

Supporting the needs of Texas' public transportation systems through statewide advocacy and education.

TTA Welcomes New Board Members

TTA is delighted to announce the addition of four new members to our Board of Directors. These individuals bring a wealth of experience, diverse perspectives, and a shared commitment to enhancing public transportation across Texas. We are excited to welcome them to our Board.

Meet our New Board Members:

Metro Representative -
Anthony Dekeyzer - Sun Metro, El Paso, TX

Urban Representative -
Chris Mandrell - Citibus, Lubbock, TX

Rural Representative -
Perri D'Armond - Fort Bend Transit, Fort Bend County, TX

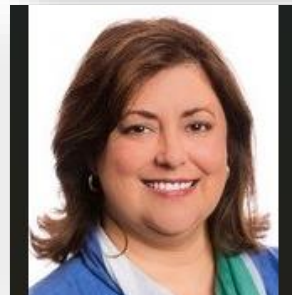
Associate Representative -
Chris Ishmael - CWI Digital System



Anthony Dekeyzer



Chris Mandrell



Perri D'Armond



Chris Ishmael

There are many opportunities to get involved with us at TTA. If you're interested in joining a committee and making a difference, please contact Info@TxTransit.org.

NEMT Meeting Update

Thank you to everyone who attended the NEMT meeting hosted by the Texas Transit Association at CART's facility in Austin on

Tuesday, July 15, 2024. We appreciate the participation from transit agencies from across the state, HHSC, and the Brokers. A special thanks to Dave Marsh and his team at CARTS for graciously hosting the meeting. Stay tuned for updates on the action items from this productive discussion!





Thank you to everyone who joined TTA for our first Sunset Reception and River Cruise in Austin! Your presence made it truly special. A huge shoutout to our amazing sponsors Model 1, CWI Digital Systems, and Iron Wolf Distillery.



CCRTA Launches Advanced CAD/AVL System Across Fleet

Corpus Christi Regional Transportation Authority (CCRTA) has completed the implementation of an integrated Computer Aided Dispatch and Automatic Vehicle Location (CAD/AVL) which will better assist employees and customers throughout the service area. The system, developed by EQUANS, will support accurate bus tracking, incident responsiveness, passenger communication, and real-time arrival information through digital signage at CCRTA bus stops or transfer stations, through CCRTA's GoPass mobile app, through Google Maps, and on CCRTA website, ccrta.org.

As part of the system's implementation, every bus within CCRTA's fleet has been outfitted with an onboard infotainment display which provides route and stop information, geo-localized content, and messaging opportunities for the agency. CCRTA staff can also create turn-by-turn information for Bus Operators, and develop detours, service alerts, and other messaging for customers in real time.

For more information, please visit ccrta.org.



EQUANS display inside of a CCRTA bus

Brownsville Metro Kicking Off the Mobile Fare and Smart Card

Brownsville Metro had a successful ribbon-cutting ceremony kicking off the Mobile Fare and Smart Card Options for the riders!



Statewide Training: Procurement Workshop

TTA is pleased to report the successful conclusion of our procurement workshop, held on July 15 and 16 in Austin, TX.



We extend our heartfelt thanks to all those who attended and participated in this workshop. Your presence and active engagement were crucial to its success, and we appreciate the time and effort you invested in making it a valuable experience for everyone involved.

Stay tuned for information on future training sessions, workshops and webinars by visiting our website. We look forward to welcoming you to our next event.

[Click here for Training Calendar](#)

TTA Statewide Training Initiative

These courses are offered at **no cost**, but space is limited, so make sure that you and your staff don't miss out. This training opportunity is made possible with a grant through TxDOT.

July 2024

Effective Communication and Disability Etiquette

Webinar

July 30, 2024

10:00a.m.—11:30 a.m.

[Register Here](#)

August 2024

Tapping into the Power of Generational Diversity

Webinar

August 8, 2024

10:00 a.m.—11:30 a.m.

[Register Here](#)

Hiring, Keeping and Motivating Employees

One Day In-Person

August 14, 2024

Citibus

Lubbock, TX

8:00 a.m.—5:00 p.m.

[Register Here](#)

Customer Service for Transit Professionals

One Day In-Person

August 15, 2024

Citibus

Lubbock, TX

8:00 a.m.—5:00 p.m.

[Register Here](#)

August 2024

Bus Operator Training

One Day In-Person

August 21, 2024

Longview Transit

Longview, TX

8:00a.m.—5:00 p.m.

[Register Here](#)

Bus Operator Training

One Day In-Person

August 22, 2024

Longview Transit

8:00 a.m.—5:00 p.m.

[Register Here](#)

Cares Dispatcher & Call Center Certification

Two Day In-Person

August 24-25, 2024

Waco Transit

Waco, TX

8:00 a.m.—5:00 p.m.

[Register Here](#)

ADA: Do I Have to Do That?

One Day In-Person

August 26, 2024

Waco Transit

Waco, TX

8:00 a.m.—5:00 p.m.

[Register Here](#)

[Click here for Training Calendar](#)

TxDOT: Unified Transportation Program 2025

Unified Transportation Program 2025



AUSTIN – To help keep a thriving Texas economy moving, the Texas Department of Transportation (TxDOT) is drafting a record-breaking 10-year transportation plan, and the public is invited to weigh in on potential projects in communities across the state.

The draft 2025 Unified Transportation Program (UTP) proposes \$104.2 billion in transportation spending, making it the second year in a row that the UTP plan exceeds \$100 billion.

The UTP provides a road map to help develop projects around Texas to improve safety, address congestion and connectivity, and preserve roadways for Texas drivers. The UTP also addresses public transportation, maritime, aviation, rail, freight and international trade, and bicycle and pedestrian connectivity. TxDOT works with its transportation partners to identify projects to be included in the UTP and updates it every year.

"The UTP serves as TxDOT's strategic 10-year blueprint for advancing projects statewide," said Executive Director Marc Williams. "Collaborating with our transportation partners and communities ensures that we continue connecting you with Texas while prioritizing safety, delivery, innovation and stewardship."

TxDOT invited the public to learn about the draft 2025 UTP in a virtual public meeting on Tuesday, July 2, at 2 p.m. (CDT), and will offer comments during a virtual public hearing on Wednesday, July 31, at 2 p.m. (CDT). The public may join the meetings virtually by phone or online at [TxDOT.gov](https://www.txdot.gov).

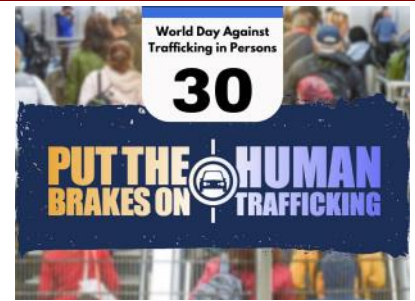
The draft 2025 UTP public comment period began Friday, July 5, and ends Monday, Aug. 5, at 4 p.m. (CDT). To learn more about different ways to comment, visit the UTP Public Involvement [webpage](#). Both the public meeting and hearing presentations will be recorded and available for viewing at a later time. An online comment form link is also available for submission in English, Arabic, Cantonese, Hindi, Mandarin, Spanish and Vietnamese.

Public comments and feedback are important in developing the plan. Available in English and Spanish, [UTP Fact Sheet](#) provides an overview of the program.

The Texas Transportation Commission approves the UTP annually in accordance with Texas state law at its August commission meeting and publishes the approved UTP on [TxDOT.gov](https://www.txdot.gov).

FTA: World Day Against Trafficking in Persons

In observance of World Day Against Trafficking in Persons, the [U.S. Department of Transportation](#) and the [U.S. Department of Health and Human Services](#) will co-host a webinar on July 31 to highlight best practices for building effective public awareness and outreach efforts for the transportation industry



VIA Ranks Top in Customer Satisfaction Ratings

[VIA Metropolitan Transit](#) customers have given the San Antonio-area transit agency the highest customer satisfaction rating for the first part of 2024, according to a national rating scale that scores several U.S. transit agencies on customer experience metrics.

VIA earned three national awards from TransPro at the company’s annual summit in June: the highest customer satisfaction score for Quarter 1 2024, the highest Net Promoter Score for Quarter 1 2024, and the Best Improvement in Net Promoter Score from Quarter 1 2023 to Quarter 1 2024.

TransPro is a transit industry leader in consumer insights and advisory services that tracks key performance metrics such as Net Promoter Score, frequency, organizational goals and service outcomes that are important to the community being served.

The firm tracks key metrics using TransDASH, a dashboard designed to measure customer, community and taxpayer value of participating transit agencies across the country, including VIA, Salem Area Mass Transit District, Capital District Transportation Authority, RTD in Denver, Colorado, TriMet in Portland, Oregon and several others.

A Net Promoter Score, or NPS, can range from -100 to 100, and is a metric measuring customer satisfaction and loyalty. It is an indicator of how likely customers are to recommend a product or service to friends and family, based on their experience using the service and interacting with team members.

For VIA, the NPS applies to VIA fixed-route bus service. It’s designed to capture loyalty and helps in gauging potential growth. VIA’s NPS was 44 in Quarter 1 of 2023 and increased a year later to 57 in Quarter 1 of 2024, indicating that VIA customers are likely to recommend VIA as a transportation alternative. The average NPS for agencies scored is 29.

“These awards are wonderful accolades for the agency,” said VIA Senior Vice President of Public Engagement Jon Gary Herrera, who represented the agency at the TransDASH summit and awards ceremony. “They underscore our commitment to customer experience. Our industry-leading Net Promoter Score shows that VIA is doing a good job providing customers a tremendous value when they use our service. This is a recognition of the good work that VIA’s employees do to make it possible for us to serve our community, every day.”

Newsletter Sponsorship

Sponsoring the TTA newsletter, by purchasing ad space, can be a powerful way to reach decision makers at member agencies across the state. It will also help to increase exposure in a receptive environment (your customers' inbox) and can subtly promote your brand whilst gaining goodwill throughout the entire association. TTA newsletters are a particularly useful tool for communicating with customers, building engagement, and directing customers to key content.



TTA Member Price	
Full Page Ad single issue	\$500
Full Page One Year	\$2,000
Half Page Ad single issue	\$250
Half Page One Year	\$1,000
Business card Ad single issue	\$100
Business card One Year	\$500

Non-Member Price	
Full Page Ad single issue	\$750
Full Page One Year	\$3,000
Half Page Ad single issue	\$400
Half Page One Year	\$2,000
Business card Ad single issue	\$200
Business card One Year	\$1,000

There are sponsorship levels available for any budget. You are able to sponsor a single issue or the entire year. For more information or to start your ad please contact:

Laura Herrera
 (512) 900-0550
laura@txtansit.org

Allen E. Hunter
 (254) 405-4212
allen@txtransit.org



Membership Announcement

July 2024

Time for Membership Renewal

Remember, the TTA Membership year is September 1, 2023 through August 31, 2024

Joining the Texas Transit Association as a member is the first step in showing your commitment to improving public transportation. Membership gives you access to valuable resources, networking opportunities, and a platform to influence policy decisions. We want to emphasize that your involvement with TTA is vital.

Not a Member?

Join Today!

Texas Transit Association

Contact us (512) 900-0550

laura@txtransit.org or allen@txtransit.org

Transit and Associate Members Form and Payment

Please download this [form](#), for Transit Agency

Please download this [form](#), for Associate Member

Completed form, along with a check, to
501 Congress Ave, Suite 150,
Austin, Texas 78701.

Contact laura@txtransit.org if you would like to pay using a credit card.

Upcoming Dates of Interest:

SWTA Summer University July 28-31, 2024



[TTA State Conference, Expo, and Roadeo](#)
March 7-12, 2025

Registration will be opening soon!