

Introduction

The purpose of Access North Texas is to document the public transportation needs for seniors (older adults), individuals with disabilities, individuals with limited financial resources, 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 Parker County and Palo Pinto County. This chapter provides an overview of outreach efforts, demographics, existing transportation services, findings, and prioritized strategies. More information about the plan and regional findings can be found in the Executive Summary.

Outreach

Public outreach for Parker County and Palo Pinto 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.

North Central Texas Council of Governments (NCTCOG) Transportation staff conducted 13 meetings across the region, which included a virtual meeting on April 8, 2025. Emails were sent to over 140 recipients on the Parker County and Palo Pinto County email subscriber list. The meeting was also promoted on the Access North Texas website. No county providers or residents attended the meeting.

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 approximately eight participants for Parker County and two for Palo Pinto County submitted online. For the agency survey, participants from three agencies indicated they operate in or serve Parker County and two in Palo Pinto County. Finally, four transit-related comments were received

for Parker 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 Parker County and Palo Pinto County 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

Parker County continues to experience significant growth while Palo Pinto continues to see a growing population. According to the 2024 American Community Survey (ACS) 5-Year Estimates, the population for Parker County exceeds 165,100 in comparison to 2019 ACS 5-Year Estimates of just over 133,800. This shows an over 23 percent increase in population. For Palo Pinto County, the population exceeds 29,200 in comparison to the 2019 ACS 5-Year Estimates of 28,540. This shows an over 2.5 percent increase in population. Parker County's population, according to the region's long-range transportation plan, Mobility 2050, is expected to reach more than 374,500 million by 2050. The plan does not include Palo Pinto County projections.

When comparing the 2019 ACS 5-Year Estimates to the 2024 ACS 5-Year Estimates for Parker County, the older adult population increased by 28.5 percent, individuals with a disability population increased by 39.9 percent, and individuals with low-income individuals increased by 14.6 percent. For Palo Pinto County, the older adult population increased by 8.3 percent, individuals with a disability population increased by 0.6 percent, and individuals with low-income population decreased by 16.6 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	Parker County Population	Parker County	Regional
Total Households	56,437	-	-
Zero-Car Households	1,747	3.1%	4.8%
65 and over	26,355	16.0%	12.3%
With a Disability	22,434	13.7%	10.5%
Low-Income Individuals	16,926	10.4%	14.1%
Total Veterans	12,251	9.9%	5.5%
Youth (under 18)	40,730	24.7%	25.0%
Total LEP Individuals	4,842	3.1%	11.9%

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

Metric	Palo Pinto County Population	Palo Pinto County	Regional
Total Households	11,234	-	-
Zero-Car Households	459	4.1%	4.8%
65 and over	6,008	20.5%	12.3%
With a Disability	5,049	17.4%	10.5%
Low-Income Individuals	5,876	20.3%	14.1%
Total Veterans	1,827	8.1%	5.5%
Youth (under 18)	6,809	23.2%	25.0%
Total LEP Individuals	1,031	3.7%	11.9%

Table 2: Target Population and County Metrics for Palo Pinto County. Data from 2024 American Community Survey 5-Year Estimates.

Transportation Services Assessment

Parker County and Palo Pinto County are primarily serviced by one transit provider, Public Transit Services. The map and descriptions below provide a brief overview of the extent of service offered. 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.



Parker County Transit Providers

- Public Transit Services
- Trinity Metro

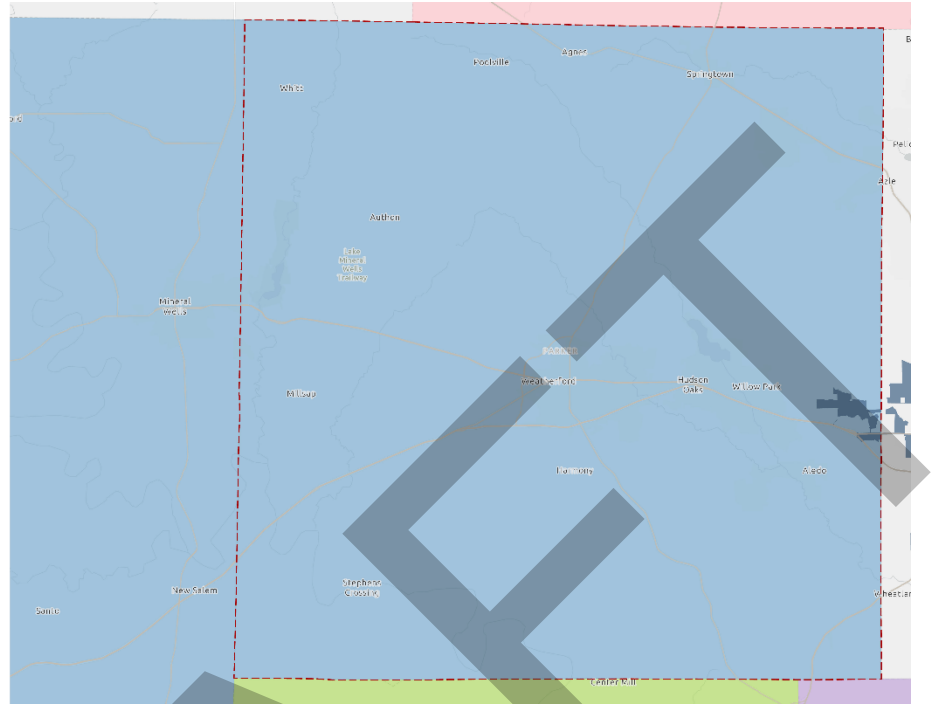
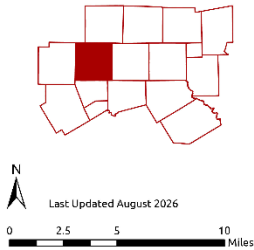


Figure 1: County transit map

Public Transit Services

Public Transit Services (PTS) provides transportation services to residents of Palo Pinto County, Parker County, and parts of the city of Azle which are in both Parker and Tarrant counties. Some services may include transportation into neighboring counties as applicable. PTS offers multiple types of transportation options and fare types. To schedule a ride or learn more about available services, prospective riders can contact PTS staff through contact information identified on the provider website.

Trinity Metro

Trinity Metro operates bus, rail, on-demand service, and a paratransit program. The paratransit service is offered within the city limits of Fort Worth and Red Oaks. This includes the Fort Worth city limits that extend into Parker County. To acquire service, cities may choose to be a member city through a half cent sales tax, partner city through a partial sales tax contribution, or a contracted city with annual agreements. Fort Worth is a member city, Grapevine and North Richland Hills are partner cities, and Forest Hill is a contracted city. Trinity Metro offers a variety of fares, including single-ride tickets, multi-ride tickets, and on-demand paratransit trips for eligible riders. Additionally, fares may fall under local, regional, or reduced categories. Under regional fares, riders may use transportation services offered through Dallas Area Rapid Transit (DART) and Denton County Transportation Authority (DCTA) as well. To purchase tickets, riders can use the

GoPass App, use the Trinity Metro On-Demand app (for on-demand trips), go through Trinity Metro’s website, or use the kiosk at the Fort Worth Central Station.

Vanpool Program

DCTA and Trinity Metro operate a Vanpool Program in the North Central Texas region. Through Trinity Metro, as of April 2026, four vanpools originate in Parker County, and one vanpool originates in Palo Pinto County. No vanpools have destinations in either county. Through DCTA, as of April 2026, there are no vanpools with origin or destination in the counties. Overall, the number of vanpools may change month to month as the regional program expands shared commuter transportation opportunities.

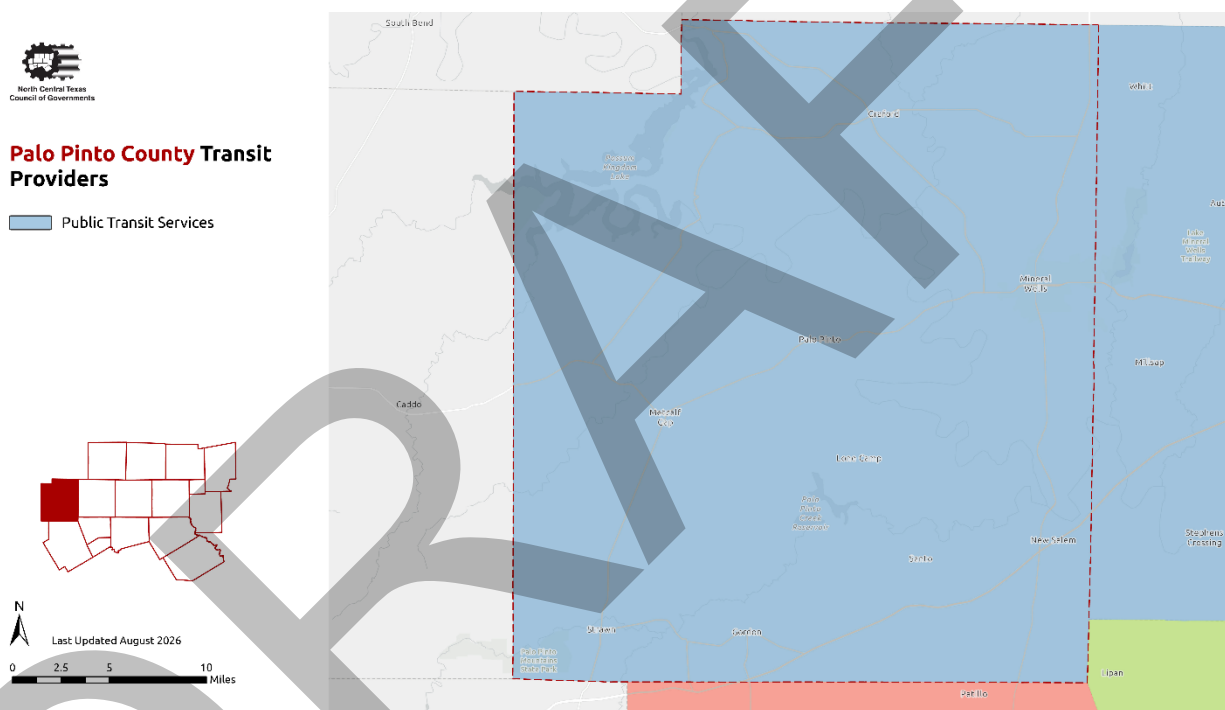


Figure 2: County transit map

Overall, gaps in service still exist in Parker and Palo Pinto counties 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 Parker and Palo Pinto counties, 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 and would like to see more frequent service, increased safety, rail expansion, and greater access. 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

From the outreach meeting, no county residents, providers, or stakeholders attended.

Public Survey

Of the total regionwide survey participants who identified a county of residence, approximately 1.1 percent were from Parker County. While most public survey respondents for Parker County indicated they are not missing trips, there are others who are. Missed trips identified included medical, religious activity, social/entertainment/events, social service, and shopping trips. Of those that identified barriers that prevent them from getting where they need to go, the top selection was that public transportation services don't meet their needs.

Of the total regionwide survey participants who identified a county of residence, approximately 0.3 percent were from Palo Pinto County. The one survey respondent identified work trips as a trip they have missed due to lack of transportation. The barrier identified was not having anyone available to drive them.

With 88 percent of eight survey respondents for Parker County indicating that public transportation does not meet their needs, the top identified reason is that services are not available in locations needed to travel. For Palo Pinto County, the one respondent indicated that public transportation does not meet their needs due to services costing too much. Figure 3 shows the top reasons why public transportation does not meet the participants' needs for Parker County.

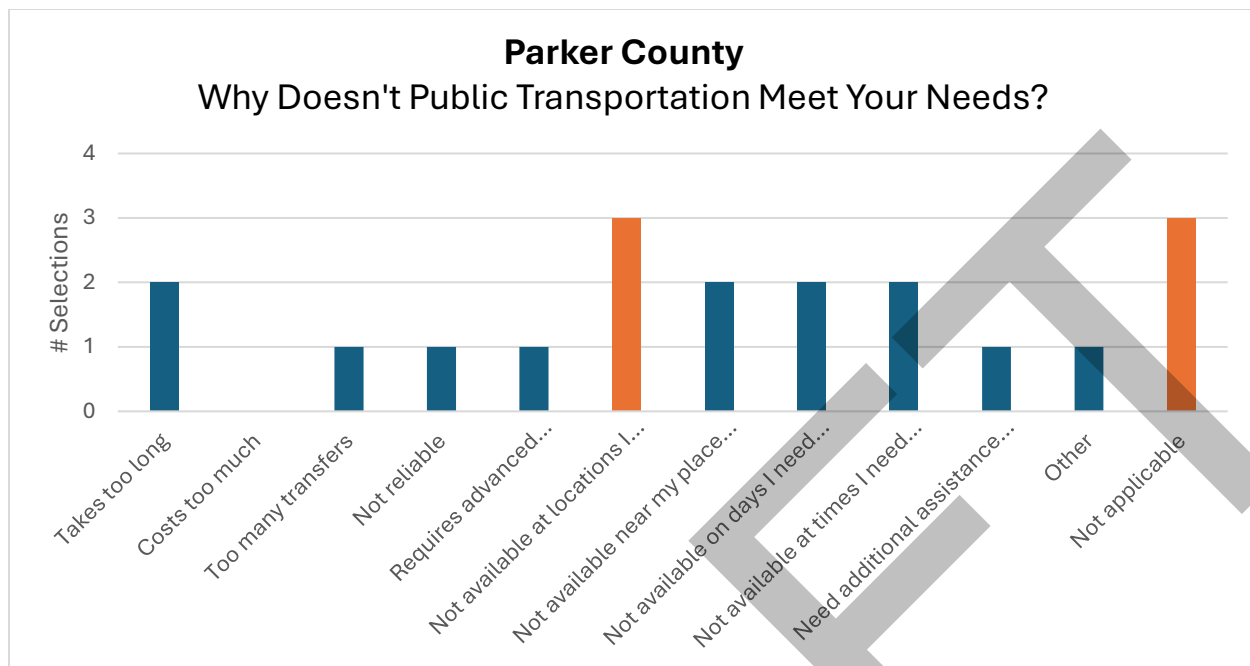


Figure 3: Visual of public survey question responses. Orange highlighted bars indicate most popular selections for Parker County.

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. For Parker County, of the four respondents, more frequent buses or trains were selected as most preferred option with a ranking of 2.5 by two participants. The top three ranked enhancement options for Parker County are reflected in the figure below. For Palo Pinto County, the one respondent selected increased safety measures as the most preferred option.

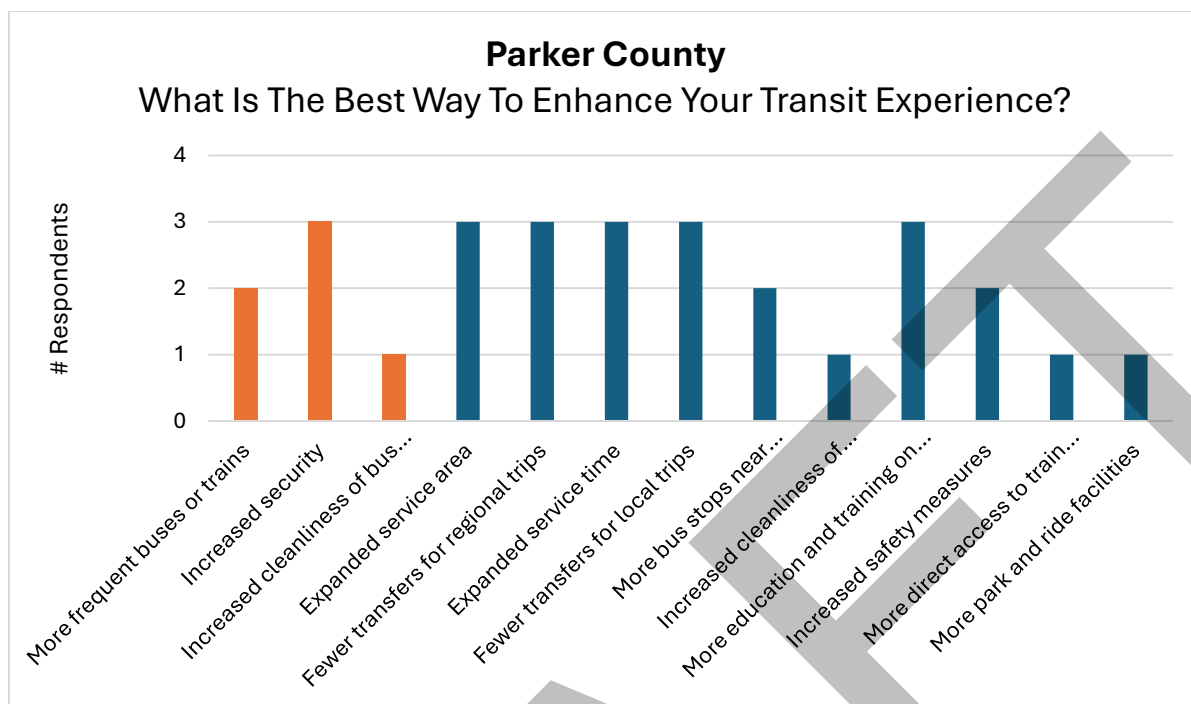


Figure 4: Visual of public survey question asking participants to rank options in order of preference. Orange highlighted bars indicate top three preferred enhancements from participants.

Agency Survey

For Parker County, approximately 18 percent of agencies who participated in the survey indicated they serve or operate in the 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 the city of Weatherford and the North Central Texas Area Agency on Aging.

For Palo Pinto County, approximately 12 percent of agencies who participated in the survey indicated they serve or operate in the county and that their agency serves multiple populations, including older adults, individuals with disabilities, individuals with lower income, and others. The agency who provided transportation-related feedback included the North Central Texas Area Agency on Aging.

The tables below identify 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.

Parker County

What are the most requested trips among those you serve?
• Medical and Shopping
What keeps your customers from getting where they need to go?
• No car available • Nobody to drive them • Disability • Public transportation services don't meet their needs
For public transportation options that don't meet your customers' needs, what is the reason?
• Not available at locations needed to travel • They need additional assistance getting to/from or on/off the vehicles
What is the best way to enhance your customer's public transportation experience?
• Expanded service area

Table 3: Summary of select public agency survey question top responses. Not all responses apply to the individual county; however, in the overall service area the agencies operate, Parker County is included.

Palo Pinto County

What are the most requested trips among those you serve?
• Medical and Shopping
What keeps your customers from getting where they need to go?
• No car available • Nobody to drive them • Disability • Public transportation services don't meet their needs
For public transportation options that don't meet your customers' needs, what is the reason?
• Not available at locations needed to travel • They need additional assistance getting to/from or on/off the vehicles
What is the best way to enhance your customer's public transportation experience?
• Expanded service area

Table 4: Summary of select public agency survey question top responses. Not all responses apply to the individual county; however, in the overall service area the agencies operate, Palo Pinto 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 Parker and Palo Pinto counties. The table below summarizes qualitative feedback top findings that may be compared to other findings. Participation and feedback varied among the different outreach methods. No findings from qualitative feedback were identified for Palo Pinto County alone, however, one comment associated with both Parker and Palo Pinto identified a need to help connect older adults to medical and general services within the Mineral Wells and Weatherford areas.

Parker County

Barriers	Missed Trips	Desired Modes	Enhancements
Lack of access and/or availability of service	Work	Rail Service	Access and availability of service

Table 5: 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 both Parker County and Palo Pinto 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.

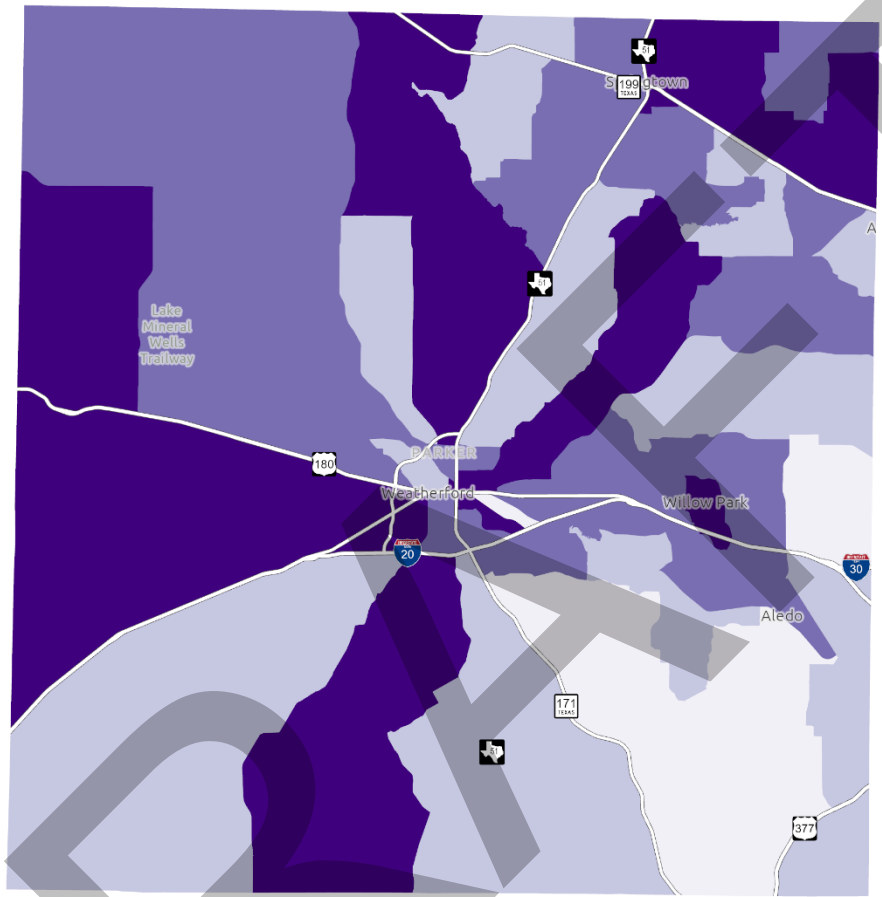
Parker County

In Parker County, there are multiple Census block groups where populations of individuals age 65 and older, below poverty level, and persons with disabilities are above the regional percentage. Illustrated in Figure 5, these concentrated areas can be found near the city of Weatherford, Willow Park, and toward the city of Springtown. South of Weatherford on the east side of highway 171 and between IH 377, there is a large area where all variables are at or below the regional percentage.

As illustrated in Appendix C, populations 65 and over have a mostly low to moderate presence within the county. The higher concentrated areas can be found near the city of Weatherford. For people with disabilities, there is mostly a moderately low to moderately high presence in the county. The few higher concentrated areas are found near the city of Weatherford and the city of Springtown. For low-income individuals, there is mostly a low to moderate presence in the county. The higher concentrated areas are found north of the city of Weatherford.

Parker County

Transit Accessibility Improvement Tool (TAIT)



- All Variables At or Below Regional Percentage
- One Variable Above Regional Percentage
- Two Variables Above Regional Percentage
- All Variables Above Regional Percentage

0 5 10 Miles



Source: 2024 American Community Survey
5-Year Estimates

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

Figure 5: TAIT Map for Parker County

Zero-car households, as illustrated in Figure 6, have a low to moderate presence within the county. The few higher concentration areas are found near and north of the city of Weatherford.

Parker County Zero-Car Households



Figure 6: Zero-car households map for Parker County

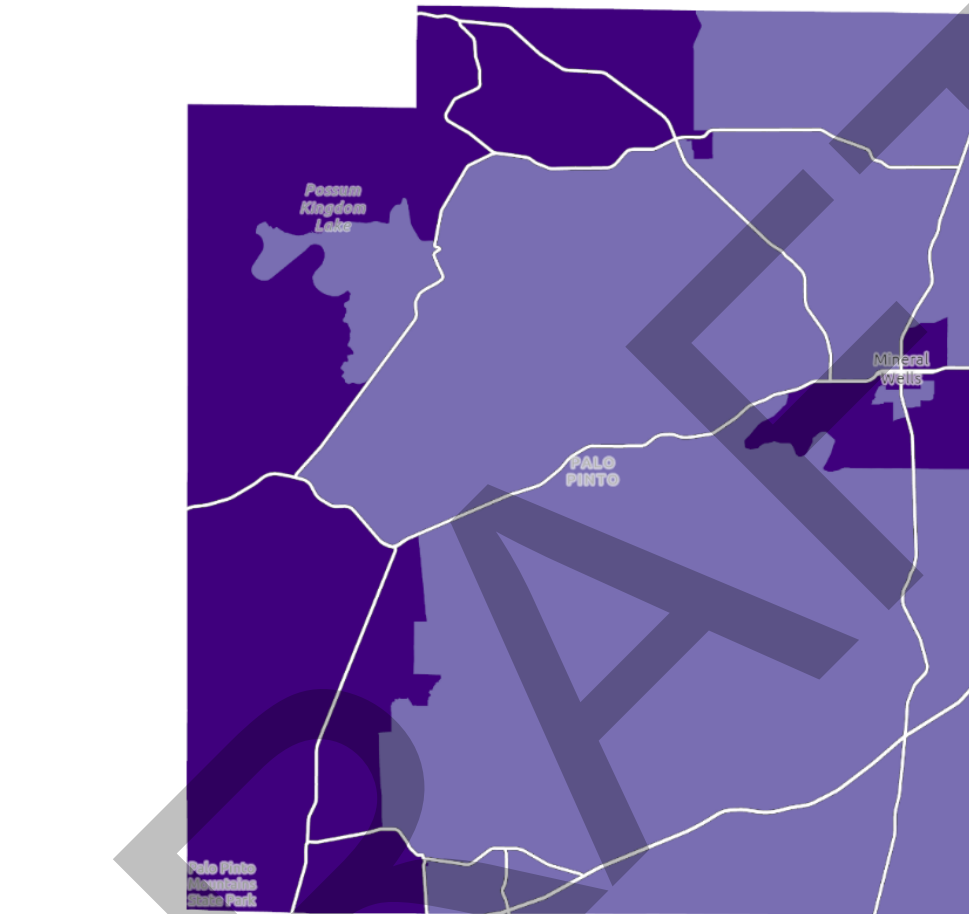
Palo Pinto County

In Palo Pinto County, there are multiple Census block groups where populations of individuals age 65 and older, below poverty level, and persons with disabilities are above the regional percentage. Illustrated in Figure 7, these concentrated areas can be found near the city of Mineral Wells and along the county's western border. Most of central Palo Pinto shows an area with two variables above the regional percentage.

As illustrated in Appendix C, populations 65 and over have a moderately low to moderately high presence within the county. The larger area with higher concentrations of this population can be found near the northern and southern county borders. For people with disabilities, there is a moderately high to high presence within the county. This is especially true for areas closer to the northern and eastern county border. For low-income individuals, there is a low to moderate presence within the county. The few small areas with higher concentrations of low-income individuals are near the city of Mineral Wells.

Palo Pinto County

Transit Accessibility Improvement Tool (TAIT)



- All Variables At or Below Regional Percentage
- One Variable Above Regional Percentage
- Two Variables Above Regional Percentage
- All Variables Above Regional Percentage

0 5 10
Miles



**Source: 2024 American Community Survey
5-Year Estimates**

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

Figure 7: TAIT Map for Palo Pinto County

Zero-car households, as illustrated in Figure 8, have a low to moderately low presence within the county. The few small areas with higher concentrations are near the city of Mineral Wells.

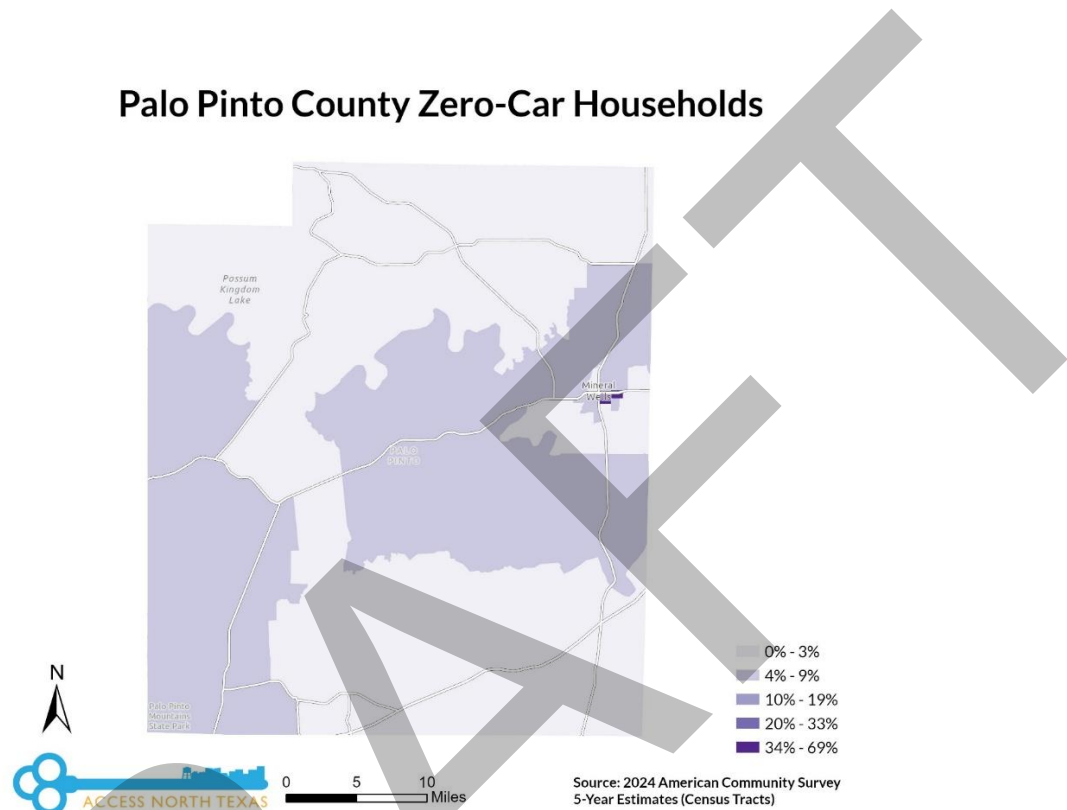


Figure 8: Individual Variable Map showing Zero-Car Households in Palo Pinto County

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 Parker and Palo Pinto counties 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	Parker and Palo Pinto Counties – 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. 2. Prioritize programs that facilitate transportation for work-related trips, medical, and healthcare appointments. 3. Engage transit-dependent populations to ensure all are provided access to the planning process.
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	1. Increase access to employment, social (such as entertainment and shopping centers), religious, and well-being trips in areas with limited to no public transportation service. 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. Identify, evaluate, and implement where appropriate, non-traditional ways to deliver and support public transportation, including, but not limited to, partnerships among public transit agencies, private transportation providers, transportation network companies, shared-use mobility programs, and volunteer drivers. 2. Work with public transportation providers and stakeholders to improve or maintain services connecting riders to the transit system, healthcare, and other key destinations. 3. Improve regional connectivity by increasing ease of travel across municipal and county boundaries, providing access to different transit modes, and enabling transfers to existing systems across various fare structures.
Drive Sustained Growth of Public Transportation Ridership	1. Improve safety, security, and sanitation measures to build rider confidence and comfort.

Regional Goal	Parker and Palo Pinto Counties – Specific Strategies
Promote Access and Information about Available Transportation Options	1. Enhance communication and outreach programs to improve awareness of existing or new transportation options.