ACCESS NORTH TEXAS

Regional Public Transportation Coordination Plan for North Central Texas

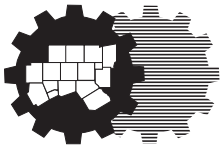
PREPARED BY THE NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS
FINAL OCTOBER 2022

What is NCTCOG?

The **North Central Texas Council of Governments** (NCTCOG) is a voluntary association of, by, and for **local governments** within the 16-county North Central Texas Region. The agency was established by state enabling legislation in 1966 to assist local governments in **planning** for common needs, **cooperating** for mutual benefit, and **coordinating** for sound regional development. Its purpose is to strengthen both the individual and collective power of local governments, and to help them recognize regional opportunities, resolve regional problems, eliminate unnecessary duplication, and make joint regional decisions – as well as to develop the means to implement those decisions.

North Central Texas is a 16-county **metropolitan region** centered around Dallas and Fort Worth. The region has a population of more than 7 million (which is larger than 38 states), and an area of approximately 12,800 square miles (which is larger than nine states). NCTCOG has 229 member governments, including all 16 counties, 167 cities, 19 independent school districts, and 27 special districts.

NCTCOG's **structure** is relatively simple. An elected or appointed public official from each member government makes up the **General Assembly** which annually elects NCTCOG's **Executive Board**. The Executive Board is composed of 17 locally elected officials and one ex-officio non-voting member of the legislature. The Executive Board is the policy-making body for all activities undertaken by NCTCOG, including program activities and decisions, regional plans, and fiscal and budgetary policies. The Board is supported by policy development, technical advisory and study **committees** – and a professional staff led by **R. Michael Eastland**, Executive Director.



NCTCOG's offices are located in Arlington in the Centerpoint Two Building at 616 Six Flags Drive (approximately one-half mile south of the main entrance to Six Flags Over Texas).

North Central Texas Council of Governments
P. O. Box 5888
Arlington, Texas 76005-5888
(817) 640-3300
FAX: (817) 640-7806
Internet: http://www.nctcog.org

NCTCOG's Department of Transportation

Since 1974 NCTCOG has served as the Metropolitan Planning Organization (MPO) for transportation for the Dallas-Fort Worth area. NCTCOG's Department of Transportation is responsible for the regional planning process for all modes of transportation. The department provides technical support and staff assistance to the Regional Transportation Council and its technical committees, which compose the MPO policy-making structure. In addition, the department provides technical assistance to the local governments of North Central Texas in planning, coordinating, and implementing transportation decisions.

Prepared in cooperation with the Federal Highway Administration, US Department of Transportation, and the Texas Department of Transportation.

The contents of this report reflect the views of the authors who are responsible for the opinions, findings, and conclusions presented herein. The contents do not necessarily reflect the views or policies of the Federal Highway Administration, the Federal Transit Administration, or the Texas Department of Transportation.

NCTCOG Executive Board 2022-2023

President
Andrew Piel
Councilmember, City of Arlington

Vice President
Bill Heidemann
Mayor, City of Corinth

Secretary-Treasurer
Chris Hill
County Judge, Collin County

Past President
David Sweet
Rockwall County

Director
Clay Jenkins
County Judge, Dallas County

Director
B. Glen Whitley
County Judge, Tarrant County

Director
Cara Mendelsohn
Councilmember, City of Dallas

Director
Carlos Flores
Councilmember, City of Fort Worth

Director
Bobbie Mitchell
Commissioner, Denton County

Director
J.D. Clark
County Judge, Wise County

Director
Todd Little
County Judge, Ellis County

Director
Jorja Clemson
Councilmember, City of Grand Prairie

Director
Clyde Hairston
Mayor, City of Lancaster

Director
Rick Carmona
Mayor, City of Terrell

Director
Janet DePuy
Mayor Pro Tem, City of Richardson

Director
Linda Martin
Mayor, City of Euless

Director
Victoria Johnson
Councilmember, City of Burleson

Ex Officio, Non-Voting Member
Glenn Rogers
Member of the Texas Legislature

Executive Director
R. Michael Eastland

Regional Transportation Council 2022-2023

Duncan Webb, Chair
Commissioner, Collin County

Gyna Bivens, Vice Chair
Mayor Pro Tem, City of Fort Worth

Clay Lewis Jenkins, Secretary
County Judge, Dallas County

Daniel Alemán Jr.
Mayor, City of Mesquite

Steve Babick
Mayor, City of Carrollton

Dennis Bailey
Commissioner, Rockwall County

Rick Bailey
Commissioner, Johnson County

Adam Bazaldua
Councilmember, City of Dallas

Elizabeth M. Beck
Councilmember, City of Fort Worth

J.D. Clark
County Judge, Wise County

Ceason Clemens, P.E.
District Engineer, Texas Department of Transportation, Dallas District

Dianne Costa
Board Member, Denton County Transportation Authority

Michael D. Crain
Councilmember, City of Fort Worth

Theresa Daniel, Ph.D., Chair
Commissioner, Dallas County

Jeff Davis
Chair, Trinity Metro

Janet DePuy
Mayor Pro Tem, City of Richardson

Andy Eads
County Judge, Denton County

Gary Fickes
Commissioner, Tarrant County

George Fuller
Mayor, City of McKinney

Raul H. Gonzalez
Councilmember, City of Arlington

Barry L. Gordon
Mayor, Duncanville

Rick Grady
Councilmember, City of Plano

Lane Grayson
Commissioner, Ellis County

Mojy Haddad
Board Member, North Texas Tollway Authority

Ron Jensen
Mayor, City of Grand Prairie

Brandon Jones
Mayor Pro Tem, City of Lewisville

John Keating
Mayor Pro Tem, City of Frisco

Brad LaMorgese
Councilmember, City of Irving

Mike Leyman
Councilmember, City of Mansfield

Alison Maguire
Councilmember, City of Denton

B. Adam McGough
Councilmember, City of Dallas

William Meadows
Board Member, Dallas Fort Worth International Airport

Cara Mendelsohn
Councilmember, City of Dallas

Ed Moore
Councilmember, City of Garland

Omar Narvaez
Councilmember, City of Dallas

Jim R. Ross
Mayor, City of Arlington

David Salazar, P.E.
District Engineer, Texas Department of Transportation, Fort Worth District

Chris Schulmeister
Councilmember, City of Allen

Jeremy Tompkins
Councilmember, City of Euless

T. Oscar Trevino, Jr., P.E.
Mayor, City of North Richland Hills

William Tsao, P.E.
Citizen Representative, City of Dallas

Chad West
Councilmember, City of Dallas

B. Glen Whitley
County Judge, Tarrant County

Michele Wong Krause
Chair, Dallas Area Rapid Transit

Michael Morris, P.E.
Director of Transportation, NCTCOG

Surface Transportation Technical Committee

Ceason Clemens, Chair
Deputy District Engineer, TxDOT Dallas District

DocuSign Envelope ID: B4E89852-E108-4D79-ABCB-148D5FAFFA04

Exhibit: 2022-10-06-TR

RESOLUTION ENDORSING THE 2022 UPDATE OF ACCESS NORTH TEXAS, THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN FOR NORTH CENTRAL TEXAS

WHEREAS, the North Central Texas Council of Governments (NCTCOG) is a Texas political subdivision and non-profit corporation organized and operating under Texas Local Government Code Chapter 391 as the regional planning commission for the 16-county North Central Texas region; and,

WHEREAS, NCTCOG is a voluntary association of, by and for local governments established to assist in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development; and,

WHEREAS, NCTCOG has been designated as the Metropolitan Planning Organization (MPO) for the Dallas-Fort Worth Metropolitan Area by the Governor of the State of Texas in accordance with federal law; and,

WHEREAS, the Regional Transportation Council (RTC), comprised primarily of local elected officials, is the regional transportation policy body associated with NCTCOG, and has been and continues to be a forum for cooperative decisions on transportation; and,

WHEREAS, the Dallas-Fort Worth region is in nonattainment of the federal air quality standard for ozone and NCTCOG is actively involved in the development and implementation of the State Implementation Plan for air quality; and

WHEREAS, Chapter 461 of the Texas Transportation Code requires the development of a regional plan to coordinate public transportation services funded with federal, State, or local funds; and,

WHEREAS, the North Central Texas Council of Governments was designated as the lead agency to develop the coordinated public transit-human services transportation plan for the 16-county North Central Texas region; and,

WHEREAS, Subtask 3.04 of the FY2022 and FY2023 Unified Planning Work Program includes public transportation planning and management activities; and,

WHEREAS, Access North Texas is locally developed and approved through a process that included participation by the public, transit riders, transit agencies, non-profit organizations, health and human service agencies, educational institutions, elected officials, and local government staff; and,

WHEREAS, Access North Texas was approved by the Regional Transportation Council on October 13, 2022.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The North Central Texas Council of Governments Executive Board endorses the 2022 update of Access North Texas.

Section 2. This resolution will be included in the final documentation of the 2022 update of Access North Texas.

DocuSign Envelope ID: B4E89852-E108-4D79-ABCB-148D5FAFFA04

Section 3. Access North Texas will be transmitted to the Texas Department of Transportation and partner agencies.

Section 4. This resolution shall be in effect immediately upon its adoption.

Andrew Piel, President
North Central Texas Council of Governments
Councilmember, City of Arlington

I hereby certify that this resolution was adopted by the Executive Board of the North Central Texas Council of Governments on October 27, 2022.

DocuSigned by:
9209D2828321464...

Chris Hill, Secretary/Treasurer
North Central Texas Council of Governments
County Judge, Collin County

TABLE OF CONTENTS

Executive Summary	*1.1*
Collin County	*2.1*
Dallas County	*3.1*
Denton County	*4.1*
Ellis and Navarro Counties	*5.1*
Erath, Hood, and Somervell Counties	*6.1*
Hunt County	*7.1*
Johnson County	*8.1*
Kaufman County	*9.1*
Parker and Palo Pinto Counties	*10.1*
Rockwall County	*11.1*
Tarrant County	*12.1*
Wise County	*13.1*
Appendix A – Summary and Status of 2018	*A.1*
Appendix B – Get-A-Ride Guide	*B.1*
Appendix C – Transit Accessibility Improvement Tool	*C.1*
Appendix D – Data & Analysis	*D.1*
Appendix E – Outreach and Supplemental Information	*E.1*

CHAPTER 01

EXECUTIVE SUMMARY

INTRODUCTION

In recent years, the importance of providing individuals access to transportation services has become crucial as our region becomes more interconnected and individuals need to travel across city and county lines to meet daily needs. The cost of these longer trips has increased the need for more affordable services for those with fixed incomes to ensure they can access food, jobs, critical services, and educational resources that may not be available within their local communities. As population and job opportunities grow across the region and seniors decide to age in place, there is a greater need to coordinate the delivery and efficiency of transportation services.

Access North Texas is the public transit-human services transportation coordination plan for the 16 counties served by the North Central Texas Council of Governments (NCTCOG). The Federal Transit Administration (FTA) requires a coordinated public transit-human services transportation coordination plan be developed through a local process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public. The plan was first adopted in 2013 and is updated every four to five years. It provides a framework to assist stakeholders in improving public transportation across the region by identifying the transportation needs of seniors, individuals with disabilities, and individuals with lower incomes. Based on a combination of research, technical analysis, and public input, the plan identifies strategies to better serve these vulnerable populations with public transportation. While the plan is not a funding document, it is used as a guide for agencies that provide transportation services when federal and State funding becomes available.

Seniors, individuals with disabilities, and individuals with lower incomes can have difficulty finding public transportation options that connect them to medical appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved in both the region as well as county-by-county.

NCTCOG is designated by the Texas Department of Transportation (TxDOT) to develop the plan but works to ensure all voices are heard through the entirety of the planning process. NCTCOG is responsible for organizing public meetings, collecting data, performing research and analysis, and bringing that knowledge together to create a plan for the region.

PLAN REQUIREMENTS

It is required federal transit law and for a coordinated public transit-human services plan to be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. Furthermore, coordination is mandated in Texas among transportation providers, health and human service agencies and workforce boards by Texas Administrative Code Chapter 461. In North Central Texas, NCTCOG is the designated lead entity responsible for preparing and maintaining the region's public transportation coordination plan.

Access North Texas provides a framework for project selection according to the requirements and guidelines described below for federal and state funding programs.

Federal Coordination Requirement

Currently a coordinated public transit-human services plan is stipulated in the Federal Transit Administration's Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities

Program. This type of coordination plan has been recommended or required for various programs since 2004, when President Bush signed Executive Order 13330 on Human Services Transportation Coordination, and since August 2005, when the President signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Most recently, it was also required in the FAST Act, the previous federal surface transportation legislation.

Projects funded with federal grants from the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) of the FAST Act must be included in a locally developed, coordinated public transit-human services transportation plan that was developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation; human services providers and other members of the public. Projects funded with Section 5310 grants must also, to the maximum extent feasible, be coordinated with transportation services assisted by other federal departments and agencies, including any transportation activities carried out by a recipient of a grant from the Department of Health and Human Services.

Federal guidance for other transit funding, such as new or continuing job access and reverse commute projects under the Urbanized Area Formula (Section 5307) Program, are not required to be developed through this coordinated planning process. However, the Federal Transit Administration encourages recipients to continue to use the coordinated planning process to identify and develop job access and reverse commute projects for funding under Section 5307. Access North Texas includes a broad approach to coordinating public transportation that considers general public transportation and services for transit-dependent populations that could be funded by all of the Federal public transportation funding programs outlined above.

State Coordination Requirement

House Bill 3588, enacted by the 78th Texas Legislature in 2003, requires the coordination of public transportation in the State of Texas. Specifically, Article 13 of the legislation created Chapter 461 of the Texas Transportation Code, entitled "Statewide Coordination of Public Transportation," which requires the coordination of public transportation services funded with federal, State, or local funds.

Chapter 461 cites the multiplicity of public transportation providers and services, coupled with a lack of coordination between state oversight agencies, as generating inefficiencies, overlaps in service, and confusion for consumers. The focus of Chapter 461 is the statewide coordination of transportation funding and resources among the Texas Health and Human Services Commission, Texas Workforce Commission, and the Texas Department of Transportation. The intent is to ensure that the benefits of the state's public transportation resources are maximized through the coordination of services. The goals of coordination are to eliminate waste in the provision of public transportation services, to generate efficiencies that will permit increased levels of service, and to further the state's efforts to reduce air pollution.

These statewide planning requirements are reflected in coordinated public transportation planning that occurs at the regional level within the boundaries of each of the 24 Council of Governments regions. Each region prepares a public transportation coordination plan to submit to the Texas Department of Transportation highlighting transportation needs, gaps in service and strategies for coordination to address those gaps in service and needs. Access North Texas

meets statewide planning requirements for the North Central Texas region.

PROGRESS SINCE 2018

Access North Texas was first adopted in 2013 and updated in 2018. Significant progress has been made in implementing the recommendations from that plan. Examples of outcomes since the 2018 plan update are described below. See Appendix A, Access North Texas (2018): Summary and Status, for more information about which strategies have been accomplished since the plan was adopted.

Expansion of Micro-Transit Services

The City of Arlington began a small pilot service to use Via Rideshare services around the Entertainment District and has since had multiple updates to expand the service, now covering the entire city. Trips are booked through an on-demand app and drivers will pick-up in a nearby location. In 2021, the Denton County Transportation Authority (DCTA) voted to introduce GoZone, an on-demand service with Via Rideshare, to meet the transportation needs of individuals in Denton, Lewisville, and Highland Village. The transition to GoZone aims to provide riders with safe, convenient, accessible, and affordable rides while extending service to areas that previously had limited access to fixed route bus service. The City of Grand Prairie also introduced on-demand services using the Via Rideshare platform in April 2022. Residents can use the new service Monday through Saturday to travel within city limits and to select college campuses.

Technology Innovation

Dallas Area Rapid Transit (DART) initially launched the GoPass application through a Mobility on Demand Sandbox demonstration grant from the Federal Transit Administration. The app was developed to be an easy-to-use portal for riders to purchase transit tickets and view route schedules from their phones. Recently, DART has been coordinating with other regional transportation providers such as Trinity Metro and STAR Transit to license and expand the use of application. Additionally, in March of 2022 the City of Arlington introduced their RAPID pilot service in Downtown Arlington and on the campus of University of Texas Arlington. This project supports the city's on-demand Via service by utilizing autonomous vehicles with a trained fleet attendant on board to provide an opportunity to explore potential uses of innovated technologies as part of a broader public transportation strategy.

Transit Programs for Low-Income Individuals & Job Seekers

In 2020, DART and Trinity Metro introduced programs to make transit fares more affordable for riders. DART's Discount GoPass® Tap Card program allows riders to take DART bus and/or trains for half the regularly priced fares and the system will automatically monitor and cap daily and monthly fares for the riders. To be eligible, riders would need to provide proof of participation in any of the qualifying assistance programs. In response to the job losses at the start of the COVID-19 pandemic, Trinity Metro began providing free rides for job seekers to connect them to job fairs, interviews, or other employment opportunities. Free rides were offered on all buses, trains, ACCESS and ZIPZONE services in Tarrant County with nearly 40,000 trips being provided in the first year of the program.

My Ride North Texas 2.0

As part of the Federal Transit Administration's Innovative Coordinated Access and Mobility (ICAM) 2018 Pilot Program Grant, the North Central Texas Council of Governments was awarded funding to implement My Ride North Texas 2.0, a regional mobility management program to improve the coordination of

transportation services and expand travel navigation.

Partners implemented a regional 1800 line for residents to reach travel navigators who can provide transit information for their area. As part of a broader coordination strategy, the North Central Texas Council of Governments has been hosting quarterly regional mobility managers meetings to discuss transit issues and connect partners across the 16-county region.

Cooperative Vehicle Procurement

Transportation providers within the 16-county region needed to increase the variety of vehicles in their fleet to better match vehicles to the service being provided and replace older vehicles to provide quality and reliable services to riders. To promote economies of scale that could benefit smaller transit providers, NCTCOG began a cooperative vehicle procurement in 2020 to obtain 80 vehicles for 5 regional transit providers. This approach ensured federal procurement requirements were met, the vehicles were purchased at the best rate, and helped transit providers better match vehicle type to service provided.

CURRENT TRENDS

Since the last 2018 plan update, the region has experienced a rise in on-demand microtransit services and Transportation Network Companies (TNCs), such as Uber and Lyft, providing last-mile connections to supplement bus and rail services. This made it possible for transit agencies to introduce flexible solutions and center discussions on how to provide multi-modal transportation tailored to specific community needs. It also allowed agencies to pilot transit services in areas that previously had no or limited access to public transportation.

Additionally, to meet the transit needs and challenges of a growing region the largest three transit providers all examined their bus networks and voted to implement service changes that improve the customer experience and ensure riders have safe and easy access to food, jobs, critical services, and educational resources within their service areas. Both DART and Trinity Metro evaluated all their routes and rail services, and with community input, approved networks that provide riders with greater frequency, extended service hours, and improved access to destinations with expanded microtransit zones. DCTA underwent a two-year process to explore new options and decided to launch a new GoZone on-demand rideshare service to cover their service area with the goals of providing more coverage and longer service hours than their previous network. After much consideration, all three agencies approved redesigning their services and were able to incorporate microtransit solutions to connect riders within their service areas.

Starting in 2020 transit providers, much like the rest of the world, had to adapt to the challenges brought on by the COVID-19 pandemic. From transit rides to meal deliveries, public transportation providers were at the forefront of keeping riders and operators safe. Many of the agencies shifted their services and updated their operating processes to ensure they could keep their doors open for essential workers and transit-dependent populations. At the beginning of the pandemic DART partnered with the Dallas Independent School District to deliver meals to affected families and used their vehicles and drivers to connect North Texas residents to needed services and meals. Trinity Metro and other agencies temporarily implemented free fares on routes to further reduce contact and encourage physical distance between operators and customers. All transit providers have since installed protective equipment on buses and

increased cleaning procedures to ensure both drivers and riders can enjoy rides safely. Also, with rider demand decreasing during the pandemic the transit providers are finding ways to adjust their service using smaller vehicles and expanding microtransit options in areas with lower transit demand.

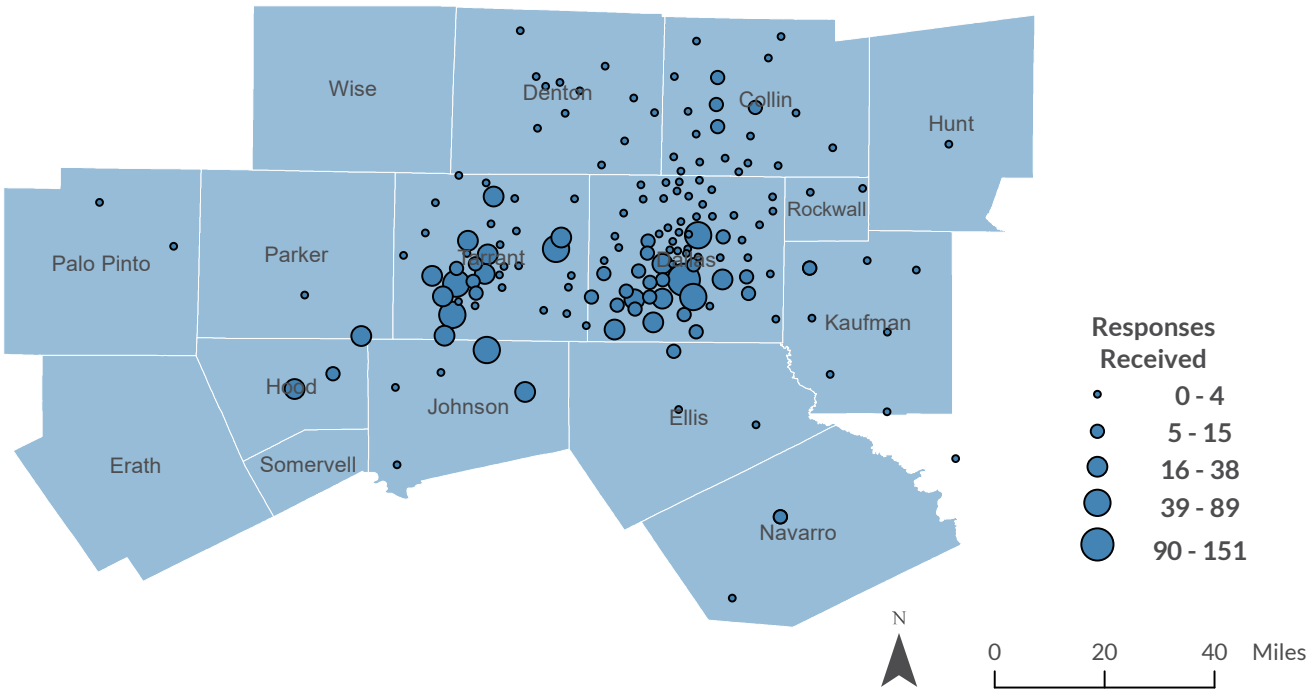
METHODOLOGY OF CURRENT NEEDS

Outreach Efforts

Members of the public including seniors, people with disabilities, individuals with lower incomes, and representatives of local government, transit agencies, workforce agencies, and educational institutions were invited to participate in outreach meetings across the region. Meetings were held in Spring and Summer of 2021 and due to the COVID-19 pandemic the meetings were hosted virtually through different platforms. In total, 28 virtual outreach meetings were held with over 1,450 stakeholders being invited across the 16-county region. Nearly 85 participants attended the virtual meetings to share their thoughts on public transportation needs. In addition, staff followed up with stakeholders representing local governments and transit dependent populations to gain a deeper understanding of the needs and to prepare strategies that can address those needs.

Invitations to the outreach meetings were emailed to stakeholders in each county. Meeting announcements and information were also posted online, promoted through social media and press releases, and information was shared with partner organizations to help increase visibility about the meetings through existing networks. During the outreach meetings, staff gave a brief welcome and introduction to Access North Texas. Following this, staff facilitated questions to prompt discussion

Regional Distribution of Access North Texas Public Survey Responses



of transportation issues unique to each county. Through this discussion, community members and transit providers provided feedback on transportation issues within each county to help inform goals and strategies in this plan.

A transportation survey in English and Spanish was also available online and paper copies were shared via community partners. The survey collected first-hand data about public transportation in the region from both riders and organizations that work with transit-dependent populations. Questions completed by individuals reveal personal experiences with public transportation, while those completed by organizations on behalf of their clients illuminate issues seen by client advocates. Both forms of the survey provide personal views of public transportation environment in the region. A total of 1,522 surveys were completed, with 1,220 as a direct result of outreach and coordination efforts from community partners. Information collected through the survey informed both regional goals and county strategies. The distribution of survey responses can be seen in the map below.

Data Sources

The current plan update brought together many sources of information to identify current needs and draft strategies to meet those needs. Sources included demographic research, research on local conditions, a transportation survey, an interactive map-based comment collecting tool for the public, outreach meetings, and consultation with regional stakeholders. All the data (qualitative and quantitative) was used to evaluate the needs for public transportation in the 16-county region as well as for each county. The regional goals and county-specific strategies were developed based on all the data collected and are described in the chapters.

TAIT Tool/Environmental Justice

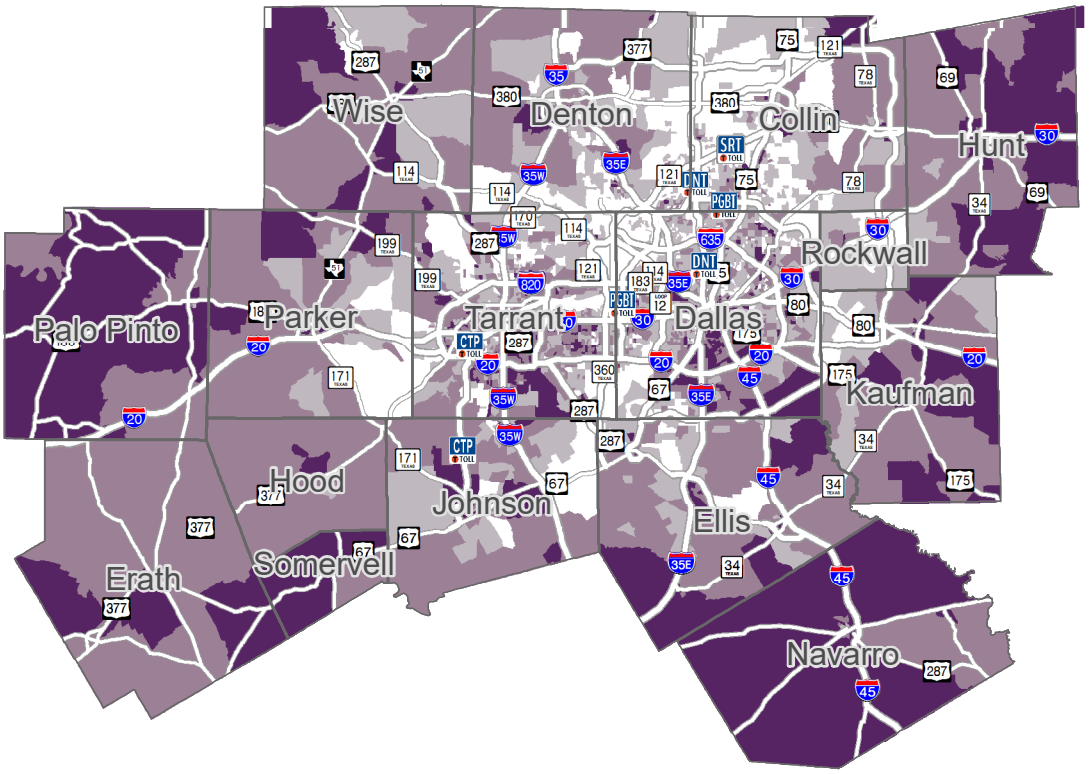
U.S. Census data was collected and incorporated into a Transit Accessibility Improvement Tool (TAIT). This tool was created to identify where populations that may have a greater need for access to public transportation are located in the 16-county North Central Texas region. The TAIT allows users to locate potential transit-dependent populations based on demographic traits. Transit planners can use the tool as a preliminary indicator of where service should be evaluated and to identify potential gaps in service. Since the geographic scale for the index is at the block group level, both local and regional planners can utilize the TAIT effectively for their area of interest. The populations included in this tool are adults 65 and over, individuals with disabilities, individuals with lower incomes, and households without cars. The shaded colors indicate when one or more variables are present. The TAIT data is explored in detail in each county's chapter following this Executive Summary.

VARIABLE	REGIONAL PERCENTAGE
Adults 65 and Over	11.1%
Individuals with Disabilities	9.5%
Individuals Below Poverty	16%
Zero Car Households	1.6%

Source: 2019 American Community Survey 5-Year Estimates

To provide a basic understanding of gaps in service, staff also gathered information about the geography and eligibility requirements for current public transportation services. The data sheds light on where gaps in service exist either geographically, temporally, or for certain populations. This information helped frame discussions at outreach meetings and

Transit Accessibility Improvement Tool (TAIT) 16-County Region



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 25 50 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

conversations with stakeholders and influenced the final goals for the region as well as strategies for each county.

Analysis and Synthesis

In preparation for each outreach meeting staff researched local transit conditions such as available public transportation options and locally prepared plans by agencies and municipalities. Information was shared with stakeholders in each meeting to provide context for each county and help identify gaps in service.

Once all outreach meetings were completed and the survey period closed, the information gathered from Spring and Summer 2021 was sorted by the 16-counties covered by the Access North Texas plan. Open-ended responses to the survey and comments from participants were compiled into county-specific lists along with transit-specific information from the Map Your Experience tool and stakeholder meetings. Identifying details were excluded from the list to ensure respondents could stay confidential.

NCTCOG staff then analyzed the qualitative data using content analysis. A coding key was created to standardize categorization of data for purposes of analysis. This resulted in the following 6 themes: rider barriers, types of missed trips, desired modes, transit enhancements, locations, and miscellaneous. Data was coded independently and the staff analyzing the data met to establish consensus and confirm overall themes and sub-themes. Afterwards, the information was compiled into county-specific data summaries that also included demographic statistics from the U.S. Census 5-year 2019 American Community Survey.

Development of Goals and Strategies

Utilizing the data packages and themes identified in the coding process, information for each county was reviewed to highlight major issues and analyze patterns occurring within each county and across the region. The issues and challenges were categorized into similar groups to create the 5 regional goals listed in the RECOMMENDATIONS section. Regional efforts and actions over the next four years to improve public transportation for seniors, individuals with disabilities, and low-income populations across the 16-county region may be prioritized under these goals.

Within each of these defined goals, similar priorities were combined and rephrased to draft strategies that can be used across various counties. The strategies aim to provide more specific guidance on how goals could be implemented to address challenges and issues. For each county or group of counties, strategies under each goal were prioritized based on feedback received from outreach meetings, survey responses, and stakeholder discussions.

Also, public transportation short- and long-term studies prepared by NCTCOG were reviewed to ensure goals and strategies in Access North Texas were consistent and aligned with those recommendations. Access North Texas stakeholders and public transportation providers also had an opportunity to review draft goals and strategies to provide any initial comments or feedback.

Future progress on goals listed in Access North Texas will be measured by the types of projects implemented under the listed strategies and how they align with the priorities outlined in each chapter. These goals and strategies will also be used to evaluate projects under NCTCOG's Transit Strategic Partnership Program.

Proposed 2022 Access North Texas Goals & Strategies

GOAL	STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Conduct planning activities to further identify public transportation needs of residents outside of existing transportation authorities and define additional coordination opportunities for existing providers B) Develop potential connections from commuter bus lines to light rail service C) Invest in programs to assist with filling gaps in public transportation and facilitate service for work-related trips D) Invest in programs that facilitate transportation trips to medical and healthcare appointments E) Launch a mobility toolbox to educate on and promote public transportation options such as fixed route, demand-respond, on-demand services, etc
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Expand eligible trips for specialized public transportation services to include employment, social, religious, and well-being trips C) Increase access to employment, social (such as entertainment and shopping centers), religious, and well-being trips in areas with limited to no public transportation service D) Establish additional assistance or more specialized public transportation options for customers who are not ADA paratransit eligible or physically capable of utilizing regular public transportation services E) Expand service hours to support needs of low-income individuals in the service industry and outside traditional 9am-5pm jobs F) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services.

GOAL	STRATEGIES
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Improve coordination among public transit providers and cities that lack public transportation B) Work with regional and local organizations to increase ease of travel across municipal and county boundaries C) Foster cooperation between public transit providers within counties to allow better connectivity and simplify regional trips D) Develop partnerships across transportation providers to improve access to trips in the evening and weekends E) Create and support partnerships between public transit providers and local organizations to increase opportunities to make fares more affordable for those in need F) Identify, evaluate, and implement where appropriate, non-traditional ways to deliver and support public transportation, including but not limited to partnerships among public transit agencies, private transportation providers, transportation network companies, shared use mobility programs, and volunteer drivers
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Implement plans to safely return to shared mobility options so that vehicles can carry multiple riders in one trip C) Explore sources of local revenue for public transportation through partnerships, sponsorships, and contracting for service D) Advocate to integrate funding sources to maximize efficiency and increase availability of affordable public transportation options E) Partner with organizations to coordinate training and recruitment for future public transportation professionals and create pipelines with area schools F) Establish driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options B) Conduct travel training to educate the public on available services and policies C) Partner with agencies, recreation centers, senior residencies, housing assisted living centers, and other organizations to publicize information D) Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transportation through leadership, policy, or funding initiatives

RECOMMENDATIONS

The regional goals below identify and prioritize ways to address public transportation needs across the 16-county region. In addition to the regional strategies listed below, specific county strategies are identified within each county chapter.

Implementing the Plan

Transportation providers and local stakeholders will collaborate to determine next steps, form needed partnerships, identify, and pursue funding, and ultimately implement selected strategies. Organizations that want to implement a strategy listed in this plan will need to develop strong partnerships with transportation providers, stakeholder agencies, communities, and counties. NCTCOG staff are available to help organizations identify potential partners and coordination opportunities. Organizations should also identify potential funding sources, which can be a mix of private and public funds, including funds from local, State, and federal sources. Local funds from public and private sources are important to demonstrate a community or organizational commitment to implementing specific strategies. Local funds are especially important to leverage State and federal dollars. The Texas Department of Transportation (TxDOT) has regular calls for projects and NCTCOG has a Transit Strategic Partnership Program for awarding federal funds to projects supporting the strategies listed in this plan.

Characteristics of a highly competitive project:

- Is a multi-year proposal where a three-year request is recommended for projects providing transit service;
- Identifies an existing public transit provider or existing non-profit transportation provider as the implementing agency when proposing to provide transit service;
- Targets individuals with lower incomes for project requests under the Job Access/Reverse Commute funds;
- Targets seniors and individuals with disabilities for requests of Enhanced Mobility of Seniors and Individuals with Disabilities Program funds; and
- Supports one or more strategies outlined in this plan.

If a project is funded through NCTCOG or TxDOT, staff will document the project funding in the Transportation Improvement Program, coordinate necessary approvals, develop contract agreements, and work with implementing agencies to manage the project and all compliance activities associated with federal or State funding.

CHAPTER 02

COLLIN COUNTY

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Collin County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Collin County.

EXISTING TRANSPORTATION RESOURCES

Collin County is supported by several different transit providers and services. DART operates bus, rail, and GoLink microtransit services in the southwest portion of the county. DART fixed route bus and rail operates 7 days a week between 5:00 a.m. and 12:00 a.m. Schedules for each individual route vary. Single ride fares for DART buses start at $2.50, $1.25 reduced. Day passes, midday passes, a.m./p.m. passes, and 31-day passes are available for use on DART buses and rail. A local day pass is $6.00, $3.00 reduced. Regional day passes are also available for $12.00 and include TRE service West of CentrePort Station, Trinity Metro service, and DCTA service. DART GoLink zones in Collin County operate from 5:00 a.m. to 8:00 p.m. Monday through Friday, with Saturday service available in some zones. GoLink one-way fares are available for $2.50, $1.25 reduced, and can only be purchased on the GoPass app or using the GoPass Tap Card. Cash can be added to the GoPass Tap Card in person at several retail locations such as participating 7-Eleven stores. Local and regional multi-trip passes can also be used for GoLink but only through contactless payment. GoLink vehicles does not accept cash fares, paper passes or vouchers.

DART also operates Collin County Rides for qualified residents of Wylie, Allen and Fairview that are age 65 or over or have a certified disability. Registered residents may travel anywhere within Collin County. Travel may include connecting to or traveling within the DART service area for any purpose as long as the origin or destination of the trip is within the resident's city. The program operates from approximately 5:00 a.m. to 12:00 a.m. Monday through Saturday and 7:00 a.m. to 12:00 a.m. on Sundays and holidays. Fares are calculated at the time of scheduling a trip and trip cost will be given at the time of booking. Once approved for the program, riders may purchase fare funds for their subsidy wallet at a 75% discount. For instance, for a value of $500 to be added to the wallet riders must pay just $125. Riders are not able to book a trip if the calculated trip fees exceed the available wallet balance. There is an additional $2 fee for each additional passenger or personal care attendant. These are paid at the time of scheduling and are included in the total trip cost.

DART operates an additional service known as Collin County Transit. This service provides on-demand shared rides to qualifying riders from McKinney, Melissa, Celina, Lowry Crossing, Princeton and Prosper. In addition to the residency requirements, riders must be low-income, 65 years of age or older, or have a qualifying disability. Fares are $3 for travel between participating service area cities or $5 for travel to/from service area cities and Collin County. The service is operated Monday through Friday, 6:00 a.m. to 8:00 p.m. and Saturday and Sunday from 8:00 a.m. to 8:00 p.m.

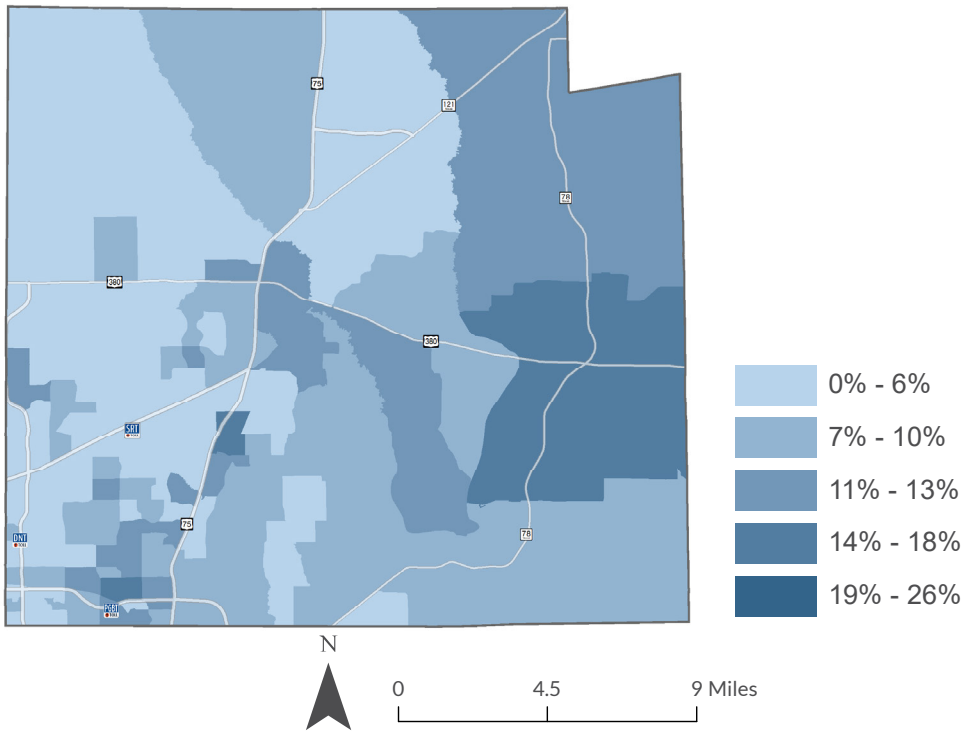
In the City of Frisco, DCTA operates curb-to-curb demand response transit service to eligible Frisco residents for trips within the City of Frisco and designated portions of Plano. Riders must be Frisco residents who are 65 years of age or older, disabled, or who require transportation for medical-care related purposes. The service is operated Monday through Friday 6:00 a.m. to 6:00 p.m. Fares for trips traveling within Frisco are $3 while fares for trips traveling outside Frisco are $5.

The City of Richardson offers transportation service to Richardson residents aged 50 and over. The City's van service operates Monday through Thursday from 9:00 a.m. to 4:00 p.m. Service is provided anywhere within the city limits of Richardson for 25 cents each way or 50 cents round trip. Similarly, the City of Sachse offers a demand response transportation option to senior residents. Rides are provided to senior centers and appointments within the city limits. Daily drop off and pick-up fees are $0.50 one way or $1.00 round trip.

In addition to other transportation options and services, the Denton County Transportation Authority (DCTA) operates a commuter vanpool program within the North Central Texas region. As of May 2022, DCTA operated up to 21 vanpools with origins in Collin County and 3 vanpools as destinations in Collin County. Trinity Metro, another transit agency within the region, also operated 1 vanpool with a destination in Collin County. The number of vanpools may change month to month as the regional program expands shared commuter transportation opportunities.

With such a complex network of services available to riders in Collin County, assistance is often needed navigating what's available. My Ride North Texas 2.0 is a regional mobility management program to improve the coordination of transportation services and expand travel

Collin County Persons with Disabilities



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

navigation. The program is operated through partnerships between the North Central Texas Council of Governments (NCTCOG), Community Council of Greater Dallas, and My Health My Resources Tarrant County. My Ride North Texas serves all residents of North Central Texas but strives to connect aging populations and individuals with disabilities to transportation services and inform regional medical trips through public transit. In addition to direct assistance from travel navigators, the program offers the Get-A-Ride-Guide as a resource which provides information on various transportation resources throughout the North Central Texas region.

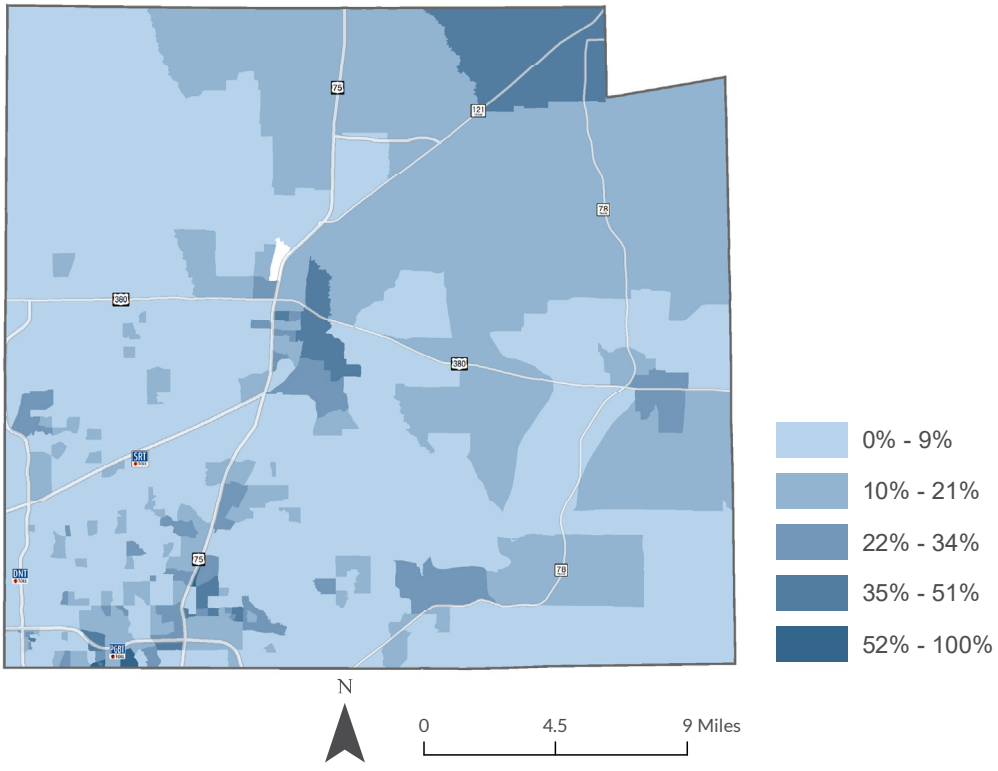
Finally, see Appendix B for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective). Organizations can also contract with them to provide specific service for clients.

Naturally, gaps in service still exist in Collin County due to a variety of factors. At least one study has been developed to address this. In 2021, NCTCOG completed the Collin County Transit Study. The purpose of the study was to develop a comprehensive public transportation plan that can be strategically implemented and is complementary to other planning efforts. The study identified three transit investment strategies of increasing intensity that could be employed to enhance transit services and facilities in Collin County and to better meet growing mobility and access needs. The analysis supports coordination with existing public transportation providers to develop transit in the county. A complementary study on the Irving to Frisco corridor was also completed in 2021.

DEMOGRAPHIC ANALYSIS

Collin County continues to experience exceptional growth. According to the American Community

Collin County Low Income Individuals



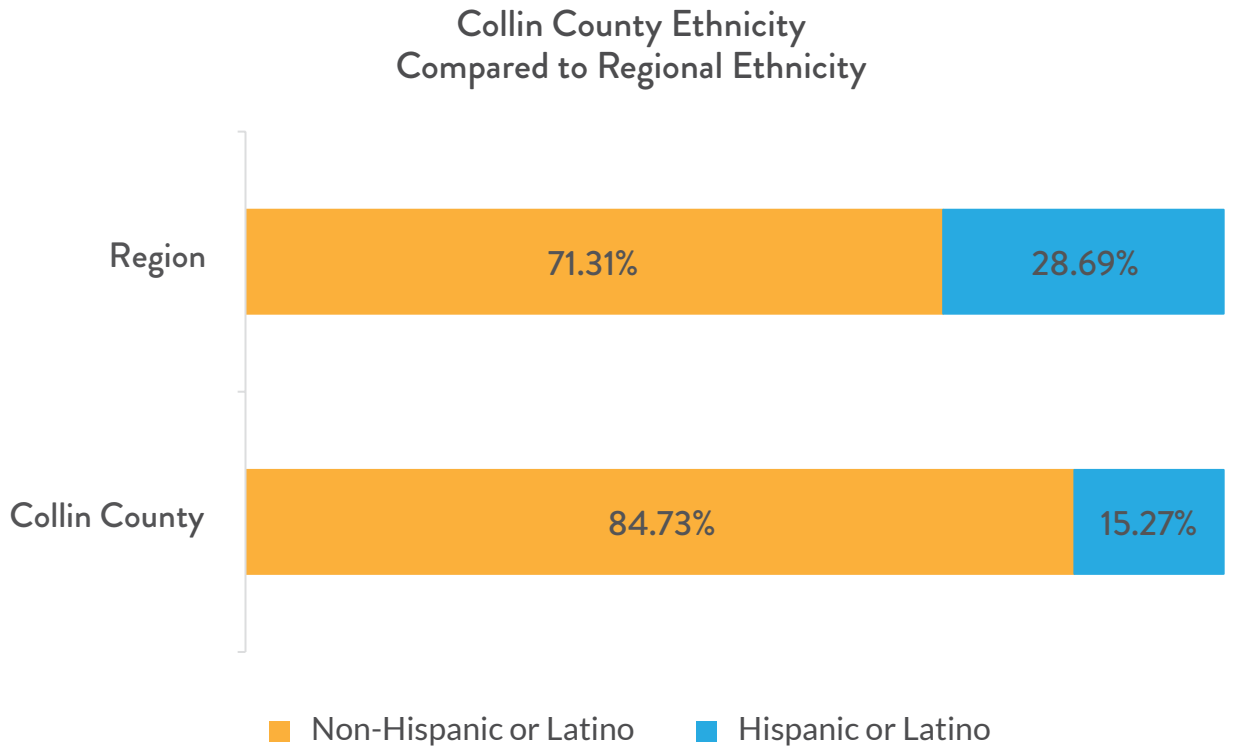
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

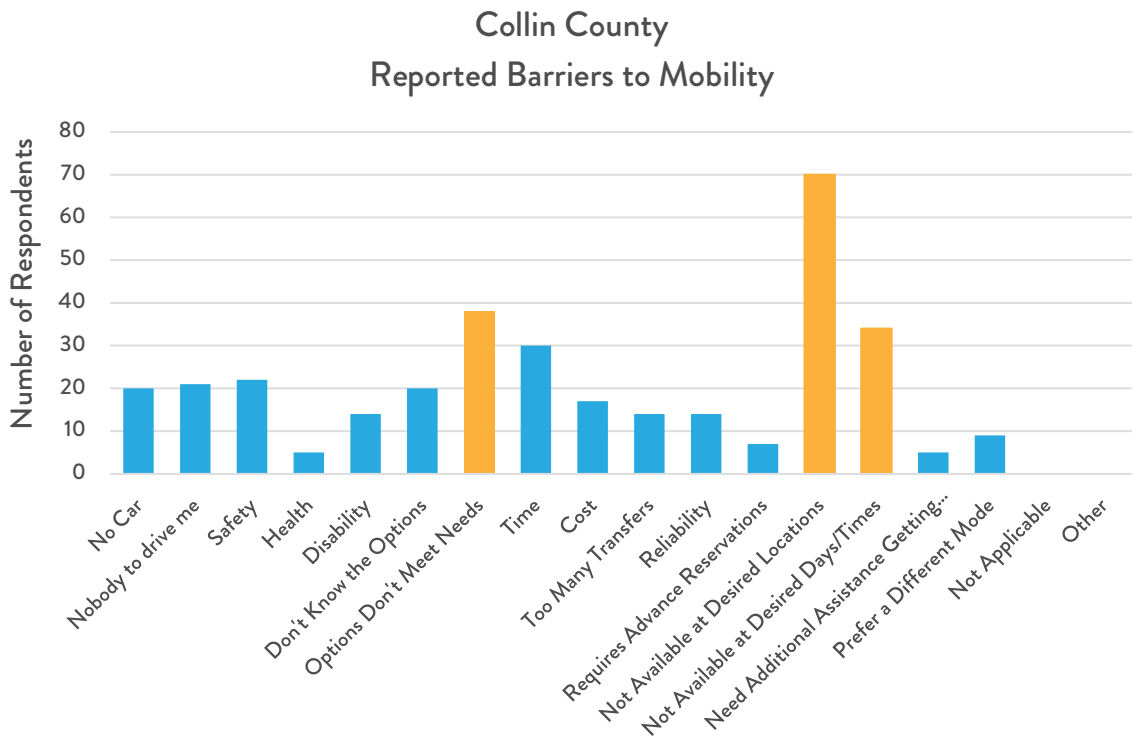
Survey's 5-year estimates, Collin County's population grew by 13% between 2015 and 2019. This puts it in the top 3 counties in our region for population growth over that period. Collin County's population is expected to reach more than 1,600,000 by 2045. According to those same estimates, the county has 973,977 people and 341,163 households. 104,035 of those people are 65 years of age or older, making up just over 10% of the population, just slightly lower than the percentage for the region. Collin County includes more than 67,000 individuals with disabilities, making up 6.9% of the population, as well as more than 86,000 low-income individuals who make up 8.9% of the population. These populations are concentrated in various areas throughout the county (see maps below). The areas with higher concentrations of these populations should be a particular priority in efforts to promote existing or new transit services.

Collin County's racial composition generally matches the region, with the exception of a slightly lower black population at 9.7% and an Asian population that is more than double the regional percentage at 15.2%. In terms of the ethnic breakdown, the county has a higher percentage of individuals with Hispanic or Latino origin at 84.7% compared to 71.3% in the rest of the region. At 2.8%, zero-car households are slightly higher but still comparable to the regional percentage. The percentage of individuals with limited English proficiency is slightly lower than the regional percentage at 9.7%. Collin County's veteran population is very similar to the regional percentage, at 5.8%. The promotion of new or existing services in Collin County should take these populations into account.

OUTREACH PROCESS

Public outreach for Collin County was conducted through a series of virtual public meetings, surveys, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, NCTCOG's Local Motion publication, a press release, and social media.





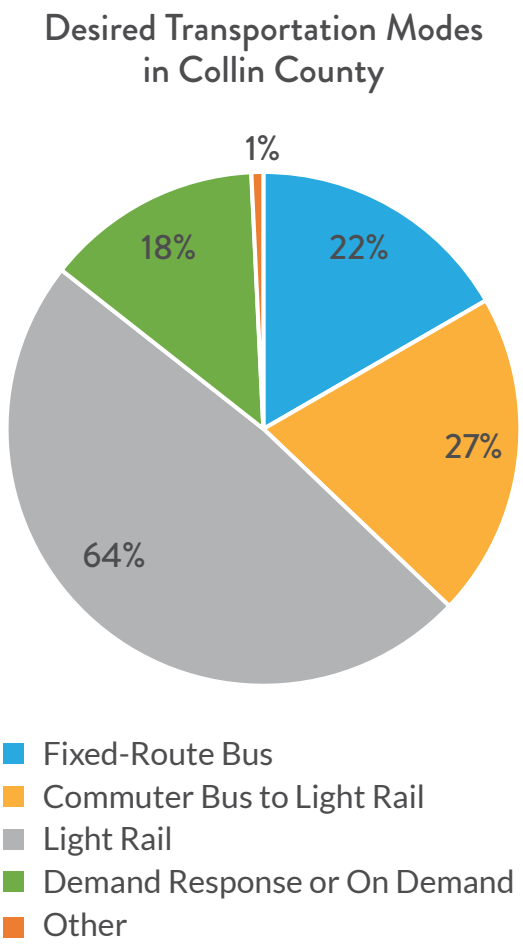
NCTCOG conducted a total of three virtual outreach meetings in Collin County. Email invitations were successfully shared with 181 stakeholders. 9 individuals registered for these meetings and 6 attended. Attendees included members of the public as well as representatives from local transit providers and non-profit agencies.

A transportation survey was also available to residents and stakeholders, online and in paper, and available in English or Spanish. This survey collected input on public transportation in the region. A similar survey was also available online for organizations and agencies that work with transit-dependent populations. In total, 86 responses were received for Collin County. Of these, 70 were received from Collin County residents and 16 were received from agency/organization representatives. Finally, 4 Collin County comments were received through Map Your Experience, a virtual public mapping tool that allows respondents to anonymously share comments and concerns by location.

Data Sources

The planning process for Access North Texas involved NCTCOG staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Discussion with Collin County residents and other stakeholders highlighted several key concerns. While a handful of transit options exist in Collin County, residents feel the services are restrictive in terms of eligibility, service hours, or destinations. Attendees at meetings noted needing connections to schools, employment, and volunteer work. Residents would also like to see service that creates better connections to existing DART services. McKinney was one location mentioned that it was felt could benefit from a light rail connection. Several attendees mentioned being limited by a one-car household in an area that largely does not provide public transit for the general public. Safety concerns were also common irrespective of mode type.



These concerns, legitimate or perceived, create a barrier to meaningful use of the available services in Collin County and beyond. When discussing preferred modes, expansion of light rail was considered extremely desirable. However, an on-demand service that's open to the general public was also mentioned as an interim step to fixed-route. Overall, residents are looking for a sustainable service that ideally connects to existing successful services in the DART network. Finally, meeting attendees expressed that champions for these improvements are needed in local government to prioritize them now.

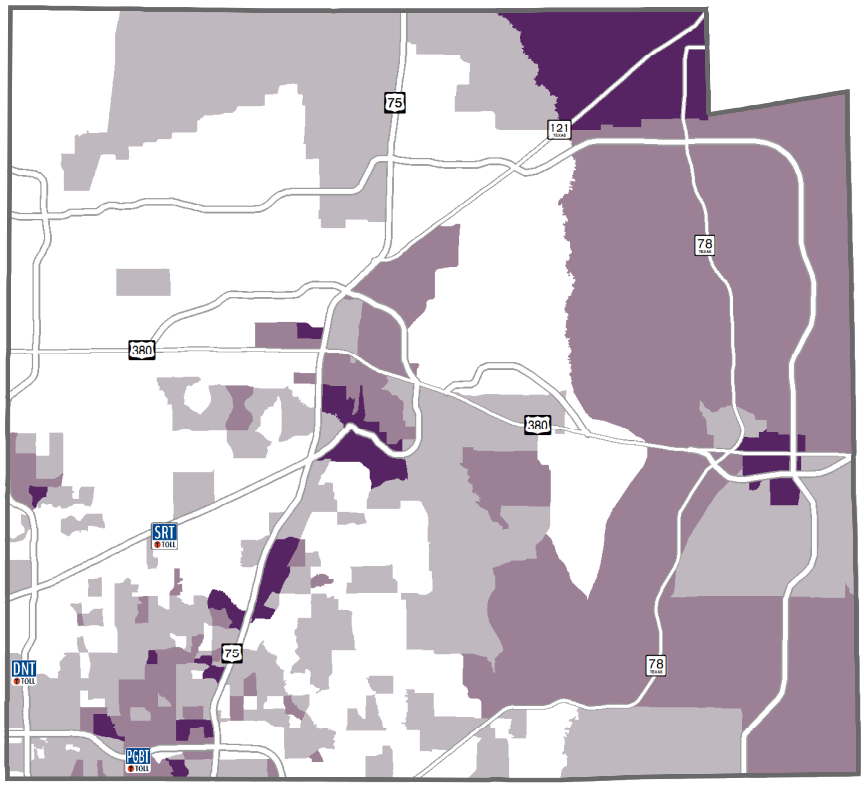
Another form of receiving data from Collin County residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

Responses to the transportation surveys totaled 86 for Collin County. Of these 70 were from Collin County residents and 16 were received from agency/organization representatives. The top 3 reported barriers were lack of connections to desired locations, existing options that don't meet rider needs, and lack of service on desired days and times. The survey responses differed slightly from the meeting discussions with most respondents indicating they are not missing any trips. However, similar to the meeting discussions, the most desired transportation enhancement reported was an expansion of service areas. Respondents would also like to see higher frequency and expanded service times. One respondent mentioned needing over an hour of time to go just five to six miles on existing transit options. Over half the responses mentioned specific connections representing desired destinations across the county, underscoring the lack of meaningful transit options currently available. Similar to the meeting discussion, connections to and throughout McKinney, Frisco, and Allen came up multiple times in survey responses. Express buses and light rail were again popular desired modes. All information gained through outreach meetings and transportation survey was gathered to develop the prioritized strategies for Collin County.

TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by NCTCOG and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Collin County there are several census block groups where populations of individuals age 65 and over, below poverty,

Collin County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 6 .5 13 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

and with disabilities are above the regional percentages.

Analysis

The highest conglomeration of census block groups within Collin County where the three variables are all above the regional percentage is along US-75 and in the eastern portions of the county. The area including the cities of Westminster and Anna in the northeastern portion of the county represents one of these hot spots. The City of Farmersville is another similar area in the far eastern portion near the intersection of SH 78 and US-380. The majority of the remaining eastern portion falls into the category of two variables above the regional percentage. Other areas of note for meeting both two and three variable thresholds exist near the intersection of US-380 and US-75 and on either side of US-75 moving south. The northwestern portion of the county has the largest amount of block groups with no variables above the regional percentage. In terms of individual variables, the highest number of low-income individuals exists near the cities of Westminster and Anna in the northeastern portion of the county and near the intersection of US-380 and US-75. Individuals with disabilities are found most prominently in the far eastern portion of the county. Concentrations of the senior population are distributed more widely across the entire county. Finally, vehicle ownership is high in Collin County, but block groups with the highest number of zero-car households align with the TAIT three-variable hotspots near the intersection of US-380 and US-75.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation survey, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Collin County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

Findings

In Collin County, 86 individuals completed the Access North Texas survey. Every single respondent indicated some type of barrier preventing them from getting where they need to go. The combination of all outreach efforts, including surveys and meetings, revealed that residents are eager to see increased transit connections across the county. Existing services only serve portions of the area or are limited to riders that meet certain eligibility requirements. Multiple respondents mentioned wanting expanded service open to the general public. The number of desired connections specified is too great to name them all individually. Currently, most residents do not feel they can live in Collin County without owning a personal vehicle, putting pressure on families in single-car households to meet lifestyle demands. The high level of population growth in this county will only exacerbate the challenges to transportation access. Many are worried about what they will do when they age to a point where they are unable to drive themselves around and would find relief if robust transit options were available.

While most respondents indicated they are not currently missing trips, the number that are will only continue to increase over time. Of those that are missing trips, most are going to employment or social/entertainment destinations. Residents of Collin County consistently shared a desire for light rail service connecting to the larger DART network, as well as other fixed route options.

They are looking for broader coverage in terms of service areas, service times, and frequency that aligns with their needs. 70 of the survey respondents indicated that transit service is currently not available at the locations they need to go and 34 indicated it is not available at the days or times they need. One survey respondent put it best by saying that their time is valuable and the time it currently takes to get to their destination on public transit is too great to justify. Finally, they are also looking for service that feels safer, as many feel uneasy with the perceived lack of safety on transit services they've experienced elsewhere.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

The Collin County Transit Study identified transit investment strategies of increasing intensity that could be employed to enhance transit services and facilities in Collin County and to better meet growing mobility and access needs. The analysis supports coordination with existing public transportation providers to develop transit in the county. The near-term (1-5 years) phase of the investment strategy most closely aligns with the goals and strategies in this plan.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at https://www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html

REFERENCE TO THE APPENDIX

For more detailed information about Collin County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

REGIONAL GOAL	COLLIN COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Develop potential connections from commuter bus lines to light rail service B) Invest in programs to assist with filling gaps in public transportation and facilitate service for work-related trips
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Expand eligible trips for specialized public transportation services to include employment, social, religious, and well-being trips C) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services.
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Improve coordination among public transit providers and cities that lack public transportation B) Work with regional and local organizations to increase ease of travel across municipal and county boundaries C) Identify, evaluate, and implement where appropriate, non-traditional ways to deliver and support public transportation, including but not limited to partnerships among public transit agencies, private transportation providers, transportation network companies, shared use mobility programs, and volunteer drivers
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Explore sources of local revenue for public transportation through partnerships, sponsorships, and contracting for service C) Advocate to integrate funding sources to maximize efficiency and increase availability of affordable public transportation options
Promote Access and Information about Available Transportation Options	A) Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transportation through leadership, policy, or funding initiatives

CHAPTER 03

DALLAS COUNTY

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Dallas County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Dallas County.

EXISTING TRANSPORTATION RESOURCES

Within Dallas County there are several transportation providers and services. The main transportation provider is Dallas Area Rapid Transit (DART), and they cover a total of thirteen member cities within the county. DART's services include light rail, local bus service, paratransit service, nearly 30 on-demand Go-Link Zones, and operations of the Dallas Streetcar. The McKinney Avenue Transit Authority (MATA) coordinates with DART to operate the M-Line Trolley in Uptown Dallas. Additionally, the Trinity Railway Express (TRE) is jointly owned and operated by DART and Trinity Metro and connects Dallas to Fort Worth and points in between.

STAR Transit operates three commuter routes in Mesquite, Balch Springs, and Hutchins. Each of these routes connect to DART's light rail system at either the Lawnview Station, Buckner Station, or the UNT Dallas Station. In partnership with the cities of Mesquite, Balch Springs, Seagoville, and DeSoto STAR Transit also provides curb-to-curb transportation in those cities. In addition, STAR Transit operates a GoLink zone with DART and the Southern Dallas County Inland Port Transportation Management Association to provide on-demand shared rides to areas outside of DART service area but within the Southern Dallas County Inland Port.

The City of Grand Prairie also introduced on-demand services using the Via Rideshare platform in April 2022. Residents can use the new service Monday through Saturday to travel within city limits and to select college campuses. Other specialized services in Grand Prairie include the Grand Connection, providing curb-to-curb transportation to older adults and individuals with disabilities within city limits.

In addition to other transportation options and services, Trinity Metro and Denton County Transportation Authority (DCTA) operate a commuter vanpool program within the North Central Texas region. As of May 2022, Trinity Metro operated up to 39 vanpools with origins in Dallas County and up to 72 vanpools with destinations in Dallas County. Also, DCTA operated up to 23 vanpools with destinations in Dallas County. The number of vanpools may change month to month as the regional program expands shared commuter transportation opportunities.

Additional resources that provide or facilitate access to transportation include cities, major employers and numerous human service and social service agencies such as Community Council of Greater Dallas, AARP Ride@50+ Program, and Metrocare Services. My Ride North Texas is a project that connects residents to transportation providers and resources, based on their needs. Also, see Appendix B, Get-A-Ride-Guide, for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option individuals can use for personal trips (if cost-effective), or organizations can contract to provide specific service for clients.

Even with the transportation providers listed above, transportation gaps still exist in Dallas County. In 2021, the North Central Texas Council of Governments released a transit planning study for the Southern Dallas County communities of Cedar Hill, DeSoto, Duncanville, Lancaster and the Southern Dallas Inland Port area. The study focused transit implementation in areas with limited access to transit services and phased recommendations over the next 20 years. There are also some barriers for riders looking to travel between cities with different providers, rural areas, and seamless connections into neighboring counties.

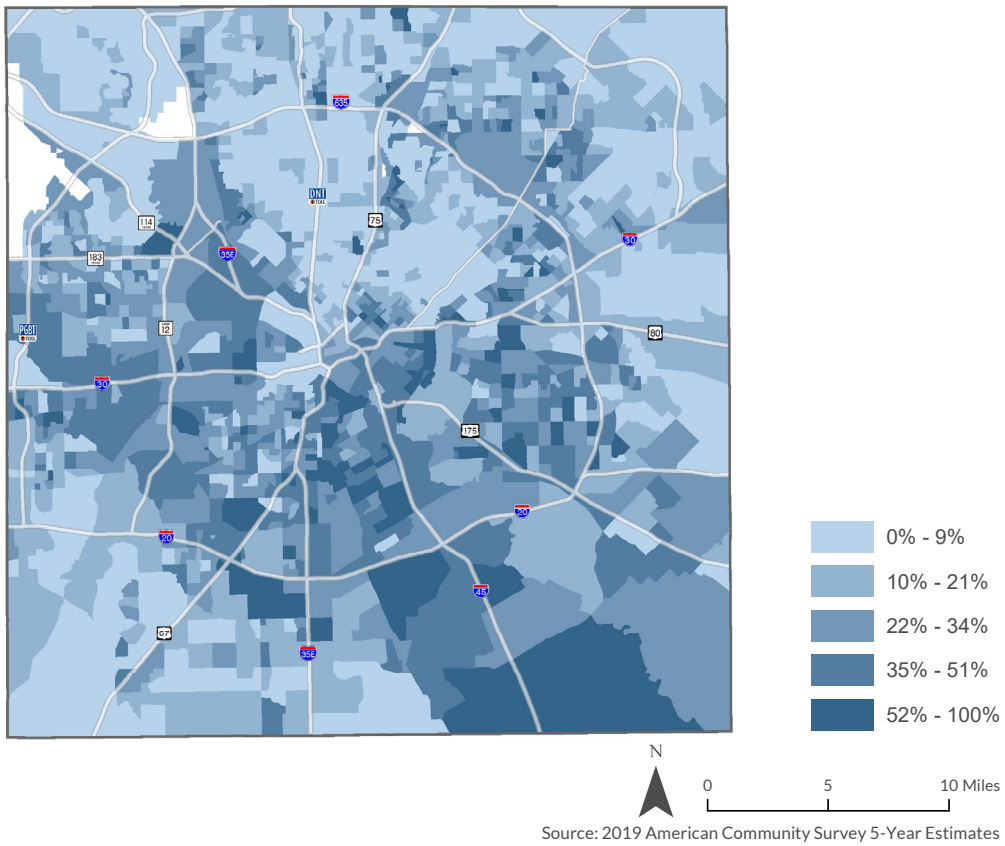
DEMOGRAPHIC ANALYSIS

Demographic data in Dallas County was used to identify populations that may have a high potential need for public transportation. Dallas County continues to experience some growth, as more people relocate into the region. According to the American Community Survey's (ACS) 2019 5-year estimates, since 2015 Dallas County's population has increased by 4.9%. In comparison, the 16-county region has grown 8% in that same period.

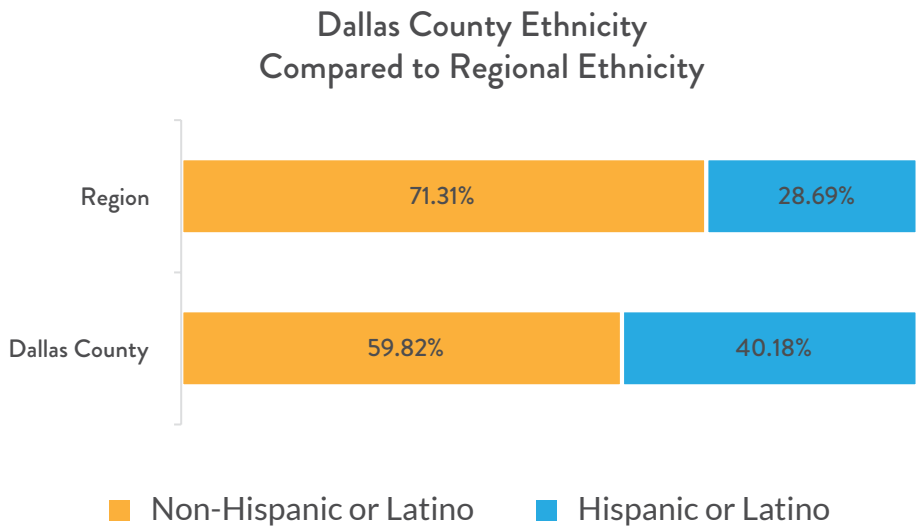
According to these same estimates, Dallas County's total population is made up of nearly 2,600,000 individuals and 930,000 households. Of these individuals, 272,730 are 65 years of age or older, making up 10.5% of the population. Dallas County also includes 244,865 individuals with disabilities who make up 9.4% of the population, as well as 550,179 low-income individuals who make up 21.3% of the population.

Dallas County's racial composition is majority white at 61.2%, followed by 22.6% Black, 6.3% Asian, 0.4% American Indian or Alaska Native, 0.05% Native Hawaiian or Pacific Islander,

Dallas County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level



6.8% identifying as another race, and 2.6% indicated two or more races. Dallas County also has a significant Hispanic or Latino population, comprising 40.2% of the population. Additionally, within Dallas County 493,308 individuals, which is 20.5% of residents speak English less than very well, indicating that information about available transit will be difficult for these individuals to access if it is provided only in English

Although the county has a low percentage of zero-car households at 6.8%, that percentage is still higher than the regional percentage of 1.6%. Also, while the number of homeless individuals is naturally difficult to estimate, the Metro Dallas Homeless Alliance (MDHA) 2021 Point in Time Homeless County notes a total of 4,105 sheltered and unsheltered individuals experienced homelessness in Dallas County from when the count occurred. According to MDHA's 2021 State of Homelessness Address, nearly 7,000 individuals experienced homelessness for the first time, needing a different approach and less intensive services as those who are disabled or have experienced homelessness for many years. Efforts to promote existing or new transit services should include strategies to reach each of these populations.

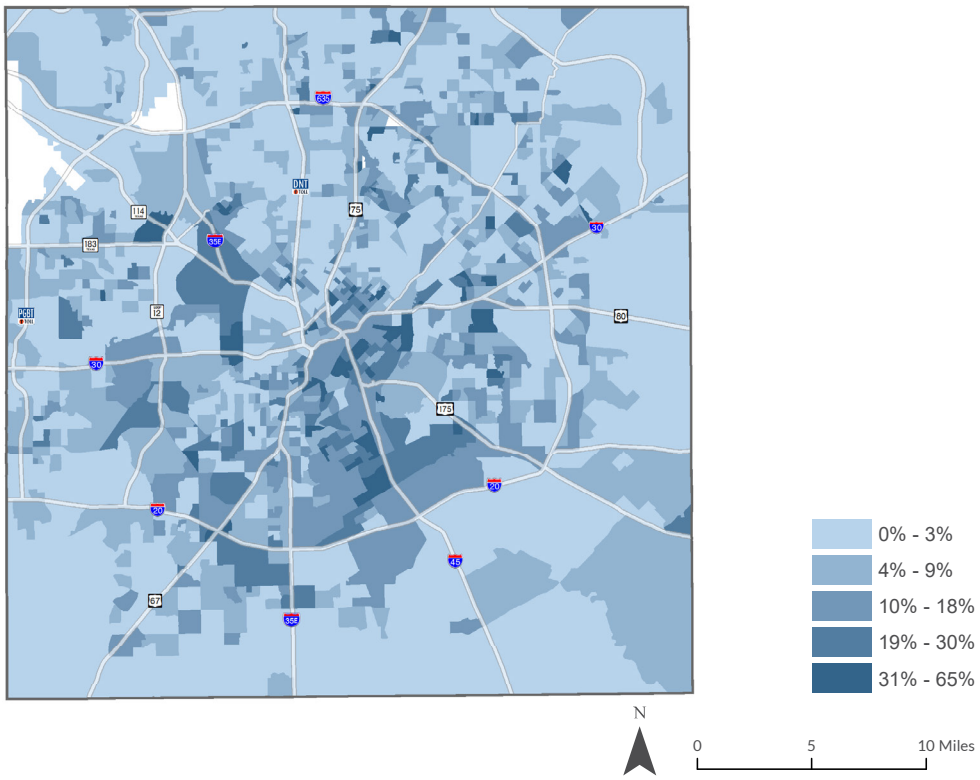
PROCESS

Outreach

Public outreach for Dallas County was conducted through a series of virtual public meetings, surveys, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, NCTCOG's Local Motion publication, a press release, and social media. Invitees were encouraged to share the invitation with partner organizations and clients to help promote the meetings. Staff sent out 171 emails inviting Dallas stakeholders and contacts to participate in public outreach efforts.
Three virtual public meetings in July 2021 saw 7 attendees including members of the public and representatives from county non-profits and transit providers. Additional conversations with staff from a local a community organization in Dallas County supplemented the larger meeting participation. The organization serves seniors and individuals with disabilities.

A transportation survey was also available to residents and stakeholders, online and in paper, and available in English and Spanish. This survey collected input on public transportation in the region. A similar survey was also available online for organizations and agencies that work with

Dallas County Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

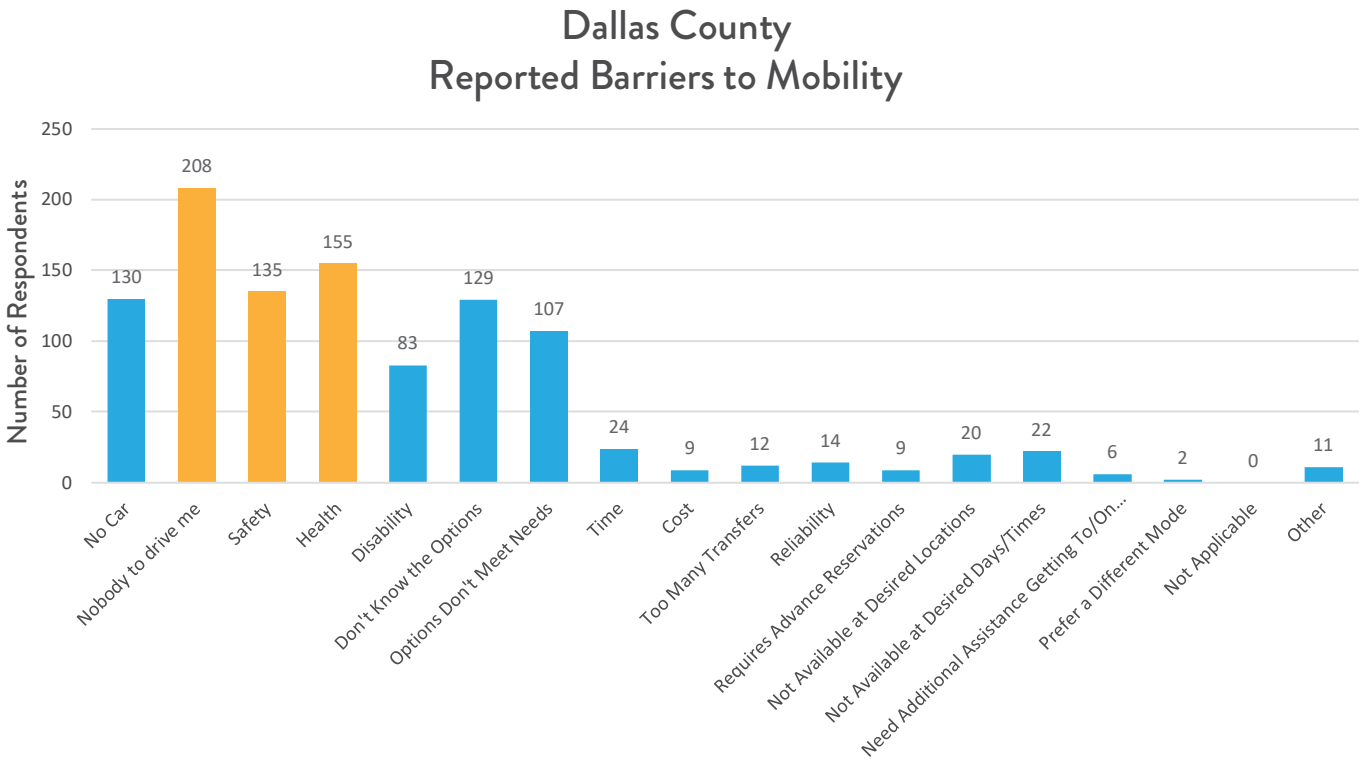
transit-dependent populations. In total, 685 responses were received for Dallas County. Of these 672 were received from Dallas County residents and 13 were received from agency/ organization representatives. Finally, during the outreach period 3 transit comments from Dallas County were received through Map Your Experience, a virtual public mapping tool that allows respondents to anonymously share comments and concerns by location.

Data Sources

The planning process for Access North Texas involved NCTCOG staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Discussion with Dallas County residents and stakeholders highlighted several key concerns for transit users. The primary concern of participants was the awareness of available resources, followed by enhancing the user's experience and creating targeted implementation plans. Attendees noted that referral services, such as those provided by AARP, have served as an access point for transportation information and to connect riders to transportation options. As for enhancing user experience, agencies and non-profit organizations could benefit from greater efforts to educate the public on new services and existing resources. Although discussions occurred prior to major network changes within the DART service area, these concerns may continue to be relevant as users begin or return to use public transportation.

Another form of receiving data from Dallas County residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data



about public transportation in the region from riders and organizations that work with transit-dependent populations.

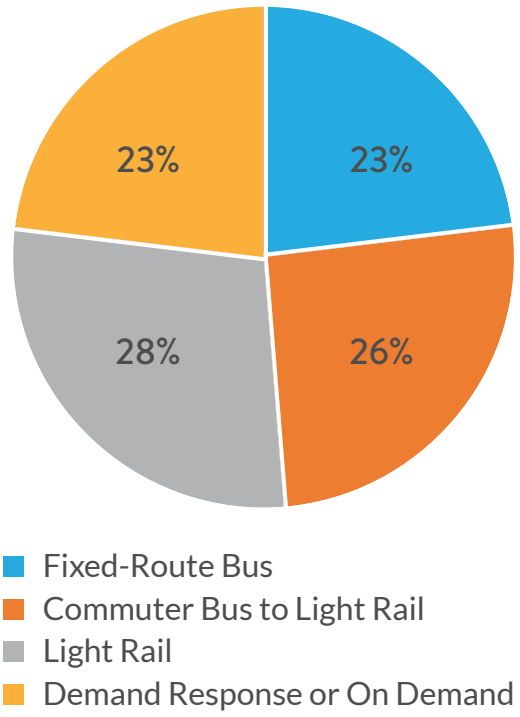
Responses to the transportation surveys totaled 685 for Dallas County. Of these 672 were received from Dallas County residents and 13 were received from agency/organization representatives. The top 3 reported barriers were not having access to someone to drive them, safety, and health concerns. Compared to the previous plan, more respondents in Dallas County indicated that safety and health concerns were barriers for them in using public transportation. The survey was conducted while communities were in high alert due to the COVID-19 pandemic, so respondents were likely concerned with risks involved in travelling with others. Public education campaigns have been implemented by the various public transportation agencies and data shows that respondents desire access to multiple transportation modes.

Similar to the meeting discussions, respondents also expressed not knowing about their transit options and that current options don't meet their transportation needs. Additionally, the most desired transportation enhancement reported is greater service areas and times, along with greater frequency. Although responses are prior to the implementation of DART's redesigned network, discussions support greater service and the need to increase access to information on available transportation options.

The survey also found that users would also like to see fewer transfers for regional trips and better regional connectivity. Several respondents mentioned specific connections outside of current transit service areas or near entertainment centers outside of Dallas County. Crossing service area boundaries is named as a significant barrier to traveling across the county and across the region.

All information gained through outreach meetings and transportation survey was gathered to develop the prioritized strategies for Dallas County.

Desired Transportation Modes in Dallas County



TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the North Central Texas Council of Governments and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Dallas County there are many census block groups where populations of individuals age 65 and over, below poverty, and with disabilities are above the regional percentages.

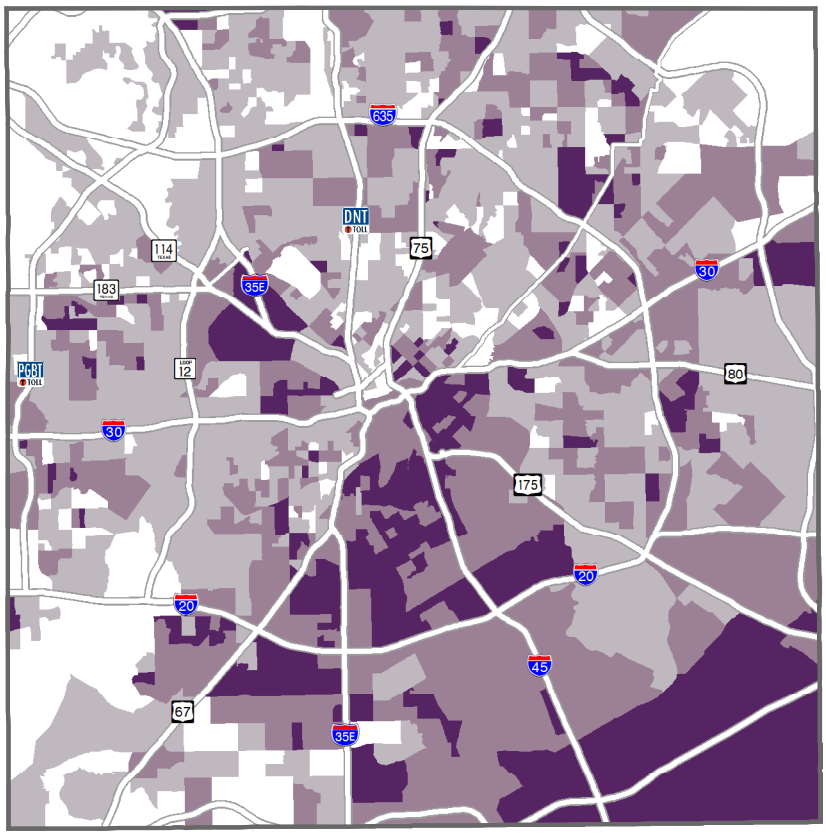
Analysis

The highest conglomeration of census block groups within Dallas County where the three variables are all above the regional percentage is in the south and southeast portion of the county. This area includes the cities of Dallas, Mesquite, Balch Springs, Hutchins, Wilmer, Lancaster, DeSoto, and Duncanville. Areas where census block groups have three variables above the regional average are mostly scattered south of I30 and east of Hwy 67. The rest of the area is covered with census block groups with one or two variables above the regional average. Along the US 67 corridor near Duncanville, DeSoto, and Cedar Hill the block groups with two variables above the regional percentage mostly contain individuals 65 and over and individuals with disabilities. Moving east, towards the Southern Inland Port area, the block groups with two variables above the regional percentage shift and are predominately individuals with disabilities and populations living below the poverty line.

In northeast Dallas County, there are also census block groups where the percentage of individuals 65 and over, populations below the poverty line, and those with disabilities are all above the regional percentages. Most of the census block groups with all three variables above the regional average are near downtown Dallas and the City of Garland. The Garland area also has census block groups with just one or two variables above the regional percentage. Most of these contain higher levels of persons below the poverty line and either individuals with disabilities or individuals aged 65 and over.

Other areas with all three variables above the regional percentage include the northeast portion of the county, along the I35 corridor and 183 in Irving. Many census block groups with two variables above the regional percentage in the northeastern portion of Dallas County are persons below the poverty line and individuals with disabilities. Areas where the percentage of individuals 65 or older is higher than the regional percentage are distributed across the northeastern portion with concentrations found around Love Field Airport and across the City of Irving.

Dallas County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 7 14 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five (5) main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Dallas County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

Findings

In Dallas County 672 individuals completed the Access North Texas survey. Many of the respondents indicated they did not have a car or someone who could drive them. For those that depend on public transportation, they experience additional transportation barriers and may not be able to reach critical appointments. Nearly 450 responses indicate that in the past, they have had to miss work, medical, and meal trips or experienced delays due to lack of transportation options. The TAIT analysis tool identified the southern half of the county as having high concentrations of transit dependent populations and zero-car households. The accessibility of transit in these areas is important for connecting individuals to job opportunities and critical services.

The combination of all outreach efforts, including surveys and meetings, revealed that respondents want to see more information about available transportation options. Within Dallas County, riders have difficulty distinguishing between the different transportation services. For instance, in areas south of the City of Dallas there are several cities that are not members of a transit authority and provide contracted services, which may have their own transportation programs with varying eligibility and hours. Additionally, for areas where there are no public transportation options, respondents are faced with private transportation options which typically have higher user costs.

Given the multiple modes and providers in the region and in Dallas County, residents also expressed wanting to see better connectivity across modes and providers. Many of the locations listed by respondents were entertainment and shopping centers where currently there is limited or no public transportation options available. Therefore, even if the rider has access to public transportation within Dallas County, they are often unable to reach destinations outside the county or find the trip too difficult to complete.

Outreach efforts also indicated a large need for transportation providers and partners to promote existing options and ensure that services are being provided in a safe manner. Specifically, riders indicated health risks such as COVID-19 as a barrier to using public transportation. The transportation agencies have conducted individual and coordinated campaigns to inform riders of measures they are taking to ensure trips are safe and continuing these efforts in future health emergencies can help riders feel more comfortable using public transportation. Additionally, riders are looking for services that feel safer since some generally perceive a lack of safety on public transportation. The impact of COVID-19 was greatly felt by riders and transit agencies alike since the shortage of drivers and security personnel has impacted the level of services being provided at a local level. As the region moves forward from the COVID-19 pandemic, transit agencies and partners should ensure the communication with the public continues to be a focus in order to build trust among current and potential riders.

It's also worth noting that DART, the largest transit provider in Dallas County, implemented their bus network redesign, DARTzoom, in January 2022 after outreach for this plan was completed. Any associated improvements to the system that addressed connectivity and rider education are not captured in the feedback collected for this plan but will be evaluated in future updates.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

NCTCOG was awarded a 2021 Rebuilding American Infrastructure with Sustainability and Equity (RAISE) grant from the U.S. Department of Transportation to enhance mobility within the Southern Dallas Inland Port. Currently, on-demand services are operated by STAR Transit in coordination with DART to areas outside of DART service area but within the Southern Dallas County Inland Port. The project will seek to expand hours and enhance services in order to connect individuals with reliable public transportation and a significant and growing job center. Services will be evaluated in the next Access North Texas update.

The Southern Dallas Transit Study was completed in July 2021 and it focuses on the communities of Cedar Hill, DeSoto, Duncanville, Lancaster, and the Southern Dallas Inland Port area. The study includes a needs assessment of the area and provides multi-phase service recommendations for the area. The study recommends that in Phase 1 (1-5 Years) a foundation of transit services is built in the area by introducing micro transit zones in each city for local circulation and connecting those cities to regional transit nodes. Implementation of Phase I from this plan aligns with strategies developed under Access North Texas for Dallas County.

In January 2022, DART implemented their bus network redesign, DARTzoom, to address transit challenges in the county. Through these changes, DART can offer more frequent routes, longer service hours, and has expanded their on-demand service areas. This along with their education campaign, begins to address various strategies listed for Dallas County. The impact of these efforts will be evaluated in future updates.

In early 2022, NCTCOG also began a transit study for East Dallas, Kaufman, and Rockwall Counties. This study aims to develop a comprehensive public transportation plan for cities in Eastern Dallas County that are not members of Dallas Area Rapid Transit, as well as Kaufman and Rockwall counties. Once complete, recommendations from this study will be evaluated in future Access North Texas updates.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent

REGIONAL GOAL	DALLAS COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Invest in programs to assist with filling gaps in public transportation and facilitate service for work-related trips B) Invest in programs that facilitate transportation trips to medical and healthcare appointments C) Launch a mobility toolbox to educate on and promote public transportation options such as fixed route, demand-respond, on-demand services, etc.
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Expand eligible trips for specialized public transportation services to include employment, social, religious, and well-being trips C) Establish additional assistance or more specialized public transportation options for customers who are not ADA paratransit eligible or physically capable of utilizing regular public transportation services D) Expand service hours to support needs of low-income individuals in the service industry and outside traditional 9am-5pm jobs
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Foster cooperation between public transit providers within counties to allow better connectivity and simplify regional trips
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Partner with organizations to coordinate training and recruitment for future public transportation professionals and create pipelines with area schools C) Establish driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers

REGIONAL GOAL	COUNTY-SPECIFIC STRATEGIES
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options B) Conduct travel training to educate the public on available services and policies C) Partner with agencies, recreation centers, senior residencies, housing assisted living centers, and other organizations to publicize information

populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at https://www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html

REFERENCE TO THE APPENDIX

For more detailed information about Dallas County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 04

DENTON COUNTY

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Denton County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Denton County.

EXISTING TRANSPORTATION RESOURCES

Denton County has two public transportation providers which work together to offer services to both the urban and rural portions of the county: Denton County Transportation Authority (DCTA) in the more urban areas and Span, Inc. which connects the rural areas of the county. DCTA provides transportation services within and between the City of Denton, Highland Village, and Lewisville and operates a multimodal system including A-train rail service, Connect Bus and University fixed-route services, regional North Texas Xpress commuter bus service, a commuter vanpool program, and GoZone on-demand services. DCTA provides transportation for the general public with service times varying by mode. DCTA bus, rail, and on-demand service availability ranges from 5:00am to 10:00pm Monday – Friday, and between 8:00am to 8:00pm on Saturday. DCTA GoZone provides Sunday hours, operating from 8:00am to 6:00pm in Denton and Lewisville/Highland Village GoZones. Service costs can also vary by mode. A-Train fixed-route rail service and Xpress Bus services cost $1.50 for a local morning or afternoon pass and $3.00 for a day pass. Reduced morning or afternoon passes are also available for $0.75 for qualifying riders. DCTA GoZone Rides are currently $0.75 per trip.

In addition to other transportation options and services, the Denton County Transportation Authority (DCTA) operates a commuter vanpool program within the North Central Texas region. As of May 2022, DCTA operated up to 29 vanpools with origins in Denton County and up to 20 vanpools with destinations in Denton County. The number of vanpools may change month to month as the regional program expands shared commuter transportations opportunities.

Denton County is also serviced by Span, Inc., which operates primarily in the areas of Denton County not served by DCTA, including Flower Mound, Little Elm, Northlake, and surrounding areas. Span operates demand-response and curb-to-curb services. Additionally, Span is the designated rural provider in Denton County, serving primarily seniors, veterans, and individuals with disabilities, though rides are open to the general public. Services are generally available from 7:00am to 6:00pm Monday through Friday and riders must book rides at least one day in advance. Transit services cost $6.00 per trip, though seniors and individuals with disabilities rides are discounted at $3.00 per trip.

Finally, see Appendix B for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective). Organizations can also contract with them to provide specific services for clients.

DEMOGRAPHIC ANALYSIS

The demographic composition of Denton County reflects a rapidly growing population that may have high need for public transportation. According to the American Community Survey's 2019 5-year estimates, Denton County's

population has experienced a significant amount of growth, increasing by 13.9% since 2015. Denton County's total population is made up of more than 833,000 individuals and more than 290,000 households according to the same estimates. Of this total population amount, over 82,000 individuals are 65 years of age and older, making up 9.9% of the population. Over 66,000 individuals within Denton County have a disability, making up 7.9% of the population, and over 83,000 individuals are considered low-income, making up 10.1% of the population. Denton County also hosts relatively low percentage of zero-car households at just 2.6% of households.

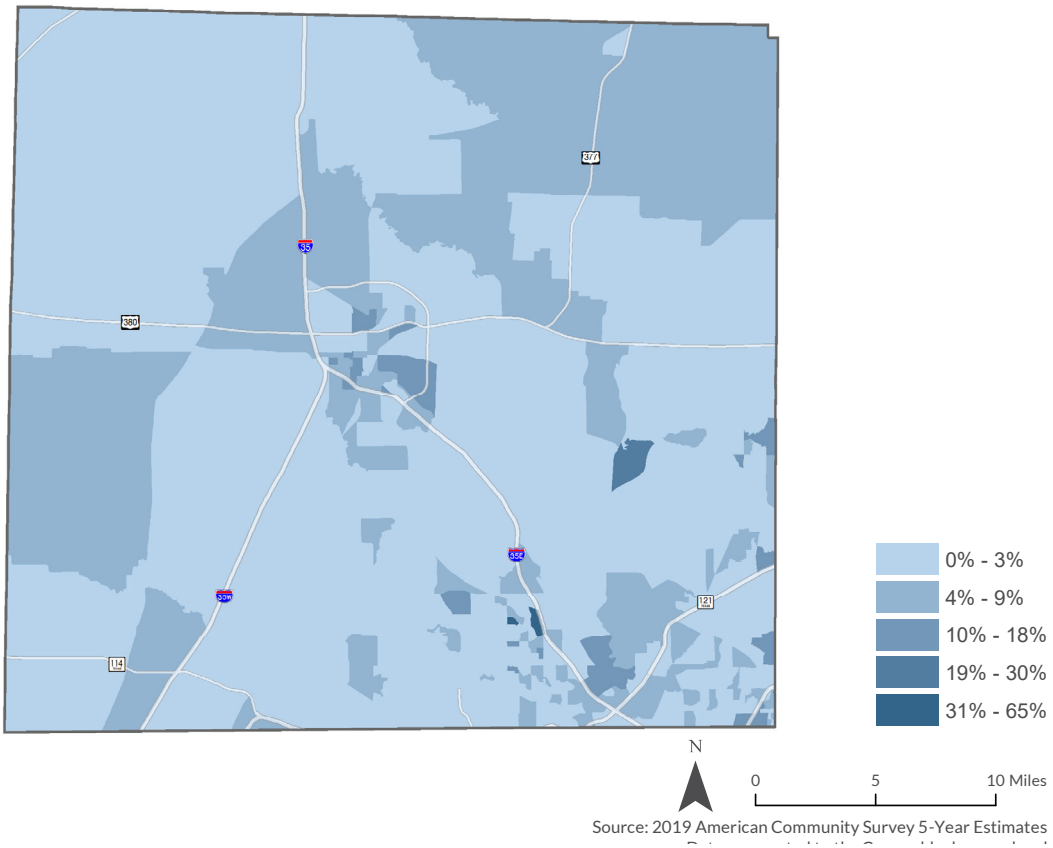
Denton County's racial composition includes a majority White population, making up 74.3% of the total population, followed by 9.8% Black, 8.7% Asian, 0.5% total American Indian or Alaska Native, 0.08% total Native Hawaiian or Pacific Islander, 3% Other Race, and 3.6% total Two or More Races. Denton County has a more heavily White population at 74.3% compared to the aggregate population of the 16-county North Central Texas Region, in which 68.8% of the total population is White. Denton County is comprised of 19.30% Hispanic or Latino individuals and contains a portion of the population with limited English proficiency, making up 7.79% of the total population. Efforts to promote existing or new transit services should include strategies to reach this population.

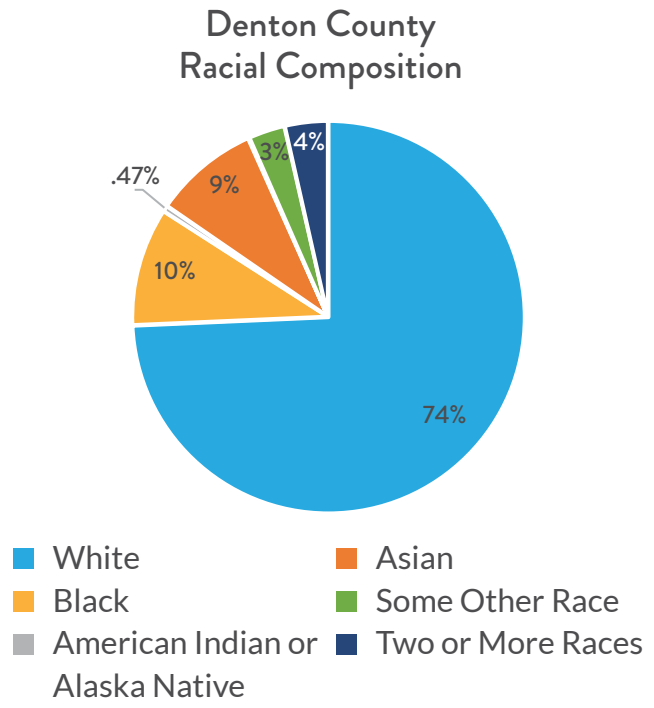
PROCESS

Outreach

Public outreach for Denton County was conducted through a series of virtual public meetings, one-on-one meetings with county stakeholders, surveys, and public mapping data. Outreach efforts were

Denton County Zero-Car Households





advertised through our Access North Texas website and Local Motion publication.

Staff sent out 356 emails inviting Denton stakeholders and contacts to participate in public outreach efforts. Virtual public meetings saw 10 attendees including members of the public and representatives from county non-profits and transit providers. The virtual public survey received 25 responses from Denton County residents and the agency survey received 47 responses from Denton County stakeholders and organizations. An additional 11 one-on-one meetings were hosted with stakeholders from non-profits and municipalities throughout Denton County.

Another form of receiving data from Denton County residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

Data Sources

The planning process for Access North Texas involved North Central Texas Council of Governments (NCTCOG) staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Discussions with Denton County residents included opinions surrounding a local shift in modes of public transportation. DCTA shifted to offering less fixed-route bus service and focusing more on their new on-demand rideshare service called GoZone. DCTA's new GoZone rideshare program launched September 7, 2021. While some favored local transitions to on-demand public transportation services, others noted concerns with affordability, reliability, and sustainability. Virtual outreach meetings revealed that Denton County residents and stakeholders look forward to increased accessibility and mobility for seniors and individuals with disabilities with the introduction of on-demand transit services by the local transit authority. Still others mentioned they anticipated barriers related to the dependence upon smart-phone technology and the potential complications that may bring for seniors and low-income populations.

One common theme among discussions with Denton County residents and stakeholders was the need for a more comprehensive public education campaign in which local transportation providers provide increased access to information about riding public transit. Participants mentioned the need to implement educational efforts especially among seniors and students, printing materials rather than relying heavily on digital resources.

Staff received 72 survey responses from Denton County including 25 responses from the public surveys and 47 responses from the agency survey. The survey revealed that among barriers to public

transportation experienced in Denton County, respondents noted that public transportation is not available at the days or times and in the locations that they need to go. Many stated that public transportation does not meet their needs or that public transportation in their area is not sufficiently reliable.

When prompted to note the kinds of missed trips individuals were experiencing, a large portion of respondents stated they were not missing trips. However, those who were missing trips or delayed in their trips noted that they were primarily missing work and medical trips. Light rail service was the most desired form of public transportation according to Denton County respondents. This was followed by demand-response or on-demand transportation and fixed-route bus service. Enhancements respondents would like to see in Denton's public transportation include expanded service areas, expanded service times, increased frequency, and increased reliability in transit services. Some additional items addressed through virtual outreach meetings and one-one-one meetings included driver shortages and interest in increased efforts toward affordable fares.

All information gained through outreach meetings and transportation survey was gathered to develop the prioritized strategies for Denton County.

TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the North Central Texas Council of Governments and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Denton County there are relatively few census block groups where populations of individuals age 65 and over, below poverty, and with disabilities are above the regional percentages.

Analysis

The Denton County TAIT map reveals that Denton County contains relatively few Census blocks wherein the proportion of populations of seniors, individuals with disabilities, and people below the poverty line is above the regional average. The populations which fit this description are located just outside the loop on the west side of the city of Denton, on the southeast side of the city of Denton, in the northeast corner of the county along I-377, and in Lake Dallas on the east side of I-35E. Denton County does host a number of Census block groups in which two variables are above the regional average, most of which are located in the northwest corner of the county and inside the city of Denton.

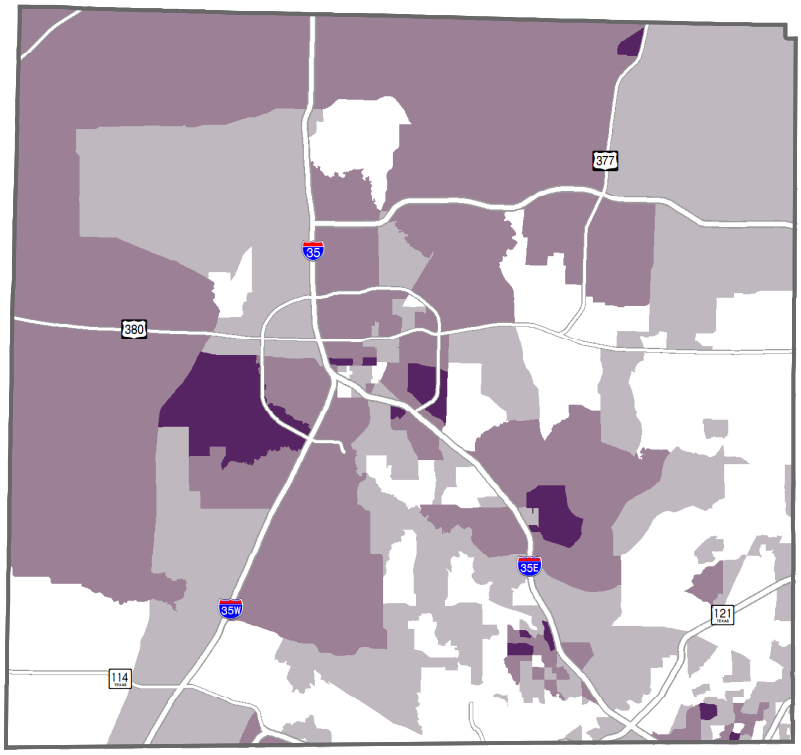
Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five (5) main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Denton County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

Outreach efforts within Denton County revealed that the county's recent changes have prompted discussion of preferred mode with many Denton residents hoping to see increased light rail and on-demand or demand-response service as public transportation options increase in Denton County. Accessibility and affordability concerns continue

Denton County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 7 14 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

to be a concern surrounding the implementation of on-demand services, though many are excited about the changes in public transportation in Denton County. Outreach also revealed that many individuals and organizations would like to see increased access to information about how to use and ride public transportation.

Of the 72 individuals who completed the Access North Texas public survey, 57% of responses indicated that individuals could get to where they need to go, while others noted several barriers to reaching their destinations with transit service areas and service times chief among them. Many noted a desire for better connectivity in and to Lewisville, Flower Mound, Corinth, and the Colony or indicated complications with traveling across county and municipal lines, desiring to travel from the city of Denton into the rural parts of the county.

Outreach efforts revealed that 30 respondents indicated concerns with transit reliability in Denton County and 30 respondents also indicated concerns with transit frequency in the county. Health and safety were also listed as important concerns by 10 and 11 respondents respectively. Also, 17 respondents noted a desire for fewer transfers and better regional connectivity. Finally, 26 respondents indicated a need for better information about how to use transit and available transit resources.

Overall, Denton County residents and stakeholders are interested in seeing a more reliable, frequent, transit service that operates for longer hours in expanded service areas throughout the county. Respondents would like to have better access to destinations outside of county and municipal boundaries through the expansion of light rail, on-demand and demand-response solutions, and fixed-route bus services. Denton County residents would like better access to work, medical appointments, and other destinations and easier access to information about the public transit options available for them to do so.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Denton County transit providers are already taking strides to implement some of these strategies including the growth of on-demand transit options through the DCTA GoZone implementation and expansion of 2021, which has likely prompted much of the discussion of transportation modes identified through public outreach. Similarly, DCTA has created online resources and have ongoing public education efforts such as Operation Lifesaver and DCTA Rail Ready curriculum to provide transit-related informational activities, videos and links to increase public knowledge on rail safety. DCTA also offers a free travel training program by providing personal, step-by-step instructions to seniors and those with disabilities on how to effectively use the DCTA system and build the skills, confidence, and independence to use public transportation.

In early 2022, NCTCOG initiated the Denton County Transit Study to develop a comprehensive approach to planning and implementing transit services outside of transit authority service areas in Denton County. The study will consider internal and regional connections and focus on strategic near-term implementation, increased transportation options, limited long-range investment opportunities including fixed guideway

REGIONAL GOAL	DENTON COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Conduct planning activities to further identify public transportation needs of residents outside of existing transportation authorities and define additional coordination opportunities for existing providers B) Invest in programs to assist with filling gaps in public transportation and facilitate service for work-related trips C) Launch a mobility toolbox to educate on and promote public transportation options such as fixed route, demand-respond, on-demand services, etc.
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Expand service hours to support needs of low-income individuals in the service industry and outside traditional 9am-5pm jobs B) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services.
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Improve coordination among public transit providers and cities that lack public transportation B) Work with regional and local organizations to increase ease of travel across municipal and county boundaries C) Foster cooperation between public transit providers within counties to allow better connectivity and simplify regional trips D) Create and support partnerships between public transit providers and local organizations to increase opportunities to make fares more affordable for those in need
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Establish driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options B) Partner with agencies, recreation centers, senior residencies, housing assisted living centers, and other organizations to publicize information

alternatives, funding options, and private-sector involvement. A Transit Vision, along with specific goals and objectives, will be developed that guide the transit planning process, recommendations, and implementation. The study is anticipated to be completed by Summer 2023.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at **www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html.**

REFERENCE TO THE APPENDIX

For more detailed information about Denton County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 05

ELLIS AND NAVARRO COUNTIES

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Ellis County and Navarro County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Ellis County and Navarro County.

EXISTING TRANSPORTATION RESOURCES

Community Transit Services (CTS) serves Ellis County and Navarro County with curb-to-curb, demand-response service. This service is intended for the general public and persons with special needs, as specified by the Americans with Disabilities Act (ADA). The service operates Monday – Saturday, 5:00 a.m. to 5:30 p.m.. CTS will take reservations Monday – Friday, from 8:00 a.m. to 4:00 p.m.. CTS requires 48 hours' notice for scheduling a ride, and all vehicles are ADA accessible. Travel within a hub city begins at $2 per one-way stop with a bus pass (which costs $10), $4 without a bus pass. Travel within one county is $5 per stop. Travel between Ellis and Navarro counties is $1 per mile.

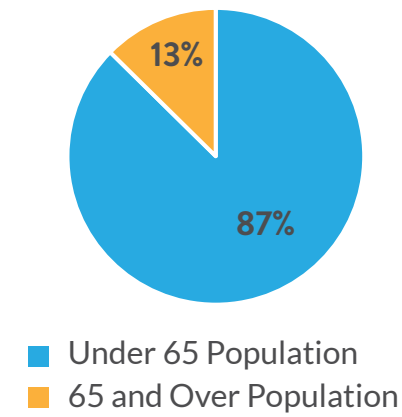
In addition to other transportation options and services, Trinity Metro operates a commuter vanpool program within the North Central Texas region. As of May 2022, Trinity Metro operated up to 9 vanpools with origins in Ellis County. The number of vanpools may change month to month as the regional program expands shared commuter transportation opportunities.

Finally, see Appendix B for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective). Organizations can also contract with them to provide specific services for clients.

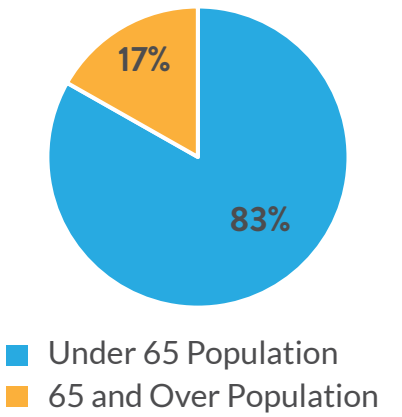
DEMOGRAPHIC ANALYSIS

The population of Ellis County increased 10.6% between 2015 and 2019 according to the five-year American Community Survey estimates, while the population of Navarro County grew 1.8%. Combined, the populations of both counties grew

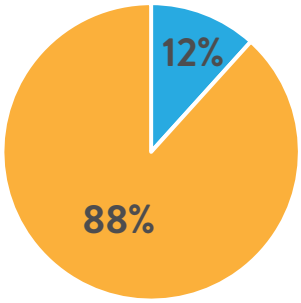
Ellis County
Percentage of Population 65+



Navarro County
Percentage of Population 65+

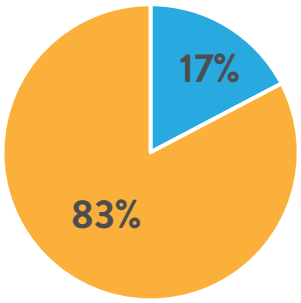


Percentage of Individuals with a Disability in Ellis County



- Percent of Individuals with a Disability
- Percent of Individuals without a Disability

Percentage of Individuals with a Disability in Navarro County



- Percent of Individuals with a Disability
- Percent of Individuals without a Disability

8.6%. The region grew 8.0%; this indicates that both counties are continuing to add residents and will likely add more in the years to come as the region continues experiencing growth.

One area of focus for the Access North Texas plan has been the population of limited English proficiency (LEP) individuals. About 6.6% of the population in Ellis County is considered LEP, while 10.4% of Navarro County's population is listed as LEP. These are lower than the regional percentage of 13.2% and suggest that outreach efforts in languages other than English would be more impactful in Navarro County.

In reviewing demographic data for the region, particular attention is given to groups that tend to be more reliant on public transportation services. One such group is the population aged 65 and older. Per our demographic data, Navarro County has a slightly larger share of elderly residents compared with Ellis County. Both counties are above the regional percentage of 11.2% of individuals over age 65.

For individuals with disabilities, reliable access to public transportation means improved mobility and accessibility to medical appointments and everyday travel needs. While some individuals with disabilities have full mobility, special consideration should be made for accessibility in any public transportation service being proposed for the county. Outreach to populations with disabilities should determine what opportunities and services are unavailable to them due to challenges in securing reliable transportation.

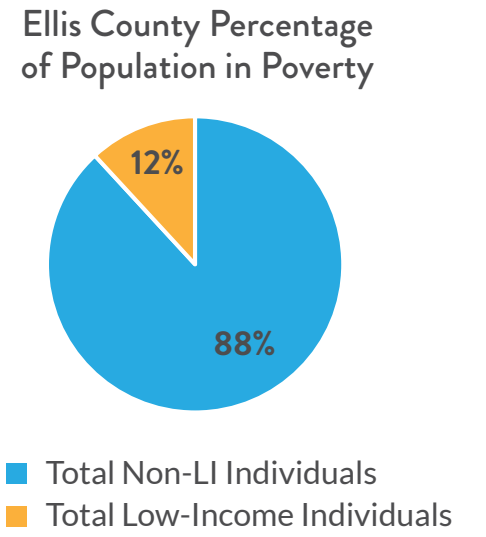
About 12% of the population in Ellis County is identified as having a disability, and 17% of the population in Navarro County is identified as having a disability. The regional percentage is 9.5%, suggesting that particular attention be given to transportation needs for individuals with disabilities.

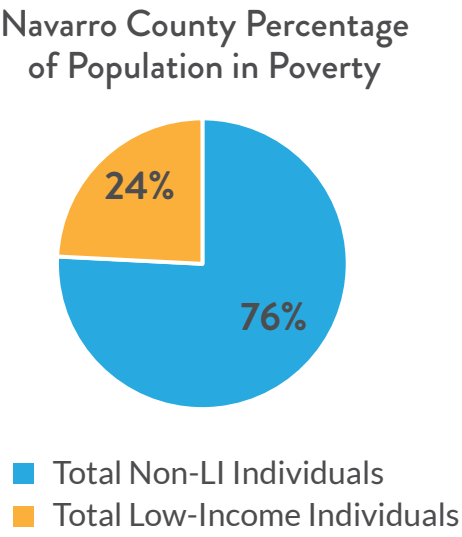
Additionally, low-income individuals often face greater challenges in mobility. Our demographic data indicates that Ellis County has a lower percentage of the population considered low-income compared to the region, while Navarro County exceeds the regional percentage (16.1%). Both counties exceed the regional percentage for zero-car households (1.6%), which is surprising given the more rural character of the counties.

PROCESS

Outreach

Public outreach for Ellis County and Navarro County was conducted through a series of virtual public meetings, surveys, and public mapping data. Outreach efforts were advertised through





email invitations, the Access North Texas website, NCTCOG's Local Motion publication, a press release, and social media.

NCTCOG conducted two public meetings conducted over Zoom, and a survey shared by the community partners. Invitations to attend the public meetings, fill out the survey, and share the information about Access North Texas were sent to 85 people. 29 responses were received through all surveys. Thecommunity partners directly survey received ten responses from participants in Ellis County. 18 responses came from the online and paper survey, and one response was received from surveys sent to transit agencies. Three members of the public attended the online public meetings, including representatives from Community Services, Inc. (operator of Community Transit Services).

Data Sources

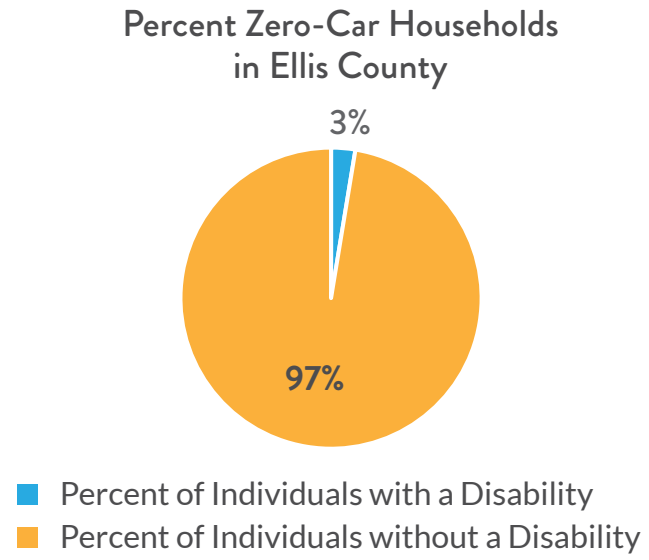
The planning process for Access North Texas involved NCTCOG staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

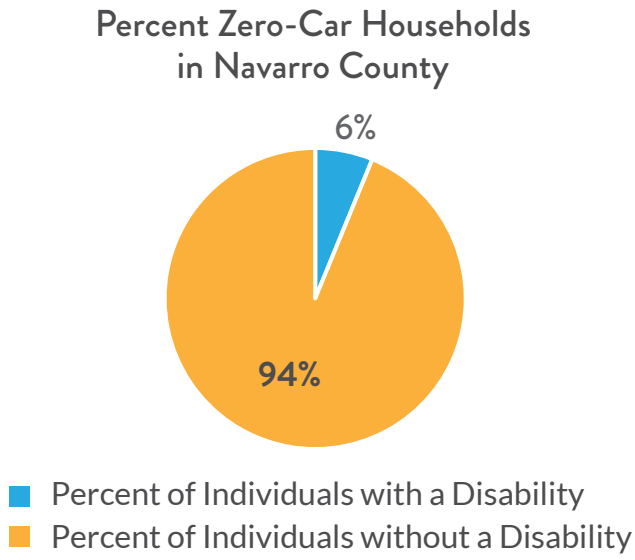
Another form of receiving data from Ellis County and Navarro County residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

All information gained through outreach meetings and transportation survey was gathered to develop the prioritized strategies for Ellis County and Navarro County.

TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the North Central Texas Council of Governments and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Ellis County there are over a dozen census block groups where populations of individuals age 65 and over, below poverty, and with disabilities are above the regional percentages. In Navarro County, every census block group is above the regional percentage for at least one of the three groups.





Analysis

Within Ellis County, the census block groups with all three categories above the regional average mainly cluster in central Ellis County (in and around Waxahachie) and southwest Ellis County around the I-35E and US-287 corridors. For two-category block groups, most have a greater proportion of people with disabilities and seniors aged 65 and older. The areas with only one group above the regional average tend to have a greater proportion of individuals with disabilities. These areas are distributed throughout the county.

While the majority of Ellis County has a low percentage of zero-car households, there are a handful of census block groups where the percentage exceeds the regional rate. These groups are in central, northern, and southwestern Ellis County, including the cities of Waxahachie, Ennis, and the unincorporated areas between Pecan Hill and Palmer.

In Navarro County, the majority of census block groups exceed the regional rates for all three characteristics. The only block groups with one or two characteristics above the regional rates are concentrated in Corsicana and Retreat, and eastern Navarro County roughly bounded by State Highway 31 and US-287.

Zero-car households exceed the regional average near Corsicana and within the south / southwestern portion of Navarro County in an area roughly bounded by I-45 and State Highway 31.

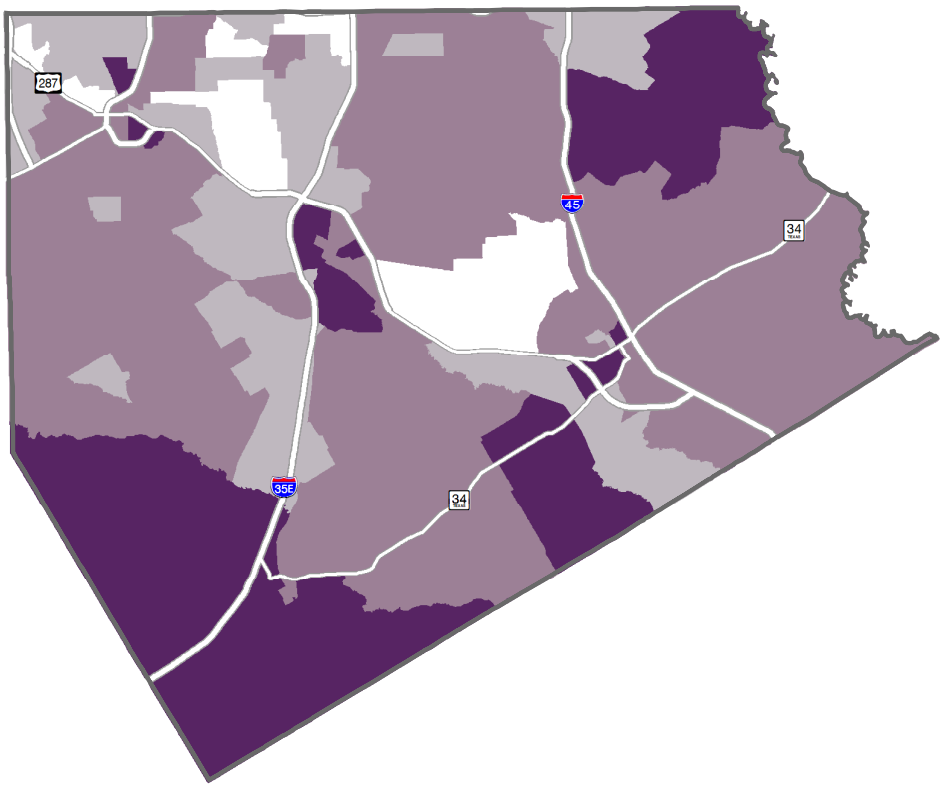
Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five (5) main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for Access North Texas and individual strategies were identified for Ellis and Navarro Counties to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

Per the results of the Access North Texas survey, while most respondents did not report missing any trips due to a lack of transportation, those who

Ellis County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

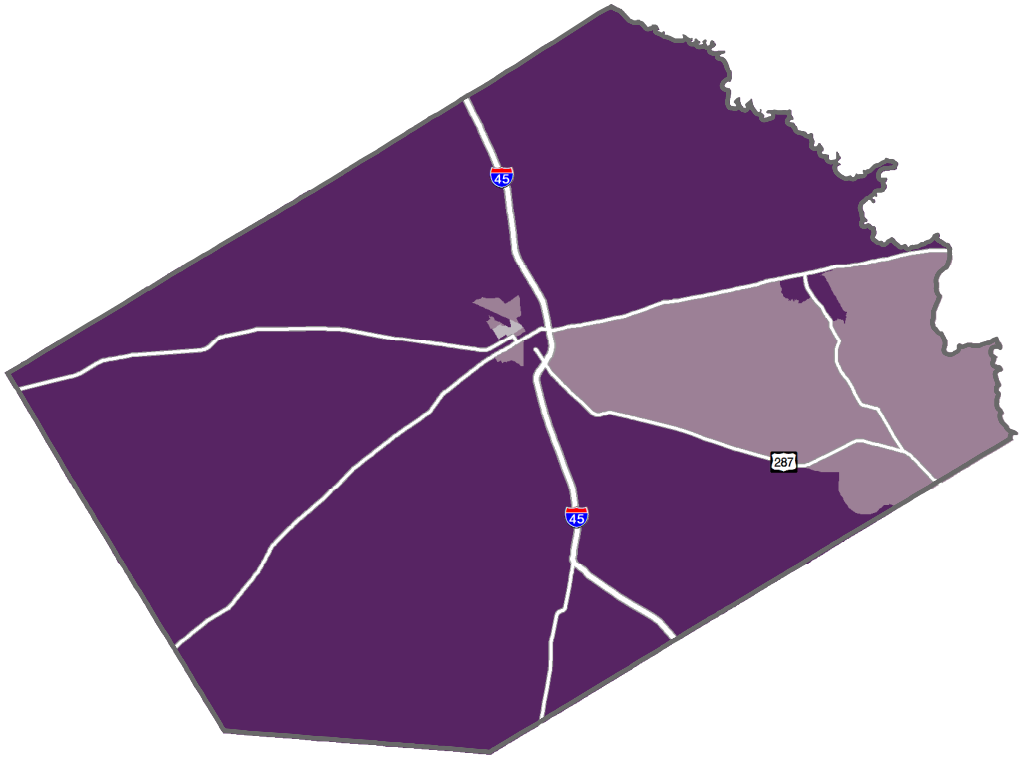
08 16 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

Navarro County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

09 18 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

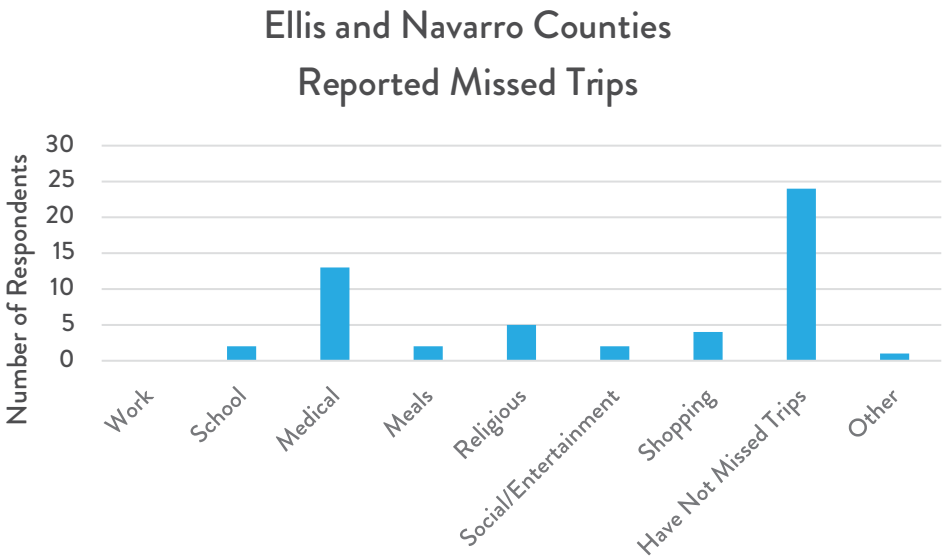
The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

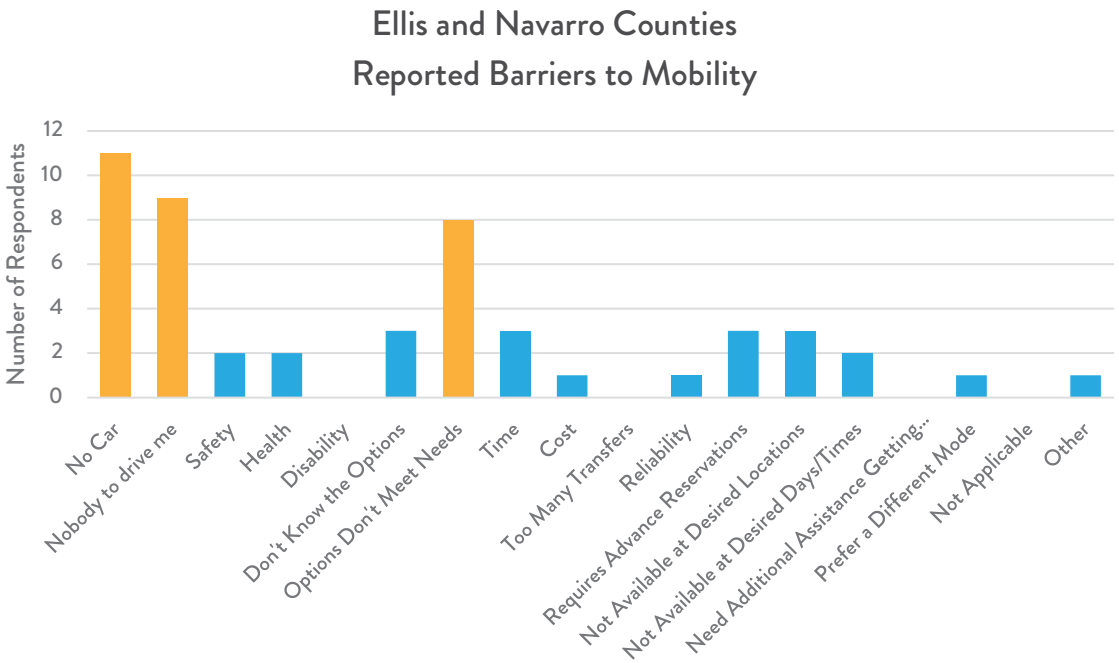
did miss trips reported medical visits as the most common type of trip missed. Reported barriers to mobility included a lack of car or anybody who can drive the respondent, and that the available options do not meet respondents' needs.

The three enhancements most desired by respondents include transit service frequency, service areas, and service times. According to feedback received from the public, a challenge that the population in the counties face is access to different types of trips. Existing services do not go into Dallas County for medical trips and provide limited service for other types of trips (such as going to a courthouse or grocery store). Other concerns include the cost of travel with existing transit services, especially among populations that do not qualify for Medicaid or Title IIIB trips.

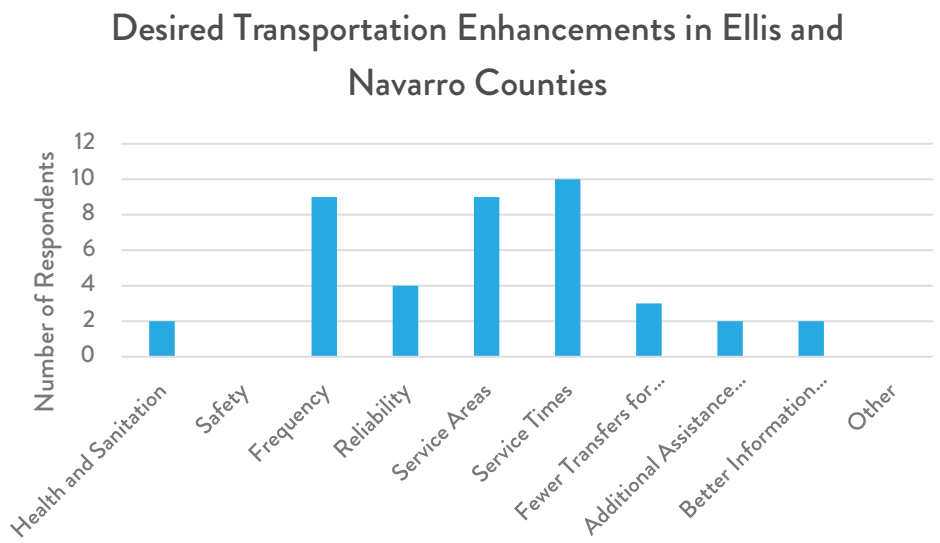
RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback





REGIONAL GOAL	ELLIS AND NAVARRO COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Invest in programs that facilitate transportation trips to medical and healthcare appointments
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services. C) Establish additional assistance or more specialized public transportation options for customers who are not ADA paratransit eligible or physically capable of utilizing regular public transportation services
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Develop partnerships across transportation providers to improve access to trips in the evening and weekends
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options. B) Conduct travel training to educate the public on available services and policies



that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html.

REFERENCE TO THE APPENDIX

For more detailed information about Ellis and Navarro Counties, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 06

ERATH, HOOD, AND SOMERVELL COUNTIES

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for older adults, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Hood County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Hood County.

EXISTING TRANSPORTATION RESOURCES

The Transit System, Inc. (TTS) serves as a rural transit district for Hood and Somervell Counties. TTS operates demand-response service for the public throughout their service area and allows trips outside the service area. TTS also operates non-emergency medical transportation service under a contract with LogistiCare and other local agencies. Reservations are required a day in advance of travel. Fares vary from $6 to $12 based on counties and zones. Additional fares include a Wait Time fare of $25 per hour and Before/After Hour fare of $50 per hour.

Texas Kidney Health Care (TKHC) Program, a statewide program that helps Texans with end-stage renal disease pay for their treatment, including travel to transplant or dialysis services. Program eligibility is required to access the service. Applications can be submitted through participating outpatient dialysis facilities, hospitals, Department of Veterans Affairs (VA), or a social worker.

Trinity Metro Vanpool service is intended for workplace commuters who live in an area not served by Trinity Metro rail or bus. As of May 2022, there are two vanpools operating in Erath County and one vanpool in Hood County. Vans may use HOV lanes and are available to the driver seven days a week.

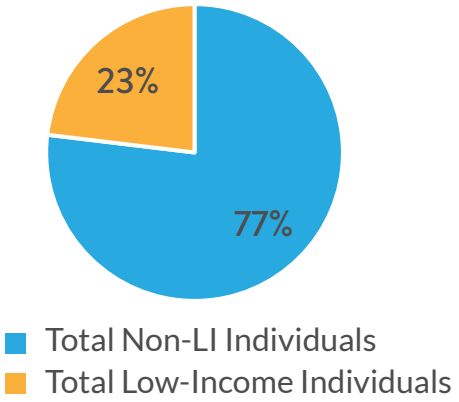
VA North Texas Health Care System Travel Benefits Program provides eligible Veterans and other beneficiaries with mileage reimbursement when utilizing plane, train, bus, taxi, light rail (common carrier) or when medically indicated, "special mode" (ambulance, wheelchair van) transport for travel to and from VA health care, or VA authorized non-VA health care for which the Veteran is eligible. Applications for travel reimbursements must be submitted within 30 calendar days from the date travel is completed.

Veterans Transportation Service (VTS) is designed to ensure that all qualifying Veterans have access to care through convenient, safe, and reliable transportation. VTS provides qualifying Veterans with free transportation services to and/or from participating VA medical centers (Va.m.Cs) in a multi-passenger van. This service ensures that all qualifying Veterans who do not have access to transportation options of their own, due to financial, medical, or other reasons, are able to travel to VA medical facilities or authorized non-VA appointments to receive care.

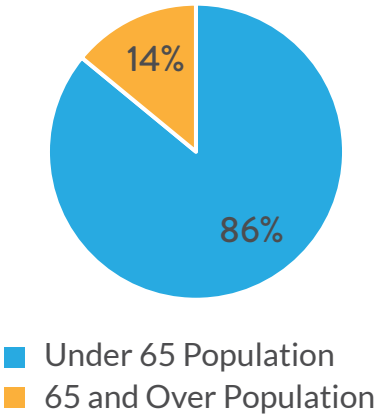
DEMOGRAPHIC ANALYSIS : ERATH COUNTY

Demographic data in Erath County was analyzed to identify populations in particular need of public transportation. According to the American Community Survey's 2019 5-year estimates, Erath County's population has increased 5% to 41,841 since 2015. In comparison, the Dallas/Fort Worth metropolitan area grew by 8% in the same period. As the county and region continue to grow, alternatives to traveling by car will be needed to reduce congestion and emissions.

Erath County Percentage of Population in Poverty



Erath County Percentage of Population 65+



Within Erath County, 4.5% of the population is considered to be of limited English proficiency. This is lower than the regional percentage, but promotional efforts for existing and new services should be inclusive of limited English proficiency population.

In Erath County, 23% of the population was recorded as low-income. These populations may have less reliable access to personal automobile transportation. Efforts should be made to identify geographies within Erath County which have larger concentrations of poverty and determine if they are currently served by existing transit services.

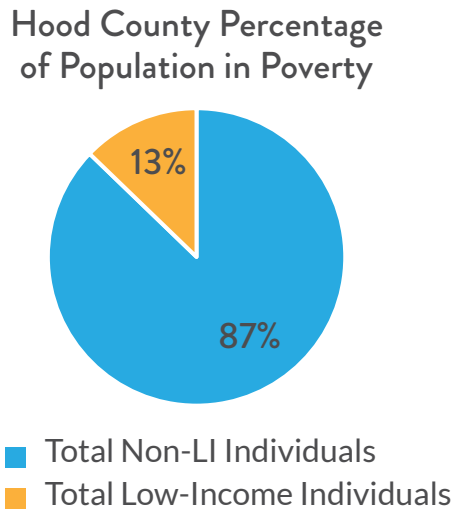
Additionally, 14% of the population in Erath County are age 65 and over. While some individuals who are 65 and over have full mobility, special consideration should be made for accessibility in any public transportation service being proposed for the county. Outreach to this population should determine what opportunities and services are accessible as well as what challenges prevent individuals from securing reliable transportation.

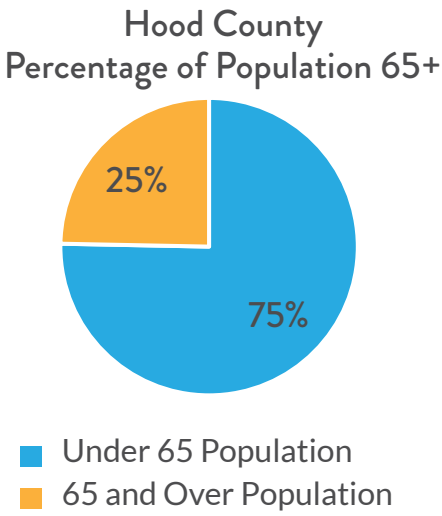
DEMOGRAPHIC ANALYSIS: HOOD COUNTY

Demographic data in Hood County was analyzed to identify populations in particular need of public transportation. According to the American Community Survey's 2019 5-year estimates, Hood County's population has increased 10% to 58,318 since 2015. In comparison, the Dallas/Fort Worth metropolitan area grew by 8% in the same period. As the county and region continue to grow, alternatives to traveling by car will be needed to reduce congestion and emissions.

Within Hood County, 4.3% of the population is considered to have limited English proficiency. This is lower than the regional percentage, but promotional efforts for existing and new services should be inclusive of limited English proficiency population.

In Hood County, 13% of the population was recorded as low-income. These populations may have less reliable access to personal automobile transportation. Efforts should be made to identify geographies within Hood County which have larger concentrations of poverty and determine if they are currently served by existing transit services.





Additionally, 25% of the population in Hood County are 65 and over. While some individuals who are 65 and over have full mobility, special consideration should be made for accessibility in any public transportation service being proposed for the county. Outreach to this population should determine what opportunities and services are accessible as well as what challenges prevent individuals from securing reliable transportation.

DEMOGRAPHIC ANALYSIS: SOMERVELL COUNTY

Demographic data in Somervell County was analyzed to identify populations in particular need of public transportation. According to the American Community Survey's 2019 5-year estimates, Somervell County's population has increased 3% to 8,860 since 2015. In comparison, the Dallas/Fort Worth metropolitan area grew by 8% in the same period. As the county and region continue to grow, alternatives to traveling by car will be needed to reduce congestion and emissions.

Within Somervell County, 4% of the population is considered of limited English proficiency. This is lower than the regional percentage, but promotional efforts for existing and new services should be inclusive of limited English proficiency population.

In Somervell County, 25% of the population was recorded as low-income. These populations may have less reliable access to personal automobile transportation. Efforts should be made to identify geographies within Somervell County which have larger concentrations of poverty and determine if they are currently served by existing transit services.

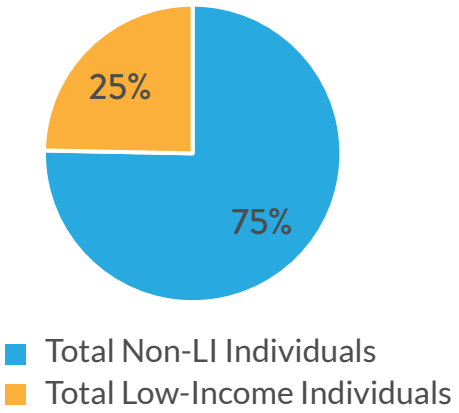
Additionally, 18% of the population in Somervell County are 65 and over. While some individuals who are 65 and over have full mobility, special consideration should be made for accessibility in any public transportation service being proposed for the county. Outreach to this population should determine what opportunities and services are accessible as well as what challenges prevent individuals from securing reliable transportation.

PROCESS

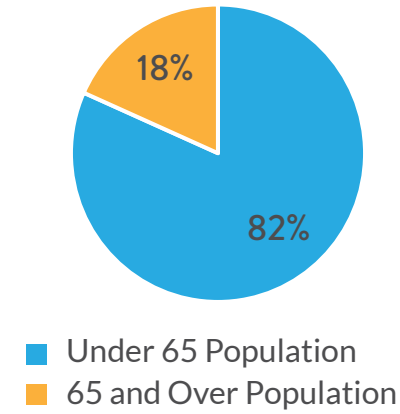
Outreach

Public outreach for Erath, Hood and Somervell County was conducted through a series of virtual public meetings, surveys, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, the North Central Texas Council of Governments (NCTCOG) Local Motion publication, a press release, and social media.

Somervell County Percentage of Population in Poverty



Somervell County Percentage of Population 65+



NCTCOG conducted two virtual public meetings in Erath, Hood and Somervell Counties. Invitations to the public meetings were shared with 78 people. Five members of the public/stakeholders attended a meeting, including local government, and human services organizations. A total of 59 survey responses were received.

Data Sources

The planning process for Access North Texas involved NCTCOG staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Another form of receiving data from Erath, Hood and Somervell County residents and stakeholders was a transportation survey; made available online in both English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

All information gained through outreach meetings and the transportation survey was gathered to help develop the prioritized strategies for Erath, Hood and Somervell Counties.

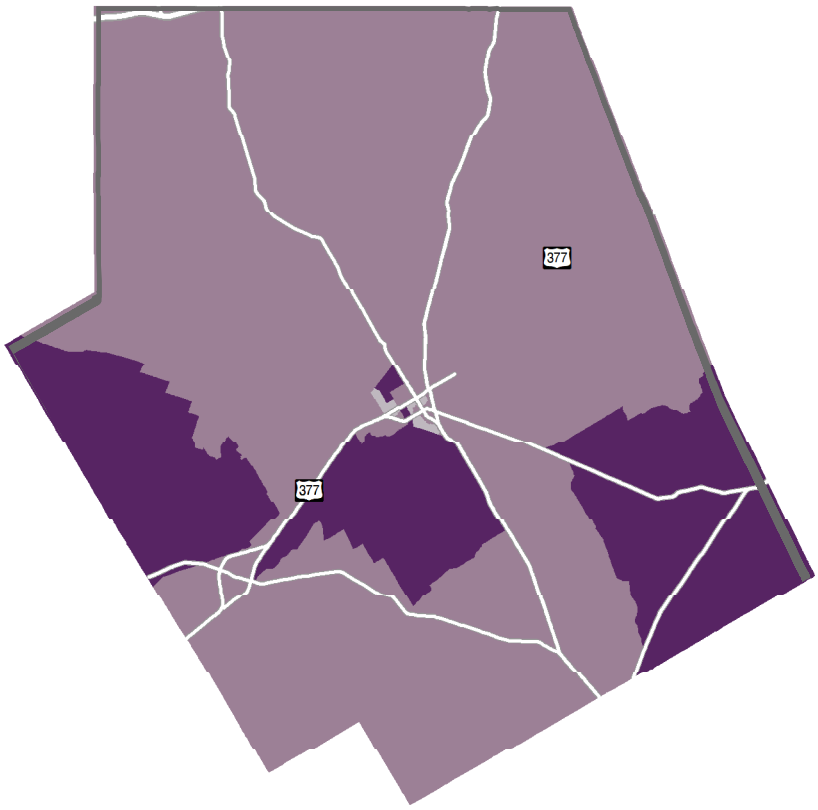
TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the North Central Texas Council of Governments and is based on American Community Survey 5-year estimates. Based on information from TAIT, Erath, Hood and Somervell Counties have census block groups where populations of individuals are age 65 and over, below poverty, and with disabilities are above the regional percentages.

Analysis

In Erath County, there are census block groups where the populations of individuals aged 65 and older, below the poverty line, and with disabilities are all above the regional percentage. There are three primary concentration areas where all variables are above the regional percentage. This includes areas east, south, and west of Stephenville. From east to west, the first concentration of all variables being above the regional percentage is near the surrounding area

Erath County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

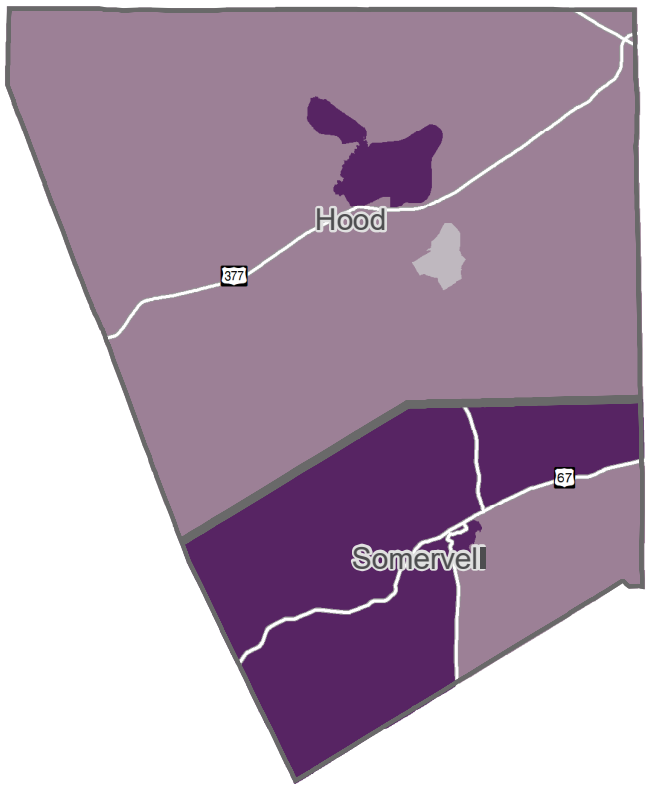
09 .5 19 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

Hood and Somervell Counties Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

07 .5 15 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

of US 67 and SH 220 on the southeastern side of the county. The second concentration is directly south of Stephenville, between US 377 and US 281. The third is northwest of the City of Dublin and west of US 377. This also includes a small area directly northwest of Stephenville. The remaining area within the county exhibits at least two variables above the regional percentage.

In Hood County, there are census block groups where the population of individuals are age 65 and older, below the poverty line, and with disabilities is above the regional percentage. The area with all three variables above regional percentage is in northern Hood County, just north of US 377. Municipalities in the three-variable block groups include Granbury, Oak Trail Shores and Brazos Bend. There is one small area with one-variable census block group to the southeast of US 377. The rest of the county is above the regional percentage for two-variable census block groups.

In Somervell County, there are census block groups where the populations of individuals are age 65 and older, below the poverty line, and with disabilities is above the regional percentage. The majority of Somervell County has all three variables above the regional percentage, including all areas north of

US 67, as well as the southwest portion of the county between US 67 and SH 144. The area with two variables above regional percentages is in the southeast Somervell County, between US 67 and SH 144.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into six (6) main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Erath, Hood and Somervell Counties to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

In Erath, Hood, and Somervell Counties, 59 people completed the Access North Texas survey. More than 50% of the respondents would like to be better informed on how to use transit as well as the other available transit options. All respondents would like expanded service areas and service hours. Another area of focus for those respondents was health and sanitation while riding transit.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Agencies and organizations looking to develop transit solutions aligned with these strategies may find support through the **Transit Strategic Partnerships Program.** Through this program, NCTCOG regularly accepts proposals for funding innovative transit projects in the region. Proposals are evaluated based on a comprehensive needs assessment, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the needs assessment will need to be supported directly by

REGIONAL GOAL	ERATH, HOOD AND SOMERVELL COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Conduct planning activities to further identify public transportation needs of residents outside of the existing transportation authorities and define additional coordination opportunities for existing providers
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Expand public transportation services to key destinations throughout the region – work, medical appointments, religious services, and social/ entertainment needs
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services
Promote Access and Information about Available Transportation Options	A) Enhance education and outreach programs to improve awareness of existing or new transportation options. B) Conduct travel training to educate the public on available services and policies

county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the program can be found at www.nctcog.org/strategicpartnerships-transit.

REFERENCE TO THE APPENDIX

For more detailed information about Ellis and Navarro Counties, please see appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 07

HUNT COUNTY

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Hunt County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Hunt County.

EXISTING TRANSPORTATION RESOURCES

The Connection, operated by Senior Center Resources and Public Transit (SCRPT) is the primary public transportation provider in Hunt County. The Connection serves the general public, including seniors, individuals with disabilities and people identifying as low-income. Reservation-based demand response public transportation service operates from 7:00 am to 7:00 pm Monday through Friday. Reservations may be made during office hours of 8:00 am to 3:30 pm on weekdays. The Connection also offers limited Park & Ride shuttle routes from Greenville to the Dallas Area Rapid Transit (DART) station in downtown Rowlett. Shuttles run twice in the morning and in the afternoon to provide trips to the DART station, offering connections to DART trains and buses.

As of early 2022, For demand response services, a round trip fare within the same community or city is $4.00, or $2.00 one way. Within the same county, a round trip fare is $6.00, or $3.00 one way. For transportation to Dallas from within Hunt County, the round-trip fare is $34.00 with a minimum of 3 passengers. Seniors and individuals with disabilities may qualify for subsidized or discounted services. For the shuttle service from Greenville to the Rowlett DART Station, the round-trip fare is $20.00 and if the rider is over 60, they qualify for a reduced roundtrip rate of $10.00. For Hunt County residents who are 60 and over, transportation options to specific destinations are provided at no charge. Destinations include hospitals, local doctors' offices, pharmacies, grocery stores and senior centers. Other destinations follow the same fee schedule as public transportation. Medical transportation is also provided through the title XIX Medicaid Program. The medical transportation service serves pre-authorized individuals by Medicaid Central Dispatch in Arlington, Texas. This service offers medical transportation within "The Connection" service area in Hunt County and provides limited medical transportation from Hunt to Dallas County as needed. Reservations are needed for the medical transportation service.

In addition to other transportation options and services, the Denton County Transportation Authority (DCTA) operates a commuter vanpool program within the North Central Texas region. As of May 2022, DCTA operated up to 4 vanpools with origins in Hunt County and 5 vanpools with destinations in Hunt County. Trinity Metro, another transit agency within the region, also operated up to 3 vanpools with destinations in Hunt County. The number of vanpools may change month to month as the program expands offering shared commuter transportation opportunities.

Finally, see Appendix B, for a list of private transportation providers operating in the 16-county region. These private providers offer additional transportation options that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific services for clients.

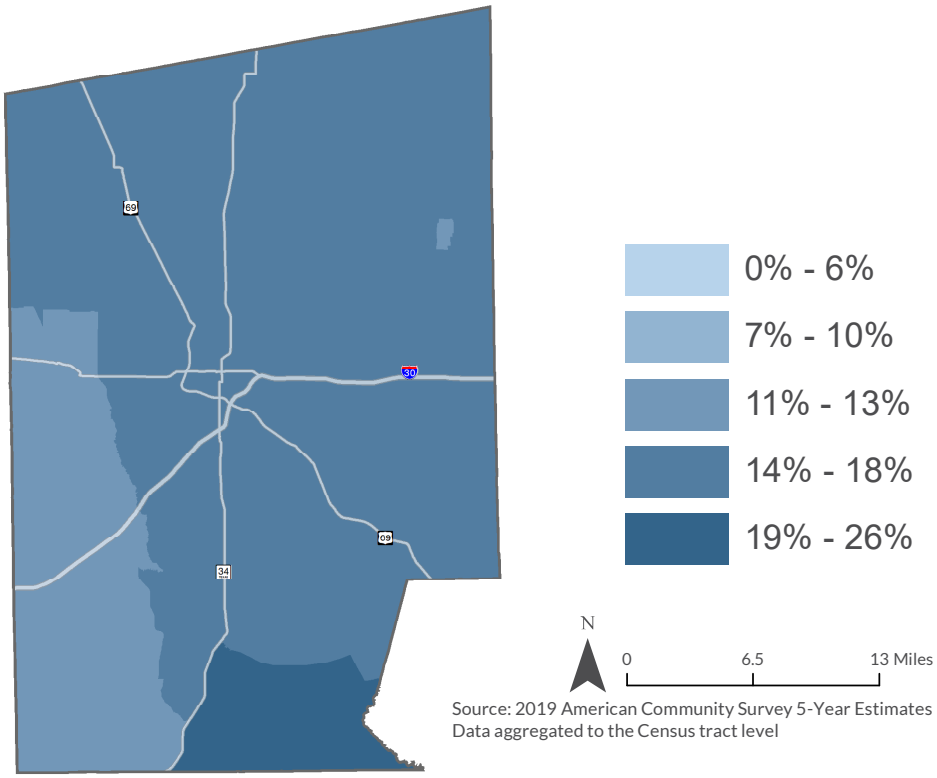
DEMOGRAPHIC ANALYSIS

Demographic data in Hunt County was used to identify populations that may have a high potential need for public transportation. The population of Hunt County has increased by 6.9% between 2015 and 2019, which is less than the 16-county regional growth of 8.0% in that same time-period. In accordance with ACS 2019 5-year estimate data, Hunt County currently has a total population of 94,162 people with a total of 33,189 households. As the population continues to grow, transportation options will need to adapt to meet the needs of an ageing and diverse population.

Of the total population of Hunt County, 14,886 people are aged 65 and over, which is 15.8% of the population and higher than the regional percentage of 11.1%. Hunt County also includes 14,384 people who identify as having a disability, which is 15.3% of the total population and higher than the regional percentage of 9.5%. In addition, Hunt County has 19,885 people who identify as low-income, which is 21.8% of the total population and higher than the regional percentage of 16%.

Hunt County's racial composition is majority white at 71.6%. The second largest majority within the county is Hispanics at 16.4% of the total population. From a regional perspective, Hunt county's white population is comparable to the regions overall 68.8% while the county Hispanic population is lower than the regional percentage of 28.7%. Overall, 3.9% of residents speak English less than very well. This is less than the regional 13.2% who have limited English proficiency. Additionally, in Hunt County, 6.1% of total households do not possess a car. The higher percentage of households not possessing a car are focused west of Greenville between US-380 and US-67, the Commerce area, and near Quinlan along TX-34. The overall percentage of zero-car households in Hunt County exceeds the 1.6% of zero-car households across the region. With a higher percentage of zero-car households in

Hunt County Persons with Disabilities



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Hunt County than the region, efforts to add and promote transit service opportunities should be included in strategies to reach this population.

PROCESS

Outreach

Public outreach for Hunt County was conducted through a series of virtual public meetings, online surveys, paper surveys on request, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, a publication in Local Motion, a press release, and social media.

The North Central Texas Council of Governments (NCTCOG) scheduled two virtual outreach meetings for Hunt County. Email invitations were successfully shared with 62 stakeholders. For the meetings, a total of 7 individuals registered and 4 attended. Attendees included representatives of a local transportation provider, non-profit agency, social service organization, and an institution of higher education.

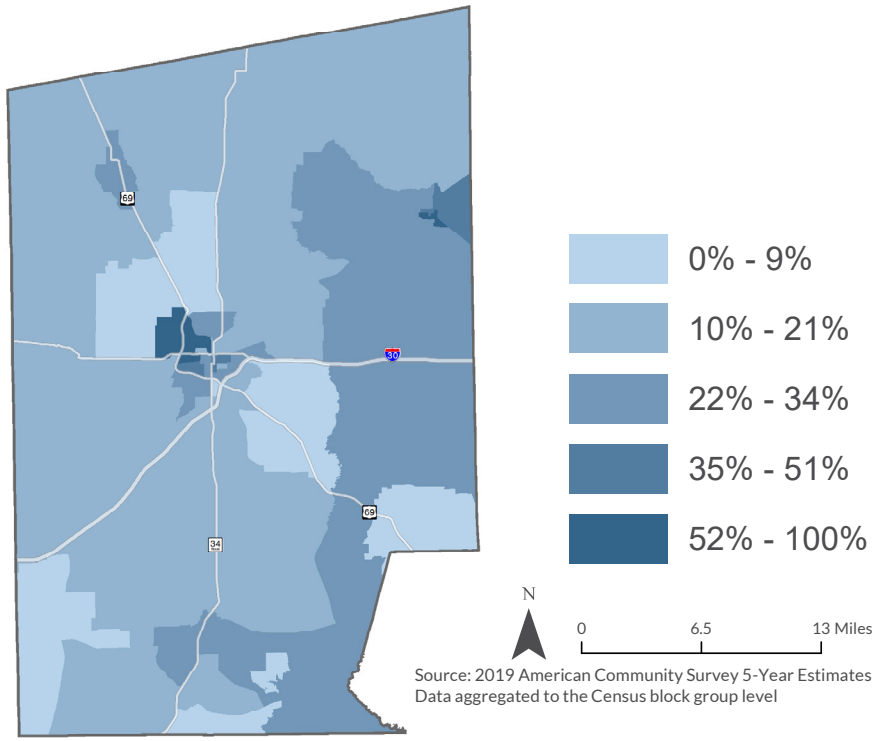
A transportation survey was also available to residents and stakeholders, online and in paper in English or Spanish. This survey collected input on public transportation in the region. The survey was also available online for organizations and agencies that work with transit-dependent populations. In total, there were 4 responses received for Hunt County. Of these, 1 was from the public and 3 were received from agency and organization representatives.

Data Sources

The planning process for Access North Texas involved North Central Texas Council of Governments staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

In-meeting polling with Hunt County stakeholders highlighted several key concerns such as increasing coordination between agencies, funding

Hunt County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

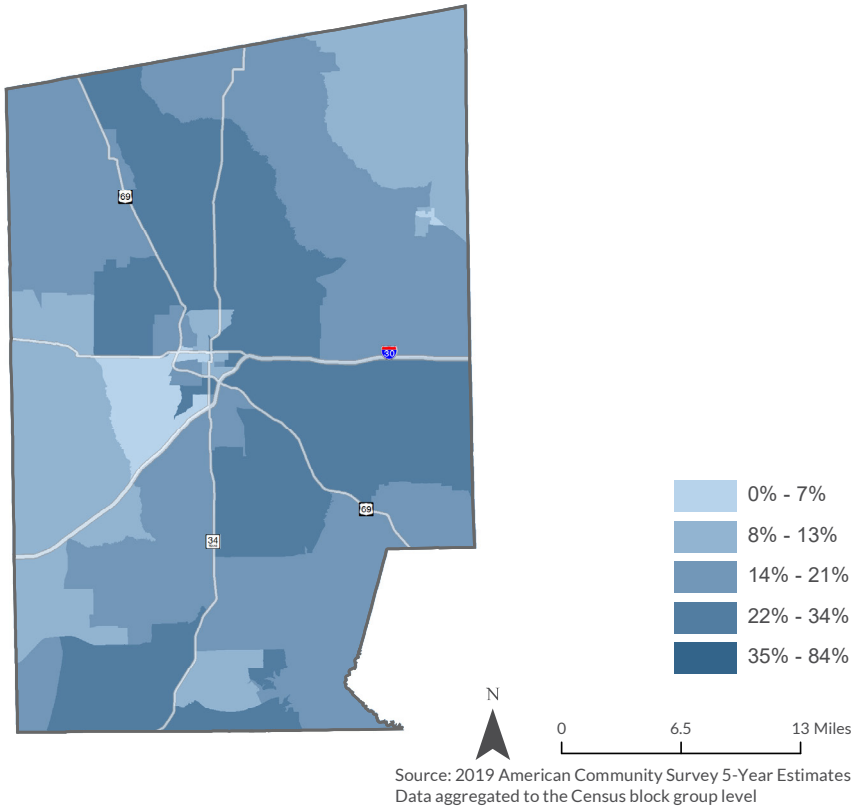
new services, enhancing the user experience, and creating targeted implementation plans. One of the major areas of interest was improving awareness of available services. In accordance with the meeting poll, having a step-by-step implementation for new services would have the greatest impact on transit in the county in regard to targeted implementation plans. Through discussion, stakeholders expressed interest in student transportation options, limited medical appointment options for students with disabilities, after-business-hours transportation options for victims of abuse to safe places, out of county transportation, and overall reliability of current service providers. Staff from the primary transit provider confirmed during the meeting the services they offer and were interested in receiving rider feedback to help improve services. Staff also mentioned that they are working on developing an app for users. All information gained through outreach meetings helped with the development of regional goals and the prioritized strategies for Hunt County.

Another form of receiving data from residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the

Hunt County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

North Central Texas Council of Governments and is based on American Community Survey 5-year estimates. Based on information from TAIT, Hunt County has a moderately large sized area of census block groups where populations of individuals aged 65 and older, below poverty, and with disabilities are above the regional percentages.

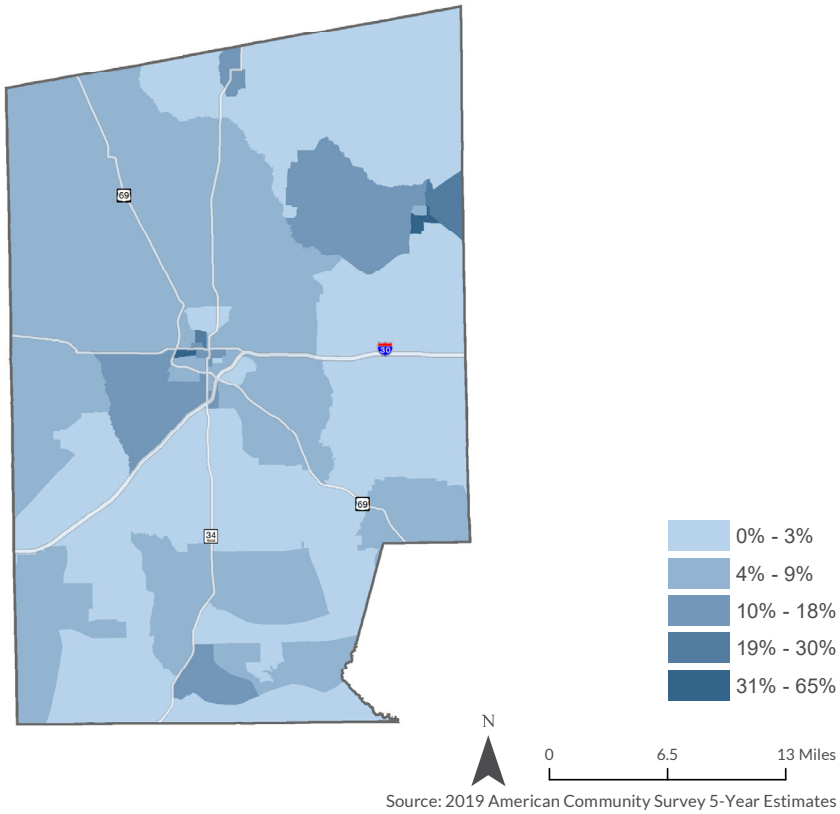
Analysis

The largest census block areas within Hunt County where all three variables are above the regional percentage are mostly along the eastern half of the county. The largest cluster falls within the area northeast of Greenville which includes the surrounding area around Commerce. Other areas with a concentration of all variables being above the regional percentage includes surrounding areas of Quinlan, South of Greenville, and surrounding area of Campbell and I-30 east of Greenville. Small clusters of one variable above the regional percentage falls east of Royse City on the southern side of US 67, and near Caddo Mills. Overall, the county as a whole is experiencing at least one variable or more as above the regional percentage.

Development of Strategies

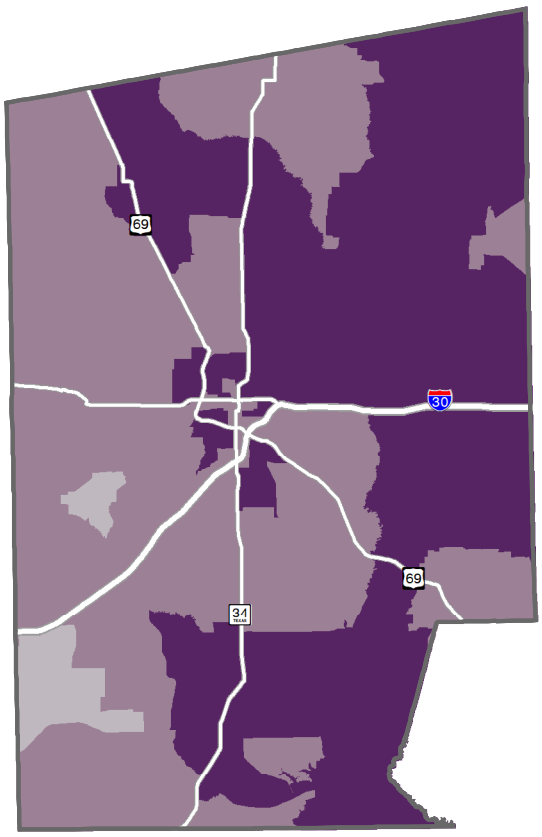
The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five (5) main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for Access North Texas, and individual strategies were identified for Hunt County to further those goals and provide a plan for transit providers and

Hunt County Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Hunt County Transit Accesibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 9 18 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

In Hunt County, there were 4 total responses (1 public and 3 agency) for the Access North Texas survey submitted to NCTCOG. In combination with the virtual meetings, feedback from meeting participants and survey respondents identified barriers to mobility, missed trips, desired transportation modes and enhancement opportunities. Higher numbers of respondents identified that not knowing the options, service not being available at desired locations, and service not being available on preferred days and times were common barriers. School and medical related missed trips were identified as the most common type of missed trip. Fixed-route bus, Demand-Response, and On-Demand services were identified as the most desired transportation modes. Lastly, the preferred enhancement opportunities were oriented toward expanded service areas and more education and outreach on how to use transit within the county.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Hunt County has identified transportation in general as an element within its most recently developed thoroughfare plan but has limited information on public transit. In combination with transit services offered by the Senior Center Resources and Public Transit through "The Connection", Hunt County is laying the framework to providing more accessible transit options for county residents.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate

REGIONAL GOAL	HUNT COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Conduct planning activities to further identify public transportation needs of residents outside of existing transportation authorities and define additional coordination opportunities for existing providers B) Invest in programs that facilitate transportation trips to medical and healthcare appointments C) Launch a mobility toolbox to educate on and promote public transportation options such as fixed route, demand-respond, on-demand services, etc.

REGIONAL GOAL	COUNTY-SPECIFIC STRATEGIES
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Expand service hours to support needs of low-income individuals in the service industry and outside traditional 9am-5pm jobs C) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Develop partnerships across transportation providers to improve access to trips in the evening and weekends C) Identify, evaluate, and implement where appropriate, non-traditional ways to deliver and support public transportation, including but not limited to partnerships among public transit agencies, private transportation providers, transportation network companies, shared use mobility programs, and volunteer drivers
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Explore sources of local revenue for public transportation through partnerships, sponsorships, and contracting for service C) Advocate to integrate funding sources to maximize efficiency and increase availability of affordable public transportation options
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options B) Conduct travel training to educate the public on available services and policies C) Partner with agencies, recreation centers, senior residencies, housing assisted living centers, and other organizations to publicize information

innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html

REFERENCE TO THE APPENDIX

For more detailed information about Hunt County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 08

JOHNSON COUNTY

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Johnson County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Johnson County.

EXISTING TRANSPORTATION RESOURCES

Johnson County's designated public transportation provider is City/County Transportation, which is provided through the City of Cleburne. City/County Transportation provides demand-response, curb-to-curb transportation service throughout Johnson County, as well as a commuter bus route into downtown Fort Worth. City/County Transportation provides transportation services throughout Johnson County with all trips originating and ending within the county, with the exception of service to Texas Health Huguley Hospital, and the portion of Burleson that lies outside of county lines. City/County Transportation's demand-response services are available to the general public, though they primarily serve seniors and individuals with disabilities, while the commuter bus service typically serves the general population and low-income individuals.

Services are available from 7:00 am to 6:00 pm Monday through Friday and 8:00 am to 5:00 pm on Saturday with no service available on Sunday. Riders must book rides at least one day in advance. Transit services cost $3.00 per trip within same-city limits and travel outside of the city limits and the cost between cities is $3.00 for every 5 miles. Passes may also be purchased, including a "Regular Pass" for $55.00 or a "Reduced Pass" for $30.00 available for passengers 60 years of age or older, individuals with disabilities, and children under the age of 18. Individuals with disabilities must submit a doctor's note to the office verifying that the rider has a disability that prevents them from driving.

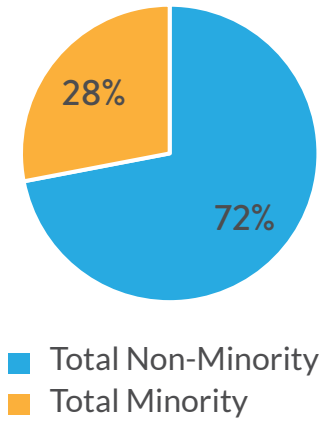
In addition to other transportation options and services, Trinity Metro operates a commuter vanpool program within the North Central Texas region. As of May 2022, Trinity Metro operated up to 9 vanpools with origins in Johnson County and 2 vanpools with destinations in Johnson County. The number of vanpools may change month to month as the program expands offering shared commuter transportation opportunities.

Finally, see Appendix B for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective). Organizations can also contract with them to provide specific services for clients.

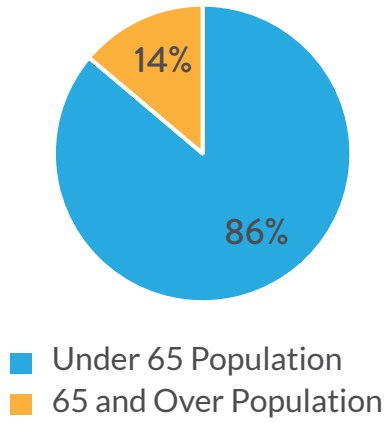
DEMOGRAPHIC ANALYSIS

The demographic composition of Johnson County reflects a significant amount of growth and a diverse population, that may have high potential need for public transportation. According to the American Community Survey's 2019 5-year estimates, Johnson County's population has increased by 7.6% since 2015. Johnson County's total population is made up of more than 167,000 individuals and more than 57,000 households according to the same estimates. There are over 23,000 individuals 65 years of age and older, making up 13.8% of the population, over 16,700 individuals with a disability, making up 10% of the population, and over 23,300 individuals are low-income, making up 14.3% of the population.

Johnson County
Minority Status



Johnson County
Percentage of Population 65+



Johnson County also hosts relatively few zero-car households at just 2% of households.

Johnson County's racial composition includes a majority White population, making up 90.7% of the total population, followed by 3.6% total Black, 1.0% total Asian, 0.5% total American Indian or Alaska Native, 0.4% total Native Hawaiian or Pacific Islander, 2% total Other Race, and 1.9% total Two or More Races. Of the total population, 21.4% of individuals identify as Hispanic or Latino. When compared to the aggregate of the 16-county North Central Texas Region of 68.8% total White population, Johnson County as a larger population, at 90.7%. Of the total population in Johnson County, 6.1% are considered to have limited English proficiency. Efforts to promote existing or new transit services should include strategies to reach this population.

PROCESS

Outreach

Public outreach for Johnson County was conducted through a series of virtual public meetings, one-on-one meetings with county stakeholders, surveys, and public mapping data. Outreach efforts were advertised through our Access North Texas website and Local Motion publication. Staff sent out 62 emails inviting Johnson County stakeholders and contacts to participate in public outreach efforts.

Virtual public meetings saw 10 attendees including members of the public and representatives from county non-profits, Independent School Districts, and local municipalities. The public survey received 88 responses from Johnson County residents and the agency survey received 2 responses from Johnson County stakeholders and organizations. Finally, 4 one-on-one meetings were conducted with stakeholders from non-profits and municipalities throughout Johnson County.

Data Sources

The planning process for Access North Texas involved North Central Texas Council of Governments (NCTCOG) staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Virtual public meetings and discussions with Johnson County stakeholders revealed desire for increased connectivity within the county and into the more urban parts of the region. Many noted the desire for expansion of on-demand or demand-response public transportation options

within the county and some mentioned a desire for fixed route bus within the county, and commuter bus or rail into Tarrant County employment hubs. Discussions with local stakeholders revealed that public transportation is frequently used to connect older residents to medical appointments. Some municipal representatives noted that there is demand for rail connectivity into Fort Worth

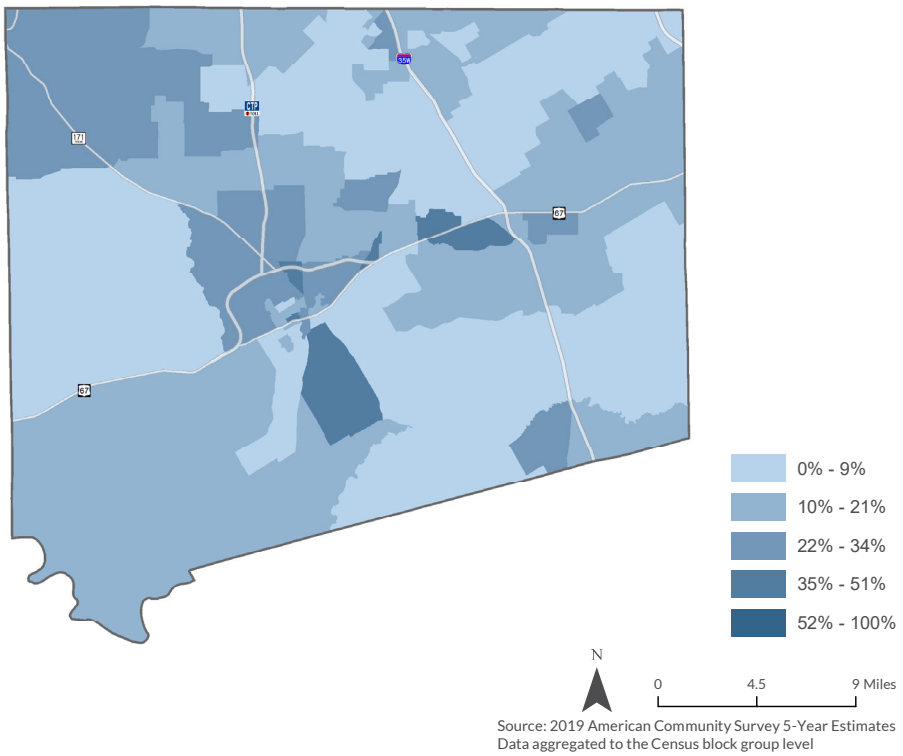
Some common themes among discussions with Johnson County residents and stakeholders included the need for increased connectivity across municipal boundaries and increased service choice. Participants mentioned the desire or need to implement fixed-route bus services within the county and increased commuter services into Fort Worth and Dallas to fit residents' travel needs.

Some additional concerns revealed through virtual public meetings and one-one-one meetings included concerns related to health and sanitation measures on transit vehicles and the desire for more extensive informational and educational resources related to existing transit options. Respondents expressed interest in a more expansive and accessible transit service network in Johnson County that facilitates travel across municipal boundaries and provides healthy and safe travel to their destinations.

Another form of receiving data from Johnson County residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

Staff received 90 survey responses from Johnson County including 88 responses from the public surveys and 2 responses from the agency survey. The survey revealed that many respondents noted health concerns and

Johnson County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

limited-service areas among barriers to public transportation experienced in Johnson County. Many noted that public transportation does not meet their needs or that information about how to use existing transit options is lacking.

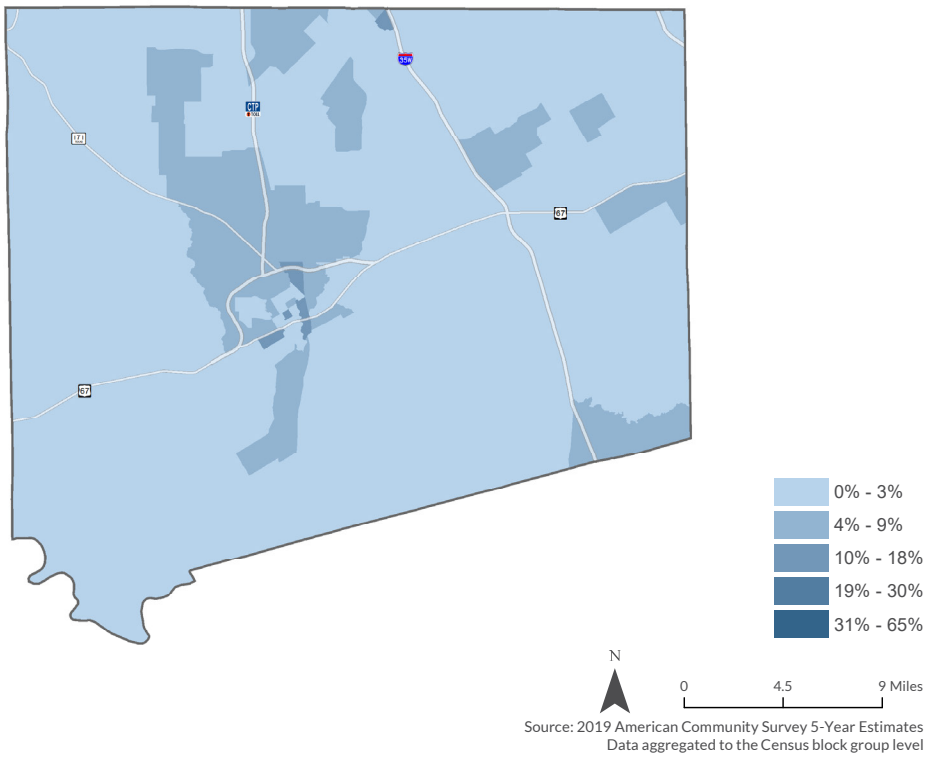
When prompted to note the kinds of missed trips individuals were experiencing, a significant portion of respondents noted that they were not missing trips, however, those who were missing trips or experienced delays noted that they were primarily missing work and medical trips. Respondents most frequently noted that their desired mode of transportation is demand-response or on-demand services, followed closely by fixed-route bus or commuter bus to light rail stations. Most respondents noted that the enhancements they would like to see include better information about how to use transit and increased health and sanitation measures on vehicles.

The surveys revealed that Johnson residents and stakeholders would like to see Johnson County transit services gain more connectivity into Fort Worth and Dallas, expand demand-response or on-demand transit service options, and provide more detailed and accessible information about the services to connect them to work and to medical trips. All information gained through outreach meetings and transportation survey was gathered to develop the prioritized strategies for Johnson County.

TAIT Tool and Environmental Justice

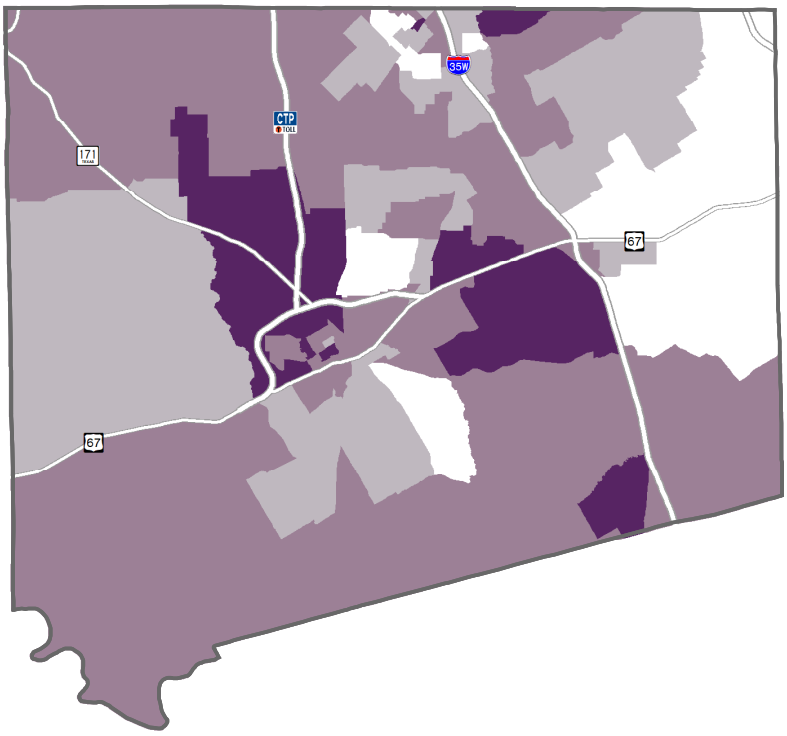
The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by NCTCOG and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Johnson County there are a few census block groups where populations of individuals age 65 and over, below poverty, and with disabilities are above the regional percentages.

Johnson County Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Johnson County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 6.5 13 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

Analysis

The Johnson County TAIT map reveals that Johnson County contains a few Census blocks wherein the proportion of populations of seniors, individuals with disabilities, and people below the poverty line is above the regional average. The populations which fit this description are located at the core of the county, primarily near Cleburne and at the intersection of highway 67 and I35W. Johnson County hosts several Census block groups in which two variables are above the regional average, most of which are located along the more rural southern and northwest portions of the county.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into six main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Johnson County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

Outreach efforts within Johnson County revealed that residents and stakeholders are interested in seeing transit services expand mode options, increase connectivity to employment centers in Tarrant and Dallas Counties, improve educational resources surrounding transit, and increase health and sanitation measures on transit vehicles.

In Johnson County, 90 individuals completed the Access North Texas public survey with 47% of respondents indicating that they could get to where they need to go, while others noted several barriers to getting to where they need to go, service areas and health concerns, chief among them. Many noted a desire for better connectivity to Dallas and Fort Worth employment centers and a desire to travel more easily across county and municipal lines.

Outreach efforts revealed that 51 respondents noted a need for better information about how to use transit and available transit resources. Concerns with transit service areas limiting travel to desired destination was highlighted by 7 respondents. In Johnson County, 28 respondents indicated that health and sanitation enhancements would benefit transit services with 9 respondents indicating that health concerns are a barrier to transit travel. Safety concerns were also listed among 6 respondents and 4 respondents indicated that transit services take too long to connect individuals to their destinations.

Johnson County residents and stakeholders are interested in seeing a more expansive, safe, and mode-diverse transit service in Johnson County. Respondents would like to have better access to rail stations and employment destinations outside of county and municipal boundaries through the expansion of demand-response and on-demand solutions or fixed-route and commuter bus services. Johnson County residents would like better access to work, medical appointments, and other destinations and easier access to information about the public transit options available for them to do so.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when

REGIONAL GOAL	JOHNSON COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Conduct planning activities to further identify public transportation needs of residents outside of existing transportation authorities and define additional coordination opportunities for existing providers B) Invest in programs to assist with filling gaps in public transportation and facilitate service for work-related trips C) Invest in programs that facilitate transportation trips to medical and healthcare appointments
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Increase access to employment, social (such as entertainment and shopping centers), religious, and well-being trips in areas with limited to no public transportation service B) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services.
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Foster cooperation between public transit providers within counties to allow better connectivity and simplify regional trips
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Establish driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options B) Partner with agencies, recreation centers, senior residencies, housing assisted living centers, and other organizations to publicize information C) Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transportation through leadership, policy, or funding initiatives

state and federal funds for public transportation become available.

Implementing the Plan

Within Johnson County, both the City of Burleson and the City of Cleburne have included elements of public transportation in their city plans to address short- and long-term transportation needs. For the City of Burleson's Imagine Burleson 2020 Midpoint Update, goals include encouraging a multi-modal transportation system by developing a mobility innovation plan and a transit master plan. In the City of Cleburne's 2014 Comprehensive Plan, regional commuter rail was identified a possible development opportunity to help accommodate traffic growth and expand mobility.

Transportation providers and partners may begin to implement some of these strategies in Johnson County by focusing on increasing public awareness of transit services through travel training programs or marketing efforts in the area. Due to the interest in expanded transit services, transportation providers and stakeholders may desire to coordinate with one another to increase connectivity and expand options.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html

REFERENCE TO THE APPENDIX

For more detailed information about Johnson County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 09

KAUFMAN COUNTY

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Kaufman County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Kaufman County.

EXISTING TRANSPORTATION RESOURCES

In addition to other transportation options and services, The Denton County Transportation Authority (DCTA) operates a commuter vanpool program within the North Central Texas region. DCTA's vanpool program service area includes Kaufman County. Within Kaufman County, there are 6 vanpools in operation by another transit agency that have origins within the county. Future vanpools within Kaufman County will be operated by DCTA. The number of vanpools may change month to month as the program expands offering shared commuter transportation opportunities.

STAR Transit provides demand-response service as well as Medicaid transportation within parts of Kaufman County. The Medicaid transportation must be scheduled at least one (1) day in advance, and is available from 6:00 a.m. to 6:00 p.m., Monday – Friday. Users must call STAR Transit to request a ride. Fares are based on trip distance and range from $2 to $12 for the general population, with a 50% discount for qualified reduced fare riders (seniors 60+, veterans, people with disabilities). All STAR Transit Medicaid transportation vehicles are ADA-accessible, and drivers are trained in first aid and CPR.

STAR Transit's STARNow demand-response service is available within the cities of Kaufman, Terrell, Mesquite and Seagoville and operates from 6:00 a.m. to 6:00 p.m., Monday – Friday. Trips must originate and end within the same city. Trips may be booked in advance, but only for the same day. Riders may book by calling STAR Transit at least 30 minutes in advance, or they may book by using the STARNow mobile app, available on the Apple App Store and Google Play Store. Fares are $2 per trip, or $1 for qualified seniors 60+, veterans, and people with disabilities. Children 12 and under may ride free when accompanied by a paid fare rider. The STARNow service in Seagoville can connect riders to the DART Buckner Station, part of the DART Green Line.

Finally, see Appendix B for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective). Organizations can also contract with them to provide specific services for clients.

DEMOGRAPHIC ANALYSIS

Demographic data in Kaufman County was analyzed to identify populations in particular need of public transportation. The county's population has grown sharply since 2015, expanding 13.3% to a total of 123,804 per the 2019 American Community Survey 5-year estimates. In comparison, the Dallas / Fort Worth metropolitan area grew by 8% in the same period. As the county and region continue to grow, alternatives to travelling by car will be needed to reduce congestion and emissions.

Within Kaufman County, 5.8% of the population is of limited English proficiency. This is lower than the regional percentage, but promotional efforts

for existing and new services should be inclusive of limited English proficiency populations.

In Kaufman County, 15% of the population was recorded as low-income. These populations may have less reliable access to personal automobile transportation, or no access whatsoever. Efforts should be made to identify geographies within Kaufman County which have larger concentrations of poverty and determine if they are currently served by existing transit services.

Additionally, 13% of the population in Kaufman County reports having a disability, compared with 9.5% in the region overall. While some individuals with disabilities have full mobility, special consideration should be made for accessibility in any public transportation service being proposed for the county. Outreach to populations with disabilities should determine what opportunities and services are unavailable to them due to challenges in securing reliable transportation.

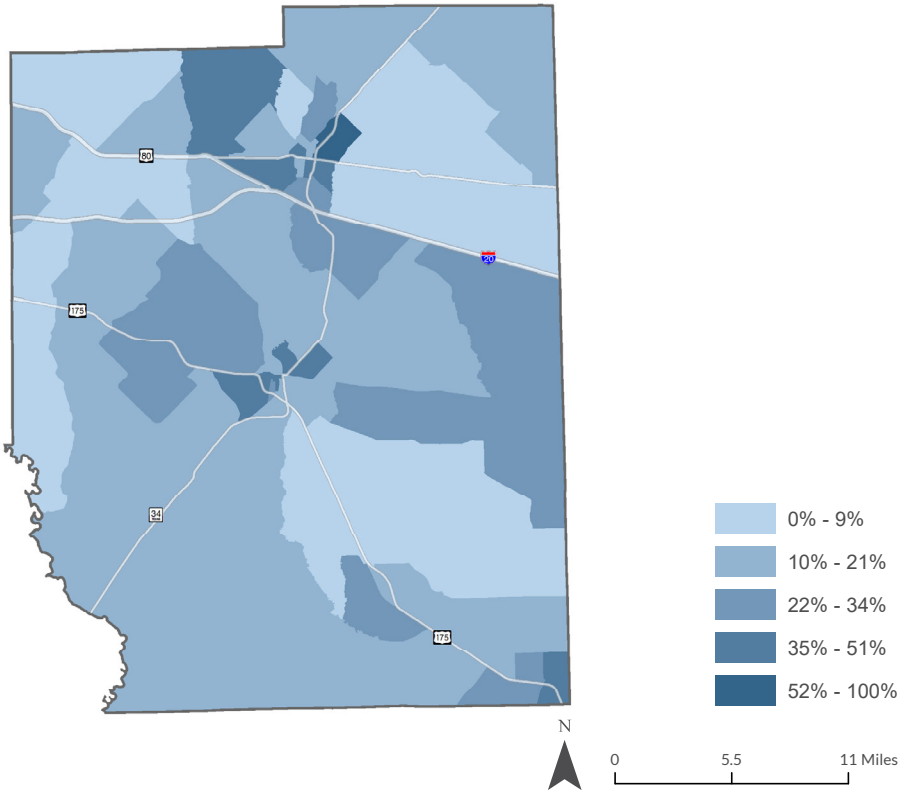
PROCESS

Outreach

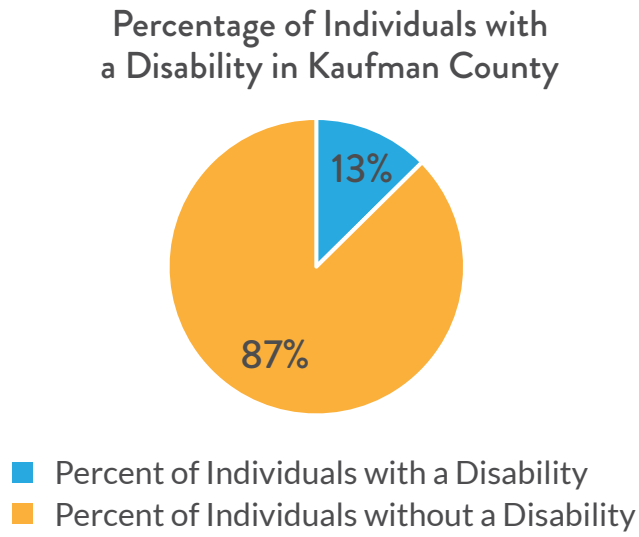
Public outreach for Kaufman County was conducted through a series of virtual public meetings, surveys, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, NCTCOG's Local Motion publication, a press release, and social media.

NCTCOG conducted two public meetings conducted over Zoom, and a survey shared by the Community Council of Greater Dallas (CCGD). Invitations to attend the public meetings, fill out the survey, and share the information about Access North Texas were sent to 50 people. Three comments were received in the online

Kaufman County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level



public meetings, and 28 responses were received through the surveys. The CCGD survey received eight responses from participants in Kaufman County, while the online and paper surveys received ten responses. Five members of the public attended the online public meetings, including representatives from STAR Transit, local government, and a human services organization.

Data Sources

The planning process for Access North Texas involved North Central Texas Council of Governments (NCTCOG) staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Another form of receiving data from Kaufman County residents and stakeholders was a transportation survey; made available online in both English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

All information gained through outreach meetings and transportation survey was gathered to develop the prioritized strategies for Kaufman County.

TAIT Tool and Environmental Justice

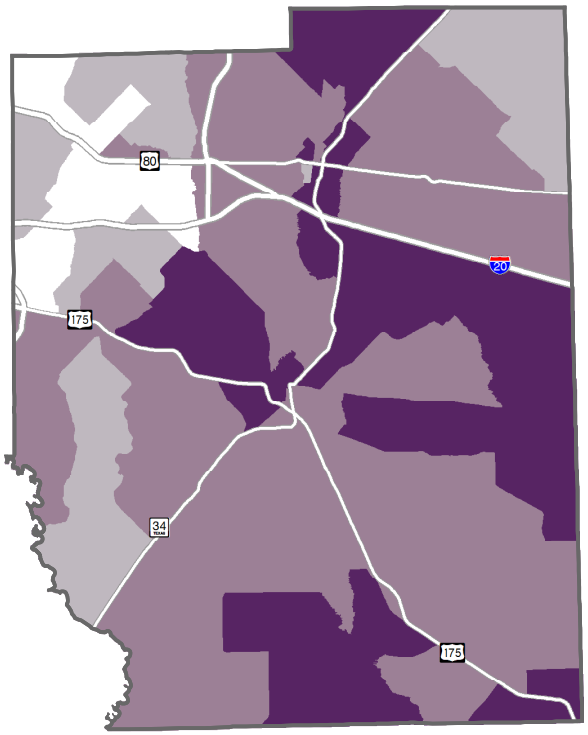
The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the North Central Texas Council of Governments and is based on American Community Survey 5-year estimates.

Analysis

Based on information from TAIT, in Kaufman County there are several census block groups where populations of individuals age 65 and over, below poverty, and with disabilities are above the regional percentages. Additionally, there are seven census block groups with all three variables above the regional percentage that also have a greater percentage of zero-car households than the region overall.

The three-variable census block groups are concentrated in central Kaufman County, parts of northern Kaufman County, and southeastern Kaufman County, running along the eastern

Kaufman County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 7.5 15 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

I-20 corridor, central and southern US-175 corridor, and northern State Highway 34 corridor. Municipalities in the three-variable block groups include Kaufman, Terrell, Mabank, and Poetry. Additionally, the unincorporated areas bounded by I-20 to the north, TX-34 to the west, and US-175 to the south contain several of the three-variable census block groups.

Of the two-variable census block groups, the majority appear to exceed the regional percentages for population over age 65 and population with disabilities, not population below the poverty line.

The only census block groups without any variables above the regional average are in the northwestern part of the county, roughly bounded by US-165 to the south and US-80 to the north. This includes the city of Forney.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five (5) main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Kaufman County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

In Kaufman County, 28 people completed the Access North Texas survey. While the majority of respondents did not report missing trips due to a lack of transportation, improved service areas and service times made up 50% of the reported desired enhancements. Of particular focus was the expansion of same-day service for demand-response transportation within the county, with demand-response making up 63% of the responses for desired modes. As of writing, this is only available in the STARNow service areas.

While the STARNow service is available in Terrell, it is not available in the cities of Kaufman, Mabank, or Poetry, nor is it available in the unincorporated areas which contain many of the three-variable census block groups identified in the TAIT.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of

REGIONAL GOAL	KAUFMAN COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Invest in programs that facilitate transportation trips to medical and healthcare appointments
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services. C) Establish additional assistance or more specialized public transportation options for customers who are not ADA paratransit eligible or physically capable of utilizing regular public transportation services
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Develop partnerships across transportation providers to improve access to trips in the evening and weekends
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options. B) Conduct travel training to educate the public on available services and policies

collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html

REFERENCE TO THE APPENDIX

For more detailed information about Kaufman County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 10

PARKER AND PALO PINTO COUNTIES

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Parker and Palo Pinto Counties. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Parker and Palo Pinto Counties.

EXISTING TRANSPORTATION RESOURCES

Parker County and Palo Pinto County are both served by Public Transit Services (PTS), which is the designated public transportation service for these two counties. PTS provides demand-response and has provided route services as needed throughout both counties. Their services are available to the general public but are heavily utilized by aging individuals and those with disabilities, as vehicles are all accessible per the Americans with Disabilities Act (ADA), and services are largely curb-to-curb. Fares for the demand-response service are based on zones within a 5-mile radius in Palo Pinto and Parker counties, starting at $2.00 a trip. PTS offers 50% discounted fares for Seniors 60 or older. Operating hours include Monday through Friday from 6:00am to 6:00pm throughout Parker and Palo Pinto counties.

In addition to other transportation options and services, Trinity Metro operates a commuter vanpool program within the North Central Texas region. As of May 2022, Trinity Metro operated up to 2 vanpools with origins in Palo Pinto County and 5 vanpools with origins in Parker County. The number of vanpools may change month to month as the program expands offering shared commuter transportation opportunities.

Finally, see Appendix B for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective). Organizations can also contract with them to provide specific services for clients.

Some agencies within these counties have developed plans which will likely shape the future of transit in Parker and Palo Pinto. Among these are the Parker County Thoroughfare Plan of 2020, the Weatherford Thoroughfare Plan of 2020 and the Mineral Wells Economic Development Plan of 2019. The Parker County Thoroughfare Plan states that Parker County's goals for the future of mobility include transit expansion, a more multimodal transportation environment, and increased connectivity. The Weatherford Thoroughfare Plan suggests the development of roadway connectivity will impact transit development into the future. Finally, the Mineral Wells Economic Development Plan indicates increased economic focus on transportation facilities, parking, and streets, which will likely impact roadway planning and on-demand transportation services in Mineral Wells. These plans show Parker and Palo Pinto's continued focus on roadway planning with some additional attention on multimodal transit planning in the area.

DEMOGRAPHIC ANALYSIS

U.S Census demographic data in Parker and Palo Pinto counties were used to identify populations that may have high potential need for public transportation. Parker and Palo Pinto counties have each experienced some degree of growth over the course of the last few years, with Parker

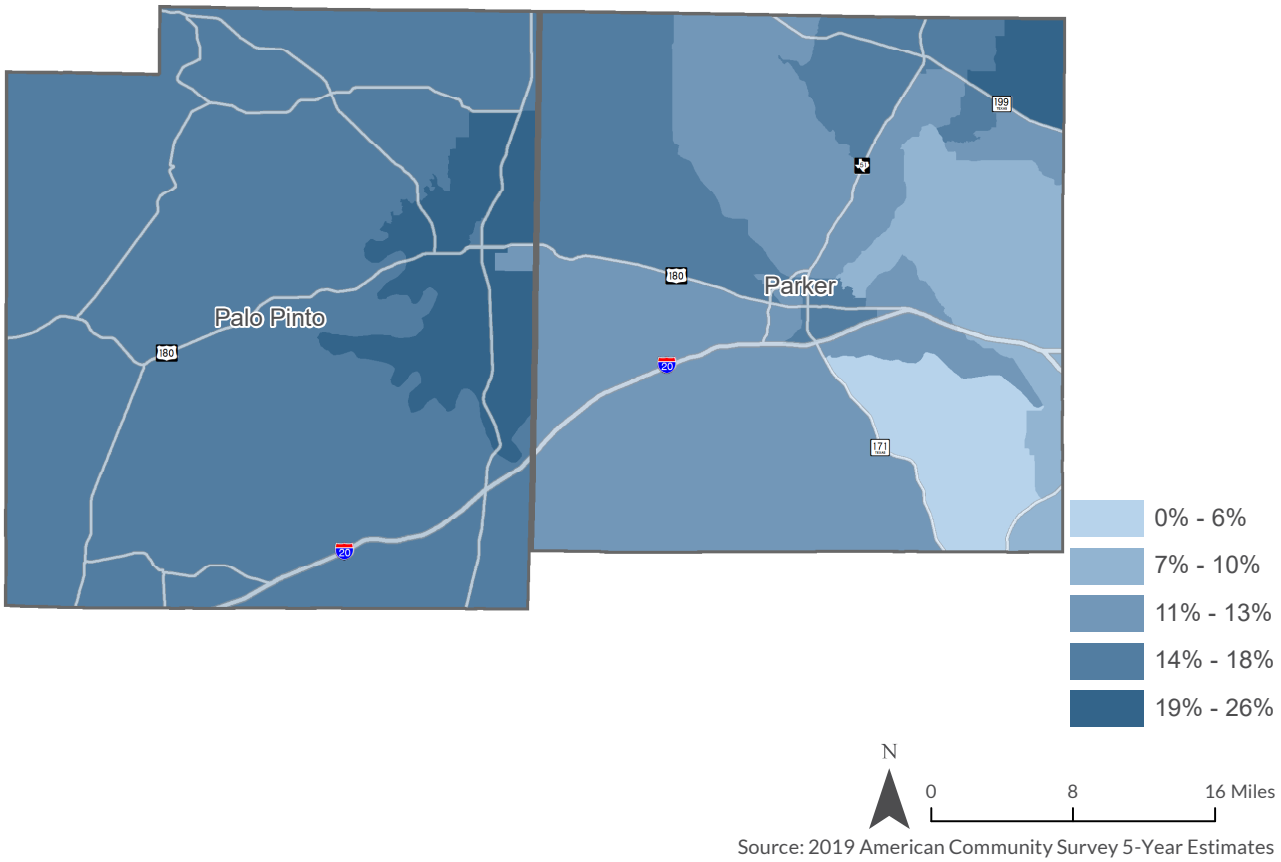
County's population growing by 10.2% since 2015 and Palo Pinto County growing slower with a 2.2% population growth since 2015, according to the American Community Survey's (ACS) 2019 5-year estimates.

Parker County's total population is made up of more than 133,800 individuals and more than 44,000 households according to the same ACS estimates. Of this total population, over 20,500 individuals are 65 years of age and older, making up 15.3% of the population. Over 16,000 individuals in Parker County have a disability, making up 12% of the population, and over 14,700 individuals are considered low-income, making up 11% of the population. Parker County also houses a relatively low percentage of zero-car households at just 2.6% of households.

Palo Pinto's total population is made up of more than 28,500 individuals and more than 10,200 households according to the ACS 2019 5-year estimates. Of this total population, over 5,500 individuals are 65 years of age and older, making up 19.4% of the population. Over 5,000 individuals within Palo Pinto County have a disability, making up 17.6% of the population, and over 7,000 individuals are considered low-income, making up 25% of the population. Palo Pinto County also hosts a higher percentage of zero-car households at 6.3% of households.

Both Parker and Palo Pinto have very heavily White populations, with the White population making up 83.5% of Parker County and 75% of Palo Pinto County. There are Hispanic populations in each county, making up 12.3% of Parker County

Palo Pinto & Parker Counties Persons with Disabilities



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

and 19.9% of Palo Pinto County. The racial composition of each county then includes less than 3% of any other single racial group. Parker County includes 1.3% Black population, 0.9% total American Indian or Alaska Native, 0.6% Asian, 0.06% total Native Hawaiian or Pacific Islander, 1.5% Some Other Race, and 2.4% total Two or More Races.

Palo Pinto County includes 2.5% Black population, 0.7% total American Indian or Alaska Native, 0.8% Asian, 0.1% total Native Hawaiian or Pacific Islander, 2.8% Some Other Race, and 1.6% total Two or More Races. Parker and Palo Pinto counties both contain a portion of the population with limited English proficiency, making up 3.5% of the population of Parker County and 6.2% of the population of Palo Pinto.

PROCESS

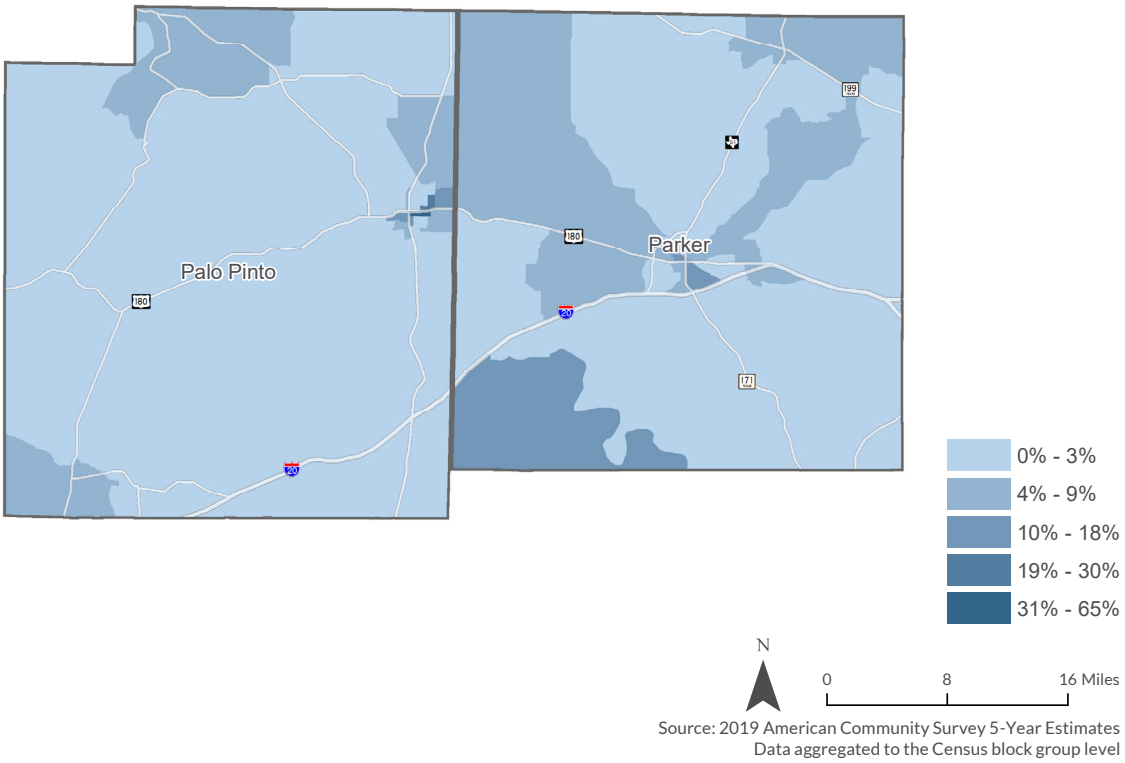
Outreach

Public outreach for Parker and Palo Pinto was conducted through a series of virtual public meetings, surveys, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, NCTCOG's Local Motion publication, a press release, and social media.

NCTCOG conducted virtual meetings and sent out 89 emails inviting Parker and Palo Pinto stakeholders and contacts to participate in public outreach efforts. Virtual public meetings saw 5 attendees including members of the public and representatives from local transit providers.

A transportation survey was also given to Parker and Palo Pinto County residents and stakeholders; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through

Palo Pinto & Parker Counties Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

transportation partners. The virtual public survey received 3 responses from Parker and Palo Pinto County residents and 2 responses from Parker and Palo Pinto stakeholders and organizations. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

Data Sources

The planning process for Access North Texas involved NCTCOG staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Discussions with Parker and Palo Pinto representatives highlighted a need for expanded transit services days and hours. While PTS operates on weekdays during business hours, many individuals in Parker and Palo Pinto would like to see weekend and after-hours services in the area. Some noted concerns with accessibility of vehicles, stating that even with accessible vehicles some seniors struggle to board or load their items for trips. Others indicated that it is sometimes difficult to travel with additional bags or groceries, noting that it is difficult or time-consuming to utilize baskets and totes.

Another common theme among discussion with those in Parker and Palo Pinto counties is that there are complications associated with driver shortages. Issues related to driver recruitment and retention impact the services that transportation agencies can provide for their service area; this impact is sometimes felt in their capacity to conduct trips.

Staff received 5 survey responses from Parker and Palo Pinto Counties including 3 responses from the public surveys and 2 responses from the agency survey. The survey revealed that among barriers to public transportation experienced in these counties, the most common barriers to public transportation ridership include health concerns, disabilities, affordability of fares, and limited knowledge of transportation options.

When prompted to note the kinds of missed trips individuals were experiencing, 4 out of 5 respondents indicated that local riders are missing trips to medical appointments and an individual indicated that they are missing shopping trips. Respondents most frequently noted that their desired mode of transportation is fixed-route bus and expanded demand-response or on-demand services. Respondents noted that the enhancements they would like to see in Parker and Palo Pinto public transportation include expanded service areas, expanded service times, and increased frequency in transit services.

All information gained through outreach meetings and transportation survey was gathered to develop the prioritized strategies for Parker and Palo Pinto Counties.

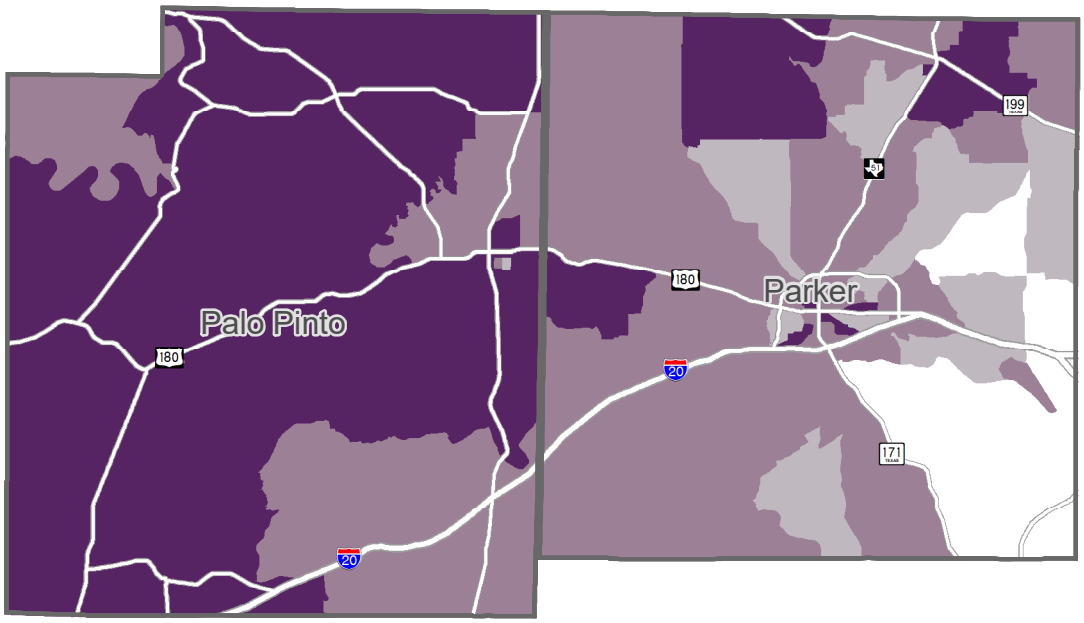
TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by NCTCOG and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Parker and Palo Pinto Counties there are several census block groups where populations of individuals age 65 and over, below poverty, and with disabilities are above the regional percentages.

Analysis

The maps for Parker and Palo Pinto reveal that these counties contain several Census blocks wherein the proportion of populations of seniors, individuals with disabilities, and people below the poverty line is above the regional average. This is especially true in Palo Pinto County, the

Palo Pinto & Parker Counties Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 10 20 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over,

western of the two. The populations which fit this description are in western and central Palo Pinto County and in the western and northern portions of Parker County, near Weatherford and Springtown. These counties also host several Census block groups in which just two variables are above the regional average, making up the remaining portion of Palo Pinto County and the southwest portion of Parker County.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into 5 main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Parker and Palo Pinto Counties to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

Outreach efforts within Parker and Palo Pinto revealed that the counties' residents would like to see expanded transit service times and weekend services. However, outreach also revealed that service limitations are likely tied to transit providers' limitations due to driver shortages. Additionally, outreach revealed that Parker and Palo Pinto residents are missing medical and shopping trips.

In Parker and Palo Pinto counties, 5 individuals completed the Access North Texas public survey. Among these 5 responses, 2 indicated desire for increased frequency, 3 indicated desire for expanded service areas, 2 indicated desire for expanded service times, and 1 indicated a desire for better connectivity to other counties. The survey revealed that Parker and Palo Pinto residents specifically requested better connectivity to Fort Worth, Azle, and Weatherford. Outreach efforts revealed that 4 respondents noted that they frequently missed medical trips, and 1 respondent indicated that they frequently had to miss shopping trips in Parker and Palo Pinto.

Parker and Palo Pinto residents and stakeholders are interested in seeing a more frequent transit service, that operates for longer hours, in expanded service areas throughout the counties. Respondents would like to have better access to destinations outside of county and municipal boundaries through the expansion of fixed-route bus and on-demand and demand-response solutions. Parker and Palo Pinto County residents would like better access to medical appointments and other destinations as well as easier access to information about the public transit options available for them to do so.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Transportation providers and partners may begin to implement some of these strategies in Parker and Palo Pinto Counties by working on driver recruitment and retention strategies, which could give the opportunity to expand transit service times or increase connectivity into other areas. Also, transportation providers and stakeholders

REGIONAL GOAL	PARKER AND PALO PINTO COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Invest in programs that facilitate transportation trips to medical and healthcare appointments B) Launch a mobility toolbox to educate on and promote public transportation options such as fixed route, demand-respond, on-demand services, etc.
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Establish additional assistance or more specialized public transportation options for customers who are not ADA paratransit eligible or physically capable of utilizing regular public transportation services B) Expand service hours to support needs of low-income individuals in the service industry and outside traditional 9am-5pm jobs C) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services.
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Develop partnerships across transportation providers to improve access to trips in the evening and weekends B) Create and support partnerships between public transit providers and local organizations to increase opportunities to make fares more affordable for those in need
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Advocate to integrate funding sources to maximize efficiency and increase availability of affordable public transportation options C) Establish driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options B) Conduct travel training to educate the public on available services and policies C) Partner with agencies, recreation centers, senior residencies, housing assisted living centers, and other organizations to publicize information

may desire to increase public awareness of transit services through travel training programs or marketing efforts in the area.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html.

REFERENCE TO THE APPENDIX

For more detailed information about Parker and Palo Pinto Counties, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 11

ROCKWALL COUNTY

INTRODUCTION

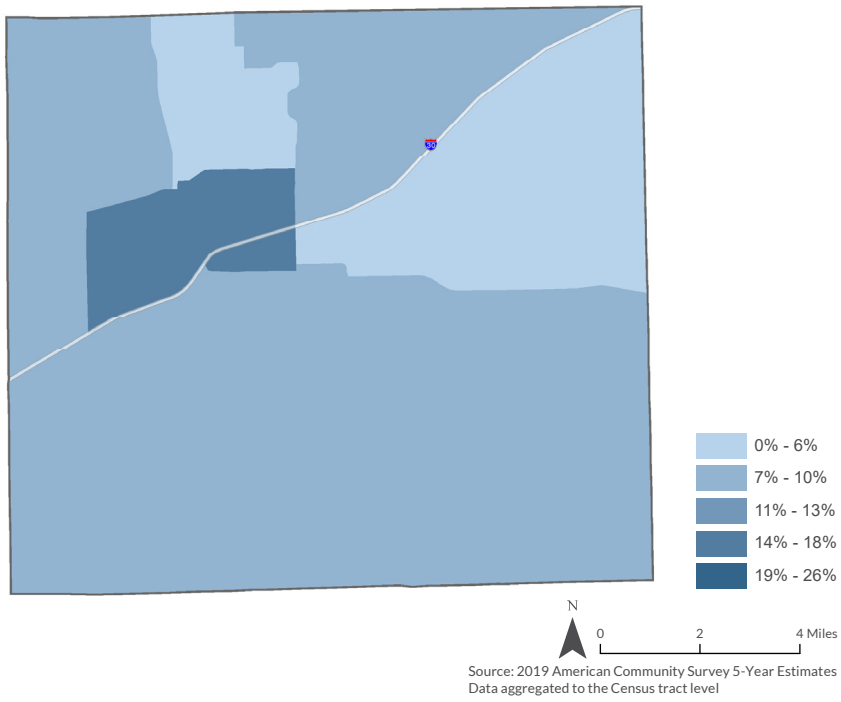
The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Rockwall County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Rockwall County.

Existing Transportation Resources

STAR Transit is the main public transit provider in Rockwall County and offers a variety of services. Service to the general public is offered in and around Rockwall County. STAR also provides Medicaid transportation specifically in the cities of Fate, Glen Hill, Heath, McLendon-Chisholm, Mobile City, Rockwall, and Royse City. These services are available in most areas from 6:00 am – 6:00 pm, Monday – Friday. Fares are based on distance and range from $2 - $12 for the general population and $1 - $6 for a reduced fare. Children 12 and under can ride for free with another paying adult rider. Client Advocates are available to riders who may need assistance while traveling to medical appointments and limited shopping trips. This is available at no additional cost. Tickets can be purchased online or in person at STAR Transit.

A small portion of western Rockwall County is also served by Dallas Area Rapid Transit's (DART's) Rowlett GoLink Zone. DART provides service in cities, such as Rowlett, who currently dedicate, or have plans to dedicate, a portion of sales tax to becoming a DART member city. The GoLink program provides on-demand service within designated zones throughout the DART service area. The Rowlett GoLink Zone operates from 5:00 a.m. – 8:30 p.m., Monday through Saturday and provides a connection to the DART Blue Line at Downtown Rowlett Station. GoLink one-way

Rockwall County Persons with Disabilities



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

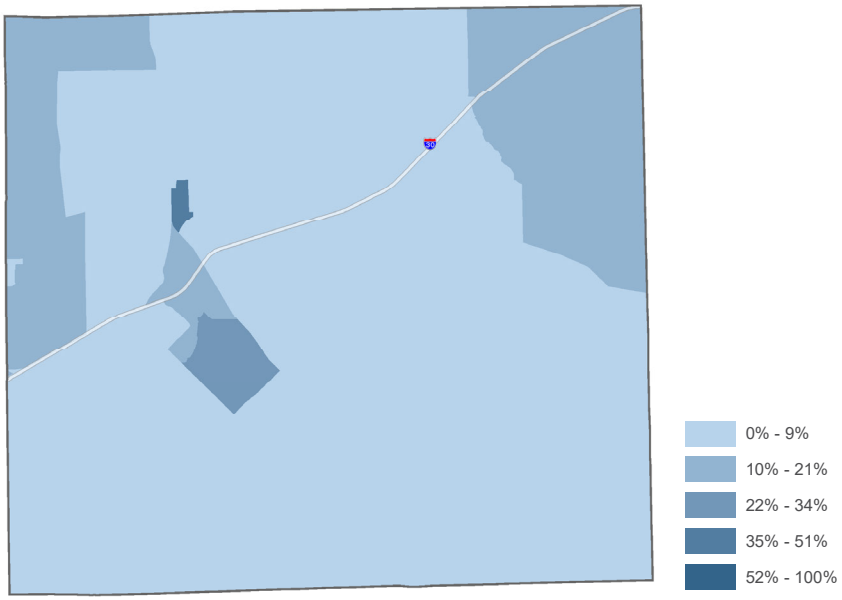
fares are available for $2.50, $1.25 reduced, and can only be purchased on the GoPass app or by using the GoPass Tap Card. Cash can be added to the GoPass Tap Card in person at several retail locations such as participating 7-Eleven stores. Local and regional multi-trip passes can also be used for GoLink but only through contactless payment. GoLink vehicles do not accept cash fares, paper passes or vouchers.

In addition to other transportation options and services, The Denton County Transportation Authority (DCTA) operates a commuter vanpool program within the North Central Texas region. As of May 2022, DCTA operated 1 vanpool with an origin in Rockwall County. The number of vanpools may change month to month as the program expands offering shared commuter transportation opportunities.

Finally, see Appendix B for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective). Organizations can also contract with them to provide specific services for clients.

Naturally, gaps in service still exist in Rockwall County due to various factors, but efforts exist to address this. Several comprehensive plans have been completed in Rockwall County by local municipalities since the last plan update and many of these plans address public transportation, even if just minimally. The North Central Texas Council of Governments (NCTCOG) is currently preparing for a transit study that will cover East Dallas, Kaufman, and Rockwall counties. This study aims to develop a comprehensive public transportation plan for cities in Eastern Dallas County that are not members of DART, as well as Kaufman and Rockwall counties. Efforts will focus on strategic implementation and coordination with other planning efforts. The initial stakeholder meeting was held in February 2021 and the study is expected to kick off in Spring 2022.

Rockwall County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

DEMOGRAPHIC ANALYSIS

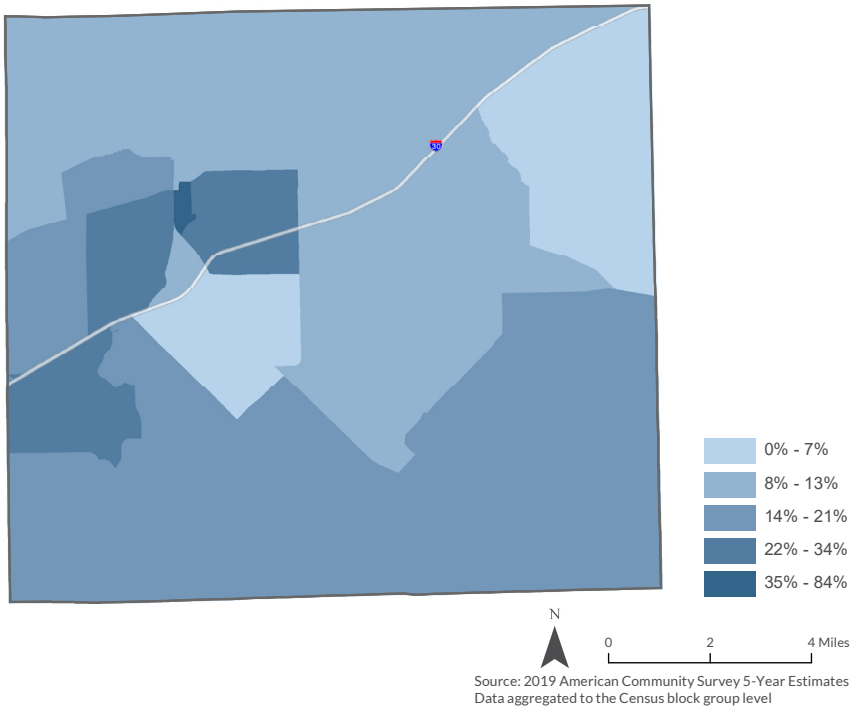
Rockwall County continues to experience significant growth. According to the American Community Survey's 5-year estimates, Rockwall County's population increased by 13.6% between 2015 and 2019. This puts it in the top 3 counties in our region for population growth by percentage over that period. Rockwall County's population is expected to reach just over 181,000 by 2045. According to those same estimates, the county currently has just over 97,000 people and over 33,000 households. 11,754 of these people are 65 years of age or older, making up 12% of the population, which is slightly higher than the percentage for the region. Rockwall County also includes 7,671 individuals with disabilities who make up almost 8% of the population, as well as 6,537 low-income individuals who make up 6.8% of the population. Individuals with disabilities, individuals over 65, and low-income individuals exist at a higher concentration than the overall county percentage in the northwestern portion of the county, above the I-30 line and east of Lake Ray Hubbard (see maps below). This hotspot should be a particular priority in efforts to promote existing or new transit services.

Rockwall County's racial composition is majority White at almost 85%. This is 16% higher than the regional percentage. Similarly, the county's ethnic breakdown shows that it has a lower percentage of individuals with Hispanic or Latino origin at just 17% compared to 28% in the rest of the region. At 2.2%, zero-car households are slightly higher but still comparable to the regional percentages. The percentage of individuals with limited English proficiency is much lower than the regional percentage, at 4.9%. However, Rockwall County has almost double the percentage of veteran individuals than the region at 8.2% (see figure below). Veterans should also be a priority population to reach when promoting new or existing services.

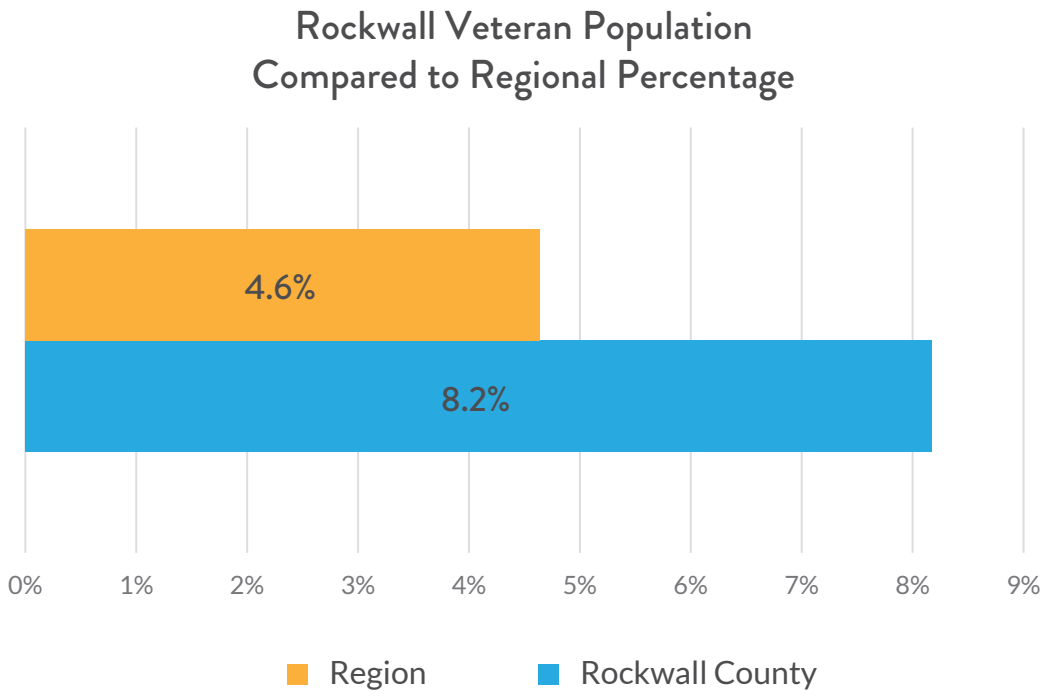
OUTREACH PROCESS

Public outreach for Rockwall County was conducted through a series of virtual public

Rockwall County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level



meetings, surveys, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, NCTCOG's Local Motion publication, a press release, and social media.

NCTCOG conducted a total of two virtual outreach meetings in Rockwall County. Email invitations were successfully shared with 47 stakeholders. 7 individuals registered for these meetings and 5 attended. Attendees included members of the public as well as representatives from local transit providers and non-profit agencies.

A transportation survey was also available to residents and stakeholders, online and in paper and in English or Spanish. This survey collected input on public transportation in the region. A similar survey was also available online for organizations and agencies that work with transit-dependent populations. In total, 4 responses were received for Rockwall County. Of these, 2 were received from Rockwall County residents and 2 were received from agency/organization representatives.

Data Sources

The planning process for Access North Texas involved NCTCOG staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized main concerns about transit access in their area.

Discussions with Rockwall County residents and stakeholders highlighted several key concerns. Riders feel that limited-service times and lack of weekend service is a considerable barrier. Additionally, connections are needed to regional destinations and major events. One attendee even mentioned wanting better connections to DART light rail. Some felt that knowledge of available transit options, or lack thereof, created another barrier.

Meeting attendees shared that STAR has made multiple enhancements recently to address some of these issues. The fare structure was recently

adjusted to be mileage based with the intent of improving trips outside of the county. STAR also added discounts on bulk tickets as well as passes for veterans. They implemented day and month pass options and generally continue to work to make service more affordable. Finally, additional on-demand zones will be added by STAR in the near future that may benefit Rockwall residents. From the agency perspective, one need shared was the ability to transport more people to medical destinations, particularly in Dallas.

Another form of receiving data from Rockwall County residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations.

Responses to the transportation surveys totaled 4 for Rockwall County. Of these, 2 were received from Rockwall County residents and 2 were received from agency/organization representatives. The top 3 reported barriers were lack of car ownership or someone to drive them, lack of knowledge of transit options, and service not being available at desired locations. Most of these responses aligned with the feedback received in outreach meetings. Despite lack of car ownership being a popular response, Rockwall County has a relatively low percentage of zero-car households, as seen in the demographic analysis. One respondent highlighted that additional buy-in is needed from elected officials in the county and that services should be offered to more than just the elderly populations. Another echoed the need for expanded service hours and connections to destinations outside the county. Although the DART GoLink Rowlett Zone provides connection to the rest of the DART network through the blue line, only a very small portion of this zone serves Rockwall County. Expanded service either from STAR or DART is needed to provide meaningful connections. All information gained through outreach meetings and transportation surveys was gathered to develop the prioritized strategies for Rockwall County.

TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by NCTCOG and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Rockwall County there are several census block groups where populations of individuals aged 65 and over, below poverty, and with disabilities are above the regional percentages.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for Access North Texas and individual strategies were identified for Rockwall County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

REGIONAL GOAL	ROCKWALL COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Invest in programs that facilitate transportation trips to medical and healthcare appointments
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services. C) Establish additional assistance or more specialized public transportation options for customers who are not ADA paratransit eligible or physically capable of utilizing regular public transportation services.
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Develop partnerships across transportation providers to improve access to trips in the evening and weekends
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options. B) Conduct travel training to educate the public on available services and policies

FINDINGS

All Rockwall respondents to the Access North Texas survey indicated some type of barrier preventing them from getting where they need to go. Those that completed the survey mentioned lack of access to a vehicle to be a large barrier, and this was confirmed by participants in the virtual outreach meetings. Across the board, feedback from both the survey and meetings showed that riders are looking for expansion of service to new locations and new times. Many want to be connected to destinations across the region and several respondents specifically mentioned the need for connections to Dallas for medical trips. On-demand service is the most desired mode and riders would prefer the flexibility to schedule less than 1 or 2 days in advance. Finally, individuals in Rockwall County could benefit from better information about how to use transit and the available options, as this was seen as a barrier to use of the current options.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

STAR Transit recently made several changes that relate to the identified strategies. The provider recently adjusted its fare structure to a mileage basis to help improve trips outside of the county. The agency recently added discounts on bulk tickets and tickets for veterans. STAR is also planning to launch additional on-demand zones in the future with the possibility of expanding service in Rockwall County.

While NCTCOG's East Dallas, Kaufman, and Rockwall Counties Transit Study has not officially commenced, the study will focus on coordination with other planning efforts to identify transit options, implementation strategies, potential impacts, and more. The information developed in this plan will help to inform that study.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html.

REFERENCE TO THE APPENDIX

For more detailed information about Rockwall County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 12

TARRANT COUNTY

INTRODUCTION

The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Tarrant County. This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Tarrant County.

EXISTING TRANSPORTATION RESOURCES

Trinity Metro is the main transportation provider in Tarrant County and provides a variety of services. Local bus service is operated in Fort Worth and River Oaks. There are also several limited and express bus routes connecting riders between Fort Worth, Burleson, and DFW Airport. In 2019, Trinity Metro also began operation of four all-electric buses for its "The Dash" circulator, which travels between downtown Fort Worth and the city's Cultural District. Local bus fares are $2, $1 reduced. Express bus fares are $2.50, $1.25 reduced. Day passes may be purchased for $5, $2.50 reduced. Reduced tickets are available for individuals 65 years of age or older, persons with disabilities, Medicare card holders, and youth ages 5-19. Children aged 4 and younger ride for free. Trinity Metro's ACCESS paratransit service offers door-to-door transportation within Fort Worth, Blue Mound and River Oaks. The services are available roughly 4:20 a.m. to 12:00 a.m. Monday – Saturday and approximately 4:40 a.m. to 9:00 p.m. on Sunday.

The agency offers the ZipZone on-demand rideshare service in five different zones throughout Tarrant County. Service hours vary by zone. Fares range from $1 to $3 depending on the zone, and fares in the Alliance ZipZone are free when using a promotional code. In addition to other transportation options and services, Trinity Metro operates a commuter vanpool program within the North Central Texas region. As of May 2022, Trinity Metro operated up to 59 vanpools with origins in Tarrant County and up to 60 vanpools with destinations in Tarrant County. The Denton County Transportation Authority (DCTA), another transit agency within the North Central Texas region, also operated up to 2 vanpools with destinations in Tarrant County. The number of vanpools may change month to month as the program expands offering shared commuter transportation opportunities.

In 2019, Trinity Metro began operating the TEXRail commuter rail service between downtown Fort Worth and DFW Airport with stops in Fort Worth, North Richland Hills, and downtown Grapevine. Service is available from 3:20 a.m. to 2:44 a.m. seven days a week. TEXRail fares are $2.50, $1.25 reduced, each way. Additionally, the Trinity Railway Express (TRE), which is jointly owned and operated by Trinity Metro and Dallas Area Rapid Transit (DART), connects Fort Worth to Dallas with stops in between. Service is available 3:55 a.m. to 12:22 a.m. Monday through Thursday, 3:55 a.m. to 1:52 a.m. on Friday, and 5:00 a.m. to 1:20 a.m. on Saturday. A local TRE pass (West Zone to CentrePort only) is $2.50, $1.25 reduced, each way. Riders may also pay $12, $3 reduced, for a regional multi-ride pass extending access to services in Tarrant, Dallas, and Denton counties.

Tarrant County also hosts a number of additional transportation services that specifically cater to non-member cities. Northeast Transportation Services (NETS) is a door-to-door, demand response paratransit service available to any resident of Bedford, Euless, Grapevine, Haltom

City, Hurst, Keller or North Richland Hills who has a disability or is 65 years of age or older. NETS partners with Trinity Metro and Catholic Charities of Fort Worth to provide this service in Tarrant County. Service hours are 6:00 a.m. to 6:00 p.m. Monday through Friday. Fares are $3.25 per one-way trip and personal care attendants ride for free. Pre-paid tickets are sold in books of 10 for $32.50. Catholic Charities of Fort Worth also provides transportation in Tarrant County to seniors, individuals with disabilities, and low-income adults who are unable to access other transit services. Service is available from 6:00 a.m. to 7:30 p.m. Monday through Friday and fares start at $2.50 per one-way trip.

The city of Arlington launched Via, an on-demand rideshare service available to the general public, in December of 2017. The service originally covered approximately 8 square miles within the city and eventually expanded to cover the entire city, with connections to CentrePort station, in January of 2021. The service is offered between 6:00 a.m. and 9:00 p.m. Monday through Friday and between 9:00 a.m. and 9:00 p.m. on Saturday. Fares are based on a distance structure ranging from $3.00 to $5.00. Trips to CentrePort station are a flat $3.00 rate. Riders can purchase a weekly pass that allows up to 4 trips per day for $25.00. The city also operates HandiTran, a door-to-door, on-demand service for individuals with disabilities and seniors in the city of Arlington. Service is offered Monday through Friday from 7:00 a.m. to 10:00 p.m. and Saturday from 8:00 a.m. to 9:00 p.m. Fares are $2 per one-way trip. Frequent riders can purchase monthly Handi-Passes for $55.00 that provide unlimited, available service within a calendar month. In 2020, the city was awarded $1.7 million in funding from the Federal Transit Administration through the Integrated Mobility Innovation competitive grant program. Partnering with Via, May Mobility, and the University of Texas at Arlington (UTA), the funding allowed the city to integrate autonomous vehicles into Via's on-demand rideshare service around Arlington's downtown and UTA's campus. The one-year pilot of this service launched in March 2021. The service is available from 7 a.m. to 7 p.m. Monday through Friday and the standard Via fare applies.

In April 2022, the city of Grand Prairie launched VIA Grand Prairie, an on-demand, shared transportation service. The service provides rides primarily in Grand Prairie but also to select college campuses in neighboring cities. The fare for rides in Grand Prairie is $3 per trip. Additional passengers in your group can ride for an additional $1. Seniors, 65 years of age or older, ride for a reduced rate of $2 each way. Wheelchair accessible vehicles are available. Rides to and from the University of Texas at Arlington or the TCC Southeast Campus are $3 a trip. Rides to and from Dallas Baptist University or Dallas County College – Mountain View are $4 a trip. The service is available Monday through Saturday between 6:00 a.m. and 9:00 p.m. Rides can be booked using the app or by calling 214-253-0874.

With such a complex network of services available to riders in Tarrant County, assistance is often needed to navigate service options. My Ride North Texas 2.0 is a regional mobility management program which provides personalized travel navigation services and works to improve the coordination of transportation services. The program is currently operated through a partnership between the North Central Texas Council of Governments (NCTCOG) and Community Council of Greater Dallas. My Ride North Texas serves all residents of North Central Texas but strives to connect aging populations and individuals with disabilities to transportation services and inform regional medical trips through public transit. In addition to direct assistance from travel navigators, the program offers the Get-A-Ride-Guide as a resource which provides information on various transportation resources

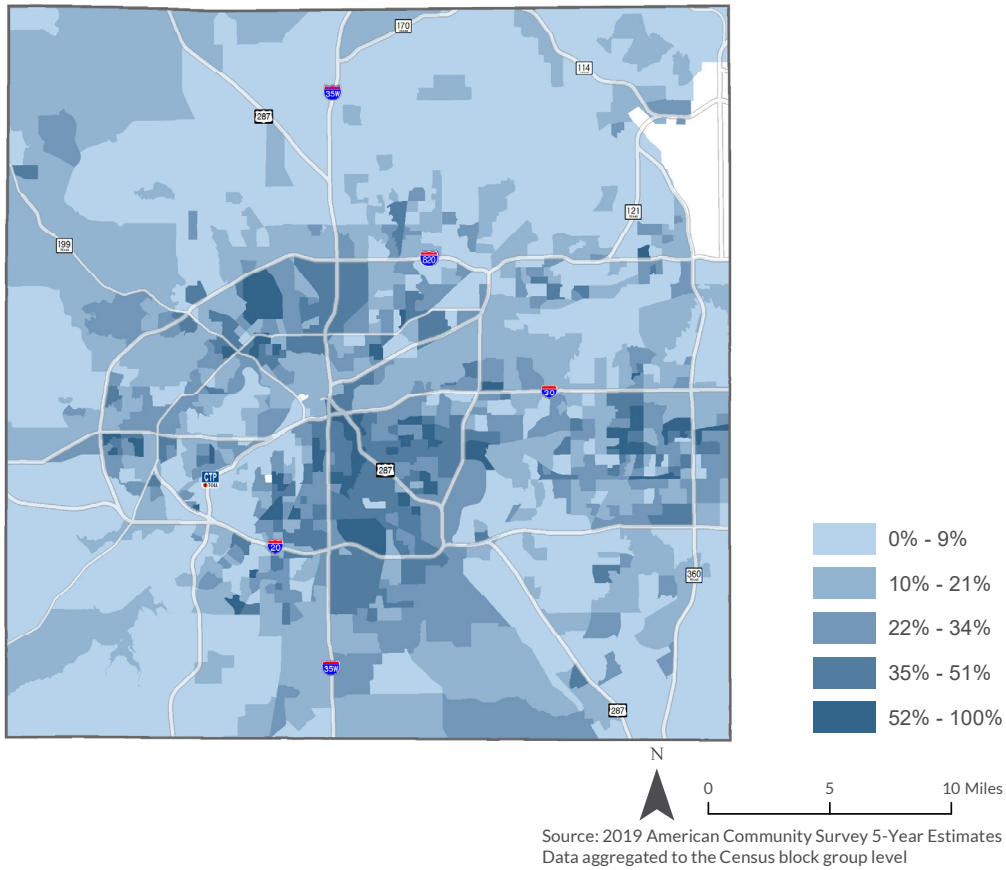
throughout the North Central Texas region (see Appendix B).

Organizations also exist to support the existing transportation network and educate advocates on issues surrounding transit. The Tarrant Transit Alliance is one such group of advocates for multimodal transit in Tarrant County. They focus on education, empowerment, and mobilization of the community to promote transit policy throughout the region. The Transit Coalition of North Texas is another non-profit organization focused on advancing transit projects in North Texas.

In addition to this already complex network of public transportation services, Tarrant County hosts a number of private transit services which connect residents to their destinations. See Appendix B for a list of private transportation providers operating in Tarrant County and the rest of the 16-county region. These private providers are an additional transportation option that individuals may be able to use for personal trips. Organizations can also contract with them to provide specific service for clients.

Naturally, gaps in service still exist in Tarrant County due to a variety of factors and several studies and plans have been developed to address this. In 2021, the North Central Texas Council of Governments (NCTCOG) completed the Tarrant County Transit Study. The purpose of the study was to explore the transit and shared mobility needs of those who reside in municipalities without general-access transit service in Tarrant County. Three county-wide scenarios were developed, and an implementation plan outlined a framework for Tarrant County municipalities to

Tarrant County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

establish or expand transit service based on those scenarios. In 2020, the city of Fort Worth began implementing a comprehensive long-range transit master planning process, , to determine transit improvements that will be needed for Trinity Metro services to catch up with current demands and to grow in a manner that will keep up with future growth. Beginning in 2020, Trinity Metro also conducted a network redesign process, A Better Connection, and implemented the changes in 2021. The redesigned network improves service across the system and added service to new areas.

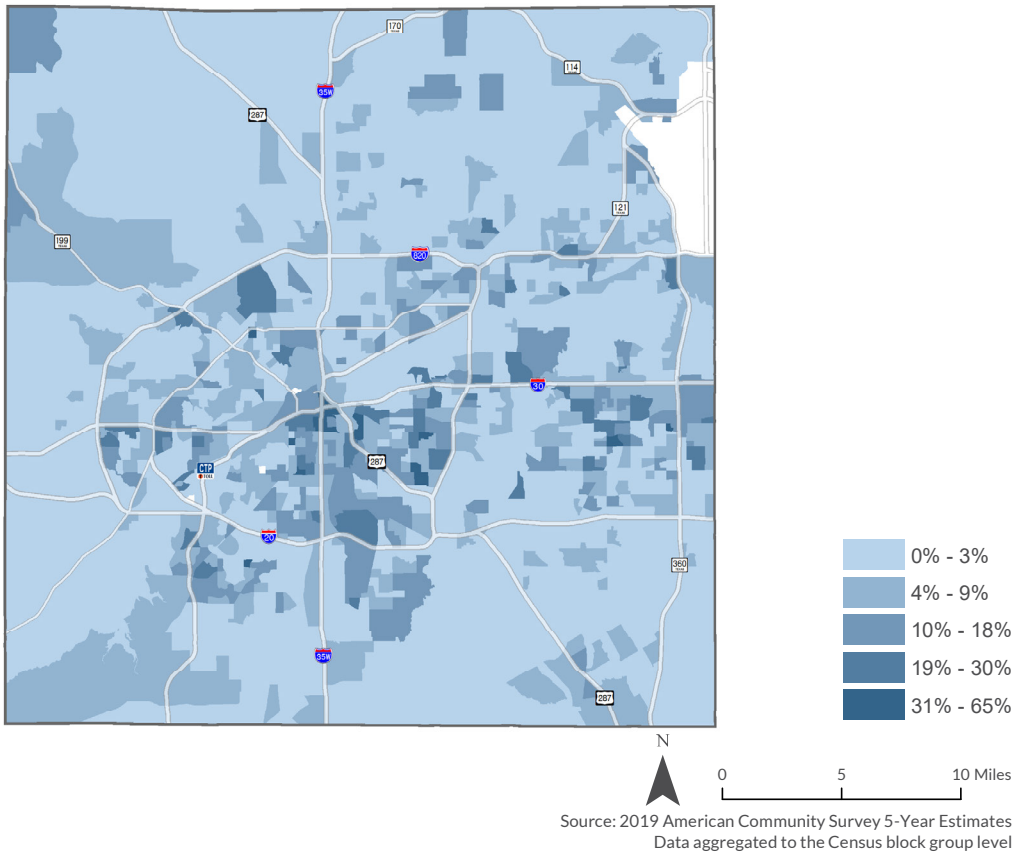
DEMOGRAPHIC ANALYSIS

Tarrant County continues to experience a significant amount of growth. According to the American Community Survey's 2019 5-year estimates, Tarrant County's population has increased by 7% since 2015. According to these same estimates, Tarrant County's total population is made up of almost 2,050,000 individuals and 708,252 households. 225,738 of these individuals are 65 years of age or older, making up 11% of the population. Tarrant County also includes 208,695 individuals with disabilities who make up 10.2% of the population, as well as 334,614 low-income individuals who make up 16.5% of the population.

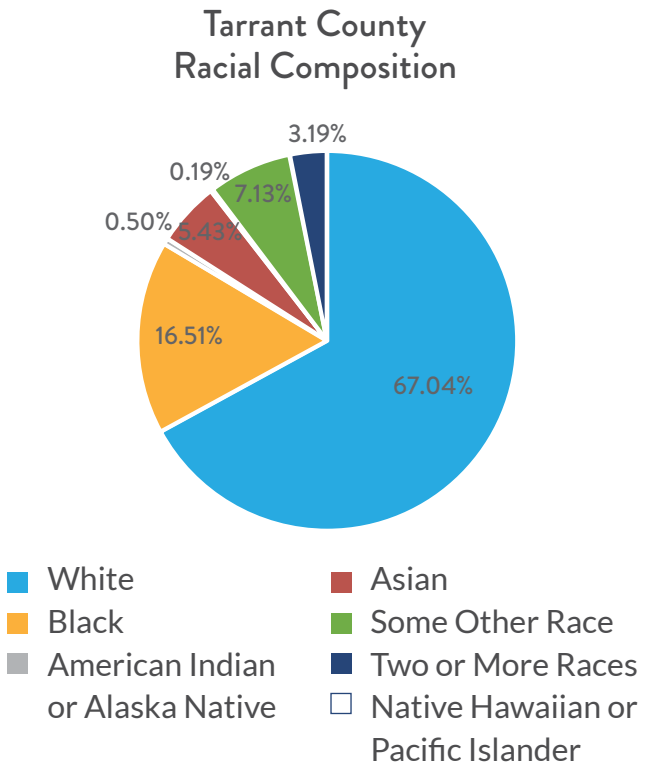
Tarrant County's racial composition is majority white at 67% with a significant black population as well at 16.51%. This is comparable to the regional racial composition. Similarly, Tarrant County's ethnic breakdown matches the regional breakdown with approximately 28% Hispanic or Latino population and approximately 71% non-Hispanic or Latino.

Tarrant County has a higher percentage of veteran individuals than the region at 7.2%. Although the county has a low percentage of zero-car households at 4.3%., that percentage is still higher

Tarrant County Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level



than the regional percentage of 1.6%. Finally, while the number of homeless individuals is naturally difficult to estimate, the Tarrant County Homeless Coalition's (TCHC) 2021 State of the Homeless Report indicated a total of 1,234 homeless individuals identified in the point in time count. 8% of those individuals are veterans. Physical and mental disability is one of the top three reasons people become homeless and TCHC identified chronically homeless individuals, who often suffer from long-term health conditions and physical disabilities, as the community's priority population for the following year. Efforts to promote existing or new transit services should include strategies to reach each of these populations.

Outreach Process

Public outreach for Tarrant County was conducted through a series of virtual public meetings, one-on-one meetings with county stakeholders, surveys, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, the Local Motion publication, a press release, and social media.

NCTCOG conducted three virtual public outreach meetings in Tarrant County. Email invitations were successfully shared with 371 stakeholders. 15 individuals registered for these meetings and 5 attended. Attendees included members of the public as well as representatives from local transit providers and non-profit agencies. Three additional one-on-one meetings were held with stakeholders in Tarrant County to supplement the larger meeting participation. These stakeholders primarily represented organizations serving homeless and low-income populations in Tarrant County.

A transportation survey was also available to residents and stakeholders, online and in paper, and available in English in Spanish. This survey collected input on public transportation in the region. A similar survey was also available online for organizations and agencies that work with transit-dependent populations. Responses to these surveys totaled 468 for Tarrant County. Of these, 456 responses were received from Tarrant County residents and 12 were received from agency representatives. Finally, 13 Tarrant County comments were received through Map Your Experience, a virtual public mapping tool that allows respondents to anonymously share comments and concerns by location.

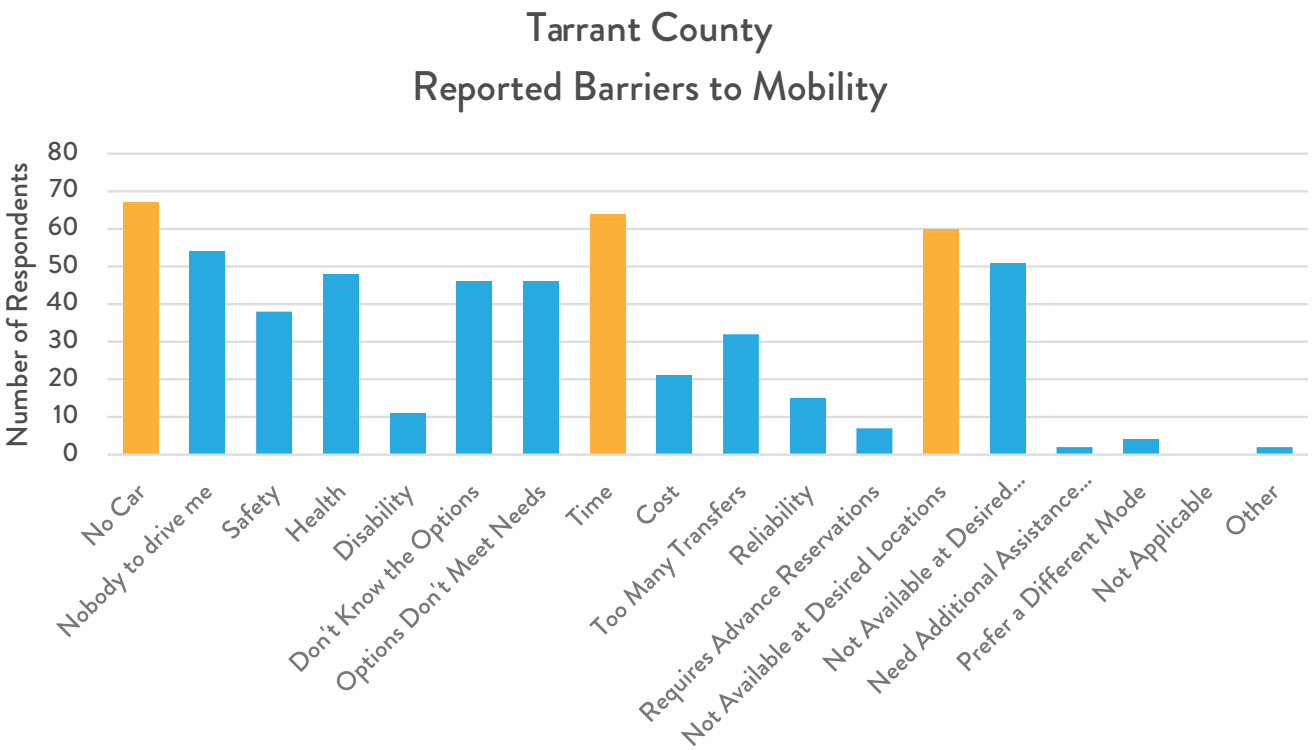
Data Sources

The planning process for Access North Texas involved North Central Texas Council of Governments (NCTCOG) staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Discussions with Tarrant County residents and stakeholders highlighted the regional disconnect across provider service areas. Resources and opportunities exist across many different jurisdictions, but transit service is not aligned in a

way that allows riders to easily access them. The city of Arlington came up most frequently in these discussions as an area riders would like to access but are unable to find realistic connections to. Secondly, while the two rail offerings in Tarrant County, the TEXRail and TRE, are generally well-received by riders, access to rail services is not well-distributed throughout the county. As a result, access to key rail destinations like DFW airport is not offered to all residents in an equitable way. Several meeting attendees felt that increased frequency and extended service hours would make a significant impact on the ability of riders to utilize transit effectively. Examples such as riders budgeting over an hour of time to access destinations just 10 miles away demonstrated the impractical nature of the system for those trying to use it for daily activities. Conversations with organizations representing homeless and low-income populations also highlighted a need for transit service located in conjunction with affordable housing, public schools, and employment. Despite the rapid increase in microtransit services in Tarrant County since the last plan update, these services were notably absent from most conversations. Some attendees had either not heard of these services at all or expressed a lack of familiarity that prevented them from trying them. Organizations serving low-income populations indicated higher fares, lack of smart phones, and an unbanked status may all be barriers to utilizing this specific type of transit service.

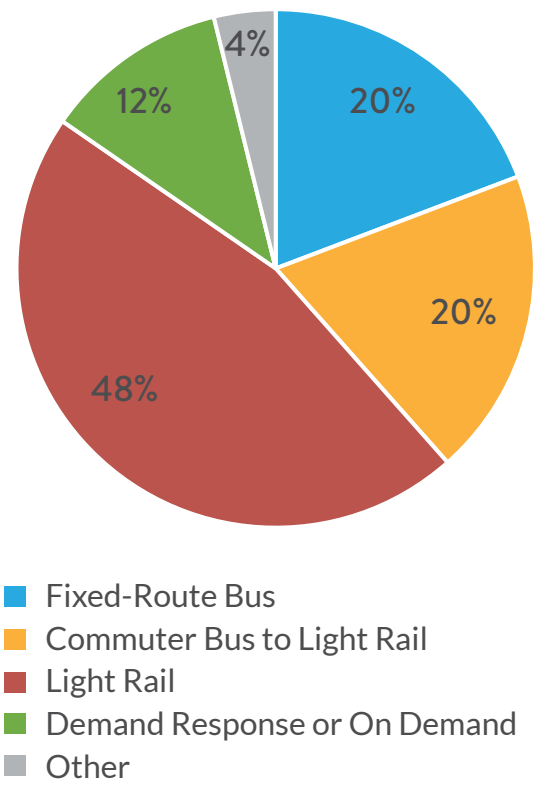
Another form of receiving data from Tarrant County residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the



region from riders and organizations that work with transit-dependent populations.

Responses to the transportation surveys totaled 468 for Tarrant County. Of these, 456 responses were received from Tarrant County residents and 12 were received from agency representatives. The top 3 reported barriers were lack of car ownership, lack of connection to desired locations, and time. Similar to the meeting discussions, survey responses indicated a need for more frequency and extended service hours. Much of the current service does not operate efficiently enough for practical use by riders. The most desired transportation enhancement reported is an expansion of service areas. Crossing service area boundaries was once again named as a significant barrier to traveling across the county and across the region. Many respondents requested better connections to employment and key destinations like the city of Arlington. The lack of rail options in Tarrant County compared to the eastern side of the region also came up several times. The most desired transportation mode indicated by respondents was light rail, followed by fixed-route bus and commuter bus connecting to light rail. All the information gained through outreach meetings and the transportation survey was gathered to develop the prioritized strategies for Tarrant County.

Desired Transportation Modes in Collin County



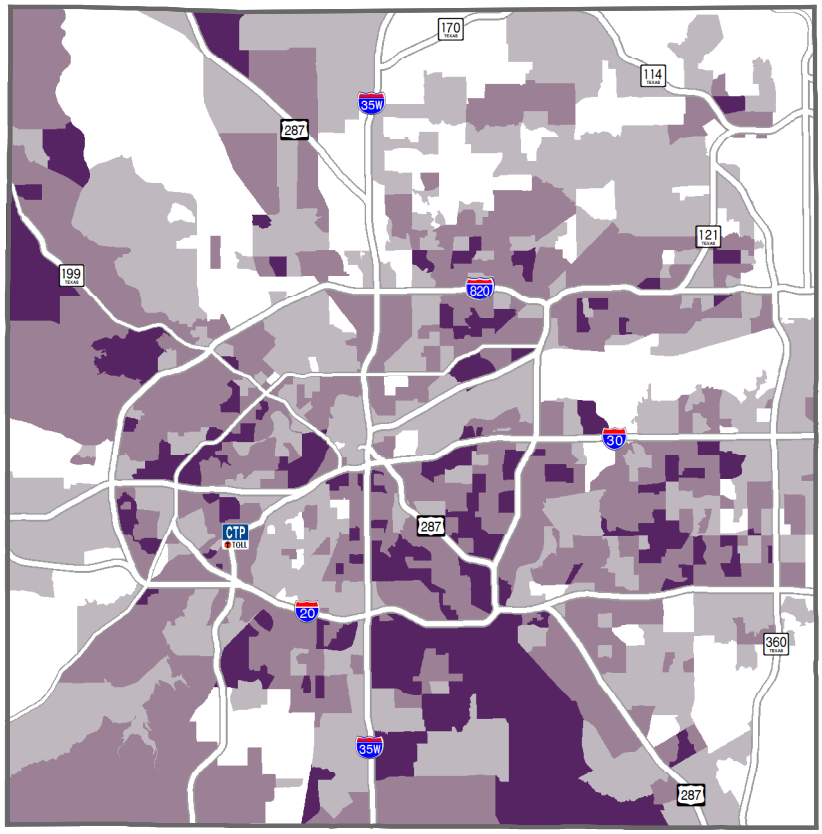
TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the North Central Texas Council of Governments and is based on American Community Survey 5-year estimates. Based on information from TAIT, in Tarrant County there are significant amounts of census block groups where populations of individuals aged 65 and over, below poverty, and with disabilities are above the regional percentages.

Analysis

The highest conglomeration of block groups within Tarrant County where the three variables are all above the regional percentage is in southern Tarrant County generally covering the cities of Everman, Kennedale, and Rendon. This is sandwiched between the southern portions of 35W and highway 287. Unlike Kennedale and Rendon, Everman also appears to have a higher percentage of zero-car households, perhaps indicating the necessity for more robust transit service. Other areas with three variables above the regional percentage include several portions of the western side of the county, such as Lakeside and Lake Worth. The area reaching from downtown Fort Worth to Arlington, south of 30, as well as portions surround eastern 820

Tarrant County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 7 14 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

also show several three-variable block groups. Block groups that meet the criteria for only two variables or just one are much more prevalent, appearing in almost every single part of Tarrant County. The most central part of the county, within the 820 loop, has very few census block groups (approximately 12) that do not meet the criteria for at least one variable or more being above the regional percentage. Most block groups with high percentages of low-income individuals are found in this central part of the county as well as the area extending from downtown Fort Worth to Arlington south of 30. Individuals over the age of 65 are found throughout the county, trending only slightly toward the outer edges in intensity. Similarly, individuals with disabilities are found in varying degrees of prevalence throughout the county. Most zero-car households are found in the central and eastern portions of the county with a significant pocket in the northwestern corner as well.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for the Access North Texas and individual strategies were identified for Tarrant County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

In Tarrant County, 468 individuals completed the Access North Texas survey. Every single respondent indicated some type of barrier preventing them from getting where they need to go. The combination of all outreach efforts, including surveys and meetings, revealed that riders are unable to reach key destinations such as Arlington, east Fort Worth, and employment hot spots due to a lack of transit connections. This is true both within individual service areas and when crossing service area boundaries. The TAIT analysis identified the southeastern portion of the county as having a high concentration of transit dependent populations and low levels of car ownership. The accessibility of transit in these areas is important for both bringing individuals to opportunity and for providing transportation to opportunity elsewhere. Multiple non-profit organizations mentioned in outreach discussions that significant employment opportunity is missed out on due to lack of mobility connections to areas where those opportunities exist. The Access North Texas survey showed that the majority of missed or delayed trips in the county were for employment. Within Tarrant County riders struggle to efficiently make connections between one part of the county and another. For instance, riders in Fort Worth find it challenging to travel to Arlington, as they must move between two different service areas, service providers, and modes. And still, some municipalities within the county don't benefit from transit service at all, resulting in transit deserts where life without car-ownership is next to impossible. In Tarrant County, 67 respondents to the public survey indicated they own no car and 60 respondents said public transit was not available at the locations they needed to go. These represented two of the three highest barriers indicated in the public surveys completed in Tarrant County.

Outreach efforts also indicated a need for increased frequency and expanded service hours. While most meeting attendees and survey respondents felt that current service is reliable, the lack of frequency and lack of availability at

later hours make it difficult to use. 64 survey respondents felt that public transit takes too long, and 51 respondents said that service was not available at the days or times needed. One example given by a meeting participant was that of an individual working just south of downtown Fort Worth until 8:30 in the evening. The individual's bus route stopped running at 8:00 pm, effectively stranding them at work. The individual had no choice but to rely on a personal vehicle to maintain employment, drastically increasing their cost of transportation. Another meeting participant named East Fort Worth as having lower frequency and lower route date and time availability than they perceived in other areas of the city. On routes with low frequency, riders may have to budget over an hour worth of time, or more, just to make necessary trips a few miles away. This lack of frequency forces transit-dependent populations to budget and negotiate time in impractical ways and prevents choice riders from using transit at all. It's worth noting that Trinity Metro, the largest transit provider in Tarrant County, implemented their bus network redesign, **A Better Connection**, in September 2021 after outreach for this plan update was completed. Any associated improvements to the system that addressed frequency and service hours are not captured in the feedback collected for this plan but will be evident in future updates.

Finally, outreach revealed that next to an enhanced and improved fixed-route system, there is a strong desire for light rail service in the county. References to DART's light rail system benefiting the eastern counties of the region were used to demonstrate what meeting participants and survey respondents would like to see. Many that participated in outreach had the perception that light rail service would be faster, more efficient, and offer better connections than the current service being offered in the county. This relates directly to many of the barriers and challenges identified. Light rail service has the potential to connect riders to new locations both within and outside the county, filling gaps that previously impeded access. It may also offer better frequency and service availability, which would create a more robust system when combined with the existing fixed-route network.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Trinity Metro has most recently addressed transit challenges in the county through its bus network redesign, **A Better Connection**. Through changes implemented in September 2021, Trinity Metro is now able to offer more frequent routes, direct travel, routes to destinations without Downtown transfers, better connections to rail, and consistent evening/weekend service. This relates to at least one, if not more, of the strategies listed for Tarrant County. The impact of these efforts will be more easily evaluated in future plan updates.

The **Tarrant County Transit Study** developed three countywide scenarios to reflect different combinations of local and regional service. These scenarios were evaluated through the lens of accessibility, trip coverage, and estimated usage. Scenario 1, reflecting a high investment in regional service and proposed new regional routes, aligns most directly with our strategy to simplify regional trips and increase the ease of travel across boundaries.

The **Transit Moves | Fort Worth** draft plan also includes six different initiatives, most of which

REGIONAL GOAL	TARRANT COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Develop potential connections from commuter bus lines to light rail service B) Invest in programs to assist with filling gaps in public transportation and facilitate service for work-related trips
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Increase access to employment, social (such as entertainment and shopping centers), religious, and well-being trips in areas with limited to no public transportation service C) Expand service hours to support needs of low-income individuals in the service industry and outside traditional 9am-5pm jobs D) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services.
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Foster cooperation between public transit providers within counties to allow better connectivity and simplify regional trips C) Develop partnerships across transportation providers to improve access to trips in the evening and weekends
Support Public Transportation Recovery and Growth	A) Promote safe and healthy practices on public transportation services B) Explore sources of local revenue for public transportation through partnerships, sponsorships, and contracting for service
Promote Access and Information about Available Transportation Options	A) Enhance communication and outreach programs to improve awareness of existing or new transportation options B) Conduct travel training to educate the public on available services and policies

relate directly to strategies in this plan. The plan prioritizes improving existing service, expanding transit to new areas, improving access to transit, improving facilities and amenities, and making service easier to use. Improvements in any of these areas will support all the strategies developed under Access North Texas for the county.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html

REFERENCE TO THE APPENDIX

For more detailed information about Tarrant County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

CHAPTER 13

WISE COUNTY

INTRODUCTION

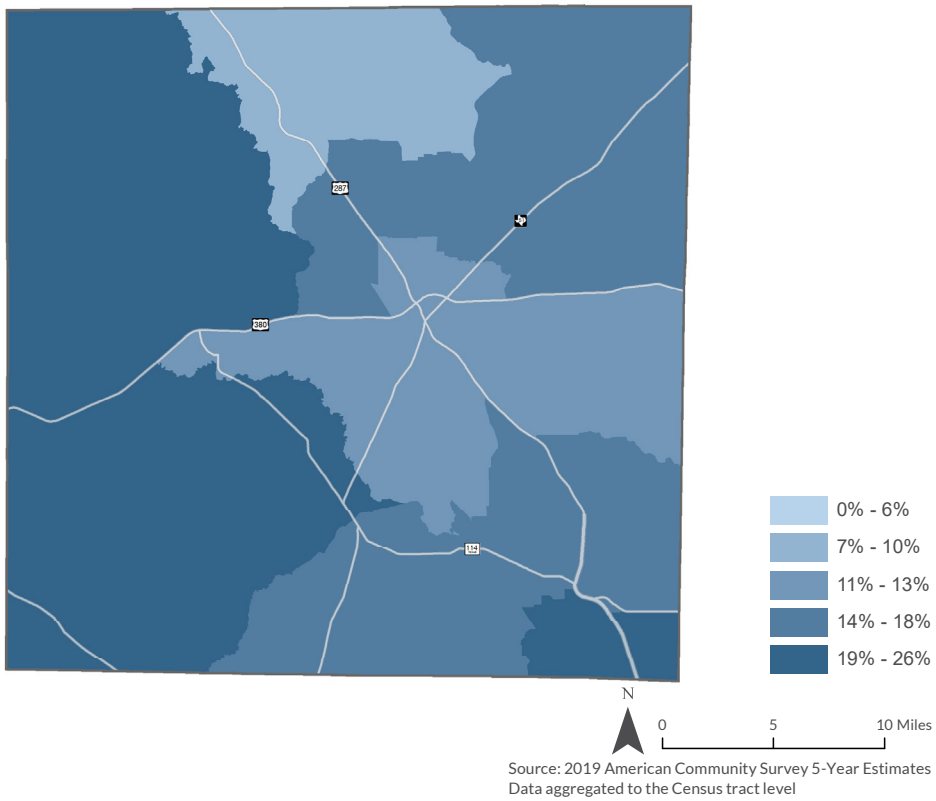
The purpose of Access North Texas is to document the public transportation needs for seniors, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Wise County. (Figure 1.1) This chapter will give an overview of existing services, research conducted and collected, the public outreach meetings, the transportation poll used to collect individualized input on public transit needs, and the prioritized strategies for Wise County.

EXISTING TRANSPORTATION RESOURCES

Texoma Area Paratransit System (TAPS) is the primary public transportation provider in Wise County. TAPS serves the general public, including seniors and individuals with disabilities. Operating within six counties including Clay, Cooke, Fannin, Grayson, Montague, and Wise County, TAPS offers demand response curb-to-curb service that is scheduled on an on-call basis. To schedule a trip, riders must call 48 hours in advance and between the hours of 7:00 am to 3:00 pm Monday through Friday. Service is priced based upon trip-distance. For the general public, trips cost $2.00 one-way to travel within city and town limits, $3.00 to travel outside the city and town limits, and $4.00 to travel out of county within the TAPS service area (six-county region). Seniors, individuals with disabilities, and students qualify for discounted rates.

The Wise County Committee on Aging also provides limited transportation services to seniors in the county. In addition to other transportation options and services, the Denton County Transportation Authority (DCTA) and Trinity

Wise County Persons with Disabilities



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Metro operate a commuter vanpool program within the North Central Texas region. As of May 2022, DCTA operated up to 2 vanpools with origins in Wise County and Trinity Metro operated up to 6 vanpools with origins in Wise County. The number of vanpools may change month to month as the program expands offering shared commuter transportation opportunities.

Finally, see Appendix B, for a list of private transportation providers operating in the 16-county region. These private providers offer additional transportation options that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific services for clients.

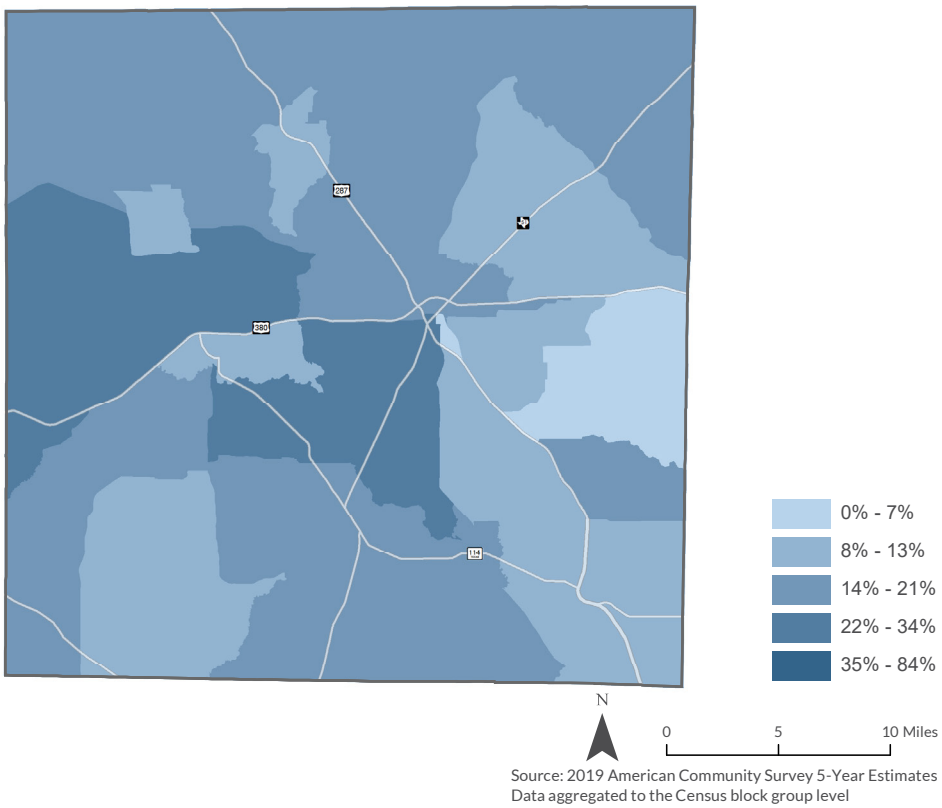
DEMOGRAPHIC ANALYSIS

Demographic data in Wise County was used to identify populations that may have a high potential need for public transportation. The population of Wise County has increased by 8.2% between 2015 and 2019, which is similar to the 16-county region growth of 8.0% in that same time-period. In accordance with ACS 2019 5-year estimate data, Wise County currently has a total population of 66,290 people with a total of 22,369 households. As the population continues to grow, transportation options will need to adapt to meet the needs of an aging and diverse population.

Of the total population of Wise County, 9,851 people are the age of 65 and over, which is 14.9% of the population and higher than the regional percentage of 11.1%. Wise County also includes 11,081 people who identify as having a disability, which is 16.7% of the total population and higher than the regional percentage of 9.5%. In addition, Wise County has 9,549 people who identify as low-income, which is 14.7% of the total population and lower than the regional percentage of 16.0%.

Wise County's racial composition is majority white at 93.5% and 19.3% who identify as Hispanic or

Wise County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Latino, making up the second largest majority in the county. Overall, 7.1% of residents speak English less than very well. This is less than the region wide estimates of 13.2% who have limited English proficiency. Additionally, in Wise County 3.4% of total households do not possess a car. The higher percentage of households not possessing a car are focused primarily surrounding Decatur and west of Alvord. The overall county percentage exceeds the 1.6% of zero-car households across the region. With a higher percentage of zero-car households in Wise County than the region, efforts to add and promote transit service opportunities should be included in strategies to reach this population.

PROCESS

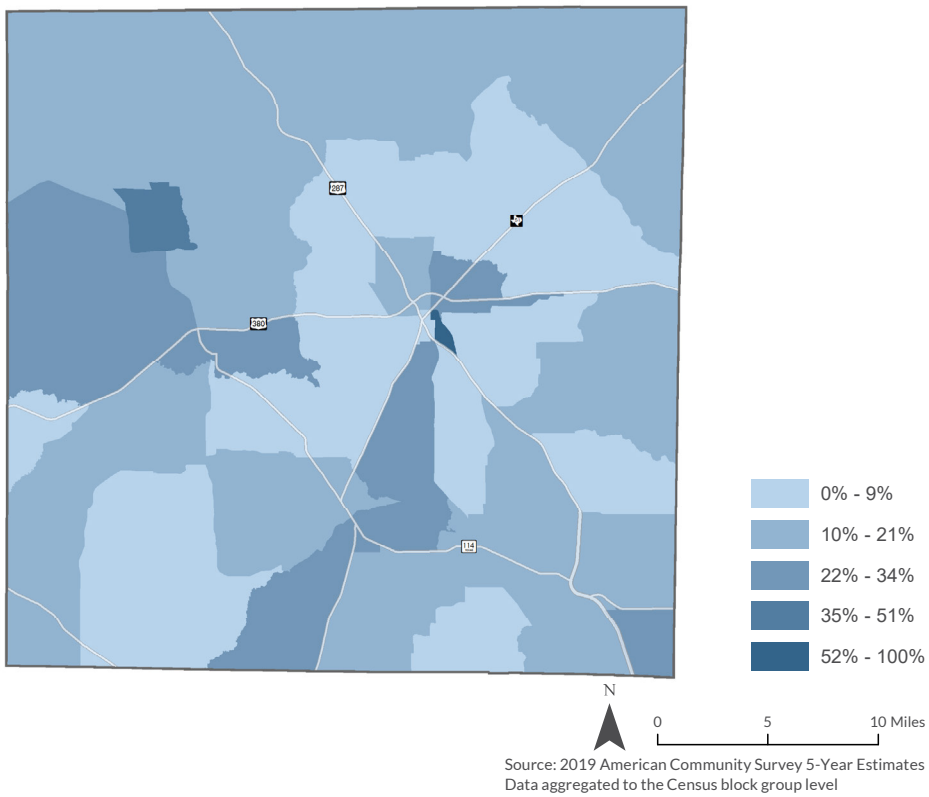
Outreach

Public outreach for Wise County was conducted through a series of virtual public meetings, online surveys, paper surveys on request, and public mapping data. Outreach efforts were advertised through email invitations, the Access North Texas website, a publication in Local Motion, a press release, and social media.

NCTCOG conducted a total of two virtual outreach meetings for Wise County. Email invitations were successfully shared with 39 stakeholders. 5 individuals registered for the meetings and 3 attended. Attendees included a member of the public, representatives from the local transit provider and a non-profit.

A transportation survey was also available to residents and stakeholders, online and in paper in two language formats including English and Spanish. This survey collected input on public transportation in the region. A similar survey was also available online for organizations and agencies that work with transit-dependent populations. In total, 2 responses were received for Wise County for the agency survey.

Wise County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

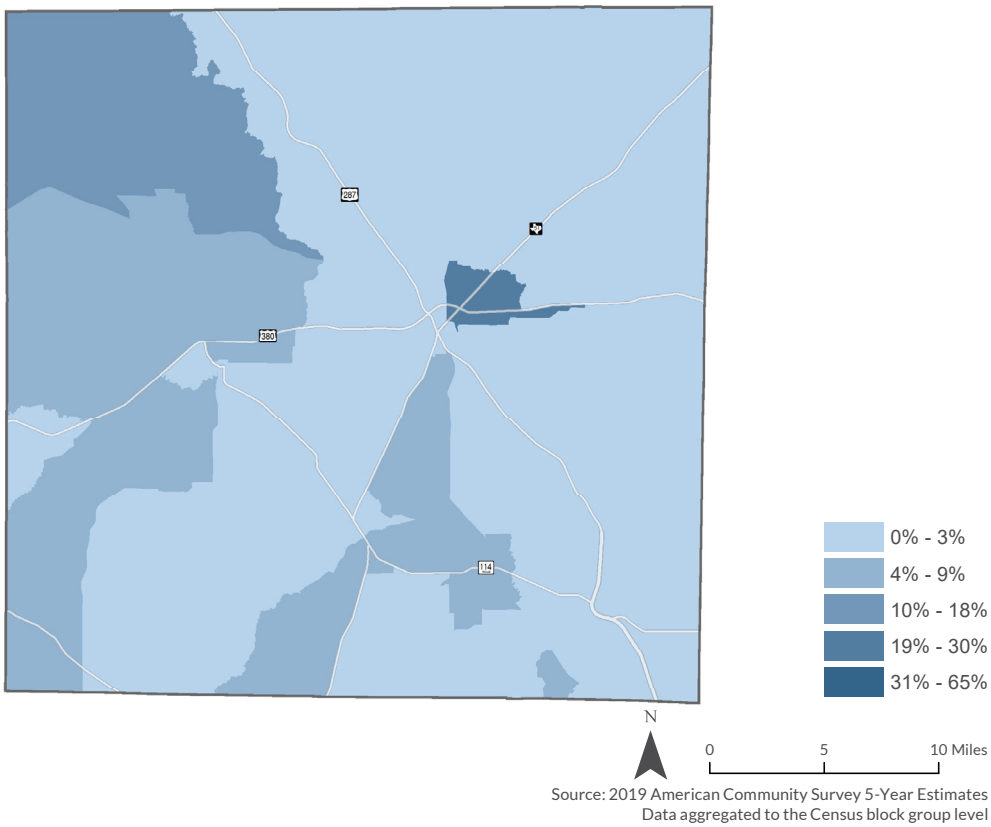
Data Sources

The planning process for Access North Texas involved North Central Texas Council of Governments (NCTCOG) staff, community stakeholders, transportation providers, and community members. Through virtual meetings, members from each county prioritized its main concerns about transit access in their area.

Discussions with Wise County residents and stakeholders highlighted several key concerns such as transit service area connectivity, affordability, and driver shortages. One of the major challenges mentioned is the limited options to travel within the county and to Fort Worth for medical appointments. Local organizations have worked with TAPS, the designated public transportation provider, to schedule rides and subsidize trips for riders but with the impacts from COVID-19, some riders were experiencing affordability issues. Another challenge in Wise County is the difficulty with finding and retaining drivers, especially for larger vehicles. This was echoed by different public transportation providers across the region and in Wise County the driver turnover was described as very high. One of the participants proposed regional and state coordinatization to elevate the issue. All information gained through outreach meetings was gathered to help develop regional goals and the prioritized strategies for Wise County.

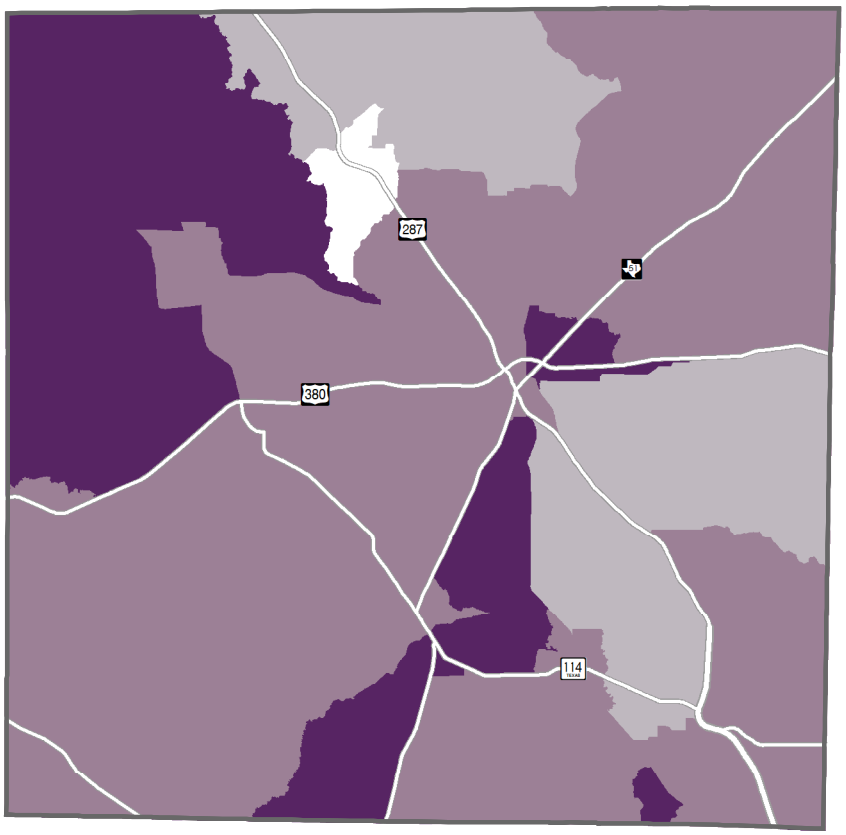
Another form of receiving data from residents and stakeholders was a transportation survey; made available online and translated into English and Spanish. Due to COVID-19 limitations, paper copies were available upon request or through transportation partners. The survey helped NCTCOG staff to collect first-hand data about public transportation in the region from riders and

Wise County Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Wise County Transit Accessibility Improvement Tool (TAIT)



Legend

All Variables At or Below Regional Percentage

One Variable Above Regional Percentage

Two Variables Above Regional Percentage

All Variables Above Regional Percentage

0 7 14 Miles

N

Source: 2019 American Community Survey 5-Year Estimates

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

organizations that work with transit-dependent populations. No identifiable survey feedback from Wise County residents were received.

TAIT Tool and Environmental Justice

The Transit Accessibility Improvement Tool (TAIT) identifies communities who face transportation disadvantages and may have greater potential need for public transit. This tool is updated by the North Central Texas Council of Governments and is based on American Community Survey 5-year estimates. Based on information from TAIT, Wise County has moderately sized census block groups where populations of individuals aged 65 and over, below poverty, and with disabilities are above the regional percentages.

Analysis

The largest census block area within Wise County where the three variables are identified as above the regional percentage is clustered within northwestern Wise County between U.S. 380 and U.S. 287. In addition, areas slightly north and south of Decatur, including the City of Cottondale, have all three variables as above the regional percentage. Comparing the Wise County Low-Income, Zero-Car Household and TAIT maps, a correlation can be made with regard to low-income and zero-car households. Surrounding the City of Alvord, the map identifies that all variables are either at or below the regional percentage.

Development of Strategies

The prioritized strategies were developed once information from outreach meetings, the transportation poll, and research data was compiled and analyzed for patterns and gaps of service. Observations and recommendations were coded into five (5) main categories to identify themes across the 16-county region and inform regional goals. Those goals provide a framework for Access North Texas, and individual strategies were identified for Wise County to further those goals and provide a plan for transit providers and organizations in future implementation of services. Drafted goals and strategies were provided to the stakeholders for additional feedback and review prior to the finalization of the plan.

FINDINGS

In Wise County, there were no in-county residents who submitted the Access North Texas survey to NCTCOG. In combination with a virtual meeting, feedback from meeting participants revealed transit service challenges orient toward cross-county boundary public transportation options, affordability, mode options, transit-based education, bus stop to destination walking distance, and efforts to increase training, recruitment, and retention of drivers. There is interest in improvements in enhancing access to affordable transportation options for medical appointments, additional connectivity within Wise County, and adding bus lanes to reduce congestion.

RECOMMENDATIONS

The goals and strategies below identify ways to address the most important public transportation needs stakeholders identified as needing to be implemented over the next few years. The strategies build upon the progress and feedback that has been provided since the 2018 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Implementing the Plan

Cities within Wise County including but not limited to Bridgeport, Runaway Bay, Decatur, and Rhome have identified transportation in general as an element in their community and/or comprehensive plans but have limited information on public transportation. In combination with transit services offered by TAPS and community organizational partnerships, Wise County is

REGIONAL GOAL	WISE COUNTY-SPECIFIC STRATEGIES
Plan and Develop Transportation Options by Assessing Community Need and Challenges	A) Conduct planning activities to further identify public transportation needs of residents outside of existing transportation authorities and define additional coordination opportunities for existing providers B) Invest in programs to assist with filling gaps in public transportation and facilitate service for work-related trips C) Invest in programs that facilitate transportation trips to medical and healthcare appointments
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	A) Improve existing public transportation options to better fit the needs of riders and households with 1 or zero cars by increasing service frequency and availability B) Establish additional assistance or more specialized public transportation options for customers who are not ADA paratransit eligible or physically capable of utilizing regular public transportation services C) Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	A) Work with regional and local organizations to increase ease of travel across municipal and county boundaries B) Create and support partnerships between public transit providers and local organizations to increase opportunities to make fares more affordable for those in need C) Identify, evaluate, and implement where appropriate, non-traditional ways to deliver and support public transportation, including but not limited to partnerships among public transit agencies, private transportation providers, transportation network companies, shared use mobility programs, and volunteer drivers
Support Public Transportation Recovery and Growth	A) Explore sources of local revenue for public transportation through partnerships, sponsorships, and contracting for service B) Partner with organizations to coordinate training and recruitment for future public transportation professionals and create pipelines with area schools C) Establish driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers

REGIONAL GOAL	WISE COUNTY-SPECIFIC STRATEGIES
Promote Access and Information about Available Transportation Options	A) Conduct travel training to educate the public on available services and policies B) Partner with agencies, recreation centers, senior residencies, housing assisted living centers, and other organizations to publicize information C) Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transportation through leadership, policy, or funding initiatives

laying the framework to providing more diverse, affordable, flexible, and accessible transit options for county residents.

Agencies and organizations looking to develop transit projects aligned with these strategies may find support through NCTCOG's Transit Strategic Partnerships Program or the TxDOT Call for Projects. Competitive proposals will demonstrate innovative solutions, strategic value, sustainability, implementation capacity, and evidence of collaboration. Most importantly, the proposal's needs assessment will need to be supported directly by county specific strategies identified in this plan. The most competitive proposals will demonstrate how the proposed project or service will utilize one or more strategies to enhance transit accessibility for transit-dependent populations. More information on the Transit Strategic Partnerships Program can be found at www.nctcog.org/strategicpartnerships-transit. More information on the TxDOT Call for Projects can be found at www.txdot.gov/inside-txdot/division/public-transportation/local-assistance.html

REFERENCE TO THE APPENDIX

For more detailed information about Wise County, please see Appendices A-E, available online at www.accessnorthtexas.org.

See Appendix A, Summary & Status of 2018 to review previously adopted goals and strategies that were included in the 2018 Access North Texas plan.

See Appendix B, Get-A-Ride Guide, for a list of public and private transportation providers operating in the 16-county region. These providers are an additional transportation resource that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix C, Transit Accessibility Improvement Tool, for additional information on how the tool was developed and how to use it.

See Appendix D, Data & Analysis, for copies of the transportation surveys, statistics, and affiliated county-based maps.

See Appendix E, Outreach Meeting and Supplemental Information, for a list of previously held virtual meetings by county with a copy of the presentations.

APPENDIX A

SUMMARY AND STATUS OF 2018 WORKSHEET

SUMMARY AND STATUS OF 2018 WORKSHEET

The Coordinated Public Transit-Human Services Transportation Plan for the North Central Texas region was updated and adopted through a process led by the North Central Texas Council of Governments (NCTCOG). Participants in the development of the plan included individuals representing transportation providers, transit customers, advocates, local governments, local leaders and representatives, and health and human service agencies. This plan addresses the transportation needs of older adults, individuals with disabilities, individuals with lower incomes, and others facing transportation challenges. The previous Access North Texas plan was completed in 2018. This is the 2022 Access North Texas Plan. The plan highlights developed strategies for each of the region's 16 counties with included region-wise strategies that are goaled to improve public transportation throughout the region. County-focused prioritized strategies include a wide focus on new and improved services which also encompasses communication and awareness of services. This report provides information on the status of each strategy from the 2018 Access North Texas Plan as we transition to the newly developed 2022 Access North Texas Plan.

STATUS DEFINITIONS

Ongoing

Steps have been taken to address the strategy (or a part of it) It does not necessarily mean that a given strategy is completed. Work to maintain the progress of the strategy will continue.

Under Development

Activities have taken place to address the strategy (or a part of it), but concrete steps are still under development, have not started, or have not been implemented.

No Progress Reported

No progress has been reported for a given strategy.

	2018 REGIONAL STRATEGIES	STATUS
1	In areas with no public transit service, assess community needs and implement transit	Under Development
2	Continue and expand projects that have a no-wrong-door approach to accessing transit or information about available transit	Ongoing
3	Create partnerships to simplify regional trips and reduce the number of transfers between providers	Ongoing
4	Explore partnerships to increase the affordability of fares for those most in need	Under Development
5	Work towards uniform, regional fares to simplify and reduce the cost of regional trips for riders	Ongoing
6	Advocate to integrate funding sources to maximize efficiency and increase available affordable public transportation	Under Development
7	Identify, evaluate, and implement where appropriate non-traditional ways to deliver public transportation service, including partnerships among public transit agencies, private transportation providers, and transportation network companies	Ongoing
8	Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transit through leadership or policy initiatives and to advocate for increasing investment in public transit	Ongoing

	2018 COLLIN COUNTY STRATEGIES	STATUS
1	In areas with no public transit service, assess community needs and implement transit	Ongoing
2	Improve partnerships and coordination between existing transit providers to simplify cross-community trips	Ongoing
3	Identify, recruit, educate and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transit through leadership or policy initiatives and to advocate for increasing investment in public transit	Ongoing
4	Identify, evaluate, and implement where appropriate non-traditional ways to deliver public transportation services, including partnerships among public and private transportation providers	Ongoing
5	Increase service options in areas with limited access to: 1. Medical appointments including dialysis 2. Job training and education 3. Job opportunities	Under Development
6	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
7	Increase public awareness of available transportation services by conducting targeted marketing to agencies such as human service organizations, medical facilities, and educational facilities	Ongoing
8	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Ongoing
9	Explore partnerships to increase the affordability of fares for those most in need	Ongoing

	2018 DALLAS COUNTY STRATEGIES	STATUS
1	In areas with no public transit service, assess community needs and implement transit	Ongoing
2	In areas with limited public transit service, expand service to: 1. Add additional hours of operation 2. Serve new populations (such as older adults, people with disabilities, children, students, employees, ect.) 3. Provide transit for additional purposes (such as medical, work, grocery stores, pharmacy, social, ect.) 4. Connect to additional locations, like regional job centers and large medical facilities	Ongoing
3	For areas with public transit service, expand transit to match underserved populations or purposes: 1. Medical appointments to avoid accessing emergency transportation 2. Social opportunities to improve quality of life 3. Better/more direct access to job centers and transit services that matches non-traditional shift schedules	Ongoing
4	When expanding transit service, use partnerships with local employees, medical centers, cities, and other agencies to leverage multiple funding sources	Ongoing
5	Improve partnerships and coordination between existing transit providers to simplify regional trips	Ongoing
6	Continue to conduct travel training to teach riders how to use public transportation and make regional transfers	Ongoing
7	Continue to conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Complete and expand projects that have no wrong door approach to accessing transit: 1. Update DART's GoPass software to include on-demand providers such as taxis, transportation network companies (like Uber or Lyft), bike, and car sharing service; upgrade trip planning feature; integrate carpooling; work with medium and small transit providers to join the app; and allow additional payment options for individuals without credit cards 2. Continue efforts like My Ride Dallas and My Ride North Texas, including development of an online trip planning tool; online and over the phone trip counseling; outreach and education about existing transportation resources and providers; identifying gaps in service; and production (print or digital) of transportation resource guides.	Ongoing

	2018 DALLAS COUNTY STRATEGIES	STATUS
9	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Ongoing
10	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
11	Provide information about transportation providers and resources in multiple lanugages	Ongoing
12	Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transit through leadership or policy initiatives and to advocate for increasing investment in public transit	Ongoing
13	Create partnerships between transit agencies, municipalities, and community organizations to increase the accessibility of bus stops and paths to bus and rail transit; leverage municipal investment in accessibility projects to further support cities' investment in public transportation	Ongoing

	2018 DENTON COUNTY STRATEGIES	STATUS
1	In areas with no public transit service, assess community needs and implement transit	Ongoing
2	Improve affordable public transportation to the VA clinic in Bonham	Ongoing
3	Improve regional access to medical appointments in Dallas County and Tarrant County	Under Development
4	Increase awareness of public transit availability through opportunities such as: 1. Presentations to city councils about available services, 2. Outreach events, 3. Targeted marketing to local agencies about existing transportation resources	Ongoing
5	Increase awareness of how to use available transit services through opportunities such as: 1. An Americans with Disabilities Act (ADA) rights campaign, 2. Training on how to qualify or apply for transit services, 3. Training on how to schedule a trip	Ongoing
6	Continue to conduct customer service focused training for transit agency employees	Ongoing
7	Conduct planning to assess needs and identify transportation solutions to improve access to education and education facilities	Ongoing
8	Improve partnerships and coordination between existing transit providers to simplify regional trips and explore cost-sharing options for services that cross service area or geographic boundaries	Ongoing
9	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Ongoing

	2018 DENTON COUNTY STRATEGIES	STATUS
10	Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transit through leadership or policy initiatives and to advocate for increasing investment in public transit	Ongoing
11	Continue coordinating committee meetings to discuss transportation needs within Denton County	Ongoing
12	Create Partnerships between transit agencies, municipalities, and community organizations to increase the accessibility of bus stops and paths to transit	Ongoing

	2018 ELLIS COUNTY STRATEGIES	STATUS
1	Improve local and regional access to medical appointments in Dallas County	Ongoing
2	Improve transportation options for local access to job and education opportunities	Under Development
3	Explore transportation services to increase affordability of fares for those most in need	Under Development
4	Expand transportation services to provide service for late-shift workers	No Progress Reported
5	Explore partnerships with local employers, medical centers, cities, and other agencies to funds additional transit services	Under Development
6	Conduct targeted marketing to local agencies about existing transportation resources, including transit resources for veterans	Ongoing
7	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
8	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
9	Explore partnerships with existing transportation providers to reduce the number of transfers for regional trips	No Progress Reported
10	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Ellis County	Under Development

	2018 NAVARRO COUNTY STRATEGIES	STATUS
1	Improve local and regional access to medical appointments in Dallas County	Ongoing
2	Improve transportation options for local access to job and education opportunities	No Progress Reported
3	Explore partnerships to increase the affordability of fares for those most in need	Under Development
4	Expand transportation services to provide services for late-shift workers in Dallas County	No Progress Reported
5	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	No Progress Reported
6	Conduct targeting marketing to local agencies about existing transportation resources, including transit resources for veterans	No Progress Reported
7	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
8	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
9	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers for vehicles in Navarro County	Under Development
10	Explore partnerships with existing transportation providers to reduce the number of transfers for regional trips	No Progress Reported

	2018 ERATH COUNTY STRATEGIES	STATUS
1	Improve access to Veterans Affairs facilities in Dallas and Fort Worth	No Progress Reported
2	Explore partnerships to increase the affordability of fares for those most in need	No Progress Reported
3	Add capacity to existing transit services to accommodate: 1. Local and regional medical appointments, 2. Local job opportunities and training, 3. General purpose trips (groceries, recreation, dining), 4. Weekend trips, 5. Emergent transportation needs	No Progress Reported
4	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
5	Conduct targeted marketing to local agencies about available transportation services and resources	Ongoing
6	Explore partnerships with local employers, cities, and other agencies to fund additional transit services	No Progress Reported
7	Conduct travel training to teach riders how to use public transportation	Ongoing

	2018 HOOD COUNTY STRATEGIES	STATUS
1	Improve access to Veterans Affairs facilities in Dallas and Fort Worth	No Progress Reported
2	Explore partnerships to increase the affordability of fares for those most in need	No Progress Reported
3	Add capacity to existing transit service to accommodate: 1. Local and regional medical appointments, 2. Local job opportunities and training, 3. General purpose trips (groceries, recreation, dining), 4. Weekend Trips, 5. Emergent transportation needs	No Progress Reported
4	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Hood County and Somervell County	Under Development
5	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
6	Conduct targeted marketing to local agencies about available transportation services and resources	Ongoing
7	Explore partnerships with local employers, cities, and other agencies to fund additional transit services	No Progress Reported
8	Conduct travel training to teach riders how to use public transportation	Ongoing

	2018 HUNT COUNTY STRATEGIES	STATUS
1	Improve awareness of available public transportation services and how to use them	Ongoing
2	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
3	Improve regional connections to Dallas County and Collin County, particularly for medical appointments and work opportunities	Ongoing
4	Continue to explore partnerships with nonprofits, private companies, and others to increase service within the county	Under Development
5	Reduce scheduling pick-up windows	No Progress Reported

	2018 JOHNSON COUNTY STRATEGIES	STATUS
1	Expand hours of operation in the evenings to accommodate alternate or third shifts, including coordination with employers	No Progress Reported
2	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	No Progress Reported
3	Develop additional action plans to increase transit services as well as review governance of City/County Transportation	Under Development
4	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
5	Identify a point-person to develop relationships with local agencies to improve coordination and access to services, jobs, and education within Johnson County, as well as regional connections	Under Development
6	Work with an existing transit provider to improve the connection between Johnson County and Fort Worth for medical appointments and work	No Progress Reported
7	Work with an existing transit provider to improve the connection between Johnson County, downtown Fort Worth, and the airport	No Progress Reported
8	Develop partnerships with non-profits, employers, and other partners to make fares more affordable for very low-income individuals	Under Development
9	Educate local officials on available transit services, local demand, opportunities to leverage funding, and opportunities for economic development with transit	Ongoing
10	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
11	Conduct targeted marketing to local agencies about existing transportation resources	Ongoing

	2018 KAUFMAN COUNTY STRATEGIES	STATUS
1	Increase access to job training and job opportunities, particularly for: 1. Rural residents 2. Early morning shifts	Ongoing
2	Add capacity to the existing system by: 1. Continuing to develop partnerships with local employers, medical centers, cities and other agencies to increase available public transit, particularly in the mornings or other high-demand times, 2. Planning for additional services by identifying need, funding and potential service structure in areas with high-demand (e.g. circulator in Terrell), 3. Exploring opportunities to partner with other transit providers to add additional capacity	Ongoing
3	Increase public awareness of available transportation services by conducting targeted marketing to places such as: 1. Texas Workforce Commission, 2. Lakes Regional MHMR, 3. Health and Human Services, 4. Housing Authorities, 5. Food Banks, 6. Cities, 7. Churches, 8. Schools, 9. Chambers of Commerce, 10. Grocery stores, 11. Direct mail	Ongoing
4	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Under Development
5	Conduct travel training or train-the-trainer that covers topics such as: 1. Available service, 2. How to schedule a trip, 3. Rider rules by type of service, 4. What to do if a trip or pick-up is missed, 5. How to request specific pick-up/drop-off locations for safety	Ongoing
6	Continue to conduct driver safety and sensitivity training to improve the rider's experience	Ongoing
7	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

	2018 PALO PINTO COUNTY STRATEGIES	STATUS
1	Improve access to: 1. Mental health appointments, 2. Social service appointments, 3. Medical appointments, 4. Job training and job opportunities	Ongoing
2	Improve the ride and wait times on transit services to increase the feasibility and acceptability of transit for everyday trips	Under Development
3	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
4	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	Ongoing
5	Explore partnerships to increase the affordability of fares for those most in need	Under Development
6	Advocate for agencies to integrate funding source to maximize efficiency and increase available affordable public transportation	Ongoing
7	Conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

	2018 PARKER COUNTY STRATEGIES	STATUS
1	Improve access to: 1. Mental health appointments, 2. Social service appointments, 3. Medical appointment, 4. Job training and job opportunities	Ongoing
2	Improve the ride and wait times on transit services to increase the feasibility and acceptability of transit for everyday trips	Under Development
3	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
4	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	Ongoing
5	Explore partnerships to increase the affordability of fares for those most in need	Under Development
6	Advocate for agencies to integrate funding source to maximize efficiency and increase available affordable public transportation	Ongoing
7	Conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

	2018 ROCKWALL COUNTY STRATEGIES	STATUS
1	Improve access to: 1. Medical appointments in Rockwall, 2. Mental wellness clinics, 3. YMCA, 4. Grocery stores, 5. Texas Workforce Commission in Dallas	Ongoing
2	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
3	Explore partnerships to increase the affordability of fares for those most in need	Under Development
4	Improve transit connections across county borders, particularly for medical appointments and access to education	Under Development
5	Coordinate with local residences, businesses, medical centers and other organizations to group trips to improve efficiency and the rider's experience	Under Development
6	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Under Development
7	Continue to conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

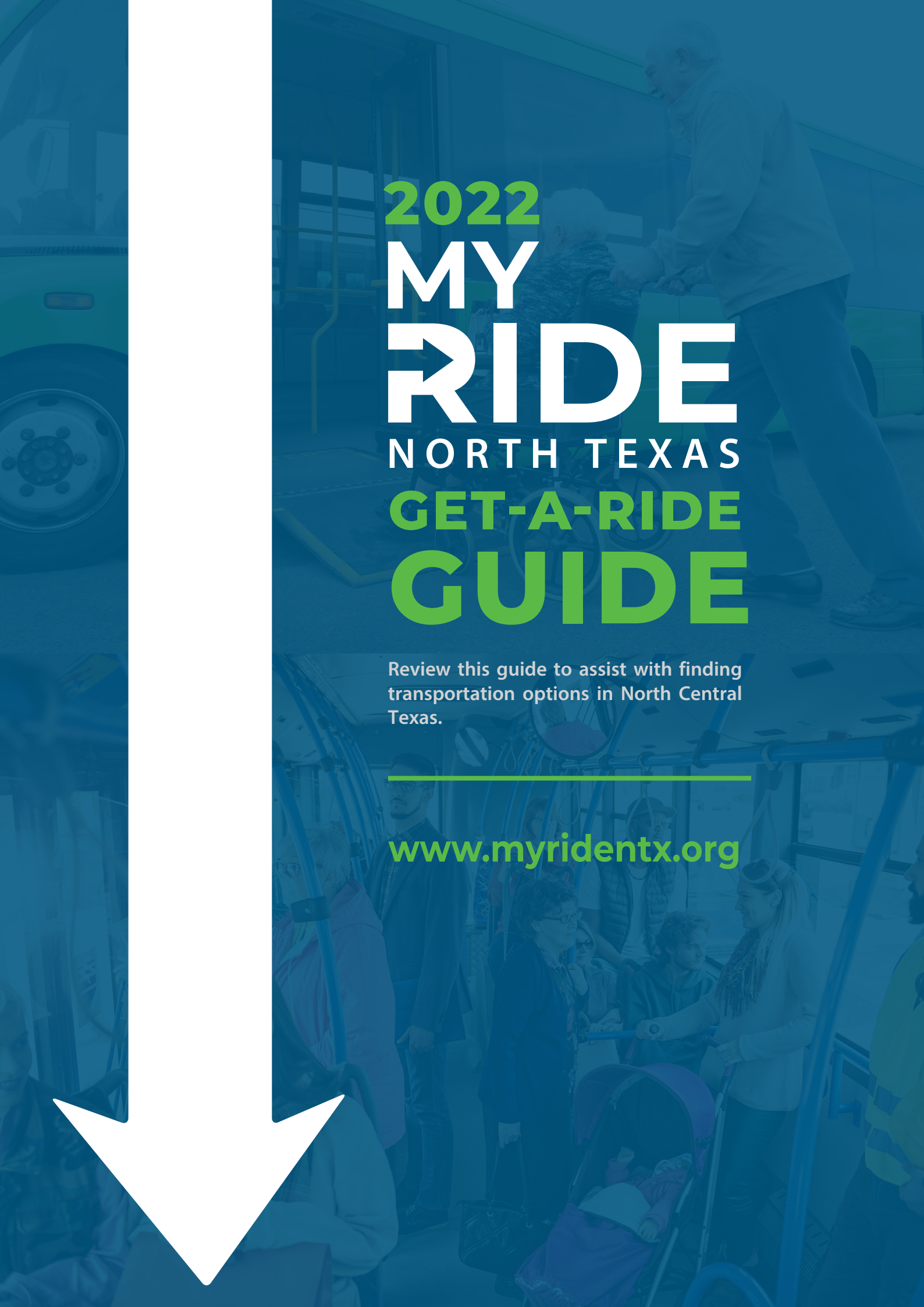
	2018 SOMERVELL COUNTY STRATEGIES	STATUS
1	Improve access to Veterans Affairs facilities in Dallas and Fort Worth	No Progress Reported
2	Explore partnerships to increase the affordability of fares for those most in need	Under Development
3	Add capacity to existing transit service to accommodate: 1. Local and regional medical appointments, 2. Local job opportunities and training, 3. General purpose trips (groceries, recreation, dining), 4. Weekend Trips, 5. Emergent transportation needs	Under Development
4	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Hood County and Somervell County	Under Development
5	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
6	Conduct targeted marketing to local agencies about available transportation services and resources	Ongoing
7	Explore partnerships with local employers, cities, and other agencies to fund additional transit services	No Progress Reported
8	Conduct travel training to teach riders how to use public transportation	No Progress Reported

	2018 TARRANT COUNTY STRATEGIES	STATUS
1	Increase affordable mobility solutions: 1. Develop public-private and community partnerships, including joint pursuit of funding, to offset passenger and provider costs as a means of expanding access 2. Develop incentivized ride-sharing solutions	Ongoing
2	Connect communities county-wide and across the region: 1. Expand and connect existing and future transportation services,2. Develop mobility solutions that meet community needs, 3. Enhance communication and coordination between community partners and service provider, 4. Coordinate trip scheduling and service information infrastructure	Ongoing
3	Expand public awareness, education, skills development, and traveler support services: 1. Engage individuals with disabilities, older adults, families with lower incomes, those re-entering the community from the justice system, or others who lack access to reliable transportation 2. Provide ongoing education and skill development to engage employers, employer associations, community partners, medical practitioners and transportation providers	Ongoing
4	Implement a holistic approach to wellness transportation: 1. Integrate transportation-appointment service options 2. Collaborate with insurance companies, medical service providers and others to respond to barriers to wellness	Under Development

	2018 WISE COUNTY STRATEGIES	STATUS
1	Improve access to: 1. Dialysis appointments, 2. Out-of-county medical appointments, particularly in Tarrant County and Dallas County, 3. Medical facilities in the evenings and early mornings	No Progress Reported
2	Develop partnerships with non-profits, employers, medical facilities, and other partners to improve access to local and regional destinations	No Progress Reported
3	Explore partnerships to provide additional transportation for needs other than medical or work	Ongoing
4	Continue to conduct targeted marketing to local agencies about existing transportation resources	Ongoing
5	Conduct travel training or train-the-trainer that covers topics such as: 1. Available transit services, 2. How to schedule a trip, 3. Cost, 4. Filing a complaint, 5. Impact of no shows and cancellations, 6. Policies for attendants and multiple riders	No Progress Reported
6	Advocate for transit agencies to integrate funding sources to maximize efficiency and increase the availability of affordable public transportation	Under Development
7	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Wise County	Under Development
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
9	Contract with local agencies with a language program to provide translated transit info (over the phone, online, print, etc.)	No Progress Reported

APPENDIX B

GET-A-RIDE GUIDE



2022 MY RIDE NORTH TEXAS GET-A-RIDE GUIDE

Review this guide to assist with finding transportation options in North Central Texas.

www.myridentx.org

CONTENTS

ABOUT THIS GUIDE	3
INTRODUCTION	3
FIND YOUR RIDE	4
TRANSPORTATION OPTIONS BY COUNTY	6
GENERAL PUBLIC TRANSPORTATION	17
SPECIALIZED TRANSPORTATION	30
SMARTPHONE BASED TRANSPORTATION	58
CARPOOL/VANPOOL	60
ACCESSIBLE VAN RENTALS	63
DRIVER SAFETY PROGRAMS	66
REFERRAL SERVICES	68
INDEX	72

INTRODUCTION

Navigating the North Central Texas region can be a challenge for people who do not drive, individuals with disabilities, and older adults.

From buses, vans and taxis to volunteer driver programs, the North Central Texas region has options available to the public. This guide was created to help you understand the transportation options available to you.

For information about transportation options, find more information about the initiative by visiting the My Ride North Texas website at www.myridentx.org.

ABOUT THIS GUIDE

This guide was created by My Ride North Texas, a collaborative effort of Community Council of Greater Dallas, My Health My Resources of Tarrant County, and the North Central Texas Council of Governments. My Ride North Texas works to remove barriers to mobility in North Central Texas.

The guide is intended as an information source to help the general public, including people with disabilities and older adults to remain independent, healthy, and connected.

It contains information on public transportation services, specialized transportation services, medical transportation services, private transportation services, vanpool and carpool service, accessible van rentals, driver safety resources, and referral resources.

If you would like to provide feedback to the North Central Texas Council of Governments about transit services in the region or learn more about regional transportation needs, you may engage with us through the Access North Texas regional coordination plan. You can find information about this plan at www.accessnorthtexas.org.

For Get a Ride Guide updates and information about transportation options, visit the My Ride North Texas website at www.myridentx.org.

FIND YOUR RIDE

TO GATHER INFORMATION ABOUT YOUR OPTIONS, IT'S HELPFUL TO ASK QUESTIONS AND KEEP YOUR SPECIFIC NEEDS IN MIND.

Key Considerations

1. What is the service area?
2. What are the requirements to qualify for the service?
3. Are the vehicles wheelchair-accessible?
4. Is passenger assistance available?
5. May I travel with my personal care attendant? Guest? Service animal?
6. How much will the ride cost? Are discounts available?
7. How soon do I need to reserve my ride?
8. Will other passengers be riding with me? If so, how long will the wait be? How long will the ride be while others are being picked up and dropped off?

Types of Service

Curb-to-Curb: Assistance in and out of the vehicle only.

Demand-Response: A transit mode comprised of passenger cars, vans or small buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations.

Door-to-Door: Assistance in and out of the vehicle and to and from the door of pick up and drop off locations.

Door-through-Door: Assistance through the doors of residences and destinations, as needed.

Express Bus: bus service designed to run at higher speeds to connect riders to their destinations, often with fewer stops and quicker routes than normal bus services.

Fixed-Route: Services provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed route trip serves the same origins and destinations, such as rail and bus.

Paratransit: Types of passenger transportation which are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Most often refers to wheelchair-accessible, demand response (DR) service.

Taxi Service: service operated through taxicab providers with a system in place to facilitate ride sharing.

Transportation Network Company (TNC): online application platforms that facilitate ride sharing by connecting individuals to car owners.

Vanpool: A transit mode comprised of vans, small buses and other vehicles operating as a ride sharing arrangement, providing transportation to a group of individuals traveling directly between their homes and a regular destination within the same geographical area.

Key Terms

Accessible Vehicles: Vehicles equipped with a lift or ramp that can transport individuals who use wheelchairs, scooters, and other mobility devices.

Ambulatory: Able to walk and generally need minimal assistance getting in/out of a vehicle.

Guest: Person who rides with an individual but does not perform some type of passenger assistance.

Passenger Assistance: Help, often provided by the driver, that may include assistance in boarding or exiting the vehicle, securing wheelchairs and seat belts, carrying packages, opening doors, verbal guidance and physical support.

Personal Care Attendant (hereafter called Attendant): Person who assists in opening doors, getting in/out vehicles, pushing wheelchairs, carrying packages, communicating with the driver, navigating, etc.

Shared-Ride Service: Other passengers ride in the vehicle at the same time.

Specialized Transportation: Specialized Service: Providers may have limitations on populations they service, which are identified in each entry.

Subscription Service: A person's trips to the same place at the same time are automatically scheduled.

HELPFUL TIPS

- Start transportation planning and verify eligibility proactively.
- Stay flexible on trip times when possible.
- Give as much advance notice as possible to reserve a trip at the time you need.
- Before hanging up, confirm trip date and time.
- Mixing modes might help, i.e., take the bus to the grocery store and a taxi home.
- If you are trying a new service for the first time, consider asking someone you know to ride with you.
- Ask questions and ask for help when you need it.
- To better understand your options or work through a problem, call My Ride Dallas: (972) 855-8084. My Ride is a free transportation information source.

TRANSPORTATION OPTIONS

BY COUNTY

COLLIN COUNTY

American Cancer Society - Road to Recovery	p.31
Apple Care & Companion	p.32
B&C Mobile Resources	p.33
Barry Berger Transportation Service	p.33
Bec N Call Wheelchair Transportation	p.34
Blessed Hands Elderly Care & Transportation	p.35
City of Richardson Van Service	p.37
City of Sachse Senior Transportation Program	p.37
Collin County Transit - McKinney Urban Transit District	p.38
Comfort Keepers	p.38
Cowboy Cab	p.39
Dallas Wheelchair Transport	p.40
DART Bus and Rail Services	p.19
DART Collin County Rides	p.40
DART GoLink	p.20
DART Paratransit	p.41
DART Vanpool	p.61
Collin County Transit – McKinney Urban Transit District	p.38
DCTA Frisco Demand Response	p.44
Dove Transport	p.43
Forget Me Not Transportation	p.43
GoGoGrandparent	p.44
Graci & Merci Transportation	p.45
Home Helpers Transportation & In-Home Care Services	p.45
Just Ride Transportation	p.47
Lyft	p.59
Metrocrest Services	p.48
PAMobility	p.50
SendaRide	p.52
Senior Rides - Patient Advocates	p.52
Seniors Helping Seniors	p.53
Texas Kidney Health Care (TKHC) Program	p.54
TLC Enterprise Transportation	p.55
Try Parking It	p.71
Uber	p.59
VA North Texas Health Care System Travel Benefits Program	p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

Yellow Cab p.57

DALLAS

AARP RIDE@50+, Powered by Feonix Mobility Rising p.69

Access and Information Network (AIN) p.31

AET Custom Shuttle p.31

American Cancer Society - Road to Recovery p.31

Apple Care & Companion p.32

B&C Mobile Resources p.33

Barry Berger Transportation Service p.33

Bec N Call Wheelchair Transportation p.34

Because De Cares p.34

Blessed Hands Elderly Care & Transportation p.35

Caring at Home Transportation Services p.35

City of Garland, Senior Services p.36

City of Grand Prairie, The Grand Connection p.36

City of Richardson Van Service p.37

City of Sachse Senior Transportation Program p.37

Comfort Keepers p.38

Cowboy Cab p.39

Dallas Area Agency on Aging (DAAA) p.39

Dallas County Health and Human Services - Older Adult Services Program p.41

Dallas Wheelchair Transport p.40

DART GoLink p.20

DART Bus and Rail Services p.19

DART Paratransit p.41

DART Vanpool p.61

DCTA A-Train p.21

Deaf Action Center, Senior Citizens Program p.42

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.44

Graci & Merci Transportation p.45

Home Helpers Transportation & In-Home Care Services p.45

Jabi p.46

Just Ride Transportation p.46

Lyft p.59

Medicaid Transportation, LogistiCare p.47

Medixcar LLC Non-Emergency Transportation p.48

Metrocrest Services p.48

Mobility Works p.64

PAMobility p.50

Parkland Senior Outreach Services p.50

SendaRide p.52

Senior Rides - Patient Advocates p.52

STAR Transit p.23

STAR Transit Dial-a-Ride p.24

STAR Now p.24

Texas Kidney Health Care (TKHC) Program p.54

TLC Enterprise Transportation p.55

Trinity Railway Express (TRE) p.28

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

DENTON

American Cancer Society - Road to Recovery p.31

B&C Mobile Resources p.33

Cowboy Cab p.39

Dallas Wheelchair Transport p.40

DART Bus and Rail Services p.19

DART Paratransit p.41

DCTA Access p.42

DCTA A-Train p.21

DCTA Connect Bus Service p.21

DCTA Frisco Demand Response p.44

DCTA Go-Zone On Demand p.22

Dove Transport p.43

GoGoGrandparent p.44

Graci & Merci Transportation p.45

Home Helpers Transportation & In-Home Care Services p.45

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

SendaRide p.52

Senior Rides - Patient Advocates p.52

Span Transit p.25

Span Transit - Veterans Service p.53

Texas Kidney Health Care (TKHC) Program p.54

TLC Enterprise Transportation p.55

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

Yellow Cab p.57

ELLIS

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

Point A2B Transit p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

ERATH

American Cancer Society - Road to Recovery p.31

City and Rural Rides p.18

Dove Transport p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

Ride N Safe p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Trinity Metro Vanpool p.62

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

HOOD

American Cancer Society - Road to Recovery p.31

Dove Transport p.43

GoGoGrandparent p.44

Lyft p.59

Medicaid Transportation, LogistiCare p.47

Ride N Safe p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

The Transit System p.54

Trinity Metro Vanpool p.62

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

HUNT

American Cancer Society - Road to Recovery p.31

DART Vanpool p.61

Dove Transport p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

SendaRide p.52

Senior Center Resources and Public Transit - The Connection p.23

Texas Kidney Health Care (TKHC) Program p.54

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

JOHNSON

American Cancer Society - Road to Recovery p.31

City/County Transportation - City of Cleburne p.18

Dove Transport p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

Point A2B Transit p.51

Ride N Safe p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Trinity Metro Vanpool p.62

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

KAUFMAN

American Cancer Society - Road to Recovery p.31

DART Bus and Rail Services p.19

DART Vanpool p.61

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

SendaRide p.52

STAR Transit p.23

STAR Transit Dial-a-Ride p.24

STAR Now p.24

Texas Kidney Health Care (TKHC) Program p.54

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

NAVARRO

American Cancer Society - Road to Recovery	p.31
Community Transit Services	p.19
DART Vanpool	p.61
Dove Transport	p.43
GoGoGrandparent	p.44
Just Ride Transportation	p.47
Lyft	p.59
Medicaid Transportation, LogistiCare	p.47
SendaRide	p.52
Texas Kidney Health Care (TKHC) Program	p.54
Try Parking It	p.71
Uber	p.59
VA North Texas Health Care System Travel Benefits Program	p.56
Veteran Transportation Service	p.57
Wheelchair Getaways	p.65

PALO PINTO

American Cancer Society - Road to Recovery	p.31
Dove Transport	p.43
GoGoGrandparent	p.44
Just Ride Transportation	p.47
Lyft	p.59
Medicaid Transportation, LogistiCare	p.47
Public Transit Service	p.22
Ride N Safe	p.51
SendaRide	p.52
Texas Kidney Health Care (TKHC) Program	p.54
Trinity Metro Vanpool	p.62
Try Parking It	p.71
Uber	p.59
VA North Texas Health Care System Travel Benefits Program	p.56
Veteran Transportation Service	p.57
Wheelchair Getaways	p.65

PARKER

American Cancer Society - Road to Recovery	p31
Dove Transport	p.43
GoGoGrandparent	p.44
Just Ride Transportation	p.47
Lyft	p.59

Medicaid Transportation, LogistiCare p.47

Public Transit Services p.22

Ride N Safe p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Trinity Metro Vanpool p.62

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

ROCKWALL

American Cancer Society - Road to Recovery p.31

Blessed Hands Elderly Care & Transportation p.35

Comfort Keepers p.38

DART Bus and Rail Services p.19

DART Paratransit p.41

DART Vanpool p.61

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

SendaRide p.52

STAR Transit Dial-a-Ride p.24

Texas Kidney Health Care (TKHC) Program p.54

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

Yellow Cab p.57

SOMERVELL

American Cancer Society - Road to Recovery p.31

Dove Transport p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

Medicaid Transportation, LogistiCare p.47

Ride N Safe p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

The Transit System p.54

Trinity Metro Vanpool p.62

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

TARRANT

American Cancer Society - Road to Recovery p.31

America's Rideshare Konnection (ARK) p.32

B&C Mobile Resources p.33

Because De Cares p.34

Blessed Hands Elderly Care & Transportation p.35

Chisholm Trail Medical Transportation p.35

Cowboy Cab p.39

DCTA Go-Zone On Demand p.22

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.44

Handitran p.45

JPS Transportation p.47

Just Ride Transportation p.46

Lyft p.59

Medicaid Transportation, LogistiCare p.47

Medixcar LLC Non-Emergency Transportation p.48

Metrocrest Services p.48

Mobility Works p.64

Non-Emergency Transportation Inc. (NETI) p.49

Northeast Transportation Service (NETS) p.49

PAMobility p.50

Ride N Safe p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Transcare Transportation p.55

Trinity Metro ACCESS p.55

Trinity Metro Local Bus p.26

Trinity Metro TEXRail p.26

Trinity Metro Vanpool p.62

Trinity Metro ZIPZONE p.27

Trinity Railway Express (TRE) p.28

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Via Rideshare p.29

Wheelchair Accessible Van Rentals p.64

Wheelchair Getaways p.65

Yellow Cab p.57

WISE

American Cancer Society - Road to Recovery p.31

Dove Transport p.43

GoGoGrandparent p.44

Just Ride Transportation p.47

Lyft p.59

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Texoma Area Paratransit System (TAPS) p.25

Trinity Metro Vanpool p.62

Try Parking It p.71

Uber p.59

VA North Texas Health Care System Travel Benefits Program p.56

Veteran Transportation Service p.57

Wheelchair Getaways p.65

GENERAL PUBLIC TRANSPORTATION

CITY AND RURAL RIDES (CARR)

Service Type	Demand-Response, Curb-to-curb
Phone Number	800-710-2277
Website	http://www.cityandruralrides.com/
Counties Served	Erath
Cost	1-5 miles -$1.00; 6-10 miles - $2.00; 11-15 miles - $3.00; 16-20 miles - $4.00; 21-25 miles - $5.00; 26-30 miles - $6.00; 31-35 miles - $7.00; 36-40 miles - $8.00; 41-45 miles - $9.00; 46-50 miles - $10.00; 51-55 miles - $11.00; 56-60 miles - $12.00
Service Times	M-F, 8 a.m.-5 p.m.
Notice Required	One business day in advance by 3:30 p.m.
Wheelchair Accessible	Yes

CITY/COUNTY TRANSPORTATION - CITY OF CLEBURNE

Service Type	Demand-Response, Curb-to-curb and Commuter bus
Phone Number	817-645-0900
Website	https://www.cleburne.net/148/City-County-Transportation-Cletran
Counties Served	Johnson
Cost	$3.00 within city limits; $3.00 per 5 miles outside of city limits
Service Times	M-F, 7 a.m.-5 p.m.
Notice Required	First call-first served, Requests taken M-F 7 a.m.-6 p.m.
Wheelchair Accessible	Yes

COMMUNITY TRANSIT SERVICES (CTS)

Service Type	Demand-Response, Curb-to-curb
Phone Number	903-872-2401
Website	Community Transit Services (CTS) – CSI (csicorsicana.org)
Counties Served	Ellis and Navarro
Cost	Bus Pass $10.00 $2.00 with bus pass per one way stop within hub cities $4.00 without buss pass per one way stop within hub cities $5.00 per stop within same county $1.00 per mile count to county (Ellis/Navarro only)
Service Times	M-Sat, 5 a.m.-5:30 p.m. Fri., 8 a.m.-4 p.m.
Notice Required	48 hours
Wheelchair Accessible	Yes

DALLAS AREA RAPID TRANSIT (DART) BUS AND RAIL SERVICE

Service Type	Fixed-Route, Bus and Rail
Phone Number	214-979-1111
Website	www.dart.org
Counties Served	Collin, Dallas, Denton, Ellis, Kaufman, and Rockwall
Cost	AM/PM Passes - Local $3.00, Reduced $1.50; Single Ride Bus only – Local $2.50, Reduced $1.25; Day Passes – Local $6.00, Reduced $3.00, Regional $12.00. Weekly, Monthly, and Annual passes available online, through the DART GoPass mobile app, at the DART Store, and area grocery stores. Call or go online for locations. Reduced fares for seniors 65+ with Medicare card, and persons with qualifying disabilities, children 5-14, high school, college and trade school students with DART photo ID. Call 214-749-3282 for reduced ID card information. Children under 5 $0.
Service Times	7 day service, 5 a.m.-12 a.m.

Notice Required	None
Wheelchair Accessible	Yes

DALLAS AREA RAPID TRANSIT (DART) GO LINK

Service Type	Demand-Response, Curb-to-curb
Phone Number	214-979-1111
Website	http://dart.org/riding/golink.asp
Counties Served	Collin, Dallas, and Ellis
Cost	AM/PM Passes - Local $3.00, Reduced $1.50; Single Ride Bus only – Local $2.50, Reduced $1.25; Day Passes – Local $6.00, Reduced $3.00, Regional $12.00. Weekly, Monthly, and Annual passes available online, through the DART GoPass mobile app, at the DART Store, and area grocery stores. Call or go online for locations. Reduced fares for seniors 65+ with Medicare card, and persons with qualifying disabilities, children 5-14, high school, college and trade school students with DART photo ID. Call 214-749-3282 for reduced ID card information. Children under 5 $0.
Service Times	M-F, 5 a.m.-12 a.m.
Notice Required	At least 30 minutes in advance
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA) A-TRAIN

Service Type	Fixed-Route Rail
Phone Number	940-243-0077
Website	https://www.dcta.net/service-overview/a-train-rail-service
Counties Served	Dallas and Denton
Cost	Local AM/PM Pass - $1.50 Day Pass - $3.00 7-day pass, monthly pass, annual pass also available Passengers can ride the A-train free in the designated "free fare" zones between the Downtown Denton Transit Center and the MedPark Station, as well as between the Hebron Station and the Trinity Mills Station. Paratransit Certified passengers using the Local System or Regional System can ride free with their valid paratransit photo ID.
Service Times	Roughly 5 a.m. to 10 p.m. Monday through Friday, roughly 8 a.m. to midnight Saturday .
Notice Required	None
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION (DCTA) CONNECT BUS SERVICE

Service Type	Fixed-Route Bus
Phone Number	940-243-0077
Website	https://www.dcta.net/routes-schedules/connect
Counties Served	Denton
Cost	https://www.dcta.net/fare-information Paratransit Certified passengers using the Local System or Regional System can ride free with their valid paratransit photo ID.
Service Times	Monday through Saturday, excluding major holidays

Notice Required	None
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION (DCTA) GO-ZONE ON DEMAND

Service Type	On-Demand Service
Phone Number	940-243-0077
Website	dctagozone.net
Counties Served	Denton
Cost	Promotional $0.75 flat rate per trip during trial period; Fare information at https://www.dcta.net/fares-passes/fare-information
Service Times	Weekdays 5:00am – 10:00pm Saturday 8:00am – 11:00pm Sundays 8:00am – 6:00pm Hours vary by location. View website for most updated information.
Notice Required	None
Wheelchair Accessible	Wheelchair option available

PUBLIC TRANSIT SERVICES (PTS)

Service Type	Demand-Response, Curb-to-curb
Phone Number	940-328-1391
Website	https://www.texvet.org/resources/public-transit-services
Counties Served	Palo Pinto and Parker
Cost	$2 per trip (half price for senior 60 years or older)
Service Times	48 Hours
Notice Required	None

Wheelchair Accessible	Yes

SENIOR CENTER RESOURCES AND PUBLIC TRANSIT (SCRPT) THE CONNECTION

Service Type	Demand-response, Curb-to-curb
Phone Number	903-454-1444
Website	https://www.scrpt.org/transportation.htm
Counties Served	Hunt
Cost	$2 intra-city one way trips $3 intra-county one way trips $34 round trip from Hunt County into Dallas
Service Times	M-F, 7 a.m.-7 p.m.
Notice Required	24 Hours
Wheelchair Accessible	Yes

STAR TRANSIT

Service Type	Fixed-Route
Phone Number	877-631-5278
Website	https://www.startransit.org/
Counties Served	Dallas and Kaufman
Cost	$1.00 each ride, free for qualified seniors 60+, veterans, disabled riders. Call (877) 631-5278 for eligibility information.
Service Times	Varies by route.
Notice Required	None
Wheelchair Accessible	Yes

STAR TRANSIT DIAL-A-RIDE

Service Type	Demand-Response, Curb-to-curb
Phone Number	General: 877-631-5278 ; Medicaid: 855-687-3255
Website	https://www.startransit.org/dial-a-ride/general-medicaid-transportation/
Counties Served	Dallas and Kaufman
Cost	0-5 miles - $2.00; 5-10 miles - $4.00; 10-15 miles - $6.00; 15-20 miles - $8.00; 20-25 miles - $10.00; 25+ miles - $12.00 Eligible seniors, veterans, and disabled riders pay half of general fare rates. Call (877) 631-5278 for eligibility information.
Service Times	Varies by service area.
Notice Required	At least 1 business day in advance, not more than 2 weeks in advance.
Wheelchair Accessible	Yes

STAR NOW

Service Type	Demand-Response, Curb-to-curb
Phone Number	877-631-5278
Website	https://www.startransit.org/starnow/
Counties Served	Dallas and Kaufman
Cost	0-5 miles - $2.00; 5-10 miles - $4.00; 10-15 miles - $6.00; 15-20 miles - $8.00; 20-25 miles - $10.00; 25+ miles - $12.00 Eligible seniors, veterans, and disabled riders pay half of general fare rates. Call (877) 631-5278 for eligibility information.
Service Times	Varies by service area.
Notice Required	Real-time for app users; 30 minutes for phone calls
Wheelchair Accessible	Yes

SPAN TRANSIT

Service Type	Demand-Response, Door-to-door
Phone Number	940-382-1900
Website	http://span-transit.org/
Counties Served	Denton
Cost	General - $6.00; Disabled - $3.00; Seniors 60+ - $3.00; Flower Mound residents - $5.00; Little Elm residents - $5.00
Service Times	M-F, 7 a.m.-6 p.m.
Notice Required	Application required for transportation. Applications are generally processed within 21 days. Once registered, at least one day's notice before 2 p.m.
Wheelchair Accessible	Yes

TEXOMA AREA PARATRANSIT SERVICE (TAPS)

Service Type	Demand-Response, Curb-to-curb
Phone Number	844-603-6048
Website	https://tapsbus.com/
Counties Served	Wise
Cost	In Town One Way: General - $2.00; Students 12+ - $1.00; Disabled or Senior 60+ - $1.00 Out of Town One Way: General - $3.00; Students 12+ - $1.50; Disabled or Senior 60+ - $1.50 Out of County One Way: General - $4.00; Students 12+ - $2.00; Disabled or Senior 60+ - $2.00 Round-trips are double the one-way fare.
Service Times	M-F, 6:30 a.m. - 5:30 p.m.
Notice Required	At least 2 business days before, not more than 2 weeks in advance.

Wheelchair Accessible	Yes

TRINITY METRO TEXRAIL

Service Type	Fixed-Route
Phone Number	817-215-8600
Website	https://ridetrinitymetro.org/
Counties Served	Wise
Cost	Local (West Zone to CentrePort) - $2.50 one-way; $1.25 one-way reduced; Local Day Pass - $5.00; Local Day Reduced - $2.50; Local Week Pass - $25.00; Local Month Pass - $80.00; Local Month Reduced - $40.00; Local Annual Pass - $800.00; Local Annual Reduced - $400.00 Regional Day Pass - $12.00; Regional Day Reduced - $3.00; Regional Monthly Pass - $192.00; Regional Monthly Reduced - $48.00; Regional Annual - $1920.00; Regional Annual Reduced - $576. Local passes include Trinity Metro bus service. Regional passes include DART bus and rail service.
Service Times	Eastbound Daily, 3:31 a.m. - 1:43 a.m. Westbound Daily, 3:20 a.m. - 2:10 a.m. Note early-morning and late-night trains do not run full route.
Notice Required	None
Wheelchair Accessible	Yes

TRINITY METRO LOCAL BUS

Service Type	Fixed-Route
Phone Number	817-215-8600
Website	https://ridetrinitymetro.org/
Counties Served	Tarrant

Cost	Local - $2.00; Local Reduced - $1.00; Xpress - $2.50; Xpress Reduced - $1.25 Day Pass - $5.00; Day Pass Reduced - $2.50; Week Pass - $25; Month Pass - $80; Month Pass Reduced - $40; Annual Pass - $800; Annual Pass Reduced - $400 Reduced fares available for seniors 65+, persons with disabilities with ID, Medicare card holders, youth ages 5-19.
Service Times	M-F, 4:19 a.m. - 12:08 a.m.; Sa, 4:21 a.m. - 11:50 p.m.; Su, 4:40 a.m. - 9:00 p.m.
Notice Required	None
Wheelchair Accessible	Yes

TRINITY METRO ZIPZONE

Service Type	Demand-Response, Curb-to-curb
Phone Number	817-215-8600
Website	https://ridetrinitymetro.org/
Counties Served	Tarrant
Cost	Alliance ZIPZONE: Free when using promotional code. Crowley ZIPZONE: $3.00 per passenger per ride. Mercantile ZIPZONE: $1.00 to $3.00 per passenger per ride depending on location. Near Southside ZIPZONE: $3.00 per passenger per ride.
Service Times	Alliance ZIPZONE M-F, 4:30 a.m. - 7:30 p.m. Alliance ZIPZONE Sa-Su, 5:30 a.m. - 7:30 a.m., 4:00 p.m. - 7:30 p.m. Crowley ZIPZONE M-F, 6:30 a.m. - 10:00 a.m., 3:30 p.m. - 7:00 p.m. Mercantile ZIPZONE M-F, 5:30 a.m. - 9:00 p.m. Near Southside ZIPZONE Daily, 6:00 a.m. - 8:00 p.m.
Notice Required	None
Wheelchair Accessible	Yes

TRINITY RAILWAY EXPRESS (TRE)

Service Type	Fixed-Route
Phone Number	817-215-8600
Website	https://trinityrailwayexpress.org/
Counties Served	Dallas and Tarrant
Cost	Local (West Zone to CentrePort) - $2.50 one-way; $1.25 one-way reduced; Local Day Pass - $5.00; Local Day Reduced - $2.50; Local Week Pass - $25.00; Local Month Pass - $80.00; Local Month Reduced - $40.00; Local Annual Pass - $800.00; Local Annual Reduced - $400.00 Regional Day Pass - $12.00; Regional Day Reduced - $3.00; Regional Monthly Pass - $192.00; Regional Monthly Reduced - $48.00; Regional Annual - $1920.00; Regional Annual Reduced - $576. Local passes include Trinity Metro bus service. Regional passes include DART bus and rail service.
Service Times	Eastbound M-Th.., 3:55 a.m. - 11:51 p.m. Eastbound F, 3:55 a.m. - 1:21 a.m. Eastbound Sa, 5:25 a.m. - 12:51 a.m. Westbound M-Th, 4:01 a.m. - 11:34 p.m. Westbound F, 4:01 a.m. - 12:00 a.m. Westbound Sa, 5:01 a.m. - 12:10 a.m. Note early-morning and late-night trains may not run full route.
Notice Required	None
Wheelchair Accessible	Yes

VIA RIDESHARE - ARLINGTON

Service Type	Demand-Response, Curb-to-curb
Phone Number	817-784-7382
Website	http://www.arlington-tx.gov/via
Counties Served	Tarrant
Cost	$3.00 per ride
Service Times	M-F, 6:00 a.m. - 9:00 p.m. Sa, 9:00 a.m. - 9:00 p.m.
Notice Required	None
Wheelchair Accessible	Yes

SPECIALIZED TRANSPORTATION

SYMBOLOGY KEY

MEDICAL TRIPS

SENIORS/ DISABILITIES

PRIVATELY-OWNED PROVIDER

ACCESS AND INFORMATION NETWORK (AIN)

Service Type	Demand-Response, Door-to-door
Phone Number	214-943-4444
Website	www.aindallas.org
Counties Served	Dallas and Ellis
Cost	$0 for eligible clients
Service Times	M-F, 8 a.m.-4 p.m.
Notice Required	3 days in advance
Wheelchair Accessible	Yes

AET CUSTOM SHUTTLE

Service Type	Demand-Response, Door-to-door
Phone Number	214-684-0825
Website	http://www.aetcustomshuttle.com/
Counties Served	Dallas
Cost	0- 10 Miles One way $15.00 / Round Trip $30.00 10-20 Miles One way $40.00 / Round Trip $80.00 20-40 Miles One way $65.00 / Round Trip $130.00
Service Times	M-F, 6 a.m. - 5 p.m.
Notice Required	48 hours
Wheelchair Accessible	Yes

AMERICAN CANCER SOCIETY - ROAD TO RECOVERY

Service Type	Demand-Response, Door-to-door

Phone Number	1-800-227-2345
Website	www.cancer.org
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	$0 for eligible clients
Service Times	M-F, varying hours
Notice Required	1 week
Wheelchair Accessible	No

AMERICA'S RIDESHARE KONNECTION (ARK)

Service Type	Demand-Response, Door-to-door
Phone Number	817-243-2255
Website	https://arktexas.com/
Counties Served	Tarrant
Cost	$10 within Arlington, Out of Arlington $1.25 per mile
Service Times	M-F 8 a.m.-6 p.m.
Notice Required	24 hours
Wheelchair Accessible	No

APPLE CARE & COMPANION

Service Type	Demand-Response, Door-through-door
Phone Number	469- 619-5474
Website	www.applecareandcompanion.com/
Counties Served	Collin and Dallas

Cost	$25/hour plus $0.60/mile, 4 hour minimum
Service Times	Call for specific hours
Notice Required	24 hours
Wheelchair Accessible	No

B&C MOBILE RESOURCES

Service Type	Demand-Response, Door-through-door
Phone Number	214-282-3958
Website	N/A
Counties Served	Collin, Dallas, Denton, and Tarrant
Cost	Ambulatory - $18 each way + 1.75 per mile, wheelchair - $28 each way + 2.50 per mile, additional passenger - $7 each way. Call for exact quote.
Service Times	M-F, 5 a.m. -8 p.m.
Notice Required	24 hours
Wheelchair Accessible	Yes

BARRY BERGER TRANSPORTATION SERVICE

Service Type	Demand-Response, Door-through-door
Phone Number	469-702-0593
Website	N/A
Counties Served	Collin and Dallas
Cost	Rates are based on mileage and time. Call for quote.
Service Times	Call for specific hours
Notice Required	Call for specific instructions

Wheelchair Accessible	No

BEC N CALL WHEELCHAIR TRANSPORTATION

Service Type	Demand-Response, Door-through-door
Phone Number	972-727-5574
Website	www.becncall.com
Counties Served	Collin and Dallas
Cost	Call for quote.
Service Times	24/7
Notice Required	24 hours
Wheelchair Accessible	No

BECAUSE DE CARES

Service Type	Demand-Response, Door-to-door
Phone Number	817-715-2298
Website	www.becausedecares.com
Counties Served	Dallas and Tarrant
Cost	$35.00 for the first 1-hour minimum plus $13.00 surcharge for traveling outside of pick up area. Call for exact quote.
Service Times	M-F, 8 a.m.-5:30 p.m. (other times may be available upon request)
Notice Required	48 hours
Wheelchair Accessible	No

BLESSED HANDS ELDERLY CARE & TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	972-201-7465
Website	N/A
Counties Served	Collin, Dallas, Ellis, Rockwall, and Tarrant
Cost	$25 Ambulatory or $35, an additional charge of $1 per mile will be added to trips over 20 miles, $10 per each additional passenger, $20/hour for staff to wait during appointments, DFW Airport $50 each way, $40 Love Field Airport each way
Service Times	M-F, 8 a.m.-5 p.m. (after-hours trips available for additional fee)
Notice Required	2 weeks preferred
Wheelchair Accessible	No

CARING AT HOME TRANSPORTATION SERVICES

Service Type	Demand-Response, Door-to-door
Phone Number	972-807-2288
Website	N/A
Counties Served	Dallas
Cost	$30 for ambulatory, $40 for wheelchair trip, personal care attendants and guests additional $7
Service Times	Mon-Sun, 7 a.m.-7 p.m.
Notice Required	48 hours
Wheelchair Accessible	Yes

CHISHOLM TRAIL MEDICAL TRANSPORTATION

Service Type	Demand-Response, Door-to-door

Phone Number	817-897-7433
Website	https://cttride.com/
Counties Served	Tarrant
Cost	Rates are based on mileage and time. Call for quote.
Service Times	24/7
Notice Required	24 hours
Wheelchair Accessible	Yes

CITY OF GARLAND, SENIOR SERVICES

Service Type	Demand-Response, Door-to-door
Phone Number	972-205-2769
Website	http://www.garlandtx.gov/
Counties Served	Dallas
Cost	$0 (for eligible clients)
Service Times	M-F, 8 a.m.-2 p.m.
Notice Required	3 days in advance
Wheelchair Accessible	No

CITY OF GRAND PRAIRIE, THE GRAND CONNECTION

Service Type	Demand-Response, Door-to-door
Phone Number	972-237-8546
Website	www.gptx.org
Counties Served	Dallas

Cost	$25 Ambulatory or $35, an additional charge of $1 per mile will be added to trips over 20 miles, $10 per each additional passenger, $20/hour for staff to wait during appointments, DFW Airport $50 each way, $40 Love Field Airport each way
Service Times	Mon/Wed/Fri, 4 AM-5 PM and Tue/Thu, 7 AM-5 PM.
Notice Required	2 business days
Wheelchair Accessible	Yes

CITY OF RICHARDSON VAN SERVICE

Service Type	Demand-Response, Door-to-door
Phone Number	972-744-7805
Website	www.cor.net
Counties Served	Collin and Dallas
Cost	$0.25 each way
Service Times	M-F. 9 a.m.-4 p.m.
Notice Required	Reservations are taken beginning at 8:30 AM every Friday for ride requests the following week. Reservations for medical appointments only begin Thursdays at 3:00 PM
Wheelchair Accessible	Yes

CITY OF SACHSE SENIOR TRANSPORTATION PROGRAM

Service Type	Demand-Response, Door-to-door
Phone Number	972-495-6282
Website	N/A
Counties Served	Collin and Dallas
Cost	$0.50 one way or $1.00 round trip
Service Times	Mon - Fri, 8 AM - 3:30 PM

Notice Required	24 hours
Wheelchair Accessible	No, wheelchair accessible vehicle may be available upon request

COLLIN COUNTY TRANSIT - MCKINNEY URBAN TRANSIT DISTRICT

Service Type	Taxi Voucher Program
Phone Number	940-387-1461
Website	https://mckinneytexas.org/1944/Transit-Services
Counties Served	Collin
Cost	$2.25 boarding fare plus $1.80 per mile
Service Times	M-F, 6 a.m.-6 p.m. & Sat 8 a.m.-6 p.m.
Notice Required	2 Hours
Wheelchair Accessible	Yes

COMFORT KEEPERS

Service Type	Demand-Response, Door-through-door
Phone Number	972-303-4599
Website	https://www.comfortkeepers.com/care-services/in-home-care/senior-transportation
Counties Served	Collin, Dallas, Ellis, and Rockwall
Cost	$22 per hour plus $0.75/mile, Love Field & DFW Airport $45 each way plus $0.75/mile
Service Times	24/7
Notice Required	24 hours
Wheelchair Accessible	No but foldable wheelchairs and walkers are OK

COWBOY CAB

Service Type	Demand-Response, Taxi Service
Phone Number	214-428-0202
Website	www.cowboycab.com
Counties Served	Collin, Dallas, Denton, and Tarrant
Cost	$0 for eligible clients
Service Times	24/7
Notice Required	On-call taxi service. No advance notice required. Rides can be booked in advance online at www.cowboycab.com
Wheelchair Accessible	No, but foldable wheelchairs and walkers are OK

DAAA TRANSPORTATION PROGRAM (DALLAS AREA AGENCY ON AGING)

Service Type	Non-emergency medical, Curb-to-curb or Door-to-Door
Phone Number	214-871-5065
Website	https://www.ccadvance.org/seniors
Counties Served	Dallas
Cost	Free
Service Times	Mon – Fri 8:30 AM to 5 PM
Notice Required	48 hours
Wheelchair Accessible	No

DALLAS WHEELCHAIR TRANSPORT

Service Type	Demand-Response, Door-through-door
Phone Number	469-363-1103
Website	www.dallaswheelchairtransport.com
Counties Served	Collin, Dallas, and Denton
Cost	CITY OF DALLAS 1 MILE - 6 MILES $ 45.00 After 6 Miles $3.00 PER Mile additional ANY OTHER CITIES 1 MILE - 6 MILES $ 50.00 After 6 Miles $ 3.00 Per/Mile additional
Service Times	6 AM - 9 PM, 7 days a week. We also work after hours, but you need to call us before 8:00 p.m. (central time)
Notice Required	2 days notice preferred. Can call same day, must be 3 hours before trip is needed.
Wheelchair Accessible	Yes

DALLAS AREA RAPID TRANSIT (DART) COLLIN COUNTY RIDES

Service Type	Rider Assistance Program
Phone Number	469-470-2325
Website	http://dart.org/ccr/
Counties Served	Collin
Cost	Riders purchase a taxi debit amount, up to $200 per month, at 25% of the cost. (For $200 of taxi debit the rider pays $50, for $100 of taxi debit the rider pays $25, etc.)
Service Times	Service is provided Monday through Sunday, 7 days a week. Passengers may schedule pickups and drop offs between 5:00 a.m. and 8:00 p.m.
Notice Required	Rides must be booked 1 day in advance
Wheelchair Accessible	Yes, not all vehicles are accessible, accessible service must be requested at the time of scheduling

DALLAS AREA RAPID TRANSIT (DART) PARATRANSIT

Service Type	Shared-ride service, Door-to-door
Phone Number	214-828-6717 Certifications Department 214-515-7272 Paratransit Scheduling
Website	www.dart.org/riding/accessibility.asp
Counties Served	Collin, Dallas, Denton, Ellis, and Rockwall
Cost	$3.00 one-way trip, guest $3. No charge for attendant.
Service Times	Approximately 5 a.m. to 11 p.m. seven days a week.
Notice Required	Rides Reservations can be made with an agent up to 2 days in advance Monday through Wednesday, and up to 4 days in advance on Thursday and Friday. However, reservations must be made at least the day before a scheduled trip by 5 p.m. DART Paratransit Services does NOT offer same day service, must be booked 1 day in advance
Wheelchair Accessible	Yes

DALLAS COUNTY HEALTH AND HUMAN SERVICES - OLDER ADULT SERVICES PROGRAM

Service Type	Curb-to-curb shuttle services
Phone Number	214-819-1860
Website	https://www.dallascounty.org/departments/dchhs/older-adult-services-program.php
Counties Served	Dallas
Cost	$0, donations accepted
Service Times	Mon - Fri, 8 AM - 4:30 PM
Notice Required	1 day
Wheelchair Accessible	Yes

DEAF ACTION CENTER, SENIOR CITIZENS PROGRAM

Service Type	Demand-Response, Door-to-door
Phone Number	214-521-0407 V/TTY; 214-377-1898 VP
Website	www.dactexas.org
Counties Served	Dallas
Cost	$0, donations accepted
Service Times	Mon - Fri, 8 AM - 4:30 PM
Notice Required	1 day
Wheelchair Accessible	Yes

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA) ACCESS

Service Type	Demand-Response, Curb-to-curb Paratransit
Phone Number	940-243-0077
Website	https://www.dcta.net/service-overview/additional-services/access-ada-and-non-ada\
Counties Served	Denton
Cost	One Way: $3.00 10-Ride Book: $30.00
Service Times	Denton- Monday through Friday 5:15 am to 8:15 p.m., Saturday 7:45 am to 6:45 p.m. Lewisville- Monday through Friday 5:30 am to 8:30 p.m., Saturday 8 am to 6:30 p.m.
Notice Required	At least one day in advance and up to seven days in advance
Wheelchair Accessible	Yes

DOVE TRANSPORT

Service Type	Demand-Response, Door-through-door
Phone Number	214-763-9687
Website	www.dovetransportdfw.com
Counties Served	DentoCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	One Way: $3.00; 10-Ride Book: $30.00
Service Times	Monday through Friday, 6 am – 6 p.m., weekends and holidays available by appointment
Notice Required	24 hours notice, same day reservations accepted if there is availability
Wheelchair Accessible	Yes

FORGET ME NOT TRANSPORTATION

Service Type	Demand-Response, Non-emergency medical, door-through-door
Phone Number	214-986-5699
Website	https://www.forgetmenottransportation.com/
Counties Served	Collin, Dallas, Ellis, Kaufman, Rockwall, and Tarrant
Cost	Call for quote
Service Times	Mon – Fri 6 AM to 6 PM
Notice Required	2-3 days notice
Wheelchair Accessible	Yes

FRISCO DEMAND RESPONSE - DCTA

Service Type	Demand-Response, Curb-to-curb
Phone Number	940-243-0077
Website	https://www.dcta.net/service-overview/additional-services/frisco-demand-response
Counties Served	Collin and Denton
Cost	One-way local trip: $3 (traveling within Frisco) One-way regional trip: $5 (traveling outside Frisco)
Service Times	M-F 6 a.m. -6 p.m.
Notice Required	24 Hours
Wheelchair Accessible	Yes

GOGOGRANDPARENT

Service Type	Third-party business that books rides through TNCs for curb-to-curb transportation
Phone Number	1-855-464-6872
Website	www.gogograndparent.com
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Members pay a concierge fee of $0.27/minute + Lyft and Uber ride fare
Service Times	24/7
Notice Required	Same day or advanced notice
Wheelchair Accessible	No

GRACI & MERCI TRANSPORTATION

Service Type	Demand-Response, Door-to-door non-emergency transportation services
Phone Number	214-931-2909
Website	www.dovetransportdfw.com
Counties Served	Collin, Dallas, and Denton
Cost	Call for quote
Service Times	Call for specific hours
Notice Required	24 hours
Wheelchair Accessible	No

HANDITRAN, CITY OF ARLINGTON

Service Type	Demand-Response, Door-to-door
Phone Number	817-275-3704
Website	https://www.arlingtontx.gov/city_hall/departments/handitran
Counties Served	Tarrant
Cost	$2 per one way trip; $55 monthly passes
Service Times	M-F 7 a.m.-10 p.m. Sat 8 a.m.-9 p.m.
Notice Required	Same day or advanced notice
Wheelchair Accessible	Yes

HOME HELPERS TRANSPORTATION & IN-HOME CARE SERVICES

Service Type	Demand-Response, Door-through-door
Phone Number	972-233-6636

Website	www.hhdallas.com
Counties Served	Collin, Dallas, and Denton
Cost	$50 for 1 hour plus $25 for each additional hour or $20/hour for 4 or more hours plus $0.65/mile.
Service Times	24/7 with advance notice
Notice Required	24 hours preferred
Wheelchair Accessible	No

JABI

Service Type	Demand-Response, Door-to-door
Phone Number	888-570-8222
Website	www.jabicar.com
Counties Served	Dallas
Cost	Call for quote
Service Times	24/7
Notice Required	Not required, riders can book trips in advance in the app, online, or over the phone
Wheelchair Accessible	Yes

JUST RIDE TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	940-210-7433
Website	http://www.justride4u.com/

Counties Served	Dallas and Tarrant
Cost	Call for quote
Service Times	24/7
Notice Required	Not specified
Wheelchair Accessible	Yes

JPS TRANSPORTATION

Service Type	Demand-Response, Curb-to-curb
Phone Number	817-702-1377
Website	N/A
Counties Served	Tarrant
Cost	Free Service
Service Times	8 a.m. – 3 p.m. M-F
Notice Required	One day in advance
Wheelchair Accessible	No

MEDICAID TRANSPORTATION, LOGISTICARE

Service Type	Demand-Response curb-to-curb rides, passes for public transportation, mileage reimbursement and bus/air travel between cities.
Phone Number	855-687-3255 TTY: 866-288-3133
Website	http://www.txmedicaidride.net/
Counties Served	Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, and Tarrant
Cost	$0 for eligible clients

Service Times	Scheduling Mon - Fri, 8 AM - 5 PM
Notice Required	At least 2 business days within service area, same day/urgent trips not guaranteed
Wheelchair Accessible	Yes

MEDIXCAR LLC NON-EMERGENCY TRANSPORTATION

Service Type	Demand-Response, Door-through-door
Phone Number	817-789-5524
Website	https://medixcar.com/
Counties Served	Dallas and Tarrant
Cost	Load fee $45 + $4 per mile
Service Times	24/7 service
Notice Required	Prefer 24-hour notice if possible
Wheelchair Accessible	Yes

METROCREST SERVICES

Service Type	Demand-Response, Door-through-door
Phone Number	972-446-2100
Website	www.metrocrestservices.org
Counties Served	Collin, Dallas, and Tarrant
Cost	Ranges from $3 to $10 each way, fee may be reduced when there is a financial need
Service Times	Mon - Fri, 9 AM - 3:30 PM
Notice Required	1 week notice

Wheelchair Accessible	Yes

NON-EMERGENCY TRANSPORTATION INC. (NETI)

Service Type	Demand-Response, Door-through-door wheelchair and stretcher service
Phone Number	817-885-8662
Website	http://netitx.com/
Counties Served	Tarrant
Cost	$35 one-way wheelchair plus $4 per month, $60 round trip wheelchair, $60 stretcher one-way, $120 stretcher service round trip
Service Times	Daily, 8:00 a.m. - 10:00 p.m.
Notice Required	At least two days in advance
Wheelchair Accessible	Yes

NORTHEAST TRANSPORTATION SERVICE (NETS)

Service Type	Demand-Response, Door-to-door
Phone Number	817-336-8714
Website	https://www.ridenets.com/
Counties Served	Tarrant
Cost	$3.25 one way trips
Service Times	M-F 6 a.m.-6 p.m.
Notice Required	48 Hours
Wheelchair Accessible	Yes

PAMOBILITY

Service Type	Demand-Response, Door-through-door
Phone Number	469-254-3424
Website	N/A
Counties Served	Collin, Dallas, Tarrant
Cost	General - $15.00 plus $2.50 per mile Accessible - $25 plus $2.50 per mile Weekend and holiday rates subject to change.
Service Times	24/7
Notice Required	At least 24 hours in advance.
Wheelchair Accessible	Yes

PARKLAND SENIOR OUTREACH SERVICES

Service Type	Demand-Response, Curb-to-curb
Phone Number	214-590-0646
Website	https://www.parklandhospital.com/geriatrics
Counties Served	Dallas
Cost	Free for eligible seniors in ZIP codes 75215, 75216, 75217, 75241
Service Times	M-F, 8:00 a.m. - 2:00 p.m.
Notice Required	Prefer two weeks notice
Wheelchair Accessible	Yes

POINT A2B RIDESHARE

Service Type	Demand-Response, Curb-to-curb
Phone Number	682-232-3902
Website	https://pointa2brideshare.com/
Counties Served	Ellis and Johnson
Cost	Call for pricing information
Service Times	M-Sa, 8:00 a.m. - 5:00 p.m. After-hours service available.
Notice Required	None except for after-hours service.
Wheelchair Accessible	No

RIDE N SAFE

Service Type	Demand-Response, Door-through-door
Phone Number	817-778-9747
Website	https://www.ridensafe.com/
Counties Served	Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, and Tarrant
Cost	Walk-on - $30.00 base; Wheelchair - $50.00 base; Stretcher - $150.00 base All trips also charge cost-per-mile.
Service Times	M-F, 4:00 a.m. - 12:00 a.m. Sa, 8:00 a.m. - 10:00 p.m. Su, 8:00 a.m. - 8:00 p.m.
Notice Required	24 hours in advance.
Wheelchair Accessible	Yes

SENDARIDE

Service Type	Demand-Response, Door-through-door
Phone Number	800-731-1885
Website	https://www.sendaride.com/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Call for pricing information.
Service Times	Daily, 7:00 a.m. - 9:00 p.m.
Notice Required	Doctor schedules on-demand or in advance.
Wheelchair Accessible	Yes

SENIOR RIDES - PATIENT ADVOCATES

Service Type	Demand-Response, Door-through-door
Phone Number	972-267-7433
Website	N/A
Counties Served	Collin, Dallas, and Denton
Cost	$25/hr + $1/mile, $5 per additional passenger each way, DFW Airport service $70 each way
Service Times	Daily, 7:00 a.m. - 7:00 p.m. with flexibility
Notice Required	1 week advance notice preferred
Wheelchair Accessible	No

SENIORS HELPING SENIORS

Service Type	Demand-Response, Door-through-door
Phone Number	214-478-4198
Website	https://seniorcaredallasnorth.com/
Counties Served	Dallas
Cost	Call for pricing information.
Service Times	Call for specific hours
Notice Required	Call for specifics
Wheelchair Accessible	Call for specifics

SPAN TRANSIT - VETERANS SERVICE

Service Type	Fixed-Route, Door-to-door
Phone Number	940-382-1900
Website	http://span-transit.org/
Counties Served	Dallas and Denton
Cost	Free for veterans registered with Span Transit. Provides transportation to Fort Worth and Dallas VA hospitals. Fixed-route buses depart from specific locations. Door-to-door service available for disabled veterans.
Service Times	Call for specifics
Notice Required	Application required for transportation. Applications are generally processed within 21 days. Notice required one day prior, call Span between 5:00 and 5:30 p.m. for pickup times.
Wheelchair Accessible	Yes

TEXAS KIDNEY HEALTH CARE (KHC) PROGRAM

Service Type	Demand-Response, Curb-to-curb
Phone Number	800-222-3986
Website	https://hhs.texas.gov/services/health/kidney-health-care
Counties Served	Collin, Dallas, and Denton
Cost	Reimbursement of 13 cents per mile for travel to dialysis appointments or transplant appointments. Must apply for services and meet eligibility criteria.
Service Times	Daily, 7:00 a.m. - 7:00 p.m. with flexibility
Notice Required	1 week advance notice preferred
Wheelchair Accessible	No

THE TRANSIT SYSTEM (TTS)

Service Type	Demand-Response, Curb-to-curb
Phone Number	254-897-2964
Website	https://thetransitsystem.net/
Counties Served	Hood and Somervell
Cost	$6-10 one way within the county; prices vary outside of the county, call for exact pricing
Service Times	M-F, 7 a.m.-6 p.m.
Notice Required	24 Hours
Wheelchair Accessible	Yes

TLC ENTERPRISE TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	469-514-2581
Website	https://www.tlc-enterprise-dfw.com/medical-transport-services
Counties Served	Collin, Dallas, and Denton
Cost	$30 per trip up to 8 miles, $2.50 each additional mile, additional rates for holidays and after hours.
Service Times	M-F, 6:00 a.m. - 5:00 p.m.
Notice Required	Two to three days in advance.
Wheelchair Accessible	No

TRANSCARE TRANSPORTATION

Service Type	Demand-Response, Door-to-door
Phone Number	817-563-5020
Website	N/A
Counties Served	Tarrant
Cost	Based on patient's needs.
Service Times	24/7
Notice Required	24 hours in advance.
Wheelchair Accessible	No

TRINITY METRO ACCESS

Service Type	Demand-Response, Door-to-door
Phone Number	817-215-8600

Website	https://ridetrinitymetro.org/rider-services/access/
Counties Served	Tarrant
Cost	ACCESS Van: One-way - $4.00; 10 Ride Book - $40.00 ACCESS On Local Bus: One-way - $1.00 ACCESS Personal Care Attendant on Bus: One-way - $1.00
Service Times	M-F, 4:19 a.m. - 12:08 a.m. Sa, 4:21 a.m. - 11:50 p.m. Su, 4:40 a.m. - 9:00 p.m.
Notice Required	One day in advance, no more than seven days in advance.
Wheelchair Accessible	Yes

VA NORTH TEXAS HEALTH CARE SYSTEM TRAVEL BENEFITS PROGRAM ✚

Service Type	Demand-Response, Curb-to-curb
Phone Number	800-849-3597
Website	https://www.va.gov/health-care/get-reimbursed-for-travel-pay/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	$3.00 one-way deductible, $6.00 round-trip deductible. Reimbursement offered for veterans traveling to VA hospitals for appointments.
Service Times	N/A
Notice Required	N/A
Wheelchair Accessible	Yes

VETERAN TRANSPORTATION SERVICE

Service Type	Demand-Response, Door-through-door
Phone Number	800-924-8387
Website	https://www.va.gov/HEALTHBENEFITS/vtp/veterans_transportation_service.asp
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free
Service Times	Daily, 9:00 a.m. - 1:00 p.m.
Notice Required	30 days in advance
Wheelchair Accessible	Yes

YELLOW CAB

Service Type	Demand-Response, Door-to-door
Phone Number	214-426-6262
Website	http://www.dallasyellowcab.com/
Counties Served	Collin, Dallas, Denton, Rockwall, and Tarrant
Cost	$2.25 initial meter fee; $0.20 each additional 1/9 of mile; $0.45 per 1.5 minutes of traffic delay; $2.00 for each extra passenger
Service Times	24/7
Notice Required	Prefer two days notice for accessible vehicle.
Wheelchair Accessible	Yes

SMARTPHONE-BASED TRANSPORTATION

SYMBOLOGY KEY

MEDICAL TRIPS

SENIORS/ DISABILITIES

PRIVATELY-OWNED PROVIDER

LYFT	
Service Type	TNC, Demand-Response, Curb-to-curb
Phone Number	N/A
Website	https://www.lyft.com/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise TCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Prices vary, quotes can be found in the app, prices may increase during times of high demand
Service Times	24/7
Notice Required	Not required, riders can book trips in advance in the app
Wheelchair Accessible	Accessible vehicles may be available

UBER	
Service Type	TNC, Demand-Response, Curb-to-curb
Phone Number	N/A
Website	https://www.uber.com/us/en/ride/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise TCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Prices vary, quotes can be found in the app, prices may increase during times of high demand
Service Times	24/7
Notice Required	Not required, riders can book trips in advance in the app
Wheelchair Accessible	Accessible vehicles may be available

CARPOOL/VANPOOL

DALLAS AREA RAPID TRANSIT (DART) VANPOOL

Service Type	Vanpool
Phone Number	214-747-7433
Website	https://www.dart.org/about/rideshare.asp
Counties Served	Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall,
Cost	Visit website for cost information
Service Times	24/7, dependent on fellow vanpool members.
Notice Required	Allow several weeks for program enrollment, vehicle assignment, and driver training
Wheelchair Accessible	No

DENTON COUNTY TRANSIT AUTHORITY (DCTA) COMMUTER VANPOOL

Service Type	Vanpool
Phone Number	214-688-8333
Website	Commuter Vanpool | DCTA
Counties Served	Denton
Cost	Visit website for cost information
Service Times	24/7, dependent on fellow vanpool members.
Notice Required	Allow several weeks for program enrollment, vehicle assignment, and driver training
Wheelchair Accessible	Yes

TRINITY METRO VANPOOL

Service Type	Vanpool
Phone Number	817-215-8600
Website	https://ridetrinitymetro.org/vanpool/
Counties Served	Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, Tarrant, Wise
Cost	Visit website for cost information
Service Times	24/7, dependent on fellow vanpool members.
Notice Required	Allow several weeks for program enrollment, vehicle assignment, and driver training
Wheelchair Accessible	No

ACCESSIBLE VAN RENTALS

SYMBOLOGY KEY

MEDICAL TRIPS

SENIORS/ DISABILITIES

PRIVATELY-OWNED PROVIDER

MOBILITY WORKS

Service Type	Accessible Van Rental
Phone Number	877-275-4915
Website	www.mobilityworks.com/
Counties Served	Dallas and Tarrant
Cost	N/A
Service Times	24/7
Notice Required	Recommend a couple of weeks notice
Wheelchair Accessible	Yes

WHEELCHAIR ACCESSIBLE VAN RENTALS

Service Type	Accessible Van Rental
Phone Number	800-557-1996 Local
Website	www.wheelersvanrentals.com
Counties Served	Dallas and Tarrant
Cost	N/A
Service Times	24/7
Notice Required	Not specified - check availability online
Wheelchair Accessible	Yes

WHEELCHAIR GETAWAYS

Service Type	Website that works with accessible van rental partners
Phone Number	877-275-4915
Website	www.accessiblevans.com
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	N/A
Service Times	N/A
Notice Required	N/A
Wheelchair Accessible	Yes

DRIVER SAFETY PROGRAMS

AARP DRIVER SAFETY PROGRAM

Service Type	Driver safety courses in local classrooms and online. Resources on planning for driver retirement and how to talk with a loved one about older driver issues.
Phone Number	1-800-350-7025
Website	www.AARPDriverSafety.org

BAYLOR ADAPTIVE DRIVING PROGRAM

Service Type	Evaluation, driver instruction, and prescription of adaptive equipment by a certified driver rehabilitation specialist for individuals with disability- or age-related functional difficulties that affect driving
Phone Number	214-820-9225
Website	www.bswhealth.com

NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER

Service Type	Information on older driver safety and transition for the mature driver. Resources on transportation options for seniors and people with disabilities for use by communities, transportation providers, state and local governments, aging and human service providers, and riders and their caregivers
Phone Number	866-983-3222
Website	www.nadtc.org

REFERRAL SERVICES

SYMBOLOGY KEY

MEDICAL TRIPS

SENIORS/ DISABILITIES

PRIVATELY-OWNED PROVIDER

MY RIDE NORTH TEXAS

Service Type	Free 24-Hour phone number for personalized help finding transportation options in North Central Texas.
Phone Number	1-800-898-9103
Website	www.myridentx.org
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

2-1-1 TEXAS

Service Type	Information on state and local health and human services
Phone Number	2-1-1; 214-871-5065 Aging Information
Website	www.myridentx.org
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

AARP RIDE@50+, POWERED BY FEONIX MOBILITY RISING

Service Type	One-stop shop to find and book transportation providers for essential trips, like medical appointments and grocery stores – all without driving.
Phone Number	1-888-485-4223
Website	aarp.org/ridedallas
Counties Served	Trips departing from or ending in Dallas County
Cost	Free to access, rates set by providers listed.

CONNECT TO CARE - AGING AND DISABILITY RESOURCE CENTER

Service Type	Online service directory in English and Spanish
Phone Number	888-743-1202
Website	www.connecttocaredallas.org
Counties Served	Dallas
Cost	Free to access, rates set by providers listed.

GOOGLE TRANSIT

Service Type	Online trip planner with detailed transit directions for DART, DCTA, Trinity Metro and the TRE
Phone Number	N/A
Website	www.google.com/transit
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

NORTH CENTRAL TEXAS AREA AGENCY ON AGING

Service Type	A coordinated network of health and social services for older adults and family caregivers
Phone Number	800-272-3921
Website	www.nctcog.org/aging-services
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Free to access, rates set by providers listed.

TRY PARKING IT

Service Type	Vanpool
Phone Number	N/A
Website	https://tryparkingit.com/
Counties Served	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, and Wise
Cost	Based on vanpool service, visit website for cost information
Wheelchair Accessible	No

INDEX

MEDICAL TRIPS

American Cancer Society – Road to Recovery	p.31
Caring at Home Transportation Services	p.35
City of Garland, Senior Services	p.36
Dallas Wheelchair Transport	p.40
Forget Me Not Transportation	p.43
JPS Transportation	p.47
Medicaid Transportation, Logisticare	p.47
Medixcar LLC Non-Emergency Transportation	p.48
Ride N Safe	p.51
SendaRide	p.52
Senior Rides – Patient Advocates	p.52
Seniors Helping Seniors	p.53
Span Transit – Veterans Service	p.53
Texas Kidney Healthcare (KHC) Program	p.54
The Transit System (TTS)	p.54
TLC Enterprise Transportation	p.54
Transcare Transportation	p.55
VA North Texas Health Care System Travel Benefits Program	p.56
Veteran Transportation Service	p.57

SENIORS/DISABILITIES

AET Custom Shuttle	p.31
American Cancer Society – Road to Recovery	p.31
Apple Care & Companion	p.32
City of Garland, Senior Services	p.36
City of Grand Prairie, The Grand Connection	p.36
City of Richardson Van Service	p.37
City of Sachse Senior Transportation Program	p.37
Collin County Transit – McKinney Urban Transit District	p.38
Dallas Area Agency on Aging (DAAA)	p.39
Dallas Wheelchair Transport	p.40
DART Collin County Rides	p.40
DART Paratransit	p.41
Dallas County Health and Human Services – Older Adult Services Program	p.41
Deaf Action Center, Senior Citizens Program	p.42
DCTA Access	p.42
DCTA Frisco Demand Response	p.44
Handitran	p.45
JPS Transportation	p.47

Medicaid Transportation, Logisticare p.47

Medixcar LLC Non-Emergency Transportation p.48

Metrocrest Services p.48

Non-Emergency Transportation Inc. (NETI) p.49

Northeast Transportation Service (NETS) p.49

Parkland Senior Outreach Services p.50

Senior Center Resources and Public Transit (SCRPT) – The Connection p.23

Senior Rides – Patient Advocates p.52

Seniors Helping Seniors p.53

Trinity Metro ACCESS p.55

Wheelchair Getaways p.64

AARP Driver Safety Program p.67

Baylor Adaptive Driving Program p.67

National Aging and Disability Transportation Center p.67

Connect to Care – Aging and Disability Resource Center p.70

North Central Texas Area Agency on Aging p.70

PRIVATELY OWNED

AARP RIDE@50+, Powered by Feonix Mobility Rising p.69

Access and Information Network (AIN) p.31

AET Custom Shuttle p.31

American Cancer Society - Road to Recovery p.31

America's Rideshare Konnection (ARK) p.32

Apple Care & Companion p.32

B&C Mobile Resources p.33

Barry Berger Transportation Service p.33

Bec N Call Wheelchair Transportation p.34

Because De Cares p.34

Blessed Hands Elderly Care & Transportation p.35

Caring at Home Transportation Services p.35

Chisholm Trail Medical Transportation p.35

Comfort Keepers p.38

Cowboy Cab p.39

Dallas Wheelchair Transport p.40

Deaf Action Center, Senior Citizens Program p.42

Dove Transport	p.43
Forget Me Not Transportation	p.43
GoGoGrandparent	p.44
Graci & Merci Transportation	p.45
Home Helpers Transportation & In-Home Care Services	p.45
Jabi	p.46
Just Ride Transportation	p.46
JPS Transportation	p.47
Medixcar LLC Non-Emergency Transportation	p.48
Metrocrest Services	p.48
Non-Emergency Transportation Inc. (NETI)	p.49
PAMobility	p.50
Point A2B Rideshare	p.51
Ride N Safe	p.51
SendaRide	p.52
Senior Rides - Patient Advocates	p.52
Seniors Helping Seniors	p.53
TLC Enterprise Transportation	p.55
Transcare Transportation	p.55
Yellow Cab	p.57
Lyft	p.59
Uber	p.59
Mobility Works	p.64
Wheelchair Accessible Van Rentals	p.64
Wheelchair Getaways	p.64
AARP Driver Safety Program	p.67
Baylor Adaptive Driving Program	p.67
AARP RIDE@50+, Powered by Feonix Mobility Rising	p.69
Google Transit	p.70

Disclaimer

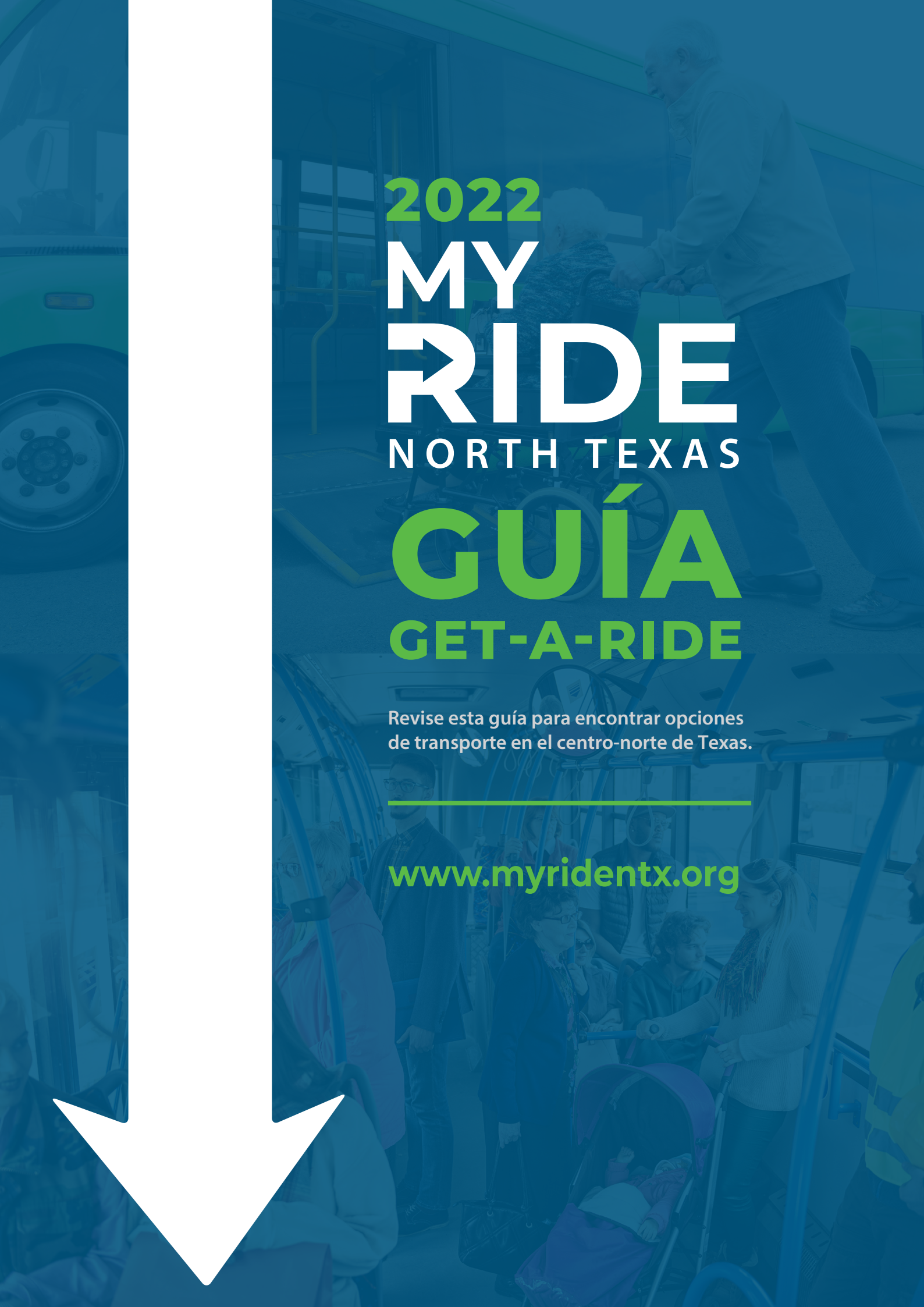
It is the responsibility of each consumer to verify information, evaluate the provider, and determine how to best meet individual transportation needs. Please confirm pricing, schedules and eligibility requirements with the provider. No guarantee of service availability is given.
No endorsement or evaluation of the organizations or their services is made or implied by these descriptions. Any omissions or errors are unintentional. All resource information is subject to change; therefore, My Ride North Texas cannot ensure the completeness or accuracy of the information. As such, all information contained in this guide is provided as is, and without warranty of any kind, express or implied. My Ride North Texas is not responsible for any errors or omissions, or for the results obtained from the use of this information.
In no event will My Ride North Texas, its employees or community partners be liable for any decision made or action taken in reliance upon the information contained in this guide.

MY RIDE NORTH TEXAS

North Central Texas Council of Governments

U.S. Department of Transportation
Federal Transit Administration

This initiative was funded through an Innovative Coordinated Access and Mobility (ICAM) grant awarded by the Federal Transit Administration



2022 MY RIDE NORTH TEXAS

GUÍA GET-A-RIDE

Revise esta guía para encontrar opciones de transporte en el centro-norte de Texas.

www.myridentx.org

CONTENIDO

SOBRE ESTA GUÍA	3
INTRODUCCIÓN	3
ENCUENTRE SU VIAJE	4
OPCIONES DE TRANSPORTE POR CONDADO	6
TRANSPORTE PÚBLICO GENERAL	17
TRANSPORTE ESPECIALIZADO	30
TRANSPORTE BASE A SMARTPHONE	59
CARPOOL/VANPOOL	62
ALQUILER DE CAMIONETAS ACCESIBLES	65
PROGRAMAS DE SEGURIDAD DEL CONDUCTOR	68
SERVICIOS DE REFERENCIA	70
ÍNDICE	74

INTRODUCCIÓN

Navegar por la región del centro-norte de Texas puede ser un reto para las personas que no conducen, personas con discapacitaciones y adultos mayores.

Desde autobuses, furgonetas, y taxis hasta programas de conductores voluntarios, la región del centro-norte de Texas tiene opciones disponibles para el público. Esta guía fue creada para ayudarle entender las opciones de transporte disponibles.

Para información sobre las opciones de transporte o para obtener más información sobre la iniciativa, visite el sitio web My Ride North Texas en www.myridentx.org.

SOBRE ESTA GUÍA

Esta guía fue creada por My Ride North Texas, un esfuerzo de colaboración del Community Council of Greater Dallas, My Health My Resources of Tarrant County, y el North Central Texas Council of Governments. My Ride North Texas trabaja para eliminar las barreras a la movilidad en el centro-norte de Texas.

Esta guía está destinada como una fuente de información para ayudar al público en general, incluidas las personas con discapacidades, y adultos mayores mantenerse independientes, saludables, y conectados.

Contiene información sobre los servicios de transporte público, servicios de transporte especializado, servicio de transporte médico, servicio de transporte privado, servicio sobre vanpool y carpool, alquiler de furgonetas accesibles, recursos de seguridad para el conductor, y recursos de referencia.

Si desea proporcionar comentarios a North Central Texas Council of Governments sobre los servicios de transporte en la región o conocer más sobre las necesidades de transporte regional, puede comunicarse con nosotros a través del plan de coordinación regional Access North Texas. Puede encontrar información sobre este plan en www.accessnorthtexas.org.

Para obtener actualizaciones de Get a Ride Guide e información sobre opciones de visite el sitio web My Ride North Texas en www.myridentx.org.

ENCUENTRE SU VIAJE

PARA RECABAR INFORMACIÓN SOBRE SUS OPCIONES, ES ÚTIL HACER PREGUNTAS Y TENER EN CUENTA SUS NECESIDADES ESPECÍFICAS.

Consideraciones Clave

1. ¿Cuál es el área de servicio?
2. ¿Cuáles son los requisitos para calificar para el servicio?
3. ¿Los vehículos son accesibles para las sillas de ruedas?
4. ¿Hay asistencia disponible al pasajero?
5. ¿Puedo viajar con mi asistente personal? ¿Invitado? ¿Animal de servicio?
6. ¿Cuánto cuesta el viaje? ¿Hay descuentos disponibles?
7. ¿Qué tan pronto tengo que reservar mi viaje?
8. ¿Van a ir otros pasajeros conmigo? ¿Si es así, cuanto tiempo de espera habrá? ¿Cuánto tiempo durara el viaje mientras que recogen y dejan a otras personas?

Tipo de Servicio

Curb-to-Curb: Asistencia sólo para el ascenso y descenso del vehículo.

Demanda-Respuesta: Un modo de transporte compuesto por vehículos de pasajeros, camionetas o pequeños autobuses que operan en respuesta de llamadas de pasajeros o sus agentes al operador de transporte, quien envía un vehículo para recoger a los pasajeros y transportarlos a sus destinos.

Puerta-a-Puerta: Asistencia para el ascenso y descenso del vehículo, hacia y desde la Puerta de su recogida y dejada en su localización.

Puerta a Puerta con Escolta: Asistencia pasyo la Puerta del cliente y destino, según sea necesario.

Autobús Express: servicio de autobús diseñado para funcionar en altas velocidades para conectar pasajeros a sus destinos, a menudo con menos paradas y rutas más rápidas que los servicios de autobús normales.

Ruta-Fija: Servicios proporcionados en forma repetitiva, horario fijo a lo largo de una ruta especifica con vehículos que detienen para recoger y levantar pasajeros en lugares específicos; cada viaje de ruta fija sirve los mismos orígenes y destinos, como el tren y autobús.

Paratránsito: Tipos de transporte de pasajeros que son más flexibles que el transporte convencional de ruta fija pero más estructuradas que el uso de automóviles privados. Suele referirse a los servicios de accesible a silla de rueda, demy response (DR por sus siglas en inglés).

Servicio de Taxi: Servicio operado a través de proveedores de taxi son un sistema de facilitar el viaje compartido.

Transportation Network Company (TNC por sus siglas en inglés): Plataformas de aplicación en línea que facilitan el uso de viajes compartidos conectyo a propietarios de vehículos.

Vanpool: Un modo de transporte compuesto de camionetas, autobuses pequeños y otros vehículos que operan como un acuerdo de viaje compartido, proporcionyo transporte a grupo de personas que viajan directamente entre sus hogares y un destino regular dentro de la misma área geográfica.

Términos Clave

Vehículos Accesibles: Vehículos equipados con plataforma elevadora o rampa que pueda transportar personas que usan silla de ruedas, scooters, y otros dispositivos de movilidad.

Ambulatorio: Poder caminar y necesitar asistencia mínima para el ascenso y descenso del vehículo.

Invitado: Persona que viaja con un individuo pero que no realiza algún tipo de asistencia al pasajero.

Asistencia al Pasajero: La ayuda, con frecuencia se proporciona por el conductor, que tal vez pueda incluir la asistencia en subir y bajar del vehículo, asegura la silla de ruedas y cinturones de seguridad, la carga de paquetes, abriendo puertas, orientación verbal y apoyo físico.

Asistente de Cuidado Personal (en el futuro llamado Asistente): Persona que ayuda en abrir puertas, ascenso y descenso de vehículos, empujar la silla de ruedas, cargyo paquetes, comunicándose con el conductor, navegyo, etc.

Servicio de Viaje Compartido: Otros pasajeros viajan en el vehículo al mismo tiempo.

Transporte Especializado: Servicio Especializado: Proveedores pueden tener limitaciones en las poblaciones que atiendan, que se identifican en cada entrada.

Servicio de Suscripción: Los viajes del cliente al mismo destino y hora son programados al mismo tiempo automáticamente.

CONSEJOS ÚTILES

- Iniciar la planificación de transporte y verificar elegibilidad de manera proactiva.
- Sea flexible con los horarios de viajes cuyo sea posible.
- Avise con la mayor antelación posible para reservar su viaje en el momento que lo necesite.
- Antes de colgar, confirme la fecha y hora del viaje.
- Combinar los modos de transporte podría ayudar, p.ej. tomar el autobús para ir al supermercado y un taxi de regreso a casa.
- Si es primera vez que usa un nuevo servicio, considere preguntar algún conocido que lo acompañe.
- Haga preguntas y pida ayuda cuyo lo necesite.
- Para entender mejor sus opciones o solucionar algún problema, llame My Ride Dallas: (972) 855-8084. My Ride es una fuente de información gratuita sobre el transporte.

OPCIONES DE TRANSPORTE

POR CONDADO

CONDADO DE COLLIN

American Cancer Society - Road to Recovery	p.31
Apple Care & Companion	p.32
B&C Mobile Resources	p.33
Barry Berger Transportation Service	p.33
Bec N Call Wheelchair Transportation	p.34
Blessed Hands Elderly Care & Transportation	p.35
Ciudad de Richardson Van Service	p.37
Ciudad de Sachse Senior Transporation Program	p.37
Collin County Transit - McKinney Urban Transit District	p.38
Comfort Keepers	p.38
Cowboy Cab	p.39
Dallas Wheelchair Transport	p.40
DART Servicio de Autobús y Tren	p.19
DART Collin County Rides	p.40
DART GoLink	p.20
DART Paratransit	p.41
DART Vanpool	p.63
Collin County Transit – McKinney Urban Transit District	p.38
DCTA Frisco Demand Response	p.44
Dove Transport	p.43
Forget Me Not Transportation	p.43
GoGoGrandparent	p.45
Graci & Merci Transportation	p.45
Home Helpers Transportation & In-Home Care Services	p.46
Just Ride Transportation	p.47
Lyft	p.60
Metrocrest Services	p.49
PAMobility	p.50
SendaRide	p.52
Senior Rides - Patient Advocates	p.53
Seniors Helping Seniors	p.53
Texas Kidney Health Care (TKHC) Program	p.54
TLC Enterprise Transportation	p.55
Try Parking It	p.73
Uber	p.61
VA North Texas Health Care System Travel Benefits Program	p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

Yellow Cab p.58

DALLAS

AARP RIDE@50+, Powered by Feonix Mobility Rising p.71

Access and Information Network (AIN) p.31

AET Custom Shuttle p.31

American Cancer Society - Road to Recovery p.31

Apple Care & Companion p.32

B&C Mobile Resources p.33

Barry Berger Transportation Service p.33

Bec N Call Wheelchair Transportation p.34

Because De Cares p.34

Blessed Hands Elderly Care & Transportation p.35

Caring at Home Transportation Services p.35

Ciudad de Garland, Senior Services p.36

Ciudad de Grand Prairie, The Grand Connection p.36

Ciudad de Richardson Van Service p.37

Ciudad de Sachse Senior Transporation Program p.37

Comfort Keepers p.38

Cowboy Cab p.39

Dallas Area Agency on Aging (DAAA) p.39

Dallas County Health and Human Services - Older Adult Services Program p.41

Dallas Wheelchair Transport p.40

DART GoLink p.20

DART Servicio de Autobús y Tren p.19

DART Paratransit p.41

DART Vanpool p.63

DCTA A-Train p.21

Deaf Action Center, Senior Citizens Program p.42

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.45

Graci & Merci Transportation p.45

Home Helpers Transportation & In-Home Care Services p.46

Jabi p.46

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

Medixcar LLC Non-Emergency Transportation p.48

Metrocrest Services p.49

Mobility Works p.66

PAMobility p.50

Parkland Senior Outreach Services p.51

SendaRide p.52

Senior Rides - Patient Advocates p.53

STAR Transit p.23

STAR Transit Dial-a-Ride p.24

STARNow p.24

Texas Kidney Health Care (TKHC) Program p.54

TLC Enterprise Transportation p.55

Trinity Railway Express (TRE) p.28

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

DENTON

American Cancer Society - Road to Recovery p.31

B&C Mobile Resources p.33

Cowboy Cab p.39

Dallas Wheelchair Transport p.40

DART Servicio de Autobús y Tren p.19

DART Paratransit p.41

DCTA Access p.42

DCTA A-Train p.21

DCTA Connect Bus Service p.21

DCTA Frisco Demand Response p.44

DCTA Go-Zone On Demand p.22

Dove Transport p.43

GoGoGrandparent p.45

Graci & Merci Transportation p.45

Home Helpers Transportation & In-Home Care Services p.46

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

SendaRide p.52

Senior Rides - Patient Advocates p.53

Span Transit p.25

Span Transit - Veterans Service p.54

Texas Kidney Health Care (TKHC) Program p.54

TLC Enterprise Transportation p.55

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

Yellow Cab p.58

ELLIS

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.45

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

Point A2B Transit p.51

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

ERATH

American Cancer Society - Road to Recovery p.31

City y Rural Rides p.18

Dove Transport p.43

GoGoGrandparent p.45

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

Ride N Safe p.52

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Trinity Metro Vanpool p.61

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

HOOD

American Cancer Society - Road to Recovery p.31

Dove Transport p.43

GoGoGrandparent p.45

Lyft p.60

Medicaid Transportation, LogistiCare p.48

Ride N Safe p.52

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

The Transit System p.55

Trinity Metro Vanpool p.61

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

HUNT

American Cancer Society - Road to Recovery p.31

DART Vanpool p.63

Dove Transport p.43

GoGoGrandparent p.45

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

SendaRide p.52

Senior Center Resources and Public Transit - The Connection p.23

Texas Kidney Health Care (TKHC) Program p.54

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

JOHNSON

- American Cancer Society - Road to Recovery p.31
- Transporte de Ciudad/ Condado - Ciudad de Cleburne p.18
- Dove Transport p.43
- GoGoGrandparent p.45
- Just Ride Transportation p.47
- Lyft p.60
- Medicaid Transportation, LogistiCare p.48
- Point A2B Transit p.51
- Ride N Safe p.52
- SendaRide p.52
- Texas Kidney Health Care (TKHC) Program p.54
- Trinity Metro Vanpool p.61
- Try Parking It p.73
- Uber p.61
- VA North Texas Health Care System Travel Benefits Program p.57
- Veteran Transportation Service p.57
- Wheelchair Getaways p.67

KAUFMAN

- American Cancer Society - Road to Recovery p.31
- DART Servicio de Autobús y Tren p.19
- DART Vanpool p.63
- Dove Transport p.43
- Forget Me Not Transportation p.43
- GoGoGrandparent p.45
- Just Ride Transportation p.47
- Lyft p.60
- Medicaid Transportation, LogistiCare p.48
- SendaRide p.52
- STAR Transit p.23
- STAR Transit Dial-a-Ride p.24
- STARNow p.24
- Texas Kidney Health Care (TKHC) Program p.54
- Try Parking It p.73
- Uber p.61
- VA North Texas Health Care System Travel Benefits Program p.57
- Veteran Transportation Service p.57
- Wheelchair Getaways p.67

NAVARRO

- American Cancer Society - Road to Recovery p.31
- Community Transit Services p.19
- DART Vanpool p.63
- Dove Transport p.43
- GoGoGrandparent p.45
- Just Ride Transportation p.47
- Lyft p.60
- Medicaid Transportation, LogistiCare p.48
- SendaRide p.52
- Texas Kidney Health Care (TKHC) Program p.54
- Try Parking It p.73
- Uber p.61
- VA North Texas Health Care System Travel Benefits Program p.57
- Veteran Transportation Service p.57
- Wheelchair Getaways p.67

PALO PINTO

- American Cancer Society - Road to Recovery p.31
- Dove Transport p.43
- GoGoGrandparent p.45
- Just Ride Transportation p.47
- Lyft p.60
- Medicaid Transportation, LogistiCare p.48
- Public Transit Service p.21
- Ride N Safe p.52
- SendaRide p.52
- Texas Kidney Health Care (TKHC) Program p.54
- Trinity Metro Vanpool p.61
- Try Parking It p.73
- Uber p.61
- VA North Texas Health Care System Travel Benefits Program p.57
- Veteran Transportation Service p.57
- Wheelchair Getaways p.67

PARKER

- American Cancer Society - Road to Recovery p31
- Dove Transport p.43
- GoGoGrandparent p.45
- Just Ride Transportation p.47
- Lyft p.60

Medicaid Transportation, LogistiCare p.48

Public Transit Services p.22

Ride N Safe p.52

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Trinity Metro Vanpool p.61

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

ROCKWALL

American Cancer Society - Road to Recovery p.31

Blessed Hands Elderly Care & Transportation p.35

Comfort Keepers p.38

DART Servicio de Autobús y Tren p.19

DART Paratransit p.41

DART Vanpool p.63

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.45

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

SendaRide p.52

STAR Transit Dial-a-Ride p.24

Texas Kidney Health Care (TKHC) Program p.54

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

Yellow Cab p.58

SOMERVELL

American Cancer Society - Road to Recovery p.31

Dove Transport p.43

GoGoGrandparent p.45

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

Ride N Safe p.52

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

The Transit System p.55

Trinity Metro Vanpool p.64

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

TARRANT

American Cancer Society - Road to Recovery p.31

America's Rideshare Konnection (ARK) p.32

B&C Mobile Resources p.33

Because De Cares p.34

Blessed Hands Elderly Care & Transportation p.35

Chisholm Trail Medical Transportation p.36

Cowboy Cab p.39

DCTA Go-Zone On Demand p.22

Dove Transport p.43

Forget Me Not Transportation p.43

GoGoGrandparent p.45

Handitran p.45

JPS Transportation p.47

Just Ride Transportation p.47

Lyft p.60

Medicaid Transportation, LogistiCare p.48

Medixcar LLC Non-Emergency Transportation p.48

Metrocrest Services p.49

Mobility Works p.66

Non-Emergency Transportation Inc. (NETI) p.49

Northeast Transportation Service (NETS) p.50

PAMobility p.50

Ride N Safe p.52

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

TransCare Transportation p.56

Trinity Metro ACCESS p.56

Trinity Metro Local Bus p.26

Trinity Metro TEXRail p.26

Trinity Metro Vanpool p.64

Trinity Metro ZIPZONE p.27

Trinity Railway Express (TRE) p.28

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Via Rideshare p.29

Wheelchair Accessible Van Rentals p.66

Wheelchair Getaways p.67

Yellow Cab p.58

WISE

American Cancer Society - Road to Recovery p.31

Dove Transport p.43

GoGoGrandparent p.45

Just Ride Transportation p.47

Lyft p.60

SendaRide p.52

Texas Kidney Health Care (TKHC) Program p.54

Texoma Area Paratransit System (TAPS) p.25

Trinity Metro Vanpool p.64

Try Parking It p.73

Uber p.61

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

Wheelchair Getaways p.67

TRANSPORTE PÚBLICO GENERAL

CITY Y RURAL RIDES (CARR por sus siglas en inglés)

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	800-710-2277
Sitio Web	http://www.cityyruralrides.com/
Condados Atendidos	Erath
Costo	1-5 millas -$1.00; 6-10 millas - $2.00; 11-15 millas - $3.00; 16-20 millas - $4.00; 21-25 millas - $5.00; 26-30 millas - $6.00; 31-35 millas - $7.00; 36-40 millas - $8.00; 41-45 millas - $9.00; 46-50 millas -$10.00; 51-55 millas - $11.00; 56-60 millas - $12.00
Horas de Servicio	lunes-viernes, 8 a.m.-5 p.m.
Aviso Requerido	Un día laboral antes de las 3:30 p.m.
Accesible a Silla de Ruedas	Sí

TRANSPORTE DE CIUDAD/CONDADO – CIUDAD DE CLEBURNE

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb y Autobús Urbano
Número de Teléfono	817-645-0900
Sitio Web	https://www.cleburne.net/148/City-County-Transportation-Cletran
Condados Atendidos	Johnson
Costo	$3.00 dentro de los límites de la ciudad; $3.00 por 5 millas fuera de los límites de la ciudad
Horas de Servicio	lunes-viernes, 7 a.m.-5 p.m.
Aviso Requerido	Primero en llamar-será atendido, Solicitudes tomadas lunes-viernes 7 a.m.-6 p.m.
Accesible a Silla de Ruedas	Sí

COMMUNITY TRANSIT SERVICES (CTS por sus siglas en inglés)

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	903-872-2401
Sitio Web	Community Transit Services (CTS) – CSI (csicorsicana.org)
Condados Atendidos	Ellis y Navarro
Costo	Pase de Autobús $10.00 $2.00 con pase de autobús por parada de ida dentro de las ciudades centrales $4.00 sin pase de autobús por parada de ida dentro de las ciudades centrales $5.00 por para dentro del mismo condado $1.00 por cuenta de milla al condado (sólo Ellis/Navarro)
Horas de Servicio	lunes-sábado, 5 a.m.-5:30 p.m. viernes., 8 a.m.-4 p.m.
Aviso Requerido	48 horas
Accesible a Silla de Ruedas	Sí

DALLAS AREA RAPID TRANSIT (DART) SERVICIO DE AUTOBÚS Y TREN

Tipo de Servicio	Ruta-Fija, Autobús y Tren
Número de Teléfono	214-979-1111
Sitio Web	www.dart.org
Condados Atendidos	Collin, Dallas, Denton, Ellis, Kaufman, y Rockwall

Costo	Pases AM/PM - Local $3.00, Reducido $1.50; Autobús de un sólo viaje– Local $2.50, Reducido $1.25; Pases Diarios – Local $6.00, Reducido$3.00, Regional $12.00. Pases semanales, mensuales, y anuales disponibles en línea, a través de la aplicación móvil DART GoPass, en DART Store, y en tiendas de comestibles en el área. Llame o conéctese en línea para las ubicaciones. Tarifas reducidas para adultos mayores de 65 años con tarjeta de Medicare, y personas con discapacidades que califiquen, niños de 5 a 14 años, estudiantes de preparatoria, universidad, y escuelas técnicas con identificación con foto de DART. Llame a 214-749-3282 para información sobre identificación de la tarjeta de reducción. Niños menores de 5 años $0.
Horas de Servicio	Servicio de 7 días, 5 a.m.-12 a.m.
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

DALLAS AREA RAPID TRANSIT (DART) GO LINK

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	214-979-1111
Sitio Web	http://dart.org/riding/golink.asp
Condados Atendidos	Collin, Dallas, y Ellis
Costo	Pases AM/PM - Local $3.00, Reducido $1.50; Autobús de un sólo viaje- Local $2.50, Reducido $1.25; Pases Diarios – Local $6.00, Reducido$3.00, Regional $12.00. Pases semanales, mensuales, y anuales disponibles en línea, a través de la aplicación móvil DART GoPass, en DART Store, y en tiendas de comestibles en el área. Llame o conéctese en línea para las ubicaciones. Tarifas reducidas para adultos mayores de 65 años con tarjeta de Medicare, y personas con discapacidades que califiquen, niños de 5 a 14 años, estudiantes de preparatoria, universidad, y escuelas técnicas con identificación con foto de DART. Llame a 214-749-3282 para información sobre identificación de la tarjeta de reducción. Niños menores de 5 años $0.
Horas de Servicio	lunes-viernes, 5 a.m.-12 a.m.
Aviso Requerido	Por lo menos 30 minutos de anticipación

Accesible a Silla de Ruedas	Sí

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA) A-TRAIN

Tipo de Servicio	Ruta-Fija Tren
Número de Teléfono	940-243-0077
Sitio Web	https://www.dcta.net/service-overview/a-train-rail-service
Condados Atendidos	Dallas y Denton
Costo	Pase Local AM/PM- $1.50 Pase Diario - $3.00- Pases de 7 días, mensuales, anuales también son disponibles Pasajeros pueden viajar gratis en el A-train en las zonas designadas "free fare" entre el Downtown Denton Transit Center y la estación MedPark, así como entre el Hebron Station y Trinity Mills Station. Pasajeros Paratransit Certified que usan el Local System o Regional System pueden viajar gratis con su identificación válida con foto de paratránsito.
Horas de Servicio	Aproximadamente de 5 a.m. a 10 p.m. lunes a viernes, aproximadamente de 8 hasta media noche del sábado.
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

DENTON COUNTY TRANSPORTATION (DCTA) CONNECT BUS SERVICE

Tipo de Servicio	Ruta-Fija Autobús
Número de Teléfono	940-243-0077
Sitio Web	https://www.dcta.net/routes-schedules/connect
Condados Atendidos	Denton
Costo	https://www.dcta.net/fare-information Pasajeros Paratransit Certified que usan el Local System o Regional System pueden viajar gratis con su identificación válida con foto de paratránsito.

Horas de Servicio	lunes a sábado, excluir los principales días festivos
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

DENTON COUNTY TRANSPORTATION (DCTA POR SUS SIGLAS EN INGLÉS) GO-ZONE ON DEMAND

Tipo de Servicio	Servicio On-Demand
Número de Teléfono	940-243-0077
Sitio Web	dctagozone.net
Condados Atendidos	Denton
Costo	Tarifa plana promocional de $0.75 por viaje durante el periodo de prueba; Información sobre las tarifas en https://www.dcta.net/fares-passes/fare-information
Horas de Servicio	Días laborales 5:00am – 10:00pm Sábado 8:00am – 11:00pm Domingos 8:00am – 6:00pm Horarios varían según ubicación. Vea el sitio web para obtener la información más actualizada.
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Opción de silla de ruedas disponible

PUBLIC TRANSIT SERVICES (PTS)

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	940-328-1391
Sitio Web	https://www.texvet.org/resources/public-transit-services
Condados Atendidos	Palo Pinto y Parker
Costo	$2 por viaje (medio precio para adultos mayores de 60 años)
Horas de Servicio	48 horas

Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

SENIOR CENTER RESOURCES AND PUBLIC TRANSIT (SCRPT) THE CONNECTION

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	903-454-1444
Sitio Web	https://www.scrpt.org/transportation.htm
Condados Atendidos	Hunt
Costo	$2 viajes sencillos dentro de la ciudad $3 viajes sencillos dentro del condado $34 viaje ida y vuelta del condado Hunt a Dallas
Horas de Servicio	lunes a viernes, 7 a.m.-7 p.m.
Aviso Requerido	24 Horas
Accesible a Silla de Ruedas	Sí

STAR TRANSIT

Tipo de Servicio	Ruta-Fija
Número de Teléfono	877-631-5278
Sitio Web	https://www.startransit.org/
Condados Atendidos	Dallas y Kaufman
Costo	$1.00 por viaje, gratuito para personas mayores de 60, veteranos, discapacitados. Llame (877) 631-5278 para información sobre elegibilidad.
Horas de Servicio	Varia por ruta.
Aviso Requerido	Ninguno

Accesible a Silla de Ruedas	Sí

STAR TRANSIT DIAL-A-RIDE

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	General: 877-631-5278 ; Medicaid: 855-687-3255
Sitio Web	https://www.startransit.org/dial-a-ride/general-medicaid-transportation/
Condados Atendidos	Dallas y Kaufman
Costo	0-5 millas - $2.00; 5-10 millas - $4.00; 10-15 millas - $6.00; 15-20 millas - $8.00; 20-25 millas - $10.00; 25+ millas - $12.00 Personas mayores, veteranos, y discapacitados pagan la mitad de las tarifas generales. Llame (877) 631-5278 para información sobre elegibilidad.
Horas de Servicio	Varía según el área de servicio.
Aviso Requerido	Al menos 1 día laboral de anticipación, no más de 2 semanas de anticipación.
Accesible a Silla de Ruedas	Sí

STAR NOW

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	877-631-5278
Sitio Web	https://www.startransit.org/starnow/
Condados Atendidos	Dallas y Kaufman
Costo	0-5 millas - $2.00; 5-10 millas - $4.00; 10-15 millas - $6.00; 15-20 millas - $8.00; 20-25 millas - $10.00; 25+ millas - $12.00 Personas mayores, veteranos, y discapacitados pagan la mitad de las tarifas generales. Llame (877) 631-5278 para información sobre elegibilidad.
Horas de Servicio	Varía según el área de servicio.

Aviso Requerido	Tiempo real para usuarios de la aplicación; 30 minutos para llamadas por teléfono
Accesible a Silla de Ruedas	Sí

SPAN TRANSIT

Tipo de Servicio	Demanda-Respuesta, Puerta a Puerta
Número de Teléfono	940-382-1900
Sitio Web	http://span-transit.org/
Condados Atendidos	Denton
Costo	General- $6.00; Discapacitados- $3.00; Personas mayores de 60 años - $3.00; Residentes de Flower Mound - $5.00; Residentes de Little Elm - $5.00
Horas de Servicio	lunes a viernes, 7 a.m.-6 p.m.
Aviso Requerido	Se requiere una solicitud para el transporte. Las solicitudes generalmente se procesan en un periodo de 21 días. Una vez registrado, por lo menos un día de aviso antes de las 2 p.m.
Accesible a Silla de Ruedas	Sí

TEXOMA AREA PARATRANSIT SERVICE (TAPS)

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	844-603-6048
Sitio Web	https://tapsbus.com/
Condados Atendidos	Wise
Costo	En Ciudad sola ida: General - $2.00; Estudiantes 12+ - $1.00; Discapacitado o personas mayores de 60 años - $1.00 Fuera de Ciudad sola ida: General - $3.00; Estudiantes 12+ - $1.50; Discapacitado o personas mayores de 60 años - $1.50 Fuera del Condado sola ida: General - $4.00; Estudiantes 12+ - $2.00; Discapacitado o personas mayores de 60 años - $2.00 Viajes de ida y vuelta cuesta doble de la tarifa de ida.

Horas de Servicio	lunes-viernes, 6:30 a.m. - 5:30 p.m.
Aviso Requerido	Al menos 2 días laborales antes, no más de 2 semanas anticipación.
Accesible a Silla de Ruedas	Sí

TRINITY METRO TEXRAIL

Tipo de Servicio	Ruta-Fija
Número de Teléfono	817-215-8600
Sitio Web	https://ridetrinitymetro.org/
Condados Atendidos	Wise
Costo	Local (West Zone to CentrePort) - $2.50 de ida; $1.25 reducido de ida; Pase local de día - $5.00; Pase local reducido - $2.50; Pase local semanal - $25.00; Pase local mensual - $80.00; Pase local mensual reducido - $40.00; Pase local anual - $800.00; Pase anual reducido - $400.00 Pase regional de un día - $12.00; Regional de un día reducido - $3.00; Pase regional mensual - $192.00; Pase regional mensual - $48.00; Regional Anual - $1920.00; Regional anual reducido - $576. Pases locales incluyen servicio de autobús Trinity Metro. Pases regionales incluyen autobús DART y servicio de tren.
Horas de Servicio	Diario dirección este, 3:31 a.m. - 1:43 a.m. Diario dirección oeste, 3:20 a.m. - 2:10 a.m. Note los trenes que corren temprano por la mañana y tarde de noche no recorren la ruta completa.
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

TRINITY METRO LOCAL BUS

Tipo de Servicio	Ruta-Fija
Número de Teléfono	817-215-8600

Sitio Web	https://ridetrinitymetro.org/
Condados Atendidos	Tarrant
Costo	Local - $2.00; Local Reducido - $1.00; Xpress - $2.50; Xpress Reducido - $1.25 Pase Diario - $5.00; Pase Diario Reducido - $2.50; Pase semanal - $25; Pase Mensual - $80; Pase Mensual Reducido - $40; Pase Anual - $800; Pase Anual Reducido - $400 Tarifas reducidas disponibles para personas mayores de 65 años, personas con discapacitación con identificación, personas con tarjeta de Medicare, jóvenes de 5-19 años.
Horas de Servicio	lunes- viernes, 4:19 a.m. - 12:08 a.m.; sábado, 4:21 a.m. - 11:50 p.m.; domingo, 4:40 a.m. - 9:00 p.m.
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

TRINITY METRO ZIPZONE

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	817-215-8600
Sitio Web	https://ridetrinitymetro.org/
Condados Atendidos	Tarrant
Costo	Alliance ZIPZONE: Gratis al usar el código promocional. Crowley ZIPZONE: $3.00 por pasajero por viaje. Mercantile ZIPZONE: $1.00 a $3.00 por pasajero por viaje depende en la ubicación. Cerca de la zona sur ZIPZONE: $3.00 por pasajero por viaje.
Horas de Servicio	Alliance ZIPZONE lunes-viernes, 4:30 a.m. - 7:30 p.m. Alliance ZIPZONE sábado-domingo, 5:30 a.m. - 7:30 a.m., 4:00 p.m. - 7:30 p.m. Crowley ZIPZONE lunes-viernes, 6:30 a.m. - 10:00 a.m., 3:30 p.m. - 7:00 p.m. Mercantile ZIPZONE lunes-viernes, 5:30 a.m. - 9:00 p.m. Cerca de Southside ZIPZONE Diario, 6:00 a.m. - 8:00 p.m.

Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

TRINITY RAILWAY EXPRESS (TRE)

Tipo de Servicio	Ruta-Fija
Número de Teléfono	817-215-8600
Sitio Web	https://trinityrailwayexpress.org/
Condados Atendidos	Dallas y Tarrant
Costo	Local (Zona oeste a CentrePort) - $2.50 ida; $1.25 ida reducido; Pase Local Diario - $5.00; Local Diario Reducido - $2.50; Pase Local Semanal - $25.00; Pase Local Mensual - $80.00; Local Mensual Reducido - $40.00; Pase Local Anual - $800.00; Local Anual Reducido - $400.00 Pase Regional Diario - $12.00; Regional Diario Reducido - $3.00; Pase Regional Mensual - $192.00; Regional Mensual Reducido - $48.00; Regional Anual - $1920.00; Regional Anual Reducido - $576. Los pases locales incluyen servicio de autobús Trinity. Pases regionales incluyen servicio de autobús y tren DART.
Horas de Servicio	Al este lunes-jueves, 3:55 a.m. - 11:51 p.m. Al este viernes, 3:55 a.m. - 1:21 a.m. Al este sábado, 5:25 a.m. - 12:51 a.m. Al oeste lunes-jueves, 4:01 a.m. - 11:34 p.m. Al oeste viernes, 4:01 a.m. - 12:00 a.m. Al oeste sábado, 5:01 a.m. - 12:10 a.m. Note los trenes que corren temprano por la mañana y tarde de noche no recorren la ruta completa. Note early-morning y late-night trains may not run full route.
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

VIA RIDESHARE - ARLINGTON

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	817-784-7382
Sitio Web	http://www.arlington-tx.gov/via
Condados Atendidos	Tarrant
Costo	$3.00 por viaje
Horas de Servicio	lunes-viernes, 6:00 a.m. - 9:00 p.m. sábado, 9:00 a.m. - 9:00 p.m.
Aviso Requerido	Ninguno
Accesible a Silla de Ruedas	Sí

TRANSPORTE ESPECIALIZADO

CLAVE SIMBÓLICA

VIAJES MÉDICOS

ANCIANOS/ DISCAPACITADOS

PROVEEDOR DE PROPIEDAD PRIVADA

ACCESS AND INFORMATION NETWORK (AIN)

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	214-943-4444
Sitio Web	www.aindallas.org
Condados Atendidos	Dallas y Ellis
Costo	$0 para clientes elegibles
Horas de Servicio	lunes-viernes, 8 a.m.-4 p.m.
Aviso Requerido	3 días de anticipación
Accesible a Silla de Ruedas	Sí

AET CUSTOM SHUTTLE

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	214-684-0825
Sitio Web	http://www.aetcustomshuttle.com/
Condados Atendidos	Dallas
Costo	0- 10 Millas ida $15.00 / Viaje de ida y vuelta $30.00 10-20 Millas ida $40.00 / Viaje de ida y vuelta $80.00 20-40 Millas ida $65.00 / viaje de ida y vuelta $130.00
Horas de Servicio	lunes-viernes, 6 a.m. - 5 p.m.
Aviso Requerido	48 horas
Accesible a Silla de Ruedas	Sí

AMERICAN CANCER SOCIETY - ROAD TO RECOVERY

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	1-800-227-2345

Sitio Web	www.cancer.org
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	$0 para clientes elegibles
Horas de Servicio	lunes-viernes, horas variables
Aviso Requerido	1 semana
Accesible a Silla de Ruedas	No

AMERICA'S RIDESHARE KONNECTION (ARK)

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-243-2255
Sitio Web	https://arktexas.com/
Condados Atendidos	Tarrant
Costo	$10 dentro de Arlington, fuera de Arlington $1.25 por milla
Horas de Servicio	lunes-viernes 8 a.m.-6 p.m.
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	No

APPLE CARE & COMPANION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	469- 619-5474
Sitio Web	www.applecareycompanion.com/
Condados Atendidos	Collin y Dallas
Costo	$25/hora más $0.60/milla, mínimo 4 horas

Horas de Servicio	Llame para horarios específicos
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	No

B&C MOBILE RESOURCES

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	214-282-3958
Sitio Web	N/A
Condados Atendidos	Collin, Dallas, Denton, y Tarrant
Costo	Ambulatorio - $18 cada ida + 1.75 por milla, silla de ruedas - $28 por trayecto +2.50 por milla, pasajero adicional- $7 cada ida. Llame para una cuota exacta.
Horas de Servicio	lunes-viernes, 5 a.m. -8 p.m.
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	Sí

BARRY BERGER TRANSPORTATION SERVICE

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	469-702-0593
Sitio Web	N/A
Condados Atendidos	Collin y Dallas
Costo	Tarifas se basan en millaje y hora. Llame para una cotización.
Horas de Servicio	Llame para horarios específicos
Aviso Requerido	Llame para instrucciones especificas
Accesible a Silla de Ruedas	No

BEC N CALL WHEELCHAIR TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	972-727-5574
Sitio Web	www.becncall.com
Condados Atendidos	Collin y Dallas
Costo	Llame para una cotización
Horas de Servicio	24/7
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	No

BECAUSE DE CARES

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-715-2298
Sitio Web	www.becausedecares.com
Condados Atendidos	Dallas y Tarrant
Costo	$35.00 por la primera hora mínimo 1-hora más $13.00 recargo por viajar fuera del área de recogida. Llame para una cotización exacta.
Horas de Servicio	lunes-viernes, 8 a.m.-5:30 p.m. (otras horas pueden ser disponibles a pedido)
Aviso Requerido	48 horas
Accesible a Silla de Ruedas	No

BLESSED HANDS ELDERLY CARE & TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	972-201-7465
Sitio Web	N/A
Condados Atendidos	Collin, Dallas, Ellis, Rockwall, y Tarrant
Costo	$25 Ambulatorio o $35, se agregará un cargo adicional de $1 por milla a los viajes más de 20 millas, $10 por cada pasajero adicional, $20/hora para que el personal espere durante citas, aeropuerto DFW $50 por trayecto, $40 aeropuerto Love Field por trayecto
Horas de Servicio	M-F, 8 a.m.-5 p.m. (after-hours trips available for additional fee)
Aviso Requerido	2 semanas preferidas
Accesible a Silla de Ruedas	No

CARING AT HOME TRANSPORTATION SERVICES

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	972-807-2288
Sitio Web	N/A
Condados Atendidos	Dallas
Costo	$30 por ambulatorio, $40 por viaje en silla de ruedas, asistentes de cuidado personal e invitados adicionales $7
Horas de Servicio	lunes-domingo, 7 a.m.-7 p.m.
Aviso Requerido	48 horas
Accesible a Silla de Ruedas	Sí

CHISHOLM TRAIL MEDICAL TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-897-7433
Sitio Web	https://cttride.com/
Condados Atendidos	Tarrant
Costo	Tarifas se basan en millaje y hora. Llame para una cotización.
Horas de Servicio	24/7
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	Sí

CIUDAD DE GARLAND, SENIOR SERVICES

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	972-205-2769
Sitio Web	http://www.Garlandtx.gov/
Condados Atendidos	Dallas
Costo	$0 (para clientes elegibles)
Horas de Servicio	lunes-viernes, 8 a.m.-2 p.m.
Aviso Requerido	3 días de anticipación
Accesible a Silla de Ruedas	Sí

CIUDAD DE GRAND PRAIRIE, THE GRAND CONNECTION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	972-237-8546
Sitio Web	www.gptx.org

Condados Atendidos	Dallas
Costo	$25 Ambulatorio o $35, se agregará un cargo adicional de $1 por milla a los viajes más de 20 millas, $10 por cada pasajero adicional, $20/hora para que el personal espere durante las citas, aeropuerto DFW $50 por trayecto, aeropuerto Love Field $40 por trayecto.
Horas de Servicio	lunes/miércoles/viernes, 4 AM-5 PM y martes/jueves, 7 AM-5 PM.
Aviso Requerido	2 días laborales
Accesible a Silla de Ruedas	Sí

CIUDAD DE RICHARDSON VAN SERVICE

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	972-744-7805
Sitio Web	www.cor.net
Condados Atendidos	Collin y Dallas
Costo	$0.25 por trayecto
Horas de Servicio	lunes-viernes. 9 a.m.-4 p.m.
Aviso Requerido	Reservas se toman a partir de las 8:30 AM cada viernes para las solicitudes de transporte de la semana siguiente. Las reservas para las citas médicas solo comienzan los jueves a las 3:00 PM
Accesible a Silla de Ruedas	Sí

CIUDAD DE SACHSE SENIOR TRANSPORTATION PROGRAM

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	972-495-6282
Sitio Web	N/A
Condados Atendidos	Collin y Dallas
Costo	$0.50 ida o $1.00 ida y vuelta

Horas de Servicio	lunes - viernes, 8 AM - 3:30 PM
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	No, el vehículo accesible para silla de ruedas puede ser disponible a pedido

COLLIN COUNTY TRANSIT - MCKINNEY URBAN TRANSIT DISTRICT

Tipo de Servicio	Taxi Voucher Program
Número de Teléfono	940-387-1461
Sitio Web	https://mckinneytexas.org/1944/Transit-Services
Condados Atendidos	Collin
Costo	$2.25 tarifa para abordar más $1.80 por milla
Horas de Servicio	lunes-viernes, 6 a.m.-6 p.m. y sábado 8 a.m.-6 p.m.
Aviso Requerido	2 horas
Accesible a Silla de Ruedas	Sí

COMFORT KEEPERS

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	972-303-4599
Sitio Web	https://www.comfortkeepers.com/care-services/in-home-care/senior-transportation
Condados Atendidos	Collin, Dallas, Ellis, y Rockwall
Costo	$22 por hora más $0.75/milla, Aeropuertos Love Field & DFW $45 por trayecto más $0.75/milla
Horas de Servicio	24/7
Aviso Requerido	24 horas

Accesible a Silla de Ruedas	No, pero las sillas de ruedas plegables y andadores están bien

COWBOY CAB

Tipo de Servicio	Demanda-Respuesta, Servicio de Taxi
Número de Teléfono	214-428-0202
Sitio Web	www.cowboycab.com
Condados Atendidos	Collin, Dallas, Denton, y Tarrant
Costo	$0 para clientes elegibles
Horas de Servicio	24/7
Aviso Requerido	Servicio de taxi de guardia. No se requiere aviso previo. Viajes pueden reservarse por adelantado en línea en www.cowboycab.com
Accesible a Silla de Ruedas	No, pero las sillas de ruedas plegables y andadores están bien

DAAA TRANSPORTATION PROGRAM (DALLAS AREA AGENCY ON AGING)

Tipo de Servicio	Médico No-Urgente, Curb-to-curb o Puerta a puerta
Número de Teléfono	214-871-5065
Sitio Web	https://www.ccadvance.org/seniors
Condados Atendidos	Dallas
Costo	Gratis
Horas de Servicio	lunes– viernes 8:30 AM a 5 PM
Aviso Requerido	48 horas
Accesible a Silla de Ruedas	No

DALLAS WHEELCHAIR TRANSPORT

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	469-363-1103
Sitio Web	www.dallaswheelchairtransport.com
Condados Atendidos	Collin, Dallas, y Denton
Costo	CIUDAD DE DALLAS 1 MILLA - 6 MILLAS $ 45.00 DESPUES de 6 Miles $3.00 Por/Milla adicional OTRAS CIUDADES 1 MILLA - 6 MILLAS $ 50.00 DESPUES de 6 Millas $3.00 Por/Milla adicional
Horas de Servicio	6 AM - 9 PM, 7 días a la semana. También trabajamos fuera de horario, pero debe llamarnos antes de las 8:00 p.m. (tiempo central)
Aviso Requerido	Se prefiere aviso de 2 días previas. Puede llamar el mismo día, debe ser 3 horas antes de que necesite el viaje.
Accesible a Silla de Ruedas	Sí

DALLAS AREA RAPID TRANSIT (DART) COLLIN COUNTY RIDES

Tipo de Servicio	Rider Assistance Program
Número de Teléfono	469-470-2325
Sitio Web	http://dart.org/ccr/
Condados Atendidos	Collin
Costo	Pasajeros compran una cantidad de débito en taxi, hasta $200 por mes, al 25% del costo. (por $200 de débito del taxi, el pasajero paga$50, por $100 de débito del taxi el pasajero paga $25, etc.)
Horas de Servicio	Se proporciona lunes a domingo, 7 días a la semana. Los pasajeros pueden programar recogidas y dejadas entre 5:00 a.m. y 8:00 p.m.
Aviso Requerido	Los viajes deben reservarse 1 día de anticipación

Accesible a Silla de Ruedas	Sí, no todos los vehículos son accesibles, el servicio accesible debe solicitarse en el momento de programación

DALLAS AREA RAPID TRANSIT (DART) PARATRANSIT

Tipo de Servicio	Servicio de Viaje Compartido, Puerta a puerta
Número de Teléfono	214-828-6717 Departamento de Certificaciones 214-515-7272 Programación de Paratránsito
Sitio Web	www.dart.org/riding/accessibility.asp
Condados Atendidos	Collin, Dallas, Denton, Ellis, y Rockwall
Costo	$3.00 viaje sencillo, invitado $3. Sin cargo por asistente.
Horas de Servicio	Aproximadamente 5 a.m. a 11 p.m. siete días de la semana.
Aviso Requerido	Se pueden hacer las reservaciones de viajes con un agente hasta con 2 días de anticipación de lunes a miércoles, y hasta con 4 días de anticipación los jueves y viernes. Sin embargo, las reservaciones deben hacerse al menos un día antes de un viaje programado antes de las 5 p.m. DART Paratransit Services NO ofrecen servicio el mismo día, deben reservarse 1 día de anticipación.
Accesible a Silla de Ruedas	Sí

DALLAS COUNTY HEALTH Y HUMAN SERVICES - OLDER ADULT SERVICES PROGRAM

Tipo de Servicio	Curb-to-curb servicios de traslado
Número de Teléfono	214-819-1860
Sitio Web	https://www.dallascounty.org/departments/dchhs/older-adult-services-program.php
Condados Atendidos	Dallas
Costo	$0, donations accepted
Horas de Servicio	lunes - viernes, 8 AM - 4:30 PM
Aviso Requerido	1 día

Accesible a Silla de Ruedas	Sí

DEAF ACTION CENTER, SENIOR CITIZENS PROGRAM

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	214-521-0407 V/TTY; 214-377-1898 VP
Sitio Web	www.dactexas.org
Condados Atendidos	Dallas
Costo	$0, se aceptan donaciones
Horas de Servicio	lunes - viernes, 8 AM - 4:30 PM
Aviso Requerido	1 día
Accesible a Silla de Ruedas	Sí

DENTON COUNTY TRANSPORTATION AUTHORITY (DCTA) ACCESS

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb Paratránsito
Número de Teléfono	940-243-0077
Sitio Web	https://www.dcta.net/service-overview/additional-services/access-ada-y-non-ada\
Condados Atendidos	Denton
Costo	Viaje Sencillo: $3.00 Libreta de 10-viajes: $30.00
Horas de Servicio	Denton- lunes a viernes 5:15 am a 8:15 p.m., sábado 7:45 am a 6:45 p.m. Lewisville- lunes a viernes 5:30 am a 8:30 p.m., sábado 8 am a 6:30 p.m.
Aviso Requerido	Al menos un día de anticipación y hasta siete días de anticipación

Accesible a Silla de Ruedas	Sí

DOVE TRANSPORT

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	214-763-9687
Sitio Web	www.dovetransportdfw.com
Condados Atendidos	Denton, Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Viaje sencillo: $3.00; Libreta de 10-viajes: $30.00
Horas de Servicio	lunes a viernes, 6 AM – 6 PM, fines de semana y día festivos disponibles con cita previa
Aviso Requerido	Aviso de 24 horas, se aceptan reservaciones el mismo día si hay disponibilidad
Accesible a Silla de Ruedas	Sí

FORGET ME NOT TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Médico No-Urgente, puerta a puerta con escolta
Número de Teléfono	214-986-5699
Sitio Web	https://www.forgetmenottransportation.com/
Condados Atendidos	Collin, Dallas, Ellis, Kaufman, Rockwall, y Tarrant
Costo	Llame para una cotización
Horas de Servicio	lunes a viernes, 6 AM – 6 PM
Aviso Requerido	Aviso de 2-3 días
Accesible a Silla de Ruedas	Sí

FRISCO DEMAND RESPONSE - DCTA

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	940-243-0077
Sitio Web	https://www.dcta.net/service-overview/additional-services/frisco-demy-response
Condados Atendidos	Collin y Denton
Costo	Viaje sencillo local: $3 (viajando dentro de Frisco) Viaje sencillo regional: $5 (viajando fuera de Frisco)
Horas de Servicio	lunes-viernes 6 a.m. - 6 p.m.
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	Sí

GOGOGRANDPARENT

Tipo de Servicio	Empresas de terceros que planifican viajes a través de TNCs para el transporte curb-to-curb
Número de Teléfono	1-855-464-6872
Sitio Web	www.GoGoGrandparent.com
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Miembros pagan una tarifa de conserjería de $0.27/minuto + tarifa de viaje de Lyft y Uber
Horas de Servicio	24/7
Aviso Requerido	Mismo día o aviso anticipado

Accesible a Silla de Ruedas	No

GRACI & MERCI TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta Servicios de transporte No-urgente
Número de Teléfono	214-931-2909
Sitio Web	www.dovetransportdfw.com
Condados Atendidos	Collin, Dallas, y Denton
Costo	Llame para una cotización
Horas de Servicio	Llame para horarios específicos
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	No

HANDITRAN, CIUDAD DE ARLINGTON

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-275-3704
Sitio Web	https://www.arlingtontx.gov/city_hall/departments/Handitran
Condados Atendidos	Tarrant
Costo	$2 por viaje sencillo; $55 pases mensuales
Horas de Servicio	lunes-viernes 7 a.m.-10 p.m. sábado 8 a.m.-9 p.m.
Aviso Requerido	Mismo día o aviso anticipado
Accesible a Silla de Ruedas	Sí

HOME HELPERS TRANSPORTATION & IN-HOME CARE SERVICES

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	972-233-6636
Sitio Web	www.hhdallas.com
Condados Atendidos	Collin, Dallas, y Denton
Costo	$50 por 1 hora más $25 por cada hora adicional o $20/hora por 4 o más hours, más $0.65/milla.
Horas de Servicio	24/7 con aviso anticipado
Aviso Requerido	24 horas preferido
Accesible a Silla de Ruedas	No

JABI

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	888-570-8222
Sitio Web	www.jabicar.com
Condados Atendidos	Dallas
Costo	Llame para una cotización
Horas de Servicio	24/7
Aviso Requerido	No requerido, pasajeros pueden reservar viajes por adelantado en la aplicación, en línea, o por teléfono
Accesible a Silla de Ruedas	Sí

JUST RIDE TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	940-210-7433
Sitio Web	http://www.justride4u.com/
Condados Atendidos	Dallas y Tarrant
Costo	Llame para una cotización
Horas de Servicio	24/7
Aviso Requerido	No especificado
Accesible a Silla de Ruedas	Sí

JPS TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	817-702-1377
Sitio Web	N/A
Condados Atendidos	Tarrant
Costo	Servicio gratuito
Horas de Servicio	8 a.m. – 3 p.m. lunes-viernes
Aviso Requerido	Un día de anticipación
Accesible a Silla de Ruedas	No

MEDICAID TRANSPORTATION, LOGISTICARE

Tipo de Servicio	Demanda-Respuesta viajes curb-to-curb, pases para el transporte público, rembolso de millaje y viajes en autobús/ avión entre ciudades.
Número de Teléfono	855-687-3255 TTY: 866-288-3133
Sitio Web	http://www.txmedicaidride.net/
Condados Atendidos	Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, y Tarrant
Costo	$0 para clientes elegibles
Horas de Servicio	Programación lunes - viernes, 8 AM - 5 PM
Aviso Requerido	Al menos 2 días laborales dentro del área de servicio, mismo día/viajes urgentes no son garantizados
Accesible a Silla de Ruedas	Sí

MEDIXCAR LLC NON-EMERGENCY TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-789-5524
Sitio Web	https://medixcar.com/
Condados Atendidos	Dallas y Tarrant
Costo	Tarifa de carga $45 + $4 por milla
Horas de Servicio	24/7 service
Aviso Requerido	Si es posible preferible 24-horas de aviso
Accesible a Silla de Ruedas	Sí

METROCREST SERVICES

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	972-446-2100
Sitio Web	www.metrocrestservices.org
Condados Atendidos	Collin, Dallas, y Tarrant
Costo	Tarifa entre $3 a $10 por trayecto, se puede reducir la tarifa si hay una necesidad económica
Horas de Servicio	lunes - viernes, 9 AM - 3:30 PM
Aviso Requerido	1 semana de aviso
Accesible a Silla de Ruedas	Sí

NON-EMERGENCY TRANSPORTATION INC. (NETI)

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta servicio silla de ruedas y camilla
Número de Teléfono	817-885-8662
Sitio Web	http://netitx.com/
Condados Atendidos	Tarrant
Costo	$35 viaje sencillo silla de ruedas más $4 por mes, $60 viaje de silla de ruedas de ida y vuelta, $60 camilla viaje sencillo, $120 servicio de camilla de ida y vuelta
Horas de Servicio	Diario, 8:00 AM - 10:00 PM
Aviso Requerido	Al menos dos días de anticipación
Accesible a Silla de Ruedas	Sí

NORTHEAST TRANSPORTATION SERVICE (NETS)

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-336-8714
Sitio Web	https://www.ridenets.com/
Condados Atendidos	Tarrant
Costo	$3.25 viajes sencillos
Horas de Servicio	lunes-viernes 6 a.m.-6 p.m.
Aviso Requerido	48 horas
Accesible a Silla de Ruedas	Sí

PAMOBILITY

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	469-254-3424
Sitio Web	N/A
Condados Atendidos	Collin, Dallas, Tarrant
Costo	General - $15.00 más $2.50 por milla Accesible - $25 más $2.50 por milla Las tarifas fines de semana y días festivos están sujetas a cambios.
Horas de Servicio	24/7
Aviso Requerido	Al menos 24 horas de anticipación
Accesible a Silla de Ruedas	Sí

PARKLAND SENIOR OUTREACH SERVICES

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	214-590-0646
Sitio Web	https://www.Parklandhospital.com/geriatrics
Condados Atendidos	Dallas
Costo	Gratis para adultos mayores elegibles en los códigos postales 75215, 75216, 75217, 75241
Horas de Servicio	lunes-viernes, 8:00 a.m. - 2:00 p.m.
Aviso Requerido	Se prefieren dos semanas de aviso
Accesible a Silla de Ruedas	Sí

POINT A2B RIDESHARE

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	682-232-3902
Sitio Web	https://pointa2brideshare.com/
Condados Atendidos	Ellis y Johnson
Costo	Llame sobre la información de precios
Horas de Servicio	lunes-sábado, 8:00 a.m. - 5:00 p.m. Servicio fuera de horario disponible
Aviso Requerido	Ninguno excepto el servicio fuera de horario.
Accesible a Silla de Ruedas	No

RIDE N SAFE

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	817-778-9747
Sitio Web	https://www.ridensafe.com/
Condados Atendidos	Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, y Tarrant
Costo	Sin cita previa - $30.00 base; silla de ruedas - $50.00 base; camilla - $150.00 base Todos los viajes también se cobra el costo-por-milla.
Horas de Servicio	lunes-viernes, 4:00 a.m. - 12:00 a.m. sábado, 8:00 a.m. - 10:00 p.m. domingo, 8:00 a.m. - 8:00 p.m.
Aviso Requerido	24 horas de anticipación.
Accesible a Silla de Ruedas	Sí

SENDARIDE

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	800-731-1885
Sitio Web	https://www.sendaride.com/
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Llame sobre la información de precios.
Horas de Servicio	Diario, 7:00 a.m. - 9:00 p.m.
Aviso Requerido	Horarios médicos a pedido o por adelantado.
Accesible a Silla de Ruedas	Sí

SENIOR RIDES - PATIENT ADVOCATES

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	972-267-7433
Sitio Web	N/A
Condados Atendidos	Collin, Dallas, y Denton
Costo	$25/hora + $1/milla, $5 por pasajero adicional por trayecto, servicio de DFW Airport $70 por trayecto
Horas de Servicio	Diario, 7:00 a.m. - 7:00 p.m. con flexibilidad
Aviso Requerido	1 semana de anticipación preferido
Accesible a Silla de Ruedas	No

SENIORS HELPING SENIORS

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	214-478-4198
Sitio Web	https://seniorcaredallasnorth.com/
Condados Atendidos	Dallas
Costo	Llame sobre la información de precios
Horas de Servicio	Llame para horarios específicos
Aviso Requerido	Llame para detalles
Accesible a Silla de Ruedas	Llame para detalles

SPAN TRANSIT - VETERANS SERVICE ✚

Tipo de Servicio	Ruta- Fija, Puerta a puerta
Número de Teléfono	940-382-1900
Sitio Web	http://span-transit.org/
Condados Atendidos	Dallas y Denton
Costo	Veteranos registrados con Span Transit viajan gratis. Proporciona transporte a los hospitales VA en Fort Worth y Dallas. Autobuses de ruta-fija salen de lugares específicos. Servicio de puerta a puerta es disponible para veteranos discapacitados.
Horas de Servicio	Llame para obtener más información
Aviso Requerido	Se requiere una solicitud para el transporte. Las solicitudes generalmente se procesan en un periodo de 21 días. Es necesario un aviso con un día de anticipación, llame Span entre las 5:00 y 5:30 p.m. para los horarios de servicio.
Accesible a Silla de Ruedas	Sí

TEXAS KIDNEY HEALTH CARE (KHC) PROGRAM ✚

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	800-222-3986
Sitio Web	https://hhs.texas.gov/services/health/kidney-health-care
Condados Atendidos	Collin, Dallas, y Denton
Costo	Reembolso de 13 centavos por milla para los viajes a citas de diálisis o trasplante. Debe aplicar para los servicios y cumplir con los criterios de elegibilidad.
Horas de Servicio	Diario, 7:00 a.m. - 7:00 p.m. con flexibilidad
Aviso Requerido	1 semana de anticipación preferido
Accesible a Silla de Ruedas	No

THE TRANSIT SYSTEM (TTS)

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	254-897-2964
Sitio Web	https://thetransitsystem.net/
Condados Atendidos	Hood y Somervell
Costo	$6-10 sencillo dentro del condado; precios varían fuera del condado, llame para precio exacto
Horas de Servicio	lunes-viernes, 7 a.m.-6 p.m.
Aviso Requerido	24 horas
Accesible a Silla de Ruedas	Sí

TLC ENTERPRISE TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	469-514-2581
Sitio Web	https://www.tlc-enterprise-dfw.com/medical-transport-services
Condados Atendidos	Collin, Dallas, y Denton
Costo	$30 por viaje hasta 8 millas, $2.50 cada milla adicional, tarifas adicionales por días festivos y fuera de horario
Horas de Servicio	lunes-viernes, 6:00 a.m. - 5:00 p.m.
Aviso Requerido	Dos a tres días de anticipación.
Accesible a Silla de Ruedas	No

TRANSCARE TRANSPORTATION

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-563-5020
Sitio Web	N/A
Condados Atendidos	Tarrant
Costo	Basado a las necesidades del paciente.
Horas de Servicio	24/7
Aviso Requerido	24 horas de anticipación.
Accesible a Silla de Ruedas	No

TRINITY METRO ACCESS

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	817-215-8600
Sitio Web	https://ridetrinitymetro.org/rider-services/access/
Condados Atendidos	Tarrant
Costo	ACCESS Van: viaje sencillo- $4.00; 10 libreta de viajes- $40.00 ACCESS On Local Bus: viaje sencillo - $1.00 ACCESS Personal Care Attendant on Bus: viaje sencillo - $1.00
Horas de Servicio	lunes-viernes, 4:19 a.m. - 12:08 a.m. sábado, 4:21 a.m. - 11:50 p.m. domingo, 4:40 a.m. - 9:00 p.m.
Aviso Requerido	Un día de anticipación, no más de siete días de anticipación
Accesible a Silla de Ruedas	Sí

VA NORTH TEXAS HEALTH CARE SYSTEM TRAVEL BENEFITS PROGRAM ✚

Tipo de Servicio	Demanda-Respuesta, Curb-to-curb
Número de Teléfono	800-849-3597
Sitio Web	https://www.va.gov/health-care/get-reimbursed-for-travel-pay/
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	$3.00 deducible viaje sencillo, $6.00 deducible viaje ida y vuelta. Se ofrece reembolsos para veteranos que viajan a los hospitales VA para sus citas.
Horas de Servicio	N/A
Aviso Requerido	N/A
Accesible a Silla de Ruedas	Sí

VETERAN TRANSPORTATION SERVICE ✚

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta con escolta
Número de Teléfono	800-924-8387
Sitio Web	https://www.va.gov/HEALTHBENEFITS/vtp/veterans_transportation_service.asp
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Gratis
Horas de Servicio	Diario, 9:00 a.m. - 1:00 p.m.
Aviso Requerido	30 días por adelantado
Accesible a Silla de Ruedas	Sí

YELLOW CAB

Tipo de Servicio	Demanda-Respuesta, Puerta a puerta
Número de Teléfono	214-426-6262
Sitio Web	http://www.dallasyellowcab.com/
Condados Atendidos	Collin, Dallas, Denton, Rockwall, y Tarrant
Costo	$2.25 tarifa inicial del parquímetro; $0.20 cada 1/9 de milla adicional; $0.45 por 1.5 minutos de retraso de tráfico; $2.00 por cada pasajero adicional
Horas de Servicio	24/7
Aviso Requerido	Dos días de aviso preferido para el vehículo accesible.
Accesible a Silla de Ruedas	Sí

TRANSPORTE BASE A SMARTPHONE

CLAVE SIMBÓLICA

VIAJES MÉDICOS

ANCIANOS/ DISCAPACITADOS

PROVEEDOR DE PROPIEDAD PRIVADA

LYFT	
Tipo de Servicio	TNC, Demanda-Respuesta, Curb-to-curb
Número de Teléfono	N/A
Sitio Web	https://www.lyft.com/
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise TCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Precios varían, cotizaciones se pueden encontrar en la aplicación, precios pueden aumentar durante las horas de alta demanda
Horas de Servicio	24/7
Aviso Requerido	No requerido, pasajeros pueden reservar viajes por adelantado en la aplicación
Accesible a Silla de Ruedas	Puede haber vehículos accesibles

UBER	
Tipo de Servicio	TNC, Demanda-Respuesta, Curb-to-curb
Número de Teléfono	N/A
Sitio Web	https://www.uber.com/us/en/ride/
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise TCollin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Precios varían, cotizaciones se pueden encontrar en la aplicación, precios pueden aumentar durante las horas de alta demanda
Horas de Servicio	24/7
Aviso Requerido	No requerido, pasajeros pueden reservar viajes por adelantado en la aplicación
Accesible a Silla de Ruedas	Puede haber vehículos accesibles

CARPOOL/VANPOOL

DALLAS AREA RAPID TRANSIT (DART) VANPOOL

Tipo de Servicio	Vanpool
Número de Teléfono	214-747-7433
Sitio Web	https://www.dart.org/about/rideshare.asp
Condados Atendidos	Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, y Rockwall,
Costo	Visite el sitio web para la información de costos
Horas de Servicio	24/7, dependiente de otros miembros de vanpool.
Aviso Requerido	Permita varias semanas para la inscripción en el programa, asignación de vehículo, y capacitación del conductor
Accesible a Silla de Ruedas	No

DENTON COUNTY TRANSIT AUTHORITY (DCTA) COMMUTER VANPOOL

Tipo de Servicio	Vanpool
Número de Teléfono	214-688-8333
Sitio Web	Commuter Vanpool | DCTA
Condados Atendidos	Denton
Costo	Visite el sitio web para la información de costos
Horas de Servicio	24/7, dependiente de otros miembros de vanpool
Aviso Requerido	Permita varias semanas para la inscripción en el programa, asignación de vehículo, y capacitación del conductor
Accesible a Silla de Ruedas	Sí

TRINITY METRO VANPOOL

Tipo de Servicio	Vanpool
Número de Teléfono	817-215-8600
Sitio Web	https://ridetrinitymetro.org/vanpool/
Condados Atendidos	Erath, Hood, Johnson, Palo Pinto, Parker, Somervell, Tarrant, Wise
Costo	Visite el sitio web para la información de costos
Horas de Servicio	24/7, dependiente de otros miembros de vanpool.
Aviso Requerido	Permita varias semanas para la inscripción el programa, asignación de vehículo, y capacitación del conductor
Accesible a Silla de Ruedas	No

ALQUILER DE CAMINONETAS ACCESIBLES

CLAVE SIMBÓLICA

VIAJES MÉDICOS

ANCIANOS/ DISCAPACITADOS

PROVEEDOR DE PROPIEDAD PRIVADA

MOBILITY WORKS

Tipo de Servicio	Alquiler de Camionetas Accesibles
Número de Teléfono	877-275-4915
Sitio Web	www.mobilityworks.com/
Condados Atendidos	Dallas y Tarrant
Costo	N/A
Horas de Servicio	24/7
Aviso Requerido	Se recomienda dos semanas de aviso
Accesible a Silla de Ruedas	Sí

WHEELCHAIR ACCESSIBLE VAN RENTALS

Tipo de Servicio	Alquiler de Camionetas Accesibles
Número de Teléfono	800-557-1996 Local
Sitio Web	www.wheelersvanrentals.com
Condados Atendidos	Dallas y Tarrant
Costo	N/A
Horas de Servicio	24/7
Aviso Requerido	No especificado – vea in línea disponibilidad
Accesible a Silla de Ruedas	Sí

WHEELCHAIR GETAWAYS

Tipo de Servicio	Sitio web que trabaja con socios de alquiler de camionetas accesibles
Número de Teléfono	877-275-4915
Sitio Web	www.accessiblevans.com
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	N/A
Horas de Servicio	N/A
Aviso Requerido	N/A
Accesible a Silla de Ruedas	Sí

PROGRAMAS DE SEGURIDAD DEL CONDUCTOR

AARP DRIVER SAFETY PROGRAM

Tipo de Servicio	Cursos de seguridad para conductores en aulas locales y en línea. Recursos sobre la planificación de jubilación del conductor y cómo hablar con seres queridos sobre los problemas de los conductores mayores.
Número de Teléfono	1-800-350-7025
Sitio Web	www.AARPDriverSafety.org

BAYLOR ADAPTIVE DRIVING PROGRAM

Tipo de Servicio	Evaluación, instrucción del conductor, y prescripción de equipo de adaptación por parte de un especialista certificado en rehabilitación de conductores para personas discapacitadas o con dificultades funcionales relacionadas con la edad que afectan a la conducción.
Número de Teléfono	214-820-9225
Sitio Web	www.bswhealth.com

NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER

Tipo de Servicio	Información sobre la seguridad de los conductores mayores y la transición para el conductor maduro. Recursos sobre opciones de transporte para personas mayores y personas con discapacidad para uso de las comunidades, los proveedores de transporte, los gobiernos estatales y locales, los proveedores de servicios humanos y personas mayores, y pasajeros y sus cuidadores.
Número de Teléfono	866-983-3222
Sitio Web	www.nadtc.org

SERVICIOS DE REFERENCIA

CLAVE SIMBÓLICA

VIAJES MÉDICOS

ANCIANOS/ DISCAPACITADOS

PROVEEDOR DE PROPIEDAD PRIVADA

MY RIDE NORTH TEXAS

Tipo de Servicio	Numero de teléfono gratuito las 24-Horas para obtener ayuda personalizada para encontrar opciones de transporte en centro norte de Texas.
Número de Teléfono	1-800-898-9103
Sitio Web	www.myridentx.org
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Acceso gratuito, tarifas fijadas por los proveedores en la lista.

2-1-1 TEXAS

Tipo de Servicio	Información sobre servicios de salud estatales y locales y servicios humanos
Número de Teléfono	2-1-1; 214-871-5065 Información sobre la Vejez
Sitio Web	www.myridentx.org
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Acceso gratuito, tarifas fijadas por los proveedores en la lista.

AARP RIDE@50+, POWERED BY FEONIX MOBILITY RISING

Tipo de Servicio	Ventanilla única para encontrar y reservar proveedores de transporte para viajes esenciales, como citas medicas y tiendas de comestibles- todo sin tener que conducir.
Número de Teléfono	1-888-485-4223
Sitio Web	aarp.org/ridedallas
Condados Atendidos	Viajes con origen o destino en el condado de Dallas
Costo	Acceso gratuito, tarifas fijadas por los proveedores en la lista.

CONNECT TO CARE - AGING AND DISABILITY RESOURCE CENTER

Tipo de Servicio	Directorios de servicios en línea en inglés y español
Número de Teléfono	888-743-1202
Sitio Web	www.connecttocaredallas.org
Condados Atendidos	Dallas
Costo	Acceso gratuito, tarifas fijadas por los proveedores en la lista.

GOOGLE TRANSIT

Tipo de Servicio	Planificador de viajes en línea con información detallada sobre el transporte de DART, DCTA, Trinity Metro y TRE.
Número de Teléfono	N/A
Sitio Web	www.google.com/transit
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Acceso gratuito, tarifas fijadas por los proveedores en la lista.

NORTH CENTRAL TEXAS AREA AGENCY ON AGING

Tipo de Servicio	Una red coordinada de servicios de salud y sociales para adultos mayores y cuidadores de familia
Número de Teléfono	800-272-3921
Sitio Web	www.nctcog.org/aging-services
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Acceso gratuito, tarifas fijadas por los proveedores en la lista.

TRY PARKING IT

Tipo de Servicio	Vanpool
Número de Teléfono	N/A
Sitio Web	https://tryparkingit.com/
Condados Atendidos	Collin, Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Tarrant, y Wise
Costo	Basado en servicio de vanpool, visite el sitio web para información sobre el costo
Accesible a Silla de Ruedas	No

ÍNDICE

VIAJES MÉDICOS

American Cancer Society – Road to Recovery p.31

Caring at Home Transportation Services p.35

Ciudad de Garland, Senior Services p.36

Dallas Wheelchair Transport p.40

Forget Me Not Transportation p.43

JPS Transportation p.47

Medicaid Transportation, Logisticare p.48

Medixcar LLC Non-Emergency Transportation p.48

Ride N Safe p.52

SendaRide p.52

Senior Rides – Patient Advocates p.53

Seniors Helping Seniors p.53

Span Transit – Veterans Service p.54

Texas Kidney Healthcare (KHC) Program p.54

The Transit System (TTS) p.55

TLC Enterprise Transportation p.55

Transcare Transportation p.56

VA North Texas Health Care System Travel Benefits Program p.57

Veteran Transportation Service p.57

ANCIANOS/DISCAPACITADOS

AET Custom Shuttle p.31

American Cancer Society – Road to Recovery p.31

Apple Care & Companion p.32

Ciudad de Garland, Senior Services p.36

Ciudad de Grand Prairie, The Grand Connection p.36

Ciudad de Richardson Van Service p.37

Ciudad de Sachse Senior Transporation Program p.37

Collin County Transit – McKinney Urban Transit District p.38

Dallas Area Agency on Aging (DAAA) p.39

Dallas Wheelchair Transport p.40

DART Collin County Rides p.40

DART Paratransit p.41

Dallas County Health and Human Services – Older Adult Services Program p.41

Deaf Action Center, Senior Citizens Program p.42

Denton County Transportation Authority Access p.42

Frisco Demand Response - DCTA p.44

Handitran p.45

JPS Transportation p.47

Medicaid Transportation, Logisticare p.48

Medixcar LLC Non-Emergency Transportation p.48

Metrocrest Services p.49

Non-Emergency Transportation Inc. (NETI) p.49

Northeast Transportation Service (NETS) p.50

Parkland Senior Outreach Services p.51

Senior Center Resources y Public Transit (SCRPT) – The Connection p.23

Senior Rides – Patient Advocates p.53

Seniors Helping Seniors p.53

Trinity Metro ACCESS p.56

Wheelchair Getaways p.67

AARP Driver Safety Program p.69

Baylor Adaptive Driving Program p.69

National Aging and Disability Transportation Center p.69

Connect to Care – Aging and Disability Resource Center p.72

North Central Texas Area Agency on Aging p.72

PROPIEDAD PRIVADA

AARP RIDE@50+, Powered by Feonix Mobility Rising p.71

Access and Information Network (AIN) p.31

AET Custom Shuttle p.31

American Cancer Society - Road to Recovery p.31

America's Rideshare Konnection (ARK) p.32

Apple Care & Companion p.32

B&C Mobile Resources p.33

Barry Berger Transportation Service p.33

Bec N Call Wheelchair Transportation p.34

Because De Cares p.34

Blessed Hands Elderly Care & Transportation p.35

Caring at Home Transportation Services p.35

Chisholm Trail Medical Transportation p.36

Comfort Keepers p.38

Cowboy Cab p.39

Dallas Wheelchair Transport p.40

Deaf Action Center, Senior Citizens Program p.42

Dove Transport	p.43
Forget Me Not Transportation	p.43
GoGoGrandparent	p.44
Graci & Merci Transportation	p.45
Home Helpers Transportation & In-Home Care Services	p.46
Jabi	p.46
Just Ride Transportation	p.47
JPS Transportation	p.47
Medixcar LLC Non-Emergency Transportation	p.48
Metrocrest Services	p.49
Non-Emergency Transportation Inc. (NETI)	p.49
PAMobility	p.50
Point A2B Rideshare	p.51
Ride N Safe	p.52
SendaRide	p.52
Senior Rides - Patient Advocates	p.53
Seniors Helping Seniors	p.53
TLC Enterprise Transportation	p.55
Transcare Transportation	p.56
Yellow Cab	p.58
Lyft	p.60
Uber	p.61
Mobility Works	p.66
Accesible a Silla de Ruedas Van Rentals	p.64
Wheelchair Getaways	p.67
AARP Driver Safety Program	p.69
Baylor Adaptive Driving Program	p.69
AARP RIDE@50+, Powered by Feonix Mobility Rising	p.69
Google Transit	p.72

Descargo de Responsabilidad

Es responsabilidad de cada consumidor verificar la información, evaluar al proveedor y determinar la mejor manera de satisfacer las necesidades individuales de transporte. Por favor confirme los precios, horarios, y los requisitos de elegibilidad con el proveedor. No se garantiza la disponibilidad del servicio. Estas descripciones no avalan ni evalúan las organizaciones o sus servicios. Cualquier omisión o error es involuntario. Toda la información de los recursos esta sujeta a cambios; por lo tanto, My Ride North Texas no puede asegurar la integridad o exactitud de la información Por lo tanto, toda información contenida en esta guía se proporciona tal cual y sin garantía de ningún tipo, expresa o implícita. My Ride North Texas no se hace responsable de los errores u omisiones, ni de los resultados obtenidos por el uso de esta información. En ningún caso My Ride North Texas, sus empleados o socios de la comunidad serán responsable de cualquier decisión tomada o acción realizada en base a la información contenida en esta guía.

MY RIDE NORTH TEXAS

North Central Texas Council of Governments

U.S. Department of Transportation
Federal Transit Administration

Esta iniciativa se financio a través de una subvención de Innovative Coordinated Access and Mobility (ICAM por sus siglas en inglés) otorgada por el Federal Transit Administration

APPENDIX C

TRANSIT ACCESSIBILITY IMPROVEMENT TOOL

2021

Transit Accessibility Improvement Tool User Guide

2015-2019 AMERICAN COMMUNITY SURVEY EDITION

NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS

Contents

About the Transit Accessibility Improvement Tool 4
Methodology 4
Below Poverty 4
Persons with Disabilities 5
Age 65 and Over 5
Additional Information on Potential Transit Need 5
Calculating the Ratio to Regional Percentage 5
Displaying the Results 5
Title VI-Related Layers 6
Displaying the Title VI-Related Layers 7
Transit Service Area Layers 7
Displaying the Service Area Layers 7
Benefits of the TAIT 7
Limitations of the TAIT 7
Distinguishing between the Environmental Justice Index and TAIT 8
Conclusion 8
Appendix 9
Reference 9
Regional Percentages and Data Sources 9
Data Dictionary 9

About the Transit Accessibility Improvement Tool

Certain demographic groups may be more likely to rely on public transit services to meet their daily needs than others. These demographic groups include those without access to a vehicle and those who are unable to drive. NCHRP Report 532, Effective Methods for Environmental Justice Assessment, states that transportation disadvantage refers to "people who face significant, unmet transportation needs" (2004). According to the report, possible indicators of transportation disadvantage include non-drivers, low-income persons, and persons with disabilities.

The Transit Accessibility Improvement Tool (TAIT) is a methodology to map concentrations of transportation disadvantaged individuals based on demographic traits and to point to areas with a greater potential need for public transit. The tool covers the 16-county North Central Texas Council of Governments (NCTCOG) region.

Methodology

The TAIT base layer is composed of three variables: percent of the population below poverty (also referred to as low income), percent of the population with a disability, and percent of the population age 65 and over. The three variables were chosen based on NCHRP Report 532. Data for the TAIT is from the American Community Survey (ACS) 5-year estimates.

To determine transportation disadvantaged populations, a regional percentage of each variable is calculated by totaling the number of individuals in a variable and dividing this number by the variable's total population. Block groups are symbolized based on the number of variables for which the block group's population is above the regional percentage.

Variable	Percent	Table—American Community Survey 5-Year Estimates
Below Poverty	16.25%	C17002
Persons with Disabilities	9.62%	B18101
Age 65 and Over	11.15%	B01001

Below Poverty

The below poverty population includes any individual whose household income is at or below the poverty threshold that is determined by the Department of Health and Human Services. The Department of Health and Human Services does not provide spatial data associated with the number of people below the poverty level. Therefore, ACS data must be used. The poverty threshold used by the ACS may be less inclusive than the Department of Health and Human Services poverty level in some years and/or in some household sizes; therefore, the TAIT uses as a low-income threshold 125 percent of the ACS poverty level. This poverty threshold was used by NCTCOG for the first time with the 2013-2017 American Community Survey Edition of the TAIT; therefore, comparisons of low-income populations can be made between the 2013-2017, 2014-2018, and 2015-2019 editions of the TAIT but not with previous editions.

The universe used for determining the regional percentage of individuals below the poverty level is the

number of individuals for whom poverty status is determined. Percentages were calculated in this way because poverty status is not known for the region's total population; percentages could be underestimated had total population been used.

Persons with Disabilities

Persons with disabilities includes civilian, non-institutionalized individuals with at least one disability that may limit the individuals' ability to care for themselves. The universe used for determining the regional percentage of persons with disabilities is the total population of civilian, non-institutionalized individuals of all ages. Due to data limitations, data is taken from the Census tract level and interpolated to the Census block group level. The distribution of the total population of each block group in a tract is used to determine the number of disabled persons. This method makes the false assumption that the population of disabled persons within each census tract follows the same distribution as the total population in the block groups. When referring to this data specifically, discuss the population in terms of the Census tract rather than the block group.

Age 65 and Over

The age 65 and over population includes all individuals who identified themselves as age 65 or older.

Additional Information on Potential Transit Need

Additional demographic information could help identify potential transit need. These overlay layers include:

- *Zero-Car Households*: The number of housing units that have no vehicle available. The total number of occupied housing units was used to determine the regional percentage.
- *Persons Aged 14 and Under*: All persons aged 14 and younger.
- *Veteran Population*: Any person who has served on active duty in the US Army, Navy, Air Force, Marine Corps, or the Coast Guard, or who has served in the US Merchant Marine during World War II but is not now serving.
- *Population Density*: Persons per square mile of land area in each block group.

Calculating the Ratio to Regional Percentage

A column that calculates the block group's relation to the regional percentage exists for each layer. This column offers data that can indicate a concentration of potential transit need. The ratio is calculated by dividing the block group's percentage for a layer by the regional percentage for that layer. For example:

A block group in Dallas County has a population that is 27.78 percent Age 65 and Over. The regional percentage for the population Age 65 and Over is 10.64 percent. The ratio is calculated this way:

27.78 ÷ 10.64 = 2.61

This shows that the block group's percentage of residents Age 65 and Older is more than two-and-a-half times the regional percentage.

The regional percentage and ratio to the regional percentage are provided for the TAIT variables and for layers providing additional information on potential transit need.

Displaying the Results

The three core TAIT variables are displayed using the following symbology. In mapping, this symbology should be retained:

Symbology	Relationship to TAIT Variable's Regional Percentage
No color	≤ Regional Percentage for All Variables
Gray	> Regional Percentage for One Variable
Mauve	> Regional Percentage for Two Variables
Purple	> Regional Percentage for Three Variables

Layers providing additional information on potential transit need are symbolized in gold, with all block groups outlined in gold. Block groups above the regional percentage for the selected layer are also shaded with gold.

Population density is mapped in the tool using shades of gray; darker shades indicate a higher population density. Unlike NCTCOG's Environmental Justice Index, this layer is not intended to be visualized in conjunction with the TAIT base layer.

Title VI-Related Layers

The TAIT also provides an overlay layer providing data to support transit agencies' compliance with Title VI of the Civil Rights Act of 1964. The Title VI layer provides data on race, ethnicity, and English proficiency.

- *Racial or ethnic minority groups:*
  - American Indian or Alaska Native Race
  - Asian Race
  - Black or African American Race
  - Hispanic or Latino Ethnicity
  - Native Hawaiian or Other Pacific Islander Race
  - Some Other Race (non-white)
  - Two or More Races (could include white)
- *Total Minority: The sum of the number of individuals who are Hispanic or Latino and the number of* non-Hispanic and non-Latino individuals who identify as one of the above minority race categories. This prevents double-counting of Hispanics or Latinos who also identified themselves as a race or races other than white.
- *Limited English Proficient (LEP) Populations: Individuals who speak English less than "very well"*
  - Total LEP Population
  - Spanish Languages LEP Population
  - Asian Languages LEP Population
  - Other Indo-European Languages LEP Population
  - Other Languages LEP Population

The regional percentage and ratio to the regional percentage are not provided for the Title VI-related layers because these numbers may not be relevant for an equity analysis within a transit agency's individual service area.

Displaying the Title VI-Related Layers
This layer is symbolized by outlining all block groups with green.

Transit Service Area Layers

The TAIT tool includes service areas for transit providers, including on-demand providers, in the 16-county NCTCOG region. These are provided to allow providers without Geographic Information Systems software to use the TAIT to observe demographics within their own service area.

Displaying the Service Area Layers
Layers identifying service areas for transit providers are symbolized by outlining areas in red. Users can filter to a single transit service area by clicking on the filter icon in the top left corner of the map and selecting a transit provider.

Benefits of the TAIT

The TAIT allows users to locate potential transit-dependent populations based on demographic traits, including income, age, and disability. Transit planners can use the tool as a preliminary indicator of where service should be evaluated. Because the geographic scale for the index is at the block group level, both local and regional planners can utilize the TAIT effectively for their area of interest. Title VI-related layers aid users in fulfilling nondiscrimination requirements under Title VI of the Civil Rights Act of 1964.

Limitations of the TAIT

The TAIT should not be used to determine what type of transit service should be located at a specific location; rather, the tool should be used as an initial screening tool to locate potential transit users. Further analysis, such as public outreach, field visits, and modeling, should be conducted to determine the appropriate level of transit service. Additionally, there is no 'critical' percentage of population for the TAIT variables that indicates a need for transit. Rather, the geographic area analyzed should depend on your project goals and scope.

Distinguishing between the Environmental Justice Index and TAIT

The TAIT should not be confused with NCTCOG's Environmental Justice Index (EJI); the tools are composed of different variables and have different regional coverage and intended uses. The EJI differs from the TAIT in the following ways:

EJI	TAIT
12-County Metropolitan Planning Area	16-County NCTCOG Region
Variables: Total Minority, Low-Income	Variables: Below Poverty, Age 65 and Over, Persons with Disabilities
Uses: Preliminary screening tool to address environmental justice responsibilities identified in Executive Order 12898 and related guidance	Uses: Preliminary screening tool to identify areas of potential transit need

Conclusion

The TAIT can be used to identify demographic traits that suggest greater potential need for public transit. If the tool is used appropriately, local and regional planners will have a better picture of where transportation needs exist in their jurisdiction.

Appendix

Reference

National Cooperative Highway Research Program. "NCHRP Report 532: Effective Methods for Environmental Justice Assessment." Washington D.C.: Transportation Research Board, 2004.

Regional Percentages and Data Sources

Variable	16-County Regional Percentage	Table—American Community Survey 5-Year Estimates
TAIT Layer		
Age 65 and Over	11.15%	B01001
Below Poverty (Low Income)	16.25%	C17002
Persons with Disabilities	9.62%	B18101
Additional Potential Transit Need Layers		
Age 14 and Under	21.71%	B01001
Veterans	4.63%	B21001
Zero-Car Households	4.68%	B25044
Title VI Layer		
Hispanic or Latino	28.69%	B03002
LEP Asian Language	1.69%	B16004
LEP Other Indo-European Language	0.83%	B16004
LEP Other Language	0.45%	B16004
LEP Spanish	10.23%	B16004
LEP Total	13.20%	B16004
Total American Indian or Alaska Native	0.50%	B03002
Total Asian	6.74%	B03002
Total Black or African American	15.54%	B03002
Total Minority **Total Native Hawaiian or Other Pacific Islander**	53.30% 0.12%	B03002 B03002
Total Some Other Race	5.36%	B03002
Total Two or More Races	2.94%	B03002

Data Dictionary

TAIT users who download the Geographic Information System layers will find column headers containing user-friendly aliases. Some actions, such as using geoprocessing tools to clip the layers to the service area of a transit provider, will remove those aliases. The Data Dictionary provides the non-alias column headers that correspond with each alias. The Data Dictionary also provides definitions of the demographic groups that comprise the core variables and overlay layers.

Alias Field	GIS Non-Alias Field	Description
Fields Found in Most Attribute Tables		
GEOID10	GEOID10 (or some variation)	A unique set of 12 numbers that identify a Census block group (and the state, county, and Census tract the block group is nested within).
Total Population	Total_Pop	The total number of people living in the Census block group. Used as the "universe" (or the bottom/denominator of the fraction) for calculating several layers.
Census Tract ID	TractID	A unique set of 11 numbers that identify a Census tract (and the state and county the Census tract is nested within).
County	County	The name of the county the Census block group or Census tract is located within.
Additional Fields found in TAIT Layer		
Age 65 and Over	Age65Over	The sum of all individuals in the block group who are age 65 and older.
Percent Age 65 and Over	Pct65_Over	The share of the block group's population that is age 65 and older.
Ratio Age 65 and Over to Regional Percentage	Rat_65Over	A block group's relation to the regional age 65 and over percentage with 1 equaling the regional percentage. Block groups with a value greater than 1 are above the regional percentage. Block groups with a value less than 1 are below the regional percentage.
Above Regional Percentage Age 65 and Over	ARP_65Over	A "Y" indicates the block group's percentage is greater than the regional percentage for share of the population age 65 and over. An "N" indicates the block group's percentage is less than or equal to the regional percentage.
Individuals for Whom Poverty Status is Known	TotPSK	The total number of individuals for whom poverty status is known; typically smaller than the block group's or region's total population. Used as the "universe" (or the bottom/denominator of the fraction) for the below poverty layer.
Total Below Poverty	BlwPov	The sum of all individuals whose household income in the past 12 months was below 125 percent of the US Census poverty threshold. This is inclusive of individuals whose household income in the past 12 months was below the US Department of Health and Human Services poverty threshold.

Alias Field	GIS Non-Alias Field	Description
Percent Below Poverty	Pct_BlwPov	The share of the population whose household income in the past 12 months was below 125 percent of the US Census poverty threshold. This is inclusive of the share of the population whose household income in the past 12 months was below the US Department of Health and Human Services poverty threshold.
Ratio Below Poverty to Regional Percentage	Rat_BlwPov	A block group's relation to the regional below poverty percentage with 1 equaling the regional percentage. Block groups with a value greater than 1 are above the regional percentage. Block groups with a value less than 1 are below the regional percentage.
Above Regional Percentage Below Poverty	ARP_BlwPov	A "Y" indicates the block group's percentage is greater than the regional percentage for share of the below poverty population. An "N" indicates the block group's percentage is less than or equal to the regional percentage.
Tract Total Population	TotPopTract	The total number of people living in the Census tract. Used as the "universe" for persons with disabilities because this data is not available at the block group scale.
Persons with Disabilities	Sum_PWD	The sum of all civilian, non-institutionalized individuals who identified themselves as having at least one disability that may limit their ability to care for themselves.
Percent Persons with Disabilities	Pct_PWD	The Census tract's share of the civilian, non-institutionalized population who identified themselves as having at least one disability that may limit their ability to care for themselves.
Ratio Persons with Disabilities to Regional Percentage	Rat_PWD	A block group's relation to the regional persons with disabilities percentage with 1 equaling the regional percentage. Block groups with a value greater than 1 are above the regional percentage. Block groups with a value less than 1 are below the regional percentage. Due to data limitations, this data is extrapolated from the Census tract to the block group. This method makes the false assumption that the population of persons with disabilities is evenly distributed within each Census tract. When referring to this data specifically, discuss the population in terms of the Census tract rather than the block group.

Alias Field	GIS Non-Alias Field	Description
Above Regional Percentage Persons with Disabilities	ARP_PWD	A "Y" indicates the Census tract's percentage is greater than the regional percentage for share of the population with a disability. An "N" indicates the Census tract's percentage is less than or equal to the regional percentage.
Additional Fields Found in Population Density Layer		
Population Density	ACS_PopDen	The number of individuals per square mile of land area in the block group.
Additional Fields Found in Additional Potential Transit Need Layers		
Civilian Population 18 and Over	Pop18Over	The number of individuals age 18 and older who are not currently serving in the US Army, Navy, Air Force, Marine Corps, or the Coast Guard. This serves as the "universe" (or the bottom of the fraction/denominator) for calculating the percent veteran population.
Total Veteran Population	TotalVet	The number of individuals who have served on active duty in the US Army, Navy, Air Force, Marine Corps, or the Coast Guard, but who are not now serving.
Percent Veteran Population	Pct_Vet	The share of the Census tract's population that identified themselves as having served on active duty in the US Army, Navy, Air Force, Marine Corps, or the Coast Guard, but who are not now serving.
Ratio Veteran Population to Regional Percentage	Rat_Vet	A block group's relation to the regional veteran population percentage with 1 equaling the regional percentage. Block groups with a value greater than 1 are above the regional percentage. Block groups with a value less than 1 are below the regional percentage.
Total Households	TotalHH	The total number of households (or occupied housing units) in the block group. This serves as the "universe" (the bottom of the fraction/denominator) for calculating the percent zero car households.
Zero Car Households	NoCar	The total number of households in the block group with no working vehicle.
Percent Zero Car	Pct_NoCar	The share of the block group's households that identified as having no working vehicle.

Alias Field	GIS Non-Alias Field	Description
Ratio Zero Car to Regional Percentage	Rat_NoCar	A block group's relation to the regional zero car percentage with 1 equaling the regional percentage. Block groups with a value greater than 1 are above the regional percentage. Block groups with a value less than 1 are below the regional percentage.
Total Population Age 14 and Under	Age14Under	The total number of individuals age 14 or younger in the block group.
Percent Age 14 and Under	Pct14_Unde	The share of the block group's population that is age 14 or younger.
Ratio Age 14 and Under to Regional Percentage	Rat_14Unde	A block group's relation to the regional age 14 and under percentage with 1 equaling the regional percentage. Block groups with a value greater than 1 are above the regional percentage. Block groups with a value less than 1 are below the regional percentage.
Additional Fields Found in Title VI Layer		
Total Minority	TotalMin	The sum of all individuals who identified themselves as having Hispanic ethnicity or as any racial group other than white.
Percent Total Minority	Pct_TotMin	The share of the block group population that identified themselves as having Hispanic ethnicity or as any racial group other than white.
Total Hispanic or Latino	Hispanic	Includes individuals who identify their ethnicity as belonging to Mexican; Puerto Rican; Cuban; Dominican; Salvadoran; Guatemalan; Argentinean; Colombian; Spaniard; or other Hispanic, Latino, or Spanish cultures or origins, regardless of race.
Percent Total Hispanic or Latino	Pct_Hisp	The share of the population who identify their ethnicity as belonging to Mexican; Puerto Rican; Cuban; Dominican; Salvadoran; Guatemalan; Argentinean; Colombian; Spaniard; or other Hispanic, Latino, or Spanish cultures or origins, regardless of race.
Total Black or African American Population	TotBlk	Includes individuals who identify their race as Black or African American and individuals who identify their race as Black or African American and identify their ethnicity as Hispanic or Latino.

Alias Field	GIS Non-Alias Field	Description
Percent Total Black or African American Population	Pct_TotBlk	The share of the population who identify their race as Black or African American and who identify their race as Black or African American and identify their ethnicity as Hispanic or Latino.
Total American Indian or Alaska Native Population	TotAl	Includes individuals who identify their race as American Indian or Alaska Native and individuals who identify their race as American Indian Alaskan Native and their ethnicity as Hispanic or Latino.
Percent Total American Indian or Alaska Native	Pct_TotAl	The share of the population who identify their race as American Indian or Alaska Native and individuals who identify their race as American Indian Alaskan Native and their ethnicity as Hispanic or Latino.
Total Asian Population	TotAsian	Includes individuals who identify as having origins in any of the original people of the Far East, Southeast Asia, or the Indian subcontinent and individuals who identify their race as Asian and their ethnicity as Hispanic or Latino.
Percent Total Asian	Pct_TotAsn	The share of the population who identify as having origins in any of the original people of the Far East, Southeast Asia, or the Indian subcontinent and individuals who identify their race as Asian and identify their ethnicity as Hispanic or Latino.
Total Native Hawaiian or Other Pacific Islander	Tot_HPI	Includes individuals who identify as having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands and individuals who identify their race as Native Hawaiian or Other Pacific Islander and identify their ethnicity as Hispanic or Latino.
Percent Total Native Hawaiian or Other Pacific Islander	Pct_TotHPI	The share of the population who identify as having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands and individuals who identify their race as Native Hawaiian or Other Pacific Islander and identify their ethnicity as Hispanic or Latino.

Alias Field	GIS Non-Alias Field	Description
Total Some Other Race Population	TotOther	Includes individuals who identify themselves as a race other than White; Black or African American; American Indian or Alaska Native; Asian; or Native Hawaiian or Other Pacific Islander. Respondents reporting entries such as multiracial, mixed, interracial, or a Hispanic or Latino group (for example, Mexican, Puerto Rican, Cuban, or Spanish) in response to the race question are included in this category.
Percent Some Other Race	Pct_TotOth	The share of the population who identify their race as Some Other Race or who reported their race as multiracial, mixed, interracial, or a Hispanic or Latino group (for example, Mexican, Puerto Rican, Cuban, or Spanish).
Total Two Races Population	Tot2Race	Includes individuals who identify their race as Two or More Races, including individuals who identified one of their races as Some Other Race. This category also includes individuals who identify their ace as Two or More Races and individuals who identify their race as Two or More Races and their ethnicity as Hispanic or Latino.
Percent Total Two Races	Pct_Tot2Ra	The share of the population who identify their race as Two or More Races, including individuals who identified one of their races as Some Other Race. This category also includes individuals who identify their race as Two or More Races and identify their ethnicity as Hispanic or Latino.
Total Population 5 Years	PopOver5	The total population of individuals age 5 years and older.
Total LEP Population	TotalLEP	Individuals age 5 years and older who do not speak English as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Percent Total LEP	Pct_TotLEP	The share of the population age 5 years and older who do not speak English as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.

Alias Field	GIS Non-Alias Field	Description
Total Spanish LEP Population	SpanishLEP	Individuals age 5 years and older who speak Spanish as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Percent Spanish LEP	Pct_SpLEP	The share of the population age 5 years and older who speak Spanish as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Total Indo-European LEP Population	IELEP	Individuals age 5 years and older who speak an Indo-European language other than Spanish as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Percent Total Indo-European LEP	Pct_IE_LEP	The share of the population age 5 years and older who speak an Indo-European language other than Spanish as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Total Asian LEP Population	AsianLEP	Individuals age 5 years and older who speak an Asian or Pacific Island language as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Percent Total Asian LEP	Pct_AsnLEP	The share of the population age 5 years and older who speak an Asian or Pacific Island language as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Total Other LEP Population	OtherLEP	Individuals age 5 years and older who speak a language other than English, Spanish, Indo-European, Asian, or Pacific Island as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.
Percent Total Other LEP	Pct_OthLEP	The share of the population age 5 years and older who speak a language other than English, Spanish, Indo-European, Asian, or Pacific Island as their primary language and who reported that their ability to read, speak, write, or understand English is less than “very well”.

APPENDIX D

DATA AND ANALYSIS

Access North Texas Transportation Survey - Public Input

Access North Texas is the regional public transportation coordination plan for the 16-county North Central Texas region. This 5 minute survey is designed to collect public feedback on the transportation needs of seniors, individuals with disabilities, and individuals with lower incomes within the region.

For more information about Access North Texas, you may visit our website at www.accessnorthtexas.org (http://www.accessnorthtexas.org).

Thank you.

* Required

1. What is your five-digit ZIP code? *

2. What year were you born?

3. Are you a student?

- ◯ Yes
- ◯ No
- ◯ Prefer not to answer

4. Do you have a disability or other condition that makes transportation difficult for you?

- ◯ Yes
- ◯ No
- ◯ Prefer not to answer

5. Are you a veteran?

- ◯ Yes
- ◯ No
- ◯ Other

6. Which of the following best describes your employment status?

- ◯ Employed, working 40+ hours per week
- ◯ Employed, working 21-39 hours per week
- ◯ Employed, working 1-20 hours per week
- ◯ Employed, furloughed
- ◯ Not employed, looking for work
- ◯ Not employed, NOT looking for work
- ◯ Not employed, disabled or unable to work
- ◯ Not employed, retired
- ◯ Prefer not to answer

7. How much total combined money did all members of your HOUSEHOLD earn last year?

- ◯ $0 - $10,000
- ◯ $10,001 - $25,000
- ◯ $25,001 - $50,000
- ◯ $50,001 - $75,000
- ◯ $75,001 - $100,000
- ◯ $100,001 - $125,000
- ◯ $125,001 - $150,000
- ◯ $150,001 - $175,000
- ◯ $175,001 - $200,000
- ◯ $200,001 and up
- ◯ Prefer not to answer

8. Do you have a vehicle?

- ◯ Yes, I own a vehicle
- ◯ Yes, I rent a vehicle
- ◯ Yes, I share a vehicle with my household
- ◯ No, I do not own, rent, or share a vehicle
- ◯ _____

Other

9. How do you usually travel? (Select up to 3 choices.)

- ☐ Drive myself
- ☐ Carpool with friends or family
- ☐ Public Bus or Light Rail System
- ☐ Bicycle
- ☐ Walking
- ☐ Paratransit
- ☐ Transportation Network Company (like Uber or Lyft)
- ☐ Taxi
- ☐ Community organization's bus or van
- ☐ Vanpool
- ☐ _____

Other

10. In the last 6 months, have you MISSED any of the following trips due to lack of transportation? (Select ALL that apply.)

- [ ] Work
- [ ] School
- [ ] Medical
- [ ] Meals
- [ ] Religious activity
- [ ] Social or Entertainment
- [ ] Shopping
- [ ] I have not missed any trips due to lack of transportation
- [ ]

Other

11. In the last 6 months, have you been DELAYED for any of the following trips due to lack of transportation? (Select ALL that apply.)

- [ ] Work
- [ ] School
- [ ] Medical
- [ ] Meals
- [ ] Religious activity
- [ ] Social or Entertainment
- [ ] Shopping
- [ ] I have not been delayed for any trips due to lack of transportation
- [ ]

Other

12. Is there anywhere you would like to travel but cannot due to lack of transportation?

- ◯ Yes
- ◯ No

13. Where do you want to travel?
(List up to 3 destinations and the city that each destination is located.)

14. What keeps you from getting to where you need to go? (Select ALL that apply.)

- ☐ No car available to me
- ☐ Nobody to drive me
- ☐ Safety concerns with public transportation
- ☐ Health concerns with public transportation
- ☐ Unable to use public transportation due to a disability
- ☐ I don't know the public transportation options
- ☐ Public transportation services do not meet my needs
- ☐ N/A - I can get to where I need to go
- ☐ Other

15. Does public transportation meet your needs?

- ◯ Yes
- ◯ No

16. Why doesn't public transportation meet your needs? (Select ALL that apply.)

- ☐ Takes too long
- ☐ Costs too much
- ☐ Too many transfers
- ☐ Not reliable
- ☐ Requires advance reservations
- ☐ Not available at locations I need to travel
- ☐ Not available on days I need to travel
- ☐ Not available at times I need to travel
- ☐ Need additional assistance getting to/from or on/off the vehicle
- ☐ I prefer a different mode or type of public transportation
- ☐ _____

Other

17. Which of the following potential services is most appealing to you or members of your household? (Select the top 2 choices.)

- [ ] Fixed-route bus service
- [ ] Commuter bus to light rail stations
- [ ] Light rail service
- [ ] Demand-response service or on-demand service
- [ ]

Other

18. What is the best way to enhance your transit experience? (Select the top 3 choices.)

- [ ] Increased health and sanitation measures
- [ ] Increased safety measures
- [ ] More frequent buses or trains
- [ ] Increased reliability
- [ ] Expanded service areas
- [ ] Expanded service times
- [ ] Fewer transfers between providers for regional trips
- [ ] Additional assistance provided by driver or personal attendant
- [ ] Better information about how to use transit
- [ ]

Other

19. What additional input do you have about regional public transportation services?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms

Encuesta Access North Texas Transportation – Participación Pública

Access North Texas es el plan regional de coordinación de transporte público para la región de los 16 condados del centro-norte de Texas. Esta encuesta de 5 minutos esta diseñada para recopilar la opinión del público sobre las necesidades de transporte para adultos mayores, personas con discapacidad, y personas con bajos ingresos dentro de la región.

Para obtener más información sobre Access North Texas, visite nuestro sitio web en www.accessnorthtexas.org (http://www.accessnorthtexas.org).

Gracias.

1. ¿Cuál es su código postal de cinco dígitos?

2. ¿En qué año nació?

3. ¿Es usted estudiante?

- ◯ Sí
- ◯ No
- ◯ Prefiero no contestar

4. ¿Tiene alguna discapacidad u otra condición que le dificulte el transporte?

- ◯ Sí
- ◯ No
- ◯ Prefiero no contestar

5. ¿Es usted veterano?

- ◯ Sí
- ◯ No
- ◯ Otro

6. ¿Cuál de las siguientes mejor describe su situación laboral?

- ◯ Empleado, trabajo 40+ horas por semana
- ◯ Empleado, trabajo 21-39 horas por semana
- ◯ Empleado, trabajo 1-20 horas por semana
- ◯ Empleado, suspendido
- ◯ No empleado, busco trabajo
- ◯ No empleado, NO busco trabajo
- ◯ No empleado, discapacitado o no puedo trabajar
- ◯ No empleado, jubilado
- ◯ Prefiero no contestar

7. ¿Cuál fue el ingreso total combinado ganaron todos los miembros en su HOGAR el año pasado?

- ◯ $0 - $10,000
- ◯ $10,001 - $25,000
- ◯ $25,001 - $50,000
- ◯ $50,001 - $75,000
- ◯ $75,001 - $100,000
- ◯ $100,001 - $125,000
- ◯ $125,001 - $150,000
- ◯ $150,001 - $175,000
- ◯ $175,001 - $200,000
- ◯ $200,001 y mas
- ◯ Prefiero no contestar

8. ¿Tiene un vehículo?

- ◯ Sí, soy dueño de vehículo
- ◯ Sí, rento vehículo
- ◯ Sí, comparto mi vehículo con mi hogar
- ◯ No, no soy dueño, rento, o comparto vehículo
- ◯ Otro

9. ¿Como viaja generalmente? (Seleccione hasta 3 opciones.)

- [ ] Conducir yo mismo
- [ ] Compartir el vehículo con amigos o familiares
- [ ] Autobús público o el Sistema de Tren Ligero
- [ ] Bicicleta
- [ ] Camino
- [ ] Para tránsito
- [ ] Empresa de Redes de Transporte (como Uber o Lyft)
- [ ] Taxi
- [ ] Furgoneta o autobús de una organización comunitaria
- [ ] Vanpool
- [ ] Otro

10. ¿En los últimos 6 meses, ha FALTADO a uno de los siguientes viajes por falta de transporte? (Seleccione TODAS que correspondan.)

- [ ] Trabajo
- [ ] Escuela
- [ ] Medico
- [ ] Comidas
- [ ] Actividades Religiosas
- [ ] Social o Entretenimiento
- [ ] Compras
- [ ] No he faltado a ningún viaje por falta de transporte
- [ ] Otro

11. ¿En los últimos 6 meses, ha RETRASADO a uno de los siguientes viajes por falta de transporte? (Seleccione TODAS que correspondan.)

- [ ] Trabajo
- [ ] Escuela
- [ ] Medico
- [ ] Comidas
- [ ] Actividades Religiosas
- [ ] Social o Entretenimiento
- [ ] Compras
- [ ] No he faltado a ningún viaje por falta de transporte
- [ ] Otro

12. ¿Hay algún lugar donde al que le gustaría viajar, pero no puede por falta de transporte?

- ◯ Sí
- ◯ No

13. ¿Dónde quiere viajar? (Haga una lista de hasta 3 destinos y la ciudad en la que se encuentra cada uno).

14. ¿Qué le impide llegar a donde necesita ir? (Seleccione TODAS que correspondan.)

- [ ] No tengo carro disponible
- [ ] No tengo quien me lleve
- [ ] Preocupación de seguridad con el transporte público
- [ ] Preocupación de salud con el transporte público
- [ ] No puedo usar el transporte público debido a una discapacidad
- [ ] No conozco las opciones de transporte público
- [ ] Los servicios de transporte público no satisfacen mis necesidades
- [ ] N/A – Puedo llegar a donde necesito que ir
- [ ] Otro

15. ¿El transporte público satisface sus necesidades?

- ◯ Sí
- ◯ No

16. ¿Por qué el transporte público satisface sus necesidades? (Seleccione TODAS que correspondan.)

- [ ] Se tarda demasiado
- [ ] Cuesta demasiado
- [ ] Demasiados traslados
- [ ] No es fiable
- [ ] Requiere reservaciones con anticipación
- [ ] No está disponible en los lugares a los que tengo que viajar
- [ ] No está disponible en los días que tengo que viajar
- [ ] No está disponible en las horas que tengo que viajar
- [ ] Necesito asistencia adicional para subir y bajar del vehículo
- [ ] Prefiero un modo o tipo diferente de transporte público
- [ ] Otro

17. ¿Cuál de los siguientes servicios potenciales es más atractivo para usted o miembros de su hogar? (Seleccione las 2 opciones principales.)

- [ ] Servicio de autobús de ruta fija
- [ ] Autobús de cercanías a estaciones de tren ligero
- [ ] Servicio de tren ligero
- [ ] Servicio de respuesta a la demanda o servicio a pedido
- [ ]

Other

18. ¿Cuál es la mejor manera de mejorar su experiencia de transporte? (Seleccione las 3 opciones principales.)

- [ ] Aumentar las medidas de salud y saneamiento
- [ ] Aumentar las medidas de seguridad
- [ ] Autobuses o trenes con más frecuencia
- [ ] Aumentar fiabilidad
- [ ] Expandir las áreas de servicio
- [ ] Expandir las horas de servicio
- [ ] Menos traslados entre proveedores para viajes regionales
- [ ] Asistencia adicional proporcionado por el conductor o asistente personal
- [ ] Mejor información sobre cómo usar el transporte
- [ ]

Other

19. ¿Qué otra aportación tiene sobre los servicios de transporte publico regional?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms

Access North Texas Transportation Survey - Agency Input

Access North Texas is the regional public transportation coordination plan for the 16-county North Central Texas region. This 10 minute survey is designed to collect public feedback on the transportation needs of seniors, individuals with disabilities, and individuals with lower incomes within the region.

For more information about Access North Texas, you may visit our website at www.accessnorthtexas.org (http://www.accessnorthtexas.org).

Thank you.

1. Agency Name (optional)

2. What cities or counties does your agency serve?

3. Select ALL populations that your agency serves.

- [ ] Children
- [ ] Older Adults
- [ ] Students
- [ ] Individuals with disabilities
- [ ] Veterans
- [ ] Low-income individuals or families
- [ ] Those who do not have a personal vehicle
- [ ]

Other

4. Select the populations that your agency MOST serves.

- [ ] Children
- [ ] Older Adults
- [ ] Students
- [ ] Individuals with disabilities
- [ ] Veterans
- [ ] Low-income individuals or families
- [ ] Those who do not have a personal vehicle
- [ ]

Other

5. What is the HIGHEST daily transportation need among the individuals you serve (Select the top 3 choices.)

- [ ] Work
- [ ] School
- [ ] Medical
- [ ] Meals
- [ ] Religious activity
- [ ] Social or Entertainment
- [ ] Social service appointment
- [ ] Shopping
- [ ] Other

6. Are there any important specific destinations that your clients or customers cannot reach with public transportation?
(List up to 3 destinations and the city that each destination is located).

7. What keeps your clients or customers from getting to where they need to go? (Select ALL that apply.)

- [ ] No car available to them
- [ ] Nobody to drive them
- [ ] Safety concerns with public transportation
- [ ] Health concerns with public transportation
- [ ] Unable to use public transportation due to a disability
- [ ] Lack of awareness of public transportation options
- [ ] Public transportation services do not meet their needs
- [ ]

Other

8. If public transportation does not meet your clients' and customers' transportation needs, why not? (Select ALL that apply.)

- [ ] Takes too long
- [ ] Costs too much
- [ ] Too many transfers
- [ ] Not reliable
- [ ] Requires advance reservations
- [ ] Not available on days they need to travel
- [ ] Not available at times they need to travel
- [ ] Need additional assistance getting to/from or on/off the vehicle
- [ ] N/A - public transportation DOES fit my clients' or customers' needs
- [ ]

Other

9. What is the best way to enhance your clients' or customers' transit experience? (Select the top 3 choices.)

- [ ] Increased health and sanitation measures
- [ ] Increased safety measures
- [ ] More frequent buses or trains
- [ ] Increased reliability
- [ ] Expanded service areas
- [ ] Expanded service times
- [ ] Fewer transfers between providers for regional trips
- [ ] Additional assistance by driver or personal attendant
- [ ] Better information about how to use transit
- [ ] Other

10. What transportation challenges need to be addressed in your area or for your clients or customers?

11. What funding approach will have the biggest impact on improving access to transit?

- ◯ Additional federal or state investment in transit
- ◯ Additional local government investment in transit
- ◯ Increased public-private partnerships
- ◯ I don't know
- ◯ Other

12. What method would BEST improve awareness of available public transportation services for your clients or customers? (Select the top 2 choices.)

- ☐ Targeted marketing to local agencies
- ☐ Public marketing campaign
- ☐ A centralized location to receive information about transit
- ☐ Marketing materials provided in multiple languages

13. What is the biggest barrier to establishing coordination with a transit provider?

- ◯ Knowing where to start
- ◯ Identifying appropriate contacts
- ◯ Successfully contacting other agencies
- ◯ N/A - we are a transit provider
- ◯ Other

14. Which of the following existing or emerging technology solutions would help your agency plan or deliver services for seniors, individuals with disabilities, and low-income individuals in the next five years? (Select ALL that apply.)

- [ ] Computer-assisted dispatching
- [ ] Automated transit vehicles
- [ ] Automated routing/scheduling for vehicles
- [ ] MaaS digital platform integrating planning, booking, ticketing, and payment
- [ ] On-demand ride hailing services
- [ ] "Smart" fare technology (smart card/off-board payment)
- [ ] Mobility Hubs
- [ ] Other

15. What additional input do you have about regional public transportation services?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Access North Texas
Qualitative Coding

1 Barriers
- 1A No car
- 1B Nobody to drive me
- 1C Safety concerns
- 1D Health concerns
- 1E Disability
- 1F Don't know the options
- 1G Options don't meet needs
- 1H Takes too long
- 1I Costs too much
- 1J Too many transfers
- 1K Not reliable
- 1L Requires advances reservations
- 1M Not available at locations I need to go
- 1N Not available at days or times I need
- 1O Need additional assistance getting to/from or on/off vehicle
- 1P I prefer a different mode or type
- 1Q Not applicable, can get where I need to go
- 1R Other

2 Types of Missed Trips
- 2A Work
- 2B School
- 2C Medical
- 2D Meals
- 2E Religious
- 2F Social/Entertainment
- 2G Shopping
- 2H Have not missed trips
- 2I Other

3 Desired Modes
- 3A Fixed-Route Bus
- 3B Commuter Bus to Light Rail Stations
- 3C Light Rail Service
- 3D Demand Response or On Demand
- 3E Other

4 Enhancements
- 4A Health and Sanitation
- 4B Safety
- 4C Frequency
- 4D Reliability
- 4E Service Areas
- 4F Service Times
- 4G Fewer Transfers for Regional Trips
- 4H Additional Assistance from Driver or Personal Attendant
- 4I Better Information about How to Use Transit
- 4J Other

5 Locations
- 5A Other

6 Miscellaneous

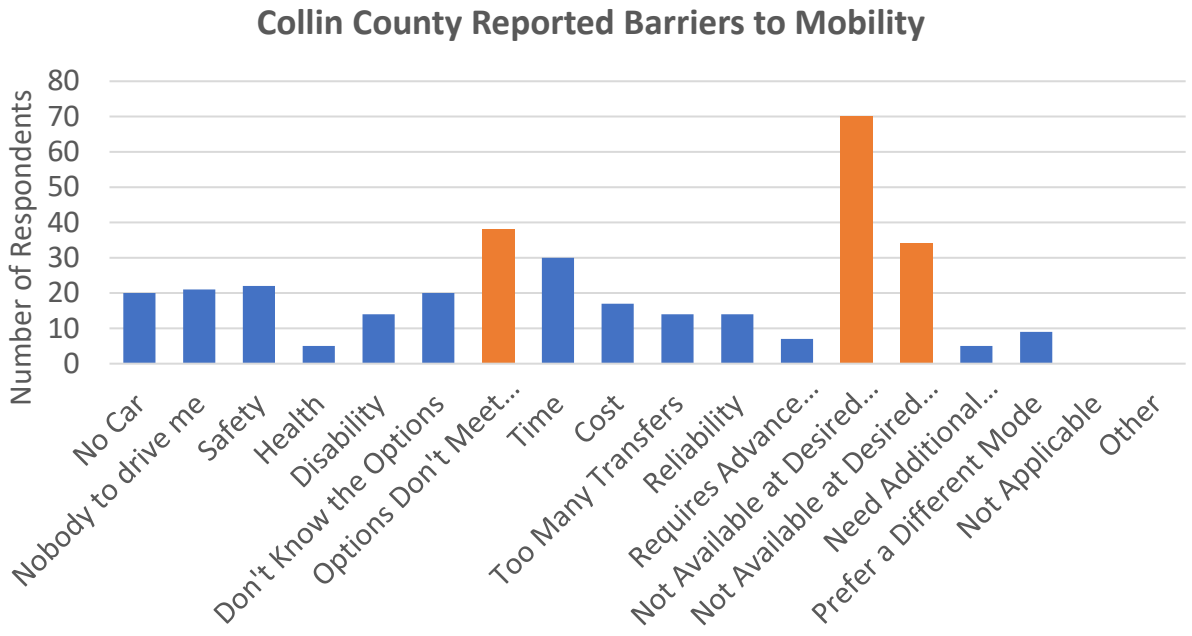
Data Analysis

This section includes a summary of data collected through public outreach as well as the U.S. Census 5-year 2019 American Community Survey estimates. Analysis of this data was done to better understand the distribution and prevalence of transportation challenges and needs along with key demographic characteristics throughout each county and for the entire 16-county region. Outreach data presented here represents a combination of feedback from both survey responses as well as public and stakeholder meetings. Qualitative responses from both were coded using the coding key, referenced earlier in this appendix, to standardize for analysis. Responses to all questions were optional and several questions allowed for the selection of multiple answers, therefore total responses recorded for each will vary. The data is organized here by county and further sub-divided by category of data.

Collin County

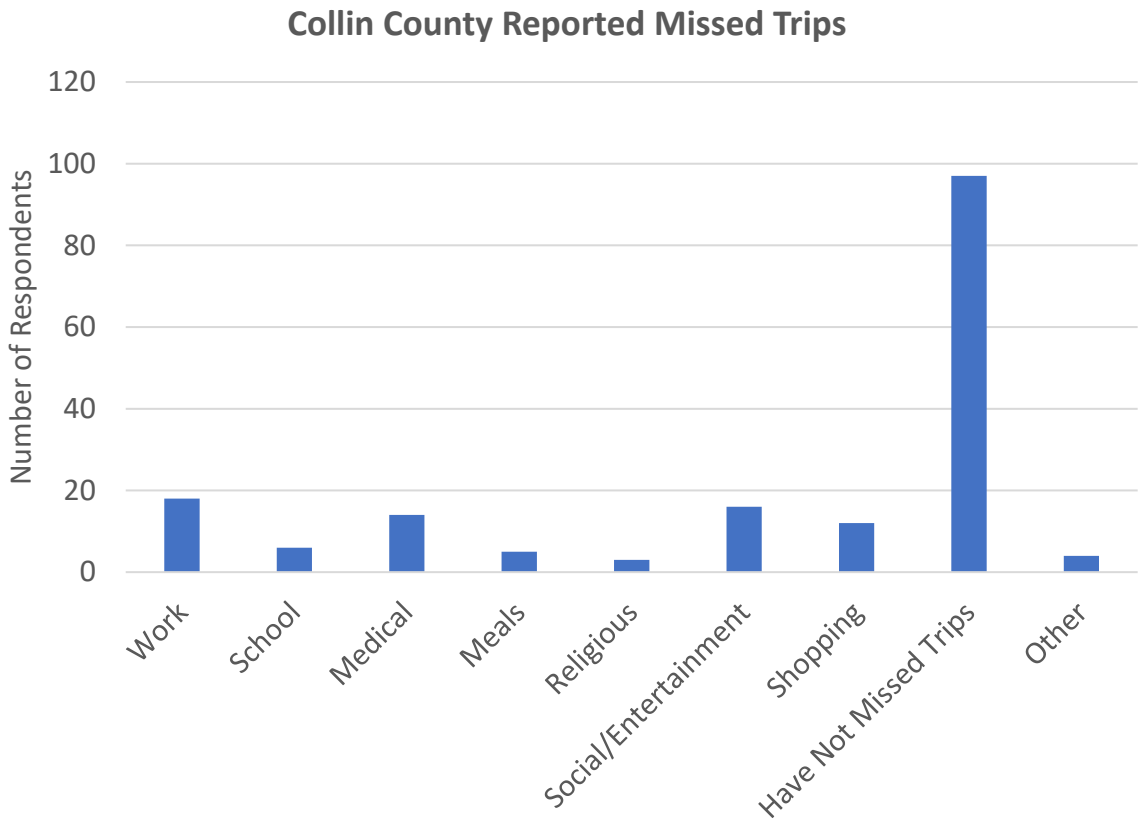
Barriers

Reported Barrier	Number of Responses
No Car	20
Nobody to drive me	21
Safety	22
Health	5
Disability	14
Don't Know the Options	20
Options Don't Meet Needs	38
Time	30
Cost	17
Too Many Transfers	14
Reliability	14
Requires Advance Reservations	7
Not Available at Desired Locations	70
Not Available at Desired Days/Times	34
Need Additional Assistance Getting To/On Vehicle	5
Prefer a Different Mode	9
Not Applicable	0
Other	0



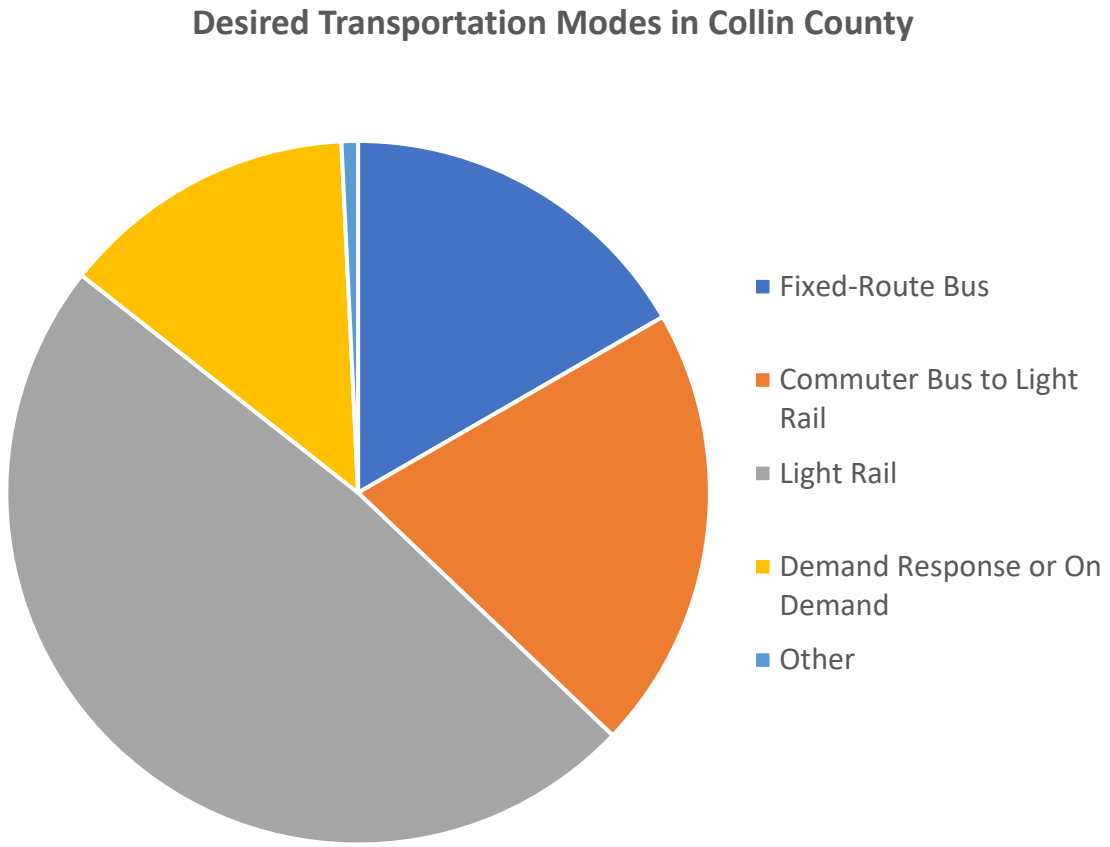
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	18
School	6
Medical	14
Meals	5
Religious	3
Social/Entertainment	16
Shopping	12
Have Not Missed Trips	97



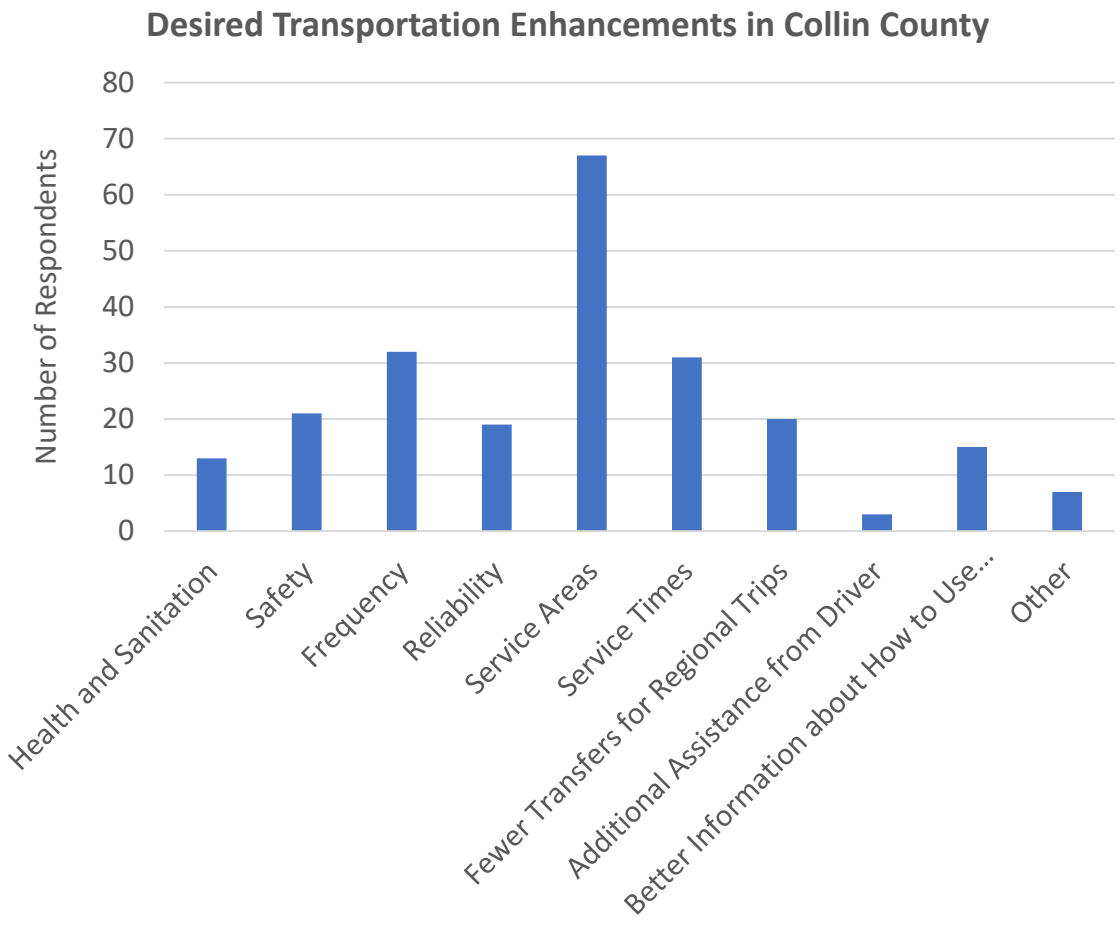
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	22
Commuter Bus to Light Rail	27
Light Rail	64
Demand Response or On Demand	19
Other	1



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	13
Safety	21
Frequency	32
Reliability	19
Service Areas	67
Service Times	31
Fewer Transfers for Regional Trips	20
Additional Assistance from Driver	3
Better Information about How to Use Transit	15
Other	7



Locations Needing Connectivity

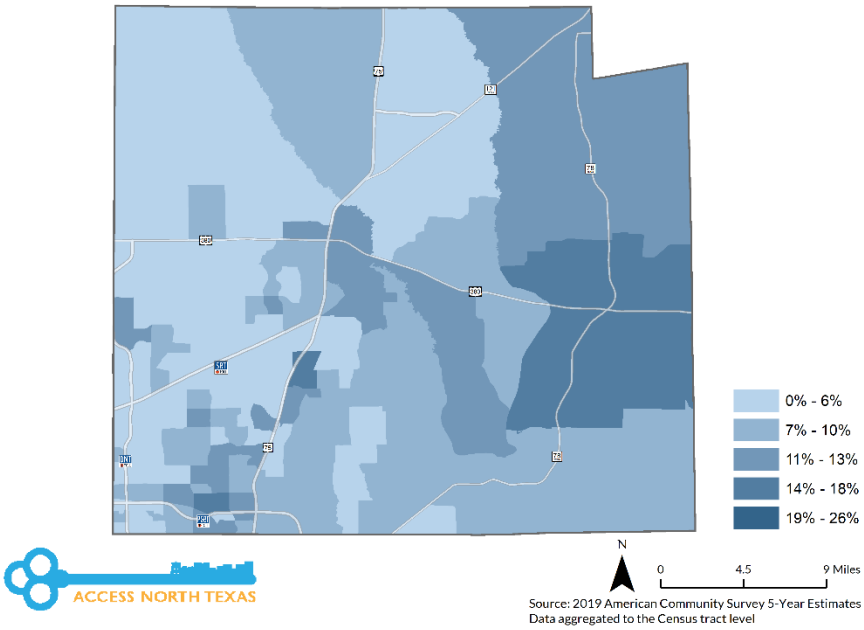
Location	Number of Responses
McKinney	13
Allen	8
Frisco	8
Dallas to McKinney	4
Plano	4
Downtown Dallas	3
McKinney to DFW Airport	3
Celina	2
Dallas Medical District	2
Libraries	2
North Collin County	2
North of Plano	2
Senior Center	2
US-75 Corridor	2
Anna	1
AT&T Stadium	1
Baylor Frisco	1
Boys and Girls Club	1
Carrollton	1
Churches	1
County overall	1
Cross City Lines generally	1
Dallas Arboretum	1
Dallas Zoo	1
DFW Airport	1
DNT Corridor	1
Far North Dallas to UTD Campuses	1
Flower Mound	1
Globe Life Field	1
Lewisville	1
Love Field	1
Medical appointments	1
Murphy	1
Museum district	1
MyPossibilities	1
North, NE county to Plano	1
Park Road Station	1
Plano County Hospital	1
Plano to Allen	1
Prelude Clubhouse - McKinney, Allen, Lucas	1
Princeton	1
Rockwall	1
Sachse	1
Social Security Admin (McKinney)	1
Texas DHHS (McKinney)	1
The Colony	1
Walmart in Wylie	1
Workforce Development	1
Wylie	1

Key Demographics

Demographic Measure	Value
Total Population	973977
Total Households	341163
Total Minority	419188
Percent Total Minority	43.04%
Total White, Non-Hispanic	554789
Percent Total White, Non-Hispanic	56.96%
Total White	673508
Percent Total White	69.15%
Total Black	94720
Percent Total Black	9.73%
Total American Indian or Alaska Native	4560
Percent Total Amer Indian or AK Native	0.47%
Total Asian	147553
Percent Total Asian	15.15%
Total Native Hawaiian or Pacific Islander	762
Percent Tot Native Hawaiian or Pac Islander	0.08%
Total Some Other Race	22767
Percent Total Some Other Race	2.34%
Total Two or More Races	30107
Percent Total Two or More Races	3.09%

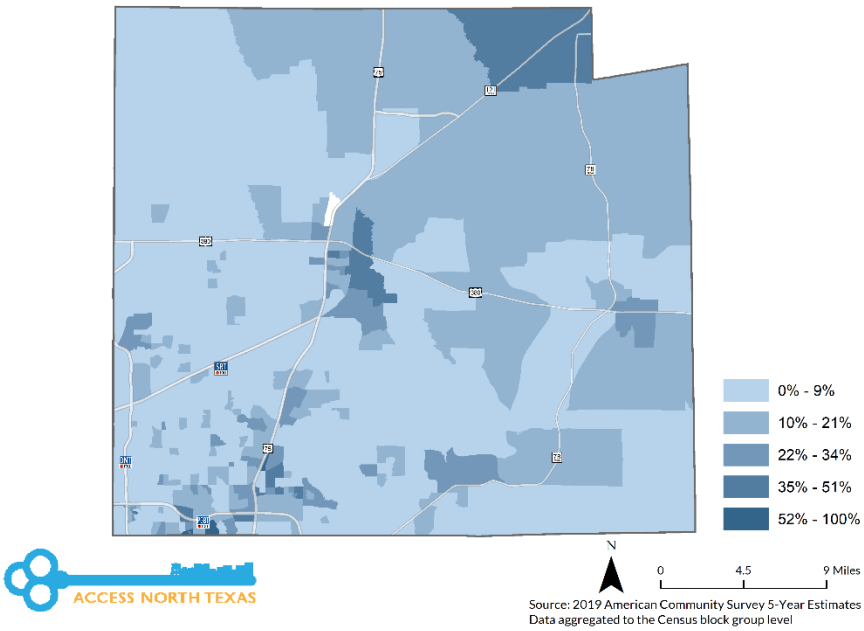
Total Not Hispanic or Latino	825281
Percent Total Not Hispanic or Latino	84.73%
Total Hispanic or Latino	148696
Percent Total Hispanic or Latino	15.27%
Individuals For Whom Poverty Status Is Known	968592
Percent Individuals For Whom Poverty Status is Known	882422
Total Low-Income Individuals	86170
Percent Low-Income	8.90%
Total LEP Individuals	88213
Percent LEP Individuals	9.66%
Population Over 5	913077
Population 18 and Over	717266
65 and Over Population	104035
Percent 65 and Over	10.70%
Zero-Car Households	9475
Percent Zero-Car Households	2.80%
Total Veteran Population	41918
Percent Veteran Population	5.8%
With a Disability	67127
Percent With a Disability	6.90%
Median Age	36.9
Median HH Income	96913

Collin County Persons with Disabilities



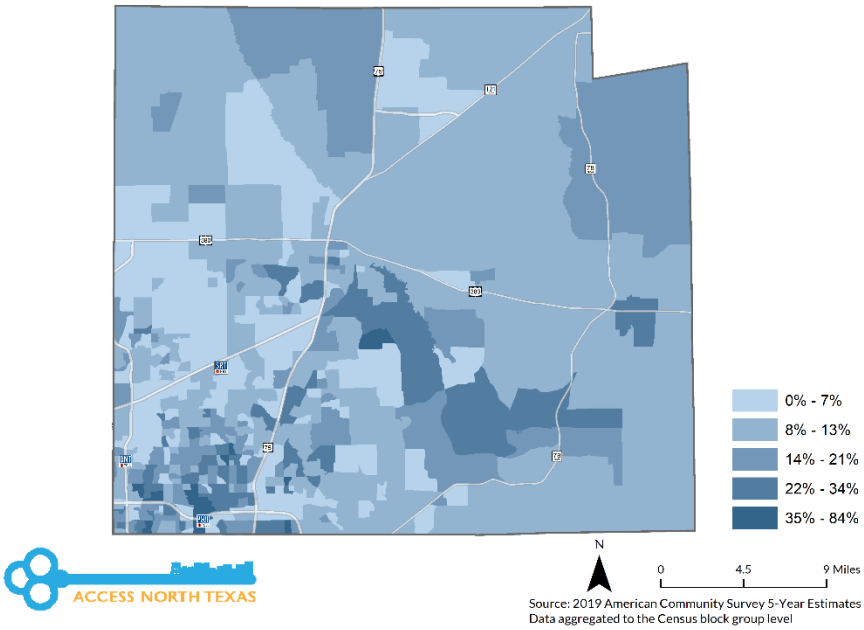
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Collin County Low-Income Individuals



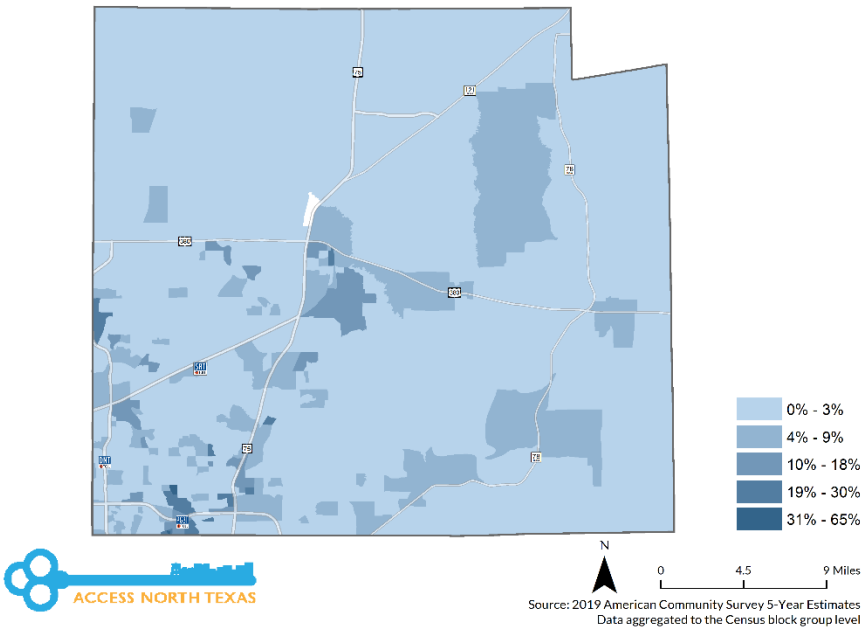
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Collin County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Collin County Zero-Car Households

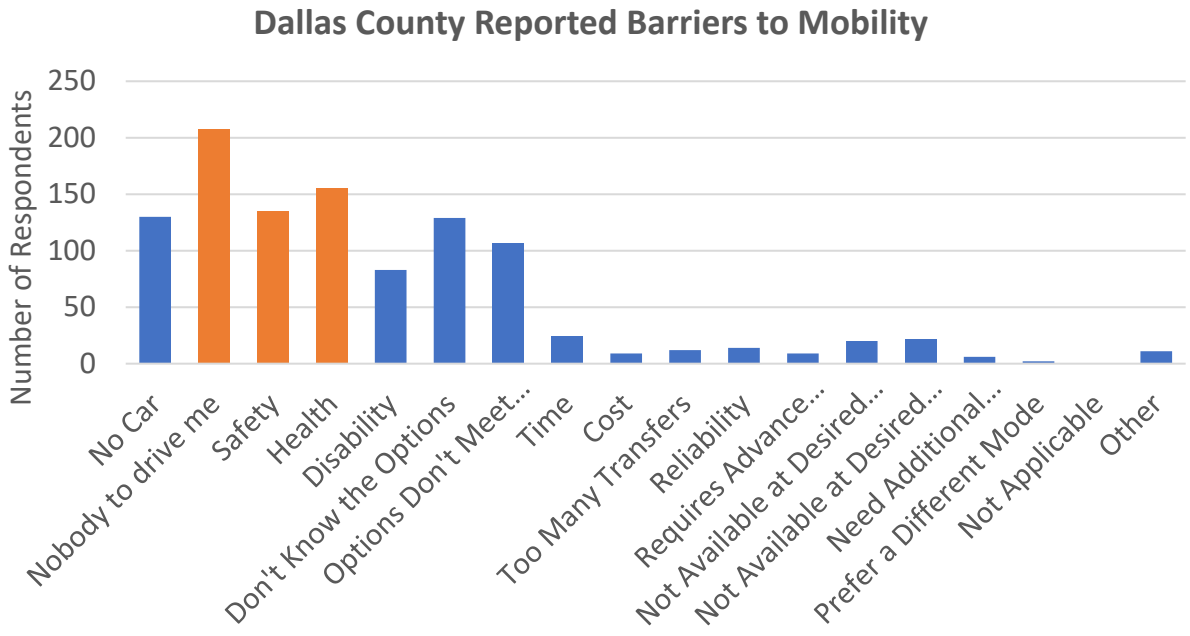


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Dallas County

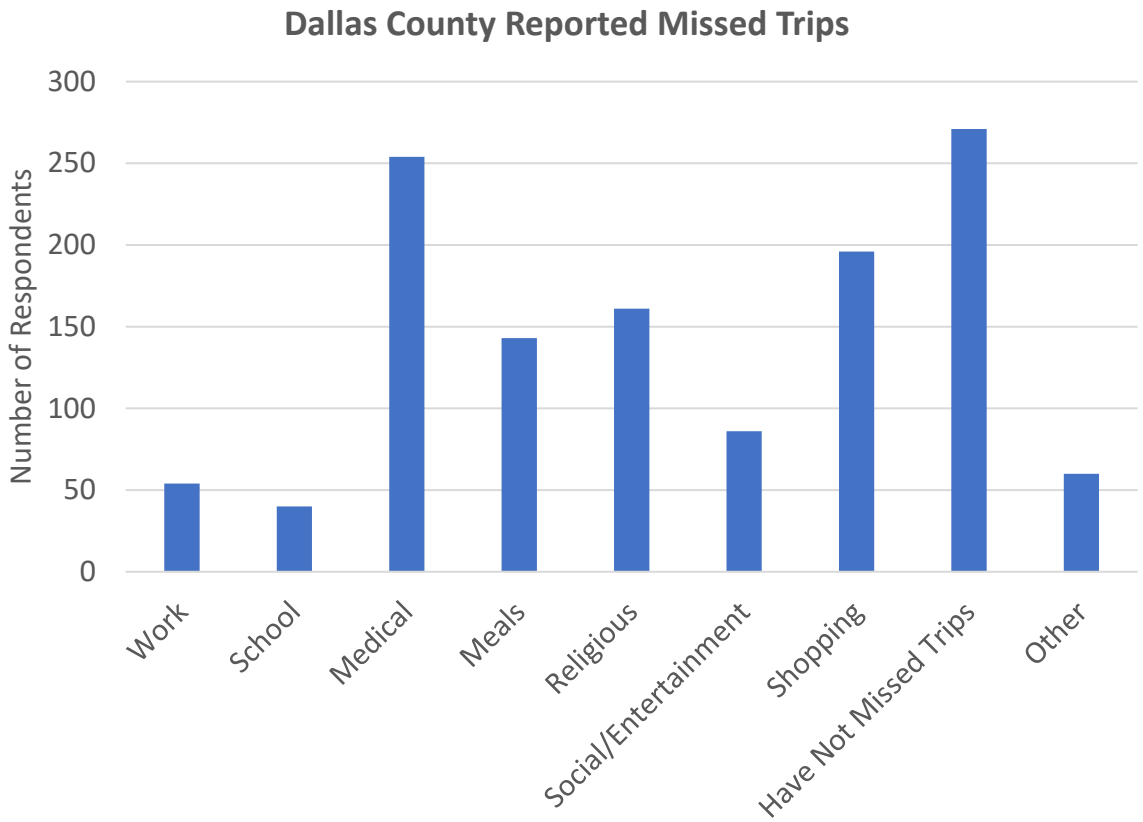
Barriers

Reported Barrier	Number of Responses
No Car	130
Nobody to drive me	208
Safety	135
Health	155
Disability	83
Don't Know the Options	129
Options Don't Meet Needs	107
Time	24
Cost	9
Too Many Transfers	12
Reliability	14
Requires Advance Reservations	9
Not Available at Desired Locations	20
Not Available at Desired Days/Times	22
Need Additional Assistance Getting To/On Vehicle	6
Prefer a Different Mode	2
Not Applicable	0
Other	11



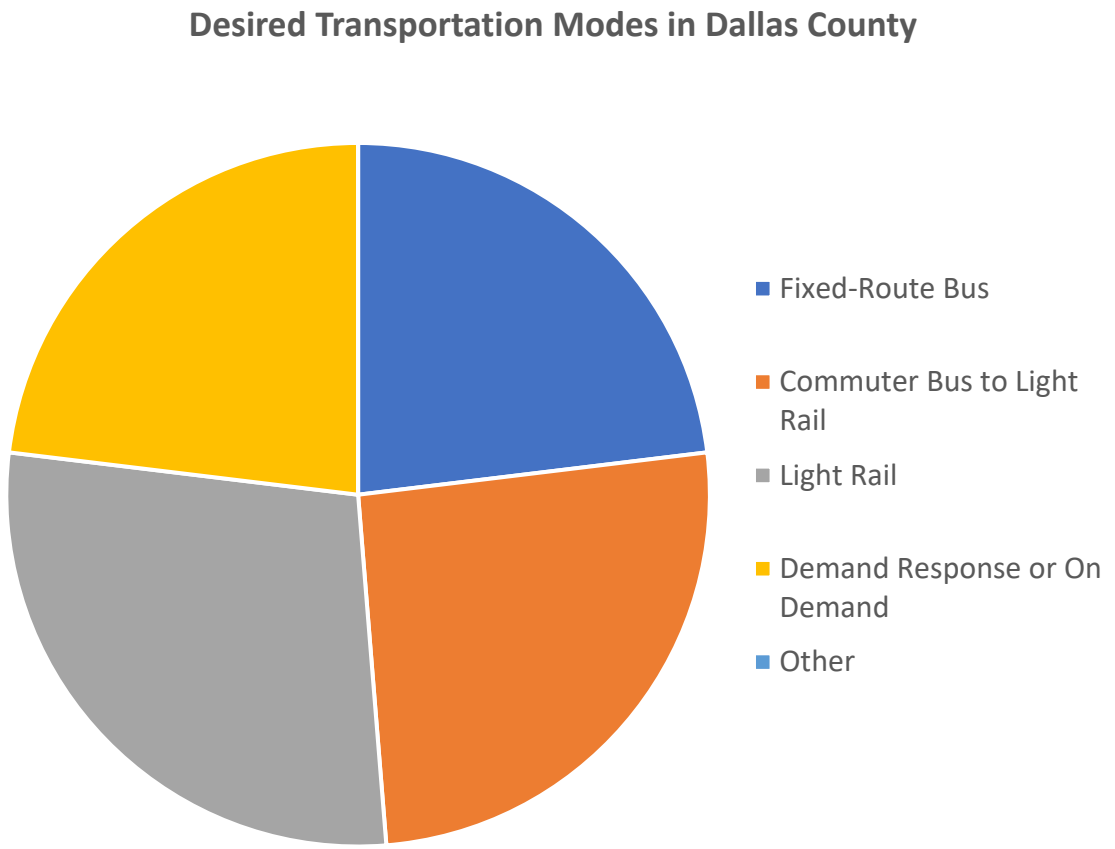
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	54
School	40
Medical	254
Meals	143
Religious	161
Social/Entertainment	86
Shopping	196
Have Not Missed Trips	271



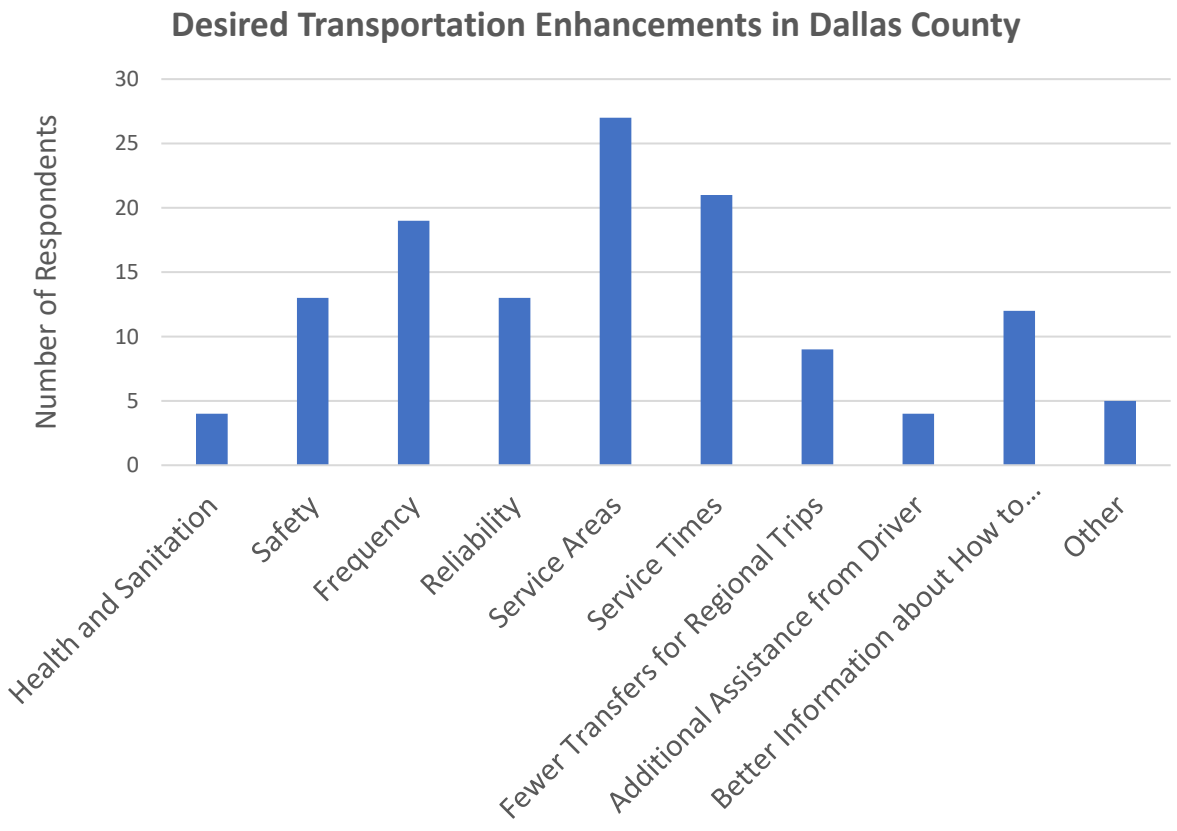
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	9
Commuter Bus to Light Rail	10
Light Rail	11
Demand Response or On Demand	9
Other	0



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	4
Safety	13
Frequency	19
Reliability	13
Service Areas	27
Service Times	21
Fewer Transfers for Regional Trips	9
Additional Assistance from Driver	4
Better Information about How to Use Transit	12
Other	5



Locations Needing Connectivity

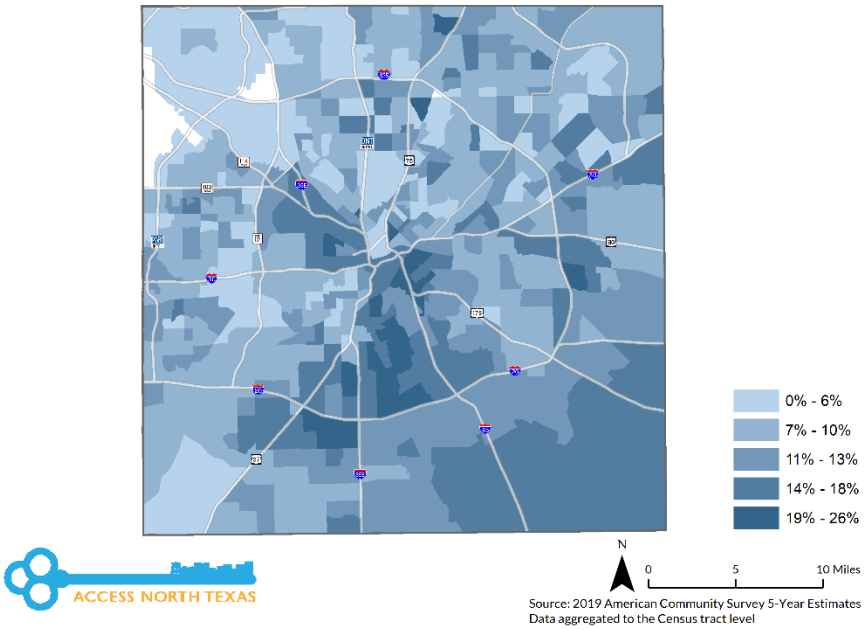
Location	Number of Responses
Plano	4
Frisco	3
Arlington	2
Flower Mound	2
Lancaster	2
Lewisville	2
Medical district	2
Addison	1
Allen	1
Carrollton	1
Cedar Hill Mall	1
CenterPort TRE	1
Dallas streetcar into downtown	1
DeSoto	1
Duncanville	1
FC Dallas Stadium	1
Fiesta Mart in Lancaster	1
Fort Worth museums	1
Library	1
McKinney	1
Mesquite restaurant row/town east mall/rodeo	1
Murphy	1
Rangers Stadium	1
Rowlett churches on Miiller Road	1
Senior Center	1
Southern Dallas County paratransit	1
Sports stadiums generally	1
Tarrant County	1
Walmart in Lancaster	1
Wylie	1

Key Demographics

Demographic Measure	Value
Total Population	2606868
Total Households	928341
Total Minority	1847383
Percent Total Minority	70.87%
Total White, Non-Hispanic	759485
Percent Total White, Non-Hispanic	29.13%
Total White	1597069
Percent Total White	61.26%
Total Black	588903
Percent Total Black	22.59%
Total American Indian or Alaska Native	10155
Percent Total Amer Indian or AK Native	0.39%
Total Asian	163971
Percent Total Asian	6.29%
Total Native Hawaiian or Pacific Islander	1240
Percent Tot Native Hawaiian or Pac Islander	0.05%
Total Some Other Race	176677
Percent Total Some Other Race	6.78%
Total Two or More Races	68853
Percent Total Two or More Races	2.64%

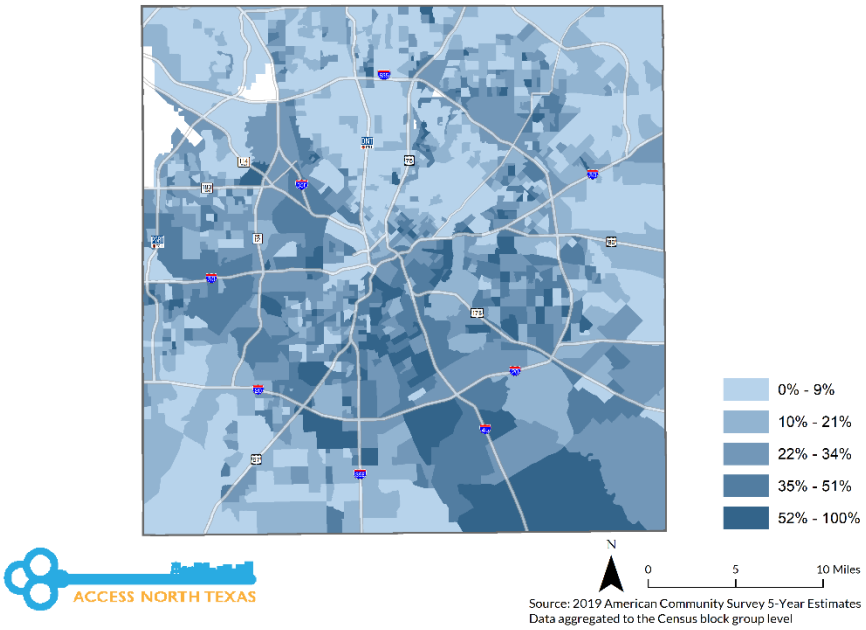
Total Not Hispanic or Latino	1559434
Percent Total Not Hispanic or Latino	59.82%
Total Hispanic or Latino	1047434
Percent Total Hispanic or Latino	40.18%
Individuals For Whom Poverty Status Is Known	2577160
Percent Individuals for Whom Poverty Status is Known	98.86%
Total Low-Income Individuals	550179
Percent Low-Income	21.3%
Total LEP Individuals	493308
Percent LEP Individuals	20.45%
Population Over 5	2411921
Population 18 and Over	1918678
65 and Over Population	272730
Percent 65 and Over	10.5%
Zero-Car Households	63477
Percent Zero-Car Households	6.8%
Total Veteran Population	91155
Percent Veteran Population	4.8%
With a Disability	244865
Percent With a Disability	9.4%
Median Age	33.4
Median HH Income	59607

Dallas County Persons with Disabilities



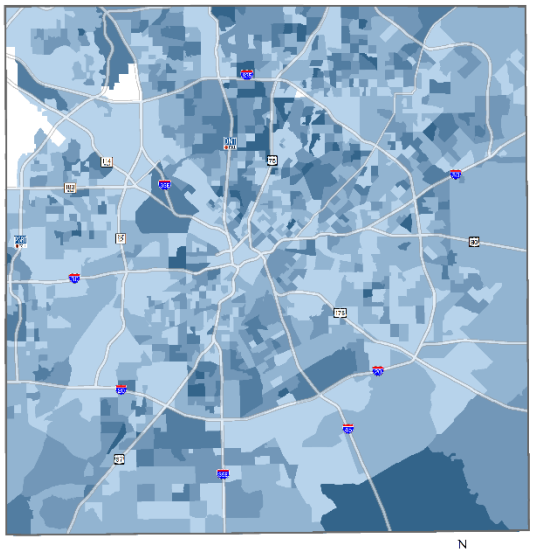
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Dallas County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Dallas County Population Over 65



ACCESS NORTH TEXAS

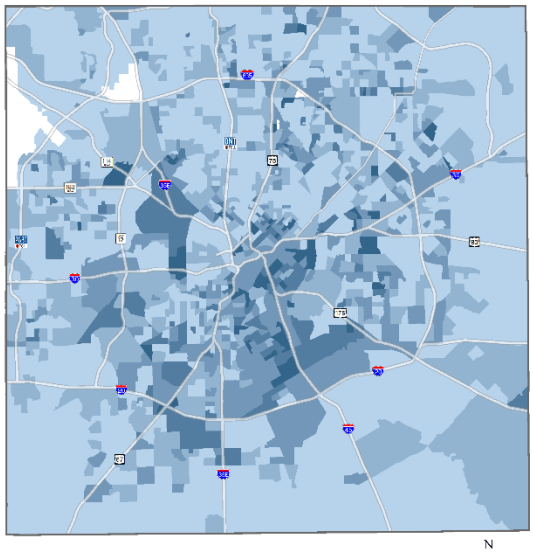
0% - 7%
8% - 13%
14% - 21%
22% - 34%
35% - 84%

N

0 5 10 Miles

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Dallas County Zero-Car Households



ACCESS NORTH TEXAS

0% - 3%
4% - 9%
10% - 18%
19% - 30%
31% - 65%

N

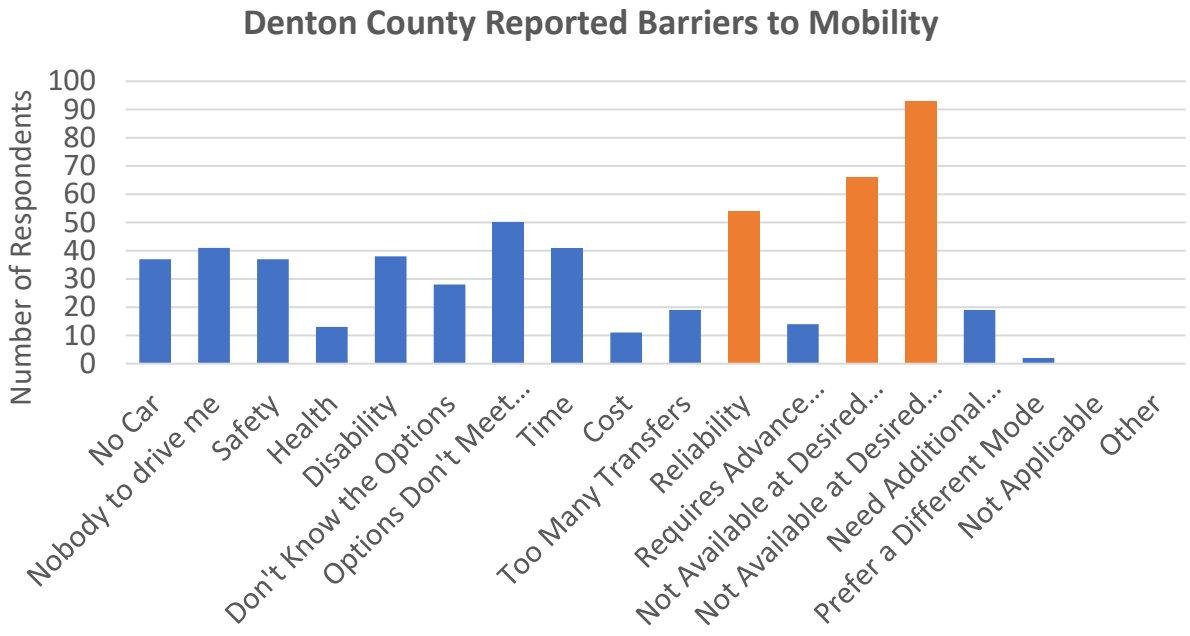
0 5 10 Miles

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Denton County

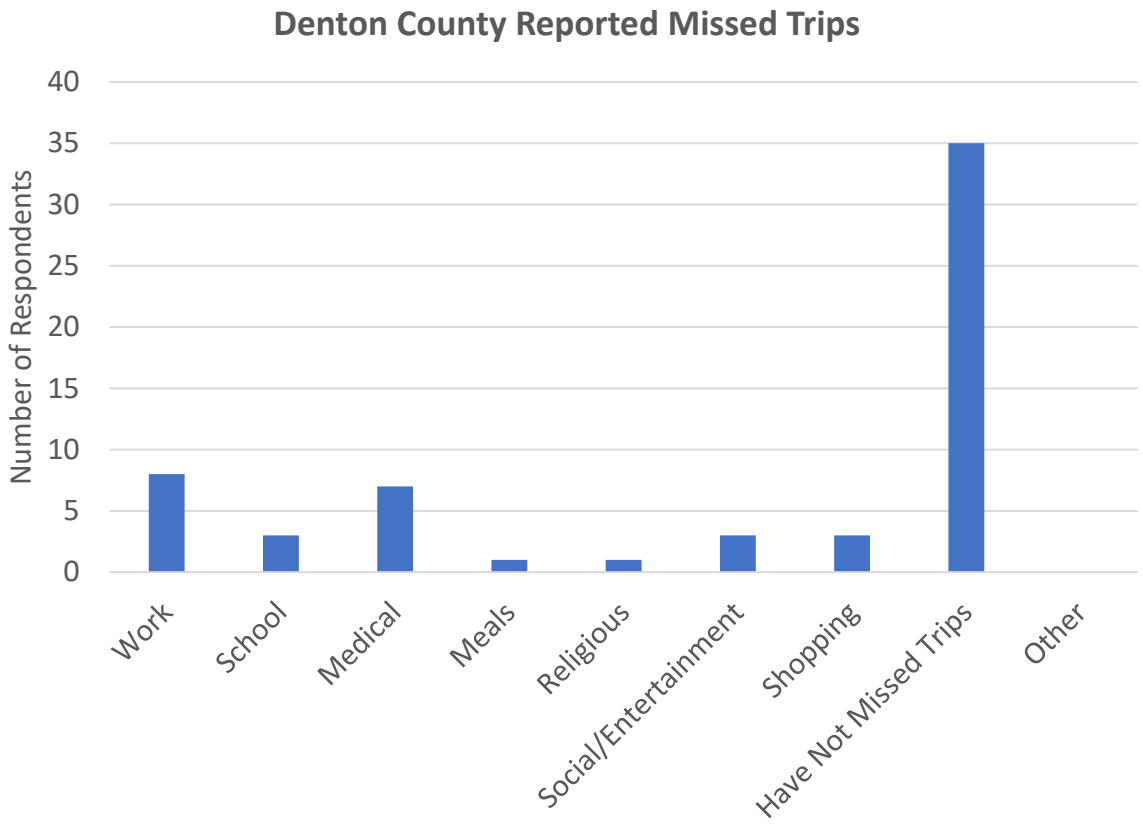
Barriers

Reported Barrier	Number of Responses
No Car	37
Nobody to drive me	41
Safety	37
Health	13
Disability	38
Don't Know the Options	28
Options Don't Meet Needs	50
Time	41
Cost	11
Too Many Transfers	19
Reliability	54
Requires Advance Reservations	14
Not Available at Desired Locations	66
Not Available at Desired Days/Times	93
Need Additional Assistance Getting To/On Vehicle	19
Prefer a Different Mode	2
Not Applicable	0
Other	0



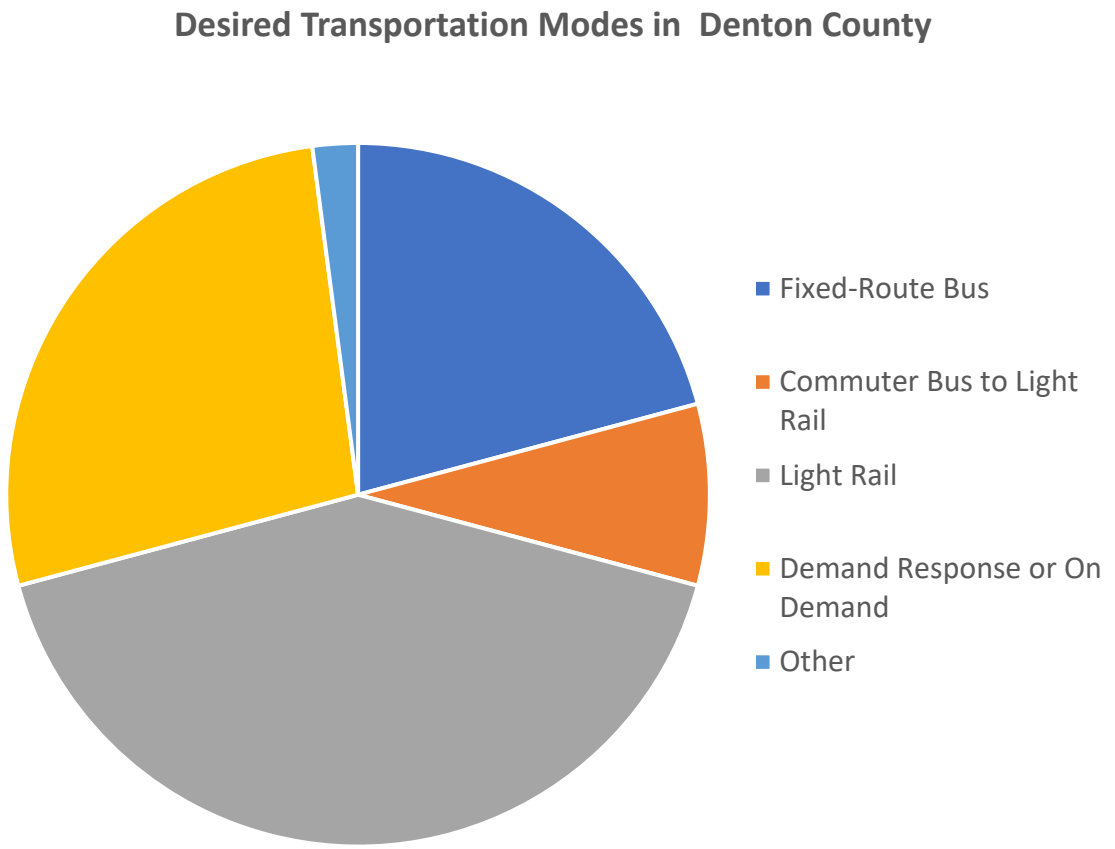
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	8
School	3
Medical	7
Meals	1
Religious	1
Social/Entertainment	3
Shopping	3
Have Not Missed Trips	35



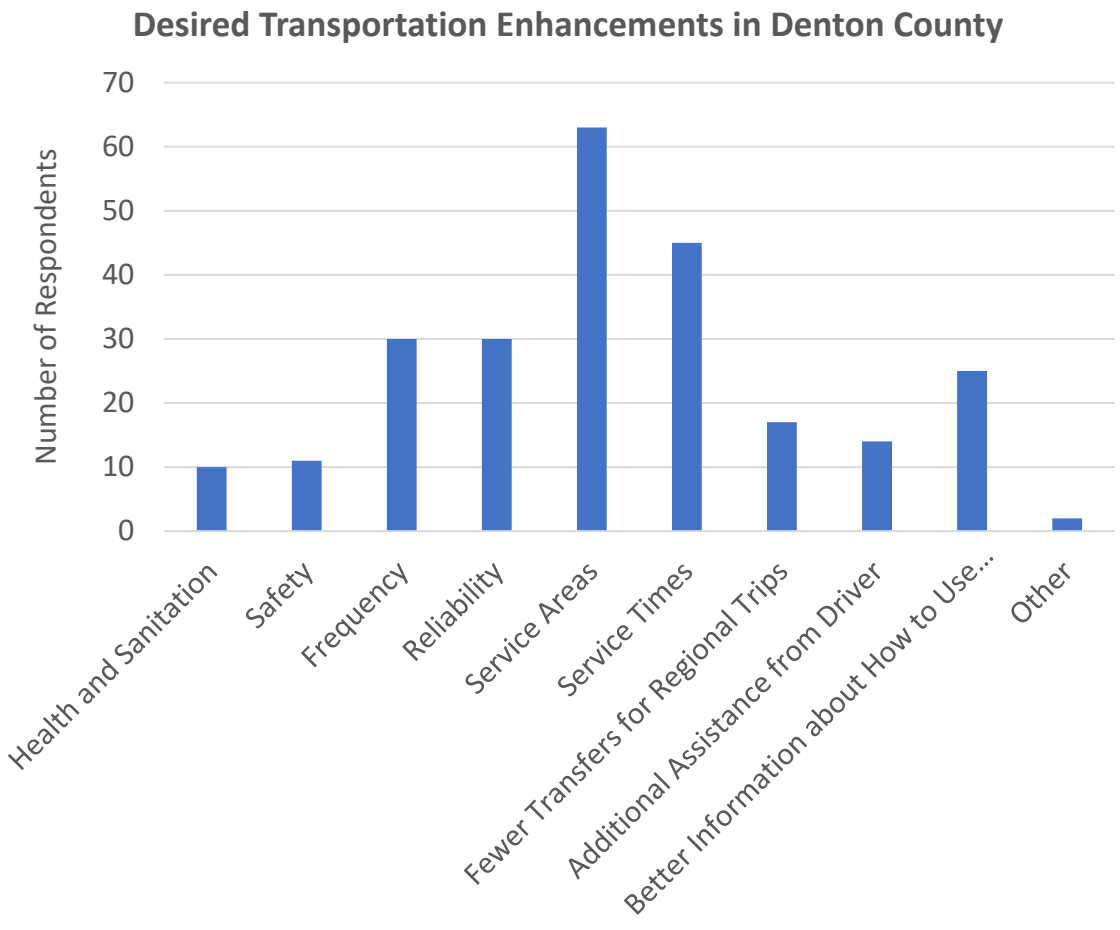
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	10
Commuter Bus to Light Rail	4
Light Rail	20
Demand Response or On Demand	13
Other	1



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	10
Safety	11
Frequency	30
Reliability	30
Service Areas	63
Service Times	45
Fewer Transfers for Regional Trips	17
Additional Assistance from Driver	14
Better Information about How to Use Transit	25
Other	2



Locations Needing Connectivity

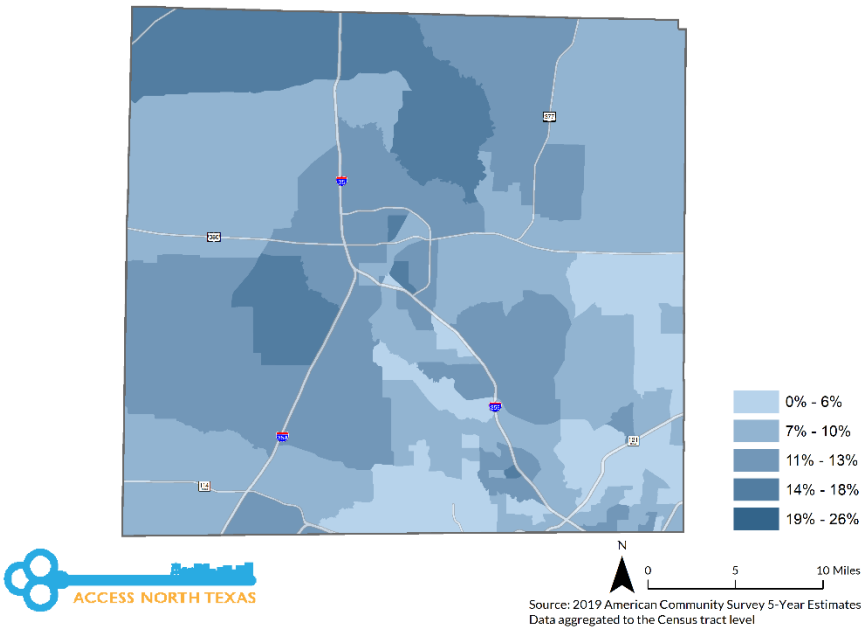
Location	Number of Responses
Lewisville	9
Flower Mound	7
Outside of Denton County generally	6
Corinth	5
The Colony	4
Across city lines generally	3
Frisco	3
McKinney	3
Plano	3
Allen	2
Carrollton	2
Castle-Hills	2
Health centers, senior centers	2
Rural Denton	2
Alliance	1
Collin County	1
County Hospital	1
Dallas	1
Decatur	1
Denton	1
Denton to Lewisville	1
Denton to McKinney	1
Denton Water Park	1
Double Oak	1
Flower Mound to Lewisville	1
Fort Worth	1
Guyer HS	1
Haslet	1
Hickory Creek	1
Highland Village to Carrollton, Lewisville	1
Lewisville Animal Services	1
Little Elm to Denton	1
Murphy	1
Nebraska Furniture Mart	1
Ponder	1
Sanger	1
Tarrant County	1
Wylie	1

Key Demographics

Demographic Measure	Value
Total Population	833822
Total Households	290229
Total Minority	339793
Percent Total Minority	40.75%
Total White, Non-Hispanic	494029
Percent Total White, Non-Hispanic	59.25%
Total White	619566
Percent Total White	74.30%
Total Black	81758
Percent Total Black	9.81%
Total American Indian or Alaska Native	3993
Percent Total Amer Indian or AK Native	0.48%
Total Asian	72510
Percent Total Asian	8.70%
Total Native Hawaiian or Pacific Islander	707
Percent Tot Native Hawaiian or Pac Islander	0.08%
Total Some Other Race	25101
Percent Total Some Other Race	3.01%
Total Two or More Races	30187
Percent Total Two or More Races	3.62%

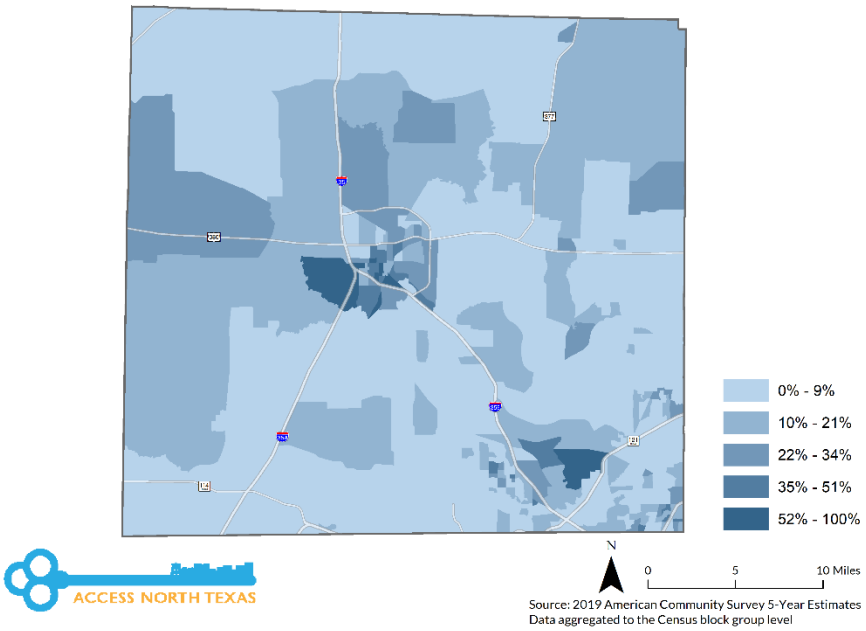
Total Not Hispanic or Latino	672889
Percent Total Not Hispanic or Latino	80.70%
Total Hispanic or Latino	160933
Percent Total Hispanic or Latino	19.30%
Individuals For Whom Poverty Status Is Known	820627
Percent Individuals For Whom Poverty Status is Known	98.42%
Total Low-Income Individuals	83042
Percent Low-Income	10.1%
Total LEP Individuals	60798
Percent LEP Individuals	7.79%
Population Over 5	780767
Population 18 and Over	624625
65 and Over Population	82137
Percent 65 and Over	9.9%
Zero-Car Households	7423
Percent Zero-Car Households	2.6%
Total Veteran Population	41197
Percent Veteran Population	6.6%
With a Disability	66033
Percent With a Disability	7.9%
Median Age	35.5
Median HH Income	86913

Denton County Persons with Disabilities



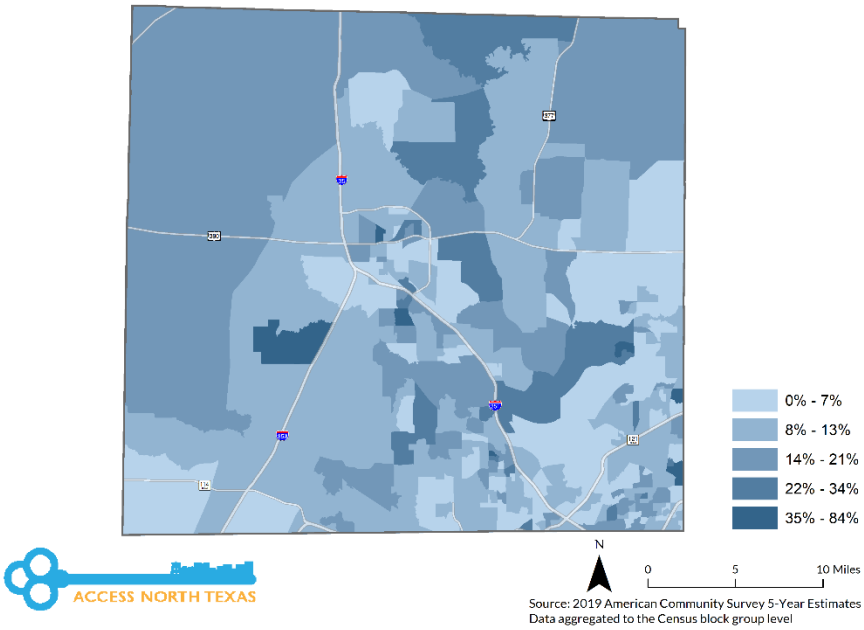
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Denton County Low-Income Individuals



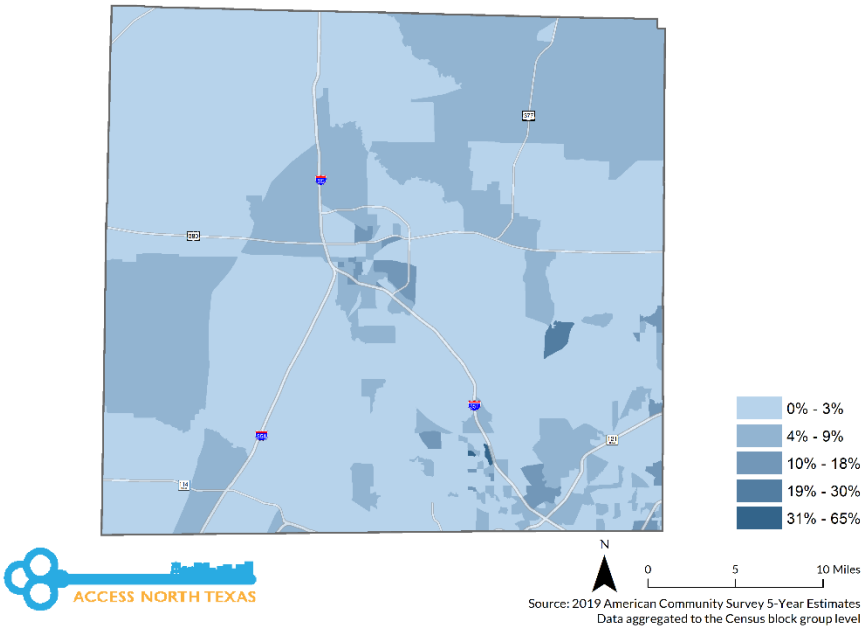
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Denton County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Denton County Zero-Car Households

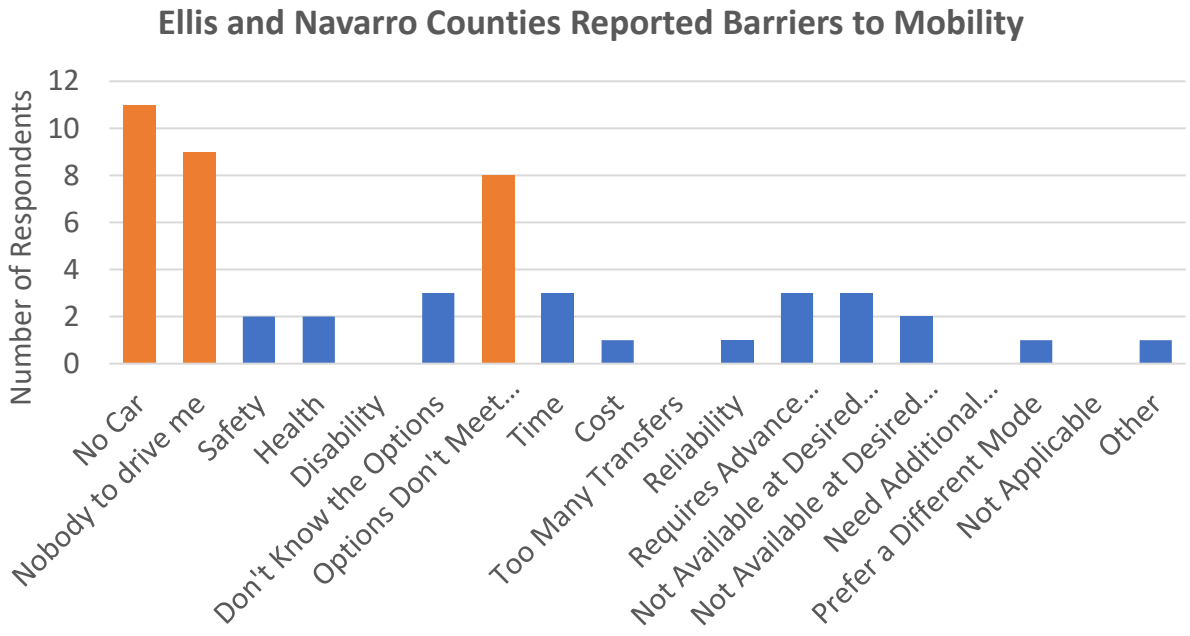


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Ellis and Navarro Counties

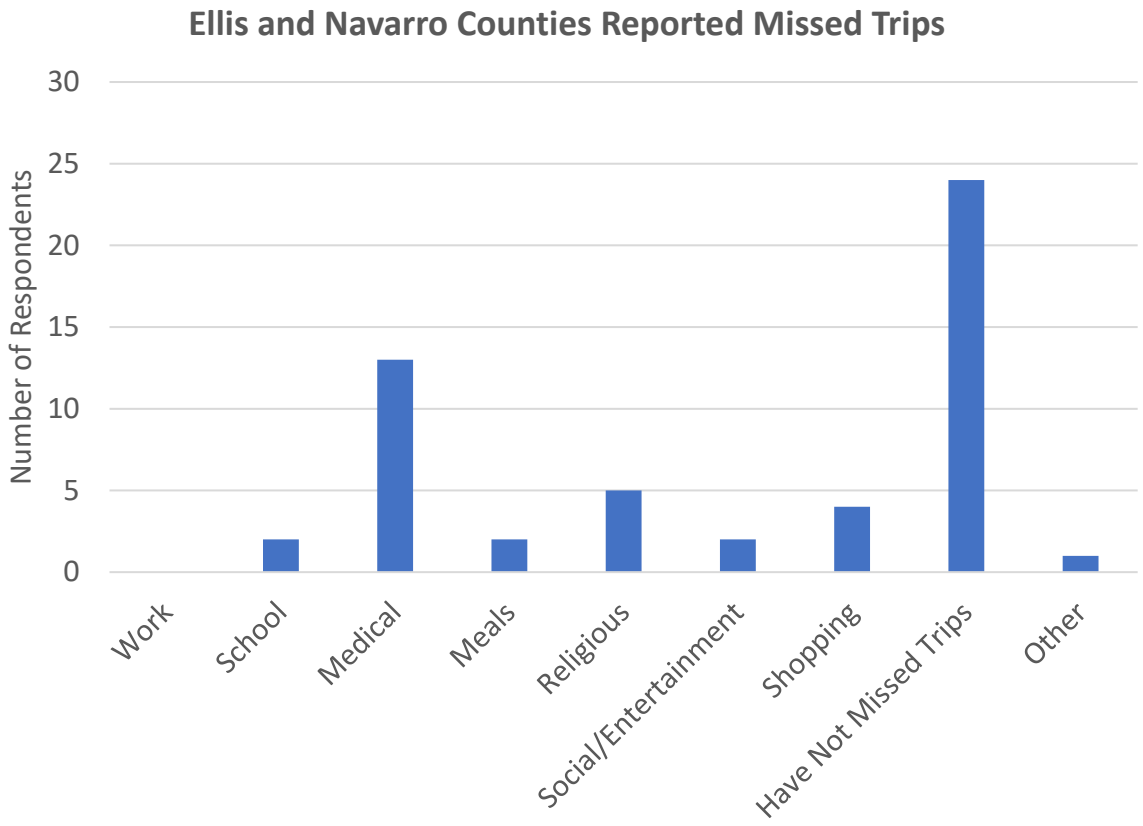
Barriers

Reported Barrier	Number of Responses
No Car	11
Nobody to drive me	9
Safety	2
Health	2
Disability	0
Don't Know the Options	3
Options Don't Meet Needs	8
Time	3
Cost	1
Too Many Transfers	0
Reliability	1
Requires Advance Reservations	3
Not Available at Desired Locations	3
Not Available at Desired Days/Times	2
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	1
Not Applicable	0
Other	1



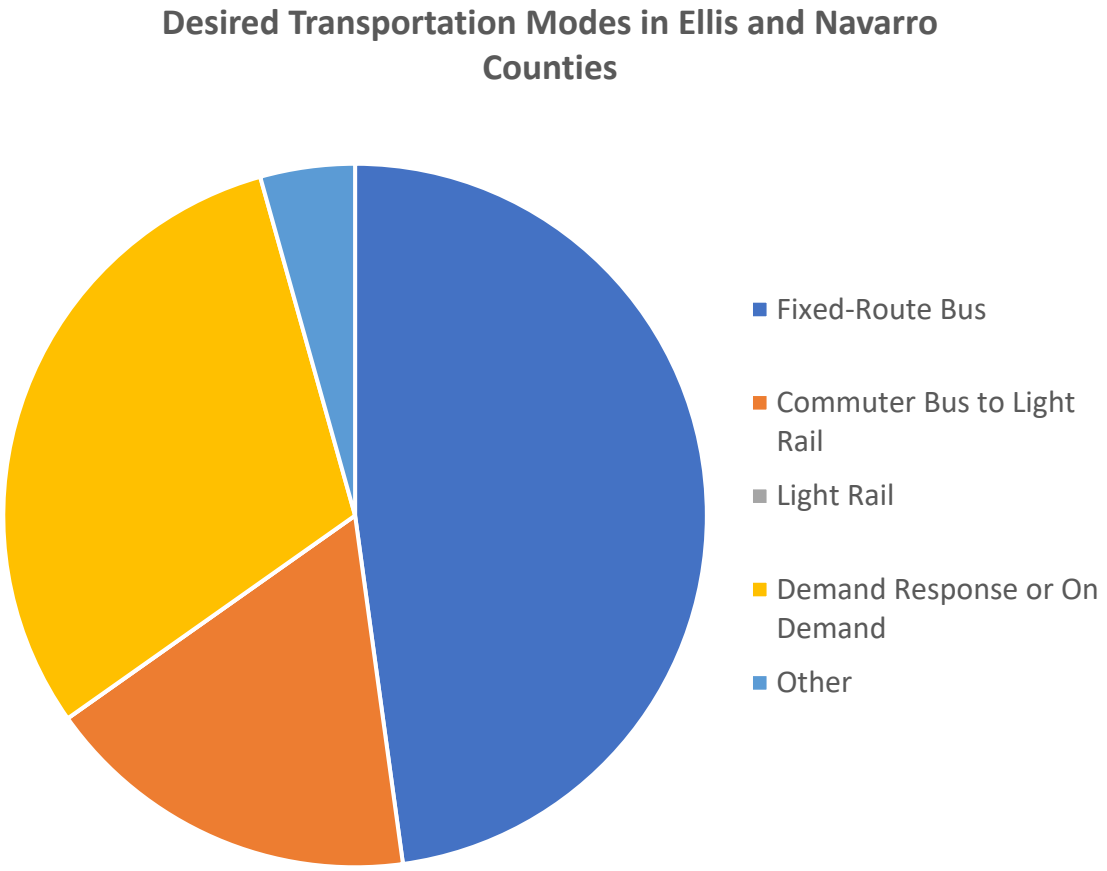
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	0
School	2
Medical	13
Meals	2
Religious	5
Social/Entertainment	2
Shopping	4
Have Not Missed Trips	24



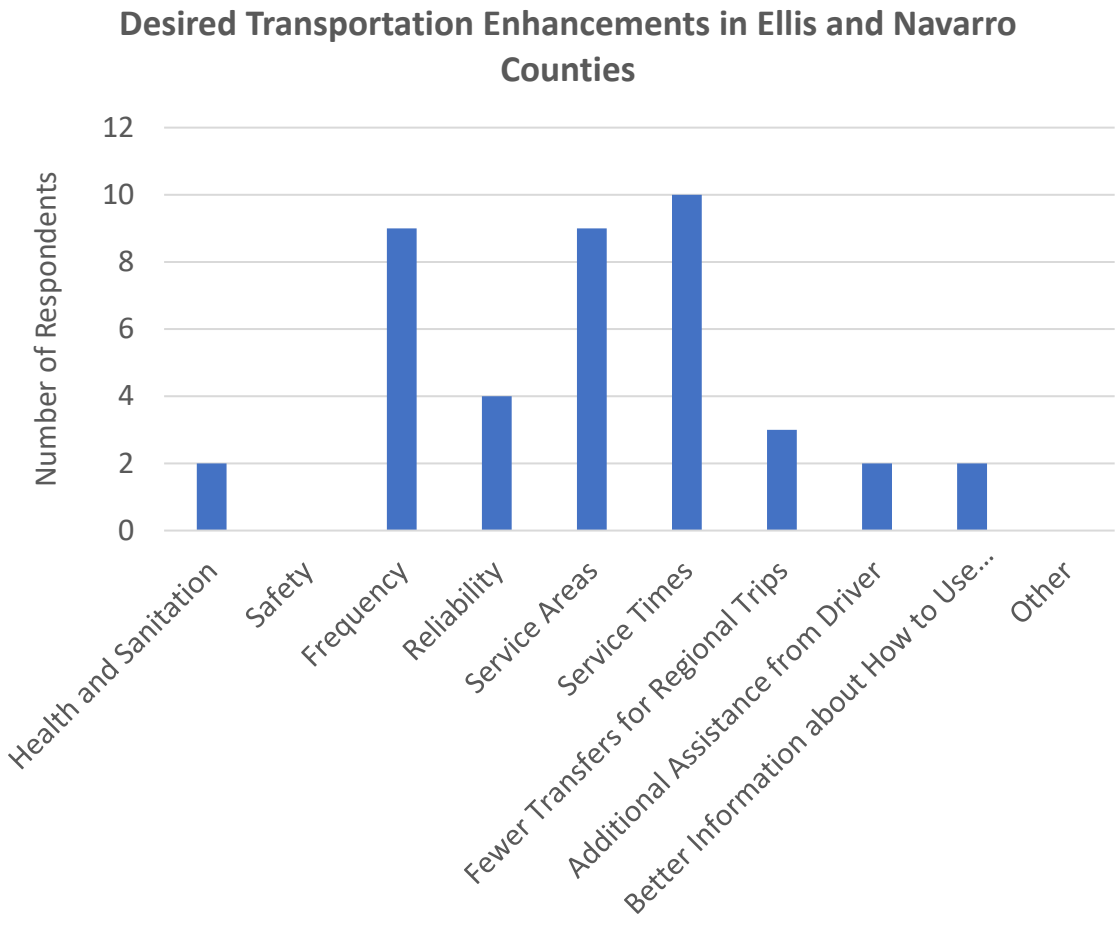
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	11
Commuter Bus to Light Rail	4
Light Rail	0
Demand Response or On Demand	7
Other	1



Desired Enhancements

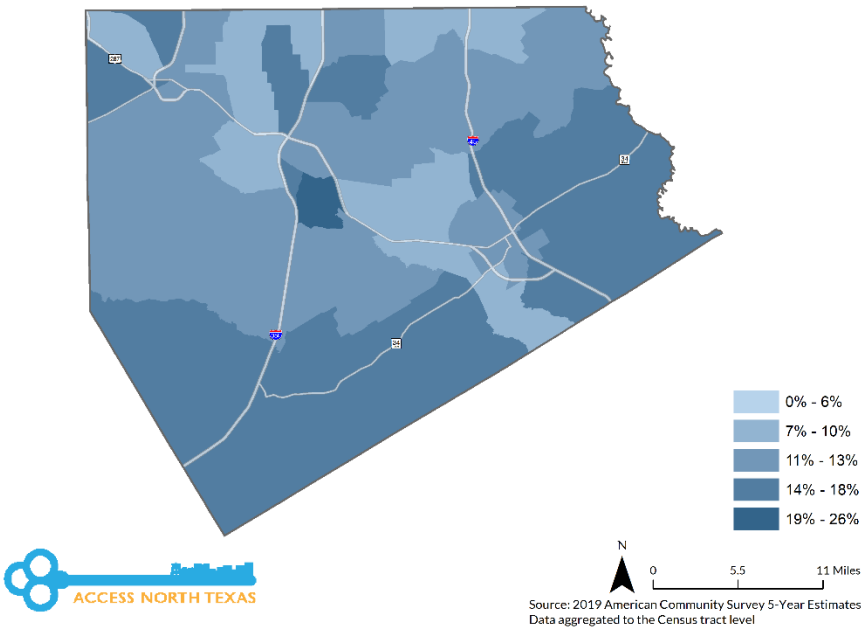
Type of Desired Enhancement	Number of Responses
Health and Sanitation	2
Safety	0
Frequency	9
Reliability	4
Service Areas	9
Service Times	10
Fewer Transfers for Regional Trips	3
Additional Assistance from Driver	2
Better Information about How to Use Transit	2
Other	0



Locations Needing Connectivity

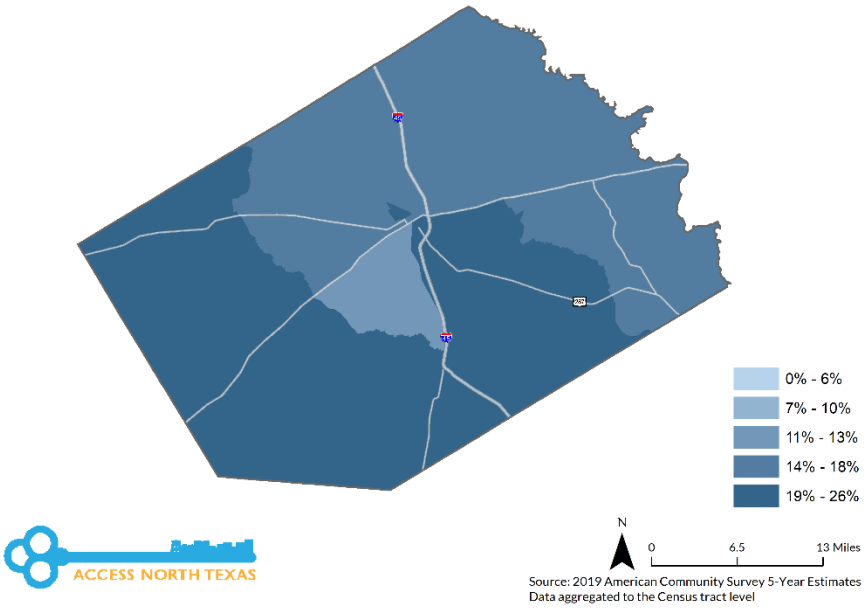
Location	Number of Responses
Botanical Gardens (Fort Worth)	1
Dallas	1
Waxahachie	1

Ellis County Persons with Disabilities



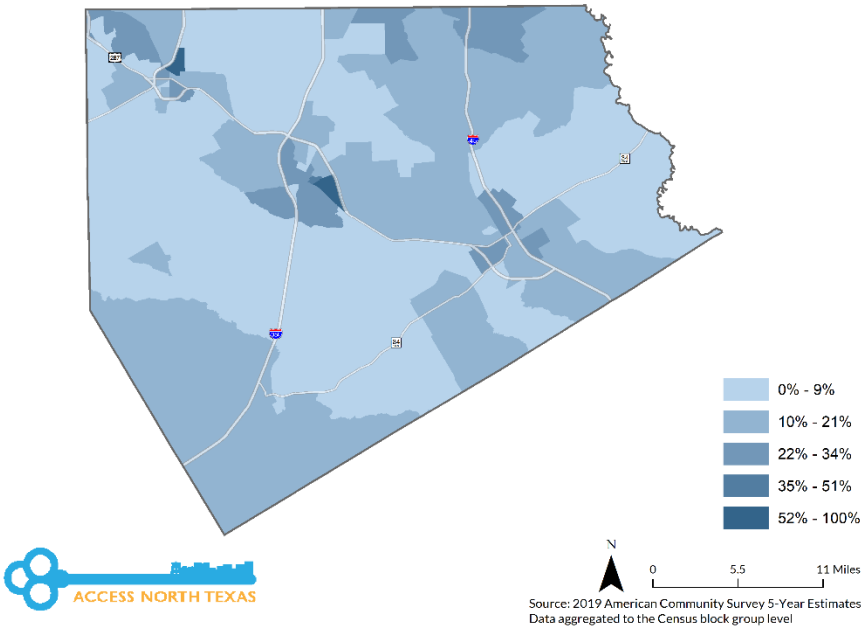
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Navarro County Persons with Disabilities



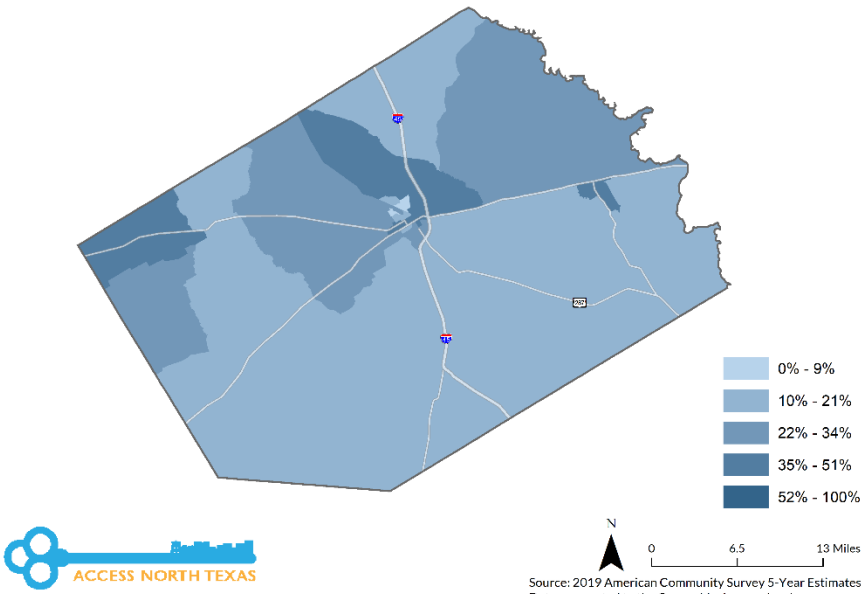
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Ellis County Low-Income Individuals



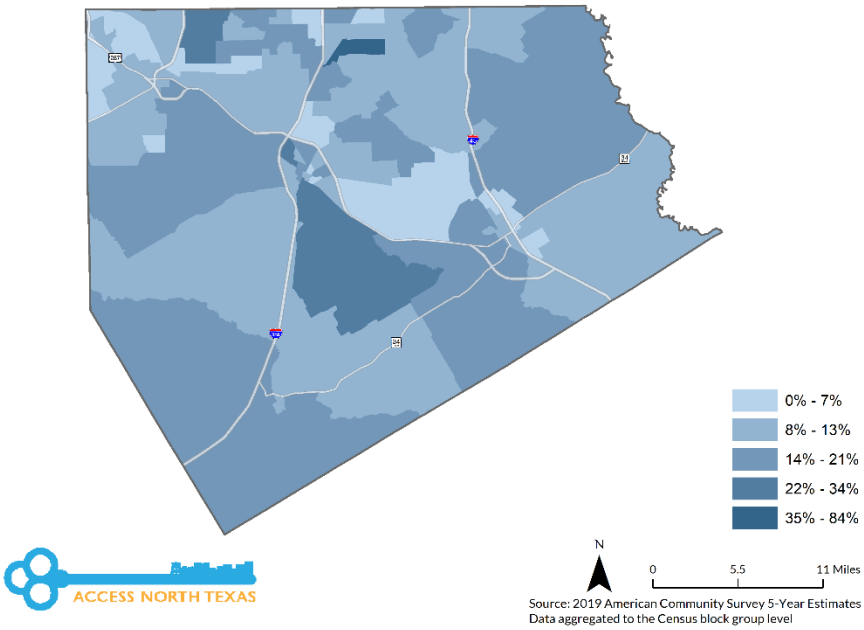
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Navarro County Low-Income Individuals



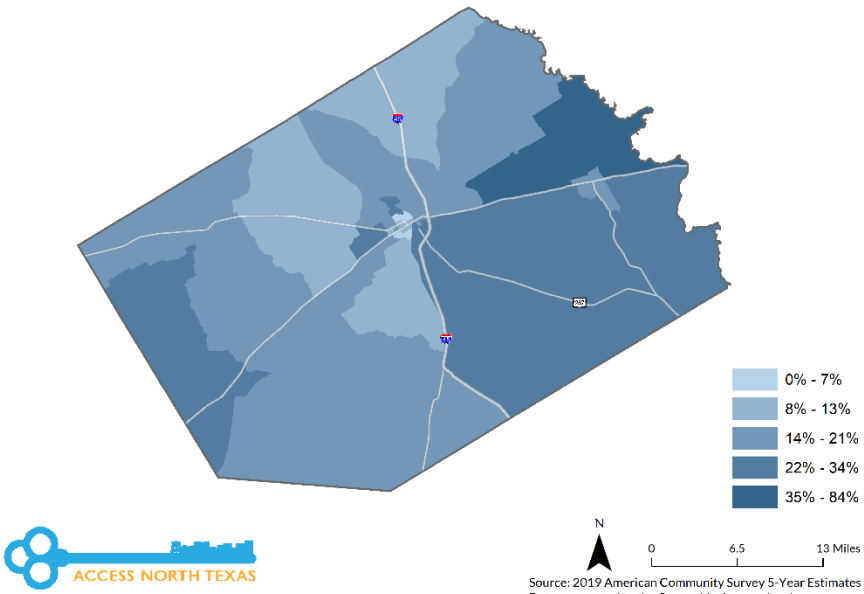
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Ellis County Population Over 65



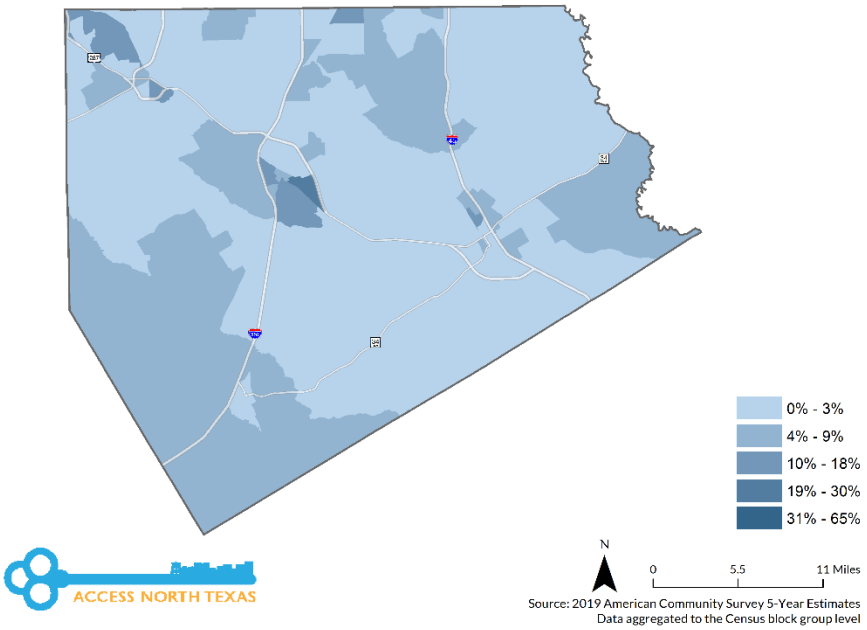
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Navarro County Population Over 65



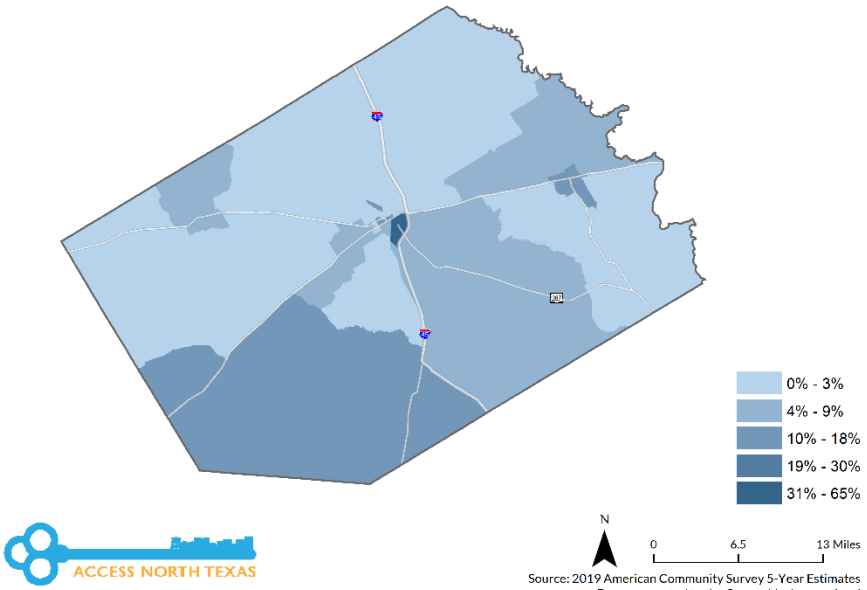
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Ellis County Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Navarro County Zero-Car Households

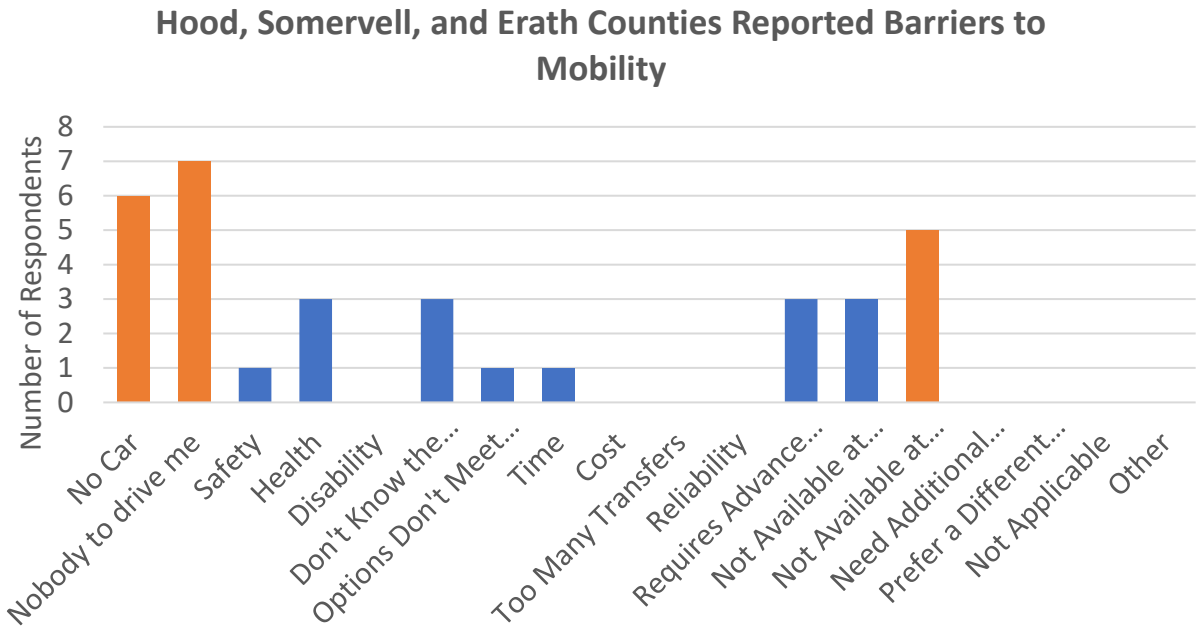


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Hood, Somervell, and Erath Counties

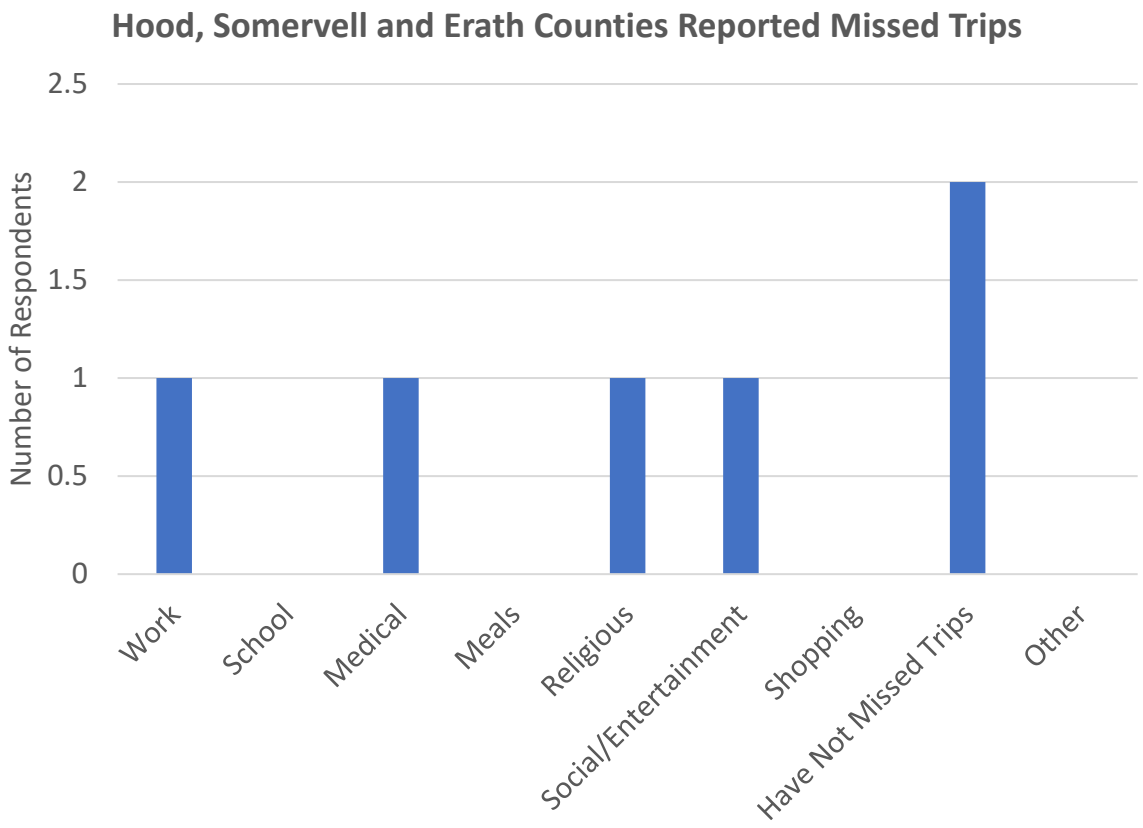
Barriers

Reported Barrier	Number of Responses
No Car	6
Nobody to drive me	7
Safety	1
Health	3
Disability	0
Don't Know the Options	3
Options Don't Meet Needs	1
Time	1
Cost	0
Too Many Transfers	0
Reliability	0
Requires Advance Reservations	3
Not Available at Desired Locations	3
Not Available at Desired Days/Times	5
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	0
Not Applicable	0
Other	0



Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	1
School	0
Medical	1
Meals	0
Religious	1
Social/Entertainment	1
Shopping	0
Have Not Missed Trips	2



Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	0
Commuter Bus to Light Rail	0
Light Rail	0
Demand Response or On Demand	0
Other	0

No chart to show

Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	0
Safety	0
Frequency	0
Reliability	1
Service Areas	1
Service Times	1
Fewer Transfers for Regional Trips	0
Additional Assistance from Driver	0
Better Information about How to Use Transit	1
Other	0

Locations Needing Connectivity

Location	Number of Responses
DFW Airport	1

Key Demographics

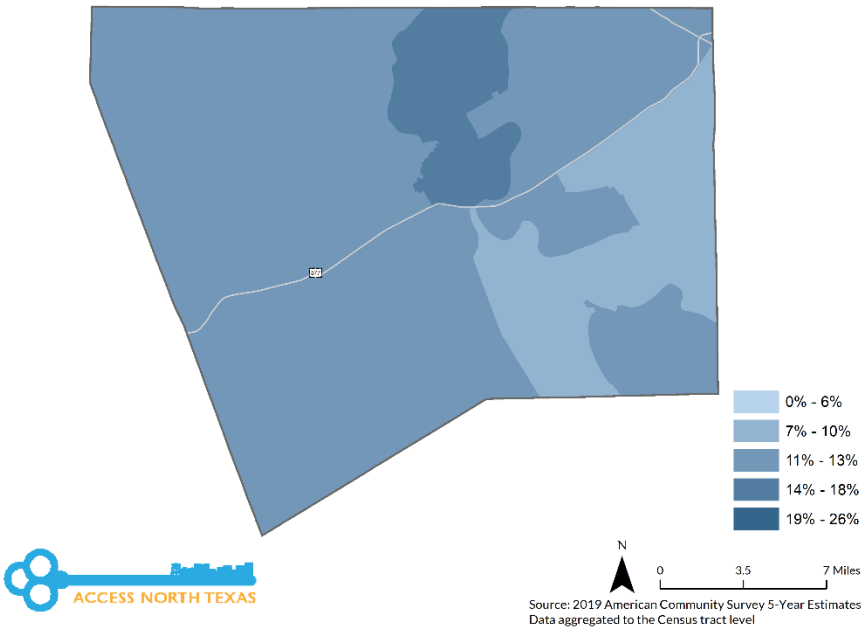
Hood County	
Demographic Measure	**Value**
Total Population	58318
Total Households	22152
Total Minority	9201
Percent Total Minority	15.78%
Total White, Non-Hispanic	49117
Percent Total White, Non-Hispanic	84.22%
Total White	55523
Percent Total White	95.21%
Total Black	466
Percent Total Black	0.80%
Total American Indian or Alaska Native	654
Percent Total Amer Indian or AK Native	1.12%
Total Asian	411
Percent Total Asian	0.70%
Total Native Hawaiian or Pacific Islander	46
Percent Tot Native Hawaiian or Pac Islander	0.08%
Total Some Other Race	481
Percent Total Some Other Race	0.82%
Total Two or More Races	737
Percent Total Two or More Races	1.26%
Total Not Hispanic or Latino	51086
Percent Total Not Hispanic or Latino	87.60%
Total Hispanic or Latino	7232
Percent Total Hispanic or Latino	12.40%
Individuals For Whom Poverty Status Is Known	57594
Percent Individuals For Whom Poverty Status is Known	98.76%
Total Low-Income Individuals	7363
Percent Low-Income	12.8%
Total LEP Individuals	2391
Percent LEP Individuals	4.34%
Population Over 5	55146
Population 18 and Over	46012
65 and Over Population	14397
Percent 65 and Over	24.7%
Zero-Car Households	578
Percent Zero-Car Households	2.6%
Total Veteran Population	4927
Percent Veteran Population	10.7%
With a Disability	6766
Percent With a Disability	11.6%
Median Age	47
Median HH Income	64041

Somervell County	
Demographic Measure	**Value**
Total Population	8860
Total Households	3123
Total Minority	1850
Percent Total Minority	20.88%
Total White, Non-Hispanic	7010
Percent Total White, Non-Hispanic	79.12%
Total White	7865
Percent Total White	88.77%
Total Black	105
Percent Total Black	1.19%
Total American Indian or Alaska Native	115
Percent Total Amer Indian or AK Native	1.30%
Total Asian	24
Percent Total Asian	0.27%
Total Native Hawaiian or Pacific Islander	68
Percent Tot Native Hawaiian or Pac Islander	0.77%
Total Some Other Race	671
Percent Total Some Other Race	7.57%
Total Two or More Races	12
Percent Total Two or More Races	0.14%
Total Not Hispanic or Latino	7214
Percent Total Not Hispanic or Latino	81.42%
Total Hispanic or Latino	1646
Percent Total Hispanic or Latino	18.58%
Individuals For Whom Poverty Status Is Known	8623
Percent Individuals For Whom Poverty Status is Known	97.33%
Total Low-Income Individuals	2167
Percent Low-Income	25.1%
Total LEP Individuals	311
Percent LEP Individuals	3.70%
Population Over 5	8412
Population 18 and Over	6863
65 and Over Population	1624
Percent 65 and Over	18.3%
Zero-Car Households	61
Percent Zero-Car Households	2.0%
Total Veteran Population	476
Percent Veteran Population	6.9%
With a Disability	1265
Percent With a Disability	14.3%
Median Age	41
Median HH Income	60632

Erath County	
Demographic Measure	**Value**
Total Population	41841
Total Households	13595
Total Minority	10644
Percent Total Minority	25.44%
Total White, Non-Hispanic	31197
Percent Total White, Non-Hispanic	74.56%
Total White	37186
Percent Total White	88.87%
Total Black	799
Percent Total Black	1.91%
Total American Indian or Alaska Native	679
Percent Total Amer Indian or AK Native	1.62%
Total Asian	388
Percent Total Asian	0.93%
Total Native Hawaiian or Pacific Islander	85
Percent Tot Native Hawaiian or Pac Islander	0.20%
Total Some Other Race	1928
Percent Total Some Other Race	4.61%
Total Two or More Races	776
Percent Total Two or More Races	1.85%

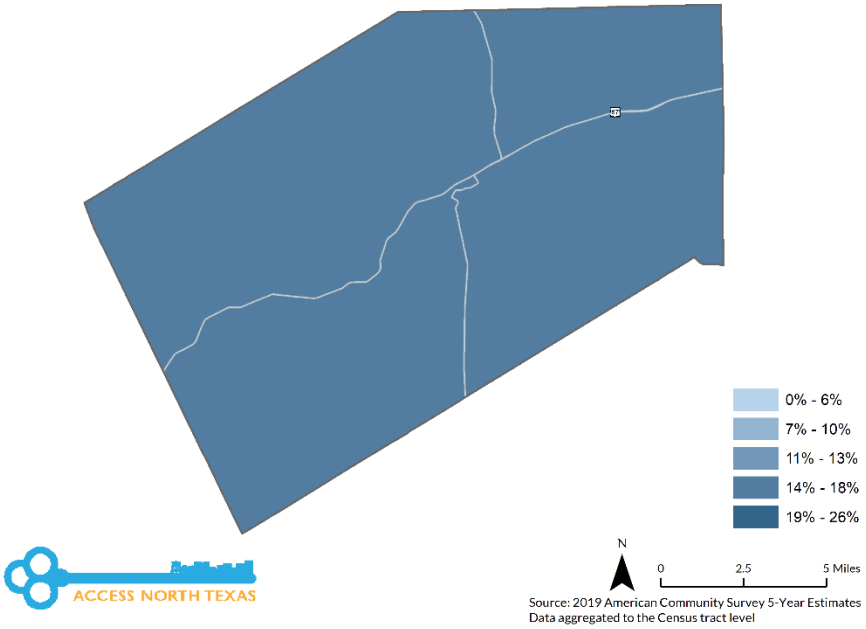
Total Not Hispanic or Latino	33020
Percent Total Not Hispanic or Latino	78.92%
Total Hispanic or Latino	8821
Percent Total Hispanic or Latino	21.08%
Individuals For Whom Poverty Status Is Known	39761
Percent Individuals For Whom Poverty Status is Known	95.03%
Total Low-Income Individuals	9181
Percent Low-Income	23.1%
Total LEP Individuals	1750
Percent LEP Individuals	4.46%
Population Over 5	39266
Population 18 and Over	33090
65 and Over Population	5875
Percent 65 and Over	14.0%
Zero-Car Households	759
Percent Zero-Car Households	5.6%
Total Veteran Population	2500
Percent Veteran Population	7.6%
With a Disability	5169
Percent With a Disability	12.4%
Median Age	30.4
Median HH Income	52742

Hood County Persons with Disabilities



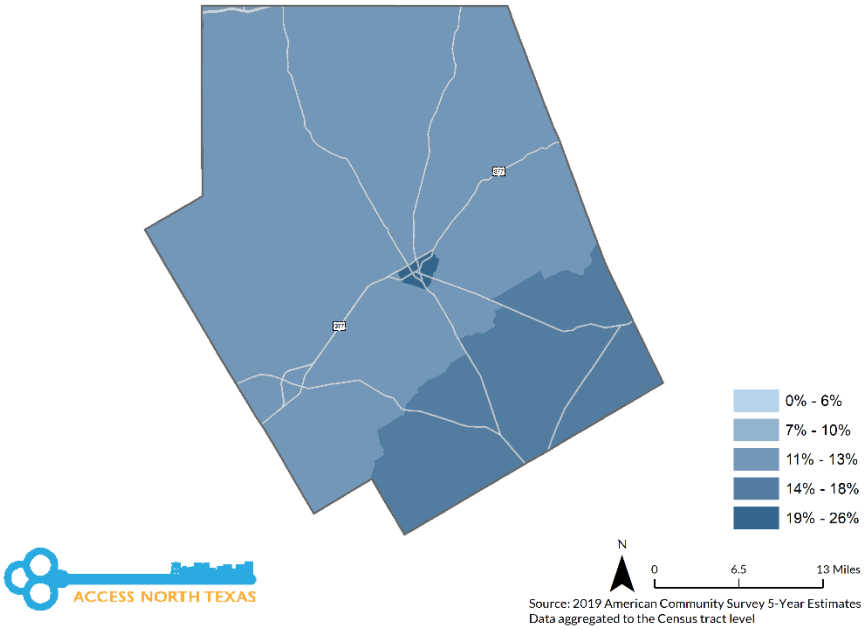
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Somervell County Persons with Disabilities

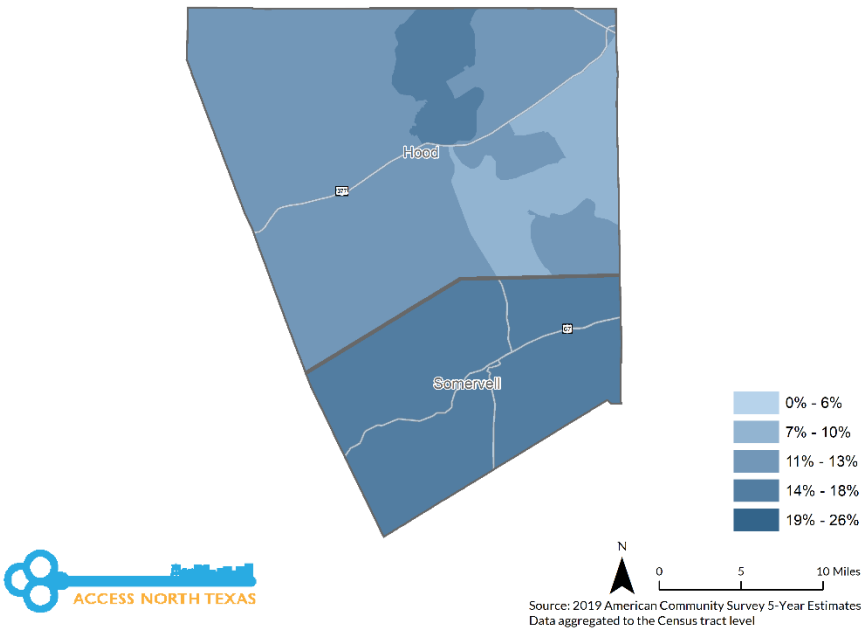


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

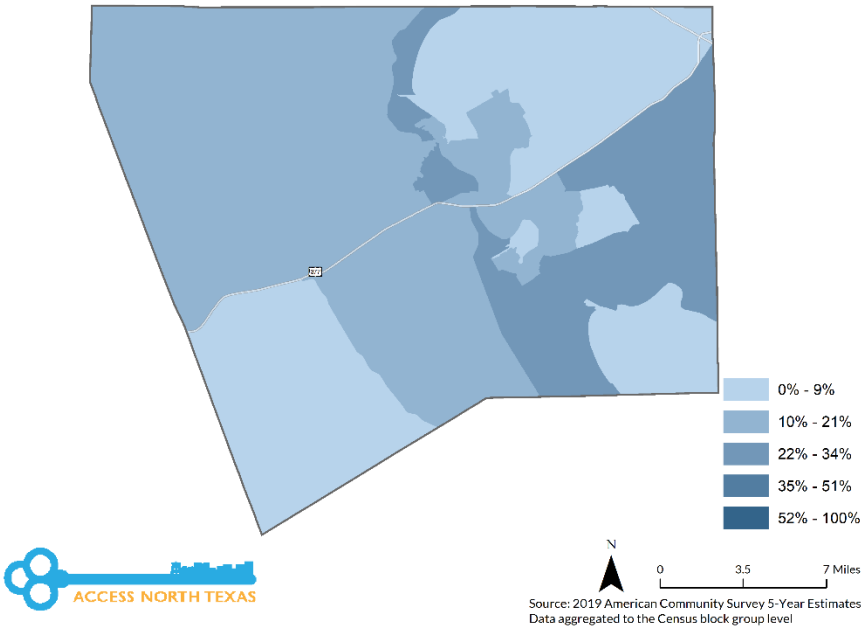
Erath County Persons with Disabilities



Hood & Somervell Counties Persons with Disabilities

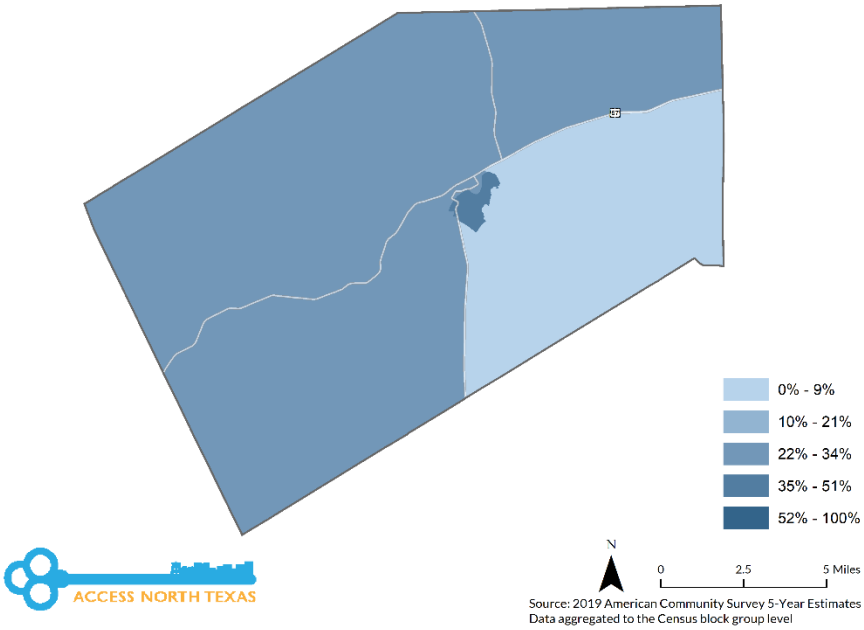


Hood County Low-Income Individuals



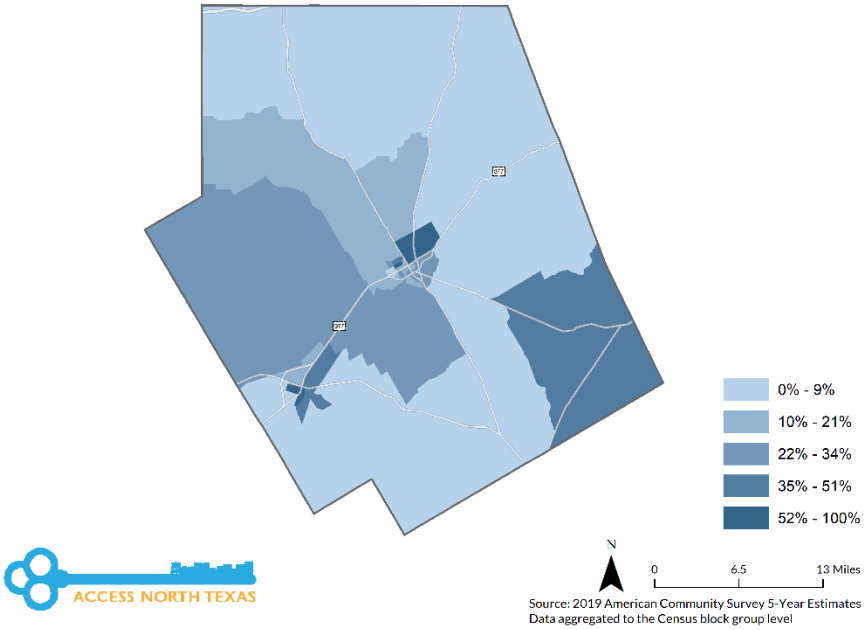
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Somervell County Low-Income Individuals

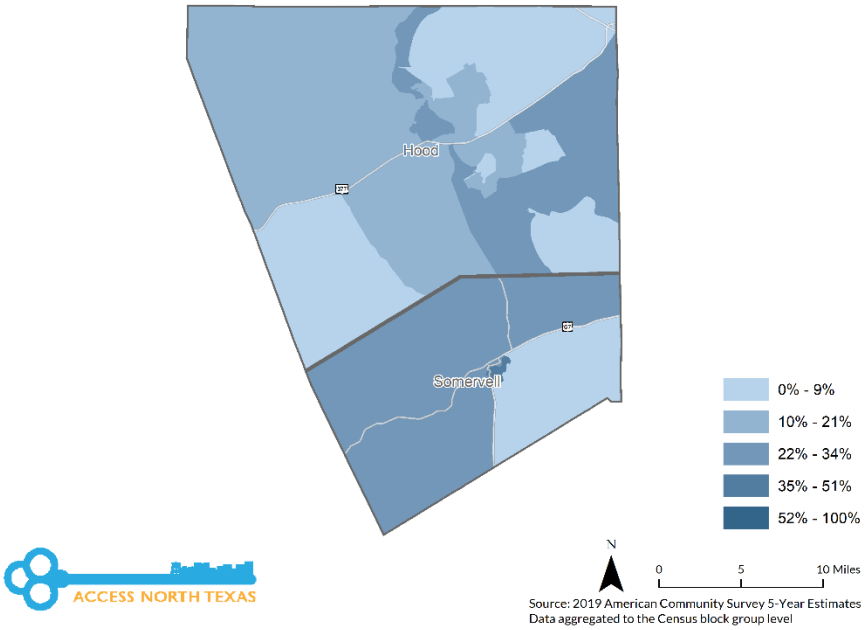


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

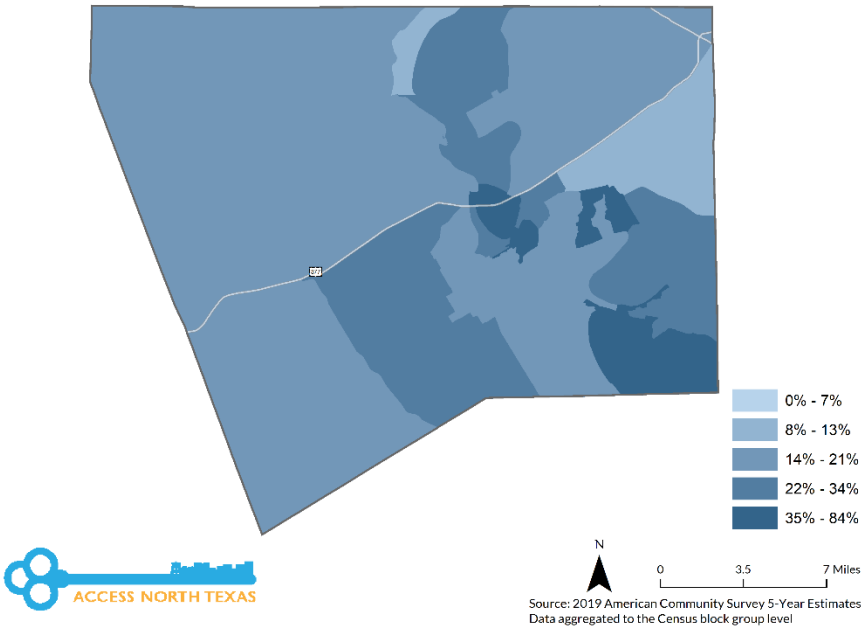
Erath County Low-Income Individuals



Hood & Somervell Counties Low-Income Individuals

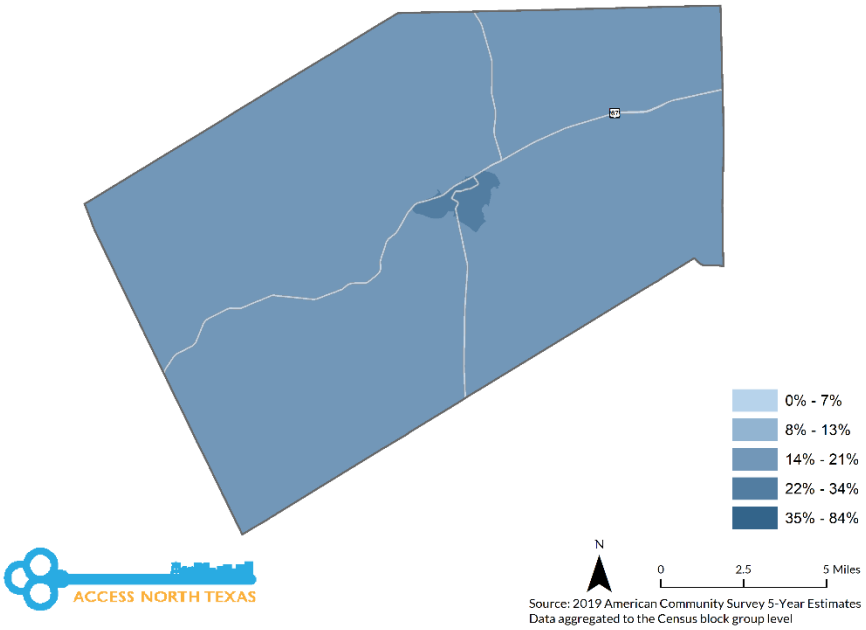


Hood County Population Over 65



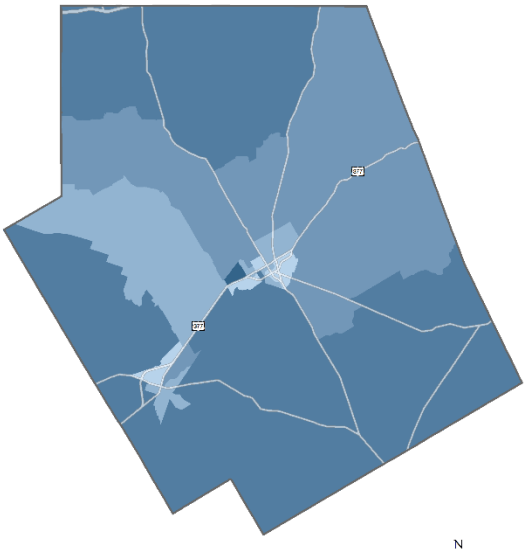
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Somervell County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Erath County Population Over 65



ACCESS NORTH TEXAS

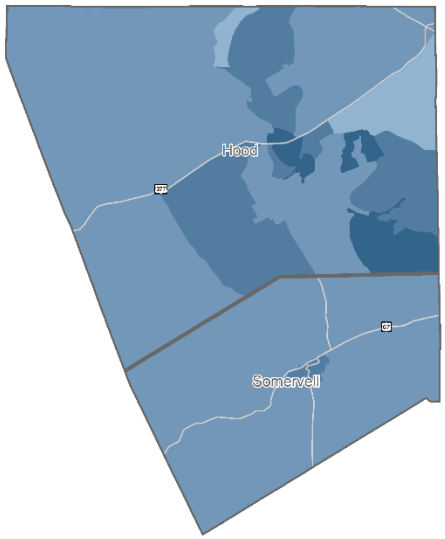
0% - 7%
8% - 13%
14% - 21%
22% - 34%
35% - 84%

N

0 6.5 13 Miles

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Hood & Somervell Counties Population Over 65



ACCESS NORTH TEXAS

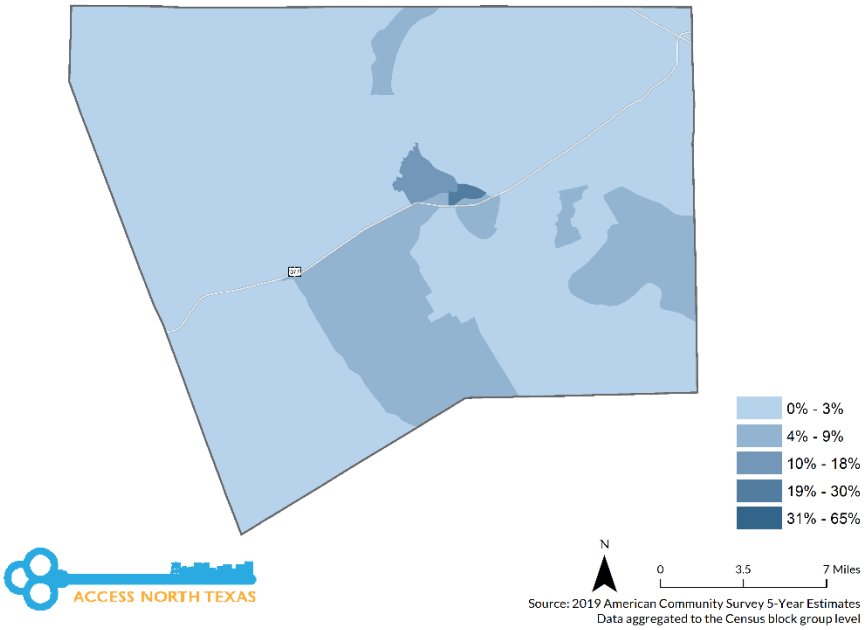
0% - 7%
8% - 13%
14% - 21%
22% - 34%
35% - 84%

N

0 5 10 Miles

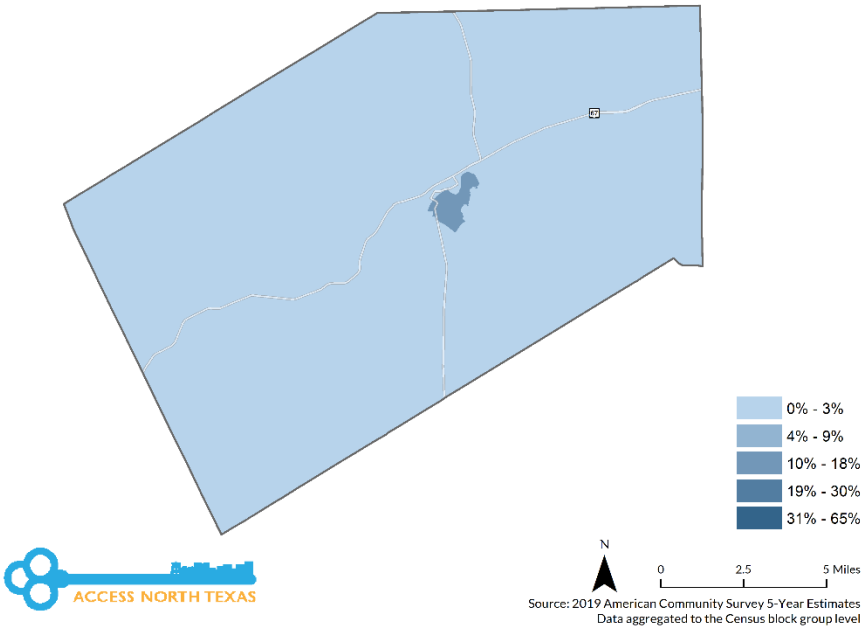
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Hood County Zero-Car Households



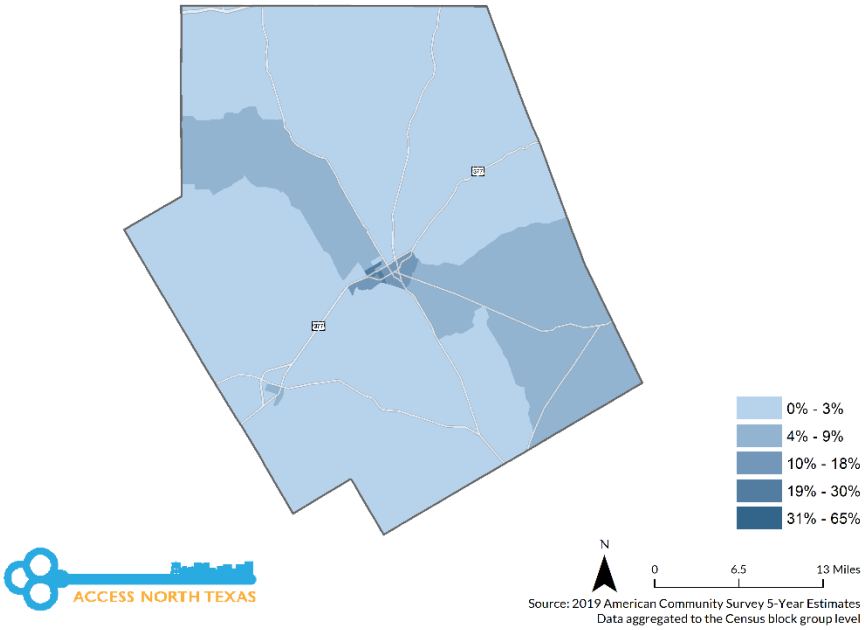
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Somervell County Zero-Car Households



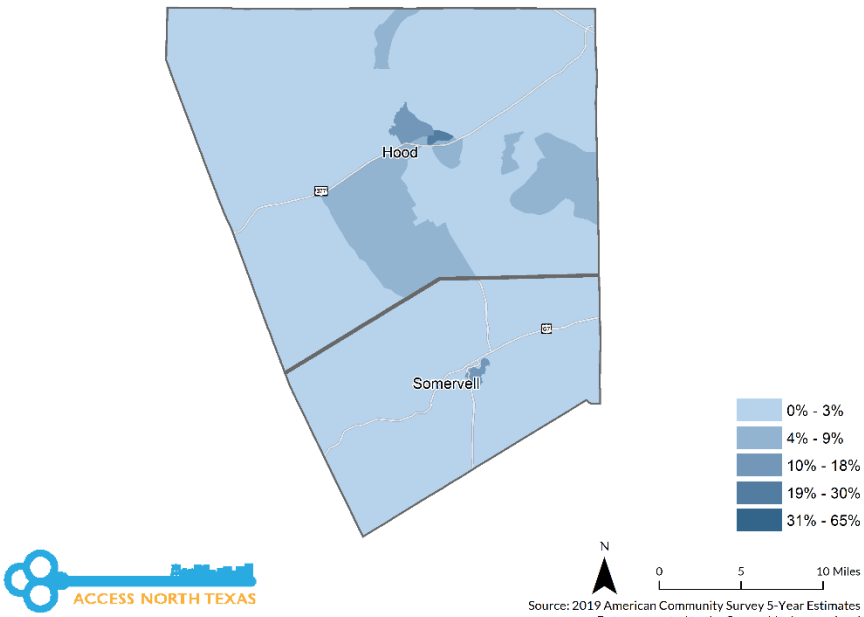
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Erath County Zero-Car Households



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Hood & Somervell Counties Zero-Car Households

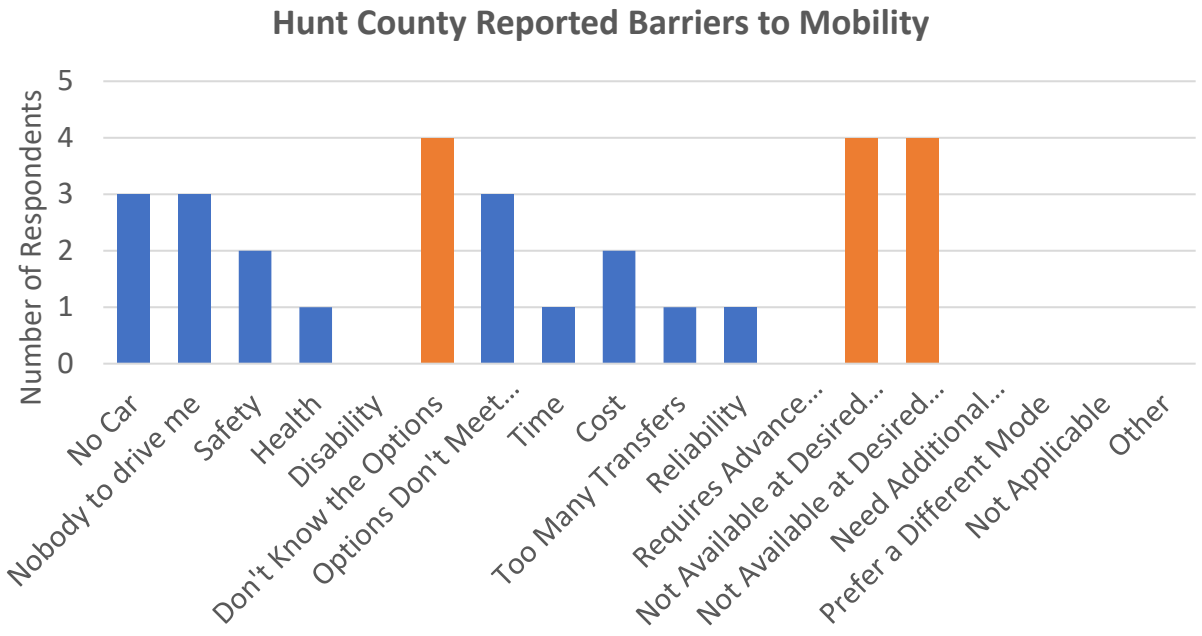


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Hunt County

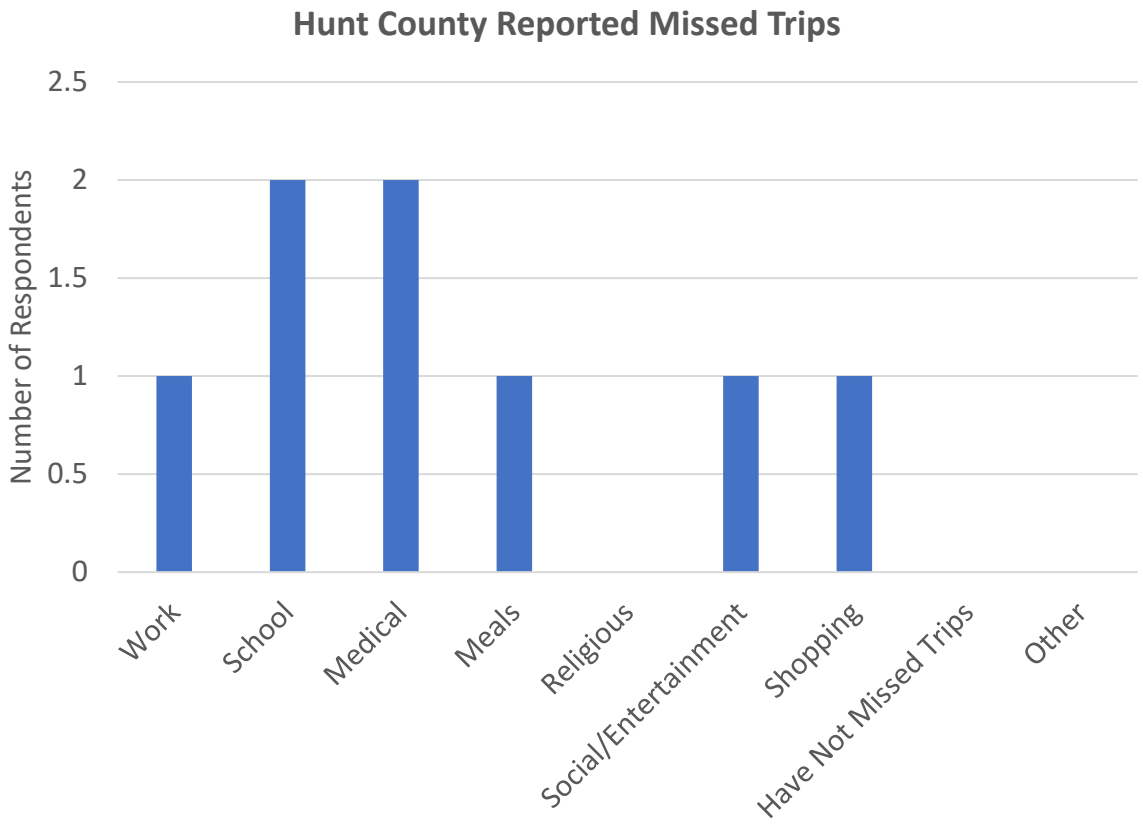
Barriers

Reported Barrier	Number of Responses
No Car	3
Nobody to drive me	3
Safety	2
Health	1
Disability	0
Don't Know the Options	4
Options Don't Meet Needs	3
Time	1
Cost	2
Too Many Transfers	1
Reliability	1
Requires Advance Reservations	0
Not Available at Desired Locations	4
Not Available at Desired Days/Times	4
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	0
Not Applicable	0
Other	0



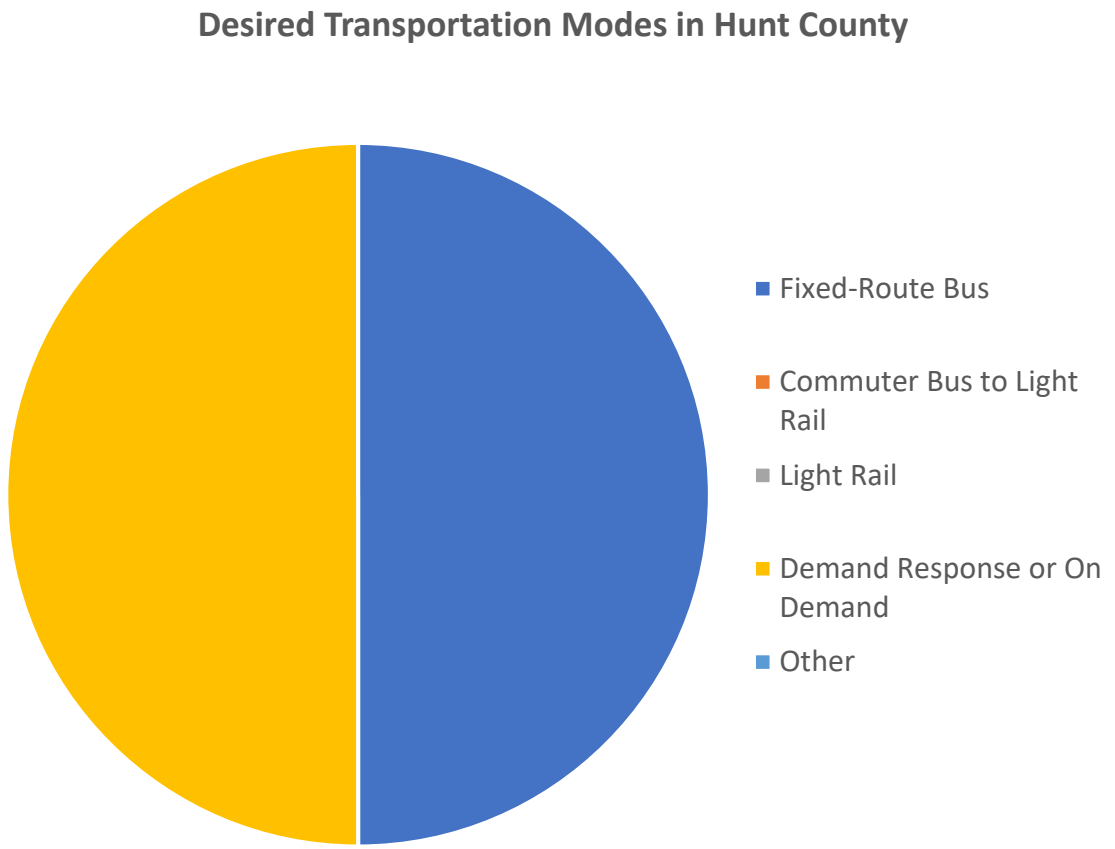
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	1
School	2
Medical	2
Meals	1
Religious	0
Social/Entertainment	1
Shopping	1
Have Not Missed Trips	0



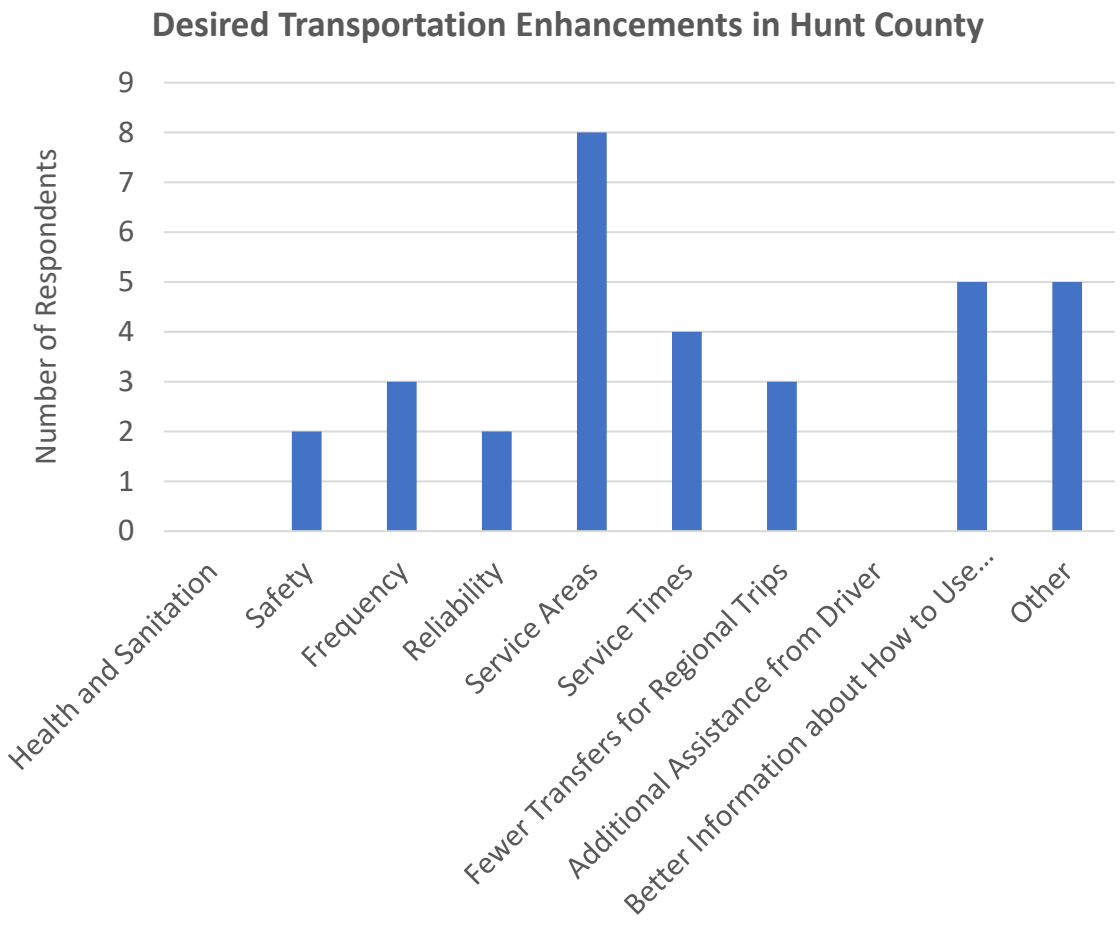
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	1
Commuter Bus to Light Rail	0
Light Rail	0
Demand Response or On Demand	1
Other	0



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	0
Safety	2
Frequency	3
Reliability	2
Service Areas	8
Service Times	4
Fewer Transfers for Regional Trips	3
Additional Assistance from Driver	0
Better Information about How to Use Transit	5
Other	5



Locations Needing Connectivity

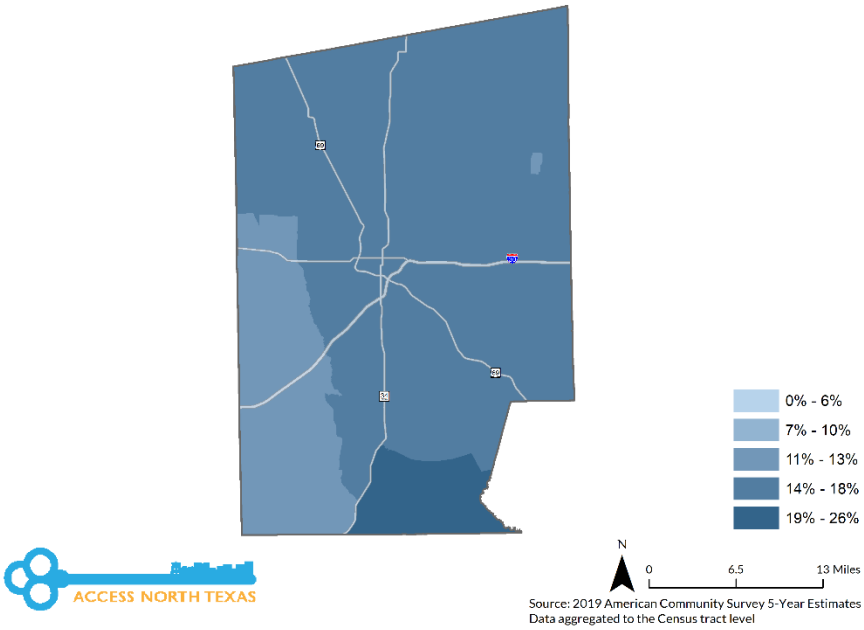
Location	Number of Responses
Allen	1
Dallas to Commerce	1
Frisco	1
McKinney	1
Murphy	1
Plano	1
Return home after hospital stay	1
Shelters	1
Wylie	1

Key Demographics

Demographic Measure	Value
Total Population	94162
Total Households	33189
Total Minority	26719
Percent Total Minority	28.38%
Total White, Non-Hispanic	67443
Percent Total White, Non-Hispanic	71.62%
Total White	75231
Percent Total White	79.90%
Total Black	7364
Percent Total Black	7.82%
Total American Indian or Alaska Native	1053
Percent Total Amer Indian or AK Native	1.12%
Total Asian	1216
Percent Total Asian	1.29%
Total Native Hawaiian or Pacific Islander	43
Percent Tot Native Hawaiian or Pac Islander	0.05%
Total Some Other Race	7324
Percent Total Some Other Race	7.78%
Total Two or More Races	1931
Percent Total Two or More Races	2.05%

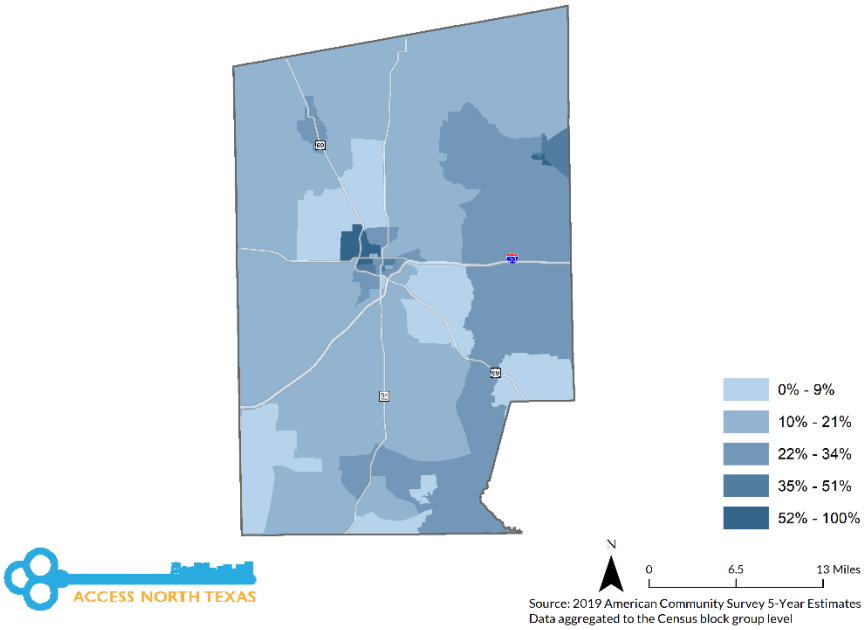
Total Not Hispanic or Latino	78766
Percent Total Not Hispanic or Latino	83.65%
Total Hispanic or Latino	15396
Percent Total Hispanic or Latino	16.35%
Individuals For Whom Poverty Status Is Known	91378
Percent Individuals For Whom Poverty Status is Known	97.04%
Total Low-Income Individuals	19885
Percent Low-Income	21.8%
Total LEP Individuals	3477
Percent LEP Individuals	3.94%
Population Over 5	88256
Population 18 and Over	71605
65 and Over Population	14886
Percent 65 and Over	15.8%
Zero-Car Households	2025
Percent Zero-Car Households	6.1%
Total Veteran Population	6517
Percent Veteran Population	9.1%
With a Disability	14384
Percent With a Disability	15.3%
Median Age	38
Median HH Income	54959

Hunt County Persons with Disabilities



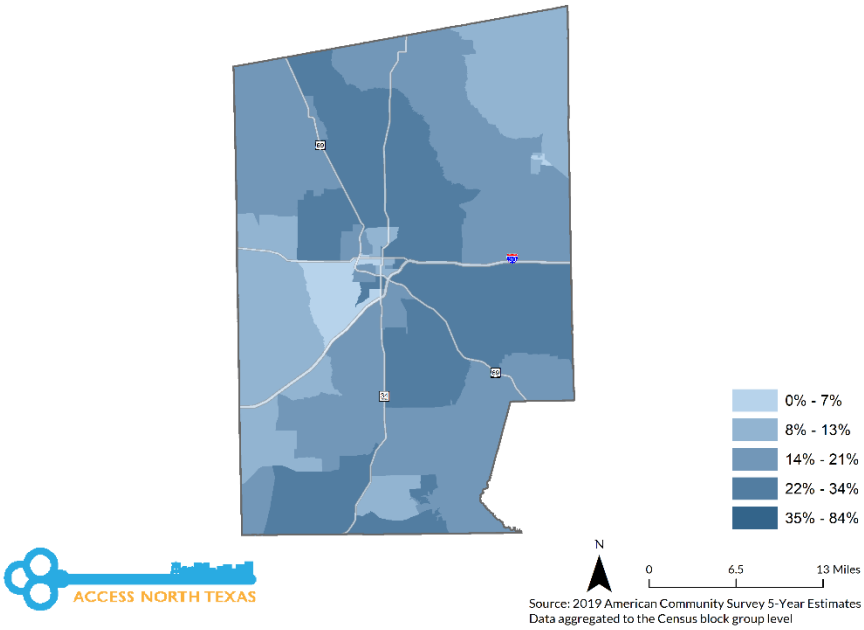
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Hunt County Low-Income Individuals

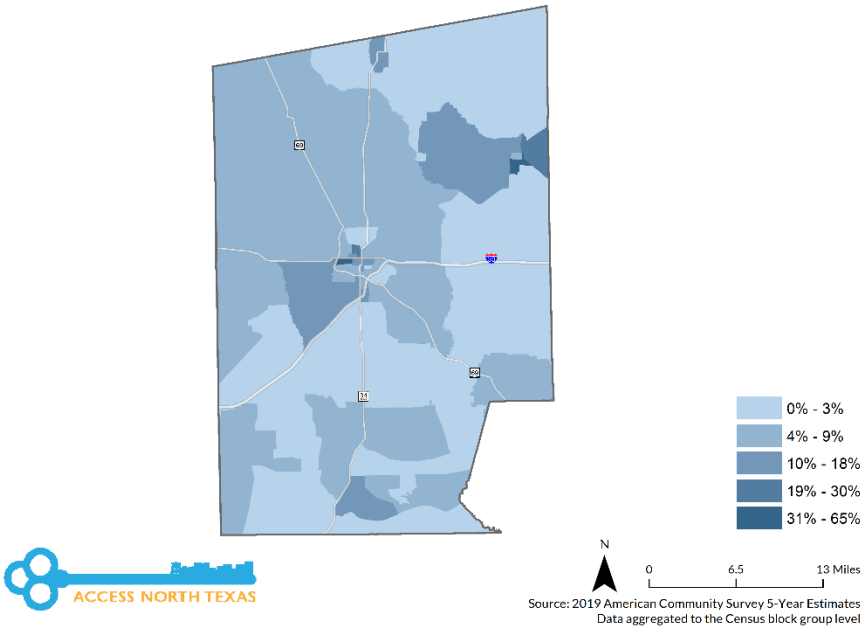


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Hunt County Population Over 65



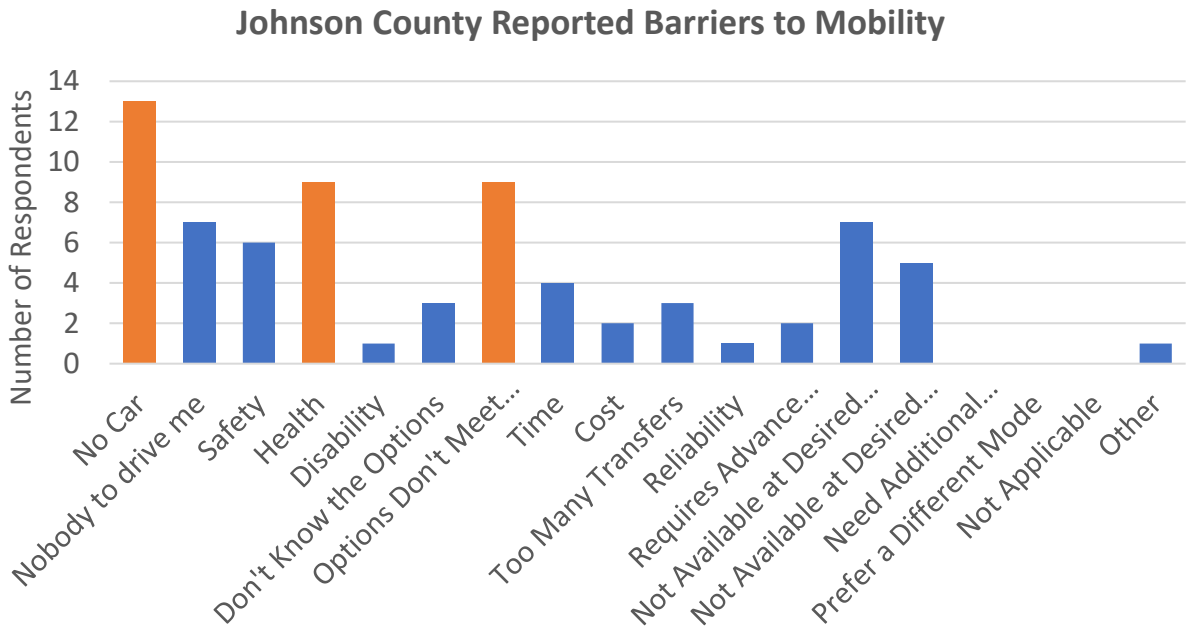
Hunt County Zero-Car Households



Johnson County

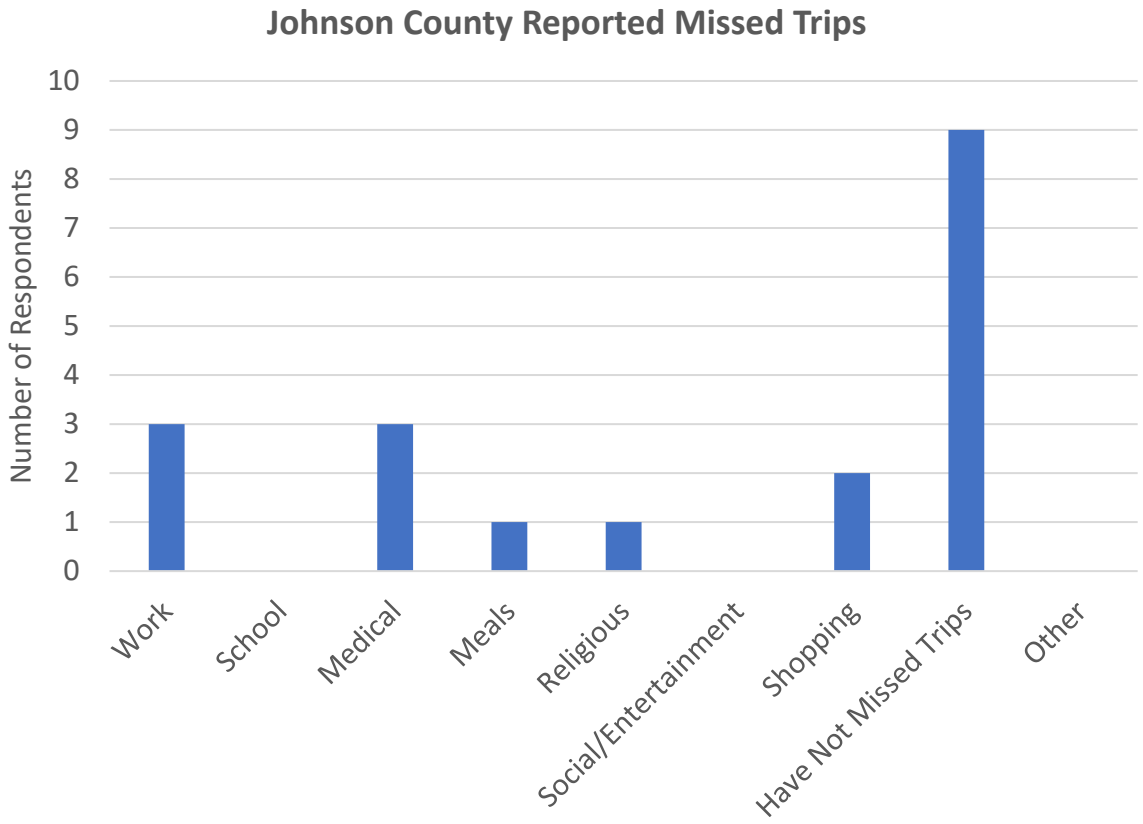
Barriers

Reported Barrier	Number of Responses
No Car	13
Nobody to drive me	7
Safety	6
Health	9
Disability	1
Don't Know the Options	3
Options Don't Meet Needs	9
Time	4
Cost	2
Too Many Transfers	3
Reliability	1
Requires Advance Reservations	2
Not Available at Desired Locations	7
Not Available at Desired Days/Times	5
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	0
Not Applicable	0
Other	1



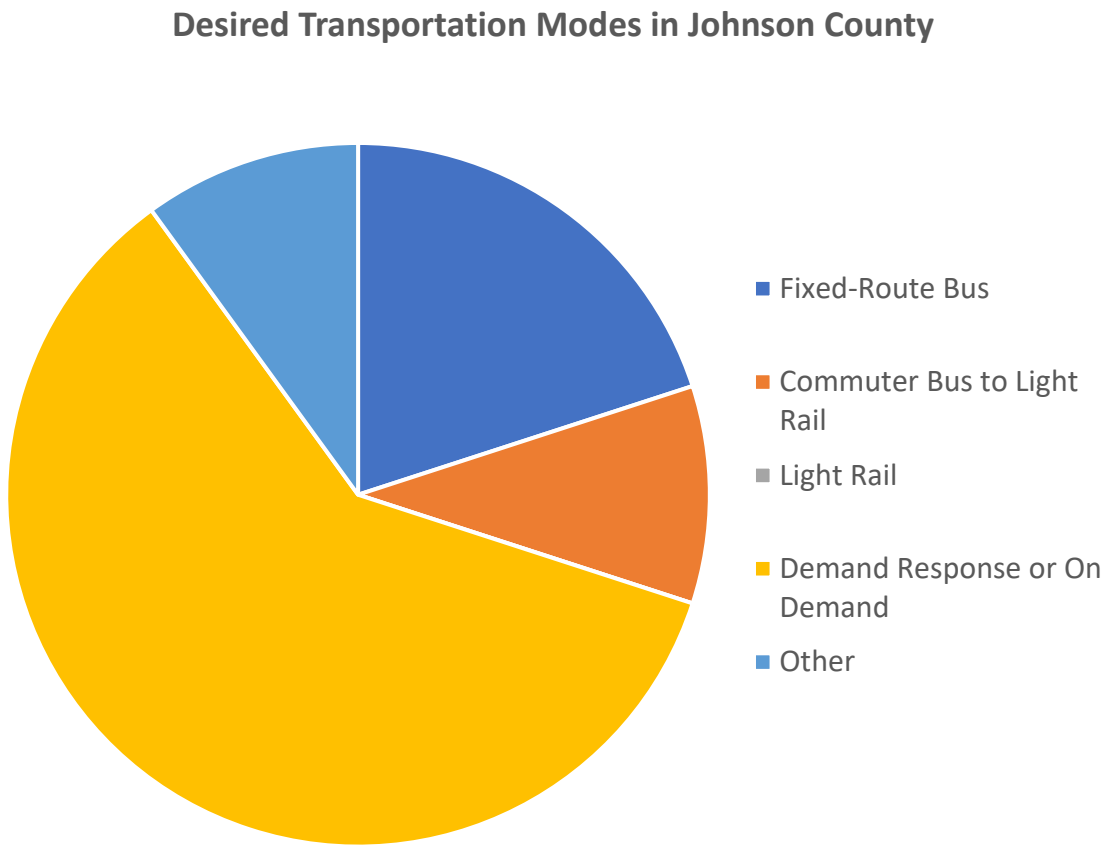
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	3
School	0
Medical	3
Meals	1
Religious	1
Social/Entertainment	0
Shopping	2
Have Not Missed Trips	9



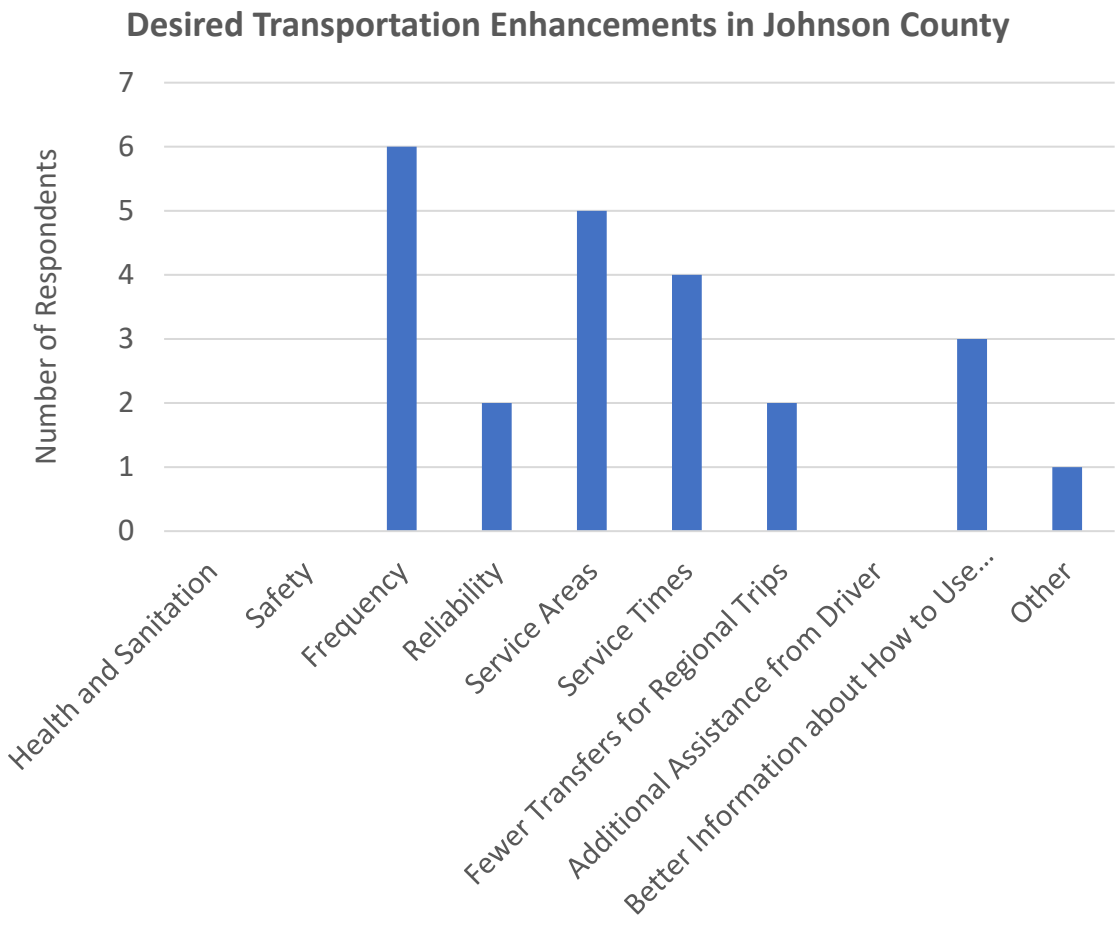
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	2
Commuter Bus to Light Rail	1
Light Rail	0
Demand Response or On Demand	6
Other	1



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	0
Safety	0
Frequency	6
Reliability	2
Service Areas	5
Service Times	4
Fewer Transfers for Regional Trips	2
Additional Assistance from Driver	0
Better Information about How to Use Transit	3
Other	1



Locations Needing Connectivity

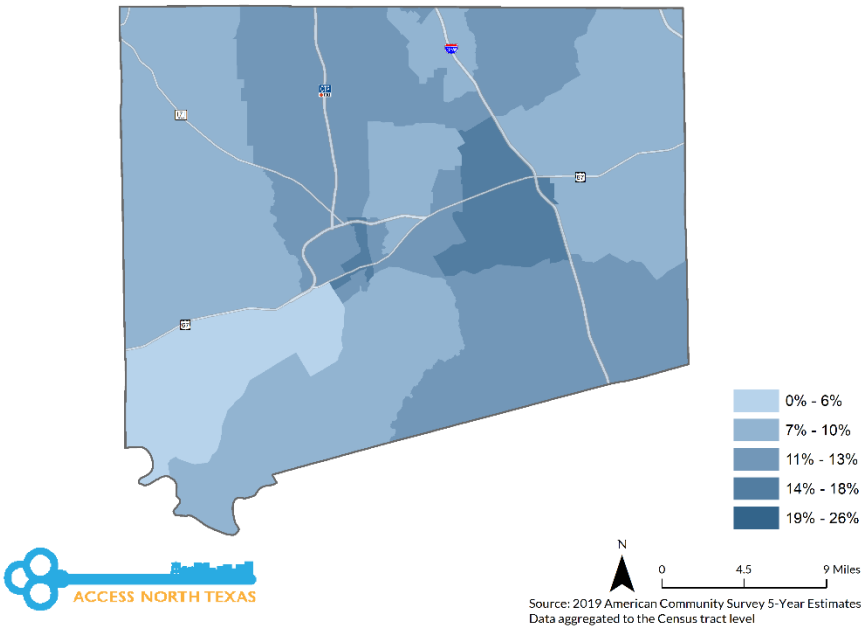
Location	Number of Responses
Fort Worth	3
Dallas	2
Mansfield	2
Allen	1
Godley	1
Homeless shelters, pantries	1
Medical facilities	1

Key Demographics

Demographic Measure	Value
Total Population	167212
Total Households	57310
Total Minority	46832
Percent Total Minority	28.01%
Total White, Non-Hispanic	120380
Percent Total White, Non-Hispanic	71.99%
Total White	151615
Percent Total White	90.67%
Total Black	5962
Percent Total Black	3.57%
Total American Indian or Alaska Native	819
Percent Total Amer Indian or AK Native	0.49%
Total Asian	1627
Percent Total Asian	0.97%
Total Native Hawaiian or Pacific Islander	661
Percent Tot Native Hawaiian or Pac Islander	0.40%
Total Some Other Race	3357
Percent Total Some Other Race	2.01%
Total Two or More Races	3171
Percent Total Two or More Races	1.90%

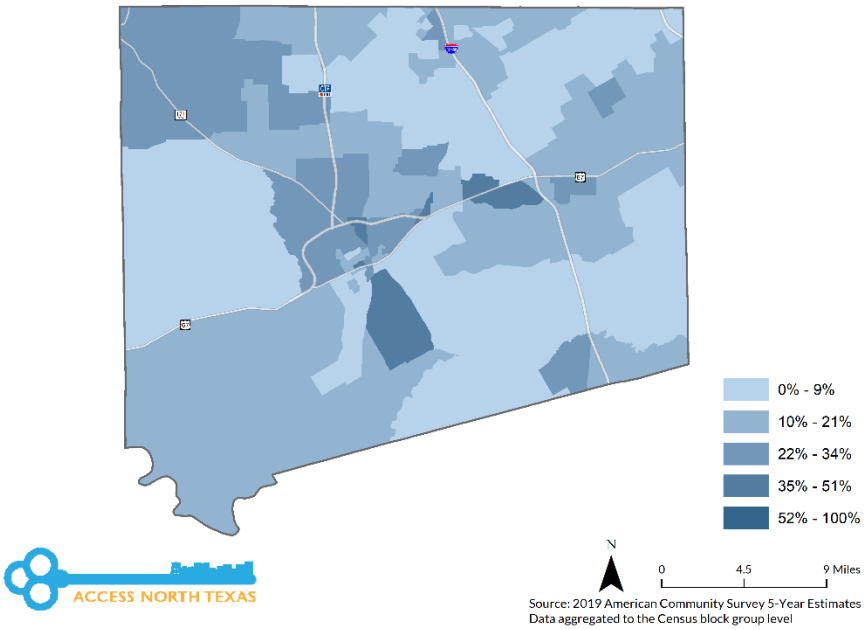
Total Not Hispanic or Latino	131498
Percent Total Not Hispanic or Latino	78.64%
Total Hispanic or Latino	35714
Percent Total Hispanic or Latino	21.36%
Individuals For Whom Poverty Status Is Known	164022
Percent Individuals For Whom Poverty Status is Known	98.09%
Total Low-Income Individuals	23392
Percent Low-Income	14.3%
Total LEP Individuals	9544
Percent LEP Individuals	6.11%
Population Over 5	156197
Population 18 and Over	123422
65 and Over Population	23146
Percent 65 and Over	13.8%
Zero-Car Households	1123
Percent Zero-Car Households	2.0%
Total Veteran Population	7969
Percent Veteran Population	6.5%
With a Disability	16767
Percent With a Disability	10.0%
Median Age	36.8
Median HH Income	64359

Johnson County Persons with Disabilities



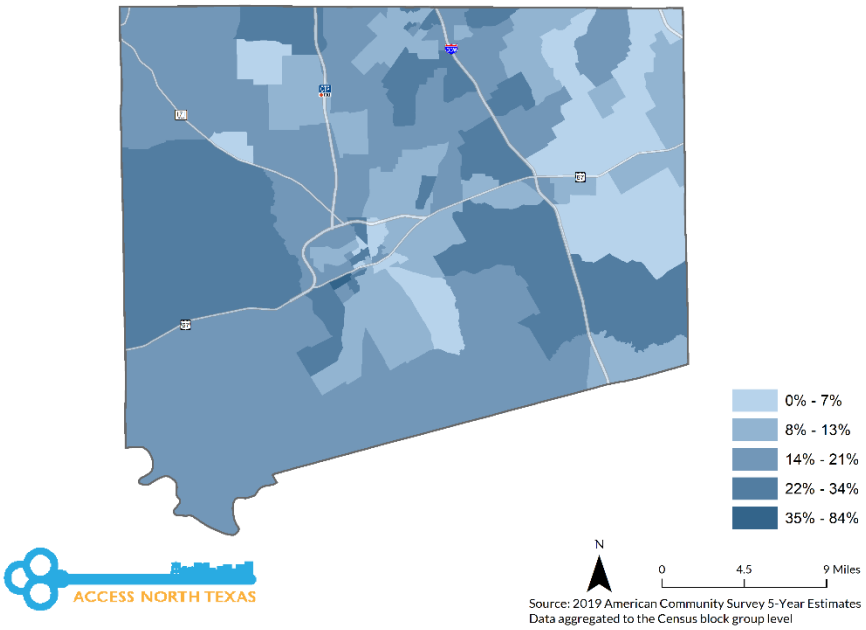
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Johnson County Low-Income Individuals



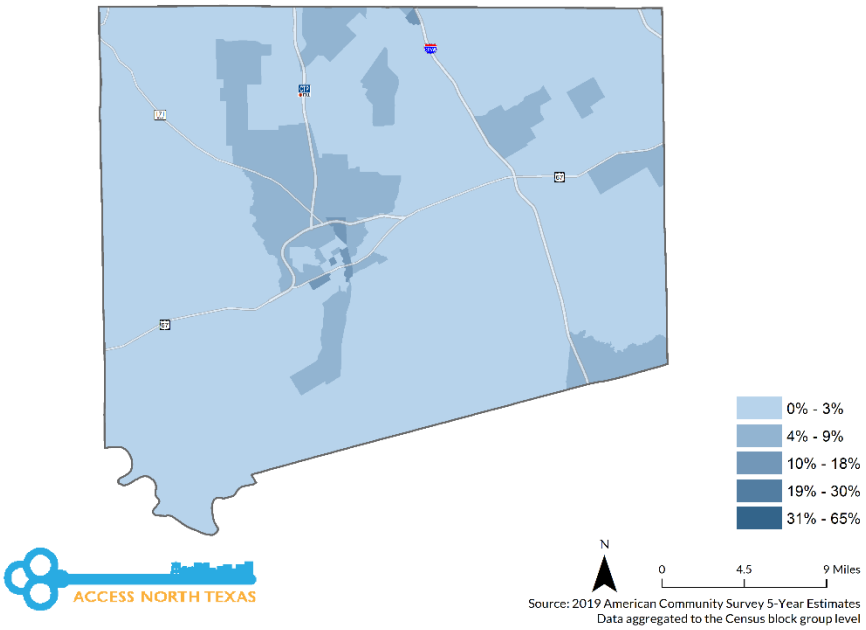
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Johnson County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Johnson County Zero-Car Households

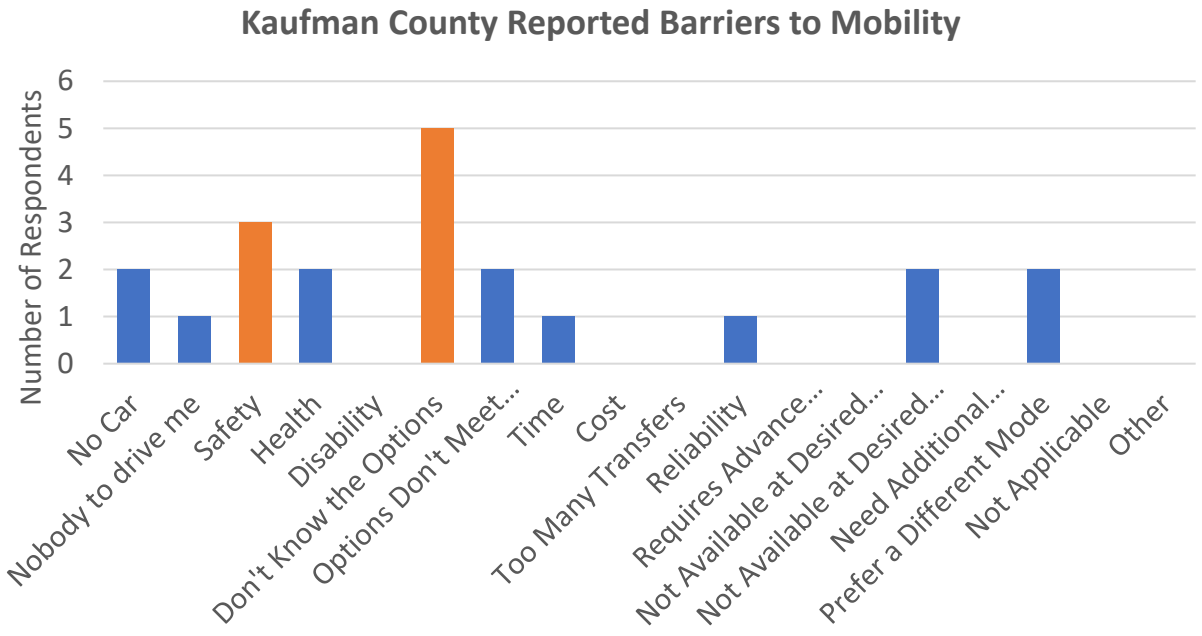


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Kaufman County

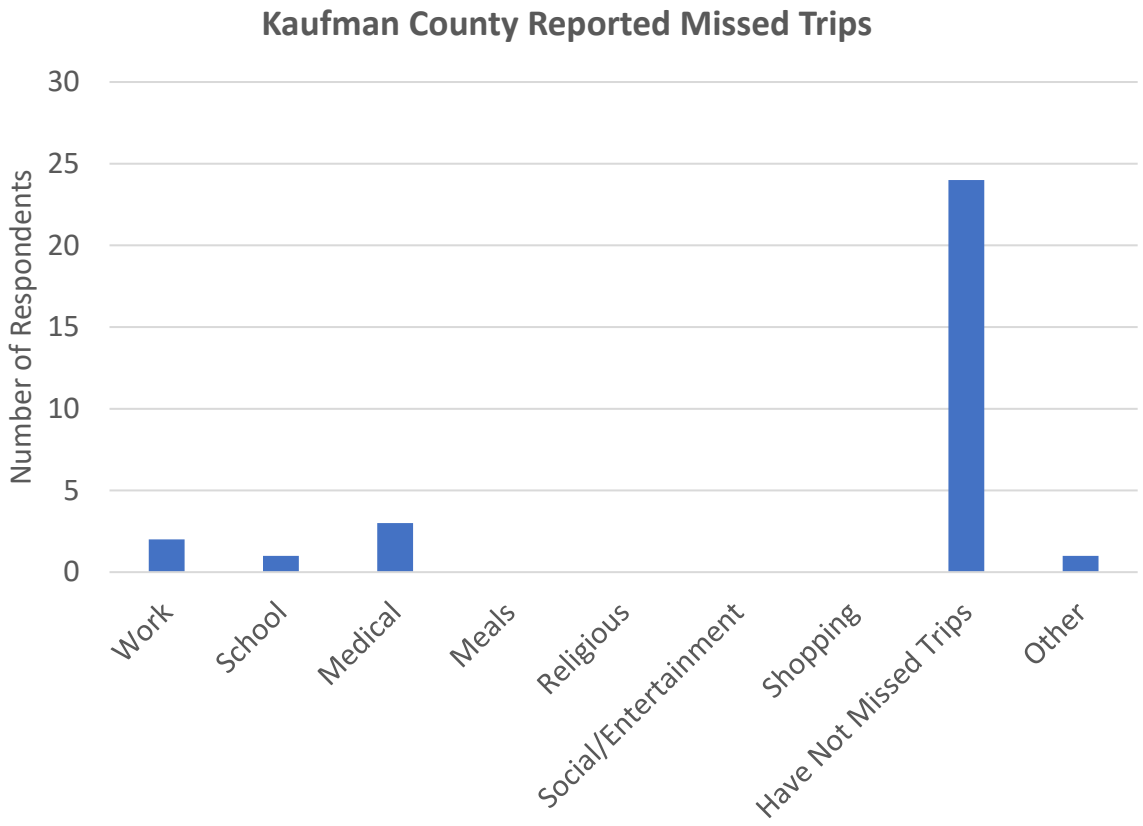
Barriers

Reported Barriers	Number of Responses
No Car	2
Nobody to drive me	1
Safety	3
Health	2
Disability	0
Don't Know the Options	5
Options Don't Meet Needs	2
Time	1
Cost	0
Too Many Transfers	0
Reliability	1
Requires Advance Reservations	0
Not Available at Desired Locations	0
Not Available at Desired Days/Times	2
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	2
Not Applicable	0
Other	0



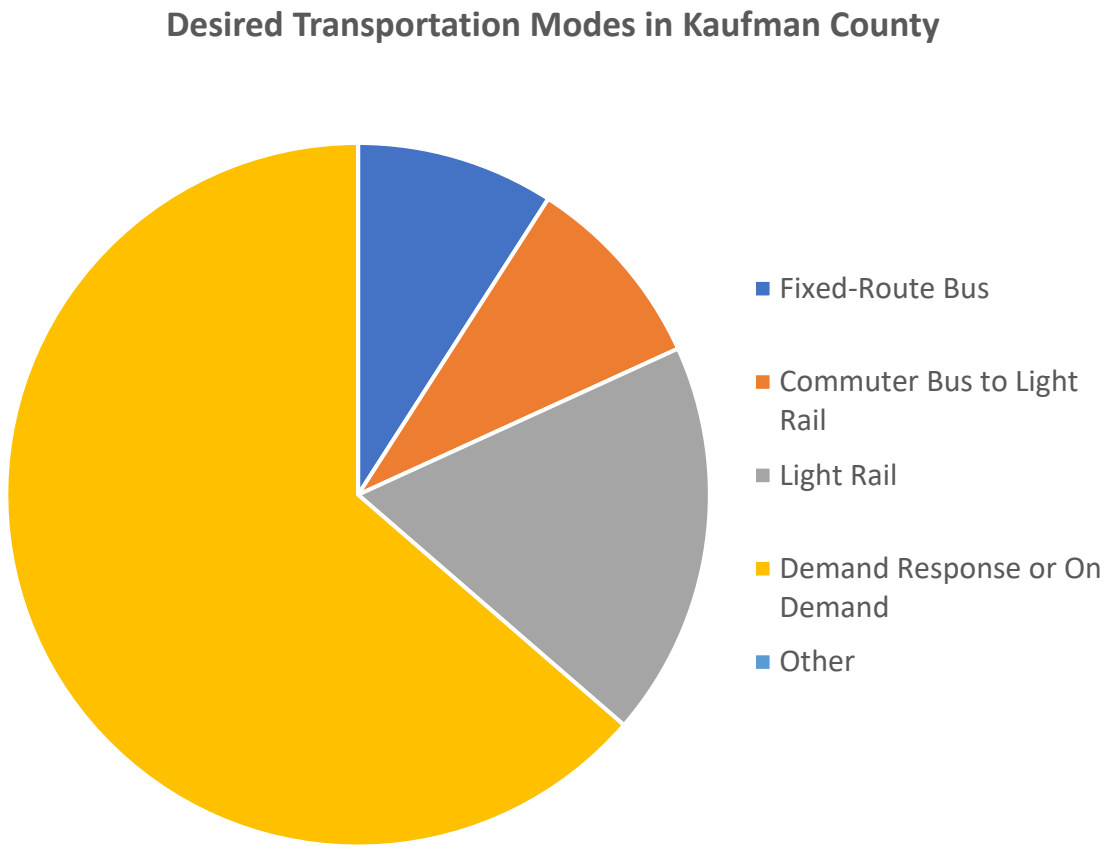
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	2
School	1
Medical	3
Meals	0
Religious	0
Social/Entertainment	0
Shopping	0
Have Not Missed Trips	24



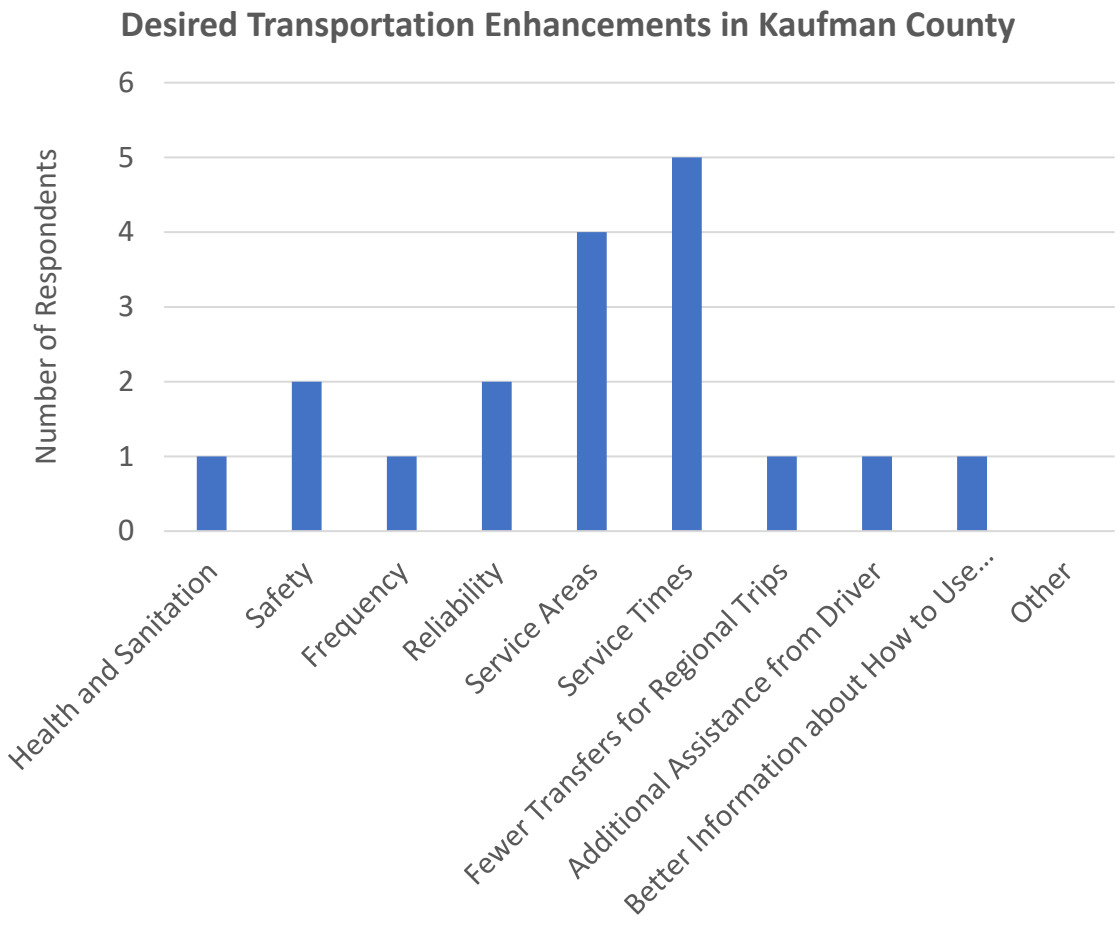
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	1
Commuter Bus to Light Rail	1
Light Rail	2
Demand Response or On Demand	7
Other	0



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	1
Safety	2
Frequency	1
Reliability	2
Service Areas	4
Service Times	5
Fewer Transfers for Regional Trips	1
Additional Assistance from Driver	1
Better Information about How to Use Transit	1
Other	0



Locations Needing Connectivity

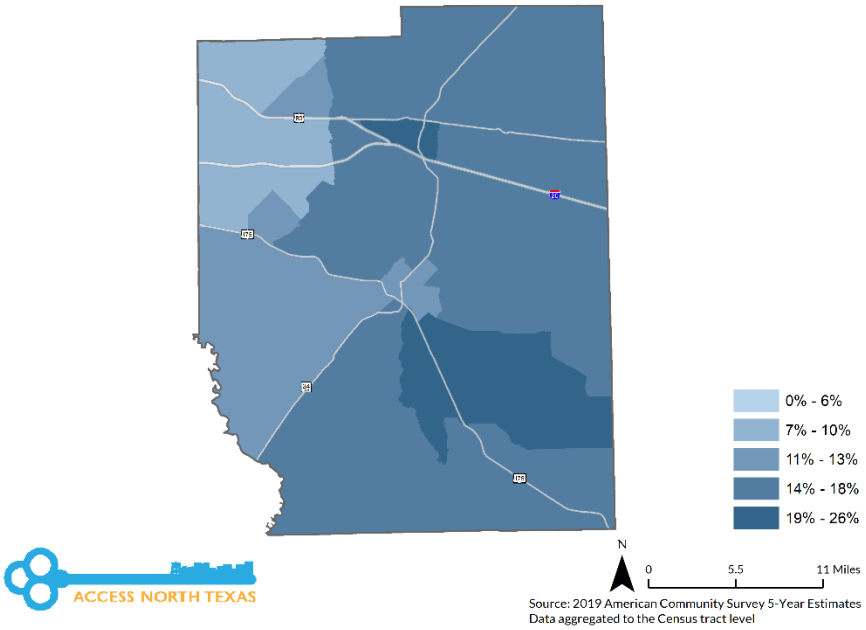
Location	Number of Responses
Seven Points	1
TVCC Athens	1

Key Demographics

Demographic Measure	Value
Total Population	123804
Total Households	38015
Total Minority	44957
Percent Total Minority	36.31%
Total White, Non-Hispanic	78847
Percent Total White, Non-Hispanic	63.69%
Total White	100717
Percent Total White	81.35%
Total Black	14662
Percent Total Black	11.84%
Total American Indian or Alaska Native	447
Percent Total Amer Indian or AK Native	0.36%
Total Asian	1590
Percent Total Asian	1.28%
Total Native Hawaiian or Pacific Islander	78
Percent Tot Native Hawaiian or Pac Islander	0.06%
Total Some Other Race	3219
Percent Total Some Other Race	2.60%
Total Two or More Races	3091
Percent Total Two or More Races	2.50%

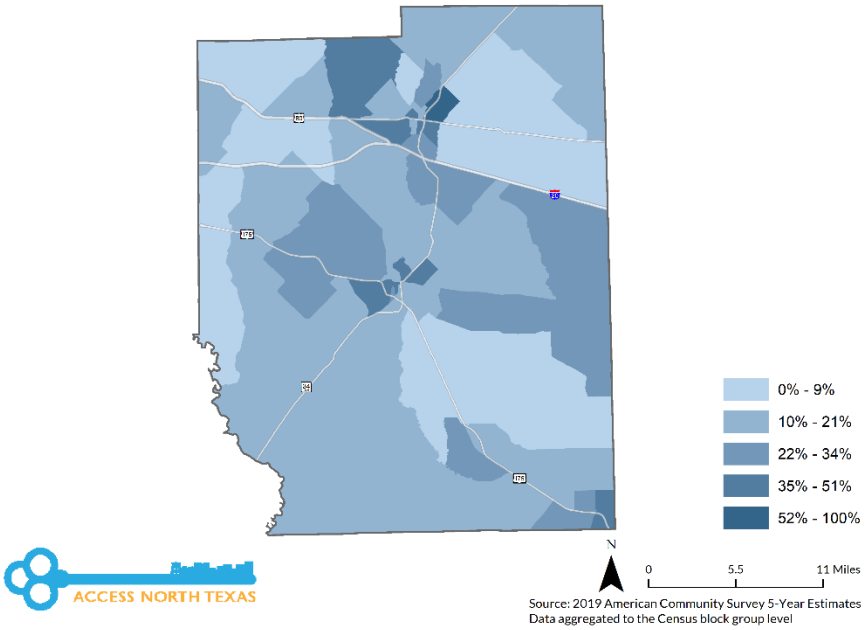
Total Not Hispanic or Latino	97280
Percent Total Not Hispanic or Latino	78.58%
Total Hispanic or Latino	26524
Percent Total Hispanic or Latino	21.42%
Individuals For Whom Poverty Status Is Known	122078
Percent Individuals For Whom Poverty Status is Known	98.61%
Total Low-Income Individuals	18834
Percent Low-Income	15.4%
Total LEP Individuals	6657
Percent LEP Individuals	5.79%
Population Over 5	114926
Population 18 and Over	89375
65 and Over Population	14585
Percent 65 and Over	11.8%
Zero-Car Households	1371
Percent Zero-Car Households	3.6%
Total Veteran Population	6907
Percent Veteran Population	7.7%
With a Disability	15575
Percent With a Disability	12.6%
Median Age	35.5
Median HH Income	70107

Kaufman County Persons with Disabilities



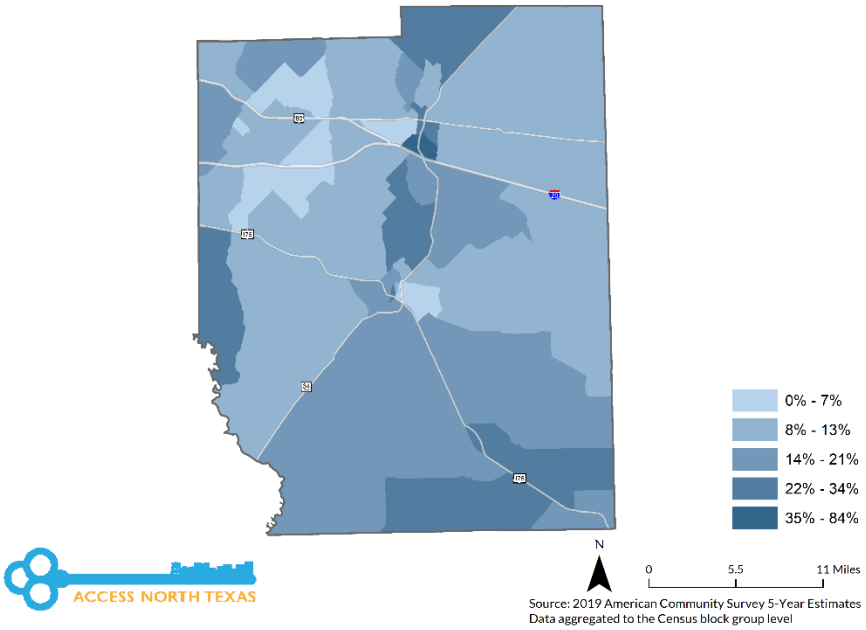
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Kaufman County Low-Income Individuals



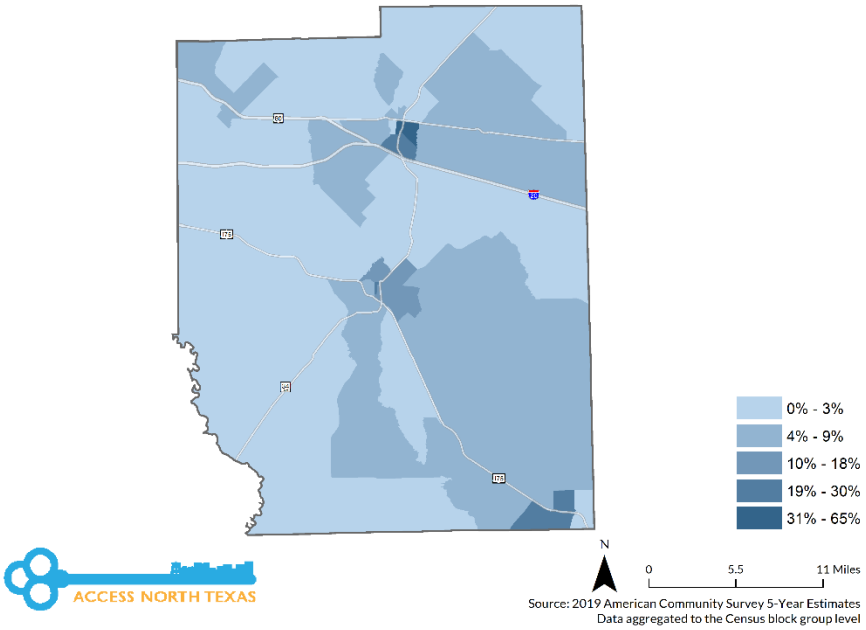
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Kaufman County Population Over 65



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Kaufman County Zero-Car Households

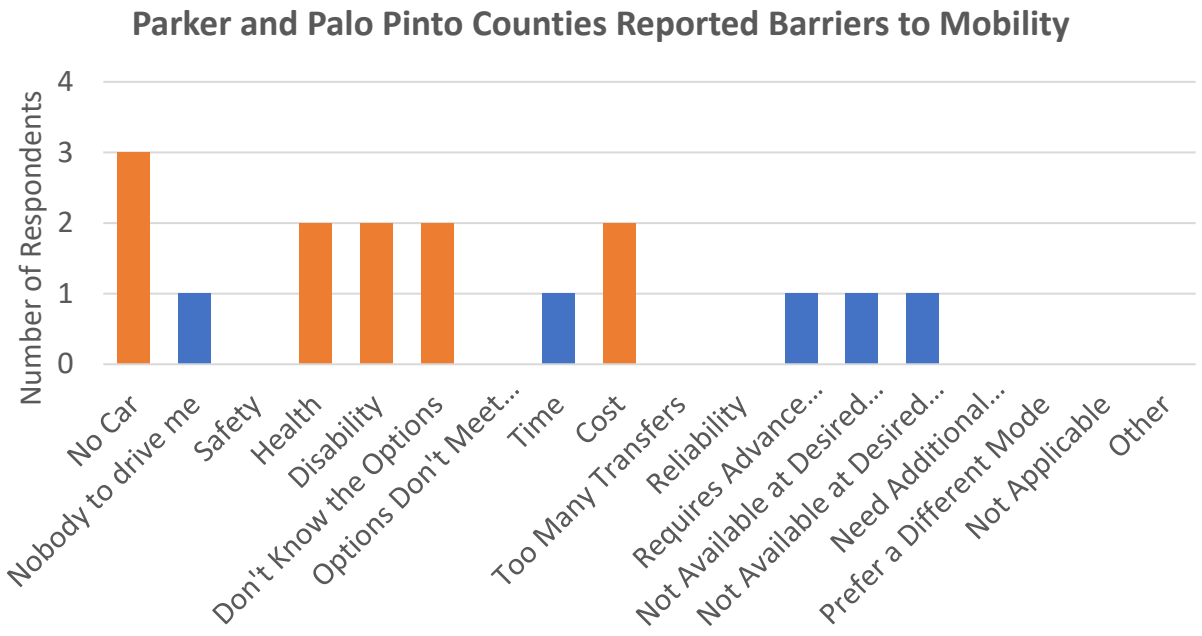


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Parker and Palo Pinto Counties

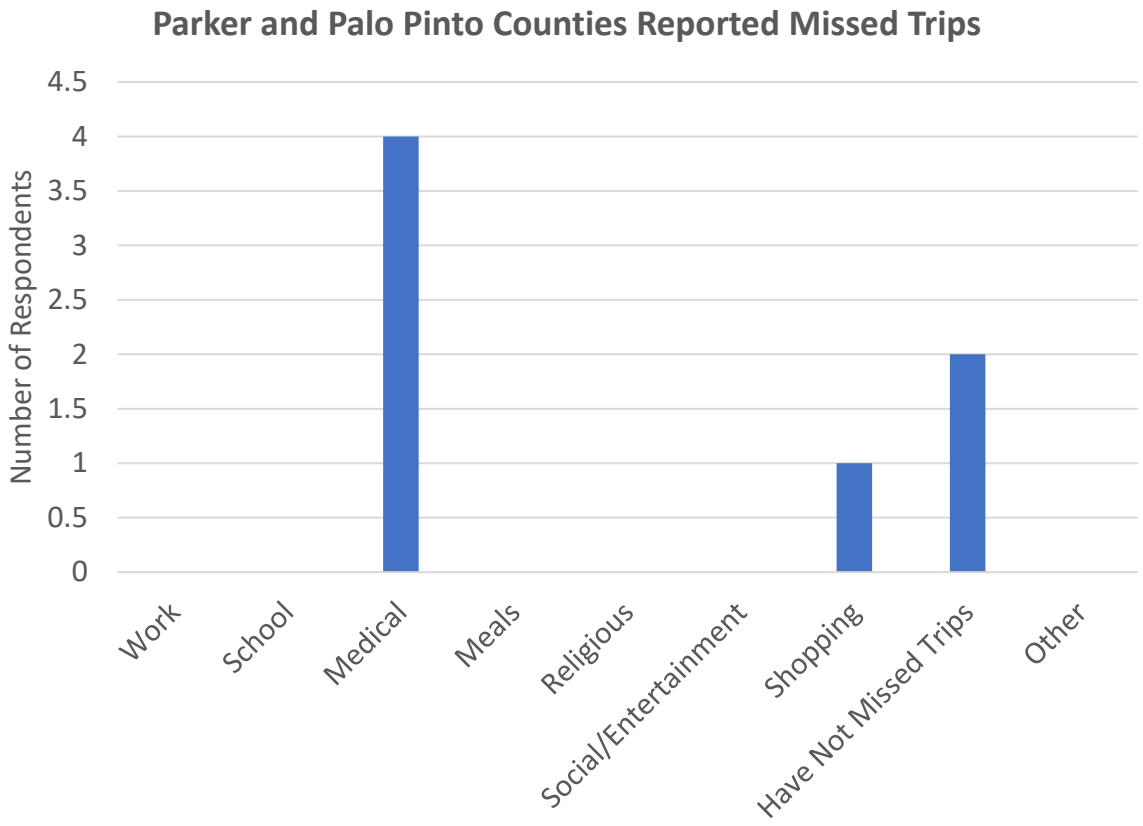
Barriers

Reported Barriers	Number of Responses
No Car	3
Nobody to drive me	1
Safety	0
Health	2
Disability	2
Don't Know the Options	2
Options Don't Meet Needs	0
Time	1
Cost	2
Too Many Transfers	0
Reliability	0
Requires Advance Reservations	1
Not Available at Desired Locations	1
Not Available at Desired Days/Times	1
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	0
Not Applicable	0
Other	0



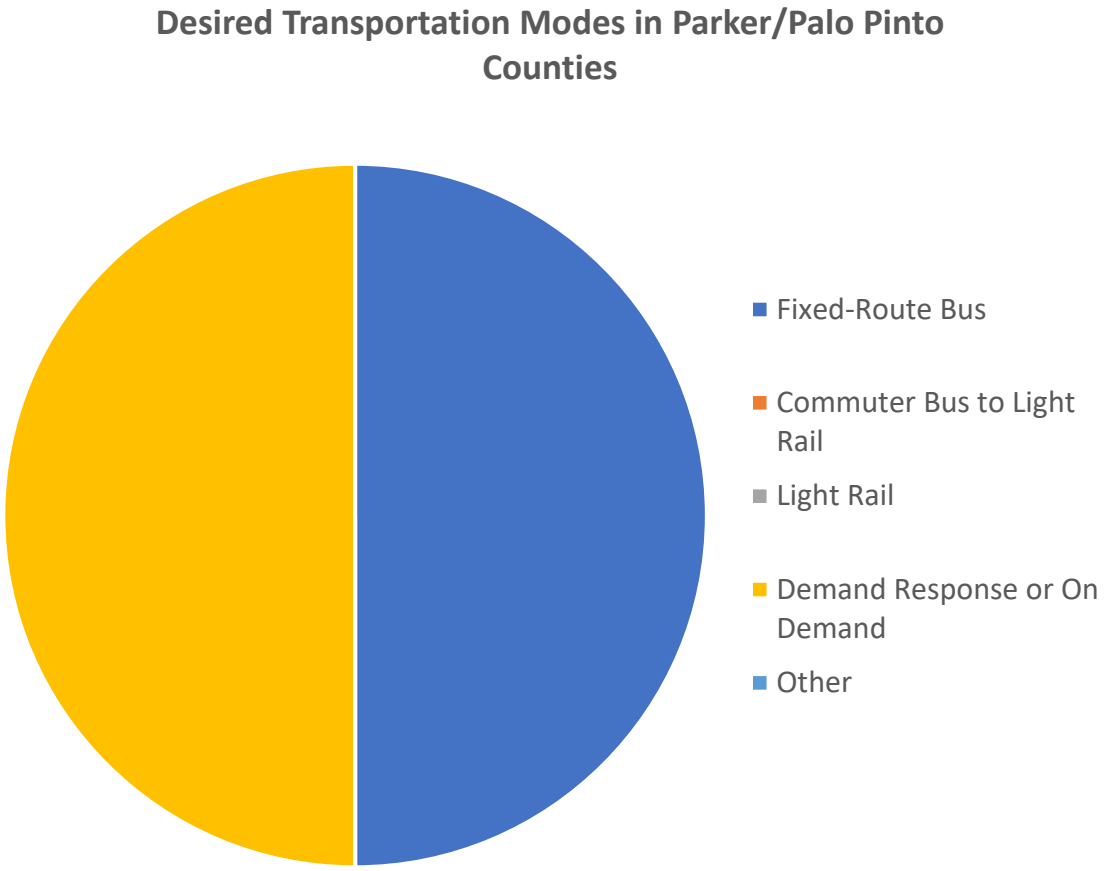
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	0
School	0
Medical	4
Meals	0
Religious	0
Social/Entertainment	0
Shopping	1
Have Not Missed Trips	2



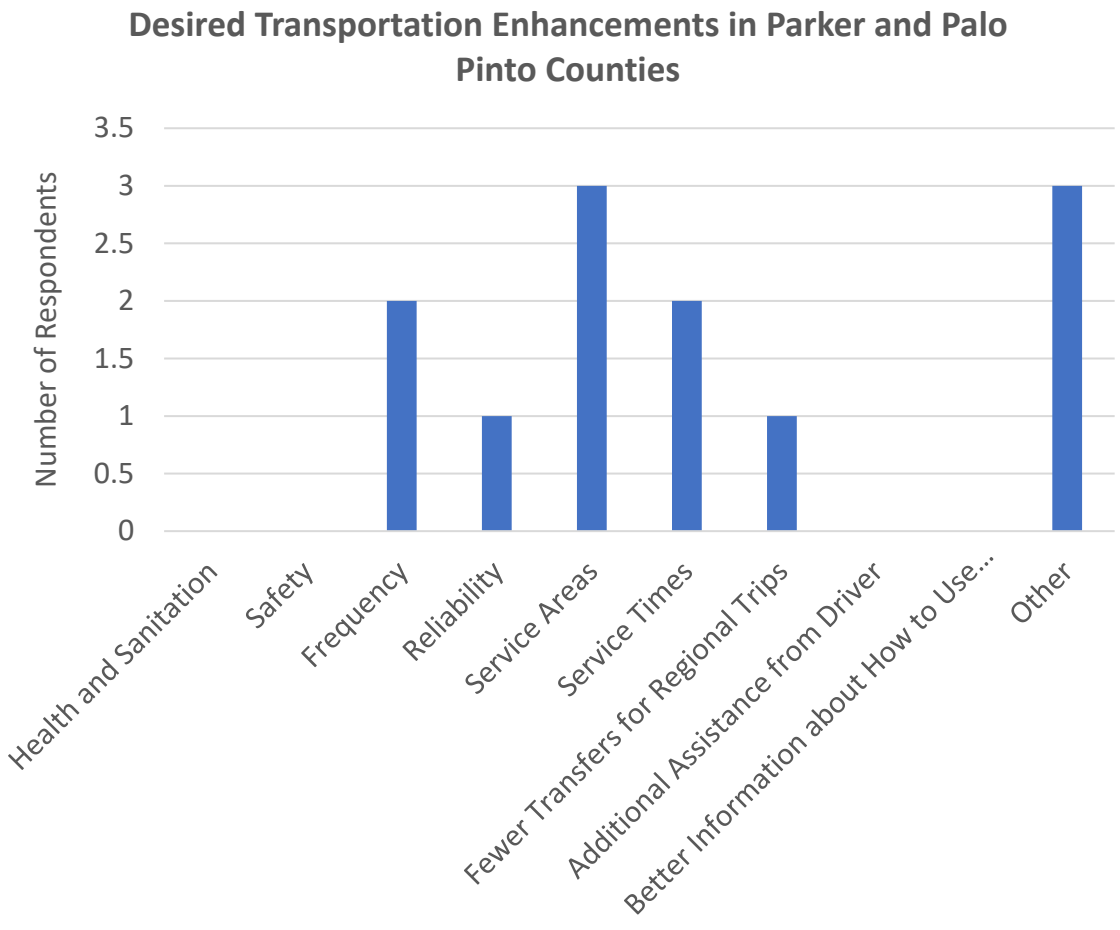
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	1
Commuter Bus to Light Rail	0
Light Rail	0
Demand Response or On Demand	1
Other	0



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	0
Safety	0
Frequency	2
Reliability	1
Service Areas	3
Service Times	2
Fewer Transfers for Regional Trips	1
Additional Assistance from Driver	0
Better Information about How to Use Transit	0
Other	3



Locations Needing Connectivity

Location	Number of Responses
Azle	1
Fort Worth	1
Parks	1
Walmart	1
Weatherford	1

Key Demographics

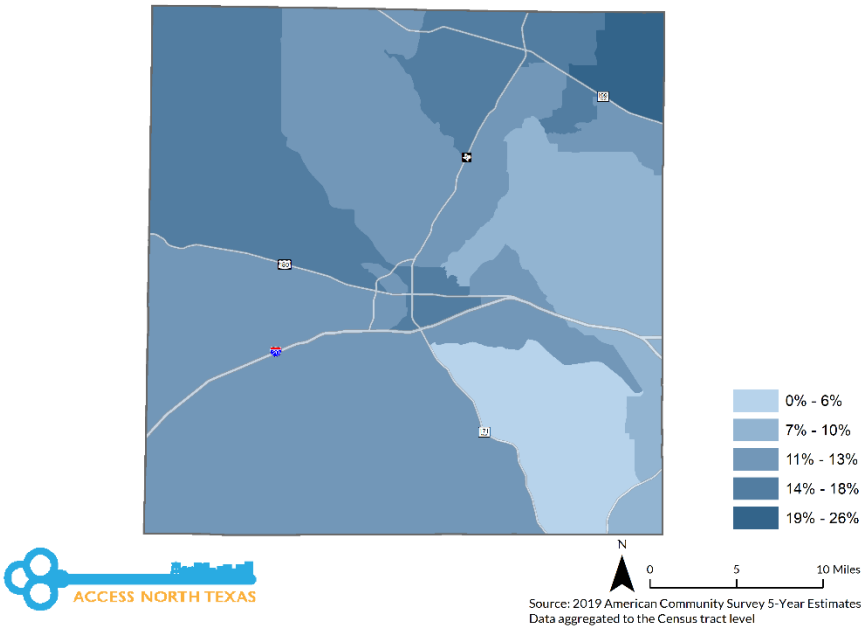
Parker County	
Demographic Measure	**Value**
Total Population	133811
Total Households	44263
Total Minority	22123
Percent Total Minority	16.53%
Total White, Non-Hispanic	111688
Percent Total White, Non-Hispanic	83.47%
Total White	124714
Percent Total White	93.20%
Total Black	1781
Percent Total Black	1.33%
Total American Indian or Alaska Native	1253
Percent Total Amer Indian or AK Native	0.94%
Total Asian	757
Percent Total Asian	0.57%
Total Native Hawaiian or Pacific Islander	79
Percent Tot Native Hawaiian or Pac Islander	0.06%
Total Some Other Race	2027
Percent Total Some Other Race	1.51%
Total Two or More Races	3200
Percent Total Two or More Races	2.39%

Total Not Hispanic or Latino	117368
Percent Total Not Hispanic or Latino	87.71%
Total Hispanic or Latino	16443
Percent Total Hispanic or Latino	12.29%
Individuals For Whom Poverty Status Is Known	131923
Percent Individuals For Whom Poverty Status is Known	98.59%
Total Low-Income Individuals	14773
Percent Low-Income	11.2%
Total LEP Individuals	4429
Percent LEP Individuals	3.53%
Population Over 5	125555
Population 18 and Over	100434
65 and Over Population	20511
Percent 65 and Over	15.3%
Zero-Car Households	1160
Percent Zero-Car Households	2.6%
Total Veteran Population	9801
Percent Veteran Population	9.8%
With a Disability	16039
Percent With a Disability	12.0%
Median Age	39.7
Median HH Income	77503

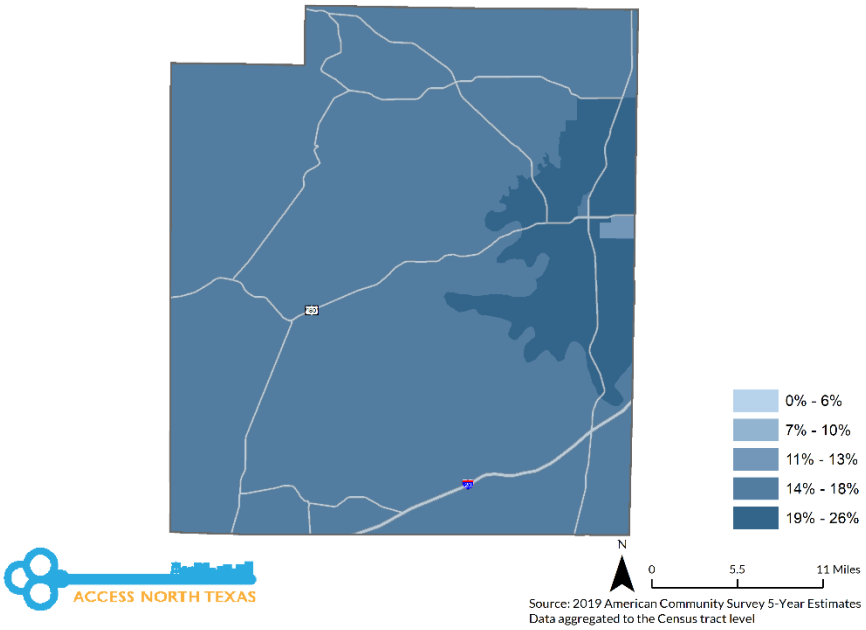
Palo Pinto County	
Demographic Measure	**Value**
Total Population	28540
Total Households	10255
Total Minority	7121
Percent Total Minority	24.95%
Total White, Non-Hispanic	21419
Percent Total White, Non-Hispanic	75.05%
Total White	26133
Percent Total White	91.57%
Total Black	715
Percent Total Black	2.51%
Total American Indian or Alaska Native	198
Percent Total Amer Indian or AK Native	0.69%
Total Asian	226
Percent Total Asian	0.79%
Total Native Hawaiian or Pacific Islander	29
Percent Tot Native Hawaiian or Pac Islander	0.10%
Total Some Other Race	794
Percent Total Some Other Race	2.78%
Total Two or More Races	445
Percent Total Two or More Races	1.56%

Total Not Hispanic or Latino	22866
Percent Total Not Hispanic or Latino	80.12%
Total Hispanic or Latino	5674
Percent Total Hispanic or Latino	19.88%
Individuals For Whom Poverty Status Is Known	28153
Percent Individuals For Whom Poverty Status is Known	98.64%
Total Low-Income Individuals	7043
Percent Low-Income	25.0%
Total LEP Individuals	1654
Percent LEP Individuals	6.17%
Population Over 5	26804
Population 18 and Over	21854
65 and Over Population	5548
Percent 65 and Over	19.4%
Zero-Car Households	648
Percent Zero-Car Households	6.3%
Total Veteran Population	2120
Percent Veteran Population	9.7%
With a Disability	5018
Percent With a Disability	17.6%
Median Age	40.6
Median HH Income	50154

Parker County Persons with Disabilities



Palo Pinto County Persons with Disabilities

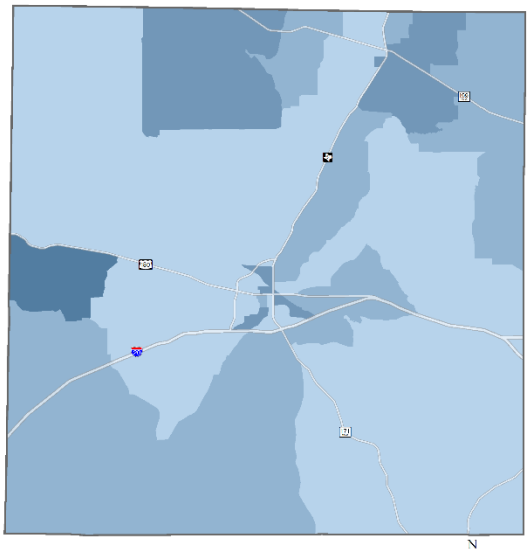


Palo Pinto & Parker Counties Persons with Disabilities

ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

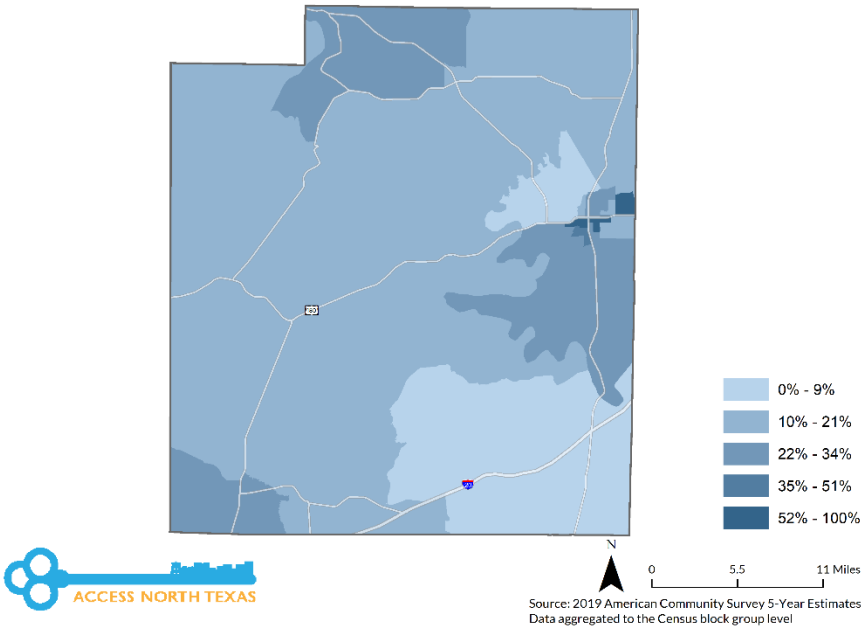
Parker County Low-Income Individuals



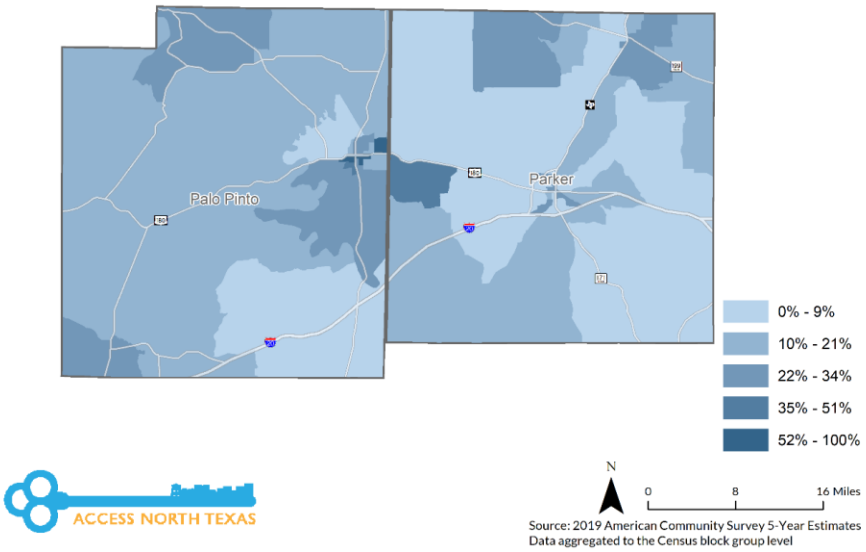
ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

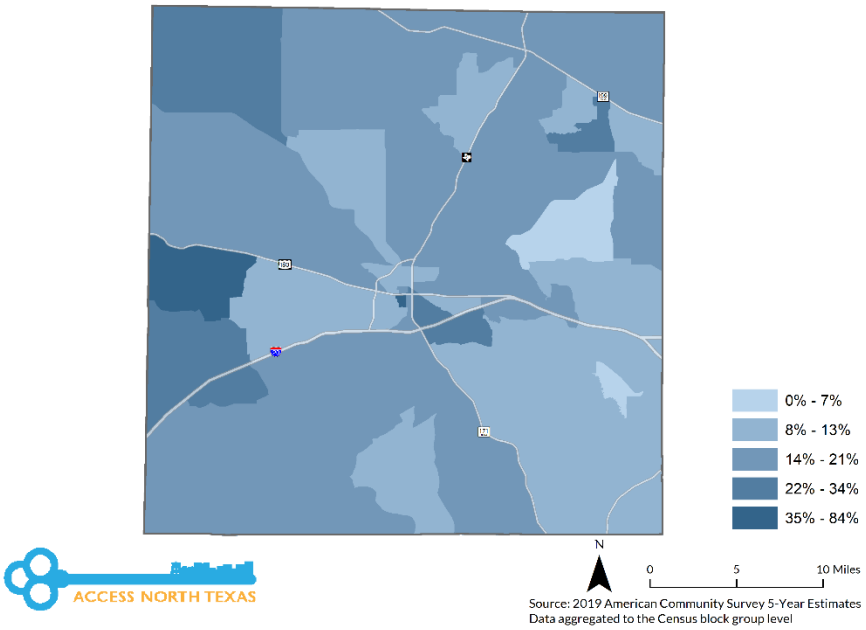
Palo Pinto County Low-Income Individuals



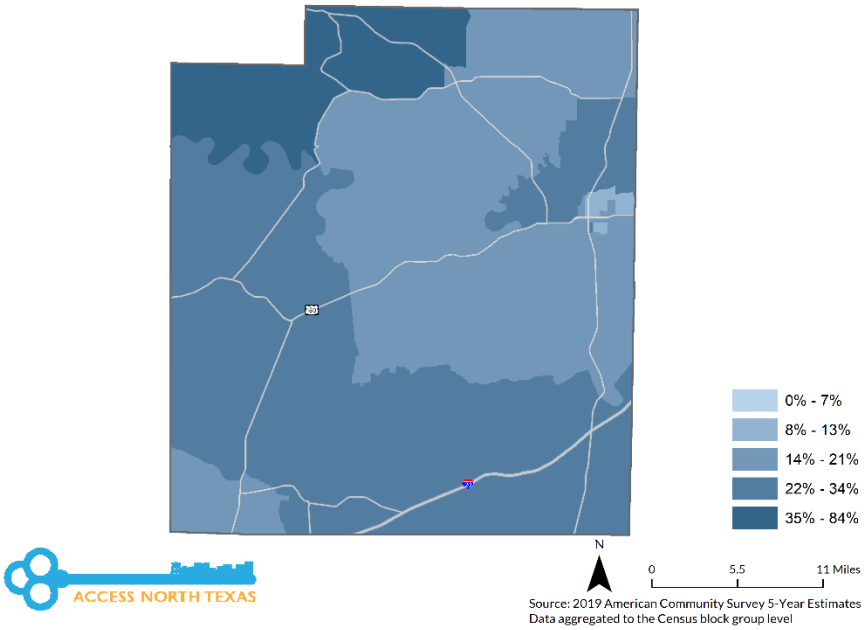
Palo Pinto & Parker Counties Low-Income Individuals



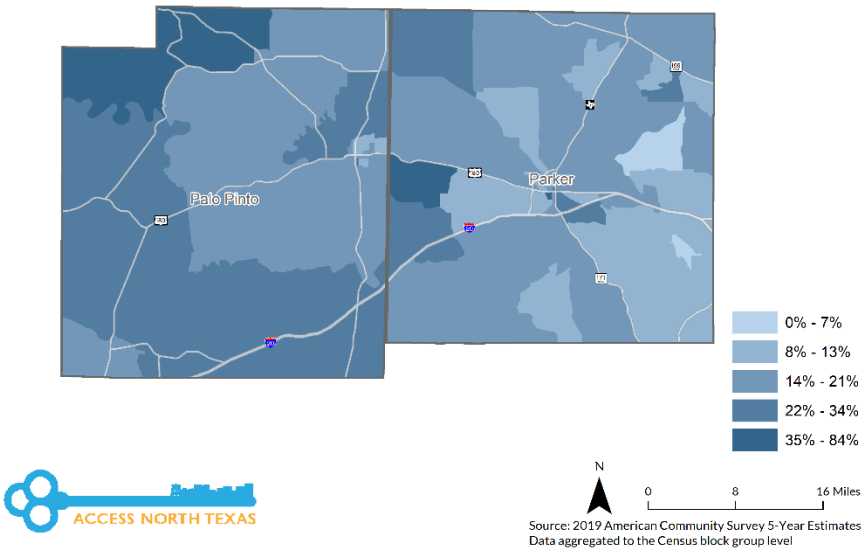
Parker County Population Over 65



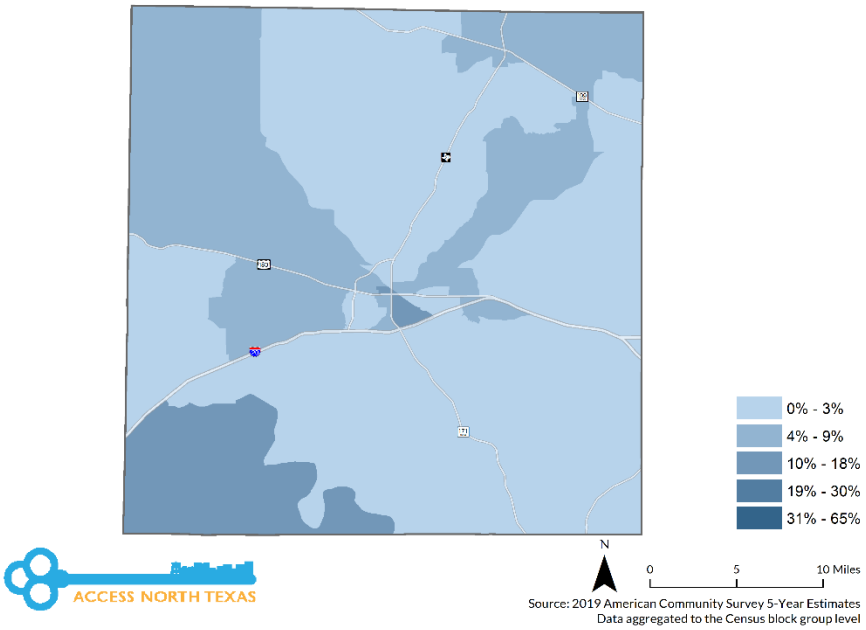
Palo Pinto County Population Over 65



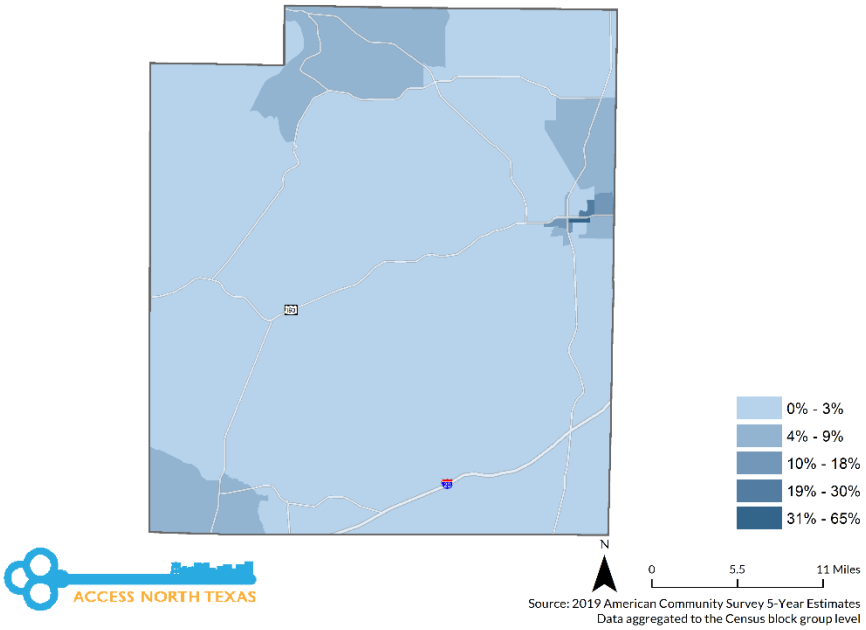
Palo Pinto & Parker Counties Population Over 65



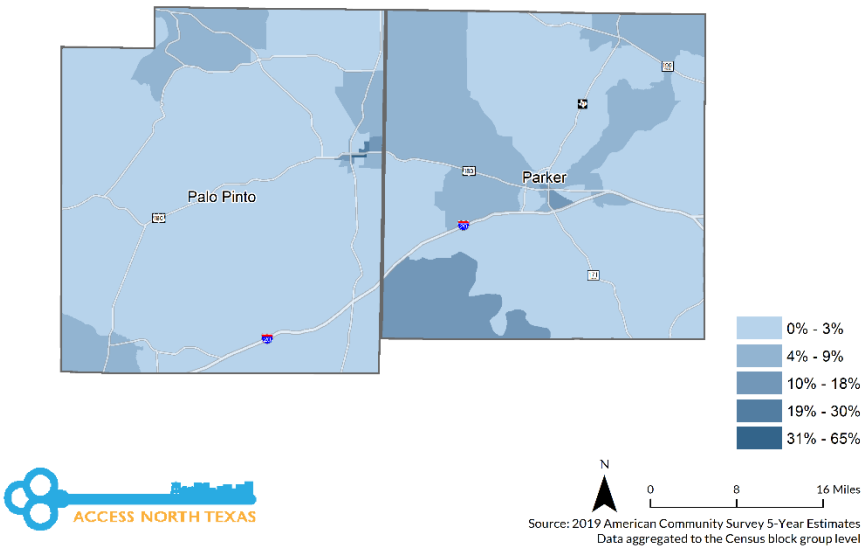
Parker County Zero-Car Households



Palo Pinto County Zero-Car Households



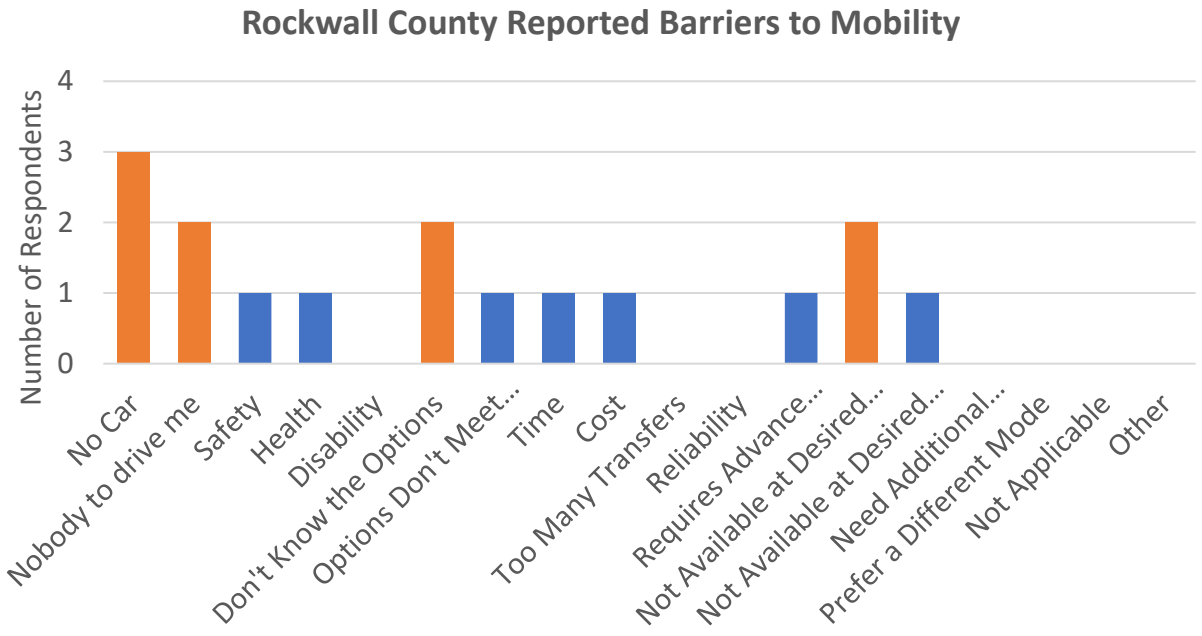
Palo Pinto & Parker Counties Zero-Car Households



Rockwall County

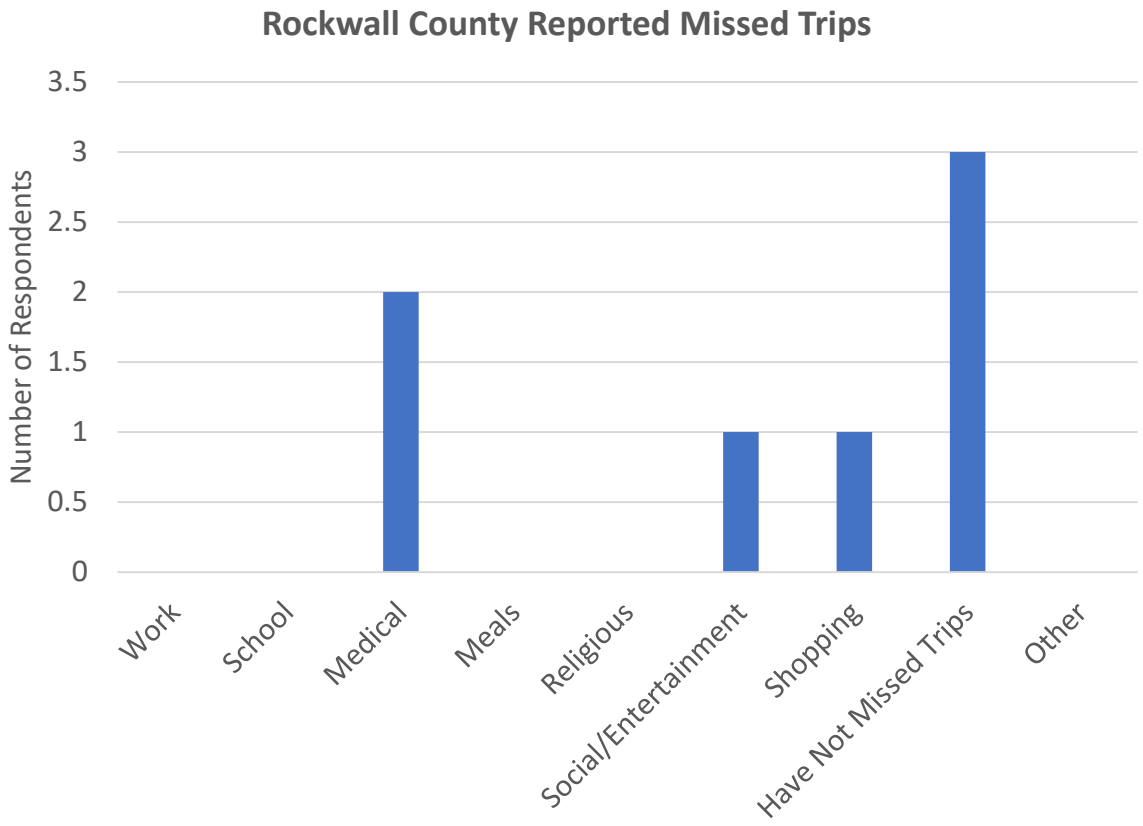
Barriers

Reported Barriers	Number of Responses
No Car	3
Nobody to drive me	2
Safety	1
Health	1
Disability	0
Don't Know the Options	2
Options Don't Meet Needs	1
Time	1
Cost	1
Too Many Transfers	0
Reliability	0
Requires Advance Reservations	1
Not Available at Desired Locations	2
Not Available at Desired Days/Times	1
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	0
Not Applicable	0
Other	0



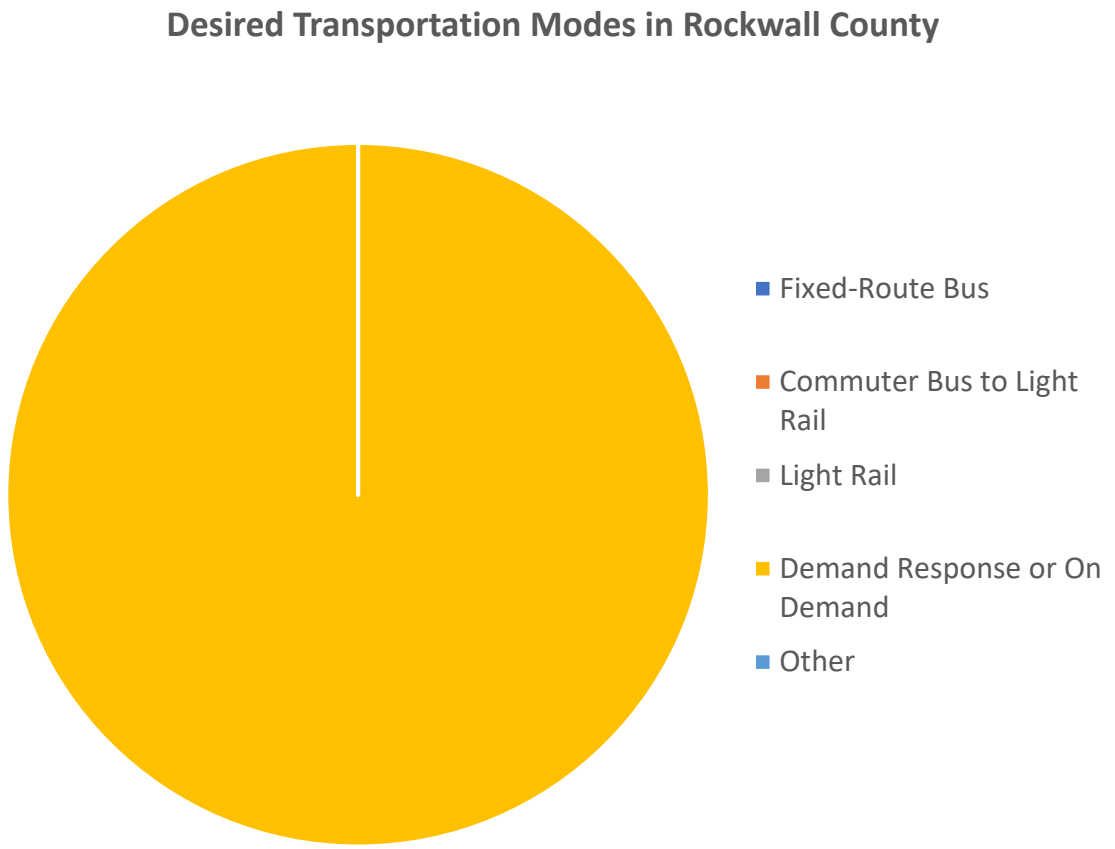
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	0
School	0
Medical	2
Meals	0
Religious	0
Social/Entertainment	1
Shopping	1
Have Not Missed Trips	3



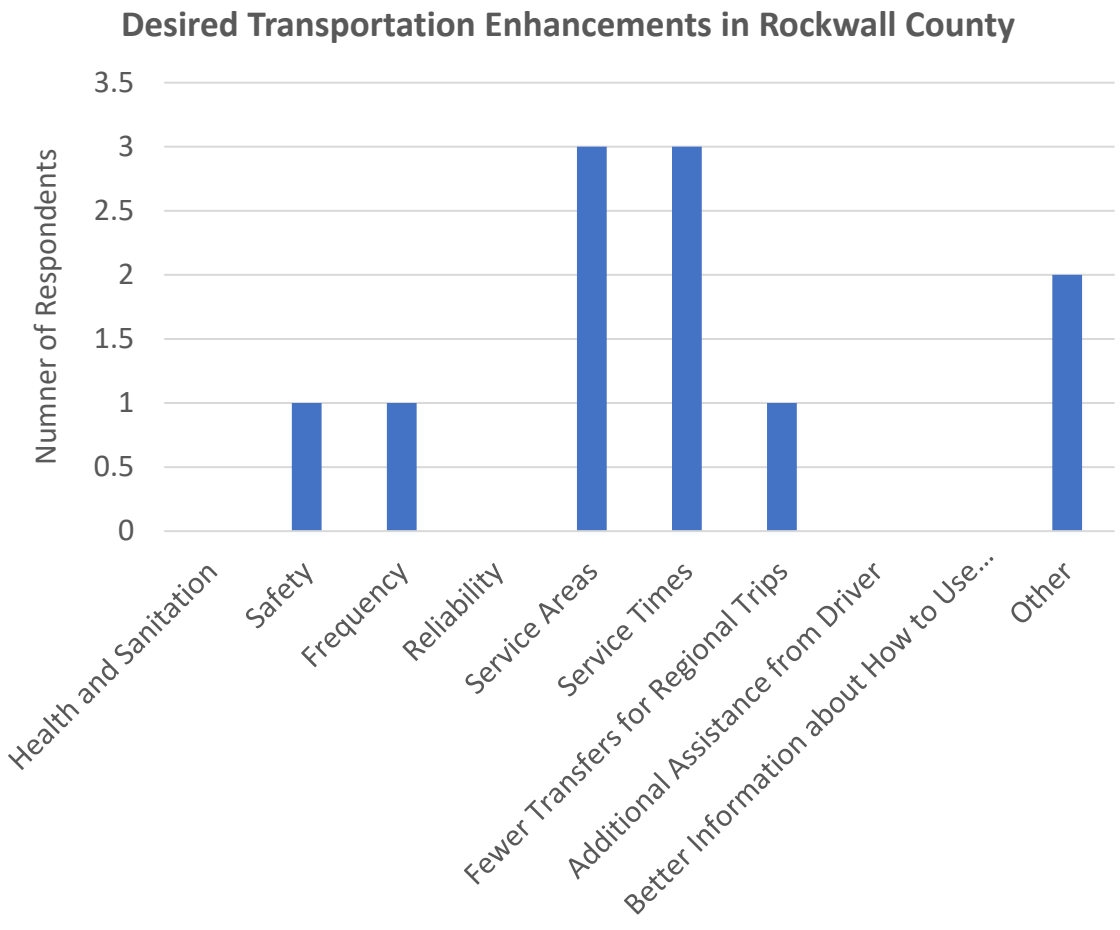
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	0
Commuter Bus to Light Rail	0
Light Rail	0
Demand Response or On Demand	4
Other	0



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	0
Safety	1
Frequency	1
Reliability	0
Service Areas	3
Service Times	3
Fewer Transfers for Regional Trips	1
Additional Assistance from Driver	0
Better Information about How to Use Transit	0
Other	2



Locations Needing Connectivity

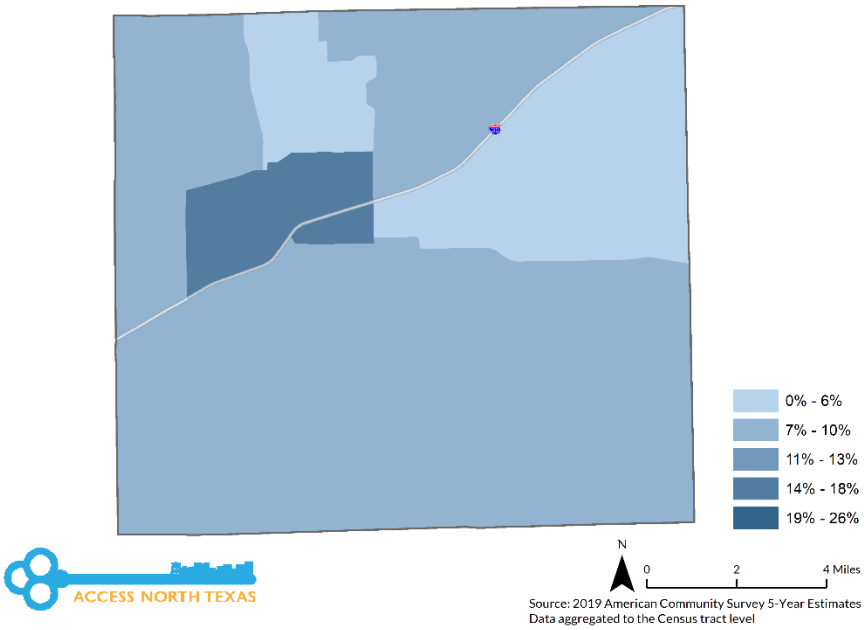
Location	Number of Responses
Allen	1
Downtown Dallas	1
Frisco	1
McKinney	1
Murphy	1
Rowlett	1
Wylie	1

Key Demographics

Demographic Measure	Value
Total Population	97175
Total Households	33032
Total Minority	28348
Percent Total Minority	29.17%
Total White, Non-Hispanic	68827
Percent Total White, Non-Hispanic	70.83%
Total White	82587
Percent Total White	84.99%
Total Black	6148
Percent Total Black	6.33%
Total American Indian or Alaska Native	402
Percent Total Amer Indian or AK Native	0.41%
Total Asian	2642
Percent Total Asian	2.72%
Total Native Hawaiian or Pacific Islander	48
Percent Tot Native Hawaiian or Pac Islander	0.05%
Total Some Other Race	2305
Percent Total Some Other Race	2.37%
Total Two or More Races	3043
Percent Total Two or More Races	3.13%

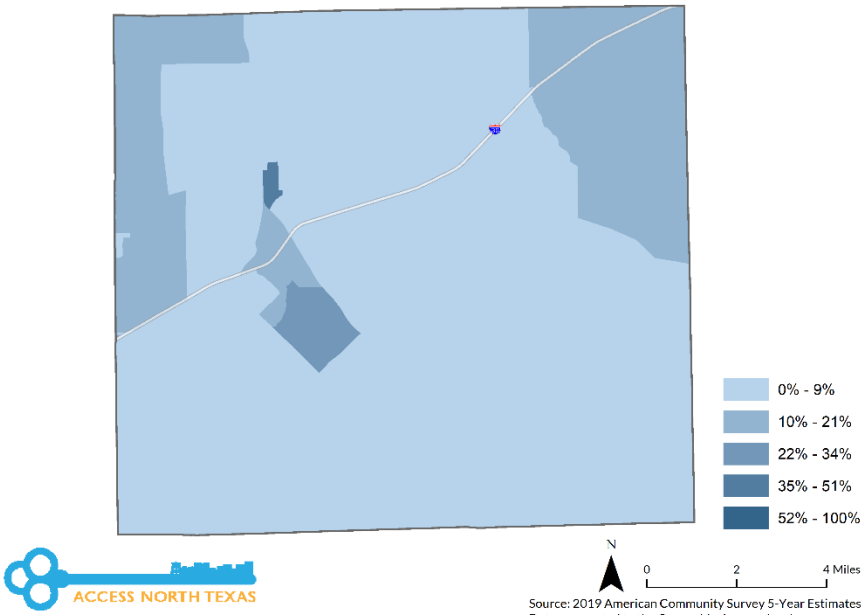
Total Not Hispanic or Latino	80037
Percent Total Not Hispanic or Latino	82.36%
Total Hispanic or Latino	17138
Percent Total Hispanic or Latino	17.64%
Individuals For Whom Poverty Status Is Known	96447
Percent Individuals For Whom Poverty Status is Known	99.25%
Total Low-Income Individuals	6537
Percent Low-Income	6.8%
Total LEP Individuals	4481
Percent LEP Individuals	4.91%
Population Over 5	91175
Population 18 and Over	70715
65 and Over Population	11754
Percent 65 and Over	12.1%
Zero-Car Households	738
Percent Zero-Car Households	2.2%
Total Veteran Population	5776
Percent Veteran Population	8.2%
With a Disability	7671
Percent With a Disability	7.9%
Median Age	37.5
Median HH Income	100920

Rockwall County Persons with Disabilities



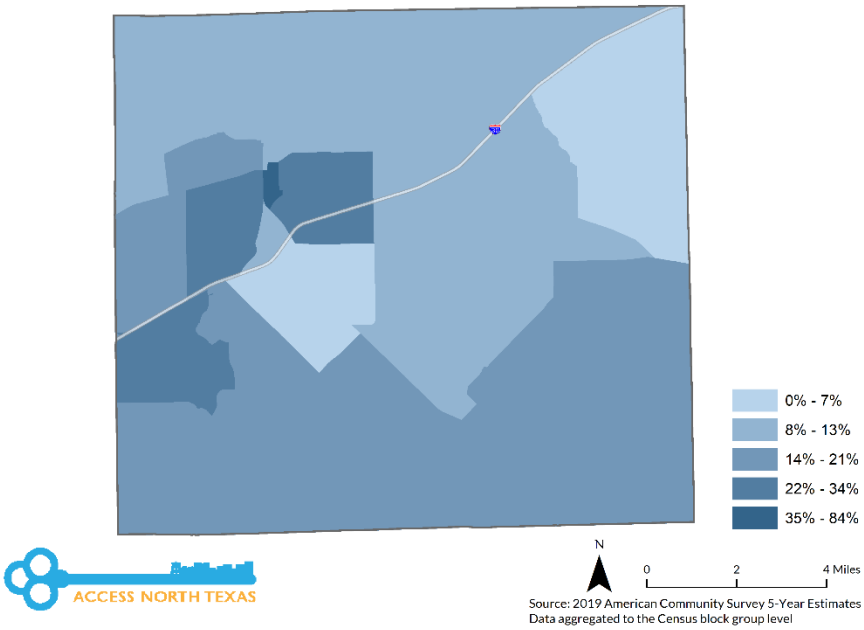
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Rockwall County Low-Income Individuals

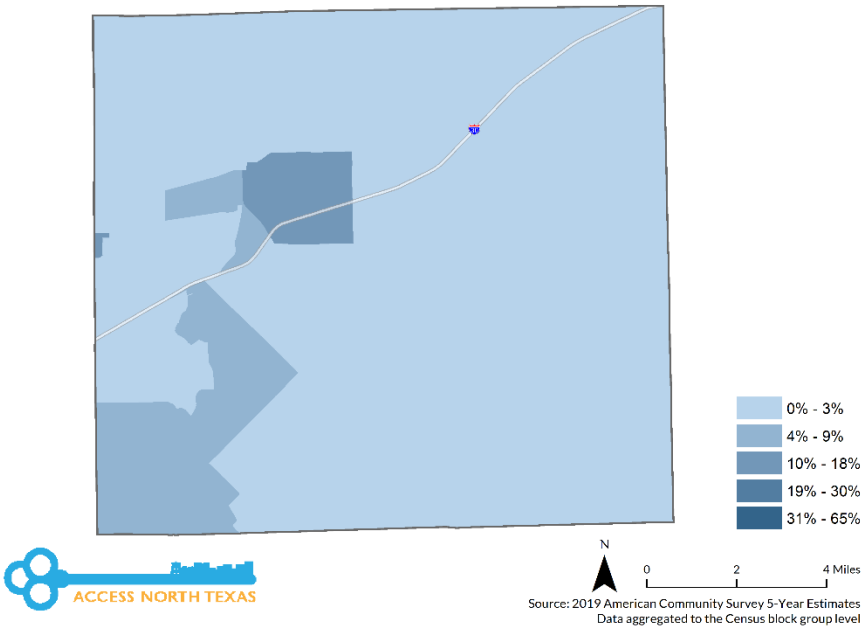


Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Rockwall County Population Over 65



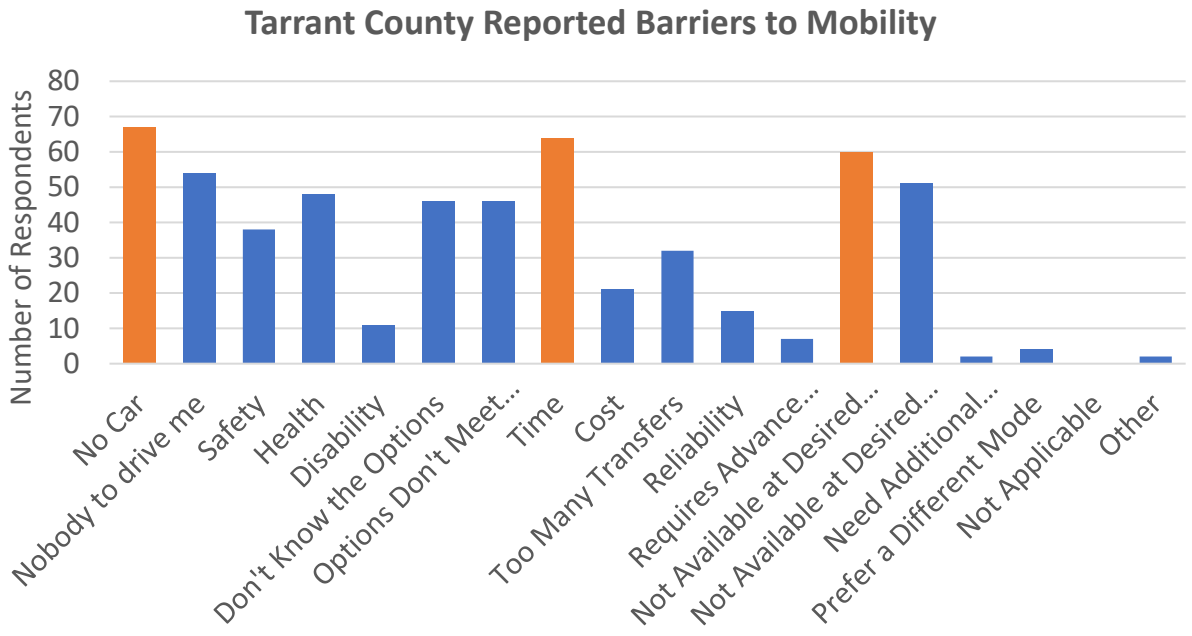
Rockwall County Zero-Car Households



Tarrant County

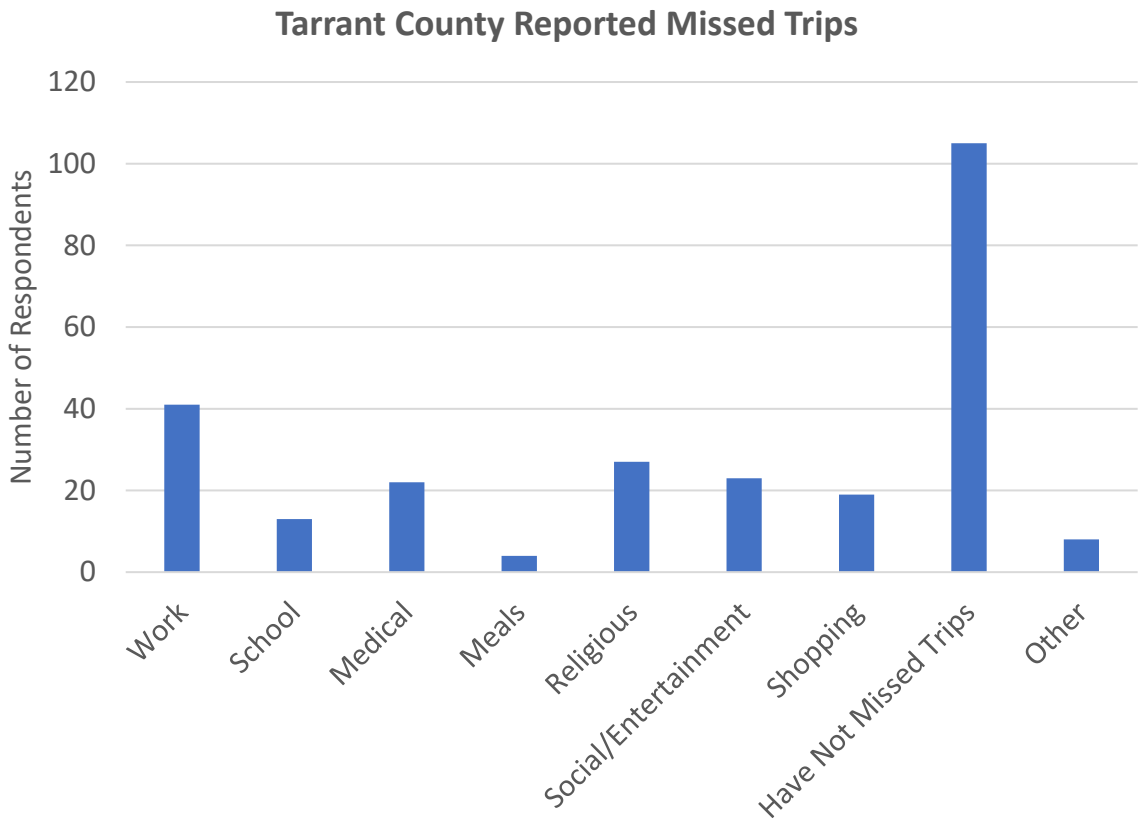
Barriers

Reported Barrier	Number of Responses
No Car	67
Nobody to drive me	54
Safety	38
Health	48
Disability	11
Don't Know the Options	46
Options Don't Meet Needs	46
Time	64
Cost	21
Too Many Transfers	32
Reliability	15
Requires Advance Reservations	7
Not Available at Desired Locations	60
Not Available at Desired Days/Times	51
Need Additional Assistance Getting To/On Vehicle	2
Prefer a Different Mode	4
Not Applicable	0
Other	2



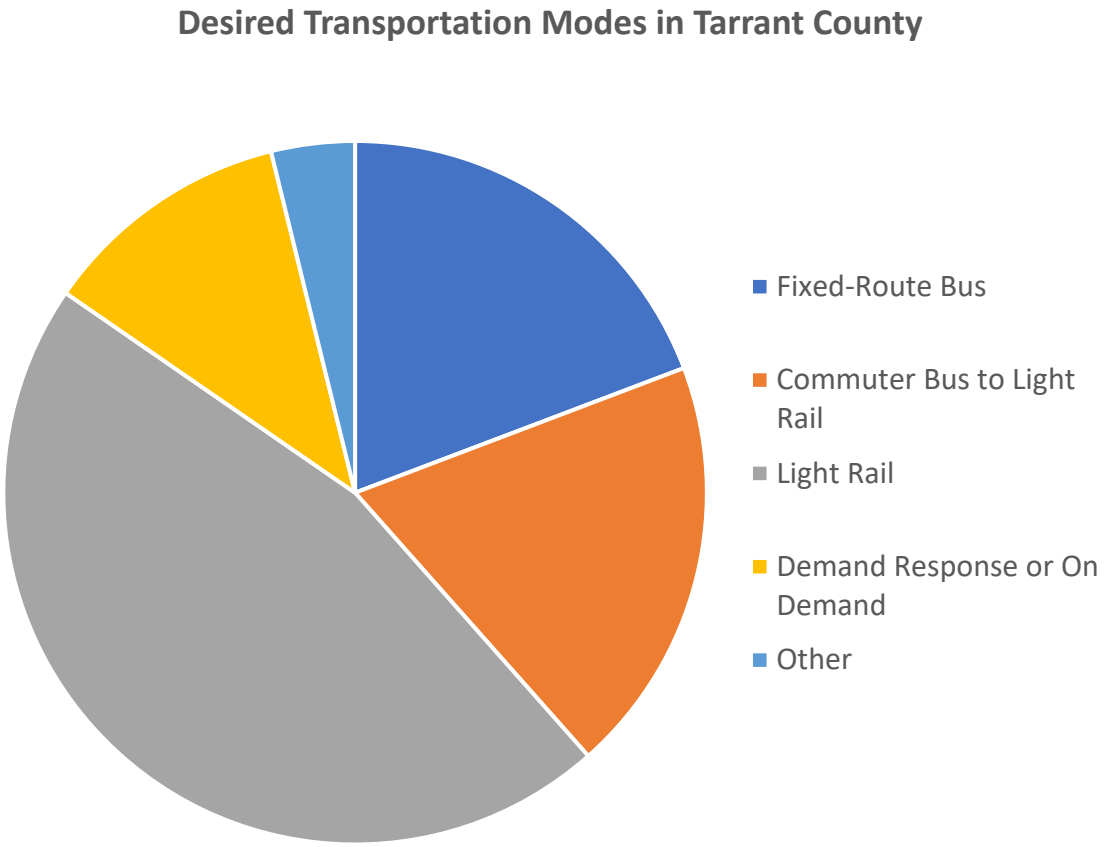
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	41
School	13
Medical	22
Meals	4
Religious	27
Social/Entertainment	23
Shopping	19
Have Not Missed Trips	105



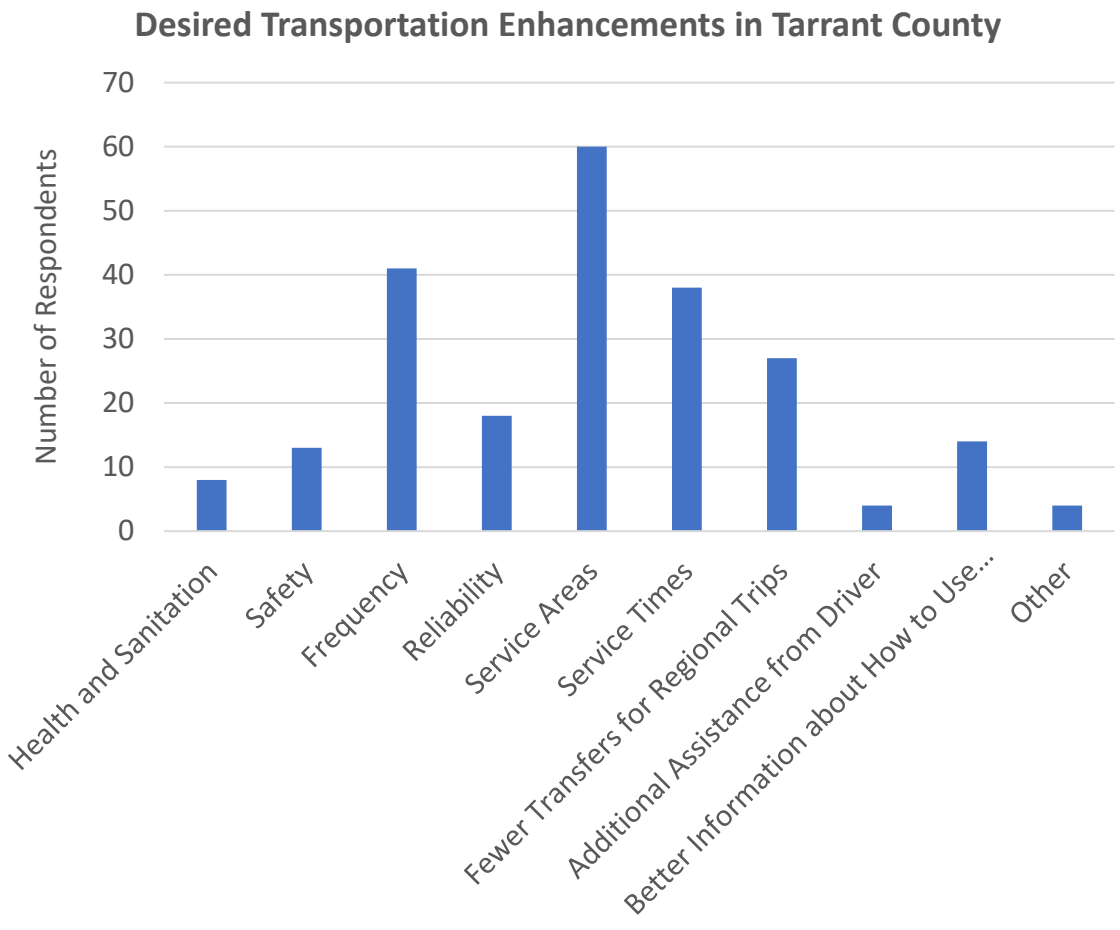
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	20
Commuter Bus to Light Rail	20
Light Rail	48
Demand Response or On Demand	12
Other	4



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	8
Safety	13
Frequency	41
Reliability	18
Service Areas	60
Service Times	38
Fewer Transfers for Regional Trips	27
Additional Assistance from Driver	4
Better Information about How to Use Transit	14
Other	4



Locations Needing Connectivity

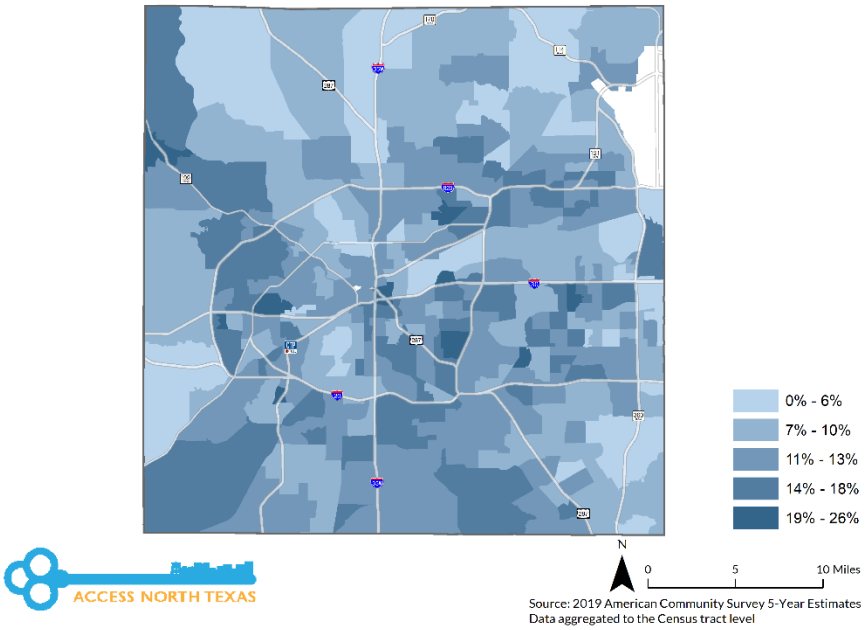
Location	Number of Responses
Arlington	14
Alliance	3
Amazon	3
Denton	3
HEB / Mid-Cities	3
White Settlement	3
Burleson	2
American Airlines	1
Azle	1
Centerport -- Campus	1
City Municipal Complex	1
Cleburne	1
Crowley	1
DFW Airport	1
Flower Mound	1
Grapevine	1
Haslet	1
Homeless shelters, pantries, medical facilities	1
Johnson County	1
Keller	1
Lake Worth	1
Las Vegas Trail -- Downtown FTW	1
Lockheed Martin FTW	1
Richardson	1
SW FTW	1
TCC NE Campus	1
UNT	1
UTA	1
Various large employers	1
Westlake	1

Key Demographics

Demographic Measure	Value
Total Population	2049770
Total Households	708252
Total Minority	1092094
Percent Total Minority	53.28%
Total White, Non-Hispanic	957676
Percent Total White, Non-Hispanic	46.72%
Total White	1374182
Percent Total White	67.04%
Total Black	338378
Percent Total Black	16.51%
Total American Indian or Alaska Native	10343
Percent Total Amer Indian or AK Native	0.50%
Total Asian	111274
Percent Total Asian	5.43%
Total Native Hawaiian or Pacific Islander	3946
Percent Tot Native Hawaiian or Pac Islander	0.19%
Total Some Other Race	146177
Percent Total Some Other Race	7.13%
Total Two or More Races	65470
Percent Total Two or More Races	3.19%

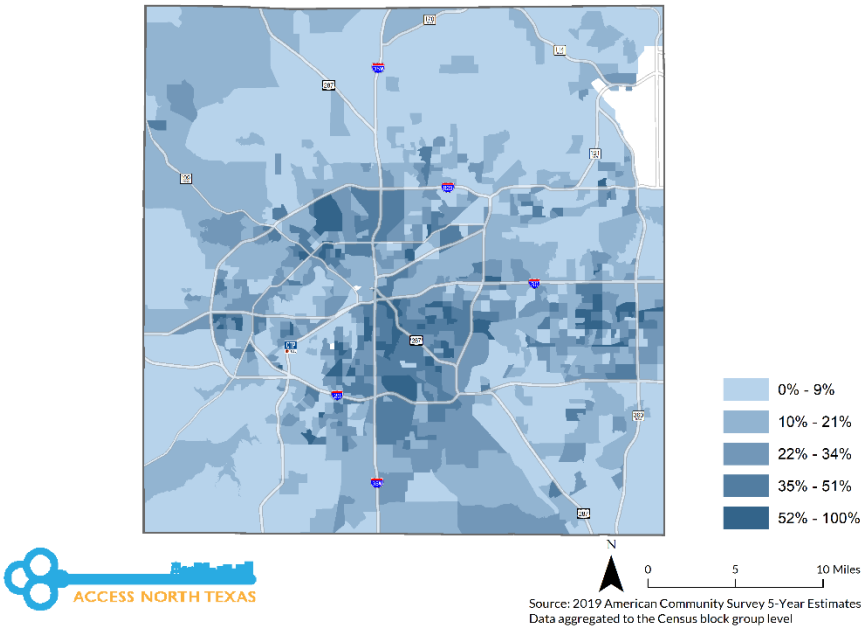
Total Not Hispanic or Latino	1459285
Percent Total Not Hispanic or Latino	71.19%
Total Hispanic or Latino	590485
Percent Total Hispanic or Latino	28.81%
Individuals For Whom Poverty Status Is Known	2023452
Percent Individuals For Whom Poverty Status is Known	98.72%
Total Low-Income Individuals	334614
Percent Low-Income	16.5%
Total LEP Individuals	225976
Percent LEP Individuals	11.86%
Population Over 5	1905211
Population 18 and Over	1503754
65 and Over Population	225738
Percent 65 and Over	11.0%
Zero-Car Households	30441
Percent Zero-Car Households	4.3%
Total Veteran Population	108329
Percent Veteran Population	7.2%
With a Disability	208695
Percent With a Disability	10.2%
Median Age	34.4
Median HH Income	67700

Tarrant County Persons with Disabilities



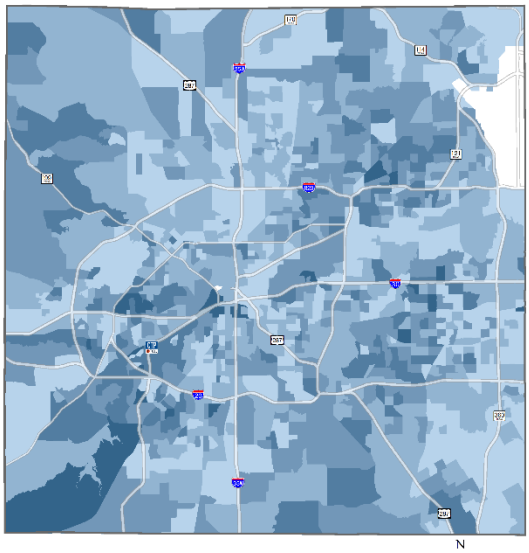
Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Tarrant County Low-Income Individuals



Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Tarrant County Population Over 65



0% - 7%
8% - 13%
14% - 21%
22% - 34%
35% - 84%

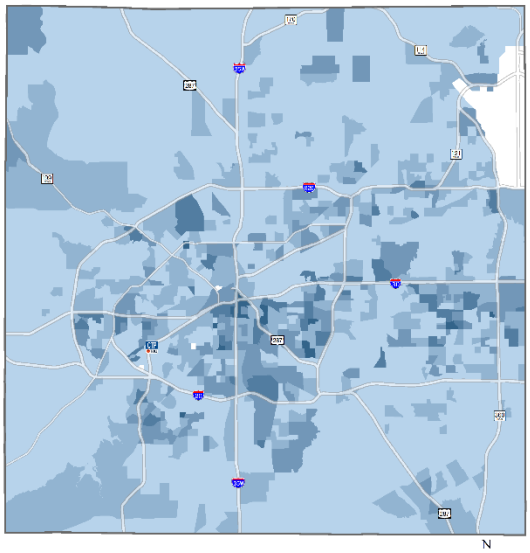
N

0 5 10 Miles

ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Tarrant County Zero-Car Households



0% - 3%
4% - 9%
10% - 18%
19% - 30%
31% - 65%

N

0 5 10 Miles

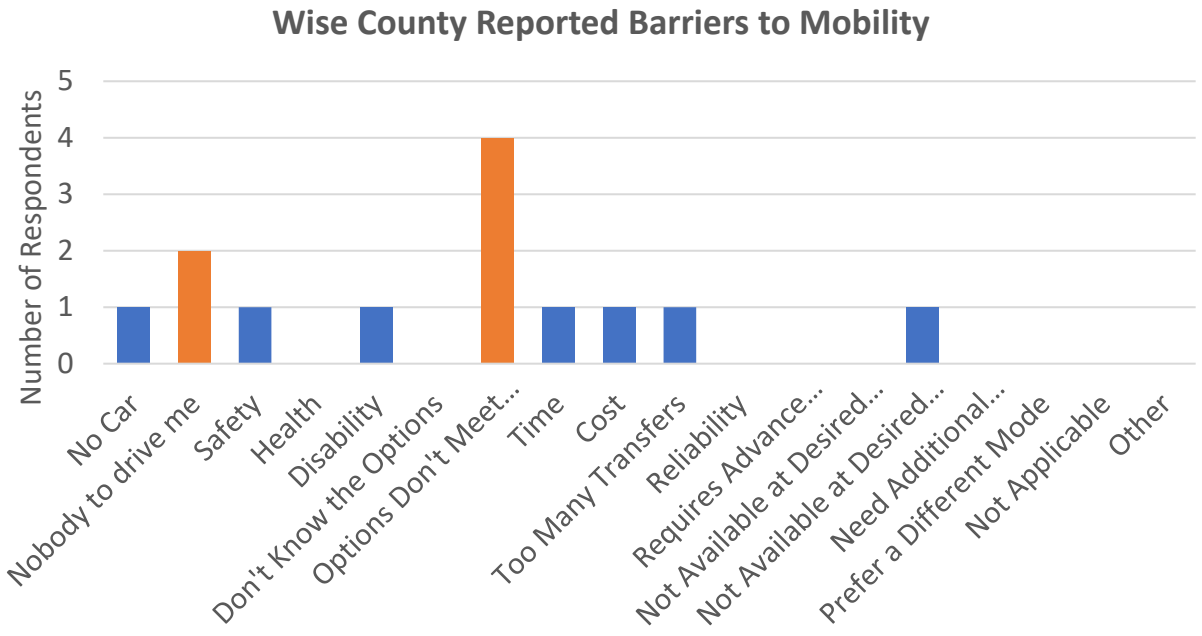
ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Wise County

Barriers

Reported Barrier	Number of Responses
No Car	1
Nobody to drive me	2
Safety	1
Health	0
Disability	1
Don't Know the Options	0
Options Don't Meet Needs	4
Time	1
Cost	1
Too Many Transfers	1
Reliability	0
Requires Advance Reservations	0
Not Available at Desired Locations	0
Not Available at Desired Days/Times	1
Need Additional Assistance Getting To/On Vehicle	0
Prefer a Different Mode	0
Not Applicable	0
Other	0



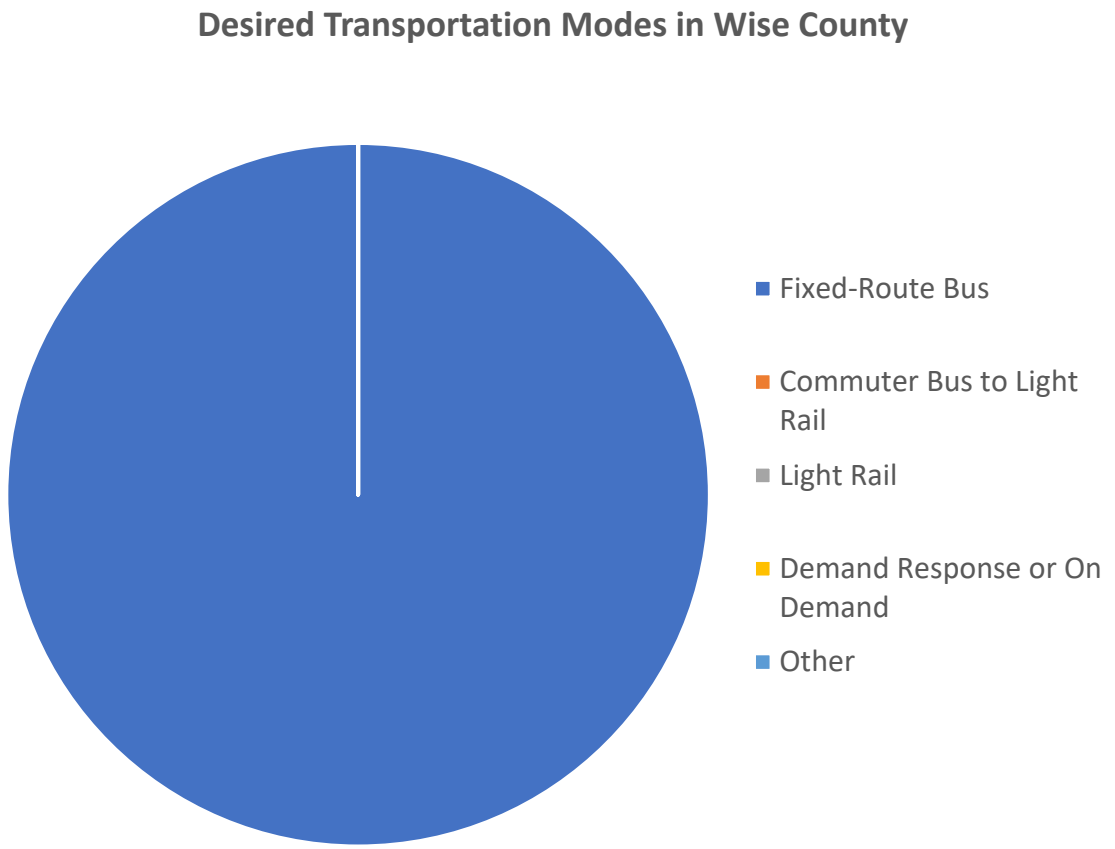
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	0
School	0
Medical	0
Meals	0
Religious	0
Social/Entertainment	0
Shopping	0
Have Not Missed Trips	0

No chart to show

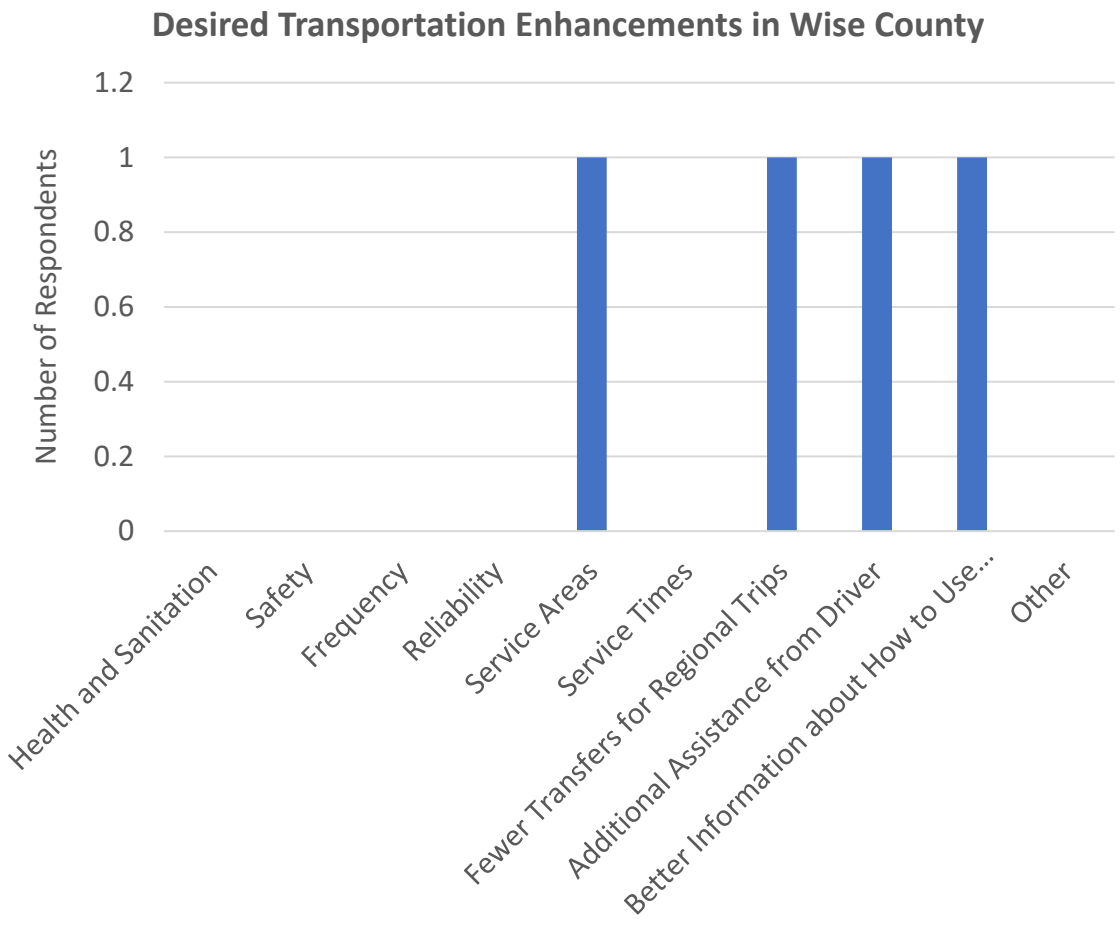
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	1
Commuter Bus to Light Rail	0
Light Rail	0
Demand Response or On Demand	0
Other	0



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	0
Safety	0
Frequency	0
Reliability	0
Service Areas	1
Service Times	0
Fewer Transfers for Regional Trips	1
Additional Assistance from Driver	1
Better Information about How to Use Transit	1
Other	0



Locations Needing Connectivity

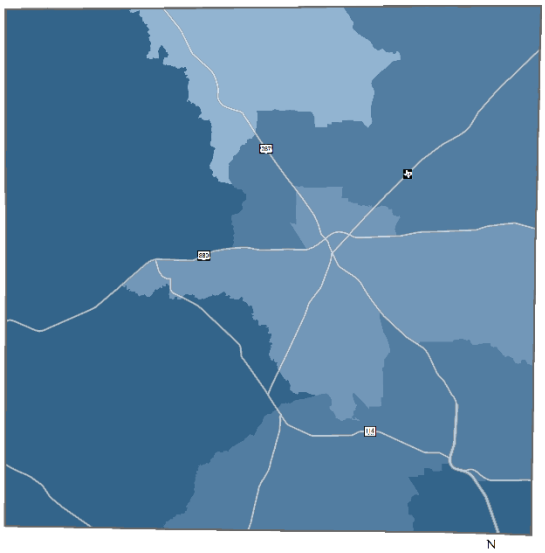
Location	Number of Responses
Denton County	1
Fort Worth	1
Tarrant County	1

Key Demographics

Demographic Measure	Value
Total Population	66290
Total Households	22369
Total Minority	15412
Percent Total Minority	23.25%
Total White, Non-Hispanic	50878
Percent Total White, Non-Hispanic	76.75%
Total White	61993
Percent Total White	93.52%
Total Black	948
Percent Total Black	1.43%
Total American Indian or Alaska Native	301
Percent Total Amer Indian or AK Native	0.45%
Total Asian	338
Percent Total Asian	0.51%
Total Native Hawaiian or Pacific Islander	132
Percent Tot Native Hawaiian or Pac Islander	0.20%
Total Some Other Race	1036
Percent Total Some Other Race	1.56%
Total Two or More Races	1542
Percent Total Two or More Races	2.33%

Total Not Hispanic or Latino	53468
Percent Total Not Hispanic or Latino	80.66%
Total Hispanic or Latino	12822
Percent Total Hispanic or Latino	19.34%
Individuals For Whom Poverty Status Is Known	65110
Percent Individuals For Whom Poverty Status is Known	98.22%
Total Low-Income Individuals	9549
Percent Low-Income	14.7%
Total LEP Individuals	4425
Percent LEP Individuals	7.13%
Population Over 5	62060
Population 18 and Over	49829
65 and Over Population	9851
Percent 65 and Over	14.9%
Zero-Car Households	767
Percent Zero-Car Households	3.4%
Total Veteran Population	4823
Percent Veteran Population	9.7%
With a Disability	11081
Percent With a Disability	16.7%
Median Age	38.3
Median HH Income	64536

Wise County Persons with Disabilities



0% - 6%
7% - 10%
11% - 13%
14% - 18%
19% - 26%

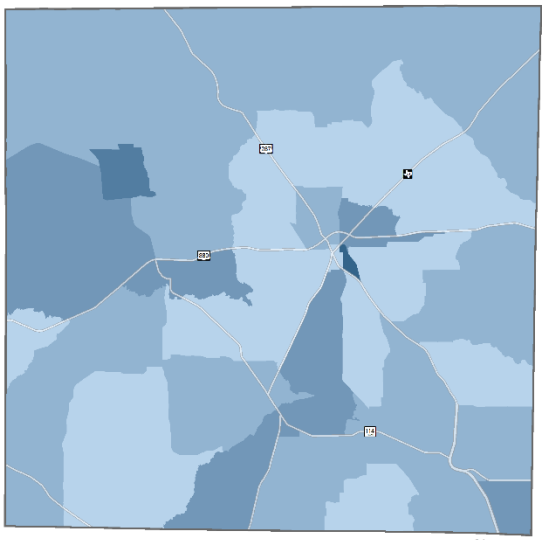
N

0 5 10 Miles

ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

Wise County Low-Income Individuals



0% - 9%
10% - 21%
22% - 34%
35% - 51%
52% - 100%

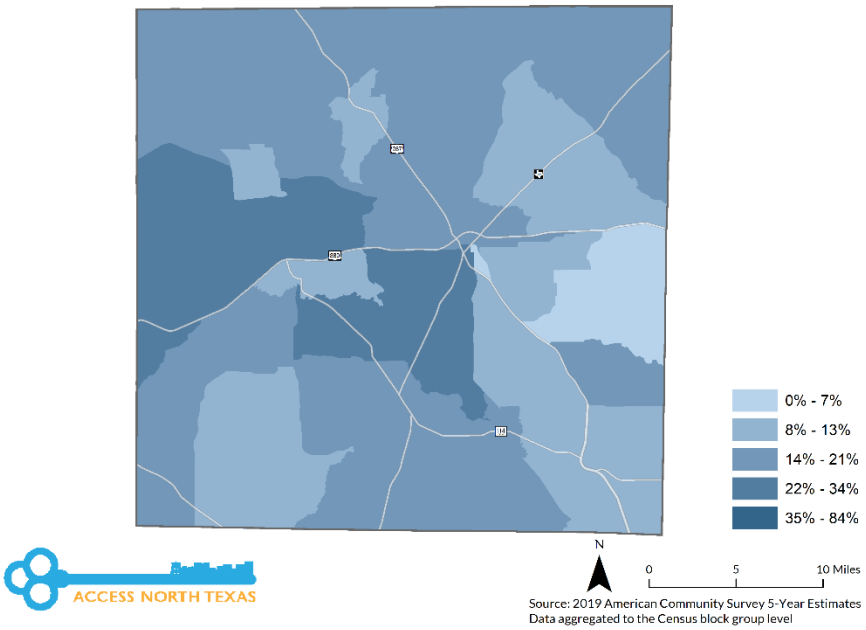
N

0 5 10 Miles

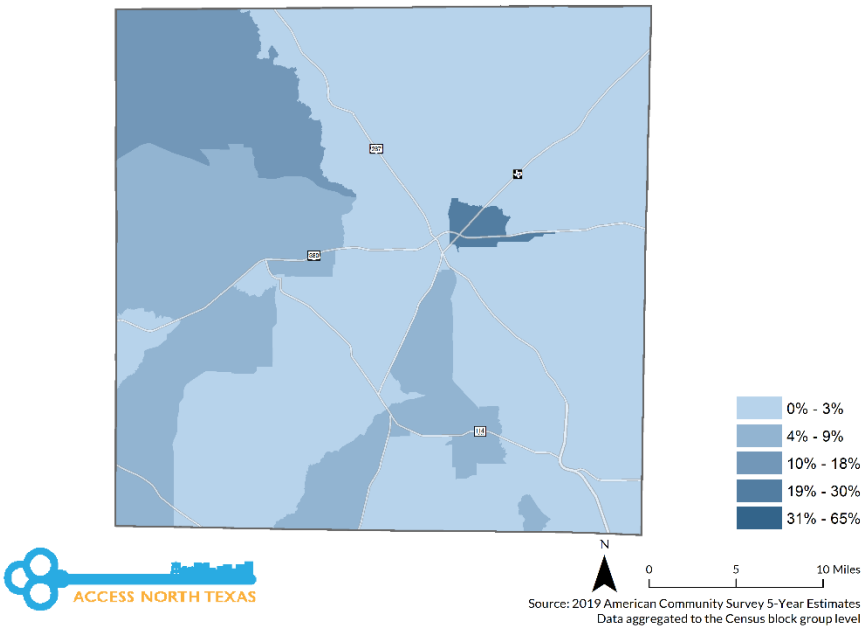
ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Wise County Population Over 65



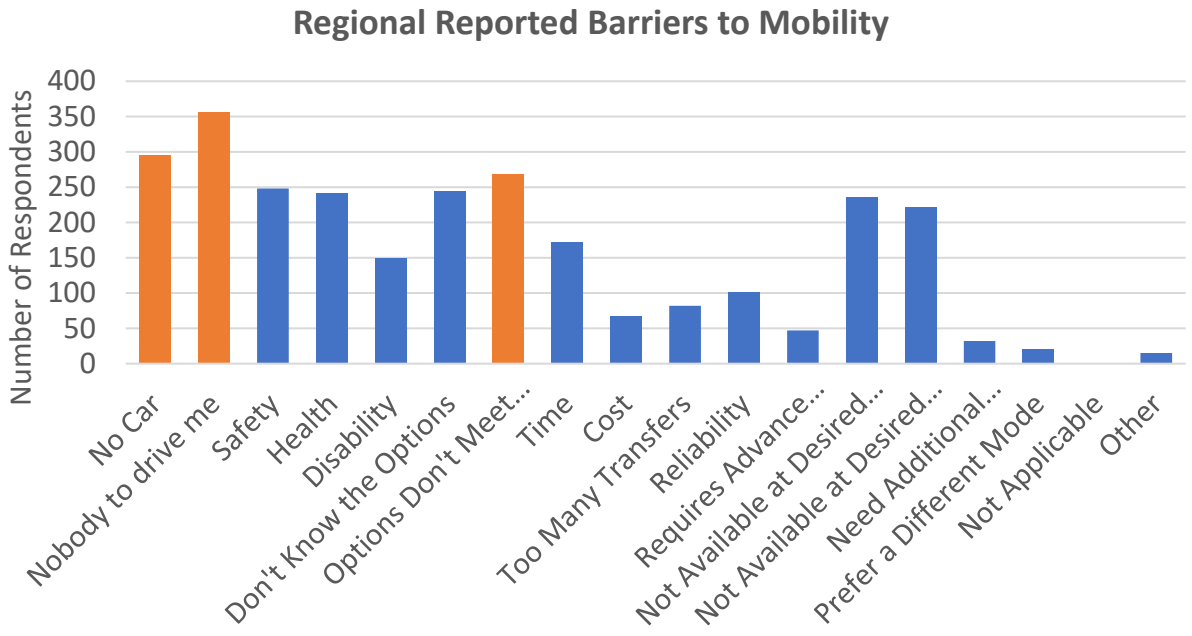
Wise County Zero-Car Households



Regional Totals

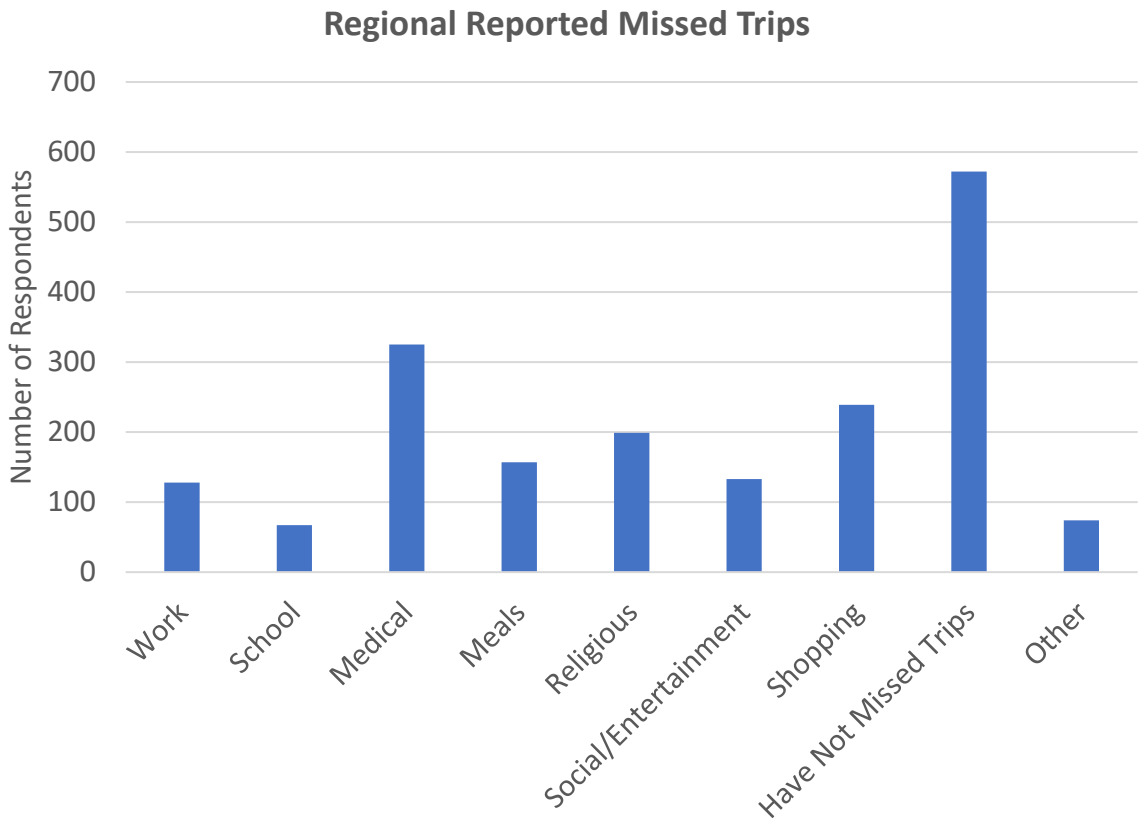
Barriers

Reported Barriers	Number of Responses
No Car	296
Nobody to drive me	356
Safety	248
Health	241
Disability	150
Don't Know the Options	245
Options Don't Meet Needs	269
Time	172
Cost	67
Too Many Transfers	82
Reliability	101
Requires Advance Reservations	47
Not Available at Desired Locations	236
Not Available at Desired Days/Times	221
Need Additional Assistance Getting To/On Vehicle	32
Prefer a Different Mode	20
Not Applicable	0
Other	15



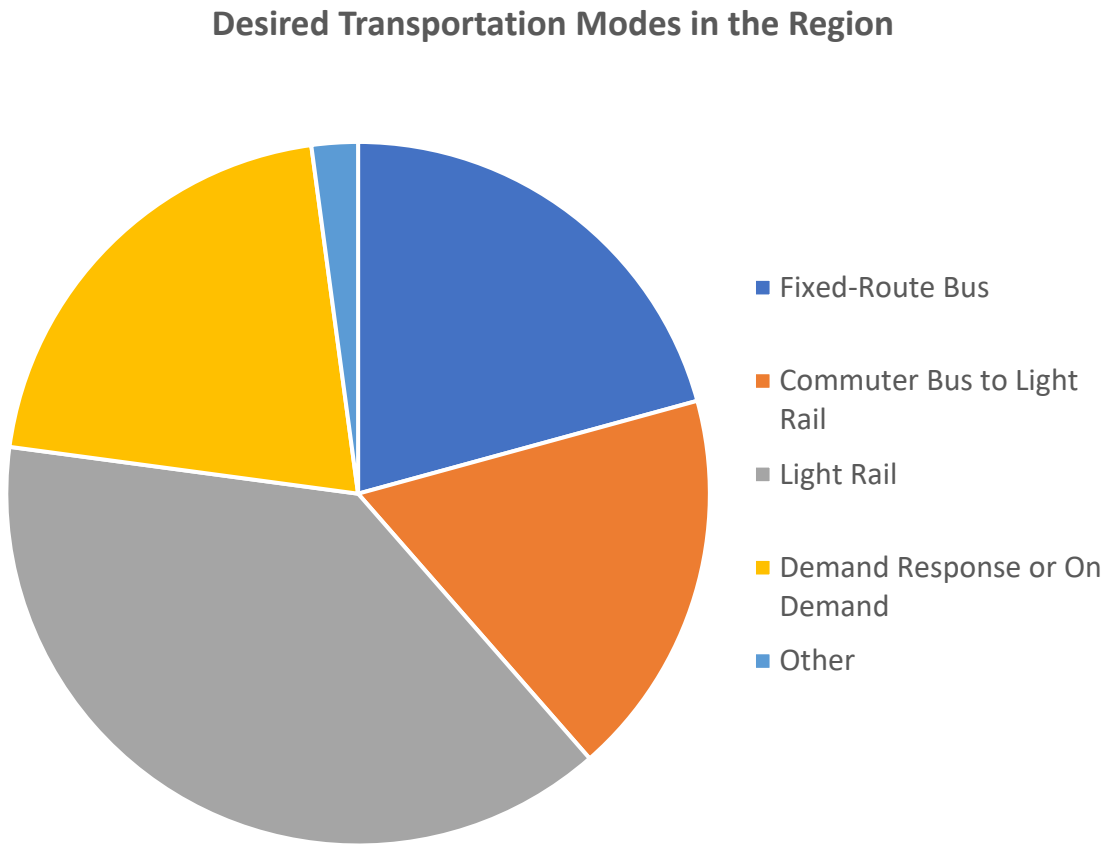
Types of Missed Trips

Type of Missed Trip	Number of Responses
Work	128
School	67
Medical	325
Meals	157
Religious	199
Social/Entertainment	133
Shopping	239
Have Not Missed Trips	572



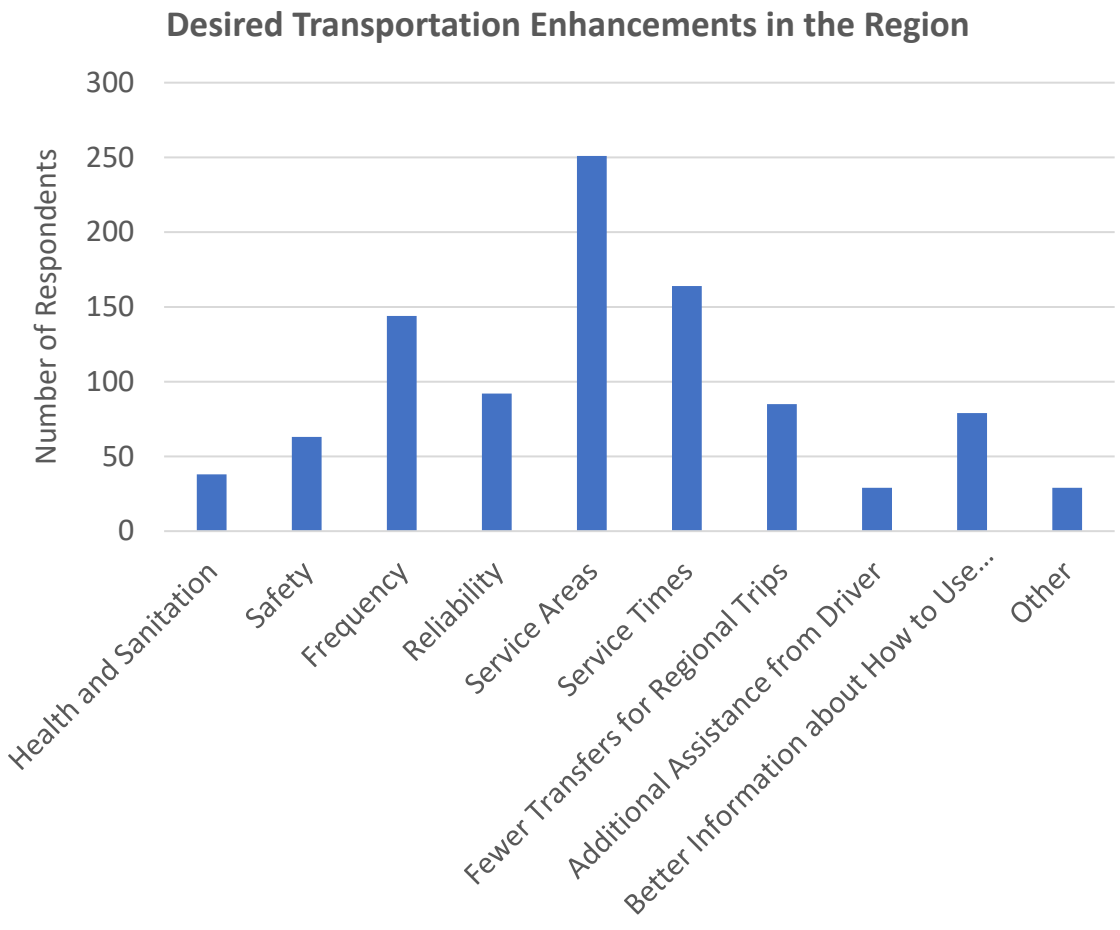
Desired Modes

Type of Desired Mode	Number of Responses
Fixed-Route Bus	78
Commuter Bus to Light Rail	67
Light Rail	145
Demand Response or On Demand	79
Other	8



Desired Enhancements

Type of Desired Enhancement	Number of Responses
Health and Sanitation	38
Safety	63
Frequency	144
Reliability	92
Service Areas	251
Service Times	164
Fewer Transfers for Regional Trips	85
Additional Assistance from Driver	29
Better Information about How to Use Transit	79
Other	29

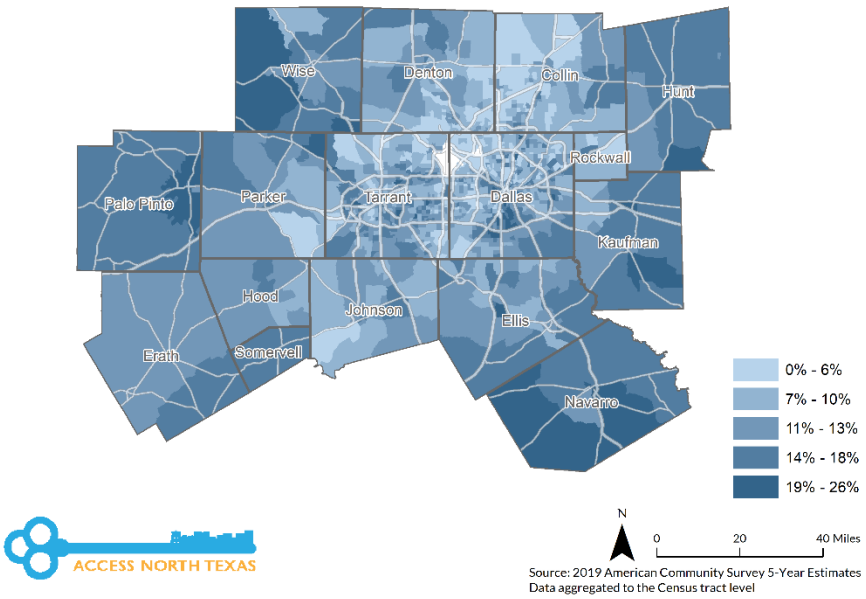


Key Demographics

Demographic Measure	Value
Total Population	7507217
Total Households	2619933
Total Minority	4001266
Percent Total Minority	53.30%
Total White, Non-Hispanic	3505951
Percent Total White, Non-Hispanic	46.70%
Total White	5165904
Percent Total White	68.81%
Total Black	1166274
Percent Total Black	15.54%
Total American Indian or Alaska Native	37282
Percent Total Amer Indian or AK Native	0.50%
Total Asian	505980
Percent Total Asian	6.74%
Total Native Hawaiian or Pacific Islander	8770
Percent Tot Native Hawaiian or Pac Islander	0.12%
Total Some Other Race	402502
Percent Total Some Other Race	5.36%
Total Two or More Races	220505
Percent Total Two or More Races	2.94%

Total Not Hispanic or Latino	5353328
Percent Total Not Hispanic or Latino	71.31%
Total Hispanic or Latino	2153889
Percent Total Hispanic or Latino	28.69%
Individuals For Whom Poverty Status Is Known	7414432
Percent Individuals For Whom Poverty Status is Known	98.76%
Total Low-Income Individuals	1204670
Percent Low-Income	16.0%
Total LEP Individuals	922782
Percent LEP Individuals	13.21%
Population Over 5	6986299
Population 18 and Over	5540803
65 and Over Population	836976
Percent 65 and Over	11.1%
Zero-Car Households	122587
Percent Zero-Car Households	1.6%
Total Veteran Population	347910
Percent Veteran Population	4.6%
With a Disability	715294
Percent With a Disability	9.5%
Median Age	35.8
Median HH Income	65151.5

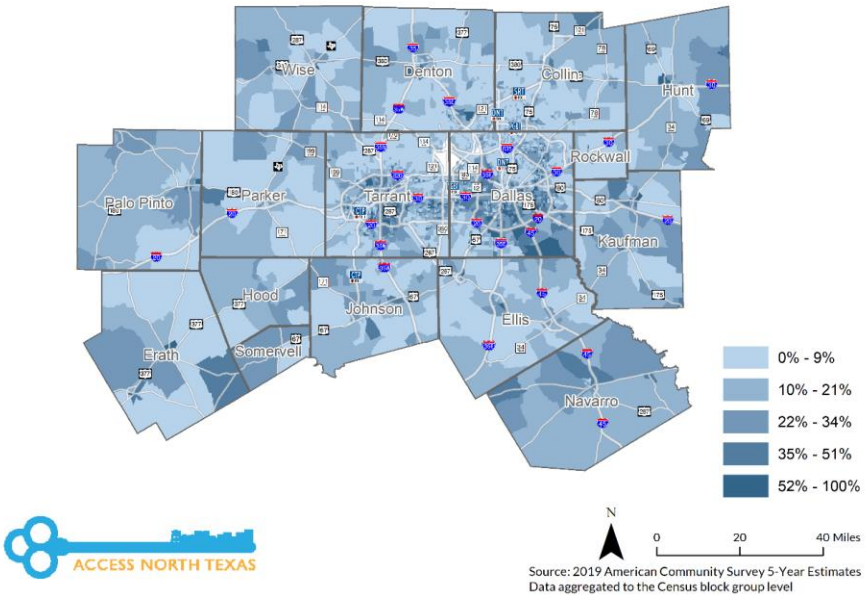
Regional Distribution of Persons with Disabilities



ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census tract level

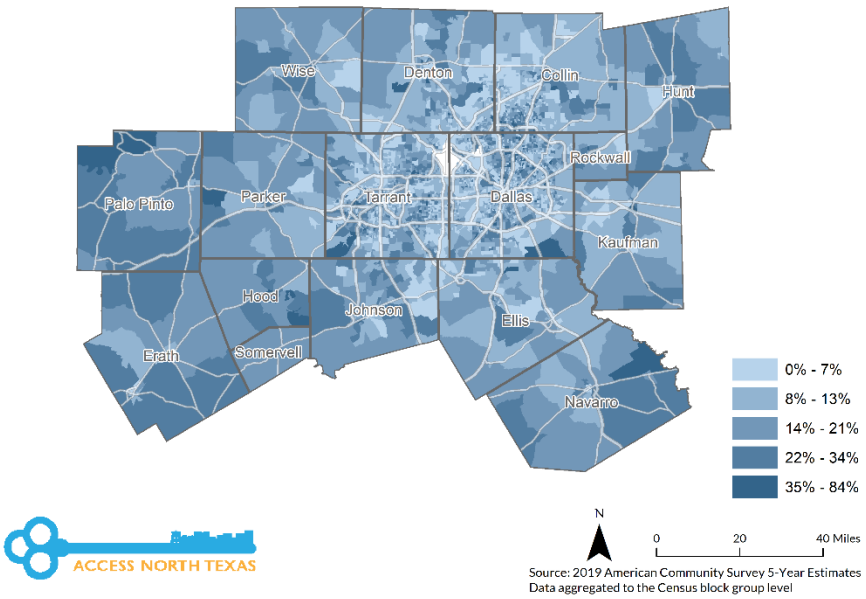
Regional Distribution of Low-Income Individuals



ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

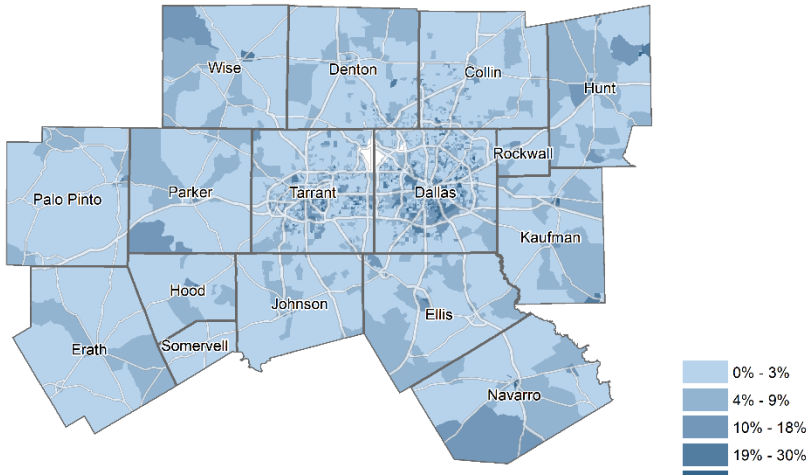
Regional Distribution of Population Over 65



ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

Regional Distribution of Zero-Car Households



ACCESS NORTH TEXAS

Source: 2019 American Community Survey 5-Year Estimates
Data aggregated to the Census block group level

APPENDIX E

OUTREACH AND SUPPLEMENTAL INFORMATION

Access North Texas				
2022 Virtual Outreach Meetings				
County	**Meeting #1**	**Meeting #2**	**Meeting #3***	**Total Attendees**
Collin	June 9	June 10	June 12	6
Dallas	June 29	July 1	June 26	7
Denton	June 23	June 24	June 26	10
Ellis & Navarro	May 19	May 20	N/A	3
Hood & Somervell & Erath	June 16	June 17	N/A	5
Hunt	April 27	April 29	N/A	4
Johnson	May 5	May 6	N/A	10
Kaufman	July 14	July 15	N/A	5
Parker & Palo Pinto	May 26	May 27	N/A	2
Rockwall	May 12	May 13	N/A	5
Tarrant	July 7	July 8	July 10	5
Wise	June 2	June 3	N/A	3
Kickoff Meeting	April 19	N/A	N/A	19
*Additional Meeting Held in Largest Counties				

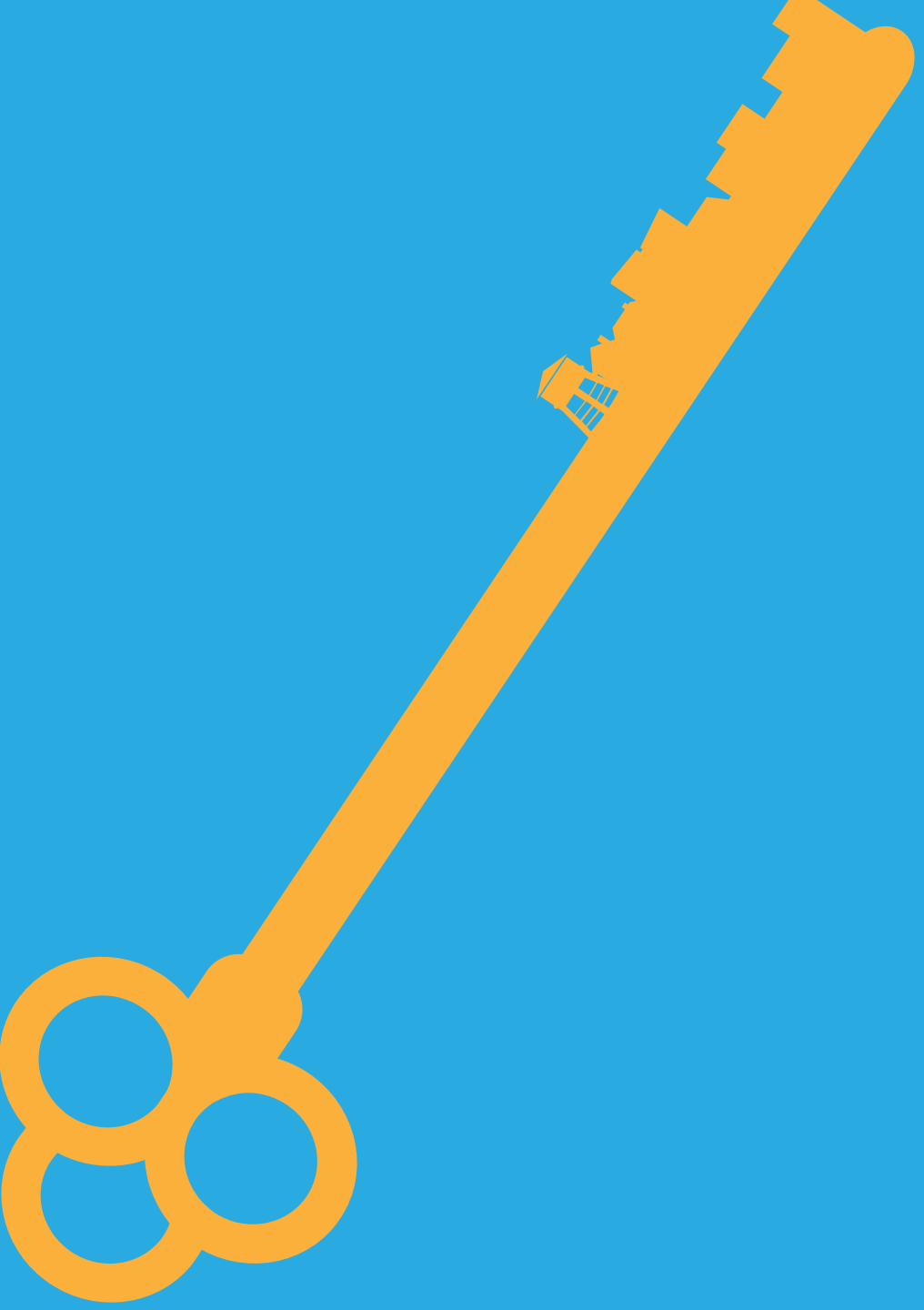
Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.

Introductions:

Feel free to indicate your name and/or organization in the chat.



ACCESS NORTH TEXAS

Collin County Public Outreach Meeting
June 12, 2021
Hosted over Microsoft Teams

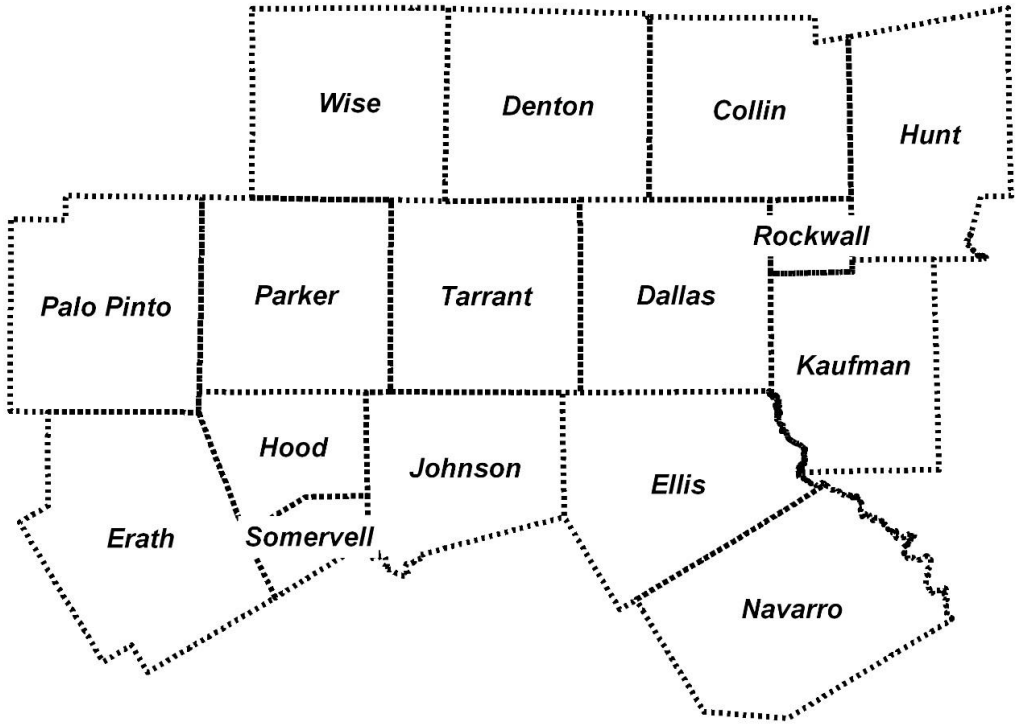
AGENDA

- Intro to North Central Texas Council of Governments (NCTCOG)
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

- Regional Public Transportation Coordination Plan
- Required by FTA and TxDOT
- Used for planning and funding decisions
- We want to know your transit needs.
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update.

Texas Department of Transportation

Federal Transit Administration

COLLIN COUNTY EXISTING SERVICES

DART

Collin County Rides (DART)

Collin County Transit (DCTA)

DCTA Frisco Demand Response

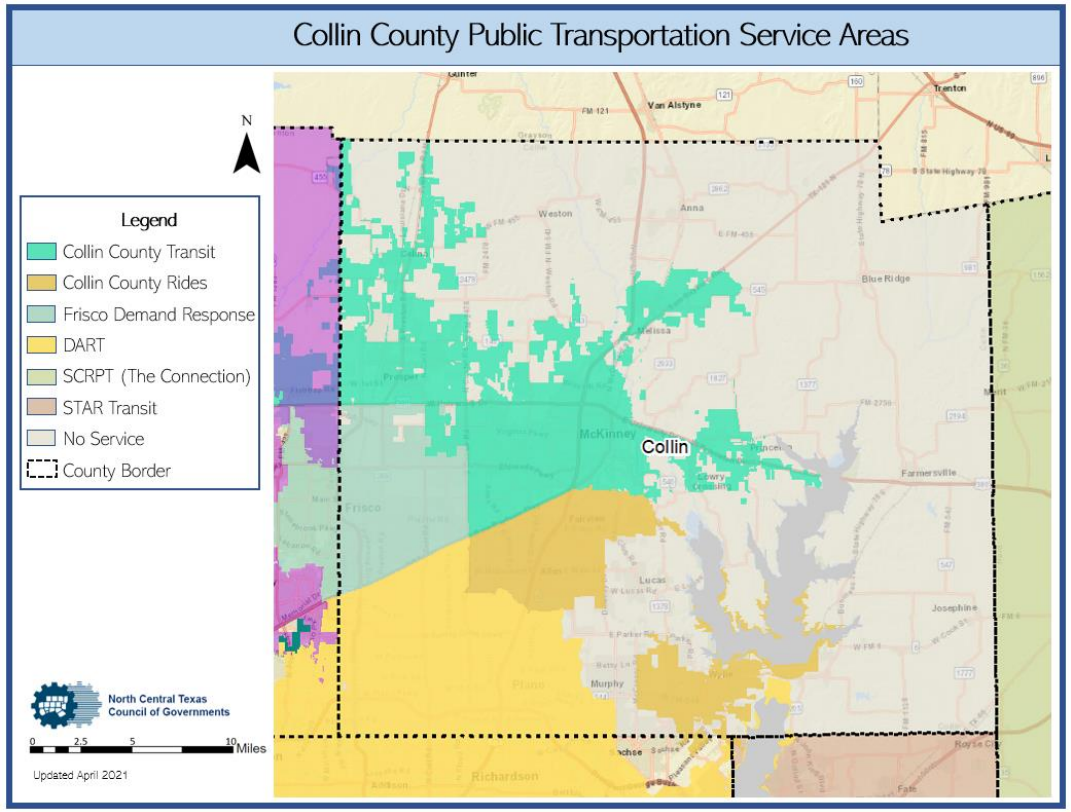
City of Richardson Van Service

City of Sachse Senior Transportation Program

Texas Kidney Health Care (TKHC) Program

Veteran Transportation Service

VA North Texas Health Care System Travel Benefits Program



COLLIN EXISTING STUDIES

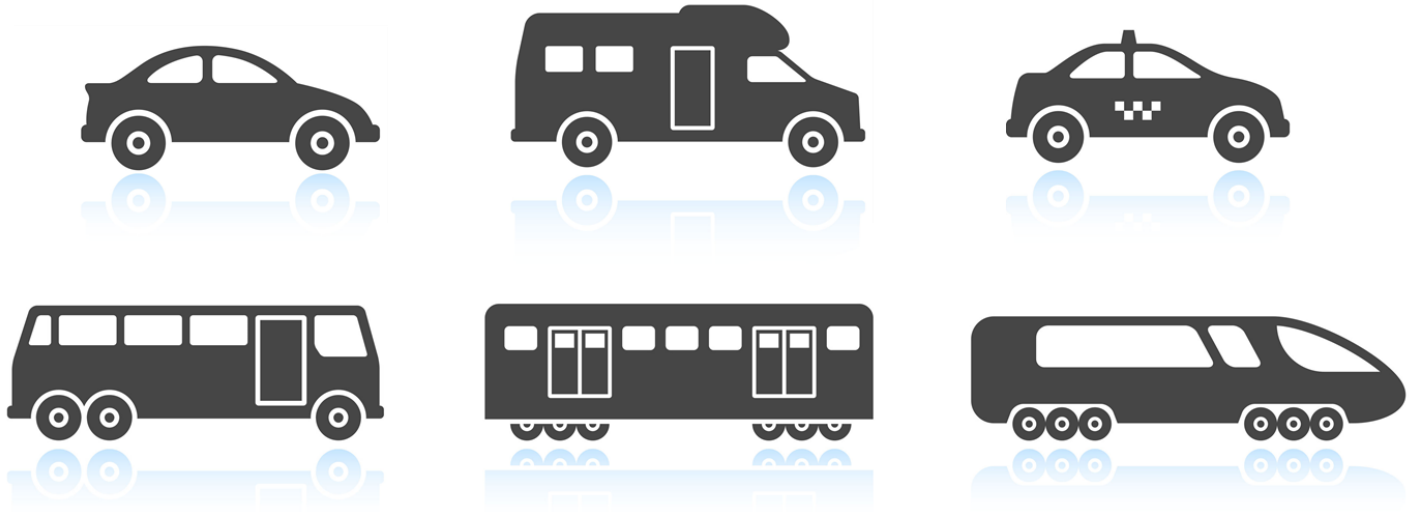
- Collin County Transit Study (ongoing)
- Collin County Transit Needs Assessment and Planning Study (2013)
- Collin County Mobility Plan (2014)
- Denton County Transportation Authority Strategic Planning Guidance Report (2018)
- DART Transit Choices Report (2020)
- Transportation Equity and Access to Opportunity for Transit-Dependent Populations in Dallas (2017)

In the last six months, have you missed any trips due to lack of transportation?

Image Provided By Getty

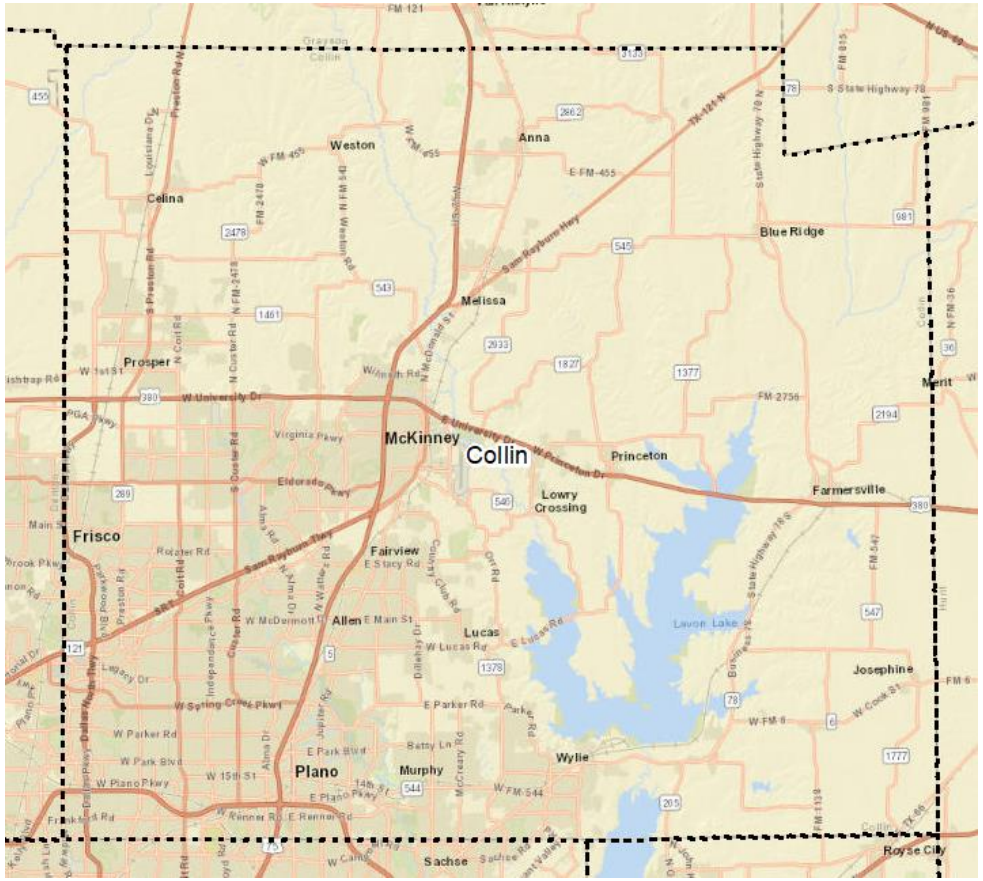
What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?



What is the best way to enhance your transit experience?

How can transit service be improved within your county?



In areas with no public transit service, assess community needs and implement transit

Improve partnerships and coordination between existing transit providers to simplify cross-community trips

Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transit through leadership or policy initiatives and to advocate for increasing investment in public transit

Identify, evaluate, and implement where appropriate non-traditional ways to deliver public transportation service, including partnerships among public and private transportation providers

Increase service options in areas with limited access to

1. Medical appointments including dialysis
2. Job training and education
3. Job opportunities

Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date

Increase public awareness of available transportation services by conducting targeted marketing to agencies such as human service organizations, medical facilities, and educational facilities

Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation

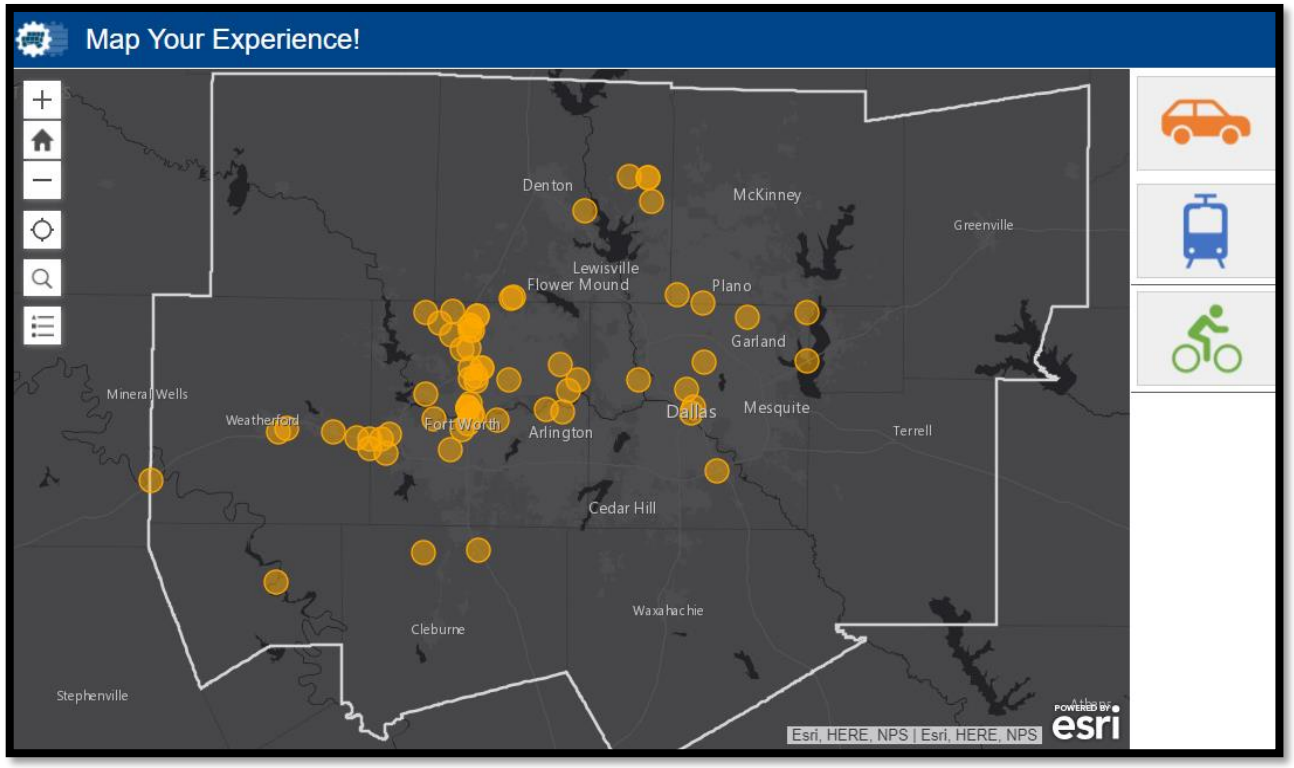
Explore partnerships to increase the affordability of fares for those most in need

Collin Strategies

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis and Mapping

Phase 3 Develop Strategies and Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:

accessnorthtexas@nctcog.org

817-695-9240

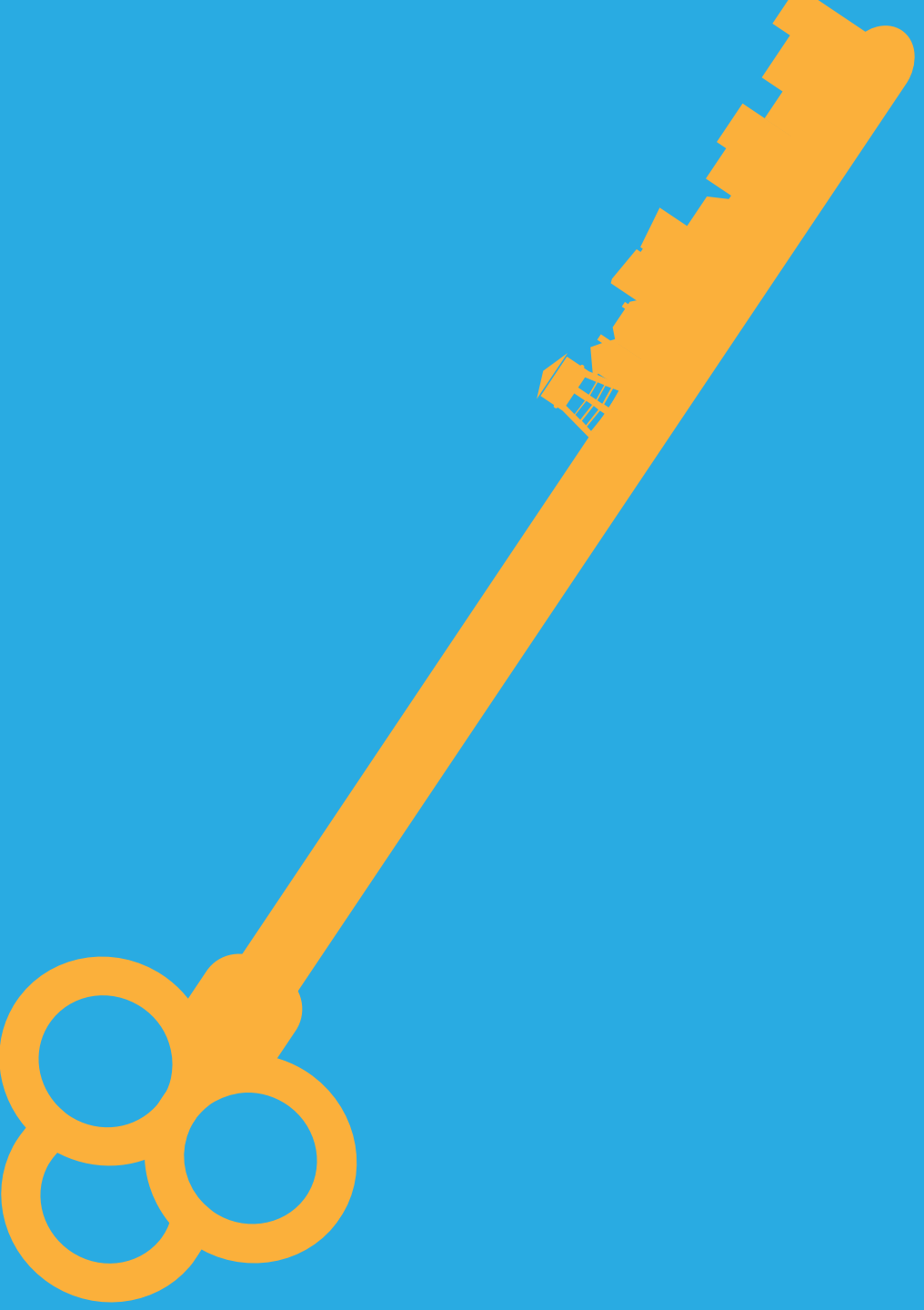
Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

THANK YOU



ACCESS NORTH TEXAS

Dallas County
July 22, 2021
AARP Ride@50+ | Mobility Leadership Circle

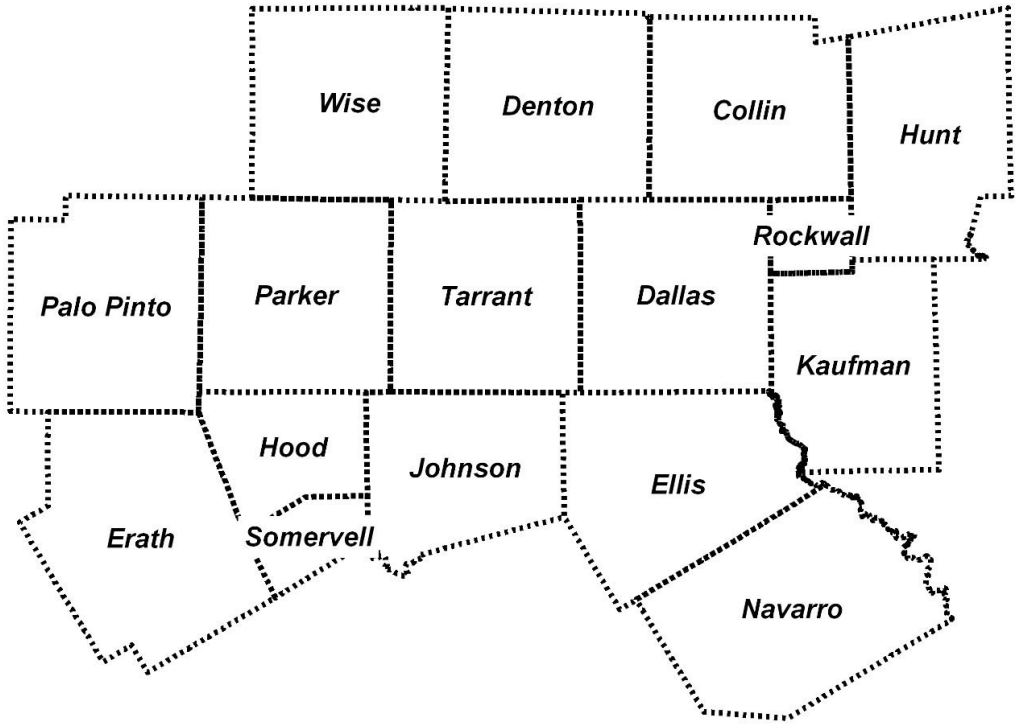
AGENDA

- Intro to North Central Texas Council of Governments
- What is Access North Texas?
- Existing Services
- Feedback Opportunities
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

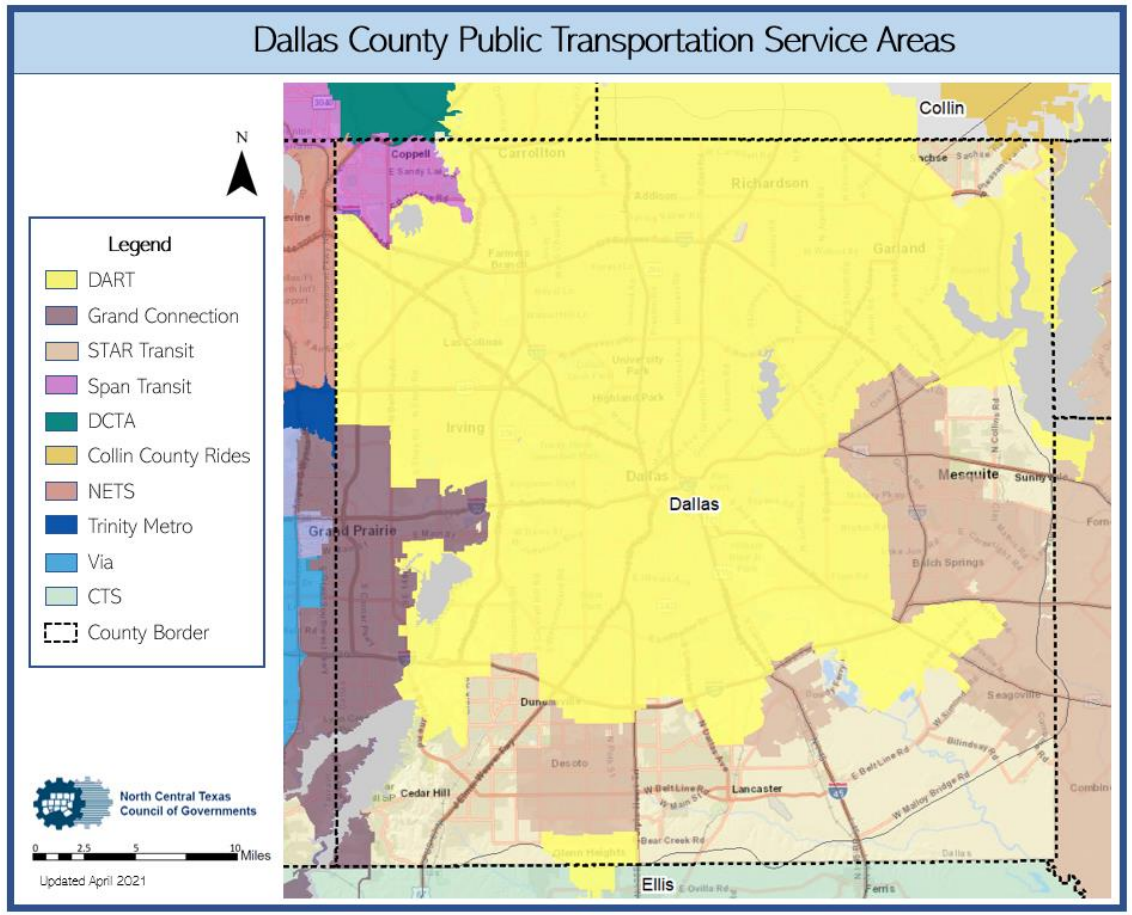
- Regional Public Transportation Coordination Plan
- Required by FTA and TxDOT
- How the information is used - planning and funding decisions
- We want to know your transit needs
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update

Texas Department of Transportation

Federal Transit Administration

DALLAS COUNTY EXISTING SERVICES

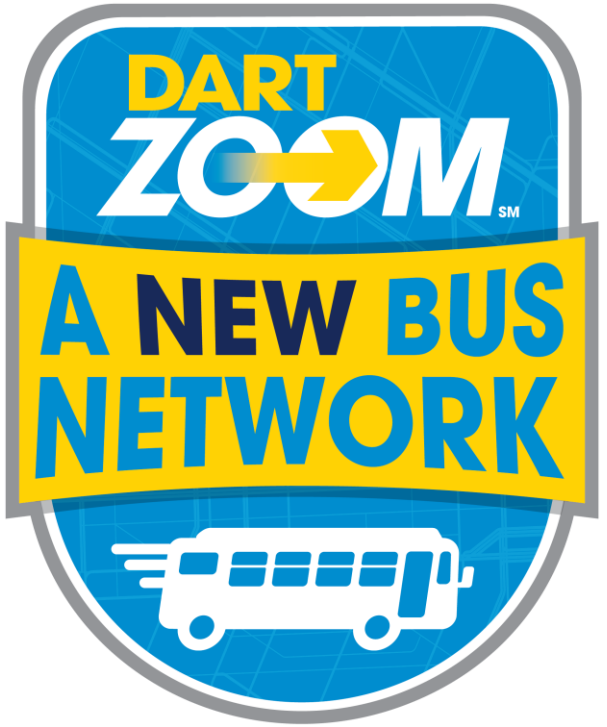
- Dallas Area Rapid Transit (DART)
- City of Garland, Senior Services
- City of Grand Prairie, The Grand Connection
- City of Richardson Van Service
- City of Sachse Senior Transportation Program
- Dallas County Health and Human Services - Older Adult Services Program
- Parkland Senior Outreach Services
- Span Transit - City of Coppell
- STAR Transit
- Trinity Railway Express (TRE)



DALLAS COUNTY UPCOMING CHANGES

Dallas Area Rapid Transit (DART) Proposed Network and Service Changes:

- Replacing all local bus routes with a newly designed bus network featuring **more frequent service and consistent hours** of operation
- **Adding** new GoLink Zones and **expanding** existing GoLink Zones
- **Restoring light rail service to pre-pandemic levels** with 15-minute peak service
- **More frequent** evening light rail service on weekdays
- Final board approval is planned for August with **implementation** of the new service changes **scheduled for January 24, 2022**
- For more information visit, https://dartzoom.org/



2018 Summarized Dallas County Strategies

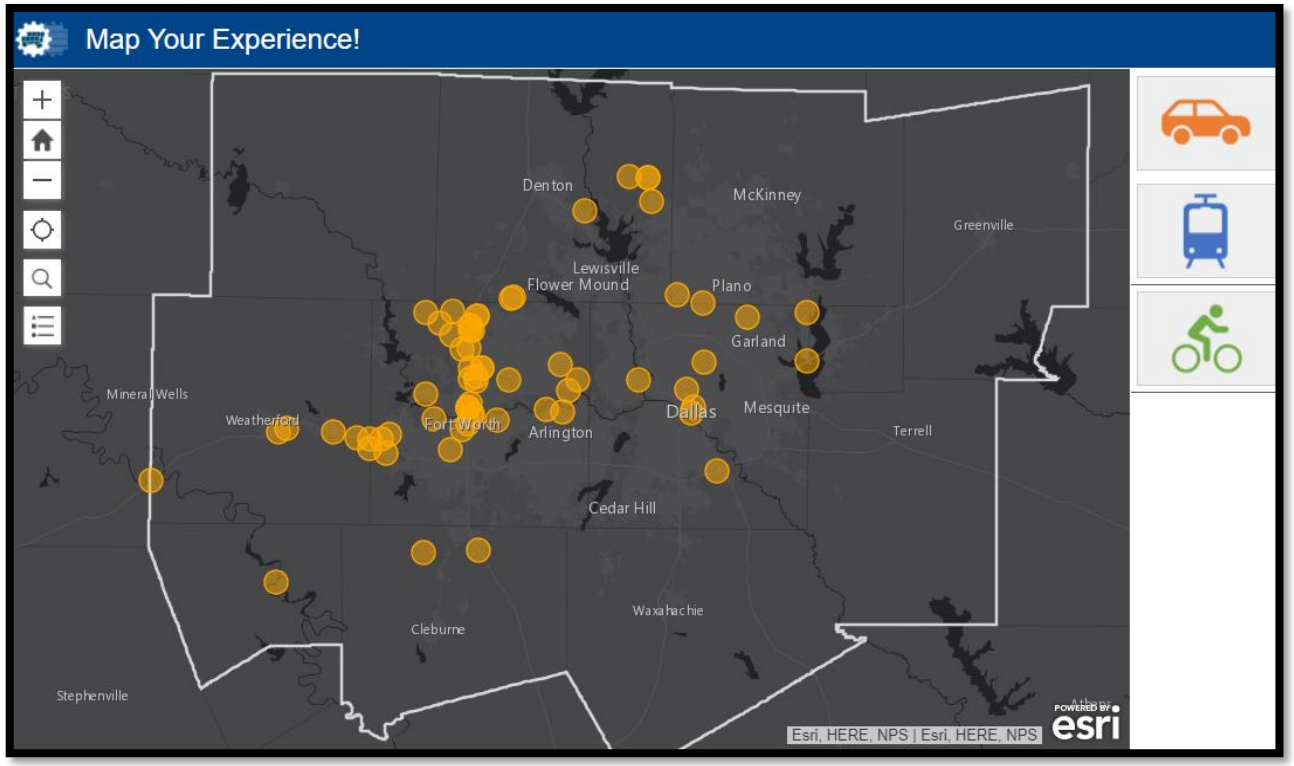
1. Areas with **no public transit service**, assess community needs and implement transit
2. Expand in areas with **limited public transit service**
3. For areas **with public transit service**, expand transit to match underserved populations or purposes
4. When expanding transit service, **use partnerships** to leverage multiple funding sources
5. Improve partnerships and coordination between existing transit providers to **simplify regional trips**
6. Continue to **conduct travel training** to teach riders how to use public transportation and make regional transfers
7. Continue to **conduct targeted marketing** to local agencies about existing transportation resources
8. Complete and expand projects that have a **no wrong door approach** to accessing transit
9. Advocate for agencies to integrate funding sources to maximize efficiency and **increase available affordable public transportation**
10. Work with 2-1-1 at least twice a year to **ensure transportation resources are up-to-date**
11. Provide **information** about transportation providers and **resources in multiple languages**
12. Identify, recruit, educate, and support influential **champions for public transportation** to promote and support public transit and to advocate for increasing investment in public transit
13. Create partnerships to **increase the accessibility** of bus stops and paths to bus and rail transit; **leverage municipal investment in accessibility projects** to further support cities' investment in public transportation

How can transit service be improved in Dallas County?

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:

accessnorthtexas@nctcog.org

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

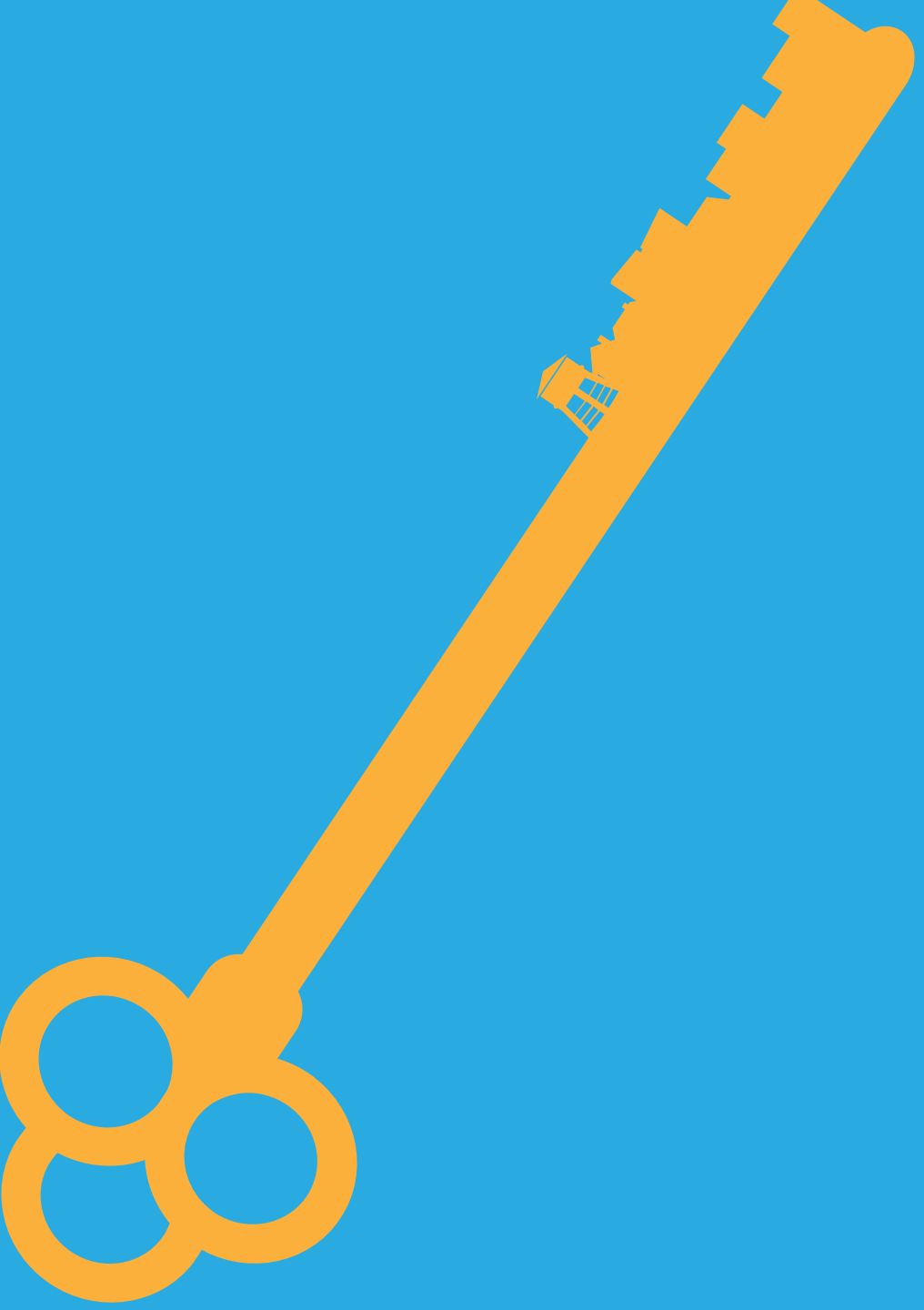
Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

THANK YOU

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.



ACCESS NORTH TEXAS

Denton County
June 23rd, 24th, & 26th, 2021
Virtual Public Meetings

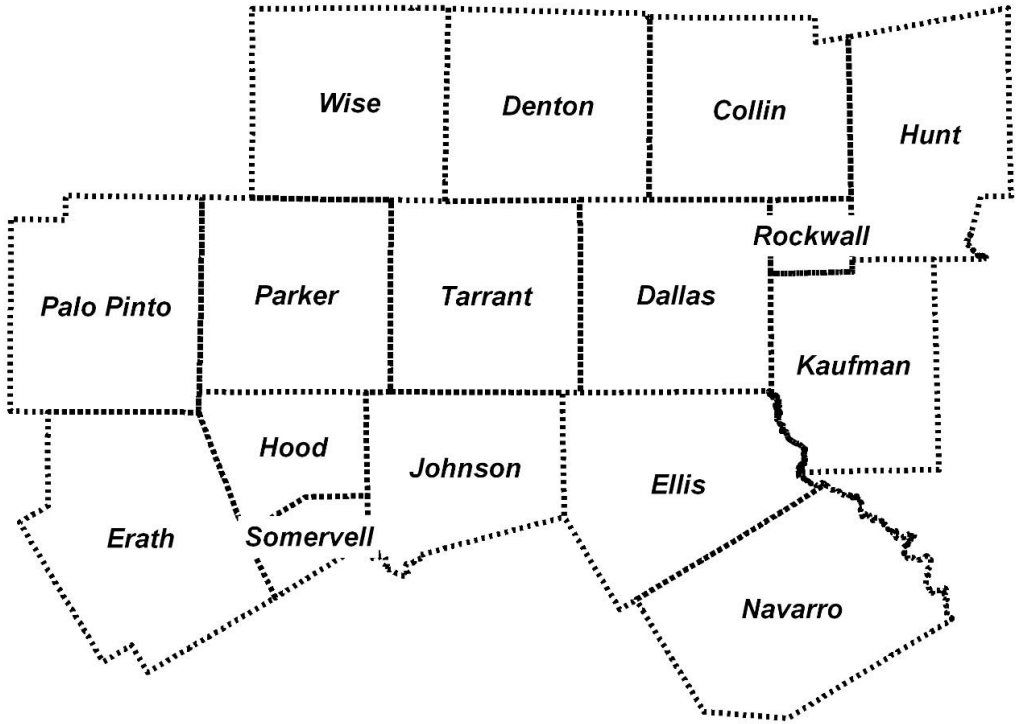
AGENDA

- Intro to North Central Texas Council of Governments
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



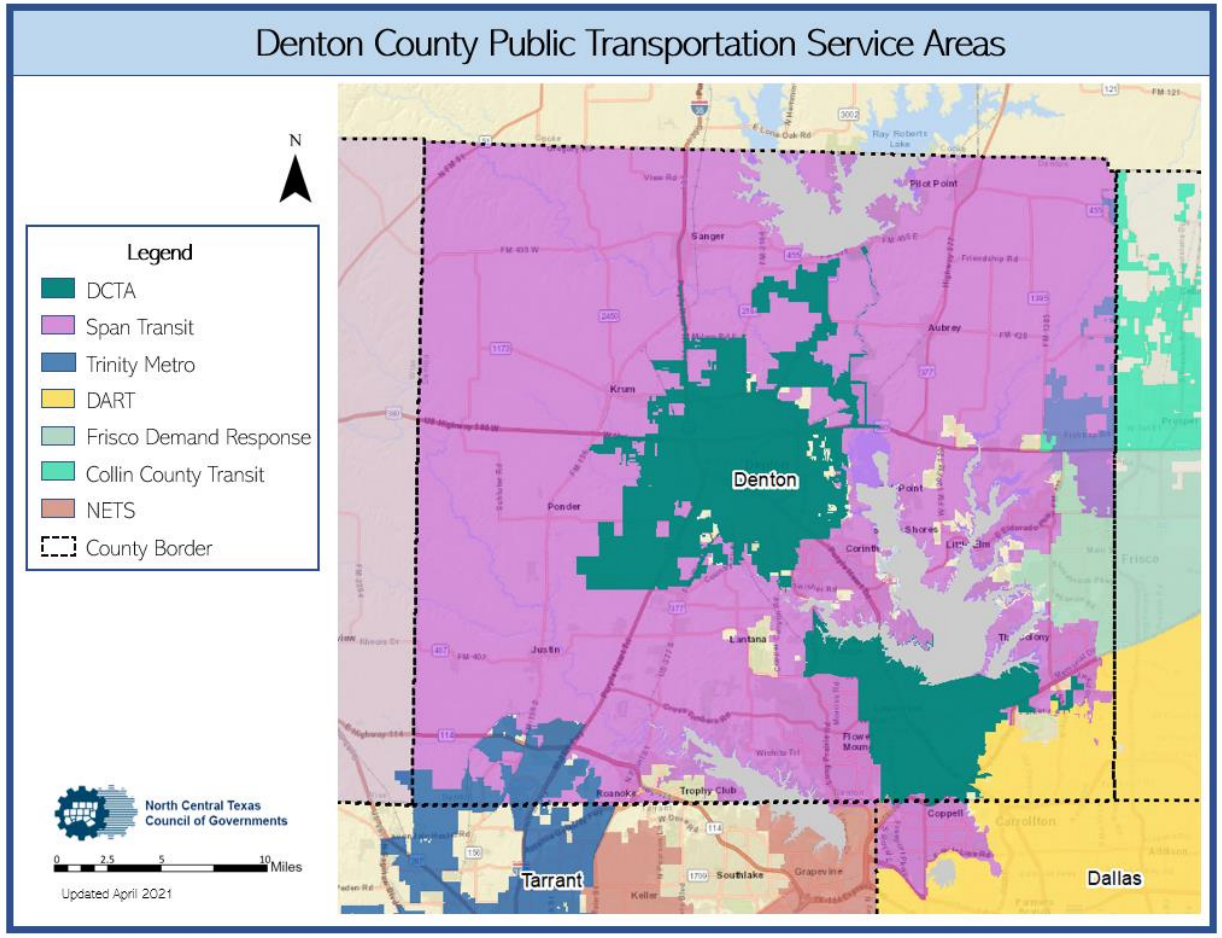
ACCESS NORTH TEXAS

- Regional Public Transportation Coordination Plan
- Required by FTA and TxDOT
- (How the information is used) - planning and funding decisions
- We want to know your transit needs
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update

Texas Department of Transportation

Federal Transit Administration

DENTON COUNTY EXISTING SERVICES



- Denton County Transportation Authority (DCTA)
- DCTA Frisco Demand Response
- Span Transit
- DART Bus and Rail, Paratransit
- Highland Village Lyft
- Texas Kidney Health Care (TKHC) Program
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service

DENTON COUNTY UPCOMING CHANGES

Denton County Transportation Authority (DCTA)
Service Changes:

- GoZone is an on-demand rideshare service that riders will be able to utilize for trips within, and sometimes between, designated zones.
- This proposed service will utilize a mobile app where passengers can book their trips in real time. A fleet of dedicated vans will be used to pick up and drop off riders at virtual stops within the zones.
- GoZone seeks to provide safe, convenient, accessible, and affordable rides with a limited wait time.
- Service changes anticipated to launch on September 7, 2021.
- Learn more by visiting the DCTA **How it Works page.**

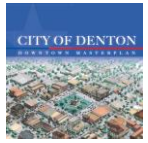
DCTA DENTON COUNTY TRANSPORTATION AUTHORITY

EXISTING STUDIES

City of Denton

Denton Plan 2030 (2015)

Denton Mobility Plan (2020)



Denton Downtown Master Plan (2002)

DCTA Long Range Service Plan (2012)

Denton County Thoroughfare Plan (2017)

In the last six months, have you missed any trips due to lack of transportation?

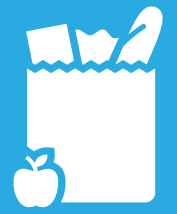
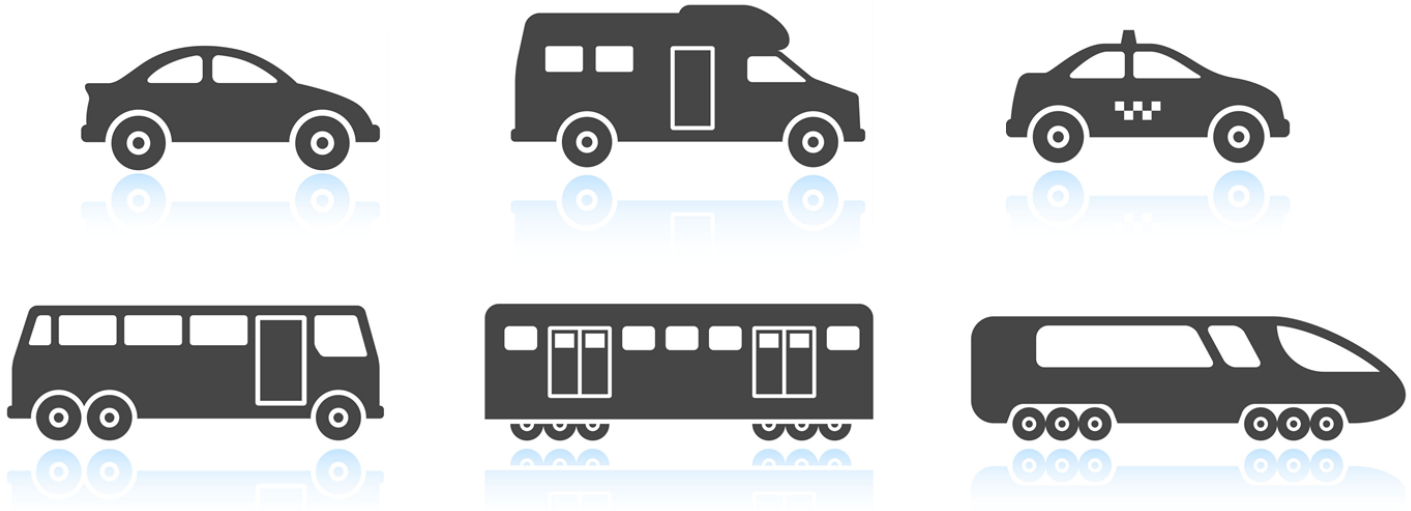


Image Provided By Getty

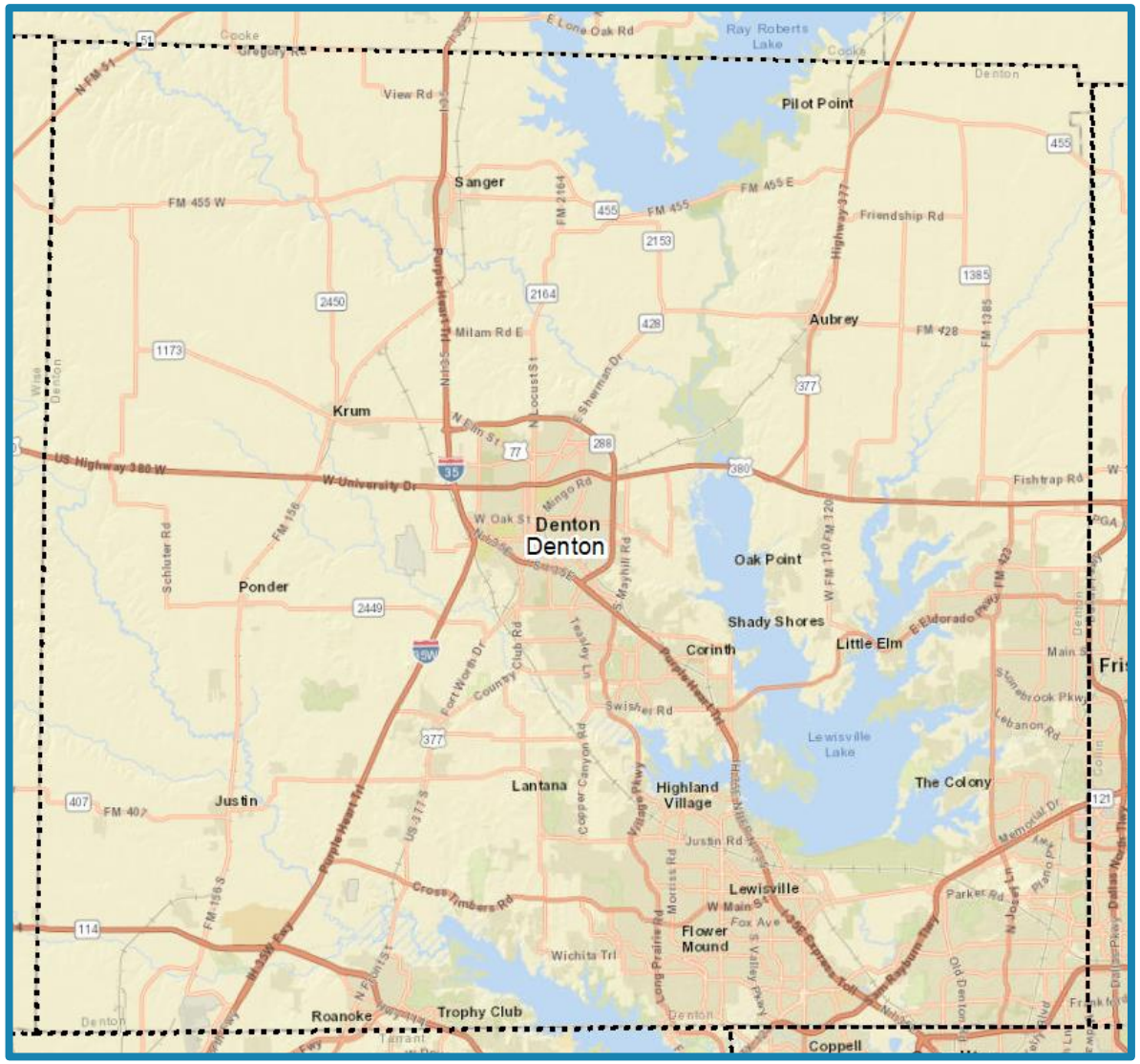
What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?



What is the best way to enhance your transit experience?

How can transit service be improved in Denton county?



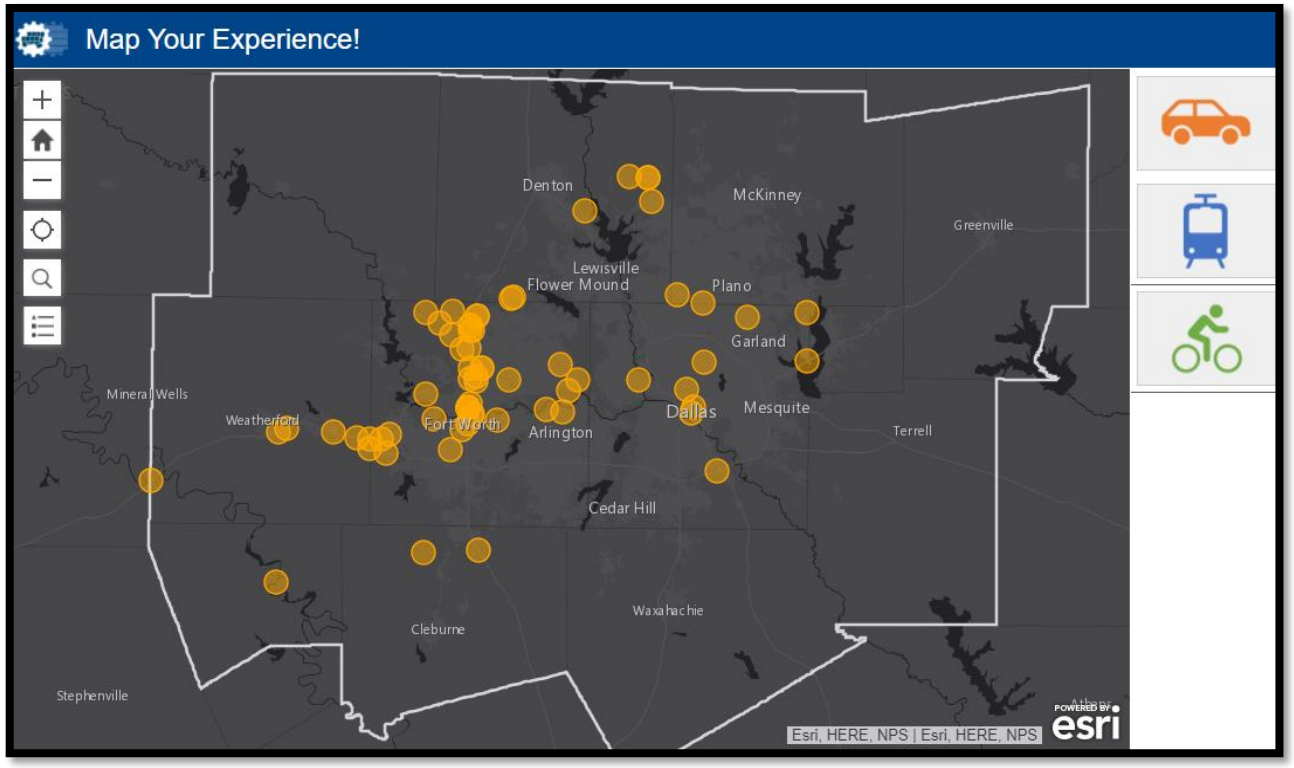
2018 Denton County Strategies

- **Denton Strategy 1** Implement transit in areas without service
- **Denton Strategy 2** Affordable transportation to the VA clinic in Bonham
- **Denton Strategy 3** Access to medical appointments in Dallas County and Tarrant County
- **Denton Strategy 4** Increase awareness of existing public transit services
- **Denton Strategy 5** Increase awareness of how to use available transit services
- **Denton Strategy 6** Conduct customer service training for transit agency employees
- **Denton Strategy 7** Improve access to education and education facilities
- **Denton Strategy 8** Improve partnerships across geographic boundaries to simplify trips and explore cost-sharing options
- **Denton Strategy 9** Advocate for the integration of funding for efficient, affordable public transportation
- **Denton Strategy 10** Identify, recruit, educate, and support influential champions
- **Denton Strategy 11** Coordinate committee meetings to discuss transportation in Denton County
- **Denton Strategy 12** Create partnerships to increase the accessibility of bus stops and paths to transit

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:

accessnorthtexas@nctcog.org

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

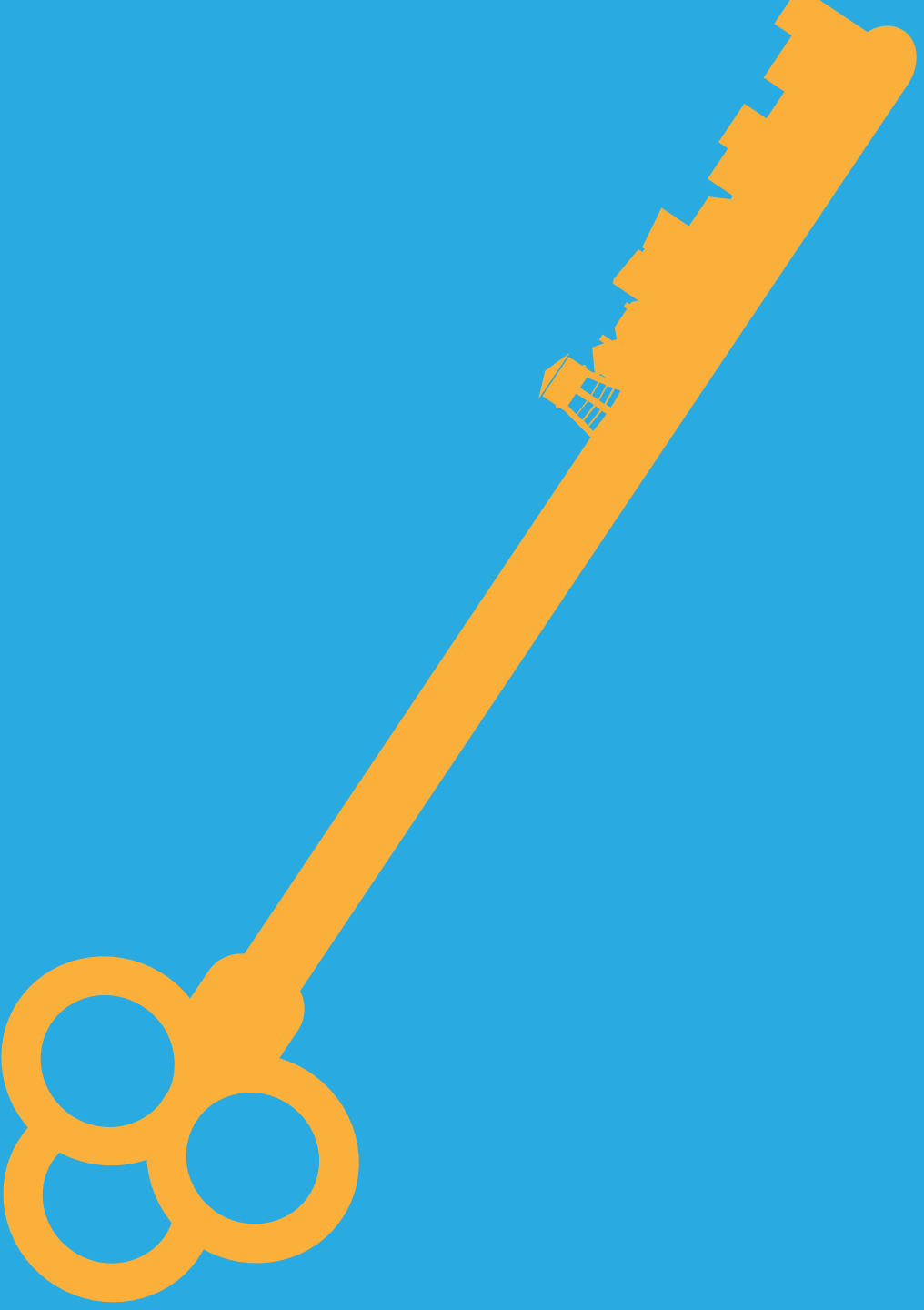
Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.



ACCESS NORTH TEXAS

County Public Outreach Meeting
May 19, 2021 & May 20, 2021
Hosted over Zoom

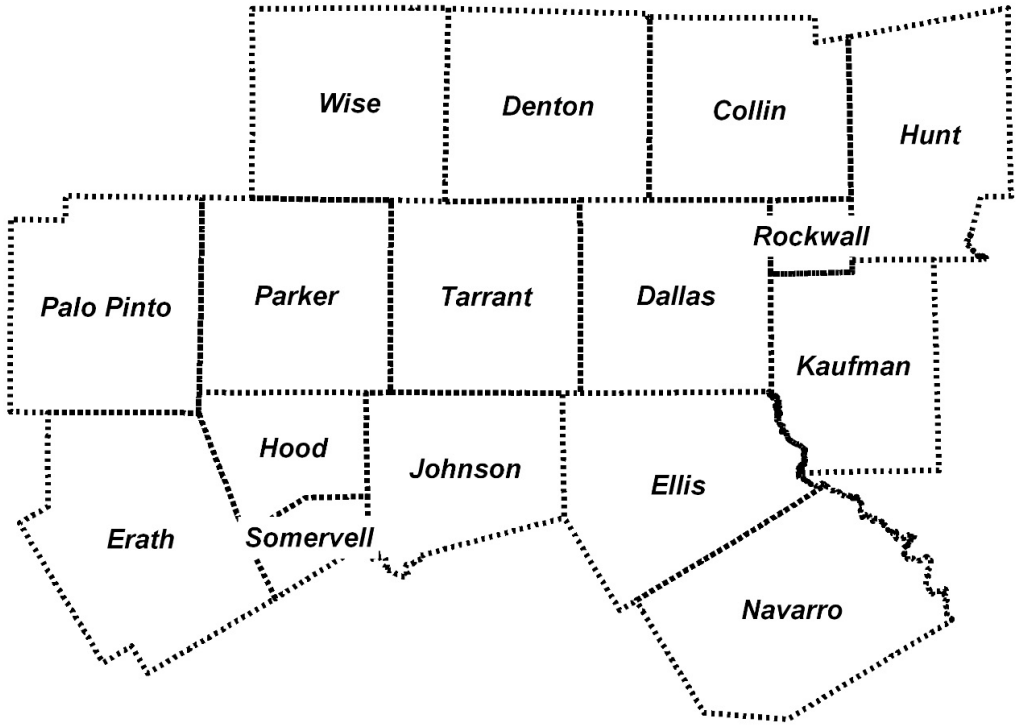
AGENDA

- Intro to North Central Texas Council of Governments (NCTCOG)
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

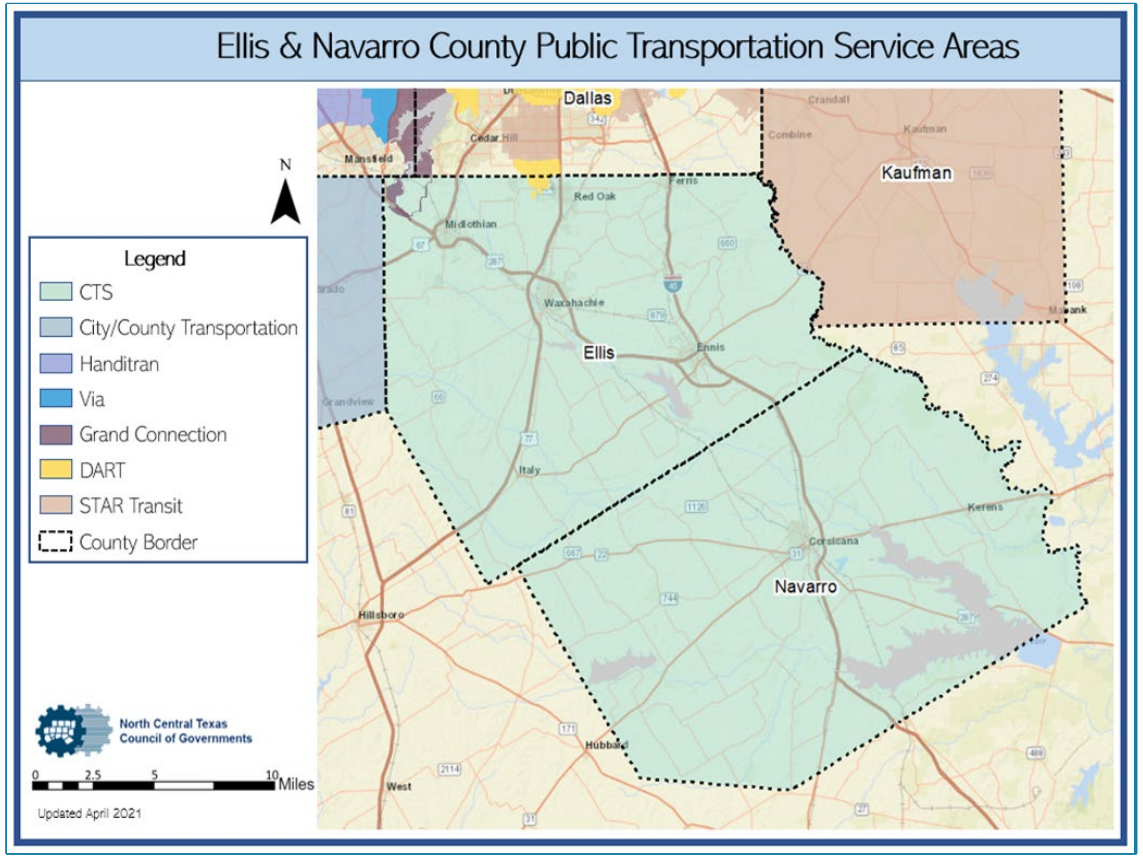
- Regional Public Transportation Coordination Plan
- Required by FTA & TxDOT
- (How the information is used) - planning & funding decisions
- We want to know your transit needs.
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update.

Texas Department of Transportation

Federal Transit Administration

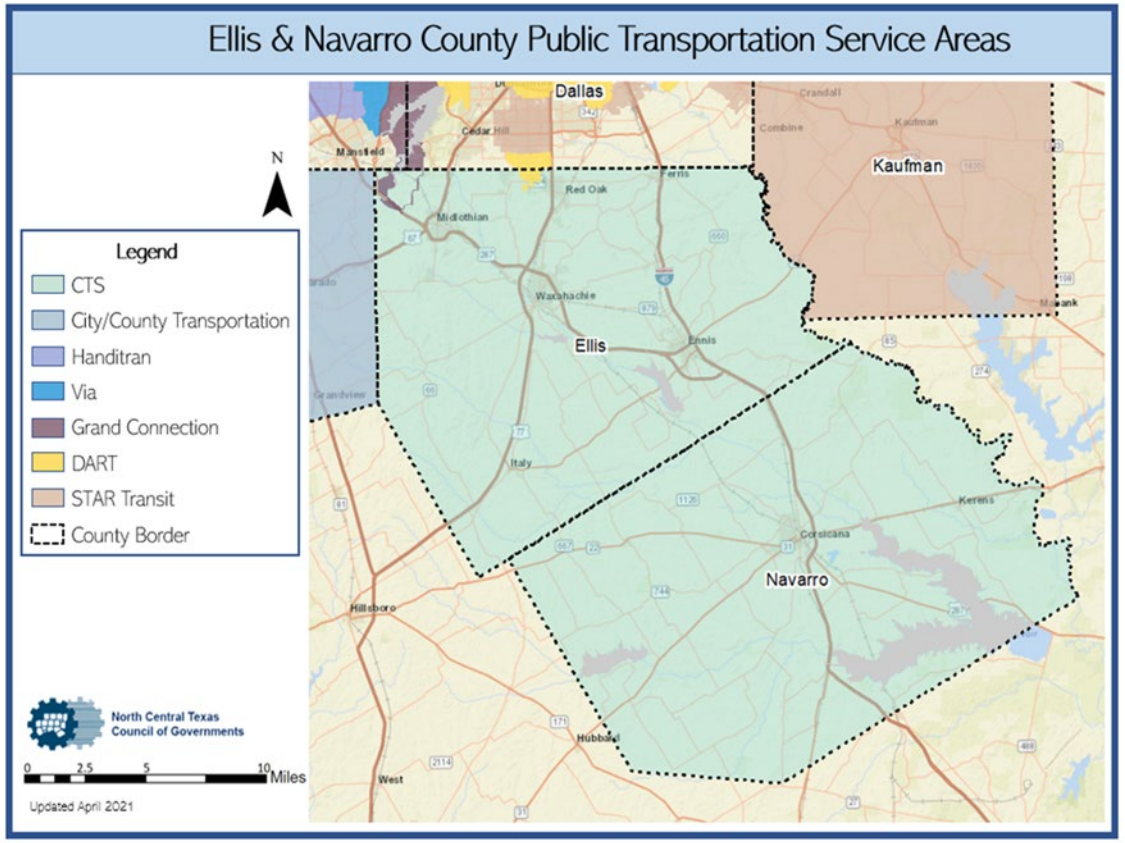
ELLIS COUNTY EXISTING SERVICES

- Community Transit Services (CTS)
- Texas Kidney Health Care (TKHC) Program
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



NAVARRO COUNTY EXISTING SERVICES

- Community Transit Services (CTS)
- DART Vanpool
- Texas Kidney Health Care (TKHC) Program
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



ELLIS COUNTY EXISTING STUDIES

- Johnson County Thoroughfare Plan (*completed August 2020*)
- City of Burleson's Comprehensive Plan (*adopted April 2010*)
- City of Cleburne's Master Thoroughfare Plan (*adopted 2008*)

In the last six months, have you missed any trips due to lack of transportation?

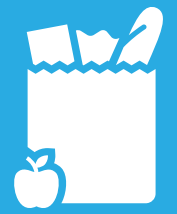


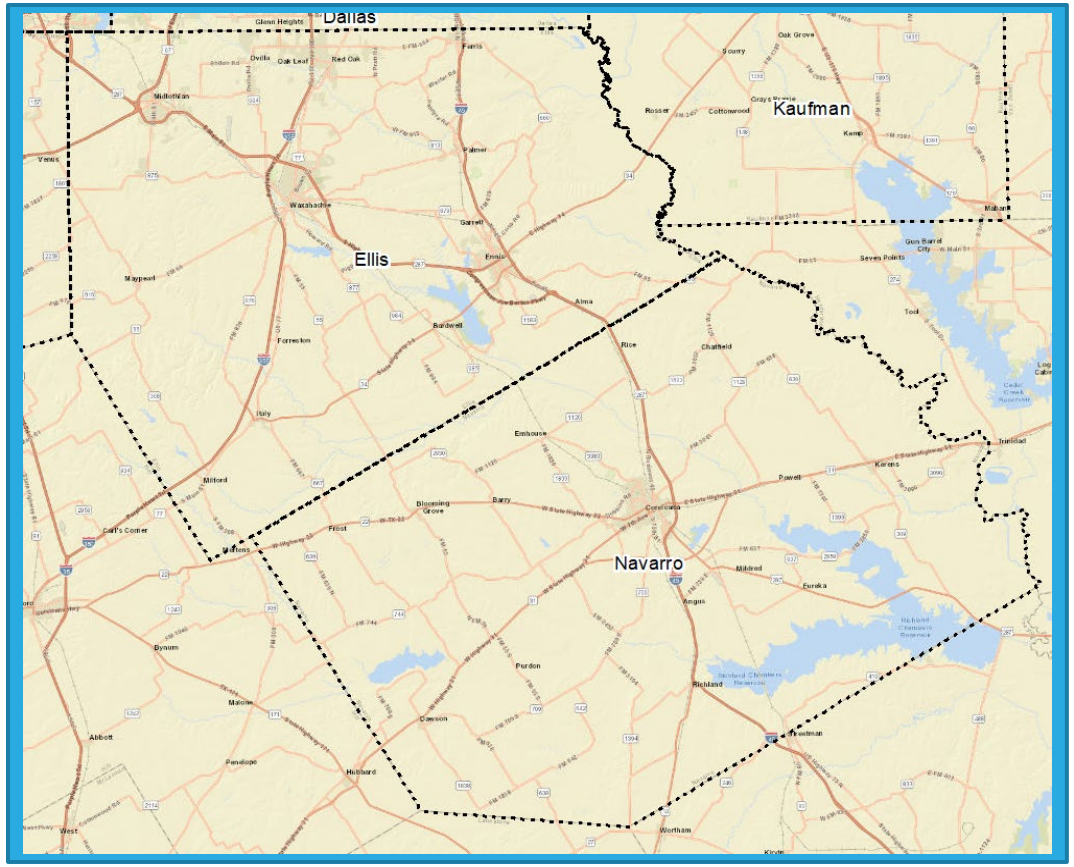
Image Provided By Getty

What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?

What is the best way to enhance your transit experience?

How can transit service be improved within your county?



Improve local and regional access to medical appointments in Dallas County

Improve transportation options for local access to job and education opportunities

Explore partnerships to increase the affordability of fares for those most in need

Expand transportation services to provide service for late-shift workers

Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services

Conduct targeted marketing to local agencies about existing transportation resources, including transit resources for veterans

Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date

Create and maintain a coordinating committee to discuss ongoing transportation needs

Explore partnerships with existing transportation providers to reduce the number of transfers for regional trips

Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Ellis County

ELLIS STRATEGIES

Improve local and regional access to medical appointments in Dallas County

Improve transportation options for local access to job and education opportunities

Explore partnerships to increase the affordability of fares for those most in need

Expand transportation services to provide service for late-shift workers IN Dallas County

Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services

Conduct targeted marketing to local agencies about existing transportation resources, including transit resources for veterans

Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date

Create and maintain a coordinating committee to discuss ongoing transportation needs

Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Navarro County

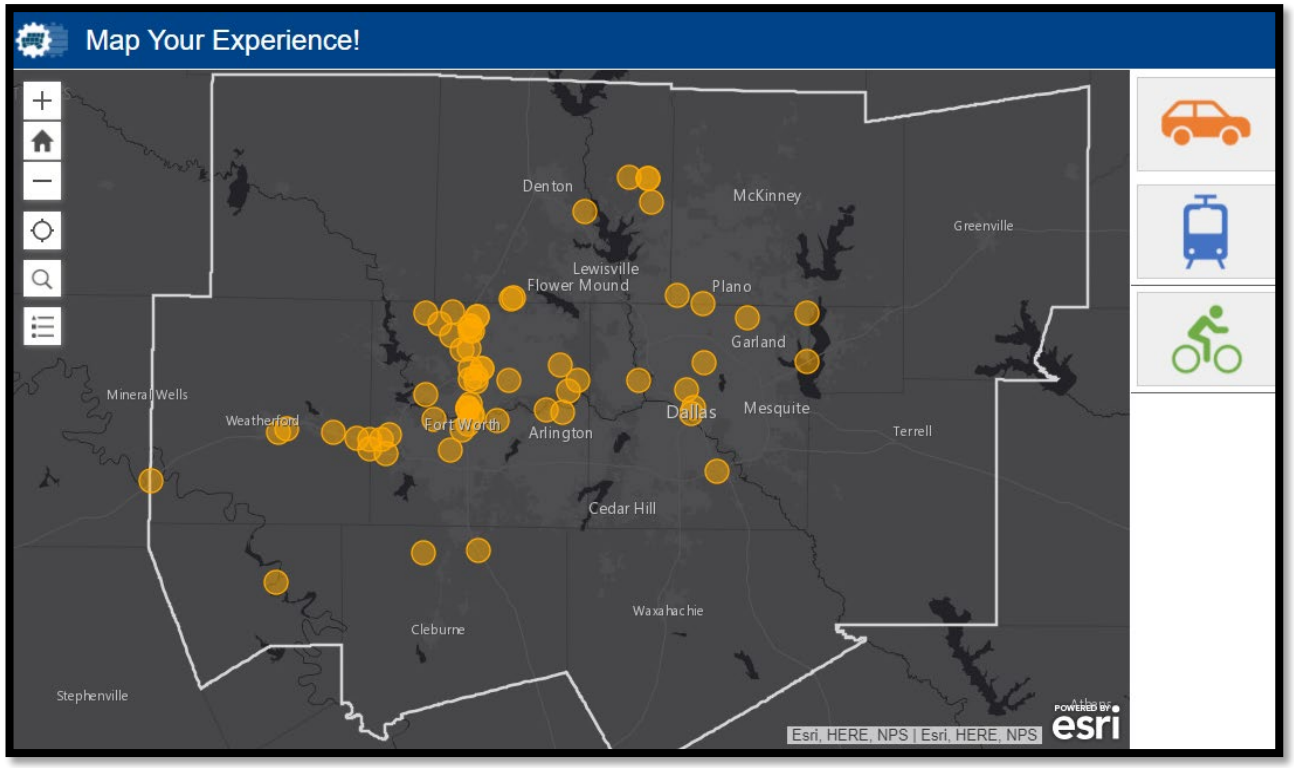
Explore partnerships with existing transportation providers to reduce the number of transfers for regional trips

NAVARRO STRATEGIES

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

accessntx@nctcog.org

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Senior Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

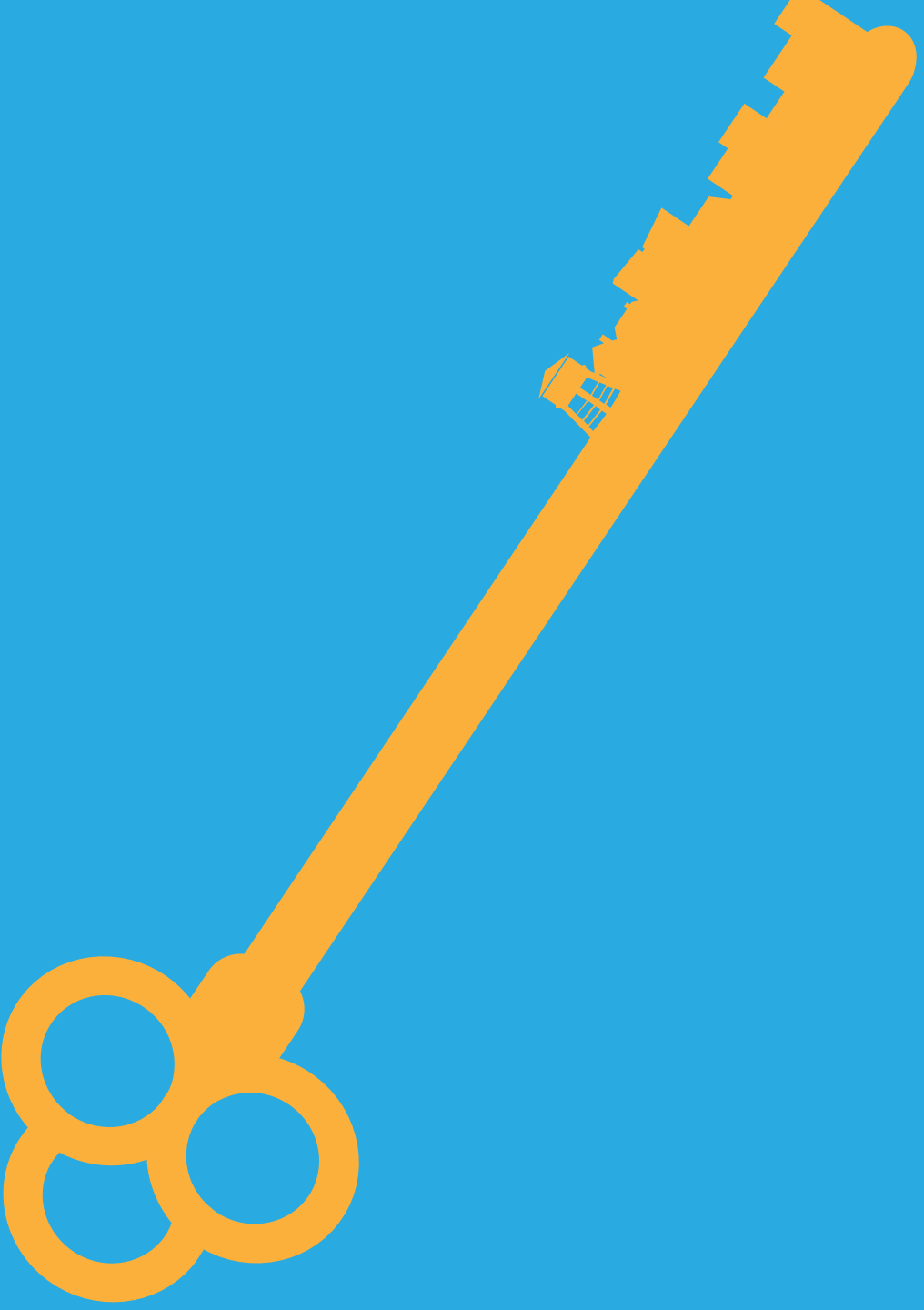
Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.



ACCESS NORTH TEXAS

County Public Outreach Meeting
June 16, 2021 & June 17, 2021
Hosted over Zoom

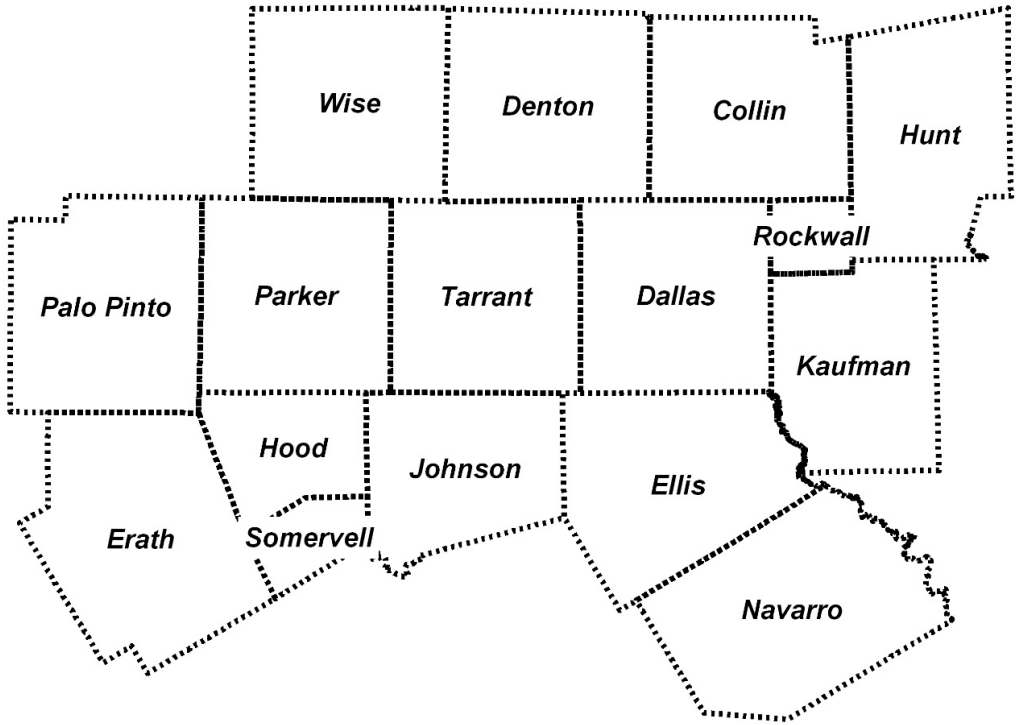
AGENDA

- Intro to North Central Texas Council of Governments (NCTCOG)
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

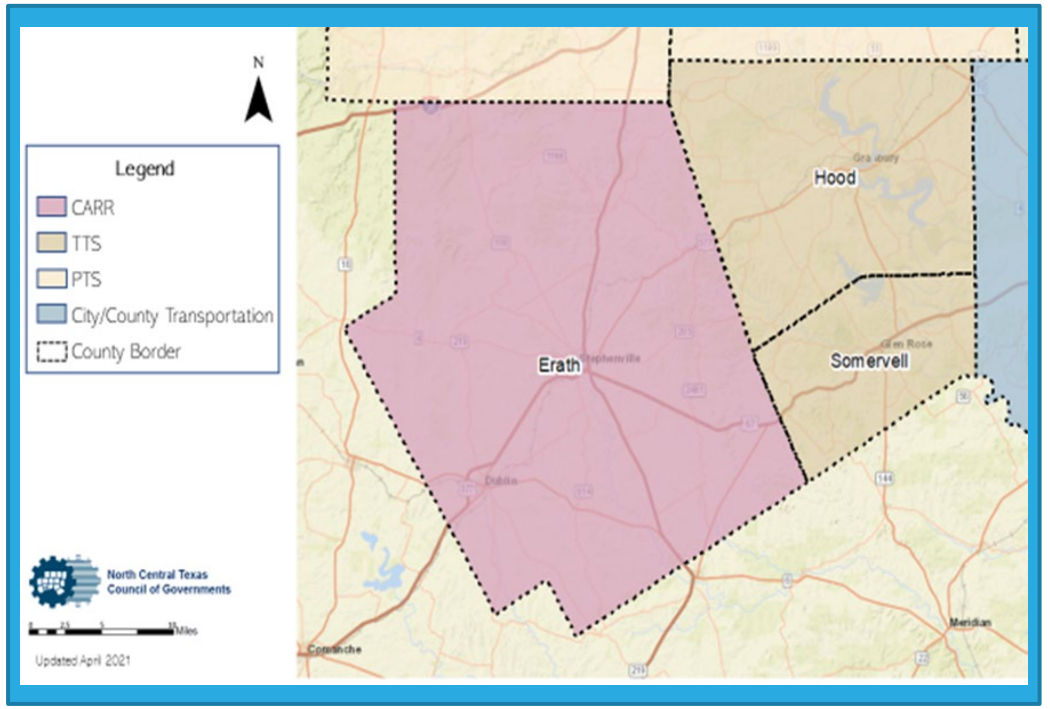
- Regional Public Transportation Coordination Plan
- Required by FTA & TxDOT
- (How the information is used) - planning & funding decisions
- We want to know your transit needs.
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update.

Texas Department of Transportation

Federal Transit Administration

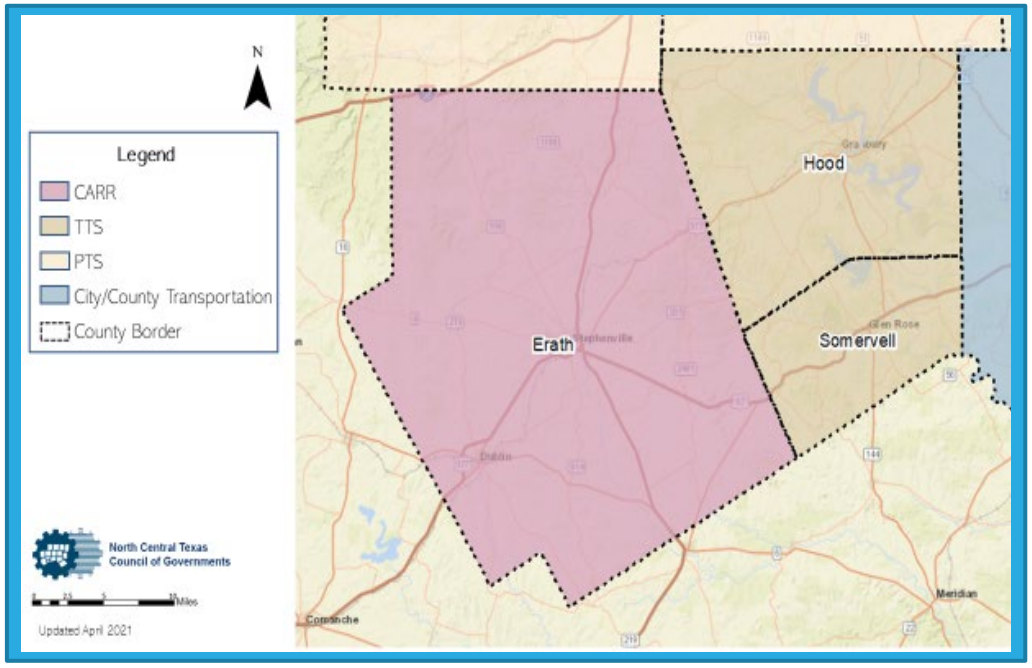
ERATH COUNTY EXISTING SERVICES

- City and Rural Rides (CARR)
- Texas Kidney Health Care (TKHC) Program
- Trinity Metro Vanpool
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



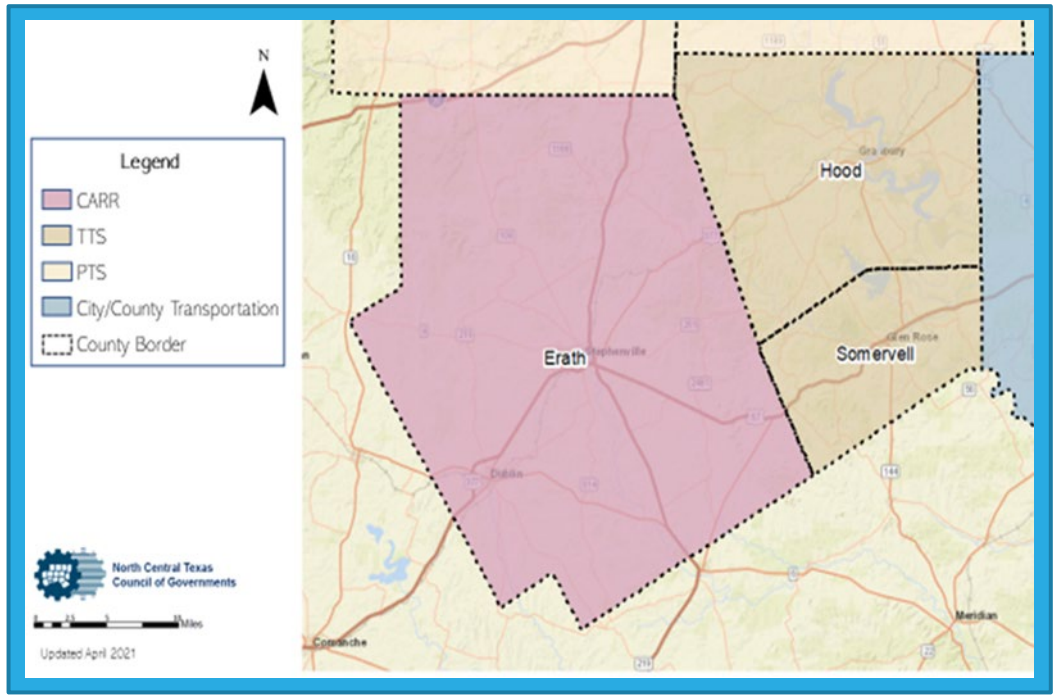
HOOD COUNTY EXISTING SERVICES

- The Transit System (TTS)
- Texas Kidney Health Care (TKHC) Program
- Trinity Metro Vanpool
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



SOMERVELL COUNTY EXISTING SERVICES

- The Transit System (TTS)
- Texas Kidney Health Care (TKHC) Program
- Trinity Metro Vanpool
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



EXISTING COUNTY STUDIES

- Erath Co. - Stephenville Thoroughfare Plan (*adopted*)
- Hood Co. - Granbury Comprehensive Plan
- Somervell Co. – N/A

In the last six months, have you missed any trips due to lack of transportation?

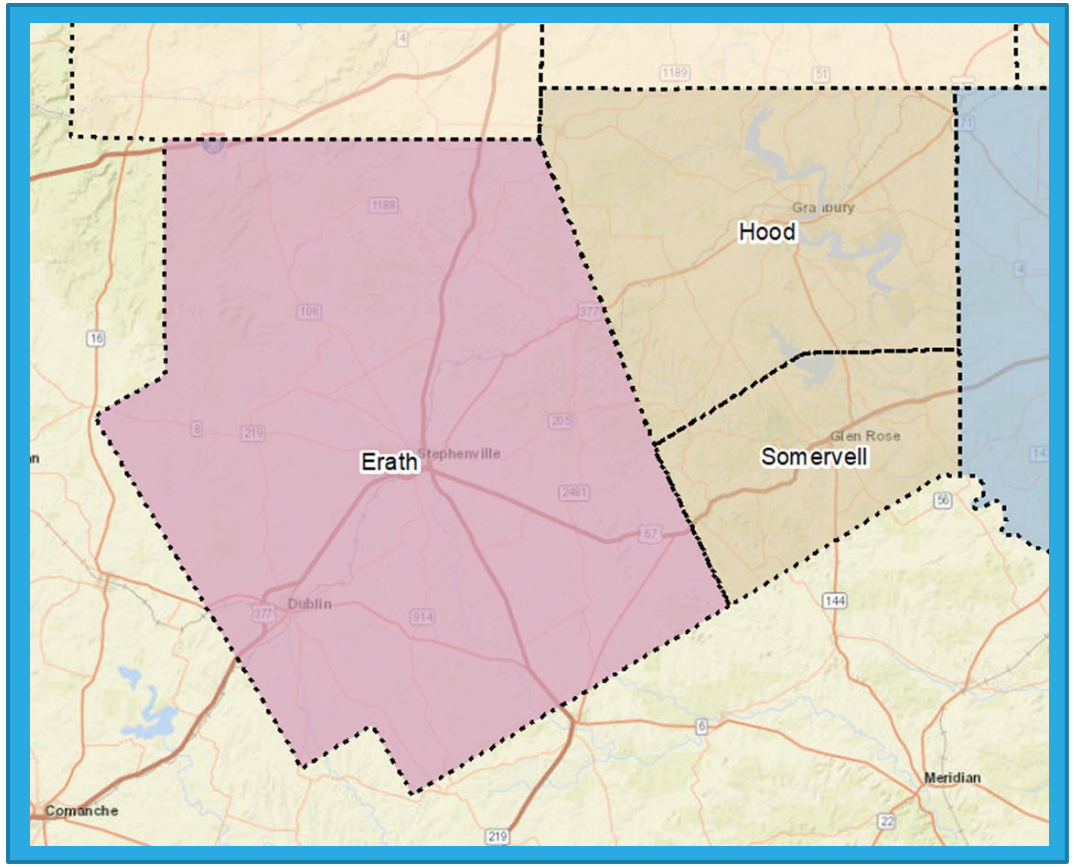
Image Provided By Getty

What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?

What is the best way to enhance your transit experience?

How can transit service be improved within your county?



Improve access to Veterans Affairs facilities in Dallas and Fort Worth

Explore partnerships to increase the affordability of fares for those most in need

Add capacity to existing transit service

Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date

Conduct targeted marketing to local agencies about existing transportation resources

Explore partnerships with local employers, cities, and other agencies to fund additional transit services

Conduct travel training to teach riders how to use public transportation

ERATH STRATEGIES

Improve Access to Veteran Affairs facilities in Dallas and Fort Worth

Explore partnerships to increase the affordability of fares for those most in need

Add capacity to existing transit service

Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Hood and Somervell County

Work with 2-1-1 at least twice a year to ensure public transportation resources are up to date

Conduct targeted marketing to local agencies about existing transportation services and resources

Conduct travel training to teach riders how to use public transportation

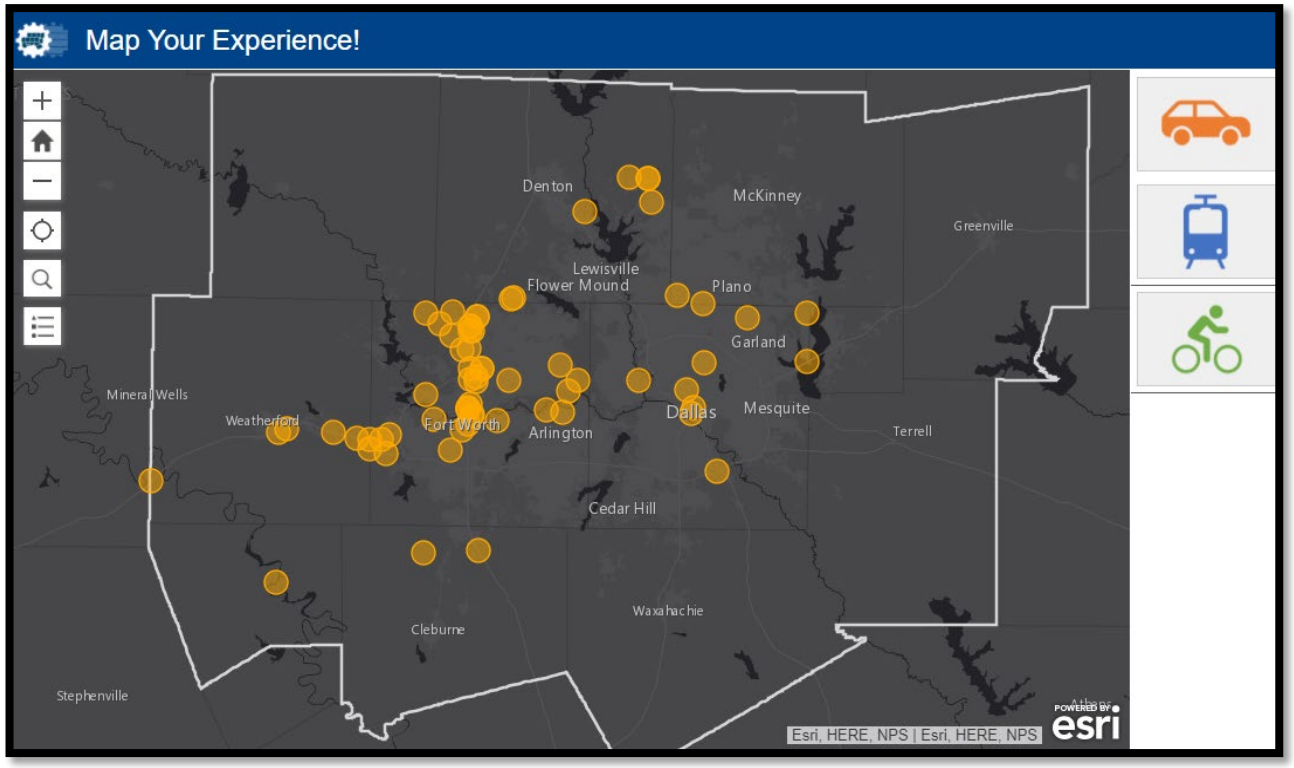
Explore partnerships with local employers, cities, and other agencies to fund additional transit services

HOOD & SOMERVELL STRATEGIES

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

accessntx@nctcog.org

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Senior Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU

Access North Texas

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.

Access North Texas

NOTICE:

This meeting will be recorded and posted on the NCTCOG website.

ACCESS NORTH TEXAS

Hunt County Public Outreach Meeting
Facilitated by Gypsy Gavia, Transportation Planner
April 27, 2021 via Zoom

AGENDA

- Intro to NCTCOG
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

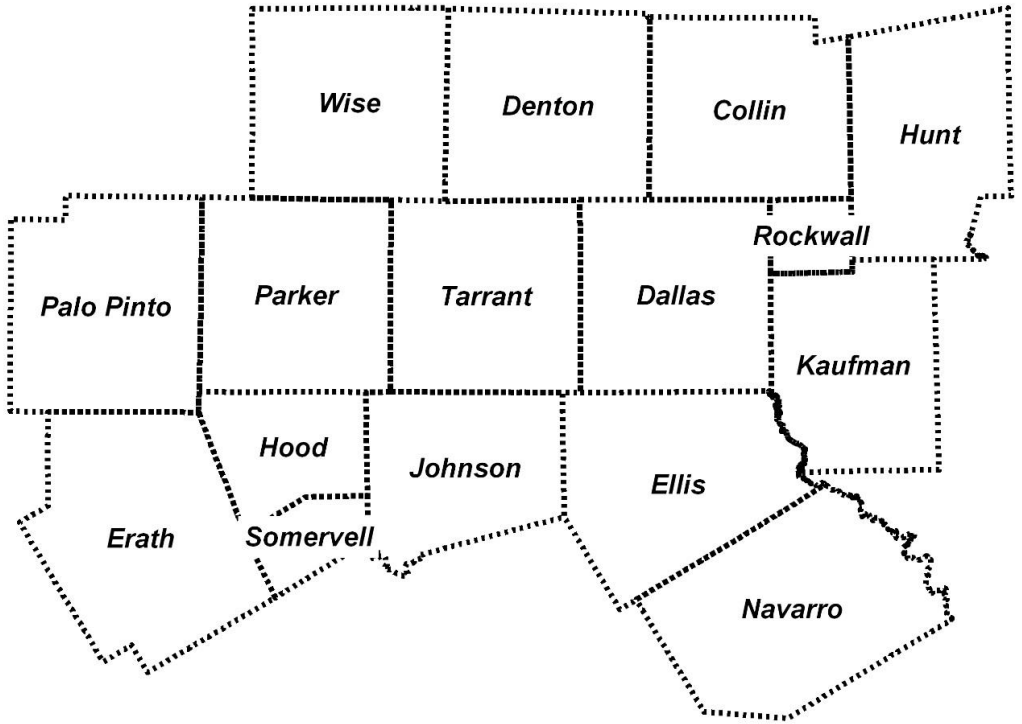
NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS

Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.

PLANNING for common needs
COOPERATING for mutual benefit
COORDINATING for sound regional development

The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

Regional Public Transportation Coordination Plan
Required by FTA & TxDOT

Identifies public transportation needs of low-income individuals, older individuals, and those with disabilities.

Information is used for planning & funding decisions, so we want to know your transit needs!

Visit ***www.accessnorthtexas.org*** to find the 2018 update and public input opportunities for the 2022 update.

HUNT COUNTY

EXISTING SERVICES

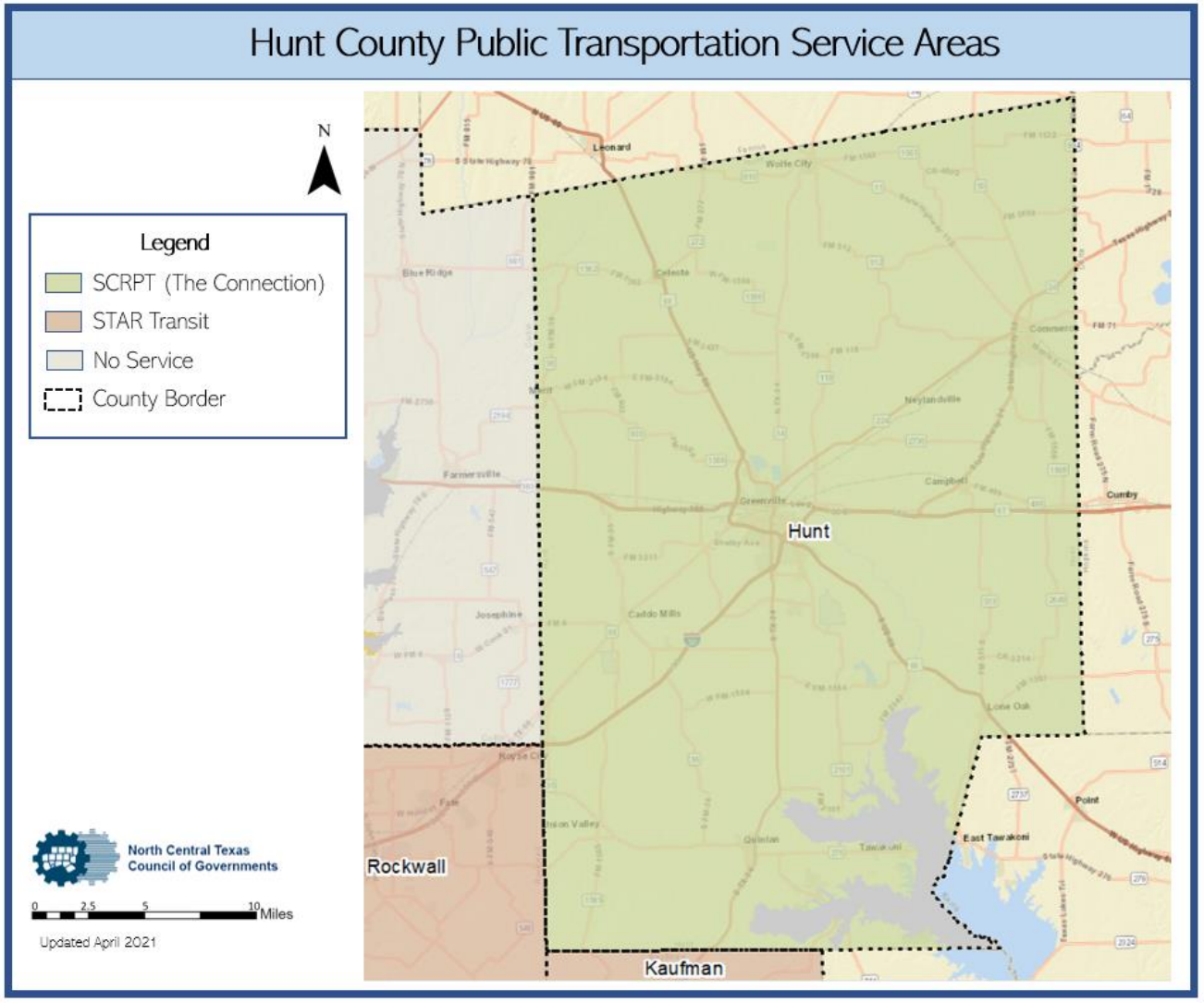
Senior Center Resources and Public Transit (The Connection)

DART Vanpool

Texas Kidney Health Care (TKHC) Program

VA North Texas Health Care System Travel Benefits Program

Veteran Transportation Service



My Ride North Texas

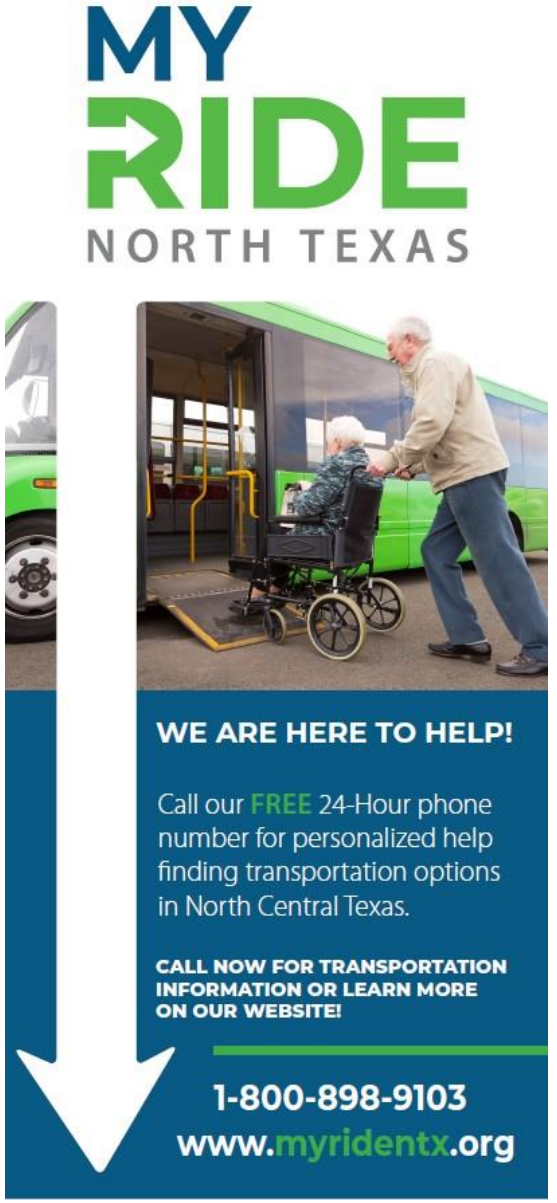
Residents of North Texas can call 1-800 line to reach personalized travel navigation services.

Travel Navigators Provide:

- Counseling on regional transportation options
- Application assistance for transportation programs
- Information about public transportation options

Regional Mobility Manager Meetings

- Coordination with mobility managers in the region
- Discussion of regional transit-related topics



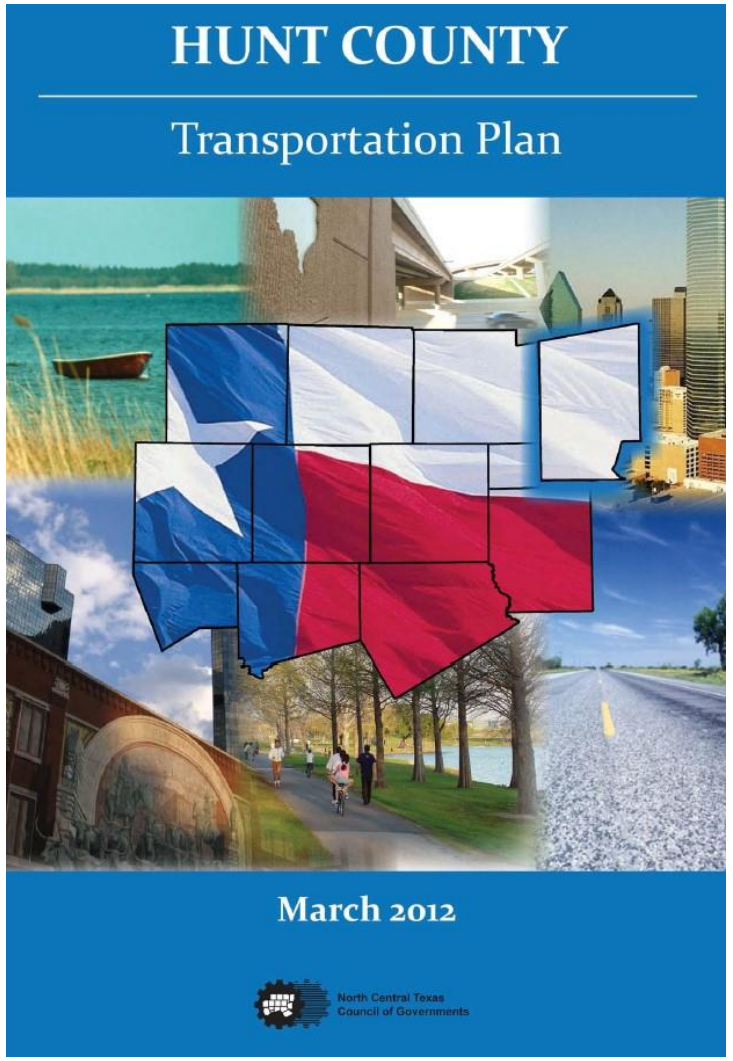
HUNT COUNTY EXISTING STUDIES/PLANS

Comprehensive Plan 2025 by City of Greenville (2004)

West Greenville Small Area Plan by City of Greenville (2011)

Hunt County Transportation Plan by North Central Texas Council of Governments (2012)

Campus Master Plan by Texas A&M University-Commerce (2013)

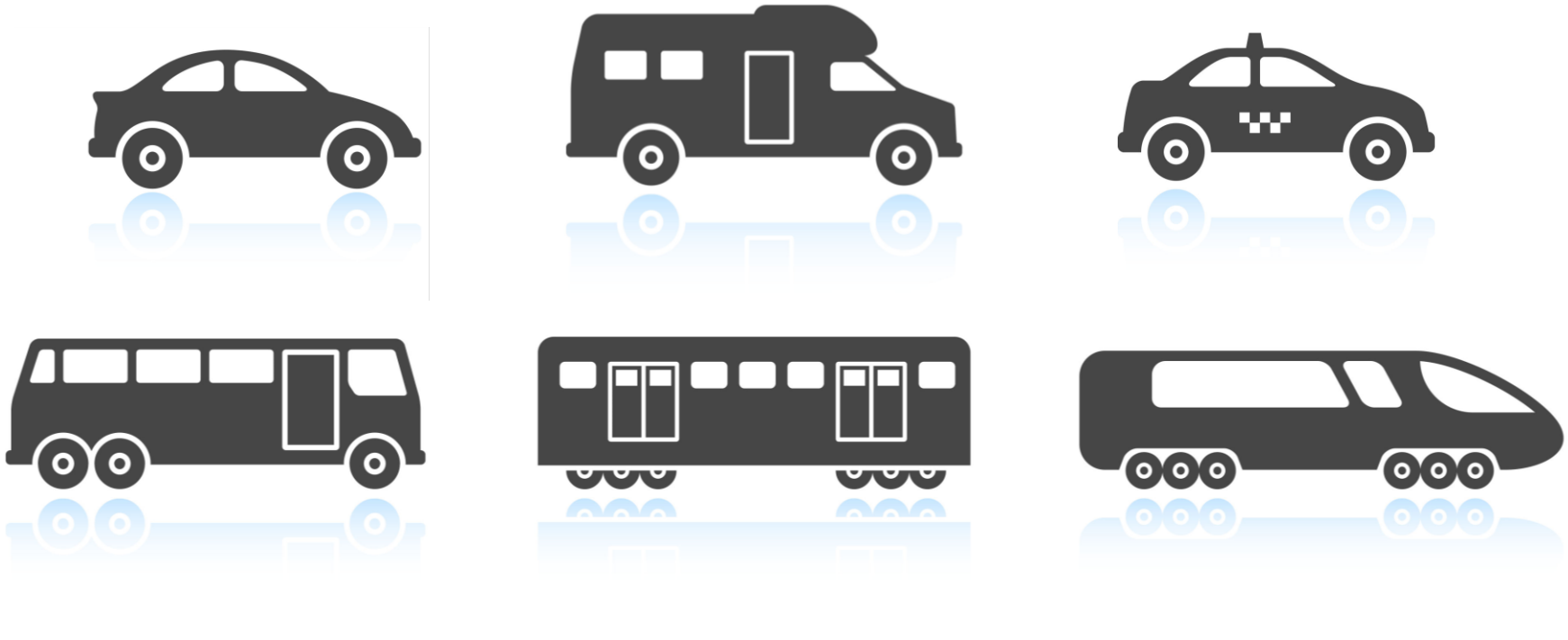


In the last six months, have you or anyone you know missed any trips due to lack of transportation?

Access North Texas

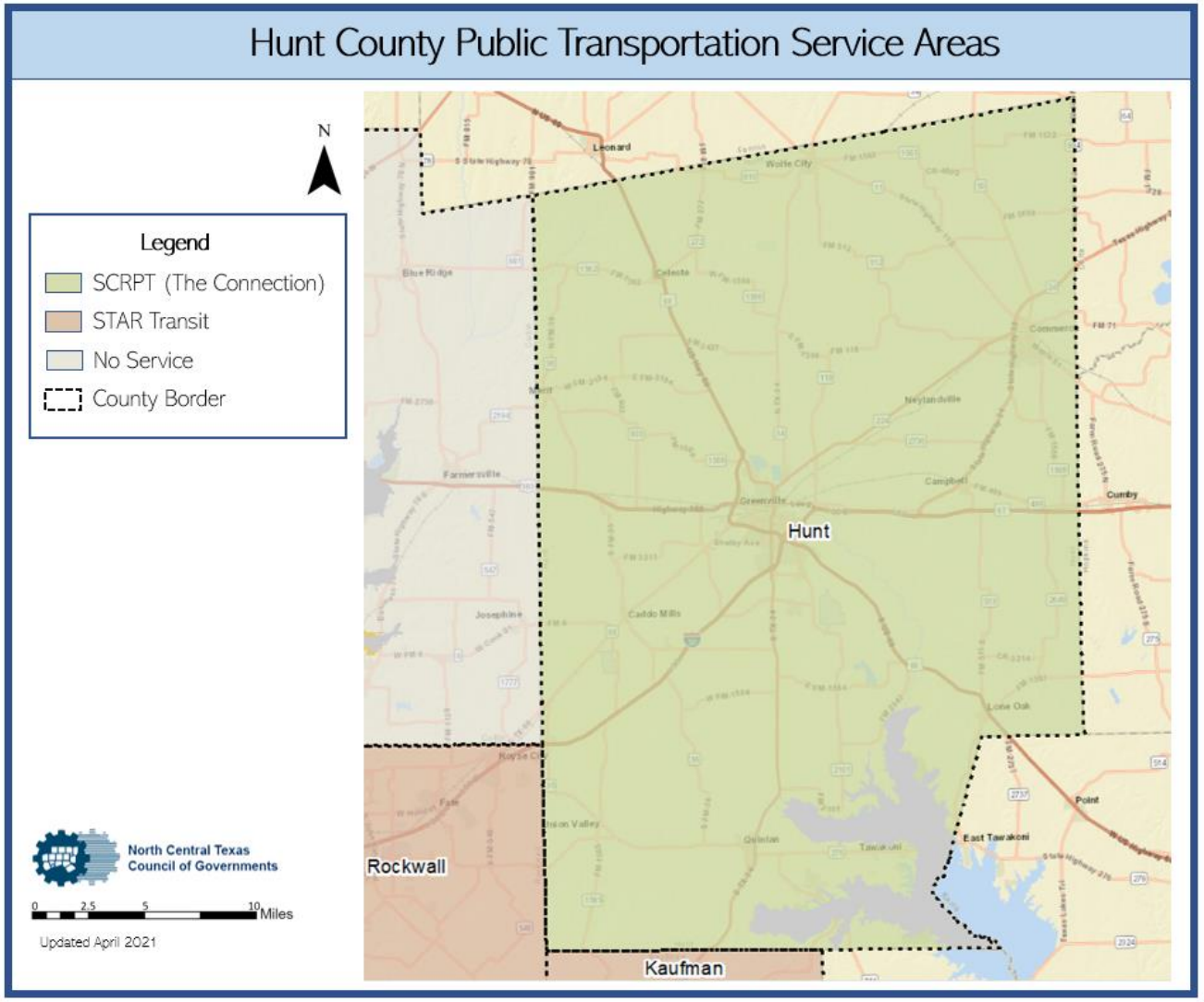
What keeps you or clients from getting where you/they need to go?

Which potential services would be most appealing to you/clients or members of your/their household?



What is the best way to enhance your/client transit experience?

How can transit service be improved within your county?

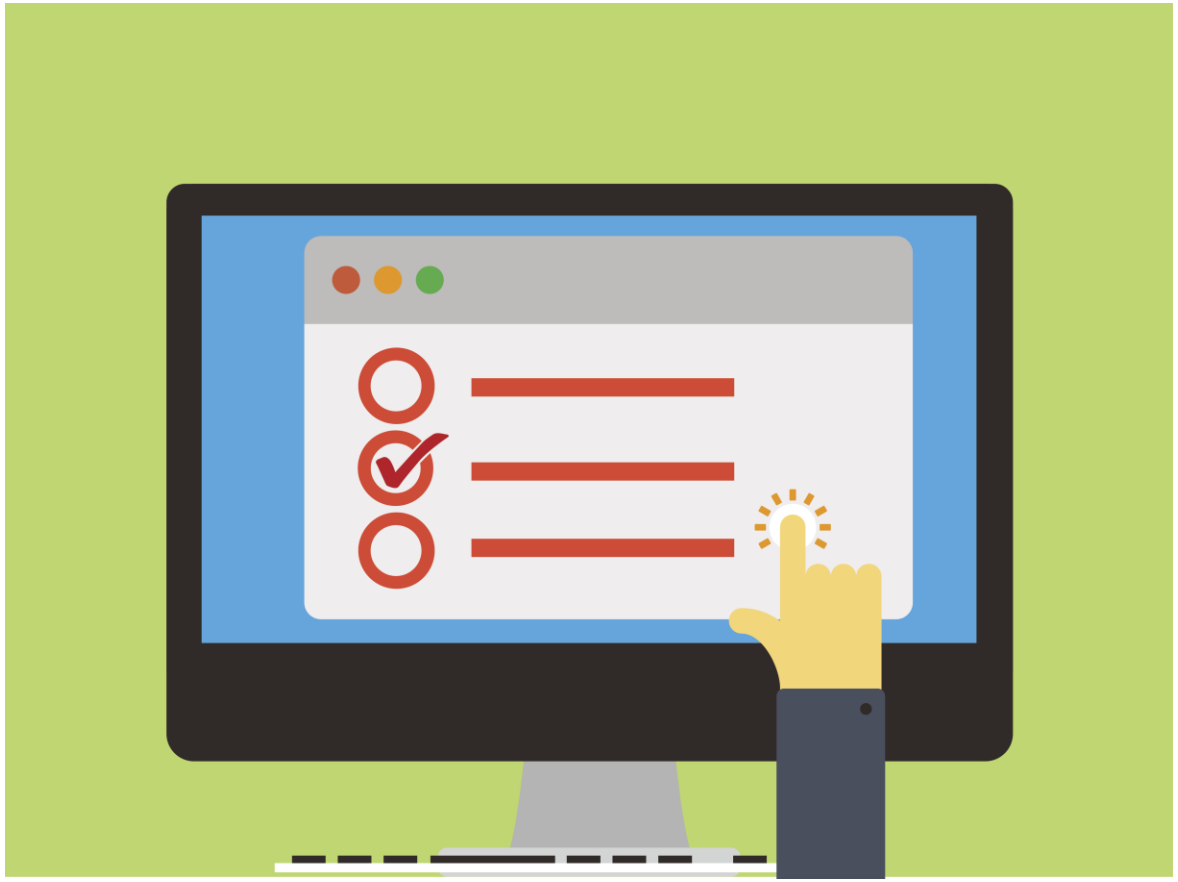


HUNT COUNTY

Feedback on 2018 Strategies

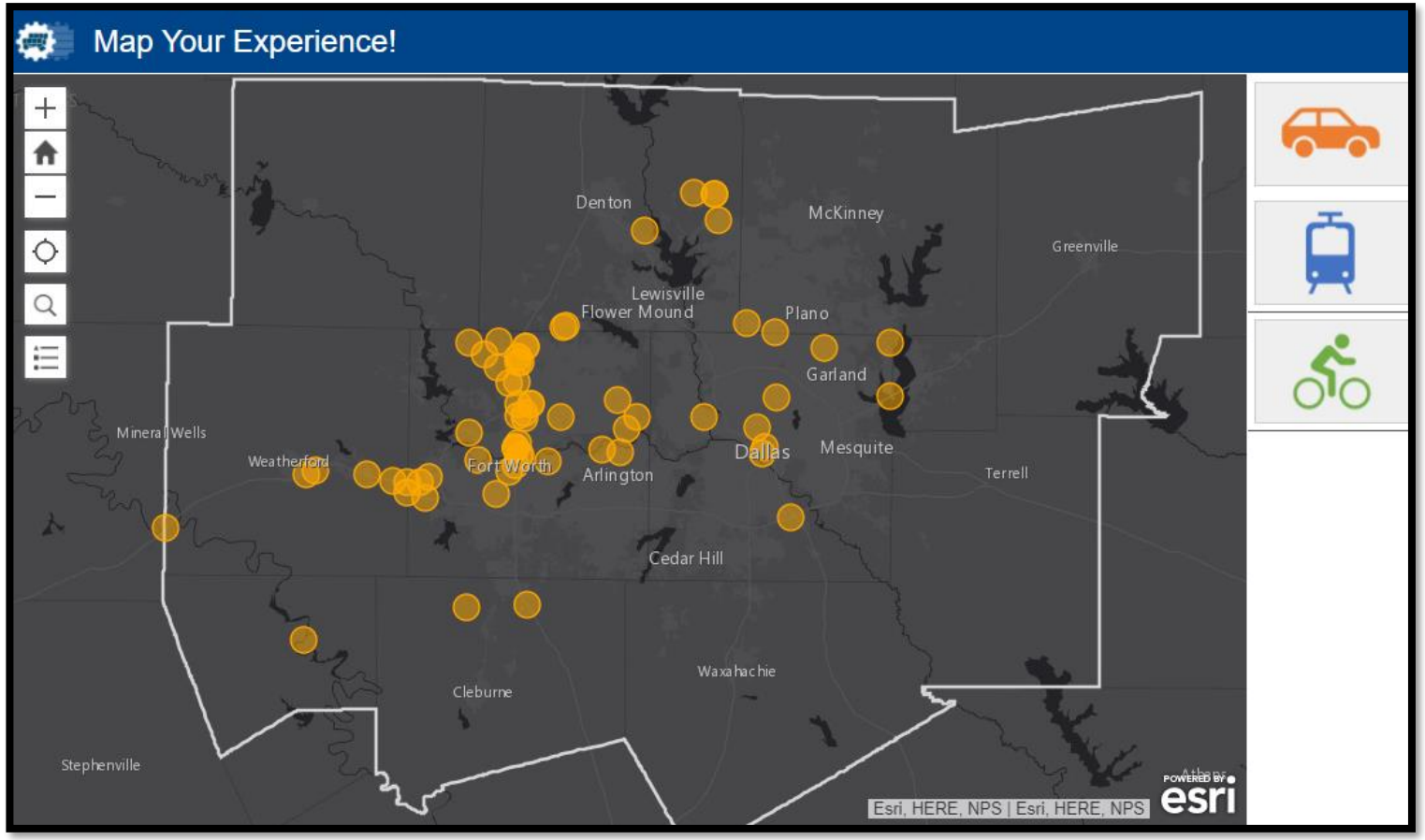
- Improve awareness of available public transportation services and how to use them
- Create and maintain a coordinating committee to discuss ongoing transportation needs
- Improve regional connections to Dallas County and Collin County, particularly for medical appointments and work opportunities
- Continue to explore partnerships with nonprofits, private companies, and others to increase service within the county
- Reduce scheduling pick-up windows

TAKE THE SURVEY



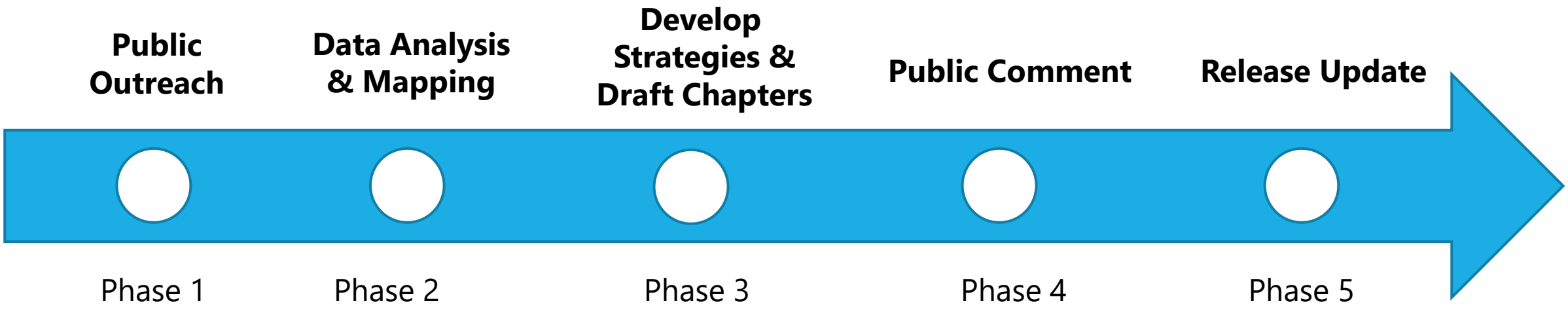
www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE


Public Outreach
Data Analysis & Mapping
Develop Strategies & Draft Chapters
Public Comment
Release Update
Phase 1
Phase 2
Phase 3
Phase 4
Phase 5

CONTACT US

General Comments or Questions
accessnorthtexas@nctcog.org
817-695-9240

Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas Council of Governments

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas Council of Governments

Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas Council of Governments

THANK YOU

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be typed in the chat box.

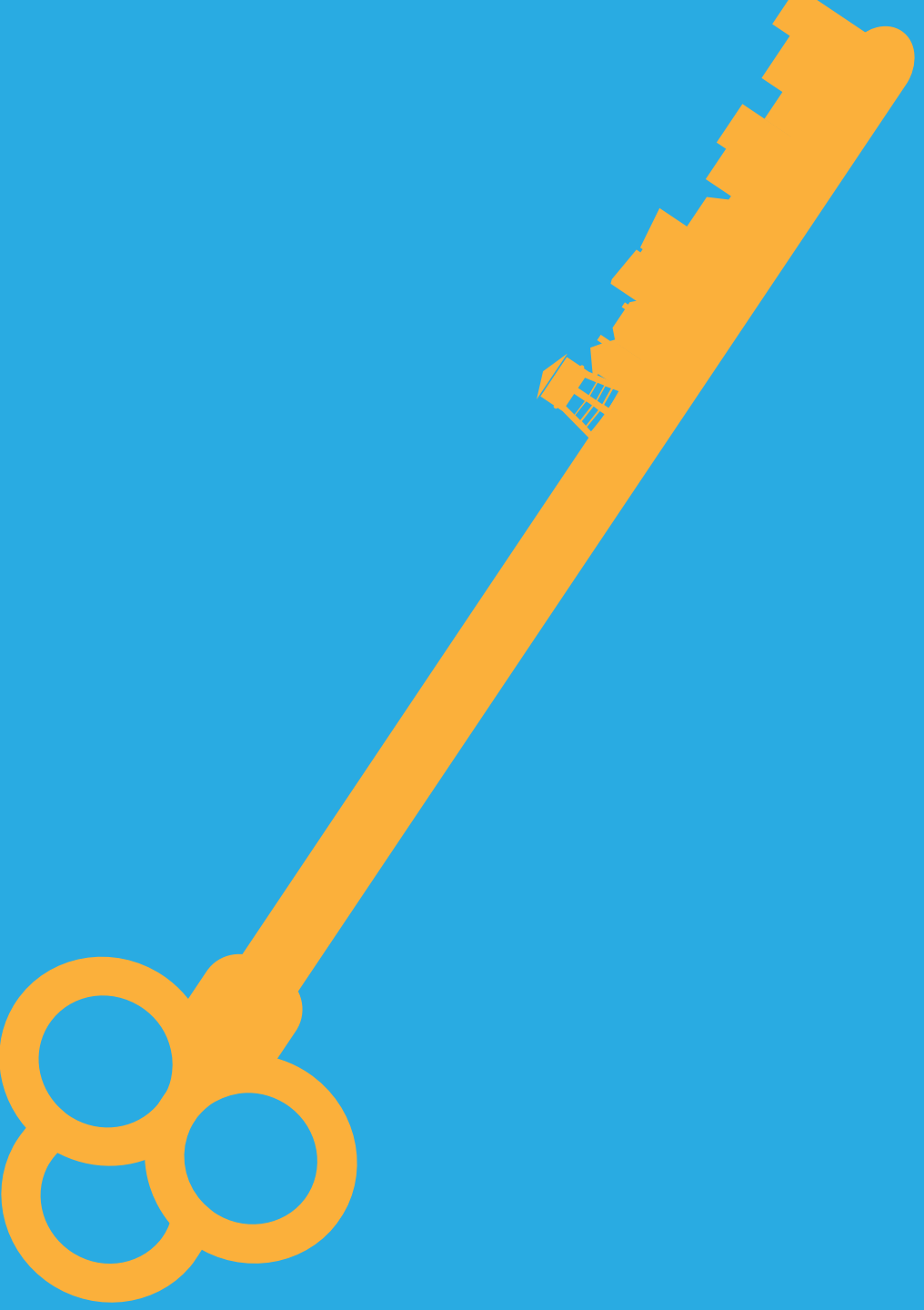
Use the “raise your hand” feature or comment in the chat box to add to the discussion.

Introductions:

Feel free to indicate your name and/or organization in the chat.

Disclaimer:

This session is now being recorded.



ACCESS NORTH TEXAS

Johnson County Public Outreach Meeting
May 5, 2021
Hosted over Zoom

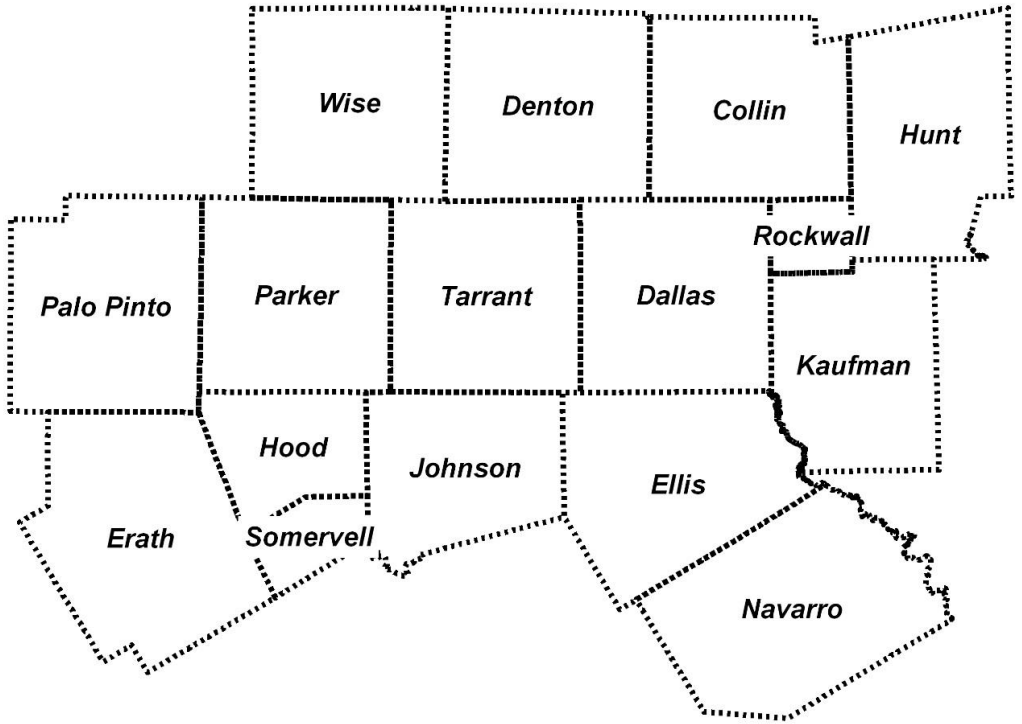
AGENDA

- Intro to North Central Texas Council of Governments
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization, coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

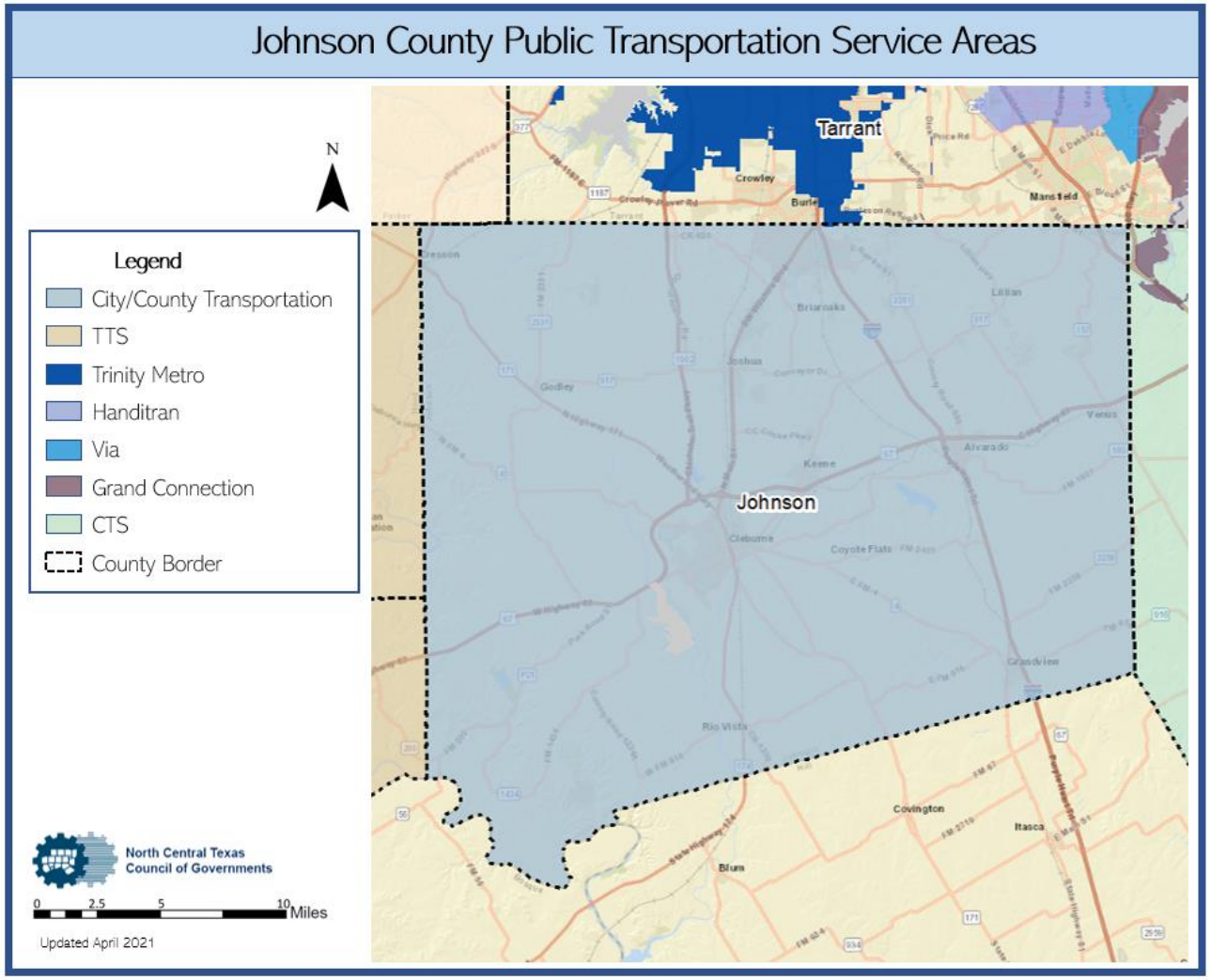
- Regional Public Transportation Coordination Plan
- Required by FTA and TxDOT
- (How the information is used) - planning and funding decisions
- We want to know your transit needs
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update

Texas Department of Transportation

Federal Transit Administration

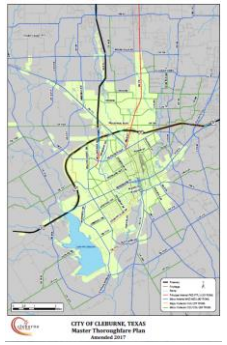
JOHNSON COUNTY EXISTING SERVICES

- City/County Transportation
- Texas Kidney Health Care Program
- Trinity Metro Vanpool
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



JOHNSON COUNTY'S EXISTING STUDIES

City of Burleson Comprehensive Plan
(2020 midpoint update)



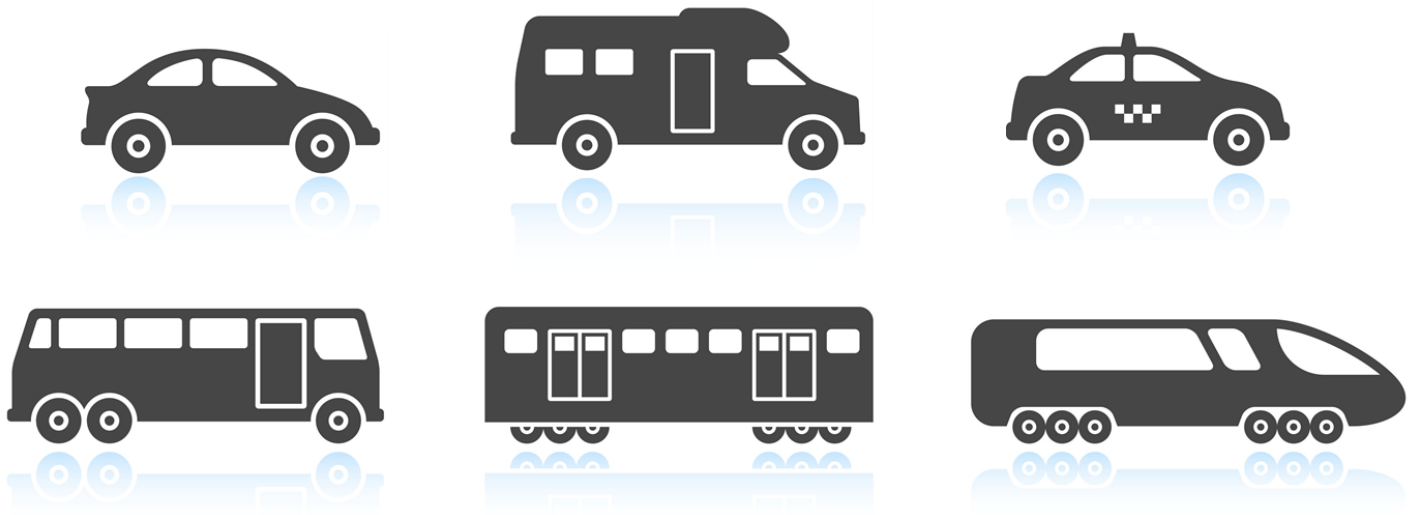
City of Cleburne Master Thoroughfare Plan
(amended 2017)

In the last six months, have you missed any trips due to lack of transportation?

Image Provided By Getty

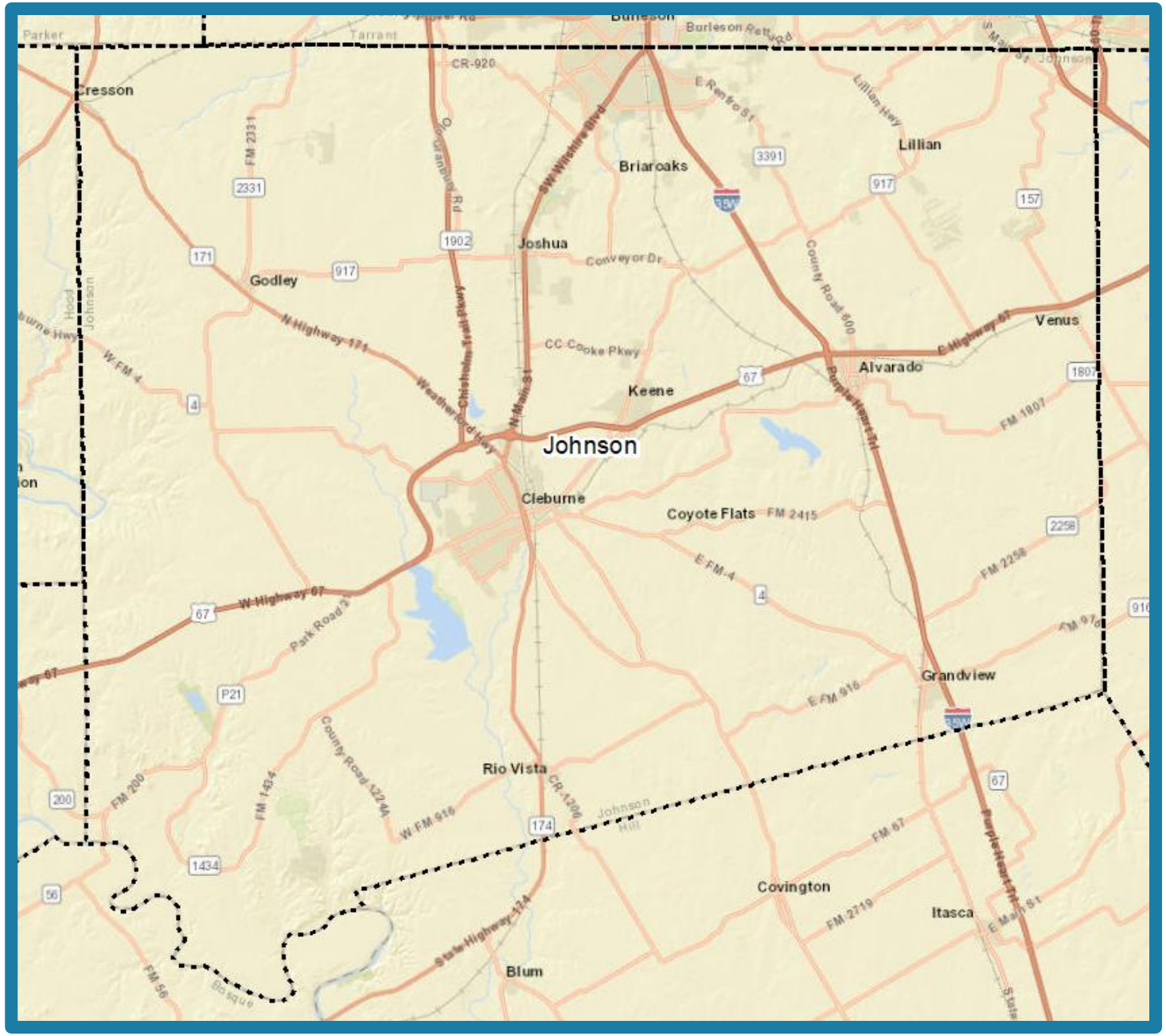
What keeps you or your clients from getting where they need to go?

Which potential services would be most appealing to you or your clients?



What is the best way to enhance the transit experience for you or your clients?

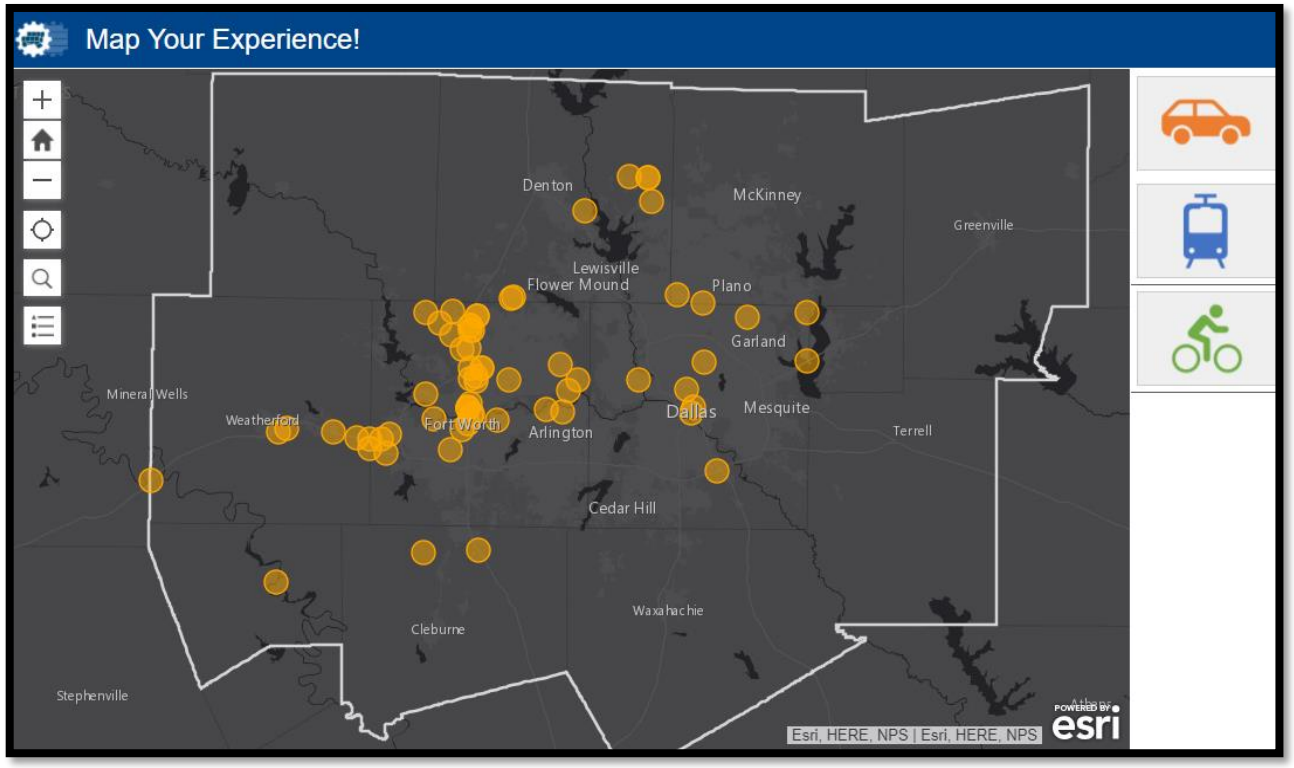
How/where can transit service be improved in Johnson County?



TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:

accessnorthtexas@nctcog.org

817-695-9240

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

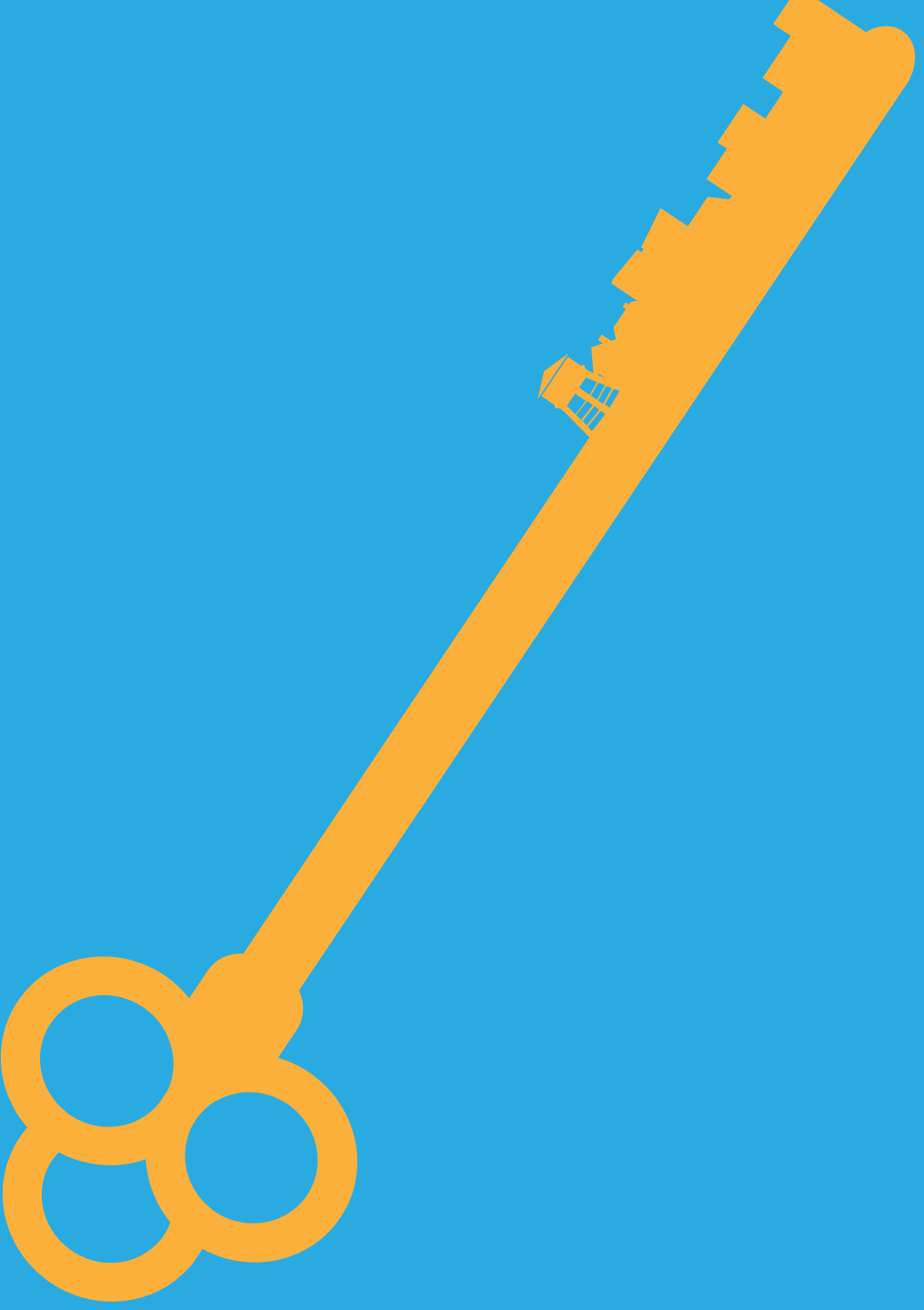
Gypsy Gavia
Senior Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

THANK YOU

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.



ACCESS NORTH TEXAS

County Public Outreach Meeting
July 14, 2021 & July 15, 2021
Hosted over Zoom

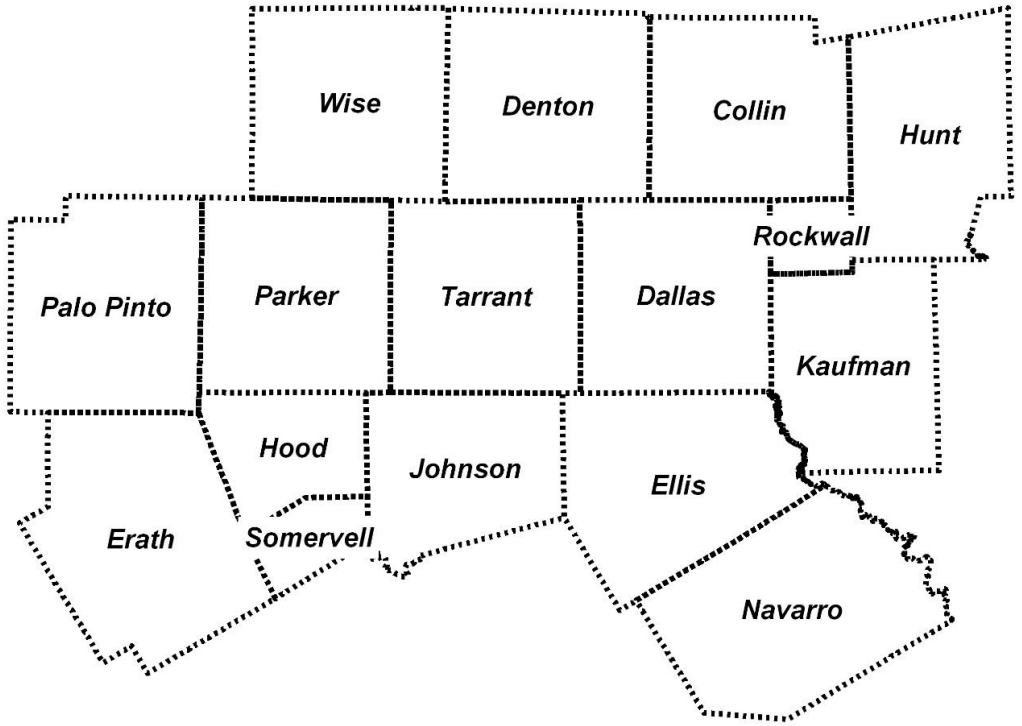
AGENDA

- Intro to North Central Texas Council of Governments (NCTCOG)
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

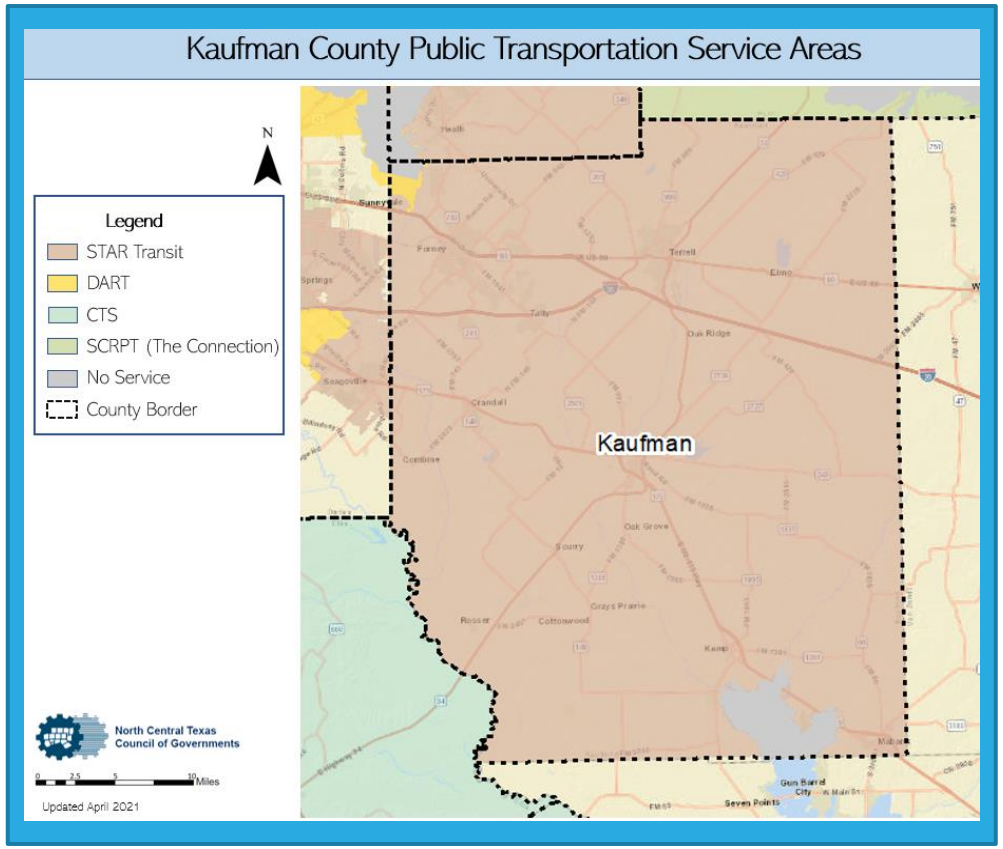
- Regional Public Transportation Coordination Plan
- Required by FTA & TxDOT
- (How the information is used) - planning & funding decisions
- We want to know your transit needs.
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update.

Texas Department of Transportation

Federal Transit Administration

KAUFMAN COUNTY EXISTING SERVICES

- STAR Transit, Dial-a-Ride, & STARNow
- DART Vanpool
- Texas Kidney Health Care (TKHC) Program
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service

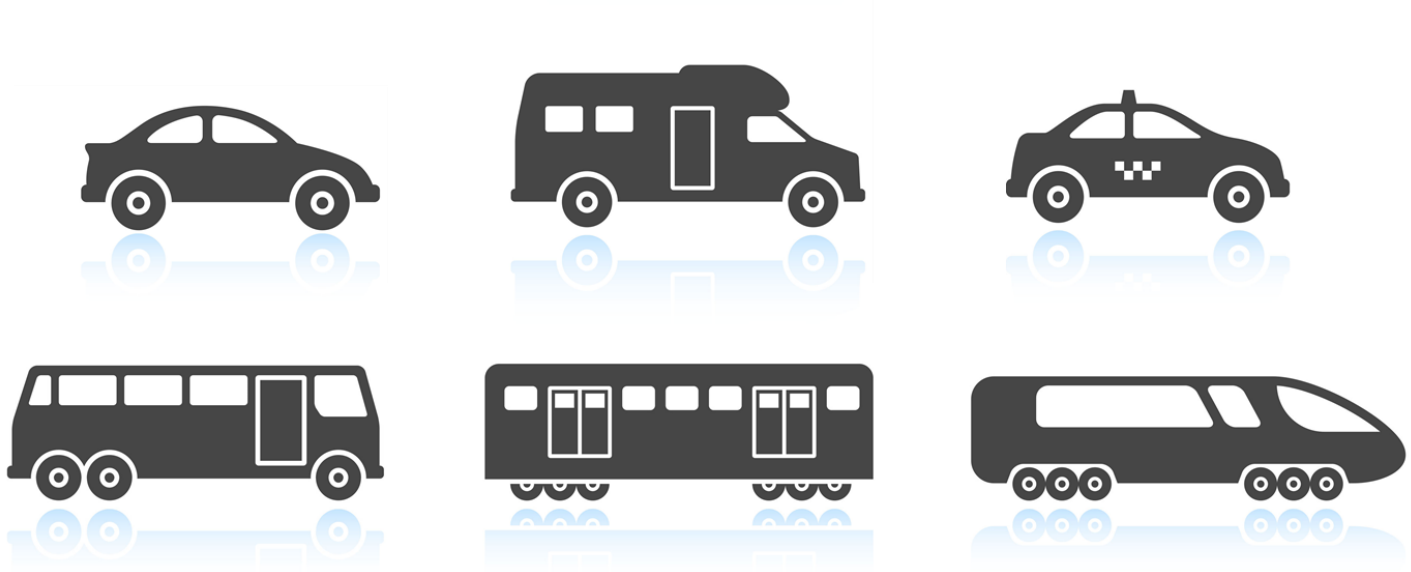


In the last six months, have you missed any trips due to lack of transportation?

Image Provided By Getty

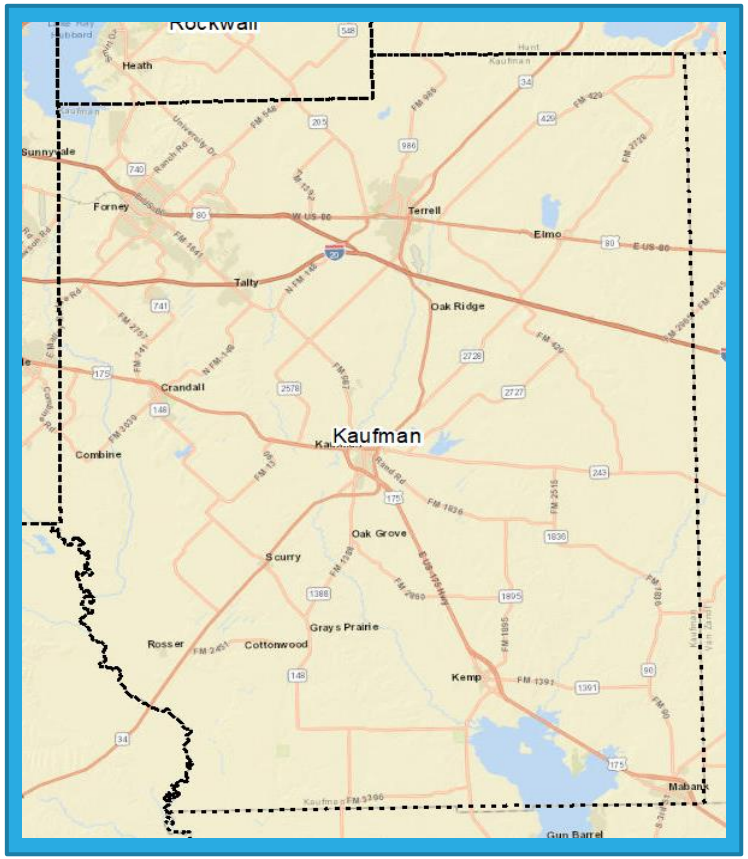
What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?



What is the best way to enhance your transit experience?

How can transit service be improved within your county?



Increase access to job training and job opportunities, particularly for rural residents and early morning shifts

Add capacity to the existing system by continuing to develop partnerships with local employers, planning for additional services by identifying needs/planning and exploring opportunities to partner with other transit agencies

Increase public awareness of available transportation services by conducting targeted marketing to places such as TXWFC, Lakes Regional MHMR, Health and Human Services, Housing Authorities and other nonprofits

Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation

Conduct travel training or train-the-trainer that covers topics such as: available services, how to schedule a trip, rider rules and addressing safety concerns

Continue to conduct driver safety and sensitivity training to improve rider's experience

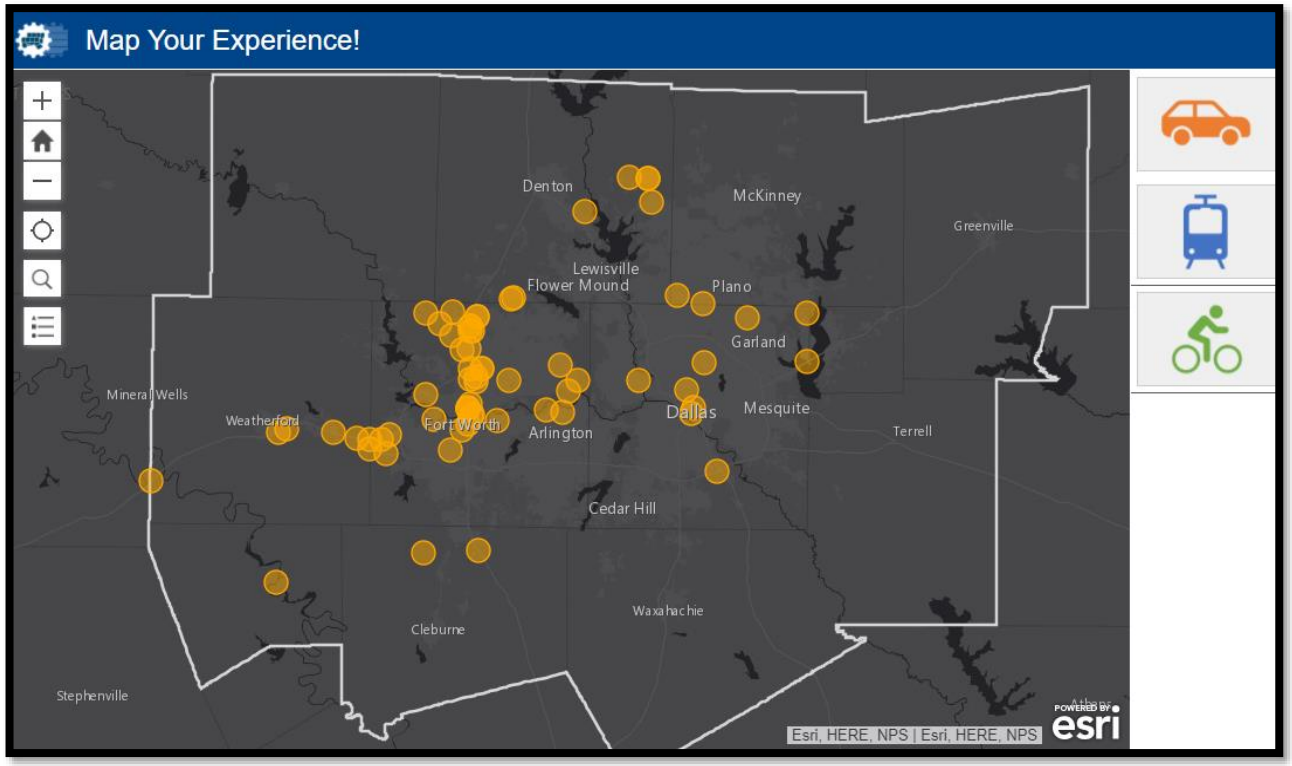
Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date

KAUFMAN STRATEGIES

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

accessntx@nctcog.org

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Senior Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

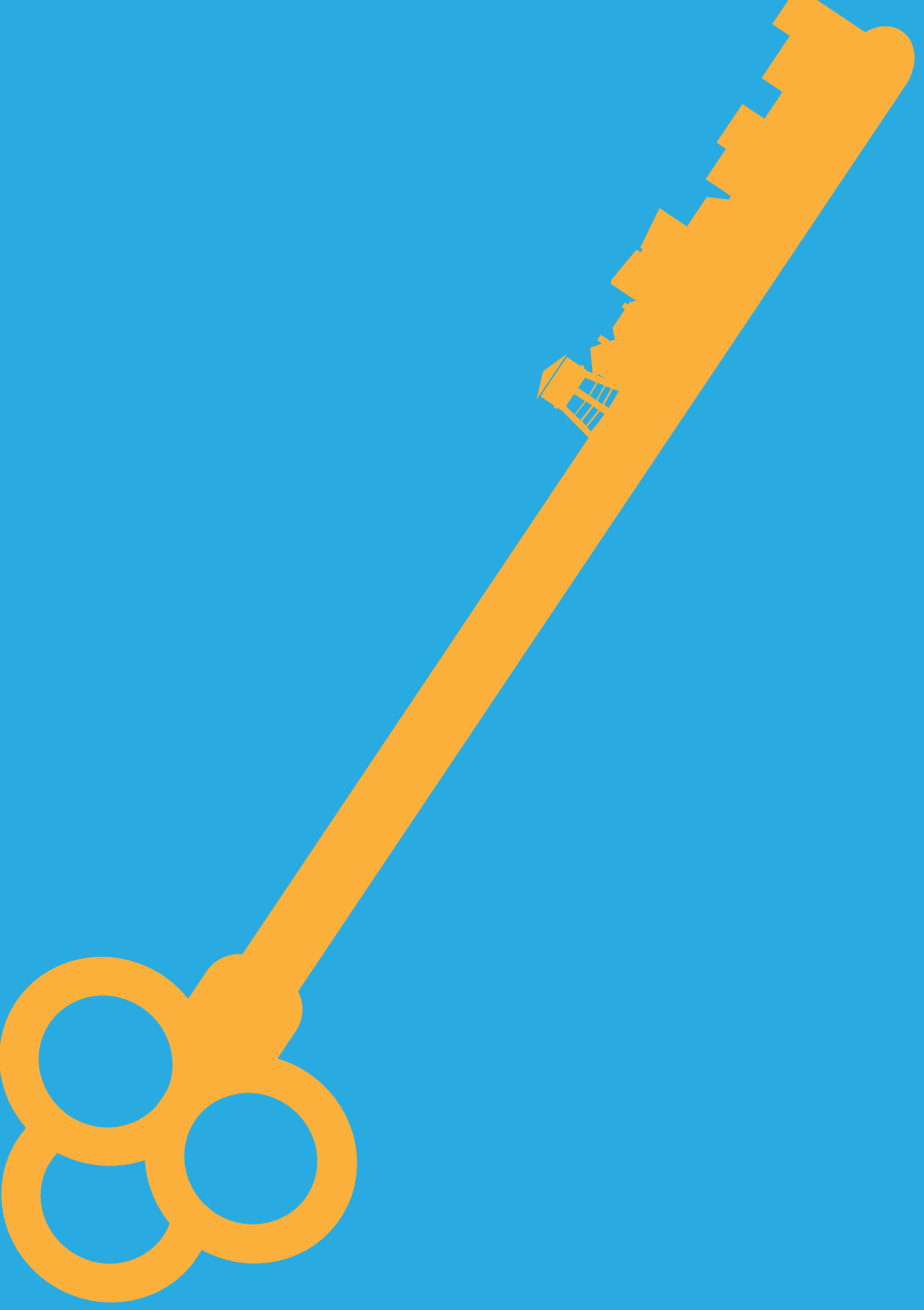
Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.



ACCESS NORTH TEXAS

Parker and Palo Pinto Counties
Public Outreach Meeting
May 26, 2021 & May 27, 2021
Hosted over Zoom

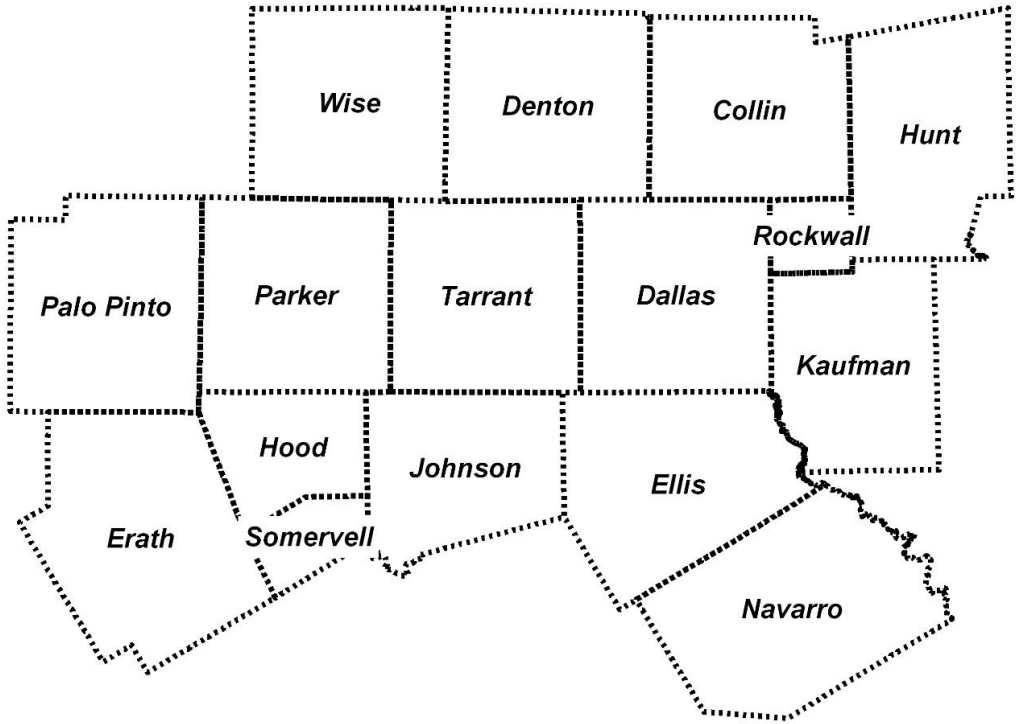
AGENDA

- Intro to North Central Texas Council of Governments
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



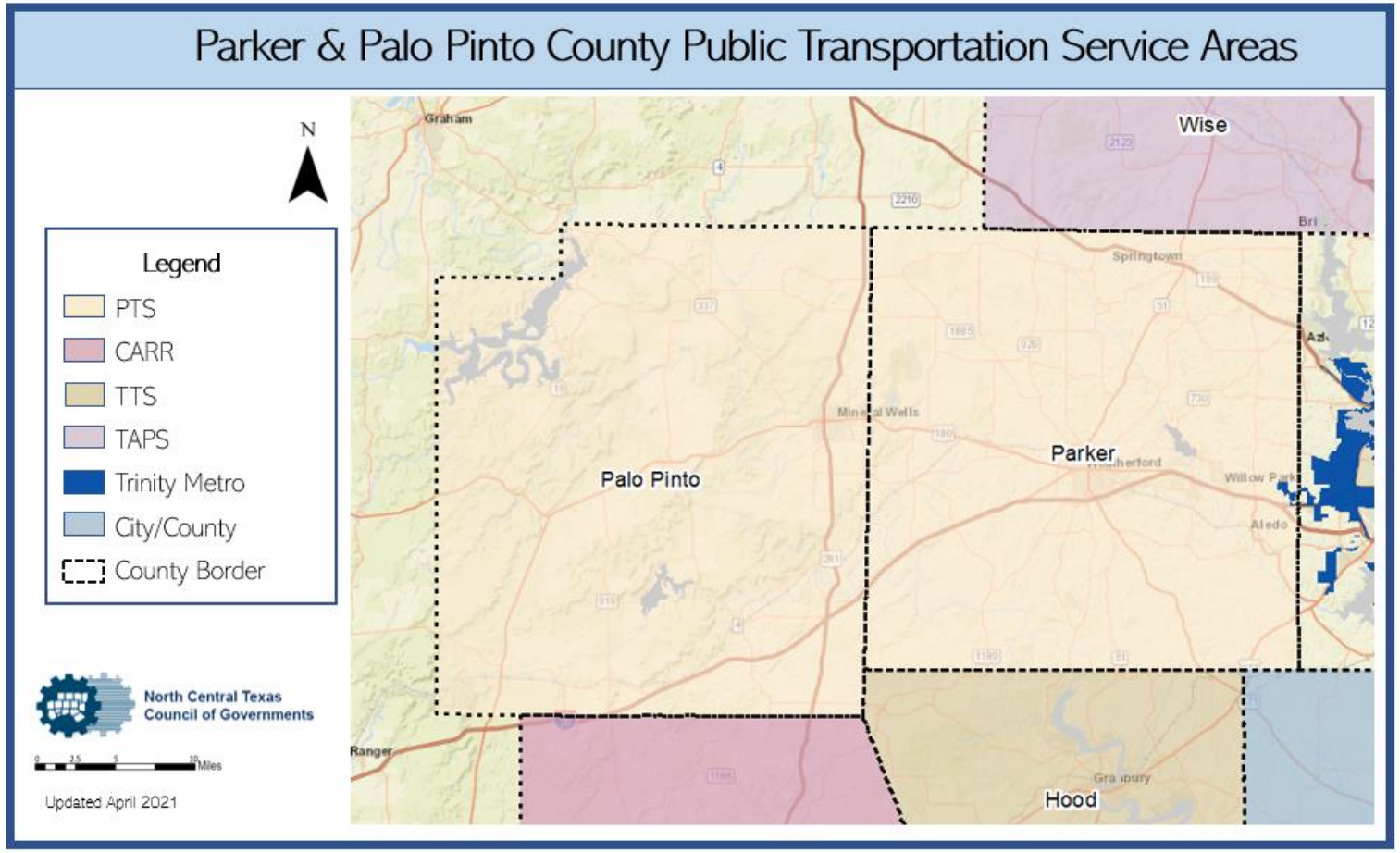
ACCESS NORTH TEXAS

- Regional Public Transportation Coordination Plan
- Required by FTA and TxDOT
- (How the information is used) - planning and funding decisions
- We want to know your transit needs
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update

Texas Department of Transportation

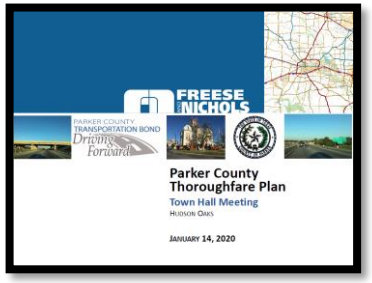
Federal Transit Administration

PARKER AND PALO PINTO EXISTING SERVICES

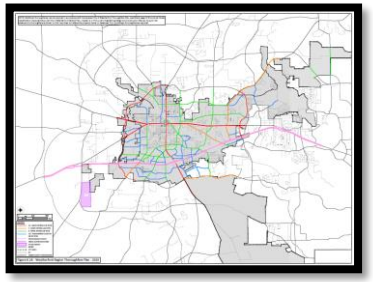


- Public Transit Services (PTS)
- Texas Kidney Health Care (TKHC) Program
- Trinity Metro Vanpool
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service

EXISTING STUDIES



[Parker County Thoroughfare Plan – 2020]



[Weatherford Thoroughfare Plan – 2020]

[Mineral Wells Economic Development Plan - 2019]

In the last six months, have you missed any trips due to lack of transportation?

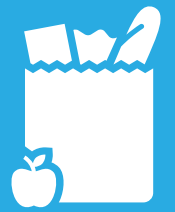
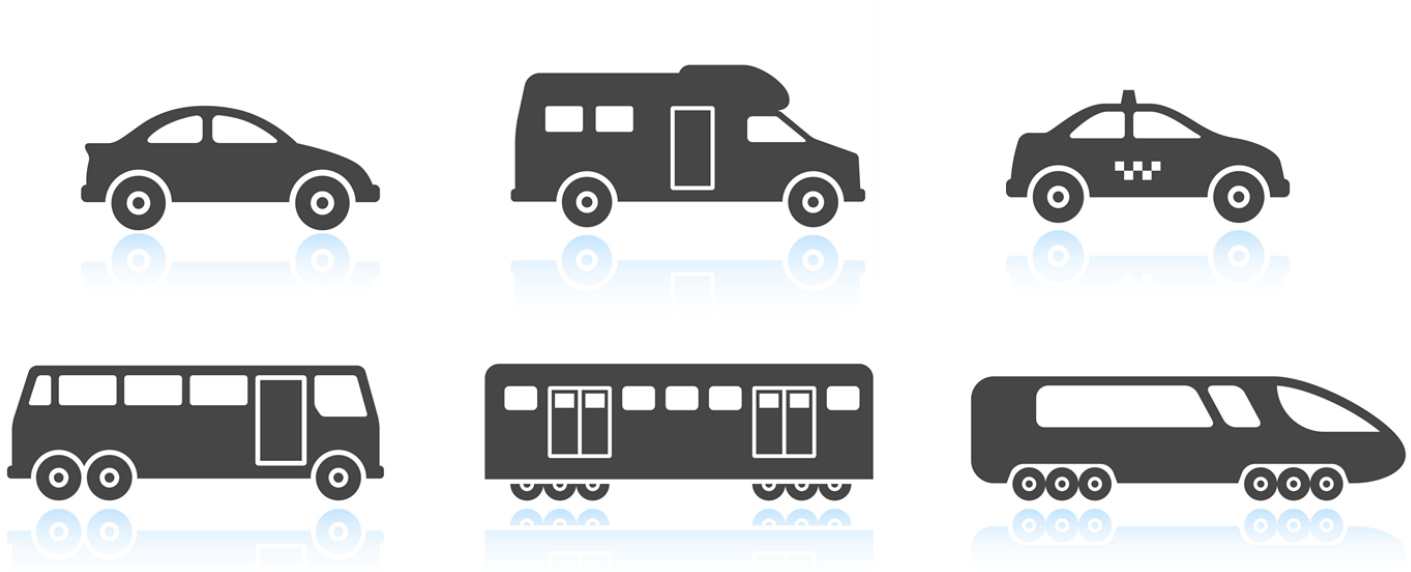


Image Provided By Getty

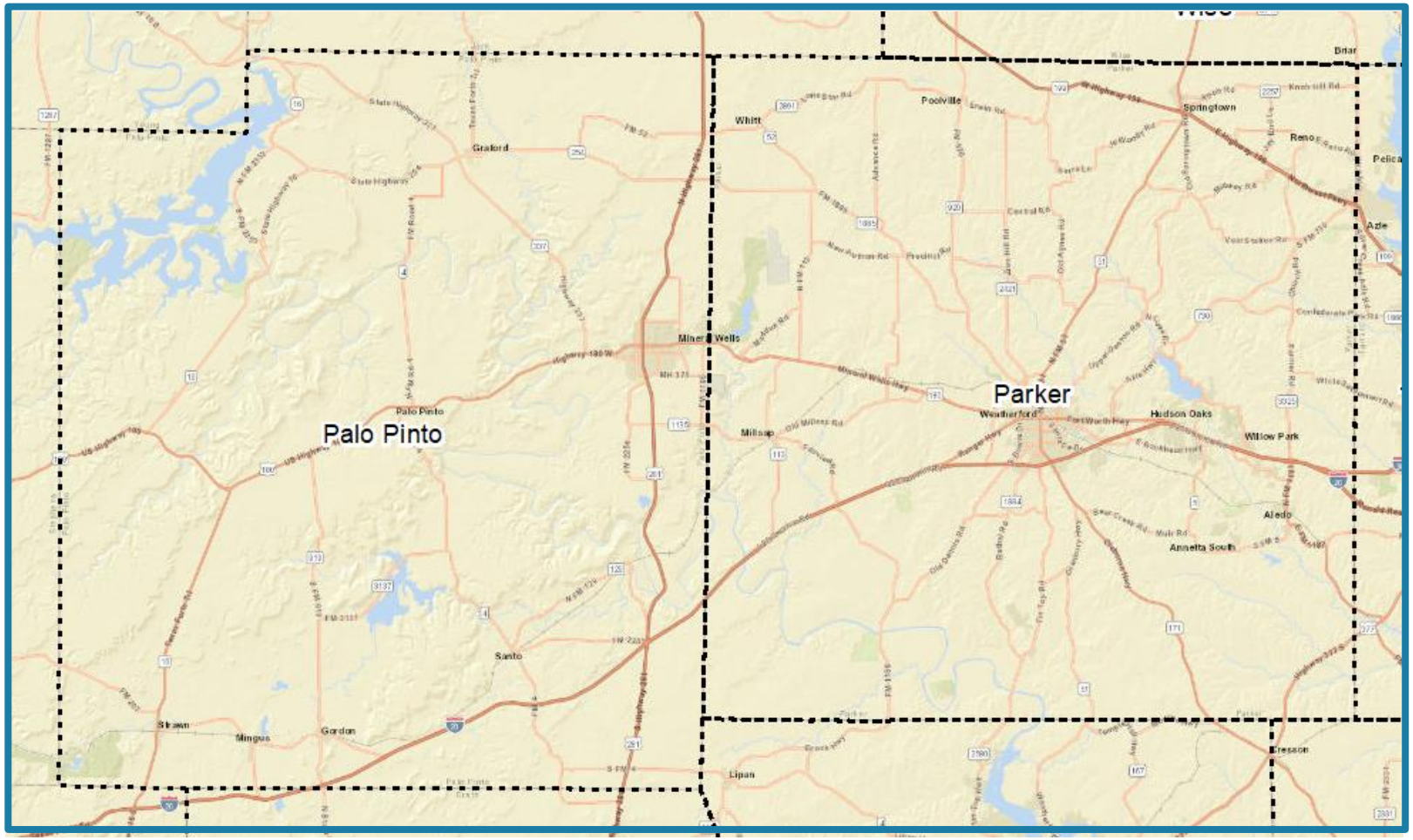
What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?



What is the best way to enhance your transit experience?

How can transit service be improved within your county?



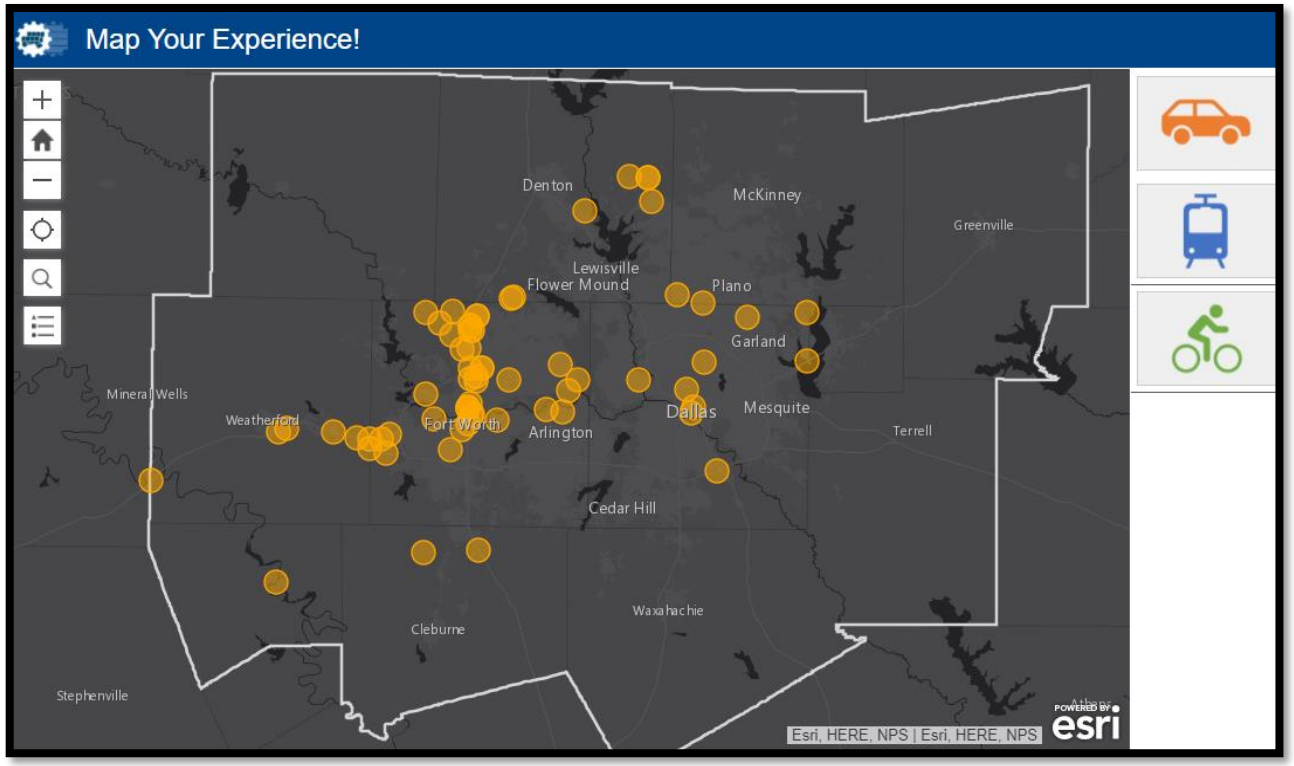
2018 Strategies

- **Strategy 1** **Improve access** to: Mental health appointments, Social service appointments, Medical appointments, and Job training and job opportunities
- **Strategy 2** Improve the **ride and wait times** on transit services to increase the feasibility and acceptability of transit for everyday trips
- **Strategy 3** Create and maintain **a coordinating committee** to discuss ongoing transportation needs
- **Strategy 4** **Explore partnerships** with local employers, medical centers, cities, and other agencies to fund additional transit services
- **Strategy 5** Explore partnerships to increase the **affordability of fares** for those most in need
- **Strategy 6** Advocate for agencies to **integrate funding sources** to maximize efficiency and increase available affordable public transportation
- **Strategy 7** Conduct **targeted marketing** to local agencies about existing transportation resources
- **Strategy 8** **Work with 2-1-1** at least twice a year to ensure public transportation resources are up-to-date

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:

accessnorthtexas@nctcog.org

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU

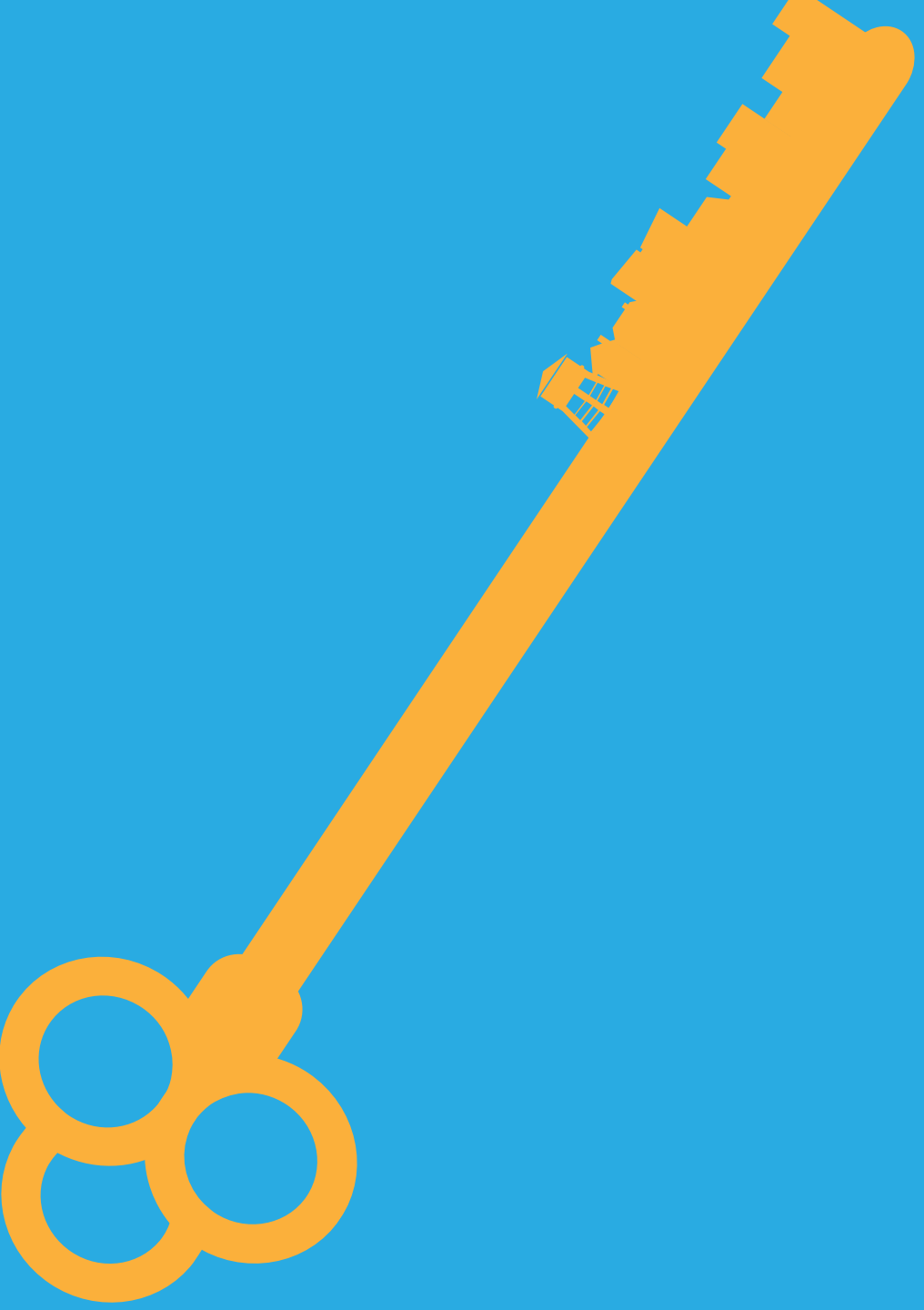
Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.

Introductions:

Feel free to indicate your name and/or organization in the chat.



ACCESS NORTH TEXAS

Rockwall County Public Outreach Meeting
May 12, 2021
Hosted over Zoom

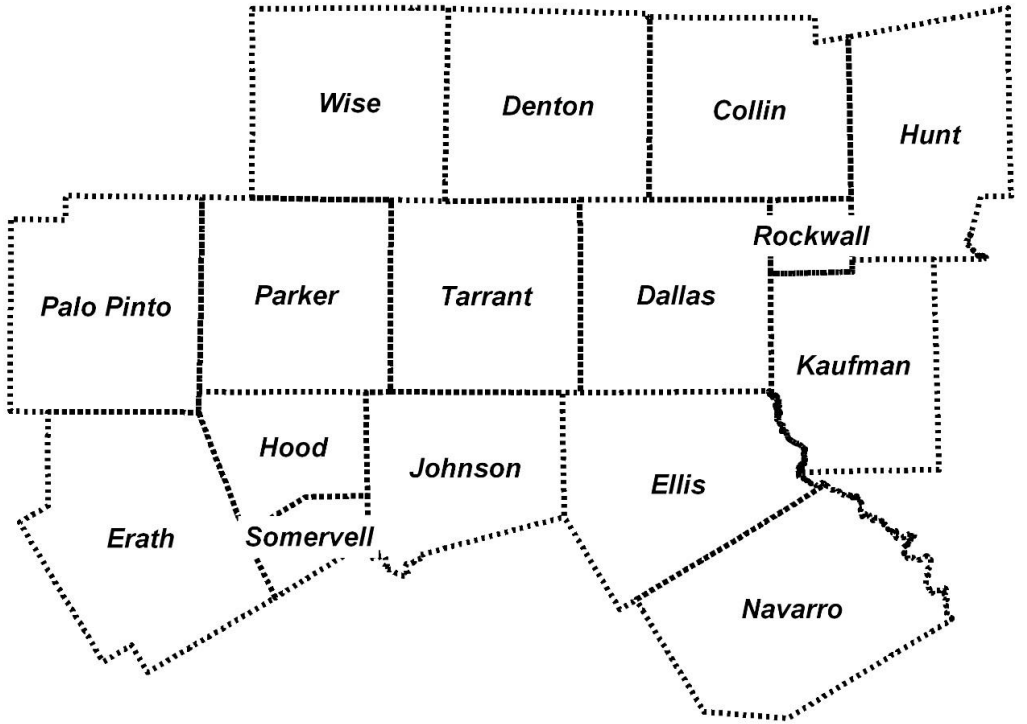
AGENDA

- Intro to North Central Texas Council of Governments (NCTCOG)
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

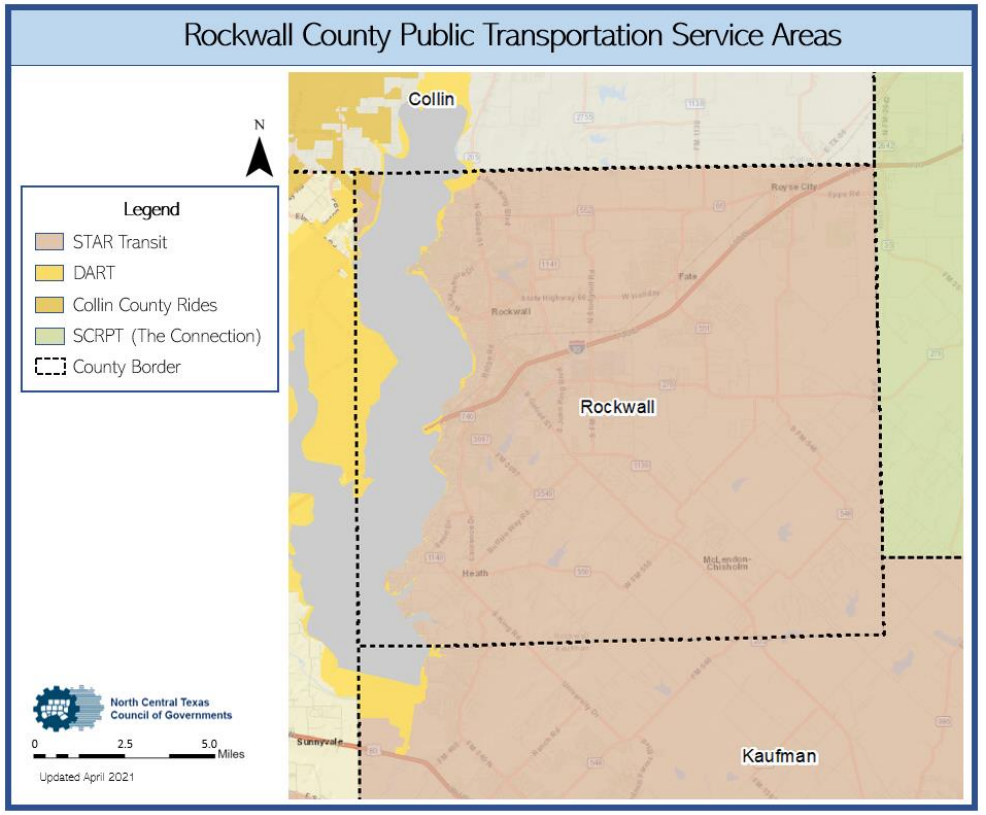
- Regional Public Transportation Coordination Plan
- Required by FTA and TxDOT
- Used for planning and funding decisions
- We want to know your transit needs.
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update.

Texas Department of Transportation

Federal Transit Administration

ROCKWALL COUNTY EXISTING SERVICES

- STAR Transit
- DART Vanpool and GoLink
- Texas Kidney Health Care (TKHC) Program
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



ROCKWALL EXISTING STUDIES

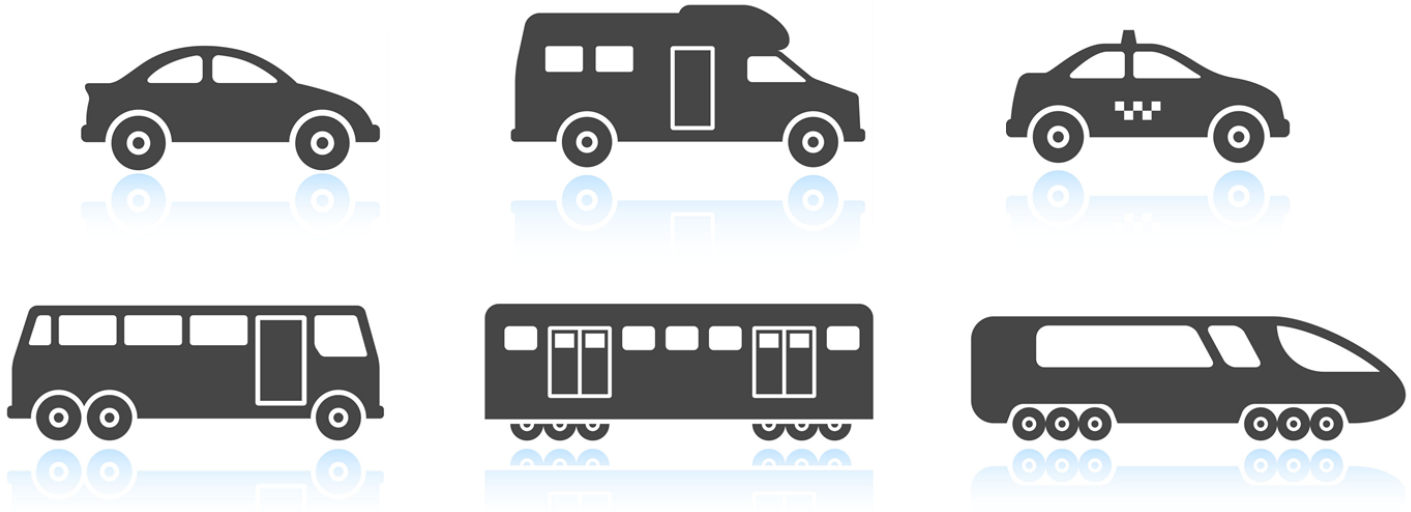
- Royse City 2030 (2017 Comprehensive Plan)
- OUR Hometown Vision 2040 Comprehensive Plan (City of Rockwall, 2018)
- City of Heath Comprehensive Plan (2018)
- Rowlett Comprehensive Plan (2019)
- McLendon-Chisholm Comprehensive Plan (in progress)
- Forward Fate (in progress)
- East Dallas, Kaufman, and Rockwall Counties Regional Transit Study (NCTCOG, upcoming)

In the last six months, have you missed any trips due to lack of transportation?

Image Provided By Getty

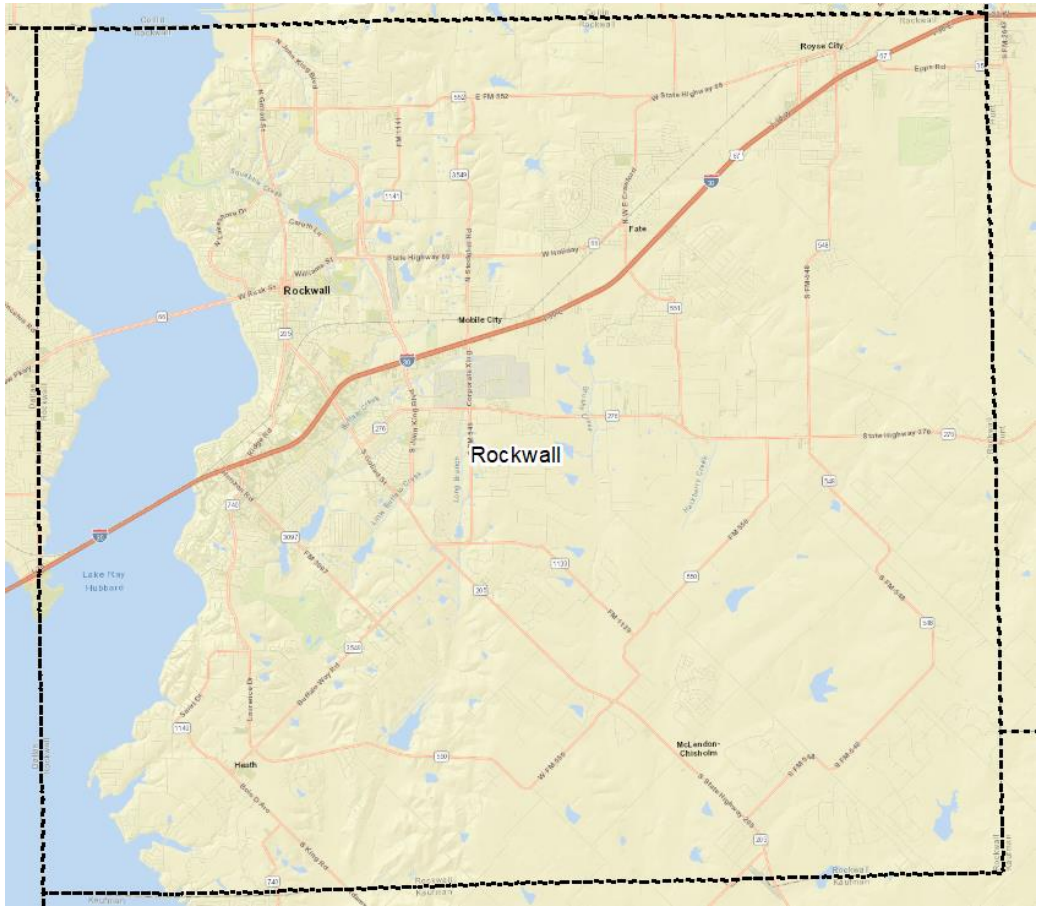
What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?



What is the best way to enhance your transit experience?

How can transit service be improved within your county?



Improve access to Medical appointments in Rockwall, Mental wellness clinics, YMCA, Grocery stores, and Texas Workforce Commission in Dallas

Create and maintain a coordinating committee to discuss ongoing transportation needs

Explore partnerships to increase the affordability of fares for those most in need

Improve transit connections across county borders, particularly for medical appointments and access to education

Coordinate with local residences, businesses, medical centers, and other organizations to group trips to improve efficiency and the rider's experience

Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation

Continue to conduct targeted marketing to local agencies about existing transportation resources

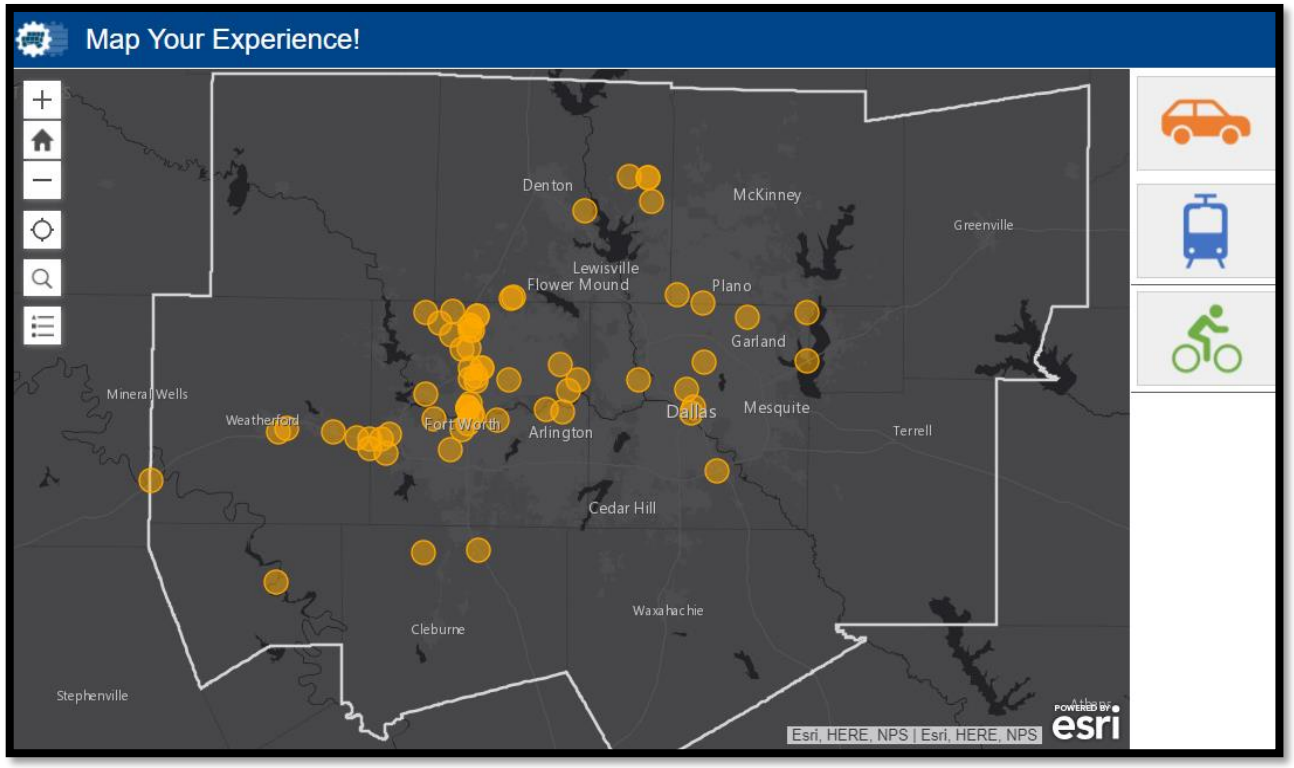
Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date

ROCKWALL STRATEGIES

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis and Mapping

Phase 3 Develop Strategies and Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:

accessnorthtexas@nctcog.org

817-695-9240

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU

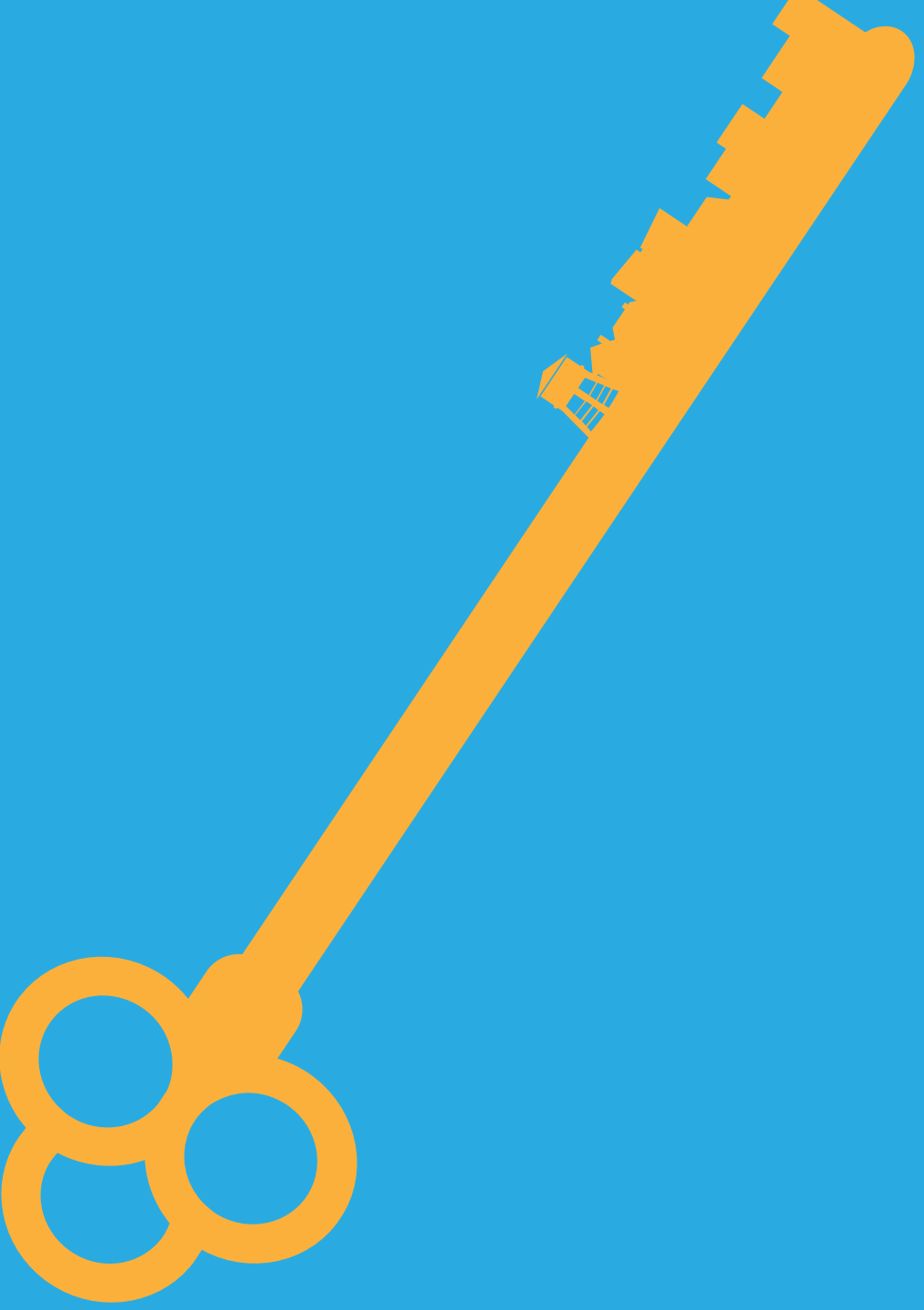
Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.

Introductions:

Feel free to indicate your name and organization/city of residence in the chat.



ACCESS NORTH TEXAS

Tarrant County Public Outreach Meeting
July 10, 2021
Hosted over Microsoft Teams

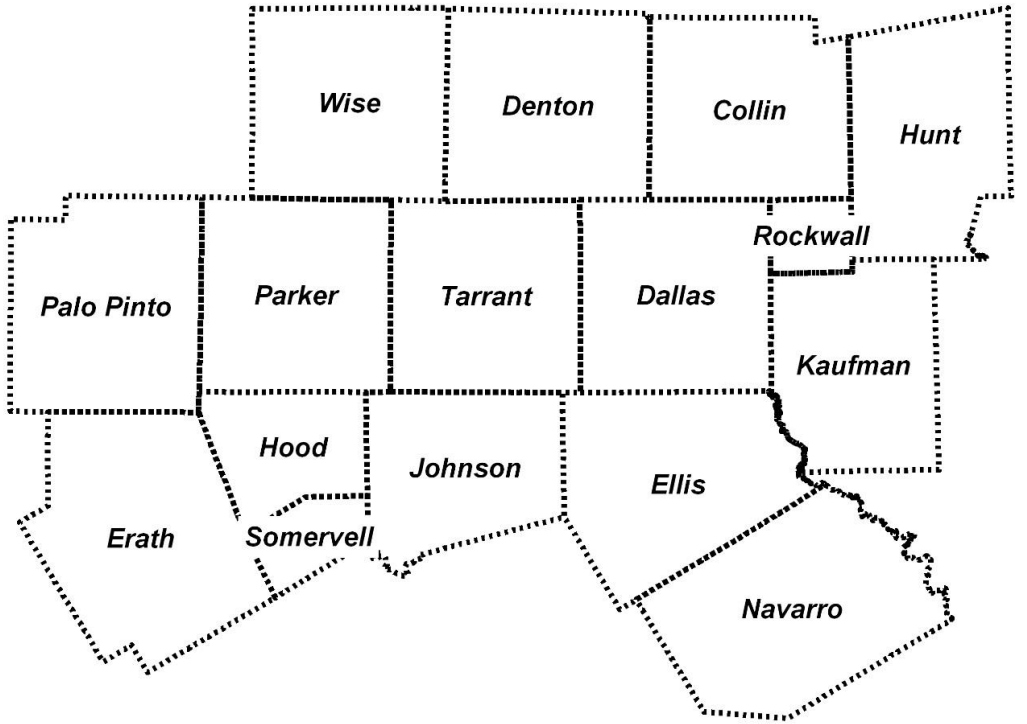
AGENDA

- Intro to North Central Texas Council of Governments (NCTCOG)
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

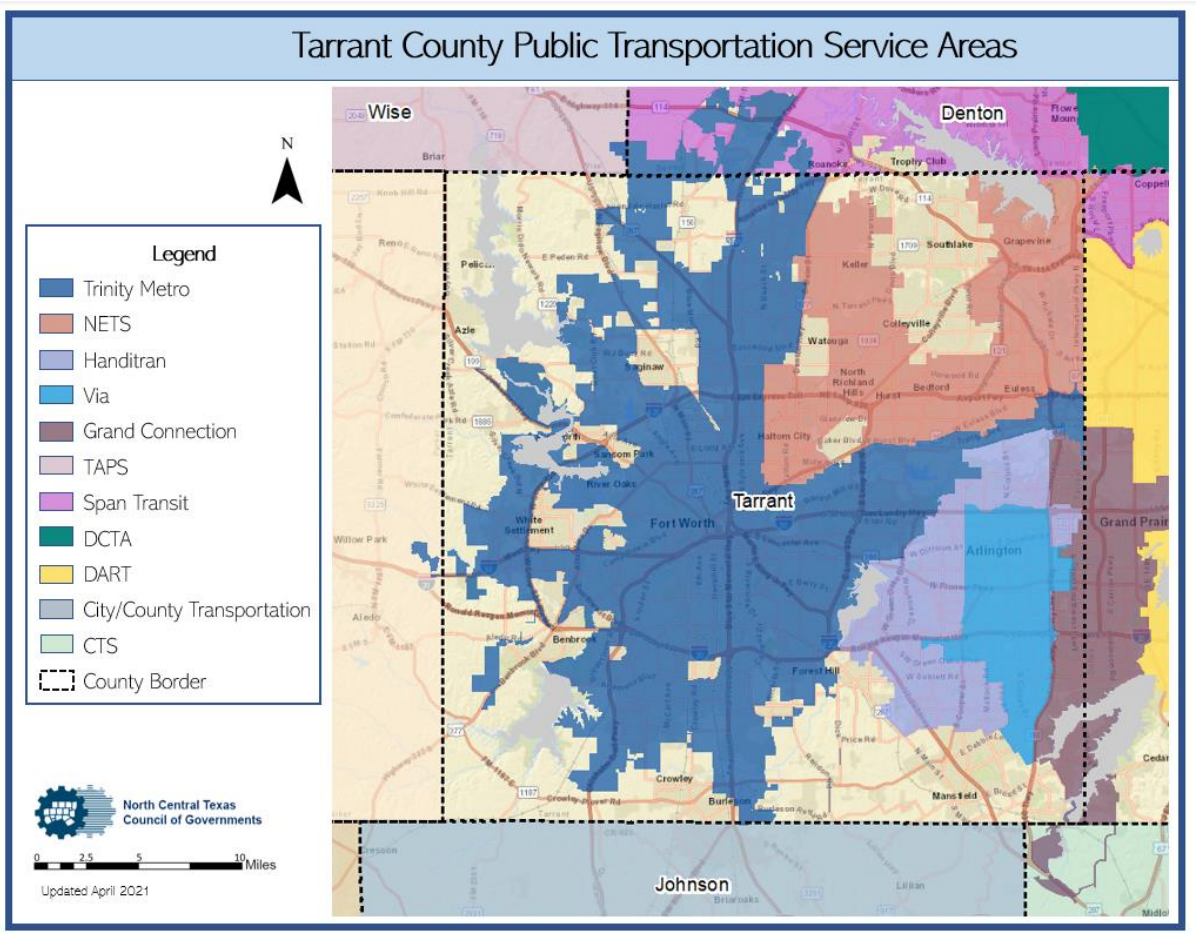
- Regional Public Transportation Coordination Plan
- Required by FTA and TxDOT
- Used for planning and funding decisions
- We want to know your transit needs.
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update.

Texas Department of Transportation

Federal Transit Administration

TARRANT COUNTY EXISTING SERVICES

- Trinity Metro
- Trinity Railway Express (TRE)
- North Texas Xpress Bus Service
- City of Arlington Via Rideshare & Handitran
- Northeast Transportation Service (NETS)



RELATED PLANNING EFFORTS

North Central Texas Council of Governments

- Tarrant County Transit Study (ongoing)
- Mobility 2045, 2018
- Regional On-board Survey, 2014
- A Better Connection, 2021

DISCUSSION

Which trips are being missed?

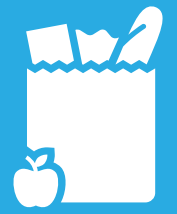
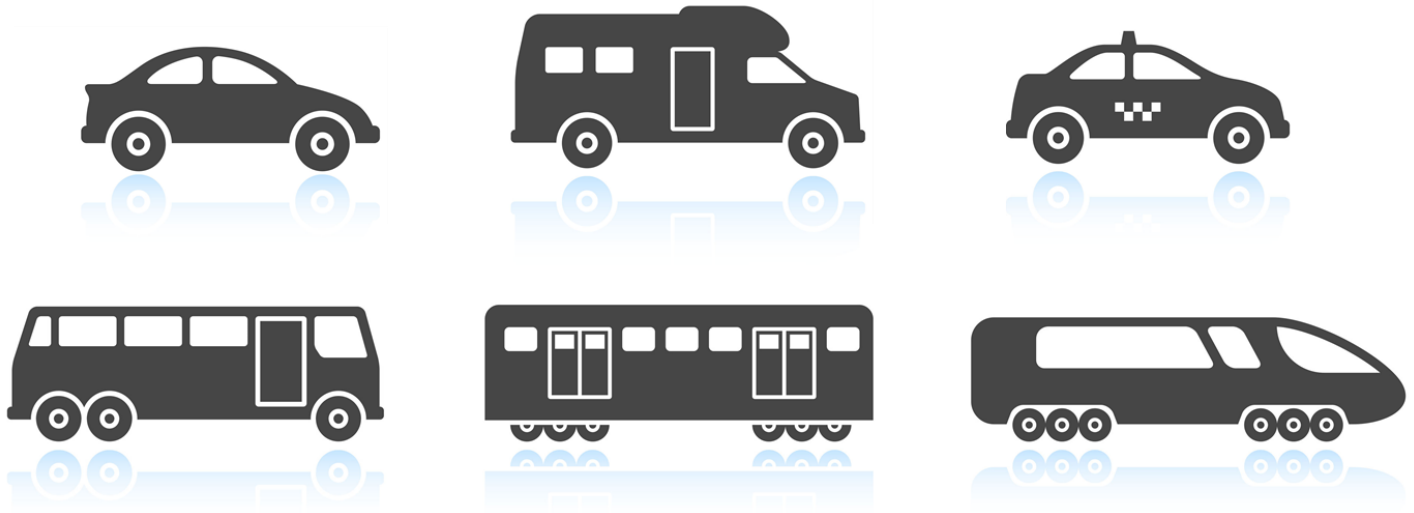


Image Provided By Getty

What are the barriers?

Which potential services are most appealing?



What is the best way to enhance your transit experience?

HOW CAN TRANSIT SERVICE BE IMPROVED WITHIN YOUR COUNTY?

2018 Tarrant County Strategies

1

Increase Affordable Mobility Solutions

2

Connect Communities County-Wide and Across the Region

3

Expand Public Awareness, Education, Skills Development, and Traveler Support Services

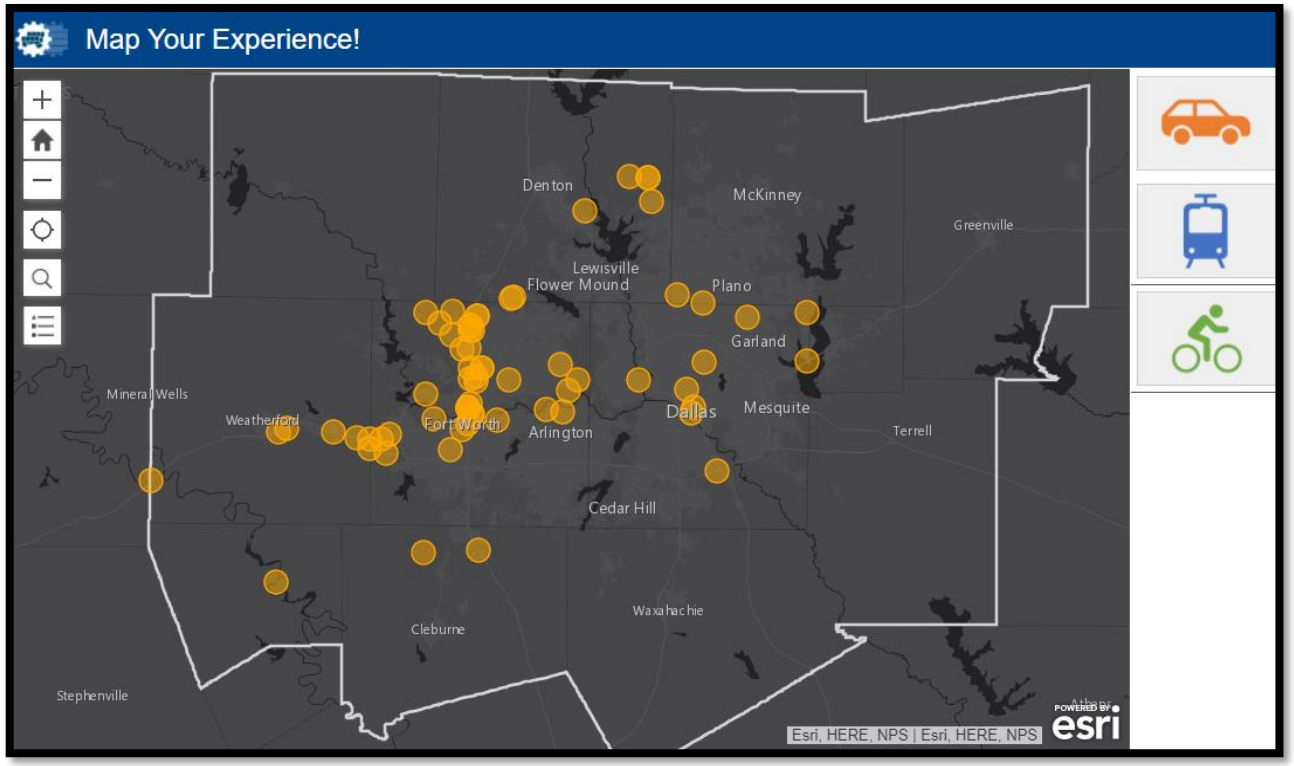
4

Implement a Holistic Approach to Wellness Transportation

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis and Mapping

Phase 3 Develop Strategies and Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:

accessnorthtexas@nctcog.org

817-695-9240

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

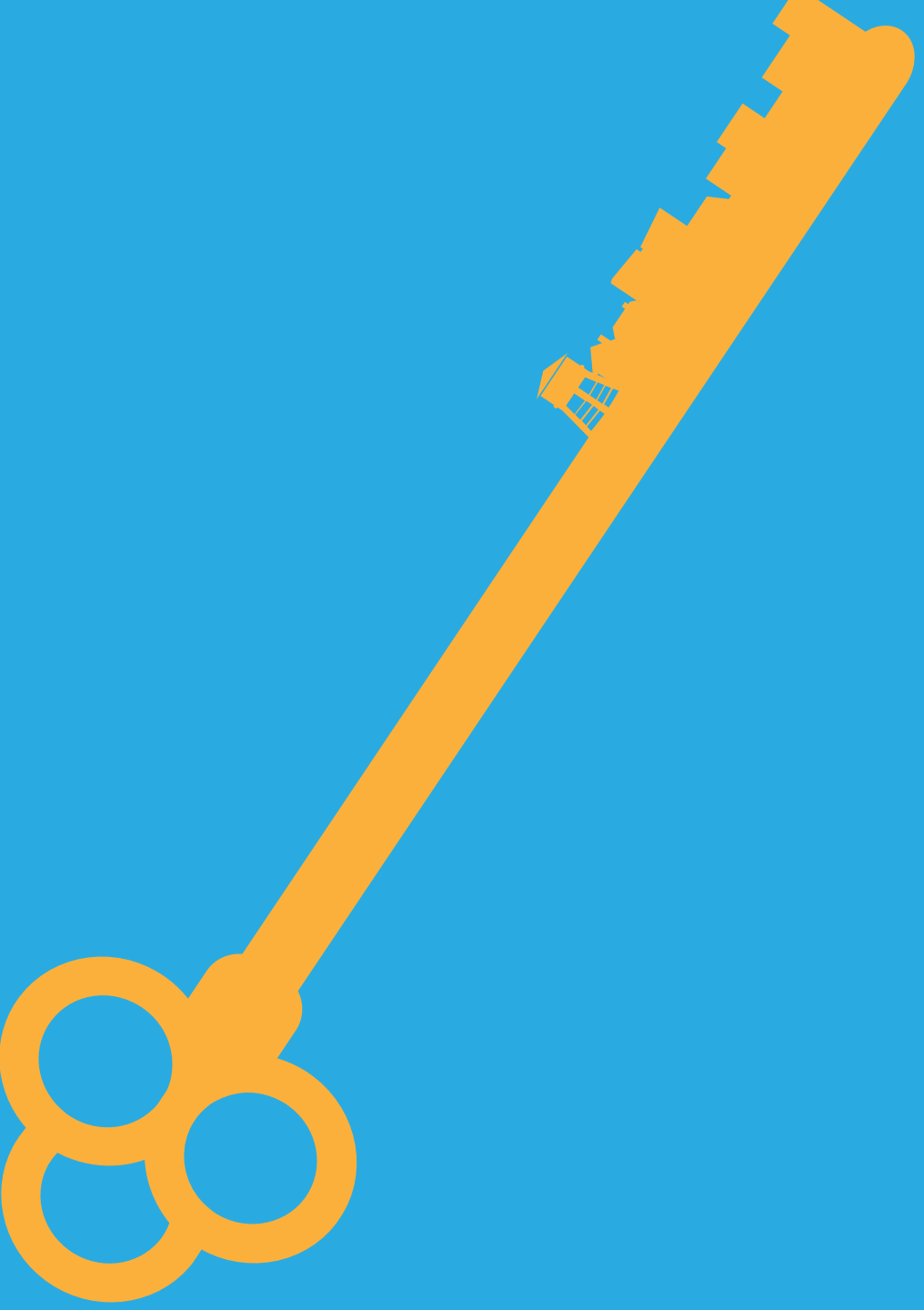
Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU

Please place microphones on mute to prevent background noise.

During presentations or while someone is speaking, questions can be made in the chat box.

Use the “raise your hand” feature or comment in the chat box to add to the discussion.



ACCESS NORTH TEXAS

Wise County Public Outreach Meeting
June 2, 2021 & June 3, 2021
Hosted over Zoom

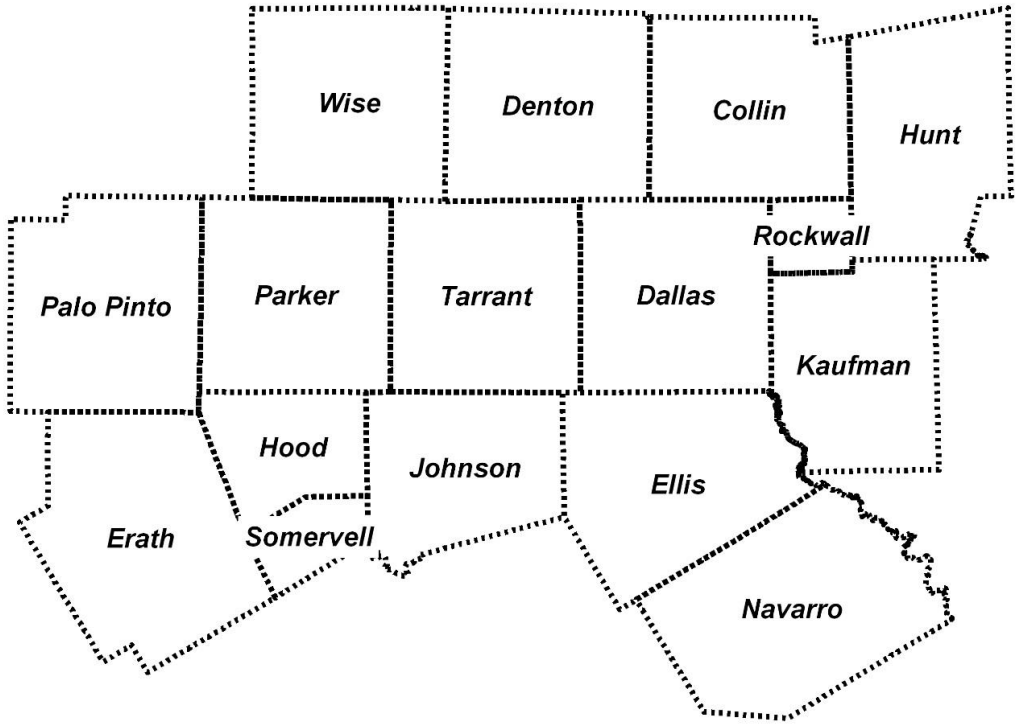
AGENDA

- Intro to North Central Texas Council of Governments (NCTCOG)
- What is Access North Texas?
- Existing Services
- Your Feedback
- Take the Survey
- Map Your Experience
- Timeline
- Contact Us

NCTCOG

- Established in 1966 as a voluntary association assisting local governments in the North Central Texas region.
- **PLANNING** for common needs
- **COOPERATING** for mutual benefit
- **COORDINATING** for sound regional development
- The Transportation Department, federally designated as the Metropolitan Planning Organization (MPO), coordinates service and creates short-term and long-term plans.

www.nctcog.org



ACCESS NORTH TEXAS

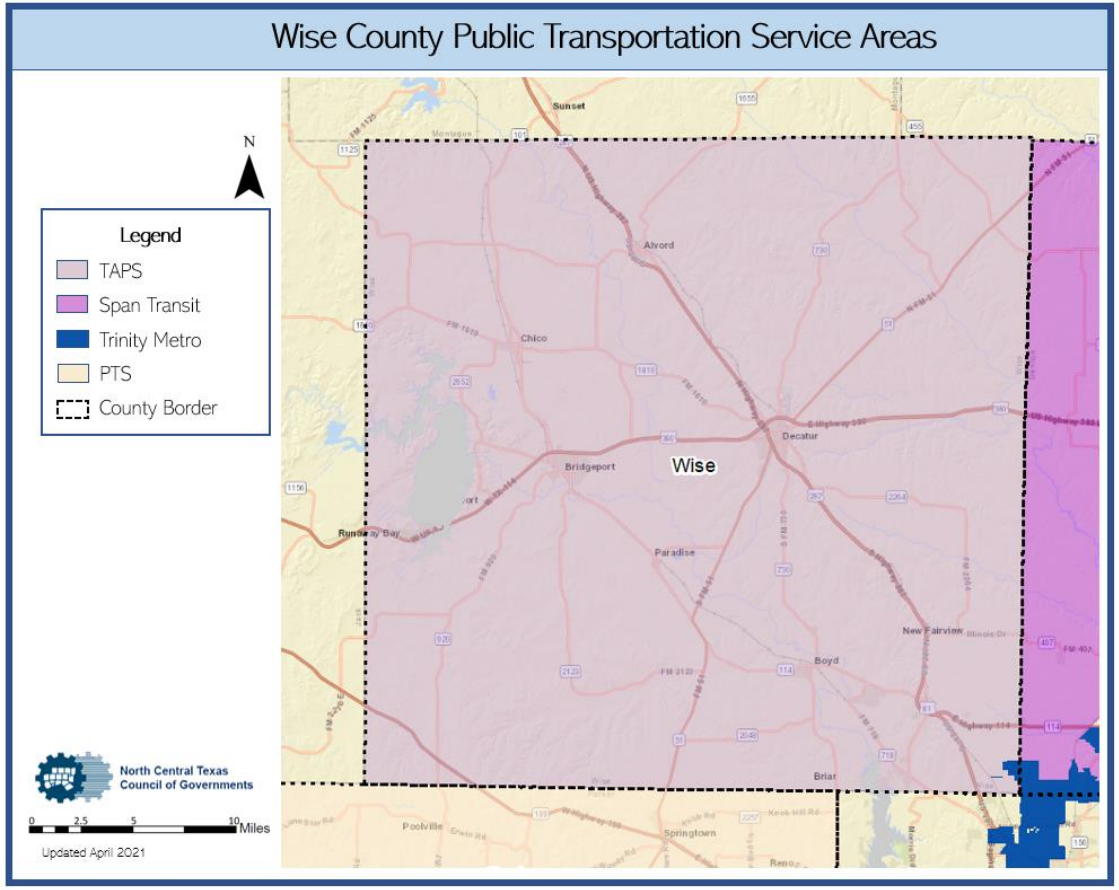
- Regional Public Transportation Coordination Plan
- Required by FTA & TxDOT
- How the information is used - planning & funding decisions
- We want to know your transit needs.
- Visit www.accessnorthtexas.org to find the 2018 update and public input opportunities for the 2022 update.

Texas Department of Transportation

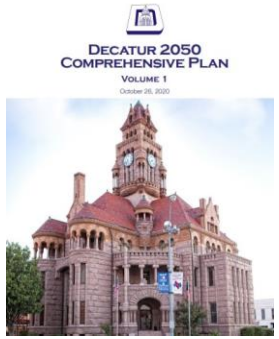
Federal Transit Administration

WISE COUNTY EXISTING SERVICES

- Texoma Area Paratransit System (TAPS)
- Texas Kidney Health Care (TKHC) Program
- Trinity Metro Vanpool
- VA North Texas Health Care System Travel Benefits Program
- Veteran Transportation Service



WISE COUNTY EXISTING STUDIES



Decatur 2050 Comprehensive Plan (2020)

City of Rhome Comprehensive Plan

In the last six months, have you missed any trips due to lack of transportation?

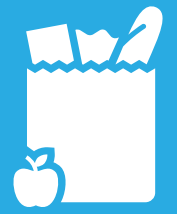
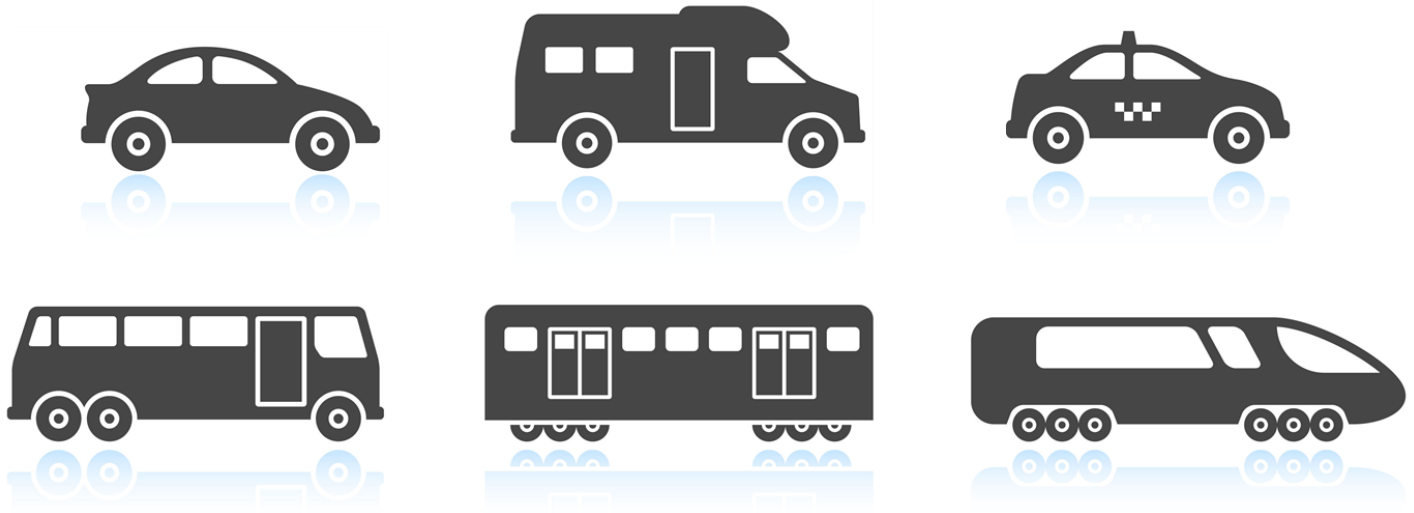


Image Provided By Getty

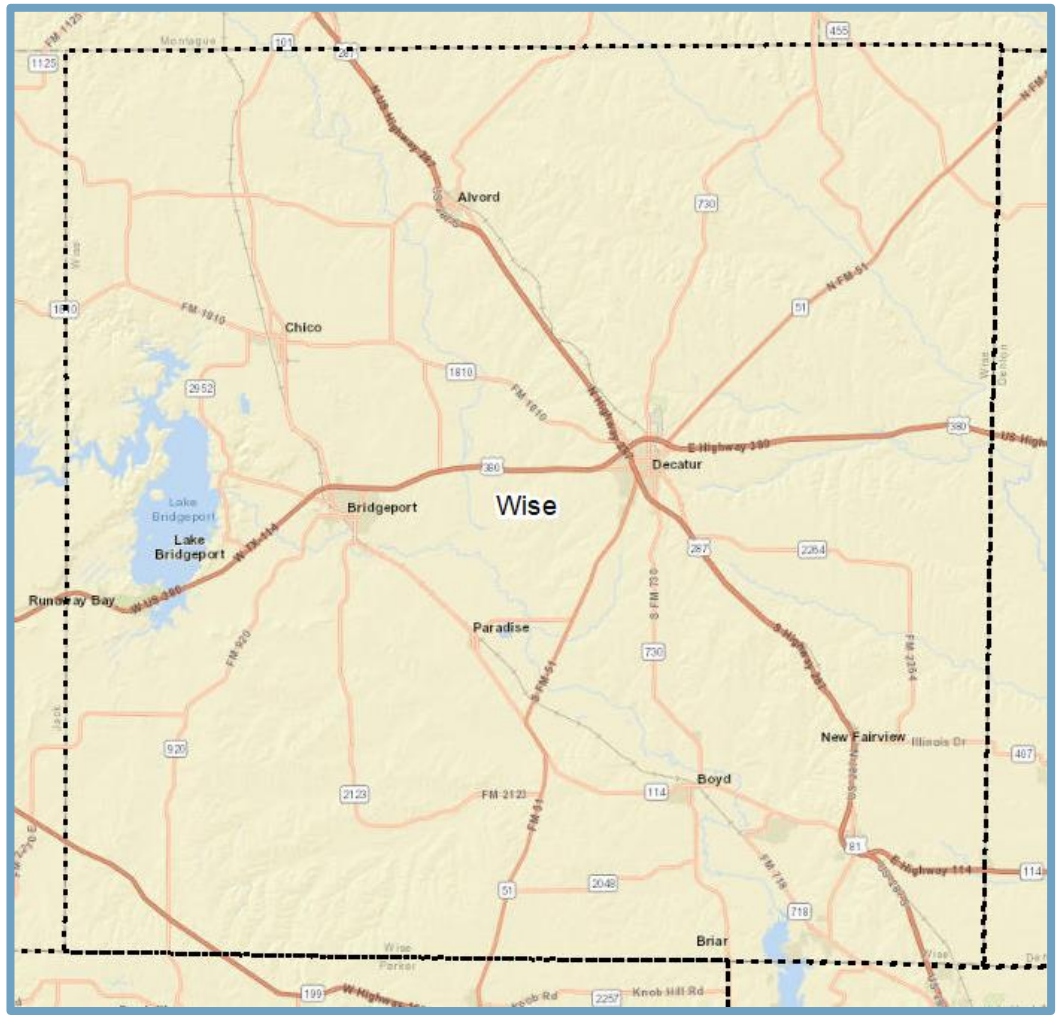
What keeps you from getting where you need to go?

Which potential services would be most appealing to you or members of your household?



What is the best way to enhance your transit experience?

How can transit service be improved within your county?



WISE COUNTY 2018 STRATEGIES

Strategy 1 Improve access to: (1) Dialysis appointments, (2) Out-of-county medical appointments, particularly in Tarrant County and Denton County, (3) Medical facilities in the evenings and early mornings

Strategy 2 Develop partnerships with non- profits, employers, medical facilities, and other partners to improve access to local and regional destinations

Strategy 3 Explore partnerships to provide additional transportation for needs other than medical or work

Strategy 4 Continue to conduct targeted marketing to local agencies about existing transportation resources

Strategy 5 Conduct travel training or train the-trainer

Strategy 6 Advocate for transit agencies to integrate funding sources to maximize efficiency and increase the availability of affordable public transportation

Strategy 7 Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Wise County

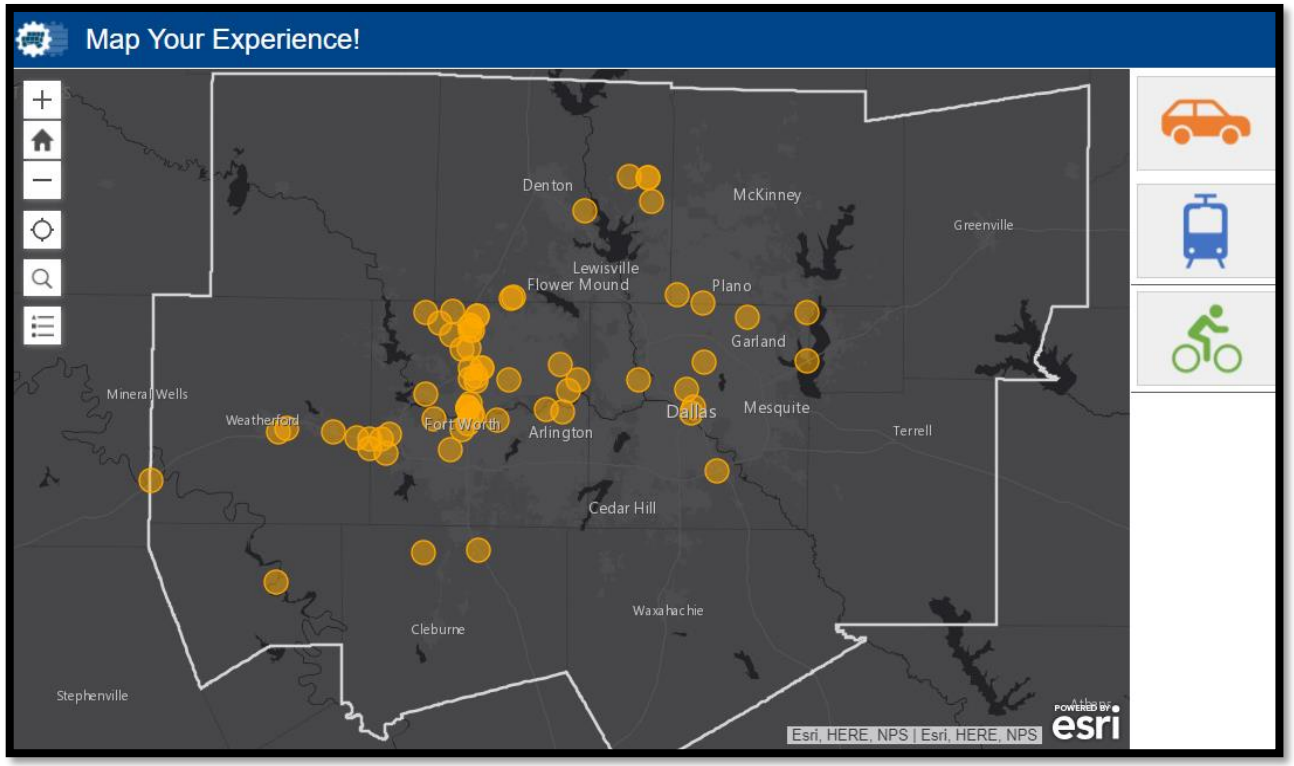
Strategy 8 Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date

Strategy 9 Contract with local agencies with a language program to provide translated transit info (over the phone, online, print, etc.)

TAKE THE SURVEY

www.accessnorthtexas.org

MAP YOUR EXPERIENCE



http://www.nctcog.org/mapyourexperience

TIMELINE

Phase 1 Public Outreach

Phase 2 Data Analysis & Mapping

Phase 3 Develop Strategies & Draft Chapters

Phase 4 Public Comment

Phase 5 Release Update

CONTACT US

General Comments or Questions:
accessnorthtexas@nctcog.org

Vivian Fung
Transportation Planner
vfung@nctcog.org
North Central Texas
Council of Governments

Gypsy Gavia
Principal Transportation Planner
ggavia@nctcog.org
North Central Texas
Council of Governments

Rachel Jenkins
Transportation Planner
rjenkins@nctcog.org
North Central Texas
Council of Governments

Dora Kelly
Transportation Planner
dkelly@nctcog.org
North Central Texas
Council of Governments

THANK YOU