



Capital Area
Regional Transit Coordination
Committee
(RTCC)

Transportation
Solutions
Survey

Accepted by RTCC May 11, 2010



**RTCC
Transportation Solutions Training Initiative
Baseline Survey Results and Recommendations
May 11, 2010**

Introduction and Background

The Regional Transportation Coordination Committee (RTCC) represents more than 25 organizations that are responsible for providing public transportation services or health and human services, or are interested in the coordination of public transit and client transportation services in the 10-county Capital Area region. The goal of the RTCC is to develop and implement a plan for a seamless transportation system that achieves efficiencies, eliminates duplication, increases coordination, and addresses service gaps.

Transportation Solutions Initiative

During a three day “Transportation Coordination Institute” training by the Community Transportation Association of America held in Austin, TX, an interdisciplinary team representing the RTCC developed the idea of transportation solutions training as a method for helping to simplify a complex transportation system for disadvantaged users. Working towards this goal, the RTCC has already taken steps to implement a regional “511” service and other components of a “one-stop-shop” for transportation information across all providers. Providing transportation solutions training to frontline workers is a valuable step in helping the RTCC meet its overall coordination goals and upholds its “no wrong door” approach to regional transportation service coordination.

The RTCC has proposed to use the following four methods to meet Transportation Solutions Training goals:

Identify partners and analyze baseline conditions:

- Administer baseline survey of front-line knowledge of family of transportation services among partnering organizations.
- Compile existing baseline data on customer satisfaction among partnering organizations.

Develop and administer transportation solutions curriculum:

- Work with national and local experts to develop a curriculum around transportation solutions in the Capital Area.
- Provide training to partnering organizations.

Assess performance:

- Administer post-training survey of knowledge of family of transportation services among partnering organizations.
- Compile data on customer satisfaction and compare it to baseline data.

Expand transportation solutions training:

- Depending on program success at improved knowledge and customer satisfaction, identify additional partnering organizations and develop recurring training opportunities for existing partners.

As part of the first method, a frontline worker survey was developed by the RTCC with the key idea that it would be used as a tool for the RTCC to assess the knowledge and understanding of transportation services in the region that frontline workers hold. Questions regarding agency service area, client disabilities, client transportation needs, where to find transportation resources, training preferences, etc., were asked. The survey was open for response from March 1, 2010, to April 1, 2010, and final results are described in this report (specific questions asked on the survey are also provided).

Distribution of Survey

A cover letter describing the purpose of the survey, frequently asked questions and answers, and survey instructions were developed to accompany the Transportation Solutions Survey. Approximately 100 contacts were selected by the RTCC to receive an email with informational material—each recipient was asked to spread word of the survey and its mission to appropriate frontline staff.

Frontline workers from the following 10 Counties were asked to respond.

- Bastrop County
- Blanco County
- Burnet County
- Caldwell County
- Fayette County
- Hays County
- Lee County
- Llano County
- Travis County
- Williamson County

Survey Results

The following is a list of questions asked on the Transportation Solutions Survey and a summary of responses. In total, 67 individual survey responses were returned to the RTCC: 45 online through Survey Monkey, and 22 returned by either mail or fax.

1a. What organization do you represent?

List of responding agencies and number of responses from agencies

Agency	Number of Responses	Agency	Number of Responses
AGE	1	Faith in Action Caregivers-West Austin	1
Any Baby Can	1	Faith In Action Elgin Caregivers	1
Any Baby Can Child and Family Resource Center	1	Health and Human Services	1
ARCIL-Austin Resource Center for Independent Living	2	Human Services	1
Area Agency on Aging of the Capital Area (AAACAP)	2	Insure a Kid	2
Austin Area Interreligious Ministries (AAIM)	1	Insure-A-Kid Lone Star Circle of Care Clinics	1
AUSTIN GROUPS FOR THE ELDERLY	1	K'STAR INC.	1
Bastrop County	1	Lifeworks	3
Bastrop County Indigent Health Care	1	Lighthouse Hospice	1
Burnet County Indigent Health Care	1	Llano County Commissioner	1
CAPCOG Area Agency on Aging	1	Lone Star Circle Of Care (LSCC)	6
Capital Area Council of Governments (Area Agency on Aging)	1	Meals on Wheels	1
Capital Metro, Ausitn Texas	1	Meals on Wheels and More (MOWAM)	2
City of Bertram	1	Open-Ended Response	1
City of Burnet	1	River City Youth Foundation	1
City of Florence	1	Seton Family of Hospitals	1
City of Highland Haven	1	Seton University Medical Center at Brackenridge	1
City of Pflugerville	1	St Louise House	1
City of Rollingwood	1	Texas Baptist Children's Home Family Care Program	1
City of San Marcos	1	Texas Department of State Health Services	1
DARS	2	The Arc of The Capital Area	1
Dell Children's Medical Center	3	The Breast Cancer Resource Center	1
Department of Assistive and Rehabilitative Services	2	Travis County HHS/VS	1
Division for Rehabilitative Services	1	Village of Bear Creek	2
DSHS	1	Williamson County and Cities Health District	1
Faith in Action Caregivers Northwest	1	Total Number of Responses	67

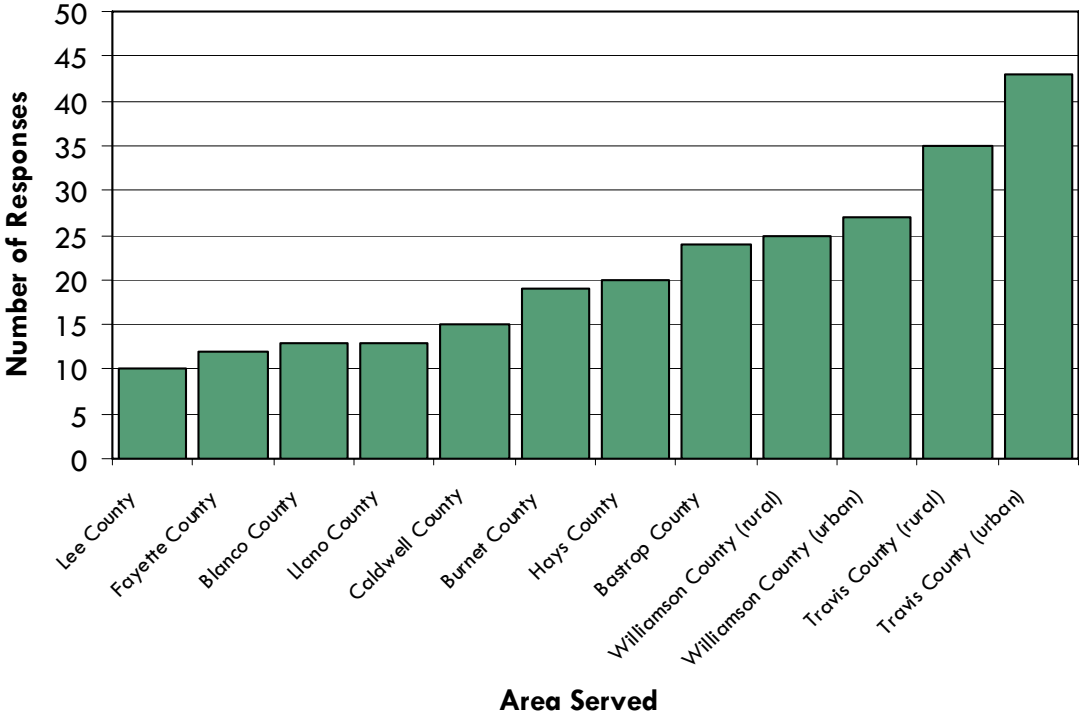
1b. What is the zip code where your organization is located?

Number of Responses by Zip Code

Zip Code	Count	Zip Code	Count	Zip Code	Count	Zip Code	Count
76527	1	78660	1	78753	1	78628	3
76574	1	78681	1	78759	1	78654	3
78605	1	78703	1	78765	1	78602	4
78617	1	78717	1	78611	2	78664	4
78621	1	78722	1	78613	2	78704	5
78641	1	78726	1	78666	2	78744	5
78644	1	78729	1	78701	2	78705	6
78650	1	78746	1	78737	2	78702	7
78657	1	78750	1	78745	2	78723	7

1c. What area do you serve? Respondents were instructed to choose all area that apply.

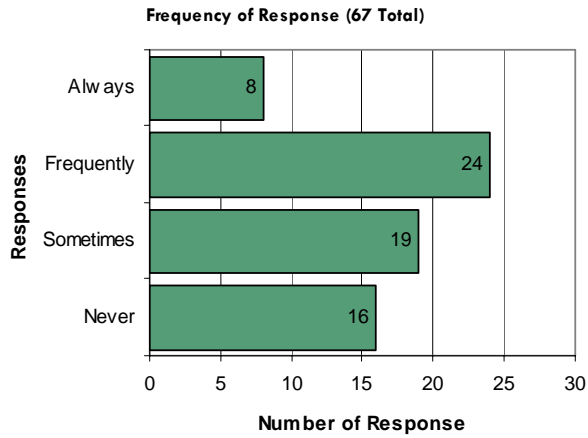
Frequency of Response (67 Total Responses)



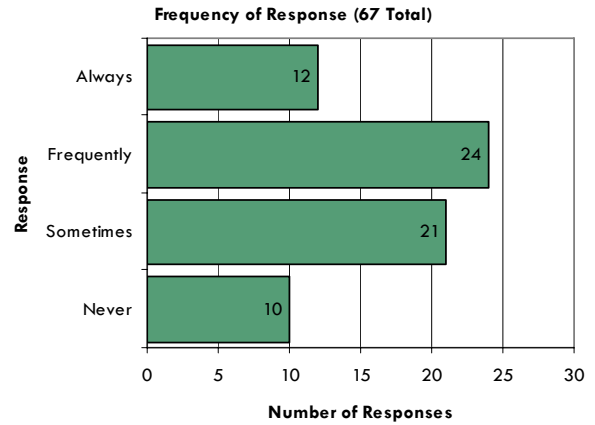
2. How often do clients ask you the following transportation questions?

Questions and Responses

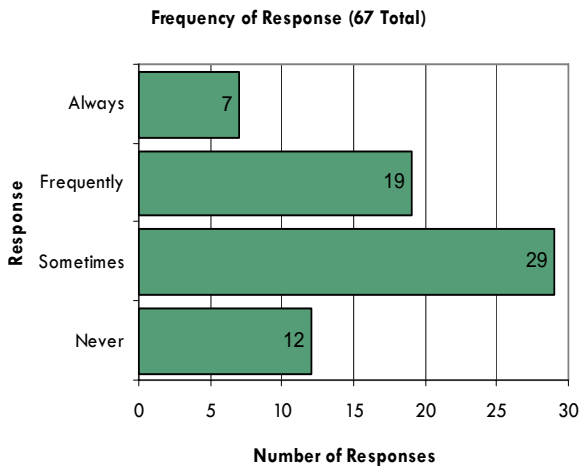
Where to get financial assistance for transportation



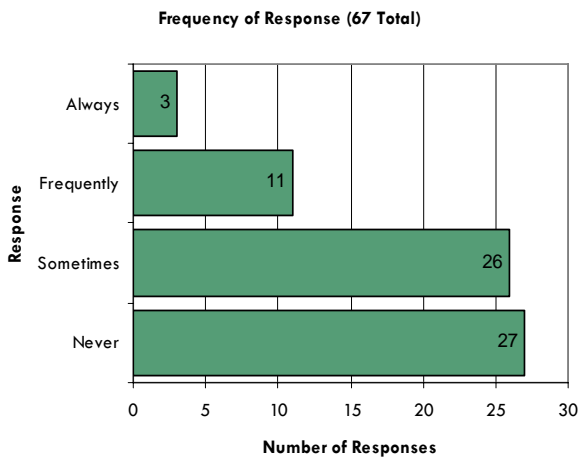
How to find agencies that provide transportation to specific locations or services



How to use public transportation (including fixed route buses, rail, and on-demand services provided by Capital Metro, CARTS, Hill Country Transit, and others)



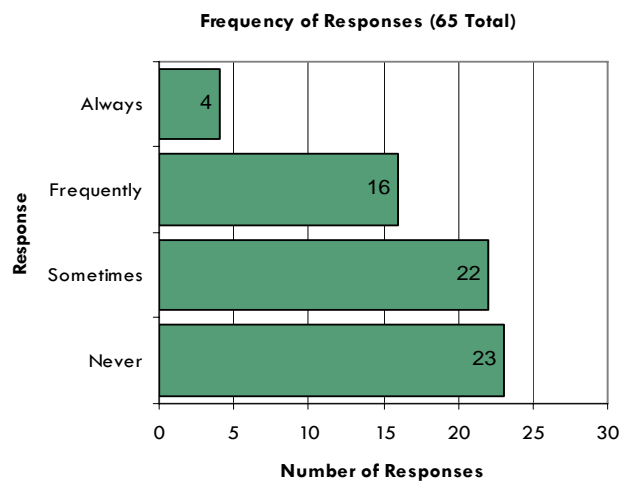
How to find a volunteer driver program



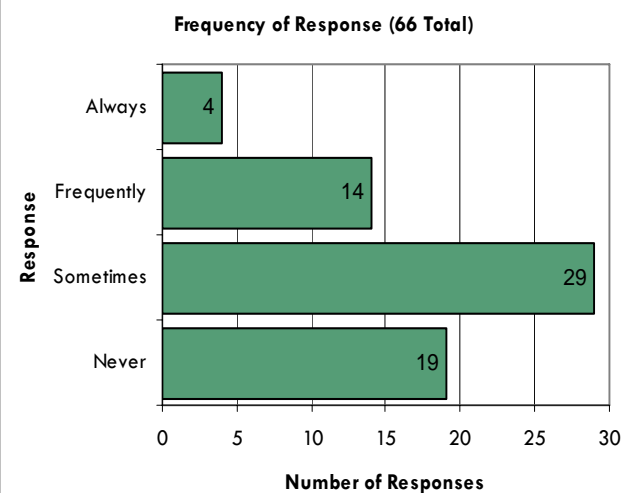
2. How often do clients ask you the following transportation questions? (Continued):

Questions and Responses

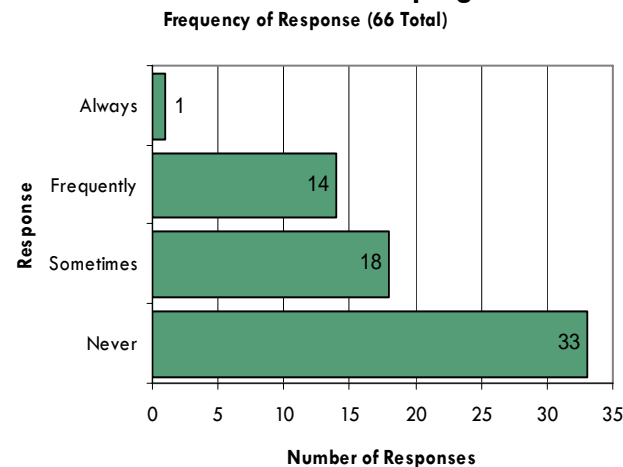
How to find a door through door service



How to find bus schedules



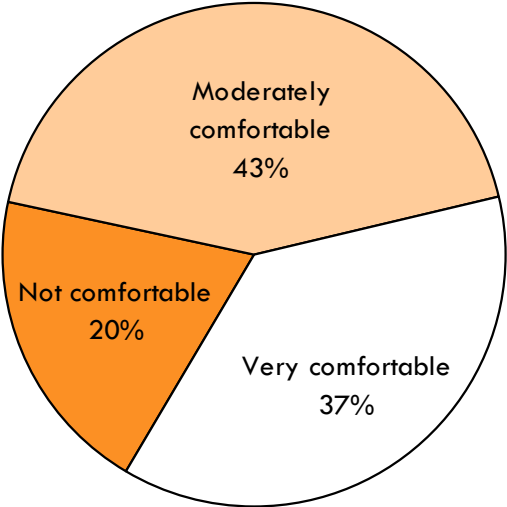
How to find a subsidized taxi program



Other responses regarding comments and questions from clients:

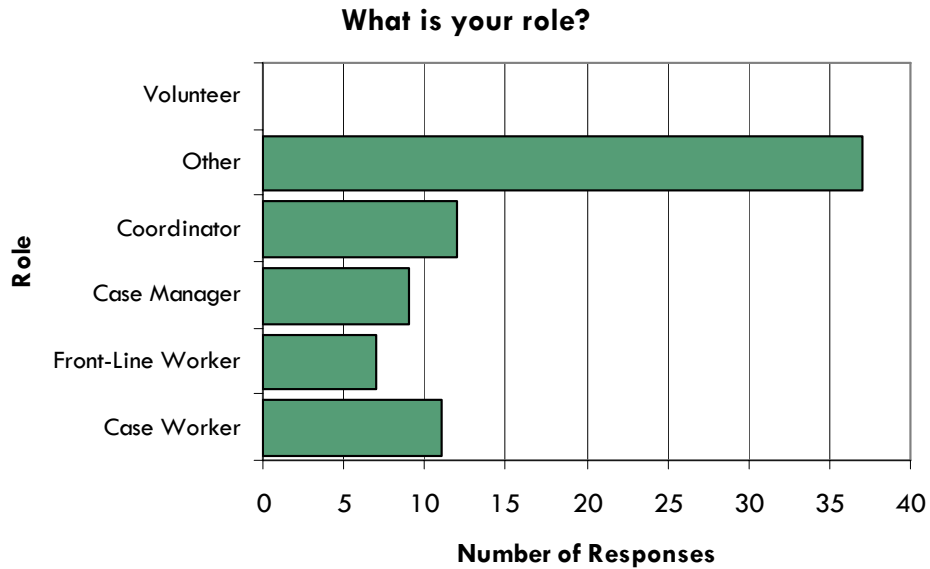
- Bus passes
- Health Air and CARTS
- How to find convenient transportation to medical appointments in another county
- How to get transportation to recreation center, how to get group transportation to an activity
- How to obtain free or subsidized bus passes, how to get home when they are working late on a Sunday night and there are no busses
- Many of our clients are in rural areas of Travis & other counties and need transportation to Austin.
- Most folks know that there is little public transportation in the areas we serve.
- MTP and Medicaid covered specialist transportation
- These are questions that we as staff ask all the time, clients many times don't know what to ask.

3. How comfortable do you feel providing your clients with information about transportation options?



■ Not comfortable □ Moderately comfortable □ Very comfortable

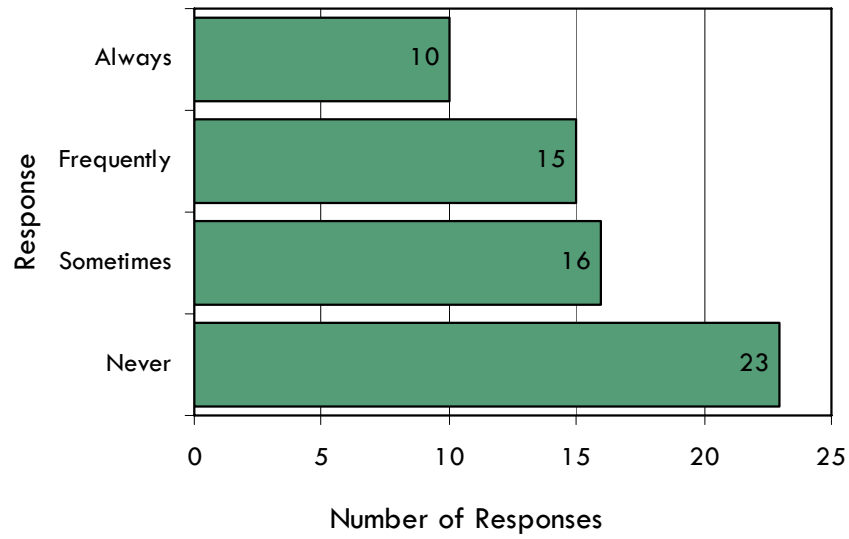
4. What is your role?



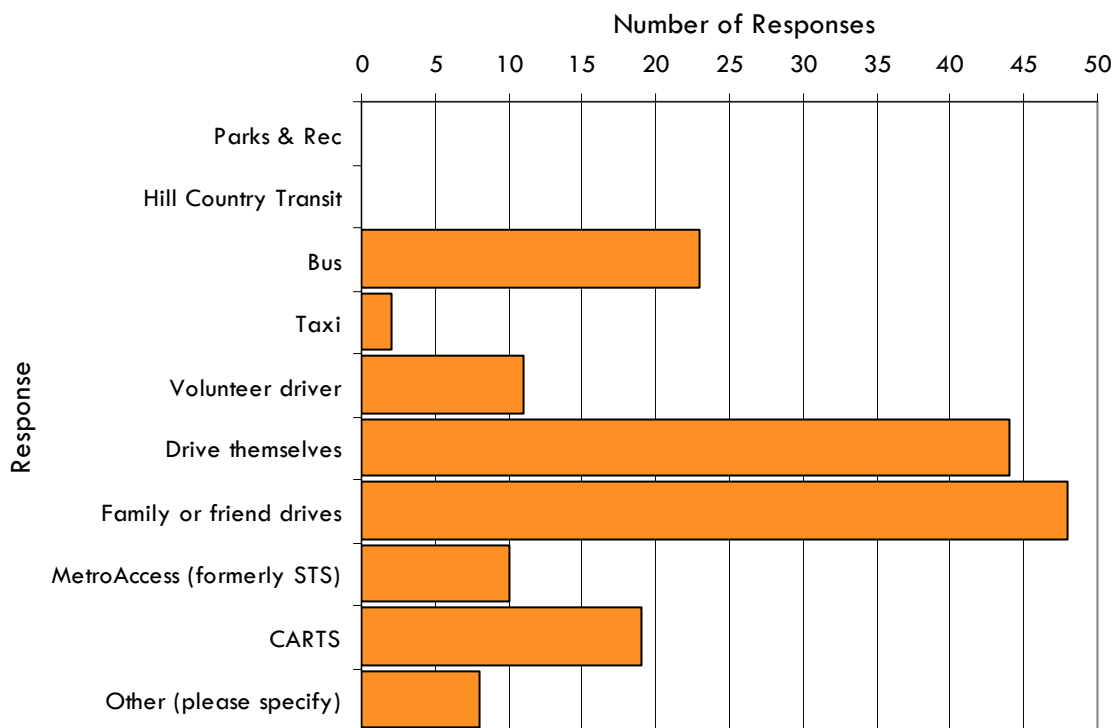
List of other roles and comments (and frequency of response if more than 1)

- Social Worker (5)
- Supervisor (4)
- Mayor (2)
- Outreach worker (2)
- City Secretary (2)
- Caregiver Resource Center, Director Intake
- Chaplain
- City Employees
- City Staff
- Commissioner on BOD HCTD
- Director
- Economic Development Coordinator
- Elected Official
- Executive Director of a Service Provider
- Executive Director of FIAC - Elgin
- I fill in for I&R Specialist for vacation & sick leave.
- I know what services are available but often have little information to give.
- Information, referral and assistance
- Intake Coordinator/Counselor
- NA
- Paratransit Manager
- Patient Navigator
- Program Manager
- Rehabilitation Counselor
- RST III
- Transition Vocational Rehabilitation Counselor

5. How often do you ask your clients how they traveled to your agency?



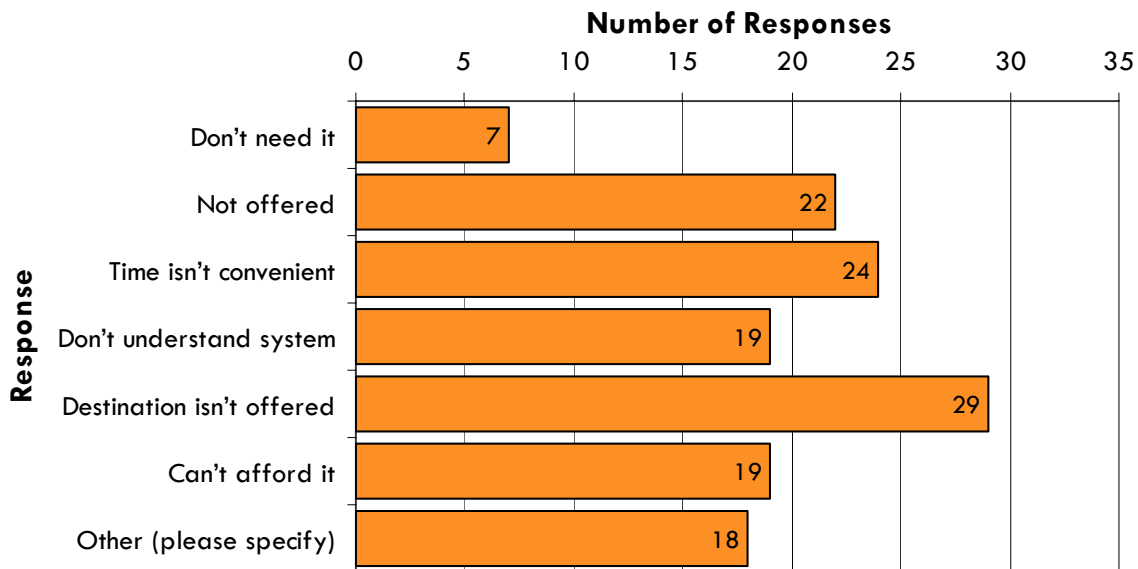
6. What is the primary mode of transportation for your clients (please rank top 3)?



List of Other responses and comments

- Agency transport
- Bicycle
- Family Caregiver drive themselves to get info
- HOP
- I go to the home 95% of the time
- Walk
- Walk or Bicycle (2)

7. If your clients report that they do not use public transportation, what are the reasons that they commonly report? (Check all that apply)

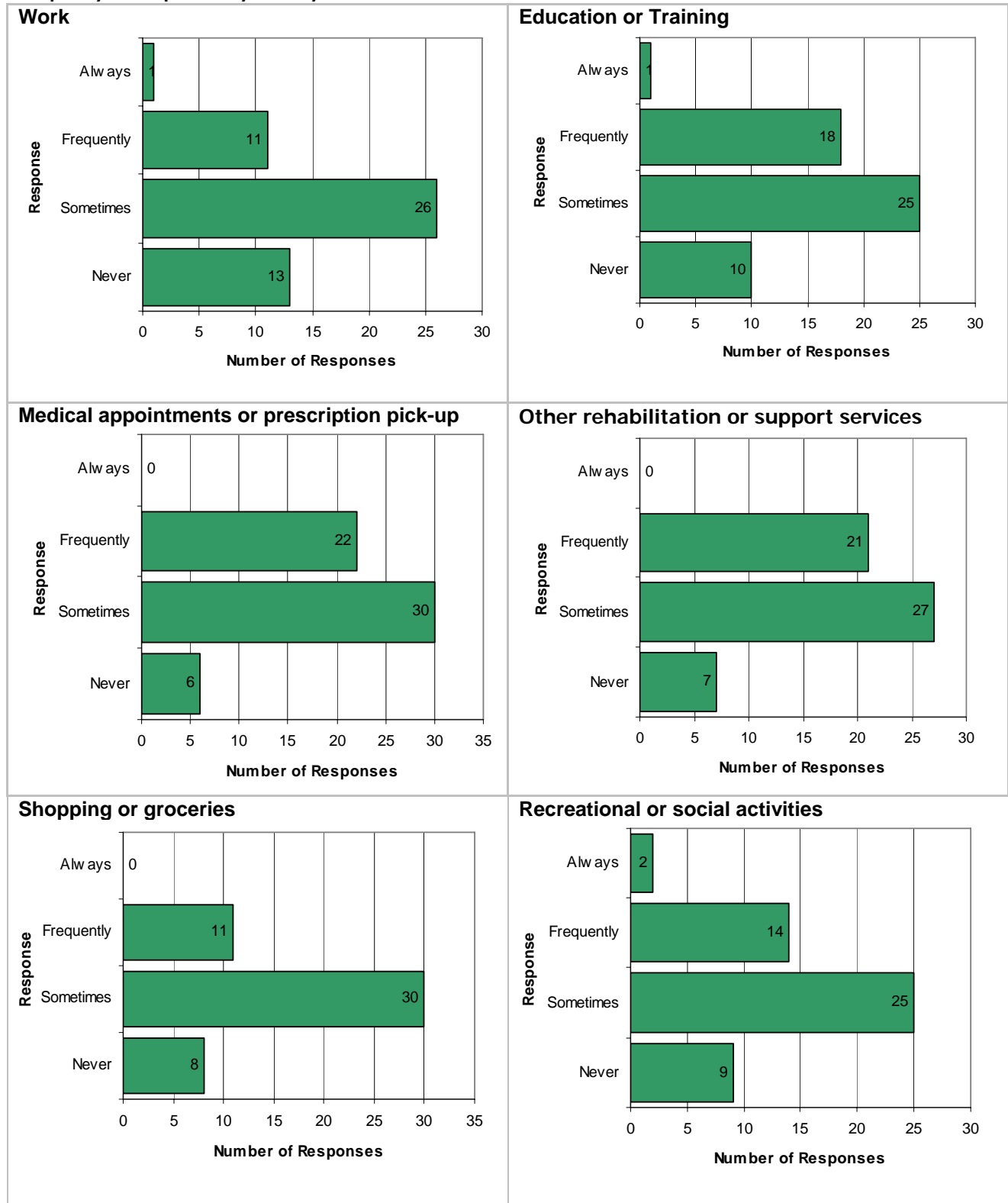


Other

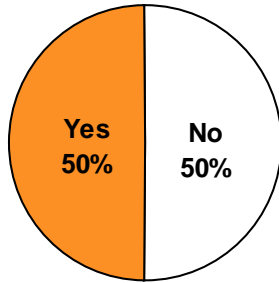
- bad experiences with MetroAccess
- can't physical use it
- CARTS is only option in the area
- disabilities
- Don't live on bus route so aren't eligible for Metro access either
- inconvenient and not an efficient way to get around for them
- it takes the whole day for them. have to wait until they are picked up, they have several hours of just sitting and waiting
- level of difficulty with number of children or children with special needs. Time restraints/costs.
- long waiting time/no escort/bus stop is not close enough for the senior client
- Many are in 70's-late 80's and need door to door pick up and delivery.
- N/A
- No safe departure point near their home
- Not available on Sunday nights to travel home from work
- not safe enough for children
- too slow
- Unavailable seats in Pflugerville route, Inconsistency of service, overly long travel times, Inconsiderate drivers, poor service
- We don't have much access in Round Rock.

8. How frequently have your clients missed these activities because they lacked transportation?

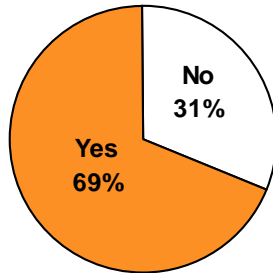
Frequency of Responses by Activity



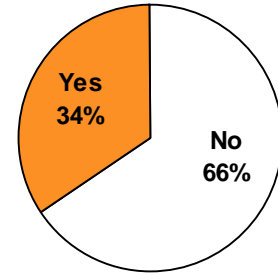
9. Do you have clients that lost a job because they did not have transportation?



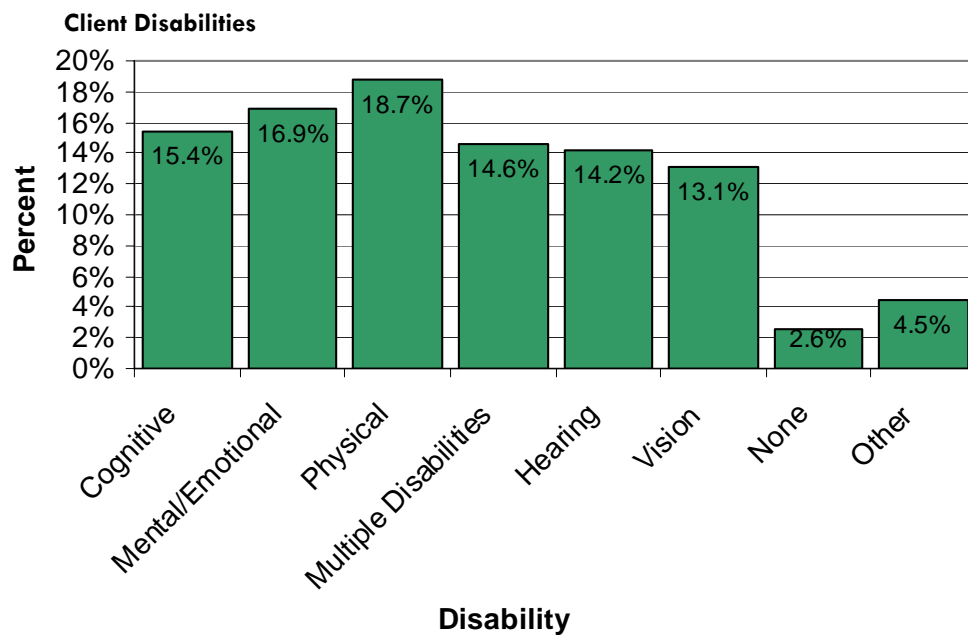
10. Is it a policy to offer clients free access to a phone at your location?



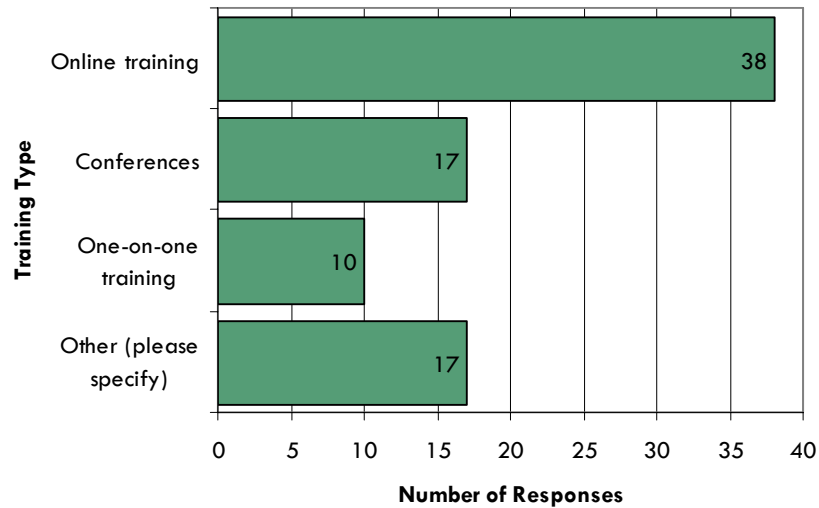
11. Is it a policy to offer clients free internet access at your location?



12. Check the type(s) of disabilities your clients have:



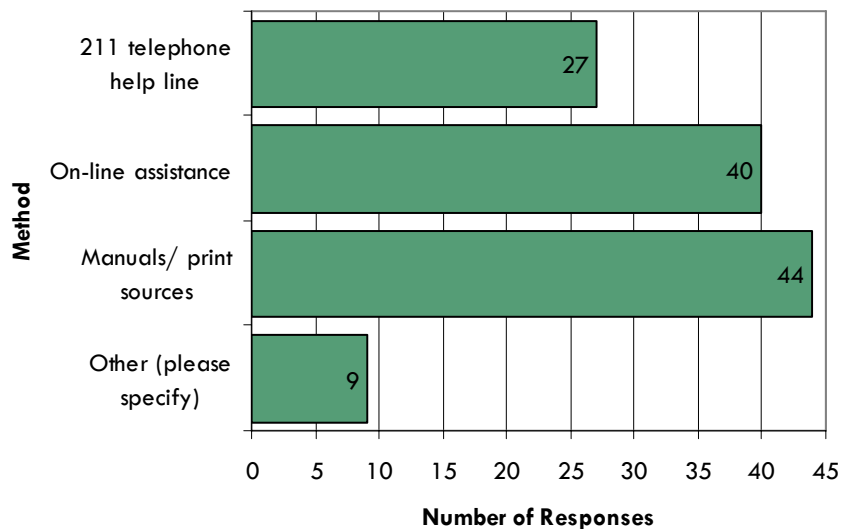
13. How would you prefer to learn about the transportation services available to your clients?



Other

- Booklets with maps
- Brochures
- Brochures to offer clients
- By mail
- email
- Email bulletins
- email information
- Email notices
- Email updates. We maintain an online & paper resource book
- In service
- interactive guest speakers for youth, ages 5-12
- net working meetings, etc...
- Online FAQ
- Presentation at our location
- short workshop or lecture at our agency
- Written

14. What methods are most useful to help you with clients' transportation needs/questions? (check all that apply)



Other Methods

- bus schedule booklets
- CARTS is the usual provider
- information email
- N/A
- Posting at the clinics they visit the most.
- videos, CDs, guest speakers, transportation providers as mentors to youth
- volunteers
- We do not help with citizen transportation needs.
- We use searchable database

Observations and Recommendations for Curriculum Development

The following section provides a highlight of notable survey responses by question and includes a training curriculum recommendation.

According to survey results, a relatively frequently asked question from clients was “how to find agencies that provide transportation to specific locations or services,” and “where to get financial assistance for transportation.” (Close to 50% of respondent reported that these questions were asked either always or frequently). Approximately one-third of respondents indicated that clients always or frequently ask, “How to use public transportation (including fixed route buses, rail, and on-demand services provided by Capital Metro, CARTS, Hill Country Transit, and others).”

20% of respondents indicated that they were not comfortable providing information about transportation services to clients, and 43% indicated that they were moderately comfortable providing such information. Responses indicate various staff positions/roles are responsible for providing transportation service information to clients.

Responses indicate that most often frontline staff workers do not ask how clients arrived at an agency.

A little less than half of respondents reported that the reason why clients do not use public transportation is because a desired destination is not offered. Approximately one-third responded that clients do not use public transportation because the time is not convenient, and approximately one-third also responded that public transportation is not used because it is not offered. Although not as common as the previously mentioned reasons, a significant proportion of respondents indicated that public transportation is not used because clients don't understand the system, clients cannot afford it, and 'other' reasons. 'Other' listed reasons indicate that physical disability prevents clients from using transit or service is 'not offered.'

Results show that activities that were often missed due to lack of transportation were education or training activities, medical appointments or prescription pick-up, and other rehabilitative or support services. Half of respondents indicated that they have had clients that have lost a job due to lack of transportation.

Approximately two-thirds (69%) of respondents indicated that it is a policy to offer clients free access to a phone while only one-third (34%) indicated that it is a policy to offer clients free internet access.

Client disability types were evenly spread by responding agencies—nearly all agencies that responded indicated that their clients had at least one type of disability. Only 2.6% of respondents indicated that clients did not have any disabilities.

Curriculum: Training materials should provide information on the following:

- available regional public transportation services
- agency service areas (where various providers travel to and from and boundary restrictions)

- available resources for clients and frontline workers to obtain public transportation route/service information
- available transportation financial assistance programs and contact information
- client eligibility for transportation assistance programs
- travel training programs (contact info, eligibility, etc.,)

Training curriculum should provide point of contact and contact information for various transportation agencies so that frontline workers may ask for help/information at times when he or she is uncomfortable or uncertain about information that is being requested. Databases, brochures, and online materials will also help frontline workers to feel more comfortable providing information that he or she is not familiar with.

Training materials should be developed to be used by a variety of staff positions and be able to be shared easily in all environments, e.g., over the phone, online, during client visits, etc.

More than half of respondents indicated that they would prefer online training. Approximately one-fourth of respondents indicated that they would prefer to attend conferences for training, and approximately one-fourth indicated 'other' training methods would be preferable. A considerable number of 'other' responses indicated that brochures and/or email notifications would be favorable (two-thirds of respondents indicated the print materials and manuals would be preferable). Training workshops/presentations were also suggested.

Recommended Training Effectiveness Measures

In order to assess the effectiveness of any training curriculum, the following questions should be asked of participating front-line staff at the end of the training and a comparison made to the baseline results:

- How comfortable do you feel providing your clients with information about transportation options?
- How often do you ask your clients how they traveled to your agency?
- If your clients report that they do not use public transportation, what are the reasons that they commonly report? (Check all that apply)

<http://www.capitalareartcc.org>