

The South Plains: 5-Year Regionally Coordinated Transportation Plan

Prepared by:

South Plains Association of Governments & South Plains Regional
Coordination Transportation Advisory Committee
2022-2026



South Plains Regional Coordination Transportation Advisory Committee

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Housing First Program Supervisor

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Texas Tech University, Ph. D

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Director

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VP of Membership & Marketing

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LIFE/RUN, Executive Director

Liz Castro

SPAG, Director of Area Agency on Aging

South Plains Association of Governments

Lead Agency Staff

Gyn Samples

Program Specialist

Kelly Davila

Regional Services Director

Texas Department of Transportation Agency
Staff

Eric Garcia

Public Transportation Coordinator

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I. Executive Summary

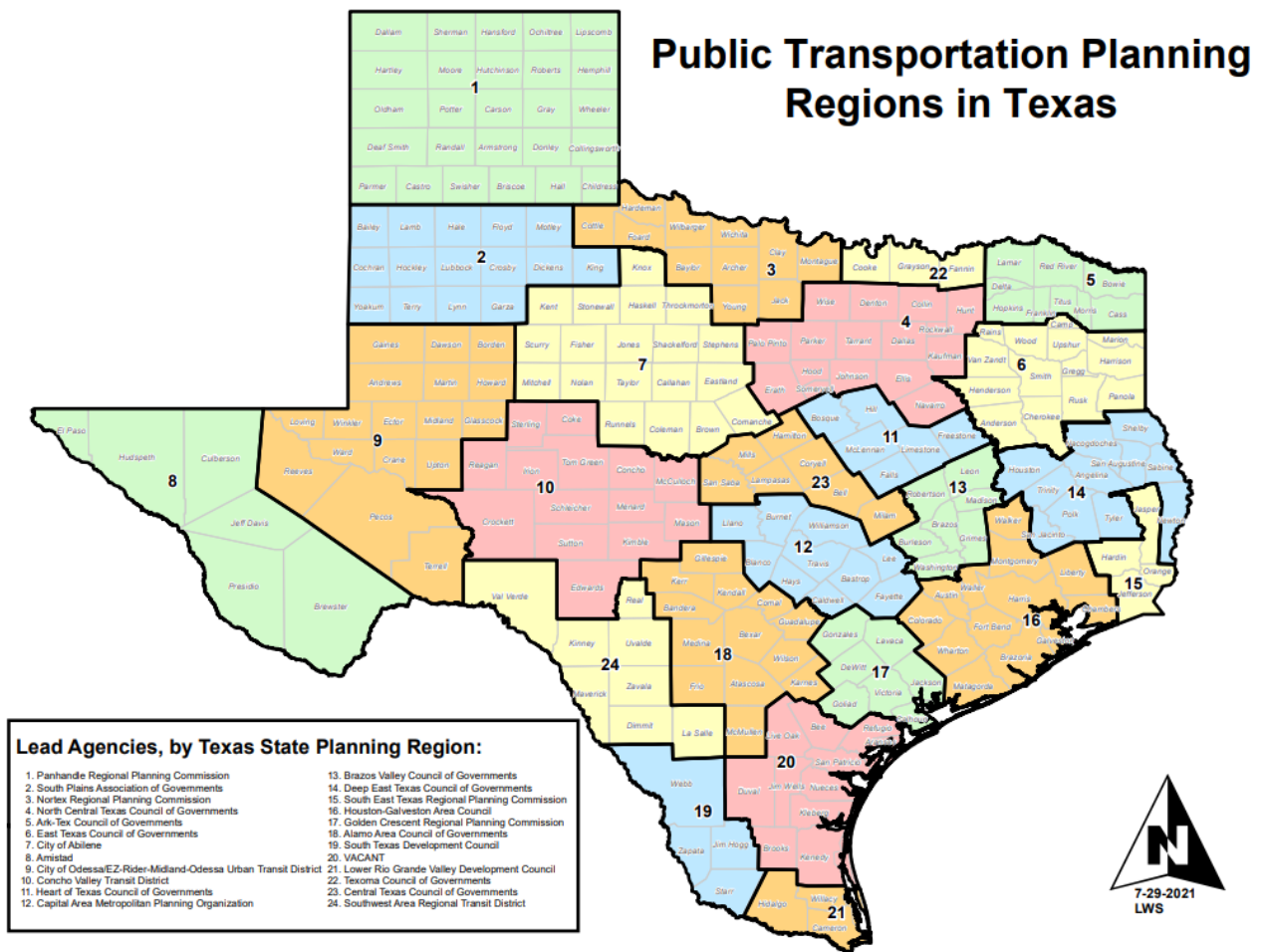
“The South Plains: Regionally Coordinated Transportation Plan” for 2022-2026 is a 5-year regional plan for Texas Planning Region 2. The 5-Year Plan begins with a background of the South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC) and their aligned vision, missions, and goals. Other topics to be featured in this plan includes; identified transportation resources, a comprehensive assessment of the region, a detail analysis of unmet services, and the region’s plan for comprehensive services that will include highlights of the region’s response to the COVID-19 Pandemic.

This 5-year regional plan was brought together by the coordinated efforts of South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC), and the South Plains Association of Governments (SPAG), a local council of governments. In addition to the general public, the plan specifically focuses on SPROCTAC’s six priority populations; low-income individuals, elderly, disabled individuals, veterans, children, and those experiencing homelessness. SPROCTAC and SPAG appreciates the help of its stakeholders, their organizations, and individuals for contributing to the plan.

The South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC), and the South Plains Association of Governments (SPAG) formally approved this plan on December 03, 2021.

II. Introduction

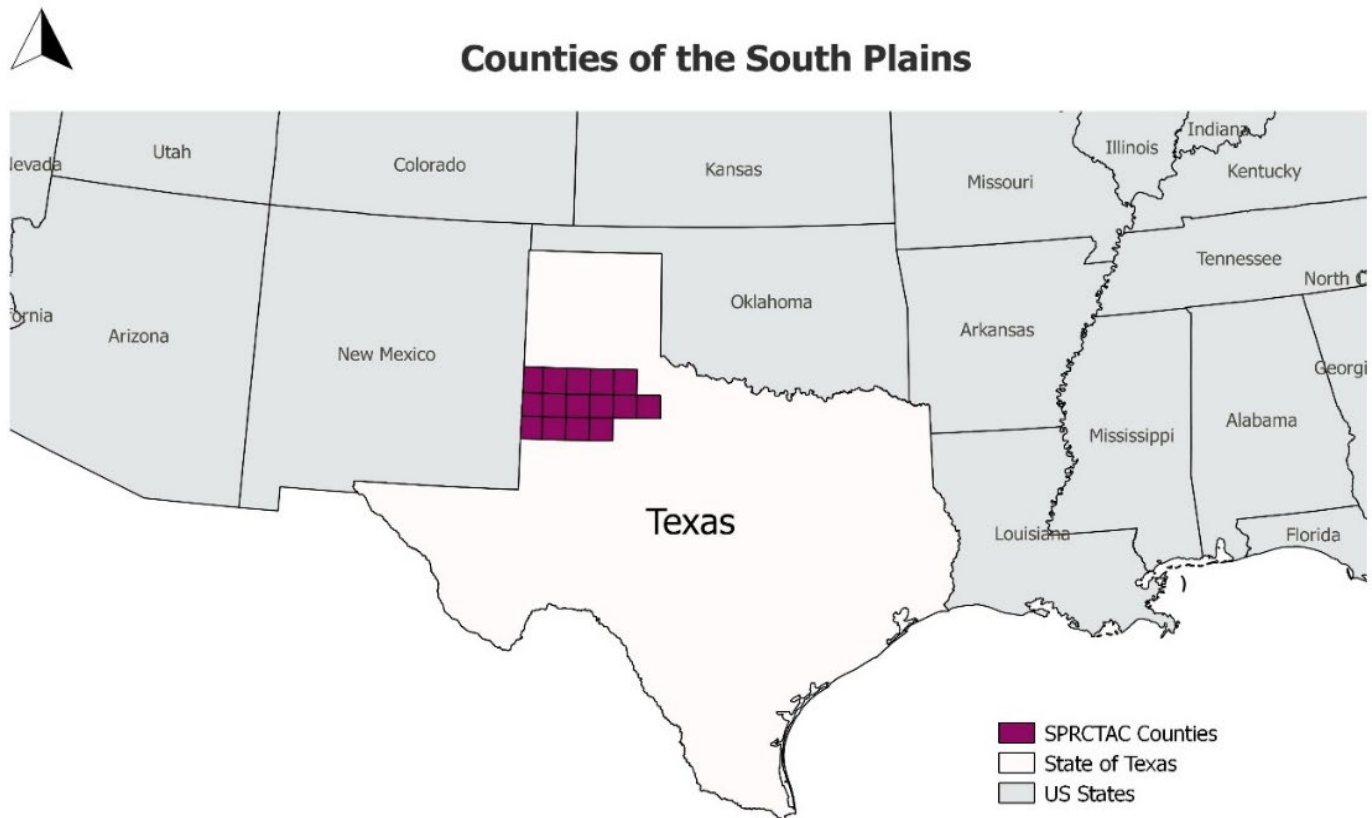
In 2003, the Texas Legislature passed HB 3588 mandating statewide coordination regarding the development of public transportation planning in response to both the economic and population growth in Texas. In 2005, the South Plains Regional Group (SPRG) was created to facilitate public transportation meetings, and coordinate transportation planning efforts in the South Plains region. In 2013, SPRG transitioned to South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC) with its lead agency being the South Plains Association of Governments (SPAG).



South Plains Association of Governments (SPAG)

The South Plains Association of Governments (SPAG) was created in 1967, as a regional council of governments (COG). SPAG is a voluntary association of cities and counties that assists governmental units in collaborating, planning, and coordinating for the general welfare and development of the South Plains region. SPAG houses a variety of different departments including; Caprock/Economic Development, 9-1-1, Regional Services, Area Agency on Aging, and a 2-1-1 call center. Through these departments, SPAG provides a wide range of services and is intimately familiar with the South Plains population, as well as, with their public service needs. Additionally, due to SPAG serving the same 15 county wide region as SPRCTAC, it provides a conducive environment for the SPRCTAC committee meetings and effective regional coordination. These meetings are facilitated by the Department of Regional Services, which specializes in different areas of planning such as, criminal justice, solid waste, regional water planning, and emergency management. The SPRCTAC oversees transportation planning for the following 15 counties: Bailey, Cochran, Crosby, Dickens, Floyd, Garza, Hale, Hockley, King, Lamb, Lubbock, Lynn, Motley, Terry, and Yoakum. **Map 1** displays all 15 counties served by both SPAG and SPRCTAC in relation to the rest of the state of Texas.

Map 1 – SPAG Counties Map



South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC)

The South Plain Regional Coordination Transportation Advisory Committee (SPRCTAC) consists of 15 members, and since 2013, has held meetings, conducted surveys, organized focus groups and outreach efforts in the region. Each member serves a five-year term and is appointed by the SPAG Board of Directors. There are stakeholders on the committee that are experts in regional transit and understand the fluctuation in transportation needs, resources, and funding. Other members represent important sectors in the South Plains region and are essential in accomplishing SPRINTAC's goals and objectives. These stakeholders are made up of, but not limited to, transit agencies, workforce agencies, veteran organizations, senior and disability service agencies, and other government and non-profit organizations. Currently, there are 6 vacancies on the committee, **Table 1** shows a list of the stakeholders that participated in the transportation planning process.

Table 1 - Stakeholders List

Agency Name	Agency Narrative
Citibus	Citibus provides public transportation for the City of Lubbock and is managed by RATP Dev, USA.
Department of Veterans Affairs	The Lubbock VA Department provides services for Veterans that includes assistance with veteran benefits, support for veterans with disabilities, and access to healthcare.
HOPE Community	HOPE primarily works with homeless individuals or individuals on the risk of becoming homeless and who do not have their own vehicle.
LIFE/RUN	LIFE/RUN provides services and advocates for individuals of all ages, with all types of significant disabilities and whose disability is creating a barrier toward independent living.
ModivCare Transportation	ModivCare Transportation is a non-emergency medical transportation company that transports Medicaid clients for medical related appointments.
Lubbock EDA (LEDA)	LEDA's mission is to promote economic growth by creating high-quality jobs, investing in new capital improvements, and improving Lubbock's quality of life.
Lubbock MPO	MPO is a federally mandated/funded transportation policy-making organization that is comprised of local representatives and transportation authorities. It's responsible for transportation plans that address transportation needs through the process of public involvement.
Ports-to-Plains	Ports-to-Plains is a grassroots alliance of communities and businesses whose mission is to promote economic security and prosperity throughout North America's energy and agricultural heartland, including Mexico and Canada.
SPAG, 2-1-1	2-1-1 Texas South Plains, a program of the Texas Health and Human Services Commission, is committed to helping Texas citizens connect with the services they need.
SPAG, Area Agency on Aging	The AAA provides an inclusive and coordinated variety of services and opportunities so that seniors can lead dignified, independent, and productive lives.
SPARTAN	Provides transportation services throughout the South Plains Rural Transportation District. SPARTAN is the transportation division of South Plains Community Action Association, Inc.
StarCare, PACE, and VetStar	StarCare Specialty Health System, "StarCare", provides services for adults, children and adolescents who have a diagnosis of mental illness, intellectual disabilities and/or substance use disorders. StarCare also provides aging services through its Program of All-Inclusive Care for the Elderly (PACE) program and supports and serves our local veterans through VetStar.
Workforce Solutions of the South Plains	Workforce Solutions South Plains is a non-profit agency that serves the South Plains area, and aids individuals, who are affected by various barriers, obtain and retain steady employment which will allow them to reach a secure level of self-sufficiency.
Community Health Center of Lubbock	Community Health Center of Lubbock also known as CHCL is a nonprofit organization. CHCL is a safety net provider for the underserved population without health insurance and no access to critical healthcare.

Vision Mission, Goals, and Objectives

According to the SPRCTAC bylaws, the committee was created for the following purposes:

1. To improve coordination among stakeholders, governmental entities, and service providers to assist in meeting the overall transportation needs of the region.
2. To clearly identify the demand, gaps in transportation, and mass transit services in the region.
3. To identify and research additional funding sources in the area in order to better provide transportation services to the region.
4. To serve as an advocate for the South Plains region regarding current and future initiatives from state or federal Transportation offices.

With the consideration of the bylaws, the SPRCTAC on December 03, 2021, adopted the following vision and mission statements:

Vision

“Our vision is to have accessible and efficient transportation throughout the South Plains.”

Mission

“Our mission is to improve coordination among service providers in order to ensure effective transportation planning that will enhance the mobility of all people in the South Plains.”

Goals

The SPRCTAC has identified three primary goals for improving equal access to seamless public transportation in the region.

- 1) *Increase public outreach and education on transportation services in the South Plains region.*
- 2) *Continued improvements to the coordination/communication between public and private transportation providers in the region.*
- 3) *Increase the accessibility of transit services to SPRCTAC’s six priority populations.*

Several strategies have been developed to achieve the above stated goals. Please see **Table 2** below for a more thorough explanation of the relationships between goals, objectives, and strategies.

Table 2 – SPRCTAC’s Strategies

SPRCTAC Mission: Our mission is to improve coordination among service providers in order to ensure effective transportation planning that will enhance the mobility of all people in the South Plains.		
Goal 1:	Increase public outreach and education on transportation services in the South Plains region.	
	<i>Objective A:</i>	Increase the awareness of public transportation services with SPRCTAC’s six priority populations, and the general public.
	<i>Objective B:</i>	Reduce lack of awareness of public transportation services with social service and transportation providers in the region.
	<i>Strategy 1:</i>	Implement Continuation of Education & Outreach Collaborative on Transportation Resources in the South Plains. Via transportation trainings, outreaches, public awareness campaigns, and educational videos in the region presented by SPRCTAC/SPAG.
	<i>Funding:</i>	TxDOT’s 2020 Coordinated Call, and other sources. Upcoming EDA Funding, TxDOT’s 2022 Coordinated Call, and other sources.
	<i>Affected Populations:</i>	Veterans, elderly, disabled individuals, children, low-income individuals, and those experiencing homelessness.
Goal 2:	Continued improvements to the coordination/communication between public and private transportation providers.	
	<i>Objective A:</i>	Incentivize private, and non-profit transit providers to come to SPRCTAC Meetings to help with transit coordination efforts and provide better communication between providers.
	<i>Strategy 1:</i>	Create an interested parties list for the SPRCTAC Meetings. This list should include all services and transit providers that are rural, urban, public, and private.
	<i>Strategy 2:</i>	Use the interested parties list to send out informationals on transit updates to the region. Such as new routes being considered by Citibus or SPARTAN, or funding opportunities that have become available.
	<i>Strategy 3:</i>	Identify and invite connected regional providers to SPRCTAC Meeting, such as those that connect the South Plains region to the Panhandle region.
	<i>Funding:</i>	If available, TXDOT lead agency assistance, and other sources.
	<i>Affected populations:</i>	Service providers for veterans, elderly, disabled individuals, children, low-income individuals, and those experiencing homelessness.
Goal 3:	Increase the accessibility of transit services to SPRCTAC’s six priority populations.	
	<i>Objective A:</i>	Coordinating with public and non-profit private transportation services to cover the region’s six priority populations access to transit services.
	<i>Strategy 1:</i>	Use SPRCTAC as a centralized informational group to connect non-profit private transit and public transit.
	<i>Strategy 2:</i>	Stakeholders involved in SPRCTAC will committee to assisting each other to help fill the gaps in services to SPRCTAC’s six priority populations.
	<i>Strategy 3:</i>	Stakeholders involved in SPRCTAC will committee to looking for available funding sources to improve their services for SPRCTAC’s six priority populations.
	<i>Funding:</i>	If available, TXDOT lead agency assistance, and other sources.
	<i>Affected populations:</i>	Veterans, elderly, disabled individuals, children, low-income individuals, and those experiencing homelessness.

III. Transportation Resources in the Region

Public Transportation Providers

SPARTAN

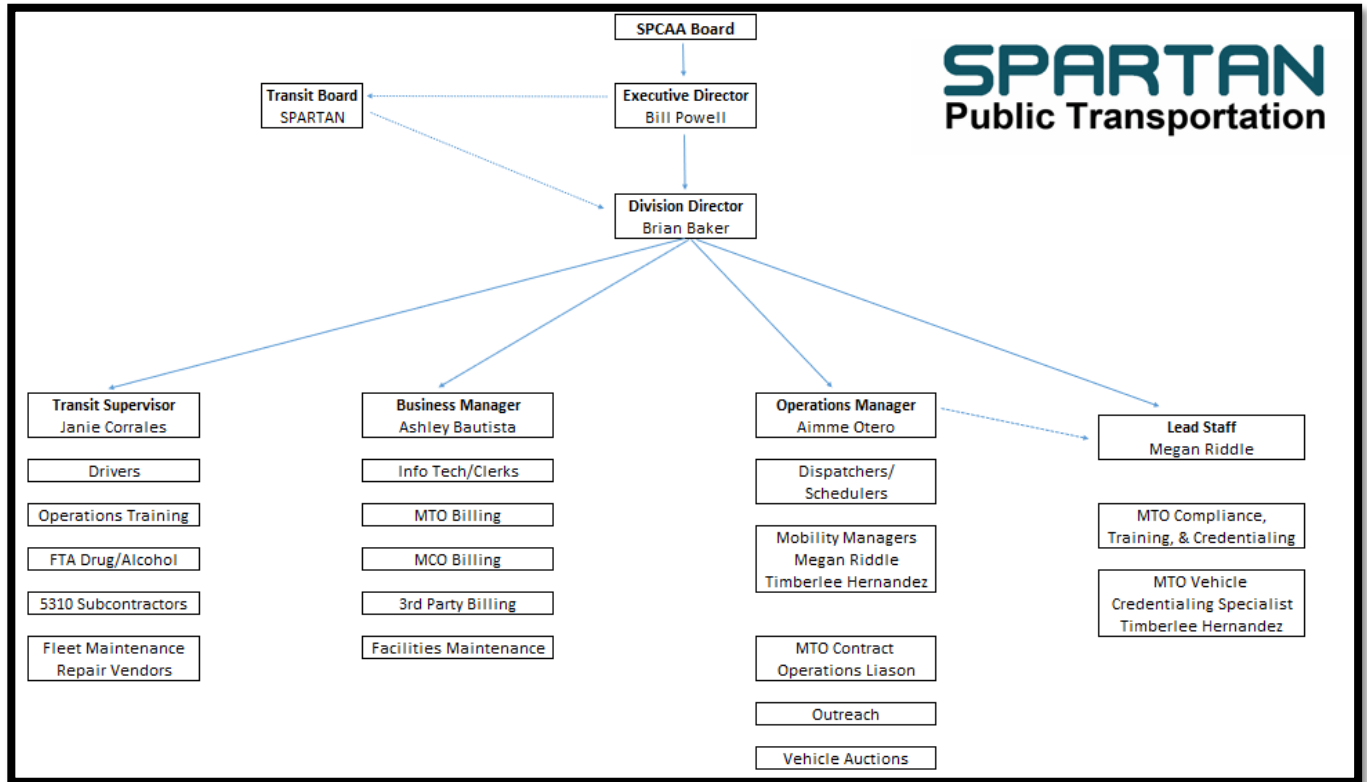
There are several transportation providers in the South Plains region, however, SPARTAN Public Transportation is one of the two most regionally comprehensive transit services. Headquartered in Levelland, SPARTAN is the transportation division of South Plains Community Action Association (SPCAA) and provides transportation services in the South Plains Rural Transit District. The South Plains Rural Transit District includes the fifteen-county wide region overseen by SPRCTAC and two additional counties, Mitchell and Scurry. SPARTAN has satellite transportation centers located in the county seat or the largest cities throughout the region.

SPARTAN provides a variety of in-town and out-of-town public transit services in the South Plains Rural Transit District, such as demand-response, scheduled rural routes, same day trips, express commuter service from Lubbock to South Plains College in Levelland, and non-emergency medical transportation. With approximately fifty (50) full-time and part-time employees and fifty (50) revenue vehicles, in fiscal year 2019, SPARTAN provided 1,294,600 miles worth of transportation services, totaling to 142,063 trips and over 48,000 hours of service. Since 2018, SPARTAN has increased its transportation service mileage by almost 42,000 miles and has increased its number of trips by 1,000. In 2020, total mileage, and trips decreased due to the National Health Emergency caused by COVID-19. The exact operational statistics are provided below in **Table 3**.

Table 3 – Operation Statistics from 2010 to 2020 (SPARTAN)

Year	Total Miles	Total Trips	Total Hours
FY 2020	1,155,896	106,464 (COVID-19)	47,036
FY 2019	1,294,600	142,063	48,885
FY 2018	1,253,431	141,166	48,801
2016	1,015,139	156,228	41,612
2010	965,199	116,339	49,433

Despite the rising demand in rural transportation services, SPARTAN employs a straightforward organizational structure. The structure is primarily delineated by different responsibilities that each have a direct manager/supervisor. A SPARTAN organizational chart is shown below.



By having the positions shown in the organizational chart filled, SPARTAN runs transportation vehicles Monday through Saturday charging minimal fares. **Table 4** shows SPARTAN fare rates by types of trips: local, out-of-town, and demand response trips. Visit the SPARTAN website for more information on rates.

Table 4 – Fare Rates by Service (SPARTAN)

Local (In-town) Rate:	\$2.00 Roundtrip
Out-of-town Rate:	\$12.00 Roundtrip
Demand-Response Rate:	\$0.50/Mile

Citibus

While SPARTAN is the South Plains primary rural transit provider, Citibus is the urban transportation provider responsible for transportation services inside the City of Lubbock. Citibus' services include fixed routes, CitiAccess (paratransit), and OnDemand transport service (demand response/shared ride, and bus services for Texas Tech University). Citibus' fixed route service runs Monday through Friday from 5:45 a.m. through 7:45 p.m. and Saturdays from 6:45 a.m. to 7:55 p.m. Citibus' OnDemand transport service offers curb to curb service to Lubbock residents that do not qualify for paratransit service or need transportation service after fixed route hours. OnDemand trips can be scheduled through the Citibus OnDemand app or by calling Citibus customer service. OnDemand trips can only be scheduled for same day service. OnDemand runs until 11:00 p.m. Monday through Friday. In addition to these services, Citibus has CitiAccess that provides demand response services to passengers who are unable to use the standard fixed route service. Through these services, Citibus provided the following operation statistics in FY 2019, see **Table 5** below.

Table 5 – Operation Statistics for 2019 (Citibus)

Year	Total Miles	Total Trips	Total Hours
2019	2,698,653	3,686,302	188,188

Citibus provides services at different fare rates based on age-group and offers various types of ride passes. Several of these ride passes are specifically for students, in order for them to obtain reliable methods of transportation to and from school, summer camp, and college campuses. This is done to increase children's and student's accessibility to educational opportunities. **Table 6** shows Citibus fare rates by types of service. Visit the Citibus website for more information on rates.

Table 6 – Fare Rates by Service (Citibus)

Citibus Fixed Route Rates:	\$50.00 Monthly Citibus Pass	\$14.50 Weekly Citibus Pass	\$3.50 One (1) Day Citibus Pass	
Citibus On-Demand Rates:	\$2.00 per ride			
CitiAccess Rates:	\$3.50 per trip for ADA Riders inside service area from 5AM-8PM	\$11.50 per trip for ADA Riders outside service area from 5AM-8PM	\$15.00 per trip for ADA Riders to Reese Center	Additional Fees Include: \$7.00 premium same-day, \$7.00 premium alternate destinations
Citikids, Summer, & CitiU Rates:	\$52.50 CitiKids Pass	\$52.50 CitiSummer Pass	\$52.50 Citibus U Pass	Available: Sept. – Dec. (Fall) Jan. – May (Spring) June – Aug. (Summer)

Other Transportation Providers

Besides SPARTAN and Citibus, there are other transit providers and organizations that provide transportation for individuals in the region. They are known as client-based transit, and private transit industries.

Client-based Transportation Providers

Client-based transit providers are organizations that only offer services to their clientele. For example, StarCare is an organization that helps to provide transportation services to individuals with mental illnesses, intellectual disabilities, and/or substance use disorders. While these organizations help provide transportation to SPRCTAC's priority populations, people who are not directly involved with this organization may not be informed about or be eligible for their transit services. These types of providers include:

- StarCare
- LifeRun Center for Independent Living
- Wheelcare Transportation
- Cochran County (Veteran Transportation)
- Modivcare (formerly Logisticare)

Private Transportation Providers

The counterpart to SPARTAN and Citibus's public transportation services are the private transportation industries. These transits provider can offer a more personalized trip for their clientele, but can be limited by their service areas. These types of providers include:

- Greyhound
- Taxi Services
- Uber
- Lyft
- West Texas Opportunities (Southern Service Provider to SPAG Region)
- Panhandle Transit (Northern Service Provider to SPAG Region)

While other transportation services are available, the most affordable, and reliable option for public transit in our region is SPARTAN and Citibus.

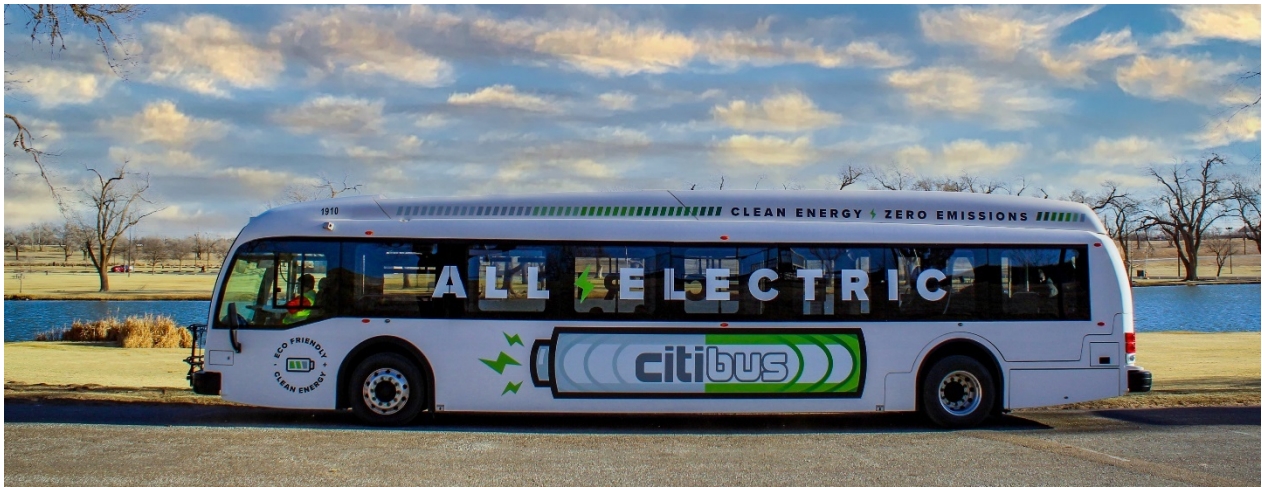
Transportation Resource Inventory

Below are lists of transportation resource inventories provided to SPRCTAC from public, client-based, and private transit providers in the South Plains region.



SPARTAN Inventory List						
Agency	Unit #	Year	Make/Model	VIN #	License #	W/C/Amb Seating
SPARTAN	1308	2013	Glaval	1FDFE4FS3DDB27380	115-9238	20/4
SPARTAN	1501	2016	Glaval Universal	1FDFE4FS2GDC03286	121-9097	14/3
SPARTAN	1503	2016	Glaval Universal	1FDFE4FS6GDC03288	121-9101	14/3
SPARTAN	1504	2016	Glaval Universal	1FDXE4FS5GDC03304	121-9100	19/3
SPARTAN	1505	2016	Glaval Universal	1FDXE4FS7GDC03305	121-9098	19/3
SPARTAN	1701	2017	Glaval Universal	1FDFE4FSXHDC52883	121-9298	20/4
SPARTAN	1702	2017	Glaval Universal	1FDXE4FS3HDC57329	121-9299	19/3
SPARTAN	1703	2017	Glaval Universal	1FDXE4FSXHDC57330	139-2547	19/3
SPARTAN	1704	2017	Glaval Universal	1FDFE4FS8HDC52882	121-9304	20/4
SPARTAN	1705	2017	Glaval Universal	1FDXE4FS1HDC57328	121-9301	19/3
SPARTAN	1706	2017	Glaval Universal	1FDFE4FS6HDC52878	121-9295	20/4
SPARTAN	1707	2017	Glaval Universal	1FDXE4FSXHDC57327	121-9303	19/3
SPARTAN	1708	2017	Commute	1FDES8PM3HKB22743	121-9300	12/2
SPARTAN	1709	2017	Commute	1FDES8PM7HKB22745	121-9294	12/2
SPARTAN	1710	2017	Commute	1FDES8PMXHKB28488	121-9296	12/3
SPARTAN	1711	2017	Commute	1FDES8PM9HKB22746	121-9302	12/2
SPARTAN	1712	2017	Commute	1FDES8PM5HKB22744	121-9306	12/2
SPARTAN	1713	2017	Commute	1FDES8PM3HKB26775	121-9307	12/2
SPARTAN	1714	2017	Commute	1FDES8PM5HKB26776	121-9308	12/3
SPARTAN	1801	2018	Glaval	1FDXE4FSXJDC31168	121-9331	19/3
SPARTAN	1802	2018	Commute	1FDES8PM6JKA73690	121-9332	12/3
SPARTAN	1803	2018	Commute	1FDES8PMXJKA73689	121-9333	12/3
SPARTAN	1901	2019	Glaval Universal	1FDEE3FS5KDC14393	121-9363	14/3
SPARTAN	1902	2019	Glaval Universal	1FDEE3FS7KDC14394	121-9359	14/3
SPARTAN	1903	2019	Glaval Universal	1FDEE3FS0KDC14396	121-9360	14/3

SPARTAN	1904	2019	Glaval Universal	1FDEE3FS9KDC14395	121-9362	14/3
SPARTAN	1905	2019	Glaval Universal	1FDEE3FS2KDC14397	121-9365	14/3
SPARTAN	2001	2020	Glaval Titan II	1FDFE4FS7KDC45316	U38-316	20/4
SPARTAN	2002	2020	Glaval Titan II	1FDFE4FS9KDC45317	U38-311	20/4
SPARTAN	2003	2020	Glaval Titan II	1FDFE4FS1KDC42945	U38-313	20/4
SPARTAN	2004	2020	Glaval Titan II	1FDFE4FS8KDC42957	U38-312	20/4
SPARTAN	2005	2020	Elkhart Coach	1FDFE4FSXKDC69142	141-4870	20/4
SPARTAN	2006	2020	Elkhart Coach	1FDFE4FS2KDC69202	141-4871	20/4
SPARTAN	2007	2020	Elkhart Coach	1FDFE4FSXKDC69075	141-4872	20/4
SPARTAN	1502	2016	Glaval Universal	1FDFE4FS4GDC03287	151-9099	14/3
SPARTAN	1204	2012	Glaval	1FDGF5GY7CEA26572	114-1983	29/3
SPARTAN	1205	2012	Glaval	1FDGF5GY0CEA26574	114-1982	29/3
SPARTAN	1206	2012	Glaval	1FDGF5GY2CEA26575	114-1984	29/3
SPARTAN	1301	2013	Glaval Entourage	1FDGF5GY4DEA18978	114-2021	32/0
SPARTAN	1302	2013	Glaval Entourage	1FDGF5GY6DEA18979	114-2022	32/0
SPARTAN	1303	2013	Glaval Entourage	1FDGF5GY0DEA18976	115-9232	32/0
SPARTAN	1005	2010	Braun	2D4RN4DE1AR167645	104-4797	7/1
SPARTAN	1006	2010	Braun	2D4RN4DEXAR167630	104-4796	7/1
SPARTAN	1207	2012	MV1	523MF1A62CM100357	115-9231	4/2
SPARTAN	1715	2017	Lone Star	2C4RDGBG9HR838947	121-9316	3/1
SPARTAN	1906	2019	Braun Entervan	2C7WDGBG6KR801481	NEW	5/1
SPARTAN	1907	2019	Braun Entervan	2C7WDGBG5KR798900	NEW	5/1
SPARTAN	2008	2020	Promaster 1500	3C6TRVAG5KE539050	NEW	6/2
SPARTAN	2009	2020	Promaster 1500	3C6TRVAG7KE539051	NEW	6/2
SPARTAN	399	2010	Charger SE	2B3CA4CD9AH128526	108-5630	5/0
SPARTAN	401	2010	Charger SE	2B3CA4CD0AH128527	108-5631	5/0
SPARTAN	417	2010	Taurus	1FAHPWXAG165237	CC6-J138	5/0
SPARTAN	421	2010	Malibu	1G1ZC5EBOAF171912	CH5-L175	5/0
SPARTAN	415	2010	Ram 1500	1D7RB1GK3AS218184	104-4798	5/0



Citibus Inventory List						
Agency	Unit #	Year	Make/Model	VIN #	License #	W/C/Amb Seating
Citibus	111	2001	RTS NOVABUS	4RKGWTGAX1R835333	123-4735	2/33
Citibus	112	2001	RTS NOVABUS	4RKGWTGA11R835334	124-2320	2/33
Citibus	114	2001	RTS NOVABUS	4RKGWTGA21R835360	124-2414	2/33
Citibus	92	2000	CHANCE	1C9S2HFSXYW535186	124-2412	2/28
Citibus	93	2000	CHANCE	1C9S2HFS1YW535187	794-027	2/28
Citibus	618	2008	CHEVROLET	1GBHK29K08E165627	119-6160	0/2
Citibus	783	2005	DODGE/RAM 2500	3D7KS28C95G839604	133-4875	0/6
Citibus	3006	2001	FORD/VAN	1FMRE11221HA61458	123-4820	1/1
Citibus	3008	2005	CHEVY/UPLANDER	1GBDV13L75D221856	123-4893	1/1
Citibus	3009	2005	CHEVY/UPLANDER	1GBDV13L25D221263	123-4823	1/1
Citibus	3010	2005	CHEVY/UPLANDER	1GBDV13L75D221968	124-2323	1/1
Citibus	3011	2006	FORD CROWN VIC	2FAFP71W76X125918	124-2240	0/4
Citibus	3013	2005	FORD CROWN VIC	2FAFP71W45X129603	108-2130	0/4
Citibus	3014	2005	FORD CROWN VIC	2FAFP71W65X129621	108-2143	0/4
Citibus	3015	2006	FORD CROWN VIC	2FAFP71W26X125924	108-2142	0/4
Citibus	3016	2006	FORD CROWN VIC	2FAFP71W66X125943	114-6455	0/4
Citibus	3018	2006	FORD CROWN VIC	2FAFP71W46X125956	123-4895	0/4
Citibus	3020	2006	FORD CROWN VIC	2FAFP73V66X112419	124-2241	0/4
Citibus	3021	2006	FORD CROWN VIC	2FAFP73V16X112425	124-2415	0/4
Citibus	3022	2009	FORD CROWN VIC	2FAHP71V09X105398	124-2416	0/4
Citibus	3023	2006	FORD CROWN VIC	2FAFP73V66X112422	123-4896	0/4
Citibus	3024	2015	MV-1	57WMD2C60FM100257	DB7-L263	0/4
Citibus	601	2006	GILLIG LOW FLOOR	15GGB291361076727	132-6618	2/32
Citibus	602	2006	GILLIG LOW FLOOR	15GGB291561076728	119-6355	2/32
Citibus	603	2006	GILLIG LOW FLOOR	15GGB291761076729	123-4821	2/32
Citibus	604	2006	GILLIG LOW FLOOR	15GGB291361076730	119-6255	2/32

Citibus	605	2006	GILLIG LOW FLOOR	15GGB291561076731	119-6256	2/32
Citibus	606	2006	GILLIG LOW FLOOR	15GGB291761076732	119-6351	2/32
Citibus	607	2006	GILLIG LOW FLOOR	15GGB291961076733	123-4734	2/32
Citibus	901	2009	Gillig/BRT HYBRID	15GGE301191091919	132-6499	2/23
Citibus	902	2009	Gillig/BRT HYBRID	15GGE301191091920	107-5066	2/23
Citibus	903	2009	Gillig/BRT HYBRID	15GGE301191091921	107-5067	2/23
Citibus	904	2009	Gillig/BRT HYBRID	15GGE301191091922	107-5068	2/23
Citibus	905	2009	Gillig/BRT HYBRID	15GGE301391091923	107-5069	2/23
Citibus	906	2009	Gillig/BRT HYBRID	15GGE301591091924	107-5071	2/23
Citibus	1101	2011	Gillig Hybrid	15GGB3018B1177694	107-5070	2/32
Citibus	1102	2011	Gillig Hybrid	15GGB301XB1177695	108-2109	2/32
Citibus	1301	2013	Gillig Hybrid	15GGB3018D1177696	108-2115	2/32
Citibus	1302	2013	Gillig Hybrid	15GGB301XD1177697	114-6593	2/32
Citibus	1303	2013	Gillig Hybrid	15GGB3011D1177698	114-6594	2/32
Citibus	1304	2013	Gillig Hybrid	15GGB3013D1177699	114-6595	2/32
Citibus	1701	2017	35-GILLIG LOW FLOOR	15GGB2713H1188157	114-6596	2/32
Citibus	1702	2017	35-GILLIG LOW FLOOR	15GGB2715H1188158	132-6565	2/32
Citibus	1710	2017	40-GILLIG LOW FLOOR	15GGD2714H1188159	132-6567	2/38
Citibus	1711	2017	40-GILLIG LOW FLOOR	15GGD2710H1188160	132-6570	2/38
Citibus	1801	2018	35-GILLIG LOW FLOOR	15GGB2711J3189785	132-6566	2/32
Citibus	1802	2018	35-GILLIG LOW FLOOR	15GGB2713J3189786	132-6729	2/32
Citibus	1810	2018	40-GILLIG LOW FLOOR	15GGD2715J3189783	132-6730	2/38
Citibus	1811	2018	40-GILLIG LOW FLOOR	15GGD2717J3189784	132-6733	2/38
Citibus	1901	2019	35-GILLIG LOW FLOOR	15GGB2717K3194037	132-6734	2/38
Citibus	1902	2019	35-GILLIG LOW FLOOR	15GGB2719K3194038	133-5112	2/38
Citibus	1903	2019	35-GILLIG LOW FLOOR	15GGB2710K3194039	133-5100	2/38
Citibus	1904	2019	35-GILLIG LOW FLOOR	15GGB2717K3194040	133-5101	2/38
Citibus	1905	2019	35-GILLIG LOW FLOOR	15GGB2719K3194041	133-5102	2/38
Citibus	1906	2019	35-GILLIG LOW FLOOR	15GGB2710K3194042	133-5103	2/38
Citibus	1910	2019	40-Electric Protera Bus	7JZTH11J2KL000006	133-5107	2/38
Citibus	1911	2019	40-Electric Protera Bus	7JZTH11J4KL000007	133-4991	2/38
Citibus	2056	2006	INTERNATIONAL	1HVBTAFMX6W325187	133-4992	4/20
Citibus	2901	2008	Arboc/Chevy	1GBKG31K181167953	131-4721	5/11
Citibus	2902	2009	Arboc/Chevy	1GBKG31K091114209	104-5518	5/11
Citibus	2908	2009	Arboc/Chevy	1GBKG31K491114374	132-6319	5/11
Citibus	2909	2009	Arboc/Chevy	1GBKG31K691115301	133-5131	5/11
Citibus	2912	2009	Arboc/Chevy	1GBKG31K691115039	132-6317	5/11
Citibus	2913	2009	Arboc/Chevy	1GBKG31K791114157	107-4984	5/11
Citibus	2914	2009	Arboc/Chevy	1GBKG31K891113891	132-6321	5/11
Citibus	2916	2009	Arboc/Chevy	1GBKG31K991114743	132-6378	5/11

Citibus	1601	2016	Arboc/Chevy	1GB6G5BG1F1279477	132-6580	4/11
Citibus	1602	2016	Arboc/Chevy	1GB6G5BG1F1279611	131-4915	4/11
Citibus	1603	2017	Arboc/Chevy	1GB6GUBG4G1310071	131-4916	4/11
Citibus	1604	2017	Arboc/Chevy	1GB6GUBG9G1337430	132-6467	4/11
Citibus	1605	2017	Arboc/Chevy	1GB6GUBG3G1340498	132-6468	4/11
Citibus	1606	2017	Arboc/Chevy	1GB6GUBG7G1337216	132-6469	4/11
Citibus	1607	2017	Arboc/Chevy	1GB6GUBG9G1310700	132-6470	4/11
Citibus	1608	2017	Arboc/Chevy	1GB6GUBG6G1336347	132-6459	4/11
Citibus	1609	2017	Arboc/Chevy	1GB6GUBG1G1335736	132-6460	4/11
Citibus	1610	2017	Arboc/Chevy	1GB6GUBG4G1312449	132-6461	4/11
Citibus	1611	2017	Arboc/Chevy	1GB6GUBG6G1337126	132-6462	4/11
Citibus	1612	2017	Arboc/Chevy	1GB6GUBGXG1311578	132-6463	4/11
Citibus	1613	2017	Arboc/Chevy	1GB6GUBG7G1338379	132-6464	4/11
Citibus	1614	2017	Arboc/Chevy	1GB6GUBGXG1336092	132-6500	4/11
Citibus	2001	2000	40" Nova LF	2NVYL82S8X3000288	132-6465	2/38
Citibus	2002	2000	40' Nova LF	2NVYL82S7X3000282	107-9235	2/38
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Citibus	2004	2000	40' Nova LF	2NVYL82S9X3000283	107-9236	2/38
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Citibus	2007	2000	40' Nova LF	2NVYL82S8X3000291	108-2113	2/38
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Citibus	2009	2000	40' Nova LF	2NVYL82S2X3000285	107-9243	2/38
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Citibus	2103	2001	40' Nova LF	2NVYL82S213000326	107-9238	2/38
Citibus	2104	2001	40' Nova LF	2NVYL82S013000311	108-2116	2/38
Citibus	2105	2001	40' Nova LF	2NVYL82S313000318	107-9250	2/38
Citibus	2106	2001	40' Nova LF	2NVYL82S413000294	107-9239	2/38
Citibus	2107	2001	40' Nova LF	2NVYL82S413000313	108-2117	2/38
Citibus	2108	2001	40' Nova LF	2NVYL82S013000325	107-9273	2/38
Citibus	2109	2001	40' Nova LF	2NVYL82S313000304	107-9262	2/38
Citibus	2110	2001	40' Nova LF	2NVYL82S513000319	108-2124	2/38
Citibus	2111	2001	40' Nova LF	2NVYL82S613000331	108-2153	2/38
Citibus	2112	2001	40' Nova LF	2NVYL82SX13000297	108-2119	2/38
Citibus	2113	2001	40' Nova LF	2NVYL82S313000299	108-2118	2/38
Citibus	2114	2001	40' Nova LF	2NVYL82S913000307	108-2112	2/38
Citibus	2116	2001	40' Nova LF	2NVYL82S913000310	108-2110	2/38

Citibus	2115	2001	40' Nova LF	2NVYL82S213000312	107-9266	2/38
Citibus	2117	2001	40' Nova LF	2NVYL82S113000317	108-2108	2/38
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Citibus	2511	2005	40-GILLIG LOW FLOOR	15GGD211951076073	144-1024	2/38
Citibus	2512	2005	40-GILLIG LOW FLOOR	15GGD211051076074	133-5097	2/38
Citibus	2513	2005	40-GILLIG LOW FLOOR	15GGD211251073075	133-5111	2/38
Citibus	2514	2005	40-GILLIG LOW FLOOR	15GGD211451076076	143-1116	2/38
Citibus	2515	2005	40-GILLIG LOW FLOOR	15GGD211651076077	143-1121	2/38
Citibus	2516	2005	40-GILLIG LOW FLOOR	15GGD211X51076079	143-1117	2/38
Citibus	2517	2005	40-GILLIG LOW FLOOR	15GGD211851076081	133-5072	2/38
Citibus	2518	2005	40-GILLIG LOW FLOOR	15GGD211151076326	143-1122	2/38

StarCare Inventory List						
Agency	Unit #	Year	Make/Model	VIN #	License #	W/C/Amb Seating
StarCare	1502	2018	Nissan Frontier P/U (Amarillo)	1N6BD0CT3JN733020	133-4747	4
StarCare	1502	2015	Ford Fusion	3FA6P0G78FR293170	133-4870	5
StarCare	1502	1997	Ford F350 Utility Van (Amarillo)	1FDKF37G3VEB20943	133-4911	2
StarCare	1505	2018	Nissan Frontier P/U	1N6BD0CT4JN744169	133-4831	4
StarCare	3010	2010	Ford Eldorado Bus #63	1FDFE45S09DA88448	107-5044	14-8/6
StarCare	3010	2010	Ford Eldorado Bus #66	1FDFE45S29DA88449	107-5045	14-8/6
StarCare	3010	2007	Dodge Sprinter	WD8PD744465968661	144-9175	10
StarCare	3010	2007	Ford Eldorado Bus	1FDXE45S87DA58924	117-5982	14/8/6
StarCare	3010	2008	Ford Eldorado Bus	1FD4E45S68DA15848	117-5991	14-8/6
StarCare	3010	2017	Dodge Caravan ATS	2C4RDGBG4HR860001	133-4794	1/5/1900
StarCare	3010	2018	E450 Bus	1FDFE4FS2HDC70620	133-4859	14-10/4
StarCare	3010	2019	Ford E-450 Bus	1FDFE4FS3KDC56586	133-5059	14-10/4
StarCare	3010	2020	Chevy Express Van	1GAWGEFP5L1226145	143-1163	10
StarCare	5113	2015	Chevy Malibu	1G11B5SL7FF195600	119-6104	5
StarCare	5113	2018	Nissan Altima	1N4AL3AP6JC262460	133-4788	5
StarCare	5113	2018	Nissan Altima	1N4AL3AP4JC260982	133-4789	5
StarCare	5113	2018	Nissan Altima	1N4AL3AP3JC260777	133-4790	5
StarCare	5113	2018	Nissan Altima	1N4AL3AP7JC276139	133-4791	5
StarCare	5113	2018	Nissan Altima	1N4AL3APXJC279973	133-4792	5
StarCare	5113	2018	Nissan Altima	1N4AL3APIJC275164	133-4793	5
StarCare	6104	2015	Ford Transit Connect	NM0GE9F74F1208603	119-6383	7
StarCare	6104	2015	Ford Focus	1FADP3K26FL219328	119-6384	4
StarCare	7102	2014	Ford Connect 7 pass.	NM0GE9F78E1155791	119-6116	7
StarCare	4104	2010	Chevy Express Van	1GA2G1DGXA1158092	117-5969	12
StarCare	7106	2010	Chevy Express Van	1GA2G1DG8A1156969	117-5970	12
StarCare	8313	1996	Ford Utility Van	1FDKE30H6THB51587	144-9176	2

StarCare	8313	1997	Ford XL 250 P/U	3FTHF25H2VMA53735	117-5987	3
StarCare	4117	2008	Chevy Uplander #10	1GNDV23148D202242	117-5996	7
StarCare	8316	2015	Chevy Malibu	1G11B5SL0FF207246	119-6103	2
StarCare	8313	2015	Ford Connect XL Cargo	NM0LS7E72F1183214	119-6117	2
StarCare	8313	2015	Ford Connect XL Cargo	NM0LS7E72F1188123	119-6118	15
StarCare	4119	2015	Ford Transit 15 pass.	1FBZX2YG3FKA40848	119-6120	8
StarCare	4121	2015	Ford Transit 8 pass.	1FMZK1YG2FKA13933	119-6121	2
StarCare	8105	2015	Ford Connect XL Cargo	NM0LS7E77F1188117	119-6122	2
StarCare	8313	2015	Ford Connect XL Cargo	NM0LS7E71F1188114	119-6123	2
StarCare	8313	2015	Ford Connect XL Cargo	NM0LS7E79F1183212	119-6124	2
StarCare	8105	2015	Ford Connect XL Cargo	NM0LS7E74F1188110	119-6125	15
StarCare	4115	2015	Ford Transit 15 pass. High roof	1FBVU4XG0FKA13935	119-6126	8
StarCare	4120	2015	Ford Transit 15 pass.	1FBZX2ZG1FKA52009	119-6230	15
StarCare	8313	2015	Chevy Malibu	1G11B5SLXFF195347	123-4794	5
StarCare	4103	2015	Ford Transit 15 pass.	1FBZX2ZG5FKA54376	131-9339	15
StarCare	8313	2008	Ford F450 Super-Duty	1FDXF46R28EE22419	132-6449	3
StarCare	4120	2015	Ford Fusion	3FA6P0G74FR252826	133-4740	5
StarCare	8313	2018	Nissan NV200	3N6CM0KN7JK699211	133-4748	2
StarCare	4116	2017	Dodge Caravan ATS	2C4RDGBG9HR862147	133-4795	5
StarCare	8313	2020	Chevy Silverado 2500	1GC0WLE76LF198820	133-5132	3
StarCare	8313	2020	Chevy Silverado 2500	1GC0WLE74LF194099	133-5133	3

IV. Regional Comprehensive Assessment

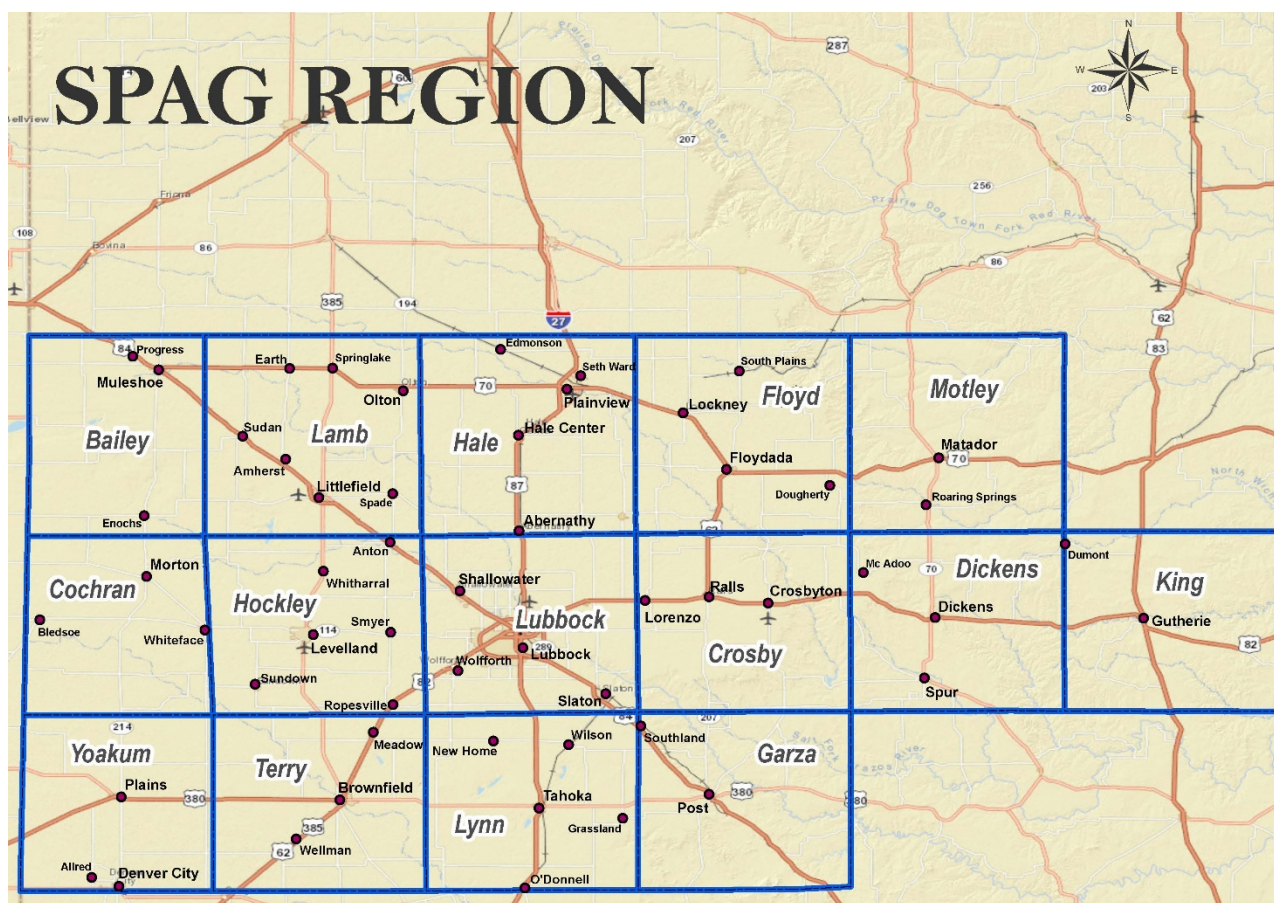
To comprehend the transportation challenges that exist in the South Plains region, it is crucial to consider both the geography and the demographics of the area. The following information will breakdown SPAG/SPRCTAC region's geography, population trends, median income, and percentages of priority populations by each county.

SPAG's Regional Geography

The South Plains region is located in the north western part of the state and spans across 13,737 square miles. The area is comprised of fifteen (15) counties, forty-eight (48) incorporated cities, and, numerous unincorporated communities. The region has several major corridors for transportation such as, Interstate 27 (I-27), which connects Lubbock to Amarillo, and US Highway 84 (US 84), travels diagonally across the region from northwest of Bailey County to southeast of Garza County. An additional main corridor is State Highway 70; this highway runs east to west passing thru from Motley County to Bailey County, connecting the South Plains with the eastern counties of New Mexico and the central part of Texas. The convergence of all these major corridors establishes the City of Lubbock, as the "Hub City."

Although, Lubbock is deemed as the "Hub City", the issue with transportation services lies in the need for rural residents to get to Lubbock. For example, the distance for a resident that lives in Guthrie, TX (King County) and needs to go to Lubbock, TX is 1 hour and 30 minutes one-way, and round trip is 2 hours and 59 minutes. This resident would need to request a ride for essentially a 3-hour trip just to get to the nearest major city in our region. Please see **Map 2** for a visual representation of major corridors in the South Plains region.

Map 2 – Major Corridors of the South Plains



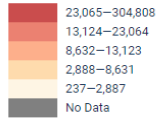
Population

According to the U.S. Census Bureau 2019 5-year total population estimates, the largest city in the region, Lubbock, has a population of 304,808 residents. The remaining cities all have populations averaging around 23,000 people. These numbers make the South Plains a relatively sparse area at 29 people per square mile, compared to the rest of Texas, which currently has 96.3 people per square mile. In addition, **Table 7** shows the changes in population from 2010 to 2019 in each county in the SPRCTAC/SPAG region. Only four counties received an increase in population the highest being King County with an 12.92% increase. Unfortunately for the region, rural counties are suffering from population decreases with Hale County having the highest decrease at 12.06%, see **Map 3**.

Map 3 – Population (2019 5-Year Estimates)

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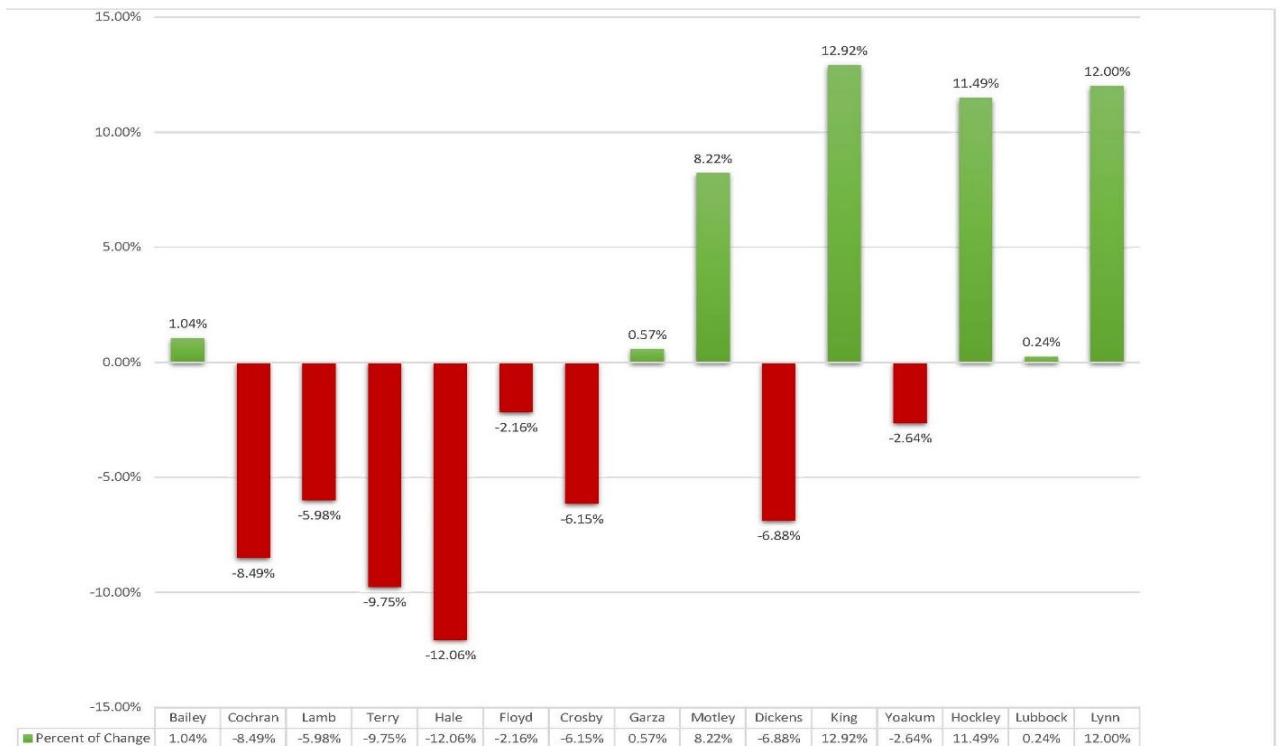


Italicized numbers indicate the number of geography areas in each data class.

[VIEW TABLE](#)



Table 7 – Population Changes from 2010 to 2019



Median Income

Income and poverty data collected in the 2019 ACS 5-Year median income estimates, by the U.S. Census Bureau, figures that the median income in the state of Texas to be \$61,874. The majority of the counties in the South Plains have a median income of less than \$50,580 per year. There are four counties that are the exception, and those are: Yoakum County with median income of \$70,005, Lubbock County with median income of \$52,429, Bailey County with median income of \$52,273, and King County with median income of \$52,083. Along with median income, the U.S. Census QuickFacts for 2019 show that the percentage of persons in poverty in Texas is 13.6%. In the South Plains the percentage of persons in poverty in the counties range from highest at 24.2% to lowest at 10.6%, see **Map 4 and Table 8** below.

Map 4 – Median Income (2019 5-Year Estimates)

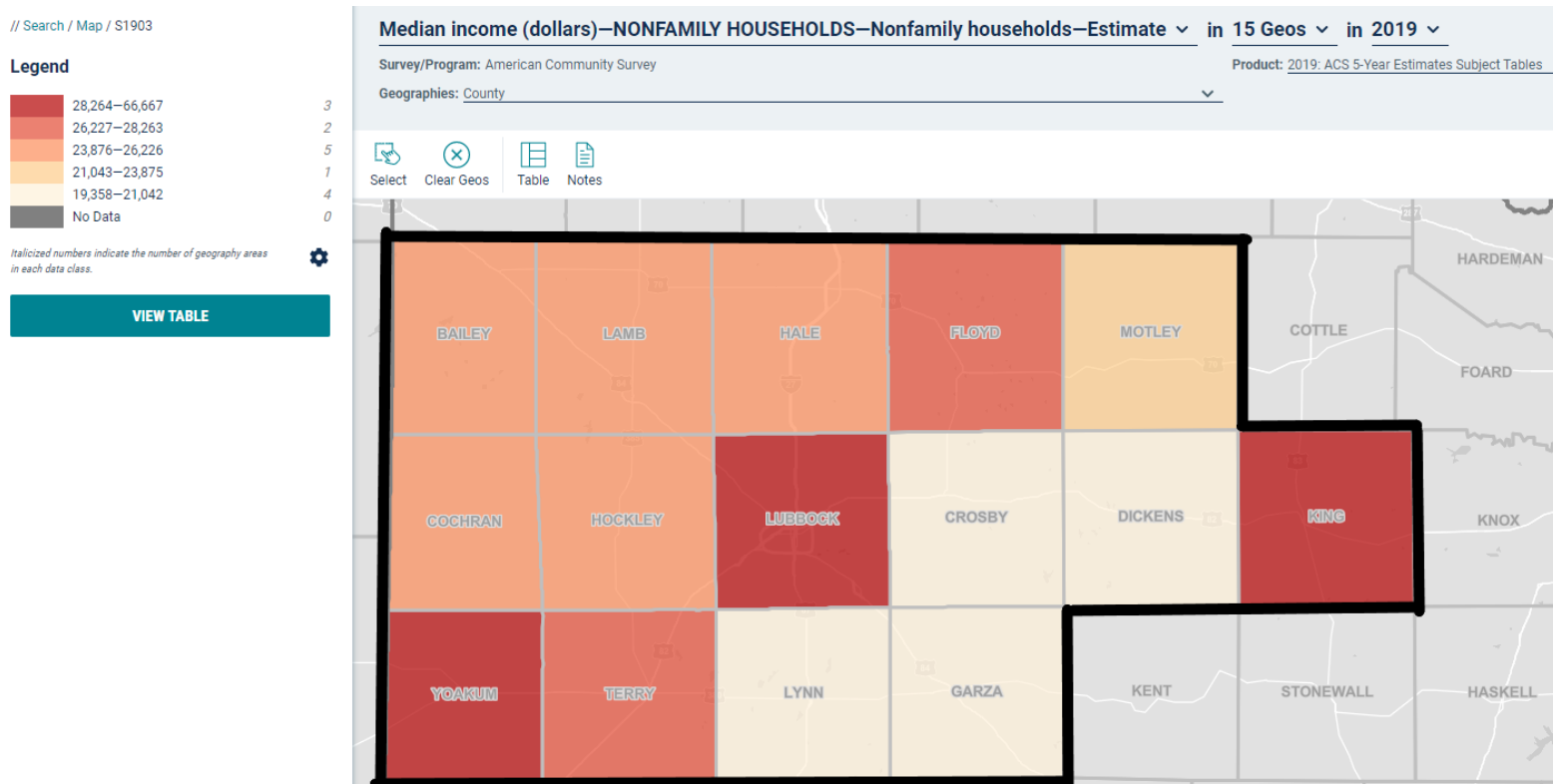
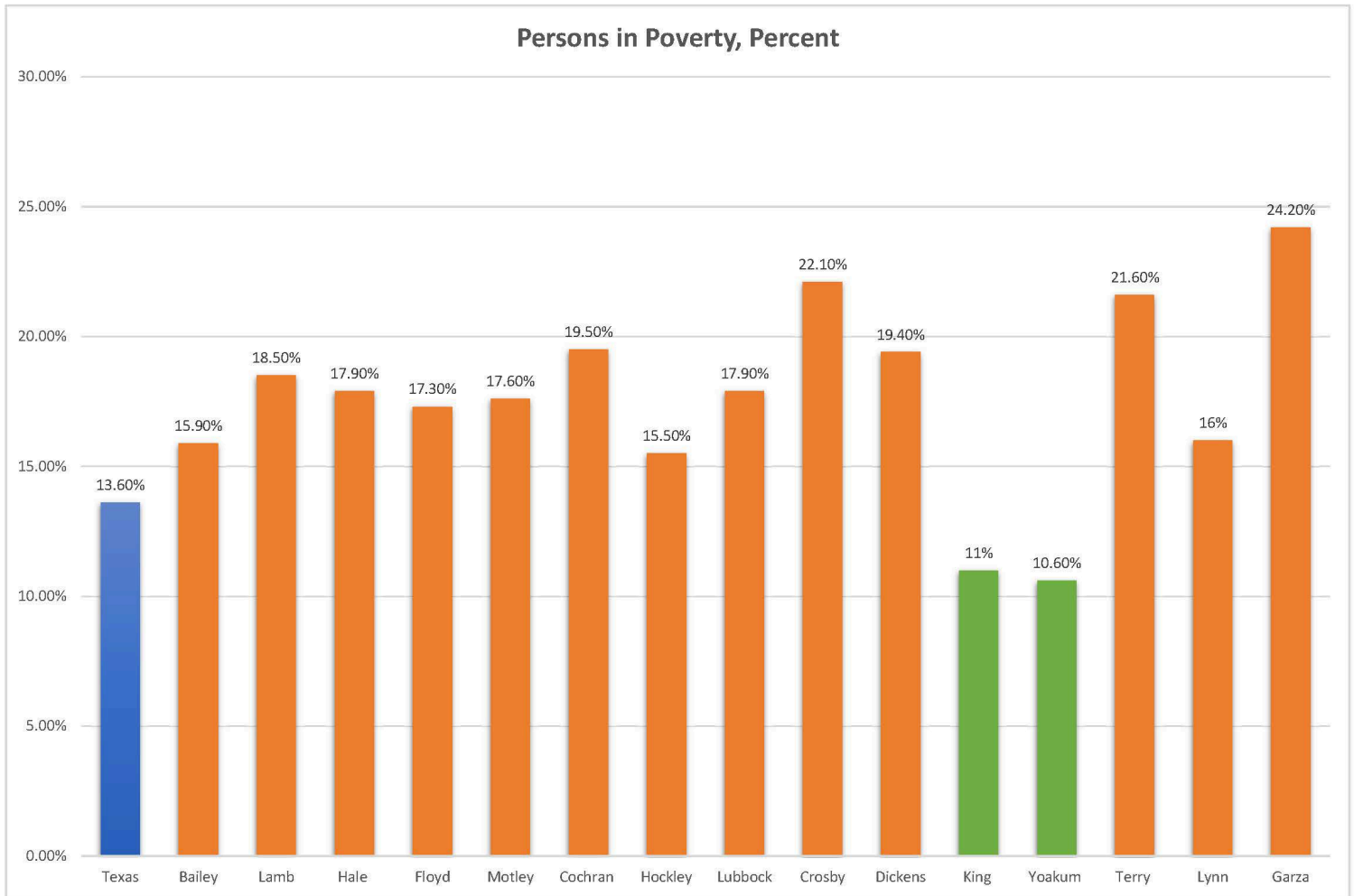


Table 8 – Percentage of Populations in Poverty per County (2019 U.S. QuickFact Estimate)



All Topics	Q Texas	Q Bailey County, Texas	Q Lamb County, Texas	Q Hale County, Texas	Q Floyd County, Texas	Q Motley County, Texas
Persons in poverty, percent	13.6%	15.9%	18.5%	17.9%	17.3%	17.6%

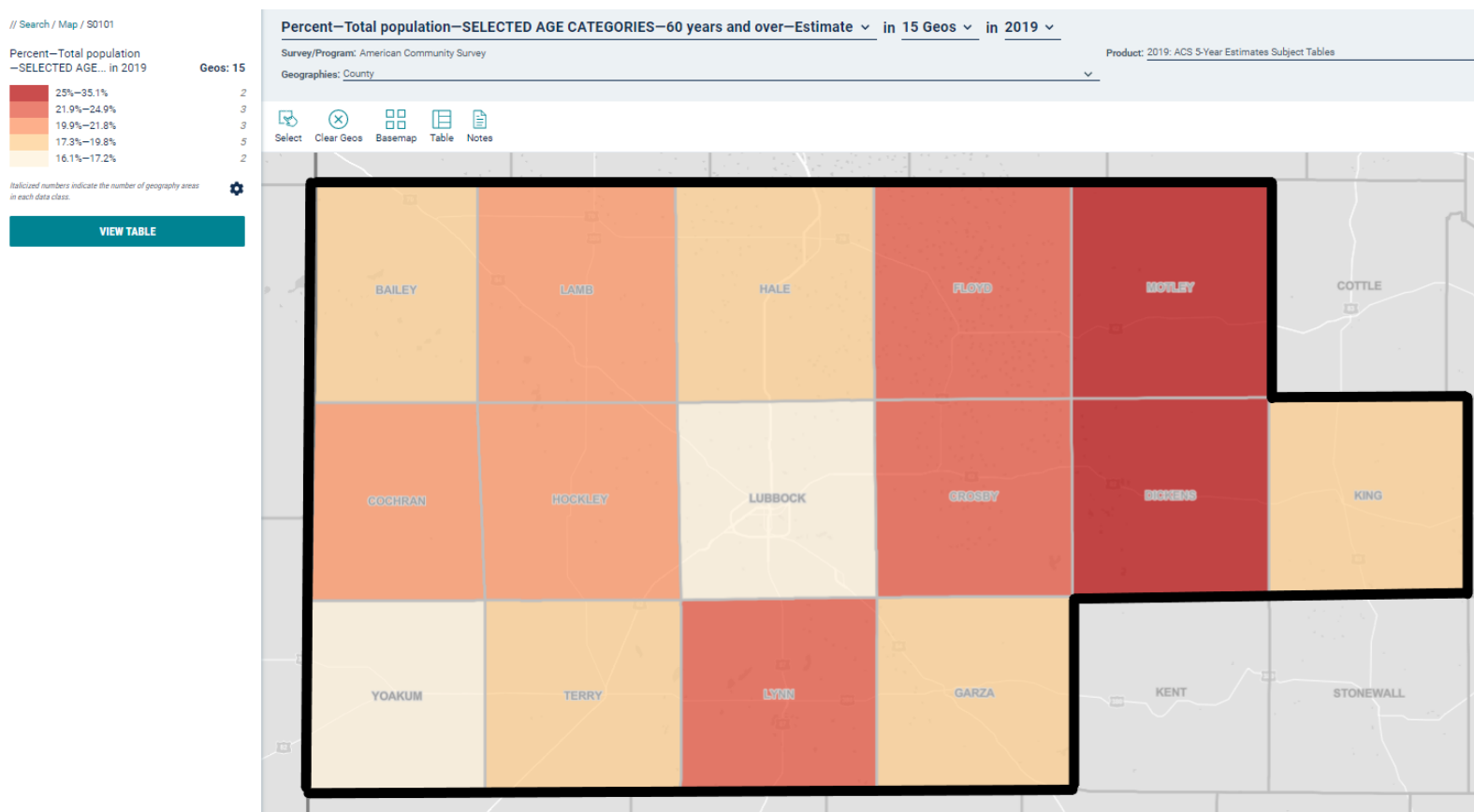
All Topics	Q Cochran County, Texas	Q Hockley County, Texas	Q Lubbock County, Texas	Q Crosby County, Texas	Q Dickens County, Texas	Q King County, Texas
Persons in poverty, percent	19.5%	15.5%	17.9%	22.1%	19.4%	11.0%

All Topics	Q Yoakum County, Texas	Q Terry County, Texas	Q Lynn County, Texas	Q Garza County, Texas
Persons in poverty, percent	10.6%	21.6%	16.0%	24.2%

Elderly Population

In the region, the county with the highest percentage of elderly individuals over the age of 60 years old is Motley County at 35.1%, followed by Dickens (33.3%), Floyd (24.9%), and Crosby (24.5%). Some counties are greatly characterized by an older rural population due to younger resident's seeking job opportunities in urban and metropolitan communities. Many elderly individuals rely on public transit or rides from friends and family to get to doctor appointments or go grocery shopping. **Map 5** below shows the percentage of the elderly population per county in the region.

Map 5 – Elderly Population Percentage (2019 5-Year Estimates)



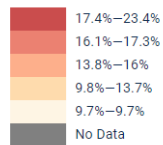
Disabled Population

According to the U.S. Census Bureau 2019 5-Year Estimate, the percentage of individuals with disabilities in the state of Texas is 11.5% of the total noninstitutionalized population. In the SPRCTAC/SPAG region the percent of individuals with disabilities (noninstitutionalized) range from 23.4% in Lynn County to 9.7% in Yoakum County. **Map 6** below shows the percentage of the disable population per county in the South Plains region.

Map 6 – Disabled Population Percentage (2019 5-Year Estimates)

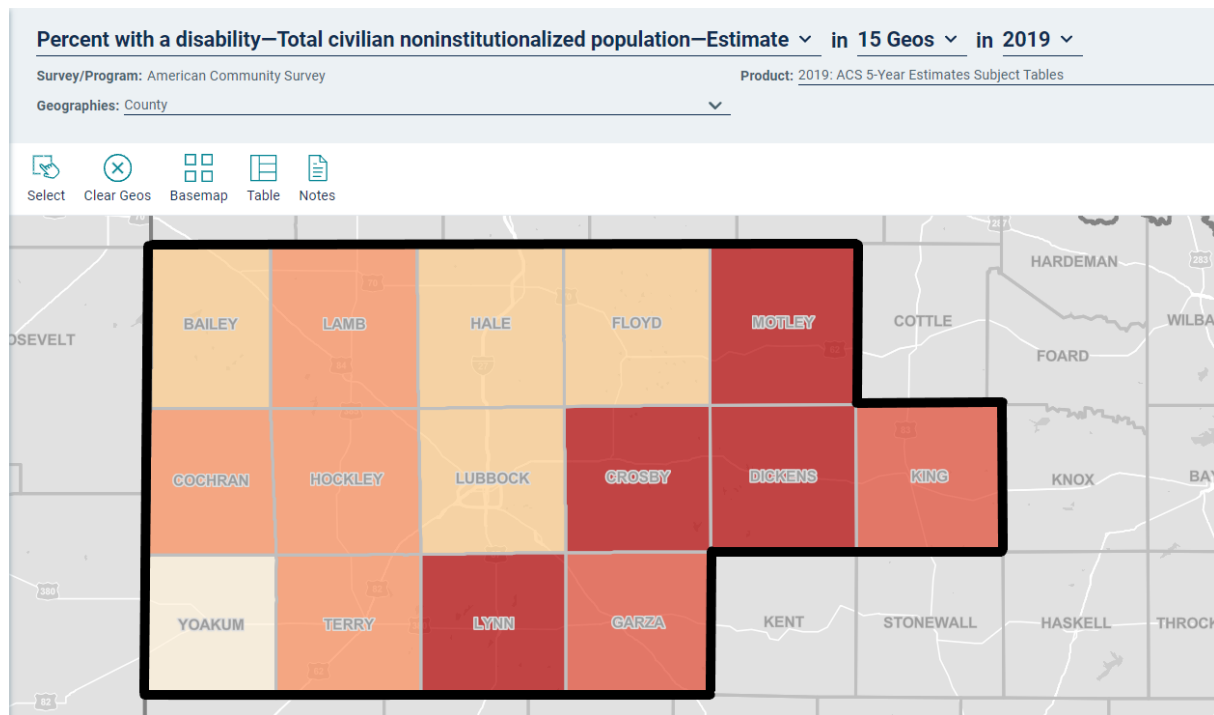
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Italicized numbers indicate the number of geography areas in each data class.

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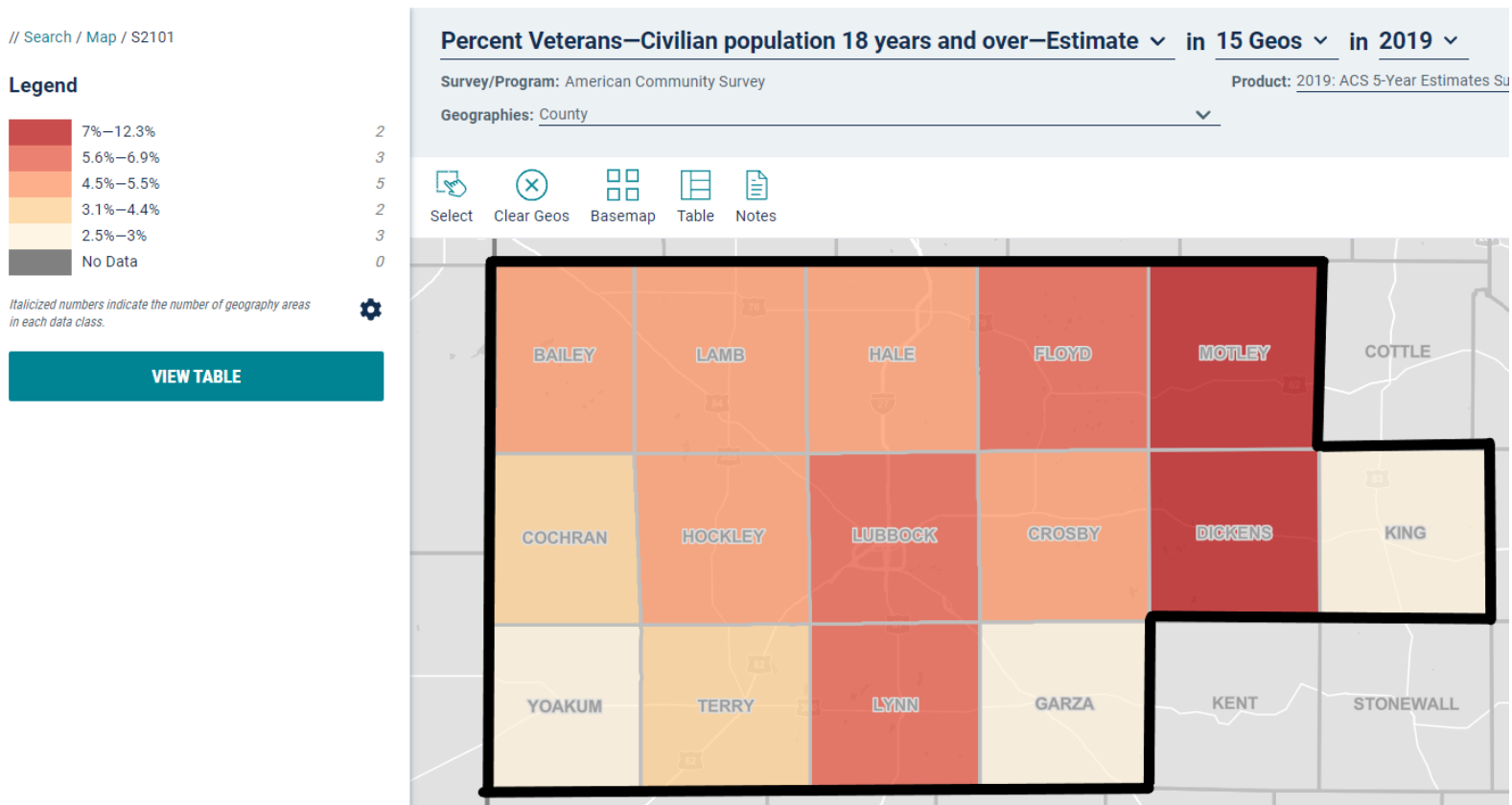


Veteran Population

According to the U.S. Census Bureau 2019 5-Year Estimate, the county with the highest percentage of veterans is Motley County at 12.3%, followed by Dickens (8.1%), Floyd (6.9%), and Lynn (6.8%).

Veterans are one of the six priority populations that SPRCTAC serves, and can also fall into other categories, such as elderly, homeless or disabled individuals.

Map 7 – Veterans Population Percentage (2019 5-Year Estimates)



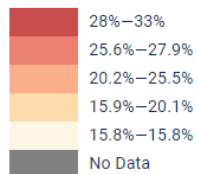
Children Population

According to the U.S. Census Bureau 2019 5-Year Estimate, the county with the highest percentage of children under the age of 18 years old is Yoakum County at 33.0%, followed by King (29.5%), Bailey (29.0%), and Lamb (27.9%). Children are one of the six priority populations that SPRCTAC serves, and can also fall into other categories, such as disabled individuals.

Map 8 – Children Population Percentage (2019 5-Year Estimate)

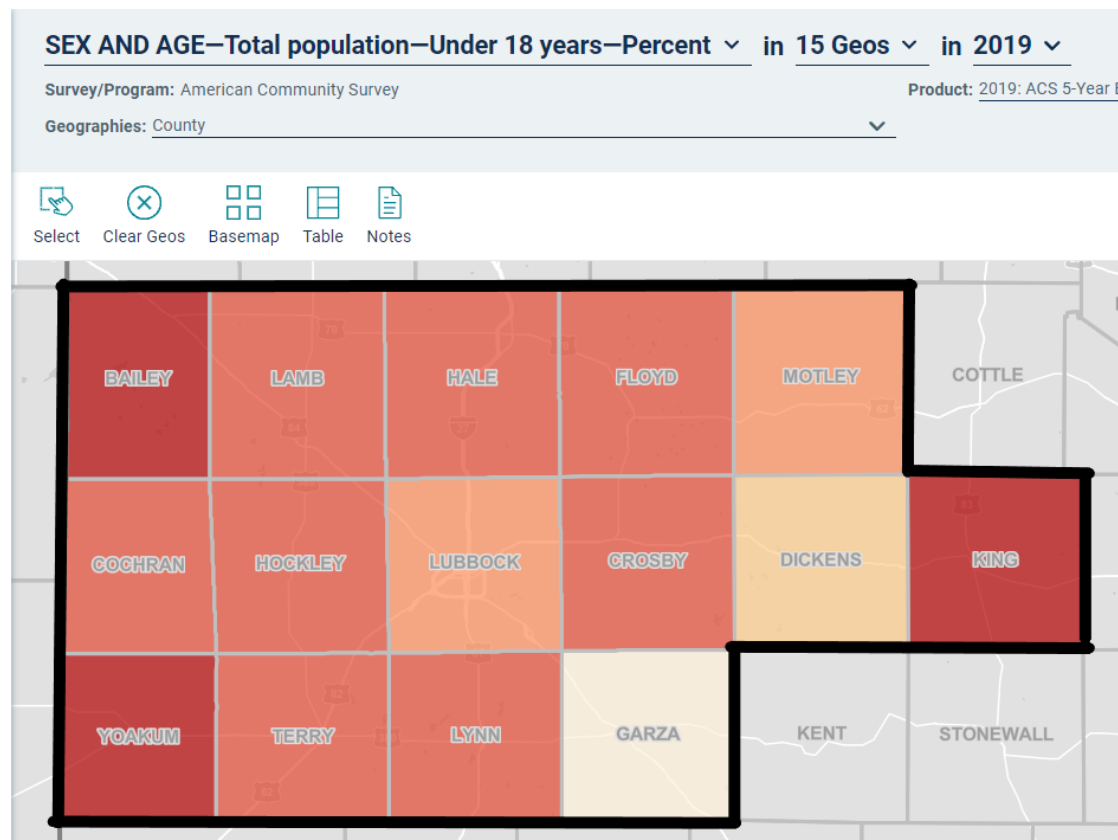
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Italicized numbers indicate the number of geography areas in each data class.

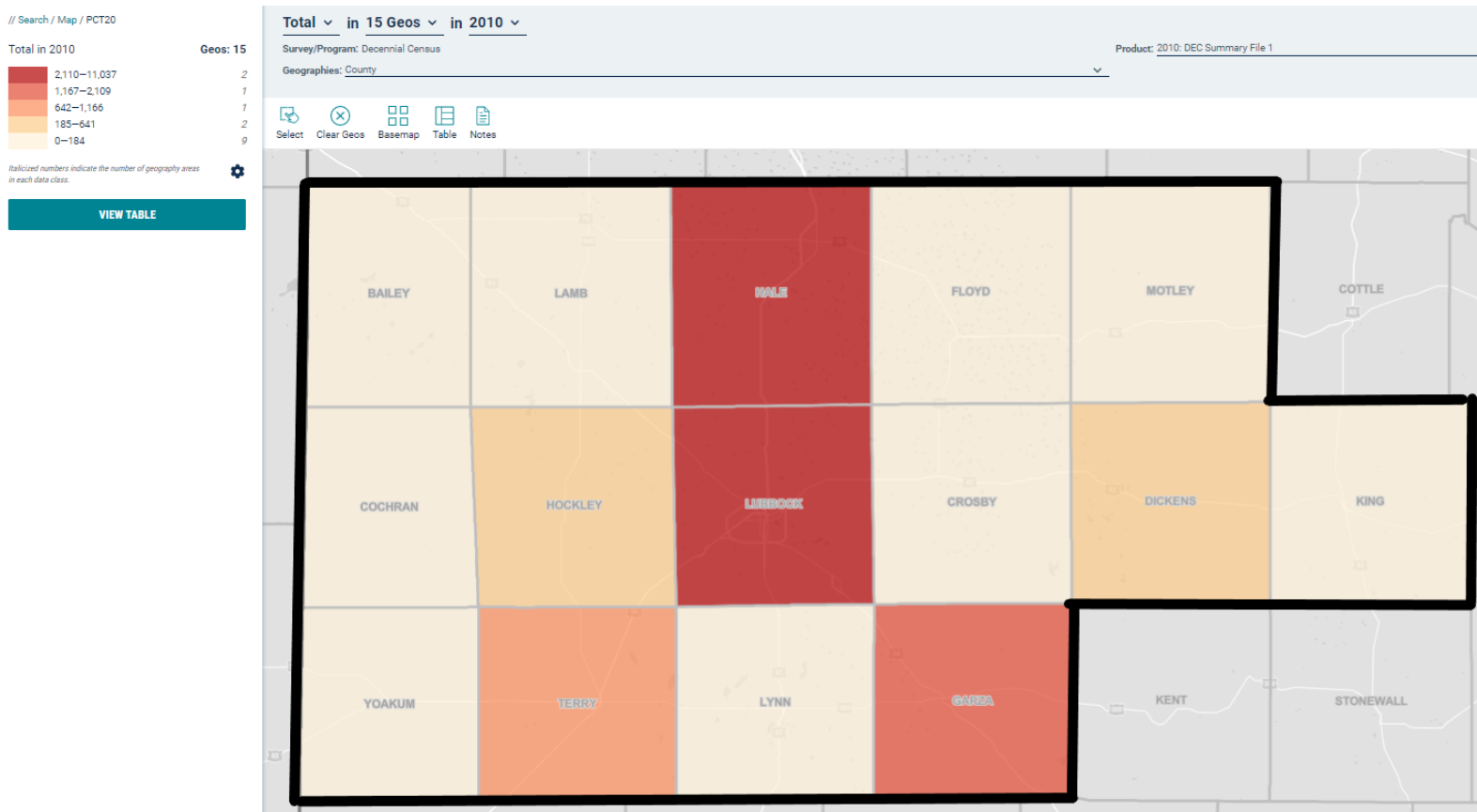
[VIEW TABLE](#)



Homeless Population

Those experiencing homelessness are another one of the six priority populations that SPRCTAC serves, and can also fall into all of the other categories; including disabled individuals, elderly, children, low-income, and veterans. Due to the issues surrounding obtaining data on those experiencing homelessness the data used is according to the U.S. Census Bureau 2010 DEC Summary File, see **Map 9** below. This data table may not accurately reflect the number of individuals experiencing homelessness in the region, but it will assist in the comprehensive assessment graph below. In the region, the county with the highest population of homeless individuals is Lubbock County at 11,037, followed by Hale (2,802), Garza (2,109), and Terry (1,166).

Map 9 – Individuals Experiencing Homelessness Per County (2019 5-Year Estimates)



Studies & Surveys

Comprehensive Assessment Graph

In order to develop a thorough understanding of which counties have the highest need for transit services, a comprehensive assessment graph was developed based on the following socio-economic categories discussed above of the region:

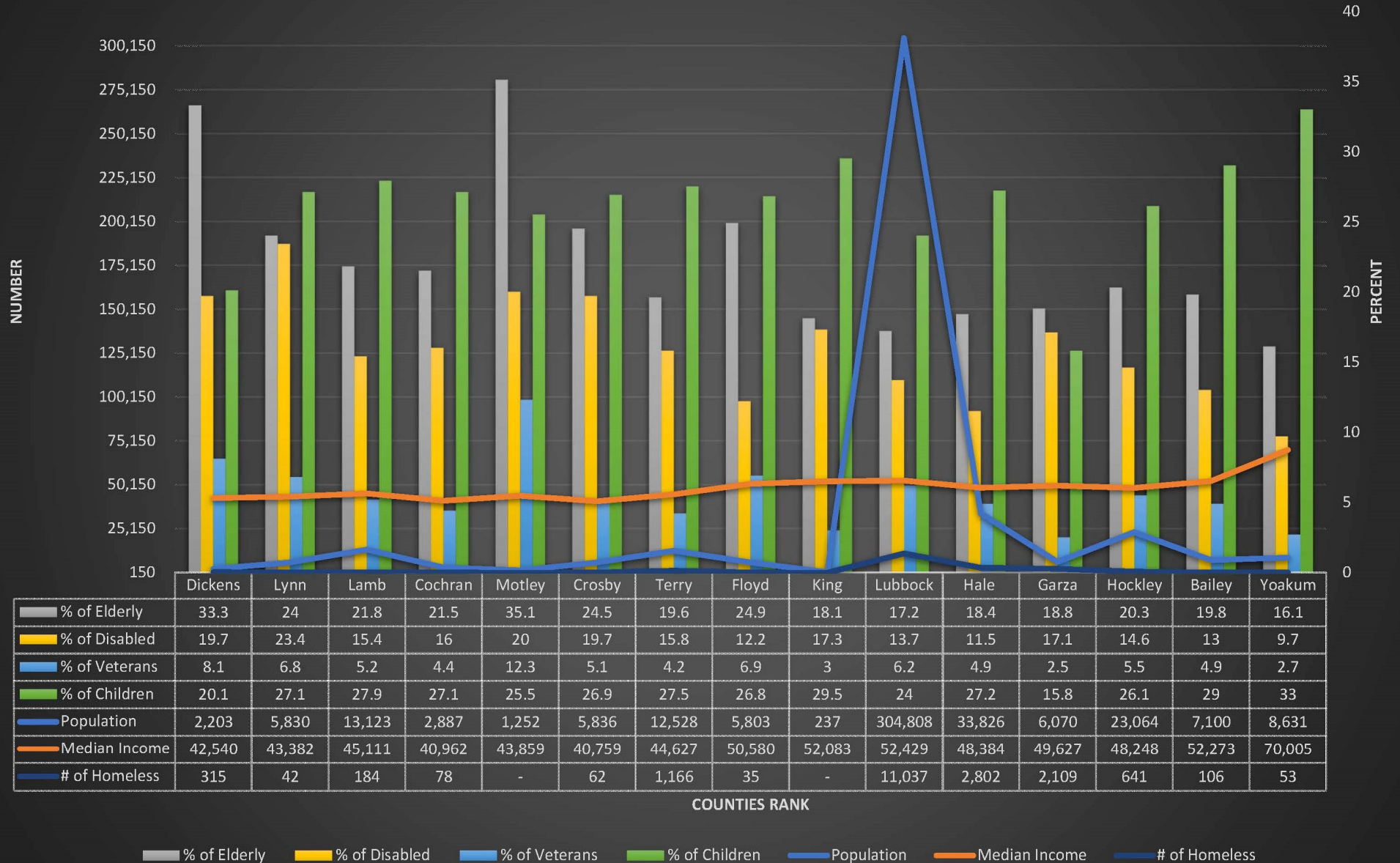
- Population
- Median Household Income
- Percentage of Elderly
- Percentage of Disabled Individuals
- Percentage of Veterans
- Percentage of Children
- Percentage of Individuals Experiencing Homelessness

The rank order used for all categories was between 1 and 15, with 1 being the highest. The priority population totals were ranked against the total population and median household incomes. These ranks were then combined to produce a list of counties with needs from greatest to least. Due to the lower population total, and the higher priority population percentage, the community received a higher rank. Therefore, indicating a greater need in the community. For example, Lubbock County ranked 1st on population total (304,808), and 11th on disabled percentage (13.7%) versus King County who ranked 15th in population total (237), and 5th in disabled percentage (17.3%). The **Table 9** below shows the counties rank from left being 1 (greatest in need) to right being 15 (least in need).

Based on the seven (7) factors considered in this socio-economic analysis, the counties in highest need of transportation services are Dickens, Lynn, Lamb, Cochran, and Motley. The lowest ranking counties include Hale, Garza, Hockley, Bailey, and Yoakum. It is critical to recognize the limitations of this analysis in that only seven (7) characteristics/variables were considered and it did not control for variables that would skew the data for some of the counties. However, the point of this graph is to identify which counties has the higher needs based on SPRCTAC's six priority populations, and to ensure that coordinated efforts for transit services are specifically hitting the counties with the highest needs first.

Table 9 – Comprehensive Assessment Graph

Comprehensive Assessment Graph



2017 Demonstration Pilot Project

In 2017, SPRCTAC and SPAG applied for TxDOT's 2017 Innovative Demonstration Pilot Project. The funding was used to host regional educational trainings about the available transportation services in the region in hopes of increasing mobility in the region and public transportation ridership. The implementation of the project was conducting regional trainings for social service agencies providers and medical agency staff (caseworkers) that serve SPRCTAC's six priority populations. The Public Policy Research Institute (PPRI) at Texas A&M University served as a third-party evaluator to design and implement the surveys for the project. The conclusion of the project produced data of the participant's client base, organizational practices, communication with other agencies, community public transportation awareness and availability.



2020 Coordinated Call Project

In 2020, SPRCTAC and SPAG applied for TxDOT's 2020 Coordinated Call Grant with the project's goal being transportation education throughout the South Plains region by hosting outreach events/activities. The project is currently ongoing and two outreach efforts have been held for service and transit providers that serve the region. Future progress includes hosting outreach events for each of the six priority populations; veterans, elderly, low-income, children, disabled individuals, and those experiencing homelessness. An idea for a 2022 outreach event for children and those with disabilities, will be a transportation fair day that will involve having different types of transportation vehicles available to learn about accommodations and how to ride to reduce hesitancy in ridership amongst those groups.

Survey Methodology

In an attempt to achieve a greater comprehension of the region's transportation needs, in 2017 and 2021, two different surveys were circulated throughout the region by SPRCTAC and SPAG. The 2017 survey was created by the PPRI at Texas A&M and targeted social service agencies and caseworkers' knowledge of transportation services in the region. The 2021 survey was targeted at service and transportation providers to identify the needs/gaps that providers are facing, in-house transportation services by providers (if applicable), and to identify any barriers that present a challenge for equal access to transportation services in our region. There are plans in 2022 to host outreach events and circulate surveys to the general public during those events.

Survey Results

The results of the 2017 survey showed social service agencies and caseworkers have needs/barriers/gaps in each of the following categories; participant's client base, communication with other agencies, community public transportation awareness and availability. Starting with social service agencies and caseworkers (participant's) client base, clients for these agencies come from Lubbock and the 15 surrounding counties, but social service organizations have barriers on areas they can serve. For example, the agency, StarCare, has a department that provides mental health and developmental disabilities (IDD) services, that is limited to serving Lubbock and 5 surrounding counties. Therefore, is faced with a barrier in helping clients in other parts of the region with this service. Additionally, a gap identified was communication across social service and transit agencies is non-existent for transportation needs of clients in the South Plains region. Finally, community public transportation awareness and availability, involves several aspects that require attention, such as limited resources on funding assistance for rides, city limits expanding faster than bus routes being established, and social service agencies not informed or updated about public transportation services.

The 2021 surveys that was sent to service and transit provider in the region, included questions about their services, their clients, if they provide transportation for their clients, and what improvements that can be made to current transit services. Improvements listed were extended service hours, provide weekend service, provide service on holidays, central dispatching/informational source, better advertising/marketing, expand service outside of town, accessibility of service, affordability of service, better coordination between service providers, and drop off/pick up locations from rural towns into Lubbock. Consistently, the top 3 areas of improvement were drop off/pick up locations, affordability of service, and better advertising/marketing of current services. The efforts of these two surveys created the following analysis of regional unmet needs, barriers, and gaps below.

V. Analysis of Regional Unmet Needs, Barriers, and Gaps

Achievements of Past 5-Year Plan's Analysis

Before diving into the analysis of the region's needs/barriers/gaps for the 2022-2026 5-Year Plan, SPRCTAC would like to highlight some of the needs/barriers/gaps that have been achieved from the previous 5-Year Plan from 2017-2021. See the table below for a list of needs, barriers, and gaps achieved.

Previous Unmet Need/Barrier/Gap	Achievements
Operating Assistance Shortfalls: During the last 5-Year Plan public transportation providers were in need of federal operating assistance.	Both Citibus and SPARTAN pursued various funding sources to assist in providing/expanding services in 2012-2013 and achieved the funding needed to make up the operating shortfalls at that time. Due to COVID-19, operating shortfalls have recurred, and both Citibus and SPARTAN have pursued the recent COVID-19 funding available to mitigate the recent shortfalls.
Fixed Route Service Expansion (Citibus): Due to the rapid growth of the City of Lubbock, the local transportation provider, Citibus, did not have the funding to expand their fixed route service.	Citibus has made strides in the expansion of their fixed route system through federal funding and shared costs. Although, there are still some gaps in fixed route services to South Lubbock, Citibus implemented an On-Demand ride system to eliminate any grey areas (areas without service) in Lubbock's city limits.
Enhancing Communications Across the Region: To provide reliable transportation, there was a need for upgrades/installation of radios on transportation vehicles for SPARTAN.	SPARTAN has since upgraded their analog two-way radio system with a digital system and has resolved the issues from the past. However, due to the expansion of SPARTAN's service area more connection systems will be needed for the future.
Not All Areas of the Region Have Regular Access to Public Transit Services: During the last 5-Year Plan it was identified that several rural communities wanted transit services to each other, at the time public transit was only available to Lubbock from Rural Communities and back.	Due to this gap, SPARTAN has setup their transit system to allow rides to anywhere in the South Plains region as long as the rider(s) call and schedule a request for pick up/drop off 24-hours ahead of when they will need service.
In some areas public transportation exist solely for medical purposes: In the past, public transportation routes operating in rural areas were primarily demand-based services for the purpose of receiving medical treatment.	SPARTAN (the only public rural transit providers available in the South Plains), was constrained due to lack of funding, but has since expanded their service area to accommodate both the general public and those needing rides for medical reasons.

Identification of Regional Unmet Needs

The unmet needs listed below are made up of both continuing needs from the previous 5-Year Plan and new unmet needs that have been identified by the SPRCTAC members, and through surveys circulated throughout the region. Please see the table below for the 2022-2026 regional unmet needs for this plan.

Identified Unmet Needs	Description
Funding Needed to Continue Maintenance of 5310 Vehicles	This need is a continued need from the last 5-Year Plan. Due to the amount of transportation use of the 5310 vehicles public transportation providers are continually seeking funding sources to maintain these vehicles.
Enhancing Fixed Route Transportation Options to Employment Locations	This need is a continued need from the last 5-Year Plan. There are many areas in Lubbock that need a fixed route to areas of employment. These areas include, TxDMV, Lubbock Detention Center, the Workforce Center, and parts of South Lubbock.
Regional Trainings and Outreach Efforts (Urban & Rural)	This need is a continued need from the last 5-Year Plan. Continued trainings and outreach efforts are needed for both urban and rural social services agencies, transit providers, and citizens of the South Plains region. Both the 2017 Pilot Project and the 2020 Coordinated Call Project have been utilized to accomplish this need, but due to the size of the region more coordinated and targeted trainings and outreach efforts are needed.
Financial Assistance to Access Public Services	This need was identified by the 2017 and/or 2020 surveys. Surveys to social services and transit providers have stated that there is a need for financial assistance to access public transportation services for their clients. Many of the organizations that serve underserved populations do not have the financial ability to pay for transit services for their clients and most of the time the clients themselves do not have the financial capability to pay for the services as well.
Services for Students Going to and From School	This need was identified by the 2017 and/or 2020 surveys. There is a need for transportation to and from school or school bus pickup locations for public school and college students both in the urban and rural areas.
Drop Off/Pick Up Locations (From Rural to Urban & Back)	This need was identified by the 2017 and/or 2020 surveys. At the moment, there is no designated drop off/pickup locations between the rural and urban service providers. If a client wishes to use SPARTAN to come to Lubbock and then use Citibus's services, drop off locations can vary depending on the Citibus route the client wants to take.
Scheduling Improvements – Issues with Long Wait Times for Pickups/Drop Offs	This need was identified by the 2017 and/or 2020 surveys. Service providers in the region stated long wait times for their clients to be pickup and dropped off to and from appointments.

Identification of Regional Barriers

The barriers listed below are made up of both continuing barriers from the previous 5-Year Plan and new barriers that have been identified by the SPRCTAC members, and through surveys circulated throughout the region. Please see the table below for the 2022-2026 regional barriers for this plan.

Identified Barriers	Description
Inflexible Medicaid/Insurance Requirements, Rules and Scheduling	This barrier is a continued barrier from the last 5-Year Plan. Barriers involving Medicaid and other insurance provided rides are long wait times, and safe locations for clients to wait on rides. There are also challenges surrounding rules and scheduling regarding Medicaid that makes it difficult for transit providers to efficiently provide rides to these individuals.
Lack Of Resources to Meet Capital and Operating Current Needs	This barrier is a continued barrier from the last 5-Year Plan. The urban and rural transit networks are restricted because they cannot grow fast enough to meet demand. Unless there is an increase in available funding then eventually the demand for services will outweigh the actual operating abilities of our local transit providers. Additionally, during the COVID-19 Pandemic the installation of safety equipment on vehicles to combat COVID-19 have increased operating costs.
Differing Levels of Passenger Assistance	This barrier is a continued barrier from the last 5-Year Plan. Increased levels of passenger assistance will impact the public transit systems efficiency and will require public transit services to provide additional vehicles/drivers for the different needs of these riders.
Central Transportation Information System	This barrier is a continued barrier from the last 5-Year Plan. Many individuals out in the rural and urban areas are unsure where to go for general transportation information. This includes information about fixed route locations, bus schedules, who to call to schedule pickup/drop off, how to switch between public transit networks, and much more. It has been identified that there needs to be a central information system preferably with an online presence and a direct number to an individual to assist in finding the right transit services for that particular individual.
Information on Transit Services for Rural Counties	This barrier was identified by the 2017 and/or 2020 surveys. Organizations and individuals lack of knowledge of where to find information on transit services in their area presenting a barrier to coordinating services.
Coordination Between Service Providers and Public Transit	This barrier was identified by the 2017 and/or 2020 surveys. SPRCTAC was designed to help service and transit providers to come to the table and coordinate their needs/services. Unfortunately, there are several organizations and agencies that have not engaged and may not have knowledge of SPRCTAC.

Difficulty Navigating Public Transportation Systems (Online)	This barrier was identified by the 2017 and/or 2020 surveys. Citibus moved to an online system to allow clients to book rides. Service providers and their clients have expressed issues with navigating the online system.
Funding Availability for Rides	This barrier was identified by the 2017 and/or 2020 surveys. Many citizens in the South Plains look to local organizations and agencies to help provide funding for rides. While some organizations have their own transportation service, the ones that do not in-house transit services rely on public transit to serve their clients. The availability of funding for rides creates a barrier for some organizations and agencies to provide adequate services to their clientele.
Service Providers Not Receiving Information on Current Routes Running for the Week or What Type of Services is Best for Their Clients	This barrier was identified by the 2017 and/or 2020 surveys. Social service and other transit providers have informed SPRCTAC that they do not always suggest clients ride public transportation, because they themselves do not know what routes their clients can take and which services would be best for them.
Service Providers Uninformed About Upgrades to Ridership Services to Combat COVID-19	This barrier was identified by the 2017 and/or 2020 surveys. When COVID-19 Pandemic hit, both SPARTAN and Citibus received funding to upgrade their vehicles to provide a safe environment during the pandemic. Unfortunately, due to lack of knowledge of the upgrades, and other factors the ridership during 2020 dramatically declined for both transit providers.

Identification of Gaps in Services

The gaps listed below are made up of both continuing gaps from the previous 5-Year Plan and new barriers that have been identified by the SPRCTAC members, and through surveys circulated throughout the region. Please see the table below for the 2022-2026 regional gaps in services for this plan.

Gaps in Services	Description
There Are Not Enough Transportation Options for Employment and Higher Education Purposes in Rural Areas	This gap is a continued gap in service from the last 5-Year Plan. Due to the size of the South Plains, there is a continually need for improvements to connect rural counties with areas of employment and higher education.
Many Residents and Clients Are Not Familiar with the Availability of Existing Transportation Resources	This gap is a continued gap in service from the last 5-Year Plan. When discussing with service providers, and their clients many of them stated they were unaware of public transit services. Some clients mentioned that they would see buses operating, but didn't know what route they were on or how to find this information.
Better Advertisement/Marketing of Established Transportation Options for Both Rural and Urban Residents/Service Providers	This gap was identified by the 2017 and/or 2020 surveys. Due to the volume of services providers, and citizens lack of knowledge of public transit services, it was found that there is a lack of advertisement and/or marketing for these services. This is partly due to the funding that SPARTAN and Citibus receive which does not allow or provide adequate funding for advertising.

There Is a Lack of Coordination and Information Sharing Between Organizations/Agencies and Public Transportation Providers	This gap was identified by the 2017 and/or 2020 surveys. Although SPRCTAC was created to bring social service organizations and transportation provider together to coordination services, there is a lack in the number of organizations (rural & urban) coming to the table.
Demand in Ridership is Outgrowing the Current Available Transportation Services in the Region	This gap was identified by the 2017 and/or 2020 surveys. As the population of the City of Lubbock grows and the rural population becomes older, there is a growing need for more transportation services in the region. Funding issues, and lack of drivers constrict transportation services creating a gap in meeting the growing demand.
Gaps In Extended Service Hours and Holidays	This gap was identified by the 2017 and/or 2020 surveys. SPARTAN does not provide services on Thanksgiving, Christmas, and the New Year's holiday, but does provide limited services on other holidays throughout the year. Citibus does not provide transportation on New Year's, Memorial Day, 4 th of July, Labor Day, Thanksgiving, and Christmas holidays. Each service provider has fixed operating hours (see Chapter III).
Non-Existence Of Transit Services for Positive COVID-19 Clients That Need to Go to A Doctor	This gap was identified by the 2017 and/or 2020 surveys. Both SPARTAN and Citibus cannot provide ride services for clients that are COVID-19 positive. This has created a gap in services for individuals in the rural areas that need to get to the hospital.
Intercity Bus (ICB) Service (Priority Rural Connections)	This gap was identified by SPARTAN. Rural areas' Intercity bus stops that have provided connections to urbanized areas and state and national intercity bus and other travel networks have been diminishing over the past decade. Uncertainty in the ICB marketplace is exacerbated by change in ownership of Greyhound / acquisitions in the ICB marketplace, and ridership recovery in the face of the ongoing pandemic. A lack of access, ticketing, scheduling, marketing (knowledge of how to use service) and coordination of services among varying transportation providers – rural, urban, and ICB - limits travel options of rural Texas passengers to other areas with concentrations of healthcare, educational opportunities, employment, and broader national travel networks. Rural public transit systems have robust coverage in many rural areas of the state, but do not have the capability for the transport of luggage, baggage, and potentially some freight. Rural public transit systems do not operate as fixed routes that would provide consistent connections to wide-ranging travel systems.

VI. Planning for Regional Comprehensive Services

Implementation for Regional Unmet Needs

The identification of the unmet needs in the previous chapter were brought to the SPRCTAC Committee. These unmet needs were reviewed and the following implementation plan was produced, see table below.

Identified Unmet Needs	Implementation
Funding Needed to Continue Maintenance of 5310 Vehicles: Due to the amount of transportation use of the 5310 vehicles public transportation providers are continually seeking funding sources to maintain these vehicles.	SPARTAN and Citibus will continue to actively pursue funding to continue maintenance of the 5310 vehicles. Currently, SPARTAN applies for 5310 funding every two years on a competitive basis and used 5339 formula funds for bus/bus facilities to replace revenue service vehicles as well. Citibus has applied for Section 5310 funding from FY 2014 to FY 2021 for a total of \$1.1M.
Regional Trainings and Outreach Efforts (Urban & Rural): There are many areas in Lubbock that need a fixed route to areas of employment. These areas include, TxDMV, Lubbock Detention Center, the Workforce Center, and parts of South Lubbock.	Citibus has not expanded the fixed route since 2012. Citibus hopes to implement a route restructure that will include microtransit zones in the near future. The revised route service will also include express routes that tie into other routes and microtransit service that will provide first mile/last mile type service.
Regional Trainings and Outreach Efforts (Urban & Rural): Continued trainings and outreach efforts are needed for both urban and rural social services agencies, transit providers, and citizens of the South Plains region. Both the 2017 Pilot Project and the 2020 Coordinated Call Project have been utilized to accomplish this need, but due to the size of the region more coordinated and targeted trainings and outreach efforts are needed.	SPAG and SPRCTAC will be applying to continue the coordinated call funding. This funding will be use continue trainings and outreach efforts in the region. Future funding ideas include; transportation fair days in correlation with Workforce or SPAG's AAA outreach fairs, public awareness campaigns using the local media, and a video series comprised of transit providers from around the region.
Financial Assistance to Access Public Services: Surveys to social services and transit providers have stated that there is a need for financial assistance to access public transportation services for their clients. Many of the organizations that serve underserved populations do not have the financial ability to pay for transit services for their clients and most of the time the clients themselves do not have the financial capability to pay for the services as well.	Both SPARTAN and Citibus offer the purchase of ride vouchers for social service agencies, but there are no discounts or financial assistance in place for these vouchers. SPRCTAC plans to look into the possibilities of finding a financial assistance system.
Services for Students Going to and From School: There is a need for transportation to and from school or school bus pickup locations for public school and college students both in the urban and rural areas.	Currently, SPARTAN offer rides to/from Lubbock to South Plains College campuses in Reese and Levelland. SPARTAN also offers tripper services for elementary and middle school children in Levelland, Brownfield, Littlefield, and is analyzing the potential to start the services in Plainview as well. Citibus offers routes that travel near the four Lubbock ISD High Schools, but does not offer direct routes for students specifically going to/from school.
Drop Off/Pick Up Locations (From Rural to Urban & Back): At the moment, there is no designated drop off/pickup locations between the rural and urban service providers. If a client wishes to	The reason for the lack of drop off/pick up locations between SPARTAN and Citibus is due to the low number of riders actually utilizing this service. Typically, if SPARTAN brings a client to Lubbock, they

use SPARTAN to come to Lubbock and then use Citibus's services, drop off locations can vary depending on the Citibus route the client wants to take.	are willing to incorporate several stops within the city before taking their client back to their rural drop off location. Citibus has both the on-demand and fixed routes that if someone wanted to use either service, they could coordinate between the two. Plans to address this need are in the works, but the need for demand for these types of rides will need to be in place first.
Scheduling Improvements – Issues with Long Wait Times for Pickups/Drop Offs: Service providers in the region stated long wait times for their clients to be pickup and dropped off to and from appointments.	This unmet need will be reviewed and clarified with service providers that have stated long pickup and drop off times to identifying if the issues are with transit services or if it is due to the commute time to/from rural service areas.

Strategies for Regional Barriers

The identification of regional barriers in the previous chapter were brought to the SPRCTAC Committee, these barriers were reviewed, and the following strategies were produced, see table below.

Identified Barriers	Strategies
Inflexible Medicaid/Insurance Requirements, Rules and Scheduling: Barriers involving Medicaid and other insurance provided rides are long wait times, and safe locations for clients to wait on rides. There are also challenges surrounding rules and scheduling regarding Medicaid that makes it difficult for transit providers to efficiently provide rides to these individuals.	SPARTAN provides non-emergency medical transportation (NEMT) and dialysis routes via curb-to-curb service or, if requested, door-to-door services for those who have a voucher or pay the fare. Citibus operates on vouchers or fares as well. Barriers are usually found to be on the Medicaid or insurance providers end in funding these rides. Currently, there are no strategies to mitigate this issue.
Lack Of Resources to Meet Capital and Operating Current Needs: The urban and rural transit networks are restricted because they cannot grow fast enough to meet demand. Unless there is an increase in available funding then eventually the demand for services will outweigh the actual operating abilities of our local transit providers. Additionally, during the COVID-19 Pandemic operating cost have increase to install safety equipment on vehicles to combat COVID-19.	SPARTAN uses Section 5311, Section 5310, state funds, and contract revenue to meet operating needs. Due to COVID-19, SPARTAN has been able to use Cares Act funds, ARP Act funds, and CRRSAA funding to assist in the additional operating cost due to the pandemic. Citibus receives Section 5307 and 5310 funding for operating costs. In addition, Citibus has received CARES, ARP, and CRRSAA funding to assist with COVID-19 costs. SPARTAN/Citibus will continually look for available funding for operating needs.
Differing Levels of Passenger Assistance: Increased levels of passenger assistance will impact the public transit systems efficiency and will require public transit services to provide additional vehicles/drivers for the different needs of these riders.	Levelland Economic Development Corp. applied for Economic Development Administration funding to construct a multi-purpose training pad for specialty drivers in the South Plains area. If funded, SPARTAN and Citibus can provide information on job offers to the newly trained drivers. Additionally, SPARTAN and Citibus are seeking other funding sources to expand their services which in turn will address the needs of passenger assistance.
Central Transportation Information System: Many individuals out in the rural and urban areas are unsure where to go for general transportation information. This includes information about fixed route locations, bus schedules, who to call to schedule pickup/drop off, how to switch between public transit networks, and much more. It has been identified that there needs to be a central information system preferably with an online	At the moment, SPRCTAC is looking for a way to obtain a cost-effective central transportation information system. Strategies include: looking at other regions that have a system setup, looking for funding to build a system, or looking into resources we already have and aligning them to create an information system.

presence and a direct number to an individual to assist in finding the right transit services for that particular individual.	
Information on Transit Services for Rural Counties: Organizations and individuals lack of knowledge of where to find information on transit services in their area presenting a barrier to coordinating services.	SPRCTAC has identified this as a barrier, because of the lack of a central transportation information system. SPRCTAC foresees this barrier being resolved once an information system is in place.
Coordination Between Service Providers and Public Transit: SPRCTAC was designed to help service and transit providers to come to the table and coordinate their needs/services. Unfortunately, there are several organizations and agencies that have not engaged and may not have knowledge of SPRCTAC.	SPRCTAC and SPAG are working on identifying service providers and creating an “interested parties list” to invite service provider to future SPRCTAC Meetings. Additionally, this list can be used to send updates on services, and/or newsletters of transit options in the region.
Difficulty Navigating Public Transportation Systems (Online): Citibus moved to an online system to allow clients to book rides. Service providers and their clients have expressed issues with navigating the online system.	Citibus has an online system to allow customers to book their rides, unfortunately, some clients find the online system difficult to navigate. Currently, Citibus is looking into updating the system to help streamline some of the issues. In the future, if SPAG is funded the upcoming 2022 Coordinated Call Funding, a step-by-step video of how to use Citibus’s online system can be incorporated in the educational video series.
Funding Availability for Rides: Many citizens in the South Plains look to local organizations and agencies to help provide funding for rides. While some organizations have their own transportation service, the ones that do not in-house transit services rely on public transit to serve their clients. The availability of funding for rides creates a barrier for some organizations and agencies to provide adequate services to their clientele.	Currently, the available option for organizations and agencies is to purchase vouchers for their clients. There is no financial assistance or aid in place at the moment.
Service Providers Not Receiving Information on Current Routes Running for the Week or What Type of Services is Best for Their Clients: Social service and other transit providers have informed SPRCTAC that they do not always suggest clients ride public transportation, because they themselves do not know what routes their clients can take and which services would be best for them.	SPRCTAC sees the 2020 Coordinated Call Project and future 2022 Coordinated Call Funding as a means to decrease the barrier of information dissemination in the region by advertising service availability and providing information on types of services.
Service Providers Uninformed About Upgrades to Rider Services to Combat COVID-19: When COVID-19 Pandemic hit, both SPARTAN and Citibus received funding to upgrade their vehicles to provide a safe environment during the pandemic. Unfortunately, due to lack of knowledge of the upgrades, and other factors the ridership during 2020 dramatically declined for both transit providers.	SPARTAN and Citibus are actively working on informing the public about safety upgrades to their transit vehicles by utilizing local TV news interviews, websites, flyers, radio PSA’s, newspapers, and drivers communicating to passengers. There is a lack in funding assistance in advertising, but SPRCTAC plans to apply for upcoming coordinated call funding to provide trainings, outreach efforts, and educational videos.

Goals for Closing Regional Gaps

The identification of regional gaps in the previous chapter were brought to the SPRCTAC Committee, these gaps were reviewed, and the following goals were produced, see table below.

Gaps in Services	Goals
There Are Not Enough Transportation Options for Employment and Higher Education Purposes in	SPRCTAC has identified that this gap can be closed with the expansion of public transit services. This

<p>Rural Areas: Due to the size of the South Plains, there is a continually need for improvements to connect rural counties with areas of employment and higher education.</p>	<p>process will be ongoing until enough services to cover both the rural and urban region has been achieved. Increased drivers, vehicles, coordination, and funding will be needed to accomplish this goal.</p>
<p>Many Residents and Clients Are Not Familiar with the Availability of Existing Transportation Resources: When discussing with service providers, and their clients many of them stated they were unaware of public transit services. Some clients mentioned that they would see buses operating, but didn't know what route they were on or how to find this information.</p>	<p>SPRCTAC has identified that this gap can be closed if a central transportation information system is established. SPAG's believes the use of TxDOT's Coordinated Call Project can help build a structure for this system, but a lead agency will be needed to implement the system for this goal to be achieved.</p>
<p>Better Advertisement/Marketing of Established Transportation Options for Both Rural and Urban Residents/Service Providers: Due to the volume of services providers, and citizens lack of knowledge of public transit services, it was found that there is a lack of advertisement/marketing for these services. This is partly due to the type of funding that SPARTAN and Citibus receive which does not allow or provide adequate funding to advertising their services.</p>	<p>SPRCTAC has identified that this gap can be closed if funding becomes available for advertisement. For this goal to be achieved, SPAG plans to use the next TxDOT application for Coordinated Call Projects to create a public awareness campaign to help advertise local public transportation services.</p>
<p>There Is a Lack of Coordination and Information Sharing Between Organizations/Agencies and Public Transportation Providers: Although SPRCTAC was created to bring social service organizations and transportation provider together to coordination services, there is a lack in the number of organizations (rural & urban) coming to the table.</p>	<p>SPRCTAC has identified that this gap can be closed by creating an "interested parties list" to reach out to other service/transportation providers to join or attend SPRCTAC's Committee/Meetings. The goal would be to engage rural and urban organizations in the efforts of the SPRCTAC Committee and to help identify/remediate unmet needs/barriers/gaps.</p>
<p>Demand in Ridership is Out Growing the Current Available Transportation Services in the Region: As the population of the City of Lubbock grows and the rural population becomes older, there is a growing need for more transportation services in the region. Funding issues, and lack of drivers constrict transportation services creating a gap in meeting the growing demand.</p>	<p>SPRCTAC has identified that this gap can be closed by public transportation providers applying for funding to expand. In the meantime, SPRCTAC and/or SPAG will assist with locating public transit funding opportunities to providers, if feasible and encourage organization to apply.</p>
<p>Gaps In Extended Service Hours and Holidays: SPARTAN does not provide services on Thanksgiving, Christmas, and the New Year's holiday, but does provide limited services on other holidays throughout the year. Citibus does not provide transportation on New Year's, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas holidays. Each service provider has fixed operating hours (see Chapter III).</p>	<p>Although SPARTAN does have a gap in services for the holidays mentioned, they do provide limited services on other holidays throughout the year. Most of the limited services provided are for non-emergency medical transportation (NEMT) and dialysis routes, and they can accommodate requests for non-medical trips if it is on the same route serving the NEMT trips. Citibus does have gaps in services on their holidays mentioned, and there are no plans to address this particular gap.</p>
<p>Non-Existence Of Transit Services for Positive COVID-19 Clients That Need to Go to A Doctor: Both SPARTAN and Citibus cannot provide ride services for clients that are COVID-19 positive. This has created a gap in services for individuals in the rural areas that need to get to the hospital.</p>	<p>Although this gap has been recognized during the COVID-19 Pandemic at this time there are no known identified solutions. Those who are COVID-19 positive that need a ride to a doctor would need to call emergency services to assist them.</p>
<p>Intercity Bus (ICB) Service (Priority Rural Connections): Rural areas' Intercity bus stops that have provided connections to urbanized areas and state and national intercity bus and other travel networks have been diminishing over the past decade. Uncertainty in the ICB marketplace is exacerbated by change in ownership of Greyhound / acquisitions in the ICB</p>	<p>Study, further identify connections, and ultimately implement a regional or statewide network of an organized intercity bus service, complete with rural feeder service that is on a much firmer platform for the end-user – convenient, precise, efficient, cost-effective, sustainable, and lays the groundwork for future expansion with performance-based transitions from</p>

marketplace, and ridership recovery in the face of the ongoing pandemic. A lack of access, ticketing, scheduling, marketing (knowledge of how to use service) and coordination of services among varying transportation providers – rural, urban, and ICB - limits travel options of rural Texas passengers to other areas with concentrations of healthcare, educational opportunities, employment, and broader national travel networks. Rural public transit systems have robust coverage in many rural areas of the state, but do not have the capability for the transport of luggage, baggage, and potentially some freight. Rural public transit systems do not operate as fixed routes that would provide consistent connections to wide-ranging travel systems.

existing connections to new connections. Consider a consortium of providers that integrate ticketing, scheduling, and branding of service. Evaluate future funding opportunities, assess match requirements, and confirm the need for subsidies based on estimated performance of specific routes. Evaluate software systems that have the capability of being a one-stop shop for providers to accomplish all of the back-end operations as well as implement additional safety and convenience features for the passengers (i.e., picture of driver on the way with viewable real-time location with estimated arrival time, and ability to pay one fare for a multimodal trip).

Highlights: Responding to the Pandemic (COVID-19)

On March 11, 2020 the World Health Organization declared COVID-19 a pandemic. By March 15, 2020 shut downs began in the U.S. and social distancing measures were put in place. During this difficult time, transportation services had to adjust to safely assist those needing rides increasing their operating costs, and saw a decrease in ridership as the shut downs continued that reduced their revenue. Below are both SPARTAN and Citibus's highlights on how they continued to serve the region despite the pandemic and how the pandemic has changed their services.

SPARTAN

Due to COVID-19 SPARTAN spent thousands of dollars to equip their vehicles and protect their drivers/passengers to continue their services. SPARTAN spent around \$14,000 per vehicle installing air purification devices, filtration and circulation devices, antimicrobial treatments, driver barriers, and disinfecting equipment. Going forward, a bus that used to cost around \$80,000 new will now be closer to \$100k in order to have it outfitted for virus and bacteria mitigation before it ever gets delivered to their property. Operating costs have increased with all of the enhanced cleaning and having to run additional vehicles to meet the need for fewer people riding together. Maintaining all of these new virus-mitigating devices with filter changes every 6 months, purchase of replacement disinfectant chemical, pumps, bulbs, etc. adds a tremendous expense to SPARTAN's operating budget every year as well. Additionally, once the COVID-19 vaccine was approved SPARTAN offered free rides to vaccine centers/clinics.

Citibus

In an effort to protect passengers and employees and support the goal of maintaining public health, Citibus suspended fare collection on all services on March 31st. This limited close physical proximity between operators and passengers and allowed everybody to better practice social distancing. Citibus' fixed

route service was reduced to hourly during weekdays, thus eliminating the thirty-minute service during peak hours. A micro-transit service was launched to fill service gaps created by the reduction in fixed route service. This allowed Citibus to adapt to services from day-to-day as needs evolved during the emergency declaration. Citibus initiated rear door boarding and alighting on fixed routes in order to implement a safe distance between operators and passengers. Eventually driver barriers were installed on all buses.

In addition, Citibus closed the Citibus administrative offices to the public. The Downtown Transfer Plaza (DTP) remained open to conduct business as usual. Citibus completed projects that provided increased safety for all employees that included: 1) secured the DTP dispatch area with plexiglass, 2) secured external doors at the DTP and administrative offices with keypad access, and 3) secured the administrative offices by building a vestibule at the main entrance to the facility. Cleaning protocols were implemented that included sanitizing buses and facilities on a weekly basis. In addition, enhanced cleaning procedures were implemented on a nightly basis. As the pandemic progressed Citibus partnered with the City of Lubbock Health Department to provide free transportation to a city testing site for citizens who did not have other transportation options available to them. Citibus also partnered with the South Plains Food Bank to deliver food boxes to those who need them during the COVID-19 pandemic.

Ridership on the fixed route, CitiAccess, and NiteRide services decreased by approximately 40%, due a reduction in fixed route services and the closure of non-essential businesses and the public being encouraged to only take trips that were essential. In addition, seating capacity on all Citibus services was reduced in order to encourage social distancing. Citibus' revenues took a hard hit due to all Citibus services going fare free for several months during the pandemic, and Texas Tech University going to online learning in March 2020. There was also a decrease in advertising and charter service revenue. As the City of Lubbock has started to open back up, ridership has showed gradual increases. Texas Tech resumed some in person learning for the Fall 2020 and Spring 2021 semesters; however, bus service provided was greatly reduced during this time. Texas Tech University plans to resume in person learning for the Fall 2021 semester. The micro-transit service was able to fill many gaps, and help citizens move about to appointments and jobs during the pandemic. The service has become very popular and Citibus plans to keep a modified version of the current micro-transit service as part of its regular service delivery.

Recently, Citibus implemented a temporary reduced fare structure effective August 3, 2020 until further notice. Passengers are now able to board through the front doors of all buses and vans, and driver barriers are still in place. Citibus is operating under a Federal Mask Mandate until January 18, 2022 that requires all passengers on Citibus vehicles to wear a mask. Disposable masks are provided to passengers that do not have one. The Citibus OnDemand service continues to flourish and has reached a record number of passengers. However, Citibus has struggled with hiring bus drivers and returning to pre-pandemic driver levels to meet the current and future service needs.

VII. Conclusion

Integrated Planning Processes

When it concerns transportation planning, aside from SPRCTAC, there are two other transportation planning organizations in the region. These organizations play different roles of planning from that of SPRCTAC, but are essential in contributing in the planning process for the 5-Year Plan. Below is a list of these organizations and a description of how their work aligns with the 5-Year Plan.

South Plains Rural Planning Organization (SPRPO)

The South Plains Rural Planning Organization (SPRPO) was created to address the existing gaps in the transportation planning process where rural-local officials would be able to provide constructive input on shaping the state's transportation planning objectives in their regions.

Like the SPRCTAC, the SPRPO convenes at SPAG to increase the rural involvement of transportation project decision making within the Lubbock TxDOT District. It is composed of seventeen (17) county judges and serves as a forum for elected officials to recommend changes in policy, policy implementation, regional priorities, and data initiatives. The SPRPO oversees the federally-prescribed local consultation process and collaborates with the Lubbock Metropolitan Planning Organization (MPO). The committee is responsible for evaluating and recommending transportation projects that will have regional impact to TxDOT. The SPRPO is made up of the following counties; Bailey, Castro, Cochran, Crosby, Dawson, Floyd, Gaines, Garza, Hale, Hockley, Lamb, Lubbock, Lynn, Parmer, Swisher, Terry, and Yoakum.

These counties and their elected officials advocate in state and federal transportation related issues that affects the SPRCTAC and SPAG's transportation planning process in addressing needs, barriers, and gaps in the region therefore; assisting SPRCTAC in the development of the 5-Year Plan.

Lubbock Metropolitan Planning Organization (LMPO)

The Lubbock Metropolitan Planning Organization (LMPO) is a federally mandated organization that coordinates the highway, transit and land use planning process in order to receive federal funds for highway and transit improvements for Lubbock urbanized area and areas projected to be developed with the next 20 years. The LMPO is one of 23 MPOs in the state of Texas, and is made up of the following agencies; Citibus, City of Lubbock, City of Wolfforth, Lubbock County, and Texas Department of Transportation's Lubbock District Office.

The LMPO is divided into two main bodies, the Technical Advisory Committee (TAC) and the Transportation Policy Committee (TPC). The TAC makes recommendations and reports directly to the TPC, the TPC is responsible for all policy decisions made by the MPO and is comprised of local elected officials and stakeholders. Additionally, LMPO has an extensive public participation plan (PPP) that provides for an open exchange of information and ideas between the public and transportation decision makers.

The overall object of the LMPO is for the metropolitan area transportation plans and programs to be developed through continuing, cooperative, and comprehensive 3-C planning process. These plans and programs need to reflect the needs of the community, and consider the social, environmental, and energy impacts of transportation decisions for both current transit issues and those in the next 20 years.

SPRPO, LMPO and SPRCTAC

All three (3) of these planning entities are responsible for a significant portion of the transportation planning in the South Plains Region and are aligned and/or integrated because they share the common characteristic of being the designated forum for cooperative decision making. Through cooperative decision-making, these entities are responsible for executing the transportation planning process in their respective jurisdictions. Federal transportation law and planning regulations require the MPO, the SPRPO, the SPRCTAC, and the state DOT to include the public and other stakeholders in their planning process and solicit their input on a large array of planning products. It is the public involvement process and ongoing communication between these planning entities that ensures the coordinated transit human services planning process is included in the makeup of the complete range of planning products utilized to develop and implement transportation plans. Due to the involvement of agencies in the different sectors of society, these transportation plans demonstrate an accurate understanding that all types of transportation modes help shape the area's economic health, quality of life, and influence patterns of growth, environmental resource consumption, social equity, land use, urban growth, economic development, safety, and security.

Sustain Planning & Implement Plan

There are a few components to ensure sustainability of transportation planning activities and the implementation of the 5-year plan once it is developed. These components are described below.

Organizational Infrastructure

As mentioned above, SPAG is the lead agency for SPRCTAC and runs the administrative side of transportation planning this includes organizing meetings, submitting financials, and collaborating with stakeholders for transit planning activities. The Regional Services Department is one of seven departments

at SPAG. The goal of Regional Services is to effectively provide and coordinate services for the communities in the South Plains. This is accomplished by writing and administering grants for cities and counties in our region. Regional Services has worked with several state agencies such as Economic Development Administration (EDA), Texas Department of Agriculture (TDA), and Texas Park and Wildlife Department (TPWD). The department is made up of four program specialist who are certified in grant writing and one intern who assist the department.

SPRCTAC is the advisory committee that assist with transportation coordination in the South Plains by providing information for the 5-year plan, and coordinating/engaging with other organizations to inform them of transit planning activities. The SPRCTAC is made up of 15 members that are from organizations in the region that serve the six priority populations. These members bring information to their agencies and disseminates that information to their partner agencies ensuring that those connected with SPRCTAC are knowledgeable of transit activities or events.

Leveraging Resources

Funding is the number one issue in continuing transit planning activities and SPAG has found a couple of ways to mitigate the issue to be able to implement the plan once it is developed/approved. See below:

- **Notifying SPRCTAC members of funding opportunities:** Because of SPAG's relationship with TxDOT, SPAG is informed of several funding opportunities via e-mailed funding notices or TxDOT's Project Manager. In turn, SPAG informs SPRCTAC members of funding that be may beneficial to their organization and accomplish goals stated in the plan.
- **Seeking and applying for funding opportunities:** Not only does SPAG keep up with funding opportunities for SPRCTAC, but also seeks funding opportunities that the agency can apply for. Although SPAG is restricted to planning funds, SPAG uses these funds to continue plan implementation. For example, SPAG plans to apply for the upcoming 2022 Coordinated Call Funds to implement goal one of the 5-year plan which is to increase public outreach and education on transportation services in the South Plains region.

Stakeholder Engagement

Currently, SPAG promotes stakeholder in engagement via public education outreach events. Recently, SPAG has built up a list of most of the social service agencies in the South Plains and has reached out to each organization via mailed surveys. The information of these organization from the surveys will be put into an interested parties list to invite them to SPRCTAC meetings and send informationals of transit updates/activities in the region.

Performance Measures to Evaluate Effectiveness

During the continuation cycle, TxDOT-PTN, in collaboration with working groups comprised of lead agency representatives and other stakeholders from across the state, developed statewide metrics to measure performance for regionally coordinated transportation planning efforts in Texas. Collecting and reporting this data documents statewide progress on regionally coordinated planning efforts and effectiveness. The data collected is based on the following performance metrics; active/formal partnerships, organization or individuals that received information about regional transportation planning activities, strategies/goals/objectives that move from the planning phase to the implementation phase, fully achieved strategies/goals/objectives, and newly identified needs/gaps/inefficiencies. SPAG/SPRCTAC collect this data by various means this includes (but not limited too) surveys, outreach events, and SPRCTAC meetings. Below is a snapshot of the performance metrics submitted for April 2019.

SNAPSHOT OF PERFORMANCE METRICS	
Performance Metric	Count
Active, Formal Partnerships	27*
Organizations or individuals that received information about regional transportation planning activities	17*
Organizations or individuals that actively participated in regional transportation planning activities	34*
Strategies, goals, or objectives that moved from the planning phase to the implementation phase	3
Fully achieved strategies, goals, or objectives	1
Newly identified needs, gaps, inefficiencies	3

There are no known performance metrics submitted for 2020, but below is a snapshot of performance metrics as of December 2021 with details below.

SNAPSHOT OF PERFORMANCE METRICS	
Performance Metric	Count
Active, Formal Partnerships	25
Organizations or individuals that received information about regional transportation planning activities	209
Organizations or individuals that actively participated in regional transportation planning activities	14
Strategies, goals, or objectives that moved from the planning phase to the implementation phase	2
Fully achieved strategies, goals, or objectives	5
Newly identified needs, gaps, inefficiencies	16

SPAG/SPRCTAC have 25 active/formal partnerships, these partnerships include the stakeholders listed on **Table 1 – Stakeholder List (page 7)**, and individuals from social service organizations. Additionally, there has been a total of 209 organizations or individuals that have received information about regional transportation planning activities. This number is higher than usual due to the outreach work that SPAG/SPRCTAC has done through the 2020 Coordinated Call grant. An interested parties list is in the works to narrow down how many individuals/organizations out of the 209 would be interested in participating in transportation planning activities. Currently, there are 14 organization or individuals that actively participated in the regional transportation planning activities. As noted in this plan under **Section V “a. Achievements of Past 5-Year’s Analysis” (page 35)**, there are 2 (number 4 & 5) strategies/goals/objectives that have moved from the planning phase to the implementation phase. Also noted under the same section, there are 5 fully achieved strategies, goals, or objectives. SPAG/SPRCTAC have recognized 16 newly identified needs, gaps, and inefficiencies which are listed in **Section V (pages 36-39) of this 5-Year Plan**. SPAG plans to submit the above-mentioned performance metrics in 2022.

VIII. Appendices

Date: 12/03/2021		
SPRCTAC COMMITTEE MEMBERS SIGN-IN SHEET (Virtual Meeting)		
AGENCY	NAME	SIGNATURE
Citibus	Chris Mandrell	<i>Chris Mandrell</i>
Texas Workforce Commission (TWC)	Tanya Washington	
Hope Community	Mary Guetersloh	
ModivCare	Grace Strait	
LIFE/RUN	Michelle Crain	<i>Shayla Hammock</i> (Proxy)
Lubbock Economic Development Alliance	Carolyn Rowley	<i>Carolyn Rowley</i>
Lubbock MPO	David Jones	<i>David Jones</i>
SPAG, 2-1-1 Dept.	Ayda Chapa	<i>Ayda Chapa</i>
SPAG, AAA Dept.	Liz Castro	<i>Liz Castro</i>
SPARTAN	Brian Baker	<i>Brian Baker</i>
StarCare	Robyn Johnston	
Texas Tech University	Cynthia Phelps	
Department of Veterans Affairs	Michael Boyd	<i>Michael Boyd</i>
Community Health Center of Lubbock	Yvonne Gutierrez-Carrillo	<i>Yvonne Gutierrez-Carrillo</i>
TxDOT Liaison	Eric Garcia	<i>Eric Garcia</i>
SPAG, Liaison	Kelly Davila	
SPAG, Liaison	Gyn Samples	<i>Gyn Samples</i>

South Plains Regional Transportation Coordination Advisory Committee

(SPRCTAC) Meeting Minutes

11:00 A.M. Friday, December 03, 2021

I. Call to Order

Chairman Michael Boyd called the meeting to order at 11:30 AM.

II. Welcome and Introductions

Members of the committee introduced themselves and the organizations he or she represents. SPRINTAC voting members were in attendance with 9 of 14 members present.

The following voting members were not in attendance: Ms. Mary Guetersloh (Hope Community), Ms. Tanya Washington (Texas Workforce Commission), Ms. Grace Strait (ModivCare), Ms. Robyn Johnston (StarCare), and Cynthia Phelps (Texas Tech University).

III. Action Item: Approval of Minutes from October 21, 2021

A quorum of membership was present to approve the October 21, 2021 meeting minutes. Committee Member Ayda Chapa made the first motion to approve the minutes, this motion was seconded by Committee Member Chris Mandrell.

IV. Discussion of 5 Year Plan – Gyn Samples/Kelly Davila

Ms. Gyn Samples of SPAG reported and discussed updates made to the 5-Year Plan with the SPRINTAC members and received approval of the 5-Year Plan.

V. Discussion of 2020 Coordinated Call Grant – Gyn Samples/Kelly Davila

Ms. Gyn Samples of SPAG discussed planned focus groups for SPRINTAC's priority populations to start in 2022 and discussed project ideas for the 2022 Coordinated Call application due in February 2022.

VI. Agency Update Reports

- **SPAG, AAA Dept.:** Committee Member Liz Castro reported updates regarding their open enrollment for Medicare.
- **LIFE, INC:** Ms. Shayla Hammock proxy for Committee Member Michelle Crain reported they hope to open their center in January and at the moment their center is allowing clients by appointment only.
- **LEDA:** Committee Member Carolyn Rowley reported changes in their organization.
- **CHCL:** Committee Member Yvonne Gutierrez-Carrillo reported they are continuing COVID testing and vaccine administration. She asked Citibus about their micro-transit due to issues in transportation for clients.
- **SPARTAN:** Committee Member Brian Baker reported the effects of the infrastructure investment and jobs act that recently passed. SPARTAN and Citibus are partnering with ModivCare for a game/toy drive for the Children's home.

- **Lubbock MPO:** Committee Member David Jones reported the MPO is working on road, highways, and bridges. He also reported some legislation updates/information.
- **Citibus:** Committee Member Chris Mandrell reported they have consultants working on their feasibility facility study. Citibus is also working on a route redesign to make their services more efficient. Mr. Mandrell reported their continued issues with driver shortages.
- **SPAG, 211/ADRC Dept.:** Committee Member Ayda Chapa reported updates on HHSC and their budgets. Ms. Chapa also discussed work they are doing with social media and plans to possibly start the red book in 2022.
- **VA Dept.:** Committee Member Michael Boyd reported the homeless program got a three-year accreditation and that his team has moved back to the VA office.
- **TxDOT:** TxDOT Project Manager Mr. Eric Garica reported that the 2022 coordinated call application came out this month and PTN 128 are due this month. In February is the Texas Transit and South West Transit Association joint conference in Austin. Next week is the virtual TxDOT Planning Conference.
- **SPAG:** Ms. Gyn Samples informed the SPRCTAC of the resignation of Duffy Hinkle from Ports-to-Plains. The SPRCTAC currently has 7 vacancies and Ms. Gyn Samples requested the SPRCTAC members to look for or recommend organizations that would be interested to be a part of the SPRCTAC.

VII. Discuss selection of next SPRCTAC Meeting date – Gyn Samples/Kelly Davila

Ms. Gyn Samples of SPAG informed the committee that the next meeting will need to be in January to approve/review the 5-Year Plan final updates and will send a doodle poll for available dates.

VIII. Adjournment

Committee Member Brian Baker made the first motion to adjourn and seconded by Committee Member Carolyn Rowley. The meeting was adjourned at 12:45 PM.

Letter from the Chair



Michael Boyd

Lubbock Housing First Supervisor
Amarillo VA Health Care System
Lubbock VA Outpatient Clinic
3510 4th Street
Lubbock, TX 79415

December 17, 2021

Serving on the South Plains Regional Coordination Transportation Advisory Committee (SPRCTAC) has not only been a pleasure, but an opportunity to see positive changes made in our communities. Collaboration alongside a team of the most qualified and experienced stakeholders from agencies offering a variety of services, has helped our 5-year plan best represent our area and its unique challenges. This partnership has truly shown that the whole is greater than the sum of its parts. This plan is the culmination of thought-provoking conversations, research, current initiatives and previous goals. The Regional Comprehensive Assessment did analysis, planning and performance metrics for unmet needs, barriers, and gaps. Transportation resources for under-represented populations were identified, and this is reflected in our committee makeup. We also included a pandemic response, which has been a new and challenging issue for everyone. As we move forward, coordinating between health and human service agencies our transportation needs will not stop. We will identify opportunities, reduce duplication, and continue to provide outreach education. Improving access for both local and rural areas will remain our focus. Thank you to the SPCRTAC for their time, knowledge, and dedication to the planning process. This could not have been done without you, and to each member, know you are appreciated.

Sincerely,

Michael Boyd LCSW BCD

Michael Boyd, LCSW, BCD
Chairman of the SPCRTAC