

Introduction

The purpose of Access North Texas is to document the public transportation needs for seniors (older adults), individuals with disabilities, individuals with lower income, and other transit-dependent populations. These populations can have difficulty finding public transportation options that connect them to medical appointments, work opportunities, job training, education, food access, and other essential destinations. This plan identifies where these transportation connections could be improved within Hunt County. This chapter provides an overview of outreach efforts, demographics, existing transportation services, findings, and prioritized strategies. More information about the plan and findings can be found in the Executive Summary.

Outreach

Public outreach for Hunt County was conducted through a survey and stakeholder outreach meeting. Outreach efforts were advertised through email communication, the Access North Texas website, a Local Motion publication, and social media. Opportunity to share transit-related comments and concerns anonymously by location in a virtual public mapping tool called Map Your Experience was also available through the Access North Texas website.

The North Central Texas Council of Governments (NCTCOG) conducted 13 meetings across the region, which included a virtual stakeholder outreach meeting for Hunt County on April 15, 2025. Emails were sent to 134 recipients on the Hunt County email subscriber list. The meeting was also promoted on the Access North Texas website. Two individuals and four NCTCOG staff attended.

A transportation survey was available to residents and stakeholders online, on paper, and available in English and Spanish. The online survey could also be translated into other languages by selecting the preferred language option from a drop-down box on the live survey page. The survey for the public collected input on public transportation in the region. A similar survey was also available online for organizations and agencies that work with transit-dependent populations. For the public survey, there were 14 participants for Hunt County. For the public agency survey, participants from three agencies indicated they

operate in or serve Hunt County. Finally, no transit-related comments were received for Hunt County through Map Your Experience.

All feedback from outreach efforts were cleaned, compiled, and coded for analysis, in addition to the survey feedback. Using the coding key, qualitative feedback was quantified to create visual representations of feedback for identified barriers, missed trips, desired modes, and enhancements. See Appendix D for the visualizations. Additional feedback was factored into the analysis as applicable, such as in situations where comments relate to multiple counties, no county was specified, or for transit providers operating across county boundaries.

Demographics Assessment

Hunt County is experiencing significant population growth. According to the 2024 American Community Survey (ACS) 5-Year Estimates, the population is 108,972, in comparison to 2019 ACS 5-Year Estimates of approximately 94,162. This shows a 15.7 percent increase in population. Hunt County's population, according to the region's long-range transportation plan, Mobility 2050, is expected to reach an estimated 205,990 by 2050.

When comparing the 2019 ACS to the 2024 ACS for Hunt County, the older adult population increased by 13.5 percent, individuals with a disability population increased by 16.7 percent, and individuals with low-income decreased by 13.3 percent. Areas with higher concentrations of these populations should be a particular priority in efforts to promote existing or new transit services. Detailed estimates and percentages for these key populations, as well as other demographics, are shown in the table below and in the appendix.

Metric	Hunt County Population	Hunt County	Regional Comparison
Households	38,466	-	-
Zero-Car Households	1,433	3.7%	4.8%
65 and over	16,897	15.5%	12.3%
With a Disability	16,792	15.5%	10.5%
Low-Income Individuals	17,245	16.4%	14.1%
Total Veterans	7,373	9.0%	5.5%
Youth (under 18)	26,673	24.5%	25.0%
Total LEP Individuals	6,767	6.6%	11.9%

Table 1: Target Population and County Metrics. Data from 2024 American Community Survey 5-Year Estimates.

Transportation Services Assessment

Hunt County receives public transit service primarily through Senior Center Resources & Public Transit's transportation program, The Connection. The map and descriptions below provide a brief overview of this and any other relevant programs, including the extent of their service areas and the types of transportation options they provide. The most updated service area boundaries, fares, and hours of operation can be found on the providers' website. Contact information per provider can also be found in the Get-A-Ride Guide in Appendix B.

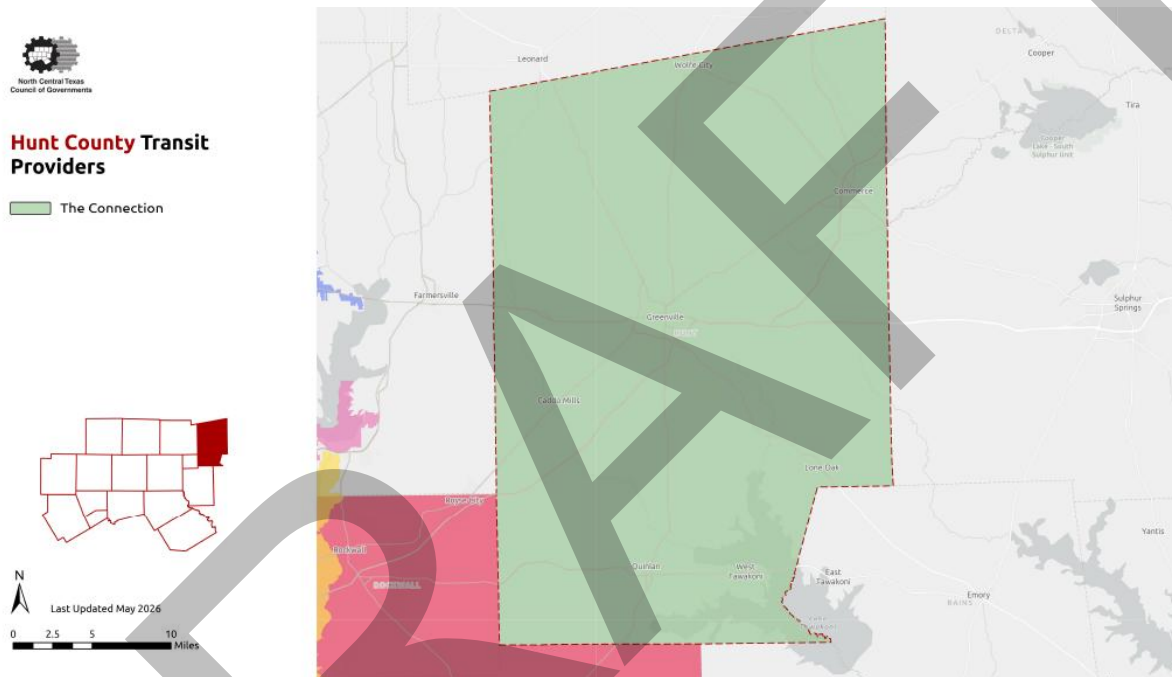


Figure 1: County Transit Map

Senior Center Resources and Public Transportation

Senior Center Resources and Public Transportation (SCRPT) operates The Connection, a curb-to-curb demand response transportation service for residents throughout Hunt County. This service is available to the general public, with subsidized options available for seniors, people with disabilities, and low-income residents. Trips are typically available on weekdays between 7 AM and 7 PM, and reservations require one day advance notice, although same-day trips may also be available for a doubled fare. Fares vary based on factors like trip location and rider category. Some connecting service to Dallas County is also available, including limited medical transportation and a shuttle connection to the Dallas Area Rapid Transit (DART) Downtown Rowlett Station.

Vanpool Program

In addition to the other transportation options and services, Denton County Transportation Authority (DCTA) and Trinity Metro operate a Vanpool Program in the North Central Texas region. Through Trinity Metro, as of April 2026, no vanpools originate in Hunt County, two vanpools have a destination in Hunt County, and no vanpools have an origin and destination within the county. Through DCTA, as of April 2026, three vanpools originate in Hunt County, seven vanpools have destinations in Hunt County, and no vanpools have an origin and destination within the county. The number of vanpools may change month to month as the regional program expands shared commuter transportation opportunities.

Overall, gaps in service still exist in the county due to a variety of factors. Survey and outreach responses show some insight into what gaps may exist and where further assessment is needed. Through continued collaboration amongst stakeholders, the gaps in service can be identified, reviewed, and discussed.

Needs/Gaps Assessment (Data Analysis)

In Hunt County, survey respondents helped to identify a variety of transportation barriers, potential enhancements, missed trips, and desired modes. The combination of all outreach efforts, including surveys and meetings, revealed that residents are interested in the topic of public transportation. This section analyzes survey and outreach findings while incorporating inputs through the Map Your Experience tool and the Transit Accessibility Improvement Tool map to identify priority need areas. A more comprehensive and detailed view of notes, input, feedback, and reports can be found in Appendix D.

Outreach Meeting

No questions or feedback were acquired at this meeting.

Public Survey

Of the total regionwide survey participants who identified a county of residence, approximately 1.9 percent were from Hunt County. While most public survey respondents indicated they are not missing trips, there are others who are. The most selected missed trips option included medical trips. Of those that identified barriers that prevent them from getting where they need to go, the top selection was that there was nobody to drive them.

With 93 percent of 14 survey respondents indicating that public transportation does not meet their needs, the top identified reason is that services are not available near their place of residence. Figure 2 shows the top reasons why public transportation does not meet the participants' needs for Hunt County.

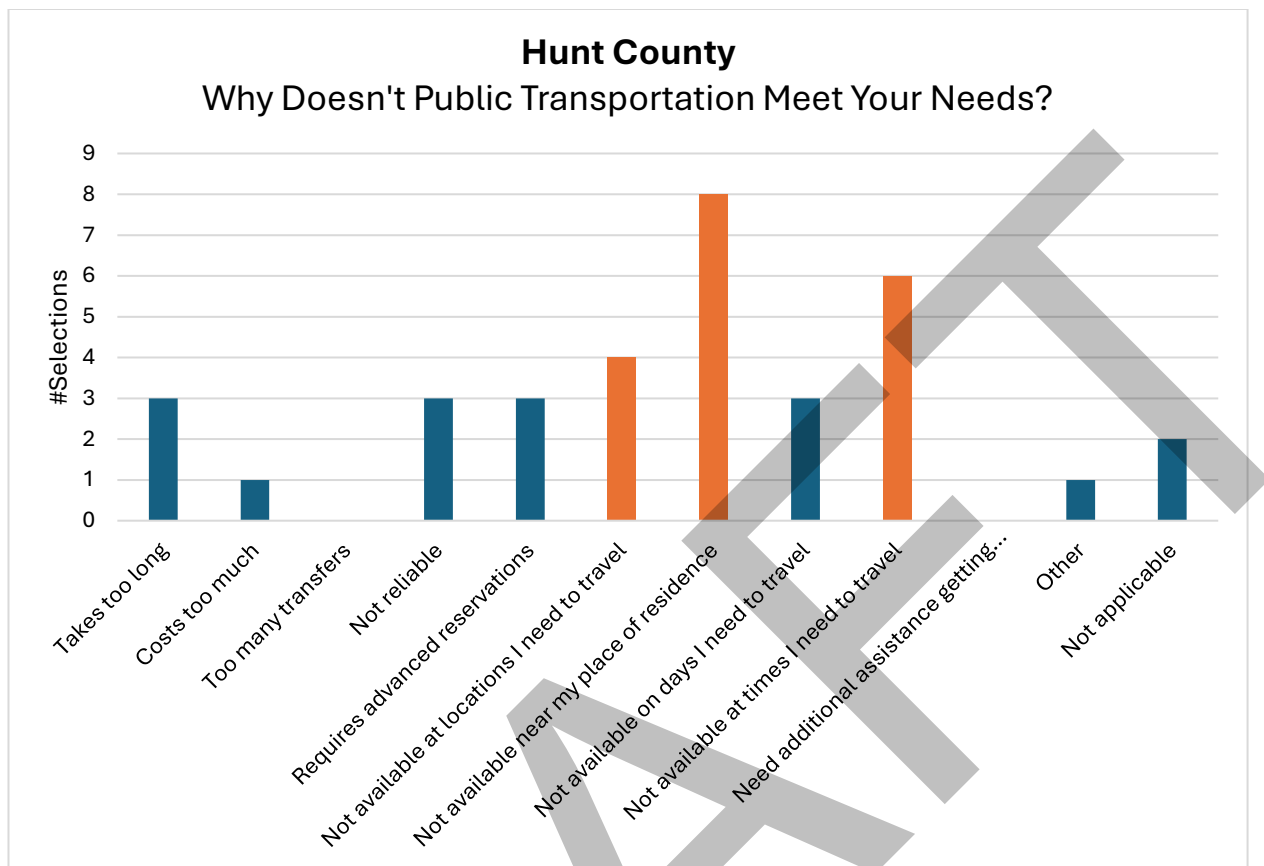


Figure 2: Visual of public survey question responses. Orange highlighted bars indicate most popular selections.

The survey also asked about potential ways to enhance the public transit experience. For this question, respondents selected desired enhancement options and ranked them in order of preference, with a score of 1 indicating the most preferred option. Of the 11 respondents, the most preferred enhancement was expanded service area, ranked 1.33 by nine respondents. The top three ranked enhancement options are reflected in the figure below.

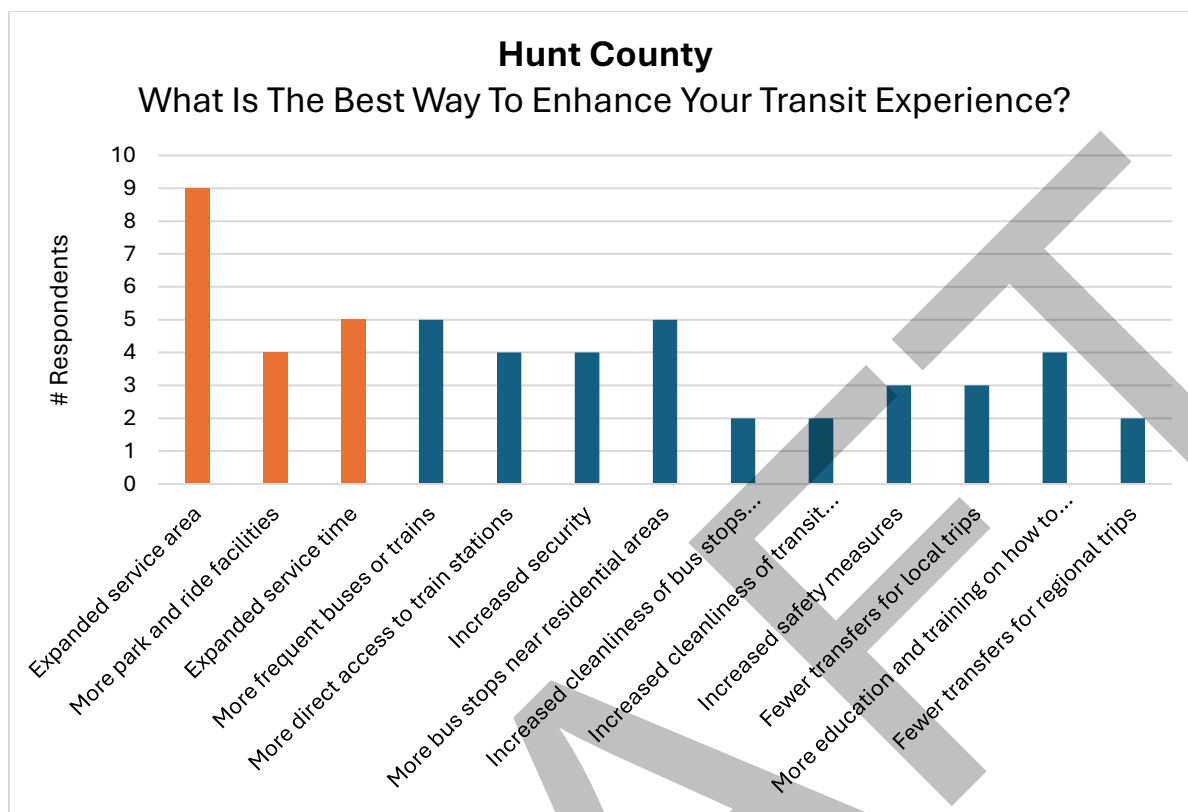


Figure 3: Visual of public survey question asking participants to rank options in order of preference. Orange highlighted bars indicate top three preferred enhancements.

Agency Survey

Approximately 18.8 percent of agencies who participated in the survey indicated they serve or operate in Hunt County and that their agency serves multiple populations, including older adults, individuals with disabilities, individuals with lower income, and others. Agencies who provided transportation-related feedback include Senior Center Resources and Public Transit and the North Central Texas Area Agency on Aging.

The table below identifies top responses provided by the agency representatives and/or staff who participated in the agency survey. More information on survey responses can be found in appendix D.

What are the most requested trips among those you serve?
• Medical
What keeps your customers from getting where they need to go?
• No car available to them
For public transportation options that don't meet your customers' needs, what is the reason?
• Not available at locations needed to travel
What is the best way to enhance your customer's public transportation experience?
• Expanded service area

Table 2: Summary of select public agency survey question responses. Not all responses apply to the individual county; however, in the overall service area the agencies operate, Hunt County is included.

Categorized Qualitative Feedback

Meeting notes, comments in the survey questions, and additional feedback from providers offered insight into experienced barriers, missed trips, desired modes, and enhancements in Hunt County. The table below summarizes qualitative feedback top findings that may be compared to other findings. Participation and feedback varied among the different outreach methods.

Barriers	Missed Trips	Desired Modes	Enhancements
Lack of access and/or availability of service	Medical	Paratransit	Access and availability of service

Table 3: Categorized qualitative feedback top findings. More information can be found in Appendix D.

Transit Accessibility Improvement Tool

While the Demographics Assessment earlier in the chapter shows the number of older adults, individuals with disabilities, and other transit-dependent populations in Hunt County, these figures describe the county as a whole and don't show where these populations are concentrated. The Transit Accessibility Improvement Tool (TAIT) fills this gap by mapping seniors, individuals with disabilities, and individuals below poverty at the Census block group level to identify where transit-dependent populations may be located and where transit need may be greatest.

In Hunt County, there are a number of Census block groups where populations of individuals age 65 and older, below poverty level, and persons with disabilities are above the regional percentages. For the TAIT map, illustrated in Figure 4, many of these block groups within Hunt County where the three variables are all above the regional percentage are found in areas in or around some of the county's cities, including areas on both the eastern and western sides of Greenville, a sizeable area to the west of Commerce, a stretch of block groups from Quinlan to West Tawakoni, and a few more outlying areas in the northwestern and southeastern corners of the county. Much of the remainder of the

county has either one or two variables above the regional percentages, including much of its rural interior.

As illustrated in Appendix C, for populations 65 and over, there are a few areas with notable concentrations of older adults, with the most substantial being a tract in the southeastern portion of Greenville. Fairly high concentrations are also found in a few other small areas of Greenville, as well as the far southeastern corner of the county, while more moderate populations are dispersed broadly throughout the county. For persons with a disability population, significant portions of the county have moderate concentrations, while some of the more densely concentrated areas include a central stretch of the county along SH 34 from Greenville to Quinlan, a strip along the southeastern portion of the county, and a stretch in the northeastern corner of the county between Wolfe City and Commerce. For low-income individuals, the population concentration generally tends to be more widely dispersed, with some of the most substantial concentrations again being found in the southeastern and northeastern corners of the county.

Hunt County Transit Accessibility Improvement Tool (TAIT)

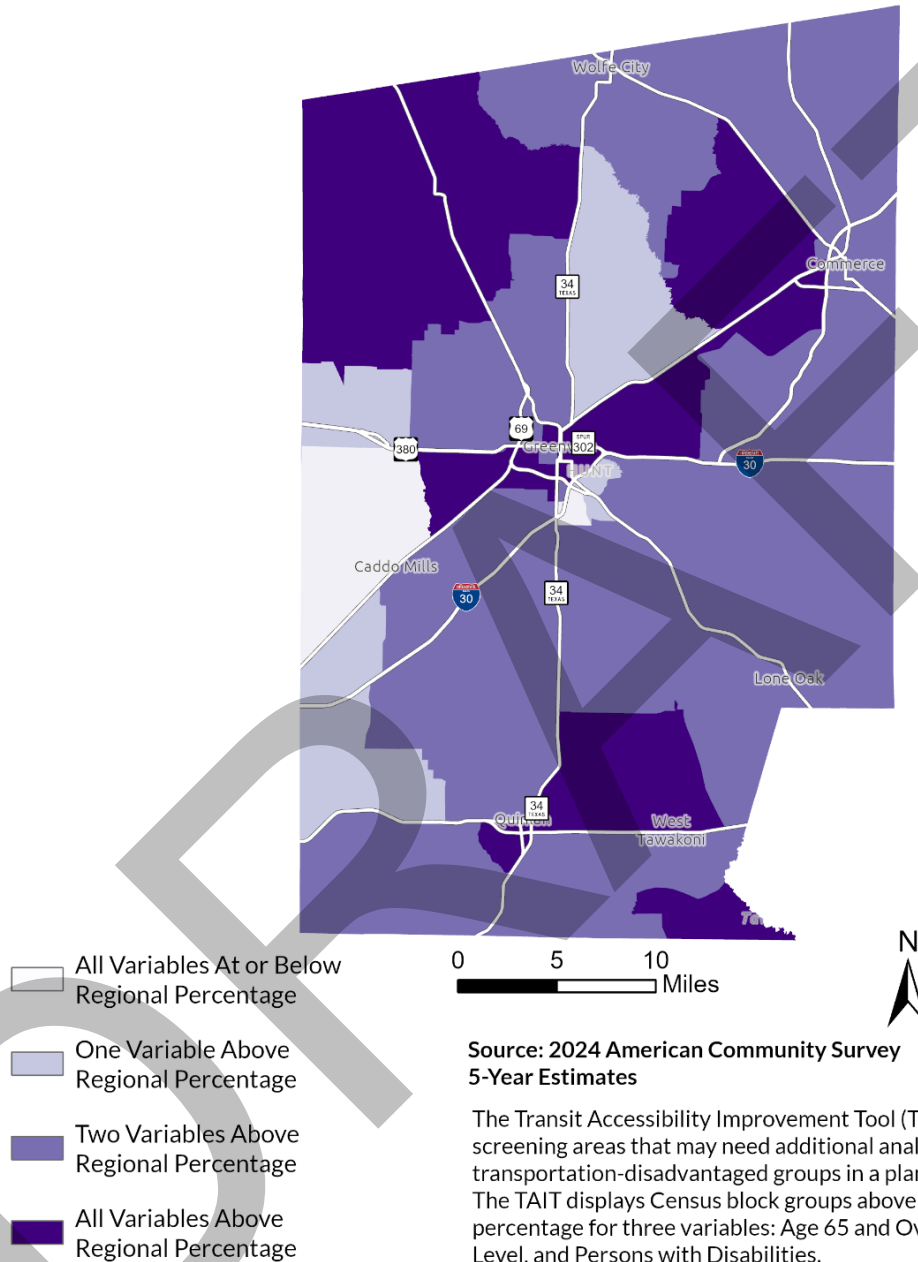


Figure 4: TAIT Map for Hunt County

For zero-car households, as illustrated in Figure 5, overall concentrations are relatively sparse, with only a few small areas of notable density, including tracts in Commerce and the southeastern area of Greenville.

Hunt County Zero-Car Households



Figure 5: Individual Variable Map showing Zero-Car Households in Hunt County

Goals/Strategies Development

The regional goals (five main categories identifying themes across the 16-county region) provide a framework for Access North Texas on a regional level, while the individual prioritized strategies applied to Hunt County are applicable to furthering those goals while also addressing needs within the county. These goals and strategies help provide direction for transit providers and stakeholders to plan and implement future projects and services that support transit-dependent populations.

The prioritized strategies were developed using information from multiple sources, including outreach, meetings, surveys, available data, and regional knowledge through stakeholder engagement and collaboration. Data and information were compiled and analyzed to help identify patterns and gaps. Prior to the finalization of the plan, the goals and strategies were provided to stakeholders for feedback and review.

Goals & Strategies - More will be added later

Regional Goal	Specific Strategies
Plan and Develop Transportation Options by Assessing Community Needs and Challenges	1. Invest in programs to assist with filling gaps in public transportation (revised). 2. Prioritize programs that facilitate transportation for work-related trips, medical and healthcare appointments.
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	1. Expand public transportation services to key destinations throughout the region without comprehensive service and support regional integration of new services. 2. Implement service enhancements, including route frequency, service optimization, mode connectivity, and operating hours.
Coordinate with Transportation Providers, Public Agencies, and Stakeholders to Increase Efficiencies	1. Work with public transportation providers and stakeholders to improve or maintain services connecting riders to the transit system, healthcare, and other key destinations.
Drive Sustained Growth of Public Transportation Ridership	1. Work with public transportation providers to train, recruit, and retain drivers to improve transit availability and reliability. 2. Integrate various funding sources to maximize efficiency and increase availability of affordable public transportation options.
Promote Access and Information about Available Transportation Options	1. Partner with agencies, recreation centers, communities, assisted living facilities, healthcare, and other organizations to publicize information.