

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 Johnson 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 Johnson 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 Johnson County on March 11, 2025. Emails were sent to about 153 recipients on the Johnson County email subscriber list. The meeting was also promoted on the Access North Texas website. No members of the public attended.

The transportation survey was also 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 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 48 submitted surveys. For the public agency survey, participants from three agencies indicated they operate in or serve Johnson County. Finally, there were three transit-related comments received for Johnson 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 Johnson 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

Johnson County continues to experience exceptional growth. According to the 2024 American Community Survey (ACS) 5-Year Estimates, the population is about 195,597 in comparison to 2019 ACS 5-Year Estimates of 167,212. This shows an approximate 17 percent increase in population. The county's population, according to the region's long-range transportation plan, Mobility 2050, is expected to reach an estimated 369,655 by 2050.

When comparing the 2019 ACS 5-Year Estimates to the 2024 ACS 5-Year Estimates, the older adult population increased by 18.5 percent, individuals with a disability population increased by 42.1 percent, and individuals with low-income increased by 9.6 percent (although the relative percentage of low-income residents declined slightly). 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	Johnson County Population	Johnson County	Regional Comparison
Total Households	65,507	-	-
Zero-Car Households	1,719	2.6%	4.8%
65 and over	27,436	14.0%	12.3%
With a Disability	23,818	12.4%	10.5%
Low-Income Individuals	25,648	13.3%	14.1%
Total Veterans	9,137	6.3%	5.5%
Youth (under 18)	50,259	25.7%	25.0%
Total LEP Individuals	12,581	6.9%	11.9%

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

Transportation Services Assessment

Johnson County receives transit service through JC Connect, formerly known as City/County Transportation or Cletran. The map and descriptions below provide a brief overview of this and 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.

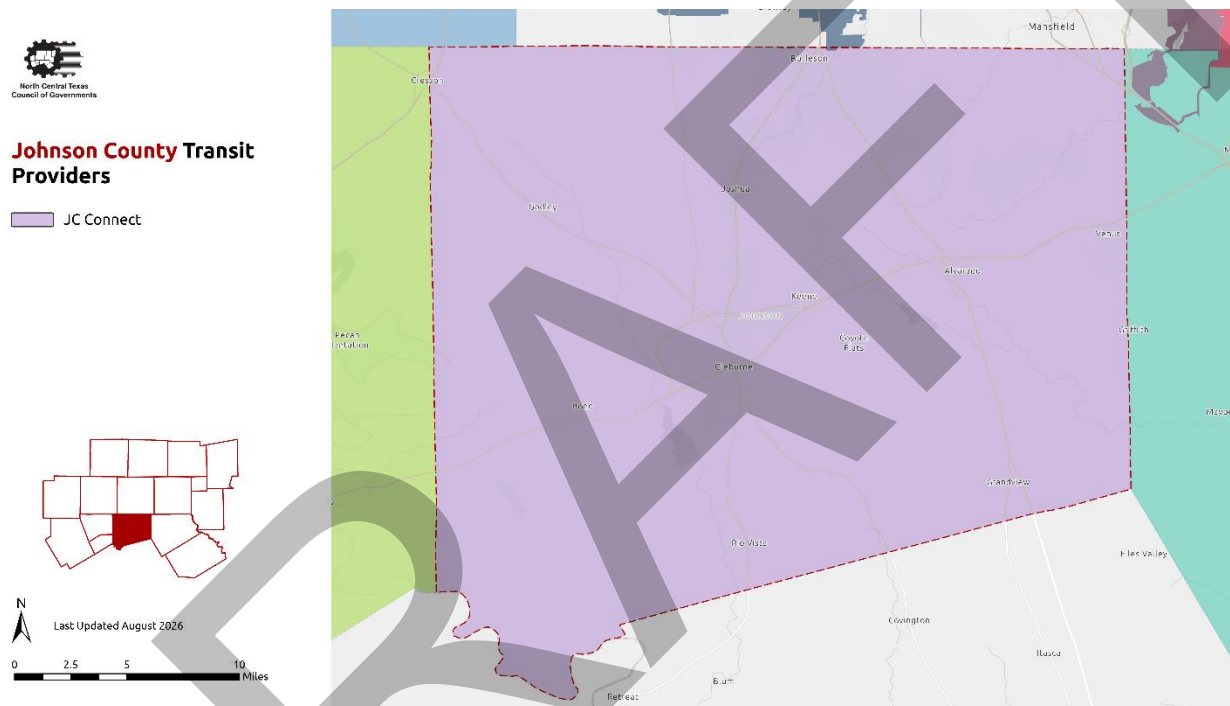


Figure 1: County Transit Service Map

JC Connect (Formerly City/County Transit or Cletran)

JC Connect is a demand response, shared-ride, curb-to-curb public transportation service administered by the city of Cleburne. It provides scheduled ride service to the general public throughout all of Johnson County, as well as the portions of the city of Burleson that extend into Tarrant County. Trips may be scheduled up to seven working days in advance, and same-day service may be provided, depending on availability, with all capacity filled on a first-come, first-served basis. Service hours and fares vary by trip location, and reduced fares are available for eligible passengers aged 60 and over, with qualifying disabilities, or under the age of 18.

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, five vanpools originate in Johnson County, no vanpools have destinations in Johnson 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 Johnson 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 Johnson 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 and would like to see greater access and availability of service. 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 7 percent were from Johnson County. While most public survey respondents indicated they are not missing trips, there are others who are. Missed trips identified were mostly for medical and shopping. Of those that identified barriers that prevent them from getting where they need to go, the top selections were that there is nobody to drive them and that public transportation services don't meet their needs.

With 88 percent of the 41 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.

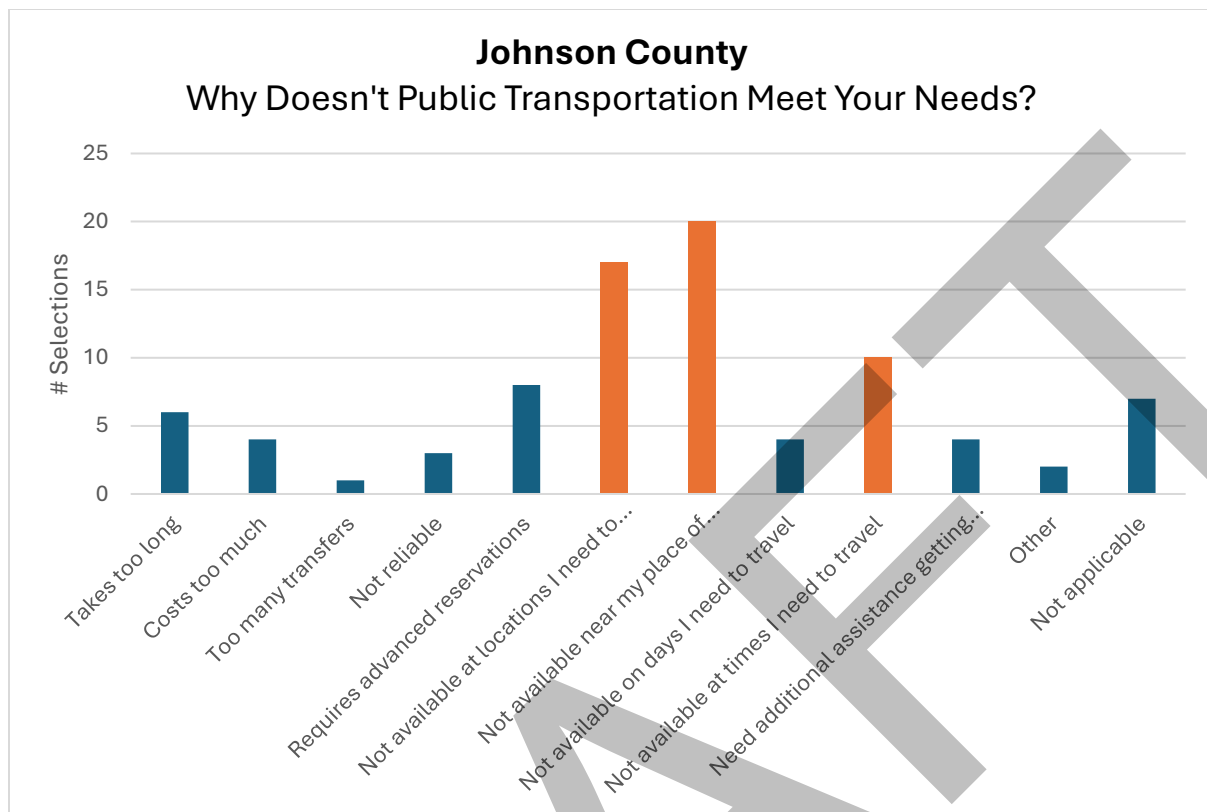


Figure 2: Visual of public survey question responses. Orange highlighted bars indicate most popular selections.

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. For Johnson County, of the 22 online respondents, expanded service area was selected as the most preferred option with a ranking of 1.38 by 16 participants. The top three ranked enhancement options for Johnson County from online respondents are reflected in the figure below. Of the ten respondents who submitted physical surveys, expanded service area was the most preferred top choice.

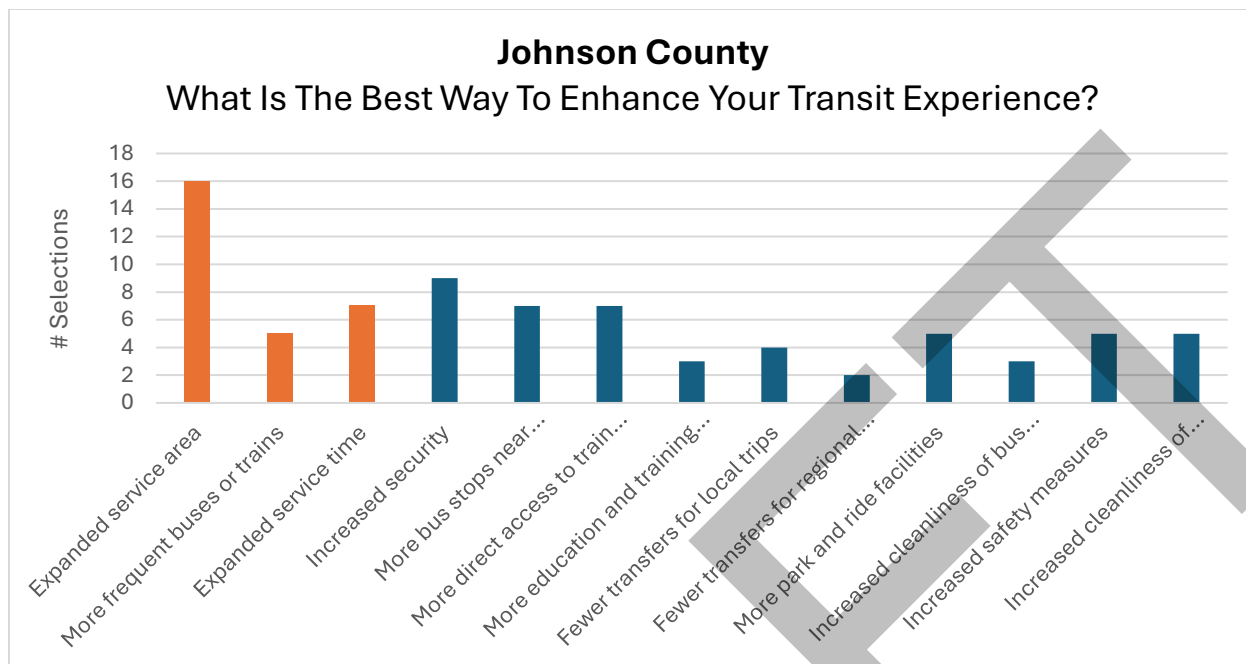


Figure 3: Visual of public survey question asking participants to rank options in order of preference. Orange highlighted bars indicate top three preferred enhancements from online participants.

Agency Survey

For Johnson County, approximately 19 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 Crowley 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 and Shopping
What keeps your customers from getting where they need to go?
• No car available • Disability • Public transportation services don't meet their needs
For public transportation options that don't meet your customers' needs, what is the reason?
• Requires advanced reservations • Not available at locations needed to travel • Not available at times 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 2: Summary of selected public agency survey question top responses. Not all responses apply to the individual county; however, in the overall service area the agencies operate, Johnson 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 the 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	None Identified	Rail Service	Access and availability of service

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

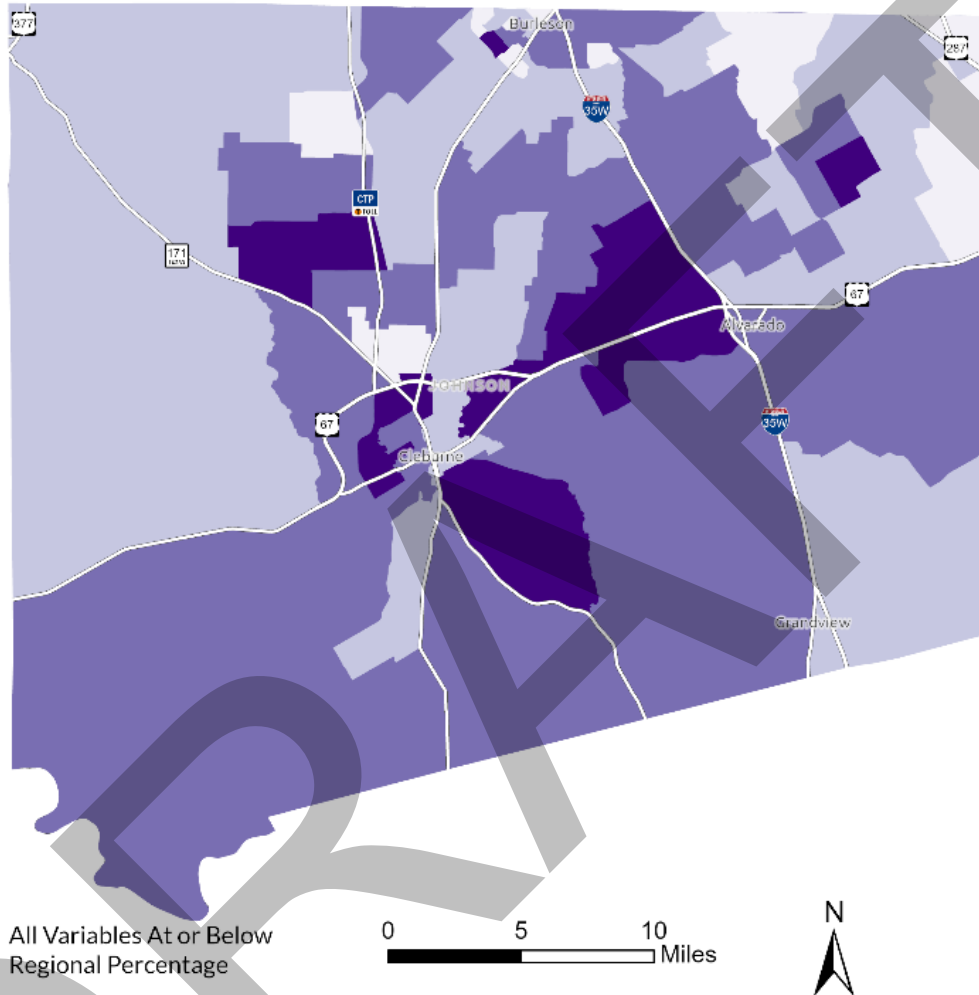
Transit Accessibility Improvement Tool

While the Demographics Assessment earlier in the chapter shows the number of older adults, individuals with disabilities, and other transit-dependent populations in the 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 Johnson 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 4, these concentrated areas can be found near the cities of Cleburne, Alvarado, and Burleson. North of the city of Cleburne, there is an area near Texas Highway 171 that also includes all three variables above the regional percentage.

As illustrated in Appendix C, populations 65 and over have a mostly low to moderately presence within the county. The few higher concentrated areas can be found near or just north of the city of Cleburne. For people with disabilities, there is mostly a moderate to moderately high presence in the county. A high concentrated area is just northwest of the city of Alvarado while moderately high areas are more widely scattered throughout the county, with the most coverage closer to the southern county border. For low-income individuals, there is mostly a low to moderately low presence in the county. The higher concentrated areas are found north and east of the city of Cleburne.

Johnson County Transit Accessibility Improvement Tool (TAIT)



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 4: TAIT Map for Johnson County

For zero-car households, as illustrated in Figure 5, there is a low to moderate presence within the county. The higher concentrated area is southeast of the city of Burleson, while moderately low areas can be found near the city of Alvarado, and south of the city of Cleburne near the county border.

Johnson County Zero-Car Households

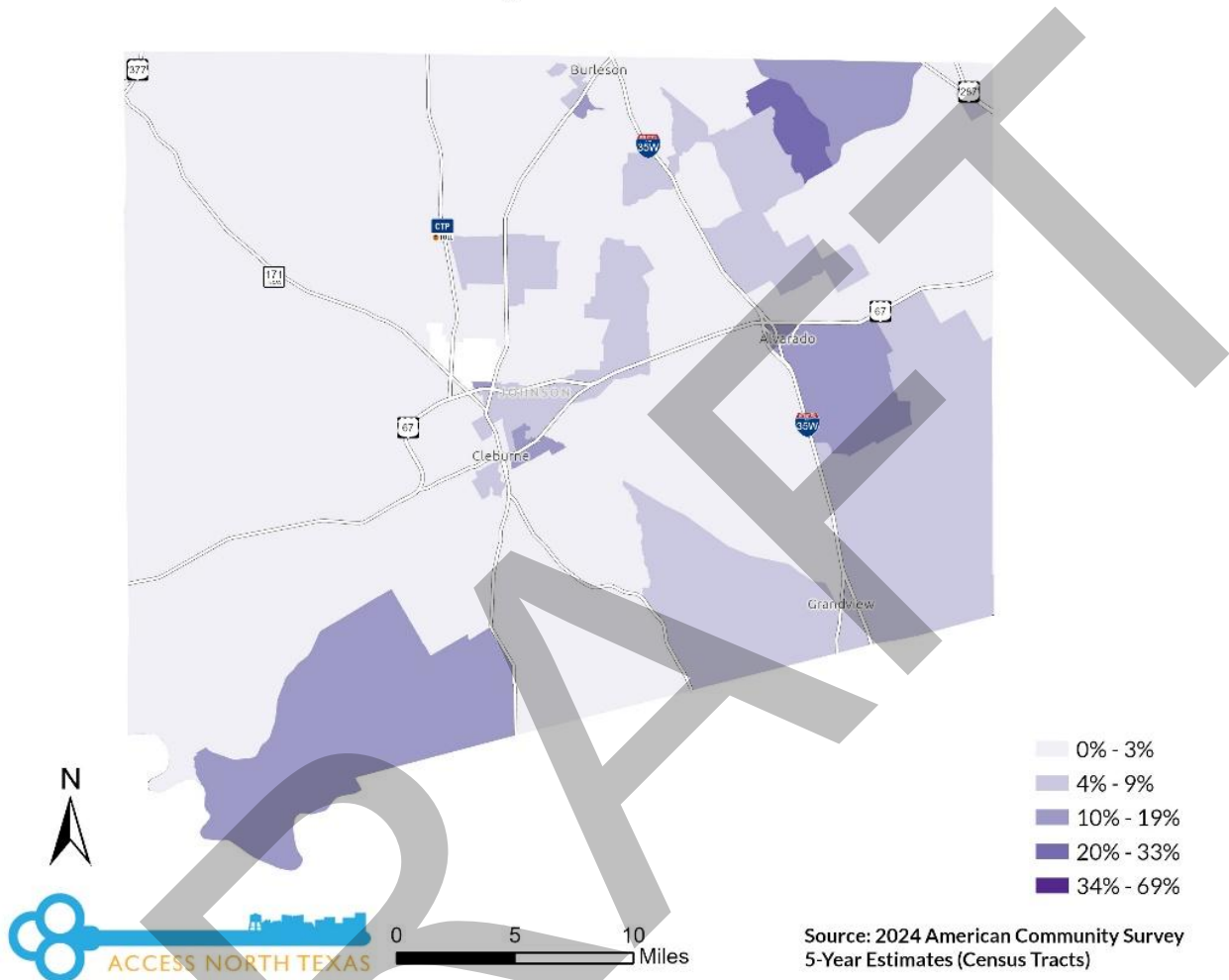


Figure 5: Zero-Car Households Map for Johnson County

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 Johnson 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 to be added later

Regional Goal	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.
Implement Services by Enhancing Transportation Options and Expanding Where Service Gaps Exist	1. 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. Integrate various funding sources to maximize efficiency and increase availability of affordable public transportation options.
Promote Access and Information about Available Transportation Options	1. Enhance communication and outreach programs to improve awareness of existing or new transportation options.