



South East Texas Regional Planning Commission

Regional Public Transportation Coordination Plan

ADOPTED
April 21, 2022



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Executive Summary

The Executive Summary is intended to provide a concise summary of the discussion, data, and analysis presented within the following chapters.

Chapter 1 provides an overview of the Plan as well as the status of recommendations presented in the 2017 Coordinated Plan.

Adopted in 2003, Chapter 461 of the Texas Transportation Code requires the Texas Department of Transportation (TxDOT) be responsible for identifying duplication of and gaps in the provision of public transportation services, inefficiencies in service provision, and equipment that is being underused by public transportation providers. In addition, federal surface transportation legislation was enacted in 2005 with a very similar requirement. The federal Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) requires locally-developed coordinated public transportation-human services plans for federally-funded transportation providers. TxDOT fulfills both obligations by requiring each TxDOT Planning Region to prepare and submit a Regionally Coordinated Transportation Plan every five years beginning with the preparation of each TxDOT Planning District's initial plan in 2006. This represents the third update of the Regional Public Transportation Coordination Plan (Plan) for Planning Region 15.

The South East Texas Regional Planning Commission (SETRPC) serves as the lead agency for the Regional Public Transportation Coordinated Plan. SETRPC's Regional Public Transportation Coordination Steering Committee (RPTCSC) functioned as a Plan advisory board. A competitive procurement took place in mid-2021, resulting in the selection of Moore & Associates, Inc. to prepare the Plan update.

The Regional Public Transportation Coordination Plan consists of three core components: Transportation Resources Inventory, Needs Assessment, and Gap Analysis. These Plan components are supplemented by additional materials required by TxDOT which examine Planning Region 15's goals, assess its ability to implement recommendations, and set forth performance measures by which progress can be measured.

The prior Regional Public Transportation Coordination Plan was approved by the RPTCSC in March 2017. The South East Texas Regional Planning Commission served as the lead agency for the prior update as well.

Chapter 2 presents the Transportation Resources Inventory. The Transportation Resources Inventory is far from simply a listing of providers. It is useful not only to regional planning bodies but to stakeholders and end-users as well. To that end, the Inventory includes considerable relevant information about transportation providers within the four-county region, including service area, who is eligible to use the service, and other relevant information. The Inventory also includes a summary matrix identifying which services are available within each individual county. Included within the Inventory are organizations that provide transportation services for their clientele, even if they do not directly operate a transportation service.

Social service transportation tends to be focused chiefly within the more populated portions of the Plan area. These services may offer transportation only within a certain community (versus the county as a whole).

Findings arising from the Transportation Resources Inventory include:

1. There are geographic areas and individuals not served by existing public transit services.
2. There is a need for extended service hours to provide access to employment and healthcare.
3. There is a lack of public transportation service between counties.
4. There is a need for access to medical facilities in the Houston area.
5. A patient's ability to undergo dialysis treatments on weekends and holidays is impacted by a lack of transportation. Further, transportation may not be available should patient treatment run beyond the scheduled time.
6. Cost is often a barrier to accessing transportation.

Chapter 3 presents a Comprehensive Needs Assessment. A detailed summary of the methodology for preparing the Needs Assessment includes discussion of the stakeholder survey, community survey, and community pop-up events. A graphical analysis of Plan area demographics by county is also included. Observations included in the Needs Assessment help shape the scope of the transportation needs within the region.

The Gap Analysis, featured in **Chapter 4**, includes a series of consultant observations and findings segregated by demographic/population segment as well as travel need. Development of the Gap Analysis compared the needs identified in Chapter 3 with the transportation services identified in Chapter 2.

Chapter 5, Planning for Comprehensive Services, presents a series of 14 strategies designed to address mobility needs and service gaps identified within the four-county Plan region.

Chapter 6 summarizes other recent planning efforts undertaken within the four-county Plan area. These include local, state, and regional transportation planning efforts, as well as city comprehensive plans and active transportation plans.

Chapter 7 reviews the vision, mission, and goals and objectives previously adopted by the SETRPC's Regional Public Transportation Coordination Steering Committee, updated for the current Plan.

Chapter 8 assesses the region's ability to sustain planning efforts and implement the Regional Public Transportation Coordination Plan. This chapter also prioritizes the strategies identified in Chapter 8 into short-, mid-, and long-term implementation horizons.

While all of the recommendations identified herein are important, some should receive higher prioritization due to urgency addressing a particular transportation issue, ease of implementation, or funding availability. The 14 recommendations presented in Chapter 5 are divided into three priority groups: Short-term, Mid-term, and Long-term. Inclusion of a recommendation in a longer-range tier does not suggest lesser importance. Rather, higher priority may be placed on recommendations that can be implemented relatively quickly or without additional dedicated funding. Lower-tier recommendations will

generally require additional funding or the negotiation of inter-agency agreements. Progress toward each recommendation should be reviewed on an annual basis using the performance measures identified in Chapter 9.

The 2022 Coordinated Plan strategies are:

Priority: Short-term

- Recommendation 1: Implement scheduled service linking Beaumont and Port Arthur on a trial basis.
- Recommendation 2: Design/distribute easy-to-understand public transportation service informational materials.
- Recommendation 3: Enhance the SETRPC transit webpage.
- Recommendation 7: Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.
- Recommendation 8: Conduct Inter-Community Connectivity Study.

Priority: Mid-term

- Recommendation 4: Implement an ongoing travel training program.
- Recommendation 5: Improve connectivity between sidewalks/pedestrian network and bus stops.
- Recommendation 6: Improve/enhance bus stops (e.g., customer amenities, signage, information displays).
- Recommendation 9: Conduct feasibility/cost-benefit analysis of providing some level of public transit service in Jasper County.
- Recommendation 10: Assess viability of establishing scheduled service between adjoining communities and counties outlying communities and Beaumont.
- Recommendation 11: Investigate the feasibility of establishing a partnership with local Transportation Network Companies (TNC) to address mobility needs outside traditional transit service hours/days.
- Recommendation 12: Evaluate the practicality of joint recruitment and training of drivers.
- Recommendation 13: Increase capital (vehicle) funding for non-profit organizations.

Priority: Long-term

- Recommendation 14: Implement “one-stop” transportation information call center.

Chapter 9 provides a series of performance measures that can be employed to evaluate the future effectiveness of the Regional Public Transportation Coordination Plan. One or more action items, along with how to assess performance, is identified for each of the strategies identified in Section 9.2, along with recommended prioritization. Chapter 9 also assesses progress with respect to the state-wide performance metrics used by TxDOT.

Following the chapters, a series of appendices include survey instruments, documentation of community engagement, and the 2021 Steering Committee roster.

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Chapter 1 | Introduction

1.1 Plan Background

Adopted in 2003, Chapter 461 of the Texas Transportation Code requires the Texas Department of Transportation (TxDOT) be responsible for identifying duplication of and gaps in the provision of public transportation services, inefficiencies in service provision, and equipment that is being under-utilized by public transportation providers. In addition, federal surface transportation legislation was enacted in 2005 with a very similar requirement. The federal Safe, Accountable, Flexible, Efficient Transportation Act: A Legacy for Users (SAFETEA-LU) requires locally developed Coordinated Public Transportation-Human Services Plans for federally-funded transportation providers. TxDOT fulfills both obligations by requiring each TxDOT Planning Region to prepare and submit a Regionally Coordinated Transportation Plan every five years beginning with the preparation of each TxDOT Planning District's initial plan in 2006. This represents the third update of the Regionally Coordinated Transportation Plan (Plan) for Planning Region 15.

The Five-Year Regional Public Transportation Coordination Plan consists of three primary components: an Inventory of Transportation Resources, a Comprehensive Needs Assessment, and a Gap Analysis. These core sections are supplemented by additional materials required by TxDOT which examine Planning Region 15's goals, assess its ability to implement recommendations, and set forth performance measures by which progress can be assessed.

1.2 Methodology

The methodology used in the development of the Regional Public Transportation Coordination Plan Update sought to include as much input from the community as possible, with a special focus on transportation needs and gaps encountered by historically ride-dependent populations including seniors, persons with disabilities, low-income residents, and youth. To that end, the outreach activities included both individuals and stakeholders, which often serve as advocates for specific populations. Development of the stakeholder list began with the Project Steering Committee (PSC) membership, and was subsequently expanded to include other community organizations serving the target populations. All stakeholders were invited to participate in a stakeholder survey, public workshops, and periodic PSC meetings.

Outreach and engagement tactics were shaped in large part by the ongoing COVID-19 pandemic, resulting in outdoor pop-up events in lieu of traditional indoor workshops, as well as PSC meetings and public workshops offering virtual attendance options. Other outreach activities included a bilingual webpage, bilingual community survey, bilingual community pop-up events, and a bilingual direct mailer (postcard) sent to approximately 23,000 randomly-selected households throughout the four-county Plan area. The consultant also worked with community stakeholders to encourage participation in the community survey.

Periodic status updates were provided to the Project Steering Committee at its regularly scheduled meetings. The updated Plan is scheduled to be adopted by the PSC in March 2022.

1.3 Status of Prior Recommendations

The following table cites the status of the recommendations from the prior Regional Public Transportation Coordination Plan as provided by the SETRPC.

Exhibit 1.2.1 Status of prior recommendations

Recommendation	Category	Assessment tools	Status/notes
Identify collaborators and stakeholders who will increase and strengthen the mobility management concept.	Collaboration	<ul style="list-style-type: none"> • Participation by affiliations, coalitions, and partnerships who have expressed interest in expanding transportation in the region. • Increased membership in the RPTCSC. • Increased attendance at RPTCSC meetings. 	<ul style="list-style-type: none"> • Implemented
Identify and assess unmet transportation needs in the region through a variety of informational venues including surveys, public forums, local public meetings, etc.	Collaboration	<ul style="list-style-type: none"> • Dissemination of the RPTCP updates to RPTCSC. 	<ul style="list-style-type: none"> • Implemented
Make appropriate contacts to set the foundation to increase provision of accessible transportation for seniors and individuals with disabilities using 5310 funds.	Collaboration	<ul style="list-style-type: none"> • Number of appropriate contacts and potential projects. 	<ul style="list-style-type: none"> • Ongoing
Participate in various community boards and committees to outreach to specific interests and to minority communities.	Collaboration	<ul style="list-style-type: none"> • Number of boards and committees that members of stakeholders participate in that addresses these specific communities. 	<ul style="list-style-type: none"> • Ongoing

Recommendation	Category	Assessment tools	Status/notes
Provide stakeholders with awareness education on coordinated transportation services and public transit.	Marketing	<ul style="list-style-type: none"> Record of contacts made and outreach visits completed. Number of individuals successfully trained. 	<ul style="list-style-type: none"> Postponed due to pandemic
Disseminate practical information to potential riders so they can access public transportation.	Marketing	<ul style="list-style-type: none"> Tracking of public information in local media. Number of website updates. Number of media releases that appear to the public. 	<ul style="list-style-type: none"> Ongoing
Continue education in mobility issues and connect regularly with area mobility managers.	Professional Development	<ul style="list-style-type: none"> Status reports and inclusion in RPTCP. 	<ul style="list-style-type: none"> Ongoing
Report progress to RPTCSC at scheduled meetings to establish clear, measurable goals for mobility management.	Professional Development	<ul style="list-style-type: none"> Number of meetings held and reports submitted. 	<ul style="list-style-type: none"> Ongoing

Chapter 2 | Transportation Resources Inventory

2.1 Methodology

The methodology employed to develop the Transportation Resources Inventory was two-fold. First, a stakeholder survey was distributed via both first-class mail and email to 94 organizations throughout the Plan area. The stakeholder survey sought to collect information about populations served, (non-transportation) services provided, and transportation services provided. The stakeholder survey also requested respondents to identify existing transportation needs with respect to the populations each serves. This information was used in developing the Plan's Needs Assessment and Gap Analysis.

A survey was received from each of the following organizations:

- ARC of Greater Beaumont
- Beaumont Municipal Transit
- Catholic Charities of Southeast Texas
- City of Bevil Oaks
- City of Orange
- City of West Orange
- Da Vita Golden Triangle Dialysis
- Da Vita Renal Care Center of Orange
- Fresenius Kidney Care Dialysis Center
- Goodwill Industries of Southeast Texas
- Jack Brooks Regional Airport
- Jasper County
- Jasper ESD #1
- Jefferson County Housing Authority
- Lamar University
- Nutrition and Services for Seniors
- Orange Community Action Association
- Orange County Transportation
- Orange Fire Department
- Port Arthur Housing Authority
- Port Arthur Transit
- Port of Beaumont
- Resource Information Support & Empowerment (RISE)
- Salvation Army Boys & Girls Club Beaumont
- South East Texas Regional Planning Commission
- Spindletop Center – North Campus
- United Way of Orange County

- Workforce Solutions Orange
- Workforce Solutions Southeast Texas

The second strategy employed to collect transportation provider information involved internet research. Using both methods resulted in development of a more robust and representative provider inventory.

2.2 Observations, Findings, and Conclusions

Observations

The majority of the stakeholders responding to the survey do not directly operate or provide transportation services. They most frequently provide clients with transportation guides and/or schedules, and refer clients to transit provider guides or websites. A few make telephone calls on behalf of clients or use Texas 211 to provide additional information. The most common transportation need which stakeholder clients report having difficulty obtaining is medical trips, followed by access to veteran services, essential shopping, and weekday trips.

Some of the responding stakeholder organizations cited a lack of funding to meet current transportation/mobility needs, followed by insufficient staffing to support transportation coordination activities. Some cited the absence of public transit service within their respective community, while others shared their perception of inadequate public transit services.

The survey asked stakeholders to comment on the following:

- Client/members' primary barriers to accessing transportation;
- Enhancements that are most needed to improve coordination of public transit and human service transportation; and
- Other issues, concerns, or information they believe are relevant to the issue.

Barriers to accessing transportation

- Availability/frequency of bus transportation to and from campus. (Lamar University)
- Clients in low-paying jobs or unemployed are unable to access transportation services. Some lack driver licenses or are unable to get them. (Workforce Solutions – Orange)
- Cost, accessibility, lack of availability. (RISE)
- Internet or phone access, as most of the clients are seniors and need help accessing those things in order to contact us. (Orange Community Action Association)
- Lack of financial resources. (Workforce Solutions SETX)
- Lack of knowledge and education of what options are out there. Difficulties getting to/from our building. (The Arc of Greater Beaumont)

- Lack of routes, needing transportation to mid-county, number of transfers required to get where they need to go. (Goodwill Industries of SETX)
- Limited routes, limited schedule. (Beaumont Housing Authority)
- Minimal to no transportation services. (Jasper County)
- Mobility limitations, funding, late evening service hours, some employment opportunities are not close to transportation. (Port Arthur Transit)
- Needing more advanced help than driver (i.e., caregiver or provider). Some clients either cannot afford or are not able to get the help they need for daily functions and often want drivers to perform these duties. (Orange County Transportation)
- No vehicle in household – no family or friends to assist – time of transit vehicle does not coincide with time of appointment. Nothing available to assist beyond volunteer help. (SETRPC Community Services Division)
- Patients on dialysis generally receive treatment for four hours, three times a week. Transportation times are very limited. Patients can only be placed on certain shifts to accommodate transportation. This greatly limits patients. Patients who treat on Monday, Wednesday, and Friday must be placed on 2nd shift (very limited space). Tuesday, Thursday, and Saturday patients also must be placed on 2nd shift to accommodate transportation hours. Since transportation does not operate on Saturdays, patients must make other arrangements. However, many do not have another option and tend to miss treatment. (Renal Center of Orange – DaVita)
- Patients say it's impossible to schedule a same-day reservation. Not enough bus stops. Holidays cause them to miss treatment since transportation does not operate on those days. (Fresenius Kidney Care Dialysis)
- The transportation company through Medicaid switched in June and there have been issues. Drivers are late, drivers having children or other people in the car making patients uncomfortable. Not an issue with City, but good to note. (DaVita Golden Triangle Dialysis)
- We currently provide transportation so the clients we have only express a need to get to Houston for medical appointments. Most other trips we can help them with. (Nutrition and Services for Seniors)

Most-desired enhancements

- A detailed plan regarding existing transportation resources and efforts to improve support to the citizens. (Jasper County)
- ADA-compliant public access and bus stops. (RISE)
- Better software in order to help run and schedule the routes for a more sufficient outcome in order to generate more rides. (Orange Community Action Association)
- Service to Houston area – VA, MD Anderson, etc. (Nutrition and Services for Seniors)
- Consistent funding sources. Consistent and regular conversations between providers. (Port Arthur Transit)
- Easier access to the scheduling of rides on current special transit system. (RISE)
- Extended hours of operation to include early morning and evening times. (Renal Center of Orange – DaVita)

- Get away from traditional bus service and move to more “on demand” personal service. (Beaumont Housing Authority)
- Increasing the number of wheelchair accessible/special transit buses and services from city-to-city within the county. (RISE)
- Information to populations that can benefit from transportation options that exist. (The Arc of Greater Beaumont)
- Linking BMT to Port Arthur. (Goodwill Industries of SETX)
- Need to extend hours. If patients are not a part of Medicaid, they do not have access to affordable transportation. (Fresenius Kidney Care Dialysis)
- Patients that don’t have access to unlimited transportation rides (through Medicaid) have difficulty accessing transportation if their treatment goes over the scheduled time. Better coordination with public transit and the organization would be beneficial. (DaVita Golden Triangle Dialysis)
- Perhaps expanded hours that are advertised. Safer bus stops. (Workforce Solutions SETX)
- Some way to have more immediate resources to lead individuals to transportation service, especially for elderly and individuals with disabilities. (SETRPC Community Services Division)
- Some way for transportation to become more available between counties, especially for those in Triangle who have medical resources in the Houston area. (SETRPC Community Services Division)
- Upgrade intersection signal preemption for emergency vehicle traffic. (Orange Fire Department)

Other issues, concerns, or information

- Airport and taxi services are standard partnerships. Lack of taxi services is a common complaint. (Jack Brooks Regional Airport)
- Lack of funding to upgrade 18-year-old traffic signal pre-emption system. Infrared emitter technology in pre-emption is being replaced with a GPS cloud-based system that is a subscription service that no longer requires the entity to own the equipment and maintain it. (Orange Fire Department)
- Lack of wheelchair-accessible transportation for veterans needing services inter-/intra-county where they live. (RISE)

Findings

Based on the input from community stakeholders responding to the survey, Moore & Associates, Inc. identified the following general findings:

1. There are geographic areas within the four-county study area not currently served by public transit.
2. There is a desire by area residents for extended transit service hours to provide access to employment and healthcare.
3. There is a need for inter-county (and inter-community) transit service.

4. Transportation is needed for access to medical facilities in the Houston area.
5. A patient's ability to undergo dialysis treatments on weekends and holidays is impacted by limited transportation options. Further, transportation may not be available should a patient's treatment run beyond the scheduled time.
6. Cost remains a barrier to obtaining transportation for many historically transportation-disadvantaged persons.

Conclusions

While several transportation providers operate service within the Plan area, there are still significant gaps between the service provided and the needs of individuals or populations within the four-county Plan area. These will be discussed in greater detail through the Needs Assessment and Gap Analysis sections of the Coordinated Plan.

2.3 Transportation Resources Inventory

Transportation Planning Organizations

Organization Information:	Description of Organization:	Area Served:
South East Texas Regional Planning Commission 2210 Eastex Freeway, Beaumont, TX 77703 409-899-8444	SETRPC is the designated as the Metropolitan Planning Organization (MPO) for the four-county region comprising the Hardin-Jasper-Jefferson-Orange Plan area. The cornerstone purpose of the SETRPC-MPO is to develop an overall transportation plan that will provide the most desirable and efficient means of meeting transportation needs for a five-year horizon while ensuring continued compliance with the rules and guidelines as required by the federal government as a condition of receiving federal funds for transportation projects and programs.	Hardin, Jasper, Jefferson, and Orange counties

Organization Information:	Description of Organization:	Area Served:
Texas Department of Transportation (TxDOT) Beaumont District Headquarters 8350 Eastex Freeway Beaumont, TX 77708 409-892-7311 www.txdot.gov/inside-txdot/district/beaumont.html	<p>TxDOT is the state agency responsible for construction and maintenance of all interstate, U.S, state highways, ranch-to-market (RM), and farm-to-market (FM) roads for the movement of people and goods. The state is organized in 25 geographic districts, each responsible for local highway design and maintenance, right-of-way acquisition, construction oversight, and transportation planning. The Valley is located within the TxDOT Pharr District.</p> <p>TxDOT has funding oversight for state public transportation funding through the Public Transportation Division (PTN). PTN, through its Public Transit Coordinators, works closely with transit systems. TxDOT manages, provides oversight, and disperses funding for FTA grants to rural and small urbanized areas, and selected Federal Highway Administration (FHWA) grants.</p>	Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, and Tyler counties

Public Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (FY 2020):
Amtrak 2555 W. Cedar St. Beaumont, TX 77704 800-872-7245 www.amtrak.com	A national rail operator operating more than 300 trains each day to more than 500 destinations in 46 states, the District of Columbia, and three Canadian provinces. The Beaumont station is served by the Sunset Limited route. Eastbound trains depart at 2:05 p.m. Tuesday, Friday, and Sunday. Westbound trains depart at 3:48 p.m. Monday, Wednesday, and Saturday.	Fares vary by destination. Discounted fares available to children under 12, seniors, persons with disabilities, military personnel and their families, and students age 17-24.	Not available
Provider Type: Public	Eligibility: General public	Impact of COVID-19: Adjusted/reduced schedules beginning March 2020. Face masks required onboard. Enhanced cleaning practices.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2019):
Beaumont Municipal Transit 550 Milam St. Beaumont, TX 77701 409-835-7895 beaumonttransit.com	Public transportation in Beaumont. Fixed-route service available to the general public. Provides door-to-door ADA paratransit transportation for qualifying individuals with disabilities. Ten routes operate Monday through Friday from 6:30 a.m. to 9:30 p.m., and Saturday from 7:30 a.m. to 9:30 p.m.	Fixed-route: Adult \$1.50, Senior/Disabled/Youth: \$0.75, Children Free, Transfers: \$0.25, Monthly passes (All): \$40.00, Door-to-door: Single ride \$2.50, Special Transit monthly pass: \$80.00.	Ridership: 416,352 Vehicles: 18 Budget: Operating: \$5,185,630 Capital: \$596,686
Provider Type: Public	Eligibility: General public; ADA certification required for ADA paratransit service.	Impact of COVID-19: Daily sanitization of vehicles. Weekly sanitization of Dannenbaum Station. Rear-door boarding, social distancing, and face masks requirements implemented on board the buses. System operated fare-free beginning April 2020, and resumed fare collection June 1, 2021.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2019):
Port Arthur Transit 344 Procter St. Port Arthur, TX 77640 409-983-8767 www.portarthurtx.gov/201/Transit-Department	Public transportation in the City of Port Arthur. Fixed-route service is available to the general public. Provides door-to-door ADA paratransit transportation for qualifying individuals with disabilities. Ten routes operate Monday through Friday from 6:15 a.m. to 7:15 p.m., and Saturday from 7:15 a.m. to 7:15 p.m.	Fixed-route: Adult \$1.50, Senior/Disabled/Medicare/Students \$0.75, Children Free Paratransit: Single-ride \$2.50, Out of service area \$2.25 Book of tickets and monthly passes available.	Ridership: 116,444 Vehicles: 9 Budget: Operating: \$2,501,177 Capital: \$1,455,354
Provider Type: Public	Eligibility: General public; elderly and persons with disabilities unable to use fixed-route system for paratransit service.	Impact of COVID-19: Briefly suspended Saturday service (between April 11 and July 11, 2020).	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2019):
South East Texas Transit (Mid-County Transit) 2210 Eastex Freeway, Beaumont, TX 77703 409-899-8444 ext. 6601 www.setrpc.org/south-east-texas-transit	A rural transportation system that provides curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs for seniors and persons with disabilities in Mid-Jefferson County.	To Beaumont \$2.50, to Port Arthur \$2.50, within Mid-County \$1.00	(SETT Total) Ridership: 53,364 Vehicles: 19 Budget: Operating: \$1,516,047 Capital: \$233,116
Provider Type: Public	Eligibility: Seniors and persons with disabilities living in Groves, Port Neches, and Nederland.	Impact of COVID-19: Enhanced cleaning and sanitization protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2019):
South East Texas Transit (Orange County Transportation) 2210 Eastex Freeway, Beaumont, TX 77703 409-899-8444 ext. 6601 www.setrpc.org/south-east-texas-transit	A curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs in Orange County. All vehicles are wheelchair accessible.	Within county \$2.00, to Beaumont \$3.00, to Port Arthur \$3.00	(SETT Total) Ridership: 53,364 Vehicles: 19 Budget: Operating: \$1,516,047 Capital: \$233,116
Provider Type: Public	Eligibility: General public	Impact of COVID-19: Reduced service effective March 23, 2020. Began transportation for medical and essential needs Monday, Wednesday, and Fridays between 7 a.m. and 4 p.m. Effective June 1, 2020 increased to 50% capacity. Rides has not fully recovered. Enhanced cleaning protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data (2019):
South East Texas Transit (Rural Hardin County Transit and Rural Jefferson County Transit) 2210 Eastex Freeway, Beaumont, TX 77703 409-899-8444 ext. 6601 www.setrpc.org/south-east-texas-transit	A rural transportation system that provides curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs to residents of rural Hardin County and rural western Jefferson County.	Within county \$1.00, county-to-county \$2.50	(SETT Total) Ridership: 53,364 Vehicles: 19 Budget: Operating: \$1,516,047 Capital: \$233,116
Provider Type: Public	Eligibility: General public	Impact of COVID-19: Enhanced cleaning and sanitization protocols.	

Private Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Carte Blanche Concierge, LLC 8480 Washington Blvd, Beaumont, TX 77707 409-241-0222 www.cbcluxe.com/	Carte Blanche is a full-service concierge and ground transportation provider in the Greater Golden Triangle/Houston area.	Depends on car type. Prices varies \$69/hour to \$129/hour.	Not available.
Provider Type: Private	Eligibility: General public	Impact of COVID-19: Enhanced cleaning and sanitization protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Greyhound 1480 W. Fwy Blvd. S Vidor, TX 77662 409-769-0848 www.greyhound.com	Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 2,400 destinations with 13,000 daily departures across North America. Provides access to the nation-wide Greyhound intercity network, Canada, and Mexico. Greyhound serves stations in Beaumont Vidor, Port Arthur, and Orange. Service operates every day, with schedules dependent on destination.	Fares vary by destination. Discounted fares available to children under 12 and seniors 62+.	Not available
Provider Type: Private	Eligibility: General public	Impact of COVID-19: Face masks required onboard. Enhanced cleaning practices. Continuous cabin air refresh system.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Keap Transit 409-951-0839 www.keaptransportation.com/	Provides transportation services via party bus, casino transportation, limousine, airport transportation, elderly transportation, and local deliveries.	Fare varies depending on length of party and destination.	Not available
Provider Type: Private	Eligibility: General public	Impact of COVID-19: Enhanced cleaning protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Sun Travel 6711 Smith Rd, Beaumont, TX 77713 409-840-4600 http://suntravel.org/	Sun Travel supplies transportation for convenient shuttling such as, airports, conferences, and other events. For extremely large transportation needs, Sun Travel is also an authorized agent for Trailways, which offers access to hundreds of motor coaches.	Fare varies based on fuel cost.	Not available
Provider Type: Private	Eligibility: General Public	Impact of COVID-19: Increased cleaning and sanitization protocols.	

Social Service Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Beaumont Seniors 60+ Transportation 4590 Concord Beaumont, TX 77703 https://www.seniormeals.org/transportation	Transportation provided to seniors, age 60+, who are residents of Beaumont. Funding is provided in partnership with the Area Agency on Aging of Southeast Texas. Program operates Monday through Friday from 8:00 a.m. to 4:00 p.m.	Suggested contribution \$1.00	Ridership: FY 2020 50,000+ one-way trips.
Provider Type: Social service	Eligibility: Seniors 60+	Impact of COVID-19: Enhanced cleaning and sanitization protocols. Social distancing required.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Nutrition and Services for Seniors/Meals on Wheel Jefferson & Hardin counties 4950 Concord Beaumont, TX 77703 409-892-4455 www.seniormeals.org	Helps to provide an opportunity for a high quality of life of older persons through the development and expansion of a comprehensive and coordinated social service delivery system at the regional level. Transportation assistance includes providing information about community transportation services (SETT), transportation to and from individual nutrition and senior centers, and medical transportation.	Within Hardin County/ Mid-Count \$1.00, to Beaumont \$2.50 (standard SETT fares); Senior trips within Beaumont \$1.00 suggested contribution	Beaumont Seniors 60+ Transportation: 50,000 trips provided
Provider Type: Social service	Eligibility: Seniors 60+ in Jefferson and Hardin counties	Impact of COVID-19: Enhanced cleaning and sanitization protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Orange Community Action Association 103 5 th St. Orange, TX 77630 409-886-2186 mealsonwheelsorange.business.site	A rural transportation system that provides curb-to-curb, demand-response transportation service for healthcare, shopping, social services, employment, education, and recreational needs (primarily within the city of Orange) as part of South East Texas Transit.	Within Orange County \$1.00	Not available
Provider Type: Social service	Eligibility: General public	Impact of COVID-19: Drivers and staff required to wear protective gear and vans sanitized after each ride.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Spindletop Center 655 S 8 th St., Beaumont, TX 77701 409-839-1000 www.spindletopcenter.org/MHMR_MR.html	Provides services to assist individuals with intellectual and developmental disabilities improve their quality of life. Services include offering help in the areas of accessing medical, social, educational, and other appropriate services and life skills training. Provides transportation between home and the individuals community employment site or day habilitation site, and transportation to facilitate employment opportunities and participation in community events.	Unknown	Not available
Provider Type: Social service	Eligibility: Individuals with intellectual and developmental disabilities.	Impact of COVID-19: Increased cleaning and sanitization protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Triangle AIDS Network Healthcare 1495 N. 7 th St. Beaumont, TX 77702 409-832-3377 3737 N. 16 th St. Orange, TX 77632 409-9204223 www.tanhealthcare.org/transportation	Transportation available for patients being treated for more serious conditions.	Unknown	Not available
Provider Type: Social service	Eligibility: Patients with existing appointments at Beaumont or Orange clinics	Impact of COVID-19: Increased cleaning and sanitization protocols.	

Transportation Support

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Catholic Charities of Southeast Texas 2780 Eastex Freeway, Beaumont, TX 77703 409-924-4400 www.catholiccharitiesbmt.org/index.html	Catholic Charities of Southeast Texas is the charitable branch of the Diocese of Beaumont. Services include disaster response, emergency assistance, humanitarian respite, counseling services, and the summer food program. Provides transportation information.	Not applicable	Not available
Provider Type: Social service	Eligibility: General public	Impact of COVID-19: Increased cleaning and sanitization protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Fresenius Kidney Care Beaumont 2755 Liberty St., Beaumont, TX 77702 409-839-8204 www.freseniuskidneycare.com/dialysis-centers/texas/100712	Dialysis treatment center. Transportation provided for individuals covered by Medicare. Provides information to assist with travel arrangements.	Unknown	Not available
Provider Type: Social service	Eligibility: Eligible/enrolled clients	Impact of COVID-19: Increased cleaning and sanitization protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Resource Information Support and Empowerment (RISE) 755 S 11 th St. Ste 213, Beaumont, TX 77701 409-832-2599 risecil.org/	Provides services such as advocacy, information and referral, peer support, independent living skills training, relocation services with home by choice, youth transition services, to individuals with disabilities to support their right to independent living. Provides transportation information.	No cost	Not available
Provider Type: Social service	Eligibility: Residents of Jefferson, Orange, or Hardin counties, self-identifying as a person with a disability.	Impact of COVID-19: Increased cleaning and sanitization protocols.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Texas Health and Human Services Commission 3105 Executive Blvd., Beaumont, TX 77701 409-730-1098 www.hhs.texas.gov	Oversees the operations of the health and human services system. They provide transportation, income assistance counseling, and social services.	Unknown	Not available
Provider Type: Social service	Eligibility: Eligible/enrolled clients	Impact of COVID-19: Released information for more resources to assist individuals and families through the pandemic.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Texas Workforce Solutions – Beaumont 510 Park St. Suite 100, Beaumont, TX 77701 409-600-2979 setworks.org/vocational-rehabilitation-for-adults/	The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).	Unknown	Not available
Provider Type: Social service	Eligibility: Eligible/enrolled clients	Impact of COVID-19: The Beaumont Workforce Center transitioned to virtual services on March 18, 2020.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Texas Workforce Solutions – Hardin 295 N 4 th St., Silsbee, TX 77656 409-719-7417 setworks.org/vocational-rehabilitation-for-adults/	The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).	Unknown	Not available
Provider Type: Social service	Eligibility: Eligible/enrolled clients	Impact of COVID-19: The Hardin Workforce Center transitioned to virtual services on March 18, 2020 and recently reopened.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Texas Workforce Solutions – Orange 2415 N 16 th St., Orange, TX 77630 409-882-0302 setworks.org/vocational-rehabilitation-for-adults/	The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).	Unknown	Not available
Provider Type: Social service	Eligibility: Eligible/enrolled clients	Impact of COVID-19: The Orange Workforce Center transitioned to virtual services on March 18, 2020.	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
Texas Workforce Solutions – Port Arthur 4680 FM 365, Port Arthur, TX 77642 setworks.org/vocational-rehabilitation-for-adults/	The primary goal of Workforce Solutions is to provide job seekers with the skills and employers with the talent they need to be successful. Provide transportation support for eligible clients (including financial assistance).	Unknown	Not available
Provider Type: Social service	Eligibility: Eligible/enrolled clients	Impact of COVID-19: The Port Arthur Workforce Center transitioned to virtual services on March 18, 2020.	

Medicaid Transportation

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
East Texas Support Services 109 W Water St., Jasper, TX 77703 409-384-9006	Non-emergency medical transportation provided to indigent and Medicaid patients as defined by the Texas Department of Health.	Unknown	Not available
Provider Type: Social service	Eligibility: Medicaid patients	Impact of COVID-19: Unknown	

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
New Century Dialysis Center of Jasper 2014 S Wheeler St. Suite 300, Jasper, TX 75951 409-384-2711	Dialysis treatment center. Transportation provided for individuals covered by Medicare.	Unknown	Not available
Provider Type: Social service	Eligibility: Medicare patients	Impact of COVID-19: Unknown	

Taxi and Shuttle Operators

Additional transportation services are provided by private companies offering taxicab and/or shuttle services. Service from these providers is typically scheduled by the individual rider either in advance or on-demand. Costs for these services are typically on a per-mile basis plus a base rate or a flat rate for the trip. Trip costs and days and hours of operation may vary widely between providers.

Lyft and Uber ride-hailing services are also both available in portions of Southeast Texas. Actual availability varies depending on the number of active drivers within a given area. Both platforms can be accessed via mobile apps.

Note: Inclusion of any for-profit taxicab or shuttle within this inventory does not constitute an endorsement of the service. Exclusion of any active entity is unintentional and should not reflect negatively on that entity.

Provider Information:	Areas Served:	Service Notes:
A-1 Taxi, 409-284-9059, www.a1tranzit.synthasite.com	60-mile radius of Beaumont	Local fares are metered. Rates offered for out-of-town trips. Specializing in ambulatory medical transportation. Contracts available.
Blacc Diamond Transport, 409-600-0540, www.blaccdiamondtransport.com	Hardin, Jefferson, and Orange counties; interstate	Open 24 hours per day, 7 days per week.
Daranda Taxi Service, 409-504-1118	Based in Port Arthur	Open 8 a.m. – 12 a.m., 7 days per week.
Elite Cab Company, 936-645-1185	Based in Port Arthur	Open 24 hours per day, 7 days per week.
G & H Taxi Service, 409-985-4400	Based in Port Arthur	Leave voicemail with service request.
Going the Distance Transportation Service, 409-293-0818 or 866-611-8674	Based in Port Arthur	Open 24 hours per day, 7 days per week. Cash only.
King Cab Taxi, 409-860-3335 or 318-300-7000, www.kingcabbmt.com	Jefferson and Orange counties	Open 24 hours per day, 7 days per week.
La Uno Taxi and Towing LLC, 409-460-0835, launotaxi.wixsite.com/launotaxi-1	Jefferson County	Temporary hours are from 4:00 a.m. to 9:00 p.m. due to COVID. Only transporting one person at a time.
M & B Professional Taxi Service, 409-460-9156	Based in Beaumont	Open 24 hours per day, 7 days per week.

Provider Information:	Areas Served:	Service Notes:
Mid County Taxi, 409-332-0808	Based in Nederland	Open 24 hours per day
Monica Professional Taxi Service, 409-665-2248	Based in Beaumont	Open 24 hours per day, 7 days per week.
Moonlight Taxi, 409-291-7248	Based in Beaumont	Open 8 a.m. – 11 p.m. Monday through Saturday
Montreal Limousine, 409-332-0751	Based in Orange	Open 24 hours per day, 7 days per week.
Ricardo Taxi Services, 409-433-3152, www.ricardotaxiservices.com	Greater Port Arthur including Groves, Sabine Pass, and Bridge City	Open 24 hours per day, 7 days per week.
Royal Transportation, 409-289-5783, xvangel.wixsite.com/royaltransporttx	Golden Triangle and surrounding areas (based in Vidor)	Taxi, airport shuttle, lockout support, roadside assistance, shopping assistance, item retrieval.
T & K Taxi Service, 409-466-2122	Based in Beaumont	Open 24 hours per day
Taxi Port Arthur, 409-280-4272	Based in Port Arthur	Open 24 hours per day. Brokers taxi cab, airport shuttles, rideshare, and courier services. Book up to 60 days in advance. Offers corporate discounts.
Triangle Taxi, 409-828-2867	Based in Vidor	Open 24 hours per day, 7 days per week.
Yellow Cab Beaumont, 409-860-3335	Service to all surrounding areas, including Houston and Louisiana	Open 24 hours per day, 7 days per week. Also provides non-emergency medical transportation.

2.4 Transportation Resources by County

	Hardin	Jasper	Jefferson	Orange
Transportation Providers				
Amtrak			X	
Beaumont Municipal Transit			X	
Beaumont Seniors 60+ Transportation			X	
Carte Blanche Concierge, LLC	X		X	X
East Texas Support Services		X		
Fresenius Kidney Care Beaumont	X		X	
Greyhound			X	X
Keap Transit	X	X	X	X
New Century Dialysis Center of Jasper		X		
Nutrition and Services for Seniors/Meals on Wheel Jefferson & Hardin Counties	X		X	
Orange Community Action Association				X
Port Arthur Transit			X	
South East Texas Transit (Mid-County Transit)			X	
South East Texas Transit (Orange County Transportation)				X
South East Texas Transit (Rural Hardin and Jefferson County Transit)	X		X	
Spindletop Center	X	X	X	X
Sun Travel	X	X	X	X
Triangle AIDS Network Healthcare			X	X
Other	Hardin	Jasper	Jefferson	Orange
Catholic Charities of Southeast Texas	X	X	X	X
Resource Information Support and Empowerment (RISE)	X		X	X
Texas Health and Human Services Commission	X	X	X	X
Texas Workforce Solutions - Beaumont			X	
Texas Workforce Solutions - Hardin County	X			
Texas Workforce Solutions - Orange				X
Texas Workforce Solutions - Port Arthur			X	

Chapter 3 | Needs Assessment

3.1 Methodology

This section presents an analysis of current demand specific to public transportation services as well as population forecasts for the South East Texas region; specifically, Hardin, Jasper, Jefferson, and Orange counties.

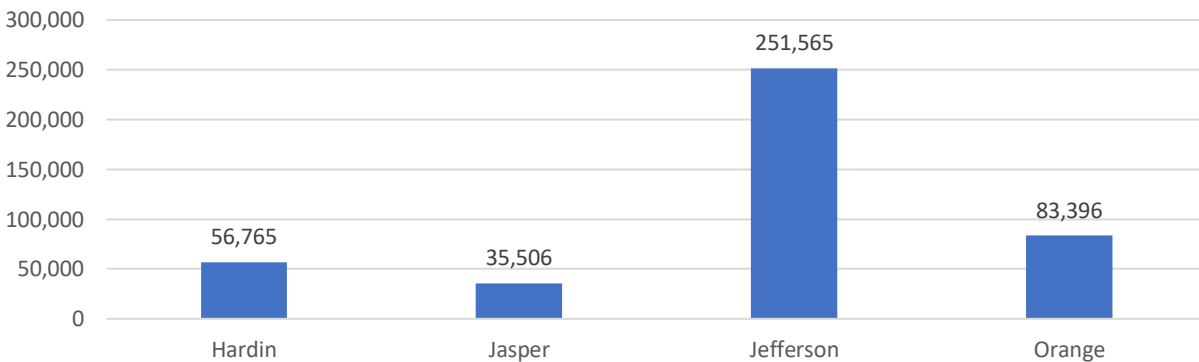
The demand forecast reflects a multi-prong approach. First, overall population growth trends based chiefly on data and estimates from the federal decennial census as well as the American Community Survey. Second, demographic analysis specific to historically ride-dependent populations including seniors, persons with disabilities, low-income individuals, zero and/or one-vehicle households, job seekers, veterans, and youth. Third, input received directly from persons residing and/or employed within the Plan area as well as community stakeholder organizations. Engagement of community stakeholders is particularly important as these organizations often function as advocates or spokespersons for demographic cohorts who often are unwilling or unable to participate in traditional public engagement activities.

In preparing the Needs Assessment, Moore & Associates, Inc. also considered land-use and development patterns as it pertains to the provision of public transportation service, inventoried the human services organizations throughout the Plan area (details of which are presented in the Transportation Resources Inventory), and compiled an objective assessment of current public transportation offerings via-a-vis actual as well as latent and future demand.

3.2 Demographics

The four counties included within the Plan area reflect significant diversity with respect to persons residing therein as well as their actual and potential transportation behaviors, needs, and priorities. Collectively, these counties comprise an area of more than 3,361 square miles, serving as home to more than 427,000 residents. Jefferson County is the most populous of the four, while Jasper County is the least with slightly more than 35,000 residents.¹

Exhibit 3.2.1 Population by county



The average population density within the Plan area is 136 persons per square mile. Despite being the smallest county in land area, Orange County has the second largest population and second highest density of the four counties (219.46 persons per square mile). Jefferson has the largest concentration of persons per square mile (226.02).

Exhibit 3.2.2 Population density by county

City	Population	Square miles	Density (persons per square mile)
Hardin	56,765	898	63.21
Jasper	35,506	970	36.60
Jefferson	251,565	1,113	226.02
Orange	83,396	380	219.46
Service area total	427,232	3,361	127.11

¹ All demographic data drawn from the American Community Survey, 2019 Five-Year Estimates. As of August 2021.

Persons age 65 and older represent a historically ride-dependent population. While many seniors retain both their ability to drive and access to a vehicle past age 65, this demographic cohort includes individuals who have lost the ability to drive, whether due to health or loss of access to a vehicle.

The highest concentrations of seniors reside within Jasper County (19.4 percent). The lowest concentration is in Jefferson County (14.4 percent). The average concentration of seniors within the study area is 16.6 percent. By contrast, Texas at-large has a concentration of seniors of 12.3 percent.

Exhibit 3.2.3 Senior (65+) population by county

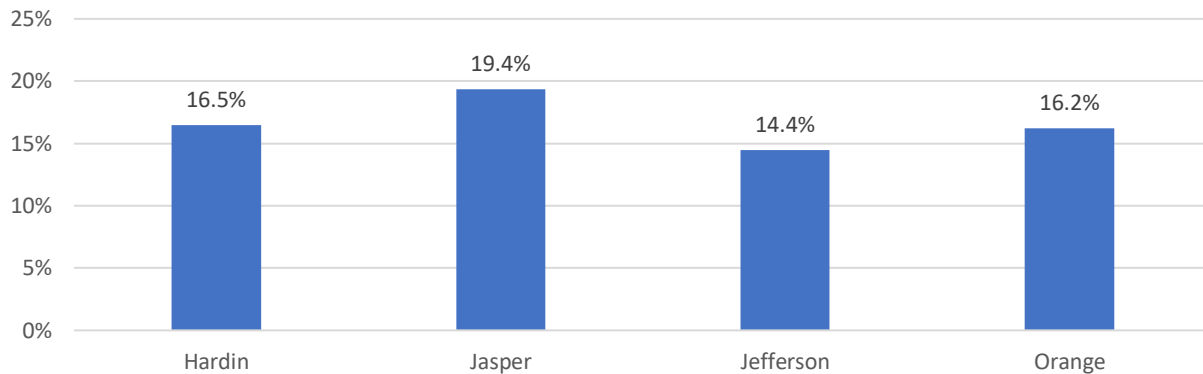


Exhibit 3.2.4 Hardin County senior population

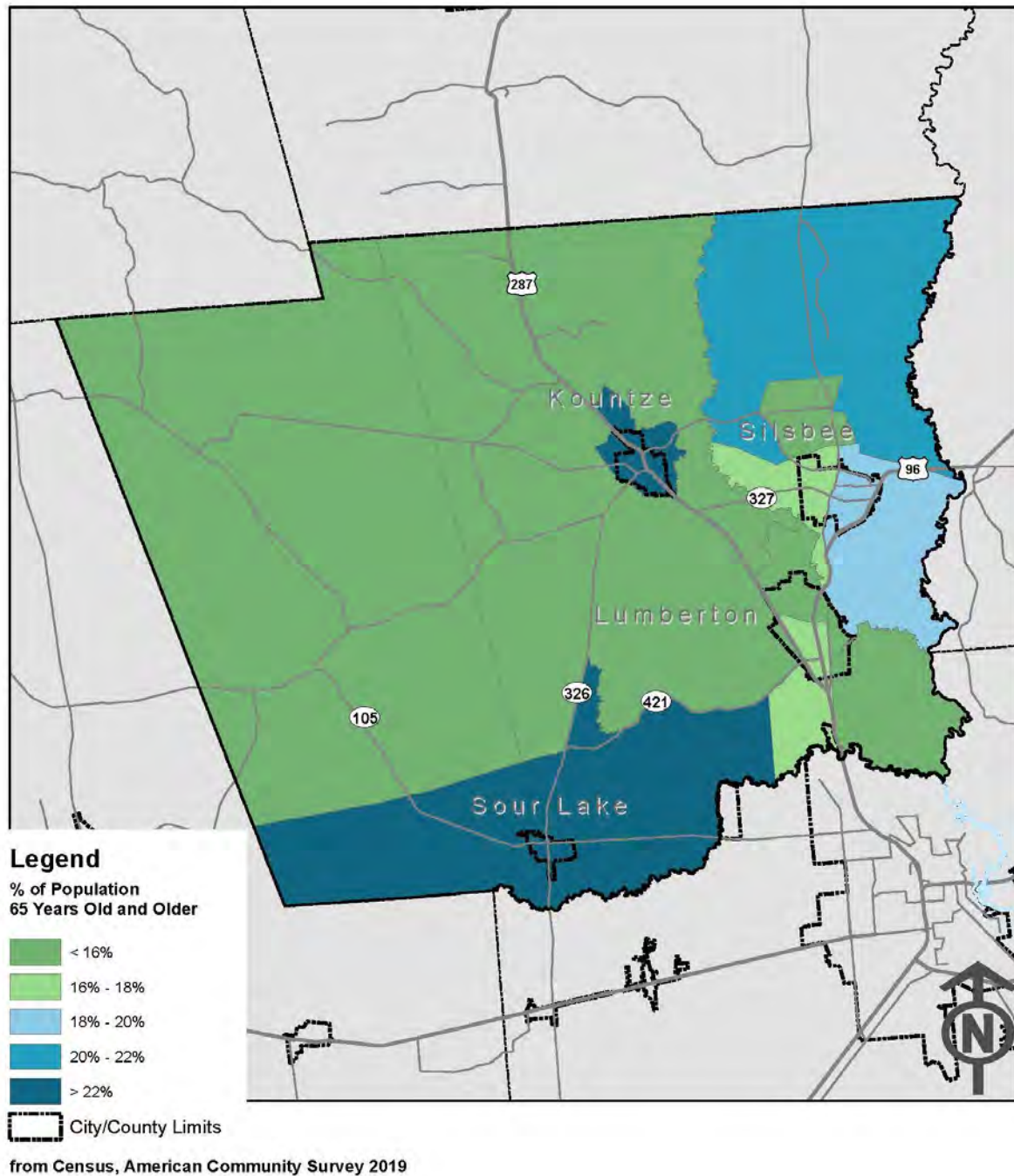


Exhibit 3.2.5 Jasper County senior population

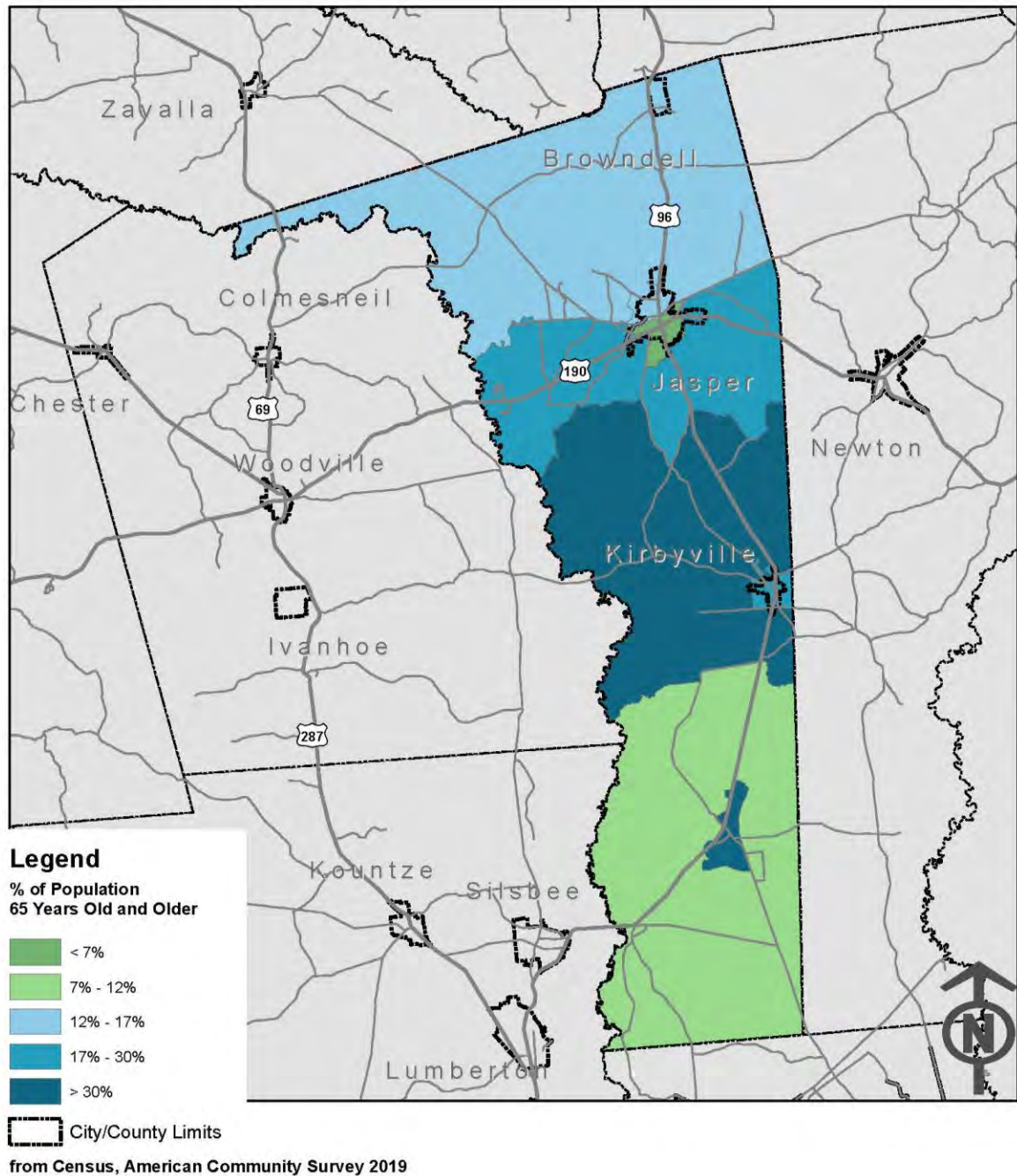


Exhibit 3.2.6 Jefferson County senior population

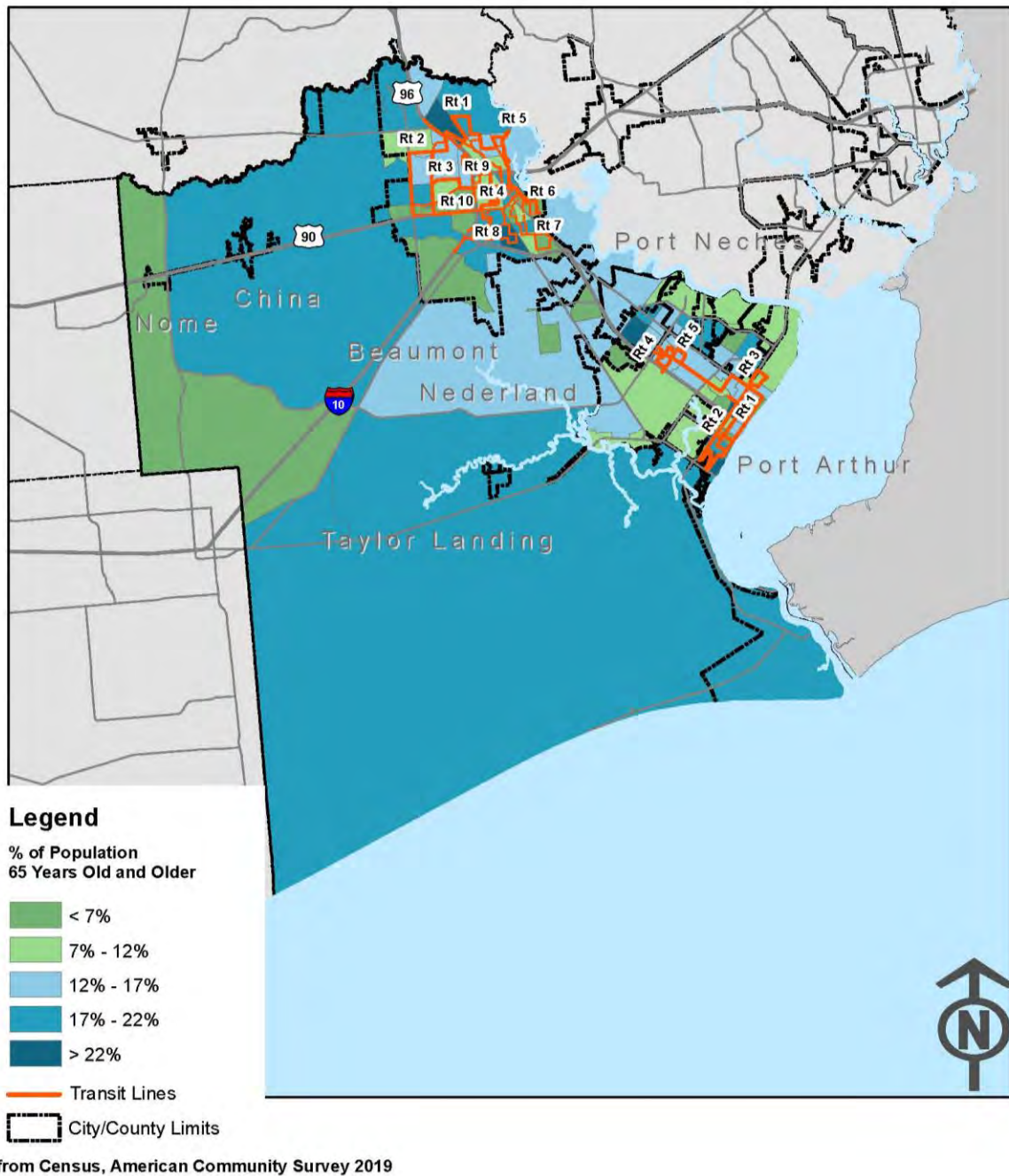
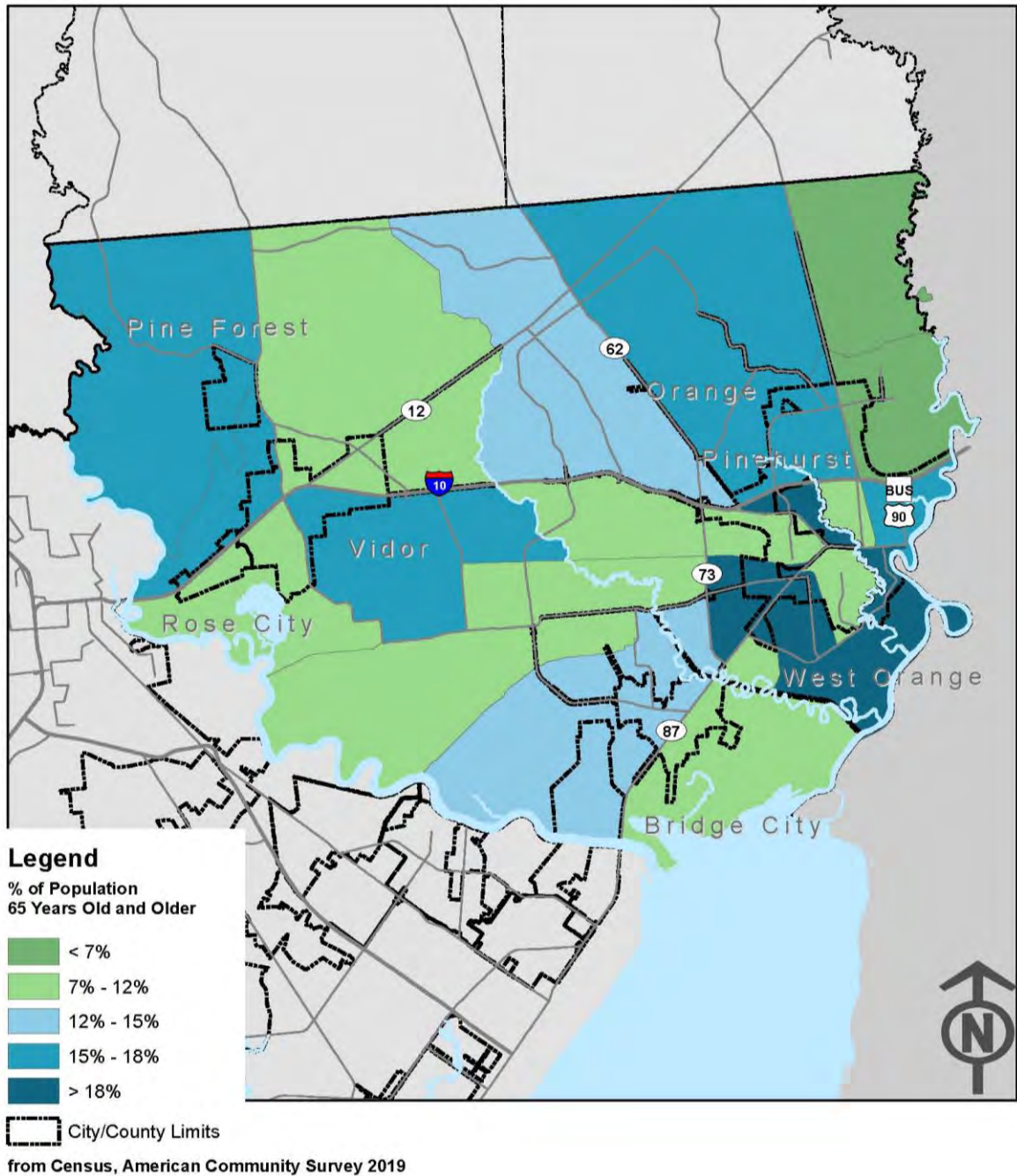


Exhibit 3.2.7 Orange County senior population



Persons with disabilities often rely on others for their mobility needs. The American Community Survey (ACS) defines disability as including hearing, vision, cognitive, ambulatory, self-care, and independent living challenges. Some persons with disabilities may experience difficulties in multiple categories, and therefore individual transportation needs often vary. Social service organizations sometimes provide transportation services to the individuals they serve.

Orange and Hardin counties have nearly identical concentrations of persons with disabilities (16.5 and 16.2 percent respectively). Jasper County differs slightly with 15.8 percent, while Jefferson County has the lowest concentration at 14.5 percent. The average concentration of persons with disabilities within the Plan area is 15.7 percent.

Exhibit 3.2.8 Disabled population by county

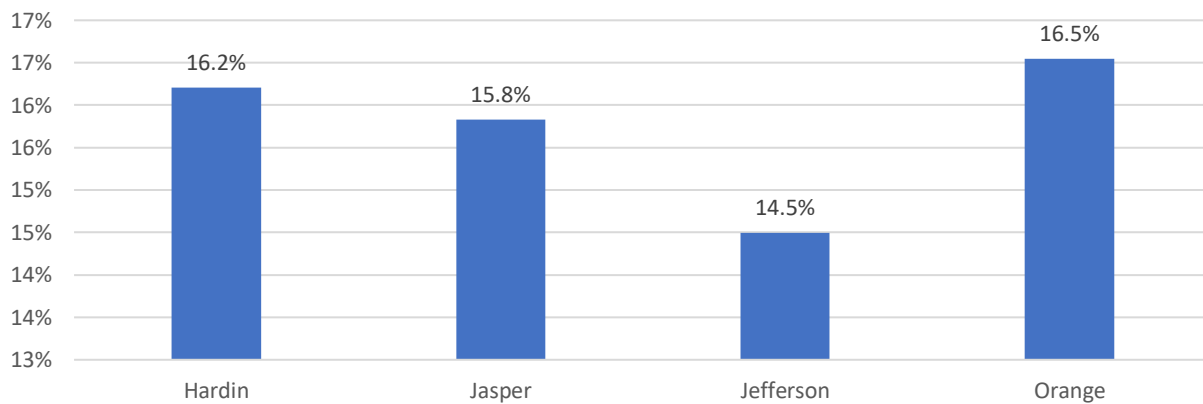


Exhibit 3.2.9 Hardin County disabled population

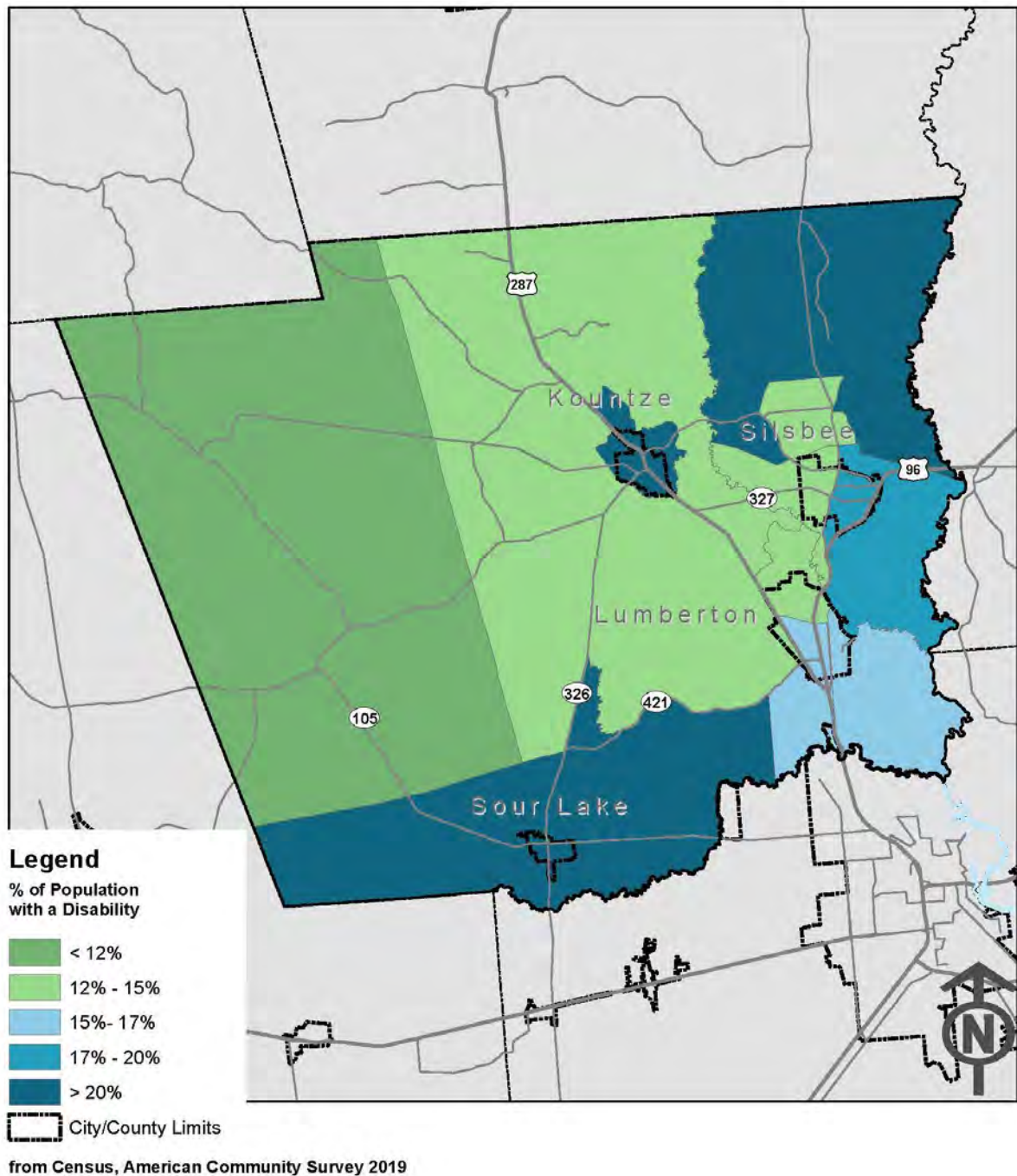


Exhibit 3.2.10 Jasper County disabled population

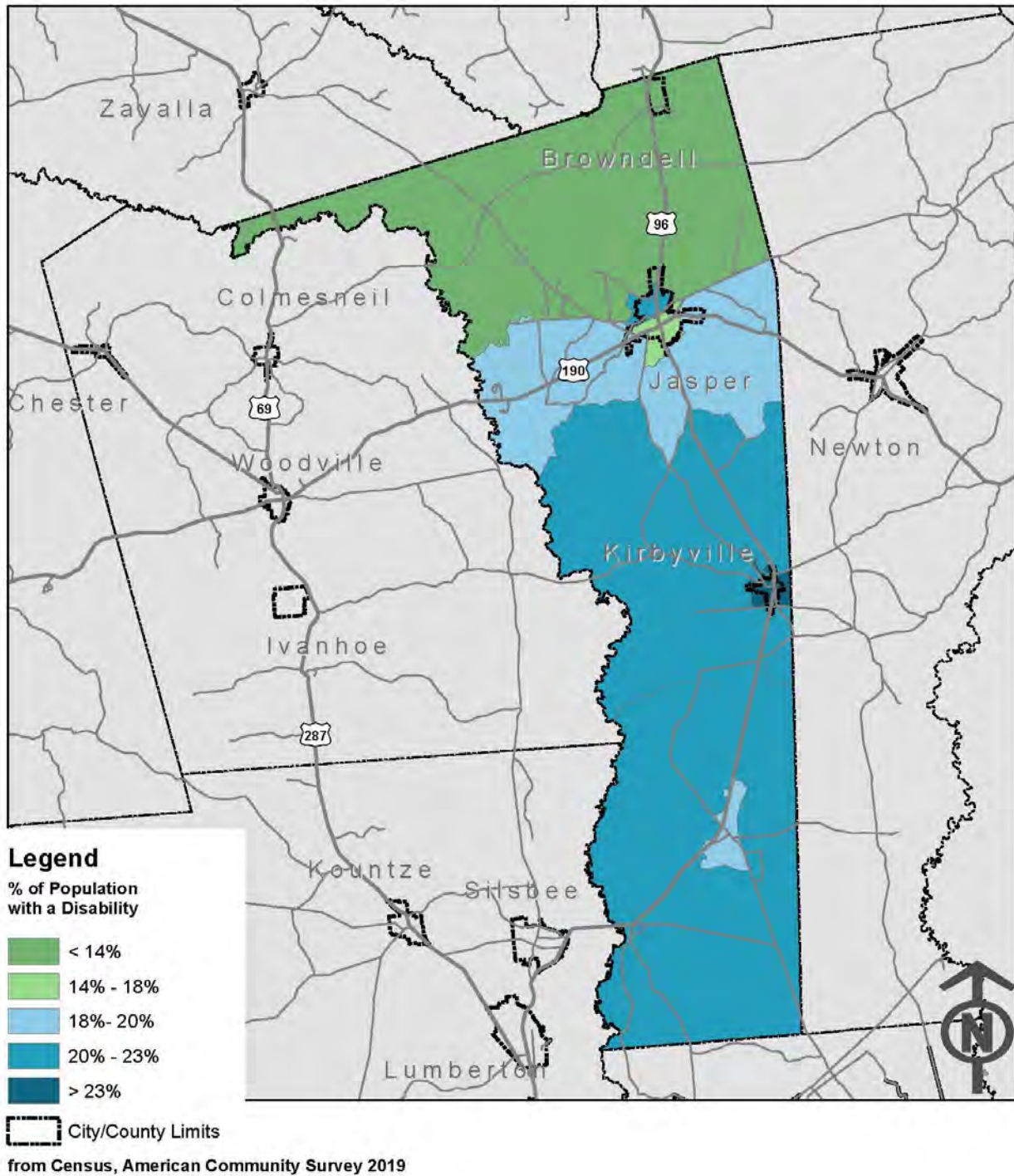


Exhibit 3.2.11 Jefferson County disabled population

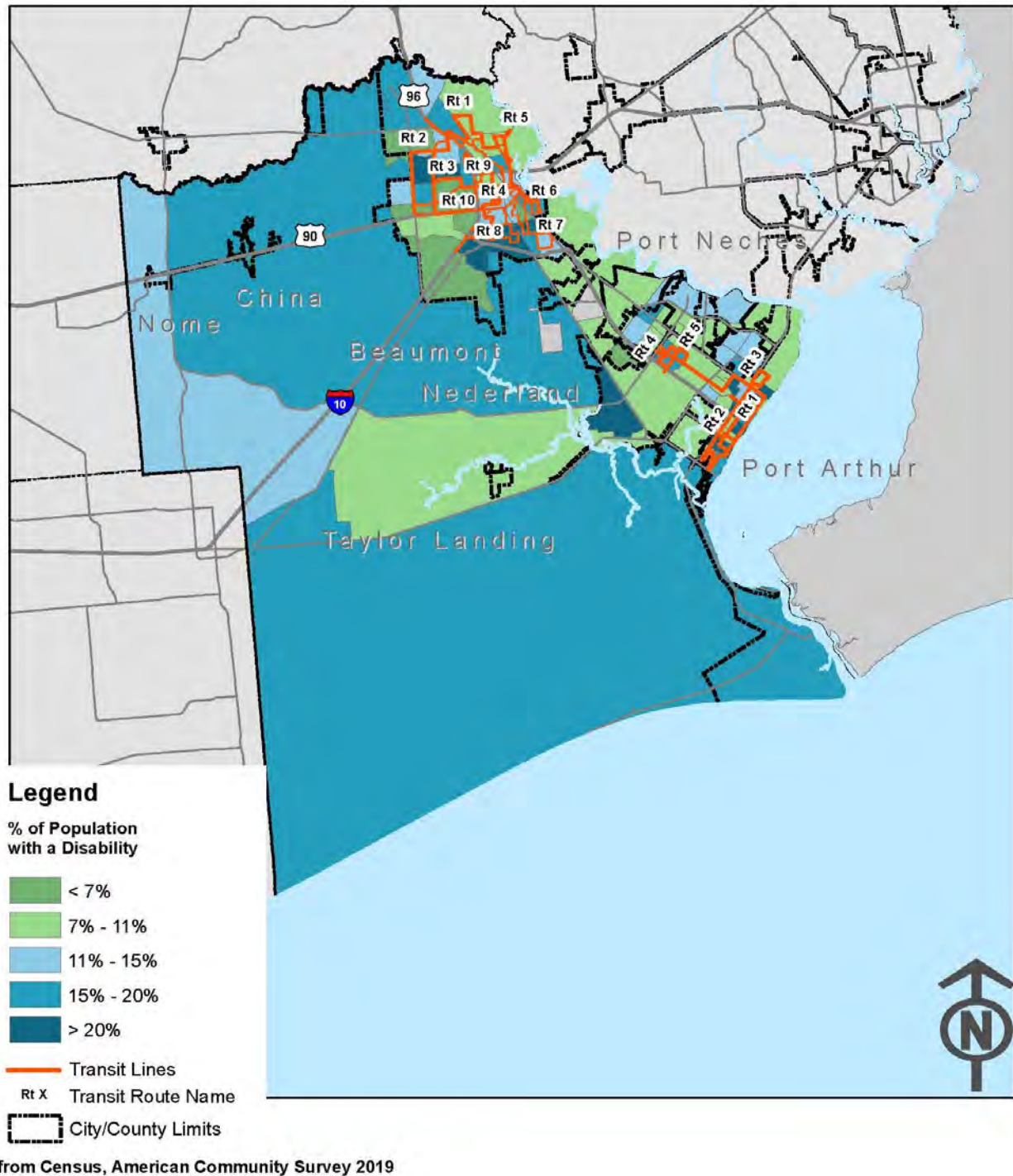
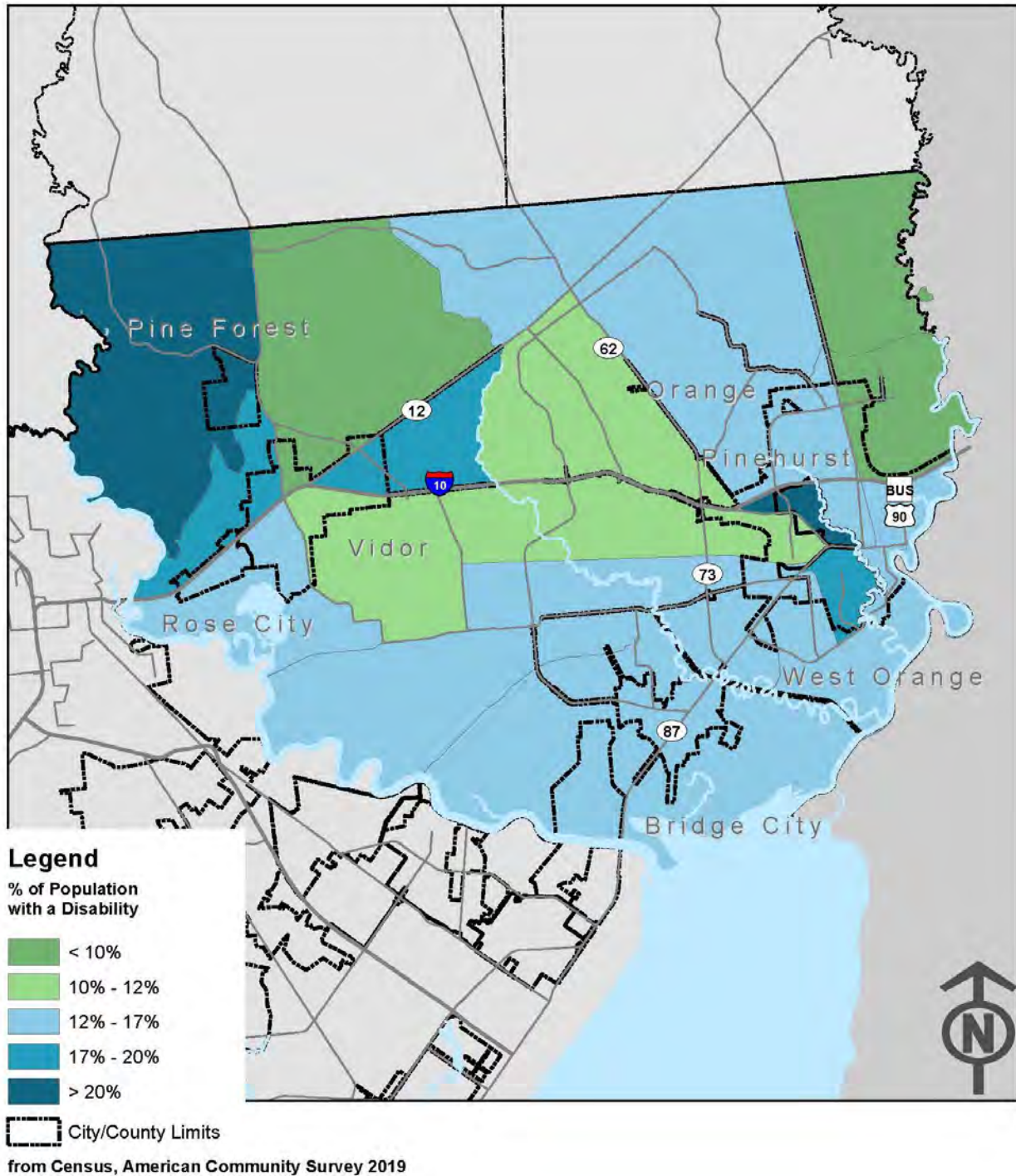


Exhibit 3.2.12 Orange County disabled population

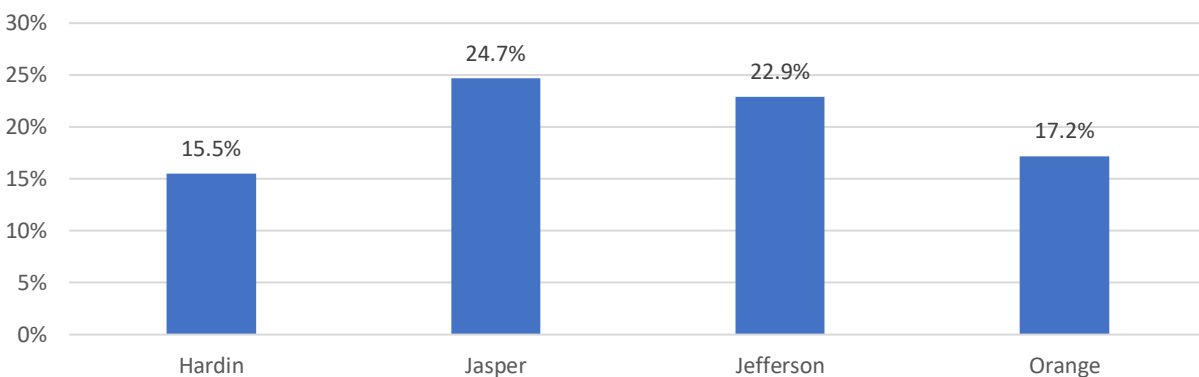


Household income can also be an indicator of ride-dependence, especially if available income results in the lack of access to a vehicle. On average, approximately 20 percent of persons within the Plan area live below 125 percent of the poverty thresholds as identified by the federal census. In 2019, the federal poverty threshold for a four-person household was approximately \$26,170, and 125 percent of that threshold would be \$32,713.

The percentage of persons with an income at 125 percent of the poverty threshold represents individuals living above the poverty line, they are still generally considered to be low-income.²

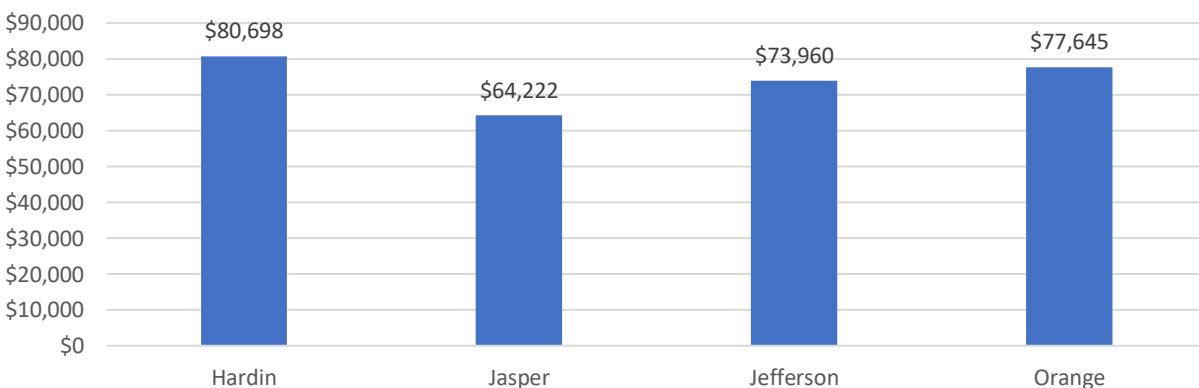
Jasper County has the highest population of persons living at 125 percent of the poverty threshold (24.7 percent), followed by Jefferson County (22.9 percent). Hardin County has the lowest (15.5 percent).

Exhibit 3.2.13 Population living at 125 percent of poverty threshold by county



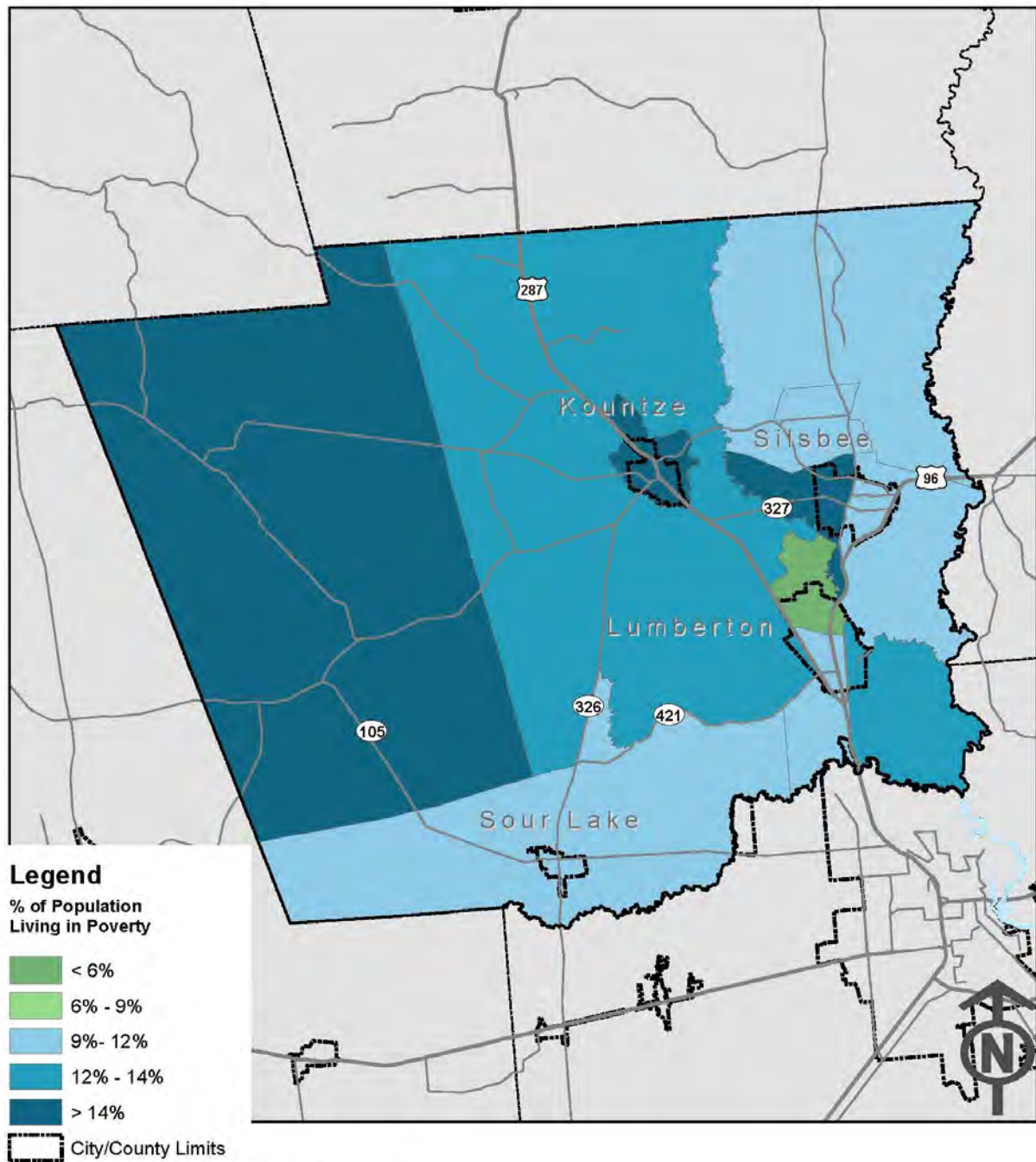
“Mean income” is a measure of the average household income for all households within a given county. Hardin County has the highest average household income, followed closely by Orange County. Jasper County has the lowest average household income.

Exhibit 3.2.14 Mean household income by county



² Note: data regarding households living at 100 percent of the poverty threshold was not available.

Exhibit 3.2.15 Hardin County population living in poverty



from Census, American Community Survey 2019

Exhibit 3.2.16 Jasper County population living in poverty

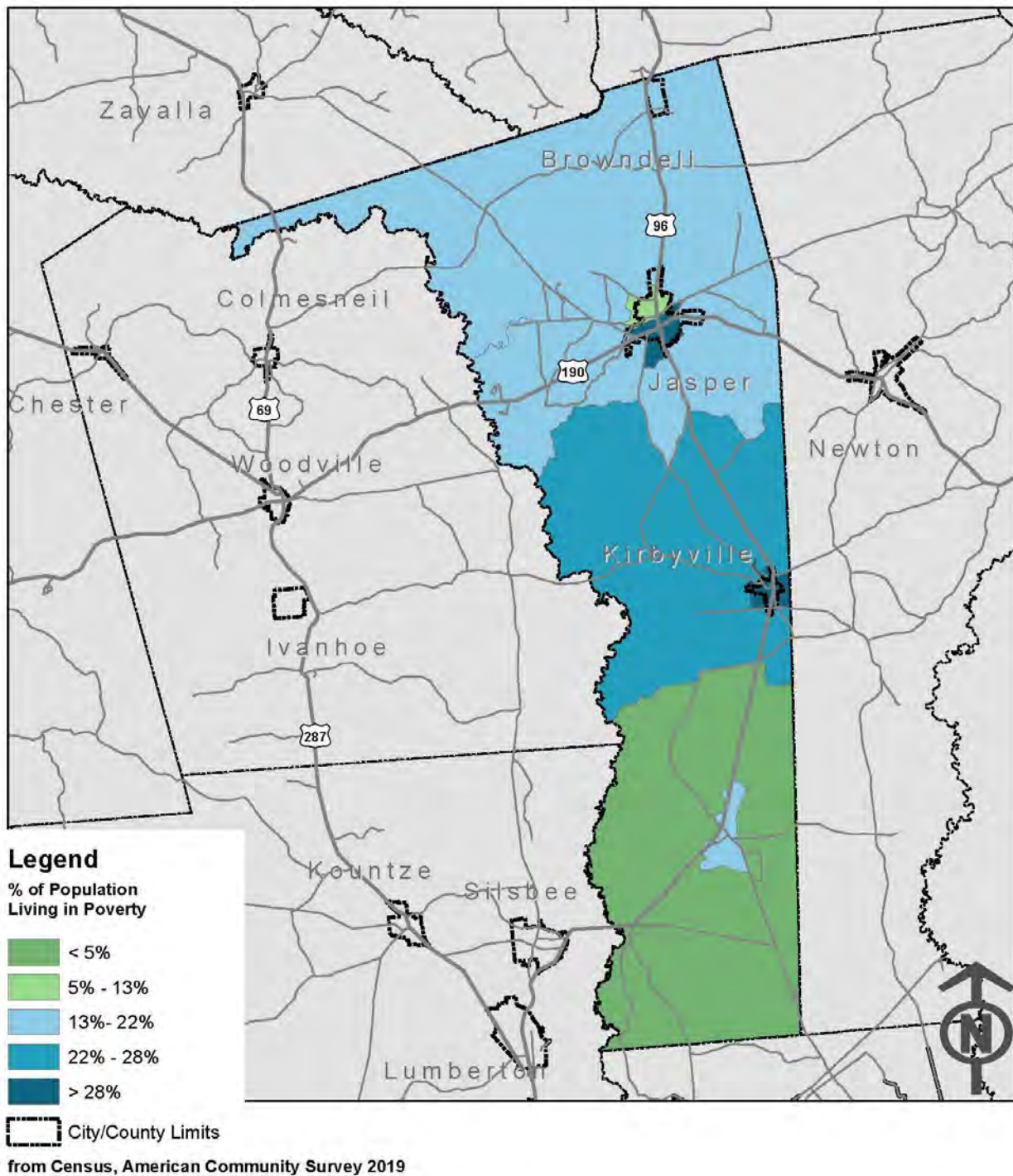


Exhibit 3.2.17 Jefferson County population living in poverty

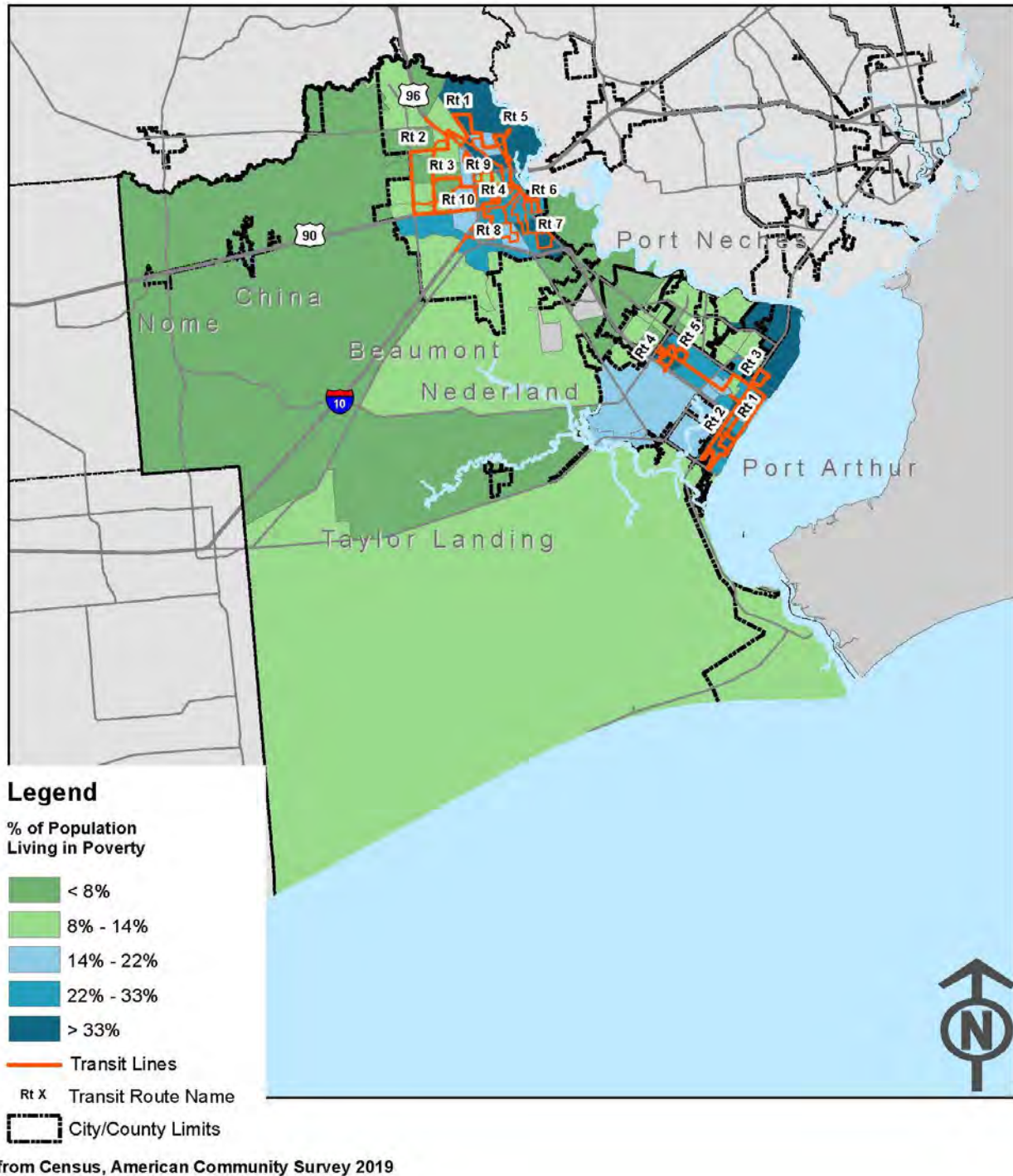
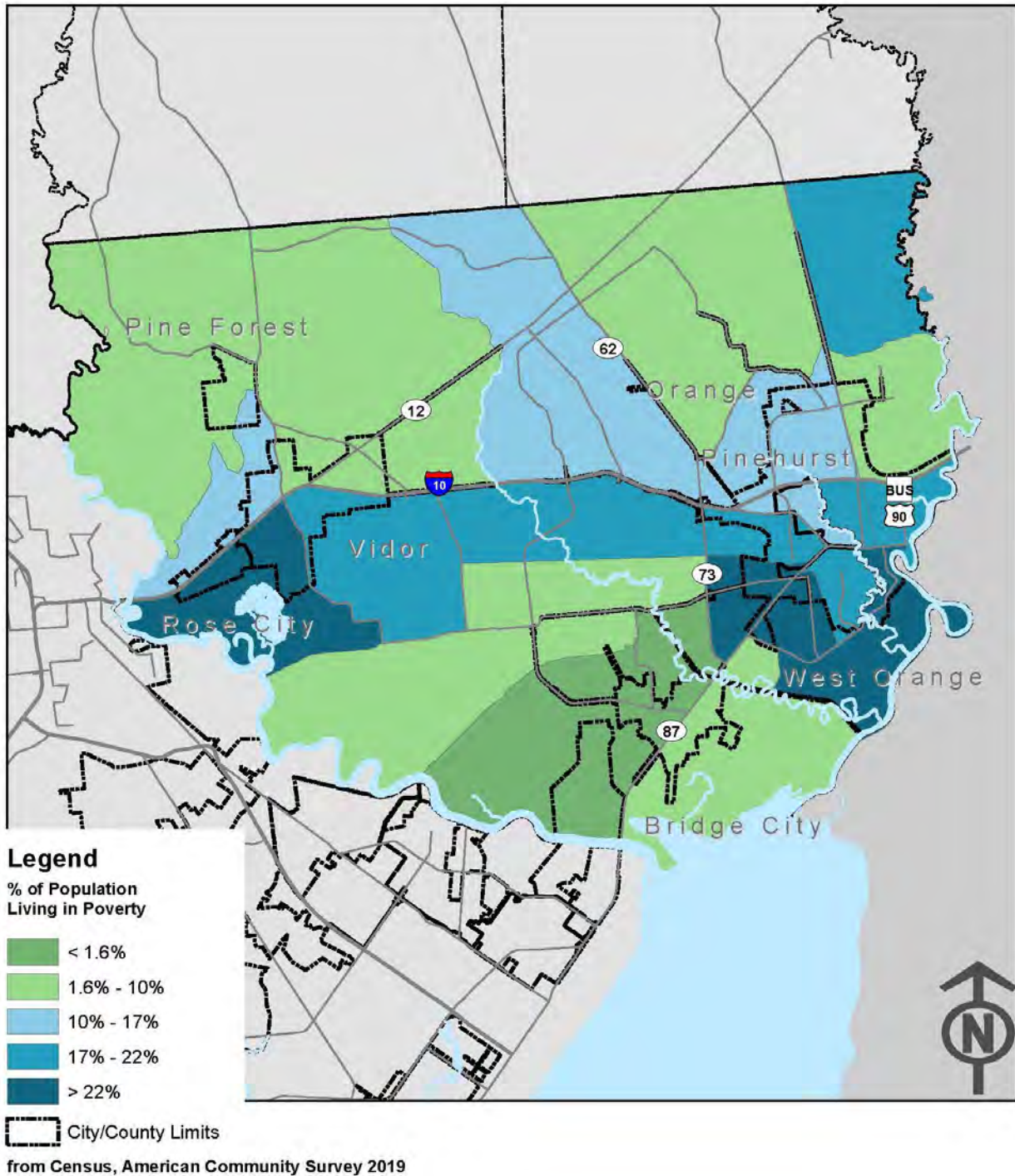


Exhibit 3.2.18 Orange County population living in poverty



Like seniors, youth also represent one of the demographic cohorts that is historically ride-dependent. While many youth may have access to a vehicle after obtaining a driver license, an increasing number of youth postpone learning to drive to age 18 or beyond. School-provided transportation is a means of travel for many within this demographic group.

The percentage of youth within each county is very similar ranging from 24.8 percent in Orange County to 24.0 percent in Jefferson County. The average concentration of youth within the Plan area is 24.4 percent. The Plan area has a lower concentration of youth compared to Texas at-large (26.0 percent).

Exhibit 3.2.19 Youth population by county

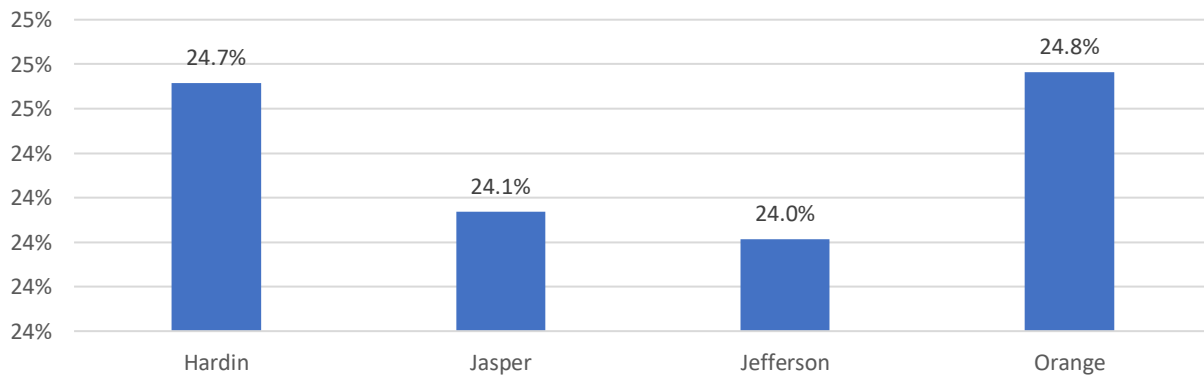
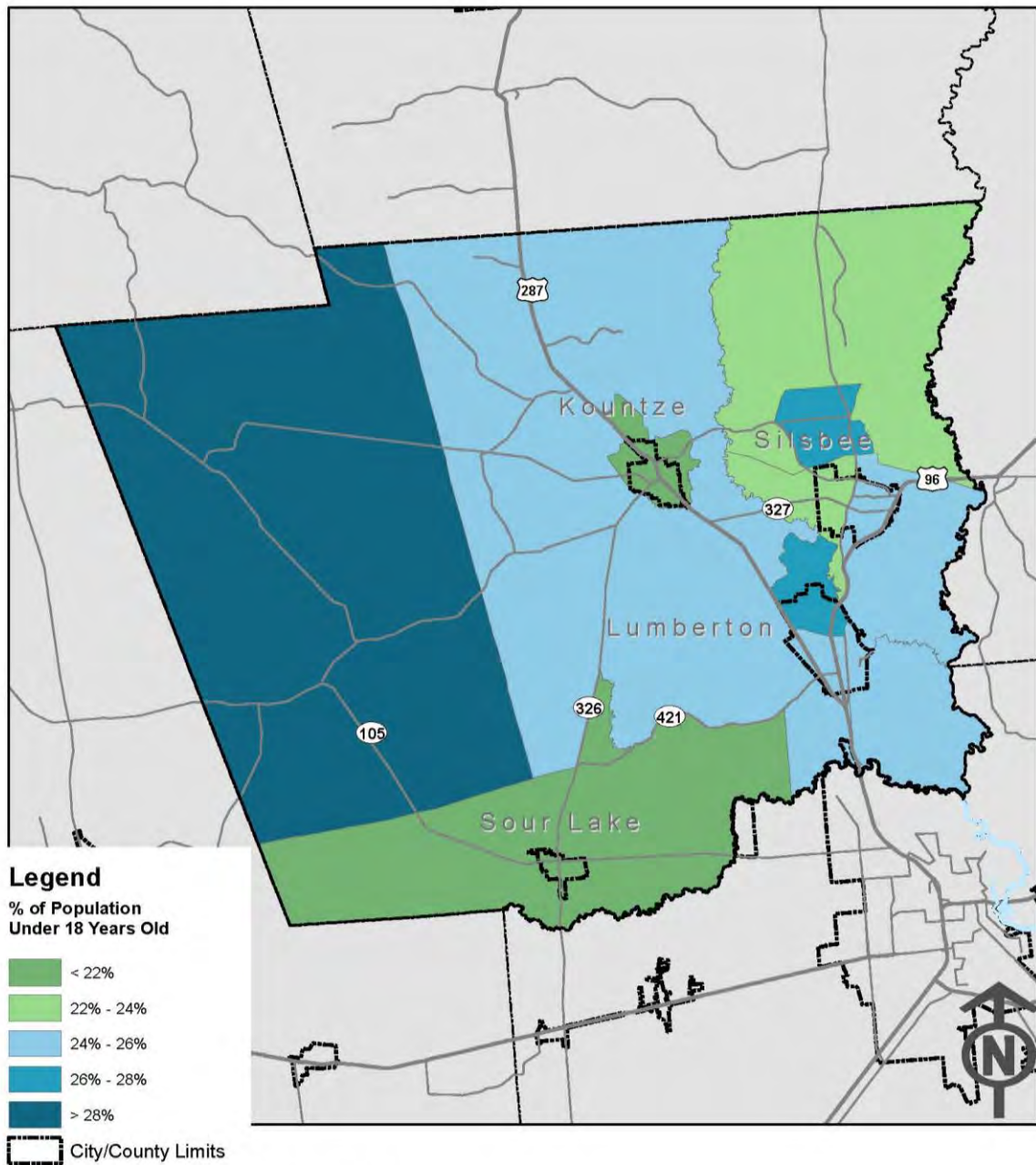


Exhibit 3.2.20 Hardin County youth population



from Census, American Community Survey 2019

Exhibit 3.2.21 Jasper County youth population

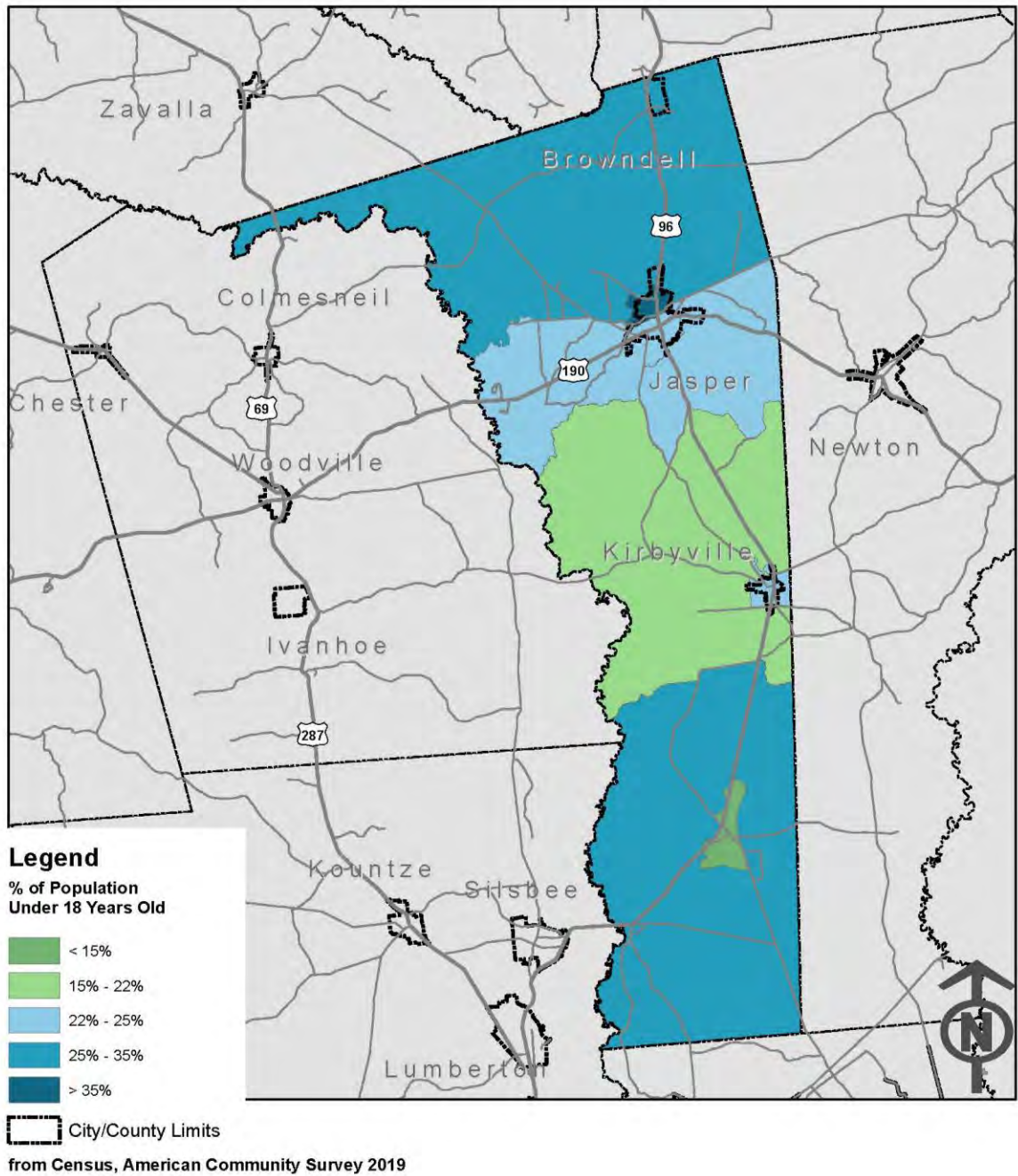


Exhibit 3.2.22 Jefferson County youth population

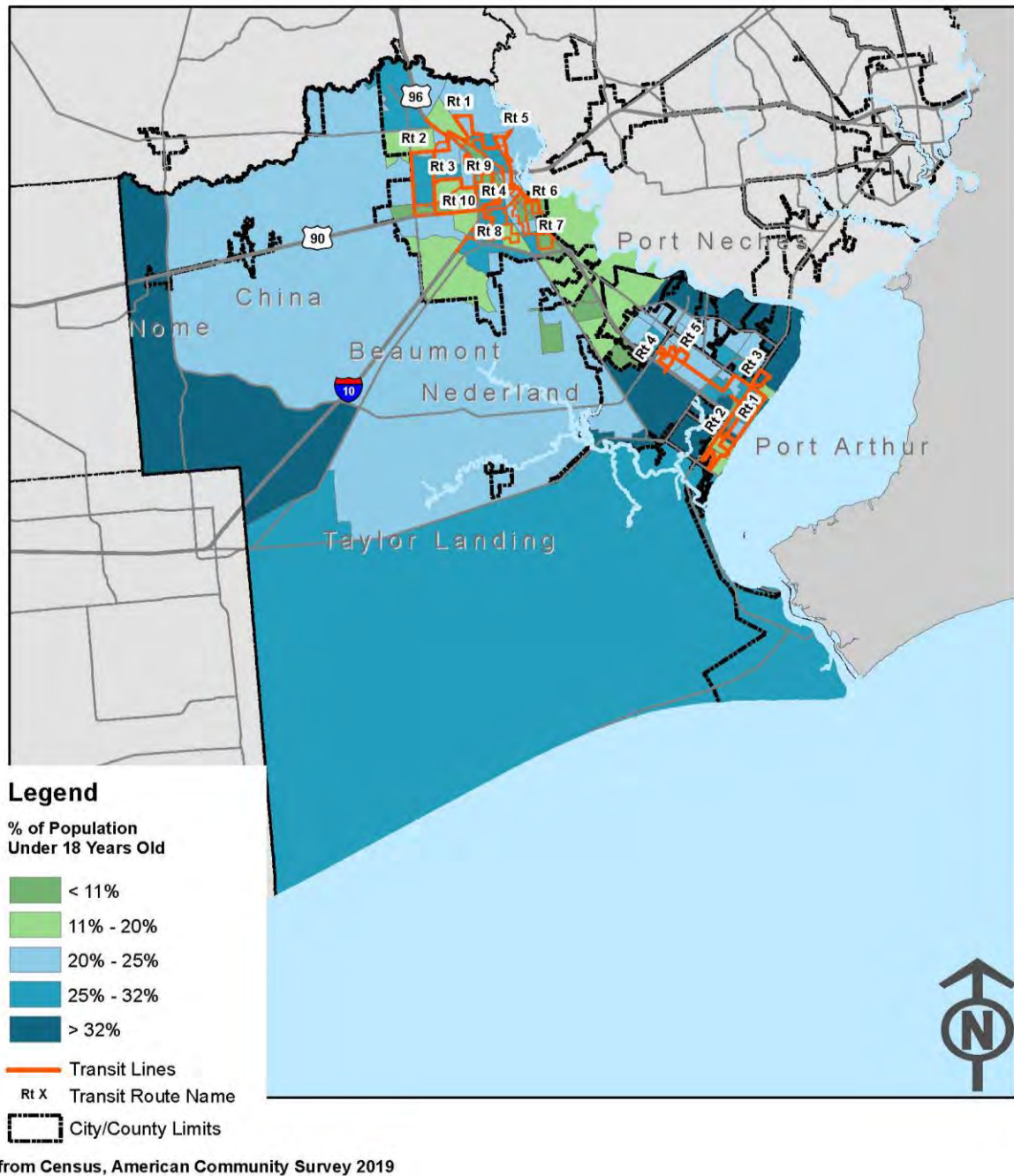
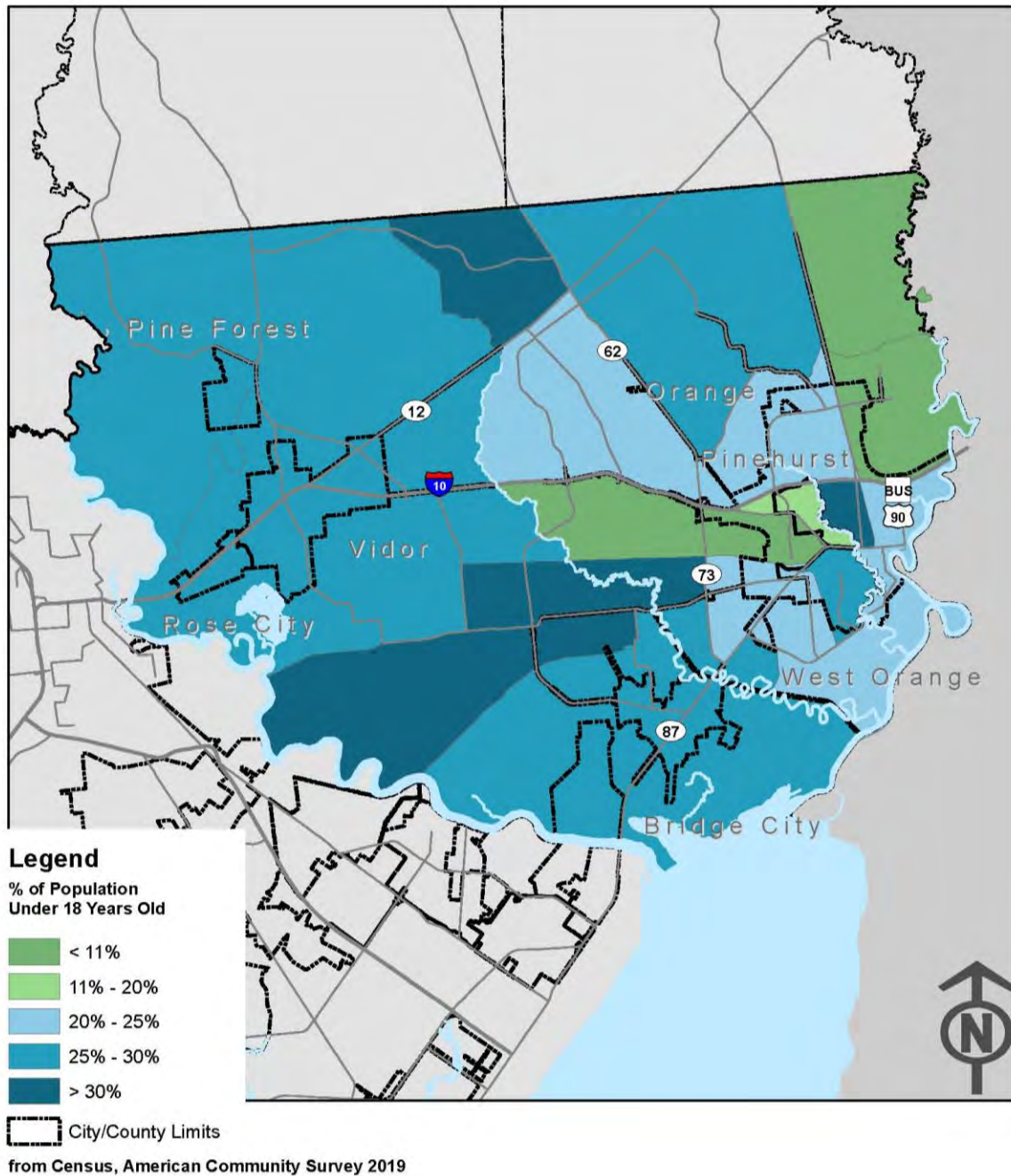


Exhibit 3.2.23 Orange County youth population



Access to a personal vehicle can be a significant indicator of ride-dependency. Households with zero vehicles are the most impacted. Further, depending on the number of household residents of driving age and the condition of the vehicle, households with a single vehicle may also have one or more individuals who are ride-dependent.

Orange County has the highest percentage of zero-vehicle households (7.5 percent), as well as the lowest percentage of single-vehicle households (26.7 percent). Jasper County has the highest percentage of single-vehicle households (36.6 percent).

Exhibit 3.2.24 Zero- and single-vehicle households by county

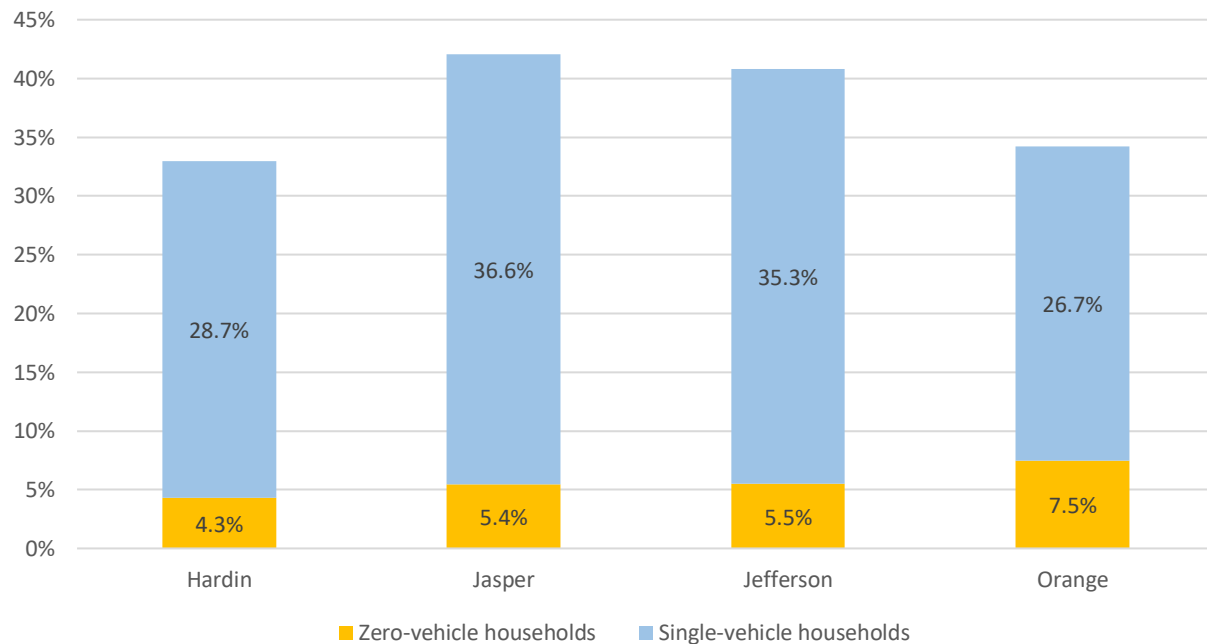
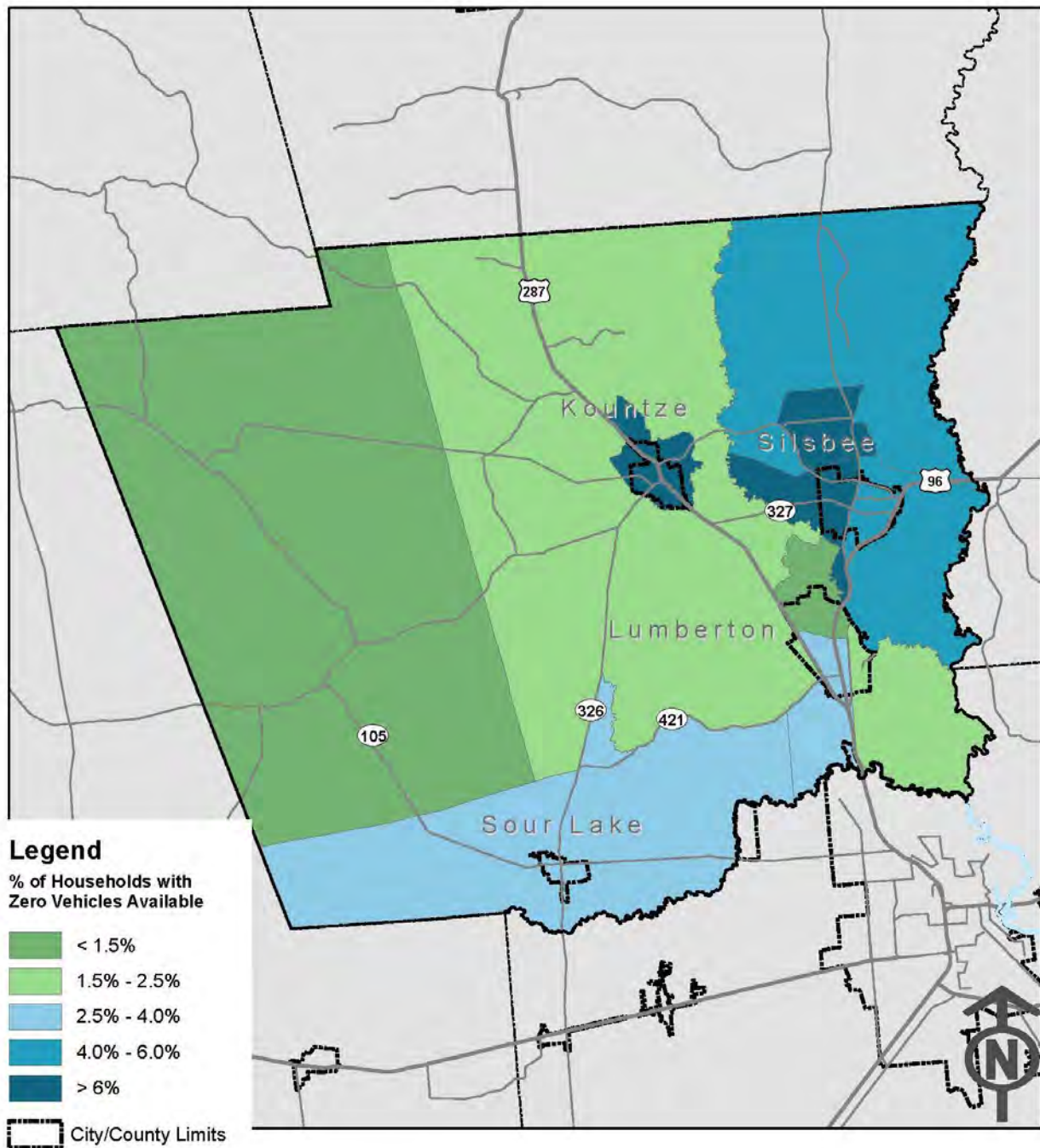


Exhibit 3.2.25 Hardin County zero-vehicle households



from Census, American Community Survey 2019

Exhibit 3.2.26 Hardin County single-vehicle households

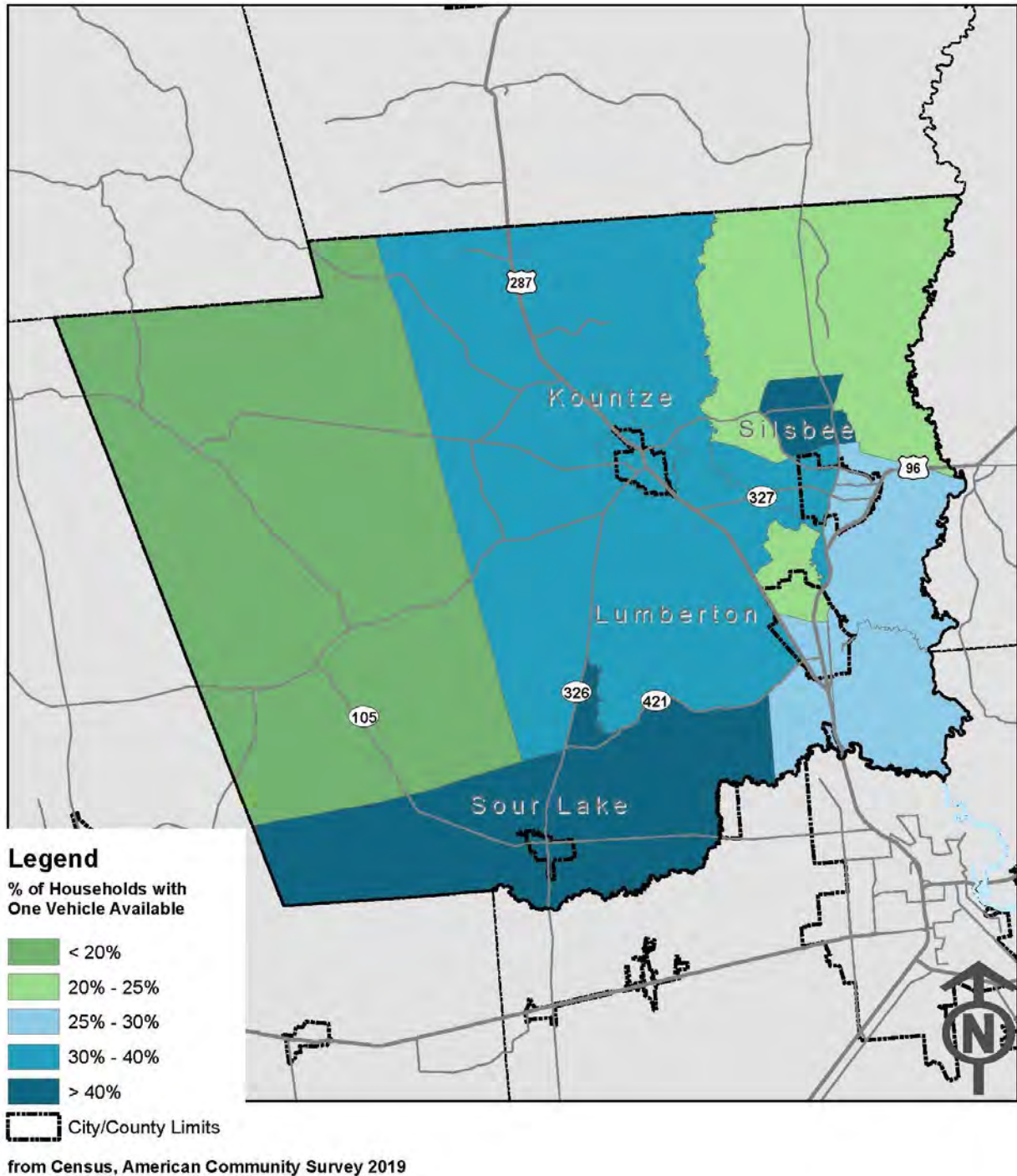


Exhibit 3.2.27 Jasper County zero-vehicle households

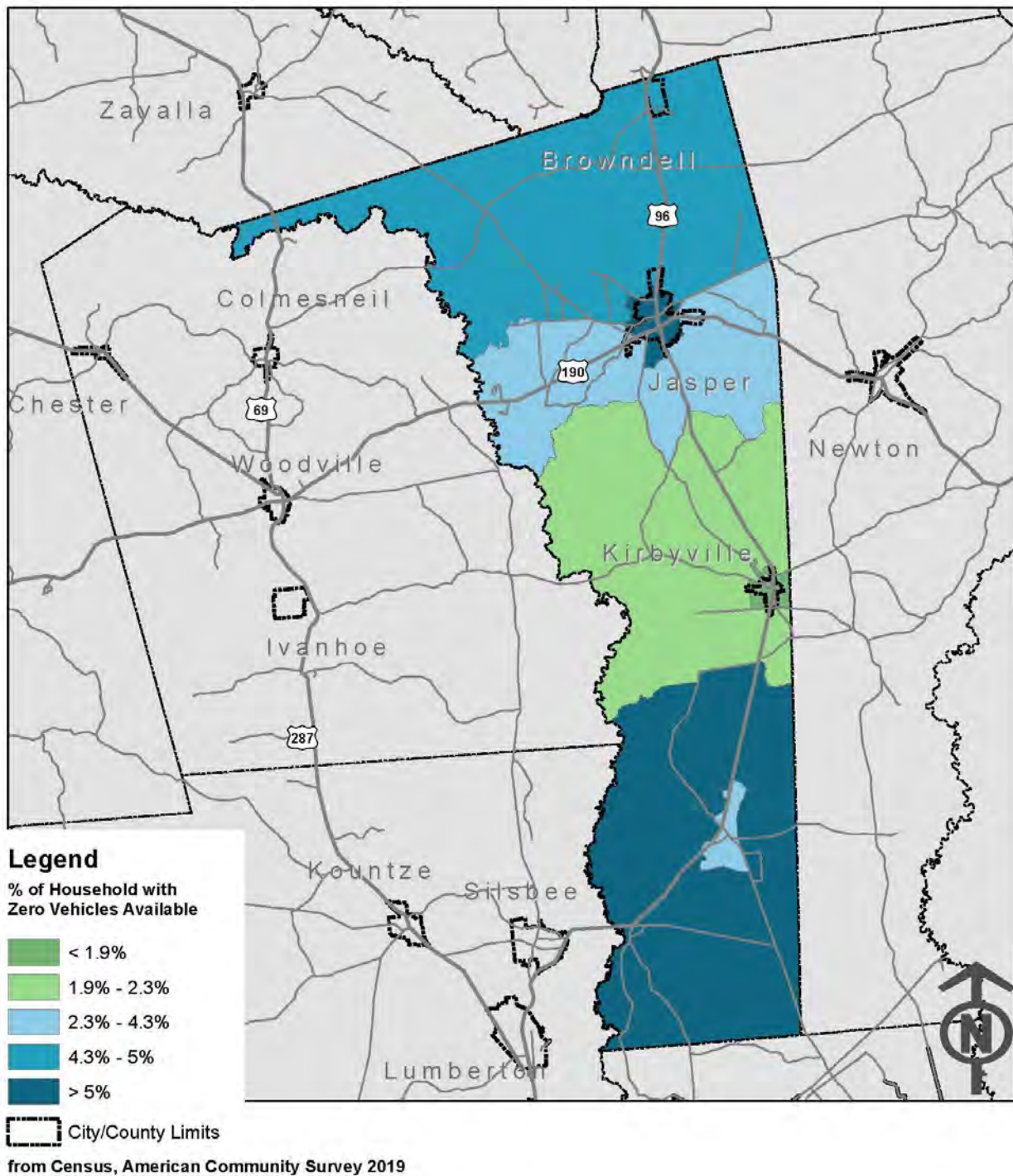


Exhibit 3.2.28 Jasper County single-vehicle households

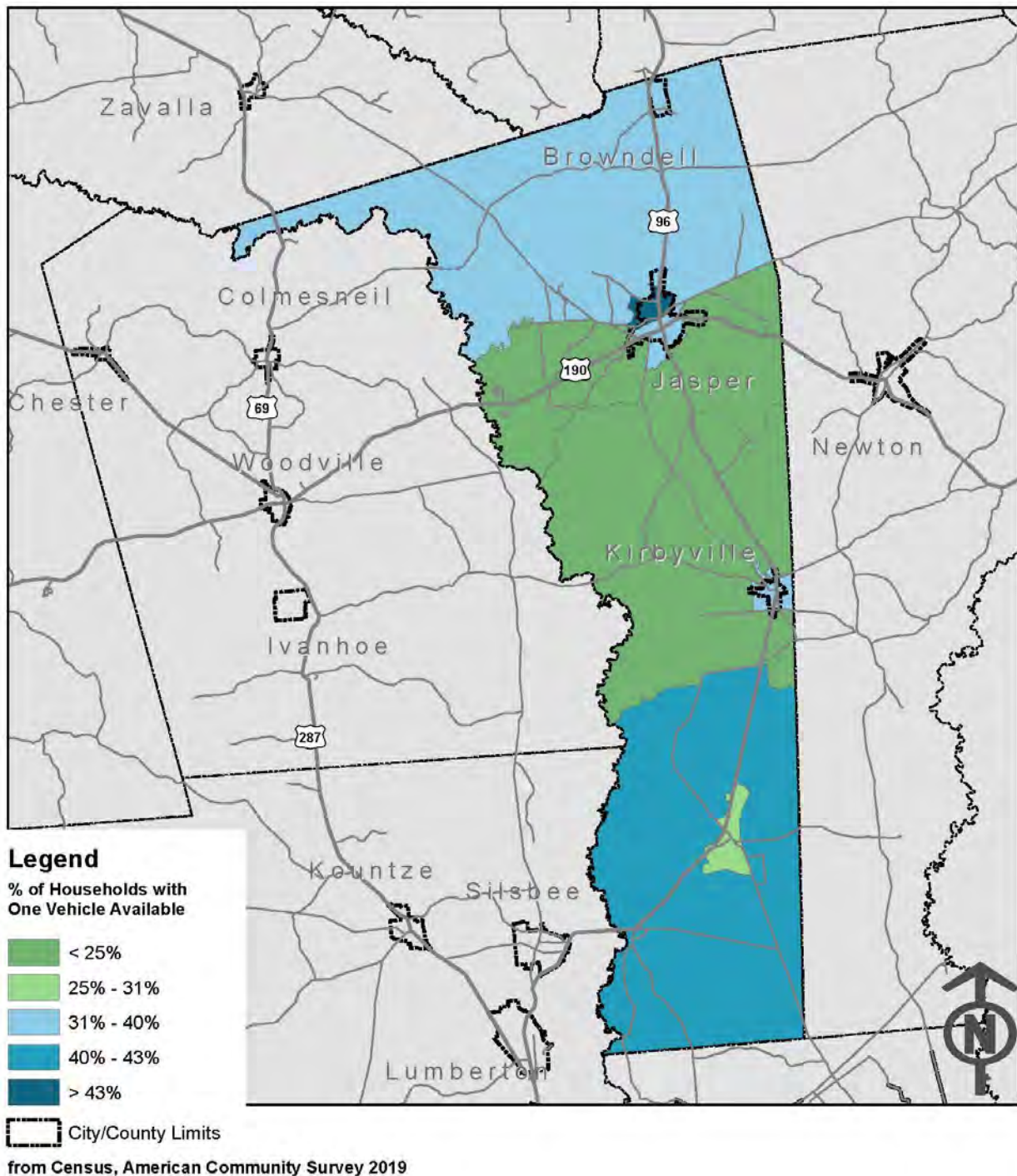


Exhibit 3.2.29 Jefferson County zero-vehicle households

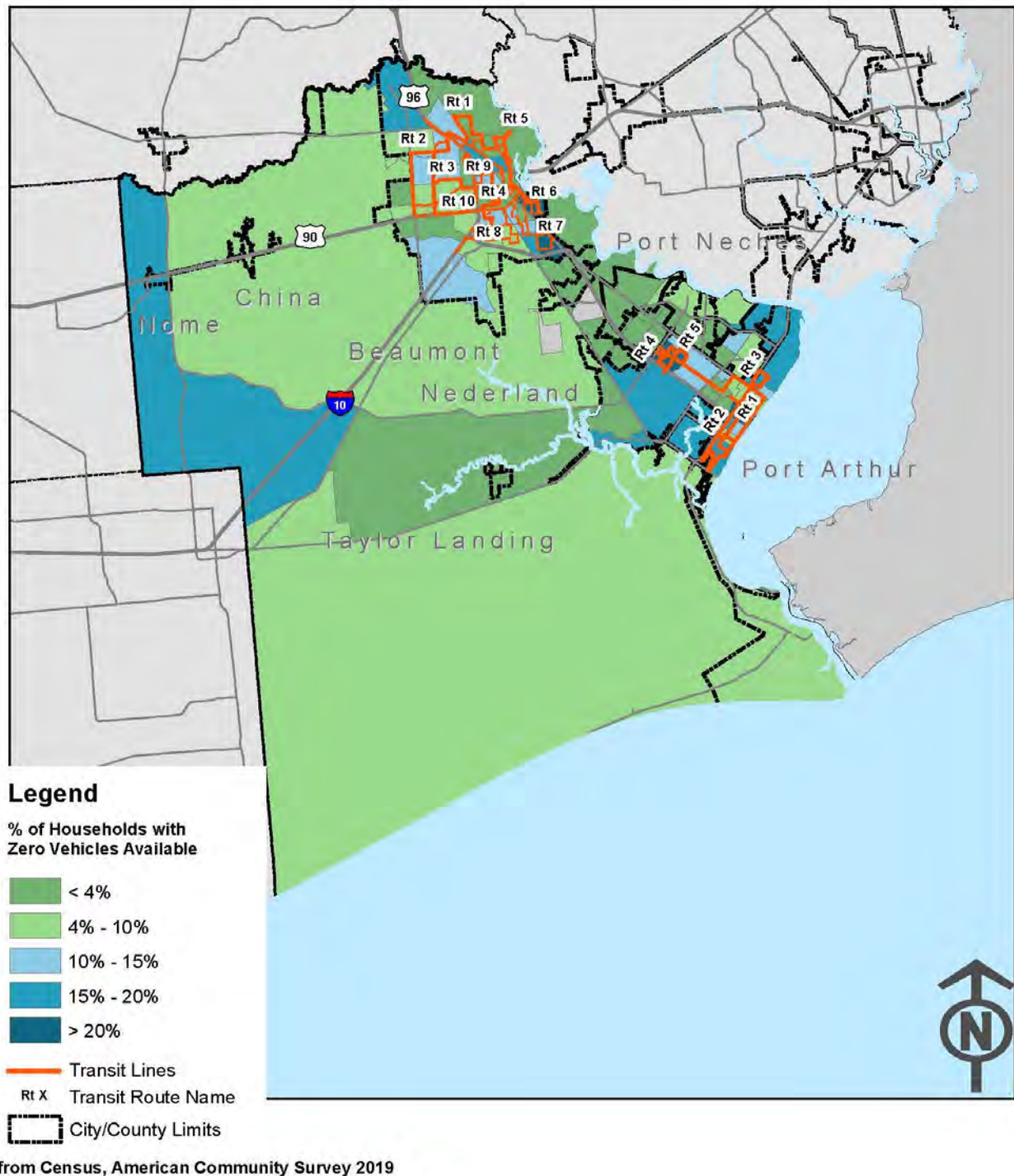
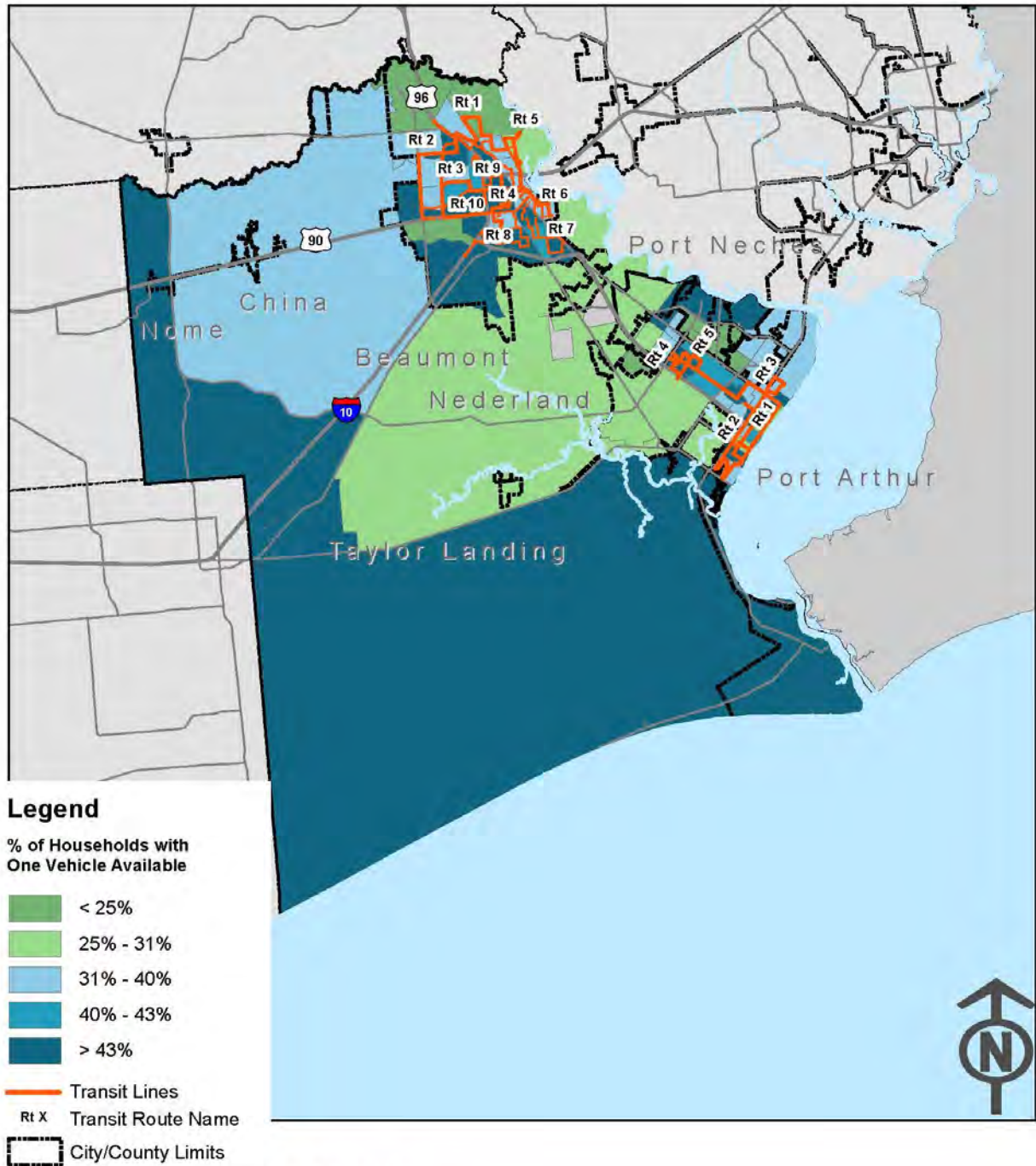


Exhibit 3.2.30 Jefferson County single-vehicle households



from Census, American Community Survey 2019

Exhibit 3.2.31 Orange County zero-vehicle households

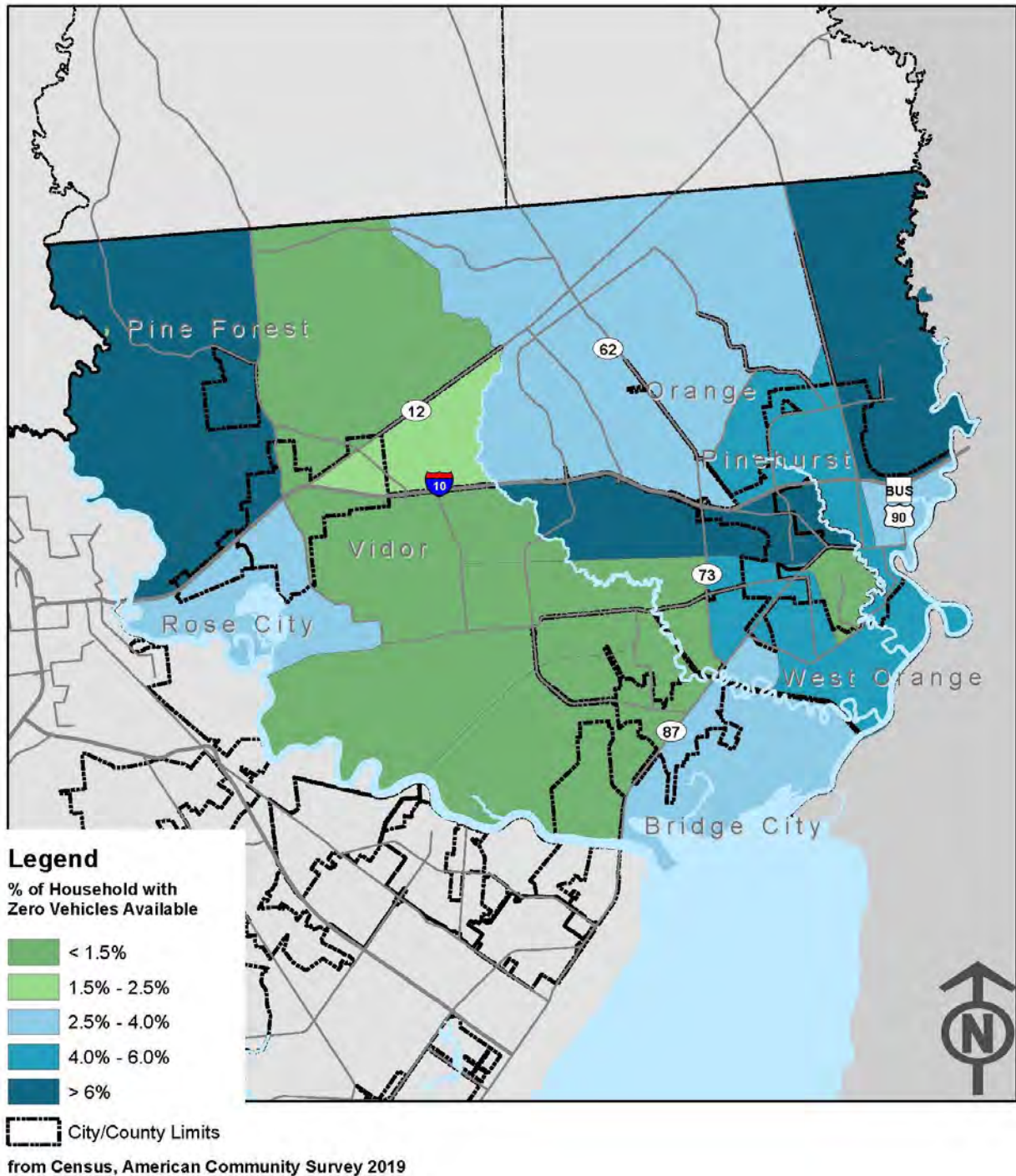
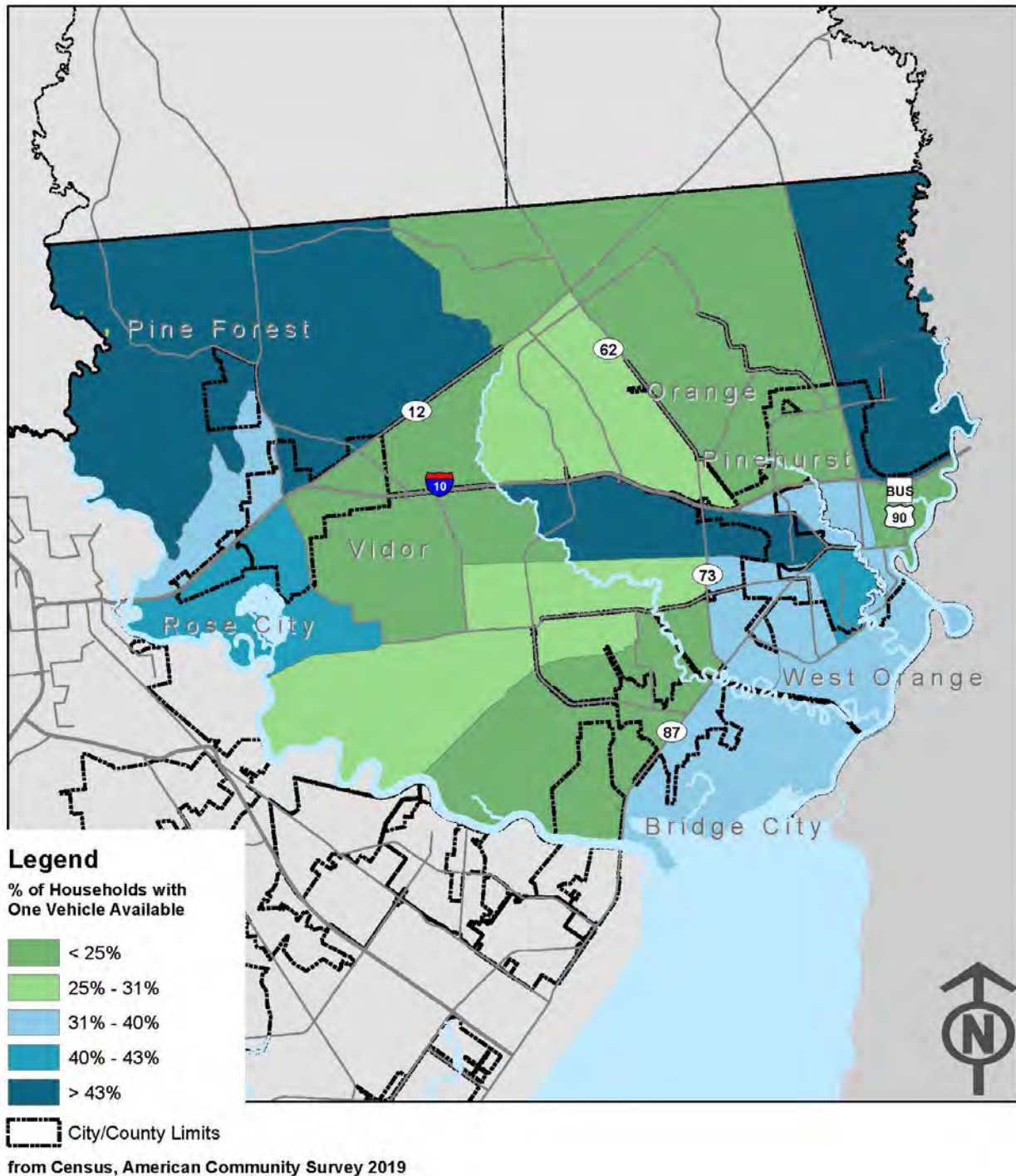
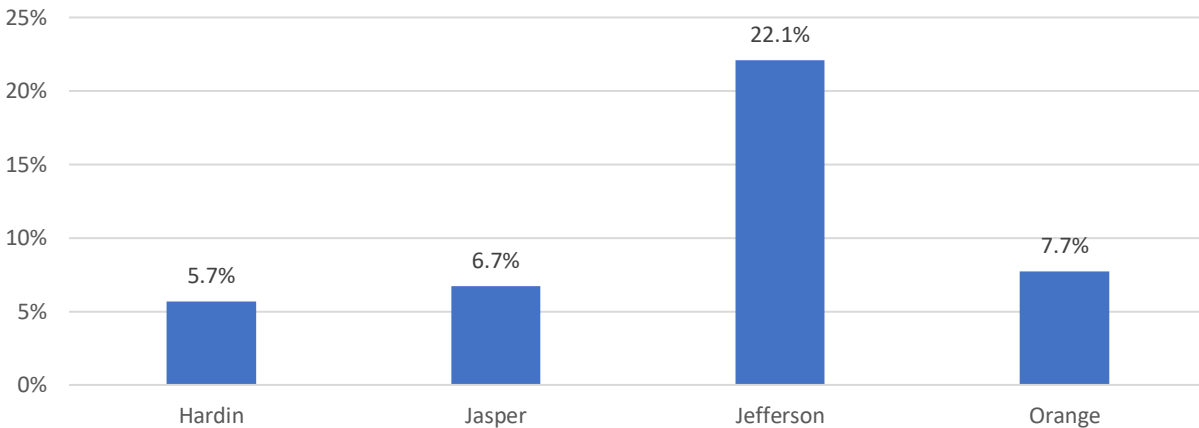


Exhibit 3.2.32 Orange County single-vehicle households



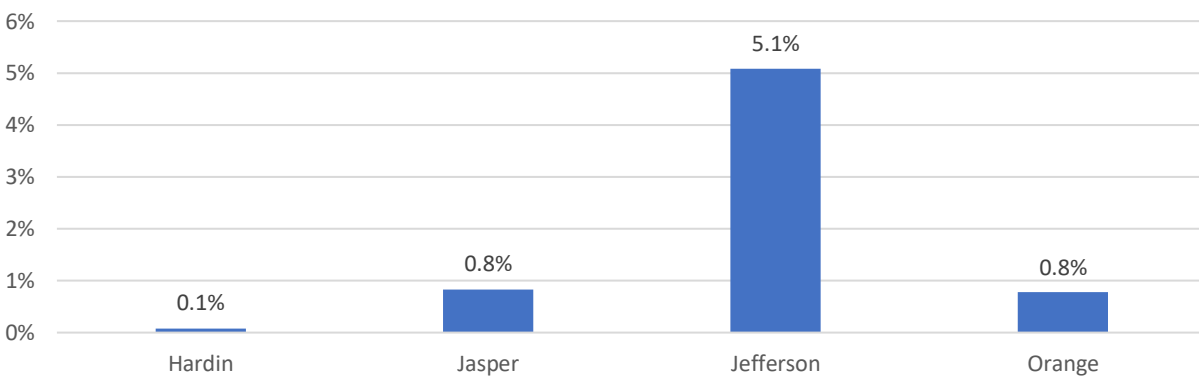
Jefferson County has the highest concentration of individuals identifying as Hispanic or Latino (22.1 percent), followed by Orange County (7.7 percent). Jasper and Hardin county's percentages of Hispanic/Latino residents are only slightly below that of Orange County (6.7 percent and 5.7 percent, respectively).

Exhibit 3.2.33 Hispanic/Latino population by county



The incidence of households identified as limited English-proficient (LEP) varies throughout the Plan area. The highest percentage of LEP households is in Jefferson County (5.1 percent). The majority of LEP households speak Spanish. Jasper and Orange counties have identical percentages of LEP households (0.8 percent). Hardin County reported only 0.1 percent of LEP households.

Exhibit 3.2.34 LEP households by county

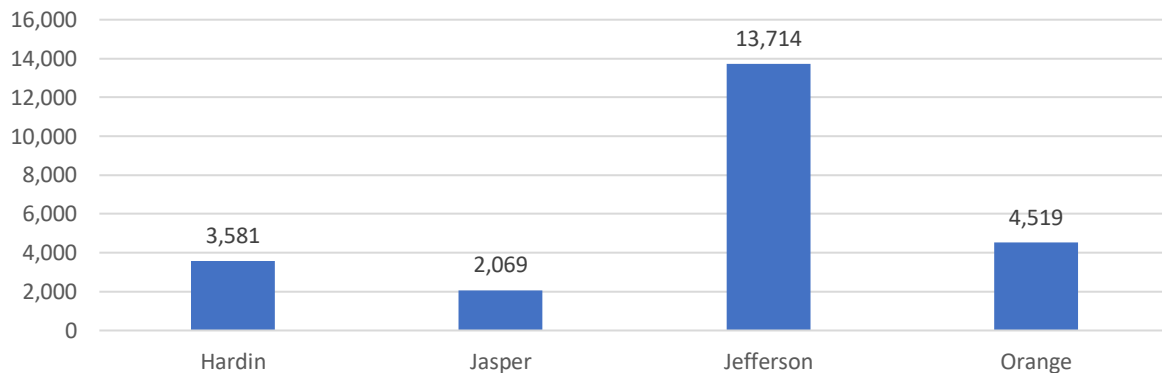


While ethnicity and LEP status have less impact on an individual's overall mobility, they are important considerations when evaluating access to information or considering marketing and outreach activities.

Veterans represent a special population that overlays all other demographic groups. However, veterans may have distinct needs, particularly related to healthcare, so the identification of the veteran population within each county is essential.

Jefferson County has the highest veteran population, though veterans actually represent a lower percentage of the overall county population (5.4 percent) than in Hardin and Jasper counties (6.2 percent and 5.8 percent, respectively). Orange County also has a veteran population 5.4 percent of the total county population.

Exhibit 3.2.25 Veteran population by county



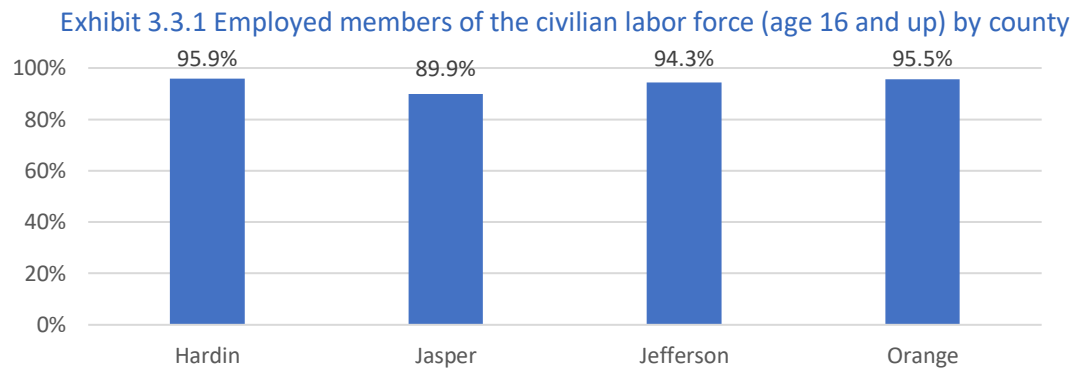
The veteran population has been decreasing significantly over the past twenty years. Hardin County saw the smallest change at 21 percent, while Orange County saw the greatest at 40.9 percent. By contrast, the population of all four counties grew during that same time period, though at a much more modest rate of change. Hardin County exhibited the greatest growth (7.8 percent) while Jasper County exhibited the least (0.9 percent). Consequently, decreasing veteran populations are not the result of declining overall populations within each county.

Exhibit 3.2.26 Change in veteran population

	2010	2015	2020	Change 2010 - 2020	% change 2010-2020
Hardin	4,531	4,219	3,581	-950	-21.0%
Jasper	3,427	2,583	2,069	-1,358	-39.6%
Jefferson	18,373	16,304	13,714	-4,659	-25.4%
Orange	7,640	6,245	4,519	-3,121	-40.9%

3.3 Commute Patterns

Overall employment among members of the civilian labor force (age 16 and up) in each county was relatively high in 2020. Jasper County had the lowest percentage of its labor force employed, while Hardin and Orange counties had the highest. However, the data do not indicate what portion of those reporting they are employed are part-time, under-employed, or making less than a living wage. (For information related to income, refer to Exhibits 3.2.13 and 3.2.14.)



The four counties within the Plan area have similar concentrations of work-age adults utilizing public transit. All four counties have a use factor of less than one percent for work-age adults reporting use of public transit as a means of commuting to/from work.

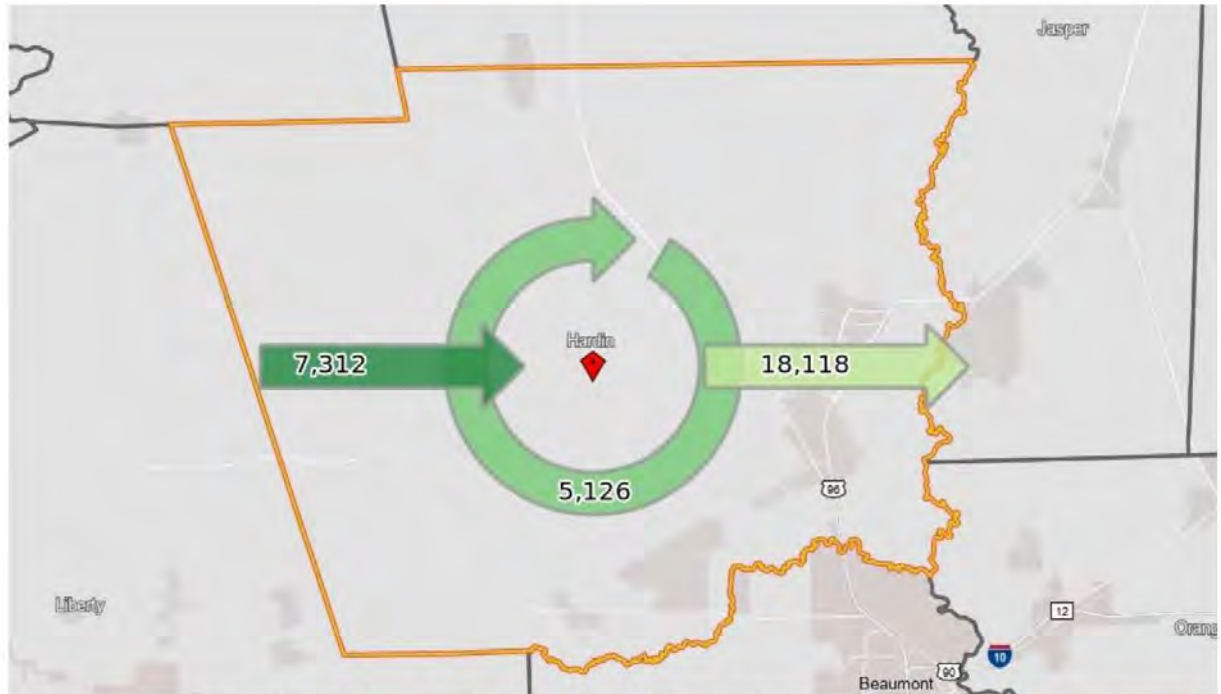
Exhibit 3.3.2 Transit usage for work commutes

County	Total Workers	Percentage
Hardin	23,842	0.2%
Jasper	13,241	0.1%
Jefferson	104,429	0.6%
Orange	37,012	0.3%

Longitudinal Employer-Household Dynamics (LEHD) data provided by the federal census provides additional information about commute patterns within each county.³ Two types of information are provided for each county. The first, inflow-outflow analysis, compares the number of workers who both live and work within the county with those who only live or work within the county (and therefore commute to or from another county). The second, work destination analysis, looks at home locations for workers within the designated county. It shows where each county draws its workers from. The data used in the following exhibits is from 2019, the most current available.

³ U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2019.

Exhibit 3.3.3 Hardin County inflow-outflow analysis



Hardin County Inflow-Outflow Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Inflow/Outflow Job Counts (All Jobs) 2019		
	Count	Share
Employed in the Selection Area	12,438	100.0%
Employed in the Selection Area but Living Outside	7,312	58.8%
Employed and Living in the Selection Area	5,126	41.2%
Living in the Selection Area	23,244	100.0%
Living in the Selection Area but Employed Outside	18,118	77.9%
Living and Employed in the Selection Area	5,126	22.1%

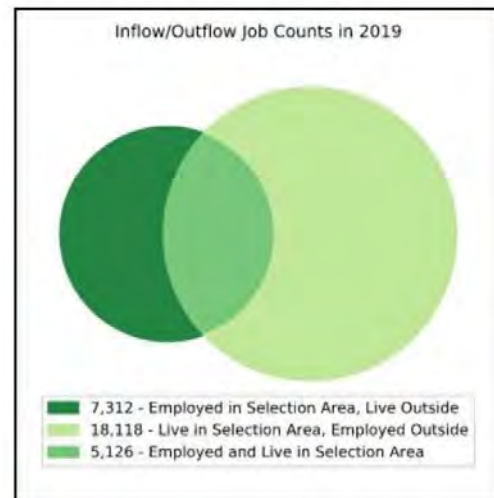
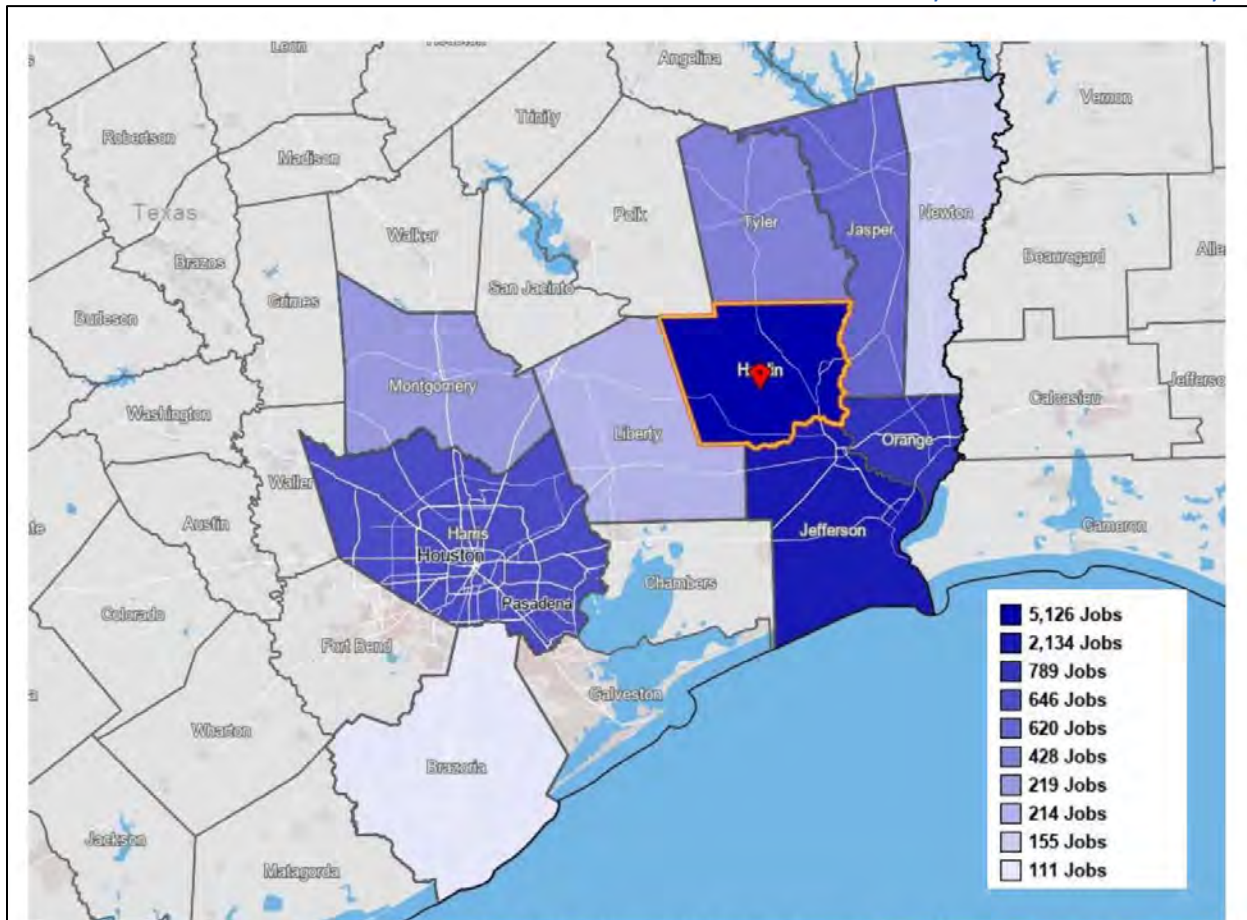


Exhibit 3.3.4 Hardin County work destination analysis



Hardin County Work Destination Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Jobs Counts by Counties Where Workers Live - All Jobs		
	2019	
	Count	Share
All Counties	12,438	100.0%
Hardin County, TX	5,126	41.2%
Jefferson County, TX	2,134	17.2%
Orange County, TX	789	6.3%
Harris County, TX	646	5.2%
Jasper County, TX	620	5.0%
Tyler County, TX	428	3.4%
Montgomery County, TX	219	1.8%
Liberty County, TX	214	1.7%
Newton County, TX	155	1.2%
Brazoria County, TX	111	0.9%
All Other Locations	1,996	16.0%

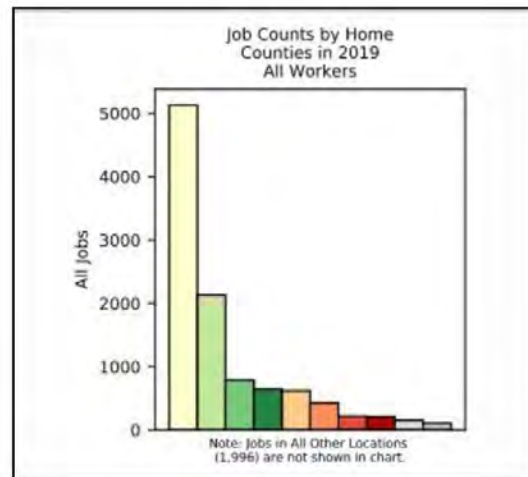
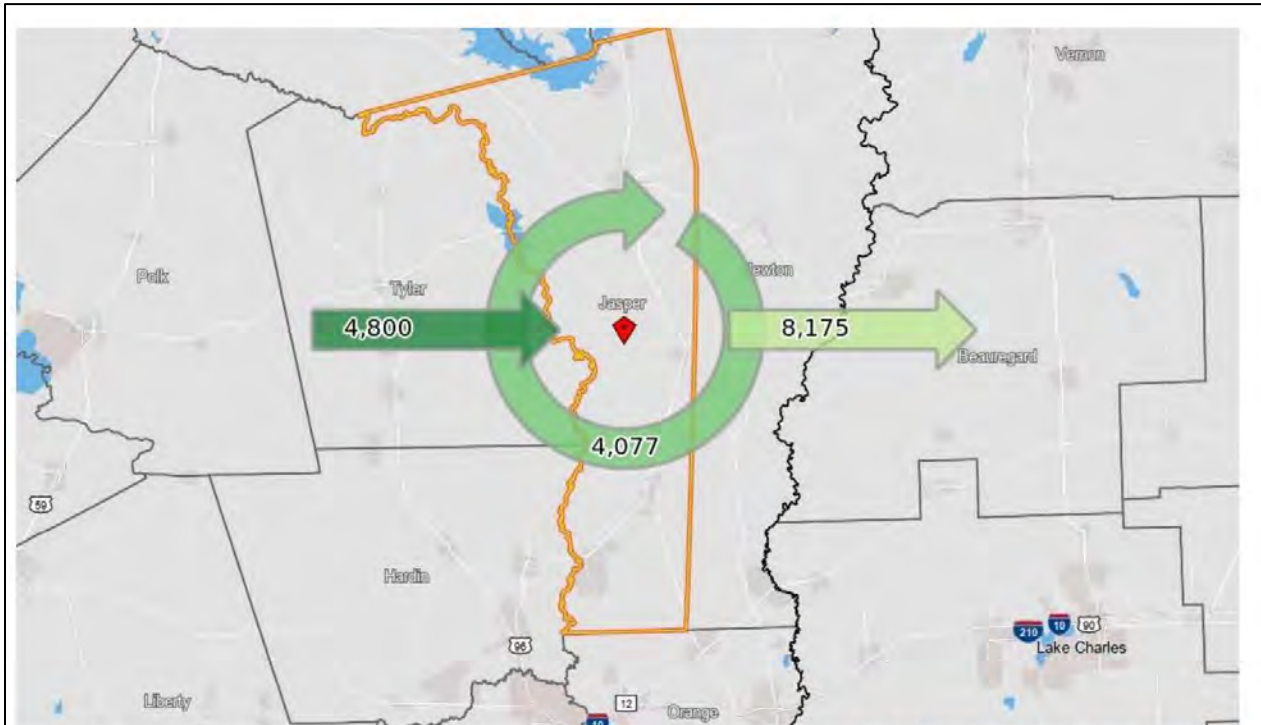


Exhibit 3.3.5 Jasper County inflow-outflow analysis



Jasper County Inflow-Outflow Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Inflow/Outflow Job Counts (All Jobs) 2019		
	Count	Share
Employed in the Selection Area	8,877	100.0%
Employed in the Selection Area but Living Outside	4,800	54.1%
Employed and Living in the Selection Area	4,077	45.9%
Living in the Selection Area	12,252	100.0%
Living in the Selection Area but Employed Outside	8,175	66.7%
Living and Employed in the Selection Area	4,077	33.3%

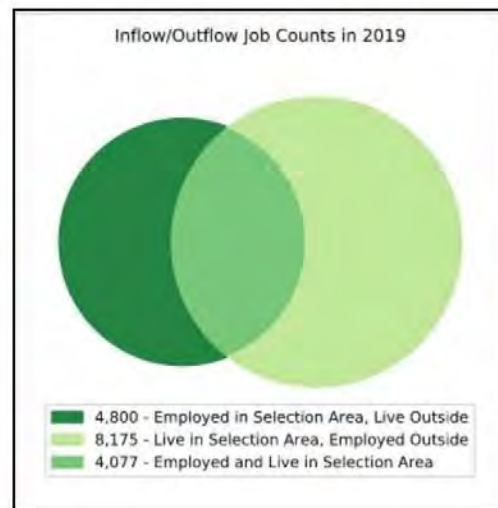
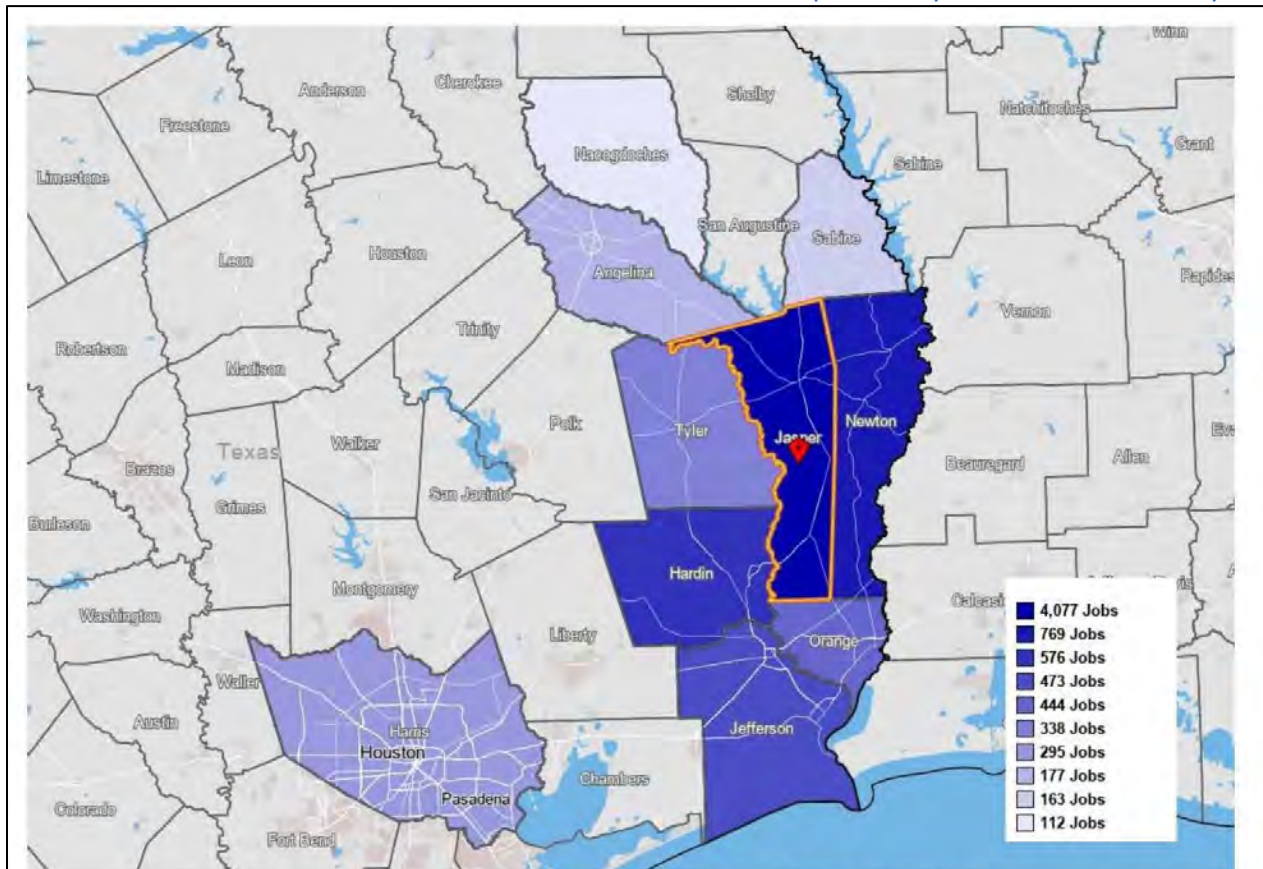


Exhibit 3.3.6 Jasper County work destination analysis



Jasper County Work Destination Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Jobs Counts by Counties Where Workers Live - All Jobs		
	Count	Share
All Counties	8,877	100.0%
Jasper County, TX	4,077	45.9%
Newton County, TX	769	8.7%
Hardin County, TX	576	6.5%
Jefferson County, TX	473	5.3%
Orange County, TX	444	5.0%
Tyler County, TX	338	3.8%
Harris County, TX	295	3.3%
Angelina County, TX	177	2.0%
Sabine County, TX	163	1.8%
Nacogdoches County, TX	112	1.3%
All Other Locations	1,453	16.4%

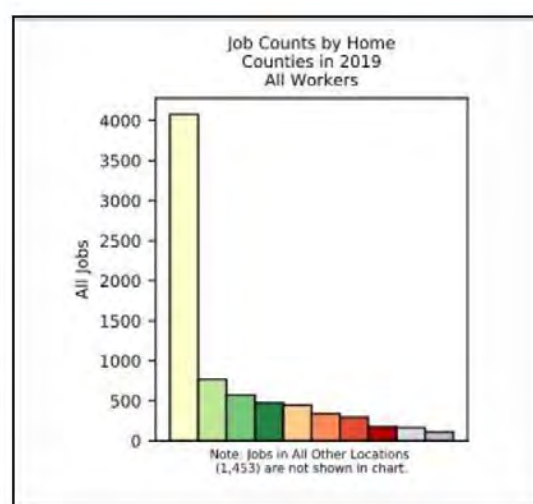


Exhibit 3.3.7 Jefferson County inflow-outflow analysis



Jefferson County Inflow-Outflow Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Inflow/Outflow Job Counts (All Jobs)		
	Count	Share
2019		
<u>Employed in the Selection Area</u>	116,580	100.0%
<u>Employed in the Selection Area but Living Outside</u>	57,110	49.0%
<u>Employed and Living in the Selection Area</u>	59,470	51.0%
<u>Living in the Selection Area</u>	101,430	100.0%
<u>Living in the Selection Area but Employed Outside</u>	41,960	41.4%
<u>Living and Employed in the Selection Area</u>	59,470	58.6%

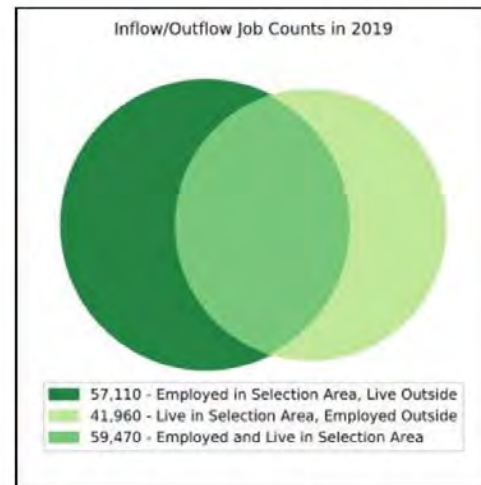
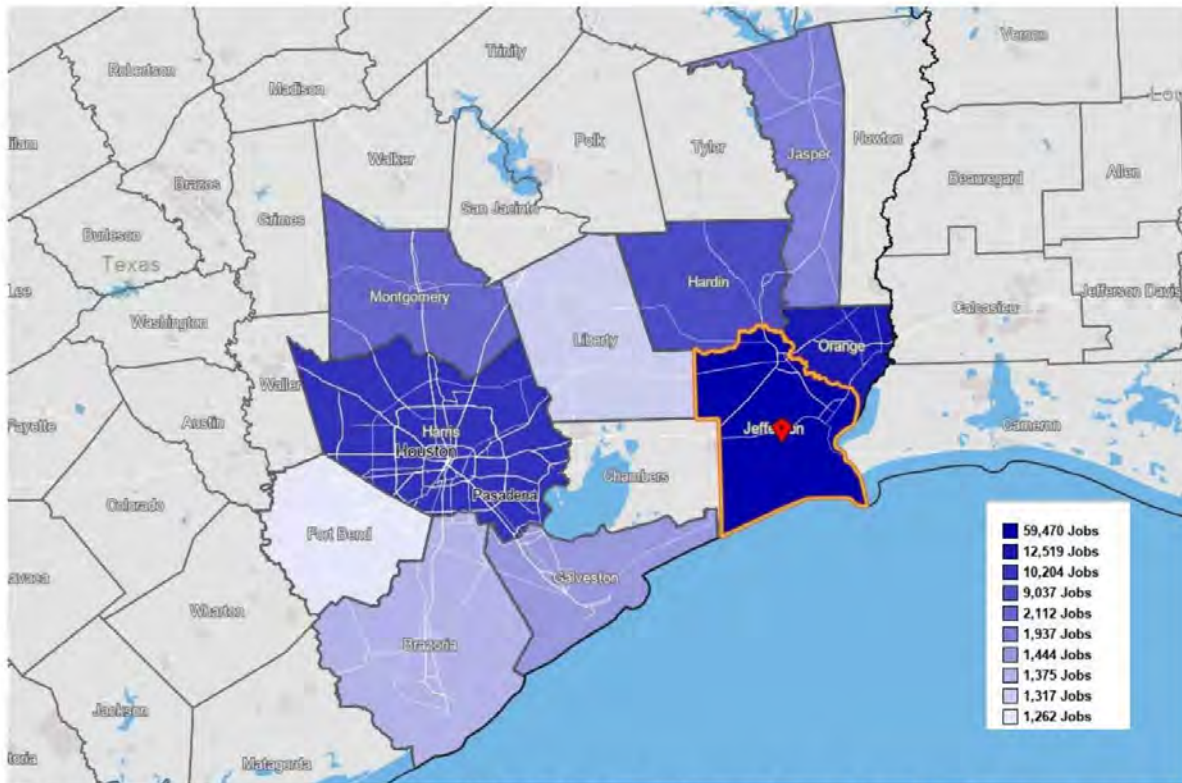


Exhibit 3.3.8 Jefferson County work destination analysis



Jefferson County Work Destination Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Jobs Counts by Counties Where Workers Live - All Jobs		
	2019	
	Count	Share
All Counties	116,580	100.0%
Jefferson County, TX	59,470	51.0%
Orange County, TX	12,519	10.7%
Harris County, TX	10,204	8.8%
Hardin County, TX	9,037	7.8%
Montgomery County, TX	2,112	1.8%
Jasper County, TX	1,937	1.7%
Galveston County, TX	1,444	1.2%
Brazoria County, TX	1,375	1.2%
Liberty County, TX	1,317	1.1%
Fort Bend County, TX	1,262	1.1%
All Other Locations	15,903	13.6%

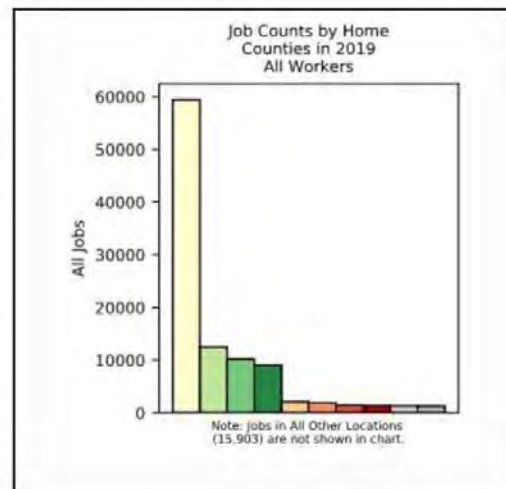
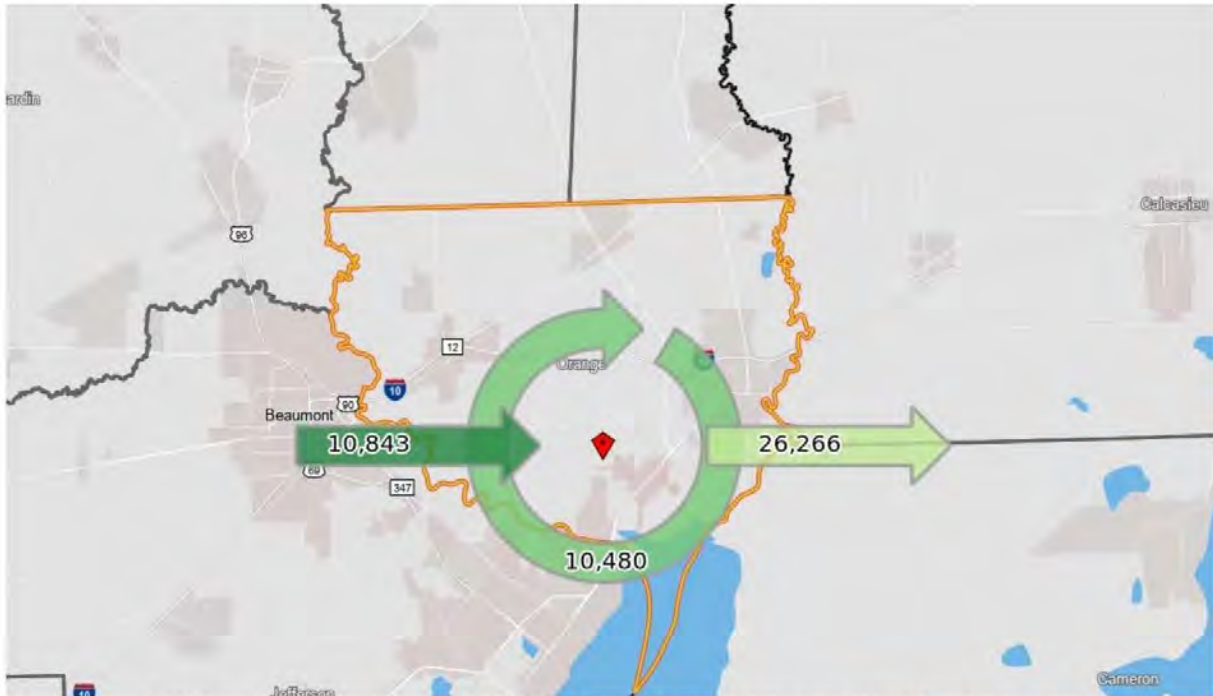


Exhibit 3.3.9 Orange County inflow-outflow analysis



Orange County Inflow-Outflow Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Inflow/Outflow Job Counts (All Jobs) 2019		
	Count	Share
Employed in the Selection Area	21,323	100.0%
Employed in the Selection Area but Living Outside	10,843	50.9%
Employed and Living in the Selection Area	10,480	49.1%
Living in the Selection Area	36,746	100.0%
Living in the Selection Area but Employed Outside	26,266	71.5%
Living and Employed in the Selection Area	10,480	28.5%

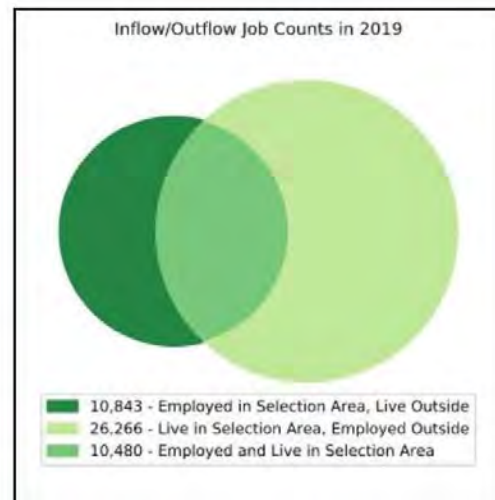
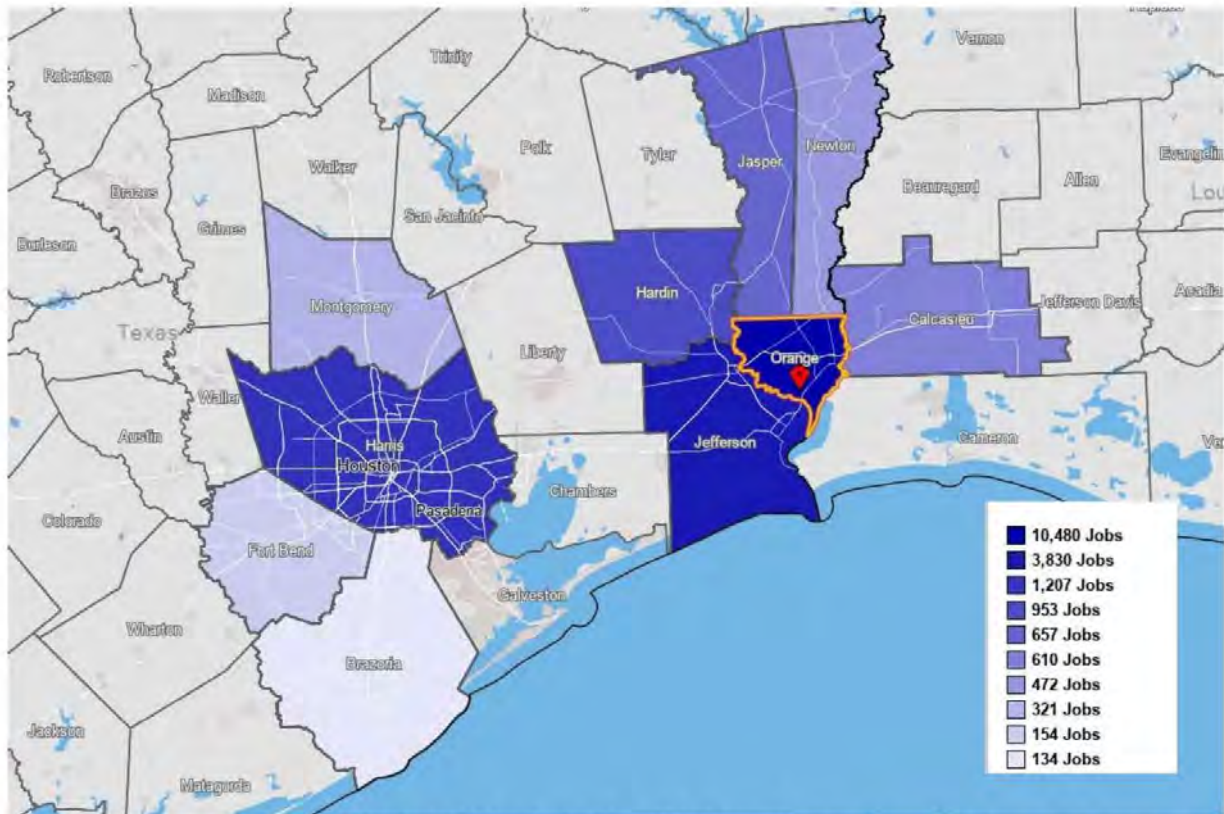


Exhibit 3.3.10 Orange County work destination analysis

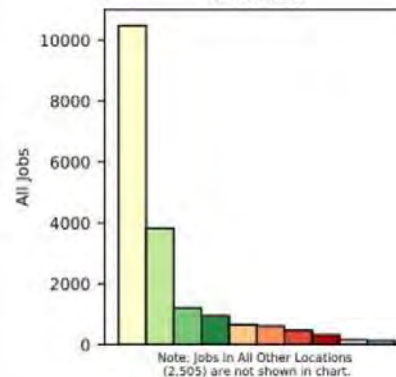


Orange County Work Destination Analysis, 2019, On the Map, U.S. Census Bureau, <https://onthemap.ces.census.gov/>. Accessed 11/23/2021.

Jobs Counts by Counties Where Workers Live - All Jobs

	2019	
	Count	Share
All Counties	21,323	100.0%
Orange County, TX	10,480	49.1%
Jefferson County, TX	3,830	18.0%
Harris County, TX	1,207	5.7%
Hardin County, TX	953	4.5%
Jasper County, TX	657	3.1%
Calcasieu Parish, LA	610	2.9%
Newton County, TX	472	2.2%
Montgomery County, TX	321	1.5%
Fort Bend County, TX	154	0.7%
Brazoria County, TX	134	0.6%
All Other Locations	2,505	11.7%

Job Counts by Home Counties in 2019 All Workers



3.4 Land-Use Profile

Regional trip generators

A trip generator can be any business, service, or organization which attracts people to its physical location. Many trip generators are local, such as elementary schools, medical offices, grocery stores, etc. Regional trip generators tend to attract customers, clients, students, and employees from a broader area. These may include large employers, key healthcare or educational facilities, social and human service organizations, and entities offering services to a defined group (such as veterans). Given the broader “attraction basin,” the absence of reliable, affordable transportation options can often present a significant barrier.

Employers

The largest employers within the four-county area are chiefly within three sectors: government, education, and healthcare. Beyond these industries, other significant employers include Walmart and H-E-B Grocery. Many of the larger employers identified within the study area are located in Jefferson and Orange counties.

Exhibit 3.4.1 Top Employers: Hardin County

Employer	Workforce
Walmart	500-1,000
Brookshire Brothers	100-499
Dragon Products	143
Paschal Welding & Construction	100-499
Streamline Production Systems	100-499

Exhibit 3.4.2 Top Employers: Jasper County

Employer	Workforce
WestRock Paper Mill	700
Sun Coast Resources	Unknown
H-E-B	Unknown
Cable One	Unknown

Exhibit 3.4.3 Top Employers: Jefferson County

Employer	Workforce
Exxon Mobile (including contractors)	5,000
Beaumont Independent School District	2,918
Christus Southeast Texas Health System	2,500
Baptist Hospital of SETX	1,620
City of Beaumont	1,200
Lamar University	836

Exhibit 3.4.4 Top Employers: Orange County

Employer	Workforce
Dow Sabine River Operations	700
Invista	600
International Paper	520+
Arlanxeo	400
Conrad Orange Shipyard	150

Higher education facilities

Prior to the COVID-19 pandemic, institutions of higher learning tended to offer services from a single location. This practice resulted in trip travel from many origin points to a single “hub” destination. Among the impacts which the pandemic has had on travel behavior is decentralization of educational services, including home schooling, remote learning, and increased presence of satellite campuses. This has resulted in the reduction in number of total trips made as well as diversification in the number of trip destinations (e.g., satellite campuses).

Exhibit 3.4.5 South East Texas higher education facilities

Facility name	Campus location(s)
Lamar Institute of Technology	Beaumont
Lamar State College	Orange, Port Arthur
Lamar University	Beaumont
Texas Healthtech Institute	Beaumont
Grace School of Theology	Beaumont

Major healthcare facilities

Healthcare facilities, including local and regional hospitals and medical centers, are common destinations for those persons who often rely on public transportation, especially seniors and persons with disabilities. The majority of the hospitals and medical centers within the Plan area are located within communities served by some form public transportation. Access to these locations from outlying communities, however, may continue to be problematic given the many portions of the study area lack public transportation services. For example, at the time of the 2022 Coordinated Plan’s preparation, there was no public transportation service operating within Jasper County.

Exhibit 3.4.6 South East Texas hospitals/healthcare facilities

Facility name	Location
Altus Lumberton Hospital	Lumberton
Baptist Hospitals of Southeast Texas	Beaumont
Baptist Orange Hospital	Orange County
Children's Clinic of Jasper	Jasper
CHRISTUS Southeast Texas—Jasper Memorial Hospital	Jasper
CHRISTUS Southeast Texas – St. Elizabeth, Nederland	Nederland
Jasper Newton County Health Department	Buna
Medical Center of Southeast Texas	Nederland
Memorial Hermann Baptist Beaumont Hospital	Beaumont
Rayburn Healthcare and Rehabilitation	Jasper
University of Texas Medical Center	Orange County
Victory Medical Center	Beaumont

Veterans facilities

Like major healthcare facilities, facilities serving veterans tend to be regional in nature. While most locations are within areas served by public transit, the same challenges obtaining transportation from many of the outlying communities are likely to apply to veterans as well.

The Beaumont VA Outpatient Clinic provides a volunteer driven transportation limited to ambulatory riders only, via the Volunteer Transportation Network (VTN) program. The VTN program is designed to provide transportation services to Veterans who have no other means of transportation seeking benefits at the Michael E. DeBakey VA Medical Center (MEDVAMC) and Veterans Benefits Administration (VBA) offices.

Exhibit 3.4.7 South East Texas veterans' facilities

Facility name	Location
Hardin County Veterans Services	Kountze
Jefferson County Veterans Services	Beaumont
Jefferson County Veterans Services	Port Arthur
Orange County Veterans Services	Orange
US Department of Veterans Affairs	Beaumont
VA outpatient clinic	Beaumont

Human and social services locations

Human and social service organizations provide supportive services for individuals who are often low-income or unemployed; seniors; individuals who may possess any of a wide variety of physical and/or mental challenges; and others who need such services. Among the services typically offered are job placement, training, food assistance, adult day care, and behavioral health/counseling.

3.5 Community Engagement Activities

Community Engagement - Survey

One of the more important public engagement activities undertaken in support of the Regional Public Transportation Coordination Plan of the South East Texas Regional Planning Commission was the community survey.

The survey had several objectives including 1) assess awareness as well as recent use of public transit, 2) identify potential motivators as well as barriers (perceived as well as actual) regarding current and future use of public transit, 3) collect basic demographic data specific to survey participants, 4) codify recent travel behavior and mobility needs, and 5) identify opportunities for potential public transit service enhancements.

Survey fielding occurred from early September through mid-October 2021. Data collection was done online as well as at the eight community pop-up events held throughout the Plan area. The survey was available in Spanish as well as English.

The online survey was promoted via social media messaging, a direct mailer (four-color postcard) to approximately 23,000 randomly-selected households throughout the four-county Plan area (Hardin, Jasper, Jefferson, and Orange counties), and via the bilingual webpage. Key stakeholders (such as Workforce Solutions) also assisted by promoting or distributing the survey to their clients. At the conclusion of the agreed upon survey fielding period nearly 100 valid responses were received.

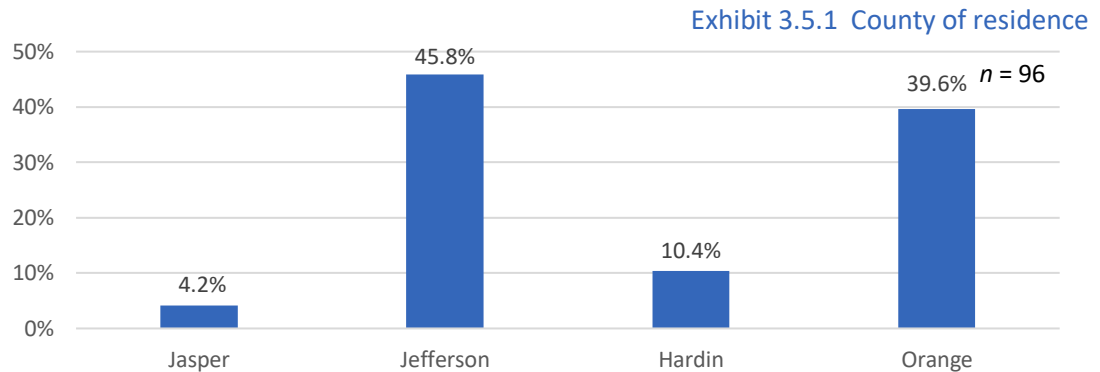
Initiation of the Regional Public Transportation Coordination Plan occurred during a period when the effects of the COVID-19 pandemic was still being felt in many of the communities of south east Texas. As such, Moore & Associates, Inc. believes the number of individuals who might otherwise had participated in the project's various public engagement activities was reduced.

Based on the survey data, the following "profile" of the survey participant was compiled:

- "Typical" mode of travel: *drive alone* (73 percent).
- Access to personal vehicle: *all the time* (78 percent).
- Familiar with public transit (32 percent).
- Has not ridden public transit within the prior 12 months (93 percent).
- Employed full-time (32 percent) or is retired (28 percent).
- Absence or insufficient public transportation service is a barrier: for work (19 percent), for access to healthcare (22 percent), for school/training (13 percent), and for shopping/personal errands (22 percent).
- Typically travels *within home county* (44 percent), *within home county as well as neighboring counties* (47 percent).
- Preferred method of receiving information about public transit services: *Transit provider website* (20 percent), *telephone* (12 percent).

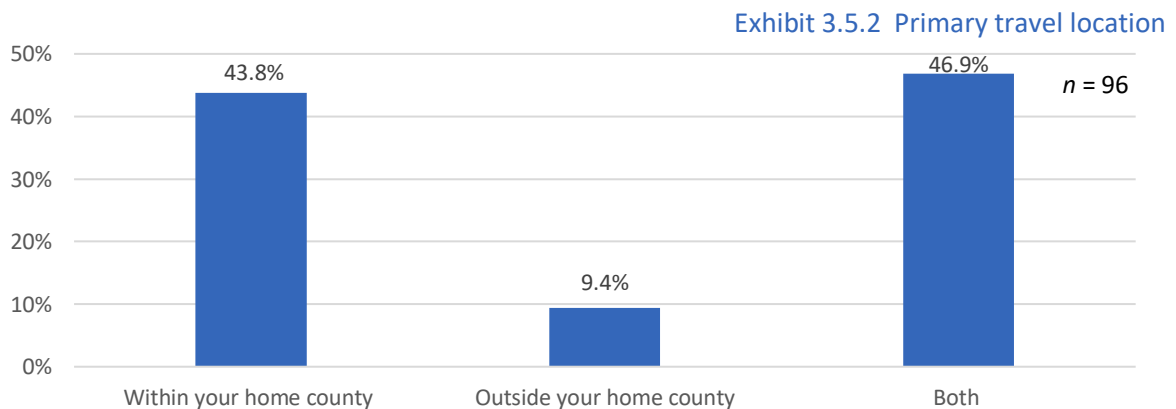
- Greatest motivator for potential future use of public transit: *Later evening service* (28 percent), *service linking Beaumont to Port Arthur* (27 percent), *more frequent service* (23 percent), and *improved access to transit service information* (23 percent).
- Speaks Spanish at home (5 percent).
- Annual household income under \$50,000 (47 percent).

Q1. In which county do you currently live?



In contrast to the relative share of survey responses received, based on the American Community Survey (2019), the population share of each county was: Hardin (13.4 percent), Jasper (8.3 percent), Jefferson (58.7 percent), and Orange (19.5 percent). In other words, Orange was “over-sampled” while the other three counties were “under-sampled.”

Q2. Do you mostly (primarily) travel....



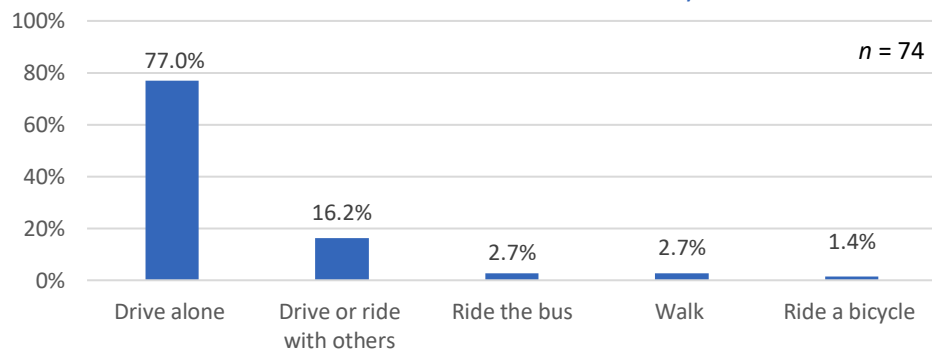
The community survey, as well as other public engagement activities undertaken in support of the Coordinated Plan’s update, revealed the need for frequent inter-county travel in order to access healthcare/medical services, various government and/or social services, and employment. As noted within the narrative for Question 1, the population of each of the four counties varies considerably. Many persons residing in the less-populated areas frequently need to travel to higher population centers (e.g., Beaumont and Port Arthur) in order to access day-to-day services and employment.

Question 3. Please select the method of transportation you typically use for the stipulated purpose or destination

One of the core objectives of the community survey was to identify and codify current travel behavior within the survey population. Given 78 percent of all survey respondents indicated having access to a personal vehicle “all the time,” the findings are not surprising:

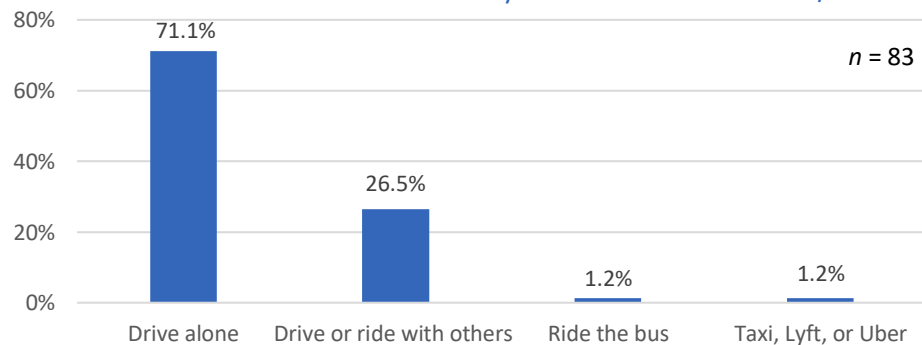
- **Work:** Nearly 80 percent *drive alone* while an additional 19 percent *drive or ride with others*. No survey participant selected public transportation as a means of traveling to/from work/employment.

Exhibit 3.5.3 Primary mode of travel – work



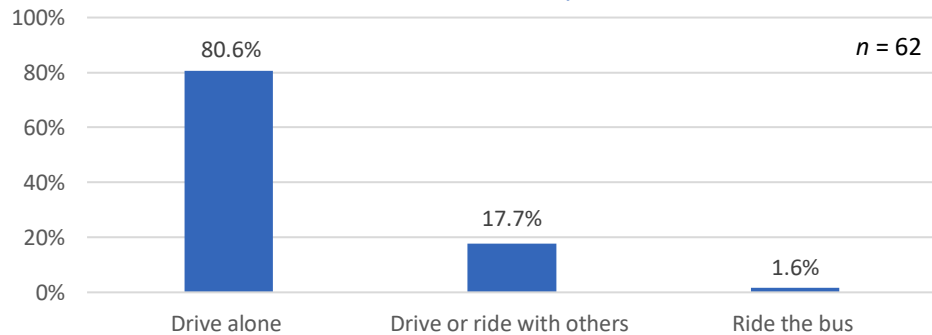
- **Medical/healthcare:** When queried as to their typical means of travel to healthcare-related services, 68 percent cited *drive alone*, while an additional 29 percent stated *drive or ride with others*. Approximately 2.5 percent selected *ride the bus* which, based on some of the other survey data, includes use of paratransit/dial-a-ride.

Exhibit 3.5.4 Primary mode of travel – medical/healthcare



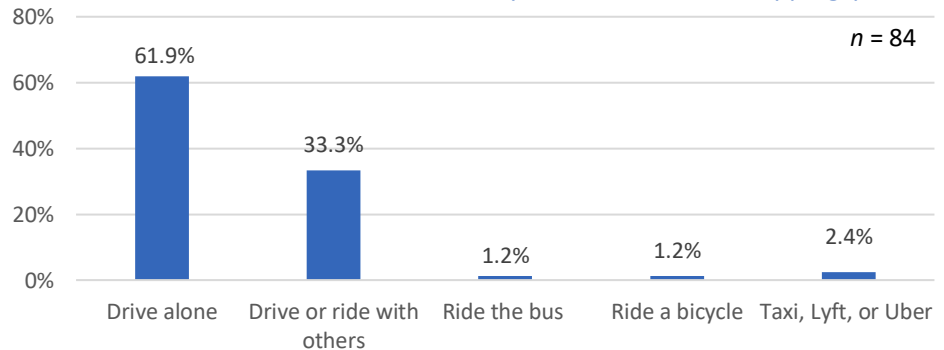
- School/training: This trip purpose garnered the second highest percent of trips made by bus, which suggests some school pupil transportation activity. Here again, the lion's share of the surveyed trips was completed via *drive alone* (79 percent) or *drive/ride with others* (19 percent).

Exhibit 3.5.5 Primary mode of travel – school/training



- Shopping/personal: More respondents selected *Taxi/Uber/Lyft* for shopping-related trips than for any of the three other trip purposes/destinations. While still significant (58 percent), this trip purpose had the fewest number of *drive alone* responses.

Exhibit 3.5.6 Primary mode of travel – shopping/personal



With respect to work destinations, survey respondents identified Beaumont, Orange, Port Arthur, and Silsbee as frequency destinations (regardless of travel mode). Beaumont was far and away the most commonly identified trip destination for medical/healthcare regardless of “trip origin” county.

With respect to school/training travel, Beaumont was again identified as the most common destination, although not by the same margin noted in the other three trip purposes.

Finally, Beaumont and Orange were identified as the most common shopping-related destinations, regardless of “trip origin” county. With respect to a site-specific destination, HEB (local grocery store) was identified, although neither a specific county or city was identified.

Q4. Please tell us about the ease or difficulty you face in making each of the four primary trip types.

Exhibit 3.5.7 Difficulty in accessing transportation – work

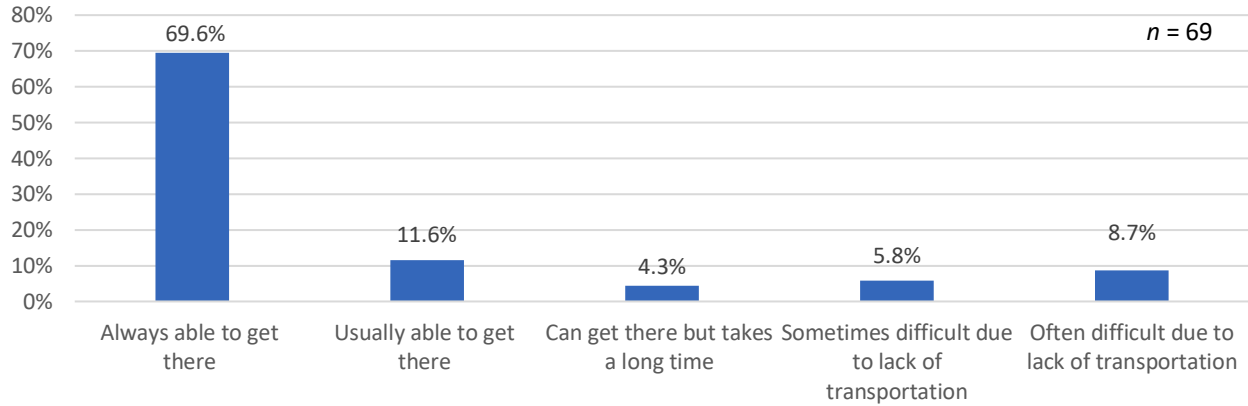


Exhibit 3.5.8 Difficulty in accessing transportation – medical/healthcare

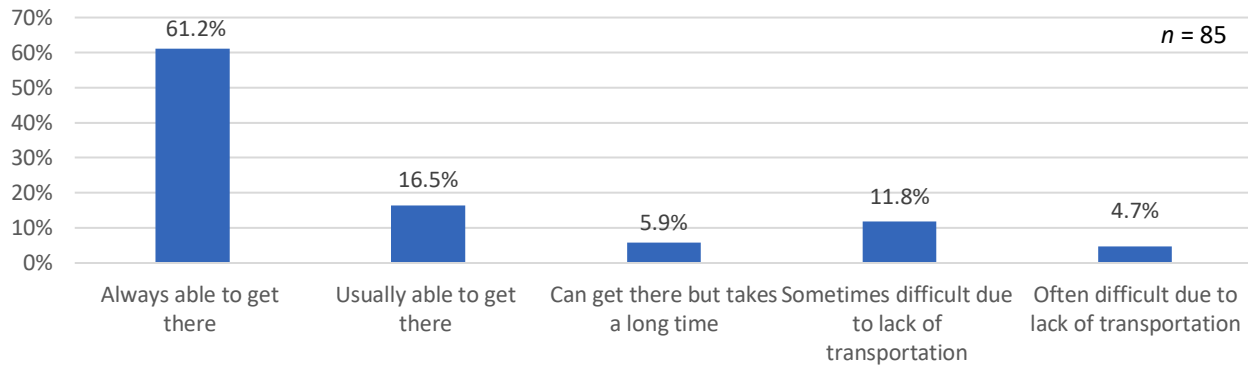


Exhibit 3.5.9 Difficulty in accessing transportation – school/training

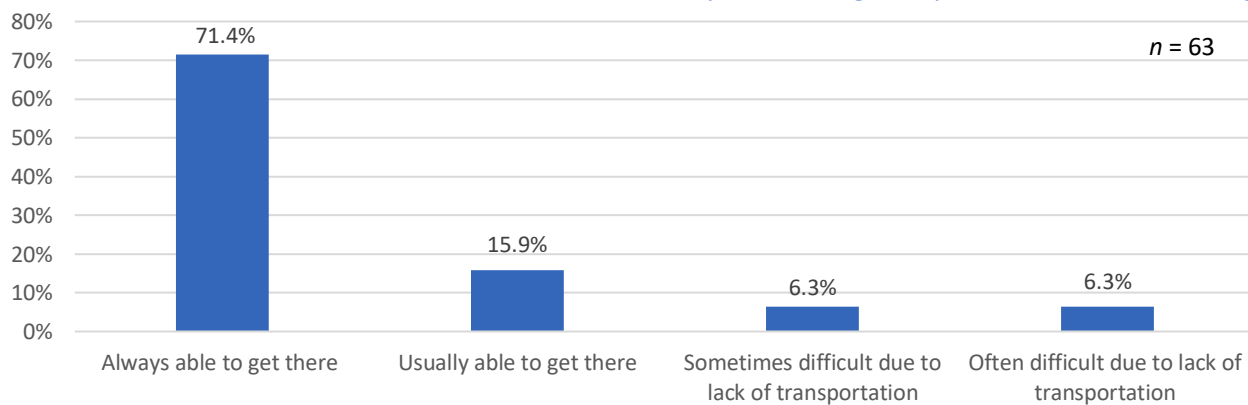
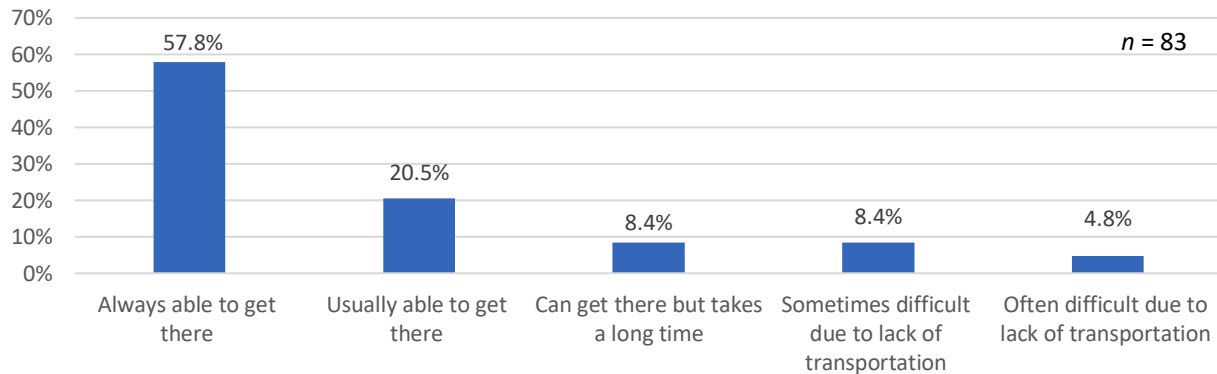
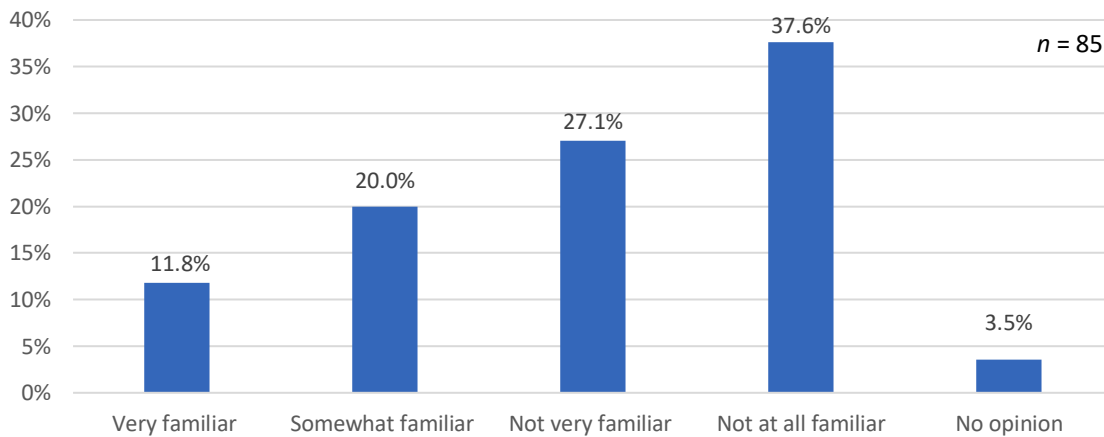


Exhibit 3.5.10 Difficulty in accessing transportation – shopping/personal



5. How familiar are you with public transportation in the county in which you live?

Exhibit 3.5.11 Awareness of public transit



The first step in successful marketing of public transportation is establishing awareness. Potential riders not only need to be aware that a service or program exists, they also need to possess a certain level of overall familiarity (e.g., where a given route travels, how often the bus operates, etc.).

During public outreach activities, those administering the survey were struck by the perceived general absence of public transit service information throughout the Plan communities. This lack of ready access to tangible transit service information was revealed in both the community stakeholder survey and during the community pop-up events.

Successful public transportation organizations (defined as those with continued growth in ridership as well as fare revenue), typically allocate three percent of total annual operating budget to “marketing.” Here “marketing” reflects an “umbrella” term, inclusive of advertising, promotion, public communications, graphic design, etc.

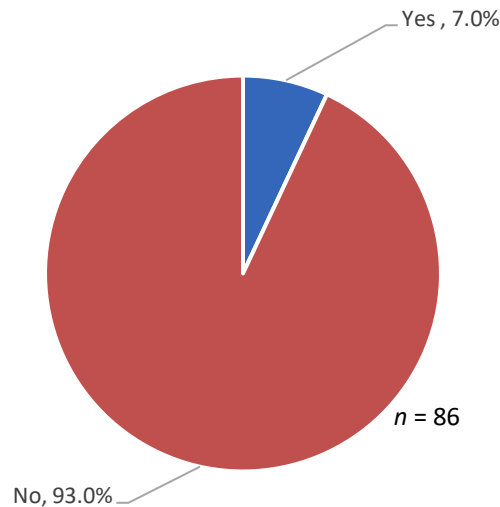
Nearly two-thirds of the survey respondents indicated little or no familiarity specific with the region's public transportation services. Only 13 percent cited *very familiar*.

While some value (ROI) would potentially be realized from a "broad brush" public awareness campaign, in Moore & Associates, Inc.'s experience the greatest success is realized through the design and implementation of **targeted** marketing activities. Within the four counties which comprise the Plan area, this would include Spanish-language and culturally appropriate advertising as well as service materials. Another recommended tactic is mailers targeting residents of multi-family housing, single-vehicle households, and persons residing within a half-mile of established transit alignments.

Again, successful marketing (defined as quantifiable ROI) includes clearly defined goals, a strategic campaign, and post-campaign (impact) assessment.

Question 6. Have you used public transportation within the 12 months?

Exhibit 3.5.12 Public transit usage



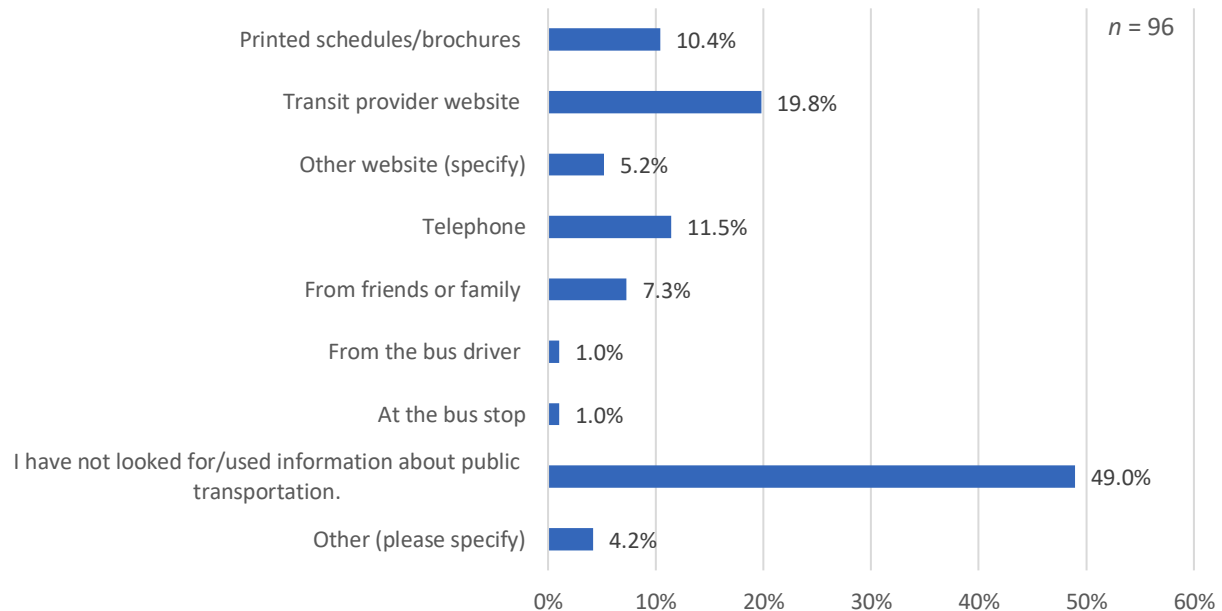
Question 7. If you have ridden public transportation in the last 12 months, which service(s) did you use?

Exhibit 3.5.13 Public transit usage – service used

Operator	Frequency
Beaumont Municipal Transit	1
Port Arthur Transit	1
South East Texas Transit	4

Question 8. How do you usually obtain information about public transportation? (check all that apply)

Exhibit 3.5.14 Public transit information sources



A listing of possible information sources was provided, and respondents were allowed to select “all that apply.” As such the response totals exceed 100 percent. The focus here is on those survey participants who indicated some use of public transportation/transit within the 12 months prior to the survey contact. Many public transportation providers have attempted to transition their service information distribution to chiefly electronic channels such as websites, often as a cost-reduction tactic. While Moore & Associates, Inc. appreciates the importance of creating and maintaining a strong online presence, it believes these new virtual channels should be employed in addition to – not instead of – more traditional marketing tactics. This opinion was borne out by the survey results.

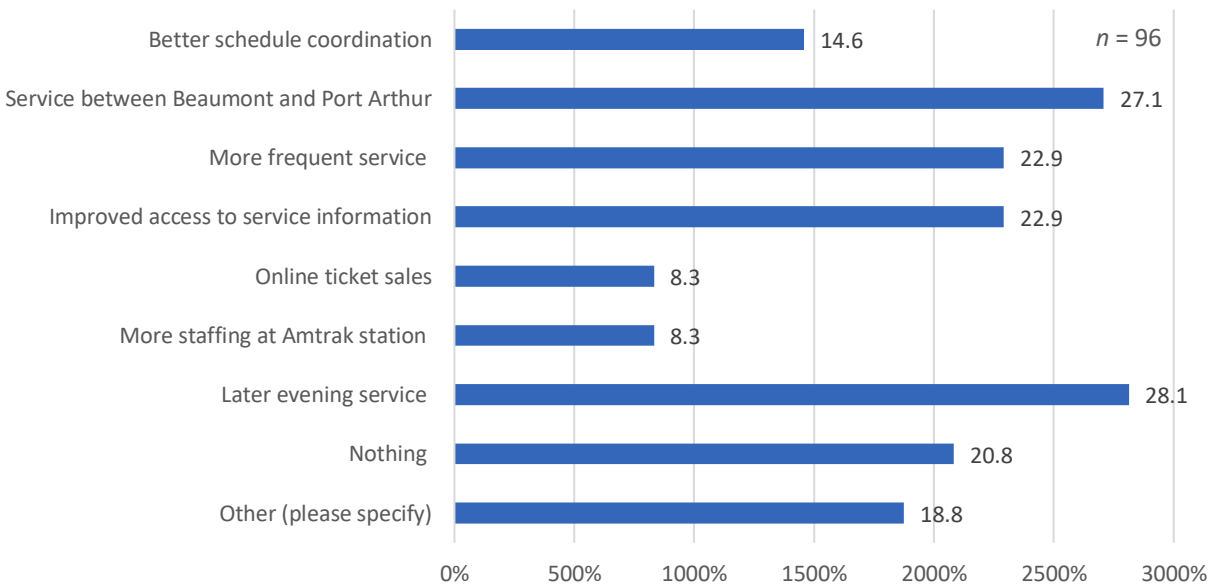
When asked how they typically obtain information about public transportation, 20 percent of respondents cited *transit provider website*. The next highest response was *telephone* (12 percent). No other response option had more than single-digit tallies.

While electronic devices such as smart phones, tablets, etc. continue to expand both in terms of overall availability as well device/service affordability, day-to-day usage still skews both “younger” and “affluent.” As such, a chief reliance on non-tangible information services threatens to marginalize two important (historic) customer demographic cohorts: seniors and low-income individuals who often express a preference for traditional information sources/channels such as *printed schedules/brochures*. Further, public transportation market research suggests many potential customers prefer to utilize “printed materials” as part of their (early) decision-making process. Printed materials (often carried along during early service usage) convey a level of “security” or “comfort” for many new or beginning riders.

Lastly, while *information at bus stop* garnered less than ten percent, Moore & Associates, Inc. continues to be a strong advocate for providing easy-to-understand service information at bus stops. At a minimum this should include a route identifier, basic schedule information (i.e., a bus serves this stop every X minutes, at Y minutes past the hour), and a phone number and/or URL which the prospective customer can use to gain additional service information.

Question 9. What type of public transportation improvements would you prefer to be made/introduced? (select up to three)

Exhibit 3.5.15 Preferred transit improvements



Survey participants were permitted to select up to three options. Therefore, the response totals exceed 100 percent.

First off, nearly 20 said there was *nothing* which public transportation providers within the four-county Plan area could do to attract their patronage. That's not particularly surprising given the very high percentage (78 percent) of survey participants indicating "all the time" access to a personal vehicle.

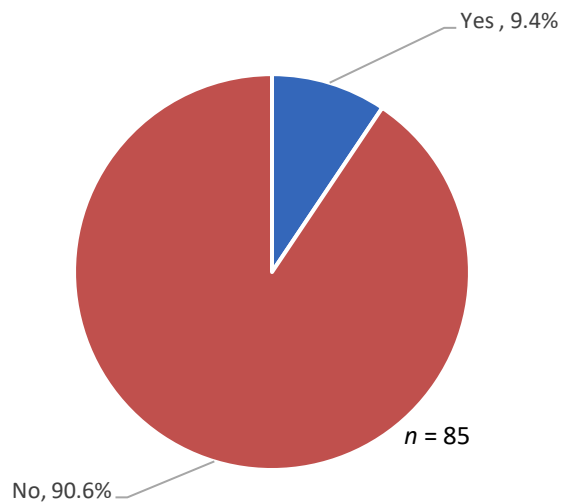
The public's desire for *more bus service* is unlikely to be news to South East Texas Regional Planning Commission policy-makers and staff. This desire was clearly documented in prior Regional Public Transportation Coordination Plans; and now again via all of the public engagement activities undertaken in support of the 2021 Regional Public Transportation Coordinated Plan (i.e., community stakeholder survey, community survey, and community pop-up events). To provide some specificity to this desire or need, the various data indicates "later evening service" and "a link (i.e., scheduled service) between Beaumont and Port Arthur" followed by "increased service frequency" and "improved access to service information."

While addressing the desired improvements may be a daunting task, the SETRPC and transit operators may wish to approach the requested service improvements on an incremental basis; either focusing on one route at a time (logically, the highest ridership route(s)) and/or one community or county at a time. In any event, in order to retain the historic (transit) ridership base as well as overall community support (in other words, inclusive of tax-paying non-riders), evidence of tangible progress is needed.

Among the other preferred improvements are “better schedule coordination,” “online ticket sales,” and “more staffing at the Amtrak station.”

10. Do you typically use a wheelchair or other mobility device (such as a motorized scooter, walker, etc.)?

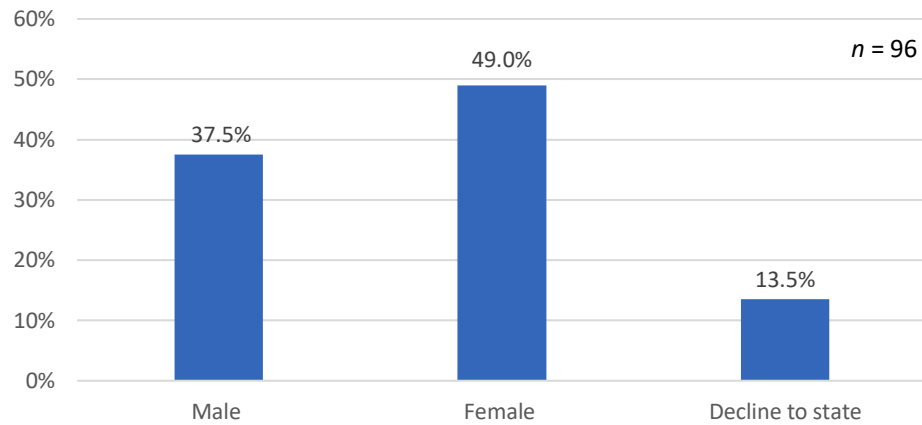
Exhibit 3.5.16 Mobility device usage



According to the American Community Survey (2019), the average concentration of persons identifying as “disabled” within the four-county Plan area was 15.7 percent.

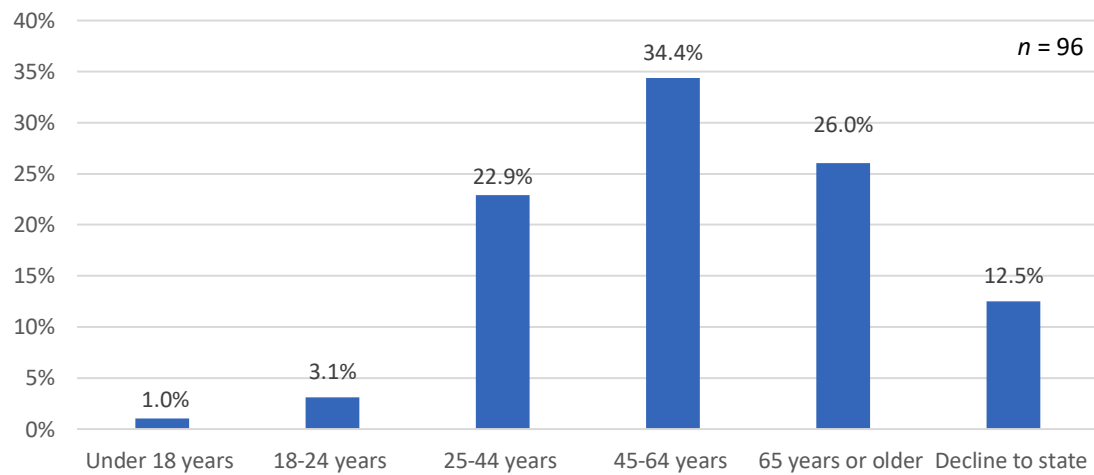
11. What is your gender?

Exhibit 3.5.17 Respondent gender



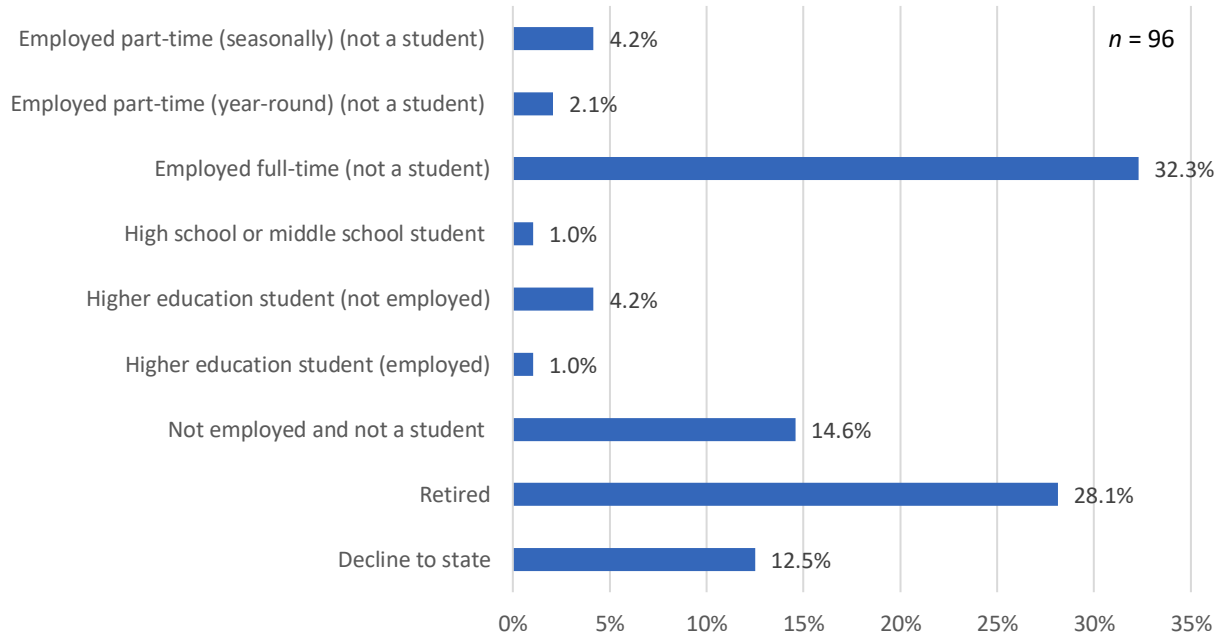
12. What category includes your age?

Exhibit 3.5.18 Respondent age



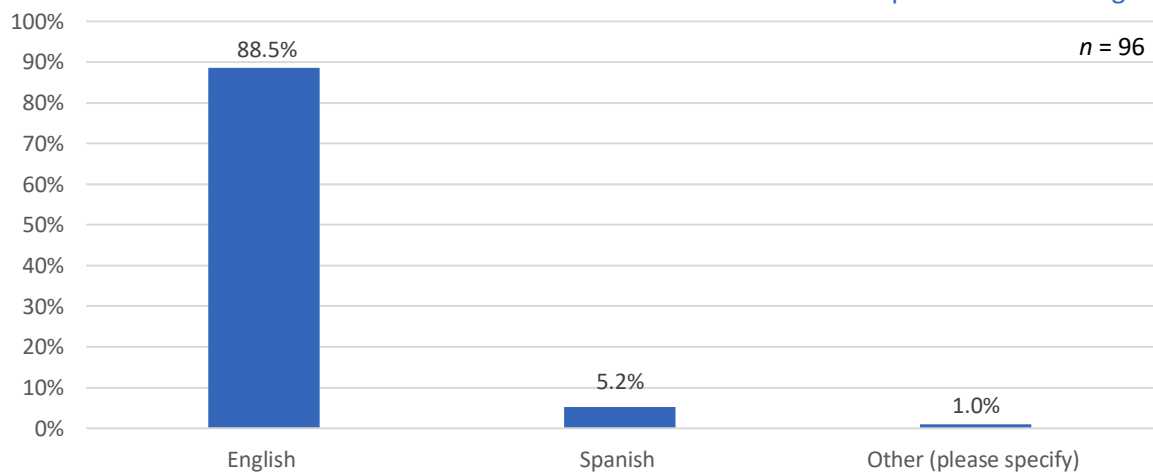
13. Please describe your current employment status.

Exhibit 3.5.19 Respondent employment status



14. Which language(s) do you speak at home? (check all that apply)

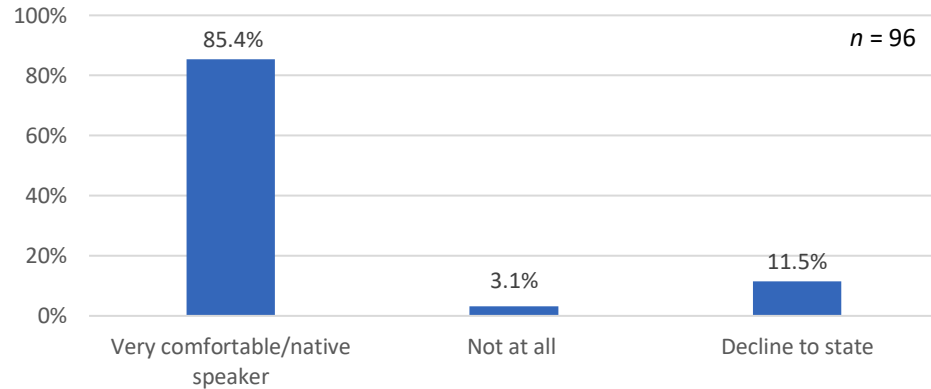
Exhibit 3.5.20 Respondent home language



Other: Russian

15. How comfortable are you speaking English?

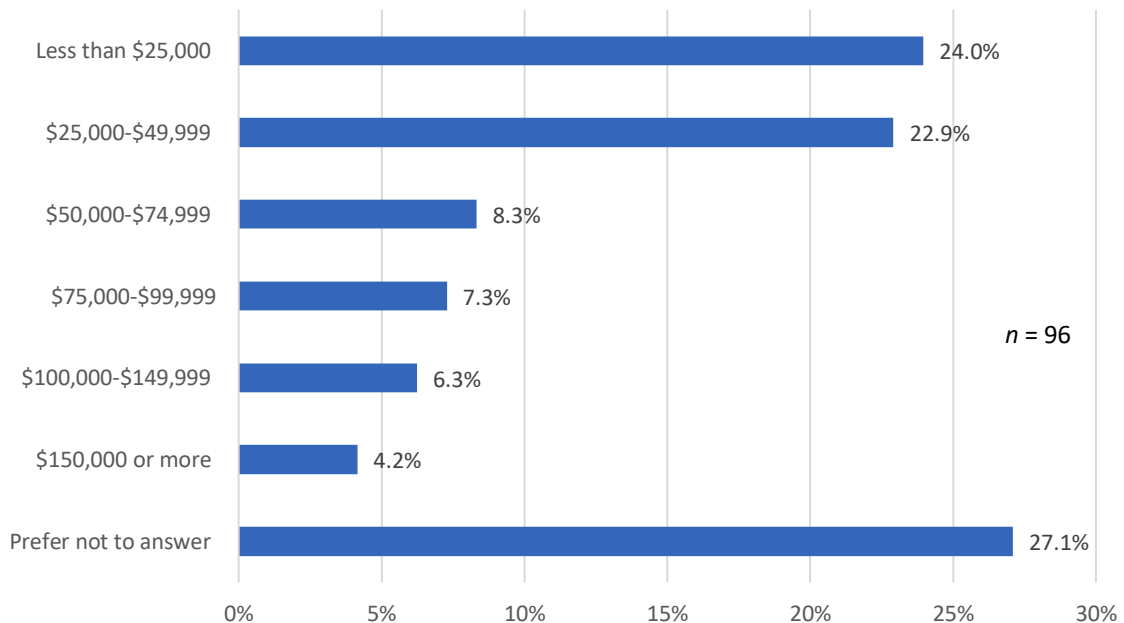
Exhibit 3.5.21 Respondent English proficiency



According to the American Community Survey (2019), the greatest concentration of limited-English proficiency individuals residing within the four-county Plan area was in Jefferson County (5.1 percent).

16. What is your annual household income?

Exhibit 3.5.22 Respondent household income



According to the American Community Survey (2019), the average annual household income for each of the four counties within the Plan area was \$80,698 in Hardin, \$64,222 in Jasper, \$73,960 in Jefferson, and \$77,645 in Orange.

17. Of the following categories, how many people live in your household (including yourself)?

Exhibit 3.5.23 Children (age 10 and under) in the household

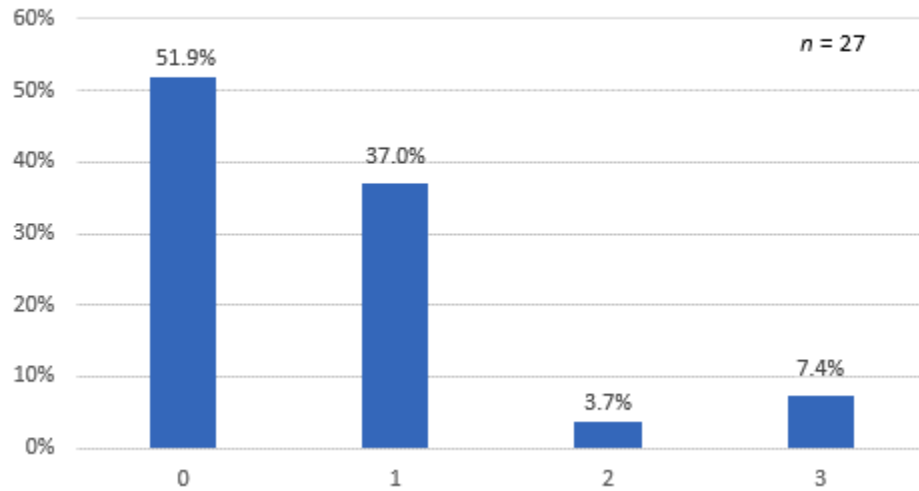


Exhibit 3.5.24 Youth (age 10-18) in the household

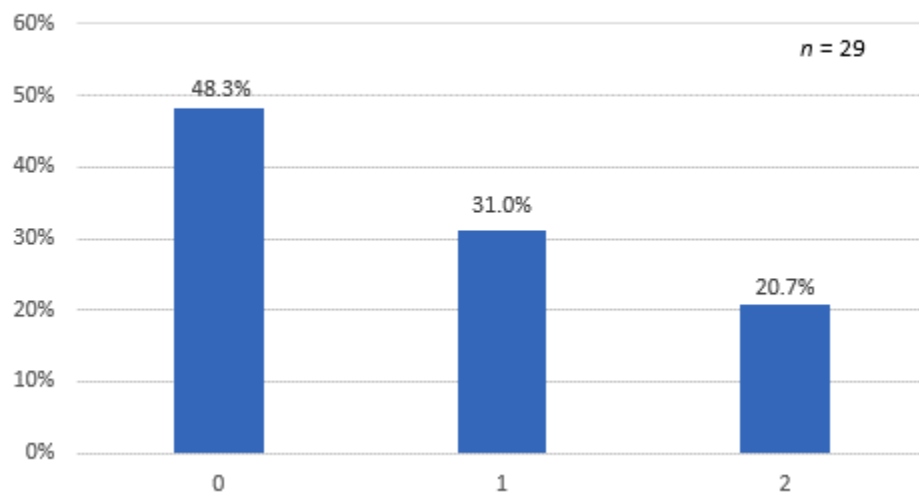


Exhibit 3.5.25 Adults (age 19-64) in the household

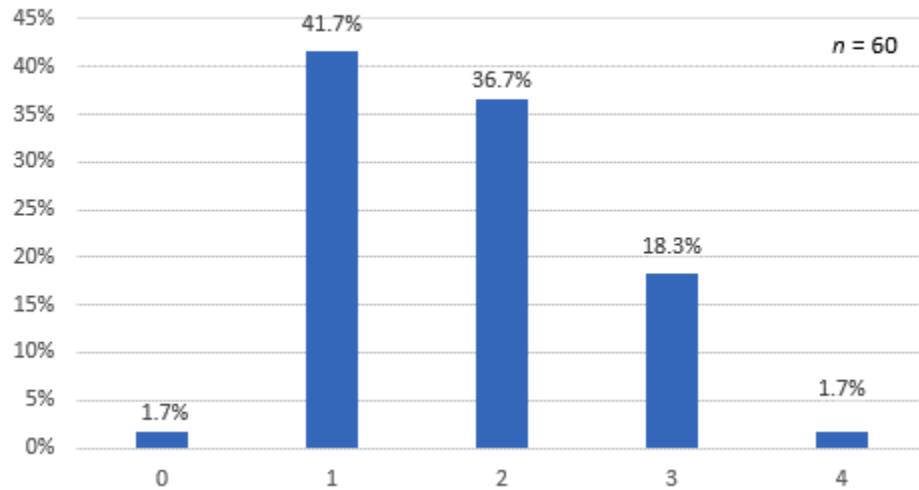
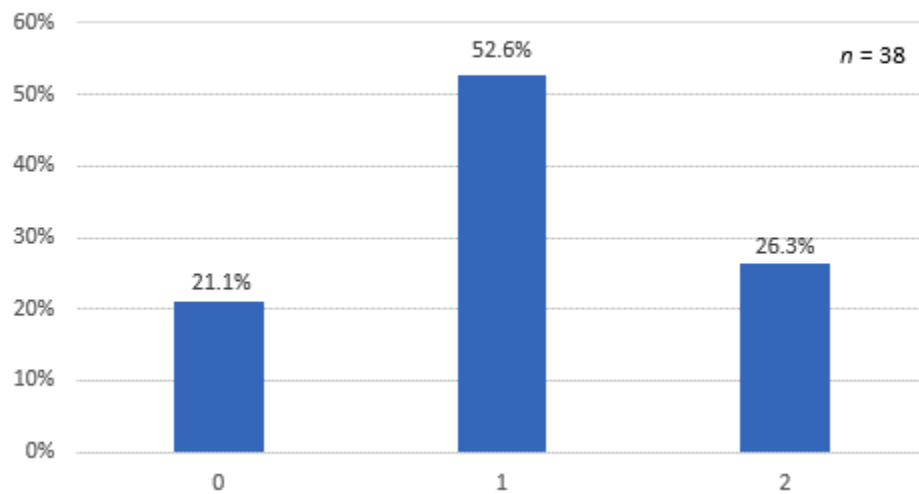
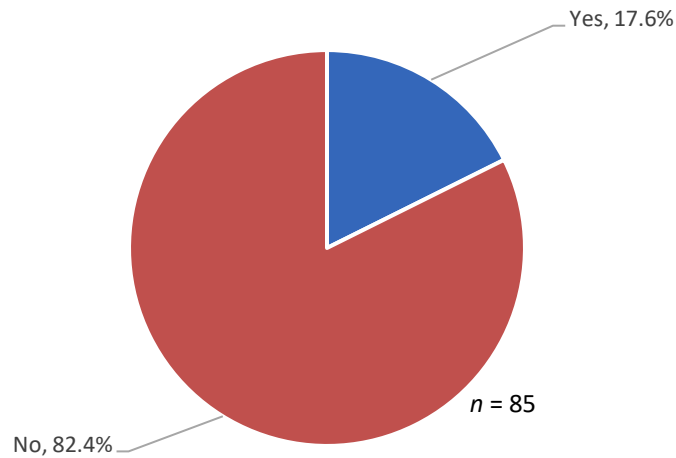


Exhibit 3.5.26 Seniors (age 65 and older) in the household



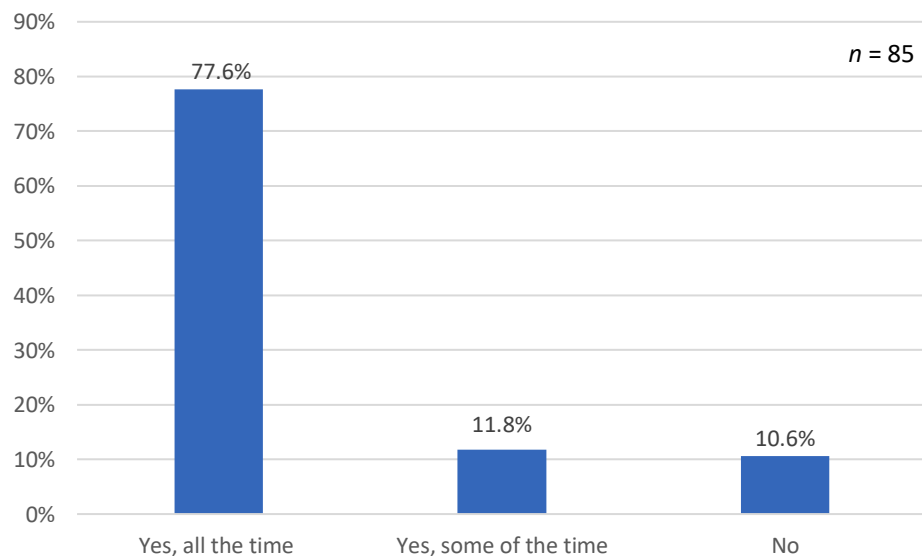
18. Do you have a disability that impacts your personal mobility?

Exhibit 3.5.27 Presence of a disability



19. Do you have access to a personal vehicle?

Exhibit 3.5.28 Access to a personal vehicle



As shown in Exhibit 24, while the percentage of zero-vehicle households is 7.5 percent or less in each county, the incidence of single-car households is as high as 36.6 percent. This means many households are one break-down or repair away from losing access to their personal vehicle, even if they normally have access to it all the time.

20. Is there anything else you would like us to know about your or your family's transportation needs, or about transportation needs in your community?

Comments
A local bus with residential stops as well as commercial would be great!
As a service provider in the community, I see great needs re: public transportation. Lack of routes, lack of city-to-city service, limited hours, etc. makes public transportation another obstacle/barrier for individuals to overcome.
At some time I will be unable to drive, then I will need transportation better than what is available in Orange. I will also need Orange to Beaumont and back.
I am filling this out because self transportation could end any time.
I have to rely on friends for all transportation needs. No local service available whatsoever. Home bound, disabled and legally blind.
I live in Silsbee & have 2 disabilities. Please make Southeast Texas Transit available for me to travel DIRECTLY to ALL of Jefferson County, including mid-county & south county. Most of my doctors are at the Medical Center of Southeast Texas. Also, DIRECT round trip service to ALL of Orange County & Tyler County would be GREATLY APPRECIATED. I can be contacted at [REDACTED] for further input if needed.
I would use the bus if it were convenient to where I live.
Lumberton, Hwy 96 – bring bus service, fixed-route bus to mall or various services for seniors.
My eyesight is getting worse as I age. I wish there was some public transportation available in Lumberton to doctor, library, grocery store. I am able to pay.
Need transportation from Orange to Port Neches Area; Orange to Lake Charles, LA. Night shifts start at 6 pm (need service for this shift). Need weekend service. Pricing at \$1 seems fair. Need more vehicles for the fleet (currently only have 2). First week of month is very busy (many trip denials). Current customer base is majority seniors – they don't use the internet.
Public transportation is much needed for those who do not have any other options.
Public transportation would be so great here. It's hard relying on people who can't help.
Something needs to be done about getting through Lumberton. It is a huge bottleneck and makes the commute a very frustrating adventure.
The roads and highways are horrible due to constant, slow, and often repeated construction. Public transport by vans or busses is hampered by this constant delay.
There are too many potholes on streets, including highways and I-10.
Veterans need transport to Lufkin and Houston for VA medical needs.
We need road improvement.
We need safe, comprehensive and accessible sidewalks and trails. Improving physical and mental health through exercise is IMPERATIVE.
We will need it more in the near future.
Yes. I don't drive to Beaumont and need assistance getting on and off the vans from mid-county to Beaumont.

Community Engagement - Pop-up events

From September 28-30, 2021, the consultant team hosted eight community pop-up events in support of the 2021 Regional Public Transportation Coordinated Plan project. The pop-up events were held at publicly accessible locations in Hardin, Jasper, Jefferson, and Orange counties. Details regarding event times and locations were developed through consultations with RPC staff.

Presented below is a brief summary of each of the eight events.

1. Market Basket Food/Beaumont

Approximately 40 residents. Engaged at least 15. Comments received:

- Need a connection from Beaumont to Port Arthur.
- Vehicles are unsafe (BMT); equipment is “junk.”
- New operations contractor is not liked (First Transit). Drivers are underpaid.
- Not enough public transit service for persons with disabilities.
- Store manager was very appreciative to receive BMT service info given she has become the unofficial Uber for her employees.

2. La Vaquita Meat Market/Port Arthur

Majority of the attendees spoke Spanish. Approximately 70 residents. Engaged at least five.

Comments received:

- Need transportation to Houston.
- All transit service materials need to be available in Spanish. Port Arthur Transit and SETT brochures, specifically.

3. Market Basket/Bridge City

Approximately 40 residents. Engaged at least 10.

Karen Stevens/Orange Community Action Association stopped by. Her comments:

- Seeking money for marketing/advertising her program.
- Has been able to regain nearly all ridership since pre-COVID (750 rides/month before COVID; currently 650 rides/months).
- Operates three vehicles. Has one vehicle that is a lemon.

4. Danny's Super Foods/West Orange

Approximately 10 residents. Engaged four. (Note: This location was flooded out half-way through due to heavy rains. Danny offered to have us back out the next day. Unfortunately, other pop-up events were already booked. This is an opportunity for future outreach.) Dispatcher from Orange Community Action Association stopped by. Comments specific to the current South East Texas Transit service:

- Need service from Orange to Port Neches.
- Need service from Orange to Lake Charles, LA. Many medical services available Lake Charles. Currently service does not cross state lines.
- Current service doesn't run late enough (4 pm). There are many night-shift workers that start at 6 pm that need transportation.
- Need weekend service.
- Pricing at one dollar seems fair.
- Need more vehicles for the fleet. Currently only have 2 functioning.
- First week of the month is very busy (trip denials are higher).
- Majority of current riders is seniors. They have limited access (or don't use) the internet. Therefore, need funding to support traditional marketing/advertising /outreach.

5. Brookshire Brothers/Kirbyville

Approximately 20 residents. Engaged five. Tough location. Manager required set-up far away from store entrance. Additionally, given there is currently no public transportation in Jasper County, there was no "carrot" to initiate public transportation conversation with passers-by.

6. Brookshire Brothers/Jasper

Approximately 10 residents. Engaged three. Manager required set-up away from store entrance. Comments included:

- Folks commented the outreach was a "waste of time" unless public transportation will be extended into Jasper County
- Request for transportation between Jasper and Hardin or Orange counties to access healthcare services.

7. Brookshire Brothers/Lumberton

Approximately 20 residents. Engaged six. Our location was offset from the store entrance. Public comments:

- Would like to have service along Hwy 96. To the mall or various services for seniors.
- Residents of Lumberton do not qualify for South East Texas Transit. So there really isn't any public transit in town.

8. Brookshire Brothers/Sour Lake

Approximately 10 residents. Engaged three. Our location was offset from the store entrance. Public comments:

- Given Sour Lake's westerly location in Hardin County would like service to Liberty.

Overall, attendees appreciated receiving the information. Many weren't previously aware that some form of public transportation is available. Our team left SETT materials with every store manager (except in Jasper County) and explained how public transportation could help with existing employees as well as recruitment of future employees. This was well-received.

3.6 Stakeholder Engagement - Survey

A stakeholder survey was distributed via both first-class mail and email to 94 organizations throughout the four-county Plan area. The stakeholder survey was designed to collect information about populations served and services provided as well as transportation services offered. The stakeholder survey also requested respondents to identify existing transportation needs among the populations they served, which was used in preparing the Needs Assessment and Gap Analysis.

Completed surveys were received from the following organizations:

- Beaumont Housing Authority
- Beaumont Transit*
- Catholic Charities of Southeast Texas
- City of Bevil Oaks
- City of Orange
- City of West Orange
- Da Vita Golden Triangle Dialysis
- Fresenius Kidney Care Dialysis Center
- Goodwill Industries of Southeast Texas
- Jack Brooks Regional Airport
- Jasper County
- Jasper Emergency Service District #1
- Lamar University
- Nutrition and Services for Seniors*
- Orange Community Action Association*
- Orange County Transportation*
- Orange Fire Department
- Port Arthur Housing Authority
- Port Arthur Transit*
- Port of Beaumont
- Renal Center of Orange (Da Vita)
- RISE (Resource, Information, Support and Empowerment)
- Salvation Army Boys & Girls Club Beaumont*
- South East Texas Regional Planning Commission, Community Services Division
- Spindletop Center*
- The Arc of Greater Beaumont
- United Way of Orange County
- Workforce Solutions – Orange
- Workforce Solutions Southeast Texas

**Directly operates transportation service*

Observations

The majority of the stakeholders responding to the survey do not directly operate transportation. Approximately one-third said they do not operate, contract for, or subsidize any transportation services. Seven respondents directly operate transportation with full responsibility, while another two purchase/contract for services from another entity. Other common responses include subsidizing rides or fares (31 percent) and providing initial assistance in obtaining transportation (21 percent).

Exhibit 3.6.1 Type of organization

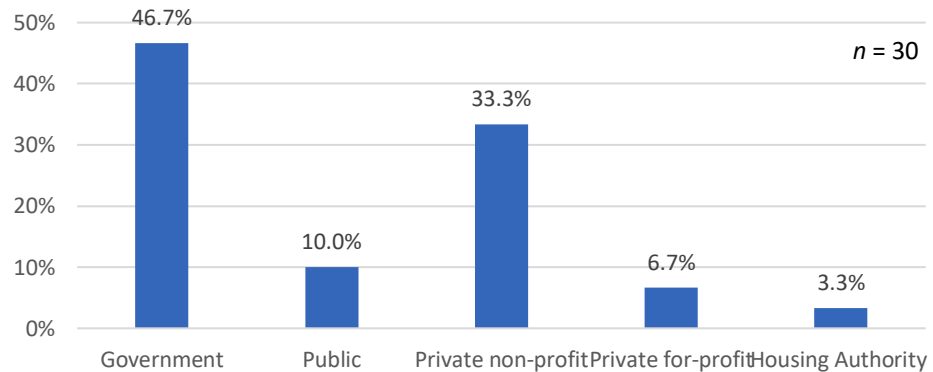


Exhibit 3.6.2 Client populations served

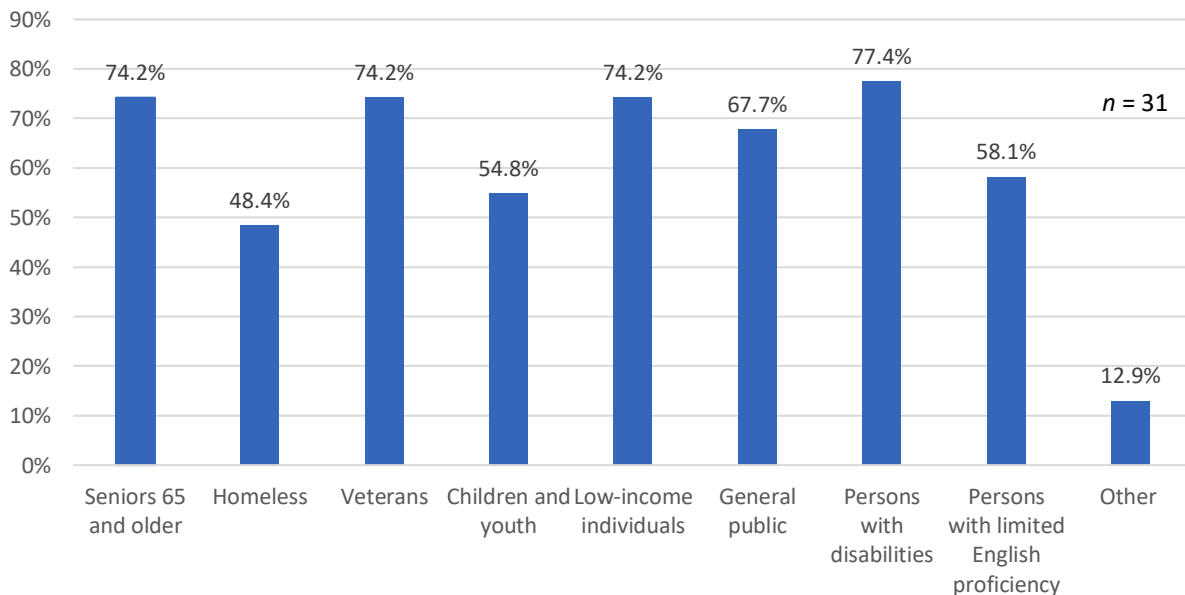


Exhibit 3.6.3 Organization core functions

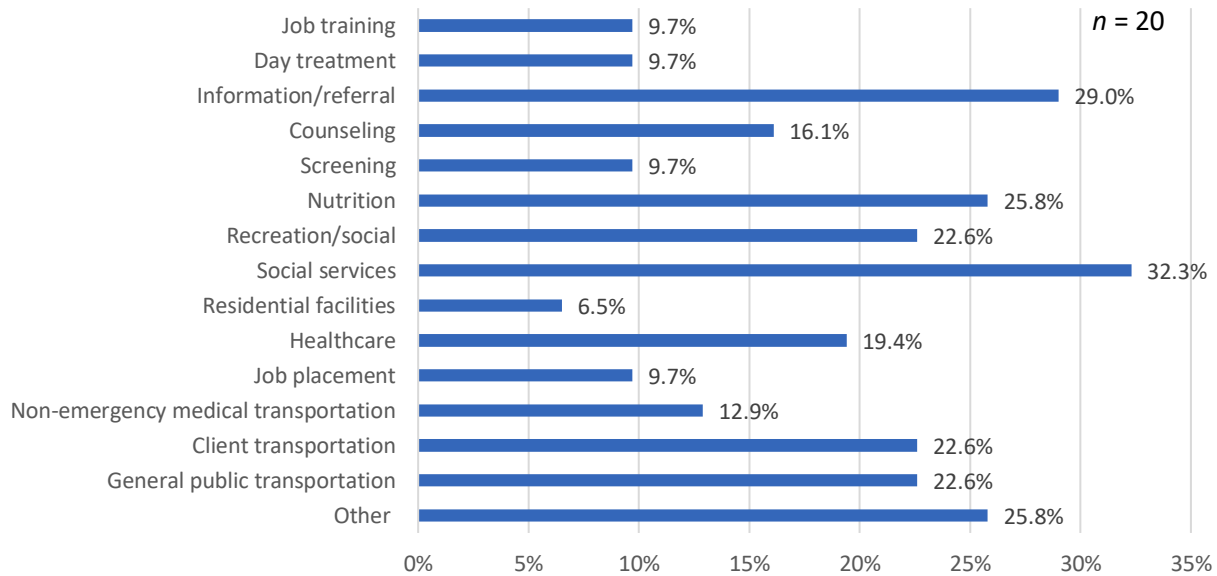
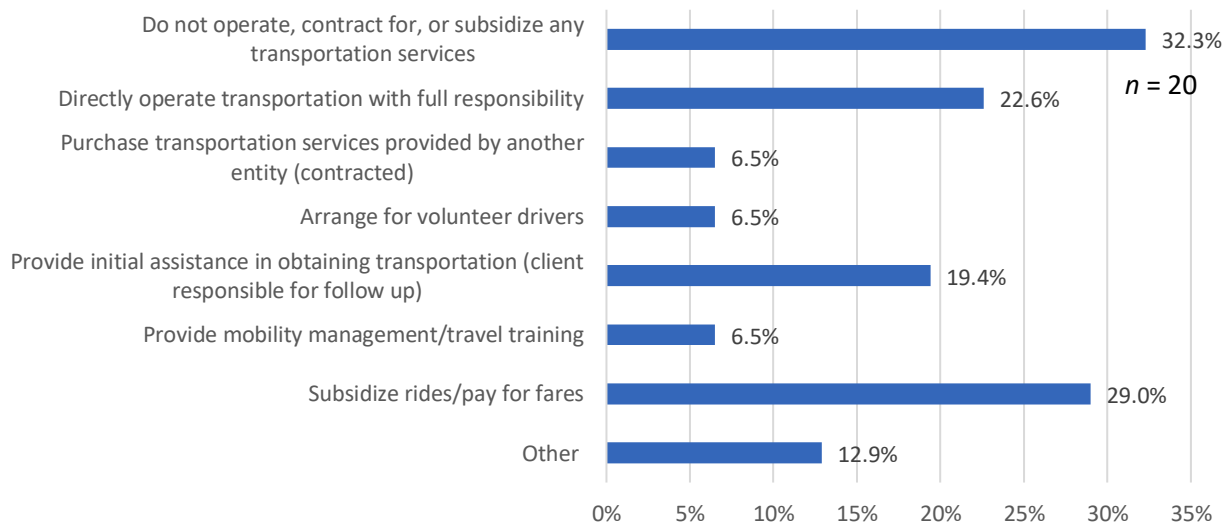
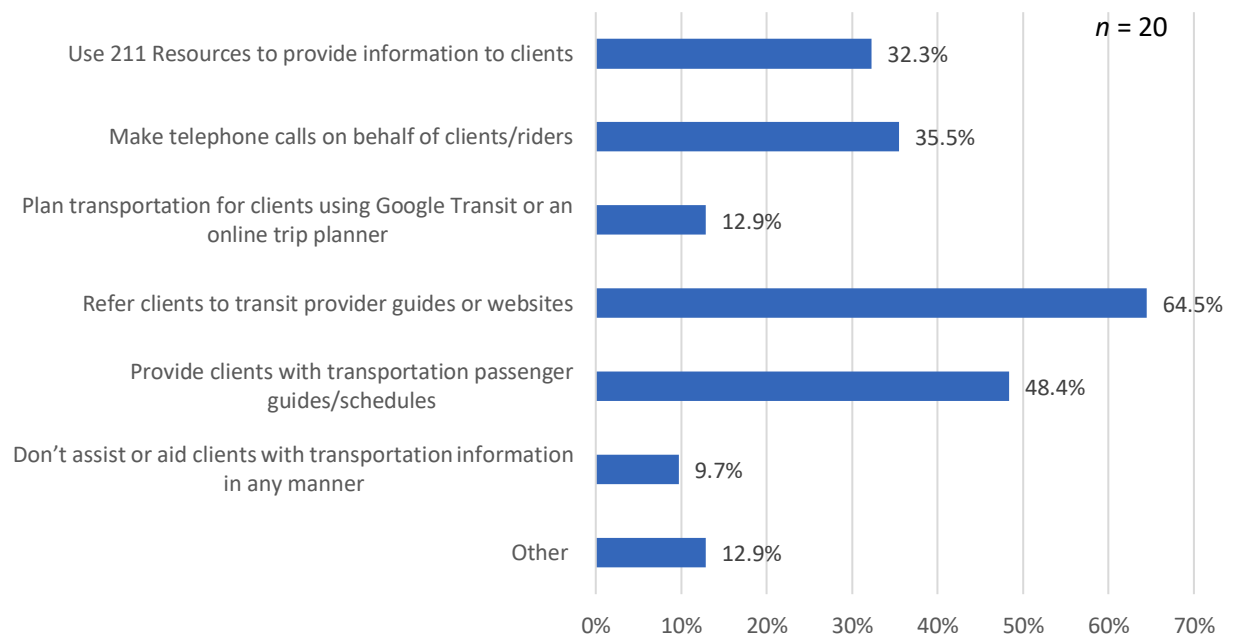


Exhibit 3.6.4 Transportation services provided



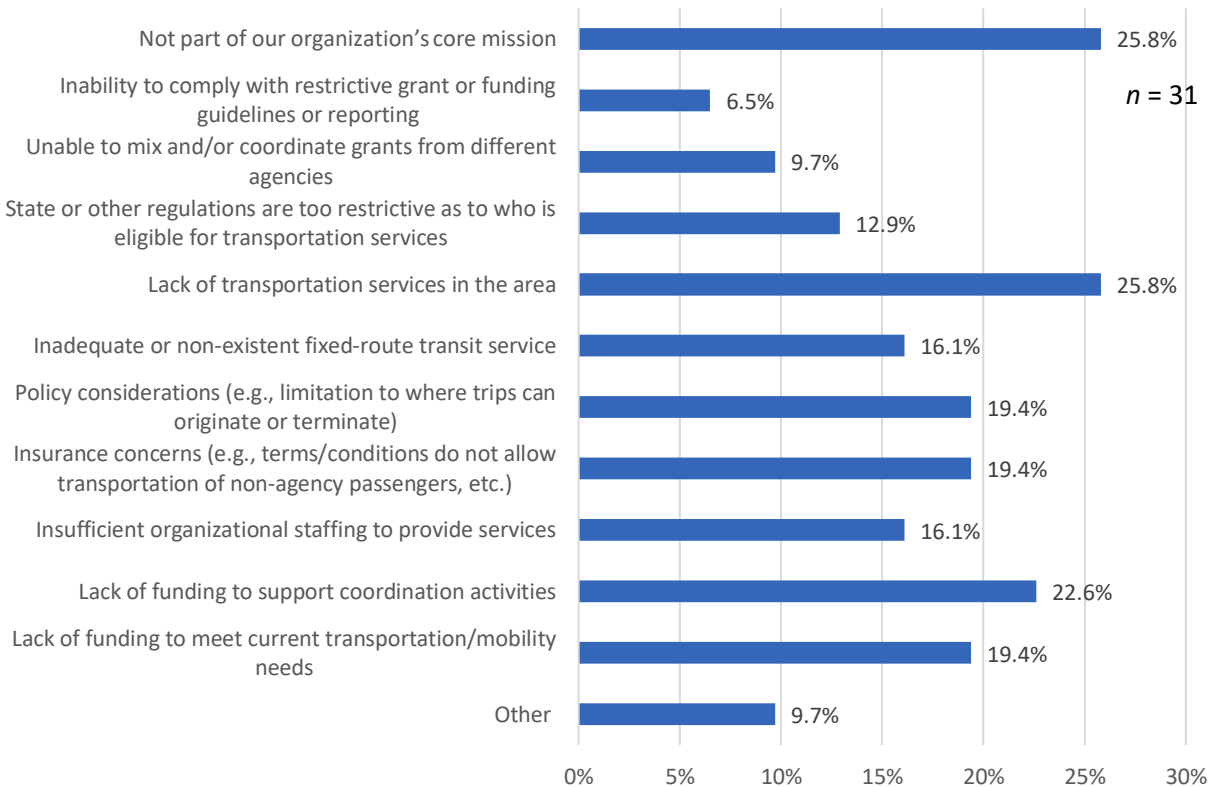
Stakeholder respondents most frequently refer clients to transit provider guides or websites (69 percent) and provide clients with transportation guides and/or schedules (52 percent). Approximately one-third make telephone calls on behalf of clients and/or use Texas 211 to provide additional transportation information.

Exhibit 3.6.5 Transportation information assistance provided



The most common transportation need which stakeholders reported on behalf of their respective clients is difficulty accessing medical/healthcare appointments, followed by access to veteran services, essential shopping, and weekday trips. The most significant challenges encountered by responding organizations are 1) transportation is not part of their core mission (28 percent), 2) there is a lack of transportation services in the area (28 percent), and 3) lack of funding to support (transportation) coordination activities (24 percent).

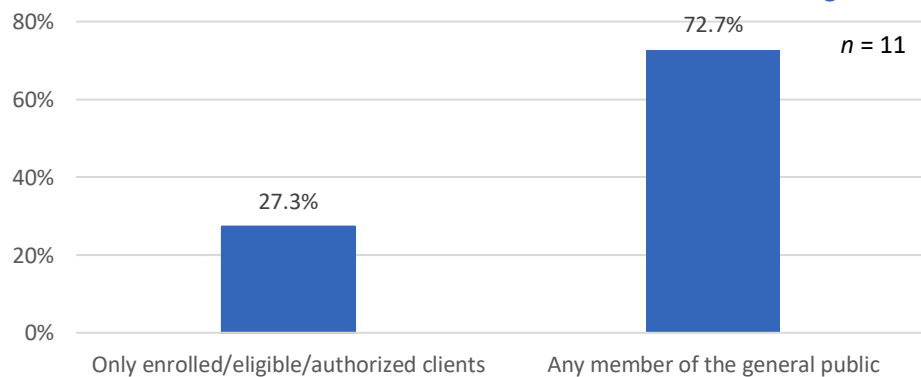
Exhibit 3.6.6 Most significant transportation challenges



A majority of respondents (65.2 percent) were unaware as to whether there was an ongoing process for identifying duplication of service, under-utilized transportation assets, and service gaps in their community. Only 8.7 percent indicated yes.

Among those stakeholders who indicated providing transportation, nearly three-quarters operate services that are open to the general public. Two-thirds operate a fleet of 10 or more vehicles.

Exhibit 3.6.7 Eligible riders



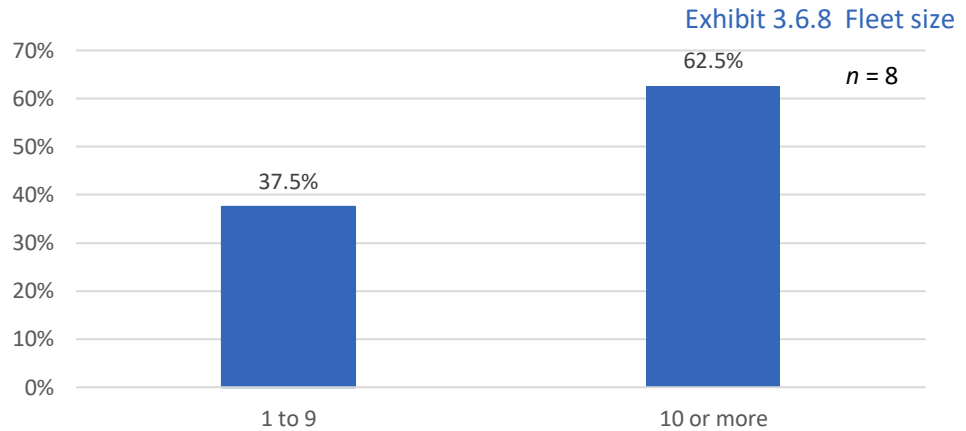
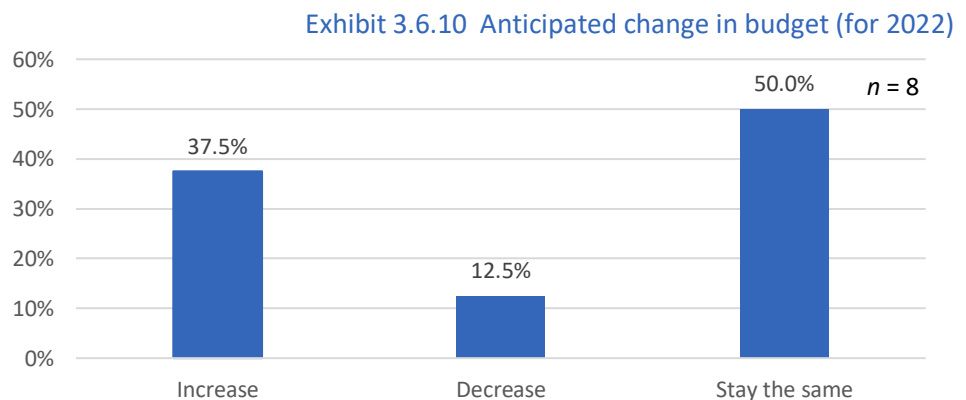


Exhibit 3.6.9 Number and type of vehicles

Vehicle capacity	Number of vehicles
1-4 passengers	108
5-10 passengers	27
11 to 16 passengers	42
More than 16 passengers	43
Lift-equipped	78

Stakeholders indicated 26 vehicles with 10 or fewer seats would likely need to be replaced in the next five years, along with 10 vehicles with 11 to 20 seats and 17 vehicles with more than 20 seats.

Half of the transportation programs said they do not expect to see any change to their transportation budget in 2022. Seven of the eight organizations said they expected to continue their client transportation programs across the next five years.



Eleven respondents indicated an interest in participating in a virtual stakeholder roundtable. Another five said they might be interested.

The survey instrument also asked stakeholders to comment on the following:

- Clients' primary barriers to accessing transportation;
- Enhancements most needed to improve coordination of public transit and human service transportation; and
- Other issues, concerns, or information they believe relevant to the issue.

Barriers to accessing transportation

- Availability/frequency of bus transportation to and from campus. (Lamar University)
- Clients in low-paying jobs or unemployed are unable to access service. Some lack driver licenses or are unable to get them. (Workforce Solutions – Orange)
- Cost, accessibility, lack of availability. (RISE)
- Internet or phone access, as most of the clients are seniors and need help accessing those things in order to contact us. (Orange Community Action Association)
- Lack of financial resources. (Workforce Solutions SETX)
- Lack of knowledge and education of what options are out there. Difficulties getting to/from our building. (The Arc of Greater Beaumont)
- Lack of routes, needing transportation to mid-county, number of transfers required to get where they need to go. (Goodwill Industries of SETX)
- Limited routes, limited schedule. (Beaumont Housing Authority)
- Minimal to no transportation services. (Jasper County)
- Mobility limitations, funding, late evening service hours, some employment opportunities are not close to transportation. (Port Arthur Transit)
- Needing more advanced help than driver (i.e., caregiver or provider). Some clients either cannot afford or are not able to get the help they need for daily functions and often want drivers to perform these duties. (Orange County Transportation)
- No vehicle in household – no family or friends to assist – time of transit vehicle does not coincide with time of appointment. Nothing available to assist outside of volunteer help. (SETRPC Community Services Division)
- Patients on dialysis generally treat for four hours three times a week. Transportation times are very limited. Patients can only be placed on certain shifts to accommodate transportation. This greatly limits patients. Patients who treat on Monday, Wednesday, and Friday must be placed on 2nd shift (very limited space). Tuesday, Thursday, and Saturday patients also must be placed on 2nd shift to accommodate transportation hours. Since transportation does not operate on Saturdays, patients must make other arrangements. However, many do not have another option and tend to miss treatment. (Renal Center of Orange – DaVita)
- Patients say it's impossible to schedule a same-day reservation. Not enough bus stops. Holidays cause them to miss treatment since transportation does not operate on those days. (Fresenius Kidney Care Dialysis)
- The transportation company through Medicaid switched in June and there have been issues. Drivers are late, drivers having children or other people in the car making patients uncomfortable. Not an issue with City, but good to note. (DaVita Golden Triangle Dialysis)

- We currently provide transportation so the clients we have only express a need to get to Houston for medical appointments. Most other trips we can help them with. (Nutrition and Services for Seniors)

Most-needed enhancements:

- A detailed plan on existing transportation resources and efforts to improve support to the citizens. (Jasper County)
- ADA-compliant public access and bus stops. (RISE)
- Better software in order to help run and schedule the routes for a more sufficient outcome in order to generate more rides. (Orange Community Action Association)
- Transportation to Houston area – VA, MD Anderson, etc. (Nutrition and Services for Seniors)
- Consistent funding sources. Consistent and regular conversations between providers. (Port Arthur Transit)
- Easier access to the scheduling of rides on current special transit system. (RISE)
- Extended hours of operation to include early morning and evening times. (Renal Center of Orange – DaVita)
- Get away from traditional bus service and move to more “on demand” personal service. (Beaumont Housing Authority)
- Increasing the number of wheelchair accessible/special transit buses and services from city-to-city within the county. (RISE)
- Information to populations that can benefit from transportation options that exist. (The Arc of Greater Beaumont)
- Linking BMT to Port Arthur. (Goodwill Industries of SETX)
- Need to extend hours. If patients are not a part of Medicaid they do not have access to affordable transportation. (Fresenius Kidney Care Dialysis)
- Patients that don’t have access to unlimited transportation rides (through Medicaid) have difficulty accessing transportation if their treatment goes over the scheduled time. Better coordination with public transit and the organization would be beneficial. (DaVita Golden Triangle Dialysis)
- Perhaps expanded hours that are advertised. Safe bus stops. (Workforce Solutions SETX)
- Some way to have more immediate resources to lead individuals to transportation service, especially for elderly and individuals with disabilities. (SETRPC Community Services Division)
- Some way for transportation to become more available between counties, especially for those in Triangle who have medical resources in Houston area. (SETRPC Community Services Division)
- Upgrade intersection signal preemption for emergency vehicle traffic. (Orange Fire Department)

Other issues, concerns, or information

- Airport and taxi services are standard partnerships. Lack of taxi services is a common complaint. (Jack Brooks Regional Airport)
- Lack of funding to upgrade 18-year-old preemption system. Infrared emitter technology in preemption is being replaced with a GPS cloud-based system that is a subscription service that no longer requires the entity to own the equipment and maintain it. (Orange Fire Department)
- Lack of wheelchair-accessible transportation for veterans needing services inter-/intra-county where they live. (RISE)

3.7 Transportation Overlaps and Gaps in Service

In reviewing the existing transit services provided in the Plan area, very few overlaps were identified. Any overlaps that are present are necessary to provide connectivity between systems.

Transportation gaps are a much greater issue in South East Texas. Through the public engagement process, stakeholder engagement, discussions with SETRPC staff, and consultant observations, the following significant service gaps have been identified:

- There is no service connecting Beaumont and Port Arthur, though each city has its own fixed-route transit program.
- There is no public transportation available in Jasper County. (Given Jasper County is a new addition to the SETRPC, it has not historically been included in South East Texas Transit's service offerings.)
- Intercommunity transportation is another significant gap. In addition to no service between Beaumont and Port Arthur, it can be difficult to travel from outlying communities into Beaumont, or between communities such as Orange and Port Neches, for example. There is also a lack of service east to Lake Charles or west to Houston.
- Service to the Houston area for medical trips (especially to the VA Medical Center) is also a transportation gap.
- Residents on the far western edge of the Plan area would also like to see opportunities to travel to Liberty, as it is more accessible to them than Beaumont.

3.8 Findings and Conclusions

Despite the stereotypical attraction of Texans to their personal vehicles, there is a demonstrated need for transportation options beyond the personal vehicle. There are significant concentrations of historically transportation-disadvantaged populations throughout the study area. More than 20 percent of residents live below 125 percent of the poverty level. Nearly 25 percent are under 18 years of age, while more than 16 percent are age 65 and older. Nearly 16 percent indicated having a disability which impacts their

mobility. While none of these demographic characteristics automatically makes an individual ride-dependent, all of them represent characteristics that are more likely to be mobility-disadvantaged. In addition, nearly six percent of households have no access to a personal vehicle, while nearly 32 percent have access to only a single vehicle.

While several transportation providers operate service within the Plan area, there are still significant gaps between the service provided and the needs of individuals or populations within the community.

Based on the input from the stakeholders responding to the survey, the consultant team identified the following broad findings:

1. There are geographic areas and individuals not served by existing public transportation services.
2. There is a need for extended public transit service hours to provide access to employment and healthcare.
3. There is a lack of public transportation service between counties.
4. There is a lack of access to medical facilities in Houston.
5. A patient's ability to undergo dialysis treatments on weekends and holidays is impacted by a lack of available transportation, and transportation may be unavailable if a treatment runs over the scheduled time.
6. Cost is often a barrier to transportation.

In response to these latent demands, as well as in response to needs identified through the outreach process, the consultant team identified the following list of general transportation needs:

- Some level of service between Beaumont and Port Arthur.
- More service for seniors and persons with disabilities.
- Some level of service to Houston area (especially for medical trips).
- Service information for all public transit providers in Spanish.
- Service from Orange to Port Neches and other locations.
- Service from Orange to Lake Charles, Louisiana (to access healthcare services).
- Later service to accommodate night shift workers or those who start/end work after 4 p.m.
- Traditional marketing materials (brochures, etc.) for people who do not use the internet.
- Some level of service in Jasper County and between Jasper and Hardin/Orange counties.
- Some level of service in Lumberton and along Highway 96.
- More frequent service to and from Lamar University campus.
- Evening, Saturday, and holiday service to help facilitate regular dialysis treatments.
- Same-day reservations and easier scheduling of rides.
- More inter-county service.
- More wheelchair-accessible transportation options.

Recommendations arising from the Needs Assessment are presented in Chapter 5.

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Chapter 4 | Gap Analysis

4.1 Methodology

The methodology for the Gap Analysis is very similar to that of the Needs Assessment, inclusive of community and stakeholder input as well as South East Texas Regional Planning Commission staff and the Regional Public Transportation Coordination Steering Committee along with consultant observations.

The scope and programs of the transportation services operating within the four counties of the Plan area were compared and contrasted with the mobility needs, challenges, and priorities identified via the various public engagement and observation activities.

4.2 Observations, findings, and conclusions

Observations and findings are segregated by population as well as individual county so as to present a more complete picture of the barriers and challenges facing each demographic cohort. In several instances, the same barrier or challenge was reported by more than one demographic cohort, and therefore is included within each category to which it applies.

Disabled transportation

- Nearly 16 percent of Plan area residents possess some form of disability. While many persons with disabilities are able to drive or have someone available to assist with their mobility, there are many that do not. Having access to public transportation, even if it is limited, can help persons with disabilities remain otherwise independent.
- There is a perception within the community that there is not enough public transportation service for persons with disabilities.

Inter-county transportation

- There are many individuals residing within the Plan area who need to travel between the four counties to access employment. Even within the four counties of the Plan area, there is little inter-county transportation available, especially for a regular work commute.
- Residents in western Hardin County (Sour Lake) have requested service to Liberty in neighboring Liberty County.
- Inter-county transportation is especially important for healthcare. While there are medical facilities throughout the Plan area, specialized services are often only available at larger facilities outside the four-county area.
- The Houston area is home to many medical facilities offering specialized services, including the Michael DeBakey VA Medical Center, MD Anderson Cancer Center, and Texas Children's Hospital.

There are no public transportation opportunities for Plan area residents seeking medical care in the Houston area.

- Some residents of the Plan area also seek medical services in Lake Charles, Louisiana. Despite its proximity to the eastern portion of the Plan area, there are no transit services that cross into Louisiana.

Low-income individuals

- Approximately 20 percent of persons living within the Plan area have a household income below 125 percent of the federal poverty level. Lower income levels are often tied to vehicle ownership. In many cases, the household may share one vehicle, or vehicles are not well-maintained and more likely to become inoperable. Public transportation can be a lifeline for members of the household who do not have access to a vehicle, or as a back-up plan should a household's single vehicle become inoperable.
- More than 40 percent of the households in Jasper and Jefferson counties reported having either zero or one vehicle in the household. While not all single-vehicle households are low-income (for example, an individual living alone would likely be a single-vehicle household), all are at risk of needing transportation assistance of some sort should that single vehicle become inoperable. In Jasper County, where there is no public transportation, this can be a significant problem.
- Even where transit is available, often the service times do not coincide with medical appointments times or work hours, or do not serve a rider's home and/or work location.

Rural transportation

- While South East Texas Transit (SETT) provides service in rural Hardin, Jefferson, and Orange counties, there currently is no public transit service operating in Jasper County. Therefore, recommend conducting a Transit Needs Study designed to 1) objectively quantify potential transit demand, 2) identify potential service delivery options, and 3) assess the (financial) feasibility of introducing service.
- Residents of Jasper County would like transportation to Hardin, Jefferson, and Orange counties to access healthcare.
- Rural transportation utilizes a demand-response model, which can be highly impacted by an imbalance between requests for service and service capacity. This leaves rural residents' mobility susceptible to reduced availability due to driver shortages or increased demand.
- It is difficult to schedule a same-day trip using the existing demand-response service.

Senior transportation

- Each of the counties within the Plan area has a higher concentration of seniors (age 65 and older) than Texas at-large. While many individuals over 65 remain independent and continue driving, there are also many that do not drive due to health issues, inability to maintain a vehicle, or declining abilities (such as reaction time). Having access to public transportation, even if it is limited, can help non-driving seniors remain otherwise independent. This is especially notable in Jasper County, which has the highest concentration of seniors (19.4 percent) but no public transportation.
- Many senior riders do not use the internet to access public transit information. As such, there is a need for traditional (non-digital) marketing and informational materials.

Urban transportation

- While Beaumont and Port Arthur each operate their own public transit services, there is no service connecting the two communities.
- Transit service in the mid-Jefferson County area (with service to both Port Arthur and Beaumont) is available only to seniors and persons with disabilities. Most residents of Nederland, Port Neches, and Groves have no access to public transportation.
- Recent Transportation Plan work sponsored by the SETRPC has revealed growing demand for additional inter-community transit service. Therefore, recommend conducting an Inter-Community Connectivity Study to 1) objectively quantify potential transit demand between a selection of potential “city-pairs”, 2) determine the most cost-effective means of providing community connections, and 3) assess the (financial) feasibility of potential inter-community service.
- Current transit service in the city of Orange does not run late enough for workers who start or end their shift after 4 p.m. It also does not start early enough for patients to have access to some dialysis services.
- While service in Port Arthur runs until 7:15 p.m., there is some demand for later evening service hours.
- Even within Beaumont and Port Arthur, there can be difficulties accessing key locations, such as The Arc of Greater Beaumont or key employment centers. Several stakeholders indicated a need for more (and more accessible) bus stops.
- Limited public transportation service hours and lack of weekend or holiday service impacts access to dialysis and can cause some patients to miss treatment.

Veteran transportation

- The VA Clinic in Beaumont is associated with the Michael DeBakey VA Medical Center in Houston. While the VA formerly provided van transportation to Houston, that program was suspended due to the COVID-19 pandemic and did not offer wheelchair-accessible transportation.

- For veterans living on the north side of the Plan area (especially Jasper County), using the VA outpatient clinic in Lufkin (in neighboring Angelina County) is more convenient than traveling to Beaumont. However, there is no transportation available.
- Transportation opportunities for veterans need to be wheelchair-accessible.

Youth/student transportation

- Many school-age youth in Texas at-large rely on school district-provided school bus transportation, and those in the Plan area are likely to be no exception. However, school district transportation is generally limited to areas two miles or more from campus and tied to morning and afternoon bell times. Lack of access to public transportation can limit a student's participation in before- and after-school activities (such as tutoring, sports, music rehearsals, or student organizations) if the student does not drive and parents are not available for transportation.
- With the exception of Lamar State College (with campuses in Orange and Port Arthur), all higher education facilities are located in Beaumont. Lack of transportation from outside Beaumont can make access to campus difficult for those living outside of the Beaumont Municipal Transit service area. For example, service to Lamar University is provided by BMT Route 7 every 30 to 45 minutes on weekdays and Saturdays. Route 7 runs between downtown Beaumont and the campus, so a transfer is required for riders coming from any other part of town.

Recommendations arising from the Gap Analysis are discussed in Chapter 5.

Chapter 5 | Planning for Comprehensive Services

5.1 Recommendations for Coordination

Recommendations supporting transportation coordination presented within this chapter area based on input received through various community engagement activities, input received from community stakeholders, discussion with South East Texas Regional Planning Commission staff, and consultant observations. The recommendations identified below will be prioritized for implementation as part of Chapter 8.

1. Implement scheduled service linking Beaumont and Port Arthur on a trial basis.

Although each city has its own fixed-route and demand-response transit services, there is no public transit link between Beaumont and Port Arthur. Introduction of scheduled service connecting the two cities continue to be among the most requested service improvements. This recommendation was also included in the SETRPC's two prior Coordinated Plans.

Given the importance of "single-seat" trips – in other words, no enroute connection (i.e., Transit Center to Transit Center) – it is recommended the proposed service operate on an express (limited-stop) basis, and that a premium fare be considered. This is consistent with the preliminary approach to the Regional Transit Connectivity Study, which was included for funding under the SETRPC's FY 2022 Unified Planning Work Program (UPWP).

While the results of that study will shape the approach to this service enhancement, it is recommended the SETRPC approach this on a trial or demonstration basis for no less than three to six months. While frequent service is always the target, an initial baseline service of every 120 minutes, for a total of five round trips Monday through Saturday is recommended. If the service were to operate from 7:30 am to 5:30 pm, the majority of the anticipated identified travel needs would be addressed.

2. Design/distribute easy-to-understand public transportation service informational materials.

Broad public access to transit service information is critical to service success. Therefore, in addition to ensuring the availability of printed service information, it is also important to ensure such information is distributed effectively, especially to locations frequented by historically transportation-disadvantaged individuals who may not have access to the internet or a smartphone. Such locations may include public libraries, senior centers, municipal/county offices, social service agencies, healthcare centers, and schools. Also, given feedback received during the various community pop-up events, there is a need for bilingual (Spanish/English) transit service informational materials.

3. Enhance the SETRPC transit webpage.

It would be beneficial for SETRPC to engage a qualified consultant to build a new transit-specific website that is available both as a stand-alone site as well as a link off the overall SETRPC website. Once the recommended new service materials/collateral have been created, these can be used to “populate” the new website.

The content presented therein needs to be kept up-to-date, be available in Spanish, and ensure compliance with both the ADA and Title VI. Lastly, the purchase of an easy to remember URL (such as www.SouthEastTexasTransit.com) for the transit site is recommended. Ultimately, the transit website should include predictive arrival information (e.g., NextBus).

4. Implement an ongoing travel training program.

Travel training serves a dual purpose. First, it raises public awareness about what transportation/transit options are available. Second, it imparts the skills needed to successfully use public transit. Travel training can be provided on either a group or individual basis.

This recommendation calls for the creation of a regional travel training program. Doing so would enable social service organizations and other entities to host a travel training session for their respective clientele. Initial activities should focus on historically ride-dependent populations including seniors, persons with disabilities, and low-income individuals. Potential topics could include how to use the demand-response (dial-a-ride) service as well as how to navigate the fixed-route bus network.

It would be most practical for the SETRPC to be the lead for the proposed travel training program as it already covers the entire Plan area. Travel training could be provided by a SETRPC staffer or contracted with a local social service organization.

5. Improve connectivity between sidewalks/pedestrian network and bus stops.

It is important to ensure bus stops, especially those located in the more rural portions of the transit service area, are located in an accessible location with a clear, ADA-compliant path of travel. As such, bus stops that do not meet ADA compliance standards should be remediated, potentially through the installation of a concrete pad and/or curb cuts, finished sidewalks, etc.

It is recommended the SETRPC work with the individual jurisdictions to program and prioritize sidewalk and pedestrian improvements designed to improve accessibility.

6. Improve/enhance bus stops (e.g., customer amenities, signage, information displays).

The bus stop serves as the “front door” to the region’s public transit service. For this recommendation, “bus stop improvements” refer to street furniture, path of access, signage, etc.

A region-wide Bus Stop Improvement Plan should include a comprehensive inventory of all bus stops within the study area, including a description and condition of the amenities at each location (i.e., bench, shelter, lighting, trash receptacle, transit service information, etc.) as well as which route(s) serve the stop.

Once the inventory has been compiled, improvements should be prioritized based on daily activity level as well as condition. Amenities which are damaged or worn should be prioritized for replacement, and high-activity stops should be prioritized for the addition/installation of amenities. New stops added as a result of a service change or expansion should be prioritized for the installation of amenities.

At a minimum every stop should feature a pole and appropriate signage. A unique numeric identifier should also be included. Further every stop should include either a customer service phone number or a link (QR code) to the service provider's website.

The SETRPC, as the lead entity, should work with individual jurisdictions to identify appropriate funding to support a multi-year bus stop improvement plan.

7. Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.

Each of the three public transit providers operating within the study area offers some form of reduced and/or subsidized transit fare subject to certain eligibility requirements. Despite this, the various public engagement activities revealed the perception that transit pricing/fares still represent a barrier for many historically transportation-disadvantaged individuals.

While introduction of a fare-free transit service is improbable at this time, the perceived "need" presents two opportunities. First, education. Second, identifying and securing funding to mitigate this barrier from sources beyond traditional transit funding.

Simply put, it appears many historically transportation-disadvantaged persons simply are not aware of the availability of reduced and/or subsidized public transit fares. And if they are aware that such fares/opportunities exist, they often do not know how to access or qualify for same.

There also will be situations where (even) the availability of reduced and/or subsidized transit fares do – and will continue to – represent a barrier to mobility. To mitigate this perceived barrier, it is recommended SETRPC staff work with those community/social service organizations which historically function as "gatekeepers" or advocates for the target populations including seniors, low-income individuals, persons with disabilities, homeless persons, veterans, etc. Such organizations often have access to transportation funding not normally available to publicly funded transportation providers. Such funding has been used to either further subsidize transit fare media purchases, as mileage reimbursement for volunteer drivers, or as payment for transportation for veterans traveling to out-of-area healthcare facilities.

8. Conduct Inter-Community Connectivity Study.

Recent Transportation Plan work sponsored by the SETRPC has revealed growing demand for additional inter-community transit service. Therefore, recommend conducting an Inter-Community Connectivity Study to 1) objectively quantify potential transit demand between a selection of potential “city-pairs,” 2) determine the most cost-effective means of providing community connections, and 3) assess the (financial) feasibility of potential inter-community service.

9. Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.

At the time of the Plan development, there was no public transit service operating in Jasper County. Formerly within the Deep East Texas COG jurisdictional area, Jasper County became part of the SETRPC jurisdictional area as of April 2021.

The various public engagement activities revealed many Jasper County residents often need to travel into the Beaumont area (Jefferson County) for important day-to-day activities such as healthcare, accessing governmental social services, and/or education/training.

Given the population, demographics, and diversity of Jasper County, and similar to the recommendation regarding Hardin County, it is recommended the SETRPC undertake a study to objectively identify and quantify sustainable demand for potential public transit service. Based on similar evaluations in other rural, modestly populated settings, is the consultant team recommended the SETRPC approach potential transit service delivery in a two-fold manner: 1) local circulator service linking Jasper (city) with neighboring communities, and 2) a limited-stop (express) service linking Jasper (city) with a handful of key trip generators in and around Beaumont.

A three- to six-month trial or demonstration project could be as simple as one vehicle/one driver, wherein a local circulator operates Monday-Wednesday-Friday (say, six to six and one-half hours per day) as well as provides twice weekly (Tuesday and Thursday) service linking Jasper (city) with Beaumont (say, three round trips). Such an approach would allow the SETRPC and its Plan partners to evaluate the cost-effectiveness of providing such a service.

10. Assess viability of establishing scheduled service between outlying communities and Beaumont.

In a world of unlimited public transit funding, every person residing within the four-county area would have equal access to public transit service, regardless of whether they live in one of the more populated areas of the region or in a very small community located on the fringe of the Plan area.

Therefore, as a compromise, it is recommended the SETRPC undertake a “mini-study” to quantify sustainable demand for a series of potential transit links between Beaumont and smaller communities in the adjoining counties. It is anticipated the resulting data will indicate that two round trips across a few weekdays (e.g., Monday and Wednesday or Tuesday and Thursday), would be deemed sufficient to address the majority of the identified travel needs.

As with the other “service expansion” recommendations, a trial service approach (perhaps for two or three months) would be most practical. Realistic ridership targets should be agreed upon in advance and actual service productivity measured against said targets.

Depending on service scheduling particulars, it is anticipated a reasonable trial service could be implemented using a single van and a single driver.

11. Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.

The Plan area features three public transit providers, each with its own operating schedule (i.e., service days and hours). Most of the services operate on weekdays, clustered within traditional business hours. This results in limited (or no) evening/night service and limited/no weekend service.

Historically transportation-disadvantaged persons (especially the working poor) often have mobility needs that lie outside the traditional “8-to-5” work day and Monday through Friday work-week. In order for public transit to be a viable mobility alternative, it must provide service both to AND from the desired destination. This is especially true for persons working early morning, late evening, and weekend hours.

While such trips are important, it is also likely that overall demand will be appreciably less than that noted during the traditional business day. Further, the likelihood of the three transit providers being able to significantly expand their respective service hours is very limited. Therefore, partnering with Transportation Network Companies (TNCs) such as Uber, Lyft, or private taxis could potentially enhance mobility while minimizing the operating cost to the transit provider. If desired, usage can be restricted by eligibility, service area, service days and/or hours, and maximum trip distance (i.e., mileage). A trial or pilot program which may be limited to a dollar amount or time period could be employed to assess the cost-effectiveness of the program.

One potential challenge to bear in mind is TNC bookings are typically made via a smartphone application and paid for electronically. There are many individuals (especially among the transportation-disadvantaged) who either do not have access to a smartphone or do not possess a debit or credit card. The solution could be to offer trip booking through a bilingual mobility coordinator.

12. Evaluate the practicality of joint recruitment and training of drivers.

The three public transit providers should seek opportunities to share training (and potential recruitment) activities with local non-profit transportation providers. Though joint recruitment between transit operators may not be practical (given differing compensation packages, etc.), there may be some opportunity to share applications of candidates who do not already possess a commercial license with non-profits seeking to hire van drivers, as well as offer driver training to such organizations.

While the same training and licensing is not necessarily required for non-profit (smaller vehicle) drivers as traditional transit (large bus) drivers, having access to a wider pool of candidates and a resource for driver training could benefit local non-profit organizations.

13. Increase capital (vehicle) funding for non-profit organization.

One of the challenges which non-profits transportation providers often face is the cost of vehicle purchases. The FTA Section 5310 program can assist with such costs, yet federal funding comes with mandatory reporting and compliance requirements that many non-profits find onerous. The SETRPC should seek to identify funding sources for non-profit vehicles, including assisting non-profits gain eligibility (and maintain eligibility) for Section 5310 funding.

14. Implement “one-stop” transportation information call center.

This recommendation proposes a “one-stop” call center to provide up-to-date information concerning transportation and mobility services throughout the region. This would be especially useful for individuals who need to travel using multiple modes, advocates/gatekeepers unable to do the associated trip planning on their own, and/or persons who require information regarding transportation services offered by local social service organizations.

The SETRPC would be the likely entity for implementation of this enhancement, as the SETRPC is already responsible for transportation coordination on a regional level. It could be added as an additional aspect of an existing customer information function or provided separately.

5.2 Planning for Coordinated Services

This Plan integrates services of transportation programs beyond public transportation programs funded under FTA Section 5307 (urbanized) and Section 5311 (rural). This includes transportation programs receiving other FTA funding (including Section 5310), health and human services programs, and workforce programs.

Other federally funded programs

The SETRPC is currently the only Section 5310 recipient in the Plan area. Any future Section 5310 Call for Projects should seek to provide funding for projects offering solutions to address the needs and recommendations included within future Coordinated Plans.

Health and human services programs

Health and human services programs were invited to take an active role in this planning process, including participating in the stakeholder survey and RPTCSC meetings.

Few recommendations were offered specific to individual programs provided through health and human service organizations solely for eligible clients. These programs are included within the inventory and information about them should also be provided through the one-stop call center included in Recommendation #14.

Workforce programs

Workforce programs were invited to take an active role in this planning process, including participating in the stakeholder survey and RPTCSC meetings.

Few recommendations were offered specific to individual programs provided through workforce programs solely for eligible clients. These programs are included within the inventory and information about them should also be provided through the one-stop call center included in Recommendation #14. The SETRPC is also encouraged to reach out to workforce agencies to identify future job access/commute needs (which formerly might have been eligible under the Job Access-Reverse Commute/JARC program) that can be funded through FTA Section 5307.

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Chapter 6 | Integrated Planning Processes

6.1 Other Relevant Planning Efforts

Throughout the boundaries of the Texas Department of Transportation (TxDOT) Planning Region 15, transportation planning is included within a variety of metropolitan, local, regional, and statewide transportation plans. As the lead agency for this area, the South East Texas Regional Planning Commission, as the Metropolitan Planning Organization (MPO), works with city, county, and TxDOT representatives to emphasize the value of integration of transportation planning practices. Through meetings of its Board, Transportation Planning and Technical Committees, Regional Public Transportation Coordination Steering Committee and others, staff are able to identify regional needs as established in local planning documents.

The narrative below summarizes relevant content from local and state plans, with goals and improvements identified. Many of the recognized needs are consistent across the documents. This report will be sent to the entities cited herein with the expectation that its priorities and recommendations will be considered in future planning document updates as appropriate. The Plans included herein are presented with the most recent efforts first.

Transit Plans

Texas Transit Needs Assessment (2018)

The Texas A&M Transportation Institute prepared a state-wide Transit Needs Assessment exploring transit needs in both urban and rural areas. In urban areas, the top three trip purposes were work, shopping/errands, and healthcare (in that order). In rural areas, the use of public transit for healthcare trips (33 percent) far outpaces shopping/errands (20 percent) and work (18 percent) trips.

A gap analysis identified most of Hardin, Jefferson, and Orange counties as “areas with convenient access to transit services,” while Jasper County was identified as having a coverage gap.

Deep East Texas Council of Government 2016 Regionally Coordinated Transportation Plan (2017)

Prior to April 2021, Jasper County was a member of the Deep East Texas Council of Governments (DETCOG) and was included within that entity’s 2017 Coordinated Plan. It found Jasper County to be an area of moderate transit need; existing providers included East Texas Support Services, two private transportation providers, Nacogdoches Memorial Hospital, and Workforce Solutions Deep East Texas. There was no discussion of introducing public transportation to Jasper County, only the potential for expanding existing social services program.

Transportation Plans (Multimodal)

Unified Planning Work Program FY 2022 (2021)

The SETRPC (as the Metropolitan Planning Organization) prepares an annual Unified Planning Work Program (UPWP) detailing transit and transportation projects for the fiscal year. The FY 2022 UPWP

includes support for short-range transit planning for Beaumont Municipal Transit, Port Arthur Transit, and South East Texas Transit, as well as development/refinement of appropriate transit performance measures. The UPWP also includes a Regional Transit Connectivity Study designed to explore the feasibility of an express bus service between the larger cities in the region. The UPWP does not include planning for Jasper County.

[Texas Transportation Plan 2050 \(2020\)](#)

The Texas Transportation Plan 2050 is the state-wide transportation plan covering a 30-year horizon. During that time, TxDOT anticipates a high rate of growth over the next 30 years in urban areas, though it forecasts little change in Hardin, Jasper, and Jefferson counties, with some growth in Orange County. In addition, the state-wide share of population age 65 and older is expected to increase from 10 percent to 18 percent.

The Plan includes several non-highway strategies for public transportation:

- Leverage new technology that streamlines transit operations,
- Address transit service gaps identified in the 2019 Transit Needs Assessment,
- Develop a plan for vehicle and facility replacement, and
- Address priorities identified by regional planning organizations.

[Metropolitan Transportation Plan 2045 \(2019\)](#)

The SETRPC (as the Metropolitan Planning Organization) was the lead agency in the development of the Metropolitan Transportation Plan 2045 for the Jefferson-Orange-Hardin Regional Transportation Study (JOHRTS) Area. The MTP outlines the transportation goals, objectives, and performance measures for the region, as well as addresses transportation related issues and impacts over a 26-year planning horizon. The Metropolitan Transportation Plan (MTP) identified five issues specific to transit:

1. A need for supportive land-use and transportation policies,
2. Service boundaries and coordination,
3. Inter-city transportation,
4. A growing senior population, and
5. The challenge of attracting “choice riders”.

Recommended strategies specific to public transportation included the following:

1. Update the Regional Public Transportation Coordination Plan;
2. Conduct an Express Bus Service survey;
3. Develop a comprehensive marketing program (transit service providers);
4. Continually evaluation transit operations;
5. Improve reliability through effective routine vehicle maintenance;
6. Improve transit amenities;
7. Consider ITS enhancements;
8. Convert to alternative fuel transit vehicles;
9. Integrate transit developments into roadway design; and

10. Develop standards for land-use and development to reflect pedestrian connections to transit, reasonable density, and design standards.

While the MTP anticipated transit levels would remain at its current level, it noted attention would be given to connecting Beaumont and Port Arthur, connecting workers to employment centers, and promoting transit-oriented development. The MTP also promotes Complete Streets, active transportation connectivity, Rails-to-Trails, and Safe Routes to Schools.

[Southeast Texas Hike and Bike Plan 2037 \(2017\)](#)

The Southeast Texas Hike and Bike Plan was a joint effort of the SETRPC and Texas Target Communities (a program created by the Department of Landscape Architecture and Urban Planning at Texas A&M University). The Plan sought to enhance mobility in Hardin, Jefferson, and Orange counties through new and improved bicycle facilities. The Plan recommended local coordination, conducting a feasibility study for prioritizing projects, encouraging cities to include mode share and safety goals in individual Comprehensive Plans, and encouraging a bike culture, among others.

Comprehensive Plans

[Imagine Port Arthur Comprehensive Plan \(2018\)](#)

The Imagine Port Arthur Comprehensive Plan included several recommendations specific to public transportation and active transportation. They were:

- Development of a five- to ten-year multimodal Master Transportation Plan for the City of Port Arthur,
- Identification of potential hike-and-bike/trail corridors and connections,
- Expansion of transit service along FM 365 to serve populations to the north, and
- Preparation of a ridership study to evaluate whether current service hours and destination options are adequately serving transit users.

[Other cities](#)

Neither the City of Silsbee Comprehensive Plan 2020 (1997) nor the City of Orange Comprehensive Master Plan (1996) included any mention of public transportation. No comprehensive plans for other cities within the study area were identified.

Other Relevant Planning Efforts and Reports

[Local Workforce Development Board Strategic and Operational Plan for Program Years 2021 – 2024](#)

This primary planning document for Workforce Solutions Southeast Texas defines its role in providing transportation and support services for eligible individuals. Workforce Solutions works closely with SETRPC to coordinate transportation resources and referrals to individuals facing barriers to employment that include lack of transportation.

Community Health Needs Assessment 2020 – 2022

The Community Health Needs Assessment (CHNA) was prepared for the Christus Southeast Texas Health System to review and prioritize health concerns within the geographic region served, which includes Hardin, Jasper, Jefferson, Newton, Orange, and Tyler counties. Of the six ranked health concerns, transportation was ranked third, following “access to mental and behavioral health” and “access to primary care.” Lack of transportation was cited as a key barrier to individuals remaining compliant with health care treatments.

Chapter 7 | Vision, Mission, Goals, & Objectives

7.1 Mission Statement

The Regional Public Transportation Coordination Steering Committee was formed to improve the coordinated delivery of public transportation in Hardin, Jefferson, and Orange counties⁴. The RPTCSC's goals focus on coordinating existing resources; filling unmet needs and service gaps; and improving access to jobs, education, and healthcare. This supports the SETRPC Transportation and Environmental Resources Division's mission of enhancing the quality of life of southeast Texas citizens; supporting economic development; providing improved mobility, increased transportation options, and improved intermodal connections; and maximizing community benefits.

It is the mission of the RPTCSC to foster the development of a seamless public transportation system that achieves efficiencies, eliminates duplication, increases coordination, and addresses service gaps; and maximizes the resources available for regional human service transportation through coordination in planning, and service delivery.

7.2 Vision Statement

It is the vision of the RPTCSC to provide full mobility and access to healthcare, human services, employment, education, commerce, social, and community services for all persons in the Hardin, Jasper, Jefferson and Orange County region.

7.3 Goals and Objectives

The goals and objectives established by the Regional Public Transportation Coordination Steering Committee prior to the 2017 planning process remain highly relevant into the current plan, and additional efforts are still required to achieve them. Recommendations presented in Chapter 5 directly support these six goals. Each goal is supported by one or more objectives, several of which have been adjusted to be more reflective of the current environment while remaining measurable and achievable.

Goal 1: Establish connectivity among the cities of Beaumont, Port Arthur, and Orange.

- Objective 1: Continue Beaumont Municipal Transit (BMT), Port Arthur Transit (PAT), and South East Texas Transit (SETT).
- Objective 2: Identify opportunities to maintain and expand the number of vehicles in the region providing transportation services.
- Objective 3: Develop a regional transit service that would operate between Beaumont and Port Arthur.

⁴ Jasper County was added in April 2021.

Goal 2: Expand public transportation service throughout the region.

- Objective 1: Explore the possibility of expanding the transit service operation hours by initiating a survey to transportation patrons to get feedback on the need for expanded weekday and weekend services.
- Objective 2: Review existing transit routes within Beaumont and Port Arthur to identify potential changes to accommodate priority population groups.

Goal 3: Advocate for and support efforts to secure funding for transportation services throughout the region.

- Objective 1: Explore the possibilities of available funding to help expand transportation services throughout the region.
- Objective 2: Diversify funding base by seeking new transportation funding opportunities to benefit priority population groups.

Goal 4: Increase awareness and understanding of transportation issues that priority population groups face throughout the region.

- Objective 1: Collaborate with social and human service agencies to identify and quantify mobility needs of priority population groups.
- Objective 2: Collaborate with transportation providers to disseminate information to bus operators on the mobility needs of priority population groups.
- Objective 3: Provide training for bus operators on how to effectively interact with bus patrons.
- Objective 4: Consider customer service skills in addition to driving skills when recruiting bus operators.

Goal 5: Increase awareness and understanding of the advantages of using public transportation to priority population groups through the region, including individuals with disabilities, aging populations, individuals with limited English proficiency, etc.

- Objective 1: Collaborate with agencies on the Regional Public Transportation Coordination Steering Committee to form focus groups to help advertise the bus services.
- Objective 2: Leverage various media and opportunities, including traditional media (radio, TV, print), op-ed pieces, social media (Twitter, Facebook), and community meetings.
- Objective 3: Look for opportunities to expose the system to new passengers.
- Objective 4: Print pertinent transportation information in English and Spanish to assist the Spanish-speaking population to understand the available options.

Goal 6: Improve the infrastructure around bus stops.

- Objective 1: Work with local governments to provide better sidewalks that provide access to public transit stops.
- Objective 2: Explore opportunities that will secure funding to improve amenities at transit bus stops (i.e., shelters, benches, trash cans).
- Objective 3: Work with community organizations to begin an “Adopt-A-Stop” program, which would allow for the public to help with keeping the bus stops clean.

Goal 7: Develop a website that would provide transportation information to priority population groups.

- Objective 1: Establish transportation coordination, both rural and urban, by developing an informational website that would be an easy-to-use resource connecting users with a variety of transportation services in the southeast Texas region. This would include information about public transportation, taxi services, Uber and Lyft services, paratransit, non-profit organizations, Carpool South East Texas, and others.

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Chapter 8 | Capacity to Sustain Planning and Implement Plan

8.1 Capacity to Sustain Planning

Organizational capacity

The South East Texas Regional Planning Commission, as the Metropolitan Planning Organization (MPO), is responsible for the development of the Metropolitan Transportation Plan for Hardin, Jefferson, and Orange counties. The SETRPC serves as the fiscal and administrative agent for the MPO.

As the MPO, SETRPC administers all federal funds for urban and rural transportation improvements in the Plan area, as well as FTA Section 5310 and 5339 funds. The projects listed in Exhibit 7.1.1 through 7.1.4 under Sections 5307, 5310, 5311, 5324, and 5339 are included in JHORT's FY 2021-2024 Transportation Improvement Plan.

Exhibit 8.1.1 SETRPC federal transit funding forecast FY 2021⁵

Fiscal Year	Project	Project Sponsor	Federal Funding Source	Federal Funding	State/Other Funding ⁶	Fiscal Year Cost
2021	Operating assistance for FY 2021	BMT	5307	\$2,200,000	\$3,360,000	\$5,560,000
2021	Replace 4 CNG <30' buses	BMT	5307	\$1,426,623	\$251,757	\$1,678,380
2021	Replace 4 CNG <30' buses	BMT	5307	\$1,106,544	\$195,272	\$1,301,816
2021	Replace 2 CNG <30' buses	BMT	5307	\$1,207,500	\$205,500	\$1,207,500
2021	Security surveillance system	BMT	5307	\$32,000	\$8,000	\$40,000
2021	Operating assistance	BMT	5307	\$79,759	\$79,759	\$159,519
2021	Facility enhancements	PAT	5307	\$570,336	\$114,067	\$570,336
2021	Operating assistance for FY 2021	PAT	5307	\$944,855	\$1,131,384	\$2,076,239
2021	Acquire shop equipment	PAT	5307	\$300,000	\$60,000	\$300,000
2021	Electric vehicle project	PAT	5307	\$1,379,857	\$275,971	\$1,379,857
2021	Maintenance facility construction	PAT	5307	\$1,650,000	\$330,000	\$1,650,000
2021	Replace maintenance equipment	PAT	5307	\$137,460	\$164,955	\$27,495
2021	Operating assistance for FY 2021	SETT	5310	\$182,821	\$45,705	\$228,526
2021	Admin/operation of rural transit	SETT	5311	\$502,153	\$627,484	\$1,129,637
2021	Flood resiliency for critical support	PAT	5324	\$723,800	\$180,950	\$904,750
2021	Replace 1 CNG <30' bus	BMT	5339	\$327,885	\$49,183	\$327,885
2021	Replace 1 CNG <30' bus	BMT	5339	\$293,381	\$44,007	\$293,381
2021	Replace 2 CNG <30' buses	BMT	5339	\$290,665	\$43,599	\$290,665
2021	Electric vehicle LoNo project	PAT	5339	\$2,225,000	\$313,563	\$2,538,563
2021	Small urban & bus facilities project	PAT	5339	\$151,706	\$30,341	\$151,706
2021	Maintenance facility upgrade	PAT	5339	\$118,429	\$23,686	\$118,429
Total Funds				\$15,850,774	\$7,535,183	\$21,934,684

⁵ JOHRTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 37-43.

⁶ Includes Transit Development Credits.

Exhibit 8.1.2 SETRPC federal transit funding forecast FY 2022⁷

Fiscal Year	Project	Project Sponsor	Federal Funding Source	Federal Funding	State/Other Funding	Fiscal Year Cost
2022	Operating assistance for FY 2022	BMT	5307	\$2,220,000	\$3,350,000	\$5,570,000
2022	Operating assistance for FY 2022	PAT	5307	\$944,855	\$1,131,384	\$2,076,239
2022	Operating assistance for FY 2022	SETT	5310	\$182,821	\$45,705	\$228,526
2022	Admin/operation of rural transit	SETT	5311	\$502,153	\$627,484	\$1,129,637
2022	Small urban & bus facilities project	PAT	5339	\$225,059	\$0	\$225,059
Total Funds				\$4,074,888	\$5,154,573	\$9,229,461

Exhibit 8.1.3 SETRPC federal transit funding forecast FY 2023⁸

Fiscal Year	Project	Project Sponsor	Federal Funding Source	Federal Funding	State/Other Funding	Fiscal Year Cost
2023	Operating assistance for FY 2022	BMT	5307	\$2,240,000	\$3,340,000	\$5,580,000
2023	Operating assistance for FY 2022	PAT	5307	\$944,855	\$1,131,384	\$2,076,239
2023	Operating assistance for FY 2022	SETT	5310	\$182,821	\$45,705	\$228,526
2023	Admin/operation of rural transit	SETT	5311	\$502,153	\$627,484	\$1,129,637
Total Funds				\$3,869,829	\$5,144,573	\$9,014,402

Exhibit 8.1.4 SETRPC federal transit funding forecast FY 2024⁹

Fiscal Year	Project	Project Sponsor	Federal Funding Source	Federal Funding	State/Other Funding	Fiscal Year Cost
2024	Operating assistance for FY 2022	BMT	5307	\$2,260,000	\$3,340,000	\$5,600,000
2024	Operating assistance for FY 2022	PAT	5307	\$944,855	\$1,131,384	\$2,076,239
2024	Operating assistance for FY 2022	SETT	5310	\$182,821	\$45,705	\$228,526
2024	Admin/operation of rural transit	SETT	5311	\$502,153	\$627,484	\$1,129,637
Total Funds				\$3,889,829	\$5,144,573	\$9,034,402

Ongoing stakeholder engagement

The SETRPC currently engages stakeholders in regional planning activities through the Regional Public Transportation Coordination Steering Committee (RPTCSC). Regularly scheduled meetings are a forum for transit providers; health and human service organizations; workforce agencies; and representatives for persons with disabilities, the elderly, low-income, veterans, and children/youth. Best practices and successes as well as transportation deficiencies and possible solutions are shared and discussed. Steering committee meetings have further activities toward meeting transportation needs within the region. A current contact list of all RPTCSC members is included in Appendix D.

⁷ JOHRTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 44-45.

⁸ JOHRTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 46-47.

⁹ JOHRTS FY 2021-2024 Transportation Improvement Program, SETRPC, pages 48-49.

8.2 Implementation Priorities

The SETRPC's Regional Public Transportation Coordination Plan is intended to cover a five-year period. As such, "short-term" refers to the period from Plan adoption to 18 months, "mid-term" refers to 18 to 36 months following Plan adoption, and "long-term" refers to 36 to 60 months following Plan adoption.

Priority: Short-term

- Recommendation 1: Implement scheduled service linking Beaumont and Port Arthur on a trial basis.
- Recommendation 2: Design/distribute easy-to-understand public transportation service informational materials.
- Recommendation 3: Enhance the SETRPC transit webpage.
- Recommendation 7: Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.
- Recommendation 8: Conduct Inter-Community Connectivity Study.

Priority: Mid-term

- Recommendation 4: Implement an ongoing travel training program.
- Recommendation 5: Improve connectivity between sidewalks/pedestrian network and bus stops.
- Recommendation 6: Improve/enhance bus stops (e.g., customer amenities, signage, information displays).
- Recommendation 9: Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.
- Recommendation 10: Assess viability of establishing scheduled service between outlying communities and Beaumont.
- Recommendation 11: Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.
- Recommendation 12: Evaluate the practicality of joint recruitment and training of drivers.
- Recommendation 13: Increase capital (vehicle) funding for non-profit organizations.

Priority: Long-term

- Recommendation 14: Implement "one-stop" transportation information call center.

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Chapter 9 | Performance Measures to Evaluate Effectiveness

9.1 Local Performance Measures

In addition to the state-wide performance metrics (discussed in Section 9.2), each Texas Department of Transportation (TxDOT) Planning Region is responsible for identifying a series of local metrics for each gap identified in the Coordinated Plan. These metrics should objectively measure the extent to which each gap was filled or priority addressed.

As the lead agency, it is the South East Texas Regional Planning Commission's responsibility to collect data and otherwise monitor the status of the recommendations set forth in Chapter 5 of this Plan. One or more performance measures are indicated for each recommendation, as well as what data should be collected in order to document progress.

Ideally, all recommendations would be implemented prior to the next Regional Public Transportation Coordination Plan update. However, in reality, this is unlikely to happen. Therefore, it is essential the SETRPC document progress toward implementation of each recommendation, even if a decision was made not to move forward with implementation. This is especially important for recommendations that call for the region to "consider" or "investigate" a program or strategy. If the recommendation was investigated or considered and the answer was determined to be "no" or "not now," that should be documented and reflected in the next Regional Public Transportation Coordination Plan update.

Exhibit 9.1.1 Local performance metrics by recommendation

#	Recommendation	Priority	Recommended Activities	Data to Measure	Performance Metric
1	Implement scheduled service linking Beaumont and Port Arthur on a trial basis.	Short	<ul style="list-style-type: none"> • Conduct Regional Transit Connectivity Study. • Implement locally preferred service option. • Undertake targeted marketing. 	<ul style="list-style-type: none"> • Track ridership and cost per ride. 	<ul style="list-style-type: none"> • Increase in ridership • Decrease in cost per ride
2	Design/distribute easy-to-understand public transportation service informational materials.	Short	<ul style="list-style-type: none"> • Develop improved traditional marketing materials in English and Spanish. • Finalize design, produce, and distribute. • Identify top information distribution channels/media. 	<ul style="list-style-type: none"> • Assess impact via periodic customer engagement. 	<ul style="list-style-type: none"> • Increase in level of satisfaction with service information materials
3	Enhance the SETRPC transit webpage.	Short	<ul style="list-style-type: none"> • Engage professional consultant to update website. • Launch website. 	<ul style="list-style-type: none"> • Track traffic to both the website and call volume to the call center. 	<ul style="list-style-type: none"> • Increase in website visitors • Increase in call center call volume
4	Implement an ongoing travel training program.	Medium	<ul style="list-style-type: none"> • Consensus as to "most qualified" entity to lead effort. • Create in-house or via consultant. • Identify monthly/quarterly activity targets (i.e., number of presentations, number of individuals trained, etc.). • Promote travel training opportunity. • Schedule initial sessions. • Track impact. 	<ul style="list-style-type: none"> • Number of individuals trained. • Periodic feedback/satisfaction survey. 	<ul style="list-style-type: none"> • Increase in total number of individuals trained annually • Increase in level of satisfaction with travel training

#	Recommendation	Priority	Recommended Activities	Data to Measure	Performance Metric
5	Improve connectivity between sidewalks/pedestrian network and bus stops.	Medium	<ul style="list-style-type: none"> • Consensus regarding bus stop standards in rural areas. • Identify top target locations in each community. • Calculate improvement costs (one-time and ongoing). • Identify funding sources. • Implement incrementally. 	<ul style="list-style-type: none"> • Number of sites improved. • Periodic customer feedback. 	<ul style="list-style-type: none"> • Decrease in number of sites needing improvement • Fewer customer complaints • Increased satisfaction with bus stops
6	Improve/enhance bus stops (e.g., customer amenities, signage, information displays).	Medium	<ul style="list-style-type: none"> • Conduct 100-percent bus stop inventory including stop amenities. • Identify top improvement locations in each community. • Consensus regarding annual improvements budget. • Identify funding sources/ sponsorship opportunities. • Implement incrementally. 	<ul style="list-style-type: none"> • Number of sites improved. • Periodic customer feedback. 	<ul style="list-style-type: none"> • Decrease in number of sites needing improvement • Fewer customer complaints • Increased satisfaction with bus stops
7	Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.	Short	<ul style="list-style-type: none"> • Create marketing campaign. • Prepare, produce, and distribute associated collateral. 	<ul style="list-style-type: none"> • Track use of reduced/ subsidized fares. 	<ul style="list-style-type: none"> • Increase in percentage of riders using reduced or subsidized fares

#	Recommendation	Priority	Recommended Activities	Data to Measure	Performance Metric
8	Conduct Inter-Community Connectivity Study.	Short	<ul style="list-style-type: none"> • Conduct a study to quantify demand and identify community priorities. • Compile cost-effective service alternatives. • Consensus regarding alternative with greatest ROI. • Implement locally preferred service option. • Undertake targeted marketing. 	<ul style="list-style-type: none"> • Track ridership and cost per ride. 	<ul style="list-style-type: none"> • Increase in ridership • Decrease in cost per ride
9	Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.	Medium	<ul style="list-style-type: none"> • Conduct a study to quantify demand and identify community priorities. • Compile cost-effective service alternatives. • Consensus regarding alternative with greatest ROI. • Implement locally preferred service option. • Undertake targeted marketing. 	<ul style="list-style-type: none"> • Track ridership and cost per ride. 	<ul style="list-style-type: none"> • Increase in ridership • Decrease in cost per ride
10	Assess viability of establishing scheduled service between outlying communities and Beaumont.	Medium	<ul style="list-style-type: none"> • Conduct “mini-study” to evaluate demand. • Compile cost-effective service alternatives. • Consensus regarding alternative with greatest ROI. • Undertake targeted marketing. 	<ul style="list-style-type: none"> • Track ridership and cost per ride. 	<ul style="list-style-type: none"> • Increase in ridership • Decrease in cost per ride

#	Recommendation	Priority	Recommended Activities	Data to Measure	Performance Metric
11	Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.	Medium	<ul style="list-style-type: none"> • Identify and qualify prospective TNC partners. • Develop pilot program scope, budget, and timeframe. • Secure funding. • Prepare and present draft agreement. • Program marketing. • Track activity (and impact) on a monthly basis 	<ul style="list-style-type: none"> • Documentation of outreach to TNCs. • Number of rides provided. • Cost per ride. 	<ul style="list-style-type: none"> • Increase in ridership • Decrease in cost per ride
12	Evaluate the practicality of joint recruitment and training of drivers.	Medium	<ul style="list-style-type: none"> • Determine feasibility (legality) of joint recruitment and/or training. • Follow-up with stakeholder organizations indicating prior interest. • Calculate cost and anticipated benefit. • Create program either in-house or via consultant. • Implement. 	<ul style="list-style-type: none"> • Number of organizations engaged. • Periodic feedback from trainees. 	<ul style="list-style-type: none"> • Increase in number of organizations engaged • Increase in level of satisfaction from participating organizations

#	Recommendation	Priority	Recommended Activities	Data to Measure	Performance Metric
13	Increase capital (vehicle) funding for non-profit organizations.	Medium	<ul style="list-style-type: none"> Review input received from community stakeholders providing in-house transportation. Determine if capital budget "short fall" exists. Review vehicle replacement standards, qualifying criteria, scoring criteria, etc. Identify alternative funding opportunities (beyond traditional FTA capital). 	<ul style="list-style-type: none"> Increase in total funding availability. Number of vehicles purchased/replaced. 	<ul style="list-style-type: none"> Increase in amount of funding Increase in number of vehicles purchased <p>(These metrics may not be achieved every year depending upon need)</p>
14	Implement "one-stop" transportation information call center.	Long	<ul style="list-style-type: none"> Determine scope of potential service offerings. Calculate annual operating cost. Identify funding opportunities. Consensus as to "most qualified" provider. Implement on phased approach. 	<ul style="list-style-type: none"> Call activity. Impact on ridership. 	<ul style="list-style-type: none"> Increase in call volume Increase in ridership

9.2 State-wide Performance Measures

The Texas Department of Transportation (TxDOT) provides a regular assessment of each Planning Region's status with respect to six standard performance metrics. The most recent assessment was issued for FY 2020. Metrics for each standard from that assessment are provided below.

Exhibit 9.2.1 Snapshot of performance metrics

Performance metric	Status 2018	Status 2019	Status 2020
Active, formal partnerships	0	0	0
Organizations or individuals that received information about regional transportation planning activities	6	4	37
Organizations or individuals that actively participated in regional transportation planning activities	20	18	20
Strategies, goals, or objectives that moved from the planning phase to the implementation phase	0	1	1
Fully achieved strategies, goals, and objectives	0	0	0
Newly identified needs, gaps, inefficiencies	1	1	0

The South East Texas Regional Planning Commission, as the lead agency for regional transportation coordination in Planning Region 15, is responsible for monitoring the status of each of the state-wide performance metrics for annual reporting. Such monitoring will require the following the following data collection:

- Documentation of all active, formal transportation partnerships (contracts for service, funding agreements, etc.).
- Documentation of all individuals and organizations receiving information about regional transportation planning activities (at a minimum, Regional Public Transportation Coordination Steering Committee meetings).
- Documentation of all individuals and organizations participating in regional transportation planning activities (at a minimum, Regional Public Transportation Coordination Steering Committee meetings).
- Status of goals, objectives, and recommendations (to determine whether they have moved from a planning phase to an implementation phase, or whether they have been fully achieved).
- Documentation of any newly identified needs, gaps, or inefficiencies.

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Appendix A | Community Survey

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Exhibit A.1 Community survey instrument (bilingual)



South East Texas Regional Planning Commission
Five-Year Regionally Coordinated Transportation Plan
Community Survey | Encuesta Comunitaria



As a resident of South East Texas, your input is important, regardless of whether you currently use public transportation (i.e., bus or dial-a-ride), non-profit transportation services (i.e., social service organizations), or private transportation services (i.e., taxis, shuttles, etc.). | Como residente del sureste de Texas, su opinión es importante, independientemente de si actualmente utiliza un transporte público (es decir, autobús o dial-a-ride), servicios de transporte sin fines de lucro (es decir, organizaciones de servicios sociales), o servicios de transporte privado (es decir, taxis, servicios de traslados, etc.)

1. In which county do you currently live? | ¿En qué condado vive actualmente?

☐ Jasper ☐ Jefferson ☐ Hardin ☐ Orange ☐ Other (specify) | Otro (especificar): _____

2. Do you mostly travel... (select only one) | Mayormente viaja... (seleccione sólo una opción)

☐ Within your home county | Dentro de su condado natal
☐ Outside your home county | Fuera de su condado natal
☐ Both | Ambas opciones

3. Please select the method of transportation you typically use for the stipulated purpose or destination. Select only one response for each purpose or destination. | Seleccione el método de transporte que generalmente utiliza para el propósito o destino estipulado. Seleccione sólo una respuesta para cada propósito o destino.

	Drive alone/ Conducir solo	Drive or ride with others/ Conducir o viajar con otros	Ride the bus/ Ir en autobús	Walk/ Caminar	Ride a bicycle/ Ir en bicicleta	Taxi, Lyft, or/o Uber	Other (specify)/ Otro (especificar)
a. Work Trabajo What/where is your most frequent destination? ¿Cuál es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
b. Medical/healthcare Atención médica/de salud What/where is your most frequent destination? ¿Cuál es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
c. School/training Escuela/formación What/where is your most frequent destination? ¿Cuál es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
d. Shopping/personal trips Compras/viajes personales What/where is your most frequent destination? ¿Cuál es su destino más frecuente?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Turn over to continue →

4. Please tell us about the ease or difficulty you face in making each of the four primary trip types. | *Cuéntenos qué tan fácil o difícil es realizar cada uno de estos cuatro tipos de viajes principales.*

a. Work | Trabajo

- ☐ Always able to get there | *Siempre se puede llegar*
- ☐ Usually able to get there | *Por lo general se puede llegar*
- ☐ Can get there but takes a long time | *Se puede llegar, pero se tarda mucho tiempo*
- ☐ Sometimes difficult due to lack of transportation | *A veces es difícil debido a la falta de transporte*
- ☐ Often difficult due to lack of transportation | *A menudo es difícil debido a la falta de transporte*

c. School/training | Escuela/formación

- ☐ Always able to get there | *Siempre se puede llegar*
- ☐ Usually able to get there | *Por lo general se puede llegar*
- ☐ Can get there but takes a long time | *Se puede llegar, pero se tarda mucho tiempo*
- ☐ Sometimes difficult due to lack of transportation | *A veces es difícil debido a la falta de transporte*
- ☐ Often difficult due to lack of transportation | *A menudo es difícil debido a la falta de transporte*

b. Medical/healthcare | Atención médica/de salud

- ☐ Always able to get there | *Siempre se puede llegar*
- ☐ Usually able to get there | *Por lo general se puede llegar*
- ☐ Can get there but takes a long time | *Se puede llegar, pero se tarda mucho tiempo*
- ☐ Sometimes difficult due to lack of transportation | *A veces es difícil debido a la falta de transporte*
- ☐ Often difficult due to lack of transportation | *A menudo es difícil debido a la falta de transporte*

d. Shopping/personal trips | Compras/viajes personales

- ☐ Always able to get there | *Siempre se puede llegar*
- ☐ Usually able to get there | *Por lo general se puede llegar*
- ☐ Can get there but takes a long time | *Se puede llegar, pero se tarda mucho tiempo*
- ☐ Sometimes difficult due to lack of transportation | *A veces es difícil debido a la falta de transporte*
- ☐ Often difficult due to lack of transportation | *A menudo es difícil debido a la falta de transporte*

5. How familiar are you with public transportation in the county in which you live? | *¿Qué tan familiarizado está con el transporte público en el condado en el que vive?*

- ☐ Very familiar | *Muy familiarizado*
- ☐ Somewhat familiar | *Un poco familiarizado*
- ☐ Not very familiar | *No muy familiarizado*
- ☐ Not at all familiar | *Para nada familiarizado*
- ☐ No opinion | *No opina*

6. Have you used public transportation within the 12 months? | *¿Ha utilizado el transporte público en los últimos 12 meses?*

- ☐ Yes | *Sí* → Continue to Question 7
- ☐ No → Skip to Question 8

7. If you have ridden public transportation in the last 12 months, which service(s) did you use? (check all that apply) | *Si ha viajado en transporte público en los últimos 12 meses, ¿qué servicio(s) utilizó? (marque todos los que correspondan)*

- ☐ Beaumont Municipal Transit
- ☐ Port Arthur Transit
- ☐ South East Texas Transit
- ☐ Don't know/can't remember | *No sé/no me acuerdo*
- ☐ Other (specify): | *Otra (especificar):*

- ☐ Amtrak
- ☐ Greyhound

8. How do you usually obtain information about public transportation? (check all that apply) | *¿Cómo obtiene generalmente información sobre el transporte público? (marque todos los que correspondan)*

- ☐ Printed schedules/brochures | *Horarios/folletos impresos*
- ☐ Transit provider website | *Sitio web del proveedor de servicio*
- ☐ Other website (specify) | *Otro sitio web (especificar):*
- ☐ Telephone | *Teléfono*
- ☐ From friends or family | *De amigos o familiares*
- ☐ At the bus stop | *En la parada de autobuses*
- ☐ From the bus driver | *Del conductor del autobús*
- ☐ I have not looked for/used information about public transportation. | *No he buscado/utilizado información sobre el transporte público.*
- ☐ Other (specify) | *Otro (especificar):*

10. What type of public transportation improvements would you prefer to be made/introduced? (select up to three) | *¿Qué tipo de mejoras en el transporte público desea que se hagan/introduzcan? (seleccione hasta tres)*
- ☐ Better schedule coordination | *Mejor coordinación de horarios*
 - ☐ Service between Beaumont and Port Arthur | *Servicio entre Beaumont y Port Arthur*
 - ☐ More frequent service | *Mayor frecuencia del servicio*
 - ☐ Improved access to service information | *Mejora del acceso a la información de los servicios*
 - ☐ Online ticket sales | *Venta de boletos en línea*
 - ☐ More staffing at Amtrak station | *Más personal en la estación de Amtrak*
 - ☐ Later evening service | *Servicio nocturno*
 - ☐ Nothing | *Nada*
 - ☐ Other (specify) | *Orto (especificar):*
11. Do you typically use a wheelchair or other mobility device (such as a motorized scooter, walker, etc.)? | *¿Generalmente utiliza una silla de ruedas u otro dispositivo de movilidad (como un scooter motorizado, andador, etc.)?*
- ☐ Yes | *Sí* ☐ No
12. What is your gender? | *¿Cuál es su género?*
- ☐ Male | *Masculino* ☐ Female | *Femenino*
- ☐ Other | *Otro*
- ☐ Decline to state | *No quiero responder*
13. What category includes your age? | *¿Qué categoría incluye su edad?*
- ☐ Under 18 years | *Menor de 18 años*
 - ☐ 18-24 years | *18-24 años*
 - ☐ 25-44 years | *25-44 años*
 - ☐ 45-64 years | *45-64 años*
 - ☐ 65 years or older | *65 años o mayor*
 - ☐ Decline to state | *No quiero responder*
14. Which language(s) do you speak at home? (check all that apply) | *¿Qué idioma(s) habla en su hogar? (marque todos los que correspondan)*
- ☐ English | *Inglés*
 - ☐ Spanish | *Español*
 - ☐ Other (specify) | *Orto (especificar):*
15. How comfortable are you speaking English? | *¿Qué tan cómodo se siente al hablar Inglés?*
- ☐ Very comfortable/native speaker | *Muy cómodo/hablante nativo*
 - ☐ Somewhat comfortable | *Un poco cómoda*
 - ☐ Not at all | *Para nada cómoda*
 - ☐ Decline to state | *No quiero responder*
16. Please describe your current employment status. *Describe su situación laboral actual.*
- ☐ Employed part-time (seasonally) (not a student) | *Empleado a tiempo parcial (por temporada) (no es estudiante)*
 - ☐ Employed part-time (year-round) (not a student) | *Empleado a tiempo parcial (todo el año) (no es estudiante)*
 - ☐ Employed full-time (not a student) | *Empleado a tiempo completo (no es estudiante)*
 - ☐ High school or middle school student | *Estudiante de preparatoria o secundaria*
 - ☐ Higher education student (not employed) | *Estudiante de educación superior (sin empleo)*
 - ☐ Higher education student (employed) | *Estudiante de educación superior (empleado)*
 - ☐ Not employed and not a student | *Sin empleo y no es estudiante*
 - ☐ Retired | *Jubilado*
 - ☐ Decline to state | *No quiero responder*
17. What is your annual household income? | *¿Cuál es su ingreso familiar anual?*
- ☐ Less than \$25,000 | *Menos de \$25,000*
 - ☐ \$25,000-\$49,999
 - ☐ \$50,000-\$74,999
 - ☐ \$75,000-\$99,999
 - ☐ \$100,000-\$149,999
 - ☐ \$150,000 or more | *\$150,000 o más*
 - ☐ Prefer not to answer | *Prefiero no responder*
18. Of the following categories, how many people live in your household (including yourself)? | *De las siguientes categorías, ¿cuántas personas viven en su hogar (incluido/a usted)?*
- Children (age 10 and under) | *Niños (10 años o menores)* _____
- Youth (age 10-18) | *Jóvenes (10-18 años)* _____
- Adults (age 19-64) | *Adultos (19-64 años)* _____
- Seniors (age 65 and older) | *Adultos mayores (65 años y mayores)* _____
19. Do you have a disability that impacts your personal mobility? | *¿Tiene una discapacidad que afecta su movilidad personal?*
- ☐ Yes | *Sí* ☐ No
20. Do you have access to a personal vehicle? | *¿Tiene acceso a un vehículo personal?*
- ☐ Yes, all the time | *Sí, todo el tiempo*
 - ☐ Yes, some of the time | *Sí, algunas veces*
 - ☐ No

22. Is there anything else you would like us to know about your or your family's transportation needs, or about transportation needs in your community?
¿Hay algo más que quisiera que sepamos sobre sus necesidades o las necesidades de transporte de su familia, o sobre las necesidades de transporte en su comunidad?

Thank you for participating in this important survey.
Gracias por participar en esta importante encuesta.

Appendix B | Stakeholder Survey

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Exhibit B.1 Stakeholder letter

South East Texas Regional Planning Commission
2210 Eastex Freeway
Beaumont, TX 77703



Dear Community Stakeholder:

Across the next several months, the South East Texas Regional Planning Commission (SETRPC) will be preparing an update of its TxDOT-sponsored Five-Year Regionally Coordinated Transportation Plan. The Plan has two primary goals. First, to identify and quantify transportation/mobility needs of persons residing in, employed in, or visiting Hardin, Jefferson, and Orange counties. Second, to identify practical, sustainable, and cost-effective strategies for improving transportation within each of the three counties and between the three counties.

While the Plan assesses the transportation/mobility needs and priorities of all persons residing/working in Hardin, Jefferson, and Orange counties, it is especially interested in identifying the transportation/mobility needs of historically transportation-disadvantaged individuals. This category typically includes seniors, persons with disabilities, low-income individuals, youth, veterans, and homeless persons. As a valued community stakeholder, your participation in the Regionally Coordinated Transportation Plan project is very important, and the information you provide will be used to identify and set transportation/mobility priorities across the next five years.

Please fill out the enclosed survey, which should take less than 10 minutes to complete. Once finished, you may submit your survey either by using the enclosed postage-paid envelope or by scanning/emailing the completed survey to kathy@moore-associates.net. You may also complete the survey online by visiting www.SETStakeholderSurvey.com. If your organization has multiple locations, do not hesitate to share this link with organizational representatives at those locations.


Within the survey, you will be asked to indicate your interest in participating in upcoming stakeholder roundtables. These small group meetings/focus groups will enable the project team to “drill down” into community mobility needs so as to offer more tailored solutions. Both in-person and virtual meeting options will be available. We encourage you to indicate your interest even if you are unsure of your availability.

Finally, we invite you to look for additional opportunities for project participation which are open to both you, as a stakeholder, and to the individuals and populations you represent. Visit the project webpage at www.SETexasPlan.com for more information about the community survey and upcoming community outreach activities, and share this link with your organization’s staff, members, and/or clientele.


Thank you for participating in this important project. Please don’t hesitate to contact me at (409) 899-8444 ext. 7520 or bdickinson@setrpc.org if you have any questions.

Bob Dickinson
Director of Transportation and Environment Resources
South East Texas Regional Planning Commission

Exhibit B.2 Stakeholder survey instrument



South East Texas Regional Planning Commission
Five-Year Regionally Coordinated Transportation Plan
Stakeholder Survey



The Southeast Texas Regional Planning Commission is preparing an update to the region's five-year Regionally Coordinated Transportation Plan (Plan). The goal of the Plan is three-fold. First, identify mobility/transportation needs of persons living and/or working in Hardin, Jasper, Jefferson, and Orange counties. Second, help prioritize such transportation needs from the perspective of residents as well as likely funding availability. Third, identify practical strategies for addressing the identified transportation/mobility needs.

As a community stakeholder your participation is important to the success of the Plan process. Stakeholder organizations such as yours often serve as advocates for the needs (transportation and otherwise) of individuals who are either unable or unwilling to participate in the Plan's public engagement process. This could include seniors, persons with disabilities, low-income individuals, veterans, and persons with limited-English proficiency.

By completing this survey, you will help ensure the priorities, and recommendations included in the Plan effectively address the transportation needs throughout the communities of Southeast Texas. Alternatively, the survey may be completed online at www.SETStakeholderSurvey.com. Please use the enclosed postage-paid envelope to return your survey no later than **September 3, 2021**. Thank you for your participation!

Section 1: Organization background (all respondents)

1. Tell us about your organization.

Organization Name:			
Organization Address:			
Your Name:		Your Title:	
Phone Number:		Email:	

2. Which of the following best describes your organization?

☐ Government
 ☐ Public
 ☐ Private non-profit
 ☐ Private for-profit
 ☐ Other (specify) _____

3. Identify the client populations your organization serves. (Select all that apply.)

☐ Seniors 65 and older
 ☐ Homeless
☐ Veterans
 ☐ Children and youth
☐ Low-income individuals
 ☐ General public
☐ Persons with disabilities
 ☐ Other (specify): _____
☐ Persons with limited English proficiency

4. What are the primary/core functions of your organization? (Select all that apply.)

☐ Home-to-school transportation
 ☐ General public transportation
☐ Client transportation
 ☐ Rehabilitation services
☐ Non-emergency medical transportation
 ☐ Job placement
☐ Healthcare
 ☐ Residential facilities
☐ Social services
 ☐ Recreation/social
☐ Nutrition
 ☐ Screening
☐ Counseling
 ☐ Information/referral
☐ Day treatment
 ☐ Other (specify): _____
☐ Job training

5. How does your organization assist its clients obtain information about transportation? (Select all that apply.)

- ☐ Don't assist or aid clients with transportation information in any manner
- ☐ Provide clients with transportation passenger guides/schedules
- ☐ Refer clients to transit provider guides or websites
- ☐ Plan transportation for clients using Google Transit or an online trip planner
- ☐ Make telephone calls on behalf of clients/riders
- ☐ Use 211 Resources to provide information to clients
- ☐ Other (specify): _____

6. Indicate the transportation services provided by your organization. (Select all that apply.)

- ☐ Do not operate, contract for, or subsidize any transportation services
- ☐ Directly operate transportation with full responsibility
- ☐ Purchase transportation services provided by another entity (contracted)
- ☐ Arrange for volunteer drivers
- ☐ Provide initial assistance in obtaining transportation (client responsible for follow up)
- ☐ Provide mobility management/travel training
- ☐ Subsidize rides/pay for fares
- ☐ Other (specify): _____

The following sections are intended to provide insight into transportation/mobility needs affecting your client base as well as any transportation programs your organization may provide. Because the organizations targeted in this project are diverse, not every question may be directly applicable. Please answer the questions as thoroughly as possible. If a question is not applicable to your organization, leave it blank. You will have an opportunity at the end of Section 3 to provide additional comments about your organization, its needs, and its services.

Section 2: Your organization's transportation needs (all respondents)

7. How often do your clients communicate difficulty with these transportation needs?

Need	Often	Sometimes	Rarely	Never
Medical trips (doctor visits, dialysis, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to veterans' services (including medical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Essential shopping (groceries, medicine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation to work or school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daycare or elementary school trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After-school trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening trips (before 10 pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening trips (after 10 pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making same-day reservations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility/path of travel to bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation outside their home county	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trip planning and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What are your clients' primary barriers to accessing transportation? (Please discuss.)

Section 3: Local transportation coordination (all respondents)

9. What are the most significant challenges your organization encounters with respect to providing and/or coordinating transportation services? (Select all that apply.)

- ☐ Lack of funding to meet current transportation/mobility needs
- ☐ Lack of funding to support coordination activities
- ☐ Insufficient organizational staffing to provide services
- ☐ Insurance concerns (e.g., terms/conditions do not allow transportation of non-agency passengers, etc.)
- ☐ Policy considerations (e.g., limitation to where trips can originate or terminate)
- ☐ Inadequate or non-existent fixed-route transit service
- ☐ Lack of transportation services in the area
- ☐ State or other regulations are too restrictive as to who is eligible for transportation services
- ☐ Unable to mix and/or coordinate grants from different agencies
- ☐ Inability to comply with restrictive grant or funding guidelines or reporting
- ☐ Not part of our organization's core mission
- ☐ Other (specify): _____

10. Is there an ongoing process for identifying duplication of service, under-utilized transportation assets, and service gaps in the community which your organization operates?

- ☐ Yes ☐ No ☐ Don't know

11. In your opinion, which enhancements are most needed to improve coordination of public transit and human service transportation in your service area?

12. Are there any other issues, concerns, or information you believe to be relevant to this issue?

IF YOUR ORGANIZATION DIRECTLY OPERATES, CONTRACTS FOR, OR SUBSIDIZES ANY KIND OF TRANSPORTATION SERVICES, PLEASE COMPLETE SECTION 4. IF IT DOES NOT, END THE SURVEY HERE. THANK YOU.

Section 4. Transportation services (transportation providers only)

13. Who is eligible to use the transportation provided by your organization?

- ☐ Only enrolled/eligible/authorized clients ☐ Any member of the general public
- ☐ Anyone served by our organization

14. Tell us about the drivers for your transportation program:

_____ # of paid dedicated drivers _____ # of volunteer drivers _____ # of paid staff who drive

15. How many total vehicles do you have available for client/customer transportation? _____

16. Tell us about the number and capacity of your vehicles:

_____ # of sedans seating 5 or fewer passengers _____ # of buses seating 16+ passengers

_____ # of vans seating 10 or fewer passengers _____ Total # of lift-equipped vehicles

_____ # of vehicles seating 11 to 15 passengers

17. How many of your vehicles may need to be replaced in the next five years based on odometer mileage?

- _____ # of vans (10 or fewer seats) exceeding 150,000 miles
_____ # of buses (11-20 seats) exceeding 200,000 miles
_____ # of buses (21+ seats) exceeding 250,000 miles

18. Passenger Trips Provided

_____ Average # of one-way passenger trips per MONTH. *Count one trip each time a passenger boards the vehicle. Count a round-trip as two one-way passenger trips.*

19. Compared to 2019, do you expect your organization's transportation budget for 2022 will...?

- ☐ Increase ☐ Decrease ☐ Stay the same

20. Does your organization intend to continue its client transportation programs during the next five years?

- ☐ Yes ☐ No ☐ Unsure

21. How has COVID-19 affected your transportation program?

22. What types of coordinated services might your organization be interested in learning more about and/or participating in?

- ☐ Sharing vehicles
☐ Cooperative travel training
☐ Joint vehicle purchasing
☐ Joint staff/driver training
☐ Insurance cooperatives
☐ Cooperative vehicle/fleet maintenance
☐ Cooperative fuel purchases
☐ Cooperative transportation marketing/promotion activities
☐ Other (specify): _____

23. Are you interested in participating in a virtual stakeholder roundtable (conducted via Zoom or phone) to discuss mobility and transportation needs specific to your organization?

- ☐ Yes ☐ No ☐ Maybe

Thank you for your participation! Please return your survey using the enclosed postage-paid envelope or by emailing the completed form to kathy@moore-associates.net.

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Appendix C | Documentation of Community Engagement

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Exhibit C.1 Community survey household mailer

Help improve mobility in South East Texas!

¡Ayude a mejorar la movilidad en el Sureste de Texas!







Your participation
is invited.

Se invita a su
participación.




The South East Texas Regional Planning Commission (SETRPC) is updating the region's Coordinated Transportation Plan. Given the Plan covers the next five years it is important that it accurately reflects the mobility needs and priorities of persons residing in Hardin, Jasper, Jefferson, and Orange counties.

Your participation is important. Please visit SETexasPlan.com to learn more about the project as well as opportunities to participate.

-  Take a short survey.
-  Attend a community workshop.
-  Attend a community pop-up event.

La Comisión de Planificación Regional del Sureste de Texas (SETRPC) está actualizando el Plan de Transporte Coordinado de la región. Dado que el Plan cubre los próximos cinco años, es importante que refleje con precisión las necesidades y prioridades de movilidad de las personas que residen en los Condados de Hardin, Jasper, Jefferson y Orange.

Su participación es importante. Por favor visita SETexasPlan.com para obtener más información sobre el proyecto y las oportunidades para participar.

-  Realice una breve encuesta.
-  Asista a un taller comunitario.
-  Asista a un evento emergente de la comunidad.




South East Texas Regional Planning Commission
2210 Eastex Freeway
Beaumont, TX 77703

Exhibit C.2 Pop-up event table display



Exhibit C.3 Pop-up events



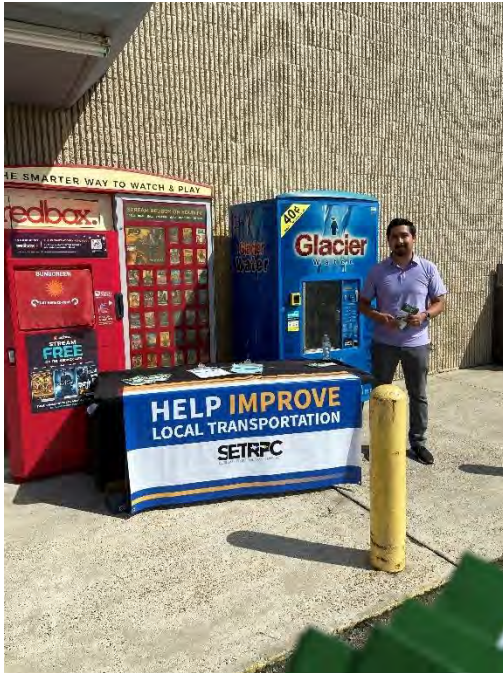
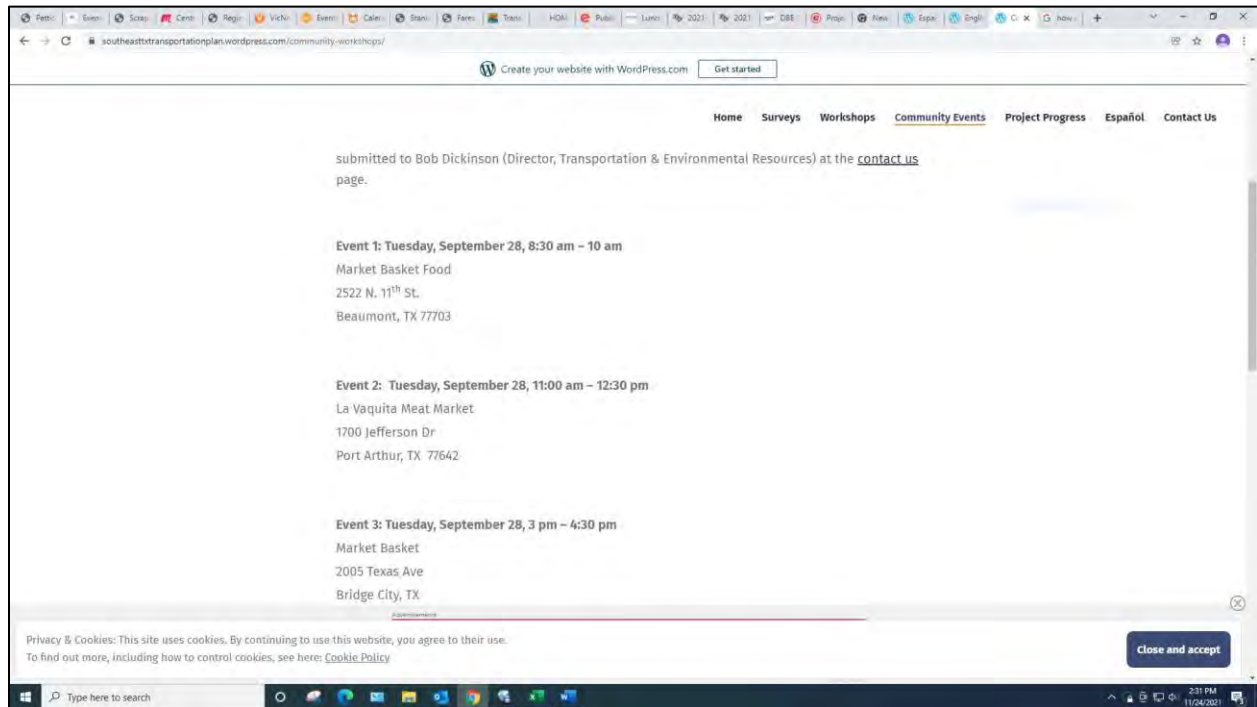
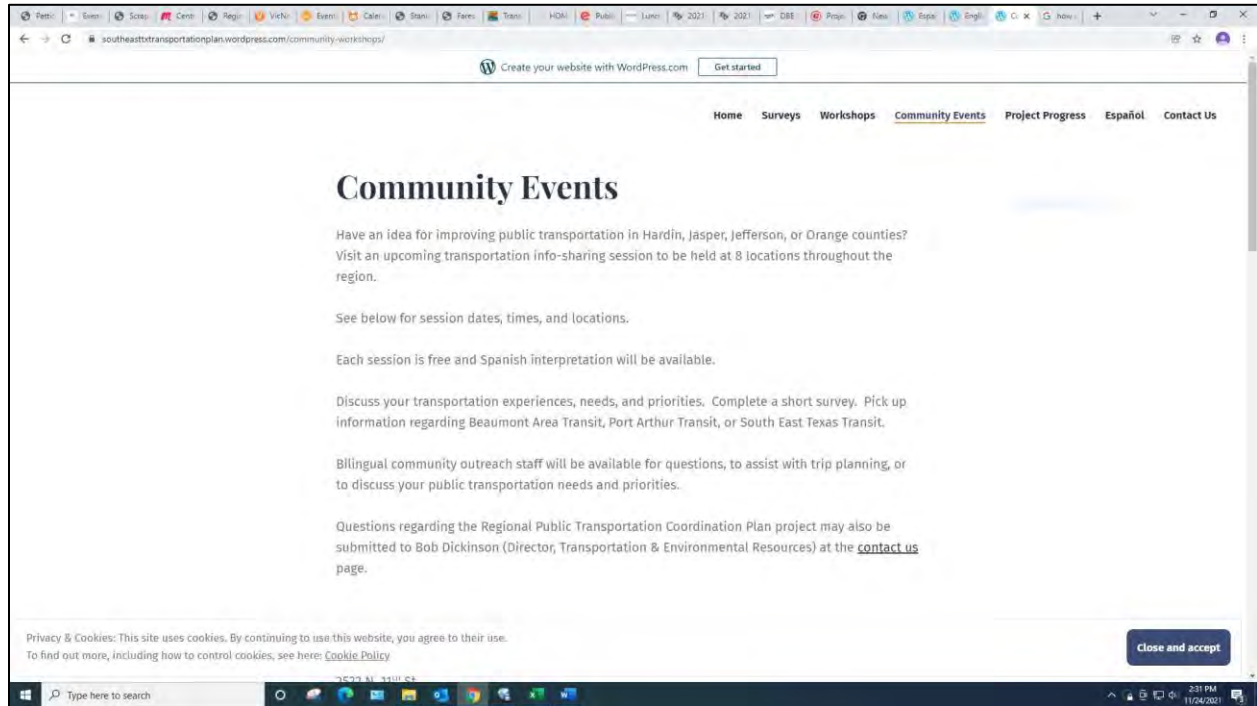


Exhibit C.4 Promotion of pop-up events on website



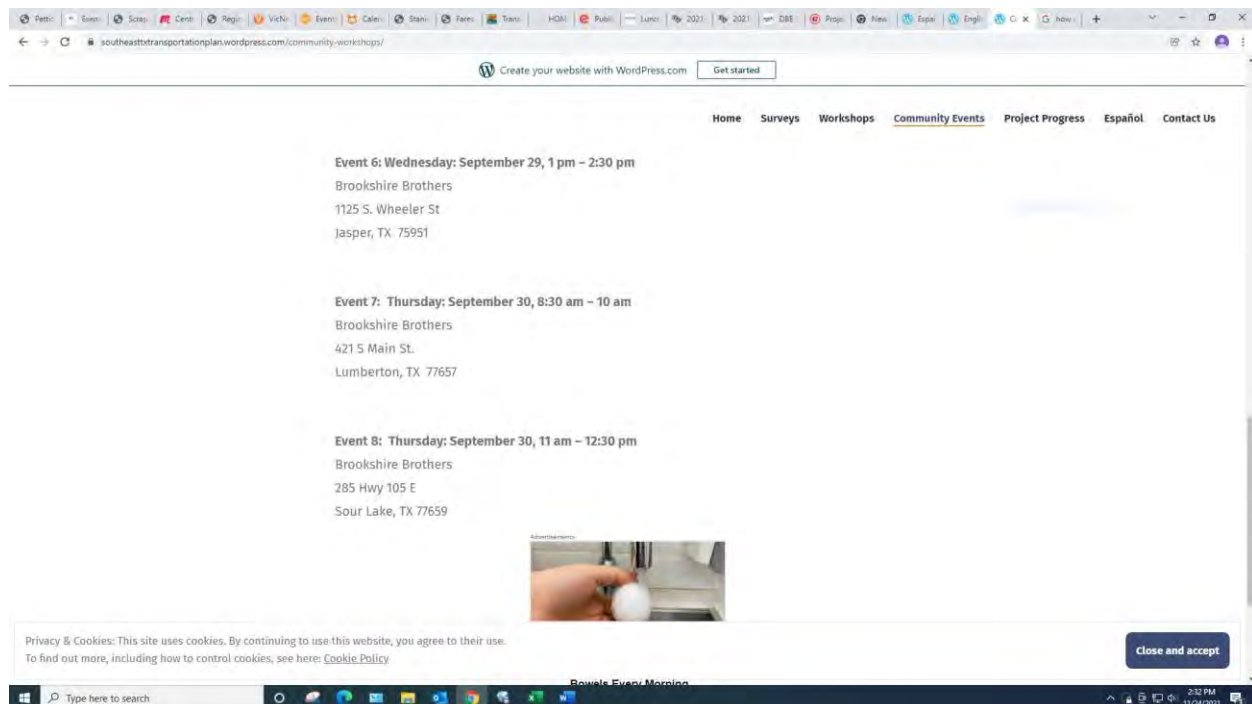
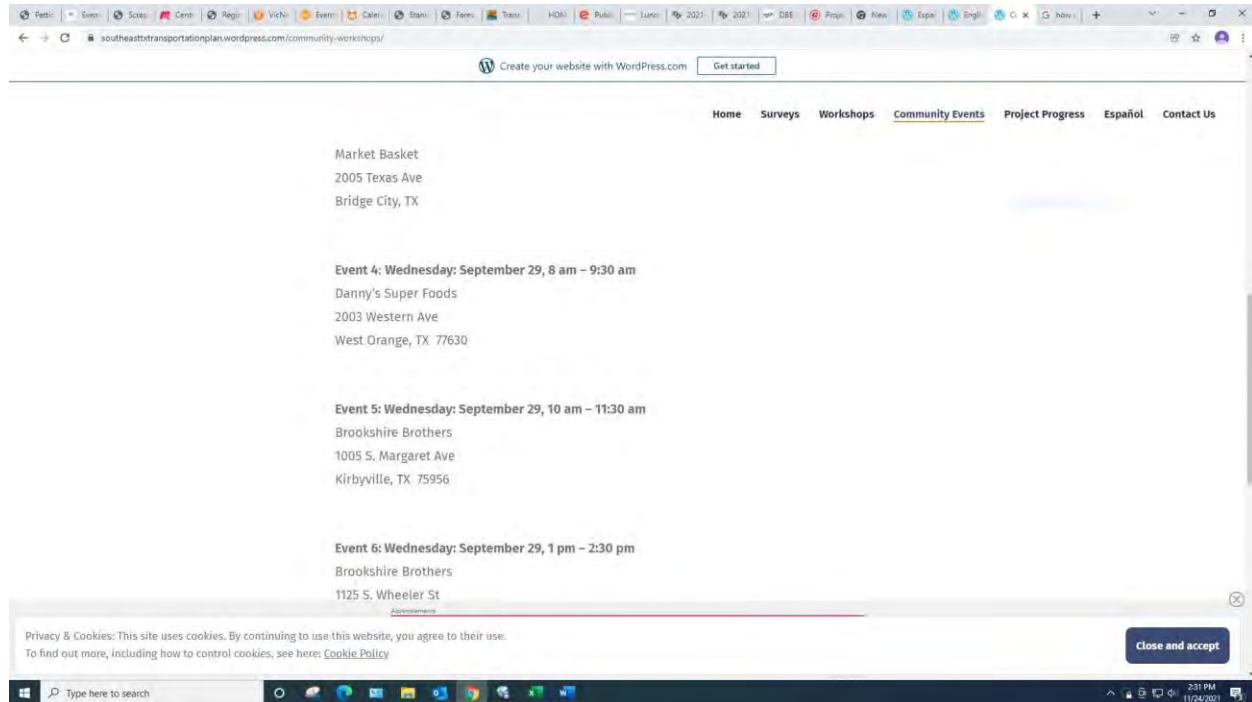


Exhibit C.5 Newspaper advertisements promoting virtual workshops (English and Spanish)

Help shape the future of public transportation in South East Texas.

Attend one of three virtual community workshops on
Wednesday, October 13, 2021: 11 am, 3:30 pm, and 5:30 pm.

Share your ideas, priorities, and experiences regarding public transportation.

To obtain workshop Zoom link or to complete a short online survey, visit www.SETexasPlan.com.



Ayude formar el futuro del transporte publico en el Sureste de Tejas.

Asista a uno de los tres talleres comunitarios virtuales el miércoles 13 de octubre de 2021: 11 am, 3:30 pm y 5:30 pm.

Comparta sus ideas, prioridades y experiencias con respecto al transporte público en su comunidad.

Para obtener la dirección de Zoom del taller virtual o para completar una breve encuesta en línea, visite la pagina: www.SETexasPlan.com.



Exhibit C.6 Eblast to stakeholders promoting virtual workshops



Progress on the South East Texas Regional Public Transportation Coordination Plan continues.

Within the last two weeks, the project team conducted eight 90-minute information-sharing sessions throughout Hardin, Jasper, Jefferson, and Orange counties. Despite the rains, more than 200 residents came by the info tables; many of whom asked questions, provided input regarding their public transportation needs and priorities, and picked-up public transportation service materials.

On Wednesday, October 13, 2021, the South East Texas Regional Planning Commission will host three virtual (online) community workshops. The workshops are open to the public, and will provide an opportunity for questions and answers regarding current public transportation services as well as the Regional Public Transportation Coordination Plan project.

Session start times are 11:00 am, 3:30 pm, and 5:30 pm. To participate, go online to www.setexasplan.com. Under the workshop tab is the list of events and a Zoom link to participate. Questions and comments may either be presented during the workshops or via the project webpage www.setexasplan.com. Spanish interpretation will be available at each session.

Nearly 40 community organizations have participated in the stakeholder survey so far. Ensuring the public transportation needs of seniors, persons with disabilities, veterans, and low-income individuals are identified and documented are the cornerstone objectives of the of the Regional Public Transportation Coordination Plan. Therefore, there is still time to participate in the survey. Either return the survey form which you received in the mail (using the postage-paid envelope), complete the survey online at www.setstakeholdersurvey.com, or call (888) 743-5977 and a project associate will assist you in completing the survey over the phone.

Thank you for helping make the South East Texas Regional Public Transportation Coordination Plan project a success.

Exhibit C.7 Promotion of virtual workshops on website

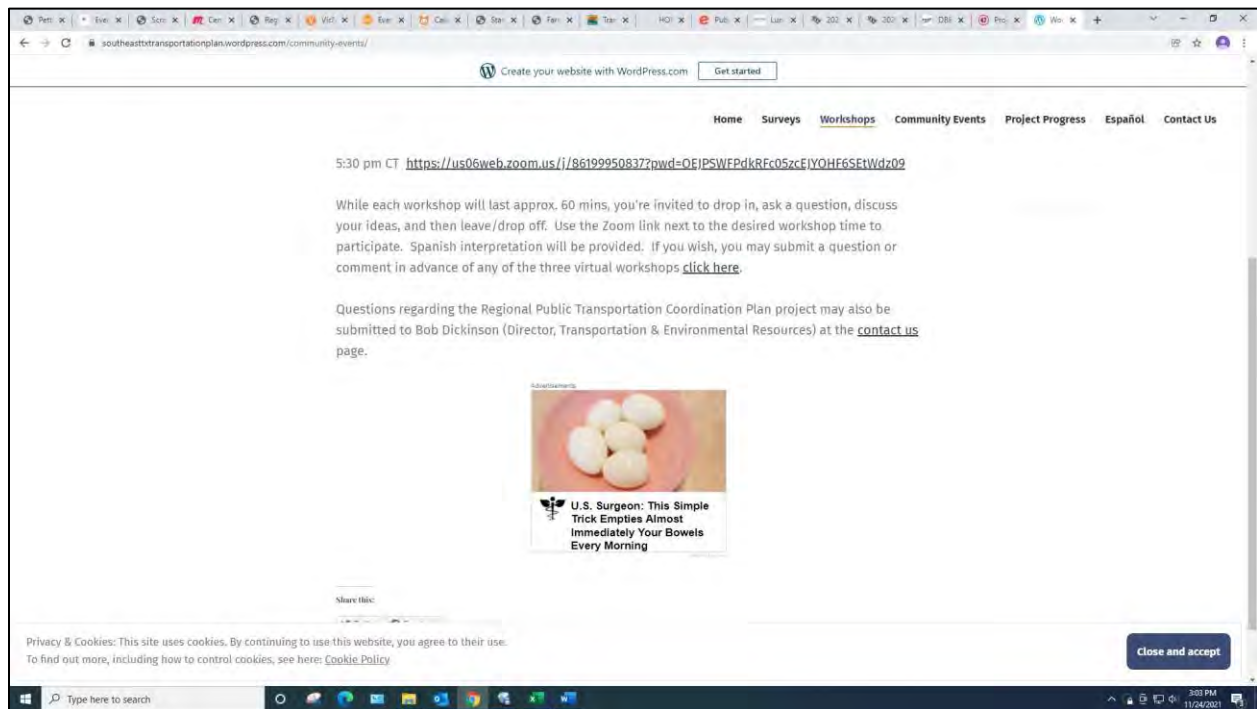
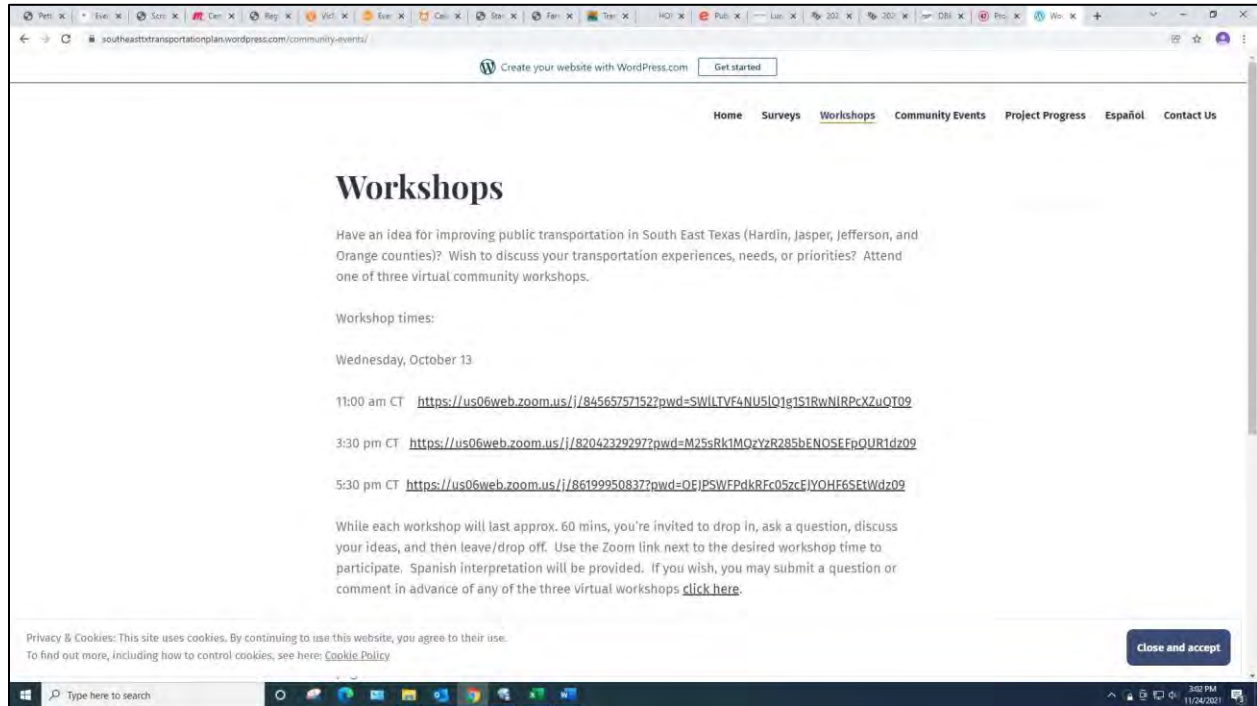


Exhibit C.8 Virtual workshop PowerPoint presentation (English)



SETRPC
SOUTH EAST TEXAS REGIONAL PLANNING COMMISSION

**REGIONALLY COORDINATED
TRANSPORTATION PLANNING
VIRTUAL COMMUNITY
WORKSHOPS**

OCTOBER 13, 2021

PROJECT OBJECTIVES

- Identify and quantify demand for transportation services
- Compare demand with available services
- Identify practical, cost-effective mobility-enhancing opportunities



PROJECT AREA/COVERAGE

- Hardin, Jasper, Jefferson, and Orange counties



COMMUNITY ENGAGEMENT ACTIVITIES

- Online bilingual community survey
- Community stakeholder survey
- Pop-up events in each county
- Virtual community workshops
- Bilingual interactive project webpage



COMMENTS RECEIVED FROM RESIDENTS

- Need link between Beaumont and Port Arthur
- Wider distribution of public transit service information
- Provide public transit service materials in Spanish
- Need later weekday service (into the evening)
- Need more weekend service
- Need link between Orange city and Port Neches
- Need public transit service in Jasper county
- Bus stop improvements. Especially in Beaumont.
- More dial-a-ride capacity during the first week of each month



PROJECT NEXT STEPS

- Prepare Needs Assessment/Gap Analysis report
- Prepare draft Coordinated Plan
- Presentation to and public review/comment
- Prepare final project report

SETRPC
SOUTH EAST TEXAS REGIONAL PLANNING COMMISSION

**QUESTIONS/
COMMENTS**

Exhibit C.9 Virtual workshop PowerPoint presentation (Spanish)



SETRPC
SOUTH EAST TEXAS REGIONAL PLANNING COMMISSION

**TALLER DE COMUNIDAD VIRTUAL
SOBRE LA PLANIFICACIÓN Y
COORDINACIÓN DEL TRANSPORTE
PÚBLICO REGIONAL**

13 DE OCTUBRE DEL 2021

OBJETIVOS DEL PROYECTO

- Identificar y cuantificar la demanda de servicios de transporte
- Comparar la demanda con los servicios disponibles
- Identificar oportunidades prácticas y económicos que mejoren la movilidad



ÁREA / COBERTURA DEL PROYECTO

- Condados de Hardin, Jasper, Jefferson, y Orange



ACTIVIDADES DE PARTICIPACIÓN COMUNITARIA

- Encuesta comunitaria virtual
- Encuesta de partes interesadas de la comunidad
- Eventos emergentes en cada condado
- Talleres comunitarios virtuales
- Página web del proyecto con opción para dejar comentarios



COMENTARIOS RECIBIDOS DE LOS RESIDENTES

- Necesita conexión entre Beaumont y Port Arthur
- Distribución más amplia de la información del servicio de transporte público
- Proporcionar materiales de servicio de transporte público en español
- Necesita servicio más tarde entre semana (hasta la noche)
- Necesita más servicio durante los fines de semana
- Necesita conexión entre la ciudad de Orange y Port Neches
- Necesita servicio de transporte público en el condado de Jasper
- Mejoramientos en las paradas de autobús. Especialmente en Beaumont
- Más capacidad "dial-a-ride" durante la primera semana de cada mes



PRÓXIMOS PASOS DEL PROYECTO

- Preparar el informe de evaluación de necesidades / análisis de brechas
- Preparar el borrador del plan coordinado
- Presentación al Comité Directivo del Proyecto Período de revisión pública
- Preparar el informe final del proyecto

SETRPC
SOUTH EAST TEXAS REGIONAL PLANNING COMMISSION

**PREGUNTAS/
COMENTARIOS**

Exhibit C.10 Steering Committee PowerPoint presentation (August 11, 2021)



5-YEAR REGIONALLY COORDINATED PUBLIC TRANSPORTATION PLAN
MOORE & ASSOCIATES, INC.
AUGUST 11, 2021



INTRODUCING MOORE & ASSOCIATES, INC.

- SOLE FOCUS: PUBLIC TRANSPORTATION
- EXTENSIVE EXPERIENCE PREPARING SUCCESSFUL REGIONALLY COORDINATED PLANS
- FOCUS ON PRACTICAL AND SUSTAINABLE SOLUTIONS
- DALLAS-AREA OFFICE

PROJECT TEAM









KATHY CHAMBERS
PROJECT MANAGER

JIM MOORE
SENIOR ASSOCIATE

ALLISON MOORE
MARKETING PRACTICE LEADER

ALDO FRITZ
BILINGUAL OUTREACH (TXKIM)

CORNERSTONE OBJECTIVES

- Comprehensive analysis of transit operators in the study area
- Objective assessment of demand versus service availability
- Identification of cost-effective transportation- and mobility-enhancing opportunities



PROJECT/STUDY AREA

- Originally Hardin, Jefferson, and Orange counties
- Expanded to include Jasper County
- Total population of approximately 428,000
- Two urban transit providers:
 - Beaumont Municipal Transit (BMT)
 - Port Arthur Transit (PAT)
- One rural transit provider:
 - South East Texas Transit (SETT)



SCOPE OF WORK

- Task 1: Transportation Resources Inventory
- Task 2: Needs Assessment/Gap Analysis
- Task 3: Update Five-Year Regional Plan



TASK 1: TRANSPORTATION RESOURCES INVENTORY

- Stakeholder survey
- Stakeholder roundtables
- Transportation Resources Inventory report



TASK 2: NEEDS ASSESSMENT/GAP ANALYSIS

- Bilingual project webpage
- Community survey
- Community workshops and pop-up events
- Bilingual outreach and promotion
- Demographic analysis
- Identification of temporal and spatial service gaps
- Status of prior recommendations/strategies
- Needs Assessment/Gap Analysis report
- Presentation of Transportation Resources Inventory and Needs Assessment/Gap Analysis to Steering Committee

PUBLIC ENGAGEMENT OVERVIEW

- Bilingual and community survey (online and hard copy)
- Bilingual stakeholder survey (online and hard copy)
- Stakeholder roundtables (in-person and virtual with real-time Spanish interpretation)
- Direct mailer to 20,000 households
- Short-form video
- Interactive project webpage
- Two pop-up events per county
- Two workshops per county
- Minimum of three virtual workshops
- Real-time interpretation

TASK 3: UPDATE FIVE-YEAR REGIONAL PLAN

- Draft Plan fully compliant with TxDOT requirements
- "Guided review" of draft document with SETRPC and Steering Committee
- Two-week public review period
- Final Plan
- Presentation to SETRPC Executive Committee



NEXT STEPS

- Conduct stakeholder survey
- Promote community survey and community outreach activities
- Conduct community survey
- Conduct workshops and pop-up events
- Conduct stakeholder roundtables



QUESTIONS/ DISCUSSION



Exhibit C.11 Steering Committee PowerPoint presentation (November 4, 2021)



SETRPC
SOUTH EAST TEXAS REGIONAL PLANNING COMMISSION

REGIONAL PUBLIC TRANSPORTATION COORDINATION PLAN

PROJECT STEERING COMMITTEE

NOVEMBER 4, 2021

PROJECT OBJECTIVES

- Identify and quantify demand for transportation services
- Compare demand with available services
- Identify practical, cost-effective mobility-enhancing opportunities



COMMUNITY ENGAGEMENT ACTIVITIES

- Online bilingual community survey
- Community stakeholder survey
- Pop-up events in each county
- Virtual community workshops
- Bilingual interactive project webpage



COMMUNITY SURVEY: KEY FINDINGS

- Typical mode of travel: "drive alone" (77%)
- Access to personal vehicle: "all the time" (77%)
- Familiarity with public transit (33%)
- Absence/insufficient public transportation service as a barrier: "work" (18%) and "healthcare" (24%)
- Greatest motivator to potential future use of public transit: "later evening service" (32%), "link between Beaumont and Port Arthur" (30%), and "improved access to transit service information" (27%).

STAKEHOLDER SURVEY: LIST OF PARTICIPATING ORGANIZATIONS

<ul style="list-style-type: none"> Beaumont Housing Authority Beaumont Transit* Catholic Charities of Southeast Texas City of Bevil Oaks City of Orange City of West Orange Da Vita Golden Triangle Dialysis Fresenius Kidney Care Dialysis Center Goodwill Industries of Southeast Texas Jack Brooks Regional Airport Jasper County Jasper Emergency Service District #1 Lamar University Nutrition and Services for Seniors* Orange Community Action Association* 	<ul style="list-style-type: none"> Orange County Transportation* Orange Fire Department Port Arthur Housing Authority Port Arthur Transit* Port of Beaumont Renal Center of Orange (Da Vita) RISE (Resource, Information, Support and Empowerment) Salvation Army Boys & Girls Club Beaumont* South East Texas Regional Planning Commission, Community Services Division Spindletop Center* The Arc of Greater Beaumont United Way of Orange County Workforce Solutions - Orange Workforce Solutions Southeast Texas
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*Directly operates transportation service

STAKEHOLDER SURVEY: KEY FINDINGS

- Many portions of the project area currently not served by public transit.
- Need for extended service hours to provide access to employment and healthcare services.
- Need connectivity between counties.
- Need access to medical facilities in Houston area.
- Dialysis patients need transportation service on weekends and holidays.
- Cost is often a barrier to transportation access.

COMMUNITY POP-UP EVENTS: HARDIN COUNTY

- Brookshire Bros, Lumberton
- Brookshire Bros, Sour Lake
- 30 attendees
- Comments:
 - Need service along Hwy 96
 - Lumberton doesn't have public transit service
 - Sour Lake: Want service to library

COMMUNITY POP-UP EVENTS: JASPER COUNTY

- Brookshire Bros, Kirbyville
- Brookshire Bros, Jasper
- 30 attendees
- Comments:
 - Jasper County doesn't have public transit service
 - Need service between Jasper County and Hardin or Orange counties so as to access healthcare services

COMMUNITY POP-UP EVENTS: JEFFERSON COUNTY

- Market Basket Food, Beaumont
- La Vaquita Market, Port Arthur
- 110 attendees
- Comments:
 - Insufficient public transit for disabled individuals
 - Need all transit service materials in Spanish

COMMUNITY POP-UP EVENTS: ORANGE COUNTY

- Market Basket Food, Bridge City
- Danny's Super Foods, West Orange
- 50 attendees
- Comments:
 - Non-profit: Need replacement vehicles
 - Need service: Orange to Port Neches
 - More weekday evening service (later hours)
 - Need weekend service

PROJECT NEXT STEPS

- Prepare Needs Assessment/Gap Analysis tech memo
- Prepare draft project report
- Presentations and public review/comment
- Prepare final project report



QUESTIONS/ DISCUSSION

Exhibit C.12 Steering Committee PowerPoint presentation (January 19, 2022)

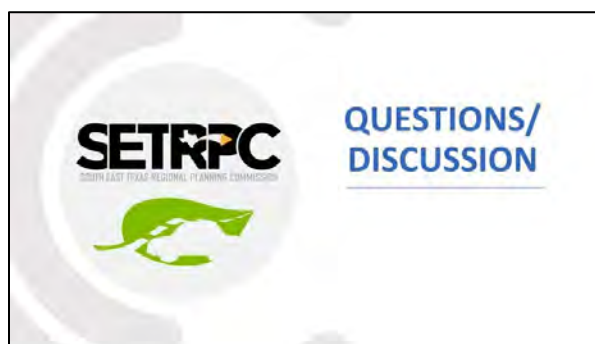
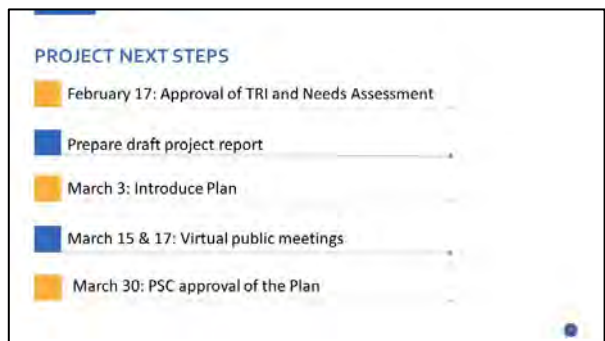
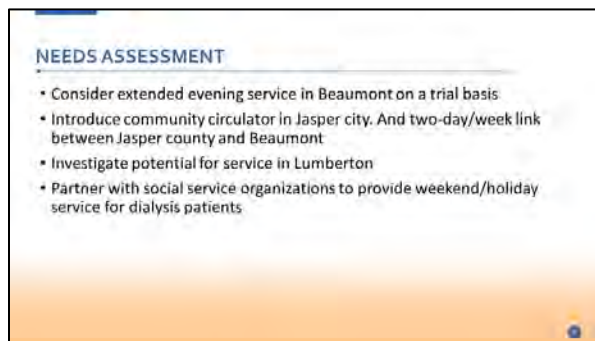
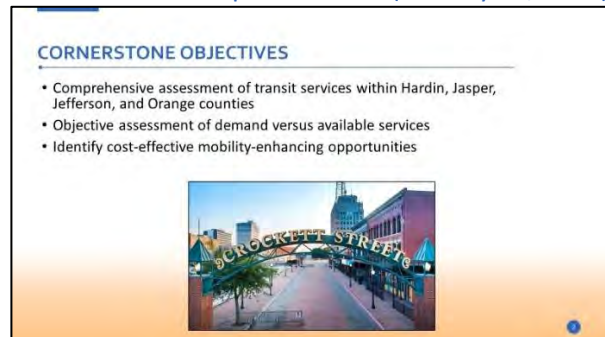


Exhibit C.13 Steering Committee PowerPoint presentation (February 17, 2022)



SETRPC
SOUTH EAST TEXAS REGIONAL PLANNING COMMISSION

REGIONAL PUBLIC TRANSPORTATION
COORDINATION PLAN

UPDATE TO PROJECT STEERING
COMMITTEE

FEBRUARY 17, 2022



GOALS FOR TODAY'S MEETING

- Approval of Transportation Resources Inventory
- Approval of Needs Assessment
- Introduction of Gap Analysis

CORNERSTONE PROJECT OBJECTIVES

- Comprehensive assessment of transit services within Hardin, Jasper, Jefferson, and Orange counties
- Objective assessment of demand versus available services
- Identify cost-effective mobility-enhancing opportunities



CONSULTANT OBSERVATIONS

- No public transit service in Jasper county (potential Transit Needs Study)
- Absence of connectivity between counties (potential Inter-Community Demand Study)
- Requests for service to Houston to access medical facilities
- Dialysis patients impacted by limited availability of mobility options on weekends and holidays
- Cost remains a barrier to accessing transportation for many residents

NEEDS ASSESSMENT & GAP ANALYSIS

- Establish link between Beaumont and Port Arthur (at least on weekdays)
- Increase availability of service information in Spanish (printed and online)
- Identify priority "city pairs" for potential future inter-community service
- Partner with private sector/social service organizations to enhance access to Houston area for medical trips

NEEDS ASSESSMENT & GAP ANALYSIS

- Work with Beaumont to provide trial evening service on weekdays
- Work with Jasper county community stakeholders to assess desire for some form of local and inter-community transit service
- Identify potential partners to provide weekend/holiday service for dialysis patients


PROJECT NEXT STEPS

- Prepare draft project report
- March 4: Introduce Plan for PSC review
- March 15 & 17: Conduct virtual community workshops
- March 31: Submit full report for PSC approval



**Questions/
Discussion**

Exhibit C.14 Steering Committee meeting handout (March 4, 2022)



**Regional Public Transportation Coordination Plan
Project Steering Committee Meeting
March 4, 2022**

Goals for today's meeting:

- Introduce draft Regional Public Transportation Coordination Plan (project report).
- Obtain PSC feedback regarding the draft report.

Cornerstone project objectives:

- Comprehensive assessment of transit services within Hardin, Jasper, Jefferson, and Orange counties.
- Objective assessment of demand versus available services.
- Identify cost-effective mobility-enhancing opportunities.

Plan elements:

- Transportation Resources Inventory (approved at Feb. 17 PSC meeting)
- Needs Assessment (approved at Feb. 17 PSC meeting)
- Gap Analysis (approved at Feb. 17 PSC meeting)
- Recommendations

Summary of public engagement:

A. Activities:

- Bilingual interactive project webpage
- Bilingual direct mailer promoting project participation to 20,000 households
- Bilingual community survey (online and printed versions)
- Stakeholder survey (online and printed versions)
- Eight in-person information-sharing "pop-up" events (two per county; nearly 220 participants)
- Virtual community workshops

B. Stakeholder survey key findings:

- No public transit service in Jasper County (potential Transit Needs Study)
- Absence of connectivity between counties (potential Inter-Community Demand Study)
- Requests for service to Houston area to access medical facilities
- Dialysis patients impacted by limited availability of mobility options on weekends and holidays
- Cost remains a barrier to utilizing transportation for many residents

C. Community survey key findings: nearly 100 valid surveys received.

- Familiar with public transit (33%)
- Absence of or insufficient public transportation service is a barrier: to work (18%) and healthcare (24%)
- Greatest motivator to potential future use of public transit: "later evening service" (32%), "link between Beaumont and Port Arthur (30%), and "improved access to transit service information" (27%)
- Typical mode of travel: "drive alone" (77%)
- Access to personal vehicle: "all the time" (77%)

Coordinated Plan recommendations:

- Establish link between Beaumont and Port Arthur (at least on weekdays)
- Increase availability of service information in Spanish (printed and online)
- Identify priority "city pairs" for potential future inter-community service
- Partner with private sector/social service organizations to enhance access to Houston area for medical trips
- Work with Port Arthur Transit to provide trial evening service on weekdays
- Work with Jasper County community stakeholders to further evaluate demand for some form of local and inter-community transit service
- Identify potential partners to provide weekend/holiday service for dialysis patients
- Complete review to enhance scope and content of transit information on webpage. Applied for TxDOT grant.

Project next steps:

- Virtual community workshops (March 15 & 17)
- Project Steering Committee meeting to approve final Plan report (March 31)

Exhibit C.15 March 15 and 17 Virtual Public Meetings promotion flyer




2022 REGIONAL PUBLIC TRANSPORTATION COORDINATION PLAN

PUBLIC MEETINGS: March 15 and 17, 2022






The South East Texas Regional Planning Commission (SETRPC) is inviting public comment to support its update of the 2022 South East Texas Area Regional Public Transportation Coordination Plan. The updated plan will present strategies for increasing the availability and efficiency of public transportation services for communities in Jasper, Jefferson, Orange, and Hardin counties. SETRPC is inviting your participation at one of the virtual workshops to provide public input supporting this important plan.

For more information on the project and workshops visit SETexasPlan.com.

South East Texas Regional Planning Commission invites all!

TWO VIRTUAL MEETINGS

March 15, 2022
10:00 a.m.

March 17, 2022
3:00 p.m.

You can attend the meeting from your computer by logging onto:
gotomeet.me/SETRPC/ter

or by simply dialing:
1-877-309-2073
Access code: 499-824-429

For more information contact:
Bob Dickinson
SETRPC
409.899.8444 x7520
bdickinson@setrpc.org

Exhibit C.16 March 15 and 17 Virtual Public Meetings newspaper advertisement

12A
THE EXAMINER
March 10-16, 2022

NEWS SHORTS



Work in a Texas park this summer

Texas Game Wardens are currently accepting applications for summer internships across the state. The Texas Parks and Wildlife Department encourages college students of all backgrounds and fields of study to apply for these 12 available openings.

"This is a great opportunity for individuals who are curious about conservation law enforcement and interested in a higher level of community engagement," said Lt. Rachel Kellner, Texas Game Warden program coordinator. "We provide college students with a realistic view of a game warden's day-to-day activities including time spent on patrol."

While an internship is not necessary to become an official Texas Game Warden, Lt. Kellner noted the experience can be a helpful first step. The application, eligibility requirements, specific locations, compensation and additional information can be found at capps.taleo.net/careersection/ex/jobdetail.ftl?job=00021285&tz=GMT-06%3A00&tzname=America%2FChicago. This year, applicants may only apply to a single position in a single county. The counties of Angelina, Aransas, Bexar, Brown, Cameron, Dallas, Ft. Bend, Galveston, Harris, Potter, Nueces and Tom Green all

have available positions.

The application deadline is March 31. Interested applicants seeking more information may contact Texas Game Warden Recruiter Chelsea Bailey at (361) 571-9877.



BCBSTX issues statement to SETX

In a statement sent to The Examiner by Blue Cross and Blue Shield of Texas' (BCBSTX) James Campbell, the company issues word that it is still "continuing to work towards an agreement for Memorial Hermann to rejoin our networks."

Campbell's communiqué noted that Southeast Texans are understandably concerned regarding the loss of hospitals and providers previously under network coverage in the nearby Houston area.

"Our priority now is to help our members experience as little inconvenience as possible as they change to other quality, credentialed health care providers in our network," the statement read. Additionally, the announcement read, BCBSTX has contracted separately with more than 1,300 community doctors and health care professionals previously affiliated with Memorial Hermann. "More doctors are joining our networks daily. This will allow our members to continue seeing these doctors at in-network rates."

For personalized search results based on health plan and network, register or log in to Blue Access or visit www.bcbstx.com/memorialhermann for more information.

Planning Commission seeks comment

According to Southeast Texas Regional Planning Commission's Bob Dickinson, the public comment period for the local Public Transportation Coordination Plan will close March 31.

Virtual public meetings will be held on March 15 at 10 a.m. and March 17 at 3 p.m. Residents in Jefferson, Orange, Jasper and Hardin counties

will have the opportunity to comment on their transit needs. To view the DRAFT 2022 South East Texas Regional Public Transportation Coordination Plan, visit www.setrpc.org/wp-content/uploads/2022/03/DRAFT-Regional-Public-Transportation-Coordination-.pdf.

Participate in either March meeting by visiting www.gotomeet.me/SETRPC/ter or by calling in to (877) 309-2073 with access code 499-824-429.

These virtual meetings are designed to solicit ideas and input on possible transit changes and improvements that can help create better connections throughout the region. All meetings are the same and are not restricted to a specific area.

"This is an opportunity for the public to give their thoughts on where transit services are needed the most, making the best use of our region's resources," Dickinson said.

For more information or special needs requests, call (409) 899-8444 extension 7520 or email bdickinson@setrpc.org.

Justice Forward expands

Justice Forward, a Houston-based nonprofit that funds essential services for specialty court clients, announced March 3 that it will provide support to participants in Galveston County's two specialty courts that serve individuals with drug and alcohol addictions and mental health issues. Originally founded in 2006 to fund various support services for Harris County STAR Drug Court clients and graduates, the organization rebranded as Justice Forward in 2020 and expanded its support to all 18 Harris County specialty courts, serving clients and program graduates including veterans, those who struggle with substance abuse disorders, individuals with mental health issues and juveniles involved in human trafficking and gang activity.

"We have seen the inarguable impact that collaboration between courts and community resources can



Exhibit C.17 Eblast to Stakeholders promoting March 15 and 17 Virtual Public Meetings




Greetings,

The South East Texas Regional Planning Commission is inviting public comment to support its update of the 2022 South East Texas Area Regional Public Transportation Coordination Plan. The updated plan will present strategies for increasing the availability and efficiency of public transportation services for communities in Hardin, Jasper, Jefferson, and Orange counties. SETRPC invites your participation at one of the virtual workshops to provide public input supporting this important plan.

TWO VIRTUAL MEETINGS

March 15, 2022
10:00 a.m.

March 17, 2022
3:00 p.m.

You can attend the meeting from your computer by logging onto:
gotomeet.me/SETRPC/ter


or by simply dialing:
1-877-309-2073
Access code: 499-824-429

For more information contact:
Bob Dickinson
SETRPC
409.899.8444 x7520
bdickinson@setrpc.org

Thank you for your attention to this matter.

Stephanie Roberts
Outreach Coordinator

Exhibit C.18 March 15 and 17 Virtual Public Meetings handout (English)



Regional Public Transportation Coordination Plan
Public Meetings
March 15 & 17, 2022

Cornerstone project objectives:

- Comprehensive assessment of transit services within Hardin, Jasper, Jefferson, and Orange counties.
- Objective assessment of demand versus available services.
- Identify cost-effective mobility-enhancing opportunities.

Plan elements:

- Transportation Resources Inventory
- Needs Assessment
- Gap Analysis
- Recommendations

Summary of public engagement:

A. Activities:

- Bilingual interactive project webpage
- Bilingual direct mailer promoting project participation to 20,000 households
- Bilingual community survey (online and printed versions)
- Stakeholder survey (online and printed versions)
- Eight in-person information-sharing "pop-up" events (two per county; nearly 220 participants)
- Virtual community workshops

B. Stakeholder survey key findings:

- No public transit service in Jasper County (potential Transit Needs Study)
- Absence of connectivity between counties (potential Inter-Community Demand Study)
- Requests for service to Houston area to access medical facilities
- Dialysis patients impacted by limited availability of mobility options on weekends and holidays
- Cost remains a barrier to utilizing transportation for many residents

C. Community survey key findings: nearly 100 valid surveys received.

- Familiar with public transit (33%)
- Absence of or insufficient public transportation service is a barrier: to work (18%) and healthcare (24%)
- Greatest motivator to potential future use of public transit: "later evening service" (32%), "link between Beaumont and Port Arthur (30%), and "improved access to transit service information" (27%)

- Typical mode of travel: "drive alone" (77%)
- Access to personal vehicle: "all the time" (77%)


Coordinated Plan recommendations:

- Implement schedule service linking Beaumont and Port Arthur on a trial basis.
- Design/distribute easy-to-understand public transportation service informational materials.
- Enhance the SETRPC transit webpage.
- Implement an ongoing travel training program.
- Improve connectivity between sidewalks/pedestrian network and bus stops.
- Improve/enhance bus stops (e.g., customer amenities, signage, information displays).
- Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged populations.
- Conduct inter-community connectivity study.
- Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.
- Assess viability of establishing scheduled service between outlying communities and Beaumont.
- Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional transit service hours/days.
- Evaluate the practicality of joint recruitment and training of drivers.
- Increase capital (vehicle) funding for non-profit operators.
- Implement "one-stop" transportation information call center.

Project next steps:

- Incorporate public feedback/comments into final report.
- Project Steering Committee meeting to approve final Plan report (March 31)

Exhibit C.19 March 15 and 17 Virtual Public Meetings handout (Spanish)



Plan Regional de Coordinación del Transporte Público
Reuniones Públicas
15 y 17 de marzo de 2022

Objetivos Primarios del Proyecto:

- Evaluación integral de los servicios de tránsito dentro de los condados de Hardin, Jasper, Jefferson, y Orange.
- Evaluación objetiva de la demanda versus los servicios disponibles.
- Identificar Oportunidades rentables para mejorar la movilidad

Elementos del Plan:

- Inventario de recursos de transporte
- Evaluación de necesidades
- Análisis de brechas
- Recomendaciones

Resumen de la participación pública:

A. Actividades:

- Creación de una página web bilingüe e interactiva sobre el proyecto
- Correo a 20.000 hogares volantes bilingüe promoviendo la participación en proyectos
- Encuesta bilingüe dirigido a la comunidad (en línea e impresa)
- Encuesta de las partes interesadas (en línea y en versión impresa)
- Ocho eventos "pop-up" para compartir información en persona (dos por condado; casi 220 participantes)
- Reuniones comunitarios virtuales

B. Conclusiones principales de la encuesta a las partes interesadas:

- No hay servicio de transporte público en el condado de Jasper (estudio posible: necesidades de tránsito)
- Ausencia de conexión entre condados (posible estudio de demanda Intercomunitaria)
- Solicitudes de servicio al área de Houston para acceder a instalaciones médicas
- Pacientes de diálisis afectados por la disponibilidad de opciones limitadas de de movilidad los fines de semana y días festivos
- El costo sigue siendo una barrera para utilizar el transporte para muchos residents

C. Resultados principales de la encuesta comunitaria: (se recibieron casi 100 encuestas válidas).

- Familiarizado con el transporte público (33%)
- La ausencia o insuficiencia del servicio de transporte público es una barrera: al trabajo (18%) y para atención médica (24%)
- Motivación principal para el posible uso futuro del transporte público: "servicio nocturno mas tarde " (32%), "conexión entre Beaumont y Port Arthur (30%), y "acceso mejorado a la información del servicio de tránsito" (27%)
- Modo de viaje típico: "conducir solo" (77%)
- Acceso a un vehículo personal: "todo el tiempo" (77%)

Recomendaciones para el plan de coordinación:

- Implementar el servicio conectando Beaumont y Port Arthur como base de prueba.
- Diseñar/distribuir materiales informativos fáciles de entender para el servicio de transporte público.
- Mejorar la página web de tránsito de SETRPC.
- Implementar un programa de entrenamiento de viajes.
- Mejorar la conexión entre la red de aceras/peatonal y las paradas de autobús.
- Mejorar /aumentar las paradas de autobús (por ejemplo, servicios al cliente, señalización, pantallas de información).
- Aumentar las promociones de tarifas de tránsito reducidas/ subvencionado entre las poblaciones desfavorecidas históricamente por el transporte.
- Realizar un estudio de conexión intercomunitaria.
- Realizar un análisis de factibilidad / costo y beneficio de proporcionar servicio de tránsito en el condado de Jasper.
- Evaluar la utilidad de establecer un servicio programado entre las comunidades periféricas y Beaumont.
- Investigar la utilidad de establecer una asociación con las TNCs locales para atender las necesidades de movilidad fuera de las horas/días tradicionales de servicio de tránsito.
- Evaluar la utilidad de un programa de reclutamiento y entrenamiento de conductores.
- Aumentar acceso de capital (vehículo) para organizaciones sin fines de lucro.
- Implementar una central de llamadas de información de transporte.

Pasos siguientes del proyecto:

- Incorporar los comentarios del público en el informe final.
- Reunión del Comité Directivo del Proyecto para aprobar el informe final del Plan (31 de marzo)

Exhibit C.20 March 15 and 17 Virtual Public Meetings PowerPoint presentation



THREE PRIORITY GROUPS

- Short-term: Up to 18 months
- Mid-term: 18 – 36 months
- Long-term: 3 to 5 years

PROJECT RECOMMENDATIONS

Recommendation	Priority	Proposed Action	Anticipated Benefit(s)
Implement scheduled service linking Beaumont and Port Arthur on a trial basis.	Short-term	<ul style="list-style-type: none"> Currently no service linking the two cities. Initially focus on weekday service. Short-term project offering roundtrip service a few times a day. 	Satisfy most frequently requested service improvement.
Design/distribute easy-to-understand public transportation service informational materials.	Short-term	<ul style="list-style-type: none"> Make printed service information widely available. Provide transit service info at public locations such as libraries, senior centers, healthcare facilities, schools, etc. 	<ul style="list-style-type: none"> Improve access to transit service information. Increase transit service information availability for Spanish-speaking persons.

PROJECT RECOMMENDATIONS

Recommendation	Priority	Proposed Action	Anticipated Benefit(s)
Enhance SETRPC's transit webpage.	Short-term	<ul style="list-style-type: none"> Stand alone Transit website. Available in Spanish. Include predictive arrival information. 	<ul style="list-style-type: none"> Increase public awareness. Enhance customer experience.
Implement an ongoing travel training program.	Mid-term	<ul style="list-style-type: none"> Teach the skills needed to successfully use public transit. Training provided to groups or individuals. Work with social services organizations to reach mobility-disadvantaged populations. 	<ul style="list-style-type: none"> Expand access to public transit. Address potential barriers to transit usage.

PROJECT RECOMMENDATIONS

Recommendation	Priority	Proposed Action	Anticipated Benefit(s)
Improve connectivity between sidewalks/pedestrian network and bus stops.	Mid-term	<ul style="list-style-type: none"> Ensure bus stops are ADA-compliant. Concrete pads, sidewalk extensions, cross-walks. 	Improve safety and accessibility.
Improve/enhance bus stops.	Mid-term	<ul style="list-style-type: none"> Install street furniture where needed (benches, shelters, trash cans, etc.) Ensure clear signage and information displays exist at each bus stop. 	<ul style="list-style-type: none"> Enhance customer experience. Enhance public image.

PROJECT RECOMMENDATIONS

Recommendation	Priority	Proposed Action	Anticipated Benefit(s)
Increase promotion of reduced/subsidized transit fares among historically transportation-disadvantaged persons.	Short-term	<ul style="list-style-type: none"> Increase awareness. Define program specifics. Build partnerships. 	Remove fare as a barrier to transit usage.
Conduct Inter-Community Connectivity Study.	Short-term	<ul style="list-style-type: none"> Identify priority "city pairs". Determine cost-effective service options. 	Expand availability of public transit throughout four-county area.
Conduct feasibility/cost-benefit analysis of providing transit service in Jasper County.	Mid-term	<ul style="list-style-type: none"> Currently no transit offerings in Jasper County. Work with Jasper County community stakeholders to further evaluate demand for some form of local and inter-community transit service. 	<ul style="list-style-type: none"> Enhance mobility in Jasper County. Improve inter-county connectivity.

PROJECT RECOMMENDATIONS

Recommendation	Priority	Proposed Action	Anticipated Benefit(s)
Investigate the feasibility of establishing a partnership with local TNCs to address mobility needs outside traditional service hours/days.	Mid-term	<ul style="list-style-type: none"> Evaluate possible partnership with Uber, Lyft, or private taxis. 	Provide mobility options beyond the traditional "8-to-5" hours.
Evaluate the practicality of joint recruitment and training of drivers.	Mid-term	<ul style="list-style-type: none"> Leverage recruitment and training opportunities between public transit providers and local non-profit transportation providers (e.g., social services organizations). 	<ul style="list-style-type: none"> Potential cost-savings. Expand pool of potential driver candidates.

PROJECT RECOMMENDATIONS

Recommendation	Priority	Proposed Action	Anticipated Benefit(s)
Increase capital (vehicle) funding for non-profit organizations.	Mid-term	<ul style="list-style-type: none"> Assist non-profits gain eligibility (and maintain eligibility) for FTA Section 5310 funding. 	Support community-based mobility solutions.
Implement "one-stop" transportation information call center.	Long-term	<ul style="list-style-type: none"> Provide up-to-date information and trip planning assistance. 	Enhance mobility options within four-county region.

Exhibit C.21 March 15 Virtual Public Meeting Minutes

**REGIONAL PUBLIC TRANSPORTATION COORDINATION
VIRTUAL PUBLIC MEETING MINUTES**

DATE: Tuesday, March 15, 2022

TIME: 10:000 A.M.

PLACE: SETRPC – T&ER Transportation Conference Room

I. INTRODUCTIONS

Mr. Bob Dickinson, Director of Transportation and Environmental Resources, South East Texas Regional Planning Commission (SETRPC) welcomed the attendees, thanked them for coming, and requested introductions.

**II. REVIEW AND DISCUSSION OF "DRAFT" 2022 SOUTH EAST TEXAS
REGIONAL PUBLIC TRANSPORTATION COORDINATION PLAN**

-Bob Dickinson, Director, Transportation & Environmental Resources (SETRPC)
-Jim Moore, Moore & Associates

Mr. Bob Dickinson introduced staff member Jim Moore, Senior Associate from Moore & Associates who presented an abbreviated version of the DRAFT 2022 South East Texas Regional Public Transportation Plan which focused on the project recommendations and timeline.

III. OTHER BUSINESS

No other business was discussed.

IV. NEXT MEETING DATE

The next meeting is set for March 17, 2022 at 3:00 p.m.

V. ADJOURNMENT

The meeting adjourned at 10:28 a.m.

MEMBERS PRESENT

Claudia San Miguel
Gabrielle Crumley
Jimmie Lewis

General Manager, Beaumont Municipal Transit
Transportation Manager, OCAA
Planner III, SETRPC

GUESTS PRESENT

Aldo Fritz
Carla Gilbert
Jim Moore
Roy Parker
Willa White

Translator
Citizen
Senior Associate, Moore & Associates
Commissioner, Jasper County
Beaumont Municipal Transit

STAFF PRESENT

Bob Dickinson
Lucie Michaud

Director, SETRPC
Administrative Assistant, SETRPC

Exhibit C.22 March 17 Virtual Public Meeting Minutes

**REGIONAL PUBLIC TRANSPORTATION COORDINATION
VIRTUAL PUBLIC MEETING MINUTES**

DATE: Thursday, March 17, 2022
TIME: 3:00 P.M.
PLACE: SETRPC – T&ER Transportation Conference Room

I. INTRODUCTIONS

Mr. Bob Dickinson, Director of Transportation and Environmental Resources, South East Texas Regional Planning Commission (SETRPC) welcomed the attendees, thanked them for coming, and requested introductions.

**II. REVIEW AND DISCUSSION OF "DRAFT" 2022 SOUTH EAST TEXAS
REGIONAL PUBLIC TRANSPORTATION COORDINATION PLAN**

*-Bob Dickinson, Director, Transportation & Environmental Resources (SETRPC)
-Jim Moore, Moore & Associates*

Mr. Bob Dickinson introduced staff member Jim Moore, Senior Associate from Moore & Associates who presented an abbreviated version of the DRAFT 2022 South East Texas Regional Public Transportation Plan which focused on the project recommendations and timeline.

Judge Mark Allen, Jasper County made a comment on how appreciative he is for including Jasper County in this plan as he knows it will help the area and community tremendously.

III. OTHER BUSINESS

No other business was discussed.

IV. NEXT MEETING DATE

The next meeting is set for March 31, 2022, at 11:30 a.m.

V. ADJOURNMENT

The meeting adjourned at 3:24 p.m.

MEMBERS PRESENT

Gabrielle Crumley	Transportation Manager, OCAA
Jimmie Lewis	Planner III, SETRPC
Kevin King	Business Representative, Workforce Solutions - SET
Maureen McAllister	President & CEO, United Way – Orange County
Pam Wise	Rapid Response Coordinator, Workforce Solutions – P.A.

GUESTS PRESENT

Aldo Fritz	Translator
Carla Gilbert	Citizen
Jim Moore	Senior Associate, Moore & Associates
Mark Allen	County Judge, Jasper County
Roy Parker	Commissioner, Jasper County
Willa White	Beaumont Municipal Transit

STAFF PRESENT

Bob Dickinson	Director, SETRPC
Lucie Michaud	Administrative Assistant, SETRPC

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Appendix D | RCTP Steering Committee Roster

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Exhibit D.1 Steering Committee Roster 2021

**Regional Public
Transportation
Coordination**

**Steering Committee
Members
2022**

Vernon Pierce

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Bul Mabil

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Kelvin Knauf

Director, Planning &
Community Development
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**Regional Public
Transportation
Coordination**

**Steering Committee
Members 2022
Continued**

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Planner

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**Regional Public
Transportation
Coordination**

**Steering Committee
Members 2022
Continued**

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