

Regional Service Plan South Plains Region

Bailey, Cochran, Crosby, Dickens, Floyd, Garza, Hale, Hockley, King, Lamb, Lubbock, Lynn, Motley, Terry, and Yoakum Counties

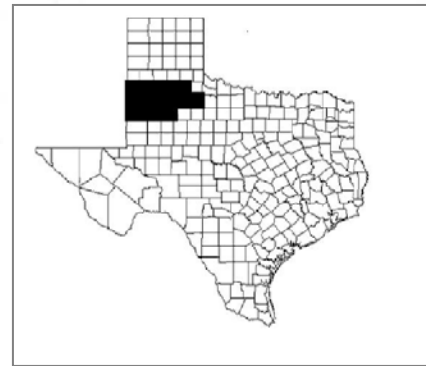
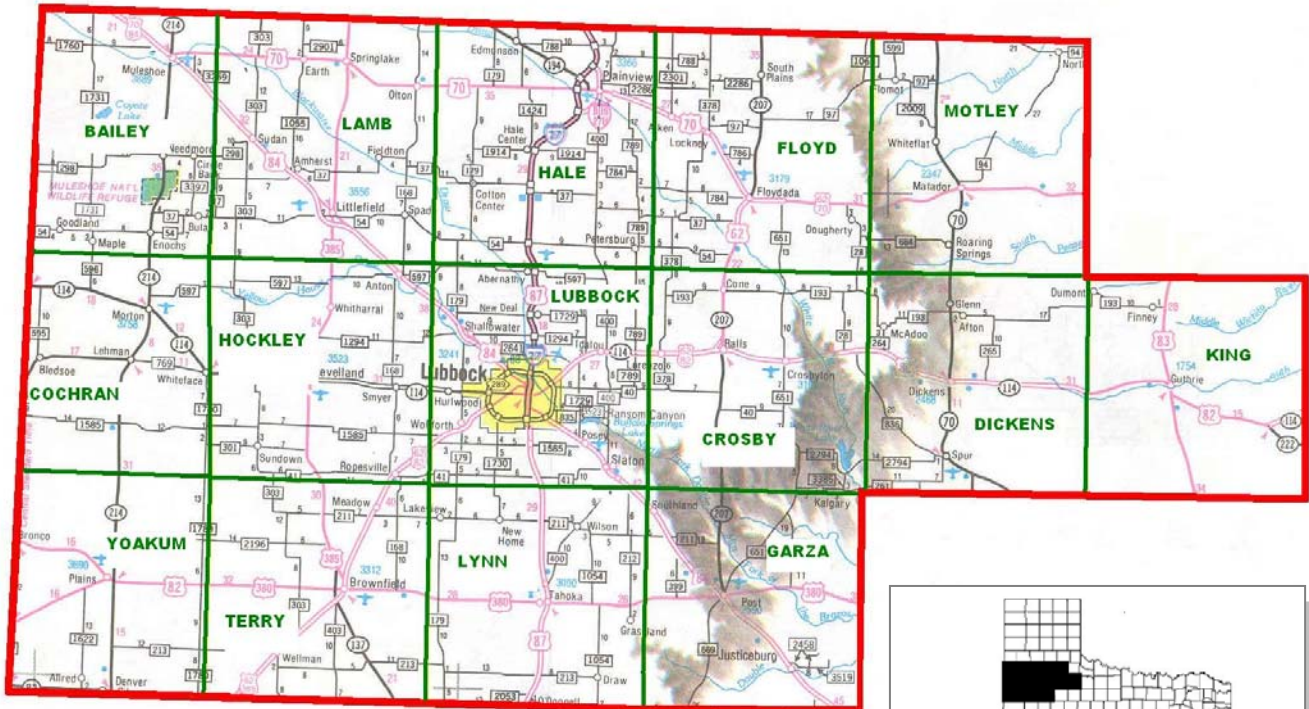


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1 Executive Summary

Participants in the South Plains Region's coordination process have a history of working together; part of this is due to our relative geographic isolation, where frequently working together is the only way to accomplish what needs done.

As a function of our location in the state, sparse population, and tight transportation budgets, the group was not able to identify significant overlaps in service.

A list of unmet needs, however, identified the following:

- A lack of service to major job training/educational facilities
- Inadequate fixed route service in the city of Lubbock
- Aging 5310 vehicles
- Need for a central place to wait for rural passengers awaiting their return trip
- For agencies, trip costs on rural providers are often more expensive than providing fuel vouchers, or providing service directly
- Need for a centralized transportation information system
- Need for travel training
- Rural senior citizens suffer from a lack of reliable transportation
- Accessible taxis

From this information, and from the identified barriers and constraints, the regional group developed a list of proposed coordination projects. While many of them relate more to consolidated programs for items that are direct provision of transportation (consolidated fuel purchase, for example), the group identified five projects that could be funded through JARC or New Freedom funds:

Proposed JARC projects:

- Service to job training/education programs at Reese Center
- Funding the cost of rural trips to job training/education programs
- Ride-to-work program in Lubbock

Proposed New Freedom projects:

- Development of a place-to-wait program, including accessible taxi(s)
- Development of regional Mobility Manager position

The group will pursue funding opportunities for the above proposed projects, and will work to examine the appropriateness of other items outlined in this report.

The Regional Service Plan for the South Plains Region was approved by the boards of participating entities; these approvals are included in Appendix C.

2 Background

Legislative Mandate

Under HB3588, the Legislature has mandated statewide coordination of public transportation and the development of regional service plans. The bill included five points to consider when developing regionally coordinated transit system plans. The five points of the plan, and potential local applications, appear below:

- **Eliminate waste and inefficiencies**
This is generally applied to transportation systems and providers that have overlapping service areas, or to those areas where there are a multitude of agencies or providers whose service delivery could be combined. The Lubbock region's service area is served by three public transportation providers – two rural and one urban – as well as one cab company and several human service agencies.
- **Generate efficiencies that will permit increased levels of service**
This approach generally includes enhanced coordination of trips, including increasing the percentages of trips that are shared-rides with other passengers. Prior to the beginning of the regional planning process, several human service agencies in the Lubbock region purchased tickets or monthly passes from Citibus to distribute to their clients.
- **Further the state's efforts to reduce air pollution**
The Lubbock region is currently an attainment area. Any increased utilization of public transportation or any sort of shared-ride system will have the effect of reducing emissions, and will therefore assist in our region's continuing to have high air quality standards.
- **Ensure maximum coverage of service area**
Coverage in the rural counties of the region meets most transportation needs. The weakest coverage area is within the city limits of Lubbock, in an area that is outside of the current fixed route structure, but still within the city. As the city of Lubbock continues to grow, this area of weak service coverage will represent increasing numbers of potential transit users.
- **To the maximum extent feasible, use the existing transportation providers, and in particular the fixed route components of the existing networks, to meet the client transportation requirements of the state's social service agencies and their clients.**
The stakeholders in the Lubbock region are committed to working together to provide exemplary, coordinated transportation. Given current funding levels, however, large-scale expansion of service is not feasible.

Goals for coordination

In general, the goals for the Lubbock region's coordination effort are:

- To meet the objectives for both human service and public transportation programs
- To do more with limited resources
- To enhance mobility within and between communities
- To preserve individual independence
- To enhance quality of life

- To generate new revenues
- To reduce the cost of providing individual trips
- To increase efficiency and productivity of transportation services
- To build a consensus on how to use available resources

Structure

History

The first meeting of the regional group was held in April 2005. Subsequent meetings were held in May, July, August, and November. At the November meeting, the group decided, because both Citibus and SPARTAN were submitting proposals for the Medicaid medical transportation program, to suspend meetings until after the Texas Department of Transportation had made a decision on the regional provider of Medicaid transportation. By the spring of 2006, Citibus had been selected as the provider and meetings resumed in April 2006.

Planning Organization

The group includes representatives of the following:

- Citibus
- SPARTAN
- CapTrans
- Sexton Enterprises
- South Plains Association of Governments
- Lubbock Regional MHMR
- Texas Department of Transportation – Medical Transportation Program
- Texas Department of Transportation – Public Transportation Coordinator
- West Texas Opportunities
- Lubbock Metropolitan Planning Organization
- WorkSource
- Panhandle Community Services
- Texas Department of Health and Human Services
- Lubbock Adult Day Care and Health Center

Citibus serves as the lead agency and is responsible for all associated reports and documents.

Additional Information

The stakeholders group, listed above, is intended to be somewhat fluid, with organizations and representatives changing as needs, interests, personnel, and funding changes. The group is particularly interested in continuing to identify consumers, or their advocates, who may be willing to participate in the process.

In addition to transit providers, there are several agencies in the region that use state-funded vehicles for client transportation. These have been identified as follows:

Adult Day Activity and Health Center	Lubbock
Bethphage Mission South	Lubbock
Farwell Convalescent Center	Farwell
Goodwill Industries of Lubbock	Lubbock
Hockley County Senior Citizens' Center	Levelland
Special Education Department – Lubbock Independent School District	Lubbock

Marian Moss Enterprises
 Prairie Acres Nursing Home
 Prairie House

Lubbock
 Friona
 Plainview

All of these agencies were invited to participate in the regional planning process; only one has done so.

Various agencies purchase bus passes for distribution to their clients:

Agency	Average monthly purchase ¹
Texas Tech University Health Sciences Center	\$17
LakeRidge Rehab	\$20
Covenant Medical Center	\$30
Dismas Charities	\$33
Wound Care Center	\$33
Ask House	\$34
Lubbock Center Management	\$37
Mosaic, Inc.	\$50
High Plains Epilepsy	\$73
Adult Day Activity Center	\$80
Community Health Center	\$100
Becca Health Care	\$100
South Plains Academy	\$100
American Habilitation	\$117
Senior Health	\$117
Lubbock Interfaith Hospitality	\$117
Lubbock County Children's Protective Services	\$133
Sunset School of Preaching	\$145
Managed Care Center	\$200
Life/Run Center for Independent Living	\$200
Department of Assistive and Rehabilitative Services	\$279
Lubbock Financial	\$302
National Kidney Foundation	\$340
Texas Department of Transportation – Medical Transportation Program	\$375
Women's Protective Services	\$420
Lubbock County Correctional Institute	\$450
Lubbock Independent School District	\$562
South Plains Community Action	\$700
Lubbock Adult Day Care	\$1,253
MHMR	\$4,141

¹ Includes all pass sales – day pass, children's pass, monthly pass

3 Characteristics of the Region

Regional Geography and Demographics

Due to statewide (or even broader) shifts in population patterns, the Lubbock region is faced with demographic challenges that may be significantly different than those in other regions.

The population growth in our region is slower than that of the entire state (+1.5% from 2000-2004 in the region; +7.3% statewide). Of the fifteen counties in the region, nine had population decreases, with one county (Cochran) showing a decrease of nearly 10.5%².

The irony is that, while our population is not growing at the same rate as that of the rest of the state, the need for transportation services is most likely increasing at a rate that is faster than in the rest of the state. Our region has more residents with disabilities (17.8% region; 16.0% statewide); more persons below poverty level (20.9% region, 15.4% statewide); and more persons age 65 and above (14.8% region, 9.9% statewide.) These groups are traditionally seen as being heavily transit-dependent.

The rural counties in our region are being hit particularly hard, as younger, more educated residents follow job opportunities to urban areas, leaving behind a demographic that is more dependant upon a wide range of social services.

The implications of these numbers to transportation providers are somewhat daunting: it is clear that there will continue to be increased demand for social services. And while our region makes up 5.2% of the square miles in the state, the population accounts for only 1.7% of the statewide total. Transportation providers will have to look for ways to meet increasing demands for service with stagnant – or decreased – funding levels.

County	Square Miles	Population (2000 Census)	Population (2004 Estimate)	% Change 2000-2004	Actual Change	% with Disabilities	% Persons Below Poverty	% Persons 65 years and older
Bailey	827	6,594	6,662	+1.03%	+68	24.6%	16.7%	15.2%
Cochran	775	3,760	3,341	-10.46%	-390	21.3%	27.0%	14.4%
Crosby	900	7,072	6,645	-6.04%	-427	23.3%	28.1%	15.6%
Dickens	904	2,762	2,711	-1.85%	-51	21.1%	17.4%	19.0%
Floyd	992	7,771	7,330	-5.67%	+441	20.3%	21.5	16.2%
Garza	896	4,872	5,094	+4.56%	+222	20.9%	22.3%	14.1%
Hale	1,005	36,302	36,029	-1.57%	-573	28.3%	18.0%	12.9%
Hockley	908	22,716	22,781	+0.29%	+65	18.5%	18.9%	12.6%
King	912	356	323	-9.27%	-33	17.0%	20.7%	10.4%
Lamb	1,016	14,709	14,522	-1.28%	-189	21.4%	20.9%	17.3%
Lubbock	899	242,628	251,018	+3.46%	+8,390	17.1%	17.8%	11.0%
Lynn	892	6,550	6,156	-3.02%	-394	19.4%	22.6%	14.0%
Motley	989	1,426	1,307	-8.335%	-119	23.1%	19.4%	23.7%
Terry	890	12,761	12,576	-1.45%	-185	15.8%	23.3%	14.6%
Yoakum	900	7,322	7,348	+0.36%	+26	18.0%	19.6%	11.5%
Region Total	13,705	367,871	383,840	+1.58%	+5,969	17.8%	20.9%	14.8%
Texas	261,797	20,851,820	22,490,022	+7.3%	+1,638,202	16.0%	15.4%	9.9%

² Demographic information from <http://quickfacts/census.gov>

Regional Agencies Responsible for Transportation Planning

There are three public transportation providers in the Lubbock region; one of these providers – Citibus – maintains a planner. The Lubbock Metropolitan Planning Organization provides funding to Citibus for certain planning efforts. Although the LMPO has been a part of the regional coordination effort since its inception, they do not provide financial or technical support for planning efforts that fall outside of the metropolitan area boundary. The bulk of the Lubbock region is outside of this boundary.

Descriptions of the Region’s Public Transportation Providers

The public transportation providers in the Lubbock region are SPARTAN (a division of South Plains Community Action Association), CapTrans (a division of the Caprock Community Action Association), and Citibus. Their service areas, by county, are shown below:

County	County Seat	Transportation Provider
Bailey	Muleshoe	SPARTAN
Cochran	Morton	SPARTAN
Crosby	Crosbyton	CapTrans
Dickens	Dickens	CapTrans
Floyd	Floydada	CapTrans
Garza	Post	SPARTAN
Hale	Plainview	CapTrans
Hockley	Levelland	SPARTAN
King	Guthrie	CapTrans
Lamb	Littlefield	SPARTAN
Lubbock	Lubbock	Citibus (Lubbock city limits) SPARTAN CapTrans
Lynn	Tahoka	SPARTAN
Motley	Matador	CapTrans
Terry	Brownfield	SPARTAN
Yoakum	Plains	SPARTAN

CapTrans

CapTrans is a division of Caprock Community Action Association and is headquartered in Crosbyton. CapTrans provides service in Crosby, Dickens, Floyd, Hale, King, and Motley counties. When compared to the entire region, the CapTrans service area has the following statistics:

	Square Miles	Population (2000 Census)	Population (2004 Estimate)	% Change 2000-2004	Actual Change	% with Disabilities	% Persons Below Poverty	% Persons 65 years and older
CapTrans Service area	5,702	55,989	54,345	-2.94%	-1,644	18.7%	19.4%	23.7%
Entire region	13,705	367,871	383,840	+1.58%	+5,969	17.8%	20.9%	14.8%
State	261,797	20,851,820	22,490,022	+7.3%	+1,638,202	16.0%	15.4%	9.9%

CapTrans' transportation centers are located in every county except King. CapTrans provides service from Monday-Friday from 6:00 am to 6:00 pm; special provisions are made for Medicaid medical transportation that is outside of these days and times. Vehicles vary in size and range from seven to 22 passengers; most vehicles are equipped with wheelchair lifts.

SPARTAN

SPARTAN is the transportation division of the South Plains Community Action Association; its offices are located in Levelland. SPARTAN's service area includes Bailey, Cochran, Garza, Hockley, Lamb, Lynn, Terry, and Yoakum counties. Their service area has the following statistics:

	Square Miles	Population (2000 Census)	Population (2004 Estimate)	% Change 2000-2004	Actual Change	% with Disabilities	% Persons Below Poverty	% Persons 65 years and older
SPARTAN Service area	7,193	79,254	78,477	-0.98%	-777	19.5%	19.6%	11.5%
Entire region	13,705	367,871	383,840	+1.58%	+5,969	17.8%	20.9%	14.8%
State	261,797	20,851,820	22,490,022	+7.3%	+1,638,202	16.0%	15.4%	9.9%

In FY 2005 SPARTAN carried 106,262 passengers, operated 44,326 service hours and traveled 758,158 revenue miles.

Citibus

Citibus operates within the city limits of Lubbock, and is the regional contractor for Medicaid trips. Citibus' services include fixed route, CitiAccess (paratransit), Texas Tech University services, and special services.

	Square Miles	Population (2000 Census)	Population (2004 Estimate)	% Change 2000-2004	Actual Change	% with Disabilities	% Persons Below Poverty	% Persons 65 years and older
City of Lubbock	119	199,564	206,481	+3.46%	+6,917	12.3%	18.4%	11.5%
Entire region	13,705	367,871	383,840	+1.58%	+5,969	17.8%	20.9%	14.8%
State	261,797	20,851,820	22,490,022	+7.3%	+1,638,202	16.0%	15.4%	9.9%

In FY2005, Citibus carried a total of 3,779,325 passengers; due in large part to high gasoline prices, FY2006 ridership increased in all services with the exception of the Texas Tech University system. The ridership for both years is shown below:

	FY 2005	FY 2006
Fixed Route	783,560	887,422
CitiAccess	63,637	71,395
Texas Tech University	2,804,632	2,438,557
Special Services	127,496	146,205
Total	3,799,325	3,543,579

Due to funding regulations, Citibus is in a constant struggle to meet transportation needs of a growing city on a shrinking budget.

4 Coordinated Transportation Plan

Coordination Actions/Strategies

During the time of the plan's formulation, the Lubbock group examined unmet transportation needs in the region and looked at areas where transportation services were duplicated among different transportation providers; a coordination plan was then developed.

Current Assessment

The public transportation providers in the region, while working with constrained budgets, all do a good job of meeting basic transportation needs. Because of the nature of providing transportation in sparsely populated areas, the three transit providers have a strong history of working together to assist one another when needed.

Perhaps in contrast with much of the rest of the state, no significant amount of duplicated transportation services were discovered in the Lubbock region. The state funded vehicles that were located were primarily being used by nursing homes or care centers, only one of which elected to participate in the coordination plan. The ones that did not participate were generally located in very remote areas of the region and the numbers of trips represented by these agencies, and their vehicles, was determined to have an insignificant impact upon overall regional transportation.

From the beginning of the process, the group felt that the key to regional transportation coordination was the Medicaid contract; this contract represents a large number of the trips taken by the rural providers and the cab company. Citibus was selected as the regional Medicaid contractor and began serving in that capacity on June 26, 2006. SPARTAN, CapTrans, and Sexton Enterprises are serving as subcontractors to Citibus on the project.

Unmet Needs

The regional group has worked to identify the following unmet needs in the region:

- Transportation for participants in various educational or job training programs housed at Reese Center, which is not on Citibus' fixed route system and is in a premium-fare zone for CitiAccess or NiteRide trips
- Lack of Citibus fixed route service throughout the city of Lubbock makes it hard for participants in job training/education programs to have transportation to the programs
- Maintenance of aging 5310 vehicles
- Long trip times and long waits for return trips for passengers coming into Lubbock from rural areas; while SPARTAN's passengers can wait at various SPCAA locations in Lubbock, there is no place for other passengers to wait comfortably for their return trips
- A way to provide information about all transportation programs in the region
- Lack of coordinated travel training program in the region
- Rural senior citizens suffer from a lack of reliable transportation. This is due to a variety of causes, including aging vehicles operated by senior citizen centers in rural areas. These centers may not have adequate funding to purchase transportation from rural providers, and when their vehicles are inoperable, there is not reliable transportation for their clients. Interest in seeking grant funding for these centers varies widely, according to interest from center staffs, and from the county judges and commissioners' court. The level of transportation service offered through these centers is somewhat uneven.

Opportunity for Improvement

Given current political and legal situations, the transit operators' direct provision of transit services is probably as well-coordinated as it can be. The operators have had a strong working relationship for several years, and their history of working together is evident.

There may be opportunities of coordination in other areas including:

- Purchasing vehicles
- Purchasing fuel
- Trip scheduling and dispatching
- Travel training/bus familiarization
- Fleet insurance
- Health insurance
- Map design and printing
- Website design and hosting
- Training
- Advertising and public relations

Barriers and Constraints

As part of their support for the regional coordination effort, the Texas Department of Transportation has pledged their assistance in eliminating items that are identified acting as barriers or constraints to achieving a fully-coordinated plan.

Generally speaking, a barrier can be considered a state or federal statute or regulation, or formal policies. Barriers are generally written into statute, code, regulation, or contract language for funding agreements. Barriers will take formal legislative action to resolve.

Constraints are considered to be something that limits freedom, but that are not generally codified. Using this guideline, constraints are most appropriately addressed and solved at a local level.

The following barriers and constraints have been identified by participants in the local coordination process.

Barrier	How it obstructs coordinated services
A lack of resources – capital and operating – to meet current needs.	<p>The planning group has not identified any significant duplication of service provision in our region.</p> <p>The urban and rural transit networks are restricted because they cannot grow to meet demand. Our region is older, poorer, and more disabled than the state average, which means that demand for transportation services will continue to grow. Funding levels that do not meet current needs will certainly not be sufficient in the future, as demand for services increases.</p>
Transportation needs that cross into other regions or states.	The transportation needs of persons who live outside our boundaries, but who may require services available only in our region, may not be adequately met.

<p>Medical trips – such as dialysis – scheduled for facilities that may not be the closest destination.</p>	<p>The Medicaid scheduling requirement does not permit the transportation providers to operate in the most efficient manner, which therefore places even more pressure on an already-strained system.</p>
<p>Cost of insurance/high insurance requirements</p>	<p>Costs that rise faster than our funding allocations mean that more of our funds are pulled away from direct provision of transportation in order to cover overhead expenses.</p> <p>Additionally, in situations where a municipality’s risk managers get involved in coordinated transportation services, their insurance requirements place an extreme hardship (at best) on private providers who wish to coordinate with public entities.</p>
<p>Restrictions that prohibit a rural provider from doing trips in urban areas.</p>	<p>Our most significant unmet need in the region is in areas of the city of Lubbock that are not served by Citibus’ fixed route system. However, under current rules, Citibus is not permitted to utilize rural providers to assist in meeting transportation needs in the urban area unless formal agreements between all providers are in place.</p>
<p>Inflexible Medicaid rules.</p>	<p>Rigid Medicaid rules result in two situations – one is that Medicaid passengers are given preferential treatment when compared to other system passengers; the other is that Medicaid rules do not give transportation providers the ability to operate at peak proficiency. This impacts any funding that is allocated by formula, as we are penalized for the inefficiencies that (1) we do not cause, and (2) we cannot change.</p> <p>Additionally, we are looking at a program to provide a safe place to wait for rural passengers who have long waits for their return trips. This is a serious issue in our region, but it appears that Medicaid rules would prohibit payment of trips from a central wait location. This means that, while we could provide a safe and comfortable waiting location for rural passengers, that facility could not be used for Medicaid recipients.</p>
<p>Limited Citibus service area.</p>	<p>Because of not being able to use Federal funds for operating assistance, Citibus is not able to grow the system to meet increasing needs. This impact ripples throughout our community and region – for example, WorkSource assists residents in finding jobs, but in many cases newly-hired individuals are unable to have transportation to their job, if it is not on the limited fixed route system. And, as noted previously, we cannot use rural providers to provide trips in the un- or under-served areas of urban Lubbock without formal agreements with all providers</p>

Project continuity for JARC and New Freedom projects	<p>Our region intends to include JARC and NF projects in our plan, and to apply for these funds. While JARC and NF projects will greatly assist in meeting unmet needs in our region, if the projects are only funded for one year, that puts the transit providers in a bad position with passengers who will come to depend on service that we cannot guarantee the ability to provide past the end of the grant commitment. In many cases, it takes months to develop ridership on new programs, and it is likely that ridership could take almost the entire first (only) year to grow to acceptable levels.</p> <p>Not only will there be an even greater obstacle for our passengers who had no service before, but it will create a lingering problem of public relations and credibility for the providers.</p>
Funding levels that are formula-based actually provide a disincentive for coordination	<p>All public transportation providers whose funds are provided by formula/performance measures are actually in jeopardy of decreased funding amounts if the number of trips they provide decreases, or if their performance factors are impacted negatively. This is a huge disincentive for coordination – none of the providers in our region can afford to lose funding.</p>
511 System	<p>The lack of a 511 system in our area means that we are not able to provide comprehensive transportation information across the region.</p>
Restrictions on vehicle size/fuel types that are funded by the state	<p>In many cases, it would be much more economical to operate smaller vehicles, such as accessible mini-vans, to provide trips to remote areas with low demand for transportation services. Purchase of these vehicles is prohibited if state funds are used.</p> <p>Likewise, restrictions on fuel types or requirements for low-emission vehicles hampers the providers' ability to purchase vehicles that more closely meet the specific transportation needs in the region.</p>
Lack of knowledge of various transportation options	<p>Clients may be eligible for Medicaid trips, but use agency transportation instead; or clients may not fully understand the transportation options that are available and instead opt for not taking trips</p>

Constraint	How it obstructs coordinated service
Confusion about different vehicles/logos/drivers among passengers, especially elderly passengers or ones with cognitive disabilities.	We are concerned that an effort to coordinate transportation services will make the service actually more difficult for our passengers, because they won't always be able to understand why different vehicles are picking them up. A vast re-painting scheme for all vehicles in the region is not fiscally feasible; additionally, we are NOT the same provider – as we all operate independently from one another – and looking like we are the same provider may not be in anyone's best interest.
Ongoing problems with the TEJAS system	The TEJAS system does not automatically update, so the TSAP must pull trips multiple times during the day, which wastes already-full staff time.
Different needs of assistance (or expectations of assistance) among different service populations and how that balances with transit system's need for efficiency	Increased levels of customer assistance will impact transit system efficiency; our funding is formula-based so this will ultimately impact how much funding we can receive. A comprehensive, region-wide travel training program would help, but a program of that sort is constrained by funding and staffing.
In our region, we have identified almost no duplicated services. Our concern is that coordination will end up being more costly than what we currently provide. All the providers in our region are already operating as tightly as possible, and without duplicated services to "harvest" for funding, it is hard to see how we can afford to meet the needs that are currently not being met in our region.	None of the providers have additional funds to meet unmet needs and there are not significant amounts of duplicated services that can be eliminated. That means there is not additional funding that can be reallocated.
Katrina evacuees have much different expectations of public transit; current service meets neither their needs nor their expectations	Approximately 100 Katrina evacuees have relocated to Lubbock. The housing where most of them live is not on a bus route; most of these residents are familiar with using transit and would use it here to get to their jobs, but are not able to. This hinders their ability to work.
Cost of trips	Agencies that have a choice between directly providing transportation or providing gas vouchers for their consumers frequently find it more cost-effective to do either of those options rather than scheduling trips on rural providers.

Recommended Actions

Based on the identified unmet needs, the barriers, and the constraints, the regional planning group has developed the following strategy to assist in filling the gaps in service that exist in the Lubbock region.

Unmet Need	Remediation Strategy
Lack of service to Reese Center	Develop an on-demand shared-ride service to Reese. Propose for JARC funding.
Expand Citibus fixed route service	Dependant upon additional funding
Maintenance of 5310 vehicles	Establish maintenance agreements with public transportation providers
No place for rural passengers to wait for return trip	Purchase accessible taxi, develop site for passenger to wait, use new vehicle to provide on-demand pick-up and delivery to waiting location. Propose for New Freedom funding.
High trip costs to human service agencies who wish to use rural providers	Examine the possibility of negotiated rates for some trips. Other trips could be funding through JARC program. Propose for JARC funding.
Different program requirements; need for a centralized information system for transportation-related items	Implement 511 system
Need for travel training	Develop region-wide Mobility Manager position, who will be responsible for travel training, including curriculum development and direct training. Propose for New Freedom funding.
Work trips into and within Lubbock that are outside of hours of "traditional" transit services	Develop an expanded ride-to-work program for trips within Lubbock, as well as into Lubbock from surrounding communities. Propose for JARC fundins.
Other Coordination Opportunities	Remediation Strategy
Consolidated vehicle purchases	Requires approval of funding entities
Consolidated fuel purchases	Requires approval of funding entities
Central trip scheduling and dispatching for Medicaid trips	Related to implementation of 511 system
Consolidated insurance purchases	Requires approval of funding entities
Map design and printing	Requires interest and support from transit providers
Coordinated websites	Requires interest and support from transit providers
Coordinated employee training programs	Requires interest and support from transit providers
Coordinated advertising and public relations	Requires interest and support from transit providers, but could be done in conjunction with implementation of 511 system

Timeline for Implementation

Based on the identified opportunities for coordination, the Lubbock group proposes the following timeline:

Item	Date
Study applicability and interest in the following: <ul style="list-style-type: none"> • Consolidated vehicle purchase • Consolidated fuel purchase • Consolidated insurance purchases • Map design and printing • Coordinated websites • Coordinated employee training programs • Coordinated advertising and public relations 	Second quarter, FY2007
Study in more detail the needs for vehicle maintenance and possibility for centralized/coordinated maintenance facility	Second quarter, FY2007
Submit JARC application to include the following projects: <ul style="list-style-type: none"> • Service to Reese Center • Human/social service agency trip rate for program participants 	As soon as possible
Submit New Freedom application to include the following projects: <ul style="list-style-type: none"> • Comprehensive place-to-wait program, including vehicle purchase, facility acquisition/renovation, and other associated program elements • Regional Mobility Manager position, to include travel training program 	As soon as possible
Implement 511 system	Verify possible statewide implementation dates
Central trip scheduling and dispatching of Medicaid trips	Related to 511 system implementation

5 Public Involvement

The Lubbock region scheduled three public listening sessions. These sessions were held on May 30, 2006, in Crosbyton; May 31, 2006, in Levelland; and June 1, 2006, in Lubbock. These sessions were advertised on Citibus' web site and in the Lubbock Avalanche-Journal; this newspaper is distributed throughout the region and is typically used by all three providers for notices of public hearings or public listening sessions.

No members of the public attended the meetings in Crosbyton or Levelland. Two citizens attended the Lubbock meeting; they were there to address some specific concerns about Citibus' services rather than to comment on the regional transportation planning process.

A low turnout from the public is typical for the region.

Citibus staff presented the Regional Plan to the South Plains Association of Governments on November 14, 2006, and plans to hold a workshop with SPAG representatives within the next few months. This workshop will include a more in-depth presentation of the regional plan.

1998	Ford Crown Victoria	4	Gasoline	N	City limits of Lubbock	2-way radio	Mon-Sun	
1999	Mercury Marquis	4	Gasoline	N	City limits of Lubbock	2-way radio	Mon-Sun	
2000	Mercury Marquis	4	Gasoline	N	City limits of Lubbock	2-way radio	Mon-Sun	
2000	Ford Crown Victoria	4	Gasoline	N	City limits of Lubbock	2-way radio	Mon-Sun	
2001	Ford Crown Victoria	4	Gasoline	N	City limits of Lubbock	2-way radio	Mon-Sun	
2001	Ford Crown Victoria	4	Gasoline	N	City limits of Lubbock	2-way radio	Mon-Sun	

Appendix B – List of Participants

Brian Baker	SPARTAN
Roger Cardenas	SPARTAN
Lynn Castle	TxDOT
Liz Castro	South Plains Association of Governments/AAA
Claudia Cowley	CapTrans
Tera Davis	Lubbock Metropolitan Planning Organization
Hoyt Day	Citibus
Yvonne Evans	WorkSource
Melinda Harvey	Citibus
Chris Harwood	Lubbock Regional MHMR
Matt Jacobs	Citibus
Richard B. Jones	West Texas Opportunities
Pete Lara	South Plains Association of Governments/AAA
Aida Martinez	South Plains Association of Governments/AAA
Gerald Payton	Panhandle Transit
Irma Richey	WorkSource
Kathy Roberts	Texas Department of Health and Human Services
Steve Sexton	Sexton Enterprises/Yellow Cab
Serena Stephenson	Citibus
Tom Tucker	Lubbock Regional MHMR
Cindy Willis	Adult Day Care and Health Center
John Wilson	Citibus
Sam Woods	Lubbock Metropolitan Planning Organization

Appendix C – Agency Approvals of Plan

**Caprock Community Action Association, Inc.
Caprock Rural Transit District Board Minutes
October 23, 2006**

Judge William Hardin called the meeting to order.

Members Present: Judge William Hardin; Judge Woodie McArthur; Judge Ed. D. Smith; Judge Duane Daniel and Gary Jordan

Staff Present: Claudia Cowley – Monica Guerrero – Manuel Marin

Members Absent: Roy Borchardt

Presentation of July 24, 2006 board minutes

July 24, 2006 board meeting minutes were presented for approval. Woodie McArthur made the motion to approve the minutes as presented seconded by Duane Daniel and carried unanimously.

Presentation of September 30, 2006 financial reports

September 30, 2006 financial reports were presented for board review. Ed Smith made the motion to approve the financial reports as presented, seconded by Gary Jordan and carried unanimously.

Recommendation by Transit Board to approve the *Regional Service Plan – South Plains Region*

Document was presented for review. Duane Daniel made the motion to approve this document, seconded by Gary Jordan and carried unanimously.

Recommendation by Transit Board to approve the Texas Department of Transportation State Budget – 2007

The budget was presented for review. Woodie McArthur made the motion to approve the Texas Department of Transportation State budget, seconded by Duane Daniel and carried unanimously.

There being no further business Duane Daniel made the motion to adjourn, seconded by Gary Jordan and carried unanimously.



Judge William Hardin

Board Chairman

10-26-06

Date



SOUTH PLAINS COMMUNITY ACTION ASSOCIATION, INC

SPARTAN
Rural Public Transportation
806.894.3800

November 8, 2006

Mr. John Wilson
Citibus
801 Texas Avenue
Lubbock, Texas 79401

Dear Mr. Wilson:

On November 2, 2006, the South Plains Community Action Association, Inc. Board of Directors unanimously approved the Regional Service Plan for the South Plains Region.

We look forward to continued work with Citibus and other members of the Regional Coordination group. If I can be of further assistance, please contact me directly.

Sincerely,

Roger Cardenas
Director: Transportation/Housing/Community Services Divisions

cc: Mr. Bill Powell, SPCAA Executive Director
Mr. Jim Walker, SPCAA Board President

LUBBOCK PUBLIC TRANSIT ADVISORY BOARD (TAB) MEETING
TUESDAY, OCTOBER 31, 2006- 11:30 A.M.
CITIBUS CONFERENCE ROOM, 801 TEXAS

AGENDA

- (1) Consider approval of the minutes of the August 21, 2006, public hearing, and August 22, 2006, public hearing and regular meeting of the Lubbock Public Transit Advisory Board (TAB).
- (2) Citizen Comments, Requests for Service, and Update on Citibus Passengers.
- (3) Consider Approval of the South Plains Regional Coordination Plan.
- (4) Update on Citibus Fixed Route Service Changes.
- (5) Update on Legislative and Funding Issues.
- (6) Revised FY 07 Citibus Budget.
- (7) Miscellaneous Operating Reports.

Miscellaneous Items:

- **Financial Reports**
August/September 2006
- **Fixed Route Report**
August/September 2006
- **CitiAccess Report**
August/September 2006
- **Special Services Report**
August/September 2006
- **Maintenance and Transportation Report**
August/September 2006
- **Fleet Report**
August/September 2006
- **Ridership Reports**
August/September 2006

The Lubbock Public Transit Advisory Board approved Item 3 - Consider Approval of the South Plains Regional Coordination Plan, by unanimous vote on October 31, 2006.



Jay Jacobus, Chairman

10/31/06

Date

Transportation Policy Committee

Chairwoman
Patti Jones
County Commissioner
Lubbock County

Vice-Chairman
Tom Martin
City of Lubbock

Tom Head
County Judge
Lubbock County

Jim Gilbreath
City Council
City of Lubbock

John Leonard
City Council
City of Lubbock

L.C. Childers
Mayor
City of Wolforth

Lee Ann Dumbauld
City Manager
City of Lubbock

Randy Hopmann, PE
District Engineer
Texas Department of Transportation

John Wilson
General Manager
Citibus

Transportation Advisory Committee

Chairman
Jere Hart
City Traffic Engineer
City of Lubbock

Bill McCay
Vice-Chairman
County Commissioner
Lubbock County

Ysidro Gutierrez
County Commissioner
Lubbock County

Frankie Pittman
City Manager
City of Wolforth

Steve Warren, PE
Director of Transportation Planning and
Development
Texas Department of Transportation

Larry Hertel, PE
City Engineer
City of Lubbock

Randy Henson
Director of Planning
City of Lubbock

Melinda Harvey, AICP
Director of Service Development
Citibus

Nick Olenik
Road and Bridge Coordinator
Lubbock County

Dale Holton
Assistant Chief
Lubbock Police Department

Steve Shatley
Lieutenant
Texas Department of Public Safety

MPO Staff

Samuel L. Woods, AICP
Transportation Planning Director

Darrell Westmorland, AICP
Transportation Planner

Tera Davis
Transportation Planning Technician



Lubbock Metropolitan Planning Organization

Working Together



916 Main, Suite 706 Lubbock TX 79401 806.775.1676 (fax) 806.775.1675

November 15, 2006

Mr. John Wilson
General Manager, Citibus
801 Texas Avenue
Lubbock, TX, 79457

Dear Mr. Wilson:

The Lubbock Metropolitan Planning Organization approved the Regional Service Plan for the South Plains Region at its November 15, 2006 meeting.

If you need further assistance or have any questions, please do not hesitate to call me.

Sincerely,

Samuel L. Woods, AICP
Transportation Planning Director