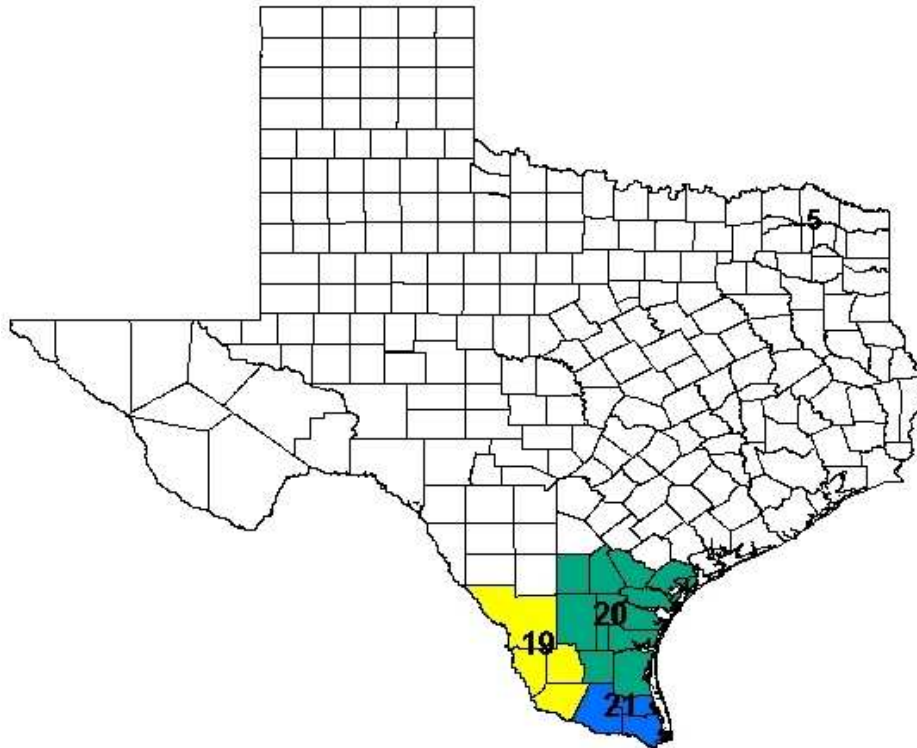


Regional Transportation Coordination Forum



**Transcription Notes from Forum for
State Planning Regions 19, 20 & 21**

**April 23, 2008
Alice, Texas**

Region 19

Served by South Texas Development Council

Lead Agency: South Texas Development Council
Juan E. Rodriguez
Economic Development Coordinator
956/722-3995
jerodriguez@stdc.cog.tx.us
P. O. Box 2187
Laredo, TX 78043

Counties Served: Jim Hogg, Starr, Webb, Zapata

Region 20

Served by Coastal Bend Council of Governments

Lead Agency: Coastal Bend Council of Governments
Richard Bullock
Director of Planning and Development
361/883-5743
richard@cbcog98.org
P. O. Box 9909
Corpus Christi, TX 78469

Counties Served: Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleburg, Live Oak, McMullen, Nueces, Refugio, San Patricio

Region 21

Served by Lower Rio Grande Valley Development Council

Lead Agency: Lower Rio Grande Valley Development Council
Mr. Manuel G. Flores
Director of Regional Transit Services
956/969-5761
mgflores@bizrgv.rr.com
311 N. 15th Street
McAllen, TX 78501

Counties Served: Cameron, Hidalgo, Willacy

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The following documents are a transcription of
flip chart notes taken during the meeting.

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
April 23, 2008 ★ Alice, Texas ★ 9:00am – 4:00pm**

Agenda

Welcome

Opening Comments
Review Agenda
Introductions

Facilitator
Brigida Gonzalez
Facilitator
Facilitator

Overview

Regional Transportation Initiative Overview

Steve Wright

Regional Transportation Services Overview

- Brigida Gonzalez – Coastal Bend Council of Governments
- Norma Zamora – Lower Rio Grande Valley Development Council
- Juan E. Rodriguez – South Texas Development Council

Regional Health and Human Services Overview

- Ann Cortez, DFPS – Regional Director for Adult Protective Services
- Imelda Garcia, DSHS – CSHCN Program – Unit Leader
- Hilda Saenz, Office of Eligibility Services – Program Manager
- Jessica Sifuentes – DADS
- David Luna – Office of Border Health
- Samuel Rodriguez – Regional Administrative Services
- Jaime Arizpe – Office of Border Health – Local Projects and Issues

Current Regional Coordination with HHS

- Brigida Gonzalez – Coastal Bend Council of Governments
- Norma Zamora – Lower Rio Grande Valley Development Council
- Juan E. Rodriguez – South Texas Development Council

Discussion: Sharing and Coordinating Resources

Current Transportation Services
Needs and Issues
Opportunities and Action Plans
Report-out

Subsequent Meetings and Follow-up

Conclusion

Plus / Delta Review
Closing Comments
Forum Evaluation

Facilitator
Brigida Gonzalez – Steve Wright
Facilitator



**Public Transportation ★ Health and Human Services
Regional Coordination Forum
April 23, 2008 ★ Alice, Texas ★ 9:00am – 4:00pm**

Organization/Role	Name	Phone	Address	E-mail
Planning Region 19 - South Texas Development Council				
HHSC – Office of Border Affairs	Jaime Arizpe	956-794-6320	1500 Akansas	jaime.arizpe@hhsc.state.tx.us
KFH Group, Inc.	Ken Hosen	512-372-8807	3409 Executive Center Dr. Austin, Texas 78731	khosen@kfgroup.com
PTC – TXDOT	Jose Lara	956-712-7438	1817 Bob Bullock Loop Laredo, TX 78043	jlara@dot.state.tx.us
TX Migrant Council	Roberto Guzman	956-726-6909	5102 N. Bartlett Laredo, TX 78040	roberto.guzman@tmccentral.org
Zapata County Transportation	Carmen R. Reyes	956-765-4590	P.O. Box 489 Zapata, TX 78076	carmenzapnc@hotmail.com
South Texas Development Council – Economic Development Coordinator	Juan E. Rodriguez	956-722-3995	P. O. Box 2187 Laredo, TX 78043	jerodriguez@stdc.cog.tx.us
Jim Hogg County Transportation	Raquel Segovia	361-527-5835	201 N. Oak, Suite 3 Hebbronville, TX 78361	cotrans@sbcglobal.net
Planning Region 20 - Coastal Bend COG				
Center for Independent Living Consumer	Abel Alonzo	361-883-8461	1701 Thames, #133 Corpus Christi, TX 78412	No email address
DFPS–Child Protective Services Community Initiatives Specialist	Wil Blake	361-808-6217	4201 Greenwood Corpus Christi, TX 78416	wilbur.blake@dfps.state.tx.us
DFPS – Regional Director for Adult Protective Services	Ann E. Cortez	956-316-8235	2520 S. I Road Edinburg, TX 78539	ann.cortez@dfps.state.tx.us
DARS/DBS Voc. Rehab. Counselor	Grace de la Cruz	361-289-2717	410 S. Padre Island # 103 Corpus Christi, TX 78405	grace.delacruz@dars.state.tx.us
DARS – Vocational Rehabilitation Counselor	Michael Day	361-878-3000	4410 Dillon Lane, Suite 44 Corpus Christi, TX 78415	michael.day@dars.state.tx.us
DFPS – Regional Director for Child Care Licensing	Adriene Driggers	210-337-3490	3625 S.E. Military Rd. San Antonio, TX	adriene.driggers@dfps.state.tx.us
Coastal Plains CMHMRC	Mark J. Durand	361-777-3991	200 Marnoit Portland, TX	mdurand@cpmhmrc.org
DADS – Regional Director	Rogelio Fuentes	956-316-8345	2520 S. I Road Edinburg, TX 78539	rogelio.fuentes@dads.state.tx.us

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
April 23, 2008 ★ Alice, Texas ★ 9:00am – 4:00pm**

Organization/Role	Name	Phone	Address	E-mail
Planning Region 20 - Coastal Bend COG (continued)				
Area Agency on Aging of the Coastal Bend	Delia Garcia	361-883-3935 ext. 215	P.O. Box 9909 Corpus Christi, TX 78469	delia@cbcogaaa.org
DSHS – CSHCN Program Unit Leader	Imelda Garcia	361-888-7837	1233 Agnes Corpus Christi, TX 78401	imelda.garcia@dshs.state.tx.us
R.E.A.L., Inc. Transportation Supervisor	Esmeralda "Lala" Garza	361-668-3158	301 Lucero St. Alice, TX 78332	lala7113158@yahoo.com
Corpus Christi Metropolitan Planning Organization Regional Transportation Coordinator	Brigida C. Gonzalez	361-853-9200	5151 Flynn Parkway, Suite 404 Corpus Christi, TX 78411-4318	brigidagonzalez@swbell.net
Workforce Solutions	Barbara Johnson	361-225-1098 ext. 117	400 Mann, Suite 1000 Corpus Christi, TX 78401	barbara.johnson@coastalworksource.com
Nueces County MHMR Executive Director	Diane Lowrance	361-886-6900	1630 S. Brownlee Corpus Christi, TX 78404	dlowrance@ncmhm.org
Office of Eligibility Services Texas Works Supervisor	Belinda Luna	361-660-2204	408 N. Flournoy Rd. Alice, TX 78384	bel.luna@hhsc.state.tx.us
Workforce Solutions	Pam Miles	361-225-1098 ext. 102	400 Mann, Suite 1000 Corpus Christi, TX 78401	pam.miles@coastalworksource.com
TxDOT Transportation Planner	Stephen Ndima	361-808-2351	P.O. Box 9907 Corpus Christi, TX 78469	sndima@dot.state.tx.us
CACOST – Health Center Director	Martin Ornelas	361-592-3237	415 S. 6th St. Kingsville, TX 78363	martin.ornelas@cacost.org
Coastal Plains MHMR Rehab Coordinator	Joel Perez	361-516-1067	924 ½ E. Fordyce Kingsville, TX 78363	jperez@cpmhm.org
Coastal Plains MHMR Clinic Director	Linda Ramos- Perez	361-664-9587	1165 E. Main St. Alice, TX 78332	lperez@cpmhm.org
Office of Eligibility Services Program Manager	Hilda Saenz	361-878-3525	5155 Flynn Parkway Corpus Christi, TX 78411	hilda.saenz@hhsc.state.tx.us
DARS – Div. for Blind Services Field Director	Ron Sparks	361-289-8727	410 SPID, Suite 103 Corpus Christi, TX 78405-2005	ron.sparks@dars.state.tx.us
CCRTA – Manager of Planning & Development	Oscar Vargas	361-289-2712	5658 Bear Lane Corpus Christi, TX 78405	ovargas@ccrta.org

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
April 23, 2008 ★ Alice, Texas ★ 9:00am – 4:00pm**

Organization/Role	Name	Phone	Address	E-mail
Planning Region 21 - Lower Rio Grande Valley Development Council				
MHMR	Connie Diedrich Aguirre	956-289-7130	P.O. Drawer 1108 Edinburg, TX 78539	diedrich@ttbh.org
The Wave – SPI Public Transportation Director	Cate Ball	956-761-3245	4601 Padre Blvd. South Padre Island, TX	cball@townspi.com
TxDOT Pharr District Public Transportation Coordinator	Gracie Cantu	956-702-6147	P.O. Box 1717 Pharr, TX 78577	gcantu@dot.state.tx.us
LRGVDC – Director of Regional Transit Services	Manuel Flores	956-969-5761	311 N. 15th Street McAllen, TX 78501	mgflores@bizrgv.rr.com
DARS – McAllen, Texas	Mario A. Flores	956-471-8655	5305 N. McColl McAllen, TX	mario.flores@dars.state.tx.us
DSHS / HSR – 11	Scott Hornéy	956-423-0130	601 W. Sesame Dr. Harlingen, TX 78550	scott.horney@dshs.state.tx.us
HHSC Director of Border Affairs	David Luna	956-444-3256	601 W. Sesame Dr. Harlingen, TX 78550	david.luna@hhsc.state.tx.us
LRGVDC Rio Metro Transit Public Transportation Asst. Dir.	Tomas Reyna	956-969-5761	510 S. Pleasantview Dr. Weslaco, TX 78596	treyna@bizrgv.rr.com
MTP TxDOT	Javier Rodriguez	956-661-5374	4501 W. Bus 83, Ste. A-1 McAllen, TX	javier.rodriquez@hhsc.state.tx.us
DARS – Harlingen, TX	Juan Ramirez	956-389-8950	3305 S. Expressway 83 Harlingen, TX	juan.ramirez@dars.state.tx.us
Office of Raul Trevino Director of Support Services	Samuel Rodriguez	956-316-8211	2520 S. I Rd. Edinburg, TX 78539	sam.rodriquez@hhsc.state.tx.us
DADS Office of Rogelio Fuentes	Jessica Sifuentes	956-504-4318	2345 Price Rd. Brownsville, TX 78520	jessica.sifuentes.2@dads.state.tx.us
McAllen Express Public Transportation Director	Elizabeth Suarez	956-688-3500	1501 W. Hwy 83, Suite 100 McAllen, TX 78504	esuarez@mcallen.net
UTB TSC MSN Program Director	Dr. Eloisa Tamez	956-882-5079	80 Fort Brown Brownsville, TX 78520	eloisa.tamez@utb.edu
Brownsville Urban System (BUS) Director	Norma Zamora	956-541-4881	700 Jose Colunga St. Brownsville, TX 78522	normaz@cob.us

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
April 23, 2008 ★ Alice, Texas ★ 9:00am – 4:00pm**

Organization/Role	Name	Phone	Address	E-mail
<i>TxDOT Public Transportation Division</i>				
TxDOT	Linda Gonzalez	512-416-2805	125 E. 11th St. Austin, TX 78701	lgonza5@dot.state.tx.us
TxDOT	Steve Wright	512-416-2811	125 E. 11th St. Austin, TX 78701	swright@dot.state.tx.us
<i>Report Copy Requested:</i>				
HHSC – OES	Cynthia Pena			cynthia.pena@hhsc.state.tx.us

✍

Presentation Notes

Steve Wright – Public Transportation Division, TxDOT

Regional Transportation Initiative Overview

A few years ago, we received federal and state mandates to better coordinate public transportation services, in particular for people with health and human service needs. The purpose was to provide more efficient public transportation services.

We are learning that providers are finding more efficient ways to provide services with longtime partners in the health and human services community – and we're finding that even though you may have had relationships with some agencies, there are other relationships that are just now being created.

We hope today's discussion will lead to ideas on new ways for sharing resources, and more efficient ways for providing transportation to people who are receiving services through various health service agencies.

Together, state and federal mandates call for comprehensive coordination of public transportation services. A quick review of mandates includes:

- 2003: The Texas legislature passed HB 3588, requiring coordination of public transportation services funded with federal, state or local funds.
- 2004: The Executive Order 13330 on Human Services Transportation Coordination was signed by President Bush, with provisions to:
 - reduce duplication among federally funded human service transportation services,
 - increase efficient delivery of services, and
 - expand access for older persons, persons with disabilities, persons with low incomes, children, etc.
- 2005: The Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA-LU) was passed with provisions that:
 - required the establishment of a locally developed, coordinated public transit / human services transportation plan;
 - established the Job Access Reverse Commute (JARC) program;
 - established the New Freedom program (above and beyond what ADA requires);
 - modified the Elderly and Disabled program; and
 - require everyone to participate in a regional transportation coordination plan.
- 2006: TxDOT first contracted with agencies to develop a regional coordination plan.
 - One agency in each of 24 designated State Planning Regions has been identified as a Lead Agency. These lead agencies were identified by local and regional stakeholders.
 - The Lead Agencies represented today are the South Texas Development Council, the Coastal Bend Council of Governments, and the Lower Rio Grande Development Council.
 - Each region has a regional transportation coordination committee, and we encourage you to contact them to learn how you can become involved.
 - We have had many successes with this initiative – and we are still learning.
 - TxDOT continues to provide funding for regional coordination planning.

Examples of regional coordination across the state include:

- Designating a liaison for regional coordination who has:
 - identified numerous HHS client transportation needs, and
 - helped HHS stakeholders learn about numerous available services.
- HHS clients had difficulty in getting to medical appointments. Agency personnel met with a local transportation provider, and the provider adjusted their routes to accommodate the HHS client needs.
- A local van was used in the morning and later in the day, but it was idle during the day. Coordination allowed stakeholders to arrange for shared use during the day.
- Together, a local transportation provider and HHS agency completed a joint funding application.

Medical Transportation Program Update

The Medical Transportation Program (MTP) is the entitlement program that provides transportation services for people who are eligible for Medicaid. The MTP is not a program for anyone who is not Medicaid-eligible.

Texas is divided into Transportation Service Areas. Each service area has a designated Transportation Service Area Provider (TSAP). If you have clients who are eligible for Medicaid, then you will certainly want to learn more about the MTP services in your area. However, MTP may be just one of many programs and services offered by a given provider, so you may have other opportunities to coordinate with these providers, than just for Medicaid client needs.

In 2007, the legislature called for MTP to be moved back to HHSC by Sept. 2008. This transition is in progress and should be completed by end of spring.

There should be no impact on clients or services. TSAP contracts are in place through 2009, with provisions for two extensions after that.

Q: Are MTP resources the only resource available to Medicaid clients?

A: No. MTP should only be used as a resource of last resort. However, many MTP users are not aware of this.

Q: Where will MTP be located within HHSC?

A: It will be under HHSC.

MTP is the largest HHS transportation program. MTP will be looking at new ways of providing services.

Today, we will focus on non-MTP transportation services. After today's meeting, transportation providers can meet and coordinate with HHS directors to review MTP related questions, needs, issues and concerns.

Summer Workshops

Lead agencies will be asked to share progress report on successes, lessons learned at 2-day workshop event in Austin on July 23-24, 2008. The workshop will include multiple sessions on various regional transportation coordination topics. This event is for lead agencies and a limited number of their invited guests.

Regional Transportation Services Overview

Brigida Gonzalez – Coastal Bend Council of Governments (CBCOG)

The Coastal Bend region has a transportation coordination network made up of transportation providers and health and human service agencies. We have fabulous services and excellent vehicles, and we are in the infancy of our coordination efforts.

Our duty is to get the buses on the street, and we want to make sure everyone has access to services. We also want to do more to serve HHS client needs. Please visit our website and tell us what you need: www.tcncb.org/ Information about REAL and other transit services is available on the website.

Transportation services available in the region include:

- Bee Transit – Bee County
- Paisano Express – Kleberg County Human Services
- REAL – Jim Wells County
- Le Fleur – MTP & other services
- RTA – Nueces County

JARC funding is available to help get people to work. However, you must apply to get access to these funds.

Q: How do we handle transportation for children who live in one county and the pediatrician is in another county?

A: We do not have a clear and concise answer. We are working on this problem. Demand response transportation might be an option.

Norma Zamora – Lower Rio Grande Development Council (LRGDC)

The transportation services available in our region include:

- 4 urban transit providers: Harlingen Express, McAllen Express, Rio Metro and the bus;
- 1 rural provider; and
- 1 private provider connected with Greyhound.

Our goal is to provide seamless transportation services, and we need to know and understand HHS transportation needs. For example, we identified 18 colonias without any public transportation services, and we connected them to existing services by providing services tailored to their commute hours. We have done similar coordination with other service providers.

Our goal today is to learn who your clients are, and learn more about their transportation needs. Then we can begin to provide coordinated services for you, and we can maximize the efficiency of our service delivery.

As funding disappears in the future, we need to find alternative resources to sustain our level of services. As we work with you and other organizations, we can find other funding sources and can customize our services to provide better services to your clients.

Juan E. Rodriguez – South Texas Development Council (STDC)

STDC came on board late as a lead agency. We have a limited number of service providers, and this makes coordination easier. This is also an extremely rural area with the need to access medical care. The only hospital is in Laredo with only clinics in other areas. We are always trying to maximize our efforts while working within our limitations.

Transportation services available in the region include:

- 1 urban provider: El Metro – City of Laredo
- 2 rural providers:
 - El Aguila – Webb County
 - Community Action Council of South Texas
- 4 elderly transit providers:
 - Jim Hogg County
 - Zapata County
 - Starr County and
 - The Border Area Nutrition Council

For information about the regional transportation coordination plans for these three regions see the following web site: www.regionalserviceplanning.org/



HHSC Overview

Ann Cortez – DFPS

My HHSC region covers 19 South Texas counties. Getting staff and services in this area is difficult. I am glad to be here today to help with transportation coordination. See our brochure for additional information about DFPS services.

Many of our clients are on Medicaid. They have access to transportation services, but some are reluctant to use these services, especially first-time users. We have limited funding for emergency transportation, and ambulances are often used. Clients can take public transportation when they are able. We do not pay others for our clients' transportation services.

Barriers or problems with coordination include accessibility, affordability and lack of client knowledge regarding the available transportation services. We need better marketing for the services available, and rider training. RTA is working to become ADA accessible. Also, many funding sources require a local match, a requirement often difficult to achieve.

We serve people from zero to 100+ years old, and these clients need transportation to get to clinics, to school and to work. "Pal Coordinators" can help people learn how to use our services. Discounted and unlimited passes are also available.

Scott Hornéy – DSHS Region 11

We serve 30,000 families on Medicaid, SSI and/or Children with Special Healthcare Needs. Some of these special needs include cerebral palsy, cleft palate, spinal bifida and cancer. These are complex health care needs, and these clients have difficulty getting

access to services. We also provide in-home health care services, i.e., newborn screening, etc. Texas Health Steps provides client education.

We work primarily with MTP, but not everyone is covered by Medicaid. I would love to see a transportation services hotline come out of this meeting. One of our barriers is that families with multiple children can only send one escort when a child uses the services. This is a big problem for families, and I hope we can work to resolve this barrier.

Hilda Saenz – Office of Eligibility Services

We determine eligibility for TANF (Temporary Aid to Needy Families), children's Medicaid and food stamps. If people are not qualified, we refer them to other agencies. We do not provide transportation, but our clients do need transportation services such as MTP, WorkSource, etc.

We provide tokens to our clients for transportation to and from the appointments with us, but not transportation to medical appointments. We provide brochures and share transportation information, but clients are still unclear about the available transit services.

Many of our clients have greater transportation needs than we realize. We need to get transportation service information to our clients, especially in rural areas.

The Community Action Agency provides some transportation services, but these services are not free: in town fares are \$4, and out-of-town fares are \$10. Our clients often cannot afford these fees, and the schedules do not always fit with the client's transportation need.

We have many clients who are not Medicaid qualified, and they need transportation help.

Jessica Sifuentes – DADS

Our clients range from newborn to elderly, and include the disabled. We provide community-based services, such as home delivered meals. We do not provide transportation ourselves. Instead, we rely on local service providers.

We can help with the ADA enhancement of vehicles. Providers must apply and be approved, and we have a 3-year waiting list. We focus on transportation for medical needs, and are not limited to Medicaid. However, some of our programs are limited to Medicaid clients.

Many people without Medicaid do not have transportation. In the population north of Brownsville, 47% have no transportation, and 50% have no health insurance. A new bus route may cover this area beginning in June. The bus would run 3 times in the morning and 3 times in the afternoon, Monday through Friday. We will also be trying to get input from the community about this service.

We need better infrastructure where buses go. Some bus stops are not adequate for clients with walkers.

Q: What are the minimum requirements for nursing homes to provide transportation?

A: Contact the Area Council on Aging for more information. Community-based organizations provide application assistance for benefits and services.

David Luna – Director of Border Affairs

HHSC was created when 12 agencies were consolidated down into 5 agencies:

- Health and Human Services Commission (HHSC),
- Department of Aging and Disability Services (DADS)
- Department of State Health Services (DSHS)
- Department of Assistive and Rehabilitative Services (DARS) and
- Department of Family and Protective Services – DFPS.

The local colonias initiative is a good example of successful coordination of services in Nueces County. A partnership of HHSC, Texas WorkForce Solutions of South Texas and the Texas Education agency is working together to improve education and employment in the colonias.

Transportation issues include a lack of bus routes and challenges getting people to our offices. There are no easy answers to transportation-related challenges, and coordination between mutual parties on a regular basis is necessary.

Through our partnerships, we try to make our services more accessible. For example, mothers and children are often walking to get to community services.

Some programs are more successful than others. For example, we tried to get vans and buses closer to the Colonias, but the citizens did not take advantage of the service. We need to grow more, and we need to work on client education.

Our Texas A&M project provides a “one-stop shop” model: staff are sent to community center to provide services there and at schools, churches, etc.

Promotores are community health workers provided through contracts with A&M. Vans were provided for the Promotores, but access to these vehicles has been limited. Our goal with the Colonias is to improve access to services.

Operation “LoneStar” brings in health professionals in “MASH” style unit, and no questions are asked about immigration. However, clients still need transportation to get there.

We are conducting a food stamp outreach initiative, and we are gathering input from the community to increase enrollment, especially among the elderly. We can add transportation to this discussion.

Twenty centers are not enough for all the Colonias. We also want to work with schools and faith-based centers. The preliminary use of tokens has been helpful.

Samuel Rodriguez – Regional Administrative Services

We have limited direct influence on transportation. Rather, we help people help people. We support those who are providing the direct delivery of services.

Recently, we had the opportunity/need to procure new leases in a remote area, and there was no bus service to the area. Now there is a bus service and a bus stop in the area. Bus services can help even more if you can contact them before you build your new buildings. It would also help for agencies to talk with the public transportation providers to take advantage of existing transportation services.

Our quarterly meetings will be an opportunity to disseminate information. Contact Samuel for more information. For more information, visit our website: www.hhsc.state.tx.us/

Jaime Arizpe – Office of Border Affairs

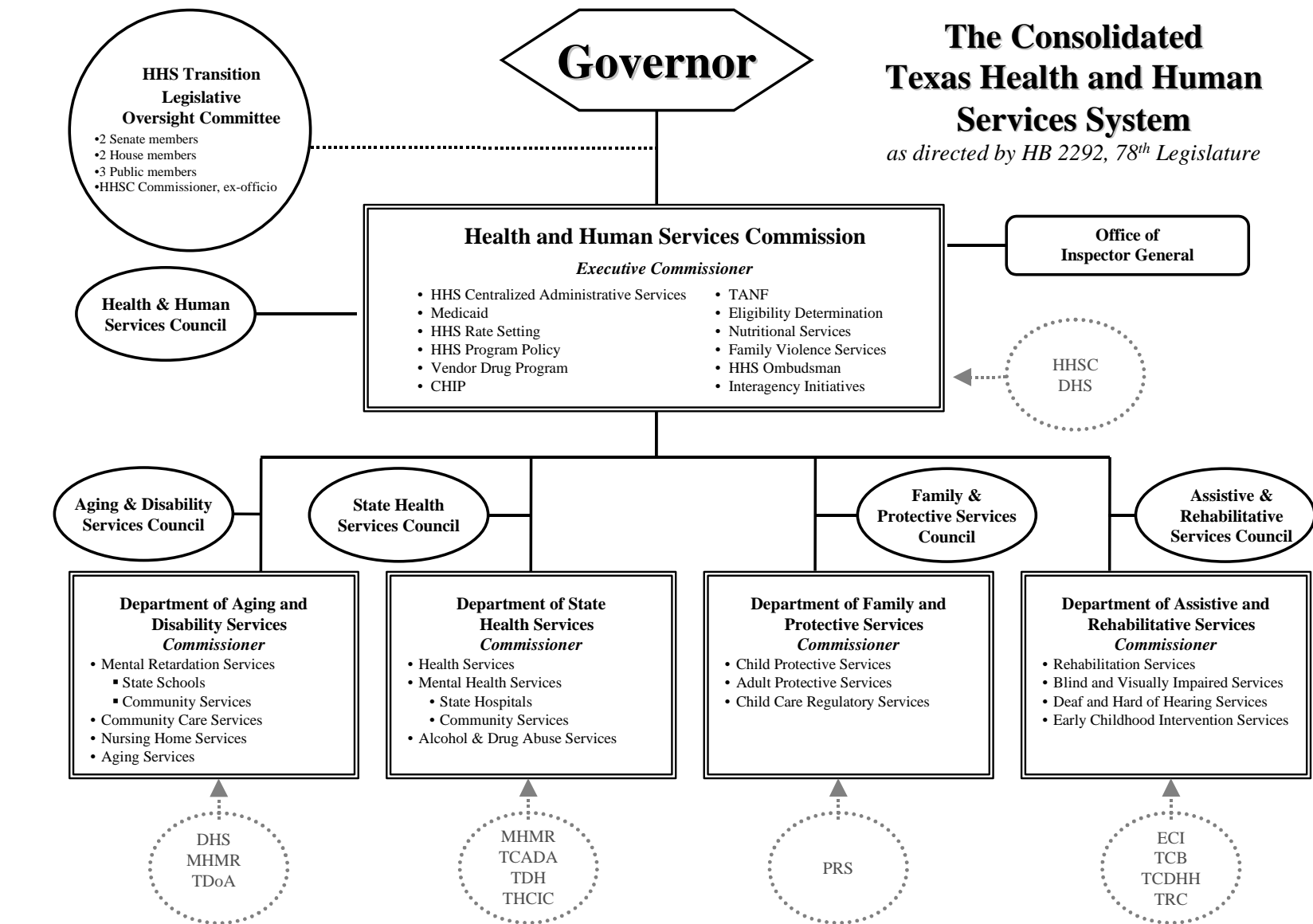
We work with community centers, schools and faith-based organizations to support the colonias. The county is growing rapidly, in terms of both legal and illegal activities, and this is extremely challenging.

We have 1 medical provider for 200,000 people. It is a 14-bed facility that is adult only, with 6 female beds and 8 male beds. Transportation services is a big, big issue for those who need to access healthcare services elsewhere. I have personally transported an un-restrained mental health client to services.

We have good relationships with local community-based organizations, Operation LoneStar, Texas Migrant Council, transportation providers and the substance abuse organization. The Texas Mission of Mercy provided free dental services and brought in people from the colonias for treatment.

I am grateful for the transportation service providers who are helping to bring these services to the colonias.

℘



○ Agencies formerly providing programs

7/30/03



Current Transportation Services

Region 19 – South Texas Development Council	
<ul style="list-style-type: none"> • El Metro • El Aquila • Le Fleur • Inner city buses • Taxi 	<ul style="list-style-type: none"> • Information & Assistance – Jim Hogg • Information & Assistance – Zapata Co. • Information & Assistance – Starr Co. • CACST – Starr County • Banc – Webb County
Region 20 – Coastal Bend Council of Governments	
<ul style="list-style-type: none"> • RTA – Regional Transportation Services (fixed routes) – Oscar Vargas, 361-289-2712 ext. 3553 • MV transportation (paratransit contractor) • REAL, Inc. – Alice 361-668-3158 – Sinton 361-364-0153 (San Patricio County) 	<ul style="list-style-type: none"> • Bee Transit – Beeville 361-358-5530 • Paisano Express – Kingsville 361-595-8572 • Le Fleur – 956-283-8633 • Community Action – Duval/Starr 361-279-4921
Region 21 – Lower Rio Grange Valley Development Council	
<ul style="list-style-type: none"> • TSPI Wave • BUS • McAllen Express • Le Fleur (MTP) • VTC • Amigos del Valle • City of Hidalgo • City of Rio Hondo • LRGVDC <ul style="list-style-type: none"> • Harlingen Express • Rio Metro • Rio Transit 	<ul style="list-style-type: none"> • AAA • DADS • DARS • DFPS • MHMR • Workforce • MTP – private individuals reimbursed • Private medical providers • Private hospitals/doctors/rehab clinics • VA • Taxi • Go with Jo

S

Region 19 – South Texas Development Council	
Needs and Issues	Action Plans
<ul style="list-style-type: none"> ➤ Funding – more money (7) 	<ul style="list-style-type: none"> • <u>Issue</u>: 30% of our riders are from Mexico, and there is no allocation formula to address the increased demand. • <u>Who has the resources</u>: FTA, TxDOT, human services, Workforce and the private sector. • <u>What needs to be done</u>: Legislation, writing grants, seeking private sponsors, human services partners, coordination with Medicaid. • <u>Who will act</u>: Juan Rodriguez will meet with all providers, the Development Council, HHSC stakeholders and political leaders. • <u>When</u>: ASAP (within 6 months)
<ul style="list-style-type: none"> ➤ Colonias Initiative (6) <ul style="list-style-type: none"> • 5 centers 	<ul style="list-style-type: none"> • <u>What is needed</u>: More service to colonias • <u>Who has the resources</u>: Transit providers, New Freedom, JARC • <u>Who acts</u>: (1) Pete Lara – A & M Housing, Center of Housing & Urban Development -- (2) Colonias Int. – OBA – Jaime Arizpe. (3) Secretary of State (Blanca Juarez & Jorge Negrete) – (4) COG – Juan Rodriguez • <u>When</u>: 1-2 years
<ul style="list-style-type: none"> ➤ Duplication of Services (4) <ul style="list-style-type: none"> • Jim Hogg • Starr • Zapata • Webb 	<ul style="list-style-type: none"> • <u>Who has the resources</u>: Each county, CACST and Le Fleur (MTP) • <u>What needs to be done</u>: Coordination of services and schedules • <u>Who will act</u>: Juan, transportation providers and county officials • <u>When</u>: 1-2 years
<ul style="list-style-type: none"> ➤ Job training/employment (4) 	<ul style="list-style-type: none"> • <u>Who has the resources</u>: Local Community Colleges, TAMU, Workforce, private sector and transit providers • <u>What needs to be done</u>: Coordination, contracts with employers and job trainers • <u>Who will act</u>: Juan will coordinate with Workforce and the transit providers. • <u>When</u>: 6 months – 3 years
<ul style="list-style-type: none"> ➤ Infrastructure (3) 	<ul style="list-style-type: none"> • <u>Who has the resources</u>: TxDOT, counties and cities • <u>What needs to be done</u>: Basic infrastructure improvements especially in colonias, sidewalks. • <u>Who will act</u>: Juan will coordinate with TxDOT, El Metro, county officials, judges and mayors, and the Secretary of State (Blanca Juarez & Jorge Negrete) • <u>When</u>: now – 5 years

Region 19: Additional Needs and Issues

- Mental health/substance issues outside counties (3)
- Gaps – rural areas (1)

Region 20 – Coastal Bend Council of Governments		<i>Note: Numbers in parentheses indicate priority ranking</i>
Needs and Issues	Action Plans	
<ul style="list-style-type: none"> ➤ Transportation for elderly and disabled population in rural areas (11) <ul style="list-style-type: none"> • They do not have knowledge of the availability of services • Route times and waiting periods 	<ul style="list-style-type: none"> • <u>What:</u> HHS staff will teach consumers of services, and transit providers educate others on services. • <u>What:</u> Distribute information in each other’s facilities, provide staff orientation on available services via email and share information with consumers one-on-one. • <u>Who:</u> Transportation providers: Oscar – RTA, Joel – Le Fleur, Lala & Dalia – REAL, Noelia – Community Action, Alex – BEE and David – Paisano • <u>When:</u> Begin immediately and report progress at the next (May 19th) TCN meeting. 	
<ul style="list-style-type: none"> ➤ Flexibility – expanding services beyond 8-5 (10) 	<ul style="list-style-type: none"> ➤ <u>Issue #1:</u> Extended hours -- RTA is doing a route analysis now, and consumers must request extended hours for late work or late appointment hours. • <u>What:</u> Satisfaction survey, and public forum and on-board surveys – beyond route changes • <u>Who:</u> RTA customer surveys at the county courthouse as part of the route analysis (in process), rural providers hold public forums on existing services: Joel – Le Fleur, Lala – REAL, Noelia – Community Action, Alex – BEE and David – Paisano • <u>When:</u> Brigida will work to get buy-in by June 1st. ➤ <u>Issue # 2:</u> Available funding requires 50% local matching funds and local matching funds are difficult to achieve. Federal funds, grants and fares cannot be used for local matching funds. • <u>When:</u> Will continue the matching funds discussion at the May 19th Transportation Coordination meeting in Beeville at 2 p.m. 	
<ul style="list-style-type: none"> ➤ Bridging the gap (9) <ul style="list-style-type: none"> • Commitment • Continued collaboration • Review resources 	<ul style="list-style-type: none"> • <u>On-going follow-up:</u> Meet bi-monthly – next TCN meeting in Beeville on May 19th. Meetings locations will be rotating, i.e., Beeville, Corpus, then Kingsville. Brigida will coordinate. 	

Region 20: Additional Needs and Issues

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| <ul style="list-style-type: none"> ➤ Service awareness (9) ➤ Service orientation to agencies at different facilities (7) ➤ Rural areas penalized – need more transportation entities (7) ➤ ADA compliance (6) | <ul style="list-style-type: none"> ➤ Lack of client education (5) ➤ Decision makers together (5) ➤ Driver training – MHMR sensitivity (4) ➤ Agency education (5) <ul style="list-style-type: none"> • 24-hours notice ➤ Commitment to security (3) | <ul style="list-style-type: none"> ➤ Transportation for CPS clients more than 10 bus tokens (3) <ul style="list-style-type: none"> • Demonstrating – medical appointments, visitations, etc. more bus passes • Increase to possible bus passes |
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Region 20: Additional Needs and Issues (continued)

- Identify where a population needs service (2)
- Getting the elderly from point A to point B (1)
- Lower prices for bus passes (1)
- Reliable transportation services during transition period (2)
- Identify transportation budgets for contracts (1)
- Coordination important and expensive – funding sources coordinate yearly – no sustainability (1)

Region 21 – Lower Rio Grange Valley Development Council	
Needs and Issues	Action Plans
<ul style="list-style-type: none"> ➤ Identify the funding stakeholders, needs & issues and access funding (11) 	<ul style="list-style-type: none"> • <u>What</u>: Ask HHS regional directors to provide updated HHS organization charts to help identify funding sources. • <u>Who</u>: David Luna and Sam Rodriguez • <u>When</u>: By June 30, 2008 • <u>What</u>: Transit agencies will also identify funding sources • <u>Who</u>: Norma Zamora will provide transit agency funding source information to HHS. • <u>When</u>: Both groups will exchange information at the June 30 Transit meeting or the June 30 quarterly RAC meeting.
<ul style="list-style-type: none"> ➤ Funding (11) <ul style="list-style-type: none"> • Where are HHSC transit dollars? • Other private/public funding? 	<ul style="list-style-type: none"> • <u>What</u>: Ask HHSC regional directors to identify all sources or venues for client transportation services within each HHS program in order to create a funding guide. • <u>Who</u>: Sam Rodriguez • <u>When</u>: By June 30, 2008
<ul style="list-style-type: none"> ➤ Marketing Services (9) <ul style="list-style-type: none"> • Brochures • TV, newspapers, radio 	<ul style="list-style-type: none"> • <u>What</u>: Develop a regional transportation brochure, and work together with other stakeholders on broader regional marketing opportunities. • <u>Who</u>: Liz Suarez and transit operators • <u>When</u>: October, 2008
<ul style="list-style-type: none"> ➤ Provide non-MTP transportation to HHS clients (7) <ul style="list-style-type: none"> • MHMR, DADS, DARS, other HHS agencies 	<ul style="list-style-type: none"> ➤ <u>Step #1</u>: Sam Rodriguez (Regional Administrative Council) will ask HHS regional directors to (1) provide updated org charts; (2) identify all sources or venues for client transportation services within each program; and (3) provide an Excel database of client addresses (without client names) in order to identify areas that may need to be targeted by transportation providers. (Some agencies may not be able to provide client addresses, in which case, client density per zip code may be a helpful alternative.) <ul style="list-style-type: none"> • <u>When</u>: Sam will provide this information to Tom Reyna by the end of June. ➤ <u>Step #2</u>: Tom Reyna will map the client locations and provide the maps to the Transit operators and Brigida Gonzalez by October 2008. ➤ <u>Step #3</u>: The transit operator will map routes to accommodate the client addresses.

Note: Numbers in parentheses indicate priority ranking

<ul style="list-style-type: none"> ➤ Client sensitivity needs/traveler training (4) 	<ul style="list-style-type: none"> • <u>What</u>: Training for drivers and users • <u>Who</u>: Connie Diedrich Aguirre will begin to organize an HHS effort to train transportation drivers. • <u>When</u>: At May 14th Transit Advisory Panel meeting along with other HHS planning • <u>What</u>: Norma Zamora will lay out a program and decide next steps to provide HHS clients with transit operator provided rider training and education • <u>When</u>: Begin training in July.
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Region 21: Additional Needs and Issues

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| <ul style="list-style-type: none"> ➤ Stop talking and take action on needs (9) ➤ Fixed route vs. demand (preferences) response (3) ➤ Identify needs for persons in rural areas (2) ➤ Connect Colonias to fixed routes (2) <ul style="list-style-type: none"> • Costs, quality of service ➤ ADA accessibility (2) <ul style="list-style-type: none"> • Bus stops, entrances to public facilities ➤ Private vs. Public (2) <ul style="list-style-type: none"> • Service areas, competition | <ul style="list-style-type: none"> ➤ MTP (1) <ul style="list-style-type: none"> • What services are covered? • Non-family services ➤ Non-medical transportation (1) <ul style="list-style-type: none"> • HHSC clients, need to identify other groups/public ➤ Transit traveler training (1) <ul style="list-style-type: none"> • Passenger training ➤ Identify/address service gaps ➤ Headways ➤ Emergency transportation to/from colonias – ambulance will not service |
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Discussion and On-going Follow-up

Transit Advisory Panel meets monthly. The next meeting is May 14th at 10a.m. at the TxDOT headquarters in Pharr. For more information, contact Gracie Cantu – 956-702-6147 or Manuel Flores – 956-769-5761.

The transportation steering committee meets as needed, and the next meeting will be sometime in May. For more information, contact Juan E. Rodriguez – 956-722-3995.

ADA compliance is essential if you want to service the transportation needs of HHS clients. This issue must be taken seriously. For sensitivity training, let the consumers train the transit providers.

Q: How much do you spend on transit, and could a portion be earmarked for pilot projects?

Thanks outside the box – car dealerships, churches with vans, etc.

50% matching federal funding is available for rural and small communities, although none is available for urban areas. These funds may be used for operations.

Summer Workshops on Regional Coordination ★ July 23-24, 2008 ★ Austin

Several workshops and other information-sharing sessions on regional transportation coordination are set for July 23 and 24 at the Omni Hotel at Southpark. This two-day event is designed for lead agencies in the regional coordination effort and their partners. If you would like to participate in this event, contact your lead agency.

Agencies who intend to continue serving as the lead agency must attend. This event will feature nationally prominent trainers and presenters who will lead workshops on building partnerships, coordinated planning, using technology to promote coordination, and other topics. For more information, lead agencies may contact Steve Wright.

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Plus/Delta Review

+ What worked well?	Δ What would you change or do differently?
<ul style="list-style-type: none"> • The facilitators kept us on task and monitored time well. • This meeting was productive and beneficial. This is an exciting process, and was a good use of my time. • This was a great networking opportunity. • Using the dots to prioritize issues was a good way to quickly identify the top items. • The breakfast and lunch were great - thanks to Brigida for all her work setting up the meeting. 	<ul style="list-style-type: none"> • Crosstalk sometimes made it hard to hear especially during the breakout groups. Separate breakout rooms would allow better concentration with less distraction. • I work with all three regions, but could not attend simultaneous breakout groups. • Our group needed more time during the needs/action planning breakout groups. • Encourage participants in future forums to bring brochures and other take-home materials, especially the health and human service participants. • If I had better understood the nature of this forum, I would have brought additional health and human service personnel for a fuller representation of HHS needs.

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Regional Service Planning Website

The **Regional Service Planning website** is sponsored by the Texas Department of Transportation to aid 24 regions across Texas coordinate public transportation service across metropolitan, suburban, and rural areas: www.regionalserviceplanning.org/

Resource materials on the site include:

- Planning area and contact information for each of the lead agencies:
www.regionalserviceplanning.org/texas_regions/region_information.stm
- Copies of the regional coordination plan, steering committee members and stakeholders list:
www.regionalserviceplanning.org/texas_regions/plans_presentations/

Transit Definitions

Fixed Route: Transportation service provided on a repetitive, fixed schedule along a specific route with vehicles stopping to pick up and discharge passengers at designated locations. (Most common form of city bus service.)

Deviated Fixed Route or “Flex” Route: Transit service that operates along a fixed alignment or path at generally fixed times, but may deviate from the route alignment to collect or drop off passengers who have requested the deviation.

Demand Response Service: Shared use transportation services characterized by flexible routing and scheduling of relatively small vehicles to provide door-to-door, curb-to-curb, or point-to-point transportation in response to calls from passengers or their agents to the transit operator. Synonymous with “dial-a-ride”.

Paratransit Service: Various types of passenger transportation which are more flexible than conventional fixed-route, but more structured than the use of private automobiles. Paratransit services include demand response transportation services, shared-ride taxis, carpooling and vanpooling. Paratransit most often refers to wheel-chair accessible, demand response service that must accompany a fixed route service.

Acronyms

Transportation	Health and Human Services
<ul style="list-style-type: none"> • TxDOT = Texas Department of Transportation • PTN = Public Transportation Division of TxDOT • SAFETEA-LU: Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users or SAFETEA-LU signed into law on August 10, 2005. • RTD = Rural Transit District • RTP = Rural Transportation Program • MPO = Metropolitan Planning Organization • MTP = Medical Transportation Program • TSAP = Transportation Service Area Provider (The MTP provider in each region) • TDC = Transportation Development Credits • JARC = Job Access Reverse Commute 	<ul style="list-style-type: none"> • HHSC = Health and Human Services Commission • DADS = The Department of Aging and Disability Services • DSHS = The Department of State Health Services • DFPS = The Department of Family and Protective Services • DARS = The Department of Assistive and Rehabilitative Services • E/D = Elderly and Disabled (5310) • ENP = Elderly Nutrition Program • TANF = Temporary Aid to Needy Families (under Medicaid)