



Agenda Item Report

Legislative Board: City Council
Date: April 1, 2025
Contact: Alicia Ramirez, City Clerk
Agenda Item ID / Number: 2022-309- / H.5

ITEM TITLE: Adoption of a Resolution amending the Demand Response Program Guidelines for the City of Buda's Senior Transportation (S.T.A.R.) Program for Buda residents regarding program qualifications (City Clerk Alicia Ramirez)

1. EXECUTIVE SUMMARY

In January 2025, the City Council formalized the Standard Operating Policy and program guidelines for the Senior Transportation Program. Since the adoption, staff requested the policy include options to verify a requester's residence. Under the Program Qualifications Section, we recommend adding the following options to confirm an individual's address:

1. PROGRAM QUALIFICATIONS:

- New Customers: Program assessment will be conducted in person or by phone interview to assess the applicant's eligibility based on Americans with Disabilities (ADA) Guidelines.
 - o Seniors age 60+
 - o Individuals with disabilities
- Must live in Buda city limits or ETJ. Address will be confirmed using the one of the following:
 - o City's Development Services/GIS Location Map
 - o Hays Central Appraisal District
 - o State issued ID
 - o Utility Statement, if applicable

Also, staff is also requesting Council to allow the City Manager to amend said policy and program guidelines as necessary for minor changes such as this. Any substantive changes will be presented to City Council for approval.

2. BACKGROUND/HISTORY

Staff presented a report regarding transit expansion options during the May 2022 Budget presentation. The presentation covered the Senior Transportation (STAR) Service, the OnDemand Rideshare options, and the fixed-route transit and Transit Developments Plan options. In conclusion, the Council suggested investing in the Transit Development Plan for approximately \$22,000 and setting aside \$100,000 to explore an OnDemand Rideshare program.

In 2019, Council was presented with a fixed-route transit option with CapMetro. The City Council opted not to move forward with that proposal. The Council directed to continue the current demand response program.

In October 2022, the Council approved the expansion of the STAR Program consisting of an additional part-time bus driver.

In early May 2023, the City was awarded a CapMetro grant to provide an option for the City of Buda to purchase another bus or passenger van.

In October 2024, the City Council authorized the purchase of the additional bus; the bus was delivered on December 6, 2024. Staff reviewed the current program guidelines and recommended formalizing the adoption of the guidelines to include the pilot for the expanded service.

In January 2025, the City Council authorized the Standard Operating Procedures and Guidelines.

3. ANALYSIS

The recommended program qualifications would expand staff options to confirm eligibility.

4. FINANCIAL IMPACT

Not applicable.

5. STRATEGIC PLAN/GOALS

IMPROVED MOBILITY

6. STRATEGIC PLAN OBJECTIVES

FY23 POLICY PRIORITY - MOBILITY, SIDEWALKS, AND INFRASTRUCTURE

7. PROS AND CONS

Pros: Providing staff with options to verify residency.

Cons: A requester may not have property registered under their name, which would limit staff in confirming residency.

8. ALTERNATIVES

Not applicable.

9. REQUESTED ACTION / SUGGESTED MOTION / RECOMMENDATION

Staff is seeking direction from City Council to adopt or reject the amended STAR Senior Transportation service guidelines.

Attachments:

[RES - STAR Procedures and Guidelines Amendment.docx](#)

[SOP - Senior Bus Program UPDATED.docx](#)