

DELIBERATIVE PROCESS

WTEP sought input from a wide audience to ensure the vision, mission, goals and objectives of this HHSTP were reflective of the community as a whole. The project team used various channels such as surveys, public outreach meetings, stakeholder meetings, social media, email-blasts, and phone calls. To discuss the plan goals and objectives, multiple stakeholder meetings were held throughout 2021. (A full breakdown of public outreach methodology and the results of stakeholder meetings can be found in Chapter I). Active participation from a cross-section of organizations was critical in developing this HHSTP’s vision and mission statements as well as the plan goals and objectives.

Once feedback regarding the goals and objectives was obtained from the West Texas El Paso (WTEP) committee members, the project team incorporated committee feedback and further refined the plan vision, mission, goals, and objectives. All revisions were sent to the WTEP committee for comment. This chapter is the culmination of hours of collaboration between stakeholders and the fine-tuning of each goal and objective.

VISION

The West Texas El Paso (WTEP) Regional Transportation Coordination Committee’s vision for the regional plan is that “Persons within the West Texas/El Paso six-county region will have access to social services that include customer-centered, dependable, and convenient transportation.”

MISSION

In order to realize the plan’s vision, the plan’s mission is to “Promote collaboration between transportation providers and health and human service organizations so that persons served experience an improved quality of life.”

GOALS

The regional plan has five goals to accomplish its mission. Each goal has five to seven objectives that create actionable tasks to achieve them.

Goal 1:

Implement the WTEP Regional Health and Human Services – Public Transportation Coordination Plan through collaboration of services by member agencies.

- **OBJECTIVE 1.1**

- Ensure that WTEP is well managed and administered such that it operates within its bylaws and meets TxDOT’s contract requirements.

- **OBJECTIVE 1.2**
Develop an Implementation Plan that guides member organizations to meet the region's goals and operating objectives.
- **OBJECTIVE 1.3**
Increase WTEP's membership by developing partnerships with transportation and health & human service organizations.
- **OBJECTIVE 1.4**
Encourage WTEP member organizations to share information regarding legislative and regulatory changes that can have a positive or negative impact on member organizations.
- **OBJECTIVE 1.5**
Identify and implement strategies designed to inform member organizations about their role in implementing the Regional Plan.
- **OBJECTIVE 1.6**
Identify and promote 'Best Practices' for transit and health and human service organizations such that services are improved.
- **OBJECTIVE 1.7**
Seek additional funds to support expenses generated by WTEP as it meets the Goals and Objectives of the Regional Plan.

Goal 2:

Promote collaboration resulting in continued and improved services to persons served.

- **OBJECTIVE 2.1**
Support the distribution of information to member organizations regarding funding opportunities (Section 5310 of the Federal Transportation Act - Enhanced Mobility of Seniors & Individuals with Disabilities - offered by FTA, TxDOT, as well as seek additional funds from various sources such as foundations, businesses, Coordinating Council of Access and Mobility CCAM), etc.
- **OBJECTIVE 2.2**
Continue support to the Metropolitan Planning Organizations (MPO) by ensuring that Request for Proposals (RFP's) submitted for funding under FTA Section 5310 are within the scope of the Regional Plan.
- **OBJECTIVE 2.3**
Monitor and evaluate transportation services to dialysis centers and make recommendations that result in improved services.

- **OBJECTIVE 2.4**

Develop and promote strategies designed to increase transportation and health and human services to persons from Brewster, Presidio, Davis, Culberson, and Hudspeth Counties.

- **OBJECTIVE 2.5**

Continue to explore and present findings to appropriate entities as to having a metropolitan transportation system that combines city and county transit services into a single integrated service design.

- **OBJECTIVE 2.6**

Continue to support the delivery of transportation and health and human services to: Individuals with disabilities; Individuals 65 and older; People with low income; Individuals with limited English proficiency; Children; Veterans; People lacking transportation to and from employment; and Members of the public.

Goal 3:

Fill gaps in service through identification and assessment of changing mobility needs, increased efficiencies, funding opportunities, and new technologies.

- **OBJECTIVE 3.1**

Survey persons served such that gaps in services are identified and forwarded to appropriate organizations.

- **OBJECTIVE 3.2**

Survey transportation and health and human service organizations and identify ways in which WTEP can provide support to fill gaps in services.

- **OBJECTIVE 3.3**

Promote expansion of interstate transportation and health and human services with South-Central New Mexico Rural Transit District (SCNMRTD) and Family Services of New Mexico, that serve Las Cruces, Chaparral, and Sunland Park New Mexico.

- **OBJECTIVE 3.4**

Promote the creation of a user-friendly, single-entry phone and website access for passenger information for use by transit providers.

- **OBJECTIVE 3.5**

Encourage adoption of smart phone technology that uses trip data analytics to improve connectivity and real-time communications with consumers and thus improve passenger readiness and pickup efficiency.

Goal 4:

Maintain broad public knowledge of transit and social services throughout the six-county region.

- **OBJECTIVE 4.1**
Maintain www.gobusgo.org web site to inform the public about WTEP’s vision, mission, goals, operating objectives, and related activities.
- **OBJECTIVE 4.2**
Conduct or participate in forums, seminars, community fairs or other means to inform the public about transportation and social service programs and events within the region.
- **OBJECTIVE 4.3**
Support transit consumer education programs that inform recipients of services about their responsibilities as passengers.
- **OBJECTIVE 4.4**
Inform policy makers about WTEP events and activities through presentations at board of directors’ meetings (City Councils, Commissioners Courts, MPO, COG, etc.).
- **OBJECTIVE 4.5**
Update and continue supporting a multiagency marketing plan to promotes services offered by member organizations.

Goal 5:

Promote efforts to maximize technical assistance and training to member agencies.

- **OBJECTIVE 5.1**
Promote collaboration of training events by member organizations such that training costs are decreased and an increased number of persons receive training.
- **OBJECTIVE 5.2**
Identify and support implementation of safety mobility training sessions for member agencies.
- **OBJECTIVE 5.3**
Support travel training programs that encourage greater use of fixed-route services for older adults, persons with disabilities, and other eligible persons.
- **OBJECTIVE 5.4**
Promote multiagency training sessions that offer Continuing Education Units (CEUs) or other certifications to attendees.

