

Liberty County Transit Plan Public Involvement Process

During the initial plan development process in 2006, public meetings, briefings, and comment periods have been held in Liberty County with residents, stakeholders, and citizen groups to gain input on the need for expansion of service or initiation of service in certain areas of the county.

Liberty County North/ City of Cleveland

August 14, 2006 - 23 Attendees

Strengths of Existing Services in Cleveland:

- Cleveland does have fixed-route service provided by Brazos Transit District
- New Horizon Family Services does provide some transportation in the area
- BTD also provides services for 3 other cities in Liberty County (Liberty, Dayton and Ames)
 - o buses are equipped with GPS technology to help identify rural users
 - o try to use a “hub-and-spoke system” for their services

Issues/Challenges affecting Cleveland:

- Area senior citizens’ concerns:
 - o scared to drive on freeways into Houston; and within Houston when they arrive
 - o need assistance with medical trips (TMC and UTMB-Galveston)
 - o many seniors are on fixed income
 - o some don’t qualify for Medicaid and have no access to public transportation
- City of Hardin concerns:
 - o there are no existing services in the area (even though they have paid money for them)
 - o must travel to Cleveland or Liberty at early hours to ride public transportation for various trip purposes
 - o many rural areas have insufficient access (around 80% of residents or Liberty County live in rural/ unincorporated areas)
- Brazos Transit District concerns:
 - o forced to shelve some plans for local areas to wait for outcome of H-GAC study
 - o Have lost \$1.2 million in federal funding in last 2 years and looks to continue to drop
- Medicaid provider (AMR) concerns:
 - o no county-wide Medicaid provider in Liberty County
 - o all contracts are with TxDOT
 - o less access in rural areas
 - o level of service has dropped
 - poor drivers (untrained)
 - not on time
 - some feel unsafe because of recent incidents (woman fell out of bus while driver was talking on cell phone)
 - o there are discrepancies between the TxDOT contract for providers and the existing contract with AMR
 - o trip-stringing is not allowed
 - o a rider must be picked up and dropped off at the same location

- New Horizon Family Center concerns:
 - o serve victims of domestic violence and those affected by mental health
 - o have desire to help many others, but have barriers in their way:
 - not enough vehicles
 - insurance barriers to using others' vehicles
- Chamber of Commerce concerns:
 - o get 300-400 calls a year about public transportation
 - o don't know where to refer callers
- Infrastructure issues:
 - o Roadways:
 - need bypass for 105
 - buses need better roads to provide efficient services
 - other local locations
 - o Existing bus stops in Cleveland:
 - not well maintained
 - feel unsafe

Suggested Actions for the City of Cleveland:

- Idea for a transit center in Liberty County to serve the entire county
- Recommend a single point of contact for each business concerning public transportation
- Encourage sharing of information between businesses
- Provide transit schedules to Chamber of Commerce
- look at Polk County for demand-response example (similar demographics and geography)
- Possible solution to seniors' connectivity to Texas Medical Center is a connection to METRO
 - o possible "park and ride" in north Liberty County
 - o connection with existing "park and ride" facility in Kingwood

Liberty County South/ City of Liberty

August 14, 2006 - 38 Attendees

Strengths of Existing Services in Liberty:

- City of Liberty currently has fixed-route service provided by Brazos Transit District
 - o working well for some
 - o many have access to where they need to go
 - o service is connected with cities of Dayton and Ames
 - o service runs during the day Monday-Friday
- Veterans of Foreign Wars (VFW) is currently providing medical trips to veterans of Liberty County
- Baytown Medical Center is currently using a taxi voucher program for some patients
- Liberty County Indigent Care:

- o currently operating a bus to Galveston
- o open to all riders

Issues/Challenges affecting Liberty County:

- Liberty County as a whole:
 - o underserved for medical trips to Houston and Galveston
 - o have long wait-times for services in the elements
 - o Liberty County is in bad need of county-wide demand-response services

- Brazos Transit District concerns:
 - o Dayton, Liberty and Ames are connected, but Cleveland is independent
 - o people need to go to Cleveland from other areas, but have no source of public transportation to get them there
 - o no existing connection to Cleveland from the rest of county

- City of Devers concerns:
 - o no connectivity to county transit services
 - o need public transportations for medical and shopping trips
 - o connection to Liberty would be good start; eventually to Beaumont

- Medical trip concerns:
 - o often no services offered
 - o Medicare not linked with Medicaid
 - o will riders who require assistance for getting to bus and into hospital be able to have someone ride with them to provide help; a companion
 - o for example: blind citizens, frail or elderly
 - o insufficient public transportation home for patients brought by ambulance or others
 - o cabs (taxi voucher program) are often inefficient

- Town of Hull concerns:
 - o currently no public transportation available
 - o need for buses to Houston and TMC- E.M.S. in City of Liberty concerns:
 - o get calls for transportation that are not emergencies
 - required by law to take people to doctor
 - using critical resources for non-emergency purposes
 - endangers well-being of community

- Cancer Awareness Group's concern:
 - o people need trips to free cancer screenings

Suggested Actions for Liberty:

- Medical trips originating in Liberty County:
 - o possibly have designated day for patients in Liberty County
 - o coordinate efforts with local fixed routes for pick up spot

- City of Devers representative believes that a connection to Liberty would be good start; eventually to Beaumont

- Suggestion for Brazos Transit District to expand fixed route to include nearby neighborhoods

Liberty County Public Transportation Provider Survey Results (2006)

Name of Organization: Liberty Co. Project on Aging

Address: 2000 Panther Lane, Liberty, TX 77575

Phone Number: 936-336-7265

Contact Person: Lloyd Griffith

Service Area: South Liberty County (Liberty, Ames, Hardin, Dayton, Daisetta, other)

Description of Service: Senior Transportation

Type of Service: Demand Response

Eligibility: Ages 60+

Hours of Operation: M-F: 8a.m. - 6p.m.

Fare Structure: Free

Typical Destinations: Store, Doctor, Post Office, etc.

Scheduling Requirements: Request 1 day in advance, but try to accommodate all

Contact with Drivers: Cell phone and Mobile radio

Technological Capabilities: None

Passengers/Yr: 2,000

Sedans: 0

Passengers per Sedan: n/a

Vehicle Idle Time: n/a

Vans: 2 Avg. Age - 5 yrs.

Wheelchair Accessible: 1 Gasoline fuel

Passengers per Van: 5

Vehicle Idle Time: M-F 9a.m.-4p.m., after 6p.m. all weekends

Mini Buses: 1 Avg. Age - 9 yrs.

Wheelchair Accessible: 1 Gasoline fuel

Passengers per Mini Bus: 9

Vehicle Idle Time: M-F after 7 p.m. all weekends

Full-Size Buses: 0

Wheelchair Accessible: n/a

Passengers per Bus: n/a

Vehicle Idle Time: n/a

Name of Organization: Brazos Transit District (BTD)

Address: 202 Pan American, Livingston, TX 77351

Phone Number: 936-327-0193

Contact Person: Lyle Nelson

Service Area: Liberty, Montgomery, and Walker County

Description of Service: Public Transportation

Type of Service: Fixed-route, flex-route, subscription service and demand-response

Eligibility: All

Hours of Operation: M-F; 5a.m.-7p.m.

Fare Structure: Adults - \$1; seniors, children and disabled - \$.50; Fixed-Route All - \$2 for intra-county; \$2.50 for inter-county Demand-Response; \$8.25 for round-trip park-and-ride from The Woodlands to Houston

Typical Destinations: All

Scheduling Requirements: 1 day advanced notice; accommodate same-day requests

Contact with Drivers: cell phones, mobile radio and mobile data terminals

Technological Capabilities: computer dispatching, GIS and automated scheduling/routing

Passengers/Yr: 1,243,968

Sedans: 0

Passengers per Sedan: n/a

Vehicle Idle Time: n/a

Vans: 0

Wheelchair Accessible: n/a
Passengers per Van: n/a
Vehicle Idle Time: n/a
Mini Buses: 76 Avg. Age - 5 yrs.
Wheelchair Accessible: 76 65% use Gasoline
Passengers per Mini Bus: 18 35% use Diesel
Vehicle Idle Time: n/a
Full-Size Buses: 0
Wheelchair Accessible: n/a
Passengers per Bus: n/a
Vehicle Idle Time: n/a

Name of Organization: Liberty County Indigent Care

Not indigent only - mostly Medicaid, Medicare and Hospital District
Address: 501 Palmer, Liberty, TX 77575
Phone Number: 281-593-8428; 936-336-4693
Contact Person: Donna Burt
Service Area: Liberty
Description of Service: Medical
Type of Service: 501 Palmer, Burger King in Dayton - Annex Cleveland Dayton every trip but not other 2 locations
Eligibility: Liberty County resident with van card with apt at UTMB must be on list
Hours of Operation: 2-3 days a week 7:00 pick up - leave at 3:00 p.m. / Cleveland to local UTMB clinic; indigent only
Fare Structure: avg cost per person \$158 a trip/ past years \$
not Indigent usually - 22 / 2 indigent - Medicaid Medicare and Hospital District clients primarily
Typical Destinations: UTMB only
Scheduling Requirements: By noon day before
Contact with Drivers: cell phone
Technological Capabilities: no
Passengers/Yr: last 12 mos. Oct. 217
Sedans: n/a
Passengers per Sedan: n/a
Vehicle Idle Time: n/a
Vans: 2
Wheelchair Accessible: 1
Passengers per Van: 14
Vehicle Idle Time: 1 - 2 days a week - not consistent
Mini Buses: n/a
Wheelchair Accessible: n/a
Passengers per Mini Bus: n/a
Vehicle Idle Time: n/a
Full-Size Buses: n/a
Wheelchair Accessible: n/a
Passengers per Bus: n/a
Vehicle Idle Time: n/a

Name of Organization: Cleveland VFW Post

Volunteer - personal van
Address: 201 CR 3891 South, Cleveland, TX 77328
Phone Number: 281-593-2997
Contact Person: Charles Skinner and wife driver
Service Area: Veteran only

Description of Service: Riders and caretaker meet at VFW
Eligibility: must have VA apt.
Hours of Operation: M, T, W, Thurs. F 7:00 a.m. VFW return when done
Fare Structure: Requested donation help w/gas/some VFW support
Typical Destinations: VA
Scheduling Requirements: as soon as they have apt. letter
Contact with Drivers: private cell phone
Technological Capabilities:
Passengers/Yr: n/a
Sedans: n/a
Passengers per Sedan: n/a
Vehicle Idle Time: 2 personal vans of Post members
Vans: no
Wheelchair Accessible:
Passengers per Van: 9
Vehicle Idle Time: n/a
Mini Buses: n/a
Wheelchair Accessible: n/a
Passengers per Mini Bus: n/a
Vehicle Idle Time: n/a
Full-Size Buses: n/a
Wheelchair Accessible: n/a
Passengers per Bus: n/a
Vehicle Idle Time:

Name of Organization: Liberty VFW Post 5621

Volunteer; personal drivers & cars
Address: 1520 N. Main / P.O. Box 668, Liberty, TX 77575
Phone Number: 936-336-6832
Contact Person: Glen Rainey 936-334-1440
Service Area: South Liberty County
Description of Service: volunteer driver/ personal car
Type of Service: flexible pick up
Eligibility: South Liberty County/ veteran/ with good reason
Hours of Operation:
Fare Structure:
Typical Destinations: VA Hospital and Beaumont
Scheduling Requirements: At least 1 or 2 days notice
Contact with Drivers: No
Technological Capabilities:
Passengers/Yr: no documentation - only 6 - 7 mos.
Sedans: n/a
Passengers per Sedan: n/a
Vehicle Idle Time: n/a
Vans:
Wheelchair Accessible:
Passengers per Van:
Mini Buses: n/a
Wheelchair Accessible: n/a
Passengers per Mini Bus: n/a
Vehicle Idle Time: n/a
Full-Size Buses: n/a
Wheelchair Accessible: n/a
Passengers per Bus: n/a
Vehicle Idle Time: n/a