REGIONAL REPORTS

Access North Texas (2013): Summary and Status

In 2013, the coordinated public transit-human services transportation plan for North Central Texas was updated and adopted through a process led by the North Central Texas Council of Governments (NCT-COG). Participants included individuals representing transportation providers, transit customers, advocates, local government representatives and health and human service agencies. This plan addressed the transportation needs of older adults, individuals with disabilities, individuals with lower incomes and others with transportation challenges.

The Access North Texas plan was completed in September 2013. The plan highlighted strategies for each of the region's sixteen counties and included region-wide strategies that would improve public transportation throughout the region. County-focused priorities included a wide range of strategies such as new or improved services as well as communication and awareness initiatives. This report provides information on the status of each strategy from the 2013 plan: the chart below describes what each status means.

Status	
Ongoing	Steps have taken place to address the strategy (or a part of it). It does not necessarily mean that a given strategy has been completed and that no further work is needed. 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.

More information about each county's strategies is summarized below.

COLLIN COUNTY

Prioritized Strategies	Status
Improve access to identified clusters of employment within Collin County, including access to jobs for low-income workers	No progress reported
Expand access to regional job opportunities and improve links to the regional transit system focusing on opportunities to enhance coordination among services	No progress reported
Increase ridership, improve the quality and increase the availability of services for travel within and between communities in Collin County for those with limited transportation options including older adults, low-income residents and people with disabilities	Under development
Expand transportation options within the city of McKinney and improve inter-community access for communities such as Celina, Allen, Frisco, and Wylie	Under development

Additional Strategies	Status
Explore partnerships to improve the affordability of transit including vouchers or reduced fares for individuals who need assistance, seniors, and youth riders	No progress reported
Identify and evaluate non-traditional ways to deliver public transportation service, including partnerships among public and private transportation providers	Under development
Establish communication and outreach programs to improve the awareness of existing or new transportation options among limited English proficiency populations	No progress reported
Identify, recruit, and support influential champions for public transit to grow support for new and enhanced transit services	Under development

Collin County has a patchwork of available transportation service. The McKinney Urban Transit District (MUTD) contracts with the Denton County Transportation Authority (DCTA) to provide service for participating MUTD cities including McKinney, Lowry Crossing, Melissa and Princeton. Services is provided for residents 65 and older and individuals with disabilities. The city of Frisco also contracts with DCTA to provide curb-to-curb demand response service for residents that are 65 and older, individuals with a disability, or those who need transportation to a medical appointment. Frisco residents are able to access destinations located in Frisco, McKinney, and Allen and some parts of Plano.

Dallas Area Rapid Transit's (DART) Collin County Rides program serves residents of Allen, Fairview and Wylie that are 65 and older or who have disabilities.

For DART's Collin County member cities, including Plano, services include light rail, local bus service, an on-call zone in north Plano, and Americans with Disabilities Act (ADA) paratransit service. Lastly, DART provides support for Plano Senior Rides, another taxi-voucher program available to Plano residents.

DALLAS COUNTY

Prioritized Strategies	Status
Continue implementation of transportation service and coordination projects:	Ongoing

Communication & Education

- Community Transportation Network (CTN) to host bimonthly meetings, encourage partnerships, distribute Get A Ride Guides, implement MY RIDE Dallas, implement their Strategic Communications Plan, continue work of Sensitivity Committee to improve driver sensitivity toward individuals with disabilities, continue identifying and documenting gaps in service

- Continue information-sharing partnership between CTN and 211 services

- Continue mobility training conducted by CTN and Dallas Area Rapid Transit (DART)

- Launch one-click access to information (planned through a grant from the Veterans Transportation and Community Living Initiative) with DART as lead agency for the region

- Put orientation and mobility specialists into service for visually impaired individuals using DART services

- Continue growth in the ambassador program for transit system orientation of DART

Resources

- Coordinate job access projects for greater efficiency, including Goodwill Industries of Dallas, Urban League of Greater Dallas and North Central Texas and Metrocare Services

- Launch DART's retired vehicle program

Seamless Transportation Services

- Establish policies facilitating access to regional transportation services

- Pursue innovative technology that is common among area transit agencies

Maintain a county coordinating committee to focus on ongoing transportation needs	Ongoing
Work with agencies receiving transportation funding to explore ways to overcome access barriers caused by programmatic regulations or lack of coordination	No progress reported

Prioritized Strategies, cont.	Status
Obtain service for underserved areas and populations including: • Municipalities in south and southwest Dallas • Job access for people with disabilities throughout Dallas County, including access to and within Mesquite • South Dallas County including DeSoto, Duncanville, Lancaster; service needed within communities and to regional jobs and services • Between Balch Springs and Mesquite • Limited capacity in smaller systems including Grand Prairie and Mesquite	Ongoing
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	No progress reported
Create partnerships between transit agencies, municipalities and community organizations to increase the accessibility of bus stops and paths to bus and rail transit; municipal investment in accessibility projects can further support cities' investment in public transportation	Under development
Address priority regional connections including: • A consistent and useful transportation link between the Veterans Affairs locations in Dallas and Fort Worth to address changes in the structure of the administration of Veterans Affairs benefits • Public transportation connection to Arlington • Identify additional priorities among potential regional transfer points • Work towards safe and convenient transfer hubs to facilitate transfers between a range of regional services	Ongoing

Additional Strategies	Status
Plan for transportation options, additional assistance or more specialized transportation for those transit customers who are not ADA paratransit eligible but who may be too frail for regular public transportation service	Under development
Work to create a positive reputation for transit while emphasizing the value and role of transit in the region	No progress reported
Encourage innovative projects that improve transit affordability and put fares within reach for very low-income individuals and homeless	Under development
Continue to identify additional gaps in service and obtain service for underserved areas and populations, including identifying additional barriers to service and selecting projects that address specific barriers such as time and day of trips, safety and accessibility	Ongoing
Explore options for services for individuals with special medical conditions that cannot use existing services	No progress reported

Transit providers and nonprofits in Dallas County are working to implement some of the strategies from the 2013 plan. The Community Transportation Network (CTN), now named My Ride Dallas, has worked to increase communication and partnerships, track gaps in service throughout the county, and increase public awareness of transit. Partnerships created by My Ride Dallas have led to greater sharing of transit information with the Dallas 211 network, which assists people seeking transportation information. My Ride Dallas completed its partnership with DART for Mobility 101 courses, teaching residents of the area about the transit system. My Ride Dallas continues to refer individuals and agencies to DART's mobility management team for training.

DART has also been implementing strategies from the 2013 plan. In 2017 DART launched a new My Ride North Texas online tool to increase online access to information about regional transit resources. This project was funded by the Veterans Transportation and Community Living Initiative (VTCLI) and will provide the 16-county region with one-click access to public transportation information. DART also began a program to provide orientation and mobility training for visually impaired persons so that they can more confidently use the transit system. DART has continued to grow its transit ambassadors program, and has continued working to facilitate connections to all regional transit services.

Several partnerships involving DART have also contributed to transit progress in Dallas County. DART, along with FWTA and DCTA, partnered together to initiate the GoPass mobile ticketing app. STAR Transit partnered with DART to connect STAR Transit's routes from Balch Springs, Seagoville, Mesquite, and Hutchins to DART light rail stations. DART has also started to plan and initiate pilot projects to improve service in parts of southern Dallas County. Pilot projects for Inland Port, Rylie, and Kleberg are planned to begin in March 2018.

DENTON COUNTY

Prioritized Strategies	Status
Establish and maintain a county coordinating committee to focus on ongoing transportation needs	Ongoing
Improve awareness of services by providing education and information, including travel training	Ongoing
Conduct additional planning activities to further quantify transportation needs of residents outside of the DCTA service area and define additional coordination opportunities for existing providers throughout the county	Ongoing
Enhance connections among existing services to improve access within the county	Ongoing
Establish or improve service to regional destinations, including employment centers and medical services in Dallas, Tarrant and Collin Counties	Ongoing
Provide additional service in unserved areas and to underserved locations	Ongoing

Additional Strategies	Status
Create partnerships between transit agencies, municipalities and community organizations to increase the accessibility of bus stops and paths to transit	Ongoing
Expand the availability and affordability of for-hire transportation (private transportation providers such as taxis) to increase options for travel	Ongoing

The Denton County Transportation Authority (DCTA) and Span, Inc. provide public transportation in Denton County. DCTA and Span staff meet on a regular basis to discuss coordination opportunities. Additionally, with the aim of improving access and providing education and information, DCTA and Span provide travel planning assistance to transit riders. Span's mobility manager also helps to identify, plan for, and secure funding for additional services in underserved areas. Since 2013, Span entered into new or expanded service agreements to provide transportation in the cities of Flower Mound, Little Elm and The Colony.

In regards to improving service to regional destinations, the North Texas Xpress bus service (which opened in 2016 and is operated jointly by DCTA and the Fort Worth Transportation Authority) connects Denton to Fort Worth, including a stop in the Alliance area. Access to Dallas County for jobs and medical services is accommodated by the A-train (a 21-mile regional rail system connecting Denton and Dallas Counties), with a transfer to DART's rail and bus service in Carrollton.

DCTA applied for and received funding to enhance bus stop accessibility, and is working on those improvements. DCTA is also partnering with transportation network and taxi companies to supplement traditional transit services.

Another initiative taking place in Denton County is the Community Health Council hosted by Texas Health Presbyterian Hospital in Denton. Although this group is focused on health, it also has a transportation subcommittee.

ELLIS COUNTY

Prioritized Strategies	Status
Enhance existing transportation service, expand service hours or introduce new service within the county to better connect local communities	Partially implemented
Expand or introduce new transportation options that enable regional connections to Dallas for employment and medical services	Partially implemented
Improve public awareness of existing and new public transportation services, including raising awareness that services are not limited to older adults and individuals with disabilities	Partially implemented
Improve transportation options to access jobs within Ellis County, including employment locations in Waxahachie and Ennis	No progress reported
Explore local service to connect key destinations in Waxahachie, including uptown, downtown, the new Baylor Hospital (opening in 2014) and Navarro College	No progress reported

Additional Strategies	Status
Provide transportation to Veterans Affairs services in Dallas	Ongoing
Create language-specific marketing to reach individuals who have limited English proficiency	Partially implemented
Expand service availability for youth under age 18	Partially implemented
Explore partnerships to increase the affordability of fares for those most in need	No progress reported
Evaluate different ways to provide public transportation services through partnerships with public and private transportation operators	No progress reported

Community Transit Services (CTS) provides public transportation in Ellis County. CTS extended its service hours to include Saturday service in January 2016. CTS has also received funding to update its website and make information about the transit service it provides more accessible.

Senior Connect contracted with STAR Transit to provide trips into Dallas for eligible Ellis county residents to medical appointments. Additionally, some transportation to Veterans Affairs services in Dallas is available for older adults and people with disabilities through the STAR Transit and Senior Connect partnership.

ERATH COUNTY

Prioritized Strategies	Status
Improve availability of connections from Stephenville and Dublin to regional destinations including medical services, job access and education	No progress reported
Create and maintain a county coordinating committee to focus on ongoing transportation needs	No progress reported
Decrease waiting times for public transportation from its current two-hour time window	No progress reported
Expand service operating hours beyond 8:00 am to 5:00 pm to address community and job access needs within Erath County	No progress reported

Additional Strategies	Status
Improve awareness of existing public transit services and expand opportunities for partnerships to grow transit service	Ongoing
Develop a driver recruitment and retention program to address difficulties CARR faces in hiring and retaining drivers in Erath County	No progress reported

City and Rural Rides (also known as CARR) provides public transportation in Erath County. CARR started a partnership with Tarleton State in 2014, providing free shuttle services to assist students and employees traveling between off-campus apartment complexes, remote parking lots and the university's Stephenville campus. The program features a live tracking service to inform users of the shuttle's location and estimated arrival times, which can be accessed through its website (www.TarletonStateUniversityShuttle.com) or mobile app.

HOOD COUNTY & SOMERVELL COUNTY

Prioritized Strategies	Status
Increase service in Hood County and Somervell County to address access to all activities; identify funding sources	No progress reported
Meeting of a coordinating committee to discuss ongoing transportation needs	No progress reported

Additional Strategies	Status
Explore ways to make bus passes easier to use	Ongoing
Improve awareness of available public transportation services	No progress reported
Coordinate more efficient transportation routes for senior center access	No progress reported

The Transit System provides public transportation in Hood County and Somervell County. Currently, family passes enable the Transit System's riders to pay for trips with a pre-loaded fare card rather than cash, which makes bus passes easier to use.

HUNT COUNTY

Prioritized Strategies	Status
Establish a regional transportation link to the Dallas-Fort Worth area to allow for improved employment and medical access; enable connections with regional transportation services	Ongoing
Improve access to education in and around Hunt County through partnerships with colleges and universities; link education sites to community services and improve access for students living in rural areas	Under development
Create and maintain a county coordinating committee to focus on ongoing transportation needs	No progress reported

Additional Strategies	Status
Explore partnerships with faith organizations in the county to maximize use of existing transportation resources and coordinate the provision of transportation service	Ongoing
Coordinate with Veterans Affairs transportation programs to improve the availability of veterans transportation to Dallas and Bonham facilities	Ongoing
Improve local and county access through a reduced scheduling pickup window or through improved rider familiarity with service parameters to facilitate access to community services, medical services and jobs within Hunt County	Ongoing
Increase awareness of existing services through a countywide education initiative	Ongoing
Establish mobility management activities to build, grow and maintain partnerships focused on access to jobs, job training, and education in the county	Ongoing

The Connection (operated by Senior Center Resources and Public Transit) provides public transportation in Hunt County. To provide a regional transportation link to the Dallas-Fort Worth area, The Connection started service to Rowlett's DART Station in the fall of 2016. The Connection also actively shares information about its services to communities, employers, schools, and other agencies in Hunt County. The Connection also coordinates with Veterans Affairs on an as-needed basis to ensure that veterans can reach their appointments at various facilities. Additionally, The Connection is working on developing partnerships, actively training riders, and attending outreach events throughout Hunt County.

JOHNSON COUNTY

Prioritized Strategies	Status
Increase awareness by educating local officials on available transit services, local demand, opportunities to leverage funding and opportunities for economic development with transit	Ongoing
Explore opportunities to strengthen regional transportation links into Tarrant County to allow for improved education, employment and medical access	Ongoing
Establish and build partnerships with cities, employers and other stakeholders in the county; explore options for additional funding to grow transit service in the county	Under development
Create and maintain a county coordinating committee to focus on ongoing transportation needs	No progress reported
Coordinate with City/County Transit Advisory Board to further goals and objectives identified; establish collaborative methods of meeting performance measures and creating successful outcomes	No progress reported

Additional Strategies	Status
Coordinate with cities to incorporate transit into redevelopment and revitalization planning activities	Ongoing
Increase and improve access and availability of transit service along major east/west and north/south corridors throughout the county	Under development
Expand service during evenings and weekends to improve access to service sector jobs, recreation activities and medical facilities	No progress reported
Explore options for subsidized fares and affordable subscription services with City/County Transportation	No progress reported

City/County Transportation provides public transportation in Johnson County. Working to increase awareness, City/County Transportation offers presentations about its service upon request. City/County Transportation also connects to Fort Worth and FWTA services through its existing commuter route. Coordination with cities to incorporate transit into redevelopment and revitalization planning activities is conducted on an as-needed basis. City/County Transportation is exploring new partnerships, is considering selling advertising space on its buses for additional funding, and is exploring possible additional commuter connections.

KAUFMAN COUNTY

Prioritized Strategies	Status
Improve public awareness of existing and new public transportation services	Ongoing
Increase usage or modify service to address low ridership on STAR Transit's Trolley in Kaufman	Ongoing
Increase options for local transportation within and between communities in Kaufman County for those with limited mobility, including older adults, individuals with disabilities and low-income individuals	Ongoing
Explore opportunities for regional connections that can address needs for commuter services connecting to major employment destinations in the region and needs for affordable and accessible transportation to medical services in the region, including Mesquite and Dallas	Ongoing
Improve access to local employment destinations in areas such as Kaufman, Terrell and Forney, focusing on options for low-income workers	Under development

Additional Strategies	Status
Improve the availability and affordability of transportation to Veterans Affairs services in Dallas	Ongoing
Maintain and improve transportation options for older adults throughout the county, including rural northeast and southern parts of the county	Ongoing

STAR Transit provides public transportation in Kaufman County. To improve public awareness of existing and new public transportation services, STAR Transit has updated its website and hired marketing personnel. STAR Transit has implemented recommendations from a 2015 planning study to increase the efficiency of the Kaufman Trolley, and its ridership continues to slowly increase. STAR Transit also continues to provide demand-response transportation throughout Kaufman County.

STAR Transit was recently awarded TxDOT funding to implement additional bus route services in Kaufman and Terrell. Routes are currently under development and key employment centers will be included. Lastly, Senior Connect contracts with STAR Transit to provide trips for seniors into Dallas for medical appointments, and the Dallas VA is one of their top destinations.

NAVARRO COUNTY

Prioritized Strategies	Status
Improve local and county access through increased service frequencies or hours of service to address community and job access needs and access to medical care within Navarro County	Ongoing
Regional transportation link to the Dallas-Fort Worth area that can allow for greater employment opportunities and connections with regional transportation services	No progress reported
Increase awareness of existing services through a countywide education initiative	No progress reported

Additional Strategies	Status
Establish a training program that will assist first time bus riders in learning how public transportation operates and how to schedule services	No progress reported
Create and maintain a county coordinating committee to focus on ongoing transportation needs	No progress reported

Community Transit Services (CTS) provides public transportation in Navarro County. CTS extended its hours to include Saturday service in January 2016. Senior Connect partnered with STAR Transit to offer trips for seniors and individuals with disabilities that need to access medical appointments in Dallas County.

PALO PINTO COUNTY

Prioritized Strategies	Status
Expand local and regional job access	Under development
Identify connections to regional transit services and improve access to destinations outside the county including Weatherford and Tarrant County	Under development
Increase awareness of available public transportation services and partnership opportunities	No progress reported
Increase outreach and education about transit services for transportation disadvantaged populations in the county, especially in the southwest corner	No progress reported

Additional Strategies	Status
Acquire vehicles to better match vehicle size to type of service provided in order to more effectively use resources by using smaller vehicles for transporting one or two riders at a time	Ongoing
Improve the customer experience and ability to partner with funding agencies, including fare card improvements	No progress reported
Create and maintain a county coordinating committee to focus on ongoing transportation needs	No progress reported

Public Transit Services (PTS) provides public transportation in Palo Pinto County. Weekday commuter service is provided by PTS from Mineral Wells to Fort Worth. A 2015 planning study made recommendations for local and regional job access, as well as for regional connections to Tarrant County: no new services have been added to date. PTS participated in a cooperative vehicle procurement coordinated by the North Central Texas Council of Governments, where three different types of vehicles were acquired including smaller transit vehicles. Lastly, Easter Seals (a nonprofit organization serving North Texas) conducted Mobility 101 training in 2015 and 2016 in Palo Pinto County, covering transit resources available in the whole County. Public Transit Services (PTS) remains open to partnership opportunities.

PARKER COUNTY

Prioritized Strategies	Status
Identify and serve regional connections to Tarrant County and Wise County	Under development
Coordinate existing services in the northeast Parker County and Azle area	No progress reported
Create and maintain a county coordinating committee to focus on ongoing transportation needs	No progress reported
Grow service in the northeast corner of the county including Springtown (coordinate with existing providers)	Under development
Pilot program of fixed route or trolley service in areas with potentially high ridership	Under development

Additional Strategies	Status
Acquire vehicles to better match vehicle size to type of service provided and evaluate the need for every vehicle in a provider's fleet to be Americans with Disabilities Act (ADA) accessible	Ongoing
Develop centralized access to information about public transportation options in the county and surrounding area through a one call or one click project coordinated among regional partners	Under development

Public Transit Services (PTS) provides public transportation in Parker County. Weekday commuter service is provided by PTS from Weatherford to Fort Worth. The Parker County Committee on Aging also provides some transportation to older adults in Parker County. In regards to growing service in the northeast corner of Parker County and developing a pilot fixed route service, a 2015 planning study made recommendations for transit service in Springtown and for fixed route service, although no new routes are operating to date.

PTS participated in a cooperative vehicle procurement coordinated by the North Central Texas Council of Governments, where three different types of ADA accessible vehicles were acquired. Lastly, to provide centralized access to information about public transportation options, DART (which provides transit service mainly in Dallas County and surrounding areas) is leading a one-call one-click project for the 16-county North Central Texas region and is coordinating with regional partners in order to complete it.

ROCKWALL COUNTY

Prioritized Strategies	Status
Improve public awareness of existing and new public transportation services	Ongoing
Increase transportation options for seniors, low-income residents and people with disabilities, including increased daytime, evening and weekend service to improve access to community destinations	Ongoing
Identify, plan for and provide transportation options for access to regional employment opportunities	Ongoing

Additional Strategies	Status
Explore needs for transportation service to identified employment clusters within Rockwall County	Ongoing
Improve the condition and availability of sidewalks and crosswalks in order to facilitate access to transit	Ongoing
Explore partnerships to increase the affordability of fares for those most in need	No progress reported

STAR Transit provides public transportation in Rockwall County. To improve public awareness of existing and new public transportation services, STAR Transit has updated its website and hired marketing personnel. STAR Transit continues to provide demand response transportation in Rockwall County, and services includes access to employment within its service area, including the cities of Mesquite, Balch Springs, and Seagoville. Additionally, Senior Connect contracts with STAR Transit to provide trips for seniors into Dallas for medical appointments.

In regards to improving the condition and availability of sidewalks and crosswalks in order to facilitate access to transit, the City of Rockwall's downtown capital improvement project (completed in 2015) includes sidewalks and increased accessibility.

TARRANT COUNTY

Prioritized Strategies	Status
Improve coordination among transportation providers that serve transit-dependent populations in similar geographies	Under development
Coordinate ongoing efforts to establish and expand a one-call center for transportation options	Ongoing
Address gaps in service due to eligibility	Under development
Establish or enhance transportation service in geographies with limited or no transportation options including outlying areas of the county such as White Settlement, Lakeside, Lake Worth and Haslet as well as the Alliance area and dialysis centers	Ongoing
Expand the availability of transportation options in the early morning, in the evening and on weekends	Ongoing
Expand employment transportation for low-income individuals without transportation options	Ongoing
Establish service for veterans without transportation options to facilitate access to Veterans Affairs locations and community services	Ongoing
Increase public awareness of new and enhanced transportation services, including enhanced outreach to individuals with limited English proficiency	Ongoing

Additional Strategies	Status
Improve availability of transportation options during peak hours when services are constrained by high levels of demand	Under development
Explore additional specialized services to serve the needs of students, homeless persons and non-English speaking persons	Under development
Explore opportunities for public/private partnerships as a way to address gaps in service	Under development
Additional strategies that address needs identified in the planning process will be considered between this plan and a future plan update	Under development

The Fort Worth Transportation Authority (FWTA, previously referred to as "The T"), is the main transportation provider in Tarrant County. FWTA, in partnership with DCTA, operates bus service that connects downtown Fort Worth with Denton with a stop in Alliance.

My Ride Tarrant is a project of MHMR of Tarrant County that focuses on connecting Tarrant County residents to transportation resources and providers. This group meets quarterly with My Ride Dallas to discuss local and regional transportation challenges. Both of these projects support DART's My Ride North Texas online tool to assist with identifying appropriate regional transit resources. DART's project was funded by the Veterans Transportation and Community Living Initiative (VTCLI) and will provide the 16-county region with one-click access to public transportation information.

The Tarrant Riders Network (TRN) is a committee formed to improve transit in the county. The group holds regular meetings to discuss and strategize for better transit for the transit dependent and areas with service gaps, and provides public awareness for transit in the county and outreach to those with limited English proficiency.

FWTA has been active in implementing strategies from the 2013 Access North Texas plan. Upon completion of the 2015 Master Plan, FWTA has implemented new service in the Fort Worth area. FWTA also partnered with Easter Seals North Texas to implement the ReadyVetGo initiative to move veterans to and from doctor's appointments at Veterans Affairs clinics in the county.

The city of Arlington partnered with DART and FWTA to operate the Arlington MAX transit route. This pilot bus route connected the University of Texas-Arlington to the Trinity Railway Express (TRE) CentrePort Station. While the route ended in 2017, it was replaced by a microtransit shared-ride service (multiple riders sharing van trips dynamically created based on demand). This ride-sharing service, operated by Via, launched in late 2017 and continues to connect Arlington to the TRE CetrePort Station.

WISE COUNTY

Prioritized Strategies	Status
Establish connections to regional transit services in Denton County and Tarrant County	No progress reported
Improve public awareness and visibility of available service	No progress reported
Establish and maintain a county coordinating committee to focus on ongoing transportation needs	No progress reported
Improve medical access	No progress reported
Increase evening and weekend service	No progress reported

Additional Strategies	Status
Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers for vehicles in Wise County	No progress reported
Provide travel training for older adults or individuals with disabilities to learn how to use public transportation	No progress reported

Texoma Area Paratransit System (TAPS) provides public transportation in Wise County. TAPS downsized in 2015, which affected many of the strategies for Wise County. Although TAPS operated the Commuter Connect route between Decatur, Rhome, and downtown Fort Worth in 2015, this service was cut due to low ridership.

DALLAS/FORT WORTH INTERNATIONAL AIRPORT

Prioritized Strategies	Status
Explore feeder transit service from cities with significant populations of airport employees, including Grapevine, Southlake, Colleyville, Bedford and Euless, to facilitate access to airport employment	Under development
Explore partnerships for site-specific shuttles to serve major employers and institutions in and around the airport and to connect these destinations to rail stations or transit centers	Ongoing
Implement parking policies at transit stations that assess prices by 24-hour periods to encourage transit use by employees who work shifts that span two calendar days	No progress reported
Maintain a last-mile connection between DFW Airport and CentrePort Station on the TRE line and establish a new connection to Southgate Plaza when compete to serve employees	Ongoing
Encourage employees to use transit though enhanced transit information and through discounted passes, including options such as an employee transit pass subsidy, deeply discounted passes provided though an employer or allowing employees to purchase passes with pre-tax dollars	Ongoing

Dallas/Fort Worth International Airport (DFWIA) has made strides to improve transit access to and from the airport. Since the Access North Texas 2013 plan, DFWIA has made it easier for private transportation network companies such as Uber and Lyft to provide ground connections for those going to or leaving from the airport. The airport continues the CentrePort shuttle that provides connects the TRE to the airport, which benefits travelers and employees alike. DART has partnered with the airport to provide a reduced fare for employees taking the Orange Line to get to work.

SUMMARY OF LIMITED ENGLISH PROFICIENCY POPULATION

Limited English Proficiency (LEP) is a measure of people age 5 years and older who speak English "less than well," based on Census responses. For Access North Texas, this measure covers the 16-county region represented by the North Central Texas Council of Governments (NCTCOG). The data used in this analysis is the 2010-2015 US Census American Community Survey estimates. Understanding the number of people with LEP, and the primary language these people speak allows transit agencies to better understand communication needs of its passengers.

In the region, an estimated 843,064 people have limited English proficiency. The top three languages spoken after English are Spanish or Spanish Creole, Vietnamese, and Korean. Spanish or Spanish Creole speakers make up 81% of the LEP population, approximately 685,000 people. The second most popular language is Vietnamese, with 4.9% of the total LEP population, approximately 41,000 people. Korean is the third most popular language with 1.7% of the total LEP population, approximately 14,000 people.

These populations vary quite a bit between counties and cities. Transit providers may use more detailed, localized data to ensure that local LEP populations have access to information about public transportation and can use transit services as needed.

Language of Limited English Proficiency	Individuals	Percent of Total LEP Population
All Languages	843,064	100.0%
Spanish or Spanish Creole	685,200	81.3%
Vietnamese	41,272	4.9%
Korean	14,195	1.7%
Other Asian Languages	13,606	1.6%
African Languages	12,186	1.4%
Other Indic Languages	10,211	1.2%
Arabic	8,601	1.0%
Hindi	6,384	0.8%
Persian	5,282	0.6%

Language of Limited English Proficiency	Individuals	Percent of Total LEP Population
Urdu	5,252	0.6%
French	5,035	0.6%
Tagalog	4,834	0.6%
Laotian	3,335	0.4%
Russian	2,831	0.3%
Gujarati	2,814	0.3%
Chinese	2,243	0.3%
Portuguese or Portuguese Creole	2,225	0.3%
Mon-Khmer, Cambodian	2,142	0.3%
Japanese	2,060	0.2%
Other Pacific Island Languages	2,026	0.2%
Other Indo-European Languages	1,923	0.2%
Thai	1,867	0.2%
German	1,773	0.2%
Serbo-Croatian	1,354	0.2%
Italian	733	0.1%
Polish	710	0.1%
Other Slavic Languages	668	0.1%
French Creole	296	
Hebrew	272	
Other West Germanic Languages	263	
Armenian	263	
Greek	240	
Hungarian	234	
Hmong	215	
Other and Unspecified Languages	196	
Scandinavian Languages	191	
Other Native North American Languages	69	
Navajo	39	
Yiddish	24	

Public Transportation Toolbox

Contents

Public Transportation Toolbox Introduction

This toolbox highlights transit services that can be implemented in the near term to meet specific needs within a community. Each transit service includes:

1. General description
2. Need being met
3. Market
4. Service parameters (frequency, operating hours etc.
5. Existing conditions required for success
6. Anticipated outcomes and level of service (ridership, productivity etc.)
7. Extent to which needs are addressed
8. Other implementation considerations

The nineteen items in this toolbox are:
- Volunteer Driver Program
- Mobility Management
- Coordination and Cost Sharing Opportunities
- Subsidized Taxi Program
- Carpool
- Vanpool
- Eligibility-Based Dial-A-Ride
- General Public Dial-A-Ride
- Mobility on Demand Service – General Public
- Mobility on Demand Service – Eligibility-Based
- Mobility on Demand Service – Microtransit
- Community Shuttle
- Express Bus/Park-and-Ride Service
- Limited Stop Service
- Point Deviation Service
- Route Deviation Service
- Feeder/Connector Service to Fixed-Route
- Site-Specific Shuttle
- Local Fixed-Route Bus Service

Using This Toolbox

Communities considering the short-term transit service alternatives presented in this toolbox should evaluate potential services to identify those that are likely to have the greatest impact or be most effective. The evaluation should be based on the community's needs. Further, service should be designed to match market demand and operating environments. Communities must coordinate closely with potential transit providers to learn how to implement service and to negotiate details relating to service parameters and cost.

Evaluating Transit Need in Terms of Priorities

The first step in determining whether and how to select and implement public transportation is for the community to consider its priorities. Working with elected officials, the public and community leaders, the community may determine that there is indeed interest in public transportation. Who is the target demographic for transit service? When might the service

operate to meet the need? Where might the service travel to reach target riders? Why might people use the service? Having conversations to find out the answers to those questions (also summarized in the table below) will help the community establish its priorities.

Who?
• All residents
• Older adults
• Individuals with disabilities
• Low-income individuals

When?
• Rush hour
• Early morning
• Midday
• Late evening
• Overnight
• Weekday
• Weekend

Where?
• Within town
• Out of town
• Into town

Why?
• Work
• Day habilitation
• Medical, dialysis
• Education
• Shopping, nutrition, personal

Considering Community Type

The table below provides a general evaluation of the short-term transit service alternatives presented in this toolbox by community type. However, it is important to remember that this general evaluation should be used with care; each alternative should be evaluated based on the specific needs and conditions in the community.

Service Alternative	Countywide or Large Area	Rural Community	Suburban/ Employment Base	Suburban/Bedroom Community	Small Urban
Volunteer Driver Program	Low	Low	Low	Low	Low
Mobility Management	Medium	Low	Medium	Medium	Medium
Coordination and Cost Sharing Opportunities	Medium	Low	Medium	Medium	Medium
Subsidized Taxi Program	Low	Low	Medium	Medium	Medium
Carpool	High	High	High	High	High
Vanpool	Medium	Medium	High	High	Medium
Eligibility-Based Dial-A-Ride	Medium	Medium	Medium	Medium	Medium
General Public Dial-A-Ride	Medium	High	High	High	High
Mobility on Demand Service – General Public	Medium	Medium	Medium	Medium	Medium
Mobility on Demand Service – Eligibility-Based	Medium	Medium	Medium	Medium	Medium
Mobility on Demand Service – Microtransit	Low	Low	Low	Low	Medium
Community Shuttle	High	High	High	High	Medium
Express Bus / Park-and-Ride Service	Low	Low	High	Medium	High
Limited Stop Service	Medium	Medium	Medium	Medium	Medium
Point Deviation Service	Medium	Medium	Medium	Medium	Medium
Route Deviation Service	Medium	Medium	High	Medium	High
Feeder/Connector Service to Fixed-Route	Medium	Medium	Medium	Medium	Medium
Site-Specific Shuttle	Low	Medium	High	Medium	Medium
Local Fixed-Route Bus Service	Low	Low	Medium	Low	High

A low ranking in the table above indicates that the tool or strategy is least compatible/appropriate for a community classification; a high ranking indicates it is most

compatible/appropriate. A medium ranking means that strategy may not be ideal, but could be successful under certain circumstances.

If a specific strategy is not deemed appropriate for implementation in the near term, it could be appropriate in the future. Transit services can evolve along with the communities they serve. A vanpool program that is constrained by its own success can be converted into an express bus service. Conversely, a fixed-route bus service that is failing to meet ridership goals can be transformed into a route deviation service to widen its coverage area. Some strategies require supportive infrastructure such as bus stops or park-and-ride lots. These can be viewed as placeholders for transit centers and rail stations if demand warrants.

Additional Criteria for Evaluating Potential Service

This section outlines an evaluation tool that can assist the community in its prioritization process. The evaluation criteria included in this tool are community support, transportation benefits, financial feasibility, and implementation feasibility. Specific criteria that may be used are explained below. Additional information may be generated during conversations with potential transportation providers that will help the community conduct this evaluation.

A. Community

The community evaluation criterion is based on the level of community support, whether the tool or strategy serves the greatest need, whether it serves needs of a diverse community, and if it is accepted by the target population to be served. The approach for rankings is as follows:
- High ranking - High community support and serves greatest need
- Medium ranking - Moderate community support and serves greatest need
- Low ranking - Low community support

B. Transportation Benefits

This evaluation criterion accounts for the number of beneficiaries, number of problems solved, and measurable solutions. The approach for rankings is as follows:
- High ranking - Large number of residents benefit, addresses multiple concerns, growth potential
- Medium ranking - Moderate number of residents benefit, addresses multiple concerns
- Low ranking - Small number of residents benefit, addresses one concern

C. Financial

The financial criterion accounts for the overall cost, cost per beneficiary, funding availability, and sustainability of the service (operating and capital). The approach for rankings is as follows:
- Highest ranking - Lowest cost to implement (under $50,000), most cost effective and financially feasible
- High ranking - Low cost to implement ($50,000 to $100,000), cost effective and financially feasible
- Medium ranking - Medium cost to implement ($100,000 - $250,000), moderately cost effective and feasible
- Low ranking - High cost to implement ($250,000 to $1M), high cost per beneficiary
- Lowest ranking - Highest cost to implement (over $1,000,000), highest cost per beneficiary

D. Implementation

This criterion considers the implementation timeframe, staging, and complexity of coordination. The approach for rankings is as follows:

- High ranking - Short term (1-2 years), or capable of being implemented in stages, potential for coordination with other services and additional funding partners increases likelihood of implementation
- Medium ranking - Medium term (3-4 years), less coordination potential
- Low ranking - Long term (5+ years), may require large upfront fixed costs, least coordination potential

Service Alternatives

Volunteer Driver Program

In this type of program, volunteer drivers use their own vehicles (or vehicles provided by an agency) to provide transportation to targeted individuals such as people with disabilities and seniors. Volunteer driver programs could sometimes include long distance trips to serve specialized destinations such a VA hospital.

Need being met: Increase transportation options, including potential same day service. Provide more personalized service. Service for populations that do not have access to a car or ability to drive.

Market: Seniors, people with disabilities, temporary situations (health care, job hunting).

Service parameters (frequency, operating hours etc.): Varies considerably depending on the program parameters.

Existing conditions required for success: Strong volunteer base. Well-established network for volunteer recruitment. Agency able and willing to take on labor-intensive administrative function.

Anticipated outcomes and level of service (ridership, productivity etc.): Entirely dependent on the scale of the program.

Extent to which needs are addressed: Successful programs provide highly customized service, but overall trip availability per person is likely to be limited.

Other implementation considerations: Implementation of a successful program can be long-term, with a key challenge being able to balance the number of volunteers and potential riders, and the former's availability with the times at which trips are needed

Mobility Management

Mobility Management can be interpreted in a number of different ways, but generally refers to a strategic, cost-effective approach to connecting people needing transportation to available transportation resources within a community. Through partnerships with many transportation service providers, mobility managers enable individuals to use a travel method that meets their specific needs, is appropriate for their situation and trip, and is cost-efficient. Mobility managers should also identify when appropriate transportation resources are not available, and assist in developing and implementing them.

Need being met: Enhance coordination within a geographic area, and enhance residents' abilities to access existing resources.

Market: Generally serves people with disabilities, seniors and low-income residents.

Service parameters (frequency, operating hours etc.): Not applicable, since this is not an on-the-ground service that is being provided, but rather a means of facilitating access to services.

Existing conditions required for success: A variety of transportation options that can be accessed by the target population.

Anticipated outcomes and level of service (ridership, productivity etc.): Not applicable.

Extent to which needs are addressed: Effective mobility management functions can be critical in areas where residents are not aware of their transportation options, particularly in an auto-oriented environment.

Other implementation considerations: Requires significant level of cooperation between local agencies, and also the commitment of a "host" agency for the mobility management function. Requires several other services to be in place in order for mobility management to be effective.

Coordination and Cost Sharing Opportunities

Either through a mobility manager or an oversight entity that is connected to numerous transportation providers in the community, incremental steps can be taken to coordinate resources and enhance the effectiveness of service provision. With regard to cost sharing, this implies seeking opportunities for public entities such as paratransit providers to share trip costs with agencies/organizations whose clients are benefiting from service that exceeds the minimum Americans with Disabilities Act (ADA) paratransit service requirements (e.g. service to dialysis clinics).

Need being met: Coordination helps expand the reach of existing services so that more people can be served. Cost sharing can help defray the costs to the paratransit provider of some portion of paratransit service.

Market: Primarily used for services that meet the needs of people with disabilities and seniors.

Service parameters (frequency, operating hours etc.): Not applicable.

Existing conditions required for success: Strong political leadership to bring together different providers, and to ensure that paratransit costs are equitably distributed.

Anticipated outcomes and level of service (ridership, productivity etc.): More service and greater sharing of the costs of service provision.

Extent to which needs are addressed: Depends on level of coordination and cost sharing arrangements.

Other implementation considerations: Coordination and cost sharing can be most effectively achieved through the focused activities of a mobility manager.

Subsidized Taxi Program

A subsidized taxi program provides discounted taxi vouchers or auxiliary fleet for demand-response service.

Need being met: Improved same day, door to door options. Increase existing ridership. More personalized service than some other options. Most likely to be able to provide 24/7 service.

Market: Seniors, people with disabilities, temporary situations (health care, job hunting).

Service parameters (frequency, operating hours etc.): Can vary depending on budget availability and availability of taxi fleets.

Existing conditions required for success: Sizable taxi market. Willingness of taxi companies to participate in the program if using federal funds, given federal requirements (drug and alcohol testing, training etc.).

Anticipated outcomes and level of service (ridership, productivity etc.): Level of service will vary depending upon available budget, level of subsidy, constraints such as trip limits, eligibility, etc.

Extent to which needs are addressed: The flexibility of taxi service can result in significant meeting of needs apart from the high subsidy level required.

Other implementation considerations: Given program costs, this may well serve as a lifeline service for those essential trips that cannot be provided by the other options.

Carpool

Carpools are defined as ridesharing among commuters using a personal vehicle. Carpools are typically used for long-distance commutes.

Need being met: Transportation option where no others may exist. Reduced commuting cost compared to driving alone, especially for long commutes. Potential for significant time-savings where High-Occupancy Vehicle (HOV) lanes are available.
Market: Commuters, students.
Service parameters (frequency, operating hours etc.): Route and schedule developed by participants.
Existing conditions required for success: Disincentives to driving alone such as long distances, heavy congestion, or tolls. HOV lanes are preferable.
Anticipated outcomes and level of service (ridership, productivity etc.): Fewer vehicles to contribute to peak-hour congestion.
Extent to which needs are addressed: Carpools are most effective for recurring work or school commutes, but are not well suited for occasional or periodic trips such as shopping or medical appointments. Carpools also depend on potential participants to have sufficiently similar commuting patterns.
Other implementation considerations: Ridematching services can help facilitate and promote carpooling. Such services can be operated by public, private, or nonprofit organizations. An existing example available in North Central Texas is TryParkingIt.com.

Vanpool

Vanpools offer ridesharing among commuters using a sponsored van. Vanpools are typically used for long-distance commutes.
Need being met: Transportation option where no others may exist. Reduced commuting cost compared to driving alone, especially for long commutes. Potential for significant time-savings where HOV lanes are available.
Market: Commuters, students (age restrictions may apply).
Service parameters (frequency, operating hours etc.): Route and schedule developed by participants.
Existing conditions required for success: Disincentives to driving alone such as long distances, heavy congestion, or tolls. HOV lanes are preferable.
Anticipated outcomes and level of service (ridership, productivity etc.): Fewer vehicles to contribute to peak-hour congestion.
Extent to which needs are addressed: Vanpools are most effective for recurring home-to-work trips, but are not well suited for occasional or periodic trips such as shopping or medical appointments. Vanpools also depend on potential participants to have sufficiently similar commuting patterns.
Other implementation considerations: Ridematching services can help facilitate and promote vanpooling. Such services can be operated by public, private, or nonprofit organizations. An existing example available in North Central Texas is TryParkingIt.com. A small administrative staff is needed to manage vanpool records, service issues, etc.

Eligibility-Based Dial-A-Ride

Eligibility-based dial-a-ride is a demand-response service for people with disabilities, and sometimes for seniors, too.
Need being met: Lifeline service for sensitive population groups where no other transit service exists.
Market: Seniors, people with disabilities.
Service parameters (frequency, operating hours etc.): Typically no more than twice a regular transit fare.
Existing conditions required for success: Service requires community support and demand among target ridership.

Anticipated outcomes and level of service (ridership, productivity etc.): Eligibility-based dial-a-ride services typically generate 2 to 3 passenger trips per vehicle revenue hour, with lower productivity in congested urbanized areas, or where long trips are provided.
Extent to which needs are addressed: Eligibility-based dial-a-ride services provide critical mobility opportunities for select population groups, but reservations must usually be made at least the day before the trip, and restrictions are sometimes placed on trip types and frequency of use by an individual.
Other implementation considerations: Eligibility-based dial-a-ride services typically require dedicated dispatching staff and specialized ridematching software to operate efficiently.

General Public Dial-A-Ride

Demand-response service can also be available for the general population.
Need being met: In low-density environments with dispersed destinations, demand-response service provides the ability to serve a large geographic area.
Market: Seniors, people with disabilities, general public (for local shopping / services).
Service parameters (frequency, operating hours etc.): Daily trip limits per passenger are usually included in the program. Hours are based on demand and funding availability.
Existing conditions required for success: Dial-a-ride service must have well-defined boundaries to ensure reasonable trip distances and travel times.
Anticipated outcomes and level of service (ridership, productivity etc.): Dial-a-ride services typically generate 2 to 3 passenger trips per vehicle revenue hour.
Extent to which needs are addressed: Dial-a-ride services provide a very basic level of mobility coverage in low-density environments, but mostly lack the ability to accommodate travel that is not planned in advance.
Other implementation considerations: Dial-a-ride services typically require dedicated dispatching staff and specialized ridematching software to operate efficiently.

Mobility on Demand Service – General Public

Mobility on Demand (MOD) service via partnership with Transportation Network Companies (TNC) is an innovative way of complementing public transportation services that has been recently piloted by several local governments and transit authorities across the country. TNCs, like Uber or Lyft, are operated under a relatively new business model which connects paying passengers to drivers providing transportation in their own vehicles with great flexibility in origins and destination, distance, and schedule tailored to the passenger's individual needs. The personalized, convenient, and reasonably-priced transportation services provided by TNCs can (1) be integrated with a fixed-route public transportation system to enhance a sustainable and reliable service model, or (2) fill in service gaps in underserved areas or time periods.
Need being met: Enhanced service coverage in low-density areas, first / last mile connection to transit, service gap at night, spiking demand during special events.
Market: Transit choice riders lacking first / last mile connection, people with late shift employment, general public (for special events). This type of service may have limited applicability in very low-density environments due to supply-side limitations (not enough vehicles/drivers available).
Service parameters (frequency, operating hours etc.): Maximum flexibility in nearly all service parameters tailored to the passenger's needs
Existing conditions required for success: Compliance with federal regulations, commonly agreed-upon data sharing schema, diligent customer support, integrated trip reservation and fare payment system.

<u>Anticipated outcomes and level of service (ridership, productivity etc.)</u>: Boosted transit ridership, expanded service area and extended service hours for traditionally underserved population, reduced hassle of traffic and parking during special events.

<u>Extent to which needs are addressed</u>: MOD service is characterized by highly personalized mobility that can be tailored to specific gaps in service. Comprehensive, detailed planning should investigate the specific mobility needs of communities so that selected MOD services can address identified service gaps or insufficiencies. Successful MOD strategies should be developed with a clear mission statement targeting the identified service gaps and can be integrated with multiple service providers and a variety of service types.

<u>Other implementation considerations</u>: Three major implementation considerations outlined here include equity and accessibility; balancing risk and opportunity; and data sharing. The first area of consideration is equity and accessibility. TNC operations typically rely on smartphone app-based trip reservation systems and credit card fare payment methods, which creates access challenges for individuals who do not have smartphones or credit cards. Special consideration of wheelchair accessibility will be needed, because TNCs do not necessarily ensure that any of the available vehicles are wheelchair accessible. There may be additional needs for driver training to appropriately and safely transport people with disabilities. All of these concerns are especially important for publicly-funded service as there are various state and federal regulations related to equity and accessibility associated with using that funding. Also, most Federal Transit Administration (FTA) funding requires that recipients provide service through a "shared-ride" model, where scheduling must allow trips to be shared (unrelated passengers could end up on the same vehicle). In the MOD service model, if a driver is permitted to determine whether or not a trip may be shared, this service may not be eligible for federal transit funding. A second area of consideration is the need to balance risk and opportunity with new partners. As taxpayer-funded agencies, local governments and public transit agencies have not-for-profit obligations. Private companies such as TNCs are likely to abandon services that are not providing adequate return on investment. Public agencies will need to balance risk and opportunity on an ongoing basis during TNC partnerships to avoid disruptions in service associated with TNC industry shifts. Data sharing is a third area of consideration. Public and private partners should agree on data sharing during solicitation and contract development to ensure adequate data is available to measure the success of the partnership and to respond to requests for public information. More challenges may be identified as MOD service evolves.

Mobility on Demand Service – Eligibility-Based

Mobility on Demand (MOD) service via partnership with Transportation Network Companies (TNC) is an innovative way of complementing public transportation services that has been recently piloted by several local governments and transit authorities across the country. TNCs, like Uber or Lyft, are operated under a relatively new business model which connects paying passengers to drivers providing transportation in their own vehicles with great flexibility in origins and destination, distance, and schedule tailored to the passenger's individual needs. Besides serving the general public (see Mobility on Demand Service – General Public), the personalized, convenient, and reasonable-priced transportation services provided by TNCs can also be a cost-effective alternative to supplement certain eligibility-based traditional transit services such as paratransit or dial-a-ride.

<u>Need being met</u>: On-demand door-to-door paratransit service option featuring instant request to dispatch with wait time based on real-time availability of drivers and vehicles.

<u>Market</u>: Segments of the general public defined by age, disability, or income.

<u>Service parameters (frequency, operating hours etc.)</u>: Maximum flexibility in nearly all service parameters tailored to the passenger's needs.

<u>Existing conditions required for success</u>: Compliance with federal regulations, commonly agreed-upon data sharing schema, diligent customer support, integrated trip reservation and fare payment system. In addition, staff with professional skills of transporting special-needs populations and a share of the fleet with wheelchair accessible features are also precursors for success.

<u>Anticipated outcomes and level of service (ridership, productivity etc.)</u>: Lower cost per paratransit trip than directly operated dial-a-ride service. Greater flexibility may increase ridership compared to traditional services that have longer call-ahead times and limited vehicle availability.

<u>Extent to which needs are addressed</u>: MOD service is characterized by highly personalized mobility that can be tailored to specific gaps in service. Comprehensive, detailed planning should investigate the specific mobility needs of communities so that selected MOD services can address identified service gaps or insufficiencies. Successful MOD strategies should be developed with a clear mission statement targeting the identified service gaps and can be integrated with multiple service providers and a variety of service types.

<u>Other implementation considerations</u>: Three major implementation considerations outlined here include equity and accessibility; balancing risk and opportunity; and data sharing. The first area of consideration is equity and accessibility. TNC operations typically rely on smartphone app-based trip reservation systems and credit card fare payment methods, which creates access challenges for individuals who do not have smartphones or credit cards. Special consideration of wheelchair accessibility will be needed, because TNCs do not necessarily ensure that any of the available vehicles are wheelchair accessible. There may be additional needs for driver training to appropriately and safely transport people with disabilities. All of these concerns are especially important for publicly-funded service as there are various state and federal regulations related to equity and accessibility associated with using that funding. Also, most Federal Transit Administration (FTA) funding requires that recipients provide service through a "shared-ride" model, where scheduling must allow trips to be shared (unrelated passengers could end up on the same vehicle). In the MOD service model, if a driver is permitted to determine whether or not a trip may be shared, this service may not be eligible for federal transit funding. A second area of consideration is the need to balance risk and opportunity with new partners. As taxpayer-funded agencies, local governments and public transit agencies have not-for-profit obligations. Private companies such as TNCs are likely to abandon services that are not providing adequate return on investment. Public agencies will need to balance risk and opportunity on an ongoing basis during TNC partnerships to avoid disruptions in service associated with TNC industry shifts. Data sharing is a third area of consideration. Public and private partners should agree on data sharing during solicitation and contract development to ensure adequate data is available to measure the success of the partnership and to respond to requests for public information. More challenges may be identified as MOD service evolves.

Mobility on Demand Service – Microtransit
Mobility on Demand (MOD) service in the format of microtransit is an innovative way of complementing public transportation services that has been recently piloted by several local governments and transit authorities across the country. Microtransit is a unique privately operated mini transit service in between collective public transportation and private individual transportation. The early format of microtransit started from dollar van, jitney, or company shuttle buses. With ongoing technology development, microtransit has evolved into a smartphone-app-based on-demand transit service with optimized operation features including dynamic routes, variable pricing, right-size vehicles (usually fifteen seats or so), as well as on-board amenities such as free WiFi, individual working stations, and vending areas. Commonly known microtransit service providers include Via and Chariot. For private companies that

provide microtransit, profitable locations include densely-populated and largely well-off areas where there is enough demand for premium mobility experience at a slightly higher cost than public transit. These services can be deployed in other markets that satisfy the requirements of the private operator and a public sector partner with public sector partner subsidizing part of the cost. Public agencies have collaborated with microtransit operators to (1) add mobility options to high-density areas where demand is soaring and public transit is overburdened or to low-density areas where demand is elastic and regular transit has proven to be inefficient; or (2) build an integrated public transit network with enhanced first / last mile connections.

Need being met: Unique transit needs where public transit is over capacity or not sufficient, first / last mile connection to public transit.

Market: Niche service in selected locations, transit choice riders lacking first / last mile connection.

Service parameters (frequency, operating hours etc.): Flexibility in nearly all service parameters matching the common travel patterns of groups of passengers at selected locations.

Existing conditions required for success: Compliance with federal regulations, commonly agreed-upon data sharing schema, diligent customer support, integrated trip reservation and fare payment system. Even though the effectiveness of the microtransit service model varies from one location to another, microtransit have found more likely to succeed in high-density, affluent contexts.

Anticipated outcomes and level of service (ridership, productivity etc.): Ridership of microtransit fluctuates by time of day and route, depending on demand. An integrated transit system with microtransit addressing the first / last mile connection may lead to increased transit ridership at core routes and services. However, even though microtransit potentially reduces personal car reliance, it possibly increases overall vehicle mileage as the price of coordinating trips.

Extent to which needs are addressed: Microtransit is designed to provide dynamic limited-stop services between common origins and destinations for a group of people. It can also work as a solution to improve the first / last mile connection to transit. To understand the unique mobility needs of communities where microtransit can be a solution, comprehensive detailed planning at the community level is recommended.

Other implementation considerations: Three major implementation considerations outlined here include equity and accessibility; balancing risk and opportunity; and data sharing. The first area of consideration is equity and accessibility. Microtransit operations typically rely on smartphone app-based trip reservation systems and credit card fare payment methods, which creates access challenges for individuals who do not have smartphones or credit cards. Special consideration of wheelchair accessibility will be needed, because microtransit operators do not necessarily ensure that any of the available vehicles are wheelchair accessible. There may be additional needs for driver training to appropriately and safely transport people with disabilities. All of these concerns are especially important for publicly-funded service as there are various state and federal regulations related to equity and accessibility associated with using that funding. Also, most Federal Transit Administration (FTA) funding requires that recipients provide service through a "shared-ride" model, where scheduling must allow trips to be shared (unrelated passengers could end up on the same vehicle). In the MOD service model, if a driver is permitted to determine whether or not a trip may be shared, this service may not be eligible for federal transit funding. In addition, because of the higher cost to operate and maintain the premium service and amenities offered by microtransit, the fare of microtransit services is generally higher than traditional transit which poses a public perception that they cater to the more affluent. Public sector partners that want to subsidize microtransit services with the intention of making it more affordable need to ensure it is in compliance with laws and regulations. A second area of consideration is the need to balance risk and opportunity with new partners. As taxpayer-funded agencies, local governments and public transit agencies have not-for-profit obligations. Private companies including microtransit providers are likely to abandon

services that are not providing adequate return on investment. Public agencies will need to balance risk and opportunity on an ongoing basis during microtransit partnerships to avoid disruptions in service associated with microtransit industry shifts. Data sharing is a third area of consideration. Public and private partners should agree on data sharing during solicitation and contract development to ensure adequate data is available to measure the success of the partnership and to respond to requests for public information. More challenges may be identified as MOD service evolves.

Community Shuttle
A community shuttle is a fixed-route or demand-response service in small or rural communities that operate 1 to 3 days a week, typically to a specific location such as a supermarket or medical facility.
Need being met: Access to shopping and services on designated days for those with limited transportation options.
Market: Seniors, people with disabilities, general public (for local shopping/services).
Service parameters (frequency, operating hours etc.): Available at least one day per week. Can be operated as a fixed-route or demand-response service. Service hours depend on funding and ridership demand.
Existing conditions required for success: Community shuttles are often considered a life-line service, so "success" must be defined by an oversight body.
Anticipated outcomes and level of service (ridership, productivity etc.): Ridership is highly dependent on the service design, which can be fixed-route or demand-response and range from one round-trip per day to dozens of trips per day.
Extent to which needs are addressed: Community shuttles provide life-line coverage in low-density environments, but lack the ability to serve daily commuters.
Other implementation considerations: Community shuttles often alternate between different communities on different days. Some communities may be able to support more service days per week than others.

Express Bus/Park-and-Ride Service
Express bus/park-and-ride service is nonstop or very limited-stop commuter service in heavily traveled and congested corridors, often offering an alternative to automobile travel.
Need being met: Reduced commuting cost compared to driving alone, especially for long commutes. Potential for significant time-savings where HOV lanes are available.
Market: Commuters, general public (when service is available beyond peak hours).
Service parameters (frequency, operating hours etc.): 30-minute service or better in the peak. Hours depend on demand and funding availability.
Existing conditions required for success: Park-and-ride facility and/or connecting local service. HOV lanes are preferable.
Anticipated outcomes and level of service (ridership, productivity etc.): Express bus service typically averages between 15 and 20 passengers per trip.
Extent to which needs are addressed: Express bus service is best suited for daily commuter trips to employment destinations outside of the community. Express bus service generally does not address circulation within a community.
Other implementation considerations: Express bus service usually operates from park-and-ride lots which can be stand-alone or shared facilities. For shared facilities, it is best to consider a venue with low parking demand during daytime business hours (such as a movie theater).

Limited Stop Service

Limited stop service operates between regional destinations, often serving multiple cities. Limited stop service may terminate at major destinations or transit hubs.
Need being met: Connectivity between regional destinations.
Market: Commuters, general public.
Service parameters (frequency, operating hours etc.): 60-minute service or better in the peak. Regional service is typically an integral part of the transit network and operates all day (6:00 AM to 10:00 PM, for example).
Existing conditions required for success: Transit center, park-and-ride and/or connecting local service.
Anticipated outcomes and level of service (ridership, productivity etc.): Regional bus service typically carries 20 passengers or more per revenue hour.
Extent to which needs are addressed: Regional bus service is designed to provide limited-stop service between key regional destinations. Local circulation within a community is usually not addressed by regional bus service, except it can occur at a trip end.
Other implementation considerations: Regional bus service is usually paired with connecting local service to provide first/last mile connections.

Point Deviation Service

Point deviation service operates with fixed time points but flexible routing between time points (therefore considered one of the variations of "flex" service).
Need being met: Point deviation service combines the accessibility features of demand-response service with the scheduled reliability of fixed-route service.
Market: General public.
Service parameters (frequency, operating hours etc.): 60-minute service or better in the peak for fixed time points. To accommodate flex pick-ups, the travel time between time points must be longer than for direct travel.
Existing conditions required for success: 2 or more persons/acre within ¼ mile of fixed time points. 0.5 or more persons per acre average in "flex" area.
Anticipated outcomes and level of service (ridership, productivity etc.): Point Deviation Service typically carries 5 to 7 passengers per revenue hour.
Extent to which needs are addressed: For trips from scheduled time points to the flex areas, riders do not need reservations. For trips from flex areas to set time points, riders would need to make reservations to be picked up directly at the curb in front of their origin. For trips entirely within flex areas, riders make reservations for curb-to-curb service. Flex services are considered to be "demand-responsive" under ADA regulations, so complementary paratransit services are not necessary.
Other implementation considerations: Some transit agencies charge different fares on point deviation routes depending on if a passenger requested a "flex" trip or boarded and alighted at set time points only.

Route Deviation Service

Route deviation services is essentially fixed-route service that allows buses to deviate a certain distance from the defined path upon request. Buses must return to the point of deviation so that no fixed stops are missed.
Need being met: Route deviation service combines the accessibility features of demand-response service with the scheduled reliability of fixed-route service. Route deviation service is slightly more fixed-route than demand-response when compared to Point Deviation Service.
Market: General public.

Service parameters (frequency, operating hours etc.): 60-minute service or better in the peak for fixed time points. To accommodate flex pick-ups, the travel time between time points must be longer than for direct travel.

Existing conditions required for success: 2 or more persons/acre within ¼ mile of the fixed route. 0.5 or more persons per acre average in "flex" area.

Anticipated outcomes and level of service (ridership, productivity etc.): Route Deviation Service typically carries 5 to 7 passengers per revenue hour.

Extent to which needs are addressed: Since deviations from the fixed route need to be limited in order to maintain schedule adherence, this mode can only meet the needs of a limited number of people. However, it is an effective mode for serving the needs of those who can benefit from fixed-route service where densities do not justify full fixed-route service.

Other implementation considerations: Some transit agencies charge different fares on route deviation routes depending on if a passenger requested a deviation from the fixed route or boarded and alighted at regular bus stops only. Deviations can be at the discretion of a bus driver, depending on the on-time status of a given trip. However, exceptions can be made for people with disabilities who request deviations the day before the trip so that these can be more easily accommodated in the schedule.

Feeder/Connector Service to Fixed-Route

This type of service is fixed-route or demand-response service that is designed to feed passengers from low density environments to near-by transit centers or fixed-route bus stops. Feeder service can also be used to shorten paratransit trips by providing service to fixed-route bus service for those who are conditionally ADA paratransit eligible.

Need being met: Feeder/connector services are designed to provide the "last mile connection" that is key to the success and functionality of a regional transit network.

Market: General public.

Service parameters (frequency, operating hours etc.): 60-minute service or better in the peak for fixed time points. To accommodate flex pick-ups, the travel time between time points must be longer than for direct travel. For feeder service provided to people with disabilities, headways of 15 minutes or less is required in order to avoid long wait times.

Existing conditions required for success: 2 or more persons/acre within ¼ mile of the corridor served for fixed-route service. 0.5 or more persons per acre average if demand-response. Paratransit trip requests that are lengthy and can be more efficiently served through transfers from paratransit to fixed-route.

Anticipated outcomes and level of service (ridership, productivity etc.): Depending on the service design and the type of service connecting into, feeder/connector service could be expected to carry from 2 to 10 passengers per revenue hour.

Extent to which needs are addressed: Feeder/connector service complements an existing broader transit network, allowing more passengers to access the system for a wide variety of trip types.

Other implementation considerations: Feeder/connector service schedules are usually coordinated with connecting services to ensure a seamless transition for passengers. In the case of paratransit feeder services, many systems provide the full length of the trip on paratransit if there is a missed connection with the fixed-route service rather than have the passenger with disabilities wait.

Site-Specific Shuttle

A site-specific shuttle is a jointly funded service designed to provide a "last-mile" connection to a sponsoring employer, institution, or retail destination.

Need being met: Site-specific shuttles are designed to provide the "last mile connection" to and from major employment destinations that are beyond walking distance from regional transit centers or stations.

Market: Commuters.

Service parameters (frequency, operating hours etc.): 15-minute service or better in the peak.

Existing conditions required for success: Joint-funding and marketing sponsor. Transit center or station within relatively close proximity to major employment destination.

Anticipated outcomes and level of service (ridership, productivity etc.): Ridership is highly dependent on the size of the employer served.

Extent to which needs are addressed: Site-specific shuttle service complements an existing broader transit network, attracting large numbers of workers who would likely otherwise drive to work.

Other implementation considerations: Site-specific shuttles are designed around the needs of a major employer, but are open to the general public if they receive public funding.

Local Fixed-Route Bus Service

This tool is a traditional bus service: regularly scheduled routes making frequent stops along a set path.

Need being met: Local fixed-route bus service is designed to serve a variety of local activity centers and often to provide connections to regional services at transit centers and stations.

Market: General public.

Service parameters (frequency, operating hours etc.): 30-minute service or better in the peak, depending on land use densities.

Existing conditions required for success: 8 or more persons/acre within ¼ mile of corridors served.

Anticipated outcomes and level of service (ridership, productivity etc.): Local fixed-route bus service in a suburban or small urban environment typically carries 8 to 10 passengers per revenue hour. Higher productivities can be expected in more densely populated areas.

Extent to which needs are addressed: Local fixed-route bus service is designed to meet local mobility needs and connect to regional networks, but is not well suited for long-distance commuter trips.

Other implementation considerations: Complementary ADA Paratransit Service must accompany local fixed-route bus service.

PRIVATE CARRIER LIST

Below is a list of private providers operating in the North Central Texas 16-county region, organized by type of private provider. These private transportation providers are additional transportation options. Providers set their own fares and have varying capabilities to serve clients with mobility devices.

Type of Service	Private Provider
Car Sharing	Zipcar
Charter Bus	Buses by Bill
	Dan Dipert
	Echo Transportation
	Kerrville Bus Company
Demand Response	AET Custom Shuttle
	Apple Care & Companion
	Barry Berger Transportation Service
	Bec N Call
	Blessed Hands Elderly Care & Transportation Services
	Bucketlisters
	Children's Transportation Associations
	Comfort Keepers
	Dallas Wheelchair Transport
	Graci & Merci Transportation
	Health Services of North Texas
	Healthy Motives Delivery & Transportation Services
	Home Helpers Transportation & In-Home Care Services
	JOSHUA Transportation
	Logisticare
	Med Ride Now
	Non Emergency Transport Inc.
	Ride N' Safe Mobility Transports, LLC

Type of Service	Private Provider
Demand Response, cont.	Senior Care Transportation Services
	Senior Rides
	Vision of Valley
	We Care Senior Services
Fixed Route Local Transit	Arlington Trolley
Intercity Bus / Rail	Amtrak
	El Expreso
	Greyhound
	Megabus
	Tornado
Limousine	365 Limo Transportation, LLC
	A 2 Z Limos
	A Transport Associates
	Accent/Johnston Limousine, Inc.
	Aircar, Inc.
	AJL International
	Allen Executive Transportation
	ALOO DFW
	ALT Worldwide Chauffeured Services
	Big Town Limousine Service
	Business Exec Sedan & Limousine Service
	Carey Dallas/Fort Worth
	ECS Limo
	Execucar
	Executive Limo, LLC
	Four-S-Limo
	France Limousine Company, Inc.
	G & G Executive Transportation, Inc.
	Gaylord Texan Resort & Convention Center-Limo
	Iben Limousine Services, LLC
	Silver West Limousines
	Smith Limousine
	Wynne Transportation

Type of Service	Private Provider
Shuttle	Aries Shuttle
	Super Shuttle
	A's Shuttle
	GO Yellow Checker Shuttle
Taxi	Alamo Cab Co.
	Ambassador Cab Co.
	Cowboy Cab / Ranger Cab
	Dallas Taxi
	Executive Taxi Service / Golden Cab Company / Taxi Dallas
	Great American Cab Co.
	King Cab Company
	On-the-Dot Taxi
	Star Cab Co.
	Texas Cab Co.
	United Cab Co.
	Yellow Cab / Irving Holdings
	Eagle Cab Company (now part of Yellow Cab)
	Jet Taxi
Taxi Operators Association	Association of Taxicab Operators
	Independent Taxi Operators Association
Transportation Network Company (TNC)	Bubbl
	Lyft
	Uber
	Wingz

TRANSIT ACCESSIBILITY IMPROVEMENT TOOL

USER GUIDE
Transit Accessibility Improvement Tool – Revised for 2017

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.

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 aged 65 and older. The three variables were chosen based on NCHRP Report 532. Data for the TAIT is from the American Community Survey (ACS) five-year estimates. The TAIT covers the 16-county North Central Texas Council of Governments' region.

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.

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 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 extrapolated to the census-block group level. This method makes the false assumption that the population of disabled persons 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. Census tracts are included in the Geographic Information Systems attribute table for the TAIT.

Age 65 and Over

The age 65 and over population includes all individuals who identified themselves as age 65 or older.

Overlay Layers

There are additional demographic categories that could help identify potential transit use that are not included in the TAIT base layer. These layers include:

- *Population Density*: Persons per square mile of land area in each block group.
- *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.
- *Total Minority*: Includes the following races and ethnicities:
  - American Indian/Native Alaskan
  - Asian
  - Black or African American
  - Hawaiian/Pacific Islander
  - Hispanic
  - Some Other Race
  - Two or More Races
- *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 is mapped in the tool using shades of gray; darker shades indicate a higher population density. Unlike the Environmental Justice Index, this layer is not intended to be mapped in conjunction with the TAIT base layer.

Each additional overlay layer is mapped in the tool using crosshatching to show block groups that are above the regional percentage. Users may feel free to change this symbology in maps.

The results of the TAIT are displayed using the following symbology:

Displaying the Results

Indicator	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 All Variables

Transit Accessibility Improvement Tool

Legend
TAIT Variables: Age 65 and Over, Below Poverty, and Persons with Disabilities

Block Groups Below or Equal to Regional Percentage: All Variables

Block Groups Above Regional Percentage: One Variable

Block Groups Above Regional Percentage: Two Variables

Block Groups Above Regional Percentage: All Variables

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening tool to identify 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. The Age 65 and Over variable includes all individuals age 65 or older. The Below Poverty variable includes individuals whose household income in the past 12 months was below the Department of Health and Human Services poverty threshold. The Persons with Disabilities variable includes civilian, non-institutionalized individuals with at least one disability that may limit their ability to care for themselves.

Source: 2015 American Community Survey 5-Year Estimates

0   5   10 Miles

North Central Texas Council of Governments

Benefits of the TAIT

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. 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.

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. The Federal Transit Administration cautions in its Environmental Justice FAQs that "a very small minority or low-income population (statistically 'insignificant') in the project, study or planning area does not eliminate the possibility of a disproportionately high and adverse effect on these populations."

Distinguishing Between the EJI and TAIT

The TAIT should not be confused with the Environmental Justice Index (EJI); the tools are composed of different variables and have different regional coverage. 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

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

References

Federal Transit Administration. "Environmental Justice FAQs." https://www.transit.dot.gov/regulations-and-guidance/environmental-programs/environmental-justice/environmental-justice-faqs

National Cooperative Highway Research Program. "NCHRP Report 532: Effective Methods for Environmental Justice Assessment." Washington D.C.: Transportation Research Board, 2004.

Variable	Percent	Table—American Community Survey 5-Year Estimates
14 and Under	22.56	B01001
Population Density	N/A	N/A
65+	9.99	B01001
Low-Income	14.51	B17021
Persons with Disabilities	9.67	B18101
Veterans	7.22	DP02
Minority	50.85	B03002
Zero-Car	5.14	B25044

Regional Percentages and Data Sources

Data Dictionary

Alias Field	GIS Non-Alias Field	Description
Fields Found in Most Attribute Tables		
GEOID or GEOID10	GEOID or GEOID10	A unique set of 12 numbers that identify a census block group.
Block Group Total Population	ACS_15_5Yr	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.
County	County	The name of the county the census block group or census tract is located within.
Additional Fields found in TAIT Base 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	Pct_65Over	The share of the block group's population that is age 65 and older.
Regional Percentage Age 65 and Over	RP_65Over	The share of the region's population that is age 65 and older.
Ratio Age 65 and Over to Regional Percentage	Rat_65Over	The ratio between the block group's age 65 and older percentage and the regional age 65 and older percentage. A "1" would indicate the block group's percentage equals 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.
Census Table Age 65 and Over	Tbl_65Over	The 2015 American Community Survey 5-Year Estimate table used to acquire age 65 and over data.
Individuals for Whom Poverty Status is Known	TotalPSK	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 Population	BlwPov	The sum of all individuals whose household income in the past 12 months was below the Department of Health and Human Services poverty threshold.

Alias Field	GIS Non-Alias Field	Description
Percent Below Poverty	Pct_BlwPov	The share of the block group's population for whom poverty status is known whose household income in the past 12 months was below the Department of Health
Regional Percentage Below Poverty	RP_BlwPov	The share of the region's population for whom poverty status is known whose household income in the past 12 months was below the Department of Health and Human Services poverty threshold.
Ratio Below Poverty to Regional Percentage	Rat_BlwPov	The ratio between the block group's below poverty percentage and the regional below poverty percentage. A "1" would indicate the block group's percentage equals the regional percentage.
Above Regional Percentage for 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.
Census Table for Below Poverty	Tbl_BlwPov	The 2015 American Community Survey 5-Year Estimate table used to acquire below poverty data.
Census Tract ID	TRACTID	A unique set of numbers that identify a census tract.
Tract	Tract	Another representation of the numbers that identify a census tract.
Tract Total Population	TotalPop_1	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	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.
Regional Percentage Persons with Disabilities	RP_PWD	The share of the region's population who identified themselves as having at least one disability that may limit their ability to care for themselves.

Alias Field	GIS Non-Alias Field	Description
Ratio Persons with Disabilities	Rat_PWD	The ratio between the census tract's persons with disabilities percentage and the regional persons with disabilities percentage. A "1" would indicate the census tract's percentage equals 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.
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.
Census Table for Persons with Disabilities	Tbl_PWD	The 2015 American Community Survey 5-Year Estimate table used to acquire persons with disabilities data.
Additional Fields Found in Population Density Layer		
Population Density	ACS_15_5_1	The number of individuals per square mile of land area in the block group.
Additional Fields Found in Total Minority Layer		
Total Minority Population	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.
Regional Percentage Total Minority	RP_TotMin	The share of the region's population that identified themselves as having Hispanic ethnicity or as any racial group other than white.
Ratio Total Minority to Regional Percentage	Rat_TotMin	The ratio between the block group's total minority percentage and the regional total minority percentage. A "1" would indicate the block group's percentage equals the regional percentage.

Alias Field	GIS Non-Alias Field	Description
Above Regional Percentage Total Minority	ARP_TotMin	A "Y" indicates the block group's percentage is greater than the regional percentage for share of the population for total minority. An "N" indicates the block group's percentage is less than or equal to the regional percentage.
Census Table for Total Minority	Tbl_TotMin	The 2015 American Community Survey 5-Year Estimate table used to acquire total minority data.
Additional Fields Found in Veteran Population Layer		
Tract Total Population	TotalPop	The total number of people living in the census tract.
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.
Regional Percentage Veteran Population	RP_Vet	The share of the region'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	The ratio between the census tract's veteran percentage and the regional veteran percentage. A "1" would indicate the census tract's percentage equals 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 veteran population 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
Ratio Veteran Population to Regional Percentage	Rat_Vet	The ratio between the census tract's veteran percentage and the regional veteran percentage. A "1" would indicate the census tract's percentage equals 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 veteran population 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.
Above Regional Percentage Veteran Population	ARP_Vet	A "Y" indicates the census tract's percentage is greater than the regional percentage for share of the population for veterans. An "N" indicates the census tract's percentage is less than or equal to the regional percentage.
Census Table for Veteran Status	Tbl_Vet	The 2015 American Community Survey 5-Year Estimate table used to acquire veteran data.
Additional Fields Found in Zero Car Households Layer		
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 Households	Pct_NoCar	The share of the block group's households that identified as having no working vehicle.
Regional Percentage Zero Car Households	RP_NoCar	The share of the region's households that identified as having no working vehicle.
Ratio Zero Car Households to Regional Percentage	Rat_NoCar	The ratio between the block group's zero car household percentage and the regional zero car household percentage. A "1" would indicate the block group's percentage equals the regional percentage.
Above Regional Percentage Zero Car Households	ARP_NoCar	A "Y" indicates the block group's percentage is greater than the regional percentage for share of households with no working vehicle. An "N" indicates the block group's percentage is less than or equal to the regional

Alias Field	GIS Non-Alias Field	Description
Census Table for Zero Car Households	Tbl_NoCar	The 2015 American Community Survey 5-Year Estimate table used to aquire zero car household data.
Additional Fields Found in Age 14 and Under Layer		
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	Pct_14Unde	The share of the block group's population that is age 14 or younger.
Regional Percentage Age 14 and Under	RP_14Unde	The share of the region's population that is age 14 or younger.
Ratio Age 14 and Under to Regional Percentage	Rat_14Unde	The ratio between the block group's age 14 and under percentage and the regional age 14 and under percentage. A "1" would indicate the block group's percentage equals the regional percentage.
Above Regional Percentage Age 14 and Under	ARP_14Unde	A "Y" indicates the block group's percentage is greater than the regional percentage for the age 14 and under population. An "N" indicates the block group's percentage is less than or equal to the regional percentage.
Census Table for Age 14 and Under	Tbl_14Unde	The 2015 American Community Survey 5-Year Estimate table used to aquire age 14 and under data.

TRANSPORTATION POLL

Access North Texas - Transportation Survey

Thank you for taking this survey! It will take no more than ten minutes to complete. Your responses will help identify unmet public transportation needs and help develop solutions that meet those needs.

If you are taking this survey on behalf of a friend, client or relative, please answer all questions from his or her perspective.

Your responses will not be linked to you personally, even if you choose to join our mailing list.

This survey is part of Access North Texas, an ongoing effort to better coordinate transportation services throughout the 16-county North Central Texas Region. This plan focuses on increasing efficiencies in public and human service transportation to better serve older adults, people with disabilities, low-income individuals and other groups with transportation challenges. If you have any questions about this survey or Access North Texas, or if you need an accessible version of this survey, please contact Kelli Schlicher at kschlicher@nctcog.org or 817-695-9287 or visit www.accessnorthtexas.org.

Return survey no later than Monday, July 31st via e-mail to kschlicher@nctcog.org or via mail to Kelli Schlicher, NCTCOG, PO Box 5888, Arlington, TX 76005-5888

Part One: Demographic Information

1. Date _____

2. What is your five-digit mailing ZIP code? _____

3. What year were you born? _____

4. Are you a veteran?
   ☐ Yes   ☐ No

5. Are you a person with a disability or other condition that makes transportation difficult for you?
   ☐ Yes   ☐ No

6. Are you a student?
   ☐ Yes   ☐ No

7. Which of the following categories best describes your employment status?
   a. Employed, working 40 or more hours per week
   b. Employed, working 1-39 hours per week
   c. Not employed, looking for work
   d. Not employed, NOT looking for work
   e. Retired
   f. Disabled, not able to work

8. How much total combined money did all members of your HOUSEHOLD earn last year?
    a. $0 to $9,999
    b. $10,000 to $24,999
    c. $25,000 to $49,999
    d. $50,000 to $74,999
    e. $75,000 to $99,999
    f. $100,000 to $124,999
    g. $125,000 to $149,999
    h. $150,000 to $174,999
    i. $175,000 to $199,999
    j. $200,000 and up
    k. Prefer not to answer

Part Two: Transportation

9. How do you usually get where you need to go? Select up to three responses.
    a. Drive myself
    b. Get a ride with a friend or family member
    c. Public transportation (bus or rail)
    d. Paratransit (ADA or dial-a-ride)
    e. Senior center bus or van
    f. Bus or van of a community organization or other agency
    g. Walking
    h. Bicycle
    i. Taxi
    j. Transportation network company (like Uber or Lyft)
    k. Vanpool
    l. Other, please specify _____

10. In the last six months, have you missed any of the following trips due to a lack of transportation? (Check all that apply)
    ☐ I have not missed any trips
    ☐ Education
    ☐ Social service appointment
    ☐ Medical
    ☐ Meals
    ☐ Religious activity
    ☐ Work
    ☐ Social or entertainment
    ☐ Shopping
    ☐ Other, please specify _____

11. Is there anywhere you would like to travel but cannot due to a lack of transportation?
    ☐ Yes   ☐ No

12. If you answered YES for #10, where do you want to travel? List up to 3 locations using destination name and city.

    a. _____

    b. _____

    c. _____

13. What keeps you from getting where you need to go? (Check all that apply)
- ☐ I do not have a car or a car is not available to me
- ☐ Nobody is available to drive me
- ☐ No public transportation services are available for my trips
- ☐ I don't know the public transportation options
- ☐ I don't feel comfortable using the available public transportation services
- ☐ Available public transportation does not meet my needs
- ☐ Not Applicable
- ☐ Other, please specify _____

14. If available public transportation does not meet your needs, why not? (Check all that apply)
- ☐ Takes too long
- ☐ Requires too many transfers
- ☐ Requires advance reservations
- ☐ Not available on days I need to travel
- ☐ Not available at times I need to travel
- ☐ Services cost too much
- ☐ I need additional assistance (with packages or getting to/from the vehicle)
- ☐ Not applicable
- ☐ Other, please specify _____

15. Which of the following potential new services would be most appealing to you OR members of your household: (Check all that apply)
- ☐ Local bus service
- ☐ Commuter bus service to rail stations
- ☐ Community-wide dial-a-ride service
- ☐ Bus routes between cities/communities
  - From where to where? _____

16. Are there any other new services that would be appealing to you OR members of your household?

_____
_____
_____

17. Please use this space to share any additional ideas or thoughts on your transportation needs.

_____
_____
_____
_____
_____
_____

If you would like to be contacted about the Access North Texas plan, please provide the following information. This information will not be associated with your survey response.

Name _____

E-mail address _____

Phone number _____

Address, city, and ZIP code _____

Return survey no later than Monday, July 30th via e-mail to kschlicher@nctcog.org or via mail to Kelli Schlicher, NCTCOG, PO Box 5888, Arlington, TX 76005-5888

Public Transportation Survey

Thank you for taking this survey! It should take no more than ten minutes to complete. Your responses will help identify unmet public transportation needs and help develop solutions that meet those needs.

This survey is part of Access North Texas, an ongoing effort to better coordinate transportation services throughout the 16-county North Central Texas Region. This plan focuses on increasing efficiencies in public and human service transportation to better serve older adults, people with disabilities, low-income individuals and other groups with transportation challenges. If you have any questions about this survey or Access North Texas, or if you need an accessible version of this survey, please contact Kelli Schlicher at kschlicher@nctcog.org or 817-695-9287 or visit www.accessnorthtexas.org.

1. Agency name and brief description (optional)

   _____
   _____
   _____

2. What cities, counties, or other geographies does your agency serve?

   _____
   _____
   _____

3. What populations does your agency serve (Select all that apply)?

   ☐ Children
   ☐ Students
   ☐ People with disabilities
   ☐ Veterans
   ☐ Older adults
   ☐ Individuals or families that don't own a vehicle
   ☐ Low-income individuals or families (with a combined income within 150% of poverty)
   ☐ Other (please specify)

   _____
   _____

4. With the clients you or customers serve, what is the highest day-to-day transportation need?
   a. Medical
   b. Work
   c. Nutritional / grocery store
   d. Social
   e. Other (please specify)

   _____
   _____

5. When it comes to the public transportation needs of your clients or customers, what is your primary area of concern?
   a. Improve awareness of available services
   b. Increase coordination between agencies
   c. Fund new services
   d. Enhance the user's experience
   e. Create targeted implementation plans
   f. Other (please specify)

   _____
   _____

6. What keeps your clients or customers from getting where they need to go? (Check all that apply)
   ☐ I do not have a car or a car is not available to me
   ☐ Nobody is available to drive me
   ☐ No public transportation services are available for my trips
   ☐ I don't know the public transportation options
   ☐ I don't feel comfortable using the available public transportation services
   ☐ Available public transportation does not meet my needs
   ☐ Not Applicable
   ☐ Other (please specify)

   _____
   _____

7. If available public transportation does not meet their needs, why not? (Check all that apply)
   - ☐ Takes too long
   - ☐ Requires too many transfers
   - ☐ Requires advance reservations
   - ☐ Not available on days I need to travel
   - ☐ Not available at times I need to travel
   - ☐ Services cost too much
   - ☐ I need additional assistance (with packages or getting to/from the vehicle)
   - ☐ Not applicable
   - ☐ Other (please specify)

   _____
   _____

8. Which of the following potential new services would be most appealing to your clients or customers: (Check all that apply)
   - ☐ Local bus service
   - ☐ Commuter bus service to rail station
   - ☐ Community-wide dial-a-ride service
   - ☐ Bus routes between cities/communities (describe from where to where using destination names and cities)

9. Are there any other new services that would be appealing to your clients or customers?

   _____
   _____
   _____
   _____

10. What funding approach will have the biggest impact on improving access to transit?
    a. Focus on getting additional federal or state investment in transit
    b. Focus on getting additional local government investment in transit
    c. Focus on increasing user choice
    d. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
    e. Other (please specify)

    _____
    _____

11. What method could improve the awareness of available public transportation services?
   a. Targeted marketing to local agencies
   b. Public marketing campaign
   c. A centralized location to receive information about transit
   d. Materials provided in another language
   e. Other (please specify)

   _____
   _____

12. What is the biggest barrier for you when coordinating between agencies to improve public transportation?
   a. Knowing where to start
   b. Identifying appropriate contacts
   c. Successfully contacting other agencies
   d. Other (please specify)

   _____
   _____

13. What method could improve the awareness of public transportation services?
   a. Targeted marketing to local agencies
   b. Public marketing campaign
   c. A centralized location to receive information about transit
   d. Materials provided in another language
   e. Other (please specify)

   _____
   _____

14. What is the best way to enhance the user's experience?
   a. Personal instruction on the phone or in person
   b. Better information about how to use transit
   c. Additional assistance provided by the driver or personal attendant
   d. Fewer transfers between providers for regional trips
   e. Other (please specify)

   _____
   _____

15. Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

a. Transportation network companies like Uber and Lyft
b. Web or smartphone apps with info on multiple providers
c. Assistive driving technology (stay-in-lane, automatic breaking)
d. Driverless cars
e. Driverless cars, buses or shuttles
f. None – most people won't access these options
g. Other (please specify)

_____

_____

16. Please use this space to share any additional ideas or thoughts on your transportation needs.

_____

_____

_____

Q1 I would like to answer this survey as an:

Answered: 1,166   Skipped: 125
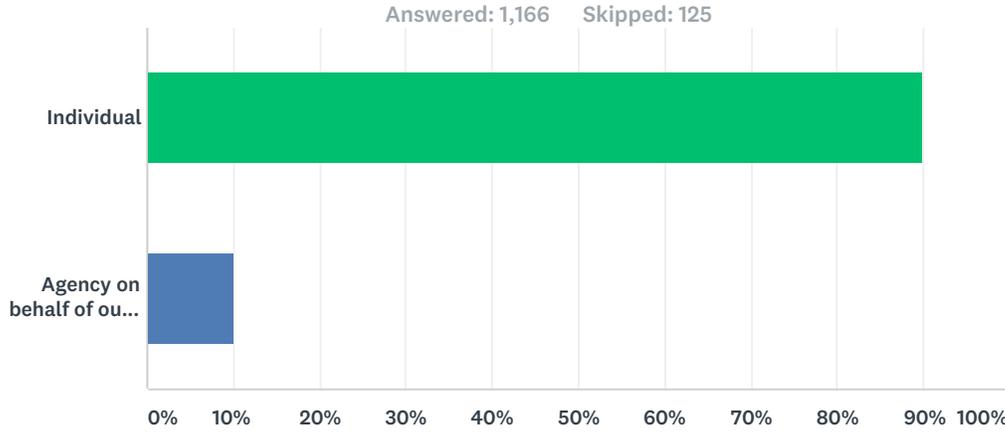
Answer Choices	Responses	
Individual	90.05%	1,050
Agency on behalf of our clients' or customers' interests	9.95%	116
TOTAL		1,166

B6.11

Q2 What is your five-digit mailing ZIP code?

Answered: 1,109   Skipped: 182

Distribution of Access North Texas Stakeholder Poll Responses
January - July 2017

Survey Count

- 1 - 4
- 5 - 9
- 10 - 14
- 15 - 20
- 21+

Access North Texas

N

0 5 10   20   30   40
Miles
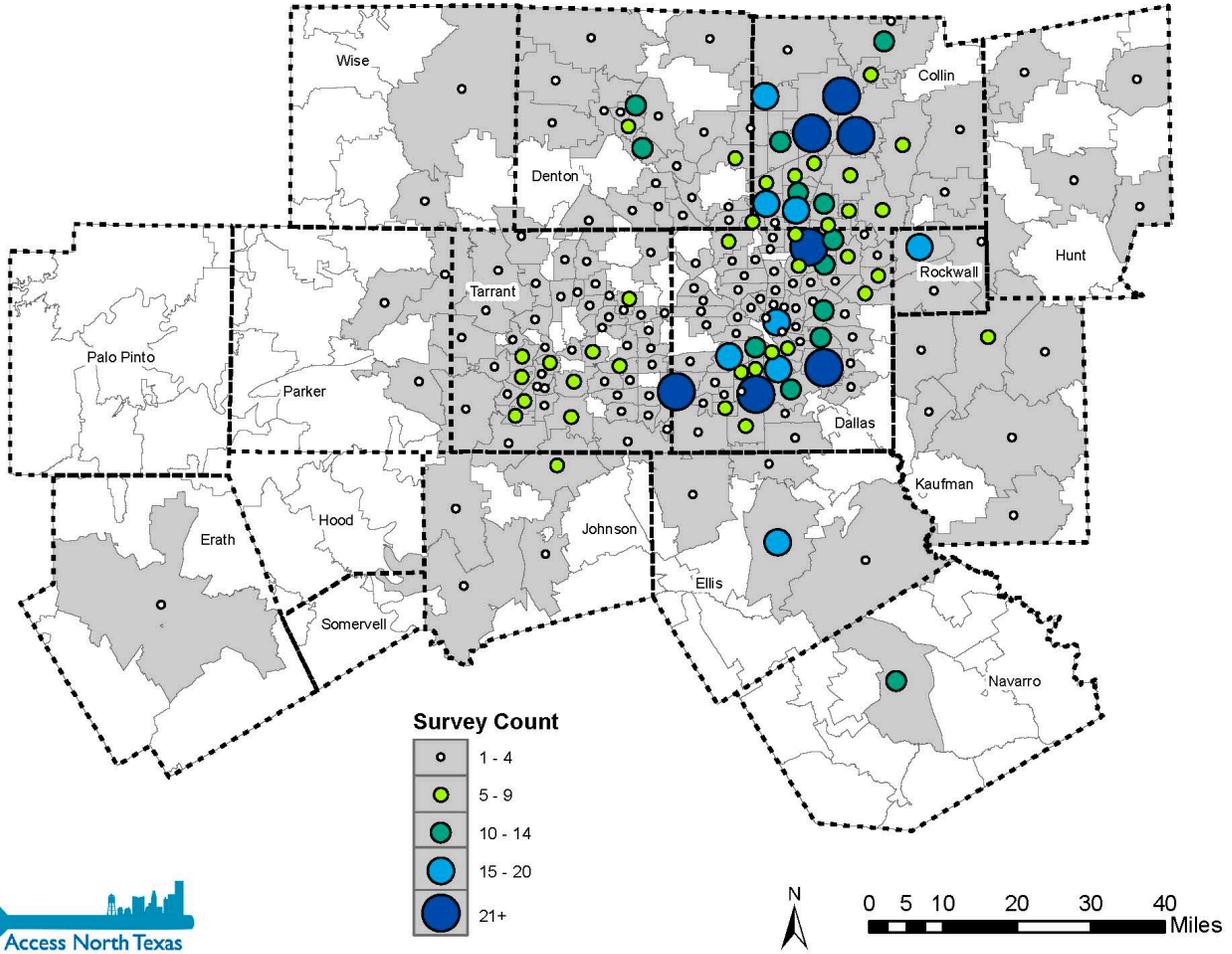
Q3 What year were you born?

Answered: 1,102   Skipped: 189

Date of Birth of Individual Poll Respondents

Year	Count
1920-1929	39
1930-1939	141
1940-1949	178
1950-1959	177
1960-1969	135
1970-1979	133
1980-1989	137
1990-1999	129
2000-2009	6
2010-present	0
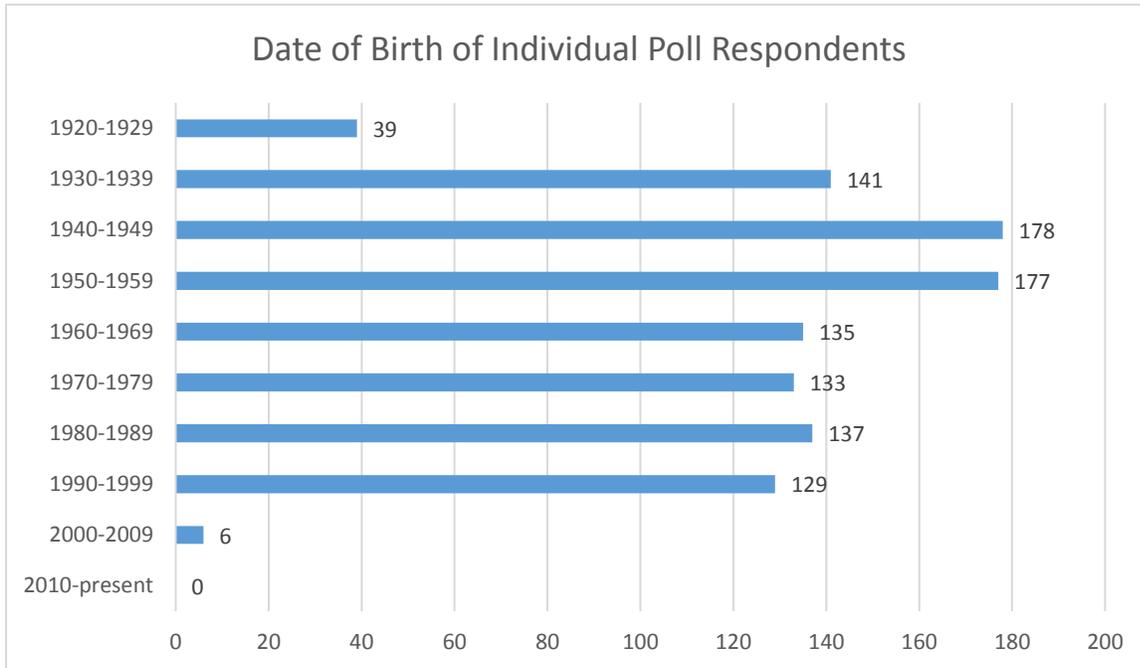
Q4 Are you a veteran?
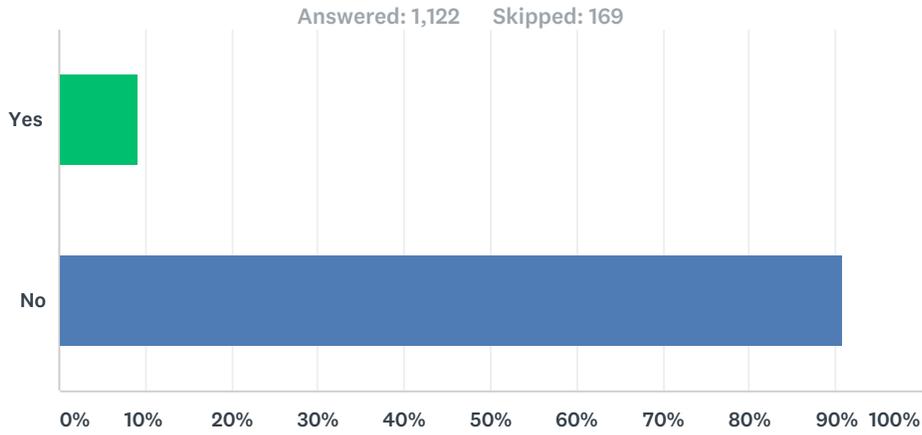
Answer Choices		Responses	
Yes		9.18%	103
No		90.82%	1,019
TOTAL			1,122

Q5 Are you a person with a disability or other condition that makes transportation difficult for you?

Answered: 1,116   Skipped: 175
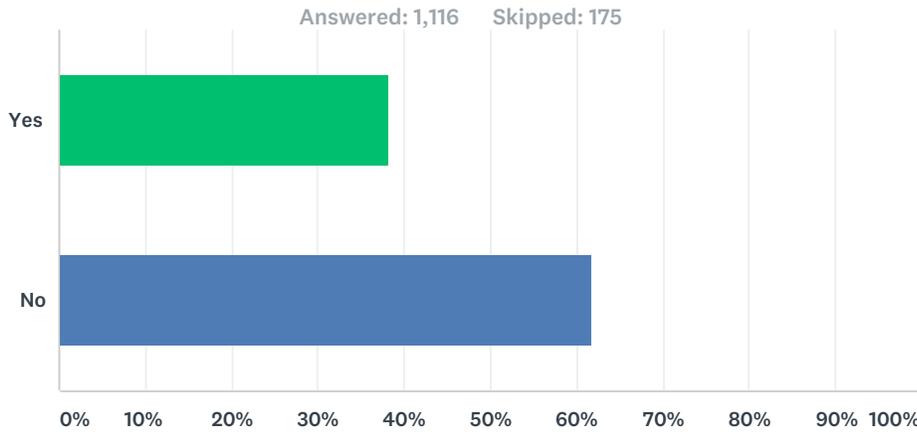
Answer Choices	Responses	
Yes	38.35%	428
No	61.65%	688
TOTAL		1,116

Q6 Are you a student?

Answered: 1,122   Skipped: 169
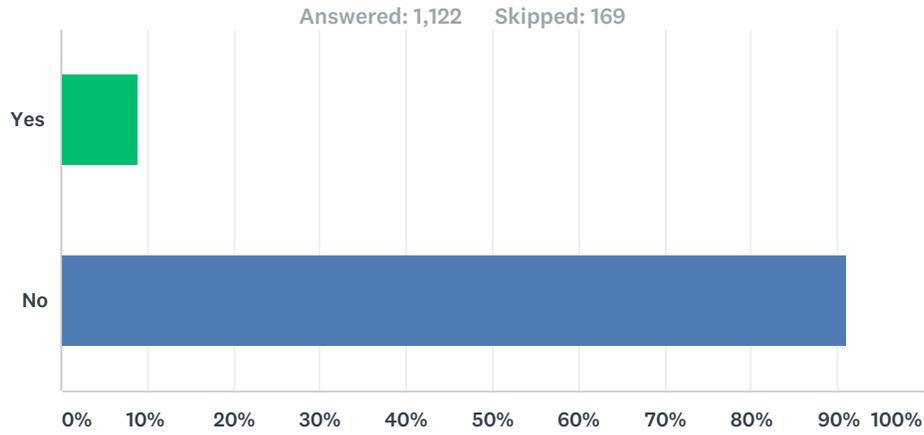
Answer Choices	Responses	
Yes	8.91%	100
No	91.09%	1,022
TOTAL		1,122

Q7 Which of the following categories best describes your employment status?

Answered: 1,098 Skipped: 193
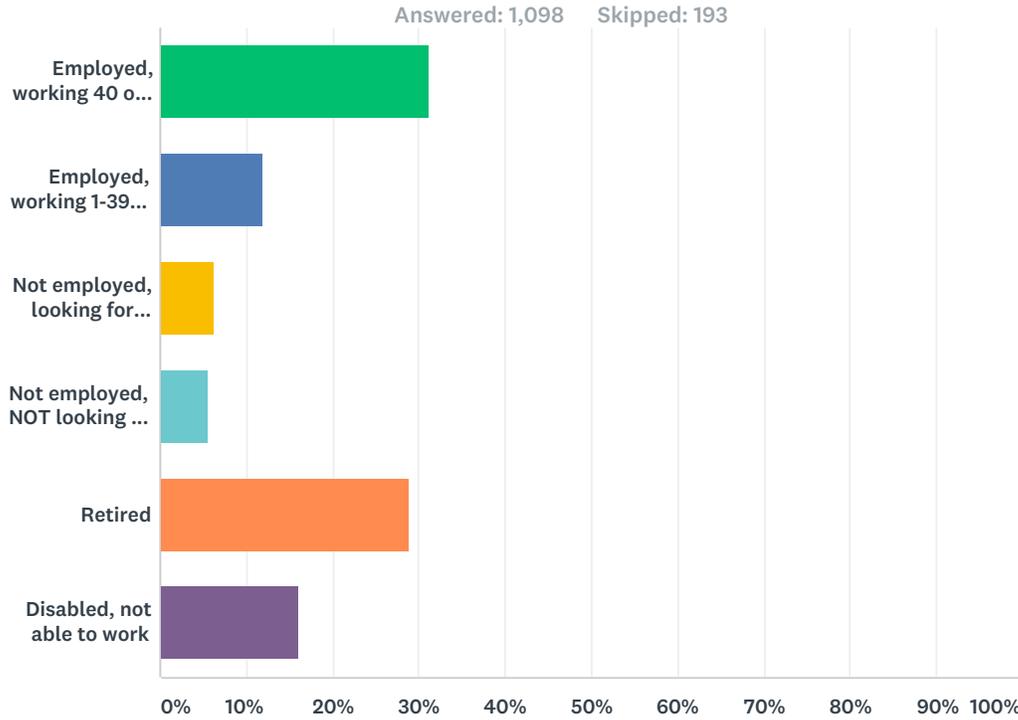
Answer Choices	Responses	
Employed, working 40 or more hours per week	31.24%	343
Employed, working 1-39 hours per week	12.02%	132
Not employed, looking for work	6.19%	68
Not employed, NOT looking for work	5.56%	61
Retired	28.87%	317
Disabled, not able to work	16.12%	177
TOTAL		1,098

Q8 How much total combined money did all members of your HOUSEHOLD earn last year?

Answered: 1,042   Skipped: 249
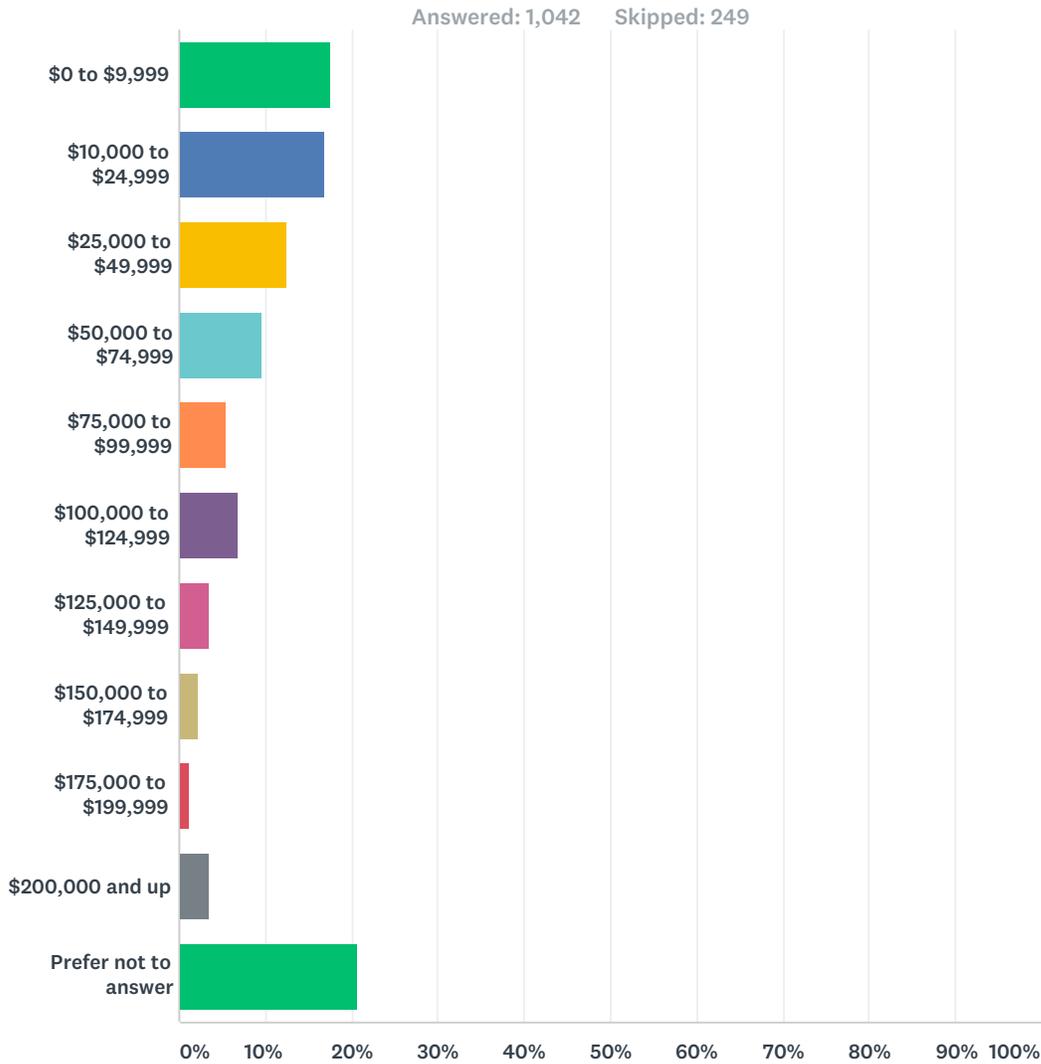
Answer Choices	Responses	
$0 to $9,999	17.56%	183
$10,000 to $24,999	16.89%	176
$25,000 to $49,999	12.57%	131
$50,000 to $74,999	9.60%	100
$75,000 to $99,999	5.37%	56
$100,000 to $124,999	6.81%	71
$125,000 to $149,999	3.55%	37
$150,000 to $174,999	2.21%	23
$175,000 to $199,999	1.34%	14
$200,000 and up	3.45%	36

Prefer not to answer	**20.63%**	**215**
TOTAL	9 / 34	**1,042**

Q9 How do you usually get where you need to go? Select up to three responses.

Answered: 1,089   Skipped: 202
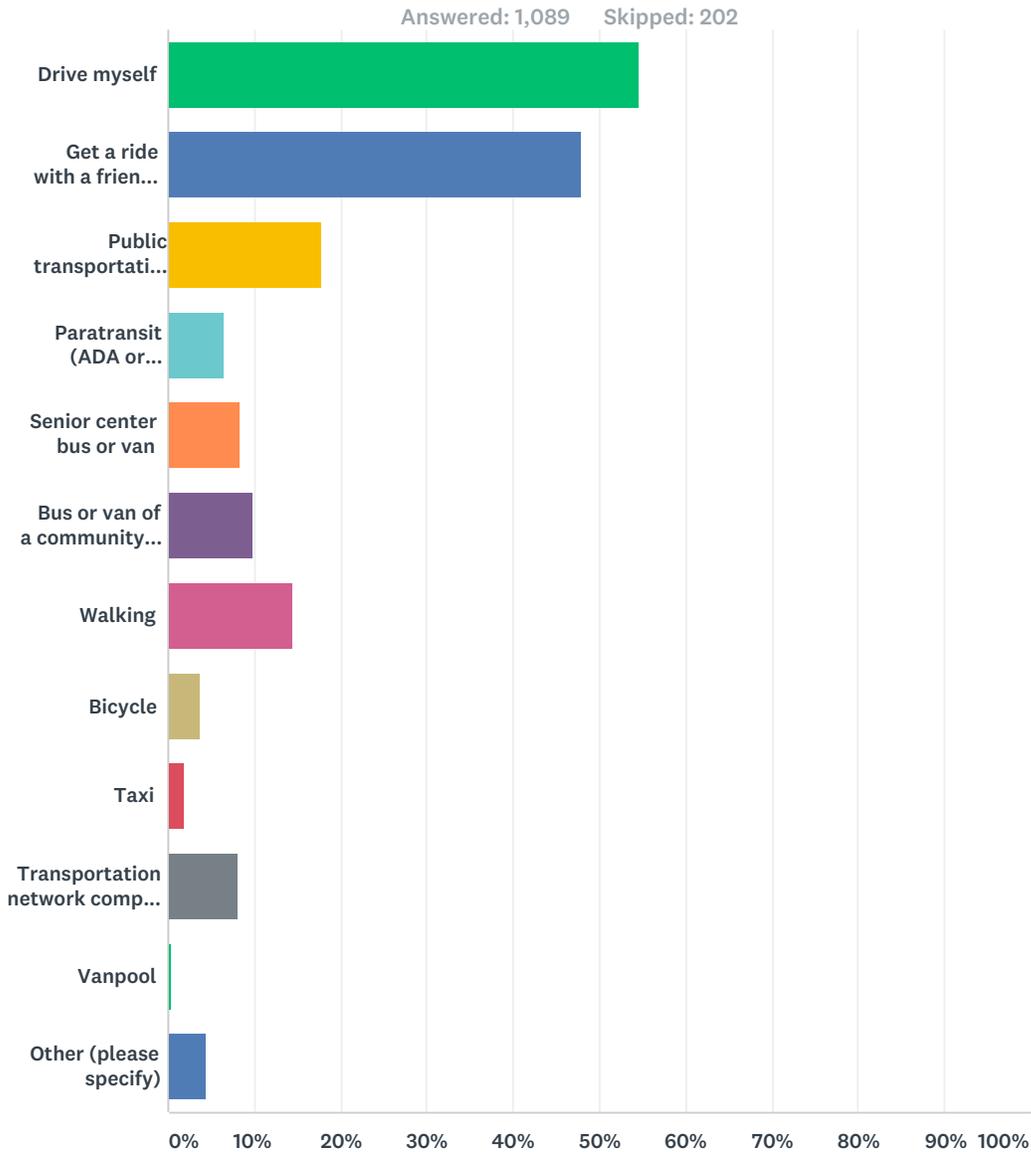
Answer Choices	Responses	
Drive myself	54.64%	595
Get a ride with a friend or family member	47.93%	522
Public transportation (bus or rail)	17.81%	194
Paratransit (ADA or dial-a-ride)	6.52%	71
Senior center bus or van	8.45%	92
Bus or van of a community organization or other agency	9.83%	107
Walking	14.42%	157
Bicycle	3.76%	41

Taxi	**1.93%**	**21**
Transportation network company (like Uber or Lyft)	**8.17%**	**89**
Vanpool	**0.46%**	**5**
Other (please specify)	**4.32%**	**47**
Total Respondents: 1,089		

Q10 In the last six months, have you missed any of the following trips due to lack of transportation? (Check all that apply)

Answered: 972   Skipped: 319
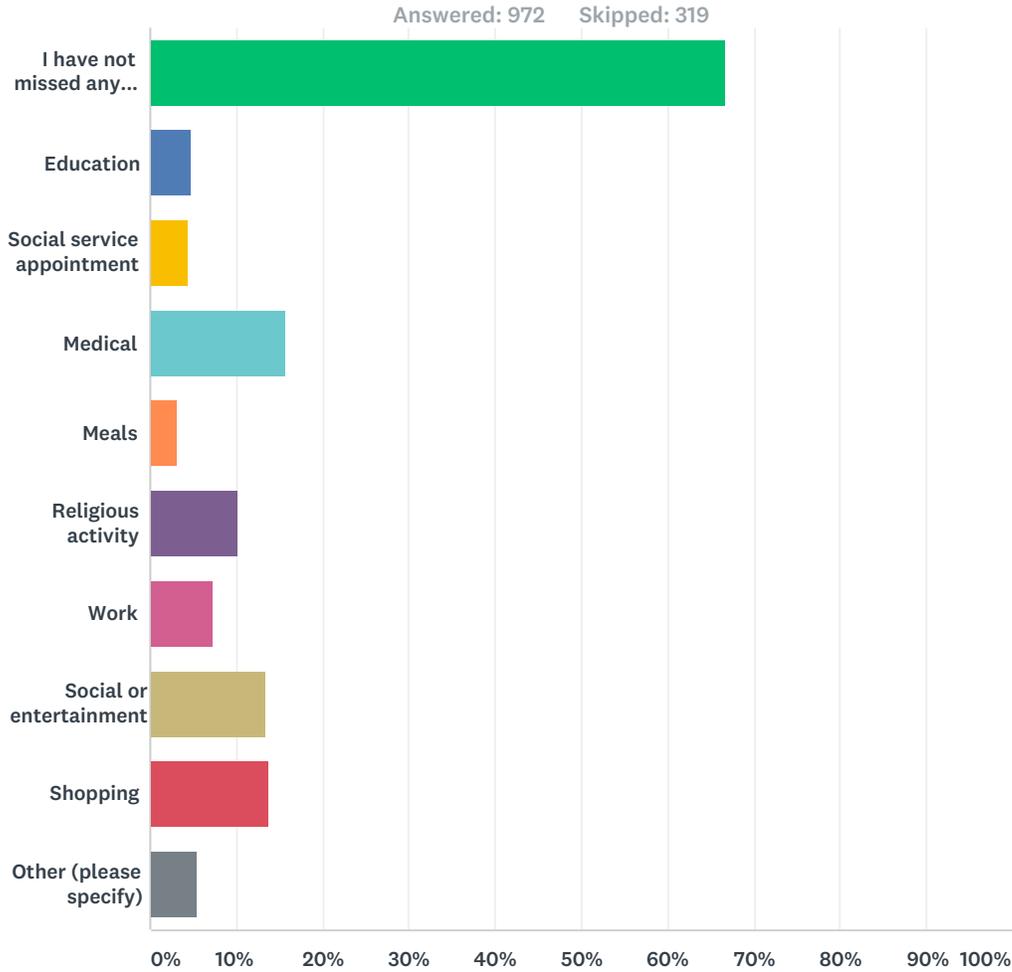
Answer Choices	Responses	
I have not missed any trips	66.67%	648
Education	4.84%	47
Social service appointment	4.42%	43
Medical	15.64%	152
Meals	3.19%	31
Religious activity	10.29%	100
Work	7.41%	72
Social or entertainment	13.37%	130
Shopping	13.89%	135
Other (please specify)	5.35%	52
Total Respondents: 972		

B6.22

Q11 Is there anywhere you would like to travel but cannot due to a lack of transportation?

Answered: 946   Skipped: 345
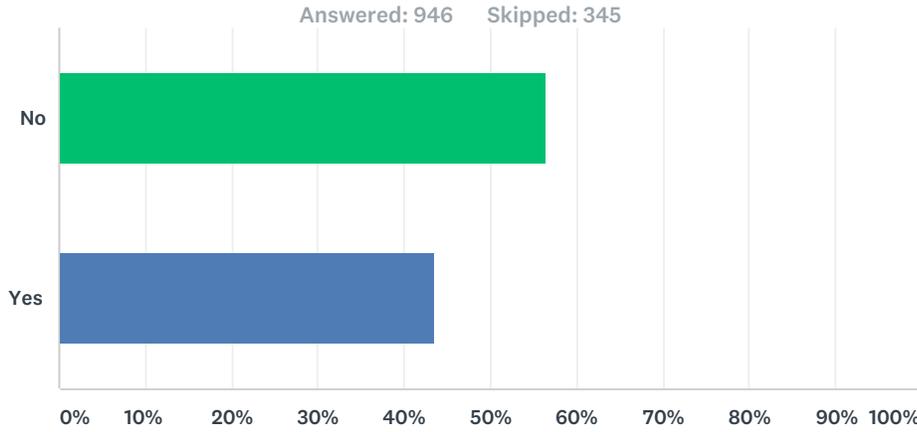
Answer Choices	Responses	
No	56.45%	534
Yes	43.55%	412
TOTAL		946

Q12 What keeps you from getting where you need to go? (Check all that apply)

Answered: 483   Skipped: 808
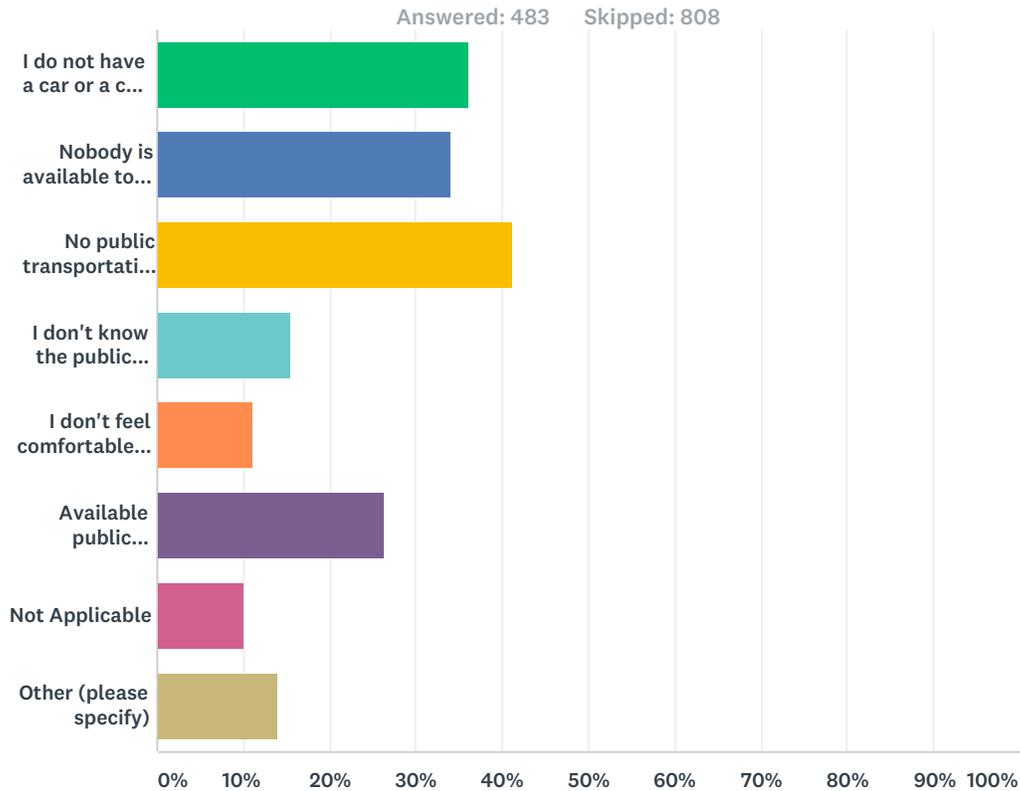
Answer Choices	Responses	
I do not have a car or a car is not available to me	36.23%	175
Nobody is available to drive me	34.16%	165
No public transportation services are available for my trips	41.20%	199
I don't know the public transportation options	15.53%	75
I don't feel comfortable using the available public transportation services	11.18%	54
Available public transportation does not meet my needs	26.29%	127
Not Applicable	9.94%	48
Other (please specify)	14.08%	68
Total Respondents: 483		

Q13 If available public transportation does not meet your needs, why not? (Check all that apply)

Answered: 431   Skipped: 860
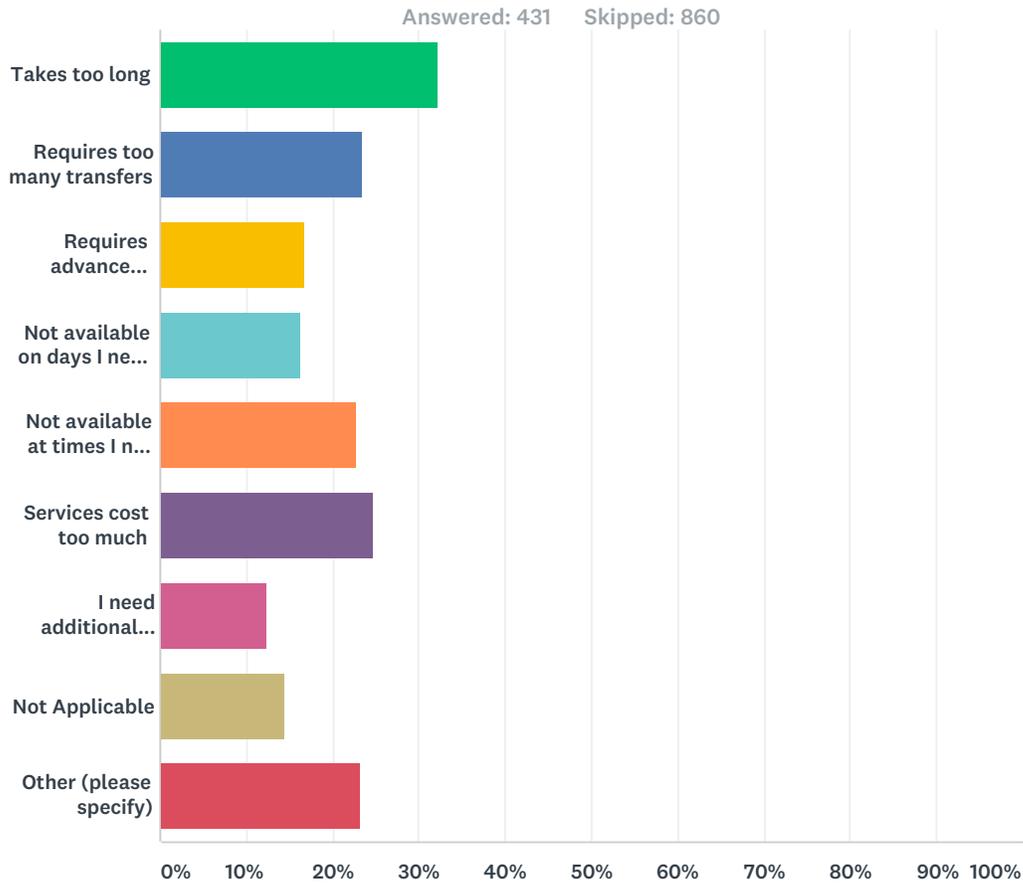
Answer Choices	Responses	
Takes too long	32.25%	139
Requires too many transfers	23.43%	101
Requires advance reservations	16.71%	72
Not available on days I need to travel	16.24%	70
Not available at times I need to travel	22.74%	98
Services cost too much	24.59%	106
I need additional assistance (with packages or getting to/from the vehicle)	12.30%	53
Not Applicable	14.39%	62
Other (please specify)	23.20%	100
Total Respondents: 431		

Q14 Which of the following potential new services would be most appealing to you OR members of your household: (Check all that apply)

Answered: 780   Skipped: 511
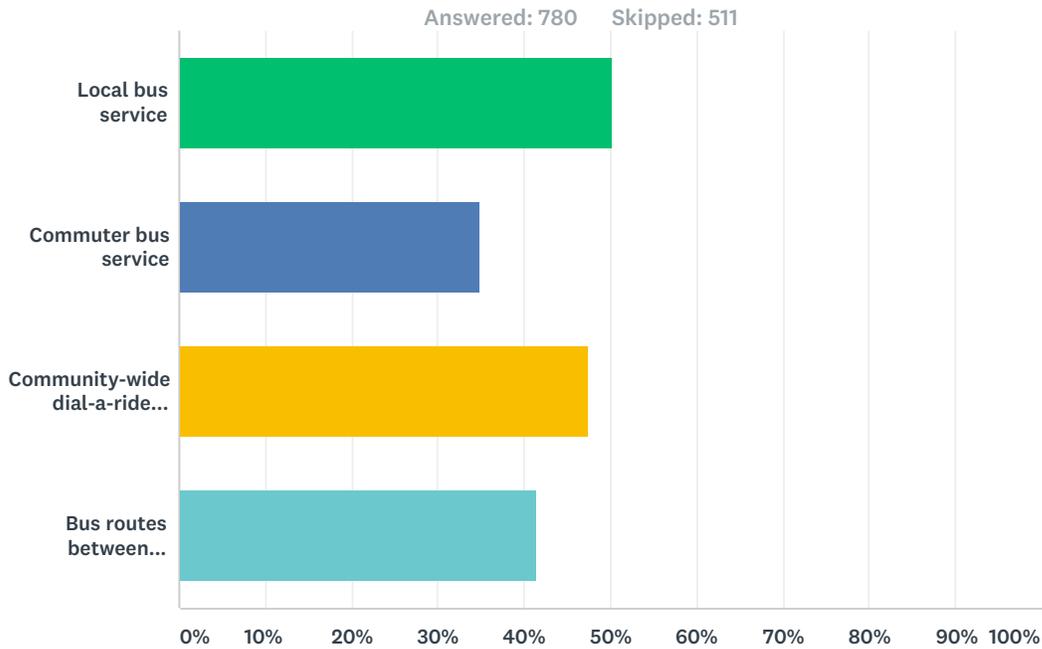
Answer Choices	Responses	
Local bus service	50.13%	391
Commuter bus service	35.00%	273
Community-wide dial-a-ride service	47.56%	371
Bus routes between cities/communities (describe from where to where using destination names and cities)	41.41%	323
Total Respondents: 780		

Q15 Are there any other new services that would be appealing to you OR members of your household?

Answered: 315   Skipped: 976

#	RESPONSES	DATE
1	rail service like down Hwy 75	8/4/2017 9:18 PM
2	free taxi	8/3/2017 12:36 PM
3	Collin County needs more transportation for Mental Health Services.	8/3/2017 12:34 PM
4	rail service	8/3/2017 12:32 PM
5	medical doctors for homeless, primacare too limited	8/3/2017 12:30 PM
6	Nah	8/3/2017 12:16 PM
7	rail system	8/3/2017 12:15 PM
8	Train service	8/3/2017 12:07 PM
9	DART in McKinney	8/3/2017 11:55 AM
10	Lyft is nice but it costs to use	8/3/2017 11:27 AM
11	transportation is the greatest need, please for those of us that work hard to make a living. But can't due to no transportation. Too hot and cold to walk miles and miles to and from work.	8/3/2017 11:15 AM
12	public transportation	8/3/2017 10:39 AM
13	more rail service from town to town	8/3/2017 10:22 AM
14	bus services from McDonald St. to Plano	8/3/2017 9:03 AM
15	Public Transportation in McKinney period would be astonishing	8/3/2017 9:01 AM
16	Door to door service would be awesome	8/3/2017 8:58 AM
17	access to the rail	8/3/2017 8:39 AM
18	Bus service	8/3/2017 8:35 AM
19	Paratransit	8/3/2017 8:33 AM
20	healthy food/grocery stores closer recreation center closer entertainment establishments - bowling, movies ER	8/3/2017 8:09 AM
21	More train stations	8/3/2017 7:59 AM
22	Service from home to various places	8/2/2017 2:21 PM
23	Bring rail lines to service Anna, Tx	7/31/2017 1:30 PM
24	Any public transportation would be appealing. We have lived here in Melissa for 11 years and everything is far.	7/31/2017 11:41 AM
25	Light rail	7/31/2017 11:32 AM
26	Rail Service!	7/30/2017 9:44 AM
27	Dart rails which go East/West	7/27/2017 7:39 PM
28	light rail up to OK border, up dallas tollway to Ok border. light rail to dfw (coming I know) and light rail to Love Field that goes to the airport site- not off sight. and special occasion bus service to dallas for fun events	7/27/2017 4:53 PM
29	DART rail service to McKinney	7/27/2017 1:08 PM
30	Dart train to Melissa/north mckinney.	7/27/2017 8:53 AM
31	DART rail	7/26/2017 9:03 PM

32	Commuter rail	7/26/2017 9:00 PM
33	Rail service to the stadiums and six flags.	7/26/2017 8:52 PM
34	Additional light rail services between Collin County and Fort Worth. Bullet Train access across Texas	7/26/2017 8:33 PM
35	Bullet train between major TX cities	7/26/2017 8:04 PM
36	Rail service to dallas and fortworth	7/26/2017 6:54 PM
37	Bus	7/26/2017 4:41 PM
38	High Speed Rail	7/26/2017 3:47 PM
39	DART from McKinney to Dallas stops	7/26/2017 1:49 PM
40	Train	7/26/2017 12:19 PM
41	No	7/26/2017 10:03 AM
42	train from McKinney to Dallas or Ft Worth	7/26/2017 9:10 AM
43	Dedicated lane, frequent transit grid connecting the most people, jobs, and students.	7/26/2017 8:53 AM
44	Light rail from McKinney to Fallas	7/26/2017 8:45 AM
45	A light rail system on highway 121 would be wonderful to ease traffic congestion.	7/26/2017 7:38 AM
46	DART	7/26/2017 7:32 AM
47	We would like to have the train lines extend further up into North Texas area to get into Dallas or to the airports	7/26/2017 7:17 AM
48	Light bus/rail from Parker Road Station to Legacy West.	7/26/2017 7:02 AM
49	It would be great if my teenager had access to a public transportation system so that we didn't have to drive him everywhere.	7/26/2017 6:47 AM
50	A train service into Dallas. I hate driving. I don't like having to drive to then get a train!	7/26/2017 6:40 AM
51	Train or DART	7/26/2017 2:26 AM
52	DART bus / Rail	7/26/2017 1:16 AM
53	DART Rail Cotton Belt line so my wife could train to work.	7/25/2017 11:39 PM
54	DART	7/25/2017 11:38 PM
55	DART Train	7/25/2017 10:35 PM
56	Services for the Visually impaired, door-to-destination services, shuttle service to swimming pools or athletic centers for necessary exercise (especially in areas with little or no sidewalk or safe walking paths)	7/25/2017 9:48 PM
57	I had incredible difficulty getting to physical Therapy appointments after right knee surgery since I wasn't able to drive. I had to hire someone to drive me to appointments, grocery store, take the kids to school, etc. it was at great expense.	7/25/2017 9:02 PM
58	Light rail or other public transportation not affected by traffic	7/25/2017 8:55 PM
59	Plano, Allen McKinney	7/25/2017 8:55 PM
60	Dart service in Frisco	7/25/2017 8:29 PM
61	Train service to Dallas downtown. Or to dfw and love field	7/25/2017 8:01 PM
62	Rail!	7/25/2017 7:43 PM
63	I wish there were better sidewalks in my area. I would like to walk to work, but most of the streets in my area have incomplete sidewalks. I don't feel comfortable walking without sidewalk	7/25/2017 7:30 PM
64	Petty cabs	7/25/2017 7:20 PM
65	Dart.	7/25/2017 7:20 PM
66	Light rail	7/25/2017 7:07 PM
67	Megabus	7/25/2017 6:33 PM

68	Free roadways	7/25/2017 6:31 PM
69	greatly expand train, subway and bus service to cover the entire metroplex.	7/25/2017 6:23 PM
70	Light rail	7/25/2017 6:18 PM
71	Please don't waste money on building public transportation infrastructure.	7/25/2017 5:03 PM
72	Continue rail past Plano to McKinney	7/22/2017 1:20 PM
73	no	7/22/2017 10:27 AM
74	Access to light rail	7/22/2017 9:31 AM
75	Handicap vans or bus service	7/21/2017 6:05 PM
76	Transportation that is flexible, available, & reliable (both in time of pickup and delivery & getting to where i need to go) is critical. Current options, other than family members driving me, are less than optimum.	7/21/2017 9:30 AM
77	DART RAIL	7/20/2017 2:11 PM
78	The Medicaid Home and Community Basted Setting Regulation (441.301 (C)(4)) will be changing in the next few years. "The Setting is integrated in, and facilitates the individual's full access to the greater community including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, the same degree of access as individuals not receiving Medicaid HCBS." Full access to the greater community may require meeting time commitments that are closer together. Transportation needs will include less wait time between time commitments, and pick up and drop off times within a smaller window of time. An integrated plan between North Central Texas Council of Governments and the Texas Department of Aging and Disability on the implementation of the new regulation would be beneficial.	7/20/2017 1:36 PM
79	Rail line connecting the Parker Road Rail Station to northern cities, including Allen, McKinney, Anna, Mellissa, Sherman. Rail line connecting McKinney to DFW Airport, possibly following the path of the proposed outer loop. Rail line connecting Wylie, Murphy, Plano, to cities to the west, including a connection to DFW Airport Commuter Bus lines that (at least) follow major thorough fares through the county, and run on a regular, predictable schedule	7/20/2017 11:50 AM
80	a rail line that could be taken to Dallas	7/20/2017 11:25 AM
81	subsidize private transport like Smiley Transportation that provides safe transport to disabled people (perhaps using vouchers)	7/19/2017 6:09 AM
82	I can't handle riding on the bus's or train. It's more than I can handle	7/18/2017 5:50 PM
83	More DART routes, high speed train between DFW, Houston, Austin, San Antonio would increase tourism to all those cities for Texans looking for easy and short trips away	7/18/2017 8:19 AM
84	TRAINS OR A SUBWAY SYSTEM	7/18/2017 7:25 AM
85	Expanded rail service	7/18/2017 7:15 AM
86	Uber or Lyft	7/17/2017 7:44 PM
87	bus services for the community	7/17/2017 2:53 PM
88	scheduled outtings	7/17/2017 9:59 AM
89	More readily available & easily assessable transportation is badly needed	7/17/2017 3:39 AM
90	Minivan or car pickup by the curb	7/16/2017 11:55 PM
91	Walkways and transportation shelters along service routes. I see people standing in grass or sitting on rocks waiting to catch the bus. How does that increase use of public transportation?	7/16/2017 8:34 PM
92	easier access to Irving	7/16/2017 8:25 PM
93	Better communication from transportation agencies to help solve the missing gaps	7/15/2017 7:35 PM
94	No	7/15/2017 7:13 PM
95	Reimbursement for gas money	7/15/2017 2:22 PM
96	Span transportation (Denton) will no longer provide services in Carrollton, TX due to City of Carrollton not paying for services.	7/15/2017 9:20 AM

97	no	7/14/2017 9:39 PM
98	No	7/14/2017 8:04 PM
99	Train to Royse City or Greenville Tx	7/14/2017 6:28 PM
100	Yes. My daughter attends college and needs transportation to Collin College as well as a local University when she transfers.	7/14/2017 5:05 PM
101	Lower cost UBER	7/14/2017 3:15 PM
102	Low cost for going from my home to places. Doesn't make since to pay 5-6 dollars to go each way to work when I only work 3 hrs It takes my whole check just to go to and from work!	7/14/2017 2:54 PM
103	Uber type service with vouchers	7/14/2017 2:48 PM
104	Special Assistance phone line for reservations	7/14/2017 2:40 PM
105	Housing	7/14/2017 2:10 PM
106	No	7/14/2017 2:09 PM
107	Rides for people with disability (autism) who do not drive to job sites in ArlingtonTx	7/14/2017 1:46 PM
108	better paratransit services. not as much advanced notice needed to book a trip, more consistent timing	7/14/2017 12:26 PM
109	Bus Rapid Transit in Arlington would be helpful	7/14/2017 9:46 AM
110	Service to Flower Mound, The Colony, Castle Hills for my interns	7/14/2017 9:33 AM
111	On demand into Flower Mound, The Colony, and Castle Hills. Set routes from "Grand Slopes" to Lewisville	7/14/2017 9:28 AM
112	door to door transportation	7/14/2017 9:25 AM
113	Collin County Rides Program in Murphy	7/14/2017 8:44 AM
114	lyft at a low cost.	7/14/2017 8:09 AM
115	Reliabile (on time!) paratransit service that is consistent and available during the time my son needs to ride.	7/14/2017 7:02 AM
116	The DART Grant program for people with disabilities has been a wonderful answer to my problems. I am not sure what we will do when the grant ends. My family could not find affordable options to get me to my day program (My Possibilities).	7/14/2017 6:54 AM
117	Weekend rides for social outings and grocery shopping	7/14/2017 3:15 AM
118	Door-to-door wheelchair accessible rides between Frisco and Plano, especially My Possibilities in Plano	7/13/2017 9:51 PM
119	A service that could perform a daily roundtrip to the same locations 5 days a week that didn't take more than an hour and a half each way.	7/13/2017 7:37 PM
120	Training for using the bus system.	7/13/2017 6:00 PM
121	On demand service. Weekend service	7/13/2017 5:51 PM
122	Door to door service	7/13/2017 4:56 PM
123	Ability to call and pay for a ride from my home in Lone Oak to any of the above cities so I can go to Day-Hab, shopping, meet friends and out to eat.	7/13/2017 2:31 PM
124	DART local Anna, TX buses	7/13/2017 2:04 PM
125	Service from Bubbl car	7/13/2017 2:04 PM
126	DART Rail	7/13/2017 1:59 PM
127	Ride from Allen to My Possibilities in Plano in the morning and return in the afternoon.	7/13/2017 12:29 PM
128	Taxi	7/13/2017 12:26 PM
129	Van ride from Dart station to My Possibilities.	7/13/2017 11:39 AM
130	no	7/13/2017 11:35 AM

131	DART farther north	7/13/2017 9:10 AM
132	Light rail from Anna into Plano /Frisco and into Dallas	7/13/2017 8:43 AM
133	Rail from Anna-Plano to link up to dart	7/13/2017 7:55 AM
134	Disabled services	7/12/2017 9:32 PM
135	Affordable accessible taxi service	7/12/2017 8:16 PM
136	The dart would wonderful	7/12/2017 6:54 PM
137	Senior citizen rides to medical appointments	7/12/2017 12:42 PM
138	bus services in wylie to Plano, Mckinney	7/12/2017 6:42 AM
139	Above	7/11/2017 5:09 PM
140	I use the subsidized taxi service; but need it more frequently and to other cities. $400 helps a lot; but does not cover all trips to work and dayhab.	7/11/2017 6:46 AM
141	Lyft	7/3/2017 3:24 PM
142	Uber/Lyft	7/3/2017 3:21 PM
143	bus service in DeSoto	7/3/2017 3:19 PM
144	more parking spaces	7/3/2017 2:07 PM
145	parking spaces	7/3/2017 2:00 PM
146	Access to MAX bus from various areas of Arlington	7/3/2017 1:39 PM
147	rail	7/3/2017 1:37 PM
148	first mile last mile ride like in other states	7/3/2017 1:33 PM
149	shared ride options express bus options expanded medical ride options	7/3/2017 1:26 PM
150	Uber	7/3/2017 1:04 PM
151	if uber or lyft actually had accessible vehicles	7/3/2017 12:58 PM
152	fast trains to other areas in the metroplex	7/3/2017 12:52 PM
153	Commuter options like Bridj, Chariot, smaller vehicles for public transit, more like carpooling than public transit	7/3/2017 12:48 PM
154	Uber, Lyft	7/3/2017 12:45 PM
155	High Speed Rail	7/3/2017 12:44 PM
156	Bus service to go to major cities bike trails Park and Ride with Bus service	7/3/2017 12:39 PM
157	companion worker to assist on trips - to doctor, grocery store, etc.	7/3/2017 12:35 PM
158	Immediate transportation to grocery store	7/3/2017 12:31 PM
159	Quick trips to pick up "to-go" orders or ATM	7/3/2017 12:29 PM
160	expanded marketing of available transportation with an emphasis on options and accessibility	7/3/2017 12:28 PM
161	24 hour transportation (paratransit)	7/3/2017 12:24 PM
162	autonomous cars	7/3/2017 12:20 PM
163	affordable shared ride service for seniors	7/3/2017 12:16 PM
164	My disabled son needs transportation. I am his only option	7/3/2017 12:11 PM
165	Yes	7/3/2017 11:57 AM
166	When	7/3/2017 11:52 AM
167	volunteer ride sharing, especially that could connect drivers who speak some language as passenger	7/3/2017 11:48 AM
168	no	7/3/2017 11:39 AM
169	Star Transit service to Henderson Co.	7/3/2017 10:56 AM

170	we have transit services that do not meet my needs	7/3/2017 10:51 AM
171	Favor deliver - goods and restaurants locally uber and lyft locally	7/3/2017 10:49 AM
172	bus or public transportation services that would be close enough to where I live to take me to stores, malls, churches, and other places I need to or want to go	7/3/2017 10:42 AM
173	increasing numbers of community service buses very important to minimize the waiting time too long	7/3/2017 10:31 AM
174	door to door transportation, do not qualify for Handiride	7/3/2017 8:57 AM
175	door-to-door service	7/3/2017 8:45 AM
176	computer classes	7/3/2017 8:35 AM
177	evening hours for A train	7/3/2017 8:27 AM
178	be able to track your bus (to know when late) better security	6/30/2017 11:33 AM
179	Dallas to Houston or Dallas to San Antonio	6/30/2017 11:31 AM
180	Train service to/from Mesquite and Eastfield College	6/30/2017 11:14 AM
181	street car, bullet train, commuter buses	6/30/2017 11:07 AM
182	a more direct route to DFW airport	6/30/2017 11:01 AM
183	public transportation	6/30/2017 9:55 AM
184	cost friendly, more often	6/30/2017 9:35 AM
185	access to social workers to help connect to service and to help through the process	6/30/2017 8:54 AM
186	access to social answers which help connect to services and to help through the process	6/30/2017 8:50 AM
187	unsure	6/30/2017 8:33 AM
188	help with repairs on car	6/29/2017 4:06 PM
189	rail train from Dallas to Houston	6/29/2017 3:59 PM
190	Bus service when need to go to doctor or other places need to go as my husband has cancer and has a hard time	6/29/2017 2:42 PM
191	Just bus service	6/29/2017 2:36 PM
192	Transportation to local grocery stores, public library, movies, bowling, visiting friends in Midlothian and Waxahachie	6/29/2017 2:08 PM
193	No	6/29/2017 2:00 PM
194	longer hours	6/29/2017 1:52 PM
195	NO	6/29/2017 1:49 PM
196	Lyft is a great service, I use it all the time when I'm in the city	6/29/2017 1:44 PM
197	The availability to go some place after 5 pm on Saturday and Sunday	6/29/2017 1:22 PM
198	local bus services between the cities listed above	6/29/2017 12:54 PM
199	Route serving retired community in Stephenville	6/29/2017 12:51 PM
200	Bus service or rail station	6/29/2017 12:38 PM
201	no, I drive to work, errands	6/29/2017 12:31 PM
202	none	6/29/2017 12:26 PM
203	car, uber	6/29/2017 12:20 PM
204	No	6/29/2017 12:19 PM
205	Finish the DART rail to go down 30 towards Garland	6/29/2017 12:15 PM
206	No	6/29/2017 11:29 AM
207	No	6/29/2017 11:24 AM

208	Paratransit	6/29/2017 11:15 AM
209	Uber, Lyft	6/29/2017 11:09 AM
210	Long Distance High-speed Rail between major cities e.g. Austin, San Antonio, Houston. This would help my distant family members to visit and be visited	6/29/2017 10:57 AM
211	Any services that has little to no cost as well as doing background checks on drivers	6/29/2017 10:50 AM
212	No	6/29/2017 10:46 AM
213	No	6/29/2017 10:44 AM
214	Uber	6/29/2017 10:42 AM
215	no	6/29/2017 10:41 AM
216	No we all drive	6/29/2017 10:36 AM
217	Not at the moment.	6/29/2017 10:18 AM
218	no	6/29/2017 10:13 AM
219	Rail to airport from Plano, Richardson without taking 1.5 hours	6/29/2017 10:11 AM
220	We [illegible] on bus to arrive with a 30 [illegible] given time. This 10:00 in for the [illegible]	6/27/2017 12:45 PM
221	No	6/27/2017 12:29 PM
222	no	6/27/2017 12:19 PM
223	No no one else at my house	6/26/2017 3:25 PM
224	None	6/26/2017 3:10 PM
225	No	6/20/2017 1:40 PM
226	Charter Jet	6/20/2017 1:31 PM
227	Do away w/busses that cause traffic jams bring back streetcars/trolleys	6/19/2017 2:19 PM
228	I am a one person household with no relatives here locally, so everything I do I do so on my own	6/19/2017 2:01 PM
229	[illegible] along	6/19/2017 1:54 PM
230	None	6/19/2017 1:49 PM
231	Bus, train in mid-cities	6/16/2017 10:42 AM
232	Sunday service	6/16/2017 10:21 AM
233	Not sure	6/16/2017 10:14 AM
234	Transportation to go to R Airport	6/16/2017 10:01 AM
235	0	6/14/2017 12:19 PM
236	Arlington needs bus service	6/14/2017 12:14 PM
237	To senior centers, food pantries, to go to "other-than-medical free rides) or cheap hair appt. [illegible] Can't carry big baskets of food on bus I like to do it and get it done all at once	6/14/2017 12:01 PM
238	Buses run later night routes. Molly trolly to go down W. 7th to museums & entertainment (bars, [illegible] on Bleadsoe Please note - some of the stops get real muddy in bad weather - bad for wheelchairs and no place for elderly or children to sit and wait. People are using wheelchair space to put baby strollers - blocking [illegible]	6/14/2017 11:49 AM
239	No	6/13/2017 8:15 AM
240	No	6/13/2017 8:11 AM
241	Hire more drivers for DART Trans	6/12/2017 4:31 PM
242	Any new services would be helpful	6/12/2017 4:27 PM
243	No	6/12/2017 4:24 PM
244	No	6/12/2017 4:22 PM

245	Yes	6/12/2017 4:19 PM
246	N/A	6/12/2017 4:16 PM
247	no	6/12/2017 4:12 PM
248	No	6/12/2017 3:32 PM
249	no	6/12/2017 3:17 PM
250	MITS	6/12/2017 2:22 PM
251	Uber	6/12/2017 1:53 PM
252	No	6/12/2017 1:23 PM
253	Cheaper fare on Mitts for my wife	6/12/2017 1:08 PM
254	No	6/12/2017 11:36 AM
255	No!	6/12/2017 11:32 AM
256	Train to Fort Worth to Airport	6/12/2017 11:29 AM
257	I would like to work for you with my own car please let me know 8174202837	6/12/2017 11:21 AM
258	Transportation where there is none	6/12/2017 11:16 AM
259	A competent public transportation system	6/12/2017 11:13 AM
260	No	6/1/2017 3:13 PM
261	No	6/1/2017 2:51 PM
262	None	6/1/2017 2:48 PM
263	No	5/26/2017 4:16 PM
264	No	5/26/2017 4:12 PM
265	MITS	5/24/2017 8:24 AM
266	?	5/24/2017 8:09 AM
267	Train service	5/24/2017 7:52 AM
268	I	5/23/2017 4:10 PM
269	No	5/23/2017 4:00 PM
270	Intracity transit	5/21/2017 6:33 AM
271	We really need something like DART-on-Call to serve the elderly and disabled in this area.	5/18/2017 12:33 PM
272	Train to Austin or Houston, subway in Dallas	5/15/2017 1:03 PM
273	More frequent bus service and connections to DART. Implementation of BRT. Last mile connections through car services, car share, bike share, better pedestrian connections.	5/2/2017 1:05 PM
274	More rail, expanded streetcar	5/2/2017 9:36 AM
275	I have not tried Uber yet, but feel it is really a good concept.	4/27/2017 8:56 PM
276	Rail from central Arlington to Dallas and Rail from central Arlington to Fort Worth. Going up to Centerport is too far	4/27/2017 12:20 PM
277	Extension of Dart Blue Line or TRE to Waxahachie	4/26/2017 3:48 PM
278	It would be great to have dial=a=rides similiar to Uber for less cost	4/26/2017 8:16 AM
279	It would be good if the transportation service could offer assistance such as unloading groceries or even allowing clients to transport groceries or other shopping bags. People on monthly Social Security incomes tend to do the bulk of our shopping once a month. Not sure what type services you mean, but someone to come to my home to do a haircut would be wonderful.	4/13/2017 2:09 PM
280	extend the dart light rail	4/11/2017 10:48 AM
281	n/a	4/11/2017 7:43 AM

282	On call service in my neighborhood.Any time service from Dart.	4/6/2017 12:49 PM
283	groceries home deliveries	4/5/2017 4:37 PM
284	Mid day services on 385	4/5/2017 11:20 AM
285	bus system close to my living, is not running on Saturday or Sunday	4/5/2017 10:32 AM
286	no because me and my family are able to drive are selfs	4/5/2017 10:18 AM
287	no we are able to drive are selfs	4/5/2017 10:10 AM
288	travel available for concert attendees to come home after 1:30 am. MADD should be for this feature.	3/28/2017 7:29 PM
289	door to door service	3/24/2017 11:05 AM
290	I would love to see the commuter train expand west past Benbrook or north toward Azle.	3/16/2017 12:18 PM
291	No	3/16/2017 11:30 AM
292	No	3/15/2017 10:17 AM
293	Rail	3/14/2017 8:51 AM
294	Train	3/13/2017 8:59 AM
295	trains	3/10/2017 1:02 PM
296	No	3/10/2017 12:48 PM
297	Rail service	3/10/2017 11:48 AM
298	Bus service is the biggest need. We have one car so coordination of transportation is a challenge for getting my niece to work.	2/27/2017 11:33 AM
299	Way to get to Dart rail station.	2/23/2017 11:33 AM
300	Shuttle service to/from Buckner Dart station	2/23/2017 11:26 AM
301	ADA compliant on-demand service (TNC) higher frequency bus service multi-city paratransit; non-emergency medical rides	2/9/2017 1:17 PM
302	Autonomous buses	2/9/2017 9:40 AM
303	More train services	2/9/2017 6:55 AM
304	Train	2/8/2017 10:27 PM
305	Light rail to Fort Worth	2/8/2017 7:51 PM
306	Free neighborhood parks in walking distance of neighborhood	2/8/2017 4:12 PM
307	Airport Transportation	2/8/2017 2:44 PM
308	Light rail Cleburne-FW	2/8/2017 1:11 PM
309	More respite services	2/8/2017 1:05 PM
310	light rail expansion in Tarrant County	2/8/2017 12:07 PM
311	Train Stations, or Monorails that connect to every city, in the DFW for faster transportation. Would reduce traffic, cost of building and maintaining roads, create new jobs...etc...	2/8/2017 11:20 AM
312	light rail service	2/8/2017 11:16 AM
313	Streetcar, reliable bus services, high-speed rail, more rail stations, access to kid-friendly public transportation	2/8/2017 11:09 AM
314	no	2/8/2017 11:02 AM
315	Park and ride at I-20/360 with weekday bus service, more frequent service during rush hour times. walkable or bike routes leading to also a bonus.	2/8/2017 9:43 AM

Q16 Please use this space to share any additional ideas or thoughts on your transportation needs.

Answered: 300   Skipped: 991

#	RESPONSES	DATE
1	passes for the indigent, Go taps was great	8/3/2017 12:34 PM
2	can find jobs south of US380 but no transportation. Not even ride share.	8/3/2017 12:30 PM
3	It is unconstitutional to increase the rates of motor vehicle registration based on income and FICO Credit Scores. Complete BULLSHIT.	8/3/2017 12:20 PM
4	My son and I need to get together more than we do	8/3/2017 12:07 PM
5	A similar bus use in Plano or Denton/Lewisville or to expand the bus route from Denton to Prosper to McKinney. I want to live in Plano but I work in Prosper. I wanted to know if the DART bus from Plano could take me to Prosper for work, otherwise I have no way for transportation due to lack of not having a car. The jobs are in Prosper, McKinney, Dallas, Plano, Frisco, but the affordable homes are in Denton and Lewisville. This may be the reason of home is lack of bus service going to more cities such as Prosper, Frisco, McKinney consistently. In 30 years of working, I finally got fired in 2013 due to lack of transportation	8/3/2017 12:03 PM
6	cheap transit from McKinney to Parker Station, outlet Mall, and Stonebriar Mall	8/3/2017 11:56 AM
7	Bus line to downtown, downtown shuttle to the library and to the hospital	8/3/2017 11:51 AM
8	Need transportation now ASAP	8/3/2017 11:33 AM
9	There needs to be bus lines	8/3/2017 11:28 AM
10	I believe better paying jobs would allow more people to afford transportation	8/3/2017 11:27 AM
11	transportation is the greatest need for work, store, and medical	8/3/2017 11:16 AM
12	DART in McKinney is a great idea	8/3/2017 10:14 AM
13	Please provide a public transit to connect to Plano	8/3/2017 10:05 AM
14	really need this for the elderly, disabled, and daily activities of people	8/3/2017 9:54 AM
15	I need a ride to drop off an application. Would like a ride to the new beginnings center in garland. May need a ride to Greenville.	8/3/2017 9:48 AM
16	finding employment would be easier and getting to school	8/3/2017 9:26 AM
17	it costs around $40 to get to and from work. Please make transportation available	8/3/2017 9:23 AM
18	transportation needed on McDonald Street to go through McKinney and to Allen, throughout Plano	8/3/2017 9:04 AM
19	cheaper gas	8/3/2017 9:01 AM
20	should establish volunteer advisory board on each city service. Regular service to Senior Citizens Center	8/3/2017 8:47 AM
21	provide affordable transportation	8/3/2017 8:35 AM
22	The voucher program for people with disabilities is woefully insufficient. We need comprehensive services.	8/3/2017 8:34 AM
23	more reliable not so much red tape more scheduled times more vehicles and employees well maintained vehicles More routes to places you need to go	8/3/2017 8:11 AM
24	my son, with whom I live, has very little time to take me places. I schedule appointments according to his work schedule.	8/2/2017 2:25 PM

25	DART contracts Paratransit services to Yellow Cab Co. Their communication is not efficient. DART states a 90 minute shared ride. Rides often take 2 hours or longer. Dispatch is often adding rides to driver route extending the time. When we make reservations ahead of time and then last minute the route is changed. I don't understand. Anyone with a disability should be expected to be on a shared ride for so long. Typical people would not do well much less those with disabilities. She has reached work late, been left at work until late, and driven all over the service area.	8/2/2017 1:53 PM
26	Mass transit is sorely needed in the DFW metroplex ---especially with the congestion on the freeways. The rail lines are great - they just need to grow with the frowth of the area.	7/31/2017 1:32 PM
27	I use to use the TAPS when it was available from Melissa to Princeton.	7/31/2017 11:46 AM
28	My teens need transportation to work. None available in our town.	7/31/2017 11:33 AM
29	I have a 21 year old daughter with severe mental illness who would benefit from better transportation options. Because she is more susceptible to being targeted by criminals & people could easily take advantage of her, a city - wide dial-a- ride service would probably be safer for her and thousands like her, rather than getting on a bus (it IS Dallas). Not to mention, she is easily confused and does not understand bus service. There is also a place in Collin County (McKinney) that has a free day program geared towards the mentally ill & if more people had access to transportation to that area & back from the Dallas area, it would be extremely helpful for many people suffering from mental illness.	7/30/2017 12:44 PM
30	More senior discounts	7/27/2017 7:40 PM
31	suburbs to dallas is critical to build for young professionals. Going north up to OKC could be partially funded by that state or the 2 casinos. Lines to the airports.	7/27/2017 4:55 PM
32	With McKinney rapidly growing transportation for those that live in McKinney but work in downtown Dallas is challenging. DART rail service to McKinney would greatly eleviate traffic congestion and allow commuters more options.	7/27/2017 1:10 PM
33	Bicycle lanes would make cycling places much easier and safer. I'd like for DART rail to extend to at least McKinney and to the airport from the northern suburbs.	7/27/2017 10:46 AM
34	We really need to extend the DART to Melissa and Mckinney or at least provide a commuter rail or bus to the Parker station. Melissa is basically a bedroom community for Plano, Allen, McKinney and Dallas workers. As such, there should be public transportation for citizens similar to what exists in other major metropolitan areas such as Boston, DC, New York and San Francisco.	7/27/2017 8:56 AM
35	I have vision problems and sometimes have to rely on family to get me places.	7/26/2017 9:48 PM
36	DART rail is needed, current McKinney subsidized public transport is pitiful	7/26/2017 9:04 PM
37	I love having the option of DART to go down to Dallas whether for marches or to take my child to the zoo. Thank you for having a wonderful transportation system!	7/26/2017 9:01 PM
38	I would drive less and travel more with better connected rail options but will not likely use buses.	7/26/2017 8:34 PM
39	I think public transportation is important for communities as it allows members to be productive and hold jobs more securely.	7/26/2017 6:44 PM
40	Bus wple be great	7/26/2017 4:41 PM
41	More toll express lanes and limited access roads.	7/26/2017 3:47 PM
42	McKinney needs transit not only for disabled and seniors, but to downtown and area shopping/business districts. A full service bus route would be ideal.	7/26/2017 1:53 PM
43	Dallas north tollway expansion north	7/26/2017 12:20 PM
44	The current public transportation for McKinney, operated out of Denton, is unreliable.	7/26/2017 11:21 AM
45	My son, who I answered this survey for, is not comfortable with the current DART service. I am completely not ok with the taxi option, Long rides, communication issues with drivers, scheduling difficulties, etc. Right now, I provide all of his transportation. He does not drive.	7/26/2017 9:31 AM
46	Uber/Lyft are my only choice.	7/26/2017 8:45 AM
47	Getting to medical appointments is a real challenge.	7/26/2017 8:32 AM
48	It would really be nice to have more train or bus stops close to residences	7/26/2017 8:18 AM
49	A normal, aging American with typical issues.	7/26/2017 7:57 AM

50	People that cannot afford to live in McKinney need public transport to get to their jobs. There are for hire signs in McKinney at many places and they cannot hire because people do not have public transportation to get to work.	7/26/2017 7:39 AM
51	I have recently heard that the majority of traffic along the city streets of Plano is from residents of the surrounding cities. They are trying to avoid the traffic on 75 and DNT as they commute between Dallas and their homes. I also heard that we are expecting a significant increase in population over the next 20 years, and that we don't have the transportation infrastructure to meet that demand. I support initiatives which proactively address this issue rather than waiting until it is too late.	7/26/2017 7:07 AM
52	When we first moved here, we only had one car, two children and my husband took the car to work every day. I'd never lived in a city that didn't offer public transportation, so it was a cold, hard truth for me ghats I was trapped at home everyday until my husband came home (we moved in August and it's too hot to walk anywhere), or I had to drive him to Plano, use the car for errands, then drive back to Plano to get him. What a waste of time and gas! Fortunately, I am in a situation where we can afford a second car (even a first!), but there are many families stuck in that stay at home circumstance that I found myself in. Basic public transportation would be a benefit to our community, and frankly, McKinney it too large of a city to not offer such a basic service. It makes it look backward and uninviting. Also, when I was a kid, we rode busses to school, movies, shopping, sports practice. I was able to be an independent and confident girl at a young age because I could do things for myself. I'm sad that my kids have to depend on me for anywhere they want to go, unless it's Target because they can ride their bikes there. Navigating a public transportation system teaches many valuable skills, including time management, basic navigation, self reliance and self confidence.	7/26/2017 6:56 AM
53	Trains are needed. Instead of building huge highways invest in railways.	7/26/2017 6:41 AM
54	DART expanded to include McKinney	7/26/2017 6:22 AM
55	Need something that picks up disabled or seniors at there homes	7/26/2017 2:27 AM
56	Build elevated DART above DNT.	7/25/2017 11:40 PM
57	I, and my family, can quite obviously afford our own transportation. However, we employ over 70 people and we care about our elderly, disabled and poor neighbors. We would like to see transportation as a priority in McKinney.	7/25/2017 11:15 PM
58	Being mindful of the visually impaired person...making bus or train transfers easier when details, like maps and signs can be difficult to read/see. And telling a person to remain indoors where it is "safe" is NOT an option.	7/25/2017 9:51 PM
59	Would prefer Dart to come to McKinney. I already have an annual pass so would prefer some type of public transportation between McKinney and Plano that would not incur additional cost. Also, if public transportation involved a bus, would prefer a departure from north McKinney. The previous bus with TAPS departed from 121/75 area and did not make sense for me since I was already half way to Plano.	7/25/2017 8:59 PM
60	Public transportation ruins towns and brings in more crime!	7/25/2017 8:07 PM
61	Could use Senior disl a ride for medical appts	7/25/2017 7:45 PM
62	Light Rail	7/25/2017 6:39 PM
63	Would be awesome to have public transportation to events that have high traffic and poor parking options.	7/25/2017 6:37 PM
64	Tolls are costing commuting families upwards of $400/month. STOP endorsing anymore toll roads in our area!	7/25/2017 6:32 PM
65	we have the population, we have spread out centers of workplace and homes. We have the funds if we are willing. Please grow our transport system to match other major metro areas like DC, NYC, San Francisco, Atlanta, Boston, NE Corridor. It's worth the front load, short term pain and aggravation to invest in it.	7/25/2017 6:26 PM
66	Too bad this survey is o not completed by rich people with a car and computer. You know the poor people in Collin county need cheap bus transportation for employment opportunities. But they can't completed this survey without a computer.	7/25/2017 6:21 PM
67	Bus routes are ineffective	7/25/2017 6:03 PM

68	In order to move people in the most expeditious way it is important to have public transportation. This will also decongest major arterials and highways and help with emissions.	7/22/2017 1:23 PM
69	It is very hard to get around in McKinney since I can no longer drive.	7/22/2017 9:53 AM
70	Open to having public transport in Collin County, something that can serve all citizens and income levels	7/22/2017 9:32 AM
71	DCTA needs more buses	7/21/2017 6:05 PM
72	Mass transit plan for all Collin County and N. Texas	7/21/2017 2:34 PM
73	Dart Paratransit needs to not keep people in the cabs and or buses for an hour and more. Sometimes it's a 2 hour ride when my home is only 30 minutes from my work place. But they add more trips to the drivers routed and uncaring of how long we havr go stay in the cab or bus. That's not right to us or the drivers.	7/21/2017 7:56 AM
74	The DART requirement to go downtown and interview for eligibility for ADA Ride status is ridiculous & a logistical nightmare. MTS Access (San Diego's Transportation for disabled riders) is a superb program and eligibility is obtained through online physician verification.	7/20/2017 1:49 PM
75	During the recent NTCOG public transportation meeting in Collin County, I couldn't help notice the major focus was on "public" transportation. I believe the term needs to be changed to "Mass" transportation. I believe that if our city and county leader do not make an effort now to fund and support the development of important mass transit, we will be asking our leaders in just a few years WHY they didn't do it sooner. Collin County does have a history of good planning for growth, but this is an area where our leaders are failing. Mass Transit is about moving large number of people through the transit system. The meeting focused too much on the needs of those less able to provide their own transportation, causing everyone to lose sight of the need to reduce traffic congestion and move more people, more quickly and efficiently. If you help everyone get around faster and more efficiently, then you also help the less fortunate. The need for infrastructure to transport people, vehicles, and things around the county is very important now, before land and construction cost get more costly. In addition as land is developed, it will prevent the development of future mass transit. Collin County needs bigger and better roads, but we also need to plan for mass transit. I have seen the recent Collin County mobility plan that predicts transportation at build out. It is obvious mass transportation need to be a part of the mobility plan so in the future transportation is possible and with reason. It is only logical. The plans that are made now will impact generations to come. Let's leave future generations with something we can all be proud of, rather than a reputation of inadequacy. I believe that one of the ideas that hinders growth of mass transportation north of Plano is the idea that public transportation will bring the criminals, low income, homeless, and other people to their otherwise perfect communities. I don't believe this is true and the lack of public or mass transportation is actually preventing low income, homeless, elderly, and disabled from improving their lives and their economic situation. Another idea is that the wealthy in Collin County won't use mass transit, so why should they pay for it. Well that may or may not be true. I know plenty of wealthy people that use commute van and commute rail line to get to work, because it is more efficient and they don't have the stress of driving is traffic. I do not believe public or mass transportation should be completely free. However we have several highways and road that are free to drive, so there is a precedent, but riders of mass transportation around the world pay a fee to ride and that helps to cover the cost of the system. I believe that NTCOG has a really opportunity to study these ideas that are hindering our communities and elected officials from supporting mass transportation. I don't know anyone who likes sitting in traffic or likes that their commute times are quickly increasing. We need solutions now and someone needs to start selling it to our voters and leaders.	7/20/2017 12:18 PM
76	My area does not have any public transportation. If it did, I would be eligible and would use the routes via para transit	7/19/2017 7:08 PM
77	So i can get a car	7/19/2017 3:03 PM
78	I know the service provided by TAPS failed but it was curb to curb and once we got it set up for our daughter it worked very well and she could afford it.	7/19/2017 12:30 PM
79	Let's work for all of Texans not just the few	7/19/2017 11:56 AM
80	HCS program (for disabled) which has transport services should be expanded and made more flexible	7/19/2017 6:10 AM
81	We have paratransit (Arlington Handitran) but too many trip requests are refused due to too few buses allowed on streets at a time (grant/funding restrictions).	7/18/2017 8:23 AM

82	The DFW area is so congested that driving is an awful option for me, if DART or more buses to places of interest are available that is the better option. If more are available, I'd use them more.	7/18/2017 8:20 AM
83	I have adult children who need transportation but unable to drive. Public transportation would give them better employment opportunities	7/17/2017 9:15 PM
84	Buses are not convenient in the surrounding surburban area	7/17/2017 6:40 PM
85	I have a hard time getting to and from work without driving and relying on people to take me because buses and do not go where I work.	7/17/2017 3:34 PM
86	Would be helpful to have a service to transport to Dr appts	7/17/2017 3:09 PM
87	Cheaper fares	7/17/2017 3:00 PM
88	transportation is needed right away	7/17/2017 2:53 PM
89	People with dissabilities live on a poverty level, fixed income. Transportation is too expensive. It causes us not to live full lives such as getting to church, training, shopping, social activities. It's discriminatory to low income disabled and elderly persons.	7/17/2017 12:46 PM
90	I am intellectually disabled. I am afraid to use regular bus service on my own.	7/17/2017 9:36 AM
91	• The Medicaid Home and Community Basted Setting Regulation (441.301 (C)(4)) will be changing in the next few years. "The Setting is integrated in, and facilitates the individual's full access to the greater community including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, the same degree of access as individuals not receiving Medicaid HCBS." Full access to the greater community may require meeting time commitments that are closer together. Transportation needs will include less wait time between time commitments, and pick up and drop off times within a smaller window of time. An integrated plan between North Central Texas Council of Governments and the Texas Department of Aging and Disability on the implementation of the new regulation would be beneficial.	7/17/2017 6:34 AM
92	Consistent services	7/16/2017 11:56 PM
93	Take tips from other cities like San Francisco for efficient public transportation.	7/16/2017 8:36 PM
94	I use a car, but it is difficult for people in our community without a car	7/16/2017 8:26 PM
95	ParaTransit is too inconsistent	7/15/2017 9:00 PM
96	Serve the disabled to the most popular places regarding work,therapy,and purposeful day programs	7/15/2017 7:36 PM
97	Can't think of any	7/15/2017 7:14 PM
98	Special buddies or caregivers to assist with a transportation and the appointment. To give caregivers at home a break.	7/15/2017 2:22 PM
99	A DART Driver in appropriately touched me in September 2016. I kept asking him to stop.	7/15/2017 7:56 AM
100	paratransit takes a very long time. They drop off and pick up too many clients on the trips. My daily rides almost always exceeds 2 hours each way.	7/15/2017 7:30 AM
101	I have Down syndrome and cannot drive. I am 24 years old and would like to take public transportation to and from My Possibilities each day so that my parents do not have to take me as they both work.	7/14/2017 9:40 PM
102	Personal Safety as I cannot defend myself due to Deaf/Blind and Physical Disabilitues.	7/14/2017 6:29 PM
103	I (my mom) would like to be able to get a reliable way to get to work but when I used to use Paratransit to get to school it was very unreliable as to when they picked me up and actually getting to school on time.	7/14/2017 5:38 PM
104	It is my understanding that Anna will have a new downtown and I want to be able to be able to frequent Anna's downtown as well as other cities. Currently it feels like I am in prison in my own home and only get out for doctors appointments. I want to be in groups where I can make friends. I really want to be able to ride the train from Sherman to Dallas and from DFW airport to Anna. Oh- I get motion sickness really bad and the medications makes me very sleepy. I need to be safe if I fall asleep.	7/14/2017 5:14 PM

105	The Ha di-rides window for pick up doesn't get me to my destination in a timely way. Too long because of too many stops. Sometimes I am riding for over an hour for what is basically a 20 minute ride. Reserving a ride should be less restrictive.	7/14/2017 4:12 PM
106	Have paratransit or local bus service in my area available also at night and weekends.	7/14/2017 3:53 PM
107	Desperately need transportation available at a low cost, not fair to all who have disabilities and can't drive?	7/14/2017 2:57 PM
108	Independence is important for individuals with disabilities to be contributing members of society.	7/14/2017 2:48 PM
109	Uber for the disabled	7/14/2017 2:41 PM
110	My name is Tameka Fields and is currently homeless.....	7/14/2017 2:11 PM
111	That's all	7/14/2017 2:09 PM
112	Need trustworthy individuals and clear help	7/14/2017 12:36 PM
113	Need Paratransit help because of Down Syndrome - don't have the ability to really know if I am being dropped off where I need to be dropped off	7/14/2017 12:23 PM
114	This survey filled out for my Down's syndrome daughter. She relies on Paratransit and her parents for transportation needs which somewhat limits her desire for more independence	7/14/2017 10:26 AM
115	they are always late p/u and Its hard to call so far in advance	7/14/2017 10:18 AM
116	We need more Bus Rapid Transit and Rail options in Arlington connecting to the Collin County area	7/14/2017 9:46 AM
117	For our district, we transition students as they leave he district. We need more options for transportation to and from work	7/14/2017 9:34 AM
118	Expand!	7/14/2017 9:28 AM
119	The Medicaid Home and Community Basted Setting Regulation (441.301 (C)(4)) will be changing in the next few years. "The Setting is integrated in, and facilitates the individual's full access to the greater community including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, the same degree of access as individuals not receiving Medicaid HCBS." Full access to the greater community may require meeting time commitments that are closer together. Transportation needs will include less wait time between time commitments, and pick up and drop off times within a smaller window of time. An integrated plan between North Central Texas Council of Governments and the Texas Department of Aging and Disability on the implementation of the new regulation would be beneficial.	7/14/2017 8:24 AM
120	I need to cross county lines. I live in Denton County with a Plano mailing address and I work in Collin County(Frisco).	7/14/2017 7:11 AM
121	Reliable tracking ability. Reliable information regarding pickup and dropoff times. Courteous staff. Having to only deal with one service instead of Dart contracting out their paratransit to a cab company. In short the service would need to be everything that Dart is not. The service would also need to be available for the Southern parts of Dallas County.	7/14/2017 7:05 AM
122	Again, the DART program for people with disabilities has been a blessing in helping my family get me to my day program. Private transportation is so expensive and I will never be able to drive. Having the DART program allows me to be a "normal" individual and have a "normal" day in getting somewhere that I want to go to learn and participate with people....to just be like others in getting somewhere and feel valued instead of sitting at home by myself.	7/14/2017 6:59 AM
123	Van or bus service is needed for disabled people from Frisco to My Possibilities in Plano.	7/14/2017 2:43 AM
124	Door-to-door wheelchair accessible rides between Frisco and Plano, especially My Possibilities in Plano, M - F.	7/13/2017 9:52 PM
125	The state pays for his transportation, but I also buy DART $3 tickets for one way paratransit van rides, but they are unpredictable and never seem to have the same driver.	7/13/2017 7:39 PM
126	As parents new to TX, we do not know who to contact to try to set up transportation for our special needs son.	7/13/2017 6:01 PM
127	My disability keeps me from driving and there's no transportation service in Frisco.	7/13/2017 4:57 PM
128	From Anna, TX via DART to visit family within the surrounding towns.	7/13/2017 2:04 PM

129	I have a daughter with special needs that uses Dart to go to My Possibilities every day. That service is a huge help to us, although the taxis are often late.	7/13/2017 2:03 PM
130	From Anna, TX via DART rail to Dallas, TX where my work is.	7/13/2017 1:59 PM
131	Door-to-door transportation is needed	7/13/2017 1:01 PM
132	My daughter attends My Possibilities (MP), a facility for people with special needs, and transportation for her would greatly cut down on my time and money. There are several students of MP that could benefit from this service. She only goes twice a week but others attend daily.	7/13/2017 12:32 PM
133	We live 35 minutes from school so most of my class hab hours are used on transportation	7/13/2017 12:27 PM
134	since our son is non-verbal, we value services from a trusted transportation company that limits rides to only those with disabilities and/or special needs	7/13/2017 11:44 AM
135	IDD Individuals need door to door service and sometimes can be confused directionally on whom, where and when that requires special needs supervision assistance	7/13/2017 11:39 AM
136	Paratransit is slow and the pickup window is much broader than the advertised 20 minutes. It varies by as much as an hour making it impossible to predict. Plus you can spend up to an hour and a half riding for a 20 minute trip. As an autistic person this is unbearable at times; I can't bear the over stimulation of stress. Riding in a taxi provided by Paratransit with a driver who does not speak English is also frightening at times.	7/13/2017 11:33 AM
137	Public education, benches with storm shelters for bus routes, benches and trash units throughout the city thorough fares to encourage walking, posted cycle routes and public ed on cyclists	7/13/2017 8:46 AM
138	Disabled students	7/12/2017 9:33 PM
139	I think having the Dart run through Plano/Allen/McKinney/and Princeton would help low income families make a living.	7/12/2017 6:55 PM
140	currently I ride my bike to work, but if it's raining outside I need a ride. I want to eventually get another Job but I am limited in the distance I can ride my bike safely. with public transportation access I will be able to travel farther safely and access more opportunities for me.	7/12/2017 6:44 AM
141	Movies and maybe concerts	7/11/2017 7:45 PM
142	Na	7/11/2017 5:10 PM
143	Need "people mover" system in Legacy Corridor, integrates with Legacy Transportation Management Association. Need long range transit plan to handle County population of 2.5 million +	7/11/2017 10:09 AM
144	Who was the genius whom scheduled this meeting in Allen where DART doesn't run. This sounds that this new plan will leave the vulnerable population hurt. This sounds like a corporate scam. Hurt people while giving money to the big wigs	7/11/2017 10:04 AM
145	I so appreciate the taxi service. It is great. I just need more of it.	7/11/2017 6:47 AM
146	suburb transportation	7/3/2017 3:19 PM
147	I just love public transportation for entertainment purposes as I don't have to drive my car all the time and sit in traffic	7/3/2017 3:13 PM
148	I am very grateful for our Star bus. I love going anywhere but cant get around without my scooter	7/3/2017 2:40 PM
149	I need transportation for medical appointments to Dallas and Mesquite without it costing me $15 each way	7/3/2017 2:36 PM
150	I think it is absolutely wonderful that transportation is shifting on Fridays for 1 hour to walmart	7/3/2017 2:33 PM
151	I don't need the services now, but probably will in the future	7/3/2017 2:32 PM
152	I will be glad to use the Friday ride as presented so I won't have to drive or find a parking place	7/3/2017 2:29 PM
153	In case of accident or disabling of my old car, I would need to rely on Star	7/3/2017 2:28 PM
154	Please continue for me - for us seniors that do not drive - Star Transit	7/3/2017 2:25 PM
155	make renewal not too difficult. My son used services, but did not take time to renew.	7/3/2017 2:09 PM
156	Segways	7/3/2017 2:03 PM
157	would like the freedom from asking friends and family for rides	7/3/2017 1:41 PM

158	Involve all power sectors in our transit solution.	7/3/2017 1:38 PM
159	first mile/last mile, also more education on resources available and expanding transportation to non-service areas	7/3/2017 1:33 PM
160	Vision challenges affect night time driving - public transportation will keep me engaged in work, church, shopping, entertainment	7/3/2017 1:31 PM
161	A voucher system is critical to help people start work and get on their feet	7/3/2017 1:27 PM
162	Owning a transportation company is more complex than having a car and a drivers license. The impression that its financially rewarding and simple is insane. There are some regulatory obligations (insurances, etc.) and legal coverage requirements from clinical businesses (hipaa training, hospital/vendor permits, no subcontractors, etc.) that make this business segment to be extremely challenging.	7/3/2017 1:12 PM
163	Fortunately at this moment I do not have any transportation barriers. But I do see that a lot of folks do lack transportation. I would like to see more buses / MITS available in the smaller cities	7/3/2017 1:05 PM
164	My transportation needs are well met. However, I work with many people who, due to poverty, struggle desperately with transportation issues. They cannot get to work or adult education classes because public transportation is not available where they need it when they need it at an affordable cost.	7/3/2017 12:53 PM
165	fare payment/check systems for Dart rail instead of just having fare enforcement officers on trains	7/3/2017 12:48 PM
166	Any American should be able to go anywhere at anytime without getting broke in the process	7/3/2017 12:45 PM
167	variety of access to jobs for those looking for them	7/3/2017 12:44 PM
168	Reliable and consistent routes (bus or rail) that takes shorter time than driving. Use I30 HOV lane for Autonomous Vehicle and build centers and routes to get to I30 to ride	7/3/2017 12:40 PM
169	my mobility has decreased due to medical issues. Therefore it is harder to use the bus, which is what I can afford	7/3/2017 12:37 PM
170	would like to see a navigation tool/app that is interagency driven to provide current information on available transportation and connector routes	7/3/2017 12:35 PM
171	paratransit to Richland Hills, NRH, Saginaw	7/3/2017 12:24 PM
172	dependable transportation for my child	7/3/2017 12:11 PM
173	Had a full [illegible] time, soon or latter I will need help. Just want to know what all you do.	7/3/2017 11:42 AM
174	I am happy with STAR Transit. I though someone should know how happy I am with Mr. Teaton. I have riden with him once before. He is polite and makes sure my ride was not only on time and safe, but pleasant as well! Thank you	7/3/2017 10:55 AM
175	STAR only available Tu-Th 8am-1pm to Rec Center and Library; they should be able to run throughout the city and for all hours 8-5 M-F and on weekends	7/3/2017 10:50 AM
176	comfortable,	7/3/2017 10:36 AM
177	Well, it would be nice to call and make an appointment when you get it so you don't have to wait for 2 weeks. It would be good if people that ride all the time would be down to ride and not have to call all the time.	7/3/2017 10:26 AM
178	I need a vehicle (maybe a bus?) come pick me up at my home as shown on the following home address, drop me off at locations as shown in question 12. Thank you.	7/3/2017 9:17 AM
179	affordable transportation needed	7/3/2017 8:57 AM
180	more bus and train	7/3/2017 8:51 AM
181	I previously used DART paratransit. They cancelled my service because my heart did not cause any problems. I have never had heart problems! The evaluator made up her own set of rules. After using paratransit for years, the evaluator cancelled my service with no valid cause.	7/3/2017 8:48 AM
182	I am 93 and I fly to my sons	7/3/2017 8:38 AM
183	at this time I am driving myself	7/3/2017 8:35 AM
184	nearing time it may be needed	7/3/2017 8:26 AM

185	Love public transportation, just need to be sure it is safe and easy to access	6/30/2017 11:34 AM
186	lady inspector was rude	6/30/2017 11:28 AM
187	service is needed in many housing developments that are not within city limits. Service in the evening is needed by many seniors.	6/30/2017 11:27 AM
188	I need medical care that is only reasonably available in a city other than Corsicana	6/30/2017 11:19 AM
189	having been born and raised in Germany, our transportation system is non-existent in comparison to Europe	6/30/2017 11:08 AM
190	assistance on public transportation	6/30/2017 9:55 AM
191	do not have any money to pay any one just wait mostly for someone to take me out of the kindness of their heart	6/30/2017 9:50 AM
192	need seniors transportation for disabled senior, can't see well	6/30/2017 9:35 AM
193	Recently I qualified for disability bus. I've got a car (old) but don't trust going to doctor appt too far	6/30/2017 9:05 AM
194	have my car	6/30/2017 8:48 AM
195	Dallas is going to be able to pull a rabbit out of a hat. The police and fireman's fund is not being handled properly --- the responsible parties have always avoided proper investigation in cases like this	6/30/2017 8:36 AM
196	full coverage insurance is very expensive. Hail damage could break my windows and I couldn't pass inspection, I have to park on the street at home	6/29/2017 4:07 PM
197	It is said to call them days in advance for this trip but when I need to go to doctor I call in advance and all booked up. They need more finding for repairs on buses, new buses, and whatever to make service easier. They do have good dialysis service, and all staff are wonderful but they need more funding	6/29/2017 2:44 PM
198	I believe and hope CTS will become bigger and stronger. They have a lot of good employees.	6/29/2017 2:39 PM
199	I wouldn't be able to go to the Dr if I didn't have this bus to ride! Thank you!!!	6/29/2017 2:13 PM
200	would like to visit friends and family members as well as social outings	6/29/2017 2:09 PM
201	I hop they put the Greyhound bus service back in Ennis to travel from Ennis to Dallas	6/29/2017 2:00 PM
202	I think there needs to be more public transportation in Waxahachie because Waxahachie is still a small town but growing. I can't solely rely on a taxi for transportation because it cost $20 a trip to get to work and is how much I make in an hour so I would be spending all my money on transportation alone to get to/from work daily	6/29/2017 1:56 PM
203	I think the stamp book should be stamped once for all day ride	6/29/2017 1:49 PM
204	I would like the service to start earlier in the morning so I have a ride to work and not just for the return trip	6/29/2017 1:41 PM
205	We stay at home weekends cuz no car. we need rides back to Dallas	6/29/2017 12:59 PM
206	Something like a regular bus system going from city to city maybe two or three times a week. maybe on some Saturdays	6/29/2017 12:55 PM
207	Medical rides in Erath County and other counties. Rides to select churches on Sunday and Wednesdays	6/29/2017 12:51 PM
208	Star takes car of my needs here. You are doing a great job, it serves my needs. You cannot improve on perfect! Thank you very much	6/29/2017 12:47 PM
209	Bus stops are in a very dangerous area. Nothing within safe walking distance and too far	6/29/2017 12:15 PM
210	easier and shorter rides from work with DART paratransit. They have too many dropoffs and pick ups making us go way out of our destinations and sometimes 2-3 hours just to get to work and home	6/29/2017 11:30 AM
211	I would love to have transportation to and from work in Mansfield	6/29/2017 11:21 AM
212	I use uber to get to the train. I take the train to work. My moma take me to train. I ride every night from work trip. I always have a way to get home.	6/29/2017 11:11 AM

213	I think self-driving cars can be very useful for public transportation. Also, I imagine that public transit systems and services can help provide self-driving technology a platform to prove its viability and examine its reliability; meanwhile, the boost in availability that public transit services can bring, may help the cost of self-driving tech come down. tl;dr: I believe self-driving cars can help make our roadways safer and public transportation can help prove and improve the reliability of the technology, while also making the tech more available and eventually more affordable.	6/29/2017 11:02 AM
214	Add more routes or tracks where there are not part of Dallas area	6/29/2017 10:45 AM
215	Having direct route on paratransit instead of them coming late, having multiple picks-up with everyone, and not having estimated times that could get you home late almost all the time	6/29/2017 10:43 AM
216	none	6/29/2017 10:41 AM
217	If I lived closer to work then I might be able to use a public bus	6/29/2017 10:28 AM
218	No other thoughts/ideas on transportation needs	6/29/2017 10:18 AM
219	DART Paratransit should not arrive so late picking up their clients on their pickup time	6/29/2017 10:14 AM
220	more direct routes	6/29/2017 10:11 AM
221	needs to be more transportation for those in wheelchair. Quicker faster ways for them to get on the bus and more space for them and covered spot at the bus stop so they wont get rained on	6/29/2017 10:08 AM
222	A wheelchair accessible shuttle from the infomart to the DART is needed	6/29/2017 10:03 AM
223	wheelchair accessible shuttle to rail station weekly	6/29/2017 9:59 AM
224	[illegible]	6/26/2017 3:11 PM
225	My wife registered myself and her early. The early registration will include a parking pass. We never received the parking pass. Were we a bad boy and girl - no pass? Please respond to my email	6/21/2017 2:48 PM
226	To meet all my needs	6/20/2017 2:03 PM
227	To meet all my needs	6/20/2017 2:01 PM
228	Just kidding (q. 12-16)	6/20/2017 1:32 PM
229	Bus passes and gas cards having a more simplistic system of obtaining and more places providing them. I only know the workforce. For Arlington = I have asked Mayor Williams about adding public transportation to Arlington and no response or lack of support it appears and I fill it is needed in this area and can generate the more revenue that is sought after	6/19/2017 2:06 PM
230	None	6/19/2017 1:49 PM
231	Light rail to Arlington	6/16/2017 10:31 AM
232	Express services	6/16/2017 10:24 AM
233	Do you still have bus to airport DFW and other's	6/16/2017 10:14 AM
234	More promotion of My Ride	6/16/2017 10:07 AM
235	Affordable Transportation options	6/16/2017 9:54 AM
236	Bus service needs to be better Better stops [illegible] Bus [illegible]	6/15/2017 1:57 PM
237	Some times MITS come earlier than the time requested for. [illegible] I am not [illegible] get there it just leaves without even letting me know. [illegible] is pre-elderly and disabled, it will [illegible] for the person requesting the ride!!! Please advice your MITS drivers to be patient and have little consideration for elderly people/disabled people	6/15/2017 1:50 PM
238	It would be nice to have bus service in my community besides [illegible] 25, 3 or 5B on Mansfield Hyway I live inside community of Rolling Hills	6/15/2017 1:39 PM
239	MITS vehicles need upkeep done on them (i.e. [illegible] repaired). They also need cleaning inside	6/14/2017 3:51 PM
240	We need more options Tarrant County-wide especially for seniors and disabled	6/14/2017 12:15 PM
241	Seniors have a lot of aches, pains -m physical issues that keep me from buses at times" Too much advance notice - 3 days	6/14/2017 12:02 PM
242	Need [illegible] and bench on 2201 E. Berry East [illegible]	6/14/2017 11:50 AM

243	I think its unfair to good [illegible] that the other bus drivers can't behave with the others [illegible]	6/13/2017 9:08 AM
244	We are OK	6/13/2017 8:16 AM
245	None	6/12/2017 4:25 PM
246	A bus with wheelchair accessiary	6/12/2017 4:23 PM
247	Would love rides to different places Bishop Arts, Fort Worth, Arlington	6/12/2017 4:20 PM
248	N/A	6/12/2017 4:16 PM
249	Need a car	6/12/2017 3:52 PM
250	Last May 2, 2017 My request for a ride which was approved on May 1, 2017 did not come to pick me up. When I checked the lady attendant told me I did not have a ride! So I had to cancel my doctor's appointment. I would like MITS to have better service. Thank you!	6/12/2017 2:05 PM
251	Older people need some form of transportation if they do not drive or do not have a car. Our area is very lask in providing that service.	6/12/2017 1:57 PM
252	Uber from Ft. Worth to Dallas	6/12/2017 1:54 PM
253	Many seniors in Azle area do not have access to needed transportation	6/12/2017 1:50 PM
254	buses that take an hour to run on Monday to Fri could run on shorter time	6/12/2017 1:09 PM
255	Why use buses (large) when that many people doesn't be on them.	6/12/2017 11:47 AM
256	We need one in Azle and between Lake Worth	6/12/2017 11:39 AM
257	Need buses for Grand Prarie area	6/12/2017 11:37 AM
258	None!	6/12/2017 11:32 AM
259	Would like more public transportation from Watauga TX	6/12/2017 11:29 AM
260	More bus more times	6/12/2017 11:26 AM
261	There is a huge disconnect between public transportation and a consistency of services.	6/12/2017 11:13 AM
262	No	6/2/2017 2:38 PM
263	No comment	6/1/2017 2:55 PM
264	None	6/1/2017 2:51 PM
265	My part of far east Dallas is almost completely without bus service. And we have a huge population of people who are over 55 as well as a large population of younger people who need simple bus transportation to help them get to work. I just want to be able to go visit a friend, go shopping, take my cat to the vet, be able to take care of my husband if he is ill or in the hospital. We have good friends, but they can't shoulder the load. My husband still drives but not very far out of the area. I am missing out on a lot of things I need to do, things I long to do, places I want to go, people I long to see or must see in my work as a community activist and leader.	5/18/2017 12:37 PM
266	Wish there were bike lanes near transit stations	5/15/2017 1:03 PM
267	Too many to list. The regional planning of DFW transit has been completely mishandled. This city needs a complete revision of how it tries to move people, build infrastructure, incentivize economic development. Begin with Michael Morris' retirement please.	5/2/2017 9:39 AM
268	Transportation needs to be re-vamped in this whole country (i.e. high speed trains ala Japan). As 4 Dallas, it is just too big & people drive way too fast! Im from El Paso and it was easier to get around there. More chill.	4/27/2017 8:58 PM
269	Need more passenger rail through Arlington	4/27/2017 12:20 PM
270	At 91 my driving days are limited. I will be giving up my car and it is frightening to think that I will be home bound as I hesitate to ask for assistance. A great loss of independence	4/26/2017 8:18 AM
271	Please note that although my mailing address is Royse City, I live in Lavon, which is Collin County. All my answers are based on availability for Collin County, which basically doesn't exist. It's important to consider any services, especially transportation, need to accommodate clients in wheelchairs. Also, at times I need to have my caregiver come with me. It would be good if she were allowed to ride at no additional cost.	4/13/2017 2:12 PM

272	Would be an active participant in public transportation if more accessible to my residence	4/12/2017 8:29 AM
273	n/a	4/11/2017 7:43 AM
274	Dart Paratransit service is poor now because of using yellow taxi.Customer needs are not being met by Dart overall.	4/6/2017 12:54 PM
275	Pick up at my house	4/5/2017 10:33 AM
276	I have no transportation needs I can drive myself	4/5/2017 10:19 AM
277	I don't have any I am able to drive	4/5/2017 10:10 AM
278	n/a	4/4/2017 9:22 AM
279	The Metroplex is a 24 hr. city. Transportation should reflect this but it doesn't. One can go out & take a bus/train but have to take a Uber home. Now, if you want this to become a liveable/walking city then you should have transportation available. Madd shut down the A Train from Denton because they believe in TOTAL PROHIBITION. That is not ever going to happen again, they should be for the next best thing & that is to get DART running till at least 2 AM. At first the ridership will be slow, but give it a chance & you might see a lot of people participating instead of getting behind the wheel.	3/28/2017 7:36 PM
280	I have many clients who rely on buses to get work. So spreading the bus line would be great!	3/25/2017 11:00 PM
281	I am aging/"ancient" and less likely to continue driving and maintaining a vehicle but I want to keep moving and not be isolated from services in my community, have a civic life.	3/24/2017 11:07 AM
282	A taxpayer subsidy of 83% such as it is with Fort Worth is unacceptable.	3/16/2017 11:31 AM
283	current rail systems have too few stations, riding the trains sometimes still require driving to a station.	3/10/2017 1:03 PM
284	I would use public transportation if it were convenient in schedules and locations.	3/10/2017 11:16 AM
285	I've already stated it! I hope busses comes to grand prairie soon. With all the growth we have and new jobs created, transportation is a must.	2/27/2017 11:36 AM
286	Would be much easier for my attendant and I to ride the Dart rail to my VA Dr. appointments, but I have no way to get to the Buckner Blvd. station, that is the closest to Kaufman.	2/23/2017 11:35 AM
287	Out of town relatives fly into Dallas, & can make it from either airport, all the way to the Buckner DART rail station. Then they are stuck, & cant make it to or from Kaufman.	2/23/2017 11:28 AM
288	Need to be cost effective to taxpayers	2/9/2017 9:40 AM
289	We need more local train services to areas east and west of us. Not just North and south. We need a local route, as well.	2/9/2017 6:56 AM
290	I think bus service inside Arlington is absolutely necessary!	2/8/2017 6:18 PM
291	It would help to get dart in Grand Prairie also handi ride with dart have family members who do not drive due to being blind. They have to get friends or other family members drive them to Grand Prairie to visit me.	2/8/2017 5:35 PM
292	Less tolls better tax built highways	2/8/2017 4:13 PM
293	As large as Arlington is why is no public transportation.	2/8/2017 1:06 PM
294	I drive from Cleburne to las colinas daily. It's killer with traffic!! I wish there were better options for getting around city to city. Maybe even from Cleburne to ft worth would be better.	2/8/2017 12:35 PM
295	Currently the transportation system is unreliable and unmanageable for commuting. While I can afford to drive, I would prefer having the option to save money and be more environmentally conscious. We have considered moving out of the area due to the lack of decent public transportation.	2/8/2017 12:11 PM
296	Train Stations and Monorails.	2/8/2017 11:50 AM
297	Too crowded near Mayfield and trader's village	2/8/2017 11:25 AM
298	I would love to ride public transportation from my home in Everman to work in Fort Worth on a daily basis. If I had a choice, I would elect not to drive my car.	2/8/2017 11:18 AM

| 299 | I need people to TURN ON THEIR LIGHTS on the way to work at 6:30 - 7:15 AM. Every morning - ghost cars appear - visibility is a safety concern! | 2/8/2017 11:04 AM |
| 300 | encouraging cities to have more walkable or bike friendly paths to safely travel on. | 2/8/2017 9:44 AM |

Q17 Agency name and brief description (optional)

Answered: 81   Skipped: 1,210

#	RESPONSES	DATE
1	Liberty Mutual Insurance Company Liberty Mutual Insurance helps people preserve and protect what they earn, build, own, and cherish. Keeping this promise means we are there when our customers need us most. Throughout our operations around the world, we are committed to providing insurance products and services to meet the needs of individuals, families, and businesses; offering a diverse and dynamic work environment for our employees; and supporting our communities.	7/27/2017 4:03 PM
2	Liberty Mutual Insur	7/27/2017 12:02 PM
3	LifePath Systems	7/27/2017 11:22 AM
4	LifePath Systems IDD Authority for Collin County	7/27/2017 11:09 AM
5	LifePath Systems- Supported Employment Program	7/26/2017 1:14 PM
6	LifePath Systems	7/26/2017 12:07 PM
7	The Samaritan Inn	7/26/2017 10:13 AM
8	LifePath Systems	7/26/2017 6:31 AM
9	Grayson County Special Ed Co-op	7/24/2017 12:17 PM
10	LifePath Systems IDD Services	7/20/2017 10:43 AM
11	Lifepath Systems	7/20/2017 7:23 AM
12	Lifepath Systems	7/20/2017 6:41 AM
13	Prelude Clubhouse - a place for adults living with mental illness to recover through peer support.	7/20/2017 4:56 AM
14	Irving Bible Church, ministry to individuals with special needs of all ages.	7/18/2017 8:24 AM
15	collin county black chamber of commerce	7/17/2017 8:54 PM
16	Rosemary Holt Counseling	7/17/2017 3:05 PM
17	Prelude Clubhouse - rehabilitation program for adults living with mental illness	7/16/2017 8:24 PM
18	Lakes Regional Community Center	7/14/2017 10:42 AM
19	Hugs Cafe	7/13/2017 3:25 PM
20	Christi Mann - parent	7/13/2017 11:16 AM
21	I teach high school students with special needs.	7/11/2017 9:55 AM
22	McKinney ODD transition program.	7/11/2017 9:49 AM
23	Erath Veteran Service Office	5/30/2017 9:16 AM
24	Texas Workforce Solutions/Vocational Rehabilitation Services (TWC)	5/29/2017 8:17 PM
25	The Grand Connection is the City of Grand Prairie's transportation service. This is a door-to-door Paratransit service created to serve the needs of Grand Prairie's senior citizens and individuals with disabilities. Passengers are taken to medical/dental appointments, work, school and grocery shopping within the city limits of Grand Prairie. The Grand Connection service currently operates between the hours of 4:30 a.m. to 5:00 p.m., Monday - Friday. Service hours will be expanded as demand increases and expansions will be announced prior to their occurrence.	5/16/2017 1:00 PM
26	City of Mesquite	5/16/2017 9:24 AM
27	Navarro County Veterans Service Officer	5/12/2017 7:55 AM
28	Bubbl Ride service driven exclusively by retired and off duty police officers.	4/27/2017 2:07 PM
29	Heritage Oaks Senior Living	4/26/2017 12:11 PM

30	Choices Clinic & Life Resource Center Pregnancy help center	4/24/2017 12:46 PM
31	HHSC Foster Grandparent Program	4/19/2017 2:52 PM
32	Navarro Regional Hospital	4/19/2017 11:55 AM
33	Corsicana Medical Research,PLLC	4/19/2017 9:31 AM
34	Denton Housing Authority	4/18/2017 9:12 AM
35	United Way of Johnson County We fund eighteen agencies serving our county, our focus is health, education and financial stability.	4/10/2017 8:37 AM
36	Fort Worth ISD SpEd students	4/7/2017 12:05 PM
37	Nurse-Family Partnership Evidence-based Nurse home visiting program for first-time mothers.	4/7/2017 7:55 AM
38	American Foundation for the Blind Center on Vision Loss serves individuals of all ages, at all stages of vision loss. The majority of people who visit our Center are older adults, however.	4/6/2017 8:41 AM
39	Dallas ISD District/Community 18+ Program	4/5/2017 9:44 AM
40	Metrocrest Community Services	4/5/2017 8:54 AM
41	Goodwill Industries of Dallas, Inc.	4/5/2017 7:54 AM
42	Ambassadors For Aging Well	4/4/2017 4:01 PM
43	Placing Russell, LLC A Free agency helping with placement options and benefits and resources for elderly and disabled	4/4/2017 2:02 PM
44	Denton ISD	4/4/2017 12:54 PM
45	Plano Community Homes - Fairoaks of Denton We are a nonprofit, HUD subsidized, low-income, independent housing for seniors. We have 3 locations in Plano and one location in Denton called Fairoaks. Fairoaks has 40 one-bedroom apartment units. We currently have 40 residents. You have to be 62 and older and meet the income guidelines.	4/3/2017 8:23 AM
46	Communities in Schools of North Texas - Southridge Elementary	3/30/2017 7:23 AM
47	WIC - Providing supplemental nutrition, education, support and referrals to Women, Infants and children and their families	3/29/2017 3:32 PM
48	Span Denton County	3/27/2017 9:01 AM
49	Parkland	3/23/2017 12:39 PM
50	Lakes Regional Community Center	3/21/2017 12:29 PM
51	MHMR	3/20/2017 1:02 PM
52	Pathfinders is a non-profit organization empowering individuals and families to find their path form poverty to self-sufficiency.	3/18/2017 2:39 PM
53	Redemption Bridge, a non profit, 501 (C)(3) intermediary, creating linkage between the state agencies, local and county government, and community stakeholders.	3/17/2017 2:34 PM
54	Tarrant County, population approx. 1.8 million	3/15/2017 9:45 AM
55	County Commissioner Precinct 1, we handle the issues and concerns of citizens within Precinct 1. Ranging from transportation, notaries, housing, and utility assistance.	3/15/2017 9:40 AM
56	Heart of TX Home Healthcare	3/15/2017 7:42 AM
57	MHMR Tarrant	3/14/2017 1:38 PM
58	Redemption Bridge. Redemption Bridge is a 501(C)3 non-profit.	3/14/2017 1:17 PM
59	One Safe Place	3/10/2017 2:37 PM
60	Tarrant County	3/10/2017 12:06 PM
61	Tarrant County Community Supervision & Corrections Department - Adult probation department	3/10/2017 11:32 AM

62	On the Road Lending - On the Road Lending is a 501(c)3 nonprofit organization founded in 2013 that provides vehicle selection assistance and long-term financial mentoring to address a little understood, but substantial problem—providing a way for low-income individuals to overcome transportation barriers so they can get to work, lead a healthier life, and avoid predatory lending. We help people improve their credit and purchase fuel-efficient, reliable cars, financing them ourselves with a low-cost loan.	3/9/2017 1:48 PM
63	Royse City ISD Special Education Department	2/28/2017 1:47 PM
64	Decatur ISD	2/17/2017 8:12 AM
65	Catholic Charities Fort Worth	2/14/2017 9:48 AM
66	Tarrant County WIC Program-Provides nutrition education, supplemental foods, and important referrals for other social services.	2/13/2017 4:02 PM
67	JPS Health Network	2/10/2017 1:21 PM
68	Tarrant County Community Supervision and Corrections Department (Adult Probation)	2/10/2017 9:25 AM
69	Morgan Mill ISD	2/10/2017 8:52 AM
70	Tarrant County Administration	2/10/2017 7:16 AM
71	Mayor Tom Clayton	2/9/2017 9:26 PM
72	City of Forest Hill	2/9/2017 2:48 PM
73	Sixty and Better formerly known as Senior Citizen Services	2/9/2017 2:26 PM
74	Catholic Charities Diocese of Fort Worth	2/9/2017 1:47 PM
75	Disabled American Veterans 234 A VSO located in Stephenville,Tx in Erath County	2/9/2017 1:41 PM
76	Center for Transforming Lives	2/9/2017 10:09 AM
77	Center for Transforming Lives	2/9/2017 9:19 AM
78	Center for Transforming Lives - Arlington CDC	2/9/2017 7:22 AM
79	East Parker County Library	2/2/2017 1:53 PM
80	Alzheimer's Association. Greater Dallas	1/25/2017 12:37 PM
81	CITY OF DALLAS, SENIOR AFFAIRS COMMISSION, SENIOR ACCESS TO TRANSPORTATION COMMITTEE	1/25/2017 8:49 AM

B6.51

Q18 What cities, counties, or other geographies does your agency serve?

Answered: 88   Skipped: 1,203

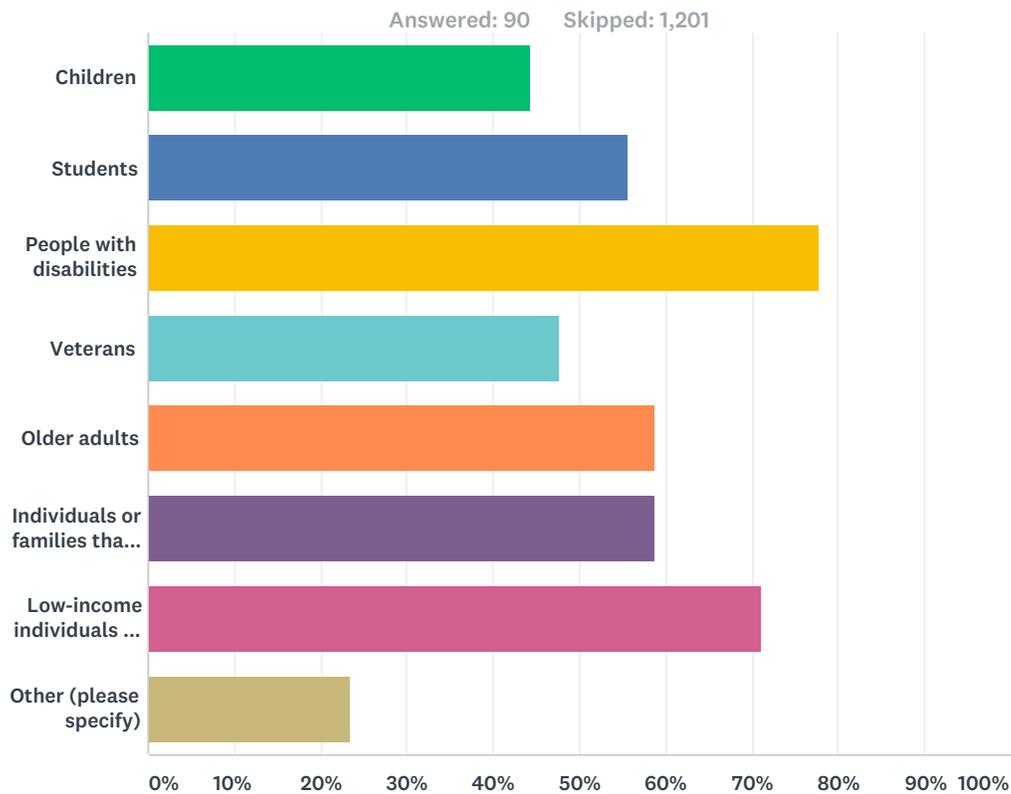| #	RESPONSES	DATE
1	Collin	7/28/2017 11:59 AM
2	We operate in more than 14 different countries.	7/27/2017 4:03 PM
3	Collin County	7/27/2017 11:22 AM
4	Collin County	7/27/2017 11:09 AM
5	Collin County	7/26/2017 1:14 PM
6	McKinney Tx	7/26/2017 12:07 PM
7	Collin County	7/26/2017 10:13 AM
8	Collin County	7/26/2017 6:31 AM
9	Van Alstyne, Howe, Whitewright, Tom Bean, Whitesboro, Pottsboro, S & & Consolidated, Collinsville, Celina, Bells, Gunter& Tioga	7/24/2017 12:17 PM
10	Collin County	7/20/2017 10:43 AM
11	Collin County	7/20/2017 7:23 AM
12	Collin County	7/20/2017 6:41 AM
13	Collin county	7/20/2017 4:56 AM
14	Irving and surrounding areas.	7/18/2017 8:24 AM
15	Collin	7/17/2017 10:00 PM
16	Collin County	7/17/2017 8:54 PM
17	Dallas, Denton, Tarrant, Collin	7/17/2017 3:05 PM
18	Plano	7/17/2017 2:30 PM
19	Collin and surrounding counties	7/16/2017 8:24 PM
20	We have 14 counties but I assist in Ellis and Navarro County	7/14/2017 10:42 AM
21	McKinney Texas	7/13/2017 3:25 PM
22	McKinney, Texas	7/11/2017 9:55 AM
23	McKinney ISD	7/11/2017 9:49 AM
24	North Dallas	6/20/2017 1:42 PM
25	north dallas	6/20/2017 1:41 PM
26	Erath County	5/30/2017 9:16 AM
27	Dallas County (North Texas)	5/29/2017 8:17 PM
28	Dallas County, Tarrant County, Grand Prairie, Arlington, Irving	5/16/2017 1:00 PM
29	Mesquite	5/16/2017 9:24 AM
30	Navarro	5/12/2017 7:55 AM
31	Dallas, Collin, Denton, Tarrant counties	4/27/2017 2:07 PM
32	Denton	4/26/2017 12:11 PM
33	Erath, Comanche, Hamilton, Palo Pinto	4/24/2017 12:46 PM
34	McLennan, Freestone, Limestone, Hill, Navarro Counties	4/19/2017 2:52 PM

35	Corsicana, TX and Navarro County, TX	4/19/2017 11:55 AM
36	Navarro Hill Ellis	4/19/2017 9:31 AM
37	Waxahachie, Ennis, Red Oak, Corsicana, Lancaster, Desoto, Italy - Ellis and Dallas County	4/19/2017 8:39 AM
38	Denton County	4/18/2017 9:12 AM
39	The entire population of Johnson County	4/10/2017 8:37 AM
40	Tarrant	4/7/2017 12:05 PM
41	Tarrant County	4/7/2017 7:55 AM
42	Nationwide	4/6/2017 8:41 AM
43	Fort Worth	4/5/2017 9:51 AM
44	Dallas with occasional student employment in satellite cities.	4/5/2017 9:44 AM
45	Dallas, Denton and Collin counties	4/5/2017 8:54 AM
46	Dallas, Collin, Southern Denton County, Kaufman, Rockwall, Ellis counties	4/5/2017 7:54 AM
47	Arlington	4/4/2017 4:01 PM
48	Tarrant and Dallas Counties	4/4/2017 2:02 PM
49	Denton, Corinth, Corinth, Shady Shores, Argyle, Oak Point, Aubrey, Cross Roads, Little Elm, Prosper, and Double Oak	4/4/2017 12:54 PM
50	Denton and Plano.	4/3/2017 8:23 AM
51	Lewisville	3/30/2017 7:23 AM
52	Denton County	3/29/2017 3:32 PM
53	Denton County	3/27/2017 9:01 AM
54	Dallas County	3/23/2017 12:39 PM
55	Rockwall	3/21/2017 12:29 PM
56	Tarrant County	3/20/2017 1:02 PM
57	Tarrant County	3/18/2017 2:39 PM
58	Currently Tarrant County, soon to expand to Dallas County.	3/17/2017 2:34 PM
59	Pct. 1 - Arlington, Benbrook, Burleson, Crowley, Edgecliff Village, Everman, Forest Hill, Fort Worth	3/15/2017 9:45 AM
60	Fort Worth, and Tarrant County.	3/15/2017 9:40 AM
61	an 18 county area extending from Oklahoma to Ennis, and Tarrant to Van Zandt, based in Rockwall TX	3/15/2017 7:42 AM
62	Tarrant County with additional services offered in Parker, Johnson, Denton, and Ellis Counties	3/14/2017 1:38 PM
63	Arlington, Texas and Tarrant County	3/14/2017 1:17 PM
64	Tarrant County	3/10/2017 2:37 PM
65	41 Municipalities	3/10/2017 12:06 PM
66	All of Tarrant County	3/10/2017 11:32 AM
67	We serve all in the state of Texas but our primary focus is North Texas	3/9/2017 1:48 PM
68	Royse City and Fate cities Collin Co., Rockwall Co., and Hunt Co.,	2/28/2017 1:47 PM
69	Decatur, Wise County	2/17/2017 8:12 AM
70	Tarrant County	2/14/2017 9:48 AM
71	Tarrant County	2/13/2017 4:02 PM
72	Tarrant County	2/10/2017 1:21 PM
73	Tarrant County	2/10/2017 9:25 AM

B6.53

| 74	Morgan Mill, Stephenville, Erath County	2/10/2017 8:52 AM
75	The cities in Tarrant County, Texas	2/10/2017 7:16 AM
76	Springtown TX. 76082	2/9/2017 9:26 PM
77	City of Forest Hill, Tarrant County, Texas	2/9/2017 2:48 PM
78	Tarrant County Texas	2/9/2017 2:26 PM
79	Archer, Baylor, Bosque, Clay, Comanche, Cooke, Denton, Eastland, Erath, Foard, Hardeman, Hill, Hood, Jack, Johnson, Knox, Montague, Palo Pinto, Parker, Shackelford, Somervell, Stephens, Tarrant, Throckmorton, Wichita, Wilbarger, Wise, and Young	2/9/2017 1:47 PM
80	Erath, Hamilton, Bosque, Comanche, Brown, Palo Pinto, Parker, Stephens, San Saba,Hood, Somervell, Johnson Counties and any others that need assistance and can not receive services needed	2/9/2017 1:41 PM
81	Arlington, TX	2/9/2017 10:09 AM
82	We serve Arlington, Fort Worth and Tarrant County	2/9/2017 9:19 AM
83	Arlington, Texas	2/9/2017 7:22 AM
84	Tarrant and surround counties	2/8/2017 8:16 PM
85	City of Arlington	2/8/2017 4:19 PM
86	All of Parker County, but specifically Aledo, Annetta North, Annetta South, Annetta, Hudson Oaks, Willow Park.	2/2/2017 1:53 PM
87	Dallas,Denton,Collin,Kaufman,Rockwall, Ellis,ANDERSON, CAMP, CHEROKEE, GREGG, HARRISON, MARION, MORRIS, PANOLA, RAINS, RUSK, SMITH, UPSHUR AND WOOD COUNTIESBOWIE, CAMP, CASS, DELTA, FRANKLIN, HOPKINS, LAMAR, MORRIS, RED RIVER, AND TITUS COUNTIESCOOKE, FANNIN, GRAYSON AND HUNT COUNTIESNAVARRO, ROCKWALL, AND VAN ZANDT COUNTIES Henderson	1/25/2017 12:37 PM
88	DALLAS	1/25/2017 8:49 AM

Q19 What populations does your agency serve? (Select all that apply)

Answered: 90   Skipped: 1,201

Answer Choices	Responses	
Children	44.44%	40
Students	55.56%	50
People with disabilities	77.78%	70
Veterans	47.78%	43
Older adults	58.89%	53
Individuals or families that don't own a vehicle	58.89%	53
Low-income individuals or families (with a combined income within 150% of poverty)	71.11%	64
Other (please specify)	23.33%	21
Total Respondents: 90		

Q20 With the clients you or customers serve, what is the highest day-to-day transportation need?

Answered: 85   Skipped: 1,206
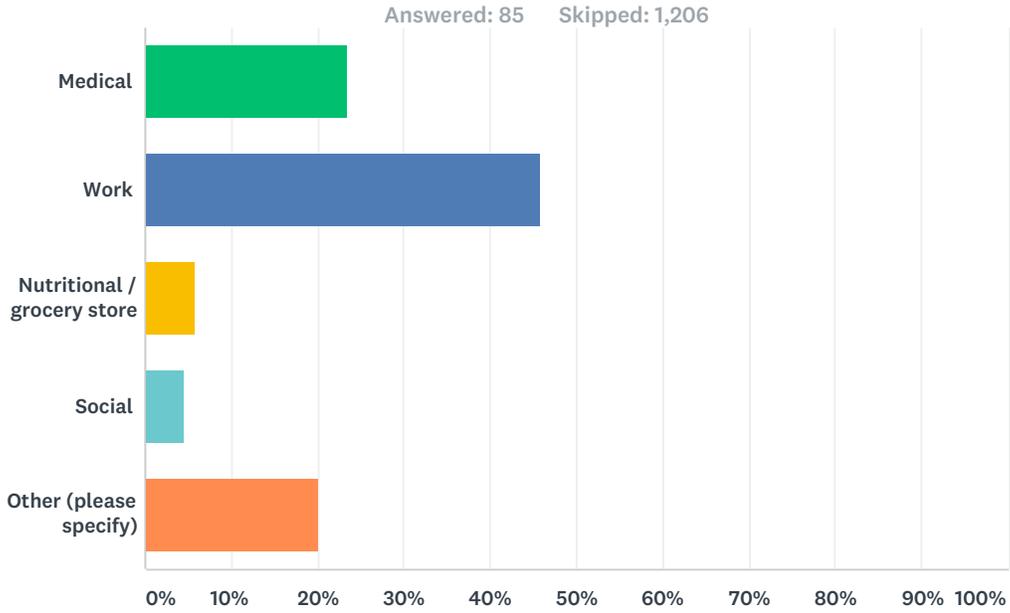
Answer Choices	Responses	
Medical	23.53%	20
Work	45.88%	39
Nutritional / grocery store	5.88%	5
Social	4.71%	4
Other (please specify)	20.00%	17
TOTAL		85

# Q21 When it comes to the public transportation needs of your clients or customers, what is your primary area of concern?

Answered: 86   Skipped: 1,205
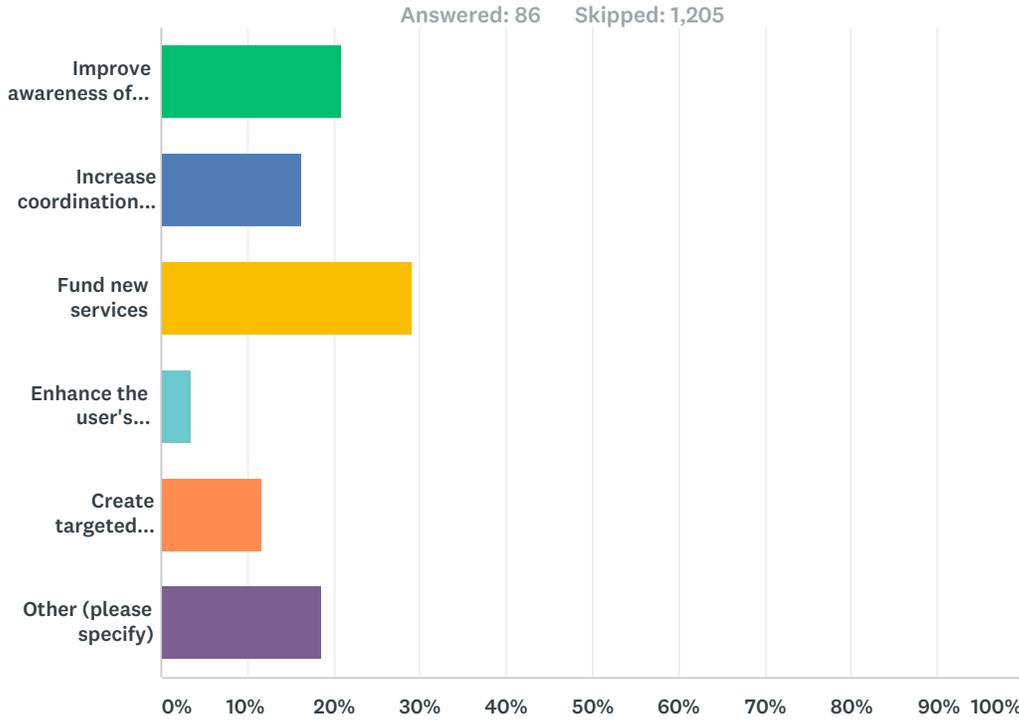
Answer Choices	Responses	
Improve awareness of available services	20.93%	18
Increase coordination between agencies	16.28%	14
Fund new services	29.07%	25
Enhance the user's experience	3.49%	3
Create targeted implementation plans	11.63%	10
Other (please specify)	18.60%	16
TOTAL		86

B6.57

Q22 What keeps your clients or customers from getting where they need to go? (Check all that apply)

Answered: 85   Skipped: 1,206
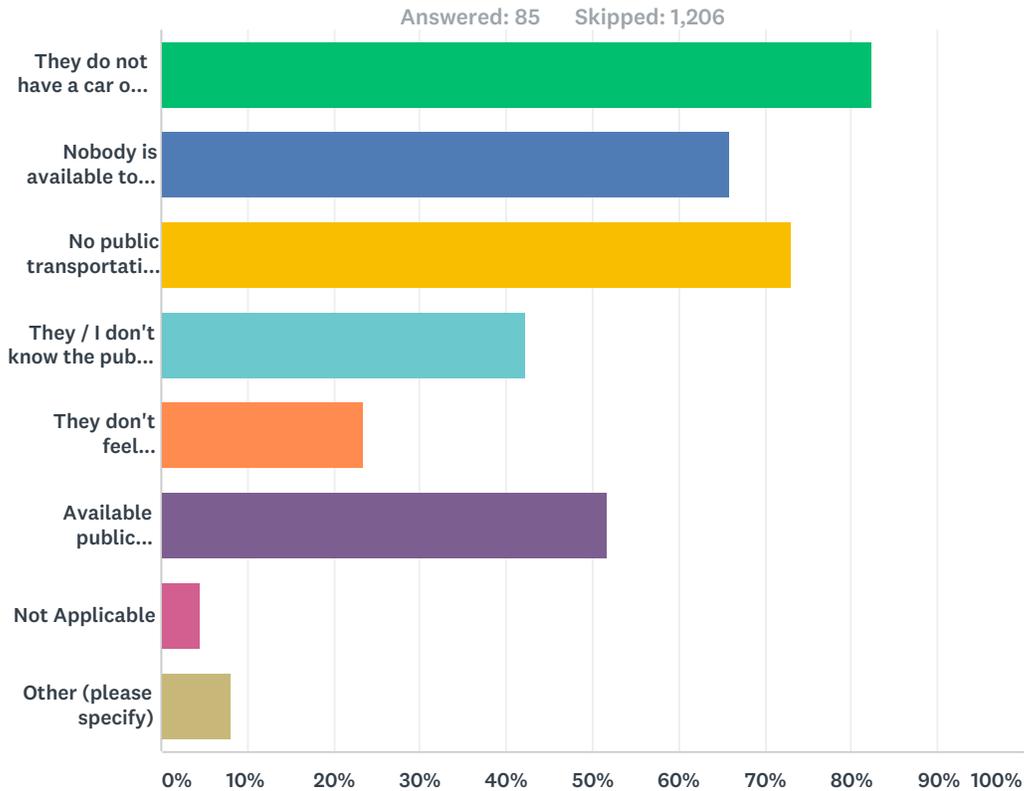
Answer Choices	Responses	
They do not have a car or a car is not available to them	82.35%	70
Nobody is available to drive them	65.88%	56
No public transportation services are available for their trips	72.94%	62
They / I don't know the public transportation options	42.35%	36
They don't feel comfortable using the available public transportation services	23.53%	20
Available public transportation does not meet their needs	51.76%	44
Not Applicable	4.71%	4
Other (please specify)	8.24%	7
Total Respondents: 85		

Q23 If available public transportation does not meet their needs, why not? (Check all that apply)

Answered: 78   Skipped: 1,213
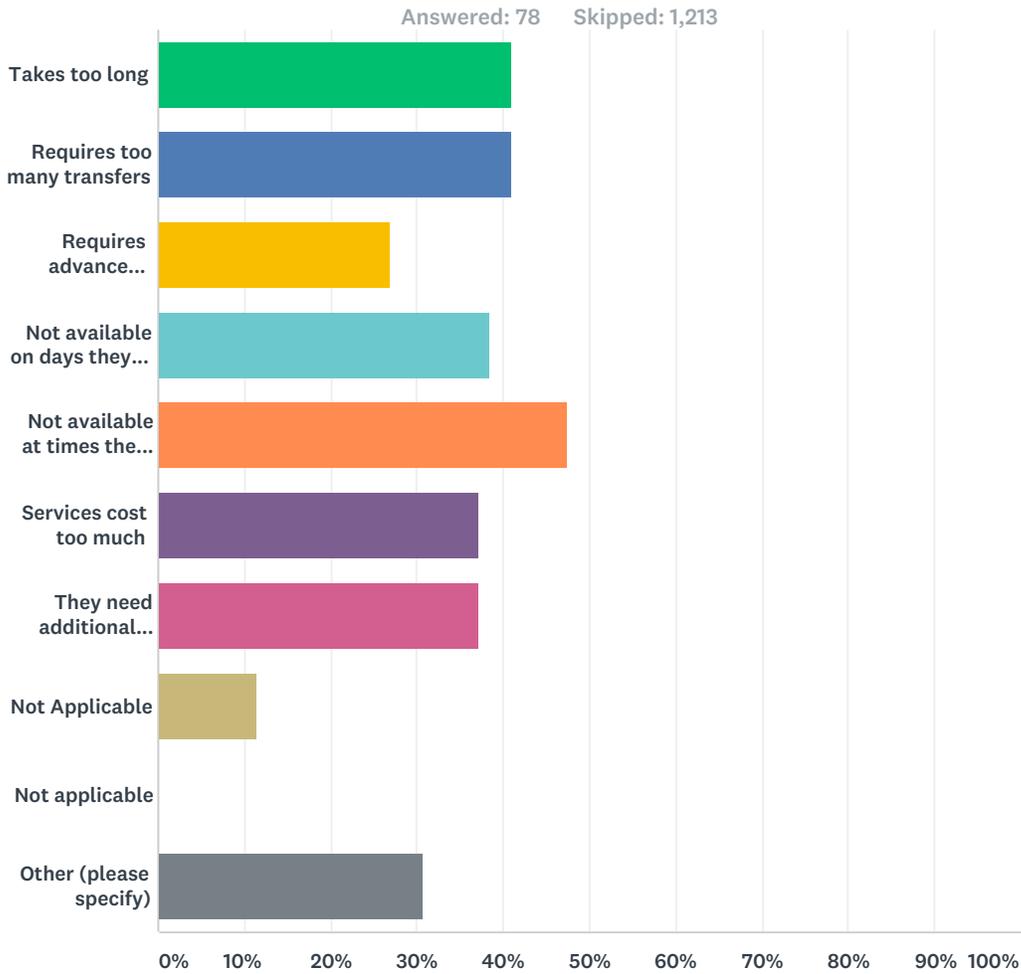
Answer Choices	Responses	
Takes too long	41.03%	32
Requires too many transfers	41.03%	32
Requires advance reservations	26.92%	21
Not available on days they need to travel	38.46%	30
Not available at times they need to travel	47.44%	37
Services cost too much	37.18%	29
They need additional assistance (with packages or getting to/from the vehicle)	37.18%	29
Not Applicable	11.54%	9
Not applicable	0.00%	0
Other (please specify)	30.77%	24
Total Respondents: 78		

Q24 Which of the following potential new services would be most appealing to your clients or customers: (Check all that apply)

Answered: 83   Skipped: 1,208
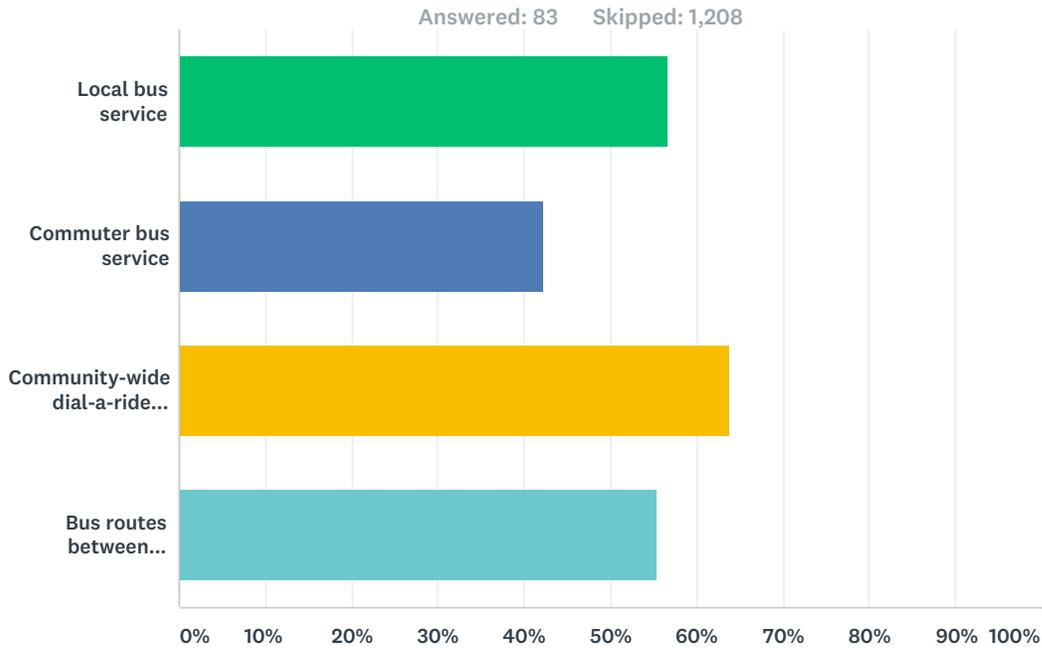
Answer Choices	Responses	
Local bus service	56.63%	47
Commuter bus service	42.17%	35
Community-wide dial-a-ride service	63.86%	53
Bus routes between cities/communities (describe from where to where using destination names and cities)	55.42%	46
Total Respondents: 83		

Q25 Are there any other new services that would be appealing to your clients or customers?

Answered: 36   Skipped: 1,255

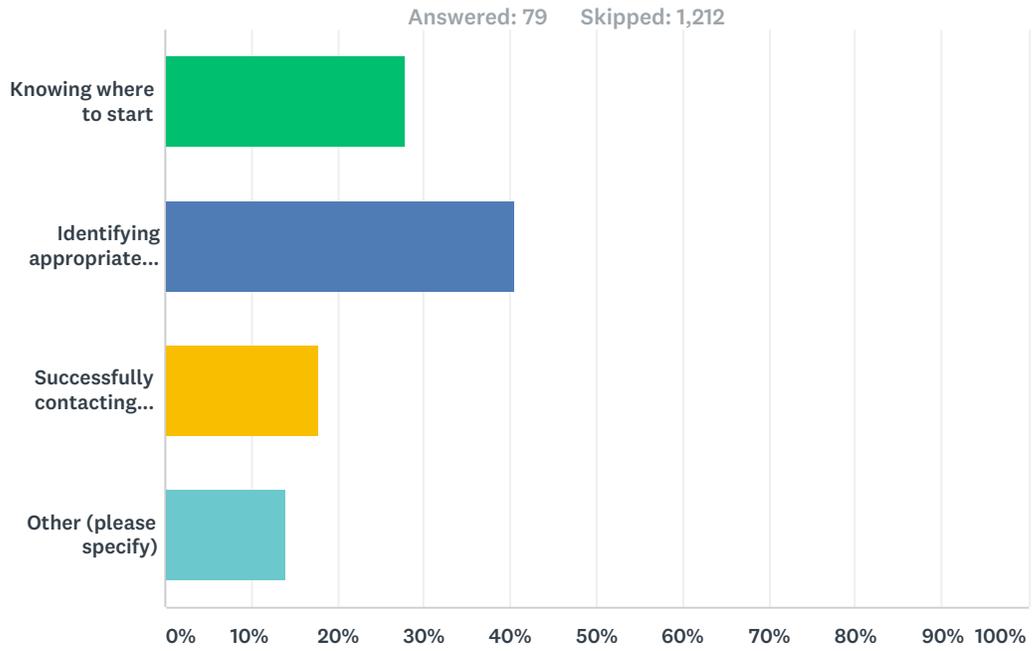| #	RESPONSES	DATE
1	Car pooling, van pools	7/27/2017 4:05 PM
2	van pools that would take people going to the same location i.e. day support services ;	7/27/2017 11:14 AM
3	N/A	7/26/2017 1:15 PM
4	Not at this time.	7/13/2017 3:29 PM
5	Regular bus service in Mckinney.	7/11/2017 9:54 AM
6	not at this time	5/16/2017 1:06 PM
7	no	5/16/2017 9:26 AM
8	no	5/12/2017 7:59 AM
9	Evening/ Night Transportation Services	4/19/2017 12:01 PM
10	Rides to BUMC or Methodist Dallas	4/19/2017 8:41 AM
11	Teach them how to use the services. Seniors may be overwhelmed by where the stops are located and where to get off for the place they are going.	4/18/2017 9:16 AM
12	Local train services.	4/7/2017 7:58 AM
13	Same day trip requests for Paratransit to meet emergent needs.	4/6/2017 8:47 AM
14	Transportation to Arlington, more trains.	4/5/2017 9:48 AM
15	Travel planning and O&M services - always the chance to provide a refresher Training on using google maps integration with DART.org Promoting contracted services to the general public	4/5/2017 8:09 AM
16	Low-cost ride hailing companies (non-profit, such as Ride Austin in Austin, TX) with vouchers for low-income elders.	4/4/2017 4:03 PM
17	Special transportation for community needs	4/4/2017 2:04 PM
18	Coordination of transportation with Adult and Community Education	4/4/2017 12:56 PM
19	Since we are a concentrated community, sometimes there are various community events that several of the residents would like to attend. If a scheduled service to pick up a group of residents could be arranged it would allow for the residents to attend together.	4/3/2017 8:41 AM
20	unknown	3/27/2017 9:04 AM
21	None	3/23/2017 12:41 PM
22	A rider ordering service that does not require 24-hour advance notice, for example, a ride to a doctor that does not require an ambulance.	3/20/2017 1:09 PM
23	Dedicated service for citizens with mobility issues for doctors appointments, brief trips to the grocery store, church services	3/15/2017 9:50 AM
24	Uber, and Lyft driving services.	3/15/2017 9:44 AM
25	Expansion of existing services	3/14/2017 1:42 PM
26	At this point, there are some options being discussed, involving Faith Based organizations to create viable options for dependable transportation.	3/14/2017 1:23 PM
27	Re-instate bus passes available to community based service organization at no cost.	3/10/2017 2:44 PM
28	Uber	3/10/2017 12:13 PM
29	Ride share options and employer led subsidies for transportation to increase retention	3/9/2017 2:01 PM

30	No	2/10/2017 7:19 AM
31	Local bus service to Ft Worth rail service and medical district.	2/9/2017 9:32 PM
32	Rail system	2/9/2017 2:53 PM
33	Fixed route and door to door service is essential	2/9/2017 2:38 PM
34	Better available Transportation	2/9/2017 9:24 AM
35	n/a	2/9/2017 7:28 AM
36	Uber like services for Seniors with disabilities who are trained.	1/25/2017 12:44 PM

Q26 What funding approach will have the biggest impact on improving access to transit?

Answered: 81   Skipped: 1,210
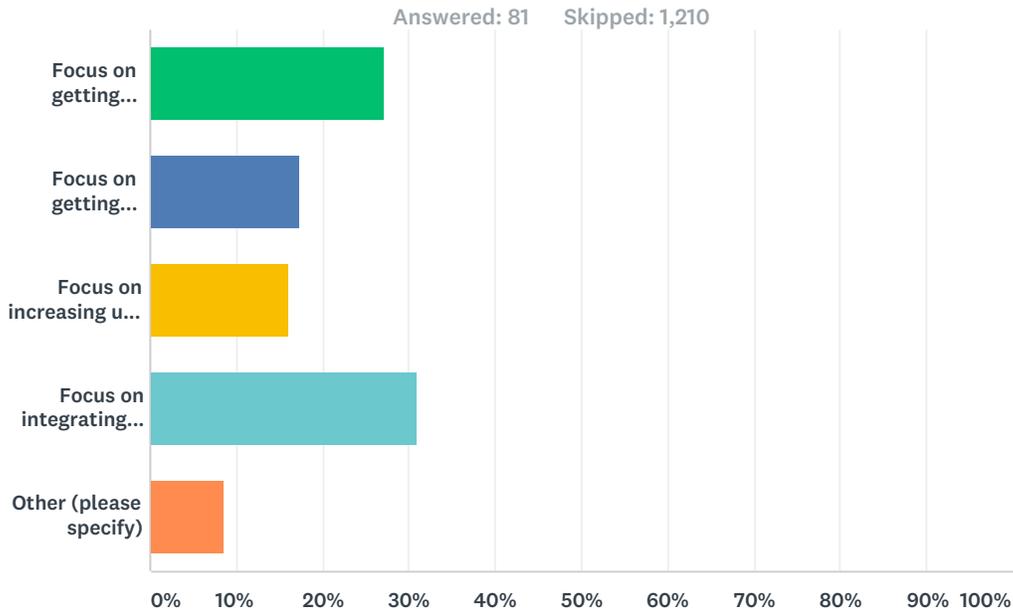
Answer Choices	Responses	
Focus on getting additional federal or state investment in transit	27.16%	22
Focus on getting additional local government investment in transit	17.28%	14
Focus on increasing user choice	16.05%	13
Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)	30.86%	25
Other (please specify)	8.64%	7
TOTAL		81

Q27 What is the biggest barrier for you when coordinating between agencies to improve public transportation?

Answered: 79   Skipped: 1,212

Answer Choices	Responses	
Knowing where to start	27.85%	22
Identifying appropriate contacts	40.51%	32
Successfully contacting other agencies	17.72%	14
Other (please specify)	13.92%	11
TOTAL		79

# Q28 What method could improve the awareness of available public transportation services?

Answered: 82   Skipped: 1,209
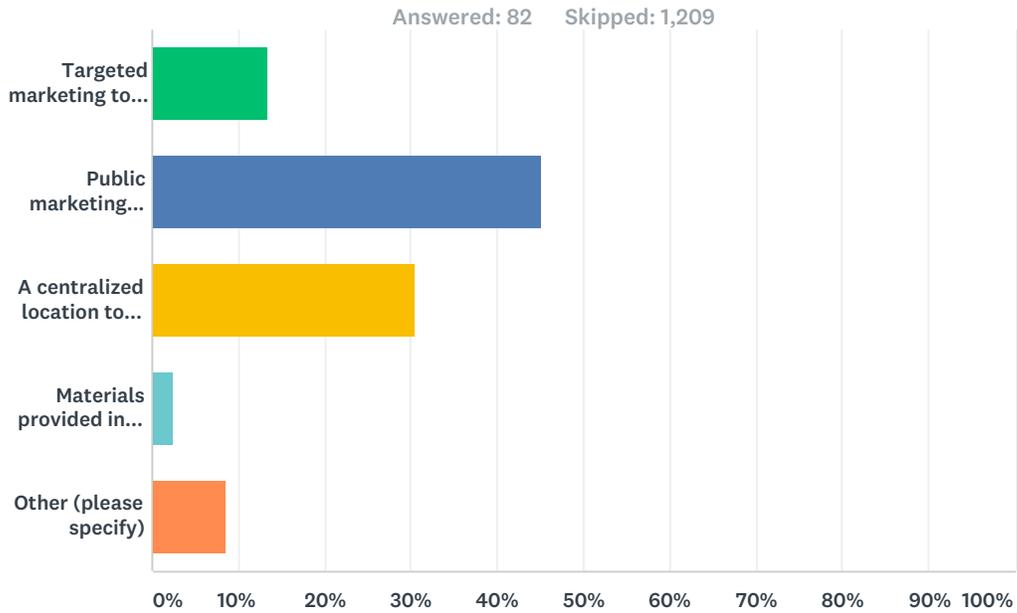
Answer Choices	Responses	
Targeted marketing to local agencies	13.41%	11
Public marketing campaign	45.12%	37
A centralized location to receive information about transit	30.49%	25
Materials provided in another language	2.44%	2
Other (please specify)	8.54%	7
TOTAL		82

Q29 What is the best way to enhance the user's experience?

Answered: 81   Skipped: 1,210
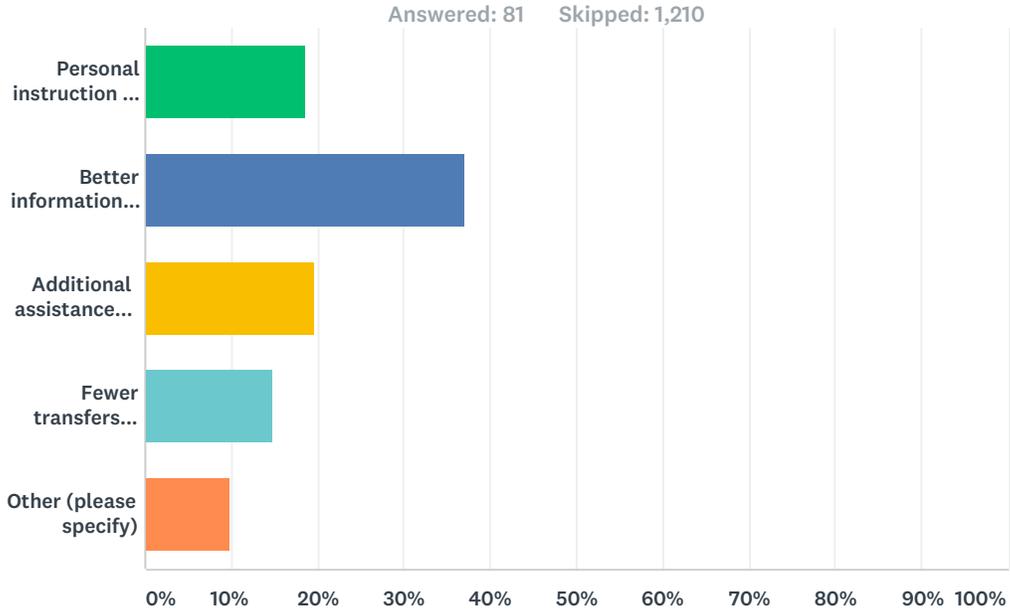
Answer Choices	Responses	
Personal instruction on the phone or in person	18.52%	15
Better information about how to use transit	37.04%	30
Additional assistance provided by the driver or personal attendant	19.75%	16
Fewer transfers between providers for regional trips	14.81%	12
Other (please specify)	9.88%	8
TOTAL		81

Q30 Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

Answered: 80   Skipped: 1,211
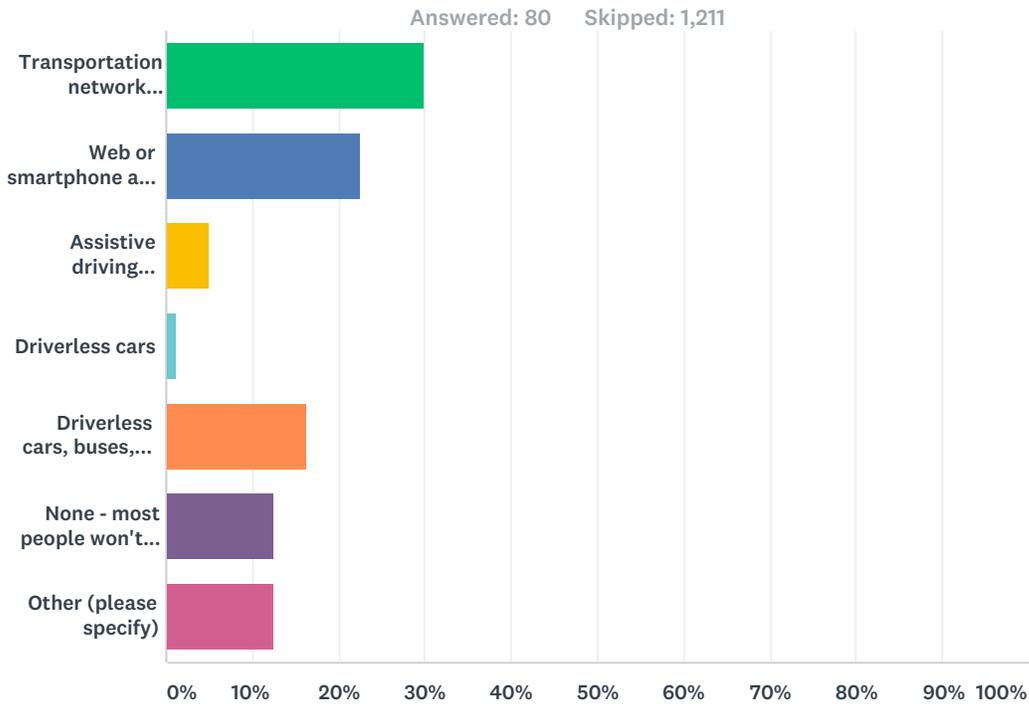
Answer Choices	Responses	
Transportation network companies like Uber and Lyft	30.00%	24
Web or smartphone apps with info on multiple providers	22.50%	18
Assistive driving technology (stay-in-lane, automatic breaking)	5.00%	4
Driverless cars	1.25%	1
Driverless cars, buses, or shuttles	16.25%	13
None - most people won't access these options	12.50%	10
Other (please specify)	12.50%	10
TOTAL		80

Q31 Please use this space to share any additional ideas or thoughts on the transportation needs of your clients and customers.

Answered: 31   Skipped: 1,260

#	RESPONSES	DATE
1	It would be ideal to have more express commute options from downtown Plano to the new legacy west development.	7/27/2017 4:17 PM
2	Ride-sharing is a method that could increase options and decrease loneliness- if a neighbor is going to or near a destination they could provide the ride for a modest stipend, fee, tax credit.	7/27/2017 11:17 AM
3	Please help them.	7/26/2017 12:13 PM
4	Paratransit could use a more organized route system so people with disabilities that are trying to get to and from work don't have to be ready an hour before a scheduled ride and don't have to sit on a bus or cab for for an hour just to get home. A 6 hour work day can easily turn into a 10 hour day for these individuals just waiting on their rides. More cabs or vans may help the situation but better scheduling seems to be the key.	7/26/2017 6:47 AM
5	Please get TAPS back to help our students with jobs retain their jobs.	7/24/2017 12:34 PM
6	They need reliable, safe and affordable transportation.	7/20/2017 10:49 AM
7	Mckinney and Allen are lacking in pubic transportation.	7/20/2017 5:07 AM
8	Lack of drivers/staff & funding are HUGE	7/17/2017 10:06 PM
9	Need regional system to connect Plano to other areas in Collin County. DART only goes North as far as Plano.	7/16/2017 8:39 PM
10	I think it is embarrassing that a city as large as McKinney does not have a public transportation system.	7/11/2017 10:07 AM
11	WE primarily use our public transportation service to get people home from the hospital or get them to appts from their homes, so having night hours would be very beneficial.	4/19/2017 12:05 PM
12	More Saturday travel options	4/19/2017 8:52 AM
13	Better marketing and assistance for seniors and low income families.	4/18/2017 9:19 AM
14	Is there a call center for transportation access, such as 211? I would not know how to best access services.	4/10/2017 8:44 AM
15	Our clients need more local bus routes and/or train routes to be able to travel throughout the metroplex, and more knowledge about how to access existing services.	4/7/2017 8:02 AM
16	Those who are new to vision loss need more "hand holding" at the beginning, but with training, experience and consistent success, they will develop independent travel skills.	4/6/2017 8:52 AM
17	Being a social enterprise, we pride ourselves in connecting people to a source income, which in turn enables them to become self-sufficient and be able to pay for their own transportation needs. Keeping transportation efforts focused on getting people to work in various cities will enable DART to meet their own self- sufficiency needs for transit plans.	4/5/2017 8:21 AM
18	Negotiate low rates with ride-hailing companies such as Uber/Lyft and offer vouchers to low-income to pay for one round trip per week.	4/4/2017 4:10 PM
19	Thank you for considering my opinion.	4/4/2017 2:11 PM
20	Our community currently does not offer transportation in-house on a regular basis. Our Plano locations do offer transportation in-house and will come up once a month to schedule a grocery run. My thoughts on efficiency/accessibility for my residents and removing barriers of them getting their basic needs met (medical and food mainly) are maybe a scheduled, focused service. For example, twice a week a vehicle is scheduled to service Fairoaks residents in the morning only. On one of the days can be for medical and the other grocery. Or drop the medical appointments off first and then take the grocery interests after.	4/3/2017 9:12 AM

21	One woman traveling with stroller, car seat, infant and toddler... Could you do it?	3/29/2017 3:59 PM
22	none	3/27/2017 9:06 AM
23	The need for effective collaboration at all levels, inclusive of all stakeholders, the focus on integrated regional approach.	3/17/2017 2:40 PM
24	The initiative of combining plans to resolve the criminal justice challenge and transportation to assist with sustainable employment, will be a long sought after answer in reducing crime and cycles of family poverty.	3/14/2017 1:31 PM
25	I truly believe sharing the information about On the Road Lending is another alternative that everyone should know about, not just because I work for them, but because there aren't any other options like this for families with low or no credit. www.ontheroadlending.org	3/9/2017 2:06 PM
26	Uber or Lyft for individuals with special needs may be something utilized with a great deal of public information and promotion to school's VAC programs.	2/28/2017 1:53 PM
27	We need to look at the transportation issue at a higher level. Instead of piece mealing what we have together to make it work. Need to look at a completely new approach.	2/10/2017 1:28 PM
28	There is no public transportation in Springtown . The T in Ft Worth should have a bus route along State Hwy 199 to the City of Springtown .	2/9/2017 9:38 PM
29	Transportation is very paramount	2/9/2017 3:10 PM
30	Many surveys have been conducted and studied. The only solution is investment in transit infrastructure to provide new and or expand what's currently in place.	2/9/2017 2:44 PM
31	BUS NETWORK AND ACCESS TO AREAS WITH HIGH CONCENTRATION OF RESIDENTS AGE 55 AND OLDER: ZIP CODES 75217 AND 75228	1/25/2017 8:53 AM

Encuesta sobre Transporte

Gracias por responder esta encuesta. No le llevará más de diez minutos completarla. Sus respuestas ayudarán a identificar las necesidades de transporte público insatisfechas y a desarrollar soluciones para cubrirlas.

Podrá completar la encuesta como persona o como organismo. Si hace esta encuesta en nombre de un amigo, cliente o pariente específico, elija la opción "persona" y responda todas las preguntas desde la perspectiva de él.

Las respuestas no se vincularán a usted de manera personal, incluso si decide sumarse a nuestra lista de correo.

Esta encuesta forma parte de Access North Texas, un esfuerzo en curso para coordinar mejor los servicios de transporte en los 16 condados de la Región Centro Norte de Texas. Este plan se concentra en aumentar la eficiencia del transporte de servicio público y humano para dar mejor atención a adultos mayores, personas con discapacidades o de bajos ingresos, y otros grupos para los que el transporte es un desafío. Si tiene preguntas sobre esta encuesta o Access North Texas, o si necesita una versión accesible del cuestionario, puede comunicarse con Kelli Schlicher por correo electrónico: kschlicher@nctcog.org, teléfono: 817-695-9287, o en www.accessnorthtexas.org.

1. Me gustaría responder esta encuesta como:
    a. persona
    b. organismo, en representación de los intereses de nuestros clientes o usuarios

<u>Persona</u>

2. ¿Cuál es su código postal de cinco dígitos?
3. ¿En qué año nació?
4. ¿Es veterano?
    a. Sí
    b. No
5. ¿Tiene una discapacidad u otra afección que le dificulta el transporte?
    c. Sí
    d. No
6. ¿Es estudiante?
    e. Sí
    f. No
7. ¿Cuál de las siguientes categorías describe mejor su condición laboral?
    g. Empleado: trabajo 40 horas o más a la semana
    h. Empleado: trabajo entre 1 y 39 horas a la semana
    i. Desempleado y busco trabajo
    j. Desempleado y NO busco trabajo
    k. Jubilado
    l. Discapacitado: no puedo trabajar

8. ¿Cuál es el total conjunto de dinero que ganaron el año pasado todos los miembros de su HOGAR?
   a. $0 a $9,999
   b. $10,000 a $24,999
   c. $25,000 a $49,999
   d. $50,000 a $74,999
   e. $75,000 a $99,999
   f. $100,000 a $124,999
   g. $125,000 a $149,999
   h. $150,000 a $174,999
   i. $175,000 a $199,999
   j. $200,000 o más
   k. Prefiero no responder
9. ¿Cómo llega en general adonde debe ir? Seleccione hasta tres respuestas.
   a. Conduzco mi automóvil
   b. Me lleva en automóvil un amigo o un familiar
   c. Transporte público (autobús o tren)
   d. Paratransit (ADA, Ley de Estadounidenses con Discapacidades, o vehículos por pedido telefónico)
   e. Autobús o camioneta de centro de adultos mayores
   f. Autobús o camioneta de una organización comunitaria u otro organismo
   g. Camino
   h. Bicicleta
   i. Taxi
   j. Empresa de red de transporte (como Uber o Lyft)
   k. Viajo en una camioneta compartida
   l. Otro, especifique _____
10. En los últimos seis meses, ¿ha perdido alguno de los siguientes viajes por falta de transporte? (marque todas las opciones que correspondan)
    a. No he perdido ningún viaje
    b. Educación
    c. Cita de servicio social
    d. Cita médica
    e. Comidas
    f. Actividad religiosa
    g. Trabajo
    h. Entretenimiento o reunión social
    i. Compras
    j. Otros
11. ¿Hay algún lugar al que desee ir pero no puede por falta de transporte?
    a. No
    b. Sí
12. Si respondió SÍ, ¿adónde desea ir? Mencione hasta 3 lugares por nombre del destino y ciudad.
13. ¿Qué le impide llegar adonde debe ir? (marque todas las opciones que correspondan)

a. No tengo automóvil o no tengo uno disponible para mí
b. Nadie está disponible para llevarme
c. No hay servicios de transporte público disponibles para mis viajes
d. No conozco las opciones de transporte público
e. No me siento cómodo para usar los servicios de transporte público disponibles
f. El transporte público disponible no satisface mis necesidades
g. No corresponde
h. Otro (especifique)

14. Si el transporte público disponible no satisface sus necesidades, ¿cuál es la razón? (marque todas las opciones que correspondan)
    a. Demora demasiado
    b. Requiere demasiadas conexiones
    c. Se requieren reservas por anticipado
    d. No está disponible los días que lo necesito
    e. No está disponible en los horarios que necesito
    f. El costo de los servicios es muy elevado
    g. Necesito ayuda adicional (con los paquetes o para subir al vehículo o bajar de él)
    h. No corresponde
    i. Otro (especifique)

15. ¿Cuál de los siguientes posibles nuevos servicios sería más atractivo para usted o los miembros de su hogar? (marque todas las opciones que correspondan)
    a. Servicio de autobuses local
    b. Servicio interurbano de autobuses a las estaciones de tren
    c. Servicio comunitario de vehículos de pedido telefónico
    d. Recorridos de autobuses entre ciudades o comunidades (desde dónde hasta dónde)

16. ¿Hay algún otro servicio nuevo que sería atractivo para usted o los miembros de su hogar?

17. Use este espacio para compartir cualquier sugerencia o idea adicional sobre sus necesidades de transporte.

Organismo

18. Nombre del organismo
19. ¿En qué ciudades, condados u otros lugares geográficos presta servicios su organismo?
20. ¿A qué poblaciones presta servicios? (seleccione todas las opciones que correspondan)
    a. Niños
    b. Estudiantes
    c. Personas con discapacidades
    d. Veteranos
    e. Adultos mayores
    f. Personas o familias que no tienen vehículo propio
    g. Personas o familias de bajos ingresos (con un ingreso conjunto dentro del 150 % de pobreza)
    h. Otro (especifique)
21. Para los clientes o usuarios a quienes presta servicios, ¿cuál es la necesidad de transporte diaria más alta?

3

      a. Cita médica

      b. Trabajo

      c. Nutricional, tienda de comestibles

      d. Social

      e. Otro (especifique)

22. En lo que se refiere a necesidades de transporte público de sus clientes o usuarios, ¿cuál es su principal área de preocupación?

      a. Ampliar el conocimiento de los servicios disponibles

      b. Aumentar la coordinación entre organismos

      c. Financiar nuevos servicios

      d. Mejorar la experiencia del usuario

      e. Diseñar planes de implementación específicos

      f. Otro (especifique)

23. ¿Qué impide que sus clientes o usuarios lleguen adonde deben ir? (marque todas las opciones que correspondan)

      a. No tengo automóvil o no tengo uno disponible para mí

      b. Nadie está disponible para llevarme

      c. No hay servicios de transporte público disponibles para mis viajes

      d. No conozco las opciones de transporte público

      e. No me siento cómodo para usar los servicios de transporte público disponibles

      f. El transporte público disponible no satisface mis necesidades

      g. No corresponde

      h. Otro (especifique)

24. Si el transporte público disponible no satisface sus necesidades, ¿cuál es la razón? (marque todas las opciones que correspondan)

      a. Demora demasiado

      b. Requiere demasiadas conexiones

      c. Se requieren reservas por anticipado

      d. No está disponible los días que lo necesito

      e. No está disponible en los horarios que necesito

      f. El costo de los servicios es muy elevado

      g. Necesito ayuda adicional (con los paquetes o para subir al vehículo o bajar de él)

      h. No corresponde

      i. Otro (especifique)

25. ¿Cuál de los siguientes nuevos servicios potenciales sería más atractivo para sus clientes o usuarios? (marque todas las opciones que correspondan)

      a. Servicio de autobuses local

      b. Servicio interurbano de autobuses a la estación de tren

      c. Servicio comunitario de vehículos de pedido telefónico

      d. Recorridos de autobuses entre ciudades o comunidades (describa desde dónde hasta dónde, con nombres de los destinos y ciudades)

26. ¿Hay algún otro servicio nuevo que sería atractivo para sus clientes o usuarios?

27. ¿Qué enfoque de financiación tendría el mayor impacto para mejorar el acceso al transporte público?

4

a. Enfocarse en obtener inversiones federales o estatales adicionales en el transporte público
b. Enfocarse en obtener inversiones adicionales en el transporte público del gobierno local
c. Enfocarse en aumentar las opciones para el usuario
d. Enfocarse en integrar las fuentes de financiación de programas múltiples (Tercera Edad, Fuerza Laboral, Medicaid, etc.)
e. Otro (especifique)

28. ¿Qué método podría mejorar el conocimiento sobre los servicios de transporte público disponibles?
a. Comercialización dirigida a organismos locales
b. Campaña pública de comercialización
c. Un lugar centralizado para recibir información del transporte público
d. Material proporcionado en otro idioma
e. Otro (especifique)

29. ¿Cuál es la principal barrera que encuentra al coordinar entre organismos para mejorar el transporte público?
a. Saber dónde comenzar
b. Identificar los contactos apropiados
c. Comunicarse con éxito con otros organismos
d. Otro (especifique)

30. ¿Cuál es el mejor modo de realzar la experiencia del usuario?
a. Formación individual por teléfono o en persona
b. Mejor información sobre cómo usar el transporte público
c. Ayuda adicional ofrecida por el conductor o asistente personal
d. Menos conexiones entre los proveedores para viajes regionales
e. Otro (especifique)

31. ¿Qué avances tecnológicos es más probable que ayuden a mejorar las opciones de transporte para adultos mayores, personas con discapacidades y de bajos ingresos en los próximos cinco años?
a. Empresas de red de transporte como Uber o Lyft
b. Internet o aplicaciones de teléfonos inteligentes con información sobre múltiples proveedores
c. Tecnología de conducción asistida (para mantener el carril, frenado automático)
d. Automóviles sin conductor
e. Automóviles, autobuses y servicios de traslados sin conductor
f. Otro (especifique)
g. Ninguno: la mayoría de las personas no tendrá acceso a estas opciones

32. Use este espacio para compartir cualquier sugerencia o idea adicional sobre necesidades de transporte de sus clientes o usuarios.

33. Gracias por responder nuestra encuesta. Si desea sumarse a nuestra lista de correo para Access North Texas, indique a continuación su información de contacto predilecta. No se asociará esta información a sus respuestas de la encuesta.
a. Nombre
b. Empresa

c. Dirección
d. Dirección 2
e. Ciudad
f. Estado o provincia
g. Código postal
h. Dirección de correo electrónico
i. Número de teléfono

Encuesta sobre el Transporte Publico

Q1 Me gustaría responder a esta encuesta como:

Answered: 86   Skipped: 5
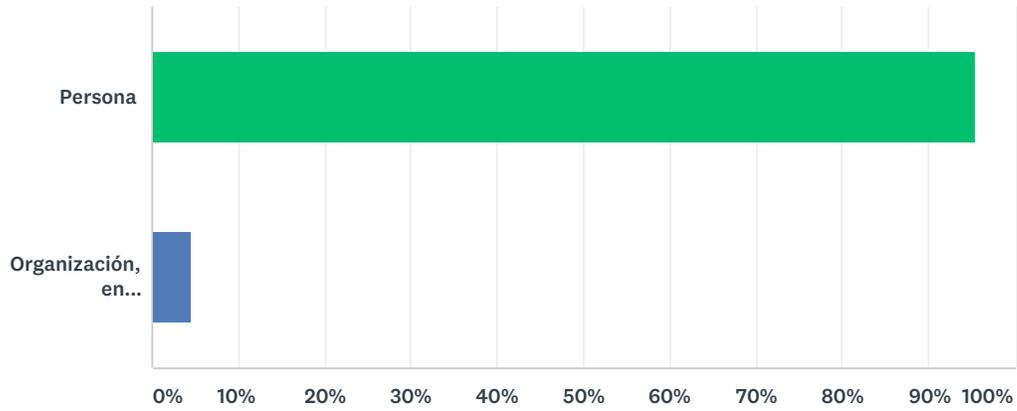
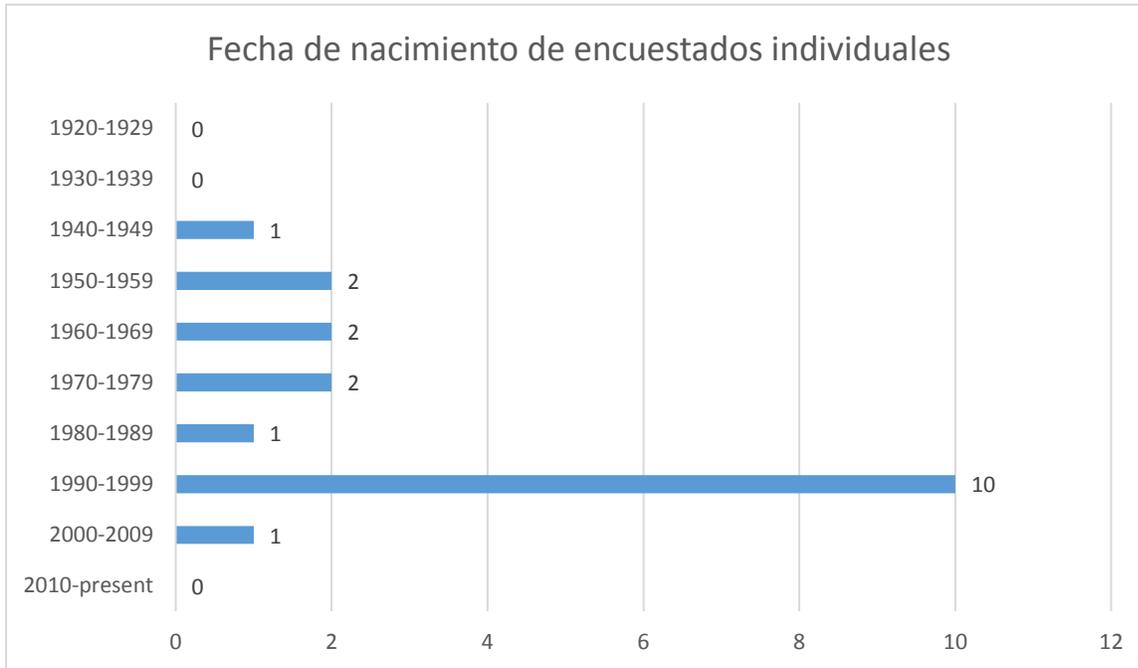| ANSWER CHOICES	RESPONSES	
Persona	95.35%	82
Organización, en representación de los intereses de nuestros clientes o usuarios	4.65%	4
TOTAL		86

Q2 ¿Cuál es su código postal de cinco dígitos?

Answered: 16   Skipped: 75

#	RESPONSES	DATE
1	75219	8/5/2017 12:09 PM
2	25425	7/21/2017 2:31 PM
3	11300	7/20/2017 11:54 AM
4	75024	7/14/2017 2:03 PM
5	12345	7/11/2017 2:39 AM
6	23400	7/4/2017 6:06 PM
7	50170	7/4/2017 5:06 PM
8	75165	6/29/2017 2:49 PM
9	75110	6/29/2017 2:47 PM
10	75165	6/29/2017 1:50 PM
11	75165	6/29/2017 1:05 PM
12	11101	6/28/2017 12:03 PM
13	23501	6/24/2017 11:50 AM
14	24565	6/22/2017 4:12 PM
15	58294	6/11/2017 6:36 PM
16	52661	5/12/2017 6:10 AM

B6.77

Q3 ¿En qué año nació?

Answered: 19   Skipped: 72

Fecha de nacimiento de encuestados individuales

Rango	Valor
1920-1929	0
1930-1939	0
1940-1949	1
1950-1959	2
1960-1969	2
1970-1979	2
1980-1989	1
1990-1999	10
2000-2009	1
2010-present	0

Q4 ¿Es veterano?

Answered: 24   Skipped: 67
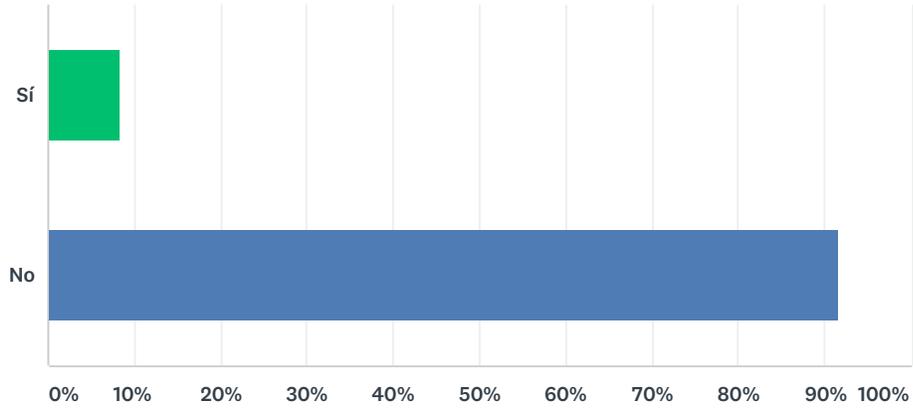
ANSWER CHOICES	RESPONSES	
Sí	8.33%	2
No	91.67%	22
TOTAL		24

Q5 ¿Tiene una discapacidad u otra afección que le dificulta el transporte?

Answered: 21   Skipped: 70
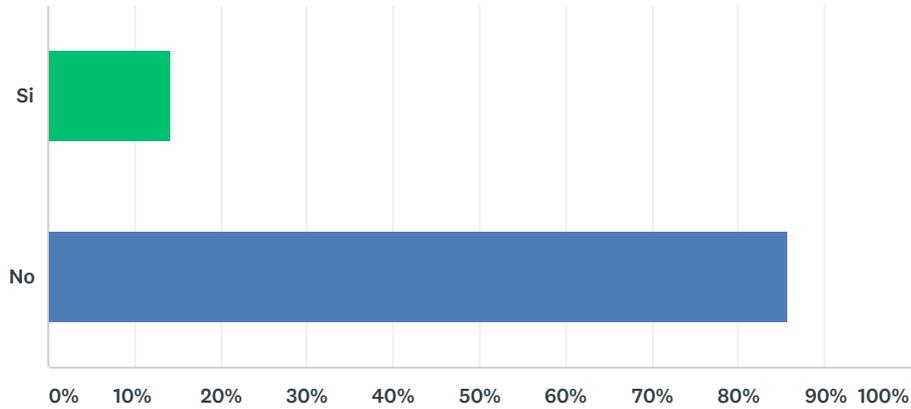
ANSWER CHOICES	RESPONSES	
Si	14.29%	3
No	85.71%	18
TOTAL		21

Encuesta sobre el Transporte Publico

Q6 ¿Es estudiante?

Answered: 24   Skipped: 67
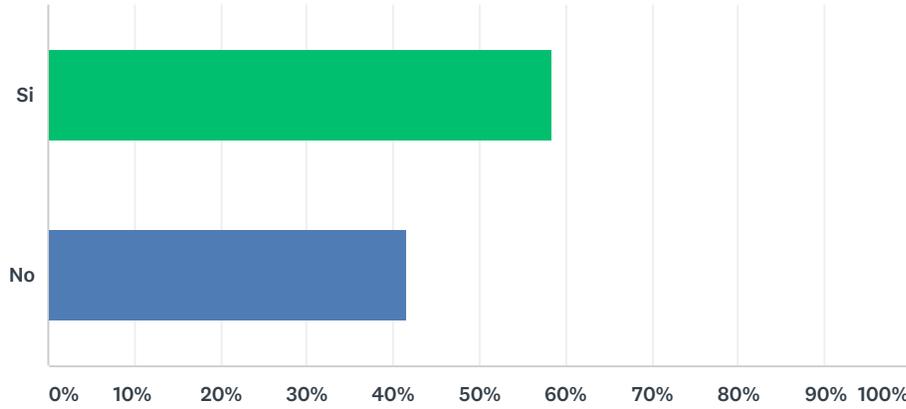
ANSWER CHOICES	RESPONSES	
Si	58.33%	14
No	41.67%	10
TOTAL		24

Q7 ¿Cuál de las siguientes categorías describe mejor su condición laboral?

Answered: 15   Skipped: 76
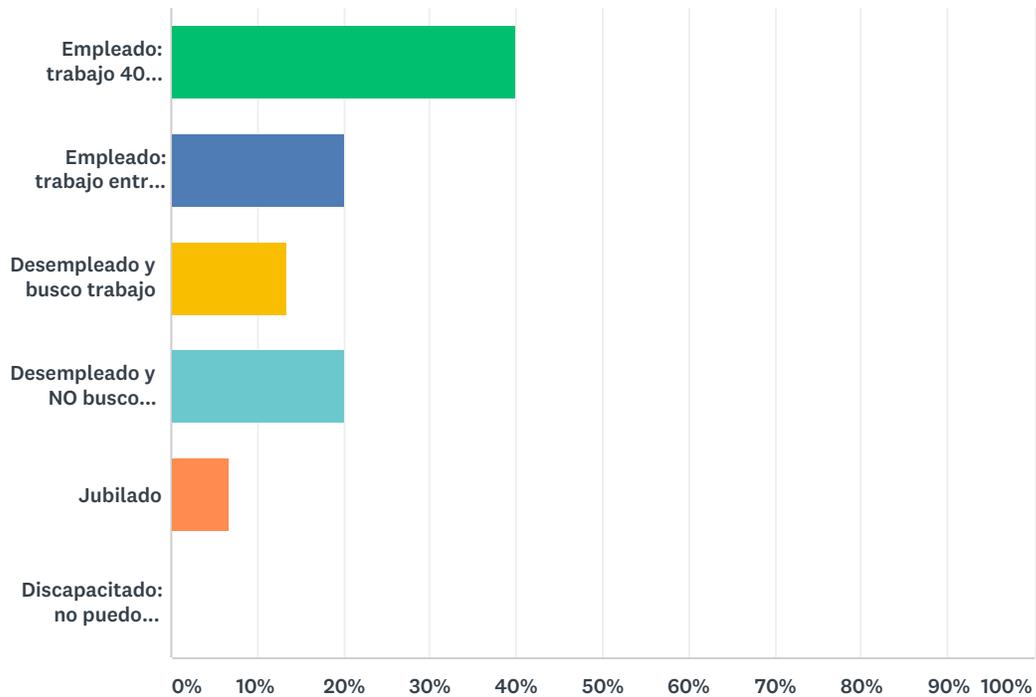
ANSWER CHOICES	RESPONSES	
Empleado: trabajo 40 horas o más a la semana	40.00%	6
Empleado: trabajo entre 1 y 39 horas a la semana	20.00%	3
Desempleado y busco trabajo	13.33%	2
Desempleado y NO busco trabajo	20.00%	3
Jubilado	6.67%	1
Discapacitado: no puedo trabajar	0.00%	0
TOTAL		15

Q8 ¿Cuál fue la suma total de dinero que ganaron todos los miembros de su hogar el año pasado?

Answered: 18   Skipped: 73
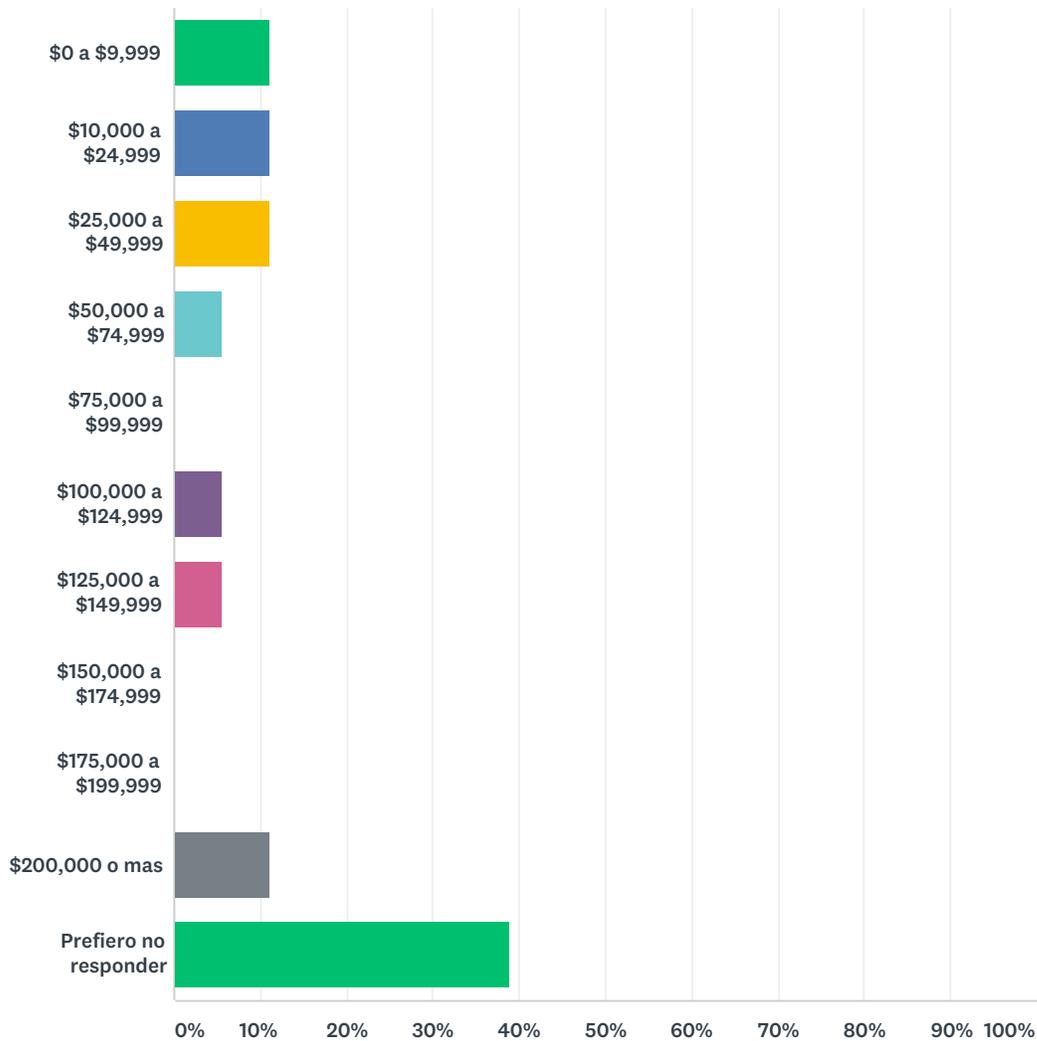
ANSWER CHOICES	RESPONSES	
$0 a $9,999	11.11%	2
$10,000 a $24,999	11.11%	2
$25,000 a $49,999	11.11%	2
$50,000 a $74,999	5.56%	1
$75,000 a $99,999	0.00%	0
$100,000 a $124,999	5.56%	1
$125,000 a $149,999	5.56%	1
$150,000 a $174,999	0.00%	0
$175,000 a $199,999	0.00%	0

B6.83

$200,000 o mas	11.11%	2
Prefiero no responder	38.89%	7
TOTAL		18

Q9 ¿Cómo llega a donde debe ir? Seleccione de una a tres respuestas.

Answered: 14   Skipped: 77
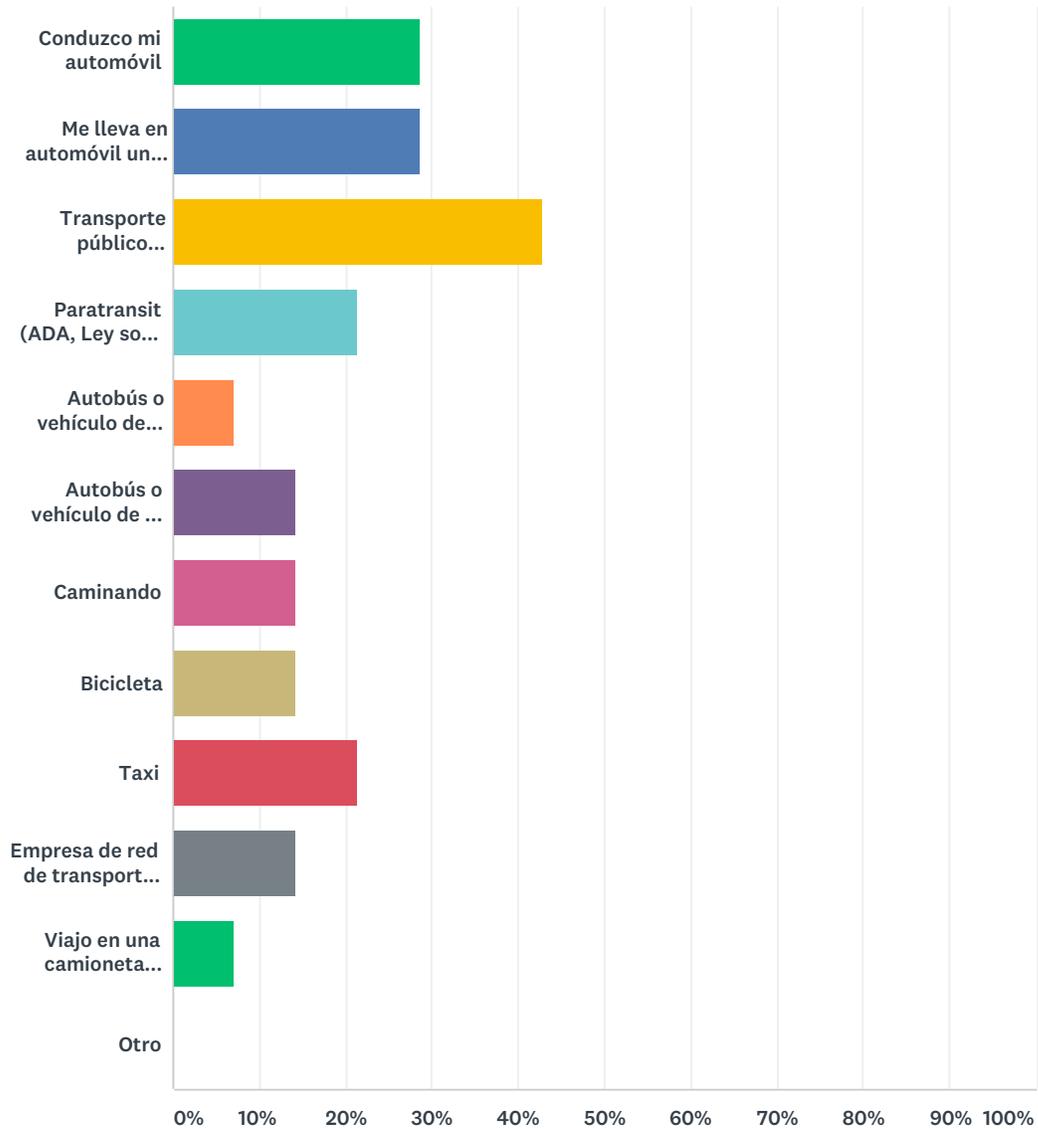
ANSWER CHOICES	RESPONSES	
Conduzco mi automóvil	28.57%	4
Me lleva en automóvil un amigo o un familiar	28.57%	4
Transporte público (autobús o tren)	42.86%	6
Paratransit (ADA, Ley sobre Estadounidenses con Discapacidades, o vehículos por pedido telefónico)	21.43%	3
Autobús o vehículo de centro de adultos mayores	7.14%	1
Autobús o vehículo de una organización comunitaria u otra organización	14.29%	2
Caminando	14.29%	2
Bicicleta	14.29%	2

Taxi	21.43%	3
Empresa de red de transporte (como Uber o Lyft)	14.29%	2
Viajo en una camioneta compartida	7.14%	1
Otro	0.00%	0
Total Respondents: 14		

	21.43%	3

B6.86

Q10 ¿En los últimos seis meses ha perdido la oportunidad de lograr alguno de los siguientes viajes por falta de transporte? (marque todas las opciones que correspondan)
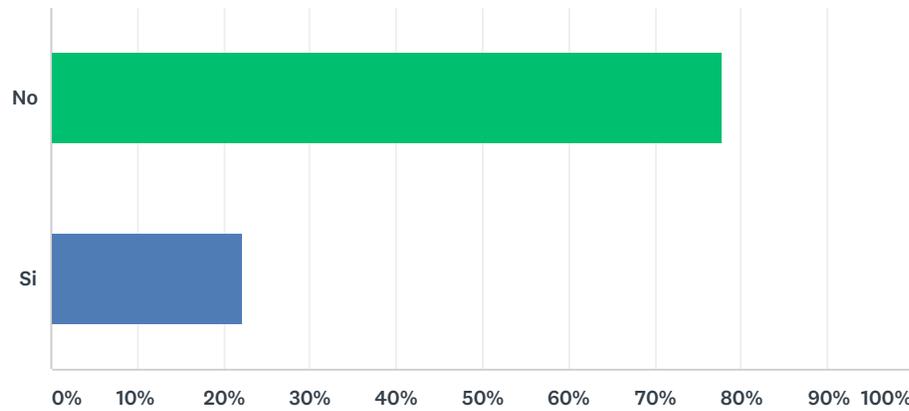
Answered: 8   Skipped: 83
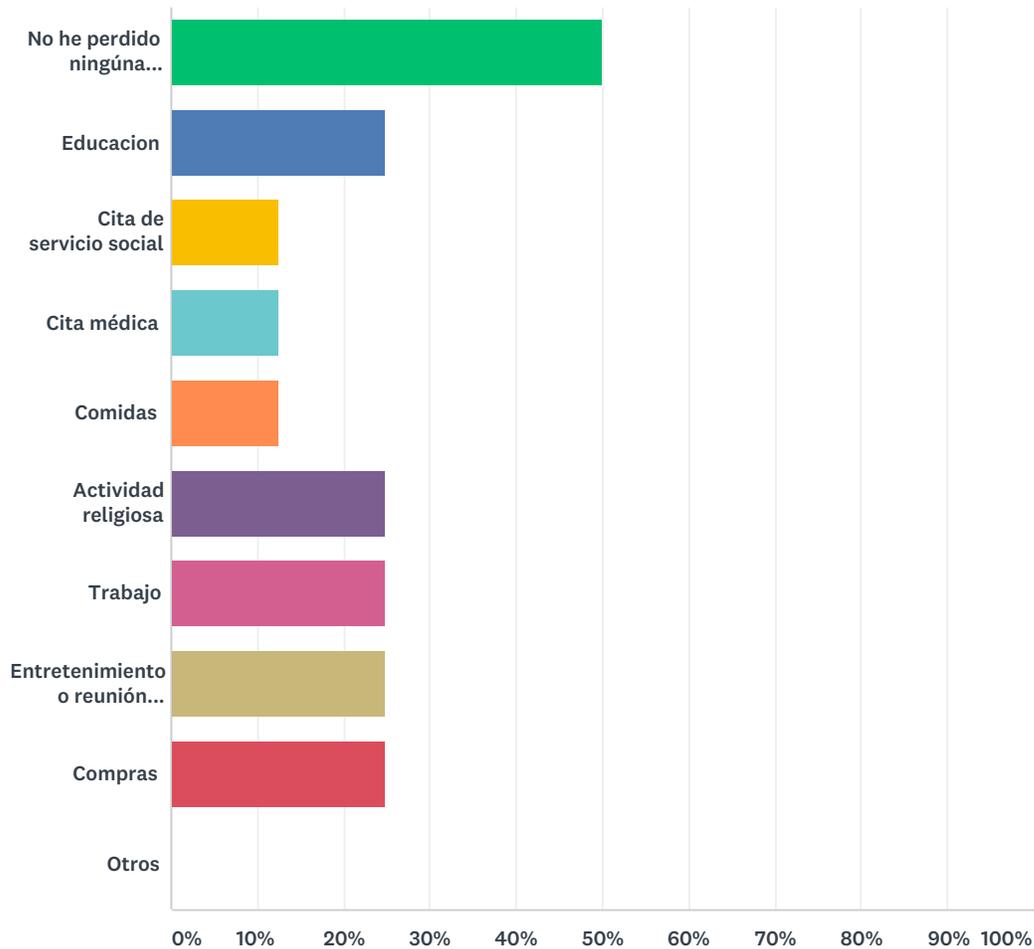
ANSWER CHOICES	RESPONSES	
No he perdido ningúna oportunidad	50.00%	4
Educacion	25.00%	2
Cita de servicio social	12.50%	1
Cita médica	12.50%	1
Comidas	12.50%	1
Actividad religiosa	25.00%	2
Trabajo	25.00%	2
Entretenimiento o reunión social	25.00%	2
Compras	25.00%	2
Otros	0.00%	0

Total Respondents: 8

Q11 ¿Hay algún lugar al que desee ir pero no puede por falta de transporte?

Answered: 9   Skipped: 82

ANSWER CHOICES	RESPONSES	
No	77.78%	7
Si	22.22%	2
TOTAL		9

Q12 ¿Qué le impide llegar a donde debe ir? (marque todas las opciones que correspondan)

Answered: 2   Skipped: 89
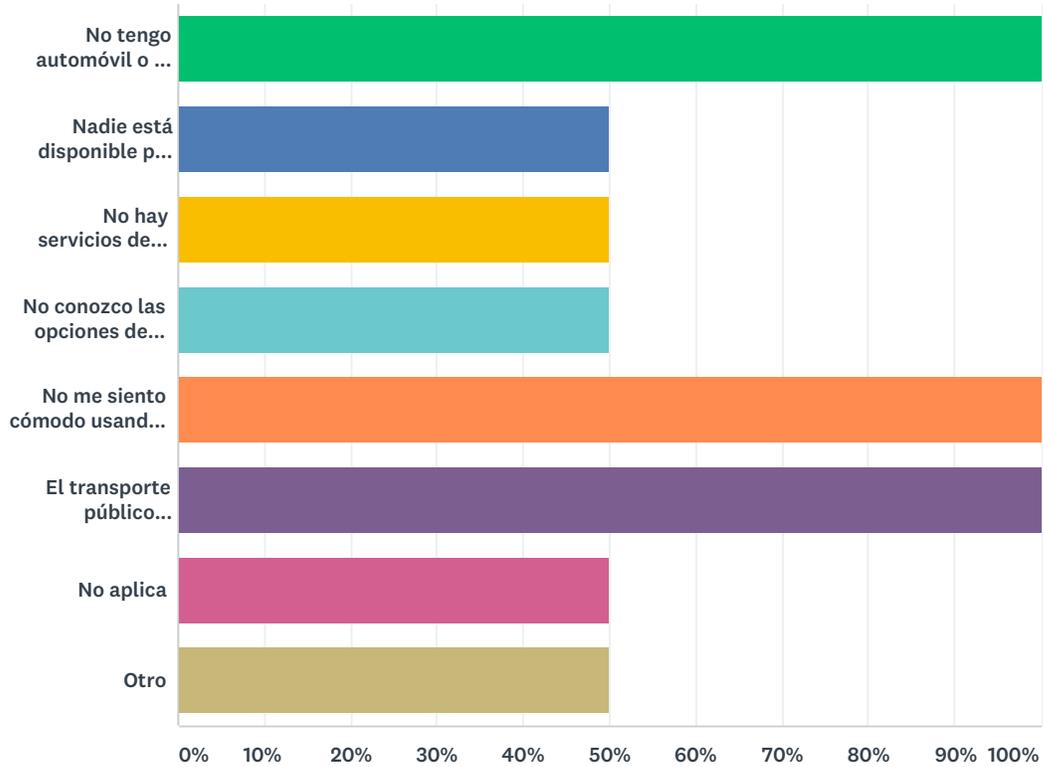
ANSWER CHOICES	RESPONSES	
No tengo automóvil o no tengo uno disponible para mí	100.00%	2
Nadie está disponible para llevarme	50.00%	1
No hay servicios de transporte público disponibles para mis destinos	50.00%	1
No conozco las opciones de transporte público	50.00%	1
No me siento cómodo usando los servicios de transporte público disponibles	100.00%	2
El transporte público disponible no satisface mis necesidades	100.00%	2
No aplica	50.00%	1
Otro	50.00%	1
Total Respondents: 2		

Q13 Si el transporte público disponible no satisface sus necesidades, ¿cuál es la razón? (marque todas las opciones que correspondan)

Answered: 2   Skipped: 89
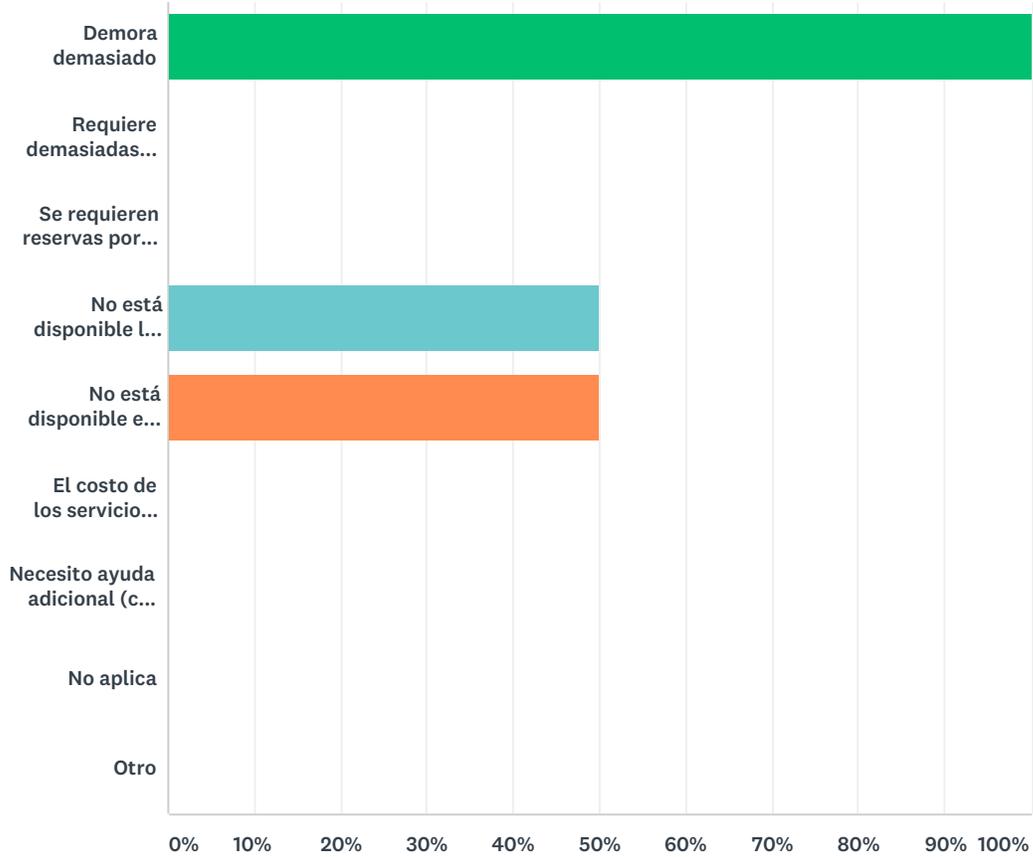
ANSWER CHOICES	RESPONSES	
Demora demasiado	100.00%	2
Requiere demasiadas conexiones	0.00%	0
Se requieren reservas por anticipado	0.00%	0
No está disponible los días que lo necesito	50.00%	1
No está disponible en los horarios que necesito	50.00%	1
El costo de los servicios es muy alto	0.00%	0
Necesito ayuda adicional (con paquetes o para subir al vehículo o bajar de él)	0.00%	0
No aplica	0.00%	0
Otro	0.00%	0
Total Respondents: 2		

B6.9I

Q14 ¿Cuál de los siguientes nuevos servicios potenciales serían más atractivos para usted o los miembros de su hogar? (marque todas las opciones que correspondan)

Answered: 3   Skipped: 88
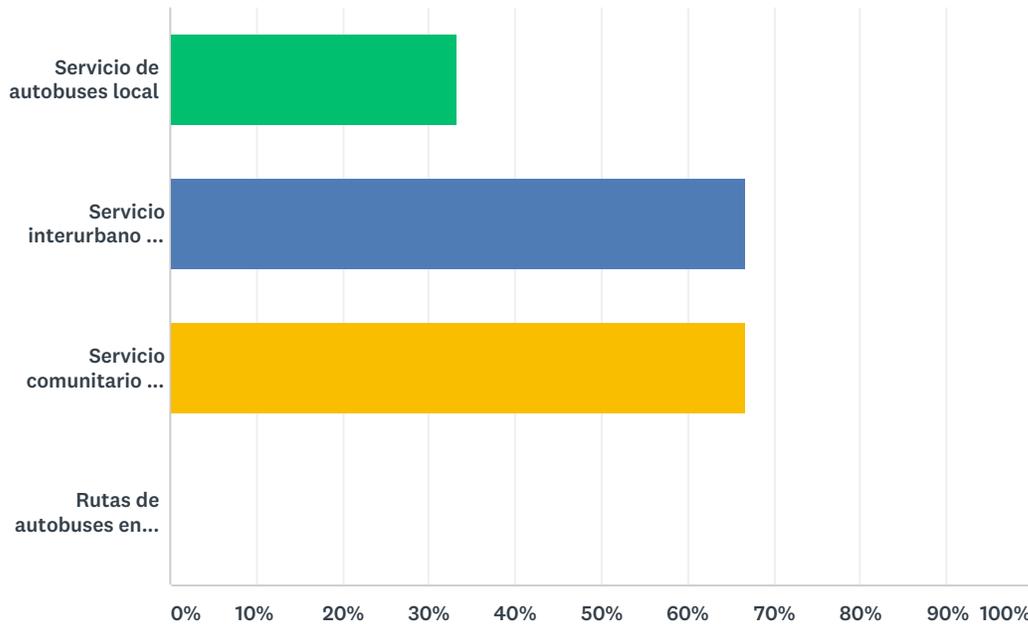
ANSWER CHOICES	RESPONSES	
Servicio de autobuses local	33.33%	1
Servicio interurbano de autobuses	66.67%	2
Servicio comunitario de vehículos de pedido telefónico	66.67%	2
Rutas de autobuses entre ciudades o comunidades	0.00%	0
Total Respondents: 3		

Q15 ¿Hay algún otro servicio nuevo que sería atractivo para usted o los miembros de su hogar?

Answered: 1   Skipped: 90

#	RESPONSES	DATE
1	nel prro	7/4/2017 5:07 PM

Q16 Use este espacio para compartir cualquier sugerencia o ideas adicionales sobre sus necesidades de transporte.

Answered: 3   Skipped: 88

#	RESPONSES	DATE
1	me la suda	7/4/2017 5:08 PM
2	24/7 servicios las veinte cuatro horas.	6/29/2017 2:50 PM
3	Solo que se nesecita Espander este servicio Community Transit Service. Gracias a su servicio llegamos al trabajo citas medicas, ect. ect.	6/29/2017 1:07 PM

Q17 Nombre y breve descripción de su organización (opcional)

Answered: 0   Skipped: 91

Q18 ¿En qué ciudades, condados u otros lugares geográficos presta servicios su organización?

Answered: 0   Skipped: 91

Q19 ¿A qué poblaciones presta servicios su organización? (seleccione todas las opciones que correspondan)

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Niños	0.00%	0
Estudiantes	0.00%	0
Personas con discapacidades	0.00%	0
Veteranos	0.00%	0
Adultos mayores	0.00%	0
Personas o familias que no tienen vehículo propio	0.00%	0
Personas o familias de bajos ingresos (con un ingreso conjunto dentro del 150 % de pobreza)	0.00%	0
Otro	0.00%	0
Total Respondents: 0		

Q20 Para los clientes o usuarios a quienes presta servicio su organización, ¿cuál es la necesidad de transporte diaria más alta?

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Servicios Medicos	0.00%	0
Trabajo	0.00%	0
Nutricional, tienda de comestibles/supermercados	0.00%	0
Social	0.00%	0
Otro	0.00%	0
TOTAL		0

Q21 En lo que se refiere a necesidades de transporte público de sus clientes o usuarios, ¿cuál es su principal área de preocupación?

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Ampliar el conocimiento de los servicios disponibles	0.00%	0
Aumentar la coordinación entre organizaciones	0.00%	0
Financiar nuevos servicios	0.00%	0
Mejorar la experiencia del usuario	0.00%	0
Diseñar planes de implementación específicos	0.00%	0
Otro	0.00%	0
TOTAL		0

Q22 ¿Qué impide que sus clientes o usuarios lleguen adonde deben ir? (marque todas las opciones que correspondan)

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
No tenien automóvil o no tenien uno disponible	0.00%	0
Nadie está disponible para llevarlos	0.00%	0
No hay servicios de transporte público disponibles para sus destinos	0.00%	0
No conocen las opciones de transporte público	0.00%	0
No me sienten cómodos para usar los servicios de transporte público disponibles	0.00%	0
El transporte público disponible no satisface sus necesidades	0.00%	0
No aplica	0.00%	0
Otro	0.00%	0
Total Respondents: 0		

Q23 Si el transporte público disponible no satisface sus necesidades, ¿cuál es la razón? (marque todas las opciones que correspondan)

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Demora demasiado	0.00%	0
Requiere demasiadas conexiones	0.00%	0
Se requieren reservas por anticipado	0.00%	0
No está disponible los días que lo necesitan	0.00%	0
No está disponible en los horarios que necesitan	0.00%	0
El costo de los servicios es muy alto	0.00%	0
Necesitan ayuda adicional (con paquetes o para subir al vehículo o bajar de él)	0.00%	0
No aplica	0.00%	0
Otro	0.00%	0
Total Respondents: 0		

Q24 ¿Cuál de los siguientes nuevos servicios potenciales sería más atractivo para sus clientes o usuarios? (marque todas las opciones que correspondan)

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Servicio de autobuses local	0.00%	0
Servicio interurbano de autobuses	0.00%	0
Servicio comunitario de vehículos de pedido telefónico	0.00%	0
Rutas de autobuses entre ciudades o comunidades (describa de dónde hasta dónde, con nombres de los destinos y ciudades)	0.00%	0
Total Respondents: 0		

Q25 ¿Hay algún otro servicio nuevo que sería atractivo para sus clientes o usuarios?

Answered: 0   Skipped: 91

Q26 ¿Qué enfoque de financiación tendría el mayor impacto para mejorar el acceso al transporte público?

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Enfocarse en obtener inversiones federales o estatales adicionales en el transporte público	0.00%	0
Enfocarse en obtener inversiones adicionales en el transporte público del gobierno local	0.00%	0
Enfocarse en aumentar las opciones para el usuario	0.00%	0
Enfocarse en integrar las fuentes de financiamiento de programas múltiples (Tercera Edad, Fuerza Laboral, Medicaid, etc.)	0.00%	0
Otro	0.00%	0
TOTAL		0

Q27 ¿Cuál es la principal barrera que encuentra al coordinar entre organizaciones para mejorar el transporte público?

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Saber dónde comenzar	0.00%	0
Identificar los contactos apropiados	0.00%	0
Comunicarse con éxito con otras organizaciones	0.00%	0
Otro	0.00%	0
TOTAL		0

Q28 ¿Qué método podría mejorar el conocimiento sobre los servicios de transporte público disponibles?

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Comercialización dirigida a organizaciones locales	0.00%	0
Campaña pública de comercialización	0.00%	0
Un lugar centralizado para recibir información del transporte público	0.00%	0
Material proporcionado en otro idioma	0.00%	0
Otro	0.00%	0
TOTAL		0

Q29 ¿Cuál seria el mejor modo de mejorar la experiencia del usuario?

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Instrucciones personales por teléfono o en persona	0.00%	0
Mejor información sobre cómo usar el transporte público	0.00%	0
Ayuda adicional ofrecida por el conductor o asistente personal	0.00%	0
Menos conexiones entre los proveedores para viajes regionales	0.00%	0
Otro	0.00%	0
TOTAL		0

B6.I07

Q30 ¿Qué avances tecnológicos es más probable que le ayuden a mejorar las opciones de transporte para adultos mayores de edad, personas con discapacidades y de bajos ingresos en los próximos cinco años?

Answered: 0   Skipped: 91

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Empresas de red de transporte como Uber o Lyft	0.00%	0
Internet o aplicaciones de teléfonos inteligentes con información sobre múltiples proveedores	0.00%	0
Tecnología de conducción asistida (para mantener el carril, frenado automático)	0.00%	0
Automóviles sin conductor	0.00%	0
Automóviles, autobuses y servicios de traslados sin conductor	0.00%	0
Ninguno: la mayoría de las personas no tendrá acceso a estas opciones	0.00%	0
Otro	0.00%	0
TOTAL		0

Q31 Use este espacio para compartir cualquier sugerencia o ideas adicionales sobre las necesidades de transporte de sus clientes o usuarios.

Answered: 0   Skipped: 91