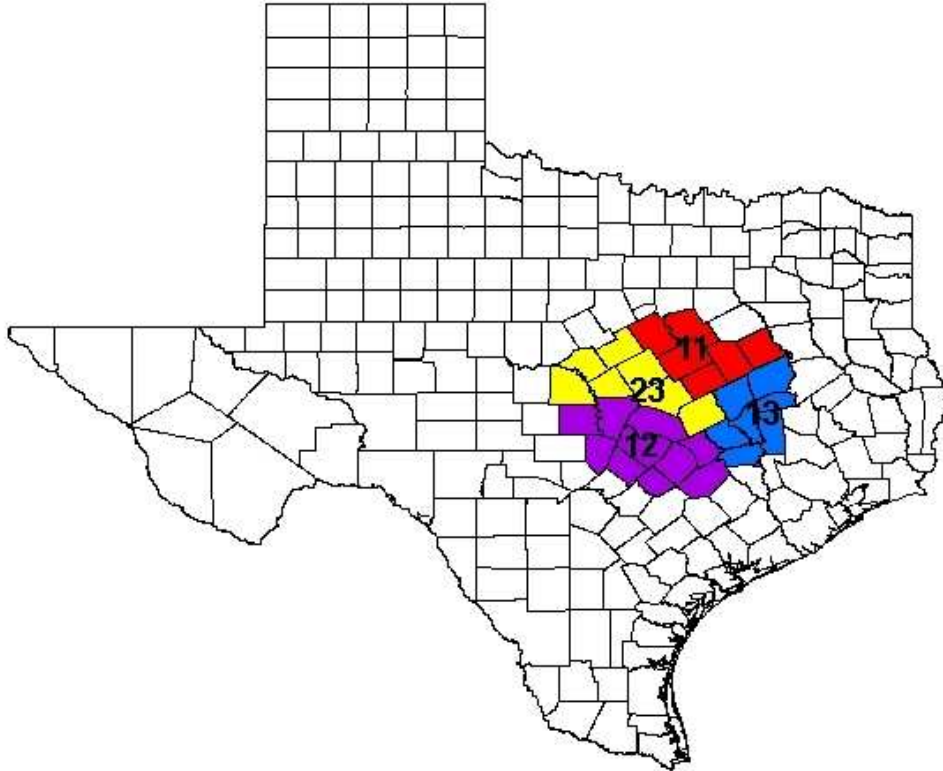


Regional Transportation Coordination Forum



Transcription Notes from Forum for State Planning Regions 11, 12, 13 and 23

June 12, 2008
Belton, Texas

Region 11

Served by the Heart of Texas
Council of Governments

Lead Agency: Heart of Texas
Council of Governments (HOTCOG)

Jacque Wolske
Transportation Manager
Rural Transit District
1514 South New Road
Waco, TX 76711
254/292-1895

jacque.wolske@hotcog.tx.us

Counties Served: Bosque,
Falls, Freestone, Hill,
Limestone, McLennan

Region 12

Served by the Capital Area
Council of Governments

Lead Agency: Capital Area
Metropolitan Planning Organization
(CAMPO)

Stevie Greathouse
Principal Planner
P. O. Box 1088
Austin, TX 78747
521/974-9715

stevie.greathouse@campotexas.org

Counties Served: Bastrop, Blanco,
Burnet, Caldwell, Fayette, Hays,
Lee, Llano, Travis, Williamson

Region 13

Served by the Brazos Valley
Council of Governments

Lead Agency: Brazos Valley
Council of Governments (BVCOG)

Michael Parks
Assistant Executive Director
P. O. Drawer 4128
Bryan, TX 77805-4128
979/595-2800 ext. 2001

mparks@bvco.org

Counties Served: Brazos,
Burleson, Grimes, Leon, Madison,
Robertson, Washington

Region 23

Served by the Central Texas
Council of Governments

Lead Agency: Hill Country
Transit District (HCTD)

Carole Warlick
General Manager
P. O. Box 217
San Saba, TX 76877
325/372-4677

cwarlick@takethehop.com

Counties Served: Bell, Coryell,
Hamilton, Lampasas, Milam,
Mills, San Saba

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

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
June 12, 2008 ★ Belton, Texas ★ 9:00am – 4:00pm**

Agenda

Welcome

Opening Comments
Review Agenda
Introductions

Facilitator
Carole Warlick
Facilitator
Facilitator

Overview

Regional Transportation Initiative Overview
Lead Agency Overviews

Kelly Kirkland

- Michael Parks – Brazos Valley Council of Governments (BVCOG)
- Stevie Greathouse – Capital Area Metro Planning Organization (CAMPO)
- Jacque Wolske – Heart of Texas Council of Governments (HOTCOG)
- Carole Warlick – Hill Country Transit District (HCTD)

Health and Human Services Overviews

Discussion: Sharing and Coordinating Transportation Resources

Regional Health Programs Serving Clients with Transportation Needs
Priority Ranking
Next Steps
Report-out

Subsequent Meetings and Follow-up

Conclusion

Plus / Delta Review
Closing Comments
Forum Evaluation

Facilitator
Carole Warlick | Kelly Kirkland
Facilitator



**Public Transportation ★ Health and Human Services
Regional Coordination Forum
June 12, 2008 ★ Belton, Texas ★ 9:00am – 4:00pm**

Region 11 – Heart of Texas Council of Governments (HOTCOG)					
✓	Organization/Role	Name	Phone	Address	E-mail
✓	TXDOT	Greg Davis	254-867-2746	Waco, TX	gdavis1@dot.state.tx.us
✓	City of Waco MPO	Chris Evilia	254-750-5666	P. O. Box 2570 Waco, TX 76702	cevilia@ci.waco.tx.us
✓	City of Waco Transit	John Hendrickson	254-750-1900	301 S. 8th Street, Suite 100 Waco, TX	johnhe@ci.waco.tx.us
✓	KFH Group, Inc.	Ken Hosen	512-372-8807	3409 Executive Center Dr. Austin, Texas 78731	khosen@kfgroup.com
✓	HHS Director at HOTCOG	Gary Luft	254-292-1837	1514 South New Road Waco, TX	gary.luft@hot.cog.tx.us
✓	VA Regional Office	Dave Mojica	254-299-9008	701 Clay Avenue Waco, TX 76799	dave.mojica@va.gov
✓	DSHS	Dixie Skeen	254-757-0679	1117 LaVega Street (home address) Waco, TX 76705	dixie.skeen@dshs.state.tx.us
✓	Heart of Texas Workforce Development Board	Julie Talbert	254-296-5379	801 Washington, Suite 700 Waco, TX 76701	italbert@hotworkforce.com
✓	Transportation Coordinator	Sandra Webb	254-292-1881	1514 South New Road Waco, TX 76711	sandra.webb@hot.cog.tx.us
✓	DADS	Lizann Wisdom	254-742-3817	301 N. 3rd Street, St. A Temple, TX 76501	lizann.wisdom@dads.state.tx.us
✓	Transportation Manager - HOTCOG Rural Transit District	Jacque Wolske	254-292-1895	1514 New Road P.O. Box 20847 Waco, TX 76702	jacque.wolske@hot.cog.tx.us
✓	DARS/DBS, Field Director	Ted York	254-753-1552	801 Austin Ave. Suite 710 Waco, TX 76701	ted.york@dars.state.tx.us

✓ Indicates attendance.

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
June 12, 2008 ★ Belton, Texas ★ 9:00am – 4:00pm**

Region 12 – Capital Area Metropolitan Planning Organization (CAMPO)					
✓	Organization/Role	Name	Phone	Address	E-mail
✓	HHSC-MTP	Don Cabiness	254-750-9635	801 Austin Ave., Suite 540E, Waco, TX 76703	don.cabiness@hhsc.state.tx.us
✓	KFH Group, Inc.	Brandy Carroll	512-372-8807	3409 Executive Ctr. Dr. Austin, TX 78731	bcarroll@kfhgroup.com
✓	DARS/DBS – VR Coordinator	Christine Chan	512-533-7100	7517 Cameron Rd. Austin, TX 78752	christine.chan@dars.state.tx.us
✓	Community Action Network	Mary Dodd	512-414-0326		mary.dodd@austinisd.org
✓	Principal Planner, CAMPO	Stevie Greathouse	512-974-9715	PO Box 1088 Austin, TX 78767	stevie.greathouse@campotexas.org
✓	CAMPO	Andrea Hall	512-974-9715	PO Box 1088 Austin, TX 78767	andrea.hall@campotexas.org
✓	Capital Metro	Meredith Highsmith	512-369-6272	2910 East 5 th Street Austin, TX 78702	meredith.highsmith@capmetro.org
✓	TxDOT Austin District PTC	Joe Holland	512-832-7309	7901 N. IH35 Austin, TX	jholla@dot.state.texas.us
✓	CARTS	Edna Johnson	512-923-8432	P.O. Box 6050 Austin, TX 78762	edna@ridecarts.com
✓	CARTS	Dave Marsh	512-505-5678	P.O. Box 6050 Austin, TX 78762	dave@ridecarts.com
✓	HHSC – Office of Community Collaboration	Jackie McLaughlin	254-778-6744	2408 S. 37 th Street Temple, TX 76504	jackie.mclaughlin@hhsc.state.tx.us
✓	CAPCOG Area Agency on Aging	Glenda Rogers	512-916-6053	P.O. Box 17848 Austin, TX 78760	grogers@capcog.org
✓	HHSC – Assoc. Commissioner for Health Coordination & Consumer Services	Cecile Erwin Young	512-487-3407	4900 N. Lamar Austin, TX 78751	cecile.young@hhsc.state.tx.us
<i>Please copy report to:</i>					
	CARTS	Pearl Jackson	512-505-5605	P.O. Box 6050 Austin, TX 78762	pearl@ridecarts.org

✓ Indicates attendance.

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
June 12, 2008 ★ Belton, Texas ★ 9:00am – 4:00pm**

Region 13 – Brazos Valley Council of Governments (BVCOG)					
✓	Organization/Role	Name	Phone	Address	E-mail
✓	MHMR Authority of Brazos Valley	Barbara Dever-Henson	979-822-6467 ext. 842	P.O. Box 4588 Bryan, TX 77805	bdever-henson@mhmrabv.org
✓	Area Agency on Aging	Ronnie Gipson	979-595-2800 ext. 2020	P.O. Drawer 4128 Bryan, TX 77805	rgipson@bvcoog.org
✓	HIV Administrative Services	Christopher Hamilton	979-595-2801 ext. 2225	P.O. Drawer 4128 Bryan, TX 77805	chamilton@bvcoog.org
✓	Methods and Procedures Specialist, BVCOG	Matthew Hilgemeier	979-595-2801 ext. 2078	P.O. Drawer 4128 Bryan, TX 77805	mhilgemeier@bvcoog.org
✓	Economic & Community Development Planning, BVCOG	Kristi Miller	979-595-2800 ext. 2061	P.O. Drawer 4128 Bryan, TX 77805	kmiller@bvcoog.org
✓	Brazos Transit District – V.P, Transit Development & Operations	Lyle Nelson	979-778-0607	1759 N. Hwy. 6 Bryan, TX 77802	lyle@btd.org
✓	Assistant Executive Director, BVCOG	Michael Parks	979/595-2800 ext. 2001	P. O. Drawer 4128 Bryan, TX 77805-4128	mparks@bvcoog.org
✓	TxDOT	Darla Walton	979-778-9668	1300 North Texas Ave. Bryan, TX 77803	dwalton@dot.state.tx.us

✓ *Indicates attendance.*

**Public Transportation ★ Health and Human Services
Regional Coordination Forum
June 12, 2008 ★ Belton, Texas ★ 9:00am – 4:00pm**

Region 23 – Hill Country Transit District (HCTD)					
✓	Organization/Role	Name	Phone	Address	E-mail
✓	HCTD	Robert Ator	254-616-6801	1309 MLK Jr. Killeen, TX 76543	rator@takethehop.com
✓	Heart of Central Texas Independent Living Centers	Peggy Cosner	254-770-2350	P.O. Box 636 Belton, TX 76513	pcosner@hochtllc.org
✓	Workforce Solutions of Central Texas	Vickie Gideon	254-771-2555	102 E. Central #300 Temple, TX 76502	vickieg@workforceinc.com
✓	Bell County Indigent Health Care	Rita Kelley	254-618-4193	P.O. Box 880 Killeen, TX 76540	rita.kelly@co.bell.tx.us
✓	Central Counties MHMR	Bill Kneip	254-298-7001	304 South 22nd Street Temple, TX 76501	bill.kneip@cccmhmr.org
✓	HCTD	Royce Matkin	254-791-0252	5200 General Bruce Dr. Temple, TX 76502	rmatkin@takethehop.com
✓	Central Texas Area Agency on Aging	Richard McGhee	254-770-2344	P.O. Box 729 Belton, TX 76513	richard.mcghee@atcog.org
✓	Bell County Human Services/H.E.L.P. Centers	Judy Morales	254-770-6850	11 North 2 nd . St. Temple, TX 76501	judy.morales@co.bell.state.tx.us
✓	HCTD	Glenda Moseley	254-780-1355	7 So. Starbeard Lane Morgan's Point Resort, TX 76513	gmosley@takethehop.com
✓	Hill Country Community Action	Tama Shaw	325-372-5167	P.O. Box 846 San Saba, TX 76877	tshaw@hccaa.com
✓	DSHS – Region 7	Eileen Walker	254-757-0679	2408 S. 37 th Street Temple, TX 76504	eileen.walker@dshs.state.tx.us
✓	General Manager – Hill Country Transit District	Carole Warlick	325-372-4677	P.O. Box 217 San Saba, TX 76877	cwarlick@takethehop.com
TxDOT Public Transportation Division					
✓	TxDOT	Kelly Kirkland	512-416-2835	125 E. 11th St. Austin, TX 78701	kkirkla@dot.state.tx.us
✓	TxDOT	Steve Wright	512-416-2811	125 E. 11th St. Austin, TX 78701	swright@dot.state.tx.us

✓ Indicates attendance.



Presentation Notes

Kelly Kirkland – Public Transportation Division, TxDOT **Regional Transportation Initiative Overview**

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

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

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

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

- 2003: The Texas legislature passed HB 3588, requiring coordination of public transportation services funded with federal, state or local funds.
- 2004: The Executive Order 13330 on Human Services Transportation Coordination was signed by President Bush, with provisions to:
 - reduce duplication among federally funded human service transportation services,
 - increase efficient delivery of services, and
 - expand access for older persons, persons with disabilities, persons with low incomes, children, etc.
- 2005: The Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA-LU) was passed with provisions that:
 - required the establishment of a locally developed, coordinated public transit / human services transportation plan;
 - established the Job Access Reverse Commute (JARC) program;
 - established the New Freedom program (above and beyond what ADA requires);
 - modified the Elderly and Disabled program; and
 - require everyone to participate in a regional transportation coordination plan.
- 2006: TxDOT first contracted with agencies to develop a regional coordination plan.
 - One agency in each of 24 designated State Planning Regions has been identified as a Lead Agency. These lead agencies were identified by local and regional stakeholders.
 - The Lead Agencies represented today are the Heart of Texas Council of Governments (Region 11), Capital Area Metropolitan Planning Organization (Region 12), Brazos Valley Council of Governments (Region 13) and the Hill Country Transit District (Region 23).
 - Each region has a regional transportation coordination committee, and we encourage you to contact them to learn how you can become involved.
 - We have had many successes with this initiative – and we are still learning.
 - TxDOT continues to provide funding for regional coordination planning.

Examples of Regional Coordination:

- Lead agency has identified a liaison who is meeting with the HHS personnel to identify HHS programs, transportation resources and unmet transportation needs, especially for clients who are not Medicaid eligible.
- Identify route adjustments/improvements to help clients get to their appointments.
- Identify transportation challenges across jurisdictional lines and work out solutions.
- Identify community groups for networking.
- Create travel training and brochures to help the agencies help their clients identify transportation resources.
- Identify opportunities to submit joint applications for funding.
- Identify similar clients, similar needs, duplicated services, and/or services that can be shared.

Medical Transportation Program Update

The Medical Transportation Program (MTP) is an entitlement program that provides transportation services for people who are eligible for Medicaid. If you have clients who are eligible for Medicaid, then you will certainly want to learn more about the MTP services in your area. However, MTP should only be used as a resource of last resort, and MTP is not for anyone who is not Medicaid-eligible.

In addition, MTP may be just one of many programs and services offered by a given provider, so you may have opportunities to coordinate with these providers, other than just for Medicaid client needs. It is important to remember that MTP providers can provide transportation services to non-Medicaid clients.

Texas is divided into Transportation Service Areas. Each service area has a designated Transportation Service Area Provider (TSAP). We could not mandate that MTP providers (or TSAPs) participate in the regional coordination effort. However, it is a requirement of the contracts that they attend meetings of the regional steering committee (when they receive notice). We also recommended that TSAPs participate in the regional coordinated planning process.

In 2007, the legislature called for MTP to be moved back to HHSC by September, 2008, and, for administrative and operational purposes, this transition was completed as of May 1, 2008. With this move, there will be no major changes in terms of contracts or services, and there should be no impact on clients. TSAP contracts are in place through 2009, with provisions for two contract extensions after that.

There are many limitations on what we can do today with regard to MTP. In addition, there are many people who need medical transportation who are not Medicaid eligible. Today we can focus on their needs, and on next steps that are within our reach.

Summer Workshops

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



Lead Agency Overviews

Jacque Wolske – Heart of Texas Council of Governments (HOTCOG)

Our ridership is ½ million a year. Approximately 18% of our area's population is over 65 year of age, and this percentage is growing.

We rely solely on subcontractors for transportation services, and all of our services are demand response, door-to-door. Our transportation providers include:

- Bosque Country Transit: 7 vehicles
- Falls County Transit: 10 vehicles
- Freestone County Transit: 5 vehicles
- Hill County Transit: 10 vehicles
- Limestone County Transit: 13 vehicles
- McLennan County – Central Texas Senior Ministry: 17 vehicles

In McLennan County, Waco Transit provides fixed route service with complimentary demand response within the city limits of Waco. However, they are the service provider for the Medicaid (MTP) contract. They utilize the same subcontractors we use to perform this service. There is also city-wide cab service, and various venues have their own private vehicles for their residents only (e.g., Lakeshore Estates, 1st United Methodist-Cobbs.)

McLennan County has an MPO, and Chris Evelia is the Director.

We have challenges in the meeting the needs of the residents in Waco's suburbs. In addition, we have already expended our 2008 funds.

Successes in our region include our Workforce program with the Job Access Reverse Commute (JARC) grant and the "6 to Success" program: www.6tosuccess.com/
I was also approached yesterday about developing a park-and-ride. This project will take some time.

The Regional Transit Coordination Committee (RTCC) has been working toward regional coordination since December of 2005. Most recently, this committee approved a set of guidelines in order to create an advisory council for all transportation in the region. A slate of board members has been presented to various boards, and we anticipate the council to be in place by July 2008. In January 2008 we created our by-laws, and we are looking forward to our first meeting.

Gary Luft – HOTCOG

Our transportation programs are 100% provided by subcontractors, and we do not operate any vehicles. We transported 350,000 people over the last 6 months with the majority in the Waco area/county. Waco has a population of 150,000, and the rest of the county is largely rural, as are the other counties in the region.

Our subcontractors are doing a great job, and they care deeply about what they are doing. Our nutritional and transportation providers are one and the same. There are 4

legs in our COG: Area Agency on Aging, 211, HOT Regional Access (homeless population) and Transportation.

Our COG ran 60,000 trips last year. Many of our clients are in rural areas, but there aren't many riders. We need to coordinate and cooperate to address these needs with limited resources. The need is great, and the older population group is our fastest growing demographic.

The RTCC has made great progress, and we are more structured now. We are also looking at the possibility of developing an RPO to work with our MPO.

Stevie Greathouse – Capital Area Metropolitan Planning Organization (CAMPO)

Our public transportation providers include:

- Capital Metro
- Capital Area Rural Transportation System (CARTS)
- Hill Country Transit District
- Texas State University
- City of Round Rock (Proposed Service)
- Austin-San Antonio Rail District (Proposed Service)
- Client transportation providers
- Elderly and disabled transportation systems
- Faith-based transportation providers
- Volunteer driver programs
- Taxis

Our coordination with HHS agencies includes:

- RTCC Membership
 - MTP
 - MHMR
 - Travis County HHS
 - HHSC
 - Elderly Services
 - Volunteer Driver Program
- Community Action Network
- JARC/New Freedom Grants Outreach
- CARTS – Medicaid Transportation

One of our current urban issues is the fact that the growth and expansion of urban boundaries creates areas where full urban transit services are not yet available, but the area is no longer rural.

Faith in Action Caregivers – Volunteer drivers program for elderly over 60. While MTP is intended as a last resort provider of transportation, MTP transit providers can also serve non-Medicaid clients.

RTCC Quarterly Meetings:

- | | |
|---------------------|--|
| • August 12, 2008 | 2:00-4:00pm |
| • November 18, 2008 | One Texas Center Room 325,
Austin, TX |

For more information, visit our web site: www.capitalareartcc.org/

Michael Parks – Brazos Valley Council of Governments (BVCOG)

Brazos Valley Transit is our primary transportation resource. We held our initial planning meeting and had 50 people attend. Two years later, only 6 people were remaining. Our challenge now is keeping people energized. We created a plan, and we are still working to re-energize people.

Prior to 911, the police and fire personnel were sometimes at odds, but after 911, they became brothers. Higher fuel prices are our 911. We need to work together now. We have seen a 70% increase in people bringing their bikes to the buses.

Carole Warlick – Hill Country Transit District (HCTD)

We are the transit provider in our region. We have two urban divisions and we provide rural (5311) and elderly and disabled (5310) transportation. For a master list of transit services, see www.takethehop.com/

We also hope to finish a directory of services in the next 6 months. In the meantime, TxDOT provides lists of urban and rural transportation resources on their web site:

- Urban Transit Providers:
www.txdot.gov/services/public_transportation/urbanized_systems_contacts.htm
- Rural Transit Providers:
www.txdot.gov/services/public_transportation/non_urbanized_systems_contacts.htm

We do not have any qualification criteria for access to our public transportation services. Our riders are mixed, and not compartmentalized or segmented.

The Central Texas Regional Transit Advisory Group (CTRTAG) meets regularly. The advisory group is looking at gaps in services. We have not yet limited service, and we are looking at HHS agencies for transportation coordination.

We are also working to get more HHS riders on our fixed route service. We can all coordinate more, and we have opportunities to provide seamless services across boundary lines. Other key players include medical facilities. It is important to coordinate with them, also (for example, dialysis centers, etc.)

It is important to educate the public about public transportation, and to create an integrated approach to reach everyone, not just population segments based on income, Medicaid eligibility, etc. As soon as you segregate services, you limit access to services, and this runs counter to the whole coordination effort. We need to be looking at blended, integrated services.

The price of gas is now making our transit dependent population much larger, and people are riding who have never ridden before. We need to take this into account in our planning, and we may want to consider an adjusted fee schedule based on ability to pay.

Many people think HCTD is for elderly and low income only. We need to educate people and new businesses about the value we can provide to them, and we need to change the public's perception of public transportation.

Our video included partners and riders, and it was created with regional transportation coordination funds.

Health and Human Services Overview

Rita Kelly – Bell County Indigent Health Care

We have been coordinating for years. Workforce is very important. Many people's transportation needs are not being met, and transportation is a barrier in all aspects of life, groceries, etc. We need to discuss all these issues. We are trying to put our resources where the people are.

The Breast and Cervical Cancer medical program has many transportation issues. The program has now been expanded to include people who are diagnosed elsewhere. However, they must apply at a state approved clinic. We need transportation to get people to the clinics, and we are working with multiple organizations to provide the needed services. We work closely with health care providers to get referrals for this system.

The Aging and Disabled Resource Center (ADRC) (see handout) is a one-stop shop for service access and wellness education. The Center for Independent Living (HOTexas) also provides wellness education.

The Indigent Health Care program is available state-wide. Non-emergency transportation is not covered. However, a recent rule change may allow more flexibility on this issue. (It is hard for people who are ill to walk to a bus stop.)

The City of Killeen also has a program for the aged.

Judy Morales – Bell County Human Services

We have been working for years to raise awareness about, and to address, our clients' needs. We provide emergency assistance for medical, school and work transportation with tokens. Hill Country Transit has helped immensely. However, there are still many unmet transportation needs. For example, we have transportation needs getting people to and from:

- east to west,
- Fort Hood and
- industrial destinations.

We would also love to see coordination expand to include rail service.

Q: How do we handle the transportation needs of the morbidly obese?

A: Medicaid will cover direct ambulance service. The weight of the client along with the weight of the chair is becoming an increasingly significant problem. Children's medical equipment can also be a transportation challenge. New buses and ramps now can handle up to 1000 pounds, and this may help.

Christopher Hamilton - HIV Administrative Services

We have a \$3.2 million dollar budget to cover 42 counties and 5000 people living with AIDS. Most of our clients are poor, and most are not qualified for Medicaid. The results of a 2006 survey indicated that transportation was the number 1 issue.

These clients need to visit doctors and labs 3-4 times a year and pharmacies once a month. We are the payor of last resort. For people living with AIDS, there are often other health issues such as depression, back problems, bipolar disorder, mental health issues, substance abuse issues, heart issues, and dental care that costs tens of thousands of dollars. In addition, some of these clients are taking medications that have side effects that are challenging on a shared transportation vehicle.

Our clients' needs overlap with many services, so we need to cross the stovepipes and work together across boundaries. We have spent \$26,000 in 3 months for transportation in 3 COG regions, and we spend \$20-30,000 per year for HIV needs. We would rather use the money we spent for transportation to keep people alive.

Dave Mojica – Department of Veterans Affairs

We give \$1.6 billion to veterans for disabilities. However, we have no money for transportation, and we need what you provide.

Our department includes four agencies: Veteran Benefits, Veteran Health Administration, Veteran Centers (psychological) and Veteran Cemeteries. We have people drawing pensions who are having trouble financially, and we have war heroes who cannot get to their medical appointments. There are too many restrictions on transportation access.

If you can help us, we will bend over backward to work with you to help our clients. You can contact me at dave.mojica@va.gov until December 2008.



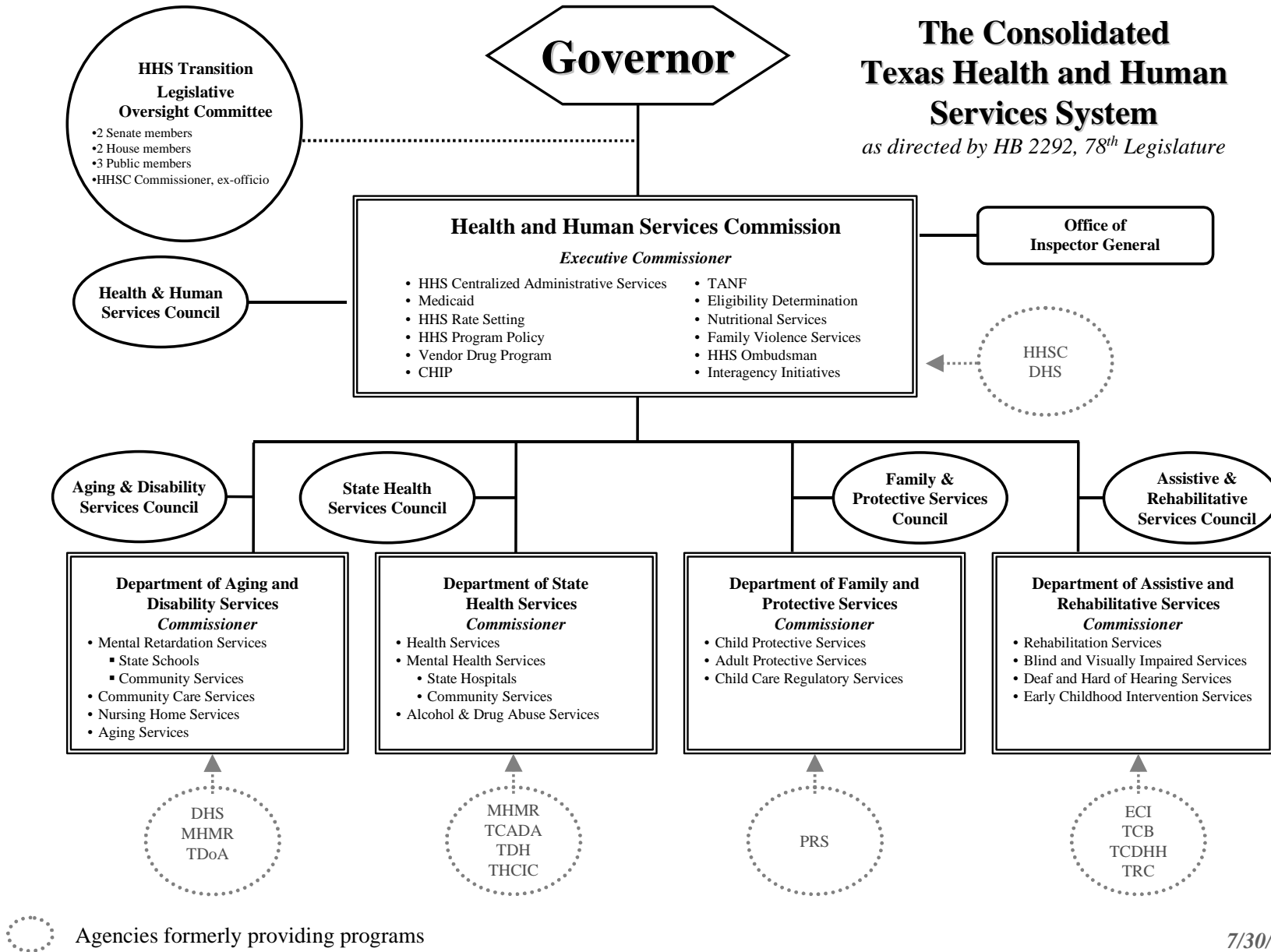
Community Resource Coordination Groups (CRCG) are tremendous networking opportunities. State agencies, public agencies, private sector agencies and, in some cases, families come together to:

- share information and resources and
- identify issues and opportunities to collaborate.

These organizations are great, especially when working with clients whose needs span more than one agency. Google “CRCG” (or any of the acronyms detailed below) to find groups in your area. These groups meet every month or two in multiple counties and in many rural areas.

- CRCG: Children only
- CRCGF: Families
- CRCGA: Adults





7/30/03

Regional Health Programs Serving Clients with Transportation Needs

Region 11 – Heart of Texas Council of Governments (HOTCOG)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Clients' Transportation Needs	
<ul style="list-style-type: none"> • Department of State Health Services – MTP V21 	<ul style="list-style-type: none"> • <u>Met needs</u>: Medical services (clinics & doctors) – MTP – Waco Transit (TSAP) • (7) Education & coordination & scheduled services 	
<ul style="list-style-type: none"> • DARS (Comm/Blind) 	<ul style="list-style-type: none"> • <u>Met needs</u>: Rehabilitation and vocation rehab, training, medical services, employment, travel & ADL training. – public transportation. • (5) Travel training • Utilizing improved technologies 	
<ul style="list-style-type: none"> • VA 	<ul style="list-style-type: none"> • <u>Unmet needs</u>: (3) Public transportation for medical services – fuel voucher • (3) Volunteers - unused resources 	
<ul style="list-style-type: none"> • McLennan County Health District 	<ul style="list-style-type: none"> • <u>Met needs</u>: Medical services/appointments, food banks, human services – public transportation, fuel vouchers, case managers, ADA paratransit • (4) Travel training 	
<ul style="list-style-type: none"> • Area Agency on Aging (AAA) – people 60 and over 	<ul style="list-style-type: none"> • <u>Met needs</u>: Medical, shopping, congregate, meals, general ADLs – in areas of availability. • Additional funding • (4) Service routes 	

Opportunities and Next Steps

Region 11 – Heart of Texas Council of Governments (HOTCOG)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Next Steps	
<ul style="list-style-type: none"> • (9) Travel Training 	<ul style="list-style-type: none"> • Some in process (Waco Transit) • <u>What</u>: Multiple programs with training for both urban and rural • <u>Who</u>: Jacque Wolske (HOTCOG) and John Hendrickson (Waco Transit) • <u>When</u>: By August 1, 2008 	
<ul style="list-style-type: none"> • (4) Service Routes and Scheduled Services 	<ul style="list-style-type: none"> • <u>What</u>: Multiple programs/agencies – coordinate services to increase ridership on demand response connecting rural areas with urban fixed route service (FRS) • <u>Who</u>: Ken Hosen – RTCC • <u>When</u>: In progress 	
<ul style="list-style-type: none"> • (7) Education & Coordination 	<ul style="list-style-type: none"> • <u>What</u>: Travel training, scheduled services, service routes – Train people what the services are, how to utilize and how to coordinate with medical providers. Also “train the trainer” for case managers. • <u>Who</u>: Gary Luft and a collaborative effort among multiple agencies – in progress. • <u>Who</u>: Sandy Webb – In-service training for HHS providers 	

➤ **Subsequent Meetings and Follow-up:**

- The HOTCOG regional transportation steering committee meetings are open to the public. See: www.hotcog.org
- The meetings are held on the third Tuesday every other month, and the next meeting will be held at HOTCOG, 1514 South New Road, on July 1st at 10a.m. Contact Jacque Wolske for more information.

Regional Health Programs Serving Clients with Transportation Needs

Region 12 – Capital Area Metropolitan Planning Organization (CAMPO)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Clients' Transportation Needs	
<ul style="list-style-type: none"> DARS (Dept. of Assistive & Rehabilitative Services) – Vocational Rehabilitation Program 	<p><u>Unmet:</u></p> <ul style="list-style-type: none"> Travel to/from work, service hours and bus stop locations, living on “fringe”, ex., ARCIL employee <p><u>Solution/Resource:</u></p> <ul style="list-style-type: none"> (6) Land use management/TOD/Planning Call center/trip planner 90-day funding once client has employment 	
<ul style="list-style-type: none"> CAN (Community Action Network) – Downtown cluster of congregations, social services shuttle 	<p><u>Needs:</u></p> <ul style="list-style-type: none"> (3) Homeless shuttle (3) Scattered social services Public vs. special vs. private vehicles <p><u>Solution/Resource:</u></p> <ul style="list-style-type: none"> (2) JARC/New Freedom grant \$ (2) GIS: plotting locations with route overlay Current fixed route coverage 	
<ul style="list-style-type: none"> HHSC – Office of Acquired Brain Injury 	<p><u>Needs:</u></p> <ul style="list-style-type: none"> (2) Policy grants? – Accessibility to transit Transportation needs undefined New program: understanding of requirements, coordination, resource availability Destination needs <p><u>Resource:</u></p> <ul style="list-style-type: none"> Education programs 	
<ul style="list-style-type: none"> AAA (Area Agency on Aging) – Senior transportation medical, recreation, nutrition 	<p><u>Needs:</u></p> <ul style="list-style-type: none"> (3) More options readily available, especially in rural areas Evening recreation transportation Weekend transportation <p><u>Solution/Resource:</u></p> <ul style="list-style-type: none"> (6) Ride CARTS card (re-fillable) Gas vouchers Shared rides – rural 	

Opportunities and Next Steps

Region 12 – Capital Area Metropolitan Planning Organization (CAMPO)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Next Steps	
<ul style="list-style-type: none"> (6) Land Use – All funding agencies (TxDOT, HHS, CAMPO, etc.) and federal and state grant programs 	<ul style="list-style-type: none"> <u>What (long-term)</u>: Weight grants based on accessibility/connectivity to existing transportation services. <u>What (short-term)</u>: RTCC recommendation to decision makers <u>Who</u>: Stevie Greathouse <u>When</u>: By Fall 2008 <u>Need</u>: Education. Agency: CMTA, CAMPO – all on-going. PGM: Transit ready dev. guide 	
<ul style="list-style-type: none"> (6) Smart Card – Transit providers and RTCC 	<ul style="list-style-type: none"> <u>What</u>: Promote card usage, make accessible to HHS agencies, inter-agency coordination, expand institutional use of card to purchase transportation and track client use of services. <u>Who</u>: Dave Marsh <u>When</u>: On-going RTCC 	
<ul style="list-style-type: none"> (3) More transportation options for non-medical, recreational, grocery, etc., available especially in rural areas – CARTS, RTCC, CMTA. 	<ul style="list-style-type: none"> <u>What</u>: Senior Freedom Route – pilot program ready by January 2009. Connectivity on fringe for inter-agency coordination (shared transit centers) → Strategic plan, additional park-and-rides, and intermodal facilities on the fringe <u>Who</u>: Paul, Dave Marsh and Meredith Highsmith <u>When</u>: 2008-2009 	
<ul style="list-style-type: none"> (3) Homeless Shuttle/Scattered Social Services – CMTA, CAN, RTCC, BNC, KFH Group, Downtown cluster of churches, ECHO, Workforce Solutions 	<ul style="list-style-type: none"> <u>What</u>: Share destination list with CMTA, convene meeting of organizations, map destinations/overlay with fixed route services <u>Who</u>: Mary Dodd, Brandy Carroll, Meredith Highsmith <u>When</u>: Fall 2008 	

➤ Subsequent Meetings and Follow-up:

- The CAMPO quarterly regional transportation steering committee meetings are open to the public.
- The next meetings will be held at One Texas Center, Room 325 in Austin Texas on August 12 and November 18 at 2:00p.m.
- For more information, see: www.capitalareartcc.org/

Regional Health Programs Serving Clients with Transportation Needs

Region 13 – Brazos Valley Council of Governments (BVCOG)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Clients' Transportation Needs	
<ul style="list-style-type: none"> • MHMR 	<p>Case Management</p> <ul style="list-style-type: none"> • <u>Need</u>: Transportation to medical appointments, laundry, work, recreation, mobility <ul style="list-style-type: none"> • Self-coordination, the District (direct service and subcontract) • Internal resources of MHMR • Fixed route passes (urban only – Bryan, College Station) • <u>Potential Solution</u>: Rural Direct Response (DR). • <u>Gaps and Opportunities for Improvement</u>: <ul style="list-style-type: none"> • (2) “After hours” operation • (3) Understanding “the systems” that are available • Affordability vs. \$100 cab rides • (6) Schedule for doctors’ appointments is not consistent with transit schedules (should be between 10a.m. – 2p.m.) <p>Day Programs: From homes to day centers and back home</p> <ul style="list-style-type: none"> • MHMR vans, • Fixed routes and DR vehicles (rural) • “Natural Support” i.e., family, friends, churches, etc. <p>Residential Programs</p> <ul style="list-style-type: none"> • Need to go everywhere → Each has its own vehicle 	
<ul style="list-style-type: none"> • Area Agency on Aging (AAA) 	<ul style="list-style-type: none"> • <u>Needs</u>: <ul style="list-style-type: none"> • To and from medical appointments • All living activities • To and from senior centers (medical and social activities) • These needs are currently met with natural support (family, friends, church, etc.). • <u>Gap</u>: Age restrictions • (4) Transit oriented developments: Gaps in transportation from one rural area to another or between rural and urban. • <u>Solution</u>: Better mapping to show linkages among providers and destinations. • <u>Opportunity for Improvement</u>: (5) Work together to enhance hub and spoke system 	

Opportunities and Next Steps

Region 13 – Brazos Valley Council of Governments (BVCOG)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Next Steps	
<ul style="list-style-type: none"> • Rural Transportation Planning Committee (RTPC) 	<ul style="list-style-type: none"> ➤ “When we get together, together, together / When we get together, how happy we’ll be.” • <u>What</u>: Meet in August to develop and implement a hub and spoke system that makes use of cross utilization of resources including but not limited to “natural support” and other agency resources. • <u>Who</u>: Includes all agencies, BVCOG, the District, AAA, MHMR, Darla Walton, etc. • <u>When</u>: ASAP → July 18th budget process is now! • Understanding systems available for use. • Educational campaign on “won’t do” vs. “can do” vs. realities. 	
<ul style="list-style-type: none"> • Educational Campaign 	<ul style="list-style-type: none"> • <u>What</u>: Understanding systems available for use. <ul style="list-style-type: none"> • Educational campaign on “won’t do” vs. “can do” vs. realities. • BVCOG can produce maps now • Enhance the web site – The District • Cross-training on agency abilities • Marketing • Outreach to medical community about their patient’s needs • Talk to St. Joes community staffers • Advertise on the back of receipts 	

➤ **Subsequent Meetings and Follow-up:**

- The BVCOG quarterly regional transportation steering committee meetings are open to the public.
- The next meeting will be held at the BVCOG office in August.
- Contact Michael Parks for more information, or see: www.bvcog.org

Regional Health Programs Serving Clients with Transportation Needs

Region 23 – Hill Country Transit District (HCTD)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Clients' Transportation Needs	
<ul style="list-style-type: none"> MHMR – Outpatient MHMR services 	<ul style="list-style-type: none"> Travel to outpatient facilities <u>Met needs</u>: Urban areas – Needs are met by HCTD, MHMR (auto purchases) and families <u>Unmet needs</u>: Rural areas – Greatest unmet needs <u>Enhancements/Improvements</u>: Lessen financial restrictions 	
<ul style="list-style-type: none"> DARS – Services for Blind, rehabilitation & vocation 	<ul style="list-style-type: none"> All trips – medical, work, shopping, etc. Met needs come from public transit. <u>Unmet needs</u>: (1) Some clients do not qualify for ADA transit / hard to use transit / access to transit <u>Enhancement/Improvements</u>: (7) Transit use training, (6) Improved communication among transit providers and DARS personnel and transit providers, and more funding for rural clients 	
<ul style="list-style-type: none"> Area Agency on Aging (AAA) – services for aging adults 	<ul style="list-style-type: none"> Transportation to target: medical, nutritional sites with lesser needs for shopping, hair appointments, etc. <u>Met needs</u>: Needs met by HCTD and taxi (limited) <u>Unmet needs</u>: More service for targeted needs, (1) escort or attendant service, recreational service. <u>Enhancement/Improvements</u>: More funding, greater coordination (health services, discharge plan), caregivers and (1) less restrictive guidelines. 	
<ul style="list-style-type: none"> Hill Country Community Action – nutritional sites, senior center programs and Headstart 	<ul style="list-style-type: none"> Work, school, health services and use of case management (service to these sites is provided by HCTD) <u>Met needs</u>: Nutrition and senior center needs are met by HCTD and most of Headstart needs met by HCTD, and some work and school needs met by gas subsidy <u>Enhancement/Improvements</u>: Fewer restrictions – Headstart, and more funding 	
<ul style="list-style-type: none"> Bell County Help Center – information, referral and assistance (financial and non-financial) 	<ul style="list-style-type: none"> All types of trips needed. <u>Met needs</u>: Gas vouchers and transit tokens <u>Unmet needs</u>: Not enough funding for all needs, (6) need more fixed route public transit especially connecting Temple, Killeen, Belton and Nolanville 	

Regional Health Programs Serving Clients with Transportation Needs *(continued)*

Region 23 – Hill Country Transit District (HCTD)		<i>Note: Numbers in parentheses indicate priority ranking</i>
Agency/Program	Clients' Transportation Needs	
<ul style="list-style-type: none"> • Workforce – Employment training programs 	<ul style="list-style-type: none"> • Training centers and colleges, employment locations and day care centers • <u>Met needs</u>: HCTD meets some needs, but limited by location of homes and destinations and hours of service • <u>Unmet needs</u>: Limited transit service by route/time, (1) rural areas and connections between cities (Temple/Killeen/Belton) • <u>Enhancement/Improvements</u>: (1) Enhanced transit routes and schedules, and additional funding. 	
<ul style="list-style-type: none"> • DADS – Community care services/community based alternatives 	<ul style="list-style-type: none"> • All types of trips • <u>Met needs</u>: Medicaid trips, local transit and volunteers (limited by liability) • <u>Unmet needs</u>: (1) Need more trips especially rural • <u>Enhancement/Improvements</u>: Change restrictions, (5) more information about transit resources in a large area and additional funding 	
<ul style="list-style-type: none"> • Bell County Indigent Health (Mills County) – Eligibility based health plan access for un/under-insured 	<ul style="list-style-type: none"> • Medical, free clinic, pharmacies • <u>Met needs</u>: HCTD transit service, families, personal cars • <u>Unmet needs</u>: Not enough access to health care and other social services • <u>Enhancement/Improvements</u>: More transit service – late hours and (3) cross-county transit 	

Opportunities and Next Steps

Region 23 – Hill Country Transit District (HCTD)	
<i>Note: Numbers in parentheses indicate priority ranking</i>	
Agency/Program	Next Steps
<ul style="list-style-type: none"> HCTD 	<ul style="list-style-type: none"> <u>What</u>: Develop cross-county transit route for Bell County <ul style="list-style-type: none"> Regional Transit Advisory Group (RTAG) continues to meet quarterly. Meet with cities, economic leaders for funding Create public awareness <u>Who</u>: Carole Warlick and Robert Ator <u>When</u>: July 2009
<ul style="list-style-type: none"> HCTD 	<ul style="list-style-type: none"> <u>What</u>: Transit user travel training <ul style="list-style-type: none"> HCTD will provide Noel's contact information to HHS agencies and will develop a list of agencies for Noel to contact. Noel will schedule training through agencies, and will conduct customized training <u>Who</u>: Noel Rodriguez (trainer) <u>When</u>: December 2008
<ul style="list-style-type: none"> Regional Transit Advisory Group (RTAG) 	<ul style="list-style-type: none"> <u>What</u>: Enhanced communication between HCTD and agencies to better understand transit resources and parameters, and agency client needs <ul style="list-style-type: none"> Invite agencies to RTAG meetings. Provide agencies with HCTD urban and rural contacts for service assistance. <u>Who</u>: Robert Ator <u>When</u>: September 2007

➤ Subsequent Meetings and Follow-up:

- The HCTD quarterly regional transportation steering committee meetings are open to the public. See:
- The next meeting will be held at the CTCOG Regional Service Center on June 26 at Noon.
- Contact Carole Warlick for more information or see: www.ctcog.org



Plus/Delta Review

+ What worked well?	Δ What would you change or do differently?
<ul style="list-style-type: none"> • I am happy that the forum was not as rigid as I imagined it would be. The activities kept people engaged. • It was good to focus on HHS client transportation needs. • It was also good to have the MTP provider here today. • This is a wonderful facility for this type of meeting. • The facilitators did a great job. 	<ul style="list-style-type: none"> • We need caffeine in the afternoon. • I had hoped we would get more people and participation from the HHS agencies. Perhaps we should consider holding regional summit meetings with more HHS stakeholders. • I think we should have invited medical service providers to this forum. • I was sorry we did not get to see Carole's Hill Country Transit District video.

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Regional Service Planning Website

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

Resource materials on the site include:

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

Transit Definitions

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

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

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

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

Acronyms

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

