

CONSTRAINT

Region: Heart of Texas
Constraint # <u>1</u> Brief description of the Constraint Public transportation in rural and small urban areas is not viewed as an integral part of the local infrastructures.
Source of Constraint Local and regional infrastructure
<u>Specifically</u> describe how this Constraint is limiting or restricting coordinated regional service. <i>Attach additional pages as required to describe in detail and with supporting facts.</i> Many times, local funding is committed to new construction projects with little or no consideration about the need for access to public transportation. Better marketing campaigns are a good source of informing developers and the public; however with already limited funding to transportation agencies, this is not a viable solution Further, local land use controls are typically silent on the need to design and provide for public transportation access.
What is your Region doing to take Local initiative to address and resolve constraint? We have approached the local MPO with little response and no feedback. Until legislation dictates specifications for new development, nothing will change. Public transportation is not viewed as vital part of daily life.
Do you need additional assistance on how other Regions have tackled and resolved similar Constraints? Would you like to post a request for advice or suggestions from other Regions on the RSP website? We would like to see if there are any other regions feeling the same constraint.

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Constraint # <u>2</u> Brief description of the Constraint Lack of statewide directory of public transportation providers and subcontract providers.
Source of Constraint Lack of information regarding statewide transportation providers
<u>Specifically</u> describe how this Constraint is limiting or restricting coordinated regional service. <i>Attach additional pages as required to describe in detail and with supporting facts.</i> Lack of statewide directory and detailed contact information and service description makes coordinated delivery of service challenging. A directory will allow coordination of transportation across regions or across the state.
What is your Region doing to take Local initiative to address and resolve constraint? The Heart of Texas Region is preparing a hand directory that can be used by all regions in the state of Texas. This printed directory will contain such information as 1) transit agency; 2) physical address and phone number; 3) hours of operation; 4) types of services; 5) fares. Once all the information is gathered, we intend to request buy-in from the other regions in the state as well as vendors to help defray the expense of printing. We will research development of a specific website for regionally coordinated services (perhaps using the current RSP website) and maintain an electronic version of the directory that can be easily updated, keeping the information current. This information will be marketed to doctor's offices, social workers, dentists, pharmacies and public service agencies

Do you need additional assistance on how other Regions have tackled and resolved similar Constraints? Would you like to post a request for advice or suggestions from other Regions on the RSP website?

No

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Constraint # 3

Brief description of the Constraint

Lack of statewide, standardized scheduling, tracking, and reporting at the public transportation service provider level.

Source of Constraint

The state (TxDOT) lacks standardization of reporting.

Specifically describe how this Constraint is limiting or restricting coordinated regional service.

Attach additional pages as required to describe in detail and with supporting facts.

There are numerous reporting software packages currently in use by many transportation agencies which makes it difficult to systematically coordinate trips across regional boundaries. Development of standardized, uniform technology will allow coordination among various districts and provide a more adequate means of scheduling, tracking and reporting ridership, eliminating inefficiencies or overlapping service.

What is your Region doing to take Local initiative to address and resolve constraint?

Currently nothing; there are different software packages being used by multiple agencies. We feel this needs to be addressed at the state level to adopt or develop a standard, electronic package that can be utilized by all public transportation agencies sophisticated enough for the metropolitan providers but economical enough for the smallest rural provider. TxDOT could provide training and technical support to small providers who are not staffed to assume these duties.

Do you need additional assistance on how other Regions have tackled and resolved similar Constraints? Would you like to post a request for advice or suggestions from other Regions on the RSP website?

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Constraint # <u>4</u> Brief description of the Constraint Lack of coordinated resources for maintenance of equipment.
Source of Constraint Lack of coordination and communication between urban and rural provider.
<u>Specifically</u> describe how this Constraint is limiting or restricting coordinated regional service. <i>Attach additional pages as required to describe in detail and with supporting facts.</i> Rural providers spread throughout the region utilize small, often over-booked repair shops for maintenance of their fleet. Because these shops do not typically stock specialized parts needed for the paratransit vehicles , they are forced to keep the vehicles out of service for lengthy periods of time decreasing service. Unfortunately, often times the mechanics do not possess the expertise to accomplish the repairs quickly and end up entering into third party agreements extending the repair time even further.
What is your Region doing to take Local initiative to address and resolve constraint? The urban and rural provider will develop a coordinated vehicle service program by utilizing the new multi-modal facility's maintenance shop. The urban maintenance facility employs mechanics with expertise in bus service and is geared to perform a large volume of vehicle repairs. Once a baseline has been established on the paratransit fleet, quarterly maintenance will be scheduled as vehicles make regular trips into the city. A parts base will be maintained for emergency repairs moving the vehicles through the shop much more quickly.

Do you need additional assistance on how other Regions have tackled and resolved similar Constraints? Would you like to post a request for advice or suggestions from other Regions on the RSP website?

Not at this time

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Constraint # <u>5</u> Brief description of the Constraint Lack of inter-regional cooperative to access service in other parts of the state.
Source of Constraint
Regions
<u>Specifically</u> describe how this Constraint is limiting or restricting coordinated regional service. <i>Attach additional pages as required to describe in detail and with supporting facts.</i> Commitments are not met when an agency provides information to a perspective rider who needs to travel between regions in order to reach a particular destination. For example, there is a veteran who lives in Houston who needs the expertise of a doctor in the VA center in Temple. Physicians, nurses and social workers are aware of public transportation for this patient but are unable to develop a coordinated trip for him with a seamless transition between regions. The patient must call multiple agencies to be sure he can get from point A to point B in time for his appointment. In order for coordination to occur, all transit providers need to develop a set of rendezvous pick up points to be routinely used when trips need to cross regions.
What is your Region doing to take Local initiative to address and resolve constraint? We have communicated with sister regions to assist with the development of standard rendezvous points; however, until state directive is established we don't foresee this happening.

Do you need additional assistance on how other Regions have tackled and resolved similar Constraints? Would you like to post a request for advice or suggestions from other Regions on the RSP website?

Yes, we would like to know how other regions are developing standard rendezvous points. No one has mentioned this in either Best Practices Workshops.

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