



Heart of Texas Council of Governments

Regional Public Transportation
Coordination Plan

Volume 2: Appendices A-I



FOR PUBLIC REVIEW



HEART OF TEXAS
COUNCIL OF GOVERNMENTS

August 2026





Volume 2: Appendices A-I

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Appendix A | Stakeholder List

More than 250 potential stakeholder organizations were identified for participation in the public engagement portion of Plan development. Contact was attempted via email, telephone, and U.S. Mail. Participating organizations are identified in Chapter 2 of the Coordination Plan.

Abbott Independent School District	City of Gholson
Advocacy Center	City of Golinda
AmeriCorps Seniors - RSVP	City of Groesbeck
Aquilla Independent School District	City of Hallsburg
Area Agency on Aging (AAA) of the Heart of Texas	City of Hewitt
Ascension Providence Hospital	City of Hillsboro
Axtell Independent School District	City of Hubbard
Baylor Center for Developmental Disabilities	City of Iredell
Baylor Scott & White Medical Center - Hillcrest	City of Itasca
Blum Independent School District	City of Kirvin
Bosque County Judge	City of Kosse
Bosque County Senior Services	City of Lacy Lakeview
Bosque County Senior Services (Meals on Wheels)	City of Leroy
Bosqueville Independent School District	City of Lorena
Boys and Girls Club of Falls County	City of Lott
Bruceville-Eddy Independent School District	City of Malone
Butler Senior Center (Freestone)	City of Marlin
Bynum Independent School District	City of Mart
Caritas Mexia	City of Meridian
Caritas Waco	City of Mertens
Caritas Waco (Veterans Assistance)	City of Mexia
CASA Bi-Stone	City of Moody
CASA of McLennan County	City of Morgan
Cedar Crest Hospital	City of Mount Calm
Chilton Independent School District	City of Penelope
China Spring Independent School District	City of Riesel
City of Abbott	City of Robinson
City of Aquilla	City of Rosebud
City of Bellmead	City of Ross
City of Beverly Hills	City of Streetman
City of Blum	City of Teague
City of Bruceville-Eddy	City of Tehuacana
City of Bynum	City of Thornton
City of Carl's Corner	City of Valley Mills
City of Clifton	City of Waco
City of Coolidge	City of Walnut Springs
City of Covington	City of West
City of Cranfills Gap	City of Whitney
City of Crawford	City of Woodway
City of Fairfield	City of Wortham



Clifton Housing Authority
Clifton Independent School District
Clifton Ministerial Alliance
Communities in Schools of the Heart of Texas
Connally Independent School District
Coolidge Housing Authority
Coolidge Independent School District
Covington Independent School District
Cranfills Gap Independent School District
Crawford Independent School District
Department of Family & Protective Services - Adult
Dew Independent School District
Disabled American Veterans (DAV)
Economic Opportunities Advancement Corporation
(EOAC) Waco - Head Start
Fairfield Independent School District
Falls Community Hospital
Falls County Emergency Management
Falls County Judge
Falls County Rural Collaborative
Falls County Samaritan House (Marlin)
Falls County Workforce Solutions Center
Family Abuse Center
Fishes & Loaves (Groesbeck)
Forever Young Senior Center (Central Presbyterian
Church)
Freestone County Indigent Health Care Program
Freestone County Judge
Freestone County Senior Centers
Freestone Medical Center
Freestone Workforce Solutions Center
Fresenius Kidney Care Bellmead
Fresenius Kidney Care Greenway Kidney Center
Fresenius Kidney Care Hillsboro
Fresenius Kidney Care Marlin
Fresenius Kidney Care Waco
Fresenius Kidney Care Waco Lakeshore
Fresenius Kidney Care Waco West
Friends for Life
Friends for Life Lifelines Director
Gholson Independent School District+201:243
Goodall Witcher Healthcare
Goodall Witcher Hospital (Clifton)
Groesbeck Housing Authority
Groesbeck Independent School District
Hallsburg Independent School District
Harrison Senior Center

Heart of Texas Aging and Disability Resource Center
Heart of Texas Autism Network
Heart of Texas Goodwill Industries, Inc.
Heart of Texas Homeless Coalition
Heart of Texas Veterans One Stop
Heart Of Texas Workforce Solutions Development
Board
Hill College
Hill County
Hill County Elections
Hill County Indigent Health Care
Hill County Judge
Hill County Section 8 (under Waco Housing
Authority)
Hill County Veterans Services
Hill County Workforce Solutions Center
Hillsboro Independent School District
Hillsboro Interfaith Ministries
Hillsboro Senior Center
HOCTIL (Heart of Central Texas Independent Living
Center)
HOT Behavior Health Network
HOTCOG Director Health & Human Services
HOTR MHMR
Hubbard Housing Authority
Hubbard Independent School District
Hubbard Senior Center
Iredell Independent School District
Itasca Independent School District
Klaras Center for Families
Kopperl Independent School District
La Vega Independent School District
Lake Whitney Ministerial Alliance
Lake Whitney Senior Center (King Memorial
Methodist Church)
Liberty Housing Alliance
Limestone County Indigent Health Care
Limestone County Judge
Limestone County Senior Centers
Limestone County Senior Services
Limestone County Veterans Services
Limestone Medical Center(Groesbeck)
Lorena Independent School District
Lott Housing Authority
Lutheran Sunset Ministries
Malone Independent School District
MANNHA Food Pantry (Mexia)



Marlin Housing Authority
Marlin Independent School District
Marlin Senior Civic Center
Mart Independent School District
McGregor Housing Authority
McGregor Independent School District
McGregor Senior Center
McLennan Community College
McLennan County
McLennan County Indigent Health Care
McLennan County Judge
McLennan County Workforce Solutions Center
Meals on Wheels Waco
Meridian Health and Human Services
Meridian Independent School District
Mexia Housing Authority
Mexia Independent School District
Midway Independent School District
Mission Waco - Urban REAP Program
Moody Housing Authority
Moody Independent School District
Morgan Independent School District
Mount Calm Independent School District
Navarro College - Mexia
Oglesby Housing Authority
Parkview Regional Hospital (Mexia)
Parkview Rural Health Clinic
Pathway Ministries (Columbus Avenue Baptist Church)
Penelope Independent School District
Red Door Pantry
Riesel Independent School District
RightCare BSW
Robinson Independent School District
Robinson Senior Center
Rosebud Community Food Pantry and Thrift Store
Rosebud Housing Authority
Rosebud Senior Center
Rosebud-Lott Independent School District
Salvation Army
Shepherd's Heart Food Pantry
Silver Connections at Hill Regional Hospital
STARR Resiliency Agency

Sul Ross Senior Center @ Dewey
Tarleton State University - Waco Campus
Teague Housing Authority
Teague Independent School District
Teague Senior Center (Over 55 Center)
Texas A&M AgriLife Extension - Bosque County
Texas A&M AgriLife Extension - Falls County
Texas A&M AgriLife Extension - Freestone County
Texas A&M AgriLife Extension - Hill County
Texas A&M AgriLife Extension - McLennan County
Texas Health & Human Services
Texas Health & Human Services (Hillsboro Clinic)
Texas Health & Human Services (Marlin Clinic)
Texas Health & Human Services (Meridian Clinic)
Texas Health & Human Services (Mexia Clinic)
Texas Health & Human Services (Waco Field Office)
Texas State Technical College
Texas Workforce Commission
The ARC of McLennan County
The Cove, Heart of Texas
The Gathering Fellowship (First Methodist Waco)
Thornton Senior Center
Tri-Cities Ministries (St. Paul Lutheran Church)
Trinity Lutheran Church
Valley Mills Independent School District
Veterans Affairs
VOICE/Viable Options in Community Endeavors - Waco
Waco Emergency Management
Waco Family Medicine
Waco Housing Authority
Waco Immigrants Alliance
Waco Independent School District
Waco MPO
Walnut Springs Independent School District
West Independent School District
West Senior Center
Westphalia Independent School District
Whitney Food Bank
Whitney Housing Authority
Whitney Independent School District
Wortham Independent School District



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Appendix B | RCC Meeting and Workshop Materials

Exhibit B.1 RCC meeting agenda and notes (July 24, 2025)

RTCC Meeting Notes

07-24-25

Attendees:

April Cook (Hill County Indigent Healthcare)
Amy Teal (City of Whitney)
Carey Anthor (Friends for Life)
Danielle Utrera (Veterans Affairs)
Erika Kunkel (McLennan County)
James Jarmon (Meals on Wheels Waco)
Jonathan Mize (Texas Workforce Solutions)
Judge Jay Elliott (Falls County)
Judge Shane Brassell (Hill County)
Julie Talbert (HOT Workforce Solutions)
Misty Hendon (HOTCOG)
Rep Pledger (HOTCOG)
Serena Stevenson (Waco Transit)

Rep:

Introduced Kathy and Stephanie from Moore & Associates. They want over plans and next steps for the RPTCP update plan (attached).

Discussed: Public engagements, bilingual websites/surveys, accessibility, QR codes/flyers/postcards, importance of learning the issues clients have when booking trips that cross county boundaries, best community engagement practices, and importance of stakeholder support/input.

After the presentation, RCC members discussed getting dialysis centers to contribute and work with RCC on getting their patients to/from treatment, in addition to other issues with dialysis centers.

1 of 1



Exhibit B.2 RCC meeting introductory presentation (July 24, 2025)

Regional Public Transportation Coordination Plan (2026 Update)



HEART OF TEXAS
COUNCIL OF GOVERNMENTS



moore
& associates

INTRODUCING MOORE & ASSOCIATES, INC.

- Established in 1991
- Sole focus on public transportation and mobility
- Extensive experience preparing successful Regional Public Transportation Coordination Plans in Texas and beyond
- Focus on practical and sustainable solutions



PROJECT TEAM



KATHY CHAMBERS
PROJECT MANAGER



JIM MOORE
SENIOR ASSOCIATE



STEPHANIE ROBERTS
MARKET RESEARCH MANAGER

PROJECT PURPOSE

Update of the 2022 HOTCOG
Coordinated Plan

Identify transportation
needs, service gaps, and
available resources

Utilize coordination
strategies to address unmet
needs and service gaps



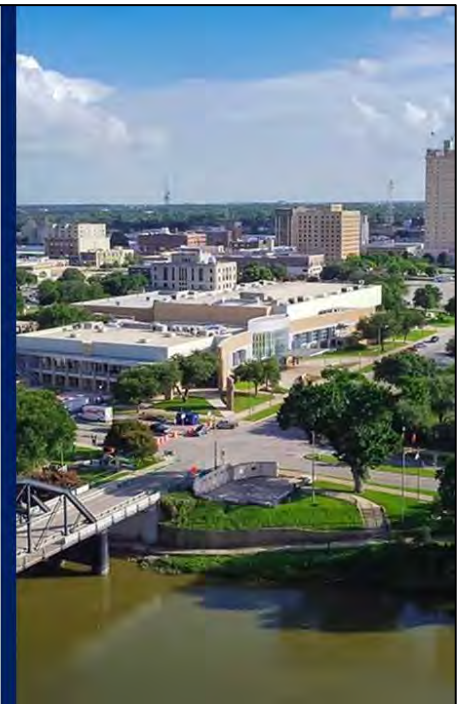


THE PLAN WILL FOCUS ON THE NEEDS OF TRADITIONALLY TRANSPORTATION-DEPENDENT POPULATIONS

- Seniors
- Persons with disabilities
- Low-income residents
- Zero-car households
- Youth
- Residents with limited English proficiency
- Veterans
- Clients of workforce agencies
- Employment/job seekers

WHAT IS IN THE PLAN?

- Public Engagement
 - Stakeholders
 - Transportation Providers
 - Target Populations
 - Bilingual project webpage
- Existing Conditions
 - Geographic Assessment
 - Demographic Assessment
 - Transportation Services Assessment
 - Needs and Gaps Analysis
- Plan Goals, Strategy, and Project Prioritization





THE RCC'S ROLE



RCC RESPONSIBILITIES





PROJECT TIMELINE

- Regular RCC meetings – ongoing
- Stakeholder engagement – August/September 2025
- Community engagement – September/October 2025
 - Working to get the community survey prepared earlier to distribute/circulate during back-to-school events/activities
- RCC Workshop #1 – December 2025 (Existing Conditions)
- Interim Coordinated Plan to TxDOT – by February 27, 2026
- RCC Workshop #2 – June 2026 (Goals & Strategies)
- Draft Final Plan – public review during August/September 2026
- Adopted Final Plan – late September 2026

Questions?

Kathy Chambers
Project Manager

kathy@moore-associates.net
661.755.7062



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Exhibit B.3 RCC meeting agenda and notes (August 21, 2025)

RTCC Meeting Notes

08-21-25

Attendees:

Carey Amthor (Friends for Life)
Daniela Gallegos (Waco MPO)
Erika Kunkel (McLennan County Health Services)
Frank Patterson (McLennan Community College)
Heather Travers (McLennan County Health Services)
Jana Svacina-Waldrop (Waco Transit)
Jonathan Mize (Texas Workforce Solutions)
John Vorderkunz (HOTCOG)
Judge Jay Elliott (Falls County)
Judge Shane Brassell (Hill County)
Misty Hendon (HOTCOG)
Rep Pledger (HOTCOG)

Judge Elliot: Call to order 1:04 pm.

Proof of posting.

Rep: We will receive \$40k in continuation funding starting December 1st. These are the funds we use to pay for our intern, lunch for meetings, handouts, etc. We've listed items on our Workplan, but please let us know if there is anything you want added or any changes you think we should make.

Rep will be meeting with an intern on September 2nd to possibly hire.

We will not have a RCC meeting in December.

Please contact us with any outreach events you know of where we can set up displays. There is a Medicare event coming up in Rosebud, another event in Hill County. Let us know of any back-to-school events.

Daniela advised Waco MPO will host a few public meetings during the first week of September.

The first meeting with Moore & Associates was on August 19th and included Rep and Misty. For future meetings, we will send the virtual meeting link to RCC members.

Discussion of the flyers and survey for the RPTCP 5-year plan from Moore & Associates:

- Make sure PDF is accessible and that images are labeled with the actual description.

1 of 2



- Committee would like an update from Moore & Associates on where they are in the plan timeline.
- We will print more posters and laminate them for display at stakeholder and public locations.
- Reduce survey description so it's more concise.
- Enlarge the heading and change color to something brighter.
- Misty will contact Moore & Assoc to ask about the \$50 gift cards. How many will there be? When will the drawing be? How will the winner be notified?
- Jana will advise if she's able to get a single photo that contains all three buses (Waco Transit, Blue Bus, and McLennan Rural Transit).
- Committee advised the week of October 20th, Moore & Associates will be conducting pop-ups in each county.
- Committee wants the deadline for survey entries to be extended past the week of October 20th so we can use the information gathered during that time.
- Committee would like additional information on what will happen during the pop-up meetings. Who will decide where to go? What information will be gathered?
- Committee would like clarification on how the survey data will be analyzed.
- Committee suggested displaying posters at: Veterans bus stop, HOT Fair & Rodeo, livestock show, farmers market, Waco Transit bus stop, dialysis clinics, as well as businesses and courthouses.
- How will Moore & Assoc ensure that surveys aren't duplicated by the same customer?
- Committee suggested mass email/text to our current clients for the survey.

Judge Elliott: Meeting adjourned 2:05 pm.



Exhibit B.4 RCC meeting agenda and notes (September 25, 2025)

RTCC Meeting Notes

09-25-25

Attendees:

Aaron Torres (Hill County)
April Cook (Hill County Indigent Healthcare)
Carey Amthor (Friends for Life)
Erika Kunkel (McLennan County)
James Jarmon (Meals on Wheels Waco)
Jana Svacina-Waldrop (Waco Transit)
Jonathan Mize (Texas Workforce Solutions)
Judge Cindy Vanlandingham (Bosque County)
Judge Jay Elliott (Falls County)
Judge Lloyd Lane (Freestone County)
Melissa Ingriola (HOCTIL)
Misty Hendon (HOTCOG)
Rep Pledger (HOTCOG)
Russell Devorsky (HOTCOG)

Judge Elliott: Call to order at 1:02 p.m. Proof of posting.

Stakeholder Survey Updates:

There were 246 surveys sent to stakeholders via both email and post mail. We have received 48 surveys back (updated as of 2:52 p.m.).

The deadline for the stakeholder surveys has been extended to October 3, 2025.

Please reach out to any of the stakeholders you see on the attached list to encourage participation.

We have not had any responses from the dialysis centers. If you have a connection to someone that could help with this, please let us know.

Community Survey Updates:

We have received 36 community surveys as of today.

Bosque: 2
Falls: 8
Freestone: 4
Hill: 4
Limestone: 1
McLennan: 17



The community survey has been posted in the Blue Buses. Jana will have them posted at Waco Transit.

We have posters and flyers available at your request.

Please post flyers in any place that receives foot traffic.

General:

Moore & Associates is looking for flyers/pamphlets/handouts to distribute during the community pop-up and public outreach events. McLennan Rural Transit has already provided theirs and Jana will forward the ones for Waco Transit. These do not have to be transportation related.

The project name selected was: Connecting the Community: A Coordinated Transportation Plan for the Heart of Texas Region (www.GetConnectedHOT.com)

There is an update meeting with Moore & Associates held every other Tuesday. Misty will send a calendar invite so you may join remotely if you would like.

We are current on schedule with our timeline. A copy has been attached for your use.

Reminder, Moore & Associates will be conducting their outreach sessions and pop-up events during the week of October 20 – 24th. They are still taking suggestions on where to hold them. They will provide a list of where they will be prior to that week.

Our next RCC meeting will be on October 23rd. Moore & Associates will be in attendance for that meeting.

Judge Elliott:

Meeting adjourned 1:37 p.m.



Exhibit B.5 RCC meeting agenda and notes (October 23, 2025)

RTCC Meeting Notes

10-23-25

Attendees:

Jana Svacina-Waldrop (Waco Transit)
Jefferson Gunn (
Jonathan Mize (Texas Workforce Solutions)
Kathy Chambers (Moore & Associates)
Misty Hendon (HOTCOG)
Rep Pledger (HOTCOG)
Sarina Tejani (HOTCOG Intern)

Kathy Chambers: We are currently in the data collection stage of the project. The community survey was sent to key population of the project but also open to the general public. More surveys are coming in as they conduct the project outreach pop-up events. The current tally on community surveys is 170.

The stakeholder survey was sent to organizations that can speak on behalf of the populations they serve. We have received 98 at this point, which is really good for a project of this type.

We've received a few provider surveys, but a few questioned if the survey applied to them. Those were mostly limo services, mom & pop services.

This week they've conducted two events per county, and three events in Waco. As of today, they've conducted 9 in total. There will be two this afternoon (Thursday), and two on Friday.

At the end of the community outreach portion, we will begin working on analyzing the data we received.

Concurrently with that, we're working on existing conditions, looking at what's out there, demographics, etc. All of that will feed into needs assessment.

Currently still on schedule.

Next benchmark is at end of February when interim plan must be submitted to the state.

Outreach will wrap up on November 7th.

We will do a workshop/presentation to RCC at the beginning of December. The date will be determined closer to the time. It will cover the information they've gathered at that point. Will also develop a prioritization methodology for projects and recommendations that will ultimately arise from this. Setting goals and coming up with

1 of 2



projects happens after it goes to the state. We won't start that until March after we receive feedback from TxDOT.

The surveys and stakeholder engagement have received a lot of feedback regarding the need for trips, crossing county lines, trips being limited to certain days in certain counties, capacity limitations, etc. It seems to be more problematic for riders going outside the normal serviced counties.

Committee: Discussions on coordinating transportation with other regions that are outside of our six-county service area. Possibility to coordinate with TxDOT regarding collaborations with other transportation providers. Discussed possibility of a meeting point for transferring riders from one service to another and the issues that could arise regarding the reliability and time constraints if we had a meeting point. Another issue would be reimbursement.

Kathy: We can identify this as a need in our update plan to TxDOT. It's not something that one region can solve on their own. The first step is identifying the problem and what we want to get out of it. If the goal is to reach an agreement with another agency, then maybe it's a transfer point.

Committee: Discussed transportation services in state, discussed DART, and company service transportation.

Rep: The next RCC meeting will be on Thursday, November 20, 2025.

Meeting adjourned.



Exhibit B.6 RCC meeting agenda and notes (November 20, 2025)

RTCC Meeting Notes

11-20-25

Attendees:

Carey Amthor (Friends for Life)
Erika Kunkel (McLennan County)
Heather Travers (McLennan County Health Services)
James Jarmon (Meals on Wheels Waco)
Jefferson Gunn (HOT National Federation of the Blind)
Misty Hendon (HOTCOG)

Misty: Briefly reviewed Tech Memo #1 provided by Moore & Associates.

Committee requested names of the ten gift card winners.

Committee requested clarification on Question 19 of the stakeholder survey. This will be discussed in the meeting on November 25, 2025.

Committee asked if the surveys received cover all demographics that RCC represents. This will be discussed in the meeting on November 25, 2025.

Committee asked if Moore & Associates would be able to provide a formal copy of the final report to each county representative in an effort to keep them educated on transportation needs.

Committee members should review the full report before the update on Tuesday, November 25, 2025.

An RPTCP update workshop is scheduled for Thursday, January 15, 2026 @ 1:00 p.m.

The next RCC meeting is set for Thursday, December 18, 2025 @ 1:00 p.m.

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Exhibit B.7 RCC Workshop #1 agenda and notes (January 15, 2026)

RTCC Meeting Notes

01-15-26

In-Person Attendees:

Amy Teal (City of Whitney)
Erika Kunkel (McLennan County Health Services)
Jefferson Gunn (HOT National Federation of the Blind)
Jonathan Mize (Texas Workforce Solutions)
Judge Jay Elliott (Falls County)
Kathy Chambers (Moore & Associates)
Melissa Ingriola (HOCTIL)
Misty Hendon (HOTCOG)
Rep Pledger (HOTCOG)
Russell Devorsky (HOTCOG)

Zoom Attendees:

Frank Patterson (McLennan Community College)
Heather Travers (McLennan County Health Services)
Jana Svacina-Waldrop (Waco Transit)
Keith Vandiver (Bosque County Senior Services)
Stephanie Roberts (Moore & Associates)

Kathy Chambers: Provided an update on where we stand in the planning process (PDF attached).

Committee: Agreed that funding is the #1 priority in this process. Without it, we will not be able to implement any of the recommended changes.

Discussed methods to secure additional funding and marketing strategies.

Discussed lack of participation from dialysis centers and local businesses.

Kathy: Conducted in-meeting survey regarding the prioritization of transportation and mobility needs. Misty will send the list to stakeholders who did not attend the meeting.

Next steps:

1. Adopt prioritized list of needs and prioritization methodology during next RCC meeting (February 19, 2026).
2. Interim Coordinated Plan to TxDOT by February 27, 2026.
3. RCC Workshop #2 in June 2026 (Goals & Strategies).
4. Draft Final Plan – public review during August/September 2026.
5. Adopt Final Plan – late September 2026.

Misty: The next virtual update meeting will be on Tuesday, February 3, 2026, at 9:00 am.

The next RCC meeting will be on February 19, 2026.

1 of 1



Transportation and Mobility Needs

This list of the transportation needs identified in Technical Memo #2 is provided for your reference. **You do not need to complete anything prior to the workshop.** You will have a chance to ask questions and rank each of the needs as part of the workshop.

Transportation Need	Priority (High, medium, low)
1. Greater service capacity for intra- and inter-county trips (within the primary service area) within the five rural counties.	
2. Greater service capacity for inter-county trips outside of the primary service area within the five rural counties.	
3. A sufficient number of qualified transit drivers to serve Waco and McLennan county.	
4. Reliable access to transportation for intra- and inter-county trips (within the primary service area) within the five rural counties.	
5. Reliable access to transportation for inter-county trips outside of the primary service area within the five rural counties.	
6. Weekend service for intra- and inter-county trips (within the primary service area) within the five rural counties.	
7. Coordinated service between other transportation providers for service outside of the primary service area for the five rural counties.	
8. Coordinated service between other transportation providers for service outside of McLennan County.	
9. More affordable transit fares for travel within the rural counties.	
10. More affordable transit fares for travel within Waco and McLennan County.	
11. Greater awareness of transportation options within the five rural counties.	
12. Greater access to travel training for persons in the five rural counties.	
13. Increased partnerships with and support for transportation from stakeholders in the five rural counties.	
14. Increased partnerships with and support for transportation from stakeholders in rural McLennan County.	
15. Improved access to comprehensive service information for persons in the five rural counties.	
16. Improved access to comprehensive service information for persons in rural McLennan County.	



Exhibit B.8 RCC Workshop #1 presentation (January 15, 2026)



Regional Public Transportation Coordination Plan

RCC Workshop #1

January 15, 2026, 1:00 p.m.





REVIEW OF TECHNICAL MEMO #1

- Stakeholders
 - Received survey responses from 91 entities from throughout the project area
 - Greatest representation from those serving seniors, low-income individuals, and adults with a disability
 - Key issues included lack of capacity for rural trips, long wait or travel times, limits on insurance transportation, and a general lack of knowledge about available services and how to use them



REVIEW OF TECHNICAL MEMO #1

- Community
 - Received survey responses from 262 individuals
 - Conducted 13 pop-up events throughout the project area
 - Common transportation barriers included a lack of access to transportation, lack of knowledge about available services, and service not being available when individuals need to travel
 - Trips to access healthcare were the most significant challenge

REVIEW OF TECHNICAL MEMO #2

- Geographic area assessment – reviewed the location of each county as well as key trip generators in and commute characteristics of each
- Demographic area assessment – reviewed the socio-demographic makeup of each county, as well as anticipated population growth over the next five years
- Transportation services assessment – summaries of services provided by transportation providers, including public, private, and non-profit



REVIEW OF TECHNICAL MEMO #2

- Transportation needs and gaps assessment
 - Summary of transportation needs
 - Transit Needs Index (TNI) – uses demographic data to identify census tracts where latent transportation needs are more pronounced
 - Transportation needs and service gaps
 - Analysis of *high transit need* and *very high transit need* TNI census tracts and comparison to existing transportation services
 - Unmet transportation needs methodology
 - Summary of transportation needs and gaps

PRIORITIZATION OF TRANSPORTATION AND MOBILITY NEEDS

- Review the list of needs provided in the agenda
- Visit the link to participate online: www.menti.com
 - Enter code **6591 1689** to join the poll
- Rank each need as high, medium, or low priority
 - Don't submit your ranking until you're sure – you can't change it once it has been submitted
- All responses will be tabulated and a mean rating will be calculated
 - Results will be sent out in the next week



DEVELOPMENT OF PRIORITIZATION METHODOLOGY FOR PROJECTS AND STRATEGIES

- Identify what is most important
- Determine criteria for prioritization such as:
 - Leverages existing resources
 - Improves access to resources
 - Addresses identified need(s)
 - Overall impact (which populations or geographies benefit?)
 - Funding identified
 - Sustainability
 - Expands existing services
 - Improved regional transportation network
- Determine whether criteria should be weighted

DEVELOPMENT OF PRIORITIZATION METHODOLOGY FOR PROJECTS AND STRATEGIES

Criterion	Rank	Criterion	Rank
Ease of access to making the appointment		Works within existing funding available	1*
Access to information about scheduling		Identifies new funding	2*
Funding available		Improves regional transportation network/coordination	3
Works within existing funding		Effective communication	4
Improves regional transportation network (esp. minimizes deadhead travel)			
Partnerships			
Talk to TxDOT about funding for other county trips (discretionary fund?)			
Marketing to identify new funding streams (hard to get local match contributions)			



NEXT STEPS

- Adopt prioritized list of needs and prioritization methodology during next RCC meeting (February 19, 2026)
- Interim Coordinated Plan to TxDOT – by February 27, 2026
- RCC Workshop #2 – June 2026 (Goals & Strategies)
- Draft Final Plan – public review during August/September 2026
- Adopted Final Plan – late September 2026

Questions?

Kathy Chambers
Project Manager

kathy@moore-associates.net
661.755.7062



HEART OF TEXAS
COUNCIL OF GOVERNMENTS





Exhibit B.9 RCC meeting agenda and notes (February 19, 2026)

RCC Meeting Notes

02-19-26

Attendees:

April Cook (Hill County Indigent Healthcare)
Carey Amthor (Friends for Life)
Erika Kunkel (McLennan County Health Services)
James Jarmon (Meals on Wheels Waco)
Jana Svacina-Waldrop (Waco Transit)
Rep Pledger (HOTCOG)
Russell Devorsky (HOTCOG)

Zoom Attendees:

Frank Patterson (McLennan Community College)
Heather Travers (McLennan County Health Services)
Kathy Chambers (Moore & Associates)
Keith Vandiver (Bosque County Senior Services)
Judge Lloyd Lane (Freestone County)
Stephanie Roberts (Moore & Associates)

Kathy: Reviewed results from January workshop where we prioritized needs. We had 10 participants at the workshop and six participants who submitted votes afterward.

Reviewed the draft of the interim plan. The interim plan primarily consists of Tech Memo #1 and Tech Memo #2, along with an executive summary, and additional stakeholder information.

Committee: Requested update on page 8 regarding plan modification process.

Requested Target Audience be updated to reflect 'general public'.

Remove HOTMHMR since that group is now HOTBHN.

Update names on RCC Representative List (Page 1-2).

Correct names for McLennan Rural and Waco Transit.

Correct name of Meals on Wheels – Waco.

Additional verbiage changes.

Kathy: Please submit any additional comments or corrections before Monday, February 23, 2026.

Rep: Committee approved the draft of the plan with the corrections noted.



Kathy: Final Interim Plan will be submitted to TxDOT by February 27, 2026.

Technical Memo #3 should arrive at the end of May.

Notes: The Tuesday update meetings will be paused until we receive feedback from TxDOT regarding the interim plan submittal. We anticipate resuming them in April.

The next RCC meeting is scheduled for Thursday, March 26, 2026.

2 of 2

Note: The March 2026 RCC meeting was cancelled.



Exhibit B.10 RCC meeting agenda and notes (April 23, 2026)

RTCC Meeting Notes

04-23-26

Attendees:

In Person

April Cook (Hill County Indigent Healthcare)
Carey Amthor (Friends for Life)
Danielle Utrera (Veterans Affairs)
Jefferson Gunn (HOT National Federation of the Blind)
Judge Cindy Vanlandingham (Bosque County)
Judge Jay Elliott (Falls County)
Judge Lloyd Lane (Freestone County)
Judge Shane Brassell (Hill County)
Melissa Ingriola (HOCTIL)
Misty Hendon (HOTCOG)
Rep Pledger (HOTCOG)
Russell Devorsky (HOTCOG)
Will Roe (City of Marlin)

Zoom Attendees:

Alisha Alvarez (TxDOT)
James Jarmon (Meals on Wheels Waco)
Jason Pettegrow (HOTBHN)
John Vorderkunz (HOTCOG)

Judge Elliott: Call to order 1:01 pm. Proof of posting.

Rep: We are looking for an intern for the spring term, but so far haven't been able to find anyone. Please send suggestions if you have someone in mind.

Update on the RPTCP 5-year plan:

- We've received comments back from TxDOT on the interim plan and those have been sent to stakeholders.
- Comments on chapters 3 and 4 will be discussed in Tuesday's meeting with Moore & Associates.
- Tech Memo 3 is scheduled for release on May 26, 2026.
- The next RPTCP workshop with Moore & Associates is set for June 18, 2026, at 1:00 p.m.
- The final five-year plan will be sent to TxDOT by September 26, 2026 for their review.
- The bi-weekly update meetings with Moore & Associates have resumed and are still held every other Tuesday at 9:00 am. Those are virtual meetings only and

1 of 2



the next one will be on April 28, 2026. An agenda with the Zoom link will be sent prior to the meeting. Those are optional.

Committee has agreed to continue the RCC meetings on the 4th Thursday of every month at:

- a) 1:00 pm on the days when there is no EDD meeting scheduled, and,
- b) 2:00 pm on the days when an EDD meeting is scheduled.

RCC will continue to offer Zoom as an option for attendance.

Even though HOTRTD does not have 5310 vehicles, Waco Transit does. If you receive any communication from TxDOT asking for participation regarding 5310 items, please take part in that. To help, either Rep or Misty will send a separate invitation to the committee members to make sure it isn't missed.

The next RCC meeting will be May 28, 2026 @ 2:00 pm.

Judge Elliott: Meeting adjourned at 1:24 pm



Exhibit B.11 RCC meeting agenda and notes (May 28, 2026)

RCC Meeting Notes

05-28-26

Attendees:

Ava Wolf (Intern)
Carey Amthor (Friends for Life)
Danielle Utrera (Veterans Affairs)
Jason Pettegrow (HOTBHN)
Judge Cindy Vanlandingham (Bosque County)
Misty Hendon (HOTCOG)
Rep Pledger (HOTCOG)
Will Roe (City of Marlin)

Zoom Attendees:

Alisha Alvarez (TxDOT)
April Cook (Hill County Indigent Healthcare)
Jana Svacina-Waldrop (Waco Transit).
John Vorderkuntz (HOTCOG)
Serena Stevenson (Waco Transit)
Seth Welch (Hill County Rep for Angelia Orr)

Rep: Introduction of our new intern, Ava Wolf.

Introduction of Seth Welch, who is attending on behalf of Representative Angelia Orr. Jefferson Gunn had reached out to discuss transportation needs and they wanted to get additional information.

Requesting ideas for coordination between agencies.

Carey: Asked about the list of agencies that are available for public transportation. This will be covered in our next meeting.

Dani: Asked how our plan to organize trips to the VA so veterans could catch their shuttle to Temple was going. Rep said that we have not had any issues reported.

Carey: Friends for Life has 2 thirteen-passenger buses that volunteers use to take people to appointments or to get groceries, etc. Said the availability is very limited. Will provide Rep with the information needed to potentially use those services.

1 of 2



- April: She has received feedback saying that we're no longer taking trips and the transportation program is no longer in service. Would it help if she acted as a liaison between us and those riders. Rep asked that she provide names directly to him and he will look into it.
- Jason: He received the same feedback from clients stating they have been unable to book trips. His team has started placing calls with the client present and they have had a higher chance of successfully booking trips.
- Dani: Asked if we are able to track what demographic those who aren't able to book a trip fall within. Rep replied that it is tracked in our system.
- Rep: Ava is working on updating the website with information on how riders can coordinate trips between HOTRTD, Waco Transit, and McLennan Rural Transit.
- Dani: If there are grants that are specific to a particular population, would those qualify as potentially matching funds, and would it count as coordination if folks were able to speak as to which grants would be available from their agency.
- Jana: There are a lot of additional questions that you have to ask regarding grant limitations. Is it for a specific agency, is it a one-time donation, will it only cover specific trips or groups, etc.
- Jason: The State of Texas has Infinity grants. Will check into them and provide additional information during our next meeting.
- Dani: Does Serena or Jana have additional information on where gaps are in transportation. Particularly regarding patterns with certain demographics.
- Jana: Will check with operations to find additional information.
- Jason: Are there any fundraisers that we're participating in? And is there a way for people to donate on the website?
- Rep: Yes, fundraisers can be held by any group to raise money. We do not currently have anything on the website to donate.
- John: There are currently discussions in place to address donations.
- Jana: For the City of Waco, there is a formal process that donations and gifts have to go through before being accepted.
- Rep: Reminder that our next meeting is the Workshop #2 / RCC meeting. It will be Thursday, June 18, 2026, at 1:00 pm. Lunch will be served.



Exhibit B.12 RCC meeting agenda/Workshop #2 (June 18, 2026)



Heart of Texas
Council of Governments

Councilmember Jimmy Rogers
President

Judge Cindy Vanlandingham
Vice-President

Mayor Protem Andrea Barefield
Secretary/Treasurer

Russell Devorsky
Executive Director

THE STATE OF TEXAS **TO ALL PERSONS INTERESTED**
COUNTY OF MCLENNAN

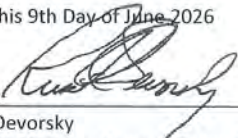
NOTICE IS HEREBY GIVEN in accordance with Chapter 551, Texas Government Code, as amended, that the Heart of Texas Regional Coordination Council Meeting has scheduled a meeting for **Thursday the 18th Day of June 2026, at 1:00 p.m.** This meeting will be held both in-person at the Heart of Texas Council of Governments office, located at 1514 S. New Road, Waco, TX 76711, and also via Zoom at <https://us06web.zoom.us/j/88332202322?pwd=45XO9BANub8dMgPg40oBajck5AW0VM.1>

Regional Coordination Council Stakeholders
AGENDA

June 18, 2026, 1:00 P.M.

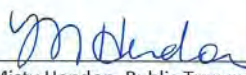
- Call to Order.
- Proof of Posting of notice in accordance with Chapter 551, Texas Government Code, as amended, known as the Texas Open Meetings Act.
- RPTCP Workshop #2:
 - Presentation of Tech Memo #3 by Moore & Associates.
 - Goals and strategies
 - Priorities
 - Comments
- Adjournment.

Signed this 9th Day of June 2026



Russell Devorsky
Executive Director, Heart of Texas Council of Governments

Posted at the front of the building of Heart of Texas Council of Governments, in a prominent place convenient to the public and readily accessible to said public and on the HOTCOG website, by 5:00 p.m. by the 9th day of June 2026.



Signed, Misty Hendon, Public Transportation Admin.

A Voluntary Association of Local Governments
1514 S. New Road • Waco, Texas 76711 • 254-292-1800 • FAX 254-756-0102



Exhibit B.13 RCC Workshop #2 presentation (June 18, 2026)



Regional Public Transportation Coordination Plan

RCC Workshop #2

June 18, 2026, 1:00 p.m.



HEART OF TEXAS
COUNCIL OF GOVERNMENTS



moore & associates
CELEBRATING 35 YEARS

REGIONAL GOALS



Goal 1.0:
Ensure the sustainability of the transportation network through local support.



Goal 2.0:
Improve the reliability of service within rural counties.



Goal 3.0:
Create partnerships to enhance regional mobility.



Goal 4.0:
Expand transportation provider capacity to meet the needs of rural communities.



Goal 5.0:
Increase awareness of available transportation services.



REGIONAL GOAL 1.0: ENSURE SUSTAINABILITY OF THE TRANSPORTATION NETWORK THROUGH LOCAL SUPPORT



Strategy 1.1: Maintain county-specific data for all rural counties.



Strategy 1.2: Effectively communicate the public transit message throughout the region.



REGIONAL GOAL 1.0: ENSURE SUSTAINABILITY OF THE TRANSPORTATION NETWORK THROUGH LOCAL SUPPORT



Strategy 1.3: Increase FTA Section 5311 funding by increasing the local match.





REGIONAL GOAL 2.0: IMPROVE THE RELIABILITY OF SERVICE WITHIN RURAL COUNTIES



Strategy 2.1: Adjust service days/hours to provide more reliable Blue Transit service.



Strategy 2.2: Evaluate demand for scheduled service within communities/counties.



REGIONAL GOAL 2.0: IMPROVE THE RELIABILITY OF SERVICE WITHIN RURAL COUNTIES



Strategy 2.3: Evaluate demand for inter-county scheduled service.



Strategy 2.4: Consider housing Blue Transit vehicles in the county they serve to minimize deadhead travel and potentially increase availability.





REGIONAL GOAL 2.0: IMPROVE THE RELIABILITY OF SERVICE WITHIN RURAL COUNTIES



Strategy 2.5: Consider implementing county-specific service (including intra- and inter-county).



Strategy 2.6: Determine which transportation provider is responsible for serving Golinda and Valley Mills, which span the border of McLennan County and one of the rural counties.



REGIONAL GOAL 3.0: CREATE PARTNERSHIPS TO ENHANCE REGIONAL MOBILITY



Strategy 3.1: Engage stakeholders (especially medical providers and local elected officials) for local support.



Strategy 3.2: Conduct outreach to medical providers regarding patients who use public or NEMT transportation for travel to appointments.





REGIONAL GOAL 3.0: CREATE PARTNERSHIPS TO ENHANCE REGIONAL MOBILITY



Strategy 3.3: Partner with transit operators outside the primary service area (where available) to offer connections (transfers) to key destinations.



REGIONAL GOAL 4.0: EXPAND TRANSPORTATION PROVIDER CAPACITY TO MEET THE NEEDS OF RURAL COMMUNITIES



Strategy 4.1: Expand service capacity/options based on funding from a specific area/county.



Strategy 4.2: Educate and recruit human and social services providers in an effort to expand the pool of qualified Section 5310 providers to better meet community needs.





REGIONAL GOAL 4.0: EXPAND TRANSPORTATION PROVIDER CAPACITY TO MEET THE NEEDS OF RURAL COMMUNITIES



Strategy 4.3: Introduce a volunteer driver program and/or mileage reimbursement program in the HOTCOG region to improve mobility, especially for seniors and persons with disabilities.



Strategy 4.4: Recruit and retain a sufficient driver pool to provide the full level of service for Waco Transit and McLennan Rural Transit.



REGIONAL GOAL 4.0: EXPAND TRANSPORTATION PROVIDER CAPACITY TO MEET THE NEEDS OF RURAL COMMUNITIES



Strategy 4.5: Explore the introduction of a vanpool program that can provide regular transportation between locations (such as for work and school).





REGIONAL GOAL 5.0: INCREASE AWARENESS OF AVAILABLE TRANSPORTATION SERVICES



Strategy 5.1: Improve the service information available online and in print (especially with respect to rural transportation).



Strategy 5.2: Develop train-the-trainer materials so that travel training can be conducted by local organizations.



REGIONAL GOAL 5.0: INCREASE AWARENESS OF AVAILABLE TRANSPORTATION SERVICES



Strategy 5.3: Improve bus stop infrastructure in Waco.





NEXT STEPS

- Submit any additional comments regarding the goals and strategies in Technical Memo #3 no later than **June 25, 2026** by:
 - Handing the form to the presenter following the workshop
 - Submitting the form to Rep or Misty
 - Emailing your form to kathy@moore-associates.net
- Draft Final Plan – public review during August/September 2026
- Adopted Final Plan – late September 2026

Questions?

Kathy Chambers
Project Manager

kathy@moore-associates.net
661.755.7062



HEART OF TEXAS
COUNCIL OF GOVERNMENTS





Exhibit B.14 RCC Workshop #2 comment form (June 18, 2026)

**Heart of Texas Council of Governments
Regional Public Transportation Coordination Plan
RCC Workshop #2 | June 18, 2026, 1 pm**

Below are the regional goals and strategies that will be discussed during Workshop #2. Additional detail for each of the goals and strategies is provided within Technical Memo #3. During the workshop, you will have an opportunity to provide input on any of the goals or strategies. If you are not able to attend, will be attending virtually, or if you are able to attend in person but would rather submit your input in writing, we invite you to use this form to provide your feedback.

This first page provides you with an opportunity to comment on the goals themselves. Please turn to the next pages to provide comments regarding the individual strategies.

Regional Goals
Goal 1.0: Ensure sustainability of the transportation network through local support.
Comment:
Goal 2.0: Improve the reliability of service within rural counties.
Comment:
Goal 3.0: Create partnerships to enhance regional mobility.
Comment:
Goal 4.0: Expand transportation provider capacity to meet the needs of rural communities.
Comment:
Goal 5.0: Increase awareness of available transportation services.
Comment:

Please use the following pages to comment on the individual strategies.



Goal 1.0: Ensure sustainability of the transportation network through local support.	
Strategy 1.1: Maintain county-specific data for all rural counties.	Priority: Medium
Comment:	
Strategy 1.2: Effectively communicate the public transit message throughout the region.	Priority: High
Comment:	
Strategy 1.3: Increase FTA Section 5311 funding by increasing the local match.	Priority: High
Comment:	
Goal 2.0: Improve the reliability of service within rural counties.	
Strategy 2.1: Adjust service days/hours to provide more reliable Blue Transit service.	Priority: Medium
Comment:	
Strategy 2.2: Evaluate demand for scheduled service within communities/counties.	Priority: Medium
Comment:	
Strategy 2.3: Evaluate demand for inter-county scheduled service.	Priority: Medium
Comment:	
Strategy 2.4: Consider housing Blue Transit vehicles in the county they serve to minimize deadhead travel and potentially increase availability.	Priority: Low
Comment:	
Strategy 2.5: Consider implementing county-specific service (including intra- and inter-county).	Priority: High
Comment:	
Strategy 2.6: Determine which transportation provider is responsible for serving Golinda and Valley Mills, which span the border between McLennan County and one of the rural counties.	Priority: High
Comment:	



Goal 3.0: Create partnerships to enhance regional mobility.	
Strategy 3.1: Engage stakeholders (especially medical providers and local elected officials) for local support.	Priority: High
Comment:	
Strategy 3.2: Conduct outreach to medical providers regarding patients who use public or NEMT transportation for travel to appointments.	Priority: Medium
Comment:	
Strategy 3.3: Partner with transit operators outside the primary service area (where available) to offer connections (transfers) to key destinations.	Priority: Medium
Comment:	
Goal 4.0: Expand transportation provider capacity to meet the needs of rural communities.	
Strategy 4.1: Expand service capacity/options based on funding from a specific area/county.	Priority: Medium
Comment:	
Strategy 4.2: Educate and recruit human and social services providers in an effort to expand the pool of qualified Section 5310 providers to better meet community needs.	Priority: Low
Comment:	
Strategy 4.3: Introduce a volunteer driver program and/or mileage reimbursement program (pay-your-pal) in the HOTCOG region to improve mobility, especially for seniors and persons with disabilities.	Priority: Medium
Comment:	
Strategy 4.4: Recruit and retain a sufficient driver pool to provide the full level of service for Waco Transit and McLennan Rural Transit District.	Priority: Low
Comment:	
Strategy 4.5: Explore the introduction of a vanpool program that can provide regular transportation between locations (such as for work and school).	Priority: Low
Comment:	



Goal 5.0: Increase awareness of available transportation services.	
Strategy 5.1: Improve the service information available online and in print (especially with respect to rural transportation).	Priority: High
Comment:	
Strategy 5.2: Develop train-the-trainer materials so that travel training can be conducted by local organizations.	Priority: Medium
Comment:	
Strategy 5.3: Improve bus stop infrastructure in Waco.	Priority: Low
Comment:	

Before submitting your comments, tell us who you are:

Your name:	
Your organization:	

Submit your comments by:

- Handing your completed form to the presenter at the end of the workshop (if attending in person).
- Providing your completed form to Rep or Misty after the workshop.
- Emailing your form to kathy@moore-associates.net.

All comments must be received no later than June 25, 2026 in order to be reflected in the project report.

Thank you for your participation in the workshop!



Exhibit B.15 RCC Workshop #2 sign-in sheet (June 18, 2026)

RCC Meeting / RPTCP Workshop #2
Sign-In Sheet
June 18, 2026

PRINT NAME	COMPANY	EMAIL (for new attendees only)
Misty Hender	HOTCOG	
Ava Wolf	Hotcog	
Rp Rledge	Hotcog	
CAREY AMMON	FRIENDS FOR LIFE	ON FILE
Heather Travers	McLennan County	
Kathy Chambers	Moore & Associates	
James Jarnon	MOWN	

Additional attendees included Jefferson Gunn (in person), Serena Stevenson (Zoom), John Vorderkunz (Zoom), and Jason Pettegrow (Zoom). Stephanie Roberts from the consultant team moderated the Zoom call.



Appendix C | Public Engagement and Outreach Materials

Exhibit C.1 Project summary flyer (English)

The Heart of Texas Council of Governments (HOTCOG)

Who are we?
HOTCOG supports 80 member organizations working to enhance our residents' quality of life. From health and transportation to community and economic development, HOTCOG fills gaps and assists efforts to strengthen the Heart of Texas region (Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties).

Regional Public Transportation Coordination Plan

What is it?
The Coordination Plan is a roadmap for improving transportation in our six counties. The 2026 update focuses on making travel easier for all residents, especially seniors, persons with disabilities, families with low incomes, households without a car, youth, people who speak limited English, Veterans, and job seekers and workforce program clients. The Coordination Plan is updated every five years.

What's the process?

1. Collect information about current transportation resources
2. Collect feedback
 - Stakeholder Surveys
 - Community Surveys
 - Pop-up Events and Focus Groups
 - Stakeholder and Transportation Provider Interviews
3. Analyze data
4. Develop strategies to address gaps in service

What can I do?

Take the survey! 

Make a comment!

 Virtual focus groups will be held in late October 2025. If you're interested in participating, take the survey and let us know at the end that you'd like to participate.

For more information visit
GetConnectedHOT.com



Exhibit C.2 Project summary flyer (Spanish)



Consejo de Gobiernos del Corazón de Texas (HOTCOG)

¿Quiénes somos?
HOTCOG apoya a 80 organizaciones miembros que trabajan para mejorar la calidad de vida de nuestros residentes. Desde la sanidad y el transporte hasta el desarrollo comunitario y económico, HOTCOG llena lagunas y ayuda en los esfuerzos por fortalecer la región del Corazón de Texas (condados de Bosque, Falls, Freestone, Hill, Limestone y McLennan).

Plan regional de coordinación del transporte público

¿Qué es?
El Plan de Coordinación es una hoja de ruta para mejorar el transporte en nuestros seis condados. La actualización de 2026 se centra en facilitar los desplazamientos a todos los residentes, especialmente a las personas mayores, las personas con discapacidad, las familias con bajos ingresos, los hogares sin coche, los jóvenes, las personas con un dominio limitado del inglés, los veteranos y los demandantes de empleo y los clientes de programas de empleo. El Plan de Coordinación se actualiza cada cinco años.

¿Cuál es el proceso?

1. Recopilar información sobre los recursos de transporte actuales.
2. Recopilar comentarios
 - Encuestas para partes interesadas
 - Encuestas comunitarias
 - Eventos emergentes y grupos focales
 - Entrevistas con partes interesadas y proveedores de transporte
3. Analizar datos
4. Desarrollar estrategias para abordar las deficiencias en el servicio.

¿Qué puedo hacer?

¡Participa en la encuesta!

¡Deja un comentario!



 Los grupos de discusión virtuales se celebrarán a finales de octubre de 2025. Si está interesado en participar, responda a la encuesta y háganos saber al final que le gustaría participar.

Para obtener más información, visite
GetConnectedHOT.com



Exhibit C.3 Business card (bilingual)



Exhibit C.4 Social media graphic





Exhibit C.5 Comment card (bilingual)

Question/Comment Card



Use this card to submit a question or comment.

QUESTION/COMMENT:

Name (optional): _____

**Tarjeta de preguntas/
comentarios**



Utilice esta tarjeta para enviar una pregunta o comentario.

PREGUNTA/COMENTARIO:

Nombre (opcional): _____



Exhibit C.6 Project webpage (English)

Connecting the Community



HEART OF TEXAS
COUNCIL OF GOVERNMENTS

Take the Community Survey here!

- About the Plan
- Upcoming Events
- Project Resources
- Survey
- Contact Us
- Español

Connecting the Community: A Coordinated Transportation Plan for the Heart of Texas Region



Improving mobility is an ongoing objective for persons living, working, or visiting the Heart of Texas region. As the lead agency for our region, the Heart of Texas Council of Governments (HOTCOG) is working with the Texas Department of Transportation (TxDOT) and a consultant team to prepare an update of the Regional Public Transportation Coordination Plan (Plan) for Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties.

The 2026 Plan seeks to identify practical strategies for improving the day-to-day mobility of all residents of the region, but especially older adults, persons with disabilities, low-income individuals, zero-car households, area youth, persons with limited English proficiency, veterans, clients of workforce agencies, and employment/job seekers. It will include a variety of public participation opportunities including a bilingual (Spanish/English) project webpage, community survey, and focus groups with members of the target populations listed above. We will also conduct surveys of stakeholders and transportation providers to gain additional insight into the needs of and transportation resources available to the region.

While public transportation plays a significant role in regional mobility, it is far from the only transportation provider. As such, we will be reaching out to many organizations that provide transportation services or support for transportation to gain a comprehensive understanding of the mobility resources available within Heart of Texas communities.

All residents are encouraged to take the community survey via the link on the left side of the page. If you are interested in participating in a focus group, you'll have the opportunity to let us know at the end of the survey.

If you are an organization that serves any of the target populations listed above, have not received a stakeholder survey, and would like to complete a stakeholder survey and/or receive materials to distribute to those you serve, [click here to send us your request](#). Make sure you include your email address so we can respond.

This project webpage will be updated approximately every two weeks throughout the project term. Check back often to learn about the project's progress, opportunities for public participation, and how your ideas may be able to help improve mobility/transportation throughout the Heart of Texas region.



Exhibit C.7 Project webpage (Spanish)

Conectando a la Comunidad



HEART OF TEXAS
COUNCIL OF GOVERNMENTS

¡Realice la Encuesta Comunitaria aquí!

Acerca del Plan
Próximos Eventos
Recursos del Proyecto
Encuesta
Contáctenos

Conectando a la Comunidad: Un Plan de Transporte Coordinado para la Región del Corazón de Texas



Mejorar la movilidad es un objetivo continuo para las personas que viven, trabajan o visitan la región del Corazón de Texas. Como la agencia líder para nuestra región, el Consejo de Gobiernos del Corazón de Texas (HOTCOG, por sus siglas en inglés) está trabajando con el Departamento de Transporte de Texas (TxDOT, por sus siglas en inglés) y un equipo de consultores para preparar una actualización del Plan Regional de Coordinación de Transporte Público (Plan) para los condados de Bosque, Falls, Freestone, Hill, Limestone y McLennan.

El Plan 2026 busca identificar estrategias prácticas para mejorar la movilidad del día a día de todos los residentes de la región, pero especialmente los adultos mayores, personas con discapacidades, personas de bajos ingresos, hogares sin autos, jóvenes del área, personas con dominio limitado del inglés, veteranos, clientes de agencias de fuerza laboral y solicitantes de empleo. Incluirá una variedad de oportunidades de participación pública, incluyendo una página web de proyecto bilingüe (español/inglés), una encuesta comunitaria y grupos de enfoque con miembros de las poblaciones objetivo enlistadas anteriormente. También realizaremos encuestas de partes interesadas y proveedores de transporte para obtener información adicional de las necesidades y de los recursos de transporte disponibles para la región.

Si bien el transporte público representa un papel significativo en la movilidad regional, está lejos de ser el único proveedor de transporte. Por lo tanto, contactaremos a muchas organizaciones que proporcionan servicios de transporte o apoyo para el transporte para obtener una comprensión integral de los recursos de movilidad disponibles dentro de las comunidades del Corazón de Texas.

Se anima a todos los residentes a realizar la encuesta comunitaria a través del enlace que aparece en el lado izquierdo de la página. Si le interesa participar en un grupo de enfoque, tendrá la oportunidad de comunicarnos al final de la encuesta.

Si usted es una organización que sirve a alguna de las poblaciones objetivo enumeradas anteriormente, y no ha recibido una encuesta de partes interesadas y le gustaría completar una encuesta de partes interesadas y/o recibir materiales para distribuir a las personas a las que sirve, [haga clic aquí para enviarnos su solicitud](#). Asegúrese de incluir su dirección de correo electrónico para que podamos responder.

Esta página web del proyecto se actualizará aproximadamente cada dos semanas a lo largo del plazo del proyecto. Vuelva a consultar con frecuencia para conocer el progreso del proyecto, las oportunidades de participación pública y cómo sus ideas pueden ayudar a mejorar la movilidad/el transporte en toda la región del Corazón de Texas.



Exhibit C.8 Community survey flyer (English)



Scan the
QR code

Your feedback *is important!*





HEART OF TEXAS
COUNCIL OF GOVERNMENTS

Survey Participation Opportunity!

Chance for your voice to be heard and to be entered
into a drawing for a series of **\$50 VISA gift cards**

2026 Regionally Coordinated Transportation Plan Community Transportation Survey

The Heart of Texas Council of Governments (HOTCOG)
is updating the region's five-year Coordinated
Transportation Plan. By completing this
short survey, you will help us learn about your current and
future transportation needs and priorities.





Exhibit C.9 Community survey flyer (Spanish)



Escanea el código QR

¡Su opinión es importante!





HEART OF TEXAS
COUNCIL OF GOVERNMENTS

Encuesta ¡Oportunidad de participación!

Oportunidad de hacer oír tu voz y participar en un sorteo de una serie de **tarjetas de regalo VISA de \$50.**

Plan Regional de Transporte Coordinado 2026
Encuesta Comunitaria Sobre Transporte

Heart of Texas Council of Governments (HOTCOG) está preparando una actualización al Plan quinquenal de transporte coordinado. Al realizar esta encuesta breve, nos ayudará a conocer sobre sus necesidades y prioridades actuales y futuras en cuanto al transporte.





Exhibit C.10 Pop-up event flyers

Need a ride? We're here to help!



The Heart of Texas Council of Governments (HOTCOG) is updating its Regional Public Transportation Coordination Plan to help make travel throughout the region a little easier.

We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!  Enter to win a series of \$50 VISA Gift Cards!	Monday, October 20, 2025 Hillsboro City Library 118 S Waco St, Hillsboro, TX 76645 11:00 AM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

For project information, visit GetConnectedHOT.com
For Blue Transit information, visit gobluestransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



El Consejo de Gobiernos del Corazón de Texas (HOTCOG) está actualizando su Plan Regional de Coordinación del Transporte Público para ayudar a que los desplazamientos por toda la región sean un poco más fáciles.

¡Queremos saber cuáles son TUS necesidades de transporte! Visítanos para conocer este importante proyecto y cuéntanos qué podemos hacer para mejorar el transporte en su comunidad. ¡Su opinión es importante!

Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!  ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Lunes, 20 de octubre de 2025 Biblioteca de la ciudad de Hillsboro 118 S Waco St, Hillsboro, TX 76645 11:00 a.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

Para obtener información sobre el proyecto, visite GetConnectedHOT.com
Para obtener información sobre Blue Transit, visite gobluestransit.com

Need a ride? We're here to help!



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We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!  Enter to win a series of \$50 VISA Gift Cards!	Monday, October 20, 2025 Gibbs Memorial Library 305 E Rusk St, Mexia, TX 76667 4:00 PM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

For project information, visit GetConnectedHOT.com
For Blue Transit information, visit gobluestransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



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¡Queremos saber cuáles son TUS necesidades de transporte! Visítanos para conocer este importante proyecto y cuéntanos qué podemos hacer para mejorar el transporte en su comunidad. ¡Su opinión es importante!

Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!  ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Lunes, 20 de octubre de 2025 Biblioteca Gibbs Memorial 305 E Rusk St, Mexia, TX 76667 4:00 p.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

Para obtener información sobre el proyecto, visite GetConnectedHOT.com
Para obtener información sobre Blue Transit, visite gobluestransit.com



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We want to hear from **YOU** about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!	Tuesday, October 21, 2025
 Enter to win a series of \$50 VISA Gift Cards!	Golinda Senior Center
	7039 Golinda Drive, Lorena, TX 76655
	11:30 AM

 For project information, visit GetConnectedHOT.com
For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



El Consejo de Gobiernos del Corazón de Texas (HOTCOG) está actualizando su Plan Regional de Coordinación del Transporte Público para ayudar a que los desplazamientos por toda la región sean un poco más fáciles.

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Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!	Martes, 21 de octubre de 2025
 ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Centro para personas mayores de Golinda
	7039 Golinda Drive, Lorena, TX 76655
	11:30 a.m.

 Para obtener información sobre el proyecto, visite GetConnectedHOT.com
Para obtener información sobre Blue Transit, visite gobluetransit.com

Need a ride? We're here to help!



The Heart of Texas Council of Governments (HOTCOG) is updating its Regional Public Transportation Coordination Plan to help make travel throughout the region a little easier.

We want to hear from **YOU** about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!	Tuesday, October 21, 2025
 Enter to win a series of \$50 VISA Gift Cards!	Teague Public Library
	400 Main St, Teague, TX 75860
	3:00 PM

 For project information, visit GetConnectedHOT.com
For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



El Consejo de Gobiernos del Corazón de Texas (HOTCOG) está actualizando su Plan Regional de Coordinación del Transporte Público para ayudar a que los desplazamientos por toda la región sean un poco más fáciles.

¿Queremos saber cuáles son **TUS** necesidades de transporte? Visitenos para conocer este importante proyecto y cuéntenos qué podemos hacer para mejorar el transporte en su comunidad. ¡Su opinión es importante!

Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!	Martes, 21 de octubre de 2025
 ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Biblioteca pública de Teague
	400 Main St, Teague, TX 75860
	3:00 p.m.

 Para obtener información sobre el proyecto, visite GetConnectedHOT.com
Para obtener información sobre Blue Transit, visite gobluetransit.com



Need a ride? We're here to help!



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We want to hear from **YOU** about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!	Tuesday, October 21, 2025
 Enter to win a series of \$50 VISA Gift Cards!	Hillsboro Interfaith Ministry
	214-A East Elm St., Hillsboro, TX 76645
	5:00 PM

 For project information, visit GetConnectedHOT.com
For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



El Consejo de Gobiernos del Corazón de Texas (HOTCOG) está actualizando su Plan Regional de Coordinación del Transporte Público para ayudar a que los desplazamientos por toda la región sean un poco más fáciles.

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Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!	Martes, 21 de octubre de 2025
 ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Ministerio Interreligioso de Hillsboro
	214-A East Elm St., Hillsboro, TX 76645
	5:00 p.m.

 Para obtener información sobre el proyecto, visite GetConnectedHOT.com
Para obtener información sobre Blue Transit, visite gobluetransit.com

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We want to hear from **YOU** about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!	Wednesday, October 22, 2025
 Enter to win a series of \$50 VISA Gift Cards!	Bosque County Senior Services
	101 W. Avenue E, Valley Mills, TX 76689
	11:30 AM

 For project information, visit GetConnectedHOT.com
For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



El Consejo de Gobiernos del Corazón de Texas (HOTCOG) está actualizando su Plan Regional de Coordinación del Transporte Público para ayudar a que los desplazamientos por toda la región sean un poco más fáciles.

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Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!	Miércoles, 22 de octubre de 2025
 ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Servicios para personas mayores del condado de Bosque
	101 W. Avenue E, Valley Mills, TX 76689
	11:30 a.m.

 Para obtener información sobre el proyecto, visite GetConnectedHOT.com
Para obtener información sobre Blue Transit, visite gobluetransit.com



Need a ride? We're here to help!



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We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

EVENT HIGHLIGHTS

Stop by our Pop-Up Event!

Enter to win a series of \$50 VISA Gift Cards!

EVENT DETAILS

Wednesday, October 22, 2025

Estella Maxey Community Center
1809 JJ Flewellen Rd, Waco, TX

5:30 PM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS For project information, visit GetConnectedHOT.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



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DESTACADOS DEL EVENTO

¡Pásate por nuestro Pop-Up Event!

¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!

DETALLES DEL EVENTO

Miércoles, 22 de octubre de 2025

Centro Comunitario Estella Maxey
1809 JJ Flewellen Rd, Waco, TX

5:30 p.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS Para obtener información sobre el proyecto, visite GetConnectedHOT.com

Need a ride? We're here to help!



The Heart of Texas Council of Governments (HOTCOG) is updating its Regional Public Transportation Coordination Plan to help make travel throughout the region a little easier.

We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

EVENT HIGHLIGHTS

Stop by our Pop-Up Event!

Enter to win a series of \$50 VISA Gift Cards!

EVENT DETAILS

Thursday, October 23, 2025

Heart of Texas Veterans One Stop
2010 La Salle Ave Suite A, Waco, TX 76706

11:00 AM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS For project information, visit GetConnectedHOT.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



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¿Queremos saber cuáles son TUS necesidades de transporte? Visitenos para conocer este importante proyecto y cuéntenos qué podemos hacer para mejorar el transporte en su comunidad. ¡Su opinión es importante!

DESTACADOS DEL EVENTO

¡Pásate por nuestro Pop-Up Event!

¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!

DETALLES DEL EVENTO

Jueves, 23 de octubre de 2025

Corazón de los veteranos de Texas una parada
2010 La Salle Ave Suite A, Waco, TX 76706

11:00 a.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS Para obtener información sobre el proyecto, visite GetConnectedHOT.com



Need a ride? We're here to help!



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We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

EVENT HIGHLIGHTS
Stop by our Pop-Up Event!
Enter to win a series of \$50 VISA Gift Cards!

EVENT DETAILS
Thursday, October 23, 2025
Kate Ross Community Center
1115 Cleveland Ave, Waco, TX
10:00 AM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS For project information, visit GetConnectedHOT.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



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DESTACADOS DEL EVENTO
¡Pásate por nuestro Pop-Up Event!
¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!

DETALLES DEL EVENTO
Jueves, 23 de octubre de 2025
Centro Comunitario Kate Ross
1115 Cleveland Ave, Waco, TX
10:00 a.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS Para obtener información sobre el proyecto, visite GetConnectedHOT.com

Need a ride? We're here to help!



The Heart of Texas Council of Governments (HOTCOG) is updating its Regional Public Transportation Coordination Plan to help make travel throughout the region a little easier.

We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

EVENT HIGHLIGHTS
Stop by our Pop-Up Event!
Enter to win a series of \$50 VISA Gift Cards!

EVENT DETAILS
Thursday, October 23, 2025
Bosque County Senior Services
152 4th Street, Walnut Springs, TX
12:00 PM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS For project information, visit GetConnectedHOT.com
For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



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DESTACADOS DEL EVENTO
¡Pásate por nuestro Pop-Up Event!
¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!

DETALLES DEL EVENTO
Jueves, 23 de octubre de 2025
Servicios para personas mayores del condado de Bosque
152 4th Street, Walnut Springs, TX
12:00 p.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS Para obtener información sobre el proyecto, visite GetConnectedHOT.com
Para obtener información sobre Blue Transit, visite gobluetransit.com



Need a ride? We're here to help!



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We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!	Thursday, October 23, 2025
 Enter to win a series of \$50 VISA Gift Cards!	Groesbeck Housing Authority 407 N Leon St, Groesbeck, TX 76642 3:00 PM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

For project information, visit GetConnectedHOT.com

For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



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Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!	Jueves, 23 de octubre de 2025
 ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Autoridad de Vivienda de Groesbeck 407 N Leon St, Groesbeck, TX 3:00 p.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

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Para obtener información sobre Blue Transit, visite gobluetransit.com

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We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

Scan the QR code

EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event!	Friday, October 24, 2025
 Enter to win a series of \$50 VISA Gift Cards!	Rosebud Senior Center 336 Main St, Rosebud, 76570 9:00 AM

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

For project information, visit GetConnectedHOT.com

For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



El Consejo de Gobiernos del Corazón de Texas (HOTCOG) está actualizando su Plan Regional de Coordinación del Transporte Público para ayudar a que los desplazamientos por toda la región sean un poco más fáciles.

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Escanea el código QR

DESTACADOS DEL EVENTO	DETALLES DEL EVENTO
¡Pásate por nuestro Pop-Up Event!	Viernes, 24 de octubre de 2025
 ¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!	Centro para personas mayores Rosebud 336 Main St, Rosebud, 76570 9:00 a.m.

 **HEART OF TEXAS**
COUNCIL OF GOVERNMENTS

Para obtener información sobre el proyecto, visite GetConnectedHOT.com

Para obtener información sobre Blue Transit, visite gobluetransit.com



Need a ride? We're here to help!



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We want to hear from YOU about your transportation needs! Stop by to learn about this important project and tell us what we can do to improve transportation in your community. Your voice matters!

EVENT HIGHLIGHTS

Stop by our Pop-Up Event!



Enter to win a series of \$50 VISA Gift Cards!

EVENT DETAILS

Friday, October 24, 2025

Fairfield Senior Center

201 North Bateman Road, Fairfield TX

12:00 PM



Scan the QR code



For project information, visit GetConnectedHOT.com

For Blue Transit information, visit gobluetransit.com

¿Necesitas que te lleven? ¡Estamos aquí para ayudarte!



El Consejo de Gobiernos del Corazón de Texas (HOTCOG) está actualizando su Plan Regional de Coordinación del Transporte Público para ayudar a que los desplazamientos por toda la región sean un poco más fáciles.

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DESTACADOS DEL EVENTO

¡Pásate por nuestro Pop-Up Event!



¡Participa para ganar una serie de tarjetas regalo VISA de 50 dólares!

DETALLES DEL EVENTO

Viernes, 24 de octubre de 2025

Centro para personas mayores Fairfield

201 North Bateman Road, Fairfield TX

12:00 p.m.



Escanear el código QR



Para obtener información sobre el proyecto, visite GetConnectedHOT.com

Para obtener información sobre Blue Transit, visite gobluetransit.com



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Appendix D | Stakeholder Survey

Exhibit D.1 Stakeholder survey instrument

Heart of Texas Council of Governments Regional Public Transportation Coordination Plan Stakeholder Survey			
Response deadline: September 26, 2025			
This survey may also be completed online at https://www.surveymonkey.com/r/YWWFM9S			
Section 1: Organization background			
1. Tell us about your organization.			
Organization Name:			
Organization Address:			
Your Name:		Your Title:	
Email:		Phone #:	
2. What best describes your organization's service area? (Select all that apply.)			
☐ Bosque County	☐ Location(s) within Bosque County, but not the whole county		
☐ Falls County	☐ Location(s) within Falls County, but not the whole county		
☐ Freestone County	☐ Location(s) within Freestone County, but not the whole county		
☐ Limestone County	☐ Location(s) within Limestone County, but not the whole county		
☐ Hill County	☐ Location(s) within Hill County, but not the whole county		
☐ McLennan County	☐ Location(s) within McLennan County, but not the whole county		
☐ Areas outside these six counties	☐ Statewide		
☐ Other (describe): _____			
3. Which of the following best describes your organization?			
☐ Government	☐ Public	☐ Private non-profit	☐ Private for-profit
☐ Other (specify): _____			
4. What historically transportation-disadvantaged populations are primarily served by your organization? (Select all that apply.)			
☐ Older adults (age 60+)	☐ Youth (under age 12)		
☐ Adults with physical disabilities (ambulatory)	☐ Youth (age 12-18)		
☐ Adults with physical disabilities (non-ambulatory, including wheelchairs)	☐ Low-income individuals		
☐ Adults with cognitive or developmental disabilities	☐ Unhoused individuals		
☐ Children with physical disabilities (ambulatory)	☐ Veterans		
☐ Children with physical disabilities (non-ambulatory, including wheelchairs)	☐ Persons with limited English proficiency		
☐ Children with cognitive or developmental disabilities	☐ Job/employment seekers		
☐ Other (describe): _____			
<i>Please note: Throughout this survey the term "client" refers to the individuals served by a given organization. This term is intended to refer to the clients, members, patients, students, and/or participants of the programs and services offered by your organization.</i>			
5. What is the approximate size of your organization's client base (e.g., how many individual clients do you regularly serve in an average year)?			
☐ Fewer than 100	☐ 100 to 249	☐ 250 to 499	☐ 500 to 999
		☐ 1,000 to 4,999	☐ 5,000 or more
Continued on next page →			



6. What are the core functions of your organization? (Select all that apply.)

- | | |
|--|---|
| ☐ General public transportation | ☐ Counseling |
| ☐ Home-to-school transportation | ☐ Education (e.g., K-12 schools, higher education) |
| ☐ Client transportation | ☐ Screening |
| ☐ Non-emergency medical transportation | ☐ Information/referral |
| ☐ Healthcare: general | ☐ Day program/treatment |
| ☐ Healthcare: specialized | ☐ Residential facilities |
| ☐ Healthcare: dialysis | ☐ Job training |
| ☐ Rehabilitation services | ☐ Job placement |
| ☐ Nutrition (e.g., congregate meals, meal delivery) | ☐ Recreation/social |
| ☐ Social services | ☐ Childcare (including after-school programs) |
| ☐ Other (describe): _____ | |

7. What support, if any, does your organization provide for client transportation? (Select all that apply.)

- | | |
|---|--|
| ☐ Directly transport clients yourself using an agency vehicle. | ☐ Refer clients to transit provider guides or websites. |
| ☐ Contract with a transit provider for client trips. | ☐ Plan transportation for clients using Google Transit or an online trip planner. |
| ☐ Schedule paratransit trips on behalf of individual clients. | ☐ Use 211 Texas to provide information to clients. |
| ☐ Transport clients through a volunteer driver program. | ☐ Provide clients with tickets or passes to use public transit or paratransit. |
| ☐ Provide initial assistance in obtaining transportation (client responsible for follow up). | ☐ Provide mileage reimbursement or gas money. |
| ☐ Provide mobility management/travel training. | ☐ Pay for car repairs or other car expenses. |
| ☐ Provide clients with transportation guides/schedules. | ☐ Other (describe): _____ |
| | ☐ None |

8. As part of the public engagement for this Coordination Plan, HOTCOG is conducting a community survey of historically transportation-disadvantaged individuals. Would your organization be willing to help reach those populations by providing the community survey to the clients of your organization over the next few weeks? Or by allowing HOTCOG to host a pop-up event at your location during the week of October 20, 2025?

- ☐ Yes ☐ No ☐ Maybe

The following sections are intended to provide insight into transportation/mobility needs affecting your clients/members/etc. as well as any transportation programs your organization may provide. Given the organizations targeted within the Heart of Texas region are diverse in scope, not every question may apply to you. Please answer the questions as thoroughly as possible. If a question does not apply to your organization, leave it blank. There is an opportunity at the end of Section 3 to provide additional comments about your organization, its needs, and its services.

Continued on next page →



Section 2: Your organization's transportation needs

9. How frequently do your clients report challenges in meeting the following transportation needs?

Need	Often	Sometimes	Rarely	Never	Not Applicable
Medical trips (doctor visits, dialysis, etc.)	☐	☐	☐	☐	☐
Access to veterans' services (including medical)	☐	☐	☐	☐	☐
Essential shopping (groceries, medicine)	☐	☐	☐	☐	☐
Transportation to work and/or school	☐	☐	☐	☐	☐
Daycare or elementary school trips	☐	☐	☐	☐	☐
After-school trips	☐	☐	☐	☐	☐
Weekday trips	☐	☐	☐	☐	☐
Evening trips	☐	☐	☐	☐	☐
Saturday trips	☐	☐	☐	☐	☐
Sunday trips	☐	☐	☐	☐	☐
Making same-day reservations	☐	☐	☐	☐	☐
Accessibility/path of travel to bus stop	☐	☐	☐	☐	☐
Transfers	☐	☐	☐	☐	☐
Transportation outside their home county	☐	☐	☐	☐	☐
Trip planning and information	☐	☐	☐	☐	☐
Other (describe):	☐	☐	☐	☐	☐

10. If you indicated "often" to any of the statements in the previous question, tell us more about these needs.

11. Are there specific geographic areas you serve where transportation is particularly problematic for your clients? If so, where and why?

12. Are there times of day when your clients need to travel but service is not available? When and where?

13. Do you have clients for which a transportation service is available to meet their needs, but they are not eligible to use it? If so, please describe.

14. What transportation needs are the most significant problems for your clients?

Continued on next page →



15. To what extent do the following barriers prevent your organization's clients from accessing available public transit and human services transportation options?

Barrier	Not applicable	A few	Some	Most	All
Safety concerns (such as fear of waiting at a bus stop or riding with other people)	☐	☐	☐	☐	☐
Language barriers (resulting in inability to arrange trips or get transit information)	☐	☐	☐	☐	☐
Literacy (inability to read or understand information about transportation services)	☐	☐	☐	☐	☐
Lack of knowledge about what transportation services are available or how to use them	☐	☐	☐	☐	☐

16. If language is a barrier impacting use of public transportation, which language(s)? _____

17. What other barriers prevent your organization's clients from using currently available transportation services?

18. Is there anything else you would like us to know about your organization, the services you provide, or the populations you serve that is relevant to this Coordination Plan update?

Section 3: Local transportation coordination

19. What are the most significant challenges your organization faces with respect to providing and/or coordinating transportation services? (Select all that apply.)

- ☐ Lack of funding to meet current transportation/mobility needs (through direct operation or contracting with a provider)
- ☐ Lack of funding to support coordination activities
- ☐ Lack of funding to purchase vehicles
- ☐ Insufficient organizational staffing to provide services
- ☐ Insurance concerns (e.g., terms/conditions do not allow transportation of non-agency passengers, etc.)
- ☐ Policy considerations (e.g., limitation to where trips can originate or terminate)
- ☐ Lack of transportation services in areas served
- ☐ Regulations are too restrictive as to who is eligible for transportation services
- ☐ Unable to mix and/or coordinate grants from different entities
- ☐ Inability to comply with restrictive grant or funding guidelines or reporting
- ☐ Not part of our organization's core mission
- ☐ Other (describe): _____

Continued on next page →



20. What types of coordinated services might your organization be interested in learning more about and/or participating in?

- | | |
|---|---|
| ☐ Sharing vehicles | ☐ Cooperative travel training |
| ☐ Joint vehicle purchasing | ☐ Joint staff/driver training |
| ☐ Insurance cooperatives | ☐ Cooperative vehicle/fleet maintenance |
| ☐ Cooperative fuel purchases | ☐ Cooperative transportation marketing/promotion activities |
| ☐ Sharing passenger trips | ☐ Co-location of facilities, programs, or services |
| ☐ Sharing dispatching software | ☐ Joint grant funding applications (e.g., federal fund braiding) |
| ☐ Coordinated schedules | ☐ Coordinated outreach/public engagement activities |
| ☐ None | |
| ☐ Other (describe): _____ | |

21. Does your organization currently receive any funding for transportation programs or services (or programs supporting client transportation)? If so, describe.

22. Are there any other issues, concerns, or information you believe to be relevant to this issue?

23. Would you be interested in engaging with our project team to discuss the mobility and transportation needs specific to your organization and the population(s) it serves?

- ☐ Yes ☐ No ☐ Maybe

24. Does your organization directly operate, contract for, or subsidize any kind of transportation program or services?

- ☐ Yes ☐ No

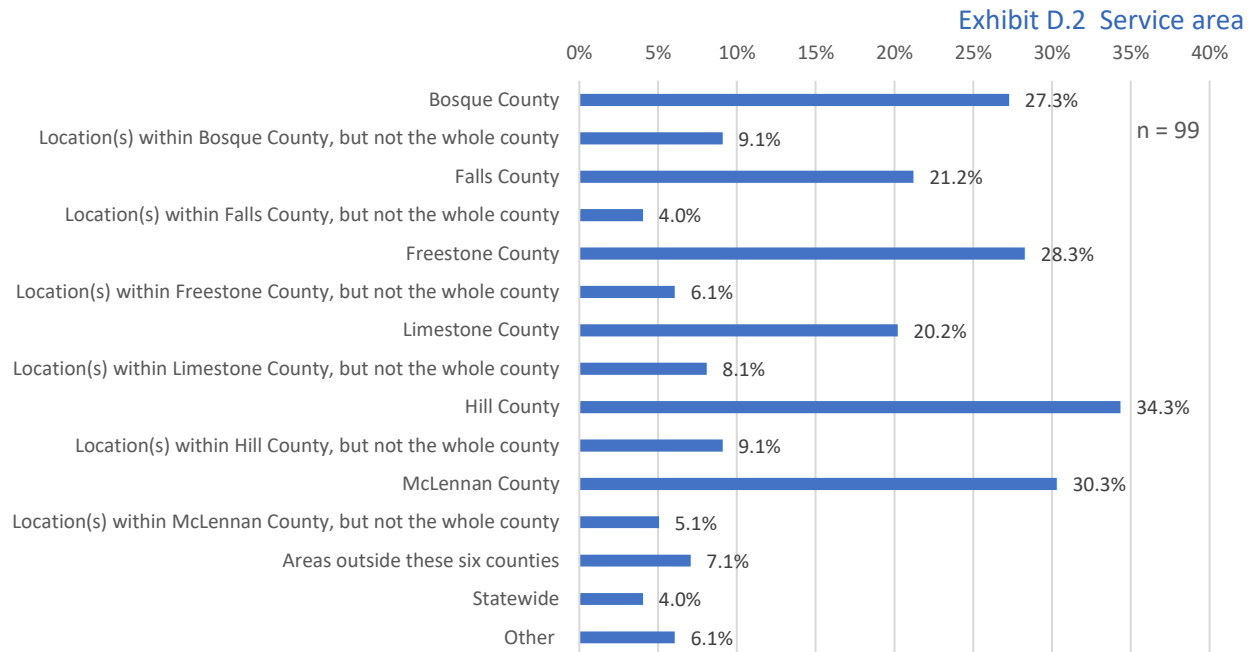
If you answered yes, and your organization has not received a separate Transportation Provider survey, please contact Kathy at kathy@moore-associates.net to request one be sent to you.

Thank you for your participation! Please email your completed survey to kathy@moore-associates.net.



Question 2. What best describes your organization's service area? (Select all that apply.)

Stakeholder respondents represent a broad range of service areas, from portions of a single county to multiple counties or statewide. More than seven percent of stakeholders also serve areas outside of the six-county region, reinforcing that many needs exist regardless of jurisdictional boundaries.



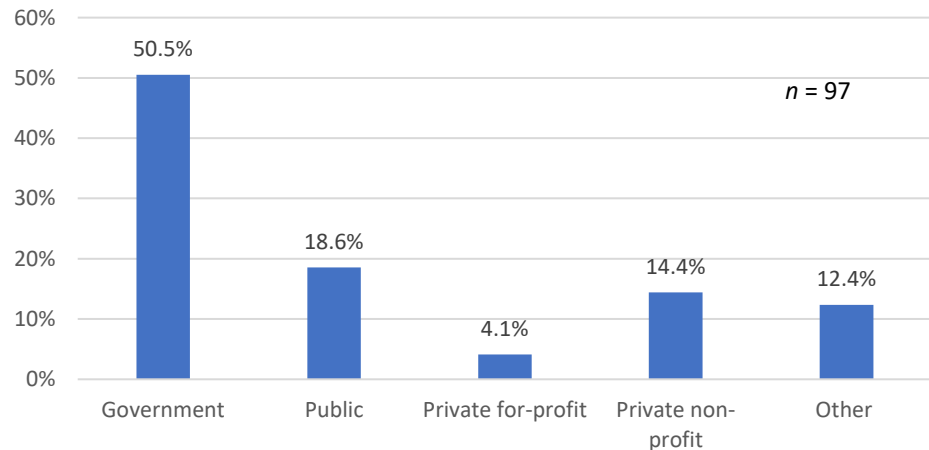
“Other” responses included Gatesville, Johnson County, Ellis County, Coryell County, and Leon County (all of which about the six-county region).



Question 3. Which of the following best describes your organization?

More than two-thirds of stakeholders described themselves as government or public organizations. Private non-profits made up less than 15 percent of respondents. Some organizations were not sure which category they fit into; “other” responses included faith-based and unspecified non-profit organizations, churches, school districts and educational facilities, hospitals and hospital districts, and public housing authorities.

Exhibit D.3 Type of organization



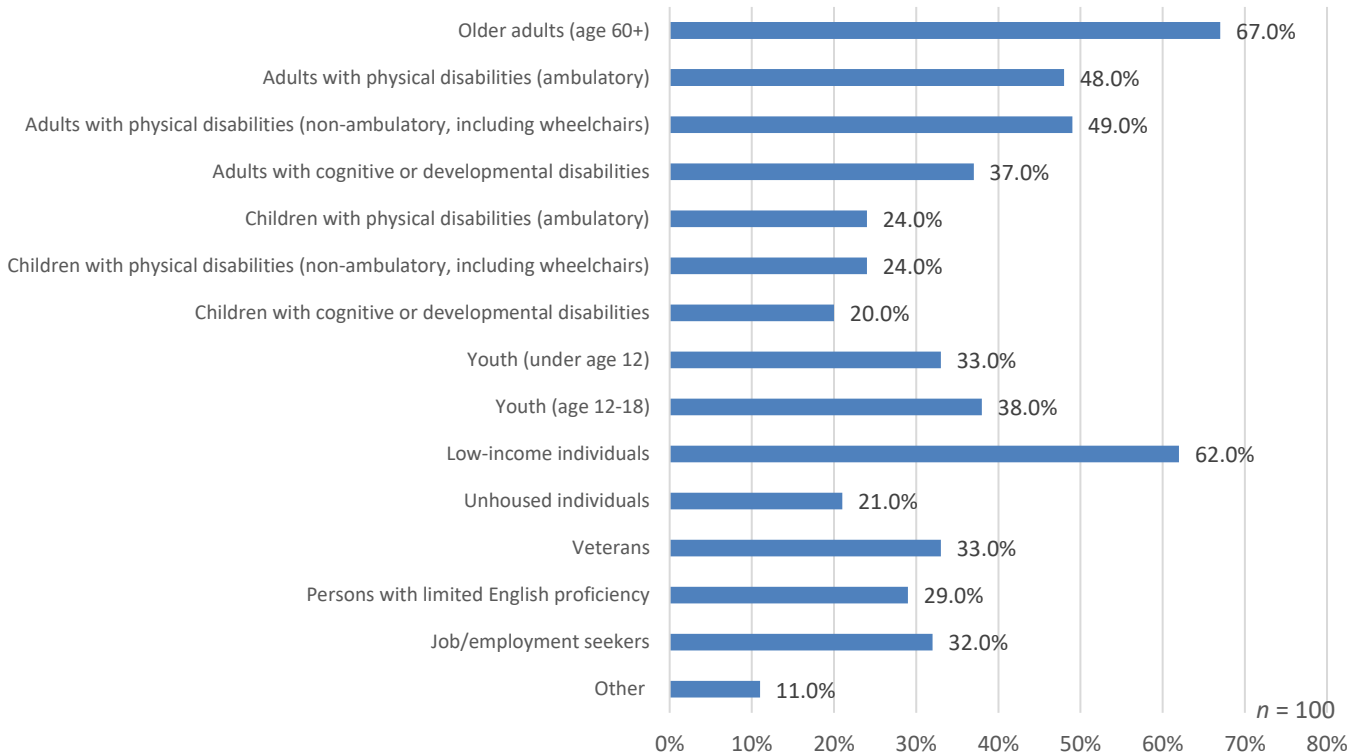
Question 4. What historically transportation-disadvantaged populations are primarily served by your organization? (Select all that apply.)

Older adults were the most robustly represented population cohort (67 percent), followed by low-income individuals (62 percent). Organizations serving disabled adults were represented more than those serving disabled children, though both groups were represented. Approximately one-third of the stakeholders provide services to veterans. Organizations serving youth were also well represented, as were organizations serving job seekers. The two cohorts served by the fewest stakeholders were unhoused individuals (21 percent) and children with cognitive or developmental disabilities (20 percent).

“Other” responses were those that did not fit neatly into one of the listed categories, including all of the above, all City residents, none of the above, agriculture/ranching industry, undocumented individuals, youth age 5 to 18, and youth age 14 to 22.



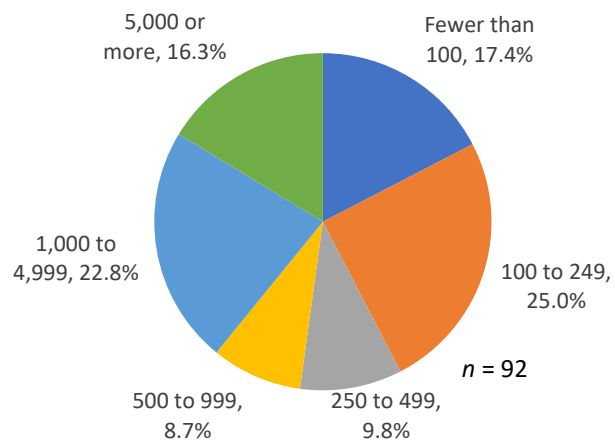
Exhibit D.4 Populations served



Question 5. What is the approximate size of your organization's client base (e.g., how many individual clients do you regularly serve in an average year?)

Stakeholder organizations tended to be small (fewer than 250 clients, 42.4 percent) or quite large (1,000 clients or more, 39.1 percent). Only 18.5 percent of organizations served 250 to 999 clients annually.

Exhibit D.5 Size of client base

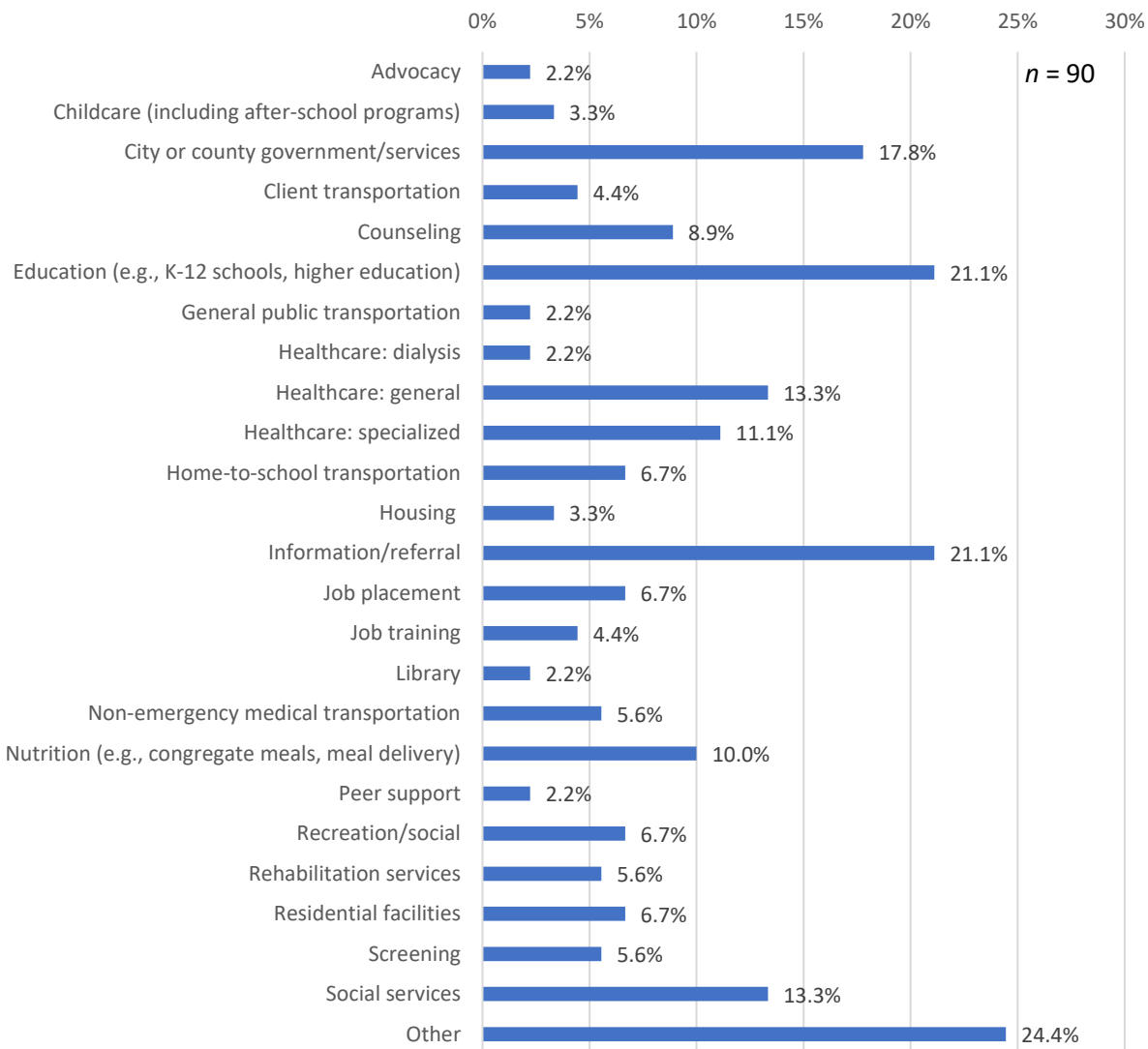




Question 6. What are the core functions of your organization? (Select all that apply.)

Transportation was a core function for relatively few of the stakeholder respondents. Home-to-school transportation was provided by 6.7 percent, non-emergency medical transportation was provided by 5.6 percent, client transportation was provided by 4.4 percent, and general public transportation was provided by 2.2 percent. Education and information/referral were the most frequently-cited core function, followed by city or county government/services.

Exhibit D.6 Organization core functions



Specific “other” responses included transition, independent skills training, agriculture and natural resources information, family and community health, youth development, case management, veterans benefits, faith-based community, County indigent healthcare, emergency assistance, bus passes, gas cards, emergency management, emergency services, exercise program, healthcare workforce development, radiology, non-residential families, resource referrals, in-home care, meal delivery, vocational rehabilitation, food assistance, and grocery delivery.

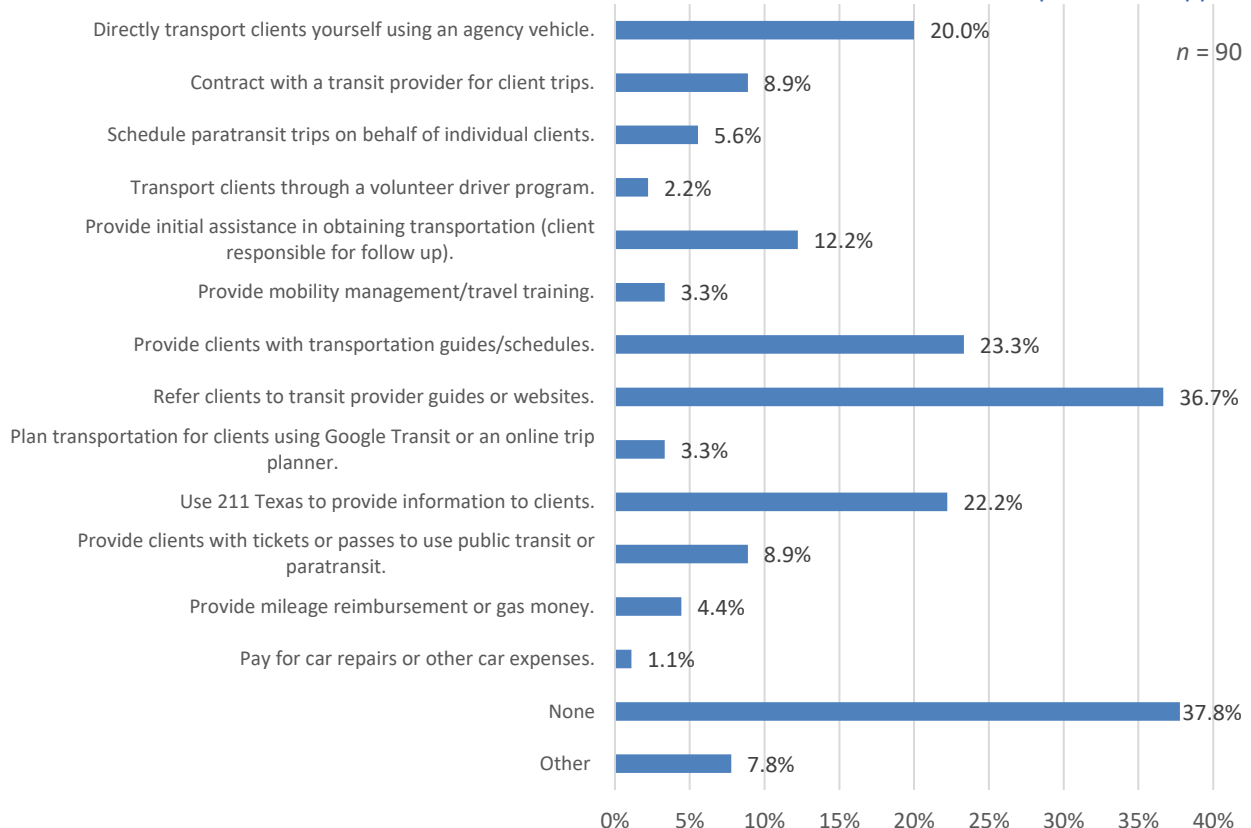


Question 7. What support, if any, does your organization provide for client transportation? (Select all that apply.)

While “none” was the most frequently-cited response (37.8 percent), referring clients to transit provider guides or websites was the support activity indicated by the highest percentage of stakeholders (36.7 percent). It was followed by providing clients with transportation guides or schedules (23.3 percent) and using 211 Texas to provide information (22.2 percent). Twenty percent of stakeholders transport clients directly using their own vehicles.

Very few stakeholder organizations utilize volunteer driver programs, provide travel training, help with trip planning, or assist with car repairs.

Exhibit D.7 Transportation support



“Other” responses included taking 4-H members to camp, school bus service to and from school, and transporting prisoners from jail to court.



Question 9. How frequently do your clients report challenges in meeting the following transportation needs?

Unsurprisingly, stakeholder clients often report challenges in making medical trips (including appointments and dialysis), with nearly a quarter of stakeholder clients facing these issues “often.” Another 40.2 percent “sometimes” face challenges, resulting in a significant 64.6 percent of clients. The second most frequently cited challenge was transportation to work or school, where 18.4 percent of stakeholders saw this issue “often” and 27.6 percent “sometimes” (for a total of 46 percent). While challenges in completing essential shopping was cited “often” by 14.6 percent and “sometimes” by 36.6 percent, 51.2 percent faced this issue. Accessing veterans’ services was a challenge cited by a total of 44 percent (12 percent “often” and 32 percent “sometimes”). Transportation outside their respective home county was another challenge, with 12 percent citing it “often” and 29.3 percent citing it “sometimes” (total of 41.3 percent).

Exhibit D.8 Frequency of transportation challenges

Need	Often	Sometimes	Rarely	Never	Not Applicable
Medical trips (doctor visits, dialysis, etc.)	24.4%	40.2%	8.5%	7.3%	19.5%
Access to veterans’ services (including medical)	12.0%	32.0%	12.0%	13.3%	30.7%
Essential shopping (groceries, medicine)	14.6%	36.6%	11.0%	11.0%	26.8%
Transportation to work and/or school	18.4%	27.6%	17.1%	11.8%	25.0%
Daycare or elementary school trips	6.8%	12.3%	13.7%	23.3%	43.8%
After-school trips	5.6%	11.1%	13.9%	26.4%	43.1%
Weekday trips	6.6%	22.4%	11.8%	21.1%	38.2%
Evening trips	9.3%	17.3%	12.0%	22.7%	38.7%
Saturday trips	9.5%	16.2%	10.8%	23.0%	40.5%
Sunday trips	8.3%	11.1%	12.5%	22.2%	45.8%
Making same-day reservations	8.2%	24.7%	12.3%	19.2%	35.6%
Accessibility/path of travel to bus stop	8.5%	15.5%	15.5%	19.7%	40.8%
Transfers	9.7%	16.7%	9.7%	22.2%	41.7%
Transportation outside their home county	12.0%	29.3%	14.7%	12.0%	32.0%
Trip planning and information	9.5%	20.3%	13.5%	20.3%	36.5%
Other	4.5%	4.5%	0.0%	18.2%	72.7%

“Other” responses included hours of operation for transportation services, rural transportation, arriving on time for appointments, and probation office visits.



Question 10. If you indicated “often” to any of the statements in the previous question, tell us more about these needs.

Exhibit D.9 Most often-observed transportation challenges

Challenges cited as “often”
Access to medical trips outside of coverage area (i.e., Palestine, Corsicana, Cleburne/Burleson, Bryan/College Station, and Temple areas).
Clients report they struggle to get to appointments but when offered bus passes to accommodate transportation needs, they decline the pass.
Customers with blind/visual impairment or mobility issues.
Daily transporting students from home to school and school to home. Taking students to other school districts and back.
Goodall Witcher Healthcare offers transportation to established patients, who live in Bosque County, have an appointment at Goodall Witcher, and desire the service.
I don't think everyone is aware of Blue Transit and how to get the service. There is no public transportation or cab service here. Elderly and/or disabled persons without a car have to either walk or utilize Blue Transit. Sometimes Blue Transit is not available depending on use and scheduling.
In education the guidelines and limitations sometimes impact families, including families that live with the board determined non-eligible zones near each campus.
Individuals often don't have transportation to receive non-emergent medical care.
Limited access to transportation from outside the county (need to plan ahead, but also limitation in availability). Rural transit is primary limitation.
Many of my client's do not have any transportation available at all and rely solely on Blue Transit or obtaining rides from random people such as neighbors.
Most medical trips are to Waco and that is where we've seen the most need.
Most of clients that need transportation that have physical limitations don't have access on weekends. Parents don't have transportation to schools or work.
Our clients that have a lack of transportation often need help getting to probation or work.
Our elderly clients prefer to go directly to their locations. Not being on a bus all day.
Our rural hospital / clinic patients often with transportation to medical appointments . They also have difficulty finding transportation to see loved ones who may have been transferred to a larger facility. The transportation disparities within the rural communities are drastic compared to larger areas.
Parents have a hard time with transporting their kids to necessary things.
Quite a few of our tenants need rides to doctor appointments in Waco and to the pharmacy in Mexia. I personally go pick up medication for a few tenants when I pick up mine because they do not have a ride.
Same-day reservations are limited to our vehicle and operator availability.
The only mode of transportation offered in City of Golinda or the rural area surrounding it is the Blue Bus. Their operating schedule does not always allow them to offer services in our area.
There will always be a greater need that what is available. Even before cuts I would hear clients complain that buses were not available to get them to where they needed to go.
Transportation needs in general.



Challenges cited as “often”
We are a rural, public school. Because of our rural nature, our students, typically, require door to door transportation. It is not feasible for us to have bus stops, especially in the morning and late evening, because of decreased visibility. Given the economic status of many of our students and families, public school transportation is the only method of transport to and from school activities.
We have a lot of individuals that will call about having to reschedule court dates or other personal appointments due to no transportation.
We have clients that have expressed issues with transportation availability for people with disabilities in the evening hours, point-to-point pickup/drop off windows leaving those with disabilities waiting or arriving too early for appointments (often without a safe place to wait), and lack of options for those living outside of the main Waco area.
We hear this more often the closer we get to election timeframes.
We regularly offer bus passes and gas cards to individuals specifically for dr appointments, job interviews and for their first 2 weeks of a new job.
We see the individuals who need the most assistance.

Question 11. Are there specific geographic areas you serve where transportation is particularly problematic for your clients? If so, where and why?

Exhibit D.10 Geographic areas with transportation challenges

Geographic areas
76705 and 76640 zip codes [76705 – north/east of Waco, including Gholson, Lacy Lakeview, and Hallsburg; 76640 – north of Waco, including Elm Mott]
All of Freestone County.
Clifton to Waco for medical appointments
Counties outside McLennan. Rural Transit.
East Waco is a food desert. It is not easy to get to stores. No walkable pathways. Also, bus stops not covered. Terrible with heat and inclement weather.
Eastern half of Hill County. [Malone, Hubbard, Mt. Calm, Penelope]
For those without transportation, they do not go outside of the town of Hubbard.
Freestone County has several small towns, but most of the population is spread out. This is has become a very large issue with our aging patients.
Groesbeck has limited services for transportation.
Hill County - There is no taxi or bus services. Uber is very limited.
It's a rural area.
Most of the individuals that we talk to about transportation are elderly, or living in housing authorities within city limits of the cities in our county.
Our rural area can be problematic by the address being hard to find.
Out in the middle of nowhere.
Parents going out of their county for parent-child visitation. Transportation in county for drug testing.
Regional clients are low- and fixed-income who have lack of funds to pay for public transportation.



Geographic areas
Road construction has definitely impacted operations; highly mobile students in the Bellmead area are also difficult to assist.
Rural six-county area.
Rural areas in general. These are residents who may have disability, are elderly, and or do not have transportation due to lack of financial status.
Rural communities.
Rural counties.
Rural.
Satin, TX, Chilton, TX (Cego Road) [Falls County]
Several residential areas are not walkable to commercial zones or healthcare facilities.
Some of our student need transportation from Mexia, or wherever they live, to Corsicana [Navarro County] for classes that are not available at our location.
The entire city due to lack of available transportation providers. Most of our residents go into McLennan County for their needs and the Blue Bus will drop them off one time. Then they have to arrange transportation with Waco Metro for more than one stop and to arrange a trip back to home in Falls County.
The majority of our county is rural, therefore is problematic for anyone with no mode of transportation of their own.
The smaller, more rural counties do not have dedicated public transportation readily available. The transportation that is available takes hours to get to our facility.
This entire county is very rural. All areas can easily be considered problematic.
Transportation availability getting into McLennan county from counties outside of county M-F for work needs.
We do have families with school-aged children that do not have reliable transportation, or they have only one vehicle and share it with a working spouse.

Question 12. Are there times of day when your clients need to travel but service is not available? When and where?

In the responses shown below, late afternoon/evening was the most requested time of day (seven responses), followed by earlier morning service (four responses) and weekend service (two responses). Other issues pertained to rural service only being provided on certain days of the week, with this information not widely known or publicized.

Exhibit D.11 Temporal challenges

Time periods
Afternoons – shopping.
All hours of the day when they need to go to store or food pantry.
All times of the day and to anywhere. Grocery store, social security office, food stamp office, doctor's appointments.
Between 6 p.m. and 8 p.m. during the weekdays as well as day services on the weekends.
Day hours to doctors and shopping.



Time periods
Earlier in the day for doctor appointment.
Early morning, evening.
Evening.
For clinic visits, it is Monday - Friday. Hospital and ER is 24-hour issues.
I have no knowledge of this type of information. I'm sure there are plenty of people that don't have a vehicle that could use a ride at any given time of the day or night, but are restricted to the hours of operation of the entities that provide such services.
In the rural areas outside of Waco and throughout the adjacent counties in our catchment area clients have to make early morning appointments or get nothing at all.
Not always available for runs to certain place every day of the week.
On a recent in-house transportation utilization survey, clients reported that they would benefit from more routes to different locations but did not specify when those would best be offered or where to.
Through the transport companies with whom insurance contracts with, will not schedule a trip within 72 hours. When a patient needs medical attention the following day and it's unsafe for the patient to wait 72 hours, the patient is unable to book transportation. To prevent a delay in treatment, the patient is then forced to call for an ambulance to for transportation to the ER, even though it's a non-emergent event.
Throughout the day to Waco or Mexia.
To and from school.
We offer events and services on Baylor's campus in the evening and our events will often end after the closing of public transportation's hours.
We've been told some of the rural transit from outside counties is available on specific days only, and limited in times that appointments can be set (not too early/too late in the day). Sometimes this delays the ability to get someone scheduled/in for certain appointments.
We've been told that rural transportation services are typically difficult to impossible to access.
Weekend and evening.

Question 13. Do you have clients for which a transportation service is available to meet their needs, but they are not eligible to use it? If so, please describe.

Most of the responses to this question addressed challenges to transportation that did not pertain to eligibility but instead spoke to such issues as availability of service (capacity) or inability to afford the fare. Two comments more specific to eligibility were:

- We have people eligible for the HOP transit but can't take the ride because of medical equipment or needing a medical transfer. [Note: The HOP operates outside of the six-county region.]
- The insurance plan may stipulate a maximum number of trips per year. One trip is considered one way. A doctor's office appointment or a visit to the specialist's office is actually considered two trips.



Question 14. What transportation needs are the most significant problems for your clients?

Several issues recur throughout the comments provided in this survey. Key issues cited under Question 14 reflect this, with the most significant problems including:

- Inconsistent transit service schedules.
- Lack of transit service availability in rural areas (due to insufficient capacity) (both local and out-of-county trips).
- Lack of knowledge about how to use transit.
- Wait times or extended times onboard the bus.

Exhibit D.12 Most significant transportation problems

Most significant problems
A service schedule that is consistent. A service provider that does not require multiple changes of transportation
City bus takes too long to get across town. Uncovered bus stops in the heat.
Dependability, more availabilities for rides.
Finding a ride.
Finding accessible transportation for non-medical transportation needs.
Frequency.
Getting to and from their classes from wherever they live, both inside Mexia and around the service area.
Getting to medical appointments and the grocery store.
Lack of knowledge in the programs available to them for transportation.
Many need transportation and they are dependent on neighbors. We give the bus number for assistance.
Medical/doctor appointments.
Missed appointment. Doctors too far.
Most significant transportation needs are those to doctor's appointments and specialist's appointments both locally or out of town.
On a recent in-house transportation utilization survey, only 29.6% of survey participants reported using public transportation. Out of those, 100% only reported using Waco Transit. Of those that do not use public transportation, the majority reported it was because either they are not familiar with the routes, or they have their own car. When asked what would help them to use transportation more often, they responded: 1. Clearer information about routes 2. More routes to different destinations 3. Longer operating hours 4. Lower fares or discounted passes 5. Safer waiting areas
Our greatest need is the ability to hire more drivers to ease the overall load on our drivers.
Parents going out of their county for parent child visitation. Transportation in county for drug testing.
Regular transportation to jobs and healthcare.
Rural transit (and availability).
Same-day reservations.
Schedule due to transport only allows if budget allows.



Most significant problems
The days transportation is available for Bosque County Clients has not been communicated with the seniors or our office. Suggest you communicate the schedules for Bosque County or changes as they accrue for Bosque county. We can keep the seniors aware if we have the information.
To and from medical appointments. Grocery shopping.
To and from school.
To doctor appointments and to the pharmacy.
Transportation to appointments out of town, such as to the Temple VA.
Trips to and from the doctor's office in Bosque County and McLennan County.
Unable to get to doctor appointments out of county.
Wait times associated with point-to-point services have been the biggest concern for our disabled clients.
We assist seniors and people with disabilities by delivering groceries to them.
Work and probation.
Work transport and transportation to medical appointments outside of coverage area.

Question 15. To what extent do the following barriers prevent your organization's clients from accessing available public transit and human services transportation options?

Lack of knowledge was the overwhelming barrier for many stakeholder organizations' clients, with 23.1 percent reporting it being a barrier for most of them.

Exhibit D.13 Barriers to transportation access

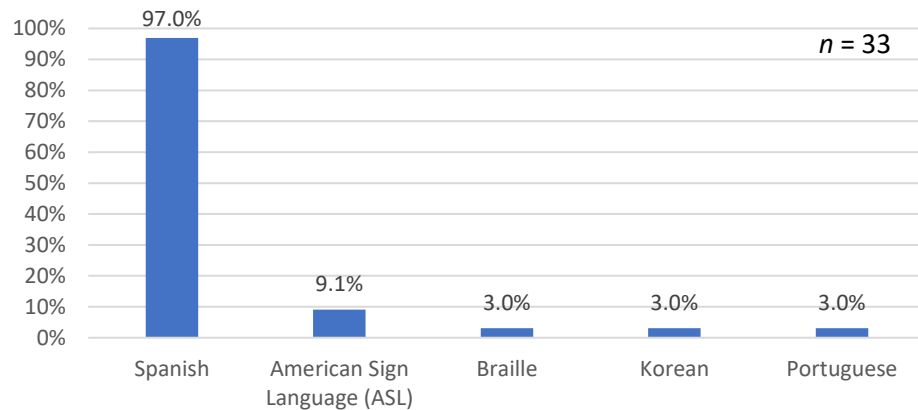
Barrier	Not applicable	A few	Some	Most	All
Safety concerns (such as fear of waiting at a bus stop or riding with other people)	68.4%	15.8%	14.5%	1.3%	0.0%
Language barriers (resulting in inability to arrange trips or get transit information)	51.3%	27.6%	18.4%	1.3%	1.3%
Literacy (inability to read or understand information about transportation services)	52.6%	28.9%	14.5%	3.9%	0.0%
Lack of knowledge about what transportation services are available or how to use them	35.9%	16.7%	19.2%	23.1%	5.1%



Question 16. If language is a barrier impacting use of public transportation, which language(s)?

Spanish was the only language cited for those indicating a language barrier impacts the use of public transportation. American Sign Language (ASL) was noted by three respondents and Braille, Korean, and Portuguese by one each.

Exhibit D.14 Language barriers to transportation



Question 17. What other barriers prevent your organization's clients from using currently available transportation services?

As with Question 14, the most common issues included lack of information and availability of service (capacity). Other barriers of note include time spent onboard the bus, PTSD or anxiety concerns associated with riding the buses (veterans), and the unreliability of insurance transportation.

Exhibit D.15 Other barriers to transportation

Other barriers
Clearer information about routes and more routes to different locations. One person suggested routes run every 30 minutes instead of every hour for Waco Transit. Another reported that people are gross indicating the bus is not clean.
Confusion of how to transfer from bus to bus.
Days that we don't travel to the city needed.
Fear of getting sick.
Funds.
Getting put on the schedule for a ride, as rides are limited.
It is mainly lack of knowledge. We try to make sure we provide information on Rural Transit to those who could really benefit from it.
Knowledge and cost.
Knowledge of system.
Lack of knowledge about the transportation. Wait lists.
Lack of knowledge of programs available to them for use.
Lack of knowledge of the transit availability.
No services in our area.
No transportation exists.



Other barriers
Not aware of transportation in this this area. were told not available.
Not knowing about transportation services.
O&M issues.
Our clients prefer direct transportation to a specific location. Not being on the bus all day.
Rural addresses, hours of operation (early morning and later evening).
Scheduling.
Some Veterans with anxiety and PTSD report challenges with riding city buses, and hence avoid them/avoid the crowds around buses and bus stop.
The transportation company is not reliable. Many clients have stopped using transportation through their insurance due to the transport not arriving to pick them up for the appointment.
They feel it is charity and they are too proud to take advantage.
Transfers into district.
Wheelchair use.

Question 18. Is there anything else you would like us to know about your organization, the services you provide, or the populations you serve that is relevant to this Coordination Plan update?

Respondents were given an opportunity to provide any additional information they felt would be relevant to the process. Much of the input echoed that communicated earlier in the survey.

Exhibit D.16 Additional relevant information

Additional information
City of Golinda is divided by Falls County and McLennan County so many times our residents are made to believe they can utilize services but then are told they are not in the correct county to make use of transportation services. It is not a secure feeling for them to have to transfer from provider to provider because of their county location.
For Waco ISD, we attempt to accommodate all needs in house (except for within our non-eligible zones), but we are interested in other options for coordination. Additional funding is our biggest barrier to providing a more robust service.
Goodall Witcher Healthcare services residents of Bosque County and surrounding areas. Care team members are paying attention to the needs of the rural health community and are working with other entities to address them. Goodall Witcher refers residents, when in need, to the Texas Ramp Project, Meals on Wheels, SAILs, THHS, Transportation, Personal Care Attendants in the home, Medical Equipment, Food Pantry Deliveries (for those who don't have transportation), and more....
I do not know of any public transportation plans here for City of Walnut Springs. This office takes water payments and I haven't heard anyone asking about public transportation, but I think it could be of benefit.
In visiting with clients with mental illness, most report not using public transportation due to concerns with anxiety.
Malone is population 231. The City owns the water/sewer utility. The do not speak with all of the residents to know their issues.



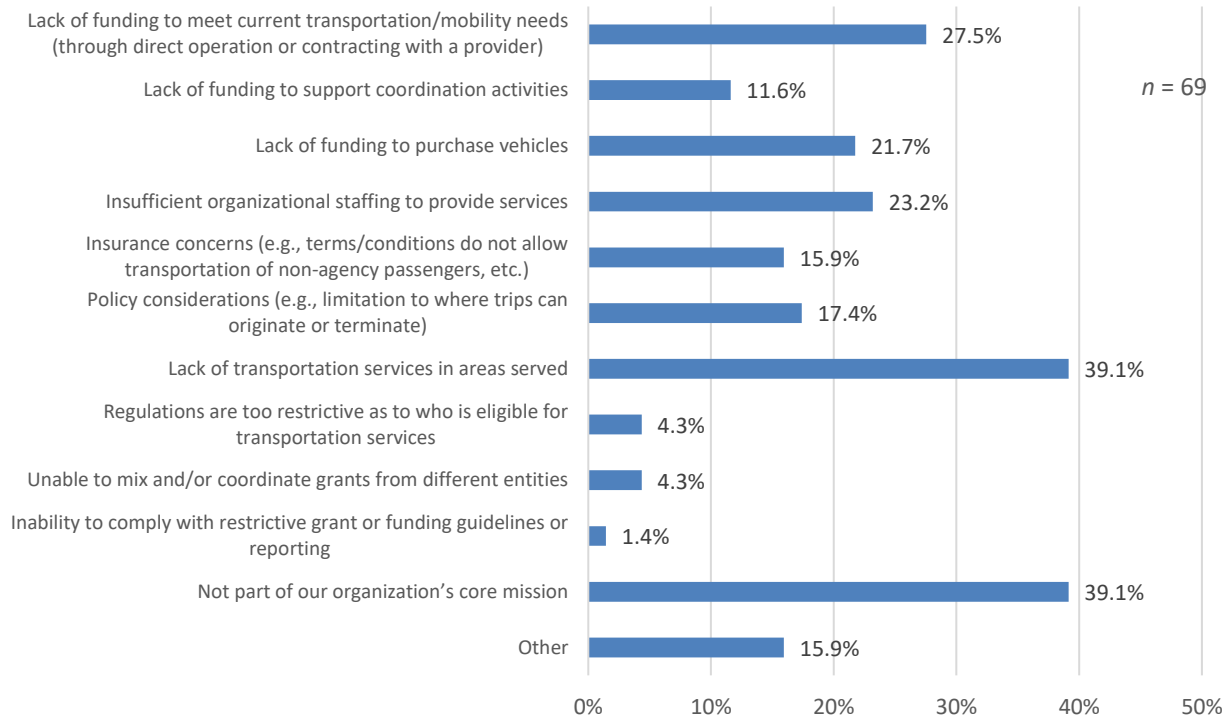
Additional information
Our clients have repeatedly reported that transportation services are not available through the HOTRTD program.
Registered voters in Hill County sits at 27,333. Cell phone data in the county after 9 p.m. shows closer to 45,000 in the county over all.
Sometimes cost prohibits parents from using the service.
There have been a few times in the past few years when a Veteran was stuck at the VA late in the afternoon, and we were able to call Rural Transit and they were able to accommodate getting the Veteran back to their rural home. Each time a last minute ride was provided/available – it was cheered by staff here and it was so welcomed.
We are a hospital with three satellite clinics. We serve infants to the very elderly.
We have one gentleman that rides transit to come eat with us almost every day. However, I had a phone call a few weeks ago, that someone else wanted to use the transit to also come eat, and was told that they could not do that. I am not sure of the reason, but if I remember correctly it is because they were not doing additional appointments, only standing appointments at that time. I am not sure how accurate that is, but that was what I was told. Just can't remember by whom.
We provide several services to include bus, paratransit, rural, micro dash, a commuter route & evening link.
We provide transportation to and from school for our students who need.
We serve all disabilities all ages.
We serve meals to the over 60 and those with disabilities
We tend to have a lot of individuals who are not able to drive or have no means of transportation that call to reschedule court dates. We always tell them about the Rural Transit and the Blue Bus since it is available for our county. Most are either in low-income areas or are elderly with no help.



Question 19. What are the most significant challenges your organization faces with respect to providing and/or coordinating transportation services? (Select all that apply.)

The most frequently-cited responses (each cited by 39.1 percent of respondents) were “not part of our organization’s core mission” and “lack of transportation service in areas served.” The next most frequently-cited response indicated a lack of funding to meet current transportation needs (27.5 percent), followed by insufficient organizational staffing (23.2 percent) and lack of funding to purchase vehicles (21.7 percent).

Exhibit D.17 Most significant transportation and coordination challenges for the organization



“Other” responses included:

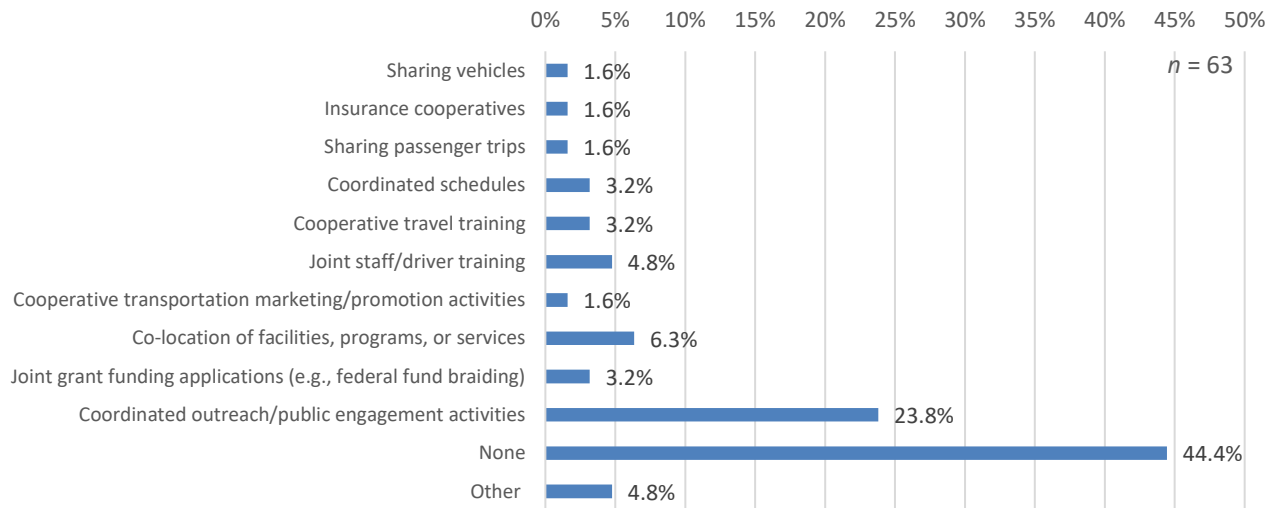
- As a governmental organization we cannot provide transportation or funding for it in any capacity.
- Restrictions on our staff to provide or coordinate private transportation for clients.
- Small, rural area.
- Some Veterans qualify for travel reimbursement, many don't. And then bus passes that Social Workers may be able to offer are not budgeted line items, but come in via donations only, so they are limited.



Question 20. What types of coordinated services might your organization be interested in learning more about and/or participating in?

A significant number of stakeholders expressed no interest in learning about or participating in coordinated services. Coordinated outreach/public engagement was the most frequently cited strategy, which could include joint marketing or even simply sharing another organization's information during outreach activities.

Exhibit D.18 Interest in coordinated services



Question 21. Does your organization currently receive any funding for transportation programs or services (or programs supporting client transportation)? If so, describe.

Only a few stakeholders reported receiving any kind of funding for transportation.

Exhibit D.19 Transportation funding

Comment
All funds currently go to our general funds and allocated for expenses in our yearly budget.
DOT yearly transportation reports
From TEA.
Mileage reimbursement for staff and advocates transporting children.
Not specifically. The county commissioners court does approve bi-annual funding of \$1,500 to purchase bus passes for the program.
Rural Transit and Blue Bus with HOTCOG.
State funding.
State transportation funding allotment.
Transportation is capitalized in our budget.
Yes – we receive funding for transporting students with special needs.
Yes, we receive mileage reimbursement from the state.
No. We used to have a van to take tenants to appointments, but we could not afford to keep it.
No. Any money for bus passes we can give to our Veterans comes through donated funds only.



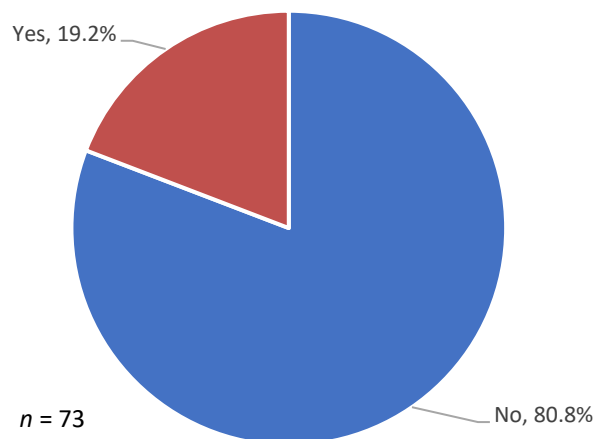
Question 22. Are there any other issues, concerns, or information you believe to be relevant to this issue?

Exhibit D.20 Other issues or concerns

Comment
I am concerned about insurance costs for transporting tenants.
I believe the county as a whole does not have the funds to create their own transit because of the population of our county. That is why Rural Transit and Blue Bus is extremely beneficial for the citizens of our county!
If public transportation could be more like Uber or taxi services. Directly where they need to go and back home. Elderly tire easily – not willing to be on a bus all day.
List of current transportation providers that will take Medicare.
More accessibility to scheduling and drop off, pick up locations.
Our staff and advocates do not feel safe transporting parents.
Sometimes staffing. Right now we are adequately staffed.
Waco-McLennan County has not historically been a public transportation system community. In the scheme of things, it is new to the culture and appears to be taking time (generations) to adapt to this mode of transportation. The layout of the city and services is not conducive to the transportation routes and makes navigating the stops and time spent on the bus difficult for users. Whereas other larger cities, like San Antonio have a robust public transportation system that families have been using for generations now. Waco has to catch up!

Question 24. Does your organization directly operate, contract for, or subsidize any kind of transportation program or services?

Exhibit D.21 Operation of, contracting for, or subsidization of transportation





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Appendix E | Community Survey

Exhibit E.1 Community survey instrument (English)



HEART OF TEXAS
COUNCIL OF GOVERNMENTS

**2026 Regionally Coordinated Transportation Plan
Community Transportation Survey**

The Heart of Texas Council of Governments (HOTCOG) is preparing an update of the region's five-year Coordinated Transportation Plan. The Plan seeks to identify practical, sustainable, and cost-effective strategies for improving the region's mobility. By completing this short survey, you will help us learn about your current and future transportation needs and priorities. Participants will have the option to be entered into a random drawing for a series of **\$50 VISA gift cards**.

- What county do you live in?**

☐ Bosque

☐ Hill

☐ Falls

☐ Limestone

☐ Freestone

☐ McLennan
- What city, town, or community do you live in?**

- Which of the following designations apply to you? (Check all that apply.)**

☐ I am an older adult (age 65 or older).

☐ I have a disability.

☐ I live in a low-income household.

☐ My household has no working vehicles.

☐ I live in a household with multiple drivers but only one working vehicle.

☐ I am age 18 or younger.

☐ I do not speak English very well or at all.

☐ I am a military veteran.

☐ I am a client of a workforce agency.

☐ I am actively seeking a job/employment.

☐ None of the above.
- What type(s) of transportation do you currently use? (Check all that apply.)**

☐ Public transportation – which service(s)? (Check all that apply)

☐ Waco Transit

☐ McLennan Rural Transit

☐ HOTRTD (Blue Transit)

☐ Other (specify): _____

☐ Drive my own vehicle (car/truck/motorcycle)

☐ Ride with a friend or family member

☐ Use a taxi, Uber, or Lyft

☐ Walk, bike, or other active transportation

☐ Motorized wheelchair or mobility scooter

☐ Transportation provided by an organization or social service agency – which one(s)? _____

☐ Transportation provided by a school – which one? _____

☐ Non-emergency medical transportation (e.g., SafeRide)
- Are you unable to access any of the following destinations or services due to lack of transportation? (Check all that apply.)**

☐ Not applicable

☐ Healthcare appointments

☐ Dialysis

☐ Education/workforce training

☐ Social services

☐ Courts

☐ Childcare

☐ Travel to a job

☐ Travel home from a job

☐ Shopping/personal errands

☐ Food pantry or similar services

☐ Social activities/recreation

☐ Other (specify): _____
- Which of the following transportation challenges do you typically experience? (Check all that apply.)**

☐ I am able to travel as I need.

☐ There is no transportation to or from where I live.

☐ There is no transportation to places I need to go.

☐ The transportation that is available does not operate at the time(s) I need to travel.

☐ I cannot afford the transportation options that are available – which one(s)? _____

☐ I'm not eligible to use the transportation options that are available – why? _____

☐ I'm unable to use the transportation options that are available – why? _____

☐ I don't know how to get information about transportation services available to me.
- Are the trips you have trouble making: (Check all that apply.)**

☐ Located within your home community

☐ Located outside your home community, but within Bosque, Falls, Freestone, Hill, Limestone, or McLennan counties

☐ Located outside your home community and outside Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties

☐ Not applicable

Continued on back →



8. If you have trouble making trips to locations outside your home community but within Bosque, Falls, Freestone, Hill, Limestone, or McLennan counties, where do you need to travel?

- 8a. Why do you need to go to the location(s) cited in Question 8 (e.g., healthcare, shopping, education, employment, veterans services, etc.)?

9. If you have trouble making trips to locations outside of Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties, where do you need to travel? (check all that apply)

- | | |
|---------------------------------------|--|
| ☐ Austin | ☐ Bryan |
| ☐ Corsicana | ☐ Dallas/Fort Worth |
| ☐ Nacogdoches | ☐ Temple |
| ☐ Other: _____ | |

- 9a. Why do you need to go to the location(s) cited in Question 9 (e.g., healthcare, veterans services, etc.)?

10. What other trips do you have trouble making? Be specific (where, what time, etc.)

11. What change(s) could enable you to make these trips?

12. Which of the following groups includes your age?

- | | |
|--------------------------------------|---------------------------------------|
| ☐ 18 or under | ☐ 45 to 64 |
| ☐ 19 to 24 | ☐ 65 to 74 |
| ☐ 25 to 44 | ☐ 75 and older |

13. Please indicate which languages are spoken in your home (Check all that apply.)

- ☐ English ☐ Spanish
☐ Other (specify): _____

14. As part of this project, HOTCOG will be conducting a series of focus groups designed to solicit further public input regarding the region's transportation needs and priorities. Would you be interested in participating in a focus group conducted in-person either at a location in the county in which you live or virtually?

- ☐ Yes ☐ No

If yes, indicate which type(s) of group you would be willing to attend and provide your first name and either an email address or phone number. Each focus group participant will receive a modest stipend as a token of appreciation.

- ☐ In-person focus group in my home county.
☐ Virtual focus group (participate from any county)

First name: _____

Email address: _____

Phone number: _____

- ☐ I will need an interpreter.

Language: _____

Thank you for completing this survey. Your feedback is important. In order to be entered into a random drawing for a series of \$50 VISA gift cards, please provide your contact information below.

- ☐ Use contact information provided above
☐ Please keep me updated about this project (email address required)

First name: _____

Phone number: _____

Email address: _____

All personal information will be kept confidential. It will only be used for the express purposes cited herein.



Exhibit E.2 Community survey instrument (Spanish)



HEART OF TEXAS
COUNCIL OF GOVERNMENTS

Plan regional de transporte coordinado 2026
Encuesta comunitaria sobre transporte

Heart of Texas Council of Governments (HOTCOG) está preparando una actualización al Plan quinquenal de transporte coordinado. El plan busca identificar estrategias prácticas, sostenibles y restables para mejorar la movilidad de la región. Al realizar esta encuesta breve, nos ayudará a conocer sobre sus necesidades y prioridades actuales y futuras en cuanto al transporte. Los participantes tendrán la opción de ingresar en un sorteo para ganar una de las tarjetas de regalo VISA de \$50.

1. ¿En qué condado vive?

- ☐ Bosque ☐ Hill
☐ Falls ☐ Limestone
☐ Freestone ☐ McLennan

2. ¿En qué ciudad, pueblo o comunidad vive?

3. ¿Cuál de las siguientes designaciones se aplica a usted? (Marque todas las que correspondan.)

- ☐ Soy un adulto mayor (65 años o más).
☐ Tengo una discapacidad.
☐ Vivo en un hogar de bajos ingresos.
☐ Mi hogar no cuenta con ningún vehículo en funcionamiento.
☐ Vivo en un hogar con varios conductores, pero un solo vehículo en funcionamiento.
☐ Tengo 18 años o menos.
☐ No hablo inglés o no lo hablo muy bien.
☐ Soy un exmilitar.
☐ Soy cliente de una agencia de empleo.
☐ Estoy buscando trabajo/empleo activamente.
☐ Ninguna de las anteriores.

4. ¿Qué tipo/s de transporte utiliza actualmente? (Marque todas las que correspondan.)

- ☐ Transporte público – ¿qué servicios? (Marque todas las que correspondan)
☐ Waco Transit
☐ McLennan Rural Transit
☐ HOTRTD (Blue Transit)
☐ Otro (especificar): _____
☐ Conduzco mi propio vehículo (automóvil/camión/motocicleta)
☐ Viajo con un amigo o familiar
☐ Uso taxi, Uber o Lyft
☐ Camino, ando en bicicleta u otro medio de transporte activo
☐ Silla de ruedas motorizada o scooter para personas con movilidad reducida
☐ Transporte proporcionado por una organización o agencia de servicio social – ¿cuál?
☐ Transporte proporcionado por una escuela – ¿cuál?
☐ Transporte médico no urgente (p. ej., SafeRide)

5. ¿No puede acceder a cualquiera de los siguientes destinos o servicios debido a la falta de transporte? (Marque todas las que correspondan.)

- ☐ No aplica ☐ Citas médicas
☐ Diálisis ☐ Educación/formación laboral
☐ Servicios sociales ☐ Tribunales
☐ Cuidado de niños ☐ Viaje al trabajo
☐ Viaje de regreso al hogar desde del trabajo
☐ Compras/trámites personales
☐ Despensa de alimentos o servicios similares
☐ Actividades sociales/recreación
☐ Otro (especificar): _____

6. ¿Cuál de los siguientes desafíos relacionados al transporte suele enfrentar? (Marque todas las que correspondan.)

- ☐ Puedo viajar cuando lo necesito.
☐ No hay transporte hacia o desde donde vivo.
☐ No hay transporte a los lugares donde necesito ir.
☐ El transporte disponible no tiene servicio en los horarios que lo necesito.
☐ No puedo pagar las opciones de transporte que hay disponibles – ¿cuáles? _____
☐ No soy elegible para usar las opciones de transporte que hay disponible – ¿por qué? _____
☐ No puedo usar las opciones de transporte que hay disponible – ¿por qué? _____
☐ No sé cómo obtener información sobre los servicios de transporte disponibles para mí.

7. Los viajes que le resultan difíciles de hacer, se encuentran: (Marque todas las que correspondan.)

- ☐ Dentro de su comunidad de origen
☐ Fuera de su comunidad de origen, pero dentro de los condados de Bosque, Falls, Freestone, Hill, Limestone o McLennan
☐ Fuera de su comunidad de origen y fuera de los condados de Bosque, Falls, Freestone, Hill, Limestone o McLennan
☐ No aplica

Sigue en el reverso →



8. If you have trouble making trips to locations outside your home community but within Bosque, Falls, Freestone, Hill, Limestone, or McLennan counties, where do you need to travel?

- 8a. Why do you need to go to the location(s) cited in Question 8 (e.g., healthcare, shopping, education, employment, veterans services, etc.)?

9. If you have trouble making trips to locations outside of Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties, where do you need to travel? (check all that apply)

- | | |
|---------------------------------------|--|
| ☐ Austin | ☐ Bryan |
| ☐ Corsicana | ☐ Dallas/Fort Worth |
| ☐ Nacogdoches | ☐ Temple |
| ☐ Other: _____ | |

- 9a. Why do you need to go to the location(s) cited in Question 9 (e.g., healthcare, veterans services, etc.)?

10. What other trips do you have trouble making? Be specific (where, what time, etc.)

11. What change(s) could enable you to make these trips?

12. Which of the following groups includes your age?

- | | |
|--------------------------------------|---------------------------------------|
| ☐ 18 or under | ☐ 45 to 64 |
| ☐ 19 to 24 | ☐ 65 to 74 |
| ☐ 25 to 44 | ☐ 75 and older |

13. Please indicate which languages are spoken in your home (Check all that apply.)

- ☐ English ☐ Spanish
☐ Other (specify): _____

14. As part of this project, HOTCOG will be conducting a series of focus groups designed to solicit further public input regarding the region's transportation needs and priorities. Would you be interested in participating in a focus group conducted in-person either at a location in the county in which you live or virtually?

- ☐ Yes ☐ No

If yes, indicate which type(s) of group you would be willing to attend and provide your first name and either an email address or phone number. Each focus group participant will receive a modest stipend as a token of appreciation.

- ☐ In-person focus group in my home county.
☐ Virtual focus group (participate from any county)

First name: _____

Email address: _____

Phone number: _____

- ☐ I will need an interpreter.

Language: _____

Thank you for completing this survey. Your feedback is important. In order to be entered into a random drawing for a series of \$50 VISA gift cards, please provide your contact information below.

- ☐ Use contact information provided above
☐ Please keep me updated about this project (email address required)

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Phone number: _____

Email address: _____

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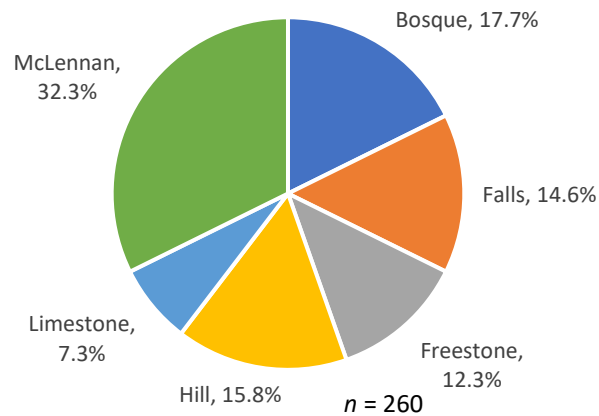


The following analysis examines each survey question and includes data cross-tabulations where appropriate.

Question 1. What county do you live in?

All six counties were well represented in the community survey. While McLennan County was underrepresented based solely on population size (in 2020, McLennan County represented 70 percent of the region's population), it was important to receive sufficient input from the rural counties.

Exhibit E.3 Home county





Question 2. What city, town, or community do you live in?

Waco was the single community with the most representation (41 responses), followed by Hillsboro (16), Rosebud (13), and Fairfield and Meridian (10 responses each).

Exhibit E.4 Home community

City, town, or community	Frequency	City, town, or community	Frequency
Bruceville	4	Lorena	9
Carls Corner	3	Malone	1
Chilton	2	Marlin	4
Clifton	5	Meridian	10
Cranfills Gap	1	Mexia	2
Crawford	2	Robinson	3
Eddy	2	Rosebud	13
Elm Mott	1	Rosenthal	2
Fairfield	10	Somervell	1
Freestone	1	Teague	5
Gholson	1	Valley Mills	7
Golinda	9	Waco	41
Groesbeck	7	Walnut Springs	9
Hallsburg	2	West	2
Hewitt	5	Westphalia	1
Hillsboro	16	Woodway	2
Hubbard	3	Wortham	3
Itasca	6		

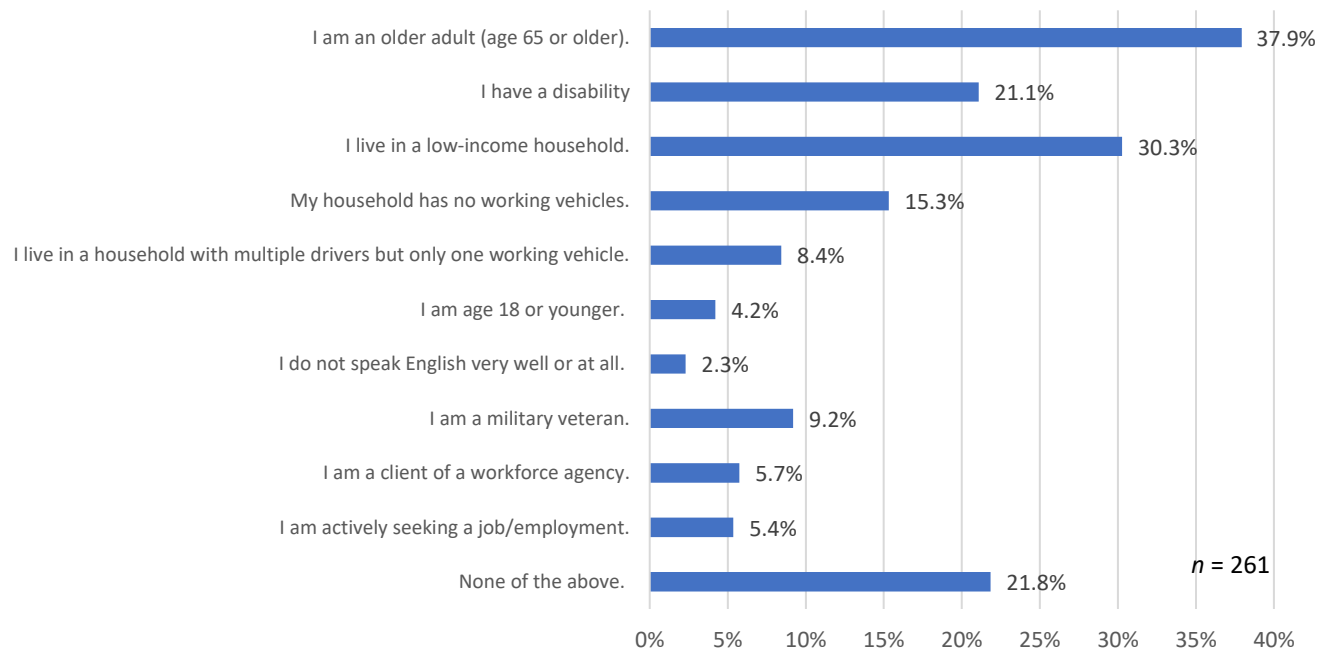


Question 3. Which of the following designations apply to you? (Check all that apply.)

Question 3 was designed to identify members of the populations specifically targeted under this Plan. Respondents were asked to self-identify in these categories. Older adults (age 65 or older) was the largest cohort, representing nearly 38 percent of respondents. Residents of low-income households was the next largest at 30.3 percent. Just over 21 percent indicated being disabled. Slightly more than 15 percent said their household had no working vehicles, while 8.4 percent said their household shared a single vehicle among multiple drivers. Just over nine percent cited being military veterans, while just 2.3 percent indicated having limited proficiency in English.

Approximately 22 percent of respondents did not indicate being part of any of the target populations.

Exhibit E.5 Distribution of target populations

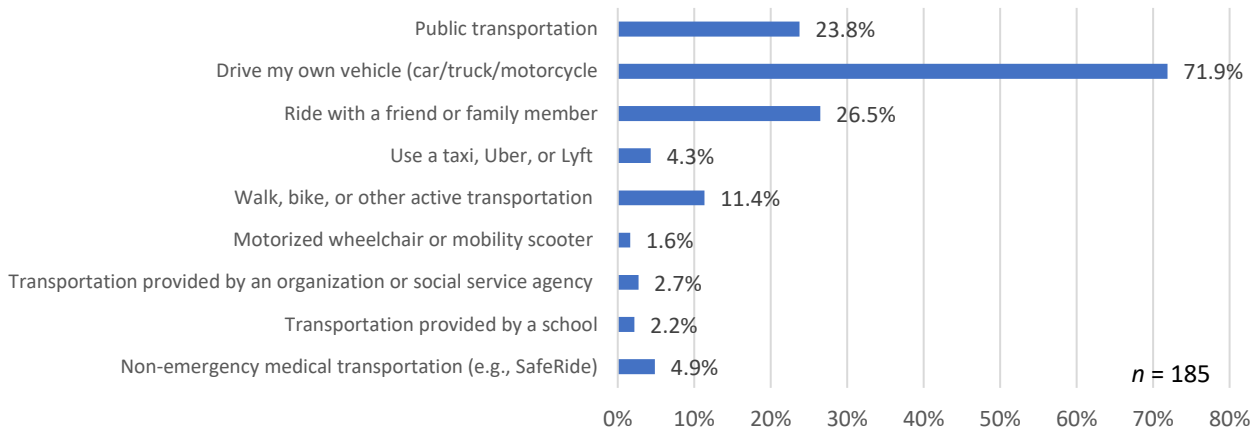




Question 4. What type(s) of transportation do you currently use? (Check all that apply.)

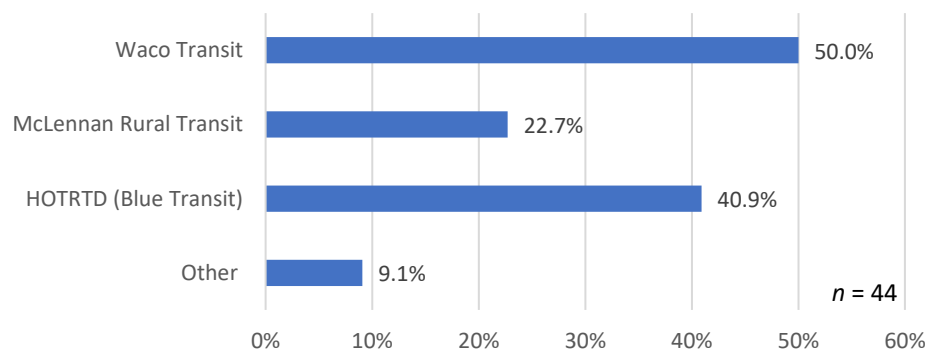
Nearly 72 percent of those responding to this question cited driving their own personal vehicle as a form of transportation. More than 26 percent said they ride with a friend or family member. Nearly 24 percent use public transportation, while 11.4 percent utilize active transportation such as biking or walking. Relatively few rely on private options (such as taxi, Uber, or Lyft).

Exhibit E.6 Transportation modes used



Among those who cited use of public transportation, half indicated use of Waco Transit. Approximately 23 percent use McLennan Rural Transit, while 40.9 percent use Blue Transit. “Other” responses included medical insurance transportation and Modivcare but no other public transportation providers.

Exhibit E.7 Public transportation used



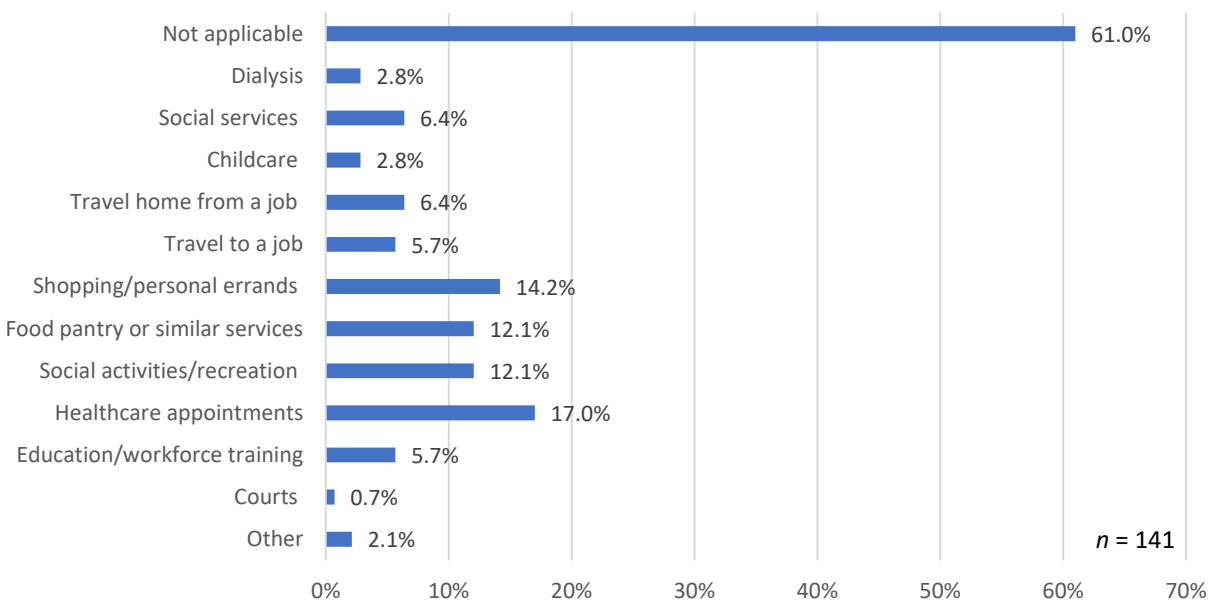
Most of those who cited use of transportation provided by an organization or social service agency cited Medicaid or insurance transportation (through Modivcare, SafeRide, United Healthcare) or Avid/Centex.



Question 5. Are you unable to access any of the following destinations or services due to lack of transportation? (Check all that apply.)

Sixty-one percent of the 141 respondents to this question indicated they did not have any trouble accessing the listed services due to a lack of transportation. Healthcare appointments was the most frequently-cited destination (17 percent), followed by shopping or personal errands (14.2 percent). Specific issues cited under “Other” that were not represented elsewhere included having a single vehicle for two working parents, needing to access out-of-town appointments, and not needing transportation now but getting to a point where they might need help.

Exhibit E.8 Difficulty accessing locations due to lack of transportation

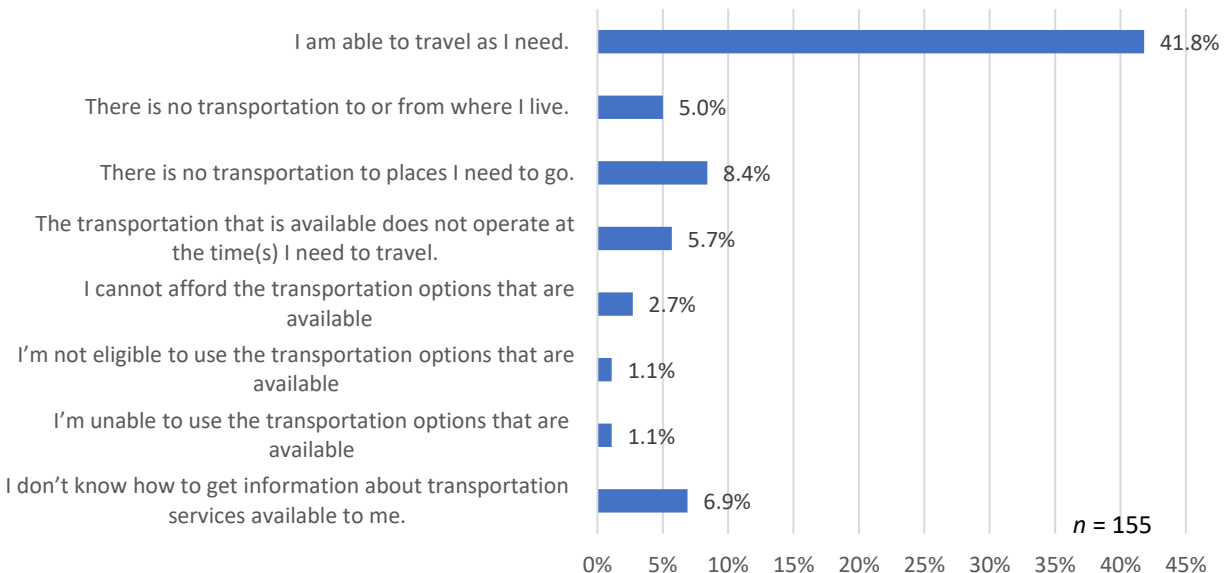




Question 6. Which of the following transportation challenges do you typically experience? (Check all that apply.)

Nearly 42 percent of the 155 respondents to this question indicated not having any transportation challenges. The most frequently-cited challenge (8.4 percent) was that transportation was not available to the places respondents needed to go. Others said there was no transportation where they live (5.0 percent) or did not operate when they needed to travel (5.7 percent). Nearly seven percent said they didn't know how to get transportation information.

Exhibit E.9 Transportation challenges



Among those who said they could not afford the transportation options available, one specified Lyft or Uber and the other said they couldn't afford any transportation.

Those who said they weren't eligible to use the transportation options available did not provide valid reasons for ineligibility (citing possession of a vehicle and living in a rural area).

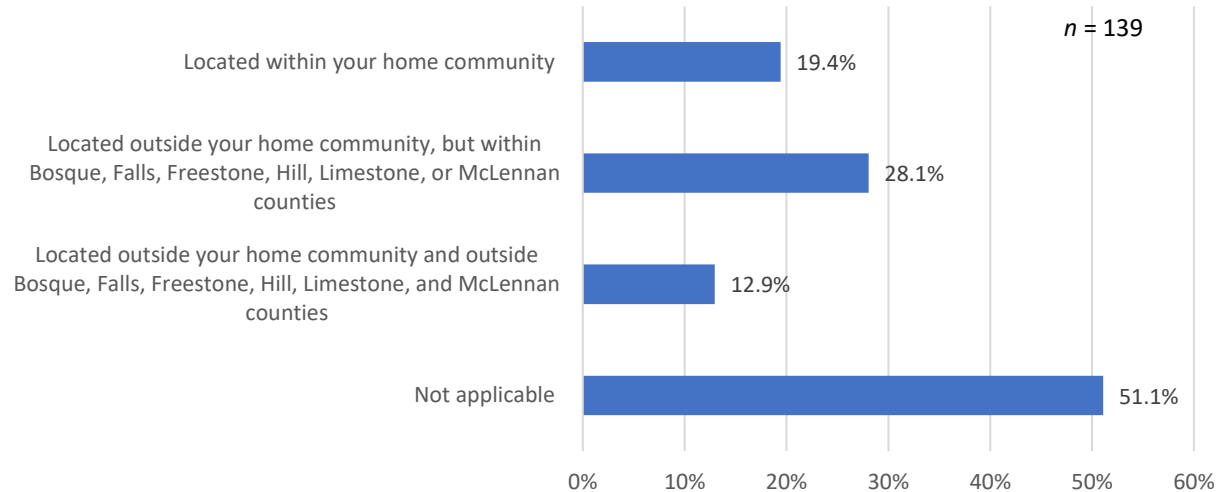
Among those who indicated they were unable to use the transportation options available, one respondent said they had to quit attending therapy because they weren't picked up. Another commented that there is not enough funding and that more vans are needed, suggesting a lack of availability.



Question 7. Are the trips you have trouble making...? (Check all that apply.)

More than half (51.1 percent) of the 139 respondents to this question indicated not having trouble making trips. The most frequently-cited challenge was trips located outside the individual's home community but within the six-county region (28.1 percent). Nearly 20 percent have trouble traveling within their home community, and nearly 13 percent cited difficulty traveling outside of the six-county area.

Exhibit E.10 Location of transportation challenges



Question 8. If you have trouble making trips to locations outside your home community but within Bosque, Falls, Freestone, Hill, Limestone, or McLennan counties, where do you need to travel?

Of the 39 respondents who cited needing to travel outside their home community but within the six-county area, McLennan County (primarily Waco) was the most frequent need (35.9 percent). Nearly 13 percent cited Limestone County (particularly Mexia), while five percent indicated Hill County. (An additional 20.5 percent indicated locations outside of the six-county area, including Dallas, Fort Worth, Temple, and Tyler.)

Among the same 39 respondents, 69.2 percent indicated healthcare as the reason for needing to travel to these locations, while 30.8 percent cited shopping.



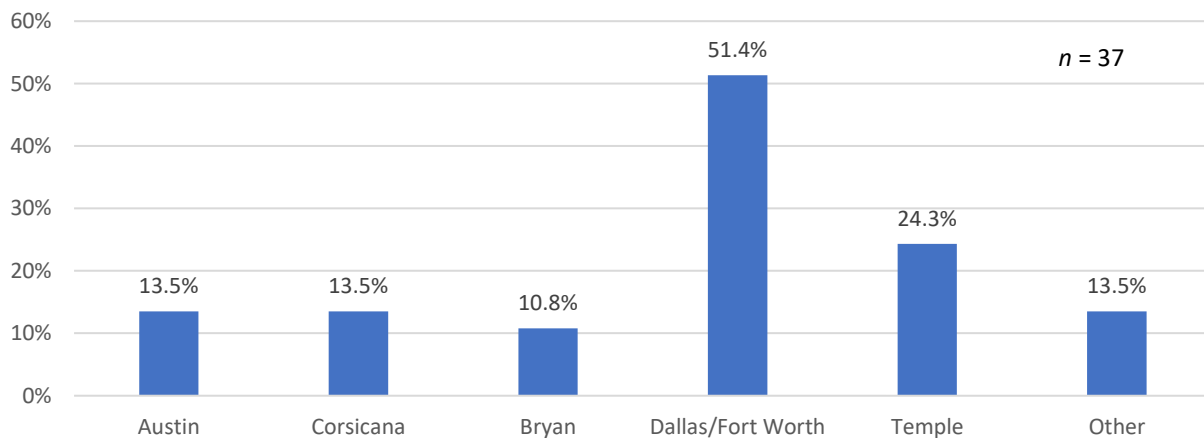
Exhibit E.11 Reason for travel within six-county area

Reason for travel	Frequency
Attorney	2
Child care	1
Education/school	3
Employment	6
Groceries	4
Healthcare/medical	27
Personal errands	2
Pharmacy	2
Post Office	1
Recreation	1
Shopping	12
Social/recreation	2
Veterans services	4

Question 9. If you have trouble making trips to locations outside your home community but within Bosque, Falls, Freestone, Hill, Limestone, or McLennan counties, where do you need to travel?

While only 18 respondents indicated having trouble making trips outside of the six-county area in Question 7, 37 respondents completed this question. The Dallas/Fort Worth metroplex was the most frequently cited location (more than half of the 37 respondents), followed by Temple (24.3 percent).

Exhibit E.12 Travel outside of six-county area



“Other” responses included Galveston and Houston. (Out-of-area responses previously cited under Question 8 included Anderson, Burleson, Temple, and Tyler.)



Among these respondents, healthcare was the most frequently cited reason for needing to travel to these locations.

Exhibit E.13 Reason for travel outside of six-county area

Reason for travel	Frequency
Airport	1
Employment	2
Healthcare/medical/doctors	20
Personal errands	1
Shopping	2
Social Security	1
Vacation	1
Veteran services	1
Visit family/friends	4

Question 10. What other trips do you have trouble making? Be specific (i.e., where, what time, etc.)

Healthcare-related travel was frequently cited, specifically to Hill Regional, Tyler, and Limestone county. Weekend trips and trips later in the day on weekdays were also noted.

Exhibit E.14 Other transportation challenges

Other Transportation Challenges
We also need transportation Sundays and evenings
Car issues
Church
Doctor appointments
General appointments
Getting groceries and bloodwork done
Getting kids from school
Hill Regional. I'd like to go see my doctor. Doctor Earhart. Once every 6 months for a routine checkup. If I have problems with my diabetes. Like neuropathy.
I have trouble going anywhere.
Jobs due to car not being reliable.
Kids having a bus to ride to and from school.
Last-minute medical appts. Difficult to get to at last minute.
Medical trips to Waco
Saturday trips to/from Waco, and weekday afternoon trips to/from Waco
Shoe store, clothes, fun things, movies-Clifton
Trips in Limestone-lots of medical appointments
Would like to travel to Tyler for healthcare



Question 11. What change(s) could enable you to make these trips?

While several respondents included general statements about their individual challenges, some of the more specific changes included being able to schedule rides on demand, flexible transportation to accommodate doctors' appointments, having greater capacity on public transportation (e.g., more vehicles), more service from the rural counties to Waco, and weekend and evening service.

Exhibit E.15 Changes that would enable travel

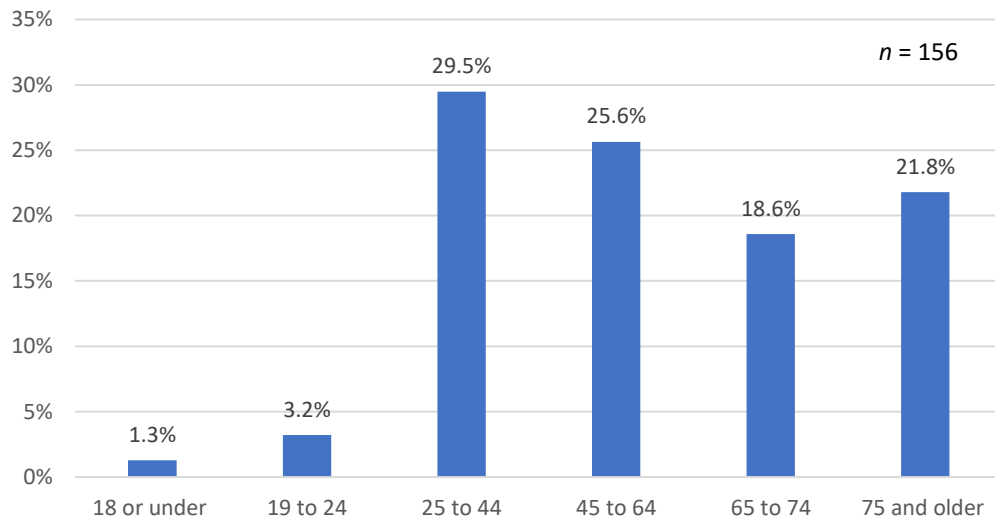
Changes that would enable travel
A better vehicle.
A working car.
Being able to schedule rides on-demand.
Bus passes
Bus service and car pool must be child-friendly.
Doctor appointments times are not always flexible and beyond my control. So, transportation needs do need to be flexible.
For Blue Transit to receive funding for more vans, and to be funded for them to be serviced.
Gas cards
Have more transportation vehicles.
Having a ride.
I am on disability and 62 years old. We like to see about transit ride for disabled.
I don't know. I depend on my friends and if they want to do these things.
I may use the Blue Transit bus in the near future.
I would like to be able to keep a steady job and make sure I get to where I need to get to.
Large veterans' community in Fairfield TX.
More availability from Groesbeck to Waco and Temple.
More available transportation.
My daughter is moving so I will need transportation soon.
My sister takes me places when she can.
Need transit from Groesbeck to Waco.
To be able to make trips and not miss appointments.
Have public transportation available in Golinda.
Rural Public Transit extending its hours/days of operation to Saturday mornings/afternoons, and weekday afternoons, for trips to/from Waco, and outside Limestone County generally.
Sunday service
Someone to drive us.
Trains
More transportation options.
Uber



Question 12. Which of the following group includes your age?

The majority of respondents were age 25 or older. The reason for the high incidence of persons age 65 and older (40.4 percent) was because seniors are one of the target populations for this Plan and several pop-up events were held at senior congregate meals or activities.

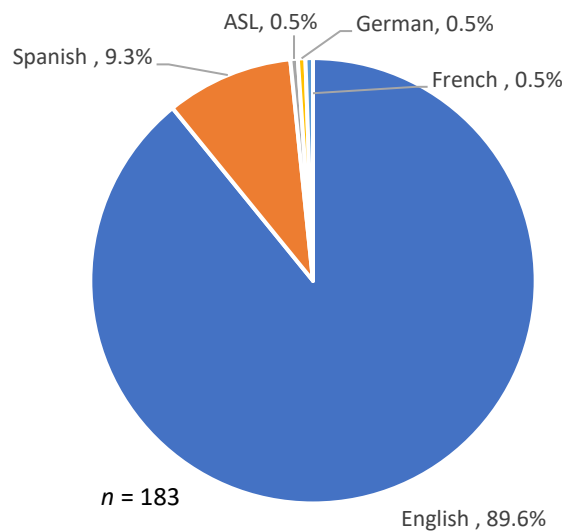
Exhibit E.16 Age



Question 13. Please indicate which languages are spoken in your home. (Check all that apply.)

Not surprisingly, Spanish is the most predominant non-English language spoken among respondents. American Sign Language, German, and French were each cited by one respondent.

Exhibit E.17 Language spoken at home





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Appendix F | Transportation Provider Survey



HEART OF TEXAS
COUNCIL OF GOVERNMENTS

**Regional Public Transportation Coordination Plan Update
For the Heart of Texas Region (TxDOT Planning Region 11)
2025 Transportation Provider Survey**

This survey should take approximately 45 minutes to complete. It is formatted as a form-fillable .pdf document, so you may complete it electronically. If you have information available in an alternative format that is similar to the information solicited in the questions, you may provide it in lieu of completing the corresponding question. If you are unable to answer any of the questions, please work with others in your organization who can provide the additional information.

Thank you in advance for your time. If you have any questions, please contact Kathy Chambers at 888.743.5977 or kathy@moore-associates.net. Email your completed survey to Stephanie Roberts at stephanie@moore-associates.net by **October 1, 2025**. If you choose to address some of the questions by providing additional documentation, please include those documents in your email along with the survey and supplemental Excel file.

Section I: Organization and Contact Information

1. Identification of organization:

a. Organization name:					
b. Address:					
c. City:		State:		Zip:	
d. Telephone:		Fax:			
e. Name of individual responding to survey:					
f. Email of respondent contact:					
g. Title of respondent contact:					
h. Agency website:					

2. Please check the box that best describes your organization. (Check only one.)

- | | |
|--|--|
| ☐ Publicly sponsored transit agency | ☐ Public non-profit |
| ☐ Human service agency – public | ☐ NEMT provider |
| ☐ Human service agency – non-profit | ☐ Independent living center |
| ☐ Medical center/health clinic | ☐ Wheelchair/stretchers service |
| ☐ Nursing home | ☐ Public housing |
| ☐ Adult day care | ☐ Transitional housing |
| ☐ Municipal office on aging | ☐ Workforce development |
| ☐ Non-profit senior center | ☐ Local government office |
| ☐ Faith-based organization | ☐ Other (specify): <input type="text"/> |
| ☐ Private non-profit | |

3. Under what legal authority does your organization operate?

- | | |
|---|--|
| ☐ Local government department or unit (city or county) | ☐ Transportation authority |
| ☐ Private non-profit organization | ☐ Private, for-profit |
| | ☐ Other (specify): <input type="text"/> |



4. What are the major functions/services of your organization? (Check all that apply.)

- | | | |
|--|--|---|
| ☐ Transportation | ☐ Employment | ☐ Information/referral |
| ☐ Health care | ☐ Rehabilitation services | ☐ Recreation/social |
| ☐ Social services | ☐ Diagnosis/evaluation | ☐ Homemaker/chores |
| ☐ Nutrition | ☐ Job placement | ☐ Housing |
| ☐ Counseling | ☐ Residential facilities | ☐ Veterans' services |
| ☐ Day treatment | ☐ Income assistance | ☐ Other (specify): |
| ☐ Job training | ☐ Screening | <input type="text"/> |

5. What is the geographic service area for the organization?

Falls County: ☐ All or ☐ Parts:

Freestone County: ☐ All or ☐ Parts:

Hill County: ☐ All or ☐ Parts:

Limestone County: ☐ All or ☐ Parts:

McLennan County: ☐ All or ☐ Parts:

Specific municipalities (specify):

Other (specify):

Section II: Description of Transportation and Mobility Management Services

6. Which mode(s) of transportation service delivery best describes your transportation service(s)? (Check all that apply.)

- | | |
|---|---|
| ☐ Fixed-route – bus | ☐ Microtransit – on-demand/same-day, general public |
| ☐ Fixed-route – rail | ☐ Alternative services – on-demand for ADA paratransit customers |
| ☐ Dial-a-ride – demand-response, advance reservation | ☐ Vanpool |
| ☐ Taxi vouchers/user-side subsidy programs | ☐ Micromobility – bike- or scooter-sharing |
| ☐ Volunteer driver program | ☐ Intercity bus/rail |
| ☐ ADA complementary paratransit | ☐ Other (specify): <input type="text"/> |
| ☐ Flex transit (route deviation or point deviation) | |

7. What statement(s) best describe(s) how these services are provided?

- ☐ We operate the service(s) with our own fleet and employee drivers.
- ☐ We contract out operations – a contractor operates our own fleet of vehicles.
Name of operations contractor(s):
- ☐ We contract out operations or purchase service from another provider – a contractor/provider operates their own fleet of vehicles.
Name of contractor(s)/provider(s):
- ☐ We use non-dedicated providers (e.g., taxis, Lyft, Uber, NEMT carriers) for the entire service.
Name of provider(s):
- ☐ We use non-dedicated providers (e.g., taxis, Lyft, Uber, NEMT carriers) for the some of the service (e.g., as overflow providers).
Name of provider(s):
- ☐ We use staff cars.
- ☐ We use volunteer drivers, driving their own cars.
- ☐ We use volunteer drivers, driving their agency vehicles.
- ☐ We distribute transit/paratransit passes to clients.



8. Do any other organizations purchase rides on your transportation service? (Check one.)

☐ Yes ☐ No

If yes, which organizations?

9. Does your organization provide any mobility management services for others in the community? (Check all that apply.)

☐ No mobility management services provided

☐ Driver training programs

☐ One-call/one-click service coordination

☐ Services for individuals with disabilities or seniors (e.g., travel training)

☐ Joint fare programs

☐ Funding agreements

☐ Educational programs

☐ Other (specify):

Section III: Transportation Service Policies

10. Does your organization impose eligibility limitations on those people who are provided transportation? (Check one.) ☐ Yes ☐ No

If yes, please define the rider eligibility requirements for your transportation programs. (Please describe how these might differ for different services or programs in the Notes.)

☐ General public

☐ County or municipal residents

☐ Seniors age _____ and above

☐ Individuals with disabilities (all)

☐ Individuals with intellectual or developmental disabilities

☐ Individuals with low income/Medicaid beneficiaries

☐ Individuals living in zero-car households

☐ Youths

☐ Residents with limited English proficiency

☐ Veterans

☐ Clients of workforce agencies

☐ Other (specify):

Notes:

11. Must individuals be pre-certified or pre-qualified to access your transit services? (Check one.)

☐ Yes ☐ No

If yes, what are the eligibility/qualification standards?

12. Does your organization impose trip purpose limitations or prioritization in scheduling/serving trips? (Check one.)

☐ Yes ☐ No

If yes, please define the trip eligibility requirements or prioritizations for your transportation programs. (Please describe how these limitations or prioritizations might differ for different services or programs in the Notes.)

☐ Non-emergency medical trips

☐ Work trips

☐ Day program (waiver transportation) trips

☐ Trips to our senior center/agency

☐ Other (specify):

Notes:



13. Use the **Supplemental Information document** accompanying this survey to indicate the daily hours and days of operation for your transportation services. You may also provide this in your own format as long as it includes all of the requested information.

14. Does your organization charge a fare or fee to the passenger for providing transportation services? (Check one.)
☐ Yes ☐ No

If yes, what is the fare structure? You may also provide this information as a separate document.

15. Does your organization provide any discounts for older adults, individuals with disabilities, or other categories? (Specify other categories: _____)

☐ Yes ☐ No

If yes, what is the discount?

16. Does your organization accept any donations from older adults or other passengers to offset the cost of providing transportation services? (Check one.)

☐ Yes ☐ No

If yes, what is the suggested donation amount?

17. How do clients/customers request your transportation services? (Check all that apply.)

☐ Phone call

☐ Internet reservation (specify software):

☐ Smart phone app (specify app):

☐ Arrangement by a third party (describe):

☐ Customers access the service at a designated bus stop or station (no request/reservation required)

18. What is your advance reservation policy? (Check one.)

☐ Same-day on-demand (for immediate fulfillment); no advance notice is required

☐ Same-day but _____ hours in advance

☐ 1 day before travel

☐ 24 hours before travel

☐ 2 days before travel

☐ 3 days before travel

☐ 4 days before travel

☐ 5 days before travel

☐ 1 week before travel

☐ Not applicable

☐ Other (specify):

19. How often do you have space available to accommodate last minute/late reservations? (Check one.)

☐ Never ☐ Rarely ☐ Sometimes ☐ Often ☐ Always

Explain:

20. If you have an advance reservation policy, will you accommodate same-day reservations if space is available? (Check one.)

☐ Yes ☐ Yes, but only for emergencies ☐ No

Explain:

21. Do you accept requests for subscription service (i.e., recurring, standing orders)? (Check one.)

☐ Yes ☐ No

If yes, please note any specific policies related to subscription requests (e.g., minimum number of days per week):



22. For demand-responsive services, define the level of driver assistance provided to your riders. (Check all that apply.)

- ☐ Curb-to-curb assistance (i.e., drivers will assist passengers in and out of vehicles only)
- ☐ Door-to-door assistance (i.e., drivers will assist passengers to/from the entrance of their origin or destination)
- ☐ Door-thru-door assistance (i.e., drivers will go into the origin or destination entrance with the passenger)
- ☐ Personal care attendants or escorts are provided to those passengers who require such services
- ☐ Passengers are permitted to travel with their own personal care attendants or escorts
- ☐ Driver will help with a limited number of bags

Section IV: Vehicle Inventory and Utilization

23. Use the **Supplemental Information document** accompanying this survey to provide information regarding the vehicles used in the provision of transportation services provided directly by your agency or your contractor operating your vehicles.

24. Use the **Supplemental Information document** accompanying this survey to provide a fleet inventory for the vehicles in Question 23 (exclude volunteer vehicles). You may also provide your fleet inventory using your own Excel or .pdf document in lieu of completing the chart in the Supplemental Information document.

25. Use the **Supplemental Information document** accompanying this survey to provide weekday and weekend utilization charts for the vehicles in Question 23 (excluding volunteer vehicles). Place an "X" in each box to represent the time period each vehicle is in use. You may also provide this information in your own format in lieu of completing these chart in the Supplemental Information document.

Section V: Supporting Technology

26. For demand-responsive transportation services, what type of technology is used for booking, scheduling, and dispatching functions?

Vendor and system name:

27. What type of communications device/system is used between drivers and dispatchers? (Check all that apply.)

- ☐ Cellular phones
- ☐ Two-way mobile radios
- ☐ Mobile data terminals
- ☐ Tablets or smart phones
- ☐ Routing software
- ☐ Other (specify):

28. Do you utilize any technology for booking, cancellations, and/or estimates times of arrival notices? (Check all that apply.)

- ☐ No technology utilized
- ☐ Mobile app (specify):
- ☐ Interactive voice recognition technology (specify):
- ☐ AI technology (specify):
- ☐ Other (specify):

Section VI: Vehicle Operators

29. How many full-time and part-time employee drivers are used for service delivery?

Full-time drivers: Part-time drivers:

30. What special training requirements must drivers complete before providing services?

Explain:



31. Do part-time drivers have any additional responsibilities at your organization that would limit their availability for additional driving tasks? (Check one.)
☐ Yes ☐ No

Section VII: Ridership and Service Statistics

32. Use the **Supplemental Information document** accompanying this survey to provide your organization's annual passenger statistics. If possible, use data for the most recent 12-month period for which data is available.
33. How many annual vehicle service hours were provided by your vehicle fleet when providing passenger transportation during the last calendar year or fiscal year? (Estimates are acceptable.)
Total annual vehicle service hours:
34. How many annual vehicle service miles did your vehicle fleet travel when providing passenger transportation services during the last calendar year or fiscal year? (Estimates are acceptable.)
Total annual vehicle service miles:

Section VIII: Operating Costs and Revenues

35. Use the **Supplemental Information document** accompanying this survey to indicate your transportation operating and capital expenses in the last calendar or fiscal year. *You may also provide your operating and capital expenses in your own format as long as it provides the same information requested.*
36. If transportation is one of many programs you offer, what percentage of your total budget is spent on the transportation services described in this survey response?

Transportation is % of our total agency annual budget.
37. Use the **Supplemental Information document** accompanying this survey to identify the percentage of your transportation budget that comes from each applicable source in the following table. (Estimates are acceptable.)
38. If your agency purchases or sponsors client transportation services from third parties, use the **Supplemental Information document** accompanying this survey to identify them. (If the third party is a private individual, do not list their name; instead, sum all such entries in the private individuals category.)

Section IX: Assessment of Needs Met and Unmet

39. Use the **Supplemental Information document** accompanying this survey to identify the top five trip demand generators for your customers or clients; that is, to which five destinations do your customers or clients travel most often. (If you do not have all of this information, provide what you can.)
40. Are you able to accommodate all the requests from your riders?
☐ Yes ☐ No
- If no, what are the biggest obstacles? (Check all that apply.)
- ☐ Not enough funding to meet the demand
 - ☐ High cost of operating/contracting for transportation services
 - ☐ Driver recruitment/retention challenges
 - ☐ Not enough vehicles
 - ☐ Limited service area and service hours
 - ☐ Funding source parameters (e.g., limited trip purpose eligibility)
 - ☐ Other (specify):



41. What other significant barriers in the region or community limit your riders' (or clients') mobility? (Check all that apply.)

- ☐ Lack of public transportation service in our area
- ☐ The affordability of those transportation services
- ☐ Limited hours and days of existing services
- ☐ Client eligibility restrictions imposed by various funding sources
- ☐ Trip destination limits (e.g., beyond municipality; imposed by funding sources)
- ☐ Trip purpose eligibility restrictions imposed by funding sources
- ☐ Inconvenient or lengthy path of travel
- ☐ Other (specify):

42. Other than your service, what other transportation services in the existing transportation network provide the most useful mobility options for your riders/clients? (Check all that apply.)

Public Transportation Services

- ☐ Fixed-route bus services provided by:
- ☐ Rail services provided by:
- ☐ Dial-a-ride services provided by:
- ☐ Taxi voucher/user-side subsidy program provided by:
- ☐ Volunteer driver program provided by:
- ☐ ADA paratransit service provided by:
- ☐ Flex transit services provided by:
- ☐ Microtransit services provided by:
- ☐ Alternative services provided by:
- ☐ Taxis and other nonmetered livery services provided by:
- ☐ Other (specify):

Public Human Service Agencies

- ☐ Medicaid nonemergency medical transportation programs
- ☐ Veterans/disabled veterans nonemergency medical transportation services
- ☐ Other (specify):

Senior Centers, Day Programs, Hospitals

- ☐ Senior centers
- ☐ Day programs
- ☐ Hospital transportation programs
- ☐ Other (specify):

Private Carriers

- ☐ Taxis
- ☐ Transportation network companies (e.g., Uber, Lyft)
- ☐ Nonemergency medical transportation carriers (for hire)
- ☐ Other (specify):



43. What top three enhancements are most needed to improve mobility in your service area? (Select only three.)

- ☐ Greater coordination among providers
- ☐ More funding for operations
- ☐ More funding for equipment (excluding vehicles), communications, or outreach
- ☐ Mobility management:
 - ☐ Regionwide transportation brokerage for multiple programs
 - ☐ Regionwide one-call/one-click services for trip discovery, planning, and booking
 - ☐ Travel training resources
 - ☐ County mobility managers
- ☐ Longer hours and/or more days of service
- ☐ More drivers and/or vehicles
- ☐ Loosening of eligibility restrictions:
 - ☐ Client/customer eligibility
 - ☐ Eligible trip destination/service area limits
 - ☐ Eligible trip purposes
- ☐ Lower fares on existing services
- ☐ Use of Uber, Lyft and/or other ridesourcing companies
- ☐ Technology for scheduling or dispatching
- ☐ Other (specify):

44. What type of transportation coordination activities do you currently participate in?

- | | |
|---|--|
| ☐ Provision of coordinated service for client/customer/constituent trips | ☐ Joint dispatch and/or scheduling |
| ☐ Local coordination committee | ☐ Shared backup vehicles |
| ☐ Regional transportation authority's project advisory committee | ☐ Shared maintenance |
| ☐ Information and referral | ☐ Joint use of vehicles |
| ☐ Joint procurement | ☐ Joint grant applications funding |
| ☐ Joint training | ☐ Driver sharing (paid or volunteer) |
| | ☐ Other (specify): <input type="text"/> |

Please explain your coordination activities further, naming the other participating organizations.

45. What issues, if any, have your coordination efforts encountered? (Check all that apply.)

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☐ Other (specify):

46. In your opinion, what are the greatest coordination and mobility obstacle(s) in your service area?

47. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?



48. On a scale of one to five, with five indicating the strongest support, how much sustained support for coordinated transportation planning exists among elected officials, agency administrators, and other community leaders in your area? (Check one.)

Weak support → Strong support

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

49. On a scale of one to five, with five indicating the strongest perception, do you and members of your governing body perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services? (Check one.)

Weak perception → Strong perception

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

What are the potential benefits, in your opinion?

50. If there are any other issues, concerns, or information relevant to this issue, please feel free to elaborate in the space below.

51. If you would like to provide more detailed information and feedback, please provide your name and contact telephone number in the space below so that we can schedule an interview. If there are other people you would recommend for a focus group or further conversation, please provide their names and contact information in the space below also.

Please email your completed survey form, the Supplemental Information document, and any additional documentation you would like to provide to stephanie@moore-associates.net by **October 1, 2025**.

Thank you for your participation!



Supplemental information was collected via an Excel spreadsheet using the following tables:

13. What are the daily hours and days of operation for your transportation services? (List hours of operation for each day operated in the space provided.)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Service begins							
Service ends							

If you have different operating days or hours for different modes or services, duplicate this table below as many times as needed to provide information for each additional mode/service. Please indicate which mode/service each table refers to when more than one table is used.

23. Provide the following information for the vehicles used in the provision of transportation services provided directly by your agency or your contractor operating your vehicles.

Vehicle Type	Number of Vehicles				
	Total ¹	Owned	Leased	Wheelchair accessible (owned or leased) ²	Volunteer
a. Sedans	0				
b. Minivans (up to 7 seats)	0				
c. Standard 15-passenger vans	0				
d. 8-14 seat vehicles (e.g., Ford Transit or Dodge ProMaster)	0				
e. Converted 15-passenger vans (raised roof)	0				
f. Light-duty bus (body-on-chassis-type construction seating between 16-24 passengers)	0				
g. Medium-duty bus (body-on-chassis-type construction seating over 22 passengers with dual rear wheel axle)	0				
h. Medium- or heavy-duty transit bus	0				
i. Other (specify):	0				

¹ The number of vehicles owned and leased should sum to equal the total number of vehicles.

² Wheelchair accessible vehicles is a subset of total vehicles, regardless of whether owned or leased.



24. Please provide a fleet inventory for the vehicles in Question 23 (exclude volunteer vehicles).

You may also provide your fleet inventory as a separate Excel or .pdf document in lieu of completing this chart.

Add additional rows if necessary to report your entire fleet.

Vehicle	Make	Model	Model Year	Maximum Seats	Maximum Wheelchair Positions	Mileage (as of date: _____)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

25a. Complete the following weekday utilization chart for the vehicles in Question 23 (excluding volunteer vehicles).

Place an "X" in each box to represent the time period each vehicle is in use. You may also provide this information in your own format.

Vehicle	Time of day																							
	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12			
1																								
2																								
3																								
4																								
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16																								
17																								
18																								
19																								
20																								



25b. Complete the following weekend utilization charts for the vehicles in Question 23 (excluding volunteer vehicles).

Place an "X" in each box to represent the time period each vehicle is in use. You may also provide this information in your own format.

(If you do not provide weekend service, leave these charts blank.)

Saturday		Time of day																							
		4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12			
Vehicle																									
1																									
2																									
3																									
4																									
5																									
6																									
7																									
8																									
9																									
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15																									
16																									
17																									
18																									
19																									
20																									

Sunday		Time of day																							
		4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12			
Vehicle																									
1																									
2																									
3																									
4																									
5																									
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18																									
19																									
20																									



32. Please provide your organization's annual passenger statistics. If possible, use data for the most recent 12-month period for which data is available.
Complete questions (a) through (d).

Unduplicated Persons/Passenger Trips	Services for the general public	Limited eligibility services
a. Total number of persons ¹ provided transportation		
b. Total number of passenger trips ² (most recent fiscal year)		
c. Total number of trips ² for which riders use a wheelchair (subset of b)		
d. Time period: ____/____/____ through ____/____/____		

¹A person is an unduplicated count of unique individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).
Most riders make two or more trips per day, getting on once to go somewhere and then getting on again to return.

²A trip equals one person getting on a vehicle one time from an origin to a destination.

35. What were your transportation operating and capital expenses in the last calendar or fiscal year?

Category	Expenses
a. Transportation operation expenses	
• Administration	
• Operations	
• Maintenance (facilities and equipment)	
Operating expenses subtotal (A)	\$0.00
b. Transportation capital expenses (B)	
c. Total operating and capital expenses (A+B)	\$0.00

¹Capital expenses include one-time purchases of vehicles, facilities, software, communications equipment, bus shelters, passenger amenities, etc.

37. Identify the percentage of your transportation budget that comes from each applicable source.

Transportation Operating Revenue Source	Percentage of Total FY 2024 Transportation Operating Budget
a. Fares collected from passengers as cash or purchased tickets/tokens (include client fees and/or general public fares)	
b. Revenues collected as cash or purchased ticket/tokens by third parties on behalf of passengers	
c. Reimbursements for services obtained from third parties (e.g., Medicaid reimbursements)	
d. City government appropriations	
e. County government appropriations	
f. State government appropriations	
g. Grants directly received by the organization:	
• FTA Section 5307	
• FTA Section 5310	
• FTA Section 5311	
• Title III (Older Americans Act)	
• Medicaid	
• Other (specify):	
• Other (specify):	
h. United Way	
i. Passenger donations	
j. Fundraising	
k. Contributions from charitable foundations, etc.	
l. Other (specify):	



38. If your agency purchases or sponsors client transportation services from third parties, please identify them in the following table.
(If the third party is a private individual, do not list their name; instead, sum all such entries in the private individuals category.)

Name of third party	Total number of trips purchased	Rate and basis of payment (e.g., per mile, per trip) ¹	Total amount paid last fiscal year
Public transit agency (specify): _____			\$
Municipality (specify): _____			\$
Human service agency (specify): _____			\$
Private carrier (specify): _____			\$
Private individuals			\$

¹ If rates differ by trip type (e.g., ambulatory vs. non-ambulatory), specify each rate and ridership separately.
Also, specify rate structures that incorporate more than one structure (e.g., base plus per mile rate). Add additional rows if necessary.

39. Please identify the top five trip demand generators for your customers or clients.

Destination	Address	City	ZIP Code	Weekday ridership					Saturday ridership	Sunday ridership
				AM Peak	Midday	PM Peak	Evening	Overnight		

If you do not have all of the information requested for this question, please provide as much as you can.



Appendix G | Transit Needs Index Results



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Exhibit G.1 Bosque County Transit Needs Index

Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
9501	18%	0.92	37	11%	1.16	17	2%	0.88	13	24%	0.95	28	96	Average
9502	23%	1.22	49	10%	1.08	16	7%	2.50	38	17%	0.68	20	123	High
9503	21%	1.09	44	8%	0.85	13	1%	0.27	4	33%	1.32	40	100	Average
9504	13%	0.70	28	2%	0.21	3	0%	0.04	1	28%	1.12	34	66	Low
9505	20%	1.06	42	13%	1.38	21	7%	2.73	41	31%	1.23	37	141	High
9506	25%	1.32	53	15%	1.51	23	1%	0.50	8	30%	1.19	36	118	High
9507	13%	0.69	27	8%	0.81	12	0%	0.08	1	13%	0.50	15	56	Low
Mean	19%		40	10%		15	3%		15	25%		30	100	

Exhibit G.2 Falls County Transit Needs Index

Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
2	20%	1.00	40	16%	1.12	17	6%	0.79	12	27%	1.40	42	111	High
3	21%	1.03	41	18%	1.22	18	7%	0.92	14	15%	0.79	24	97	Average
4	23%	1.12	45	19%	1.30	19	18%	2.33	35	16%	0.82	25	124	High
5	16%	0.80	32	6%	0.40	6	3%	0.32	5	16%	0.82	25	68	Very low
7	19%	0.93	37	12%	0.85	13	3%	0.42	6	29%	1.47	44	100	Average
8	22%	1.11	45	16%	1.11	17	9%	1.21	18	14%	0.70	21	100	Average
Mean	20%		40	15%			8%			20%			100	



Exhibit G.3 Freestone County Transit Needs Index

Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
1.01	15%	0.74	30	7%	0.49	7	1%	0.39	6	23%	1.11	33	76	Low
1.02	22%	1.06	42	25%	1.65	25	1%	0.19	3	24%	1.16	35	105	Average
2	12%	0.58	23	6%	0.37	6	2%	0.49	7	17%	0.84	25	61	Very low
3	28%	1.37	55	29%	1.93	29	4%	1.43	21	20%	0.95	29	133	High
4	17%	0.85	34	15%	1.00	15	4%	1.13	17	23%	1.11	33	100	Average
6	27%	1.33	53	17%	1.12	17	2%	0.71	11	15%	0.72	22	102	Average
7	19%	0.92	37	16%	1.02	15	7%	2.27	34	15%	0.72	22	108	Average
9	23%	1.14	46	6%	0.42	6	4%	1.39	21	29%	1.39	42	115	High
Mean	20%		40	15%			3%			21%			100	

Exhibit G.4 Hill County Transit Needs Index

Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
9601	14%	0.77	31	14%	0.91	14	1%	0.22	3	18%	0.90	27	75	Low
9602	16%	0.86	34	12%	0.79	12	3%	0.55	8	30%	1.47	44	99	Average
9604	26%	1.43	57	9%	0.58	9	9%	1.47	22	29%	1.42	43	130	Very high
9605.01	20%	1.07	43	17%	1.09	16	3%	0.42	6	21%	1.04	31	97	Average
9605.02	15%	0.79	31	9%	0.62	9	3%	0.55	8	22%	1.07	32	81	Low
9606	26%	1.39	56	24%	1.56	23	2%	0.38	6	26%	1.28	38	123	High
9607	16%	0.87	35	3%	0.22	3	2%	0.28	4	19%	0.96	29	71	Low
9608	12%	0.62	25	6%	0.37	6	13%	2.14	32	13%	0.63	19	81	Low
9609	21%	1.12	45	31%	2.04	31	7%	1.14	17	11%	0.54	16	109	Average
9610	18%	0.95	38	30%	1.97	29	7%	1.14	17	11%	0.54	16	101	Average
9611	20%	1.09	44	9%	0.57	9	15%	2.48	37	24%	1.18	35	125	High
9614	19%	1.05	42	19%	1.26	19	7%	1.22	18	20%	0.97	29	108	Average
Mean	18%		40	15%			6%			20%			100	



Exhibit G.5 Limestone County Transit Needs Index

Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
9701	13%	0.71	28	8%	0.37	6	3%	0.40	6	14%	0.69	21	60	Low
9702	17%	0.90	36	23%	1.09	16	1%	0.19	3	21%	1.01	30	85	Average
9703	14%	0.73	29	43%	2.02	30	15%	2.30	34	17%	0.80	24	118	High
9704	18%	0.97	39	28%	1.31	20	3%	0.48	7	18%	0.84	25	91	Average
9705	19%	1.05	42	38%	1.82	27	2%	0.29	4	12%	0.56	17	90	Average
9706	15%	0.83	33	11%	0.52	8	4%	0.65	10	17%	0.83	25	75	Low
9707	29%	1.55	62	8%	0.40	6	23%	3.58	54	33%	1.59	48	169	Very high
9708	23%	1.27	51	10%	0.47	7	1%	0.13	2	35%	1.68	50	110	Average
Mean	18%		40	21%			6%			21%			100	

Exhibit G.6 McLennan County Transit Needs Index

Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
1	13%	0.93	37	43%	2.24	34	9%	1.46	22	10%	0.70	21	113	Average
2	5%	0.39	16	57%	2.99	45	11%	1.70	25	2%	0.12	3	90	Average
3	6%	0.42	17		0.00	0		0.00	0	0%	0.00	0	17	Very low
4.01	11%	0.78	31	18%	0.93	14	4%	0.63	9	5%	0.36	11	65	Low
4.02	7%	0.48	19	65%	3.41	51	1%	0.22	3	0%	0.00	0	74	Low
5.98	15%	1.09	43	20%	1.06	16	4%	0.69	10	17%	1.13	34	104	Average
7	12%	0.88	35	20%	1.03	15	11%	1.68	25	9%	0.61	18	94	Average
8	10%	0.75	30	19%	0.99	15	11%	1.74	26	6%	0.41	12	83	Average
9	11%	0.82	33	10%	0.52	8	5%	0.83	12	15%	1.02	30	83	Average
10	17%	1.25	50	35%	1.85	28	8%	1.30	20	11%	0.73	22	119	High
11	9%	0.66	27	32%	1.67	25	3%	0.47	7	10%	0.71	21	80	Low
12	24%	1.72	69	57%	2.99	45	33%	5.17	78	13%	0.88	26	217	Very high
13	7%	0.52	21	21%	1.11	17	8%	1.18	18	8%	0.56	17	72	Low



Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
14.01	22%	1.61	64	47%	2.44	37	20%	3.19	48	17%	1.14	34	183	Very high
14.02	14%	1.03	41	47%	2.45	37	12%	1.84	28	10%	0.70	21	127	High
15	15%	1.11	45	38%	1.99	30	7%	1.05	16	12%	0.80	24	114	Average
16	12%	0.89	36	21%	1.09	16	5%	0.74	11	14%	0.99	30	93	Average
17	11%	0.77	31	19%	1.01	15	3%	0.49	7	13%	0.90	27	80	Low
18	18%	1.30	52	28%	1.44	22	38%	6.00	90	12%	0.80	24	188	Very high
19	14%	1.05	42	56%	2.94	44	9%	1.37	20	7%	0.50	15	122	High
20	9%	0.66	27	5%	0.27	4	3%	0.50	8	14%	0.96	29	67	Low
21	13%	0.98	39	33%	1.71	26	11%	1.70	25	10%	0.71	21	112	Average
23.02	21%	1.50	60	22%	1.14	17	14%	2.15	32	19%	1.27	38	147	High
24.98	13%	0.94	38	14%	0.74	11	4%	0.58	9	14%	0.93	28	85	Average
25.01	15%	1.06	42	19%	1.00	15	6%	0.94	14	20%	1.34	40	112	Average
25.03	13%	0.97	39	5%	0.28	4	6%	0.88	13	31%	2.13	64	120	High
25.04	11%	0.80	32	4%	0.22	3	1%	0.09	1	20%	1.36	41	78	Low
26	16%	1.13	45	3%	0.13	2	1%	0.20	3	30%	2.03	61	111	Average
27	12%	0.86	34	26%	1.34	20	4%	0.60	9	15%	1.02	30	94	Average
28	14%	1.01	41	8%	0.41	6	6%	1.01	15	32%	2.19	66	127	High
29	11%	0.82	33	3%	0.17	3	0%	0.00	0	19%	1.30	39	74	Low
30	23%	1.65	66	20%	1.02	15	16%	2.47	37	25%	1.73	52	170	Very high
32	17%	1.24	50	14%	0.75	11	8%	1.32	20	14%	0.98	29	110	Average
33	11%	0.77	31	43%	2.26	34	4%	0.55	8	0%	0.01	0	73	Low
34.01	16%	1.18	47	8%	0.40	6	3%	0.49	7	18%	1.21	36	97	Average
34.02	18%	1.31	52	16%	0.85	13	0%	0.00	0	18%	1.20	36	101	Average
35	18%	1.30	52	6%	0.33	5	1%	0.22	3	19%	1.32	40	100	Average
36.01	19%	1.41	57	13%	0.68	10	7%	1.04	16	18%	1.23	37	119	High
36.02	19%	1.40	56	14%	0.74	11	1%	0.19	3	13%	0.87	26	96	Average
37.01	15%	1.12	45	9%	0.47	7	5%	0.85	13	17%	1.16	35	99	Average
37.03	10%	0.70	28	2%	0.12	2	1%	0.08	1	14%	0.94	28	59	Low
37.08	12%	0.87	35	3%	0.16	2	0%	0.03	0	15%	1.04	31	69	Low
37.09	12%	0.87	35	4%	0.20	3	6%	0.91	14	15%	1.05	31	83	Average



Weight	40			15			15			30				
	Persons with a disability			Persons living in poverty			Households with no vehicle available			Population age 65 and older				
Census Tract	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	ACS 2023	Index	Index * weight	TNI value	TNI category
37.1	11%	0.78	31	0%	0.02	0	1%	0.08	1	14%	0.98	29	62	Low
37.11	16%	1.13	45	14%	0.73	11	5%	0.83	12	23%	1.60	48	117	High
37.12	13%	0.93	37	9%	0.48	7	5%	0.71	11	12%	0.80	24	79	Low
38.01	14%	0.99	40	4%	0.19	3	6%	0.86	13	19%	1.32	40	95	Average
38.02	23%	1.66	66	24%	1.27	19	3%	0.53	8	20%	1.34	40	134	High
39.01	13%	0.96	38	8%	0.43	6	9%	1.40	21	18%	1.22	37	103	Average
39.02	13%	0.95	38	8%	0.43	6	4%	0.61	9	18%	1.21	36	90	Average
40	11%	0.77	31	4%	0.20	3	2%	0.33	5	19%	1.32	40	79	Low
41.02	14%	1.01	40	2%	0.13	2	1%	0.16	2	14%	0.95	28	73	Low
41.04	10%	0.69	28	3%	0.14	2	3%	0.50	8	14%	0.94	28	66	Low
41.05	10%	0.70	28	9%	0.45	7	0%	0.00	0	8%	0.53	16	51	Low
42.01	19%	1.38	55	13%	0.70	11	4%	0.64	10	23%	1.55	47	122	High
42.02	16%	1.17	47	9%	0.47	7	1%	0.22	3	21%	1.47	44	101	Average
43	12%	0.85	34	16%	0.81	12	4%	0.58	9	11%	0.77	23	78	Low
Mean	14%		40	19%			6%			15%			99	



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Appendix H | Matrix of Goals and Strategies



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Required Information						Optional Information				
Regional Goal	Strategy	Scope	Needs addressed	Priority Level	Relative Cost	Implementation Timeline	Responsible Party(ies)	Resources Needed	Potential Funding Source(s)	Performance Measures
Regional Goal 1.0: Ensure sustainability of the transportation network through local support.	Strategy 1.1: Maintain county-specific data for all rural counties.	Regional (rural counties)	Greater service capacity for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority)	Medium	\$	12 months	HOTRTD, MCRTD	Mechanism to track data by county	Existing operating funding; grant funding for software	Trips provided, trip denial rate, vehicle service hours/miles per county
	Strategy 1.2: Effectively communicate the public transit message throughout the region.	Regional	Increased partnerships with and support for transportation from stakeholders in the five rural counties and rural McLennan County. (High priority)	High	\$	Ongoing	HOTRTD, MCRTD	Personnel to conduct outreach; informational or presentation materials	Existing operating funding; Section 5310 (mobility management)	Number of outreach events/meetings/presentations conducted
	Strategy 1.3: Increase FTA Section 5311 funding by increasing the local match.	Regional	Greater service capacity for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority)	High	\$ - \$\$\$	Ongoing	HOTCOG	Personnel to conduct outreach; informational or presentation materials	Contributions from counties, cities, and other organizations	Amount of local contributions; amount of additional Section 5311 funding
Regional Goal 2.0: Improve the reliability of service within rural counties.	Strategy 2.1: Adjust service days/hours to provide more reliable Blue Transit service.	Regional (rural counties)	Reliable access to transportation for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	High	\$	12 months	HOTRTD	Performance and financial data	Adjust service to better utilize existing funding sources	On-time performance, trip denial rate, customer satisfaction
	Strategy 2.2: Evaluate demand for scheduled or true on-demand service within communities/counties.	Regional (rural counties); demand may be localized	Reliable access to transportation for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	High	\$	12-18 months	HOTRTD	Travel data by county	Existing operating funding; Section 5311/increased local match	Trips provided, passengers per vehicle service hour, customer satisfaction
	Strategy 2.3: Evaluate demand for inter-county scheduled service.	Regional (rural counties); demand may be localized	Reliable access to transportation for intra- and inter-county trips (within and outside the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	Medium	\$	12-18 months	HOTRTD	Travel data for inter-county trips	Existing operating funding; Section 5311/increased local match	Trips provided, passengers per vehicle service hour, customer satisfaction
	Strategy 2.4: Where possible, continue to store Blue Transit vehicles in the county they serve to minimize deadhead travel and potentially increase availability.	Regional (rural counties); impact may be localized	Reliable access to transportation for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	Low	\$	12 months	HOTRTD	Storage locations, procedure for maintaining and fueling vehicles		Deadhead hours/miles, vehicle service hours/miles
	Strategy 2.5: Consider implementing county-specific service (including intra- and inter-county).	Regional (rural counties); impact may be localized	Reliable access to transportation for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	High	\$	18-24 months	HOTRTD	Travel data by county	Existing operating funding; Section 5311/increased local match	Trips provided, passengers per vehicle service hour, customer satisfaction

Required Information						Optional Information				
Regional Goal	Strategy	Scope	Needs addressed	Priority Level	Relative Cost	Implementation Timeline	Responsible Party(ies)	Resources Needed	Potential Funding Source(s)	Performance Measures
Regional Goal 3.0: Create partnerships to enhance regional mobility.	Strategy 3.1: Engage stakeholders (especially local elected officials and healthcare providers) for local support.	Regional (elected officials) and localized (medical providers)	Increased partnerships with and support for transportation from stakeholders in the rural counties. (High priority)	High	\$	Ongoing	HOTRTD, MCRTD	Personnel to conduct outreach; informational or presentation materials	Section 5310 (mobility management)	Number of outreach events/ meetings/presentations conducted; local contributions
	Strategy 3.2: Conduct outreach to healthcare providers regarding patients who use public or NEMT transportation for travel to appointments.	Localized (medical providers and their patient populations)	Increased partnerships with and support for transportation from stakeholders in the rural counties. (High priority)	Medium	\$	1-2 years	HOTRTD, MCRTD	Personnel to conduct outreach; informational materials	Section 5310 (mobility management)	Customer satisfaction
	Strategy 3.3: Partner with transit operators outside the primary service area (where available) to offer connections (transfers) to key destinations.	Localized (populations needing transportation outside the primary service area)	Coordinated service between other transportation providers for service outside of the primary service area for the five rural counties and McLennan County. (Medium priority)	Medium	\$	2-3 years	HOTRTD, MCRTD	Personnel to conduct outreach	Section 5310 (mobility management)	Number of transfer agreements; trips provided; customer satisfaction
Regional Goal 4.0: Expand transportation provider capacity to meet the needs of rural communities.	Strategy 4.1: Expand service capacity/options based on funding from a specific area/county.	Localized (populations where additional funding is provided)	Greater service capacity for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county) Weekend service for intra- and inter-county trips (within the primary service area) within the five rural counties. (Medium priority)	High	\$ - \$\$\$	2-5 years	HOTCOG, HOTRTD	Service planning based on need and available funding	Section 5311/ increased local match	Local contributions; number of new programs/services; program productivity and efficiency; customer satisfaction
	Strategy 4.2: Educate and recruit human and social services providers in an effort to expand the pool of qualified Section 5310 providers to better meet community needs.	Regional (impact may be localized depending upon interest)	Greater service capacity for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	Low	\$	Ongoing	HOTRTD	Personnel to conduct outreach; informational or presentation materials	Section 5310	Number of new Section 5310 providers
	Strategy 4.3: Introduce a volunteer driver program and/or mileage reimbursement program (pay-your-pal) in the HOTCOG region to improve mobility, especially for seniors and persons with disabilities.	Localized (program likely limited to senior and disabled populations)	Greater service capacity for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	Medium	\$ - \$\$	2-3 years	HOTCOG, local program sponsors	Program development and staffing, possibly local program facilitators	Section 5310 (non-traditional)	Number of volunteers, program usage
	Strategy 4.4: Continue to recruit and retain a sufficient driver pool to provide the full level of service for Waco Transit and McLennan Rural Transit District.	Localized (Waco and McLennan County)	Hire a sufficient number of qualified transit drivers to serve Waco and McLennan county. (High priority)	Medium	\$ - \$\$\$	12-18 months	Waco Transit/ MCRTD		Section 5307/ Section 5311	Number of additional drivers; increase in service levels
	Strategy 4.5: Explore the introduction of a vanpool program that can provide regular transportation between locations (such as for work and school).	Regional (impact may be localized)	Greater service capacity for intra- and inter-county trips (within the primary service area) within the five rural counties. (High priority – intra-county; Medium priority – inter-county)	Medium	\$ - \$\$	3-5 years	HOTCOG, employer and/or educational partners	Vanpool partner; personnel to conduct outreach	Rider fares, grants (for rider subsidies)	Implementation of vanpool program, number of active vanpools, number of participants

Required Information						Optional Information				
Regional Goal	Strategy	Scope	Needs addressed	Priority Level	Relative Cost	Implementation Timeline	Responsible Party(ies)	Resources Needed	Potential Funding Source(s)	Performance Measures
Regional Goal 5.0: Increase awareness of available transportation services.	Strategy 5.1: Improve the service information available online and in print (especially with respect to rural transportation).	Regional	Greater awareness of transportation options within the five rural counties. (High priority) Improved access to comprehensive service information for persons in the five rural counties and rural McLennan County. (High priority)	High	\$	6-12 months	HOTRTD, MCRTD	Updated website, improved printed materials	Existing operating funding, grants	Number of informational calls, number of website hits, customer satisfaction
	Strategy 5.2: Develop train-the-trainer materials so that travel training can be conducted by local organizations.	Regional (impact would depend on participation)	Greater access to travel training for persons in the five rural counties. (Medium priority)	High	\$ - \$\$	1-2 years	HOTCOG	Program development, personnel to conduct outreach; training materials	Section 5310 (non-traditional)	Number of train-the-trainer sessions conducted; number of presentation materials distributed; number of local trainings conducted
	Strategy 5.3: Improve bus stop infrastructure in Waco.	Localized (Waco)	Greater awareness of transportation options within Waco.	Medium	\$ - \$\$	2-5 years	Waco Transit/ City of Waco	Additional capital funding for bus stop development	Federal programs (5307, 5310, or 5339); local funds; grant funds	Number and description of bus stop improvements

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Appendix I | Summary of Public Review and Comments

[Pending]



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