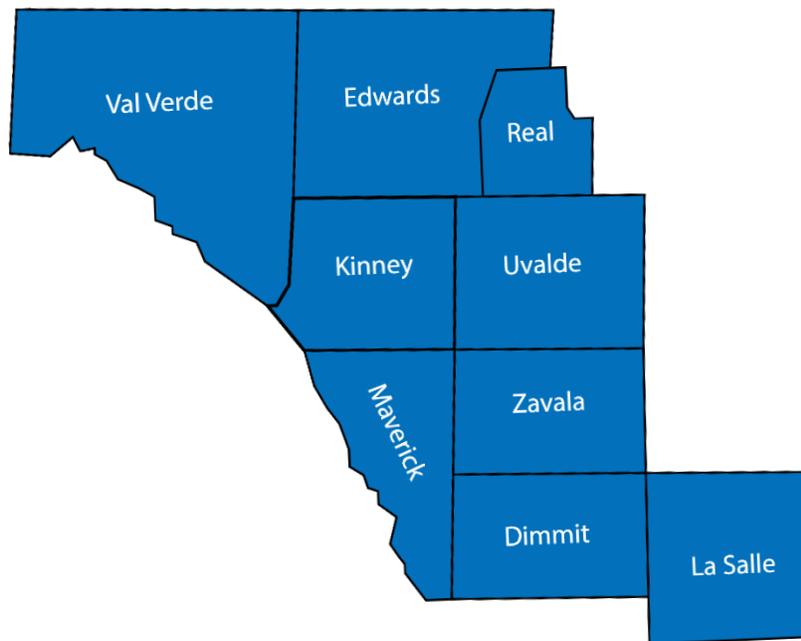


# Middle Rio Grande – Region 24

## 5-Year Comprehensive Public-Transit Human Services Transportation Plan



Lead Agency:

**Southwest Area Regional Transit District  
(SWART)**

# Contents

Executive Summary .....	3
1. Introduction .....	5
2. Transportation Resources in the Region .....	8
3. Comprehensive Assessment of the Public’s Unmet Transportation Needs and Gaps Analysis .....	19
Regional Overview of Study Area .....	19
Region 24 Demographic Data .....	20
Total Population.....	20
Probable Urbanized Areas in the Region .....	23
Veteran Population Model 2018 .....	25
Age Characteristics .....	26
Ethnic Composition.....	26
Median Household Income.....	27
Individuals with Disabilities .....	28
Persons with Limited English Proficiency .....	29
Vehicle Availability.....	29
Health and Human Services and Work Force Agencies.....	30
Public Outreach .....	34
Health and Human Service Agency - Survey.....	39
Texas Veterans Needs Assessment 2020.....	39
Texas Intercity Bus Study .....	40
Assessment of Transportation Needs and Gaps.....	42
Identified Gaps.....	42
4. Planning for Comprehensive Services.....	45
Federal Funding in the Region .....	45
Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities.....	45
Section 5311 – Formula Grants for Rural Areas .....	45
Section 5339 – Grants for Bus and Bus Facilities .....	46
Local Match Opportunities .....	46
Non-Emergency Medical Transportation .....	46
Local Revenues/Contracts/Contributions.....	46
Potential Future Funding Sources.....	48

Section 5307 - Urbanized Area Formula Assistance Program .....	48
Other Funding Sources .....	48
5. Integrated Planning Processes.....	49
Region 24 Planning Processes.....	49
Integrating with Other Planning Processes .....	53
6. Vision, Mission, Goals & Objectives.....	54
Vision Statement.....	54
Mission Statement.....	54
Goals and Objectives .....	54
7. Sustain Planning & Implement Plan.....	55
SWART – Governing Board .....	55
SWART – Organizational Structure .....	55
Regional Stakeholder Engagement.....	57
8. Performance Measures to Evaluate Effectiveness .....	58
Local Performance Metrics .....	58
Statewide Performance Metrics .....	60

Appendix A – City of Del Rio – Fixed Route Schedule

Appendix B – Sign-in Sheets for Town Hall Meetings, Data Handouts, Service Information and Surveys

## Executive Summary

The 5-Year Comprehensive Public Transit-Human Services Transportation Plan is a regional planning document required by the Texas Department of Transportation and must be updated every five years. This plan is for the Texas Middle Rio Grande Region 24 for the period of 2022 through 2026. The Southwest Area Regional Transit District (SWART) is the lead agency for regional transit planning in Region 24 and the study area consists of nine counties: Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde and Zavala. The focus of this plan is to ensure there is a network of transportation services in Region 24 that will effectively and efficiently get people where they need to go.

Since 2010, the nine-county region has grown by 3%, with over 172,500 total population currently. Population growth estimates suggest that by 2050, the region's population will be over 200,000. The most notable potential changes to transit service in the region are: Eagle Pass micropolitan area being classified as an urbanized area in calendar year 2022 with a population over 50,000 and the potential intercity bus route from Del Rio to San Angelo as identified in the recent TxDOT Intercity Bus Study. The 5-Year Comprehensive Public Transit-Human Services Transportation Plan focuses on the needs of individuals with disabilities, individuals 65 and older, people with low incomes, individuals with limited English proficiency, children, veterans, people lacking transportation to and from employment and other members of the public. Pre-pandemic, there were over 155,000 trips provided by public transit in the region in 2019, with the majority provided by SWART. While SWART is the largest public transit provider in the region, there is one other rural transit provider in the region, City of Del Rio which only serves Val Verde County. The COVID-19 pandemic has brought numerous challenges, including significant ridership declines and increased expenditures for enhanced cleaning and other precautions to keep the riding public and agency employees safe.

Regional providers and stakeholders were involved in the development of this plan. The Region 24 service area assessment included a survey of the public, transit riders, transportation providers, and health and human service agency partners. SWART and the City of Del Rio launched videos (English & Spanish) to encourage the community and regional counties. 540 surveys were collected from the public and 15 surveys were collected from health and human service agencies. A fantastic effort was contributed by each agencies transit staff, marketing and outreach program, email distribution, posting inside buses, word of mouth, Townhall meetings, and other public/stakeholder engagement activities. In addition to the surveys conducted to assess public transportation needs in Region 24, focus groups were held to allow citizens to present their views on the present gaps in public transportation services. The responses from citizens generally fell into the following categories of concern:

- Not all areas of the Region 24 have regular access to public transportation services
- There are not enough transportation options for employment and higher education purposes in rural areas
- In some areas public transportation exists solely for medical purposes
- Many residents are not familiar with the availability of existing transportation resources which demonstrates a potential need for regional outreach coordination
- Due to the growing population in the main cities within Region 24 and changing geography of the city limits, there is a present gap in service coverage between the rural cities and main city centers.
- Gaps in transportation options for the region's veterans and homeless

From the public/stakeholder’s engagement activities a transportation needs and gap assessment was conducted as part of this plan and identified transportation needs, opportunities and barriers, and recommendations to address each need. The assessment identified the following main transportations needs in the region:

- Regional transportation services need to be increased to provide more accessible options to priority populations.
- Communication and marketing need to be increased to improve public awareness of all transit services in the region.
- Additional operator training and coordination between medical facilities.
- More regional coordination between SWART, City of Del and City of Eagle Pass for improving transportation services.
- Improve services to other regions of Texas and additional hour/days of service within the counties
- Travel difficulty and accessibility in some rural areas.
- New SWART maintenance and operations facility in Eagle Pass.

# 1. Introduction

This 5-Year Comprehensive Public Transit-Human Services Transportation Plan creates an all-inclusive strategy to improve the expertise and cooperation of transportation providers in Region-24 and to overcome identified barriers that cause gaps in access to services in the rural areas. Southwest Area Regional Transit District (SWART) is the lead agency for regional transit planning in Middle Rio Grande Region. The Region 24 study area includes nine counties: Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde and Zavala. SWART contracted with a consulting firm, Hendrickson Transportation Group, to provide assistance in completing the five-year plan. The project consultant team coordinated with SWART, City of Del Rio Transit, stakeholders and riders during the formation of the plan.

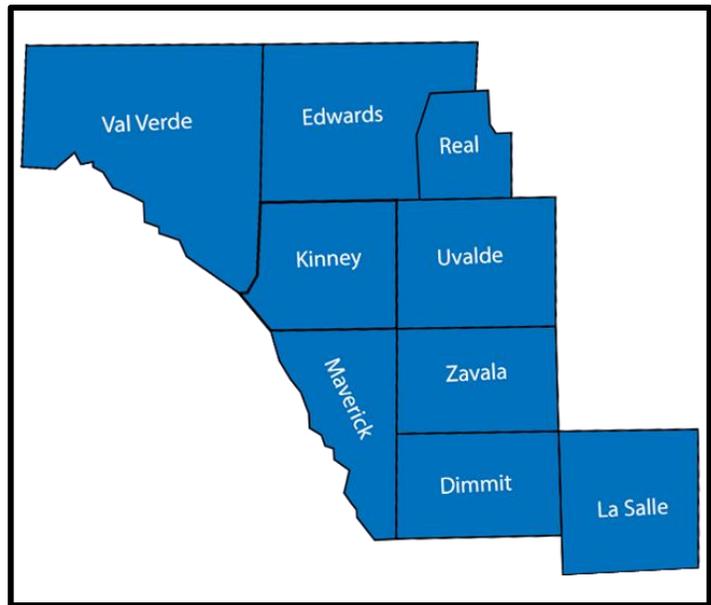


Figure 1 - Study Area for Middle Rio Grande – Region 24

The purpose of the 5-Year Comprehensive Public Transit-Human Services Transportation Plan is to provide more efficient and effective public transportation services in the Middle Rio Grande Region. The recommendations from this plan will support enhanced public transportation needs of individuals with disabilities, individuals 65 and older, people with low incomes, individuals with limited English proficiency, children, veterans, people lacking transportation to and from employment and other members of the public. The plan consists of eight sections, including this first introduction section:

- **Section 2** includes the transportation resources in the region. This inventory includes rural public transit services, a new small urban system, intercity bus carriers, and other transportation systems.
- **Section 3** includes a comprehensive assessment of the public’s unmet transportation needs, assessment of overlaps and gaps in the delivery of transportation services and gap analysis. The Needs Assessment, which examines the current status of the local transportation network, provides an analysis of the changing aspects of each county; while at the same time, present a series of recommendations for rural transit services and the public transportation service operated by Region 24 areas. This section will also include geographic data and demographic data on overall population, age, race, income, persons with disabilities, persons with limited English proficiency, and other data to indicate need for transportation services and a list of all health and human services agencies, programs, and work force agencies.
- **Section 4** (Planning for Comprehensive Services) describes how this 5-year plan integrates services of various programs including Section 5310 (Enhanced Mobility of Seniors and Individual and Individuals with Disabilities) program and other FTA-funded programs and other programs.
- **Section 5** (Integrated Planning Processes) – this section describes how the 5-year comprehensive public transit-human services plan will align or integrate with other metropolitan, rural, and statewide transportation plans.
- **Section 6** (Vision, Mission, Goals and Objectives) this section includes vision and mission statements as well as clearly articulated goals and objectives for achieving the goals.

- **Section 7** (Sustain Planning & Implement Plan) this section describes Region 24’s capacity to sustain regional transportation planning activities.
- **Section 8** (Performance Measures to Evaluate Effectiveness) this section lists and describes specific, locally determined metrics for each identified gap in transportation service along with statewide performance metrics required by TxDOT.

The formation of this plan occurred between April 2021 and March 2022. During this period, there were opportunities for stakeholder engagement and public involvement. A “Kick-Off” Stakeholder meeting was held on April 29, 2021, which initiated the process to engage all nine counties to review current and future transportation needs while establishing new goals and objectives. Other opportunities for public involvement included:

- Del Rio Townhall Meeting: August 4<sup>th</sup>, 2021, at City Hall- City of Del Rio
- Uvalde Townhall Meeting: August 5<sup>th</sup>, 2021, at Ssgt. Willie de Leon Civic Center
- Eagle Pass Townhall Meeting (Virtual): August 11<sup>th</sup>, 2021, at International Trade Center West Room
- Needs Assessment Presentations – Stakeholders Meeting: December 15<sup>th</sup> & 16<sup>th</sup> 2021

The observations in this document were gathered during several on-site visits in Uvalde, Del Rio, and Eagle Pass. Transportation services, operations, maintenance programs and scheduling/dispatching processes were observed and evaluated during these site visits. While on-site, the consultant’s project manager interviewed SWART’s General Manager, Assistant Manager, Chief Finance Manager, Chief Operations Manager, Safety & Training Technician, Operations Report Technician, Mobility Management Services, Vehicle Technician Supervisor, Dispatcher/Scheduler, and the Transit Director of the City of Del Rio. These one-on-one interviews provided the opportunity to evaluate both the workflow and the geographic characteristics of the area. The consultant’s project manager conducted boarding and alighting counts on the Express Route of Eagle Pass and Del Rio’s fixed-route service. The project manager also reviewed a comprehensive set of SWART’s and Del Rio Transit’s operating and financial data for the analysis of trends in ridership, vehicle hours and miles operated as well as expenses and revenues. Follow-up virtual interviews with the SWART General Manager and Del Rio Transit Director provided additional insight into the performance and financial status of the operation over the previous five years.

Transit provider websites were used to collect data on current services, destinations, and eligibility to use the services. Interviews were arranged with select agencies to fill gaps in the data collection. Townhall meeting were scheduled to engage the general public and stakeholder groups. The methodology used for obtaining public input and developing this plan consisted of:

- **Observations:** recording what you have seen, heard, or encountered in detailed field notes.
- **Interviews:** In-person, asking people questions in one-on-one conversations.
- **Focus groups:** asking questions and generating discussion among a group of people.
- **Surveys:** distributing questionnaires with open-ended questions.
- **Secondary research:** collecting existing data in the form of texts, images, audio or video recordings, etc.

The methodology aimed to engage public involvement, community leaders, transportation stakeholder groups, and human service agencies. Active public townhall meetings, coordination of multiple entities, public surveys, and surveys from human health agencies, made this plan an inclusive investigation of existing transportation conditions, service improvement goals, and future actions required to direct the need for transportation services in Region 24.

The Southwest Regional Transportation Planning Advisory Committee served as an advisory committee of Southwest Area Regional Transit District (SWART) and the City of Del Rio Transportation/Rural Transit District during the formation of this five-year plan. The Committee is comprised of 17 stakeholders that monitor the activities supported by the initiatives depicted in the regional plan. The Committee has a required function to develop, review, and implement the Southwest Area Regional Coordination Plan. SWART is the lead agency that oversees the state funded project grant agreement for Regional Coordination Transportation Planning but is also one of two rural transit districts that provides transit services.

## 2. Transportation Resources in the Region

The Middle Rio Grande Region consists of nine counties with the primary types of public transportation offered throughout the region being rural public transit systems and intercity bus service. Availability of service levels vary by county. The region is composed of the following:

- Two (2) rural transit districts (SWART and City of Del Rio)
- One (1) Fixed-Route Service in the City of Del Rio - Val Verde County
- Three (3) Fixed-Route Service in the Maverick County
- Intercity bus service

SWART and the City of Del Rio are the two main rural transit districts that cover the nine-counties in Middle Rio Grande Region with SWART being the lead regional transportation agency. Valley Transit also provides intercity bus service through the Rio Grande Valley from Mission to Harlingen and Brownsville on a daily basis. Valley Transit is a full-service bus company which partners with Greyhound Lines, Inc. to offer intercity bus service to the Rio Grande Valley. Other private transportation providers in the area provide medical transportation, regional tours, and other transportation services.

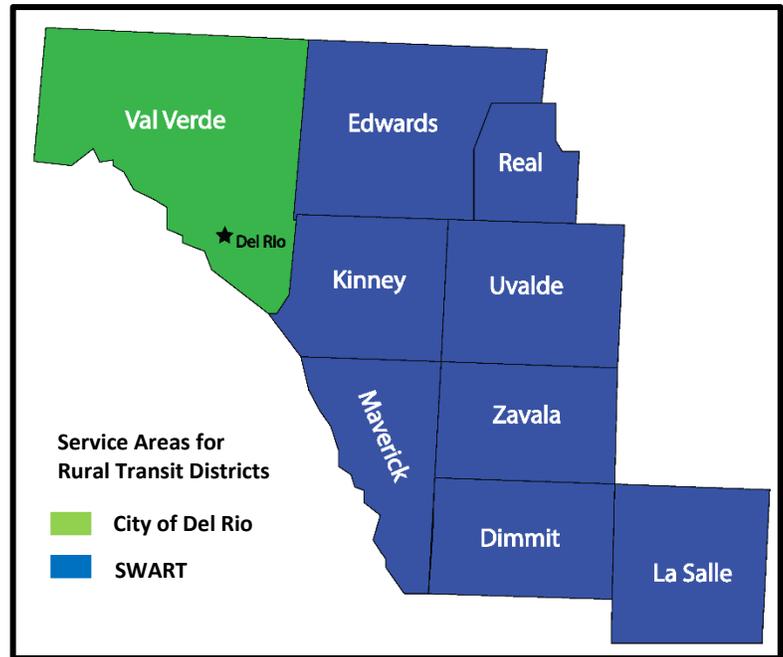


Figure 2 – Service Areas for SWART and City of Del Rio

This section will include agency descriptions for SWART and the City of Del Rio including service area, routes, fares, schedules, vehicles, and funding information. Additional transportation providers are also examined including private, non-profit, health and human services agencies, work force agencies, and providers are listed who also deliver county or regional services.

**Table 1** provides a list of transportation providers in the study area and a summary of each provider's service area, type of provider, mode and target riders. A description of each provider is provided as well in this section.

Table 1 – Transportation Providers in Region 24

Agency Name	Counties Served	Type of Agency	Mode	Target Riders
Avance Head Start	Edwards, Kinney, Uvalde, Zavala, and Bexar	Non-Profit	Arrange rides for clients, provide shuttle service to scheduled appointments	Under-resourced families with young children
Aguila Express, LLC	Maverick	Private	Intercity Bus	General Public
American Coach de Mexico HLII	Maverick, Eagle Pass	Private	Intercity Bus	General Public
Amigo's Taxi	Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde and Zavala	Private	Private Taxi	General Public
Arreola's Taxi	Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde and Zavala	Private	Private Taxi	General Public
City of Del Rio Nutrition Center	Val Verde, City of Del Rio	City Municipality	Arrange rides for clients, provide free shuttle services to essential dentations	Citizens of Del Rio - Seniors
County of Kinney Nutrition Center	Kinney	County Government	Arrange rides for clients, provide shuttle services to essential dentations	Kinney County - Seniors
County of La Salle Nutrition Center	La Salle	County Government	Arrange rides for clients, provide shuttle services to essential dentations	La Salle County - Seniors
County of Maverick Nutrition Center	Maverick	County Government	Arrange rides for clients, provide free shuttle services to essential dentations	Maverick County - Seniors
County of Uvalde Nutrition Center	Uvalde	County Government	Arrange rides for clients, provide shuttle services to essential dentations	Uvalde County - Seniors
County of Zavala Nutrition Center	Zavala	County Government	Arrange rides for clients, provide shuttle services to essential dentations	Zavala County - Seniors
City of Del Rio Transportation	Val Verde	Rural Public Transit Agency	NEMT Transportation, Job Access, ADA Demand Response	General Public, NEMT Service – only Medicaid Clients
Greyhound Lines, Inc.	Maverick, Uvalde, and Val Verde	Private	Intercity Bus	General Public
Hill Country MHDD	Edwards, Kinney, Real, Uvalde, and Val Verde	Non-Profit	Provides referrals of transportation providers to anyone who inquires	Children and adults with mental health and developmental disabilities
Southwest Area Regional Transit District	Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, and Zavala	Rural Public Transit Agency	NEMT Transportation, Job Access, ADA Demand Response	General Public, NEMT Service – only Medicaid Clients

It should be noted, SWART has collaborated in the past with various taxi services in the region, these partnerships were short lived due to lack of credentialing and insurance threshold requirements. The taxi agencies did not maintain licensing, insurance, and training requirements.

### **Avance Uvalde Head Start Center**

---

Avance Uvalde Head Start Center is a licensed center - Child Care Program in Uvalde, Texas, with a maximum capacity of 142 children. This childcare center helps with children in the age range of Infant, Toddler, Pre-Kindergarten, School. Bilingual Spanish and English programs provide support and education geared towards school readiness. Children have access to medical, dental, developmental, and mental health screenings along with transportation services that are available. Continuing education classes are also offered to parents as additional services when necessary. The provider does not participate in a subsidized childcare program.

### **Aguila Express, LLC**

---

Aguila Express, LLC is located in Eagle Pass, Texas. This organization primarily operates in the Tour Operators business/industry within the Transportation Services sector. This organization has been operating for approximately 10 years. Aguila Express L.L.C. is estimated to generate \$731,453 in annual revenues and employs approximately 5 people at this single location.

### **American Coach de Mexico HLII**

---

Charter bus service and Tour Bus Rental. Tours in Texas include: Laredo, Houston, Dallas, San Antonio, Austin, Brownsville, McAllen, Edinburg, Eagle Pass.

### **Amigo's Taxi**

---

Amigo's Taxi is located approximately 51 miles from Eagle Pass, Texas. Provides private transportation services throughout Region 24.

### **Arreola's Taxi**

---

Arreola's Taxi is located in Eagle Pass, Texas. Provides private transportation services. Areas that are served include: Carrizo Springs Area, Constellation Brands, Eagle Ford Shale, Eagle Pass, Kickapoo Lucky Eagle Casino, Mexico, Piedras Negras Border and San Antonio Airport.

### **City of Del Rio Nutrition Center**

---

The City of Del Rio provides Nutrition and Social Services for the Elderly to improve the quality of life for the elderly citizens of Del Rio by encouraging and providing a sense of community among the participants. In an effort to accomplish this goal a variety of social activities are offered on a regular basis, playing a crucial role in the social and mental well-being of the elderly. Free transportation services for Nutrition participants to area doctors, outpatient clinics, attorneys, hospitals, service agencies, and other essential destinations are provided from 9:00-10:00am and 2:00-4:30pm Monday – Friday.

### **County of Kinney Nutrition Center**

---

Kinney Nutrition Center emphasizes continuous care and includes the following services: Congregate meals, home delivered meals and transportation. Service hours include 9:00am to 4:00pm Monday – Tuesday and Wednesday through Friday services are provided from 9:00am to 3:00pm.

### **County of La Salle Nutrition Center**

---

La Salle County provides residents 60 years of age or older are invited to partake in hot, nutritious meals, group activities and socialization. Services include: Congregate meals, home delivered meals and transportation.

## County of Maverick Nutrition Center

---

Maverick County provides food distribution pickup available from Monday to Friday and free transportation services for senior residents to area doctors, outpatient clinics, attorneys, hospitals, service agencies, and other essential destinations are provided.

## County of Uvalde Nutrition Center

---

Uvalde Nutrition Center provides congregate meals, home delivered meals and transportation to senior residents.

## County of Zavala Nutrition Center

---

Zavala Nutrition Center provides congregate meals, home delivered meals and transportation to senior residents.

## City of Del Rio Transportation

---

The City of Del Rio's Transportation Program has been administered by the City of Del Rio since 1980. The City of Del Rio receives funding from the Texas Department of Transportation for the various services it provides. Funding is based on formula funds including section 5310 and 5311 funds, competitive funds, and rider fees with an annual budget of approximately \$1.2 million.



The City of Del Rio operates public transit consisting of one fixed route within the city limits and a demand-response service within the city limits and Val Verde County. The demand-response service is a curb-to-curb service with priority given to elderly and disabled patrons.

The City of Del Rio Transportation program also provides non-emergency medical transportation service to the Medical Transportation Program eligible clients under contract with American Medical Response. This service is not limited to Val Verde County. Riders can schedule trips going to Eagle Pass, San Angelo, San Antonio, and Uvalde. This service is paid for by the Texas Department of Health and is provided to Medicaid approved appointments only.

The transit agency utilizes a fleet of twenty-five revenue vehicles with four support units. The City of Del Rio Transportation Program provides transit vehicles for curb-to-curb demand response transportation services in the Val Verde County area six days a week to the elderly, disabled, and general public of the community. Demand response services are provided Mon-Sat from 4:30am-6:00pm for medical trips and Mon-Sat from 6:00am-6:00pm for general public trips. Services also include out-of-town medical transportation to San Antonio, San Angelo, Eagle Pass, and Uvalde, Monday through Friday. The City of Del Rio Transportation Department also offers a fixed route system of transportation. The fixed route runs from 6 AM – 5:45 PM, Monday – Saturday.

Transportation services are used primarily for regular doctor's visits. However, many clients depend on the service for employment, leisure trips, educational trips, visits to the local nutrition center, and other social activities.

### Fixed Route Fare Schedule

The fare schedule for Fixed Route is shown in **Table 2**, fixed route one-way fare is \$2.50 per trip. Discounts are provided to seniors and individuals with a disability. Children under 3 ride free. City of Del Rio Transportation Department accepts exact change cash, checks, and vouchers cards. A "Voucher Card" is available for purchase and is valid for 30 one-way rides or 15 round trips. The card is presented to the driver when boarding the vehicle. The driver hole-punches and dates the card once for each trip.

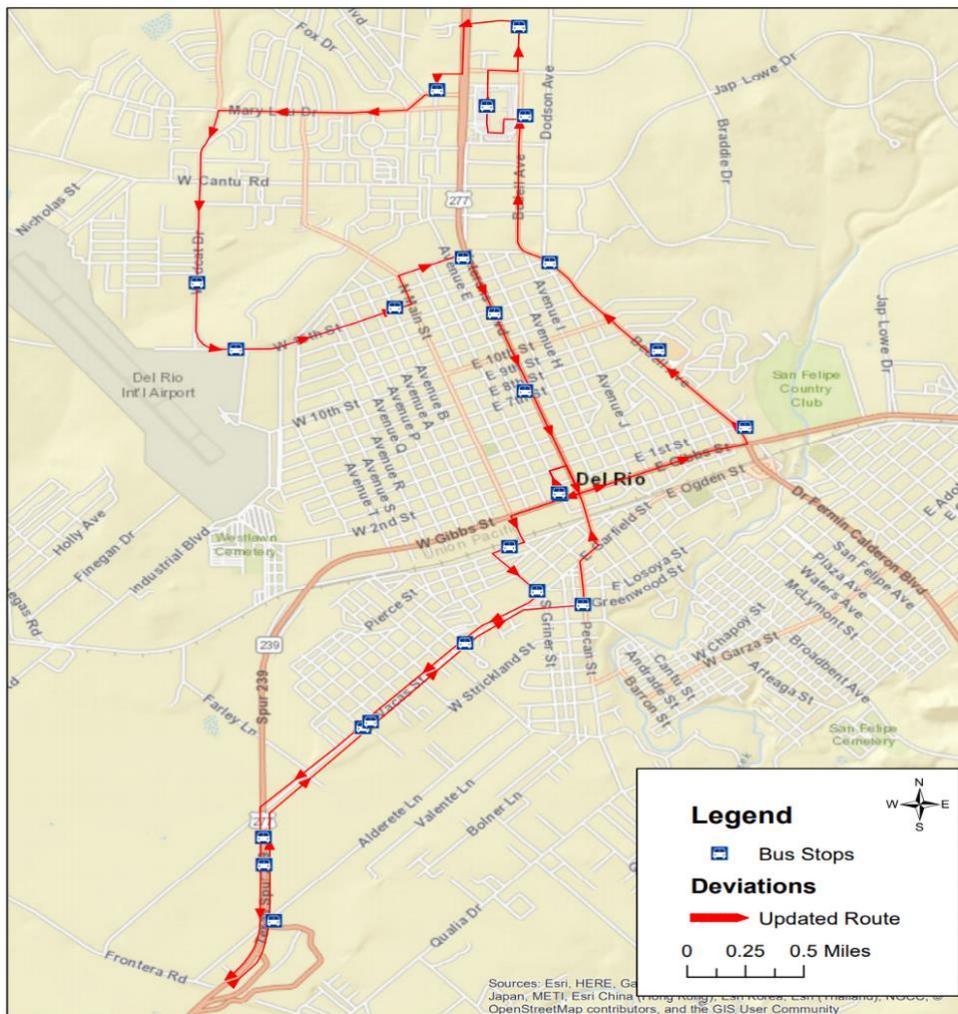
Table 2 – City of Del Rio Fixed Route Fare Schedule

Cash Fares	
General Public	\$2.50
Seniors	\$1.50
Individuals with a disability	\$1.50
Children under three	Free
Voucher Card	
General Public (30 one-way trips)	\$45.00
Seniors/Individuals with a disability (30 one-way trips)	\$27.00

### Fixed Route System

The fixed route consists of 24 different stops, covering 13 route miles, within the City of Del Rio which include most medical facilities, social service agencies, and major retail centers. Fixed route is 100 percent accessible to and usable by persons with disabilities, including persons who use wheelchairs. The fixed route runs one vehicle equipped with a wheelchair lift. Fixed route services are closed New Year’s Day, Christmas Day and Thanksgiving Day when they fall on any day Monday through Saturday. **Figure 3** shows the current Fixed Bus Route:

Figure 3 – City of Del Rio Fixed Route Map



\*The Fixed Route Bus Stop Schedule is listed in Appendix A.

**Demand Response Fare Schedule**

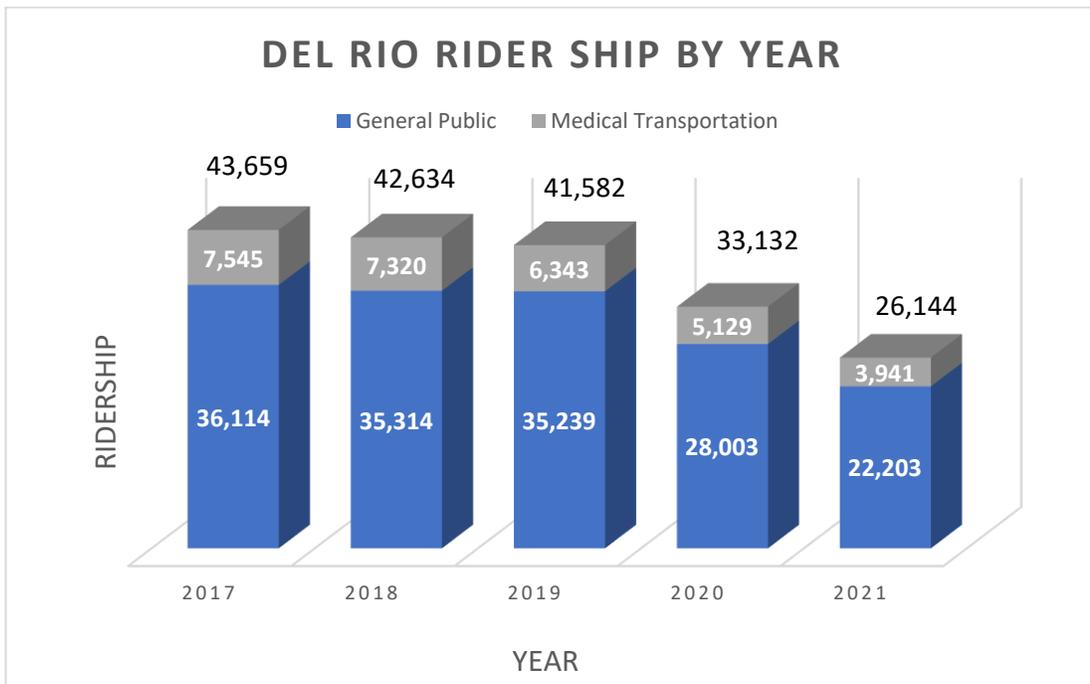
The demand response fare schedule is shown below in **Table 3**. One-way fares must be paid each time the passenger boards the bus since the same bus may not be providing the return trip. Drivers accept cash, voucher card, and checks.

*Table 3 – City of Del Rio Demand Response Fare Schedule*

Cash Fares	
General Public	\$2.50
Seniors	\$1.50
Individuals with a disability	\$1.50
Children under three	Free
San Antonio / San Angelo one-way trip	\$15.00
Uvalde / Eagle Pass one way trip	\$7.50
Voucher Card	
General Public (30 one-way trips)	\$45.00
Seniors/Individuals with a disability (30 one-way trips)	\$27.00

The City of Del Rio’s ridership has been slightly declining each year since 2017 (mainly due to the number NEMT trips provided to Del Rio by Medicaid brokers) and more notably in 2020 due to the pandemic crises as shown in **Figure 4**. The agency has been aggressively working with health agencies to provide medical transportation services for their clients. This has made a positive impact on the ridership trend. It is expected that ridership will be ultimately determined by the demand for services, the level of service provided, and the cost of service. It is expected that demand for rural transit will be greater in areas with a larger population of older adults, people with disabilities, and people without access to a personal vehicle.

*Figure 4 – City of Del Rio’s Transit Ridership per Year*



### **City of Del Rio’s Transportation Depot Master Plan**

Currently, the City of Del Rio Transportation Department is working on a Master Plan in an effort to restore efforts of the City of Del Rio’s Transportation Depot. The Historic Del Rio Depot sits literally ‘front and center’ at the corner of Ogden and Main Street, Del Rio, Texas. Its prominent location is basically the gateway to historic downtown Del Rio and provides the perfect opportunity to enhance this unique building site to emphasize its connection to visitors and citizens entering the community. The Depot building is a unique reminder of the history of the railroad in Texas and stands as a largely intact historically significant element of Texas architecture. Soon, it is the intention of the Texas Department of Transportation and the City of Del Rio, to pursue listing the Depot on the National Register of Historic Places.

The restoration of the Del Rio Depot will become not only a prominent icon of the Del Rio community but will serve as educational center and reminder of the small Texas town that Del Rio once was. The intent is to provide the City of Del Rio a beautifully restored Historical Depot as well as new Visitor Center with Historical Photo’s and memorabilia for City-Wide Inspiration.

### **Site Considerations**

The Master Plan vision for the site improvements involves beautification along Ogden Street as well as West side towards Main Street and the railroad side, with installation of new paved sidewalk, benches and landscaping, gazebo and new lighting for a healthy and safe community gathering area. It has been recommended to take advantage of the existing Crepe Myrtle trees to the West of the Depot. This plan recommends to design and create a community plaza, with a center Kiosk and sitting areas for public use and enjoyment on the existing West side of the building. This plaza area could become a gathering place for a variety of community events and uses.

In effort to entice the visiting tourists as well as the Del Rio Community to visit the Depot Center a Photo Mural Plaza will be constructed between the Gazebo sitting area and the East side of the building. The Photo Murals will be on ceramic tile and provide a history of the City of Del Rio as it developed from the Spanish Missionaries San Felipe Del Rio to present history. The Master Plan approach involves cooperative efforts between the City of Del Rio, the Texas Department of Transportation (TxDOT), and the Union Pacific Railroad.

### **Restoration Philosophy**

The approach to the restoration of the Del Rio Depot is to create the most authentic example of the original building as evidence provides. This includes removal of non-original components such as the west facing dormer, the north facing chimney and the second level at the interior. The building will be lowered to its original height above grade and a metal roof matching historic photographic evidence will be installed. The City of Del Rio is fortunate that so much of the original exterior material is intact, even though much of the siding, trim and windows have weathered significantly. All wood elements will be restored when possible and replicated only as needed. It will not be necessary for the building to be vacated for the duration of restoration.

**Maintenance & Vehicle Parking Facility Improvements**

The City of Del Rio’s Maintenance and Vehicle Parking Facility is being improved to protect equipment from weather conditions and keeping equipment cooler.



**City of Del Rio Transportation Department Fleet:**

YEAR	MAKE	Model	CONDITION	MAX # OF PASS	MAX # OF W/C
2009	Chevy	uplander	good	4	0
2009	Chevy	uplander	good	4	0
2003	Ford	Expedition	good	6	0
2010	Ford	F-350 shop truck	good	4	0
2010	Ford	E-450	good	18	2
2010	Ford	E-450	good	16	2
2015	Chevy	Express	good	18	2
2014	Chevy	Express	good	18	2
2014	Chevy	Express	good	18	2
2014	Chevy	Express	good	10	2
2014	Chevy	Express	good	10	2
2017	Dodge	Grand Caravan SE	good	4	1
2017	CHEVY	Express	good	20	2
2017	Chevy	Express	good	20	2
2017	Chevy	Express	good	20	2
2017	Chevy	TITAN 4500	good	20	2
2017	FORD	commute	good	9	2
2020	DODGE	ProMaster1500	new	6	2
2020	DODGE	ProMaster1500	new	6	2
2020	DODGE	ProMaster3500	new	8	2
2020	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2
2019	DODGE	ProMaster3500	new	8	2

## Greyhound Lines, Inc.

---

Greyhound Lines, Inc. is the largest provider of intercity bus transportation in North America with 2400 destinations and currently operates 19 routes in Texas. As the largest carrier in Texas, Greyhound operates to most corners of the state including El Paso, Amarillo, Brownsville, and the Texas Triangle (Dallas, San Antonio, Houston). Regarding Region 24, Greyhound has stops in Del Rio, Eagle Pass and Uvalde. On October 21, 2021, Greyhound Lines was purchased by FlixBus, the parent company of FlixBus USA. While this may result in changes to Greyhound services at some point in the future, in the near term the routes and business model are anticipated to remain the same as Greyhound will continue to operate as a separate unit.

## Hill Country MHDD

---

Hill Country MHDD Centers help people have positive control over the life they desire. They provide services for adult and child behavioral health, intellectual developmental disability, substance abuse, crisis care, and justice involved services. Our goal is to focus on each person and help them create the life they want to live. Hill Country MHDD provides referrals of transportation providers to anyone who inquires and does not provide any actual transportation services. They also serve individuals throughout 19 counties of the greater Texas Hill Country region which includes: Bandera, Blanco, Comal, Edwards, Gillespie, Hays, Kendall, Kerr, Kimble, Kinney, Llano, Mason, Medina, Menard, Real, Schleicher, Sutton, Uvalde and Val Verde. With 22 locations including 14 Mental Health Clinics and eight Developmental Disability Centers, they serve a population of over 630,000 within a 22,593 square mile area.

## Southwest Area Regional Transit District

---

The Southwest Area Regional Transit District (SWART) is a political sub-division of the state of Texas, SWART is a Rural Transit District under the Texas Transportation Code Title 6, Sub-title k, Chapter 456a rural transit district (RTD) and has an annual budget of approximately three million dollars. SWART has been a stand-alone transit system since June 2012 and is funded by 5310, 5311, and 5339 Programs, local counties, planning grants from the State of Texas, Non-Emergency Medical Transportation revenue, transit fares, and other local match opportunities. SWART serves the Middle Rio Grande Region, including Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, and Zavala Counties, and operates demand-response service throughout the service area. SWART provides service to cities within the service area (such as Carrizo Springs, Eagle Pass, and Uvalde) and connects local cities with destinations out of the service area (such as Del Rio, Laredo, and San Antonio). Fares vary by pick-up location, drop-off location, and time of day. There are two transit centers in SWART's service area—Eagle Pass and Uvalde—and one multimodal facility in Del Rio, which connects to Amtrak's passenger rail service.



SWART's existing fleet includes 47 revenue vehicles and 4 support units coming to a total of 51 vehicles. Eagle Pass utilizes 22 vehicles, Uvalde utilizes 22 vehicles, Crystal City utilizes 2 vehicles, Brackettville (Kinney County) utilizes 1 vehicle, and 4 units are utilized as support (3 cars & 1 truck). Based on the year model of each revenue vehicle the current average age is 4.5 years. By 2025 the average age of the current fleet will increase to 8.5 years, assuming the fleet will remain the same.

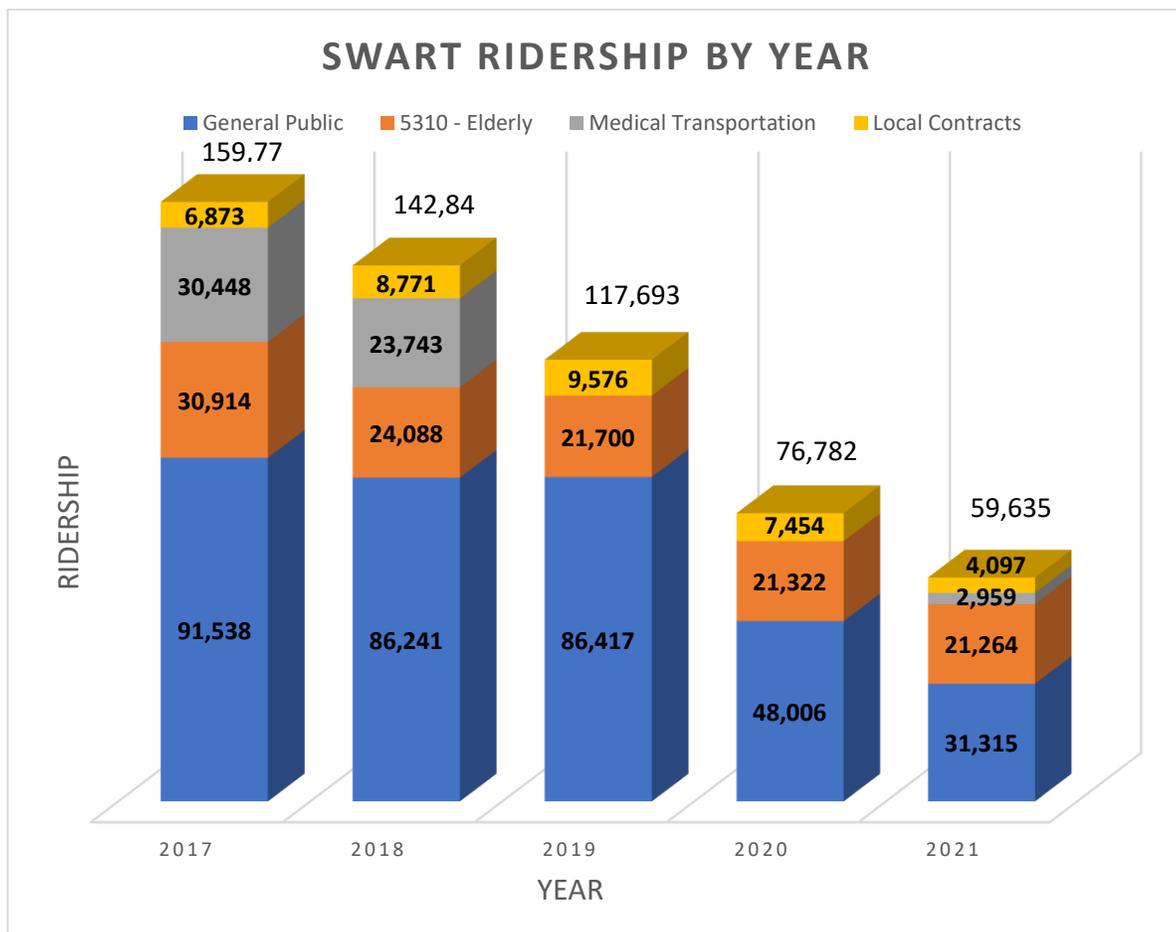
SWART's fleet as of July 2021:

UNIT	YEAR	MAKE	MODEL	TYPE	SIZE	LOCATION
0938	2011	FORD	Truck	Truck	5	Admin
0036	2015	VPG MV-1	MV1	MV1	4ddor/1wc	Eagle Pass
0186	2015	VPG MV-1	MV1	MV1	4door/1wc	Eagle Pass
0334	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
0347	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
0768	2013	FORD	El Dorado	Type 3	18/2wc	Eagle Pass
0769	2013	FORD	El Dorado	Type 3	19/2wc	Uvalde
0771	2013	FORD	El Dorado	Type 3	19/2wc	Eagle Pass
0802	2012	VPG MV-1	MV1	MV1	4 door/1wc	Uvalde
1076	2021	CHEV	Stabilitrak	Type 3	13/2wc	Eagle Pass
1438	2014	CHRYSLER	4D-200	Car	4	Eagle Pass
1900	2018	FORD	Cutaway	Type 2	10/2wc	Uvalde
1901	2018	FORD	Cutaway	Type 2	10/2wc	Eagle Pass
2016	2018	RAM	Promaster	Type 1	9/2wc	Uvalde
2296	2017	DODGE	Mini Van	Type 7	3/1wc	Uvalde
2315	2014	VPG MV-1	MV1	MV1	4 door/1wc	Eagle Pass
2984	2017	DODGE	Mini Van	Type 7	5/1wc	Uvalde
3021	2017	DODGE	Mini Van	Type 7	5/1wc	Eagle Pass
3054	2017	DODGE	Mini Van	Type 7	5/1wc	Eagle Pass
3437	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
3438	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
3439	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
3443	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
3446	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
3448	2019	RAM	Promaster	Type 1	9/2wc	Uvalde
3758	2014	FORD	Goshen	Type 2	12/2wc	Eagle Pass
3822	2017	FORD	El Dorado	Type 3	16/2wc	Eagle Pass
4033	2017	FORD	El Dorado	Type 2	8/2wc	Crystal City
4574	2017	RAM	Promaster	Type 1	9/2wc	Eagle Pass
4893	2015	FORD	El Dorado	Type 3	12/6wc	Uvalde
4913	2015	FORD	El Dorado	Type 3	12/6wc	Uvalde
5036	2015	FORD	Goshen	Type 3	12/6wc	Crystal City
5037	2015	FORD	Goshen	Type 3	12/6wc	Eagle Pass
5716	2014	CHRYSLER	4D-200	car	4	Uv-Admin
5908	2010	DODGE	Mini Van	Type 7	5/1wc	Uvalde
6034	2013	FORD	El Dorado	Type 2	10/2wc	Eagle Pass
6207	2017	DODGE	Mini Van	Type 7	5/1wc	Uvalde
6791	2015	DODGE	Caravan	Type 7	4/1 wc	Brackettville
7133	2019	FORD	Van	Type 1	6/1wc	Eagle Pass
7772	2017	FORD	Glaval Ent.	Type11	28/2wc	Eagle Pass
7894	2016	FORD	Goshen	Type 3	12/6wc	Uvalde
7935	2010	DODGE	Mini Van	Type 7	5/1wc	Uvalde
77935	2019	FORD	Van	Type 1	6/1wc	Eagle Pass
8258	2018	FORD	Van	Type 1	6/1wc	Eagle Pass
8262	2018	FORD	Van	Type 1	6/1wc	Uvalde
8364	2019	FORD	Van	Type 1	6/1wc	Eagle Pass
8481	2013	KIA	Soul	Car	4	Admin
9709	2018	FORD	Cutaway	Type 3	19/2wc	Eagle Pass
9710	2018	FORD	Cutaway	Type 3	18/6wc	Uvalde
9711	2018	FORD	Cutaway	Type 3	19/2wc	Eagle Pass
9718	2018	FORD	Cutaway	Type 3	18/6wc	Eagle Pass

Vehicle disposition is regulated by both the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT) and is typically determined by the useful life, age and/or mileage by type of vehicle. SWART coordinates and reviews with TxDOT to determine when the units can be replaced. This works well when funding is available and provides a benchmark when a vehicle’s useful life is coming to an end.

In recent years, economic, political, and infrastructural conditions have challenged SWART’s funding, service quality, and staff retention. These challenges are no different than what the national transit industry has dealt with throughout the country. SWART faced the same changes with the pandemic crises and continues to work through the evolving situation. The pandemic coupled with the elimination of NEMT services from August 2018 through October 2020 significantly decreased ridership. SWART currently has established thirty-three (33) active sub-contracts with health and medical agencies. At the time of this plan’s completion, FY 2022 total ridership is projected to increase by 45% by the end of the year compared to FY 2021. **Figure 5** provides the past five years of ridership for SWART services:

Figure 5 – SWART Ridership per Year



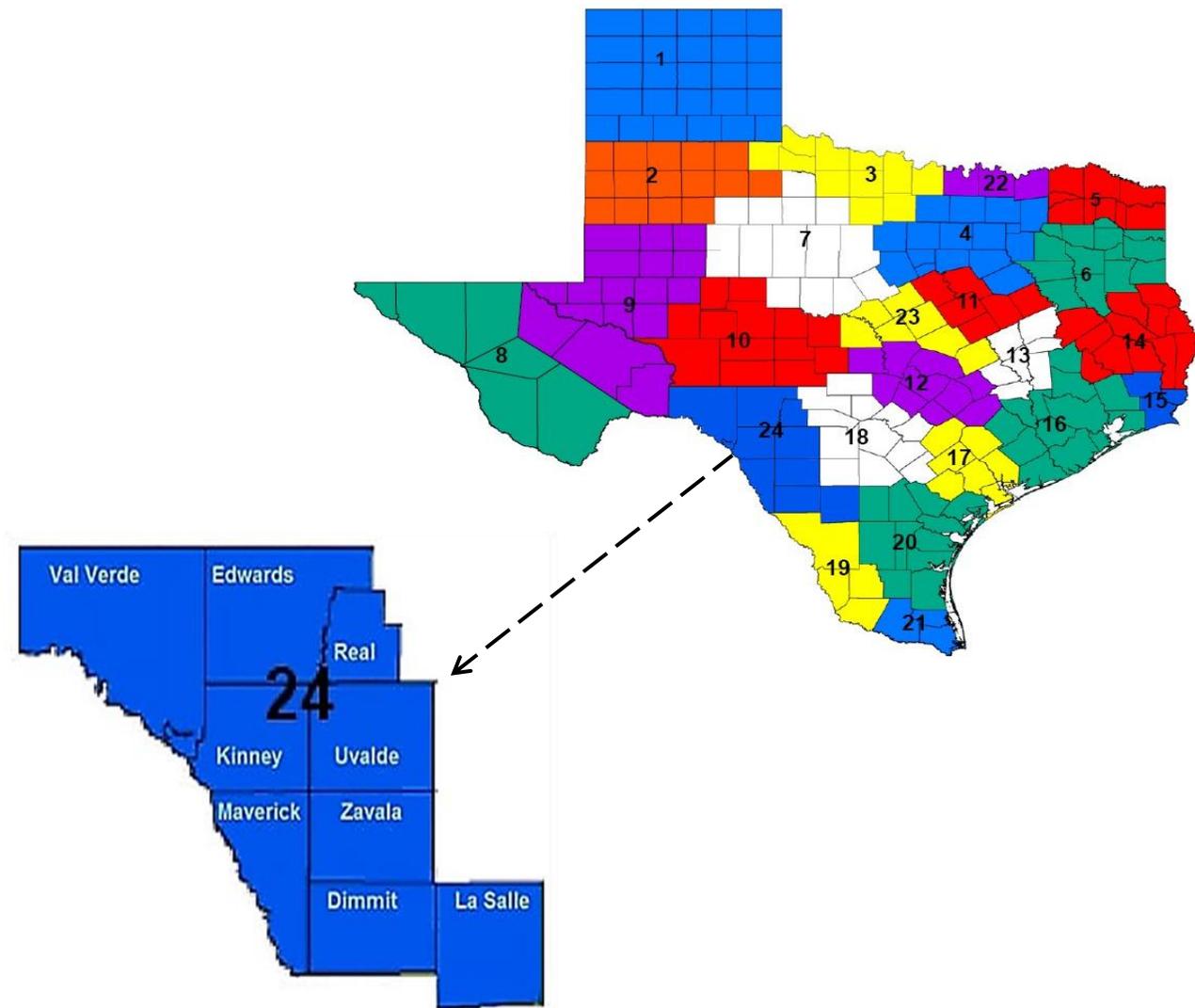
### 3. Comprehensive Assessment of the Public’s Unmet Transportation Needs and Gaps Analysis

Regional transportation needs and gaps were identified as part of the regional needs assessment through stakeholder meetings, public involvement, rider surveys, non-rider surveys, surveys and interviews from agencies in the region and information collected from the inventory of transportation providers.

#### Regional Overview of Study Area

The Region 24 study area consists of the following counties: Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde, and Zavala. **Figure 6** shows the study area’s location within the State of Texas. The study area is comprised of 14,333 square miles southwest of metro San Antonio to the Texas-Mexico border, between Eagle Pass and Del Rio. The region’s land surface is made up of sporadic plains and high hills. The overall population of the nine counties is over 172,500 in which 84% is of Hispanic or Latino origin.

Figure 6 – Region 24 Study Area



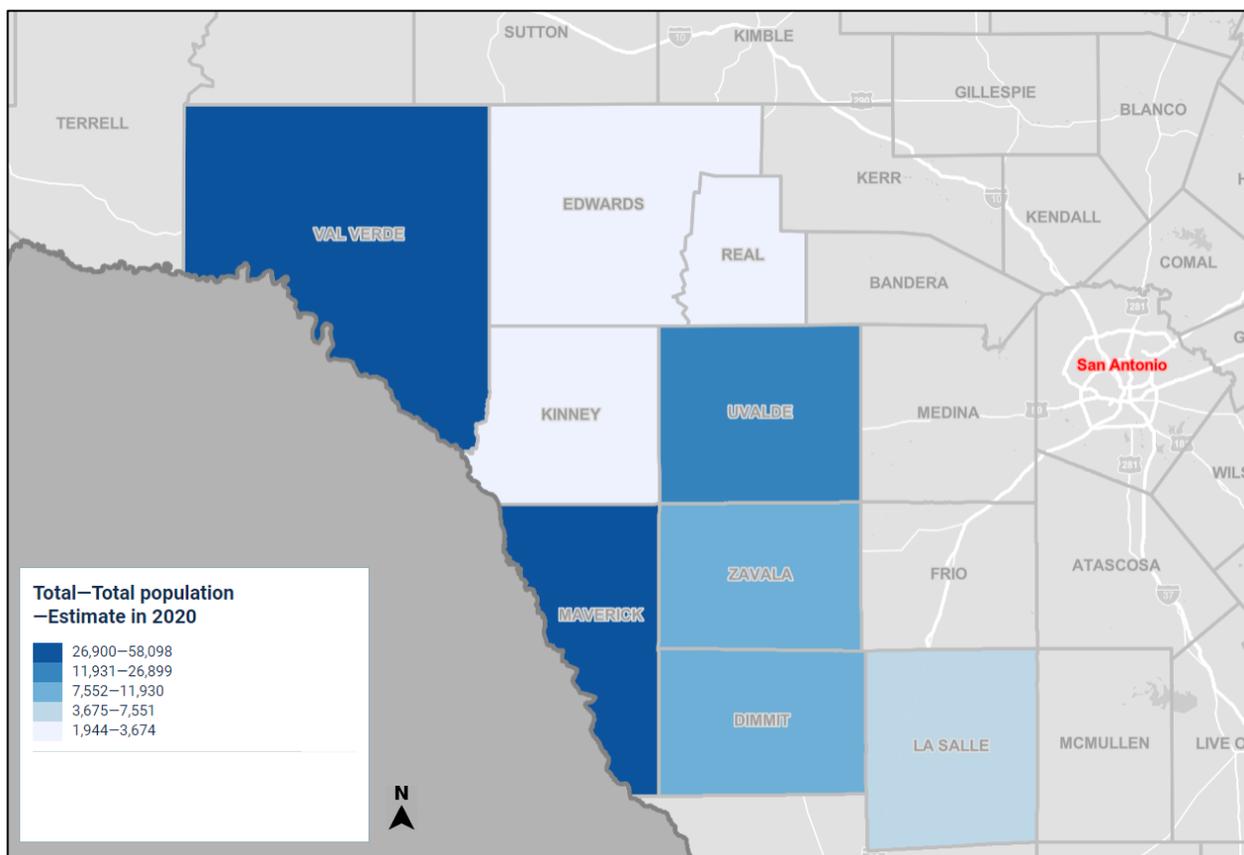
## Region 24 Demographic Data

Regional demographic information was collected and reviewed for the study area which included overall population, age, ethnicity, median household income, individuals with disabilities, persons with limited English proficiency, and vehicle availability.

### Total Population

The Region 24 study area is mainly rural, with the majority of the population residing in Val Verde County and Maverick County. **Figure 7** shows the total population per county throughout the region, according to U.S. Census Bureau, 2016-2020 American Community Survey (ACS) 5-year estimate data.

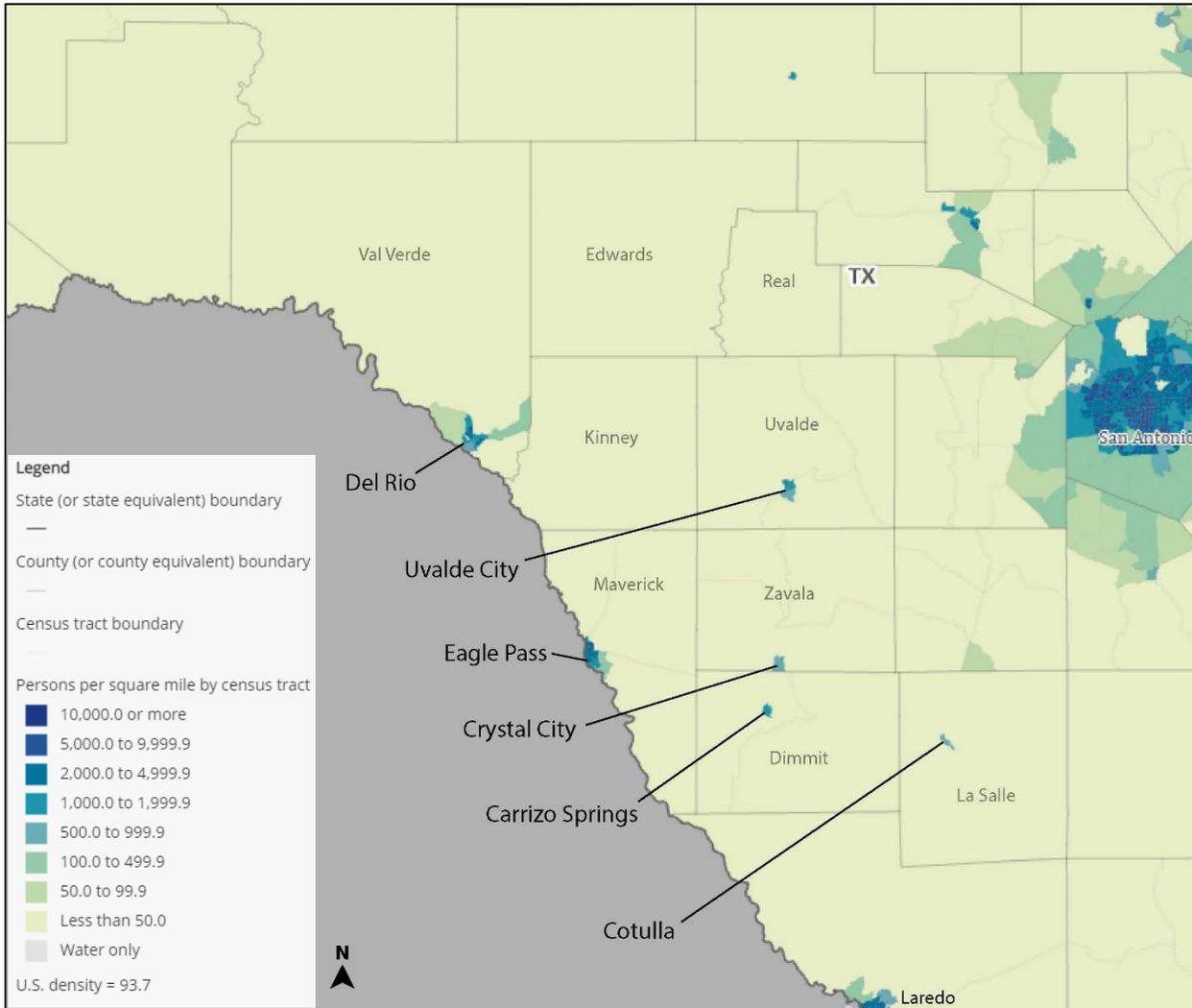
Figure 7 - Region 24 Population per County



Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

The region’s most densely populated areas are in City of Eagle Pass, City of Del Rio and the City of Uvalde. **Figure 8** shows the population density (persons per square mile) from the 2020 Census at the census tract levels. As indicated, it is understandable for the region to focus most of its resources and services in the more populated areas. Nevertheless, the less populated and more rural areas of the region should also be accommodated as much as possible.

Figure 8 - Population Density by Census Tract



**Table 4** indicates the population totals from 2010 to 2020 for the City of Del Rio, City of Eagle Pass and City of Uvalde.

Table 4 – Population totals from 2010-2020

Year	2010	2020	Estimated Growth 2010 - 2020
City of Del Rio	35,591	35,828	237 (1%)
City of Eagle Pass	26,248	29,307	3,059 (12%)
City of Uvalde	15,751	16,122	371 (2%)

Source: U.S. Census Bureau 2010 Census Data; U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

The change in population from 2010 to 2020 for each county in the Region 24 is shown in **Table 5** below. The current population for the Middle Rio Grande Region is over 172,500. The regional population has seen an increase of three percent over the past ten years. Edwards County is the only county that has seen a decrease in population since 2010.

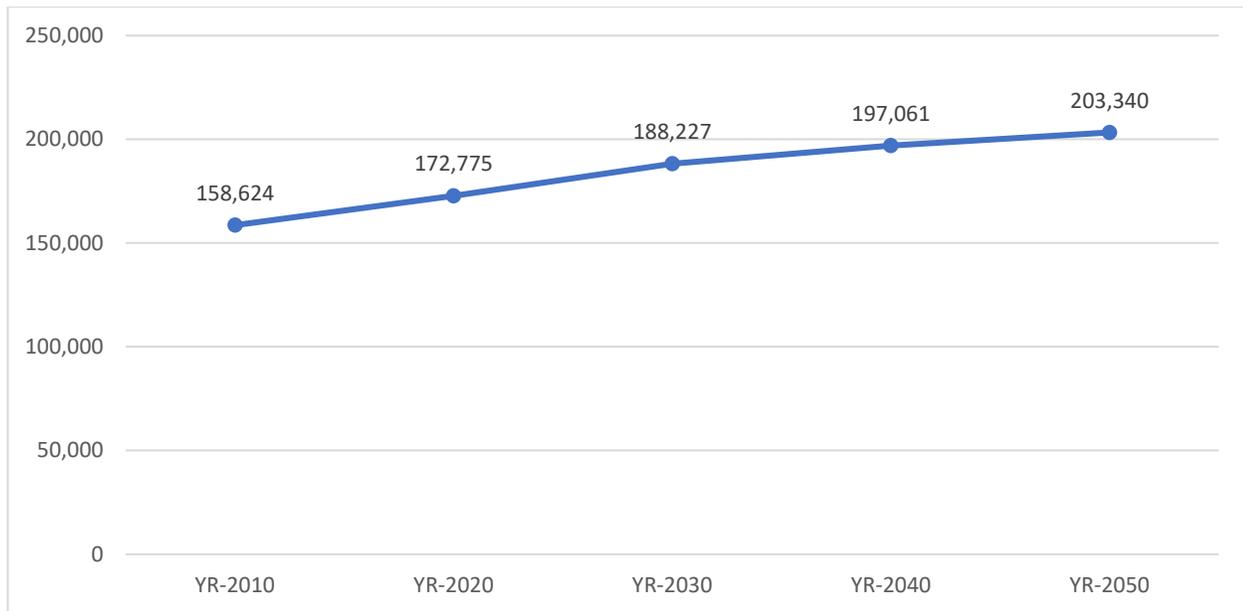
Table 5 – Change in Population from 2010 to 2020

Year	2010	2020	Estimated Growth 2010-2020
Dimmit County	9,996	10,232	236 (2%)
Edwards County	2,002	1,944	-58 (-3%)
Kinney County	3,598	3,674	76 (2%)
La Salle County	6,886	7,551	665 (10%)
Maverick County	54,258	58,098	3,840 (7%)
Real County	3,309	3,429	120 (4%)
Uvalde County	26,405	26,899	494 (2%)
Val Verde County	48,879	49,018	139 (0.3%)
Zavala County	11,677	11,930	253 (2%)
<b>Total – Region 24</b>	<b>167,010</b>	<b>172,775</b>	<b>5,765 (3%)</b>

Source: U.S. Census Bureau 2010 Census Data; U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

**Figure 9** provide a visualization of population growth from historical and projected population numbers for the Middle Rio Grande Region. The region is projected to experience a 28% increase in population from 2010 to 2050.

Figure 9 – Region 24 Population Projection



## Probable Urbanized Areas in the Region

Region 24 currently has two potential areas (Eagle Pass Micropolitan Area and Del Rio Micropolitan Area) that could become urbanized areas with Eagle Pass being the most likely. The Census Bureau is expected to define new UZAs based on 2020 Census data in calendar year 2022. The City of Eagle Pass is the principal city for the Eagle Pass Micropolitan Area and the City of Del Rio is the principal city for the Del Rio Micropolitan Area. **Figure 10** indicates the potential CBSAs in the Middle Rio Grande Region.

### *Key Definitions regarding the Delineation of Core Based Statistical Areas*

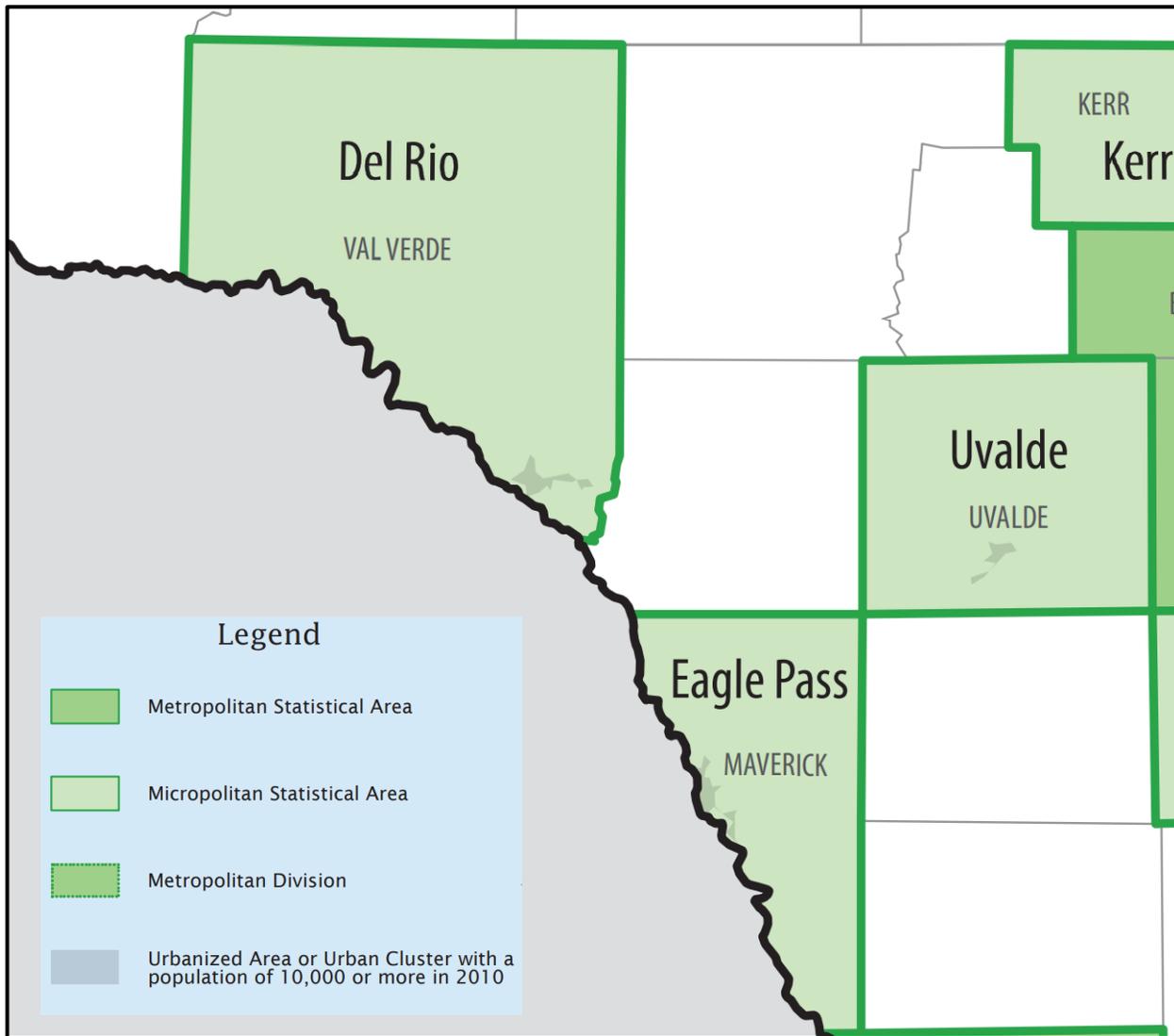
*Core Based Statistical Area (CBSA):* A statistical geographic entity defined by the U.S. Office of Management and Budget, consisting of the county or counties or equivalent entities associated with at least one core of at least 10,000 population, plus adjacent counties having a high degree of social and economic integration with the core as measured through commuting ties with the counties containing the core. Metropolitan and micropolitan statistical areas are the two types of core based statistical areas:

- *Metropolitan Statistical Area:* A core based statistical area associated with at least one urban area that has a population of at least 50,000. The metropolitan statistical area comprises the central county or counties or equivalent entities containing the core, plus adjacent outlying counties having a high degree of social and economic integration with the central county or counties as measured through commuting.
- *Micropolitan Statistical Area:* A core based statistical area associated with at least one urban area that has a population of at least 10,000, but less than 50,000. The micropolitan statistical area comprises the central county or counties or equivalent entities containing the core, plus adjacent outlying counties having a high degree of social and economic integration with the central county or counties as measured through commuting.

*Urban Area*— A statistical geographic entity delineated by the Census Bureau, which represents densely developed territory, and encompasses residential, commercial, and other non-residential urban land uses. For purposes of delineating Metropolitan Statistical Areas, at least one Urban Area of 50,000 or more population is required; for purposes of delineating Micropolitan Statistical Areas, at least one Urban Area of 10,000 to 49,999 population is required.

*Principal City*—The largest city of a CBSA, plus additional cities that meet specified statistical criteria.

Figure 10 – Potential Core Based Statistical Areas for the Middle Rio Grande Region



Source: U.S. DEPARTMENT OF COMMERCE Economics and Statistics Administration U.S. Census Bureau Prepared by the Geography Division, April 2020

As indicated in **Table 6**, Eagle Pass has the most potential to become an urbanized area. This will have significant impact on determining eligibility for federal and state grant funding and allow new funding options such as Section 5307 to become available.

Table 6 - Urban Area Populations

Core Based Statistical Areas	2010 Census Urban Area Population	Texas Demographic Center (TDC) Projected 2020 Urban Area Population
Eagle Pass Micropolitan Area	49,236	55,427
Del Rio Micropolitan Area	43,914	43,343
Uvalde Micropolitan Area	18,118	19,157

Source: Texas Demographic Center Population Projections and 2010 Census

### Veteran Population Model 2018

The Veteran Population Projection Model 2018 (VetPop2018) provides the latest official Veteran population projections from the Department of Veterans Affairs. According to VetPop2018, the Veteran population is projected to decrease by 14% in Region 24 from 2018 to 2028 which is twice the rate when compared to the State of Texas at 7% from 2018 to 2028. **Figure 11** provides a graph showing the population decrease for Region 24 and **Figure 12** provides the State of Texas Veteran population graph.

Figure 11 – Region 24 Veteran Population

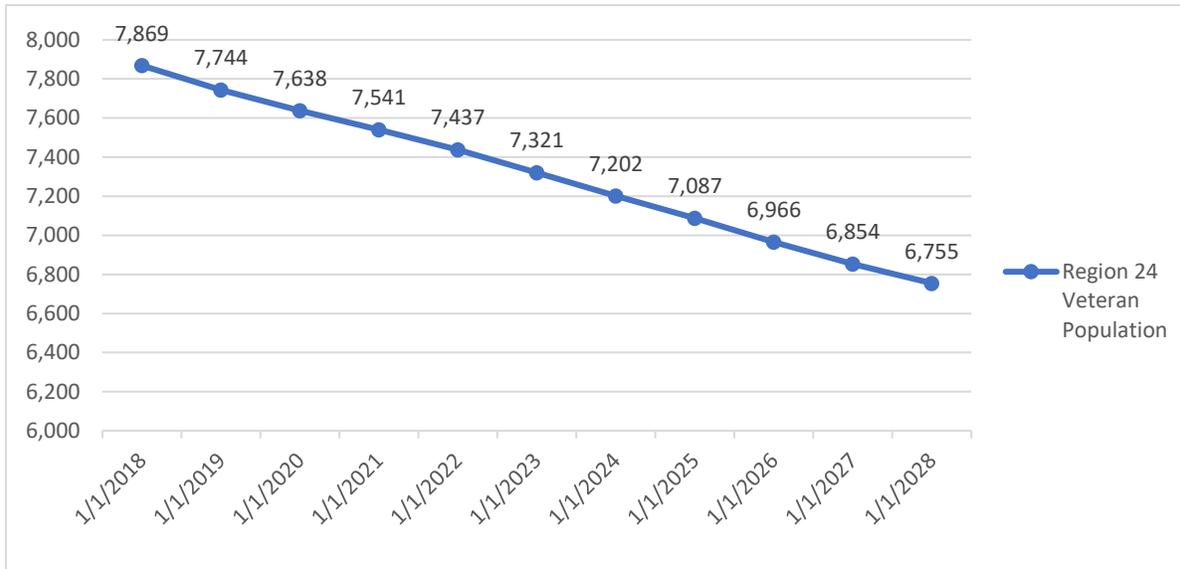
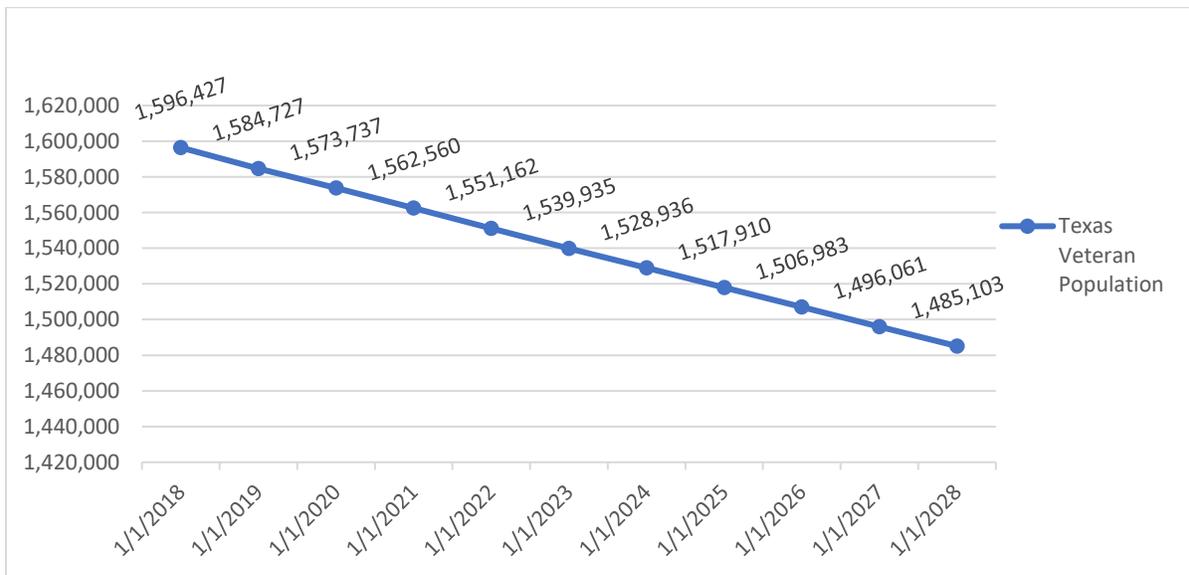


Figure 12 - State of Texas Veteran Population



## Age Characteristics

**Table 7** indicates the population by age group for each of the nine counties and the totals for the region.

Table 7 – Age Groups by County

Age Group	Under 5 years	5 to 14	15 to 17	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 and over
Dimmit County	703	1,761	448	860	1,093	1,550	1,022	1,029	1,766
Edwards County	85	228	101	229	137	261	355	79	469
Kinney County	170	204	88	329	432	382	433	560	1,076
La Salle County	297	851	425	843	1,236	977	1,090	642	1,190
Maverick County	5,360	9,723	3,065	6,864	7,847	6,645	6,574	5,169	6,851
Real County	178	404	192	242	301	111	329	653	1,019
Uvalde County	1,947	3,991	1,244	2,941	3,599	2,982	2,862	2,804	4,529
Val Verde County	4,047	7,559	2,279	5,416	7,190	5,751	5,424	4,343	7,009
Zavala County	860	2,047	557	1,365	1,533	1,574	1,073	1,149	1,772
<b>Total – Region 24</b>	<b>13,647</b>	<b>26,768</b>	<b>8,399</b>	<b>19,089</b>	<b>23,368</b>	<b>20,233</b>	<b>19,162</b>	<b>16,428</b>	<b>25,681</b>
<b>Percent</b>	<b>8%</b>	<b>15%</b>	<b>5%</b>	<b>11%</b>	<b>14%</b>	<b>12%</b>	<b>11%</b>	<b>10%</b>	<b>15%</b>

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

## Ethnic Composition

The ethnic composition of the region has largely remained the same since 2013. According to the 2013 5-Year American Community Survey, the ethnicity percentages for the regions included: White (15.50%), Black (0.60%), Hispanic (82.90%) and Other (1%). As of 2020, the largest ethnic group within the Middle Rio Grande Region is Hispanic (84%) followed by White (13%) as show in **Table 8**.

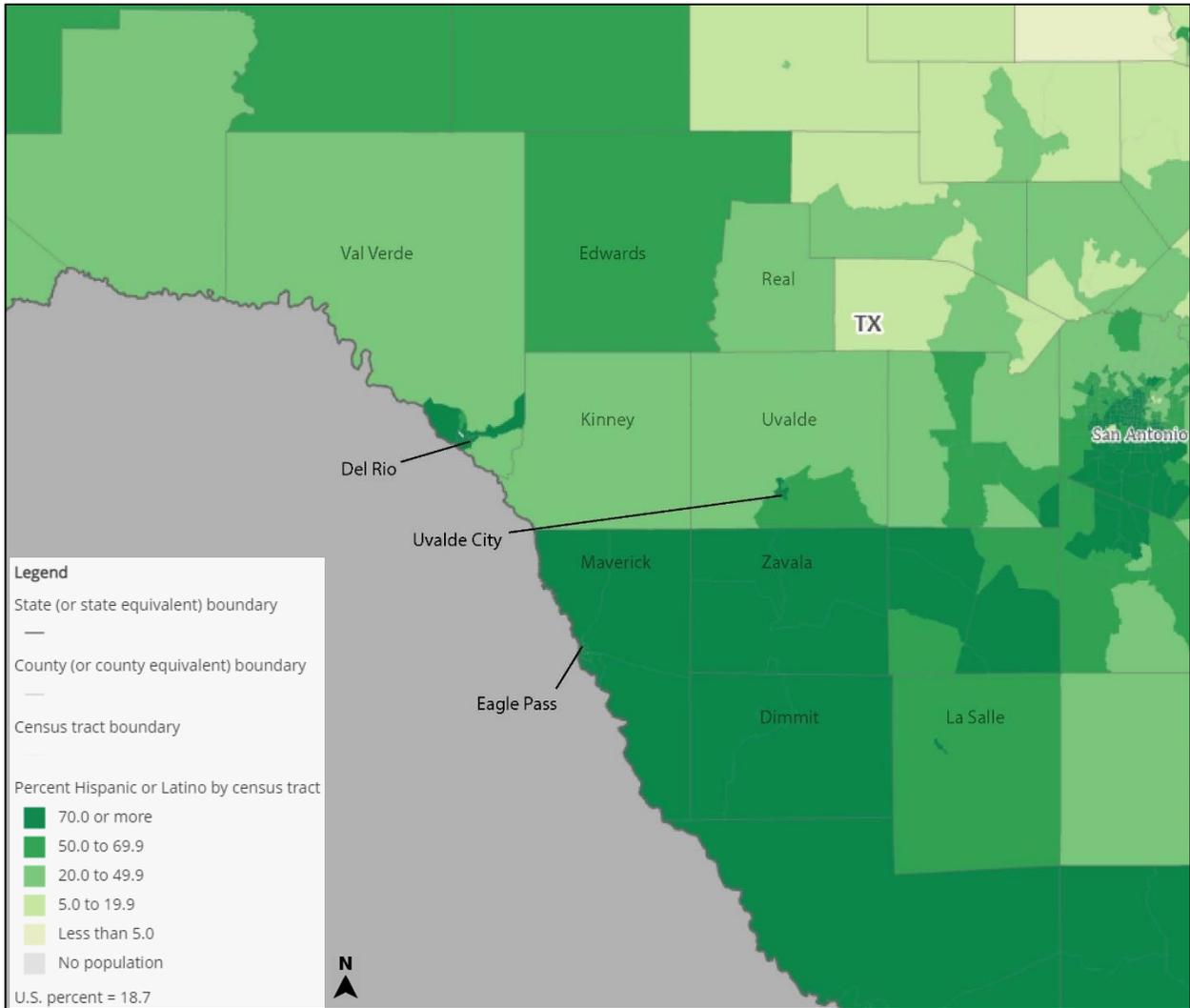
Table 8 – Ethnic Groups by County

Ethnic Composition	White	Black	American Indian	Hispanic	Asian	Pacific Islander	Other	Total Population
Dimmit County	1,072	9	12	8,938	164	0	37	10,232
Edwards County	929	1	0	1,013	0	0	1	1,944
Kinney County	1,428	0	0	2,238	0	0	8	3,674
La Salle County	958	125	0	6,396	22	0	50	7,551
Maverick County	1,466	273	944	55,301	29	0	85	58,098
Real County	2,558	40	0	827	2	0	2	3,429
Uvalde County	6,876	98	61	19,334	222	0	308	26,899
Val Verde County	7,264	621	55	40,299	346	5	428	49,018
Zavala County	626	80	0	11,200	3	0	21	11,930
<b>Total – Region 24</b>	<b>23,177</b>	<b>1,247</b>	<b>1,072</b>	<b>145,546</b>	<b>788</b>	<b>5</b>	<b>940</b>	<b>172,775</b>
<b>Percent</b>	<b>13%</b>	<b>1%</b>	<b>1%</b>	<b>84%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

**Figure 13** provides a map of the region showing the percentage of the total population that reported their ethnicity as Hispanic or Latino from the 2020 Census at the census tract level.

Figure 13 – Percent Hispanic or Latino by Census Tract



### Median Household Income

The median household incomes are shown in **Table 9** for all nine counties. Median household income refers to the income level earned by a given household where half of the homes in the area earn more and half earn less. All of Region 24 is well below the national median household income of \$67,521 in 2020, a decrease of 2.9% from the 2019 median of \$69,560. This is the first significant decline in median household income in the U.S. since 2011. Region 24 is also below the State of Texas median household income of \$63,826 (in 2020 dollars). As a region,

there has been a 13% increase since 2014 in median household income. Dimmit County has seen a steady decrease of median household income since 2014.

Table 9 – Median household Incomes

Median Household Income	2014	2020	Percent Change
Dimmit County	\$38,140	\$25,996	-32%
Edwards County	\$41,726	\$40,643	-3%
Kinney County	\$32,473	\$39,972	23%
La Salle County	\$35,554	\$47,162	33%
Maverick County	\$32,536	\$41,385	27%
Real County	\$37,019	\$38,659	4%
Uvalde County	\$37,078	\$45,936	24%
Val Verde County	\$42,735	\$47,675	12%
Zavala County	\$27,253	\$40,127	47%
<b>Total Avg. for Region 24</b>	<b>\$36,057</b>	<b>\$40,839</b>	<b>13%</b>

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates; 2010-2014 American Community Survey 5-Year Estimates

### Individuals with Disabilities

Public transportation for individuals with disabilities is a critical issue. For a person with a disability, finding accessible and dependable transportation provides a means to attending school, medical appointments, retaining a job and having a social life. Many people with disabilities depend on public transportation as their only option. Only one type of disability category was measured due to disabilities having a wide range of physical or mental types of disabilities. Those in rural areas such as Kinney and Real Counties have a high percentage (over 25%) of the population that have at least one disability. **Table 10** indicates the percentage of the noninstitutionalized population for each county with a disability:

Table 10 – Individuals with a Disability by County

Disability	Total Civilian Noninstitutionalized Population	With a Disability	Percent Per County
Dimmit County	10,117	1,981	20%
Edwards County	1,934	411	21%
Kinney County	3,444	905	26%
La Salle County	6,567	982	15%
Maverick County	57,911	7,720	13%
Real County	3,331	916	27%
Uvalde County	26,422	5,042	19%
Val Verde County	46,422	7,538	16%
Zavala County	11,801	2,134	18%
<b>Total – Region 24</b>	<b>167,949</b>	<b>27,629</b>	<b>16%</b>

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

### Persons with Limited English Proficiency

The Middle Rio Grande Region has high number (69% of the population five years and over) of people who speak a language other than English. 68% of the regional population speaks Spanish and only 31% speak only English. Transportation providers in the region should note these figures as they develop marketing materials, public participation strategies and operator training programs.

Table 11 - Region 24 Language Groups / Limited English Speaking Households

Language Groups	Population 5 years and Over			Limited English-speaking households
	Speak Only English	Speak a language other than English	Speak Spanish	
Dimmit County	3,900	5,629	5,502	266
Edwards County	1,101	758	741	29
Kinney County	2,195	1,309	1,309	63
La Salle County	3,335	3,919	3,867	331
Maverick County	5,485	47,253	46,693	4,134
Real County	2,853	398	387	20
Uvalde County	12,575	12,377	12,016	783
Val Verde County	14,841	30,130	29,731	2,031
Zavala County	3,341	7,729	7,719	409
<b>Total – Region 24</b>	<b>49,626</b>	<b>109,502</b>	<b>107,965</b>	<b>8,066</b>
<b>Percent</b>	<b>31%</b>	<b>69%</b>	<b>68%</b>	<b>15%</b>

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

### Vehicle Availability

The data in **Table 12** identifies potential individuals or market areas that rely on alternate forms of transportation. Of the total 54,466 households in the study area, 7% reported “no vehicle available”. Transportation options for these households includes public transportation, walk, bike, share rides, or taxi service. Maverick County and Val Verde County have the highest incidence of households without a vehicle available.

Table 12 – Vehicle Availability by County

Vehicle Availability	No Vehicle	1 vehicle	2 vehicles	3 vehicles	4 or more vehicles available	Total Households
Dimmit County	368	1,032	1,133	496	149	3,178
Edwards County	0	365	241	116	65	787
Kinney County	96	621	393	298	67	1,475
La Salle County	80	688	874	331	169	2,142
Maverick County	1,109	5,101	5,983	3,271	1,183	16,647
Real County	70	372	552	154	106	1,254
Uvalde County	736	3,147	3,417	1,186	435	8,921
Val Verde County	1,091	5,138	5,917	2,717	1,525	16,388
Zavala County	188	1,179	1,310	722	275	3,674
<b>Total – Region 24</b>	<b>3,738</b>	<b>17,643</b>	<b>19,820</b>	<b>9,291</b>	<b>3,974</b>	<b>54,466</b>
<b>Percent</b>	<b>7%</b>	<b>32%</b>	<b>36%</b>	<b>17%</b>	<b>7%</b>	<b>100%</b>

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

## Health and Human Services and Work Force Agencies

A regional list of Health and Human Services and Work Force Agencies is provided in **Table 13**. The table provides an overview of each agency’s service type, service area, and a description.

Table 13 - List of Health and Human Services and Work Force Agencies

Agency Name	Service Type	Service Area	Description
Area Agency on Aging (AAA) of the Middle Rio Grande Development Council	Social Services Agency	Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde, and Zavala Counties	Services available through AAA range from nutrition services to personal care and educational information specific to the elderly. Services are targeted to persons 60 years of age or older, including individuals who are Medicare Recipients.
Camino Real Community Services	Non-Profit Organization	Dimmit, Kinney, La Salle, Maverick, Real, Uvalde, and Zavala Counties	Camino Real is responsible for eligibility determination, coordinating care, and managing a network of providers of direct services. Camino Real is also a provider of services and supports to persons with mental illness, intellectual disabilities, and developmental delays who meet eligibility criteria.
Hill Country Mental Health and Developmental Disabilities Centers	Non-Profit Organization	Edwards, Kinney, Real, Uvalde, Val Verde Counties	Hill Country provides community mental health and intellectual developmental disability services.
Middle Rio Grande Development Council	Regional Planning Commission and Council of Governments for the Middle Rio Grande Planning Region	Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde, and Zavala Counties	Its general mission is the planning and coordination of the region, the effectiveness of its public services, and the quality of life of its citizens.
Texas Department of State Health Services Region 8	State Agency of Texas	Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde, and Zavala Counties	Public Health Region 8 serves the Middle Rio Grande Development Council (COG 24).
Workforce Solutions Middle Rio Grande	Employment related education and training services	Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde, and Zavala Counties	Governing board for the regional workforce system, a network of service providers and contractors that brings people and jobs together in the nine-county Middle Rio region

## **Area Agency on Aging (AAA) of the Middle Rio Grande Development Council**

---

In the nine county Middle Rio Grande region, the Texas Health and Human Services Commission works in conjunction with the Area Agency on Aging (AAA), which is a local social services agency solely dedicated to improving the lives of the elderly in the Middle Rio Grande Region. AAA's main goal is to help those in the region to remain healthy, independent, and actively involved in their communities. Services available through AAA range from nutrition services to personal care and educational information specific to the elderly. Services are targeted to persons 60 years of age or older, including individuals who are Medicare Recipients. All services are based on need and not necessarily on want. Services are only delivered if funding is available and assessment of priority of need is completed.

AAA staff are trained and certified to provide information regarding many issues including Medicare/Medicaid, Long Term Care Facilities, Resident Rights, and much more. The Access & Assistance staff can assist in obtaining services that may be available through Federal, State, or local programs for clients. Service eligibility and availability include:

- Individuals 60 years of age or older
- Under 60 with Medicare
- Older individuals with greatest economic and social need.
- In addition, family members and caregivers may receive information and services on behalf of the older individual for whom they are providing care for.

Main Contact:

307 Nopal, Carrizo Springs, TX 78834  
(830) 876-3533

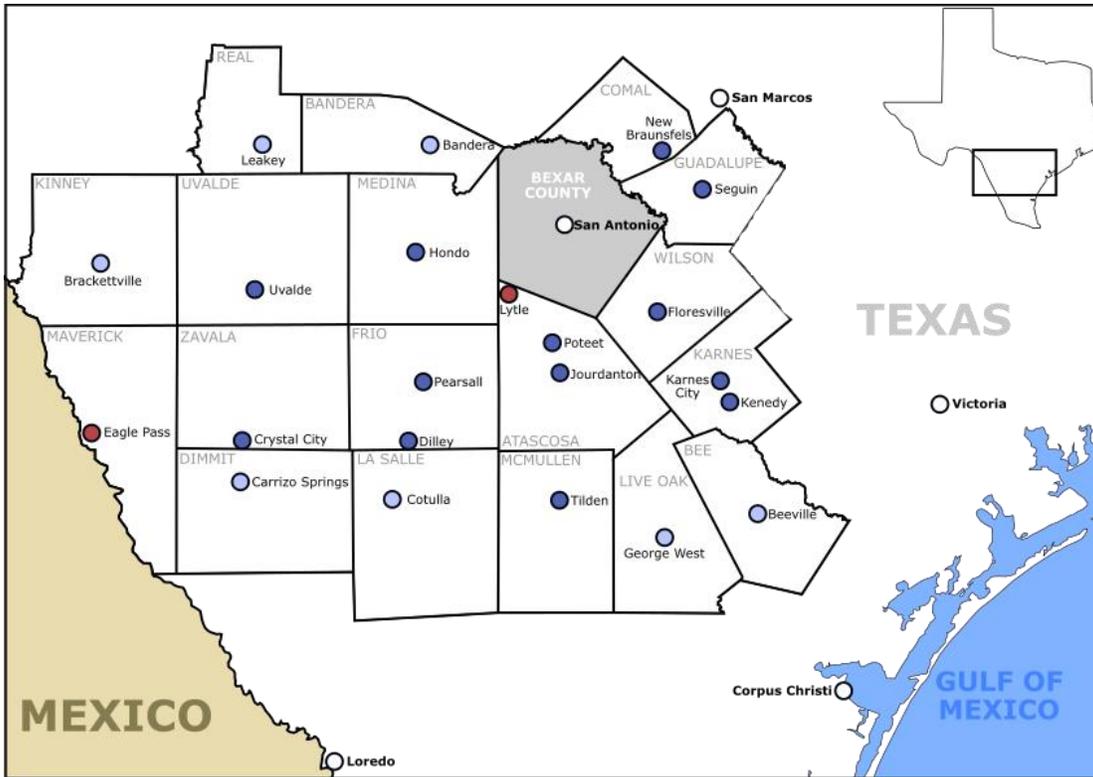
## **Camino Real Community Services**

---

Camino Real Community Services is a non-profit organization providing mental, behavioral and intellectual disability services to Atascosa, Dimmit, Frio, Karnes, La Salle, Maverick, McMullen, Wilson and Zavala counties. Camino Real is the designated Community Mental Health Authority and the Authority for Intellectual and Developmental Disabilities. As the authority, it has the responsibility for eligibility determination, coordinating care, and managing a network of providers of direct services. Camino Real Community Services is also a provider of services and supports to persons with mental illness, intellectual disabilities, and developmental delays who meet eligibility criteria.

Camino Real Community Services is responsible for Early Childhood Intervention (ECI) services for children ages birth to 3 with developmental disabilities in the following counties: Atascosa, Bandera, Bee, Comal, Dimmit, Frio, Guadalupe, Gonzalez, Kinney, La Salle, Live Oak, McMullen, Maverick, Medina, Real, Uvalde, Wilson, and Zavala Counties. **Figure 13** provides a regional overview of where Camino Real Community Services are located:

Figure 14 – Map Camino Real Community Services throughout the Region



Camino Real Community Services:  
P.O. Box 725 Lytle, TX 78052  
Main Office: 210-357-0300

**Hill Country Mental Health and Developmental Disabilities Centers**

Hill Country Mental Health and Developmental Disabilities Centers (Hill Country) is a non-profit entity formed September 1, 1997, through an inter-local agreement among 19 counties to provide community mental health and intellectual developmental disability services. Hill Country is designated as a Local Mental Health Authority (LMHA) and a Local Intellectual and Development Disability Authority (LIDDA) by the Texas Health and Human Services Commission (HHSC). We are governed by a Board of Trustees who are appointed by and accountable to the 19 county agents of each county who serve as our sponsoring entities.

Hill Country MHDD Centers serves the greater Texas Hill Country Region including 19-counties: Bandera, Blanco, Comal, Edwards, Gillespie, Hays, Kendall, Kerr, Kimble, Kinney, Llano, Mason, Medina, Menard, Real, Schleicher, Sutton, Uvalde and Val Verde.

Administration Office:  
819 Water Street, Suite 300, Kerrville, Texas 78028  
Phone: (830) 792-3300  
Toll-Free: (833) HCMHDDC (426-4332)  
info@hillcountry.org

### **Middle Rio Grande Development Council**

The Middle Rio Grande Development Council was established in 1970 to act as the Regional Planning Commission and Council of Governments for the Middle Rio Grande Planning Region. Subsequently, the Council was designated as an Economic Development District by the U.S. Department of Commerce, to serve as the primary economic planning entity for its jurisdiction. The Council is composed of member municipal and county governments, independent school districts, and special purpose governmental districts. Its general mission is the planning and coordination of the region, the effectiveness of its public services, and the quality of life of its citizens. The Middle Rio Grande Development Council serves the counties of Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde and Zavala.

The Middle Rio Grande Development Council’s projects, reports, plans and accomplishments are done on a program level which span across a variety of areas to assist and support counties, cities, and their residents. These program areas are divided among five program divisions — Aging Services, Emergency Communications, Homeland Security, Regional Planning and Services, the Regional Law Enforcement Academy.

Main Contact:

307 Nopal, Carrizo Springs, TX 78834  
(830) 876-3533

### **Texas Department of State Health Services Region 8**

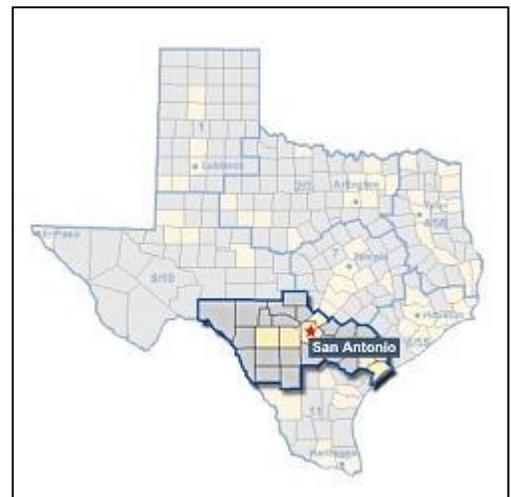
Texas Department of State Health Services Region 8 covers a twenty-eight county area of South Central Texas. This area borders the Rio Grande River and Mexico on the west and the Gulf Coast in the east. The Region headquarters are located in San Antonio with a sub-office located in Uvalde and 13 field offices spread across the region.

Public Health Region 8 serves three separate Councils of Government (COGs). The eastern seven counties make up the Golden Crescent Council of Governments (COG 17) The central twelve counties compose the Alamo Area Council of Governments (COG 18 or AACOG) and the western nine counties make up the Middle Rio Grande Development Council (COG 24).

DSHS Public Health Region 8

7430 Louis Pasteur Dr, San Antonio, TX 78229

Phone: 210-949-2121 | Fax 210-949-2015



## Workforce Solutions Middle Rio Grande

---

The Workforce Solutions Middle Rio Board serves as the governing board for the regional workforce system, a network of service providers and contractors that brings people and jobs together in the nine-county Middle Rio region. There are a total of nine One-Stop Workforce Centers in the Middle Rio Region, serving the following counties: Dimmit, Edwards, Kinney, La Salle, Maverick, Real, Uvalde, Val Verde, and Zavala Counties. The One-Stop Career Centers provide a full range of employment services to businesses, job seekers and community partners.

### Board Office

216 W. Main St. STE A-Uvalde TX 78801

Email: [info@wfsmrg.org](mailto:info@wfsmrg.org)

Phone: 830-591-0141

## Public Outreach

The Region 24 service area assessment included a survey of the public, transit riders, transportation providers, and health and human service agency partners. SWART and the City of Del Rio launched videos (English & Spanish) to encourage the community and regional counties. 540 surveys were collected from the public and 15 surveys were collected from health and human service agencies. A fantastic effort was contributed by each agencies transit staff, marketing and outreach program, email distribution, posting inside buses, word of mouth, Townhall meetings, and other public/stakeholder engagement activities. In addition to the surveys conducted to assess public transportation needs in Region 24, focus groups were held to allow citizens to present their views on the present gaps in public transportation services. The responses from citizens generally fell into the following categories of concern:

- Not all areas of the Region 24 have regular access to public transportation services
- There are not enough transportation options for employment and higher education purposes in rural areas
- In some areas public transportation exists solely for medical purposes
- Many residents are not familiar with the availability of existing transportation resources which demonstrates a potential need for regional outreach coordination
- Due to the growing population in the main cities within Region 24 and changing geography of the city limits, there is a present gap in service coverage between the rural cities and main city centers.
- Gaps in transportation options for the region's veterans and homeless

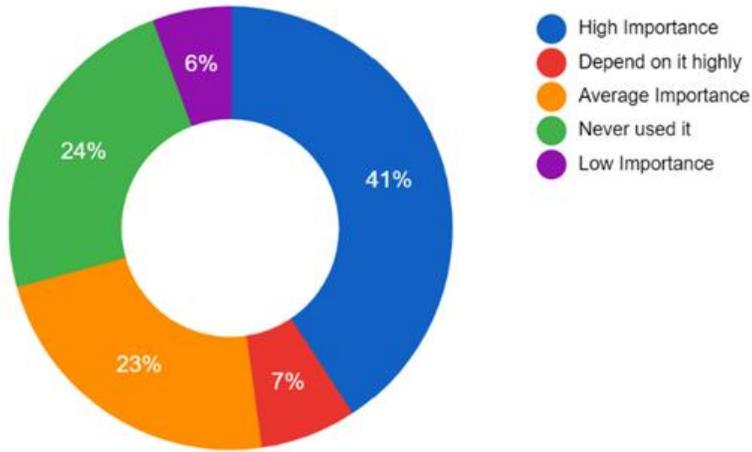
SWART held several workshops and participated in job and back-to-school fairs throughout 2020. These events were intended to notify and publicize the transportation options that are available from SWART and what service changes may be occurring. These events also provided an outlet to gather input directly from the public and note any feedback or suggestions. SWART uses social media platforms such as Facebook and Twitter as well as conventional means like fliers and public notices to advertise public workshops and appearances. Job and back-to-school fairs had the highest attendance numbers while the county public forums attracted fewer attendees. To offset the lack of attendees at some of the events, SWART elicited feedback via an online survey provided in both English and Spanish. SWART continues to improve public transportation in the region through documentation, goal setting, working with public officials, developing training, and striving to offer competitive compensation to its employees.

The findings from the community surveys included:

- 66% Female or 314, and 34% male or 160 responders

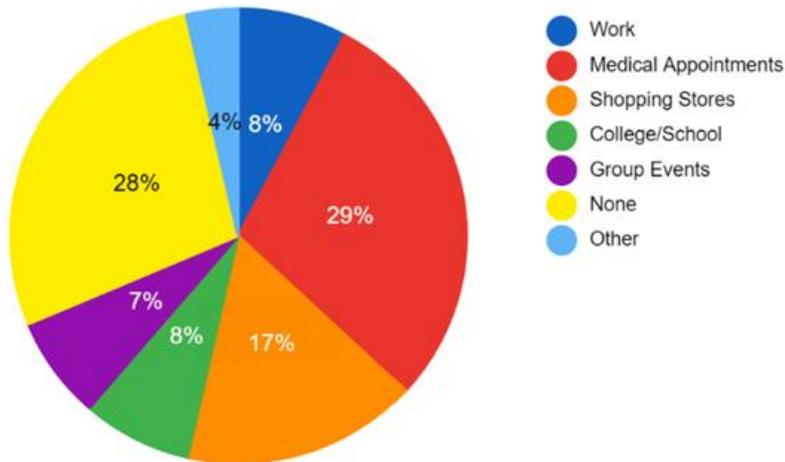
- 171 from ages 65-over, 90 from ages 55-64, 75 from ages 45-54, 68 from ages 35-44, 48 from ages 25-34, and 44 from ages 18-24
- All nine counties submitted surveys with Uvalde completing the most at 155, Val Verde 115, Maverick 83, Kinney 59, Zavala 53, La Salle 22, Dimmit 20, Edwards 4, and Real 1.
- Hispanics submitted 365 surveys, White Caucasian 81, Native American 11, Asian Indian 10, African American 5, and American Indian submitted 3.
- Those who served in the military submitted 52 surveys.
- Ranking primary reason people use of public transit:
  - Medical Appointments: 29%
  - Shopping Stores: 17%
  - Work: 8%
  - College/School: 8%
  - Group Events 7%
  - Other reasons: 4%
  - None: 28%
- 41% (183) of the responders indicated, there are times I cannot travel to where I need to go.
- Fifteen (15) surveys were collected from Community Human Service Health Agencies. These surveys contained specific questions tailored for their needs.
- Five (5) Townhall meetings were conducted; two (2) in Del Rio, Tx. (12:00 pm & 6:00 pm), two (2) in Uvalde, Tx. (12:00 pm & 6:00 pm) , and one (1) Live & Virtual in Eagle Pass, Tx. (6:00 pm). Highlights:
  - Del Rio – The Interim City Manager and a City Council Woman attended the evening session and participated by asking questions; several staff attendees, and 51 individuals participated on-line (Facebook) social media during the live presentation, 1,100 viewed the 12:00 noon video presentation on Facebook, and 2,200 viewed the 6:00 pm video presentation on Facebook.
  - Uvalde – Several staff attendees, seven (7) individuals participated on-line during the live presentation, there were 113 views on the 12:00 noon video presentation on Facebook, and there were 101 views on the 6:00 pm video presentation on Facebook.
  - Eagle Pass – A Healthcare Agency representative attended the live session; several staff members from SWART attended; HTG conducted a virtual presentation, and there were 41 views on Facebook.

**How important is transit service for you?**



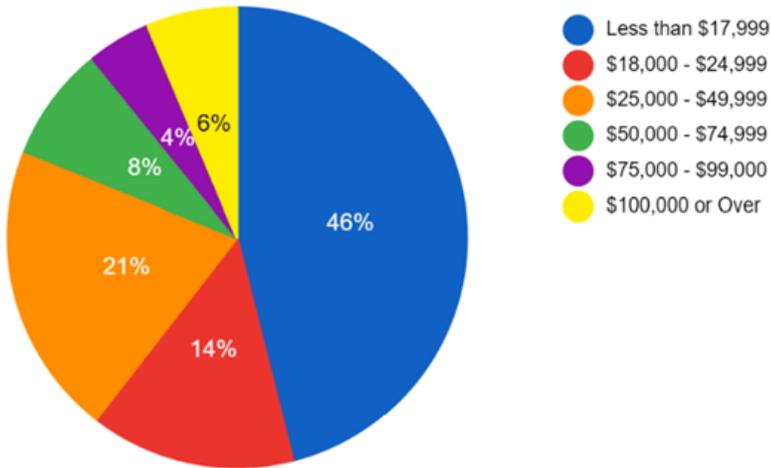
The majority (41%) of public survey respondents totaling 197 indicated that they rate the importance of Region 24 public transportation at a High Importance and 7% depend on it highly; while 24% stated they never use it and some of those indicated “it’s nice to know we have a transportation option when the need arises,” and 6% rated transportation as a low importance. From the 197 respondents, 183 stated that there were several places in the region that they were not able to travel.

**What do you use transit for?**



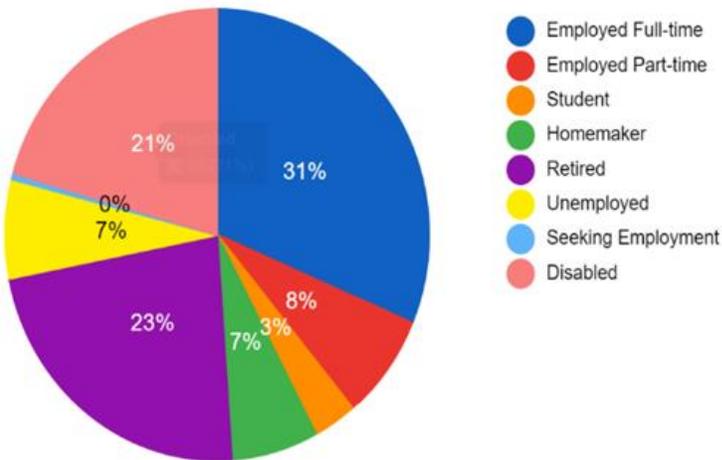
Of the 540 respondents only 28% do not rely on the public transportation system; however, 72% do, see pie chart illustration. Medical appointments are the main reason utilize the services for (29%), shopping is rated next with 17%, work at 8%. College/School/ at 8% and Groups events at 7%, while 4% use it for other purposes.

What is your combined household income?



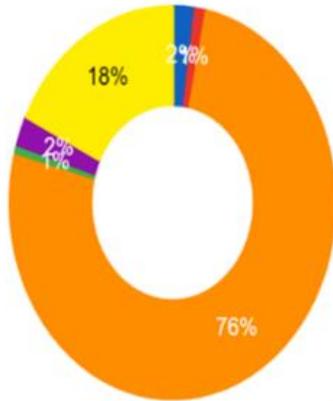
Nearly half of respondents reported living in a household earning less than \$17,999 per year. See pie chart illustration on combined household income.

Which of the following best describes your status?



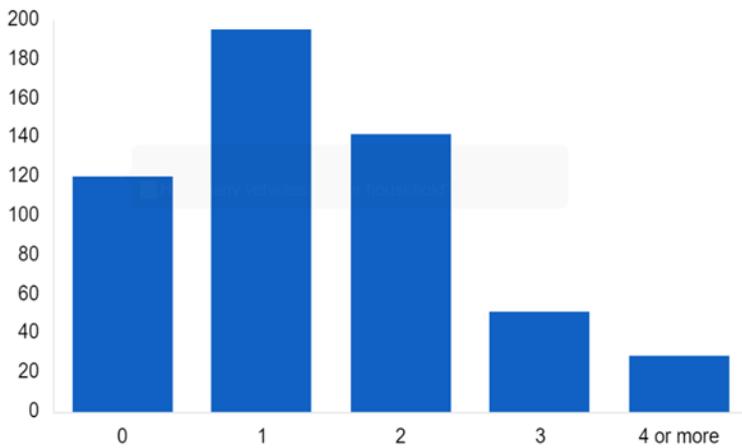
93 of the respondents indicated they are disabled, 142 had full-time employment, 34 are part-time employed, 104 are retired; however, some of the disabled are also retired, received 32 responses from those who are unemployed, 30 received from homemakers and 15 from students.

What is your race, ethnicity?



*Most of the respondents are of Hispanic or Latino origin (76%); however, we were able to receive responses from other ethnic groups which helps diversify the survey pool.*

How many vehicles are in your household?



*120 respondents do not own a vehicle, 195 respondents own at least one (1) vehicle, 142 own two (2), 51 own three (3), and 29 have four (4) or more vehicles in their household.*

Additional comments were collected from the public surveys and during Townhall meetings. The majority of comments regarding transportation service in region fell into the five main categories listed below:

- More organized communication to the general public is needed.
  - Survey respondents noted service information is difficult to locate on the SWART and Del Rio websites.
- Increase regional service to and from Eagle Pass.
- Increase driver awareness so the drivers know where medical facilities are located.
- Survey respondents requested an increase of shaded bus stops/shelters (Eagle Pass & Del Rio).
- Long wait times – demand response services

## Health and Human Service Agency - Survey

Surveys were sent to Health and Human Service Agencies throughout the region. Fifteen (15) surveys were collected. The following agencies responded:

53% of the agency respondents indicated that transportation is of “High Importance” for their agency and clients, while the other 47% indicated transportation was of “Average Importance.” Weekdays ranked the highest for almost all the agencies, indicating they need transportation during the regular work weekdays Monday – Friday and two of those agencies need transportation on weekends.

Seven agency respondents added comments to stress the need for more transportation services for their clients and community. Comments included:

- Offer more routes
- Noted many clients struggle with transportation and suggested to be more flexible.
- “Our community needs assistance to get to doctor offices in San Antonio, Uvalde, and Del Rio.”
- One agency indicated they would like to see more transit available during the evening hours 4 pm to 9 pm (Mondays, Wednesdays, and Fridays).

All respondents indicated that their agency does not have a program or available funding to assist their clients with transportation. Furthermore, they stated that their agency is unable to assist with subsidizing transportation assistance.

Agency Name
Veranda Senior Living
New Beginnings
Family Service Association
Housing Authority of the City of Crystal City
Uvalde Housing Authority
Hope Outreach Center
Kinney County Aging Center
United Medical Centers
Cotulla - La Salle Chamber of Commerce
Human Healthcare
Vista Verde Apartments
Madison Pointe Apartments
Southwest Texas Junior College
Eagle Pass Kidney Disease Clinic
Vida Salude Health System WC

## Texas Veterans Needs Assessment 2020

The consultant team reviewed the recent Texas Veterans Needs Assessment with all of Region 24 included in the Texas Veterans Commission – Funds for Veteran Assistance Region 3 – Alamo. The report indicates service barriers for the Alamo Region as specified by surveyed organizations. Availability of resources (26%), transportation (19%), and lack of awareness (18%) were identified by organizations as the top barriers to service in the Alamo region. The report also noted that across all regions, transportation-related barriers from organizational viewpoints included access to resources including disability-friendly transportation services and public transportation availability.

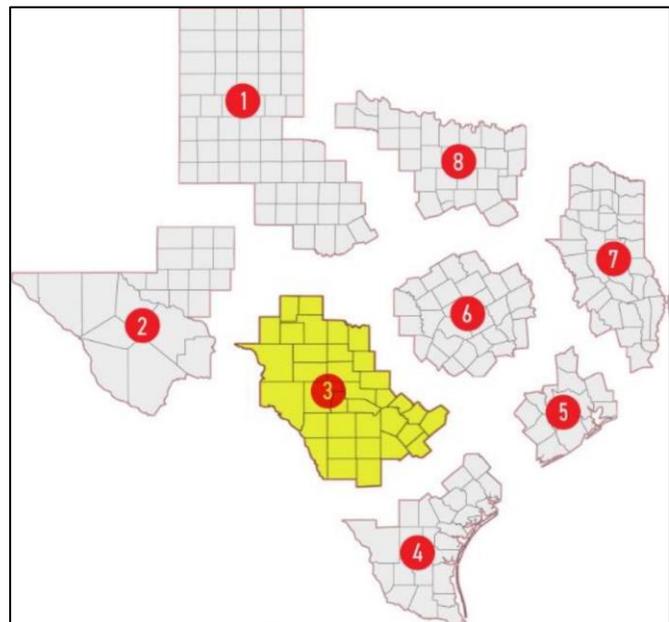
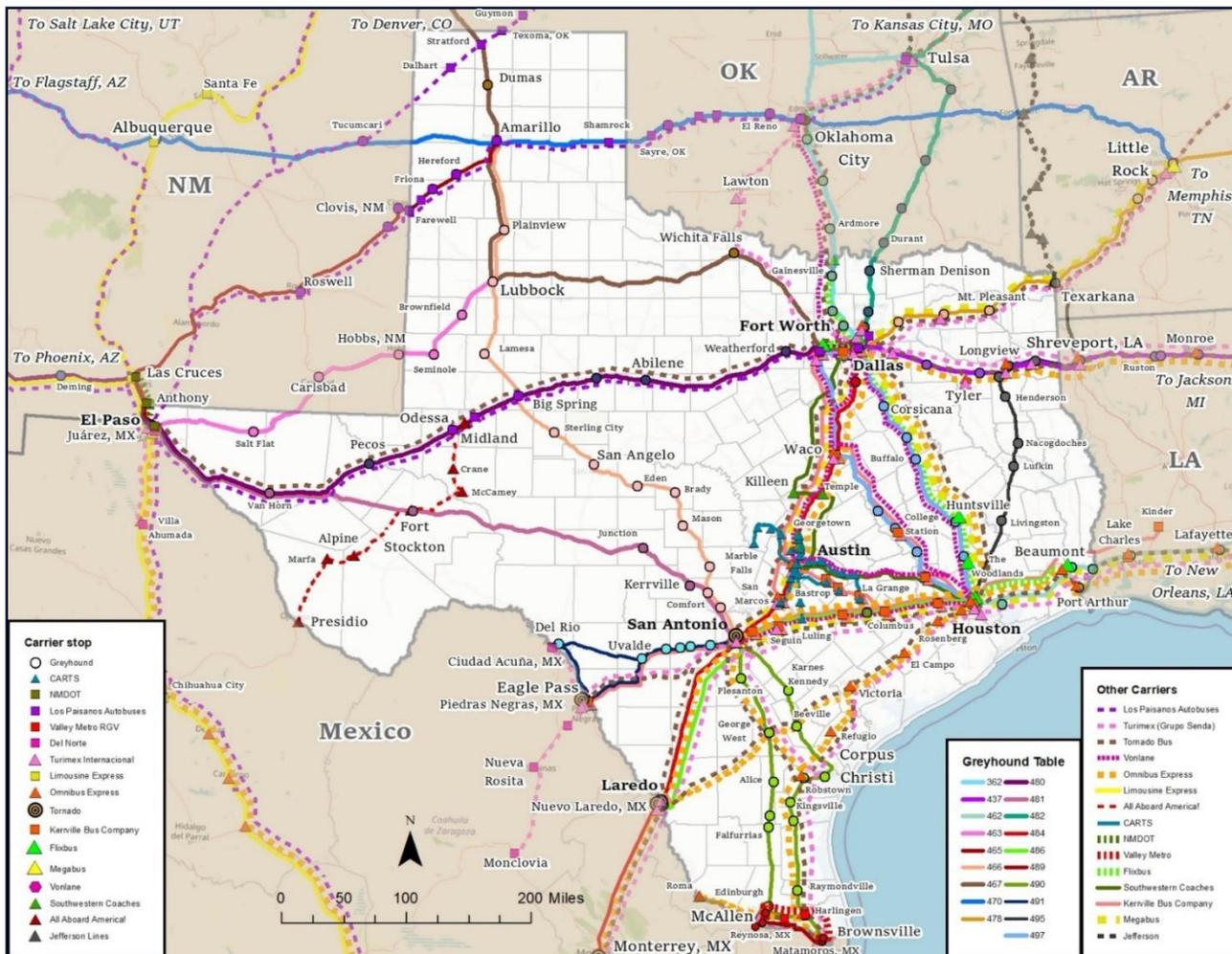


Figure 15 - Texas Veterans Commission – Funds for Veteran Assistance Region 3 – Alamo

## Texas Intercity Bus Study

The Texas Department of Transportation recently published a study for rural intercity bus transportation. This report documented the intercity Texas bus program, reviewed programs in other states, provided an inventory of the existing network, identified service needs, and defined and prioritized potential service expansions. There are limited resources in Region 24 regarding intercity bus service. Currently, Greyhound is the major provider in region and has stops in Del Rio, Eagle Pass and Uvalde. There are two roundtrips daily from Eagle Pass with a transfer at Del Rio before arriving in San Antonio. Pre-COVID, there were also two roundtrips with six local stops including Uvalde and Hondo. The westbound schedules stopped in Eagle Pass before arriving in Del Rio. **Figure 16** shows the full intercity bus network in Texas, including adjacent states and connecting routes from Mexico.

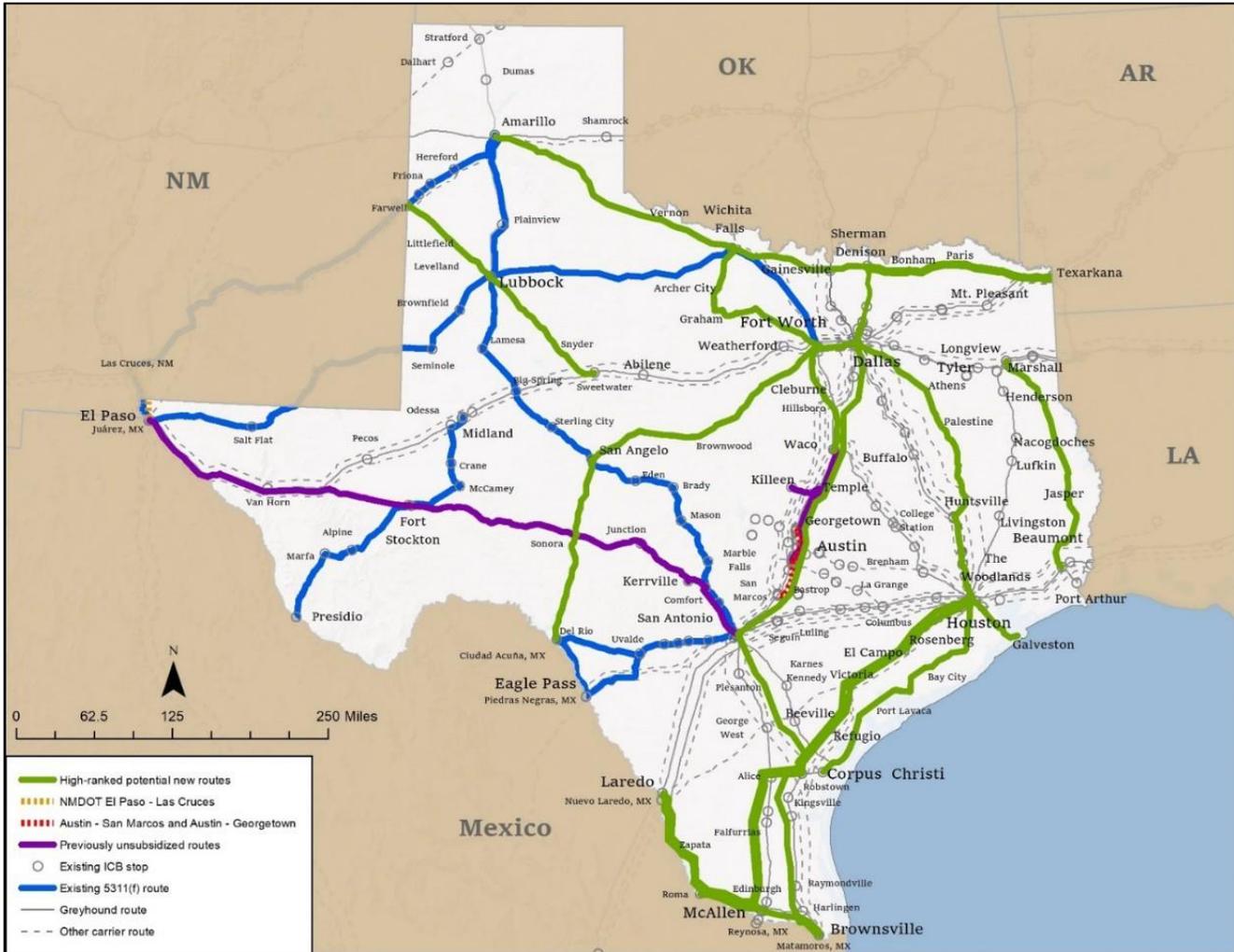
Figure 16 - Intercity Bus Network in Texas



Courtesy: Texas Intercity Bus Study - TxDOT

Part of the Texas Intercity Bus Study was to define and prioritize potential service expansions. The San Angelo-Sonora-Del Rio Potential Route scored well and could be considered for program expansion to increase access/coverage if funding is available. The ranking and scoring included in the study for potential expansions is intended to standardize the assessment and to allow for TxDOT to determine whether there are potential routes that might perform as well or better than existing Section 5311 investments. **Figure 17** shows high ranking potential Intercity Bus Routes.

Figure 17 – Texas Potential Intercity Bus Routes



Courtesy: Texas Intercity Bus Study - TxDOT

## Assessment of Transportation Needs and Gaps

This section indicates the gaps and transportation needs that were collected and the recommendations for the lead agency to implement throughout the region. Recommendations can be implemented over the next five years and beyond. **Table 14** provides the identified transportation needs, opportunities, barriers and recommendations.

### Identified Gaps

Throughout the survey outreach processes, the general public, stakeholders and agencies in the region indicated gaps in the transportation system. As discussed earlier, SWART is the main provider of rural public transit services in the region, it is one of two rural transit districts. The City of Del Rio provides rural public services only in Val Verde County while SWART provides services in the remaining 8 counties in the region. With the growing population in the Eagle Pass Micropolitan Area, SWART is currently unable to meet all the needs of the residents. Currently on SWART's Flex Route in Eagle Pass, there is a 20% capacity need which is derived from the riders that are left standing at stops due to capacity being met on the vehicle. Demand Response possesses a 2% denial rate due to lack of availability, mainly with out of area routes to Kerrville and weekend services. These gaps in services were prior to the pandemic.

General public survey respondents indicated they struggled to find basic information about available services they either needed to use or was directed to use in the future. This information gap shows the importance of making the public aware of the available transit services in the region and how it can cause transit use in the region to be limited. Additional barriers to using transit more often that were indicated included a lack of knowledge about the options available to them, a lack of availability of service on nights and weekends, and a lack of service connecting cities in the region and outside of the region.

Service gaps identified by transit agencies included:

- Expanded weekend service. Weekend services are limited to Saturday service, with a few counties having limited Sunday service once a month. Saturday services are mostly confined to medical destinations such as dialysis centers with reduced hours of operation.
- Increased coordination among transit providers and counties.
- Safety and security upgrades to SWART facilities. Need of electronic security doors for each facility.
- Inadequate facilities in Eagle Pass.
- Technology upgrades for SWART transit vehicles. This includes the need for onboard cameras and electronic farebox system.
- Lack of maintenance training regarding HVAC. SWART technicians are in need of vehicle HVAC training.

Financial gaps were identified for lead transit agency. Annually, SWART must raise \$360,000 in local funds to meet the Districts federal funding requirements. Such funds are difficult to raise and SWART works diligently each year to obtain the necessary funds. Each year is unique and although SWART projects and plans for such revenues, there is always a disparity in which the agency must creatively raise funds so that federal funding is not de-obligated. As these revenue streams have decreased due to the pandemic, SWART is working with its board of directors, regional stakeholders committee, and funding sources to develop a plan on how to fill the gaps. The only liability for SWART lies within a revolving line of credit with their local banking institution. SWART's overall financial goal is to limit its liabilities and form a funding reserve that would alleviate the need for a line of credit. The reserve would serve as a means of cash flow and for the utilization of special projects.

The surveyed Health and Human Service Agencies indicated 53% that transportation is of "High Importance" for their agency and clients, while the other 47% indicated transportation was of "Average Importance." Weekdays

ranked the highest for almost all the agencies, indicating they need transportation during the regular work weekdays Monday – Friday and two of those agencies need transportation on weekends. All respondents indicated that their agency does not have a program or available funding to assist their clients with transportation. Furthermore, they stated that their agency is unable to assist with subsidizing transportation assistance.

Table 14 – Regional Needs, Opportunities, Barriers & Recommendations

Transportation Needs	Opportunities	Barriers	Recommendations
Regional transportation services need to be increased to provide more accessible options to priority populations.	<ul style="list-style-type: none"> <li>*In select counties where fixed route service is offered, a redesign of the current routes needs to be analyzed to provide a higher efficiency and provide better service to low income and elderly people</li> <li>*improved access for ADA current customers and future customers</li> <li>*Reduce rider wait time</li> </ul>	<ul style="list-style-type: none"> <li>*Limited funding, need to look at grant opportunities to help with the long-term investment</li> <li>*Improvement of sidewalks and ADA access is expensive and takes time to develop</li> </ul>	<ul style="list-style-type: none"> <li>*Form a county transit committee in each county to help identify ongoing needs for the community.</li> <li>*Contact local, state, and federal offices to see what funds may be available.</li> <li>*Establish and monitor performance standards for service quality (on-time service, safe operations)</li> <li>*Del Rio should implement a travel training program and coordinate with SWART’s program.</li> </ul>
Communication and marketing need to be increased to improve public awareness of all transit services in the region.	<ul style="list-style-type: none"> <li>*Advertising transportation services and options through service providers and other public and private partners</li> <li>*Educating the public on the benefits of public transportation</li> <li>*Providing the public with tools and resources that support their own trip planning efforts</li> <li>*Utilize San Antonio's news broadcast ability to announce regional transportation options</li> <li>*Rebranding initiative for SWART</li> <li>*Possibility of developing an App that can be used across the region</li> <li>*Possible development of a regional or central hub that coordinate rural trips</li> </ul>	<ul style="list-style-type: none"> <li>*Limited funding for rural services</li> <li>*Engaging senior and low-income individuals can be challenging, especially when engagement is technology-dependent</li> <li>*Limited English proficiency (LEP) can reduce the reach of messaging unless materials are prepared in requested language or formats</li> </ul>	<ul style="list-style-type: none"> <li>*Target ads and info to priority populations, and in bi-lingual materials formats</li> <li>*Increase awareness on website, apps, and radio</li> <li>*Encourage partner cities to educate their citizens on available transportation options and how they integrate with one another</li> <li>*Explore cooperative agreement with SWART and Del Rio transportation agencies and other regional service providers to integrate additional transportation services (NEMT)</li> <li>*Work with other states or regions in Texas to see what communications coordinating plan have been developed in the last 5 years</li> <li>*Hold virtual meetings with each county to discuss upgrades in technology and increase regional planning coordination</li> <li>*Establish travel training program to educate new customers on all available services in region.</li> </ul>
Additional operator training and coordination between medical facilities.	<ul style="list-style-type: none"> <li>*Increased coordination between medical facilities will improve communications issues that several people commented on with the public surveys</li> <li>*Improve training programs across the region will help operators who are driving from one county to another or if they are traveling outside of the region become more customer orientated</li> </ul>	<ul style="list-style-type: none"> <li>*Funding for training materials</li> <li>*Different service requirements between public transit and NEMT services.</li> </ul>	<ul style="list-style-type: none"> <li>*Meetings with the various medical facilities to help understand any communication difficulties they may have with transit providers and operators</li> <li>*Coordinate with NEMT brokers to simplify service requirements for a more seamless service overall.</li> <li>*Establish regional training programs that includes on-going training for management, financial, supervisory, dispatching/scheduling and vehicle maintenance.</li> </ul>

Transportation Needs	Opportunities	Barriers	Recommendations
<p>More regional coordination between SWART, City of Del Rio and City of Eagle Pass for improving transportation services.</p>	<ul style="list-style-type: none"> <li>*Availability of 5307 Funds and new services offered in the region</li> <li>*Formation of another planning organization</li> <li>*Host annual meetings or workshops with City of Del Rio and City of Eagle Pass.</li> </ul>	<ul style="list-style-type: none"> <li>*Coordinating schedules</li> <li>*Accountability of action items</li> </ul>	<ul style="list-style-type: none"> <li>*Assist Eagle Pass with establishing a planning document for City and incorporates this plan and future planning processes for transit.</li> <li>*Coordinate and assist the City of Eagle Pass in the formation of the City's Metropolitan Transportation Organization.</li> <li>*Work with the City of Eagle Pass to establish organizational structure, develop operating standards and any required interlocal service agreements, transit services and assets needed.</li> <li>*Del Rio should incorporate a mobility management program or initiatives to target special populations such as health and human service clientele.</li> </ul>
<p>Improve services to other regions of Texas and additional hour/days of service within the counties</p>	<ul style="list-style-type: none"> <li>*Expansion of more intercity buses to places like San Antonio or San Angelo.</li> <li>*Improve or expansion of services on weekends</li> <li>*improve or expansion of longer hours of service</li> <li>*Fixed routes system could see an increase in ridership if there was new service to areas that aren't covered.</li> </ul>	<ul style="list-style-type: none"> <li>*Limited funding to purchase new vehicles to supply service</li> <li>*Limited funding for the operation of the service</li> <li>*Larger Intercity bus companies might not have resources to supply service to certain areas</li> </ul>	<ul style="list-style-type: none"> <li>*Coordinate with TxDOT to discuss the potential route from Del Rio to San Angelo that was indicated in the recent Texas Intercity Bus Study.</li> <li>*Form a committee to look into the possibilities and consult with local Chambers and business alliances to gauge interest</li> <li>*Issue another survey to gauge interest from the public on the potential of new services</li> </ul>
<p>Travel difficulty and accessibility in some rural areas</p>	<ul style="list-style-type: none"> <li>*Exploring ways to assist the citizens in having better roads for access to travel and utilize transit services</li> <li>*Public outreach to identify areas requiring better accessibility needs</li> <li>*Availability of grants and funding programs specifically targeting transportation services for priority population</li> </ul>	<ul style="list-style-type: none"> <li>*Limited funding</li> <li>*Some counties consider transportation to be an option</li> <li>*Some counties have funding challenges not able to assist in adding funding for transit needs</li> </ul>	<ul style="list-style-type: none"> <li>*Explore ways to improve travel and accessibility in rural areas</li> <li>*Contact and coordinate with county to develop plans for improving road conditions for better access</li> <li>*Del Rio should expand services throughout the Val Verde County with the specific focus on the City of Comstock.</li> </ul>
<p>New SWART maintenance and operations facility in Eagle Pass.</p>	<ul style="list-style-type: none"> <li>*Increased vehicle safety from new maintenance facility and equipment.</li> <li>*Opportunity for SWART and City of Eagle Pass to begin coordinating future transportation services in Maverick County.</li> <li>*Implement transit planning processes at the City of Eagle Pass.</li> </ul>	<ul style="list-style-type: none"> <li>*Cost of materials as significantly increased since the study was completed in 2019.</li> <li>*Project must be completed in phases due to current available funding sources.</li> </ul>	<ul style="list-style-type: none"> <li>*Seek future available rural and urban funding options</li> <li>*Coordinate and assist the City of Eagle Pass in the formation of the City's Metropolitan Transportation Organization.</li> <li>*Coordinate with TxDOT to complete categorical exclusion and environmental study on selected property.</li> <li>*Host meetings between SWART, City of Eagle Pass and TxDOT to discuss urban transit services.</li> </ul>

## 4. Planning for Comprehensive Services

Like other transit agencies in the state, SWART and Del Rio have found funding to be a consistent challenge. In addition, the COVID-19 pandemic created more challenges for transportation providers in the region and throughout the country. Ridership has yet to recover and may not increase to pre-pandemic levels for several years. SWART and Del Rio have both received CARES Act funding for operating transit services during the pandemic. SWART and Del Rio are the only rural transit providers in the region and both agencies provide service through federal, state, local funding programs. These programs are described in this section and how they are incorporated.

### Federal Funding in the Region

---

The Federal Transit Administration (FTA) is the main source of funds for public transit services in the region. The primary federal formula-based fundings programs that are currently utilized in the region are Section 5310, Section 5311 and Section 5339.

#### Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities

The 5310 program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000).

SWART is the only transit provider that receives Section 5310 funds and utilizes the funding to enhance its senior and disabled population through mobility management initiatives including case management, travel training, and education. The mobility management program, Southwest Initiative for Mobility (SWIM), is a fairly new initiative developed by SWART, but has made an impact that more than one mobility specialist was needed. SWART currently employs two full time mobility specialists. Case management activities include potential rider assessment, resource management & referrals, rider education through travel training, and case management evaluation. Public education of mobility alternatives offered by SWART include outreach through public speaking at various community events such as job fairs, health fairs, and school fairs. In addition, SWART mobility specialists perform presentations to community civic groups, health & human service organizations, state agencies, health care agencies, school districts, and housing authorities. They also take part in community based townhall meetings, focus group meetings, on a one-to-one basis. The mobility specialists are the catalyst of seeking out potential for partnerships throughout the region. Funding specific to mobility management is to cover expenses of the mobility specialists' salary.

In addition, Section 5310 funding is utilized to enhance capital through the procurement vehicles, software, technology equipment, and cover costs of vehicle-preventive maintenance and annual software licenses. In the past funds have utilized to bus wrap 53100 vehicle with new branding, procure on-board security cameras for program vehicles, and communication equipment.

#### Section 5311 – Formula Grants for Rural Areas

The 5311 formula funds provide capital, planning, and operating assistance to states to support public transportation in rural areas with populations less than 50,000. Funds are apportioned to states based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas. The goals of

the 5311 formula program are to enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services and recreation and to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas. Each state must also spend no less than 15 percent of its annual apportionment for the development and support of intercity bus transportation, unless it can certify, after consultation with intercity bus service providers, that the intercity bus needs of the state are being adequately met.

Both SWART and Del Rio provide service with the 5311 formula funds. SWART and Del Rio utilize formula funds specifically for administrative and operational expenses associated with activities to support the service provision. Such funds cover a plethora allowable cost including but not limited to salaries, fuel, vehicle maintenance, utilities, rent, I.T. support, supplies, insurance coverage, and training.

### Section 5339 – Grants for Bus and Bus Facilities

The Grants for Buses and Bus Facilities program makes Federal resources available to States and designated recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Eligible Recipients include designated recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; and State or local governmental entities that operate fixed route bus service that are eligible to receive direct grants under 5307 and 5311.

SWART has historically utilized this stream of funding primarily for bus replacement but has on occasion utilized funds to enhance its vehicle maintenance facility and procurement of maintenance equipment. Future endeavors include rolling stock replacement and upgrades to its Uvalde vehicle maintenance facility.

### Local Match Opportunities

---

#### Non-Emergency Medical Transportation

SWART and City of Del Rio both provide Non-Emergency Medical Transportation (NEMT) services. SWART provides services in its eight county service area and City of Del provides service in Val Verde County. Both agencies utilize the Medicaid funds as local match. Brokers in the regional area include ModivCare, SafeRide and Access2Care. Trips are assigned to both agencies from the brokers and there is no guarantee of number of trips assigned. Majority of trips are paid on a per mile basis.

#### Local Revenues/Contracts/Contributions

SWART and Del Rio partner with human service providers, local faith-based groups, health care facilities, and other community organizations to provide transit services through a contracted service provision. In addition, SWART received local contributions from most of their county governments and from a few municipalities. SWART has also successfully developed a marketing & bus wrapping program where income is generated for advertising on their vehicles. SWART has over thirty service contracts in place with 3rd party agencies. Each service contract rate is based on the nature of the services being provided including cost, specialty, and timeline. Revenue is generated from service contracts is considered local match funds. To consider the cost of a service, SWART considers the following:

- Driver's Salary and Fringe Benefits
- Fuel Cost
- Hours of Service
- Distance of Route

- Overtime Expected
- Vehicle Overhead Costs

Current list of SWART service agreements is listed below in **Table 15**:

*Table 15 - SWART Service Contracts*

Agency	Type of Service
Advance Head Start	Rental Agreement
M.E.T – Crystal City	Rental Agreement
Southwest Texas Junior College	Service Agreement
American Medical Response	Service Agreement
Access2Care	Service Agreement
Amistad Nursing & Rehabilitation	Service Agreement
ModivCare	Service Agreement
Uvalde Chamber of Commerce	Service Agreement
Uvalde Memorial Library	Service Agreement
New Beginnings Adult Dare Care	Service Agreement
Community Council of South Texas Inc.	Service Agreement
Sacred Heart Church – Eagle Pass	Service Agreement
St. Joseph’s Catholic Church	Service Agreement
SafeRide	Service Agreement
Community Health Development Inc.	Service Agreement
Blanquita’s Day Care	Service Agreement
TLC Day Care	Service Agreement
Church of Latter-Day Saints – Eagle Pass	Service Agreement
County of Maverick Veterans	Service Agreement
Maverick County Hospital – Ryan White Program	Service Agreement
Lucky Eagle Casino	Service Agreement
United Methodist Church – Uvalde	Service Agreement
Uvalde Healthcare & Rehabilitation	Service Agreement
La Veranda Assisted Living	Service Agreement
Benavides Elementary – Eagle Pass	Service Agreement
Texas Hill Country River Region	Service Agreement
Texas Workforce Vocational Rehab Service	Service Agreement
Our Lady of Refuge Church – Eagle Pass	Service Agreement
City of Eagle Pass	Service Agreement
M.E.T.	Service Agreement
Advance Head Start	Service Agreement

The City of Del Rio currently has two service contracts in place:

- Val Verde Nursing & Rehabilitation
- La Vida Serena Nursing

In addition to its service agreements, SWART receives annual contributions from various county governments and one municipality. Contributions range from \$5,000 to \$20,000 annually. The contributing counties are Dimmit, Edwards, Kinney, La Salle, Maverick, Real and Zavala. The one contributing municipality is the City of Cotulla.

### Potential Future Funding Sources

---

The Middle Rio Grande Region currently does not have an area that is designated as urban. Also, there are no established metropolitan planning organizations in the region. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Every ten years the Census Bureau takes the latest census results and determines which parts of the country are in urban areas, and which are not. The results of these urban area determinations set the course for how the next decade's urban and rural transportation funds are allocated. A census designation of rural, small urban, or urban is a significant factor in determining eligibility for federal and state grant funding. One micropolitan statistical area has been identified and could be designated as urbanized in calendar year 2022- Eagle Pass.

The Census Bureau is expected to define new UZAs based on 2020 Census data in calendar year 2022. When areas are designated as urban, other funding programs become available, and the transit provider can no longer draw Section 5311 funds for those areas. Other funding programs include Section 5307 Urbanized Area Formula Funding and Section 5339 Buses and Bus Facilities.

### Section 5307 - Urbanized Area Formula Assistance Program

Section 5307 provides funding for urbanized areas for planning, capital and operating assistance for public transit services. Funds for urbanized areas under 200,000 population are made available to the Governor or the Governor's designee(s). For urbanized areas of 200,000 or more, funds are available to local designated recipients. A number of urbanized area recipients of Section 5307 funds also receive Section 5311 funds to carry out projects in outlying nonurbanized areas.

### Other Funding Sources

SWART has been successful in receiving competitive foundation funds through such organizations as the Hogg Foundation. Other alternative funding has been received from smaller competitive grant sources such as APTA. Currently, Del Rio does not have a transit advertisement program in place. This could be a future potential funding stream for Del Rio if the city decides to implement a transit advertisement program to sell bus wraps, interior bus advertisements and bench/shelter advertisements. There are advertising companies such as Lamar and Mesmerize that contract with transit agencies to sell advertisement and the transit agency receives a certain percentage of all sells.

## 5. Integrated Planning Processes

The recommendations in this plan consider other planning activities in Region 24. Plans and studies that have been completed or are still ongoing are provided in this section.

### Region 24 Planning Processes

#### SWART Strategic Planning Workshop

Funding assistance from the Texas Department of Transportation allowed the Texas A&M Transportation Institute (TTI) to facilitate a strategic planning workshop with SWART senior staff in July 2019. The workshop provided an opportunity for SWART senior staff to review background information and evaluate trends in service statistics. SWART staff also reviewed population projections for the 2020 Census that Eagle Pass may become a small urbanized area and discuss how that will affect SWART funding and services. Another outcome of the workshop was to redefine roles and responsibilities appropriate to new priorities, including a revised organizational chart and updated job descriptions.

#### SWART Leadership Workshop & Updated Plan

This workshop was conducted in January 2021, with a focus on updating the strengths, challenges, opportunities, and threats (SCOT) analysis for SWART, along with updating agency goals and objectives. SWART leadership recognized from the workshop that it is important that each department within SWART to have a clear understanding of the agency goals, how their department and daily work applies to those goals, and how they can contribute to the implementation of the goals. During the workshop, the leadership team worked to review which departments contribute to the goals of the agency, outlined in the following table:

GOAL	RESPONSIBLE DEPARTMENT(S)
1. Improve Service Quality	Chief Operations Manager /Mobility Manager
2. Enhance the Customer Experience	Chief Operations Manager /Mobility Manager
3. Increase Ridership	Chief Operations Manager / Mobility Manager /Finance Director
4. Increase Visibility of SWART Services and Organization	Chief Operations Manager / Mobility Manager
5. Coordinate Continuously with Stakeholders	Chief Operations Manager / Mobility Manager
6. Maintain Financial Sustainability	Chief Operations Manager / Finance Director
7. Grow Financial Investment	Chief Operations Manager / Finance Director
8. Develop Current Staff	All Departments
9. Encourage Motivation and Confidence in Current Staff	All Departments
10. Expand and Maintain Infrastructure	Chief Operations Manager / Finance Director /Maintenance Director

Succession planning was considered as a key strategy for SWART, particularly over the next 5-10 years, as senior leadership in the agency prepare for retirement. Succession planning is critical for knowledge transfer, particularly considering all of the progress the agency has made over the past decade. Lastly, the SWART leadership prioritized strategies for achieving the newly defined goals over the next five years, and discussed funding sources for those goals that require capital and/or operating funds.

### **SWART Business Plan 2020-2023**

---

The SWART Business Plan business identifies strategies and action points for new ventures. Agency goals and objectives are listed and methods of attaining those goals. The document provides an inventory of assets and a list for possible business partners, service providers and stakeholders. Current funding sources are provided and potential future funding sources are identified. A main focal point of the plan is the expected transition from a rural transit system in Eagle Pass to a small urban transit system, having reached an urban cluster population of over 50,000. SWART anticipates this change will impact the service delivery and how services are disseminated not only in Eagle Pass but throughout the Middle Rio Grande Region. Other challenges include funding, raising required local match funds, restructuring of service routes, and ability to maintain partnerships intact, as well as form new partnerships and collaborative initiatives. As a whole, the business plan is a well-laid out document on how SWART can expand its existing services and better serve the residents in the region.

### **Eagle Pass Service Design Plan – June 2021**

---

SWART requested consultant assistance to develop a plan to change transit in Eagle Pass from a rural system to a small urban system. This anticipated change in Eagle Pass's funding requires Eagle Pass and surrounding Maverick County to take on the role of responsible parties – the recipient. This change in designation will not permit SWART to operate service in the urban area using funds from the FTA Section 5311 – rural transit funds. If funded by Eagle Pass and Maverick County with FTA Section 5307 funds, SWART can contract to provide the service. The plan includes goals and objectives, a review of existing conditions and a plan for Eagle Pass Transit Services.

The Eagle Pass Transit Service Plan details the strategies and efforts to be employed to change transit in Eagle Pass from rural to small urban public. It is expected that Eagle Pass and surrounding Maverick County will exceed the threshold for rural transit and will have to operate under a new set of rules, funding and guidelines for small urban transit. Transit in Eagle Pass is noted as more extensive than simply the population of Eagle Pass as Piedras Negras is a much larger city with a metropolitan area population of about 250,000 people. Piedras Negras will generate about 30 percent of the total ridership in an Eagle Pass Transit System. Further, some of the areas most in need are areas in Maverick County outside the city limits of Eagle Pass.

The plan reviewed different modes of transportation including paratransit, microtransit and fixed route for Eagle Pass and surrounding Maverick County. Traditional fixed route was determined to be most effective and the least expensive service design, as no other mode can match fixed route productivity. The existing service proves that one fixed route bus provides as much service as seven paratransit vehicles at 1/7th the cost. In the case of microtransit, that is twice as expensive as fixed route. With SWART as the turnkey operator, this plan will be relatively simple by implementation standards in that the facility, maintenance structure, administrative support and processes and policies are already in place to a large degree. The first major step is implementing a metropolitan planning organization (MPO) which is required for public transit systems in communities of over 50,000.

## **Eagle Pass Facility Feasibility Study – February 2019**

---

This study was conducted to provide SWART with necessary information to seek funding to implement a new facility in Eagle Pass and start the facility site selection process. Currently, SWART has two transit centers in its service area — Eagle Pass and Uvalde — and one multimodal facility in Del Rio, which connects to Amtrak’s passenger rail service. The current maintenance facility in Eagle Pass is a reallocated roofing sales facility with open sided maintenance bays. The site and office do not provide adequate storage or work areas for the current operations. The study provides the criteria for the design of the Eagle Pass Bus Facility and defines the necessary spaces and requirements for operational efficiencies which provides the foundation for preliminary design. The projected cost for the project indicates that the project must be phased so that it can be implemented as funds become available and in response to actual fleet growth. The new facility will include a new maintenance, operations, administration, and shared space building, the site will be constructed to accommodate a fleet of 56 buses, employee and visitor parking area and fencing to secure site.

In 2020, SWART received funding notice to perform a categorical exclusion and environmental study on a property selected to meet the requirements of the facility conceptual design. Upon approval of the categorical exclusion by TxDOT and the Federal Transit Administration, SWART intends to seek funding to purchase the property and to construct a regional multi-modal facility to house both rural and small urban transit services as well as intercity bus carrier services.

## **City of Del Rio Comprehensive Master Plan**

---

The Del Rio Plan is designed as a blueprint for the growth of the City and its five-mile planning jurisdiction over the next 20 years and beyond. It is intended to guide the community’s decisions regarding its future physical and economic development. This plan identifies goals, objectives, policies, and actions for elected and appointed officials, members of advisory committees, civic groups and organizations, directors and staff, and citizens to use as decisions are made and the community’s vision is achieved.

The plan lists issues that are of particular interest and relevance to Del Rio and other jurisdictions for which intergovernmental cooperation is warranted and include:

- Regional transit is vital to serve the needs of the entire region, such as individuals from the outlying smaller communities who desire public transit access to Val Verde Regional Medical Center and other trip purposes. Cooperation is needed between transit providers to make connections between systems, thereby creating opportunities for increased regional mobility. This requires coordination of scheduling.

The action plan outlined in the document is in ongoing use by the Action Task Force, Planning and Zoning Commission, City Council, and City staff to report progress made in implementing the plan. In October 2020, Del Rio City staff reviewed and updated the status of all 172 action items within Chapter 8 of the 2007 Comprehensive Plan. The following status regarding transit is identified below:

Action Recommendation	2007 Comprehensive Plan = October 2020 UPDATE
<b>GOAL: Development of a true “system” of transportation supporting all modes of local, regional, national, and international transport.</b>	
131. A local area transit study is advisable to include a survey of current and potential riders, as well as the general public, to identify ways to sustain current ridership and attract additional “choice” riders.	Transportation Department offers several bus services. Medical transport locally and to San Angelo, Eagle Pass, Uvalde and San Antonio. Local Fixed Route On Demand Bus Service.
132. Consider formation of an interagency agreement with the City, County, school district, Sul Ross University, and other local and regional transportation providers for joint vehicle maintenance, procurement, and driver training.	Transportation provides training to schools. The schools pay for the training. UMC interlocal agreement to transport patients. The City of Del Rio Transportation Department participates in Regional Coordination with lead agency, southwest Area Regional Transportation out of Uvalde. The two agencies coordinate to ensure transit needs are being addressed and met in the 9 regions in our area. A Regional Coordination Plan is on file with the Texas Department of Transportation.
133. Coordinate with the demand response and fixed route service providers to identify locations for construction of bus pull-out bays and improved transit stops.	The City of Del Rio Transportation Department extended hours to the fixed route system to accommodate early transit needs that were requested by existing clientele. The department also added a passenger bus shelter to the International Bridge stop and provided a passenger bus shelter to the local hospital to install on their premises. The City maintains ownership of the passenger shelter.
134. Within every street improvement project incorporate design provisions relating to transit usage, where applicable.	Not started

**Workforce Solutions Middle Rio Grande Plan Program 2021-2024**

Under the Workforce Innovation and Opportunity Act (WIOA) §I 08, each Local Workforce Development Board (Board) is required to develop and submit to the state a comprehensive four year plan (Local Plan) that identifies and describes policies and procedures as well as local activities that are in line with the State Plan. This Local Plan must be developed openly and be available to the public for comment for 30 days, particularly to members of the business and educational communities as well as various other labor organizations. Along with submission of the Local Plan to the Texas Workforce Commission (TWC), the Board must submit all public comments of disagreement with the plan to TWC. At the end of the first two-year period, the appropriate chief elected officials (CEOs) and the Board will review the local plan, and prepare and submit modifications to reflect changes in the labor market and economic conditions, factors affecting the implementation of the plan, changes in financing, changes to the structure of the Board, and/or the need to revise strategies to meet local performance goals.

Boards must include a description of how the Board will provide transportation, including public transportation, and other appropriate support services in the workforce area in coordination with WIOA Title I workforce investment activities. The plan notes, the Board and Middle Rio Grande Development Council have had limited coordination with SWART but intend to enhance coordination where it may benefit our joint client population. For the most part, transportation assistance to customers is in the form of gas cards to customer in need of transportation for program participation and occasionally assist with vehicle repairs.

## Integrating with Other Planning Processes

One of the goals of this plan is to improve coordination with regional providers. While most cities and counties in the Middle Rio Grande Region do not have long-range plans or comprehensive plans, a few plans and agencies were identified and reviewed. It should also be noted that there are only two rural public transit districts (SWART and the City of Del Rio) and currently no small urban public transportation systems in the region. Moving forward, SWART as the lead regional planning agency, will coordinate regional transit planning efforts with major providers such as City of Del Rio, City of Eagle Pass along with regional service agencies in order to have this plan incorporated in each of their planning processes. The City of Eagle Pass currently does not have a city comprehensive plan or any planning document in place. As mentioned earlier, the City of Eagle Pass is anticipated to become a small urbanized area in calendar year 2022 with an urban area population that is over 50,000 which will allow for 5307 funds to become available. SWART will assist and recommend to the City of Eagle Pass the formation of an MPO, service structure, assets that should be procured and interlocal service agreements that should be implemented. In addition, SWART should discuss with the City of Eagle Pass about constructing a new maintenance and operations facility. The facility could serve both Eagle Pass urban operations and SWARTs regional services through interlocal agreements and MOUs. SWART will also coordinate and review information from the Middle Rio Grande Development Council and the program for Area Agency on Aging of the Middle Rio Grande Development Council which may be useful in future collaboration efforts amongst the region's stakeholders.

## 6. Vision, Mission, Goals & Objectives

The vision, mission, goals and objectives for the Middle Rio Grande Region’s 5-Year Comprehensive Public Transit-Human Services Transportation Plan help guide the enhancement of future transit services to better address the needs for public transportation in Region 24. As the lead agency for regional transit planning, SWART collaborated with the regional advisory committee, stakeholders, riders and potential riders and determined the following vision and mission statements:

### Vision Statement

*“Our vision is to have accessible and efficient transportation throughout Region 24.”*

### Mission Statement

*“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 Region 24.”*

### Goals and Objectives

SWART and the Region 24 Stakeholder Committee collaborated and identified the following goals and objectives in **Table 15** for improving equal access to seamless public transportation for Region 24 from 2022 to 2026:

Table 16 – Regional Goals and Objectives

Goal	Objectives
<b>Improve coordination among regional transportation providers</b>	<ul style="list-style-type: none"> <li>• Seek opportunities to coordinate services and resources in the region.</li> <li>• Seek funding to improve technology for regional providers to provide services more efficiently.</li> <li>• Coordinate and assist the City of Eagle Pass in the formation of the City’s Metropolitan Transportation Organization.</li> <li>• Work with the City of Eagle Pass to establish organizational structure, develop operating standards and any required interlocal service agreements, transit services and assets needed.</li> </ul>
<b>Improve public awareness and knowledge of available transportation services</b>	<ul style="list-style-type: none"> <li>• Maintain up-to-date regional transportation information on all public forums including SWART and Del Rio website, vehicles, printed materials and social media.</li> <li>• Increase regional coordination, education and marketing initiatives to reach priority populations regarding available transportation services.</li> <li>• Seek to increase available funds for improving awareness of regional transit services.</li> </ul>
<b>Increase equal access to transportation services for priority populations in Region 24</b>	<ul style="list-style-type: none"> <li>• Expand weekday service</li> <li>• Establish regularly scheduled intercity services.</li> <li>• Increase coordination among transportation providers and human service agencies.</li> </ul>
<b>Provide a safe, reliable and cost-effective regional transportation system</b>	<ul style="list-style-type: none"> <li>• Continue the SWART Travel Training and Travel Ambassador Programs.</li> <li>• Seeking funding to update and improve SWART and Del Rio bus technologies.</li> <li>• Improve SWART’s maintenance program where necessary.</li> </ul>
<b>Improve regional coordination between providers and brokers regarding non-emergency medical transportation (NEMT)</b>	<ul style="list-style-type: none"> <li>• Seek to establish regular meetings with NEMT brokers to discuss regional gaps in service.</li> </ul>
<b>Establish planning processes and goals for the City of Del Rio in order to be prepared for becoming an UZA at the next Census.</b>	<ul style="list-style-type: none"> <li>• Develop more mobility management to address the needs in Val Verde county.</li> <li>• Develop traveling training program and coordinate with SWART.</li> <li>• Implement transit planning processes into the City of Del Rio’s planning documents.</li> </ul>

## 7. Sustain Planning & Implement Plan

The provision of transportation services in Region 24 is unique as the two rural transit districts (SWART and the City of Del Rio Transportation/Rural Transit District) are the only providers of comprehensive transit services throughout the Middle Rio Grande Region. As rural transit districts, both systems provide rural public transportation services, non-emergency medical transportation, specialized contracted transit services, and some charter services when applicable based on federal regulations. Both agencies collaborate to ensure that resources are maximized to target the general public, human service needs, and special populations such as the elderly, disabled, veterans, and those living with mental health issues.

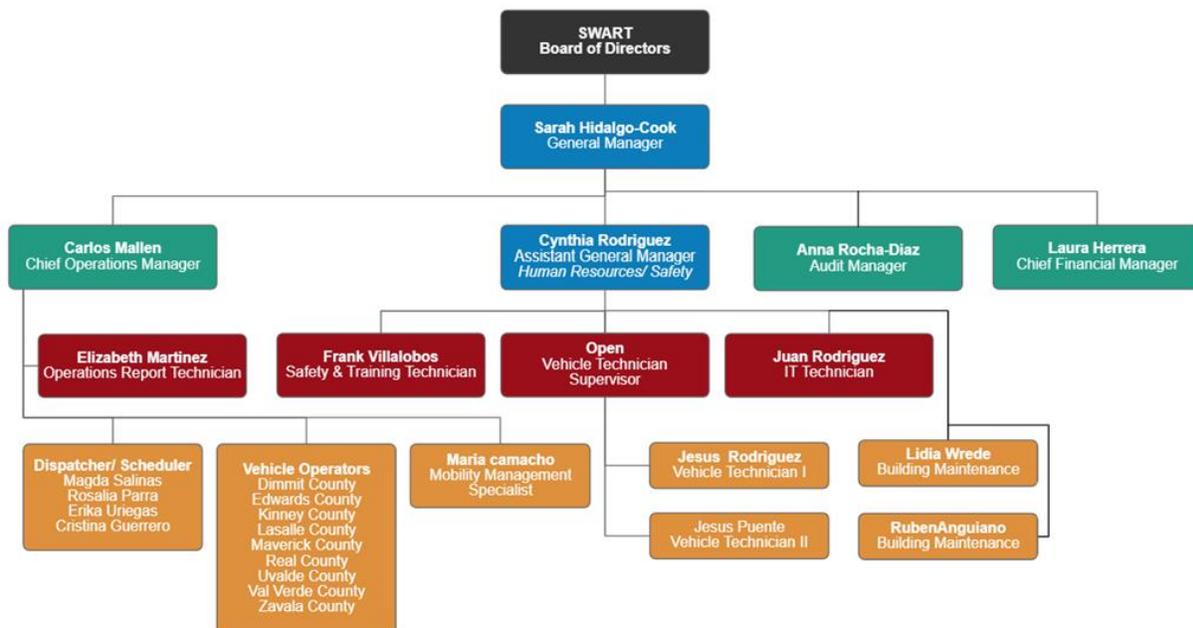
### SWART – Governing Board

SWART’s Board of Directors is comprised of the county judges in each of the counties that receive rural public transit services.

### SWART – Organizational Structure

As the lead agency for regional transit planning, SWART is well managed and organized. The administration and finance team develop and execute cost-effective public policy initiatives and services that ensure the financial stability, efficiency, and effectiveness of state and local government funds. Management frequently compares actual revenues and expenses to budgeted amounts. This is to ensure that funding sources are not exhausted before the end of the year. As SWART continues to grow, it is suggested to review and consider adding one employee such as an Administration Assistant to support the finance department.

**Southwest Area Regional Transit District  
Organization Chart  
June 2021**



The Southwest Regional Transportation Planning Advisory Committee is comprised of 17 stakeholders that monitor the activities supported by the initiatives depicted in the regional plan. SWART is the lead agency that oversees the state funded project grant agreement for Regional Coordination Transportation Planning but is also one of two rural transit districts that provides transit services. The San Antonio TxDOT District Public Transportation Coordinator is a non-voting member that provides technical assistance and oversight to the committee. The remaining 14 members include representatives from the following organizational categories:

- Faith Based
- Law Enforcement
- ADA Rider
- Elderly Rider
- Private Sector
- Education
- Mental Health
- Veterans Service
- Private Transit Provider
- Workforce (formerly DADS)
- Elderly & Disabled Services (formerly DARS)
- Public Official
- Health Care
- Council of Governments

Current committee members include:

Member	Organization	Seat	Type
Sarah Hidalgo- Cook	SWART	Rural Transit District	Voting
Elsa Reyes	City of Del Rio	Rural Transit District	Voting
Elba Martinez	TxDOT	TxDOT Representative	Non-Voting
Nora Aviles	HHSC-CCSE	HHSC-CCSE Representative	Voting
Monica Gonzales	TDARS	Workforce/Disability Representative	Voting
Michael Camarillo	MRGDC	MRGDC	Voting
Diana Cruz-Montoya	Maverick County VSO	Veterans Representative	Voting
Jose "Pepe" Salinas	Avance Head Start	Rep of Educational Institution	Voting
Mariano Pargas	Uvalde Police Department	Rep of Law Enforcement	Voting
Jennifer Gilliland	Uvalde, Texas	Rep of ADA Consumer	Voting
Lupita Moreno	Rio Grande Ambulance	Rep of a Private Provider	Voting
Judge Bill Mitchell	Uvalde County	Rep of a Public Official	Voting
Carmen Martinez	Hill County MHDD	Rep of Regional MHDD	Voting
Cristina Arizmendi	Amistad Rehabilitation	Rep of Private Sector	Voting
Pastor Dino Espinosa	Templo Emanuel	Rep of Faith Based Organization	Voting
Lupe Vela	Community Health Development	Rep of Medical Facility/KDC	Voting
Josie Diaz	Uvalde, Texas	Rep of Public Transit Consumer 60+	Voting

The Committee is organized as an advisory Committee of the Southwest Area Regional Transit District (SWART) and the City of Del Rio Transportation/Rural Transit District and meets on a quarterly basis. The Committee has no policy making or legislative powers; all final authority is vested in the Executive Committees of all governing boards

in the Southwest Area Region and the Texas Department of Transportation. The Committee's functions and responsibilities include, but are not limited to, the following:

- Serve as a focal point for leadership on transportation issues in the region.
- Facilitate the collaboration of regional transportation coordination activities.
- Recommend priorities for regional transportation coordination in the Middle Rio Grande Region.
- Develop, review, and implement the Southwest Area Regional Coordination Plan as required.
- Develop, review, and make recommendations as appropriate to the Executive Committees and Policy Boards on the priorities for the purchase of equipment, training, communications and other issues related to regional transportation coordination.
- Provide support for regional transit projects and proposals, when consistent with the goals, objectives and projects outlined in the Regional Coordination Plan.
- Promote public awareness of transportation service issues, as well as program plans and objectives, through frequent publicity, presentation to civic organization and other interested groups.
- Identify and establish relations with groups, agencies and individuals providing and receiving transportation services.
- Provide oversight and input into standing committee and ad hoc committee agendas and scheduling.

In addition to the quarterly Advisory Committee meetings, SWART hosts various focus group meetings throughout the region for special populations such as Veterans, mental health, and renal care. The agency also organizes meetings with Veteran Services Officers and Legion Officers to discuss and coordinate services to meet the transportation needs of Veterans and their families. The same type of meetings are held with various renal clinics throughout the region. SWART's latest efforts focuses on mental health initiatives and is currently working with mental health clinics and groups to address transit issues for the specialized population.

SWART is highly involved with community engagement throughout the region. SWART is a member of the Uvalde Chamber of Commerce and the Eagle Pass Chamber of Commerce, in which staff attends various activities and events. SWART staff has also taken part in the City of Uvalde Leadership program and have completed the program. Mobility Management staff attends local school fairs, job fairs, and health fairs as well as make presentations at regional adult day cares, housing authorities, elderly nutrition centers, and community events.

### Regional Stakeholder Engagement

The expected transition to a small urban is estimated to take place by 2022. SWART is actively working with various providers to form partnerships. Currently, SWART partners with over thirty organizations and business to provide services, coordinate services and technical assistance, and for referrals. Over the next five years, SWART intends to continue with forming additional partnerships and develop region focus groups. The City of Del Rio partners with two organizations to provide services in order to bridge the gap of between transit and community-based needs.

SWART performs a Strengths, Challenges, Opportunities, & Threats (SCOT) analysis on an annual basis that allows SWART Administration to determine its internal strengths and challenges and external opportunities and threats. This analysis survey is disseminated to all SWART Staff, Board of Directors, and Transit Stakeholders. The analysis allows SWART to incorporate such factors into its annual goals and objectives timeline as depicted in our Five-Year Strategic Plan and Five-Year Regional Plan. The most recent analysis was performed in July 2020.

## 8. Performance Measures to Evaluate Effectiveness

TxDOT requires the lead agency to list and describe locally-determined metrics for each identified gap in transportation service. In order to comply with requirement, SWART will need to collect, maintain and assess the data to determine the effectiveness of the comprehensive public transit-human services transportation plan. In addition, TxDOT requires all lead agencies to collect, maintain and provide data on statewide performance measures to the Texas Department of Transportation which will collect common data elements statewide. This section includes both locally developed and statewide performance metrics.

### Local Performance Metrics

The following performance metrics in **Table 16** were selected in order to focus on the region’s progress toward resolving and addressing the transportation needs and gaps identified in Section 3.

Table 17 - Local Performance Metrics

Transportation Needs	Recommendations	Local Metric
Regional transportation services need to be increased to provide more accessible options to priority populations.	<ul style="list-style-type: none"> <li>*Form a county transit committee in each county to figure out a list of needs for the community.</li> <li>*Contact local, state, and federal offices to see what funds may be available.</li> <li>*Establish and monitor performance standards for service quality and reduce wait times (on-time service, safe operations)</li> </ul>	<ul style="list-style-type: none"> <li>*Number of meetings held between SWART and human service providers.</li> <li>*Number of county transit committees formed</li> <li>*ridership, vehicle hours, miles and operating expenses</li> <li>*Percent of demand-response passengers with actual wait times less than 30 minutes, between 31 and 60 minutes, and over 60 minutes</li> </ul>
Communication and marketing need to be increased to improve public awareness of all transit services in the region.	<ul style="list-style-type: none"> <li>*Target ads and info to priority populations, and in bi-lingual materials formats</li> <li>*Increase awareness on website, apps, and radio</li> <li>*Encourage partner cities to educate their citizens on available transportation options and how they integrate with one another</li> <li>*Explore cooperative agreement with SWART and Del Rio transportation agencies and other regional service providers to integrate additional transportation services (NEMT)</li> <li>*Work with other regions in Texas to see what communications coordinating plan have been developed in the last 5 years</li> <li>*Hold virtual meetings with each county to discuss upgrades in technology and increase regional planning coordination</li> </ul>	<ul style="list-style-type: none"> <li>*Number of meetings and presentations to public and elected bodies.</li> <li>*Number of educational events hosted by SWART and City of Del Rio</li> <li>*Number of public outreach engagements throughout the region</li> </ul>
Additional operator training and coordination between medical facilities.	<ul style="list-style-type: none"> <li>*Meetings with the various medical facilities to help understand any communication difficulties they may have with transit providers and operators</li> <li>*Coordinate with NEMT brokers to simplify service requirements for a more seamless service overall.</li> </ul>	<ul style="list-style-type: none"> <li>*Number of meetings held between SWART and human service providers.</li> </ul>

Transportation Needs	Recommendations	Local Metric
More regional coordination between SWART, City of Del and City of Eagle Pass for improving transportation services.	<ul style="list-style-type: none"> <li>*Assist Eagle Pass with establishing a planning document for City and incorporates this plan and future planning processes for transit.</li> <li>*Coordinate and assist the City of Eagle Pass in the formation of the City’s Metropolitan Transportation Organization.</li> <li>*Work with the City of Eagle Pass to establish organizational structure, develop operating standards and any required interlocal service agreements, transit services and assets needed.</li> </ul>	<ul style="list-style-type: none"> <li>*Number of partnerships/interlocal agreements between transit agencies and other regional providers</li> <li>*Establishment of the Eagle Pass MPO</li> </ul>
Improve services to other regions of Texas and additional hour/days of service within the counties	<ul style="list-style-type: none"> <li>*Coordinate with TxDOT to discuss the potential route from Del Rio to San Angelo that was indicated in the recent Texas Intercity Bus Study.</li> <li>*Form a committee to look into the possibilities and consult with local Chambers and business alliances to gauge interest</li> <li>*Issue another survey to gauge interest from the public on the potential of new services</li> </ul>	<ul style="list-style-type: none"> <li>*On-time performance for existing services.</li> <li>*Number of new alternate or innovative mobility solutions and services established in the region.</li> <li>*Number of Meetings with TxDOT regarding the intercity bus route from Del Rio to San Angelo.</li> </ul>
Travel difficulty and accessibility in some rural areas	<ul style="list-style-type: none"> <li>*Explore ways to improve travel and accessibility in rural areas</li> <li>*Contact and coordinate with county to develop plans for improving road conditions for better access</li> </ul>	<ul style="list-style-type: none"> <li>*Number of planned road rehabilitation projects in the region</li> <li>*Number of meetings and presentations to public and elected bodies.</li> </ul>
New SWART maintenance and operations facility in Eagle Pass.	<ul style="list-style-type: none"> <li>*Seek future available rural and urban funding options</li> <li>*Coordinate and assist the City of Eagle Pass in the formation of the City’s Metropolitan Transportation Organization.</li> <li>*Coordinate with TxDOT to complete categorical exclusion and environmental study on selected property.</li> <li>*Host meetings between SWART, City of Eagle Pass and TxDOT to discuss urban transit services.</li> </ul>	<ul style="list-style-type: none"> <li>*Number of meetings between SWART, City of Eagle Pass and TxDOT.</li> <li>*Submitted grants for funding the facility construction.</li> <li>*Completed categorical exclusion and environmental study on selected property.</li> </ul>

## Statewide Performance Metrics

The Texas Department of Transportation has established statewide performance metrics in order to measure performance across all planning regions. These metrics include measurements of collaboration, identification of gaps and inefficiencies, and the resolution of gaps and inefficiencies. The metrics in **Table 17** will be used by TxDOT to evaluate the effectiveness of planning activities in Region 24:

Table 18 - Statewide Performance Metrics

Metric Number	Metric Title	Data Sources	Reporting – Lead Agency
<b>3.1</b>	Number of active, formal partnerships	Executed MOUs, local contracts & interlocal agreements	SWART
<b>3.2</b>	Number of persons engaged in transportation planning & education activities	This information will be identified as persons attending transportation planning meetings, regional transportation planning meeting attendee lists, attendee lists from transportation education events and persons requesting transportation planning materials.	SWART
<b>3.3 (a)</b>	Number of gaps & inefficiencies identified in the coordinated plan, including those concerning priority population groups	These will be identified on an annual basis and will be included in the regionally coordinated transportation plan via amendment or other action.	SWART
<b>3.3 (b)</b>	Number of recommended actions in the coordinated plan for resolving these gaps& inefficiencies	SWART will collaborate with the stakeholders and collect this information on an annual basis, if any changes are needed.	SWART
<b>3.4</b>	Number of items in the plan that move from a planning to implementation phase	SWART will discuss with the stakeholders and collect this information on an annual basis and determine if any changes are needed to move items into an implementation phase.	SWART
<b>3.5 (a)</b>	Number of activities identified in the coordinated plan that are underway, but not completed	SWART will collaborate with the stakeholders and collect this information on an annual basis and determine if there are any activities are underway.	SWART
<b>3.5 (b)</b>	Number of activities identified in the coordinated plan that are completed	SWART will collaborate with the stakeholders and collect this information on an annual basis and determine if there are any activities that have been completed.	SWART

## Appendix A

### City of Del Rio - Fixed Route Schedule

**CITY OF DEL RIO - FIXED ROUTE SCHEDULE**

MONDAY - SATURDAY  
 SENIOR CITIZENS AND INDIVIDUALS WITH DISABILITIES: \$1.50  
 GENERAL PUBLIC: \$2.50



INTERNATIONAL BRIDGE (JETA)	FLEA MARKET	1306 LAS VACAS	PETER RABBIT	HEB-PECAN LOCATION	HEB - VETERANS BLVD	DEL RIO HOUSING AUTHORITY	VAL VERDE REGIONAL MEDICAL CENTER	VAL VERDE HEALTH CLINIC-BEDELL	(UN)CIBDELL AVE CLINIC / MEXICAN CONSULATE	PLAZA DE SOL APPL'EBEES	WAL MART	AUTOZONE	LA MILITA - SEARS	TEXAS DEPARTMENT OF HUMAN SERVICES	FEDEX COMPOUND	AVE B & 15TH	CRICKET	KFC	BEL FURNITURE	HEB - VETERANS BLVD	REGIONAL TRANSPORTATION CENTER	ROSWELL HOTEL GRINER & GARFIELD	COCHRAN AND LAS VACAS	LAGOS	DOLLAR STORE SPUR TO ACUNA
1st	SAT ONLY	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
6:06 AM	6:09 AM	6:11 AM	6:13 AM	6:15 AM	6:20 AM	6:26 AM	6:28 AM	6:31 AM	6:34 AM	6:37 AM	6:41 AM	6:44 AM	6:46 AM	6:52 AM	6:53 AM	6:56 AM	6:58 AM	7:00 AM	7:03 AM	7:06 AM	7:10 AM	7:12 AM	7:14 AM	7:16 AM	7:19 AM
7:22 AM	7:25 AM	7:27 AM	7:29 AM	7:31 AM	7:36 AM	7:42 AM	7:44 AM	7:47 AM	7:50 AM	7:53 AM	7:57 AM	8:00 AM	8:02 AM	8:08 AM	8:09 AM	8:12 AM	8:14 AM	8:16 AM	8:19 AM	8:22 AM	8:26 AM	8:28 AM	8:30 AM	8:32 AM	8:35 AM
8:38 AM	8:41 AM	8:43 AM	8:44 AM	8:46 AM	8:53 AM	8:59 AM	9:01 AM	9:04 AM	9:07 AM	9:10 AM	9:14 AM	9:17 AM	9:19 AM	9:25 AM	9:26 AM	9:29 AM	9:31 AM	9:33 AM	9:36 AM	9:39 AM	9:42 AM	9:47 AM	9:49 AM	9:51 AM	9:54 AM
9:57 AM	10:00 AM	10:02 AM	10:03 AM	10:05 AM	10:12 AM	10:18 AM	10:20 AM	10:23 AM	10:26 AM	10:29 AM	10:33 AM	10:36 AM	10:38 AM	10:44 AM	10:45 AM	10:48 AM	10:50 AM	10:52 AM	10:55 AM	10:58 AM	11:02 AM	11:04 AM	11:06 AM	11:08 AM	11:11 AM
11:14 AM	11:17 AM	11:19 AM	11:20 AM	11:22 AM	11:29 AM	11:35 AM	11:37 AM	11:40 AM	11:43 AM	11:46 AM	11:50 AM	11:53 AM	11:55 AM	12:01 PM	12:02 PM	12:05 AM	12:07 PM	12:09 PM	12:12 PM	12:15 PM	12:19 PM	12:21 PM	12:23 PM	12:25 PM	12:28 PM
12:31 PM	12:34 PM	12:36 PM	12:37 PM	12:39 PM	12:46 PM	12:52 PM	12:54 PM	12:57 PM	1:00 PM	1:03 PM	1:07 PM	1:10 PM	1:12 PM	1:18 PM	1:19 PM	1:22 PM	1:23 PM	1:25 PM	1:28 PM	1:31 PM	1:35 PM	1:37 PM	1:39 PM	1:41 PM	1:44 PM
1:47 PM	1:50 PM	1:52 PM	1:53 PM	1:55 PM	2:02 PM	2:08 PM	2:10 PM	2:13 PM	2:16 PM	2:19 PM	2:23 PM	2:26 PM	2:28 PM	2:34 PM	2:35 PM	2:38 PM	2:41 PM	2:43 PM	2:46 PM	14:49	2:53 PM	2:55 PM	2:57 PM	2:59 PM	3:03 PM
3:06 PM	3:09 PM	3:11 PM	3:13 PM	3:15 PM	3:20 PM	3:26 PM	3:28 PM	3:31 PM	3:34 PM	3:37 PM	3:41 PM	3:44 PM	3:46 PM	3:52 PM	3:53 PM	3:56 PM	3:58 PM	4:00 PM	4:03 PM	4:06 PM	4:10 PM	4:15 PM	4:17 PM	4:19 PM	4:23 PM
4:26 PM	4:29 PM	4:31 PM	4:33 PM	4:35 PM	4:40 PM	4:46 PM	4:48 PM	4:51 PM	4:54 PM	4:57 PM	5:01 PM	5:04 PM	5:06 PM	5:12 PM	5:13 PM	5:16 PM	5:18 PM	5:20 PM	5:23 PM	5:26 PM	5:30 PM	5:32 PM	5:34 PM	5:36 PM	5:40 PM
5:43 PM																									

CITY OF DEL RIO TRANSPORTATION DEPARTMENT

100 W OGDEN  
 DEL RIO, TX 78840  
 830-774-8690

[www.cityofdelrio.com](http://www.cityofdelrio.com)

## Appendix B

Sign-in Sheets for Town Hall Meetings,  
Data Handouts, Service Information  
and Surveys

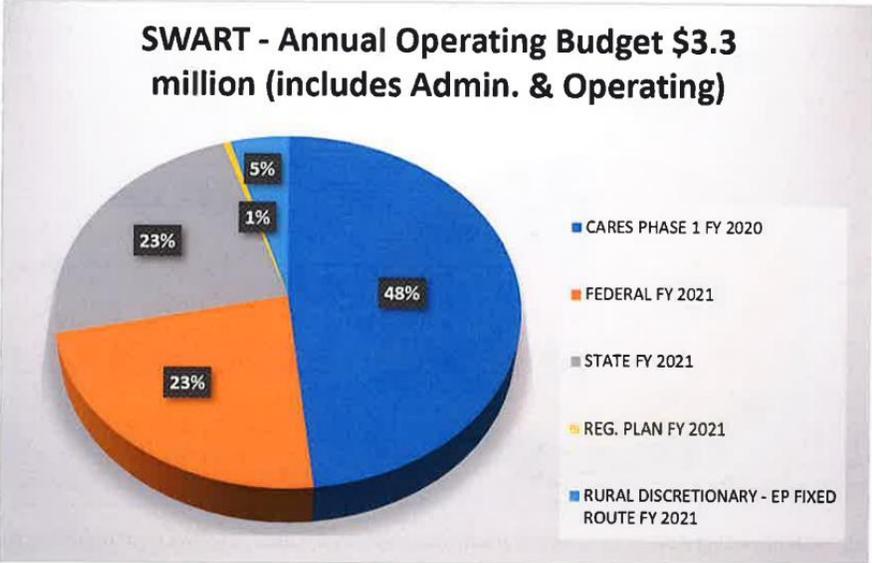








# MIDDLE RIO GRANDE VALLEY REGION – 24 FACT SHEET



The Cares Act assists with providing operating assistance which currently contributes to the local matching funds. Once this funding is no longer available the SWART program will need to rely on Transit Funding Sources (county assistance, donations, contract revenues, RTAP Scholarships, rental income, advertising program, and other revenues).

Current Funding Resources that make up for the total annual Operating Expenses including administrative expenses are:

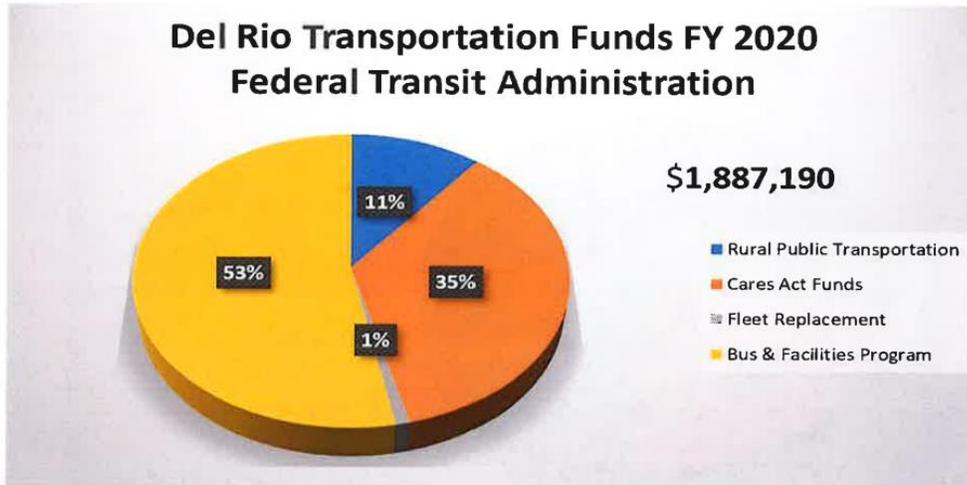
CARES PHASE 1 FY 2020	\$ 1,599,305.00
FEDERAL FY 2021	\$ 767,910.00
STATE FY 2021	\$ 777,217.00
REG. PLAN FY 2021	\$ 16,542.00
RURAL DISCRETIONARY - EP FIXED ROUTE FY 2021	\$ 150,000.00

**Rolling Stock Replace Plan**

Activity	Amount	FY
Rolling Stock Replacement	\$ 5,000.00	2022
Rolling Stock - Additional	\$ 300,000.00	2023
Land Acquisition - Eagle Pass	\$ 1,200,000.00	2023
Technology	\$ 150,000.00	2022
Administrative Vehicle	\$ 32,000.00	2023
Phase 1 Construction - Eagle Pass	\$ 900,000.00	2024
Phase 2 -4 Construction - Eagle Pass	\$ 1,800,000.00	2025+
<b>Total</b>	<b>\$ 4,387,000.00</b>	



# MIDDLE RIO GRANDE VALLEY REGION – 24 FACT SHEET



The Cares Act assists with providing operating assistance which currently contributes to the local matching funds for the City of Del Rio Transit. Once this funding is no longer available the Del Rio Transit program will need to rely on Other Funding Sources (county assistance, City funds, Medicaid program, and other assistance).

## Community Survey

**We need your assistance!!!**

**SWART is taking steps to evaluate their transit system and the available resources. Help us improve the system by providing feedback to this survey questionnaire. Your input will be used to identify and evaluate current services and possible enhancements. As always, all responses will be kept confidential.**



Thank you for your feedback.

**Scan the QR code to take you to the survey questionnaire. Some phones may require you to take a picture of the code and download a QR code reader from your app store.**







# MIDDLE RIO GRANDE VALLEY REGION – 24 FACT SHEET

## Current Service Provided:

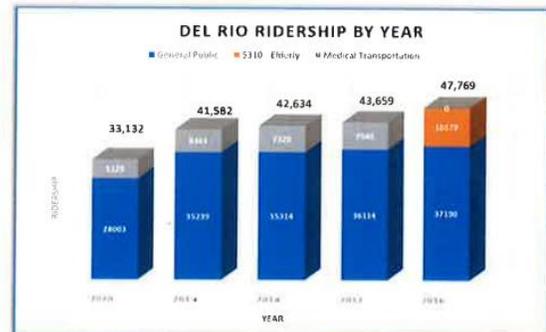
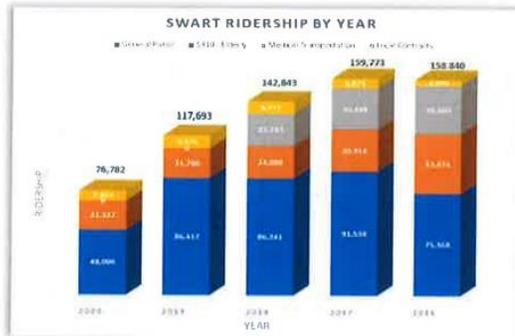
- Southwest Area Transit District (SWART) has a fleet of forty-seven (47) revenue vehicles with four (4) support units, and an annual budget of approximately three (3) million. It is funded by federal Section 5310, 5311, and 5339 Programs, local counties, planning grants from the State of Texas, the Medicaid Transportation Program, transit fares, and other local match opportunities. Provides a fixed-route in Eagle Pass.
- The City of Del Rio Transportation Department offers a fixed route system consisting of 24 bus stops which includes most medical facilities, social service agencies and major retail shopping centers. Utilizing 25 vehicles the City of Del Rio Transportation program provides curb-to-curb demand services in the Val Verde County area six (6) days a week to the elderly, disabled, and general public. The programs include out-of-town medical transportation services to San Antonio, San Angelo, Eagle Pass, and Uvalde (Monday through Friday).

Transportation Service Area Region 24 Middle Rio Grande



## Other Region – 24 Facts:

- Texas Transit Association recognized Southwest Area Transit District (SWART) with the 2020 Texas State Rural Transit System of the Year Award.
- SWART provides over 90,000 one-way trips annually while traveling of 983,000 miles collectively.
- The City of Del Rio Transportation has one (1) multimodal facility which connects to Amtrak’s passenger rail service
- The City of Del Rio is home of the Laughlin Air Force Base, busiest training facility for the US Air Force.



It is anticipated that the City of Eagle Pass will soon become the Small Urban Metropolitan Community if the population exceeds 50,000, pending the new 2020 US Census report.

The Rural Economic Assistance League (REAL, Inc.) proposes to construct a multi-modal transit facility on undeveloped land on the north side of FM 1554 between US 281 and McMaster Road, listed in Jim Wells County Appraisal District records as 913 West Front Street (West Highway 44). The transit facility will be on the southern portion of the larger parcel, which extends from FM 1554 almost to SH 44 to the north. The transit building program will include transit operations, passenger facilities, and REAL, Inc., administrative offices.

County	Population	Poverty Rate	Median Household Income	Median Property Value	Number of Employees	Median Age
Dimmit	10,663	29.80%	\$27,832	\$73,800	3,533	33.70%
Edwards	2,055	6.66%	\$40,313	\$75,300	902	49.30%
Kinney	3,675	18.60%	\$31,468	\$72,800	1,213	41.70%
La Salle	7,409	12.10%	\$51,792	\$81,600	2,822	33.80%
Maverick	57,970	26.80%	\$38,035	\$94,800	21,520	29.60%
Real	3,389	22.80%	\$34,813	\$103,000	1,292	55.00%
Uvalde	27,009	17.00%	\$41,752	\$80,700	11,308	33.90%
Val Verde	49,027	19.90%	\$45,521	\$95,900	18,916	31.70%
Zavala	12,131	34.80%	\$30,988	\$48,500	4,592	32.90%

Figure 8: Population Data by County





AGENCY NAME: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

Email or phone: \_\_\_\_\_

Your responses help us understand Health Services - Transit Needs in the Region and why your agency depends on the service. All answers are kept confidential.

**What counties does your organization cover? (Check all that apply)**

- Dimmit    Edwards    Kinney  
 La Salle    Maverick    Real  
 Uvalde    Val Verde    Zavala

**How important is transit service for your agency?**

- High Importance    Low Importance  
 Average Importance

**To where do your clients need transit services?**

- Healthcare    Employment/Training  
 Education/College    Shopping/Pay Bills  
 Church/Events    Nutrition/Meals  
 Entertainment    Other Service: \_\_\_\_\_

**Does your agency have a program or stream of funding that can assist your clients with transportation cost?**

- Yes    No    Not sure

**Would your organization be willing to contract for transit services for your clients?**

- Yes,    No,    Currently under contract

**What days and hours of transit services are needed?**

- Weekdays    Daytime (before noon)  
 Weekends    After Noon  
 Holidays    After 5pm

Other: \_\_\_\_\_

**What type of organization best describes the services you provide?**

- Human Services    Healthcare  
 Workforce    MHDD  
 Nutrition    Governmental: \_\_\_\_\_  
 Veterans    Education  
 Assisted Living/Nursing Home/Rehab

Other: \_\_\_\_\_

**Do your clients currently utilize public transportation?**

- Yes    No    Not sure

Other: \_\_\_\_\_

**Does your agency have any unmet transit needs, if yes please describe?**

---



---



---



---

**Please add any additional comments you would like to make (what specifically you would like to see).**

---



---



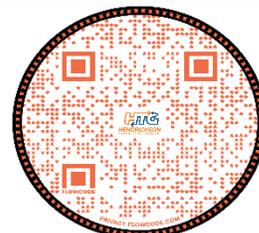
---



---

# Community Survey

Please provide this QR-Code to your clients. We need their feedback as well. They can also go to [www.rideswart.com](http://www.rideswart.com)





AGENCY NAME: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

Email or phone: \_\_\_\_\_

Your responses help us understand Health Services - Transit Needs in the Region and why your agency depends on the service. All answers are kept confidential.

**What counties does your organization cover? (Check all that apply)**

- Dimmit    Edwards    Kinney  
 La Salle    Maverick    Real  
 Uvalde    Val Verde    Zavala

**How important is transit service for your agency?**

- High Importance    Low Importance  
 Average Importance

**To where do your clients need transit services?**

- Healthcare    Employment/Training  
 Education/College    Shopping/Pay Bills  
 Church/Events    Nutrition/Meals  
 Entertainment    Other Service: \_\_\_\_\_

**Does your agency have a program or stream of funding that can assist your clients with transportation cost?**

- Yes    No    Not sure

**Would your organization be willing to contract for transit services for your clients?**

- Yes,    No,    Currently under contract

**What days and hours of transit services are needed?**

- Weekdays    Daytime (before noon)  
 Weekends    After Noon  
 Holidays    After 5pm

Other: \_\_\_\_\_

**What type of organization best describes the services you provide?**

- Human Services    Healthcare  
 Workforce    MHDD  
 Nutrition    Governmental: \_\_\_\_\_  
 Veterans    Education  
 Assisted Living/Nursing Home/Rehab

Other: \_\_\_\_\_

**Do your clients currently utilize public transportation?**

- Yes    No    Not sure

Other: \_\_\_\_\_

**Does your agency have any unmet transit needs, if yes please describe?**

---



---



---



---

**Please add any additional comments you would like to make (what specifically you would like to see).**

---



---



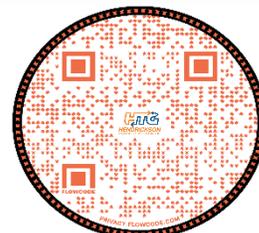
---



---

# Community Survey

Please provide this QR-Code to your clients. We need their feedback as well. They can also go to [www.rideswart.com](http://www.rideswart.com)





Your responses help us understand who uses the public transportation system in the Region and why you may not use it. All answers are kept confidential.

**Are you?**

( ) Male, ( ) Female, ( ) Other

**What is your age group?**

( ) 18 – 24 ( ) 45 – 54  
 ( ) 25 – 34 ( ) 55 – 64  
 ( ) 35 – 44 ( ) 65 – Over

**What is your race, ethnicity?**

( ) Asian, Asian Indian, Pacific Islander  
 ( ) Black, African American  
 ( ) Hispanic, Latino (a)  
 ( ) American Indian  
 ( ) Native American, Alaska Native  
 ( ) White, Caucasian  
 ( ) Other: \_\_\_\_\_

**Which County do you live in?**

( ) Dimmit ( ) Edwards ( ) Kinney  
 ( ) La Salle ( ) Maverick ( ) Real  
 ( ) Uvalde ( ) Val Verde ( ) Zavala

**What is your combined household income?**

( ) Less than \$17,999 ( ) \$18,000 - \$24,999  
 ( ) \$25,000 - \$49,999 ( ) \$50,000 - \$74,999  
 ( ) \$75,000 - \$99,000 ( ) \$100,000 or Over

**How many vehicles in your household including cars, trucks, motorcycles or motorbikes?**

( ) 0, ( ) 1, ( ) 2, ( ) 3, ( ) 4 or more

**Have you served in the military (U.S. Armed Forces, Reserve, or National Guard)?**

( ) No, ( ) Yes, ( ) Currently Serving

**How important is transit service for you?**

( ) High Importance ( ) Depend on it highly  
 ( ) Average Importance ( ) Never used it  
 ( ) Low Importance

**Do you have unmet transportation needs?**

( ) No, I am able to transport where I need to go.  
 ( ) Yes, there are times I cannot travel to where I need to go

**How would you rate the transit service in your county? Circle if you use SWART or Del Rio or both. (rank 5 as highest and 1 for lowest score)**

Customer Service	5	4	3	2	1
Dependability	5	4	3	2	1
Ride Experience	5	4	3	2	1
Safe to use	5	4	3	2	1
Cleanliness of buses	5	4	3	2	1
Easy to understand	5	4	3	2	1
On-Time Performance	5	4	3	2	1

**Do you rely on transit service to get to: (Circle answer, yes or no)**

Work:	Yes	No
Medical Appointments:	Yes	No
Shopping Stores:	Yes	No
College/School:	Yes	No
Group Events:	Yes	No
None:	Yes	No

Other: \_\_\_\_\_

**Where would you like to see more transit service? (Circle one or all that apply)**

Eagle Pass	Uvalde	Del Rio
Dimmit	Edwards	Kinney
La Salle	Maverick	Real
Uvalde	Val Verde	Zavala

**Please tell us what you would like to see more of for the transit services provided in your area? (Circle one or all that apply)**

More route service  
 Larger buses  
 Shelters for fixed routes  
 Express Services Connecting Cities in Region  
 Other \_\_\_\_\_

**Please add any additional comments you would like to make (what specifically you would like to see).**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Which of the following best describes your status?**

( ) Employed Full-time ( ) Employed Part-time  
 ( ) Student ( ) Homemaker  
 ( ) Retired ( ) Unemployed  
 ( ) Seeking Employment ( ) Disabled

Sus respuestas nos ayudan a entender quién utiliza el sistema de transporte público en la Región y por qué es posible que no lo use. Todas las respuestas se mantienen confidenciales.

**¿Sexo?** ( ) Masculino, ( ) Femenino, ( ) Otros

**¿Cuál es tu grupo de edad?**

- ( ) 18 – 24 ( ) 45 – 54  
 ( ) 25 – 34 ( ) 55 – 64  
 ( ) 35 – 44 ( ) 65 – Más

**¿Cuál es tu raza, étnica?**

- ( ) Asiático, Indio Asiático, Isleño del Pacífico  
 ( ) Afroamericano  
 ( ) Hispano, Latino (a) ( ) Indio americano  
 ( ) Nativo Americano, Nativo de Alaska  
 ( ) Blanco, Caucásico ( ) Otro: \_\_\_\_\_

**¿En qué condado vives?**

- ( ) Dimmit ( ) Edwards ( ) Kinney ( ) La Salle  
 ( ) Maverick ( ) Real ( ) Uvalde ( ) Val Verde ( ) Zavala

**¿Cuál es su ingreso familiar combinado?**

- ( ) Menos de \$17,999 ( ) \$18,000 - \$24,999  
 ( ) \$25,000 - \$49,999 ( ) \$50,000 - \$74,999  
 ( ) \$75,000 - \$99,000 ( ) \$100,000 o más

**¿Cuántos vehículos de su hogar incluyen coches, camiones, motocicletas o motos?**

- ( ) 0, ( ) 1, ( ) 2, ( ) 3, ( ) 4 o más

**¿Ha servido en el ejército (Fuerzas Armadas de los EE. UU., Reserva o Guardia Nacional)?**

- ( ) No, ( ) Sí, ( ) Actualmente

**¿Qué tan importante es el servicio de transporte para usted?**

- ( ) Alta importancia ( ) Depende mucho en el  
 ( ) Importancia media ( ) Nunca lo usé  
 ( ) Baja importancia

**¿Cuál de las siguientes describe mejor su estado?**

- ( ) Empleado a tiempo completo ( ) Estudiante  
 ( ) Empleado a tiempo parcial ( ) Ama de casa  
 ( ) Estoy buscando trabajo ( ) Jubilados  
 ( ) Desempleados ( ) Discapacitados

**¿Cómo calificaría el servicio de transporte en su condado? Circule si utiliza SWART o Del Rio o ambos. (rango 5 como más alto y 1 para la puntuación más baja)**

Servicio al Cliente	5	4	3	2	1
Fiabilidad	5	4	3	2	1
Experiencia de viaje	5	4	3	2	1
Seguro de usar	5	4	3	2	1
Limpieza de autobuses	5	4	3	2	1
Fácil de entender	5	4	3	2	1
Rendimiento a tiempo	5	4	3	2	1

**¿Confía en el servicio de transporte para llegar a: (Respuesta del círculo, sí o no)**

Trabajo:	Sí	No
Citas médicas:	Sí	No
Tiendas:	Sí	No
Universidad/Escuela:	Sí	No
Eventos grupales:	Sí	No
Ninguno:	Sí	No

Otro: \_\_\_\_\_

**¿Dónde le gustaría ver más servicio de transporte? (Circule uno o todo lo que corresponda)**

Paso águila	Uvalde	Del Río
Dimmit	Edwards	Kinney
La Salle	Maverick	Real Uvalde
Val Verde	Zavala	

**Por favor, díganos lo que le gustaría ver más de los servicios de transporte proporcionados en su área? (Circule uno o todo lo que corresponda)**

- Más servicio de ruta  
 Autobuses más grandes  
 Refugios para rutas fijas  
 Servicios Express que conectan ciudades de la región Otros  
 \_\_\_\_\_

**Por favor, agregue cualquier comentario adicional que le gustaría hacer (lo que específicamente le gustaría ver).**

\_\_\_\_\_

**¿Tiene necesidades de transporte insatisfechas?**

- ( ) No, soy capaz de viajar a donde tengo que ir.  
 ( ) Sí, hay veces que no puedo viajar a donde necesito ir.