Heart of Texas Council of Governments
1514 S. New Road, Waco, TX 76711

Request for Proposal (RFP): **RFP#HOTCOG-RPTCP5YR-UPDATE**

Transportation Coordination Plan Consultant 2025 RFP

Date Released:	**April 30, 2025**
Bidder Questions Due:	May 8, 2025
Bidder Questions Answered:	May 15, 2025
RFP Due Date:	May 30, 2025
Time Due:	4:00 P.M. (CST)

Rep Pledger, Director of Transportation

All programs and employers under the auspices of HOTCOG is in compliance with
EO (29 CFR 38.25).

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SECTION I. GENERAL INFORMATION

INTRODUCTION

Heart of Texas Council of Governments (HOTCOG) was organized under state law for the purpose of orderly planning and development of the Heart of Texas Region. Currently HOTCOG serves a 6 -county area including Bosque, Hill, Falls, Limestone, Freestone, and McLennan Counties and its member Governments are comprised of counties, cities, school districts, and special purpose districts. HOTCOG assists local governments in planning for common needs, cooperating for mutual benefit, and coordinating sound regional development. Either directly or through contractors, HOTCOG provides programs and services for Central Texas seniors, employers, and job seekers. HOTCOG also builds the 9-1-1 emergency call delivery system, provides peace officer training and homeland security planning services; and delivers rural transportation services, business finance programs, grant writing services, and environmental grant funding for the region.

PURPOSE

HOTCOG is soliciting proposals from qualified consultants to update the Regional Public Transit Coordination Plan (the Plan) for the Heart of Texas Region 11. This plan will comply with the requirements outlined in the TxDOT Coordination Plan Guidebook and align with state and federal regulations, including Federal Transit Administration Section 5310.

HOTCOG is looking for qualified professionals with prior public transportation coordination experience to provide a prepared and updated, 5-year regionally coordinated transportation plan to ensure a network of transportation services to effectively and efficiently get people to where they need to go.

WHO MAY RESPOND

Entities with Transportation Planning and Regional Coordination Plan experience are encouraged to apply.

CONTRACT TERM

The time period for this grant is 15 months and the completed plan update is due September 2026. The contract period for the pending subcontract (between HOTCOG and the successful bidder/applicant) will be from the point of execution through September 30, 2026.

BUDGET/FUNDING

Allowed budget/funding outlined between HOTCOG and TxDOT for the 5-year Regionally Coordinated Transportation Plan is set at $150,000 for the plan update.

PAYMENT TERMS:

Payment terms are NET 30 upon receipt of invoice by email to rep.pledger@hotcogtx.gov, attention Accounts Payable, HOTCOG Financial Services.

SECTION II. PROPOSAL INFORMATION

PURPOSE AND OBJECTIVES

The purpose of this RFP is to identify and contract with a consultant with the expertise to:

1. Conduct a comprehensive assessment of the transportation needs of target populations e.g., seniors and individuals with disabilities, but also low-income residents, zero car households, youths, residents with limited English proficiency, veterans, and clients of workforce agencies (job seekers).
2. Help organize and facilitate meaningful stakeholder and public engagement.
3. Identify gaps and duplication in transportation services focused on the above populations.
4. Identify and help facilitate a prioritization of unmet needs.
5. Identify goals and strategies that stem from the prioritized unmet needs and help facilitate the prioritization of those strategies.
6. Prepare a 5-year update to our regional coordination plan that meets TxDOT's requirements and supports funding eligibility.

SCOPE OF WORK

The selected consultant will perform the following tasks, per the TxDOT Coordination Plan Guidebook; the schedules that are contained in the Guidebook (see especially Timeline 2 in Appendix M); and using the tools and methodologies as described in the Guidebook and its appendices.

Task 1: Project Management

- Conduct a kickoff meeting with the Agency and the Regional Coordination Committee (RCC) members to go over the tasks, the preliminary schedule of tasks and deliverables and clarify the divisions of responsibilities and the role of the RCC [Note: the Agency might also seek the consultant's help in inviting additional individuals to join the RCC in order to broaden representation of the organizations serving the target populations].
- Revise the project timeline as needed per discussions at the kick-off meeting.
- Schedule and conduct monthly check-in calls with the Agency's project manager.
- Prepare and submit monthly progress reports to the Agency.

Task 2: Stakeholder and Public Engagement

- Prepare and submit a stakeholder/community engagement plan and communication plan.
- Schedule and conduct stakeholder surveys/interviews, rider surveys and/or focus groups, and public meetings, as per the Coordination Guidebook.
- Engage representatives from target populations and relevant agencies via the RCC and provider survey effort in Task 3.

Task 3: Existing Conditions Analysis

- Prepare a geographic assessment.
- Prepare a demographic assessment including the Transit Needs Index (TNI) map.

- Prepare an assessment of transportation services in the region that provide trips to the target populations; this effort will include conducting a survey of such transportation providers and preparing profiles of each of the transportation providers.
- Identify instances of service duplication and service gaps instances of unmet transportation needs.
- Prepare and submit a Task 3 Technical Memorandum on the findings from this task.
- Conduct a workshop (Workshop #1) for the RCC where the existing conditions, the instances of duplication and service gaps and instances of unmet needs are presented and discussed, and at which the consultant will help the RCC prioritize the unmet needs.

Task 4: Prepare the Interim Plan

- Compile the findings from the preceding tasks into Chapters 1 through 6 of the Interim Plan, per the required format in the Coordination Guidebook.
- Submit the Interim Plan to the RCC for review, and revise the Interim Plan.
- Revise Chapters 1 through 6 as needed per feedback from the RCC: [Note, the Agency must submit the Interim Plan to TxDOT by March 2026].
- Conduct any “missing activities” and revise the Interim Plan, as needed per instructions from TxDOT stemming from its review of the Interim Plan.

Task 5: Goals and Strategies

- Develop matrices of goals and strategies that trace back to the unmet needs prioritized in the Interim Plan.
- Prepare and submit a Task 5 Technical Memorandum that introduces and discusses these matrices.
- Conduct a workshop (Workshop #2) for the RCC where the goals and strategies are presented and discussed, and at which the consultant will help the RCC prioritize the goals and strategies.
- Revise the matrices per discussions at the workshop.

Task 6: Draft Final Plan and Final Plan

- Prepare and submit Draft Final Plan.
- Review the Final Plan per Agency/RCC feedback.
- Help the Agency promulgate the stakeholder/community review of the Draft Final Plan.
- Present to the Agency/RCC suggested changes based on the stakeholder/community feedback, and come to a consensus on final changes.
- Prepare and submit Final Plan, including all supporting data and documentation and required signatures.

Required Deliverables:

Deliverables are outlined in the TxDOT Coordination Plan Guidebook and its Appendices.

Representation Requirements

The lead coordination agency is required to demonstrate meaningful public involvement in the RTPCP’s development by ensuring direct participation from:

- Representatives of public, private, and non-profit transportation providers, including recipients of Section 5307 funds (small urban transportation providers), Section 5311 funds (rural transportation providers) and Sections 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities);
- Seniors.
- People with disabilities.
- Low-income residents.
- Zero-car households.
- Youths.
- Residents with limited English proficiency.
- Veterans.
- Clients of workforce agencies.
- Employment/job seekers.
- Other members of the public

A Quarterly report will be provided to HOTCOG to include the following: 1) whether work is progressing according to the project description / workplan in this PGA; if not, briefly explain why and describe plans for moving forward; 2.) Identify any need for technical assistance.

IMPORTANT: The final updated, five-year public transit human-services transportation plan must include all elements of the following Regionally Coordinated Transportation Plan Organization and Contents that follows, on the next page:

REGIONALLY COORDINATED TRANSPORTATION PLAN – ORGANIZATION AND CONTENT

The required chapter organization and content for an RPTCP is as follows:

- Cover page.
- Executive summary.
- Table of contents.
- Chapter 1. RPTCP introduction and organization.
- Chapter 2. Public outreach and community engagement.
- Chapter 3. Geographic assessment.
- Chapter 4. Demographic assessment.
- Chapter 5. Transportation services assessment.
- Chapter 6. Needs and gaps analysis.
- Chapter 7. Goals, strategies, and projects.
- Chapter 8. Priorities.
- Chapter 9. Approvals.
- Appendices.

Appendices can be used to provide information that was used to prepare the RPTCP such as:

- Detailed outreach activities including example materials used.
- Feedback from outreach activities.
- Transportation provider survey instruments.
- Participating transportation provider contact information.
- Transportation provider survey responses.
- RCC strategy prioritization exercise results.
- Feedback for RPTCP review.

To ensure that the required elements of the RPTCP are included, this guidebook includes a checklist tool (see Table 2), which can also be used to allocate the necessary time and resources to develop the RPTCP. The checklist tool follows the same chapter organization as the guidebook and the RPTCP template.

Table 2. RPTCP Requirements Checklist Tool.

RPTCP Element	Complete
Cover page	☐
Executive summary	☐
Table of contents	☐
Chapter 1. RPTCP content and organization	☐
Stakeholder list (required and others)	☐
Lead agency description and contact	☐
RCC representatives list	☐
MOU and RCC structure (mission and bylaws)	☐
Chapter 2. Public outreach and community engagement	☐

Public outreach plan to include: • Stakeholder identification/recruitment. • Meeting locations/times. • Description of feedback materials, including accessibility considerations. • Public feedback on draft RPTCP.	☐
Documentation of stakeholder/focus group meetings to include: • Number of meetings/addresses/dates. • Attendance, including target populations. • Summary of meeting outcomes, including identified needs/gaps.	☐
Documentation of surveys/questionnaires to include: • Survey/questionnaire process and instrument. • Number of participants. • Participant demographics.	☐
Chapter 3. Geographic area assessment	☐
Basic area map showing urban, small urban, rural, MPO, and rural transportation planning organization areas	☐
Regional projects and strategies	☐
Table and map showing area trip generators and a description of the methodology	☐
Chapter 4. Demographic area assessment	☐
Description of area demographics	☐
Current population	☐

RPTCP Element	Complete
Projected five-year population	☐
Population by age group	☐
Population by race	☐
Number/percentage of persons with disabilities	☐
Number/percentage of low-income households (below Federal poverty level)	☐
Percentage of population that speaks English	☐
Chapter 5. Transportation services assessment	☐

Transportation services profiles, each to include: • General information. • Service modes and models provided. For each service provided include: • Service policies. • Fleet inventory/utilization. • Supporting technology. • Vehicle operators/training requirements. • Ridership/service statistics. • Operating expenses/revenues (by funding source). • Perceptions of met/unmet needs. • Types of existing coordination. Transportation provider profiles categorized as: • Regional public transportation services and programs. • Municipal public transportation services and programs. • Public human service agency transportation services and programs. • Private nonprofit human service agency transportation service and programs. • Private for-profit carriers.	☐
Mobility management services and programs, each to include: • Driver training programs. • One-call/one-click service coordination. • Coordination services for persons with disabilities or seniors. • Joint fare programs. • Funding agreements. • Educational programs.	☐
Chapter 6. Transportation needs and gaps assessment	☐
Transportation needs survey in rural/urban areas	☐
Transportation needs index and maps	☐
Summary of area transportation needs/gaps, including methodology to identify unmet needs.	☐
Chapter 7. Goals, strategies, and projects	☐
Documentation of goals and strategies (in a consistent format that is easy for stakeholders and the public to understand) to include: • Goal description. • Description of needs/gaps to be addressed. • Description and prioritization of strategies to address the needs.	☐
RPTCP Element	Complete

• Implementation timeline, including action steps.
• Parties responsible to support implementation.
• Resources needed to implement each strategy, including:
  ○ Funding.
  ○ Staff time and manager.
  ○ Contract services.
  ○ Assets (e.g., buildings, vehicles, technology, other capital needs).
  ○ Volunteer support.
• Cost estimate and funding sources.
• Performance measures and targets.	

Chapter 8. Priorities	☐
Description of prioritization/rating methodology	☐
Documentation of priorities	☐
Chapter 9. Plan approval	☐

• Document individuals included in plan adoption (law requires inclusion of seniors; persons with disabilities; members of the general public; and representatives from public, private, and nonprofit transportation and human services providers).
• Outline the steps completed for RPTCP adoption to include:
  ○ Draft RPTCP comment period, including outreach to stakeholder organizations.
  ○ Documentation by the lead coordination agency of all comments, requested changes, and actions taken.
  ○ Development of final draft RPTCP.
  ○ Documentation of any final revisions stemming from public comment following public notice and opportunity to provide feedback on final draft RPTCP.
  ○ Planning committee review of final draft RPTCP.
  ○ Public planning committee meeting for RPTCP adoption.
  ○ Planning committee signatures and participation documentation.
	☐

Signature page	☐
Submission of RPTCP (in Microsoft Word), including the signature page, to TxDOT	☐
TxDOT transmittal of approval letter to lead coordination agency or return of the RPTCP to the lead coordination agency with a list of items that must be corrected or added (i.e., missing, incomplete, or incorrect information)	☐

COST BREAKDOWN

Please provide cost proposals to accomplish the Scope of Work as outlined previously. The cost breakdown must encompass all costs for travel, personnel, and any miscellaneous items. Provide a breakdown per each deliverable.

PROPOSAL FORMAT

RFP proposal must be completed using Verdana Pro font, with 11-point font size. Every page must contain a footer with either the company name or initials, and the page number.

PROPOSAL ORDER

RFP proposal shall be presented in the order below and must include the following:

(1) Section I – Cover Page (Name, address, phone number, and e-mail address of the proposer and of contact person who shall be available to discuss proposal for service).

(2) Section II – Description of the proposer experience and qualifications.

(3) Section III – Activities requested

(4) Section IV – Expected Outcome: deliverables

(5) Section V – Cost breakdown

(6) Section VI – Completed Essential Clauses and Certifications

(7) Completed copies of: (must return)
   a. References (Attachment A)
   b. Signed TxDOT PTN130 (Attachment B)
   c. Conflict of Interest (CIQ) - (Attachment C)
   d. Proposal Cover Sheet – (Attachment D)
   e. Certification of the Proposer (Attachment E)
   f. Certification Regarding Debarment, Suspension Ineligibility, and Voluntary Exclusion – Lower Tier Covered Transaction

Note: Only proposers who have provided the information requested above shall be evaluated based on 'Evaluation Criteria/Table' that follows. Failure to comply with this request may constitute a 'no bid'.

PROPOSAL EVALUATION

The Agency will evaluate proposals based on the following criteria:

- Project understanding and technical approach.
- Qualifications and experience of the consultant team.
- Stakeholder engagement plan.
- Proposed schedule.
- Cost effectiveness.

The Agency reserves the right to award the contract to the consultant whose proposal is deemed most advantageous.

Proposals will be scored numerically and ranked from 'highest to lowest' and the number of proposals selected for consideration to be at the sole discretion of HOTCOG. The ratings will be based on the qualifications provided in the proposal by the closing date/time of the RFP. More than one proposer may be selected to perform services to the best benefit of HOTCOG at their sole discretion.

AWARD TERMS:

- HOTCOG reserves the right to ask questions and hold individual interviews with Proposers by teleconference at HOTCOG's sole discretion at any given time during the evaluation process to determine the proposal which best meets the procurement needs being sought to best benefit HOTCOG and programs served.
- HOTCOG reserves the right to request additional information or clarifications from Proposers or to allow corrections of non-material errors or omissions at HOTCOG's sole discretion.
- HOTCOG reserves the right, should contract negotiations fail, to begin negotiations with the next highest ranked Proposer and shall continue in like manner until successful negotiations have been reached to the best benefit of HOTCOG with the lowest bidder deemed the most reliable, and qualified of Proposer(s).
- HOTCOG reserves the right to negotiate the final terms of any potential agreement or contract as a result of this RFP with Proposers, to include but not limited to, the RFP document encompassing i.e. program requirements, Proposer responsibilities, terms & conditions, signed pages, and essential clauses or certifications in the RFP and the successful Proposer(s) submitted bid/proposal, both acting as binding documents to said contract or service agreement.
- Submission of a proposal indicates proposer's acceptance of the evaluation and award process and is in agreement the evaluation team may make subjective judgments in evaluating the proposals to determine best value to best benefit HOTCOG and programs served.

AWARD NOTIFICATION

- It is expected a decision on selecting the successful Proposer will be on June 27, 2025 (date subject to change).
- Upon award of successful Proposer(s), notification will be sent to all Proposers who responded to this RFP.

RFP TIMELINE SCHEDULE (all timelines are subject to change)

RFP Advertisement/RFP Release	**Wednesday, April 30, 2025**
Deadline for Submission of Questions	Thursday, May 8, 2025
Response to Questions Posted	Thursday, May 15, 2025
Proposal Due	**Friday, May 30, 2025** (4:00 PM CST)
Proposal Evaluated	June 2, 2025 – June 11, 2025
Award Made	Friday, June 27, 2025

Telephone, email, and facsimile proposals are not allowed in response to this RFP.

- All submitted proposals become the property of HOTCOG after the RFP deadline/opening date.
- Responses submitted shall constitute an offer for a period of ninety (90) calendar days or until a preferred selection for award is approved by HOTCOG, whichever comes first.
- All programs and employers under the auspices of HOTCOG are following EEO. Auxiliary aids and services are available, upon request, to individuals with disabilities.

PROPOSAL INSTRUCTIONS

HARD-COPY SUBMISSION:

RFP proposals must be clearly identified on the outermost return envelope/packaging and received by the proposal date/time of **4:00 P.M., Friday, May 30, 2025**, regardless if by mail, courier/delivery services, or hand delivered, at:

Heart of Texas Council of Governments (HOTCOG)
Attn: Rep Pledger, Director of Transportation
1514 S. New Road, Waco, TX 76711

Write: *Company Name, RFP# HOTCOG-RTCP5YR-UPDATE, May 30, 2025,* in bottom left-hand corner of the outermost Return Envelope/Package

NOTICE: EMAILED PROPOSALS AND FACIMILES ARE NOT ALLOWED AND WILL NOT BE ACCEPTED.

PROPOSAL ORDER

1. Proposers shall submit one (1) original hardcopy of their proposal marked 'Original' along with two (2) copies marked 'Copy' and must include one (1) electronic copy of the complete RFP proposal and any related documentation scanned or compiled into a single PDF document on a new, unused USB Flash Drive. Note: Please do not use 3-ring binders for RFP of bids.
2. It is the Proposer's sole responsibility to prepare, submit, and deliver or arrange delivery of the RFP proposal with all required exhibits and materials intact and delivered to the designated location on or before the published proposal deadline.
3. HOTCOG will not bear liability for any costs incurred in the preparation of proposals in response to this RFP process.
4. RFP submission deadline *time* will be determined by the HOTCOG lobby clock.
5. Courier or delivery services may not deliver directly to the specified department location; therefore, it is strongly recommended**:**
   - Proposers should allow sufficient time for delivery of proposal prior to the published deadline to the location specified in the *RFP Timeline Schedule*.

- Proposers understand that failure to submit a proposal by designated deadline, for whatever reason, may not be grounds for disputing the procurement solicitation process or any resulting contract award.

It is the Proposer's responsibility to ensure any addenda or additional materials pertinent to their proposal be included in or with their RFP submission. HOTCOG will not be held liable for missing addenda or materials at the time of the bid opening and said addenda or additional materials will not be accepted past the RFP submission deadline date and time. **Note**: Submitted proposals after the RFP deadline date/time will not be accepted.

RFP RETRIEVAL

The RFP document, RFP updates, and additional RFP information or amendments will be posted on the HOTCOG website and may be retrieved by clicking Public Notices at https://hotcog.org/ If problems obtaining this RFP are experienced, please request an RFP copy via email to Rep Pledger at: rep.pledger@hotcogtx.gov

PROPOSER COMMUNICATION

QUESTIONS: Proposer questions are due by **May 8, 2025**. Questions will be answered and posted on the HOTCOG website on **May 15, 2025**. Questions may be sent to Rep Pledger at: rep.pledger@hotcogtx.gov. Questions will not be answered after that time.

Upon issuance of this RFP, and in adherence to the above, all forms of communication for clarification from anyone other than the Facilitator of this RFP process, including HOTCOG staff, are not allowed and will not be addressed. In addition, communication regarding this RFP with other potential proposers who may respond competitively, is prohibited. **Note**: Technical questions regarding the RFP document or process may be asked at any time and sent to rep.pledger@hotcogtx.gov to be addressed.

Failure to observe the above restriction(s) may result in disqualification of a Proposer bid proposal(s). However, this restriction does not preclude discussions between affected parties for conducting business unrelated to this RFP proposal process.

RESPONSES: Replies to questions will be posted on https://hotcog.org/ on May 15, 2025, by 4:00 PM CST.

SEALED BID PROCESS

HOTCOG reserves the right to a closed RFP process for proposal review/analysis and award recommendation procedures to the best interest of and best benefit to HOTCOG as well as ensure the best competitive edge for all parties, and in accordance to Texas Local Government Code:

> *Sec. 252.049. CONFIDENTIALITY OF INFORMATION IN BIDS OR PROPOSALS. (a) Trade secrets and confidential information in competitive sealed bids are not open for public inspection. (b) If provided in a request for proposals, proposals shall be opened in a manner that avoids disclosure of the contents to competing vendors and keeps the proposals secret during negotiations. All proposals are open for public inspection after the contract is awarded, but trade secrets and confidential information in the proposals are not open for public inspection.*

Acts 1987, 70th Leg., ch. 149, Sec. 1, eff. Sept. 1, 1987.

In addition, and in accordance to Government Code, Chapter 552. Public Information:

Sec. 552.104. EXCEPTION: INFORMATION RELATED TO COMPETITION OR BIDDING. (a) Information is excepted from the requirements of Section 552.021 if a governmental body demonstrates that release of the information would harm its interests by providing an advantage to a competitor or bidder in a particular ongoing competitive situation or in a particular competitive situation where the governmental body establishes the situation at issue is set to reoccur or there is a specific and demonstrable intent to enter into the competitive situation again in the future.

(b) Except as provided by Subsection (c), the requirement of Section 552.022 that a category of information listed under Section 552.022(a) is public information and not excepted from required disclosure under this chapter unless expressly confidential under law does not apply to information that is excepted from required disclosure under this section.

(c) Subsection (b) does not apply to information described by Section 552.022(a) relating to the receipt or expenditure of public or other funds by a governmental body for a parade, concert, or other entertainment event paid for in whole or part with public funds. A person, including a governmental body, may not include a provision in a contract related to an event described by this subsection that prohibits or would otherwise prevent the disclosure of information described by this subsection. A contract provision that violates this subsection is void.

Added by Acts 1993, 73rd Leg., ch. 268, Sec. 1, eff. Sept. 1, 1993. Amended by Acts 2001, 77th Leg., ch. 1272, Sec. 7.01, eff. June 15, 2001.

Amended by:
Acts 2019, 86th Leg., R.S., Ch. 45 (H.B. 81), Sec. 1, eff. May 17, 2019.
Acts 2019, 86th Leg., R.S., Ch. 1216 (S.B. 943), Sec. 3, eff. January 1, 2020.

HUB BEST PRACTICES

HOTCOG shall ensure that small, minority, disadvantaged, and women's businesses are considered as sources for acquisitions whenever possible by:

- choosing the HUB organization in the case of tie bids;
- soliciting these businesses whenever they are potential sources;
- when economically feasible, dividing total desired services into smaller components to permit maximum participation by these businesses;
- if the requirement permits, establishing delivery schedules that will encourage small, minority, disadvantaged, and women's businesses to participate; and
- using the services and assistance of the Small Business Administration or the Minority Business Development Agency, as needed.

Proposer is encouraged to make a good faith effort to consider HUBs when subcontracting. Some methods for locating HUBs include:

- utilizing the Texas Comptroller of Public Accounts website http://www.window.state.tx.us/procurement/cmbl/cmblhub.html;
- utilizing Web sites or other minority/women directory listings maintained by local

Chambers of Commerce;

- advertising subcontract work in local minority publications; and/or contacting the contracting state agency for assistance in locating available HUBs.

SECTION III. HOTCOG GENERAL PROVISIONS

A. HOTCOG reserves the right for any contract or service agreement resulting from this RFP to be contingent upon the continued availability of funding.

B. HOTCOG reserves the right to select more than one Proposer if deemed to best benefit HOTCOG and programs served.

C. HOTCOG reserves the right accept or reject any bid proposal received, as well as, cancel or extend the RFP process at any time throughout the entire RFP process due to unforeseen irregularities, low response, or procurement needs not being sufficiently met by submitted proposals, as well as, modify or waive any provisions set forth in this RFP for any reason and all herein mentioned without notice to anyone if deemed in the best interests of HOTCOG.

D. This RFP does not commit or obligate HOTCOG to underwrite any costs incurred in the preparation of a response or in advance of the execution of a contract.

E. Conflict of interest is a serious issue. Proposers may not hire HOTCOG management or support staff, or policy board members that were involved in the evaluation and/or selection process under this proposal. Proposers must sign and submit Conflict of Interest form (Attachment B).

F. HOTCOG reserves the right to have final say in the final terms of any potential service agreement or contract as a result of this RFP, to include but not limited to, any essential clauses or certifications in this RFP. The bid RFP <u>must have original signatures</u> of the person(s) having the authority to bind the organization to a contract or it may be rejected for non-compliance.

G. HOTCOG reserves the right to claim ownership of any bid submitted in response to this RFP to be the property of HOTCOG, and is not obligated to return bid RFPs, binders or exhibits to Proposers.

H. Proposers should not include proprietary information or trade secrets. Information submitted may be subject to disclosure under the Texas Open Records Act, it will be the responsibility of the Proposer to seek an exemption from disclosure and file any necessary documents with the Attorney General.

I. Pursuant to protocol to advise of the right to appeal, a protest must be submitted to HOTCOG's Executive Director within ten (10) calendar days of the time the basis of the protest became known and said protest(s) limited to: 1) violations of federal law or regulations; 2) violations of State or local law under the jurisdiction of State or local authorities; and 3) violations of HOTCOG's protest procedures for failing to review a complaint or protest. The protest must be submitted in writing and must identify the protestor, the solicitation being protested and specifically identify the basis for the protest, providing all pertinent information regarding the solicitation, contract and/or actions of HOTCOG.

J. All programs and employees under the auspices of HOTCOG are in compliance with EEO. Auxiliary aids and services are available, upon request, to individuals with disabilities.

K. HOTCOG assures it will abide by 29 CFR 38.25 which states, "As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance.", and Proposers are expected to abide by this ruling as well.

L. Vendor performance is a serious concern; therefore, proposers are advised and understand that non-compliance to contractual responsibilities and obligations resulting from this RFP will be subject to a formal 'Vendor Performance Process' that may result in cancellation of a contract <u>and</u> no allowed participation in any future bidding opportunities with HOTCOG for a minimum of three (3) consecutive years or ever, depending upon the seriousness of the vendor performance infraction to be determined solely by HOTCOG.

SECTION IV. <u>ESSENTIAL CLAUSES AND CERTIFICATIONS</u>

The following essential clauses and certification statements must be acknowledged and affirmed by original signature of an authorized official or representative with full signing authority to affirm Proposer's standing in regard to: (1) certification for lobbying, (2) certification for debarment, (3) certification for Texas Corporate Franchise Tax, and furthermore, Proposer must also be in full agreement and compliance of general essential clauses. **<u>Failure to return any pages requiring authorized signature(s) will cause bid RFP or proposal to be null and void</u>**.

Funding Out

Funding is contingent upon the continued availability of funds as appropriated by state and/or federal sources. If funds become unavailable through lack of appropriations, legislative or executive budget cuts, amendment of the Appropriations Act, state agency consolidations, or any other disruption of current appropriations, Proposers will not hold liable HOTCOG for payment or damages other than payment owed to Proposer for service already provided at the time of said notice.

Equal Opportunity

HOTCOG is an equal opportunity employer. All programs under the auspices of the Workforce Solutions Heart of Texas Board are equal opportunity entities. Contractor represents and warrants that it shall not discriminate against any person on the basis of race, color, national origin, creed, religion, political belief, sex, sexual orientation, age, and disability in the performance of this Contract.

Antitrust

Neither Proposer nor firm, corporation, partnership, or institution represented by Proposer or anyone acting for such firm, corporation, or institution has (1) violated the antitrust laws of the State of Texas under Texas Business & Commerce Code, Chapter 15, or the federal antitrust laws; or (2) communicated the contents of this REQ either directly or indirectly to any competitor or any other person engaged in the same line of business during the procurement process for this RFP.

Conflict of Interest Questionnaire (Attachment C)

Chapter 176 of the Texas Local Government Code requires Proposers and consultants contracting or seeking to contract with HOTCOG to file a conflict-of-interest questionnaire (CIQ) if they have an employment or other business relationship with an officer of HOTCOG or an officer's close family member.

The CIQ must be completed and filed with the bid/quote response if an employment or business relationship defined in the law exists.

Abandonment or Default
If the successful Proposer defaults on a contract resulting from this RFP, HOTCOG reserves the right to cancel the contract without notice and either re-solicit or re-award the contract to the next best responsive and responsible Proposer. The defaulting Proposer will not be considered in the re-solicitation and may not be considered in future solicitations for the same type of work, unless the specifications or scope of work significantly changed. The period of suspension will be determined by the agency based on the seriousness of the default.

Buy Texas
In accordance with Texas Government Code, Section 2155.4441, the State of Texas requires that during the performance of a contract for services, Contractor shall purchase products and materials produced in the State of Texas when available at a price and time comparable to products and materials produced outside the state.

Liability for Property Damage
Successful Proposer shall be liable for all damages to HOTCOG owned, leased, or occupied property and equipment caused by Proposer and its employees, agents, subcontractors, and suppliers, including delivery or cartage company, in connection with any performance pursuant to a Contract as a result of this RFP. The Proposer shall notify HOTCOG Contract Manager in writing of any such damage within one (1) calendar day.

Limitation on Authority; No Other Obligations
Successful Proposer shall have no authority to act for or on behalf of HOTCOG except as expressly provided for in a contract or agreement resulting from this RFP; no other authority, power, or use is granted or implied. Successful Proposer may not incur any debts, obligations, expenses, or liabilities of any kind on behalf of HOTCOG.

Liability for Taxes
Successful Proposer represents and warrants that it shall pay all taxes or similar amounts from any contract or agreement resulting from this RFP, including, but not limited to, any federal, State, or local income, sales, or excise taxes of successful Proposer or its employees. HOTCOG shall not be held liable for any taxes resulting from the Successful Proposer executing the performance of any contract or agreement.

Force Majeure
Neither Proposer nor HOTCOG shall be liable to the other for any delay in, or failure of performance, of any requirement included in a contract resulting from this RFP caused by force majeure. The existence of such causes of delay or failure shall extend the period of performance until after the causes of delay or failure have been removed provided the non-performing party exercises all reasonable due diligence to perform. Force majeure is defined as acts of God, war, fires, explosions, hurricanes, floods, failure of transportation, or other causes that are beyond the reasonable control of either party and that by exercise of due foresight such party could not reasonably have been expected to avoid, and which, by the exercise of all reasonable due diligence, such party is unable to overcome. Each party must inform the other in writing, with proof of receipt, within three (3) business of the existence of such force majeure, or otherwise waive this right as a defense.

Texas State Sales and Use Tax

Pursuant to § 2155.004, Government Code, a state agency may not accept a bid proposal or award a contract to any individual not residing in this state or business entity not incorporated in or whose principal domicile is not in this state unless: the individual or business entity holds a permit issued by the comptroller to collect or remit all state and local sales and use taxes that become due and owing as a result of the individual's or entity's business in this state or certifies that it does not sell tangible personal property or services that are subject to the state and local sales and use tax.

The undersigned (p. 21) **for the above individual or entity conditions, certifies they:**

_______Hold a permit issued by the comptroller to collect or remit all state and local sales and use taxes that become due and owing as a result of the individual's, or entity's business in this state; or does not sell tangible personal property or services that are subject to the state and local sales and use tax;

_______ Do not sell tangible personal property or services that are subject to the state and local sales and use tax.

Texas Corporate Franchise Taxes

Pursuant to Article 2.45, Texas Business Corporation Act, State agencies may not award grants to for-profit corporations that are delinquent in making state franchise tax payments.

The undersigned (p. 21) **certifies that the designation marked below applies to its business entity:**

_______ The entity is a non-profit corporation or is otherwise not subject to payment of franchise taxes to the State of Texas.

_______ The entity is a for-profit corporation and certifies that it is not delinquent in its franchise tax payments to the State of Texas.

Lobbying

This certification is required by the Federal Regulations, implementing Section 1352 of the Program Fraud and Civil Remedies Act, Title 31 U.S. Code, for the Department of Agriculture (7 CFR Part 3018),

Department of Labor (29 CFR Part 93), Department of Education (34 CFR Part 82), Department of Health and Human Services (45 CFR Part 93).

The undersigned (p. 21) **certifies that:**

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, the extension, continuation, renewal, amendment, or modification of any federal grant award, grant, loan or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in

connection with this federal grant award, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form -LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subgrant awards, subgrants, and grant awards under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

Debarment, Suspension, and Other Responsibility Matters
This certification is required by the Federal Regulations, implementing Executive Order 12549, Government- wide Debarment and Suspension, for the Department of Agriculture (7 CFR Part 3017), Department of Labor (29 CFR Part 98), Department of Education (34 CFR Part 85), Department of Health and Human Services (45 CFR Part 76).

The undersigned certifies that neither it nor its principals:

(1) Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or Agency.

(2) Have not within a three-year period preceding this grant award been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or Local) transaction or grant award under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in Paragraph (2) of this certification; and,

(4) Have not within a three-year period preceding this grant award had one or more public transactions terminated for cause or default.

SECTION V. SIGNATURE PAGE

Acknowledgement of Essential Clauses and Certifications – The Essential Clauses and Certifications are a material representation of fact upon which reliance is placed when entering into any contract or agreement resulting from this RFP. The return of these required documents signed with original signatures by an authorized representative of Proposer are prerequisites for finalizing the award and must be returned with the proposal. Failure to do so may deem a proposal null and void, at the sole discretion of HOTCOG and programs served.

Where the undersigned Proposer is unable to certify to any of the statements above, a <u>valid and just explanation must be attached, or proposal will be rejected.</u>

Affirmation of HOTCOG Essential Clauses and Certifications - The undersigned certifies the indicated statements and essential clauses are true and correct and further understands that making a false statement and/or proclamation of compliance is a material breach of any subsequent award or service agreement and is grounds for award cancellation.

PROPOSER SIGNATURE

The undersigned hereby certifies and warrants that he/she has been fully authorized to execute this proposal on behalf of their firm and to legally bind the firm to all the terms, performances, and provisions as herein set forth.

Signature

Date

Typed Name and Title of Authorized Representative

Company Name Represented

ATTACHMENT A

REFERENCES

Please provide three (3) references, other than HOTCOG, who can verify performance as a vendor/service provider/contractor. References from similar firms for whom your organization has provided similar or like services specific in nature to this RFP considered a plus.

NOTE: Inaccurate, obsolete, or negative responses may result in rejection of quote proposals.

Reference One:

Company Name: ____

Address: ____

Contact Person/Title: ____

Phone: ______________________ Email: ______________________

Scope of Work Performed: ____

Contract Period: ____

Reference Two:

Company Name: ____

Address: ____

Contact Person/Title: ____

Phone: ______________________ Email: ______________________

Scope of Work Performed: ____

Contract Period: ____

Reference Three:

Company Name: ____

Address: ____

Contact Person/Title: ____

Phone: ______________________ Email: ______________________

Scope of Work Performed: ____

Contract Period: ____

ATTACHMENT B

Form PTN-130
(Rev. 8/23)
Page 1 of 6

Consolidated Certification Form

This form is to assist subrecipients with managing the federal and state clauses related to the procurement they're interested in completing. This document complies with all pertinent federal and state regulations for each procurement type.

To begin, select the procurement's funding source. If TxDOT is the pass-through entity (Direct Recipient), both Federal and State must be checked.

☐ Federal and State ☐ State Only

Federal Clauses – Procurement Types Summary:

All FTA-Assisted Third-Party Contracts and Subcontracts

1. No Federal Government Obligations to Third Parties
2. Access to Third Party Contract Records
3. Changes to Federal Requirements
4. Civil Rights (EEO, Title VI & ADA)
5. Incorporation of FTA Terms
6. Energy Conservation
7. Trafficking in Persons
8. False or Fraudulent Statements or Claims
9. Disadvantaged Business Enterprises (DBE)
10. Fly America
11. Americans with Disabilities Act (ADA) Access
12. Special Notification Requirements for States
13. Safe Operation of Motor Vehicles
14. Federal Tax Liability and Recent Felony Convictions
15. Program Fraud and False or Fraudulent Statements and Related Acts
16. Prompt Payment
17. Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment
18. Conformance with Intelligent Transportation Systems (ITS) National Architecture
19. Severability

Award Exceeding $10,000

20. Terminating the Contract
21. Solid Wastes

Award Exceeding $25,000

22. Debarment and Suspension
23. Resolution of Disputes, Breaches, or Other Litigation

☐ **Award Exceeding $50,000**

24. Contracting with the Enemy

☐ **Award Exceeding $100,000**

25. Lobbying Restrictions

☐ **Award Exceeding $150,000**

26. Environmental Protection (Clean Air and Water Pollution Control)

State of Texas Procurement Contract Clauses

State of Texas - Procurement Types Summary:

All Texas-Assisted Third-Party Contracts and Subcontracts

1. Debarment
2. Family Code Child Support Obligation Certification
3. Debts and Delinquencies Affirmations
4. Disaster Recovery Plan
5. Disclosure of Prior State Employment
6. Entities that Boycott Israel
7. Federal Executive Order 13224 Excluded Parties
8. False Statements
9. Financial Participation Prohibited Affirmation
10. Foreign Terrorist Organizations
11. Disaster Relief Contract Violation
12. Public Information Act
13. Signature Authority
14. State Auditor's Right to Audit
15. Suspension and Debarment
16. Assignment
17. Contracting Information Responsibilities
18. Human Trafficking Prohibition
19. Energy Company Boycotts
20. Firearm Entities and Trade Association Discrimination

1. 34 TAC §20.585 Debarment

The Recipient agrees that The State of Texas, in order to protect the interests of the state may:

A. Conduct an investigation upon a complaint regarding a contractor's acts and omissions in procurement or performance of that contract where the complaint may constitute cause for debarment;

B. Cancel one or more of the contractor's active or pending contracts upon a complaint regarding the contractor's acts and omissions in procurement or performance of that contract where the complaint may constitute cause for debarment;

C. Assess actual damages and costs incurred due to contractor's failure to perform as specified in the contract;

D. Debar a contractor for a specified period of time; and

E. Take any other action authorized by law.

2. §231.006 Family Code Child Support Obligation Certification

Under Section 231.006(d) of the Texas Family Code, the Sub-recipient certifies that the individual or business entity named in this Agreement is not ineligible to receive the specified GRANT and acknowledges that this Agreement may be terminated and payment or grant funds may be withheld if this certification is inaccurate.

3. §2252.903 Gov't Code Debts and Delinquencies Affirmations

Sub-recipient agrees that any payments due it under the Agreement shall be applied toward any debt or delinquency that is owed to the State of Texas.

4. §444.190 Gov't Code Disaster Recovery Plan

In accordance with 13 TAC (Texas Administrative Code) §6.94(a)(9), Sub-recipient shall provide descriptions of its business continuity and disaster recovery plans

5. §2254.033 Gov't Code Disclosure of Prior State Employment

In accordance with Section 2254.033 of the Texas Government Code, relating to consulting services, RESPONDENT certifies that it does not employ an individual who has been employed by TxDOT or another agency at any time during the two years preceding the submission of the Response or, in the alternative, RESPONDENT has disclosed in its Response the following:

A. The nature of the previous employment with TxDOT or the other agency;

B. The date the employment was terminated; and

C. The annual rate of compensation for the employment at the time of its termination.

6. §2271.001 Gov't Code Entities that Boycott Israel

Pursuant to Section 2271.001 of the Texas Government Code, Sub-recipient certifies that either:

A. It meets an exception criterion under Section 2271.002, or

B. It does not boycott Israel and will not boycott Israel during the term of this Agreement.Sub-recipient shall in a writing to TxDOT state any fact(s) that make it exempt from the boycott certification.

7. Federal Executive Order 13224 Excluded Parties

Sub-recipient certifies that it is not listed on the prohibited vendors list authorized by Executive Order 13224, Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism", published by the United States Department of the Treasury, Office of Foreign Assets Control.

8. §2155.077(a)(2) Gov't Code False Statements

Sub-recipient represents and warrants that all statements and information prepared and submitted in this document are current, complete, true and accurate. Submitting a false statement or material misrepresentation made during the performance of a contract is a material breach of contract and may void this agreement.

9. §2155.004 Gov't Code Financial Participation Prohibited Affirmation

Under Section 2155.004(b) of the Texas Government Code, Sub-recipient certifies that the individual or business entity named in this Agreement is not ineligible to receive the specified agreement/GRANT and acknowledges that this agreement may be terminated, and payment withheld if this certification is inaccurate.

10. §2252.152 Gov't Code Foreign Terrorist Organizations

Sub-recipient represents and warrants that is not engaged in business with Iran, Sudan, or a foreign terrorist organization as prohibited by Section 2252.152 of the Texas Government Code.

11. §2155.006 and 2261.053 Gov't Code Prior Disaster Relief Contract Violation

Under Sections 2155.006 and 2261.053 of the Texas Government Code, the Sub-recipient certifies that the individual or business entity named in this Agreement is not ineligible to receive the specified agreement/GRANT and acknowledges that this agreement may be terminated and payment withheld if this certification is inaccurate.

12. Chapter 552, Gov't Code and §2252.907 Gov't Code Public Information Act

Information, documentation, and other material in connection with this Agreement may be subject to public disclosure pursuant to Chapter 552 of the Texas Government Code (the "Public Information Act"). In accordance with Section 2252.907 of the Texas Government Code, the Sub-recipient is required to make any information created or exchanged with the State pursuant to the Agreement and not otherwise excepted from disclosure under the Texas Public Information Act, available in a format that is accessible by the public at no additional charge to the State.

13. §2252.0012 Gov't Code Signature Authority

The Sub-recipient represents and warrants that the individual executing this Agreement is authorized to sign this Agreement on behalf of the Sub-recipient and to bind the Sub-recipient.

14. §2262.154 Gov't Code State Auditor's Right to Audit

The state auditor may conduct an audit or investigation of any entity receiving funds from the state directly under the contract or indirectly through a subcontract under the contract. The acceptance of funds directly under the contract or indirectly through a subcontract under the contract acts as acceptance of the authority of the state auditor, under the direction of the legislative audit committee, to conduct an audit or investigation in connection with those funds. Under the direction of the legislative audit committee, an entity that is the subject of an audit or investigation by the state auditor must provide the state auditor with access to any information the state auditor considers relevant to the investigation or audit.

15. §2155.077 Gov't Code Suspension and Debarment

Sub-recipient certifies that it and its principals are not suspended of debarred from doing business with the State of Texas or federal government as listed on the State of Texas Debarred Vendor List as maintained by the Texas Comptroller of Public Accounts and the System for Award Management (SAM) maintained by the General Services Administration.

16. §2262.056 (b) Gov't Code Assignment

Sub-recipient shall not assign its rights under the Agreement or delegate the performance of its duties under the Agreement without prior written approval from the TxDOT. Any attempted assignment in violation of this provision is void and without effect.

17. §552.372 Gov't Code Contracting Information Responsibilities

In accordance with Section 552.372 of the Texas Government Code, Sub-recipient agrees to:

A. preserve all contracting information related to the Agreement as provided by the records retention requirements applicable to TxDOT for the duration of the Agreement,

B. promptly provide to TxDOT any contracting information related to the Agreement that is in the custody or possession of the Sub-recipient on request of TxDOT, and

C. on termination or expiration of the contract, either provide at no cost to TxDOT all contracting information related to the Agreement that is in the custody or possession of the Sub-recipient or preserve the contracting information related to the Agreement as provided by the records retention requirements applicable to TxDOT. Except as provided by Section 552.374(c) of the Texas Government Code, the requirements of Subchapter J, Chapter 552, Government Code, may apply to the Agreement and the Sub-recipient agrees that the Agreement can be terminated if the Sub-recipient knowingly or intentionally fails to comply with a requirement of that subchapter.

18. §2155.0061 Gov't Code Human Trafficking Prohibition

Under Section 2155.0061 of the Texas Government Code, the Sub-recipient certifies that the individual or business entity named in the Agreement is not ineligible to receive the specified Agreement/GRANT and acknowledges that this Agreement may be terminated and payment withheld if this certification is inaccurate.

19. §2274.002 Energy Company Boycotts

If Respondent is required to make a verification pursuant to Section 2274.002 of the Texas Government Code, Respondent verifies that Respondent does not boycott energy companies and will not boycott energy companies during the term of the Contract. If Respondent does not make that verification, Respondent must so indicate in its Response and state why the verification is not required.

20. §2274 Firearm Entities and Trade Association Discrimination

If Respondent is required to make a verification pursuant to Section 2274.002 of the Texas Government Code, Respondent verifies that it (1) does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and (2) will not discriminate during the term of the contract against a firearm entity or firearm trade association. If Respondent does not make that verification, Respondent must so indicate in its Response and state why the verification is not required.

21. §2252.908, 2254.032, 2261.252(b) No Conflict of Interest

Respondent represents and warrants that the provision of goods and services or other performance under the contract will not constitute an actual or potential conflict of interest or reasonably create an appearance of impropriety.

Certification to Purchaser

1. The undersigned vendor certifies that the manufactured good(s) furnished will meet or exceed the specifications, and/or that services rendered will comply with the terms of the solicitation or contract.
2. The undersigned vendor certifies that it has read all of the bid, proposal, or contract documents and agrees to abide by the terms, certifications, and conditions thereof.

Name of Company:

Address:

Telephone:

SS# or Tax ID#:

Printed Name of Person Completing Form:

Signature

Date:

Description of Commodity Service:

Disadvantaged Business Enterprise Information

Type of Organization (check the application type of organization)

☐ Sole Proprietorship ☐ General Proprietorship ☐ Corporation ☐ Limited Partnership ☐ Limited Proprietorship

Is your firm a DBE? ☐ Yes ☐ No

If yes, what type?

Third Party Procurement Contract Provisions

Third Party Procurement Contracting Provisions

Select the additional third-party procurement contracting provisions based on the type of solicitation you're procuring:

**Procurements cannot be combined. Example: Construction procurement and Rolling Stock procurement, use separate PTN 130s for each.*

- ☐ 1. **Construction Related Clauses**
  - ☐ Federal and State
  - ☐ State Clauses

Reset this Page

- ☐ 2. **Rolling Stock Related Clauses**
  - ☐ Federal and State
  - ☐ State Clauses
- ☐ 3. **Professional Services / Architectural Engineering**
  - ☐ Federal and State
  - ☐ State Clauses
- ☐ 4. **Materials & Supplies Related Clauses**
  - ☐ Federal and State
  - ☐ State Clauses
- ☐ 5. **Operations / Management Related Clauses**
  - ☐ Federal and State
  - ☐ State Clauses

ATTACHMENT C

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. *See* Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 **Name of vendor who has a business relationship with local governmental entity.**

2 ☐ **Check this box if you are filing an update to a previously filed questionnaire.** (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 **Name of local government officer about whom the information is being disclosed.**

____

Name of Officer

4 **Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.**

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes ☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes ☐ No

5 **Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.**

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7

____ ____________________

Signature of vendor doing business with the governmental entity — Date

Form provided by Texas Ethics Commission — www.ethics.state.tx.us — Revised 1/1/2021

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at http://www.statutes.legis.state.tx.us/ Docs/LG/htm/LG.176.htm. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

(A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;

(B) a transaction conducted at a price and subject to terms available to the public; or

(C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

***

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds $2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than $100 in the 12-month period preceding the date the officer becomes aware that:

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

Form provided by Texas Ethics Commission www.ethics.state.tx.us Revised 1/1/2021

ATTACHMENT D

PROPOSAL COVER SHEET

HEART OF TEXAS COUNCIL OF GOVERNMENTS

IS SEEKING PROPOSALS FOR TRANSPORTATION COORDINATION PLAN CONSULTANT

"Execution hereof is certification that the undersigned has read and understands the terms and conditions herein, and that the undersigned's principal is fully bound and committed"

1. Company/Organization:____

   Address:____

   City:____________________State:______________Zip:__________

   Phone:_________________________Fax:_____________________

2. Contact Person:__________________________Phone:______________

3. Historically Underutilized Business (HUB) ☐ Minority Owned ☐ Female Owned ☐ Local Business ☐ Small

____

Typed Name and Title

____

Signature of Authorized Representative Date

ATTACHMENT E

CERTIFICATION OF PROPOSER

I hereby certify that the information contained in this proposal and any attachments is true and correct and may be viewed as an accurate representation of proposed services to be provided by this organization. I certify that no employee, board member, or agent of HOTCOG has assisted in the preparation of this proposal. I acknowledge that I have read and understood the requirements and provisions of the RFP and that this organization will comply with the procurement standards applicable under this RFP and any other applicable local, State and Federal regulations and policies. I also certify that I have read and understand the General Information and Conditions and Limitations sections presented in this RFP and will comply with the terms, thereof, and furthermore that

I, ____ am the _________________________

(Typed Name and Signatory Authority) *(Title)*

of the corporation, partnership, association, public agency, educational provider or other entity named as Proposer and Respondent herein and that I am legally authorized to sign this proposal and submit it to the Heart of Texas Council of Governments on behalf of said organization by authority of its governing body.

ATTEST:

____

Name of Applicant/Organization

____

Name of Authorized Signatory

____

Title of Authorized Signatory

____ _________________________

Signature of Authorized Signatory *Date*

Subscribed and sworn to before me this ___________ day of ___________________, 2025, in _________

County, State of _____________________.

Signature:___________________________________ _________________________

Notary Public Date Commission Expires

ATTACHMENT F

CERTIFICATION REGARDING DEBARMENT, SUSPENSION,

INELIGIBILITY, AND VOLUNTARY EXCLUSION -

LOWER TIER COVERED TRANSACTION

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR part 98, Section 98-.510, Participants' responsibilities.

1. The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency.

2. Where the prospective recipient of Federal Assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

____

Name of Bidder/Organization

____

Name and Title of Authorized Representative

____

Signature and Date

ATTACHMENT G

CONTRACTOR'S ASSURANCE

(Subcontracts-Federal Aid Projects)

By signing this proposal, the contractor is giving assurances that all subcontract agreements will incorporate the Standard Specification and Special Provisions to Section 9.9., Payment Provisions for Subcontractors, all subcontract agreements exceeding $2,000 will incorporate the applicable Wage Determination Decision, and all subcontract agreements will incorporate the following:

Special Provision	Certification of Nondiscrimination in Employment
Special Provision	Standard Federal Equal Employment Opportunity
Form FHWA 1273	Required Contract Provisions Federal-aid Construction Contracts (Form FHWA 1273 must also be physically attached to subcontracts and all lower-tier subcontracts)
Special Provision	Nondiscrimination (Include provisions of Sections 3.1 – 3.6 in all subcontracts and agreements for materials)
Special Provision	Cargo Preference Act Requirements in Federal-Aid Contracts
Special Provision	Disadvantaged Business Enterprise in Federal-Aid Contracts

CERTIFICATION TO NOT BOYCOTT ENERGY COMPANIES

Pursuant to Texas Government Code §809.051, the Department must include a provision requiring a written verification affirming that the Contractor does not boycott energy companies, as defined in Government Code §809.001, and will not boycott energy companies during the term of the contract. This provision applies to a contract that:

1) is with a Contractor that is not a sole proprietorship,
2) is with a Contractor with 10 or more full-time employees, and
3) has a value of $100,000 or more.

By signing the contract, the Contractor certifies that it does not boycott energy companies and will not boycott energy companies during the term of this contract. “Boycott” means taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company: (1) engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; or (2) does business with a company described by (1).

Violation of this certification may result in action by the Department.

CERTIFICATION TO NOT BOYCOTT ISRAEL

Pursuant to Texas Government Code §2271.002, the Department must include a provision requiring a written verification affirming that the Contractor does not boycott Israel, as defined in Government Code §808.001, and will not boycott Israel during the term of the contract. This provision applies to a contract that:

1) is with a Contractor that is not a sole proprietorship,
2) is with a Contractor with 10 or more full-time employees, and
3) has a value of $100,000 or more.

By signing the contract, the Contractor certifies that it does not boycott Israel and will not boycott Israel during the term of this contract. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

Violation of this certification may result in action by the Department.

CERTIFICATION REGARDING DISCLOSURE OF PUBLIC INFORMATION

Pursuant to Subchapter J, Chapter 552, Texas Government Code, contractors executing a contract with a governmental body that results in the expenditure of at least $1 million in public funds must:

1) preserve all contracting information* as provided by the records retention requirements applicable to Texas Department of Transportation (TxDOT) for the duration of the contract,
2) on request of TxDOT, promptly provide any contracting information related to the contract that is in the custody or possession of the entity, and
3) on completion of the contract, either:
    a. provide, at no cost to TxDOT, all contracting information related to the contract that is in the custody or possession of the entity, or
    b. preserve the contracting information related to the contract as provided by the records retention requirements applicable to TxDOT

The requirements of Subchapter J, Chapter 552, Government Code, may apply to this contract, and the contractor or vendor agrees that the contract can be terminated if the contractor or vendor knowingly or intentionally fails to comply with a requirement of that subchapter.

By entering into Contract, the Contractor agrees to:

- provide, or make available, to TxDOT and any authorized governmental investigating or auditing agency all records, including electronic and payment records related to the contract, for the same period provided by the records retention schedule applicable to TxDOT, and
- ensure that all subcontracts include a clause requiring the same.

* As defined in Government Code §552.003, “Contracting information” means the following information maintained by a governmental body or sent between a governmental body and a vendor, contractor, potential vendor, or potential contractor:

1) information in a voucher or contract relating to the receipt or expenditure of public funds by a governmental body;
2) solicitation or bid documents relating to a contract with a governmental body;
3) communications sent between a governmental body and a vendor, contractor, potential vendor, or potential contractor during the solicitation, evaluation, or negotiation of a contract;
4) documents, including bid tabulations, showing the criteria by which a governmental body evaluates each vendor, contractor, potential vendor, or potential contractor responding to a solicitation and, if applicable, an explanation of why the vendor or contractor was selected; and
5) communications and other information sent between a governmental body and a vendor or contractor related to the performance of a final contract with the governmental body or work performed on behalf of the governmental body.

CERTIFICATION TO NOT DISCRIMINATE AGAINST FIREARM ENTITIES OR FIREARM TRADE ASSOCIATIONS

Pursuant to Texas Government Code §2274.002, the Department must include a provision requiring a written verification affirming that the Contractor:

1) does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association, as defined in Government Code §2274.001, and
2) will not discriminate against a firearm entity or firearm trade association during the term of the contract.

This provision applies to a contract that:

1) is with a Contractor that is not a sole proprietorship,
2) is with a Contractor with 10 or more full-time employees, and
3) has a value of $100,000 or more.

By signing the contract, the Contractor certifies that it does not discriminate against a firearm entity or firearm trade association as described and will not do so during the term of this contract. “Discriminate against a firearm entity or firearm trade association” means, with respect to the entity or association, to: (1) refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association; (2) refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or (3) terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association. “Discriminate against a firearm entity or firearm trade association” does not include: (1) the established policies of a merchant, retail seller, or platform that restrict or prohibit the listing or selling of ammunition, firearms, or firearm accessories; (2) a company’s refusal to engage in the trade of any goods or services, decision to refrain from continuing an existing business relationship, or decision to terminate an existing business relationship to comply with federal, state, or local law, policy, or regulations or a directive by a regulatory agency, or for any traditional business reason that is specific to the customer or potential customer and not based solely on an entity’s or association’s status as a firearm entity or firearm trade association.

Violation of this certification may result in action by the Department.

Texas A&M Transportation Institute

Coordination Plan Guidebook

Step by Step Instructions for Updating and Maintaining Regional Coordinated Human Service Transportation Plans

Authors:
Will Rodman, Suzie Edrington, James Cardenas, Tina Geiselbrecht, and Ross Peterson

Prepared for the Texas Department of Transportation

February 2025

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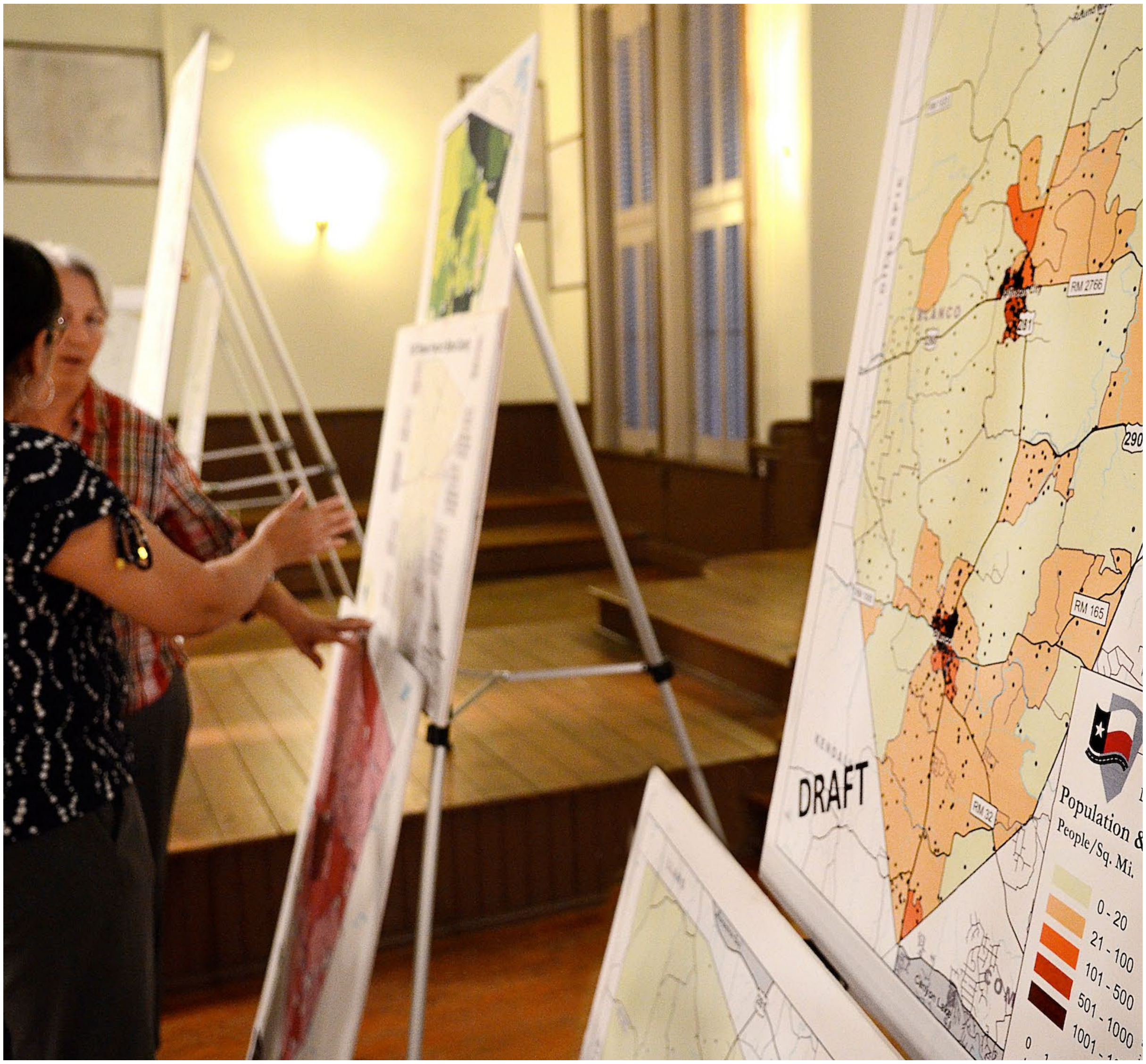

Chapter 1. Introduction

Why It Matters

The development of an RPTCP is a federal and state requirement. Such a plan must be developed/updated every five years. This guidebook provides a blueprint and toolbox to support the development of an RPTCP. Each plan culminates in the identification and prioritization of new and expanded instances of transportation coordination.

The benefit is that each RPTCP describes how enhanced coordination or the introduction of new coordinated transportation services will close the gap of unmet need.

This *Coordination Plan Guidebook* (guidebook) introduces coordination of transportation services and guides development of a five-year regional public transportation coordination plan (RPTCP). This guidebook is aimed at lead coordination agencies, regional coordination committee (RCC) members, and other stakeholders who participate in each region's transportation coordination planning. The RPTCP process is led by a lead coordination agency—chosen by regional stakeholders and funded by TxDOT—whose main functions include preparing and updating the RPTCP and serving as the moving force behind coordination activities in the region.

1.1 Purpose of a Five-Year RPTCP

The plans themselves are not the end product. Although required by Federal Transit Administration (FTA) and Texas Department of Transportation (TxDOT) regulations, the real purpose—according to TxDOT—is to provide a blueprint and a toolbox for implementing new and expanded instances of coordination that result in new efficiencies. In turn, these efficiencies are used to expand existing services or introduce new services that close the gap of unmet need among transit dependent populations (see Section 1.2). For TxDOT, the ability to better meet unmet needs is the ultimate goal of coordination; these plans reflect a necessary step to get there.

Often, additional funding may be needed to implement such new and/or expanded coordination projects or strategies. Key among these is FTA's Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities. However, these coordination projects or strategies cannot be funded using Section 5310 funds unless they first appear in the RPTCP. Other funding sources, such as the biennial Coordinated Call, may be used for pilot projects. Contact your public transportation coordinator for more information.

TxDOT is committed to an ongoing review of its coordination and cooperation processes for improvements, with a particular focus on ensuring that everyone has the opportunity to provide input to the transportation planning process. TxDOT is also committed to monitoring the success of the various tools provided in this guidebook and will provide updates as new best practices are developed within Texas and around the country.

1.2 Guidebook Intent

TxDOT's intent for this guidebook is to provide the information and tools for RCCs to better meet regional public transportation needs and reduce need gaps for targeted groups. Consistency across regional plans enables a more thorough understanding of statewide needs. Funding between five-year plan years will be evaluated on the performance and progress of projects identified in each RPTCP. High quality RPTCPs—with well-defined goals, strategies, and projects—represent the best interests of everyone in the region and TxDOT.

The guidebook offers a clear introduction to coordination and a step-by-step approach to developing each region's RPTCP. It is intended to guide the:

- Development of systematic ways for communities to improve collaboration and communication across public transit agencies, human service organizations, and transportation providers.
- Identification of community resources, gaps, and needs for transportation access and mobility through local and coordinated efforts, with a particular focus on the following transit-dependent and other populations (target populations) to which Title VI of the Civil Rights Act of 1964 applies:
  - Seniors.
  - People with disabilities.
  - Low-income residents.
  - Zero-car households.
  - Youths.
  - Residents with limited English proficiency.
  - Veterans.
  - Clients of workforce agencies.
  - Employment/job seekers.

Specifically, this guidebook is intended to support the:

- Determination of projects, strategies, and approaches to addressing gaps and unmet needs through coordination.
- Prioritization of projects, strategies, and approaches for funding and implementation that will effectively and efficiently increase service through coordination, with an emphasis on the target transit-dependent populations.
- Development of an RPTCP that is organized based on the new TxDOT RPTCP template.
- Utilization of methodologies and tools that will help develop RPTCP content.
- Development of an RPTCP that is in concert with current Federal and State requirements.

1.3 Guidebook Organization

Figure 1 shows the guidebook chapter organization in relation to an RPTCP's chapter organization. Appendix C of this guidebook (included in a separate document) provides an outline and checklist for development of each region's RPTCP, including required chapters to ensure all necessary elements are included for RPTCP submittal. Other appendices included in this separate document are:

- Appendix A contains a lead coordination agency–RCC organizational member memorandum of understanding (MOU) template.
- Appendix B contains an example RCC mission statement and bylaws.

- Appendix D describes a methodology to determine major trip generators.
- Appendix E describes a methodology to create a coordination area map.
- Appendix F describes a methodology to collect and exhibit area demographics.
- Appendix G describes a methodology to create a transit need index map.
- Appendix H contains an example transportation provider survey.
- Appendix I describes various transportation service modes and models.
- Appendix J contains an example vehicle utilization chart.
- Appendix K contains an example goals and strategies matrix.
- Appendix L contains a two-year coordination plan timeline.
- Appendix M contains a 15-month coordination planning project timeline.
- Appendix N contains an RFP example for soliciting bids from consultants to develop an RPTCP.

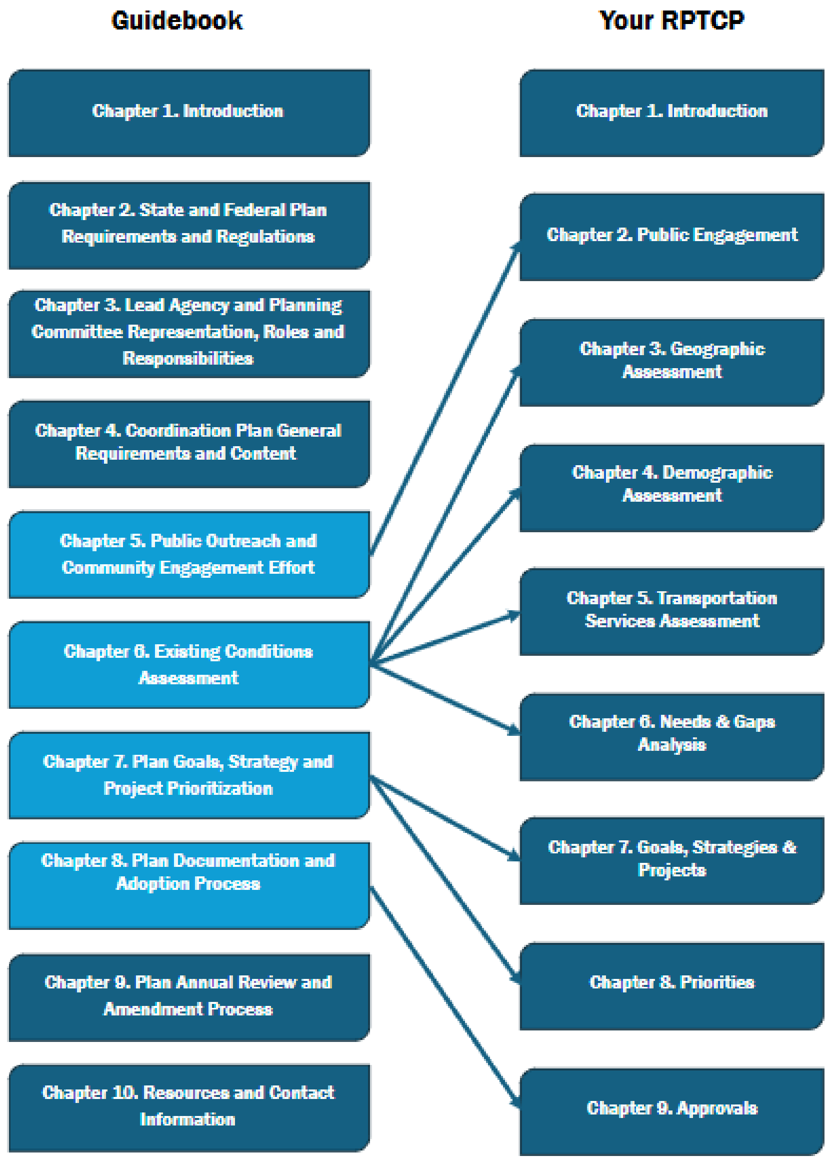

Figure 1. Comparison of Guidebook and RPTCP Chapter Organization.

Chapter 2. State and Federal Plan Requirements and Regulations

Why It Matters

Federal and state RPTCP requirements provide the foundation for this guidebook. Texas builds upon federal requirements with additional expectations for regional coordination spelled out in the Texas State Management Plan and Chapter 461 of the Texas Transportation Code.

The benefit is that the requirements ensure each region's RPTCP meets federal and state requirements and expectations.

Federal and Texas state coordination requirements and expectations for development of each region's RPTCP provide the foundation for this guidebook. This chapter describes these federal and state requirements.

2.1 Federal Requirements

Federal requirements for RPTCPs were defined in *FTA Circular C 9070.1H*, effective November 1, 2024.[1] These requirements include:

- **Coordinated plan.** Projects funded under Section 5310 must be included in a locally developed, coordinated public transit-human services transportation plan. The RPTCP must include:
    - An inventory of available services and resources.
    - An assessment of target population transportation needs.
    - Strategies to address identified gaps and inefficiencies.
    - Priorities for implementation and funding.
- **Stakeholder engagement and public involvement.** RPTCPs must be developed through a process that includes input from:
    - Public, private, and nonprofit transportation providers.
    - Human service agencies.
    - Advocacy groups for seniors and persons with disabilities.
    - Representatives from underserved populations.

  Community engagement is essential to ensure plans reflect local needs. Public involvement strategies include accessible materials, community meetings, and outreach to traditionally underserved populations.
- **Inclusion in regional transportation planning frameworks.** Depending on the environment (urban or rural), projects must also be included in other regional plans as follows:
    - *Urbanized areas*. To be eligible for funding projects in urbanized areas, the project must be included in the:
        - Metropolitan transportation plan, prepared and approved by the metropolitan planning organization (MPO).
        - Transportation improvement program, approved jointly by the MPO and the governor.
        - Statewide transportation improvement program (STIP), developed at the state level and jointly approved by FTA and the Federal Highway Administration.

[1] Federal Transit Administration. (2024). *Enhanced mobility of seniors and individuals with disabilities (Section 5310).* https://www.transit.dot.gov/regulations-and-programs/fta-circulars/enhanced-mobility-seniors-and-individuals-disabilities

- *Nonurbanized (rural) areas*. Projects outside urban areas must be included in the:
  - Statewide long-range transportation plan, developed at the state level (projects not directly included in this must at least be consistent with its goals).
  - STIP.
- **Compliance with federal regulations.** RPTCPs must also align with Title VI (nondiscrimination), the Americans with Disabilities Act (ADA, accessibility), and other civil rights requirements.

2.2 State Requirements

Building upon these federal requirements, additional expectations for regional coordination are detailed in the Texas State Management Plan[2] and Chapter 461 of the Texas Transportation Code.[3] These efforts are overseen by TxDOT's Public Transportation Division (PTN).

Chapter 461 details a three-part intent to:

- Eliminate waste in the provision of public transportation services.
- Generate efficiencies that will permit increased levels of service.
- Further the state's efforts to reduce air pollution.

Further requirements include identifying:

- Overlaps and gaps in the provision of public transportation services, including services that could be more effectively provided by existing, privately funded transportation resources.
- Underused equipment owned by public transportation providers.
- Inefficiencies in the provision of public transportation services by any public transportation provider.

TxDOT has chosen to meet these requirements by having the locally designated lead agencies produce an RPTCP for each of the 24 regions in the state instead of producing a single statewide plan. That is, TxDOT has chosen to implement the requirement for a statewide plan by utilizing the individual plans from the 24 planning regions collectively.

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[2] Texas Department of Transportation. (2024). *FY 2024 state management plan*. https://ftp.txdot.gov/pub/txdot-info/ptn/programs/grant-smp.pdf
[3] Texas Legislature. (2003). *Duties of public transportation providers* (Texas Transportation Code § 461).
https://statutes.capitol.texas.gov/Docs/TN/htm/TN.461.htm#:~:text=DUTIES%20OF%20PUBLIC%20TRANSPORTATION%20PROVIDERS,provision%20of%20public%20transportation%20services

Chapter 3. Lead Coordination Agency and RCC Representation, Roles, and Responsibilities

Why It Matters

Successful coordination in a region is dependent upon the lead coordination agency leadership and its team of coordination champions—the RCC.

The benefit of defined representation, roles, and responsibilities is that it helps ensure effective collaboration and decision-making in development of each region's RPTCP.

The success of each region's RPTCP relies upon the leadership of the region's lead coordination agency and the active participation of a well-represented RCC. These entities work together to ensure the plan is inclusive, compliant with state and federal requirements, and reflective of the region's unique needs. This chapter outlines the roles and responsibilities of the lead coordination agency and the RCC, providing a framework for effective collaboration and decision-making.

3.1 Lead Coordination Agency

A lead coordination agency is chosen by regional stakeholders and ratified as such in a letter provided to TxDOT PTN from the RCC naming the lead agency. This lead agency may apply for FTA Section 5304 planning grant funding that helps support the development of an RPTCP and related coordinating activities in the region as well as activities to maintain the RPTCP between the five-year renewal cycle. TxDOT's Regional Public Transportation Coordination Planning website, https://transitplanningtx.org/, lists the current lead coordination agencies by region (see Table 1).

Table 1. Lead Coordination Agencies by Region in Texas.

No.	Region Name	Lead Coordination Agency
1	Panhandle	Panhandle Regional Planning Commission
2	South Plains	South Plains Association of Governments
3	Nortex	Nortex Regional Planning Commission
4	North Central Texas	North Central Texas Council of Governments
5	Ark-Tex	Ark-Tex Council of Governments
6	East Texas	East Texas Council of Governments
7	West Central Texas	City of Abilene
8	Upper Rio Grande	Project Amistad
9	Permian Basin	Permian Basin Regional Planning Commission
10	Concho Valley	Concho Valley Transit District
11	Heart of Texas	Heart of Texas Council of Governments
12	Capital Area	Capital Area Metropolitan Planning Organization
13	Brazos Valley	Brazos Valley Council of Governments
14	Deep East Texas	Deep East Texas Council of Governments
15	South East Texas	South East Texas Regional Planning Commission
16	Gulf Coast	Houston-Galveston Area Council
17	Golden Crescent	Golden Crescent Regional Planning Commission
18	Alamo Area	Alamo Area Council of Governments
19	South Texas	South Texas Development Council
20	Coastal Bend	Coastal Bend Council of Governments
21	Lower Rio Grande Valley	Lower Rio Grande Valley Development Council
22	Texoma	Texoma Council of Governments
23	Central Texas	Central Texas Council of Governments
24	Middle Rio Grande	Southwest Area Regional Transit District

3.2 Lead Coordination Agency Roles and Responsibilities

The lead coordination agency is ultimately responsible for:

- Forming the RCC—the planning body that helps develop the RPTCP—and supporting its ongoing efforts.
- Developing the RPTCP.
- Ensuring coordination among stakeholders.
- Managing administrative responsibilities.
- Meeting compliance requirements.

Its role is vital to ensuring an RPTCP is comprehensive, inclusive, and effective.

Key Responsibilities

Key responsibilities of the lead coordination agency are as follows:

- **Identify RCC members.** Develop a list of direct and indirect stakeholders, ensuring broad representation. Determine individual RCC representatives from stakeholder organizations (organizational members) and secure commitments for their participation. Ensure that the committee includes representatives from stakeholder organizations that collectively provide services to the following target populations:
    - Seniors.
    - People with disabilities.
    - Low-income residents.
    - Zero-car households.
    - Residents with limited English proficiency.
    - Veterans.
    - Clients of workforce agencies.
    - Employment/job seekers.

  It is also strongly suggested that members of these population groups (individual members) be directly represented on the RCC.
- **Develop an MOU between the lead coordination agency and RCC-member stakeholder organizations.** An MOU (also called a letter of agreement or letter of intent) is a legally *nonbinding* document required by TxDOT as an indication of commitment for the annual Section 5310 applications. The MOU formalizes the relationship between the lead coordination agency and the stakeholder organizations with respect to the stakeholder's participation on the RCC. Appendix A contains a lead coordination agency–RCC organizational member MOU template to assist in development.

> **Best Practice!**
>
> *TxDOT highly encourages each RCC to formalize a structure that includes a mission statement and bylaws (see Appendix B).*

- **Develop a mission statement and set of bylaws for the RCC.** A best practice is to develop an RCC structure that includes a mission statement and bylaws. The mission statement clarifies the RCC purpose. The bylaws details responsibilities, membership requirements, meeting frequency, attendance expectations, voting procedures, and quorum rules. Both aim to provide structure and commitment to the planning process and are valuable in clarifying roles. Appendix B contains an example mission statement and bylaws.
- **Ensure compliance.** Verify that the RPTCP adheres to all FTA and TxDOT requirements, including stakeholder engagement, public participation, and alignment with identified regional transportation priorities.
- **Record and retain RPTCP-related information.** Maintain comprehensive records of all processes, decisions, and materials associated with the RPTCP. These records must be retained for transparency, compliance, and future reference.
- **Provide information to TxDOT and the public.** Respond promptly to requests for information about the RPTCP from TxDOT, the RCC, and the general public. The lead coordination agency is responsible for ensuring that information is accessible and accurate.
- **Appoint a contact person.** Designate an individual responsible for answering questions and serving as the primary point of contact for the RPTCP. This designation ensures clear communication with stakeholders and the public.
- **Amend the plan.** Review and amend the RPTCP annually or as needed to ensure it reflects changes in regional needs, available resources (i.e., new providers or services), and community priorities. This review also provides an opportunity to update strategies and maintain relevance.

3.3 RCC Representation, Roles, and Responsibilities

Composition and Size

The RCC plays a critical role in the development, implementation, and ongoing review of the RPTCP. Composed of organizational and individual representatives from diverse sectors, the RCC provides expertise, insights, and support to the lead coordination agency throughout the process.

RCCs across the United States typically include representatives from:

- Public transit agencies serving the region (or parts thereof).
- Public and private human service agencies who operate or fund transportation services (or other services) for seniors, persons with disabilities, and/or other target populations.
- Private, for-profit carriers.
- Individuals/riders of such transportation services.

Although well-rounded representation is desired, too many members on an RCC may compromise its functions. RCCs composed of no more than 15–20 members are generally more manageable.

Regional coordination should not be the responsibility of only one person acting as a coordination champion. If the sole champion were no longer able to serve in that role, the project becomes vulnerable to failure. Accordingly, it is important in any region to build up a team of coordination champions—this team is typically the RCC.

Key Responsibilities

Key responsibilities of the RCC are as follows:

- **Establish an RCC mission statement and bylaws:** The lead coordination agency, in conjunction with RCC candidates, may develop a mission statement and set of bylaws for the RCC.
- **Determine RCC officers**: Establish leadership by appointing committee officers, such as a chair and vice-chair, to guide discussions, facilitate meetings, and ensure accountability.
- **Set RCC meeting schedules**: Establish regular meeting dates and times to maintain momentum and ensure consistent progress. Clear scheduling fosters accountability and participation.
- **Participate actively in the planning process**: Engage fully in the development, execution, and evaluation of the RPTCP. Committee members are responsible for contributing their expertise to shape a plan that reflects prioritized regional needs and priorities and coordination projects and strategies.
- **Assist with transportation provider surveys and other data gathering tasks**: Support the lead coordination agency by making transportation providers aware of survey efforts and encouraging their participation. Provide a reality check to the resulting service profiles and unmet needs.
- **Identify collaborative opportunities**: Identify areas where committee members or their organizations can assist the lead coordination agency in achieving the goals of the RPTCP. Collaborative efforts may include sharing resources, aligning services, or pooling expertise.
- **Engage stakeholders**: Assist the lead coordination agency in gathering input from stakeholders—particularly seniors, persons with disabilities, and other underserved populations—by helping arrange interviews, focus groups, and RPTCP review processes to ensure that the needs and priorities of the community are reflected.
- **Provide consensus on plan adoption and amendments**: Work collaboratively to achieve consensus on the final RPTCP and any subsequent amendments. Consensus building strengthens the plan's alignment with regional goals and fosters stakeholder support and ensuing forays to seek funding for coordination projects and strategies identified in the RPTCP.

Chapter 4. RPTCP General Requirements, Organization, and Content

Why It Matters

Defined requirements help ensure meaningful representation and involvement, fulfillment of lead agency duties, the conduct and inclusion of all RPTCP elements.

The benefit is that these requirements will result in the successful identification, prioritization, and funding of various coordination projects that address unmet transportation needs and close transportation gaps in each region.

Each of the 24 different regions in Texas develops an RPTCP on a five-year cycle for their region. The process is led by a lead coordination agency—chosen by regional stakeholders and funded by TxDOT— that prepares and updates the RPTCP and acts as the moving force behind coordination activities in the region. The RPTCP:

- Provides profiles and assessments of the transportation services in the region.
- Identifies and prioritizes the unmet transportation needs of seniors, people with disabilities, veterans, and other target populations in the region.
- Identifies and prioritizes coordination projects and strategies in the region for subsequent funding that would address unmet needs and close the service gap.

4.1 General Requirements

This section describes the representation and lead coordination agency requirements in the RPTCP, as well as key elements to be included the RPTCP.

Representation Requirements

The lead coordination agency is required to demonstrate meaningful public involvement in the RTPCP's development by ensuring direct participation from:

- Seniors.
- People with disabilities.
- Low-income residents.
- Zero-car households.
- Youths.
- Residents with limited English proficiency.
- Veterans.
- Clients of workforce agencies.
- Employment/job seekers.

Organizations that collectively provide services to these target populations are regularly included on RCCs across the United States. Such organizations may include:

- Area Agencies on Aging and senior centers.
- Centers for independent living.
- Adult day programs and other human service agencies that focus on individuals with intellectual and/or developmental disabilities.
- Commissions for the Blind and Blinded Veterans Association.
- Public and private entities operating transportation open to the general public or subpopulations.
- Faith-based or other volunteer driver programs (American Red Cross, American Cancer Society).
- Nonemergency medical transportation brokers/providers.

- Hospitals and medical centers.
- Colleges and universities.
- Youth commissions.
- Special education coordinators.
- Casa Latina.
- County Veterans commissions and local/regional chapters of the American Legion, Veterans of Foreign Wars, Disabled American Veterans, Paralyzed Veterans of America, and Veterans Transportation Services (typically based at most U.S. Department of Veterans Affairs medical centers).
- Workforce commissions.

While input from advocacy groups is valuable and encouraged, this input alone does not fulfil the requirement of these key group's individual participation.

In addition, the lead coordination agency must also ensure that each of the RPTCP stakeholders are invited and provided with appropriate opportunity to participate in the coordinated planning process. Membership in the RCC is discussed in Section 3.2. Appendix A contains a sample invitation letter and a lead coordination agency–RCC organizational member MOU template to assist in development.

Additional outreach activities and the development of service profiles are described in Chapters 5 and 6 of this guidebook. Note that once a draft of the RTPCP has been developed, all stakeholders and the general public must be given the opportunity to review the document and provide input.

Lead Coordination Agency Requirements

In addition to ensuring participation of required stakeholders, the general public, and advocates, the lead coordination agency is also required to:

- Ensure that the RPTCP is updated at least every five years. In particular, Section 5310 funding eligibility requires that an RPTCP be updated every five years.
- Create, document, and implement a process for retention of documents used to create the RPTCP.
- Ensure data and research used to develop the RPTCP are current.
- Ensure the RPTCP's scope addresses the needs of diverse groups.
- Consistently track and document the progress made since the last RPTCP and future goals.

Key Elements

Key elements required in the RPTCP include:

- A comprehensive public outreach and community engagement effort that reflects the needs of individuals in the community served and ensures participation of individuals and groups that represent target populations.

- An assessment of the geographic area being served by the RPTCP and the methodology used for the geographic area assessment.
- An assessment of the demographics in the area being served by the RPTCP that includes target populations and a five-year population projection.
- An assessment of available transportation services that includes profiles of the current transportation providers (and services) in the area. These data are mostly gathered through a transportation provider survey. The responses are synthesized into profiles that include the service types provided, relevant eligibility and service policies, vehicle inventories and utilization, technology usage, ridership and service statistics, perceptions of met/unmet needs, and existing instances of coordination.
- An assessment and prioritization of transportation needs and gaps within a single county, across multiple counties, or throughout a region in the RPTCP area. The assessment includes an analysis of the geographic/demographic maps in combination with the transportation profiles and input from follow-up interviews and other outreach efforts.
- Documentation and prioritization of goals, strategies, and activities to address the transportation gaps, as well as coordination opportunities to achieve efficiencies in service delivery that can be harnessed to provide new or expanded services.
- Signatures of the lead coordination agency representative and RCC members who participated in the development and approval of the RPTCP.

4.2 Organization and Content

The required chapter organization and content for an RPTCP is as follows:

- Cover page.
- Executive summary.
- Table of contents.
- Chapter 1. RPTCP introduction and organization.
- Chapter 2. Public outreach and community engagement.
- Chapter 3. Geographic assessment.
- Chapter 4. Demographic assessment.
- Chapter 5. Transportation services assessment.
- Chapter 6. Needs and gaps analysis.
- Chapter 7. Goals, strategies, and projects.
- Chapter 8. Priorities.
- Chapter 9. Approvals.
- Appendices.

Appendices can be used to provide information that was used to prepare the RPTCP such as:

- Detailed outreach activities including example materials used.
- Feedback from outreach activities.
- Transportation provider survey instruments.
- Participating transportation provider contact information.
- Transportation provider survey responses.
- RCC strategy prioritization exercise results.
- Feedback for RPTCP review.

To ensure that the required elements of the RPTCP are included, this guidebook includes a checklist tool (see Table 2), which can also be used to allocate the necessary time and resources to develop the RPTCP. The checklist tool follows the same chapter organization as the guidebook and the RPTCP template.

Table 2. RPTCP Requirements Checklist Tool.

RPTCP Element	Complete
Cover page	☐
Executive summary	☐
Table of contents	☐
Chapter 1. RPTCP content and organization	☐
Stakeholder list (required and others)	☐
Lead agency description and contact	☐
RCC representatives list	☐
MOU and RCC structure (mission and bylaws)	☐
Chapter 2. Public outreach and community engagement	☐
Public outreach plan to include: • Stakeholder identification/recruitment. • Meeting locations/times. • Description of feedback materials, including accessibility considerations. • Public feedback on draft RPTCP.	☐
Documentation of stakeholder/focus group meetings to include: • Number of meetings/addresses/dates. • Attendance, including target populations. • Summary of meeting outcomes, including identified needs/gaps.	☐
Documentation of surveys/questionnaires to include: • Survey/questionnaire process and instrument. • Number of participants. • Participant demographics.	☐
Chapter 3. Geographic area assessment	☐
Basic area map showing urban, small urban, rural, MPO, and rural transportation planning organization areas	☐
Regional projects and strategies	☐
Table and map showing area trip generators and a description of the methodology	☐
Chapter 4. Demographic area assessment	☐
Description of area demographics	☐
Current population	☐

RPTCP Element	Complete
Projected five-year population	☐
Population by age group	☐
Population by race	☐
Number/percentage of persons with disabilities	☐
Number/percentage of low-income households (below Federal poverty level)	☐
Percentage of population that speaks English	☐
Chapter 5. Transportation services assessment	☐
Transportation services profiles, each to include: • General information. • Service modes and models provided. For each service provided include: • Service policies. • Fleet inventory/utilization. • Supporting technology. • Vehicle operators/training requirements. • Ridership/service statistics. • Operating expenses/revenues (by funding source). • Perceptions of met/unmet needs. • Types of existing coordination. Transportation provider profiles categorized as: • Regional public transportation services and programs. • Municipal public transportation services and programs. • Public human service agency transportation services and programs. • Private nonprofit human service agency transportation service and programs. • Private for-profit carriers.	☐
Mobility management services and programs, each to include: • Driver training programs. • One-call/one-click service coordination. • Coordination services for persons with disabilities or seniors. • Joint fare programs. • Funding agreements. • Educational programs.	☐
Chapter 6. Transportation needs and gaps assessment	☐
Transportation needs survey in rural/urban areas	☐
Transportation needs index and maps	☐
Summary of area transportation needs/gaps, including methodology to identify unmet needs.	☐
Chapter 7. Goals, strategies, and projects	☐
Documentation of goals and strategies (in a consistent format that is easy for stakeholders and the public to understand) to include: • Goal description. • Description of needs/gaps to be addressed. • Description and prioritization of strategies to address the needs.	☐

RPTCP Element	Complete

• Implementation timeline, including action steps.
• Parties responsible to support implementation.
• Resources needed to implement each strategy, including:
  ○ Funding.
  ○ Staff time and manager.
  ○ Contract services.
  ○ Assets (e.g., buildings, vehicles, technology, other capital needs).
  ○ Volunteer support.
• Cost estimate and funding sources.
• Performance measures and targets.	

Chapter 8. Priorities	☐
Description of prioritization/rating methodology	☐
Documentation of priorities	☐
Chapter 9. Plan approval	☐

• Document individuals included in plan adoption (law requires inclusion of seniors; persons with disabilities; members of the general public; and representatives from public, private, and nonprofit transportation and human services providers).
• Outline the steps completed for RPTCP adoption to include:
  ○ Draft RPTCP comment period, including outreach to stakeholder organizations.
  ○ Documentation by the lead coordination agency of all comments, requested changes, and actions taken.
  ○ Development of final draft RPTCP.
  ○ Documentation of any final revisions stemming from public comment following public notice and opportunity to provide feedback on final draft RPTCP.
  ○ Planning committee review of final draft RPTCP.
  ○ Public planning committee meeting for RPTCP adoption.
  ○ Planning committee signatures and participation documentation.
	☐

Signature page	☐
Submission of RPTCP (in Microsoft Word), including the signature page, to TxDOT	☐
TxDOT transmittal of approval letter to lead coordination agency or return of the RPTCP to the lead coordination agency with a list of items that must be corrected or added (i.e., missing, incomplete, or incorrect information)	☐

Chapter 5. Public Outreach and Community Engagement

Why It Matters

Public outreach and community engagement require meaningful participation of specific target groups.

The benefit of this participation is that the resulting RPTCP identifies and reflects community-specific transportation needs and gaps.

Public outreach and community engagement require meaningful participation that identifies and reflects the region's transportation needs. A variety of engagement tools and materials may be used to help ensure the RPTCP reflects the community needs.

5.1 Purpose of Public Outreach and Community Engagement

Public outreach and community engagement is an integral part of any planning effort, allowing the lead coordination agency to learn firsthand about the needs of the community. It is imperative that robust and meaningful engagement be part of any plan development.

The RPTCP is required to reflect the needs of individuals in the community served by ensuring participation of individuals and groups that represent target populations throughout the community and reflect the demographics of the community. Special efforts are required to include participation of:

- Seniors.
- People with disabilities.
- Low-income residents.
- Zero-car households.
- Youths.
- Residents with limited English proficiency.
- Veterans.
- Clients of workforce agencies.
- Employment/job seekers.

The RCC—responsible for developing the RPTCP—is a good source of information to identify appropriate stakeholders that must be involved in the engagement effort. The planning committee will also likely have information about how best to engage with specific stakeholder groups or populations. For example, small group conversations with seniors in the morning at a local community center is an appropriate technique to get information from this particular demographic group.

5.2 Engagement Plan Development

A public engagement plan outlines activities, times, locations, and opportunities for input that are appropriate for the audience. A comprehensive engagement plan also ensures that no groups or special populations are overlooked. The public engagement plan needs to be reviewed by the planning committee. The public engagement plan must include at least the following components:

- Audience descriptions including:
  - An identification of stakeholders.
  - A description of stakeholder recruitment methods.

- Event descriptions including:
    - An identification of meeting locations and variable times of day to maximize participation opportunity.
    - An explanation of the meeting formats most appropriate for the audience (e.g., open house, presentation with questions and answer period, pop-up tabling event, etc.).
    - An identification of any special accommodations that may be necessary for meetings (e.g., translators, interpreters, accessibility, etc.).
- Materials used including:
    - A description of required materials used to explain the purpose of the RPTCP.
    - A description of any additional materials used such as maps, comment forms, existing conditions reports, etc.
- Feedback mechanisms used including:
    - A description of appropriate tools used to gather input such as surveys, interviews, maps/graphics, etc.
- Nontraditional engagement techniques used including:
    - A description of any virtual meetings held.
    - A description of any websites with feedback opportunities.
    - A description of any apps, games, etc. used.
- Documentation and reporting description including:
    - A description of results tabulation and summary methods.
    - A description of input use.
    - A description of the communication plan informing the public of how their input was used in decision-making.
    - A description of any stakeholder and focus group meetings.
    - A summary of the number, locations, and dates of any meetings.
    - A summary of meeting attendance, including target populations.
    - A summary of meeting outcomes.
    - An analysis of needs identified.

5.3 Engagement Tools and Techniques

The engagement plan—developed and reviewed by the planning committee—identifies the most appropriate tools and techniques to engage stakeholders and the public. This section provides more explanation about the use of various options.

Stakeholder and Provider Questionnaires and Interviews

For the RPTCP, questionnaires are a staple tool for establishing existing conditions. Questionnaire are used to:

- Learn about existing transportation services and their customer base, scope of operations (hours, days, and areas of operation), operation methods, service policies, ridership, costs, etc.
- Qualify and quantify the met and unmet needs of the riders, clients, customers, or constituents of participating organizations.

If the engagement plan calls for using these types of instruments to receive feedback, the methodology for their development and administration must be carefully considered before beginning. A sample plan and sample frame will be necessary to understand how results will be analyzed and/or weighted. Preliminary questions include:

- Who the questionnaire will be sent to and why (a letter of invitation to participate in this process will be concurrently developed).
- How the questionnaire will be tailored to ensure meaningful responses from each type of organization (see Section 6 and Appendix H).
- Whether the lead coordination agency will allow some flexibility in helping the target organizations respond to the questionnaire.

Invitations can be issued formally via a letter to participate in the process or informally via a telephone call, especially if the recipient is known and a working relationship has already been established. Many such target organizations may already be on the RCC.

A common approach, which allow some flexibility on the part of the respondent, is to send the questionnaire to the target recipient and allow them the option of a follow-up phone call or in-person visit to complete the questionnaire together or to complete and send back the questionnaire and follow-up with the recipient by phone to get any missing information or get clarification as needed.

When using this approach, the recipient should be given a firm date to return the completed questionnaire or to schedule the phone call. Best practices suggest allowing 2–3 weeks to return the survey.

Subpopulation Focus Groups

Focus groups are useful for understanding the reasons why transportation needs are—or are not—being met. Focus groups allow for more in-depth conversations that can elaborate on the transportation needs and the ability or inability of a particular service or network of services to meet these needs. Secondarily, focus groups can also determine if certain groups are aware of the full set of transportation providers available to serve their trips.

Consider the audience when deciding to use this technique. Will the focus group participants feel comfortable discussing these topics in a small group setting of their peers? A guide must be developed to direct the conversation and ensure that the facilitator or interviewer covers all the desired topics. An experienced facilitator or interviewer will yield the best outcomes. Analysis of the data collected from focus groups or interviews is often more labor-intensive due to its qualitative nature. It is important for the analyst to remain neutral and present results as objectively as possible.

Focus groups can be organized around riders from certain transportation services or based on the target populations identified in Section 5.1. The latter approach will certainly strengthen the inclusivity of the RPTCP.

Best (low-cost) practices for acquiring focus group participants include issuing a public service announcement in a local paper or on a local radio station or utilizing the organizational stakeholders to recruit participants from the ranks of clients, customers, or constituents they service. Note that providing transportation to in-person focus groups may be needed and that the site chosen for each focus group must be accessible. Focus groups can also be conducted remotely or virtually, but it takes a very skilled practitioner to ensure that attendees have every opportunity to participate and that any one participant does not dominate the conversation.

Websites with Feedback Forms for the General Public

Websites with feedback mechanisms will be very important for general public input once the draft final RPTCP is in its final state. An opportunity for anybody from the general public to provide feedback on the draft final RPTCP is a requirement. The most feasible way to solicit public feedback—short of a public survey which can be very expensive—is to provide a link to the RPTCP on the lead coordination agency's website and a companion open-ended feedback form. This opportunity must also be publicized via stakeholder organizations (on their webpages or through their mailing/social media lists) and through public service announcements sent to local newspapers and radio/TV stations. Additionally, social media channels are effective at getting the word out about the availability to provide feedback.

Engagement Documentation

To ensure adequate documentation of engagement efforts, the RPTCP must include:

- A description of the process used for targeting and involving participants.
- A summary of the number of questionnaires distributed and completed.
- A summary of identified unmet needs by subpopulation and as appropriate, by area, day and time period, and/or trip purpose.
- A description of how the input shaped or helped to prioritize the unmet needs, strategies, or projects identified in the RPTCP.

5.4 Materials Development

Outreach materials developed for any outreach and communication must:

- Be user-friendly.
- Be easy to read.
- Use plain language.
- Use both graphics and text to accommodate different learning styles.

Online materials must be accessible (see Section 5.5) and print materials must also be available in large-print format.

Title VI of the Civil Rights Act of 1964 requires that recipients of federal funds must take reasonable steps to ensure meaningful access to people with limited English proficiency.[4] Best practices include making print and online materials available in common languages for the area, usually English and Spanish.

Materials at in-person meetings must be accessible to all attendees as well. For example, consider attendees who use wheelchairs or other mobility devices when considering meeting layout. Will display boards be accessible to them (i.e., not too high)? For attendees with motor skill disabilities, will they be asked to provide written input? If so, are scribes available to assist?

5.5 Website Accessibility

TxDOT strongly suggests that the lead coordination agency also ensure that information pertaining to the RPTCP on its website be accessible. The most common standards for website accessibility include the following:

- The Web Content Accessibility Guidelines (WCAG) provide a compilation of accessibility guidelines for websites.
- Section 508 is a federal law.
- The ADA defines requirements based on civil rights law.

The key difference between WCAG, Section 508, and the ADA lies in how they prioritize different aspects of web operations vis-à-vis compliance toward a more accessible digital space. In some cases, WCAG has more stringent standards; in other cases, Section 508 or

[4] U.S. Department of Justice. (2002). Guidance to federal financial assistance recipients regarding Title VI prohibition against national origin discrimination affecting limited English proficient persons. *Federal Register*, *67*(117). https://www.ojp.gov/sites/g/files/xyckuh241/files/media/document/fr_2002-06-18.pdf

the ADA are more stringent. Broad differences that set them apart are as follows:[5]

- The WCAG is a set of formal guidelines for developing accessible digital content. The primary focus of these guidelines is on HTML accessibility. Although the outlook of these guidelines is nearly identical to the standards set forth in Section 508, WCAG represents a universal approach towards inclusiveness and a higher degree of access.
- Section 508 is a part of the Rehabilitation Act of 1973 and reflects federal law. Section 508 mandates that federal agencies acquire, develop, use, and maintain electronics, communications, and information technology that can be easily accessed by people with disabilities. Per this law, any technology is considered to be accessible if people with disabilities can use it with the same effectiveness and ease as people without a disability. The purview of Section 508 revolves around incorporating digital accessibility in government websites, online activities, or information and communication technology in any form so that uniform access can be granted to all federal employees and the general public.
- The ADA focuses on ensuring the same level of access to the disabled as their able-bodied counterparts. To that effect, it has guidelines in place for state governments, local governments, nonprofit organizations, businesses, information and communication technology, digital media, and websites.

The WCAG comprises a set of standards curated by the World Wide Web Consortium to give website owners, as well as companies, actionable guidelines for creating a digital world accessible to people with disabilities. The WCAG defines three tiers of compliance:

- Level A covers the most basic accessibility features for the web. Inclusion of these features is required to provide accessibility to people with different types of disabilities.
- Level AA is an extension of the basic accessibility features that address the most common/biggest hurdles in accessibility for disabled people. Compliance can help remove significant barriers when accessing information on the web.
- Level AAA is the top tier of web accessibility that seeks to remove all hurdles in web accessibility for disabled people. Implementation of Level AAA features is optional and left to the discretion of website administrators.

Most transit agencies are now using WCAG 2.1 Level AA guidelines as a reasonable standard for the development or refinement of their websites and apps. See also WCAG 2.1 Compliance.

[5] Harmon, M. (2024, March 11). Difference between WCAG, Section 508 and ADA–Tools of web accessibility. *KITABOO Blog*. https://kitaboo.com/wcag-section-508-ada-accessibility-difference/

Because the WCAG is not a regulatory or statutory body, it has no associated compliance plan. However, its guidelines for different tiers can serve as a cornerstone for compliance with Section 508 or ADA requirements. The WCAG also provides valuable guidance for anyone committed to ensuring digital accessibility on their platforms.

No one organization issues a universally accepted certification for accessibility that would be accepted by the courts. Adherence to the guidelines is generally accomplished by retaining an agency or auditor's services (with WCAG specialists) to thoroughly test your website or app against the WCAG standards. Once audited, the website or app would need to remediated based on the agency/auditor's recommendations and then undergo a re-audit. If the modifications meet the agency/auditor's approval, the agency/auditor would then issue a statement of conformance. Website administrators can also issue a statement that the website has been deemed to be WCAG complaint at a specific level.

In lieu of a formal audit, one or more customers with a disability may test-drive the site or app to determine if it is accessible for them and if the information is organized well.

5.6 Public Outreach for Individuals with Disabilities and Difficult-to-Reach Populations

In addition to the guidance in Sections 5.4 and 5.5, it is important to understand that other audiences may be difficult to engage. These may include minority groups, seniors, or other marginalized populations. It may be necessary to use a trusted intermediary with these groups to gather input from them. Community or faith-based organizations may provide guidance on how to best interact with the target audiences. If necessary, these organizations may serve as liaisons. However, be cognizant that input will be delivered secondhand by a *spokesperson*; the information received may differ from the originally input.

5.7 Documentation

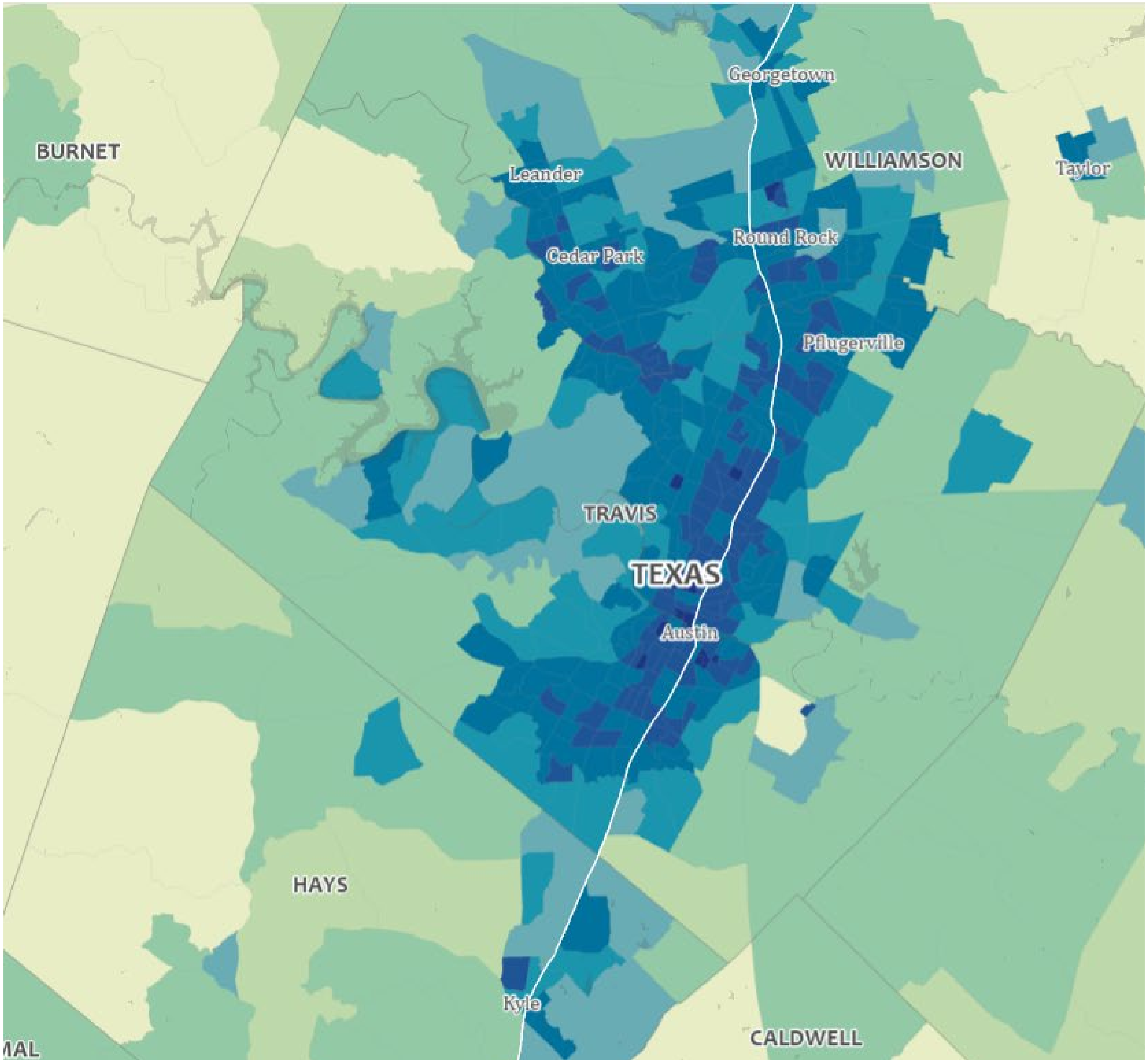
Documentation of stakeholder and public outreach feedback is crucial to ensure a thorough and accurate needs assessment. These activities form the heart of understanding what services are being used, how well they are performing, where they are missing the mark, and where they are absent.

Documentation of engagement activities provides the necessary input when scoring, ranking, and prioritizing projects to be included in the RPTCP. Likewise, engagement activities will help to inform strategies that will be employed to meet the needs.

Documentation must include all efforts undertaken including, but not limited to the following:

- A summary of in-person meetings to include the:
  - Number of meetings held.
  - Meeting attendance, categorized by transit-dependent population types (if possible).
  - Use of interpreters/translators.
  - Meeting times and locations, transit availability, and building accessibility.
  - Materials used (e.g., displays, maps, comment forms, sign-in sheets, etc.).
- Website analytics (e.g., visits, views, length of time on page, etc.).
- Social media analytics (e.g., views, shares, impressions, etc.).

These statistics are useful data points that can also inform future efforts. However, the most important part of documentation is the summary and analysis of what was heard.



Chapter 6. Existing Conditions Assessment

Why It Matters

Assessments that document existing geographic, demographic, transportation services, and other characteristics in a region provide the basis for identifying regional needs.

The benefit of these assessments is that the results ensure an accurate, up-to-date regional depiction that forms the backbone of the RPRCP.

Requirement

The geographic area assessment (typically a series of maps) can be a useful and powerful visual tool to assist decision-makers in identifying community destinations and gaps in transportation to reach major destinations.

Best Practice!

Geographic area maps can help stakeholders understand jurisdictional boundaries, major destination locations, and existing transportation services. Visualization is useful for stakeholders to identify coordination opportunities and transportation gaps.

Providing an accurate and up-to-date regional and local context is essential for developing a quality RPTCP. The purpose of this chapter is to document existing conditions in a region by piecing together assessments of the:

- Geographic area.
- Demographics.
- Transportation providers (each provider).
- Transportation service modes and models.
- Mobility management.
- Vehicle inventory and utilization.
- Technology.
- Transportation needs and gaps.

A final step includes the prioritization of unmet needs based on the information gathered through these assessments.

6.1 Geographic Area

Chapter 3 in the RPTCP contains the geographic area assessment. The RPTCP must clearly depict the geographic areas it represents, including urban and rural areas, counties, and various jurisdictions. This depiction typically includes a regional map or series of maps, depending on the size and complexity of the region.

Typical geographic area assessments include the following:

- A coordination region map that shows:
    - County boundaries, urban/rural designations, and city and other relevant jurisdictional boundaries.
- A major trip generators map that shows:
    - Locations of major destinations such as major employers, healthcare centers, senior centers, day program providers, colleges, major shopping locations (e.g., grocers), and other prominent destinations, keeping the Section 5310 target populations in mind.
    - Transportation origins and destinations (if data are available and applicable).
- A transportation providers map (see Section 6.5) that shows:
    - Service areas of transportation providers, including public transportation bus routes and service boundaries for demand-responsive transportation services such as ADA paratransit services, premium and alternative services (if different), microtransit services, and dial-a-ride services. (Note that it may not be possible to complete the transportation provider map until the transportation provider survey has been completed [see Section 6.4]).
    - Service areas of transportation providers for weekdays, weekday evenings, Saturday, and Sunday (some of these categories could be combined).

- Service areas of transportation providers for services available to the general public vs. services that have limited rider and trip purpose eligibility.

The geographic area assessment must also include a description of the methodologies used to create the various maps. Appendix D describes a methodology to determine major trip generators. Appendix E describes a methodology to create a coordination area map.

6.2 Demographics

Chapter 4 in the RPTCP contains the demographic assessment (see Appendix F). The region's RPTCP must include demographic overviews of the planning region and counties to provide context for the goal and strategy setting process. Because these plans are updated at least every five years, it is useful to provide a longitudinal review showing the change in demographics over a 5–10-year period. Typically, data from the American Community Survey (U.S. Census Bureau) are utilized to obtain the most recent available population estimates.

The methodology described in Appendix F includes instructions on how to utilize the U.S. Census Bureau's online tools.

Requirement

The demographic assessment is a useful tool to identify population growth, areas of high public transportation demand, and required modes of transportation.

Demographic Assessment Requirements and Methodologies

Multiple maps can be produced to assist with a demographic assessment. Typically, data are displayed in tables and/or density or propensity maps to visualize areas of each priority population. These metrics, by county, include the following:

- Current and projected total populations.
- Current and projected populations of older adults.
- Number and percentage of people with disabilities.
- Number and percentage of low-income individuals.
- Number and percentage of Veterans.
- Number and percentage of Youth (under 18).
- Number and percentage of residents with limited English proficiency.

These maps can also include:

- Populations by age group.
- Populations by race and ethnicity.
- Other attributes that may be important to the region.

Best Practice!

Demographic area tables and maps can help stakeholders visualize population densities by target population and population changes.

Population projections—typically available from the state demographer's office—are also extremely useful and can be used to project the population of older adults.

6.3 Transportation Providers

Requirement

The transportation provider assessment makes up the largest share of the RPTCP and provides a crucial component to understand how, where, and when transportation services exist and where the transportation needs and gaps lie.

Best Practice!

TxDOT strongly recommends the use of a transportation provider survey to ensure robust data collection in a consistent format that is essential to understand the community's unmet transportation needs.

Chapter 5 in the RPTCP contains the transportation providers assessment.

Much of the work in developing coordination strategies depends on collecting accurate and up-to-date information and service data for each of the regional and local transportation service providers that serve the area, providing service(s) to the general public or specifically to seniors, persons with disabilities, and/or other Section 5310 target populations.

The term *transportation service provider* can mean an entity (a public agency, private enterprise, nonprofit organization, or for-profit company) that operates a transportation service and/or contracts for such a service, purchases service from another agency, or provides a subsidy to a rider (e.g., with user-side subsidy programs).

The lead coordination agency and its RCC participants can use multiple approaches to collect these data. Indeed, it is possible for some transportation providers participating on the RCC to provide their own information and data. For public transit agencies, the lead coordination agency may collect service data from the FTA's National Transit Database. Google searches and agency websites can also be good sources of information, recognizing that not all websites are up-to-date. Phone calls to agencies and providers can also yield useful information that is not available online.

While these data sources can be useful, TxDOT strongly recommends the use of a transportation provider survey to collect information in a consistent manner, allowing transportation profiles to be prepared in a consistent format. In this way, the agency or organization can fill in the data gaps and verify the prepopulated data if needed through follow-up requests for clarification or interviews. Appendix H contains an example transportation provider survey.

Transportation Provider Survey Purpose

The purpose of a transportation provider survey is to collect details of each service that is currently being provided to gauge the transportation needs among the Section 5310 target populations that are already being met and to help fine-tune the transportation needs that are not being met.

Transportation Provider Survey Questions

With this in mind, a transportation provider survey generally asks the respondents to provide the following information:

- General Information about the organization, including the:
    - Provider name, address, and website.
    - Respondent name and contact information.
    - Type of organization/legal authority.

- General functions and services offered.
- Catchment area.
- Types of clients, customers, or constituents served.

- Service modes and models of the service(s) provided.
- Service policies for each service type or program, including:
    - Rider eligibility policies (e.g., general public, seniors, human service agency clients).
    - Trip purpose limitations or prioritization (e.g., no restrictions or prioritization, medical trips only).
    - Service areas and service days/hours.
    - Fare policies, including different fare media accepted.
    - Booking/reservation policies.
    - Levels of driver assistance offered (e.g., bags carried, assistance on/off vehicles, assistance to the door, assistance through the door).
- Fleet inventory and utilization information, including the:
    - Inventory of revenue vehicles by type, capacity, accessibility, model year, and odometer readings.
    - Utilization of nondedicated service providers by day and time.
- Supporting technology used, including:
    - Scheduling/dispatching demand-responsive transportation services technology.
    - In-vehicle driver communication/data collection systems.
    - Customer-facing mobile applications.
- Vehicle operators, including the:
    - Total number of full-time and part-time revenue vehicle operators and/or full-time equivalents.
    - Special operator training requirements specific to the mode (as appropriate).
- Ridership and service statistics by service or program for the most recent specified calendar or fiscal year, including the:
    - Total annual one-way passenger trips per year, broken down by rider or trip purpose, if applicable. A one-way trip is taking a person from Point A to Point B; a passenger is counted each time he/she boards a vehicle.
    - Total annual revenue vehicle hours and miles (if tracked).
- Operating expenses and revenues for the most recent specified calendar or fiscal year, including the:
    - Total annual expenditures and revenues, broken down by funding source, if applicable.
- Perceptions of met and unmet needs to help identify:
    - Top destinations served by the provider.

    - Capacity limitations (i.e., where/when/what trip requests cannot be accommodated both within the region, and if meaningful, beyond the regional boundaries).
    - Other barriers that generally inhibit a rider's mobility.
    - Service enhancements that might address those barriers.
    - Other useful transportation services utilized by the provider's customers, clients, or constituents.
- Types of existing coordination, including:
    - Coordination activities in which the provider is currently involved.
    - Any issues experienced by the provider in these coordination activities.

6.4 Transportation Service Modes and Models

Survey responses from the transportation provider will likely include one or more of the following services:

- Fixed route transit services, including:
    - Bus services.
    - Rail services.
- Demand-responsive transportation services, including:
    - Dial-a-ride.
    - Taxi vouchers and user-side subsidy programs.
    - Volunteer driver programs.
    - ADA paratransit.
    - Flex transit.
    - Microtransit.
    - Alternative services.
- Vanpool.
- Micromobility.
- Ferry transit.
- Intercity bus/rail.

Each of these service modes and different service models are discussed further in Appendix I. Appendix I is intended to help the lead coordination agency and RCC participants better understand the services that may appear in the profiles and ultimately be involved in coordination efforts.

6.5 Mobility Management

The mobility management assessment is included as a subsection of Chapter 5 in the RPTCP. Other transportation services and programs in the region may help coordinate transportation (and support) services and/or educate individuals about service access. These services and programs generally fall under the heading of mobility management.

The FTA defines mobility management as “an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system.”[6]

Examples of mobility management services and programs include:

- Driver training programs.
- One-call/one-click transportation service coordination.
- Transportation service coordination for individuals with disabilities or seniors.
- Joint fare programs.
- Funding agreements.
- Educational programs.

Profiles of mobility management services and programs describe the organizations involved, the service or program functions, and the extent to which the service or program has directly or indirectly resulted in meeting unmet needs.

6.6 Vehicle Inventory and Utilization

The vehicle inventory and utilization assessment is included as a subsection of Chapter 5 in the RPTCP. An accurate and comprehensive inventory of transportation vehicles across providers is essential for understanding regional capacity and identifying opportunities for resource optimization. The transportation provider survey and profiles discussed earlier in this chapter serve as the primary sources of data for this section. These tools collect detailed information about fleet size, condition, and usage patterns, forming the foundation for an effective vehicle inventory and utilization assessment.

Requirement

The vehicle inventory and utilization assessment provides a comprehensive and detailed listing of fleet composition, accessibility features, condition, and usage.

This information is critical to identify fleet upgrade needs, shared usage opportunities, and other strategies to maximize the efficiency of regional transportation resources.

Vehicle Inventory

The transportation provider survey is required to document key characteristics of transportation assets, including:

- **Fleet composition.** Include all vehicles used for public and human service transportation, categorized by type (e.g., buses, vans, sedans).
- **Accessibility features.** Identify vehicles equipped with wheelchair lifts, ramps, or other accommodations for individuals with disabilities.

[6] Federal Transit Administration. (2018). *Mobility management*. https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/resources/171/mobility-management-brochure.pdf

- **Condition and age.** Gather data on vehicle age, mileage, and maintenance history to identify replacement needs and potential service risks. For public transit agencies, some of this information can be found in the TxDOT PTN inventory.

Vehicle Utilization Analysis

Evaluating vehicle utilization helps assess operational efficiency and uncover areas for improvement. Such an analysis should consider:

- **Service demand.** Analyze usage metrics, such as trip frequency and average passenger loads, to identify underutilized assets.
- **Geographic distribution.** Examine the coverage area of each provider to detect service overlaps or gaps.
- **Collaborative opportunities.** Explore the potential for resource sharing, such as loaning vehicles during peak demand or consolidating trips across providers.

This analysis supports decision-making around fleet upgrades, shared usage agreements, and other strategies to maximize the efficiency and impact of regional transportation resources.

See Appendix J for tips on building a vehicle inventory.

6.7 Technology

> **Requirement**
>
> *The technology assessment offers a snapshot of existing technologies in use.*
>
> *Integration of technologies across transportation providers can improve accessibility and coordination of services across the region.*

Technology enhances transportation systems by improving efficiency, accessibility, and coordination. The technology assessment builds upon the data collected in the transportation provider survey and profiles, focusing on current tools and identifying opportunities for integration and innovation.

Current Technology Landscape

The transportation provider survey offers a snapshot of technologies currently in use, including:

- **Scheduling and dispatch systems.** Identify platforms used for trip management and their compatibility with regional coordination efforts.
- **Fleet tracking.** Assess the presence and functionality of global positioning systems (GPS) for vehicle monitoring and route optimization.
- **Open data.** Determine whether agencies are publishing information about their services using open data standards like General Transit Feed Specification (GTFS) for Fixed-Routes and GTFS-Flex for flexible and demand responsive services.

Technology Integration

Integration of technology systems across providers is crucial for effective regional coordination. Considerations related to technology integration include the following:

- **Interoperability.** Highlight opportunities to connect scheduling, dispatch, and tracking systems to enable seamless data sharing.
- **Digital accessibility.** Evaluate public-facing tools for usability, ensuring they meet the needs of individuals with disabilities and those with limited digital literacy.
- **Cybersecurity.** Address the importance of safeguarding sensitive rider and operational data.

Future Innovation

It is also recommended to identify any current plans to implement technological advancements, such as real-time trip information, AI-powered dispatch systems, or automated vehicles. These innovations can further enhance service quality and operational efficiency when aligned with regional needs and resources.

By leveraging insights from provider surveys and profiles, the technology assessment ensures that regional transportation systems remain adaptable and future-ready.

6.8 Transportation Needs and Gaps

Chapter 6 in the RPTCP contains the transportation needs and gaps assessment, which is a culmination of the previous assessments. It combines what was learned in the geographic, demographic, and transportation provider assessments to provide a comprehensive understanding of the area's unmet transportation needs and gaps.

Requirement

The transportation needs and gaps assessment combines previous assessment information to provide a comprehensive understanding of the area's unmet transportation needs and gaps.

Identification of the unmet needs might best be exemplified by significant instances of someone from one of the target populations not being served by the existing set of transportation providers.

Transportation Needs Index

A transportation needs index (TNI) is useful for combining geographic, demographic, and transportation provider data. A TNI is usually categorized by small geographies such as block groups or census tracts. Each geography is assigned a TNI score that represents high concentrations of key demographic populations, such as seniors, people with disabilities, and low-income individuals. Geographies with high TNI scores can then be highlighted in a regional map.

A TNI map can provide a general idea of where and when current services and what types of trips are being provided across populations. The TNI map—showing provider service areas, service times, key destinations (demand generators), and customer/trip eligibility—is useful for revealing where and when there is service duplication and where and when there is no service available (i.e., service gaps) for certain populations and/or for certain trip purposes.

Analysis of similar service overlaps on the map, remembering any limitations to rider or trip purposes, can point to service duplication that may be remedied through a coordination strategy. The TNI map will not show whether or not any of the services are experiencing capacity constraints. That understanding will come from the responses to the transportation provider survey or from the transportation provider scheduling software systems, if available.

Origin-Destination Study

If actual origins and destinations (O-D) with GPS locations from provider scheduling technologies are available, these data can provide a finer, more exact picture of where trips are being taken for a particular transportation provider. Other information from the scheduling system, such as trip denials, can be helpful in understanding transportation service needs. Data from a regional one-call/one-click system (if in existence) can also provide data on trips for which a solution was found and for which a solution was not found.

Service gaps can be pinpointed visually or perhaps more methodically by preparing O-D matrices for target populations (e.g., seniors, persons with disabilities) by using certain trip origin areas (or census tracts) on one axis of the matrix and certain destination areas or destinations on the other axis. Matrices developed for certain time periods (weekday, weekday evening, Saturday and/or Sunday) can quickly show where transportation services are available and where they are not.

One can also add notes on these matrices regarding limitations based on capacity constraints, determined again from the transportation provider survey responses. Such notes can also include whether the fares for available private, for hire services such as taxis or transportation network companies might be unaffordable for many in the target populations.

This information will highlight where the availability and duplication of service exists as well as any service gaps. Service gaps can also be identified using denial or complaint data from the providers or through public outreach efforts such as rider focus groups. For example, a focus group facilitator can come *armed* with the maps or matrices to confirm conclusions. Such information can also be tested in follow-up interviews with providers or with entities that constitute key destinations. For example, with respect to clients of workforce agencies, interviewing a hospital administrator or a grocery store manager might unveil that they have challenges with staffing third-shift jobs if no transportation services are provided during late night and early morning hours (see Chapter 5).

Identifying Unmet Needs

The next step in the process is to document unmet needs or service shortcomings. A TNI map and the scheduling system O-D analysis (if available) are good tools to help identify unmet transportation needs and gaps. Note that unmet needs can also be confirmed and refined or augmented by input from the community engagement process (see Chapter 5).

Identification of unmet needs might best be exemplified by significant instances of someone from one of the target populations needing to make a trip within the region (or between regions) that cannot be served by the existing set of transportation providers. The service limitations may result from:

- Limited service areas or times.
- Limited services for rider types or specific trip purposes due to missions or grant regulations.
- Limited services due to a low operational budget and high operational costs.
- A lack of accessible vehicles or underutilization of equipment.
- A lack of supporting technology.
- Insufficient personnel (e.g., a lack of trained drivers).
- Constrained capacities due to limited vehicle availability.
- Service policy parameters.
- Siloed transportation services/programs that suffer from inefficiencies due to a lack of coordination, even if serving the same types of riders and trip purposes in a common part of the region.

In the RPTCP, unmet needs are to be identified as regional (inter-county) or county-based/local and can be qualified by day/time periods, other limitations associated with specific target populations, trip purpose constraints, and other factors such as fare affordability, improvised trip limits, etc.

6.9 Prioritization of Unmet Needs

Prior to developing goals and strategies to address the unmet needs (see Chapter 7), the lead coordination agency and RCC must prioritize or rank the unmet needs to be addressed.

This process of prioritizing unmet needs is typically undertaken in a workshop setting. Each unique set of unmet needs is presented to the group, often with the maps and matrices evidencing the unmet needs. The extent of a particular unmet need can also be further qualified by information elicited from transportation providers and outreach efforts. Next, the information is discussed and a vote is held to identify a priority order for addressing the various identified needs.

Prior to discussion and voting, the RCC should determine which metrics will be used in the ranking process. Quantitative metrics can remove subjectivity from the scoring process. However, other metrics such as transit equity may be difficult to quantify. In those instances, labels of *high*, *medium* or *low* may be used.

Requirement

The ranking and grouping of unmet needs— along with their underlying causes—form the basis for developing goals, strategies, and approaches for addressing those needs.

The voting process can be structured in any number of ways, using quantitative and qualitative measures. The important point is that the RCC determines which measures will be used for scoring and how they will be weighted prior to the voting process.

After the ranking exercise, the lead coordination agency and RCC members may wish to further categorize the ranked list into high, medium, and low priority groupings, based on the rankings.

The ranking and grouping of unmet needs—along with their underlying causes—form the basis for developing goals, strategies, and approaches for addressing those needs. This process is discussed further in Chapter 7.

6.10 Submission of Interim Plan

TxDOT requires the submission of an Interim Plan consisting of Chapters 1 through 6 of the RPTCP. See Appendix M. for a detailed timeline of when the Interim Plan is due.

Chapter 7. Goals and Strategies

Why It Matters

Goals and strategies are developed to address the unmet transportation needs in the region. A coordination goal or strategy <u>**must**</u> be included in the RPTCP as a prerequisite for applying for Section 5310 grants to fund the project or strategy.

The benefit of developed goals and strategies is that the results outline a set of actions or programs designed to achieve specific regional goals to meet unmet transportation needs.

Chapter 7 in the RPTCP contains the goals and strategies, which are developed by the RCC to address the prioritized unmet needs. The development of goals and strategies results in a set of action items or programs that address the unmet transportation needs in the region. Generally, coordination strategies can often produce more service through cost efficiencies by:

- Reducing operating costs (e.g., by serving together two or more trips from different programs/sponsors that are sharable rides; as productivity increases, the cost per trip decreases).
- Reducing administrative costs (e.g., by reducing staff or by freeing up staff to handle other responsibilities).
- Providing access to additional funding sources (e.g., by using revenues from another sponsoring agency as match to leverage additional federal funding).

The entities involved in the coordination strategies can utilize the savings to provide more trips within the context of the current services, expand the reach of the service (both service times and service areas), and/or expand rider or trip eligibility. In addition, coordination strategies can lead to enhanced service quality. For example, a combined driver training program can reflect the best of the best aspects of each program, thereby resulting in better trained drivers and a higher quality and safer service.

7.1 Types of Coordination Strategies

Before developing goals to address the prioritized unmet needs, the RCC should first review common types of coordination strategies that address specific needs. Coordination strategies are generally categorized as three types:

- Cooperative agreements.
- Joint-use agreements.
- Purchase-of-service or consolidation agreements.

Cooperative Agreements

Examples of cooperative agreements include the following:

- For requests they cannot accommodate, one entity can provide information about other services. As a more formal approach, a third party could offer a one-call/one-click system that would match riders and their requests with providers that voluntarily provide their service information (including any restrictions as to rider/trip/service area limitations). Such an agreement requires no financial transaction, but the arrangement leads to more trips being served.
- Entities can make joint procurements of vehicles, parts, in-vehicle communications equipment, maintenance (from a maintenance vendor), technology, and even an operations vendor. Again, no financial transaction between the

participants is required. Such agreements can result in significant savings due to economies of scale, where a larger group benefits from greater purchasing power.

Joint Use Agreements

Examples of joint use agreements include the following:

- One entity can take the lead in providing a service that other entities can take advantage of, such as a driver training program. Costs of the program can be defrayed among the participating organizations.
- Vehicle sharing arrangements, where an operating entity uses a vehicle to provide a dial-a-ride services during the weekdays and a faith-based organization uses the vehicle to provide transportation to its members for religious services, field trips, or other activities. In such an arrangement, the faith-based organization would pay a daily or per-vehicle-mile rate for use of the vehicle.
- Facility sharing arrangements, where one entity rents office or vehicle storage space from another entity. A joint use agreement could also provide shared use of maintenance facilities at different times of the day.
- Technology sharing arrangements, where adding another organization onto an existing software license costs less than a whole new license.

Purchase of Service or Consolidation Agreements

Purchase of Service Agreements

A purchase of service agreement—where one agency purchases services from another agency—can make sense if the purchasing agency does not operate a service or cannot accommodate all the requests for service with the vehicles it operates itself.

The services purchased can involve:

- Rides from different sponsoring organizations being comingled on the same vehicle at the same time.
- Rides from different sponsoring organizations not being comingled; in this case, trips from different organizations might be viewed as incompatible and would be served at different times (when the operating agency's vehicle is otherwise idle).

In such an arrangement, the payment rate structure can be a per-trip rate if all trips are relatively similar in length or a distance-based rate if trip lengths vary widely. Distance-based rate structures can include per-mile or zone-based rates, for example.

Generally, simpler rate structures are easier to administer (invoice, pay, and monitor), and per-trip rates are simpler than distance-based rates.

Per-trip rates make sense when the rate is determined based on historical information. For example, an operating agency may document the actual cost of operating a set of trips (sponsored by a particular agency) over a period of time (e.g., a three-month period). From this time period, an average cost per trip can be derived. This average cost per trip becomes the billing rate for the next three-month period. This process repeats, with any major mismatches between revenue and costs from the preceding three months woven into the new rate.

Consolidation Agreements

Consolidation agreements facilitate consolidated services, where all related functions of two or more transportation services/programs are consolidated into one service/program. One of the existing providers or a newly created entity could take the lead.

Consolidated services generally follow one of two primary models:

- A single provider model, where a single contractor provides service delivery and possibly other functions.
- A brokerage model, where a broker coordinates but does not operate the services in-house. Instead, it uses two or more contractors. Variations of the brokerage model include the following:
  - An administrative brokerage model, where the broker organizes the service delivery network but contracts with operations contractors to perform call and control functions, operations, and other functions.
  - An operational brokerage model, where the broker directly performs call center functions and may assign trips to its providers under contract. Such brokers could also be involved in scheduling and even dispatching.
  - A combined brokerage model, where the provider operates (or contracts for the operation of) a dedicated fleet. Otherwise, it assigns trips it cannot handle—or prefers not to serve directly—to one or more ove*rflow provider*s.

For consolidated services, the rates negotiated between sponsorship agencies and the consolidated service provider can be structured the same way as the purchase of service agreements discussed previously. And again, a simpler rate structure minimizes the administrative burden on both ends.

7.2 Coordination Obstacles and Other Considerations

When developing possible coordination projects and strategies to pursue, coordinating agencies and partners need to be aware of specific obstacles and considerations that can thwart coordination attempts. Such obstacles and considerations may include the following:

- **Regulatory or funding limitations.** Some regulatory or funding limitations may present constraints to the way coordination is handled. For example, a funding agency may require that a funded rider not be on the vehicle for more than 60 minutes. As a second example, Medicaid-sponsored nonemergency medical transportation (NEMT) trips may need to be transported to a destination beyond a transit agency's dial-a-ride service area. Before entering into such an arrangement with a funding agency (or an NEMT broker), it is important to understand how such requirements impact operations. If the requirements of the funder are too cumbersome or costly for the transit agency, the transit agency may not want to participate in such an arrangement. Alternatively, the transit agency could negotiate a rate with the funding agency or broker that covers the additional costs associated with meeting those requirements.
- **Insurance or liability requirements.** In a purchase of service or consolidation agreement, participating agencies may have different insurance/liability requirements. Generally, the insurance levels of the operating entity stand; however, the risk managers of the two agencies may reach a resolution.
- **Relinquishment of control.** The prospect of purchasing service from another agency can be a potential obstacle because it is generally perceived as giving up control, but it does not have to result in poorer quality service if service quality expectations for the purchasing agency are included in the contract or agreement. For example, a certain level of service quality can be defined in the agreement by specifying service quality metric standards such as on-time performance with a detailed definition of on-time service.
- **Behavior incompatibility/special needs.** With some disability populations, and especially riders with intellectual or developmental disabilities, behavioral incompatibility is an issue that can thwart comingling. With some technology solutions, this can be programmed into the scheduling system parameters so that riders with conflicting needs are not put on the same vehicle at the same rime. With less sophisticated approaches to scheduling, such incompatibilities can be *manually* considered. This issue is a real concern that can make a difference in the extent of comingling vs. coordination strategies that involve using vehicles at different times for different sponsors or groups of riders.
- **Change from the status quo.** Change is hard, especially for the Section 5310 target populations. When implementing coordination strategies, effort must be put toward preparing current riders for how the transportation service will change for them, and devoting staff to customer service assistance during the transition period.
- **Cost savings expectations.** Coordination strategies may not yield available savings right away. In terms of expectation management, lead coordination agencies and coordination

partners understand that they need to “play the long game” with certain coordination strategies and that coordination strategies may need some seed money for implementation before future cost efficiencies can be realized.
- **Capacity and accessibility of the existing vehicle supply.** Responses to the transportation provider survey and the vehicle inventory for each provider detail the types, accessibility, and capacity of vehicles currently in use. Survey responses may also indicate whether a service is capacity constrained because of fleet size and whether the types of vehicles in use are a good fit for the service (they may be too small, not be accessible, or too large for the volume of trips being served). When considering consolidation strategies, it is important to consider whether the existing supply of vehicles will be adequate or whether additional vehicles—and maybe different types of vehicles—will be needed.
- **Vehicle availability.** Many transportation service agencies fully utilize their fleet during peak morning and afternoon hours. For example, senior transportation programs often focus on bringing seniors into a senior center for programs and congregate meals during the day and take these same riders home in the afternoon. Adult day program transportation services similarly bring participants to/from the day program facility or a work site. Sometimes these fleets may also be used for individual medical trips or field trips during the middle of the day or evening.
- **Differences in service policies and parameters.** When consolidating services, recognize that different services can have different service policies. When planning consolidation, the participating agencies discuss whether the differences can coexist or whether the consolidation brings with it a common set of policies and parameters. The latter option may be challenging for services where funding determines certain parameters such as maximum onboard travel times.

7.3 Development of Regional Goals and Strategies

The next step in the process is to develop goals for the RPTCP. In most cases, these goals can be directly associated with the prioritized unmet needs. While the overarching goal is to close any service gaps, specific goals can guide efforts more effectively. Examples of such goals include the following:

- Protect the existing transportation network’s sustainability.
- Expand transportation provider capacity to meet the needs.
- Create partnerships between transportation providers that will eliminate mobility barriers.
- Eliminate price as a barrier to reliable, safe transportation.
- Enhance information and outreach efforts.

In the RPTCP, each strategy should be tied back to a goal. Multiple strategies can be developed for each goal as appropriate.

A strategy consists of action items or programs that could be designed and implemented to achieve a specific goal (or set of goals) and address a specific unmet need. The strategies can apply to the region, individual counties, municipalities, or a consortium of providers or sponsoring organizations.

Funding for some coordination and mobility management strategies, including seed funding, can come from sources aimed at a specific audience such as Section 5310. Also, according to the Coordinating Council on Access and Mobility, over 100 different federal funding sources exist for transportation services that could potentially be tapped. FTA Section 5307, 5310, and 5311 funds require 20 percent local matching funds for most coordination and mobility management projects. Operational funding under Section 5310 requires a 50 percent local match. Revenue from agency sponsors can be used as local match for Section 5307 and 5311 funding. In addition, TxDOT's transportation development credits can be used as local match for capital projects.

For each goal/unmet need/strategy, the RPTCP must detail the following elements, except where noted as optional:

- The goal to be achieved.
- The name and description of the strategy, project, or program, including how it focuses on the unmet need.
- The scope of the strategy (e.g., regional or more localized in focus, total population or only certain subpopulations affected, etc.).
- The unmet need to be addressed, including a description and the priority assigned to the unmet need or gap.
- An implementation timeline for action steps (optional).
- Participants responsible for leading, supporting, and/or participating in the implementation of the strategy and the coordination/mobility management effort itself (optional).
- Resources needed to implement the strategy including (optional):
    - Seed funding.
    - Management/staff time.
    - Contract services.
    - Asset resources (e.g., buildings, vehicles, technology, other capital needs).
    - Volunteer support.
- Cost estimate (a *relative cost* can substitute for a cost estimate as long as the cost range is defined).
- Potential funding sources (optional).
- Performance measures and quantifiable goals (optional).

Coordination strategies that failed in the past should not necessarily be abandoned. Such efforts can be identified in the RPTCP, with a narrative describing why this past strategy did not work, along with correlating, correcting strategies identified in the RPTCP.

As mentioned in Chapter 5, once project/strategy summaries have been developed, it is advisable to seek public and other stakeholder feedback for these projects/strategies and their initial prioritization before they are incorporated into the RPTCP. Outreach efforts such as focus groups, stakeholder meetings, and RCC meetings are excellent ways to determine priorities. Feedback/input from these meetings can be used to modify or refine each project/strategy description as appropriate (see Section 7.4) or introduce a new project or strategy into the RPTCP. The descriptions of the strategies must be included in Chapter 7 of the RPTCP.

7.4 Prioritization of Projects and Strategies

Chapter 8 in the RPTCP contains the project prioritization and strategies. The next step is to prioritize the strategies using a process similar to the process used by the lead coordination agency and RCC to prioritize unmet needs (see Section 6.9). A best practice is for stakeholders to consider the answers to the following three questions:

1. Does it leverage existing resources used for the transportation of the Section 5310 target populations?
2. Does it improve access to resources for the Section 5310 target populations?
3. Does it address the prioritized needs identified in the planning process?

Suggested weighting criteria may be developed based on responses to the following series of questions:

- Does the strategy/project benefit a single county, multiple counties, or the entire region?
- Does the strategy/project address high priority needs/gaps?
- Does the strategy/project reduce or eliminate duplication of services or result in more services or an expansion of services?
- How many organizations will be participating in the strategy/project?
- Does the project expand transportation to unserved populations?
- Is the project sustainable in terms of long-term funding?
- Does the project improve the transportation network?

A table listing the strategies for each of the main goals must also be included in the RPTCP. At a minimum, this table should include the:

- Name of the strategy.
- Counties, regions, municipalities, or organizations to which it applies.
- Prioritized unmet need(s) that it addresses.
- Final prioritization or ranking of the strategy.
- Cost estimate or cost range.

Chapter 8 of the RPTCP contains this table, along with documentation of the prioritization process.

Appendix K contains an example goals and strategies matrix. In this example, the lead coordination agency and RCC identified five different goals. For each goal, a matrix of strategies was developed. Each strategy was, in turn, tied back to the region or specific county (or counties), the needs addressed, the priority level, and the relative cost.

Chapter 8. RPTCP Documentation and Adoption Process

Why It Matters

The RPTCP must include all required elements prior to TxDOT submittal. Appendix C provides a checklist of all elements that must be included in each region's RPTCP.

The benefit of the RPTCP documentation and adoption process is that it ensures all elements are included and that stakeholder feedback is reflected in the final RPTCP.

The region's five-year RPTCP must include all required elements prior to approval and submittal to TxDOT. Appendix C provides a checklist to ensure all elements are included.

8.1 RPTCP Review and Document Retention

As discussed in Chapter 2, FTA and TxDOT require that the following groups be given an opportunity to review the RPTCP:

- Public, private, and nonprofit transportation providers.
- Human service agencies.
- Advocacy groups for seniors and individuals with disabilities.
- Representatives from underserved populations.

In response to this requirement, the draft RPTCP (or a link to the draft RPTCP) is sent to all RCC members, including TxDOT's regional public transportation coordinator, and all transportation provider survey respondents for review and comment. Importantly, this step allows entities wishing to pursue coordination projects/strategies through Section 5310 to make sure that their prioritized project/strategy is included in the RPTCP. Section 5310 also requires that individuals who adopt the RPTCP must be involved in the planning process.

The draft RPTCP (or a link to the draft RPTCP) must be sent to TxDOT's coordination program manager, who will place the draft or link on TxDOT's Regional Public Transportation Coordination Planning website for public comment. The lead coordination agency must also contact all municipalities and human service agencies in the region to alert their constituents and clients that the RPTCP is ready for review and inform them of where it can be found, how to provide feedback, and when feedback must be received. The comment period must be no less than one month.

Note that in the final RPTCP, the lead coordination agency must document stakeholder involvement and sources used to prepare the RPTCP, including all comments and feedback from the review period and a summary of requested changes and actions taken.

The RPTCP itself and all materials involved in preparing the RPTCP must be retained up until the date when the next five-year RPTCP is finalized and accepted by TXDOT, whichever is later.

8.2 RPTCP Finalization and Adoption

After the end of the comment period, the RCC meets to review and discuss the feedback received to determine how, if at all, the draft RPTCP should be revised.

Once the RPTCP has been finalized, the next step is to formally vote on its adoption. This process must also include approval signatures and documented participation in RPTCP development. Once adopted, the RPTCP is sent to TxDOT. Chapter 9 of the RPTCP contains the adoption documentation.

Chapter 9. RPTCP Annual Review and Amendment Process

Why It Matters

An annual review of each RPTCP chapter is recommended to identify required amendments for new or revised strategies that are immediately needed to address significant changes.

The benefit is that the amended RPTCP may pave the way for new or revised Section 5310 grant applications in the next grant cycle and to ease the *lift* in the next five-year RPTCP development.

Over the course of each five-year interval, demographic characteristics of the region change, service provider policies change, some providers cease providing transportation services, and new services or programs are added (including newly coordinated or expanded services and mobility management efforts that spring from the RPTCP). Significant annual changes may have a positive impact on closing the service gap.

9.1 Lead Coordination Agency Annual Review Requirements

TxDOT recommends that the lead coordination agency and RCC members take the time to annually review each chapter of the RPTCP to determine whether:

- Geographic and demographic characteristics remain accurate or require updating.
- Service profiles (e.g., policies, ridership, etc.) remain accurate or require updating.
- New service profiles need to be added.
- Transportation needs and gaps remain unchanged or have changed due to the implementation of coordination efforts and new/expanded services and programs.
- Statuses of goals and strategies remain unchanged or require updating in lieu of changing demographics and/or coordination accomplishments.

Again, this step is not required; however, by undertaking this review annually, the *lift* required to develop the following five-year RPTCP is significantly lessened, especially when it comes to developing the service provider profiles. Moreover, new or revised strategies that appear in the amended RPTCP may pave the way for new or revised Section 5310 grant applications in the next grant cycle.

9.2 RPTCP Amendment Process

TxDOT therefore suggests that one RCC meeting be devoted to the annual review of the RPTCP, with RCC members reviewing the RPTCP in advance and coming to the meeting with suggestions for necessary updates. At the meeting, RCC members can discuss what changes/updates should be a part of the amended RPTCP and what, if any, ramifications they have on prioritized unmet needs and prioritized goals and strategies.

At the discretion of the lead coordination agency, and with concurrence from the RCC, some minor changes (e.g., minor changes in geographic/demographic data, service policy descriptions, or timelines and other minor edits) may not require a formal RPTCP amendment process.

More significant changes meriting consideration for an amended RPTCP might include the addition of transportation providers or services, the removal of completed goals, and/or the elimination of a particular unmet need. Again, the lead coordination agency and the RCC members participate in this process to determine whether a formal RPTCP amendment is needed or would be beneficial.

After the discussions have ended, the lead coordination agency should prepare the following information for the RCC members:

- A summary of the changes requested.
- The rationale for each change.
- The potential impact of the changes, especially their effect on unmet needs.
- The appearance of these changes as revisions or additions to the RPTCP.

A vote of the RCC to approve or reject the amendment would follow. It is then up to the lead coordination agency to resubmit the RPTCP, as amended and with the approval date, to TxDOT.

Chapter 10. Resources and Contact Information

Why It Matters

Contact information for TxDOT staff is included in this guidebook. Additional resources are included in a separate appendix document.

The benefit is that resources and contacts can be helpful in providing step-by-step processes and knowledge that can enhance the planning process.

10.1 Resources

In addition to the resources available in the separate appendix document, the following resources may be beneficial when preparing an RPTCP.

- Texas Regional Public Transportation Coordination website (https://transitplanningtx.org/).
- FTA Coordinated Public Transit Human Services Transportation Plans website https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans.
- National Center for Mobility Management Guidance website https://nationalcenterformobilitymanagement.org/wp-content/uploads/2021/07/Writing_a_Coordinated_Public_Transit_Human_Services_Transportation_Plan.pdf.
- *Toolkit for Rural Community Coordinated Transportation Services* (Transit Cooperative Research Program Report 101) https://onlinepubs.trb.org/Onlinepubs/tcrp/tcrp_rpt_101.pdf

10.2 Contact Information

Contact information for the TxDOT PTN Coordination Program and public transportation coordinators is as follows:

- Kari Banta, Program Manager, 512-486-5959, kari.banta@txdot.gov.
- Public transportation coordinator information can be found at: https://www.dot.state.tx.us/business/governments/coordinators.htm.

Coordination Plan Guidebook Appendices

Step by Step Instructions for Updating and Maintaining Regional Coordinated Human Service Transportation Plans

Authors:
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Tina Geiselbrecht, and Ross Peterson

Prepared for the Texas Department of Transportation

March 2025

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Appendix A. Lead Coordination Agency–Regional Coordination Committee Organizational Member Memorandum of Understanding Template

A memorandum of understanding is a legally nonbinding document required by the Texas Department of Transportation (TxDOT) as an indication of commitment for the annual Section 5310 applications. This appendix includes templates for requesting participation in the regional coordination committee and for developing the memorandum of understanding.

A.1. Invitation Letter Template

[Your Name]
[Your Title]
[Your Organization]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Title]
[Recipient's Organization]
[Recipient's Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

[If you are establishing or re-establishing your regional coordination committee, use the following two paragraphs:]

> I hope this letter finds you well. My name is [Your Name], and I am writing to you on behalf of the [Lead Agency].
>
> We are excited to announce the formation of the [Regional Coordination Committee Name], a collaborative initiative aimed at enhancing the coordination of transportation services for seniors, people with disabilities, and other transportation-disadvantaged populations in our region.

[If you are inviting an organization to join an established regional coordination committee, use the following paragraph:]

> I hope this letter finds you well. My name is [Your Name], and I am writing to you on behalf of the [Lead Agency] and the [Regional Coordination Committee Name].

A primary function of a regional coordination committee is to help provide input to the regional public transportation coordination plan. This plan, which is prepared on a five-year cycle, identifies and prioritizes the unmet needs of various transportation-disadvantaged groups in our region and strategies and projects designed to reduce these unmet needs. A secondary function of the regional coordination committee is to help promulgate the coordination of transportation services by encouraging entities within the region to apply for grants, such as TxDOT's Section 5310 program, whose funds can be used to expand the coordination of transportation services and/or provide new transportation services, that again can help reduce the gap of unmet needs.

By bringing together key stakeholders, including transportation providers, social service agencies, and advocacy groups, we aim to create a regional coordination committee whose efforts will ultimately result in a seamless network of services that will significantly improve the quality of life for seniors, individuals with disabilities, low-income riders, veterans, and other transportation-disadvantaged populations. [Please tailor this paragraph to your region as needed.]

We believe that the [Recipient's Organization] plays a crucial role in this effort. Your expertise and commitment to serving the community would be invaluable in helping us achieve our mission. As a member of the committee, you will have the opportunity to collaborate with other stakeholders and transportation providers in the region, share best practices, and contribute to the development of innovative solutions to transportation challenges.

We invite you to attend our inaugural meeting, which will be held on [Date] at [Location]. During this meeting, we will discuss the committee's objectives, outline our strategic plan, and explore opportunities for collaboration. Your participation would be greatly appreciated, and we look forward to the possibility of working together to make a positive impact on our community.

If your organization is interested in participating on the regional coordination committee, we would be asking you to make a commitment of time (i.e., your representative would be asked to attend quarterly meetings and review materials prepared by the [Lead Agency]). This commitment would be memorialized by completing and signing the attached memorandum of understanding.

Please RSVP by [RSVP Date] to confirm your attendance. If you have any questions or need further information, feel free to contact me at [Your Email Address] or [Your Phone Number].

Thank you for considering this invitation. We are confident that, together, we can make a meaningful difference in the lives of seniors and people with disabilities.

Sincerely,

[Your Name]
[Your Title]
[Your Organization]

A.2. Memorandum of Understanding Template

[Regional Coordination Committee Name]

Mission Statement

To foster and sustain improvements in a regional and coordinated community transportation network for seniors, individuals with disabilities, individuals with low income, veterans, and other target communities in the [Planning Region Name]. [Please tailor this paragraph to your region as needed.]

Memorandum of Understanding

WHEREAS the [Region Name] includes [number of] counties: [County 1 Name, County 2 Name …];

WHEREAS the term *community transportation* means any public transportation service or human service agency transportation service or program, whether it be provided by a public or private entity, that focuses on transportation for seniors, individuals with disabilities, individuals with low income, and other target populations such as veterans, and children;

WHEREAS there are several different community transportation services currently within the [Region Name];

WHEREAS there are significant unmet needs for individuals requiring community transportation services within the [Region Name], and these needs are anticipated to grow due to demographic trends;

WHEREAS the coordination of community transportation information and services has been shown to result in increased service through improved cost efficiency, elimination of duplication, and access to additional funding; and

WHEREAS there is a need—and an opportunity—to further coordinate the variety of community transportation options and support services within the [Region Name];

BE IT KNOWN THAT

[Organization Name] intends to participate in the establishment[1] and functioning of the [Regional Coordination Committee Name].

This memorandum of understanding documents this intent and the organizations' commitment to the primary mission of the [Regional Coordination Committee Name].

To fulfill its mission, the primary roles of the [Regional Coordination Committee Name] are to:

- Help develop, implement, and provide guidance to the community transportation coordination initiatives within the [Region Name] of Texas (TxDOT Region [Number]) so that:
    - Access and mobility improve among seniors, individuals with disabilities, individuals with low income, veterans, and other target communities who rely on community transportation.
    - Operators and sponsors of community transportation services can more effectively utilize and leverage funding to expand services to address the growing needs of these populations and areas in the region.

[1] The word *establishment* may be removed if the regional coordination committee is already functioning.

- Provide a mechanism for ongoing input from stakeholders, including users of community transportation services.
- Work together with other regional and statewide entities to help promote coordination and develop solutions to interregional community transportation needs.
- Provide input to governmental agencies and other organizations that fund/sponsor community transportation relative to policies and practices that successfully foster or that adversely affect the coordination of community transportation services/information and mobility management.

In signifying this intention and commitment, **[Organization Name]** pledges to designate one representative (and up to two alternate representatives) to the **[Regional Coordination Committee Name]** and ensure that the representative attends regularly scheduled meetings and is active in the functioning of the **[Regional Coordination Committee Name]** and subcommittees.

Either party may cancel this Memorandum of Understanding with 14 days' written notice.

IN WITNESS WHEREOF, **[Organization Name]** indicates its support and intent:

Name: ______________________________
Title: ______________________________
Organization: ______________________________
Signature: ______________________________
Date: ______________________________
Alternate 1 (Name): ______________________________
Alternate 2 (Name): ______________________________

ACCEPTANCE BY ***[Regional Coordination Committee Name]***:

Name: ______________________________
Title: ______________________________
Organization: ______________________________
Signature: ______________________________
Date: ______________________________

Appendix B. Example Regional Coordination Committee Mission Statement and Bylaws

B.1. Guidance for Creating Vision and Mission Statements

It is helpful for regional coordination committees to operate under a clear and unified purpose. Crafting vision and mission statements can solidify this purpose and help guide stakeholders in the problem solving and decision-making processes later in the planning phases.

Vision Statement

A vision statement "captures what community members most value about their community, and the shared image of what they want their community to become."[1] For regional coordination planning, this vision may involve the ultimate goal of achieving everything that a community desires. An example vision statement is as follows:

> *[Planning Region Name] envisions a future of seamless mobility connections for seniors, individuals with disabilities, and the general public that is affordable, easy to navigate, and accessible.*

Mission Statement

The mission statement speaks to how the vision statement will be carried out. It should not be too detailed and should be pointed yet aspirational. An example mission statement is as follows:

> *To foster and sustain improvements in a regional and coordinated community transportation network for seniors, individuals with disabilities, individuals with low income, veterans, and other target communities in the [Planning Region Name].*

B.2. Template for Creating Bylaws

Article I: Name

The name of this regional community transportation coordination committee shall be the **[Regional Coordination Committee Name].** These bylaws shall provide the procedures for the conduct of business of the **[Regional Coordination Committee Name].**

Article II: Purpose

Established by its founding members, the [Regional Coordination Committee Name] is organized to:

1. Help develop, implement, and provide guidance to community transportation[2] coordination initiatives within the **[Region Name]** (Texas Department of Transportation [TxDOT] Region **[Number]**) so that:

[1] https://mrsc.org/explore-topics/officials/strategic-planning/strategic-planning.
[2] For the purposes of this document, the term *community transportation* includes any public transportation service or human service agency transportation service or program provided by a public or private entity that

a. Access and mobility improve among seniors, individuals with disabilities, individuals with low income, veterans, and other target communities who rely on community transportation.
b. Operators and sponsors of community transportation services can more effectively utilize and leverage funding to expand services to address the growing needs of these populations and areas in the region.

2. Provide a mechanism for ongoing input from stakeholders, including users of community transportation services.
3. Work together with other regional and statewide entities to help promote coordination and develop solutions to interregional community transportation needs.
4. Provide input to governmental agencies and other organizations that fund/sponsor community transportation relative to policies and practices that successfully foster or that adversely affect the coordination of community transportation services/information and mobility management.

Article III: Membership of the [Regional Coordination Committee Name]

III.1 Membership Eligibility Criteria

The [Regional Coordination Committee Name] shall be composed of organizational and individual members as follows:

- **Organizational members.** Organizations seeking to become members of the [Regional Coordination Committee Name] must be one of the following:
  - Any public, private, nonprofit, or for-profit organization that currently funds, arranges, or provides community transportation services to, from, or within the region.
  - Any local or regional public transportation provider or state/regional/county/municipal agency involved in the planning or provision of public/passenger transportation in the region.
  - Organizations representing groups of consumers and constituents that are impacted by the expansion, improvement, and/or coordination of community transportation services and information within the region.

  Such organizations will become a member of the [Regional Coordination Committee Name] upon formal adoption of the [Regional Coordination Committee Name's] memorandum of understanding and formal acceptance by the [Regional Coordination Committee Name] members at the next regular meeting following receipt of the signed memorandum of understanding.

  Each organizational member shall designate one representative and up to two alternate representatives to the [Regional Coordination Committee Name].

- **Individual members.** An individual member must be a resident of or work within the region, be a user of community transportation, and take an active interest in the [Regional Coordination Committee Name's] mission. The [Regional Coordination Committee Name] intends to include Individual members from the priority populations (seniors, individuals with disabilities, individuals with low income, veterans, and target communities).

  Individual members have voting rights but do not have the right to designate an alternate.

focuses on transportation for seniors, individuals with disabilities, individuals with low income, veterans, and target communities.

The term of each individual member shall be two years. Individual members may serve a maximum of two terms (four years in total) but must reapply to be an individual member at the end of the first term. Applications to be an individual member must be submitted to the **[Regional Coordination Committee Name]** no later than **[Date]**.

The **[Regional Coordination Committee Name's]** Membership Committee will determine the process for recruiting individual members, reviewing applications, and recommending certain applicants for individual membership. The Membership Committee will also recommend the appropriate number of individual members to be voted upon at the **[Regional Coordination Committee Name's]** annual meeting in **[Date].**

- **Ex-officio member.** A representative from TxDOT shall be an ex-officio, nonvoting member.

III.2 Rights and Responsibilities of Membership

Each member (organizational and individual) is afforded one full vote on any decision put to a vote. An organizational member's vote can be cast by their alternate representative.

Individual members must be present (virtually or in-person) at meetings to vote; proxy votes for individual members will not be permitted. Attendance at meetings can be by videoconference or teleconference.

To be in *good standing*, a member must:

1. Attend at least 75 percent of the regular meetings (in-person or virtually) and cannot miss more than two consecutive regular meetings in a calendar year. The chair may determine if a missed meeting is excused; an excused miss shall not count as nonattendance.

2. Participate in some facet of the **[Regional Coordination Committee Name's]** work program.

3. Provide funding and ridership information pertinent to the organization they represent, if applicable, to the **[Regional Coordination Committee Name]** by **[Date]** for the TxDOT planning reporting year (January 1 – December 31). This information will be presented to the **[Regional Coordination Committee Name]** members at the annual meeting in **[Date]**, where it will be approved for submittal to TxDOT by the Region **[Number]** lead agency.

Article IV: Officers of the [Regional Coordination Committee Name]

IV.1 Officers and Terms of Office

The officers of the [Regional Coordination Committee Name] shall include a chair and vice chair.

The term of each officer shall be two years with a term limit of two terms. In the first year, one of the two officers will have a one-year term. Thereafter, the election of officers shall alternate years.

The [Regional Coordination Committee Name] shall strive to achieve a balance representative of the regional geography.

IV.2 Election of Officers and Operating Year

The **[Regional Coordination Committee Name]** operating year shall begin at the annual meeting in **[Date]**.

Officers will be elected by majority vote every two years at the annual meeting.

Nominations for officers must be submitted to the **[Regional Coordination Committee Name]** no later than **[Date]**.

IV.3 Responsibilities of the Officers

The chair, or in the event of their absence, the vice chair, shall preside at all meetings of the [Regional Coordination Committee Name], but neither shall be deprived of their right to vote.

The chair, or in the event of his/her absence, the vice chair, shall have the responsibility of preparing the draft agenda for each meeting.

The chair or vice chair shall have such other powers and perform such other duties as may from time to time be voted on by the [Regional Coordination Committee Name]. These duties will include the establishment of committees and the appointment of committee members as may be necessary or convenient for carrying out the business of the [Regional Coordination Committee Name].

The vice chair shall be responsible for disseminating information to the [Regional Coordination Committee Name] members and writing [Regional Coordination Committee Name] correspondence. These duties will include distributing meeting invitations and draft agendas, keeping meeting attendance records, and taking meeting minutes. These functions may be delegated to staff supplied by the TxDOT Region [Number] lead agency.

The chair and vice chair must be members in good standing.

IV.4 Vacancies

If an officer vacates an office for any reason (e.g., resignation or removal), the chair (or vice chair if the vacancy is the chair) shall declare the vacancy at the next regularly scheduled meeting. The chair (or vice chair if the vacancy is the chair) can wait until the next regular meeting or may accept nominations from the floor at the meeting at which the vacancy has been declared. If nominations from the floor are accepted, voting will take place at the next regular meeting.

New officers elected will fulfill the remaining terms of the outgoing officers. This interim term will not be counted toward the two-term limit.

IV.5 Removal of Officers

Members, by a two-thirds vote of members present, may remove an officer. An officer under consideration for removal shall have the opportunity to be advised and be able to speak to the concerns of the membership. Such matters and discussions should take place in an executive session (without the public). The officer under consideration for removal must be given a 30-day period to correct any deficiencies before the vote is taken. Causes for removal include nonattendance or nonfulfillment of official duties.

Article V: Meetings of the [Regional Coordination Committee Name]

V.1 Regular Meetings

The [Regional Coordination Committee Name] shall meet at least quarterly (in January, April, July, and October) or on another date and/or at another time at the call of the chair. The [Regional Coordination Committee Name] may vote at a prior meeting not to hold the next regular meeting or to hold in a different month within the quarter.

If the location of these meetings varies from meeting to meeting, members present—assuming a quorum—will vote on the location of the next regular meeting. Facility locations chosen for regular meetings shall have internet access, allowing members to attend the meeting remotely. All meeting locations shall be fully accessible.

At the regular meetings, the [Regional Coordination Committee Name] may take such actions, pass such resolutions, or conduct such other business as are on the agenda or may otherwise be properly brought before it.

V.2 Special Meetings

The chair, or in the event of his/her absence, the vice chair may call a special meeting of the [Regional Coordination Committee Name] as may be required and shall call a special meeting at the request of one-third of the members. Business at special meetings shall be limited to the subjects stated in the call for them.

V.3 Informational Meetings

The chair, or in the event of his/her absence, the vice chair may call an informational meeting as may be required for the presentation and dissemination of reports, analyses, or other data, and for the informal discussion thereof by the [Regional Coordination Committee Name]. No formal action by the [Regional Coordination Committee Name] shall be taken at such meetings. Resolutions may be introduced and discussed at such meetings, but formal debate and action on such resolutions may take place only at future regular or special meetings.

V.4 Meeting Notice and Agenda

Not less than seven days' advance notice in writing of regular or informational meetings shall be given to all members. Not less than three business days' advance notice in writing of special meetings shall be given to all members. Such notices shall contain the time, place, proposed agenda, proposed resolutions on substantive matters, and the substance of any matter proposed to be voted on.

V.5 Quorum

Fifty percent of the current membership constitutes a quorum.

V.6 Structure and Conduct of Meetings

Robert's Rules of Order shall guide the structure and conduct of all meetings. Parliamentary discretion for the conduct of meetings shall be vested with the chair, or in the event of his/her absence, the vice chair. The [Regional Coordination Committee Name's] procedures shall provide an opportunity for all members to be heard on any given issue and for the efficient conduct of business.

V.7 Public Participation at Meetings

In-person or virtual public comments will be a recurring agenda item at each meeting. Any person is welcome to attend all regular and special meetings of the [Regional Coordination Committee Name] and be permitted to address the [Regional Coordination Committee Name] under direction from the chair, or in the event of their absence, the vice chair, who at any meeting may shift the order of public participation on the agenda as needed. The chair, or in the event of their absence, the vice chair, may establish time limits for public comment.

It will behoove organizational members to advertise the times and places of [Regional Coordination Committee Name] meetings and to provide information to their constituencies on how to contact the chair for public comment.

Article VI: Voting

No vote on a substantive matter shall be taken unless the issue to be voted on has been listed in the draft agenda, and timely notice (see Article V.4) has been given to all members. The election of officers and approval of individual members are considered to be substantive issues. A quorum must exist before any formal vote is taken (see Article V.5).

Each member is afforded one vote on any decision put to a vote and must be present to vote. In the absence of a voting organizational member representative, a designated alternate may cast the vote if present at the meeting. Otherwise, no proxy voting is permitted.

All decisions put to a vote require a majority vote of all members present to pass. Votes regarding changes or amendments to these bylaws (see Article VIII) and officer removals (see Article IV.4) require a two-thirds vote of all members present to pass.

Article VII: Committees of the [Regional Coordination Committee Name]

On an annual basis, the [Regional Coordination Committee Name] shall establish or continue standing committees as may be necessary or convenient for carrying out the business of the [Regional Coordination Committee Name].

Standing committees will include at least a Membership Committee, and may include, for example, a Project Committee and an Advocacy/Marketing/Public Information Committee.

New standing committees can be established if deemed necessary or convenient to conduct the business of the [Regional Coordination Committee Name]. These committees can be established upon the affirmative vote of the majority of the [Regional Coordination Committee Name] members present at a regular or special meeting.

The chair, or in his/her absence, the vice chair, may establish ad-hoc committees and appoint committee members as may be necessary or convenient for carrying out the business of the [Regional Coordination Committee Name]. Nonmembers—because of their special expertise or association with particular issues and at the discretion of the chair—may be appointed to ad-hoc committees. However, ad-hoc committees must be chaired by members of the [Regional Coordination Committee Name].

Article VIII: Amendments

These bylaws may be amended by an affirmative two-thirds vote of the [Regional Coordination Committee Name] members present at a regular meeting thereof if the notice of such meeting has contained a copy of the proposed amendment. Amendments are considered a substantive issue.

Article IX: Effective Date

These bylaws will become effective upon adoption by an affirmative two-thirds vote of the [Regional Coordination Committee Name] members present.

Appendix C. Regional Public Transportation Coordination Plan Organization and Checklist

Table C-1 contains a checklist tool to ensure that the required elements of the regional public transportation coordination plan (RPTCP) are included. The checklist tool can also be used to allocate the necessary time and resources for RPTCP development. The checklist tool follows the same chapter organization as the guidebook and the RPTCP template.

Table C-1. RPTCP Requirements Checklist Tool.

RPTCP Element	Complete
Cover page	◻
Executive summary	◻
Table of contents	◻
Chapter 1. RPTCP content and organization	◻
Stakeholder list (required and others)	◻
Lead agency description and contact	◻
Regional coordination committee representatives list	◻
Memorandum of understanding and regional coordination committee structure (mission and bylaws)	◻
Chapter 2. Public outreach and community engagement	◻
Public outreach plan to include: • Stakeholder identification/recruitment. • Meeting locations/times. • Description of feedback materials, including accessibility considerations. • Public feedback on draft RPTCP.	◻
Documentation of stakeholder/focus group meetings to include: • Number of meetings/addresses/dates. • Attendance, including target populations. • Summary of meeting outcomes, including identified needs/gaps.	◻
Documentation of surveys/questionnaires to include: • Survey/questionnaire process and instrument. • Number of participants. • Participant demographics.	◻
Chapter 3. Geographic area assessment	◻
Basic area map showing urban, small urban, rural, metropolitan planning organization, and rural transportation planning organization areas	◻
Regional projects and strategies	◻
Table and map showing area trip generators and a description of the methodology	◻
Chapter 4. Demographic area assessment	◻
Description of area demographics	◻
Current population	◻
Projected five-year population	◻
Population by age group	◻
Population by race	◻
Number/percentage of people with disabilities	◻
Number/percentage of low-income households (below Federal poverty level)	◻
Percentage of population that speaks English	◻

RPTCP Element	Complete
Chapter 5. Transportation services assessment	☐
Transportation services profiles, each to include: • General information. • Service modes and models provided. For each service provided include: • Service policies. • Fleet inventory/utilization. • Supporting technology. • Vehicle operators/training requirements. • Ridership/service statistics. • Operating expenses/revenues (by funding source). • Perceptions of met/unmet needs. • Types of existing coordination. Transportation provider profiles categorized as: • Regional public transportation services and programs. • Municipal public transportation services and programs. • Public human service agency transportation services and programs. • Private nonprofit human service agency transportation service and programs. • Private for-profit carriers.	☐
Mobility management services and programs, each to include: • Driver training programs. • One-call/one-click service coordination. • Coordination services for people with disabilities or seniors. • Joint fare programs. • Funding agreements. • Educational programs.	☐
Chapter 6. Transportation needs and gaps assessment	☐
Transportation needs survey in rural/urban areas	☐
Transportation needs index and maps	☐
Summary of area transportation needs/gaps, including methodology to identify unmet needs.	☐
Chapter 7. Goals, strategies, and projects	☐

Documentation of goals and strategies (in a consistent format that is easy for stakeholders and the public to understand) to include:
• Goal description.
• Description of needs/gaps to be addressed.
• Description and prioritization of strategies to address the needs.
• Implementation timeline, including action steps.
• Parties responsible to support implementation.
• Resources needed to implement each strategy, including:
    ○ Funding.
    ○ Staff time and manager.
    ○ Contract services.
    ○ Assets (e.g., buildings, vehicles, technology, other capital needs).
    ○ Volunteer support.
• Cost estimate and funding sources.
• Performance measures and targets.
	☐

Chapter 8. Priorities	☐
Description of prioritization/rating methodology	☐
Documentation of priorities	☐

RPTCP Element	Complete
Chapter 9. Plan approval	☐

• Document individuals included in plan adoption (law requires inclusion of seniors; persons with disabilities; members of the general public; and representatives from public, private, and nonprofit transportation and human services providers).
• Outline the steps completed for RPTCP adoption to include:
  ○ Draft RPTCP comment period, including outreach to stakeholder organizations.
  ○ Documentation by the lead coordination agency of all comments, requested changes, and actions taken.
  ○ Development of final draft RPTCP.
  ○ Documentation of any final revisions stemming from public comment following public notice and opportunity to provide feedback on final draft RPTCP.
  ○ Planning committee review of final draft RPTCP.
  ○ Public planning committee meeting for RPTCP adoption.
  ○ Planning committee signatures and participation documentation.
	☐

Signature page	☐
Submission of RPTCP (in Microsoft Word), including the signature page, to the Texas Department of Transportation (TxDOT)	☐
TxDOT transmittal of approval letter to lead coordination agency or return of the RPTCP to the lead coordination agency with a list of items that must be corrected or added (i.e., missing, incomplete, or incorrect information)	☐

Appendix D. Methodology to Determine Major Trip Generators

Employment data can be used to determine the major trip generators in a region. One of the U.S. Census Bureau's tools that utilizes employment data is called OnTheMap. The main source of data for this tool comes from the Longitudinal Employer-Household Dynamics (LEHD) program. The LEHD program combines data from “state-supplied administrative records on workers and employers with existing censuses, surveys, and other administrative records to create a longitudinal data system.”[1]

The following series of steps can be followed to determine major trip generators:

1. Start by visiting the OnTheMap website (https://onthemap.ces.census.gov/, see Figure D-1).

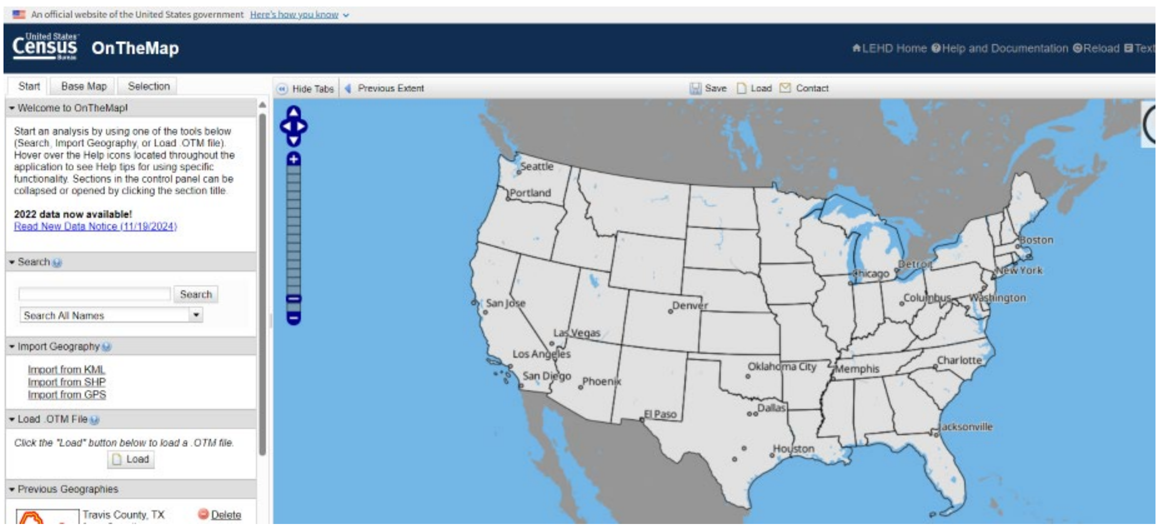


Figure D-1. Screenshot of OnTheMap Website.

2. This example considers Travis County in Texas, where the city of Austin is located.

   In the search bar shown in Figure D-1, enter *Travis County* and click the Search button. Under the Counties categories, *Travis, County, TX,* will appear (see Figure D-2). Click on this entry to select it.

   This process can be repeated for other counties in Texas or counties in other states as required.

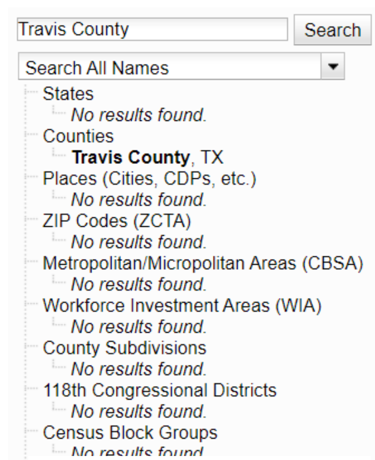


Figure D-2. Screenshot of County Search Results.

[1] https://lehd.ces.census.gov/doc/LEDonepager.pdf.

3. Once the county region is selected, the OnTheMap system will display various analysis options to choose from related to home/work area, analysis type, year, and job type (see Figure D-3). A work area profile for all jobs will display areas in the county with the highest concentration of employment.

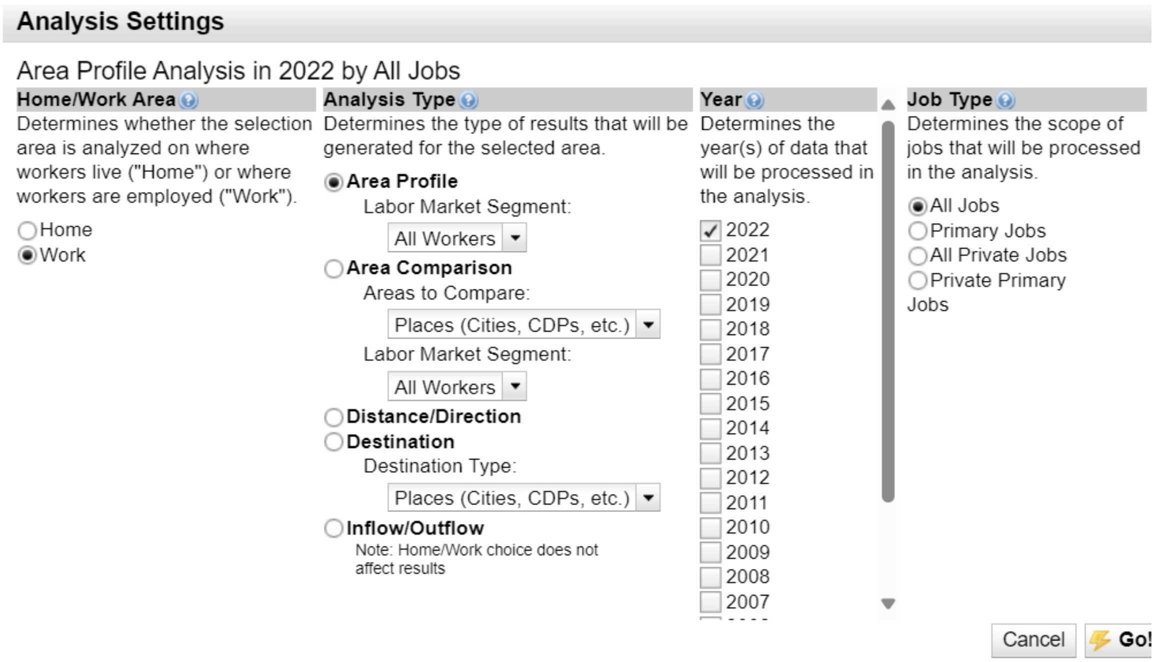


Figure D-3. Screenshot of Analysis Settings.

4. Figure D-4 shows the output from this analysis. These maps can be exported as portable document format or portable network graphics files. Alternatively, the geographic data may be exported for use in Google Maps or geographic information systems software applications.

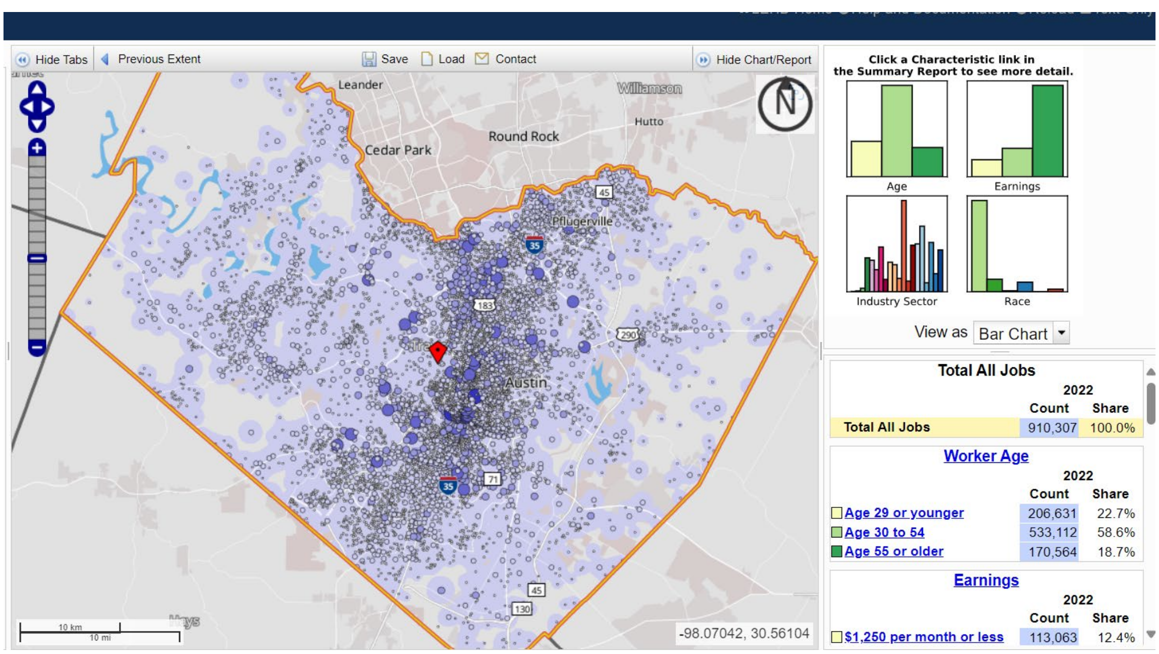
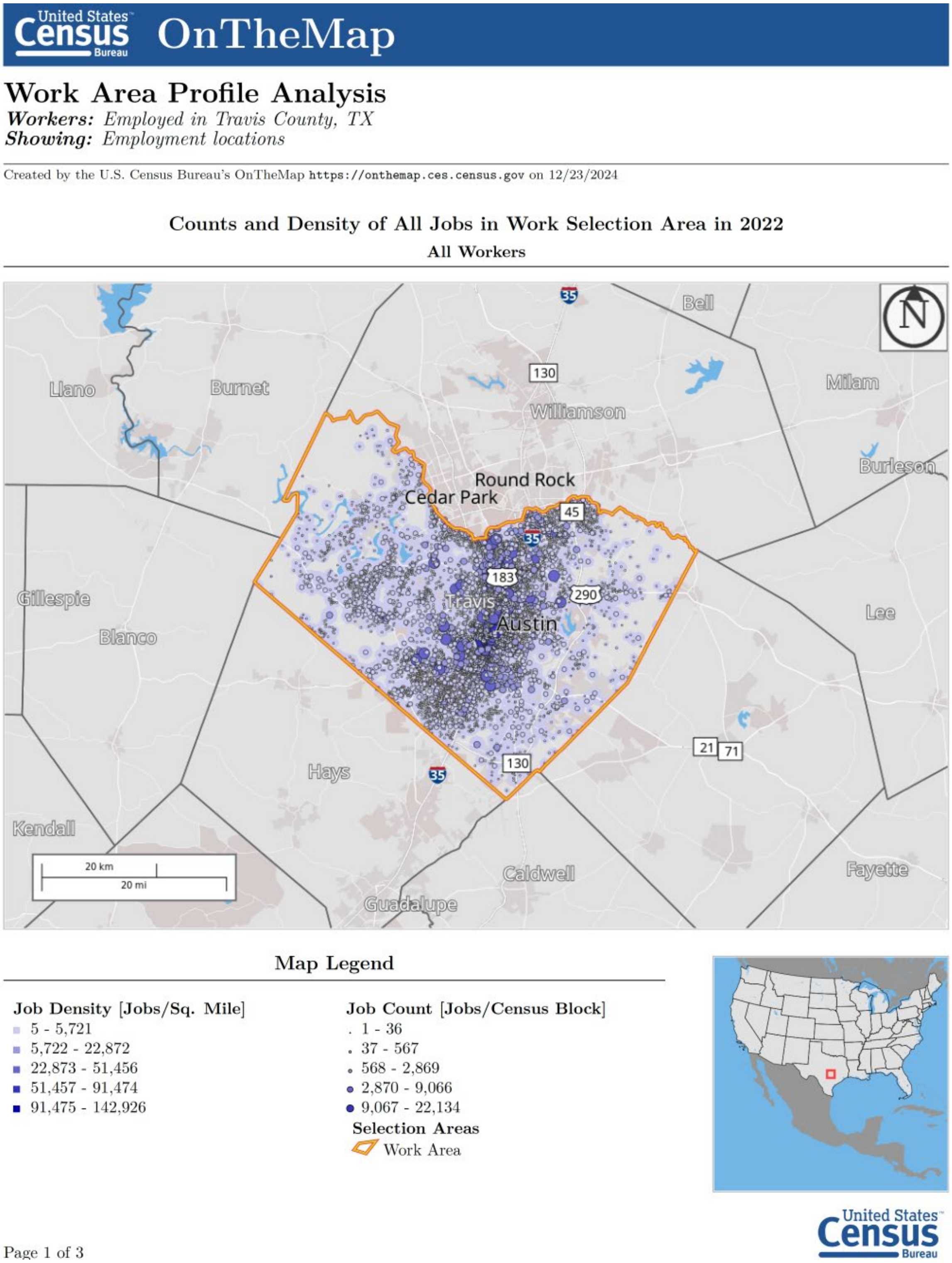


Figure D-4. Screenshot of Analysis Output.

5. Figure D-5 shows the exported analysis results from the OnTheMap website. These results can be helpful in preparing the geographic area and demographic assessments for a region.


United States Census Bureau OnTheMap

Work Area Profile Analysis

Workers: *Employed in Travis County, TX*
Showing: *Employment locations*

Created by the U.S. Census Bureau's OnTheMap https://onthemap.ces.census.gov on 12/23/2024

Counts and Density of All Jobs in Work Selection Area in 2022

All Workers

Map Legend

Job Density [Jobs/Sq. Mile]	Job Count [Jobs/Census Block]
5 - 5,721	1 - 36
5,722 - 22,872	37 - 567
22,873 - 51,456	568 - 2,869
51,457 - 91,474	2,870 - 9,066
91,475 - 142,926	9,067 - 22,134

Selection Areas
Work Area

Page 1 of 3

United States Census Bureau

Figure D-5. Screenshot of Exported Analysis Results.

Appendix E. Methodology to Create a Coordination Area Map

The Texas A&M Transportation Institute developed a [Texas Planning Map](#)for general use by lead coordination agencies. The map contains many common geographic elements such as planning regions, urban areas, city boundaries, county boundaries, and more.

Figure E-1 shows a screenshot of the Texas Planning Map. Lead agencies can toggle layers on and off using ArcGIS online. Layers include the following:

- City boundaries.
- Census block groups.
- County boundaries.
- 2020 urbanized area boundaries.
- Transit district boundaries.
- Planning region boundaries.

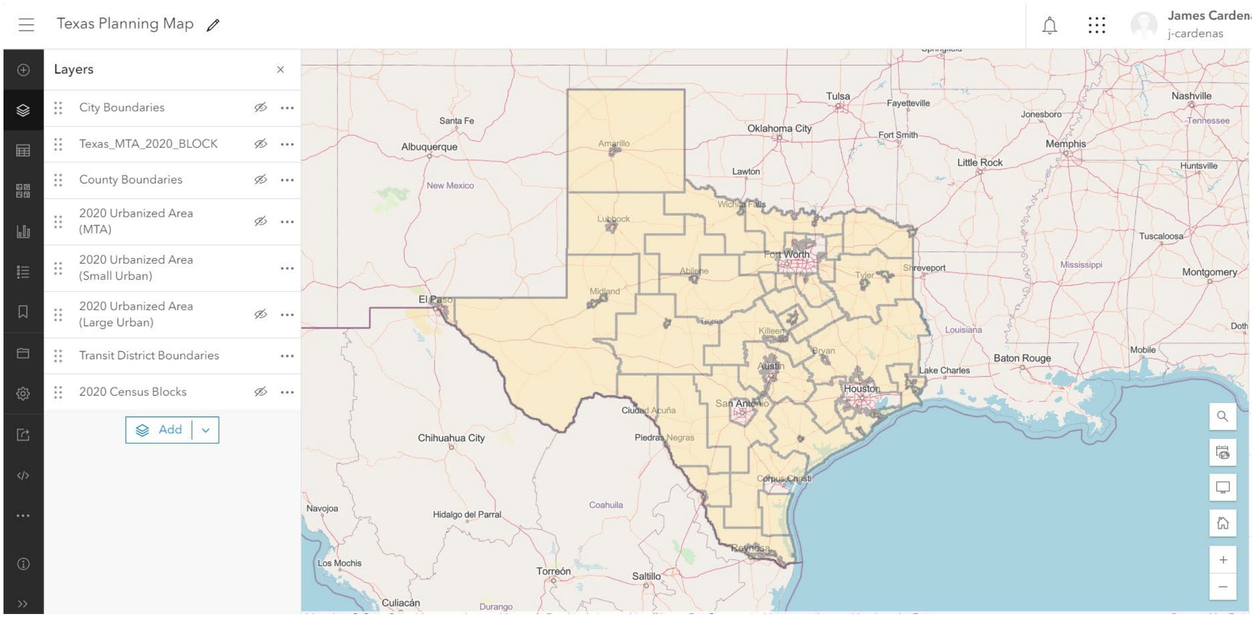


Figure E-1. Screenshot of Texas Planning Map.

Appendix F. Methodology to Collect and Exhibit Area Demographics

Area demographics are typically presented in table format. The U.S. Census Bureau's American Community Survey (ACS) is a common data resource for information on older adults, individuals with disabilities, individuals with low income, and other priority populations such as veterans or youths.

F.1. Definitions

Key terminology used to describe demographics is defined as follows:

- **Older adults (DecennialDHC2020.P12 or ACS S0101).** Older adults include adults aged 65 and older in the Federal Transit Administration (FTA) Section 5310 program or adults aged 60 and older in the Older Americans Act legislation.[1,2]
- **Low-income (ACSDT5Y2020.B17024).** FTA defines low-income as 150 percent of the poverty line.[3]
- **Individuals with disabilities (ACSST5Y2020.S1810).** The ACS defines six disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty. "Respondents who report anyone of the six disability types are considered to have a disability."[4]
- **Veterans (ACS5Y2020B21001).** Veterans are defined as "men and women who have served (even for a short time), but are not currently serving, on active duty in the U.S. Army, Navy, Air Force, Marine Corps, or Coast Guard, or who served in the U.S. Merchant Marine during World War II."[5]
- **Youth (DecennialDHC2020.P12 or ACS S0101).** Youths are typically defined as people aged 17 or younger.
- **Language spoken at home (ACS5Y2020S1601).** An indication of languages other than English spoken at home is useful for outreach and communication initiatives.
- **Populations by race and Hispanic origin (Decennial Census P9 or ACS5Y2020B203002).** The definition of race relies upon categories such as *White alone*, *Black or African American alone*, *Asian alone*, *Native Hawaiian and other Pacific Islander alone*, and *some other race alone*.

F.2. Data Gathering

The U.S. Census Bureau's data portal (https://data.census.gov/) is the best place to begin gathering demographic data (see Figure F-1). Here you can specify the geographies and types of attributes and data of interest.

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[1] https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-10/C9070.1H-Circular-11-01-2024.pdf.
[2] https://crsreports.congress.gov/product/pdf/R/R43414.
[3] https://www.transit.dot.gov/what-meant-%E2%80%9Clow-income-individual%E2%80%9D#:~:text=FTA%20encourages%20the%20use%20of%20a%20locally%20developed,of%20Health%20and%20Human%20Services%20%28HHS%29%20poverty%20guidelines.
[4] https://www.census.gov/topics/health/disability/guidance/data-collection-acs.html.
[5]https://www.census.gov/quickfacts/fact/note/US/VET605222#:%7E:text=Veterans%20are%20men%20and%20women,Marine%20during%20World%20War%20II.

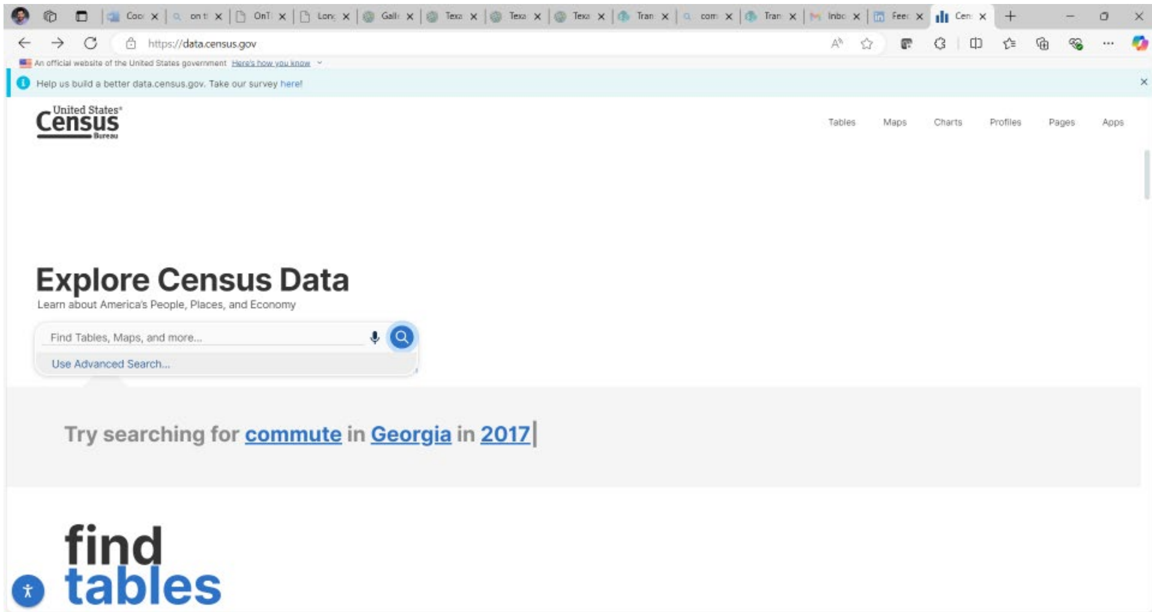

Figure F-1. Screenshot of the U.S. Census Bureau's Data Portal.

Consider an example where data on older adults are of interest. Using the Census 2020 data, begin the search by typing *P12* in the search bar. A list of table titles will appear. Select the table titled, P12: SEX BY AGE FOR SELECTED AGE CATEGORIES (see Figure F-2). This table summarizes population data categorized by age. These data can be further refined using the Geographies filter on the lefthand side of the screen. Note that the official Census 2020 tables require additional data calculations, such as summing the age categories.

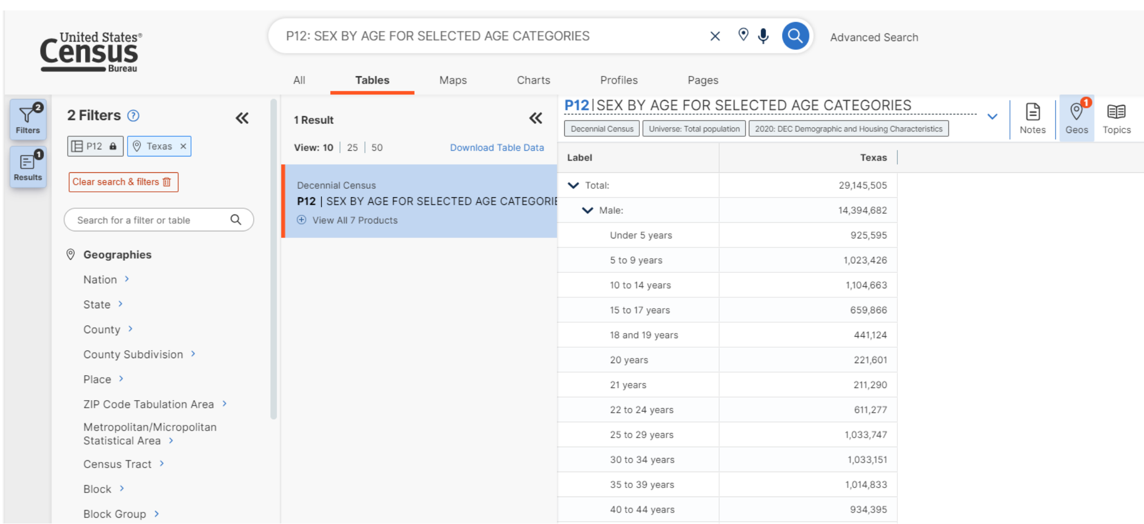

Figure F-2. Screenshot of P12: SEX BY AGE FOR SELECTED AGE CATEGORIES Selection.

F.3. Data Display

To display these demographic data, the following series of steps can be followed:

1. Select the Maps option in U.S. Census Bureau's data portal (see Figure F-3). The referenced data table will be listed below the search bar and the geographic location will be displayed on the map. In this example, the entire state of Texas is displayed. However, the geography can be changed to a particular county or census tracts for greater detail.

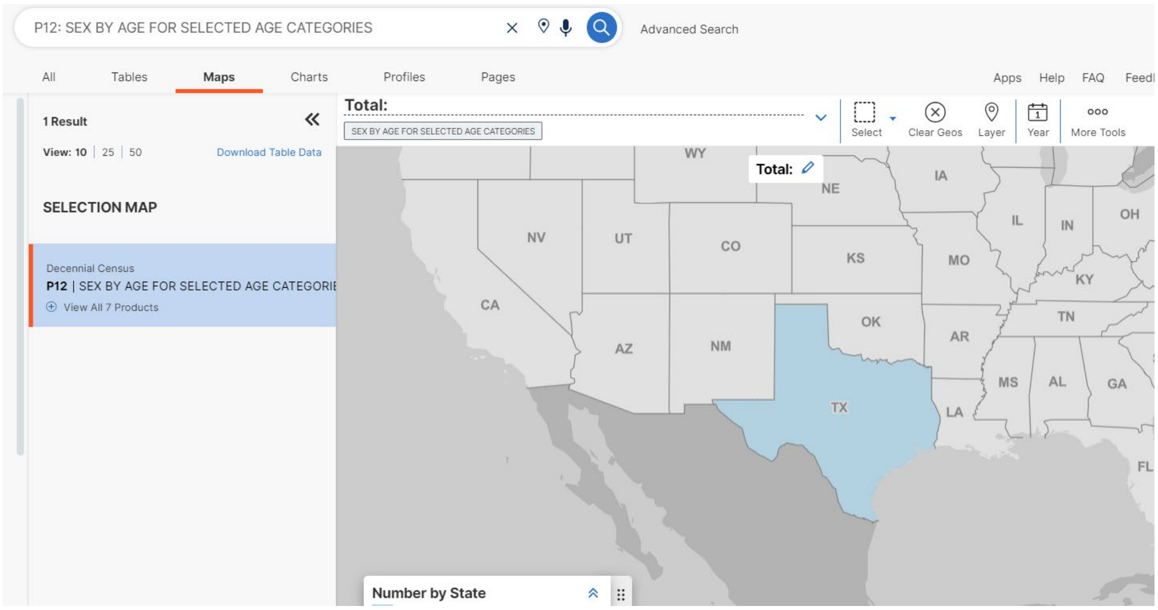

Figure F-3. Screenshot of Maps Display Feature.

2. Using the census tract geography for Travis County in Texas, select the ACS S0101 table from the SELECTION MAP menu on the lefthand side of the screen and the 65 years and over category from the drop-down menu above the map (see Figure F-4). Select % Percent at the bottom of the screen as the units (see Figure F-4).

   Based on these selections, the map will then display the countywide concentrations of older adults in Travis County (see Figure F-5).

3. To export these maps from the U.S. Census Bureau's data portal, select Print from the More Tools drop-down menu in the upper righthand side of the screen. These features are helpful for creating maps to use for geographic area and demographic analyses.

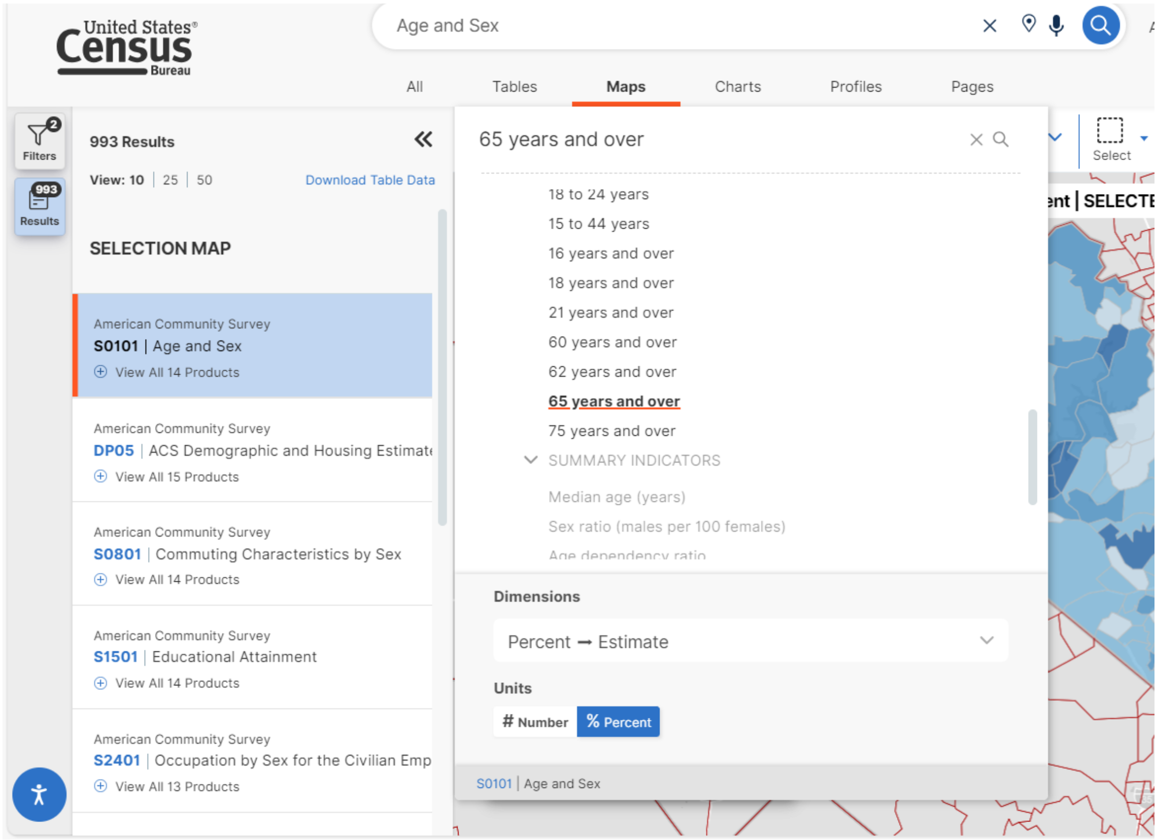

Figure F-4. Screenshot of Display Selections for Older Adult Concentrations in Travis County, Texas.

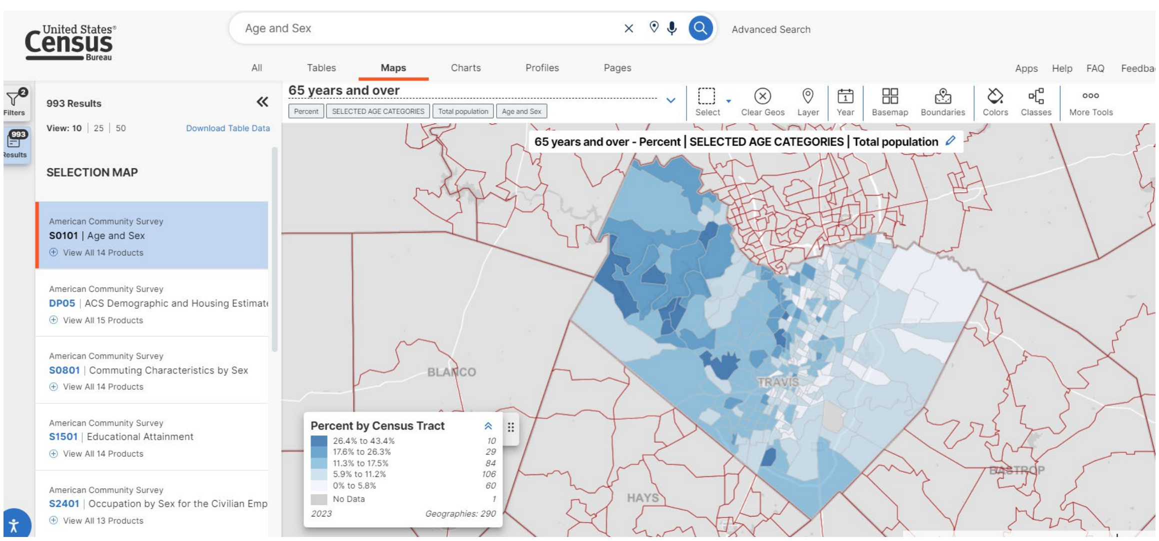

Figure F-5. Screenshot of Display Results for Older Adult Concentrations in Travis County, Texas.

Appendix G. Methodology to Create a Transit Need Index Map

The transit need index (TNI) uses layered demographic data to identify concentrations where transit needs are more pronounced. Demographic data can be weighted equally or weighted to emphasize key demographics such as older adults and individuals with disabilities. The four key demographic characteristics used to create the TNI include the following:

- **Senior population**: Defined as people aged 65 and older, seniors have a higher need for public transportation due to an increasing inability to operate an automobile without the assistance of others.
- **People with a disability**: The noninstitutionalized population with a disability have a higher need for public transportation as a result of increased numbers of individuals who do not drive or own a motor vehicle. In addition, people with a disability tend to need trips more frequently for healthcare purposes and overall have lower household incomes.
- **Population below poverty level**: Individuals below the poverty level have a higher need for public transportation due to not having the financial means of owning and maintaining a vehicle.
- **No vehicle available**: Households (also known as occupied housing units) with no vehicle available have a higher need for public transportation because residents do not have a vehicle available as a means of transportation. As a result, public transportation becomes a more likely option.

To create a TNI map, the following series of steps can be followed:

1. To begin, download the necessary data using either census tract or block group geographies. In this example, block groups were used as the designated geography. Figure G-1 shows example demographic data for the target populations by block group in a tabular format.

	Weight	*40*			*15*			*15*			*30*				
		Persons with a disability			**Persons in Poverty**			**Households with no vehicle available**			**Population Age 65 and Over**				
Step 1	**Block Group**	Census2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	**TNI Value**	***TNI Category***
	A	17%			27%			6%			28%				
	B	15%			14%			7%			19%				
	C	24%			32%			12%			36%				
	D	8%			11%			2%			12%				
	E	11%			19%			8%			18%				
	F	28%			24%			6%			26%				
	G	13%			21%			9%			22%				
	Mean	**17%**			**21%**			**7%**			**23%**				

Standard Deviation

(more than 1.5 standard deviations above the mean) **Very high transit need ≥**

(between 0.5 and 1.5 standard deviations above the mean) **High transit need ≥**

(plus or minus 0.5 standard deviations from the mean) **Average transit need ≥**

(between 0.5 and 1.5 standard deviations below the mean) **Low transit need ≥**

(more than 1.5 standard deviations below the mean) **Very low transit need <**

Figure G-1. Example Demographic Data for Target Populations by Block Group.

2. After the data are in a tabular format, the next step is to assign an index. An index can be created by utilizing a mean and the block group value (block group value/mean). Figure G-2 shows the resulting index values based on the example demographic data for the target populations by block group.

Step 2

Weight	40			15			15			30				
	Persons with a disability			Persons in Poverty			available			Population Age 65 and Over				
Block Group	Census2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	**TNI Value**	***TNI Category***
A	17%	1.0		27%	1.3		6%	0.8		28%	1.2			
B	15%	0.9		14%	0.7		7%	1.0		19%	0.8			
C	24%	1.4		32%	1.5		12%	1.7		36%	1.6			
D	8%	0.5		11%	0.5		2%	0.3		12%	0.5			
E	11%	0.7		19%	0.9		8%	1.1		18%	0.8			
F	28%	1.7		24%	1.1		6%	0.8		26%	1.1			
G	13%	0.8		21%	1.0		9%	1.3		22%	1.0			
Mean	**17%**			**21%**			**7%**			**23%**				

Standard Deviation

(more than 1.5 standard deviations above the mean) **Very high transit need ≥**
(between 0.5 and 1.5 standard deviations above the mean) **High transit need ≥**
(plus or minus 0.5 standard deviations from the mean) **Average transit need ≥**
(between 0.5 and 1.5 standard deviations below the mean) **Low transit need ≥**
(more than 1.5 standard deviations below the mean) **Very low transit need <**

Figure G-2. Example Index Values for Target Populations by Block Group.

3. Next, weighted index values are determined by multiplying each block group's index with each category's weight. Individuals with a disability and older adults are assigned higher weights to emphasize greater need. Figure G-3 shows the resulting index × weight values based on the example demographic data for the target populations by block group. These weighted index values are then summed across each demographic attribute at the block group level to produce a TNI value for each block group (see Figure G-3).

Step 3

Weight	40			15			15			30				
	Persons with a disability			Persons in Poverty			available			Population Age 65 and Over				
Block Group	Census2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	**TNI Value**	***TNI Category***
A	17%	1.0	41.0	27%	1.3	19.2	6%	0.8	12.6	28%	1.2	36.5	109	
B	15%	0.9	36.2	14%	0.7	9.9	7%	1.0	14.7	19%	0.8	24.8	86	
C	24%	1.4	57.9	32%	1.5	22.7	12%	1.7	25.2	36%	1.6	47.0	153	
D	8%	0.5	19.3	11%	0.5	7.8	2%	0.3	4.2	12%	0.5	15.7	47	
E	11%	0.7	26.6	19%	0.9	13.5	8%	1.1	16.8	18%	0.8	23.5	80	
F	28%	1.7	67.6	24%	1.1	17.0	6%	0.8	12.6	26%	1.1	33.9	131	
G	13%	0.8	31.4	21%	1.0	14.9	9%	1.3	18.9	22%	1.0	28.7	94	
Mean	**17%**			**21%**			**7%**			**23%**				

Standard Deviation

(more than 1.5 standard deviations above the mean) **Very high transit need ≥**
(between 0.5 and 1.5 standard deviations above the mean) **High transit need ≥**
(plus or minus 0.5 standard deviations from the mean) **Average transit need ≥**
(between 0.5 and 1.5 standard deviations below the mean) **Low transit need ≥**
(more than 1.5 standard deviations below the mean) **Very low transit need <**

Figure G-3. Example Index × Weight Values for Target Populations by Block Group.

4. Using the direct TNI values, relative TNI categories can be assigned based on deviations from the mean. In this example, the following categories were used:
   - **Very high transit need.** More than 1.5 standard deviations from the mean.
   - **High transit need.** Between 0.5 and 1.5 standard deviations from the mean.
   - **Average transit need.** Plus or minus 0.5 standard deviations from the mean.
   - **Low transit need.** Between 0.5 and 1.5 standard deviations below the mean.
   - **Very low transit need.** More than 1.5 standard deviations below the mean.

   Figure G-4 shows the resulting TNI categories based on the example demographic data for the target populations by block group.

	Weight	*40*			*15*			*15*			*30*				
		Persons with a disability			**Persons in Poverty**			**available**			**Population Age 65 and Over**				
Step 4	**Block Group**	Census2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	Census 2010	Index	Index x weight	**TNI Value**	***TNI Category***
	A	17%	1.0	41.0	27%	1.3	19.2	6%	0.8	12.6	28%	1.2	36.5	109	*Average*
	B	15%	0.9	36.2	14%	0.7	9.9	7%	1.0	14.7	19%	0.8	24.8	86	*Average*
	C	24%	1.4	57.9	32%	1.5	22.7	12%	1.7	25.2	36%	1.6	47.0	153	*Very High*
	D	8%	0.5	19.3	11%	0.5	7.8	2%	0.3	4.2	12%	0.5	15.7	47	*Very Low*
	E	11%	0.7	26.6	19%	0.9	13.5	8%	1.1	16.8	18%	0.8	23.5	80	*Low*
	F	28%	1.7	67.6	24%	1.1	17.0	6%	0.8	12.6	26%	1.1	33.9	131	*High*
	G	13%	0.8	31.4	21%	1.0	14.9	9%	1.3	18.9	22%	1.0	28.7	94	*Average*
	Mean	**17%**			**21%**			**7%**			**23%**			**100**	

	Standard Deviation	35
(more than 1.5 standard deviations above the mean)	**Very high transit need ≥**	**152**
(between 0.5 and 1.5 standard deviations above the mean)	**High transit need ≥**	**117**
(plus or minus 0.5 standard deviations from the mean)	**Average transit need ≥**	**83**
(between 0.5 and 1.5 standard deviations below the mean)	**Low transit need ≥**	**48**
(more than 1.5 standard deviations below the mean)	**Very low transit need <**	**48**

Figure G-4. Example TNI Categories for Target Populations by Block Group.

5. Finally, the resulting TNI category values can be mapped by joining the data table with a TigerLine shapefile in a geographic information systems application and displaying the results.

Appendix H. Example Transportation Provider Survey

[Name and Logo of Lead Coordination Agency]

Regional Public Transportation Coordination Plan Update

For the [Region Name]

Transportation Provider Survey

Regional Public Transportation Coordination Plan

The [Lead Coordination Agency Name] is the lead agency for coordinated transportation and mobility management resources in the [Region Name], including the counties of [list counties alphabetically]. One responsibility that comes with being the lead coordination agency includes preparing a regional public transportation coordination plan and updates (undertaken every five years).

The preparation of a regional public transportation coordination plan update for our region is a planning requirement for continued Section 5310 program funding, which is available from the Texas Department of Transportation (TxDOT) in regions with small urban and rural areas and from a designated organization (typically a transit agency or metropolitan planning organization) in regions with urban areas. The regional public transportation coordination plan update must focus—through coordination—on meeting the unfulfilled transportation needs of the following populations:

- Seniors.
- Individuals with disabilities.
- Low-income residents.
- Zero-car households.
- Youths.
- Residents with limited English proficiency.
- Veterans.
- Clients of workforce agencies.

Closing the service gaps for these populations is the primary goal of coordination and the Section 5310 funding program in Texas. The purpose of the regional public transportation coordination plan is to identify and prioritize coordination and mobility management projects and strategies that can be implemented with the help of funds from the Section 5310 program (or other funding programs) to expand current services or introduce new services and programs that will enhance the mobility of these target populations. **As a prerequisite, Section 5310 grant applications must reflect those projects and strategies from the regional public transportation coordination plan.**

Transportation Provider Profiles

Part of the regional public transportation coordination plan includes documenting in the plan the public, private, nonprofit, and for-profit transportation services that serve the general public and these specific populations within the region. These entities may include the following:

- Regional public transportations services and programs provided by regional public transportation providers.
- Municipal public transportations services and programs provided by county or city-based public transportation providers (these services are often sorted by subregion or county).
- Public human service agency transportation services and programs (these services are often sorted by region, county, and then municipality).
- Private nonprofit human service agency transportation service and programs (these services are also often sorted by region, county, and then municipality).
- Private for-profit brokers and carriers including taxis, transportation network companies such as Lyft and Uber, and nonemergency medical transportation (NEMT) brokers and companies.

Transportation Provider Survey

We are conducting this Transportation Provider Survey to ensure accurate and up-to-date information, so that we can more accurately assess the transportation needs of the transportation-disadvantaged populations in our region and determine which of these needs are being met and not being met. Your data are vital to understanding the availability, quality, and cost of transportation services for these populations and the general public. The regional public transportation coordination plan update will incorporate your data into an analysis of service gaps and into potential scenarios to fill those gaps.

In the end, your participation in this survey is key to our better understanding of how—and to what extent—this network is currently meeting the needs of these populations in our region and to identifying ways in which this network can more effectively or more efficiently improve mobility for these target populations.

Survey Instructions

These questions should take approximately 45 minutes to complete and may be followed with an interview from one of our staff. If you have information available in an alternative format that is similar to the information solicited in the questions, please contact [Name and Contact Information].

Please complete the survey by [Date]. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single dataset at the conclusion of the survey.

Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions, please call or email [Name and Contact Information]. If you are completing a printed version of the survey, please return the survey [Name and Mailing Address]. Alternatively, you can scan your completed survey and email it to [Name and Email Address].

Organization Characteristics and Services Provided

A. Organization and Contact Information

1. **Identification of organization:**
   a. Organization name: ______________________
   b. Address: ______________________
   c. City: ______________________ State: __________ Zip: __________
   d. Telephone: ______________________ Fax: ______________________
   e. Name of individual responding to survey: ______________________
   f. Email of respondent contact: ______________________
   g. Title of respondent contact: ______________________
   h. Agency website: ______________________

2. **Please check the box that <u>best</u> describes your organization.** *(Check only one.)*

- ☐ a. Publicly sponsored transit agency
- ☐ b. Human service agency–public
- ☐ c. Human service agency–nonprofit
- ☐ d. Medical center/health clinic
- ☐ e. Nursing home
- ☐ f. Adult day care
- ☐ g. Municipal office on aging
- ☐ h. Nonprofit senior center
- ☐ i. Faith based organization
- ☐ j. Private nonprofit
- ☐ k. Public nonprofit
- ☐ l. NEMT provider
- ☐ m. Independent living center
- ☐ n. Wheelchair/stretcher service
- ☐ o. Public housing
- ☐ p. Transitional housing
- ☐ q. Workforce development
- ☐ r. Local government office
- ☐ s. Other (specify) ______________

3. **Under what legal authority does your organization operate?**

- ☐ a. Local government department or unit (city or county)
- ☐ b. Private nonprofit organization
- ☐ c. Transportation authority
- ☐ d. Private, for-profit
- ☐ e. Other (please specify): ______________________

____

4. **What are the major functions/services of your organization?** *(Check all that apply.)*

- ☐ a. Transportation
- ☐ b. Health care
- ☐ c. Social services
- ☐ d. Nutrition
- ☐ e. Counseling
- ☐ f. Day treatment
- ☐ g. Job training
- ☐ h. Employment
- ☐ i. Rehabilitation services
- ☐ j. Diagnosis/evaluation
- ☐ k. Job placement
- ☐ l. Residential facilities
- ☐ m. Income assistance
- ☐ n. Screening
- ☐ o. Information/referral
- ☐ p. Recreation/social
- ☐ q. Homemaker/chore
- ☐ r. Housing
- ☐ s. Veterans' services
- ☐ r. Other (please specify): ______________

5. **What is the geographic service area for the organization?**

- ☐ Specific counties (please specify):
  - ☐ All of ____________ ☐ Parts of ____________: ______________________________
  - ☐ All of ____________ ☐ Parts of ____________: ______________________________
  - ☐ All of ____________ ☐ Parts of ____________: ______________________________
  - ☐ All of ____________ ☐ Parts of ____________: ______________________________
  - ☐ All of ____________ ☐ Parts of ____________: ______________________________
- ☐ Specific municipalities (please specify): ______________________________
- ☐ Other (please specify): ______________________________

B. Description of Transportation and Mobility Management Services

6. **Which mode(s) of transportation service delivery best describes your transportation service(s)?** ***(Check all that apply.)***

- ☐ a. Fixed-route–bus
- ☐ b. Fixed-route–rail
- ☐ c. Dial-a-ride–demand response, advance reservation
- ☐ d. Taxi vouchers/user-side subsidy programs
- ☐ e. Volunteer driver program
- ☐ f. ADA complementary paratransit
- ☐ g. Flex transit (route deviation or point deviation)
- ☐ h. Microtransit–on-demand/same-day, general public
- ☐ i. Alternative services–on-demand for ADA paratransit customers
- ☐ g. Vanpool
- ☐ h. Micromobility–bike or scooter sharing
- ☐ i. Ferry transit
- ☐ j. Intercity bus/rail
- ☐ k. Other (please specify): ______________________________

7. **What statement best describes how these services are provided?**

- ☐ a. We operate the service(s) with our own fleet and employee drivers.
- ☐ b. We contract out operations–a contractor operates our own fleet of vehicles.
  Name of operations contractor(s): ______________________________
- ☐ c. We contract out operations or purchase service from another provider–a contractor/provider operates their own fleet of vehicles.
  Name of contractor(s)/provider(s): ______________________________
- ☐ d. We use nondedicated providers (e.g., taxis, Lyft, Uber, NEMT carriers) for the entire service.
  Name of provider(s): ______________________________
- ☐ e. We use nondedicated providers (e.g., taxis, Lyft, Uber, NEMT carriers) for the some of the service (e.g., as overflow providers).
  Name of provider(s): ______________________________
- ☐ f. We use staff cars.
- ☐ g. We use volunteer drivers, driving their own cars.
- ☐ h. We use volunteer drivers, driving their agency vehicles.
- ☐ i. We distribute transit/paratransit passes to clients.

8. Do any other organizations purchase rides on your transportation service? *(Check one.)*

☐ Yes ☐ No

If yes, which organizations? ______________________________

9. Does your organization provide any mobility management services for others in the community? *(Check all that apply.)*

☐ a. Driver training programs
☐ b. One-call/one-click service coordination
☐ c. Services for individuals with disabilities or seniors (e.g., travel training)
☐ d. Joint fare programs
☐ e. Funding agreements
☐ f. Educational programs
☐ g. Other (please specify): ______________________________

C. Transportation Service Policies

10. Does your organization impose eligibility limitations on those people who are provided transportation? *(Check one.)*

☐ Yes ☐ No

If yes, please define the rider eligibility requirements for your transportation programs. (Please describe how these might differ for different services or programs in the Notes.)

☐ General public
☐ County or municipal residents
☐ Seniors age ______ and above
☐ Individuals with disabilities (all)
☐ Individuals with intellectual or developmental disabilities
☐ Individuals with low income/Medicaid beneficiaries
☐ Individuals living in zero-car households
☐ Youths
☐ Residents with limited English proficiency
☐ Veterans
☐ Clients of workforce agencies
☐ Other (please specify): ______________________________

Notes: ______________________________

____

11. Must individuals be precertified or prequalified to access your transit services? *(Check one.)*

☐ Yes ☐ No

If yes, what are the eligibility/qualification standards? ______________________________

____

12. Does your organization impose trip purpose limitations or prioritization in scheduling/serving trips? *(Check one.)*

☐ Yes ☐ No

If yes, please define the trip eligibility requirements or prioritizations for your transportation programs. (Please describe how these limitations or prioritizations might differ for different services or programs in the Notes.)

☐ Nonemergency medical trips
☐ Work trips
☐ Day program (waiver transportation) trips
☐ Trips to our senior center/agency
☐ Other (please specify): ______

Notes: ______

______

13. What are the daily hours and days of operation for your transportation services? (Check days and list hours of operation in the space provided.)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Service begins	___	___	___	___	___	___	___
Service ends	___	___	___	___	___	___	___

14. Does your organization charge a fare or fee to the passenger for providing transportation services? (Check one.)

☐ Yes ☐ No

If yes, what is the fare structure? ______

______

15. Does the organization provide any discounts for older adults, individuals with disabilities, or other categories? (Please specify other categories.) ______

☐ Yes ☐ No

If yes, what is the discount? ______

16. Does your organization accept any donations from older adults or other passengers to offset the cost of providing transportation services? (Check one.)

☐ Yes ☐ No

If yes, what is the suggested donation amount? ______

17. How do clients/customers request your transportation services?

☐ Phone call
☐ Internet reservation (please specify software): ______
☐ Smart phone app (please specify app): ______
☐ Arrangement by a third party (please describe): ______
☐ Customers access the service at a designated bus stop or station

18. What is your advance reservation policy? (Check one.)

- ☐ Same-day on-demand (for immediate fulfilment); no advance notice is required
- ☐ Same-day but ______ hours in advance
- ☐ 1 day before travel
- ☐ 24 hours before travel
- ☐ 2 days before travel
- ☐ 3 days before travel
- ☐ 4 days before travel
- ☐ 5 days before travel
- ☐ 1 week before travel
- ☐ Other (please specify): ______________________________

19. How often do you have space available to accommodate last minute/late reservations? (Check one.)

☐ Never ☐ Rarely ☐ Sometimes ☐ Often ☐ Always

Please explain: ______________________________

20. If you have an advance reservation policy, will you accommodate same day reservations if space is available? (Check one.)

☐ Yes ☐ Yes, but only for emergencies ☐ No

Please explain: ______________________________

21. Do you accept requests for subscription service (i.e., recurring, standing orders)? (Check one.)

☐ Yes ☐ No

If yes, please note any specific policies related to subscription requests (e.g., minimum number of days per week): ______________________________

22. For demand-responsive services, define the level of driver assistance provided to your riders. (Check all that apply.)

- ☐ Curb-to-curb assistance (i.e., drivers will assist passengers in and out of vehicles only)
- ☐ Door-to-door assistance (i.e., drivers will assist passengers to the entrance of their origin or destination)
- ☐ Door-thru-door assistance (i.e., drivers will go into the origin or destination entrance with the passenger)
- ☐ Personal care attendants or escorts are provide to those passengers who require such services
- ☐ Passengers are permitted to travel with their own personal care attendants or escorts
- ☐ Driver will help with a limited number of bags

D. Vehicle Inventory and Utilization

23. Please provide the following information for the vehicles used in the provision of transportation services provided directly by your agency or your contractor operating your vehicles.

Vehicle Type	Number of Vehicles				
	Total[1]	Owned	Leased	Wheelchair Accessible (Owned or Leased)	Volunteer
a. Sedans					
b. Minivans (up to 7 seats)					
c. Standard 15-passenger vans					
d. 8–14 seat vehicles (e.g., Ford Transits or Dodge ProMasters)					
e. Converted 15-passenger vans (e.g., raised roof)					
f. Light-duty bus (body-on-chassis type construction seating between 16–24 passengers)					
g. Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)					
h. Medium- or heavy-duty transit bus					
i. Other (please specify): _______________________					

[1]The number of vehicles owned and leased should sum to equal the total number of vehicles.

24. Please provide a fleet inventory for the vehicles in Question 23 (exclude volunteer vehicles).

Vehicle	Make	Model	Model Year	Maximum Seats	Maximum Wheelchair Seats	LTD Miles
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

25. Please complete the following weekday and weekend utilization charts for the vehicles in Question 23 (excluding volunteer vehicles).

Weekdays

	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Vehicle																					
1																					
2																					
3																					
4																					
5																					
6																					
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Weekends (or Saturday or Sunday)

	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Vehicle																					
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2																					
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E. Supporting Technology

26. For demand-responsive transportation services, what type of technology is used for booking, scheduling, and dispatching functions?

    Vendor and system name:______________________________

27. What type of communications device/system is used between drivers and dispatchers? (Check all that apply.)

    ☐ a. Cellular phones
    ☐ b. Two-way mobile radios
    ☐ c. Mobile data terminals
    ☐ d. Tablets or smart phones
    ☐ e. Routing software
    ☐ f. Other (please specify): ______________________________

28. Do you utilize any technology for booking, cancellations, and/or estimates times of arrival notices? (Check all that apply.)

    ☐ a. Mobile app (please specify): ______________________________
    ☐ b. Interactive voice recognition technology (please specify):______________
    ☐ c. AI technology (please specify): ______________________________
    ☐ d. Other (please specify):______________________________

F. Vehicle Operators

29. How many full-time and part-time employee drivers are used for service delivery?

    ☐ a. Full-time drivers: __________ ☐ b. Part-time drivers: __________

30. What special training requirements must drivers complete before providing services?

    Please explain: ______________________________

31. Do part-time drivers have any additional responsibilities at your organization that would limit their availability for additional driving tasks? (Check one.)

    ☐ Yes ☐ No

G. Ridership and Service Statistics

32. Please provide your organization's annual passenger statistics. If possible, use data for the most recent 12-month period for which data is available. Complete questions (a) through (d).

Unduplicated Persons/Passenger Trips	Services for the General Public	Limited Eligibility Services
a. Total number of **persons**[1] provided transportation		
b. Total number of passenger **trips**[2] (most recent fiscal year)		
c. Total number of **trips**[2] for which riders use a wheelchair (subset of b)		
d. Time period: ____/____/_____ through ____/____/____		

[1]A *person* is an unduplicated count of unique individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).
[2]A *trip* equals one person getting on a vehicle one time from an origin to a destination. Most riders make two or more trips per day, getting on once to go somewhere and then getting on again to return.

33. **How many annual vehicle service hours were provided by your vehicle fleet when providing passenger transportation during the last calendar or fiscal year? (Estimates are acceptable.)**

Total annual vehicle service hours: ____________________

34. **How many annual vehicle service miles did your vehicle fleet travel when providing passenger transportation services during the last calendar or fiscal year? (Estimates are acceptable.)**

Total annual vehicle service miles: ____________________

H. Operating Costs and Revenues

35. **What were your transportation operating and capital expenses in the last calendar or fiscal year?**

Category	[Calendar/Fiscal Year]
a. Transportation operation expenses	
• Administration	%
• Operations	%
• Maintenance (facilities and equipment)	%
Operating expenses subtotal	$
b. Transportation capital expenses[1]	$
Total operating and capital expenses	**$**

[1]Capital expenses include one-time purchases of vehicles, facilities, software, communications equipment, bus shelters, passenger amenities, etc.

36. **If transportation is one of many programs you offer, what percentage of your total budget is spent on the transportation services described in this survey response?**

Transportation is ___________% of our total agency annual budget.

37. **Please identify the percentage of your transportation budget that comes from each applicable source in the following table. (Estimates are acceptable.)**

Transportation Operating Revenue Source	Percentage of Total FY 2019 Transportation Operating Budget
a. Fares collected from passengers as cash or purchased tickets/tokens (include client fees and/or general public fares)	
b. Revenues collected as cash or purchased ticket/tokens by third parties on behalf of passengers	
c. Reimbursements for services obtained from third parties (*e.g.*, Medicaid reimbursements)	
d. City government appropriations	
e. County government appropriations	
f. State government appropriations	
g. Grants directly received by the organization	
• FTA Section 5307	
• FTA Section 5310	
• Title III (Older Americans Act)	
• Medicaid	
• Other (please specify):	
• Other (please specify):	
h. United Way	
I. Passenger donations	
J. Fundraising	
K. Contributions from charitable foundations, etc.	
L. Other (please specify):	

38. If your agency purchases or sponsors client transportation services from third parties, please identify them in the following table. (If the third party is a private individual, do not list their name; instead, sum all such entries in the *private individuals* category.)

Name of Third Party	Total Number of Trips Purchased	Rate and Basis of Payment (e.g., Per Mile, Per Trip)[1]	Total Amount Paid Last Fiscal Year
Public transit agency (please specify): ________________			
Municipality (please specify): ________________________			
Human service agency (please specify): ______________			
Private carrier (please specify): _____________________			
Private individuals			

[1]If rates differ by trip type (e.g., ambulatory vs. nonambulatory), specify each rate and ridership separately. Also, specify rate structures that incorporate more than one structure (e.g., base plus per mile rate).

I. Assessment of Needs Met and Unmet

39. What are the top five trip demand generators for your customers or clients; that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	ZIP Code	Weekday Ridership					Saturday Ridership	Sunday Ridership
				AM Peak	Midday	PM Peak	Evening	Overnight		

40. Are you able to accommodate all the requests from your riders?

☐ Yes ☐ No

If no, what are the biggest obstacles? (Check all that apply.)

☐ a. Not enough funding to meet the demand
☐ b. High cost of operating/contracting for transportation services
☐ c. Driver recruitment/retention challenges
☐ d. Not enough vehicles
☐ e. Limited service area and service hours
☐ f. Funding source parameters (e.g., limited trip purpose eligibility)
☐ g. Other (please specify): ____

41. What other significant barriers in the region or community limit your riders' (or clients') mobility? (Check all that apply.)

☐ a. Lack of public transportation service in our area
☐ b. The affordability of those transportation services
☐ c. Limited hours and days of existing services
☐ d. Client eligibility restrictions imposed by various funding sources
☐ f. Trip destination limits (e.g., beyond municipality; imposed by funding sources)
☐ g. Trip purpose eligibility restrictions imposed by funding sources
☐ h. Inconvenient or lengthy path of travel
☐ i. Other (please specify): ____

42. Other than your service, what other transportation services in the existing transportation network provide the most useful mobility options for your riders/clients?

Public Transportation Services

- ☐ a. Fixed-route bus services provided by: ______
- ☐ b. Rail services provided by: ______
- ☐ c. Dial-a-ride services provided by: ______
- ☐ d. Taxi voucher/user-side subsidy program provided by: ______
- ☐ e. Volunteer driver program provided by: ______
- ☐ f. ADA paratransit service provided by: ______
- ☐ g. Flex transit services provided by: ______
- ☐ h. Microtransit services provided by: ______
- ☐ i. Alternative services provided by: ______
- ☐ j. Taxis and other nonmetered livery services provided by: ______
- ☐ k. Other (please specify): ______

Public Human Service Agencies

- ☐ l. Medicaid nonemergency medical transportation programs
- ☐ m. Veterans/disabled veterans nonemergency medical transportation services
- ☐ n. Other (please specify): ______

Senior Centers, Day Programs, Hospitals

- ☐ o. Senior venters
- ☐ p. Day programs
- ☐ q. Hospital transportation programs
- ☐ r. Other (please specify): ______

Private Carriers

- ☐ s. Taxis
- ☐ t. Transportation network companies (e.g., Uber, Lyft)
- ☐ u. Nonemergency medical transportation carriers (for hire)
- ☐ v. Other (please specify): ______

43. What top three enhancements are most needed to improve mobility in your service area? (Select three.)

- ☐ a. Greater coordination among providers
- ☐ b. More funding for operations
- ☐ c. More funding for equipment (excluding vehicles), communications, or outreach
- ☐ d. Mobility management
  - ☐ Regionwide transportation brokerage for multiple programs
  - ☐ Regionwide one-call/one-click services for trip discovery, planning, and booking
  - ☐ Travel training resources
  - ☐ County mobility managers
- ☐ e. Longer hours and/or more days of service
- ☐ f. More drivers and/or vehicles
- ☐ g. Loosening of eligibility restrictions
  - ☐ Client/customer eligibility
  - ☐ Eligible trip destination/service area limits
  - ☐ Eligible trip purposes
- ☐ h. Lower fares on existing services
- ☐ i. Use of Uber, Lyft and/or other ridesourcing companies
- ☐ j. Technology for scheduling or dispatching
- ☐ k. Other (please specify): ______

44. What type of transportation coordination activities do you currently participate in?

- ☐ a. Provision of coordinated service for client/customer/constituent trips
- ☐ b. Local coordination committee
- ☐ c. Regional transportation authority's project advisory committee
- ☐ d. Information and referral
- ☐ e. Joint procurement
- ☐ f. Joint training
- ☐ g. Joint dispatch and/or scheduling
- ☐ h. Shared backup vehicles
- ☐ i. Shared maintenance
- ☐ j. Joint use of vehicles
- ☐ k. Joint grant applications funding
- ☐ l. Driver sharing (paid or volunteer)
- ☐ m. Other (please specify): ____________________

Please explain your coordination activities further, naming the other participating organizations.

____

____

____

45. What issues, if any, have your coordination efforts encountered? (Check all that apply.)

- ☐ a. Statutory barriers to pooling funds
- ☐ b. Restrictions placed on the use of vehicles
- ☐ c. Liability/insurance concerns
- ☐ d. Local control issues
- ☐ e. Billing/accounting issues
- ☐ f. Unique characteristics of client populations
- ☐ g. Other (please specify): ____________________

46. In your opinion, what are the greatest coordination and mobility obstacle(s) in your service area?

____

____

____

47. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?

____

____

____

48. On a scale of one to five, with five indicating the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area? (Circle one.)

Weak support ⟶ Strong support

1 2 3 4 5

49. On a scale of one to five, with five indicating the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services? (Circle one.)

Weak perception → Strong perception

1 2 3 4 5

If yes, what are the potential benefits in your opinion? ____________________

____

50. If there are any other issues, concerns, or information relevant to this issue, please feel free to elaborate in the space below.

____

____

____

51. If you would like to provide more detailed information and feedback, please provide your name and contact telephone number in the space below so that we can schedule an interview. If there are other people you would recommend for a focus group or further conversation, please provide their names and contact information in the space below also.

____

____

____

Thank you for your participation!

Appendix I. Transportation Service Modes and Models

Appendix I defines and discusses various service modes that the lead coordination agency may encounter based on responses to the transportation provider survey. This appendix serves as a reference tool. The service modes discussed in this appendix include the following:

- Fixed-route transit services.
  - Bus services.
  - Rail services.
- Demand-responsive transportation services.
  - Dial-a-ride.
  - Taxi vouchers and user-side subsidy programs.
  - Volunteer driver programs.
  - Americans with Disabilities Act (ADA) complementary paratransit.
  - Flex transit.
  - Microtransit.
  - Alternative services.
- Vanpool.
- Micromobility.
- Ferry transit.
- Intercity bus/rail.

I.1. Fixed-Route Transit Services

Bus Services

Many transit agencies provide fixed-route transit services. Fixed-route transit service operates vehicles along specific, permanent routes. Passengers board and alight at designated stops along the route according to a preset schedule (see Figure I-1), although in some rural areas, transit agencies allow riders to flag down buses along the route in between stops.

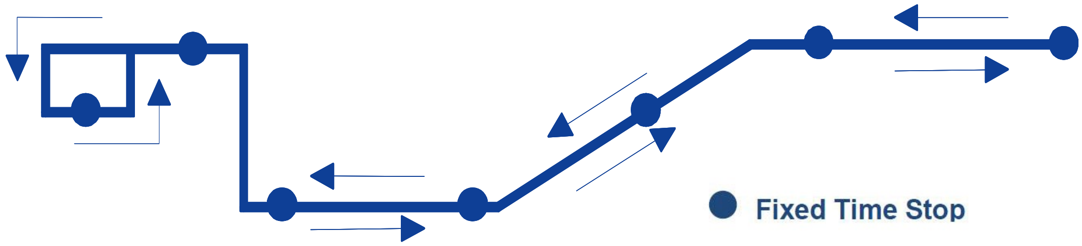

Figure I-1. Diagram of Fixed-Route Transit Service.

Fixed-route transit service can vary in type. Bus services use rubber-tired vehicles and include:[1]

- **Local bus service**. Local bus service includes many bus stops, frequent stops, and lower operating speeds. Local bus services prioritize providing access to bus services over reducing bus travel times. Additional features of local bus service include the following:
    - At the facility or corridor level, local bus routes can be designed as trunk-and-branch routes, feeder routes, or circulator routes. At the system level, local bus networks can be radial, hub-and-spoke, grid, or hybrid in design. Facility and network designs influence the number of people that can access the bus service as well as bus frequencies, bus travel times, and required bus transfers.
    - Local bus services can take the form of an all-stop service, limited-stop service, or skip-stop service. In limited-stop and skip-stop services, buses do not stop at all bus stops along the route; access to bus service is traded for shorter bus travel times. Limited-stop and skip-stop services might be in effect only during certain time periods.
    - A rule of thumb in transit planning is that most riders will walk up to a ¼ mile to access local bus service.
- **Commuter (or express) bus service**. Commuter bus service connects outlying areas to a central city, serves a very limited number of stops, and tends to operate at higher speeds. Commuter bus services tend to be focused on work trips and might run only during peak periods on weekdays. Additional features of commuter bus service include the following:
    - The Federal Transit Administration (FTA) requires bus services to provide at least 5 miles of closed-door (no-stop) service to be considered commuter bus services.
    - Access to commuter bus services typically occurs at park-and-ride lots or via connecting bus routes.
    - Commuter bus services might make use of freeway managed lanes or high-occupancy vehicle lanes.
- **Bus rapid transit.** Bus rapid transit (BRT) service is designed and operated like rail service. It typically serves a limited number of stations (which are more substantial than bus stops) and operates at higher speeds. It tends to provide rail-like service levels on weekdays and weekends. Additional features of BRT service include the following:
    - To be eligible for federal New Starts Program funding, at least 50 percent of the BRT service must operate in a separate right-of-way that is dedicated to public transit during peak periods. The service must also use defined stations that provide shelter and information, use transit priority features, operate at least 14 hours/day on weekdays and 10 hours/day on weekends, and operate at short headways (i.e., no longer than 15 minutes all day or 10 minutes peak/20 minutes off-peak). The vehicles and stations must also have a distinct and consistent brand.
    - BRT services that do not fully meet the federal New Starts Program definition might be referred to as corridor-based BRT, BRT-lite, or arterial rapid transit.
    - A rule of thumb in transit planning is that most riders will walk up to a ½ mile to access rapid transit service (i.e., rail or BRT services).

Fixed-route bus service can be provided using vehicles that range in size from 30-foot-long minibuses to 60-foot-long articulated buses. Fixed-route buses can be powered by diesel, natural gas, biodiesel, electricity, hybrid electricity, and hydrogen. Fixed-route buses that receive power from overhead wires are called electric trolleybuses.

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[1] Compiled from the Transit Cooperative Research Program's 2013 *Transit Capacity & Quality of Service Manual* (TCRP Report 165, 3rd Edition) and FTA's December 2024 *Capital Investment Grants Policy Guidance*.

Most fixed-route bus services operate in mixed traffic on streets and highways. Some make use of separate rights-of-way in the form of bus lanes or busways. Bus lanes can be for buses only or can be shared with a subset of other vehicle types; in both cases, bus movements interact with other transportation modes (e.g., with autos and pedestrians at intersections). Busways are roadways designed for the exclusive use of buses. They might be located adjacent to a highway or street, located in the median of a highway or street, or grade-separated (elevated or underground).

Rail Services

Rail services also vary in type. Common rail service types include:

- **Light rail transit.** Light rail transit service is characterized by its versatility of operation because it can operate separately from other traffic (below grade, at-grade, or on an elevated structure) or together with motor vehicles on the surface. Service can be provided using single cars or multiple-car trains. Electric traction power is typically obtained from an overhead wire. Three major types of light rail transit services exist:
    - **Light rail**. Light rail operates with relatively frequent service along mostly exclusive or segregated rights-of-way, using articulated cars and up to four-car trains.
    - **Streetcars.** Streetcars operate along mostly shared or segregated rights-of-way, with one-car (or rarely, two-car) trains. Vehicle types and ages can vary greatly.
    - **Vintage trolleys**. Vintage trolleys provide mainly tourist- or shopper-oriented services, often at relatively low frequencies, using either historic vehicles or newer vehicles designed to look like historic vehicles.
- **Heavy rail transit.** Heavy rail transit service is characterized by fully grade-separated rights-of-way; high-level platforms; sophisticated signaling; and high-speed, electric, multiple-unit cars. A third electrified rail usually supplies power, but some systems use overhead pantographs. The third-rail power supply, frequent service, and high operating speeds generally require grade-separated pedestrian and vehicular crossings.
- **Commuter rail.** Commuter rail is generally a long-distance transit mode using trackage that is part of the general railroad system, although portions may be used exclusively for passenger movement. Scheduling is often tailored to the peak travel demand rather than operating consistent headways throughout the peak period. Train operation may be by the transit agency, the track owner, or a third-party contractor.

I.2. Demand-Responsive Transportation Services

Demand-responsive transportation service is a broad term for nonfixed-route services that operate in response to individual trip requests. Table I-1 lists the types of demand-responsive transportation services.

Table I-1. Demand-Responsive Transportation Service Types.

Service Type	General Public	Limited Eligibility
Dial-a-ride	✓	✓
Travel voucher and user-side subsidy programs	✓	✓
Volunteer driver programs	✓	✓
ADA complementary paratransit		✓
Flex transit (route deviation or point deviation)	✓	
Microtransit	✓	✓
Alternative services		✓

Dial-a-Ride

Dial-a-ride services are implemented in many communities across the United States as a way to provide public transportation services to the general public, especially in communities with an insufficient demand density to support a fixed-route transit service. Dial-a-ride services are a staple of rural transit agencies, in part due to many rural public transit agencies having their origins in human service transportation. Dial-a-ride services are typically operated in-house or via a contractor. Many rural dial-a-ride systems continue to serve human service agency-sponsored trips. Dial-a-ride is popular in rural areas because it is generally a less costly and more effective alternative to providing fixed-route transit service, due to the lower demand density. In very rural regions, it is sometimes provided in certain areas on certain days (as a way to increase demand density). Dial-a-ride services are typically provided on an advance booking basis.

Taxi Vouchers/User-Side Subsidy Programs

Some transit agencies, municipalities, human service agencies, and hospitals have implemented taxi voucher programs as a way to harness existing private carriers to transport (in most cases) seniors, individuals with disabilities, or both at a much lower cost than operating a service themselves. The subsidizing entity sells travel vouchers (good for one trip) or scrip tickets (with values) to eligible customers at a discount. The customers then arrange for their own travel with private carriers (mostly taxis) that are willing, municipally required, or contracted to participate in the program. Drivers collect the vouchers or scrip tickets as fare, and the carriers submit the collected vouchers or scrip tickets to the transit agency for payment. While taxi vouchers are still used by many entities, some transit agencies have replaced the paper subsidies with bankcards or farecard systems because of challenges with fraud. With card systems, the transit agency matches (in some ratio) the funding the rider puts on the card, and the rider then arranges for transportation with carriers who accept the card.

Volunteer Driver Programs

The National Volunteer Transportation Center defines volunteer transportation as a program of service that includes volunteer drivers and/or volunteer escorts when providing transportation. These programs and services may also include volunteer vehicles, as well as paid drivers and vehicles that are owned or leased by the organization providing volunteer transportation. Volunteer transportation programs vary based on their size, types of trip destinations, levels of services offered, target populations, and funding, Volunteer transportation programs operate out of faith-based organizations, nonprofits, human service agencies, and transit agencies.

As a staple in many rural areas, volunteer driver programs are sometimes the only transportation option (demand density may be insufficient to support a dial-a-ride service). Trip requests can be matched with volunteer drivers in various ways. In some programs, managers/schedulers—with or without assistance of technology—assign trips to certain drivers. In some cases, drivers make themselves available for a period of time on certain days. In other cases, the matching is more variable depending on the driver's situation on a given date. In more advanced programs, drivers can pick trips off the equivalent of an electronic ride-board. In some cases, the volunteer drivers are found by the riders, with riders convincing family members or friends to become volunteer drivers but just for their trips. Typically, volunteer drivers drive their own cars and are reimbursed at the Internal Revenue Service rate for mileage reimbursement (currently $0.67). Some volunteer driver programs are *coordinated*, meaning they are part of a human service agency's network of providers, such as with Medicaid nonemergency medial transportation. Here, the reimbursement rate for these agency sponsors also helps cover some of the administrative costs.

ADA Complementary Paratransit

Public transit agencies that provide local fixed-route transit services must also provide ADA complementary paratransit services for people whose disabilities prevent them from accessing and/or using the fixed-route system. ADA paratransit obligations do not apply to commuter bus, commuter rail, or intercity rail service. Eligibility includes a rider's inability to access vehicles, transit stops, or facilities, or to independently navigate through the system. ADA paratransit must be an origin-to-destination service, providing service from a passenger's origin to the passenger's destination.

ADA complementary paratransit is highly regulated, with six service criteria controlling minimum requirements for service area, days and times of service (ADA paratransit must be provided where and when local fixed-route bus service is provided), advance reservations, fares, the absence of restrictions or priorities, and the absence of capacity constraints. FTA guidelines add many more requirements.

Transit agencies have implemented their ADA paratransit services in a variety of ways and using different service models. ADA paratransit services are often provided with dedicated fleets operated by transit agencies or their contractors. If contractors are used, various functions can be split between the transit agency and the contractor(s). Often, nondedicated service providers such as taxi and adaptive transportation network companies (TNCs)[2] are used for *overflow* or *supplemental* ADA paratransit service. Similar to some dial-a-ride services, many transit agencies have chosen to use their ADA paratransit service platform to also serve human service agency–sponsored trips, which can improve the overall productivity of the service.

Flex Transit

A flexible transit service (*flex transit*) combines attributes of fixed-route transit and demand-responsive transportation services. Common types of flex transit include the following:

- **Route deviation services.** A bus operates along a fixed route unless a rider requests a deviation. In such cases, the bus will deviate off its route to pick up or drop off an off-route rider who has requested the deviation and then immediately return to the fixed route.
- **Checkpoint (or point) deviation services.** A bus is committed to serving certain stops on a fixed schedule but is otherwise free to serve other origins and destinations between these stops. In a checkpoint deviation service, no fixed route exists.

Transit agencies have generally used flex transit to expand public transit beyond a walkshed to areas and/or times that are not conducive to fixed-route service. Some transit agencies base their entire service on flex transit as a *tweener* alternative to fixed-route and dial-a-ride service. Many other transit agencies operate flex transit in certain areas or along certain route segments while operating fixed-route service in other areas or along other portions of the route. Importantly, flex transit has no obligation to also provide ADA paratransit for a route deviation service where deviations are possible or for a checkpoint deviation service because there is no fixed route.

[2] Adaptive TNCs include services such as SilverRide and GoGoGrandparent. These companies typically have driver requirements that comply with ADA paratransit, such as passing FTA and state drug and alcohol tests and training on how to assist persons with disabilities.

Microtransit

Microtransit is an on-demand service for the general public. The definition of microtransit is still evolving. Some transit agencies include that such services must be shared-ride or at least sharable in the definition. Other transit agencies include subsidized exclusive-ride on-demand services for the general public in the definition of microtransit. Regardless, service data can only be included in National Transit Database reporting if the service is shared-ride. Also note that many microtransit systems also allow advance reservations.

Many but not all microtransit services can be requested via an app, noting there needs to be a backup call-in option for potential riders who do not have access to a smart phone or the internet. From there, the supporting technology is continuously optimizing the ride assignments to vehicles based on configurable parameters that are set to reflect specified maximum response times vs. service efficiency goals.

In many cases, transit agencies are implementing microtransit as a more cost-effective way to expand public transit to a new area (providing a first-mile/last-mile connection) and/or at a new time unsuitable for fixed-route transit service. Where demand for fixed-route transit service in a particular area or time is unknown, a transit agency can implement microtransit as a way to test the demand. Depending on the ridership that materializes, the new microtransit service can remain intact, or could be a bridge to new fixed-route transit services or a new service model. The second most common reason to implement microtransit services is to replace an underperforming bus route or route segment. In both cases, the replacement microtransit service is the more cost-effective option.

Microtransit services are traditionally provided in relatively smaller zones (e.g., 3–7 square miles) where the objectives can be achieved. Service models for rural areas typically focus on areas where a productivity of at least 2.0 (preferably 3.0–5.0) trips per revenue vehicle hour can be realized.

Microtransit services can be operated in several different ways. A transit agency can operate the service with dedicated vehicles and perform all other support functions in-house, noting that the agency will need to procure on-demand technology. The transit agency could alternatively use a contractor to operate the service with dedicated vehicles. Under this model, either the transit agency and/or the contractor could perform support functions; for example, either the agency or the contractor could perform the call center functions or the backup concierge booking service. Either could be responsible for providing the on-demand technology, and either could provide the vehicles. A recent trend has seen transit agencies consolidating their microtransit and ADA paratransit services, using the same set of drivers, vehicles, and technology to serve the general public and ADA paratransit customers. A transit agency could also use TNCs and/or taxis to operate the service, either under contract or as part of a user-side subsidy program. Several microtransit services also use TNCs and/or taxis as overflow providers for the primary operator, as well as other transit agencies where TNCs are directly available to the rider.

Alternative Services

An alternative service is a transit agency-subsidized on-demand service for ADA paratransit customers. More and more, transit agencies have been providing such services as a way to provide on-demand (or same-day) service to ADA paratransit customers. In some cases, the alternative services provided have an expanded service area or service hours (as compared to ADA paratransit). Generally, alternative services utilize taxis, TNCs, or both, using a provider-side subsidy or a user-side subsidy model. While alternative services do not have to meet ADA paratransit requirements, they must comply with service equivalence requirements under the ADA (such as equivalent response times).

Transit agencies are also providing alternative services as a way to reduce the overall cost of transporting their ADA paratransit customers (or to provide more trips for the same budget). In a user-side model, a rider will pay a nominal base fare, and the transit agency will subsidize the remaining fare balance but only to a certain maximum fare level. If the fare level is higher (for longer trips, for example), the rider is responsible for the overage. Most alternative service programs also come with monthly or daily trip limits. For some programs, the trip limits for a specific rider are correlated with that rider's historic use of the ADA paratransit service.

The transit agency *saves* money by setting the maximum subsidy per trip well below its average operating cost for its ADA paratransit service. The transit agency therefore saves money for each trip taken on the alternative service that would have been taken on the ADA paratransit service. If the savings from these *mode-shift* trips total more than the subsidies paid out for the newly induced trips on the alternative service, then the transit agency receives a net savings.

Alternative services are detailed in *The Provision of Alternative Services by Transit Agencies: The Intersection of Regulation and Program.*[3]

I.3. Vanpool

Carpool and vanpool services provide transportation to a group of individuals traveling directly between their home area and a regular destination within the same geographical area. To be considered public transportation, vanpool programs must:

- Use vehicles with a minimum seating capacity of seven people, including the driver.
- Use vehicles for which 80 percent of the yearly mileage comes from commuting.
- Be open to the public (any vans that are restricted by rule to particular employers are not public transportation).
- Be actively engaged in advertising the vanpool service to the public and in matching interested members of the public to vans with available seats.
- Be publicly sponsored.

[3] Ellis, E., Lasky, S., Mehrotra, R., Rodman, W., & Hansen, T. (2023). *The Provision of Alternative Services by Transit Agencies: The Intersection of Regulation and Program* (Transit Cooperative Research Program Research Report 239). National Academies of Sciences, Engineering, and Medicine. The National Academies Press.

I.4. Micromobility

Typically available in urban areas, micromobility services encompass a broad variety of personal transportation options comprised of lightweight, electric, low-speed vehicles (typically 30 miles per hour or less). Micromobility includes shared bikes, motorized kick scooters, and other personal transportation devices. Micromobility options are detailed in *Transit and Micromobility*.[4] Two predominate types of micromobility include bikeshare and scooter sharing services, which can be described as follows:

- **Bikeshare services.** Bikeshare services offer short-term rental of fleet bicycles, usually for durations of one hour or less. Regardless of whether it is docked or dockless, a bikeshare service may use bikes that are fully human powered or that provide electric motor assistance.
- **Scooter sharing services.** Scooter sharing services use the same basic technologies as dockless bikeshare services to enable the service but rely entirely on motorized scooters (operated either standing or seated). A version of scooter sharing that uses larger electric vehicles—more akin to mopeds or Vespa-type scooters—is a growing subset of this market.

I.5. Ferry Transit

Ferry transit services provide water connections between or among points where land routes are interrupted by water and effectively form part of the longer land route. Ferry services play a role in the transit systems of some coastal regions in Texas, providing pedestrian, bicycle, and vehicle (in some cases) transport across waterways where transportation connections are desirable but conditions either do not justify a bridge or tunnel or alternative bridges and tunnels are congested.

I.6. Intercity Bus/Rail

Intercity bus and rail services carry passengers significant distances between different cities, towns, or other populated areas. Intercity bus and rail services can be publicly or privately operated (e.g., Greyhound, Amtrak). The service operates with limited stops, facilitating travel between populated centers.

For communities with access to intercity bus and/or rail (Amtrak) service, these modes can play a major role in transportation to and from the local area. Intercity bus providers and Amtrak should be invited to participate in the planning process through meeting participation and stakeholder interviews or surveys. Private rail provider information may not be available for all data elements—please note where unavailable.

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[4] Murphy, C., Curtis, T., Costagliola, E., Clewlow, R., Seki, S., & Xu, R. (2021). *Transit and Micromobility* (Transit Cooperative Research Program Research Report 230). National Academies of Sciences, Engineering, and Medicine. The National Academies Press.

Appendix J. Example Vehicle Utilization Chart

The transportation provider survey can be used to collect detailed vehicle inventory information. As much detailed information as possible should be collected within the available resources. In some cases, a transportation provider's ride management system, scheduling and dispatch system, or asset management system will be capable of generating detailed reports containing the necessary information. In other cases, you may need to work directly with agency or provider staff to collect the necessary information, which may limit the analysis.

J.1. Basic Vehicle Inventory

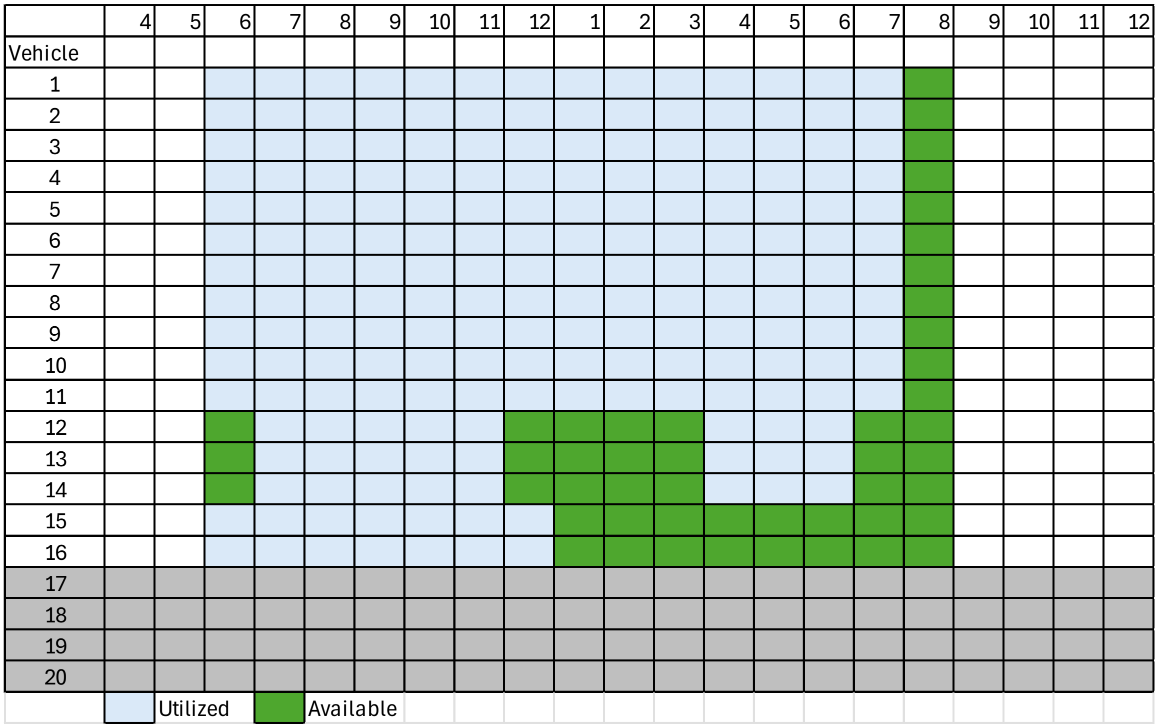
Basic vehicle inventory information should be collected for all vehicles that perform public and human service transportation. The following series of bullets can be used in the transportation provider survey to collect information for a detailed vehicle inventory:

- Vehicle identification number.
- Make.
- Model.
- Year.
- Mileage.
- Total seating capacity without wheelchairs.
- Total seating capacity with wheelchairs.
- Number of wheelchair securement positions.
- Lift or ramp availability.
- Lift or ramp dimensions.
- Door height.
- Maximum combined weight rating for lift or ramp.

J.2. Vehicle Utilization Chart

Section D in Appendix H. Example Transportation Provider Survey of this document provides a useful vehicle utilization chart template. Figure J-1 shows example vehicle utilization charts for weekdays and weekends. In this example, a transit agency has 16 vehicles that are utilized during weekdays and 12 that are utilized during weekends. These charts provide a visual tool to determine times during which transit vehicles are idle and thus available for coordinated transportation.

Weekdays



Weekends (Saturday or Sunday)

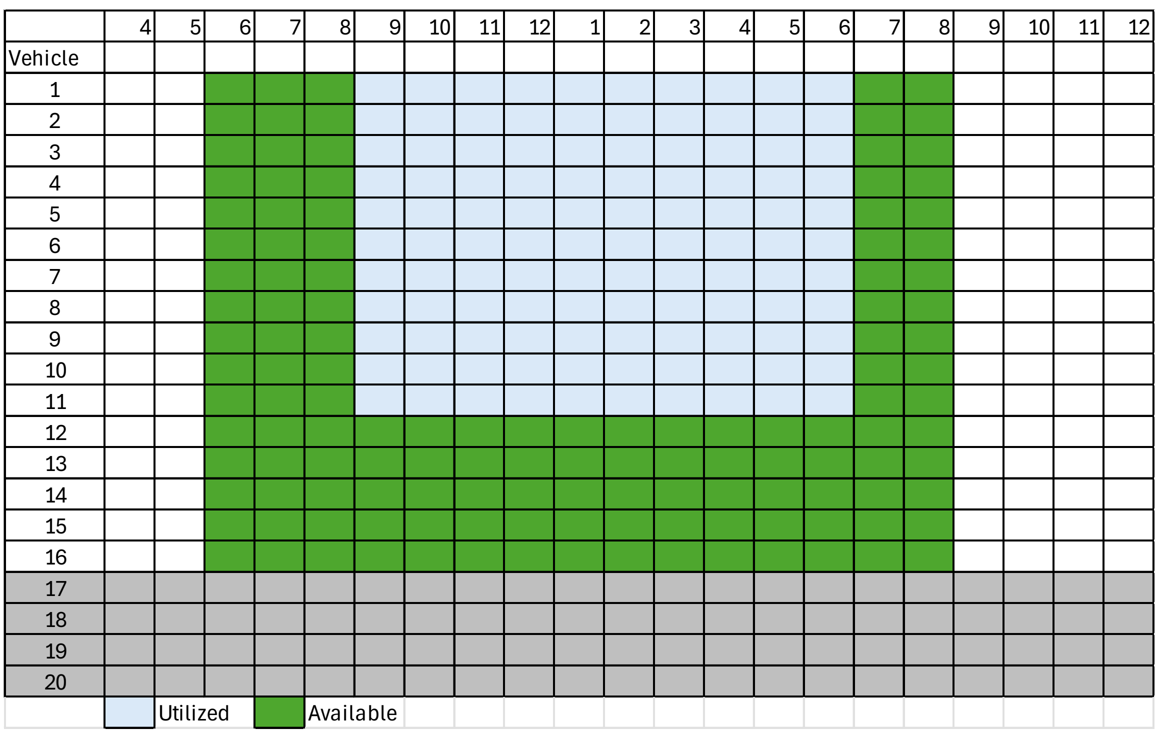


Figure J-1. Example Vehicle Utilization Charts for Weekdays and Weekends.

Appendix K. Example Goals and Strategies Matrix

Goal	Scope	Needs Addressed	Priority Level (1 to 4)	Relative Cost	Strategies
Improve the sustainability of the transportation network available for seniors, individuals with disabilities, and individuals with low incomes	Region (specify)	• Improved resources/ processes to find providers • Increased local and state funding for transportation	4	$	1. Restart a regional coordination committee to facilitate implementation of the goals
	Region (specify)	• Improved resources/ processes to find providers • Increased provider capacity	3	$$	2. Revisit the mobility management structure and consider naming a *champion* to lead efforts to accomplish the goals
	Individual county or multicounty/ region (specify)	• Increased evening/ weekend service • Decreased cross-jurisdictional boundaries • Improved access to safe/ appropriate transportation • Improved access to shopping/ medical appointments • More flexible service structure	2.6	$$	3. Establish a volunteer driver program to fill service gaps for seniors and individuals with disabilities or low incomes
	Individual county or multicounty/ region (specify)	• Increased access to wheelchair- accessible vehicles	2.9	$$	4. Prioritize funding for new/ replacement wheelchair accessible vehicles
	Individual county or multicounty/ region (specify)	• Increased evening/ weekend service • Decreased cross-jurisdictional boundaries • Improved access to affordable transportation options	2.7	$	5. Develop shared-ride/ vanpool options for individuals with disabilities to/from employers, Boards of Developmental Disabilities, and Centers for Independent Living
Expand transportation provider capacity to meet the needs of seniors and individuals with disabilities	Individual county (specify)	• Increased evening/ weekend service • Decreased cross-jurisdictional boundaries	2.7	$	1. Explore ways to expand workforce transportation programs or paid drivers to transport groups to/ from work
	Individual county (specify)	• Improved safety at bus stops • Improved sidewalks/ walking paths	2.9	$	2. Expand neighborhood partnerships that fund/ maintain bus shelters/ benches in high-need communities or areas with high populations of seniors and individuals with disabilities
	Individual county (specify)	• Increased evening/ weekend service • Increased same- day rides • More flexible service structure	3.4	$$$	3. Explore public-private partnerships for on-demand services during evenings/weekends
	Individual county (specify)	• Increased availability of trained professionals to assist riders • Improved resources/ processes to find providers	3.0	$	4. Train assistants/ ambassadors who ride with seniors or others needing special assistance/care
Create partnerships between providers that will eliminate the barriers to regional mobility for seniors and individuals with disabilities	Multicounty/ region (specify)	• Improved resources/ processes to find providers • Increased provider capacity • Improved access to multilingual information	3.4	$$$$	1. Establish a central call center for scheduling trips with any partner provider for regional destinations
	Region (specify)	• Improved access to shopping/ medical appointments • Improved access to safe/ appropriate transportation • Improved resources/ processes to find providers	3.4	$	2. Create/distribute an inventory of affordable/ senior housing locations accessible to public transit and/or agency transportation programs
	Individual county (specify)	• Decreased cross-jurisdictional boundaries • Increased same- day rides • Increased provider capacity	3.2	$$ to $$$	3. Establish private/ volunteer demand-responsive services to provide first-/last-mile trips that cross the jurisdictional boundaries of public transit operators

Goal	Scope	Needs Addressed	Priority Level (1 to 4)	Relative Cost	Strategies
	Multicounty/ region (specify)	• Improved access to shopping/ medical appointments • Decreased cross-jurisdictional boundaries	3.2	$$$	4. Establish a medical transportation model servicing anywhere in the region on limited days of the week; coordinate with multiple providers so that several days are covered
Eliminate price as a barrier to reliable transportation options for seniors and individuals with disabilities	Multicounty/ region (specify)	• Improved access to affordable transportation options • Improved access to shopping/ medical appointments • Increased local and state funding for transportation	3.3	$$	1. Develop partnerships to secure additional local funding for health and wellness-related trips
	Multicounty/ region (specify)	• Improved access to affordable transportation options • Improved access to shopping/ medical appointments • Increased local and state funding for transportation	3.3	$$	2. Establish/manage/secure funding to create a dedicated resource/fund for subsidized fare cards for eligible individuals on participating public/ private transportation services
Enhance information and outreach efforts to seniors and individuals with disabilities	Multicounty/ region (specify)	• Improved resources/ processes to find providers • Improved access to multilingual information	3.2	$	1. Continue to update available service information
	Multicounty/ region (specify)	• Increased availability of trained professionals to assist riders • Improved information sharing • Decreased cultural barriers	3.5	$$	2. Train transportation ambassadors at local senior centers, hospitals, nursing homes, and human service agencies on access to transportation services in their area
	Multicounty/ region (specify)	• Decreased cultural barriers	3.1	$	3. Communicate/share information through culturally relevant channels
	Multicounty/ region (specify)	• Decreased cultural barriers • Increased availability of trained professionals to assist riders	2.8	$	4. Create a training video about transportation services for seniors and individuals with disabilities; share it with agencies that serve these populations

Appendix L. Regional Public Transportation Coordination Plan Coordination Timeline 2025–2027

Start	End	Task	2025											2026												2027
			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
2/17/2025	2/21/2025	Each local coordination agency decides whether it will need a consultant																								
2/24/2025	3/21/2025	Applications are opened in the IGX grant system																								
2/24/2025	4/16/2025	The request for proposal (RFP) is completed																								
4/11/2025	4/11/2025	Texas Department of Transportation (TxDOT) Public Transportation Division (PTN) agency negotiations are completed, and grant amounts are set[a]																								
4/16/2025	4/16/2025	The RFP is issued																								
4/25/2025	4/25/2025	RFP questions are due																								
5/2/2025	5/2/2025	RFP questions are answered																								

Start	End	Task	2025											2026												2027
			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
5/16/2025	5/16/2025	Proposals are due (an adequate 6-week period is allowed for proposal submissions)																								
5/19/2025	5/30/2025	Proposals are evaluated, and an award is made[a]																								
5/21/2025	5/21/2025	A commission meeting is held, and a minute order is awarded[a]																								
5/26/2025	5/26/2025	Project grant agreements (PGAs) are distributed[a]																								
6/1/2025	6/1/2025	The PGA begins (start date can be delayed depending on PGA execution)[a]																								
6/1/2025	6/1/2025	The consultant contract (or Notice to Proceed) is executed (depending on PGA execution)																								
6/2/2025	6/2/2025	Consultant services begin for a 16-month project																								
2/2/2026	4/30/2026	The interim plan is reviewed																								
8/31/2026	8/31/2026	The draft final report is ready for public comment (15 months from start)																								

Start	End	Task	2025											2026												2027
			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
9/1/2026	9/15/2026	Public comments are received																								
9/16/2026	9/30/2026	Public comments are woven into the plan, the final plan is completed, and consulting services end																								
10/1/2026	11/30/2026	The plan is submitted to TxDOT																								
10/1/2026	1/29/2027	The final plan is reviewed (rolling)																								

[a]Indicates a TxDOT PTN task.

Appendix M. Coordination Planning Project Timeline

Task	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Stakeholder engagement (Chapter 2)	Regional Coordination Committee (RCC) kickoff meeting and outreach plan completion	Provider survey development and launch	Survey completion, follow-up interviews, and focus group planning	Focus groups and RCC quarterly meeting			RCC quarterly meeting			RCC quarterly meeting			Stakeholder/ public feedback and RCC workshop		Stakeholder/ public feedback	RCC quarterly meeting	
Geographic assessment (Chapter 3)		Geographic assessment															
Demographic assessment (Chapter 4)			Demographic assessment														
Transportation services assessment (Chapter 5)		Provider survey development and launch	Survey completion and follow-up interviews	Transportation provider profiles initiation	Transportation provider profile completion	Service duplication and gaps assessment by county, service days/times, eligible customers, and trip purpose											
Transportation needs and gaps assessment (Chapter 6)								Unmet needs identification and prioritization									
Interim plan								Interim plan completion on or before February 27									

Task	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Review of interim plan (Texas Department of Transportation [TxDOT] Public Transportation Division [PTN], Texas A&M Transportation Institute and HNTB)									TxDOT PTN review of interim plan								
Identification of goals and strategies (Chapter 7)											Goals and strategies development						
Prioritization of goals and strategies (Chapter 8)													Prioritization workshop				
Draft final plan and final plan														Draft final plan		Final plan	
Plan approval (Chapter 9)																RCC approval	
Submittal of approved plan to TxDOT																	Approved plan submittal to TxDOT

Appendix N. Coordinated Human Services Public Transportation Plan Development—Request for Proposal Template

Note to Request for Proposal (RFP) preparer: This template is intended to guide the drafting of an RFP to solicit consultant bids to prepare a Coordinated Human Service Public Transportation Plan following the *Texas Department of Transportation (TxDOT) Coordinated Plan Guidebook*. The content should be adapted to suit the specific needs and jurisdiction. Guidance notes—labeled as *Note to RFP preparer*—are included throughout to assist in tailoring the RFP to specific needs; these notes should be removed prior to distribution to potential bidders.

IMPORTANT DISCLAIMER: This document does not constitute legal advice. The final version of the RFP should be reviewed by qualified legal counsel and your PTC to ensure compliance with local, state, and federal procurement requirements specific to the jurisdiction.

RFP SECTION 1: INTRODUCTION

The [Agency Name] (the Agency) is soliciting proposals from qualified consultants to update the Regional Public Transit Coordination Plan (the Plan) for the [Region/Area Name]. This plan will comply with requirements outlined in the *TxDOT Coordination Plan Guidebook* and align with state and federal regulations, including Federal Transit Administration Section 5310.

Note to RFP preparer: Agencies can modify this introduction to reflect their specific goals or additional requirements. For example, if your agency intends to perform some of the tasks outlined in the Coordination Guidebook, you should clarify the division of responsibilities, i.e., specify the tasks for which the agency vs. the consultant will be responsible.

RFP SECTION 2: PURPOSE AND OBJECTIVES

The purpose of this RFP is to identify and contract with a consultant with the expertise to:

- Conduct a comprehensive assessment of the transportation needs of target populations (e.g., seniors and individuals with disabilities, but also low-income residents, zero car households, youths, residents with limited English proficiency, veterans, and clients of workforce agencies (job seekers).
- Help organize and facilitate meaningful stakeholder and public engagement.
- Identify gaps and duplication in transportation services focused on the above populations
- Identify and help facilitate a prioritization of unmet needs
- Identify goals and strategies that stem from the prioritized unmet needs and help facilitate the prioritization of those strategies
- Prepare a 5-year update to our regional coordination plan that meets TxDOT's requirements and supports funding eligibility.

RFP SECTION 3: SCOPE OF WORK

The selected consultant will perform the following tasks, per the *TxDOT Coordination Plan Guidebook*; the schedules that are contained in the Guidebook (see especially Timeline 2 in

Appendix M); and using the tools and methodologies as described in the Guidebook and its appendices

Task 1: Project Management

- Conduct a kickoff meeting with the Agency and the Regional Coordination Committee (RCC) members To go over the tasks, the preliminary schedule of tasks and deliverables and clarify the divisions of responsibilities and the role of the RCC [Note: the Agency might also seek the consultant's help in inviting additional individuals to join the RCC in order to broaden representation of the organizations serving the target populations).
- Revise the project timeline as needed per discussions at the kick-off meeting.
- Schedule and conduct monthly check-in calls with the Agency's project manager
- Prepare and submit monthly progress reports to the Agency

Task 2: Stakeholder and Public Engagement

- Prepare and submit a stakeholder/community engagement plan and communication plan
- Schedule and conduct stakeholder surveys/interviews, rider surveys and/or focus groups, and public meetings, as per the Coordination Guidebook
- Engage representatives from target populations and relevant agencies via the RCC and provider survey effort in Task 3.

Task 3: Existing Conditions Analysis

- Prepare a geographic assessment
- Prepare a demographic assessment including the Transit Needs Index (TNI) map
- Prepare an assessment of transportation services in the region that provide trips to the target populations; this effort will include conducting a survey of such transportation providers and preparing profiles of each of the transportation providers.
- Identify instances of service duplication and service gaps instances of unmet transportation needs
- Prepare and submit a Task 3 Technical Memorandum on the findings from this task
- Conduct a workshop (Workshop #1) for the RCC where the existing conditions, the instances of duplication and service gaps and instances of unmet needs are presented and discussed, and at which the consultant will help the RCC prioritize the unmet needs

Task 4: Prepare the Interim Plan

- Compile the findings from the preceding tasks into Chapters 1 through 6 of the Interim Plan, per the required format in the Coordination Guidebook
- Submit the Interim Plan to the RCC for review, and revise the Interim Plan
- Revise Chapters 1 through 6 as needed per feedback from the RCC: {Note, the Agency must submit the Interim Plan to TxDOT by March 2026.]
- Conduct any "missing activities" and revise the Interim Plam, as needed per instructions from TxDOT stemming from its review of the Interim Plan.

Task 5: Goals and Strategies

- Develop matrices of goals and strategies that trace back to the unmet needs prioritized in the Interim Plan
- Prepare and submit a Task 5 Technical Memorandum that introduces and discusses these matrices
- Conduct a workshop (Workshop #2) for the RCC where the goals and strategies are presented and discussed, and at which the consultant will help the RCC prioritize the goals and strategies
- Revise the matrices per discussions at the workshop

Task 6: Draft Final Plan and Final Plan

- Prepare and submit Draft Final Plan
- Review the Final Plan per Agency/RCC feedback
- Help the Agency promulgate the stakeholder/community review of the Draft Final Plan
- Present to the Agency/RCC suggested changes based on the stakeholder/community feedback, and come to a consensus on final changes
- Prepare and submit Final Plan, including all supporting data and documentation and required signatures

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RFP SECTION 4: PROPOSAL SUBMISSION REQUIREMENTS

Proposals should include the following sections, without exceeding [Page Limit]:

1. **Transmittal letter.** Include the name, title, and contact information of the primary contact.
1. **Project understanding.** Describe the Plan's objectives and requirements.
2. **Technical approach.** Describe the methodologies, tools, and strategies for completing the tasks.
3. **Team composition and experience.** Provide resumes of key personnel and highlight relevant experience.
4. **Schedule.** Include a timeline with key milestones and deliverable dates.
5. **Cost proposal.** Submit a separate sealed cost proposal with a detailed budget per task and project staff member. The payment schedule may be based on milestones or time and materials with a not to exceed amount. [Agency should specify.]

Note to RFP preparer: Agencies should ensure the requirements align with their procurement policies and resource constraints.

RFP SECTION 5: EVALUATION CRITERIA

The Agency will evaluate proposals based on the following criteria:

- **Project understanding and technical approach.**
- **Qualifications and experience of the consultant team.**
- **Stakeholder engagement plan.**
- **Proposed schedule.**
- **Cost effectiveness.**

The Agency reserves the right to award the contract to the consultant whose proposal is deemed most advantageous.

Note to RFP preparer: Agencies should tailor evaluation criteria to reflect their specific priorities and procurement guidelines.

RFP SECTION 6: RESOURCES AND REFERENCES

Consultants must review the following documents:

- *TxDOT Coordination Plan Guidebook*.
- *Coordination Plan Guidebook Appendices* (includes survey templates, data tools, and sample bylaws).
- Relevant local or regional planning documents **[Insert Links or References]**.

Note to RFP preparer: Agencies should provide direct links or attachments to resources to facilitate consultant access.

RFP SECTION 7: ADDITIONAL INFORMATION

The Agency may include the following information as part of the RFP:

- A disclaimer stating, "The Agency reserves the right to reject any or all proposals and to request additional information or clarification."
- Submission instructions as follows:
  - Submit [Number] hard copies and [Number] electronic copies (via [Submission Method]).
  - Proposals must be received by *[Submission Deadline]* at [Submission Address].
- Contact information for questions as follows:
  - Name: [Contact Name]
  - Email: [Contact Email]
  - Phone: [Contact Phone]

Note to RFP preparer: Agencies should ensure submission instructions comply with their policies and capabilities.

RFP SECTION 8: ATTACHMENTS

The Agency may include the following attachments as part of the RFP:

- Sample contract.
- Proposal checklist.
- Required forms (e.g., Title VI Certification, Debarment Certification).

Note to RFP preparer: Agencies should update attachments to reflect specific requirements.