

East Texas Council of Governments

Regional Public Transportation
Coordination Plan
FY 2026 - FY 2030



Volume 2: Appendices A-I
FOR PUBLIC REVIEW



September 2026



Volume 2: Appendices A-I

Table of Contents

Appendix A Stakeholder List.....	1
Appendix B RCC Meeting and Workshop Materials	7
Appendix C Public Engagement and Outreach Materials	49
Appendix D Stakeholder Survey	61
Appendix E Community Survey	93
Appendix F Transportation Provider Survey.....	113
Appendix G Transit Needs Index Results	131
Appendix H Matrix of Goals and Strategies	141
Appendix I Summary of Public Review and Comments	145



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Table of Exhibits

Exhibit B.1 EasTexConnects meeting minutes, November 19, 2025	8
Exhibit B.2 EasTexConnects meeting minutes, February 18, 2026	16
Exhibit B.3 EasTexConnects workshop #1 presentation, February 18, 2026	24
Exhibit B.4 EasTexConnects workshop #1 comment form, February 18, 2026	32
Exhibit B.5 EasTexConnects meeting minutes, April 8, 2026	33
Exhibit B.6 EasTexConnects meeting agenda, July 16, 2026	39
Exhibit B.7 EasTexConnects workshop #2 presentation, July 16, 2026	41
Exhibit B.8 EasTexConnects workshop #2 comment form, July 16, 2026	46
Exhibit C.1 Project Information Sheet (English)	49
Exhibit C.2 Project Information Sheet (Spanish)	50
Exhibit C.3 Social media content	51
Exhibit C.4 Project webpage (English)	53
Exhibit C.5 Project webpage (Spanish)	54
Exhibit C.6 Pop-up event flyers	55
Exhibit D.1 Stakeholder survey instrument	62
Exhibit D.2 Responding organizations' information	67
Exhibit D.3 Organization service area	71
Exhibit D.4 Organization type	72
Exhibit D.5 Populations served	73
Exhibit D.6 Size of client base	74
Exhibit D.7 Organization core functions	75
Exhibit D.8 Support for transportation	76
Exhibit D.9 Frequency of challenges in meeting transportation needs	77
Exhibit D.10 Frequency of challenges in meeting transportation needs - Other	78
Exhibit D.11 Problematic geographic areas	80
Exhibit D.12 Problematic time periods	81
Exhibit D.13 Eligibility challenges	82
Exhibit D.14 Most significant transportation challenges	83
Exhibit D.15 Barriers to transportation	84
Exhibit D.16 Language barriers	85
Exhibit D.17 Other barriers	85
Exhibit D.18 Additional information	86
Exhibit D.19 Organization challenges regarding transportation	88
Exhibit D.20 Interest in coordinated services	89
Exhibit D.21 Funding for transportation programs or services	90
Exhibit D.22 Other issues or information	90
Exhibit D.23 Transportation programs	91
Exhibit E.1 Community survey instrument (English)	94



Exhibit E.2 Community survey instrument (Spanish).....	96
Exhibit E.3 Home county	98
Exhibit E.4 Home community.....	99
Exhibit E.5 Distribution of target populations	100
Exhibit E.6 Language(s) spoken at home	101
Exhibit E.7 Travel purpose.....	101
Exhibit E.8 Top trip purposes by county	102
Exhibit E.9 Transportation modes used	103
Exhibit E.10 Public transportation used.....	104
Exhibit E.11 Access to personal vehicle	104
Exhibit E.12 Access to personal vehicle by county.....	105
Exhibit E.13 Reliability of public transportation	105
Exhibit E.14 Transportation challenges.....	106
Exhibit E.15 Transportation challenges by county.....	107
Exhibit E.16 Location of transportation challenges	107
Exhibit E.17 Travel within the East Texas region	108
Exhibit E.18 Travel outside the East Texas region.....	108
Exhibit E.19 Difficulty accessing locations due to lack of transportation	109
Exhibit E.20 Desired changes and other comments	109
Exhibit G.1 Anderson County Transit Needs Index	132
Exhibit G.2 Camp County Transit Needs Index	132
Exhibit G.3 Cherokee County Transit Needs Index	132
Exhibit G.4 Gregg County Transit Needs Index	133
Exhibit G.5 Harrison County Transit Needs Index.....	134
Exhibit G.6 Henderson County Transit Needs Index.....	135
Exhibit G.7 Marion County Transit Needs Index.....	135
Exhibit G.8 Panola County Transit Needs Index.....	136
Exhibit G.9 Rains County Transit Needs Index	136
Exhibit G.10 Rusk County Transit Needs Index	136
Exhibit G.11 Smith County Transit Needs Index	137
Exhibit G.12 Upshur County Transit Needs Index.....	138
Exhibit G.13 Van Zandt County Transit Needs Index	138
Exhibit G.14 Wood County Transit Needs Index.....	139

Appendix A | Stakeholder List

Nearly 400 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.

Achieving Dreams	Carthage Dialysis Center (Fresenius)
Alba Housing Authority	Carthage Independent School District
Alba-Golden Independent School District	CASA for Kids of East Texas
Allen Memorial Public Library	CASA of Harrison County
Alto Housing Authority	CASA of Titus, Camp, and Morris
Alto Independent School District	CASA of Trinity Valley
Alzheimer's Alliance of Smith County	Catholic Charities - Diocese of Tyler
Amtrak	Cayuga Independent School District
Anderson County	Champions for Children
Anderson County - Veterans Services	Chandler Public Library
Anderson County Housing Authority	Chapel Hill Independent School District
Anderson-Cherokee Community Enrichment Services (ACCESS)	Cherokee County
Andrews Center	Cherokee County - Veterans Services
ARC of Greater East Texas	Children's Advocacy Center of Smith County
Area Agency on Aging of East Texas	Children's Advocacy Center of Van Zandt County
Area Agency on Aging of East Texas - Nutrition	Canton Independent School District
Arp Independent School District	City of Alba
Athens Housing Authority	City of Alto
Athens Independent School District	City of Arp
Beckville Independent School District	City of Athens
Bethesda Health Clinic - Lindale	City of Beckville
Bethesda Health Clinic - Tyler	City of Berryville
Big Sandy Housing Authority	City of Big Sandy
Big Sandy Independent School District	City of Brownsboro
Boys and Girls Clubs of Rusk County	City of Bullard
Boys and Girls Clubs of the Big Pines	City of Caney City
Breckenridge Village of Tyler	City of Canton
Broughton Branch Library	City of Carthage
Brownsboro Independent School District	City of Chandler
Bullard Community Library	City of Clarksville City
Bullard Independent School District	City of Coffee City
Cameron-J Jarvis Troup Municipal Library	City of Cuney
Camp County	City of East Mountain
Camp County - Veterans Services	City of East Tawakoni
Camp V	City of Easton
Carlisle Independent School District	City of Edgewood
	City of Edom



City of Elkhart	City of Rusk
City of Emory	City of Scottsville
City of Enchanted Oaks	City of Seven Points
City of Eustace	City of Star Harbor
City of Frankston	City of Tatum
City of Fruitvale	City of Tool
City of Gallatin	City of Trinidad
City of Gary	City of Troup
City of Gilmer	City of Tyler
City of Gladewater	City of Uncertain
City of Grand Saline	City of Union Grove
City of Gun Barrel City	City of Van
City of Hallsville	City of Warren City
City of Hawkins	City of Waskom
City of Henderson	City of Wells
City of Hideaway	City of White Oak
City of Jacksonville	City of Whitehouse
City of Jefferson	City of Wills Point
City of Kilgore	City of Winnsboro
City of Lakeport	City of Winona
City of Lindale	City of Yantis
City of Log Cabin	Community Healthcore
City of Longview	Cross Roads Independent School District
City of Mabank	Cumberland Academy
City of Malakoff	Disabled American Veterans JW Cantrell #63
City of Marshall	Disabled American Veterans Upshur County #204
City of Mineola	E/D Advocate
City of Moore Station	East Texas Aging & Disability Resource Center
City of Mount Enterprise	East Texas Baptist University - Student Accommodation Services
City of Murchison	East Texas Cares Resource Center
City of New Chapel Hill	East Texas CASA
City of New London	East Texas Center for Independent Living (ETCIL)
City of New Summerfield	East Texas Charter Schools
City of Nooday	East Texas Food Bank
City of Ore City	East Texas Food Bank - Longview Resource Center
City of Overton	East Texas Food Bank - Tyler Resource Center
City of Palestine	East Texas Veterans Community Council
City of Payne Springs	East Texas Veterans Resource Center
City of Pittsburg	Edgewood Independent School District
City of Point	Elkhart Independent School District
City of Poynor	Elysian Fields Independent School District
City of Quitman	East Texas Council of Governments
City of Reklaw	East Texas Crisis Center
City of Rocky Mound	



East Texas Lighthouse for the Blind	I-20 Corridor Council
East Texas Regional Airport (Longview)	Jacksonville Housing Authority
Edgewood Housing Authority	Jacksonville Independent School District
Emory Senior Center	Jacksonville Public Library
Eustace Independent School District	Jefferson Carnegie Library
Fourth Street Dialysis (DaVita)	Jefferson Housing Authority
Frankston Depot Library	Jefferson Independent School District
Frankston Independent School District	Jefferson Senior Center
Fresenius Medical Care Henderson County	Karnack Independent School District
Fruitvale Housing Authority	Kilgore College - Office of Disability Services
Fruitvale Independent School District	Kilgore Dialysis Center (DaVita)
Gary Independent School District	Kilgore Independent School District
Gateway Adult Activity Center	Kilgore Public Library
Gateway Community Partners	Laneville Independent School District
Gateway to Hope Emergency Shelter	Lapoynor Independent School District
Gilmer Dialysis (DaVita)	Lee-Bardwell Public Library
Gilmer Housing Authority	LeTourneau University
Gilmer Independent School District	Leveretts Chapel Independent School District
Gladewater Housing Authority	Lillie Russell Memorial Library
Gladewater Independent School District	Lindale Independent School District
GoBus	Longview Dialysis Center (DaVita)
Good Shepherd Medical Center - Marshall (Christus)	Longview Housing Assistance Program
Grand Saline Housing Authority	Longview Independent School District
Grand Saline Independent School District	Longview Metropolitan Planning Organization
Grand Saline Public Library	Longview Public Library
Greater Longview United Way	Longview Transit
Gregg County	Longview VA Clinic
Gregg County - Veterans Services	Malakoff Housing Authority
Greyhound	Malakoff Independent School District
Hallsville Independent School District	Manna of Canton
Harleton Independent School District	Marine Corps League Jacksonville Texas Det. 1381
Harmony Independent School District	Marion County
Harrison County	Marion County - Veterans Services
Harrison County - Veterans Services	Marshall Dialysis Center (DaVita)
Hawkins Independent School District	Marshall Housing Authority
Henderson Community Center	Marshall Independent School District
Henderson County	Marshall Public Library
Henderson County Clint W. Murchison Memorial Library	Marshall Senior Center/Meals on Wheels Marshall
Henderson County HELP Center	Martins Mill Independent School District
Henderson Dialysis Center (DaVita)	McMillan Memorial Library
Henderson Housing Authority	Meals on Wheels East Texas
Henderson Independent School District	Mineola Housing Authority
Hiway 80 Rescue Mission	Mineola Independent School District
	Mineola Memorial Library



Mother Frances Hospital - Jacksonville (Christus)
Mother Frances Hospital - Tyler (Christus)
Mount Enterprise Independent School District
Mount Enterprise Library
Murchison Independent School District
Neches Independent School District
New Boston Public Library
New Diana Independent School District
New Summerfield Independent School District
Noonday Community Library
Ore City Independent School District
Overton Housing Authority
Overton Independent School District
Palestine Dialysis (Fresenius)
Palestine Independent School District
Palestine Public Library
Palestine Resource Center for Independent Living
Palestine VA Clinic
Panola Charter School
Panola College - Accommodations & Disability Support
Panola County
Panola County - Veterans Services
PATH
Pinecrest Dialysis Center (DaVita)
Pine Tree Independent School District
Pittsburg Housing Authority
Pittsburg Independent School District
Pittsburg-Camp County Public Library
Point Housing Authority
Quitman Independent School District
Quitman Public Library
Rains County
Rains County - Veterans Services
Rains County Public Library
Rains Independent School District
Ranch Academy
Renal Care Group - Gilmer (Fresenius)
Renal Care Group Jacksonville (Fresenius)
Renal Care Group Mineola (Fresenius)
Renal Center of Tyler (DaVita)
Renal Center of Waterton (DaVita)
Rube Sessions Memorial Library
Rusk County

Rusk County - Veterans Services
Rusk County Library
Rusk Independent School District
Sabine Independent School District
Salvation Army - Longview Corps
Salvation Army - Tyler Corps
Sammy Brown Library
Senior Citizens of Texarkana
Sheltering Arms Coalition
Shining Light Food ministry (International Outreach Church)
Singletary Memorial Library
Slocum Independent School District
Smith County
Smith County - Veterans Services
Smith County Clubhouse
Southeast Tyler Dialysis (Fresenius)
Spring Hill Independent School District
Tatum Housing Authority
Tatum Independent School District
Tatum Public Library
Texas College - Office of Student Support Services
Texas Veterans Commission
The Library at Cedar Creek Lake
Tracy Andrus Foundation
Treatment and Learning Center (TLC)
Tri-County Meals on Wheels
Trinidad Housing Authority
Trinidad Independent School District
Trinity Mother Frances Hospital - South Tyler (Christus)
Trinity Mother Frances Hospital - Winnsboro (Christus)
Troup Independent School District
TxDOT
Tyler Broadway VA Clinic
Tyler Centennial VA Clinic
Tyler Housing Authority
Tyler Independent School District
Tyler Junior College - TRiO Program
Tyler Metropolitan Planning Organization
Tyler Public Library
Tyler Senior Center
Tyler Transit



Union Grove Independent School District
Union Hill Independent School District
United Way of Smith County
University of Texas at Tyler - Dean of Students Office
Upshur County
Upshur County Library
US Renal Care Canton Dialysis
UT Health Athens
UT Health Henderson
UT Health Jacksonville
UT Health North Campus Tyler
UT Health Pittsburg
UT Health Quitman
UT Health Tyler
UT Tyler University Academy
Van Housing Authority
Van Independent School District
Van Zandt County
Van Zandt County Indigent Health Care Program
Van Zandt County - Veterans Services
Van Zandt County Library
VetRide - Overton Brooks VA Medical Center
Vietnam Veterans of America Chapter 932
Vietnam Veterans of America Texas State Council

Waskom Independent School District
Waskom Public Library
Waskom Senior Center
Watkins Logan Veterans Home
Watson Wise Dialysis Center (Fresenius)
Wells Independent School District
West Rusk County Consolidated Independent School District
Westwood Independent School District
White Oak Independent School District
White Oak School Community Library
Whitehouse Community Library
Whitehouse Independent School District
Wiley University - Dean of Students Office
Wills Point Housing Authority
Wills Point Independent School District
Winnsboro Housing Authority
Winnsboro Independent School District
Winona Independent School District
Wood County
Workforce Solutions East Texas
Yantis Independent School District
Yantis Senior Center



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Appendix B | RCC Meeting and Workshop Materials

Exhibit B.1 EasTexConnects meeting minutes, November 19, 2025

EasTexConnects Meeting

November 19, 2025, at 1:30 p.m.



In-Person or Remote - 3800 Stone Road, Kilgore TX 75662

Link to join virtually: <https://v.ringcentral.com/join/480190600>

Meeting ID: 480190600

Phone: 267-930-4000

Agenda

1. Call to Order (Cook)
2. Roll Call (Fowler)
3. Approval of Minutes from July 16, 2025 Meeting (Snow)
4. Public Comments
5. Member Comments
6. Chairman's Report (Snow)
7. TxDOT Update (Hoehn)
8. Provider Reports
 - a. General discussion on transit organizations represented in our region
 - i. GoBus Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
 - ii. Longview Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
 - iii. Tyler Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
9. Old Business
 - a. Current Five-Year Plan
10. New Business
 - a. Planning for the new Five-Year Plan
11. Adjourn



MINUTES

EasTexConnects

Steering Committee Meeting

November 19, 2025, at 1:30 pm

Via In-Person or Remote

The EasTexConnects meeting was held on November 19, 2025, at 1:32 pm via In-Person. The following were in attendance:

Members Present:

Last Name	First Name	Organization	Present
Allen	Gary	ETCOG	Yes
Anderson	Christina	Natl. Assoc. Railroad Passengers	Yes
Avant	Jordan	Community Healthcore	
Benge	Maggie	Cherokee County	Yes
Cleveland	David	ETCOG	Yes
Cook	Jeremy (Commissioner)	Rains County	Yes
Hale	Judge (Joel)	Rusk County Judge	
Hoehn	Nancy	TxDOT	Yes
Howell	Michael	Tyler MPO	
Huerta	Vince	GoBus	Yes
Lewis	Scott	Longview Transit	Yes
McBride	Bryan	Longview MPO	Yes
McLane	Rodger (Commissioner)	Panola County	
Reese	Judge (Andy)	Van Zandt County	Yes
Minton	Sara	ETCIL	
Oyer	Linda	Children's Advocate	Yes
Range	Kristy	Advocate for Disabled & Elderly	Yes
Robertson	Mindy	ETCADA	
Snow	Jim	Veteran's Advocate	
Sparrow	Leroy	Tyler Transit	Yes
Timmins	Zephaniah	Harrison County	
Tovar	Max	East Texas Regional Airport	

Others Present: Christy Fowler – ETCOG, Katey Pilgram sitting in for Vince Huerta

1) **Call to Order**

Vice-Chair Jeremy Cook called the meeting to order at 1:32 pm.

2) **Roll Call**

Roll call was conducted by Christy Fowler. A quorum was confirmed.

3) **Approval of Minutes of July 16, 2025, Meeting**

Commissioner Cook asked if there were any changes to the minutes from the July 16, 2025 meeting. With no amendments noted, David Cleveland made a motion to approve the minutes. The motion was seconded by Judge Reese and passed unanimously.

4) **Public Comments**

No public comments were made.

5) **Member Comments**

No member comments were made.

6) **Chairman's Report**

Vice-Chair Cook reported that Chairman Jim Snow recently experienced a mild heart attack and is currently in rehabilitation. He is also recovering from additional complications, including surgery related to a torn rotator cuff. Commissioner Cook shared that Jim appreciates all prayers and well wishes from the Committee.

7) **TxDOT Update**

Nancy Hoehn thanked the Committee for including TxDOT on the agenda and provided an update regarding the upcoming **Five-Year Coordinated Transit Plan**.

She explained that the plan update is required to meet federal planning requirements and to ensure continued eligibility for transit funding. ETCOG will be working with a consulting firm and will be holding meetings throughout the service area. Stakeholder participation will be critical to identifying service gaps, reviewing progress made since the last plan adoption, and determining future priorities.

Nancy noted that significant progress has been made during the current five-year period, including the launch of new programs made possible through new funding opportunities and the proactive efforts of the transit department to expand services to meet community needs. She commended ETCOG for maintaining a well-organized list of projects from the previous plan, including those completed, currently in progress, and those determined not feasible.

She also highlighted the allocation of several million dollars in **100% federally funded vehicles**, with the state providing the required match. Some vehicles have already been delivered, and additional deliveries are forthcoming. Nancy emphasized that while vehicle purchases may be fully

funded, **local match funding remains critical for operating and administrative costs**, an important consideration for counties and municipalities represented on the Committee.

She further explained that urban systems such as **Tyler Transit and Longview Transit** receive federal funds directly but also benefit from TxDOT providing the required match, allowing them to secure vehicle funding at 100% as well.

Lastly, Nancy congratulated ETCOG on the **recent grand opening and open house** of the new facility. TxDOT will be working to close out the grants that funded the project and expressed appreciation for being part of its successful completion.

8) Provider Reports

a. General discussion and update by members of the full committee about the impact of the ongoing

i. GoBus Transit – Katey Pilgram

General Discussion: David Cleveland expressed sincere appreciation to TxDOT for its partnership and support in the completion of the new GoBus maintenance facility. He reported that the grand opening and ribbon-cutting ceremony held the previous week was very successful and well attended by both in-person and virtual participants. He noted the facility is a point of pride for East Texas and credited the accomplishment to strong leadership from the transportation team, including Vince Huerta, Katey Pilgram, Bailey, Christy Fowler, and many others. David also thanked local elected officials for their vision and continued support. While Nancy Hoehn was unable to attend, David acknowledged Greg for representing TxDOT at the event.

Nancy Hoehn responded by expressing appreciation for the partnership and noted that TxDOT staff, including construction experts from Austin, provided extensive technical assistance throughout the process, particularly with navigating regulatory and administrative requirements.

1. Ridership: Katey Pilgram reported that GoBus operates on a fiscal year from September through August. For FY25, GoBus completed approximately 150,000 trips, representing nearly a record year and the highest ridership in over a decade. This reflects a 20% increase over the previous year. The growth was attributed to new projects, expanded partnerships, service expansion in select areas, and the successful implementation of microtransit in Palestine.
2. Staffing: Katey stated that staffing challenges, particularly for bus operators, continue to be an industry-wide issue. However, GoBus

has successfully hired or is onboarding individuals for all current open operator positions. Traditional hiring methods did not yield sufficient results, so GoBus partnered with ETCOG's Communications and HR teams and followed the Texas Workforce Mobile Unit throughout the region. As a result, nine new employees were recently hired, significantly improving staffing levels.

3. New Projects: Katey explained that microtransit is part of a broader Service Expansion Program (SEP), which includes five to six projects under one umbrella. These initiatives were developed over several years through consultant studies, regional analyses, and the Five-Year Coordinated Transit Plan. Key goals included expanding rural-to-urban connections and launching microtransit in Palestine, which has proven to be one of the busiest non-urban service areas in the region. The success of these projects has contributed substantially to the recent ridership increase.

Katey also noted that veteran transportation services have continued without interruption. While funding has been competitive in past years, GoBus was awarded TVC funds this year to continue providing veteran transportation services.

4. Other: Katey provided additional context on the new maintenance facility, noting that planning began in 2021, including environmental reviews and required studies. Construction broke ground in 2023, with delays due to weather and other factors. GoBus officially moved into the facility in August, and approval is underway for additional shop equipment to fully utilize the facility. She also shared that GoBus owns a facility in Tyler and will begin preliminary planning to assess renovation and improvement options in the future.

Katey highlighted TxDOT's role in securing direct federal funding for fleet replacement, allowing 21 vehicles to be replaced—far exceeding the typical one to two vehicles per funding cycle. Two vehicles have already been delivered, with the remaining vehicles forthcoming. These funds are dedicated solely to fleet replacement and represent a significant investment in regional transit sustainability.

ii. Longview Transit – Scott Lewis

1. Ridership: Longview Transit closed its fiscal year with approximately a 20% increase in ridership year over year.

2. Staffing: Longview Transit currently has one additional staff member beyond operational needs, helping reduce overtime. However, senior staff retirements may impact staffing in the near future.
 3. New Projects: Longview Transit received Section 5339 funding (Bus and Bus Facilities) and is completing lobby improvements to enhance security and professionalism, including updated ticket window installations.
 4. Other: Scott announced Longview Transit's participation in Toys for Tots during the first week of December. Riders who bring a toy donation will receive a three-day bus pass.
- iii. Tyler Transit – Leroy Sparrow
1. Ridership: Tyler Transit experienced an 8% decrease in ridership, primarily due to the transition from fixed-route service to microtransit. Initial implementation resulted in a decline from approximately 14,000 monthly trips to 10,000–11,000. Over the past three months (July–September), ridership has rebounded to approximately 12,000 trips per month, with continued improvement anticipated.
 2. Staffing: Staffing levels are currently stable. Tyler Transit utilizes temporary drivers and has an active contract with VIA, ensuring sufficient operator coverage at this time.
 3. New Projects: Microtransit remains Tyler Transit's primary initiative. Additionally, Tyler Transit is nearing completion of a 5310-funded bus shelter project, which includes eight new shelters at various locations. The final two shelters are expected to be installed by the end of the calendar year.
 4. Other: No additional items were reported.

9) Old Business

Katey Pilgram provided an update on the current Five-Year Coordinated Transit Plan and reminded the Committee that the region is in a unique and busy planning year. The Committee is currently in the final year of the existing Five-Year Plan, while simultaneously beginning development of the 2026–2030 Coordinated Transit Plan.

Katey reported that all goals and recommendations identified in the existing plan have either been fully completed or are ongoing by design. There are no recommendations in the current plan that have not been explored or executed in some capacity. Ongoing efforts for the remainder of the year include:

- Continued community outreach

- Ongoing review of services based on ridership trends, service gaps, and changing community needs
- Continued pursuit of funding opportunities to ensure long-term sustainability

Katey asked if there were any questions regarding the existing plan before moving forward.

She reiterated that ETCOG serves as the lead agency for Region 6 and that EasTexConnects functions as the Regional Coordination Committee, as required by TxDOT. Development of a Five-Year Coordinated Transit Plan is mandatory, but also intentional and purposeful. The plan directly reflects community input and guides transit priorities and projects for the next five years. Katey emphasized the importance of active participation from all Committee members throughout the planning process. Members should expect ongoing communication from Christy Fowler as she works with the consultants to gather local input and feedback. Katey noted that the prior plan was not created simply to meet a requirement but was actively implemented, and the same approach will be taken with the upcoming plan.

10) New Business

Jim Moore of Moore & Associates was introduced as the consultant for the 2026–2030 Coordinated Transit Plan. Jim thanked the Committee for the opportunity to work with EasTexConnects and emphasized that the Committee’s role is both critical and required under TxDOT guidelines.

Jim explained that Moore & Associates focuses on practical, implementable planning, producing plans that serve as roadmaps or blueprints rather than theoretical studies. Recommendations are designed to be sustainable and realistic, typically aligned with existing or likely funding sources.

Jim highlighted the importance of public engagement, particularly with historically transportation-disadvantaged populations, including low-income individuals and older adults. The proposed public engagement strategy includes:

- A bilingual project website with an online comment feature
- Bilingual community surveys (English and Spanish), available online and in printed format
- Distribution of surveys through EasTexConnects members and partner organizations
- At least 16 pop-up events or focus groups, with a minimum of one event in each of the 14 counties
- Additional in-person focus groups in Tyler and Longview
- Both virtual and in-person participation opportunities

These engagement activities are tentatively scheduled for mid-January 2026.

Jim outlined specific ways the Committee will be asked to assist, including:

- Promoting the project and engagement opportunities through organizational communication channels

- Reviewing and supplementing the stakeholder database to ensure representation of key employers, social service agencies, educational institutions, and other community organizations
- Assisting with distribution of community surveys
- Participating in review and feedback on interim project deliverables, including Technical Memorandums, as outlined in TxDOT's February 2025 guidance

Katey Pilgram noted that because EasTexConnects meets quarterly, feedback on documents may be requested outside of regular meetings to keep the project on schedule. Committee members were encouraged to review materials and provide timely comments as they are circulated.

Nancy Hoehn (TxDOT) emphasized that inclusion of projects in the Coordinated Plan is critical for future competitive grant eligibility. Projects not identified in the plan cannot be considered for funding during the five-year period.

Jim Moore concluded by noting that ETCOG's prior success in securing funding for GoBus and partner agencies is directly tied to having a strong, well-supported coordinated plan, which improves competitiveness for state and federal funding.

11) Adjourn

The next EasTexConnects meeting is scheduled for January 14, 2026. With no further business, the meeting was adjourned at 2:09 pm.

Exhibit B.2 EasTexConnects meeting minutes, February 18, 2026

EasTexConnects Meeting

February 18, 2026, at 1:30 p.m.



In-Person or Remote - 3800 Stone Road, Kilgore TX 75662

Link to join virtually: <https://v.ringcentral.com/join/310691061>

Meeting ID: 310691061

Phone: 267-930-4000

Agenda

12. Call to Order (Snow)
13. Roll Call (Fowler)
14. Approval of Minutes from November 19, 2025 Meeting (Snow)
15. Public Comments
16. Member Comments
17. Chairman's Report (Snow)
18. TxDOT Update (Hoehn)
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 - a. General discussion on transit organizations represented in our region
 - i. GoBus Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
 - ii. Longview Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
 - iii. Tyler Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
20. Old Business
 - a. Current Five-Year Plan
21. New Business
 - a. Regional Public Transportation Coordination Plan Workshop #1 for Five-Year Plan
22. Adjourn



MINUTES

EasTexConnects

Steering Committee Meeting

February 18, 2026, at 1:30 pm

Via In-Person or Remote

The EasTexConnects meeting was held on February 18, 2026, at 1:34 pm via In-Person. The following were in attendance:

Members Present:

Last Name	First Name	Organization	Present
Allen	Gary	ETCOG	Yes
Anderson	Christina	Natl. Assoc. Railroad Passengers	Yes
Avant	Jordan	Community Healthcore	
Benge	Maggie	Cherokee County	Yes
Cleveland	David	ETCOG	Yes
Cook	Jeremy (Commissioner)	Rains County	Yes
Hale	Judge (Joel)	Rusk County Judge	
Hoehn	Nancy	TxDOT	Yes
Howell	Michael	Tyler MPO	
Huerta	Vince	GoBus	Yes
Lewis	Scott	Longview Transit	Yes
McBride	Bryan	Longview MPO	
McLane	Rodger (Commissioner)	Panola County	
Reese	Judge (Andy)	Van Zandt County	
Minton	Sara	ETCIL	
Oyer	Linda	Children's Advocate	Yes
Range	Kristy	Advocate for Disabled & Elderly	Yes
Robertson	Mindy	ETCADA	
Snow	Jim	Veteran's Advocate	Yes
Sparrow	Leroy	Tyler Transit	Yes
Timmins	Zephaniah	Harrison County	
Tovar	Max	East Texas Regional Airport	

Others Present: Christy Fowler – ETCOG, Katey Pilgram sitting in for Vince Huerta, Kathy Chambers – Moore & Associates

1) **Call to Order**

Chair Jim Snow called the meeting to order at 1:34 pm.

2) **Roll Call**

Roll call was conducted by Christy Fowler. A quorum was confirmed.

3) **Approval of Minutes of November 19, 2025, Meeting**

Chair Jim Snow asked if there were any changes to the minutes from the November 19, 2025 meeting. With no amendments noted, David Cleveland made a motion to approve the minutes. The motion was seconded by Vince Huerta and passed unanimously.

4) **Public Comments**

No public comments were made.

5) **Member Comments**

No member comments were made.

6) **Chairman's Report**

No chairman's report at this time.

7) **TxDOT Update**

Nancy Hoehn reported that there are no major updates at this time. TxDOT is currently in the process of **scoring competitive grant applications**, including submissions from several agencies within the region. Funding decisions are expected to be finalized within the next few months, at which time applicants will be notified of award status.

She noted that TxDOT is also working through typical **beginning-of-year activities** across programs.

Additionally, Nancy shared that **vehicles previously on order have begun arriving at ETCOG**, which is a positive development and will support ongoing transit operations across the region.

Nancy concluded her update and opened the floor for any questions.

8) **Provider Reports**

a. **General discussion and update by members of the full committee about the impact of the ongoing**

i. **GoBus Transit – Katey Pilgram**

1. Ridership: Katey Pilgram reported that GoBus operates on a fiscal year from September 1, 2025 through August 31, 2026. When comparing Q1 FY2025 to Q1 FY2026, ridership is within a 1% variance, demonstrating stability despite the operational changes and events experienced in the previous fiscal year.
2. Staffing: Katey noted that staffing challenges, particularly for bus operators, continue to be an industry-wide issue. GoBus has implemented internal strategies to improve recruitment efforts and has made progress in hiring additional operators.
3. New Projects: Katey provided an update on the Service Expansion Program (SEP), which includes multiple initiatives developed through needs assessments and regional studies. Key focus areas include:
 - a. Increasing service frequency from rural areas into urban centers such as Tyler and Longview, where specialized services are more readily available
 - b. Continued success of microtransit in Palestine/Anderson County, launched in 2024–2025

She noted that microtransit has been highly successful, with approximately 70% of trips occurring within a 10-mile radius, confirming the findings of prior needs assessments. The service has improved accessibility and flexibility, allowing passengers to schedule trips more conveniently, including same-day service through the mobile app.

Katey also noted that planning is underway for the next Five-Year Coordinated Transit Plan, and ongoing improvements to facilities and operations remain a priority.

Additionally, GoBus has begun receiving new fleet vehicles that were previously delayed due to manufacturer recalls. Deliveries started this week, and additional vehicles are expected.

4. Other/Discussion – Veteran Transportation
A discussion was held regarding **veteran transportation services** and utilization of **Texas Veterans Commission (TVC) funding**.

Jim Snow inquired about efforts to increase participation among veterans. Vince Huerta explained that TVC funding is directly tied to the **number of veterans served**, not just the number of trips provided. While GoBus has sufficient trips and funding capacity, meeting performance measures requires increasing the number of individual veterans utilizing the service.

Vince noted that this presents challenges, as many veterans require multiple trips for medical appointments, but funding metrics emphasize unique riders. He emphasized the importance of **outreach and awareness efforts** to encourage more veterans to enroll and utilize the service.

Committee members discussed the potential for improved coordination with healthcare providers and communities to better align appointments and increase participation. It was noted that scheduling coordination remains a challenge and may require additional collaboration with regional partners.

Other/Discussion – ETCOG Strategic Agenda

David Cleveland provided an update on the recent approval of the ETCOG Strategic Agenda by the Executive Committee and highlighted key initiatives related to regional transit and partnerships.

Veterans Directed Care Program:

David announced the launch of the Veterans Directed Care (VDC) Program, which supports veterans in remaining independent within their homes and communities. The program partners with Veterans Affairs hospitals in Dallas and Shreveport to provide funding and services tailored to veterans' needs. The program is in its early stages, and additional information will be shared as it develops.

Marshall Depot Sustainability Efforts:

David recognized the long-standing efforts of Christina Anderson and local partners in maintaining the Marshall Depot, a historic and significant regional transportation asset. Christina Anderson provided additional context, noting that the depot is operated by a volunteer board, which presents long-term sustainability challenges.

She explained that the City of Marshall, Harrison County, the Marshall Depot Board, and ETCOG are working collaboratively to develop a sustainable funding and operational plan. A previous grant application for a 10-year comprehensive plan was not awarded; however, partners intend to pursue additional funding opportunities moving forward.

Christina further emphasized the depot's strategic importance due to its location along key rail corridors and the potential future expansion of passenger rail services, including connections along the I-20 corridor. She also noted that Amtrak is currently investing approximately \$4 million in platform improvements at the site.

Nancy Hoehn (TxDOT) suggested exploring additional funding opportunities, particularly through programs that support multimodal transportation facilities. She noted that projects involving multiple modes—such as rail and transit—may qualify for alternative funding sources, including the Transit Technical Services Program, which can support planning efforts such as operational or capital analyses.

Nancy offered to coordinate follow-up discussions to explore potential funding strategies and program eligibility.

ii. Longview Transit –

1. Ridership: Longview Transit reported that ridership remains strong, with buses operating at or near capacity.
2. Staffing: Longview Transit noted that one employee is currently in the final week of training.
3. New Projects: No new projects were reported at this time.
4. Other: No additional items were reported.

iii. Tyler Transit – Leroy Sparrow

1. Ridership: Tyler Transit reported ridership levels of approximately 12,000 to 13,000 trips per month.
2. Staffing: Staffing levels are currently stable with approximately three to four vacancies remaining.
3. New Projects: No new projects were reported at this time.
4. Other: No additional items were reported.

9) Old Business

Katey Pilgram provided an update on the current Five-Year Coordinated Transit Plan and we're coming up to the end of our existing five-year plan. It was 21 through 26. So this is kind of one of the, next means July, so April. So I'll give another update then, but just kind of want to go over it real quick and kind of tell you where we are as we are coming to the end of this existing plan. And I just want to remind everyone, you know, yes, we are required to do a five-year plan, but more importantly, we want to make sure that And what we do with that is not just sitting on a shelf and we continue to look at those goals and suggestions and recommendations. And it's not just for ECCOG, this is agency-wide, Longview Transit, Tyler Transit, and how we can work together with Health and Human Service Partners and Health and Human Services. Really just how we can expand and improve on transit. So the mission is to create and connect, create a sustainable boat transportation system. And that's exactly what we want to do and work together to achieve that. So I will spare you all. I'm not going to go through every single one of these, but I will say what we're going to do. The plan is very comprehensive. There's a lot of great information and demographics and all kinds of resources in it, but when you sum it all up, it basically looks at your region and all of the gaps, where they exist, what we can do better region-wide, and kind of narrow

those down into these particular goals. So, As you will see, and then, you know, several meetings ago, there were still some that were in red or that haven't started, but as of now, everything has either been completed that had a complete end date, like it was a specific task that you needed to accomplish. Everything else is, it says, ongoing, meaning if there is no end to those particular items, you know, an example is built upon the current coordination efforts. That's not something that we're We're going to stop. So there is no end date in sight to improve the process of coordination. So I think in our region, we're pretty unique in the fact that Longview Transit, Tyler Transit, and us as the regional, I mean, rural transit district, we all work together. We all have some form of agreement or contract in place. We help each other out. We do whatever we need to do for the passengers, really. The second one, conduct ongoing assessment of transportation needs. Again, that's not something that we're ever going to stop. There was one in particular that maintained an inventory of transportation resources and update as needed. That one is, of course, still ongoing because you want to update every so often, but that one is complete on there. And then implement strategies to meet the needs. Everything on there is all ongoing. They're not going to come to an end. And then ensure funding stability and plan for future growth. So there's a few on there that are complete, but we never want to stop looking for ways to continue to fund the program or ways that we can improve the services. So to sum all that up, all of the goals and recommendations in the plan have either been 100% complete or are ongoing. So as of now, and of course we are in the last few months of this, everything is complete that's on the current plan. And then it's just kind of a breakdown of what I kind of just went over. Of each one of those categories, some of them are all ongoing, some of them are complete or ongoing. And then we have a breakdown of the partnership progress. I mentioned that, you know, kind of we all work together. I think that's it. Next five-year plan is Like I said, we are in the planning stages and Ms. Kathy with Morne Associates is going to talk a little bit more about that.

10) New Business

Kathy Chambers of Moore & Associates was introduced as the consultant and project manager for the **2026–2030 Coordinated Transit Plan**. She emphasized that prior coordinated plans have served as strategic roadmaps for identifying regional transportation gaps and guiding efforts to address them. Continued collaboration with transit providers and regional partners has been critical in improving service to vulnerable areas—those that are neither fully rural nor fully urban—and in securing and leveraging funding to better serve these populations.

Kathy presented updates on **Technical Memo 1 (Public Engagement)** and **Technical Memo 2 (Existing Conditions and Needs Assessment)**, which form the foundation of the planning process.

Technical Memo 1 summarized extensive stakeholder and community outreach efforts. Surveys were distributed across a 14-county region, resulting in 81 stakeholder responses and 308 community responses, supplemented by 15 outreach events. Stakeholders primarily serve populations such as seniors, individuals with disabilities, veterans, youth, and low-income households. Key findings included major barriers such as limited awareness of transportation

services, insufficient service availability, lack of funding, and staffing shortages. Common travel needs include access to healthcare, employment, education, and essential services. Stakeholders also highlighted challenges with intercity travel, particularly to destinations such as Dallas–Fort Worth.

Community feedback reinforced these findings, with work, medical appointments, and shopping identified as primary travel purposes. While 85% of transit users rated service as reliable, concerns remain about transportation not being available when needed. Medical trips and regional travel continue to represent the most significant unmet needs.

Technical Memo 2 focused on analyzing current transportation conditions across the region. This included a geographic assessment of key trip generators such as healthcare facilities, educational institutions, and social service providers, as well as an analysis of commuting patterns. A demographic review identified populations most likely to experience transportation barriers, including low-income households, older adults, and individuals with disabilities. Regional population is projected to grow by approximately 4.5% by 2030, with some counties experiencing higher growth and others slight declines.

The report also evaluated existing transportation services, including public transit, intercity carriers, non-emergency medical transportation, and community-based providers. A key component was the development of a **Transit Needs Index**, which identifies areas with the highest transportation demand at the census tract level to help prioritize future investments. Participants were asked to contribute to a prioritization exercise using an online poll or paper ballot to help guide the selection of transportation needs for future planning and funding.

Discussion among participants highlighted the importance of improving coordination across agencies and funding sources, addressing fragmented systems, and strengthening partnerships with community organizations. Emphasis was placed on the critical role of “interim connectors”—such as healthcare providers, food pantries, and workforce agencies—in helping connect individuals to available transportation services and increasing public awareness.

11) Adjourn

The next EasTexConnects meeting is scheduled for April 8, 2026. With no further business, the meeting was adjourned at 3:07 pm.

Exhibit B.3 EasTexConnects workshop #1 presentation, February 18, 2026

East Texas Council of Governments

Regional Public Transportation Coordination Plan

EasTexConnects (RCC) Workshop #1
February 18, 2026, 1:30 pm





REVIEW OF TECHNICAL MEMO #1

- Stakeholder Engagement
 - Received survey responses from 81 entities from throughout the project area
 - Greatest representation from those serving low-income individuals, older adults, youth, and veterans (though all of the target populations were represented).
 - 18% of respondents directly transport clients or contract for transportation services.

REVIEW OF TECHNICAL MEMO #1

- Stakeholder Engagement – Key Findings
 - Challenges accessing four relatively common travel destinations: healthcare, work and/or school, essential shopping, and veterans' services.
 - Most common barrier: Lack of knowledge about available services and/or how to use them.
 - Most significant challenges with respect to providing transportation services: lack of transportation services in the areas served, lack of operating funding, insufficient staffing, and lack of capital funding (vehicle purchases).
 - Most interested in learning about or participating in coordinated outreach/public engagement.

REVIEW OF TECHNICAL MEMO #1

- Stakeholder Engagement – Key Challenges
 - Lack of awareness and/or familiarity specific to transportation services currently operating within the project area.
 - Travel from outlying counties into Tyler or Longview is often limited to one or two days per week. In-county service may also be limited to certain weekdays.
 - Accessing healthcare services is the greatest transportation need among the target populations, followed by accessing work or training opportunities.
 - In several of the counties, Go Bus is the only means of transportation available other than a personal vehicle.
 - There is considerable need for travel between counties to access important services such as specialized healthcare.
 - At present, the GoBus service model requires a 24-hour advance trip booking, which does not work for some types of trips.

REVIEW OF TECHNICAL MEMO #1

- Community Engagement
 - Received survey responses from 308 individuals
 - Conducted 15 pop-up events throughout the project area (outreach impacted by Winter Storm Fern)
 - Greatest representation by low-income households and older adults

REVIEW OF TECHNICAL MEMO #1

- Community Engagement – Key Findings
 - Work was the top travel purpose, followed by medical appointments and shopping.
 - 70% of respondents indicated driving a personal vehicle.
 - 29% of respondents said they lived in a household that did not have regular access to a car. 34% said there are multiple drivers in their household that share one or more cars.
 - 85% of those who use public transportation said it was somewhat reliable or very reliable.
 - Most frequently cited transportation challenge: available transportation does not operate when the respondent needs to travel.
 - Trips outside the ETCOG region appear to be the most problematic, with the Dallas/Fort Worth metroplex the top destination.
 - Medical appointments are the most significant challenge for those who have difficulty with transportation. This was followed by shopping/personal errands.

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
 - Trip generators included community/recreation centers, disability services, educational institutions, food resources, libraries, medical facilities, housing authorities, human/social services, major employers, senior services, veterans services, workforce development, and youth/children's services.
 - Commute characteristics show job densities within each county, as well as top concentrations of where residents of each county commute to work, commute distances, and number of workers commuting into/out of the county.

REVIEW OF TECHNICAL MEMO #2

- Demographic Area Assessment
 - Reviewed the socio-demographic makeup of each county and the region as a whole.
 - Age (youth, adult, and senior populations)
 - Population by race/ethnicity
 - Persons with a disability
 - Persons living below the federal poverty standard
 - Persons with limited English proficiency
 - Reviewed the anticipated population change over the next five years for each county and the region as a whole.
 - Regional population is expected to increase 6.45% by July 2030.
 - Rains and Van Zandt counties are expected to see the greatest increases.
 - Populations of Marion, Panola, and Rusk counties are expected to decrease.

REVIEW OF TECHNICAL MEMO #2

- Transportation Services Assessment
 - Summaries of services provided by transportation providers
 - Public transportation providers (GoBus, Longview Transit, Tyler Transit)
 - Social/human service transportation providers (such as Andrews Center and Rains County Veterans Services)
 - Intercity bus and rail providers (such as Amtrak and Greyhound)
 - Other transportation providers (such as taxi companies, car services, and non-emergency medical transportation)
 - Organizations that provide other support for transportation (such as travel training, mileage reimbursement, gas money, paratransit scheduling, or transit tickets/passes)

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 **6603 5202** 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

Suggested criteria	Selected criteria	Rank
Money/funding	Funding/sustainability	1
How guaranteed is the funding/sustainability	Public education	2
Reflects broad needs within a jurisdiction	Stakeholder education	2
Public education	Reflects broad needs within a jurisdiction	3
Stakeholder education (intermediaries/advocates)		

NEXT STEPS

- Adopt/approve prioritized list of needs and prioritization methodology during next EasTexConnects meeting
- Interim Coordination Plan to TxDOT by February 27, 2026
- Technical Memo #3 (Preliminary Goals and Strategies) – late May 2026
- EasTexConnects (RCC) Workshop #2 – June 2026
- Draft Final Plan – late August 2026
- Adopted Final Plan – October 2026

QUESTIONS?



Kathy Chambers
Project Manager

kathy@moore-associates.net
(661) 755-7062



Exhibit B.4 EasTexConnects workshop #1 comment form, February 18, 2026

East Texas Council of Governments
Regional Public Transportation Coordination Plan
Regional Coordination Council Workshop #1
Wednesday, February 18, 2026; 1:30 pm CT

Prioritization of 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. More frequent trips into urbanized areas	
2. Same-day service	
3. Evening service in the rural areas	
4. Saturday service in the rural areas	
5. Improved access to healthcare within the ETCOG region	
6. Improved access to transit for regular work trips	
7. Reliable transit service	
8. Increased awareness of available services	
9. Increased knowledge of how to use available services	
10. Access to healthcare outside of the ETCOG region	
11. Regional connectivity with neighboring jurisdictions	
12. Increased funding for stakeholder transportation programs	
13. Lower cost of transportation	

Exhibit B.5 EasTexConnects meeting minutes, April 8, 2026

EasTexConnects Meeting

April 8, 2026, at 1:30 p.m.

In-Person or Remote - 3800 Stone Road, Kilgore TX 75662

Link to join virtually: <https://v.ringcentral.com/join/408348976>

Meeting ID: 408348976

Phone: 267-930-4000



Agenda

23. Call to Order (Snow)
24. Roll Call (Fowler)
25. Approval of Minutes from February 18, 2026 Meeting (Snow)
26. Public Comments
27. Member Comments
28. Chairman's Report (Snow)
29. TxDOT Update (Hoehn)
30. Provider Reports
 - a. General discussion on transit organizations represented in our region
 - i. GoBus Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
 - ii. Longview Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
 - iii. Tyler Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
31. Old Business
 - a. Current Five-Year Plan
 - b. Regional Public Transportation Coordination Plan – Moore & Associates
32. New Business
33. Adjourn



MINUTES

EasTexConnects
Steering Committee Meeting
April 8, 2026, at 1:30 pm
Via In-Person or Remote

The EasTexConnects meeting was held on April 8, 2026, at 1:31 pm via In-Person. The following were in attendance:

Members Present:

Last Name	First Name	Organization	Present
Allen	Gary	ETCOG	Yes
Anderson	Christina	Natl. Assoc. Railroad Passengers	Yes
Avant	Jordan	Community Healthcore	
Benge	Maggie	Cherokee County	Yes
Cleveland	David	ETCOG	
Cook	Jeremy (Commissioner)	Rains County	Yes
Hale	Judge (Joel)	Rusk County Judge	Yes
Hoehn	Nancy	TxDOT	Yes
Howell	Michael	Tyler MPO	Yes
Huerta	Vince	GoBus	Yes
Lewis	Scott	Longview Transit	Yes
McBride	Bryan	Longview MPO	
McLane	Rodger (Commissioner)	Panola County	
Reese	Judge (Andy)	Van Zandt County	
Minton	Sara	ETCIL	Yes
Oyer	Linda	Children's Advocate	Yes
Range	Kristy	Advocate for Disabled & Elderly	Yes
Robertson	Mindy	ETCADA	
Snow	Jim	Veteran's Advocate	Yes
Sparrow	Leroy	Tyler Transit	Yes
Timmins	Zephaniah	Harrison County	
Tovar	Max	East Texas Regional Airport	

Others Present: Christy Fowler – ETCOG, E'beth Chappell sitting in for Scott Lewis, Baylea Evans – ETCOG

1) Call to Order

Chair Jim Snow called the meeting to order at 1:31 pm.

2) Roll Call

Roll call was conducted by Christy Fowler. A quorum was confirmed.

3) Approval of Minutes of February 18, 2026, Meeting

Chair Jim Snow asked if there were any changes to the minutes from the February 18, 2026 meeting. With no amendments noted, Linda Oyer made a motion to approve the minutes. The motion was seconded by Leroy Sparrow and passed unanimously.

4) Public Comments

No public comments were made.

5) Member Comments

No member comments were made.

6) Chairman's Report

No chairman's report at this time.

7) TxDOT Update

Nancy Hoehn reported that TxDOT transitioned to a new software system effective June 1, 2026, and staff continue working through the implementation process. She also provided an update on the competitive grant application process, noting that funding decisions for applications submitted by transit agencies are expected to be finalized within the next couple of weeks. Once awards are announced, agencies will have a clearer understanding of their funding allocations and overall financial outlook for the upcoming fiscal year.

8) Provider Reports

a. General discussion and update by members of the full committee about the impact of the ongoing

i. GoBus Transit – Preston Garcia

1. Ridership: Preston Garcia reported that GoBus operates on a fiscal year from September 1, 2025 through August 31, 2026. When comparing Q1 FY2025 to Q1 FY2026, ridership is within a 1% variance, demonstrating stability despite the operational changes and events experienced in the previous fiscal year.
2. Staffing: Preston noted that staffing challenges, particularly for bus operators, continue to be an industry-wide issue. GoBus has implemented

internal strategies to improve recruitment efforts and has made progress in hiring additional operators. GoBus is always hiring.

3. New Projects: Vince Huerta provided an update on several ongoing GoBus Transit initiatives. He reported that the Service Expansion Project (SEP) continues to perform well, with four of the six expansion projects exceeding expectations and approximately 70% of the overall project meeting or exceeding performance goals. He highlighted the successful expansion of local service in Canton, which now provides service on a day that was previously unavailable, and noted that the Palestine on-demand microtransit service has been well received by riders.

Vince also shared that GoBus is making progress toward opening the new maintenance facility in Kilgore. In-house maintenance operations are currently underway at the Tyler facility, and the equipment for the Kilgore facility is expected to arrive within the next 30 to 60 days. Once the equipment is installed, the new facility is expected to become fully operational.

Additionally, Vince discussed challenges with the Texas Veterans Commission (TVC) grant, explaining that while the agency is on track to meet grant expenditure requirements, increasing the number of veterans served remains a challenge because funding performance is based on the number of unique veterans utilizing the service. Committee members discussed outreach opportunities through local veterans' organizations and community events. Vince encouraged members to help promote the program and reassure veterans that any required personal documentation is securely handled through protected systems. He emphasized that continued participation is essential to maintaining TVC funding for East Texas.

ii. Longview Transit – E’beth Chappell

1. Ridership: E'beth Chappell reported that Longview Transit ridership has increased 21.8% compared to the previous year, with much of the growth attributed to new residents moving into the area. She also noted that Greyhound ridership is up 19% over last year.
2. Staffing: Staffing levels are improving but are not yet at full capacity. Longview Transit is actively recruiting and currently has two full-time vacancies.
3. New Projects: No new projects were reported at this time.
4. Other: No additional items were reported.

iii. Tyler Transit – Leroy Sparrow

1. Ridership: Leroy Sparrow reported that Tyler Transit recorded 13,940 fixed-route trips, representing the highest ridership level since implementing microtransit services. He also reported that paratransit ridership is approximately 4,900 trips.
2. Staffing: Tyler Transit is currently fully staffed.
3. New Projects: No new projects were reported at this time.
4. Other: Leroy reported that Tyler Transit has submitted both its Section 5310 and Section 5339 grant applications. These funding requests are expected to help offset anticipated funding gaps and support continued transit operations and capital needs.

9) Old Business

- a. Current Five-Year Plan: Katey Pilgram reported that the current Five-Year Coordinated Transit Plan is nearing completion. She noted that all goals and recommendations identified in the existing plan have either been completed or are ongoing initiatives that will continue beyond the life of the current plan. These efforts support not only GoBus Transit but also regional transit partners and transportation coordination throughout the region. Katey expressed excitement about beginning the development of the next Five-Year Coordinated Transit Plan and the opportunity to identify new priorities and initiatives to further improve regional transportation services.
- b. Regional Public Transportation Coordination Plan Workshop Update: Kathy Chambers of Moore & Associates reviewed the results of the Regional Coordination Plan Workshop held in February. She explained that the workshop focused on prioritizing the transportation needs identified in Technical Memoranda 1 and 2 and developing the methodology that will be used to evaluate the goals and strategies presented in Technical Memorandum 3.

Kathy reported that the workshop results were incorporated into the Interim Plan, which has been submitted to TxDOT for review. TxDOT has provided preliminary comments, primarily related to formatting and requests for additional detail. Those revisions will be incorporated into the draft final plan later this year, with comments on a few remaining sections still pending.

She summarized the needs prioritization process, explaining that committee members used an online polling tool to rank identified transportation needs as low, medium, or high priority. Based on the polling results, four needs were identified as high priority, seven as medium priority, and two as low priority.

Kathy also reviewed the project prioritization methodology developed during the workshop. Committee members identified the following evaluation criteria, listed in order of importance:

- Funding availability and long-term sustainability;
- Public education and awareness of available transportation services;

- Stakeholder education and outreach; and
- Addressing broad community transportation needs rather than limited populations.

Each proposed strategy included in Technical Memorandum 3 will be evaluated using a 21-point scoring system based on these criteria to assist in prioritizing future projects and recommendations.

Kathy concluded by requesting the committee's approval of both the Needs Prioritization and the Project Prioritization Methodology for inclusion in the Regional Public Transportation Coordination Plan.

Preston Garcia motioned to approve criteria and Leroy seconded the motion.

10) New Business

None

11) Adjourn

The next EasTexConnects meeting is scheduled for July 8, 2026. With no further business, the meeting was adjourned at 1:58 pm.

Exhibit B.6 EasTexConnects meeting agenda, July 8, 2026

EasTexConnects Meeting



July 8, 2026, at 1:30 p.m.

In-Person or Remote - 3800 Stone Road, Kilgore TX 75662

Link to join virtually: <https://v.ringcentral.com/join/443089273>

Meeting ID: 443089273

Phone: 267-930-4000

Agenda

1. Call to Order (Snow)
2. Roll Call (Fowler)
3. Approval of Minutes from April 8, 2026 Meeting (Snow)
4. Public Comments
5. Member Comments
6. Chairman's Report (Snow)
7. TxDOT Update (Hoehn)
8. Provider Reports
 - a. General discussion on transit organizations represented in our region
 - i. GoBus Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
 - ii. Longview Transit

1. Ridership
 2. Staffing
 3. New Projects
 4. Other
- iii. Tyler Transit
 1. Ridership
 2. Staffing
 3. New Projects
 4. Other
9. Old Business
 - a. Current Five-Year Plan
 - b. Regional Public Transportation Coordination Plan – Moore & Associates
10. New Business
 - a. Chair & Vice-Chair Position Terms Nominations and Voting
11. Adjourn

Exhibit B.7 EasTexConnects workshop #2 presentation, July 16, 2026



Regional Public Transportation Coordination Plan

RCC Workshop #2

July 8, 2026 | 1:30 pm





Regional Goals



Regional Goal 1.0:
 Improve coordination
 between transportation
 providers in the region



Regional Goal 2.0:
 Implement strategies to
 meet needs, improve
 service, and expand
 awareness of services in
 the region



Regional Goal 3.0:
 Ensure sustainability and
 plan for future growth



Regional Goal 4.0:
 Improve connectivity with
 the larger regional transit
 network

Goal 1.0: Improve coordination between transportation providers in the region.

 Strategy 1.1: Continue to encourage coordination between transportation providers, including both public and private operators.	 Strategy 1.2: Continue to coordinate with human/social service providers, veterans organizations, employers, educational institutions, and other stakeholders with respect to the mobility needs of the populations and clientele they represent.	 	 
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3

Goal 2.0: Implement strategies to meet needs, improve service, and expand awareness of services in the region.

 Strategy 2.1: Raise awareness of the needs and scheduling constraints of patients who travel using public transportation among medical appointment schedulers, patient advocates, and other intermediaries.	 Strategy 2.2: Continue to assess mobility needs within the rural communities and explore opportunities to serve existing riders as well as address unmet needs.	 Strategy 2.3: Expand regional mobility management efforts so as to enhance access to transportation.	 Strategy 2.4: Consider publicizing the potential for same-day service (on a space-available basis) on GoBus.
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4

Goal 2.0: Implement strategies to meet needs, improve service, and expand awareness of services in the region.

 Strategy 2.5: Continue to explore opportunities to expand transit service.	 Strategy 2.6: Expand promotion of GoBus service expansion efforts, such as additional service days into urbanized areas, same day/on-demand service, expansion of service hours, and Saturday service.	 Strategy 2.7: Explore opportunities for alternatives to public transportation when or where needs exist but demand does not warrant an expansion of transit service.	 
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5

Goal 3.0: Ensure sustainability and plan for future growth.

 Strategy 3.1: Maintain funding levels for services that are meeting needs.	 Strategy 3.2: Identify potential new or increased funding sources to support sustainable service expansion, such as additional service days in rural counties, increased service capacity, additional service to urbanized areas, extended service hours, or same-day/on-demand service.	 Strategy 3.3: Monitor land-use planning and development within the region to anticipate new or increased mobility needs due to growth.	 
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6

Goal 3.0: Ensure sustainability and plan for future growth.

 Strategy 3.4: Continue efforts to improve efficiency and productivity for public transportation in the region.	 Strategy 3.5: Implement local and regional service recommendations developed to enhance transit system performance as part of other planning efforts. 	 	 
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Goal 4.0: Improve connectivity with the larger regional transit network.

 Strategy 4.1: Where quantifiable demand exists, explore sustainable opportunities to provide service into neighboring jurisdictions.	 Strategy 4.2: Coordinate with neighboring jurisdictions for inter-regional travel, especially where a community is divided by or located adjacent to a regional boundary. 	 	 
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Next Steps

- Submit any additional comments regarding the goals and strategies in Technical Memo #3 no later than July 15, 2026 by:
 - Handing the form to the presenter following the workshop
 - Submitting your form to Christy, Katey, or Baylea
 - Emailing your form to kathy@moore-associates.net
- Draft Final Plan – late August 2026
- Adopted Final Plan – October 2026

9



Questions?

10



Exhibit B.8 EasTexConnects workshop #2 comment form, July 16, 2026

East Texas Council of Governments
Regional Public Transportation Coordination Plan
EasTexConnects Workshop #2 | July 8, 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.

The first table provides you with an opportunity to comment on the goals themselves. Use the following tables to provide comments regarding the individual strategies.

Regional Goals
Goal 1.0: Improve coordination between transportation providers in the region.
Comment:
Goal 2.0: Implement strategies to meet needs, improve service, and expand awareness of services in the region.
Comment:
Goal 3.0: Ensure sustainability and plan for future growth.
Comment:
Goal 4.0: Improve connectivity with the larger regional transit network.
Comment:

Please use the sections below to comment on the individual strategies.

Goal 1.0: Improve coordination between transportation providers in the region.	
Strategy 1.1: Continue to encourage coordination between transportation providers, including both public and private operators.	Priority: Medium
Comment:	



Goal 1.0: Improve coordination between transportation providers in the region. (continued)	
Strategy 1.2: Continue to coordinate with human/social service providers, veterans organizations, employers, educational institutions, and other stakeholders with respect to the mobility needs of the populations and clientele they represent.	Priority: High
Comment:	
Goal 2.0: Implement strategies to meet needs, improve service, and expand awareness of services in the region.	
Strategy 2.1: Raise awareness of the needs and scheduling constraints of patients who travel using public transportation among medical appointment schedulers, patient advocates, and other intermediaries.	Priority: High
Comment:	
Strategy 2.2: Continue to assess mobility needs within the rural communities and explore opportunities to serve existing riders as well as address unmet needs.	Priority: Medium
Comment:	
Strategy 2.3: Expand regional mobility management efforts so as to enhance access to transportation.	Priority: High
Comment:	
Strategy 2.4: Consider publicizing the potential for same-day service (on a space-available basis) on GoBus.	Priority: High
Comment:	
Strategy 2.5: Continue to explore opportunities to expand transit service.	Priority: Medium
Comment:	
Strategy 2.6: Expand promotion of GoBus service expansion efforts, such as additional service days into urbanized areas, same-day/on-demand service, expansion of service hours, and Saturday service.	Priority: High
Comment:	
Strategy 2.7: Explore opportunities for alternatives to public transportation when or where needs exist but demand does not warrant an expansion of transit service.	Priority: Low
Comment:	
Goal 3.0: Ensure sustainability and plan for future growth.	
Strategy 3.1: Maintain funding levels for services that are meeting needs.	Priority: High
Comment:	

Goal 3.0: Ensure sustainability and plan for future growth. (continued)	
Strategy 3.2: Identify potential new or increased funding sources to support sustainable service expansion, such as additional service days in rural counties, increased service capacity, additional service to urbanized areas, extended service hours, or same-day/on-demand service.	Priority: Medium
Comment:	
Strategy 3.3: Monitor land-use planning and development within the region to anticipate new or increased mobility needs due to growth.	Priority: Medium
Comment:	
Strategy 3.4: Continue efforts to improve efficiency and productivity for public transportation in the region.	Priority: High
Comment:	
Strategy 3.5: Implement local and regional service recommendations developed to enhance transit system performance as part of other planning efforts.	Priority: Medium
Comment:	
Goal 4.0: Improve connectivity with the larger regional transit network.	
Strategy 4.1: Where quantifiable demand exists, explore sustainable opportunities to provide service into neighboring jurisdictions.	Priority: Low
Comment:	
Strategy 4.2: Coordinate with neighboring jurisdictions for inter-regional travel, especially where a community is divided by or located adjacent to a regional boundary.	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 Christy, Katey, or Baylea after the workshop.
- Emailing your form to kathy@moore-associates.net.

All comments must be received no later than July 15, 2026 in order to be reflected in the project report. Thank you for your participation in the workshop!

Appendix C | Public Engagement and Outreach Materials

Exhibit C.1 Project Information Sheet (English)



Moving Better Together: A Regional Public Transportation Coordination Plan for the East Texas Region

The East Texas Council of Governments (ETCOG) is updating the Regional Public Transportation Coordination Plan for the East Texas Region. Its goal is to make travel easier and more dependable - helping people reach vital destinations such as healthcare, jobs, schools, social services, and everyday needs.

What is a Coordination Plan?
The primary goal of the Coordination Plan is to improve mobility across Anderson, Camp, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, and Wood counties while also making it easier for people to reach essential destinations like healthcare, social services, schools, jobs, and shopping.

Updated every five years, the Plan focuses on improving transportation for everyone, especially those who face the greatest challenges getting around - including older adults, people with disabilities, low-income residents, youth, people who speak limited English, veterans, households without a car, and clients of workforce or social service programs.

What's the process and how do I fit in?
To prepare the Coordination Plan, we gather information on existing transportation services, **engage the community for feedback**, analyze the results, and develop strategies to fill gaps in service.





Take the survey – your input matters!

All who complete the survey will have the opportunity to be entered into a random drawing for multiple \$50 VISA gift cards!






For more information or to take the survey, visit www.EasTexConnects2026.com.

Exhibit C.2 Project Information Sheet (Spanish)



Moviéndonos Mejor Juntos: Un Plan Regional de Coordinación del Transporte Público para la Región Este de Texas

El Consejo de Gobiernos del Este de Texas (ETCOG, por sus siglas en inglés) está actualizando el Plan Regional de Coordinación del Transporte Público para la Región del Este de Texas. Su objetivo es facilitar y hacer más fiables los desplazamientos, ayudando a las personas a llegar a destinos esenciales, como centros de salud, lugares de trabajo, escuelas, servicios sociales y lugares donde satisfacer sus necesidades cotidianas.

¿Qué es un Plan de Coordinación?
El objetivo principal del Plan de Coordinación es mejorar la movilidad en los condados de Anderson, Camp, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt y Wood, al tiempo que se facilita a las personas el acceso a destinos esenciales como centros de salud, servicios sociales, escuelas, lugares de trabajo y tiendas.

Actualizado cada cinco años, el Plan se centra en mejorar el transporte para todos, especialmente para aquellos que enfrentan mayores dificultades para desplazarse, incluyendo adultos mayores, personas con discapacidades, residentes de bajos ingresos, jóvenes, personas con conocimientos limitados de inglés, veteranos, hogares sin automóvil y beneficiarios de programas de servicios sociales o de empleo.

¿Cuál es el proceso y cómo encaja en él?
Para preparar el Plan de Coordinación, recopilamos información sobre los servicios de transporte existentes, **solicitamos la opinión de la comunidad**, analizamos los resultados y desarrollamos estrategias para cubrir las deficiencias del servicio.







**Realice la encuesta,
¡su opinión es importante!**

¡Todos los que completan la encuesta tendrán la oportunidad de participar en un sorteo aleatorio de varias tarjetas regalo VISA de \$50!






Para obtener más información o participar en la encuesta, visite www.EasTexConnects2026.com.

Exhibit C.3 Social media content

A social media graphic with a green background. At the top, it says "We want to hear from YOU!" in large black letters. Below this, a purple rounded rectangle contains the text: "The East Texas Council of Governments (ETCOG) is updating its Regional Public Transportation Coordination Plan – and your input can help make travel throughout our region a little easier." Underneath the purple box are three photographs of different types of public transit vehicles: a white and yellow GO bus, a white and blue bus in front of a red brick building, and a white bus on a street. At the bottom, a purple banner displays the website "www.EasTexConnects2026.com".

We want to hear from YOU!

The East Texas Council of Governments (ETCOG) is updating its Regional Public Transportation Coordination Plan – and your input can help make travel throughout our region a little easier.

www.EasTexConnects2026.com

GoBus
January 22 · 48

We are updating the Regional Public Transportation Coordination Plan and need your feedback! Share your input at our pop-up outreach events or complete the survey at <http://www.easttexconnects2026.com/>. Survey participants may enter a random drawing for multiple \$50 VISA gift cards. Submit your survey by January 30.

PUBLIC MEETING

Thursday, January 22, 2026

- Marshall Public Library
 - 300 S. Alamo Blvd, Marshall
 - 3:00 PM

Friday, January 23, 2026

- Henderson County HELP Center
 - 807 N. Palestine, Athens
 - 9:30 AM
- Tyler Senior Center
 - 1915 Garden Valley Rd, Tyler
 - 1:00 PM
- Tyler Transit Depot
 - 210 East Oakwood, Tyler
 - 3:30 PM

Let Your Voice be Heard

Stay connected and learn more about the Regional Public Transportation Coordination Plan through a variety of events hosted by the East Texas Council of Governments (ETCOG).

GoBus
January 23 · 48

Help us improve public transportation in East Texas by having a say in our 5-year coordination plan.

Join us at upcoming pop-up outreach events or take the survey online at <http://www.easttexconnects2026.com/>. Everyone who completes the survey can enter a random drawing for multiple \$50 VISA gift cards. Surveys are due by January 30!

PUBLIC MEETING

Saturday, January 24, 2026

- God's Closet Food Pantry
 - 121 Jefferson, Pittsburg
 - 9:00 AM
- Upshur County Library
 - 702 W Tyler St, Gilmer
 - 11:30 AM

Monday, January 26, 2026

- Caring and Sharing Food Pantry
 - 2307 S. Moberly, Longview
 - 9:00 AM
- Gateway Community Partners
 - 417 SE Loop 456, Jacksonville
 - 12:00 PM

Let Your Voice be Heard

Stay connected and learn more about the Regional Public Transportation Coordination Plan through a variety of events hosted by the East Texas Council of Governments (ETCOG).

GoBus
January 26 at 4:03 PM · 48

Your voice matters in shaping transportation in our region!

Our 5-year Regional Public Transportation Coordination Plan is being updated, and we need your feedback. Attend a pop-up outreach event or visit <http://www.easttexconnects2026.com/> to complete the survey. Survey respondents will have the opportunity to enter a random drawing for multiple \$50 VISA gift cards. Please submit by January 30.

PUBLIC MEETING

Tuesday, January 27, 2026

- Henderson Food Pantry
 - 1708 Jacksonville Dr, Henderson
 - 9:00 AM
- Upshur County Library
 - 702 W Tyler St, Gilmer
 - 11:30 AM

Wednesday, January 28, 2026

- Mission Carthage Food Pantry
 - 940 E. Sabine, Carthage
 - 1:00 PM
- Blessing of Grace Food Pantry
 - 304 W. Broadway, Jefferson
 - 5:00 PM

Let Your Voice be Heard

Stay connected and learn more about the Regional Public Transportation Coordination Plan through a variety of events hosted by the East Texas Council of Governments (ETCOG).

Exhibit C.4 Project webpage (English)

Connecting East Texas 2026: A Regional Coordinated Transportation Plan



Improving mobility is an ongoing objective for persons living, working, or visiting the East Texas region. As the lead agency for our region, the East Texas Council of Governments (ETCOG) is working with the Texas Department of Transportation (TxDOT) and a consultant team to prepare an update of the Regional Public Transportation Coordination Plan for Anderson, Camp, Cherokee, Gregg, Harrison, Henderson, Marshall, Panola, Rains, Rock, Smith, Upshur, Van Zandt, and Wood 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 transportation needs and 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 East Texas communities.

The online community survey has closed; however all residents are encouraged to share their ideas and feedback anytime by [clicking here](#).

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 East Texas region.

About the Plan

A Coordination Plan is designed to find practical ways to improve access to essential transportation for everyone in the region, with a special focus on people who often face challenges getting around. This includes older adults, people with disabilities, low-income residents, youth, veterans, individuals with limited English skills, households without a car, and clients of workforce or social service programs. Many of these residents depend on public transportation, community organizations, or family and friends to get where they need to go.

The primary goal of the Coordination Plan is to enhance mobility throughout the region. Equally important, the Coordination Plan also seeks to improve access to essential destinations such as healthcare, social services, education, jobs, and daily needs like shopping.

The Coordination Plan is updated every five years. Unlike an academic study, this Plan focuses on real-world, practical, and cost-effective solutions. Real goals have included:

- Reducing gaps in transportation services provided to the region.
- Identifying ways to promote access to public transit.
- Identifying areas to increase transportation connectivity across the region.
- Creating a coordinated partnership of transportation providers, planners and stakeholder representatives.
- Identifying and pursuing mechanisms for transportation planning and outreach.
- Assisting regional transportation providers with outreach and education efforts.
- Identifying and pursuing funding mechanisms for transportation providers.
- Understanding the ADA transportation needs of the community.
- Understanding the transportation needs of all types of community members.

Your ideas and feedback are essential to making this Plan work for our communities. Please share your thoughts anytime by [clicking here](#).

Upcoming Events

Community Transportation Survey Update

Thank You for Sharing Your Feedback About Mobility Needs!

We're grateful to everyone who participated in our outreach efforts during the weeks of January 19 and 26. Across 15 different locations, we had the opportunity to meet with hundreds of community members – hearing your perspectives, collecting valuable input, and talking together about the future of mobility.

Thank you for sharing your time, insights, and support throughout this process.

If you haven't yet shared your thoughts, there's still time to provide comments [click here](#).

What's Next: Our team is compiling a recap of the outreach activities, highlighting key takeaways and community feedback. More updates will be shared soon – stay tuned!

Upcoming Opportunities to Get Involved

Stay connected and learn more about the Regional Public Transportation Coordination Plan through meetings hosted by the East Texas Council of Governments (ETCOG):

East Texas Community Meetings

February 16, 2026
April 8, 2026
July 8, 2026

The Coordinated Plan Workshop #1 will be held on Wednesday, February 16, 2026 at 1:00 pm.

Project Resources

Local Transit Partners

Coming Soon! The draft Coordinated Plan report will be available after February 27, 2026. Check back soon to review the draft and share your feedback.

Looking for transportation resources? Start by visiting our project partners at Go Blue Transit, Longview Transit, and Tyler Transit for more information. Click on the logos to learn more.





[Go Blue Transit](#)

[Longview Transit](#)

[Tyler Transit](#)

Want more info on the project? [Click here](#) to download an informational flyer.

Exhibit C.5 Project webpage (Spanish)

Conectar el este de Texas en 2026: un Plan regional coordinado de transporte



Hay que reconocerle al *Algebra* un rol muy importante en la historia de la Física. Como se aprecia en la figura del lado izquierdo, el *Algebra* se relaciona con la Física en la medida en que la Física es una ciencia que se relaciona con el *Algebra* y el *Algebra* es una ciencia que se relaciona con la Física. En la medida en que la Física es una ciencia que se relaciona con el *Algebra* y el *Algebra* es una ciencia que se relaciona con la Física.

En 2002, la ley de acceso al patrimonio público puso en marcha la política de los bienes del Estado. En la ley que regula los procedimientos de adquisición, se promueve con claridad los principios de la gestión pública, la transparencia, la igualdad, la eficiencia, la economía, la sostenibilidad, la integridad, la responsabilidad, la igualdad de género y la igualdad de oportunidades. En la ley se establecen los procedimientos de adquisición, la gestión pública, la transparencia, la igualdad, la eficiencia, la economía, la sostenibilidad, la integridad, la responsabilidad, la igualdad de género y la igualdad de oportunidades. En la ley se establecen los procedimientos de adquisición, la gestión pública, la transparencia, la igualdad, la eficiencia, la economía, la sostenibilidad, la integridad, la responsabilidad, la igualdad de género y la igualdad de oportunidades.

El plan de transporte público interurbano es un papel importante en la movilidad regional, así como en el desarrollo económico de transporte. Por ello, los gobiernos de carácter centralizado, algunas veces, por brindar servicios de transporte a grupos de transporte para obtener un componente integral de la estructura de movilidad, desarrollan en las comunidades del norte de Tama-

La encuesta en línea para la comunidad ha finalizado, se invita a todos los miembros a completar sus ideas y comentarios en cualquier momento haciendo [clic aquí](#)

Tutto dipende dalla prospettiva con cui si guarda alla realtà: se la si considera a lungo termine, la durata del progetto, l'azione confluente in una crescita continua e progressiva del progetto, la responsabilità della partecipazione pubblica e il clima che viene creato quando si realizza la possibilità di trasporto si rivela la meglio del tutto in Italia.

Acerca del plan

Un Plan de Continuidad de Trabajo diseñado para enfrentar formas peligrosas de empleo al acceso al transporte esencial para todos en la región, con un enfoque especial en las personas que a menudo enfrentan desafíos para desplazarse. Esto incluye a adultos mayores, personas con discapacidad, residentes de bajos ingresos, jóvenes, veteranos, personas con historial indizado del riego, hogares sin automóvil y miembros de programas de empleo o servicios sociales. Muchos de estos residentes dependen del transporte público, organizaciones comunitarias o familiares y amigos para llegar a donde necesitan ir.

El objetivo principal del Plan de Coordinación es mejorar la movilidad en toda la región, igualmente importante, el Plan de Coordinación también busca mejorar el acceso a servicios esenciales como la atención médica, los servicios sociales, la educación, los trabajos y las necesidades básicas como las comidas.

El Plan de Coordinación se actualizó cada cinco años. A diferencia de un estudio académico, este Plan se centra en soluciones del mundo real, prácticas y rentables. Entre los objetivos anteriores se incluyen:

- Identificar las fuentes y los servicios de transporte prestados a la región.
- Identificar formas de promover el acceso al transporte público.
- Identificar áreas para mejorar la conectividad de transporte en toda la región.
- Crear una asociación consultiva de promotores de transporte, planificadores y representantes de los usuarios.
- Identificar y evaluar mecanismos para la planificación y la divulgación del transporte.
- Ayudar a los promotores regionales de transporte con los esfuerzos de divulgación y educación.
- Identificar y evaluar mecanismos de financiación para los promotores de transporte.
- Comprender las necesidades de transporte conforme a la ADA en la comunidad.
- Comprender las necesidades de transporte de todo tipo de miembros de la comunidad.

Sea libre y honesta en tus ejercicios pero que todo plan funcione para nuestros constantes.
Comparte las opiniones en cualquier momento haciendo [click aquí](#)

Próximos eventos

Actualización de la encuesta de transporte consultorio

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Agradecemos a todos los que participaron en nuestros actividades de divulgación durante los primeros del 2012 al estar en El Estero de los Hornos, gracias a la comunidad de estudiantes con quienes los miembros de la comunidad, escuchar sus perspectivas, recibir información sobre y colaborar sobre el futuro de la localidad.

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Resumen, por: Nuestro equipo está desarrollando un resumen de las actividades de investigación, destacando los puntos clave y los comentarios de la comunidad. Compartiremos más actualizaciones pronto. ¡Manténgase informado!

Dejamos oportunidades para participar

Participaron informados y conversaron sobre el Plan Regional de Coordinación del Transporte Público a través de las reuniones organizadas por el Consejo de Gobiernos del Eje de Tequis (COTE).

Reprints on 6x9in. Cardstock

© 2004 Blackwell Publishing Ltd, *Journal of Internal Medicine* 255: 105–112

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Journal of Internal Medicine 247: 399–406

Recursos del proyecto

Socios de tránsito locales

¡Próximamente! El borrador del informe del Plan Coordinado estará disponible después del 27 de febrero de 2026.

Vuelva a consultar pronto para revisar el borrador y compartir sus comentarios.

¿Busca recursos de transporte? ¡Comience visitando a nuestros socios del proyecto en Go Bus Transit, Longview Transit y Tyler Transit para obtener más información! Haga clic en los logotipos para obtener más información.



Go Bus Transit

Longview Transit

Tyler Transit

¿Quiere más información sobre el proyecto? Haga clic aquí para descargar un folleto informativo.

Exhibit C.6 Pop-up event flyers

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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
Tuesday, January 20, 2026
Palestine Senior Activity Center
200 N. Church St, Palestine
11:30 AM

For project information, visit www.EastTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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
Wednesday, January 21, 2026
Manna, Inc. Food Pantry
17897 FM 1255, Canton
9:00 AM

For project information, visit www.EastTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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
Wednesday, January 21, 2026
Emory Senior Center
179 Doris Briggs Pkwy, Emory
11:30 AM

For project information, visit www.EastTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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
Wednesday, January 21, 2026
VFW Post 7523
671 W. Broad St, Mineola
2:00 PM

For project information, visit www.EastTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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	EVENT DETAILS
Stop by our Pop-Up Event!	Thursday, January 22, 2026
Enter to win a series of \$50 VISA Gift Cards!	8th Annual Homeless Resource Day Longview Exhibit Center 1123 Jaycee Dr, Longview 8:00 AM

For project information, visit www.EasTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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	EVENT DETAILS
Stop by our Pop-Up Event!	Thursday, January 22, 2026
Enter to win a series of \$50 VISA Gift Cards!	Marshall Public Library 300 S. Alamo Blvd, Marshall 3:00 PM

For project information, visit www.EasTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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	EVENT DETAILS
Stop by our Pop-Up Event!	Friday, January 23, 2026
Enter to win a series of \$50 VISA Gift Cards!	Henderson County HELP Center 807 N. Palestine, Athens 9:30 AM

For project information, visit www.EasTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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	EVENT DETAILS
Stop by our Pop-Up Event!	Friday, January 23, 2026
Enter to win a series of \$50 VISA Gift Cards!	Tyler Senior Center 1915 Garden Valley Rd, Tyler 1:00 PM

For project information, visit www.EasTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



The East Texas Council of Governments (ETCOG) 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
Friday, January 23, 2026
Tyler Transit Depot
210 East Oakwood, Tyler
3:30 PM

For project information, visit www.EastTexConnects2026.com

Moving Better Together
Take the survey – your input matters!



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

EVENT DETAILS
Tuesday, January 27, 2026
Henderson Food Pantry
1708 Jacksonville Dr, Henderson
9:00 AM

For project information, visit www.EastTexConnects2026.com

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

EVENT DETAILS
Tuesday, January 27, 2026
Camp V
3212 W Front St, Tyler
3:00 PM

For project information, visit www.EastTexConnects2026.com

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

EVENT DETAILS
Wednesday, January 28, 2026
God's Closet Food Pantry
121 Jefferson, Pittsburg
9:00 AM

For project information, visit www.EastTexConnects2026.com

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EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event! Enter to win a series of \$50 VISA Gift Cards!	Wednesday, January 28, 2026 Mission Carthage Food Pantry 940 E. Sabine, Carthage 1:00 PM

For project information, visit www.EastTexConnects2026.com

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EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event! Enter to win a series of \$50 VISA Gift Cards!	Thursday, January 29, 2026 Upshur County Library 702 W Tyler St, Gilmer 10:00 AM

For project information, visit www.EastTexConnects2026.com

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EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event! Enter to win a series of \$50 VISA Gift Cards!	Thursday, January 29, 2026 Caring and Sharing Food Pantry 2307 S. Mobberly, Longview 12:00 PM

For project information, visit www.EastTexConnects2026.com

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EVENT HIGHLIGHTS	EVENT DETAILS
Stop by our Pop-Up Event! Enter to win a series of \$50 VISA Gift Cards!	Wednesday, January 28, 2026 Blessings of Grace Food Pantry 304 W. Broadway, Jefferson 5:00 PM

For project information, visit www.EastTexConnects2026.com

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EVENT HIGHLIGHTS

Stop by our Pop-Up Event!

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

EVENT DETAILS

Friday, January 30, 2026

Gateway Community Partners

417 SE Loop 456, Jacksonville

9:30 AM



For project information, visit www.EastTexConnects2026.com





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Appendix D | Stakeholder Survey

Exhibit D.1 Stakeholder survey instrument

East Texas Council of Governments
Regional Public Transportation Coordination Plan
Stakeholder Survey
Response deadline: January 16, 2026
This survey may also be completed online at <https://www.surveymonkey.com/r/ETCOGstakeholder>

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.)

☐ Anderson County
☐ Camp County
☐ Cherokee County
☐ Gregg County
☐ Harrison County
☐ Henderson County
☐ Marion County
☐ Panola County
☐ Rains County
☐ Rusk County
☐ Smith County
☐ Upshur County
☐ Van Zandt County
☐ Wood County
☐ The entire ETCOG region
☐ Other (describe): _____

☐ Location(s) within Anderson County, but not the whole county
☐ Location(s) within Camp County, but not the whole county
☐ Location(s) within Cherokee County, but not the whole county
☐ Location(s) within Gregg County, but not the whole county
☐ Location(s) within Harrison County, but not the whole county
☐ Location(s) within Henderson County, but not the whole county
☐ Location(s) within Marion County, but not the whole county
☐ Location(s) within Panola County, but not the whole county
☐ Location(s) within Rains County, but not the whole county
☐ Location(s) within Rusk County, but not the whole county
☐ Location(s) within Smith County, but not the whole county
☐ Location(s) within Upshur County, but not the whole county
☐ Location(s) within Van Zandt County, but not the whole county
☐ Location(s) within Wood County, but not the whole county
☐ Areas outside these fourteen counties ☐ Statewide

3. Which of the following best describes your organization?

☐ Government (city, county, etc.)
☐ School or school district
☐ Other (specify): _____

☐ Public
☐ Hospital or hospital district

☐ Private non-profit
☐ Private for-profit
☐ Faith-based

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

☐ Older adults (age 60+)
☐ Adults with physical disabilities (ambulatory)
☐ Adults with physical disabilities (non-ambulatory, including wheelchairs)
☐ Adults with cognitive or developmental disabilities
☐ Children with physical disabilities (ambulatory)
☐ Children with physical disabilities (non-ambulatory, including wheelchairs)
☐ Children with cognitive or developmental disabilities

☐ Youth (under age 12)
☐ Youth (age 12-18)
☐ Low-income individuals
☐ Unhoused individuals
☐ Veterans
☐ Persons with limited English proficiency
☐ Job/employment seekers
☐ Other (describe): _____



Continued on next page →

1

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.

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

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, ETCOG is conducting a community survey of historically transportation-disadvantaged individuals. Would your organization be willing to help reach those populations by:

- a) Distributing the community survey to the clients of your organization? ☐ Yes ☐ No ☐ Maybe
b) Allowing our team to host a pop-up event at your location? ☐ 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 East 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	☐	☐	☐	☐	☐
Evening trips	☐	☐	☐	☐	☐
Saturday trips	☐	☐	☐	☐	☐
Sunday trips	☐	☐	☐	☐	☐
Making same-day reservations	☐	☐	☐	☐	☐
Accessibility/path of travel to bus stop	☐	☐	☐	☐	☐
Transportation within their home community	☐	☐	☐	☐	☐
Transportation outside their home county	☐	☐	☐	☐	☐
Transportation outside the GoBus service area	☐	☐	☐	☐	☐
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)
- ☐ Limited communication with regional transit provider(s)
- ☐ 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

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



Question 1. Organization background.

Exhibit D.2 Responding organizations' information

Organization name	Contact Name	Title	Service area
Achieving Dreams	Andria Horton	Executive Director	Location(s) within Smith County
Alto ISD	Derrick Conley	Superintendent	Cherokee County
Andrews Center	Janell A Himes	Service Coordinator	Henderson, Rains, Smith, Van Zandt, and Wood counties
Andrews Center	Mari Gutierrez	Director of Compliance and Clinical Outcomes	Henderson, Rains, Smith, Van Zandt, and Wood counties
Beckville ISD	Devin Tate		Panola County
Brownsboro ISD	Keri Hampton	Superintendent	Henderson County and location(s) within Van Zandt County
Camp County Veterans Services	Melissa Laurent	Veterans Service Officer	Camp County
Canton ISD	Stacie Wilkerson	Secretary to the Superintendent	Location(s) within Van Zandt County
CASA of Trinity Valley	Angela Hinojosa	Director of Development	Anderson, Cherokee, and Henderson counties
Catholic Charities-Diocese of Tyler	Kathy Shieldes Harry	Executive Director	The entire ETCOG region as well as areas outside the 14 counties
Children's Advocacy Center of Smith County	Morgan Chaney	Associate Director of Client Services	Smith County
City of Brownsboro	Susan Carver	City Secretary	Location(s) within Henderson County (Brownsboro)
City of Chandler	Lori Deaton	City Secretary	Location(s) within Henderson County
City of Kilgore	Rachel Rowe	City Manager	Gregg and Rusk counties
City of Longview Transit	Scott Lewis	General Manager	Gregg and Harrison counties
City of Mount Enterprise	Suzanne M. Pharr	City Secretary	Location(s) within Rusk County
City of Murchison	Skylier Murrell	City Secretary	Location(s) within Henderson County
City of Noonday	Mike Turman	Mayor	Smith County
City of Poynor	Dannie Smith	Mayor	Location(s) within Henderson County
City of Reklaw	Gaylene Tubbe	City Secretary/Treasurer	Cherokee County



Organization name	Contact Name	Title	Service area
City of Tatum	Jacqueline Muckleroy	City Administrator	Location(s) within Rusk County
City of Trinidad	Lindsey Patterson		Henderson County
City of Tyler Transit	Laith Elayyan	Transit Operations Coordinator	Smith County
City of Waskom	Rachelle Walker	City Secretary	Harrison County
City of Whitehouse	Leslie Black	City Manager	Smith County
Community Health Core	Galusha Jason	Veteran Peer Spec	Camp, Gregg, Harrison, Marion, Panola, Rusk, Smith, and Upshur counties, as well as Bowie, Cass, Morris, Red River, and Titus counties
East Texas Council of Governments (GoBus)	Baylea Evans	Associate Director of Strategic Development	The entire ETCOG region
East Texas Crisis Center	Maira Hernandez	Survivor Advocate	Wood County
East Texas Crisis Center	Scotti Smothermon	Housing Coordinator	Henderson, Rains, Smith, Van Zandt, and Wood counties
East Texas Crisis Center	Kayla Glidewell	survivor advocate	Henderson County as well as Kaufman County
East Texas Lighthouse for The Blind	Amy Anderson	Director of Client Services	The entire ETCOG region
East Texas Regional Airport	Max Tovar	Airport Director	Gregg County; we service any county.
East Texas Veterans Resource Center/Community Healthcare	Ken Hansen	Peer Services Coordinator	Camp, Gregg, Harrison, Marion, Panola, Rusk, and Upshur counties, as well as Bowie, Cass, Morris, Red River, and Titus counties
Edgewood Housing Authority	Janice Wingo	Executive Director	Van Zandt County
Elkhart High School	Kristin Estes	Paraprofessional	Anderson County
Elkhart ISD	Ryan Pence	High School Business CTE Teacher	Anderson County
Elysian Fields ISD	Amy Dickson	Superintendent	Harrison and Panola counties
Emory Senior Center	Stacy Martin	Director	Rains County
Eustace ISD Transportation	Lisa Roberts	Director	Henderson County
Gilmer ISD	Rick Albritton	Superintendent	Upshur County
Gun Barrel City	Angela Smith	City Manager	



Organization name	Contact Name	Title	Service area
Hallsville ISD	John Martin	Superintendent	Harrison County and location(s) within Gregg and Henderson counties
Harleton ISD	Jay Ratcliff	Superintendent	Location(s) within Harrison, Marion, and Upshur counties
Harrison County, Texas	Chad Sims	County Judge	Harrison County
Henderson County Library	Michelle Zenor	Library Director	Henderson County
Henderson Housing Authority	Taylor Maxwell	Executive Director	Rusk County
Jacksonville Public Library	Trina Stidham	Director	Cherokee County
Kilgore Public Library	Stacey L Cole	Director	Gregg and Rusk counties
LaPoynor ISD	Marsha Mills	Superintendent	Location(s) within Henderson County
Longview Housing Agency	Cheteva Marshall	Housing Executive Director	Gregg, Panola, and Rusk counties
Longview MPO	Bryan McBride	MPO Director	Location(s) within Gregg, Harrison, Rusk, and Upshur counties
Mandarin Oakfeather LLC	Kimberly Sierra-Torres		Anderson County
Marshall Public Library	Terri Nalls	Library Director	Harrison County
Meals on Wheels of East Texas (Marshall, TX)	Bonnie Andrews	Site Manager	Harrison County
Meals on Wheels of Palestine, Inc. (dba Tri County Meals on Wheels)	Camille Graham	Interim Executive Director	Anderson, Cherokee, and Rusk counties
Mineola Memorial Library	Mary Hurley	Director	Location(s) within Wood County
Noonday Community Library	Vicki Malone	Librarian	Cherokee and Smith counties
Palestine Public Library	Ana Sanchez	Library Director	Anderson County



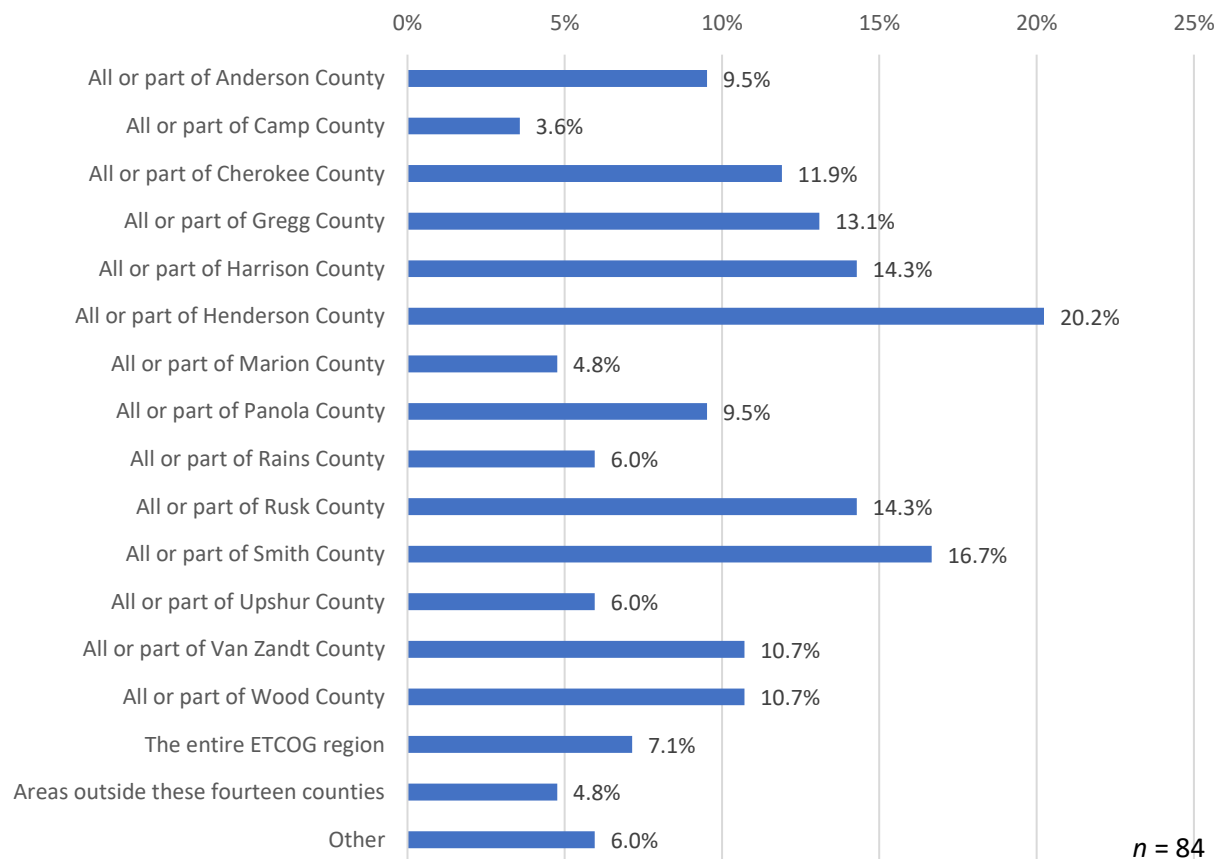
Organization name	Contact Name	Title	Service area
Palestine Resource Center for Independent Living	Sara Minton	Executive Director	Anderson and Cherokee counties, location(s) within Smith County, areas outside these fourteen counties, and Nacogdoches and Angelina counties
Panola County Veterans Service Office	William G. Morris	Veterans Service Officer	Panola County
Panola Schools	Charles M Worley	CEO	Harrison, Marion, Panola, and Rusk counties
Pine Tree ISD	Steve Clugston	Superintendent	Location(s) within Gregg County
Quitman ISD	Chris Mason	Superintendent	Wood County
Quitman Public Library	Delene Allen	Director	Wood County
Rains County	Jeremy Cook	Commissioner Precinct 1	Rains County
Rube Sessions Memorial Library	Donna Hawthorn	Librarian	
Sammy Brown Library	Kim Turner	Director	Panola County
Singletary Memorial Library	Christine Camplain	Library Director	Cherokee County
Slocum ISD	Cliff Lasiter	Superintendent	Anderson County
Texas Workforce Solutions Vocational Rehab	Rhonda Miller	Orientation Mobility Specialist	The entire ETCOG region and areas outside these fourteen counties
The Arc of Greater East Texas	Robert Ogden	Executive Director	The entire ETCOG region and areas outside these fourteen counties
Town of Enchanted Oaks	Regina Kiser		Henderson County
Tyler Transit	Leroy Sparrow	Transit Director	Location(s) within Smith County
United Way of Smith County	Stephanie L Raymer	Director/211 East Texas	The entire ETCOG region
US Renal Care	Jamie Humphrey	Facility Administrator Registered Nurse	Henderson and Van Zandt counties
UT Health Jacksonville	DeLeigh Haley	CEO	Cherokee County
Van Independent School District	Don Dunn	Superintendent	Van Zandt County
Van Zandt County Indigent Health Care	CASEY HARDIN	Program Administrator	Van Zandt County

Organization name	Contact Name	Title	Service area
Vietnam Veterans Peer Group #932	Clarnece Hamm	Secretary	Location(s) within Smith County
West Rusk CCISD	James Mansinger	Facilities Director	Location(s) within Rusk County
White Oak High School/Community Library	Lori Davis	Library Director	Gregg County
Winnsboro Housing Authority	Chase Glover	Executive Director	Wood County
Winona ISD	Justin Cowart	Superintendent	Smith County
Wood County	Kevin White	County Judge	Wood County

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. Nearly five percent of stakeholders also serve areas outside of the 14-county region, reinforcing that many needs exist regardless of jurisdictional boundaries.

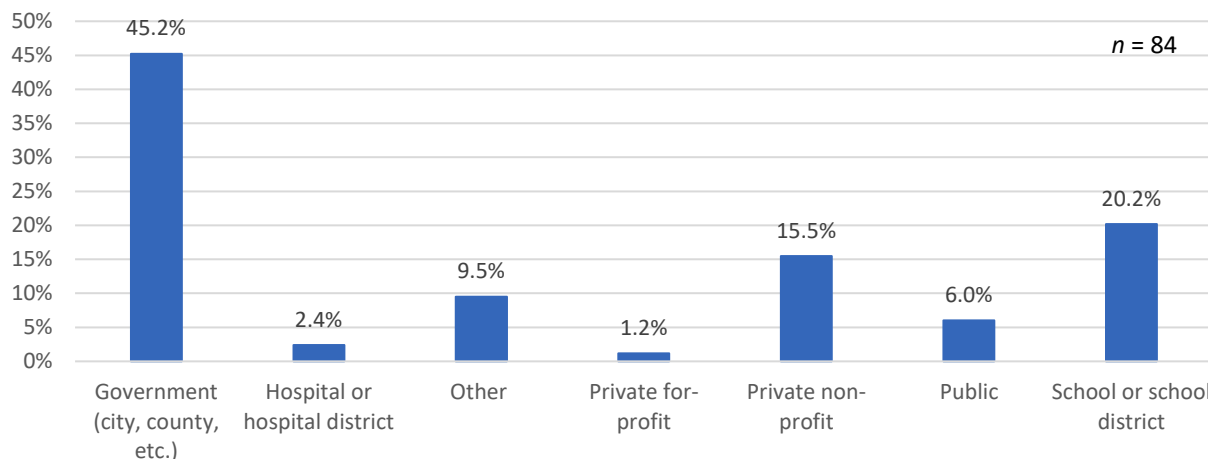
Exhibit D.3 Organization service area



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

Nearly two-thirds of the total stakeholders described themselves as government or public organizations including school districts. Private non-profits made up 16 percent of respondents. Some organizations were not sure which category they fit into; “Other” responses included faith-based and unspecified non-profit organizations, airport, libraries, and public housing authorities.

Exhibit D.4 Organization type



Other	Frequency
County-owned Public Airport	1
Housing Authority	1
Non-profit	1
Non-profit acting as library for all	1
Non-profit; faith-based but serves ALL faiths	1
Public library	2
Veterans Peer Group	1

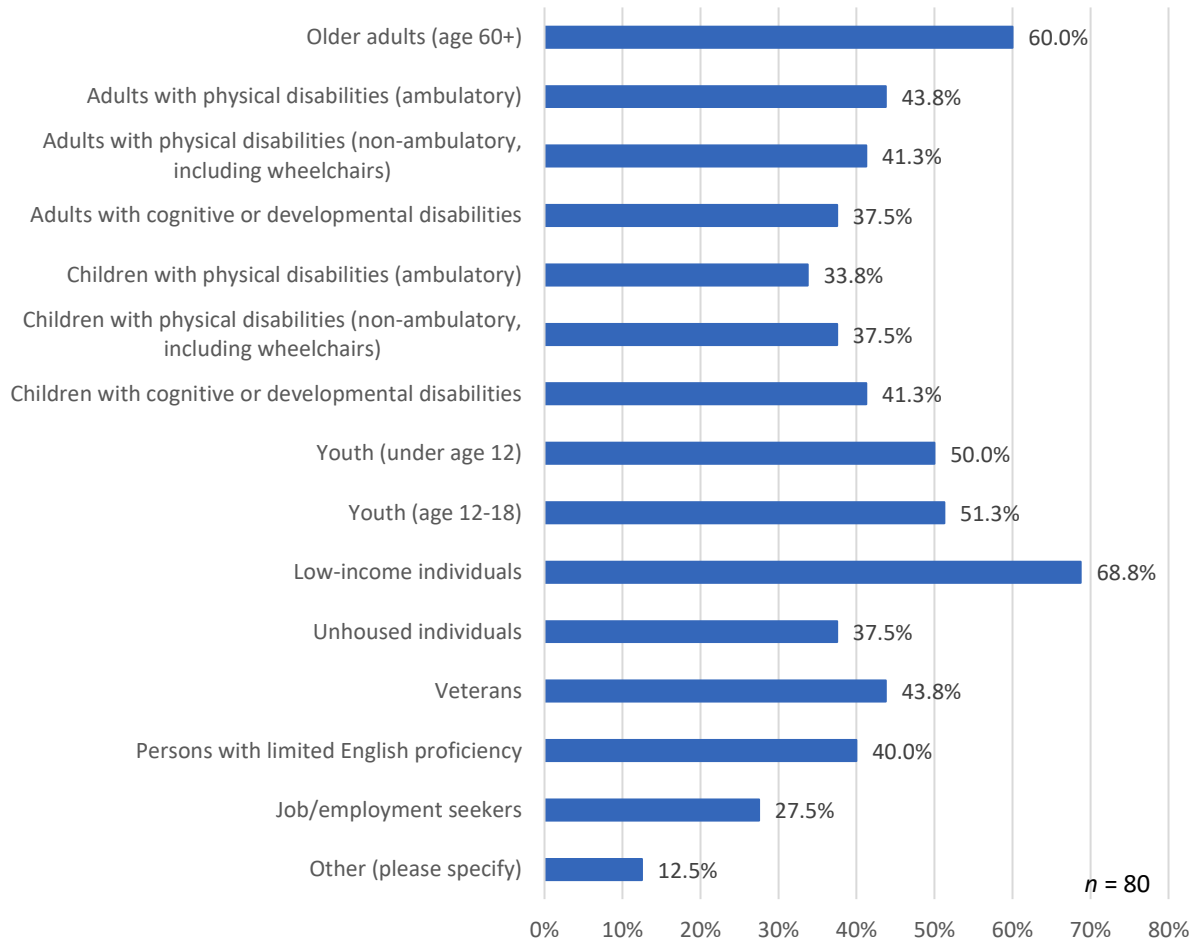
Question 4. What historically transportation-disadvantaged populations are primarily served by your organization? (Select all that apply.)

The pool of survey respondents reflects a broad spectrum of historically transportation-disadvantaged populations.

Low-income individuals (69 percent) were the most robustly represented population cohort, followed by older adults (60 percent). Organizations serving disabled adults were represented more than those serving disabled children, although both groups were represented.

More than 40 percent of the stakeholders provide services to veterans. Organizations serving youth were also well represented, as were organizations serving job seekers (28 percent).

Exhibit D.5 Populations served

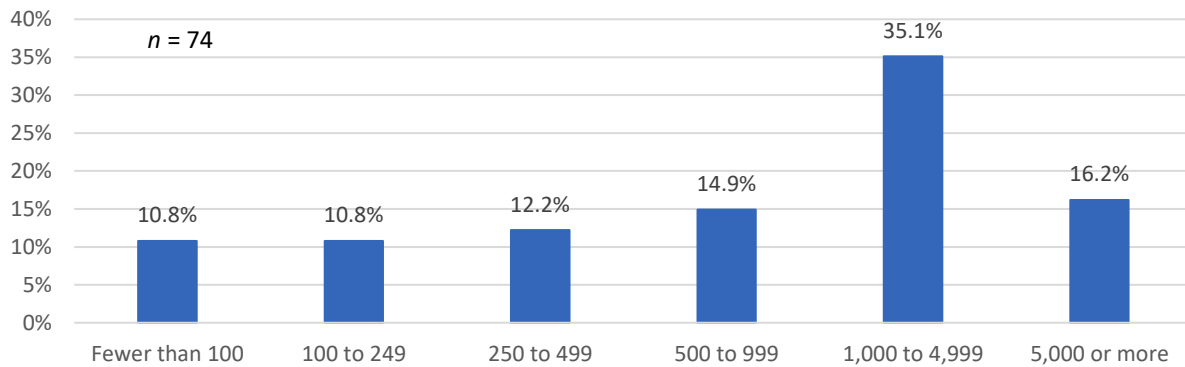


Other	Frequency
Any person with a disability	1
Dialysis dependent	1
Persons who are blind or significantly low vision	1
Rural, underserved general population	1
Survivors of domestic violence and sexual assault	2
There is no public transportation that comes out to this location	1
We do not provide transportation services	1

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)?

Generally speaking, stakeholder organizations responding to the survey tended to be larger organizations. For example, 51 percent cited a clientele base of 1,000 or more, while entities serving 500 to 999 individuals comprise another 15 percent.

Exhibit D.6 Size of client base



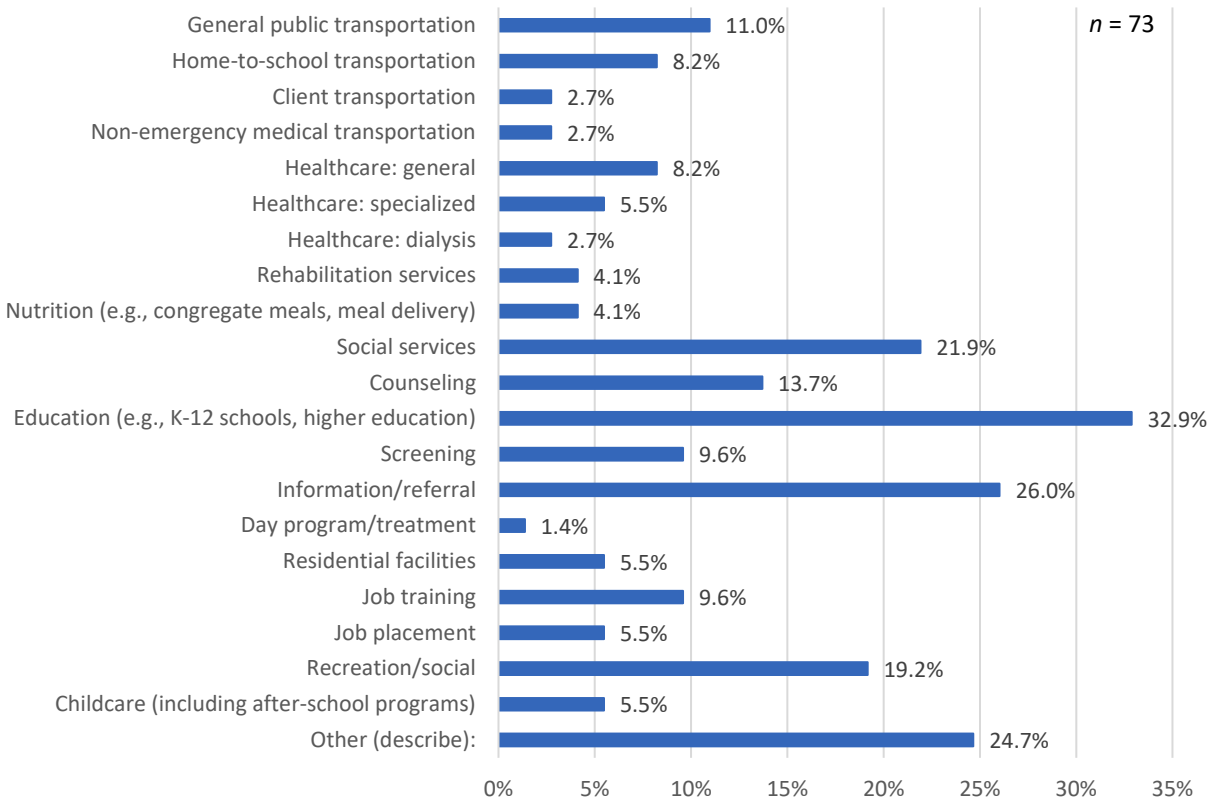
Question 6. What are the core functions of your organization? (Select all that apply.)

Given survey participants were allowed to select as many functional areas as applied to their particular organization, the identification of multiple or various functions was considerable.

“Education”, including K through 12 as well as post-secondary, was the most commonly cited function (33 percent). Among the other non-transportation functions, “social service” (22 percent) and “information referral” (26 percent) were frequently-cited.

Specific to transportation as a function, nearly one-quarter of the stakeholder respondents indicated some aspect of service provided. This includes general public transportation, home-to-school transportation, and non-emergency transportation.

Exhibit D.7 Organization core functions



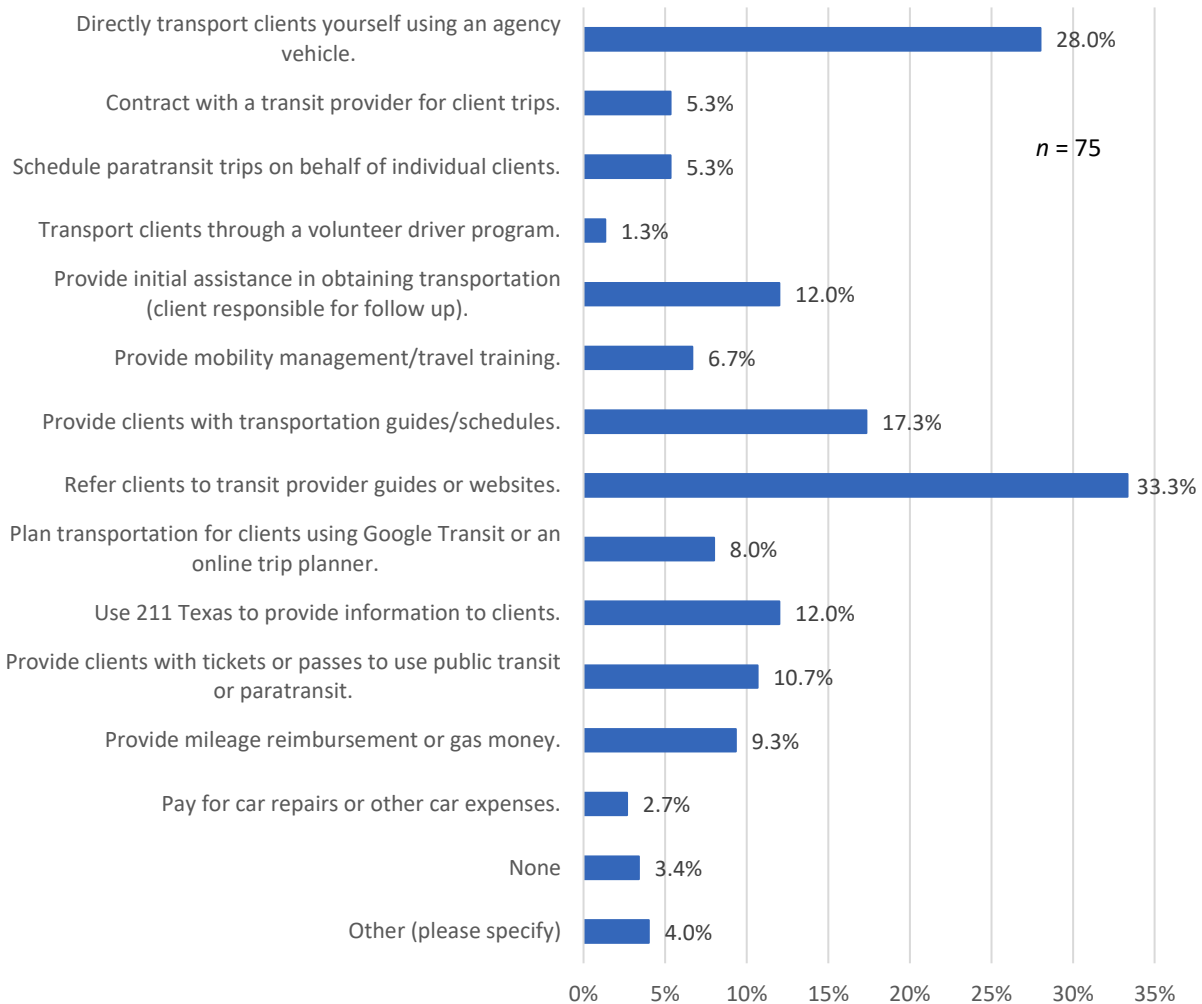
Question 7. What support, if any, does your organization provide for client transportation? (Select all that apply.)

Support for client transportation took many forms among the organizations surveyed. Twenty-eight percent indicated directly providing transportation to their members or clientele. Another 50 percent either refer clients to an outside transportation service, or provide some form of transportation information (offer guide/brochures, direct to websites, etc.)

Twelve percent of the stakeholders surveyed provide transportation tickets or passes to qualifying clientele, while an additional nine percent offer either mileage reimbursement or gas money.

Few stakeholder organizations utilize volunteer driver programs, provide travel training, or assist with car repairs or car expenses.

Exhibit D.8 Support for transportation



Other	Frequency
Airport	1
We teach consumers how to access and use the local transportation options available to them.	1
When the Police Dept. needs transportation for someone, they call the GoBus!	1

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

Given their specific demographics, it was not surprising stakeholder clientele most often report challenges in making medical trips (including appointments and dialysis), with nearly two-thirds of stakeholder clients facing these issues “often” or “sometimes.”

The second most frequently-cited challenge was transportation to work or school, where 59 percent of stakeholders saw this issue “often” or “sometimes.”

Challenges completing essential shopping was cited “often” or “sometimes” by a combined 56 percent. Of possible relationship to this are the 41 percent citing problems obtaining same-day travel reservations as well as the 31 percent who encounter challenges obtaining Saturday travel.

Accessing veterans’ services was a challenge cited by a total of 44 percent (combined “often” and “sometimes”). Accessing transportation outside their respective home county was another challenge cited by 55 percent (combined “often” and “sometimes”).

Exhibit D.9 Frequency of challenges in meeting transportation needs

Need	Often	Sometimes	Rarely	Never	Not Applicable
Medical trips (doctor visits, dialysis, etc.)	31.3%	35.9%	6.3%	4.7%	21.9%
Access to veterans’ services (including medical)	17.5%	27.0%	12.7%	9.5%	33.3%
Essential shopping (groceries, medicine)	23.8%	31.7%	9.5%	7.9%	27.0%
Transportation to work and/or school	32.8%	26.2%	11.5%	13.1%	16.4%
Daycare or elementary school trips	13.8%	15.5%	20.7%	13.8%	36.2%
After-school trips	14.3%	14.3%	21.4%	16.1%	33.9%
Evening trips	12.3%	15.8%	22.8%	14.0%	35.1%
Saturday trips	19.6%	16.9%	16.9%	15.3%	32.2%
Sunday trips	14.0%	10.5%	19.3%	15.8%	40.4%
Making same-day reservations	23.7%	16.9%	16.9%	10.2%	32.2%
Accessibility/path of travel to bus stop	19.0%	12.1%	15.5%	12.1%	41.4%
Transportation within their home community	30.6%	24.2%	16.1%	8.1%	21.0%
Transportation outside their home county	25.0%	30.0%	10.0%	6.7%	28.3%
Transportation outside the GoBus service area	16.9%	25.4%	15.3%	11.9%	30.5%
Trip planning and information	14.3%	21.4%	16.1%	16.1%	32.1%

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

Exhibit D.10 Frequency of challenges in meeting transportation needs - Other

Challenges cited as “often”
All of the customers I work with are legally blind. Many do not live in an area where they can walk to stores or work and some towns don't have a city bus, paratransit, Uber. Several need to cross a county line to get to a doctor, and therefore can't use GoBus or Trax. The days and times rural transportation is available, or the rides fill up unless scheduled well in advance, are not convenient or available. Most don't allow more than 1-2 weeks advance scheduling either. The wait-time to get on the ride very early or get picked up very late does not work for a lot of people's schedules. Many do not qualify for medical transportation through healthcare. [Texas Workforce Solutions Vocational Rehab]
Children in foster homes rely on their foster families to transport them for all their needs, yet their parents struggle to perform these duties routinely due to lack of access to transportation. [CASA of Trinity Valley]
Domestic violence and sexual assault survivors can be weaponized with their vehicle or the vehicle they share with their offender, so when they leave the situation (sometimes for good) they are left with no form of transportation. [East Texas Crisis Center]
Frequent "no show" for doctor visits and scheduled ancillary procedures related to lack of transportation. [UT Health Jacksonville]
GoBus unavailable within city limits; unable to get to bus stops. [Catholic Charities – Diocese of Tyler]
Many of our clients are trying to gain employment, but when the transit is not reliable, it creates additional barriers to gaining and maintaining employment. The transit is not reliable to show up on time and sometimes at all. [East Texas Crisis Center]
Many of our elderly clients have frequent difficulty getting to medical appointments. [Winnsboro Housing Authority]
Most of the elderly residents have to count on family members to take them to appointments, grocery shopping, etc. Many single moms cannot get jobs because they don't have dependable transportation. [Edgewood Housing Authority]
Often GoBus availability is limited for clients requesting same-day trips. [ETCOG (GoBus)]
Our clients are unable to drive which makes getting to Tyler for appointments difficult. They rely on friends and family which is often undependable. [East Texas Lighthouse for the Blind]
Our primary concern is the timeliness of rides-sometimes up to three hours after the services have closed their doors. [Achieving Dreams]
Our Veteran Service Officer assists veterans with their benefits but also schedules volunteer drivers to drive a county provided van to transport veterans to their doctor appointments as needed. 150-200 trips per year. [Rains County]
Parents in our service area often tell us that a student was late due to missing the provided transportation and having no other means to get to school. [Quitman Independent School District]
People outside Smith County frequently call for assistance in getting transportation to the specialists and hospitals. Sometimes the transportation groups will only operate within a county and not cross county lines. [United Way of Smith County]
Public library patrons often relate the challenge of having transportation to and from the library; particular challenges regarding moving about after dark. [Quitman Public Library]
Residents need services on demand. The loudest complaints about GoBus are the need to make day of appointments and travel to the metroplex for appointments. [City of Gun Barrel City]

Challenges cited as “often”
School transportation. [Gilmer Independent School District]
Since all of my clients are low-income, they do not have the funds for their own transportation needs (store, community events, medical appointments, etc.). [Van Zandt County Indigent Health Care]
Smith County has minimal resources for public transportation and outside of Tyler, the small communities are very rural and have almost no public transportation access. Smith County has almost no sidewalks and is not a walking-friendly community. [Children’s Advocacy Center of Smith County]
Some of our patrons use the Go Bus to come to library. [Kilgore Public Library]
The only transportation in our city and county is the 'GoBus' medical transport only. We also do not have Uber or a taxi service. [Jacksonville Public Library]
These are dialysis patients with regular treatment schedules that are very consistent with times and dates. Patients are all ordered 4-hour treatments three times per week. [US Renal Care]
Transportation is a frequent barrier for individuals with intellectual and developmental disabilities and their families, especially with short notice, limited accessible vehicles, and the need for advance paperwork. Even contracted transportation is not always reliably accessible for walkers or wheelchairs, which further limits participation. As a result, our staff often step in to ensure individuals can attend important community or out-of-town events, while not a formal program, this support aligns with our mission to preserve dignity, access, and quality of life. [The Arc of Greater East Texas]
Veterans need bus transportation or gas money. [East Texas Veterans Resource Center/Community Healthcare]
We are a very rural library that is 20 to 30 miles from most doctor or veteran and daycare facilities. [Rube Sessions Memorial Library]
We do not have a transportation service here. We have a large number of people in this area who are without transportation for one reason or another. Including many elderly people who cannot go to a store or a doctor. The GoBus is a source of transportation, but it is based in Tyler, which is 45 miles away, and only comes here once a week. [Singletary Memorial Library]
We need to have a vehicle for use. [Vietnam Veterans Peer Group #932]
We offer transportation to and from school, but many of our students have no alternative to go anywhere due to lack of personal transportation. So, if bus is missed, they miss school. Or if behavior problem, may lose access to transportation, more missed school. [Winona Independent School District]

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

The most frequent comments pertain to the perception of limited Go Bus service in the more rural counties within the project area. Three counties were cited specifically: Cherokee, Van Zandt, and Wood. Reportedly these three counties also lack private taxis and/or Uber services. Other stakeholders cited a lack of mobility options from rural areas to Longview and Tyler, specifically to access healthcare services.

There were also multiple comments regarding a perceived absence of transportation options in Smith County outside Tyler city limits. The East Texas Crisis Center expressed concern regarding long walking distance from nearest bus stop to the Crisis Center.

Three communities in Henderson County were identified as “transportation deserts”: Cedar Creek Lake area, Murchison, and Trinidad.

Lack of transportation options to the DFW Metroplex for specialized healthcare services was also cited, as well as to the Overton Brooks VA Medical Center in Shreveport.

Exhibit D.11 Problematic geographic areas

Geographic areas
All areas, especially if you live outside of the city limits. [Jacksonville Public Library]
All of Cherokee County. [UT Health Jacksonville]
All of Van Zandt County. The only transportation offered is the GoBus. [Van Zandt County Indigent Health Care]
Any county due to bus top limitations or no transportation in rural areas. [East Texas Veterans Resource Center/Community Healthcare]
Anything outside the city limits of Tyler, the barriers to transportation are great. Though the need for better public transportation is problematic for the whole of Smith County. [Children's Advocacy Center of Smith County]
As all of our service area is rural and children are placed in geographically distant foster homes as needed, traveling to visit the children is a challenge. [CASA of Trinity Valley]
Cedar Creek Lake area and Trinidad area and small town out in the back woods areas of Murchison. [East Texas Crisis Center]
Clients coming from Nacogdoches to Tyler and Red River, Cass, and Marion County. [East Texas Lighthouse for the Blind]
DFW metroplex for doctor's appointments. [City of Gun Barrel City]
Due to the larger population and service area of Smith County, it can be difficult to schedule clients who live on certain edges of this county to come into the urbanized area. It can also be difficult for some of the smaller, further counties on the outskirts of the ETCOG service area (specifically Rains County, Camp County, and Wood County). [GoBus]
Getting from Elkhart to Palestine or from either to Tyler as well as getting around Palestine to various businesses including Faire of Champions. Many of my clients feel stuck at home due to lack of transportation. [Mandarin Oakfeather LLC]
GoBus and JCS (Medicaid only) is the only available transportation in this area [US Renal Care]
GoBus only available on certain days for certain locations and takes all day to make a round and get home. [Edgewood Housing Authority]
In Tyler. [Andrews Center]
Limitations of GoBus service area outside Smith County. [Andrews Center]
Outside of the city limits of Wells, TX. (Cherokee County) [Rube Sessions Memorial Library]
Rural areas. [Wood County]
Rural areas in the counties; In Tyler, outside the limited bus routes. [United Way of Smith County]
Rural roads. [Gilmer Independent School District]
Rural roads are hard on our buses. No turn around spots, rough roads, poor markings of addresses. [Winona Independent School District]
Several need to cross a county line to get to a doctor and therefore can't use Go Bus or Trax. Rusk is Cherokee county, but most doctors are in Tyler which is Smith County. Options from getting from Gregg to Smith (i.e., Longview to Tyler) are slim. Linden or Omaha to Mt Pleasant or Texarkana. [Texas Workforce Solutions Vocational Rehab]
Shreveport VA Hospital. [Camp County Veterans Services]

Geographic areas
The bus stop closest to the East Texas Crisis Center is still a significant walk and located on a busy street when there is a less busy, closer road that it could be on. Our clients with physical disabilities have issues getting to the bus stop. [East Texas Crisis Center]
There are many outlying communities that we serve that are burdened with the same issues that we face here in town. [Singletary Memorial Library]
Transportation is a significant issue in Smith County, where our brick-and-mortar office is located in Tyler, making us a hands-on resource that local families are most likely to contact for support. While we now serve all of Greater East Texas, we were a Smith County-specific nonprofit until January 2025, so much of our direct, on-the-ground demand remains concentrated there. [The Arc of Greater East Texas]
Transportation is problematic for all my patrons as there is no public transportation that comes out this far. [Noonday Community Library]
Trinidad, in general, is far from many resources. [City of Trinidad]
Tyler and Longview for specialist appointments. [Winnsboro Housing Authority]
Wood County, being a rural community where we don't have taxis, Ubers, buses. [East Texas Crisis Center]
Yes, surrounding communities are isolated and require time and planning. [Vietnam Veterans Peer Group #932]

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

Unfortunately, the participating stakeholders declined to offer much in the way of specificity as to temporal gaps in the existing regional transportation network. Rather respondents more often than not offered generalities including “all hours from early morning until late evening,” “no evening service,” and “no weekend service.”

With respect to the rural service provided by Go Bus, two comments stand out. First, service in a given county is limited to only/just one or two days/week. Second, the availability of inter-county transportation is even more limited. (We conclude this second comment pertains chiefly to the need to travel to larger cities such as Longview or Tyler to access services such as specialized healthcare not available in more rural counties.)

Exhibit D.12 Problematic time periods

Time periods
Any outside-of-school functions are the parent/guardian's responsibility, e.g., doctors' appointments. [Quitman Independent School District]
Doctor's appointments, late to school or after practices for extra-curricular activities. [Winona Independent School District]
During the hours of 10 am-3 pm. [Noonday Community Library]
Early morning and late afternoon. [City of Gun Barrel City]
Evening hours or after second shifts end (10 pm to midnight). [United Way of Smith County]
Evenings and afternoons. [Jacksonville Public Library]
It is hard to plan the trips 24 hours in advance. [Andrews Center]
Late evenings as the sun is going down. [Quitman Public Library]
Most are daily from 6:00 am to 4:30 pm. Monday – Friday. [Vietnam Veterans Peer Group #932]
Mostly it would be on weekends. [Rube Sessions Memorial Library]

Time periods
No Sunday service. [Tyler Transit]
Occasionally, we hear from clients who need transportation services (usually from work) after our service hours. [Longview Transit]
Our hours are Monday - Friday. Go Bus window is 10-2 on Thursdays which limits when clients can be scheduled. [East Texas Lighthouse for the Blind]
Our VSO has 15 or so approved volunteers that he can count on most of the time to drive any day, any time. If there are two or more veterans that need a ride to different locations at different times on the same day, the volunteers drive their personal vehicles and are reimbursed for their mileage. [Rains County]
Possibly to doctors' offices in Palestine. [Slocum Independent School District]
Same as above, there is no public transportation in Van Zandt County. [Van Zandt County Indigent Health Care]
Saturdays. Also, to doctor appointments (typically in Tyler). [US Renal Care]
The days that Go Bus will cross county lines such as Tuesday or Thurs only from 10-2 is very difficult to make a doctor appointment. If people work during the week, they can't go anywhere on a Saturday to do errands, visit family etc. [Texas Workforce Solutions Vocational Rehab]
The most frequent problems come up when somebody needs to get somewhere in the evening time. [The Arc of Greater East Texas]
Throughout the day. [East Texas Veterans Resource Center/Community Healthcore]
We do not have service. [Town of Enchanted Oaks]
Weekends and after 5 pm. [East Texas Crisis Center]
Yes, for appointments and medical needs. [East Texas Crisis Center]
Yes. GoBus provides a schedule for in-county and out-of-county trips on certain days each week. These schedules are specific to each county based on historical demand and available resources. There are times in which clients will request trips for appointments that do not align with their resident county's transportation schedule. [GoBus]

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.

Three comments from stakeholders regarding perceived eligibility barriers are worth mention: "County-provided van is only for veterans," "Disciplinary Alternative campus students are not able to use transportation," and possible lack of public understanding that GoBus is open to the general public.

Exhibit D.13 Eligibility challenges

Eligibility
I'm not sure that Uber or Lyft picks up in the small wooded town areas. [East Texas Crisis Center]
No, but we do have a few clients that prefer not to use our local transportation services because of past experiences with them. It would appear that those traumas of the past were more due to individual employees not understanding how to make the needs of the IDD community but trauma can have an impact that goes well beyond that individual catalyst. [The Arc of Greater East Texas]
No. GoBus does not require eligibility for General Public trips. [GoBus]
The County-provided van is only for veterans. [Rains County]
The GoBus is not available to all people and just going to the store would be a problem because then they would have to wait for it to come back by and pick them up. [Van Zandt County Indigent Health Care]
Yes. Disciplinary Alternative campus students are not able to use transportation. [Winona Independent School District]

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

Several mobility issues recur throughout the comments identified through this survey including:

- Days and times which Go Bus service is available.
- Access to healthcare including veterans centers.
- Access to jobs/employment as well as shopping (particularly grocery stores).
- The absence of GoBus service on weekends.
- Inability to book same-day trips on Go Bus.
- Perception of GoBus service unreliability.
- Challenges scheduling GoBus rides.

Exhibit D.14 Most significant transportation challenges

Most significant problems
Ability to get to a grocery store or doctor outside of the GoBus's one-day trip here. [Singletary Memorial Library]
Access to reliable, personal transportation. [Quitman Independent School District]
Access to transportation for work and childcare needs. [CASA of Trinity Valley]
All transportation needs are a major problem. If my clients need to come to my office they have to find someone to bring them. They do not have the means of providing their own transportation. They have to rely on the kindness of others. [Van Zandt County Indigent Health Care]
Being able to get to anything without having to pay sums that they cannot afford. [Noonday Community Library]
Cost of buses. [Gilmer Independent School District]
Days and times that GoBus is available. [East Texas Lighthouse for the Blind]
Doctor appointments. [Town of Enchanted Oaks]
For individuals with disabilities, it is trusting that the driver will be able to meet their needs consistently. For the caregivers of those individuals that are not accompanying them, it is safety. There is a large number of members of the Intellectual and Development Disabilities community that have a less than robust life experience because of a lack of trust that transportation services will get loved ones home safe safely. [The Arc of Greater East Texas]
Getting to our office to complete intakes and counseling sessions and group meetings. [East Texas Crisis Center]
Getting to the store and medical transportation. [Tri County Meals on Wheels]
Going to work and any appointments that are not medical. [Jacksonville Public Library]
I am just speculating but I think our aged population and low-income folks could use the most assistance. [Rains County]
Lack of a personal vehicle. [Pine Tree Independent School District]
Lack of knowledge about what service is available and how to use it. [Marshall Public Library]
Lack of same-day services and/or availability. [GoBus]
Local transportation within the city limits as well as outside the city limits for shopping and personal activities. [Rube Sessions Memorial Library]
Medical appointments. [Panola County Veterans Service Office and Winnsboro Housing Authority]
Medical appointments and grocery shopping. [East Texas Veterans Resource Center/Community Healthcore]

Most significant problems
Medical appointments and making sure people know GoBus is available, it would also be nice if kids could use it during holidays and summers. [City of Gun Barrel City]
Needing transportation in general. [City of Trinidad]
No Saturday availability. [US Renal Care]
Not owning a personal vehicle, not owning a working vehicle, legal limitations (license, expired registration, etc.). [Andrews Center]
One-car families live in rural area. [Sammy Brown Library]
Our clients are primarily low income, and all transportation needs are challenging. [Children's Advocacy Center of Smith County]
Reliable transit that arrives on time and shows up. [East Texas Crisis Center]
Same-day services. [Palestine Public Library]
Same-day services, many callers do not understand that they need to schedule ahead to get rides. [United Way of Smith County]
Shopping trips [Andrews Center]
Single car families who are not able to leave home when their spouse is at work, etc. [Mandarin Oakfeather LLC]
Timeliness. [Achieving Dreams]
Transportation for students with disabilities and needs such as wheelchair lifts. [Winona Independent School District]
Transportation to and from VA appointments, and access to shopping for food and necessities. [Vietnam Veterans Peer Group #932]
With the demand-response some clients have trouble scheduling trips. [Tyler Transit]

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 about what transportation services are available or how to use them was the most frequently cited barrier for all of an organization's clients. Another 30 percent said it was a barrier for most of their clients. Language barriers had the least impact on transportation.

Exhibit D.15 Barriers to transportation

Barrier	Not applicable	A few	Some	Most	All
Safety concerns (such as fear of waiting at a bus stop or riding with other people).	47.3%	23.6%	21.8%	7.3%	0.0%
Language barriers (resulting in inability to arrange trips or get transit information).	53.6%	33.9%	8.9%	3.6%	0.0%
Literacy (inability to read or understand information about transportation services).	47.4%	29.8%	15.8%	5.3%	1.8%
Lack of knowledge about what transportation services are available or how to use them.	28.3%	13.3%	18.3%	30.0%	10.0%

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

Spanish was the only language cited by those indicating a language barrier impacting the use of public transportation. Concerns were also expressed regarding stakeholder clientele who are non-verbal or have communication difficulties.

Exhibit D.16 Language barriers

Language	Frequency
Clients who are non-verbal cannot express their needs adequately.	1
Community members whose primary language is not English and who also have significant expressive and receptive communication impairments due to cognitive and speech disabilities.	1
Spanish	18

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

As with Question 14, the most common issues include lack of service awareness and/or understanding. Other barriers include:

- Cost or affordability is a barrier to transit use especially among low-income individuals.
- Perceived inability to obtain ride reservations at desired travel times.
- Connectivity limitations between GoBus and Tyler Transit.
- "Minimal bus stop options."
- Distance between the nearest bus stop and the East Texas Crisis Center in Smith County.
- Inter-county travel, especially between rural counties and Longview and Tyler.

Exhibit D.17 Other barriers

Other barriers
Availability on times and location for new patients. [US Renal Care]
Awareness is the only obstacle I can think of. [Rains County]
Clients struggle using micro-transit because they cannot see the sign to know what stop they are at to tell the dispatch. [East Texas Lighthouse for The Blind]
Cognitive and executive functioning challenges can make route planning, time management, transfers, fare systems, and problem-solving difficult when plans change. Safety and vulnerability concerns include the risk of exploitation, getting lost, or difficulty seeking help. Sensory and behavioral barriers such as noise, crowds, and unpredictability can cause significant distress, while physical and mobility limitations affect boarding vehicles, securing mobility devices, and navigating stops or sidewalks. Inconsistent accessibility, lack of travel training or supported transportation, rigid advance-notice requirements, and reliance on inaccessible technology further limit the ability of individuals with IDD (Intellectual and Development Disabilities) to use public transportation independently. [The Arc of Greater East Texas]
Cost. [Mandarin Oakfeather LLC]
Cost if they were paying out of pocket. [Jacksonville Public Library]
Financial barriers. [East Texas Crisis Center]
Financial resources/cost. [Catholic Charities – Diocese of Tyler]
Having to plan trips and waiting for the bus. Also having to use automated system. [Andrews Center]

Other barriers
I think with some of the clients they have had bad experiences with GoBus before, so they are less likely to use or try again. [Tri County Meals on Wheels]
Lack of availability during specific times requested. [GoBus]
Lack of communication and scheduling. [Vietnam Veterans Peer Group #932]
Lack of lifts for wheelchairs, not on routes of public transportation and costs. [Winona Independent School District]
Limitations of service area definitions between GoBus and Tyler Transit, within Smith County. [Andrews Center]
Minimal bus stop options, and minimal safe walking paths. [Children's Advocacy Center of Smith County]
Monetary. [Rube Sessions Memorial Library]
Most do not understand how the current services operate. [United Way of Smith County]
Phone accessibility. [Tyler Transit]
Safety concerns. We are a domestic violence and sexual assault emergency shelter, so many women are fleeing dangerous situations. The bus stop closest to us is on a busy road, allowing for more visibility which creates additional anxiety. [East Texas Crisis Center]
Service hours. [Longview Transit]
There are no available transportation services that come out this far. [Noonday Community Library]
Transportation services not reliable or available when needed. [UT Health Jacksonville]
Travel between counties in rural East Texas is nearly impossible given the current public transit system. [CASA of Trinity Valley]
We have no current transportation services. [Town of Enchanted Oaks]

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?

Exhibit D.18 Additional information

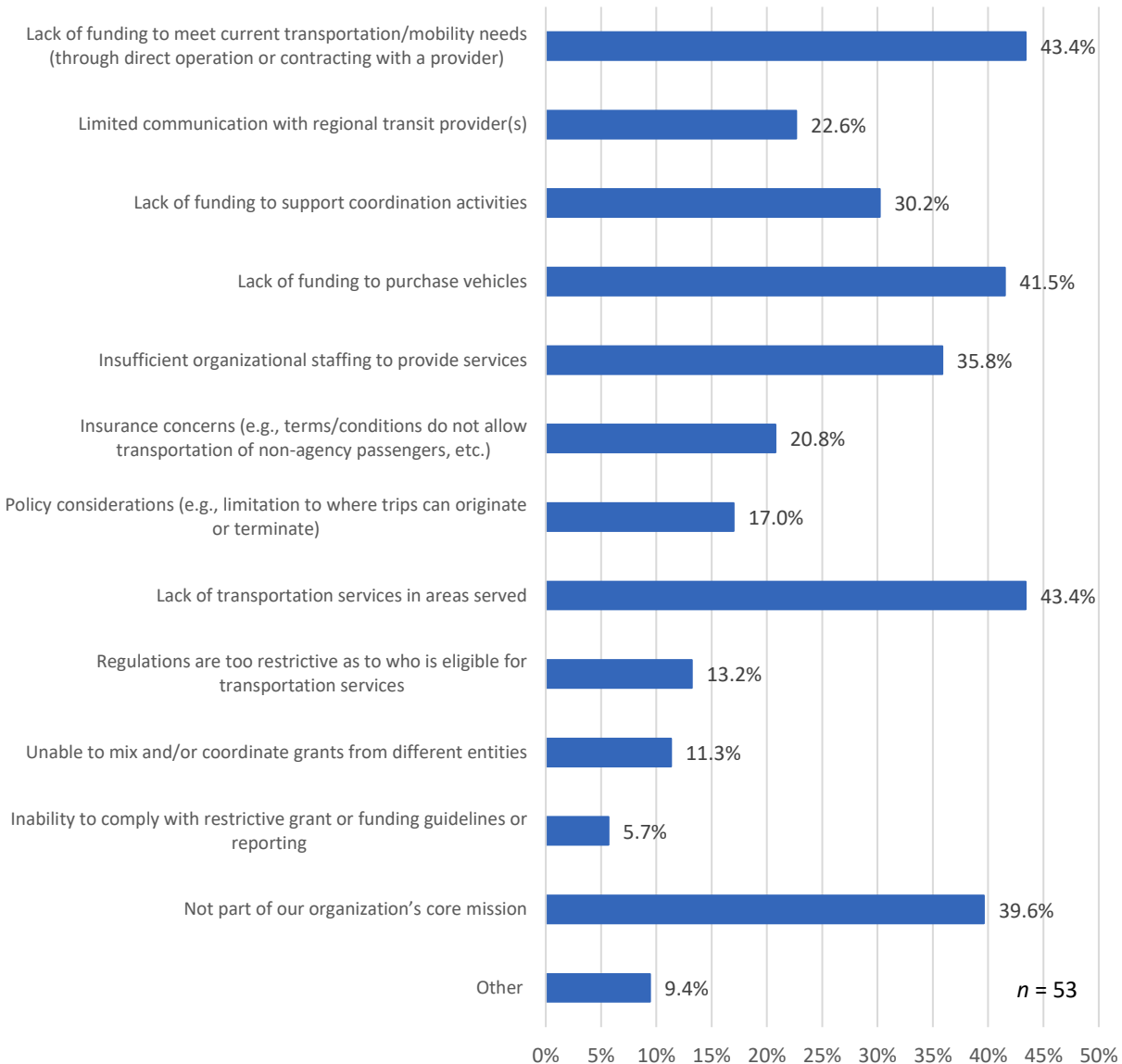
Additional information
I am a small business owner who works local Faires as well as online sales. Many people I meet in this community have voiced concerns about the lack of safe public transport, especially in rural areas. [Mandarin Oakfeather LLC]
I just wish more people would use the program because we would have more people coming to our onsite program. [Tri County Meals on Wheels]
I think more effort should be made to educate our low-income households about the bus service, including times, locations, etc. [Pine Tree Independent School District]
I wish I knew more about this and could reach out more to our citizens to see if some of these benefits would be of use to them. [City of Mount Enterprise]
Many of our clients live in rural areas in East Texas, and transportation is a major barrier to seeking services such as advocacy, support groups, and counseling on a regular basis. [East Texas Crisis Center]
Most do not use GoBus and must rely on family or friends for transportation. [Edgewood Housing Authority]

Additional information
My clients are truly indigent. Some are homeless, illiterate, unable to afford housing so they live with family/friends. Most are waiting for eligibility determinations from SSI/SSDI. Some are needing medical help so they can get back to work but are not receiving any compensation while they are off work. Indigent clients do not meet the criteria to get on State funded Medicaid and not old enough for Medicare. [Van Zandt County Indigent Health Care]
The biggest barrier of East Texas Lighthouse Rehab services is transportation. Client cancellations are extremely high due to insufficient transportation. [East Texas Lighthouse for the Blind]
The schools no longer offer driver's education and so we have residents that are young and healthy but do not have transportation or a license to get to a job. This perpetuates poverty. In rural areas YOU HAVE TO KNOW HOW TO DRIVE! All other costs are secondary when you do not have a driver's license!! [Jacksonville Public Library]
This is a public library that has no patron access to public transportation service so people have to walk or hope they can find a ride to get here. [Noonday Community Library]
We are a municipality and often run into customers who are unable to pay their bill, get to work to support themselves or are in need of assistance from social services and do not know where to go or how to get there. [City of Tatum]
We are an aging group with increasing needs for services. [Vietnam Veterans Peer Group #932]
We do not have any information on where to direct the clients to participate in public transportation services within this area. [Rube Sessions Memorial Library]
We have transitioned the system from fixed-route to micro-transit. [Tyler Transit]
Yes. Our mission centers on quality of life, autonomy, and purpose across the lifespan, and we are actively developing training and support opportunities for individuals with IDD (Intellectual and Development Disabilities) at all stages, from secondary transition and postsecondary pathways to adulthood and later life. Transportation is a critical factor in accessing these opportunities, and while it remains a significant barrier, we also view it as an opportunity for collaboration and innovation that strengthens community access, independence, and shared success. [The Arc of Greater East Texas]

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 were “lack of transportation service in areas served” (area served by the stakeholder organization) (43 percent), “lack of capital funds” (to purchase vehicles) (43 percent), “lack of (transportation operating) funds” (42 percent), and “not part of our organization’s core mission” (40 percent).

Exhibit D.19 Organization challenges regarding transportation

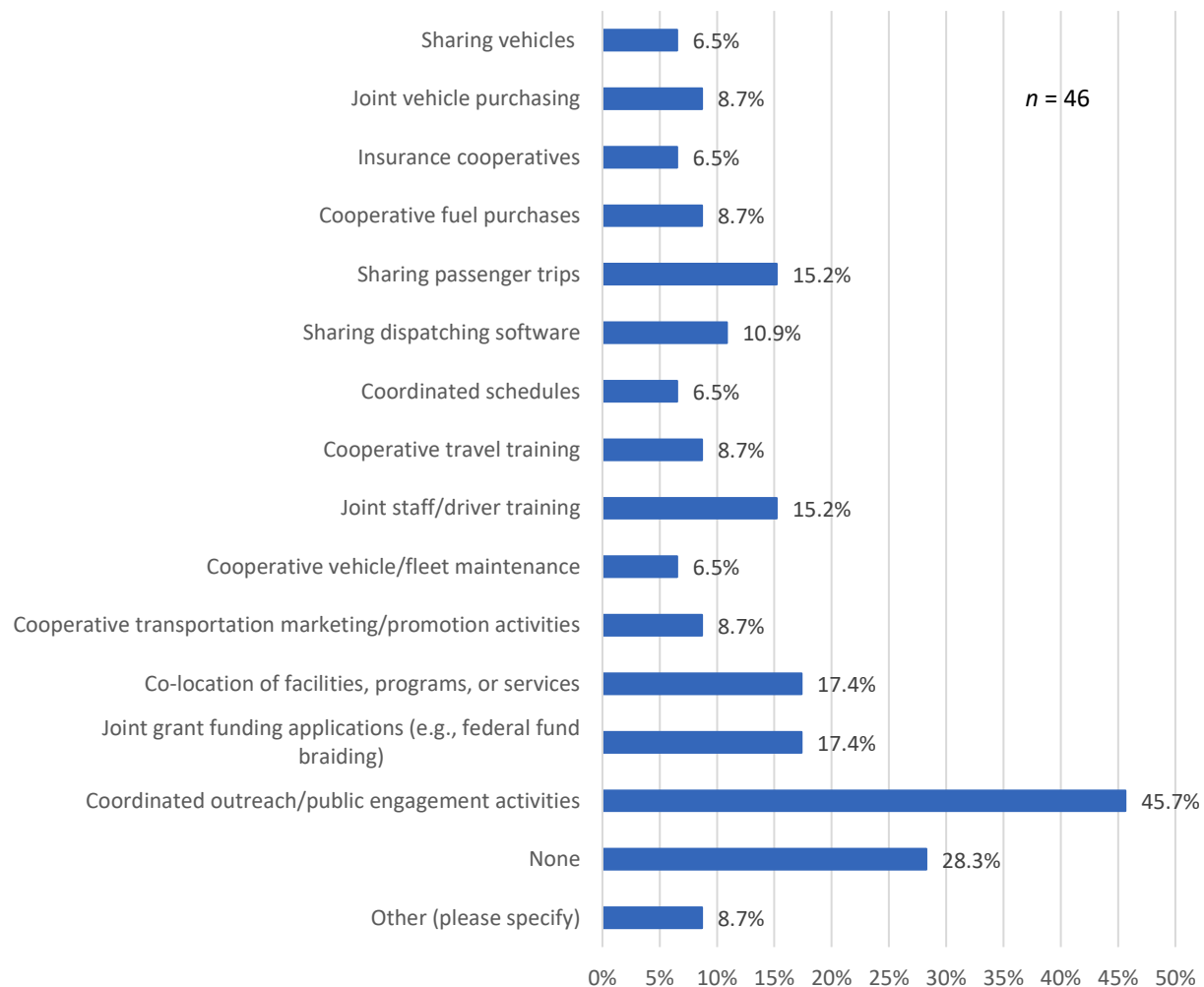


Other
Lack of "match" funding. [Longview Transit]
Our town is small and doesn't offer transportation but other cities around do. [City of Murchison]
Ride United could be available; however, there is no funding at this time. [United Way of Smith County]
We are owned by the City of Rusk and there are no plans for any type of transportation programs at this moment. [Singletary Memorial Library]
We do not handle transportation needs. We do make referrals and help people access the GoBus.

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

A significant number of the stakeholders surveyed revealed an interest in learning about and/or potentially participating in service coordination efforts. “Coordinated outreach/public engagement” was the most frequently-cited interest (46 percent), which could include joint marketing or simply sharing another organization’s information during outreach activities.

Exhibit D.20 Interest in coordinated services



Other
Being a source of information for the public. [Quitman Public Library]
I have lack of knowledge about any of this - in order to present to council. [City of Mount Enterprise]
Joint staff/driver sharing. [Longview Transit]
We would love to be a stop/bus stop on a local bus route. [Jacksonville Public Library]

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

Twenty-six respondents noted that they did not receive any funding for transportation or transportation support.

Exhibit D.21 Funding for transportation programs or services

Comment	Frequency
Community donations and grants to support transportation for clients enrolled in services. [Andrews Center]	1
FTA Section 5307 [Tyler Transit]	1
FTA Section 5307 funding, TxDOT [Longview Transit]	1
Our organization is the direct recipient for TxDOT Section 5311 formula funding, as well as other competitive grant funding through TxDOT and other regional sources. [GoBus]	1
State and/or federal funding for education transportation. [Gilmer, Pine Tree, Quitman, Van, West Rusk County Consolidated, and Winona Independent School Districts]	6
We have a small budget to assist with transportation needs. [East Texas Crisis Center]	1
We provide families with gas cards to reimburse for gas expenses. [Children's Advocacy Center of Smith County]	1
We provide transportation within our day program but clients must get themselves to and from the center within a 30-minute window in order to access services (8:45-9:15 arrival and 1:45-2:15 departure). [Achieving Dreams]	1

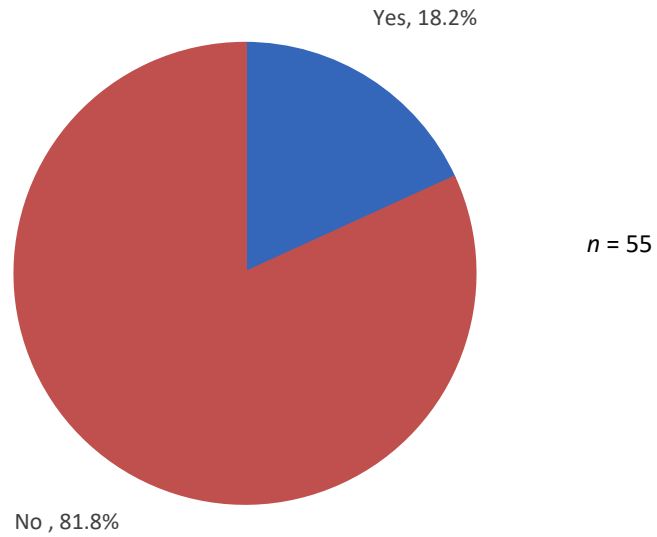
Question 22. Are there any other issues, concerns, or information you believe to be relevant to this issue?

Exhibit D.22 Other issues or information

Comment
Inexpensive driver's education at the high school level, I believe is key. Struggling parents do not have time or resources to teach driving. [Jacksonville Public Library]
Limited local funding. [Tyler Transit]
New bus costs are extremely high. Aging fleet will make it difficult to stay on top of purchasing new buses. [Winona Independent School District]
Public transportation has never come out this far. [Noonday Community Library]
Rural transportation is a whole other issue. Tyler Transit is not reliable, rural transportation is non-existent. [East Texas Crisis Center]

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

Exhibit D.23 Transportation programs





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Appendix E | Community Survey

Exhibit E.1 Community survey instrument (English)



**2026 Regional Public Transportation Coordination Plan
Community Transportation Survey**

The East Texas Council of Governments (ETCOG) is preparing an update of the Regional Public Transportation Coordination Plan for the 14-county East Texas region. 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. You may also take this survey online at www.EasTexConnects2026.com.

Tell us about yourself.

1. **What county do you live in?**

☐ Anderson	☐ Camp	☐ Cherokee
☐ Gregg	☐ Harrison	☐ Henderson
☐ Marion	☐ Panola	☐ Rains
☐ Rusk	☐ Smith	☐ Upshur
☐ Van Zandt	☐ Wood	☐ Other (specify): _____

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

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

☐ Older adult (age 65 or older)	☐ Age 18 or younger
☐ Live in a low-income household	☐ Have a disability
☐ Identify as a race other than White	☐ Identify as Hispanic/Latino
☐ Full-time or part-time student	☐ Military veteran
☐ Actively seeking a job/employment	☐ Workforce agency client
☐ Do not speak English very well or at all	☐ None of the above

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

☐ English ☐ Spanish ☐ Other (specify): _____

Tell us about how you travel.

5. **Where do you most often need to travel? (Check up to three.)**

☐ Work	☐ School	☐ Shopping
☐ Personal errands	☐ Visit friends and family	
☐ Places of worship	☐ Medical appointments	
☐ To access recreational activities		
☐ Other (specify): _____		

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

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

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

☐ GoBus

☐ Longview Transit

☐ Tyler Transit

☐ Other (specify): _____

☐ Amtrak

☐ Greyhound, FlixBus, or other intercity bus

☐ Non-emergency medical transportation (NEMT)

☐ 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 through Medicare, Medicaid, or insurance

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

☐ Transportation provided by a school – which one? _____

7. **Do you and/or the members of your household own or have regular access to a car? (Check only one.)**

☐ Yes, all the drivers in my household have a car.

☐ Yes, the drivers in my household share one or more cars.

☐ No, my household does not have regular access to a car.

8. **In your opinion, how reliable is public transit in your community?**

☐ Very reliable ☐ Somewhat reliable ☐ Not reliable

☐ I do not use public transit in my community

Continued on next page →

Tell us about any challenges you face regarding transportation.

9. 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.

10. Where is it difficult for you to travel? (Check all that apply.)

- ☐ Within your home community ☐ Within your home county
- ☐ To locations within the East Texas region, such as:
 - ☐ Athens ☐ Canton ☐ Carthage
 - ☐ Emory ☐ Gilmer ☐ Henderson
 - ☐ Jacksonville ☐ Jefferson ☐ Kilgore
 - ☐ Longview ☐ Marshall ☐ Mineola
 - ☐ Palestine ☐ Pittsburg ☐ Quitman
 - ☐ Tyler ☐ Other (specify): _____
- ☐ To locations outside the East Texas region, such as:
 - ☐ Dallas/Fort Worth ☐ Nacogdoches
 - ☐ Corsicana ☐ Mt. Pleasant
 - ☐ Shreveport ☐ Sulphur Springs
 - ☐ Other (specify): _____
- ☐ I don't have any trouble traveling to where I need to go

11. Which of the following destinations or services are difficult for you to get to due to lack of transportation? (Check all that apply.)

- ☐ None/not applicable ☐ Medical appointments
- ☐ Dialysis ☐ Social services ☐ Courts
- ☐ Childcare ☐ Travel to a job ☐ Travel home from a job
- ☐ Education/workforce training ☐ Shopping/personal errands
- ☐ Food pantry or similar services ☐ Social activities/recreation
- ☐ Other (specify): _____

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

13. ETCOG may conduct virtual focus groups in support of this project. Would you be interested in participating in a virtual focus group to provide additional input about transportation needs and gaps?

- ☐ Yes ☐ No

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 and/or participate in a focus group, please provide your contact information below.

First name: _____

Phone number: _____

All personal information will be kept confidential. It will only be used for the express purposes cited herein. You do not have to provide any personal information to participate in the survey.

Learn more about the project by visiting www.EasTexConnects2026.com.

Exhibit E.2 Community survey instrument (Spanish)



Plan Regional de Coordinación del Transporte Público 2026
Encuesta sobre el Transporte Comunitario

El Consejo de Gobiernos del Este de Texas (ETCOG, por sus siglas en inglés) está preparando una actualización del Plan Regional de Coordinación del Transporte Público para la región del Este de Texas, que abarca 14 condados. El Plan busca identificar estrategias prácticas, sostenibles y rentables para mejorar la movilidad de la región. Al completar esta breve encuesta, nos ayudará a conocer sus necesidades y prioridades actuales y futuras en materia de transporte. Los participantes tendrán la opción de participar en un sorteo aleatorio de una serie de **tarjetas regalo VISA por valor de \$50**. También puede realizar esta encuesta online en www.EasTexConnects2026.com.

Cuéntenos sobre usted.

- ¿En qué condado vive?**

☐ Anderson	☐ Camp	☐ Cherokee
☐ Gregg	☐ Harrison	☐ Henderson
☐ Marion	☐ Panola	☐ Rains
☐ Rusk	☐ Smith	☐ Upshur
☐ Van Zandt	☐ Wood	☐ Otro (especifique): _____
- ¿En qué ciudad, pueblo o comunidad vive?**

- ¿Cuál de las siguientes clasificaciones aplica a usted? (Marque todas las que correspondan)**

☐ Adulto mayor (65 años o más)	☐ 18 años o menos
☐ Vive en un hogar con bajos ingresos	☐ Sufre una discapacidad
☐ Identificado con una raza distinta a la blanca	☐ Identificado como hispano/latino
☐ Estudiante a tiempo completo o parcial	☐ Veterano militar
☐ Buscando activamente un trabajo/empleo	☐ Cliente de una agencia de empleo
☐ No habla inglés muy bien o no lo habla	☐ Ninguna de las anteriores
- Indique qué idiomas se hablan en su hogar (marque todos los que correspondan)**
☐ Inglés ☐ Español ☐ Otro (especifique): _____

Informemos sobre la manera en que viaja.

- ¿A qué lugares viaja con más frecuencia? (Seleccione hasta tres opciones)**

☐ Trabajo	☐ Escuela	☐ Compras
☐ Recados personales	☐ Visitar a amigos y familiares	
☐ Lugares de culto	☐ Citas médicas	
☐ Acceder a actividades recreativas		
☐ Otro (especifique): _____		
- ¿Qué tipo(s) de transporte utiliza actualmente? (Marque todas las que correspondan)**
 - ☐ Conducir mi propio vehículo (coche/camión/motocicleta)
 - ☐ Transporte público – ¿Cuál(es) de los servicios? (Marque todos los que correspondan)
 - ☐ GoBus
 - ☐ Longview Transit
 - ☐ Tyler Transit
 - ☐ Otro (especifique): _____
 - ☐ Amtrak
 - ☐ Greyhound, Flixbus, u otro autobús interurbano
 - ☐ Transporte médico no urgente (NEMT, por sus siglas en inglés)
 - ☐ Viajar con un amigo o familiar
 - ☐ Utilizar un taxi, Uber o Lyft
 - ☐ Caminar, ir en bicicleta u otros medios de transporte activos
 - ☐ Silla de ruedas motorizada o scooter de movilidad
 - ☐ Transporte proporcionado a través de Medicare, Medicaid o un seguro
 - ☐ Transporte proporcionado por una organización o agencia de servicios sociales: ¿cuál o cuáles? _____
 - ☐ Transporte proporcionado por una escuela: ¿cuál? _____
- ¿Usted y/o los miembros de su hogar poseen o tienen acceso regular a un automóvil? (Marque solo una opción)**
 - ☐ Sí, todos los conductores de mi hogar tienen automóvil
 - ☐ Sí, los conductores de mi hogar comparten uno o más automóviles.
 - ☐ No, mi hogar no tiene acceso habitual a un automóvil.
- En su opinión, ¿qué tan confiable es el transporte público en su comunidad?**
 - ☐ Muy confiable ☐ Bastante confiable ☐ No es confiable
 - ☐ No utilizo el transporte público en mi comunidad

Continúa en la página siguiente →

Díganos qué desafíos enfrenta en relación con el transporte.

9. ¿Cuál de los siguientes desafíos relacionados con el transporte suele experimentar? (Marque todas las opciones que correspondan)

- ☐ Puedo viajar cuando lo necesito.
- ☐ No hay transporte hacia o desde donde vivo.
- ☐ No hay transporte para ir a los lugares a los que necesito ir.
- ☐ El transporte disponible no funciona en el horario en el que necesito viajar.
- ☐ No puedo pagar las opciones de transporte disponibles, ¿cuáles son? _____
- ☐ No cumplo los requisitos para utilizar las opciones de transporte disponibles, ¿por qué? _____
- ☐ No puedo utilizar las opciones de transporte disponibles, ¿por qué? _____
- ☐ No sé cómo obtener información sobre los servicios de transporte disponibles para mí.

10. ¿Dónde le resulta difícil viajar? (Marque todas las opciones que correspondan)

- ☐ Dentro de la comunidad en la que vive
- ☐ Dentro de su condado de residencia
- ☐ A lugares dentro de la región del Este de Texas, como:

☐ Athens	☐ Canton	☐ Carthage
☐ Emory	☐ Gilmer	☐ Henderson
☐ Jacksonville	☐ Jefferson	☐ Kilgore
☐ Longview	☐ Marshall	☐ Mineola
☐ Palestine	☐ Pittsburg	☐ Quitman
☐ Tyler	☐ Otro (especifique): _____	
- ☐ A lugares fuera de la región del Este de Texas, como:

☐ Dallas/Fort Worth	☐ Nacogdoches
☐ Corsicana	☐ Mt. Pleasant
☐ Shreveport	☐ Sulphur Springs
☐ Otro (especifique): _____	
- ☐ No tengo ningún problema para viajar a donde necesito ir.

11.

¿Cuales de los siguientes destinos o servicios le resultan difíciles de alcanzar debido a la falta de transporte? (Marque todos los que correspondan)

- ☐ Ninguno/no aplica
- ☐ Citas médicas
- ☐ Diálisis
- ☐ Servicios sociales
- ☐ Guardería
- ☐ Viajar al trabajo
- ☐ Viajar a casa después del trabajo
- ☐ Tribunales
- ☐ Educación/capacitación laboral
- ☐ Compras/recados personales
- ☐ Compra de alimentos o servicios similares
- ☐ Actividades sociales/recreativas
- ☐ Otro (especifique): _____

12. ¿Qué cambios le permitirían realizar estos viajes? _____

13. ETCOG puede organizar grupos de debate virtuales para apoyar este proyecto.

¿Estaría interesado en participar en un grupo de debate virtual para aportar información adicional sobre las necesidades y carencias en materia de transporte?

- ☐ Sí ☐ No

Gracias por completar esta encuesta. Su opinión es importante. Para participar en un sorteo aleatorio de una serie de tarjetas regalo VISA de \$50 y/o participar en un grupo de debate, proporcione su información de contacto a continuación.

Nombre: _____

Número de teléfono: _____

Toda la información personal se mantendrá confidencial. Solo se utilizará para los fines expresamente citados en el presente documento. No es necesario que proporcione ninguna información personal para participar en la encuesta.

Para obtener más información sobre el proyecto, visite

www.EasTexConnects2026.com

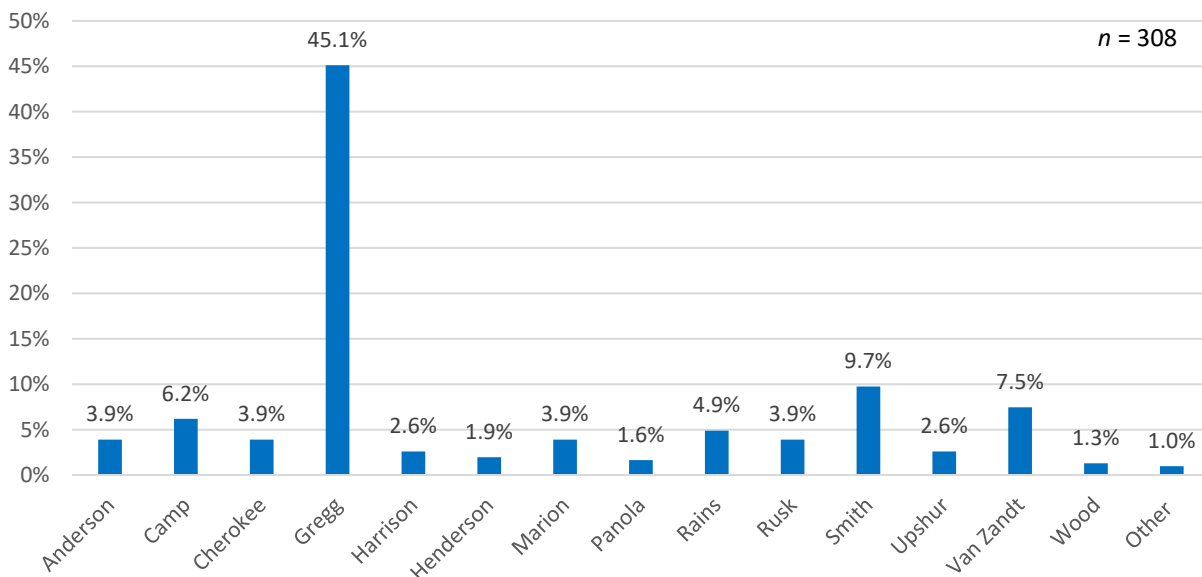
The following analysis examines each survey question and includes data cross-tabulations where appropriate.

Question 1. Which county do you live in?

All fourteen counties were represented in the community survey. Not surprisingly, Gregg and Smith counties (where Longview and Tyler are located) were the most heavily represented. Participation in the City of Longview's Homeless Resource Day resulted in a significantly higher number of surveys being collected from Gregg County.

Counties outside the project area, each cited by one individual, included Dallas, Morris, and Titus. All of these counties are in close proximity to the fourteen-county area, so it is not unusual that individuals from these counties would be present in the project area.

Exhibit E.3 Home county



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

Longview was the single community with the greatest representation (133 responses), followed by Tyler (26), Pittsburg (17), Canton (13) and Henderson (11).

Cities outside of the project area identified in the survey included Daingerfield (Morris County), Dallas (Dallas County), Houston (Harris County), and Mount Pleasant (Titus County). Each was cited by one respondent.

Exhibit E.4 Home community

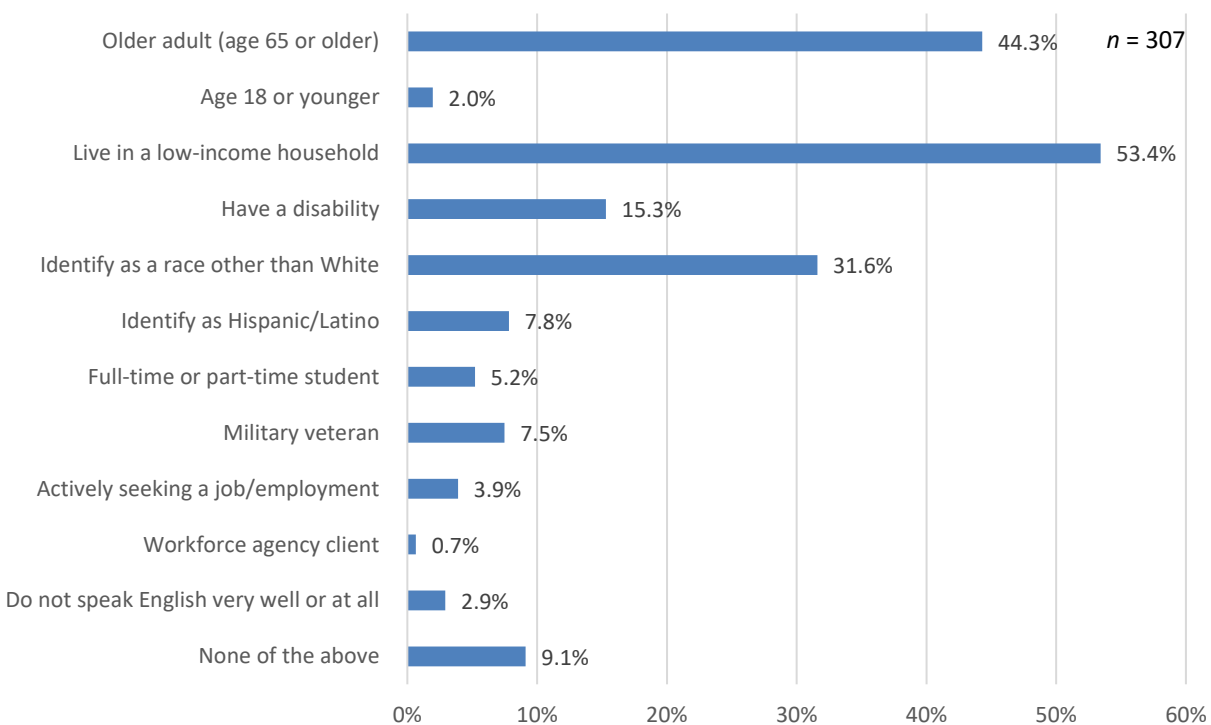
City, town, or community	Frequency	County
Alba	1	Wood
Athens	2	Henderson
Ben Wheeler	1	Van Zandt
Canton	13	Van Zandt
Carthage	2	Panola
Diana	2	Upshur
Edom	1	Van Zandt
Emory	9	Rains
Flint	1	Smith
Gary	2	Panola
Gilmer	6	Upshur
Gladewater	1	Gregg
Grand Saline	2	Van Zandt
Henderson	11	Rusk
Jacksonville	6	Cherokee
Jefferson	8	Marion
Kilgore	6	Gregg/Rusk
Leesburg	1	Camp
Lindale	1	Smith
Longview	133	Gregg
Marshall	9	Harrison
Mineola	3	Wood
Murchison	1	Henderson
New London	1	Rusk
New Summerfield	1	Cherokee
Noonday	1	Smith
Palestine	5	Anderson
Pine Harbor	1	Marion
Pittsburg	17	Camp
Rusk	1	Cherokee
Troup	1	Smith/Cherokee
Tyler	26	Smith
Van	1	Van Zandt
White Oak	1	Gregg
Wills Point	5	Van Zandt
Winona	1	Smith

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

This question was designed to identify members of the populations specifically targeted under this Plan. Respondents were asked to self-identify in these categories. Residents of low-income households were the largest cohort, representing 53 percent of respondents. Older adults (age 65 or older) were the next largest at 44 percent. Thirty two percent identify as a race other than White, and another 15 percent indicated having a disability. Nearly eight percent cited being military veterans, while just three percent indicated having limited proficiency in English.

Approximately nine percent of respondents fell outside the target populations.

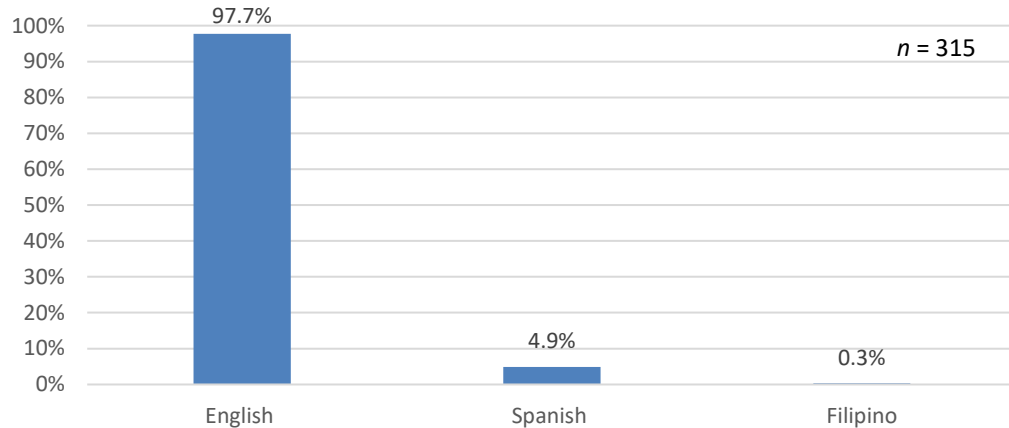
Exhibit E.5 Distribution of target populations



Question 4. Please indicate which languages are spoken in your home (Check all that apply.)

Spanish is the most predominant non-English language spoken among respondents (selected by 14 respondents/5 percent). Filipino was cited by one respondent.

Exhibit E.6 Language(s) spoken at home

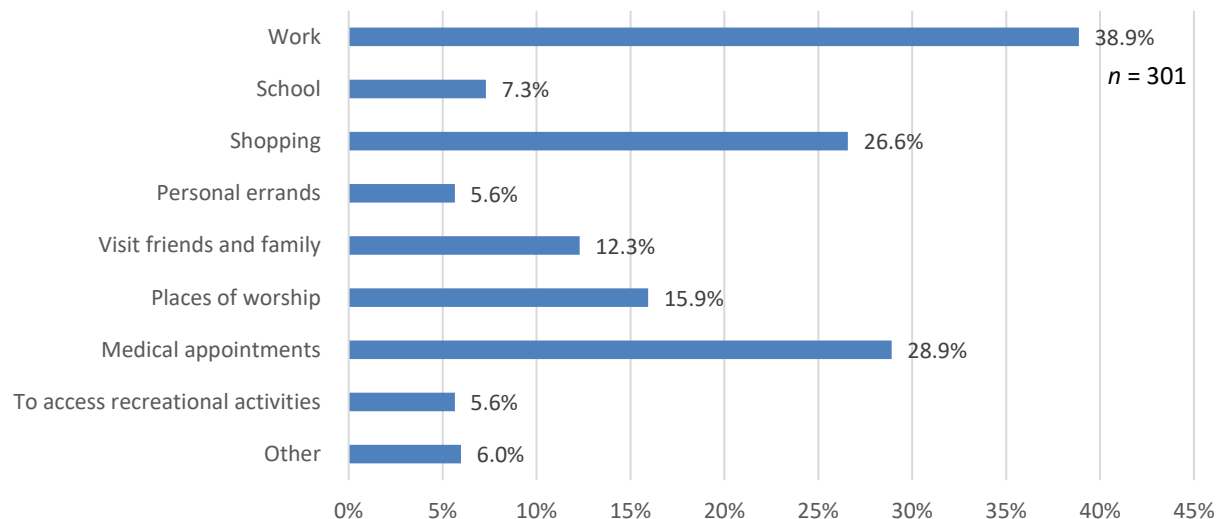


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 5. Where do you most often need to travel? (Check up to three.)

Work, medical appointments, and shopping were the most frequently cited trip purposes, followed by places of worship. Several respondents specified “volunteer” under “other.”

Exhibit E.7 Travel purpose



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Other	Frequency
Food pantry	4
Get out of Tyler day trip	1
Housing	2
Senior center	2
Volunteer	9

Data cross-tabulation: Q1. What county do you live in? vs. Q5. Where do you most often need to travel?

To further evaluate why people need to travel, we explored where respondents from each county said they needed to travel most frequently. The top responses for each county are provided below.

Exhibit E.8 Top trip purposes by county

County	Trip purpose	Percent
Anderson	Work	58.3%
	Visit friends and family	58.3%
	School	50.0%
	Shopping	50.0%
Camp	Personal errands	57.1%
	Work	33.3%
	Medical appointments	33.3%
Cherokee	Work	54.5%
	Personal errands	54.5%
	Shopping	36.4%
Gregg	Personal errands	68.3%
	Work	41.5%
Harrison	Personal errands	87.5%
	Medical appointments	50.0%
Henderson	Personal errands	83.3%
	Recreational activities	50.0%
Marion	Shopping	50.0%
	Work	41.7%
Panola	Shopping	80.0%
	Places of worship	80.0%
	Personal errands	60.0%
	Medical appointments	60.0%
Rains	Shopping	60.0%
	Personal errands	60.0%
	Medical appointments	60.0%
Rusk	Personal errands	58.3%
	Work	41.7%
	Medical appointments	41.7%

County	Trip purpose	Percent
Smith	Work	40.0%
	Personal errands	40.0%
	Shopping	36.7%
Upshur	Personal errands	87.5%
	Work	75.0%
Van Zandt	Personal errands	47.8%
	Medical appointments	47.8%
	Shopping	43.5%
Wood	Shopping	50.0%

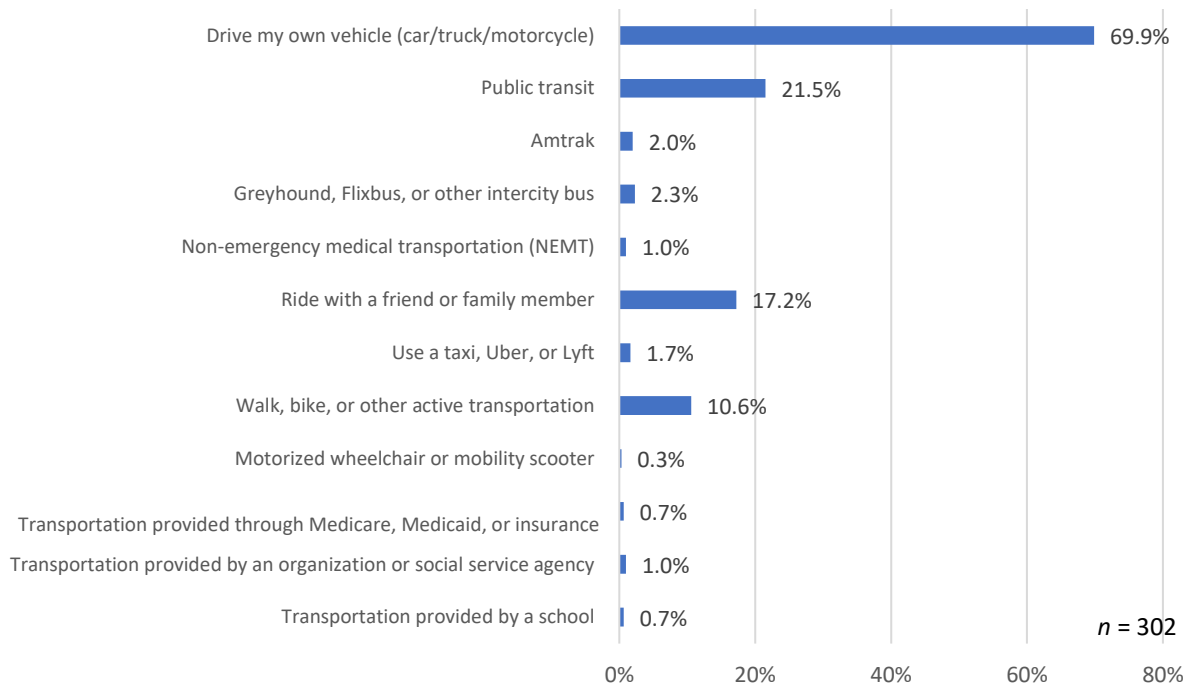
Question 6. What type(s) of transportation do you currently use? (Check all that apply.)

Nearly 70 percent of those responding to this question cited driving their own personal vehicle as a means of transportation, while 17 percent said they ride with a friend or family member.

An additional 22 percent use public transportation, while 11 percent utilize active transportation such as biking or walking.

Relatively few cited use of private options (e.g., taxi, Uber, or Lyft), which may be due to the price per ride of such services and/or limited availability outside of the urbanized areas.

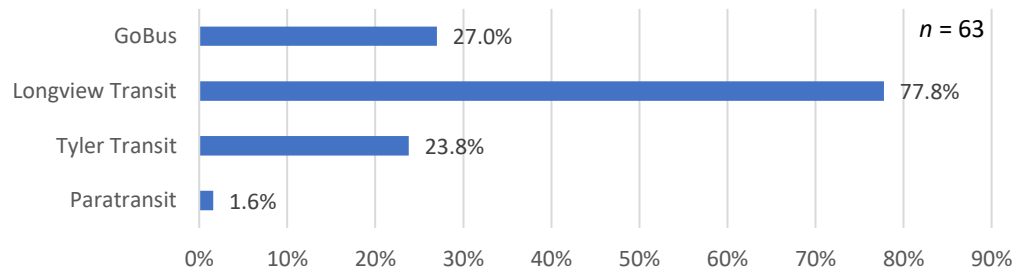
Exhibit E.9 Transportation modes used



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Among those who cited use of public transit, more than three-quarters (78 percent) indicated use of Longview Transit. Approximately 24 percent use GoBus and/or Tyler Transit.

Exhibit E.10 Public transportation used



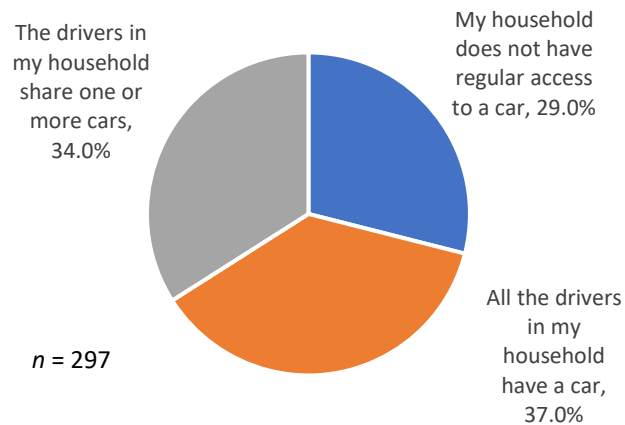
Among those survey participants reporting use of transportation provided by an organization or social service agency, the providers identified Anderson County Community Action Agency, Cherokee County Special Education Cooperative, and nursing home transportation (one response each).

Persons listing use of transportation provided by a school cited schools within Marshall Independent School District, Rains Independent School District, and Rusk Independent School District, as well as Tyler Junior College.

Question 7. Do you and/or the members of your household own or have regular access to a car? (Check only one.)

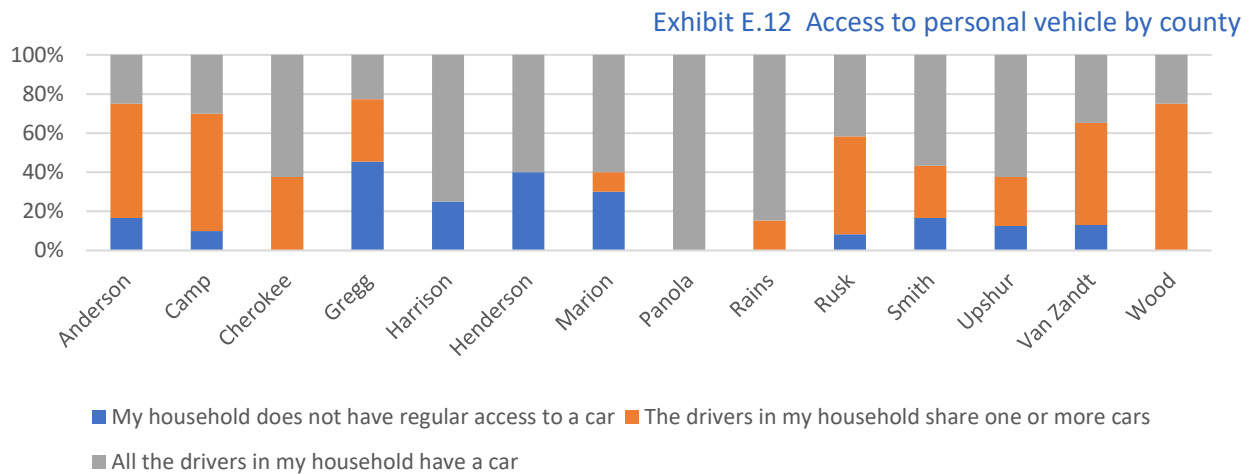
Given the geographic characteristics present throughout the 14-county project area, vehicle ownership of or ready access to a personal vehicle is not unexpected. That said, 29 percent of the surveyed population indicated residing in a household lacking access to a personal vehicle. This significant demographic cohort underscores the importance of public transit as well as agency-provided transportation programs serving the target demographics.

Exhibit E.11 Access to personal vehicle



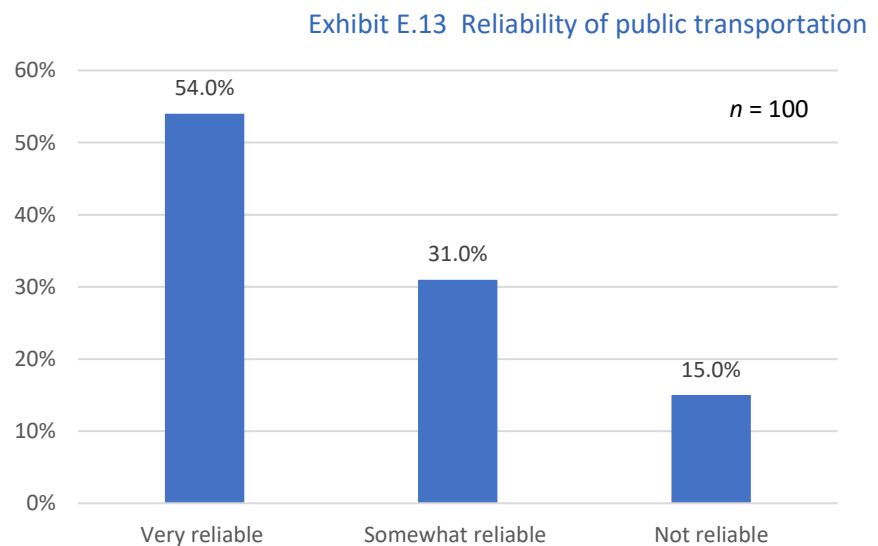
Data cross-tabulation: Q1. What county do you live in? vs. Q7. Do you and/or the members of your household own or have regular access to a car?

While Panola County had the highest percentage of households where all drivers had their own car, it also represents only five survey respondents. Gregg County had the highest percentage of respondents whose households did not have access to a personal vehicle (45 percent of 142 respondents).



Question 8. In your opinion, how reliable is public transit in your community?

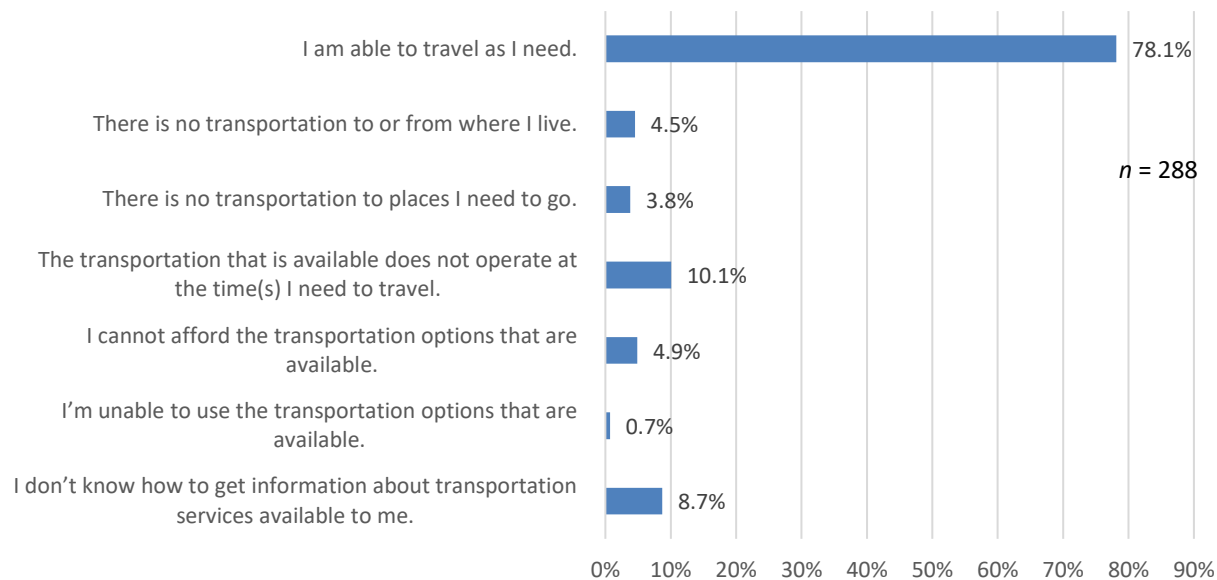
Service reliability, actual as well as perceived, is a very important decision factor when considering public transit as a travel alternative. While approximately two-thirds of respondents said they do not use public transit in their community, more than half of those who do indicated they consider it very reliable. Only 15 percent of riders consider transit unreliable.



Question 9. Which of the following transportation challenges do you typically experience? (Check all that apply.)

Nearly 80 percent of the 288 respondents to this question indicated not having any transportation challenges. The most frequently cited challenge (10 percent) was that the transportation available does not operate at the time(s) I need to travel. An additional barrier was not knowing how to get information about available transportation services (8.7 percent).

Exhibit E.14 Transportation challenges



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Many of those who said they cannot afford the transportation options that are available indicated ridesharing services or taxis, which are typically more costly than public transportation. Three respondents indicated Longview Transit, one indicated Tyler Transit, and one indicated GoBus.

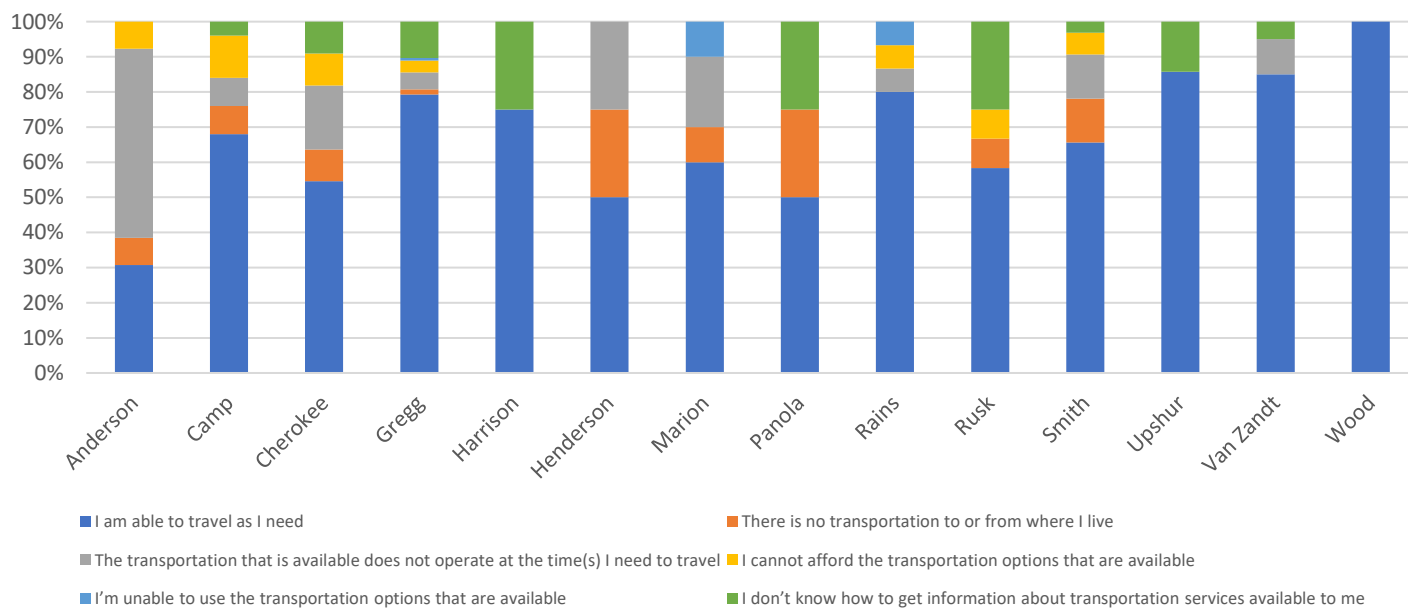
Among those who indicated they were unable to use the transportation options available, most indicated issues with GoBus, including the need for an advance reservation, service only being provided on Tuesday and Thursday, and difficulty getting a reservation. A need for service after 7 pm on Longview Transit was also cited as a barrier to use.

Data cross-tabulation: Q1. What county do you live in? vs. Q9 Which of the following transportation challenges do you typically experience?

Counties with the highest percentage of respondents indicating they are able to travel as they need were Wood, Upshur, Gregg, and Rains. Anderson County had the highest percentage of those who said transportation was not available when they needed to travel. Marion and Rains counties were the only two counties where respondents said they were unable to use available transportation options. The highest percentage of those citing there is no transportation where they live were in Henderson and Panola counties. Camp County had the highest percentage of those who said they could not afford the

available transportation options. Lack of knowledge of how to get information about transportation services was most prevalent in Harrison, Panola, and Rusk counties.

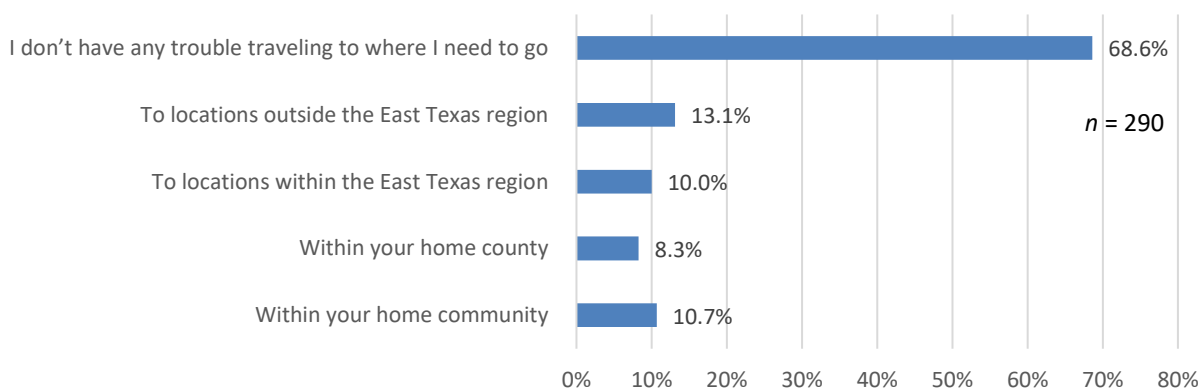
Exhibit E.15 Transportation challenges by county



Question 10. Where is it difficult for you to travel? (Check all that apply.)

Nearly 70 percent of the 290 respondents to this question indicated not having trouble making trips. The most frequently cited challenge was trips located outside of the East Texas region (13 percent) and within the individual's home community (11 percent). The top location outside of the East Texas region was Dallas/Fort Worth.

Exhibit E.16 Location of transportation challenges



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Exhibit E.17 Travel within the East Texas region

Location	Frequency
Tyler	21
Longview	11
Carthage	7
Jacksonville	7
Pittsburg	7
Athens	6
Palestine	6
Canton	5
Kilgore	5
Henderson	4
Gilmer	3
Quitman	3
Emory	2
Marshall	2
Mineola	2
Jefferson	1
Winnsboro	1

Exhibit E.18 Travel outside the East Texas region

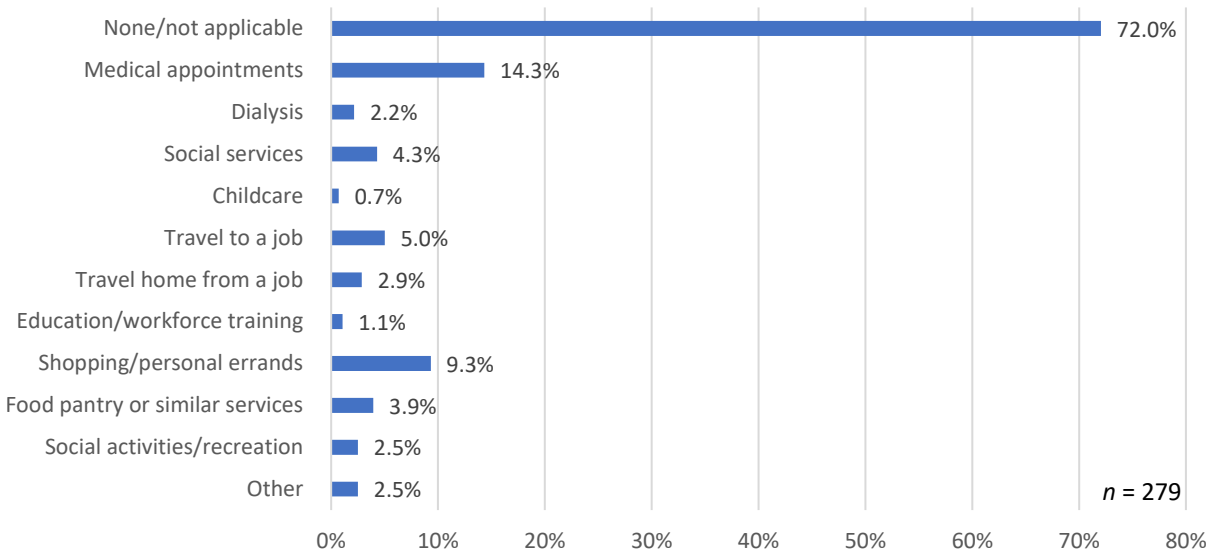
Location	Frequency	From?
Dallas/Fort Worth	33	Entire region
Corsicana	9	Anderson, Marion
Nacogdoches	8	Anderson, Marion, Van Zandt
Mount Pleasant	5	Camp, Henderson, Marion
Sulphur Springs	5	Marion, Rains, Wood
Shreveport	3	Gregg, Marion, Smith
Houston	2	Cherokee, Marion
Bryan	1	Marion
Greenville	1	Rains
Lake Worth	1	Gregg

Question 11. Which of the following destinations or services are difficult for you to get to due to lack of transportation? (Check all that apply.)

Nearly three-quarters (72 percent) of the 279 respondents to this question indicated they do not have trouble accessing the listed destinations or services due to a lack of transportation.

Healthcare/medical appointments were the most frequently cited destination (14 percent), followed by and shopping/personal errands (9.3 percent).

Exhibit E.19 Difficulty accessing locations due to lack of transportation



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Other	Frequency
Anywhere that's too far to walk	1
Church	1
DFW or Love Field Airport	1
Housing/shelter	3
Social Security appointments	1

Question 12. What change(s) could enable you to make these trips?

Responses to this question were often very individualized or non-specific, and many did not specify a change that would enhance the respondent's mobility. All responses are included for reference. The county where each comment originated is provided for context.

Exhibit E.20 Desired changes and other comments

Comments	County
24/7 available transportation	Henderson
Currently can't buy Longview Transit disabled passes on the bus.	Gregg
Car is about to break down. Thankful to learn about GoBus	Camp
Current vehicle is unreliable. I'm deaf and need to go to the doctor outside of town to replace hearing aids.	Henderson
Customers wait hours for their appointed GoBus to show up. Need the service to be more reliable and available.	Camp
Just learning about GoBus. More available information would be helpful.	Gregg

Desired changes	County
Easier access to booking a ride with GoBus. Every time I try to call, no one answers. Then last time I talked to a person on the phone she told me they don't pick up until 11 am. I need to be at work by 8 am.	Smith
Just learning about GoBus. More available information would be helpful.	Harrison
Getting a bus without the hassle of scheduling and waiting 30 minutes.	Smith
GoBus weekend service	Gregg
GoBus to run after 530 pm, and go to Tyler on more days than just Tuesdays and Thursdays.	Van Zandt
House of Hope needs more bus passes (Longview Transit)	Gregg
I just recently discovered ParaTransit can be scheduled for Saturdays. That helps. I understand having to wait for an hour between pick up and drop off, just wish the time could be shortened. Don't always need a full hour. Also don't like folding myself in half to fit in some of the vehicles used for ParaTransit. Waaaaay toooo small! Many times the driver does not allow their trunk to be used, so you're in a Corolla with another passenger, your service dog and 3 heavy bags of groceries. The whole time the other passenger only talks about how they don't like dogs and how rude you are.	Smith
If GoBus were available on weekends.	Gregg
If I could get help with gas money. I deliver food from the pantry to other families when I can.	Marion
Improved bike/walk infrastructure and more reliable transit	Smith
I'm interested in driving for GoBus.	Camp
Later service hours.	Gregg
Later hours; buses run on-time; I'm constantly told an incorrect wait time (Tyler Transit); it's always longer. GoBus: there have been several times when I book a trip and it can only take me one way leaving me stranded to get back	Smith
Longview Transit does a good job.	Gregg
Longview Transit drivers need to be patient and kind to riders with disabilities and riders with children. Also need to use all big buses. If small bus is crowded, riders with disabilities and children are told they can't ride and must wait an hour for the next bus.	Gregg
Longview Transit is very good.	Gregg
Longview Transit makes too many route changes.	Gregg
Love Longview Transit; they do a great job.	Gregg
More area coverage	Rains
Most of my out-of-town travel is to Hopkins and Hunt counties.	Rains
Need more GoBus availability in the area. Especially for people who need to get to medical appointments.	Upshur
Provide cross-regional travel fare subsidies for residents to ease the burden of GoBus and intercity bus costs.	Rains
Regularly scheduled routes.	Gregg
Reliable and readily available public transportation that operates on a reliable schedule.	Camp
Reliable transportation with a consistent schedule day and night.	Camp



Desired changes	County
Same day travel/reservations on GoBus.	Smith
Sometimes if the weather gets bad I might need a ride to a Drs appt. and if I need to go out of town to the airport to visit.	Smith
Sometimes my vehicle is unreliable.	Gregg
Son is on probation. Needs a ride every Wednesday between Longview and Henderson.	Gregg
The public transportation time can be extended a little (run later).	Henderson
The buses are too old.	Anderson
Took GoBus brochures for friends.	Cherokee
Used GoBus before I had a car (many years ago). Was grateful for the service.	Camp
Was unaware of GoBus, but will now take advantage of it.	Gregg
Will share GoBus info with family & friends.	Van Zandt
Will share brochure with ex wife. She has medical issues and could use rides to medical appts	Upshur



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Appendix F | Transportation Provider Survey



Regional Public Transportation Coordination Plan Update
 For the East Texas Region (TxDOT Planning Region 6)
 2026 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. You may leave questions blank if they are not applicable to your organization.

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 **January 30, 2026**. 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):
☐ 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):

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?

Anderson County:	☐ All or ☐ Parts:	
Camp County:	☐ All or ☐ Parts:	
Cherokee County:	☐ All or ☐ Parts:	
Gregg County:	☐ All or ☐ Parts:	
Harrison County:	☐ All or ☐ Parts:	
Henderson County:	☐ All or ☐ Parts:	
Marion County:	☐ All or ☐ Parts:	
Panola County:	☐ All or ☐ Parts:	
Rains County:	☐ All or ☐ Parts:	
Rusk County:	☐ All or ☐ Parts:	
Smith County:	☐ All or ☐ Parts:	
Upshur County:	☐ All or ☐ Parts:	
Van Zandt County:	☐ All or ☐ Parts:	
Wood 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. Does your organization provide any mobility management services for others in the community? (Check all that apply.)

- | | |
|--|--|
| ☐ No mobility management services provided | ☐ Joint fare programs |
| ☐ Driver training programs | ☐ Funding agreements |
| ☐ One-call/one-click service coordination | ☐ Educational programs |
| ☐ Services for individuals with disabilities or seniors (e.g., travel training) | ☐ Other (specify): <input type="text"/> |

8. What statement(s) best describe(s) how your organization's transportation 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.

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

- ☐ Yes ☐ No
 If yes, which organizations?

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 the 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 January 30, 2026.

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																								
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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																									
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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																											
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7																											
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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).

²A *trip* equals one person getting on a vehicle one time from an origin to a destination. Most riders make two or more trips per day, getting on once to go somewhere and then getting on again to return.

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.

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.



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Appendix G | Transit Needs Index Results



Exhibit G.1 Anderson 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	24%	1.37	54.78	16%	0.68	10.20	3%	0.42	6.36	16%	1.06	31.76	103	Average
9504.01	20%	1.17	46.62	0%	0.00	0.00	0%	0.00	0.00	3%	0.22	6.67	53	Very low
9504.02	0%	0.00	0.00	100%	4.39	65.81	0%	0.00	0.00	2%	0.12	3.73	70	Low
9505	17%	1.01	40.33	16%	0.70	10.53	9%	1.49	22.37	18%	1.18	35.29	109	Average
9506	17%	0.96	38.47	26%	1.12	16.78	12%	2.03	30.51	14%	0.92	27.65	113	High
9507	25%	1.45	57.81	22%	0.97	14.61	13%	2.20	33.05	16%	1.03	30.98	136	Very high
9508	13%	0.78	31.24	15%	0.65	9.74	8%	1.27	19.07	11%	0.71	21.37	81	Low
9509.01	22%	1.29	51.52	20%	0.87	13.03	5%	0.81	12.20	23%	1.48	44.51	121	High
9509.02	18%	1.07	42.89	10%	0.46	6.84	9%	1.56	23.39	17%	1.08	32.35	105	Average
9510.01	18%	1.05	41.96	20%	0.86	12.97	1%	0.14	2.03	24%	1.59	47.65	105	Average
9510.02	14%	0.80	32.17	13%	0.56	8.36	3%	0.53	7.88	17%	1.12	33.53	82	Low
9511	18%	1.05	42.20	17%	0.74	11.12	3%	0.54	8.14	23%	1.48	44.51	106	Average
Mean	17%		40.00	23%		15.00	6%		13.75	15%		30.00	99	

Exhibit G.2 Camp 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
9501.01	20%	1.03	41.39	24%	1.07	16.10	4%	0.67	10.03	23%	1.24	37.06	105	High
9501.02	21%	1.07	42.84	18%	0.80	12.00	8%	1.20	17.95	20%	1.06	31.76	105	High
9502	17%	0.89	35.77	26%	1.13	16.90	7%	1.13	17.02	13%	0.71	21.18	91	Low
Mean	19%		40.00	23%		15.00	6%		15.00	19%		30.00	100	

Exhibit G.3 Cherokee 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	11%	0.86	34.26573427	15%	0.79	11.86	2%	0.39	5.81	20%	1.14	34.24	86	Low
9502.01	7%	0.55	22.19114219	6%	0.32	4.83	0%	0.00	0.00	14%	0.81	24.17	51	Very low
9502.02	17%	1.40	55.8041958	10%	0.54	8.10	0%	0.03	0.48	15%	0.86	25.68	90	Average
9503.01	14%	1.13	45.03496503	21%	1.15	17.18	12%	1.94	29.03	18%	1.00	29.88	121	High
9503.02	10%	0.79	31.65501166	14%	0.76	11.37	5%	0.77	11.61	25%	1.41	42.30	97	Average
9504	7%	0.53	21.21212121	22%	1.19	17.83	10%	1.68	25.16	9%	0.48	14.27	78	Low
9505	10%	0.80	31.98135198	39%	2.12	31.82	13%	2.15	32.18	12%	0.68	20.48	116	High
9506	12%	0.95	38.18181818	12%	0.67	9.98	10%	1.60	23.95	22%	1.24	37.27	109	Average
9507	13%	1.05	42.0979021	38%	2.06	30.92	7%	1.10	16.45	9%	0.53	15.78	105	Average
9508.01	15%	1.22	48.62470862	16%	0.86	12.84	4%	0.58	8.71	28%	1.57	47.00	117	High
9508.02	14%	1.17	46.66666667	8%	0.42	6.30	7%	1.10	16.45	26%	1.45	43.48	113	High
9509	12%	1.00	40.13986014	12%	0.68	10.14	8%	1.35	20.32	9%	0.50	15.11	86	Low
9510	14%	1.11	44.38228438	19%	1.04	15.63	4%	0.68	10.16	24%	1.35	40.46	111	High
9511	18%	1.44	57.76223776	26%	1.41	21.19	4%	0.65	9.68	18%	1.00	29.88	119	High
Mean	12%		40	18%		15.00	6%		15.00	18%		30.00	100	



Exhibit G.4 Gregg 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
2.01	12%	0.91	36.37	14%	0.81	12.09	8%	1.70	25.48	23%	1.46	43.74	118	High
2.02	13%	1.03	41.08	8%	0.47	7.05	4%	0.91	13.69	20%	1.29	38.60	100	Average
3	13%	0.98	39.20	7%	0.37	5.54	8%	1.74	26.11	23%	1.46	43.74	115	High
4.01	8%	0.65	26.03	15%	0.84	12.60	2%	0.45	6.69	11%	0.70	21.11	66	Low
4.02	16%	1.25	50.17	15%	0.85	12.68	7%	1.57	23.57	22%	1.42	42.59	129	High
5.01	10%	0.79	31.67	4%	0.24	3.53	2%	0.32	4.78	31%	1.97	59.14	99	Average
5.02	11%	0.89	35.75	5%	0.29	4.37	7%	1.44	21.66	16%	1.02	30.61	92	Average
6.01	7%	0.56	22.26	8%	0.47	7.05	1%	0.17	2.55	21%	1.36	40.69	73	Low
6.02	13%	1.02	40.76	26%	1.46	21.92	1%	0.28	4.14	16%	0.98	29.47	96	Average
7	15%	1.17	46.72	18%	1.02	15.37	2%	0.42	6.37	13%	0.84	25.29	94	Average
8	11%	0.89	35.75	19%	1.06	15.87	5%	1.15	17.20	15%	0.94	28.33	97	Average
9	13%	1.05	42.02	18%	0.99	14.87	6%	1.19	17.83	13%	0.80	24.15	99	Average
10	9%	0.71	28.53	17%	0.93	13.94	7%	1.46	21.97	10%	0.61	18.25	83	Low
11	20%	1.58	63.34	40%	2.26	33.85	15%	3.18	47.77	16%	1.00	30.04	175	Very high
12	10%	0.77	30.73	34%	1.92	28.81	6%	1.30	19.43	6%	0.39	11.79	91	Average
13	14%	1.11	44.53	31%	1.72	25.87	8%	1.59	23.89	8%	0.50	15.02	109	Average
14	10%	0.76	30.42	42%	2.33	34.94	16%	3.46	51.91	8%	0.53	15.78	133	High
15	14%	1.07	42.64	23%	1.31	19.65	2%	0.40	6.05	14%	0.89	26.81	95	Average
101	13%	1.03	41.39	5%	0.28	4.20	0%	0.00	0.00	16%	0.99	29.66	75	Low
102.01	20%	1.54	61.46	32%	1.77	26.62	7%	1.40	21.02	16%	1.03	31.00	140	Very high
102.02	15%	1.20	47.97	5%	0.30	4.54	2%	0.49	7.32	12%	0.78	23.39	83	Low
103.01	15%	1.18	47.35	25%	1.37	20.58	5%	1.04	15.61	14%	0.89	26.81	110	Average
103.02	18%	1.40	56.13	11%	0.63	9.41	0%	0.00	0.00	12%	0.76	22.82	88	Average
104.01	14%	1.07	42.96	30%	1.66	24.86	4%	0.79	11.78	15%	0.92	27.57	107	Average
104.02	16%	1.25	49.86	5%	0.28	4.20	3%	0.53	7.96	20%	1.26	37.65	100	Average
105.01	8%	0.61	24.46	20%	1.11	16.63	1%	0.11	1.59	20%	1.29	38.79	81	Low
105.02	14%	1.11	44.53	18%	1.01	15.12	2%	0.38	5.73	19%	1.19	35.75	101	Average
106	11%	0.83	33.24	9%	0.48	7.22	1%	0.25	3.82	11%	0.72	21.68	66	Low
107	15%	1.19	47.66	32%	1.77	26.62	11%	2.27	34.08	8%	0.48	14.45	123	High
9800	5%	0.38	15.05	0%	0.00	0.00	0%	0.00	0.00	24%	1.51	45.26	60	Very low
Mean	13%		40.00	18%		15.00	5%		15.00	16%		30.00	100	



Exhibit G.5 Harrison 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
201.03	21%	1.17	46.83	17%	0.91	13.72	2%	0.35	5.23	18%	1.02	30.57	96	Average
201.04	19%	1.06	42.35	23%	1.23	18.51	8%	1.10	16.57	30%	1.72	51.57	129	High
201.05	19%	1.08	43.25	10%	0.53	7.96	7%	1.08	16.13	17%	0.99	29.71	97	Average
201.06	17%	0.96	38.32	16%	0.84	12.67	10%	1.51	22.67	22%	1.24	37.23	111	Average
202.01	18%	1.03	41.01	11%	0.61	9.17	5%	0.67	10.03	26%	1.50	45.08	105	Average
202.02	12%	0.69	27.56	8%	0.44	6.66	1%	0.07	1.09	17%	0.96	28.69	64	Low
203.01	19%	1.06	42.58	6%	0.30	4.47	7%	1.05	15.69	17%	0.96	28.86	92	Average
203.02	25%	1.38	55.13	33%	1.80	26.96	9%	1.28	19.18	15%	0.87	26.13	127	High
204.01	13%	0.73	29.36	48%	2.61	39.13	23%	3.40	51.01	11%	0.63	18.95	138	High
204.02	19%	1.05	42.13	29%	1.54	23.14	15%	2.22	33.35	15%	0.85	25.61	124	High
205.01	13%	0.73	29.13	29%	1.55	23.22	5%	0.77	11.55	8%	0.44	13.15	77	Low
205.02	27%	1.49	59.61	16%	0.88	13.23	6%	0.80	11.99	21%	1.21	36.20	121	High
206.03	14%	0.79	31.60	3%	0.16	2.44	1%	0.09	1.31	8%	0.46	13.83	49	Very low
206.04	15%	0.86	34.29	29%	1.54	23.14	6%	0.81	12.21	18%	1.00	30.05	100	Average
206.05	22%	1.25	50.20	14%	0.75	11.29	4%	0.54	8.07	21%	1.22	36.54	106	Average
206.06	12%	0.67	26.67	5%	0.29	4.30	2%	0.26	3.92	16%	0.93	27.83	63	Low
Mean	18%		40.00	18%		15.00	7%		15.00	18%		30.00	100	



Exhibit G.6 Henderson 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
9501.01	18%	1.00	39.92	9%	0.61	9.12	0%	0.00	0.00	32%	1.40	42.00	91	Average
9501.02	19%	1.04	41.66	11%	0.73	11.01	1%	0.21	3.17	30%	1.28	38.50	94	Average
9502.01	12%	0.64	25.60	28%	1.93	28.93	1%	0.10	1.44	12%	0.52	15.69	72	Low
9502.02	16%	0.87	34.72	14%	1.01	15.09	1%	0.23	3.46	16%	0.70	21.13	74	Low
9503.01	14%	0.76	30.59	9%	0.60	9.01	1%	0.13	2.02	18%	0.77	23.20	65	Low
9503.02	13%	0.69	27.77	14%	0.96	14.36	5%	0.86	12.96	25%	1.08	32.28	87	Average
9503.03	17%	0.90	36.02	12%	0.82	12.26	9%	1.67	25.06	26%	1.14	34.22	108	Average
9504	18%	0.97	38.84	11%	0.74	11.11	5%	1.04	15.56	21%	0.92	27.48	93	Average
9505	32%	1.75	69.86	18%	1.24	18.66	2%	0.46	6.91	25%	1.06	31.89	127	High
9506.01	26%	1.42	56.63	16%	1.08	16.25	0%	0.00	0.00	18%	0.79	23.59	96	Average
9506.03	25%	1.36	54.24	14%	1.00	14.99	2%	0.36	5.47	26%	1.13	33.83	109	Average
9506.04	15%	0.81	32.55	17%	1.15	17.29	0%	0.00	0.00	21%	0.89	26.70	77	Low
9507	17%	0.93	37.32	15%	1.08	16.14	7%	1.29	19.30	16%	0.70	21.13	94	Average
9508.01	19%	1.01	40.36	14%	0.97	14.57	5%	1.02	15.27	17%	0.73	22.04	92	Average
9508.02	20%	1.08	43.18	26%	1.84	27.67	3%	0.61	9.22	32%	1.38	41.35	121	High
9509.02	25%	1.33	53.37	16%	1.08	16.25	5%	0.94	14.12	26%	1.13	33.83	118	High
9509.03	26%	1.43	57.28	7%	0.51	7.65	2%	0.40	6.05	42%	1.81	54.31	125	High
9509.04	28%	1.50	59.88	30%	2.12	31.76	19%	3.73	55.88	18%	0.76	22.81	170	Very high
9509.05	24%	1.32	52.72	17%	1.17	17.61	4%	0.84	12.67	32%	1.36	40.83	124	High
9510	10%	0.55	22.13	22%	1.53	22.95	16%	3.00	44.94	16%	0.67	20.09	110	Average
9511.01	8%	0.43	17.36	6%	0.41	6.18	2%	0.38	5.76	35%	1.50	44.98	74	Low
9511.02	17%	0.92	36.67	11%	0.78	11.63	0%	0.08	1.15	19%	0.83	25.02	74	Low
9512.01	7%	0.39	15.40	3%	0.23	3.46	11%	2.17	32.55	10%	0.44	13.09	65	Low
9512.02	12%	0.63	25.17	32%	2.24	33.65	19%	3.59	53.87	15%	0.66	19.83	133	High
9513	21%	1.12	44.91	9%	0.60	9.01	16%	2.98	44.65	26%	1.14	34.09	133	High
9514.01	20%	1.07	42.96	5%	0.34	5.14	2%	0.29	4.32	25%	1.08	32.28	85	Low
9514.02	16%	0.85	34.06	7%	0.45	6.81	1%	0.10	1.44	25%	1.08	32.28	75	Low
9514.03	23%	1.22	48.82	11%	0.76	11.43	8%	1.52	22.76	24%	1.05	31.50	115	High
Mean	18%		40.00	14%		15.00	5%		15.00	23%		30.00	100	

Exhibit G.7 Marion 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	23%	0.99	39.52	11%	0.63	9.45	11%	1.60	24.00	27%	1.00	29.86	103	Average
9502	25%	1.08	43.18	27%	1.60	23.97	8%	1.27	19.02	24%	0.88	26.30	112	High
9503	28%	1.20	47.88	9%	0.51	7.70	1%	0.20	2.94	32%	1.20	35.99	95	Average
9504	17%	0.74	29.42	22%	1.26	18.89	6%	0.94	14.04	25%	0.93	27.86	90	Low
Mean	23%		40.00	17%		15.00	7%		15.00	27%		30.00	100	



Exhibit G.8 Panola 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	25%	1.42	56.86	12%	0.95	14.32	6%	1.21	18.22	19%	0.92	27.58	117	High
9502	17%	0.95	37.90	11%	0.87	13.08	6%	1.28	19.21	17%	0.85	25.39	96	Average
9503	17%	0.95	38.13	11%	0.88	13.20	5%	1.10	16.56	22%	1.08	32.25	100	Average
9504.01	13%	0.74	29.56	11%	0.90	13.45	6%	1.24	18.55	18%	0.89	26.71	88	Low
9504.02	15%	0.85	34.07	13%	1.10	16.44	4%	0.91	13.58	19%	0.93	28.02	92	Low
9505	13%	0.72	28.65	10%	0.86	12.83	2%	0.53	7.95	25%	1.22	36.63	86	Low
9506	24%	1.37	54.83	17%	1.44	21.67	3%	0.73	10.93	23%	1.11	33.42	121	High
Mean	18%		40.00	12%		15.00	5%		15.00	21%		30.00	100	

Exhibit G.9 Rains 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
9501.01	16%	0.84	33.72	10%	0.81	12.13	6%	2.14	32.14	32%	1.32	39.50	117	High
9501.02	14%	0.73	29.11	10%	0.80	12.00	0%	0.00	0.00	20%	0.83	24.75	66	Low
9502	27%	1.43	57.17	17%	1.39	20.88	2%	0.86	12.86	21%	0.86	25.75	117	High
Mean	19%		40.00	12%		15.00	3%		15.00	24%		30.00	100	

Exhibit G.10 Rusk 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
9501.01	10%	0.65	26.16	18%	1.29	19.34	2%	0.44	6.67	13%	0.77	23.13	75	Low
9501.02	18%	1.13	45.33	5%	0.37	5.54	0%	0.00	0.00	29%	1.64	49.20	100	Average
9502	15%	0.97	38.85	13%	0.91	13.58	2%	0.54	8.15	21%	1.20	36.08	97	Average
9503	13%	0.85	33.93	20%	1.48	22.16	3%	0.67	10.00	18%	1.03	30.90	97	Average
9504	18%	1.14	45.59	14%	0.98	14.77	7%	1.78	26.67	18%	1.05	31.42	118	High
9505.01	12%	0.75	30.05	12%	0.85	12.71	0%	0.00	0.00	16%	0.91	27.45	70	Very low
9505.02	14%	0.93	37.30	7%	0.50	7.50	5%	1.23	18.52	8%	0.47	14.16	77	Low
9506	25%	1.59	63.46	7%	0.53	7.93	1%	0.20	2.96	17%	0.96	28.66	103	Average
9507	18%	1.19	47.40	13%	0.91	13.58	7%	1.68	25.19	12%	0.70	20.89	107	Average
9508	15%	0.98	39.37	9%	0.62	9.23	7%	1.63	24.44	20%	1.17	35.22	108	Average
9509	19%	1.22	48.70	24%	1.72	25.86	9%	2.15	32.22	19%	1.08	32.45	139	Very high
9510	11%	0.68	27.20	22%	1.60	24.01	4%	0.89	13.33	12%	0.67	20.20	85	Low
9511	15%	0.95	37.82	13%	0.92	13.80	4%	1.04	15.56	22%	1.25	37.63	105	Average
9512	15%	0.97	38.85	18%	1.33	19.99	7%	1.75	26.30	19%	1.09	32.63	118	High
Mean	15%		40.00	14%		15.00	4%		15.00	17%		30.00	100	



Exhibit G.11 Smith 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	10%	0.75	29.97	22%	1.71	25.65	4%	0.78	11.63	10%	0.53	15.87	83	Low
2.01	11%	0.83	33.20	23%	1.80	26.96	14%	2.97	44.58	14%	0.77	23.22	128	High
2.02	18%	1.29	51.42	16%	1.24	18.53	12%	2.48	37.15	13%	0.70	20.88	128	High
3	12%	0.85	34.08	26%	2.03	30.40	11%	2.43	36.50	11%	0.61	18.37	119	High
4	10%	0.72	28.79	9%	0.69	10.33	6%	1.36	20.35	12%	0.68	20.38	80	Low
5	18%	1.35	54.06	30%	2.37	35.51	5%	1.01	15.18	8%	0.43	13.03	118	High
6	9%	0.69	27.62	16%	1.27	19.00	8%	1.64	24.55	10%	0.57	17.04	88	Average
7	15%	1.10	44.07	22%	1.76	26.36	15%	3.12	46.84	17%	0.96	28.89	146	Very high
8	16%	1.17	46.71	17%	1.31	19.71	10%	2.09	31.33	19%	1.04	31.23	129	High
9	19%	1.42	57.00	21%	1.68	25.18	16%	3.49	52.33	12%	0.67	20.04	155	Very high
10	11%	0.80	32.02	20%	1.54	23.16	2%	0.43	6.46	23%	1.25	37.58	99	Average
11.01	11%	0.78	31.14	8%	0.59	8.91	3%	0.56	8.40	19%	1.08	32.40	81	Low
11.02	10%	0.73	29.38	4%	0.29	4.28	0%	0.09	1.29	14%	0.76	22.88	58	Low
12	9%	0.65	26.15	16%	1.26	18.88	1%	0.11	1.62	19%	1.07	32.07	79	Low
13	14%	1.04	41.72	12%	0.98	14.73	3%	0.71	10.66	12%	0.67	20.21	87	Average
14.04	7%	0.51	20.57	2%	0.17	2.61	4%	0.82	12.27	12%	0.68	20.38	56	Very low
14.05	17%	1.24	49.65	16%	1.27	19.00	1%	0.19	2.91	26%	1.44	43.26	115	High
14.06	13%	0.94	37.61	3%	0.27	4.04	1%	0.15	2.26	32%	1.77	53.11	97	Average
14.07	13%	0.93	37.02	14%	1.14	17.10	3%	0.62	9.37	16%	0.90	26.89	90	Average
14.08	8%	0.56	22.33	6%	0.44	6.65	1%	0.11	1.62	13%	0.72	21.55	52	Very low
15.01	20%	1.45	57.88	9%	0.68	10.21	1%	0.17	2.58	16%	0.87	26.22	97	Average
15.02	19%	1.40	55.82	15%	1.19	17.81	7%	1.55	23.26	23%	1.29	38.75	136	High
16.02	20%	1.49	59.64	9%	0.70	10.57	6%	1.25	18.74	21%	1.18	35.41	124	High
16.05	23%	1.69	67.57	27%	2.11	31.59	0%	0.00	0.00	13%	0.73	21.88	121	High
16.06	23%	1.65	66.11	12%	0.98	14.73	3%	0.54	8.08	24%	1.34	40.09	129	High
16.07	14%	1.00	39.96	14%	1.08	16.15	1%	0.26	3.88	9%	0.48	14.53	75	Low
16.08	14%	1.05	42.01	19%	1.51	22.68	4%	0.84	12.60	15%	0.85	25.55	103	Average
17.01	16%	1.15	46.13	5%	0.43	6.41	2%	0.37	5.49	8%	0.46	13.86	72	Low
17.02	15%	1.13	45.25	32%	2.51	37.65	3%	0.54	8.08	17%	0.92	27.56	119	High
18.03	12%	0.88	35.26	9%	0.69	10.33	7%	1.55	23.26	21%	1.15	34.41	103	Average
18.04	14%	1.00	39.96	29%	2.31	34.68	6%	1.27	19.06	16%	0.90	26.89	121	High
18.05	17%	1.28	51.12	20%	1.62	24.23	8%	1.74	26.16	20%	1.12	33.74	135	High
18.06	18%	1.35	54.06	4%	0.29	4.28	4%	0.93	13.89	19%	1.06	31.73	104	Average
18.07	17%	1.22	48.77	14%	1.08	16.15	2%	0.41	6.14	13%	0.73	21.88	93	Average
19.06	6%	0.46	18.22	3%	0.22	3.33	4%	0.84	12.60	16%	0.90	26.89	61	Low
19.09	14%	1.03	41.13	6%	0.45	6.77	4%	0.82	12.27	30%	1.66	49.77	110	Average
19.1	11%	0.80	32.02	7%	0.55	8.19	17%	3.55	53.30	9%	0.48	14.53	108	Average
19.11	18%	1.29	51.71	7%	0.54	8.08	4%	0.90	13.57	29%	1.62	48.60	122	High
19.12	20%	1.45	58.17	3%	0.25	3.80	5%	1.01	15.18	68%	3.76	112.74	190	Very high
19.13	14%	1.04	41.72	15%	1.19	17.81	0%	0.04	0.65	22%	1.24	37.25	97	Average
19.14	10%	0.76	30.56	8%	0.61	9.14	1%	0.13	1.94	14%	0.79	23.72	65	Low
19.15	8%	0.59	23.80	6%	0.44	6.65	1%	0.19	2.91	13%	0.73	21.88	55	Very low
19.16	8%	0.59	23.80	6%	0.49	7.36	0%	0.04	0.65	22%	1.21	36.41	68	Low
19.17	6%	0.43	17.04	8%	0.63	9.50	1%	0.19	2.91	36%	2.03	60.80	90	Average
20.03	11%	0.79	31.73	16%	1.25	18.76	12%	2.61	39.09	8%	0.43	12.86	102	Average
20.04	16%	1.20	47.89	6%	0.44	6.65	7%	1.53	22.93	27%	1.48	44.43	122	High



EAST TEXAS COUNCIL OF GOVERNMENTS
REGIONAL PUBLIC TRANSPORTATION COORDINATION PLAN
Volume 2: Appendices A-I
September 2026

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
20.06		12%	0.86	34.38	4%	0.33	4.99	3%	0.58	8.72	18%	0.99	29.73	78 Low
20.09		15%	1.10	44.07	9%	0.71	10.69	3%	0.54	8.08	13%	0.73	21.88	85 Low
20.1		12%	0.89	35.55	6%	0.44	6.65	3%	0.73	10.98	14%	0.77	23.05	76 Low
20.11		23%	1.65	66.11	12%	0.96	14.37	7%	1.46	21.97	17%	0.96	28.89	131 High
20.12		10%	0.76	30.26	11%	0.88	13.18	2%	0.45	6.78	15%	0.81	24.39	75 Low
20.13		11%	0.79	31.44	2%	0.15	2.26	0%	0.00	0.00	22%	1.21	36.41	70 Low
21.01		12%	0.90	36.14	23%	1.84	27.67	5%	1.06	15.83	11%	0.61	18.21	98 Average
21.02		13%	0.93	37.31	10%	0.82	12.35	4%	0.90	13.57	27%	1.49	44.76	108 Average
22		8%	0.57	22.92	10%	0.82	12.35	4%	0.84	12.60	13%	0.70	21.04	69 Low
Mean		14%		40.00	13%		15.00	5%		15.00	18%		30.00	100

Exhibit G.12 Upshur 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
9501.01		20%	0.96	38.39	18%	1.31	19.58	4%	0.99	14.92	18%	1.02	30.48	103 Average
9501.02		20%	1.00	39.96	6%	0.41	6.19	3%	0.64	9.57	10%	0.56	16.90	73 Low
9502		22%	1.07	42.91	10%	0.76	11.39	2%	0.61	9.18	21%	1.17	35.12	99 Average
9503.01		23%	1.13	45.08	19%	1.41	21.13	5%	1.20	17.98	19%	1.05	31.64	116 High
9503.02		24%	1.19	47.44	13%	0.93	13.94	7%	1.79	26.79	22%	1.21	36.28	124 High
9504		22%	1.09	43.70	19%	1.38	20.69	10%	2.63	39.41	22%	1.20	35.95	140 Very high
9505.01		16%	0.80	31.89	17%	1.22	18.36	3%	0.82	12.24	12%	0.67	20.21	83 Low
9505.02		23%	1.13	45.28	15%	1.10	16.48	3%	0.79	11.86	20%	1.09	32.63	106 Average
9506		16%	0.79	31.50	10%	0.75	11.28	2%	0.51	7.65	17%	0.93	27.83	78 Low
9507		17%	0.85	33.86	10%	0.73	10.95	0%	0.03	0.38	20%	1.10	32.97	78 Low
Mean		20%		40.00	14%		15.00	4%		15.00	18%		30.00	100

Exhibit G.13 Van Zandt 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		13%	0.81	32.40	9%	0.80	11.93	1%	0.29	4.38	22%	1.04	31.26	80 Low
9502		22%	1.38	55.36	19%	1.56	23.47	9%	2.79	41.81	19%	0.90	27.10	148 Very high
9503		16%	1.03	41.08	13%	1.08	16.24	4%	1.23	18.47	18%	0.86	25.67	101 Average
9504		13%	0.85	34.19	11%	0.90	13.45	2%	0.58	8.75	18%	0.84	25.09	81 Low
9505		14%	0.86	34.44	20%	1.67	25.00	7%	2.14	32.08	16%	0.76	22.94	114 High
9506.01		16%	1.00	40.05	12%	0.97	14.59	0%	0.00	0.00	22%	1.04	31.12	86 Low
9506.02		17%	1.08	43.37	7%	0.58	8.63	0%	0.13	1.94	24%	1.15	34.41	88 Low
9507		13%	0.84	33.42	11%	0.95	14.21	6%	1.88	28.19	20%	0.93	27.96	104 Average
9508.01		13%	0.84	33.42	13%	1.10	16.50	1%	0.45	6.81	12%	0.58	17.35	74 Low
9508.02		29%	1.86	74.50	13%	1.07	15.99	0%	0.00	0.00	30%	1.43	42.87	133 Very high
9509.01		17%	1.08	43.12	4%	0.33	4.95	1%	0.29	4.38	22%	1.05	31.40	84 Low
9509.02		11%	0.72	28.83	6%	0.48	7.23	4%	1.36	20.42	28%	1.32	39.58	96 Average
9510.01		12%	0.73	29.34	14%	1.22	18.27	7%	2.40	35.97	21%	0.98	29.54	113 High
9510.02		14%	0.91	36.48	15%	1.30	19.54	1%	0.45	6.81	24%	1.12	33.70	97 Average
Mean		16%		40.00	12%		15.00	3%		15.00	21%		30.00	100



Exhibit G.14 Wood 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%	0.83	33.11	10%	0.80	11.97	0%	0.00	0.00	19%	0.66	19.86	65	Low
9502	13%	0.61	24.32	14%	1.05	15.80	9%	1.52	22.87	17%	0.61	18.25	81	Low
9503.01	21%	0.98	39.28	20%	1.56	23.47	1%	0.16	2.39	30%	1.07	32.20	97	Average
9503.03	37%	1.72	68.65	19%	1.50	22.54	14%	2.45	36.69	28%	1.00	30.05	158	Very high
9503.04	24%	1.10	43.96	8%	0.59	8.83	0%	0.04	0.53	45%	1.60	47.87	101	Average
9504.01	13%	0.63	25.07	15%	1.19	17.90	6%	1.03	15.42	20%	0.73	21.90	80	Low
9504.02	28%	1.32	52.75	7%	0.50	7.55	2%	0.35	5.32	37%	1.31	39.18	105	Average
9505	19%	0.90	36.10	14%	1.11	16.62	13%	2.34	35.10	26%	0.91	27.37	115	High
9506.01	23%	1.09	43.59	17%	1.28	19.17	4%	0.64	9.57	24%	0.85	25.44	98	Average
9506.02	23%	1.07	42.65	11%	0.86	12.90	2%	0.37	5.58	46%	1.65	49.59	111	Average
9507	16%	0.74	29.74	7%	0.51	7.67	2%	0.41	6.12	20%	0.73	21.90	65	Low
9508	22%	1.02	40.78	13%	1.04	15.57	15%	2.69	40.41	25%	0.88	26.40	123	High
Mean	21%		40.00	13%		15.00	6%		15.00	28%		30.00	100	



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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: Improve coordination between transportation providers in the region.	Strategy 1.1: Continue to encourage coordination between transportation providers, including both public and private operators.	Regional	Reliable transit service. (High priority)	Medium	\$	Ongoing	ETCOG, GoBus, transit providers private transportation providers	Potential funding for coordinated programs; potential cooperative agreements		Documentation of coordination activities
	Strategy 1.2: Continue to coordinate with human/social service providers, veterans organizations, employers, educational institutions, and other stakeholders with respect to the mobility needs of the populations and clientele they represent.	Regional	Increased funding for stakeholder transportation programs. (Medium priority) Increased awareness of available services. (High priority)	High	\$	Ongoing	ETCOG, transit providers, EasTexConnects committee	Potential funding for new or expanded programs to meet community needs		EasTexConnects member organizations; member participation in meetings
Regional Goal 2.0: Implement strategies to meet needs, improve service, and expand awareness of services in the region.	Strategy 2.1: Raise awareness of the needs and scheduling constraints of patients who travel using public transportation among medical appointment schedulers, patient advocates, and other intermediaries.	Regional	Improved access to healthcare within the ETCOG region. (High priority)	High	\$	1-2 years	Transit providers	Targeted marketing tools and/or other materials	Section 5310 (mobility management)	Number of outreach sessions undertaken; customer satisfaction
	Strategy 2.2: Continue to assess mobility needs within the rural communities and explore opportunities to serve existing riders as well as address unmet needs.	Regional	Reliable transit service. (High priority) Improved access to healthcare within the ETCOG region. (High priority)	Medium	\$	Ongoing	GoBus	Regular data collection and collaboration with stakeholders and local jurisdictions	Federal or state planning funds	Surveys, stakeholder input, customer feedback, customer satisfaction, trip denials
	Strategy 2.3: Expand regional mobility management efforts so as to enhance access to transportation.	Regional	Increased awareness of available services. (High priority) Increased knowledge of how to use available services. (High priority)	High	\$ - \$\$	2-3 years	ETCOG	Funding for new programs or technologies	Section 5310 (mobility management)	Mobility management activities undertaken
	Strategy 2.4: Consider publicizing the potential for same-day service (on a space-available basis) on GoBus.	Regional	Same-day service. (Medium priority)	High	\$	6-12 months	GoBus	Updated website and service information		Number of requests for same-day service; number of same-day trips delivered
	Strategy 2.5: Continue to explore opportunities to expand transit service.	Regional and/or localized to a specific community or county	Reliable transit service. (High priority)	Medium	\$ - \$\$	Ongoing	Transit operators	Operational (and capital) funding for new programs	State funding (such as TTSP), local jurisdiction funding, grants	Ridership, customer satisfaction
	Strategy 2.6: Expand promotion of GoBus service expansion efforts, such as additional service days into urbanized areas, same-day/on-demand service, expansion of service hours, and Saturday service.	Regional and/or localized to a specific city or county	Increased awareness of available services. (High priority)	High	\$	As needed to support service expansion	GoBus	Service information and marketing tools highlighting service expansion efforts	Include enhanced promotion in service expansion funding	Ridership, cost per vehicle service hour, passengers per vehicle service hour
	Strategy 2.7: Explore opportunities for alternatives to public transportation when or where needs exist but demand does not warrant an expansion of transit service.	Regional and/or localized, depending on the need and solution	Access to healthcare outside of the ETCOG region. (Low priority) Evening service in the rural areas. (Medium priority) Saturday service in the rural areas. (Medium priority) Improved access to transit for regular work trips. (Medium priority)	Low	\$ - \$\$	3-5 years	ETCOG, transit operators, local jurisdictions, human service providers	Varies depending upon solution identified; any non-transit lead agency must have organizational capacity to administer the program	Section 5310, non-transportation funding sources, local jurisdiction funding, private grants or contributions	Depends on the solution identified, but typically measures cost and usage



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: Ensure sustainability and plan for future growth.	Strategy 3.1: Maintain funding levels for services that are meeting needs.	Regional and localized (individual city services)	Reliable transit service. (High priority)	High	\$	Ongoing	Transit operators, human service providers, private operators	Existing funding sources	Section 5307, Section 5310, Section 5311, state funding, other existing funding sources	Ridership, cost per vehicle service hour, and passengers per vehicle service hour trends
	Strategy 3.2: Identify potential new or increased funding sources to support sustainable service expansion, such as additional service days in rural counties, increased service capacity, additional service to urbanized areas, extended service hours, or same-day/on-demand service.	Regional and/or localized to a specific city or county	More frequent trips into urbanized areas. (Medium priority) Evening service in the rural areas. (Medium priority) Saturday service in the rural areas. (Medium priority)	Medium	\$ - \$\$\$	Ongoing	Transit operators, human service providers, private operators	New or increased program funding	Discretionary federal and state funding, other grant funding, local contributions	Ridership, cost per vehicle service hour, passengers per vehicle service hour, and other metrics (trends)
	Strategy 3.3: Monitor land-use planning and development within the region to anticipate new or increased mobility needs due to growth.	Regional and/or localized to a specific city or county	Reliable transit service. (High priority)	Medium	\$	Ongoing, every 1-2 years	ETCOG, transit operators	Funding and staff to conduct regular monitoring	May already be budgeted as part of existing staff positions	Significant changes in land use (such as new major employers) and residential developments
	Strategy 3.4: Continue efforts to improve efficiency and productivity for public transportation in the region.	Regional and localized (individual city services)	Reliable transit service. (High priority)	High	\$ - \$\$	Ongoing	Transit operators	Performance data	Likely already budgeted under operations	Ridership, cost per vehicle service hour, passengers per vehicle service hour, and other metrics (trends)
	Strategy 3.5: Implement local and regional service recommendations developed to enhance transit system performance as part of other planning efforts.	Regional and localized (individual city services)	Reliable transit service. (High priority)	Medium	\$ - \$\$\$	As developed	Transit operators	Implementation of recommendations arising from other planning efforts	Sources may be identified as part of other planning studies	Ridership, cost per vehicle service hour, passengers per vehicle service hour, and other metrics (trends)
Regional Goal 4.0: Improve connectivity with the larger regional transit network.	Strategy 4.1: Where quantifiable demand exists, explore sustainable opportunities to provide service into neighboring jurisdictions.	Localized to a specific county or community	Regional connectivity with neighboring jurisdictions. (Medium priority)	Low	\$\$	As applicable	GoBus	Agreements with transit providers in neighboring jurisdictions		Requests for service, ridership, cost per vehicle service hour, and passengers per vehicle service hour
	Strategy 4.2: Coordinate with neighboring jurisdictions for inter-regional travel, especially where a community is divided by or located adjacent to a regional boundary.	Localized to a specific county or community	Regional connectivity with neighboring jurisdictions. (Medium priority)	Low	\$	6-12 months or as needed	GoBus	Collaboration with transit providers in neighboring jurisdictions		Requests for service, trips provided



Appendix I | Summary of Public Review and Comments

[Pending]



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