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SOUTHWEST REGION UNIVERSITY TRANSPORTATION CENTER

**PROCEDURES FOR PLANNING AND
IMPLEMENTATION
OF THIRD-PARTY TRANSPORTATION
SERVICES**

by

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ABSTRACT

This study was designed to identify third party transportation providers and evaluate the extent of third party services currently provided in the Harris County region. The three specific objectives for this study were to: (1) identify third party transportation service providers in Harris County and the State of Texas, (2) analyze vehicle utilization, efficiency and standardization and (3) examine opportunities for brokering various social service agencies.

The methodology used to accomplish the objectives of this research included two phases. Phase one centered on the identification and selection of area social agencies that provided some form of transportation for their clients. Presently, social service agencies operate transportation services independently of each other. Thus, this survey was also designed to identify the characteristics of transportation services in an attempt to provide coordination between the various agencies. Using the analysis of phase one, phase two resulted in the compilation of a directory of agencies providing third party transportation in Texas.

The findings of this study showed that the majority of the agencies surveyed are willing to participate in a demonstration program. These results will be used to establish the goals and procedures of a future coordination project.

EXECUTIVE SUMMARY

The Center for Transportation Training and Research (CTTR) designed this study to examine the many facets of third party transportation as it exists in the target area of Houston and Harris County, Texas. In addition to identifying and surveying those agencies that operate transportation services in the targeted area, third party transportation providers statewide were also identified. The survey was designed to measure the respondent's answers on issues such as service time, vehicle trips, client base, number of riders served daily and the hours of transportation service provided. The survey results will be utilized to establish a demonstration project to coordinate some of these providers. The statewide research yielded a directory of third party transportation providers in Texas.

The survey showed that over 87% of the social service agencies identified in the study area provide some form of transportation services to their respective client base with 44% of all agencies under legislative mandate to provide such transportation service. An average of nearly 18 clients per agency were reported to utilize the transportation services daily, with the service time generally beginning at 9:00 a.m. and concluding at 6:00 p.m. Few agencies provided 24 hour emergency transportation service. An average of five trips were made daily per agency with times between vehicles ranging from ten minutes to one hour.

A majority of the agencies report that the age group *greater than 65 years old* comprised over 76% of their respective agency's client base. Ten agencies indicated that the greatest portion of their caseload (over 76%) included clients whose *income was less than \$10,000 annually*. Six agencies responded that their client base consisted of less than 25% of *Non-U.S. citizens* and eleven agencies had over 76% of their client base as *U.S. citizens*. When questioned about the ethnic composition of their client base, the respondents offered a wide range of answers, showing no particular concentration of ethnicity in service provision. Table 1 summarizes the survey findings.

Table 1

Major Findings from Survey

- Transportation services were offered regardless of age, family income and ethnicity ;
- Roughly 73% of the survey respondents indicated that all of their base is composed of U.S. citizens, and the remaining 27% of the agencies consisted of client bases of at least 75% U.S. citizens;
- Sixty-one percent of those agencies surveyed provided transportation services with vehicles that were owned by the agency itself;
- Eighty percent of the agencies offered flexible versus fixed routes;
- One out of twelve responding agencies required payment for their transportation services; the remainder were free;
- Agencies surveyed either provide transportation service or cover the transportation costs for their clients;
- Services are generally provided during the work day; emergency services are not offered.

Effective coordination would lower overall costs and have the potential to improve service levels to patrons. Certain guidelines should be followed in order to increase the opportunity for the service to be successful. A summary of these guidelines is delineated below:

- In general, flexible routes would best match with other flexible routes; fixed route services would work best with fixed routes.
- Paired services should be roughly equal in length, but should not be too long; travel times should be equal or in multiples (i.e. every 20 minutes with every 40 minutes)

- Drivers of coordinated routes should be totally volunteer or have the same pay status
- Standardize fare structures; paying and non-paying clients should not be co-mingled.
- Evaluate ridership trends to determine the number of vacant (available) seats.
- Negotiate with vendors a lease/capital agreement to control operating expenses and payment/reimbursement procedures.
- Monitor and report operational statistics

While developing schedules and organizing personnel may appear a large task, the more difficult aspect of coordinating services may lie in meshing agency requirements and orchestrating the appropriate agreements between funding sources.

As a follow-up to this study, CTTR will work with the surveyed agencies to develop a program to coordinate services. Ninety percent of the third party transportation providers in the study area indicated a willingness to participate in such a program. The American Red Cross has been acting in such a manner in the Houston area. The average American Red Cross van in the Houston area travels roughly 100 miles per day. If only 10%, or 10 miles, can be eliminated from the daily vehicle miles traveled a large energy savings will ensue. Application of the Oak Ridge National Laboratory data for energy utilization (5,983 BTUs per vehicle mile), indicates that over 1.4 million BTUs can be saved per month per vehicle with a 10% reduction in daily travel.

The planned demonstration project will document actual adjustments in daily vehicle miles resulting from the American Red Cross operation of a health oriented transportation service that was previously operated by another entity. The program will be designed to reduce costs and provide efficient transportation service to their agency client base. CTTR plans to build on the information gained from this study to establish the goals and methodology necessary to the insure successful implementation of a demonstration program.

BACKGROUND

The issues associated with transportation have gained increasing national attention in the last 20 years. Beginning in the early 1970's, American motorists have dealt with gasoline shortages, oil embargoes and the increases of gasoline prices. In response to these crises, motorists have made a dramatic shift from purchasing gas guzzlers to purchasing cars which are able to achieve 30 miles-per-gallon and more. As environmental issues have emerged at the forefront in the 1990's, transportation issues have again regained national attention. In addition to environmental concerns, legislative acts, that were signed in the late 1980's and early 1990's, have charged city officials with the effective integration of land use and mobility. The transportation industry is facing challenges unlike others in history.

Having to respond to the aforementioned issues, public transportation providers offer an important link in a city's transportation network. However, public transportation is still unable to completely satisfy the transportation needs of every segment of our society. As planners attempt to comply with the Clean Air Act Amendments of 1990, additional employer financed vanpools, as well as private transportation services will be needed. Furthermore, these transportation services must be well planned and efficient.

Over the last 20 years, studies have been conducted on social service agencies that provide transportation to their clients. These agencies are known as third party transportation providers. In 1983, the Urban Mass Transportation Administration (now the Federal Transit Administration, FTA), in conjunction with the U.S. Department of Transportation (USDOT), published a report on the Point to Point Club. This is a third party transportation service operating in Ardmore, Pennsylvania. As a division of the Resources for Human Development in Ardmore, the Point to Point Club provides door-

to-door service to elderly and handicapped clients living within their four county jurisdiction in Pennsylvania.

In Wisconsin, Sue Knapp, et. al. (1980) completed a manual designed to coordinate elderly and handicapped transportation services in rural and small urban areas throughout the state. This manual can be used in assessing the need for coordination, developing strategies, goals and objectives and the development of a sound financial plan. Third party providers have elements in common with private transportation services. Scott Pattison (1992) in Consumers' Research, relates the idea of privatizing transportation services to the New Jersey legislature in 1992. He details how the legislative bill was initiated to turn New Jersey Transit's bus routes over to private bus companies. Supporters of the bill cite the savings in taxpayer dollars that would result if "packages" of routes were offered to private operators. Those opposed to privatizing transportation services fear the current level of service would deteriorate to unacceptable levels. However, the bill would include provisions that all bus operations would continue to be monitored by the state to insure minimum levels of acceptability.

Debra Newman (1983), et. al., examined the efforts of Alameda County, California, to coordinate elderly and disabled paratransit services. The inner city cooperation and user-side subsidies allowed private taxis and vans to offer special low-cost transit services to those unable to use conventional public transportation. As a result of their program, a wide range of coordinated third party service arrangements have been instituted.

The Urban Consortium for Technology Initiatives (1980) studied the integration of not only third party transportation agencies among themselves but with conventional transit services as well. This study examines the planning, regulations and institutional factors associated with such a project. The consortium identified the various issues/problems

associated with integrating services in a single community and region. Their results can be used as a guide for other organizations attempting such an undertaking.

PROBLEM STATEMENT

The inclusion of the transportation element into an agency's operation has created many benefits, some expected but also some unexpected. These anticipated benefits include increased mobility for clients who are transit dependent, regardless of the form of transportation element utilized by the agencies (financial reimbursement, lease or the purchase of vehicles). However, the negative aspect of including transportation as a part of the services offered by a social agency revolves around the planning of transportation services and the actual manpower necessary to maintain and operate these private transportation fleets. These fleets range from a single vehicle to a large motor pool and usually operate during morning and evening peak hours. The inappropriate utilization of vehicles and a lack of standardized routing will cause routes to operate at less than optimal capacities, thereby incurring high maintenance costs and serving customers inefficiently. The additional costs of operating a transportation service include vehicle maintenance, gasoline and labor.

Many agencies are not aware of their counterparts who also provide transportation services in their area. This lack of awareness may lead to a duplication of transportation services in some communities as these social service agencies operate transportation services independently of each other. The Intermodal Surface Transportation Efficiency Act (ISTEA) encourages coordination of transportation services between different modes and providers. Coordinating transportation services with the goal of providing more

efficient transportation services to clients is not an easy task. This difficulty lies in the identification and documentation of participating agencies. This research identifies third party transportation agencies in Harris County and explores the potential for the integration of routes among those transportation providers in the region.

PURPOSE AND OBJECTIVES

This report will identify third party transportation providers and document the extent of third party transportation services currently offered in the Harris County region. Various methods of increasing effectiveness will be explored. These methods may include internal and joint contracting opportunities. The specific study objectives are as follows:

- Identify and survey third party transportation services providers in Harris County;
- Analyze vehicle utilization, efficiency and standardization; and,
- Examine opportunities for brokering various social service agencies or employer van/carpools and estimate potential savings.

Additionally, the recognition of third party transportation providers statewide will also be completed and listed in a directory. This directory will be designed to complement efforts by individuals or groups who desire to coordinate third party transportation services. The identification of existing third party transportation providers will be vital to the success of any coordination effort.

Coordinated services can potentially be a benefit to the entire Houston-Galveston region as the attempt to reduce emissions, congestion and energy usage becomes increasingly

essential. This coordinated transportation service (also known as brokering) can reduce miles and hours of travel, lessen fuel consumption, assist in the streamlining of operations and help reduce agency expenditures.

METHODOLOGY

The methodology to be used by the Center for Transportation Training and Research (CTTR) to accomplish the objectives of this report will include two phases. Phase One will center on a survey of selected area agencies that provide some form of transportation for their clients and Phase Two will result in the compilation of a statewide third party directory.

Phase One

Phase one will be directed toward the identification of third party transportation providers within Harris County. Once the identification process is complete, each agency will be surveyed to determine the following:

- Form and extent of transportation service offered;
- Individual agency's client base and the needs of the clients; and
- Willingness of each agency to participate in a coordinated program to increase the efficiency of transportation services being offered.

The survey was designed to identify the characteristics of transportation services in an attempt to provide coordination between the various agencies. In addition, the survey contained questions based on two areas: (1) types of transportation service provided and (2) the client base of each agency.

Phase Two

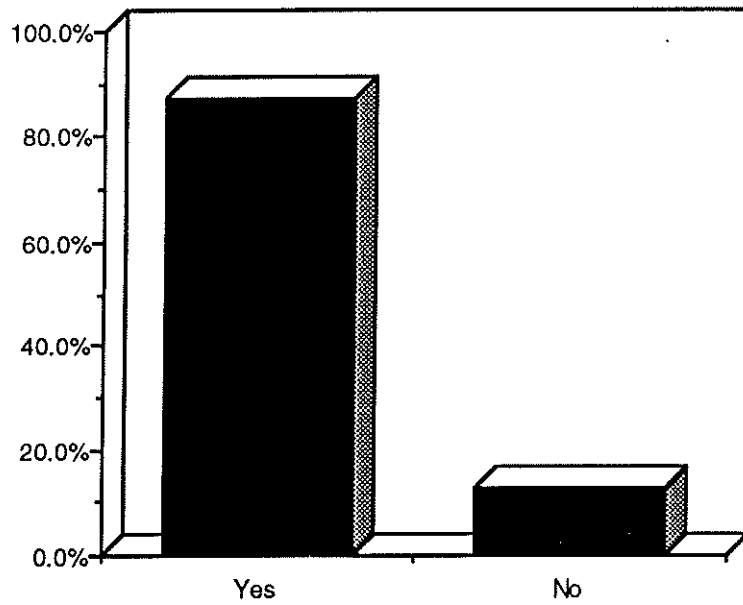
The directory of statewide third party providers will be compiled. The preliminary designation of third party agencies will involve the cooperative efforts of state and area agencies for the aging. In many instances, area agencies for aging coincide with the various council of governments currently existing in Texas. Each area agency will be asked to provide information regarding current third party transportation providers operating within their county jurisdiction. Individual third party transportation providers were contacted by mail and/or phone. Funding sources were determined to categorize those agencies receiving private or federal assistance.

MAJOR FINDINGS

Phase One of the methodology included the identification of third party transportation providers within the Harris County region. The Houston-Galveston Area Council (H-GAC) provided information resulting in over 30 social service agencies being identified that provide transportation services or assistance to their clients. Each agency was asked to respond to a survey designed to create a demographic profile of their participating clients, as well as to provide information on the type(s) of transportation services offered. CTTR received nearly a 50% response rate to that survey. The agencies are located in many parts of Houston/Harris County and provide transportation services to every quadrant of the city and county. About 87% of the agencies responded that they currently furnish transportation via private vehicles for their particular client base (Figure 1). Nearly 44% of Harris County agencies that provide transportation services in are under such legislative mandates to satisfy the transportation needs of their clients (Figure 2).

Figure 1

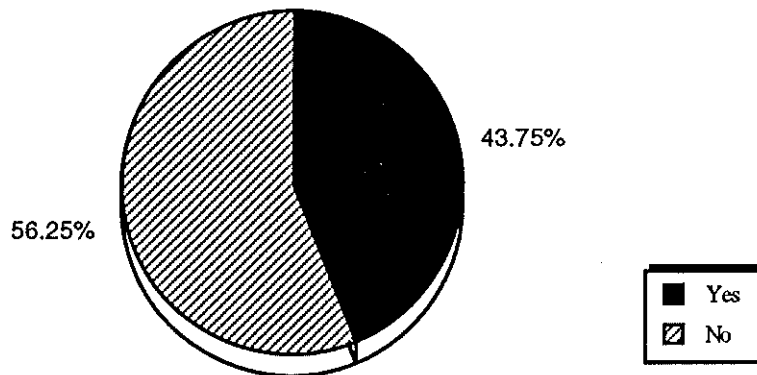
Percentages of Harris County Agencies That Provide Transportation Services



Source: CTR, Texas Southern University, 1993

Figure 2

"Are You Under Legislative Mandates to Provide Transportation for Your Clients?"



Source: CTR, Texas Southern University, 1993

Operational Characteristics

Sixty-one percent of those agencies providing transportation services did so with vehicles that were owned by the agency itself. The remainder were leased or contracted through an outside transportation source. Those agencies that provide third party transportation services and own their own vehicles are concentrated among those having clients with *health related needs* (62.5%), and age related needs (25%), (Figures 3, 4a & 4b).



Figure 3

A-2/The Houston Post/Sunday, August 14, 1994

Thousands of senior citizens voluntarily stop driving

Associated Press

NEW HAVEN, Conn. - Two years ago, Dorothy Stanton had just stepped out of her white 1970 Plymouth Duster and into her cottage when she blacked out.

"It could have happened in the car, so I said no more driving. I came to my senses," said Stanton, 82. "I stopped before I killed myself and somebody else."

Like Stanton, tens of thousands of senior citizens around the nation voluntarily stop driving each year because their health no longer permits it.

Now a Yale research team is developing a standardized test that would enable doctors to identify senior citizens who are continuing to drive when they shouldn't.

The exam would effectively move some of the responsibility from state Department of Motor Vehicles offices into doctors' offices.

The physician directing the project, Richard A. Marottoli calls driving "a public health issue." He knows his findings could ignite a debate over civil rights and doctor accountability that will reach not only physicians and patients but attorneys and lawmakers, too.

"What we need to do is carve out what the role for a doctor is on this," Marottoli said. "You have to balance personal and public safety on the one hand, with independence on the other."

Attorney Dana M. Lucisano, who handles age discrimination cases, says testing only one segment of the population may be unconstitutional.

Marottoli stresses that the test would not discriminate on the basis of age. He said it would allow a doctor to render an opinion

based on evidence of a person's physical and mental condition.

"You don't want to necessarily punish people or penalize them just because they're above a certain age, but what you want to do is somehow, be able to identify those people who truly are at increased risk because of their medical difficulties," he said.

Marottoli's group of geriatricians and therapists are still developing the test and trying out different examination methods on a focus group of about 200 elderly people in the New Haven area.

Marottoli won't discuss details of how the exam will be administered because it's still in the experimental stages. But he says it will test eyesight, hearing, motor skills, muscle function and include mental aptitude skills, such as whether a person can maintain a certain attention span and assimilate information.

"Instead of just guessing, we're trying to break it down into the different elements that are important to driving," Marottoli said.

The focus group study could be finished in six months. Then the Yale researchers would make recommendations to their peers through medical journals and symposiums. With further studies planned, the group's findings could be several years in the making.

It hasn't been determined yet how often the test would be given.

Donald Redfoot, a lobbyist for the American Association of Retired Persons in Washington, said a formal system is unnecessary because older motorists like Stanton can and often do decide to stop without any prompting.

What's more, statistics show that younger drivers and drunken drivers pose a much greater risk on the road than older people, Redfoot says.

He quoted statistics from the National Safety Council and the federal Department of Transportation that show general accident rates per 100,000 drivers are highest among 16-to-24-year-olds.

Marottoli counters that adjusting the statistics to account for the fact that older motorists are involved in about the same or more accidents per mile than younger drivers.

Redfoot acknowledges this, but says that's no reason to single out older drivers, in general, Redfoot says, the AARP would support "reasonable assessment tools" to determine whether an elderly person should drive, "as long as they don't become a way to discriminate against older drivers."

"Certainly it would be useful for doctors to have a tool that was predictive of driving performance. Too often doctors are willing to be age discriminatory," he said. "We want something that's more accurate and reliable."

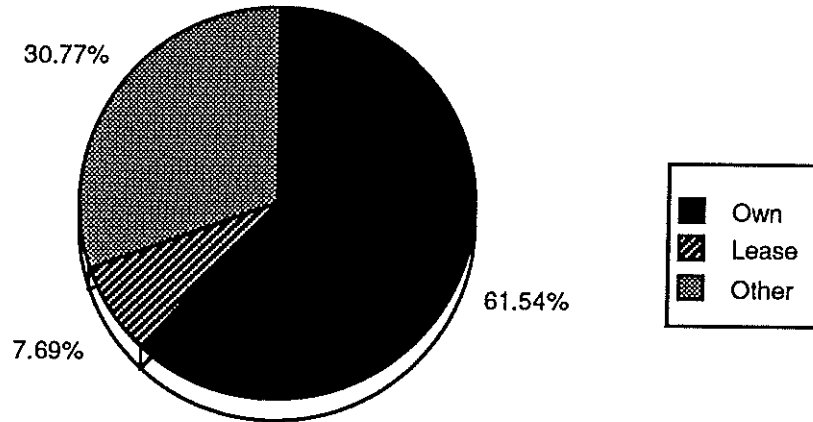
Some states already restrict older motorists, according to the American Automobile Association.

In Hawaii, for example, a regular license is valid for four years, but people ages 65 and older are issued licenses every two years. License renewal normally requires a written test and a vision test.

In Washington, D.C., drivers over age 70 must submit a doctor's report upon renewal and then may be subject to a written test and a road test.

Figure 4a

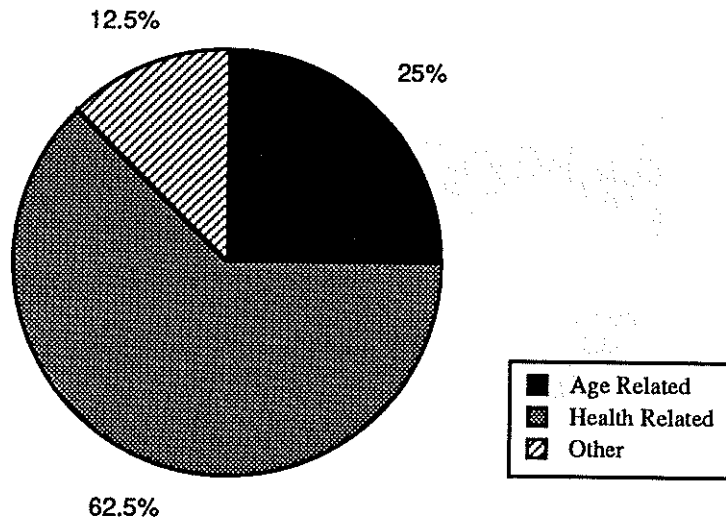
"Are the Vehicles Used in Your Transportation Service Owned, Leased, or Contracted?"



Source: CTRR, Texas Southern University, 1993

Figure 4b

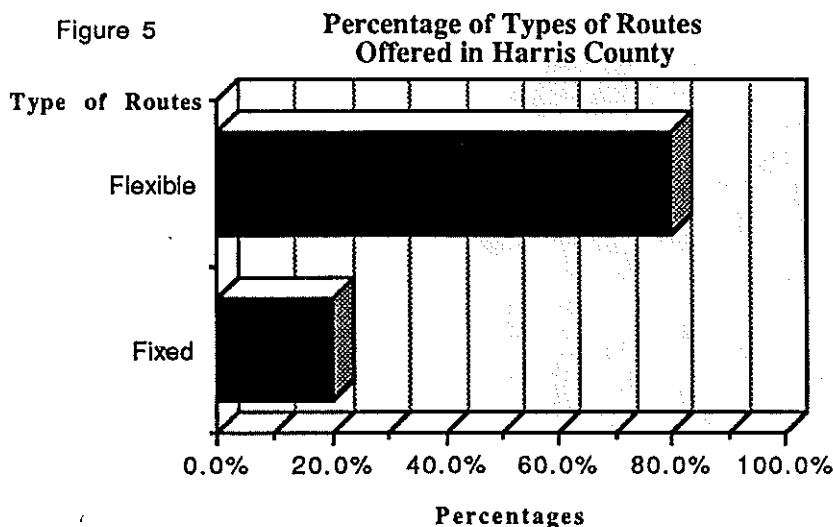
Description of Clients by Third Party Transportation Agencies That Own Their Own Vehicles



Source: CTRR, Texas Southern University, 1993

The survey asked the respondents to describe the transportation service being offered as flexible or fixed routes. Eighty percent of the responding agencies reported their services as being flexible routes and the remaining 20% percent described their services as fixed routing (Figure 5).

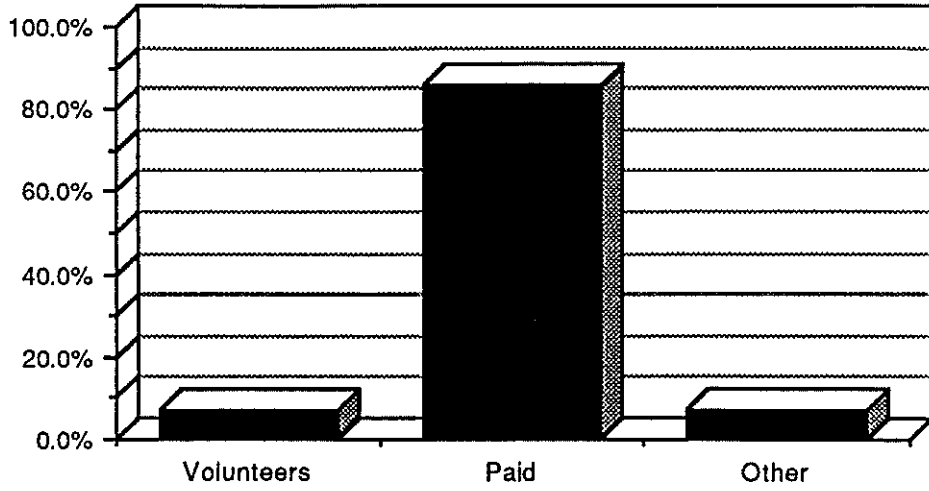
The survey requested information about the number of participating clients within each agency. An average of nearly 18 clients per agency utilize the services provided with service time generally beginning at 9:00 a.m. and concluding at 6:00 p.m.. A few agencies offer 24 hour emergency transportation service through agency vehicles or a reimbursement to clients for the expense in using other transportation services. An average of five round trips are made daily per agency, with times between trips ranging from ten minutes to one hour. In providing these transportation services with varying service times and routes, almost 86% of the agencies have opted to pay their vehicle drivers some form of salary (Figure 6). However, transportation clients do not pay for the service in nearly 94% of the surveyed agencies (Figure 7).



Source: CTR, Texas Southern University, 1993

Figure 6

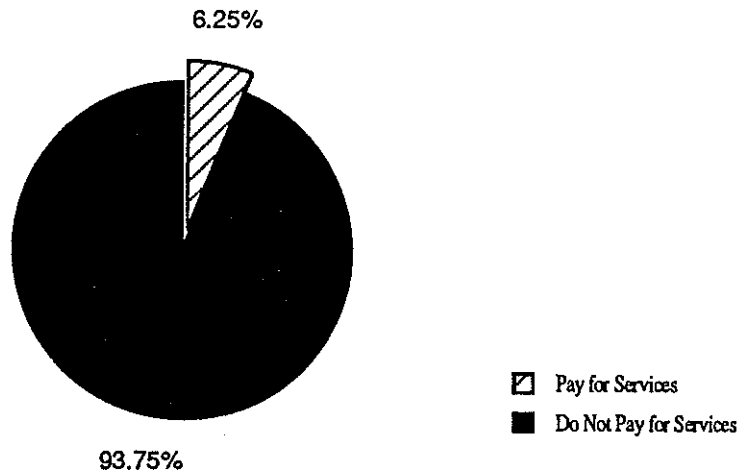
Compensation for Third Party Transportation Providers Vehicle Drivers



Source: CTTR, Texas Southern University, 1993

Figure 7

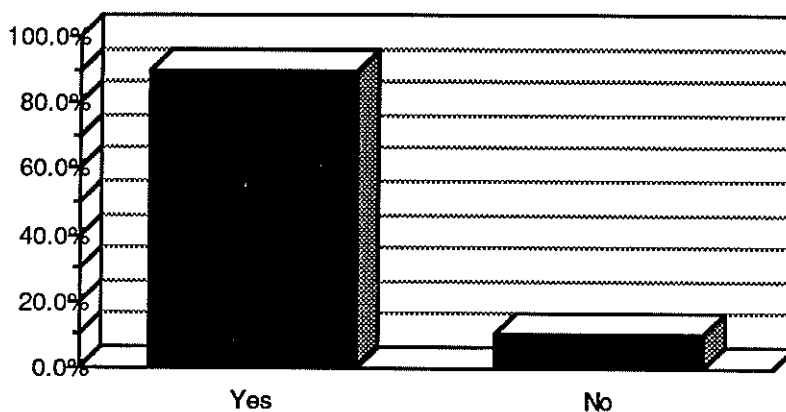
Do Your Clients Pay for Transportation Services?



Source: CTTR, Texas Southern University, 1993

The final question on the survey asked the respondents if they would be willing to participate in a research (demonstration) project with the objective of lowering cost and providing better service to their respective clients. Ninety percent of the respondents replied that they would be willing to participate in any project aimed at reducing costs and improving efficiency (Figure 8).

Figure 8 "Are You Willing to Participate in a Project Aimed at Reducing Costs and Improving Efficiency?"



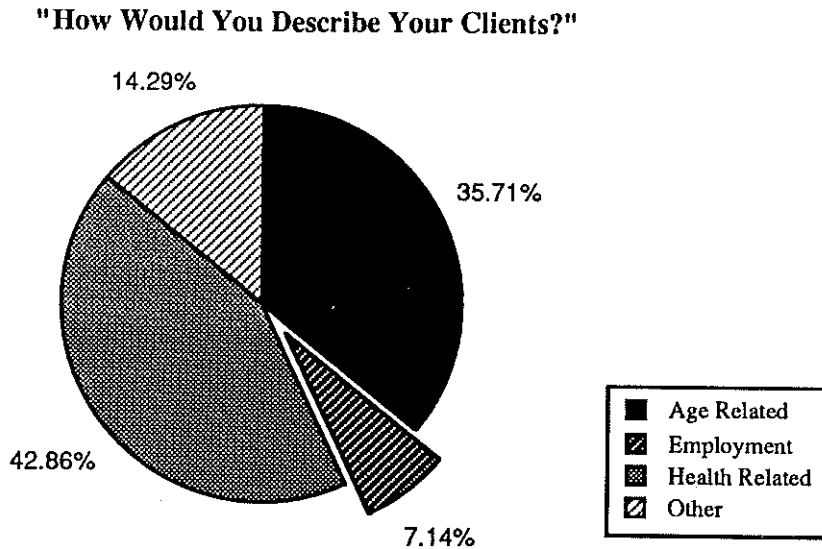
Source: CTR, Texas Southern University, 1993

Client Base

Over 42% of the agencies surveyed defined their client base by the category *health related*, with another 36% being *age related*. The remainder of agencies' clientele (14.29%) is listed as *other* (*other* consists of those clients needing transportation based on *income, welfare assistance* or *job placement*) (Figure 9). The agencies were asked additional questions concerning *age, family income, citizen status, and ethnic origin* of

to senior-citizens, in many cases, also have programs for infants and toddlers. Generally, a particular agency's client base was shown to have more than one ethnic group, age group, etcetera. Therefore one agency may be represented in several categories on any one particular question.

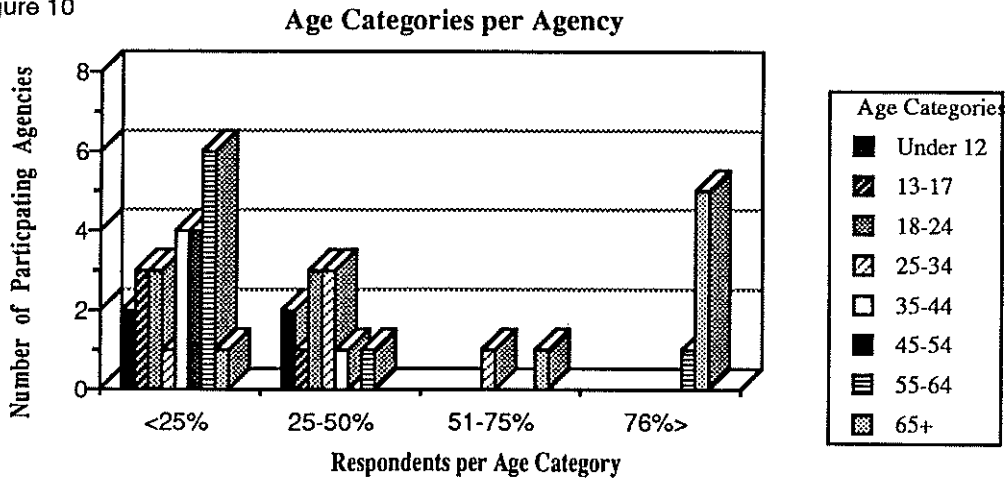
Figure 9



Source: CTTR, Texas Southern University

Age The surveyed agencies were asked to describe the ages of their clients. The age categories were separated into the following groups: 0-12 , 13-17, 18-24, 25-34, 35-44, 45-54, 55-64, 65 and older. The agencies were permitted to respond by percentages within each category that applied to their client base. Six agencies responded that their clients in the 55-64, and 65+ age categories consisted of over 76% of the agency's client base. On the other end of the scale, all age groups were represented at least 0%-25% in all responding agencies (Figure 10).

Figure 10

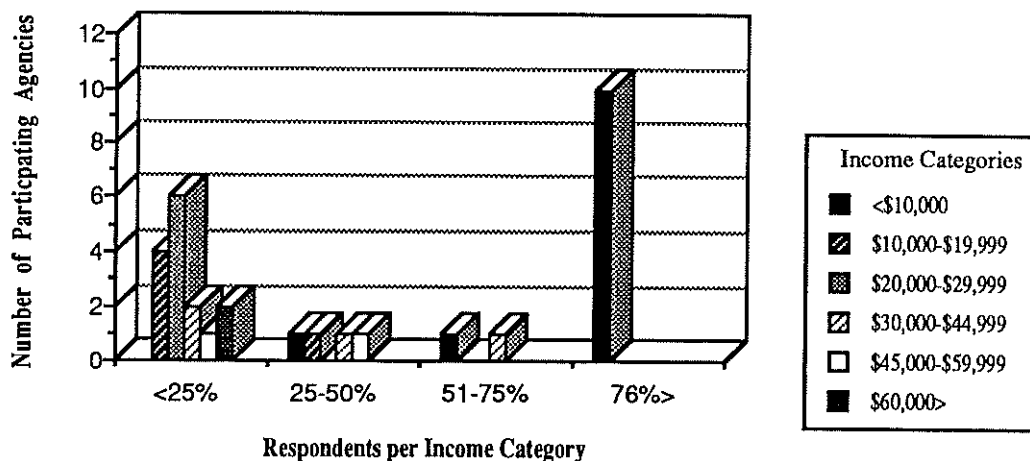


Source: CTR, Texas Southern University

Income The surveyed agencies were questioned regarding the income of their respective clients, and were asked to respond by percentages of each category that applied to their client base. The annual income categories consisted of the following groupings: Less than \$10,000, \$10,000-\$19,999, \$20,000-\$29,999, \$30,000-\$44,999, \$45,000-\$59,999, and \$60,000 or more per year. Ten agencies report the income group of \$10,000 or less comprise over 76% of their total client base. One agency each reported that 51% to 75% and 26% to 50% of their clients are in this group. Five agencies reported \$10,000 to \$19,999 as the income of 25% to 50% of their clients, while \$20,000 to \$29,999 was the income for fewer than 25% of clients in six agencies. Three agencies listed \$30,000 to \$44,999 as the income of 1%-50% of their client base, and one agency reported a client base in the 51% to 75% category for the same income group. Finally, the income groups \$45,000 to \$59,999 and \$60,000 and more had a combined total of four agencies reporting that these income categories comprised 1%-50% of their respective agencies (Figure 11).

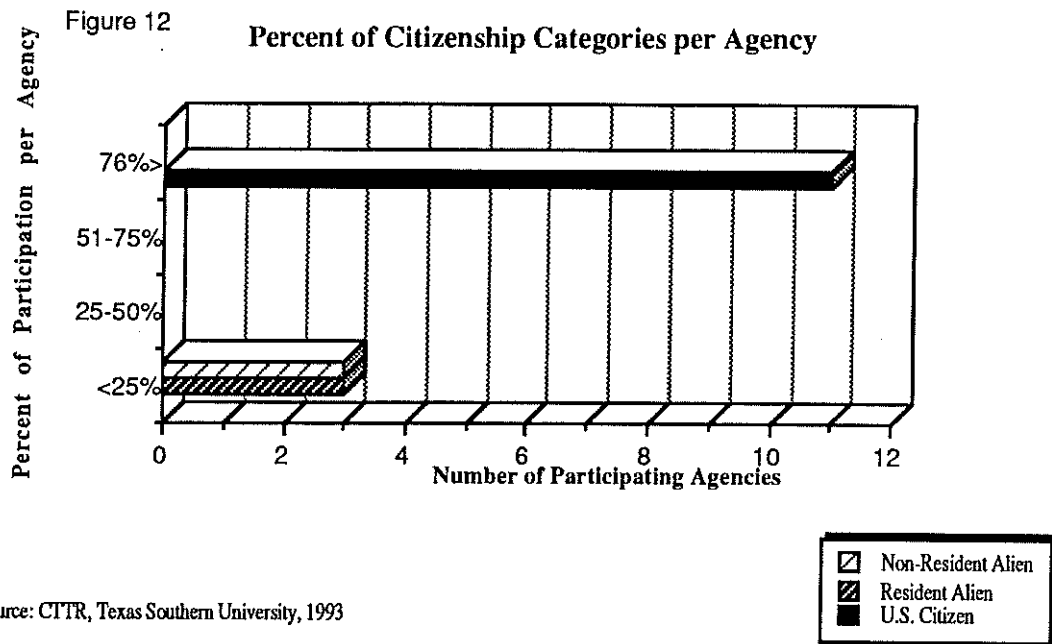
Figure 11

Income Categories per Agency



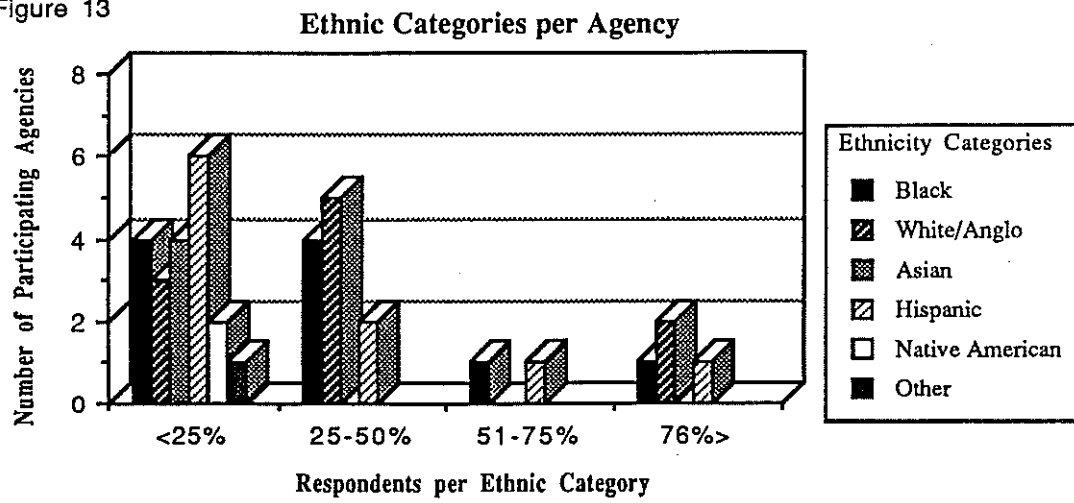
Source: CTRR, Texas Southern University

Citizenship The survey asked each agency to describe the citizen status of their respective client bases. The non-U.S. citizens were comprised of resident and non-resident aliens. Eleven agencies reported 76% and greater of their clients are U.S. citizens, while less than 25% of six agencies reported their client population as being composed of non-U.S. citizens (Figure 12).



Race The survey asked the respondents to categorize the ethnic make-up of their clients. The ethnic categories used in the survey consisted of the following groups: *Black, White, Asian, Hispanic, American Indian and other*. Four agencies responded that the category of *Black* clients comprised less than 25% of the total client base, while only one agency said their client base consisted of more than 76% of *Blacks*. A total of eight agencies reported that less than 25% of their clientele consisted of *Hispanics* and *Whites*, respectively. However, two agencies identified their ethnic makeup as over 51% *Hispanic* (Figure 13).

Figure 13



Source: CTR, Texas Southern University

SUMMARY

The primary objective of this study was to identify and ascertain the parameters of third party transportation provision in the Houston-Harris County area. The findings will enhance the coordination and integration of third party transportation services throughout the state of Texas and determine the opportunities to coordinate a portion of these services. The characteristics of the services would target the group of entities that would be candidates for coordination.

A key component of the project was the survey designed to determine operating and client characteristics of the responding third party providers. The findings of this report identify the extent of transportation services provided by these social service agencies. A majority of those surveyed (87.5%) provided some form of transportation, via private vehicles, or offered their clientele financial reimbursement for the out-of-pocket cost of transportation to their facilities or to health care locations. In addition, survey results showed that most patrons of third party services have health, age or income attributes, which make them eligible for transportation service. These variables define a transit dependent market; thus, eligible patrons often have no other means of travel and have little or no money to spend on transportation. (Table 1 provides a summary of the principal survey findings.)

The significance of third party transportation to assist clients with basic services is paramount. Further as the population ages, more of these services will be needed. As the demand for third party services increases, the lack of adequate available funding will undoubtedly become more acute. Thus, it is imperative that greater efficiency be achieved in these services in ensuing years. In that manner, greater patron volumes can be accommodated for relatively the same costing levels.

Further, the Federal Transit Administration (FTA) which provides Section 16 funding for many of the third party agencies encourages coordination. In fact, one FTA goal states that it "will strengthen linkages between transit and community by collaborating with other Federal agencies to foster integration of transit with housing, health care, employment, daycare, retail and entertainment," (undated brochure). The results of this project will be used in a future effort to coordinate transportation providers and integrate their respective routes. Those agencies that have agreed to participate in such an effort have been identified through the survey.

Effective coordination would lower overall costs and has the potential to improve service levels to patrons. Certain guidelines should be followed in order to increase the opportunity for the service to be successful. The preliminary guidelines necessary to ensure success of the demonstration project have been identified. A summary of these guidelines is delineated below:

- In general, flexible routes would best match with other flexible routes; fixed route services would work best with fixed routes.
- Paired services should be roughly equal in length, but should not be too long; travel times should be equal or in multiples (i.e., every 20 minutes with every 40 minutes)
- Drivers of coordinated routes should be totally volunteer or have the same pay status.
- Standardize fare structures; paying and non-paying clients should not be co-mingled.

- Evaluate ridership trends to determine the number of vacant (available) seats.
- Negotiate with vendors a lease/capital agreement to control operating expenses and payment/reimbursement procedures.
- Monitor and report operational statistics

While developing schedules and organizing personnel may appear a large task, the more difficult aspect of coordinating services may lie in meshing agency requirements and orchestrating the appropriate agreements between funding sources.

The Report to the Commissioner of Health and Human Services: Findings and Recommendations of the Office of Client Transportation Services (1994) makes three basic recommendations for client services in Texas. The first is to "form public/client transportation service regions", thereby facilitating coordination between potential service providers. Secondly, the report suggests formalizing a planning process which will assist providers in their efforts to increase service efficiency. Lastly, the report recommends continuing the advisory groups established to improve third party transportation provider services. It is the second recommendation to which this study is geared.

Future Work

Of the agencies surveyed, 60% were interested in the opportunity for coordination. Some of the agencies handled sensitive situations, such as protective services for women and children, and were not suitable for brokering. The extent to which services can be coordinated will be the focus of subsequent research. Environmental, energy and operational issues will be examined. An assessment will be made of the benefits, disbenefits and challenges involved in service coordination. One agency in particular, the

American Red Cross (ARC), is beginning to serve as a broker in the metropolitan Houston area. The local ARC chapter has been asked to replace service previously offered by several other transportation entities. Others in the metropolitan area have discussed the concept of coordination with the ARC, as well. The experience of one of these service replacements will be the focus of subsequent research.

Potential Energy Savings

The average American Red Cross van in the Houston area travels roughly 100 miles per day. If only 10% or 10 miles can be eliminated from the daily vehicle miles traveled a large energy savings will ensue. Application of the Oak Ridge National Laboratory data for energy utilization (5,983 BTUs per vehicle mile), indicates that over 1.4 million BTUs can be saved per month per vehicle with a 10% reduction in daily travel. The planned demonstration project will document actual adjustments in daily vehicle miles resulting from the American Red Cross operation of a health oriented transportation service that was previously operated by another entity.

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Knapp, Sue F., Hannah Worthington, and Jon E. Burkhardt, Wisconsin manual to Coordinate Elderly and Handicapped Transportation Services in Rural and Small Urban Counties, prepared for the Bureau of Transit Wisconsin Department of Transportation, December 24, 1980.

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APPENDIX A

Third Party Transportation Provider Survey

Third Party Transportation Provider Survey
Center for Transportation Training and Research
Texas Southern University
3100 Cleburne, Houston, TX 77004

The purpose of this survey is to delineate the nature of third party transportation service in Harris and adjacent counties. Please respond to each question by checking the appropriate box or filling in the appropriate blank. Thank You.

1. Do you provide transportation for your clients on a regular basis?

Yes, skip to #3 No

2. If no (question #1), what are the normal means of transportation for your clients?

Personal auto; Carpool; Metro Taxi Walk;

Other, Specify _____

If you do not provide transportation for your clients, you may skip to question #17

3. How would you describe the service you offer?

Age Related Income Related Employment Related

Health Related Other, Specify _____

4. Tell us about your client or customer base, please respond with percentage (%) in each category, if possible.

Age 00 - 12; _____ 35 - 44; _____
 13 - 17; _____ 45 - 54; _____
 18 - 24; _____ 55 - 64; _____
 25 - 34; _____ Over 65; _____

Family Income Under \$10,000; _____ \$30,000-\$44,999; _____
 \$10,000-19,999 _____ \$45,000-\$59,999 _____
 \$20,000-\$29,999 _____ \$60,000 & Over _____

Race/ethnic Black _____ Hispanic _____
 White/Anglo _____ Native American _____
 Asian _____ Other _____

Status U.S. Citizen _____ Resident Alien _____ Non-Resident Alien _____

5. How many vehicles do you use in your transportation service?

Own _____ Lease _____ Other Specify _____

6. How many riders do you serve each day? _____

7. Is your service

Fixed route _____ (Please provide a map) Flexible route _____

Other, Specify _____

8. Are you under any legislative mandate to provide transportation for your clients?

Yes No

9. What are the hours of transportation service?

- Between 5:00 am - 9:00 am
- Between 9:00 am - 12:00 pm
- By Appointment Only _____
- Between 12:00 pm - 3:00 pm
- Between 3:00 am - 6:00 pm
- Other, Specify _____

10. What area do you cover?

- Northeast quadrant
- Northwest quadrant
- Southeast quadrant
- Southwest quadrant
- Entire City
- Inner Loop
- Others, Specify _____

11. How many vehicle trips do you provide each day?

Number of Trips _____

12. What is the service time between your vehicles?

- 10 to 15 minutes
- 15 to 30 minutes
- Other, Specify _____
- 30 to 40 minutes
- 40 to 50 minutes
- 50 to 60 minutes
- 60 to 70 minutes

13. Approximately what does it cost you to operate your transportation service?

	Month	Year
Vehicle Cost	\$ _____	\$ _____
Driver Cost	\$ _____	\$ _____
Fuel Cost	\$ _____	\$ _____
Maintenance & repair	\$ _____	\$ _____
Parking Fee	\$ _____	\$ _____
Others, Specify	\$ _____	\$ _____
Total	\$ _____	\$ _____

14. Do clients pay for the service? (a) Yes No
 (b) How much \$ _____

15. Are your drivers? Volunteers Paid Other, Specify _____

16. What are the key problems you have encountered or anticipate during your project implementation period?

17. Would you be willing to participate in a research project with the objective of lowering costs or providing better service to your clients?

Yes No

18. Comments

19. Please provide the following information:

Name of your agency _____ Respondent's name _____

Telephone number where respondent may be contacted _____

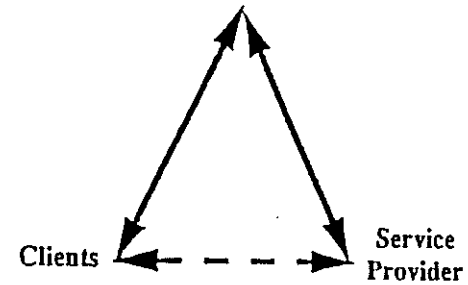
APPENDIX B

Directory of Third Party Transportation Providers in Texas

Southwest Region University Transportation Center

DIRECTORY OF THIRD PARTY
TRANSPORTATION PROVIDERS IN TEXAS

Third Party
Transportation Provider



Third Party Transportation Providers :
The Link Between People and Services

CENTER FOR TRANSPORTATION TRAINING AND
RESEARCH

Texas Southern University
3100 Cleburne
Houston, Texas 77004

Statewide Directory-Third Party Transportation Providers

For the purposes of this statewide directory, third party transportation providers are defined as those individuals or agencies that provide transportation programs to an identified set of clients with particular transportation needs. These transportation programs can have routes that are fixed or variable, and may operate on a fixed time schedule or on demand. While public transportation still satisfies transportation needs in urban environments, there are many rural communities where public transportation is not as extensive.

As Texas approaches an era where air quality will be foremost on the minds of transportation and government officials, innovative approaches to providing transportation services must be initiated. The Center for Transportation Training and Research (CTTR) at Texas Southern University has undertaken the project of identifying third party providers

throughout the state of Texas. The objective is to provide a listing of agencies that offer transportation programs to their respective clients. In the Harris county region CTTR will procede with a demonstration project in the coordination of third party providers in the attempt to blend individual routes and schedules. This blending of routes and schedules will lower miles and hours of travel thereby reducing auto emissions. In addition to the reduction of fuel consumption, it is anticipated that the clients will experience increased transportation benefits due to this level of coordination. It is hoped that a successful Harris County third party coordination project will encourage similar such projects throughout Texas. A statewide directory of third party transportation providers will be invaluable to any individual or group attempting such a project on a large scale.

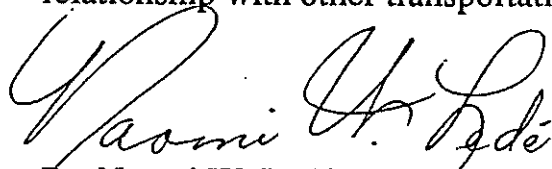
Based a survey conducted by CTTR of third party providers in Harris County, the majority of transportation programs were age related

(37.5%) or health services related (43.75%). Therefore it was hypothesized by CTTR that those agencies whose clients require medical and other health services would most likely offer some type of transportation program. Initial contact was made with the Texas Department on Aging, who in turn provided addresses and phone numbers of 28 area agencies on aging. These area agencies on aging coincide with the various councils of government throughout the state of Texas. Each area agency on aging was contacted by phone about known third party transportation providers operating within their individual county jurisdiction.

The listing of third party providers has been listed alphabetically. Those agencies that receive some form of federal transportation funds (example: Section 9, 16(b)(2)) have an asterick (*) following the agency name.

It our sincere desire that this statewide directory will serve two purposes: provide a directory for

those individuals who have transportation needs that, for whatever reasons, are not being served by public transportation, and assist those individual third party transportation providers who are interested in establishing a business relationship with other transportation providers.



Dr. Naomi W. Ledé, Executive Director
Center for Transportation Training and
Research
Texas Southern University

Adult Resources Centers of Houston
P.O. Box 231622
Houston, TX 77223-1622

**Alameda Heights
Outreach Foundation***
2721 Lyola
Dallas, TX 75241
(214) 372-4620

**Alamo Hearing Impaired
Senior Citizens**
307 Marshall Street
San Antonio, TX 78212
(210) 222-9113

Amarillo Multiservice Center*
3108 South Filmore
Amarillo, TX 79110

Amarillo Hospital District Auxillary*
4101 Mockingbird
Amarillo, TX 79109

**American Red Cross Greater Houston Area
Chapter**
P.O. Box 397
Houston, TX 77001-0397

**American Red Cross-Clear Lake
Service Center**
18301 A Egret Bay Blvd.
Houston, TX 77058

American Religious Townhall/Adult Daycare*
506 Southwest 23rd Street
Grand Praire, TX 75051
(214) 641-3976

**American Red Cross
-HIV/AIDS**
P.O. Box 397
Houston, TX 77001-0397

American Red Cross*
1515 South Sylvania
Fort Worth, TX 76111
(817) 336-8714

American Red Cross-Baytown Service Center
3509 Decker Drive
Baytown, TX 77520

Aransas Pass Senior Center
254 13th Street
Aransas Pass, TX 78366
(512) 7583669

**Area Transport Services
of East Texas**
P.O. Box 83
Longview, TX 75606
(903) 236-8721

Banquete Senior Center
FMR 666
Banquete, TX 78339
(512) 387-5665

Bay Area Women's Center
P.O. Box 3735
Baytown, TX 77522

**Bayshore Community
Development, Inc.**
520 Harding
Baytown, TX 77522

Baytown Senior Center *
1715 Market
Baytown, TX 77520

Benavides Civic Center
Hwy 359 East
Benavides, TX 78341
(512) 256-3953

Bethphage Community Service
1699 Dallas Parkway
Dallas, TX 75248
(214) 380-8811

Bishop Senior Center
301 West Main
Bishop, TX 78343
(512) 584-3755

Bivins Memorial Nursing Home*
1001 Wallace Blvd.
Amarillo, TX 79106

Booker Booster Club*
P.O. Box 125
Booker, TX 79005

Brazos Transit*
1817 A. North State Hwy
Bryan, TX 77803-1223

Briarwood Apartments
1701 Thames
Corpus Christi, TX 78412
(512) 991-8081

Broadmoor Senior Center
1456 Waldon
Corpus Christi, TX 78416
(512) 888-7012

Brooks County Senior Center
200 West Travis
Falfurrias, TX 78355
(512) 325-9052

Capital Area World Transit Center*
P.O. Box 66
Austin, TX 78745
(512) 478-7433

CC Young Memorial Home*
4829 West Lawther Dr.
Dallas, TX 75214
(214) 827-8080

Centenary United Methodist Church*
7224 Umphress
Dallas, TX 75217
(214) 398-9502

Centex Association for Retarded Citizens*
P.O. Box M
Mexia, TX 76667
(817) 562-2891

Chandler Center Services
137 West French Place
San Antonio, TX 78212
(210) 737-5199

**The Christian Center
Assembly of God**
725 W. Brazor
West Columbia, TX 77486

Christian Care Center*
1010 Wiggins Parkway
Mesquite, TX 75150
(214) 686-3100

Coldwater Manor Nursing Home*
P.O. Box 1189
Straford, TX 79084

Collin County Mental Health Retardation Center*
108 S. College, Suite A
McKinney, TX 75069
(214) 562-0080

Colorado Valley Transit*
P.O. Box 940
Columbus, TX 78934

Community Homes for Adults*
 10830 N. Central Expressway
 Dallas, TX 75231
 (214) 373-8600

Community Action Center
 806 Alviar
 Alice, TX 78332
 (512) 664-0099

Concepcion Civic Center
 Farm Rd 716
 Concepcion, TX 78349
 (512) 539-4377

Council on Aging
 912 Church St.
 Rockfort, TX 78382
 (512) 729-5352

Crisis Intervention of Houston
 P.O. Box 130866
 Houston, TX 77219

Dallas Pilot Homes*
 2519 Oak Lawn Ave.
 Dallas, TX 75219
 (214) 559-2350

Dan Dancinger
Jewish Community Center*
 6801 Dan Dancinger
 Fort Worth, TX 76133

Denton County Association of Retarded Citizens
 1701 A. North Elm
 Denton, TX 76201
 (817) 382-0551

Dumas Nursing Rehabilitation Center*
 224 East 2nd
 Dumas, TX 79029

Dumas Satellite Workshop*
 P.O. Box 1474
 Dumas, TX 79029

Economic Action Committee of the Gulf Coast
 P.O. Box 1685
 Bay City, TX 77404-1685

Edroy Senior Center
 OLG Parish Hall
 Edroy, TX 78352
 (512) 368-2818

Elderly Nutrition Program
111 East Corpus Christi
Beeville, TX 78102
(512) 358-4302

Ellis County Committee on Aging
716 Dunaway, Rm A
Waxahachie, TX 75165
(214) 937-7023

Elmwood United Methodist Church*
1315 Berkley
Dallas, TX 75224
(214) 339-4112

Ennis Golden Circle Center*
100 1/2 W. Lampass
P.O. Box 547
Ennis, TX 75120
(214) 875-6101

Ethel Eyerly Senior Center
4040 Greenwood Dr.
Corpus Christi, TX 78416
(512) 937-6316

First Baptist Church
Old Ocean
P.O. Box 27
Old Ocean, TX 77463

First Baptist Church
P.O. Box 31
Rosenberg, TX 77471

Fort Bend Senior Citizens, Inc.*
2801 B.F. Terry Blvd.
Rosenberg, TX 77471

Freer Civic Center
608 East Carolyn
Freer, TX 78349
(512) 394-7382

Fulton Community Church
Third and Chapel
Fulton, TX 78382
(512) 729-5352

**Galveston County Community
Action Council, Inc.**
2627 Avenue M
Galveston, TX 77550

**Galveston County
Senior Citizens Program***
2201 Ave L
Galveston, TX 77550

Golden Acres Activity Center*
2525 Centerville Road
Dallas, TX 75228
(214) 327-4503

**Grace Presbyterian
Village***
550 Ann Arbor Ave
Dallas, TX 75216
(214) 376-1701

Grand Persons, Incorporated *
119 Highway 75 N
Huntsville, TX 77340

**Greater Randolph Area
Service Programs, Inc.**
417 East Avation
Universal City, TX 78148
(210) 658-6351

Greenwood Senior Center
4040 Greenwood Dr.
Corpus Christi, TX 78411
(512) 854-4628

Gregory Senior Center
103 Granjeno
Gregory, TX 78359
(512) 643-5014

Hansford Manor Nursing Home
707 South Roland
Spearman, TX 79081

Health, Incorporated
217 Cactus
San Antonio, TX 78203

Hill County Community Action
P.O. Box 846
Sansaba, TX 76877
(915) 372-5167

Hilltop Nutrition Site
11425 Leopard Street
Corpus Christi, TX 78411
(512) 241-3956

The Homeless Families Program
2525 Holly Hall
Houston, TX 77219-0435

Hood County Committee on Aging*
224 N. Travis
Gransbury, TX 76048
(817) 573-5533

Houston Area Women's Center
3101 Richmond, Suite 150
Houston, TX 77098

Ingleside Senior Center
Ave East and Seventh
Ingleside, TX 78362
(512) 776-3136

Jewish Community Center*
5601 S. Braeswood
Houston, TX 77096

Johnson County Community on Aging*
P.O. Box 671
Cleburne, TX 76031
(817) 641-7895

Juliette Fowler Homes*
200 South Fulton Street
Dallas, TX 75214
(214) 827-0813

Kings Manor Nursing Home*
P.O. Box 1999
Hereford, TX 79045-1999

Kleberg County Human Services
720 East Lee
Kingsville, TX 78363
(512) 595-8572

Liberty County Project on Aging*
P.O. Box 650
Liberty, TX 77575

The Lighthouse of Houston Families Program
P.O. Box 130435
Houston, TX 77553

Limestone County Transit*
510 West State
Grovesbeck, TX 76642
(817) 729-5123

Lindale Senior Center
3135 Swantner
Corpus Christi, TX 78411
(512) 854-4508

Marriot Management System
500 E. San Antonio, Ste. 6102
El Paso, TX 79901
(915) 533-7195

**Martin Luther King, Jr.
Community Center, Inc.**
2720 Sampson
Houston, TX 77004

Mathis Senior Center
Bee and Larado
Mathis, TX 78368
(512) 547-6232

City of Mesquite*
P.O. Box 850137
Mesquite, TX 75185
(214) 288-7711

Montgomery County Committee on Aging*
412 East Davis
Conroe, TX 77301

**Navarro County Association
of Retarded Citizens***
P.O. Box 1145
Mesquite, TX 75185
(214) 872-1931

New Birth Baptist Church*
444 W. Ledbetter Dr.
Dallas, TX 75224
(214) 374-0828

Notre Dame Vocational Center*
2018 Allen St.
Dallas, TX 75204
(214) 720-3911

Oaklawn Community Services*
P.O. Box 191094
Dallas, TX 75219
(214) 524-8108

**Ochiltree Senior Citizens*
Citizens Associations**
120 S.W. 15th Avenue
Perryton, TX 79070

Oden Senior Center
700 Cook
Odem, TX 78370
(512) 368-2900

Opportunities, Inc.*
930 Illinois
Borger, TX 79007

Orange Grove Senior Services
116 Eugenia
Orange Grove, TX 78372
(512) 384-9522 .

Our Lady of Guadalupe Annex
General Delivery
Riveria, TX 78379
(512) 595-8572

Parker County Committee on Aging*
1225 Holland Lake
Weatherford, TX 76086
(817) 594-7419

Pasadena Interfaith Manor*
2112 Easthaven
Pasadena, TX 775506

Pettus Senior Citizen's Center
Hay Street
Pettus, TX 78145
(512) 375-2221

Phoenix House*
9353 Garland Road
Dallas, TX 75218
(214) 321-7036

Portland Senior Center
1100 Moore Ave.
Portland, TX 78374
(512) 643-3501

Power Rehabilitation Center*
P.O. Box 190
Allen, TX 75002
(214) 727-9133

Premont Senior Services
109 W. Main
Premont, TX 78375
(512) 348-3766

Realitos Civic Center
HWY 359
Realitos, TX 78376
(512) 527-4091

Ricardo Senior Center
General Delivery
Ricardo, TX 78363
(512) 595-8572

Riceland Regional MHA
624 Preston
Columbus, TX 78934

Sandria Senior Services
HWY 59
Sandria, TX 78372
(512) 547-3837

Sequoia, Inc.*
Empire Central Dr. #264
Dallas, TX 75247
(214) 634-3431

**Services to Handicapped and Aged Persons
(SHAPE)**
10003 Hasskarl Dr.
Brenham, TX 77833
(409) 836-6552

Sinton Senior Center
Godville and Hardville
Sinton, TX 78387
(512) 364-5573

Skidmore Senior Citizen's Center
6000 First Street
Skidmore, TX 78389
(512) 287-3256

Somerset Senior Citizen's Center
19327 K. Street
Somerset, TX 78069
(210) 429-3442

Somervell County Committee on Aging*
P.O. Box 1397
Glen Rose, TX 76043
(817) 897-2139

St. Vincent's Episcopal House
P.O. Box 576
Galveston, TX 77550

Taft Senior Center
110 Allendale
Taft, TX 78390
(512) 528-3867

**Texas Panhandle Community
Community Services***
P.O. Box 321550
Amarillo, TX 79120

**Trax-Rural
Transportation Network***
P.O. Box 83
Texarkana, TX 77505
(903) 832-8636

Trinity Terrace Retirement Center*
1600 Texas St.
Fort Worth, TX 76102
(817) 338-2400

United Way of Galveston*
P.O. Box 130435
Houston, TX 72190-4335

Variety Club Van System*
12934 Lansford
Dallas, TX 75224
(214) 941-6008

Washington Center
114 San Rankin
Corpus Christi, TX 78401
(512) 882-6279

Wesley Community Center*
1615 South Roberts
Amarillo, TX 79102

Wesley Community Center, Inc*
1410 Lee Street
Houston, TX 77009

Westchester House*
5554 South Summit
Fort Worth, TX 76104
(817) 336-2593

Wharton County Junior College
Senior Citizen Program
911 Boling Hwy
Wharton, TX 77488

Wise County Community on Aging*
205 N. Trinity Street
Decatur, TX 76234
(817) 627-5329

YMCA of Metropolitan
Dallas Park-South*
2500 Romine Street
Dallas, TX 75215
(214) 421-5301

YMCA of Metropolitan-Fort Worth
5408 Davis Blvd
Fort Worth, TX 76180
(817) 485-3933

Zavala Senior Center
442 Mohawk
Corpus Christi, TX 78405
(512) 882-1561