Using Data To Drive Advocacy in the Rio Grande Valley
Welcome Back to the Transportation Summit 2019
Purpose of Program:

• Providing transit mobility options and services for seniors and people with disabilities.

- There are so many services available for the community and not always are we aware of what is out there.

- This program helps us develop the most effective and efficient transportation routes using available public transportation to meet the needs of the consumer.
• Planning trips with the consumer; including stops and routes using **effective tools**. Ex: Valley Metro online maps of available bus stops, google maps for routing points A to point B.

- The goal of the Mobility Management program is to assist the consumer in becoming more independent when it comes to traveling short distances for their personal needs. Educating the consumer on how to use public transportation effectively for their benefit is key.

- Time management during the route is also very important in order to help the consumer feel secure and comfortable.
Bus Routes

- UTRGV Transportation Guide
- Jag Express Intercampus
- Route 10 – Edinburg – McAllen
- Route 11 - Hargill - Edinburg
- Route 12 - La Villa / Edcouch / Elsa / Edinburg / Weslaco
- Route 14 – UTRGV VABL
- Route 15 – Edinburg North
- Route 20 – Mission - McAllen
- Route 21 - Sullivan City - Mission
- Route 30 – Pharr/San Juan - Edinburg
- Route 31 – Business 83
- Route 32 - Donna Intl. Bridge
- Route 40 - Harlingen Medical
- Route 41 - Harlingen Retail
- Route 42 - San Benito - Harlingen
- Route 43 - San Benito - Brownsville
- Route 44 - La Feria / Santa Rosa / Combes
- Route 45 - Cameron Career Connection
- Route 50 - Brownsville - Port Isabel
- Route 60 - Greenline - Roma
- Route 61 - Rio Grande City West
- Route 62 - Rio Grande City East
- Willacy County Demand Response
- Zapata County Demand Response
Inside the Valley Metro Bus

Wheelchair Accessible

Regular Seats
What is my responsibility?

• As Mobility Manager, my main focus is to be made aware and knowledgeable of all transit systems and available routes within the served counties.

• Improving mobility in small urban and rural areas for our disabled and senior consumers.
• Transportation Vouchers are available as per consumer’s needs; provided by United Way at no cost.

  - Vouchers can only be provided while consumer is visiting the Vail office.
  - Minimal questions are asked in order to provide the best transit route possible.
  - Consumers residing in the city of McAllen (ONLY) are required to fill out an application in order to determine eligibility when seeking a bus voucher.
  - Bus Fares: Adult $1.00, Elderly (60+) Disabled, Veterans, w/Medicare id and students .50c, children 7 and under are FREE.
Partner up with VAIL PSC

- Educate individuals with IDD how to use Public Transportation.
- Mobility Specialist created and implemented personalized handout on bus routes, key locations, bus stops and transfers.
- Motility Specialist will follow up with individuals from program as needed.
• STEPT 1: Visit the App Store and search “RIDE SYSTEMS”.

• STEP 2: Allow “RIDE SYSTEMS” to access your location.

• STEP 3: Select Menu, Change Transit Agency, choose or search your transit provider “City of McAllen”.

• STEP 4: Select Routs on left corner and RIDE AWAY!!
Ride Referral Questionnaire

How many times they use Public Transportation?

Frequent Use

Top Three Responses:
- 43 individuals use it for Grocery Shopping
- 38 individuals use it for Medical Appointments
- 19 individuals use it for Job Interviews/ Work

100 Completed Surveys
Transportation Need Survey

41 completed surveys

Rural Areas 9 Completed Surveys
- 2 People (22%) knew where the nearest Bus route was.
- 4 people (44%) knew about Public Transportation.
- 100% stated that they would use transpiration if it was accessible to them.

Urban Areas 32 Completed Surveys
- 16 People (50%) knew where the nearest Bus route was.
- 21 People (66%) knew about Public Transportation.
- 2 People stated that they would not use public transportation if accessible (Family, personal vehicles etc.)
- 95% stated that they would use transportation if routes were accessible.
- 39% Didn’t know about Public Transportation.
Transportation works: Needs Assessment
(developed by TX SILC)

42 completed surveys

Ages:
- 65+: 20% (10 people)
- 25-44: 39% (12 people)
- 18-24: 20% (10 people)

Age:
- 12 - 65+: 41% (20 people)
- 21 - 25-44: 21% (12 people)
- 10 - 18-24: 18% (10 people)
Type of disability:
• 3 - Hearing
• 5 - Developmental
• 7 - Vision
• 12 - Psychiatric
• 15 - Physical Disability
1. What mode of transportation do you use most often?
   - 27 - Personal vehicle (64%)
   - 15 - Public transportation (36%)

2. Have you ever missed or been unable to pursue an employment opportunity because it would have been difficult for you to get to the locations?
   - 18 stated Yes (43%)
3. What are your biggest concerns or obstacles using public transportation fixed route (bus or rail) or paratransit services to get to where you need to go?

24 - I need more public transportation options
13 - I need more bus routes where I live and work
  5 - I would like scheduling paratransit services to be easier

All 42 also circled - The buses and stops need to be more accessible to people with disabilities
Concerns and Barriers of Public Transportation

• “If wait time between lines and services was more reasonable I wouldn't have to depend on family to drop me off at work”
• “Bus stop is to far from home” (10min drive+)
• “Light Rails”
• “I was not aware there was transportation in my area”
• Need more busses in rural areas
Solutions

1. Provide Rail Systems with fixed routs
2. Place digital and audio arrival signs in all bus stops
3. Educate the LRGV on Application for bus routs (Ride Systems)
4. Apply for grants to fix sidewalks, curbs and provide more bus stops in rural areas.
5. Protective Awnings from weather
RTAP
Regional Transportation Advisory Panel

*When do we meet?*

Bi-Monthly as followed below:

- Tuesday April 30, 2019 @Brownsville B-Metro
- Tuesday June 25, 2019 @UTRGV Edinburg
- Tuesday August 27, 2019 @Harlingen Convention Center
RTAP Regional Transit Plan

1. Development of Regional Mobility Manager
   MM should focus on activities and functions, coordination strategies among transit systems and human services agencies

2. Transit Traveler Information
   Create a one stop shop for providing basic travel information to transit riders.

3. New Regional Services
   Coordinate services between Brownsville, SPI, Hidalgo Co. to SPI, Willacy Co. to Harlingen.

4. Development of Urban Transit Network in Hidalgo
   Place down a full network of services through the urbanized area in Hidalgo Co.

5. Paratransit Services
   Make Paratransit services reserved for ADA in cities and remote exception in rural areas.

6. Establish Regional Rideshare Program
   Carpool and vanpool programs

7. Financial Strategies
   Seek dedicated funding source for fixed routes
Hi, my name is [name] and I am a new customer. The metro bus has always been my transportation of choice, and I like the many stops it offers to ride wherever I need to go to work school or home.

Pros

- Diversity
- Easy transportation
- Anyone can ride
- 2 routes equal
- Kind bus drivers
- No price discrimination
- cheap price

Cons

- not enough music
WHO DO WE SERVE?

- HIDALGO COUNTY
- CAMERON COUNTY
- WILLACY COUNTY
Contact Information

- Address: 3012 N. McColl Rd. Suite B McAllen, Tx. 78501
- Office number: (956) 668-8245
- Toll Free: 1-866-400-8245
- Mobility Manager: Alfred Molina
- Office number: (956) 668-8245 ext: 308
- Email: amolina@vailrgv.org
- Fax number: (956) 631-7914

Thank You for your time!