of their counties about three months ago that had the greatest need for frequency of services into urbanized areas. It is going really well so far as ridership is up 40% and they are going to continue on with this project in other areas.

Chat Comments:

- **N/A – no comments.**

Goal 3: Implement strategies to meet needs, improve service, and increase ridership. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they don't want to keep the standard of "this is how we've always done it", so they continuously track their needs to provide the services that people in their area actually want and need.
- A participant said it is important to continuously look at their service area to adapt as needed in an effort to increase ridership. An example of this relates to the Canton flea market that occurs in their area. It is one of the largest flea markets in the country and they have a huge influx of visitors. The city asked them to create a new route during this time to provide additional transportation and they have seen more ridership in those two days that the market occurs than they have in the whole county in a given month. The city has also invested money into helping them with their match and increase ridership, so it has been a win-win situation. They are open to ideas like this and the next thing on their list is to try and sell advertising on their monitors to Canton vendors.

Chat Comments:

- **N/A – no comments.**

Goal 4: Ensure funding stability and plan for future growth. How are we doing on this goal?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- An organization said they think they are doing good. They are always trying to find ways to bring in local funding and remain sustainable. They don't just want to do the status quo, so they are also constantly looking for ways to enhance our services for their riders.

Chat Comments:

- **N/A – no comments.**

Region 22: Texoma

****Participants from this region did not attend. Region was not discussed.***

Goal 1: Enhance the quality of the customer's travel experience. Any suggestions or concerns?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- **No verbal comments.**

Chat Comments:

- **N/A – no comments.**

Goal 2: Expand the availability of services to those who are underserved. What are some of the services you think are needed?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- **No verbal comments.**

Chat Comments:

- **N/A – no comments.**

Goal 3: Establish and sustain communications as well as decision-making mechanisms among sponsors and stakeholders to guide plan implementation effectively. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- **No verbal comments.**

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- A participant said their PTC has been great and very supportive to work with for this 5310 program and through various regional coordination in the area.
- A participant said it is important for the public to know that 5310 funding is competitive and proposals have to be put together to apply for this funding. Agencies are working hard to secure as much funding as possible and without this extra funding, they cannot meet the needs of their constituents. This should be acknowledged that this is an important program that has made a huge difference to seniors in rural areas.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

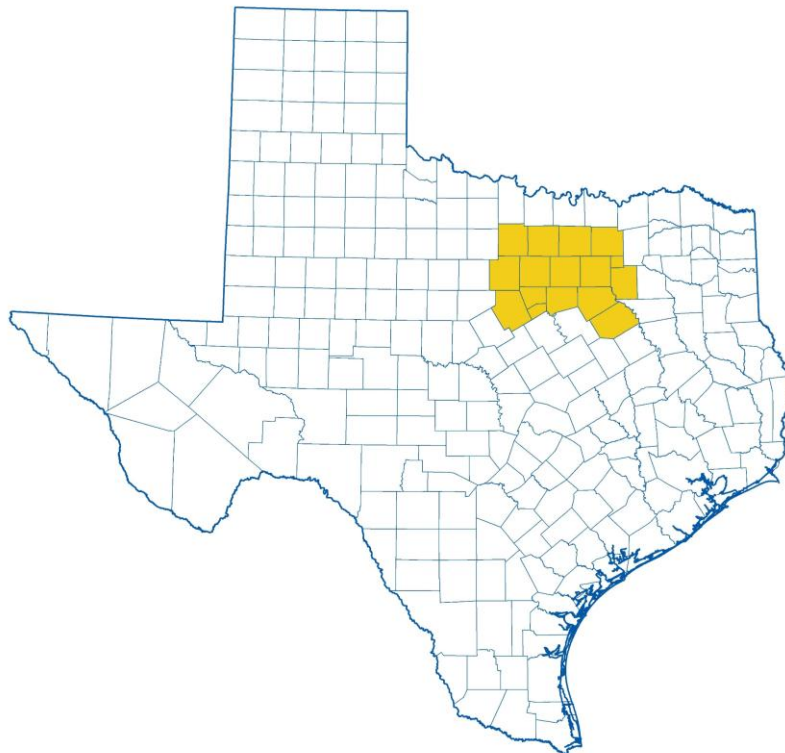
- **N/A**

Dallas and Fort Worth Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Wednesday, Dec. 4, 2024. This workshop focused on the transit services in the following counties:

DAL: Collin, Dallas, Denton, Ellis, Kaufman, Navarro, and Rockwall.

FTW: Erath, Hood, Jack, Johnson, Palo Pinto, Parker, Somervell, Tarrant, and Wise.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Dallas & Fort Worth Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 3: Nortex

Goal 1: Bridge the transportation gap between service providers and clients. Any thoughts or suggestions on how we accomplish this goal?

Live Poll Responses:

- From DFW but not a transit provider.
- We are working with another transportation provider and taking their residents to our service area.
- Send potential clients a letter informing them of the resources available.
- Increased mobility management services.

Workshop Comments:

- A participant said one of the things that comes across is that senior centers don't really trust outsiders. We all need to find a level of trust with them – e.g.: they know me and if I personally bring them the materials, it's better. Grassroots efforts are better with this population. Cherry on top – send them a letter. That's real to them. Perhaps we can partner with providers and show what we can offer – that's better. Having a trustworthy connection is best to bridge the gap between service providers and clients.
- A participant said they have been working with another transportation agency, and what they're hearing in those areas is that people can't travel beyond their service area (that gap). So, by working with this agency, they hope to bridge the gaps to get clients to the areas they need to get to. They've been given permission to pick them up at their home and coordinate times to take them into the provider's service area to get them where they need to go.

Chat Comments:

- Perhaps having news outlets to do a success story about how transportation providers are helping seniors in the community.

Goal 2: Improve communications between service providers and clients. What are you doing or considering doing to accomplish this goal?

Live Poll Responses:

- Nothing really beats word of mouth especially if that person is a DR. Perhaps we can relay helpful information to keep healthy?
- We offer many ways for our riders to communicate with us. Social, website, app and phone.
- We collaborated with the other agencies and have ongoing communications.

Workshop Comments:

- A participant said that they try to collaborate and have meetings on a regular basis. They worked through a plan and met with other agencies weekly. They maintained consistent communication regularly so they could reach out as needed to obtain their goals.
- A participant said that they get communicated with in all ways (social media, website, app, phone, etc.). When you push out press releases be sure to include your website and phone so there's ways for people to contact you. Multiple approaches/avenues of communication help reach everyone.

Chat Comments:

- **N/A – no comments.**

Goal 3: Increase efficiency and effectiveness. Any thoughts or suggestions here?

Live Poll Responses:

- Transportation is expensive. Every day we empower our team to find the efficiencies to reduce costs, liabilities and time. It is the collective responsibility to encourage each other.

Workshop Comments:

- A participant said one of the ways they've increased efficiency is by switching scheduling software, which has helped a lot.
- The Facilitator asked if people have adapted to STAR Transit's new scheduling software applications and if there was a transition period or training needed to aid in the adjustment.
- A participant said that people have been fine. It's been about 2 years now, staff was a learning curve, customers have been receptive. They can send ride reminders, which is helpful and useful.
- A participant said transportation is just like driving. You can't take your eyes off the road. Someone must lead and talk to the team and have that transparency from team member to team member. We're all here to help each other and find ways to be cheaper/better. If you can't find the right people on your team, how do you create that person. When you're hiring, this is what you're looking for. It's about selecting a great team and relentless search for improvement.
- A participant said that this is a stressful job. They are only in control of what we can control. You must cultivate the team environment. If you show compassion and care and commitment to your team and what you're doing...that's how you get success in what you're doing. Customers recognize this too. Get together to help keep each other safe on the road. Thank you TxDOT for doing this and pulling all of us together.

Chat Comments:

- **N/A – no comments.**

Region 4: North Central Texas

Goal 1: Plan and develop transportation options by assessing community needs and challenges. What do we think about this one?

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- A participant said that they approach this a little differently – e.g.: they added Duncanville and Cedar Hill, and they approached them to provide transportation in their areas. They sat down with them to see what their goals were and then targeted those audiences (postcards specifically to those areas) and what they realized is grassroots efforts are better – door to door, upfront/public meetings in churches and senior citizen centers. Outreach is critical. And they did more specific targeting based on needs. After covid – people also aren't scared to jump on zoom or Facebook meetings, so that's a good option too for attendance. You get way more engagement when you're face to face with somebody.

Chat Comments:

- **N/A – no comments.**

Goal 2: Implement services by enhancing transportation options and expanding where service gaps exist. Any thoughts or suggestions here?

Live Poll Responses:

- We forward our program calendars to local nonprofits and some clinics to broadcast that we're here to help.

Workshop Comments:

- A participant said they did do expansion service. In Erath County they implemented routes that go around town and to several apartment complexes. They also have a software that maps you to a stop even if you don't live within the service area. These services are at no cost and open to anyone in Erath County.

Chat Comments:

- We with after TxDOT dollars and were awarded those dollars to help us increase our services. I encourage others to go for those opportunities when they're available.

Goal 3: Coordinate with transportation providers, public agencies, and stakeholders to increase efficiencies. Are we clear on this goal? What is an efficient service to you?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said that they work with agencies like Meals on Wheels to help provide seniors transportation to doctors' appointments, stores, senior citizen facilities, united way, and Erath County community to bridge transportation for individuals who need to go to these places during the month.

- A participant said that if they have an individual who needs to go somewhere they don't normally go to, they reach out to see if there are others who can help them fill those gaps and make connections.
- A participant said that they can only provide transportation to and from the senior center. Outside that scope, they reach out to their partners to help. They like that TxDOT is bringing everyone together to share these resources. Not sure how the public could access the service providers, but if everyone meets regularly where people can share those resources...then people will know that these resources are here for them. For them, if they don't have the answers/resources, they point to Dallas My Ride who has lots of resources.
- The Facilitator stated that participants should visit transitplanningtx.org to participate in local meetings and utilize their resources.
- A participant said that they think as far as goal three, they do help make connections. When individuals don't know who to call, they call North Texas Council of Governments. They are trying to provide/make those connections and guide the process. They even help with map routes, and their transportation planners wear all hats to help others. In their case, the coordination of this goal is to step in and provide and point folks in the right direction.

Chat Comments:

- **N/A – no comments.**

Goal 4: Support public transportation recovery and growth. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- The Facilitator asked how transit providers are recovering from COVID and if they have found ways to expand services and identify any new gaps in service.
- A participant said that they're above COVID numbers, so they've been lucky to add service areas after which has helped increase ridership. Legacy service areas have also recovered from COVID. As for gaps – they have tried to add services in the rural and unincorporated areas, especially in Dallas County.
- A participant said they are often the backstop on who folks call, it helps to solve ID gaps in service. It's not fun to say, "There's nothing in your area." They do reach out to their partners to hit all resources and look everywhere they can, so those conversations are happening to help make the awareness there for what gaps are out there and get the wheels turning to find the next best option/opportunity.

Chat Comments:

- **N/A – no comments.**

Goal 5: Promote access and information about available transportation options. How could this goal be achieved?

Live Poll Responses:

- Our buses seem to be our best way to get the word put. People always tell us they saw our bus and got the phone number from the bus. Social media, websites and word of mouth seem to work for us as well.
- We put graphics on the bus with our message and number.
- Social media seems to be the best place to promote.

Workshop Comments:

- A participant said that something they want to see is coordination among transit agencies to promote someone like them who does not have a huge marketing budget. It's small, so they have to be very targeted when they do pay for ads. It would be nice for an overarching way to promote. A lot of times it's the big three agencies – and then some of the smaller ones aren't included.
- The Facilitator asked if STAR Transit has brought up the issue of smaller transit agencies needing more promotion from bigger transit agencies at regional planning meetings.
- A participant responded no, but it's something they need to keep in mind to mention!
- The Facilitator stated that transit agency advertisements should focus on and specifically target the 5310 demographic.
- A participant said they were selected for a marketing project through a school district. One of their suggestions was to put the fare on the buses. People didn't realize how inexpensive it was to take the transit, so they are considering promoting the cost. It was eye opening for sure.
- A participant said it's all-hands on deck. They think the one-on-one stories could maybe be relayed by elected officials to their constituents to let them know how their communities are being helped and to get this information on their newsletters. Everyone wants to help at the end of the day.

Chat Comments:

- Targeting and keeping a focused approach on the customer.
- Dallas District PIOs have had great response on NextDoor, and yes, because you can narrow and target your message, it's more relatable to residents.

Region 22: Texoma

****Participants from this region did not attend. Region was not discussed.***

Goal 1: Enhance the quality of the customer's travel experience. Any suggestions or concerns?

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- **No verbal comments.**

Chat Comments:

- **N/A – no comments.**

Goal 2: Expand the availability of services to those who are underserved. What are some of the services you think are needed?

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- **No verbal comments.**

Chat Comments:

- **N/A – no comments.**

Goal 3: Establish and sustain communications as well as decision-making mechanisms among sponsors and stakeholders to guide plan implementation effectively. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- **No verbal comments.**

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- A participant said if anyone is interested in the Older Adult Service program for 60+ send me an email and I can send you the December calendar that's hot off the presses!
- A participant asked if cities that are considered rural able to apply for funding if there is no Rural Transit District established?
- The Facilitator responded that a rural area is defined by the current United States census population under 50,000, but they will discuss with the participant offline about further eligibility and requirements.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

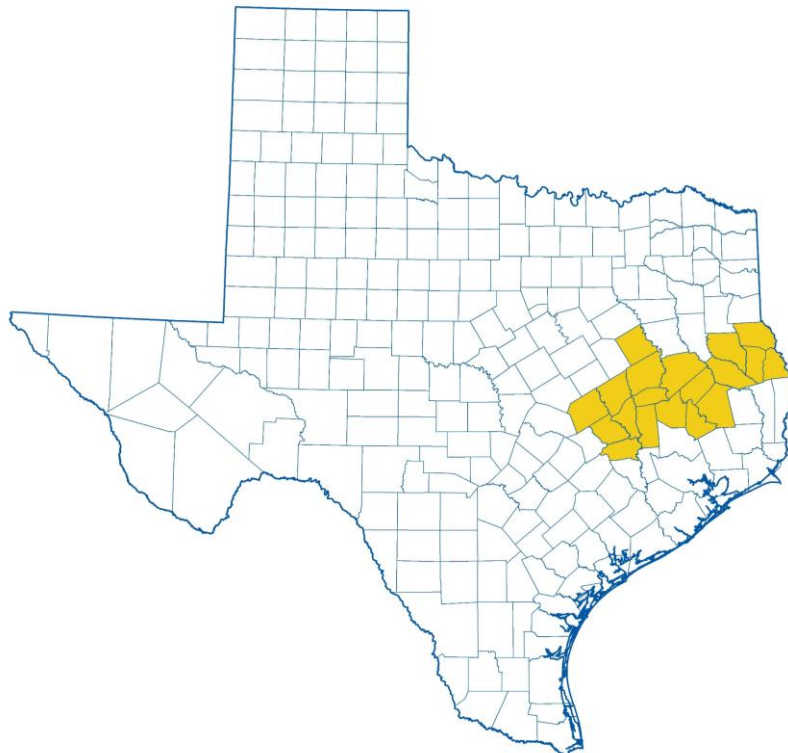
- Thank you for hosting this and a special thank you to Mr. Larry Collins and the NBCDFW team. This is how I found out about this meeting today. It was on the NBCDFW website.

Bryan and Lufkin Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Thursday, Dec. 5, 2024. This workshop focused on the transit services in the following counties:

BRY: Brazos, Burleson, Freestone, Grimes, Leon, Madison, Milam, Robertson, Walker, and Washington.

LFK: Angelina, Houston, Nacogdoches, Polk, Sabine, San Augustine, San Jacinto, Shelby, and Trinity.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Bryan & Lufkin Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 13: Brazos Valley

Goal 1: Create a coordinated partnership of transportation providers. What do we think about this one?

Live Poll Responses:

- We do it through our regional coordination groups, public outreach, and any public events we can attend.

Workshop Comments:

- A participant said they coordinate with transportation providers through public outreach (marketing and events) and do their best to promote the 5310 program. They also have an agency in Bryan called BVCIL (Brazos Valley Center for Independent Living). BVCIL coordinates collectively with other agencies to help streamline and coordinate transportation on the 5310 side.
- The Facilitator asked if BVCIL is the main partnership with Brazos Transit district.
- A participant said BVCIL is not the main one, they are just one of the larger ones. They do more than the other agencies and reach out to other outside agencies to coordinate and pull resources together because they are also a center for independent living. They are in a good place to do public outreach to engage with these agencies. A lot of other agencies are small non-profits, their agenda is pretty streamlined to what their needs are.

Chat Comments:

- BVCIL holds quarterly meetings with the region's transportation providers to understand existing conditions and coordinate resources.
- PTC in reply – quarterly meetings has been very helpful. We usually have a resource guide that has all the different agencies in the region – including health and human services, not just transportation.

Goal 2: Promote and maximize utilization of available transportation resources. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- **N/A - no comments.**

Chat Comments:

- **N/A - no comments.**

Goal 3: Eliminate gaps in transportation services. Are we clear on this goal? What are some gaps in service you've noticed?

Live Poll Responses:

- Nights and weekends.

Workshop Comments:

- A participant said that their biggest gap in service is nights and weekends, which is one of the biggest areas that BVCIL has stepped up. They try to not duplicate service that is provided by the public transit system, they go above and beyond what BTD is doing which entails nights and weekends for 5310 transit users. They also do the Brazos/Valley region but there are one to two buses in the outer counties, and this is where they have the subcontractors with the 5310 vehicles provide those services.
- The Facilitator asked about potential gaps on the micro-transit level and how those are being filled.
- A participant said Liberty County has one fixed route; the timeframe and coverage is a specific route. Some people struggle to access this fixed route, and the micro transit is more flexible to pick them up and take them on routes that aren't on the established route. They feel this area may be more utilized and more beneficial to the transit users there in the long run once they get used to it.
- The Facilitator asked if the route is a loop or if it is a fixed drop off that allows for riders to request to be taken to different places.
- A participant said their fixed route is a circular route that goes through three small linked communities. From there they picked two smaller communities from this area and zoned them for micro transit as part of their micro transit pilot program to see how it does and how people adapt to it.

Chat Comments:

- **N/A - no comments.**

Goal 4: Encourage local political support of public transportation services. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said that any person in a political position is important to public transportation as a whole. They engage with anyone who allows them to engage with them. Their board of directors is made up of elected officials and also engage at the state/national level to promote public transportation. They struggle in Texas because some of the elected officials aren't pro-transit. Public transit touches everything you can think of, and it will help. These people are elected to work for you – don't be afraid to reach out to them.

- The Facilitator asked if Brazos Transit district runs veteran service also.
- A participant said they used to, but the VA in Houston took over transportation.
- A participant said they like to transition with the political leader. It is important to let them know what services the area provides in case a constituent calls them. It is always important to network with them and not be afraid to give them a call to let them know what services you provide.

Chat Comments:

- **N/A – no comments.**

Region 14: Deep East Texas

Goal 1: Encourage the implementation of general public transportation circular/express routes from low population counties to higher population counties. What do we think about this one? Any suggestions or concerns?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they feel like it is becoming more of a need in a lot of areas, especially the rural areas. The only problem is that it will take quite a bit of funding to roll out and people are so focused on their communities directly, it is hard to expense some of that budget to transport back and forth.
- The Facilitator asked about Brazos Transit district's biggest financial/resource challenges.
- A participant said that a lot of their areas focus on providing transit from one area to the next/providing new routes – but this takes capital/operating expenses to get that rolling. A lot of times people have to prioritize what would be beneficial to the majority. They do this a little bit now because some of the rural areas need to come to the more populated areas, so twice a week they have routes that come into the bigger areas and the route goes back at the end of the day.
- The Facilitator asked if Brazo Transit district usually has full occupancy on their buses and if they pick up their riders in one spot and bring them into the small urban areas.
- A participant said yes, the buses are pretty full. It is competitive and we could use about three to four more buses doing that right now.

Chat Comments:

- **N/A – no comments.**

Goal 2: Facilitating the inclusion of Transit Services Provider information into the DETCOG Region 2-1-1 HHS referral database. What steps could be taken to make this happen?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they have a transportation guide that lists all the resources, and hand them out to agencies, nonprofits, hospitals, and social services departments so they can pass these out as flyers. They do this on a yearly basis and update any information as needed. It'll have all contact info from each agency, and it also lists times/types of services provided in that county.

Chat Comments:

- **N/A – no comments.**

Goal 3: Encourage the installation and use of “bus stop” shelter facilities at locations of likely use by seniors and people with disabilities. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said right now they technically don't have any bus stops for their regions. Lufkin has been incorporating bus shelters – they looked at it as their popular destinations, not only for seniors and people with disabilities. They looked at it as an overall “who is going where and who is using what facilities”. They are still working on the implementation and are planning to have 12 shelters. From there, they will implement their shelters with the current route and implement bus stops as well.
- A participant said this can tie back into the political/elected official side. They requested an appropriation grant from congressman sessions to fund the installations of these bus stops/shelters and was approved. They received \$800,000.

Chat Comments:

- **N/A – no comments.**

Goal 4: Encourage the creation and distribution of information on existing services in the region. What do we think about this?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they try to meet with different agencies regularly (quarterly, annually) to go over new projects. In the Bryan region, people will ask for service information. They have a meeting that someone mentioned earlier – it is helpful to give an overview of your services to stakeholders, so they know all the services provided. It is not about just one particular service.

Chat Comments:

- The members of our quarterly meeting recently requested an updated transportation resource guide for the region which we recently finished, both in English and Spanish.
- Commenter attached PDF resource guide.

Region 16: Gulf Coast

Goal 1: Increase the percentage of residents in the region with access to public transportation services. What do we think about this one? Any suggestions or concerns?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they service Liberty, Montgomery and Walker County. In Liberty County they started out micro transit and in Montgomery they only operate outside the UZA. The UZA grew quite a bit in the last census, so the service area shrunk a bit, the need is still high and growing. In Walker County they have done a transit study in the past with HGAC and have been in the works of adding a fixed route there. It is up to the city/county to decide what to do.
- The Facilitator asked if Walker and/or Montgomery County are the counties that Brazos Transit district travels into.
- A participant said yes, Walker County Liberty County has a fixed and circulatory route and recently added the pilot for micro transit.

Chat Comments:

- **N/A - no comments.**

Goal 2: Improve the safety of transportation services in the region. What are some of the specific safety issues?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said the only safety issue in Liberty County is when it floods due to high levels of rain. Other than that, their safety issues are the same across the 20-county region.
- The Facilitator asked how the floods in Liberty County play into the safety issues for drivers and riders in the area.
- A participant said it affects everyone involved – if it floods, it shuts down the service. Sometimes if drivers are already on the road, they get stuck/trapped.
- The Facilitator asked if Brazos Transit district has any issues with driver safety.
- A participant said not really, they have cameras on board and do quarterly safety meetings. If there are concerns, it is addressed, and each employee is re-trained. They don't have many issues. They have stringent distracted driving and cell phone policies. The drivers do well.
- The Facilitator asked if Brazos Transit district has any need for de-escalation or mental health training.

- A participant said they have a hands-off approach with drivers and passengers. They have not had the need for de-escalation. They noted it is becoming more relevant and a requirement, so they are working on implanting training. They have put a couple of drivers and supervisors through the national CTAA training so far. Eventually everyone will take it – just pricey so far.

Chat Comments:

- **N/A – no comments.**

Goal 3: Enable the region’s public and human service providers to provide a longer span of service. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they do travel training which extends to other employees of health and services to teach their users to use public transit in addition to the services they provide to expand their reach of resources.
- A participant said they have a waiting list for 5310 subcontractors and there is always a need. Within each community there is usually a transportation committee.

Chat Comments:

- **N/A – no comments.**

Goal 4: Reduce emissions caused by transportation in the region. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they are slowly going into electric; it takes a while to get the buses available. For the rural areas, the infrastructure isn’t there for charging/miles; it would be more difficult to have these electric buses there. It is in their sightline though. Hybrid buses are very helpful to the environment compared to diesel buses.

Chat Comments:

- **N/A – no comments.**

Region 23: Gulf Coast

****Participants from this region did not attend. Region was not discussed.***

Additional input from participants:

- **N/A**

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

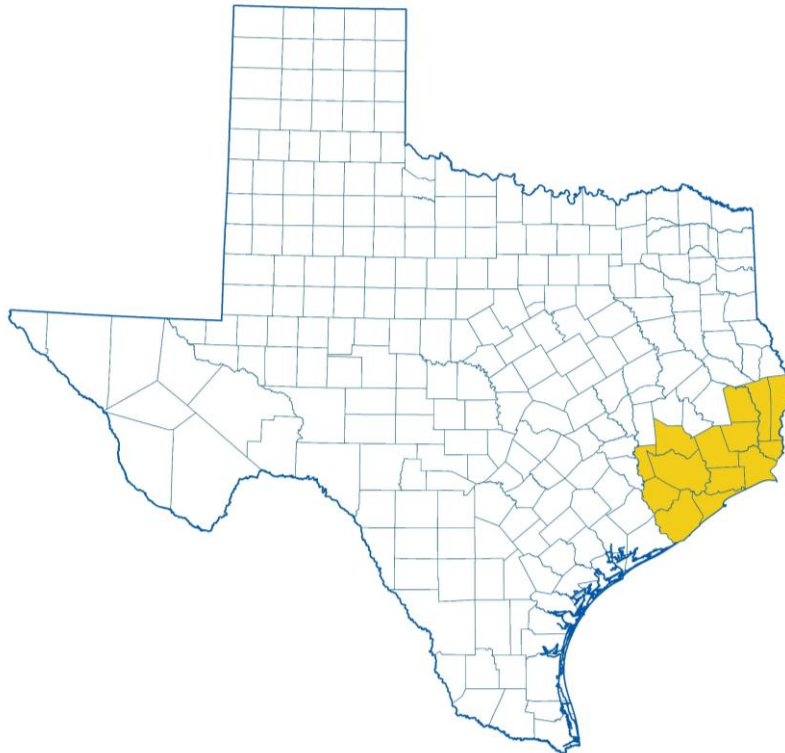
- **N/A**

Beaumont and Houston Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Friday, Dec. 6, 2024. This workshop focused on the transit services in the following counties:

BMT: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, and Tyler.

HOU: Brazoria, Fort Bend, Galveston, Harris, Montgomery, and Waller.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Beaumont & Houston Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 15: Southeast Texas

Goal 1: Establish connectivity among the cities of Beaumont, Port Arthur, and Orange. What do we think about this one?

Live Poll Responses:

- Not sure

Workshop Comments:

- A participant said they conducted a study through PTN last year and are working on implementing transit connectivity in their region. The rural areas recently submitted a proposal to start a pilot project in the city of Jasper to try to get funding through PTN. There have been issues with service between Beaumont and Port Arthur. They are hoping to start disability services within the City of Jasper.
- A participant said they look forward to continuing to work with SETRPC to participate and expand connectivity. Funding is always a challenge, but they are working together with the Planning Commission to expand services where they are needed and wanted.

Chat Comments:

- N/A

Goal 2: Expand public transportation service throughout the region. Any thoughts or suggestions here?

*** GOAL SKIPPED; DISCUSSED ALREADY IN PREVIOUS GOAL.**

Goal 3: Advocate for support efforts to secure funding for transportation services throughout the region. Are we clear on this goal?

Live Poll Responses:

- N/A – no responses.

Workshop Comments:

- A participant said they are pursuing funding opportunities and considering projects to expand opportunities in Beaumont. They are trying to implement a survey and call it a circulator. They are going after TxDOT opportunities for new services in 2025.
- A participant said they are hoping that TxDOT will help expand services. There are semi-annual meetings about opportunities that they try to attend.

Chat Comments:

- **N/A – no comments.**

Goal 4: Increase awareness and understanding of transportation issues that priority population groups face throughout the region. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they are trying to increase participation in their group. Ever since they developed the first plan, they have tried to reach out to different groups that might need some type of transportation assistance. They try to make the maximum use out of the services they already have and make them sustainable.

Chat Comments:

- **N/A – no comments.**

Goal 5: Increase awareness and understanding of transportation of the advantages of using public transportation to priority population groups throughout the region. What do we think about this one?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they are trying to link their websites and circulate information about services. They try to get information into public libraries to showcase what transit services are available. There was a public meeting in an area in Beaumont with Spanish translators. In their agency, they have a “stand down event” where any type of groups who have services for veterans can attend, including public transportation.
- A participant said in their community, many disabled seniors have mobility issues and are not able to walk to the curb to access transportation.
- The Facilitator asked how to address issues surrounding individuals who may not be able to walk to the curb to access transportation.
- A participant said the rural 5311 service is curb to curb and these accommodations will have to be on an individual basis because some drivers like to do all they can for their clients. An example would be if the drivers help carry their groceries and something happens, then they might be held liable if something happens.
- A participant said to contact local AARP groups, churches, civic clubs and other advocates in the community. They also suggested including community leaders.
- A participant said to reach out to veteran advocates organizations.
- A participant said to meet with local representatives, and they were on board to provide a program that would allow veterans to ride for free, especially on

paratransit services. They said they have seen an increase in ridership and people signing up for services.

- A participant said there is a group called "Houston Stand Down" that is a phenomenal organization and mentioned they have volunteered with them for many years as a community stakeholder.

Chat Comments:

- **N/A – no comments.**

Goal 6: Improve the infrastructure around bus stops. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said the City of Port Arthur in the Beaumont district are applying for grants for new shelters and benches.

Chat Comments:

- **N/A – no comments.**

Goal 7: Develop a website that would provide transportation information to priority population groups. Are we clear on this?

Live Poll Responses:

- What is your definition of a priority population group?
- What determines who, what, or where a priority population group is located?
- How do you define where these individuals live? There are some communities that receive little to no information or resources. Individuals with disabilities have a world of challenges to deal with on a daily basis. It is extremely difficult for them to search the internet for help or make phone calls.
- This process can be very intimidating to them.
- Just like trying to navigate the Medicare website

Workshop Comments:

- A participant said the 211 program is housed in their agency and they refer them to transit services.
- A participant said the 211 program needs a lot of improvement in Harris County. The program gives a lot of referrals that are unavailable, and some agencies have no funding.
- A participant asked what the definition is for a priority population group?
- A participant said they have an organization called "Rise" and they work closely with veteran groups. They also work with individuals with disabilities and language barriers.
- The Facilitator stated that a priority population group is a group of seniors over 65 years old and people with disabilities over the age of five.

- A participant said they have a food and transportation desert. There is nothing from US 59 to Generation Parkway (Northeast of Houston, Harris County). They see a lot of seniors who use this transportation, and their mobility is not that great. The distance to some of the curbs is challenging and the bus stops are not safe.
- A participant said if it is an issue within the Houston Metro service area, there are some parts of northeast county where service is not available. They are welcome to come to one of the board meetings or contact their liaison for more information.

Chat Comments:

- **N/A – no comments.**

Region 16: Gulf Coast

Goal 1: Increase the percentage of residents in the region with access to public transportation services. What do we think about this one? Any suggestions or concerns?

Live Poll Responses:

- Decrease the service gaps in the area
- Not enough information to be able to respond. Will have to do more research
- Expand various modes of transportation such as Bus Rapid Transit, bike share, micro transit, and curb to curb
- Reimplement the fixed routes in Brazoria County
- Add public transportation in cities where none currently exist (Pearland, Friendswood, Alvin)

Workshop Comments:

- A participant said they have been working with TxDOT on new rural funding and expanded their operating area to where the highest denials have been. They are applying for additional funding that would allow them to provide services five days a week. They would like a van service localized in one area rather than hopping around the city.
- A participant said they see a gap in services for Fort Bend and suburban counties since they are around such a large urban area. According to the last census, they are considered an urban area, but it is actually rural. There needs to be more recognition of that difference and that they are losing the ability to help the people with the most need.
- A participant said it appears 5310 does not apply to Harris County.
- A participant said the Houston Metro does receive 5310 funding.

Chat Comments:

- **N/A – no comments.**

Goal 2: Improve the safety of transportation services in the region. What are some of the specific safety issues?

*** GOAL SKIPPED; DISCUSSED ALREADY IN PREVIOUS GOAL.**

Goal 3: Enable the region's public and human service providers to provide a longer span of service. Any thoughts or suggestions here?

Live Poll Responses:

- Hours of service?
- Funding

Workshop Comments:

- A participant said longer hours, as in earlier start time and/or later end time.
- A participant said TxDOT is allotted a certain amount of dollars for each region. On a 60-40 split with 60% going to Houston Metro and the rest of it coming out to the rural area. If you take 40% of that and you divide it up again between small urban and rural areas, there is not much left.

Chat Comments:

- **N/A – no comments.**

Goal 4: Reducing emissions caused by transportation in the region. Any thoughts or suggestions here?

Live Poll Responses:

- Yes more fixed routes
- More fixed routes to take more cars off the road

Workshop Comments:

- A participant said they have three LPG buses using propane on a fixed route for now. It works well and is cost effective. They are looking to expand upon that at a later date and are not sold on the EV side yet.
- A participant said they live in Brazoria County and went from a fixed route system to micro transit. They said they liked micro transit and wished there was at least one fixed route in the area. They said getting used to the app was kind of hard.

Chat Comments:

- \$11.6 million [*in reference to 5310 funding amount as a whole*] is a drop in the bucket
- Longer hours and earlier or later start times

Additional input from participants:

- An organization user stated they wish Brazoria had a commuter bus, the area needs something that goes out to Houston from southern Brazoria County.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

- **N/A**

El Paso District

– Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Monday, Dec. 9, 2024. This workshop focused on the transit services in the following counties:

ELP: Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, and Presidio.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
El Paso – Virtual Public Involvement
Workshop Documentation

Discussion

Region 8: Upper Rio Grande

Goal 1: Implement the WTEP Regional Health and Human Services – Public Transportation Coordination Plan through services by member agencies. What do we think about this one?

Live Poll Responses:

- Useful for direct recipient, El Paso MPO, to evaluate sub-recipient applications strategies slated. Part of our review process of the applications is to make sure that at least one of the main goals of the WTEP 5-year plan is in the application. This is for the scoring criteria on the review of applications which is very helpful. We are not a public transit provider; we award the funds. WTEP is geared towards transit providers, which is helpful when we distribute.
- The City of Socorro is actively assisting our 5310 community with daily and weekly trips to medical appointments. We are using marketing strategies to inform our residents of open and available resources, and we also use surveys and feedback to help keep services accessible and on track with our riders' needs.

Workshop Comments:

- A participant said they do continuous surveys and tweak them for the needs of the people and to accommodate riders. They also make sure riders have the current phone numbers to receive responses in real time. They invested in tracking software in vehicles. They organized all record keeping with this software to make it accessible for all staff.
- The Facilitator asked how often the organization's surveys are evaluated to assess riders' needs.
- A participant said they do biannual group surveys. One for transit for everyday needs and one for just the community center.
- A participant said a lot of their marketing strategies come with an incentive to fill out the surveys.

Chat Comments:

- **N/A – no comments.**

Goal 2: Promote collaboration resulting in continued and improved services to persons served. Any thoughts or suggestions here?

Live Poll Responses:

- I think the regular meetings we have at WTEP are very useful. We also hold trainings and conferences to reach staff and riders.

Workshop Comments:

- The Facilitator asked the anonymous live poll commentor which meetings they were referring to in their comment.
- A participant said the WTEP meetings. The West Texas El Paso organization discusses transit needs from the community, it is made up of elected officials, stakeholders, etc. They look at 5310 and see how they can improve. They have also connected them with the school districts. They are now looking at EV and it is great to have assistance when needed.

Chat Comments:

- **N/A – no comments.**

Goal 3: Fill service gaps through identification and assessment of changing mobility needs, increased efficiencies, funding opportunities, and tech. Are we clear on this goal?

Live Poll Responses:

- The City of Socorro - we now use online registration forms, sign ins, maintenance tracking, purchasing, and tracking. Each driver and staff member has a tablet. We also use social media and traditional media. We use social media to promote the fun time the seniors and riders have with our program.

Workshop Comments:

- A participant said they have routing software and cameras on the vehicles. The family crisis center is looking into tablets for their drivers. Trying to stay up to date with technology.
- The Facilitator asked about social media engagement.
- A participant said they used social media to promote this meeting today. Texas Opportunities is updating our website to make it more user friendly.
- The Facilitator stated that NextDoor is another good platform to promote meetings and spread information/resources.

Chat Comments:

- **N/A – no comments.**

Goal 4: Maintain broad public knowledge of transit and social services throughout the six-county region. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said it comes down to metrics and what is being measured. They look at ridership and where it has increased/decreased monthly (monthly reports). They also measure social media engagement. They look at the actual transit vehicles that

show up – are they full, are they empty? They track activities of daily living, who is using the senior service center, and more.

- The Facilitator asked about collaborations to enhance service(s).
- A participant said their transportation department is housed in the marketing department.
- A participant said this is an area we could improve on (West Texas Opportunities). Sometimes they rely mostly on word of mouth and the vehicles have phone numbers on them. They said they could do better and have appreciated the City of Socorro's input.

Chat Comments:

- **N/A – no comments.**

Goal 5: Promote efforts to maximize technical assistance and training to member agencies. How could this goal be achieved?

Live Poll Responses:

- In terms of staff technology, we actually do research and investigate what transit software is working the best. We used the collaboration from the WTEP network to bounce ideas off each other.
- We actually teach the seniors how to utilize technology: iPads and sign in software so they can get acclimated and understand how to do these things. We also work with Humana to hold senior citizen workshops.

Workshop Comments:

- A participant said WTO is pretty spread out (location wise). They work with the family crisis center when needed. Sometimes it is even from one city to the next. It requires coordination but can be done.
- The Facilitator asked how WTO figured out that a large service range (in terms of distance) was needed.
- A participant said their schedulers are the ones who work on this, it does require a lot of coordination, but it works.
- The Facilitator asked if any participants work with area agencies.
- A participant said yes and they also work with Humana, they are the ones who have the iPad class to help senior citizens learn how to use them. We work with community colleges to allow opportunities for senior citizens to attend classes.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- Transit provider asked in chat – when will be second year of (2024) 5310 funding be available for recipients
- The Facilitator stated that FTA 5310 will start funding opportunities at the end of January/early February.
- We receive the funds, put out a call for a project and then distribute the funds in the form of project grant agreements.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

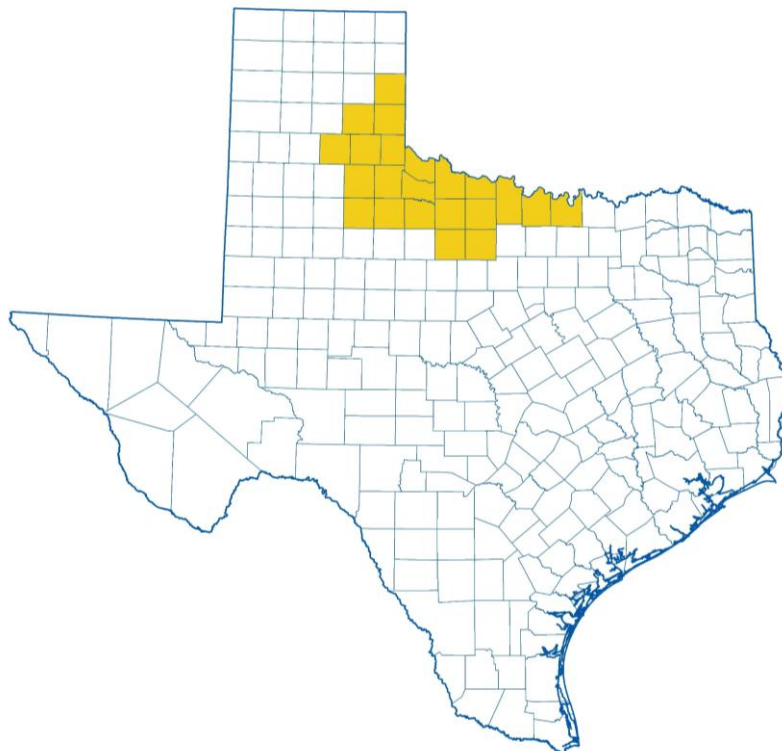
- **N/A**

Childress and Wichita Falls Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Tuesday, Dec. 10, 2024. This workshop focused on the transit services in the following counties:

CHS: Briscoe, Childress, Collingsworth, Cottle, Dickens, Donley, Foard, Hall, Hardeman, King, Knox, Motley, and Wheeler.

WFS: Archer, Baylor, Clay, Cooke, Montague, Throckmorton, Wichita, Wilbarger, and Young.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Childress & Wichita Falls Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 3: Nortex

Goal 1: Bridge the transportation gap between service providers and clients. Any thoughts or suggestions on this?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they have a contract/work with Jenny at the City of Wichita Falls to bridge the gap with medical services. They collaborate with Panhandle Plains to help with transporting people to Amarillo. They also collaborate with transportation providers who are surrounding their area to bridge that gap to provide service to people who need it.
- The Facilitator asked about the number of counties served.
- A participant said they have nine rural transit counties.
- A participant said there is a lot of overlap between service areas and transit system. There is usually coordination up in the Panhandle and one of the main partnerships that has come out of this is the City of Wichita falls and Rolling Plains. That has been a 5310 project for many years and has increased over the years. They have done a really good job identifying those needs and filling in the gaps, especially for the E&D in the area.
- The Facilitator asked about giving advanced notice when coordinating with other agency transportation coordinators.
- A participant said they work with Jenny on getting approvals in the city. For overlapping counties, they require 48 hours' notice so they can work with other transportation providers. If not, they may have to reschedule. They had to work with the scheduling of another transit agency. They do call them personally and don't just send email. They also include the rider in all communication. They just got a mobility manager this past December and they handle all of this coordination. They work with the dispatch manager in their area/agency and another dispatch manager in the other agency to be able to provide that service.

Chat Comments:

- **N/A – no comments.**

Goal 2: Improve communications between service providers and clients. What do we think about this one?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they believe the more the client is involved, the easier the process. It is important they know every step of the way including stops, locations, and transfer of vehicles. Communication is key to providing good service to your clients.
- The Facilitator asked about transportation meetings and if there is communication between service providers in the area.
- A participant said with Jenny, they have constant communication because there are new riders for that area daily. They aren't in constant communication with Panhandle Plains but there is always an open line of communication especially when coordinating rides.
- The Facilitator asked if micro transit has been considered in the Wichita falls area.
- A participant said they basically do micro transit. It is not by the book micro-transit, but are constantly evolving to meet the needs. For example, going to the doctor, then adding on a trip to the pharmacy, then home. They are looking at adding this officially, transition-wise it would be about another year out. Their service has been a true on demand service and it has done extremely well. They also have extra drivers who are able to meet those needs.
- A participant said when we mention SEP, we are talking about service expansion programs. TxDOT provided funding for this this past summer. This program has really taken off in this area. What other counties/communities have had increased trips?
- A participant said Wilbarger County, Young County, Wichita County, as well as outside the city limits of Burkburnett, Electra and Iowa Park. They have seen a significant increase, especially in the Wilbarger area. There is a bigger need there than they had anticipated. There are two drivers, including a driver that transports into Vernon and if anyone calls, they have an extra driver to pick them up.

Chat Comments:

- **N/A – no comments.**

Goal 3: Increase efficiency and effectiveness. Any thoughts or suggestions here?

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- The Facilitator asked a transit provider about additional needs their agency might have to keep up with service demand in the area.
- A participant said they have enhanced their scheduling software to help them become more efficient and have effective scheduling. They can track their vehicles

and can see where the drivers are which has made a huge difference in how they operate. They did get geofencing inside the City of Wichita Falls. This allows them to track trips and how many drivers are needed to assign them to a certain area. They are always looking to evolve and serve clients better.

- The Facilitator asked about driver retention this year (2024).
- A participant said they haven't had a big turnover. Their company is a great company to work for and three years ago they gave a rate increase to drivers. They are dedicated to what they do and really enjoy working with clients. They have also been able to integrate some youth into their driver-area.
- The Facilitator asked about marketing and/or social media efforts to help spread resources/information.
- A participant said they use Facebook, their website, mailers, and public relations. If there are chamber meetings, they will go and present. If there is a job or hospital fair that brings providers in, they want to be involved in that. They have significantly increased their public relations. Now that they have a better understanding of what is lacking in those communities, they can go to the table with transportation managers and figure out issues to see needs of stakeholders in the community. They have made significant progress with that line of communication.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- **N/A**

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

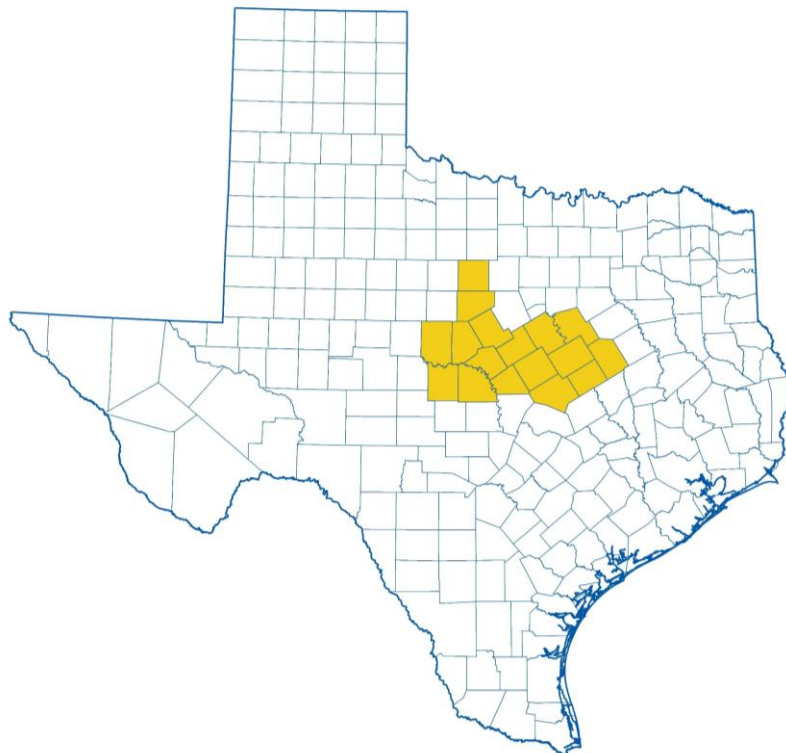
- **N/A**

Brownwood and Waco Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Wednesday, Dec. 11, 2024. This workshop focused on the transit services in the following counties:

BWD: Brown, Coleman, Comanche, Eastland, Lampasas, McCulloch, Mills, San Saba, and Stephens.

WAC: Bell, Bosque, Coryell, Falls, Hamilton, Hill, Limestone, and McLennan.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Brownwood & Waco Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 11: Heart of Texas

Goal 1: Encourage coordination and collaboration using a regional approach by seeking innovative models in planning and delivery of transportation services.

Live Poll Responses:

- McLennan to Williamson County
- Technology to create seamless services.
- Engage with disabled self-advocates like Mobilize Waco

Workshop Comments:

- A participant said in their network recently, they have been wanting to support micro dash and have offered to promote the expansion and operation.
- A participant said in regards to regional transportation, there is difficulty of traveling between districts. They have a blind advocate who has to travel to Austin from Waco to see his eye specialist. It is a huge need to figure out the urban and rural systems and how they connect.
- A participant said it has been difficult for them as a provider, specifically for Williams County. They said they have contacted every provider along the route and there was no connection between the provider/location and specific days. When services are discontinued, what is the decision-making process to meet those gaps when services don't align? How are they to coordinate if services change and no contingencies of how those gaps are being met?
- A participant said agreed. They said particularly in there is a major blind center in Waco and it affects the veterans. Some have VA services, but not all.
- A participant said airport travel is another concern as well.
- The Facilitator asked if the organization has started to work on their new 5-year regional plan(s).
- A participant said probably in 2026 they will start the plans for 2027-2031.
- A participant said they are trying to understand how they have the conversations between gaps of services.
- A participant said there are going to be certain needs that are going to fall through the cracks. They added that maybe if enough people use private methods, they can create a public service for that.

- A participant said private pay is another level of frustration that they hear from the public.
- A participant said for rural transit, rides fill very quickly and people who need periodic service have a very hard time trying to find service.

Chat Comments:

- **N/A - no responses.**

Goal 2: Maximize connectivity and use of resources between various transportation agencies, public service agencies, and stakeholders.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said a system to incorporate technology would allow for seamless connectivity. An example is a passenger may see one platform but maybe they have different options to show different routes. This might be something they can visit as different service providers. They did speak with SPARE, so hopefully they can work something out that can meet the need and travel seamlessly across the state.

Chat Comments:

- **N/A - no comments.**

Goal 3: Expand the public transit network utilizing both fixed route and demand response services, maximize network efficiency.

Live Poll Responses:

- Use micro transit in urban areas, connect zones through region wide feeder routes. Use van pool programs for rural clinics.

Workshop Comments:

- The Facilitator stated that the 5310 funds that are appropriated for rural areas are for those with 50,000 or less in population and small urban funds go to areas with a population of 50,000 – 200,000. After that, those with populations over 200,000 move into urban area 5310 funds which are provided by the FTA (Federal Transportation Association) directly. Smaller agencies are trying to coordinate service with the larger agencies to get people where they need to go across counties.
- A participant said that is what the HOP is planning to do. There were no fixed routes prior to the Go App and now it works to where they can have a few vans dedicated to that county or area. From there they can hop on the regional fixed route from Lampasas to Copper zone. They'll have multiple volunteers who service and use that van to pick up patients.
- A participant said the way they approach it is by making sure that they get a customer survey to address where additional commuter services need to be. Ultimately it is about providing a service to the community and having feedback that is important for the design. The why is important. They want to make sure they are creating a solution.

- A participant said to use micro transit in urban areas, connect zones through region wide feeder routes, and use vanpool programs for rural clinics.

Chat Comments:

- **N/A - no comments.**

Goal 4: Utilize fuel, vehicle systems, and operating policies to reduce emissions and improve our environmental quality; eliminate duplication of services.

Live Poll Responses:

- Utilize FTA Low/No Emission or TCEQ funding to replace/upgrade vehicles that use alternative fuel sources.

Workshop Comments:

- A participant said they could reduce emissions but need to create infrastructure that provides the ability for them to do this. The community may try to push you towards those alternatives because it is better for the environment; however, from a distant perspective, the infrastructure can be a barrier. The MPO is working and telling them how they are wanting to put more charging stations along the corridor but realistically, they do not have the ability to travel those long distances with alternative fuels. By working on this infrastructure need, environmental concerns can be addressed.

Chat Comments:

- **N/A - no comments.**

Goal 5: Network Safety and Security: Enhancement of safety and security measures which impact the public transportation network.

Live Poll Responses:

- Work with HHS Safe Riders program partners to find child seat solution for transit vans.

Workshop Comments:

- A participant said they use Lynx, and it allows them to view any safety issues live and address concerns and complaints. It has been a tool that has allowed them to focus on energy that is happening at that moment instead of downloading this data later.
- The Facilitator asked if drivers have had any problems with assaults.
- A participant said they have not had any operation assaults. They added that de-escalation training is provided.
- A participant said their regional safe riders program works with McLane Children's Hospital. The HOP cannot have it installed due to liability issues. The HOP and hospital will do harnesses on some of their days, but they do not know if that is possible but will look at it for the future.

Chat Comments:

- **N/A - no comments.**

Region 23: Central Texas

Goal 1: Monitor and maximize service and operation efficiencies.

Live Poll Responses:

- Micro transit and regional commuter route, etc. mentioned previously

Workshop Comments:

- A participant said they are doing so through micro transit and regional commuter route, etc. as mentioned previously.

Chat Comments:

- **N/A - no comments.**

Goal 2: Provide a seamless public transportation experience for all users.

Live Poll Responses:

- **N/A - no comments.**

Workshop Comments:

- A participant said the regional route is one fixed route that goes along cities and mobility hubs where they can access this fixed route and travel wherever in their zone. There are five micro transit zones people can currently use.
- The Facilitator asked if these five micro transit zones have allowed riders to travel further outside of their fixed zone.
- A participant said yes.

Chat Comments:

- **N/A - no comments.**

Goal 3: Strengthen partnerships among stakeholders and with the Central Texans we serve.

Live Poll Responses:

- CTRTAG hosts Central Texas Public Transportation summit, stakeholder surveys, newsletter

Workshop Comments:

- A participant said this is done through the regional transportation advisory group. They just started holding summits in 2023 and held the second one a few weeks ago. These summits are intended to bring together stakeholders and HOP, non-medical transportation, hospitals, ISDs, and people from the city/local governments. They go through various activities and panels where they discuss the biggest challenges in the community.
- The Facilitator asked if anyone is welcome to participate in the summit meetings.
- A participant said yes, even the general public. They added that they haven't had many members of the public but would like to have more. They send out quarterly surveys asking the agencies if they have formed any new partnerships, if there has

been progress regarding these issues, or if any additional challenges have been brought up.

- A participant said they have been working though the rural transportation council with the COG to host virtual and in-person transportational informational events. They put out flyers at several locations to make people aware of the opportunity to talk with stakeholders so they can understand how their needs can be met.

Chat Comments:

- **N/A - no comments.**

Goal 4: Embrace opportunities for innovation within public transportation.

Live Poll Responses:

- Micro transit zones with new app-no new comments.

Workshop Comments:

- The Facilitator asked transit providers how they coordinate or engage with nontraditional stakeholders.
- A participant said they speak at council meetings, so they understand what services are available to them in their community. They can share that information to other individuals who might need that service. They are trying to make sure the information is bilingual and want to be inclusive.
- A participant said there are a lot of new companies that reach out to them for new employers.
- A participant said they have a Facebook account and share information back to the HOP. The HOP does travel training and holds meetings to teach their employees how the app works.
- A participant said when micro dash was introduced as a pilot, they included the flyer in people's water bills. The water bill has been a great resource.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- I'm with Mobilize Waco – we are a coalition for disabled individuals – we promote accessibility for disabled individuals in the area.
- We are excited about the micro transit project that recently came to Waco and hope it can provide connectivity between the zones.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

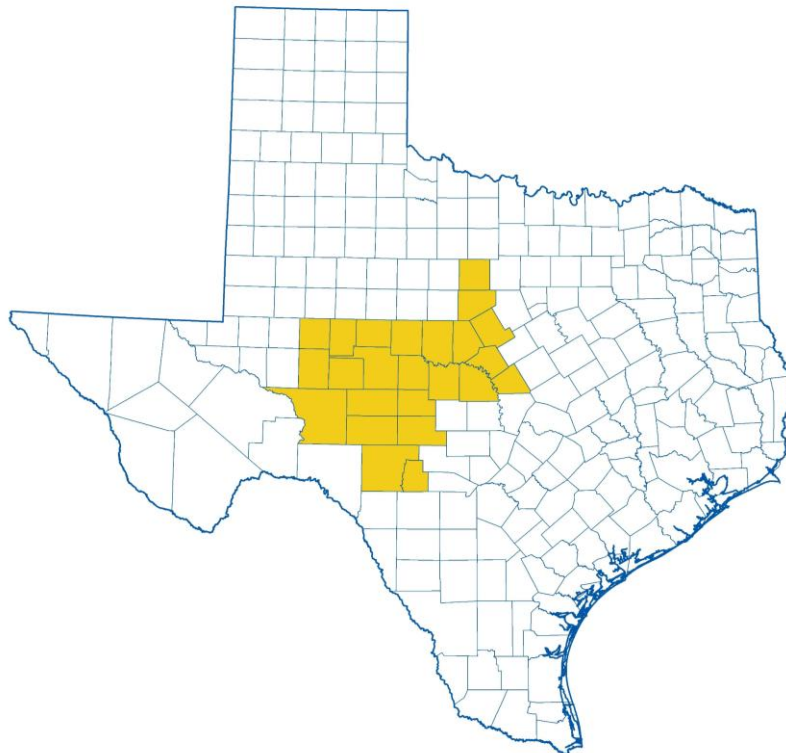
- **N/A**

Brownwood and San Angelo Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Thursday, Dec. 12, 2024. This workshop focused on the transit services in the following counties:

BWD: Brown, Coleman, Comanche, Eastland, Lampasas, McCulloch, Mills, San Saba, and Stephens.

SJT: Coke, Concho, Crockett, Edwards, Glasscock, Irion, Kimble, Menard, Reagan, Real, Runnels, Schleicher, Sterling, Sutton, and Tom Green.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Brownwood & San Angelo Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 7: West Central Texas

Goal 1: Coordinate and consolidate transportation services and resources to promote efficiency and equity.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- **N/A - no comments.**

Chat Comments:

- **N/A - no comments.**

Goal 2: Implement mobility strategies to address client needs for convenient travel to work, community service, and leisure destinations.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said one of the things they noticed while talking to providers around the country is the new concept of mobility management and what the definition is for transit agencies versus a human services provider. They think the issue for transit agencies trying to implement a mobility initiative is thinking about numbers like costs and mileage. The agencies can get bogged down by that and forget to look at the human factor. They try to have a robust service center in place to eliminate any barriers. They added that if a person does not use public transportation, they need a ramp put into their home, then they look into that as part of our mobility initiative. They said by eliminating these barriers they can ensure they will continue to use public transit in the future.
- A participant said sometimes they forget that not everyone has technology. They added that they went back to our grassroots of outreach by calling and going out to meet with people. They develop a relationship with their riders so they can market the services by sharing their experiences with others.

Chat Comments:

- **N/A - no comments.**

Goal 3: Improve communication, training, and organizational support to promote continuous improvement in service delivery.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they use their website, Facebook, and X. They have not used Instagram or TikTok, although they are planning to. Facebook is the most viewed and they are able to use that platform in English and Spanish to market their services and share information.
- The Facilitator asked if NextDoor has been considered as another platform for outreach.
- The participant said no.
- A participant said they do not have a full time IT person, but they all wear many hats in their rural area. They find social media a plus with the younger generation but do not forget those who are not tech savvy.

Chat Comments:

- **N/A – no comments.**

Region 10:

Goal 1: Safety – Ensure that safety is of the utmost priority for our employees, passengers, and general citizens of the Concho Valley and surrounding areas.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said a couple of things they do is bring people on board and put them through proper training and they have a safety officer on site that reviews incidents. They make sure they maintain proper protocol with everything they do including ride-a-longs, monthly reviews, etc. They also individualized training pertaining to the type of environment they are in and have quarterly training where they address safety incidents or issues.

Chat Comments:

- **N/A – no comments.**

Goal 2: Reliability – Deliver quality services resulting in consistent mobility for our rural and urban passengers.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they deliver quality services by making sure their on-time performance is good and by providing ample notice if anything comes up. They use their mobile app to make sure they can communicate with their passengers in case anything occurs. They mentioned they have adequate staffing to operate efficiently.

Chat Comments:

- **N/A – no comments.**

Goal 3: Friendliness – Create a comfortable and welcoming atmosphere for Concho Valley citizens and transit passengers.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they create a welcoming atmosphere by humanizing it. They make sure they hire the right people. 10% is driving and the rest is customer service. They want to make sure people are content. People will drive with them for the need but people come back for the experience. They monitor cameras on a day-to-day basis and give feedback on how well they did. They speak with their drivers consistently and they want people to want to be on their vehicles, not just for the necessity.

Chat Comments:

- **N/A – no comments.**

Goal 4: Awareness – Increase public information and awareness of transit services.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they put things on social media so people know where they are going to setup. They use health fairs to engage the public and go out in the community to advertise their services.
- A participant asked about branding.
- The participant said that they have different divisions including paratransit that have rural and fixed routes. They are separating the route colors and taking away white buses. The red bus is a fixed route, and the blue or tan buses are demand response. That is so people can see the difference and identify them when they are out and about. They received a call from someone asking, “why didn’t the driver stop for me” and the colors help people identify what is their bus and where it is at. They noted that they have the apps, but the colors help tremendously.

Chat Comments:

- **N/A – no comments.**

Region 24: Middle Rio Grande

Goal 1: Improve coordination among regional transportation providers

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they have had their mobility managers out in the field building partnerships outside of regular events. They are the front line for providers, especially when they are visiting other centers. They try to engage the providers through regional stakeholder meetings, focus group meetings, etc. They have separate meetings for other things including mental health services. After the shooting in Uvalde, one of the biggest tasks was focusing on mental health in the region and this is how they have been able to track who is out there other than SWART.
- The Facilitator asked if a travel training program was still being offered.
- The participant said their providers are providing a ride-a-long and some of them have actually gone through the program.

Chat Comments:

- **N/A – no comments.**

Goal 2: Improve public awareness and knowledge of available transportation services.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they have used school fairs and job fairs to promote their services. They have given presentations to interested parties. They still have a lot of people who do not know that anyone and everyone can ride on these. They were able to get 500 surveys completed because the mobility managers went out into the community. They went through a grassroots effort since physical newspapers are losing popularity in the area.
- The Facilitator asked about plans for marking commuter services.
- The participant said through the third round of the transportation funds, they plan to have a vanpool service where they do the leg work; they build partnerships with different employers. They should also have knowledge of the market. They said they also have seasonal tourists all the way through Labor Day, so there is a need on a daily basis, and are looking for the vanpool system to be something unheard of for the rural area to meet that need. They hope to set a precedent for other rural providers.

Chat Comments:

- **N/A – no comments.**

Goal 3: Increase equal access to transportation services for priority populations in Region 24.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- The Facilitator asked participants how they define a priority population?
- A participant said their priority population has been the elderly and disabled in the area because resources for them have been scarce – but renal care has been a priority recently. They are at three shifts now. Renal care facilities are trying to get everyone on the same shift. They are also working with one of their state representatives on this. The other priority has been mental health, especially since the shooting. They have looked into accommodating these types of trips as well. They have seen a slow shift in priority in their region. A lot of times they put themselves into silos and elderly care crosses over to the lines of renal care or mental health. Their priority population is everyone.

Chat Comments:

- **N/A – no comments.**

Goal 4: Provide a safe, reliable and cost-effective regional transportation system.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they want to make sure it is as reliable and cost effective as possible. They have a very robust bus safety program and cameras in all of the vehicles. They provide English and Spanish training and do their own drug testing. With the robust training, they have seen the benefits over the past 12 years. Reliability comes down to everything working together.
- The Facilitator asked about a better system wide approach given recent service area expansion.
- The participant said they have invested in the transit tract system through their TAP funds and it has been a work in progress. The hope has been to work with different facilities for the things they have been routing to micro transit and the van system to capture that in one dashboard along with building management. By developing mobility management software that is geared more towards transit, it can be tied directly into the interface system. In 2023, SWART put into place a nonprofit called Partnerships in Transit that has looked into other avenues of funding in the nonprofit field that supports transportation. They are looking to put all these different facets together.

Chat Comments:

- **N/A – no comments.**

Goal 5: Improve regional coordination between providers and brokers regarding non-emergency medical transportation (NEMT).

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said this is a hot ticket item. These are conversations they are having with health and human services. SWART has gotten TTI in progress. They are trying to do something that will benefit SWART but hopefully everyone else along the state.
- A participant asked in regards to what the brokers are providing in service to transit agencies and non-transit agencies, is there a percentage breakdown?
- A participant said no, a lot of that information is well guarded. In the July 16th meeting they had the HHC and brokers in Austin, AMAR is now transiting to MTMs umbrella and cannot compete with these private providers. All they have to do is pay a fee and some of these private providers are going in this direction and have not fully met the needs or requirements. Meanwhile in rural environments, they have to, and it puts them at a disadvantage.
- A participant said they agree with that, and it is a component to have those matching funds. They partner with a couple of different brokers and some of the biggest opportunities they face are some of these extended trips and being able to accept them and negotiate.
- A participant said they decided back in 2018 to no longer provide MTM services, have re-adjusted and are primarily focused on public transportation. They heavily rely on those partnerships with nutrition and cancer centers. Readjusting gave them the leverage to see the needs and wants without overwhelming other drivers or dispatchers.

Chat Comments:

- **N/A - no comments.**

Goal 6: Establish planning processes and goals for the City of Del Rio in order to be prepared for becoming an UZA at the next Census.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said they want to make sure Del Rio is not in the same position and have learned lessons during the Eagle Pass SWART transition. They still want to enhance their partnership with the City of Del Rio. This is something they have been trying to work on.

Chat Comments:

- **N/A - no comments.**

Additional input from participants:

- **N/A**

Related Feedback

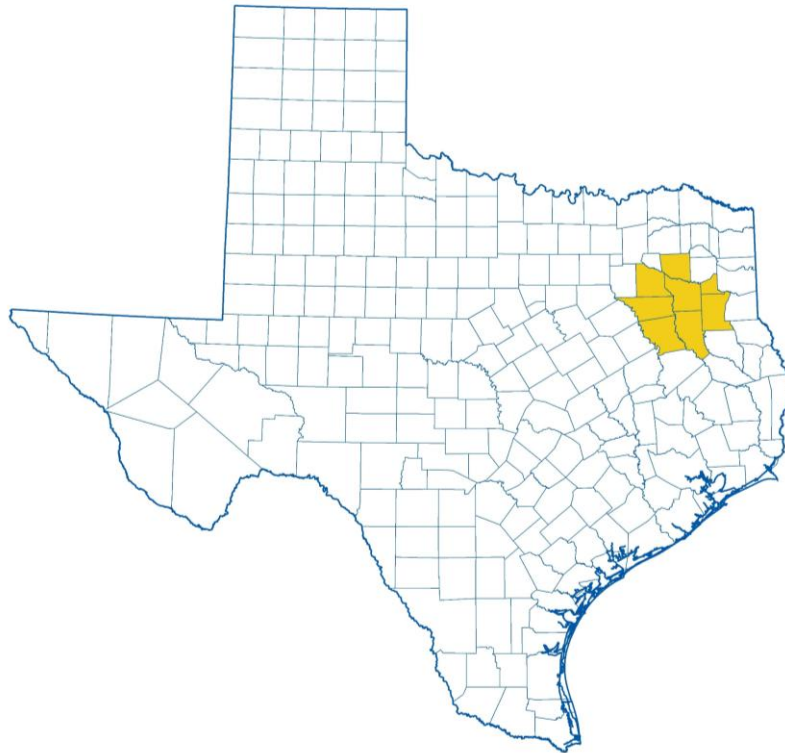
The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

- **N/A**

Tyler District – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Friday, Dec. 13, 2024. This workshop focused on the transit services in the following counties:

TYL: Anderson, Cherokee, Gregg, Henderson, Rusk, Smith, Van Zandt, and Wood.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Tyler District – Virtual Public Involvement
Workshop Documentation

Discussion

Region 6: East Texas

Goal 1: Identify opportunities to improve coordination between transportation providers in the region.

Live Poll Responses:

- Look for additional opportunities
- Continue existing partnership

Workshop Comments:

- A participant said they think their region has done an excellent job at working together compared to other agencies they have visited.
- A participant said GoBus has a transportation partnership with the City of Longview for the urbanized area through an interlocal agreement. They also have another interlocal agreement with the City of Tyler in which they partner with them for various services and events in the area.
- A participant said they are in the process of acquiring NDMJ which has been in the area for over 30 years. This acquisition is going to allow GoBus and the City of Tyler to expand on current services.
- A participant said they agree with what an earlier participant said about working well together through partnerships in the region/area. They are also looking for ways to help people who fall into gap areas that lack service. It will be interesting to see the partnership with GoBus and Tyler Transit. They mentioned the possibility of implementing something like that in our area.
- The Facilitator asked about future plans and how 5310 funding could help close any gaps identified in the process.
- A participant said they do not have a solid plan yet but will continue to look at gaps to see if they can provide some type of service in those areas.
- A participant said if the partnership with GoBus continues to grow, they will need more funding. The one thing they need to talk about this year is applying for 5310 vehicles. ETCOG is currently using locally purchased vehicles to provide this service and it has shown itself to be a much-needed service in the area.

Chat Comments:

- **N/A – no comments.**

Goal 2: Conduct an ongoing assessment of transportation needs and services in the region.

Live Poll Responses:

- Surveys
- Community events
- Feedback
- Survey in the gap areas

Workshop Comments:

- An organization said at GoBus, they conduct regular gap analysis through input from riders, stakeholders, and members of the community that help identify opportunities to improve efficiency in services.
- The Facilitator asked if there is a difference between a dedicated outreach effort or if transit providers are focused on hitting multiple areas with various marketing tools as a means of outreach instead.
- An organization said at GoBus, it is about hitting vendors and outreach events to inform people about what kind of services GoBus Transit can provide. Most people think that GoBus is for certain age groups and getting information out there via different community events has helped people understand what GoBus is and what services are provided to them, along with the information/resources they put out there for them to see.
- The Facilitator asked about studies conducted on demographic changes in the region to optimize service routes.
- An organization said they did a route study in 2021 but continuously put out quarterly surveys to the public. There are QR codes on buses for people to scan to take the survey and have volunteers come in to take the surveys as well. Within the survey there are different categories people can comment on, for example, how clean the buses are.
- A participant said GoBus has also partnered with Tyler ISD to conduct travel training with younger/newer riders who are learning how to use the system.
- A participant said this travel training discussion brings up a good point because they often don't ask the question of, "if a student rides the bus to and from school for 12-years, how do we get them comfortable with public transportation?" Through the cooperation and participation from teachers and parents in the travel training, they have seen a huge difference in increased independence with younger riders as they become more comfortable with riding public transportation.
- A participant circled back to the route study conversation and said they did a comprehensive analysis a couple of years ago that has been a road map on some of the services they have now. They have also taken advantage of the TSSP. TxDOT also partnered with a vendor that helped them to assess their services to make sure they were still on the right track and meeting customers' needs, which was very helpful.

Chat Comments:

- **N/A – no comments.**

Goal 3: Implement strategies to meet needs, improve service and higher ridership.

Live Poll Responses:

- Surveys
- Outreach

Workshop Comments:

- An organization said they have an internal log that helps track requests from riders in the region. Sometimes, they get requests from people who think they can go anywhere at any time in the region – and unfortunately, they are not able to do that. They look through the list of requests riders submit and try to identify repeat needs that are not being met so services can be adjusted.
- An organization said their biggest thing has been utilizing their dispatching software to see where the heaviest ridership occurs. With micro transit especially, they can strategically place a bus in a certain area at a certain time to meet the needs of riders at that moment. For example, if college riders have more of a need to travel at a certain time of day, they can strategically plan that and improve ride times on that route. They are also able to see where more paratransit drivers are needed in the area.
- The Facilitator asked the organization if the software that is used to identify ridership needs can also identify the category of rider/if a rider qualifies for 5310.
- A participant said yes, they have different profiles for paratransit riders, and they can see on the app how often riders use the micro transit and fixed-rider micro transit as well.
- The Facilitator asked about mobility management effectiveness to improve service.
- A participant said this is one of the tools they go back to. By teaching people about their system, the service they offer and how to utilize it safely, it has been one of the best ways to increase ridership. They also put surveys out as they have found it's the best way to get consistent feedback from riders.
- A participant said they do that as well at GoBus Transit and get help from Kristy Range.
- A participant once replied that connection is there with passengers, they feel comfortable talking with them. They said working in this role has been a wonderful experience.
- A participant said Kristy Range is one of the most modest people you'll ever meet, and she handles all of the complicated calls she gets flawlessly.
- A participant asked another participant how much cooperation do you see amongst case managers and social workers? Do most people in these positions know about public transit or is there a long way to go in educating them?
- The participant said yes and no. Some of the social workers know to call with new patient information, but often, the turnover rate is so high in these industries. The

information doesn't get passed down to the new social worker on duty, so it's an ongoing communication effort.

- A participant said this is why it is nice to have someone who is solely focused on this type of work, because it helps build a strong network of connections.

Chat Comments:

- **N/A – no comments.**

Goal 4: Ensure funding stability and plan for future growth.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said Canton, a large flea market in the local area, approached them a couple of years ago requesting additional service on the weekend for their attendees. They were able to make that happen and have had more ridership in the two days each month that the flea market occurs than they have had in the whole county for the entire month. Canton does put funds into this additional service as well. Another example of future growth is that Gregg County courthouse is closing one of their parking garages and we are already planning for additional vehicles to be used in that area for people who may have jury duty. We are always looking for opportunities for growth like this.
- A participant said with micro transit, their ridership has increased when made into a fixed-route due to an influx of college students using the service. They have been liking the shorter waiting times, and are also able to drop them off at the front of stores if it isn't too far off the route. As of now, they have been looking at increasing drivers in certain areas that have higher demand.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- **N/A**

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

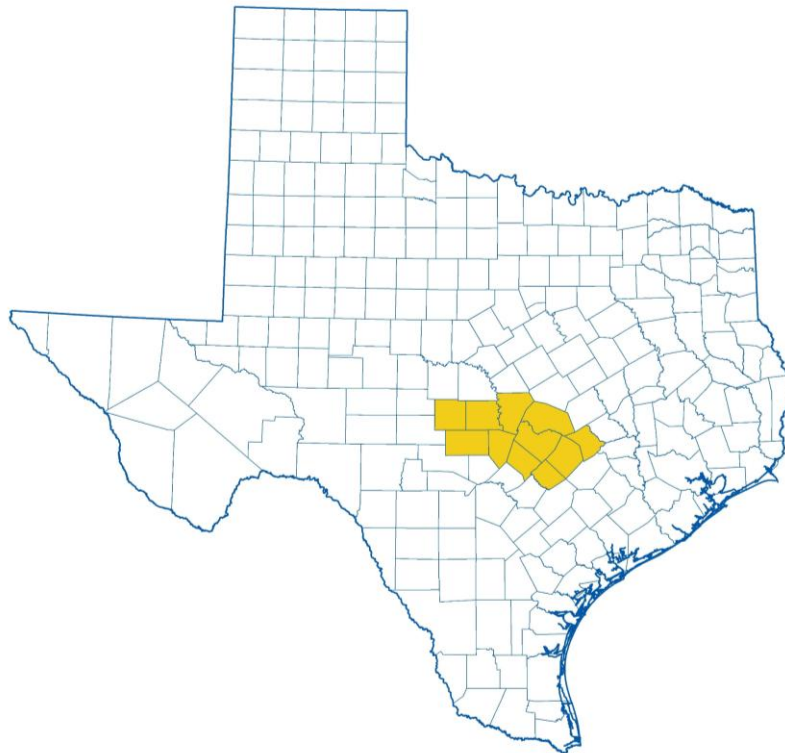
- **N/A**

Austin District

– Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Monday, Dec. 16, 2024. This workshop focused on the transit services in the following counties:

AUS: Bastrop, Blanco, Burnet, Caldwell, Gillespie, Hays, Lee, Llano, Mason, Travis, and Williamson.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Austin District – Virtual Public Involvement
Workshop Documentation

Discussion

Region 12: Capital Area

Goal 1: Sustain communication, education, and awareness regionally.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said social media is a great, free option to get the word out about their services. They have updated their website and created a newsletter that gets sent out monthly and it has been successful. They also did a mass marketing campaign to get the word out to seniors by putting flyers out and have partnered with Meals on Wheels and food banks to get flyers out that way too.
- A participant said that partnering with other agencies and joining these types of meetings has been really successful. It has mostly been about matchmaking services a lot of the time.
- A participant said that with new technology, they have also been able to look into where people are going and it has been really helpful in planning our future services. They also make sure to include this reporting into their on-demand service area.
- A participant said they also provide a free ride to their stations so people can make these travel connections to Austin and different places.
- The Facilitator asked about workforce/local student attendance on public transit in the Austin area.
- A participant said they don't have a lot of commuter services that do the workforce thing, but they do have a partnership with Cap Metro that does routes in the morning and also provides a Texas State route. They see a lot of ridership on that route specifically.

Chat Comments:

- **N/A – no comments.**

Goal 2: Strengthen and sustain financial opportunities.

Live Poll Responses:

- Yes

Workshop Comments:

- The Facilitator asked transit providers to explain how they look to sustain multiple programs at once.
- A participant said they stretch their funds pretty thin and Dave Marsh gets creative when he comes up with grant writing and funding to help keep them alive. They said he also engaged with the counties and cities by keeping them involved in the planning. For example, through this coordination and communication, the counties/cities see what an asset having these services in their area have been.
- A participant said it is very important to get the buy-in from the cities. They have a county commissioner from each county on their board of directors, so they make sure to include them in the entire planning process. Because of this, they have been slowly giving more local matches.
- A participant said the numbers speak in terms of ridership success. By branding our buses, people around town are able to recognize them and utilize them, and because of this, it has actually brought back money into the local economy. CARTS has also been tracking the amount of trips taken as well.
- A participant said they have done some senior education at senior centers in the area and have taught them how to use our app to utilize our service. A success story from this was that they had a 90+ year old lady who learned how to use the app. Now she uses the service almost every day and no longer has to rely on other people to get her where she needs to go. They have also established a dedicated phone line that can be used by riders and have also partnered with local chambers to help spread the word about their services.

Chat Comments:

- **N/A – no comments.**

Goal 3: Define and address regional transportation needs.
--

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said CAMPO is their planning lead and they continuously reach out to all five counties that they service. With the development of CARTS' micro transit and the new tools CARTS has brought to the table, it has helped a lot. Also, having the IC inner urban routes and partnerships has increased the connectivity across the five counties this program serves.
- A participant said micro transit is successful, but that success is also another problem. As they develop it, the wait times increase and so sustaining financial security for these routes is something they need to look into.

Chat Comments:

- **N/A – no comments.**

Goal 4: Support ongoing coordination, collaboration, and partnerships.

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- The Facilitator asked participants to explain how they utilize data collection to plan future services.
- A participant said they have finished their transportation development plan and have hired a team that did their survey and data collection. This information helped them identify where to put new services at and where to target the areas that people wanted more on-demand service located in. They follow their TDP pretty closely for the most part.
- The Facilitator asked about ridership feedback and how that can be utilized to ensure a transit provider is on target.
- A participant said their ridership completes surveys and CARTS talks to the county/cities about the results which allows for steady communication on how these services can be potentially improved.
- A participant said they have built connections through going to senior centers and talking to individuals there to help them understand what it is they do and the services they can provide to them. They have also taken one of their buses so they can see it and get on it to help destigmatize the fears associated with public transit. They even allow them to travel with a personal care attendant with no additional cost. They said it has just been a lot of coordination and partnerships mostly with their community.

Chat Comments:

- **N/A - no comments.**

Goal 5: Enhance access to healthcare and human services

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- The Facilitator asked if any participants work with veterans and/or provide veteran service(s).
- An organization said CARTS provides free rides to veterans and they have worked with other agencies to partner with them to get people to their East side bus plaza to get more people to the VA.
- The Facilitator asked if CARTS utilizes libraries for community outreach or host meetings in other spaces within the community?
- An organization said they partner with libraries a lot and that they're a good resource in the community for lots of different things. They also partner with all of the healthcare and human service agencies as well.

- The Facilitator stated that the Waco district had someone trying to connect to a doctor in Williamson County and it was a challenge for them. The Facilitator then asked if that person had tried to coordinate with any transportation providers in the workshop meeting.
- A participant replied yes, and they were informed of that person trying to get to a doctor's appointment in Round Rock, but they never got any specifics to how far they would bring him.
- A participant replied that he was the guy who was trying to get there. McCellan Rural County transit is going to take care of it. He said he joined this meeting due to the disconnect between the rural services. This has been his frustration as a blind guy that is trying to maneuver around the state to do various things.
- A participant said they had contacted CARTS and they had not been contacted about that situation until they had started inquiring, so they don't know who initiated the first call, but CARTS has always been willing to work across the boundaries to get the clients where they need to go.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- **N/A**

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

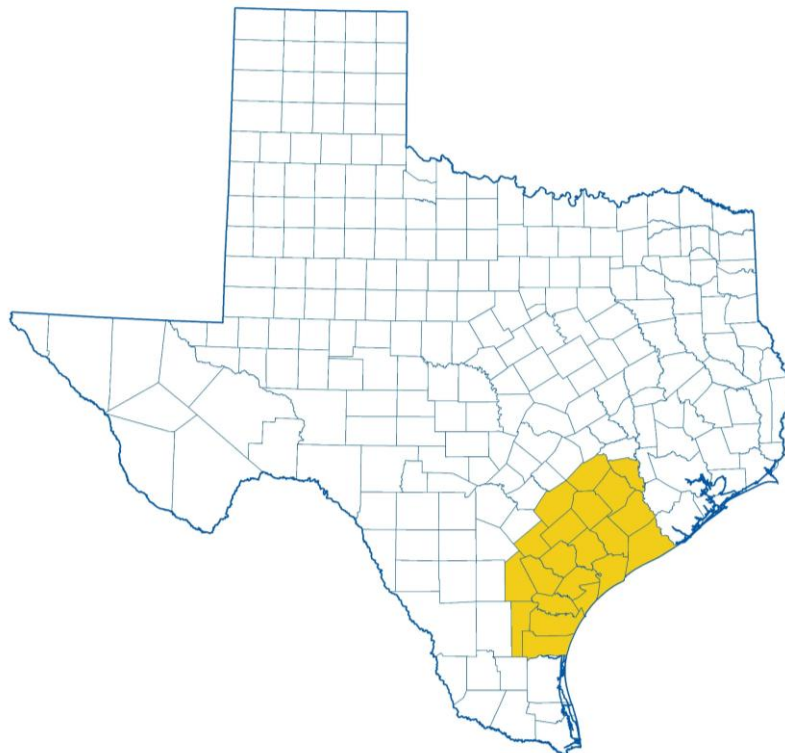
- PTC stated that she would share the survey link with her team.

Corpus Christi and Yoakum Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Tuesday, Dec. 17, 2024. This workshop focused on the transit services in the following counties:

CRP: Aransas, Bee, Goliad, Jim Wells, Karnes, Kleberg, Live Oak, Nueces, Refugio, and San Patricio.

YKM: Austin, Calhoun, Colorado, DeWitt, Fayette, Gonzales, Jackson, Lavaca, Matagorda, Victoria, and Wharton.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Corpus Christi & Yoakum Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 17: Golden Crescent

Goal 1: Maximize accessibility and ensure affordability of public transportation.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they are looking forward to that study to fill in gaps and have coordination with other providers to ensure they get from A to B.

Chat Comments:

- **N/A - no comments.**

Goal 2: Improve and increase public transportation services.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said this goes back to public awareness. A lot of their clients don't know that 5310 is a program they can apply for. With public education, the parameters are different. One way to improve and increase that is to know the totality of the options they have out there.
- The Facilitator asked if Golden Crescent does outreach to certain locations.
- A participant said yes, they do that, but they could ramp up on their social media. They are not the best at that right now.

Chat Comments:

- **N/A - no comments.**

Goal 3: Increase public awareness and participation.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said this is the same thing, trying to utilize their social media presence and make sure their website is up-to-date.

- The participant asked if Golden Crescent does outreach events, travel training and/or if they partner with health and human services for presentations.
- A participant said yes, they do. That's why they partner with their aging and disability center and they're so lucky to work with them because they're able to piggyback off of their events.

Chat Comments:

- **N/A – no comments.**

Goal 4: Improve system operational infrastructure.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said right now, it goes hand-in-hand with the route study and looking at their fixed routes to see the connection between rural and urban areas.

Chat Comments:

- **N/A - no comments.**

Goal 5: Advertising opportunities – review and update marketing plans and identify strategies to market advertising opportunities.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said that there is a lot of white space on their buses and they're looking at their policy for advertising, making some changes to meet their existing needs and picking that up as another source of revenue to explore.

Chat Comments:

- **N/A – no comments.**

Goal 6: New transit facility – continue planning efforts for a dedicated facility for GCRPC and their partners.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said this is ongoing. They are looking at a location right now, but some things need to be put into place before this can happen. Hopefully in the next 1.5-2 years. They will carry over into the next plan, as well as advertising goals.

Chat Comments:

- **N/A – no comments.**

Region 20: Coastal Bend

Goal 1: Establish and maintain strategic, efficient, and integrated transportation services.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said this applies very much so. Maintaining an efficient transportation service is the goal. They are in various stages of establishing this and should always be in their separate entities maintaining strategic and efficient services. Are they there yet? No. But as long as they keep working they will. Part of that work is with their ongoing coordinated stakeholder group. David Garza chairs this and Judy Telge is the co-chair. It is being addressed throughout leadership at the COG and Coastal Bend Council of Governments. They do not provide transportation, but they are in the role of a planning entity, and it is important to maintain strategic, efficient, and integrated transportation services.
- A participant said there are two different levels in response to this question. With their own systems you can see how each provider maintains strategic, efficient and integrated transportation services. Especially through expanding hours, the capital of vehicles, and robust level of mobility management services. From all the presentations, the answer is a resounding, yes.
- A participant said what we need to talk about with the COG leadership and their stakeholder group is mobility management. That is going to be key with several agencies in Corpus daily and they know a good, solid mobility management program, would be ideal.
- A participant said another thing with the COG is money. They tried to integrate their 5310 money with their Meals on Wheels money because a lot of the Meals on Wheels individuals are homebound. They still believe 5310 services can be tremendous for those that are homebound and receiving homebound meals.
- A participant said a suggestion they would make is purchasing services from each other to meet the needs of the elderly who cannot get to those services.
- A participant said that they agree, and they think this is where everyone could make a tremendous impact for each other.
- A participant said based on this discussion with two of their long-time involved folks in transportation, one of the things they want to do is redo mobility management. It is not happening on a regional coordinated level unless more is done at a regional mobility management level. That starts with a survey.
- A participant said they don't want to miss the opportunity to use technology. They think that is the next wave and they base their approach on data driven decision making.

Chat Comments:

- **N/A - no comments.**

Goal 2: Provide a variety of transportation services to improve mobility and options for riders.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they think the options with extended hours and days are the road they are looking at. Both REAL and Paisano Transit are seeing how they can try to improve mobility in what they are doing.
- A participant said at any rate, they're going to focus on improving mobility. For riders with disabilities, they must have accessibility. Their public transit providers do a good job at having accessible vehicles. Maintaining those and making sure they're in good order is important. There is a lack of accessible vehicles. They have a hard time with mobility options, and they have to be able to identify how many transportation outlets have accessible vehicles.
- A participant said they think other providers are now subject to requirements they are not used to with the new requirement from FTA.

Chat Comments:

- **N/A - no comments.**

Goal 3: Pursue long-term financial resources to provide affordable transportation services.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said as part of their work with REAL, they are actively working with counties. At the regional coordination level, they previously had a discussion of a fairness system and what that would instill. They think it is worth studying how it could take place to make transportation more affordable.
- A participant said that it may be on an individual basis and that is something that needs to be discussed. They would like to mention that in terms of long-term financial resources, 5310 has to go through the competitive seeking of funding every two years. That does pose issues for entities that only utilize 5310 funds from a public source. It is not helpful when it comes from a program. That could be something they look for in the long term. Unless the powers at be do not want providers who solely rely on 5310.
- A participant said a lot of what they are doing by sustaining, can only be done by coordinating the assets already in place which is in their favor.

Chat Comments:

- **N/A - no comments.**

Goal 4: Expand operating hours and days of the week.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said that within 30 minutes of a request, they hope to be able to meet those demands. They want to caution; it's not about the service but sustaining the service over time and cost. It is easier to grow that. They start with two zones and look at the possible potential.
- A participant wanted to mention dialysis. When they reached out to riders through their customer satisfaction surveys, one of the concerns was whether they could get an earlier/later chair. When they do their community outreach, feedback is vital to them as they want to better serve their riders. Currently, they have received positive feedback on expansion hours. Now it is going to be even bigger and having this robust system in their region is going to be a great asset.
- A participant said they're happy to say that their agency has been blessed to provide Saturday services for two years now and sustainability is very solid there. They did Sundays, but that went down very fast. The needs of their riders are important, so they try to educate their riders on the resources they provide and how to use them. This participant often uses the example of RTA in Corpus. If you don't follow their schedule, you don't get a ride.

Chat Comments:

- **N/A - no comments.**

Goal 5: Improve public awareness of available services.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they would like to mention that this is where technology can serve a valuable purpose for people with sensory sensitivities and disabilities and agencies have to offer this.
- A participant said when they do data driven decision making, they see positive results. When REAL expanded their 5 a.m. to 8 a.m. service hours, they noticed a total of 2,332 trips in one month alone. That is huge for a startup service. The need is there which was captured through data.
- A participant said they developed a variety of informational, easy to use materials that could help their riders navigate the service and assist them with coordinating rides. The agency's flyers are in English and Spanish and a majority of them have QR codes that can be scanned by phone which would direct someone to their website and/or social media platforms.
- A participant said this is where travel training comes in and assists their productivity by helping them connect with their riders and assessing their needs.

- A participant said they are a part of several coalitions and going to those facilities to communicate with them has been very valuable.
- A participant said they briefly want to mention that public awareness needs to be refined for the person. People don't just have transportation needs, they have other needs. Public awareness must be grounded in multiple contexts. Materials must be grounded.

Chat Comments:

- **N/A - no comments.**

<p>Goal 6: Coordinate for resident's mobility needs to destinations outside the region.</p>
--

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they continue to get a demand for medical services to Victoria. Twice a month trips to San Antonio are full and the same can be seen throughout their entire service area.
- A participant said they wish they would continue to honor requests for people who come to them out of the region, but the cost of one trip is way beyond their financial capacity to sustain any other trips. They have unfortunately made decisions on the availability of budget. There are still requests and will continue to be. They are wanting to have conversations about this. One of the important areas that is not addressed is disaster issues and planning. People need to get out of town when disaster strikes. They have some real work to do and should look at disaster preparedness. The COG has put together THIRA for critical transportation and they have run some numbers and say 480,000 people (including people disabilities) will need evacuation.

Chat Comments:

- **N/A - no comments.**

Additional input from participants:

- I have some comments, but they don't fit with your questions. I want to make sure I get them identified. Some of them are general systemic types of things. The primary thing is, you're referencing public transportation throughout and yes that is where the money is – just by using that term, it doesn't exclude CBCIL because they are not public transportation, but they are receiving public transportation funds. I want to make that comment, because TxDOT doesn't overlook us who aren't in public transit or public transportation.
- The Facilitator stated that most transit agencies collaborate with health and human services, and because of this, TxDOT does not forget that other agencies outside of public transportation exist to assist the community.
- Seeing as we get FTA money, many of the gaps that are still prevalent throughout our communities would not be plugged. I just wanted to make sure we are not an afterthought but part of the scenario.

- Participant mentioned in the comments: A population that was not addressed directly were our veterans. This needs to be looked at.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

- **N/A**

Odessa District – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Wednesday, Dec. 18, 2024. This workshop focused on the transit services in the following counties:

ODA: Andrews, Crane, Ector, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Odessa District – Virtual Public Involvement
Workshop Documentation

Discussion

Region 9: Permian Basin

Goal 1: Promote public transportation within the 17 counties of the Permian Basin Planning Region and the five counties included in the Big Bend region.

Live Poll Responses

- Very
- Very!

Workshop Comments:

- A participant said they have been very good at making sure individuals with IDD recognize transportation does not have to be a barrier. They notify them if they live within the city limits of Midland or Odessa and make sure that they get them referred to EZ-Rider within those city limits so they can get the assistance they need. If they live outside of that area, they contact West Texas Opportunities to make sure they get the assistance they need.
- A participant said one thing they do is work with the counties and communities to help try to promote transportation. They invite representatives at the city and state level to attend. The providers have been a great help at promoting themselves and it's been a great team effort. They are trying to create a more seamless connection between our region is a big task within itself.

Chat Comments:

- **N/A – no comments.**

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

Live Poll Responses

- Yes

Workshop Comments:

- A participant said they make an effort to look for opportunities outside of their normal. They said it was a big decision in regards to the story with the van and said they looked into expanding their role into crisis services and provide transportation. They want to get involved as much as possible – even if it means they have to come in early and stay late. They said it is a small thing in the total scope of everything that's going on in the Permian Basin, but it's huge for PermiaCare to step out of the normal that they've had for so many years.
- A participant said they have found that gaps are filled, and needs are met that they cannot meet when subcontracting with senior agencies. That is why they appreciate

the 5310 funding program and it is good to see there are programs they can share and help enable transportation service to be better and fit more needs.

- The Facilitator asked for the name of the program in Terrell that was previously discussed by this organization.
- A participant said it is the Terrell County Senior Transportation.
- The Facilitator asked if the organization supports/assists with the Terrell County Senior Transportation program.
- The participant said they have a subcontract with them, but they have county funds as well. They do help them pay for gas and a driver's salary.
- A participant said one thing they haven't been able to pursue is public transportation providers having non-overlapping areas. People are regularly traveling in and out of Midland and Odessa – they discussed multiple ways to bridge the transferring. One thing that came up was the idea of transportation hubs to facilitate that transfer. They haven't done a study on it but have the idea to facilitate this service and pursue in the future.

Chat Comments:

- **N/A – no comments.**

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

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said this is one of their long-term goals. It has been a little harder to develop because there are different players using their own different systems. Due to the complexity of it, they thought they could get a study done that could facilitate ideas to find what the central information system could look like. They said may create a website people could use to map/plan out their transportation route – similar to Google flights, but it has been one that they haven't discussed as thoroughly.
- The Facilitator asked if this central information system would be included in the organizations next fire-year plan.
- A participant said yes. It would make it easier for the residents to find information altogether.

Chat Comments:

- **N/A – no comments.**

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

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said this is another goal that has been discussed and it ties back to the transportation hub idea. For example, if they had a hub by the airport, people would be able to stop there from Midland/Odessa, a rural area, etc. and be able to get onto one of the other public transportation services or call an Uber if that's more their style.

Chat Comments:

- **N/A – no comments.**

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

Live Poll Responses:

- **N/A - no responses.**

Workshop Comments:

- A participant said one thing they have done is bring the transportation providers together to discuss many issues, 5310 being among them. They discuss what the next project is and get feedback from each other to discuss what ideas have and haven't worked, etc. They help support each other in their areas. Public involvement has been a little more difficult, but one that they continue trying to implement.
- The Facilitator asked about the ability to conduct virtual meetings to garner more public involvement.
- A participant said yes, they have hybrid meetings and get involvement from the providers, stakeholder groups who support them like the City of Midland to represent the people and their community. Meetings are held every other month; they communicate info as they receive it to the community and the providers.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- A participant said they have been with the group for 16 years in Midland/Odessa and has seen a lot of growth within the agencies and being consistently involved – especially: Permiancare, West Texas Opportunities and EZ-Rider. There is a lot of communication back and forth between all three agencies and they discuss how they can help each other. The ability to communicate and make citizens' lives better is a thing they have continually learned through this process. They said there are times where they refer their family members to Big Bend providing transportation services up there because of West Texas Opportunities and being able to come to these meetings. They added they do a very good job as a group in the Permian Basin.

Related Feedback

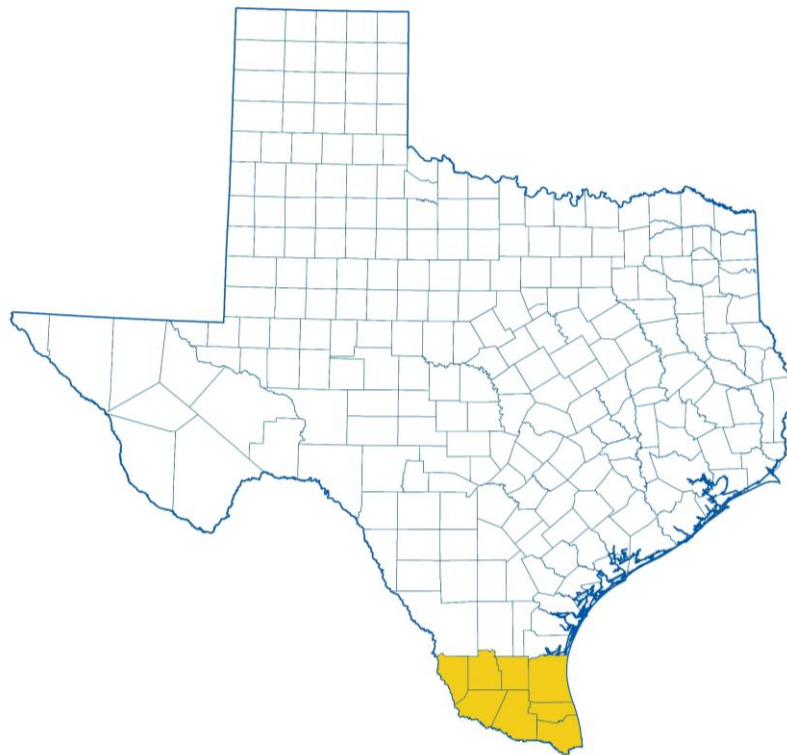
The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

- **N/A**

Pharr District – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Tuesday, Jan. 7, 2025. This workshop focused on the transit services in the following counties:

PHR: Brooks, Cameron, Hidalgo, Jim Hogg, Kenedy, Starr, Willacy, and Zapata.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Pharr District – Virtual Public Involvement
Workshop Documentation

Discussion

Region 19: South Texas

Goal 1: Ensure sustainability for existing and new services.

Live Poll Responses:

- We need a non profit transit non emergency service provider
- On business/plaza parking lot to have a drop off area with path of travel.
- Sustainability includes more and continued trainings for services.
- Side walks on both side of the roads.
- We need more sidewalk and crosswalk that are accessible with tactical ground, speaking sounds lights, and working lights.
- Re Evaluated crosswalk/ side walk/ light infrastructures.
- Encourage small cities and towns to start micro transit services within their city limits.
- Transportation to medical clinic due to senior and disabled individuals
- I would encourage to add new routes to our rural areas after proper assessing. Cut back on cost to those patients that are disabled, and have special needs.
- start pilot volunteer transit services with Adult Day Center
- We need to invite private transit service providers to the table.

Workshop Comments:

- The Facilitator asked how 5310 services are being enhanced and what areas of change/expansion/gaps are not met but have been seen.
- A participant said dialysis patients are running out of their transportation benefits to dialysis appointments. They can maybe start pilot programs to take individuals to senior centers, neighborhoods, etc. There are members in the City of Mission, Mercedes, La Feria and Sullivan with disabilities that don't have a vehicle/family member to take them where they need to go, and they are looking for transportation to dialysis. In some parts of Combes, Harlingen and North Donna they are seeing the same issues – buses are also restricted from entering certain HOA areas or areas are not paved for buses to pass through.
- A participant asked if any consideration has been taken in implementing a valley ride rail system and if any efforts have been made to fund this.
- The Facilitator said 5310 does not fund rail.
- A participant asked if there are any plans for expansion in the Rio Hondo area. They added there is no metro service in the area to take them into the bigger cities.

- A participant said they have had several meetings in the past with the City of Rio Hondo about launching services. They have the elderly and disability services they provide themselves, but are currently exploring a direct route from Rio Hondo to Harlingen. No update on this plan currently.
- A participant said he and his wife are both blind – there is a lack of training and interacting with a person with vision loss. They said they are often dropped off in the parking lot and have to figure out how to get into the actual building. They asked if there is any training available for employees to assist blind people.
- The Facilitator said that most services are curb to curb because they are public transit, and they make sure riders are dropped off at the curbside.
- A participant said they only offer curb to curb.
- A participant said they are not aware of any training for drivers to work with individuals with visual impairments. They are curious if other regions have these trainings.
- A participant said they would be willing to touch base with someone to get this started because, “it is a wasteland” in the Rio Grande Valley for those with visual impairments.
- A participant said they really liked what Jim Hogg County transportation is doing from a hospital perspective – they often see patients who need to get home when discharged or oncology patients who are trying to get to their appointments and don’t have transportation to do so. They also deal with homeless patients – it is a challenge figuring out how to get them from one point to another, especially after getting discharged. Are there any programs out there currently to address this?
- A participant said Cameron County does have one and there are also nonprofit EMS services that do transportation. They have received many calls from people who are just getting discharged that need non-emergency transit service.
- A participant said they offer vouchers for medical appointment transportation and asked if there is a resource guide that can be shared.
- A participant said they serve an economically deprived region, and a lot of patients struggle with transportation. A lot of patients in the area deal with complicated illnesses who need to get to their appointments. They have tried to address these issues and taken in social work students from the university to help identify social drivers in the area – one of them being developing resources for health travel. Times for transportation were often very limited, people couldn’t make their appointments – so they expanded their service times.
- A participant said transportation to Harlingen used to be free but now they have to pay (whether one way or round trip) – so for a patient, a round trip could be \$12. If a child and mom has to go – it’ll be \$24. They want to know if anything can be addressed in these areas to help this. If departure and return times into Harlingen could be listed on informational flyers, patients would greatly appreciate this when they are making up follow up appointments.

Chat Comments:

- I would encourage to add new routes to our rural areas after properly assessing. Cut back on cost to those patients who are disabled and have special needs.
- Phillip put his information in the chat to further discuss future vision impairment training for transportation drivers
- Vanessa dropped her information in the chat to get in contact with our PTCs about resources for her patients

Goal 2: Continue to expand services to communities that need transportation services the most.

Live Poll Responses:

- Rio Hondo to Harlingen
- Hidalgo County Prosperity Task Force is working with their municipalities and transit agencies to determine how best to provide services to areas that need it the most.
- Willacy Area to Harlingen Port Isabel to Brownsville
- Work through the Regional Transit Advisory Committee
- Willacy

Workshop Comments:

- A participant said they are working on a demand response project. They got awarded a phase two on this project and have expanded their hours and hopefully will assist the public in getting to and from their appointments – especially with dialysis.

Chat Comments:

- **N/A – no comments.**

Goal 3: Deploy strategies to improve service, coordination and generate higher ridership.

Live Poll Responses:

- Collaborate with healthcare professionals to create a coordination transportation services for patients. By developing these partnerships we can improve health disparities
- Work with healthcare providers?

Workshop Comments:

- A participant asked how they can get the information out about the services they offer. They mentioned a media campaign with healthcare providers.
- A participant said it has been a challenge to expand services in the rural areas of the Rio Grande Valley. The healthcare locations are in the more urbanized communities and it makes it a challenge.
- A participant said their rural areas are the most challenging areas with an increase in health challenges due to a lack of transportation. In 2024, 18,000 HODSA assessments were made. Barriers in transportation have hindered people's care. They recommend a collaboration between healthcare providers and transportation providers to help bridge this gap.

- A participant said as the director of social services, we are always looking into what else we can do to bridge gaps but there's only so many funds available at the end of the day. This brings limitations. They said they would be happy to collaborate and build relationships so people can have a better understanding of transportation.

Chat Comments:

- **N/A – no comments.**

Goal 4: Plan for new services.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they are working on a grant application for a demand service response in Hidalgo and Cameron counties. They are also looking to split two demand response units to cover part of Harlingen and Brownsville. They hope this will come to fruition so they can help serve these areas.

Chat Comments:

- www.transitplanningtx.org

Region 21: Lower Rio Grande Valley

Goal 1: Improve the quality of the customer's transit experience.

Live Poll Responses:

- No
- Expand training with transit staff?

Workshop Comments:

- A participant said they want to make sure they are aware of what training is required and provided by mobility staff.
- The Facilitator said that the participants should look into transit meetings in the area, and that there needs to be some coordination overall between agencies. If more agencies could discuss what the limitations are on both sides, maybe there is a way to come up with a compromise.

Chat Comments:

- **N/A – no comments.**

Goal 2: Provide increased transit alternatives to people in the region.

Live Poll Responses:

- Would it be like adding a demand response?

Workshop Comments:

- A participant said they have flex service and demand response. They have RGV Metro Express, nonstop transit routes and B-cycle programs. They added they aren't sure what other alternatives individuals are looking for.

- The Facilitator said the live poll commentor might be looking for a systemwide approach to access other transportation in the area.
- A participant said they are unfamiliar with vanpools, but the MPO has worked with a transit advisory panel to expand their transit map. They do have bicycle and pedestrian maps.

Chat Comments:

- **Transit map:**
<https://rgvmpo.maps.arcgis.com/apps/webappviewer/index.html?id=100090b2d16c41f9800ffae4fe5d23b>
- **Active transportation map:**
<https://rgvmpo.maps.arcgis.com/apps/webappviewer/index.html?id=fa1a603b77194af39a1ca0110d6c348f>

Goal 3: Coordinate transit agency functions.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said under the valley's five-year coordination plan, they are addressing some of these concerns. One of them is the call center. At this time, they are not near the point of doing a centralized call center that connects South Padre Island, McAllen, and Brownsville.

Chat Comments:

- **N/A – no comments.**

Goal 4: Improve the image of transit across the region.

Live Poll Responses:

- It would be great to have them improve public awareness and connect with healthcare providers to share information
- Customer service training for all operators, since they're the face of the agency
- Agree with overall improving public awareness of transit services
- How about some reward points that can be redeemed for free rides
- The Facilitator replied to the comment above about reward points for free rides and said that 5310 is federal grant money, so that cannot be done. A voucher system might be a better alternative to meet the needs of riders who need it.

Workshop Comments:

- A participant said one of the things they are doing is re-assessing all bus routes to improve the overall service in the Rio Grande Valley. The planning department had been at a standstill for quite a few years, but has targeted the reassessment of these routes and have adjusted the alignment to better serve people. They have realigned four routes – it's going to take at least a year though; it is currently in progress to complete an assessment.

- A participant said they have provided some public involvement events and handed out information at adult care centers, to veterans, etc. They are funded under the RTAPP to have public involvement, and their planners are very active in that. They have also attended school events.

Chat Comments:

- **N/A – no comments.**

Goal 5: Develop a sustainable fiscal system for transit in the region.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they do have discount fares for the elderly, persons with disabilities and veterans. Their fare is half of the regular fare.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- I'm with the Rio Grande Metropolitan planning organization and we imagine ourselves to be a stakeholder agency in 5310 with other transit agencies. I think there are some 5310 program management plans that could be revised and I agree with some comments related to lack of access having lived in the area myself. I hope we can put into consideration that we have four transit agencies working together to service the area and we have some of the highest rates of diseases – heart, diabetes, obesity, etc. Our region has a great need for these services.
- One question does Brownsville metro receive funds?
- The Facilitator said that Brownville metro receives 5311 funds from FTA.
- Maybe Island Metro (Unverified) can help answer how that might be coordinated? Valley Metro's Route 50 links Port Isabel transit stops to Brownsville.
- Island Metro Connects with Valley Metro in the City of Port Isabel, at Las Palmas Plaza that goes to the Brownville Area. Thank you!
- Thank you, Working directly in healthcare, I've observed a significant no-show rate among patients residing in rural areas. A major contributing factor is the ongoing transportation challenge, which continues to hinder access to care. Without reliable transportation, these patients face increasing barriers to receiving timely medical attention, and this ongoing issue is likely to result in further decline in their health.
- LRGVDC could you please provide us with a flyer outlining the services offered by the organization? We would like to share this information with our patients to better inform them about the resources available.
- <https://www.lrgvdc.org/valleymetro.html>
- When are you having another Travel Training event? And where will this take place?

- Hello John, please provide me with an email so we may reach out to you.
- Is there a plan to extend services to Rio Hondo?
- The LRGVDC has a Regional Mobility Advisory Committee to look into how (if possible) to develop a regional transit agency (which I think is needed to provide passenger rail). The RGVMPD was also looking to contract services to develop a passenger rail feasibility study, but it has yet to be executed.
- Nancy, I contacted the reservation line today and was told last pick up was at 4:30. I will follow up with them again for clarification.
- Island Metro does not get 5310 funding but we will be applying again and hope to get approved. The session was very informative.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

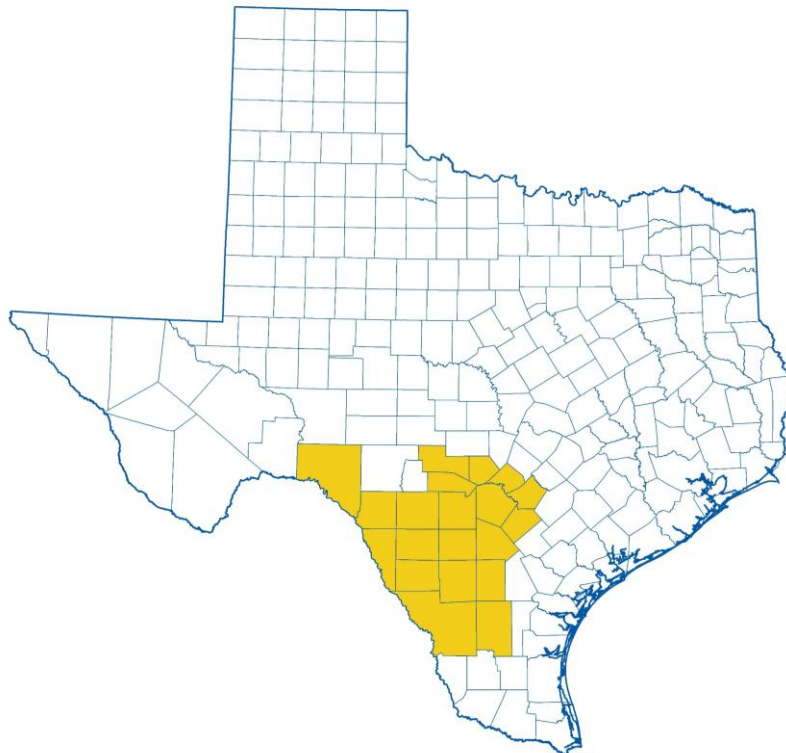
- **N/A**

Laredo and San Antonio Districts – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Wednesday, Jan. 8, 2025. This workshop focused on the transit services in the following counties:

LRD: Dimmit, Duval, Kinney, La Salle, Maverick, Val Verde, Webb, and Zavala.

SAT: Atascosa, Bandera, Bexar, Comal, Frio, Guadalupe, Kendall, Kerr, McMullen, Medina, Uvalde, and Wilson.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Laredo & San Antonio Districts –
Virtual Public Involvement Workshop Documentation

Discussion

Region 24: Middle Rio Grande

Goal 1: Improve coordination among regional transportation providers.

Live Poll Responses:

- At STAAC we provide and hold events for people with disabilities and their families. We would like to establish a partnership with SWART to help our targeted population attend our events.

Workshop Comments:

- A participant said this came through in their needs assessment across their organizations. They are trying to bridge the gap between the City of San Antonio, SWART, private providers, nursing homes, and EMS especially for after hours when SWART is not running on the weekends and holidays. The disparity is working together between private and transportation groups, and this is why this particular goal was set.
- A participant said the City of Del Rio, ambulance services, and nursing homes are trying to bridge the gap – a SWIM coalition came from this.
- The Facilitator asked how SWART is working to get people back home after hours.
- A participant said this is the reason why the coalition was implemented to see if there is a way they could address these issues. The challenge is the legality of things – insurance coverage for vehicles, etc. They received funding through methodist ministries but basically SWIM coalition is trying to be more community based with more community interest getting involved.

Chat Comments:

- **N/A – no comments.**

Goal 2: Improve public awareness and knowledge of available transportation services.

Live Poll Responses:

- Rio Hondo to Harlingen
- Hidalgo County Prosperity Task Force is working with their municipalities and transit agencies to determine how best to provide services to areas that need it the most.
- Willacy Area to Harlingen Port Isabel to Brownsville
- Work through the Regional Transit Advisory Committee
- Willacy

Workshop Comments:

- A participant said they try to maintain grassroots efforts and even-balance technology with grassroots efforts. They are working on how the information is disseminated in English and Spanish as they get closer to the border. The travel training is very important to that as well. The training includes how to use apps and scheduling, but also to help them be comfortable on a ride.
- A participant asked about a new service with Eagle Pass. It has been a problem before with SWART to transfer someone from Carrizo Springs to Eagle Pass/Del Rio and they have to stop at city limits to get on the transportation. Is this new service taking away from that?
- A participant said they have always provided that type of transportation. They are not the direct transportation in Del Rio, but do pick up residents in the other eight counties as long as it is in the days of travel. Del Rio is working on a route analysis and have been able to cross boundaries, but it depends on the daily travel and number of riders.
- A participant asked if insurances are dictating who transports them?
- A participant said no, the issue is Medicare transportation has not been utilizing transportation like SWART as much but are using Ubers, Lyfts, etc. because providers are able to do it at a cheaper rate and don't have to meet certain transportation requirements. It is a cheaper loophole for a better price. A lot of times the vehicles aren't up to standard or they're late to get picked up.

Chat Comments:

- **N/A – no comments.**

Goal 3: Increase equal access to transportation services for priority populations in Region 24.

Live Poll Responses:

- Collaborate with healthcare professionals to create a coordination of transportation services for patients. By developing these partnerships, we can improve health disparities work with healthcare providers.

Workshop Comments:

- A participant said they were looking/targeting specialty populations of veterans, elderly, and people with mental health issues to work with their mobility management initiatives.

Chat Comments:

- **N/A – no comments.**

Goal 4: Provide a safe, reliable and cost-effective regional transportation system.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said the point of this goal is to understand that transportation is more affordable as long as it's a share-ride service, not a taxi service. Demand response transportation is very costly. A lot of frustration comes in for this for riders – the most cost-effective way to provide transportation is to have a constant group of people. Mobility managers are there to look for trip planning, see what resources are out there for them, have telephone resources and make sure riders will be covered and can access their service or any service to fill gaps. Really looking at the human factor of things.

Chat Comments:

- **N/A – no comments.**

Goal 5: Improve regional coordination between providers and brokers regarding non-emergency medical transportation (NEMT).

Live Poll Responses:

- We do an event called Night to Shine and we have guests who are wheelchair users. We normally have to pay an ambulance to take them to the event and it gets very costly. Our event is always the Friday before Valentine's Day from 6-9pm, and I would like to be able to work something out with SWART for transportation for our guests.

Workshop Comments:

- A participant asked if this is where handicap ramps come into discussion. The specific thing that happened was the Rio Grande provides ramps in these cases. There was a situation where a lady lived in a travel trailer and there was a rule they could not build a ramp into a travel trailer because of required maintenance.
- The Facilitator said that this situation is more of a health and human service issue.
- A participant said some things have to be addressed internally with human and health services or the government. They said to please contact them and they can help coordinate with mobility managers.
- A participant said SWART has been working in conjunction with the Texas Transit Association and are now working with Texas Transit Institute to communicate with health and human services about changes in services.

Chat Comments:

- **N/A – no comments.**

Goal 6: Establish planning processes and goals for the City of Del Rio in order to be prepared for becoming an UZA at the next Census.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said SWART has been preparing for this transition for many years, but it has been a learning curve with no federal funds for two years. It consists of technology and route analysis, looking at partnerships, and implementing mobility

management. They only receive \$100,000 from the counties, but SWART has to be creative to be able to raise the matching funds that are required to work out of federal dollars.

- A participant said Sarah is going to be a very important resource for them in Del Rio to transfer over to the urban side. They hope to get elected officials involved in the conversation, so the work can be simplified in the future and they can understand the needs better.

Chat Comments:

- **N/A – no comments.**

Region 19: South Texas

****Region was partially skipped due to participants not being from region.***

Goal 1: Ensure sustainability for existing and new services.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said although they don't have a 5310 project in the Laredo district, the 5311 has a demand response and take care of the elderly and disabled in the region. They have been encouraging agencies to apply for 5310 here in the future.
- A participant said they are still learning about this and hope they can get a resolution going on vehicle registration tax in the next year.

Chat Comments:

- **N/A – no comments.**

Goal 2: Continue to expand services to communities that need transportation services the most.

Goal 3: Deploy strategies to improve service, coordination and generate higher ridership.

Goal 4: Plan for new services.

Region 18: Alamo Area

Goal 1: Improve the effectiveness of the advisory committee and outreach.

Live Poll Responses:

- What is being done in San Antonio/Bexar County as far as advisory committees?
- So no community providers?
- Who are the committee members?
- How effective is the outreach?
- What outreach efforts are being done
- How are community partners being invited?
- Meetings need to be inclusive

- What has been done?

Workshop Comments:

- A participant said their advisory committee had a transit policy meeting with their board members and judges back in August/September. They added they have done community outreach in the community and resource events. If school districts are hosting resources for their community, they do presentations for students who are transitioning out of school and want to learn more about the rural area.
- The Facilitator asked how community partners are invited to these advisory committee meetings.
- A participant said their meetings are posted on our AACOG website – they can see it there.
- A participant said they work closely with inner city agencies and explain ART to the community. Also, AACOG hosts a road show and VIA hosts one in each county throughout the year and ART actively participates in that.

Chat Comments:

- **N/A – no comments.**

Goal 2: Comprehensive needs assessment.
--

Live Poll Responses:

- Successfully Aging and In Living in San Antonio just completed a Readiness Assessment for a One Call One Click system
- Has there been a needs assessment for Bexar County?

Workshop Comments:

- A participant said they have held focus groups in the rural counties and said that is where they gather needs assessments from. They said they haven't done focus groups for Bexar County – that is a different funding source.
- A participant said they recently completed a readiness assessment carried out by the University of North Texas – robust report for Bexar County. It talks about a real need for a coordinated system to travel to one place instead of many different places for one ride.
- The Facilitator asked about the top priorities gathered from the completed readiness assessment.
- A participant said what they took away is the need for effective planning under current transportation providers to look for new innovations for riders. This statewide issue is about how they can improve their response to the elderly in the area and identify funding sources.

Chat Comments:

- **N/A – no comments.**

Goal 3: Implement strategies to improve service, coordination, and generate higher ridership.

Live Poll Responses:

- Has there been a needs assessment for Bexar County?
- Successfully aging and in living in San Antonio just completed a readiness assessment for a one call one click system

Workshop Comments:

- A participant said they have expanded their services by doing a fixed route that links four cities together throughout the week to provide transportation for those community members in that area. They have coordinated with nonprofits in the area to provide transportation for older adults for appointments, etc. They work with senior centers as well in their transportation needs. ART's public relations posts various social media posts to get the information out to community members. Presentations have been successful for them as well to get information out and generate higher ridership.

Chat Comments:

- **N/A – no comments.**

Goal 4: Sustainability and growth.

Live Poll Responses:

- What agency is actively working on this?

Workshop Comments:

- A participant said their new upgraded mobile app can now accept electronic payments for two counties – they are trying to see how many people want that. This is why they have the training for this, especially for the older population, so they feel safe doing so. They have received funding to get more vehicles that utilize propane as well.
- A participant said SWART is using a scheduling software, database and dashboard, and vehicle maintenance software to help operate services. SWART is looking at a development management software platform to track the things they do. The equipment that is needed often needs to be upgraded, so it can be costly.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- A participant said SWART always reaches out to transit providers to see what their needs are. They are looking for more part time drivers – even retired school bus drivers. This is a big issue for a lot of transit agencies because their workforce is limited.
- A participant said things change and their needs assessment this year is going to look different from four years ago – so communication is key.

Related Feedback

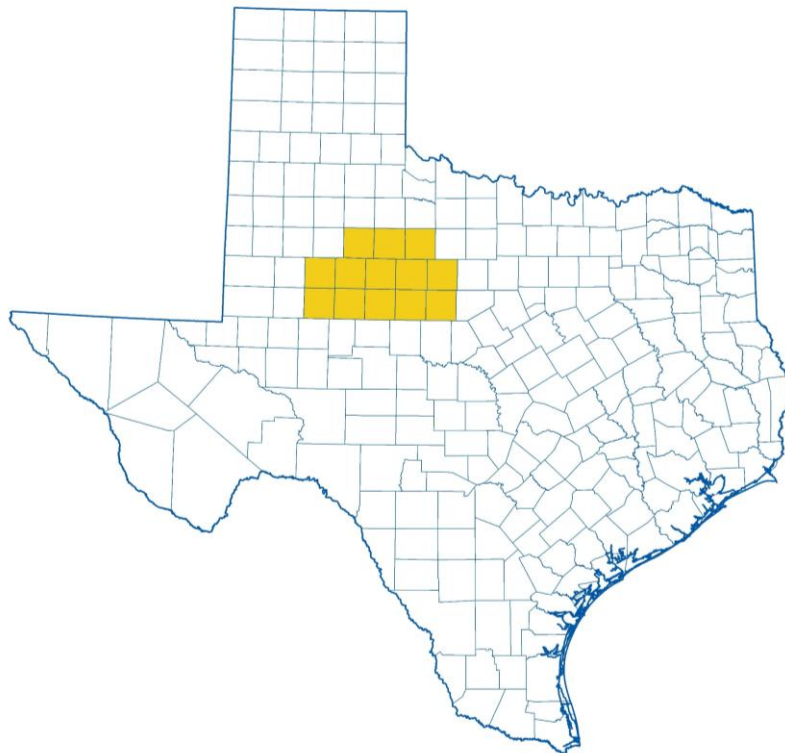
The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

- Region 24 Regional Planning Stakeholders committee meetings are held each quarter and they are posted on the SWART Website and social media.
- www.paseoswart.org
- www.aacog.gov
- www.transitplanningtx.org
- Region 24 also holds networking meetings quarterly for veterans, service officers, renal care facilities, and mental health. SWART also posts these meetings on our website and social media.

Abilene District – Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Thursday, Jan. 9, 2025. This workshop focused on the transit services in the following counties:

ABL: Borden, Callahan, Fisher, Haskell, Howard, Jones, Kent, Mitchell, Nolan, Scurry, Shackelford, Stonewall, and Taylor.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Abilene District – Virtual Public Involvement
Workshop Documentation

Discussion

Region 7: West Central Texas

Goal 1: Coordinate and consolidate transportation services and resources to promote efficiency and equity.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said it was implemented, and they have held meetings but it wasn't the participation they were hoping for, so it's been minimal.
- The Facilitator asked about agency participation in these meetings.
- A participant said there are two, Citylink and CAR. The meetings are virtual, and people do not have to travel to them. No one attended, so they ended the meeting.
- A participant said they have participation in their meetings but it has dwindled greatly. They have a website and have been trying to encourage agencies that are a part of this region to help keep their links updated but it has been a challenge due to poor attendance.

Chat Comments:

- **N/A – no comments here.**

Goal 2: Implement mobility strategies to address client needs for convenient travel to work, community service, and leisure destinations.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said they send out the information to a variety of different agencies/stakeholders and not just transportation agencies but other ones as well. They do not know why people are not participating. They provide an agenda, save the date, and send out reminders but there is still low attendance.
- A participant said the city does not allow them to use social media since they are on their internet servers. They send out invitations to people if they have their information, but if people do not participate in their meetings (in-person/virtual), they do not know to update information.

Chat Comments:

- Send calendar invites, perhaps?
- Need to make sure that invites to the meeting are sent to correct people
- The next meeting is scheduled for Feb. 5, 2025

Goal 3: Improve communications, training, and organizational support to promote continuous improvement in service delivery.

Live Poll Responses:

- **N/A – no responses.**

Workshop Comments:

- A participant said with regional coordination, they have noticed a decrease in attendance. They attend meetings virtually and there are usually technical difficulties where they are unable to attend.
- A participant said CTRTD did decently for a while retaining drivers, but within the past few months there has been an issue of being short-handed and retaining drivers.

Chat Comments:

- Mobility Manager meetings have continuously been rescheduled. Otherwise in attendance it is only Citi Link and CARR.

Additional input from participants:

- A participant said they need match funding. The federal money is going up, but the state funds are going down. It's been becoming more difficult as they come into the second year without covid funding – it's getting leaner. They do great with capital, but matching operating funds is going to be a challenge. They are having to get more and more creative. All transit systems collaborate and have connected systems for passengers travelling from Abilene to Midland. They said they are always there to help each other out.
- A participant said it's all about the mobility management piece – grassroots effort, doing videos in partnership with association of governments out there. It is a constant effort to inform the public what they do.
- A participant said CTAA is doing good work. There might be an opportunity for coordination and to make some headway with funding from other agencies.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

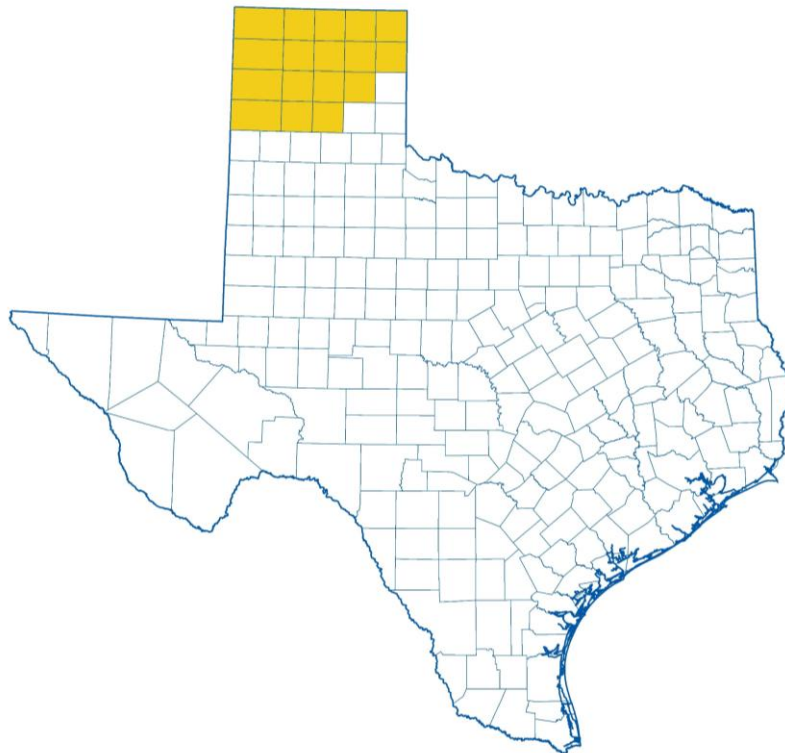
- **N/A**

Amarillo District

– Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Friday, Jan. 10, 2025. This workshop focused on the transit services in the following counties:

AMA: Armstrong, Carson, Dallam, Deaf Smith, Gray, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Potter, Randall, Roberts, and Sherman.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Amarillo District – Virtual Public Involvement
Workshop Documentation

Discussion

Region 1: Panhandle

Goal 1: Increase reliable access to transportation for low-income and/or elderly persons within the region.

Live Poll Responses:

- **N/A – no comments here.**

Workshop Comments:

- A participant said in 2021, one of their stakeholders in the panhandle region noticed a lot of our rural hospitals were having a problem with transportation. Patients were being transported by ambulance or helicopter and since they were transported this way, they did not have access to their own vehicle when discharged. They applied for TxDOT's coordinated call and were awarded this to help address this issue in the area.
- A participant said their area is so rural, and because of that, they get put on the back burner sometimes which puts their communities in a bind.
- A participant said drivers right now are not trained to handle individuals with extensive medical needs. They are trying to coordinate to see what a program would look like to transport people in a 26-county area. EMT services have come to the table, but that also doesn't work because they only have one emergency vehicle while that vehicle is out of service sometimes.

Chat Comments:

- Abby's program is very needed

Goal 2: Increase communication with the public and promote awareness of transportation services in the region.

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- A participant said although social media is a good avenue for awareness, it can be a hinderance within the older community. A lot of elderly people have a basic phone and are not comfortable with accessing technology. Because of this, they are unsure if marketing on social media in smaller towns would be beneficial because the older generation does not access information like the younger generation does.

- A participant said that a lot of people access senior centers in areas like Wellington, and this has been a great place to advertise the Panhandle's community services.
- A participant said they utilize their Area Agency on Aging program to help connect and inform the elderly community about our programs and resources.

Chat Comments:

- **N/A – no comments.**

<p>Goal 3: Improve coordination for transportation services.</p>

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- A participant said PRPC has another grant going on through the RTA called the Rideshare Voucher program and this is where they are trying to supplement rides within Amarillo boundaries. This is the coordination they are doing with their big transit agency in the area to supplement rides for elderly, disabled, and low-income individuals. Currently, they are coordinating to see if a voucher program could be implemented for those being discharged from hospitals and need transportation home.

Chat Comments:

- **N/A – no comments.**

<p>Goal 4: Study funding needs and potential uses of funds for transportation services.</p>
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Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- An organization said Return Home was their major study that just ended. They also have a SS4A grant coming up that they have been awarded, and from that, a consultant will analyze the needs of the 26 counties in the area. They are always looking for additional ways to get more funding for our area to help expand services.
- The Facilitator asked the organization to explain the voucher program they have in partnership with the FTA.
- A participant said they have a Rideshare Voucher program because they realized there are a lot of low-income individuals in the area who need transportation. Their plan is to purchase a vehicle on behalf of Amarillo transit with these funds who will then use this vehicle solely for this program. The cost of the ride will be covered 100% for individuals with a voucher and people can request an application from us to apply for this program. We've seen the success of vouchers in not just rural areas, but also in large urban areas as well.

Chat Comments:

- **N/A – no comments.**

Goal 5: Increase utilization of resources between agencies in the region.
--

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- The Facilitator asked about driver retention.
- A participant said this has been a huge problem. When talking with Amarillo City transit, they mentioned it has been challenging keeping drivers, so they have been looking for grants to supplement a salary increase for them. Their hope is to find a grant that can help pay them a little more and entice them to stay.

Chat Comments:

- **N/A – no comments.**

Additional input from participants:

- **N/A**

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

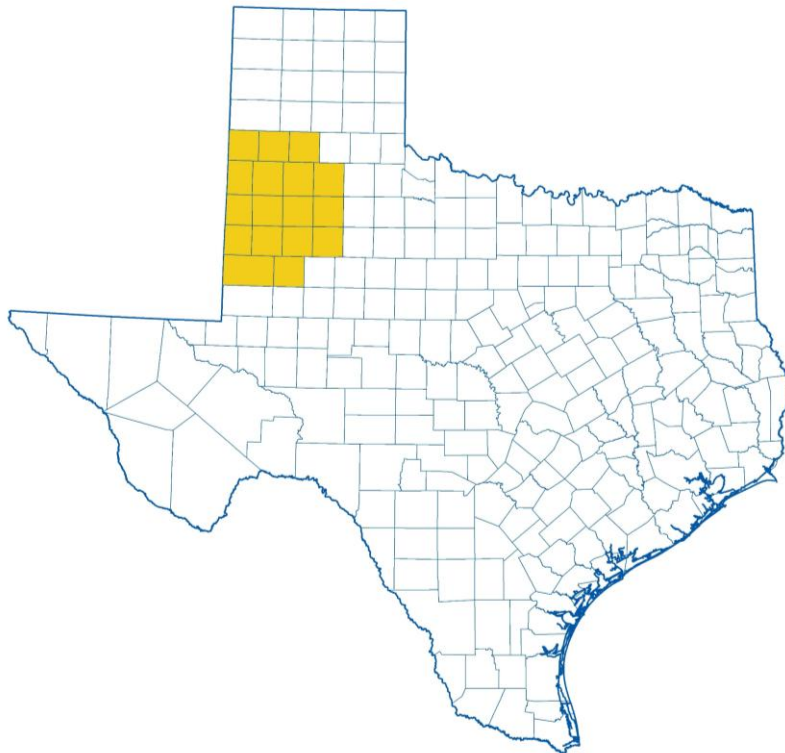
- **N/A**

Lubbock District

– Virtual Meeting Documentation

The following meeting notes were gathered during the live virtual public involvement workshop on Friday, Jan. 10, 2025. This workshop focused on the transit services in the following counties:

LBB: Bailey, Castro, Cochran, Crosby, Dawson, Floyd, Gaines, Garza, Hale, Hockley, Lamb, Lubbock, Lynn, Parmer, Swisher, Terry, and Yoakum.





FEDERAL TRANSIT ADMINISTRATION 5310 PROGRAM
Enhanced Mobility of Seniors and Individuals with Disabilities
Lubbock District – Virtual Public Involvement
Workshop Documentation

Discussion

Region 2: South Plains

Goal 1: Increase public outreach and education on transportation services in the South Plains region.

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- The Facilitator asked about the progression of transportation goals for agencies present.
- A participant said the South Plains Association of Government helps coordinate their coordination group and have received funding in 2022 for a video project. They did educational outreach videos for SPARTAN and City Bus. They provided those online and throughout the community and sent them to partnership agencies as education tools.
- The Facilitator asked who/what the six priority populations in the South Plains area are.
- A participant said the elderly, veterans, people with disabilities, children, low income, and people experiencing homelessness.
- A participant said they wanted to mention the South Plains Association of Government had a partnership with Lubbock ISD and students at the high school actually put the videos together. The video is being used during training and providing awareness in the region and is sent out to health and human services groups and nonprofits in the regional planning group in the South Plains.
- A participant said their National Organization for Council of Governments presented them with an award for this project as well.
- A participant said these videos also play in government offices throughout the whole city.

Chat Comments:

- <https://www.youtube.com/@southplainsassociationofgo8501>

Goal 2: Continued improvements to the coordination/communication between public and private transportation providers.

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- A participant said they have three mobility managers and train them in knowing all available transportation options in the region. That includes scooters, Lyft, Uber, airlines, city bus, etc. They look at it from more of a traveling planning aspect – they help people figure out the best means of transportation whether it is with them or not.

Chat Comments:

- **N/A - no comments.**

Goal 3: Increase the accessibility of transit services to SPRCTAC's six priority populations.

Live Poll Responses:

- **N/A – no comments.**

Workshop Comments:

- A participant said their office is updating their contact list for those who work with their six priority populations, and it has been a challenge. Turnover is quick in those fields. They are working with their 211 organizations and people outside of the office to get a more robust list for communication and feedback while creating the five-year update.
- A participant said unfortunately for them, they are the best kept secret, so trying to get the word out is an ongoing effort.

Chat Comments:

- **N/ A – no comments.**

Additional input from participants:

- A participant said they updated their five-year plan to include an additional fourth goal: provide access to employment opportunities through quality public transit services to residents across the South Plains. They said this is a result of a lot of new manufacturing plants and companies coming into the Lubbock area. They said this group is working together to look at traffic patterns to try and make sure transit is there for new employment opportunities in the region. They are also combining transit data and cellular data and info from employees through surveys to develop a more accurate route. Funds were awarded for this.
- A participant said they are working to enhance their relationship with SPRTAC and the planning principles by using their model. They are enhancing the database for their model output to increase numbers and where they are coming from/going to. They are doing this in-house.

Related Feedback

The following are comments received via the online survey or other sources that apply to the specific district(s) for this workshop.

- **N/A**



Appendix B

Notice Documents

Enhanced Mobility of Seniors and Individuals with
Disabilities Program (Section 5310)

Virtual Public Involvement Workshops
December 2024 January 2025

TxDOT Website

Information about the Enhanced Mobility of Seniors and Individuals with Disabilities Program and workshops was posted to the TxDOT.gov website.

TxDOT.gov project website – <https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>





TxDOT Website

Screenshot 1 of TxDOT.gov project website –

<https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>

[Home](#) / [Projects](#) / [Projects and studies](#) / [Statewide](#)

Enhanced mobility of seniors and individuals with disabilities - Section 5310

Virtual public involvement workshops

Dec. 3, 2024 through Jan. 10, 2025

The Texas Department of Transportation is hosting series of workshops across the state (scroll down for the full schedule and meeting links) on the Enhanced Mobility of Seniors and Individuals with Disabilities Program ([49 USC, Section 5310](#) [🔗](#)), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This is accomplished through regionally developed public transportation coordination plans and public workshops.

The public workshops provide an opportunity to gather input from a diverse group of local stakeholders and the public to assist TxDOT in making decisions regarding the Federal Funding for the 5310 Program and identify how we can best use our resources to serve the mobility needs of the community. We are seeking the participation of, seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers, and other members of the public who share TxDOT's goal of improving the local mobility services for seniors and individuals with disabilities.

Regional public workshops will be held in December 2024 and January 2025. The comment period for the virtual public workshops will close on Jan. 17, 2025. A workshop summary will be prepared and available online in February 2025.

Special accommodations

The 5310 Public Involvement Workshop (PIW) will be conducted in English. If you need an interpreter or document translator because English is not your primary language or you have difficulty communicating effectively in English, one will be provided to you. If you have a disability and need assistance, special arrangements can be made to accommodate most needs. If you need interpretation or translation services or you are a person with a disability who requires an accommodation to attend and participate in PIW, please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or PTN_ProgramMgmt@txdot.gov, no later than 4 p.m. CT, at least 10 business days before the event. Please be aware that advance notice is required as some services and accommodations may require time for the Texas Department of Transportation to arrange.



We want to hear from you!

Click the icon above to take the online survey, or [📄 download the fillable PDF](#), save and send using the email or mailing address below.

Contact us

 PTN_ProgramMgmt@txdot.gov

 512-486-5960

 [Texas Department of Transportation](#)
125 East 11th Street
Austin, TX 78701



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

TxDOT Website

Screenshot 2 of TxDOT.gov project website –


<https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>

Special accommodations

The 5310 Public Involvement Workshop (PIW) will be conducted in English. If you need an interpreter or document translator because English is not your primary language or you have difficulty communicating effectively in English, one will be provided to you. If you have a disability and need assistance, special arrangements can be made to accommodate most needs. If you need interpretation or translation services or you are a person with a disability who requires an accommodation to attend and participate in PIW, please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or PTN_ProgramMgmt@txdot.gov, no later than 4 p.m. CT, at least 10 business days before the event. Please be aware that advance notice is required as some services and accommodations may require time for the Texas Department of Transportation to arrange.

El 5310 Taller de participación pública se llevará a cabo en inglés. Si usted necesita un intérprete o un traductor de documentos porque su idioma principal no es el inglés o tiene alguna dificultad para comunicarse eficazmente en inglés, se le proporcionará uno. Si usted tiene alguna discapacidad y necesita ayuda, se pueden hacer arreglos especiales para atender la mayoría de las necesidades. Si usted necesita servicios de interpretación o traducción o usted es una persona con alguna discapacidad que requiera una adaptación para asistir a y participar en el 5310 Taller de participación pública, por favor póngase en contacto Lisa Johnson, División de Transporte Público, al 512-486-5960 o PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m. hora central, por lo menos 10 días hábiles antes del evento. Por favor sepa que es necesario dar aviso con anticipación, ya que el Departamento de Transporte de Texas podría necesitar un cierto tiempo para coordinar determinados servicios y adaptaciones.

Contact us

 PTN_ProgramMgmt@txdot.gov

 [512-486-5960](tel:512-486-5960)

 [Texas Department of Transportation](#)
[125 East 11th Street](#)
[Austin, TX 78701](#)



Accessibility at TxDOT

Virtual workshop presentations



[Enhanced Mobility of Seniors with Disabilities - Section 5310 \(with ASL\)](#)

TxDOT



[Movilidad mejorada de personas mayores con discapacidades - Sección 5310](#)








TxDOT



TxDOT Website

Screenshot 3 of TxDOT.gov project website –

<https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>



Region	Date	Link to join meeting	Call to join meeting
Atlanta & Paris	12/03/24 10 a.m. to Noon	Join the meeting  passcode: h5jUeG	+1 737-787-8607 Meeting ID: 567335411#
Dallas & Fort Worth	12/04/24 10 a.m. to Noon	Join the meeting  passcode: dqUrHC	+1 737-787-8607 Meeting ID: 636379608#
Bryan & Lufkin	12/05/24 1 to 3 p.m.	Join the meeting  passcode: Z8fBZi	+1 737-787-8607 Meeting ID:117900902#
Beaumont & Houston	12/06/24 1 to 3 p.m.	Join the meeting  passcode: Mz8EJc	+1 737-787-8607 Meeting ID: 235914799#
El Paso	12/09/24 10 a.m. to Noon	Join the meeting  passcode: UyvVWN	+1 737-787-8607 Meeting ID:967709274#
Childress & Wichita Falls	12/10/24 1 to 3 p.m.	Join the meeting  passcode: vyR4Bf	+1 737-787-8607 Meeting ID: 120136726#
Brownwood & Waco	12/11/24 10 a.m. to Noon	Join the meeting  passcode: g7Ww4L	+1 737-787-8607 Meeting ID:630963480#
Brownwood & San Angelo	12/12/24 1 to 3 p.m.	Join the meeting  passcode: Xqfg7A	+1 737-787-8607 Meeting ID: 655930009#
Tyler	12/13/24 10 a.m. to Noon	Join the meeting  passcode: 7peXEL	+1 737-787-8607 Meeting ID: 384297785#



TxDOT Website

Screenshot 4 of TxDOT.gov project website –

<https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>

Austin	12/16/24 1 to 3 p.m.	Join the meeting  passcode: m7YVWh	+1 737-787-8607 Meeting ID: 926340770#
Corpus Christi & Yoakum	12/17/24 10 a.m. to Noon	Join the meeting  passcode: CiKEVw	+1 737-787-8607 Meeting ID: 937011366#
Odessa	12/18/24 10 a.m. to Noon	Join the meeting  passcode: e4iJku	+1 737-787-8607 Meeting ID: 599901733#
Pharr	01/07/25 1 to 3 p.m.	Join the meeting  passcode: qKzkq2	+1 737-787-8607 Meeting ID: 374384163#
Laredo & San Antonio	01/08/25 1 to 3 p.m.	Join the meeting  passcode: QpJBHo	+1 737-787-8607 Meeting ID: 189113878#
Abilene	01/09/25 1 to 3 p.m.	Join the meeting  passcode: tQjifb	+1 737-787-8607 Meeting ID: 521805626#
Amarillo	01/10/25 10 a.m. to Noon	Join the meeting  passcode: WgmPPA	+1 737-787-8607 Meeting ID: 35496176#
Lubbock	01/10/25 1 to 3 p.m.	Join the meeting  passcode: yzQEGQ	+1 737-787-8607 Meeting ID: 255932524#



TxDOT Website

Screenshot 5 of TxDOT.gov project website –

<https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>

Enhanced mobility of seniors and individuals with disabilities program - Section 5310

The purpose of the Enhanced Mobility of Seniors and Individuals with Disabilities Program, also known as the FTA 5310 Program ([49 USC, Section 5310](#)) [\[7\]](#), is to:

- Promote the development and maintenance of a network of transportation services for seniors and individuals with disabilities throughout the state, in partnership with local stakeholders
- Promote public transportation projects that decrease the reliance of individuals with disabilities on ADA complementary paratransit services
- Provide technical assistance to improve the efficiency, effectiveness, and safety of 5310 transit providers

Eligible recipients

Enhanced Mobility of Seniors and Individuals with Disabilities grants are awarded to eligible recipients which can include state or local government agencies, private non-profits, and private taxi companies that provide share-ride on-demand service to the general public who serve rural (under 50,000 population) and small urbanized (population less than 200,000) areas.

Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973

Nondiscrimination Statement: The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance.

Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.

GovDelivery Email

Two notices providing information on each of the 17 workshops were distributed statewide through TxDOT's GovDelivery eblast system on Nov. 19, 2024 and Dec. 30, 2024.



From: TxDOT <txdot@service.govdelivery.com>

Sent: Tuesday, November 19, 2024 12:01 AM

To: Elizabeth Story <estory@pozcam.com>

Subject: TxDOT Statewide Public Hearings, Meetings, and Notices Update

[Federal Transit Administration 5310 Program - Odessa virtual public workshop](#)

Location: Virtual Only

Date: 12/18/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Andrews, Crane, Ector, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler.

[Federal Transit Administration 5310 Program - Corpus Christi and Yoakum virtual public workshop](#)

Location: Virtual Only

Date: 12/17/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Aransas, Austin, Bee, Calhoun, Colorado, DeWitt, Fayette, Goliad, Gonzales, Jackson, Jim Wells, Karnes, Kleberg, Lavaca, Like Oak, Matagorda, Nueces, Refugio, San Patricio, Victoria and Wharton.

[Federal Transit Administration 5310 Program - Austin virtual public workshop](#)

Location: Virtual Only

Date: 12/16/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal,

state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Bastrop, Blanco, Burnet, Caldwell, Gillespie, Hays, Lee, Llano, Mason, Travis and Williamson.

Federal Transit Administration 5310 Program - Tyler virtual public workshop

Location: Virtual Only

Date: 12/13/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Anderson, Cherokee, Gregg, Henderson, Rusk, Smith, Van Zandt and Wood.

Federal Transit Administration 5310 Program - Brownwood and San Angelo virtual public workshop

Location: Virtual Only

Date: 12/12/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Brown, Coke, Coleman, Comanche, Concho, Crockett, Eastland, Edwards, Glasscock, Irion, Kimble, Lampasas, McCulloch, Menard, Mills, Reagan, Real, Runnels, San Saba, Schleicher, Stephens, Sterling, Sutton and Tom Green.

Federal Transit Administration 5310 Program - Brownwood and Waco virtual public workshop

Location: Virtual Only

Date: 12/11/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Bell, Bosque, Brown, Coleman, Comanche, Coryell, Eastland, Falls, Hamilton, Hill, Lampasas, Limestone, McCulloch, McLennan, Mills, San Saba and Stephens.

Federal Transit Administration 5310 Program - Childress and Wichita Falls virtual public workshop

Location: Virtual Only

Date: 12/10/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Archer, Baylor, Briscoe, Childress, Clay, Collingsworth, Cooke, Cottle, Dickens, Donley, Foard, Hall, Hardeman, King, Knox, Montague, Motley, Throckmorton, Wheeler, Wichita, Wilbarger and Young.

Federal Transit Administration 5310 Program - El Paso virtual public workshop

Location: Virtual Only

Date: 12/09/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, and Presidio.

Federal Transit Administration 5310 Program - Beaumont and Houston virtual public workshop

Location: Virtual Only

Date: 12/06/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jasper, Jefferson, Liberty, Montgomery, Newton, Orange, Tyler and Waller

Federal Transit Administration 5310 Program - Bryan and Lufkin virtual public workshop

Location: Virtual Only

Date: 12/05/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Angelina, Brazos, Burleson, Freestone, Grimes, Houston, Leon, Madison, Milam, Nacogdoches, Polk, Robertson, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Walker and Washington.

Federal Transit Administration 5310 Program - Dallas and Fort Worth virtual public workshop

Location: Virtual Only

Date: 12/04/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Collin, Dallas, Denton, Ellis, Erath, Hood, Jack, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant and Wise.

Federal Transit Administration 5310 Program - Atlanta and Paris virtual public workshop

Location: Virtual Only

Date: 12/03/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Bowie, Camp, Cass, Delta, Fannin, Franklin, Grayson, Harrison, Hopkins, Hunt, Lamar, Marion, Morris, Panola, Rains, Red River, Titus and Upshur.

Visit [TxDOT.gov](https://www.txdot.gov) for a complete list of [upcoming hearings and meetings](#).



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From: TxDOT <txdot@service.govdelivery.com>
Sent: Monday, December 30, 2024 12:01 AM
To: Elizabeth Story <estory@pozcam.com>
Subject: TxDOT Statewide Public Hearings, Meetings, and Notices Update

[Federal Transit Administration 5310 Program - Pharr virtual public workshop](#)

Location: Virtual Only

Date: 01/07/25

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Brooks, Cameron, Hidalgo, Jim Hogg, Kenedy, Starr, Willacy, and Zapata.

[Federal Transit Administration 5310 Program - Laredo and San Antonio virtual public workshop](#)

Location: Virtual Only

Date: 01/08/25

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Duval, Frio, Guadalupe, Kendall, Kerr, Kinney, La Salle, Maverick, McMullen, Medina, Uvalde, Val Verde, Webb, Wilson, and Zavala.

[Federal Transit Administration 5310 Program - Abilene virtual public workshop](#)

Location: Virtual Only

Date: 01/09/25

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and

individuals with disabilities from local transit providers in the following counties: Borden, Callahan, Fisher, Haskell, Howard, Jones, Kent, Mitchell, Nolan, Scurry, Shackelford, Stonewall, and Taylor.

[Federal Transit Administration 5310 Program - Amarillo virtual public workshop](#)

Location: Virtual Only

Date: 12/13/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Armstrong, Carson, Dallam, Deaf Smith, Gray, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Potter, Randall, Roberts, and Sherman.

[Federal Transit Administration 5310 Program - Lubbock virtual public workshop](#)

Location: Virtual Only

Date: 12/12/24

Purpose: The Texas Department of Transportation is hosting a series of workshops across the state on the Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 USC, Section 5310), also known as the FTA 5310 Program. This program coordinates with other federal, state, and local resources and programs that are designed to serve similar populations. This regional workshop provides an opportunity to learn about rural public transportation for seniors and individuals with disabilities from local transit providers in the following counties: Bailey, Castro, Cochran, Crosby, Dawson, Floyd, Gaines, Garza, Hale, Hockley, Lamb, Lubbock, Lynn, Parmer, Swisher, Terry, and Yoakum.

Visit [TxDOT.gov](https://www.txdot.gov) for a complete list of [upcoming hearings and meetings](#).

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Individual Workshop Pages

The FTA 5310 landing page on TxDOT.gov provided links to the 17 individual workshop pages.

In addition to providing information on how to join the virtual workshops, each page included links to bilingual flyers as well as the necessary information about the program, how to request special accommodations, and multiple means to provide comments on the program.

A representative workshop page is included below.





Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Representative Workshop Page

Screenshot 1 of Austin workshop pages –

<https://www.txdot.gov/projects/hearings-meetings/public-transportation/2024/fta5310-fy25-workshop-austin.html>



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Federal Transit Administration 5310 Program

Virtual public involvement workshop - Austin District Monday, Dec. 16, 2024, from 1 to 3 p.m. CT

Public comment deadline	Comments must be postmarked or received by Friday, Jan. 17, 2025, to be included in the official meeting record.
Virtual details	<p>This is a virtual only workshop.</p> <p>Austin:</p> <p>Click here to join the workshop </p> <p>Call to join: +1 737-787-8607 Meeting ID: 926340770#</p>
Purpose	This regional workshop provides an opportunity for public input to identify specific transportation needs of seniors and individuals with disabilities in the community. This workshop will feature local transit providers at the following counties: Bastrop, Blanco, Burnet, Caldwell, Gillespie, Hays, Lee, Llano, Mason, Travis, and Williamson.
Description	The program provides federal funding for state or local government agencies, private non-profits, and private taxi companies that provide share-ride on-demand service to the general public. It supports the transportation needs of seniors and individuals living with disabilities and helps remove barriers to transportation and expands transportation options.
Accessibility	<p>The 5310 Public Involvement Workshop (PIW) will be conducted in English. If you need an interpreter or document translator because English is not your primary language or you have difficulty communicating effectively in English, one will be provided to you. If you have a disability and need assistance, special arrangements can be made to accommodate most needs. If you need interpretation or translation services or you are a person with a disability who requires an accommodation to attend and participate in PIW, please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or PTN_ProgramMgmt@txdot.gov, no later than 4 p.m. CT, at least 10 business days before the event. Please be aware that advance notice is required as some services and accommodations may require time for the Texas Department of Transportation to arrange.</p> <p>El 5310 Taller de participación pública se llevará a cabo en inglés. Si usted necesita un intérprete o un traductor de documentos porque su idioma principal no es el inglés o tiene alguna dificultad para comunicarse eficazmente en inglés, se le proporcionará uno. Si usted tiene alguna discapacidad y necesita ayuda, se pueden hacer arreglos especiales para atender la mayoría de las necesidades. Si usted necesita servicios de interpretación o traducción o usted es una persona con alguna discapacidad que requiera una adaptación para asistir a y participar en el 5310 Taller de participación pública, por favor póngase en contacto Lisa Johnson, división de transporte público, al 512-486-5960 o PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m. hora central, por lo menos 10 días hábiles antes del evento. Por favor sepa que es necesario dar aviso con anticipación, ya que el Departamento de Transporte de Texas podría necesitar un cierto tiempo para coordinar</p>

Contact us





Representative Workshop Page

Screenshot 2 of Austin workshop pages –

<https://www.txdot.gov/projects/hearings-meetings/public-transportation/2024/fta5310-fy25-workshop-austin.html>

Accessibility	<p>Transportation Division, at 512-486-5960 or PTN_ProgramMgmt@txdot.gov, no later than 4 p.m. CT, at least 10 business days before the event. Please be aware that advance notice is required as some services and accommodations may require time for the Texas Department of Transportation to arrange.</p> <p>El 5310 Taller de participación pública se llevará a cabo en inglés. Si usted necesita un intérprete o un traductor de documentos porque su idioma principal no es el inglés o tiene alguna dificultad para comunicarse eficazmente en inglés, se le proporcionará uno. Si usted tiene alguna discapacidad y necesita ayuda, se pueden hacer arreglos especiales para atender la mayoría de las necesidades. Si usted necesita servicios de interpretación o traducción o usted es una persona con alguna discapacidad que requiera una adaptación para asistir a y participar en el 5310 Taller de participación pública, por favor póngase en contacto Lisa Johnson, división de transporte público, al 512-486-5960 o PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m. hora central, por lo menos 10 días hábiles antes del evento. Por favor sepa que es necesario dar aviso con anticipación, ya que el Departamento de Transporte de Texas podría necesitar un cierto tiempo para coordinar determinados servicios y adaptaciones.</p>
Meeting materials	<ul style="list-style-type: none">• Flyer• Flyer (Español)
How to make a comment	<p>Written comments regarding The 5310 Public Involvement Workshop are requested. Comments must be postmarked or received by Friday, Jan. 17, 2025, to be part of the official meeting record.</p> <p>Email: PTN_ProgramMgmt@txdot.gov</p> <p>Voicemail: 800-365-3127</p> <p>Mail:</p> <p>TxDOT Public Transportation Division Attn: PTN - 5310 Section 125 E. 11th St. Austin, TX 78701</p>

Flyers

Seventeen flyers were created in English and Spanish for each district that included information on the meeting date, time and location, counties represented, and ways for the community to comment and provide feedback.





Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Atlanta and Paris Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

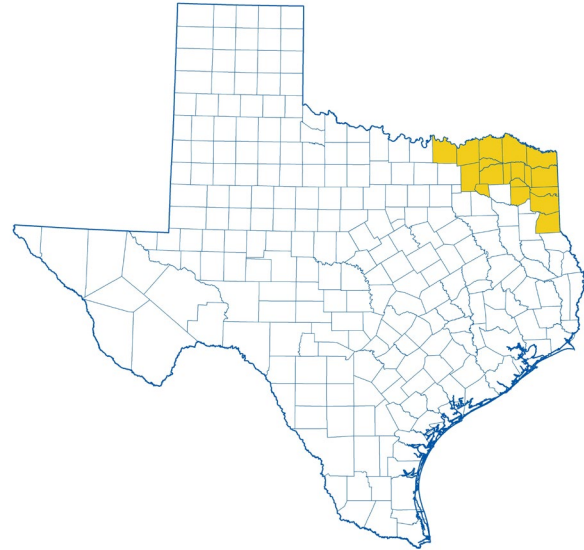
Tuesday, Dec. 3, 2024

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Bowie, Camp, Cass, Delta, Fannin, Franklin, Grayson, Harrison, Hopkins, Hunt, Lamar, Marion, Morris, Panola, Rains, Red River, Titus, and Upshur.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 19, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distritos de Atlanta y París

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO



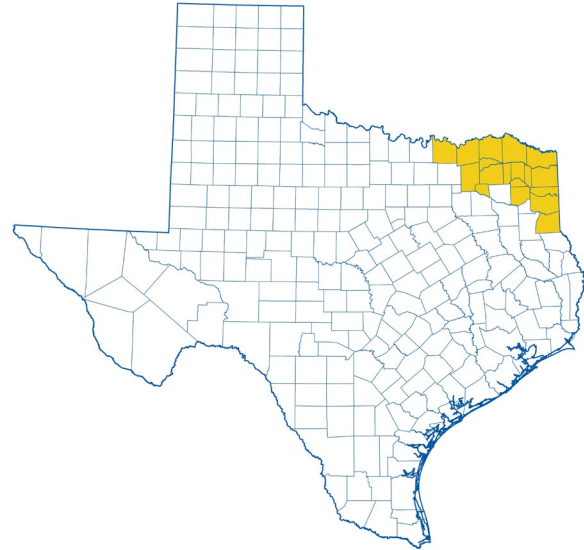
Martes 3 de diciembre de 2024

Comienza a las 10 a.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Bowie, Camp, Cass, Delta, Fannin, Franklin, Grayson, Harrison, Hopkins, Hunt, Lamar, Marion, Morris, Panola, Rains, Red River, Titus, and Upshur.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 19 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Dallas and Fort Worth Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

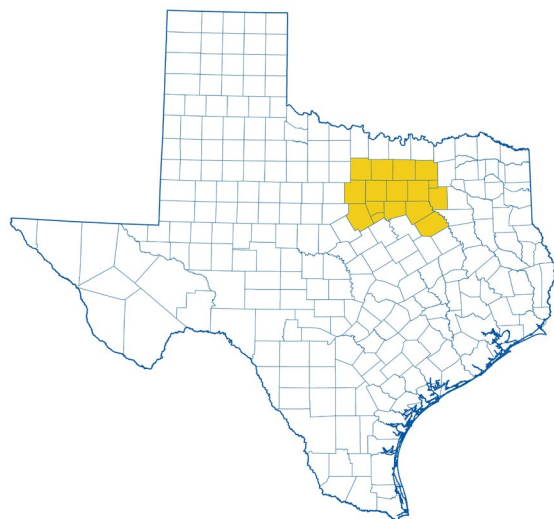
Wednesday, Dec. 4, 2024

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Collin, Dallas, Denton, Ellis, Erath, Hood, Jack, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 20, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.

Taller Virtual de Participación Pública – Distritos de Dallas y Fort Worth

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A
NOSOTROS!

TALLER VIRTUAL EN VIVO



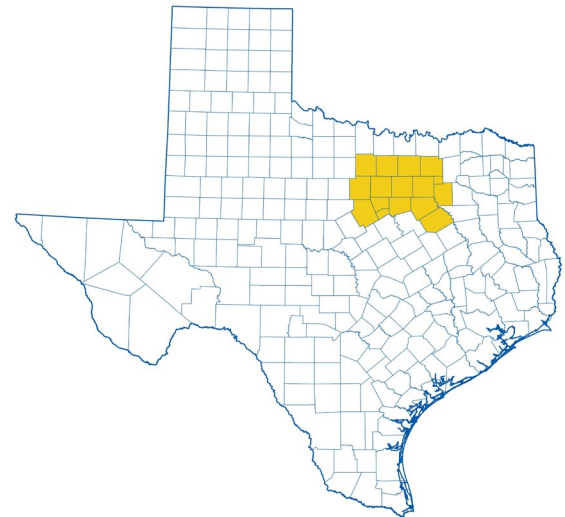
Miércoles 4 de diciembre de 2024

Comienza a las 10 a.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Collin, Dallas, Denton, Ellis, Erath, Hood, Jack, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 20 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Bryan and Lufkin Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

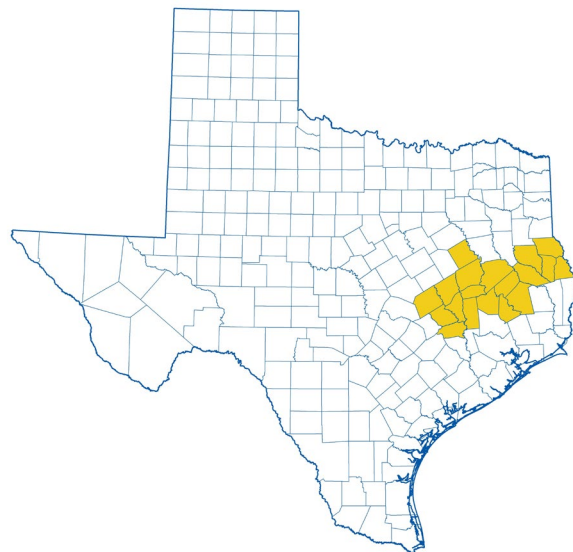
Thursday, Dec. 5, 2024

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Angelina, Brazos, Burleson, Freestone, Grimes, Houston, Leon, Madison, Milam, Nacogdoches, Polk, Robertson, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Walker, and Washington.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 21, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distritos de Bryan y Lufkin

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO

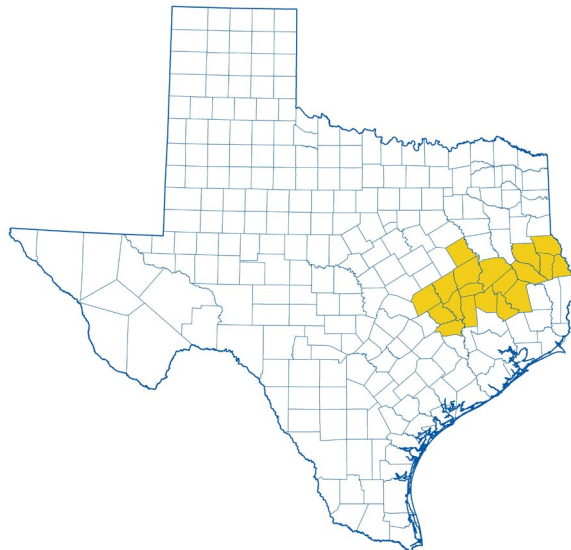
Jueves 5 de diciembre de 2024

Comienza a las 1 p.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Angelina, Brazos, Burleson, Freestone, Grimes, Houston, Leon, Madison, Milam, Nacogdoches, Polk, Robertson, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Walker, and Washington.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 21 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Beaumont and Houston Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

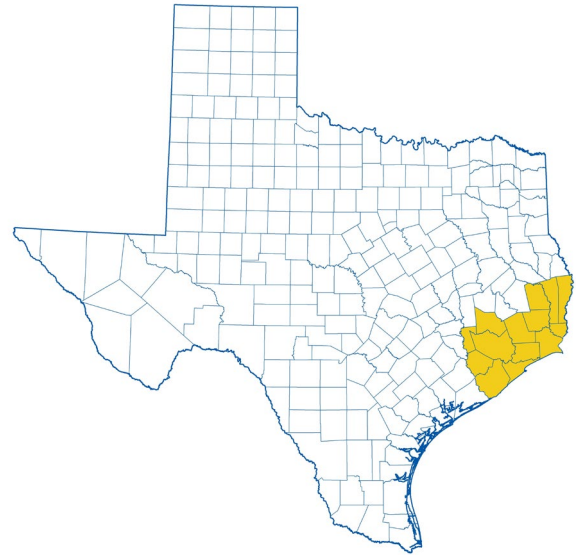
Friday, Dec. 6, 2024

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jasper, Jefferson, Liberty, Montgomery, Newton, Orange, Tyler, and Waller.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 22, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distritos de Beaumont y Houston

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO



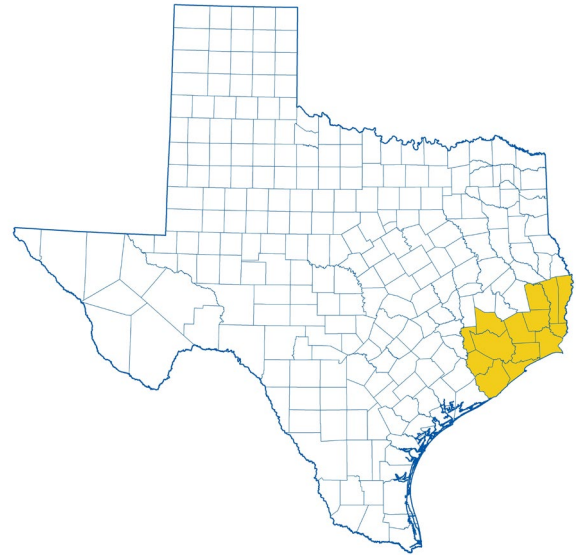
Viernes 6 de diciembre de 2024

Comienza a las 1 p.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jasper, Jefferson, Liberty, Montgomery, Newton, Orange, Tyler, and Waller.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 22 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – El Paso District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

Monday, Dec. 9, 2024

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, and Presidio.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 25, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distrito de El Paso

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO

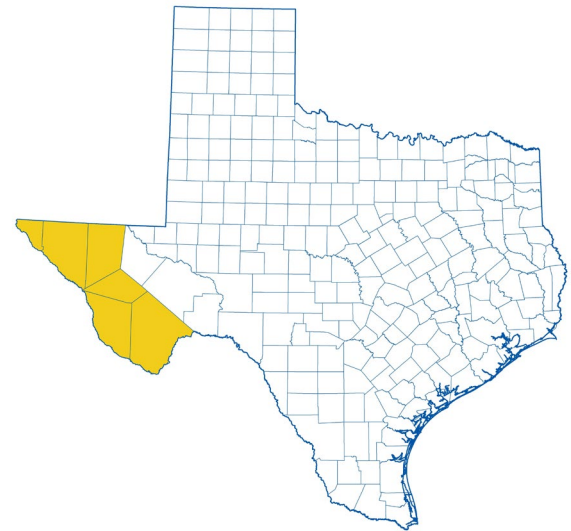
Lunes 9 de diciembre de 2024

Comienza a las 10 a.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, and Presidio.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 25 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Childress and Wichita Falls Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP

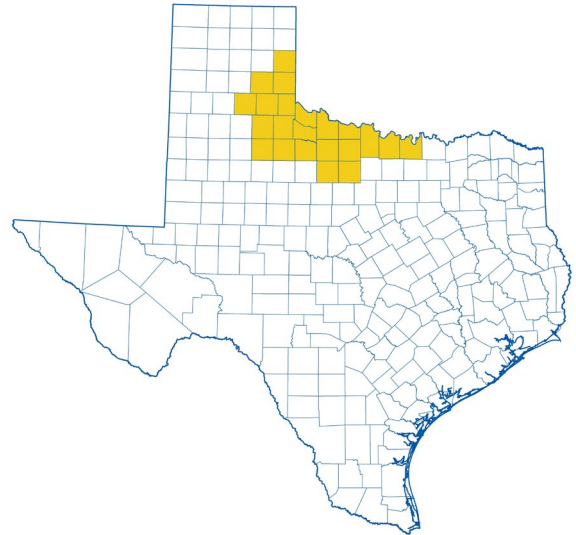
Tuesday, Dec. 10, 2024

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Archer, Baylor, Briscoe, Childress, Clay, Collingsworth, Cooke, Cottle, Dickens, Donley, Foard, Hall, Hardeman, King, Knox, Montague, Motley, Throckmorton, Wheeler, Wichita, Wilbarger, and Young.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 26, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.

Taller Virtual de Participación Pública – Distritos de Childress y Wichita Falls

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A
NOSOTROS!

TALLER VIRTUAL EN VIVO



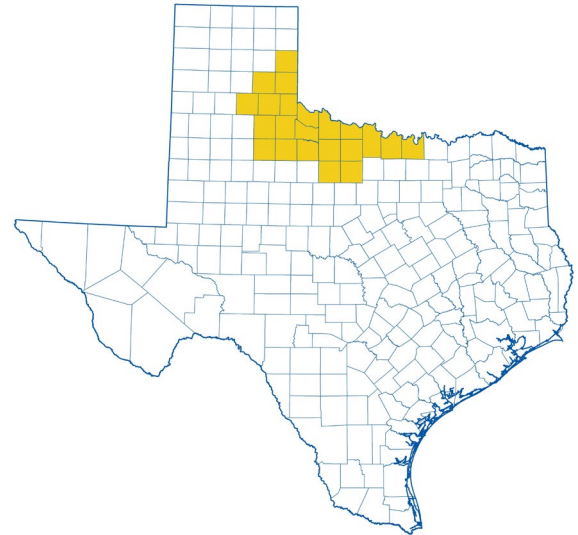
Martes 10 de diciembre de 2024

Comienza a las 1 p.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Archer, Baylor, Briscoe, Childress, Clay, Collingsworth, Cooke, Cottle, Dickens, Donley, Foard, Hall, Hardeman, King, Knox, Montague, Motley, Throckmorton, Wheeler, Wichita, Wilbarger, and Young.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 26 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
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Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Brownwood and Waco Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

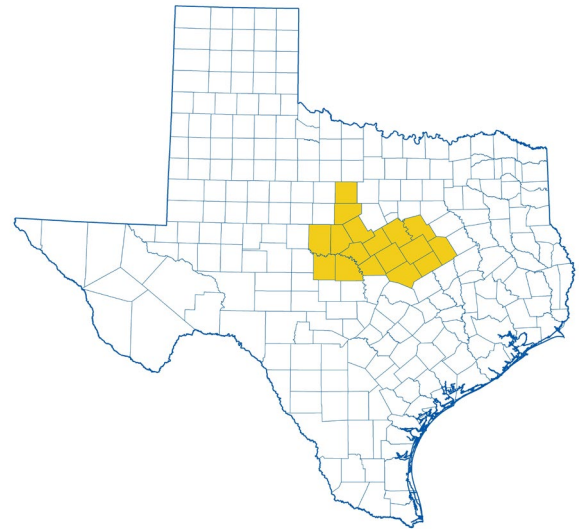
Wednesday, Dec. 11, 2024

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Bell, Bosque, Brown, Coleman, Comanche, Coryell, Eastland, Falls, Hamilton, Hill, Lampasas, Limestone, McCulloch, McLennan, Mills, San Saba, and Stephens.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 27, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

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Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distritos de Brownwood y Waco

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

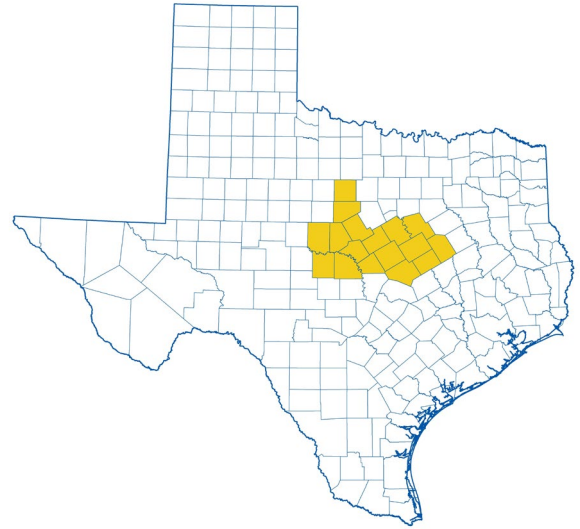
¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO >>> **Miércoles 11 de diciembre de 2024** **Comienza a las 1 p.m. CT**

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Bell, Bosque, Brown, Coleman, Comanche, Coryell, Eastland, Falls, Hamilton, Hill, Lampasas, Limestone, McCulloch, McLennan, Mills, San Saba, and Stephens.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 27 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
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Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Brownwood and San Angelo Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

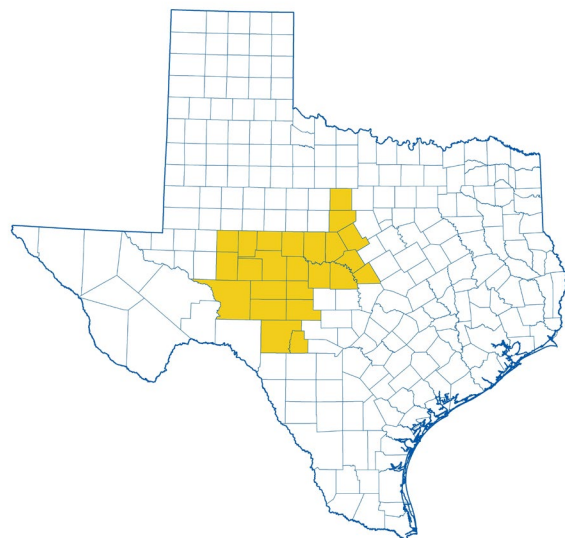
Thursday, Dec. 12, 2024

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Brown, Coke, Coleman, Comanche, Concho, Crockett, Eastland, Edwards, Glasscock, Irion, Kimble, Lampasas, McCulloch, Menard, Mills, Reagan, Real, Runnels, San Saba, Schleicher, Stephens, Sterling, Sutton, and Tom Green.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 27, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

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Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distritos de Brownwood y San Angelo

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO

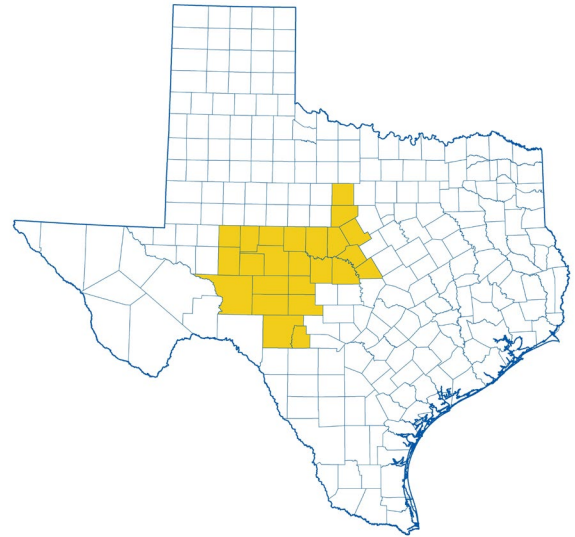
Jueves 12 de diciembre de 2024

Comienza a las 1 p.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Brown, Coke, Coleman, Comanche, Concho, Crockett, Eastland, Edwards, Glasscock, Irion, Kimble, Lampasas, McCulloch, Menard, Mills, Reagan, Real, Runnels, San Saba, Schleicher, Stephens, Sterling, Sutton, and Tom Green.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 27 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Tyler District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

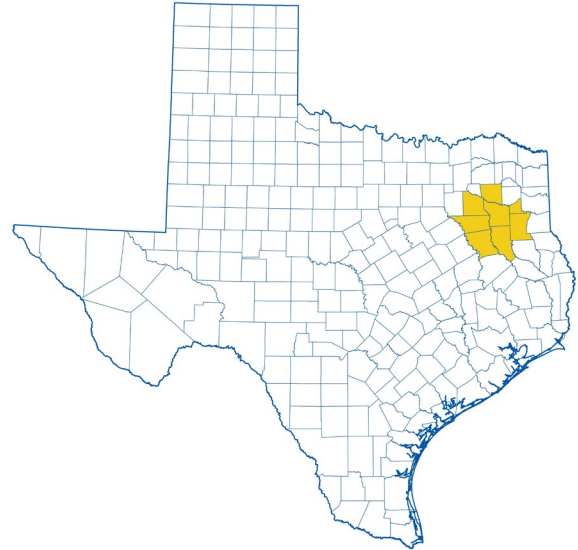
Friday, Dec. 13, 2024

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

**Anderson, Cherokee,
Gregg, Henderson, Rusk,
Smith, Van Zandt,
and Wood.**

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Nov. 29, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distrito de Tyler

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO

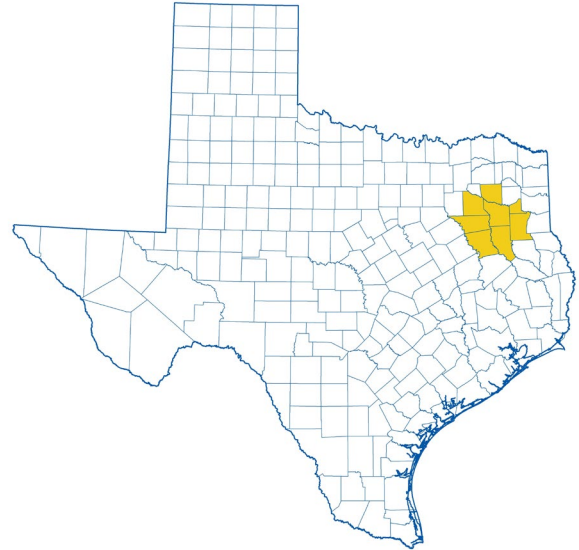


Viernes 13 de diciembre de 2024
Comienza a las 10 a.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Anderson, Cherokee, Gregg, Henderson, Rusk, Smith, Van Zandt, and Wood.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 29 de noviembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
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Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Austin District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

Monday, Dec. 16, 2024

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

**Bastrop, Blanco, Burnet,
Caldwell, Gillespie,
Hays, Lee, Llano, Mason,
Travis, and Williamson.**

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Dec. 2, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.

Taller Virtual de Participación Pública – Distrito de Austin

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A
NOSOTROS!

TALLER VIRTUAL EN VIVO

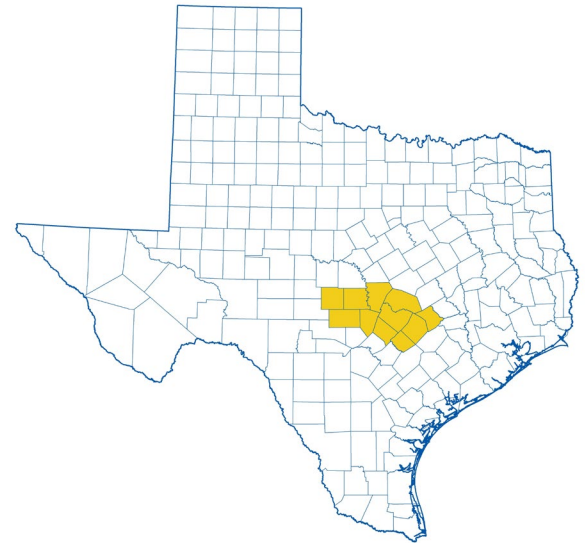
Lunes 16 de diciembre de 2024

Comienza a las 1 p.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

**Bastrop, Blanco, Burnet,
Caldwell, Gillespie,
Hays, Lee, Llano, Mason,
Travis, and Williamson.**

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 2 de diciembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Corpus Christi and Yoakum Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP



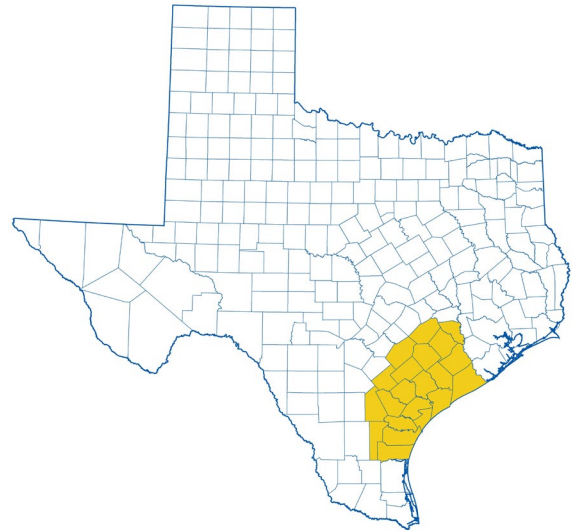
Tuesday, Dec. 17, 2024

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Aransas, Austin, Bee, Calhoun, Colorado, DeWitt, Fayette, Goliad, Gonzales, Jackson, Jim Wells, Karnes, Kleberg, Lavaca, Like Oak, Matagorda, Nueces, Refugio, San Patricio, Victoria, and Wharton.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Dec. 3, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distritos de Corpus Christi y Yoakum

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

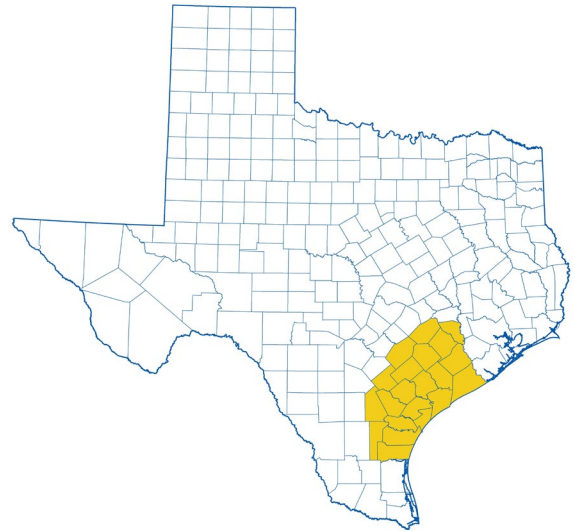
TALLER VIRTUAL EN VIVO

Martes 17 de diciembre de 2024
Comienza a las 10 a.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Aransas, Austin, Bee, Calhoun, Colorado, DeWitt, Fayette, Goliad, Gonzales, Jackson, Jim Wells, Karnes, Kleberg, Lavaca, Like Oak, Matagorda, Nueces, Refugio, San Patricio, Victoria, and Wharton.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 3 de diciembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Odessa District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP

Wednesday, Dec. 18, 2024

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Andrews, Crane, Ector, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Dec. 4, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distrito de Odessa

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO



Miércoles 18 de diciembre de 2024

Comienza a las 10 a.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Andrews, Crane, Ector, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 4 de diciembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Pharr District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

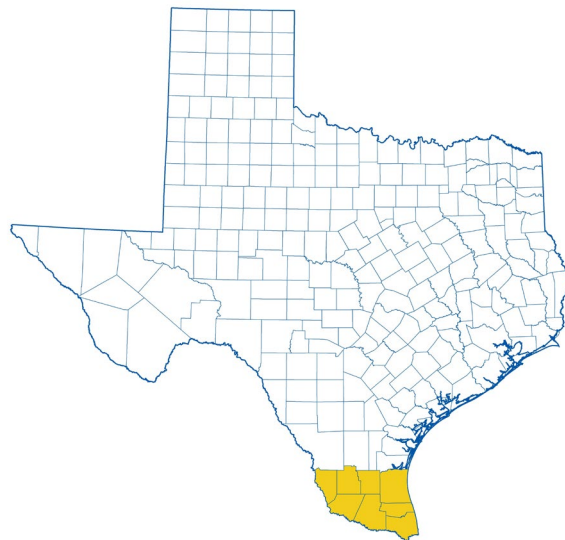
Tuesday, Jan. 7, 2025

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

**Brooks, Cameron,
Hidalgo, Jim Hogg,
Kenedy, Starr, Willacy,
and Zapata.**

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. Central Time, Dec. 23, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

The Texas Department of Transportation (TxDOT) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from federal financial assistance. Additionally, TxDOT ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by or pursuant to 49 Code of Federal Regulations (CFR) Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.



Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distrito de Pharr

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO

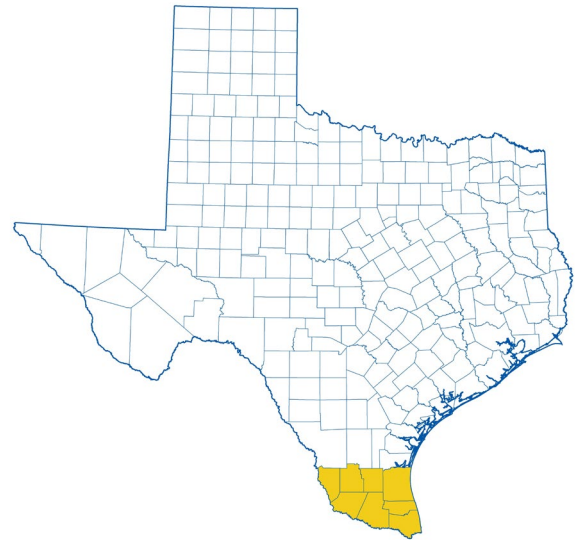
Martes 7 de enero de 2025

Comienza a las 1 p.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Brooks, Cameron, Hidalgo, Jim Hogg, Kenedy, Starr, Willacy, and Zapata.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 23 de diciembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
El Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) no discrimina a ninguna persona discapacitada calificada únicamente por su discapacidad, excluye de la participación, niega los beneficios o somete a las personas a discriminación, incluida la discriminación de empleo, bajo cualquier programa o actividad que reciba o se beneficie de asistencia financiera federal. Además, TxDOT garantiza que sus programas se llevarán a cabo y sus instalaciones serán operadas de conformidad con todas las prácticas y requisitos no discriminatorios impuestos por o de conformidad con 49 Código de Regulaciones Federales (CFR) Parte 27, 28 CFR Parte 35 y 42 USC §§ 12101 – 12213.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Laredo and San Antonio Districts

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

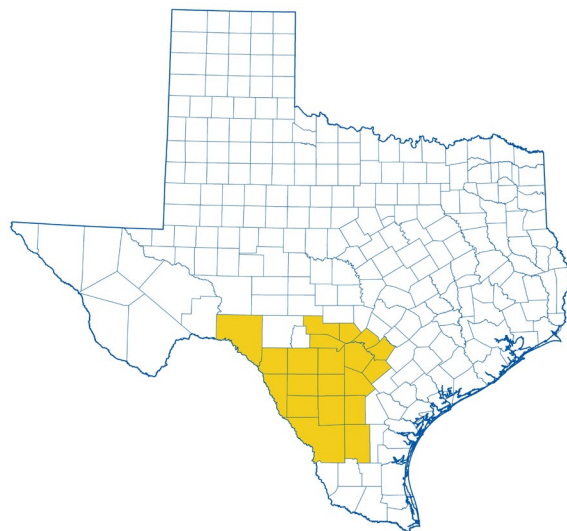
Wednesday, Jan. 8, 2025

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Atascosa, Bandera, Bexar, Comal, Dimmit, Duval, Frio, Guadalupe, Kendall, Kerr, Kinney, La Salle, Maverick, McMullen, Medina, Uvalde, Val Verde, Webb, Wilson, and Zavala.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Dec. 23, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973 NONDISCRIMINATION STATEMENT

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Taller Virtual de Participación Pública – Distritos de Laredo y San Antonio

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

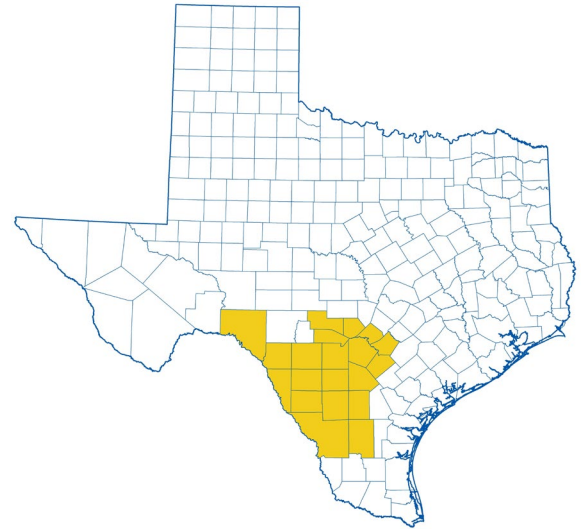
¡ÚNASE A
NOSOTROS!

TALLER VIRTUAL EN VIVO

Miércoles 8 de enero de 2025
Comienza a las 1 p.m. CT



Escanéame



Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.

OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Atascosa, Bandera, Bexar, Comal, Dimmit, Duval, Frio, Guadalupe, Kendall, Kerr, Kinney, La Salle, Maverick, McMullen, Medina, Uvalde, Val Verde, Webb, Wilson, and Zavala.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 23 de diciembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

LEY DE ESTADOUNIDENSES CON DISCAPACIDAD y SECCIÓN 504 DE LA LEY DE REHABILITACIÓN DE 1973 DECLARACIÓN DE NO DISCRIMINACIÓN
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Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Abilene District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

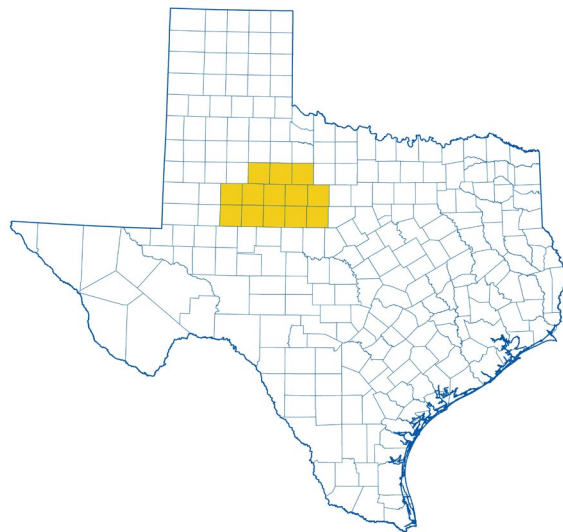
Thursday, Jan. 9, 2025

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Borden, Callahan, Fisher, Haskell, Howard, Jones, Kent, Mitchell, Nolan, Scurry, Shackelford, Stonewall, and Taylor.

Special Accommodations Requests:

Please contact Lisa Johnson, Public Transportation Division, at 512-486-5960 or by email at PTN_ProgramMgmt@txdot.gov no later than 4 p.m. CT, Dec. 23, 2024. Advanced notice is requested as some accommodations may require time for TxDOT to arrange.

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Taller Virtual de Participación Pública – Distrito de Abilene

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A
NOSOTROS!

TALLER VIRTUAL EN VIVO

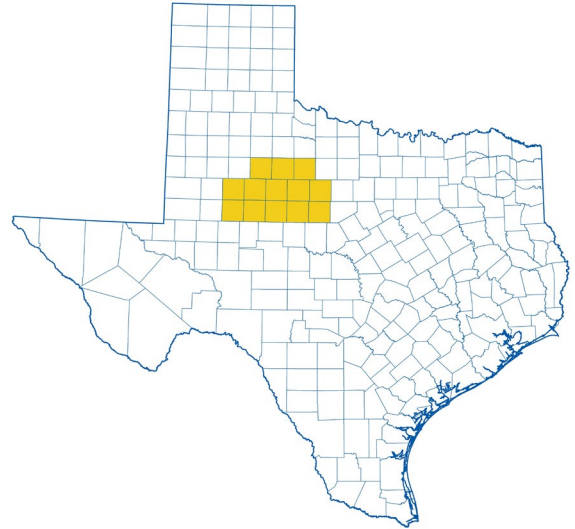
Jueves 9 de enero de 2025

Comienza a las 1 p.m. CT

Únase a nosotros en www.txdot.gov, busque las palabras clave "**Enhanced Mobility 5310**" o escanee el código QR a la derecha para acceder a los enlaces a los talleres regionales y completar la encuesta en línea.



Escanéame



OPORTUNIDADES PARA COMENTAR:

Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



Proporcione sus comentarios y responda la encuesta en línea haciendo clic [aquí](#).



Correo electrónico:
PTN_ProgramMgmt@txdot.gov



Deje un mensaje de voz:
800-365-3127



Correo: **TxDOT**
Attn: **PTN – 5310 Section**
125 E. 11th St.
Austin, TX 78701

LOS CONDADOS INCLUYEN:

Borden, Callahan, Fisher, Haskell, Howard, Jones, Kent, Mitchell, Nolan, Scurry, Shackelford, Stonewall, and Taylor.

Solicitudes de Adaptaciones Especiales:

Comuníquese con Lisa Johnson, División de Transporte Público, al 512-486-5960 o por correo electrónico a PTN_ProgramMgmt@txdot.gov a más tardar a las 4 p.m., hora central, del 23 de diciembre de 2024. Se solicita aviso previo ya que algunos servicios y adaptaciones pueden requerir tiempo para que TxDOT los organice.

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Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Amarillo District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

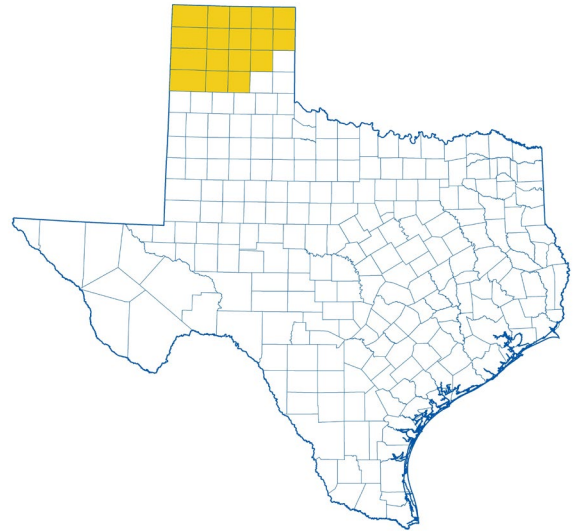
Friday, Jan. 10, 2025

Starts at 10 a.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



COMMENT OPPORTUNITIES:

All community members are encouraged to provide feedback regarding the local transit services **by Friday, Jan. 17, 2025.**



Provide your comments and take the online survey by clicking [here](#).



E-mail:
PTN_ProgramMgmt@txdot.gov



Leave a voicemail:
800-365-3127



Mail: **TxDOT**
Attn: PTN – 5310 Section
125 E. 11th St.
Austin, TX 78701

COUNTIES INCLUDE:

Armstrong, Carson, Dallam, Deaf Smith, Gray, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Potter, Randall, Roberts, and Sherman.

Special Accommodations Requests:

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Programa de la Administración Federal de Tránsito §5310

Mejora de la movilidad de las personas mayores y discapacitadas

Taller Virtual de Participación Pública – Distrito de Amarillo

PROPÓSITO: Estos talleres regionales brindan a los miembros de las comunidades locales una valiosa oportunidad de aportar sus opiniones y comentarios, que ayuden a dar forma a los servicios de transporte público para personas mayores y discapacitadas en sus comunidades de las zonas rurales y pequeñas.

Se anima al público a participar.

¡ÚNASE A NOSOTROS!

TALLER VIRTUAL EN VIVO

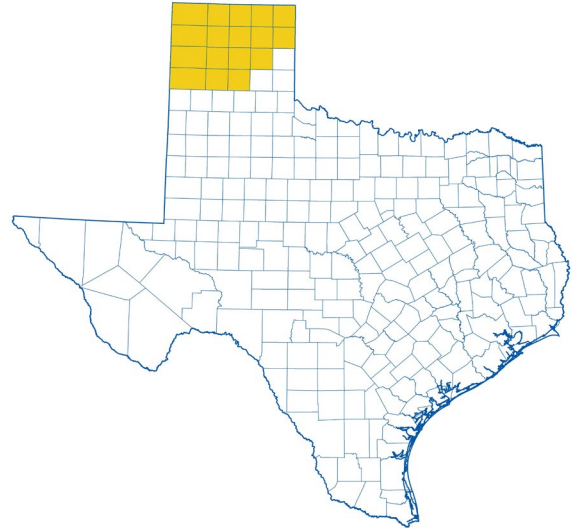
Viernes 10 de enero de 2025

Comienza a las 10 a.m. CT

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Escanéame



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Se anima a todos los miembros de la comunidad a dar su opinión sobre los servicios de transporte local antes del **viernes 17 de enero de 2025**.



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Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

Virtual Public Involvement Workshop – Lubbock District

PURPOSE: These regional workshops provide a valuable opportunity for local community members to provide input and feedback that helps shape public transit services for seniors and individuals with disabilities in their rural and small communities.

The public is encouraged to participate.

JOIN US!

LIVE VIRTUAL WORKSHOP >>>

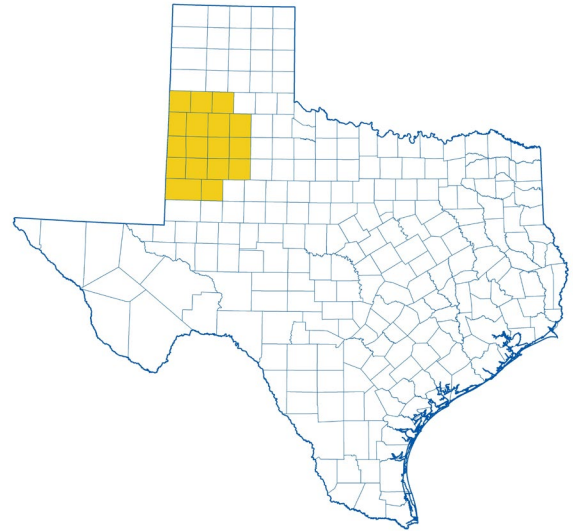
Friday, Jan. 10, 2025

Starts at 1 p.m. CT

Join us at www.txdot.gov, keyword search **“Enhanced Mobility 5310”** or scan the QR code to the right to access the links to regional workshops and take the online survey.



Scan Me



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COUNTIES INCLUDE:

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Taller Virtual de Participación Pública – Distrito de Lubbock

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NOSOTROS!

TALLER VIRTUAL EN VIVO

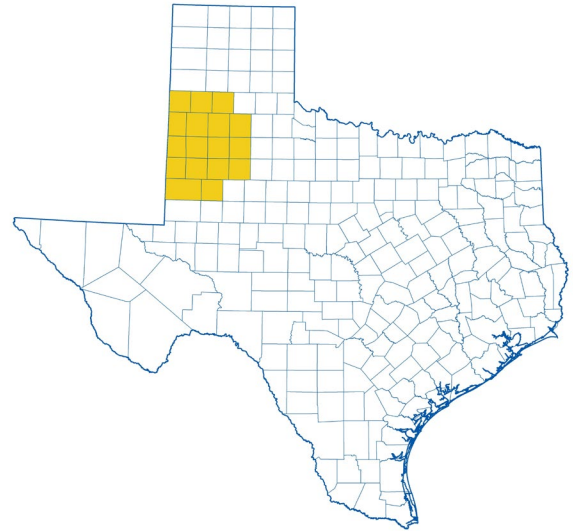
Viernes 10 de enero de 2025

Comienza a las 1 p.m. CT

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Escanéame



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Appendix C

Meeting Documents

Enhanced Mobility of Seniors and Individuals with
Disabilities Program (Section 5310)

Virtual Public Involvement Workshops
December 2024 January 2025



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

General Presentation

For those who could not attend one of the 17 virtual workshops, pre-recorded video overviews in both English and Spanish that incorporated an ASL interpreter, were provided on the FTA 5310 program landing page on txdot.gov.



Public Transportation

Enhanced Mobility of Seniors and
Individuals with Disabilities – Section 5310

VIRTUAL PUBLIC INVOLVEMENT WORKSHOPS

December 2024/January 2025



Enhanced Mobility of Seniors with Disabilities - Section 5310 (with ASL)



Workshop Presentation

Seventeen district presentations were prepared to provide transportation agencies the opportunity to explain their service area(s), services they provide and measures they are taking in mobility management. All presentations were made available at www.txdot.gov, keyword search “Enhanced Mobility 5310”.

Shown below is a presentation used in the Atlanta-Paris workshop, which is representative of the 17 Section 5310 workshops. Each workshop was customized to highlight area transit providers and the regional coordinated plans and goals. The workshops also featured an interactive engagement activity using PollEverywhere so participants could provide feedback and progress regarding their regional goals in real-time.

WELCOME

The virtual public workshop for the **Enhanced Mobility of Seniors and Individuals with Disabilities (5310) Program** will begin soon.

This PowerPoint presentation is available at www.txdot.gov. In the search box type “**Enhanced Mobility 5310.**”





Public Transportation

Enhanced Mobility of Seniors and
Individuals with Disabilities – Section 5310
Atlanta and Paris Districts

VIRTUAL PUBLIC INVOLVEMENT WORKSHOP

Tuesday, Dec. 3, 2024

Welcome and Ground Rules

Your microphone is muted, but you may communicate with us through the chat feature.



The chat feature can be used during the session, but questions will be addressed during the discussion.



The “Raise Hand” feature may be used during the discussion portion of the workshop. At that time “raise your hand” let us know you would like to comment.



We'll answer questions from attendees after all content has been presented, but you can submit a question through the chat feature at any time.



Your camera/video will be turned off for this session so presenters can be on screen.

Agenda

1	Welcome and Ground Rules	5 minutes
2	FTA Section 5310 Program Overview	10 minutes
3	Transit Providers Service Overview	15 minutes
4	Review of Regional Goals and Discussion on Progress	20 minutes
5	TxDOT FTA 5310 Survey	5 minutes
6	Ways to Provide Additional Comments and Closing	5 minutes

Safety Minute – How to Drive Like a Texan

- Don't drive while emotions are high
- Know before you go
- Don't text and drive
- Don't speed
- Be the person who de-escalates a situation. That is someone's loved one in the other car.
- Be kind and courteous



Atlanta & Paris Districts Contacts

Amanda Yowell, PTC

(903) 799-1310

Amanda.yowell@txdot.gov

Nancy Hoehn, PTC

(903) 799-1387

Nancy.hoehn@txdot.gov

Sunil John, PTC

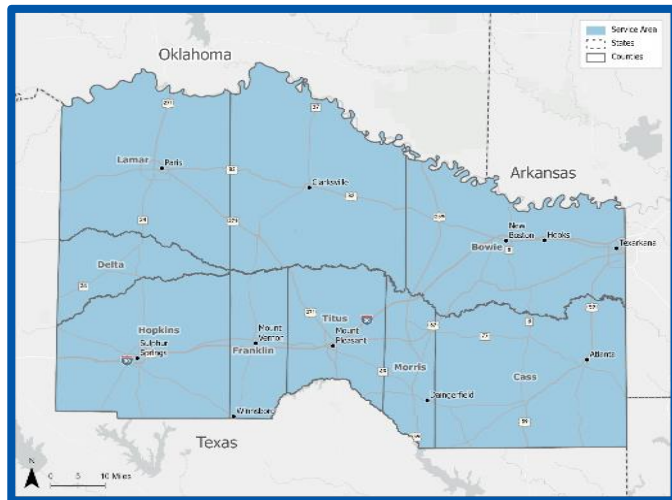
(214) 320-4467

Sunil.john@txdot.gov

Serving the counties of:

Bowie, Camp, Cass, Delta, Fannin, Franklin, Grayson, Harrison, Hopkins, Hunt, Lamar, Marion, Morris, Panola, Rains, Red River, Titus, and Upshur

ATCOG Service Area: Atlanta-Paris District



Counties:

- Bowie
- Cass
- Delta
- Franklin
- Hopkins
- Lamar
- Morris
- Red River
- Titus



To request service, call: 866-575-9014

Dispatchers available Mon-Fri., 8 a.m. – 5 p.m.

TRAX operates 6:00 am – 5:00 pm Monday – Friday,
Paris Metro and Paratransit services are Monday – Friday
6:00 am to 6:00 pm. Excluding ATCOG Holidays.

Ark-Tex Council of Governments (TRAX Transportation)

Mobility management activities:

The Transportation Coordinator, along with other transportation staff, travels on the bus with passengers to collect surveys about customer service and identify areas for improvement. TRAX conducts quarterly steering committee meetings to bring the community together, address gaps or needs, and develop a plan to meet those needs. TRAX employees also provide travel training for any passengers who need assistance in understanding the service.

Provide a story or highlight an experience:

This year, the Paris Metro bus service experienced a significant success story involving a passenger. The individual expressed deep gratitude for our service, as well as appreciation for our drivers and staff. He had been utilizing ATCOG's Trax/Paris Metro services to connect with several local agencies aimed at improving his quality of life. Previously homeless, he moved into a local shelter six months ago, which referred him to our bus service. He rode the bus to help him find and secure a job at a local restaurant. In the meantime, he applied for and received a Section 8 housing voucher. He regularly shared his success with the Paris office staff, who encouraged him to keep pushing forward. This story highlights the importance of our service and the remarkable impact we can have on someone's life.

Innovation:

TRAX has officially begun its Non-Emergency Medical Transportation services. We started scheduling on Nov. 1, 2024.

Texarkana Urban Transit District (TUTD)

The **TUTD (T-Line) Paratransit Service** provides services complementary of T-Line Fixed Route service to Paratransit Eligible individuals with disabilities. The T-Line fixed route and paratransit system operates within the Cities of Nash, Wake Village, and Texarkana, TX as well as the City of Texarkana, AR.

The **T-Line Paratransit Service** operates a fleet of six ADA accessible vehicles Monday thru Saturday from 5:30am to 6:20pm at the cost of \$2.50 per trip. A Personal Care Attendant can ride free so they may assist the passenger with boarding/departing the bus.

Reservations for service can be requested in advance no more than 14 Days before the requested trip day. T-Line Dispatch can be reached directly at 903-794-0435. Applications for paratransit service can be found at <https://www.t-linebus.org/>



Senior Center Resources and Public Transit



Service area – Hunt County, TX



Hours of service:

- Monday-Friday, 5:00AM-7:00PM
- Saturday, 8:00 AM-5:00PM



To request a ride:

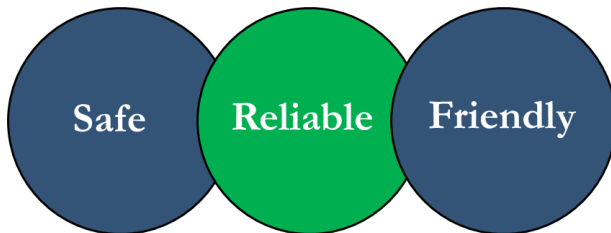
- Call 903-454-1444 from Monday-Friday between the hours of 8 a.m. to 3 p.m.



East Texas Council of Governments (ETCOG)



GOBUS CORE VALUES



East Texas Council of Governments (ETCOG)

Type of 5310 service

- Service Area: 14 county region; Primary 5310 trips originate in Anderson, Henderson, and Smith Counties
- Transit service times: 6:30 AM-5:30 PM, Smith county has extended hours with assistance of overflow provider.
- Request service by calling 800-590-3371 or 903-215-8870, download the GoBus Transit app on your mobile device, or visit our website www.gobustransit.com
- Transit options: Rural, Public Demand-Response
 - Curb-to-Curb; Ride Share Service
 - Flex Route
 - Veteran Transportation



ETCOG Mobility Management Activities

- Transportation Coordination
 - Collaborates with local agencies and transit providers to improve connectivity and streamline access to services.
- Travel Training and Rider Support
 - Provides personalized training to help residents, including elderly and disabled riders, navigate the transit system and confidently use GoBus services.
- Accessible and Specialized Services
 - Ensures ADA-compliant vehicles, transportation for elderly and disabled residents, and door-to-door service when needed.
- Technology and Trip Assistance
 - Offers a mobile app, online booking system, and IVR notifications for trip scheduling and real-time updates.
- Partnership Development
 - Builds relationships with healthcare providers, employers, and funding agencies to expand transit options and secure resources.

ETCOG Gateway Community Partners

Transportation plays critical role in the communities we serve.

Gateway Community Partners:

Gateway Community Partners is an organization dedicated to empowering individuals with Intellectual and Developmental Disabilities by providing them with essential skills and resources. For the past 10 years, GoBus has proudly partnered with Gateway Community Partners to offer reliable transportation to their facilities, ensuring these individuals have access to the opportunities they need to build skills and achieve greater independence. This vital service has been made possible through the support of 5310 funding.

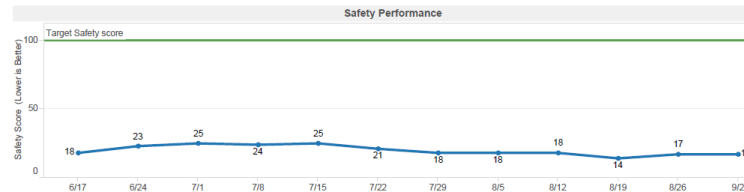
"It is our pleasure to participate in a partnership with Go Bus as they provide much needed transportation services to the individuals we serve, such as seniors and individuals with disabilities. It is our belief that as Go Bus provides this essential service throughout Cherokee and Anderson counties, they are not just providing transportation, they are also promoting independence and broadening horizons for the individuals by serving them with quality public transportation in the East Texas area."

-Maggie Bengé, Chief Administrative Officer, Gateway Community Partners

East Texas Council of Governments (ETCOG)

Innovation:

- Mobile app
- Onboard safety technology
- Onboard monitors for service announcements and media campaigns
- Service expansion projects
- Construction of maintenance facility
- Increased partnerships



ETCOG Existing Partnerships



Additional services?

Open Discussion: Ways to Engage

- TxDOT will allow time for individuals and providers to comment.
- Try to limit your input to 3 minutes.
- If a conversation needs to occur “offline,” TxDOT will plan accordingly.
- This workshop is being recorded (for internal use only)
- ***If you would like to provide input during the workshop, either:***



Use the PollEverywhere option by logging into the interactive discussion.



Raise your hand, wait to be called upon and state your name and question.



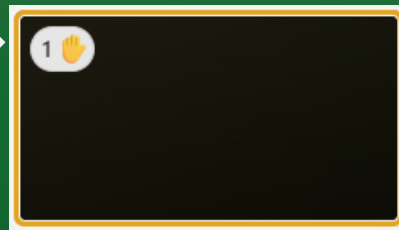
Use the Chat option to state your name and question, you will be called upon.

How do I raise my hand in Teams?

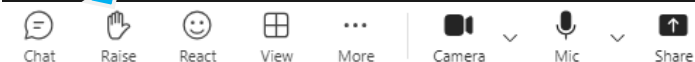
1. Click on the Raise button at the top of your Teams window.



2. Your video screen should look like this.



3. Once you have been called on, lower your hand by clicking the Raise button again.



Interactive Goals Discussion

- Point your phone or tablet towards the QR Code and we'll begin the interactive survey – we'll drop the link in the chat for those who want to participate on their computer: PollEv.com/ptn5310mtg1



First, let's make sure everyone is logged into the poll and we'll start with a fun question. Let's do a word cloud - so use only one word when you respond. The question is ... what is your favorite ice cream?

Nobody has responded yet.

Hang tight! Responses are coming in.

Next, please tell us your name (First + Last) and are you attending today's workshop as a transit user, a provider, or a stakeholder? If you are a transit provider or other type of stakeholder, what agency or people are you representing?



Nobody has responded yet.

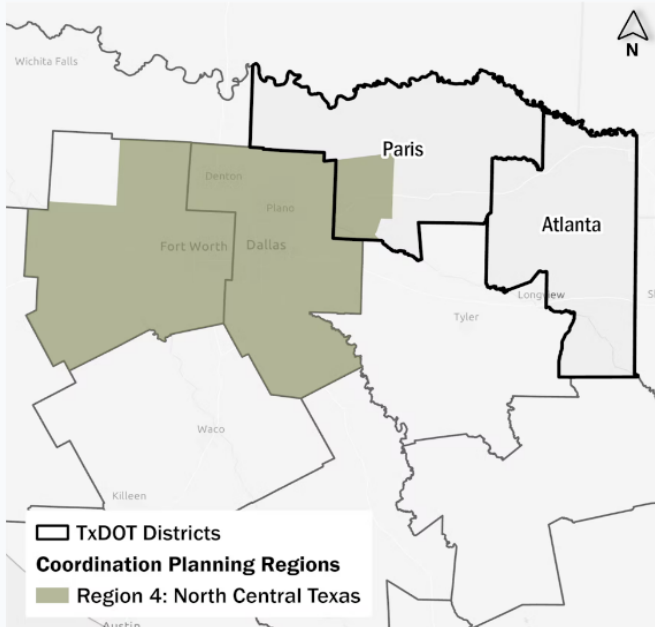
Hang tight! Responses are coming in.

TxDOT's Atlanta and Paris Districts

 0

Region 4: North Central Texas

0



I am located in this region.

0

I am NOT located in this region.

0

Goal 1: Plan and develop transportation options by assessing community needs and challenges. Do you feel that your transportation needs are being met or are there some specific examples you can provide that need addressed?



0

Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 2: Implement services by enhancing transportation options and expanding where service gaps exist. Any thoughts or suggestions here?

 0

Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 3: Coordinate with transportation providers, public agencies, and stakeholders to increase efficiencies. What does efficiency mean to you?

 0

Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 4: Support public transportation recovery and growth. Any thoughts or suggestions here?



Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 5: Promote access and information about available transportation options . How could this goal be achieved? What, if any, information is missing?

 0

Nobody has responded yet.

Hang tight! Responses are coming in.

Please rate the amount of progress Region 4 has made on each of its coordination goals.

0 surveys completed

0 surveys underway

Region 5: Ark-Tex



I am located in this region.

0

I am NOT located in this region.

0

Goal 1: Enhance the quality of the customer's travel experience What does this mean to you?



Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 2: Expand the availability of the services to those who are underserved. Any thoughts or suggestions here?



0

Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 3: Increase the cost-effectiveness and efficiency of service delivery. What is an efficient service for you?

 0

Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 4: Establish and sustain communications as well as decision-making mechanisms among sponsors and stakeholders. Any thoughts or suggestions here?



Nobody has responded yet.

Hang tight! Responses are coming in.

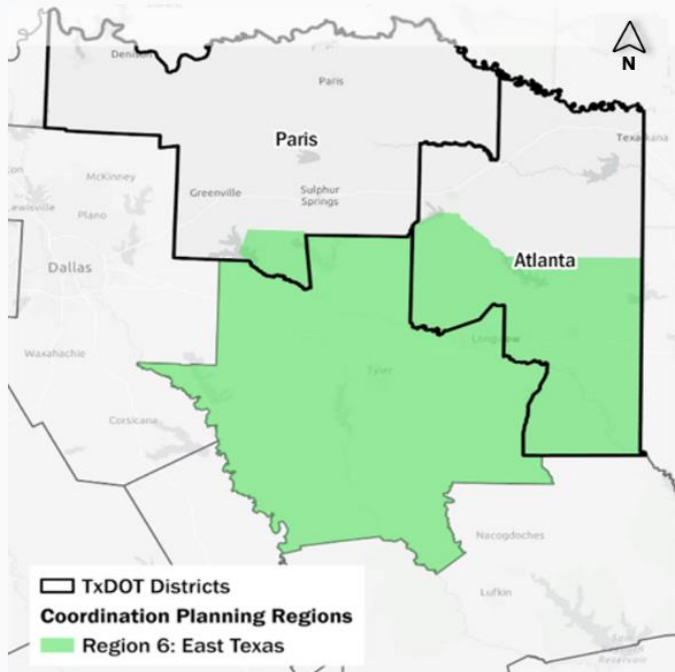
Please rate the amount of progress Region 5 has made on each of its coordination goals.

0 surveys completed

0 surveys underway

Region 6: East Texas

0



I am located in this region.

0

I am NOT located in this region.

0

Goal 1: Identify opportunities to improve coordination between transportation providers in the region. Any suggestions or concerns here?



Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 2: Conduct an ongoing assessment of transportation needs and services in the region? What are some of the needs and services you think are needed? How is the service doing?



Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 3: Implement strategies to meet needs, improve service, and increase ridership. Any thoughts or suggestions here?



Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 4: Ensure funding stability and plan for future growth. How are we doing on this goal?



Nobody has responded yet.

Hang tight! Responses are coming in.

Please rate the amount of progress Region 6 has made on each of its coordination goals.

0 surveys completed

0 surveys underway

Region 22: Texoma

I am located in this region.

0

I am NOT located in this region.

0

Goal 1: Enhance the quality of the customer's travel experience. Any suggestions or concerns?



Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 2: Expand the availability of services to those who are underserved. What are some of the services you think are needed?



Nobody has responded yet.

Hang tight! Responses are coming in.

Goal 3: Establish and sustain communications as well as decision-making mechanisms among sponsors and stakeholders to guide plan implementation effectively. Any thoughts or suggestions here?



0

Nobody has responded yet.

Hang tight! Responses are coming in.

Please rate the amount of progress Region 22 has made on each of its coordination goals.

0 surveys completed

0 surveys underway

Before we close the discussion, are there any additional comments or questions?

Nobody has responded yet.

Hang tight! Responses are coming in.

We want to hear from you!
COMPLETE THE SURVEY
Just click on the link **provided**
in the chat or scan the QR code
to the right.



2024 TxDOT FTA
5310 Survey

Scan this QR code
with your phone or
tablet to access the
survey



We want to hear from you!

WAYS TO PROVIDE ADDITIONAL COMMENTS



Online Survey

Available in **English**
and **Spanish**



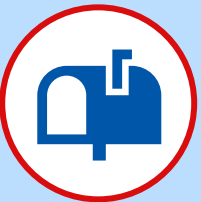
E-mail

Submit a comment to:
PTN_ProgramMgmt@txdot.gov



Call

Leave a voicemail message
at: **800-365-3127**



Mail

Submit a comment by mail to:
Texas Department of Transportation
ATTN: PTN 5310
125 E. 11th Street
Austin, TX 78701

**Please submit
or postmark
comments by:**

**Friday,
Jan. 17, 2025**



MetroQuest Survey

A survey was prepared and provided to the public for the purpose of gathering feedback to inform transit needs and plans for future Section 5310 programs. The online survey was available at the end of each workshop as well as on the Section 5310 landing page for those who could not attend virtually. A downloadable, fillable PDF was also made available.

On the following pages you will find the survey that was available in MetroQuest until Friday, Jan. 17, 2025.



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

MetroQuest Survey

Screenshot 1:

2024 TxDOT FTA 5310 Survey More at: <https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>

WELCOME

We want to hear from you!

Welcome to the TxDOT Enhanced Mobility of Seniors and Individuals with Disabilities survey! Your opinion matters to us!

The Texas Department of Transportation (TxDOT) is conducting a survey as part of the Enhanced Mobility of Seniors and Individuals with Disabilities public workshop series. The results of the workshops and this survey will be used to inform special transit needs and plan for future programs.

[Next](#)

TxDOT administers funding to local public transportation providers and non-profit groups. These groups provide transportation and mobility services in rural and small urban areas of the state to seniors and individuals with disabilities.

IDENTIFY PRIORITIES

TRAVEL SURVEY

YOUR EXPERIENCE

WRAP UP

Screenshot 2:

2 **What is most important to you?** What priorities are most important to you? Please rank your top three.

WELCOME

IDENTIFY PRIORITIES

↑ Order your top 3 items above this line ↑

Accessibility

Reliability

Availability and schedule

Affordability

Commuting

Service areas

Other

Please drag items above the line in your preferred order.

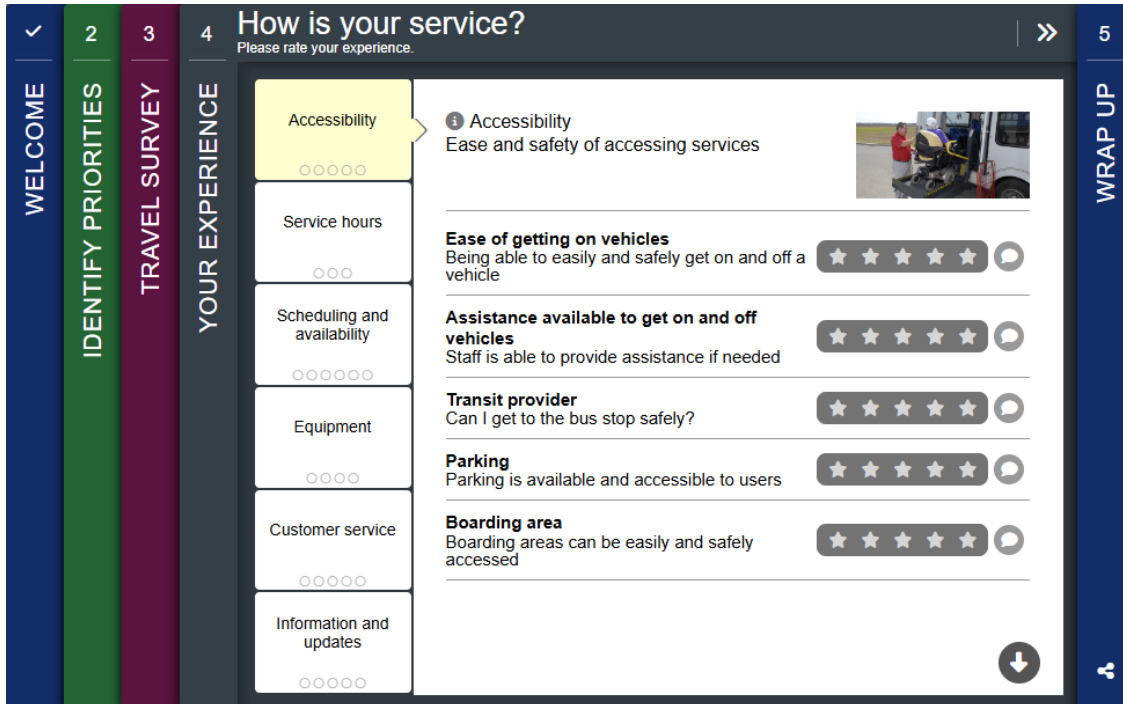
TRAVEL SURVEY

YOUR EXPERIENCE

WRAP UP

MetroQuest Survey

Screenshot 3:



How is your service?
Please rate your experience.

WELCOME **2 IDENTIFY PRIORITIES** **3 TRAVEL SURVEY** **4 YOUR EXPERIENCE** **5 WRAP UP**

Accessibility
Ease and safety of accessing services

Service hours

Scheduling and availability

Equipment

Customer service

Information and updates

Ease of getting on vehicles
Being able to easily and safely get on and off a vehicle

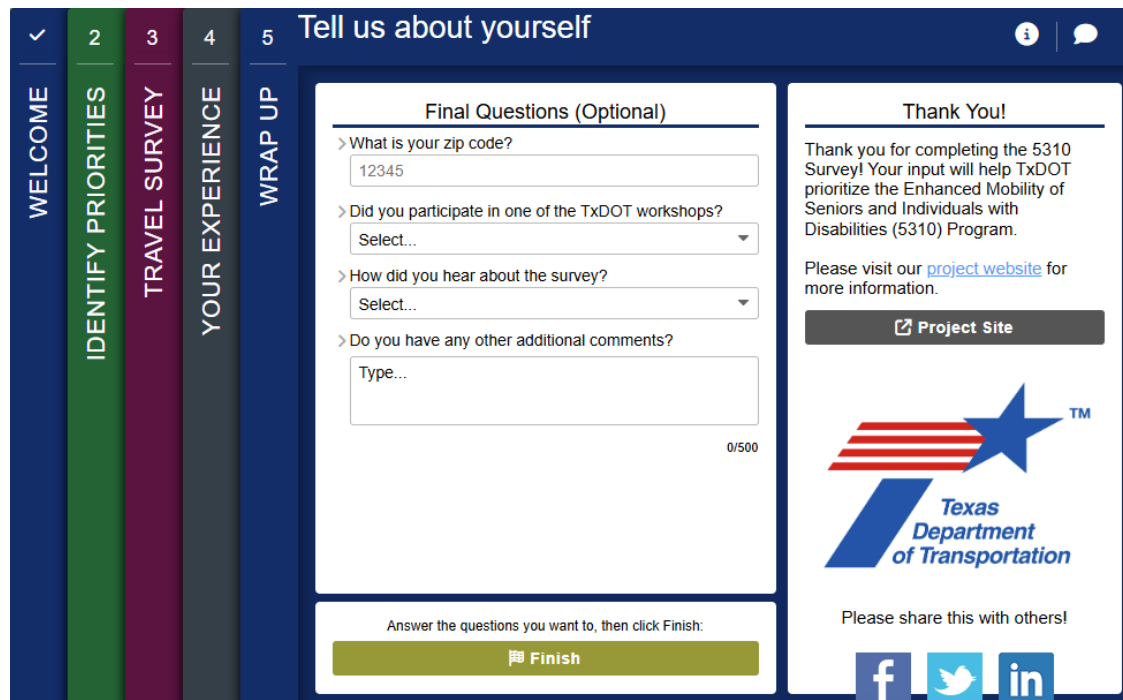
Assistance available to get on and off vehicles
Staff is able to provide assistance if needed

Transit provider
Can I get to the bus stop safely?

Parking
Parking is available and accessible to users

Boarding area
Boarding areas can be easily and safely accessed

Screenshot 4:



Tell us about yourself

WELCOME **2 IDENTIFY PRIORITIES** **3 TRAVEL SURVEY** **4 YOUR EXPERIENCE** **5 WRAP UP**

Final Questions (Optional)

> What is your zip code?
12345

> Did you participate in one of the TxDOT workshops?
Select...

> How did you hear about the survey?
Select...

> Do you have any other additional comments?
Type...
0/500


Answer the questions you want to, then click Finish:
Finish




Thank You!

Thank you for completing the 5310 Survey! Your input will help TxDOT prioritize the Enhanced Mobility of Seniors and Individuals with Disabilities (5310) Program.

Please visit our [project website](#) for more information.

Project Site



Please share this with others!
  



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

FTA 5310 Downloadable Survey

Screenshot 1:

2024 TxDOT FTA 5310 Survey

We want to hear from you!



logo, Texas Department of Transportation

Welcome to the TxDOT Enhanced Mobility of Seniors and Individuals with Disabilities survey! Your opinion matters to us!

The Texas Department of Transportation (TxDOT) is conducting a survey as part of the Enhanced Mobility of Seniors and Individuals with Disabilities public workshop series. The results of the workshops and this survey will be used to inform special transit needs and plan for future programs. We want to hear from you!

We want to hear about your public transit experiences! TxDOT is looking for your feedback to help guide transportation and mobility services across the state.



a man pushing a stroller with a woman in a wheelchair

The Federal Transit Administration (FTA) provides funding to states through a number of programs. One of these programs is the FTA Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310 program.

TxDOT has 25 district areas that have public transportation specifically designed to provide transportation services for seniors (65+) and individuals with disabilities.

TxDOT administers funding to local public transportation providers and non-profit groups. These groups provide transportation and mobility services in rural and small urban areas of the state to seniors and individuals with disabilities.

Coordination among rural and small urban transportation providers and human services is crucial when connecting communities to essential resources. Regionally Coordinated Public Transportation Plans (RCTP) outline a vision for the next five years. [Get more information on these plans here:](https://transitplanningtx.org/)
<https://transitplanningtx.org/>

FTA 5310 Downloadable Survey

Screenshot 2:

What is most important to you?

What priorities are most important to you? Please rank your top three.

What is most important to you?

What service priorities are most important to you? *If your priority is not included in the list, click on "Other Priority" and include your preference as a comment.*

Please drag items above the line in your preferred order.

☐ Service areas

☐ Availability and schedule

☐ Reliability

☐ Affordability

☐ Commuting

☐ Other

☐ Accessibility

Service areas



diagram, map

Using transit, I am able to get to the places I need to go.

FTA 5310 Downloadable Survey

Screenshot 3:

Availability and schedule



a person holding a tablet

The transit service runs often enough and during the hours I need it.

Reliability



a man wearing a watch

I can count on transit to arrive on schedule.

FTA 5310 Downloadable Survey

Screenshot 4:

Affordability



The cost of transit rides is reasonable.

Commuting



Using transit, I can get to and from my job.

FTA 5310 Downloadable Survey

Screenshot 5:

Other



I want to prioritize something not included in this list. *(Click the speech bubble below to specify your priority.)*

Accessibility



I feel the service is easy to use.



FTA 5310 Downloadable Survey

Screenshot 6:

Tell us about your travel

Answer survey questions

Tell us about your travel

Help us understand how you use public transit to increase your mobility.

Please answer the survey questions.

Services used

What services do you use?

Have you used any transportation services such as public transit buses, vans/paratransit, taxis, or shared ride services in the past 6 months?

- ☐ Yes
☐ No

Which transportation services have you used? (Mark all that apply)

- ☐ Public transit bus
☐ Van/paratransit
☐ Taxi
☐ Ridesharing services
☐ None of the above

What is the name of the service provider(s) you have used in the past?

Which of the following would you use to describe yourself? (Mark all that apply)

- ☐ Individual with disabilities
☐ Senior
☐ Veteran
☐ Caregiver for senior or individual with disabilities
☐ Service provider and/or advocate for seniors and individuals with disabilities

What other ways, if any, would you describe yourself for this survey?



FTA 5310 Downloadable Survey

Screenshot 7:

A large, empty rectangular text box with a light blue background and a thin black border, intended for a respondent to provide additional information or comments.

Trip purposes

What is the purpose of your trip?

Why do you use transportation services such as public transit buses, vans, taxis or shared ride services? (Mark all that apply)

- ☐ Social outings or entertainment
- ☐ Essential shopping (grocery store)
- ☐ Non-essential shopping
- ☐ Medical trips
- ☐ Work
- ☐ Religious activities
- ☐ Volunteer activities
- ☐ School
- ☐ Other

How often do you use public transportation?

- ☐ Daily
- ☐ Weekly
- ☐ A few times a month
- ☐ Once a month
- ☐ Less than once a month
- ☐ Almost never

Do your current transportation options meet your needs?

- ☐ Yes
- ☐ No

Which public places, if any, would you like to visit that aren't serviced by your current provider's routes or schedule?

A large, empty rectangular text box with a light blue background and a thin black border, intended for a respondent to list specific public places they wish to visit.



FTA 5310 Downloadable Survey

Screenshot 8:

Do you use transit because you must, or because you want to? Explain why.

Barriers

What barriers have you encountered?

What are the main obstacles you encounter when using transportation services? (Mark all that apply)

- ☐ Hours of operation
- ☐ Service area
- ☐ Vehicles are not comfortable or properly adapted
- ☐ Service is not reliable
- ☐ Schedule is not convenient to get to/from appointments
- ☐ Scheduling a ride is difficult
- ☐ Affordability of service

If there are other major obstacles you encounter, please specify:

Are transportation services available at the time you need them?

- ☐ Yes
- ☐ No

If transportation services are not available in your area, what alternatives would you have to reach your destination? Choose your most likely choice.

- ☐ Driving my own vehicle
- ☐ Riding with a friend or family member
- ☐ Using a private ride service
- ☐ None. I would not have any alternatives.

If you would have other alternatives not listed above, please specify:



FTA 5310 Downloadable Survey

Screenshot 9:

Improvements

What improvements should be made?

Which of the following service improvements would you make to your current transportation service? Please check up to 3 boxes.

- ☐ Make it easier to schedule single trips
- ☐ Make it easier to schedule multiple stop trips
- ☐ Less notice needed to schedule a ride
- ☐ Have a shorter wait for the vehicle to arrive
- ☐ Have a system that announces stops
- ☐ Have more weekend or after-hours service
- ☐ Have more access to employers and colleges
- ☐ Create a one-stop shop for information
- ☐ Make it easier to get on the bus
- ☐ Make it easier to go across service area boundaries

If there are other service improvements you would make, please describe:

Which of the above improvements is most important to you? Explain why.

What is the most important change you would like in your transit service? Why?



FTA 5310 Downloadable Survey

Screenshot 10:

Access information

How do you access information about services?

How do you access transportation information? (Mark all that apply)

- ☐ Service provider website
 - ☐ Provider service number
 - ☐ Information cards mailed to my home
 - ☐ Email
 - ☐ App on your mobile device
 - ☐ Social media
 - ☐ Family and/or friends
 - ☐ I have no easy way to get information
-

If there are other ways you access transportation information, please specify:

Do you use or have access to a mobile phone?

- ☐ Yes
 - ☐ No
-

How do you use a mobile phone? (Mark all that apply)

- ☐ To make and receive calls or texts
- ☐ To access the internet or social media
- ☐ For apps or to play games
- ☐ I only use my mobile phone in an emergency
- ☐ I find mobile phones confusing and avoid using them

FTA 5310 Downloadable Survey

Screenshot 11:

How is your service?

Please rate your experience.

How is your service?

Instructions

Using a one to five-star rating, please rank your service. One star is the lowest ranking, and five stars is the highest ranking.

To provide further comment on any item listed, click the speech bubble to the right of the rating.

Accessibility

Using a one to five star rating, please rate the proposed strategies.

One star is the lowest ranking, and five stars is the highest ranking.

Ease and safety of accessing services



a man loading a vehicle

Ease of getting on vehicles

Being able to easily and safely get on and off a vehicle

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Assistance available to get on and off vehicles

Staff is able to provide assistance if needed

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars



FTA 5310 Downloadable Survey

Screenshot 12:

Transit provider

Can I get to the bus stop safely?

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Parking

Parking is available and accessible to users

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Boarding area

Boarding areas can be easily and safely accessed

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Service hours

Using a one to five star rating, please rate the proposed strategies.

One star is the lowest ranking, and five stars is the highest ranking.

Services are available on the days and during the times needed

FTA 5310 Downloadable Survey

Screenshot 13:



a clock and a bell

Weekday service

Daytime service availability during weekdays (Monday - Friday)

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Evening Service

Evening service availability during weekdays (Monday - Friday)

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Weekend service

Service availability on Saturdays and Sundays

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Scheduling and availability

Using a one to five star rating, please rate the proposed strategies.

One star is the lowest ranking, and five stars is the highest ranking.

FTA 5310 Downloadable Survey

Screenshot 14:

The process to schedule and the availability of providers



text, letter

Flexibility

Scheduled trips can be changed if needed

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Ease of scheduling

Service can be easily scheduled

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

On-time service

Service on time when booked two hours ahead

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

On-demand service

Service can be provided on short notice

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

FTA 5310 Downloadable Survey

Screenshot 15:

On-time service

Service is available within 2 hours of scheduling

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Recurring reservations

Ability to schedule recurring reservations

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Equipment

Using a one to five star rating, please rate your experience.

One star is the lowest ranking, and five stars is the highest ranking.

Vehicles are maintained and safe



a white bus parked on the side of a road

Comfort of vehicles

Vehicles are comfortable

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars



FTA 5310 Downloadable Survey

Screenshot 16:

Reliability of vehicles

Vehicles are reliable

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Maintenance of vehicles

Vehicles are well-maintained and clean

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Number of seats available

Vehicles have an appropriate number of seats available

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Customer service

Using a one to five star rating, please rate the proposed strategies.

One star is the lowest ranking, and five stars is the highest ranking.

Service providers deliver high quality customer service and are courteous and respectful

FTA 5310 Downloadable Survey

Screenshot 17:



graphical user interface, website

Responsiveness of staff

Staff is responsive to issues, needs and concerns of users

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Quality of service

Quality level of service provided

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Understanding of program qualification

Are program requirements communicated well

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Enrollment assistance

Staff is available to help users enroll

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

FTA 5310 Downloadable Survey

Screenshot 18:

Courteous and respectful

Staff treats all users with dignity and respect

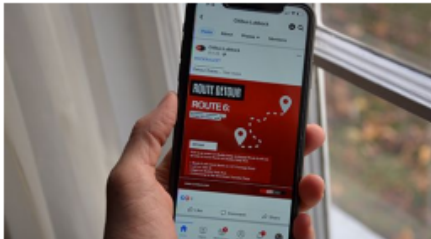
☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Information and updates

Using a one to five star rating, please rate the proposed strategies.

One star is the lowest ranking, and five stars is the highest ranking.

Information is available and service changes are communicated effectively



graphical user interface, text, application, chat or text message

Ability to contact drivers

Users can contact or relay messages to drivers if needed

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Website content

Information is easy to find and up to date

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars



FTA 5310 Downloadable Survey

Screenshot 19:

Social media content

Information is easy to find and up to date

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Telephone support

Telephone support is answered promptly, and they provide helpful information

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Changes to service

Changes to service are communicated effectively to users

☐ 1 Star ☐ 2 Stars ☐ 3 Stars ☐ 4 Stars ☐ 5 Stars

Tell us about yourself

Thanks for your input so far.

On the next page, please answer a few optional questions about yourself. Your private information will not be shared. When you are finished, instructions on how to submit your comments can be found on the last page.



FTA 5310 Downloadable Survey

Screenshot 20:

Final Questions (Optional)

What is your zip code?

Did you participate in one of the TxDOT workshops?

- ☐ Yes
☐ No
☐ Unsure

How did you hear about the survey?

- ☐ Transit provider
☐ I saw it posted on social media
☐ Website posting
☐ Other

Do you have any other additional comments?

General Comment



Federal Transit Administration 5310 Program

Enhanced Mobility of Seniors and Individuals with Disabilities

FTA 5310 Downloadable Survey

Screenshot 21:

Thank You!

Thank you for completing the 5310 Survey! Your input will help TxDOT prioritize the Enhanced Mobility of Seniors and Individuals with Disabilities (5310) Program.

Please visit our [project website](https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html) for more information at <https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>.

How to return this survey:

Mail or email your completed survey to:

Mailing Address:

TxDOT Public Transportation Division
Attn: PTN - 5310 Section
125 East 11th Street, Austin, TX 78701

Email Address:

PTN_ProgramMgmt@txdot.gov

Get more information at:
www.TxDOT.gov

<https://www.txdot.gov/projects/projects-studies/statewide/fta-5310-fy25.html>





Appendix D

Survey Summary

Enhanced Mobility of Seniors and Individuals with
Disabilities Program (Section 5310)

Virtual Public Involvement Workshops
December 2024 January 2025

Introduction

This memo provides a summary of the data received from the public survey supporting TxDOT's biennial review of its administration and implementation of its FTA Section 5310 Program. This program, officially titled the Enhanced Mobility of Seniors and Individuals with Disabilities Program, provides federal funding for state, regional, and local services that address the mobility needs of seniors, individuals with disabilities, and others. A vital part of understanding the needs of the communities that rely on these services is to engage these communities directly, asking them to share details of their usage of and experiences with these services and to identify opportunities for improvement.

In addition to a series of workshops and a formal comment period, TxDOT provided a digital survey, hosted on the online engagement platform MetroQuest. This enabled people who could not attend the in-person workshops or did not learn of them soon enough to still provide input. This survey guided participants through a short series of topical and demographic exercises that ranged from traditional survey questions to ranking activities and star ratings of different aspects of the mobility service(s) they most commonly utilize.

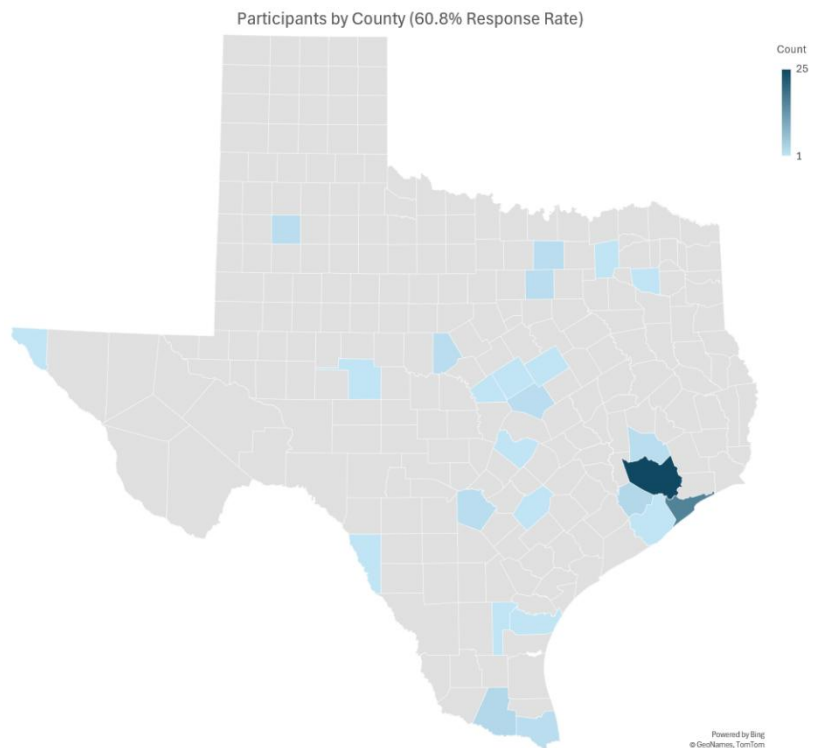
The survey was available from Dec. 3, 2024 until Jan. 17, 2025. There were 565 visitors to the MetroQuest survey page, resulting in 125 responses at a rate of 22.1%. The average participant spent 32.6 minutes in the survey, although this result is skewed by participants who may have skimmed or rushed through the survey, or who took multiple hours to respond. By removing the top 10% and bottom 10% of participants, the average becomes 11.2 minutes, which may be a more realistic representation of the time it took participants to complete the survey.

The sample sizes (n-values) listed throughout this summary are the percentage of respondents who answered each question.

Survey Responses by County

The table and map below display the geographic distribution of participants based on their self-reported locations. Among the 76 respondents, 32.9% were located in Harris County, while 21.1% were located in Galveston County. Together, these two counties account for nearly half of the total responses. It is important to note that origin data was not available for this analysis.

County	Count	Percentage
Harris County, Texas	25	32.9%
Galveston County, Texas	16	21.1%
Fort Bend County, Texas	3	3.9%
Hidalgo County, Texas	3	3.9%
Bell County, Texas	2	2.6%
Bexar County, Texas	2	2.6%
Brown County, Texas	2	2.6%
Cameron County, Texas	2	2.6%
Denton County, Texas	2	2.6%
Lubbock County, Texas	2	2.6%
Montgomery County, Texas	2	2.6%
Tarrant County, Texas	2	2.6%
Brazoria County, Texas	1	1.3%
Coryell County, Texas	1	1.3%
El Paso County, Texas	1	1.3%
Gonzales County, Texas	1	1.3%
Hunt County, Texas	1	1.3%
Jim Wells County, Texas	1	1.3%
Lampasas County, Texas	1	1.3%
Maverick County, Texas	1	1.3%
McLennan County, Texas	1	1.3%
Nueces County, Texas	1	1.3%
Tom Green County, Texas	1	1.3%
Travis County, Texas	1	1.3%
Wood County, Texas	1	1.3%

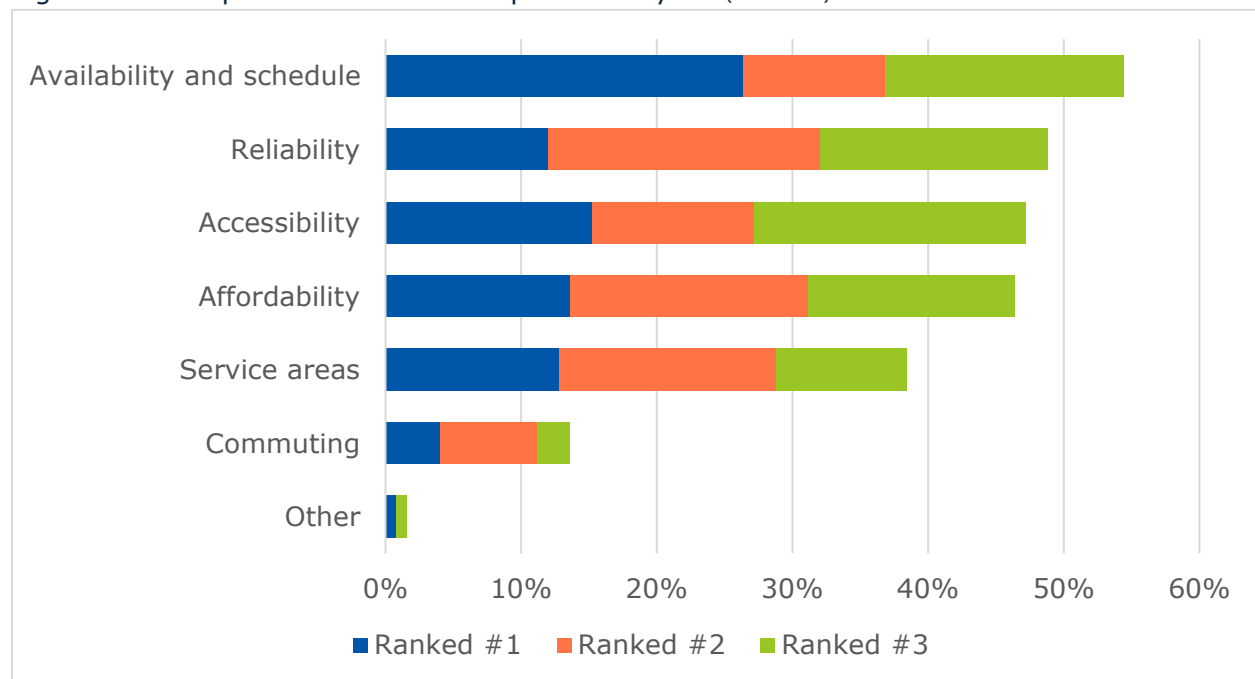


Service Priorities

The first activity in the survey provided respondents with a list of six possible priorities for the planning and administering of mobility services and were asked to rank the top three priorities that are most important to them. Figure 1 presents the percentage of respondents who selected each individual options, as well as a breakdown of how those respondents ranked those options within their top three choices.

The most important consideration for respondents was the availability and schedule of their mobility service; over half of respondents selected this option, with more than a quarter choosing it as their top priority, substantially ahead of all other options. Following on from there, three further options had little to separate them: Reliability, accessibility, and affordability. Service areas were also a substantial consideration, while commuting was a distant last place. The option to input a priority not listed was available, though it received minimal use.

Figure 1: What priorities are most important to you? (n=84.8%)



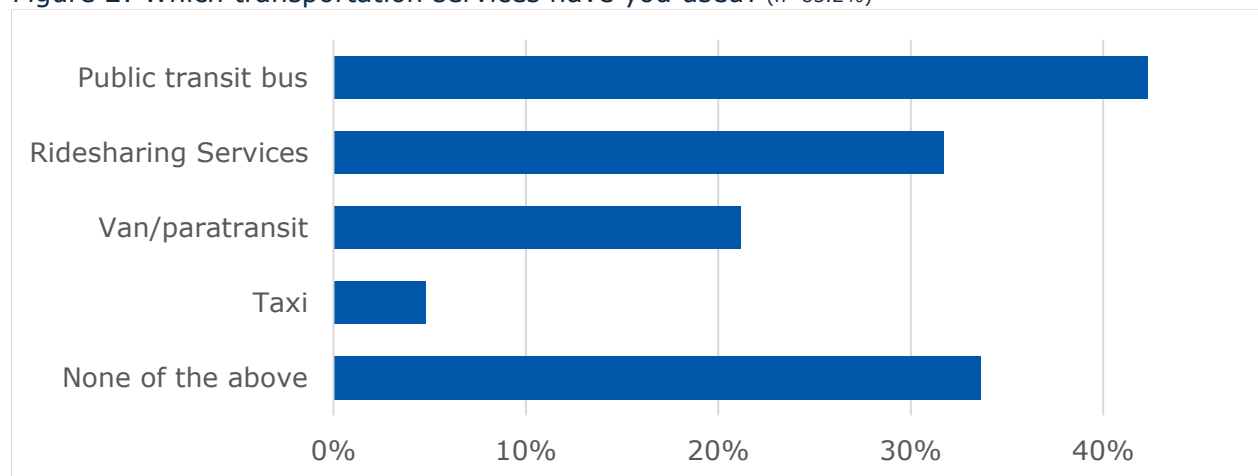
Service Usage

The next activity took the form of a traditional survey with questions grouped into topical categories. The first two topics addressed the respondent's use of mobility services.

Only 55.7% of respondents (n=84.8%) indicated that they had used a mobility service ("such as public transit buses, vans/paratransit, taxis, or shared ride services") in the past six months. This low rate is likely reflected in, as explored later in Figure 11, 37.8% of respondents indicating that they are a mobility service provider and 13.3% (not mutually exclusive) indicating that they are a caregiver for a senior or a person with disabilities.

As seen in Figure 2, the most commonly-used form of mobility service are public transit buses, with 42% of respondents having used buses before. This was followed by ridesharing and paratransit vans; fewer than 5% use taxi cabs to travel.

Figure 2: Which transportation services have you used? (n=83.2%)



Over 60% of respondents use public transportation services at least once per month Figure 3, with over 40% using these services at least weekly; these rates are higher than the 31% who almost never utilize public transportation.

Respondents were asked to select the reasons for their public transportation travel from an offered list. At least half of respondents travel to medical appointments and social occasions Figure 4 and, additionally, over 40% of respondents use public transportation for getting to work or for essential shopping, such as buying groceries. Several other activities also received significant selection. However, despite how many reasons for travel were commonly selected, only 49% of respondents (n=67.2%) said that their current transportation options meet their needs.

Figure 3: How often do you use public transportation? (n=64.8%)

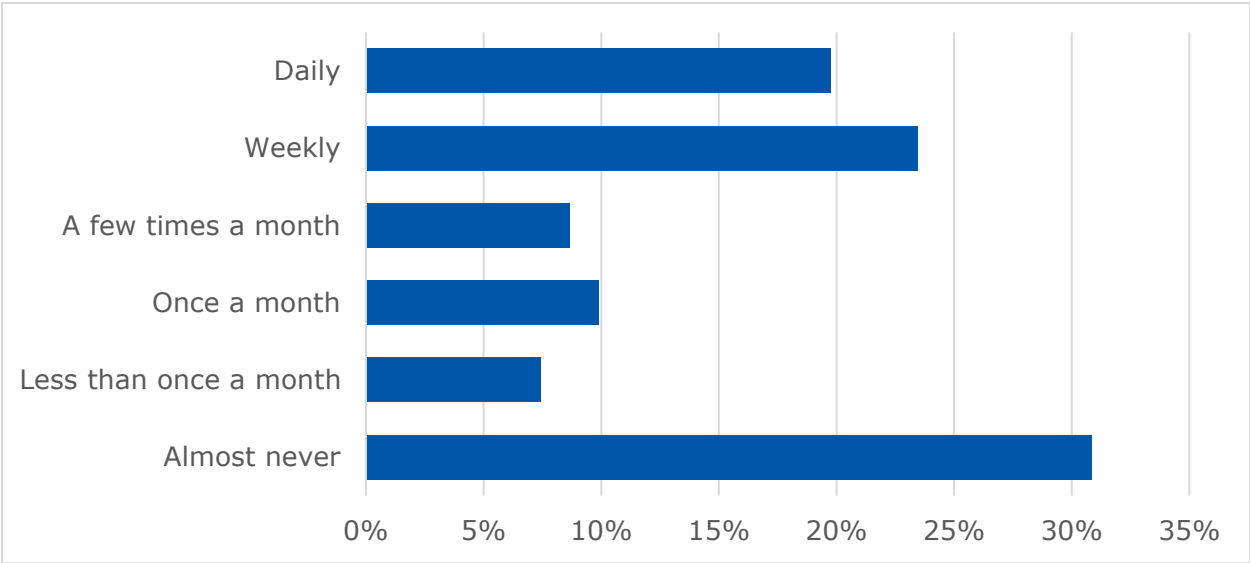
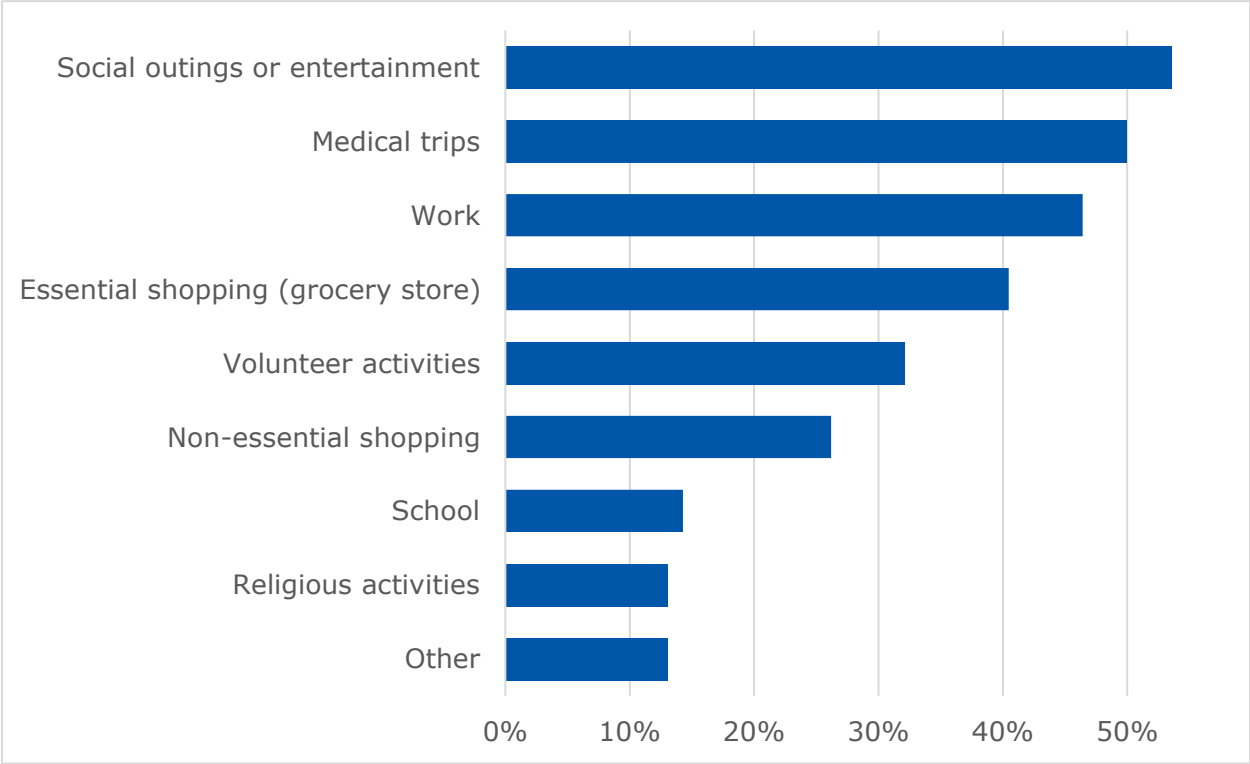


Figure 4: Why do you use transportation services such as public transit buses, vans, taxis or shared ride services? (n=67.2%)

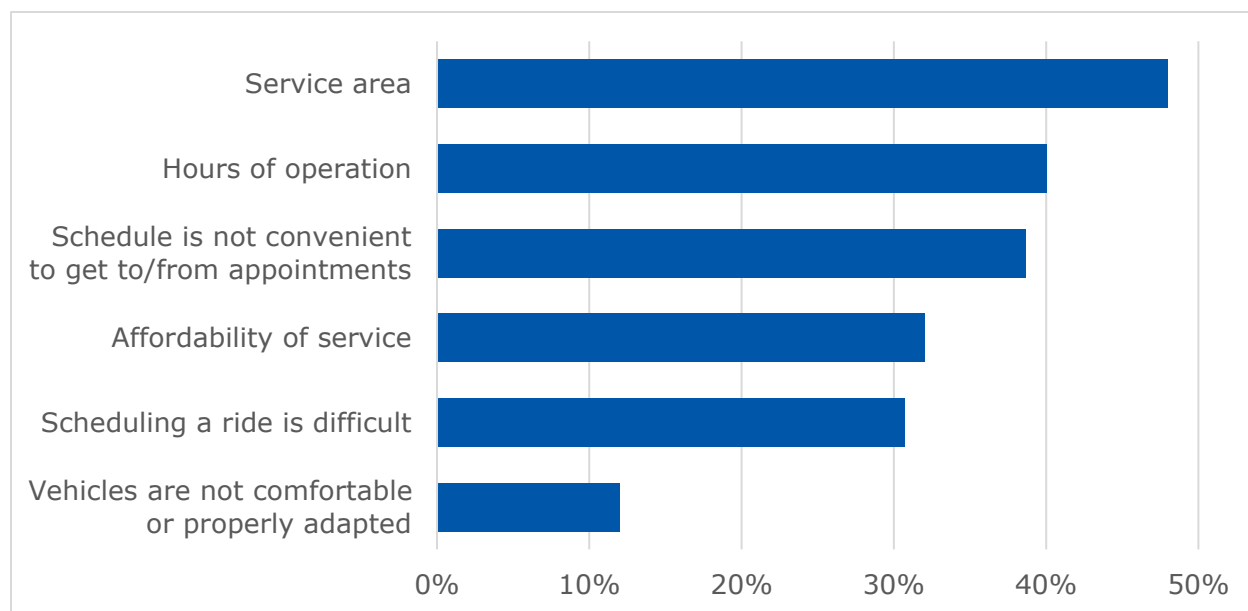


Difficulties and Improvements

The next topics addressed asked respondents about the difficulties they face in accessing and utilizing mobility services, as well as what improvements they would like to see from their current mobility service providers.

Nearly half of respondents cite the service area of their mobility service provider as a major obstacle in using that service Figure 5; the hours of service and the service schedule's convenience for their needs were identified as obstacles by around 40% of respondents, too. While the cost of rides and difficulty scheduling them were also common obstacles, only 12% saw a lack of comfort and proper adaption of service vehicles as a major issue.

Figure 5: What are the main obstacles you encounter when using transportation services?
(n=60.0%)



The concerns over schedules and hours of operation are also seen in another question: only 43% of respondents (n=60.8%) felt that mobility services are available when they need them. When service is not available, only 21% of respondents are able to drive themselves instead Figure 6; half of respondents would be dependent on friends and family members, 14% would rely on private rideshare, and another 14% would have no options at all.

Respondents were offered an assortment of potential improvements to their current mobility service and asked to pick up to three of them that they would most want to see implemented. Over 44% of respondents would like to see weekend and after-hours service expanded Figure 7. Two of the top improvements desired were about making scheduling rides easier, with 42% of respondents wanting easier multiple-stop trip scheduling and 35% wanting easier single-stop trips. Scheduling rides on

shorter notice and easier travel across service boundaries were both desired by over 30% of respondents.

Figure 6: If transportation services are not available in your area, what alternatives would you have to reach your destination? (n=56.0%)

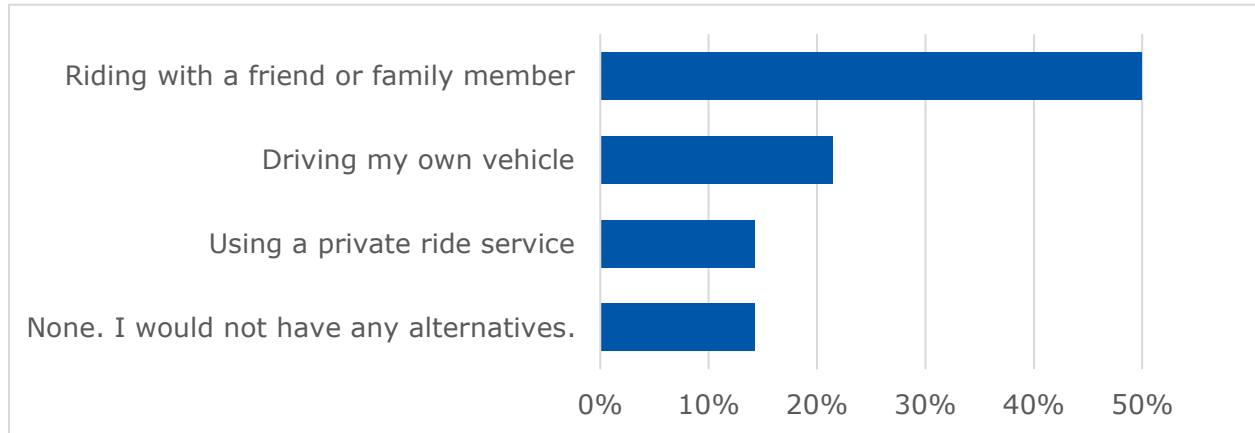


Figure 7: Which of the following service improvements would you make to your current transportation service? (n=55.2%)

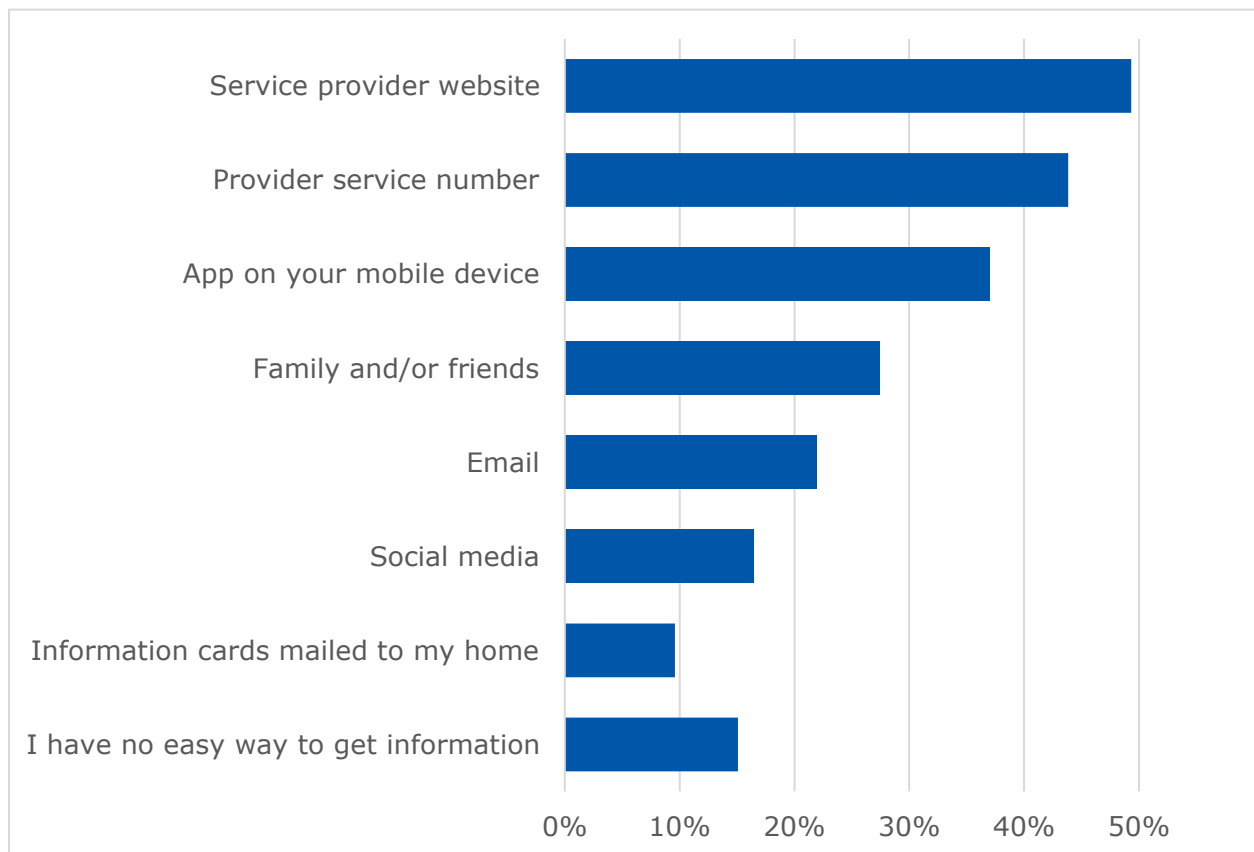


Information Access

The final topic addressed in the second activity was the respondent's means to access transportation information as well as their access to and use of mobile phones.

Respondents were given a list of ways to access the information they need for accessing and using their preferred mobility service and were asked to select the options available to them. Three options in particular stood out as the most common Figure 8: their service provider's website (49%), their service provider's telephone number (44%), and an app on their cell phone (37%). Over 15% of respondents indicated that they have no easy way of accessing service information.

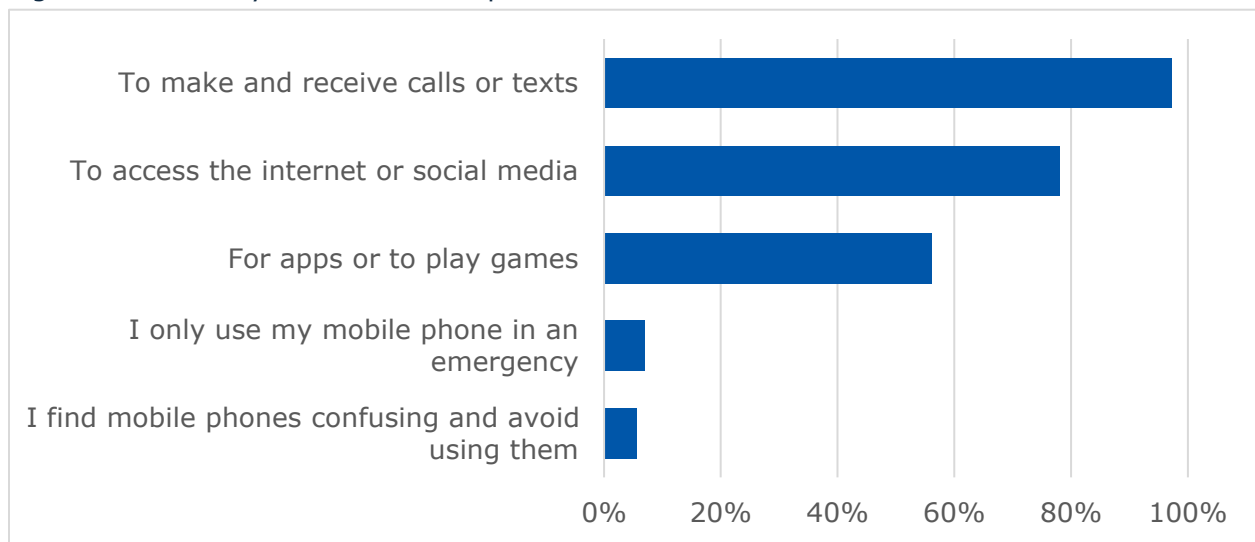
Figure 8: How do you access transportation information? (n=58.4%)



Cell phones were ubiquitous among survey respondents: 96% of respondents (n=57.6%) stated that they use or have access to a mobile phone.

Over 97% of respondents use mobile phones for telephone calls and text messages Figure 9, and over 78% use their phone to access the internet and social media.

Figure 9: How do you use a mobile phone? (n=58.4%)



Service Ratings

The third activity had respondents rate the quality of their mobility service provider across a range of traits making up six overall categories. A five-star scale was utilized for this purpose; the lowest rating possible was one star out of five. Average ratings were calculated for each trait and an overall average (weighted for response rate) for each category was then calculated as well (Figure 10). Respondents gave particularly strong ratings for customer service and equipment used in providing service, with each category and nearly all traits rated at an average of over four stars. Service hours earned the lowest average among the six categories: despite a strong rating for weekday service, evening and weekend service received the two lowest average ratings across all traits.

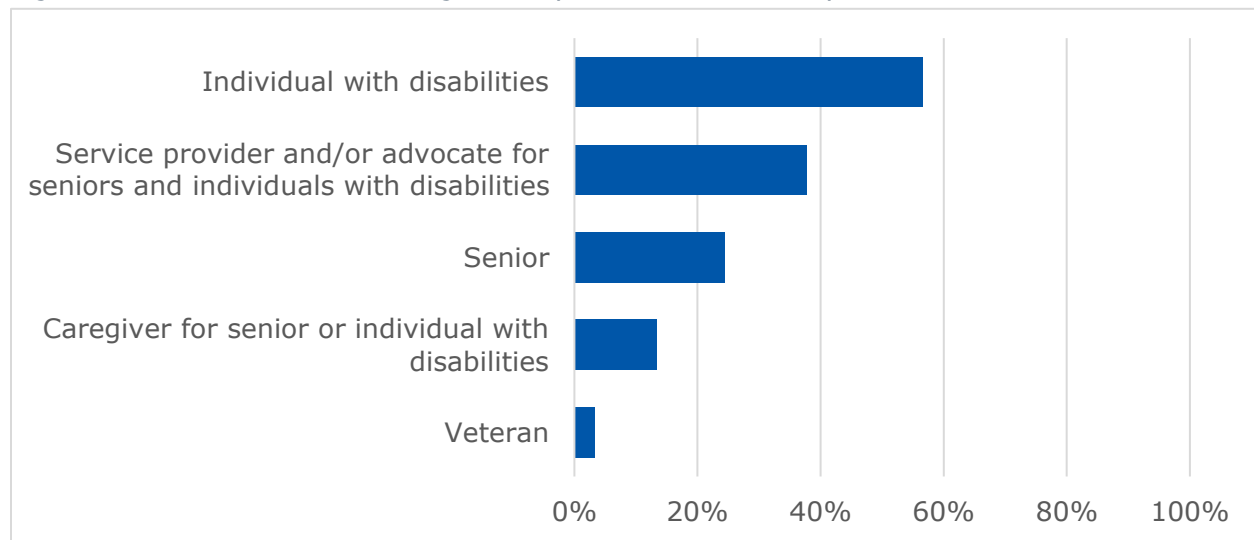
Figure 10: Average ratings for service quality, scale of 1-5 (n=39.2%-50.4%)

Assistance to get on and off vehicles		4.05	
Parking		3.63	
Equipment			
Reliability of vehicles		4.09	
Number of seats available		4.28	
Category average		4.19	
Customer service			
Responsiveness of staff		4.09	
Quality of service		4.11	
Understanding of program qualification		3.92	
Enrollment assistance		4.11	
Courteous and respectful		4.33	
Category average		4.12	
Ease of scheduling		3.73	
Short-notice service		3.19	
Recurring reservations		3.55	
Category average		3.43	
Service hours			
Evening Service		3.07	
Category average		3.35	
Information and updates			
Ability to contact drivers		3.61	
Website content		3.73	
Social media content		3.94	
Telephone support		3.94	
Changes to service		3.88	
Category average		3.81	

Demographics and other details

Respondents were presented with a list of descriptive options and asked to select which ones, if any, applied to them. A majority of respondents were from demographics likely to make use of mobility services personally: 57% indicated that they are individuals with disabilities (Figure 11) and 24% indicated that they are seniors. A substantial portion of respondents provided further perspective, with 38% indicating that they are service providers or advocates for those two groups, and 13% stating that they are caregivers for those two groups.

Figure 11: Which of the following would you use to describe yourself? (n=72.0%)



- 76 respondents (61% of all total respondents) provided their home ZIP Code.
- 43 different ZIP Codes were represented in the survey, with nine ZIP Codes receiving multiple responses:
 - 77573 (League City, outside Houston; 18% of responses)
 - 77546 (Friendswood, outside Houston; 11%), 77598 (Webster, outside Houston; 8%)
 - 77581 (Pearland and others, outside Houston; 4%)
 - 77586 (Seabrook and others, outside Houston; 4%)
 - 76801 (Brownwood; 3%)
 - 77518 (Bacliff, outside Houston; 3%)
 - 77568 (La Marque and others, outside Houston; 3%)
 - 78596 (Weslaco; 3%).
- 34 ZIP Codes only accounted for one response each and 211 ZIP Codes had zero responses.

36% of respondents (n=62.4%) participated in one of TxDOT's Section 5310 workshops. 30% of respondents (n=60.8%) found out about the survey through their mobility service provider, 12% found out through social media, and 11% through postings on websites.



PTN 5310: Survey Comments

The table below shows all recorded comments from the MetroQuest survey from Dec. 3, 2024 to Jan. 17, 2025.

PTN 5310 Survey Comments

SECTION 2: IDENTIFY PRIORITIES // What is important to you?		
SET	DATE OF SUBMISSION	FEEDBACK
Accessibility	12/4/2024	Leave no one behind. Access for all.
	12/4/2024	They have a ramp for the wheelchair
	12/9/2024	Lical to surrounding activities, classes and appointments
	12/10/2024	Uber and Lyft do not have ADA Accessible Vehicles.
	12/10/2024	Need easy access to get in or out of car or van
	12/10/2024	Transportation is very Accessibility
	12/11/2024	Accessible transportation would benefit Tomball by helping seniors, people with disabilities, and caregivers access essential services, jobs, and community activities. It fosters inclusion, boosts the local economy, and creates a stronger, more connected community.
	12/20/2024	Accessibility is important because need to be able to take wheelchair or scooter with me. Mounting Horizons is the one that allows me to do that.
	12/26/2024	Sometimes when I call them to go to next stop it takes a long time and by the time I get to the stop it's closed I know the driver's sit in parking lots for a while and go when the manifest says they can go
Reliability	1/17/2025	Public Transportation is very limited in my area of residence as it is located outside of the Houston City limits. I have to travel to where it is available to be utilize it and I don't drive as I'm a person with a disability.
	12/4/2024	They come right at the house
	12/10/2024	There is no public transportation in league city, Webster, Friendswood.
	12/10/2024	Need to be able to depend on them to get me from point A to point B and then back. Due to limited options I have available to me.
	12/10/2024	Yes we do need a Reliability
	12/11/2024	Reliable transportation would benefit Tomball by improving access to jobs, healthcare, and community resources, fostering independence for residents and supporting local businesses. It creates a more inclusive and connected community where everyone can thrive.
Availability and schedule	12/20/2024	Reliability is important to me because without transportation service difficult to get to my life saving treatments.
	12/4/2024	Bus 88 running at the Fuqua PR is a life saver, for visiting Houston on a weekend as a disabled person. I would love to see more local buses running from Park and Rides on the weekends. Nonworking people or people who can't drive want to get into the downtown areas too at an affordable rate. I have gotten so much more access to volunteer and networking opportunities with that local bus stopping at the Fuqua one. It really increases my independence.

PTN 5310 Survey Comments

SECTION 2: IDENTIFY PRIORITIES // What is important to you?		
	12/4/2024	Van service
	12/4/2024	Transportation isn't cheap. We need to identify what we can provide sustainably.
	12/4/2024	Good schedule
	12/10/2024	Transportation very important to schedule a ride
	12/26/2024	Sometimes when I try to get a ride in wood Co it's difficult I've been told they can get me there but not home I'm in a mobility chair and can't get home?
	12/29/2024	Saturday availability. Sunday for church would be lovely but I can understand no Sunday's.
	1/13/2025	There is not a lot of options available that are easy to use and that are wheelchair accessible.
	1/15/2025	Need transportation for morning and evenings
Affordability	12/4/2024	Metro is so affordable! Makes it cheap to visit Houston when I can get to the Park and Rides. Have to use uber in Webster/Clear Lake though. Or for League City/Galveston. This gets costly. I looked into Harris County Rides, but the program is confusing and you have to mail in a cashier's check or money order to load your card the first time. I don't want to have to uber to a bank, mail a check, and THEN get a card. That stresses me out - not affordable to get started, if having to do all that.
	12/4/2024	How much it cost getting one the bus
	12/4/2024	Can't ride if you cant pay or if there isn't any funding to provide critical transportation care.
	12/10/2024	Uber, Lyft, and medical transportation is too expensive.
	12/10/2024	Transportation is Very Affordable you don't have to pay so much money
	12/11/2024	Affordable transportation would benefit Tomball residents, including people like me, by improving access to essential services, work, and community activities. It reduces financial strain for low-income individuals, seniors, and people with disabilities, fostering independence and strengthening the community through greater participation and support for local businesses.
	12/20/2024	Need transportation that is low cost and affordable due to having limited funds.
	1/17/2025	a lot transportation cost a lot . when have go longer distance.
Commuting	12/4/2024	Great
	12/10/2024	Transportation need money to stay open to give everybody a ride
	12/11/2024	Being able to Independently commute in Tomball would benefit me and others by providing access to work, healthcare, education, and social activities while fostering self-reliance and inclusion. It allows individuals to actively participate in the community and supports local businesses.
	12/26/2024	I wish wood co would go to Longview

PTN 5310 Survey Comments

SECTION 2: IDENTIFY PRIORITIES // What is important to you?		
Service areas	12/4/2024	Too many service area gaps in our region. I live in Webster (previously in League City) and have to uber a lot as League City has no public transportation (despite having 115k residents) and it is very hard for me to get to Galveston for volunteer activities in an affordable fashion. There is 1 park and ride in League City that goes to the island, but only Monday through Friday. Luckily, being in Webster my uber fees are small getting to Bay Area PR or Fuqua PR for visiting Houston.
	12/4/2024	Texas City Dickinson
	12/10/2024	Need transportation provider to cover my area and go outside my area at times
	12/10/2024	Ye it is very important Transportation in my Service areas
	12/11/2024	Not all Harris County residents can use Metro Lyft because some areas fall outside the service coverage. One such area is Tomball. For seniors, people with disabilities, and caregivers, this can create significant challenges, as they often have to rely on neighbors, friends, or family for transportation. Unfortunately, that isn't always easy, especially for those of us who are low-income and can't afford ride-share services like Lyft or Uber.
Other	12/4/2024	There are so nice
	12/18/2024	Being able to have a ride back and forth from work

SECTION 3: TRAVEL SURVEY // Tell us about your travel.		
SET	DATE OF SUBMISSION	FEEDBACK
Service used	N/A	No comments
Travel purposes	N/A	No comments
Barriers	N/A	No comments
Improvements	N/A	No comments
Access information	N/A	No comments

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?		
SET	DATE OF SUBMISSION	FEEDBACK
Accessibility	12/4/2024	Transit provider: 3.5 stars. For the most part, yes for Houston Metro. All the construction affects sidewalk safety sometimes, which is not in their control. Need more bus stops to be lighted though! With trash cans, to reduce litter if possible. Most do, not all. When on island, extremely confusing for Island transit and have missed buses and had to walk a ways to get to area I knew. Need better maps/system to be safe, if not a resident who is super familiar with it.
	12/4/2024	Transit provider: Very courteous , uses safety precautions
	12/4/2024	Transit provider: No bus service available in Arlington TX
	12/9/2024	Transit provider: NA private ride service comes to the door
	1/3/2025	Transit provider: no problem
	1/15/2025	Transit provider: Mounting Horizons will come to pick me up. This is VERY IMPORTANT when you can't cognitively explain how to get where you want to go, or how to get home. TRUSTING YOUR DRIVERS IS REALLY IMPORTANT!
	12/4/2024	Ease of getting on vehicles: Good, always with caution, follow sProcedures
	12/4/2024	Ease of getting on vehicles: Putting a 4, as this varies based on provider and on local construction affecting access to vehicles. This just really varies.
	12/9/2024	Ease of getting on vehicles: All ratings are for the private ride service I use, since public transit does not service my home.
	12/9/2024	Ease of getting on vehicles: We have no services
	12/9/2024	Ease of getting on vehicles: No services
	12/9/2024	Ease of getting on vehicles: No service available
	1/3/2025	Ease of getting on vehicles: No problems
	1/8/2025	Ease of getting on vehicles: N/A

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?		
	12/4/2024	Parking: 5 stars for the Park and Rides for Houston Metro. I don't know if this applies for Island Transit, so put a 4. Not applicable to uber.
	12/9/2024	Parking: NA
	12/4/2024	Boarding area: 4 for Metro - this is largely due to construction and sidewalks being affected in some areas. The lack of lighting at some stops does deter me from using Metro at night. 3 or less for Galveston Island. Many sidewalks are still not ADA accessible or have steep drop offs/no consistency with curb cuts. I would love to visit all the art galleries with my friend who uses a walker, but she would have a hard time safely navigating. City needs to prioritize making infrastructure accessible for all!
	1/8/2024	Parking: Not enough accessible parking anywhere. I'm a wheelchair user and often cannot find an accessible spot. More education needs to be done to educate our healthcare professionals on the blue placard system.
	1/8/2024	Parking: NA
	1/13/2024	Parking: Does not apply
	12/9/2024	Boarding area: Rating is for private ride service only. Public transit service area stops 1.5 blocks away.
	1/8/2024	Boarding area: NA
	1/8/2024	Boarding area: Does not apply
	12/4/2024	Assistance available to get on and off vehicles: Great , with precision and safety
	12/4/2024	Assistance available to get on and off vehicles: This seems to vary, based on the provider you are using or even the driver. I haven't needed it, but have seen Metro drivers assist folks sometimes. Some Uber drivers do, but they are not trained to do that - rideshare companies should offer their drivers training opportunities for both the driver's safety and that of passengers.
	12/9/2024	Assistance available to get on and off vehicles: Rating is for private ride service only. Public transit service area stops 1.5 blovks away
	1/3/2025	Assistance available to get on and off vehicles: This is important for blind/visually impaired persons.
	1/8/2025	Assistance available to get on and off behicles:

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?		
		NA
Service hours	12/4/2024	Weekday Service: Good, sometimes have to reschedule
	12/4/2024	Weekday Service: Putting a 3 - limited options force me to have to use uber in my area or to cross county lines. I view Uber as a private company and not true public transportation.
	12/9/2024	Weekday Service: None available
	1/8/2025	Weekday Service: We need all community transportation providers to come together and use one system that will bring efficiency to San Antonio.
	1/8/2025	NA
	12/4/2024	Evening Service: A lot of service providers cut off at 6. Metro runs longer into the evening, so would be a 5 for them. Gulf Coast Transit District is a little more limited than Metro. Uber is whenever, but you can deal with steep surge pricing at peak times. And again, not a true public transportation provider. Just filling in the overwhelming gaps and lack of services.
	12/9/2024	Evening Service: None
	1/8/2025	Evening Service: NA
	12/4/2024	Weekend Service: 5 stars for Houston Metro local buses. League City Park and Ride does not operate on weekends (GCTD), Mounting Horizons is not operating their transit right now until they can procure a contractor, so that removes an option for Saturdays. I don't know any Galveston provider that offers Sundays. Most seniors and folks with disabilities can't afford to uber every Saturday/Sunday for outings or worship services so... most that I know are stuck at home.
	12/9/2024	Weekend Service: None
	1/15/2025	Weekend Service: Have not tried weekend service
	12/4/2024	Flexibility: I only use Metro's buses, so can't comment on theirs. People we serve at nonprofit struggle with having to schedule a week ahead for GCTD service. I think the driver shortage in TX is making them be booked very quickly all the time. Sometimes they get through when they call, sometimes they don't. 3 stars for Mounting Horizons - it can be changed if you request via their transportation hotline, but can be more challenging to do over the weekend or with short notice.

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?		
Scheduling and availability	1/8/2025	Flexibility: NA
	1/15/2025	Flexibility: Have not tried to reschedule
	12/4/2024	Ease of scheduling: I only use Metro's buses, so can't comment on theirs. People we serve at nonprofit struggle with having to schedule a week ahead for GCTD service. I think the driver shortage in TX is making them be booked very quickly all the time. A week is not really great, when doctor appointments or shifts can pop up out of nowhere.
	12/20/2024	Ease of scheduling: Scheduling can be better. Mean schedule a week ahead all rides
	12/4/2024	On-time service: Any service I have used, outside of uber, that is public transportation and requires scheduling does not allow me to schedule two hours in advance of when I need to be picked up. Definitely not the ones in Galveston County. Again, haven't personally used Harris RIDES. However, the affordable option for trips they provide requires 24 hr notice and we've had folks we serve at work that have drivers be 1-2 hrs late or not show. The option for 2 hrs thru RIDES is via Taxi - too expensive.
	12/4/2024	On-time service: Any service I have used, outside of uber, that is public transportation and requires scheduling does not allow me to schedule two hours in advance of when I need to be picked up. Definitely not the ones in Galveston County. Again, haven't personally used Harris RIDES. However, the affordable option for trips they provide requires 24 hr notice and we've had folks we serve at work that have drivers be 1-2 hrs late or not show. The option for 2 hrs thru RIDES is via Taxi - too expensive.
	12/4/2024	On-demand service: Any service I have used, outside of uber, that is public transportation and requires scheduling does not allow me to schedule two hours in advance of when I need to be picked up. Definitely not the ones in Galveston County. Again, haven't personally used Harris RIDES. However, the affordable option for trips they provide requires 24 hr notice and we've had folks we serve at work that have drivers be 1-2 hrs late or not show. The option for 2 hrs thru RIDES is via Taxi - too expensive.
	12/20/2024	On-demand service: flexible on scheduling for rideshare program
	1/15/2025	On-demand service: Haven't tried this, but i don't think so
	12/4/2024	Recurring reservations:

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?		
		Couldn't do that with Mounting Horizons when it is operating transportation. I don't think RIDES allows for that. I don't think GCTD does either. You probably DO NOT want to do that for uber. When scheduling in advance, I have found my fares to be higher. Some nonprofits like St. Vincent's have done so in the past and possibly H.I.S. Ministries? I don't know about Houston's MetroLyft service - they might.
	1/8/2025	Recurring reservations: NA
	1/17/2025	Recurring reservations: Gulf Coast Transit often full and hard to get a ride
Equipment	12/4/2024	Comfort of vehicles: Bumpy rides
	12/4/2024	Comfort of vehicles: Depends on provider. Some services I used a year or two ago would have made this a 2 or 3 star. Park and ride buses for Houston Metro are comfortable, the bus seats/rail seats are harder, but are easier to clean and maintain so I get it. Enough leg room.
	12/9/2024	Comfort of vehicles: No service
	12/9/2024	Comfort of vehicles: No
	12/4/2024	Reliability of vehicles: 90% on time
	12/9/2024	Reliability of vehicles: No
	12/9/2024	Reliability of vehicles: No
	12/4/2024	Maintenance of vehicles: Done on time
	12/9/2024	Maintenance of vehicles: No
	12/9/2024	Maintenance of vehicles: No
	12/4/2024	Maintenance of vehicles: Depends on provider. Uber, you are riding in personal vehicles. Some drivers keep their vehicles clean, some are rough with trash not cleaned out, pet hair/smoke smell, etc. Houston Metro does pretty good with keeping theirs clean. Sometimes people leave trash but they routinely clean and they transport a HUGE amount of people. So it doesn't bother me - it makes sense.
	12/9/2024	Number of seats available:

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?		
		No
	12/9/2024	Number of seats available: No
	1/8/2025	Number of seats available: NA
Customer Service	12/4/2024	Enrollment assistance: Varies - Some agencies do well with this and some are not always available. Sometimes, it is not an issue with staff so much as the process itself being convoluted and discouraging folks.
	12/9/2024	Enrollment assistance: No
	12/9/2024	Enrollment assistance: No
	1/8/2025	Enrollment assistance: NA
	12/4/2024	Responsiveness of staff: Sometime reservations are lost
	12/4/2024	Responsiveness of staff: This varies from agency to agency, driver to driver. Hard to get through to GCTD staff via phone - might just be call volume. At the nonprofit, we have heard complaints about some providers but don't have a lot of first hand experience.
	12/9/2024	Responsiveness of staff: No
	12/9/2024	Responsiveness of staff: No
	1/8/2025	Responsiveness of staff: Continued training on ageism and ableism
	1/8/2025	Responsiveness of staff: NA
	1/17/2025	Responsiveness of staff: Mounting Horizons always nice and helpful
	12/4/2024	Quality of service: This varies from provider to provider, driver o driver. If using uber? Sometimes a hot mess. Part of that is the gps app putting drivers in the wrong parking lots and getting them turned around. Not their fault. Metro, folks have been willing to help when I have had questions and you can text bus stop numbers to get updates.
	12/9/2024	Quality of service: No

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?		
	12/9/2024	Quality of service: No
	12/4/2024	Understanding of program qualification: This is a struggle area for a lot of agencies. Staff understand their programs, but not always how to Communicate the programs to new users, users with different learning styles, etc.
	12/9/2024	Understanding of program qualification: No
	12/9/2024	Understanding of program qualification: No
	12/9/2024	Courteous and respectful: No
	12/9/2024	Courteous and respectful: No
Information and updates	12/4/2024	Telephone support: Depends - this varies between agencies.
	12/9/2024	Telephone support: None
	12/9/2024	Telephone support: None
	1/8/2025	Telephone support: NA
	1/17/2025	Telephone support: It is often hard to reach gulf coast transit phone has clicked off or there is no answer. and unable to leave a message
	1/17/2025	Telephone support: It is often hard to reach gulf coast transit phone has clicked off or there is no answer. and unable to leave a message
	12/4/2024	Ability to contact drivers: Harder to contact driver's directly. Usually need to contact agency staff, who then contact the driver. This is not always a quick process.
	12/9/2024	Ability to contact drivers: None
	12/9/2024	Ability to contact drivers: None
	12/4/2024	Changes to service: Changes to services are relayed by most agencies - not always in a way that makes sense though.
	12/9/2024	Changes to service:

PTN 5310 Survey Comments

SECTION 4: YOUR EXPERIENCE // How is your service?

		None
	12/9/2024	Changes to service: None
	1/8/2025	Changes to service: NA
	12/9/2024	Website content: None
	12/9/2024	Website content: None
	12/9/2024	Social media content: None
	12/9/2024	Social media content: None
	12/13/2024	Social media content: I have no opinion on the social media advertisement of the company

SECTION 5: WRAP UP // Final Questions (Optional)

SET	DATE OF SUBMISSION	FEEDBACK
	12/3/2024	Do you have any other additional comments? Transportation basically not available where I live. I rely entirely on family and friends.
	12/4/2024	Do you have any other additional comments? No
	12/4/2024	Do you have any other additional comments? NBCDFW
	12/4/2024	Do you have any other additional comments? Please invest in more connectivity between various agencies, help find strategies to get more drivers for said agencies, and just more public transportation options throughout our region and across the state. It is sorely needed for the disability community and seniors, but low income folks and folks experiencing homelessness are seriously affected by the lack of affordable public transportation too!
	12/4/2024	Do you have any other additional comments? TxDOT workshop
	12/4/2024	Do you have any other additional comments? No, I just hope that the situation can be improved, thank you!
	12/4/2024	Do you have any other additional comments?

PTN 5310 Survey Comments

SECTION 5: WRAP UP // Final Questions (Optional)		
Tell us about yourself		There is no longer a reliable transit service available in this area that can pick-up at home. It is so difficult to schedule a ride and hope they arrive in time for any appointments. Uber costs too much money. Family is not always available to help.
	12/5/2024	Do you have any other additional comments? N/a
	12/9/2024	Do you have any other additional comments? Need ADA UPDATES asap Better customer service Better response times
	12/9/2024	Do you have any other additional comments Needs services
	12/9/2024	Do you have any other additional comments? Need serviced
	12/9/2024	Do you have any other additional comments? Transportation for younger adults with IDD and physical limitations is not available and public doesn't seem safe enough for them to travel alone to get to out of local are destinations
	12/9/2024	Do you have any other additional comments? Buses are not very accessible and difficult to navigate due to my multiple physical and mental disabilities
	12/10/2024	Transportation is not very easy to access in my area. There is no service
	12/10/2024	N/A
	12/11/2024	When I used to live in League City, Mountain Horizons was my transportation provider. Since living in Tomball, I have had to rely on friends and family, which is not always possible.
	12/20/2024	Thankful for Mounting Horizons transportation when it's running. due to limited mobility i would not be able to get to treatments. Staff is nice and helpful and communication great. Wish they could extend hours.
	12/26/2024	No
	12/29/2024	Thank you for asking for our input via this survey.
	1/3/2025	Galveston County needs transportation
	1/7/2025	No
	1/8/2025	public transportation should be more accessible to people with physical disabilities. Espically those with vision impairment or blindness. As a blind individual, witness discrimination against my peers who have service animals. Have been refused service or have been dropped off at wrong destination. As a blind person, I am fearful of using rideshare with a cane or based on pass discrimination experience. Some drivers do not understand the importance of service animals to a person with blindness.

PTN 5310 Survey Comments

SECTION 5: WRAP UP // Final Questions (Optional)		
	1/8/2025	no
	1/8/2025	We need a comprehensive, coordinated one call one click system in San Antonio. Transit providers need to work together.
	1/10/2025	I'm
	1/13/2025	Gracias por la encuesta
	1/13/2025	No.
	1/15/2025	Just that I have had issues with another transit provider who had proven themselves to be unreliable. Therefore, i strongly support mounting horizons, whom I have found to be reliable! I feel that I can trust them!
	1/17/2025	Public transportation is needed. The service areas need to be increased along with having more options that is affordable. Hate that it cost a lot.
	1/17/2025	Not at This Time



Appendix E

Other Comments Received

Enhanced Mobility of Seniors and Individuals with
Disabilities Program (Section 5310)

Virtual Public Involvement Workshops
December 2024 January 2025

Other Comments Received

Participants were able to provide comments through email, mail, and a dedicated phone line.

No email, mail, and voicemail comments were received through the comment period (Dec. 3, 2024, through Jan. 17, 2025).

Below is a representative slide included in all 17 workshop presentations that lists the multiple ways that participants could provide feedback.



We want to hear from you!

WAYS TO PROVIDE ADDITIONAL COMMENTS



Online Survey

Available in **English**
and **Spanish**



E-mail

Submit a comment to:
PTN_ProgramMgmt@txdot.gov



Call

Leave a voicemail message
at: **800-365-3127**



Mail

Submit a comment by mail to:
Texas Department of Transportation
ATTN: PTN 5310
125 E. 11th Street
Austin, TX 78701

**Please submit
or postmark
comments by:**

**Friday,
Jan. 17, 2025**



Appendix F

Conclusion

Enhanced Mobility of Seniors and Individuals with
Disabilities Program (Section 5310)

Virtual Public Involvement Workshops
December 2024 January 2025



Conclusion

The input gathered from the public and local stakeholders during these 17 workshops will assist TxDOT in making decisions regarding the Federal Funding for the 5310 Program. The input will identify how the agency can best use resources to serve the mobility needs of the community, particularly for seniors and individuals with disabilities.