



TRANSPORTATION WORKS: THE BLUEPRINT FOR CONNECTIVITY

ENHANCING ACCESSIBLE TRANSPORTATION IN RURAL & SMALL URBAN TEXAS FOR INDIVIDUALS WITH DISABILITIES AND SENIORS



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Dear Transportation Stakeholders:

The Texas State Independent Living Council (SILC) is pleased to host this unprecedented and collaborative opportunity to discuss and explore solutions to mobility issues in this great State. Texas SILC's Transportation Works Project presents this report based on your thoughtful feedback and the diligent efforts of SILC staff. Transportation Works, with your help, provides transportation options for the nearly three million individuals with disabilities and seniors living in Texas' rural and small urban counties (American Community Survey, 2015). Recommendations in this report may increase economic opportunity and mobility options for Texans with disabilities and seniors. Featured networks highlight local economic and transportation services as well as political and social partnerships available to individuals with disabilities living, contributing, and thriving in Texas rural communities. It is the goal of Texas SILC to expand this groundbreaking network statewide. This report exposes potential existing gaps in service, which is an initial step in diagnosing and developing transportation remedies. As a result, a secondary goal of the Transportation Works project is to create new and further develop existing forms of transportation that will directly serve individuals with disabilities and seniors living outside the city center.

Transportation Works adheres to key principles of Independent Living

- Disability Rights are Civil Rights for all, no segregation or stereotypes.
- Individuals with disabilities are the experts and decide what is best for them.
- No person should be institutionalized on the basis of a disability.
- People learn from sharing information and having discussions with people who have had similar experiences (peer support).
- Advocacy: live it, drink it, be it! Advocacy never stops. Individual and systematic changes must continue until society is equal and safe for all and a barrier-free society.

As a person with a significant disability, I know far too well what it is like to live in a rural community with less than 10,000 people. I grew up before there was an Americans with Disabilities Act, and I am pleased to see 25 years of progress in housing, employment, and transportation. I am aware we have many more miles to travel. I am excited we are traveling in the right direction.

This project is about real people and real stories about what makes this state amazing. Texas SILC humbly submits this report in formats that are as inclusive as possible (Braille, large print, Spanish, electronic). Together we have also established lasting partnerships and look forward to working with transit agencies, transportation providers, consumers, and members of the business community. Thank you for your time and open feedback!

Sincerely,


Executive Director

EXECUTIVE SUMMARY: INDEPENDENT LIVING APPROACH

When it comes to public transportation Texas has a monumental task and is faced with many challenges. Texas is the second largest state in terms of population and size and is the fastest growing state according to the 2010 Census (quickfacts.census.gov/qfd/states/4800.html). Texas' increasing demand for mobility options grows as its population rises. As these demands grow the needs for specific populations become more apparent. Texas' large geographic size and diversity of its communities provides for unique and dynamic mobility demands from individuals with disabilities and seniors. Through this report, Texas State Independent Living Council hopes to initiate a stakeholder dialogue comprising of traditional transportation collaborators as well organizations that comprise the coalition of proponents of the Independent Living Movement.



History and Functions

The history of the Independent Living Movement is derived from the fundamental principle that individuals with disabilities are entitled to the same civil rights and options as those without disabilities. It is centered on the belief that every human life is valu-

able. The start of the Independent Living Movement can be pinpointed in the early 1970's when the Berkeley Center for Independent Living in California was founded by Ed Roberts, a individual who had quadriplegia as a result of polio, and others with disabilities who were attending the University of California at Berkeley. Roberts started the first Independent Living Center with federal assistance, which focused on assisting individuals with disabilities to live in the community with necessary resources (www.nilp.org).

The creation of the center started a national movement; in 1975, The Coalition for Barrier Free Living was established in Houston as the first Center for Independent Living in Texas. The Coalition for Barrier Free Living did not receive public funding and relied on private donations and volunteers. In 1978, The Coalition for Barrier Free Living worked in partnership with the Texas Rehabilitation Commission to develop a grant proposal to establish a network of Center for Independent Living in Texas. (www.dars.state.tx.us/reports/Rider30-2013/index.html, *Rider 30 Report, Page 6*). At the same time, in 1978 the federal Rehabilitation Act was amended to include Title VII that provided for the first time federal funding for a national network. (www.nilp.org).

“We have many more miles to travel. I am excited we are traveling in the right direction.”

As individuals with disabilities gained greater authority over the services they received, a Centers for Independent Living network came into being. Centers for Independent Living abide by Section

EXECUTIVE SUMMARY: INDEPENDENT LIVING APPROACH

725 of the Rehabilitation Act of 1973, which sets out a standard that promotes the tenets of Independent Living philosophy. Centers for Independent Living are consumer-controlled, community-based, cross-disability, nonresidential, private nonprofit agencies designed and operated within a local community by individuals with disabilities and provide an array of independent living services. At a minimum, centers are required to provide the core services of information and referral, independent living skills training, peer counseling, individual and systems advocacy, and transition and relocation services. Most Centers for Independent Living are also actively involved in one or more of the following activities: community planning and decision making; school-based peer counseling, role modeling, and skills training; working with local governments and employers to open and facilitate employment opportunities; interacting with local, state, and federal legislators; and staging recreational events that integrate individuals with disabilities into the community. (www.2ed.gov/programs.cil.index.html).

Today there are over 600 Centers for Independent Living throughout the United States and approximately half are federally funded. The role of Centers for Independent Living was recently expanded in the Workforce Innovation and Opportunity Act of 2014 to include more involvement in the drafting and approval of the State Plan for Independent Living and the requirement to provide transition and relocation-related services.

As Centers for Independent Living were established nationally, the federal government looked for a way to coordinate this activity with the states. Important questions arose, such as: How many Centers for Independent Living do we create? Where should they be located? How much funding should they receive? By the late 1980s, each state that received Independent Living funds for services were required to have an Independent Living Advisory Council, a majority of whose members were individuals with disabilities. While advocates believed these Advisory Councils could be the logical next step to consumer control, many of the Councils were powerless and with limited authority over the state agencies that controlled the funding streams. In 1992, Congress reauthorized the Rehabilitation Act of 1973 and State Independent Living Councils were given more authority and the responsibility to publish a culmination of goals with the triennial State Plan for Independent Living.

All State Independent Living Councils have at least one Executive Director of a Center for Independent Living chosen by the Executive Director of Centers for Independent Living within each state. They must also have at least two Ex-Officio, non-voting members. One of those Ex-Officio members must be a representative from the designated State unit (e.g. Department of Assistive and Rehabilitative Services in Texas) and a representative from another state agency that provides services for individuals with disabilities. The Council may also include other representatives

EXECUTIVE SUMMARY: INDEPENDENT LIVING APPROACH

from Centers for Independent Living; parents and guardians of individuals with disabilities; advocates of and for individuals with disabilities; representatives from private businesses; representatives from organizations that provide services for individuals with disabilities; and other appropriate individuals. Federal law states that the Council shall provide statewide representation; represent a broad range of individuals with disabilities from diverse backgrounds; and are knowledgeable about Centers for Independent Living and Independent Living services. Finally, the Council should be composed of a majority of persons who are individuals with disabilities and not employed by any state agency or Center for Independent Living.

A State Independent Living Council brings together expertise from different arenas of individuals with disabilities and individuals who are dedicated to furthering the tenets of the Independent Living philosophy. The State Independent Living Council is an objective entity that organically connects the Independent Living network for the good of individuals with disabilities and is an ideal catalyst for implementing change using stakeholder feedback and leveraging contacts to develop innovative solutions.

A State Independent Living Council's primary duties include five federal-mandated tasks pursuant to the Workforce Innovation and Opportunity Act:

1. Develop the State plan as required by Section 704 of the Rehabilitation Act;
2. Monitor, review, and evaluate the

implementation of the State Plan;

3. Meet regularly and ensure that meetings of the Council are open to the public and sufficient advance notice of such meetings is provided;

4. Submit to the Administrator periodic reports as the Administrator may reasonably request, and keep records, and afford access to records, as the Administrator finds necessary to verify the information in reports; and

5. As appropriate, coordinate activities with other entities in the State that provide services that are complementary to Independent Living services, such as entities that facilitate the provision of or provide long-term community-based services and supports.



Texas Independent Living Network



Picture of the rearview of LIFE/RUN's accessible bus.

While these are the primary duties of every State Independent Living Council, State Independent Living Councils can serve their states in other ways to promote the Independent Living philosophy. Recent developments with the Workforce Innovation and Opportunity Act require more action from the State Independent Living Councils as Independent

EXECUTIVE SUMMARY: INDEPENDENT LIVING APPROACH

Living Programs move from the U.S. Department of Education to the U.S. Department of Health and Human Services, Administration for Community Living. The State Plan for Independent Living will now require approval from Center for Independent Living Directors. The Texas State Independent Living Council (SILC) is enthusiastic about future changes in Independent Living from a national perspective and is excited that State Independent Living Councils are recognized for their leadership and being tasked with new responsibilities nationwide.

The Independent Living network includes the Texas Department of Assistive and Rehabilitative Services, the Texas SILC, 27 Centers for Independent Living, and other stakeholders in the disability community. In Texas, the network of Centers has been able to achieve its goals by helping tens of thousands of Texans achieve more independence each year and supports the nearly three million Texans with disabilities (American Community Survey, 2015). The Centers in Texas receive a combination of federal and state funding to provide Independent Living

services and individually hold contracts and receive grants to provide a variety of community-based services. A comprehensive list and contact information for Texas' Centers for Independent Living can be found in later pages of this report.



Consumers collaborate to complete a Transportation Works activity.

The Texas SILC is a non-profit entity operating as a 501(c)(3) and was founded in 1989. Texas SILC is mainly funded through the Administration on Community Living and the Texas Department of Assistive and Rehabilitation Services and is tasked with partnering, developing, and monitoring Texas' comprehensive State Plan that develops goals for Independent Living services in Texas. Other roles of the Texas SILC are systems advocacy, education of the public regarding disability-related topics, and establishing a provision of technical assistance concerning the independent living philosophy and approach. Texas SILC has made access and use of transportation by individuals with disabilities and seniors a paramount priority to be addressed statewide. The 2014-2016 State Plan for Independent Living



Members of the Texas Independent Living Network celebrating the 25th anniversary of Americans with Disabilities Act.

EXECUTIVE SUMMARY: INDEPENDENT LIVING APPROACH

addresses transportation services and identifies the need for individuals' access and utilizes public transportation and non-traditional transportation options in rural and small urban areas in order to live independently. The Texas SILC has partnered with the Texas Department of Transportation and the Texas Centers for Independent Living to assess the transportation needs of the disability community and communicate those needs to regional and statewide transportation planners.



Project Specialist Kelle' Martin, and Regional Work Group member Judy Telge taking public input at Transportation Works Town Hall meeting in Corpus Christi.

million Americans and approximately 3 million Texans report having one or more disabilities. America has 6.5 million students with disabilities. (*www.whitehouse.gov/issues/disabilities.*) Thirty percent of individuals with disabilities have a high school education, 27.6 percent have some college, and 13.7 percent have a bachelor's degree or higher. The poverty rate of working-age individuals with disabilities is 21.4 nationally and slightly higher in Texas at 21.8 percent. Almost one million Texans report having difficulties with daily activities. Approximately 30 percent of Texans with disabilities are in the workforce while the unemployment rate is 4.5 percent. The average annual salary for individuals with disabilities is 12,000 dollars less than the average US salary. Individuals took a variety of transportation methods to commute to work. Specifically, 2.5 percent of working commuters took transportation to work while 74 percent drove alone, 13.4 percent carpooled, 2.5 percent walked, and the same percentage, 2.5 percent, reported taking a taxi, motorcycle, or bike to commute to and from work. Finally, 24.7 percent of Texas veterans report a service-connected disability, a slightly higher percentage than the national rate at 21.4 percent. (*American Community Survey 2009-2013*).

 **Centers for Independent Living**
Target Population

Each individual with a disability has unique talents and needs, and a better understanding of individuals with disabilities allows us to better understand our nation, Texas, and our community. Today, 19 percent of Americans – over 56



Nationwide Statistics

56.7 million Americans have one or more disabilities, around 19% of the population

There are an estimated 2,902,056 people with disabilities in the state of Texas.



Workforce

In Texas, 30.1% of people with disabilities are in the workforce. The unemployment rate for individuals with disabilities is 4.5%



Earnings Disparity

Average annual salary nationally is approximately \$50,000+. For individuals with disabilities it is

\$38,000 vs. **\$50,000**



Transportation

Having increased access to reliable transportation would assist with the employment gap and promote and foster better independent living



Gender & Age

1,405,383 of males of all ages in Texas reported one or more disability, while 1,496,673 females reported. Nationally, 11.9 % of males & 12.3% of females reported.

↑ 11.7%
Female

↓ 11.4%
Male

DISABILITY STATISTICS



The Breakdown



Day-to-Day Living

of people in Texas who experience difficulties with daily activities, including bathing, dressing or moving around inside their homes.

930,860

of state population

3.7

% of state population



Education

30 % of people with disabilities had a high school education. 26.7 % had some college and 13.7 % had a bachelor's degree or higher.

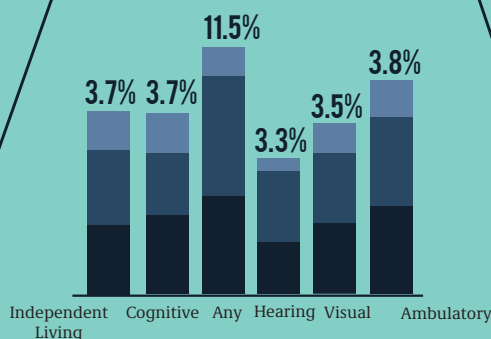


Poverty

The poverty rate of working age people with disabilities in Texas was 21.8%.

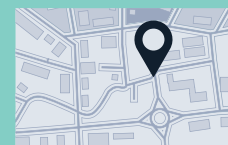
Nationally it was 21.4%

Prevalence of Disability



Commuting to Work

2.5% of working commuters took public transportation to work. 74% drove alone. 13.4% carpoled, 2.5% walked and 2.5% took a taxi, motorcycle, or rode a bike.



Data Source: 2009-2013 American Community Survey 5-Year Estimates

EXECUTIVE SUMMARY: ACCESSIBLE TRANSPORTATION RECOMMENDATIONS

It is through the analysis of a statewide survey findings, public engagements, and town hall meetings Texas SILC is able to yield both quantitative and qualitative data that result in general statewide recommendations and produce specific regional feedback. The information gathered through Texas SILC's survey and town halls has been synthesized to become recommendations within this report in hopes to be the catalyst that will spark the conversations that will lead Texas into the future of public transit options. The following is a sample of possibilities that may be implemented through education efforts and collaboration:

The diversity of Texas' communities and their mobility needs will not be solved with a singular, statewide solution. The following is a sample of possibilities that may be implemented through education efforts and collaboration.

“The benefits of successful coordinated transportation systems often include providing greater access to funding, creating a more cost-effective use of resources, including reduced duplication and overlap in human service agency transportation services; filling service gaps in a community or geographic area; servicing additional individuals within existing budgets; and providing more centralized management of existing resources.” (www.2fta.dot.gov/node/121).”

-Federal Transit Administration's Coordinating Council on Access and Mobility

Leveraging Resources

Given the demands placed on Texas transportation system, Texas Department of Transportation (TxDOT) has taken an innovative approach and partnered with Texas SILC and other agencies to bring awareness to non-traditional modes of transportation and various funding options. Through collaboration and bringing available resources to the table, transportation stakeholders are better able to meet the transportation challenges of their respective communities. Through the development of private-public partnerships, Texas can leverage these connections and bring forth more federal match dollars to meet the transportation needs of Texas' growing population. State and local agencies, such as the TxDOT, Department of Assistive and Rehabilitation, and Texas Workforce Solutions, should partner with local non-profits, such as the Centers for Independent Living, Area Agencies on Aging or Wounded Warriors, as well as private partners and explore the multitude of federal funding available to provide individuals with disabilities and seniors accessible transportation to commute to and from work or school in an ultimate goal of living more independently.

Student-Work Program

Many rural areas have private or public schools, universities, branches, community colleges, or technical schools in their or larger neighboring communities. Opportunities to develop student work

EXECUTIVE SUMMARY: ACCESSIBLE TRANSPORTATION RECOMMENDATIONS

study programs (i.e. Transportation Ambassador Program) are being overlooked whereby students may earn course credit by helping fellow students with disabilities to attend class. Examples include driving individuals with disabilities to and from class, helping part-time as an attendant, and empowering their peers to live independently and contribute to the university community. Centers for Independent Living should consider reaching out, along with the support of private and public partnerships, to help expand student-based services that provide transportation for individuals with disabilities.

Public Rights-of-Way

Sidewalks, street crossings, and other elements in the public right-of-way may pose challenges to mobility for individuals with disabilities. The United States Access Board is developing new guidelines for public rights-of-way that address various accessibility issues, such as blind pedestrian street crossings, wheelchair accessibility, wheelchair access to on-street parking, and various space constraints and roadway design practices. New guidelines will cover pedestrian access to sidewalks and streets, pedestrian signals, parking, and other components of public rights-of-way. The Access Board's goal is to develop guidelines to ensure that access for individuals with disabilities is provided wherever a pedestrian way is newly build or altered, and the same degree of convenience and safety is afforded to the public is available to individuals with disabilities. (www.access-board.gov/

guidelines-and-standards/streets-sidewalks/public-rights-of-way). Texans should engage in the Access Board's rulemaking initiatives to ensure mobility issues are addressed in their community. On April 19, 2015 Representatives Doris Matsui (D-CA) and David Joyce (R-OH) introduced the Safe Streets Act of 2015 (HR 2071) which would make streets and sidewalks safer and more convenient for everyone, including individuals with disabilities. The bill would require state departments of transportation and Metropolitan Planning Organizations to adopt a complete streets policy, mandating that streets and sidewalks are accessible for all people using all modes of transportation, including pedestrians with and without disabilities. This bill would give the Secretary of Transportation responsibility to enact a system to monitor that states, Metropolitan Planning Organizations and local jurisdictions follow complete streets principles to ensure that every user of the transportation system is taken in consideration in all planning stages. Final standards for accessibility in new construction and alterations of pedestrian facilities for public rights-of-way will be issued by the Access Board. (congress.gov) Texas Independent Living Network could conduct a statewide outreach campaign along with a supporting petition and encourage Texans to communicate their support for complete streets principles to their respective Congressmen and Senators.

Voucher Programs

Vouchers are paper-based or electron-

EXECUTIVE SUMMARY: ACCESSIBLE TRANSPORTATION RECOMMENDATIONS

ic-based tickets or coupons that eligible riders give participating transportation providers in exchange for rides. The ticket or coupon is a guarantee that the rider's trip has been paid or that the transportation provider will be paid in the future. A voucher program helps customers afford access to services and destinations. The rider may pay for the entire cost of the trip or a small copay. Voucher programs are not a new concept. They have operated since the 1970s but were discontinued with the increase in sensitivity of liability issues and the lack of transit services in rural areas. (Employment Transportation Resources. www.web1cta.org).

Many Centers for Independent Living, however, have revived voucher program efforts. Two main models for voucher systems have emerged:

- **Checkbook Model:** In this model, transportation consumers receive a checkbook with an allocation of miles from a sponsoring agency (e.g., Center for Independent Living). The customer exchanges the check for a ride with a volunteer or transit agency driver. The sponsoring agency offers planning support, allocates vouchers, and reimburses drivers. Although volunteer drivers are paid, the driver maintains volunteer status under Internal Revenue Service rules.

- **I-voucher Model:** In this model, a social service agency provides logistical support, authorizes, and tracks transportation using software. Voucher websites print and mail I-vouchers to consumers or provides bus ledgers to transportation providers. The I-vouchers contain information about destination, mileage, value of the trip, and consumer data. The

voucher websites pay transportation providers and invoice funding sources. (http://web1.ctaa.org/webmodules/webarticles/articlefiles/Rural_Voucher_Programs.pdf).

According to Employment Transportation Resources, *Transportation Voucher Programs: Facilitating Mobility in Rural Areas*, 41 percent of rural residents do not have public transportation available, and another 25 percent of rural citizens live in areas where public transportation is extremely inadequate, providing fewer than 25 trips per year for each household without a personal vehicle. Voucher programs for individuals with disabilities and seniors living in rural areas meet the mobility demands to travel to and from work where public transportation is unavailable. (http://web1.ctaa.org/webmodules/webarticles/articlefiles/Rural_Voucher_Programs.pdf)

Good Business

Employing individuals with disabilities makes good business sense for employers. Employees with disabilities are purportedly more dedicated according to a recent Texas A&M Transportation Institute diversity study. Additionally, the IRS offers several tax credits for employers who employ employees with disabilities. The Work Opportunity Credit provides a tax credit of up to 40 percent of the first \$6,000 of the first year wages of a worker with a disability. The Individuals with Disabilities Access Credit is another opportunity for businesses. An employer can claim up to \$10,000 per year for providing access to individuals

EXECUTIVE SUMMARY: ACCESSIBLE TRANSPORTATION RECOMMENDATIONS

with disabilities employed if the business earns \$1 million or less annually and has no more than 30 full time employees. Third, the Architectural Barrier Removal Tax Deduction may provide a credit of up to \$15,000 per year for removing architectural or transportation barriers to accommodate employees with a disability.



Federal Contracts

The US Department of Labor announced a goal for federal contracts to hire seven percent of its workforce consist of individuals with disabilities. While there is no penalty for not reaching the goal, the Department is encouraging contractors to develop and implement programs to correct issues or impediments to equal employment. Effective December 19, 2014, the Tax Increase Prevention Act of 2014 extended the qualified transportation fringe benefit levels (Commuter Tax Benefits). The Commuter Tax Benefit increases the tax exclusion from \$130 to \$250 per month for parking, transit, and commuter highway vehicles. However, according to IRS Rev. Proc. 2014-61, “For taxable years beginning in 2015, the monthly limitation under § 132(f)(2)(A) regarding the aggregate fringe benefit exclusion amount for transportation in a commuter highway vehicle and any transit pass is \$130. The monthly limitation under § 132(f)(2)(B) regarding the fringe benefit exclusion amount for qualified parking is \$250.” (www.irs.gov/pub/irs-drop/rp-14-61.pdf). Commuters can receive both the transit and parking benefits (i.e., not to exceed \$380 per

month). Employers may permit employees to use pretax dollars to pay for transit passes, fares from vanpools, and parking. However, the Commuter Tax Benefit does not apply to bicycle benefits or charges. For more information, please see: <http://www.nctr.usf.edu/programs/clearing-house/commutebenefits/#sthash.PhPSb-vMv.dpuf>



Rider Responsibilities

Individuals with disabilities and seniors should remain engaged in the process even though funding is a major challenge. Riders should self-advocate and share their knowledge about lift requirements, ramp malfunctions, and other mobility issues to transit agencies and other appropriate venues. A rider’s documentation of the bus number, route number, date, time, and other identifying information is critical in diagnosing the issue and the transit agency providing an effective solution. Rider feedback is extremely valuable. Participation in fixed-routes, development of safe stops, and input regarding timely and appropriate departures and returns are critical to mending solutions for Texans with disabilities or seniors and their efforts to live independently.



Volunteers

Volunteer services may fill in gaps when other types of transportation are unavailable. Centers for Independent Living interested in taking on transportation issues may consider partnering with faith-based

EXECUTIVE SUMMARY: ACCESSIBLE TRANSPORTATION RECOMMENDATIONS

institutions to access volunteers to help as drivers to meet the mobility needs.

Vehicle Ownership

Given Texas expansive rural areas and the cost and time frame for building new infrastructure, vehicle ownership may be the quickest relief for many individuals with disabilities. Government agencies may wish to partner with private organizations to take donated vehicles and have them repaired and made accessible to increase mobility for individuals with disabilities and seniors to travel to and from work. The Department of Assistive and Rehabilitative Services may assist with vehicle modification through the agency's vocational rehabilitation services. There are federal programs that can provide for accessible vehicle ownership.

Personal/Private Enterprise

Taxi cab service is helpful in filling mobility gaps if they exist in rural areas. Taxi cab services or private services, such as Uber or Lyft, may be used to augment fixed-route services and serve as a solution for reaching destinations during extended hours. These services can be contracted by the local transit service to provide paratransit services or by the rider. Subsidies to the rider may be helpful in providing affordability when using such services.

Transit Agency Engagement

Transit agencies may consider working more closely with consumers and advocacy groups to better understand the transportation needs of their riders. Transit agencies may consider providing multiple ways to solicit consumer feedback. Increase training initiatives for drivers would close the communication disconnect between providers and consumers and lead to higher consumer satisfaction levels.

Transportation Funding

Transportation stakeholders may consider making efforts to remove funding silos through connectivity. Transportation stakeholders may also consider alternative funding sources, such as private foundations or the federal funding sources found in The United We Ride National Dialogue. Information about United We Ride can be found at: https://www2.fta.dot.gov/sites/fta.dot.gov/files/docs/NRC_FederalFundingUpdate_Chart.pdf The following are examples of private foundations that assist with mobility needs: **The Avril Lavigne Foundation's** purpose is to support youth living with serious illnesses or disabilities. For more information visit: <http://www.theavrillavignefoundation.org/>. **The Marriott Foundation for People with Disabilities** has developed the Bridges From School to Work Program. For more information about this partnering opportunity, please visit: <http://www.bridgestowork.org>. **The John A. Hartford Foundation** core mission is to improve the health of seniors. For more information on partnering with this program, please visit: <http://www.jhartfound.org>



Texas Transportation at a glance

OVER
56%
increase in
personal trips
by 2040



Bus ridership
is forecasted to
increase
45%
in the next
quarter century



There are more
237,440
MILLION
vehicle miles
traveled annually



There are
more than **88**
transit programs
for seniors and
individuals
with
disabilities



It will cost an estimated
\$4 BILLION
to achieve roadways
that are pothole free and
support a smooth ride

There are over
313,00 centerline miles
of public roadways in Texas

<http://ftp.dot.state.tx.us/pub/txdot-info/tp-p/2040/plan/chapter-4.pdf>

PUBLIC TRANSPORTATION IN TEXAS



The Need for Collaboration in Transportation

In the 2015 Education Series Rural Transportation Segment produced by TxDOT, it is written that most appropriated funds to TxDOT, pays for projects that are already approved, to service debt, and to maintain the existing transportation infrastructure. The funds are used along with other local resources to operate and sustain an infrastructure of services, fleet, and facilities across rural and smaller urban areas of the state. Along with supplying the means to maintain the framework for individuals to travel to work or school as the Transportation Works project aims to do, the funds also enable the public, and thus people with disabilities and seniors to make doctor's visits, run errands, and other personal trips. The series goes on to say that funds from these programs support services carrying over 34 million passenger trips each year. How many trips could that mean for people with disabilities and seniors annually? How are such vast numbers feasible for the state's transportation department?

In order to take on such a daunting task the need to bring together various partners to assist in figuring out the transportation needs of Texas' diverse communities. TxDOT and its regional partners are responsible for planning, designing, building, operating, and maintaining the state's transportation system. Given the demands placed on the Texas trans-

portation system, TxDOT has taken an innovative approach and partnered with Texas SILC and other agencies to bring awareness to non-traditional modes of transportation and various funding options to accommodate the needs of some of the state's underprivileged and underrepresented populations. Through collaboration and bringing available resources and the exploration of new and innovative ways to develop funds transportation stakeholders are better able to attempt to meet the transportation challenges of their respective communities and in some cases learn what needs exist.

Through the development of private-public partnerships, Texas can leverage these connections and bring forth more federal match dollars to meet the transportation needs of Texas' growing population.

The diversity of Texas' communities and their mobility needs will not be solved with a singular, statewide solution. The solution is bringing awareness of the needs of each community and resources found within the State. This issue will require a multitude of strategic initiatives that demands awareness of specific community needs and resources found within the state. With this report Texas SILC hopes to have people with disabilities, seniors, and their advocates a place reserved at the table.

PUBLIC TRANSPORTATION IN TEXAS



Participants at the town hall meeting in McAllen, TX.

Rural v. Urban Transportation Demands

United States Census data shows that nearly 30 percent of Americans live in rural areas today. Comparatively, 16 percent of Texans live in rural areas. However, in examining census data the share of individuals living in rural areas is much larger when population of cities under 50,000 (the minimum size for a metropolitan area) is figured. (*National Council on Disability 2015 Report, page 209*). Compared to the resources spent on urban areas in Texas, those allocated for rural public transportation is significantly less, which aggravates mobility for Texans living in rural and small urban areas, particularly Texans with disabilities. According to the Texas State Data Center, Texas is predicted to grow in population from 26 to 45 million in the next 20 years.

“Population and job growth will bring

more stress on infrastructure and place greater demand on rural highways to support freight movement and travel connections between farms, ranches, homes, jobs, and markets” (*TxDOT Strategic Plan, page 7*). Texas’ aging population, as the Baby Boomer Generation reaches retirement eligibility, is another issue that will increase the demand for rural public transportation that necessitates changes in how rural transportation will need to be accessed.

Labor & Wage Analysis in Rural Texas

In the fourth quarter of 2014, 33 of the 228 rural Texas counties reported average weekly wages above the national average of \$949 according to the Bureau of Labor and Statistics. In the fourth quarter of 2014, 33 of the 228 rural Texas counties reported average weekly wages above the national average of \$949 according to the Bureau of Labor and Statistics of Labor and Statistics. The Bureau of Labor and Statistics further reported that three of these smaller counties had wages that were also the highest in the state: Irion (\$1,514), Sutton (\$1,379), and Carson (\$1,370). Delta County registered the lowest weekly wage, averaging \$375 in the third quarter of 2014. When all Texas 254 counties were analyzed, all but 42 had wages below the national average. Fifty-four reported average weekly wages under \$650, 76 registered wages from \$650 to \$749, 52 had wages from \$750 to \$849, 30 had wages from \$850 to \$949, and 42 had wages of \$950 or more per week.

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The counties with the highest average weekly wages were located around the large metropolitan areas of Dallas, Houston, and Austin. Counties located around smaller areas of Midland, Odessa, and Amarillo also reported some of the highest average weekly wages. Texans receiving lower pay are located in the agricultural areas of central Texas, the Texas Panhandle, and along the Texas-Mexico border. (*Bureau of Labor and Statistics, June 2015*).



Accessible Transportation in Texas

A quarter of a century after the Americans with Disability Act and a half a century after the Urban Mass Transportation Act, most rural areas have limited transit services that create serious barriers to employment. The Urban Mass Transportation Act of 1970 mandated that individuals with disabilities and senior populations have the same right to use public transportation as any other citizens and a special effort should be made in developing transportation services to ensure its use for all. The law extends beyond accessibility modes, such as vehicles with lifts, and includes programs, services, and all other aspects of transportation. (*APRIL Transportation Act Reauthorization Position Statement: Rural Transportation for People with Disabilities, January 2010*).

Further, the use or right to access public transportation for all should meet or exceed the minimum requirements set forth in the Americans with Disability Act.

Provisions of Moving Ahead for Progress in the 21st Century (MAP-21), federal legislation that authorizes the U.S. Department of Transportation, is encouraging for rural transportation advocates who “believe creativity and the coordination of local and regional resources can help achieve the goal of completely integrating, rather than separate or segregated, regional transit service for individuals with disabilities in rural America” (*National Council on Disability Report, page 210*). Texas SILC believes these coordinated efforts should be measurable in an effort to obtain public and private funding to achieve the goal for mobility and access for all.

One example of creativity and coordination of regional resources is exhibited through Austin Resource Center for Independent Living and their travel program that improves transportation options in the 11-county service area (i.e. Bastrop, Bell, Blanco, Burnet, Caldwell, Comal, Hays, Lee, Milam, Travis, and Williamson Counties). The Austin Resource Center for Independent Living’s Transportation Plan promotes self-sufficiency and trains individuals with disabilities to use rural and urban public transit services. One program consumer used mileage reimbursement via a volunteer driver until he obtained employment. The Austin Resource Center for Independent Living partnered with the rural and urban transportation providers to train the consumer to use the public transit system to continue to commute to and from work.

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Workforce-related Public Transit in Texas

The Census Bureau reports that there are almost 57 million individuals with disabilities in 2010. Veterans with a service-related disability comprise 3.6 million of this population. Comparatively, in Texas there is approximately 26 million people, and 2.9 million Texans with disabilities (*American Community Survey*). According to the 2015 Kessler Foundation National Employment and Disability Survey, 68 percent of individuals with disabilities are striving to work. Those with disabilities are more likely to reside outside of urban areas due to reduced housing and living expenses. However, the lack of transportation options that can get an employee with a disability to work on time on a consistent basis (so as to retain employment) is a significant barrier faced by individuals with disabilities living in rural areas. Even though there are many public transit modes that comply with Americans with Disabilities requirements, each mode poses unique access obstacles for individuals with disabilities. These chal-



lenges are even more prevalent in rural or small urban areas where public transit is underfunded. Infrastructure and services that exceed standards mandated by law have the potential to make a large impact on the ability of working and work-seeking individuals with disabilities to obtain and maintain employment.

Because there is a great need and inadequate funding for transit services in rural areas, it is imperative that those who advocate for individuals with disabilities and develop programs on their behalf understand ways to better utilize existing services and document the needs and service gaps. Once these needs are understood, transportation providers and users are better able to collaborate to ensure positive change in the accessibility and use of transit modes in Texas rural areas.

One example of a public-private partnership that has enhanced mobility options for individuals with disabilities and seniors can be found in Corpus Christi, Texas and its surrounding areas. The Coastal Bend Center for Independent Living partnered with the local Workforce Solutions, Department of Assistive and Rehabilitative Services, Easter Seals Accessible Transportation Coalition Initiative, and private transportation providers to remove the barrier to employment of individuals with disabilities and seniors by providing accessible, affordable transportation. Together, the Mobility Options Project was developed and provided over 2,500 miles of service trips. Eighty-three percent of the 186 trips were provided before or after traditional ser-

PUBLIC TRANSPORTATION IN TEXAS

vice hours and 35 percent of the trips were provided on Saturday and Sundays.

This model program was passed to the consumer for less than five dollars per trip with the voucher paying for the majority of costs. This service also provided individuals with disabilities more mobility options, filled service gaps in the area, and enabled Department of Assistive and Rehabilitation vocational counselors to help clients meet their respective employment goals.

One consumer wrote passionately about the Coastal Bends Center for Independent Living Project, “As an individual with a disability I rely on various transportation options to assist me in navigating through my community. Although public transportation can be a reliable, dependable and affordable form of transportation, it has its limitations such as hours of service, coverage areas, and frequency. . . This being said, I strongly support the mission of Mobility Options Project to fill gaps where public transportation may fall short. I also feel that the Mobility Options Project fully illustrates the definition of mobility management due to the fact that they are using all methods of transportation, both private and public, to assist people with disabilities with maintaining independence. I strongly implore that the Mobility Options Project is considered for funding so that way more transportation options are available for the variety of needs for people of all abilities.” Another model program for addressing issues of mobility for individuals with disabilities is Mounting Horizon’s Transition

to Adult Life Program. The Transition to Adult Life Program prepares youth with any type of disability in high school for life skills to use at home, work, or college. Program objectives include budgeting, money management skills; increasing vocational skills, including interviewing, identifying career goals, and workplace skills; developing self-awareness and socially responsible behaviors; learning to effectively and safely ride public transportation; learning computer skills; and building healthy lifestyles. This program is a collaboration between school districts in Galveston County, local transportation providers, TxDOT, and Mounting Horizons Center for Independent Living. This innovative program is highlighted because Mounting Horizon Center for Independent Living is actively advocating for mobility needs for youth with disabilities in the Galveston area. This service is supported through a partnership with TxDOT and transportation providers that enables youth to participate in the program. Capacity to grow this model program has been enabled by the purchase of a new bus through partnership with TxDOT.



Sideview of LIFE/RUN’s accessible bus, Lubbock, TX.

PUBLIC TRANSPORTATION IN TEXAS

A consumer advocate, a mother of an individual with a disability, wrote a letter to Coastal Bend Center for Independent Living (CBCIL) sharing her appreciation and thoughts about the Mobility Options Project:

*February 7, 2015
TO: CBCIL and TxDOT*

First I would like to say thank you to CBCIL for assisting my son, Colton, in his travels towards achieving his goals. For those that do not know my son he is autistic—Very high functioning and quite capable someday of being totally independent. With the help from CBCIL his dreams of living independently, training for a career, and continuing to go to school has only been made possible due to CBCIL.

Colton is attending Texas A&M in your beautiful city. Reason being, this school had the most support for kids with disabilities. We researched many schools that were equivalent to the support he was receiving here in Tyler at Tyler Junior College. Texas A&M Corpus surpassed all that we were looking for in a school. This again opened another chapter in Colton becoming more independent. First time away from home, first time living in a dorm, first five months were academically successful. Colton had to either come home for summer or find a job and continue going to school to be able to stay in the dorm. Well, he passed his first interview and is now a volunteer at the Botanical Gardens in Corpus Christi off Staples.

Our problem: Colton does not drive. He is afraid to. Do you force one to drive if their desire is not there? I don't wish to lose my son in an

accident nor have Colton hurt somebody in an accident. We inquired at the Disabilities Department at the school... and he told us about CBCIL. They saved our day! Very helpful, reacted quickly to our needs and Colton continue to grow with his independence. The taxi service picks up Colton at his dorm every weekend and takes him to the Botanical Center. Colton enjoys volunteering and taking care of the animals and actually is now giving and sharing his knowledge to visitors of the Botanical Center.

We could not have done any of this without the help from CBCIL. They also were helping Colton get to his doctor and pick up medications. I am more than happy to continue to supplement any fees necessary. This service supplied by CBCIL is just not for Colton but other members of your community that are in need of everyday transportation. Something we take for granted does not come easy to others. So many would be affected if CBCIL was discontinued. How would they get to their jobs, how would they be able to go grocery shopping or to the doctor? How can they continue to try to live independently if CBCIL is not available? I live eight hours away and work. It is not easy to come down once a month or every weekend to help my son. Hopefully, as Colton matures and gets one stress, being school completed, maybe then he will be able to learn how to drive. One chapter at a time. One day at a time...

*Sincerely,
"Colton's Mom"*

PUBLIC TRANSPORTATION IN TEXAS

Drivers of Change

Individuals with disabilities account for over 50 percent of the population living below the poverty line in the United States. As demonstrated in the figure below, the largest subset of this 50 percent is between 16 and 64 years old, ages in which earning power demands mobility. Mobility is a luxury that low-income populations struggle to afford. Limited transportation options in rural and small urban areas of Texas coupled with more expensive mobility options for individuals with disabilities brings further complexities to the issue.

Effective transportation in rural areas necessitates comprehensive and creative solutions. Less concentrated populations and the vast distances of Texas can make fixed-route and paratransit services extremely challenging and costly. The Americans with Disability Act only re-

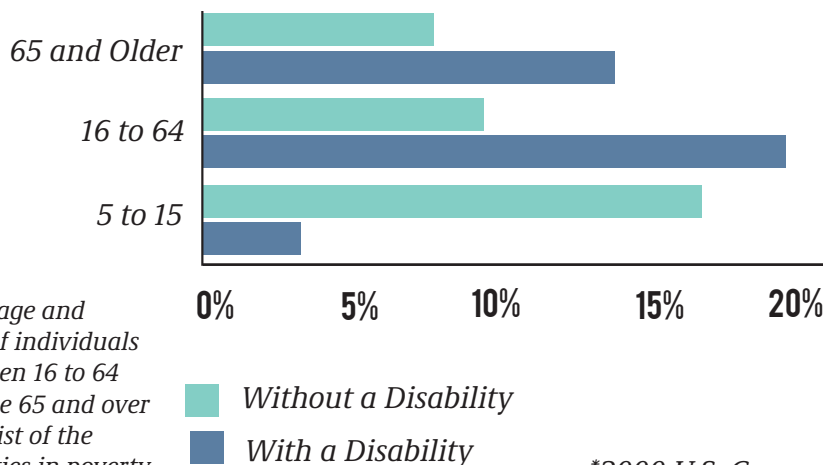
quires paratransit be offered to anyone within three-fourths of a mile from a bus system's fixed route.

According to the US Census, almost 4.5 million of all Texans live in rural areas. Almost 12 percent of Texans have a disability (*American Community Survey, 2015*). Texas' low-income and rural residents would benefit from public transportation to reach employment, commercial, and social opportunities. Without such opportunities, many people cannot secure jobs and remain on other government services. Although these problems are voiced throughout the State, rural and small urban transportation systems have limited fixed-routes and paratransit system. Texas will need to take stock of its existing resources and leverage connections to assist in the transportation needs of individuals with disabilities and seniors living in rural and small urban Texas.

POVERTY RATES FOR PEOPLE WITH & WITHOUT DISABILITIES *in Civilian Noninstitutionalized*

Populations by Age: 2000

The following graph provides information regarding age and individuals with disabilities. The largest population of individuals with disabilities that are low-income earners is between 16 to 64 years of age, which are key earning years. Seniors, age 65 and over and most eligible for or are receiving retirement, consist of the second largest population of individuals with disabilities in poverty.



*2000 U.S. Census



Abilene, Texas TRANSPORTATION WORKS PILOT PROGRAM

2015 Statistics & Percentages

This is an overview of the various accessible service trips offered in the Transportation Works pilot program in Abilene, Texas. Service trips are defined as going from one point to another.



1,676



2,034
Day Pass
Service Trips

Paratransit
Service Trips

816 🌙
Evening
Service Trips

Out of Area
Service Trips 📍
363

667 🚗
RoadRunner
Taxi Service Trips

261 🚔
City and Rural Rides
(CARR) Service Trips

6 *volunteer drivers*

79
Double Mountain Couch
Taxi Service Trips

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

Pilot Project Background

The aim of the Transportation Works project is to increase transportation options for individuals with disabilities to enable them to find and maintain employment. The TxDOT grant acknowledged that a lack of transportation, particularly for individuals with disabilities and seniors in rural and small urban areas, is a significant obstacle for them to participate in the workforce.



Texas SILC staff interacting with Summit attendee, Lubbock, TX.

The original project, which dates back to 2012, focuses on a seven county area in the Permian Basin of West Texas, which includes the counties of Andrews, Crane, Ector, Martin, Midland, Upton, and Ward. The majority of the project area is rural, but it included the cities of Odessa and Midland. Transportation Works was originally designed as a pilot project that could be replicated statewide. Texas SILC's collaboration with ABE Center for Independent Living faced challenges and was unfortunately unable to get off the ground due to lack of interest in a volunteer driver program in the area. The Transportation

Works project, however, found success in Abilene, Texas and was fully operational in March 2014. The project's aim was to provide accessible transportation for individuals living with disabilities in Disability in Action Center for Independent Living's six county service area.

The project in Abilene consists of two goals: A website and accompanying printed resource guide, which could be utilized by individuals with disabilities within the service area to identify transportation resources for employment and the construction of a volunteer-based transportation program. The transportation program would supplement existing public transportation options in the area to address gaps in service areas and times. The project entailed networking with existing public transportation providers to better address the needs of individuals with disabilities. Disability in Action used a model provided by APRIL, the Association of Program for Rural Independent Living. The program, outlined in the document "*Toolkit for Operating a Rural Transportation Voucher Program*" published by APRIL, utilizes vouchers to reimburse drivers transporting individuals with disabilities. In essence, the consumer records the number of miles traveled for employment purposes and turns that mileage amount in at the close of each month. Disability in Action's Transportation Works program is a hybrid volunteer/voucher program.

The success of this pilot project is in part to the Center for Independent Living's

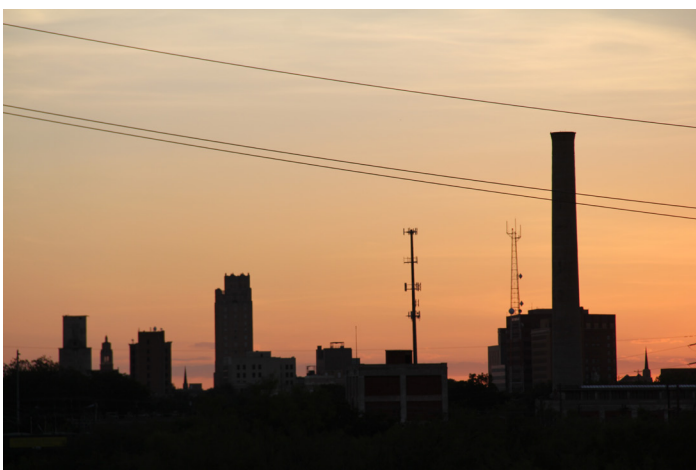
TEXAS SILC'S TRANSPORTATION WORKS PROJECT

ability to work with and gain buy-in from their local partners. Being able to supplement transportation options already available in the area with transportation available at different times of the day truly gives consumers choice and thus independence. Working with City and Rural Rides, Double Mountain Coach, Road Runner Taxi, and CityLink locally, Disability in Action is able to provide transportation options for individuals needing to get to school, work, or work-related training. The resource guide that is available online enables consumers to learn about services available to them so that they may navigate the transportation system with ease as they gain more knowledge.

Due to funding limitations, the Transportation Works project faces limitations moving past August 2015. The project, however, serves as a model for collaboration in meeting the needs of transportation in the area, and Texas SILC is proud of the accomplishments made in the area on behalf of individuals with disabilities and seniors.



Buses outside Southwest Area Regional Transit, Uvalde, TX.



TEXAS SILC'S TRANSPORTATION WORKS PROJECT

Project Purpose

The Texas SILC's Transportation Works Project adheres to the Independent Living philosophy by identifying services, infrastructure, and barriers to the use of existing public transportation in rural and small urban areas by individuals with disabilities as provided in the State Plan for Independent Living (*Texas SILC State Plan for Independent Living, Objective 1.2, Page 10*). Understanding barriers to the use of accessible public transportation in rural areas helps address unemployment in rural areas that hinders independent living options. The deliverables for the project are to:

- Solicit participation and record feedback with the involvement of transportation partners, passengers, consumers, advocates, human service providers, and other stakeholders through surveys, public hearings, and work groups to identify transit barriers for individuals with disabilities in rural areas;
- Publish a report on the survey findings, and include feedback gathered from the public hearings and work group discussions. This report includes recommendations for traditional and non-traditional forms of public transportation to serve individuals with disabilities living in Texas rural areas;
- Present the findings at a statewide Transportation Works forum where partners and stakeholders, including individuals with disabilities, Centers for Independent Living representatives, regional transit providers, and local Public Trans-

portation Coordinators are united to learn from informative workshops led by transportation industry experts, and to obtain strategies and tools for collaborating on rural transportation initiatives around the State;

- Educate and provide technical training to Centers for Independent Living leadership and regional transportation providers seeking to implement additional transportation programs or services to improve employment opportunities;
- Establish non-traditional transportation service options; and
- Expand existing services and resources.

Regional Workgroups

Texas SILC created a Regional Workgroup that consisted of transit stakeholders to serve as a steering committee that provided key information regarding transportation needs and resources in respective communities. This cross section of stakeholders, including Centers for Independent Living management and staff, Disability Rights Texas, Texas A & M Transportation Institute, and other partners and experts, provided valuable information that prevented Texas SILC from making missteps in the diverse Texas communities. The formation of the group was organic and participants who appeared to have a unique voice were invited to participate on the Regional Workgroup. Texas SILC recruited members to ensure a diversity of viewpoints would be present in steering the project. At times, Tex-

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

as SILC staff brought forth issues to vet amongst the Regional Workgroup. This proved to provide valuable feedback that laid the foundation and aided in strategic decision-making throughout the course of the project. Texas SILC staff is thankful for the time and participation of the Regional Workgroup, which includes:

- **Judy Telge**, *Director of Development and Special Projects, Coastal Bend Center for Independent Living*
- **Jackie Pacha Ph.D.**, *CRC, Executive Director, Brazos Valley Center for Independent Living*
- **Leah Beltran**, *Executive Director, Disability in Action Center for Independent Living*
- **Sharon Reynerson**, *Litigation Director, Lone Star Legal Aid*
- **Perry Hunter**, *Executive Director Mounting Horizons Center for Independent Living*
- **Christopher McGreal**, *Disability Rights Texas*
- **Linda Cherrington**, *Research Scientist and Program Manager, Transit Mobility Program, Texas A&M Transportation Institute*

Methodology and Data Collection

Texas SILC staff researched various types of needs assessment and survey methodologies that would be easily accessible for a range of individuals with disabilities. The survey instrument was provided in English, Spanish, or other accommodations if requested. The 33-question survey was anonymous and respondents' feedback was tracked by zip codes to better

be able to apply feedback to specific Texas regions. Additionally, approximately 10,000 surveys were distributed, which is almost double Texas SILC's goal of distributing 5,000 surveys. There have been 743 surveys returned, three in Spanish and 740 in English. The survey responses were analyzed quantitatively and response data was captured and preserved for future use.

Texas SILC staff promoted and publicized public hearings from a cross section of transportation stakeholders. Texas SILC staff developed and continues to improve the Transportation Works website, which serves as the sole source of integrated information of TxDOT and Centers for Independent Living data in a single place that is accessible for all to fully inform the public of Texas SILC's intent to solicit feedback in their respective communities.

Throughout the project, Texas SILC procured a videographer to document staff's extensive efforts and transportation stakeholder interactions that were compiled in a short documentary. This data collection method preserves the valuable feedback for future use in tackling transportation issues statewide. Additionally, it adds an element of accessibility as a visual medium for the Transportation Works Project.

Surveys and Interviews

The Texas SILC's Transportation Works Survey was originally only available online via SurveyMonkey when it was re-

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

leased in early November 2015. Physical distribution of surveys began at the first town hall/public hearings of 2015 in Tyler and Longview, Texas held January 6th-7th 2015, and the survey was closed on June 25, 2015. Texas SILC partners and the Centers for Independent Living, provided the survey to their respective consumers. After Texas SILC's two town halls, Texas SILC determined that the survey needed to be more accessible because the populations the survey targeted were not always able to exclusively access an online survey. Texas SILC reached out to Aging and Disability Resource Centers, Area Agencies on Aging, Council of Governments, and other regional lead agencies that work on transportation planning for their input and leveraged those connections to aid in the distribution of surveys in an effort to provide custom distribution of the survey as well as plan town hall meetings in areas unserved by Center for Independent Living.



Consumers and Independent Living Stakeholders interacting after a town hall meeting.

The survey instrument was distributed in various methods to ensure maximum feedback from a variety of individuals with various disabilities. Texas SILC's annual conference served as an effective forum

for SILC staff to aid attendees in completing the survey. Individual interviews were performed with participants to assist in survey completion. Additionally, hard-copy surveys were made available with pre-paid, self-addressed envelopes in an effort to reduce financial or logistical barriers to receiving the valuable feedback. SILC also provided the survey instrument to both organizations and individuals upon request. Those hard copy survey instruments received via mail were added to the electronic surveys by manually inputting results in the SurveyMonkey database.

Texas SILC, together with the Centers for Independent Living and other partners, held 25 outreach events to develop the statewide study. Most events were held in a town hall format, and Texas SILC relied on regional Centers for Independent Living believing those respective partners had the most updated information regarding their consumers. The following is a link providing the dates and times of the town hall formats where the survey instrument was distributed: <http://transportationworks.txsilc.org/public-hearing-schedule/>. It was also believed that Texas SILC would receive more forthright and meaningful feedback by leveraging its connections with Centers for Independent Living that were more than likely to be informed of their consumers and their respective needs. The public hearings conducted provided for an open space whereby an explanation of the Texas SILC and its initiatives, such as the State Plan for Independent Living, were presented. Texas SILC staff solicited specific feed-

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

back to encourage thoughtful collaboration on solutions that empowered partners to discuss resources that aid in Texans Independent Living. All public hearings and feedback was archived for future reference. Texas SILC staff was also interviewed to provide additional feedback and a framework on the process. Texas SILC began making connections at regional metropolitan planning organizations, which are federally mandated transportation policy-making organizations pursuant to the Federal-Aid Highway Act of 1962, and councils of government that worked closely with the study's target populations: people living with disabilities, seniors, and their advocates such as Area Agencies on Aging and Aging and Disability Resource Centers. These connections became key in reaching the populations in rural areas of the state that are unserved, by a Center for Independent Living.

Strengths and Limitations of Research

The methodology used for research was electronic and paper survey. While much of the data collection was compiled online to avoid data entry errors, there were concerns that it was not the ideal data collection for respondents located in rural areas. Online surveys and mobile surveys tend to be the most cost-effective modes of survey research, yet they may not reach those respondents that can only respond using alternate modes. In such cases, Texas SILC staff used paper surveys or face-

to-face interviews. The advantages of collecting data through survey include the following:

- Easy to administer and risk of error is relatively low;
- Cost effective, particularly online surveys, which allowed Texas SILC to double its goal and send approximately 10,000 surveys;
- Surveys can be administered in a variety of modes, including online, mobile devices, mail, or telephone;
- Surveys are effective for collecting a large amount of data and Texas SILC leveraged social media to maximize the participation rate;
- Numerous questions can be asked about a subject from a participant, which gives extensive flexibility in data analysis; and
- A broad range of data can be collected (e.g. attitudes, opinions, beliefs, values)

The disadvantages of collecting data through a survey instrument may include:

- Respondents may not feel encouraged to provide accurate, honest answers;
- Respondents may not be fully aware of their reasons for a particular response, including lack of memory;
- Surveys with closed-ended questions may have a lower validity rate than other question types;
- Data entry errors or data errors to question's non-responses may exist;
- The number of respondents who choose to respond to a survey question may be different from those who chose not to respond, thus creating bias.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

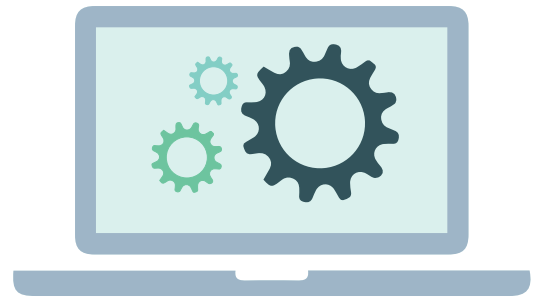
Other limitations of the survey instrument was the limited number of Spanish responses. With Latinos, Hispanics, and Spanish-speakers becoming the fastest growing demographic in Texas and the United States, Texas SILC made efforts to reach Spanish-speakers by administering the survey instrument in both English and Spanish. The effort, however, did not produce the results needed to obtain the feedback Texas SILC had anticipated. Another explanation could be that many respondents are bilingual, and simply chose to complete the survey in English. Texas SILC will increase its outreach efforts for non-English speakers should it expand its Transportation Works project. Another limitation of the survey instrument is that many respondents chose to skip or not answer specific questions. While this yields data based on honest feedback from respondents, it must be noted that caution should be taken when comparing respondents' feedback recorded in percentiles.

Statewide Findings and Lessons Learned

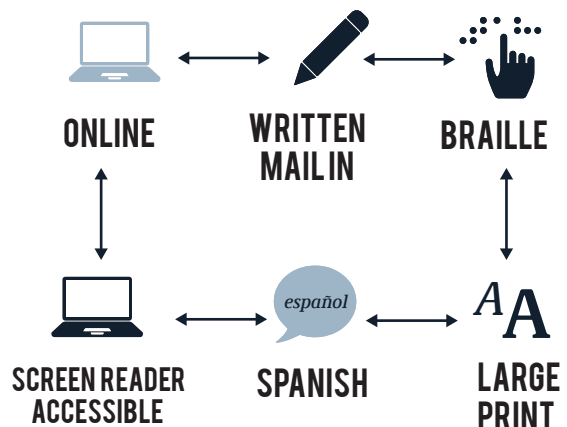
Texas SILC's efforts, along with Centers for Independent Living, transit agencies, and consumer partners, were able to identify key barriers for Texans with disabilities and seniors to independent living in rural Texas. Through collaborative efforts issues have been documented and can be further studied. Engaged stakeholder involvement results in a better understanding of funding issues and alternative solutions. As a result of these discus-

sions and extensive analysis of consumer feedback, Texas SILC has determined that more work in this area is critical to impact rural Texans with disabilities integration into communities. The complexity of the issue can only be fully addressed through more study, transit provider full engagement, and innovation. Texas SILC hopes to use this information and continue to expand its efforts moving forward. The following are the statewide survey findings.

TRANSPORTATION SURVEYS



The Transportation Works survey was offered in a variety of accessible formats to cater to the needs of our diverse target audience.



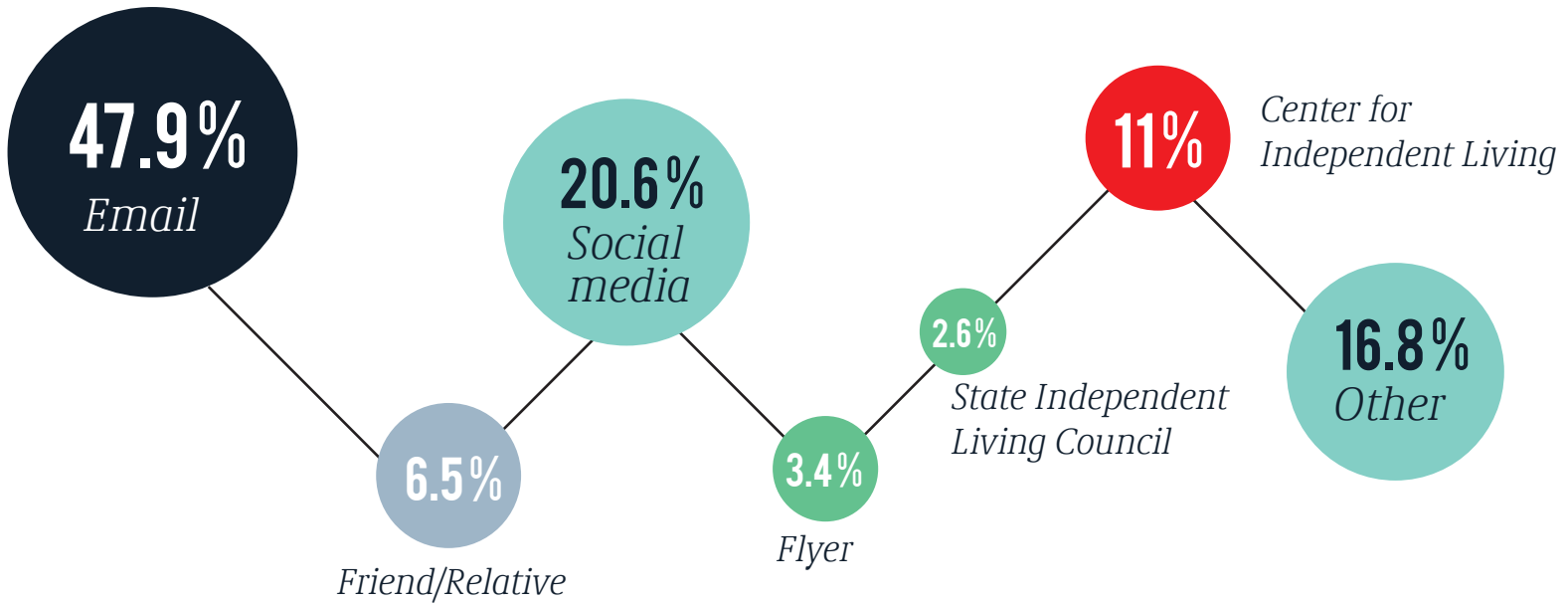
TEXAS SILC'S TRANSPORTATION WORKS PROJECT

Tell us how you found out about this survey.



ALL THAT APPLY

#1

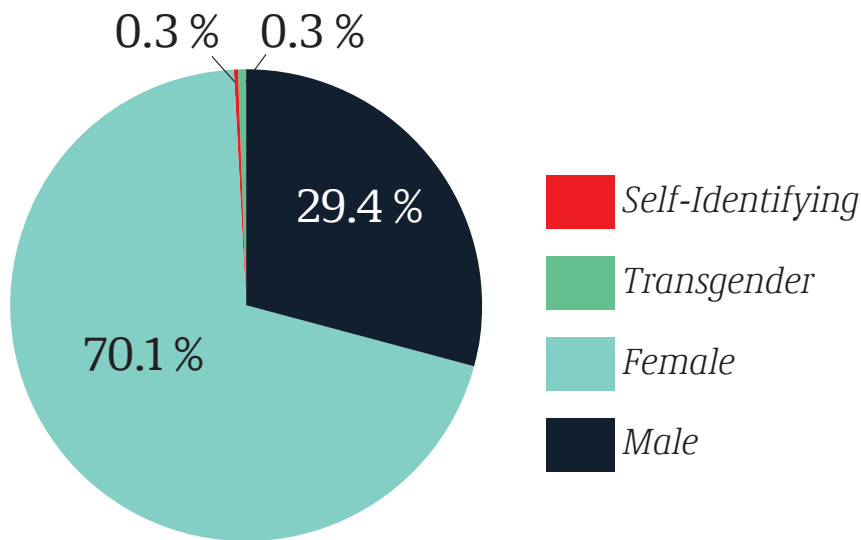


Question 1 provides information on how the respondent came to know about Texas SILC's survey instrument. Texas SILC launched an aggressive media campaign and leveraged its Center for Independent Living partnerships to educate the public about the study. Results show that nearly 80 percent of respondents reported finding out about the survey through social media, email, and their regional Center for Independent Living.

47.9 percent of respondents found out about the survey through email, 6.5 percent through a friend or relative, 20.6 percent through social media, 3.4 percent through a flyer, 2.6 percent through Texas SILC, 11 percent through a Center for Independent Living, and 16.8 percent through other means.

How do you identify?

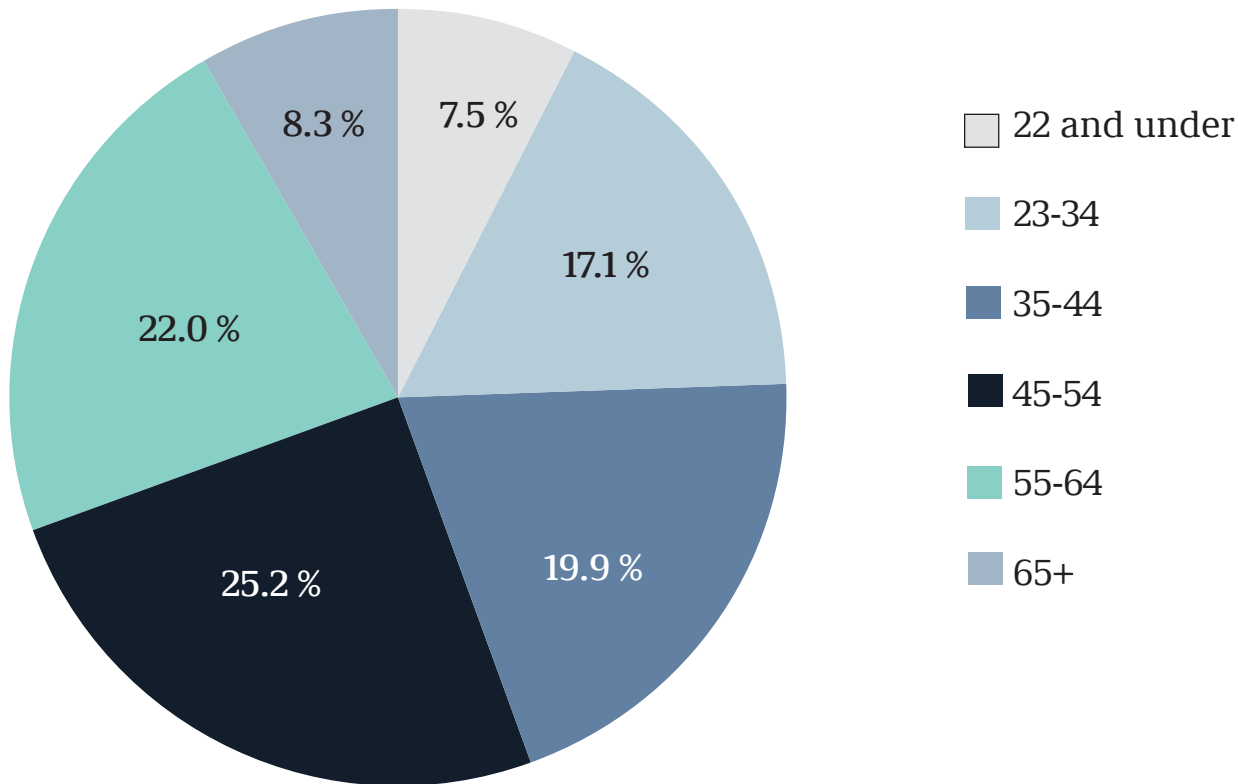
#2



Question 2 provides demographical information regarding the respondents' gender. 70.1 percent of respondents reported their gender as female, which was over twice as many male respondents (29.4 percent). Two respondents chose to identify as transgender and two chose not to identify themselves, which constituted .03 percent of respondents, respectively.

What is your age group?

#3



Question 3 provides demographical information regarding the respondents' age. According to a Boston College study, Texas Indicators: Aging and Work, the median age of Texas' population is 33.1 years of age. The median age of the Texas workforce, however, is 39.8 years of age and is increasing. Nearly 85 percent of the respondents report being between the ages of 23 and 64. Approximately eight percent of respondents are seniors and approximately eight percent are 22 or under.

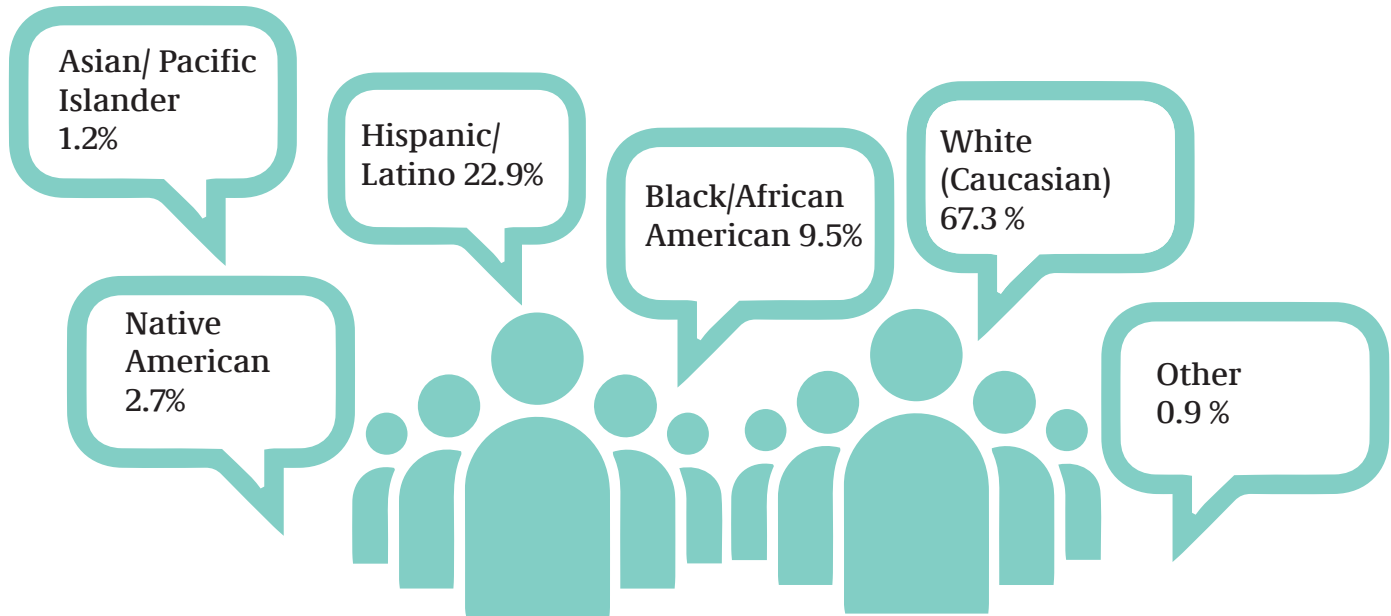
The pie chart above indicates that 7.5 percent of respondents are 22 and under, 17.1 percent are 23 to 34, 19.9 percent are 35 to 44 and 25.2 percent are 45 to 54, 22 percent 55-64, and 8.3 percent are 65 and above years of age.

What is your race/ethnic origin?



ALL THAT APPLY

#4

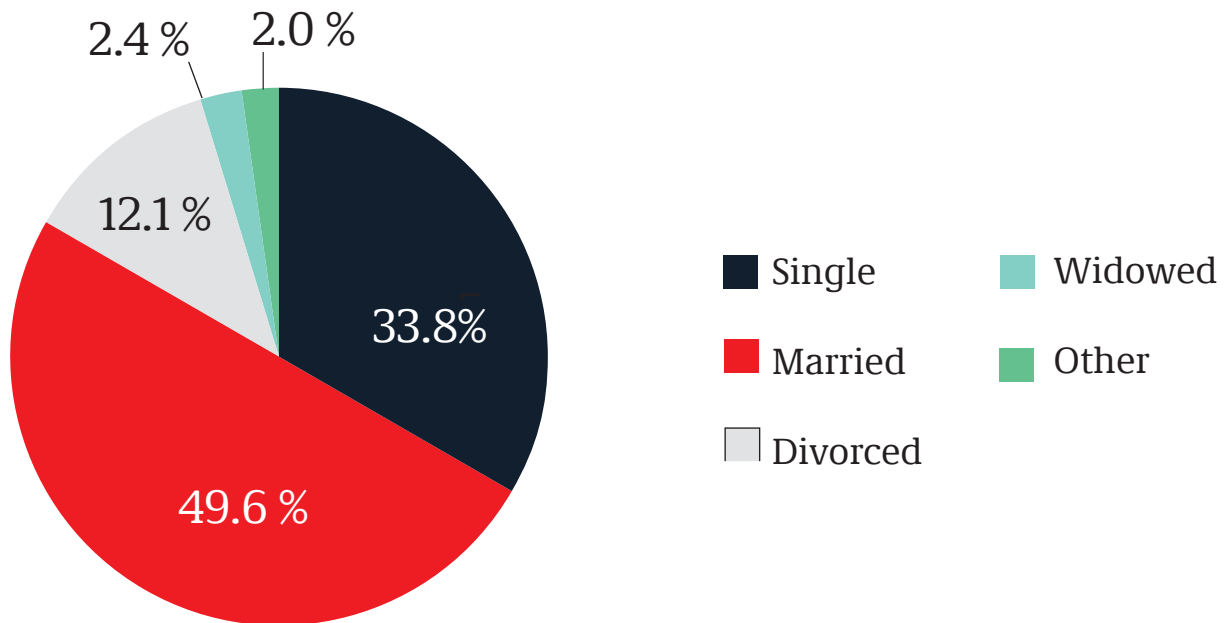


Question 4 provides demographical information regarding the respondents' race or ethnic origin. Three-quarters of the respondents identified as White/Caucasian, nearly a quarter identified as Hispanic/Latino, approximately 10 percent identified as Black/African American, approximately one percent identified as Asian/Pacific Islander, and approximately one percent identified as another racial or ethnic category.

The graphic is a picture of individuals that indicate 1.2 percent of respondents are Asian/Pacific Islanders, 2.7 percent are Native American, 22.9 percent are Hispanic/Latino, 9.5 percent are Black/African American, 67.3 percent are White/Caucasian, and .096 percent identified as other.

What is your marital status?

#5

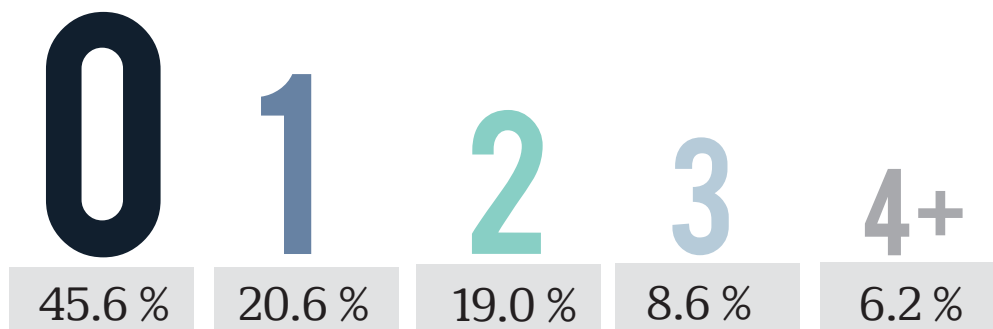


Question 5 reports the marital status of the respondents. Almost half of the respondents report being married, one-third report being single, 12 percent report being divorced, and approximately 2 percent report being widowed. Two percent identified as other, most being in a long-term or partnered relationship.

The graphic is a pie chart indicating 49.6 percent of respondents are married, 33.8 percent are single, 12.1 percent are divorced, 2.4 percent are widowed, and 2 percent self identified as other.

How many dependents do you have living in your household?

#6

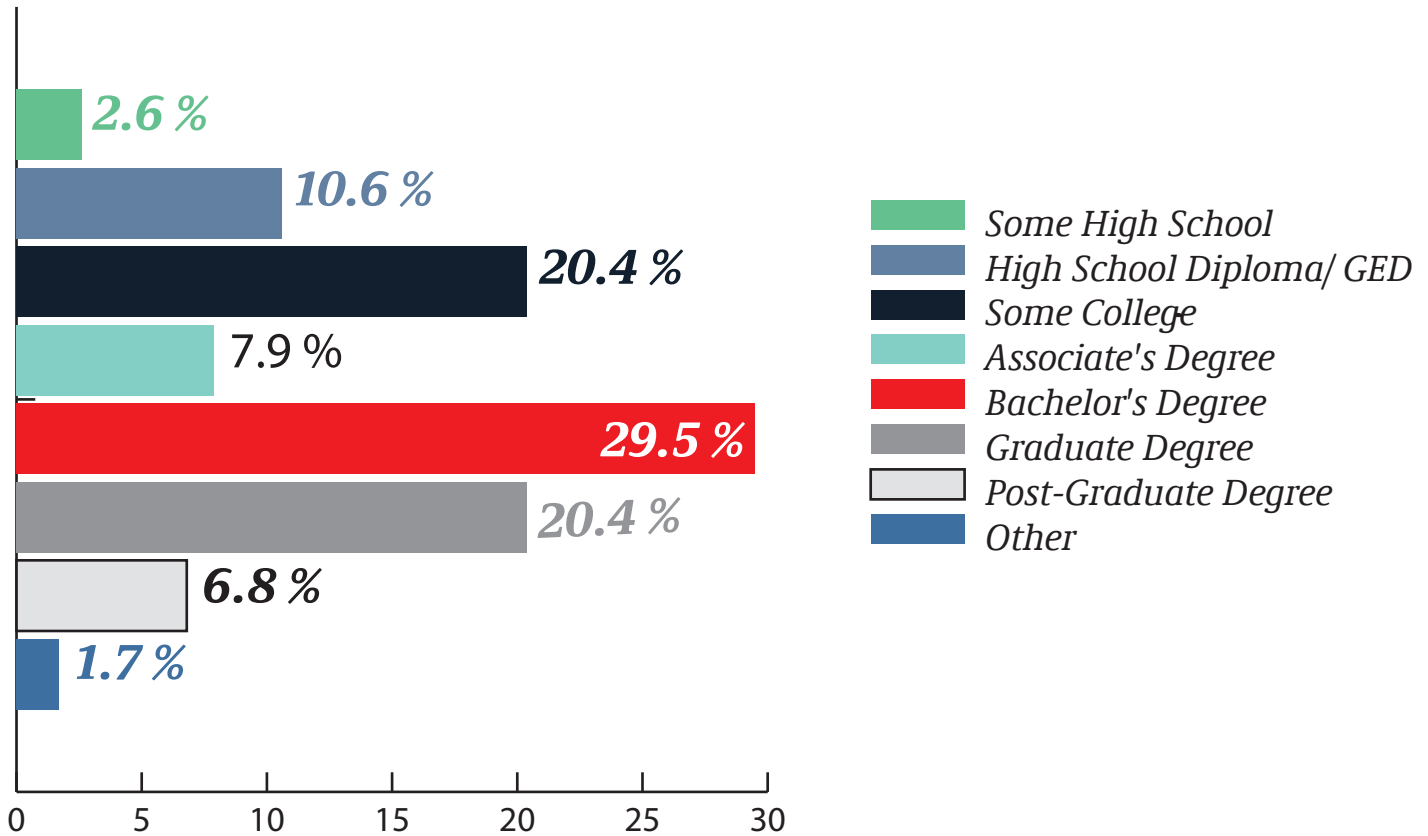


Question 6 reports on the number of dependents living in the household. Approximately 45 percent report no dependents living in the household. Approximately 20 percent of the respondents reported one dependent living in the household, 19 percent reporting two dependents, approximately 9 percent report three dependents, and approximately 6 percent report four or more dependents living in the household.

The graphic provides the number of dependents living the respondent's household. 45.6 percent of respondents had no dependents living in the household, 20.6 percent had one, 19 percent had two, 8.6 percent had three, and 6.2 percent of respondents report have more than four dependents in the household.

What is your highest level of education completed?

#7



Question 7 provides information on the respondents' education levels. Eighty-five of the respondents report having some college or a degree. Nearly 30 percent report having a Bachelor's degree.

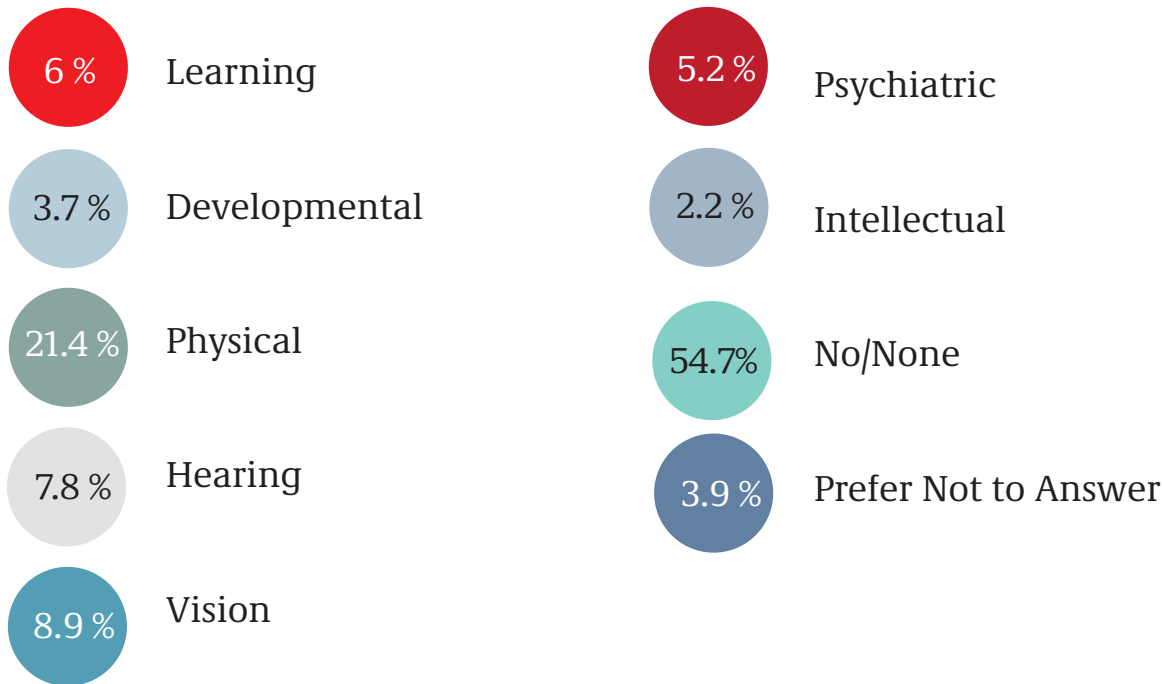
The graphic is a bar graph indicating that 29.5 percent of respondents have a Bachelor's degree, 20.4 percent have a graduate degree, 20.4 percent have some college, 10.6 percent have a high school diploma or GED, 7.9 percent have an Associate's Degree, 6.8 percent have a Post-Graduate Degree, 2.6 percent have some high school, and 1.7 percent identified as other.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

Do you have a disability?



#8



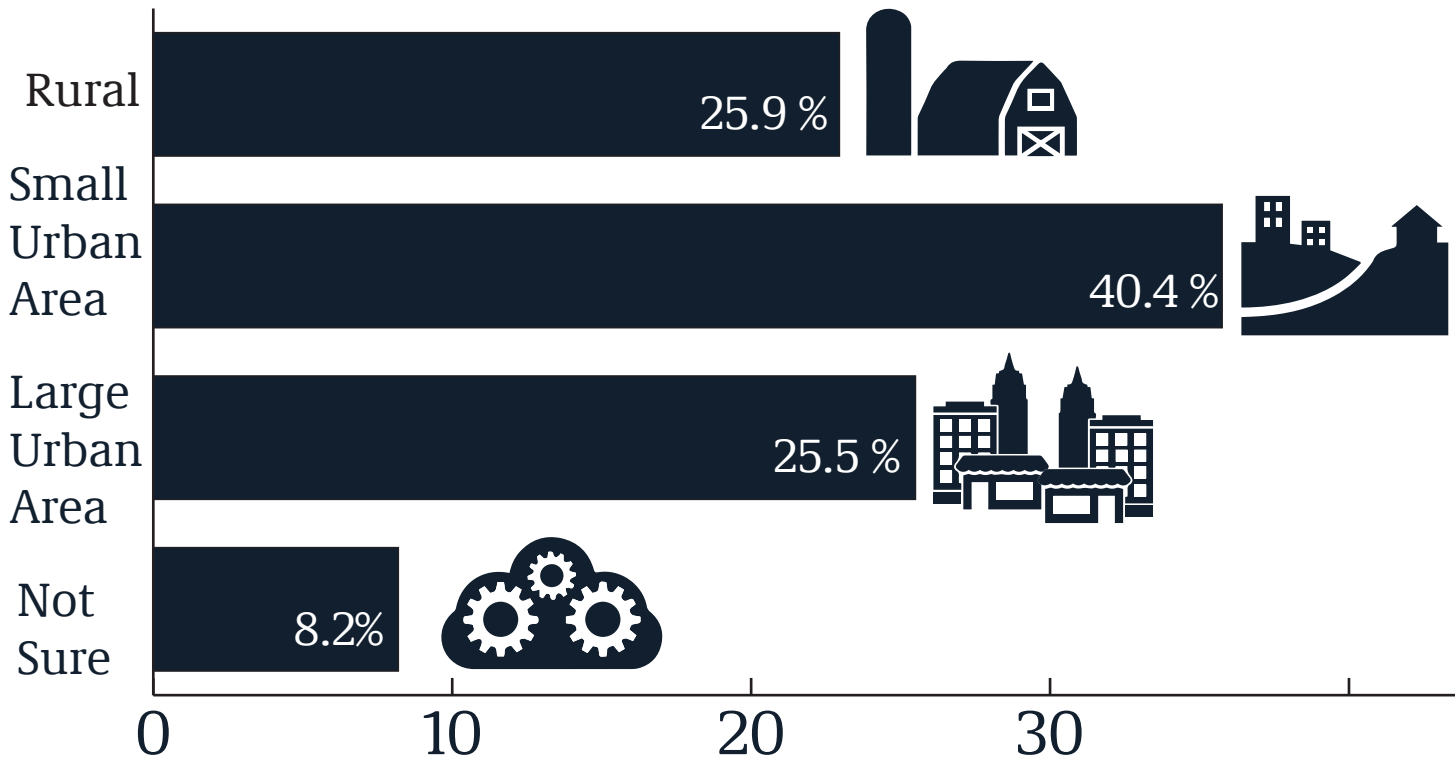
Question 8 provides information on whether and what type of disability the respondents' report. Respondents had the option of reporting multiple disabilities. Most individuals with disabilities reported having a physical disability. This survey includes seniors and consumer advocates who may not identify as having a disability.

The graphic displayed is an infographic that indicates 6 percent as having a learning disability, 5.2 percent as having a psychiatric disability, 3.7 percent as having a developmental disability, 2.2 percent as having an intellectual disability, 21.4 percent of respondents reporting a physical disability, 54.7 percent of respondents did not identify as having a disability, 7.8 percent as having a hearing disability, 3.9 percent preferring not to answer the question, and 8.9 percent of respondents had a visual disability.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

#10

Which of the following best describes the area where you live?

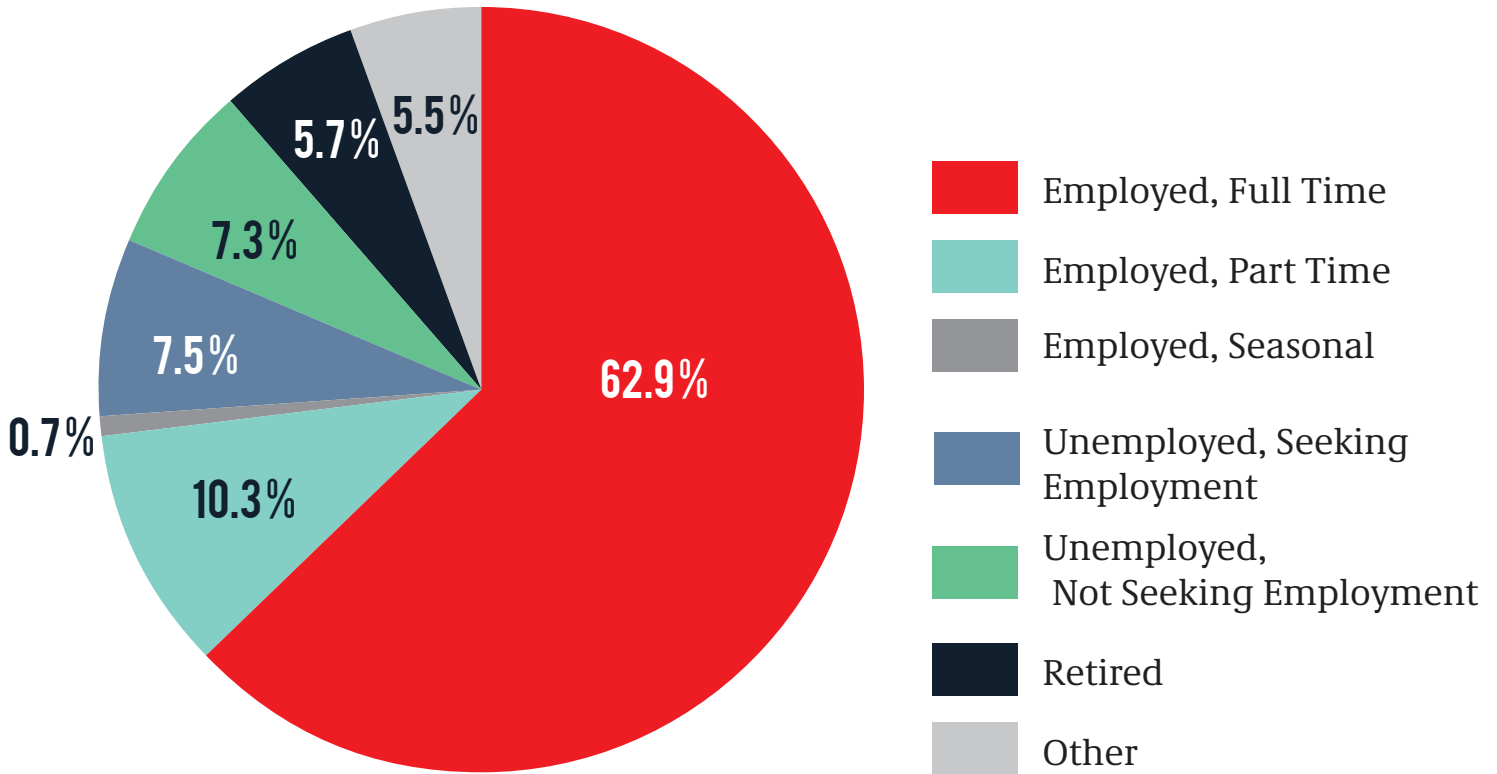


Question 10 provides information on the respondents' identification of the area they live. The respondents were given the choices rural, small urban area, large urban area, or not sure. No specific definitions were provided to assist the respondents in assessing their respective living situation. For example, while a rural area is technically defined as an area of 50,000 and under, such information was not provided. Therefore, this question provides subjective data as to the respondent's belief about his or her respective living area. Approximately 26 percent of respondents reported living in a rural area and approximately 26 percent reported living in a large urban area. The majority of respondents, 40.4 percent, reported living in a small urban area. Approximately 8 percent reported that they were unsure how to describe their living area.

The above graphic is of a bar graph indicating the population density of where the respondents live. 25.9 percent of respondents live in rural areas, 40.4 percent live in a small urban area, 25.5 percent live in an urban area and 8.2 percent of respondents were not sure as to the classification of the area they lived.

What is your current employment status?

#11

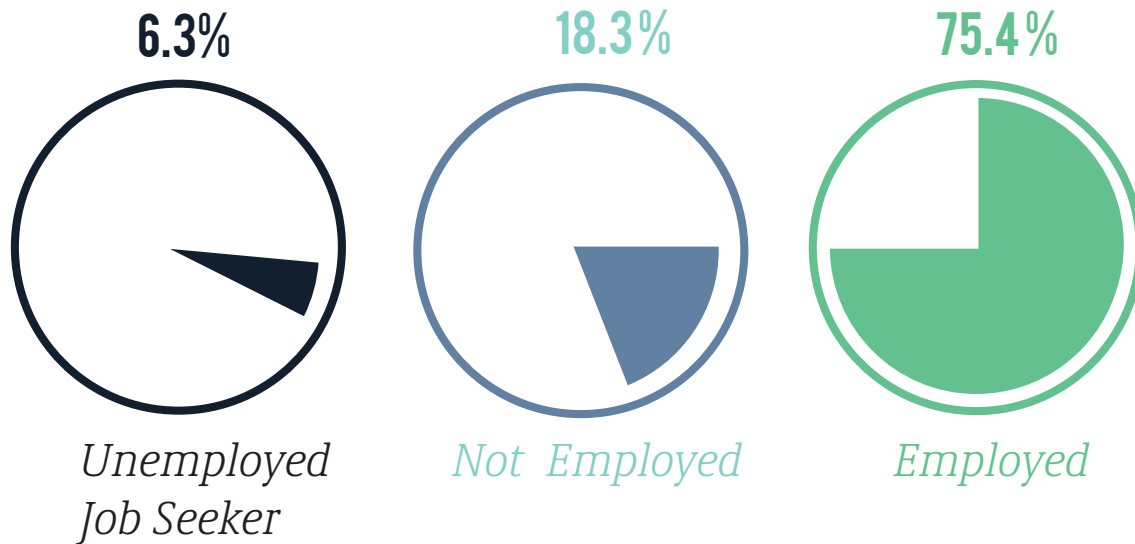


Question 11 provides information on the respondent's employment status. Nearly 63 percent of respondents reported being employed full time, approximately 10 percent reported being employed part time, and almost one percent reported being seasonally employed. Approximately 15 percent of respondents reported being unemployed, half of which are still seeking employment opportunities. Nearly 6 percent of respondents reported being retired.

The above graphic is of a pie chart that indicates that 62.9 percent of respondents being employed full time; 10.3 percent report being employed part time; .7 percent report having a seasonal employment; 7.5 percent report as being unemployed seeking employment; 7.3 percent being unemployed not seeking employment; 5.7 percent being retired; and 5.5 percent of respondents report their employment status as other.

What is your current occupation?

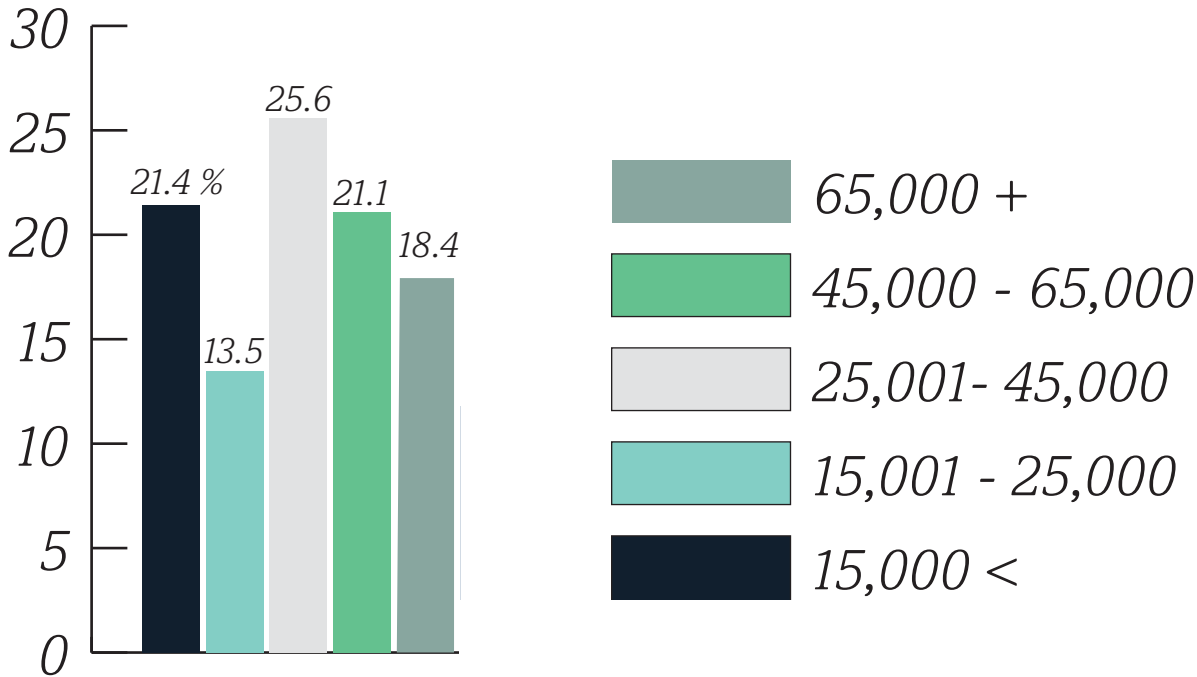
#12



Question 12 provides respondent employment information. Three-quarters of respondents report being employed, and their respective job titles follow, which provides further background information on the majority of respondents.

The graphic displays three pie charts in a row. The first pie chart indicates 6.3 percent of respondents identified as unemployed job seekers. The second pie chart indicates 18.3 percent of respondents identified as not employed. The third pie chart indicates 75.4 percent of respondents identified as being employed.

What is your annual income?



Question 13 provides information on the annual income of the respondents. Mobility (the ability to get to and from work) is a major driver of earnings. Approximately 35 percent of respondents report annual earnings less than \$25,000; nearly 26 percent of respondents report annual earnings between \$25,001 to \$45,000; approximately 21 percent of respondents report annual earnings between \$45,000 to \$65,000; and approximately 18 percent of respondents report annual earnings over \$65,000. Comparatively, according to the most recent Census Bureau, the median household income for Texas was \$51,704. Compared to the median US household income, Texas median household income is \$546 lower. Texas has approximately 17 percent of its population below the poverty line, which is 2 percent higher than the national rate.

The graphic portrays a bar graph that indicates the annual income levels of respondents: 21.4 percent of respondents indicate making \$15,000 or less; 13.5 percent indicate making \$15,000 to \$25,000; 25.6 percent indicate making \$25,001 to \$45,000; 21.1 percent indicate making \$45,000 to \$65,000; 18.4 percent indicate making \$65,000 and above.

**ALICE, TX
ALTO, TX,
ALVIN, TX
AMARILLO, TX
ANAHUAC, TX
ARCHERCITY, TX
ATHENS, TX
AUSTIN, TX
BELTON, TX
BRECKENRIDGE, TX
BRENHAM, TX
BRENHAM, TX
BROWNSVILLE, TX
BROWNSVILLE, TX
BROWNWOOD, TX
BRYAN, TX
BUDA, TX
BULLARD, TX
CANYONLAKE, TX
CARTHAGE, TX
COLEMAN, TX
COLLEGE STATION, TX
CONROE, TX
CORPUSCHRISTI, TX
DALLAS, TX
DAYTON, TX
DENISON, TX
DENTON, TX
EASTLAND, TX
EDINBURG, TX
EL PASO, TX
FARMERS BRANCH, TX
FORTH WORTH, TX
FRIENDSWOOD, TX
GALVESTON, TX
GRAHAM, TX
GRANBURY, TX**

Question 14 provides information on where the respondents work. The survey instrument is anonymous and tracked by zip code. The graphic provides the city that correspond to the zip codes that the respondents report working. The cities have been displayed in alphabetical order. There are 88 cities from 473 zip codes where Texas SILC received feedback. The graphic is of Texas listing the 88 cities in which respondents report working.

**GRAPE CREEK, TX
HARKER HEIGHTS, TX
HARLINGEN, TX
HASKELL, TX
HIGHLAND PARK, TX
HOUSTON, TX
IRVING, TX
KILGORE, TX
KILLEEN, TX
LEANDER, TX
LEWISVILLE, TX
LINDALE, TX
LINN, TX
LITTLERIVER-ACADEMY, TX
LONGVIEW, TX
LUBBOCK, TX
LUCAS, TX
MALAKOFF, TX
MCALLEN, TX
MONTGOMERY, TX
NEW SUMMERFIELD, TX,
NORTHRICHLANDHILLS, TX
ODESSA, TX
PALESTINE, TX
PARIS, TX
PILOT POINT, TX
PINE HARBOR, TX
PLANO, TX
PRESTON, TX**

**RICHARDSON, TX
ROUNDROCK, TX
RUSK, TX,
SAN ANGELO, TX
SAN ANTONIO, TX
SANTA FE, TX
SEALY, TX
SPUR, TX
STAFFORD, TX
SUGARLAND, TX
SULPHUR SPRINGS, TX
SWEETWATER, TX
SYNDER, TX
TEMPLE, TX
TEXARKANA, TX
TYLER, TX
UVALDECITY, TX
WACO, TX
WELLS, TX,
WESTLAKE, TX
WICHITA FALLS, TX
WYLIE, TX**



TEXAS SILC'S TRANSPORTATION WORKS PROJECT

How do (or would) you get to work?

#15

 ALL THAT APPLY



Personal Vehicle

79.2%



Family/Friends

16.3%



Bicycling/Walking

5.1%



Vanpool/Carpool

3.3%



Taxi Service

4.5%



Paratransit

9.0%



Fixed bus line

10.5%



Non-profit Transportation Service

4.6%

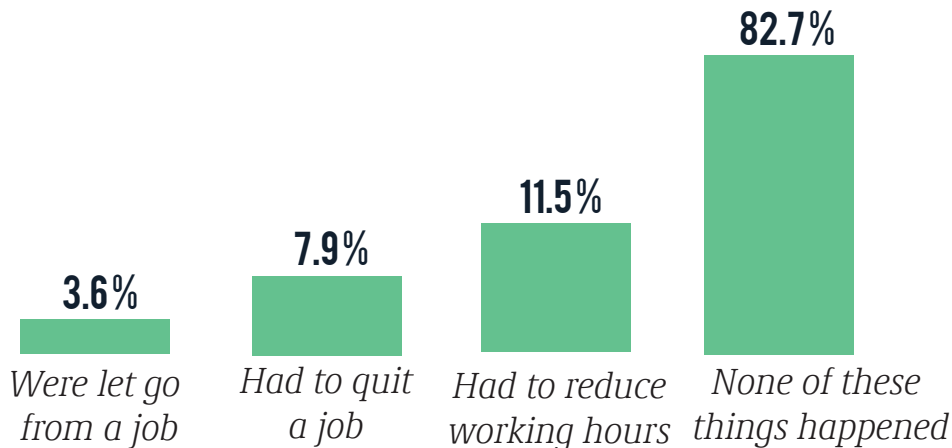
Question 15 provides information on respondents' current or preferred mobility options. Almost 80 percent of respondents report using personal vehicles to get to work; 16.3 percent of respondents reported the assistance of family or friends; 5.1 percent of respondents reported bicycling or walking; 3.3 percent of respondents reported van or carpooling; 9 percent of respondents reported paratransit; 10.5 percent of respondents reported using a fixed route bus line; 4.5 percent of respondents reported using a taxi service; and 4.6 percent of respondents reported using a non-profit transportation service to get to work.

The graphics displayed are two rows of icons of the various methods respondents reported on how they do or would get to work. From left to right, top to bottom, 79.2 percent of respondents report getting or would get to work by personal vehicle, 16.3 percent get to work via family or friends, 5.1 percent get to work via bicycling or walking, 3.3 percent via vanpool or carpool, 4.5 percent via taxi service, 9 percent via paratransit, 10.5 percent via fixed bus line, and 4.6 percent via non profit transportation service.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

Have you experienced any of the following due to transportation challenges getting to or from work?

#16

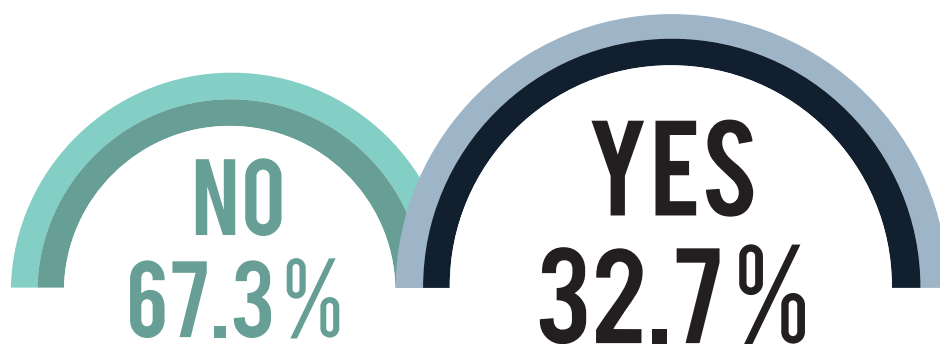


Question 16 reports in information on transportation challenges and their impact on employment. Approximately 23 percent of respondents reported an adverse employment impact as a result of transportation challenges. Specifically, almost 8 percent of respondents report having to quit a job; nearly 4 percent report involuntary separation; and approximately 12 percent of respondents report having to reduce the number of hours worked due to transportation challenges.

The graphic of question 16 displays a bar graph that indicates that 3.6 percent were let go from a job due to transportation challenges, 7.9 percent had to quit a job, 11.5 percent had to reduce working hours, and 82.7 percent of respondents reported none of these things happening due to transportation challenges.

Have you ever missed or been unable to pursue an employment opportunity because it would have been difficult for you to get to the location?

#17

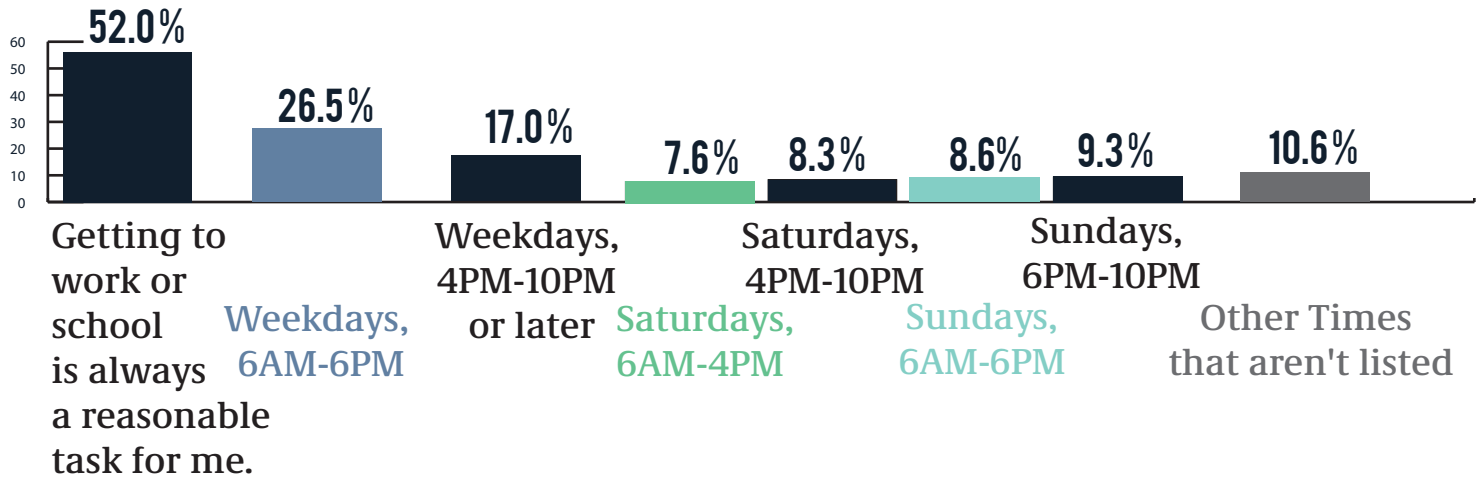


Question 17 provides information on the impact of transportation on employment opportunities. Nearly one-third of respondents report that they have missed or been unable to attend an employment opportunity because it would have been difficult for them to reach the location.

The graphic displays the answer to the binomial question whether respondents report even being unable to pursue employment opportunities because it would have been difficult to get to the location. The odometer-style graphic displays 67.3 percent reported no while 32.7 percent reported yes to the question.

During what time(s) of the day is it hardest for you to get to and from work or school?

#18



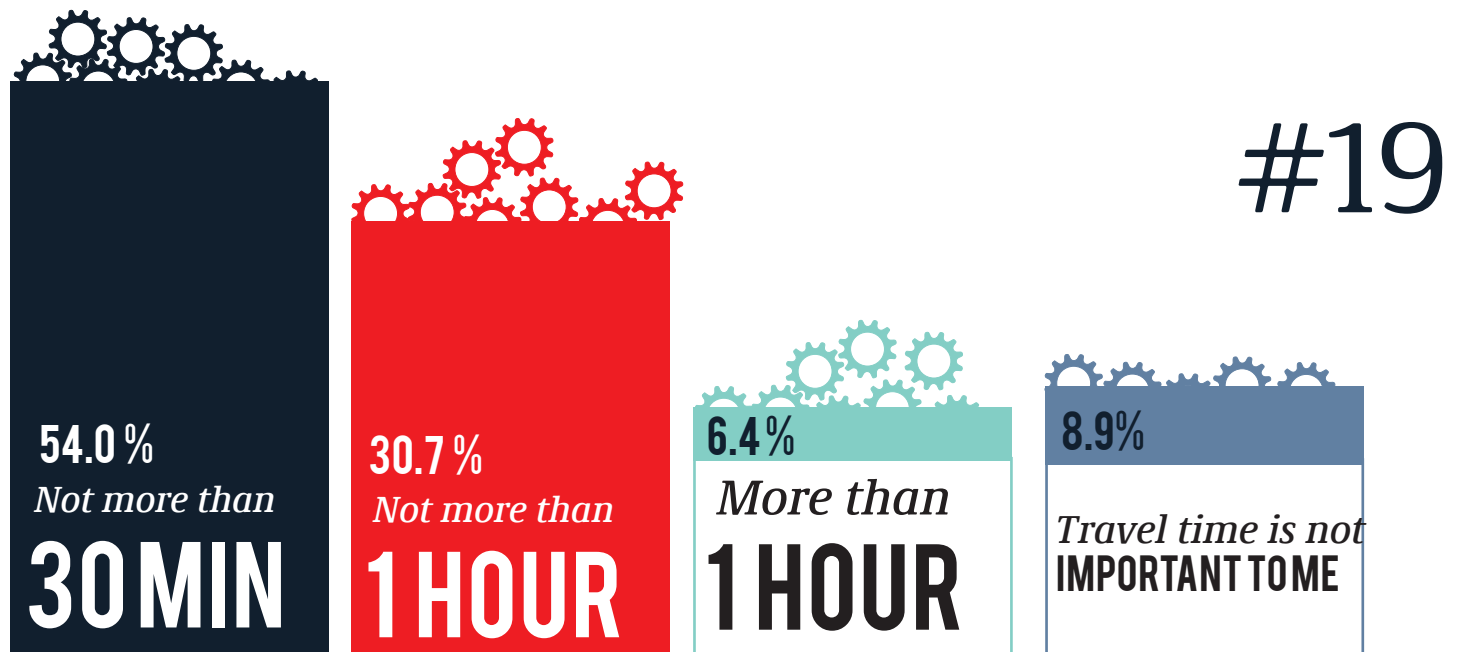
Question 18 provides information regarding the times when it is hardest for respondents to get to and from work or school. Nearly half of the respondents reported times when it is challenging to get to work or school. Over a quarter of respondents reported the most difficult time getting to and from work or school is from 6:00am to 6:00pm.

This is a bar graph that displays the times when it is hardest for respondents to get to and from work: 52 percent reported getting to work or school is always a reasonable task for them, 26.5 percent responded that their harder times are weekdays from 6AM to 6PM, 17 percent 4PM to 10PM or later, for 7.6 percent Saturdays from 6AM-4PM, for 8.3 percent Saturdays from 4PM to 10PM, for 8.3 percent Sundays from 6AM to 6PM, for 9.3 percent Sundays 6PM to 10PM, and 10.6 percent reported other times that are not listed.



TEXAS SILC'S TRANSPORTATION WORKS PROJECT

What is the MAXIMUM amount of time you are willing to spend traveling on a one-way trip to/from work?

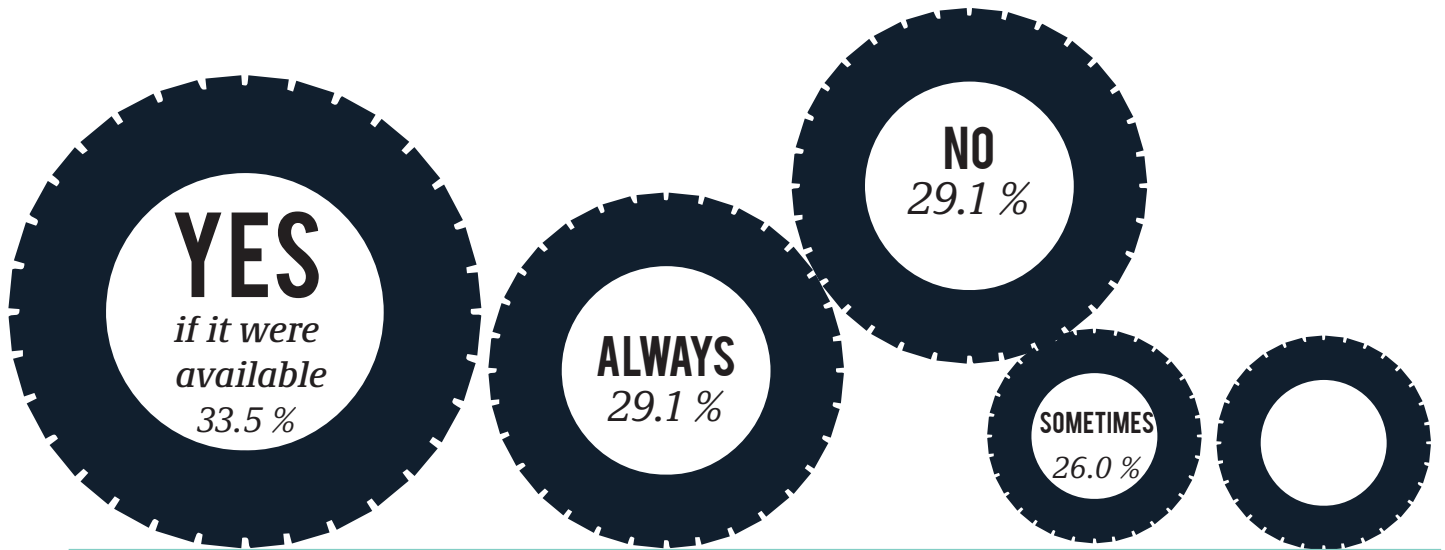


Question 19 provides information on respondents' tolerance level on travel time spent to or from work. Over 91 percent of respondents indicated a maximum amount of time they were willing to spend traveling to or from work. Nearly 85 percent of respondents reported that the maximum amount of time traveling to or from work is not more than one hour, with 54 percent of respondents reporting the maximum amount of time being not more than 30 minutes.

The graphic for this question displays several charts that tell the amount of time respondents are willing to travel on a one way trip from work. 54 percent of respondents would not spend more than 30 minutes, 30.7 percent would not spend more than 1 hour, while 6.4 percent are willing to spend more than 1 hour and for 8.9 percent travel time is not important.

Do you (or would you) use public transportation to get to work or other locations?

#20

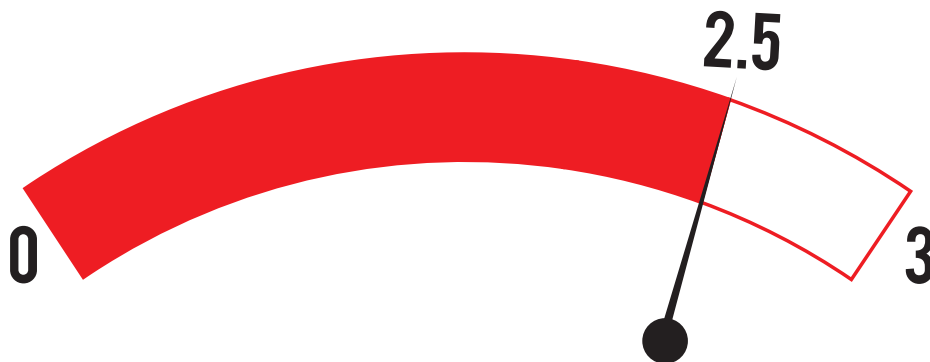


Question 20 provides information on the use or desired use of public transportation to commute to work or other locations. Approximately 11 percent of respondents report always using or willing to use public transportation to get to work or other locations while 26 percent report using or willing to use public transportation intermittently.

This graphic shows four tires that represent the four answers to the question. 33.5 percent answered YES, to willing to use public transportation to get to work or other locations, 26 percent answered sometimes, 29.1 percent said no, and 29.2 percent responded always.

How would you rate the public transportation services currently available in your area?

#21



Question 21 provides information on the respondent's satisfaction levels regarding transportation services in their area. This is a graphic in form of a gasoline meter with the needle at 2.5, the average rating of public transportation from our respondents on a scale from one to three.

The majority of respondents, nearly 39 percent, report that transportation services are limited in their area. Approximately 21 percent of respondents report transportation services are poor while a slightly less percentage of respondents, 18 percent, report that they are unsure about transportation services in their area. Approximately four percent of respondents report transportation services are excellent in their area.

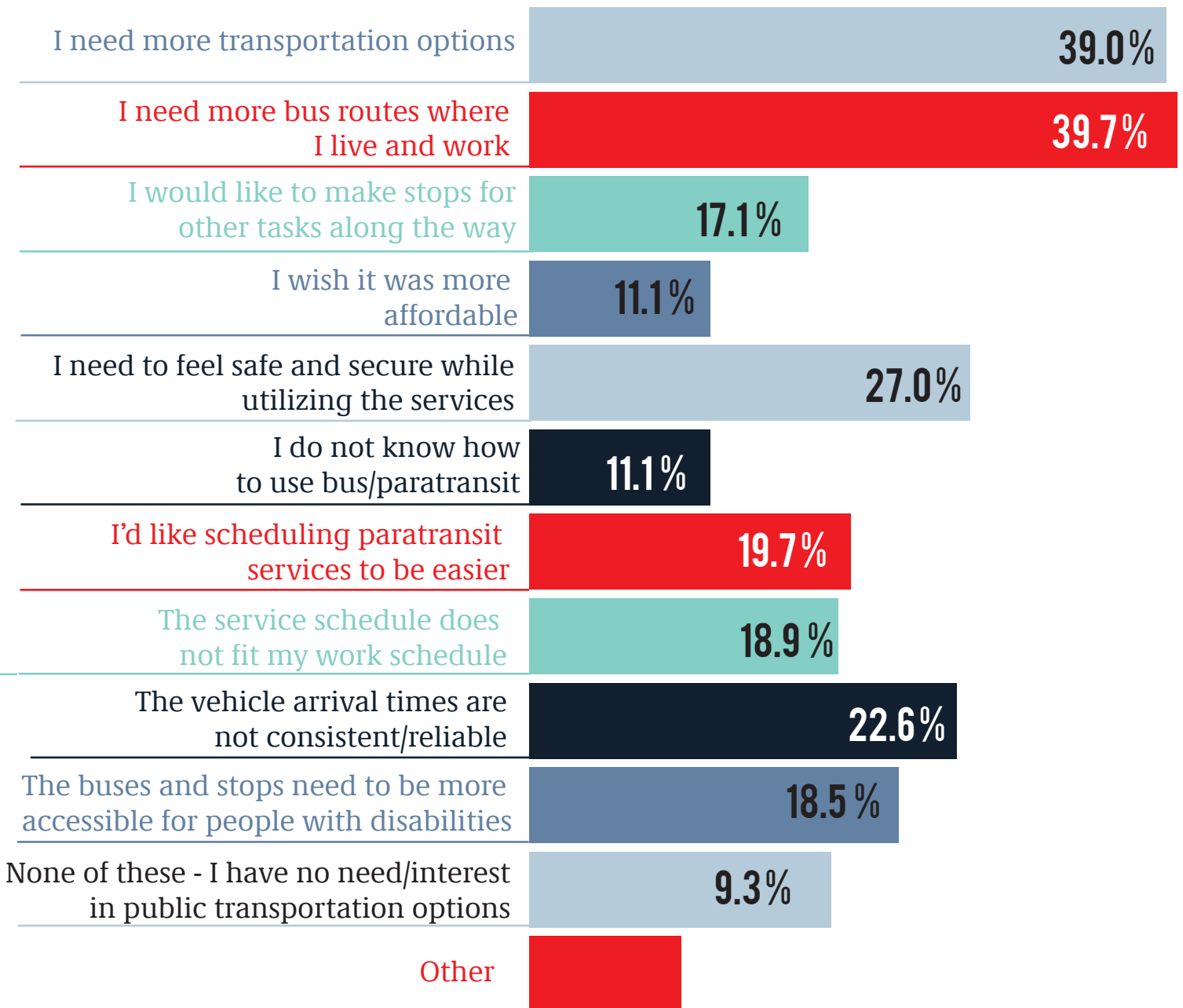
Question 22 provides information on the use of public transportation or paratransit services in the respondent's respective area. Respondents were asked to check all applicable answers. Nearly 40% of respondents reported either needing more transportation options or more bus routes where they lived and worked. Twenty-seven percent of respondents reported needing to feel safe and secure while utilizing public transportation or paratransit services, and approximately 26 percent report the vehicle arrival times are inconsistent or unreliable. Over 22 percent of respondents report buses needing to be more accessible for individuals with disabilities. Nearly 20 percent of respondents reported that they would like paratransit scheduling to be easier and almost 19 percent report that the service schedule does not fit the work schedule. Approximately 11 percent of respondents report affordability or lack of education as a barrier to public transportation or paratransit services.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

#22



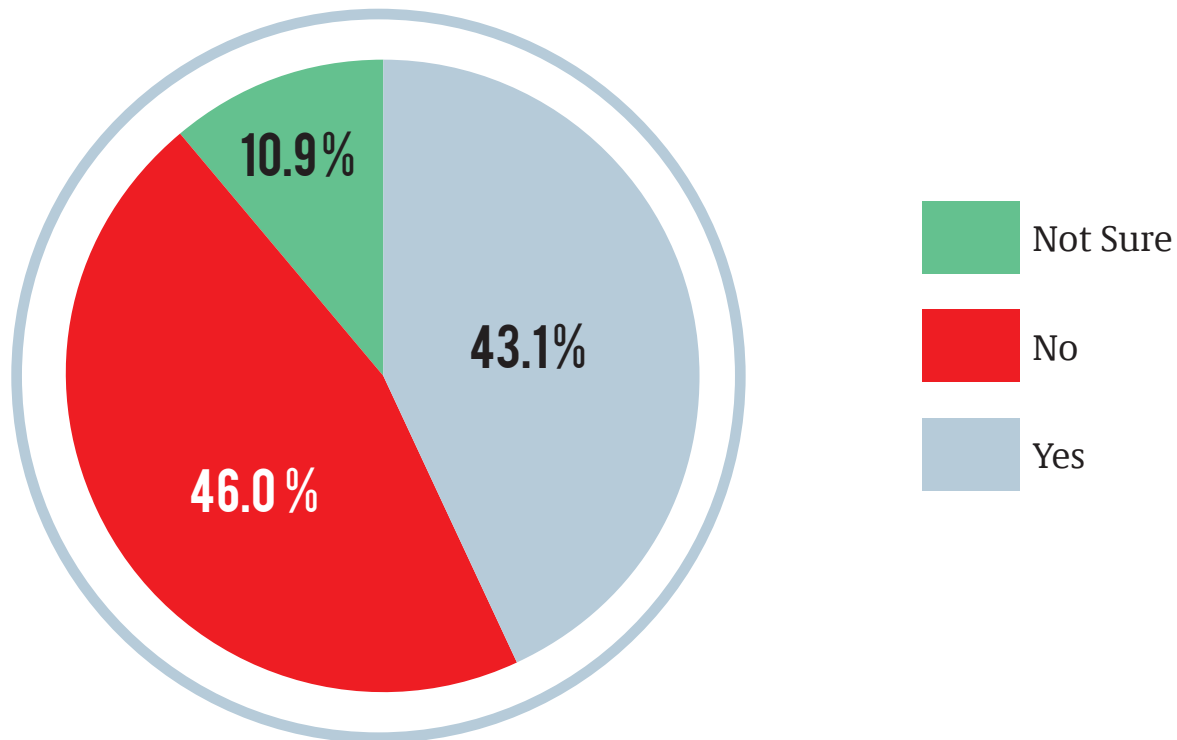
What are your biggest concerns or obstacles with using public transportation and/or paratransit services to get where you need to go?



TEXAS SILC'S TRANSPORTATION WORKS PROJECT

Is there a bus stop within 3/4 of a mile of your home?

#23



Question 23 provides information on the distance of a bus stop from the respondent's home. Over 43 respondents report that there is a bus stop within three-quarters of a mile from the respondent's home while 46 percent reported that there is not a bus stop within three-quarters of a mile from the respondent's home. Approximately 11 percent of respondents report being unsure.

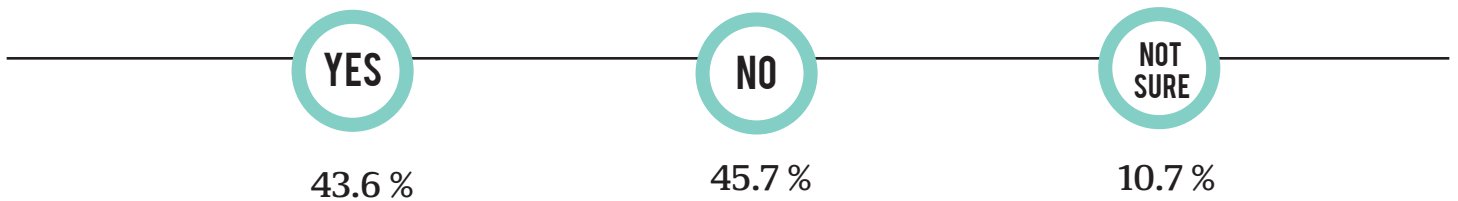
The above is a pie graph that shows how many respondents have a bus stop $\frac{3}{4}$ of a mile from their home. 46 percent answered no, 43.1 percent answered yes while 10.9 percent of respondents are not sure.



TEXAS SILC'S TRANSPORTATION WORKS PROJECT

Do you need public transportation to cross city and/or county lines?

#24



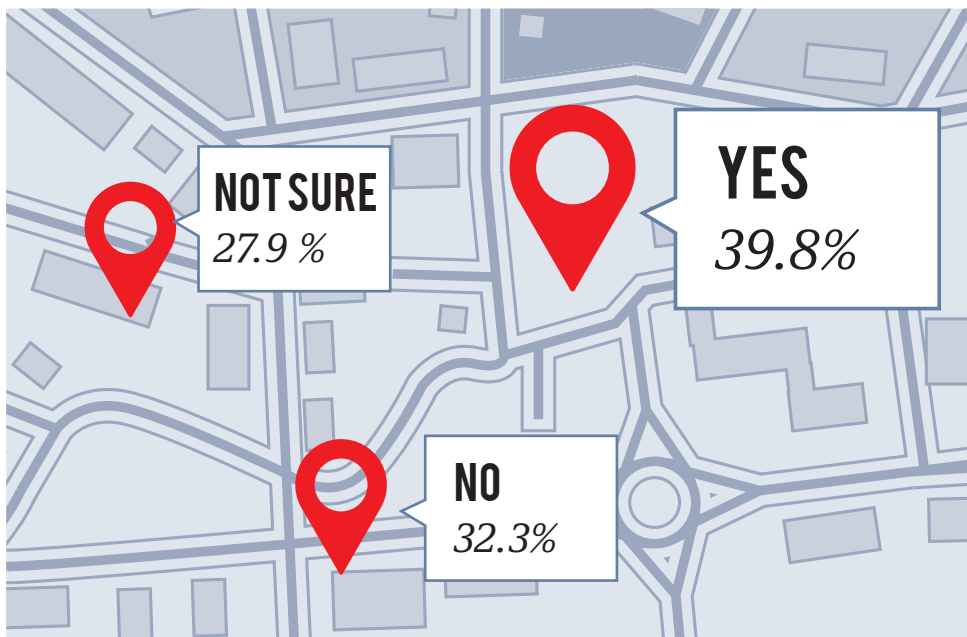
Question 24 provides information on the connectivity of regional transportation needs. Nearly 44 percent of respondents report needing public transportation to cross city or county lines while nearly 46 percent of respondents reported not needing to cross city or county lines. Approximately 11 percent of respondents were unsure of whether they needed to cross city or county lines.

This is a graphic that simulates a transit line and each stop is the answer to the question “Do you need public transportation to cross city and/or county lines?” 43.6 percent answered yes, 45.7 percent answered no, while 10.7 percent is not sure.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

If yes, does needing transportation to cross city/county lines negatively impact the transportation that is available to you?

#25



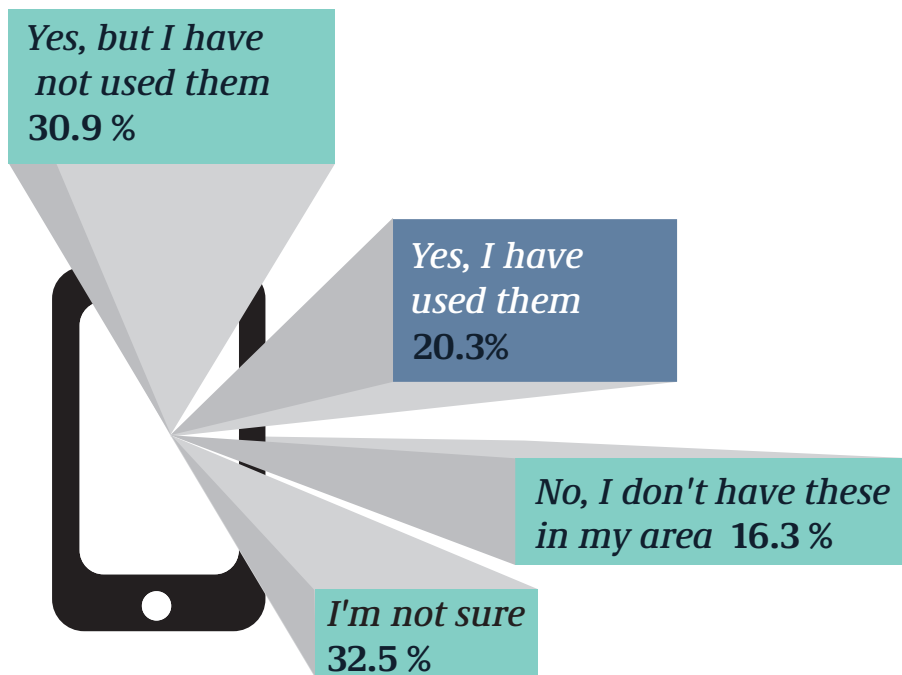
Question 25 provides information on the connectivity of regional transportation needs and its adverse impacts. Nearly 40 percent of respondents report that a regional transportation system's failure to cross city or county lines adversely impacts the availability of transportation.

This graphic shows a map with GPS pins on 3 locations and each location shows the percentage of respondents that answered: yes, not sure, and no to the question "If yes, does needing transportation to cross city/county lines negatively impact the transportation that is available to you?" 39.8 percent answered yes, 27.9 percent answered not sure, while 32.3 percent answered no.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

#26

Do you have transportation scheduling services available in your area?



Question 26 provides information regarding the availability of scheduling services in the respondent's area. Over half of respondents report that scheduling services are available in their area with approximately 31 percent reporting that they have never used them. Nearly a third of respondents report being unsure if scheduling services are available in their area.

This graphic is a display of a cell phone indicating the respondent's answers to the availability of transportation scheduling services. 30.9 percent say Yes, but have not used them, 20 percent say yes and have used them, 16.3 percent say No and do not have such in their area, and 32.5 percent say they are not sure.

TEXAS SILC'S TRANSPORTATION WORKS PROJECT

If yes, do these resources allow you to prepare your transportation plans in advance (at least one week)?

#27



YES
39.9 %



NO
14.5 %



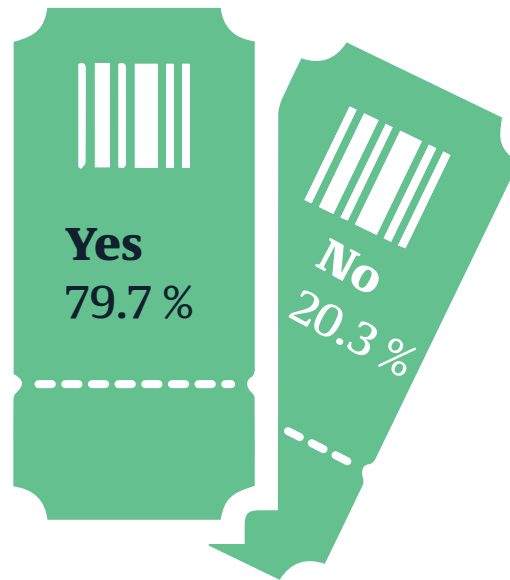
NOT SURE
45.6 %

Question 27 provides information on transportation scheduling resources and the ability to schedule plans in advance at least one week. Nearly forty percent of respondents answered in the affirmative; scheduling resources allow them to prepare transportation plans in advance. Nearly 15 percent of respondents reported that scheduling services that allowed for advanced transportation planning were unavailable, approximately 46 percent were unsure if the services were unavailable.

This is a graphic where the results to the question, “If yes, do these resources allow you to prepare your transportation plans in advance?” are displayed next to each other with icons for each response- a check mark, an X, and a question mark. 39.9 percent of respondents answered yes, 14.5 percent answered no, while 45.6 percent answered not sure.

If available, would you use a coupon or voucher to pay a transportation provider to get to and from work?

#28

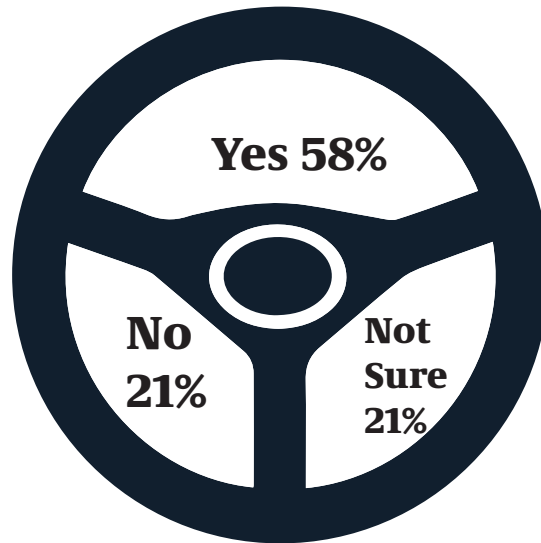


Question 28 provides information regarding the use of coupons or vouchers to pay a transportation provider for services to commute to and from work. Nearly 80 percent of respondents reported they would use a coupon or voucher to pay a transportation provider to get to and from work if available.

This graphic shows two tickets, one that says Yes and No. 79.7 percent of respondents answered Yes and they would use a coupon or voucher to pay a transportation provider to get to and from work while 20.3 percent answered no, they would not use a coupon or voucher to get to and from work.

Would you be willing to rely on a volunteer to drive you to and from work, if the service was free to you?

#29



Question 29 provides information on volunteer driver programs to get individuals to and from work. Fifty-eight percent of respondents report that they would rely on a volunteer to drive them to and from work if the service was free. Twenty-one percent of respondents report not willing to use a volunteer to drive them to and from work if the service was free and the same percentage, 21 percent, were unsure if they would use the service.

This is a graphic of a wheel divided in three parts that display the respondent's that are willing to rely on a volunteer to drive them to and from work. Fifty-eight percent say yes, 21 percent say no, and 21 percent say not sure.

LACK OF SIDE WALKS OR APPROPRIATE
TRANSPORTATION LACK OF ACCESSIBILITY *waiting*

What one word **#30**
or phrase sums
up the biggest obstacle
to people with disabilities
getting from place to place?

*The distance to the
nearest bus stop.* *Access*

*Communicating information to people
who are Deaf and rely on sign language
not written words they don't understand.*

Need for more stops and frequency

reliable transportation

People don't understand how hard it is.

*availability. city is growing but
public transportation hasn't changed.*

Access

**AFFORDABLE,
AVAILABLE
TRANSPORTATION** *Lack
of
capacity*

GETTING OUT OF THE HOUSE INTO THE TRANSPORTATION

Availability *curb cuts reliability*
inadequate

LACK OF EFFICIENT OR DEPENDABLE TRANSPORTATION ON OUR AREA.

INDEPENDENCE *transfers*
knowledge

LACK OF CURB CUTS

*Sidewalks, ramps,
entryway are not
supportive of
people with
limited mobility*

FUNDS FOR PUBLIC TRANSPORTATION IN MY AREA

lack of accessible long distance transportation, city to city

ease of scheduling, limited availability

After hours work

**NO EASY OPTIONS THAT PROVIDE
INDEPENDENCE AND SPONTANEITY**

flexibility

*availability, only one service
in town, no other choices*

safety

mobilization and understanding or knowing what is available

THE DEPENDABILITY OF THE BUS ROUTE AND STOPS

lack of transportation

It's oriented towards the bottom line not "driven" by customer needs.

education, environmental barriers *Self-Worth*

Question 30 provides respondent feedback in one word or phrase that best describes the biggest obstacles to individuals with disabilities and their mobility. Please note that all comments are derived from an Independent Living advocacy perspective.

getting out of the house into the transportation

lack of on demand public transportation

takes to much time

Patience by driver when adjusting for wheelchair

TRANSPORTATION SAFETY

accommodation

BEING LATE TO JOB OR SCHOOL.

Have you ever requested assistance from transportation personnel? If so, please tell us about your experience.

#31

“

Question 31 provides respondents' specific feedback regarding their experience with transportation personnel if assistance was ever requested. The following are a sample of the feedback received.

- Yes. It was interesting. The bus was not on schedule and the bus did not wait long enough for individuals to board. I missed a bus for not being in the designated area. The bus stop I waited at did not have a sign and when I saw the bus it was across the street from where I was at. When I crossed the busy street the bus had left so I had to walk to another location that was not close. The public transportation maps need improvement as well. I could see this being difficult for individuals with disabilities.
- I have used transportation assistance in the past when neither para-transit nor fixed routes couldn't get me to work on time.
 - Yes, very little assistance is available.
 - Yes and they almost always seem put out or annoyed.
 - Yes. Bus was often 1-2 hours late. Sometimes the chair lifts didn't work.
 - Very kind and helpful.
 - No, I have not.
 - I have called several times for clients when they're bus has not shown up and no one seemed concerned.
 - Yes, I found no service able to fulfill needs of local vets.

Yes, the driver with The HOP fixed route is awesome. He was very helpful. Traffic at the stop was very busy and he assisted me to cross over to the other side and was very courteous.

”

I tried to get a decent bus route or van transport to my job in the city but was unable to get this. Routes did not go from near my home to my job. After 18 months I had to quit that job because it was too expensive/time consuming to continue.

What recommendations would you make to your public official regarding access to public transit in your area, if any?

Question 32 provides respondents' recommendations they would make to their respective public official regarding access to public transit in their area. The above are samples of the recommendations made and the corresponding county in which the respondent resides. Please note that all comments are derived from an Independent Living advocacy perspective.

- Fund it as a quality of life and mobility issue, not as traffic congestion. See it as an essential government service.

-Brazos County Resident

- Provide more funding for transit programs, particularly in the Rural areas. Provide incentives for hubs from Rural to Urban, so there is more connectivity.

-Bexar County Resident

- There is a dire need for more readily available transportation services for individuals with disabilities. In the Rio Grande Valley, there need to be more options. Clients feel very limited and access to jobs is largely impacted due to lack of available transportation options.

-Hidalgo County Resident

- I would like to recommend to the legislator to make it easier for everyone to understand in layman's terms how the public transit system operates. I encounter many people that do not understand the routes because either no one from the transportation personnel hasn't taken the time to teach them or they do not understand because of some underlying disability.

-Bowie County Resident

- Access to public transit is of critical importance in our city. We often hear from constituents dealing with scheduling problems, extremely long times on the bus, and the lack of options.

-El Paso County Resident

- Please provide transportation in the rural areas to people who are needing and wanting to work or go to school.

-Smith County Resident

- More transit routes in McAllen and Edinburg and surrounding RGV towns, better coordination between cities transit routes for those who need it. All ADA accreditation for people with disabilities

-Hidalgo County Resident

- I would recommend make more money available to hire more reliable drivers for transportation service, and possibly allow for expansion of hours to allow early morning and late evening workers transportation.

-Coleman County Resident

#32

- More bus routes and more para-transit buses, mandatory benches and shelter covers over each benches to assist with weather protection. Lighted area of bus stop at night.

-Taylor County Resident

- Need more funding available to increase access including longer week day hours and weekends.

-Brazos County Resident

- Transportation needs to be available for any and everyone who needs it. I think that times should be expanded for those who don't work an 8am to 5pm. There needs to be sensitivity training for drivers and staff that deal with those who are disabled or less fortunate. There should be a voucher program for those who need assistance with transportation through the city.

-Montgomery County Resident

- Increase availability and accessibility of transportation throughout Montgomery County. Lots of folks live in the Woodlands and commute to Conroe. Give us an alternative to getting on the crowded freeways by providing affordable, accessible public transportation.

-Montgomery County Resident

- We need all bus stops to be covered and to have accessible sidewalk and the time the buses run needs to be longer -

Taylor County Resident

- Today, you can only use paratransit from an address that is within 3/4 of a mile of a bus line, and the address where you are going must also be within 3/4 mile of a bus line. You have to choose your job, groceries, physicians, church and friends by that footprint. I recommend that paratransit blanket a whole city and be funded that way.

-Travis County Resident

- I believe that there should be a needs assessment in the rural areas to evaluate the rising need for public transit.

-Scurry County Resident

- Stop cutting funding from federal programs for the disabled and for the Jobs Access to Work program

-Jones County Resident

- Increase the gas tax - provide more funds for transit; don't allow the Transportation fund to be pilfered for other uses.

-Travis County Resident

- Public transportation needs to run 7 days a week as well as offer longer hours of operation to meet the needs of those that have jobs on weekends and work late hours. Also, how about those folks that would like to attend religious services and can't due to no transportation available.

-Taylor County Resident

Walk a mile in our shoes where you need to depend on someone else to get you places.

-Bell County Resident

#32

Any other questions or comments that you may have about public transportation in your area?

Question 33 is an open-ended question regarding respondents' commentary on public transportation in their respective area. Below is a sample of respondents' comments and their respective county in which they live. Please note that all comments are coming from an Independent Living advocacy perspective.

I currently teach in the evenings. I will eventually have to give it up because my eyesight after dark is very poor... I know running buses is not cost feasible after a certain time of day. I just wish there was some form of reliable transportation to get me to school and back.

-Taylor County Resident

Effective, accessible Public transportation is critical to an economically viable community. To move people away from dependence on benefits, give them the tools they need to achieve independence

-Travis County Resident

No one in any community of any state should be without a sufficient way of transportation to get to and from where they need to go and especially in the State of Texas.

-Gregg County Resident

The transit system in my City is poor. It does not fit a City this size. We need longer hours to be able to take care of personal business after work. Plus the routes do not go where people need to go. We need more buses and longer schedules.

-Lubbock County Resident

Later hours, past 5:30 would help accommodate people who want to work any shift, and not be limited in their work preferences or be forced to spend money for a taxi.

-Smith County Resident

I wonder what self-driving cars will mean for mobility-disabled people in the future. It may be a game changer.

-Travis County Resident

Thank you for the existing services and for those of you who fight for our services.

-Travis County Resident

We have a great bus system. The main challenge is time of day. It is less available in the evening hours and at night if it's available at all. Of course there are safety issues as well. We also have taxi service but that is much more expensive. I personally have not had to rely on public transportation though I have used it in the past.

-Taylor County Resident

I have ridden door Dart paratransit for 20 years. I am afraid to currently ride paratransit services because the drivers do not tie down the wheelchairs properly. DART paratransit cameras are necessary to make sure that drivers are doing their job properly. The drivers are reckless. They drive too fast and sometimes swing lanes. I tell Dart administrators these problems, but change does not seem to be implemented.

-Collin County Resident

I am grateful for the current transportation system we have because it wasn't long ago there was very little to none. But to grow and thrive as a community we will need to address our ever expanding transportation needs in our East Texas area.

-Gilmer Resident

Many public transportation providers are struggling to keep up with para-transit demand and the resulting impact on the budget. The ADA mandates that requires all public transportation providers to schedule all requested para-transit rides implies that the transportation providers have an unlimited supply of drivers, vehicles and funding. This premise is both unreasonable and unsustainable and is negatively impacting fixed route operations.

-Randall County Resident

Build more sidewalk, have more bus stops and bus stops that are accessible. Some stops are in ditches, fields or other hard to access places if you are in wheelchair or have a stroller with children.

-Taylor County Resident

Our local town is growing so quickly as a suburb of a larger urban area - Transportation needs to be addressed, not only for persons with disabilities, but the elderly as well. Yet, I think people feel if public transportation is available - there is an underlying assumption that it will bring those "undesirable" people to our area. NIMBY in effect. :(The community wants to be A+, but doesn't want to deal with the poor. Also - cost is an issue.

-Harris County Resident

It appears to be an issue that the public transportation is not listening to the needs of the community or doesn't have a plan in mind to meet additional needs possibly due to lack of resources.

-Brazos County Resident



PUBLIC ENGAGEMENTS BY STATE PLANNING REGIONS

Public Engagements

Extensive feedback provided to the Texas SILC through both the survey instrument and the town halls resulted in many helpful suggestions to improve transportation for individuals with disabilities and seniors, which is necessary to sustain employment.

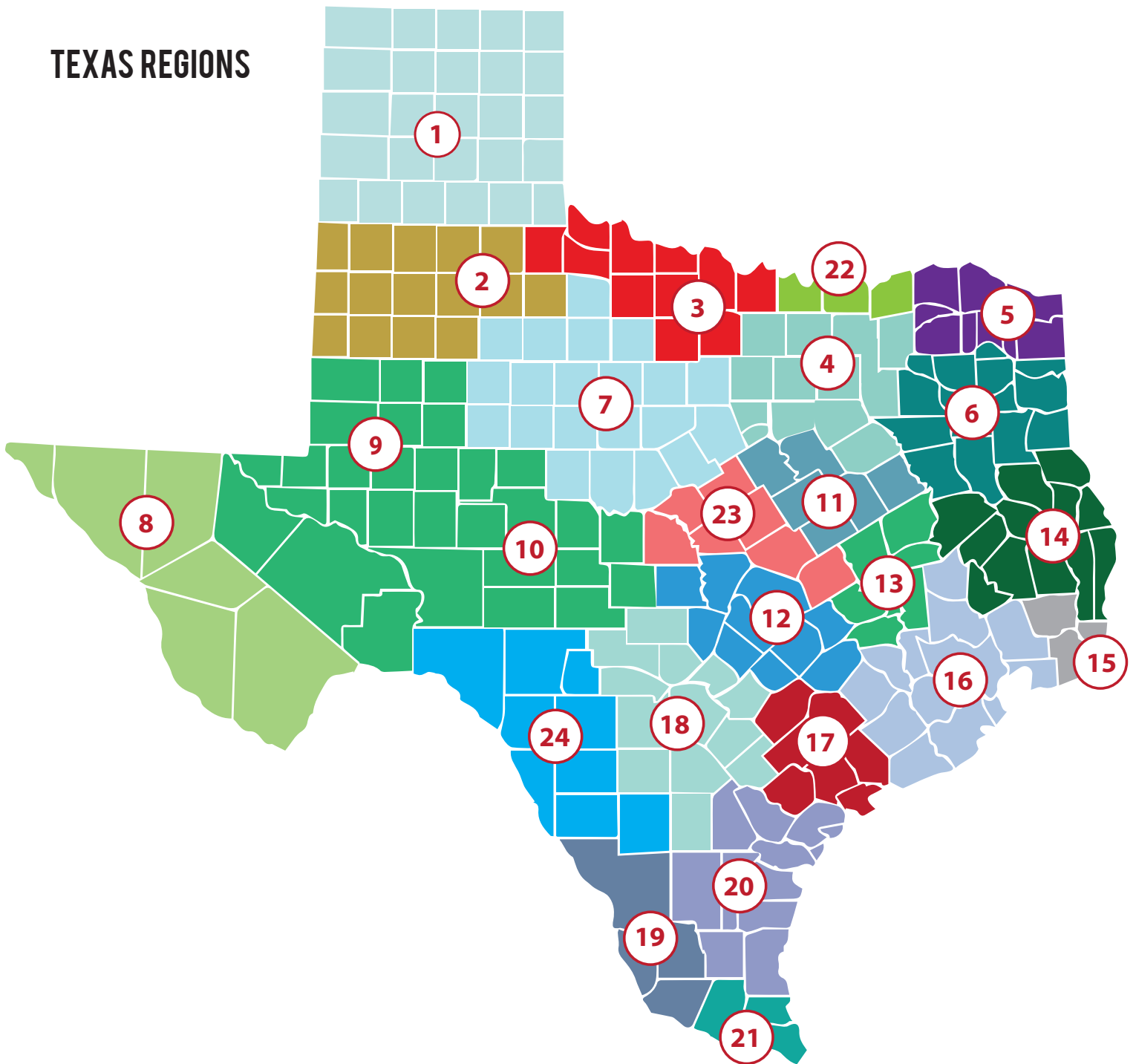
The public engagements Texas SILC hosted with its partnering agencies cover

the diverse communities, landscapes, and transportation issues and solutions that are specific to each region. The following is a listing of the 24 Texas Council of Government regions, which correspond to the map found on the previous page. Texas SILC made every feasible effort to obtain a broad, in-depth scope of transportation needs and resources in rural and small-urban Texas.

Region Name	Number	Abbreviation
Alamo Area Council of Governments	18	AACOG
Ark-Tex Council of Governments	5	ARK-TEX
Brazos Valley Council of Governments	13	BVCOG
Capital Area Council of Governments	12	CAPCOG
Central Texas Council of Governments	23	CTCOG
Coastal Bend Council of Governments	20	CBCOG
Concho Valley Council of Governments	10	CVCOG
Deep East Texas Council of Governments	14	DETCOG
East Texas Council of Governments	6	ETCOG
Golden Crescent Regional Planning Commission	17	GCRPC
Heart of Texas Council of Governments	11	HOTCOG
Houston-Galveston Area Council	16	H-GAC
Lower Rio Grande Valley Development Council	21	LRGVDC
Middle Rio Grande Development Council	24	MRGDC
Nortex Regional Planning Commission	3	NORTEX
North Central Texas Council of Governments	4	NCTCOG
Panhandle Regional Planning Commission	1	PRPC
Permian Basin Regional Planning Commission	9	PBRPC
Rio Grande Council of Governments	8	RGCOG
South East Texas Regional Planning Commission	15	SETRPC
South Plains Association of Governments	2	SPAG
South Texas Development Council	19	STDC
Texoma Council of Governments	22	TEXOMA
West Central Texas Council of Governments	7	WCTCOG

PUBLIC ENGAGEMENTS BY STATE PLANNING REGIONS

TEXAS REGIONS



The above graphic is a map of Texas that displays the 24 Council of Government regions.

PUBLIC ENGAGEMENTS BY STATE PLANNING REGIONS

The information provided during Texas SILC's Public Engagements aids in Texas' mobility management. Mobility management refers to the consideration of various options and coordination of those transportation solutions to meet the needs of consumers.

“Effective mobility management ensures that residents are familiar with available resources and that communities coordinate transit programs effectively. Mobility management programs seek to expand accessible transportation services and to connect these services to people in the community who require them. Person-centered mobility management focuses on the interests and community connections preferred by the person who is interested in the various transportation options. The key to accessible transportation is ensuring that people with disabilities can live spontaneous lives, connected to the community-based activities including health care, leisure, civic engagement, education, and employment.” (*National Council on Disability 219-220*).

Mobility management is unique to each community and requires different modes and combinations of transportations depending on the changing needs of the individuals with disabilities in each community. The key to mobility management is a better understanding of the needs and limitations of each community. The following is specific information gathered from the Texas SILC's 25 public engagements and community feedback that pinpoints the needs of individuals

with disabilities and seniors to get to and from work or school and transportation providers abilities to meet those needs given a finite amount of resources.

The following is a synopsis of Texas SILC's public engagements statewide. Also provided is qualitative data by county in hopes of a continuing dialogue that results in successes in meeting unmet needs in rural Texas counties.

Public Engagements 2014

PUBLIC ENGAGEMENT 1: ABILENE, TX

Strategic Feedback Provided on Transportation Works Project and Exhibitor Booth Hosted.

REGION: 7

DATE: October 21, 2014; 8:30am – 1:00pm

PARTNERING AGENCY & LOCATION: Moving Forward, Disability in Action Center for Independent Living, 3602 N Clack St, Abilene, TX 79601

SUMMARY: West Texas Council of Government's ADRC hosted a faith-based groups' symposium. This event served to announce the continuation of Texas SILC's Texas Works Project. Texas SILC made transportation consumers, providers, and faith-based organizations aware of forthcoming Texas SILC's transportation summit and survey instrument. It served as an effective pilot tool to receive feedback on both the summit and survey and allowed Texas SILC to more effectively lay groundwork in implementing its strategic initiatives for the project.

PUBLIC ENGAGEMENTS BY STATE PLANNING REGIONS



A rural highway in West Texas

PUBLIC ENGAGEMENT 2: EL PASO, TX

Exhibitor Booth Hosted; Informative Luncheon Presentation; and Outreach to Transportation Stakeholders.

REGION: 8

DATE: October 30, 2014; 8:00am–5:00pm

PARTNERING AGENCY & LOCATION:

Nuestra Vida Disabilities Conference, Camino Real Hotel at 101 S El Paso St, El Paso, TX 79901.

SUMMARY: Texas SILC’s second Transportation Works Project public engagement was held at Volar Center for Independent Living’s Annual Conference. This also served as an awareness campaign for Transportation Works while receiving initial feedback from transportation stakeholders on effectively receiving input and connecting transportation stakeholders in an effort to aid individuals with disabilities and seniors to travel to and from work. Texas SILC hosted an exhibitor booth and served as a speaker during the luncheon portion of the program. Texas SILC’s intent on launching a survey instrument accessible for all was provided to over 300 Texas transportation stakeholders. Project goals, handouts, and print copies of

the survey instrument were provided to attendees. Feedback was received prior to the implementation of the survey instrument and information was provided regarding the Transportation Works Project and its goals. The next day Texas SILC staff leveraged connections with public transportation organizations with onsite visits, such as the Texas A&M Transportation Institute. These early connections were key to the success of the project as many served in volunteer capacity or later the Regional Workgroup, which was a steering committee that provided strategic direction. Texas SILC’s attendance on this public engagement served to generate a buzz in the transportation community about the Transportation Works Project.

PUBLIC ENGAGEMENT 3: MIDLAND, TX

Exhibitor Booth Hosted to Serve as Education Initiative for General Public and Outreach to Local Center for Independent Living.

REGION: 9

DATE: November 7, 2014; 4:00pm–8:00pm

PARTNERING ORGANIZATION & LOCATION: 11th Annual HEB Feast of Sharing, Horseshoe Arena, 2514 Arena Trail, Midland, TX 75074

SUMMARY:

Texas SILC hosted an exhibit at the Midland Feast of Sharing, which was a strategic initiative to inform the general public about the Transportation Works Project. Event restrictions prohibited Texas SILC from providing outreach at the event.

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Texas SILC, however, made flexible changes to its course of action and connected with the local Center for Independent Living (ABLE). A healthy dialogue ensued between the two organizations regarding the mobility needs of individuals with disabilities and seniors in the service area.

This connection later served fruitful in the distribution of the Transportation Works Project's survey instrument.

PUBLIC ENGAGEMENT 4: PLANO, TX

TOWN HALL

REGION: 4

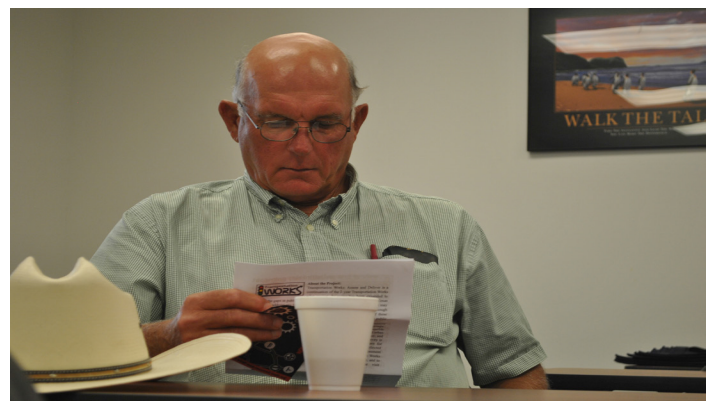
DATE: November 13, 2014; 12:00 – 3:00pm

PARTNERING AGENCY & LOCATION: REACH of Plano Center for Independent Living, 720 E. Park Blvd, Ste. 104, Plano, TX 75074

SUMMARY: Texas SILC launched the public hearing (town hall) platform to receive specific feedback from a variety of transportation stakeholders regarding the transportation barriers in the community. This format proved to be successful and connected a variety of transportation consumers, providers, and volunteer groups. The diverse attendance provided a healthy discussion regarding Plano's and its rural areas' specific transportation needs. Consumers that served as self-advocates and consumer representatives and caregivers spoke candidly about their diverse needs. Receptive transportation providers were able to hear key service input, such as issues of extensive wait times for accessible transportation. The connectivity of the

forum allowed solutions to be discussed with specificity regarding travel across county lines and underserved areas (e.g. Collin, Tarrant, and Denton Counties). Compassion filled the room as one Plano resident shared, "I schedule paratransit for a family member. The bus ride from point A to B takes over two hours! One evening my special needs brother peed his pants because of the wait."

Key takeaways included that transportation funding is provided on a county-by-county basis, and improving public transportation, particularly in rural areas, would take transportation providers innovative ways to reach across county lines to serve the needs of individuals with disabilities and seniors traveling to and from work or school.



A stakeholder reading about Transportation Works during a town hall meeting.

PUBLIC ENGAGEMENT 5: BEAUMONT, TX

TOWN HALL

REGION: 15

DATE: December 11, 2014; 3:00–5:00pm

PARTNERING AGENCY & LOCATION: RISE Cen-

PUBLIC ENGAGEMENTS BY STATE PLANNING REGIONS

ter for Independent Living, 755 South 11th St, Ste. 101, Beaumont, TX 77701

SUMMARY: Texas SILC and its partnering agency, RISE Center for Independent Living, hosted a productive town hall focusing on transportation coverage for Jefferson, Hardin, and Orange Counties. The town hall consisted of mostly consumers and limited transportation provider representation. Consumers repeatedly voiced a demand for more fixed-route buses and extended hours. Some voiced an issue with the ability to get to and from work on the weekends, which is difficult as a result of buses not running on Sundays. One Jefferson County resident explained, “Everyday you have to be there at eight o’clock sharp or you cannot get a ride. I’m not just going to the mall; I’m coming to my job.” The candid feedback proved helpful in identifying common issues amongst consumers. Key transportation recommendations and takeaways from the consumers at the Beaumont Town Hall included:

- There is a lack of direct routes in the area that travel across county lines.
- There are concerns for seniors relocating from nursing homes and how they will get around.
- There is a lack of accessible bus stops.
- Some believe there is a lack of sidewalks (particularly accessible sidewalks), which increases the likelihood of injury.
- Some voiced that bus conditions are unfavorable. Drivers need better sensitivity training as well as a strong need for timely scheduling for rides.

Public Engagements 2015

PUBLIC ENGAGEMENT 6: TYLER, TX

TOWN HALL

REGION: 6

DATE: January 7, 2015; 2:00pm – 4:00pm

PARTNERING AGENCY & LOCATION: East Texas Center for Independent Living (ETCIL), 4713 Troup Highway, Tyler, TX 75703

SUMMARY: The town hall format continued to provide extraordinary feedback for Texas SILC and transportation stakeholders in the community. The Tyler town hall comprised of a diverse group of transportation stakeholders, mostly, however, being consumers in the area. The open-dialogue format produced a synergy in the room. The following is a sample of feedback from residents in the area:

- Smith County Resident: “Transportation options need to be available at all hours of the weekday and weekend including nights. Even if fares are higher at certain times, being without transportation between 8pm and 6am and completely without on Sundays is very frustrating.”
- Smith County Resident: “I’m willing to pay slightly more in order to help subsidize the cost of a paratransit service that’s still cheaper than cash-run cab fares.”
- Gregg County Resident: “When individuals do not have transportation, they are isolated.”
- Gregg County Resident: “Lack of transportation limits people’s participation in local activities.”
- Harrison County Resident: “Funding and budget cuts have forced further

PUBLIC ENGAGEMENTS BY STATE PLANNING REGIONS

restrictions on eligibility for paratransit”

- Harrison County Resident: “Only medical trips qualify for free paratransit rides. Medicaid restrictions further limits on the availability of public transportation in rural areas.”
- Harrison: “It’s very hard as a consumer to get your groceries off the bus.”



Wichita Falls town hall meeting at Nortex Regional Planning Commission

PUBLIC ENGAGEMENT 7: LONGVIEW, TX **TOWN HALL** **REGION: 6**

DATE: January 8, 2015; 10:00am – 12:00pm

PARTNERING AGENCY & LOCATION: East Texas Aging & Disability Resource Center (ETADRC), 501 Pine Tree Rd, Longview, TX 75604

SUMMARY: The stakeholder group at the Longview Town Hall broadened with the attendance of more government agency representation. Consumers and their advocates were the largest contingent. The following is a sample of insights and general concerns provided that will be fruitful in identifying key transportation issues in

rural areas of the community and providing connectivity of resources to remove barriers for with disabilities and seniors traveling to and from work or school:

- Travel between rural areas and small towns in the area continues to be a challenge.
- Veterans with disabilities cannot access local facilities and some choose to travel to Shreveport, Louisiana for care.
- One consumer advocate remarked that “There is only five buses for 100,000 people.”
- Residents commonly voiced that here is limited hours of transit that pose a concern for people working early or late. Continued issues included a lack of access to cross county lines and no weekend service, which impacted individuals who need to work on weekends.
- Transportation provider acknowledged the strong desire for extended hours of service but the lack of funding is impacting even the current limited hours of available transportation.
- There was a recommendation to increase cultural competency and medical training (e.g. mental health) for fixed route drivers. There is also a general need for improving the overall conditions of the buses (e.g cleanliness, lack of repairs).
- One paratransit consumer voiced that there is a need for more bus shelters, especially ones that are accessible.
- Advocates expressed that there is a lack of maintenance for the sidewalks, which limits mobility.
- Some expressed that there is a lack of sensitivity from fixed route drivers. On occasion, there is a lack of response from

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paratransit.

- One resident recognized the possibility for a volunteer driver program to be implemented.
 - One consumer voiced that dispatchers are not effectively communicating time deadlines to drivers. Drivers subsequently show up too late or too early for riders.
 - One resident voiced that taxi cab service is sometimes more reliable than the bus system while another conversely voiced that the taxi cab company covers too broad a region resulting in long wait times for taxi cabs once the buses stop running.
 - One consumer voiced that there is a lack of buses on major routes, and there should be several buses running at the same time on major routes. Also, routes do not pass by necessary locations.
 - There is a general need for better time management from dispatchers and taxi cab drivers.
 - Bus drivers need to be more aware and have better knowledge of their own routes.
 - The area could use more crosswalks in high traffic areas and better spacing between bus stops.
 - The bus system should allow for the purchase of a multi-month pass in stead of a 30-day pass. There needs to be an automated system to announce bus stops for passengers.
 - Finally, automated machines for bus fares would be helpful.
-



PUBLIC ENGAGEMENT 8: AUSTIN, TX **EXHIBITOR BOOTH HOSTED RESULTING IN** **TESTIMONIALS**

REGION: 12

DATE: February 6 and 7, 2015; 10:00am – 4:00pm

PARTNERING ORGANIZATION & LOCATION:

Special Olympics Texas, Athlete Village, 2525 W. Anderson Ln, Ste. 365, Austin, TX 78757

SUMMARY: Texas SILC partnered with Special Olympics Texas to host its first two-day exhibitor booth. This public engagement consisted mostly of individuals with disabilities, advocates, and supporters. The forum allowed Texas SILC to bring further awareness to the Texas Works Transportation Project and resulted many unique testimonials. The following is a sample:

- Travis County Consumer: “Sometimes the city bus driver gets frustrated with other drivers and expresses it by yelling or gesturing at them, and it makes me feel uncomfortable. Also, I’ve noticed that some passengers are reluctant to give up their seat when someone with mobility

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problems needs to sit and the bus driver has to tell them to move for the person with mobility problems. Also, I've seen blind people ride the bus and the bus drivers don't announce the stops like I think they should."

- Travis County Resident and Consumer: "Before they redrew the lines and removed me from paratransit, when I was still within 3/4 mile, you either have to always have an attendant or never have one. You cannot decide for each trip. For some short trips, I won't need an attendant to help me use a restroom, and I won't need one for orientation after I get off, because the door of the address is right at the drop-off. I wish they could allow people to decide on a case by case basis."
- Travis County Paratransit Consumer remarked on the latest local election to extend light rail in the City of Austin: "A rail system is huge for people in wheelchairs."



Texas SILC staff interacting with staff of Holding Institute Community Center, location of Laredo's town hall meeting.



PUBLIC ENGAGEMENT 9: BELTON, TX TOWN HALL AND FOCUS GROUP REGION: 23

DATE: February 19, 2015; 10:00am–12:00pm

PARTNERING AGENCY & LOCATION: Central Texas Council of Governments (CTCOG), 2180 N Main St, Belton, TX 76513

SUMMARY: This Town Hall Meeting took Place at the Central Texas Council of Governments (CTCOG) and involved both consumers and transportation providers. Sign in sheets listed indicate a turnout of 29 individuals from approximately 14 organizations. There was a large demand for Transportation Works survey instrument and some in braille. The public forum engaged the public. The following are testimonials from Bell County:

- Bell County Resident and Consumer: "I appreciate the HOP. The regular bus is usually on time. It's the door to door service that I have a big problem with. I was scheduled to be picked up at 6 am Tuesday. They finally picked me up at 6:55. I called Wednesday morning at 6:30 AM and told them I was ready to go. They officially picked me up at 8:55 am. I was supposed to teach a class at 9 AM but didn't make it on time to get to the bus being late. I don't think they would've showed up if I had not called again."
- Bell County Resident: "There is a cultural issue where people rely on personal vehicles and people are reluctant to shift into strictly public transit."
- Bell County Resident and Consumer: "Sidewalks make access very difficult. Time spent traveling is long and demand is increasing too quickly. Dispatchers do not always answer phones or check on passengers." Concerns raised in the open forum in-

PUBLIC ENGAGEMENTS BY STATE PLANNING REGIONS

cluded, but were not limited to, a need for public transportation closer to the schools, long wait times when scheduling a ride via phone, and a lack of funding for increasing the number of rural transit vehicles and extending operating hours. Other feedback and general recommendations from the Belton Town Hall included:

- There is a need for drivers to alert blind consumers they have arrived.
- Locations for bus stops are not always convenient.
- There is poor drainage that leads to sidewalks being flooded during rain.
- There is a shortage of running buses and responsive dispatchers. Dispatch can sometimes not be reached at all or have extremely delayed responses.
- There are long travel delays. It could take two hours to travel from Belton to Killeen using public transportation.
- Smaller outlying areas, such as Nolanville or Moody, do not have access to public transit.

After the Town Hall, Texas SILC staff leveraged its connections and time and hosted a focus group to discuss the Belton Town Hall feedback and collaborate on strategic initiatives moving forward. The Executive Director of Heart of Central Texas (HOTCIL), the Director of Rural Operations for Hill Country Transit District (HOP), and the Director of Urban Operations for the HOP graciously participated in the focus group. Impressions, concerns, and recommendations from the focus group include:

- Individuals utilizing the HOP services sometimes do not like to share their

rides with other passengers. HOP is the urban division of public transit and has fixed route and paratransit. The rural division has door-to-door demand response. Together, both divisions share 47 buses, 45 drivers, and cover approximately 9,000 square miles.

- Further discussion regarded the cultural mindset of rural Texans as a barrier to public transportation. Many see public transportation as a foreign concept. Additionally, rural Texas does not have the infrastructure or demand to fully provide for many public transportation options.
- It was also noted that the HOP provides travel training to individuals with disabilities and seniors. Advanced technology, such as the new mobility devices provided by Wounded Warrior, is not always compatible with HOP buses and systems.
- The group shared other community specific information with Texas SILC staff, such as that Heart of Texas RTD (which was with HOTCOG) is now in transition and will soon be associated with Waco Transit System. Also, this area of Texas relies heavily on faith-based communities/churches, which are a key factor in non-traditional transportation.
- The focus group concluded with a discussion regarding the transportation and mobility infrastructure of the area. The group shared that many believe that more roads need to be built prior to the development of sidewalks, which are accessible.

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PUBLIC ENGAGEMENT 10: TYLER, TX EXHIBITOR BOOTH AND FOLLOW-UP FEED- BACK

REGION: 6

DATE: March 7, 2015; 9:00am – 2:00pm

PARTNERING AGENCY & LOCATION: East Texas Center for Independent Living, disAbility Expo/Walk & Roll, Robert E Lee High School, 411 East Southeast Loop 323, Tyler, TX 75701

SUMMARY: The Transportation Works Project made such an impact at Tyler's Town Hall, Texas SILC graciously accepted another invitation to return to the area. At this event, Texas SILC hosted an exhibit booth. At the booth, details were provided about the Texas SILC's survey instrument, which was distributed in Braille, English, Spanish, and other languages and accessible means upon request. The event's audience was different than the town hall. All most all of the attendees of the regional event were individuals with disabilities. The conference event was advertised as, "A regional event to bring together individuals of all ages and families for whom disability is one aspect of their lives, with focus on community engagement, sharing helpful information, fun recreational activities and an opportunity to make new friends who are also moving forward with life!" (http://www.etcil.org/disAbility_Expo_Walk_Roll_Revised_Flyer_Feb_2015_7_.pdf)



Public input is received during the Corpus Christi town hall meeting at the Behavioral Health Center of Nueces County

PUBLIC ENGAGEMENT 11: SAN ANGELO, TX TOWN HALL **REGION:** 10

DATE: March 11, 2015; 10:00am– 12:00pm

PARTNERING AGENCY & LOCATION: MHMR Services for the Concho Valley, 1501 W. Beauregard Ave, San Angelo, TX 76901

SUMMARY: The Transportation Works team held a Town Hall event consisting of consumers, advocates, representatives from the Concho Valley Transit and Concho Valley Council of Governments, and seven other organizations. Concerns raised in the open forum included, but were not limited to, a need for extended public transportation hours, lack of transportation provider collaboration with other agencies, affordability of bus passes, and the conditions of bus shelters and bus stops. Other notable activity from the public engagement forum were further distribution of the Transportation Works survey instrument and expressed enthusiasm for more information regarding transportation provider and nonprofit entity collaboration. The enthusiasm and

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openness of the forum provided for lively testimony. Examples of testimonials from Tom Green County Residents include:

- Tom Green County Resident and Consumer: “Currently the San Angelo buses only run every hour. This means even if a prescription is ready at a pharmacy and I could walk in and right back out again I still have to wait an hour for the bus to come back. With transfers each way it literally took me half a day just to pick up a prescription and nothing else.”
- Tom Green County Resident: “People can’t keep a job if they can’t get home from there.”
- Tom Green County Resident: “Running general errands are made more difficult with the variety of difficulties in public transit. What’s more important, going to the doctor or going to the grocery store? Many consumers have to choose on any given day.”

Other general feedback and transportation recommendations from the San Angelo Town Hall included:

- One consumer explained that bus stops do not always have seats or coverage, which can be extremely taxing in the west Texas summers. Bus stops lack sidewalks, which limit accessibility.
- Some San Angelo residents have such limited resources that they cannot afford the bus pass. Further, door-to-door paratransit is not always economically feasible for consumers.
- One paratransit consumer had concerns over ramp issues. They extend too far or lack handrails.
- Square poles should be installed at

bus stops to better help consumers that are blind indicate that they are at a bus stop.

- Several consumers felt that driver customer service is poor and that bus drivers do not exercise sensitivity.
- There were concerns over operating hours. Buses shut down for an hour in the middle of the day and do not operate on Sundays. Further, there are limited routes that affect passengers ability to arrive at work or school on time.
- A few Angelo State University students suggested that there should be more direct routes to popular areas, such as the university or the mall.
- There is a lack of connecting routes between mass transit providers across counties.
- Some believed that the current state of buses is uninviting to new consumers. One Tom County Resident remarked, “I don’t think you can get anybody on the bus system here unless they really, really need it.”
- There were comments made due to the exploding population in San Angelo. Feedback was received that there has been a large-scale traffic increase in recent years due to increase in commerce and industry in the area. There is a strong need for updates to the system.



PUBLIC ENGAGEMENT 12: ABILENE-TOWN HALL

REGION: 7

DATE: March 20, 2015; 10:00am–12:00pm

PARTNERING AGENCY & LOCATION: West Central Texas Aging and Disability Resource Center at the West Central Texas Council

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of Governments, 3702 Loop 322, Abilene, TX 79602

SUMMARY: Texas SILC staff launched the event with a public and visual presentation detailing the purpose and mission of the Texas SILC; the history, goals, and deliverables of the Transportation Works Project; the survey details; and a reminder about the Transportation Works Summit. Texas SILC then opened the floor for public comment. A sample of the testimonials from the area include:

- Taylor County Resident and Consumer Advocate: “Blind consumers have to wait for up to two hours for pickup. Consumers sometimes spend more time preparing for the rides than the rides themselves. Bus routes are very long and can be exhausting for consumers. There is very strict criteria for paratransit that makes eligibility difficult.”

- Taylor County Consumer: “General transit is effective for consumers who are able to use it. Outlying areas, however, require a separate bus fare.”

- Taylor County Resident and Consumer: “Bus stops are spaced too far apart.”

- Taylor County Resident and Consumer: “Transit hours are limited and consumers cannot make early morning appointments.”

- Jones County Resident and Consumer: “Rural consumers have extremely long rides. Rides are usually an all day activity and require planning ahead for snacks and medications, which can be difficult to administer on the bus.”

- Jones County Resident: “Buses do not go to outskirts of town where there

are available jobs.”

A sample of general concerns voiced at the Abilene Town Hall includes:

- The amount of time spent waiting for the paratransit system, combined with length of time spent within paratransit vehicle, is thought to be too long to justify using public transit.

- The walks from a rider’s residence or workplace to the bus stop is too long.

- There is a general misunderstanding about the paratransit eligibility requirements as well as a lack of availability of veteran-focused services in the area.



NORTEX Regional Planning Commission entrance

PUBLIC ENGAGEMENT 13: ARLINGTON, TX

Focus Group: North Texas Transportation Providers’ Perspective

REGION: 4

DATE: March 23, 2015; 2:00pm – 3:30pm

PARTNERING AGENCY & LOCATION: North Central Texas Council of Government, Metroplex Conference Room, Centerpoint II, 616 Six Flags Drive, Arlington, TX 76011

SUMMARY: The Texas SILC hosted a town hall in Arlington, Texas tailored to transportation providers in the area. The meet-

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ing kicked off with a public presentation from Texas SILC staff. The powerpoint presentation provided information on:

- The purpose and mission of the Texas SILC;
- The history of the Transportation Works and the project goals;
- The project methodology and deliverables, including the report and Summit to be held in August; and
- Suggested talking points for the provider discussion.

The transportation providers present included City of Arlington, City of Grand Prairie, North Central Texas Council of Government's transportation division, SPAN/Meals on Wheels of Denton County, Mobility Management Services for Dallas Area Rapid Transit (DART), and City of Cleburne Transportation Manager. Attendees were asked to discuss their experiences as transportation providers, including main constraints for provision, current and potential partnerships, local Medicaid/medical transportation and other contracts, consumer inclusion initiatives, and ideas for coordinating and improving public transportation in the region. The transportation providers were also asked to address consumer beliefs about public transportation in the area. The following is a sample of consumer comments regarding public transportation, which were obtained from the survey:

- Tarrant County Consumer: "There is no public transit in Arlington. The handytram is the only service available. The limited number of buses in the area means

that consumers must compete with another."

- Tarrant County Consumer: "There are large issues of connectivity in the area. The lack of fixed routes does not require providers to be ADA compliant."

- Tarrant Resident: "The lack of transit poses issues for businesses in the area, such as Amazon."

- Tarrant County Resident: "Much of the area is located in the suburbs where there is no transportation service area."

The transportation provider discussion provided much needed perspective in an effort to bridge the gap and provide connectivity with consumers. The feedback consisted of the following:

- There are geographic and economic constraints hinder the size and scope of a transportation operation. Further, most transportation providers believed that they are not serving near the level of population that they theoretically could. A congressional report from 1976 was referenced which shows that there has been an attempt to enhance transportation in the area for 50 years.

- City councils and county boards typically only want to focus on their constituents, which is one reason for the lack of transportation services. Public transportation and access to public transportation is considered economic development for many city or county boards. The idea behind this is that these government officials are in office to specifically represent their electorate, not another counties electorate.

- Some transportation providers voiced that consumers have unrealis-

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tic expectations for transit services (e.g. short-notice service for low or no cost). Many consumers believe it takes too long to travel to work. However, consumers have to share rides to make public transportation cost efficient and feasible. Sharing rides causes longer trips. One transportation provider believed that consumers were still accustomed to the transportation system of the 1980s, where public transportation was more customized, less widely used, and catered to individuals to complete errands (before massive population growth and budgets that did not keep pace with demands).

- Transportation providers generally felt that barriers included lack of investment and lack of cooperation from agencies.
- Most transportation providers believed that there is a negative stigma to using public transportation. They expressed a need to overcome perception that people who use public transportation are “undesirable.” The providers would like to create a better means to overcome the perception of people that use public transportation to demystify the stigma that is attached.
- Driver training is seen as an issue even on the side of the providers. Culture competency is an issue being addressed.
- Independent agencies receive federal funding and admittedly do not want to lose funding to their “competitors,” which is a barrier to collaboration.
- There is no type of Paratransit available in Arlington. This feeds into the negative stigma for public transportation. It

is believed by most that having a car is a privilege, a status symbol. However, this puts the individuals living with disabilities and seniors in the hands of Handy Tran by default. While the Handy Tran runs 7:00am to 11:00pm, Monday through Friday, it is geographically constrained.

- The transportation providers, through working together, were excited about the progress being made in the area. The following is a sample of the progress being made in addressing the mobility needs of the area:

1. MY RIDE North Texas is taking steps to address the inability of most providers to cross county lines.
2. There is an agreement amongst transportation providers that lead agencies and other facilities (e.g. dialysis centers, Centers for Independent Living, etc.) coordinate group trips to medical appointments, shopping centers, and community areas.
3. The development of programs, such as DART Travel Ambassador Program; NCTCOG Navigation Services; Dallas and Tarrant counties Mobility 101; SPAN navigator functions, are all designed to bring awareness to the transportation and mobility resources in the area.



PUBLIC ENGAGEMENT 14: FOCUS GROUP: SOUTH TEXAS TRANSPORTATION PROVIDERS' PERSPECTIVE REGION: 20

DATE: March 26, 2015 ; 3:00pm – 3:45pm

PARTNERING AGENCY & LOCATION: Corpus Christi Regional Transportation Authority, 5658 Bear Lane, Corpus Christi, TX

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A view of Southwest Area Regional Transit District Uvalde, TX

SUMMARY: Texas SILC staff met with representatives from the Corpus Christi Regional Transportation Authority at their operations facility to obtain public transportation provider feedback on barriers to access in south Texas. This public engagement was narrowly tailored to five representatives of transportation providers, including MV Transportation, the areas paratransit contractor. The Texas SILC staff launched the focus group by providing a fact sheet and giving a brief oral statement. The introductory statement included purpose and mission of the Texas SILC and an overview of the Transportation Works Project (e.g. goals, methodology, deliverables). A member of the Texas SILC staff initiated the intimate discussion by asking a series of questions related to the Regional Public Transportation Coordinated Plan 2011 for the Coastal Bend Region. The regional coordinated plan for Region 20 was finalized in December 2011, so several questions were designed to clarify updated data and statistics. For example, Bee Community Action Agency was featured in the 2011 plan as one of the four rural transit districts in the Coastal Bend

ever, the Bee Community Action Agency was disbanded in June 2014. Corpus Christi Regional Transportation Authority was asked to provide information regarding the absorption of services by other providers and comment on collaborative efforts. Attendees were then asked to discuss their experiences as transportation providers, including main constraints for provision, current and potential partnerships, local Medicaid/medical transportation and other contracts, consumer inclusion initiatives, and ways in which the Transportation Coordination Network, of which Corpus Christi Regional Transportation Authority, is a stakeholder partner, has functioned as a coordinator of public transportation in the Coastal Bend area. The following helpful information was provided to Texas SILC staff during the course of the discussion:

- Corpus Christi Regional Transportation Authority has a memorandum of agreement with local universities (e.g. Texas A&M University at Corpus Christi and Del Mar) to provide services for students and the general public.
- The primary funding source of income for the transportation provider is a half percent sales tax initiated in 2011. Corpus Christi Transportation Authority also receives federal funding (Section 5310), which is subsequently released through contracts (via Request for Proposals).
- The current state of the transportation system in the area is that all buses are wheelchair accessible. Most have room for at least two wheelchairs, and the majority can fit three standard wheelchairs, which required a redesign of bus seating. Addi-

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tionally, there is an effort to move from 60 to 100 percent bus stop Americans with Disabilities Act compliance moving forward.

- The transportation providers openly shared issues that served as extensive barriers to meeting their goals and better serving consumers. Expressed issues included:

1. There is a lack of standards for wheelchair size and weight. This causes buses that were purchased to accommodate three wheelchairs could only actually fit two. Some wheelchairs are difficult to maneuver once on the bus and to secure by reaching the strap-in area. Some wheelchairs lack compliant or accessible straps while others are so heavy. Additionally, some wheelchairs coupled with the weight of riders provide difficulty for the drivers to secure the rider and abide by safety regulations. Failure to be able to secure a paratransit rider may lead to the transportation provider to deny trips due to safety regulations and concerns.

2. Transportation providers also shared that some riders lack training on mobility devices. While mobility devices may easily be obtained (via phone, internet, etc.), many fail to educate themselves on the appropriate use of the mobility device. This causes safety hazards for the rider, driver, and other passengers.

3. Transportation providers have a true interest in the concept of volunteer driver programs. However, the liability issues associated with volunteer drivers is an impediment to Corpus Christi Regional Transportation Authority from implementing such a program. As an alterna-

tive, it is looking into an accessible taxi initiative and adding more accessible taxis to fleets.



Coprus Christi bus with boarding ramp extended

PUBLIC ENGAGEMENT 15: CORPUS CHRISTI -TOWN HALL

REGION: 20

DATE: March 27, 2015; 3:00pm – 4:30pm

PARTNERING AGENCY & LOCATION:

Behavioral Health Center of Nueces County, 212 S Staples Street, Corpus Christi, TX 78401

SUMMARY: In an effort to develop connectivity and fully explore the issues that served as barriers to individuals and seniors traveling to and from work or school in Corpus Christi and its surrounding rural areas, Texas SILC hosted a town hall to bring awareness to the unique mobility needs of the community. The Texas Transportation Works survey provided feedback from consumers from the area. Sample qualitative data included Nueces County residents who stated, “If you don’t

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have a disability, it doesn't hit home until you have to deal with it," or "Sidewalks are not wheelchair-friendly forcing some consumers to walk (travel) several blocks away to another more accessible area for pickup." While this feedback is priceless, Texas SILC staff felt there was so much more in the area to explore in hopes of uncovering solutions to mobility issues for rural Texans. Key takeaways from the Corpus Christi Town Hall included the following:

- Consumers believe that they are forced to wait for long periods of time for scheduled pickups. Moreover, they voiced that transportation providers do not communicate to consumers if they cannot or will not show up for pickup.
- One consumer remarked that there is extremely limited transportation, specifically in rural areas, while another stated that rural transit covers too large of an area, which in turn makes consumers late for appointments. Many agreed that there is a need for expanded hours for consumers to run errands and daily living activities.
- One consumer commented that consumers are forced to accommodate providers, such as switching around work schedules to meet transportation provider hours of operation. Transportation is only available five days a week, which limits the amount of community participation.
- Drivers do not adhere to the five-minute wait policy, which makes others consumers late for work.
- Public transit does not provide curb-to-curb service for everyone who might need it.
- Peak times for transit require con-

sumers to leave work early or arrive very early for appointments.

- Other consumers voiced that there is a fair amount of route frequency but some routes still have hour waits in between buses. Additionally, a lack of curb cuts can force consumers with walkers or wheelchairs to walk in the street.
- One employer voiced that it is hard for employers to accommodate consumers relying on public transit due to issues of tardiness.



Self advocate, Mike Hernandez, and VAIL staff member Mario Martinez converse in McAllen

PUBLIC ENGAGEMENT 16: MCALLEN –

TOWN HALL: Transportation Spotlight in Collaboration with Texas' State Plan for Independent Living Public Hearing

REGION: 21

DATE: April 14, 2015; 2:00pm – 5:00pm

PARTNERING AGENCIES & LOCATION: McAllen Public Library, 4001 N 23rd St, Meeting Room B, McAllen, TX 78504

SUMMARY: Texas SILC held a public hearing regarding the State Plan for Independent Living in McAllen to highlight one of the

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agency's goals, which is for Texans with disabilities to establish and maintain an integrated, independent living lifestyle.

One strategy for accomplishing independence is for individuals with disabilities to access and utilize public transportation and non-traditional transportation options in rural and small urban areas. (State Plan for Independent Living, Objective 1.2, page 10). A diversity of transportation stakeholders attended the event and it proved to be a collaborative opportunity to address transportation issues in the Rio Grande Valley. The following are findings from the public engagement:

- McAllen is considered the public transportation hub because the surrounding towns and rural areas do not have public transportation.
- Consumers stated that there is a “wave down service” in McAllen. Riders must waive down the driver to access the bus. This process, however, is limiting for individuals with disabilities (e.g. individuals who are blind or who are blind).
- Consumers recommended bus stops in the area. Specifically, consumers recommended starting with one bus stop in McAllen and one in Edinburg.
- Many also suggested that public agencies should train staff on cultural competencies regarding individuals with disabilities. One resident recommended having more public service announcements featuring individuals with disabilities working. She believed this would educate the public that individuals with disabilities are productive and contribute to society just like others.

- One attendee recommended funding individuals with a disability to start a transportation business. The business would provide transportation to individuals with disabilities, which creates jobs in the area and allows individuals with a disability to travel to and from work.
- Drivers were felt to be expensive to hire in accordance to the Center for Independent Living, Division of Blind Services. Specifically, the market called for \$20 per hour with a minimum of four hours. The conversation then delved into the affordability of the region.
- One consumer explained he moved from Austin to the area because of assisted living facilities were too expensive. He explained he is on dialysis, requires a wheelchair, and pays \$50 round trip three times a week to attend his dialysis appointments.
- One attendee recommended acquiring more accessible taxis in the area, specifically for the rural areas of the county. It was believed by many that the rural areas are being “neglected.”
- One attendee who is blind stated it takes an hour to get from Edinburg to McAllen. He mentioned that he has been in McAllen for four years, and he has to catch a bus to travel to Edinburg. He waits in a pizza place for two hours until the bus comes.
- One consumer advocate said, “There should be a transportation system that travels through every city, not just Edinburg and McAllen. Yes, Edinburg and McAllen are the busiest cities in the (Rio Grande) Valley, where most people work. Yet these people commute from all parts

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of the Valley: Sharyland, La Joya, Mission, Donna, but there is no transportation for these people.”

- One consumer advocate stated that there is a lack of curb cuts, which is also a problem that interferes with using sidewalks.



PUBLIC ENGAGEMENT 17: LAREDO – Focus

Group: A Transportation Consumer Advocate Perspective

REGION: 19

DATE: April 15, 2015; 12:00 pm–2:00pm

PARTNERING AGENCIES & LOCATION:

Valley Association for Independent Living in Laredo and Holding Institute Community Center, 1102 Santa Maria Ave., Laredo, TX 78040

SUMMARY: Consumer advocates for individuals with disabilities and seniors play an important role in providing accessible transportation in rural areas. Not everyone can communicate their needs effectively, and consumer advocates serve as an effective voice. Texas SILC staff convened a focus group of consumer advocates. The discussion was not only passionate, but fruitful. The following is a sample of the ideas discussed:

- There is a lack of curb cuts in the area and sidewalks in specific areas.
- The rural areas seem to be “neglected.”
- There is a transportation system in the area for seniors that cost \$50 for service three times a week.

- An effort for accessible transportation should be started. Some consumers have to deal with four hours of travel a day for appointments.

- Schedules and other information about the resources available in the area are only in English while many residents are only Spanish-speaking. It was recommended that resources in print should be translated in Spanish so more consumers can empower themselves.

- The consumer advocates agreed that most resources in the area do not have accessible websites. Websites were described as being packed with information in small print. While the information may be helpful, many are overwhelmed and may not read all of it, if any.

- It was explained that there is a large population of individuals who are deaf or hard of hearing in the area, yet there is no effort to obtain an employee to communicate in American Sign Language. Transportation agencies do not have a video phone to communicate effectively with individuals with who are deaf or hard of hearing

- The advocates believe that there needs to be an effort to offer assistance navigating the transit system in Laredo. There also needs to be sensitivity or cultural competency training around individuals with disabilities for those that provide services to the community.

- Consumer advocates mentioned that there are certain opportunities for discounted bus tickets for individuals with disabilities, but it is only available from 8:00am to 10:00am. Hours for this opportunity should be extended.

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- Public transportation runs everyday of the week with limited access on Sundays.
- It was recommended that bus tickets be offered in mass purchase (monthly or at least weekly tickets). A discount for monthly purchases would be helpful.
- The advocates explained that many of the bus lifts do not operate, and many of the buses are in need of repair.



Attendees at the Transportation Works Summit pose in front of the buses provided to CILs by Texas Department of Transportation

PUBLIC ENGAGEMENT 18: SHERMAN-TOWN HALL

REGION: 22

DATE: April 22, 2015; 1:00pm – 3:00pm

PARTNERING AGENCY & LOCATION: Texoma Council of Governments (TCOG)

1117 Gallagher Dr, Sherman, TX 75090

SUMMARY: The Sherman Town Hall was widely attended by advocates for seniors. Representatives from the Area Agency on Aging and the local Aging and Disability Resource Center were present and actively shared recommendations. The dis-

cussion focused on meeting the needs of seniors, which constitutes approximately a quarter of the population. It was noted that seniors have a difficult time getting on and off the bus. One attendee remarked, “I am concerned for my senior clients who don’t qualify for home delivered meals being able to get to a meal center when they have no money to pay for transportation. At one time it was free to go to meal sites but I believe that has changed. TAPS seems to be concerned with all transportation except for seniors.” Approximately, 10 years ago there were vans that assisted seniors with their transportation needs, but the service ceased due to funding issues. The issue of funding was deeply explored and the steps it would take to get the same service operating again. Uniquely, there was a suggestion that there should be an education piece for seniors and how to access the local public transportation. It was suggested that there be more routes and trips as options in the area. Specifically, more nighttime options and fixed route options were discussed. There was also mention of needing coordination for individuals to cross county lines. It was explained that there needs to be an effort in getting veterans to the VA hospital in rural areas, such as Pottsville, Bonham, and Gainesville.

The highlight of the meeting resulted in the City of Sherman’s exploration of options involving stipends or funding for public attendants for bus riders to assist seniors. The group also discussed funding a voucher program directly with a

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cab company, similar to the Texas Transportation Works Project in Abilene.



Transportation stakeholders discuss their concerns at the Wichita Falls town hall meeting.

PUBLIC ENGAGEMENT 19: UVALDE – TOWN HALL

REGION: 24

DATE: April 28, 2015; 2:00pm – 3:30pm

PARTNERING AGENCY & LOCATION: Southwest Area Regional Transit / El Paso, 713 East Main Street, Uvalde, TX 78801

SUMMARY: The public engagement event provided excellent information for reducing barriers for individuals with disabilities accessing public transportation. The discussion started with the lack of human capital in the area that had expertise in driving large trucks and mechanics. Specifically, it is difficult to recruit bus drivers due to private entities in the area paying more for the skillset. The discussion then turned to methods for de-stigmatizing the use of public transportation and promoting the various local resources. It was believed by many attendees that currently public transportation is seen as something for low-wage earners. Finding a way to normalize public

transportation would enable to get more use out of it. The discussion concluded with remarks regarding individuals in rural areas being secluded from community activities provided by the Veteran’s Administration or other agencies.



Picture of West Texas road in Odessa.

PUBLIC ENGAGEMENT 20: ODESSA – TOWN HALL

REGION: 9

DATE: April 30, 2015; 9:00am– 11:00am

PARTNERING AGENCY & LOCATION: TxDOT Regional Office, Odessa District, 3901 East US Highway 80, Odessa, Texas 79761

SUMMARY: Consumers and TxDOT representatives attended the Odessa Town Hall. Overall, the discussion centered on the process for traveling city to city (e.g. Odessa to Midland or Odessa to Lubbock). Much of the conversation focused on the region’s paratransit. Notably, the door-to-door transit is 93 percent accessible and plans are moving forward to increase accessibility. There was a discussion of the Buddy system, which is where an partner is paired with an individual

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with a disability to assist them riding a fixed route. The goal of the Buddy System is to reduce the heavy use of the paratransit system. Consumers also voiced their concerns. One Odessa resident stated that, “The largest barrier to transportation or paratransit services is education for transportation staff on people with disabilities and their special needs.” Another explained, “The city system and the rural system do not sync up and case workers in the city cannot use the rural routes to visit consumers.” Overall, the public engagement was helpful in identifying regional transportation issues.



Buses outside the Friendship Center Conroe, TX.

PUBLIC ENGAGEMENT 21: CONROE-TOWN HALL

REGION: 16

DATE: May 4, 2015; 10:00am – 12:00pm

PARTNERING AGENCY & LOCATION: Montgomery County Committee on Aging/The Friendship Center, 1202 Callahan Ave, Conroe, TX 77301

SUMMARY: Texas SILC staff worked rigorously to obtain a diversity of transporta-

tion stakeholders in an effort to remove barriers for individuals with disabilities and seniors in rural Texas. The Conroe Town Hall proved to be effective in terms of open interaction and transportation interests expressed during the public engagement. Attendees included representatives from non-profits, such as Meals on Wheels; the City of Conroe Transportation Manager; Brazos Transit District; Area Agency on Aging; advocates; consumers; and other transportation stakeholders. The connectivity in the public engagement brought forth the following issues:

- The Meals on Wheels representative felt that there is a lack of service providers in the area. “There’s only 88 providers. We have a demand response transportation Monday-Friday. . . we are leveraging cab companies that have to have an ADA component for their services for vouchers for our clients. . . The barrier is the lack of ADA providers that we can utilize.”
- The City of Conroe representative explained a new local fixed route that covers 19 miles. The City also has a complementary ADA paratransit service that runs 7:00am to 7:00pm Monday through Friday. The paratransit service requires a verification from a medical provider and is double the amount of the fixed route, which is two dollars one way. She further provided her viewpoint, “Do I see that as a barrier? I don’t at this point just because the response from our community for a fixed route and ADA service was in a huge deficit, and I find that a lot of the disabled community is very relieved that the ADA service operates almost

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a mile outside the fixed route. So you know it is something you can rely on.” Further information was provided that currently 16 individuals with disabilities are certified to use the paratransit service but that is expected to grow along with the popularity of the fixed route, which is about 150 riders per day. “One of the best things about your local transportation options in Montgomery County is that they are all working together.”

- The City of Conroe holds public meetings once a quarter to discuss the various resources and services along with representatives from 12 other counties.

- The Brazos Transit District representative stated that buses stay full but there is not enough buses to meet the need.

- The Area Agency on Aging representative remarked that the rural area’s drop off is where the pavement turns to a dirt road. The representative also explained that about 30 percent of their clients are not seniors but individuals with disabilities (that are under 65).

niors. Job access and reverse commute constitutes 20 to 25 percent of their business. Notably, the transportation providers in the area are willing to meet at county lines. One commented about the area transportation system, “My public transportation options are very good, accessible, and easy to use. My only barriers are the weather and the severity of my disability.” Uniquely, the Richmond Metropolitan Authority has a partnership with Fort Bend Express that provides public, fixed route transportation that travels through multiple counties to downtown Houston. Feedback was provided that there is not enough demand for fixed route services, and the discussion focused on ways to market or promote the use of public transportation. Conversely, the paratransit system is overburdened with approximately 600 trips per day. There is a continued concern because reservations are required far in advance and riders are turned away due to the popularity of the service. One recommendation was to develop an online scheduling tool for paratransit instead of having to visit with a person over the telephone. It was believed that this feature would cut down on telephone wait times and would be optimal for electronic calendaring.

PUBLIC ENGAGEMENT 22: RICHMOND -TOWN HALL

REGION: 16

DATE: May 5, 2015; 10:00am – 12:00pm

PARTNERING AGENCY & LOCATION: Mamie George Community Center, 1111 Collins Rd, Richmond, Texas 77469

SUMMARY: There were a variety of transportation stakeholders at the Richmond Town Hall. The transportation provider stated that 50 percent of their riders are individuals with disabilities or are se-

PUBLIC ENGAGEMENT 23: WICHITA FALLS- TOWN HALL

REGION: 3

DATE: May 14, 2015; 10:00am – 12:00pm

PARTNERING AGENCY & LOCATION: Nortex

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Regional Planning Commission, 4309 Old Jacksboro Hwy, Ste 200, Wichita Falls, TX 76302

SUMMARY: A good mix of transportation consumers and providers were present at the Wichita Falls Town Hall. One consumer openly shared his experience with local transportation. The gentleman is struggling to stay independent and cannot benefit from public transportation because he works evenings. The public transportation in the area runs Monday through Friday 8:30am to 5:00pm. The attendee mentioned he makes approximately \$8 per hour but has to spend \$40 to get to and from work each day. At the end of sharing his experience, several employees from the transportation provider requested that the attendee share his experience with the local transportation planning committee. Additionally, information was exchanged in an effort to provide him resources to remove the barriers to his expensive commute to work. While it was mentioned that the region could benefit from need more sidewalks and curb cuts, Texas SILC staff was encouraged by the success of the town hall.



Brazos Transit District building, Bryan, TX.

SUMMARY: The Bryan Town Hall discussion centered on the ability of the public transportation system to travel from town to town and cross county lines. Attendees universally agreed that it would be beneficial to obtain a fixed-route that traveled from Bryan to College Station. Brazos Transit discussed their plan for a study of transportation in the next few years and potential changes that could be implemented as a result of the study. Providers stated how A&M students with disabilities in College Station had a reliable method of transportation around campus, but adults and non-students could not use these services. Traveling to work or home was an issue if they lived in near-by Bryan but worked in College Station.

PUBLIC ENGAGEMENT 24: BRYAN-TOWN HALL

REGION: 13

DATE: May 19, 2015; 2:00pm – 4:00pm & 5:00pm – 7:00pm

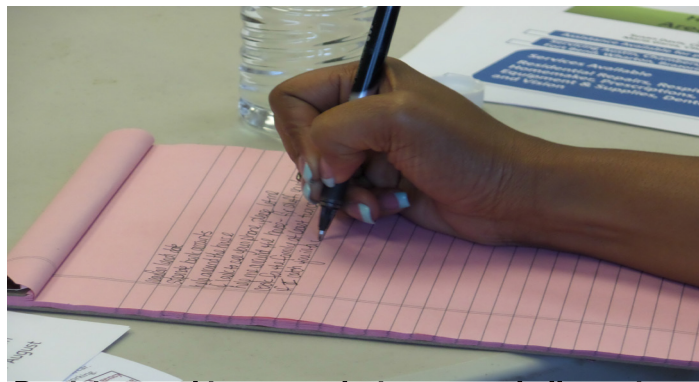
PARTNERING AGENCY & LOCATION:

Brazos Transit District Office, 1759 N Earl Rudder Fwy, Bryan, TX 77803

The influx of traffic during school sessions often hinders the promptness of paratransit and fixed-route arriving on time for pick-ups. There was also mention of how there is not a single taxi service in the area that is accessible to those with disabilities and lack of oversight for price inflation and loopholes with older, non-accessible taxis. Also mentioned was a county in the Brazos Valley Cen-

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ter for Independent Living jurisdiction that was less cooperative in developing such a relationship with providers in intercounty travel due to funding and red tape. The stigma associated with using public transportation was also addressed in regards to lower income residents and aging populations who value their in-dependence. Another issue addressed is the aging population in the area and the need to develop infrastructure to meet the needs of the increasing senior population.



Participant taking notes during a town hall meeting.

PUBLIC ENGAGEMENT 25: KILLEEN – TOWN HALL **REGION: 23**

DATE: July 20, 2015; 2:00pm – 4:00pm

PARTNERING AGENCY & LOCATION:

Killeen-Temple Metropolitan Planning Organization, Killeen Arts & Activities Center, 802 North Second Street, Building E, 1st floor, Killeen, Texas 7654

SUMMARY: Texas SILC’s public engagement tour concluded in Killeen, where the transportation team had the opportunity to discuss regional transportation options

with locals. Among the attendees were the Killeen-Temple Metropolitan Planning Organization team and The Hop. They in particular gave us the provider’s perspective on transportation challenges for inter urban communities. The three main challenges were hours of service, distance between counties, and frequency of service.

“The Hop” is currently working on accommodating its services to fulfill the needs of residents. Most transit options in the area stop running at 6:00 pm yet many who depend on public transit work after hours. Because it is very common in this area to cross county lines to work, a HOP representative also reinforced the need of coordination between neighbor counties to facilitate transportation. As a final statement on behalf of the Hill Country Transit District, the representative said “We are aware of the issues we know what there needs to be done, the issue is having the funding to provide these services, sustainable and reliable... it’s really important to see everything that’s going on and how we can fit in, not only in public transit but how that can affect emissions and some of the issues that have to do with that. How do people get around and how does that affect what roads may need to be built, public transit can be an alternative to building more roads and we want to be part of that”.

TRANSPORTATION SUCCESS STORIES



Answering the Demand of Rural Texans

Texas SILC was proud to find an announcement in the Waco Tribune on June 22, 2015 providing a success story for rural Texans with disabilities in the area of Bell and McLennan Counties. After Texas SILC hosted the Belton Town Hall on February 19, 2015, Waco Transit announced effective July 1, 2015, that “any county resident outside of Waco Transit’s current fixed route system can arrange for a McLennan County Rural Transit District van to pick them up and take them anywhere in a six-county area.” (“County-wide rural transit system starts July 1,” Waco Tribune. June 22, 2015).

It is reported that the fare schedule, while not finalized, is proposed at \$3 per in-county trip or \$5 for trips that cross county lines. Additionally, it will run to both rural and suburban areas such as Bellmead, China Spring, Lorena, and Woodway and will include individuals with disabilities and seniors to attend college classes or work.

Also reported is that local leaders describe this as the first step in creating a full-service, countywide transit system in hopes that there will be more fixed routes running to destinations, such as McGregor. Officials from McLennan County formed a new district at the beginning of the year and 12 vans have been added to augment an approximate \$500,000 grant for the single county service.

It is also reported that the new service will have more pick ups and will offer extended hours from 5:15am to 7:15pm Monday through

Friday and Saturdays from 6:15am to 8:15pm to meet the transportation demands of Texans living in the rural area. “The new system provides a way around some bureaucratic inefficiencies.” Id. Waco Transit General Manager said, “We want people to understand there’s going to be a lot more service available. . . If they need a trip, call us. . . If they are going to work, going to school, whatever the case is, this is general transportation.” Texas SILC staff is thrilled to relay the removal of transportation barriers for Texans in this part of rural Texas.



Brazos Valley Center for Independent Living’s accessible bus.

TRANSPORTATION SUCCESS STORIES



Progressive Transportation Accessibility Proves Key

"I am legally blind and have been riding public transportation for the past 15 years. I use it mainly to get to work, which takes an hour on the bus and another 15 to 30 minutes walking time. I also use the bus to go to the movies, school, the doctor's office, restaurants and even the grocery store.

It was easy to find my starting point, the bus or buses I needed to take and my destination by using the PDF maps on the public transportation's website or by calling in and talking to an operator. But when I actually went looking for the bus stop it was a lot more difficult to find due to the fact that because the bus stop signs were this small six inch by 4 inch sign that was on top of a 10 foot pole. So I could find where the bus stop was but not which buses stopped there. So I would have to ask for help either from other bus drivers or anyone else waiting on the bus to make sure I was at the right stop for the bus I needed and if I wasn't then I had to run to the correct one and hope I didn't miss my bus.

Nowadays, though, the bus signs are three feet tall by two feet wide at chest level with one inch raised letters so that now I am able to feel the letters. The bus signs also have OCR bar codes so that when scanned they can read all of the stop's information to you.

The bus drivers are nice and the bus driver that takes me to work in the morning knows my name. I haven't learned his yet, but I'm trying to. They are courteous in the fact that when I board the bus the bus driver will ask us our destina-

tion unless he knows it already. He then will tell me what seats are available and if none are that are designated for the disabled he will ask people to move so that I can have a seat. When we are getting close to my destination he will tell me when it is the next stop. When I have gotten off a bus I am unfamiliar with, I will ask the driver to acclimate me to that area so that I am not lost after he leaves and they are happy to do so.

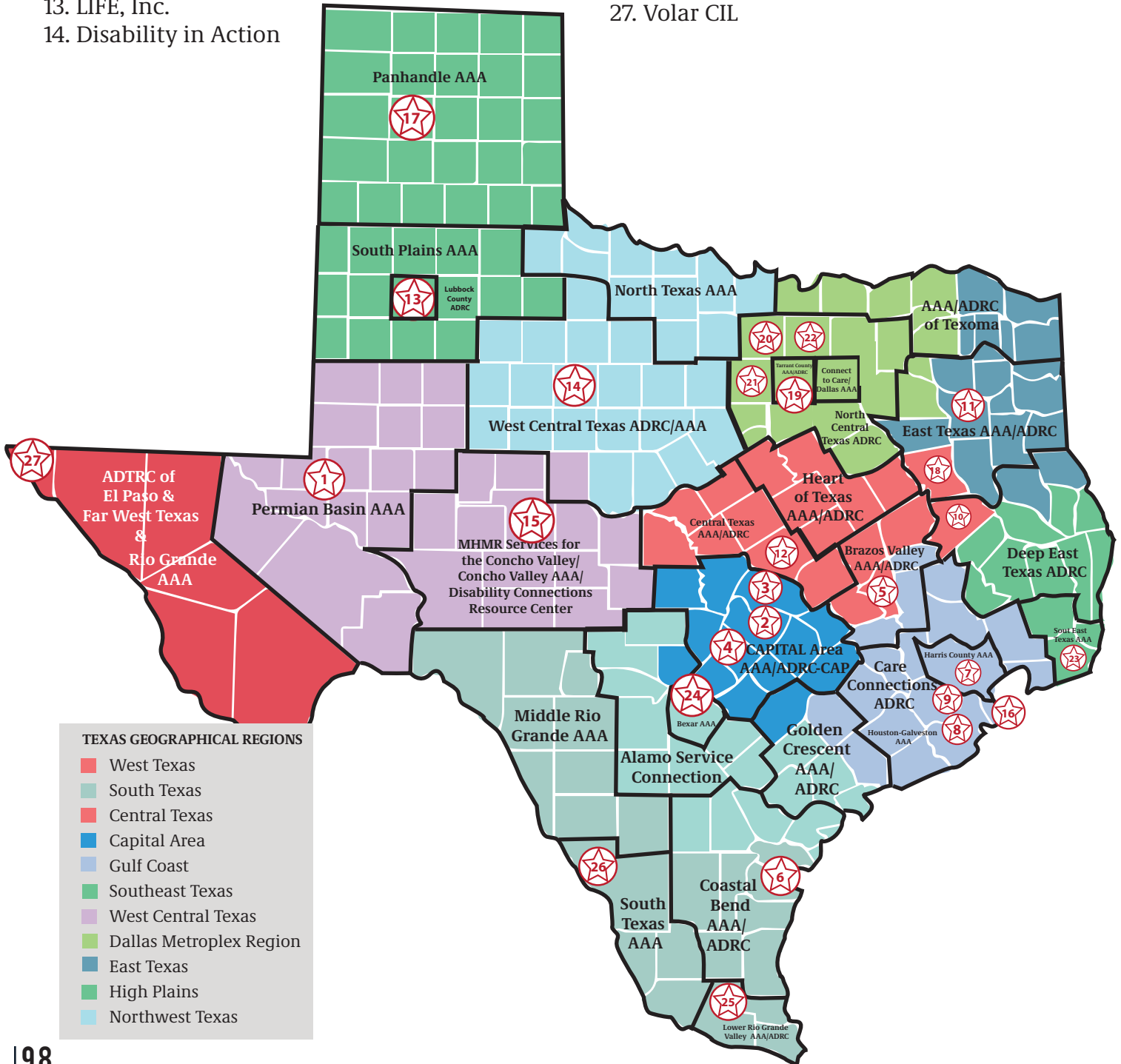
Over the past decade there are three things that I have seen that have greatly helped in the use of public transportation. The first is the addition of automated audio alerts that tell you when the next time point is coming up. It tells you either the two cross streets that you will be arriving at or a specific landmark like a mall, college or the public library. These automated alerts allow us that are blind or visually impaired to know where we are on the bus route and allow us to not bug the driver every five minutes asking them where we are. The second is the addition of bells at cross walks or talking crosswalks. These additions allow us to cross the street more safely because we now can hear when the light changes instead of guessing when it does. The third is the addition of curb cut outs. They are two square foot pieces of the sidewalk that have been cut out and replaced with gravel. You may ask why this is helpful? They are helpful to us because when my cane transfers from the smooth surface of the sidewalk to the gravel (bumpy) of the cut out then I know that I have come to a curb or a driveway and to stop and watch - or in my case - listen for traffic."

*Sincerely,
A Travis County Public Transit Rider*

TEXAS CENTERS FOR INDEPENDENT LIVING, ADRC & AAA

1. ABLE CIL
2. Austin Resource CIL, Austin
3. Austin Resource CIL, Round Rock
4. Austin Resource CIL, San Marcos
5. Brazos Valley CIL
6. Coastal Bend CIL
7. Coalition for Barrier Free Living/Houston CIL
8. Coalition for Barrier Free Living/Brazoria CIL
9. Coalition for Barrier Free Living/ Fort Bend CIL
10. Crockett Resource CIL
11. East Texas CIL
12. Heart of Central Texas CIL, Belton
13. LIFE, Inc.
14. Disability in Action

15. LIFE/RUN Disability Connections, San Angelo
16. Mounting Horizons CIL
17. Panhandle IL Center
18. Palestine Resource CIL
19. REACH, Dallas
20. REACH, Denton
21. REACH, Ft. Worth
22. REACH, Plano
23. RISE CIL
24. San Antonio Independent Living Services
25. Valley Association for IL-Rio Grande Valley
26. Valley Association for IL- South Texas
27. Volar CIL



TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

The following is a listing of the Centers of Independent Living, contact information, and demographic information of consumers for their respective service area. Rural areas not currently served by a Center for Independent Living has also been provided to communicate the statewide needs of individuals with disabilities.

ABLE CIL – ODESSA



Counties served: Andrews, Martin, Midland, Upton, Ward, Crane, and Ector counties

ABLE Center for Independent Living
Marilyn Hancock - Executive Director
1931 East 37th St., Suite 1
Odessa, Texas 79762
(432) 580-3439 V/TTY; (432) 580-0280 FAX
Web Site: www.ablecenterpb.org

Total service area population: **319,942**
Individuals with disabilities: **42,767**
Total senior population: **33,319**
Seniors with disabilities: **15,207**

ARCIL – AUSTIN



Counties served: Bastrop, Lee, and Travis counties

Austin Resource Center for Independent Living
Ron Rocha – Executive Director
825 East Rundberg Lane, Suite E6
Austin, Texas 78753
(512) 832-6349 V/TTY; (512) 832-1869 FAX
Web site: www.arcil.com

Total service area population: **1,145,054**
Individuals with disabilities: **102,978**
Total senior population: **89,772**
Seniors with disabilities: **31,365**

ARCIL – ROUND ROCK



Counties served: Bell, Burnet, and Williamson counties

Austin Resource Center for Independent Living
Ron Rocha – Executive Director
525 Round Rock West, Ste. A120
Round Rock, Texas 78681
(512) 828-4624 V/TDD; (512) 828-4625 FAX
Web site: www.arcil.com/index.php/locations/arcil-round-rock/

Total service area population: **795,707**
Individuals with disabilities: **90,704**
Total senior population: **80,682**
Seniors with disabilities: **30,485**

TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

ARCIL – SAN MARCOS



Counties served: *Blanco, Caldwell, Comal, and Hays counties*

Austin Resource Center for Independent Living Ron Rocha – Executive Director
618 S. Guadalupe #103
San Marcos, Texas 78666
(512) 396-5790 V/TTY; (512) 396-5794 FAX
Web site: www.arcil.com/index.php/locations/arcil-san-marcos/

Total service area population: **2,260,993**
Individuals with disabilities: **231,557**
Total senior population: **38,361**
Seniors with disabilities: **13,826**

BVCIL – BRYAN



Counties served: *Brazos, Burleson, Robertson, and Washington*

Brazos Valley Center for Independent Living Dr. Jackie Pacha – Executive Director
1869 Briarcrest Drive, Suite B
Bryan, Texas 77802
(979) 776-5505 V/FAX
E-mail: jpacha@bvcil.org
Website: www.bvcil.org

Total service area population: **270,732**
Individuals with disabilities: **30,572**
Total senior population: **28,236**
Seniors with disabilities: **11,333**

CBCIL



Counties served: *Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kent, Kleberg, Lamar, Live Oak, Loving, Nueces, Refugio, and San Patricio*

Coastal Bend Center for Independent Living
Linda Fallwell Stover – Exec. Director
1537 Seventh Street
Corpus Christi, Texas 78404
(361) 883-8461 V/TTY; (361) 883-4820 FAX
Toll-free 1-877-988-1999
Web site: www.cbcil.org

Total service area population: **559,593**
Individuals with disabilities: **93,819**
Total senior population: **74,138**
Seniors with disabilities: **34,355**

CRCIL



Counties served: *Houston*

Crockett Resource Center for Independent Living Sara Minton – Executive Director
1020 E. Loop 304
Crockett, Texas 75835
(936) 544-2811 V/TTY; (936) 544-7315 FAX
800-784-8710

Web site: www.crockettresourcecenter.org
Total service area population: **24,7775**
Individuals with disabilities: **48,921**
Total senior population: **46,717**
Senior with disabilities: **21,218**

TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

PRCIL – PALESTINE



Counties served: *Freestone, Houston, Leon, Polk, Sabine, San Augustine, Shelby, Trinity, and Tyler counties*

Crockett Resource Center for Independent Living Sara Minton – Executive Director
421 Avenue A
Palestine, Texas 75801
(903) 729-7505 V/TTY; (903) 729-7505 FAX
(888) 326-5166
Total service area population: **454,297**
Individuals with disabilities: **65,538**
Total senior population: **63,229**
Seniors with disabilities: **2,531**

FBCIL – FORT BEND



Counties served: *Austin, Colorado, Fort Bend, Waller, and Wharton counties*

Fort Bend Center for Independent Living
Sandra Bookman – Executive Director
12946 Dairy Ashford Road, Suite 110
Sugar Land, Texas 77478
(281) 980-2219 (V/TTY) (281) 980-2298 FAX
Website: www.hcil.cc

Total service area population: **736,698**
Individuals with disabilities: **60,750**
Total senior population: **66,739**
Seniors with disabilities: **23,016**

ETCIL



Counties served: *Camp, Cherokee, Gregg, Harrison, Henderson, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, Wood, and Yoakum*

East Texas Center for Independent Living
Laura Mattheis, Executive Director
4713 Troup Hwy.
Tyler, TX 75703
Ph. (903) 581-7542
(877) 581-7542
Fax: (903) 581-8289
Website: www.etcil.org
E-Mail: lmattheis@etcil.org

Total service area population: **759,436**
Individuals with disabilities: **120,781**
Total senior population: **120,120**
Seniors with disabilities: **49,313**

HCIL – BRAZORIA (BCCIL)



Counties served: *Brazoria and Matagorda counties*

Brazoria County Center for Independent Living
1104 D East Mulberry
Angleton, Texas 77515
(979) 849-7060 V/TTY; (979) 849-8465 FAX
(888) 872-7957 Regional Consumer Hotline
Web site: www.hcil.cc/

Total service area population: **344,678**
Individuals with disabilities: **36,914**
Total senior population: **35,960**
Seniors with disabilities: **13,926**

TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

HCIL



Counties served: *Harris*

Houston Center for Independent Living
Sandra Bookman – Executive Director
6201 Bonhomme Rd., Ste 150
Houston, Texas 77036
(713) 974-4621 V/TTY; (713) 974-6927 FAX
Website: www.hcil.cc/

Total service area population: **4,897,428**
Individuals with disabilities: **441,288**
Total senior population: **413,810**
Seniors with disabilities: **151,916**

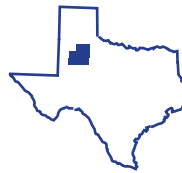
HOCTILC – BELTON & WACO



Counties served: *Bell, Coryell, Hill, and McLennan counties*

Heart of Central Texas Independent Living Center
Peggy Cosner – Executive Director
222 East Central
Belton, Texas 76513
Mailing address: P.O. Box 636, Belton, Tx
(254) 933-7487 (V/TTY) (254) 933-7466 FAX
Toll: 800-326-4921
Web site: www.hoctilc.org
Total service area population: **151,916**
Individuals with disabilities: **43,981**
Total senior population: **40,407**
Seniors with disabilities: **16,749**

LIFE/RUN



Counties served: *Crosby, Floyd, Garza, Hale, Hockley, Lubbock, Lynn, Marion, and Terry counties*

Lifetime Independence for Everyone, Inc., Lubbock
Michelle Crain – Executive Director
8240 Boston Ave.
Lubbock, Texas 79423
(806) 795-5433 V/TTY; (806) 795-5607 FAX
Web site: www.liferun.org

Total service area population: **382,249**
Individuals with disabilities: **52,823**
Total senior population: **45,025**
Seniors with disabilities: **19,706**

LIFE/RUN – SAN ANGELO



Counties served: *Coke, Concho, Irion, Mendard, Runnels, Schleicher, Sterling, Stonewall, and Tom Green counties*

Disability Connections
Anita Guy – Center Coordinator
2809 Southwest Drive
San Angelo, Texas 76904
(325) 227-6624 V/TDD; (325) 227-6632 FAX
Web site: www.dcciltx.org
Total service area population: **131,223**
Individuals with disabilities: **17,582**
Total senior population: **19,891**
Seniors with disabilities: **7,564**

TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

MHCIL



Counties served: *Galveston*

Mounting Horizons Center for
Independent Living Perry Hunter –
Executive Director
4700 Broadway, Suite E100
Galveston, Texas 77551
(281) 984-1955 V; (713) 510-8756 FAX email:
info@mhcil.org

Web site: <http://mhcil.org>

Total service area population: **292,739**

Individuals with disabilities: **35,752**

Total senior population: **33,888**

Seniors with disabilities: **1,305**

DISABILITY IN ACTION



Counties served: *Callahan,
Eastland, Jones, Shackel-
ford, Stephens, and Taylor*

Disability in Action

Leah Beltran - Center Coordinator

3303 N. 3rd Street, Suite B

Abilene, TX 79603

(325) 672-5460; (325) 672-2903 FAX

Email: info@nwucil.org

Web site: <http://disabilityinaction.org>

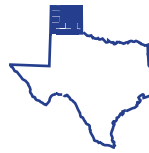
Total service area population: **184,829**

Individuals with disabilities: **30,829**

Total senior population: **27,798**

Seniors with disabilities: **12,280**

PILC



Panhandle Independent Living Center
Joe Rodgers – Executive Director 417 W.
10th Ave.

Amarillo, Texas 79101

(806) 374-1400 V; (806) 374-4550 FAX

Email: cmcmillen@panhandleilc.org

Web site: www.panhandleilc.org

Counties served: *Armstrong, Briscoe, Car-
son, Castro, Childress, Cochran, Colling-
sworth, Dallam, Deaf Smith, Donley,
Gray, Hall, Hansford, Hartley, Hemphill,
Hutchinson, Lipscomb, Milam, Ochiltree,
Oldham, Parmer, Potter, Randall, Roberts,
Sherman, Swisher, and Wheeler.*

Total service area population: **418,423**

Individuals with disabilities: **49,265**

Total senior population: **52,433**

Seniors with disabilities: **21,195**

REACH-DENTON



Counties served: *Denton*

REACH of Denton

Charlotte Stewart – Executive Director
404 South Elm, Suite 202

Denton, Texas 76201

(940) 383-1062 V/TDD; (940) 383-2742 FAX

Web site: www.reachils.org

Total service area population: **683,388**

Individuals with disabilities: **52,552**

Total senior population: **50,151**

Seniors with disabilities: **16,085**

TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

REACH – FORT WORTH



Counties served: *Tarrant*

REACH of Fort Worth
Charlotte Stewart – Executive Director
1000 Macon St., Ste. 200
Fort Worth, Texas 76102
(817) 870-9082 V; (817) 870-9086 TTY
(817) 877-1622 FAX
Web site: www.reachcils.org

Total service area population: **1,832,245**
Individuals with disabilities: **182,566**
Total senior population: **166,173**
Seniors with disabilities: **61,317**

REACH – PLANO



Counties served: *Plano*

REACH of Plano
Charlotte Stewart – Executive Director
720 E. Park Blvd., Suite 104
Plano, Texas 75074-8844
(972) 398-1111 V; (972) 398-9649 FAX
E-mail: reachplano@reachcils.org
Web site: www.reachcils.org

Total service area population: **808,344**
Individuals with disabilities: **49,647**
Total senior population: **494,051**
Seniors with disabilities: **176,155**

REACH – DALLAS



Counties served: *Dallas*

Rehabilitation, Education, & Advocacy
for Citizens with Handicaps
Charlotte Stewart – Executive Director
8625 King George Dr., Suite 210
Dallas, Texas 75235-2275
(214) 630-4796 V; (214) 630-5995 TTY
(214) 630-6390 FAX
Web site: www.reachcils.org

Total service area population: **2,390,193**
Individuals with disabilities: **223,029**
Total senior population: **21,498**
Seniors with disabilities: **79,689**

RISE CENTER



Counties served: *Hardin,
Jefferson, and Orange*

Rise Center for Independent Living
Jim Brocato, Executive Director
755 South Eleventh Street, Suite 101
Beaumont, Texas 77701
(409) 832-2599 V/TTY; (409) 838-4499 FAX
jbrocato@risecil.org
Web site: www.risecil.org

Total service area population: **373,902**
Individuals with disabilities: **59,745**
Total senior population: **499,953**
Seniors with disabilities: **23,055**

TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

SAILS



San Antonio Independent Living Services
Kitty Brietzke – Executive Director
1028 South Alamo
San Antonio, Texas 78210
(210) 281-1878 V/TTY; (210) 281-1759 FAX
Web site: www.sailstx.org

Counties served: Atascosa, Bandera, Bexar, Calhoun, DeWitt, Dickens, Dimmit, Edwards, Frio, Gillespie, Goliad, Gonzales, Guadalupe, Jackson, Jasper, Karens, Kendall, Kerr, King, Kinney, Lampasas, Lavaca, McCulloch, McLennan, McMullen, Maverick, Medina, Real, Uvalde, Val Verde, Victoria, Wilson, Winkler, and Zavala

Total service area population: **2,596,554**
Individuals with disabilities: **359,870**
Total senior population: **313,783**
Seniors with disabilities: **133,499**

VAIL – SOUTH TEXAS



Counties served: Duval, Zapata, Jim Hogg,

Valley Association for Independent Living
Susan Nelson – Executive Director
1419 Corpus Christi Street
Laredo, Texas 78040-5358
(956) 523-1411 V/TTY; (956) 512-1418
Web site: www.vailrgv.org

Total service area population: **272,152**
Individuals with disabilities: **34,850**
Total senior population: **1,460**
Seniors with disabilities : **659**

VAIL – RIO GRANDE VALLEY



Counties served: Cameron, Hildago, Starr, Willacy

Rio Grande Valley Association for Independent Living
Susan Nelson - Executive Director
3016 North McColl, Suite B
McAllen, Texas 78501
(956) 668-8245 V/TTY; (956) 631-7296 FAX
Web site: www.vailrgv.org

Total service area population: **1,273,145**
Individuals with disabilities: **174,316**
Total senior population: **2,599**
Seniors with disabilities: **1,301**

TEXAS CENTERS FOR INDEPENDENT LIVING & CONSUMER DEMOGRAPHICS

VOLAR



Counties served: *El Paso*

Volar Center for Independent Living
Luis Enrique Chew – Executive Director
1220 Golden Key Circle, Suite C
El Paso, Texas 79925
(915) 591-0800 V/TDD; (915) 591-3506 FAX
Web site: www.volarcil.org

Total service area population: **175,056**
Individuals with disabilities: **22,010**
Total senior population: **5,095**
Seniors with disabilities: **1,623**

UNSERVED COUNTIES

Total service area population: **3,344,545**
Individuals with disabilities: **458,876**
Total senior population: **444,555**
Seniors with disabilities : **182,951**

There are 254 counties in Texas. Seventy-four counties are not specifically served by Texas Centers for Independent Living. The unserved counties can be viewed in light blue at Texas State Independent Living Council's interactive Center for Independent Living Map located at http://txsilc.org/CIL_map/CILMap.htm. While many Centers for Independent Living make great efforts to coordinate transportation through local districts, volunteer, and non-profit services, many of the rural areas in these counties remain unserved.

There are approximately 3,344,545 Texans living in these unserved counties, and

458,876 are individuals with disabilities. 444,555 are a part of the senior community, and 182,951 are seniors with disabilities. While most Texans live in urban areas, there is extensive demand for individuals with disabilities and senior to travel to and from work.

- Grayson County (Sherman, TX): "I am concerned for my senior clients who don't qualify for home delivered meals being able to get to a meal center when they have no money to pay for transportation. At one time it was free to go to meal sites but I believe that has changed. TAPS seems to be concerned with all transportation except for seniors."

- Hood County (Granbury, TX): "I personally have no problem. . . (But) The people I serve do. One gentleman has to take a taxi home when he works late because the bus stop requires him to walk a bit and it is scary for him. Fortunately, he can afford the taxi. For HCS clients who receive SHL services or transportation to and from chores or school, the cost to the provider is more than the payment on many occasions. Providers may not charge for the time they are driving to pick up individuals they serve. But only time with the individuals. Often, the people we serve need more support behaviorally and medically than a bus driver can provide."

- Liberty County (Cleveland, TX): "I am Deaf and rely on sign language. The drivers need to have Video Remote Interpreter (VRI) access so they can communicate with Deaf people if there is a medical emergency."

CONCLUSION

On July 20, 2015, President Barack Obama addressed the nation in honor of the 25th Anniversary of the groundbreaking achievement, The Americans with Disabilities Act. The Americans with Disability Act provides that public, shared spaces are truly shared by all. As a result of the Act and Executive Order 13548, “more people with disabilities are working today in the federal government than the last 30 years,” said the President. Since the issuance of the Executive Order, “57,491 workers with disabilities have entered the federal workforce” (www.whitehouse.gov/issues/disabilities). The President declared that though there are too many individuals with disabilities are still unemployed, America cannot let this talent go to waste. He further stated, “This is not about American Rights. It is about human rights.”

The drive, however, for inclusion is not over. Equality is not fully achieved. Twenty-five years after the enactment of the American with Disability Act, minimal transportation services in rural areas still create substantial barriers of employment to individuals with disabilities. Activities to increase transportation coordination, such as Texas SILC’s Transportation Works Project, have continued to increase awareness of mobility needs of individuals with disabilities and seniors to travel to and from work in Texas rural and small urban communities. Through close communication amongst transportation partners, the barriers and silos can be broken to help Texans with disabilities and seniors live more independent lives. As transporta-

tion stakeholders develop connections and collaborative opportunities, Texas will be more able to integrate individuals with disabilities into their respective community, where they live, thrive, and contribute. Working together toward a universal system, it will take coordinated efforts through county lines with a singular focus on mobility for all. Transportation works if Texans work transportation.



Photo of Justin Dart, Father of ADA

"...But ADA is only the beginning. It is not a solution. Rather, it is an essential foundation on which solutions will be constructed.

We must undertake a courageous reallocation of our society’s resources from paternalism to independence and productivity. We must invest in a continuum of new and strengthened programs to liberate people with disabilities from dependency, and empower them to be equal and productive participants in the mainstream: Productivity-oriented education for all citizens."

-Justn Dart, Jr. 1990

GLOSSARY OF INDEPENDENT LIVING ACRONYMS

A

AAA Area Agency on Aging
AAPD American Association of People with Disabilities
AARP American Association of Retired Persons
AAS Assisted Acquisition Services
AASHTO American Association of State Highway and Transportation Officials
ABA American Bus Association
ACB American Council for the Blind
ACCT Agency Council on Coordinated Transportation
ACI Accessible Communities, Incorporated
ACL Administration for Community Living
ACSC Ambulatory Care-Sensitive Condition
ACT Association for Commuter Transportation
ADA Americans with Disabilities Act of 1990
ADAPT American Disabled For Attendant Programs Today
ADART Autonomous Dial-A-Ride Transit
ADEAR Alzheimer's Disease Education and Referral
ADL Activities of Daily Living
ADP Automated Data Processing
ADRC Aging and Disability Resource Center
ADTRC Aging, Disability and Transportation Resource Center
AFB American Foundation for the Blind
AFL-CIO American Federation of Labor and Congress of Industrial Organizations
AFR Agency Financial Report
AFV Alternative Fuel Vehicle
AHCA Agency for Health Care Admin
AIDD Administration on Intellectual and Developmental Disabilities
AMPO Association of Metropolitan Planning Organizations
AoA Administration on Aging
APC Automatic Passenger Counter
APHSA American Public Human Services Association
APPI Affiliated Power Purchasers International
APR Annual Performance Report
APRIL Association of Programs for Rural Independent Living

APTA American Public Transportation Association
APTS Advanced Public Transportation Systems
APWA American Public Works Association
ARCIL, Inc. Austin Resource Center for Independent Living
ARCIL-RR Austin Resource Center for Independent Living -Round Rock
ARCIL-SM Austin Resource Center for Independent Living-San Marcos
ARRA American Recovery and Reinvestment Act
ASDS Automated Scheduling and Dispatch System
ASL American Sign Language
AT Assistive Technology
ATC Assisted Transportation Coalition
ATMS Advanced Traffic Management System
ATNI Affiliated Tribes of Northwest Indians
ATO Authorized to Operate
ATP Advanced Travel Planner
ATSSA American Traffic Safety Services Association
ATU Amalgamated Transit Union
AVI Automatic Vehicle Identification
AVL Automatic Vehicle Location

B

BCCIL Coalition for Barrier Free Living/ Brazoria County Center for Independent Living
BRT Bus Rapid Transit
BVCIL Brazos Valley Center for Independent Living

C

CAD Computer-Aided Dispatch
CAMPO Capital Area Metropolitan Planning Organization
CAP Client Assistance Program
CAP Corrective Action Plan
CAP Cost Allocation Plan
CART Communication Access Real-Time Translation
CATS Coordinated Agency Transportation System
CAUSE Council of Actions United for Service Efforts
CBA Community Based Alternatives
CBCIL Coastal Bend Center for Independent Living
CBD Central Business District

GLOSSARY OF INDEPENDENT LIVING ACRONYMS

CBMS	Community-Based Mobility Strategy	CSR	Consumer Service Record
CCA	Community Choice Act	CSRS	Civil Service Retirement System
CCAM	Coordinating Council on Access and Mobility	CTAA	Community Transportation Association of America
CCC	Center for Community Change	CTAP	Community Transportation Assistance Program
CCTM	Certified Community Transit Manager	CTC	Community Transportation Coordinator
CDBG	Community Development Block Grant	CTD	Coalition of Texans With Disabilities
CDC	Child Development Center	CTDF	Community Transit Development Fund
CDS	Consumer Directed Services	CTPA	Certified Transit Program Administrator
CEAP	Comprehensive Energy Assistance Program	CTSP	Community Transportation Service Plan
CERCLA	Comprehensive Environmental Response Compensation and Liability Act	CTT	Community Transition Team
CEU	Continuing Education Unit	D	
CHF	Children's Health Fund	DADS	Department of Aging and Disability Services
CHIP	Children's Health Insurance Program	DARS	Department of Assistive and Rehabilitative Services
CHIRP	Centers Hatching Initiatives for Realizing Potential	DART	Dallas Area Rapid Transit
CIL	Center for Independent Living	DBE	Disadvantaged Business Enterprise
CIP	Community Integration Program	DBS	Division of Blind Services
CLASS	Community Living Assistance Services and Support Services	DBTAC	Disability and Business Technical Assistance Centers
CLASS Act	Community Living Assistance Services and Supports Act	DD	Developmental Disabilities
CM(M)S	Centers for Medicare & Medicaid Services	DDS	Disability Determination Services (DARS)
CMAQ	Congestion Mitigation and Air Quality	DEA	Data Envelopment Analysis
CODI	Cornucopia of Disability Information	DES	Department of Economic Security
COG	Council of Governments	DHHS	Department of Health and Human Services, Office of Disability
COMTO	Conference of Minority Transportation Officials	DHHS	Office for Deaf and Hard of Hearing Services (DARS)
COP	Community Operations Program	DHR	Department of Human Resources
CORBA	Common Object Request Broker Architecture	DHS	Department of Human Services
COTR	Contracting Office Technical Representative	DIA	Disability in Action
CPPP	Center for Public Policy Priorities	DME	Durable Medical Equipment
CRAC	Community Resource and Assistance Center	DOAP	Downstate Operating Assistance Program
CRCIL	Crocket Resource Center for Independent Living	DPC	Disability Policy Consortium
CRCL	Civil Rights & Civil Liberties (Homeland Security)	DREDF	Disability Rights Education and Defense Fund
CROWD	Center for Research on Women with Disabilities	DRS	Division of Rehabilitation Services
CRP	Community Rehabilitation Program	DRT	Disability Rights Texas
CRS	Comprehensive Rehabilitation Services	DSA	Designated State Unit
CSD	Communication Services for the Deaf	DSHS	Department of Social and Health Services
		DSU	Designated State Unit

GLOSSARY OF INDEPENDENT LIVING ACRONYMS

E.....

ECI Early Childhood Intervention (DARS)
EEOC Equal Employment Opportunity Commission
EMS Emergency Medical Service
EN Employment Networks
ENIL Euoropean Network on Independent Living
EPS Electronic Payment System
ESEA Elementary and Secondary Education Act of 1965
ESPA Easter Seals Project ACTION (Accessible Community Transportation in our Nation)
ETA Employment and Training Administration
ETCIL East Texas Center for Independent Living
ETI Evaluation and Training Institute

F.....

FBCIL Fort Bend Center for Independent Living
FBCIL Coalition for Barrier Free Living-Fort Bend
FBO Faith-Based Organizations
FCC Federal Communications Commission
FECA Federal Employees' Compensation Act
FEMA Federal Emergency Management Agency
FERPA Family Educational Rights and Privacy Act
FERS Federal Employees Retirement System
FHWA Federal Highway Administration
FICA Federal Insurance Contributions Act
FTA Federal Transit Administration, U.S. Department of Transportation
FTE Full-time Equivalent
FY Fiscal Year

G.....

GHG greenhouse gas(es)
GIS Geographic Information Systems
GNLC Governor's Non-Profit Leadership Conference
GPS Global Positioning System
GSA U.S. General Services Administration

H.....

HAVA Helping American's Vote Act of 2002
HBC Home By Choice
HCBS Home and Community-Based Services Waiver Program
HCFA Health Care Financing Administration
HCIL Housotn Center for Independent Living
HCIL Coalition for Barrier Free Living/Houston

Center for Independent Living
HHS U.S. Department of Health and Human Services
HHSC Health and Human Services Commission
HOCTILC Heart of Central Texas Independent Living Center
HoH Hard of Hearing
HOV High Occupancy Vehicle
HPSA Health Professional (or Personnel) Shortage Area
HSA Human Services Agency
HSTC Human Services Transportation Council
HSTP Human Service Transportation Plan

I.....

HUD Housing and Urban Development
I&R Information and Referral
ICADI International Conference on Aging, Disability and Independence
ICAT International Centre for Accessible Transportation
ICCT Interagency Coordinating Committee on Transportation
ICE U.S. Immigrations and Customs Enforcements
ICF Inner City Fund (now just ICF International)
ICF Intermediate Care Facility
IDEA Individuals with Disabilities Education Act
IEP Individaul Education Plan
IL Independent Living
ILC Independent Living Center
ILP Independent Living Plan
ILRU Independent Living Research Utilization
ILS Independent Living Skills
IP Internet Protocol
IPERA Improper Payments Information Act
IRP Intermediary Relending Program
IRTIS Interregional Traveler Information System
ISO International Standards Organization
ITC Institute on Transportation Coordination
ITE Institute for Transportation Engineers
ITS Intelligent Transportation Systems
IVR Interactive Voice Response

J.....

JAN Job Accommodations Network
JARC Job Access and Reverse Commute

GLOSSARY OF INDEPENDENT LIVING ACRONYMS

K.....

KPI Key Performance Indicator

L.....

LAC Local Advisory Committee

LAR Legislative Appropriations Requests

LBB Legislative Budget Board

LIFE/RUN Lifetime Independence for
Everyone/Resource Utilization Network
(Center for Independent Living)

LMHA Local Mental Health Authority

LTAP Local Technical Assistance Program

M.....

MAC Metropolitan Affairs Commission

MAP-21 Moving Ahead for Progress in the
21st Century Act

MAV Mini-unmanned Aerial Vehicle

MBE Minority Business Enterprise

MBI Medicaid Buy-In

MDCP Medically Dependent Children Program

MDT Mobile Data Terminal (also Mobile Data
Computer)

MDU Mobile Data Unit

MHCIL Mounting Horizons Center for
Independent Living

MIG Medicaid Infrastructure Grant

MMS Mobility Management System

MOA Memorandum of Agreement

MOU Memorandum of Understanding

MPO Metropolitan Planning Organization

MPSI Mobility Planning Services Institute

MSAA Mobility Services for All Americans

MTA Mass Transportation Authority

MUAs Medically Underserved Area

N.....

N4A National Association of Area Agencies on
Aging

NAC National Association of Counties

NAD National Association for the Deaf

NADO National Association of Development
Organizations

NAMI National Alliance on Mental Illness

NARC National Association of Regional Councils

NASUA National Association of State Units
of Aging

NAWB National Association of Workforce

Boards

NCAAC National Consortium for African
American Children

NCD National Council on Disability

NCIL National Council on Independent Living

NCSL National Conference of State Legislatures

NCWD National Center on Workforce and
Disability

NDRN National Disability Rights Network

NEMT Non-Emergency Medical Transportation

NF Nursing Facility

NFB National Federation of the Blind

NFTA Niagara Frontier Transit Authority

NGA National Governors Association

NHI National Highway Institute

NHSA National Head Start Association

NIDRR National Institute on Disability and
Rehabilitation Research

NIDRR National Institute on Disability and
Rehabilitation Research

NOD National Organization on Disability

NOFA Notice of Funding Availability

NORC Naturally Occurring Retirement Community

NRC National Resource Center for Human
Service Transportation Coordination

NRICGP National Research Initiative
Cooperative Grant Program

NSC National Steering Committee

NSCIA National Spinal Cord Injury Association

NTBA National Transit Benefit Association

NTD National Transit Database

NTOC National Transportation Operations
Coalition

NYEC National Youth Employment Coalition

NYLN National Youth Leadership Network

O.....

OAA Older Americans Act

OASDI Old-Age, Survivors and Disability
Insurance

OCC Operations Control Center

OCR Office of Civil Rights

OIC Operations Information Center

OMB Office of Management and Budget

OSERS Office of Special Education and
Rehabilitative Services

OVOC One Vision One Call

GLOSSARY OF INDEPENDENT LIVING ACRONYMS

P.....

- P&A Protection and Advocacy
- PAC Project Advisory Committee
- PACER Parent Advocacy Coalition for Educational Rights
- PACT Program for Coordinated Transportation
- PAS Personal Assistant Services
- PASS Plan for Achieving Self-Support
- PAV Public Access Videophone
- PDS Professional Dispatching and Scheduling
- PHA Public Housing Authority
- PHSA Public Health Service Act
- PIAC Promoting Independence Advisory Committee
- PILC Panhandle Independent Living Center
- PMT Passenger Miles Traveled
- PMTF Public Mass Transit Fund
- PPCD Preschool Program for Children with Disabilities
- PRCIL Palestine Resource Center for Independent Living
- Project ACTION Accessible Community Transportation In Our Nation
- PSS Passenger Service and Safety
- PVA Paralyzed Veterans of America
- PWD Person With a Disability or People With Disabilities

R.....

- RAR Request for Advanced Reimbursement
- RAS Registered Accessibility Specialist
- RCT Rehabilitation Council of Texas
- RDLF Rural Development Loan Fund
- RDP Research Design Protocol
- REM Reimbursement
- RFP Request for Proposal
- RISE CIL Resource, Information, Support, Empowerment Center for Independent Living
- RITA Research and Innovative Technology Administration
- RMC Regional Mobility Council
- ROI Return on Investment
- RSA Rehabilitation Services Administration
- RSC Rehabilitation Services Commission
- RSVP Retired Senior Volunteer Program
- RTAP Rural Transit Assistance Program

- RTC Regional Transit Council
- RTIF Rural Transportation Investment Fund
- RTP Regional Transportation Plan
- RTPA Regional Transit Planning Authority

S.....

- SABR Statewide Architectural Barrier Removal Program
- SAFETEA-LU Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users
- SAILS San Antonio Independent Living Services
- SBIR Small Business Innovation Research
- SCI Spinal Cord Injury
- SCSEP Senior Community Service Employment Program
- SHIP State Health Insurance Program
- SILC Statewide, or State Independent Living Council
- SILC State Independent Living Council
- SJ Social Justice
- SMOP Safe Mobility of Older Persons
- SNAP Supplemental Nutrition Assistance Program
- SOV Single Occupant Vehicle
- SPIL State Plan on Independent Living
- SRC State Rehabilitation Council
- SRL Survey Research Lab
- SSA Social Security Administration
- SSDI Social Security Disability Insurance
- SSI Supplemental Security Income
- STAAR South Texas Accessibility & Advocacy Resource Center
- STAC Statewide Transportation Advisory Committee
- STAR Sweetwater County Transit Authority
- STP Surface Transportation Program
- SUAS Small Unmanned Aerial Systems
- SURTC Small Urban and Rural Transit Center

T.....

- TA Technical Assistance
- TACE Technical Assistance and Continuing Education Center
- TACIL Texas Association of Centers for Independent Living
- TANF Temporary Assistance for Needy Families
- TAPS Go taps, Public transit system, Regional Transit Agency

GLOSSARY OF INDEPENDENT LIVING ACRONYMS

TARC Texas Association of Regional Councils
 TATS Traveler Advisory Telephone System
 TBI Traumatic Brain Injury
 TBIAC Traumatic Brain Injury Advisory Council
 TBRA Tenant Based Rental Assistance
 TCCC Texas Council of Community Centers
 TCDD Texas Council for Developmental Disabilities
 TCDS Texas Center for Disability Studies
 TCIP Transit Communications Interface Protocol
 TCRP Transit Cooperative Research Program
 TD Transportation Disadvantaged
 TDD Telecommunication Device for the Deaf
 TDDS Talking Directory Display System
 TDHCA Texas Dept. of Housing and Community Affairs
 TDM Transportation Demand Management
 TDP Transportation Development Plan
 TE Transportation Enhancement
 TEA Texas Education Agency
 TEA-21 Transportation Equity Act for the 21st Century
 TERO Tribal Employment Rights Office
 THI Traumatic Head Injury
 TIC Traveler Information Center
 TIP Transportation Improvement Plan
 TLPA Taxi, Limousine and Paratransit Association
 TLPA Taxicab, Limousine & Paratransit Foundation
 TMC Transportation Management Center
 TMHP Texas Medicaid and Healthcare Partnership
 TPG Transit Partnership Group
 TRAN Texas Rehab ACTION
 TRANSED Transport for Elderly and Disabled Persons
 TRB Transportation Research Board
 TRIPS Traveler Itinerary Planning Systems
 TSAG Transportation Safety Advancement Group
 TSBVI Texas School for the Blind and Visually Impaired
 TSD Texas School for the Deaf
 TTAP Tribal Technical Assistance Program

TTAP Texas Technology Access Project
 TTI Texas Transportation Institute
 TVRC Transition Vocational Rehabilitation Counselor
 TWC Texas Workforce Commission
 TxDOT Texas Department of Transportation
 TXSILC Texas State Independent Living Council

U

U.S. DOC U.S. Department of Commerce
 U.S. DOD U.S. Department of Defense
 U.S. DOL U.S. Department of Labor
 U.S. DOS U.S. Department of State
 U.S. DOT Department of Transportation
 U.S. DOT United States Department of Transportation

UCP United Cerebral Palsy
 UPT Unlinked Passenger Trips
 USAB United States Access Board
 UW United Way
 UWR United We Ride

V

VA Veterans Affairs
 VAIL Valley Association for Independent Living
 VLU Vehicle Logic Unit
 VMMI Vehicle Maintenance Management Inspection
 VMS Variable Message Sign
 VOIP Voice Over Internet Protocol
 VR Vocational Rehabilitation
 VSATX Very Special Arts of Texas

W

WAP Weatherization Assistance Program
 WBE Women's Business Enterprise
 WCTCOG West Central Texas Council of Governments
 WIA Workforce Investment Act
 WID World Institute on Disability
 WIOA Workforce Innovation and Opportunity Act of 2014

WIPA Work Incentive Planning and Assistance

Y

YLF Youth Leadership Forum

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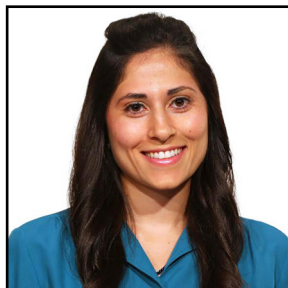
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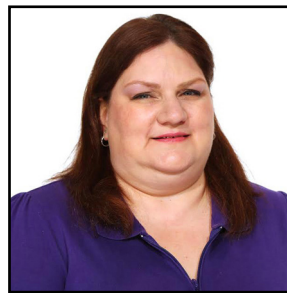
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