

## Appendix 1: Provider Inventory

### Introduction

The Regionally Coordinated Transportation Plan (RCTP) process aims to provide more effective and better-connected transportation options for the Houston Gulf Coast region, with a particular focus on seniors, persons with disabilities, and other populations likely to need transportation services. As part of this process, it is important to document the services currently available in the region to better understand existing transportation resources. To accomplish this goal, H-GAC developed and conducted a transportation provider survey for agencies and organizations providing public fixed-route and demand response transit services, along with other for-profit and not-for-profit transportation providers, including taxi companies, human service providers, community-based organizations, and advocacy groups. This survey provides key information that better illuminates the successes and challenges associated with providing transportation services in the Gulf Coast region.

This document includes four sections. In the first, the methodology used to conduct the provider survey is described. The second contains an analysis of survey responses, while the third provides basic information about every agency responding to the survey in a matrix. The fourth contains information about public transit providers and the services they offer in their service area. Additionally, the provider survey instrument is included as an appendix.

### Provider Survey Methodology

The provider survey questionnaire was developed by H-GAC staff in Spring 2021. Questions were designed to collect as much information as possible without making the survey so long that it would be a burden for providers to fill out. To simplify the data collection process as much as possible, H-GAC staff custom-built a form for the survey and hosted it on the H-GAC website, as no affordable off-the-shelf online survey option could easily capture the information sought. A key advantage of this solution was that it allowed for a dynamic yet easy-to-navigate user interface in which questions were hidden from survey takers if they were not applicable to that provider's services. For

example, providers were asked a series of questions about each type of vehicle in their fleet, but if a provider reported having zero vehicles of a given type, they would not be shown any additional questions about that vehicle type. Question topics addressed in the survey included:

- Basic information about services, provided through organizational brochures and web links
- The transportation provider's vehicle fleet
- The provider's use of technology in its operations
- The provider's income and expenditures
- The use of third parties to provide services, where applicable
- Comments from the provider about how H-GAC can help them provide better service

The survey was reviewed extensively, both internally by H-GAC staff and externally by the members of the RCTP Steering Workgroup (which is comprised of representatives from area transit providers as well as advocacy groups representing several of the key populations focused on in the RCTP process). The survey was presented to the Steering Workgroup at their May 13, 2021 meeting and sent out to providers via email on May 17, 2021.

The list of recipients was drawn from the database which powers H-GAC's Mobility Links program. Mobility Links is an initiative of H-GAC and Harris County Transit, borne out of the previous RCTP update. It is intended to provide travelers throughout the region a one-stop shop to find out about the transportation resources available to them. It was used as a starting point because it contains all of the transportation providers in the region that H-GAC is aware of. This database is maintained by Harris County Transit, but hosted on H-GAC's website. Figure 1 shows the Mobility Links user interface.

Figure 1: Mobility Links User Interface

The screenshot shows the Mobility Links user interface on the H-GAC website. The browser address bar displays <https://www.h-gac.com/mobility-links/>. The H-GAC logo and name are in the top left, and a navigation menu with 'H-GAC Resources' is in the top right. A search bar with the placeholder 'Search H-GAC' and an orange 'Search' button is located below the header. The main content area is titled 'Mobility Links' and features a section 'Find a Transportation Service Provider'. This section includes instructions to search for providers in the Houston-Galveston region and lists search criteria: County Service Area (Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller, Wharton counties), Service Type (All Trip Purposes, Non-Emergency Medical Trips, Shopping/Recreational/Other Trips), and Passenger Type (General Public, Disabled/Elderly, Other (Veteran, Youth)). There is an 'Organization Name' input field and 'Reset' and 'Search' buttons at the bottom. To the right, a sidebar titled 'Mobility Links' contains a section 'New Service Providers/Corrections?' with a question about adding new providers and contact information for [RidesCustSvc@csd.hctx.net](mailto:RidesCustSvc@csd.hctx.net). Below this is a section 'Additional Assistance Available' listing resources like 'United Way HELPLINE Dial 211' and 'Harris County RIDES Mobility Coordinators 713-368-7433'.

All providers with email addresses in the Mobility Links database were emailed a message which explained the need for the survey, requested their participation, and included a personalized link to the survey. H-GAC staff followed up repeatedly with emails and calls. Calls to providers who did not provide email addresses were intended to get an email address to which the survey would be sent; while calls to providers for whom email addresses were already available focused on making sure the survey had gotten to a person who could fill it out and reminding them of the importance of completing the survey.

Reaching providers and getting them to complete the survey were persistent hurdles in this process. Of the 85 providers in the Mobility Links database, at least 25 (29%) were either completely unreachable, or, when reached, claimed to no longer provide transportation services. Completely unreachable, for these purposes, means that their phone number was either disconnected or reached a different person or establishment, and any email address listed for them in the database was not accepting messages. This does not include providers who simply never responded to any phone messages or

emails sent to them. Of the 85 transportation providers listed in the Mobility Links database, 23 (27%) submitted survey responses.

H-GAC staff and the RCTP Steering Workgroup both made significant efforts to reach out to every provider in the database. H-GAC staff attempted to reach every provider on the list no fewer than three times, and every provider for whom an email address was available, was emailed a link to the survey at least twice. Additionally, Steering Workgroup members personally reached out to organizations in the database with which they had strong relationships, and were in some cases able to provide updated contact information for some providers.

The survey was originally scheduled for closure on June 18<sup>th</sup>, 2021, but as a result of the difficulties encountered with soliciting responses, the decision was made to leave the survey open indefinitely. Attempts to follow up with providers were made by H-GAC staff throughout late May and all of June. The survey remains available on the H-GAC website, and a few additional responses were received during the remaining update period.

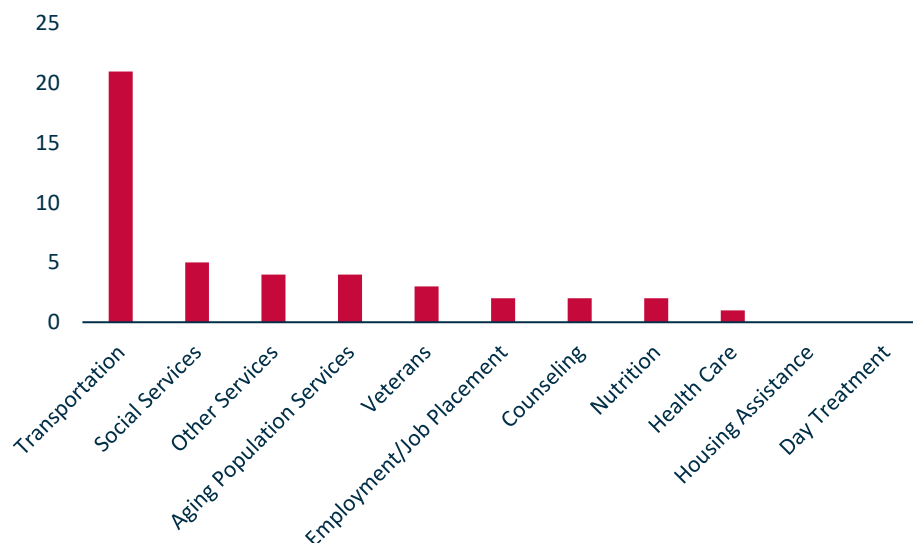
### Analysis of Survey Responses

This section summarizes and analyzes survey responses, noting both major trends and key outliers.

### Organizational Functions

Survey takers were asked to select their organization's key functions from a list, with an "other" option available for organizations that wanted to indicate additional functions not listed. The results of this question are shown in Figure 2. All but two responding organizations reported that transportation was a key function of their organization. Many respondents reported no additional key functions, as a significant number of responding organizations are either public transit providers or livery companies. Of agencies that did report additional key functions, social services were the most common additional function reported (five respondents), followed by other services and aging population services (four respondents each).

Figure 2: Key Organizational Functions for Responding Organizations



### Communications and Dispatch Technologies

Survey respondents were asked to select the technologies they use to communicate with their drivers. The responses are shown in Figure 3. 14 of 22 respondents reported using cellular phones to communicate with their drivers. Six reported using text messages: all of these six also reported using cellular phones to communicate with their drivers, indicating that no provider communicates with their drivers exclusively via text. Five other agencies reported using mobile data terminals.

Figure 3: Communications Technologies Used by Responding Agencies

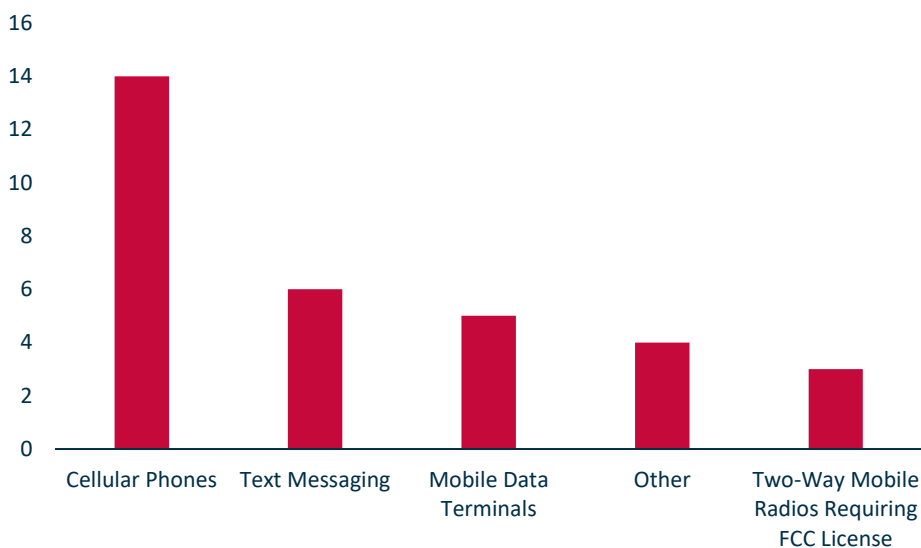
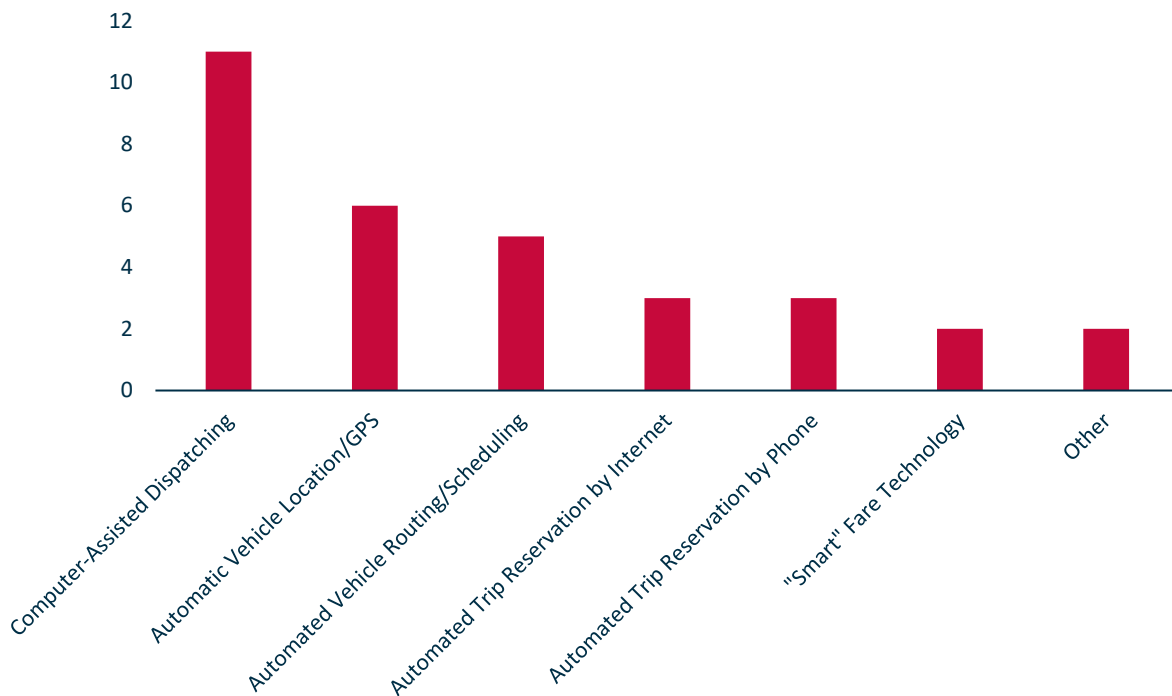


Figure 4 shows the technologies that respondents reported using for planning and dispatching services. Eleven respondents reported using computer-assisted dispatching technologies, while six reported using automatic vehicle location/GPS and five use automated vehicle routing/scheduling. Only three agencies reported using internet-based automatic trip reservation technology, and the same number use phone-based automatic trip reservation technology. Note that two of the three agencies that use phone-based automatic trip reservation technology also use internet-based automatic trip reservation technology. Nine survey respondents did not report using any of the listed technologies.

Figure 4: Planning and Dispatching Technologies Used by Responding Agencies



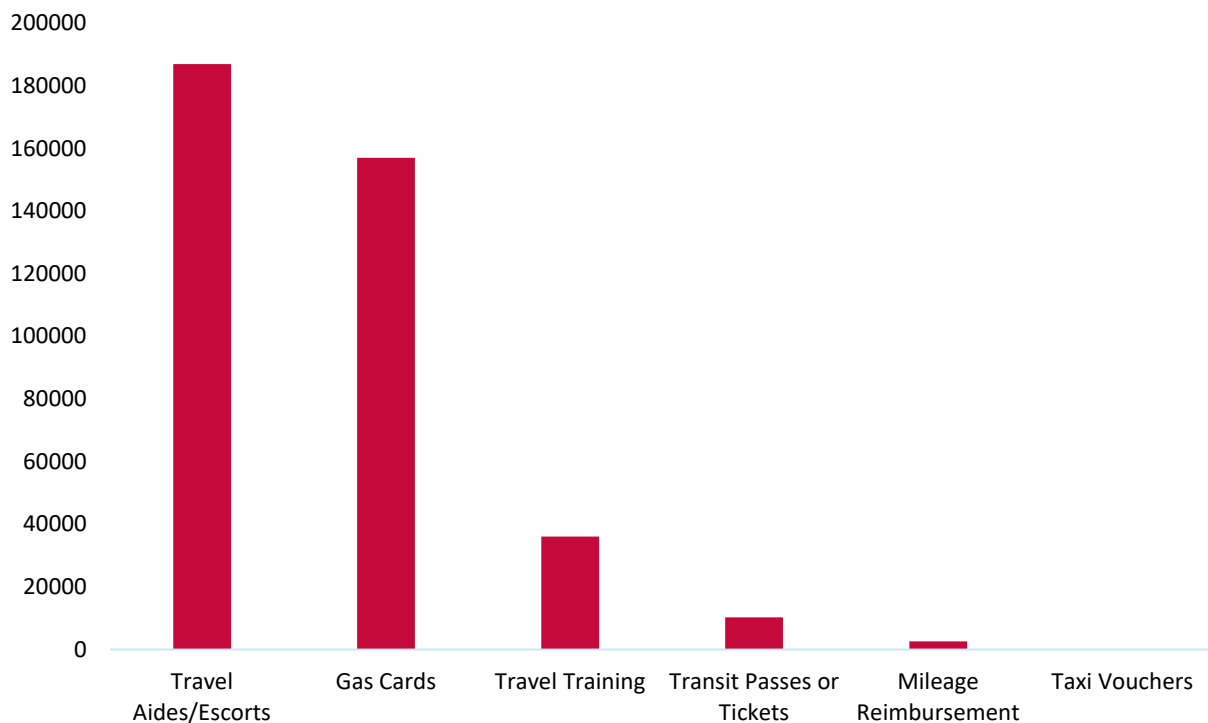
### Expenditures and Revenues

Respondents were asked to list the amount of money they spend annually on various forms of transportation subsidies. As shown in Figure 5, respondents spent the largest amount on travel aides and escorts, followed by gas cards, at \$186,924 and \$157,025, respectively. Given the small number of agencies responding to the survey, one provider spending a significant amount of money on a particular service can skew the results, and that is exactly what happened here: One provider is responsible for all

travel aide and escort expenditures, while another is responsible for \$150,000 of the \$157,025 spent on gas cards. These are the only two providers that reported spending more than \$15,000 on all transportation subsidies in total (excluding the amount spent on Third-Party Transportation Services).

Agencies were also asked to report if they accept donations to help cover the cost of providing transportation services, as well as whether there was a suggested donation amount and what the suggested donation amount was. Eleven respondents reported accepting donations: of these, two reported having a suggested donation amount, and only one reported this suggested donation amount, which is one dollar.

Figure 5: Total Transportation Subsidies Spent by Responding Agencies



### Third-Party Transportation Services

Only six respondents reported purchasing transportation services from a third party. The dollar value of services purchased ranged widely, with one provider reporting a total spending of just \$35 on third-party transportation services, while another provider

reported spending more than \$4,100,000 on third-party transportation services, and one provider did not report the amount they spent on third-party services. Third-party providers used include Avante Medical Transport, Black Emerald Transportation, First Transit, Greyhound, and Harris County RIDES.

### Vehicles

Nineteen of 23 responding agencies reported having a fleet of at least one vehicle, with the largest reported fleet containing a total of 63 vehicles. Table 1 shows the total number of vehicles reported, by vehicle type. In sum, agencies reported having 288 vehicles. The most commonly reported vehicle type was medium-duty buses, which, with 123 medium-duty buses reported, account for 43% of all reported vehicles. These vehicles were reported primarily by public transit operators.

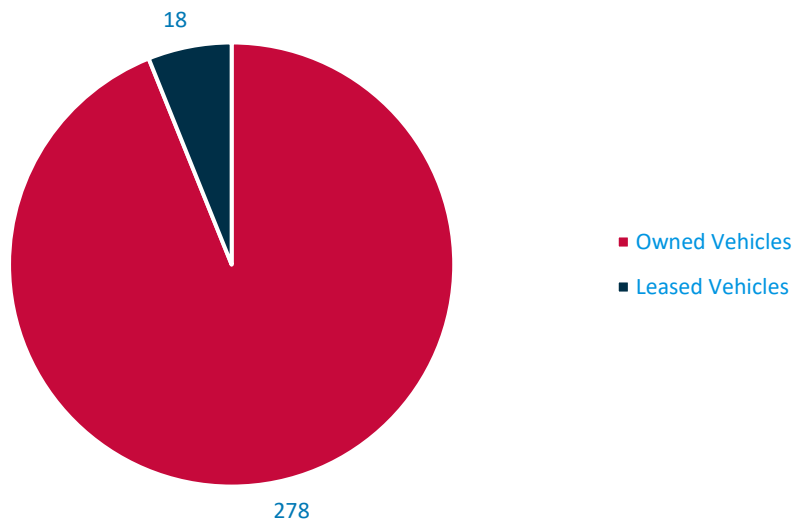
*Table 1: Total Vehicles Reported by Vehicle Type*

Sedans /Station Wagons	Minivans	Standard /Converted 8 To 15 Passenger Vans	Light-Duty Buses	Medium-Duty Buses	
15	35	30	9	123	
Large-Duty Buses	Small School Buses	Large School Buses	Over the Road Coach Buses	Other Vehicles	Total
35	0	0	31	10	<b>288</b>

Figure 6 shows the distribution of vehicles by ownership. The vast majority of vehicles in the fleets of responding agencies are owned either publicly or privately, with only 18 vehicles reported to be leased. Note that because of data entry errors by respondents, the total number of vehicles reported here adds up to 296, rather than the total number of 288 vehicles reported. For example, one agency reported owning three vehicles, and simultaneously reported that those three vehicles were both publicly and privately owned.



Figure 6: Vehicles Reported by Ownership Status



As shown in Table 2, the vast majority of vehicles reported by respondents are wheelchair accessible. All light-duty buses, large-duty buses, and over the road coach buses were reported to be accessible, as were 90% of medium-duty buses. Most vans were also reported to be wheelchair-accessible, including 80% of eight to 15 passenger vans and 63% of minivans. However, only 13% of sedans or station wagons and none of the other vehicles were reported to be wheelchair accessible.

Table 2: Vehicles Reported, by Wheelchair Accessibility

	Sedans /Station Wagons	Minivans	8 To 15 Passenger Vans	Light- Duty Buses	Medium- Duty Buses	Large- Duty Buses	Over the Road Coach Buses	Other Vehicles	Total
<b>Total Vehicles Reported</b>	15	35	30	9	123	35	31	10	288
<b>Wheelchair - Accessible Vehicles</b>	2	22	24	9	111	35	31	0	234
<b>Percent Wheelchair- Accessible</b>	13%	63%	80%	100%	90%	100%	100%	0%	81%

Survey respondents were also asked to indicate the number of new vehicles they plan to acquire; their responses are shown in Table 3. A total of 89 new vehicle acquisitions are planned, with new medium duty buses accounting for 31, or 35%, of that total. Another 27% of planned vehicle acquisitions are vans, with 14 minivans and 11 eight-to-15 passenger vans reported to be acquired soon.

Respondents were also asked to describe why they were acquiring new vehicles: the most common responses made reference to age and maintenance issues associated with older vehicles, as well as the expectation of growth in demand for services. A few responses also referred to improved features on newer vehicles: for example, one agency noted that they planned to replace an old van with a wheelchair ramp with a new van featuring a wheelchair lift, which is more useful for the clients they serve. Respondents were also asked about the sources of funding they planned to use to acquire these new vehicles. The most common answers were government funding, including TxDOT funding as well as federal funding through the FTA or the CARES Act, along with fundraising and donations.

Table 3: Planned New Vehicle Acquisitions by Responding Agencies

	Sedans /Station Wagons	Minivans	8 To 15 Passenger Vans	Light- Duty Buses	Medium- Duty Buses	Large- Duty Buses	Over the Road Coach Buses	Other Vehicles	Total
<b>Total Vehicles Reported</b>	15	35	30	9	123	35	31	10	288
<b>Planned New Vehicle Acquisitions</b>	9	14	11	8	31	8	0	8	88

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### Local Coordination Efforts

Respondents were asked to subjectively rate the level of sustained support for coordinated transportation planning among elected officials and other leaders in the community they serve on a 1-5 scale, with one being very low and five being very high. The results are shown in Table 4. The average rating was 2.83, even though the modal response was four, as no respondent provided a rating of five, and seven of eighteen respondents provided a rating of one or two. There was a notable split between public transit providers and other respondents in their ratings: Only two of eight public transit provider respondents rated coordination efforts below a four, while only one of six for-profit transportation providers responding to the survey provided a rating above a two. (The eight non-profit providers responding to the survey had a more even distribution of rankings.)

*Table 4: Rating of Local Transportation Coordination Efforts by Survey Respondents*

<b>One (Very Low)</b>	<b>Two (Low)</b>	<b>Three (Moderate)</b>	<b>Four (High)</b>	<b>Five (Very High)</b>	<b>Average Rating</b>
4	4	7	8	0	2.83

### Matrix of Responding Agencies

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>A New Haven Healthcare Services</b>	For Profit	Transportation services (door-to-door)	N/A	N/A	N/A	N/A	3 sedans/station wagons (2 wheelchair accessible) 2 minivans (2 wheelchair accessible)
<b>AET Transportation</b>	For Profit	Transportation Services (door-to-door)	General Public	Houston, Galveston, La Porte, Bay Port, Seabrook	24 hours a day, 7 days a week, 365 days a year	Varies	1 standard or converted 8-15 passenger van (wheelchair accessible)
<b>American Cancer Society</b>	Not for Profit	Transportation Services (door-to-door), Cancer Resources and Information	Cancer patients and caregivers	N/A	N/A	Free	Service provided through volunteer drivers (temporarily suspended due to COVID-19), or through donations that cover the cost of access to locally available resources

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Blue Sky Ground Transportation</b>	For Profit	Transportation Services (door-to-door)	General Public	N/A	N/A	Varies	1 sedan/station wagon, 2 minivans (1 wheelchair accessible), 1 standard or converted 8-15 passenger van (wheelchair accessible)

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Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Brazos Transportation Service</b>	Government Agency	Transportation Services (fixed-route, demand-response, ADA paratransit)	General Public	Liberty, Montgomery, Walker Counties	Fixed route: Monday-Friday, 9:00 AM-4:00 PM Demand-response: Monday-Friday, 6:00 AM-6:00 PM	Fixed-route: \$1.00 base fare, \$.50 discounted fare for seniors, persons with disabilities, children aged 6-12. ADA paratransit: \$2.00 base fare	3 light duty buses, 7 medium duty buses
<b>Bryant Transportation Service</b>	For Profit	Transportation Services (door-to-door)	General public	Harris, Fort Bend, Austin Counties	N/A	Varies by area and travel distance	6 sedans/station wagons



Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Chambers County West Side Transportation</b>	Government agency	Transportation Services (door-to-door)	Seniors, Persons with Disabilities, Low-income Individuals	Harris, Galveston, Chambers counties	Monday-Friday, 8:00 AM-5:00 PM	Free, donations accepted	1 minivan (wheelchair accessible)
<b>City of Conroe</b>	Government agency	Transportation Services (fixed-route, ADA paratransit)	General Public	City of Conroe, Montgomery County	Monday-Friday, 7:00 AM-7:00 PM	Fixed-route: \$1.00 base fare, \$.50 discounted fare for seniors, veterans, persons with disabilities, children aged 6-18. ADA paratransit: \$2.00 base fare	2 minivans, 2 standard/converted 8-15 passenger vans, 5 light-duty buses (all wheelchair accessible)

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Colorado Valley Transit</b>	Government Agency	Transportation Services (fixed-route, demand response)	General Public	Austin, Colorado, Waller, Wharton Counties	Monday-Friday, 6:00 AM-6:00 PM	\$1.00 base fare for intra-city trips, \$2.00 base fare for intra-county trips, \$5.00 base fare for inter-county trips. ADA paratransit: \$2.00 base fare.	2 sedans/station wagons, 4 minivans, 1 standard/converted 8-15 passenger vans, 22 medium-duty buses, 2 large-duty buses
<b>Communities in Schools Bay Area</b>	Not for Profit	Social Services, Counseling	Students	Galveston, Harris Counties	N/A	N/A	N/A

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Family Houston</b>	Not for Profit	Social Services, Nutrition Counseling, Employment/ Job Placement, Veterans Services	Veterans, Children and Parents, Low-income individuals	Houston	N/A	N/A	N/A
<b>First Med Care EMS</b>	For Profit	Transportation Services (emergency and non-emergency medical transportation)	General Public	N/A	N/A	N/A	3 Ford F-350 Ambulances
<b>Fort Bend County Transit</b>	Government Agency	Transportation Services (fixed-route, demand-response)	General Public	Fort Bend County, Houston destinations including Texas Medical Center, Houston Galleria, Downtown Houston, Greenway Plaza	Fixed-route: Monday-Friday, 4:30 AM-9:00 PM Demand-response: Monday-Friday, 8:00 AM-5:00 PM	Fixed-route: Fares vary by destination Demand-response: \$1.00 per ride	3 minivans, 8 standard/converted 8-15 passenger vans, 30 medium-duty buses, 22 large-duty buses (all wheelchair accessible)

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Gulf Coast Transit District</b>	Government Agency	Transportation Services (fixed-route, demand-response, ADA paratransit)	General Public	Galveston and Brazoria Counties	Fixed-route and ADA paratransit: Monday-Friday, 6:00 AM-6:00 PM, Saturday, 8:00 AM-6:00 PM Demand-response: Monday-Friday, 7:00 AM-5:00 PM	Fixed-route: \$1.00 base fare, \$.50 discounted fare for seniors, students, and persons with disabilities ADA paratransit: \$2.00 per ride Demand-response: \$2.00 base fare, \$.25 surcharge for every mile after the first 10 miles	18 minivans (10 wheelchair accessible), 1 standard/converted 8-15 passenger van, 27 medium-duty buses (all wheelchair accessible), 18 large-duty buses (all wheelchair accessible)

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Harris County Transit</b>	Government Agency	Transportation Services (fixed-route, ADA paratransit, non-emergency medical transportation, RIDES subsidized taxi program)	General Public	Harris County, including Atascocita, Baytown, Channelview, Crosby, Galena Park, Huffman, Jacinto City, McNair, Shore Acres, South Houston, Webster, Barrett Station, Blackhawk & Scarsdale, Cloverleaf, Deer Park, Highlands, Humble, La Porte, North Forest & Sheldon, Seabrook, Tomball	Fixed-route and ADA paratransit: Monday-Friday, 6:00 AM-6:00 PM, Saturday 8:00 AM-6:00 PM	Fixed-route: \$1.00 base fare, \$.50 discounted fare for seniors, students, and persons with disabilities ADA Paratransit: \$2.00 per ride RIDES subsidized taxi program: cost varies by mode and trip length	1 minivan, 12 medium-duty buses (all wheelchair accessible)

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Island Transit</b>	Government Agency	Transportation Services (Fixed-route, ADA paratransit)	General Public	City of Galveston	Fixed route: Monday-Friday 6:00 AM-7:30 PM, Saturday 7:30 AM-7:30 PM ADA Paratransit: Monday-Friday 6:00 AM-7:30 PM, Saturday 7:30 AM-7:30 PM, Sunday 8:00 AM-7:00 PM	Fixed route: \$1.00 base fare, \$.50 discounted fare for seniors and students ADA Paratransit: \$2.00 per ride	19 medium-duty buses (all wheelchair accessible), 3 other vehicles

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Meals on Wheels Montgomery County</b>	Not for Profit	Transportation Services (door-to-door), Nutrition, Veterans Services, Aging Population Services	Seniors, Persons with Disabilities	Montgomery County	N/A	N/A	8 standard/converted 8-15 passenger vans (all wheelchair accessible)

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Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Mounting Horizons</b>	Not for Profit	Transportation Services, Social Services, Employment/ Job Placement, Veterans Services, Aging Population Services, Independent Living Skills, Advocacy, Leadership, Peer Support, Information and Referrals	Persons with Disabilities	Harris County, Galveston County, and Surrounding Counties	Monday-Thursday 8:00 AM-6:00 PM, Friday 8:00 AM-12:00 PM	N/A	4 standard/converted 8-15 passenger vans, 1 light-duty bus, all wheelchair accessible
<b>On the Road Lending</b>	Not for Profit	Transportation	Low-income	13-county region	N/A	N/A	N/A



Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>Paler Transport</b>	For Profit	Transportation Services (door-to-door, non-emergency medical)	General Public	Harris County, Fort Bend County	24 hours a day, 7 days a week, 365 days a year	Varies	2 sedans/station wagons, 1 minivan (wheelchair accessible)
<b>Senior Services of West University</b>	Government Agency	Transportation Services (door-to-door), Social Services, Aging Population Services, Recreation/Education/Socialization Services	Seniors	City of West University Place	N/A	N/A	1 sedan/station wagon, 1 standard/converted 8-15 passenger van

Agency Name	Agency Type	Services Provided	Population Served	Service Area	Service Time	Cost to Ride	Vehicle Types
<b>The Woodlands Township</b>	Government Agency	Transportation Services (Fixed route, ADA Paratransit)	General Public	The Woodlands Township, selected destinations in Harris County including Downtown Houston, Texas Medical Center, and Greenway Plaza	Monday-Friday 5:00 AM-9:00 PM, Saturday-Sunday 2:00 PM-6:00 PM	Long-distance fixed routes cost \$13.00 for a round-trip, Town Center Trolley and ADA paratransit offered free of charge	6 medium-duty buses, 31 over the road coach buses (all wheelchair accessible)
<b>Wharton County Junior College Senior Citizen Program</b>	Not for Profit	Transportation Services (door-to-door), Health Care, Social Services, Nutrition, Aging Population Services	Seniors	Wharton County	N/A	Free, donations accepted	1 minivan, 3 standard/converted 8-15 passenger vans

## Public Transit Provider Information

This section provides basic information about all public transit providers in the 13-county region. Service information is taken from web and print materials created by the provider and is current as of July 15, 2021. Financial information and performance measures are taken from the Federal Transit Administration's National Transit Database and are the most recent data available from that source.

### Brazos Transit District

#### *Introduction*

The Brazos Transit District is a multi-county urban-rural transit district that includes three counties within the H-GAC Planning Region. It is based in Bryan, Texas.

#### *Service Information*

Fixed-route transit service operates in urbanized areas of Liberty, Dayton, and Cleveland in Liberty County. Demand-response service operates in all of Walker County and non-urbanized parts of Montgomery and Liberty County. Paratransit services operate within  $\frac{3}{4}$  mile of fixed-route service in the City of Cleveland and The Woodlands Township. Paratransit reservations are made by phone at 979-778-4480 or 1-800-272-0039 up to seven days in advance on a space-available basis. Paratransit service is offered to individuals who live within  $\frac{3}{4}$  mile of fixed route transit and have a disability that makes them unable to access a fixed-route stop. Individuals must apply for certification with a doctor attesting to their disability status.

Fixed-route services have a \$1.00 fare to ride, with a \$.50 fare available to children between the ages of 6 and 12, seniors, and persons with disabilities. Fixed-route services also offer pass options: a day pass costs \$3.50, a week pass costs \$15, and a month pass costs \$45. Additionally, there are 40-ride ticket books available for \$40 and 42-ride Multi-passes available for \$42. Americans with Disabilities Act (ADA) accessible paratransit service costs \$2.00 per one-way trip, with 40-ride ticket books available for \$80 and 42-ride multi-passes available for \$84. Rates for paratransit service depend on whether a ride remains within one county or crosses county lines. All fares are paid through cash or with a valid pass.

Fixed-route services operate 9:00 AM to 4:00 PM, Monday through Friday. All demand-response services operate Monday through Friday: demand-response service in the City of Cleveland operates from 6:00 AM to 10:00 AM and 2:00 PM to 6:00 PM and demand-response service in Montgomery and Walker Counties runs from 6:00 AM to 6:00 PM.

### *Financial Information*

Financial information for services available within the 13-county Houston Gulf Coast region are not available for this provider, as these cannot be disaggregated from financial information for all services offered by this provider, including those services offered outside the 13-county region.

### *Performance Measures*

Performance measures for services available within the 13-county Houston Gulf Coast region are not available for this provider, as these cannot be disaggregated from performance measures for all services offered by this provider, including those services offered outside the 13-county region.

## *City of Conroe*

### *Introduction*

Conroe is an urban transit provider that offers hourly service on four fixed routes, ADA complementary demand response service and daily commuter service to the Houston Central Business District and the Texas Medical Center.

- Unlinked revenue trips: 45,008
- Revenue fleet size: 8

### *Service Information*

Conroe provides service within the City of Conroe, as well as commuter service to the Houston Central Business District and the Texas Medical Center in partnership with METRO. Paratransit service may be reserved between one and seven days prior to the desired trip date, by calling 844-299-6242. Paratransit service is available only within  $\frac{3}{4}$  mile of fixed-route services within the City of Conroe, and users must be pre-approved to ride. Fixed-route services have a \$1.00 base fare, with \$0.50 discounted fares for

seniors and persons with disabilities. Paratransit services cost \$2.00 per ride. Fares are paid in cash, or with a valid pass. Service is available Monday through Friday, 7:00 AM-7:00 PM.

### *Financial Information*

- Revenues
  - Federal funding: \$1,051,055
  - State funding: \$ 87,384
  - Local funding: \$ 545,655
  - Fare Revenue: \$70,755
- Expenses

Expense information not available for this provider.

### *Performance Measures*

- Passenger trips per revenue mile: 0.3
- Passenger trips per revenue hour: 3.1
- Operating cost per revenue mile: \$9.44
- Operating cost per revenue hour: \$108.92
- Operating cost per passenger trip: \$34.96
- Farebox recovery ratio: 4.0%

## *Colorado Valley Transit*

### *Introduction*

Colorado Valley Transit is a rural transit district, including Wharton, Waller, Colorado, and Austin Counties within the 13-county region. Deviated route services are offered in Wharton, Colorado, and Austin Counties in the smaller cities of each respective county. Austin County includes Belleville, Sealy Wallis, and San Felipe. Colorado County comprises Columbus, Eagle Lake, and Weimar. Wharton County has the small communities of Wharton and El Campo. Individuals living in Wharton, Colorado, or Austin Counties, but outside these communities, are eligible for demand-response service, as are all individuals living in Waller County. All service runs between 7 AM to 6 PM.

- Unlinked revenue trips -97,638
- Revenue fleet size: 23

### *Service Information*

Service is provided throughout Waller, Wharton, Austin, and Colorado Counties. Demand-response service must be reserved at least one day in advance. Demand-response service is available to all residents of Waller County and all individuals living within non-urbanized areas of Wharton, Austin, and Colorado Counties.

Fares depend on type of service used and distance traveled. Local services cost \$1.00, while services operating between cities in the same county cost \$2.00 and services operating across county lines cost \$5.00. Fares are paid via cash or fare card. Fare cards can be purchased online via the Colorado Valley Transit website.

Services operate Monday through Friday, 7:00 AM-6:00 PM.

### *Financial Information*

- Revenues
  - Federal funding: \$766,053
  - State funding: \$456,187
  - Local funding: \$161,494
  - Fare revenue: \$70,027
  - Other revenue: \$59,035
- Expenses
  - Expense information not available for this provider.

### *Performance Measures*

- Passenger trips per revenue mile: 0.2
- Passenger trips per revenue hour: 2.5
- Operating cost per revenue mile: \$3.49
- Operating cost per revenue hour: \$39.06
- Operating cost per passenger trip: \$ \$15.49
- Farebox recovery ratio: 4.6%

## Fort Bend County Transit

Fort Bend County is an urban-rural transit district that serves all portions of Fort Bend County with demand response service. It provides commuter bus service to The Texas Medical Center, The Uptown/Galleria District and The Greenway Plaza District.

### *Introduction*

Demand response and commuter service are offered throughout Fort Bend County. Missouri City receives intercity service only since intracity service is provided by METRO, as Missouri City is also part of the METRO service area. Missouri City is also serviced by two METRO park and rides (Missouri City Park and Ride and Missouri City Highway 6 Park and Ride).

- Unlinked revenue trips – 407,714
- Revenue fleet size -103

### *Service Information*

Demand-response service is available throughout an 861 sq. mi. area of Fort Bend County. Service can be reserved at least one day in advance, but no more than 30 days in advance, by calling 866-751-TRIP. Anyone in Fort Bend County may use demand-response service. Fares vary based on distance and service type, with demand-response trips costing \$1.00 per ride and commuter services at \$2.00-\$3.50 per ride depending on the origin and destination of the trip. Fares may be paid in cash, or by purchasing ticket books, which offer a 10% discount.

Demand-response service is available on weekdays only, from 8:00 AM to 5:00 PM. Commuter services also operate only on weekdays: span of service varies based on route, with some routes starting as early as 4:30 AM and operating as late as 9:00 PM.

### *Financial Information*

- Revenues
  - Basic breakdown of Operating revenues:
    - Federal funding: \$5,255,693
    - State funding: \$226,399

Local funding: \$1,840,021

Fare revenue: \$819,229

- Expenses
  - Operating expenses: \$8,047,521
- Capital Expenditures:
  - Federal funding: \$18,424,959
  - State funding: \$1,196
  - Local funding: \$4,287,820

### *Performance Measures*

- Passenger trips per revenue mile: 0.2
- Passenger trips per revenue hour: 4.8
- Operating cost per revenue mile: \$4.55
- Operating cost per revenue hour: \$95.63
- Operating cost per passenger trip: \$19.74
- Farebox recovery ratio: 10.1%

### *Gulf Coast Transit District*

#### *Introduction*

Gulf Coast Transit District assumed responsibility for transit service (branded as “Connect Transit”) in parts of Galveston and Brazoria Counties, beginning May 1, 2021.

The service is offered in selected portions of Brazoria and Galveston Counties. On May 1, 2021, The Gulf Coast Transit District assumed responsibilities for the services described below.

- Unlinked revenue trips - 250,041
- Revenue fleet size- 27

#### *Service Information*

Service types and availability vary by location. Fixed-route and ADA paratransit services are available in the Texas City-La Marque Urbanized Area (including Dickinson, San Leon, and Bacliff) in Galveston County, as well as in the Lake Jackson-Angleton Urbanized Area (including Clute and Freeport) in Brazoria County. No service is



available in Alvin, Manvel, Pearland, or League City. Rural areas of Brazoria and Galveston have demand-response service only.

Demand-response service must be reserved at least one day in advance, by calling 800-266-2320. Demand-response service is open to the general public in rural areas, but where there is fixed-route service, ADA paratransit service is only available to those who complete an application process to document their disability. Fixed route service operates Monday-Friday, 6:00 AM-6:00 PM, as well as 8:00 AM-6:00 PM on Saturdays. Demand-response service operates 7:00 AM-5:00 PM Monday-Friday only.

The base fare for fixed-route service is \$1.00, with \$.50 discounted fares available to seniors, students, and persons with disabilities. ADA paratransit service costs riders \$2.00 per one-way trip, while demand-response service starts at \$2.00 per one-way trip, with an additional \$.25 surcharge for every mile after the tenth mile traveled. Fares are payable in cash or using ticket books available at a 25% per ride discount.

### *Financial Information*

- Revenues
  - Federal funding: \$3,017,646
  - State funding: \$897,060
  - Local funding: \$708,643
  - Fare revenue: \$311,963
- Expenses
  - Expense information not available for this provider.

### *Performance Measures*

- Passenger trips per revenue mile: 0.2
- Passenger trips per revenue hour: 4.6
- Operating cost per revenue mile: \$4.58
- Operating cost per revenue hour: \$89.71
- Operating cost per passenger trip: \$19.72
- Farebox recovery ratio: 6.3%

## Harris County Transit

### *Introduction*

Harris County Transit provides Fixed route, ADA paratransit, commuter service, and demand-response service in parts of eastern Harris County.

- Unlinked revenue trips: 229,899
- Revenue fleet size: 27

### *Service Information*

Harris County Transit serves eastern Harris County with a variety of transportation options. Demand-response service must be reserved at least 24 hours in advance, except for subsidized taxi services offered through the Harris County Rides program, which must be reserved at least 90 minutes in advance. Rides can be reserved by calling contracted providers. Apart from ADA paratransit service, which is limited to approved riders who provide evidence of a disability, service is open to the general public.

Fixed route and ADA paratransit service are available Monday through Friday, 7:00 AM-6:00 PM, and Saturdays and Sundays 8:00 AM-6:00 PM. Commuter service is available during weekday peak periods only, with morning trips starting at 5:30 AM and evening service concluding by 7:00 PM. Demand response taxi services are available 24 hours a day, seven days a week.

Fares depend on mode and distance traveled. The base fare for local fixed-route service is \$1.00 per trip, with \$.50 discounted fares available to seniors, children under age 12, and persons with disabilities. ADA Paratransit service costs users \$2.00 per trip. Commuter service costs between \$2.00 and \$4.50 per ride, based on distance traveled. Demand response fares depend on mode choice and distance traveled, and the cost to ride for the end user ranges from \$3.00 per ride to \$24.00 per ride, taking into account subsidies provided by Harris County Transit.

### *Financial Information*

- Revenues
  - Federal funding: \$4,029,872

- Local funding: \$1,057,065
- Fare revenue: \$391,745
- Capital Expenditures:
  - Federally funded: \$848,616
  - Locally funded: \$212,154

### *Performance Measures*

- Passenger trips per revenue mile: 0.2
- Passenger trips per revenue hour: 2.6
- Operating cost per revenue mile: \$3.37
- Operating cost per revenue hour: \$ 50.87
- Operating cost per passenger trip: \$ 19.46
- Farebox recovery ratio: 7.1%

### *Island Transit*

#### *Introduction*

Island Transit offers fixed-route and ADA paratransit services within the City of Galveston only. It is a small urban transit agency.

- Unlinked revenue trips: 407,979
- Revenue fleet size: 25

#### *Service Information*

Island Transit provides fixed route and ADA paratransit services on Galveston Island. Fixed route transit is open to the general public, while ADA paratransit services require proof of a qualifying disability.

The base fare to ride Island Transit is \$1.00, with discounted fares available for children and seniors. Fares can be paid by cash or through pre-paid passes or tokens. Tokens offer a 10% discount per ride. ADA paratransit services cost \$2.00 per ride.

Both fixed-route and ADA paratransit services operate weekdays, 6:00 AM-7:30 PM, Saturdays 7:30 AM-7:30 PM, and Sundays 8:00 AM-7:00 PM.

### *Financial Information*

- Revenues
  - Federal funding: \$1,472,120
  - State funding: \$455,781
  - Local funding: \$1,653,170
  - Fare revenue: \$408,124
- Expenses

Expense information not available for this provider.

### *Performance Measures*

- Passenger trips per revenue mile: 0.8
- Passenger trips per revenue hour: 9.7
- Operating cost per revenue mile: \$7.75
- Operating cost per revenue hour: \$90.75
- Operating cost per passenger trip: \$9.38
- Farebox recovery ratio: 10.2 %

### **METRO**

The Metropolitan Transit Authority of Harris County (METRO) is by far the largest transit agency in the Gulf Coast Planning Region. Spanning fifteen cities including Houston and the Fort Bend County community of Missouri City, METRO provides approximately 96% of the public transit ridership in the region.

### *Introduction*

METRO offers a wide array of services. The largest service is fixed-route bus transportation, followed by light rail services and commuter bus service. It also offers vanpool, ADA Complementary transit service, community connectors and bus rapid transit services. Service is available in the city of Houston, the city of Missouri City, and 13 other communities in Harris County. METRO is one of the ten largest urban transit agencies in the United States.

- Unlinked revenue trips: 89,951,217
- Revenue fleet size: 2,131

### *Service Information*

METRO offers fixed-route local and commuter bus services, light rail services, as well as ADA paratransit service, in much of central and western Harris County, as well as in a small area of Fort Bend County. All services are open to the general public, except for ADA paratransit service, which requires that riders be pre-approved, with proof of qualifying disability. ADA paratransit services must be reserved at least one day in advance. Trips can be reserved by calling 713-739-4690, or via the web using METRO's MACS-WEB system. ADA paratransit trips reserved online can be paid for online, using METRO's EZ-Wallet system.

The base fare for local fixed-route bus and rail service is \$1.25. A 50% fare discount is available for students, persons with disabilities, and seniors aged 65-69, while a free fare program is available for seniors aged 70 and above. Fares for commuter service are charged according to a distance-based zone system, with base fares ranging from \$2.00 to \$8.00 per ride. ADA paratransit service has a base fare of \$1.25, with service to or from locations more than  $\frac{3}{4}$  mile from a METRO fixed-route bus stop costing \$2.50. Fares can be paid in cash, through an electronic fare card known as a Q Card, or through the Q Ticketing mobile app.

Hours of fixed-route services vary, though some operate 24 hours a day, seven days a week. Commuter services operate only during weekday peak periods. Limited ADA paratransit service is available 24 hours a day, seven days a week, with full ADA paratransit service available weekdays 5:00 AM-12:30 AM, Saturdays 7:00 AM-12:30 AM, and Sundays 7:00 AM-11:30 PM.

### *Financial Information*

- Operating Revenues
  - Federal funds: \$72,704,334
  - Local funds: \$509,333,688
  - Fare revenue: \$94,022,460
- Capital Expenditures
  - Federally funded: \$ 32,815,405
  - State funded: \$5,900,000

- Locally funded: \$114,290,574

### *Performance Measures*

- Passenger trips per revenue mile: 1.2
- Passenger trips per revenue hour: 18.0
- Operating cost per revenue mile: \$7.49
- Operating cost per revenue hour: \$114.53
- Operating cost per passenger trip: \$ 6.38
- Farebox recovery: 12.6%

## R Transit

### *Introduction*

R Transit provides demand response services in Matagorda County.

### *Service Information*

R Transit offers demand-response services throughout Matagorda County. Trips must be booked at least 48 hours in advance. Trips can be booked by phone, by calling 979-245-6800. The service is open to the general public.

Service is available Monday through Friday, 8:00 AM-5:00 PM. Fares are payable in cash. Fares vary based on distance. For trips starting and ending within urbanized parts of Bay City or Palacios, the base fare is \$3.00, with in-county trips outside urbanized areas costing \$5.00 and inter-county trips costing \$30.00 per ride. Limited service to Houston, Galveston, Port Lavaca, Sugarland, and Victoria is available on Tuesday and Thursday, at a fare of \$55.00. For all fares, 50% discounts are available for seniors, students, and persons with disabilities.

### *Financial Information*

- Revenues  
Revenue information is not available for this provider.
- Expenses  
Expense information is not available for this provider.

### *Performance Measures*

Performance measures are not available for this provider.

### *The Woodlands Township*

#### *Introduction*

The Woodlands Township offers a local trolley service, commuter services, and ADA paratransit services. Service is available within The Woodlands Township, with commuter service available to destinations in Houston, including Texas Medical Center, the Houston Central Business District and Greenway Plaza.

- Unlinked revenue trips: 691,409
- Revenue fleet size: 34

#### *Service Information*

Trolley service operates in a loop around The Woodlands Town Center, which is the Township's main employment center. Commuter service connects Park and Rides located throughout the city with employment hubs in Houston. ADA paratransit service operates within  $\frac{3}{4}$  mile of the trolley route. All services are open to the general public except ADA paratransit service, which requires an application process to prove eligibility. ADA paratransit service must be reserved one to seven days in advance, by calling 281-210-3800.

All services operate with free fares except for commuter service, which has a base fare of \$13.00 per round trip. Commuter fares must be purchased as round-trips, and must be purchased prior to boarding the bus. Round-trip fares can be purchased at Park and Rides, as well as through a mobile app.

Commuter services operate during weekday peak periods only. All other services operate seven days a week: Monday-Thursday, 11:00 AM-9:00 PM, Friday-Saturday 10:00 AM-10:00 PM, and Sunday 11:00 AM-6:00 PM.

#### *Financial Information*

- Revenues
  - Federal funds: \$2,073,771
  - State funds: \$442,487

- Local funds: \$860,291
- Fare revenue: \$3,550,340
- Expenditures

Expense information is not available for this provider.

### *Performance Measures*

- Passenger trips per revenue mile: 0.7
- Passenger trips per revenue hour: 15.3
- Operating cost per revenue mile: \$5.96
- Operating cost per revenue hour: \$136.42
- Operating cost per passenger trip: \$8.93
- Farebox recovery ratio: 51.5%



## Appendix 1A: Survey Instrument

Note: Some questions have been answered to ensure that all questions included in the survey are visible in these images.

Contact Information

---

What is the name of your agency/organization?

First Name

Last Name

Email Address

Phone Number

DRAFT

## Your Organization's Services

---

### Brochure/Summary

Please upload a brochure or other summary of your organization's services

Accepted file formats include: pdf, doc, docx, jpg, jpeg, png, and zip.

Remove File

Upload File

Please provide a link to a brochure or other summary of your organization's services

### Fixed Routes Map

Please upload a map of your organization's fixed routes, if applicable

Accepted file formats include: pdf, doc, docx, jpg, jpeg, png, and zip.

Remove File

Upload File

What are the major functions/services of your organization?

- Transportation
- Health Care
- Social Services
- Nutrition
- Counseling
- Day Treatment
- Employment/Job Placement
- Veterans
- Aging Population Services
- Housing Assistance
- Other Services

## Fleet Information - Sedans/Station Wagons

---

Do you have any sedans/station wagons in your fleet?

Yes



How many sedans/station wagons do you have in your fleet?

How many sedans/station wagons in your fleet are owned publicly?

How many sedans/station wagons in your fleet are owned privately?

How many sedans/station wagons in your fleet are leased?

How many sedans/station wagons in your fleet are wheelchair accessible?

Do you plan to retire any sedans/station wagons in your fleet within the next two years?

Yes



How many sedans/station wagons do you plan to retire within the next two years?

What is the reason for the planned retirements of the sedans/station wagons?

How many sedans/station wagons do you plan to acquire?

What is the make and model of the planned sedans/station wagons acquisitions?

What is the reason for the planned sedans/station wagons acquisitions?

What is the anticipated funding source for the planned sedans/station wagons acquisitions?

## Fleet Information - Minivans

---

Do you have any minivans in your fleet?

Yes



How many minivans do you have in your fleet?

How many minivans in your fleet are owned publicly?

How many minivans in your fleet are owned privately?

How many minivans in your fleet are leased?

How many minivans in your fleet are wheelchair accessible?

Do you plan to retire any minivans in your fleet within the next two years?

Yes



How many minivans do you plan to retire within the next two years?

What is the reason for the planned retirements of the minivans?

**Do you plan to acquire new minivans?**

Yes



**How many minivans do you plan to acquire?**

**What is the make and model of the planned minivans acquisitions?**

**What is the reason for the planned minivans acquisitions?**

**What is the anticipated funding source for the planned minivans acquisitions?**

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## Fleet Information - Standard/Converted 8 To 15 Passenger Vans

---

Do you have any standard/converted 8 to 15 passenger vans in your fleet?

Yes



How many standard/converted 8 to 15 passenger vans do you have in your fleet?

How many standard/converted 8 to 15 passenger vans in your fleet are owned publicly?

How many standard/converted 8 to 15 passenger vans in your fleet are owned privately?

How many standard/converted 8 to 15 passenger vans in your fleet are leased?

How many standard/converted 8 to 15 passenger vans in your fleet are wheelchair accessible?

Do you plan to retire any standard/converted 8 to 15 passenger vans in your fleet within the next two years?

Yes



How many standard/converted 8 to 15 passenger vans do you plan to retire within the next two years?

What is the reason for the planned retirements of the standard/converted 8 to 15 passenger vans?

Do you plan to acquire new standard/converted 8 to 15 passenger vans?

Yes



How many standard/converted 8 to 15 passenger vans do you plan to acquire?

What is the make and model of the planned standard/converted 8 to 15 passenger vans acquisitions?

What is the reason for the planned standard/converted 8 to 15 passenger vans acquisitions?

What is the anticipated funding source for the planned standard/converted 8 to 15 passenger vans acquisitions?

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## Fleet Information - Light-Duty Buses

**Light-Duty Buses:** Transit vehicles providing on-demand service with a weight of less than 10,000 lbs.

Do you have any light-duty buses in your fleet?

Yes



How many light-duty buses do you have in your fleet?

How many light-duty buses in your fleet are owned publicly?

How many light-duty buses in your fleet are owned privately?

How many light-duty buses in your fleet are leased?

How many light-duty buses in your fleet are wheelchair accessible?

Do you plan to retire any light-duty buses in your fleet within the next two years?

Yes



How many light-duty buses do you plan to retire within the next two years?

What is the reason for the planned retirements of the light-duty buses?



**Do you plan to acquire new light-duty buses?**

Yes



**How many light-duty buses do you plan to acquire?**

**What is the make and model of the planned light-duty buses acquisitions?**

**What is the reason for the planned light-duty buses acquisitions?**

**What is the anticipated funding source for the planned light-duty buses acquisitions?**

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## Fleet Information - Medium-Duty Buses

**Medium-Duty Buses:** Transit vehicles providing on-demand or fixed-route service with a weight of 10,000 – 26,000 lbs.

**Do you have any medium-duty buses in your fleet?**

**How many medium-duty buses do you have in your fleet?**

**How many medium-duty buses in your fleet are owned publicly?**

**How many medium-duty buses in your fleet are owned privately?**

**How many medium-duty buses in your fleet are leased?**

**How many medium-duty buses in your fleet are wheelchair accessible?**

**Do you plan to retire any medium-duty buses in your fleet within the next two years?**

**How many medium-duty buses do you plan to retire within the next two years?**

**What is the reason for the planned retirements of the medium-duty buses?**

**Do you plan to acquire new medium-duty buses?**

Yes



**How many medium-duty buses do you plan to acquire?**

**What is the make and model of the planned medium-duty buses acquisitions?**

**What is the reason for the planned medium-duty buses acquisitions?**

**What is the anticipated funding source for the planned medium-duty buses acquisitions?**

DRAFT

## Fleet Information - Large-Duty Buses

---

**Large-Duty Buses:** Transit vehicles providing fixed-route service with a weight of greater than 26,000 lbs.

Do you have any large-duty buses in your fleet?

Yes



How many large-duty buses do you have in your fleet?

How many large-duty buses in your fleet are owned publicly?

How many large-duty buses in your fleet are owned privately?

How many large-duty buses in your fleet are leased?

How many large-duty buses in your fleet are wheelchair accessible?

Do you plan to retire any large-duty buses in your fleet within the next two years?

Yes



How many large-duty buses do you plan to retire within the next two years?

What is the reason for the planned retirements of the large-duty buses?

**Do you plan to acquire new large-duty buses?**

Yes



**How many large-duty buses do you plan to acquire?**

**What is the make and model of the planned large-duty buses acquisitions?**

**What is the reason for the planned large-duty buses acquisitions?**

**What is the anticipated funding source for the planned large-duty buses acquisitions?**

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## Fleet Information - Small School Buses

---

Do you have any small school buses in your fleet?

Yes



How many small school buses do you have in your fleet?

How many small school buses in your fleet are owned publicly?

How many small school buses in your fleet are owned privately?

How many small school buses in your fleet are leased?

How many small school buses in your fleet are wheelchair accessible?

Do you plan to retire any small school buses in your fleet within the next two years?

Yes



How many small school buses do you plan to retire within the next two years?

What is the reason for the planned retirements of the small school buses?

**Do you plan to acquire new small school buses?**

Yes



**How many small school buses do you plan to acquire?**

**What is the make and model of the planned small school buses acquisitions?**

**What is the reason for the planned small school buses acquisitions?**

**What is the anticipated funding source for the planned small school buses acquisitions?**

DRAFT

## Fleet Information - Large School Buses

---

Do you have any large school buses in your fleet?

Yes



How many large school buses do you have in your fleet?

How many large school buses in your fleet are owned publicly?

How many large school buses in your fleet are owned privately?

How many large school buses in your fleet are leased?

How many large school buses in your fleet are wheelchair accessible?

Do you plan to retire any large school buses in your fleet within the next two years?

Yes



How many large school buses do you plan to retire within the next two years?

What is the reason for the planned retirements of the large school buses?



Do you plan to acquire new large school buses?

Yes



How many large school buses do you plan to acquire?

What is the make and model of the planned large school buses acquisitions?

What is the reason for the planned large school buses acquisitions?


What is the anticipated funding source for the planned large school buses acquisitions?

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## Fleet Information - Over The Road Coach Buses

---

Do you have any over the road coach buses in your fleet?

How many over the road coach buses do you have in your fleet?


How many over the road coach buses in your fleet are owned publicly?

How many over the road coach buses in your fleet are owned privately?

How many over the road coach buses in your fleet are leased?

How many over the road coach buses in your fleet are wheelchair accessible?

Do you plan to retire any over the road coach buses in your fleet within the next two years?

How many over the road coach buses do you plan to retire within the next two years?

What is the reason for the planned retirements of the over the road coach buses?

Do you plan to acquire new over the road coach buses?

Yes



How many over the road coach buses do you plan to acquire?

What is the make and model of the planned over the road coach buses acquisitions?

What is the reason for the planned over the road coach buses acquisitions?

What is the anticipated funding source for the planned over the road coach buses acquisitions?

DRAFT

## Fleet Information - Other Vehicles

---

Do you have any other vehicles in your fleet?

Yes



How many other vehicles do you have in your fleet?

How many other vehicles in your fleet are owned publicly?

How many other vehicles in your fleet are owned privately?

How many other vehicles in your fleet are leased?

How many other vehicles in your fleet are wheelchair accessible?

Do you plan to retire any other vehicles in your fleet within the next two years?

Yes



How many other vehicles do you plan to retire within the next two years?

What is the reason for the planned retirements of the other vehicles?

**Do you plan to acquire new other vehicles?**

Yes



**How many other vehicles do you plan to acquire?**

**What is the make and model of the planned other vehicles acquisitions?**

**What is the reason for the planned other vehicles acquisitions?**

**What is the anticipated funding source for the planned other vehicles acquisitions?**

## Communications

---

**What type of communications device/system is used for drivers/vehicles?**

- Cellular Phones
- Two-Way Mobile Radios Requiring FCC License
- Mobile Data Terminals
- Text Messaging
- Other

**Do you use any of the following technologies to assist in planning or delivering services?**

- Computer-Assisted Dispatching
- Automated Vehicle Routing/Scheduling
- Automated Trip Reservation by Phone
- Automated Trip Reservation by Internet
- Automatic Vehicle Location/GPS
- "Smart" Fare Technology
- Other

## Expenditures and Revenues

---

Approximately how much do you spend annually on each type of subsidy?

**Transit Passes or Tickets**

**Taxi Vouchers**

**Mileage Reimbursement**

**Gas Cards**

**Travel Training**

**Travel Aides/Escorts**

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Does your organization accept donations to offset the cost of providing transportation services?

Yes



Is there a suggested donation amount?

Yes



What is the suggested donation amount?

Does your organization purchase client transportation services from a third party?

Yes



Name of the Third Party

Total Amount Paid Last Fiscal Year

Remove This Third Party

Add Third Party

DRAFT

## Local Coordination Efforts

---

In your opinion, what is the level of sustained support for coordinated transportation planning among elected officials, agency administrators, and other leaders in the community you serve?

Please Select ▼

Is there a strategic plan to provide coordinated transportation in your community?

Yes ▼

Please upload a copy of the strategic plan.

Accepted file formats include: pdf, doc, docx, jpg, jpeg, png, and zip.

Remove File

Upload File

Please provide a link to the strategic plan.

What do you see as gaps or areas of improvement in the area you serve?

What can H-GAC do to help?