



**GULF COAST REGIONALLY COORDINATED
TRANSPORTATION PLAN**

**2016 TRANSPORTATION
RESOURCE INVENTORY UPDATE**

Houston-Galveston Area Council

October 2016

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INTRODUCTION

The goal of the Gulf Coast Regionally Coordinated Transportation Plan (RCTP) is to provide more efficient and more effective public transportation services for priority populations that include: seniors (65 years and over), persons with disabilities, persons of low income, veterans and youth. An important component of the RCTP is a comprehensive list of the resources available for agencies and organizations that either provide or arrange for transportation services. This effort consisted of conducting a transportation provider inventory survey for agencies and organizations providing public fixed route and demand response services and those that offer transportation services through private, non-profit, community-based organizations, health and human services agencies, workforce, and other organizations.

The purpose of conducting the inventory survey is to better understand the challenges and opportunities associated with the delivery of regional public transportation services for these priority population groups. The inventory is intended to serve as a tool to support the coordination of transportation services by identifying the existing transportation resources in the Gulf Coast region, and documenting current service parameters and geographic coverage identified by respondents and revealing where gaps in service exist.

The Texas A&M Transportation Institute, under contract to the Texas Department of Transportation's (TxDOT) Public Transportation Division (PTN), updated the 2011 provider inventory to 2015 for the direct recipients of funding from the Federal Transit Administration (FTA) for the state of Texas region. Documentation is located in appendix D.

METHODOLOGY

The survey questionnaire was created in close consultation with H-GAC staff and management. Survey invitations were sent to 184 contacts: electronically (via email) to 108 contacts, and through U.S. Mail service to 76 contacts. Because of an initially low response rate from the transportation service providers, the closing date for the survey was extended (as explained below), and follow-up phone calls and emails were made to encourage better participation. An online survey was used to update the inventory. The link to the survey was available on www.surveymonkey.com to provide a convenient means of completion for participants.

Considerable effort was expended to construct a master database that would reflect the fullest possible breadth of human services, public and private transportation organizations in the region. This list of contacts was compiled from a variety of sources including contacts from the 2011 Coordinated Plan Inventory, contacts provided by United Way (UW) and Harris County RIDES program, and input from Regional Transit Coordination Subcommittee (RTCS) members. Additionally, research on the internet generated further listings and current address information for senior centers, adult day care centers, provider organizations, and other related contacts. There are numerous social agencies, both private and public, that provide some form of transportation in the Gulf Coast region; however, this study focused on agencies receiving funds from the federal, state or local government.

The survey tool, included as Appendix B, was designed with questions that were short and easy to understand, to make it as convenient as possible for stakeholders to respond. The survey included a number of check-box and closed-ended responses. In addition, the survey was intended to be applicable to agencies and organizations that do not operate transportation, as well as those who do operate transportation. The first nine questions of the survey were designed to be answered by all respondents and sought information about the responding agency/organizations. Stakeholder agencies and organizations operating transportation were asked to complete all survey questions, which included providing specific information on service-related issues and financial information. The survey was tested informally in-house and significant attention was paid to the language and sequencing of questions. The final version included 33 questions, as follows:

- 6 agency characteristic questions;

- 17 questions to obtain resource information about transportation services operated; and
- 10 questions on annual expenditures and revenues.

On April 14, 2016, the survey instrument was presented at the RTCS meeting and reviewed by members. Email and regular mail invitations were distributed on May 12, 2016. All responses were requested to be completed and returned by June 3, 2016. One of the challenges encountered in the administration of the survey was how to ensure the survey instrument is ultimately completed by the appropriate person within the agency/organization. In cases where the appropriate officials' name was unknown, the mailing label was addressed to Transportation Director or Director of Transportation. To improve the response rate, RTCS members and H-GAC staff were asked to assist by making phone calls to agencies or organizations that had not responded. Consequently, the survey was held open until August 11, 2016.

As a result, the response rate improved from 9% to 28%. Out of the 184 total organizations invited to participate, 60 organizations responded, although 9 were later removed because they were duplicates or otherwise disqualified for administrative reasons. Survey respondents whose information are included in the final inventory are as follows.

- 1) Acadian Ambulance Service of Texas, LLC
- 2) AFC Transportation
- 3) Agape Medical Transport, LLC
- 4) Alamo Bus Service, Inc.
- 5) Amera Solutions
- 6) American Medical Response of Texas
- 7) American Red Cross
- 8) Boys & Girls Club of Brazoria County
- 9) BrightStar Care N. Houston /The Woodlands
- 10) Bryant Transportation Services
- 11) Care Connection ADRC
- 12) City of Baytown
- 13) City of West University Place
- 14) Cleveland Senior Citizens Organization
- 15) Corporate Services International
- 16) D'Oliver Transportation
- 17) Evelyn Rubenstein Jewish Community Center of Houston
- 18) Family First Transportation
- 19) Family Services of Greater Houston
- 20) Fort Bend Seniors
- 21) Friends of Elder Citizens, Inc.
- 22) Galveston County Parks and Cultural Services
- 23) Greater Houston Transportation Company
- 24) Harris County Area Agency on Aging
- 25) Heritage Hall Senior Center
- 26) HK Express Transit Service
- 27) Houston Area Women Center
- 28) Houston Transportation Services, dba Lone Star Cab Company
- 29) H-GAC Area Agency on Aging
- 30) Integrity Transportation Services
- 31) Interfaith of the Woodlands
- 32) Jacinto City/Heritage Hall Senior Center

- 33) Katy Area Ride Service
- 34) Lone Silver Transportation
- 35) Meals on Wheels Montgomery County – Senior Rides
- 36) Medical Transportation
- 37) Mounting Horizons Inc.
- 38) MyMediTransit.com
- 39) Neighborhood Centers
- 40) Neighborhood Centers Inc. Adult Day Center
- 41) Northwest Assistance Ministries
- 42) Palar Transportation LLC
- 43) Precinct2gether Voucher Program
- 44) Salvation Army Boys & Girls Club
- 45) Sam's Limousine & Transportation, Inc.
- 46) Texas Department of Assistive & Rehabilitative Services
- 47) The City of Conroe
- 48) Tri-County Behavioral Healthcare
- 49) Waller ISD
- 50) Wharton County Junior College Senior Program
- 51) YWCA of Houston

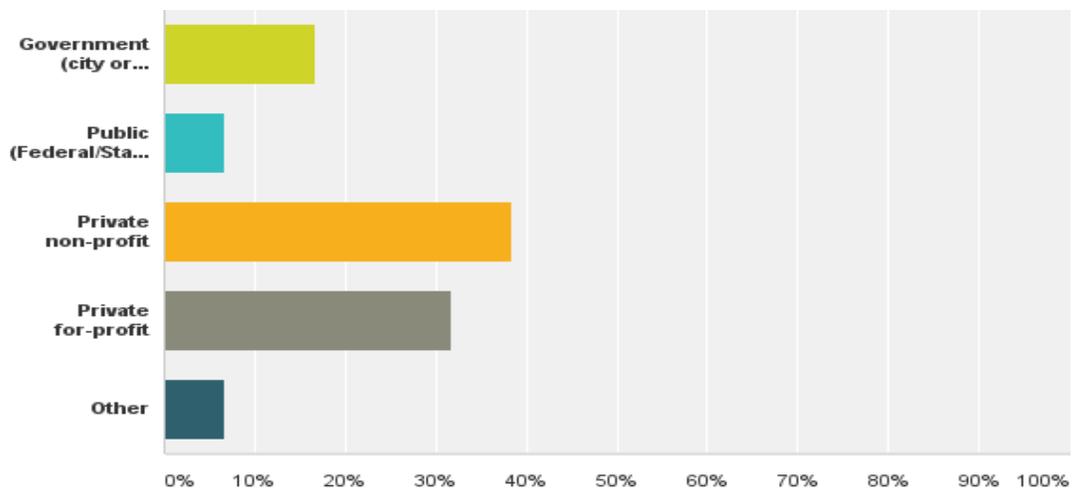
SURVEY RESPONSES

This section of the report summarizes the general findings and covers the major topics covered in the survey. The summary discusses each of these topics separately, highlighting major trends in the responses and a few outlying answers.

Characteristics of Responding Agencies

The introductory part of the survey collected contact data in addition to basic descriptive information about the organization (such as whether they are a city or county government organization; a private non-profit or private for-profit organization; and what type of agency, if public). Figure 1 shows that the largest group of responding agencies were private, non-profit organizations (19 entities - 38%), followed by private for-profit organizations (at 32%), followed by Government entities (city or county at 17%).

Figure 1: Type of Organization



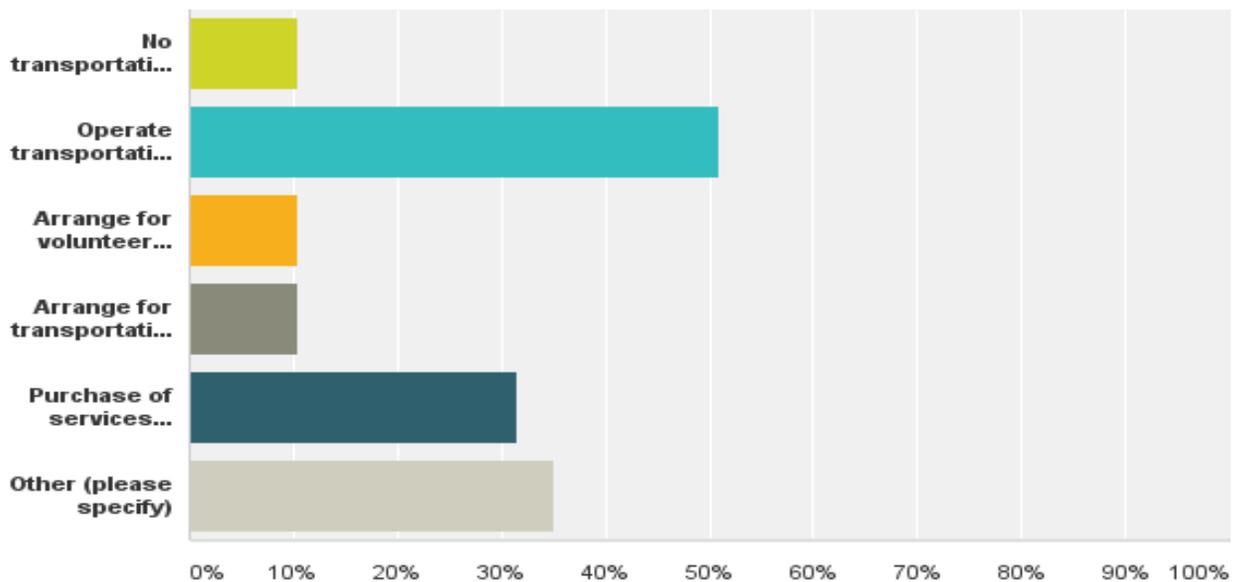
Transportation Services Provided

Organizations were asked to describe the type of transportation service they provided and prompted to make a choice from a list that included:

- No transportation operated, contracted or arranged;
- Operating transportation with full responsibility by this agency;
- Arranging for volunteer drivers;
- Arrange for transportation with information assistance;
- Purchasing transportation.

Figure 2 presents the responses to this question given by the stakeholder agencies and organizations.

Figure 2: Transportation Services

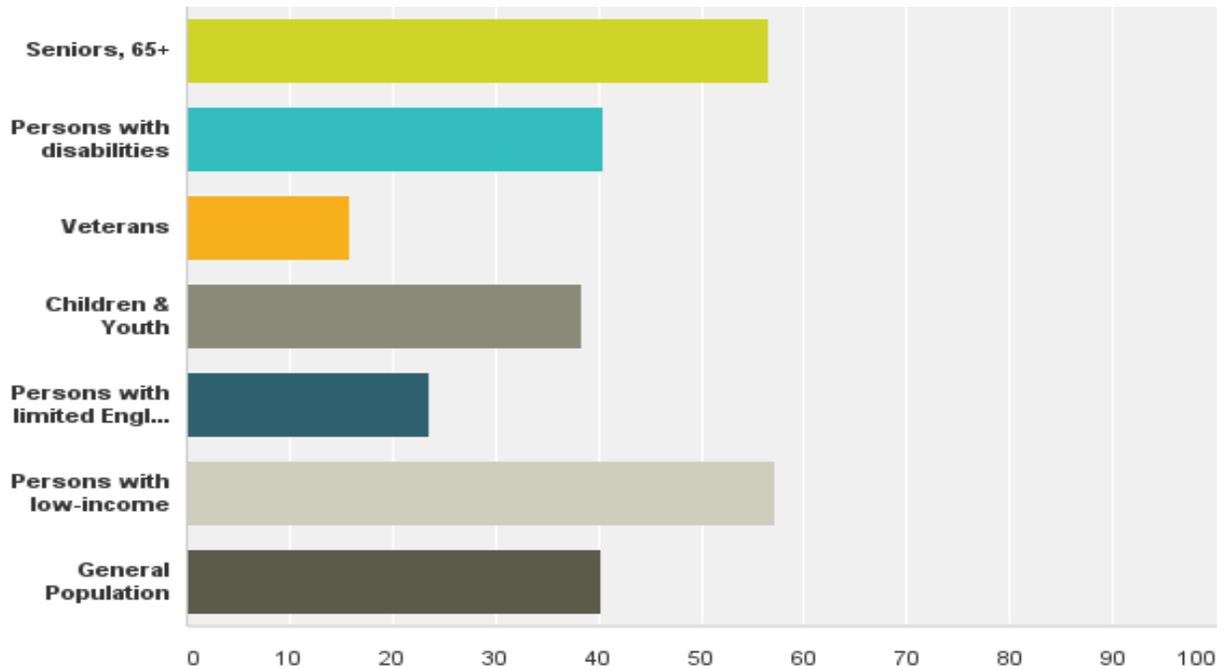


Over 51% of the respondents indicated that operating a transportation service was their full time responsibility, while only 11% of the respondents indicated that they did not operate a transportation service. The majority of the agencies indicated that they purchased transportation services from other providers or arranged for volunteer drivers for their clients. Slightly more than 35% selected the “other” category when describing their transportation services, specifying that they contract with Yellow Cab, charter buses and other similar providers for small group outings, emergency medical transportation services, and essential shopping trips.

Primary Clients Served

Respondents were asked to identify the characteristics of the client population whose transportation needs were met by their agency. It is important to note that there is some overlap in the categorization of clients served. For example, where applicable, seniors (persons 65 years and over) and persons with Limited English Proficiency (LEP) may also be counted as clients with low-income. Figure 3 shows that overall, seniors and low-income individuals were the largest group of clients served by the responding agencies, both at 57%. Next are persons with disabilities and the general population, both accounting for 40% of the rides. This is followed by children and youth at 38% and persons with LEP came up to 24%. Few of the agencies and organizations reported that they served veterans.

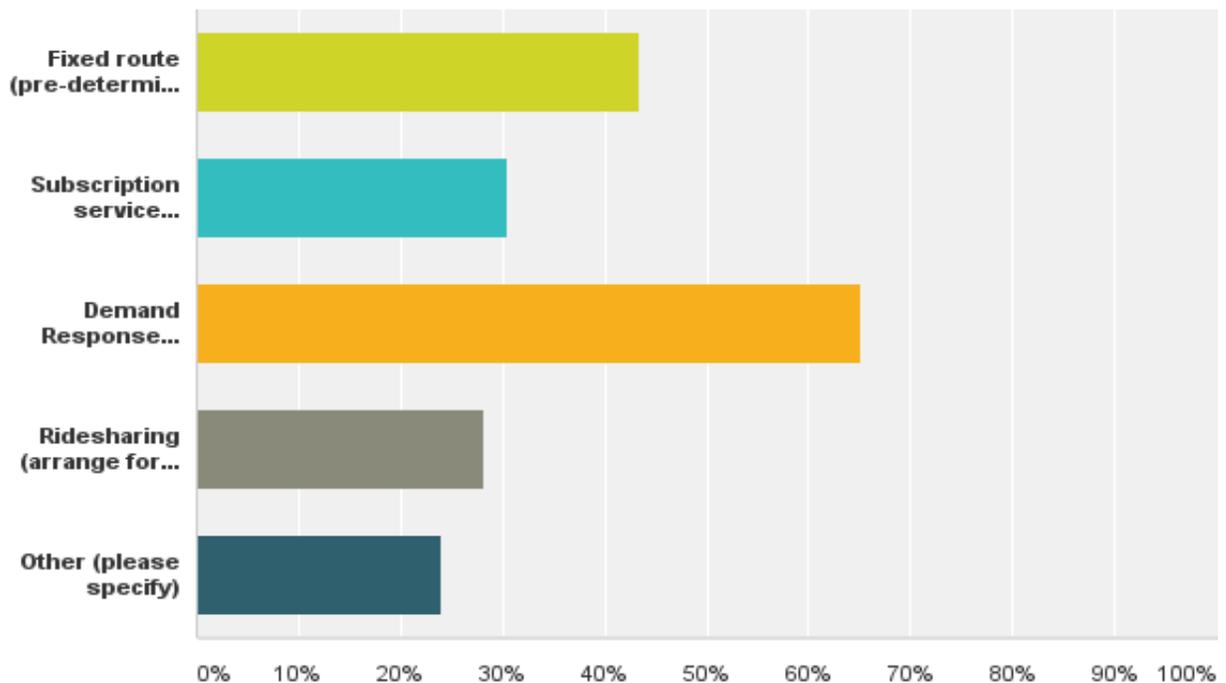
Figure 3: Percentage of Clients Population Served



Transportation Service Modes

When asked to describe the nature of the transportation services their organizations offered, most organizations (65%) indicated that they provide demand response services, 43% indicated that they provide fixed route service, 31% indicated that they provided subscription services, while 28% indicated they provided ridesharing services and also occasionally dropped off clients in the general area. Some respondents noted that they arrange for their clients to travel together in a car pooling or vanpooling arrangement. The City of Conroe provides ADA paratransit service for individuals with disabilities who are unable to use the fixed route transportation system. The “Ways to Work” program of Family Services of Greater Houston offers low-interest loans for individuals to purchase used vehicles. These loan recipients are enrolled in the NuRide program where they are encouraged to carpool with friends and family.

Figure 4: Service Modes



Eligibility Requirments

Twenty-nine out of the fifty-six organizations who responded to the question about what eligibility requirements were asked of potential clients noted that they offered services to specific populations only. Table 1 summarizes the eligibility requirements reported by the different organizations. The most common requirement was proof of age and/or disability status. Some organizations/agencies referenced the ADA paratransit eligibility criteria (49 CFR 37.123), for their requirement, which is as follows:

The regulation includes, but are not limited to the following categories for individuals with a disability: Who is unable to board, ride, or deboard any vehicle independently on the fixed-route system that is readily accessible to and usable by persons with disabilities; Who is unable to navigate the fixed route system, including transfers, due to a physical or cognaitive disability; Who requires the assistance of a wheelchair lift and one is not available on the fixed-route bus servide during the time the individual wishes to travel; and Who has an impairment-related condition that prevents getting to or leaving a bus stop. This correlates with the fact that the most common class of clients served are the senior and disbled citizens. Other eligibility requirements include proof of residency in a community, physician's notes or social security awards documenting age and/or disability.

Table 1 - Eligibility Requirements

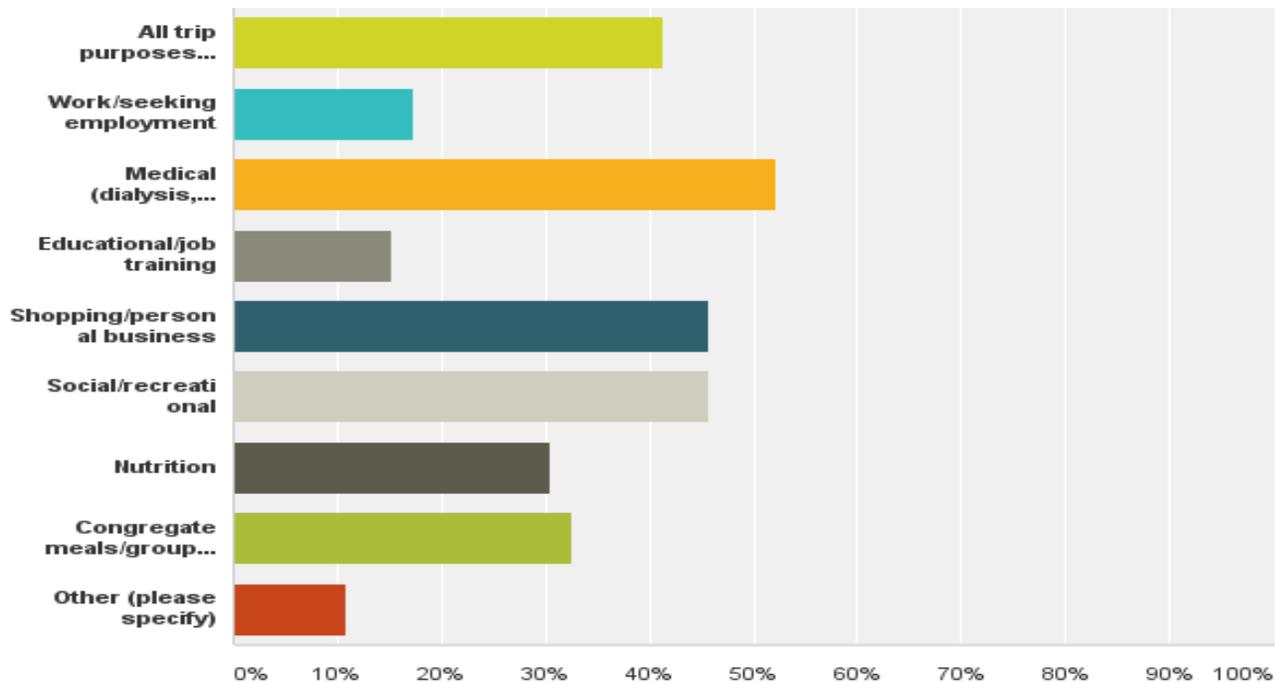
Requirement	Count	%
Age (60+) and/or Disability	18	62%
Residency	6	21%
Membership (client based)	4	14%
Income	1	3%

Trip Purposes

Respondents were also asked to report on the trip purposes of their transportation services. 52% of those responding reported medical purposes (dialysis, chemotherapy, physical rehabilitation, etc.), while 46% of the organizations also reported shopping/personal business as well as social/recreational purposes as common trip purposes. The least-common trip purpose reported was for educational/job training.

Respondents were also asked if they required any advance reservations for these trip purposes. 54% required reservations a day in advance of the trip while some others indicated 2-3 days advance notice.

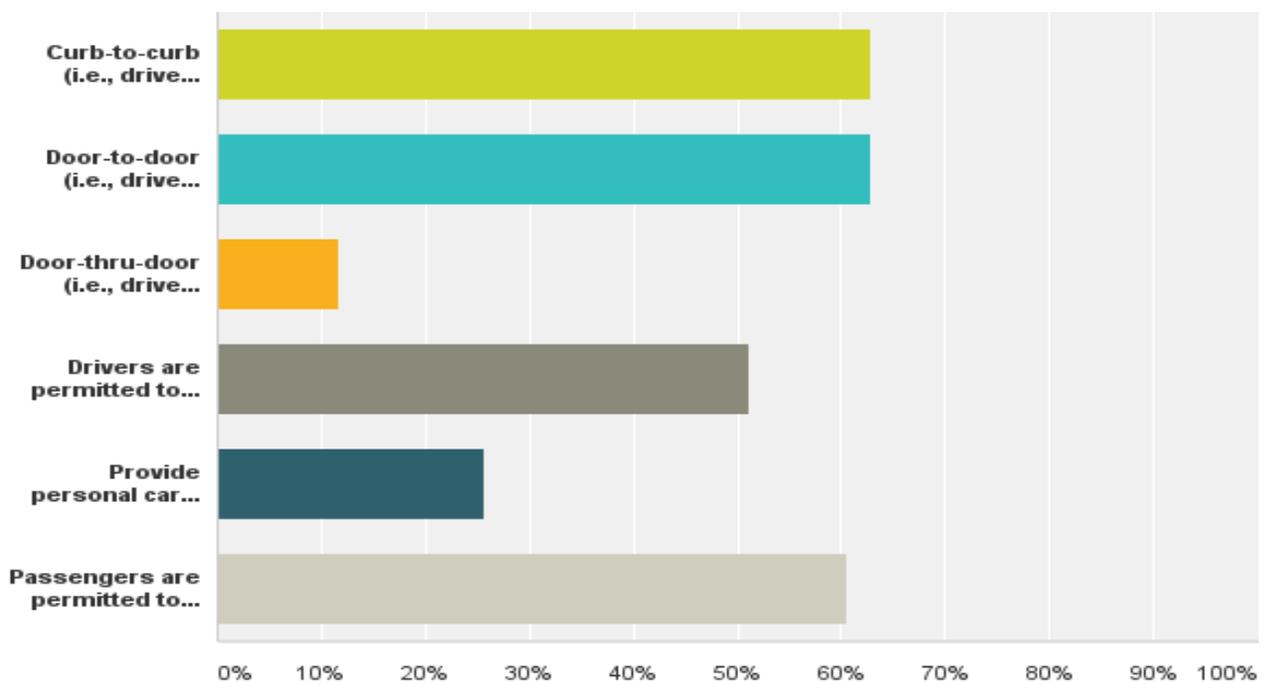
Figure 5: Trip Purposes



Level of Passenger Assistance

Respondents were asked what level of passenger assistance they provided to their clients. Figure 6 shows that the transportation organizations worked daily with their clients/consumers to provide all level of passenger assistance, not just transportation service. As many as 63% of the respondents indicated that their clients required a high level of assistance from the operators on most of the trips. This assistance included curb-to-curb service (assistance in and out of vehicle only), and door-to-door service (assistance to and from the entrance of their origin or destination). However, only 12% reported that they provided door-thru-door assistance (assistance beyond the entrance of their origin or destination).

Figure 6: Level of Passenger Assistance



Trips Provided

The respondents were asked to describe their current service area and to list the counties (or parts of counties) they serve. Half of the survey respondents serve county-wide. Among the other half, most serve two or more cities, and/or two or more counties. These service areas include: the Mainland of Galveston County; Harris County and adjacent towns/cities in the greater Houston Metropolitan area; Wharton County (primarily in El Campo and Wharton); Colorado County (primarily Columbus, Eagle Lake and Weimar); Montgomery County (mainly the City of Conroe); Fort Bend County; and Katy. For questions regarding requests from their clients to be transported outside their service areas, more than half identified long trips beyond their service area. It should be noted that the need for medical trips and long distance trips (beyond the local community) showed as the number one trip needs by agencies. Medical trip destinations to Harris County and the City of Houston are frequently outside jurisdictional boundaries.

The total annual passenger trips reported by the respondents amounted to over 2.7 million trips. These passenger trips varied by the organization reporting: from a high of 1.5 million annual trips for the Greater Houston Transportation Company, to a low of 100 trips for Interfaith located in The Woodlands. Most organizations either do not track or do not provide trips by wheelchair users. (See Table 3-3.)

The following Tables 2-1 and 2-2, provide a list of transportation agencies providing the highest number of passenger trips reported on the inventory survey.

Table 2–1. Annual Passenger Trips Reported by Private Agencies

Agency	Service Area	Annual Trips
Greater Houston Transportation Company	Greater Houston area	1.5 million
Acadian Ambulance Service of Texas, LLC	Greater Houston Galveston area City of Pasadena Webster Huffman, San Antonio, Dallas Austin	600,000 ambulance transport
Houston Transportation Services, dba Lone Star Cab Company	The Greater Houston region	300,000
MyMedi Transit.com	Serves 33 counties	60,000
Lone Silver Transportation	Harris, Galveston Fort Bend Brazoria counties	25,000
Integrity Transportation Services	Harris, Brazoria and Galveston	13,000
Paler Transportation LLC	Not reported	12,000
Family First Transportation	Harris, Fort Bend, Brazoria Montgomery	12,000

Table 2–2. Annual Passenger Trips Reported by Social Service Agencies

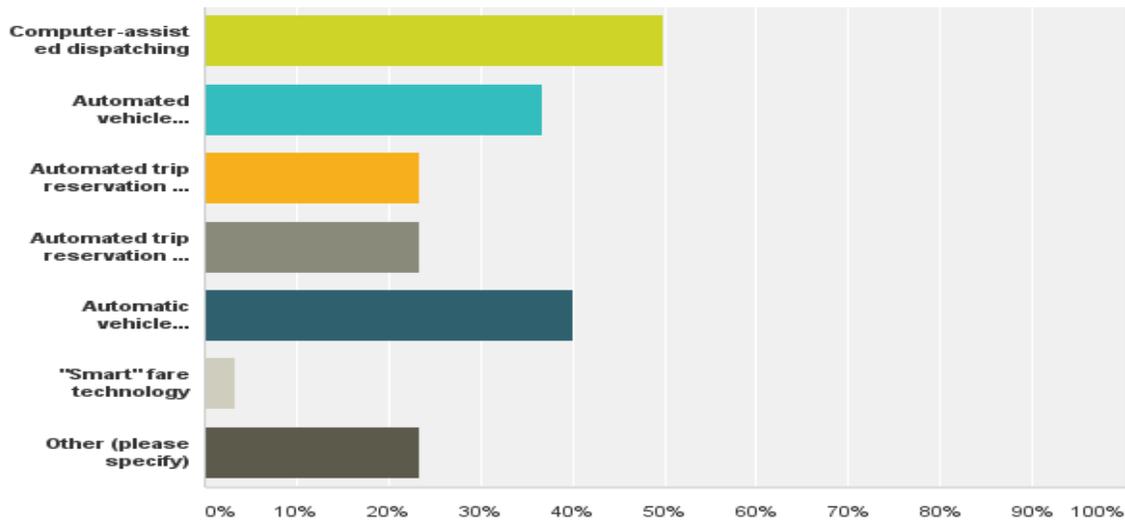
Agency	Service Area	Total Annual Trips
Harris County Area Agency on Aging	Within Harris County	70,000
Jewish Community Center	SW-Houston Meyerland, Sharpstown, Bellaire, and W. University Place areas, TMC	46,347
Neighborhood Centers	Harris county to/from day center and senior centers	44,079
Galveston County Parks and Cultural Service Department	Mainland – Galveston County	23, 816
American Red Cross	Harris & Fort Bend Counties Outside Highway 6/1960	26,436
Salvation Army Boys & Girls Club Aldine Westfield	Greater Houston Metropolitan Area	18,000
Friends of Elder	Matagorda & Jackson counties Houston, Corpus Christi & San Antonio, Victoria & Galveston	15,236
Wharton County Junior College Senior Citizen Program	Wharton County – (El Campo & Wharton) Colorado County – (Columbus, Eagle Lake and Weimar)	12,146
Katy Area Ride Service (KARS)	Katy	3,000
Northwest Assistance Ministries	Northwest Harris County within 6 miles of zip code 77090 of congregate of senior center	2,000
Cleveland Senior Citizens Organization	North Liberty County	1,900

Vehicles & Technologies Reported

The total vehicle fleet available to transport the priority populations as noted by the responding organizations is 1,763 vehicles. Fleet size per organization ranges from 1 van to up to 1,000 wheelchair accessible minivans operated by the Greater Houston Transportation Company. Most of the health and human service organizations reported to have less than 10 vehicles (see Table 2-3). This suggests that the vehicle resources of these organizations are limited and vehicle reliability is likely to be an issue that may impact their ability to operate efficiently in their day to day environment. Most (64%) of the organizations are not planning to retire any vehicles within the next two years; however, almost 50% are planning to buy or lease more vehicles in the next two years.

When asked to describe the type of technologies used to assist them in planning and delivering their transportation services, 50% of the respondents reported that they used computer-assisted dispatching and 40% of the organizations indicated that they used automatic vehicle location/GPS to assist them in planning or delivering their transportation services. In terms of the type of communications device/system used, over 80% of the respondents indicated that their drivers used cellular phones.

Figure 7: Technology Assistance



Annual Expenditures and Revenues Reported

Gathering information regarding financial matters was challenging, presumably because of privacy concerns. Furthermore, information on expenditures and revenue sources was varied widely between the social service agencies and private agencies. The most common funding sources noted by private agencies were fares, while the social service agencies reported private donations, and federal, state and local funds for their revenue sources. In general, over half (55%) of responding agencies charge a fare for their services. The range of fares varied by type of organization and the mileage of services. 60% of agencies who responded on their funding sources indicated that they accepted donations to offset the cost of providing transportation services. Many agencies did not report their budget details, but rather gave the percentage of their budget that came from each funding source. For those who reported actual sums, total revenues were over 3.2 million dollars while expenditures for maintenance, operations, purchased transportation services and management fees exceeded 6 million dollars. Table 3-1 and Table 3-2 summarize revenues and transportation expenditures for both social service agencies and private agencies providing transportation services, while Table 3-3 summarizes transportation service characters.

Table 3-1. Revenues & Expenditures Reported for Social Service Agencies

Agency	Revenues	Expenditures
H-GAC Area Area Agency on Aging	Federal - \$844, 193 Local - \$210,480 Donations - \$13,270 Annual funding - \$1 million	\$1 million
Harris County Area Agency on Aging	90% Federal 10% local	\$375,000
Jewish Community Center	Federal – 23% State – 32% Local – 8% Donations- 37%	\$ 299,925
Galveston County Parks & Cultural Services	Federal – \$122,967 Local - \$12,967 Donations _ \$500	\$127,779
Wharton Junior College	Federal – 50% Local – 50%	\$89,185
Friends of Elders	\$550,000 Federal – 50% Local – 50%	--
City of West U Place	100% local funding	\$30,000
Texas Department of Assistive & Rehabilitative (DARS)	80% Federal 20% Local	--
Jacinto City/Heritage Hall Senior Center	100% local funds	\$2,950

Table 3-2. Revenues & Expenditures Reported for Private Agencies

MyMedi Transit.com	88,000	\$780,000
Medical Transportation	Federal - 50% Fares – 50%	\$45,100
Integrity Transportation Services	\$532,424	\$325,235
Corporate Service International (CSI)	100% Fares	\$3,400,000
Care Connection	\$9,000	\$9,000
Bryant Transportation	\$145,000	\$115,000
Agape Medical Transport LLC	100% State	\$1,200

CONCLUSION

The purpose of the Gulf Coast Transportation Inventory survey was to better understand the challenges and opportunities associated with the delivery of regional public transportation services for older adults, persons with disabilities, persons of low income, veterans and youth. The survey was designed to compile a comprehensive inventory of the services provided and to identify potential service gaps and overlaps.

Out of 184 total organizations invited to participate in this survey, 28% of the organizations responded. The individual agencies and organizations responded to the survey fall into one of the following categories: city or county government organization, private non-profit, or private for-profit organization. A detailed inventory of individual providers in the Gulf Coast Region is available in Appendix A and Appendix D.

Transportation programs and services reported by these agencies are very different in policy and in delivery of their services. Private non-profit organizations were the largest organizations (fleet size/ridership/budget) that responded to the survey. 51% of the respondents indicated that operating a transportation service was their full time responsibility. The largest groups served by the responding agencies were seniors and low-income individuals, both at 57%. Most organizations (65%) indicated that they provide demand response services and that most (52%), of these trips are for medical purposes. As many as 63% respondents indicated that their clients required a high level of assistance from the operators on most of their trips.

Half of these organizations provide county-wide transportation services. Among the other half, most serve two or more cities, and/or two or more adjacent towns/cities in the greater Houston Metropolitan area. The total annual passenger trips reported by respondents amounted to over 2.7 million trips. These passenger trips varied widely by the organizations reporting: for example, 1.5 million annual trips for Greater Houston Transportation Company, down to 100 trips for Interfaith located in the Woodlands. Gathering information regarding financial matters was challenging; however, for those who reported, total revenues were over \$3.2 million while expenditures exceeded \$6 million.

A total of 1,763 vehicles are available to responding agencies for transporting priority populations. Fleet size per organization ranges from 1 van to up to 1,000 wheelchair accessible minivans operated by the Greater Houston Transportation Company. Most of the health and human service organizations reported to have less than 10 vehicles. Most (64%) of the organizations are not planning to retire any vehicles within the next two years; however, almost 50% are planning to buy or lease more vehicles in the next two years.

As indicated above, the Gulf Coast Region has many transportation providers and programs in place, offering a range of transportation services. However, the survey showed that the needs of the target population are not being met. The following are some of the gaps identified:

- Service outside the METRO service area is inadequate to meet the needs of the special needs populations;
- Direct service to medical facilities in the region is lacking;
- Riders must always plan trips in advance and cannot be spontaneous about their travel;
- There are no common standards among providers in terms of vehicle safety, driver training and driver licensing;
- Different scheduling, dispatching, and reporting software is used making information sharing difficult;
- Transfer between different special needs transportation services is non-existent.

To address these gaps of services and meet the needs of these growing populations, there may be a need to explore coordination opportunities between several types of agencies/organizations through direct face-to-face consultations. This may involve a collaborative planning process engaging non-profit and private for-profit organizations in addition to transit and human service agencies that provide or arrange transportation services, for seniors 65+, persons with disabilities, persons with low-income, veterans, youth and others. Meeting the specialized transportation needs of these diverse and often overlapping segments of population will continue to be challenging into the future.

Table 4-0 Transportation Service Characteristics

Agency Name & Type	Type of service Provided	Population Served	Service Area	Service Times	Fare	Vehicle Types
Bryant Transportation Private non-profit	Subscription Demand Response Ridesharing	Seniors, 65+ Persons w/disabilities Children & Youth- Low-income General Public	Harris, Ft. Bend, Galveston, Montgomery and Waller Counties	Mon. – Sun. 5 a.m.- 10 p.m. Holidays 5 a.m.- 10 p.m.	\$40/trip	6- Sedans 1- Minivan 1- 15 Passenger Van
Katy Area Ride Service (KARS) Private non-profit	Demand Response	Senior, 65+ Persons w/disabilities	Katy	Mon. – Fri. 8 a.m.- 6 p.m.	\$1/per mile	Volunteers own the vehicles
Houston Transportation Services, dba Lone Star Cab Company Private for- profit	Demand Response Ridesharing (arrange for people to travel together like carpool)	General Public	The Greater Houston Region	24 hours a day, 7 days a week, 365 days a year	--	150- Sedans 250- Minivans 1 – Minivan (w/c accessible)
City of Baytown Government (city or county)	Community Development Non-emergency transportation service	Low-income Persons w/disabilities Victims of domestic violence	Partnered with Harris County RIDES	--	--	Purchase service
Lone Silver Transportation Non-emergency medical transportation Private for-profit	Fixed route Demand Response	General public	Harris, Galveston Fort Bend Brazoria counties	Mon. – Fri. 8 a.m. - 6 p.m.	\$35/per trip	6- Minivans
Salvation Army Boys & Girls Club Aldine Westfield Public (Federal/State/HHS)	Fixed route After school program Contract transportation for field trips Purchase of service for seniors and low-income clients	Seniors, 65+ Children & Youth Low-income General Public	Greater Metropolitan Area	Mon. – Fri. 8 a.m.- 6 p.m.	\$30/ month for student & youth	--
Interfaith of The Woodlands Private non-profit	Supplemental Transportation (STP) Demand Response for Senior adults 62 & older	Seniors 62+ must be able to go in/out of the car independently	South Montgomery County, 77380-77386,77389, 77375 and 77354	Mon. – Fri. 8 a.m. - 6 p.m.	\$10.00/trip for Demand Response	Purchase of service and arrange for volunteer drivers

Family Services of Greater Houston Private non-profit	Low interest car loans program	Seniors, 65+ Person w/disabilities Veterans LEP Children & Youth- Low-income General Public	Family Services of Greater Houston	--	--	Low interest car loans program
Fort Bend Seniors Private non-profit	Meals on Wheels	Seniors, 65+ Person w/disabilities Veterans LEP Children & Youth- Low-income	Fort Bend area	Mon. – Fri. 8 a.m.- 6 p.m.	--	--
Jewish Community Center Private non-profit	Fixed route Demand Response Shopping/ Personal social/ recreational Community Meals After school trips	Seniors, 65+ Person w/disabilities Veterans LEP Children & Youth- Low-income	SW-Houston Meyerland, Sharpstown, Bellaire, and W. University Place areas, TMC	Mon. – Fri. 5 a.m.- 6 p.m. Sat. – Sun. 8 a.m.- 6 p.m.	Membership fee	2- Sedans 3- Medium duty bus (22 passengers' seat)
City of Conroe Conroe- Connection Government	Local fixed route service ADA Paratransit	Seniors, 65+ Person w/disabilities Veterans LEP General public	Fixed routes along SH 75 Frazier Street and North and South Loop 336	Mon. – Fri. 7 a.m.- 7 p.m.	Adult - \$1.00 Student- \$0.50 Child - Free Senior - \$0.50 Disabled - \$0.05 ADA - \$2.00	2- Minivans 4- Light duty bus
MyMedi Transit.com Private non-profit Non-emergency medical transportation	Demand Response Ridesharing (carpooling) Shared rides	Seniors, 65+ Persons w/disabilities Veterans LEP General public	Serves 33 counties	Mon. – Sat. 6 a.m.- 6 p.m.	Based on mileage	50 – Minivans
Wharton County Junior College Senior Citizen Program Title III programs (Medical, congregate meals/group meal sites, recreation, shopping and social)	Fixed Route Demand Response	Seniors, 65+	Wharton County – (El Campo & Wharton) Colorado County – (Columbus, Eagle Lake and Weimar)	Mon. – Fri. 8 a.m.- 6 p.m.	Donations only	6-Minivans

Medical Transportation Ambulatory non-emergency medical transportation Private non-profit	Fixed Route Subscription Demand Response Occasionally ridesharing	Seniors,65+ Persons w/disabilities Person using mobility device Low income	Greater metropolitan area including the surrounding cities	Mon. – Fri. 5 a.m.- 6 p.m.	Depends on the mileage	2-Minivans
Mounting Horizons Inc. Private non-profit	Demand Response Subscription Service	Seniors,65+ Persons w/disabilities Veterans Children & youth- LEP Low-income	Harris, Galveston and the surrounding counties	Mon. – Fri. 7 a.m.- 6 p.m.	--	2- Converted (15- passenger vans) 1-Light-duty bus
Galveston County Parks and Cultural Service Government	Transportation service to/from community centers, day trips and essential shopping, programming trips	Seniors, 65+	Mainland – Galveston County	Mon. – Fri. 8 a.m.- 6 p.m.	--	2 – Sedans 1 – Van (15 passenger) 4 – Light-duty accessible 1 – Medium duty (w/ c accessible)
Houston-Galveston Area Council Contract service through Area Agency Aging (AAA)	Demand Response through 13 transportation contractors	Seniors, 65+ Persons w/disabilities Veterans LEP Low-income General Population	AAA provides transportation services in the 13- Gulf Coast region Except Harris County	Mon. – Fri. 8 a.m.- 6 p.m.	Donation	--

<p>Friends of Elder</p> <p>Private non-profit</p> <p>Provide nutritional, social and transportation services</p> <p>Private non-profit</p>	Demand Response	Seniors, 65+ Persons w/disabilities Veterans LEP Low-income General Population	Matagorda & Jackson counties Transport riders as far away as Houston, Corpus Christi & San Antonio, Victoria & Galveston.	Mon. – Fri. 6 a.m.- 6 p.m.	Adult - \$3.00 Student- \$1.50 Child - Free Senior - \$1.50 Disabled - \$1.50	1 – Sedans 1 – Minivan 3- Standard 15-passenger vans (w/c accessible) 1-Converted 15 passenger vans (w/c accessible)
<p>AFC Transportation</p> <p>Private for-profit</p>	For hire transportation (public, corporate and government groups)	All groups	Greater Houston and the surrounding counties	Mon. – Sun. & Holidays 5 a.m.- 10p.m.	--	12 – Sedans 1 – Minivan 1- Standard 15-passenger vans (w/c accessible) 5-Converted 12 passenger vans (w/c accessible) 10-Light Duty (8 ADA) 5-Medium duty bus (3ADA) 22-Large school bus 16- Motor coach (1ADA) 34 & 40 Passenger mini coach
<p>Integrity Transportation Services</p> <p>Private for-profit</p>	Fixed Route Subscription service Demand Response	Seniors, 65+ Persons w/disabilities Low-income	Harris, Brazoria and Galveston	Mon. – Sat. Mon. – Fri. 6 a.m. -6 p.m. Holidays 5 a.m.- 6 p.m.	Based on mileage 0-10 miles \$18.50 Ambulatory 0-10 miles \$35 \$25 no show	2 – Sedans 2 – Minivans 1-Converted 15 passenger vans (w/c accessible) 3-Ford Transit (w/c accessible vans)
<p>Alamo Bus Service, Inc.</p> <p>Private for-profit</p>	Fixed route Demand Response Providing transportation via school bus	Children & Youth General public	Houston & Harris County	Open	---	9 -Large School bus seating between 25 and 60 students
<p>BrightStar Care N. Houston/The Woodlands</p> <p>Public (Federal/State/HHS)</p>	Demand Response	Seniors, 65+ Persons w/disabilities Veterans LEP	Houston TMC Conroe Woodlands North Harris and Montgomery Counties Agency get request from Coldspring,	Mon. – Sun. 6 a.m.- 8 p.m.	Private pay	100- Sedans

			Lufkin, Huntsville, Bryan/College Station			
Corporate Service International (CSI) Private for-profit	Private Charter	Seniors, 65+ Persons w/disabilities Veterans LEP Low-income General Population	Houston/ Galveston	Mon. – Holidays 7 a.m.-10 p.m.	--	7- Light duty bus 3 – Motor coach
City of West University Place Government	Client based Demand Response	Seniors, 65+ Persons w/disabilities Veterans	Within 7 miles from zip code of 77005	Mon. – Fri. 8 a.m.- 6 p.m.	Private pay	1-Sedan 14-Passenger vans
Care Connection Aging Disability Resource Center (ADRC) Government Contract with Harris County RIDES	Demand Response	Seniors, 65+ Persons w/disabilities Veterans Children & Youth LEP Low-income General Population	Harris County	Mon. – Holidays 5 a.m.-10 p.m.	--	--
Texas Department of Assistive & Rehabilitative Services (DARS) Public (Federal/State/HHS)	Fixed route Demand Response Ridesharing Contract service	Seniors, 65+ Persons w/disabilities Veterans LEP Low-income General Population	13 Gulf Coast region	Mon. – Fri. 8 a.m.- 5 p.m.	METRO bus fare Preset contract amount	--
Paler Transportation LLC Non-Emergency Medical Transportation Private for-profit	Fixed route Ridesharing	Seniors, 65+ Persons w/disabilities Veterans Low-income	--	Mon. – Fri. 5 a.m.- 6 p.m.	Based on mileage \$13.75 for first 5 miles plus 1.75/mile thereafter Wheelchair bound \$25 loading fee plus \$2.50/mile	2- Sedans 4- Minivans 2- Converted 15-Passenger vans (w/c accessible)
YWCA Private non-profit Meals on Wheels	Fixed route Demand Response	Seniors, 65+ Persons w/disabilities Children & Youth w/disabilities Veterans LEP	Greater Houston region	Mon. – Fri. 8 a.m.- 6 p.m.	--	--

Family First Transportation Non-emergency medical Transportation	Fixed route Subscription service Ridesharing Contract service	Seniors, 65+ Persons w/disabilities	Harris Fort Bend Brazoria Montgomery Get request from Brazoria, Montgomery, Beaumont Dallas	Mon. – Sat. 5 a.m.- 9 p.m.	\$30 wheelchair accessible \$20 ambulatory	8- Minivans (w/c) 1- Van (w/c accessible) 1- Shuttle bus (w/c accessible)
American Red Cross Private non-profit	Demand Response	Seniors, 65+ Persons w/disabilities Veterans LEP Low-income	Harris Fort Bend Outside Highway 6/1960	Mon. – Fri. 8 a.m.-6 p.m.	\$2	9- Minivans (7 w/c & 2 not accessible) 3- Standard 15-passenger vans 9- (w/c accessible) vans
Sam’s Limousine & Transportation, Inc. Private for-profit	Charter buses for group trips	General Population	Harris County	24/7 365 days	--	15- Sedans 29- Minivans 15- Medium duty bus
Waller ISD	School trips	Students Occasional athletic/ curriculum trips	Waller County	Mon. – Fri. 8 a.m.-6 p.m.	--	1-Sedan 3- Station Wagons 92 Medium duty bus 15- school bus (seating 9-24 students)
D `Oliver Transportation Private for-profit Non-emergency rural area transportation	Subscription service Demand Response Ridesharing (arrange for people to travel together carpooling)	Seniors, 65+ Persons w/disabilities Veterans Children & Youth LEP Low-income General Population	Liberty, Chambers counties (most requested is Dayton) Service requested to go to Baytown, Pasadena, and Houston.	Mon. – Sat. 5 a.m.-7 p.m. Holidays 6 a.m.-6 p.m.	\$15/trip	2-Sedans 3- Minivans 92 Medium
Amera Solutions Private for-profit Medical Transportation Agency	Fixed route	General Public	Houston Dallas San Antonio & Austin Texas	Mon. – Fri. 6 a.m.-6 p.m.	\$15.00 first 5 miles and \$2.00 per mile after	--
Acadian Ambulance Service of Texas, LLC Private for-profit		Emergency Medical Service Non-emergency	Greater Houston Galveston area	--	--	--

EMS across 4 states			City of Pasadena Webster Huffman San Antonio Dallas Austin.			
Boy & Girls Clubs of Brazoria County Private non-profit	Contract out service for field trips and outings	Children & Youth	Brazoria County	--	--	--
Cleveland Senior Citizens Organization Private non-profit	Fixed route	Seniors, 65+ Persons w/disabilities	North Liberty County	Mon. – Fri. 8 a.m.-6 p.m.	--	1-Minivan
Tri-County Behavioral Healthcare Government	Demand Response	Seniors, 65+ Persons w/disabilities Veterans Children & Youth LEP Low-income	Liberty Montgomery Walker	Mon. – Fri. 7 :30 a.m.-6 p.m.	--	15-Sedans 3-Minivans 1-Light Duty bus (16-24 passengers)
HK Express Transit Service Private non-profit	Demand Response Ridesharing	Seniors, 65+ Persons w/disabilities Veterans Children & Youth LEP Low-income General Population	Galveston County Baytown Channel view La Porte Deer Park Webster Pasadena Gets request from Katy, Conroe, Tomball	Mon. – Sun. 7 a.m.-6 p.m. Holidays 6 a.m.-6 p.m.	\$1.75/mile	1-Chevy van (15 passenger) 4- (w/c accessible) E-series Ford (15 passenger vans) 2-2010 Mini bus/E-series Ford)
Neighborhood Centers Private non-profit	Purchase of service for social Recreational Nutrition Congregate meals/group meal sites	Seniors, 65+ Persons w/disabilities	Harris county to/from day center and senior centers	Mon. – Sun. 8 a.m.-6 p.m.	Contract with Yellow Cab & American Red Cross to transport seniors to Congregate meal sites; coordinate with Harris County RIDES & MetroLift to dementia day center; and provides basic service to home care	--

					clients as needed	
American Medical Response of Texas Private for-profit	Ambulance transportation service	General Population	Houston and surrounding areas	24/7	--	--
Meals on Wheels Montgomery County – Senior Rides Private non-profit	Demand Response	Seniors, 65+ Persons w/disabilities	Service within Montgomery County Gets request to Harris and Walker counties	Mon. – Fri. 8 a.m.-6 p.m.	Free	6-ADA w/c accessible (15-passenger vans)
Agape Medical, Transport, LLC Private for-profit	Fixed route Subscription Demand Response Ridesharing	Seniors, 65+ Persons w/disabilities Low-income	Houston Cypress Montgomery County Gets requests from Montgomery to Harris County	Mon. – Fri. 7 a.m.-7 p.m.	Depend on mileage	1-Sedans 2-Minivans
Greater Houston Transportation Company Private for-profit Provide for-hire transportation services	Fixed route Subscription Demand Response Ridesharing	General Public	Greater Houston area	24/7	Adhere to taxicab meter rates per city ordinance	200- Sedans 1,000-Minivans (w/c)
Precinct2gether Voucher Program Private non-profit	Voucher	Seniors, 65+ Persons w/disabilities Low-income	Within Precinct 2	--	--	--
Houston Area Women’s Center Private for-profit	Purchase of service	Seniors, 65+ Persons w/disabilities Veterans Children & Youth LEP Low-income General Population	--	--	--	--
Harris County Area Agency on Aging Government	Demand Response	Seniors, 65+ Persons w/disabilities Veterans	Within Harris County	Mon. – Fri. 8 a.m.-6 p.m.	Contract with Yellow cab & Harris County RIDES	--
Heritage Hall Senior Center	Fixed Route	Seniors, 65+ Persons w/disabilities	Non rural within Harris County	Mon. – Fri. 8 a.m.-6 p.m.	--	--

Government		Veterans LEP Low-income General Population				
Northwest Assistance Ministries Private non-profit	Fixed Route	Seniors, 65+ Persons w/disabilities Veterans LEP Low-income General Population	Northwest Harris County within 6 miles of zip code 77090 of congregate of senior center	Mon. 8 a.m.-6 p.m. Wed. 8 a.m.-6 p.m. Friday 8 a.m.-6 p.m.	Donations	1-Light-duty bus (16-24 passengers)
Jacinto City/Heritage Hall Senior Center Government Congregate & home delivered meal	Fixed Route	Seniors, 65+ Veterans LEP Low-income	Within Harris County limit a sub-burb to Houston	Mon. – Fri. 8 a.m.-6 p.m.	Free	1-Bus (14 - passengers)

APPENDIX A

Transportation Inventory Stakeholder Survey Mailing List

**Transportation Inventory Stakeholder Survey
Mailing List**

AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	State	ZIP
A&A Wheel Chair & Special Needs	Ms. Stephanie Elsberry	281-702-8852	aawheelchair@gmail.com	5757 Westheimer #3282	Houston	Texas	77057
Ace Charter Svs.	Director of Transportation	713-223-5466		5929 Schumacher Lane	Houston	Texas	77057
AFC Transportation	John Ferrari	713-988-5466	john@afchouston.com	15734 Aldine Westfield rd	Houston	Texas	77032
Alamo Bus Service	Valerie Guevara	713-643-7788	customerservice@alamobusservice.com	5202 Maudlin St.	Houston	Texas	77087
Alpha Medical Transport LLC	Terry Caruthers	832-229-3943	toc911@hotmail.com	10502 Greencreek Dr	Houston	Texas	77070
American Cancer Society	Director of Transportation	713-706-5690		6301 Richmond	Houston	Texas	77057
American Medical Response	Kevin Tipton, Operations Manager	713-741-7474	amr.houston@amr.net	5405 Consultant Plaza Drive	Houston	Texas	77032
American Red Cross	Steve Atchison, Managing Director	713-313-1762	steve.atchison@redcross.org	2700 Southwest Freeway	Houston	Texas	77098
Area Agency on Aging of Harris County	Ms. Deborah A. Moore, Bureau Chief	832-393-4410	beverly.brownlow@houstontx.gov	8000 North Stadium Dr. 3rd Floor	Houston	Texas	77054
Area Agency on Aging of Houston-Galveston	Mr. Curtis Cooper	713-627-3200	curtis.cooper@h-gac.com	P.O. Box 22777	Houston	Texas	77227
Autobuses Lucan	Director of Transportation	713-921-4949	autobuseslucano@inbox.com	719 Telephone Rd.	Houston	Texas	77023
B & J Bus Services	Albertha Freeman	713-747-5382	jfr4523980@aol.com	4511 Willow Brook	Houston	Texas	77021
B.H. Goodman Bus Services Inc.	Director of Transportation	713-880-9700		6001 N. Shepherd Dr.	Houston	Texas	77091
Baystar EMS	Director of Transportation	281-427-1554	estricklin@baystarems.com	3103 North Hwy 146	Baytown	Texas	77522
Beloved Transportation, LLC	Devona Washington	832-364-5900	4dlw@sbcglobal.net	3810 Alder Pass Court	Katy	Texas	77449
Big Mac Taxi Service	Director of Transportation	281-862-0442		16810 Market St.	Channelview	Texas	77530
Blue Sky Ground Transportation	Nelson Rowell	281-857-1288	blueskyground8@gmail.com	13919 McDermott	Houston	Texas	77032
Bryant Transportation Services	Michael Bryant	832-881-7852	bryanttransport@att.net	10222 S. Gessner #702	Houston	Texas	77071
C W Unlimited Transportation Services	Christy Williams		christywilliams@yahoo.com	12500 Brookglade Circle #197	Houston	Texas	77099

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Mailing List**

AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	State	ZIP
Cameo Caregivers	Director of Transportation	713-682-7272	asmith@cameocaregivers.com	7026 Old Katy Rd. # 305	Houston	Texas	77024
Capricorn Bus Lines Incorporated	Baltizar D Flores Jr	713-692-7117		5224 Airline	Houston	Texas	77002
Cardinal Senior Care of Houston	Director of Transportation	832-659-0218		9219 Katy Freeway #162	Houston	Texas	77024
Care Connection ADRC	Annette Offord	832-393-5495	annette.offord@houstontx.gov	4801 Lockwood Drive	Houston	Texas	77026
Channelview Taxi	Ms. Tami	281-860-1024	bigmactransportation@gmail.com	16810 Market	Houston	Texas	77530
City of West University Place	Tony Brooks	713-662-5895	tbrooks@westutx.gov	6104 Auden	West University Place	Texas	77005
Clear Lake Cab	Director of Transportation	281-338-7133		175 Alabama Ave.	League City	Texas	77573
Coach USA	Director of Transportation	713-751-0017		815 Pierce Street	Houston	Texas	77029
Continental Bus Lines		713-692-1996		8805 Arkansas St.	Houston	Texas	77093
Corporate Services International	Alex Nassar, Director	713-647-6906	alex@csidmc.com	5701 Southwest Freeway	Houston	Texas	77057
Cypress Assistance Ministries	Monique Wright	281-955-7695	moniquew@cypressassistance.org	P.O. Box 2336	Cypress	Texas	77065
Cypress Express Transportation	Donald Rawls	832-605-2391	rides@cypressexpress.com	4505 Hwy 6 North Ste. 400D	Houston	Texas	77084
Depelchin Children's Center	Director of Transportation	713-730-2335	info@depelchin.org	4950 Memorial Drive	Houston	Texas	77007
Dial-a-ride Transportation	Johnny Bryant	832-5-423-5484	johnnybryant478@yahoo.com			Texas	
D'Oliver Transportation	Demetria Halley, Owner	713-365-0101	D.halley@yahoo.com	8313 Southwest Freeway #112	Houston	Texas	77074
Dragon Fly Transportation	Director of Transportation	713-539-6809	glenn@buswkn.com	P.O. Box 266774	Houston	Texas	77207
EI- Expreso Bus Company	Director of Transportation	713 -926-6621	info@elexpreso.net	812 Delano St.	Houston	Texas	77003
Elite Limousines of Houston	Director of Transportation	(281) 955-5450	Service@EliteLimoHouston.com	9597 Jones Road #163	Houston	Texas	77065
Elite Transit	Crystal	281-506-7508	elitetransit1@gmail.com	12455 West[ark Dr.	Houston	Texas	77082
Empire Executive Coaches	Director of Transportation	281-777-5429	eecoaches.com	11611 Beechnut St	Houston	Texas	77072-4106

**Transportation Inventory Stakeholder Survey
Mailing List**

AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	State	ZIP
Ethridge Medical Services	Martha J Ethridge	281-445-7616		514 Deepgrove Dr.	Houston	Texas	77037
Evelyn Rubenstein Jewish Community Center of Houston	Timothy Stewart	713-595-8178	tstewart@erjchouston.org clavenda@erjchouston.org	5601 South Braeswood Boulevard	Houston	Texas	77096
Family First Transportation	Carlen Foster	281-550-8765	white.earljr@yahoo.com	4922 Vintage Grove Ct	Katy	Texas	77449
Family Service of Greater Houston	Elizabeth Green	713-802-7869	egreen@familyservices.org	4625 Lillian Street	Houston	Texas	77007
First Class Tours	Director of Transportation	281-501-8800	info@firstclasstours.net	12703 Eastex Freeway	Houston	Texas	77039
First Medical Response Respond	Bobby Long	713-691-5455	blong@firstmedicalrespond.com	4625 N Freeway #213	Houston	Texas	77022
First Transit	Mark Rogers	713-290-2850		5555 Deauville Praza Dr.	Houston	Texas	77092
Gemstone NEMT Service LLC	Clinton Mercer	713-517-7746	mercercClinton@yahoo.com	19327 Little Pine Lane	Katy	Texas	77449
Greater Houston Transportation Company	Lauren Smith, Operations Manager	713-428-5894	www.houstonyellowcab.com	1406 Hays Street	Houston	Texas	77009
Green Transportation Services	Danielle Green	713.585.5302	plotnplan99@yahoo.com	P.O. Box 330586	Houston	Texas	77233
Greyhound	Director of Transportation	713-759-6565	sandraward1972@yahoo.com	2121 Main St.	Houston	Texas	77002
Harris County Community Services, Social Services Division	Ellen Seaton, Social Services Director	713-696-1948	ellen.seaton@csd.hctx.net	9418 Jensen	Houston	Texas	77093
HealthQuest EMS	Kevin Cuneo	713-787-5455	kcuneo@healthquestems.com	16321 Loch Katrine Lane D10	Houston	Texas	77084
Heritage Hall Senior Center	Elizabeth Flores, Director	713-675-4487	lon.squyres@jacintocity-tx.gov	1025 Oates Road	Jacinto City	Texas	77029
HK Transit	Larna Brown, Executive Director	832-574-4348	admin@texastranspor.com	957 Nasa Parkway #333	Houston	Texas	77058
Houston Area Parkinson Society (Haps)	Kathleen Crist	713-626-7114		2700 Southwest Freeway # 296	Houston	Texas	77098
Houston Area Women's Center	Leigh Vaughan	713-528-6798	www.hawc.org	1010 Waugh Drive	Houston	Texas	77019
Houston Center For Independent Living	Sandra Bookman	713-974-4621	hcil@neosoft.com	6201 Bonhomme Rd., Ste 150	Houston	Texas	77036
Houston Charter Company		281-644-0883		11811 North Freeway		Texas	77060

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AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	State	ZIP
Houston's Amazing Place/Formally known as The Seniors Place	Lillian Leeds/Faith Brock	713-552-0420	lleeds@amazingplacehouston.org fbrock@amazingplacehouston.org	3735 Drexel	Houston	Texas	77027
Integrity Transportation Services	Stevette Walton	281-763-7592	info@integrity-transportation-service.com	6923 Stearns Street	Houston	Texas	77021
Katy Area Ride Service	Kathie Gerritzen	832-773-8645	kathie.gerritzen@karskaty.org	P.O. Box 1062	Katy	Texas	77492
Lone Silver Transportation	Amy Wingate	832-803-5652	amywingate@live.com	6401 Bingle Road, Ste 210	Houston	Texas	77092
Lone Star Cab	Ricky Kamins	713-880-9002	rickam5327@aol.com	5825 Kelley Street	Houston	Texas	77026
Matrix Transport	Tammy Bolden	713.378.1339	tammymixy25@aol.com	5622 Bridgeforest	Houston	Texas	77088
Mayor's Office of Veterans Affairs City of Houston	Robert Dembo III	832-393-8147	Robert.Demboll@houstontx.gov			Texas	
Medical Transportation	Juan Hidalgo	832 434-1721	javiermedicaltransportation@gmail.com	12531 Lancelot Dr. , Houston, Tx 77031	Houston	Texas	77031
Mounting Horizons	Perry Hunter, President/CEO	713-510-8755	phunter@mountinghorizons.org	5600 NW Central Dr. #250	Houston	Texas	77092
MTM, Inc.	Tina Gee	713-680-4550		5151 Mitchelldale Bldg. 11A-10	Houston	Texas	77092
MyMediTransit.com	Donald Rawls , Manager	832-683-4472	info@cypressexpress.com	16151 Cairnway Dr. Ste. 106	Houston	Texas	77084
National International Charter	Director of Transportation	713-926-2908		6601 Rockbridge Ln.	Houston	Texas	77023
Neighborhood Centers	Meggin Lorino, Director	713-558-6372	mlorino@neighborhood-centers.org	3838 Aberdeen Way	Houston	Texas	77025
New Land Tours	Director of Transportation	713-910-2595	newlandtours@aol.com	10554 E Hardy Rd	Houston	Texas	77093
North Forest ISD	Terry Penn	713-556-9595	northforestinfo@houstonisd.org	10729 Mesa	Houston	Texas	77078
Northwest Assistance Ministries	Grace Jackson, Senior Services Director	281-885-4628	www.namonline.org	15555 Kuykendahl Road	Houston	Texas	77090
Nurse Management EMS	Leslie Smith	832-746-7869	nmems@peoplepc.com	2823 North Main	Houston	Texas	77477
Odom Medical Cab	Director of Transportation	281-275-4141	odom@odomnemt.com	14100 Southwest Freeway Suite 360	Sugarland	Texas	77478
On the Go Transportation	Michelle Sherman	832.216.3636	michelle.sherman09@yahoo.com	5727 Coastal Way	Houston	Texas	77085

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Mailing List**

AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	State	ZIP
Pasadena Cab	Elmer Martinez	713.477.6000	elmer@yellowcabgalveston.com	P.O. Box 6522	Pasadena	Texas	77506
Pasadena ISD	Keith Moore	713-740-0817	kmoore@pasadenaisd.org	3212 Lafferty	Pasadena	Texas	77504
Precinct2gether Voucher Program	Angela Dizazzo, Director of Voucher Program	281-860-9740		16003 Lorenzo	Channelview	Texas	77530
R R Transportation Services, Inc	Mr. Randall	713.988.2222	services@rrtransportation.com	P.O. Box 1501	Bellaire	Texas	77402
Red Top Cab	Pat Pena	281.422.6000	sammystowingbaytown@gmail.com			Texas	
Sam's Limosine & Transportation Service	VP Sales and Mktng	713-780-7077	joellen.howell@samslimosine.com	9225 Rasmus Dr.	Houston	Texas	77063
Secure a Ride Transportation, Inc	Lydia Lewis	832-207-2363	mslydialewis@yahoo.com	14050 Hillingdale Lane	Houston	Texas	77070
Shuttle Squad	Anita Sparks-Bohn	281.330.5134	asparksbohn@gmail.com	17306 Bonard Circle	Houston	Texas	77379
Sky Line Ambulance Service		713-448-9118		9700 Leawood Blvd. S. 401	Houston	Texas	77099
Southside Medical Transportation	Delores Jackson	713.991.5518	southsidemedtrans@sbcglobal.net	6829 Almeda Genoa Rd	Houston	Texas	77075
St. HOPE FOUNDATION	Director of Transportation			6800 West Loop South #560	Bellaire	Texas	77401
Taiwanese Heritage Society of Houston	Director of Transportation	713-271-5885		5885 Point West	Houston	Texas	77036
Texas Department of Assistive and Rehabilitative Services	Ronald J. Fleming, Regional Director	713-267-8510	ron.fleming@dars.state.tx.us	6220 Westpark Drive Suite 110	Houston	Texas	77057
Texas Department of Assistive and Rehabilitative Services	Linda Lyons, Regional Program Specialist	713-267-8515	linda.lyons@dars.state.tx.us		Houston	Texas	77057
Texas Veterans Commision	Mr. Julio Harros	713-383-2750	julio.harros@va.gov	6900 Almeda	Houston	Texas	77030
Tex's Taxicab Service	Manager	281-857-2079		1423 Parkwood Ave.	Friendswood	Texas	77546
The Catholic Charties	Denise Diaz	713-874-6588		2900 Louisiana	Houston	Texas	77006
The Houston Wave	Director of Transportation	713-863-9283	info@houstonwave.com	1160 W 26th St	Houston	Texas	77008
The Jewish Community Center	Director of Transportation	713-729-3200	jdinkin@ericchouston.org	5601 S. Braeswood Blvd.	Houston	Texas	77096

**Transportation Inventory Stakeholder Survey
Mailing List**

AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	State	ZIP
The Salvation Army-Aldine Westfield	Patrick Mouton	713-695-3388	patrick.mouton@uss.salvationarmy.org	2600 Aldine Westfield	Houston	Texas	77093
TruCare Transportation	Director of Transportation	713-771-1554	trucaretranspo@att.net	10039 Bissonnet Ste 312	Houston	Texas	77036
United Way	Mary Vazquez	713-685-2455	MVazquez@unitedwayhouston.org	50 Waugh Drive	Houston	Texas	77007
Veteran Transportation	Barbra Bell	713-791-1414 ext. 24694	Barbra.bell@va.gov	2002 Holcombe Blvd, Suite 2A-104	Houston	Texas	77030
Village Learning & Achievement	Kimberly Brusatori	281.358.6172	kimbrusatori@hotmail.com	3819 Plum Valley	Kingwood	Texas	77339
Volunteer Interfaith Caregivers - Southwest	Debby Posso	713-772-8181		5001 Bellaire Boulevard Room 7	Bellaire	Texas	77401
Workforce Solutions Gulf Coast	Mr. Michael Temple, Executive Director	713-993-4524	mike.temple@h-gac.com	3555 Timmons Lane	Houston	Texas	77027
YWCA	Rhonda James , Director of Programs	713-868-9922	rjames@ywcahouston.org	6309 Martin Luter King Blvd.	Houston	Texas	77021

AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	ZIP
Acadian Ambulance Service of Texas, LLC	Eric Stricklin	832-321-3875		3103 N. Hwy 146	Baytown	77520
Agape Medical Transport	Ed Harris	832-289-1857	getedharris@gmail.com	11359 Harbor Breeze Dr	Montgomery	77356
Baytown Senior Disabled Transportation Program	Ferni Green-Small	281-420-5398		2401 Market	Baytown	77520
BrightStar Care The Woodlands	Andi Horger	281-367-7827	www.brightstarcare.com/north-houston	8505 Technology Forest Pl., #502	Woodlands	77381
Cleveland Senior Citizens Organization	Maxine Morris	281-592-1174		P.O. Box 1095	Cleveland	77328
Conroe Connection	Ms. Shawn Johnson	936-522-3526	sjohnson@cityofconroe.org	300 West Davis	Conroe	77304
Friends of Elder Citizens INC.	Olivia Barrios	979-245-6800	foecbc@sbcglobal.net	1510 Avenue G	Bay City	77414
Helping One Another, Inc	Serving seniors Austin	979-885-4188		510 2nd Street	Sealy	77474
Interfaith of the Woodlands	Lucy Gomez	832-615-8232	www.woodlandsinterfaith.org	4242 Interfaith Way	The Woodlands	77381
Liberty County Project on Aging, Inc.	Liberty County Project on Aging, Inc.	936-336-7265	info@libertyseniors.org	2000 Panther Lane	Liberty	77575
Liberty County Van Transportation	Liberty County Indigent Health Care Program	936-336-4693	info@libertyseniors.org	501 Palmer	Liberty	77575
Meals on Wheels Montgomery County	De'Andre J. Guin, Sr. , Director of Transportation & Mobility Management	936-756-5828 ext. 111	deandre@mowmc.org	1202 Candy Cane Lane	Conroe	77301
Committee On Aging- Senior Rides	Allison Hulett	936.756.3161	allison@mowmc.org	2235 Lake Robbins Drive	The Woodlands	77380
Quality Care Services		281-362-1155	spring@qualitycares.com	26460 IH-45 North	Spring	77386
Red Cross Baytown Branch Office		281-424-1300	www.houstonredcross.org	5309 Decker Drive	Baytown	77523
Society of Samaritans	Society of Samaritans	281-259-8452		31355 Magnolia Industrial Lane, Suite 500	Magnolia	77355
St. Hope Foundation	Conroe Clinic / St. Hope Foundation Inc.	936-441-2440		1414 South Frazier, Suite 106	Conroe	77301
Tri-County Behavioral Healthcare	Catherine Prestigiovanni, Director of Strategic Development	936-521-8418	milliem@tcbhc.org	1506 FM 2854	Conroe	77304

AGENCY TYPE	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	ZIP
All Student Shuttle	Director of Transportation	281-619-8309	allstudentshuttle@gmail.com	4771 Sweetwater Blvd. #102	Sugarland	77479
American Red Cross - Fort Bend County	Director of Transportation	281-342-9480		2610 B.F. Terry Blvd.	Rosenberg	77471
City of Katy Senior Center	Manager	281-391-4837		5370 E. 5th Street	Katy	77441
Coast to Coast Vanpool Alliance LLC	Sandra Pierce	832-921-4072	INFO@COASTTOCOASTVANPOOLALLIANCE.COM	117811 Dove Pass Court	Richmond	77407-2095
Fort Bend Center for Independent Living	Director	281-980-2219		12946 Dairy Ashford Rd, # 110	Sugar Land	77478
Fort Bend County Emergency Operations Center	Manager	281-342-2761		118 Legion Drive,	Richmond	77469
Fort Bend Seniors	Manuela Arroyos	281-633-7055	mha@fortbendseniors.org	P.O. Box 1488	Rosenberg	77471
Fort Bend Taxi	Director of Transportation	281-208-2222	info@sugarlandtaxi.com	620 Murphy Rd Ste 210	Stafford	77477
Katy Area Ride Service	Kathie Gerritzen	832-773-8645	kathie.gerritzen@karskaty.org	PO Box 1062	Katy	77492
Kids On the Go –U.S.A., Inc.	Director of Transportation	281-313-5437	kidsonthego@hotmail.com	P.O. Box 16506	Sugar Land	77478
Medical Transportation Management	Tina Gee	713-680-4550	tgee@mtm-inc.net	5151 Mitchelldale Bldg. 11 A-10	Houston	77092
Odom Medical Cab	Director of Transportation	281-275-4141		14100 Southwest Freeway Suite 360	Sugarland	77478
Paler Medical Transportation	Director of Operation	281-499-9110		13955 Murphy Rd #207	Stafford	77477
Saint Hope Foundation	Community Health Center	281-277-8571		13020 Dairy Ashford	Sugar Land	77478
Senior Citizen Program	Senior Citizen Program - Columbus Center - Mansfield	979-532-6430		930 Travis	Columbus	78934
Senior Citizen Program	WCJC Colorado County Senior Citizen Program - Weimar Center - Faith Lutheran Church	979-532-6430		601 South Eagle	Weimar	78962
Sugarland Taxis Cab	Director of Transportation	281-232-2543 832-222-2222		16107 Knesington Dr SugarLand, TX	Sugarland	77478
TEXANA	Behavioral Healthcare Manager	281-238-1800		4910 Airport Ave.	Rosenberg	77471

Waller ISD	Steve Underhill	939-372-2116	sunderhill@wallerisd.net	2214 Waller St.	Waller	77484
Weimar Senior Center First Methodist Church	Director of Senior Program	(Columbus) 979.532.6430		615 Eagle St.	Weimar	78962
Wharton Co. Jr. College Senior Citizen Program	Caroline R. Osborne	979-532-6430	carolo@wcjc.edu	911 Boling Highway	Wharton	77488

Agency Type	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	ZIP
ActionS Inc. of Brazoria County	Murphy Rankin	979-849-6132	mrankin49@sbcglobal.net	1524 E. Mulberry, Suite 135	Angleton	77515
Alvin Community College Education and Senior Services (ACCESS)	Rhonda Myers	281-756-3729	rmyers@alvincollege.edu	3110 Mustang Road	Alvin	77511
Alvin Meals on Wheels Inc.	Lacey Schlemmer	281-585-6633		1414 S Johnson St	Alvin	77511
Amera Solutions	Administrator	281-872-6400	amera@amerasolutions.com	11601 Shadow Creek Parkway #111-225	Pearland	77584
American Red Cross in Brazoria County	Charlie Davis	979-849-6439	cdavis@ghac.org	120 E Myrtle	Angleton	77516
Boys & Girls Club of Brazoria County	Debbie Davis, Interim CEO	979-373-9668		202 W. First Street	Freeport	77541
Brazoria County Alliance for Children, Inc.	Lisa Jolly, CEO	979-849-2500	ljolly@cac-bc.org	P.O. Box 997	Angleton	77516
Brazoria County Center for Independent Living	Chamane Barrow	979-849-7060	cbarrow@cbfl.cc	1110 -D East Mulberry	Angleton	77515
Dial-a-ride Transportation (DART)	Manager	409-797-3909		P.O. Box 779	Galveston	77553
Forgotten Angels	based service	281-412-6435		7918 Broadway, # 104	Pearland	77581
Friends of Elder Citizens (FOEC) dba Rtransit	Friends of Elder Citizens (FOEC) dba Rtransit	361-972-9921	foec1@tisd.net	P.O. Box 791	Palacios	77465
Friendswood Community Center	Genie Balderaz	281-482-8441	gbalderaz@friendswood.com	416 Morningside	Friendswood	77546
Galveston County Parks and Cultural Services	Ms. Carla Ayala	409-770-6251	jennifer.krupa@co.galveston.tx.us	4102 Main Street(FM 519)	La Marque	77568
Galveston Yellow Cab	Director of Transportation	409-763-3333		5824 Avenue S	Galveston	77515
Home Instead Senior Care	Director of Transportation	409-762-0444		600 Gulf Freeway 105	Texas City	77591
Houston Kiddie Transit Express Transit Services	Larna Martin	832-574-4348	admin@texastranspor.com			
Mounting Horizons	Perry Hunter	713 510 8755	phunter@mountinghorizons.org	4700 Broadway Suite C102	Galveston,	77551
Nessler Community Center	Tava Matzke	409-643-5990	www.texascitygardenclub.org	2110 5th Avenue North	Texas City	77590
SeniorShare Program of Galveston County, Inc.	Director	281-389-7590	info@seniorsshare.org	2410 25th Ave North	Galveston	77590

Agency Type	CONTACT NAME	PHONE	E-MAIL	ADDRESS	City	ZIP
St. Vincent's Episcopal House	Director	409-763-8521	stvhope@stvhope.org	2817 Alfreda Houston Place	Galveston	77550
West Galveston County Interfaith Caring Ministries H.I.S Ministries	Director	409-925-4697 or 409.927.8129	hisministries@yahoo.com	4205 Jackson St.	Santa Fe	77517
Women's Center of Brazoria County	Vicki Ennis	979-849-9553 or 979-864-1460		1216 Velasco St	Angleton	77516

APPENDIX B

Survey Letter and Survey Instrument



Houston-Galveston Area Council

DATE: May 12, 2016
TO: Public, Private and Non-Profit Transportation Providers in the Gulf Coast Region
RE: Transportation Resources Inventory Update

The Houston-Galveston Area Council (H-GAC) is the lead agency for coordinating the development of the Gulf Coast Region's Public Transit-Human Services Transportation Plan also known as the Regionally Coordinated Transportation Plan (RCTP). The purpose of the RCTP is to provide more efficient and more effective transportation services, especially for seniors 65+, persons with disabilities, persons of low-income, veterans, youth and others. Background information is available on the project website at www.ridethegulfcoast.com.

Part of the RCTP includes a comprehensive listing of the resources available for agencies and organizations that either provide or arrange for transportation services. If your agency does not provide transportation services directly but your consumers are the recipients of those services, H-GAC is still interested in your information. Please forward this letter to your transportation-related subcontractors or vendors as applicable.

Your assistance in completing this survey online at <https://www.surveymonkey.com/r/rctp-survey> by June 3, 2016 will be appreciated. If you need special assistance, please contact Lydia Abebe by phone at (713) 993-4501 or by email to lydia.abebe@h-gac.com. Thank you for your participation!

Sincerely,

A handwritten signature in black ink, appearing to read 'Kari J. Hackett', written in a cursive style.

Kari J. Hackett
Manager of Special Studies

Gulf Coast Transportation Resources Inventory

Welcome to the Survey

The Houston-Galveston Area Council (H-GAC), in partnership with the Texas Department of Transportation-Public Transportation Division, is conducting an update to the Gulf Coast Region Transportation Resources Inventory. The inventory is designed to compile a comprehensive listing of the services provided and to identify potential service gaps and overlaps. This information will be incorporated into an update of the Gulf Coast Regionally Coordinated Transportation Plan (RCTP). Your assistance in responding to this survey will help to provide a better understanding of the resources that are available for enhanced transportation services in the region.

This survey has been extended to June 17, 2016. If special assistance is needed contact Lydia Abebe by phone at (713) 993-4501 or by email to Lydia.abebe@h-gac.com. Thank you for your cooperation.

Gulf Coast Transportation Resources Inventory

Section 1: Organizational Characteristics

1. Identity of Organization

Agency Name

Contact Person

Title

Mailing Address

City

State

Zip

Telephone

Fax

Agency Website

2. Please provide a brief description of your agency or program.

3. Your Agency Type (Check one only)

- Government (city or county)
- Public (Federal/State/HHS)
- Private non-profit
- Private for-profit
- Other

4. Please identify the percentage of each client population that your agency serves. If a client population is not served, please leave the box blank.

Seniors, 65+	<input type="text"/>
Persons with disabilities	<input type="text"/>
Veterans	<input type="text"/>
Children & Youth	<input type="text"/>
Persons with limited English proficiency	<input type="text"/>
Persons with low-income	<input type="text"/>
General Population	<input type="text"/>

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Job Training | <input type="checkbox"/> Income Assistance |
| <input type="checkbox"/> Health Care | <input type="checkbox"/> Employment | <input type="checkbox"/> Screening |
| <input type="checkbox"/> Social Services | <input type="checkbox"/> Rehabilitation Services | <input type="checkbox"/> Information/Referral |
| <input type="checkbox"/> Nutrition | <input type="checkbox"/> Diagnosis/Evaluation | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Job Placement | <input type="checkbox"/> Homemaker/Chore |
| <input type="checkbox"/> Day Treatment | <input type="checkbox"/> Residential Facilities | |
| <input type="checkbox"/> Other (please specify) | | |

6. Please indicate the transportation services provided by your agency. Check all that apply.

- No transportation operated, contracted or arranged (skip to end of survey)
- Operate transportation with full responsibility by this agency
- Arrange for volunteer drivers
- Arrange for transportation with information assistance; clients responsible for follow-up
- Purchase of services provided by another entity under contract to your agency
- Other (please specify)

Gulf Coast Transportation Resources Inventory

Section 2: Transportation Services

In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

7. What service modes do you operate? Check all that apply.

- Fixed route (pre-determined and scheduled route to fixed stops)
- Subscription service (operate the same point-to-point trip at the same time several times a week)
- Demand Response (operate point-to-point trip only when requested)
- Ridesharing (arrange for people to travel together; for example, carpool matching)
- Other (please specify)

8. If you have specific client eligibility requirements for transportation services please describe (for example: health insurance, age, functionality, income, etc.).

9. What trip purpose(s) does your service meet? Check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> All trip purposes allowed | <input type="checkbox"/> Shopping/personal business |
| <input type="checkbox"/> Work/seeking employment | <input type="checkbox"/> Social/recreational |
| <input type="checkbox"/> Medical (dialysis, chemotherapy, physical rehabilitation, etc.) | <input type="checkbox"/> Nutrition |
| <input type="checkbox"/> Educational/job training | <input type="checkbox"/> Congregate meals/group meal site |
| <input type="checkbox"/> Other (please specify) | |

10. Please describe your current service area. Be as specific as possible. List counties or parts of counties that are served and indicate the highest volume trip locations or most requested areas for services.

11. Please explain if your agency gets requests from your clients to transport them outside your current service areas. Identify specific counties, cities, towns that have been requested.

12. What is your typical or normal span of service?

	Time service begins	Time service ends
Monday	<input type="text"/>	<input type="text"/>
Tuesday	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>
Saturday	<input type="text"/>	<input type="text"/>
Sunday	<input type="text"/>	<input type="text"/>
Holidays	<input type="text"/>	<input type="text"/>

Other (please specify)

13. What is the level of passenger assistance provided? Check all that apply.

- Curb-to-curb (i.e., drivers will assist passengers in and out of vehicle only)
- Door-to-door (i.e., drivers will assist passengers to/from the entrance of their origin or destination)
- Door-thru-door (i.e., drivers will assist passengers beyond the entrance of their origin or destination)
- Drivers are permitted to assist passengers with packages
- Provide personal care attendants or escorts to those passengers who require such services
- Passengers are permitted to travel with personal care attendants or escorts

14. Do you require any advance reservation for service?

- Yes
- No

15. If yes, what notice must be provided? Check all that apply.

- Same day reservation accepted
- Need to reserve trip a day (24 hours) in advance
- Need to reserve trip 2-3 days in advance
- Need to reserve trip more than 3 days in advance

16. If you require trips to be arranged in advance, do you also have a subscription program that schedules recurring trips without requiring additional reservations?

- Yes
- No

Gulf Coast Transportation Resources Inventory

Section 2: Transportation Services (continued)

17. Please provide your organization's annual passenger trips (boardings) by client type and estimate percentages of specific passengers carried. Count one trip each time a passenger boards the vehicle.

Total Annual Passenger Trips

General public %

Low income %

Seniors %

Mental disabilities %

Physical disabilities %

Person using mobility device %

Other, please specify:

18. For the transportation services you provide or contract for, how many drivers are used (excluding taxi drivers)?

Full-time paid

Part-time paid

Volunteer

19. Please indicate how many of the following vehicle types are in your agency's fleet and identify those that are wheelchair accessible (in parenthesis).

Sedans

Station wagons

Minivans

Standard 15-passenger vans

Converted 15-passenger vans (e.g., raised roof, wheelchair lift)

Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)

Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)

Small school bus (yellow school bus seating between 9 and 24 students)

Large school bus (yellow school bus seating between 25 and 60 students)

Motorcoach (like Greyhound motorcoaches)

Other (Describe):

20. What type of communications device/system is used for vehicles/drivers? Check all that apply;

- | | |
|--|--|
| <input type="checkbox"/> Cellular phones | <input type="checkbox"/> Mobile data terminals |
| <input type="checkbox"/> Two-way mobile radios requiring FCC license | <input type="checkbox"/> Text pagers |
| <input type="checkbox"/> Pagers | |
| <input type="checkbox"/> Other (please specify) | |

21. Do you use any of the following technologies to assist in planning or delivering services? Check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Computer-assisted dispatching | <input type="checkbox"/> Automated trip reservation by internet |
| <input type="checkbox"/> Automated vehicle routing/scheduling | <input type="checkbox"/> Automatic vehicle location/GPS |
| <input type="checkbox"/> Automated trip reservation by phone | <input type="checkbox"/> "Smart" fare technology |
| <input type="checkbox"/> Other (please specify) | |

22. Do you plan to retire any vehicles within the next two years?

- Yes
- No

If yes, please describe planned retirements (number of vehicles, by type, and standard or reason for retirement)

23. Do you plan to buy or lease any vehicles in the next two years?

Yes

No

If yes, please describe any planned vehicle acquisitions: (number and type(s) of vehicles, whether for replacing old vehicle or expanding service, anticipated source of funding)

Gulf Coast Transportation Resources Inventory

Section 3: Annual Expenditures and Revenues

The following questions concern your transportation funding sources and annual revenues and expenditures.

24. Does your organization charge a fare or fee for providing transportation services?

Yes

No

25. What is your basic fare structure for fixed route (one-way fare) service?

Adult

Student/youth

Child

Senior

Disabled

26. What is your basic fare structure for demand response (point-to-point) service?

Adult

Student/youth

Child

Senior

Disabled

Gulf Coast Transportation Resources Inventory

Section 3: Annual Expenditures and Revenues (continued)

27. Please describe any other fare instruments or structures (e.g. discounted passes, smart cards):

28. Which transportation subsidies does your organization provide for clients? Check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Purchasing transit passes, tickets for clients | <input type="checkbox"/> Providing clients with gas cards |
| <input type="checkbox"/> Purchasing taxi vouchers for clients | <input type="checkbox"/> Subsidizing travel training |
| <input type="checkbox"/> Reimbursing clients for mileage | <input type="checkbox"/> Subsidizing travel aides/escorts |
| <input type="checkbox"/> Other (please specify) | |

29. Approximately how much do you spend annually on each type of subsidy? Use the most recent year available.

Transit Passes or Tickets	<div style="border: 1px solid black; height: 25px;"></div>
Taxi Vouchers	<div style="border: 1px solid black; height: 25px;"></div>
Mileage Reimbursement	<div style="border: 1px solid black; height: 25px;"></div>
Gas Cards	<div style="border: 1px solid black; height: 25px;"></div>
Travel Training	<div style="border: 1px solid black; height: 25px;"></div>
Travel aides/escorts	<div style="border: 1px solid black; height: 25px;"></div>
Other (please specify)	<div style="border: 1px solid black; height: 25px;"></div>

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

Yes

No

If yes, is there a suggested donation amount?

31. In 2015 (or most current year available), approximately how much did your organization spend to operate transportation services?

Total annual Transportation Cost

Operations Cost

Maintenance Cost

Administration Cost

Purchased Transportation Cost

32. Please enter the total annual funding and the percentages of funding that support your transportation program.

Federal Funds (% of total funding)

State Funds (% of total funding)

Local Funds (% of total funding)

Donations (% of total funding)

Reimbursements (% of total funding)

Fares (% of total funding)

Total Annual Funding

33. If we require more detailed expense and funding information for your transportation services who should we contact?

Name

Title

Phone

Email

Gulf Coast Transportation Resources Inventory

Survey Completed!

Thank you for completing the survey. For more information visit www.ridethegulfcoast.com.

APPENDIX C
METRO and Harris County
Transit Profiles



The Metropolitan Transit Authority of Harris County, Texas (METROTM) is a metropolitan rapid transit authority created in 1978 pursuant to Chapter 451 of the Texas Transportation Code. The Authority provides transit services for a 1,303-square mile area with a population of approximately 3.6 million people, including the cities of Houston, Bellaire, Bunker Hill Village, El Lago, Hedwig Village, Hilshire Village, Humble, Hunters Creek Village, Katy, Missouri City, Piney Point Village, Southside Place, Spring Valley Village, Taylor Lake Village, and West University Place, in addition to significant portions of unincorporated Harris County.

METRO's revenue sources include a 1% local sales tax imposed across the geographic service area, fares, and federal grants. During 2012, local voters approved a 13 year referendum, entitled the General Mobility Program to help fund transit in the greater Houston region. Through this program, 25% of the annual sales tax proceeds will be used to fund general mobility projects of local governments. The limits established in FY2014 will provide additional money for non-rail transit activities.

Transit System

The Authority's purpose is to develop, operate, and maintain a mass transit system to serve the residents within and visitors to its service area. Our goal is to deploy METRO's resources effectively to meet its customers' needs by implementing the following goals:

- Attain Universal Accessibility
- Enhance the Customer Experience
- Maintain a State of Good Repair
- Market Our Service
- Plan for the Future

Bus System

METRO is the region's largest public transit provider and offers a safe, reliable, and affordable transportation service to about 275,000 riders every day. The Authority provides public bus service utilizing a fleet of approximately 1,233 buses, including 635 Diesel, 7 Greenlink CNG, 437 40/45-foot hybrid buses, and 34 ARBOC alternative service vehicles, as well as 166 METROLift paratransit service vans. Its passenger facilities include 8,899 active bus stops and 33,271 parking spaces. METRO buses will have run 43.1

million revenue miles and will have had an estimated 66.8 million boardings by the end of FY2016.

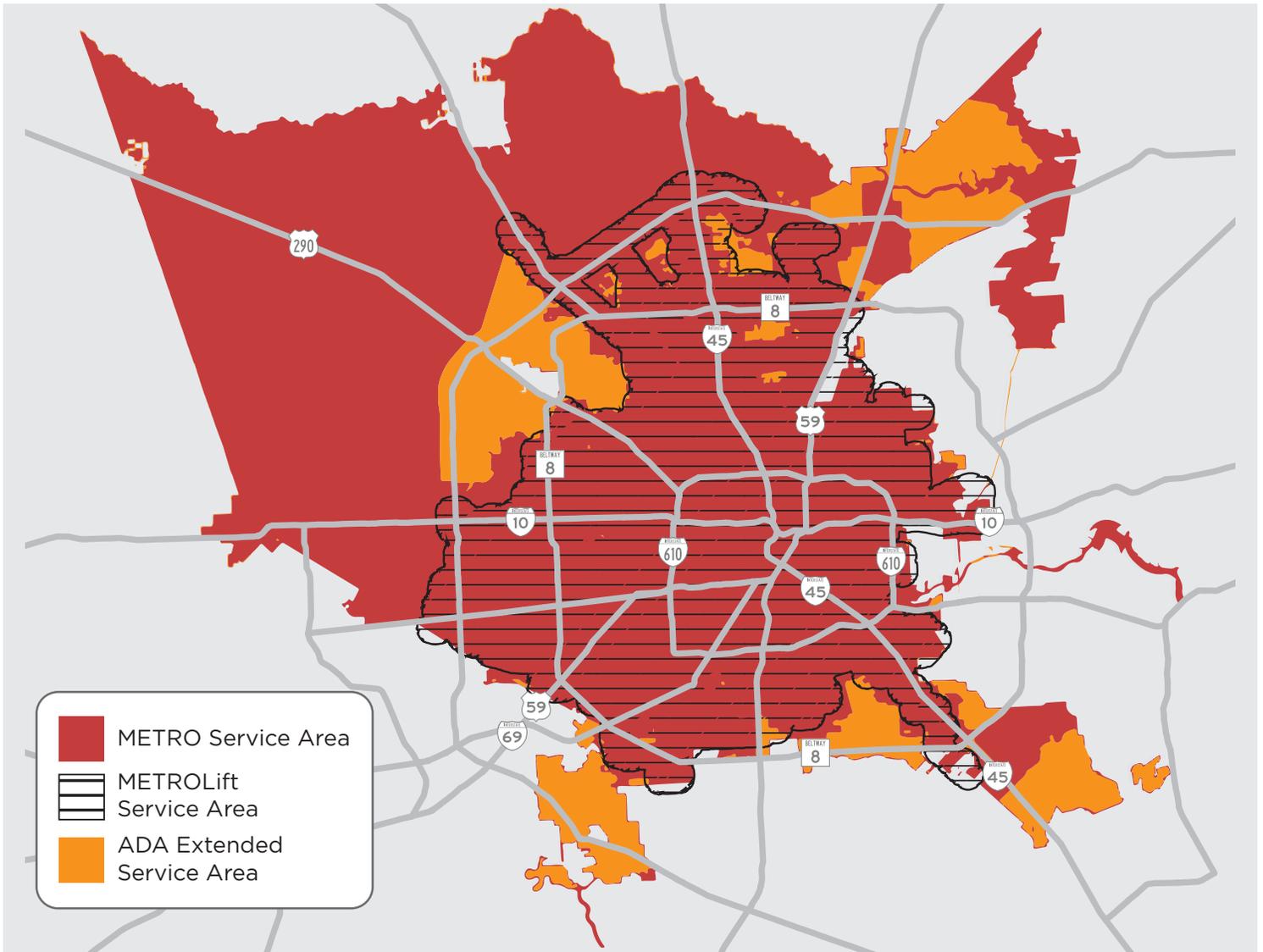
HOV/HOT Lane System

The High Occupancy Vehicle/Toll (HOV/HOT) Lane program is a cooperative effort between the Texas Department of Transportation (TxDOT) and METRO, which is funded through a combination of Federal, state and local resources. There are 139.1 miles of HOV/HOT lanes in Houston freeways, of which METRO operates 101.9 miles. For FY2016, the projected HOV/HOT lane ridership is approximately 28 million.

Light Rail System

The Red Line, the Authority's first light rail line, began operation on January 1, 2004. Now extended to 12.8 miles, the line begins at the Northline Transit Center, serving HCC Northeast and Northline Commons mall, and then continues south through Houston's Central Business District, Midtown, the Museum District, Rice University, the Texas Medical Center and the NRG (formerly Reliant) Park Complex to the Fannin South Transit Center. The Authority opened two additional light rail lines in FY2015, the Purple (Southeast) and Green (East End) Lines. Destinations served by these new lines include Texas Southern University, the University of Houston, BBVA Compass Stadium, and the Theater District. These new lines added another 8.9 miles of light rail lines, with an additional mile on the East End Line upon completion of the Harrisburg Overpass, which will extend the line to the Magnolia Park Transit Center. In total, METRO will operate 22.7 miles of light rail service. METRO will reach approximately 16.8 million light rail boardings in FY16.

Map 1: METRO Service Area



Paratransit Service

The Authority's METROLift paratransit service will have provided 1.6 million trips to 16,500 eligible riders in FY2016, using both METRO-owned lift-equipped vans and contractor-owned and operated accessible minivans. In FY2014, METRO changed its paratransit policies in order to provide more efficient and sustainable service. The revised "No Show" policy went into effect in June 2014. At that time, METRO had 400 violators. As of June 2016, the number of violators had fallen to 153 and on-time performance equaled 90.4%.

Commuter Vanpool Service

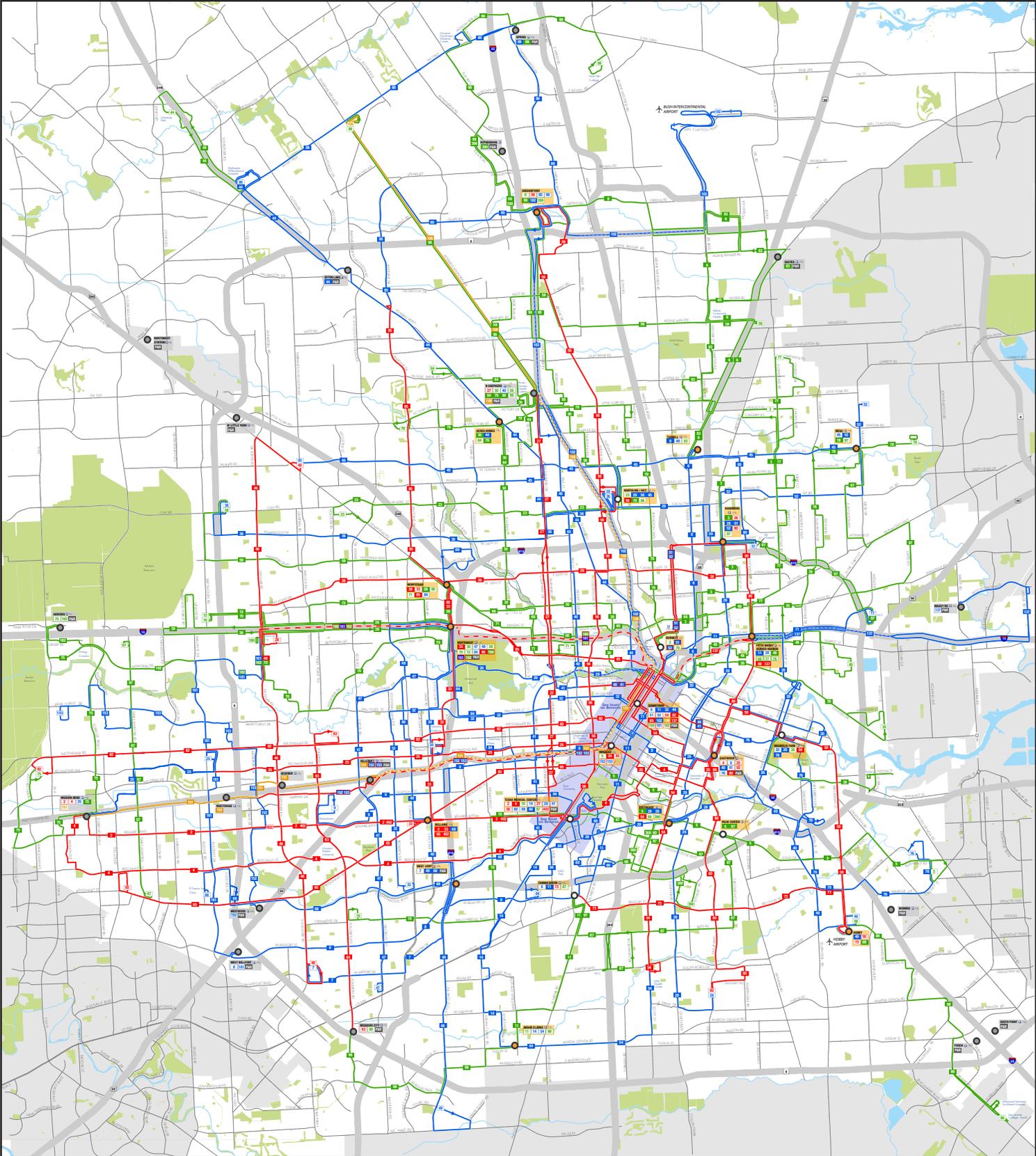
During FY2016, the Authority's METRO STAR commuter vanpool service averaged 612 vans. Projected FY2016 ridership amounts to 2.23 million trips with approximately 6,114 riders. In FY2017, the Authority is estimating 2.10 million trips annually with approximately 6,232 riders, making METRO STAR one of the largest vanpool programs in the nation.

Table 1: Fare Structure

	Full Fare	Discounted Fare
Local/METRO Rail	\$ 1.25	\$ 0.60
Park & Ride Zone 1	\$ 2.00	\$ 1.00
Park & Ride Zone 2	\$ 3.25	\$ 1.60
Park & Ride Zone 3	\$ 3.75	\$ 1.85
Park & Ride Zone 4	\$ 4.50	\$ 2.25
Day Pass (Local & METRO Rail)	\$ 3.00	\$ 1.50

Note: Fare implemented since November 2008

Map 2: METRO System Map - Local Service



General Information

Urbanized Area Statistics - 2010 Census
Houston, TX
1,660 Square Miles
4,944,332 Population
7 Pop. Rank out of 498 UZAs

Other UZAs Served
373 Lake Jackson-Angleton, TX; 215 Port Arthur, TX; 154 Conroe-The Woodlands, TX; 0 Texas Non-UZA

Service Area Statistics
1,285 Square Miles
4,020,000 Population

Service Consumption
606,140,282 Annual Passenger Miles (PMT)
85,369,587 Annual Unlinked Trips (UPT)
302,533 Average Weekday Unlinked Trips*
133,695 Average Saturday Unlinked Trips*
89,534 Average Sunday Unlinked Trips*

Service Supplied
69,684,255 Annual Vehicle Revenue Miles (VRM)
4,278,060 Annual Vehicle Revenue Hours (VRH)
2,195 Vehicles Operated in Maximum Service (VOMS)
2,527 Vehicles Available for Maximum Service (VAMS)

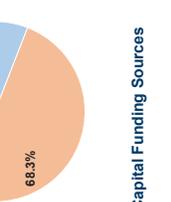
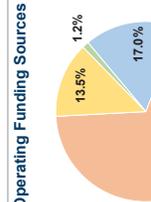
Database Information

NTDID: 60008
Reporter Type: Full Reporter

Financial Information

Sources of Operating Funds Expended
Fare Revenues \$77,371,996
Local Funds \$310,131,863
State Funds \$0
Federal Assistance \$61,558,340
Other Funds \$5,335,607
Total Operating Funds Expended \$454,397,826

Sources of Capital Funds Expended
Fare Revenues \$0
Local Funds \$261,534,642
State Funds \$0
Federal Assistance \$108,344,176
Other Funds \$0
Total Capital Funds Expended \$369,878,818



Modal Characteristics

Mode	Vehicles Operated in Maximum Service		Uses of Capital Funds		Total
	Directly Operated	Purchased Transportation	Systems and Facilities	Other	
Commuter Bus	230	65	\$1,114,643	\$0	\$47,267,679
Demand Response	-	306	\$0	\$99,038	\$3,418,528
Demand Response - Taxi	-	88	\$0	\$0	\$0
Light Rail	27	-	\$177,030,514	\$36,937,318	\$272,756,671
Bus	609	150	\$6,974,755	\$12,202,779	\$46,435,940
Vanpool	-	720	\$0	\$0	\$0
Total	866	1,329	\$187,664,745	\$50,353,778	\$369,878,818

Operation Characteristics

Mode	Operating Expenses	Uses of Funds		Annual Revenue Miles	Annual Vehicle Revenue Hours
		Fare Revenues	Capital Funds		
Commuter Bus	\$55,190,533	\$29,858,571	\$47,267,679	8,370,784	310,835
Demand Response	\$49,838,719	\$1,324,316	\$3,418,528	18,415,314	15,468,234
Demand Response - Taxi	\$5,210,898	\$282,224	\$0	2,385,192	65,051
Light Rail	\$37,862,111	\$4,735,304	\$272,756,671	12,701,038	126,171
Bus	\$286,686,564	\$33,092,101	\$46,435,940	331,877,842	59,993,163
Vanpool	\$10,692,505	\$8,079,483	\$0	69,573,400	263,236
Total	\$445,471,330	\$77,371,999	\$369,878,818	606,140,282	4,278,060

Performance Measures

Mode	Operating Expenses per Vehicle		Service Efficiency	
	Revenue Mile: Bus	Per Passenger Mile: Bus	Operating Expenses per Passenger Mile	Unlinked Trips per Vehicle Revenue Mile
Commuter Bus	\$6.82	\$177.56	\$0.37	1.0
Demand Response	\$3.22	\$51.09	\$2.71	0.1
Demand Response - Taxi	\$2.67	\$80.10	\$2.18	0.1
Light Rail	\$23.99	\$300.01	\$1.14	8.1
Bus	\$8.62	\$112.99	\$0.86	1.8
Vanpool	\$1.15	\$40.62	\$0.15	0.3
Total	\$6.39	\$104.13	\$0.73	1.2

Summary of Operating Expenses (OE)

Category	Amount	Percentage
Salary, Wages, Benefits	\$274,674,350	61.7%
Materials and Supplies	\$61,520,944	13.8%
Purchased Transportation	\$92,146,128	20.7%
Other Operating Expenses	\$17,129,908	3.8%
Total Operating Expenses	\$445,471,330	100.0%
Reconciling OE Cash Expenditures (Reported Separately)	\$8,926,496	
Total	\$0	

Fixed Guideway Vehicles Available for Maximum Service

Directional Route Miles	Service	Percent Vehicles	Average Fleet Age in Years ¹
0.0	361	18.3%	7.9
0.0	379	19.3%	2.3
0.0	88	0.0%	0.0
25.4	37	27.0%	5.9
0.0	916	17.1%	8.4
0.0	746	3.5%	3.3
25.4	2,527	13.1%	

Service Effectiveness

Mode	Operating Expenses per Vehicle		Service Effectiveness	
	Revenue Mile: Light Rail	Per Passenger Mile: Light Rail	Operating Expenses per Passenger Mile	Unlinked Passenger Trip per Vehicle Revenue Mile
Commuter Bus	\$1.50	\$10.00	\$0.59	1.0
Demand Response	\$1.00	\$10.00	\$30.46	0.1
Demand Response - Taxi	\$1.00	\$10.00	\$22.51	0.1
Light Rail	\$1.14	\$2.98	\$2.98	8.1
Bus	\$0.86	\$4.78	\$4.78	1.8
Vanpool	\$0.15	\$4.39	\$4.39	0.3
Total	\$0.73	\$5.22	\$5.22	20.0

Unlinked Trips per Vehicle Revenue Mile



Operating Expense per Passenger Mile



Operating Expense per Vehicle Revenue Mile



Notes

*Average Unlinked Trips not available for Demand Response Taxi.
 †Demand Response - Taxi (DT) and non-dedicated fleets do not report fleet age data.
 Financial Information updated 7/12/2016

Q1: Identity of Organization

Agency Name	Metropolitan Transit Authority of Harris County
Contact Person	Mary B. Fay; Jim Archer
Title	Director Grants, Director Svc Planning & Eval
Mailing Address	1900 Main Street; PO Box 61429
City	Houston
State	Texas
Zip	77208-1429
Telephone	713-739-3715;713-739-6820
Fax	713-758-7997
Agency Website	ridemetro.org

Q2: Please provide a brief description of your agency or program.

The Metropolitan Transit Authority of Harris County, Texas (METRO) is a regional transit authority pursuant to the provisions of Article 1118x of the Texas Revised Civil Statutes. Its enabling legislation has been recodified as Chapter 451.1.1 Texas Transportation Code. METRO began service in 1979. Its Board of Directors has nine members, appointed by the mayor of Houston and the mayors of METRO's 14 other member cities, and by the Harris County Commissioners Court.

METRO provides bus, light rail, paratransit, and van pool services within a 1,303 square mile service area with a population of 3.5 million. METRO operates a light rail of approximately 21.75 miles in length, with 37 stations. In December, 2013, METRO introduced the North Line and in May, 2015, METRO introduced the Purple (Southeast) and Green (East End) rail lines. Upon completion of the Harrisburg Bridge Project on the Green Line, METRO will add another mile to the light rail system as well as two additional stations, (Cesar Chavez and Magnolia Transit Center Stations), for a total of 22.75 miles with 39 stations. Of the total fleet of 70 cars as of September 30, 2015, 52 are federally funded. Service is provided 3:35 a.m. through 12:53 a.m. Monday through Thursday; 3:35 a.m. to 3:04 a.m. on Friday, 4:18 a.m. to 3:04 a.m. on Saturday and 4:18 a.m. to 1:39 a.m. on Sunday. There are two rail maintenance centers in Houston, the Rail Operations Center on West Bellfort, and the inspection center on Texas Avenue.

There are 20 transit centers and 29 park and ride centers throughout the region. In fiscal year 2015, METRO operated over 71 million miles with over 86 million passenger trips. Currently, METRO operates a network of 111 weekday, 77 Saturday, and 77 Sunday fixed routes. Service is provided weekdays from 3:41 a.m. to 2:58 a.m. (next day). Weekend service is operated on Saturday from 3:50 a.m. to 2:01 a.m. and Sunday from 3:50 a.m. to 1:59 a.m.

METRO operates bus services from six operations/maintenance locations of which five are directly operated by METRO. The sixth, Northwest Bus Operations Facility, is contracted out to First Transit, Inc. METRO directly operates its light rail line, and completely contracts out its paratransit service. This service is provided by five operators. First Transit provides scheduled service for the ADA complementary paratransit service (METROLift) utilizing a fleet of 155 federally funded vehicles. In addition, Yellow Cab, and three other taxi cab companies - United Cab Company, Fiesta Cab Company and Liberty Cab Company - operate on-demand paratransit service. This on-demand service is a supplemental service for the complementary ADA paratransit service or a separate non-ADA required service that provides same day on demand service through a voucher system implemented by METRO. This voucher service is known as METROLift Subsidy Program.

The ADA complementary paratransit service operates from 3:30 a.m. to 2:10 a.m. Monday through Thursday, 3:35 a.m. - 2:50 a.m. on Friday through Saturday and 3:35 a.m. to 2:10 a.m. on Sunday. The METROLift Subsidy Program service is available before and after the hours listed above for those who require late night and early morning service.

Q3: Your Agency Type (Check one only)

Government (city or county)

Gulf Coast Transportation Resources Inventory

Q4: Please identify the percentage of each client population that your agency serves. If a client population is not served, please leave the box blank.

Persons with disabilities	2
General Population	98

Q5: What are the major functions/services of your organization? Check all that apply.

Transportation

Q6: Please indicate the transportation services provided by your agency. Check all that apply.

Operate transportation with full responsibility by this agency
,
Purchase of services provided by another entity under contract to your agency

PAGE 3: Section 2: Transportation Services

Gulf Coast Transportation Resources Inventory

Q7: What service modes do you operate? Check all that apply.

- Fixed route (pre-determined and scheduled route to fixed stops)
- ,
- Subscription service (operate the same point-to-point trip at the same time several times a week)
- ,
- Demand Response (operate point-to-point trip only when requested)
- ,
- Ridesharing (arrange for people to travel together; for example, carpool matching)

Q8: If you have specific client eligibility requirements for transportation services please describe (for example: health insurance, age, functionality, income, etc.).

Eligibility is required for paratransit demand response service. Healthcare professionals certify the applicant's disability. METRO makes the final eligibility decision based upon the applicant's functional abilities to navigate the fixed-route bus and light-rail system in accordance with the Americans with Disabilities Act (ADA).

Q9: What trip purpose(s) does your service meet? Check all that apply. All trip purposes allowed

Q10: Please describe your current service area. Be as specific as possible. List counties or parts of counties that are served and indicate the highest volume trip locations or most requested areas for services.

METRO provides bus, light rail, paratransit, and van pool services within a 1,303 square mile service area with a population of 3.5 million.

Q11: Please explain if your agency gets requests from your clients to transport them outside your current service areas. Identify specific counties, cities, towns that have been requested.

Only Star Van operates outside the service area.

Q12: What is your typical or normal span of service?

	Time service begins	Time service ends
Monday	Before 5:00 a.m.	After 10:00 p.m.
Tuesday	Before 5:00 a.m.	After 10:00 p.m.
Wednesday	Before 5:00 a.m.	After 10:00 p.m.
Thursday	Before 5:00 a.m.	After 10:00 p.m.
Friday	Before 5:00 a.m.	After 10:00 p.m.
Saturday	Before 5:00 a.m.	After 10:00 p.m.
Sunday	Before 5:00 a.m.	After 10:00 p.m.
Holidays	Before 5:00 a.m.	After 10:00 p.m.

Gulf Coast Transportation Resources Inventory

Q13: What is the level of passenger assistance provided? Check all that apply.

- Curb-to-curb (i.e., drivers will assist passengers in and out of vehicle only)
- ,
- Door-to-door (i.e., drivers will assist passengers to/from the entrance of their origin or destination)
- ,
- Drivers are permitted to assist passengers with packages
- ,
- Passengers are permitted to travel with personal care attendants or escorts

Q14: Do you require any advance reservation for service?

Yes

Q15: If yes, what notice must be provided? Check all that apply.

Need to reserve trip a day (24 hours) in advance

Q16: If you require trips to be arranged in advance, do you also have a subscription program that schedules recurring trips without requiring additional reservations?

Yes

PAGE 4: Section 2: Transportation Services (continued)

Q17: Please provide your organization's annual passenger trips (boardings) by client type and estimate percentages of specific passengers carried. Count one trip each time a passenger boards the vehicle.

Total Annual Passenger Trips	86,089,171 2015 NTD Data
General public %	98% 2015 NTD Data
Other, please specify:	2% disabled 2015 NTD Data

Q18: For the transportation services you provide or contract for, how many drivers are used (excluding taxi drivers)?

Full-time paid	1,411 METRO Only
Part-time paid	86 METRO Only

Q19: Please indicate how many of the following vehicle types are in your agency's fleet and identify those that are wheelchair accessible (in parenthesis).

Motorcoach (like Greyhound motorcoaches)	1,219 Transit and Suburban buses as of 9/30/15 all wheelchair accessible
Other (Describe):	154 paratransit vans All wheelchair accessible

Q20: What type of communications device/system is used for vehicles/drivers? Check all that apply;

Two-way mobile radios requiring FCC license ,
Mobile data terminals

Gulf Coast Transportation Resources Inventory

Q21: Do you use any of the following technologies to assist in planning or delivering services? Check all that apply.

Computer-assisted dispatching,
 Automated vehicle routing/scheduling,
 Automated trip reservation by phone ,
 Automated trip reservation by internet ,
 Automatic vehicle location/GPS,
 "Smart" fare technology,
 Other (please specify) Next Bus Texting

Q22: Do you plan to retire any vehicles within the next two years?

Yes,
 If yes, please describe planned retirements (number of vehicles, by type, and standard or reason for retirement)
 METRO's standard plan is to replace 100 fixed route buses per year and 40 paratransit vans.

Q23: Do you plan to buy or lease any vehicles in the next two years?

Yes,
 If yes, please describe any planned vehicle acquisitions: (number and type(s) of vehicles, whether for replacing old vehicle or expanding service, anticipated source of funding)
 METRO's standard plan is to replace 100 fixed route buses per year and 40 paratransit vans.

PAGE 5: Section 3: Annual Expenditures and Revenues

Q24: Does your organization charge a fare or fee for providing transportation services?

Yes

Q25: What is your basic fare structure for fixed route (one-way fare) service?

Adult	\$1.25 local and LRT, zone based Park & Ride
Student/youth	half fare
Child	half fare or free if under 6
Senior	half fare or 70 plus for senior is free
Disabled	half fare or Freedom Pass for fixed Route (free)

Q26: What is your basic fare structure for demand response (point-to-point) service?

Adult	\$1.25 base fare
Student/youth	\$1.25 base fare
Child	\$1.25 base fare
Senior	\$1.25 base fare
Disabled	\$1.25 base fare

PAGE 6: Section 3: Annual Expenditures and Revenues (continued)

Gulf Coast Transportation Resources Inventory

Q27: Please describe any other fare instruments or structures (e.g. discounted passes, smart cards):

Smart Card, METRO Money, Mobile Ticketing, Convention Pass, Day Pass.

Q28: Which transportation subsidies does your organization provide for clients? Check all that apply.

Purchasing taxi vouchers for clients,
Subsidizing travel training

Q29: Approximately how much do you spend annually on each type of subsidy? Use the most recent year available.

Transit Passes or Tickets	Guaranteed Ride home \$79,716 in FY2015
Travel Training	2 full time staff

Q30: Does your organization accept donations to offset the cost of providing transportation services?

No

Q31: In 2015 (or most current year available), approximately how much did your organization spend to operate transportation services?

Total annual Transportation Cost	489,714,301 FY2015 NTD F-40 form
Operations Cost	199,193,704 FY2015 NTD F-40 form
Maintenance Cost	100,648,612 FY2015 NTD F-40 form
Administration Cost	94,814,312 FY2015 NTD F-40 form
Purchased Transportation Cost	95,057,673 FY2015 NTD F-40 form

Q32: Please enter the total annual funding and the percentages of funding that support your transportation program.

Federal Funds (% of total funding)	13% FY2015 NTD F-10 form
Local Funds(% of total funding)	77% FY2015 NTD F-10 form
Fares(% of total funding)	10% FY2015 NTD F-10 form
Total Annual Funding	767,153,839 for FY2015 NTD F-10 form

Q33: If we require more detailed expense and funding information for your transportation services who should we contact?

Name	Mary B. Fay
Title	Director Grant Programs
Phone	713-739-3715
Email	mf03@ridemetro.org



www.HarrisCountyTransit.com

In June 2006, the Community Services Department (Previously the Community and Economic Development Department) was authorized by Harris County Commissioners Court to manage all State and Federal non-infrastructure transportation grant funds for Harris County, and to apply to become a recipient of Federal Transportation Administration funds.

Harris County Transit Services was established In March, 2008 as a Division of the Harris County Community Services Department to provide citizens outside of the METRO service area with transportation alternatives. Through coordination with other area agencies, Harris County Transit Services provides efficient and dependable transportation that offers increased mobility, economic opportunity, traffic congestion mitigation and increased air quality through reduced vehicle emissions.

The governance board of Harris County Transit is the County Judge and Harris County Commissioners.

The Office of Transit Services provides the following services:

Fixed Route Service

Baytown Texas

- Route 1 – Garth Road
- Route 2 – Central
- Route 3 – North Alexander/Cedar Bayou
- Route 4 – Decker Loop

La Porte, Texas

- Route 5

Highland/Crosby

- Route 6

Shuttle Connector service to La Porte and Baytown, the Strawberry Clinic and the Social Security Office in Pasadena.

Park and Ride Service

Baytown Express to Houston’s central business district (Contract with METRO).

Medical Services Transportation

A no-charge shared ride program serving seniors and or people with disabilities in un-incorporated Harris County. The Medical Transportation Program is the oldest “Life-line” program in Harris County and was transferred to Transit Services in 2007. This service provides trips for medical purposes only.

Table 1: Fare Structure

	Full Fare	Discounted Fare
Local/Fixed Route Service	\$ 1.00	\$ 0.50
Park & Ride Zone 1 - Maxey Rd.	\$ 2.00	\$ 1.00
Park & Ride Zone 4 - Baytown	\$ 4.50	\$ 2.25

RIDES Program – Specialized Transportation for Harris County



RIDES is a unique county-wide coordinated transportation program that provides specialized transportation and mobility management for seniors and people with disabilities who either live outside of the METRO service area or are unable to access METRO services. The RIDES program is established to reduce the cost to the customers and also be user friendly. It offers flexibility through a variety of service options including shared rides and same-day taxi service. It helps eligible residents of Harris County to remain independent in their communities.

Shared Ride

This non-metered program in which passengers share rides with other passengers requires advance reservations. Of the two, this is the most economical for trips over 12 miles. The cost is based on the mileage distance from the point of pick-up to the destination. The price will range from \$6.00 to \$42.00, with the customer paying only 50% of this cost. Trips must be booked a minimum of 24 hours in advance.



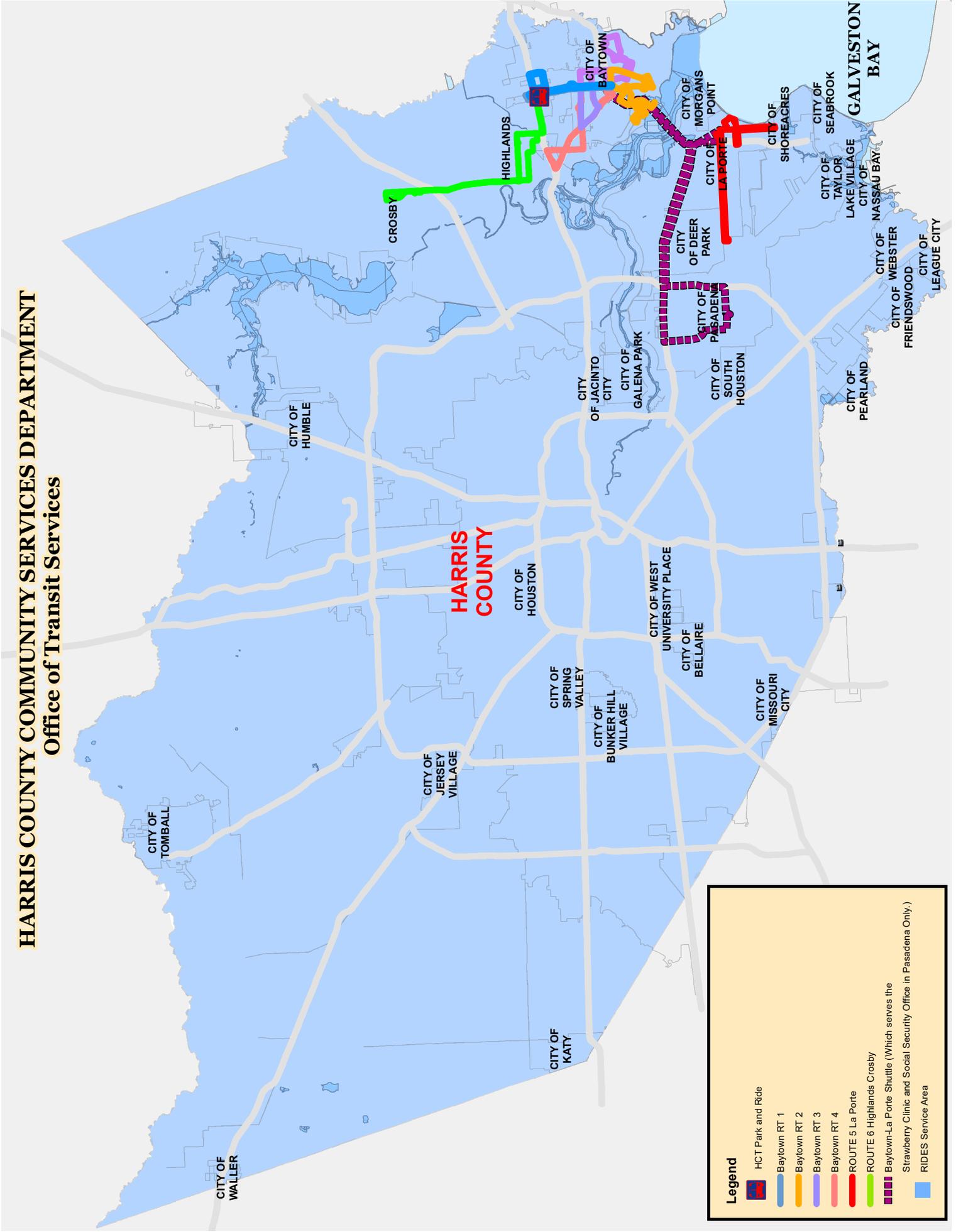
Taxi Service

The cost of this metered same-day service is based on the rate of the meter fare box. Customers may take a one-way trip with a maximum up to \$48.00 – the customer pays 50% of the trip cost. With this service, rides are dispatched on the same day as the request. Trips can be booked 90 minutes in advance.



HARRIS COUNTY COMMUNITY SERVICES DEPARTMENT

Office of Transit Services



Legend

- HCT Park and Ride
- Baytown RT 1
- Baytown RT 2
- Baytown RT 3
- Baytown RT 4
- ROUTE 5 La Porte
- ROUTE 6 Highlands Crosby
- Baytown-La Porte Shuttle (Which serves the Strawberry Clinic and Social Security Office in Pasadena Only.)
- RIDES Service Area

General Information

Urbanized Area (UZA) Statistics - 2010 Census

Houston, TX
1,660 Square Miles
4,944,332 Population
7 Pop. Rank out of 498 UZAs

Service Area Statistics

1,660 Square Miles
4,944,332 Population

Service Consumption

172,862 Annual Unlinked Trips (UPT)

Service Supplied

820,715 Annual Vehicle Revenue Miles (VRM)
83,200 Annual Vehicle Revenue Hours (VRH)

Database Information

NTDID: 60108

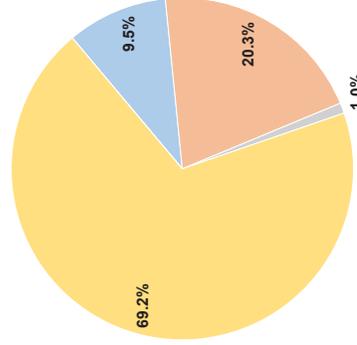
Reporter Type: Small Systems Reporter

Financial Information

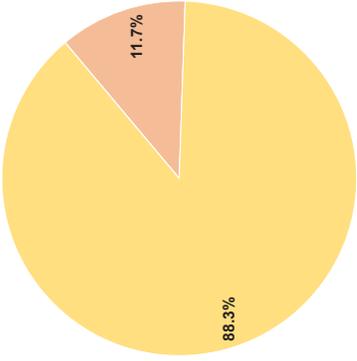
Sources of Operating Funds Expended

Fare Revenues \$373,609 9.5%
Local Funds \$796,938 20.3%
State Funds \$38,521 1.0%
Federal Assistance \$2,713,025 69.2%
Other Funds \$0 0.0%
Total Operating Funds Expended \$3,922,093 100.0%

Operating Funding Sources



Capital Funding Sources



Sources of Capital Funds Expended

Fare Revenues \$0 0.0%
Local Funds \$7,070 11.7%
State Funds \$0 0.0%
Federal Assistance \$53,604 88.3%
Other Funds \$0 0.0%
Total Capital Funds Expended \$60,674 100.0%

Operation Characteristics

Vehicles Operated at Maximum Service

Mode	Directly Operated	Purchased Transportation	Operating Expenses	Fare Revenues	Uses of Capital Funds	Annual Vehicle Revenue Miles	Annual Vehicle Revenue Hours	Average Fleet Age in Years ¹
Commuter Bus	-	5	\$224,387	\$88,175	\$0	40,995	1,731	
Demand Response - Taxi Bus	-	10	\$2,445,291	\$191,959	\$9,500	542,995	65,076	
Total	-	21	\$3,922,093	\$373,609	\$60,674	820,715	83,200	

Modal Characteristics

Performance Measures

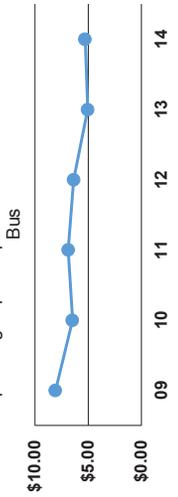
Service Efficiency

Mode	Operating Expenses per Vehicle Revenue Mile	Operating Expenses per Vehicle Revenue Hour
Commuter Bus	\$5.47	\$129.63
Demand Response - Taxi Bus	\$4.50	\$37.58
Total	\$4.78	\$47.14

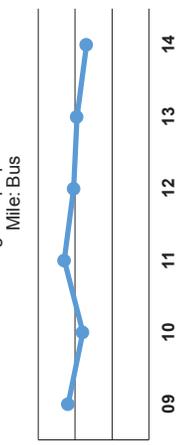
Service Effectiveness

Mode	Operating Expenses per Unlinked Passenger Trip	Unlinked Trips per Vehicle Revenue Mile	Unlinked Trips per Vehicle Revenue Hour
Commuter Bus	\$10.65	0.5	12.2
Demand Response - Taxi Bus	\$34.06	0.1	1.1
Total	\$22.69	0.2	4.9

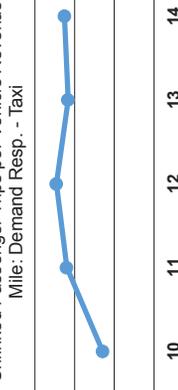
Operating Expense per Vehicle Revenue Mile: Bus



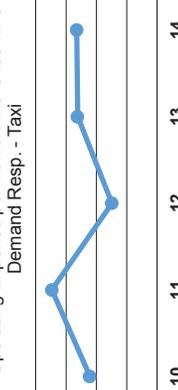
Unlinked Passenger Trips per Vehicle Revenue Mile: Bus



Unlinked Passenger Trips per Vehicle Revenue Mile: Demand Resp. - Taxi



Operating Expense per Vehicle Revenue Mile: Demand Resp. - Taxi



Notes:

¹Demand Response - Taxi (DT) and non-dedicated fleets do not report fleet age data.

PAGE 2: Section 1: Organizational Characteristics

Q1: Identity of Organization

Agency Name	Harris County Transit
Contact Person	Ken Fickes
Title	Director of Transit Services
Mailing Address	8410 Lantern Point Drive
City	Houston
State	Texas
Zip	77054
Telephone	713-578-2255
Fax	713-578-2092
Agency Website	hariscountytransit.com

Q2: Please provide a brief description of your agency or program.

Harris County Transit Services is a division of the Harris County Community Services Department and a direct recipient of FTA section 5307 and 5310 Urbanized Area program funds. Harris County Transit provides efficient and dependable transportation services for Harris County through an umbrella of services. Our goal is to provide residents outside the METRO service area in unincorporated Harris County with transportation alternatives. Through the spirit of cooperation and coordination with other agencies, Harris County Transit provides a transportation program that offers increased mobility, Mobility Management and economic opportunity while minimizing traffic congestion and increasing air quality through reduced vehicle emissions. Harris County Transit provides transportation with three coordinated services: Fixed Route bus and Park and Ride service in eastern Harris County, the RIDES taxi voucher shared ride and Mobility management program and the Medical Transportation Program. These services are provided using FTA 5307 and 5310 funds with local match from the agencies and city entities served.

Q3: Your Agency Type (Check one only) Government (city or county)

Q4: Please identify the percentage of each client population that your agency serves. If a client population is not served, please leave the box blank.

Seniors, 65+	32
Persons with disabilities	5
Veterans	4
Children & Youth	3
Persons with limited English proficiency	20
Persons with low-income	22
General Population	25

Q5: What are the major functions/services of your organization? Check all that apply. Transportation

Gulf Coast Transportation Resources Inventory

Q6: Please indicate the transportation services provided by your agency. Check all that apply.

Arrange for transportation with information assistance; clients responsible for follow-up

Purchase of services provided by another entity under contract to your agency

PAGE 3: Section 2: Transportation Services

Q7: What service modes do you operate? Check all that apply.

Fixed route (pre-determined and scheduled route to fixed stops)

Subscription service (operate the same point-to-point trip at the same time several times a week)

Demand Response (operate point-to-point trip only when requested)

Q8: If you have specific client eligibility requirements for transportation services please describe (for example: health insurance, age, functionality, income, etc.).

The Medical Transportation Program requires that the client meet age or disability requirements and for medical trips only; the RIDES program has age and/or disability requirements and can be used for any purpose. The bus service requires proof for reduced fares otherwise is open to public.

Q9: What trip purpose(s) does your service meet? Check all that apply.

All trip purposes allowed,

Work/seeking employment,

Medical (dialysis, chemotherapy, physical rehabilitation, etc.)

Educational/job training,

Shopping/personal business, Social/recreational,

Nutrition,

Other (please specify)

Note* Medical Transportation Program is medical only while other two programs are any trip purpose.

Q10: Please describe your current service area. Be as specific as possible. List counties or parts of counties that are served and indicate the highest volume trip locations or most requested areas for services.

The Medical Transportation Program serves areas outside the METRO area and Houston city limits, the RIDES program serves all of Harris County with limited contract services with Montgomery, Galveston, Brazoria and Fort Bend counties and the Fixed Route bus and Park & Ride serve Baytown, La Porte, Crosby, Highlands and Barrett Station.

Q11: Please explain if your agency gets requests from your clients to transport them outside your current service areas. Identify specific counties, cities, towns that have been requested.

RIDES program gets requests from Harris to Fort Bend county for medical trips into Sugar Land.

Gulf Coast Transportation Resources Inventory

Q12: What is your typical or normal span of service?

	Time service begins	Time service ends
Monday	6:00 a.m.	6:00 p.m.
Tuesday	6:00 a.m.	6:00 p.m.
Wednesday	6:00 a.m.	6:00 p.m.
Thursday	6:00 a.m.	6:00 p.m.
Friday	6:00 a.m.	6:00 p.m.
Saturday	8:00 a.m.	6:00 p.m.

Other (please specify)

RIDES Program provides 7/365 service through taxi program.

Q13: What is the level of passenger assistance provided? Check all that apply.

Curb-to-curb (i.e., drivers will assist passengers in and out of vehicle only)

Door-to-door (i.e., drivers will assist passengers to/from the entrance of their origin or destination)

Passengers are permitted to travel with personal care attendants or escorts

Q14: Do you require any advance reservation for service?

Yes

Q15: If yes, what notice must be provided? Check all that apply.

Need to reserve trip a day (24 hours) in advance

Q16: If you require trips to be arranged in advance, do you also have a subscription program that schedules recurring trips without requiring additional reservations?

Yes

Gulf Coast Transportation Resources Inventory

PAGE 4: Section 2: Transportation Services (continued)

Q17: Please provide your organization's annual passenger trips (boardings) by client type and estimate percentages of specific passengers carried. Count one trip each time a passenger boards the vehicle.

Total Annual Passenger Trips	227,428
General public %	23
Low income %	39
Seniors %	16
Mental disabilities %	0
Physical disabilities %	33
Person using mobility device %	8
Other, please specify:	0

Q18: For the transportation services you provide or contract for, how many drivers are used (excluding taxi drivers)?

Full-time paid	8
Part-time paid	0
Volunteer	0

Q19: Please indicate how many of the following vehicle types are in your agency's fleet and identify those that are wheelchair accessible (in parenthesis).

Sedans	0
Station wagons	0
Minivans	0
Standard 15-passenger vans	0
Converted 15-passenger vans (e.g. raised roof, wheelchair lift)	0
Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)	0
Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)	0
Small school bus (yellow school bus seating between 9 and 24 students)	0
Large school bus (yellow school bus seating between 25 and 60 students)	0
Motorcoach (like Greyhound motorcoaches)	0
Other (Describe):	0

Q20: What type of communications device/system is used for vehicles/drivers? Check all that apply;

Cellular phones, Mobile data terminals,
Other (please specify)
Pideon data terminals for fare cards

Q21: Do you use any of the following technologies to assist in planning or delivering services? Check all that apply.

Automatic vehicle location/GPS,
"Smart" fare technology

Gulf Coast Transportation Resources Inventory

Q22: Do you plan to retire any vehicles within the next two years? No,
 If yes, please describe planned retirements (number of vehicles, by type, and standard or reason for retirement)
 Not applicable Harris County does not own vehicles, all POS

Q23: Do you plan to buy or lease any vehicles in the next two years? No,
 If yes, please describe any planned vehicle acquisitions: (number and type(s) of vehicles, whether for replacing old vehicle or expanding service, anticipated source of funding)
 Harris County does not own vehicles all transit POS

PAGE 5: Section 3: Annual Expenditures and Revenues

Q24: Does your organization charge a fare or fee for providing transportation services? Yes

Q25: What is your basic fare structure for fixed route (one-way fare) service?

Adult	1.00
Student/youth	.50
Child	.50
Senior	.50
Disabled	.50

Q26: What is your basic fare structure for demand response (point-to-point) service?

Adult	2.00
Student/youth	2.0
Child	2.0
Senior	2.0
Disabled	2.0

PAGE 6: Section 3: Annual Expenditures and Revenues (continued)

Q27: Please describe any other fare instruments or structures (e.g. discounted passes, smart cards):

Fixed route program sells half priced fare cards to non-profit agencies; RIDES uses fare card.

Q28: Which transportation subsidies does your organization provide for clients? Check all that apply. Purchasing transit passes, tickets for clients,
 Purchasing taxi vouchers for clients

Gulf Coast Transportation Resources Inventory

Q29: Approximately how much do you spend annually on each type of subsidy? Use the most recent year available.

Transit Passes or Tickets	\$2,500
Taxi Vouchers	\$764, 278
Mileage Reimbursement	0
Gas Cards	0
Travel Training	0
Travel aides/escorts	0
Other (please specify)	0

Q30: Does your organization accept donations to offset the cost of providing transportation services?

Yes,

If yes, is there a suggested donation amount?
Never got any.

Q31: In 2015 (or most current year available), approximately how much did your organization spend to operate transportation services?

Total annual Transportation Cost	\$3,175,164
Operations Cost	\$314,385
Maintenance Cost	0
Administration Cost	0
Purchased Transportation Cost	\$2,860,779

Q32: Please enter the total annual funding and the percentages of funding that support your transportation program.

Federal Funds (% of total funding)	\$2,946,715
State Funds (% of total funding)	\$175,088
Local Funds (% of total funding)	\$799,185
Donations (% of total funding)	0
Reimbursements (% of total funding)	0
Fares (% of total funding)	\$69,606
Total Annual Funding	\$3,990,594

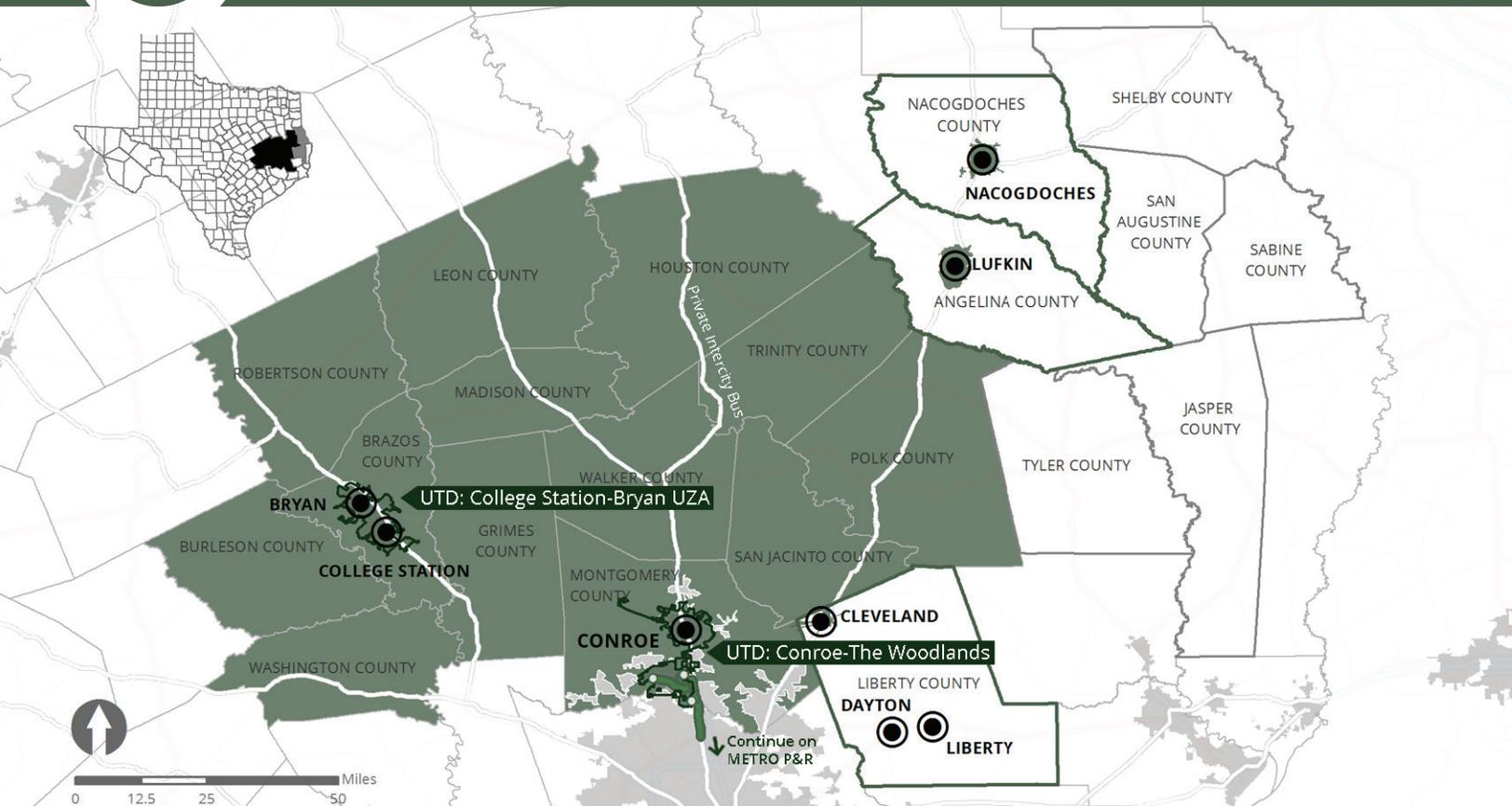
Q33: If we require more detailed expense and funding information for your transportation services who should we contact?

Name	David Jones
Title	Deputy Assistant Director
Phone	713-578-2044
Email	david.jones@csd.hctx.net

APPENDIX D
Transit District Profiles



BRAZOS TRANSIT DISTRICT



The Brazos Transit District (BTD) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorized to establish in 1974, and therefore receives state funds for transit services. Now, BTD serves as a rural transit district (RTD) for 21 counties in central and eastern Texas, including Angelina, Brazos, Burleson, Grimes, Houston, Jasper, Leon, Liberty, Madison, Montgomery, Nacogdoches, Polk, Robertson, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Tyler, Walker, and Washington Counties. BTD also serves as an urban transit district (UTD) for the College Station–Bryan and Conroe–The Woodlands urbanized areas (UZAs).

As an RTD, BTD provides transit services in 16 out of its contracted 21 counties. Counties not served are Jasper, Sabine, San Augustine, Shelby, and Tyler Counties. In the 16 counties served, BTD operates demand-response service in rural areas of all counties except Angelina, Liberty, and Nacogdoches Counties. In Angelina, Liberty, and Nacogdoches Counties, the demand-response service is only available in Lufkin, Cleveland, and Nacogdoches, respectively. BTD offers fixed-route bus and ADA paratransit services in Cleveland, Dayton, Liberty, Lufkin, and Nacogdoches.

As a UTD, BTD provides demand-response service for the College Station–Bryan UZA, and directly operates fixed-route bus and ADA paratransit services within the city limits of Bryan and College Station. BTD passes the allocated state funds for the Conroe–The Woodlands UZA to two providers in the UZA: the City of Conroe and The Woodlands Township. The City of Conroe provides fixed-route bus and ADA paratransit services within the city limits through Conroe Connection Transit. The Woodlands Township provides trolley circulator and ADA paratransit services in The Woodlands Town Center and contracts with 1st Class Tours to operate The Woodlands Express connecting to downtown Houston.

Greyhound provide private intercity bus service in BTD's service area, with connections to BTD service.

BTD is governed by a seven-member board. Each board member is elected from defined regions, including College Station and Bryan; Brazos, Liberty, and Montgomery Counties; the Deep East Texas Region; the Central Region; the Southeast Region; and the Brazos Valley. Conroe Connection Transit, a department of the city, is governed by the mayor and city council. The Woodlands Township is governed by a board of directors composed of seven members who are elected by the community.



Rural Transit District

- Service Area Population¹: 640,973
- Service Area Land Area²: 11,345 Sq. Miles
- Unlinked Passenger Trips³: 241,430
- Revenue Fleet³: 58 Vehicles



Rural Transit District Services

Service Information



Local Bus Service

Available in Cleveland, Dayton^a, Liberty^a, Lufkin, and Nacogdoches.

One-Way Fare Structure:

- Base fare: \$1.50
- Discounted fare^b: \$0.75
- Free fare^c

Fare Media:



ADA Paratransit Service

Available in areas within 3/4-mile on both sides of the fixed-route services.

One-Way Fare Structure:

- Base fare: \$3.00
- Extra fare (in addition to base fare)
Additional trip^d: \$2.00

Fare Media:



Notes:

- ^a Service in Dayton and Liberty is community circular.
- ^b Children (6–12), seniors, people with disabilities, and Medicare cardholders.
- ^c Children under six with paying customer.
- ^d Additional fare will be charged if more than one destination is requested during one trip period.



Demand-Response Service

For the general public.

Available in Burleson, Grimes, Houston, Leon, Madison, Polk, Robertson, San Jacinto, Trinity, Walker, and Washington Counties; Lufkin in Angelina County; Cleveland in Liberty County; Nacogdoches in Nacogdoches County; and non-urbanized areas of Brazos and Montgomery Counties.

Reservation can be made up to 5:00 p.m. the day before the day of travel, up to 7 days in advance.

One-Way Fare Structure:

- Base fare:
 - Within the same county: \$3.50*
 - Crossing one county: \$4.00*
 - Crossing two counties: \$5.00*
- Extra fare (in addition to base fare):
 - Additional county: \$2.00*
 - Additional trip^d: \$2.50*
 - Same-day trip: \$2.00*
- Free fare^b

Fare Media:



Operating Time (Excluding Holidays)

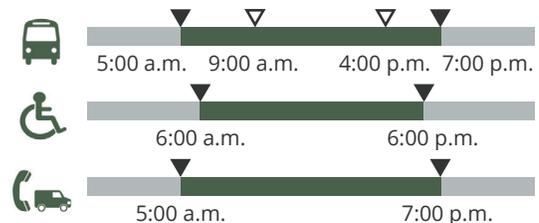


Operating Days by Mode

	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		



Operating Hours by Mode

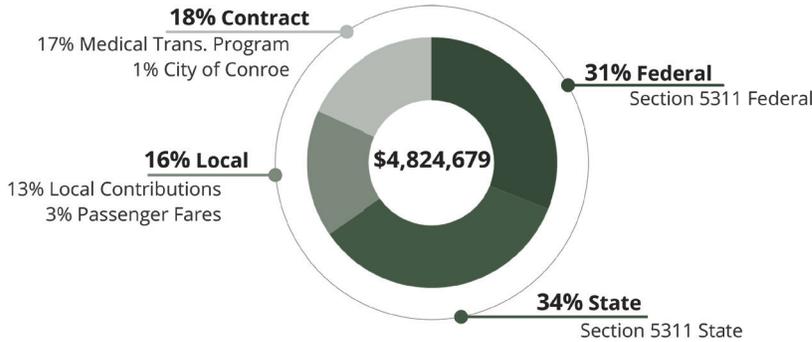


▽ Community circular time

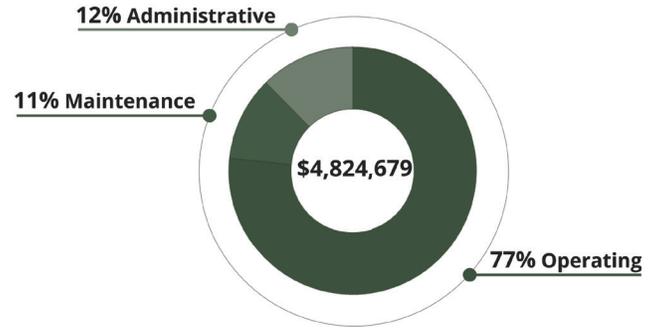


FY 2014 Financial Status³

Revenues in Fiscal Year 2014

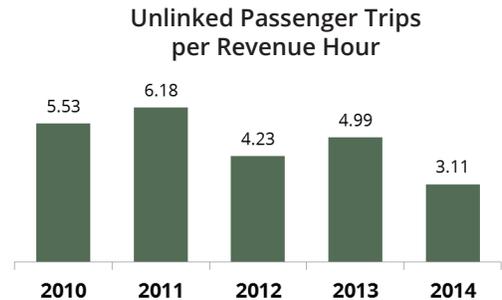
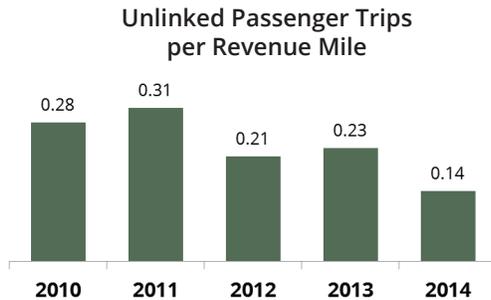


Expenditures in Fiscal Year 2014

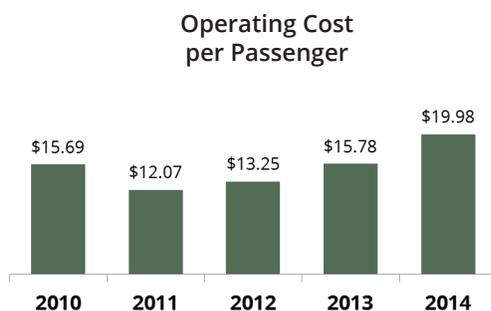


FY 2010-2014 Performance Measures³

Productivity in the Past 5 Years



Efficiency in the Past 5 Years





Urban Transit District

For College-Bryan UZA

(Provider: BTB)

- Service Area Population¹: 171,345
- Service Area Land Area²: 71 Sq. Miles
- Unlinked Passenger Trips³: 6,834,163
- Revenue Fleet³: 16 Vehicles

For Conroe-The Woodlands UZA

(Providers: Conroe Connection Transit and The Woodlands Township)

- Service Area Population¹: 160,852
- Service Area Land Area²: 98 Sq. Miles
- Unlinked Passenger Trips³: 817,069
- Revenue Fleet³: 40 Vehicles



BTD Services

Service Information



Local Bus Service

Available in Bryan and College Station.

One-Way Fare Structure:

- Base fare: \$1.50
- Discounted fare^b: \$0.75
- Free fare^c

Fare Media:



ADA Paratransit Service

Available in areas within 3/4-mile on both sides of the fixed-route services.

One-Way Fare Structure:

- Base fare: \$3.00
- Extra fare (in addition to base fare)
Additional trip^d: \$2.00

Fare Media:



Demand-Response Service

For the general public.

Available in urbanized areas of Brazos County.

Reservation can be made up to 5:00 pm the day before the day of travel, up to 7 days in advance.

One-Way Fare Structure:

- Base fare: \$3.50
- Extra fare (in addition to base fare):
Additional trip^d: \$2.50
Same-day trip: \$2.00
- Free fare^c

Fare Media:



Notes:

^b Children (6–12), seniors, people with disabilities, and Medicare cardholders.

^c Children under six with paying customer.

^d Additional fare will be charged if more than one destination is requested during one trip period.

Operating Time (Excluding Holidays)

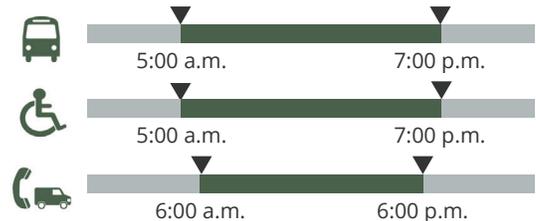


Operating Days by Mode

	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		



Operating Hours by Mode





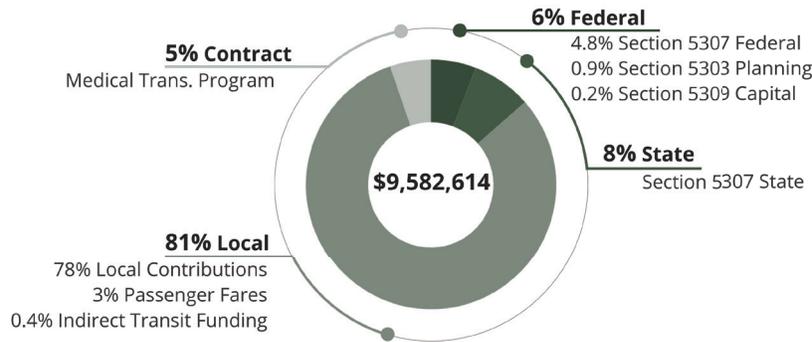
BTD Services

Address | 1759 N. Earl Rudder Freeway
Bryan, TX 77803-5167

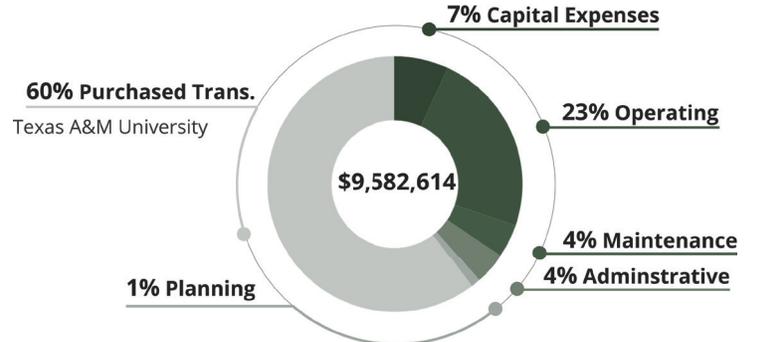
Contact | Alivia Youree
Director of Administration
Phone: (979) 778-0607
E-mail: alivia@btd.org

FY 2014 Financial Status³

Revenues in Fiscal Year 2014

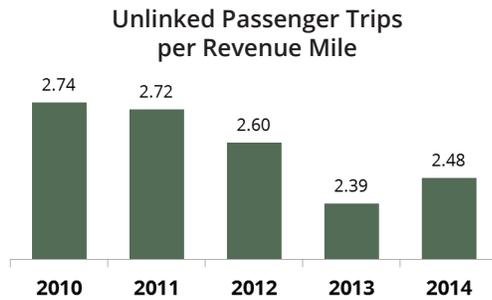


Expenditures in Fiscal Year 2014

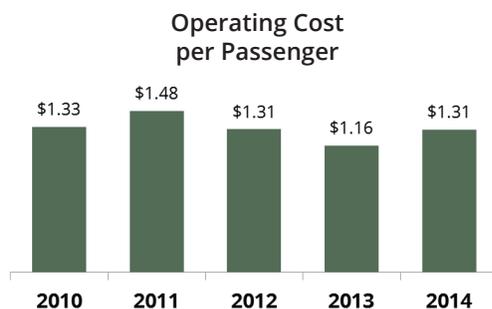


FY 2010–2014 Performance Measures³

Productivity in the Past 5 Years



Efficiency in the Past 5 Years





Projects in the 2015–2018 STIP⁴

Implementation Year	Project Name	Cost
2015	Operating Assistance B/CS	\$3,057,306
2015	ADA Paratransit B/CS	\$75,000
2015	Preventive Maintenance B/CS	\$62,500
2015	Debt Service	\$1,500,000
2016	Operating Assistance B/CS	\$3,057,306
2016	ADA Paratransit B/CS	\$75,000
2016	Preventive Maintenance B/CS	\$62,500
2016	Debt Service	\$1,500,000
2017	Operating Assistance B/CS	\$3,057,306
2017	ADA Paratransit B/CS	\$75,000
2017	Preventive Maintenance B/CS	\$62,500
2017	Debt Service	\$1,500,000
2018	Operating Assistance B/CS	\$3,057,306
2018	ADA Paratransit B/CS	\$75,000
2018	Preventive Maintenance B/CS	\$62,500
2018	Debt Service	\$1,500,000



Conroe Connection Transit Services

Service Information



Local Bus Service

Two routes available within the city limits of Conroe.

One-Way Fare Structure:

- Base fare: \$1.00
- Discounted fare^e: \$0.50
- Free fare^f

Fare Media:



ADA Paratransit Service

Available in areas within 3/4-mile on both sides of the fixed-route services.

Trips can be scheduled up to 7 days in advance, up to the day before the trip.

One-Way Fare Structure:

- Base fare: \$2.00

Fare Media:



Notes:

^e Seniors (65 and over), people with disabilities, children (6–12), and students (13–18).

^f Children under 6 with paying customer.

^g Sold in bulk to social service agencies.

Operating Time (Excluding Holidays)

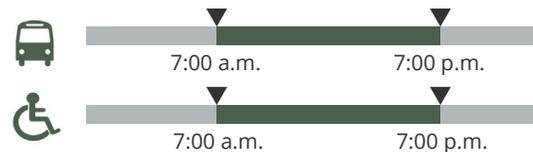


Operating Days by Mode

	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		



Operating Hours by Mode





The Woodlands Township Services

Service Information



Trolley-Replica Bus Service

The Town Center Trolley service is conveniently located in The Woodlands Town Center area and connects The Woodlands Waterway, The Woodlands Mall, Market Street, businesses, and residences along the route. Vehicle frequency ranges between 10 to 20 minutes, depending on the time of day.

One-Way Fare Structure:

- Base fare: free



ADA Paratransit Service

Available in areas within 3/4-mile on both sides of the Town Center Trolley service.

One-Way Fare Structure:

- Base fare: free



Commuter Bus Service

The Woodlands Express provides weekday service from three park-and-ride locations in The Woodlands (Research Forest, Sterling Ridge, and Sawdust) connecting to downtown Houston, the Texas Medical Center, and Greenway Plaza in Houston. Reverse-commute service is anticipated to begin in early 2017.

Fare Structure:

- Round-trip fare: \$13.00

Fare Media*:



Note:

* Electronic fare payment services are anticipated to begin in early 2017.

Operating Time (Excluding Holidays)



Operating Days by Mode



MON	TUE	WED	THU	FRI	SAT	SUN
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MON	TUE	WED	THU	FRI		
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Operating Hours by Mode



MON
THU



FRI
SAT



SUN



5:00 a.m.

9:00 p.m.



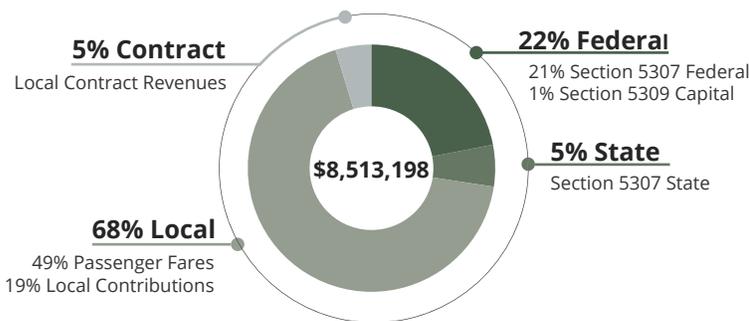
Address | 1759 N. Earl Rudder Freeway
Bryan, TX 77803-5167

Contact | Alivia Youree
Director of Administration
Phone: (979) 778-0607
E-mail: alivia@btd.org

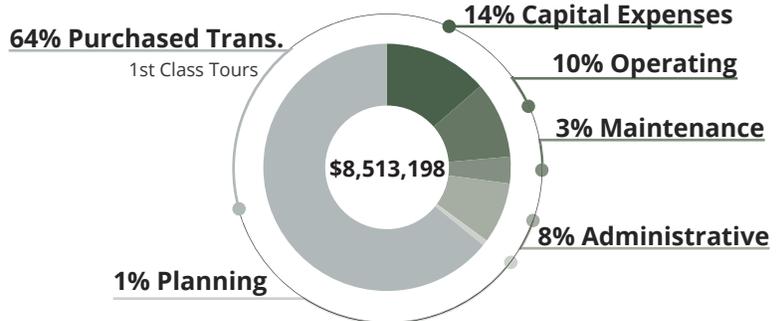
Conroe and The Woodlands Services

FY 2014 Financial Status³

Revenues in Fiscal Year 2014

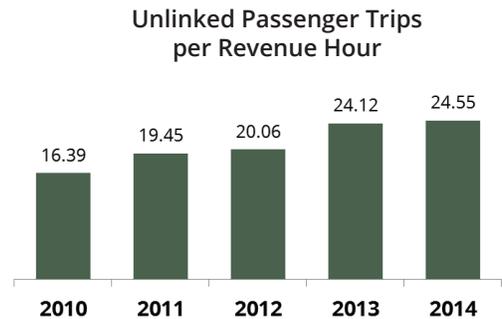
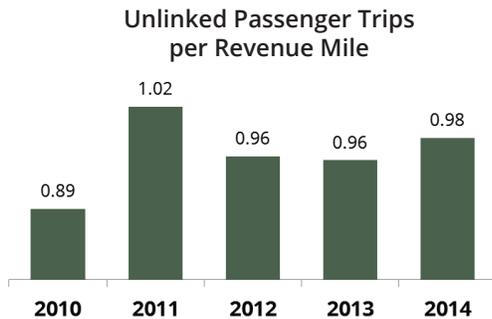


Expenditures in Fiscal Year 2014

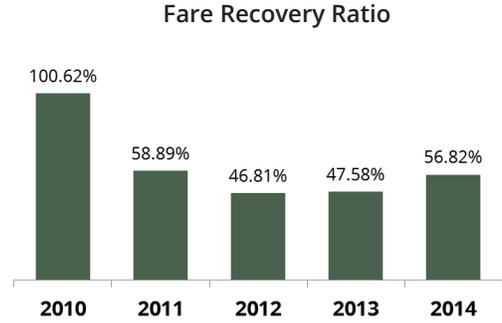
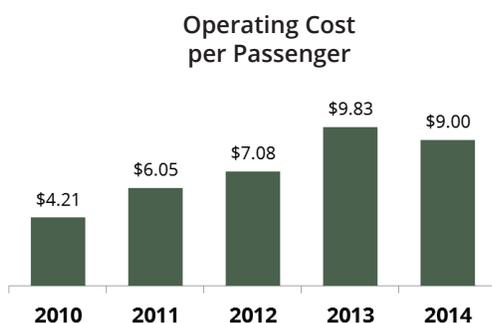


FY 2010–2014 Performance Measures³

Productivity in the Past 5 Years



Efficiency in the Past 5 Years





Conroe and The Woodlands Services

Projects in the 2015–2018 STIP⁴

Implementation Year	Project Name	Cost
2016	Design & Construction of P & R facility	\$1,000,000

Data Sources:

¹ U.S. Census Bureau, American Community Survey 2009–2013 5-Year Estimates and 2010 Census Summary File 1.

² U.S. Census Bureau, 2010 and 2013 TIGER/Line Shapefiles: Places, and Urban Areas.

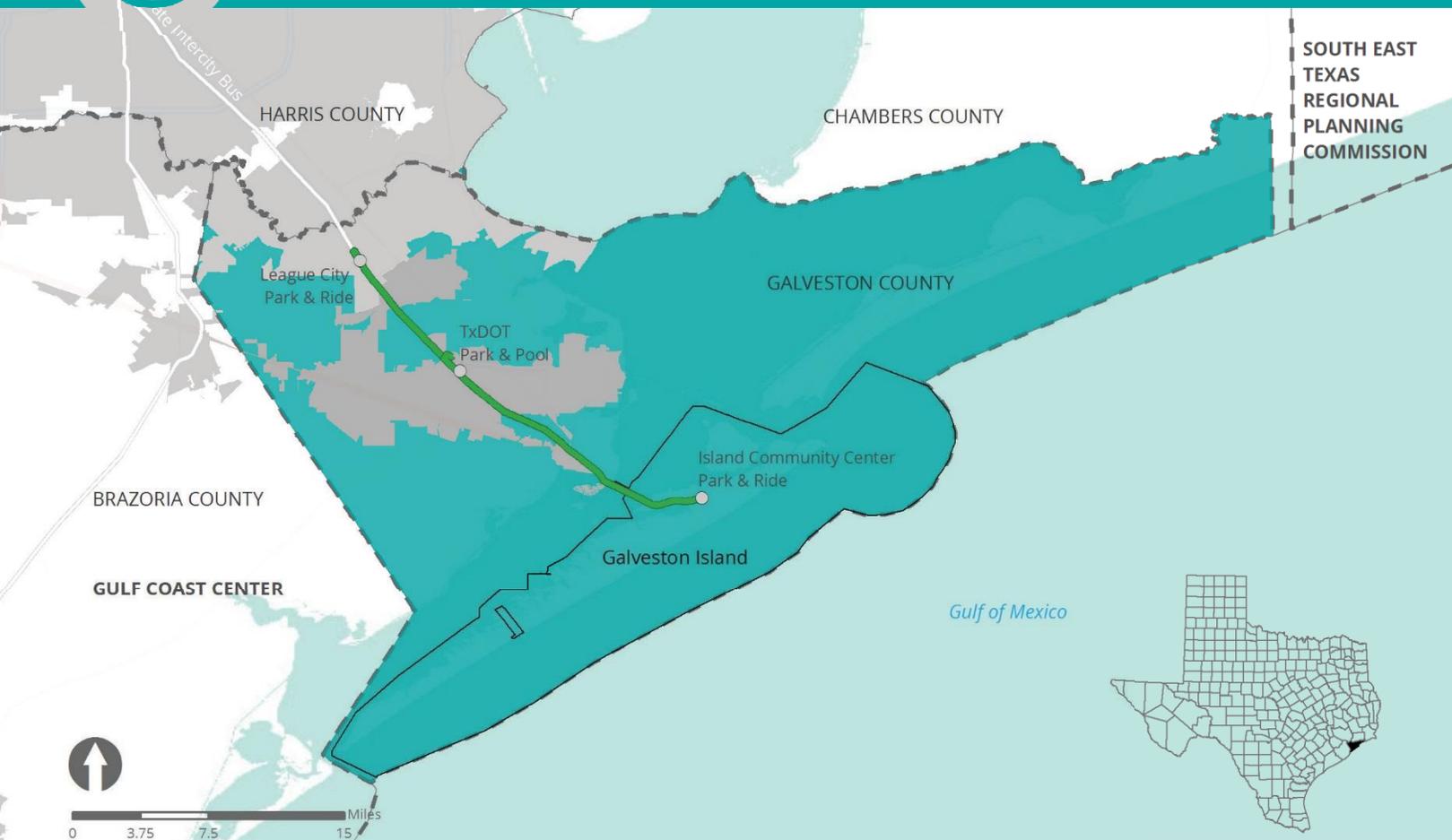
³ Texas Department of Transportation, Public Transportation Division PTN-128 Fiscal Year 2011–2014 data.

⁴ Texas Department of Transportation, Proposed 2015–2018 District Statewide Transportation Improvement Programs.

Last Updated:

October 2016

GALVESTON COUNTY TRANSIT DISTRICT



The Galveston County Transit District (GCTD) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorized to establish in 2010, and therefore receives state funds for transit services. Based on results of the U.S. Census 2010, Hurricane Ike caused the City of Galveston to lose its status of being a small urbanized area (UZA) and being an urban transit district (UTD). Taking over the remaining rural parts of Galveston County from Gulf Coast Center, GCTD, then, was created to assist in the planning, funding, and development of regional transit access for the rural Galveston County.

GCTD serves as a rural transit district (RTD) for rural areas in Galveston County. GCTD does not operate transit services directly; instead, GCTD contracts with Gulf Coast Center to operate transit service for rural areas in mainland Galveston County and purchases transportation service from the City of Galveston for Galveston Island.

Gulf Coast Center, through its transportation program Connect Transit, operates demand-response service in rural areas of mainland Galveston County and contracts with Harris County RIDES to provide taxi service to seniors and people with disabilities in Pearland, League City and Friendswood. Le Fleur, non-emergency Medical Transportation, provides service to seniors and people with disabilities in the small urban area of Texas City/La Marque, Dickinson and Lake Jackson/Angleton.

The City of Galveston operates fixed-route bus and ADA paratransit services for Galveston Island through Island Transit. Connect Transit and Island Transit jointly deliver League City park-and-ride that stops at the TxDOT Park and Ride Pool lot enroute to Galveston Island. (after the MOM P&R stopped running)

The Galveston County Transit District Board of Directors is comprised of 11 members appointed by 11 municipal governments in Galveston County, which include Galveston County, Bayou Vista, Clear Lake Shores, Dickinson, City of Galveston, Hitchcock, Kemah, La Marque, League City, Santa Fe, and Texas City.



Rural Transit District

- Service Area Population¹: 63,077
- Service Area Land Area²: 164 Sq. Miles
- Unlinked Passenger Trips³: 860,922
- Revenue Fleet³: 25 Vehicles

For Galveston Mainland (Provider: Gulf Coast Center)

- Service Area Population¹: 14,899
- Service Area Land Area²: 122 Sq. Miles

For Galveston Island (Provider: the City of Galveston)

- Service Area Population¹: 48,178
- Service Area Land Area²: 41 Sq. Miles



Gulf Coast Center Services

Service Information



Demand-Response Service

For the general public.

Available in the rural areas of mainland Galveston County.

Reservation may be made five business days in advance and up to 1 hour before.

One-Way Fare Structure:

- Base fare: \$1.00
- Extra fare^a (in addition to base fare): \$2.50

Fare Media:



Commuter Bus Service (Island Connect)

One Island Connect Transit route connects League City to Galveston Island.

One-Way Fare:

- League City P&R: \$4.00

Fare Media:



Note:

^a For trips to the Veteran's Hospital in Harris County.

Operating Time (Excluding Holidays)



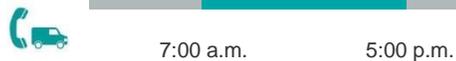
Operating Days by Mode

	MON	TUE	WED	THU	FRI		
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	MON	TUE	WED	THU	FRI		
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Operating Hours by Mode





The City of Galveston Services

Service Information



Local Bus Service (Island Transit)

Seven fixed bus routes available within the city limits of Galveston.

One-Way Fare Structure:

- Base fare: \$1.00
- Discounted fare^b: \$0.50
- Free fare^c

Fare Media:



ADA Paratransit Service (DART)

Available in area within 3/4-mile on both sides of the fixed-route services.

Reservation may be made seven days in advance and up to 4:00 p.m. (weekday) or 5:00 p.m. (weekend) the day before.

One-Way Fare Structure:

- Base fare: \$1.00

Fare Media:



Commuter Bus Service (Island Connect)

One Island Connect Transit route connects League City to Galveston Island.

One-Way Fare:

- League City P&R: \$2.00

Fare Media:



Notes:

^b People with disabilities, seniors (65+), Medicare cardholders, and students.

^c Children under 6 with paying customer.

Operating Time (Excluding Holidays)

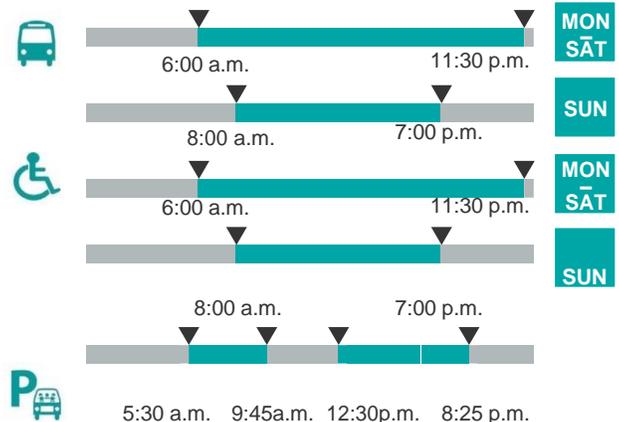


Operating Days by Mode

	MON	TUE	WED	THU	FRI	SAT	SUN
	MON	TUE	WED	THU	FRI	SAT	SUN
	MON	TUE	WED	THU	FRI		



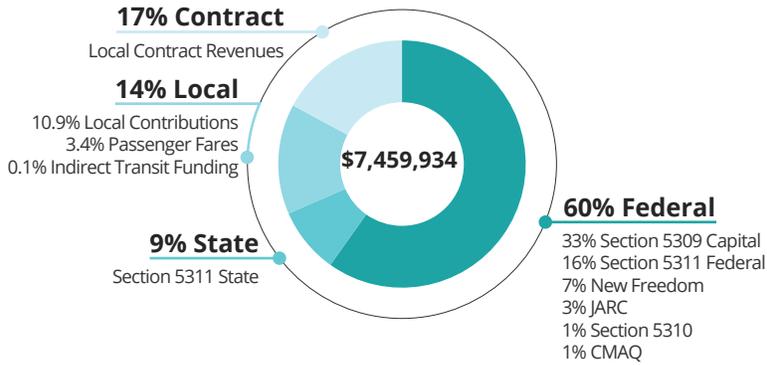
Operating Hours by Mode



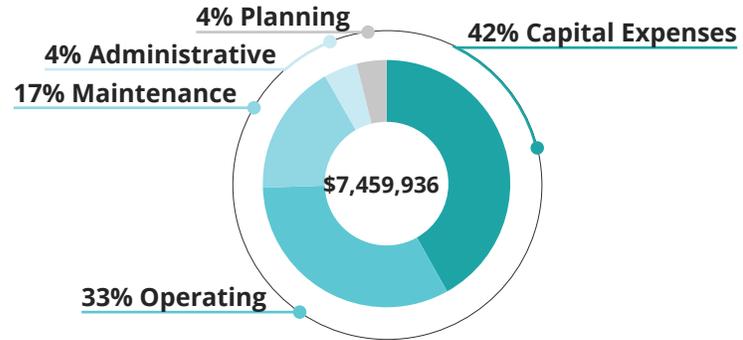


FY 2014 Financial Status³

\$ Revenues in Fiscal Year 2014



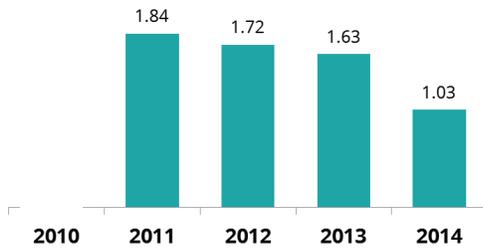
\$ Expenditures in Fiscal Year 2014



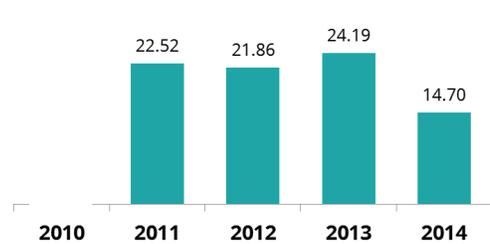
FY 2010-2014 Performance Measures³

Productivity in the Past 5 Years

Unlinked Passenger Trips per Revenue Mile

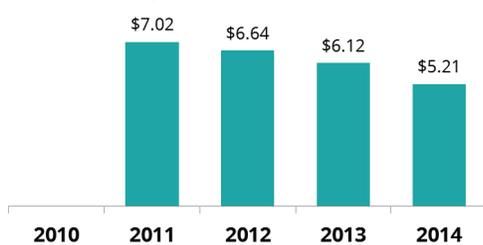


Unlinked Passenger Trips per Revenue Hour

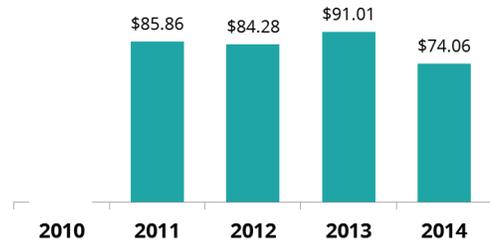


Efficiency in the Past 5 Years

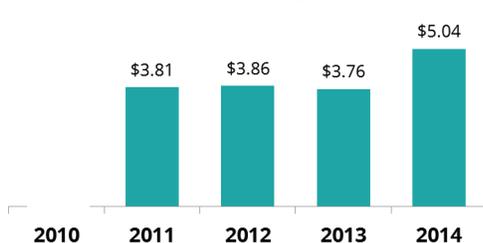
Operating Cost per Revenue Mile



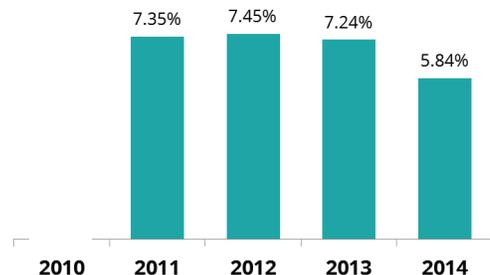
Operating Cost per Revenue Hour



Operating Cost per Passenger



Fare Recovery Ratio



Projects in the 2015–2016 STIP⁴

Implementation Year	Project Name	Cost
2015	City of Galveston Transit Preventive Maintenance (Year 2)	\$812,989
2016	City Of Galveston Transit Preventative Maintenance (Year 3)	\$845,508

Data Sources:

¹ U.S. Census Bureau, American Community Survey 2009–2013 5-Year Estimates and 2010 Census Summary File 1.

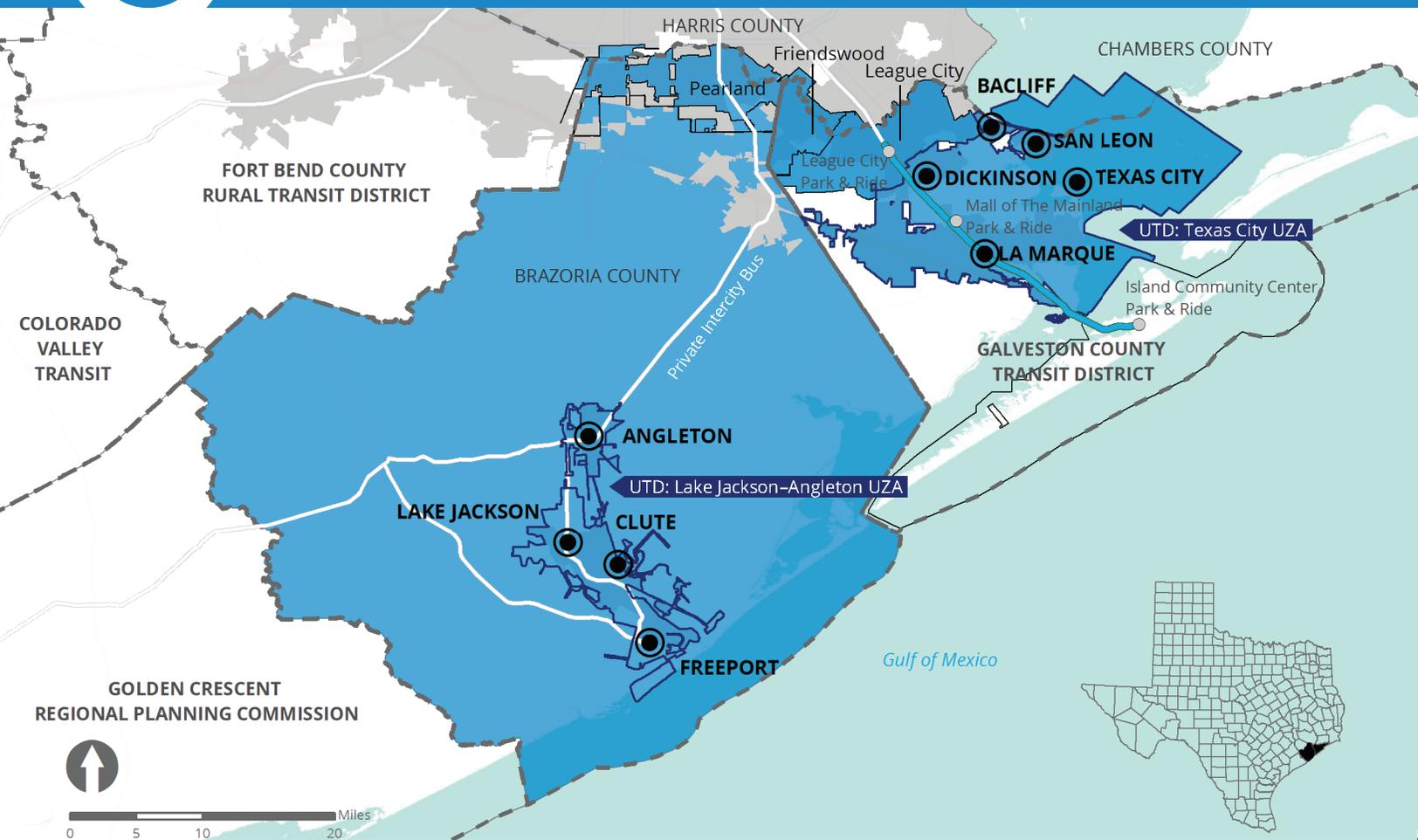
² U.S. Census Bureau, 2010 and 2013 TIGER/Line Shapefiles: Places, and Urban Areas.

³ Texas Department of Transportation, Public Transportation Division PTN-128 Fiscal Year 2011–2014 Data.

⁴ Texas Department of Transportation, Proposed 2015–2018 District Statewide Transportation Improvement Programs.

Last Updated:

December 2016



The Gulf Coast Center (GCC) is a political subdivision of Texas that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funds for transit services. GCC serves as a rural transit district (RTD) for rural areas of Brazoria County and serve as an urban transit district (UTD) for the Lake Jackson–Angleton and Texas City urbanized areas (UZAs).

GCC, through its transportation program Connect Transit, operates demand-response service in rural Brazoria County; fixed-route service Southern Brazoria County Transit and ADA paratransit service within the city limits of Lake Jackson, Angleton, Freeport, and Clute; and fixed-route service Mainland Transit and ADA paratransit service within the city limits of Bacliff, Dickinson, La Marque, San Leon, and Texas City.

Under an interlocal agreement with GCC, Harris County Transit RIDES provides taxi service to seniors and people with disabilities in Pearland, League City, and Friendswood. In addition, Connect Transit and Island Transit jointly deliver park-and-ride commuter service (known as Island Connect) for riders to travel among Galveston Island, Texas City, and League City.

GCC is a contracted transportation provider of the Galveston County Transit District. For more information, please see the Galveston County Transit District profile.

Valley Transit Company, Inc., operates private intercity bus service in GCC’s service area. GCC can provide connections to the service.

GCC is governed by an 8-member board of trustees. The Galveston County Commissioners Court appoints four members and the Brazoria County Commissioners Court appoints the other four members.



Rural Transit District

- Service Area Population¹: 87,943
- Service Area Land Area²: 1,238 Sq. Miles
- Unlinked Passenger Trips³: 21,753
- Revenue Fleet³: 9 Vehicles



Rural Transit District Service

Service Information



Demand-Response Service

For the general public.

Available in the rural areas of Brazoria County.

Reservation may be made five business days in advance and up to 1.5 hour before.

One-Way Fare Structure:

- Base fare: \$1.00
- Extra fare^a (in addition to base fare): \$2.50

Fare Media:



Note:

^a For trips to the Veteran's Hospital in Harris County.

Operating Time (Excluding Holidays)



Operating Days by Mode



Operating Hours by Mode

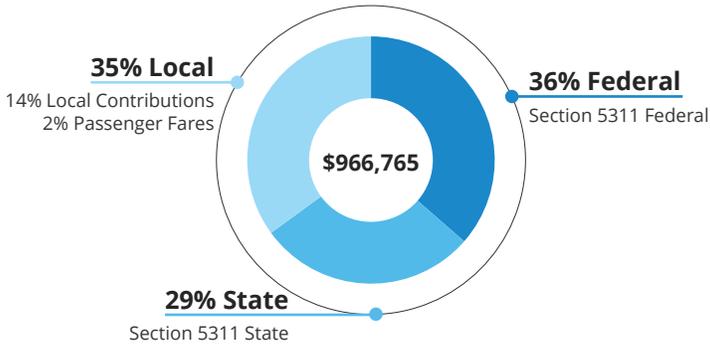




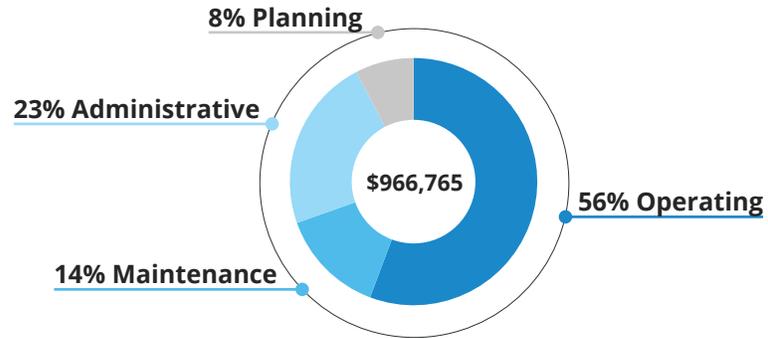
FY 2014 Financial Status³



Revenues in Fiscal Year 2014



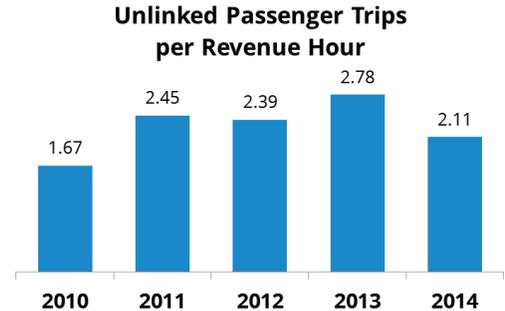
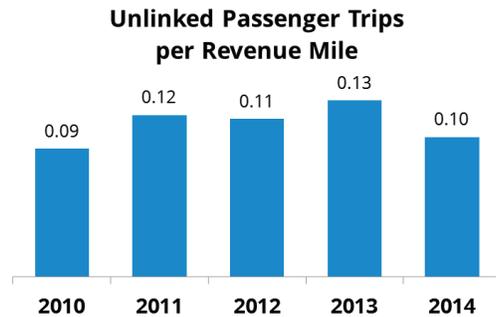
Expenditures in Fiscal Year 2014



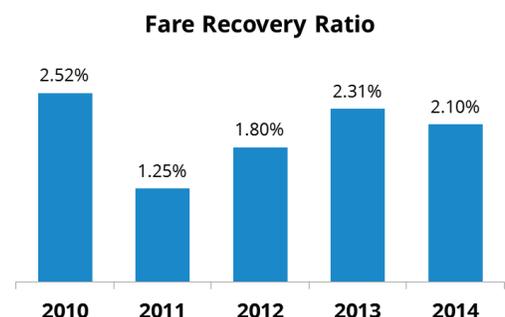
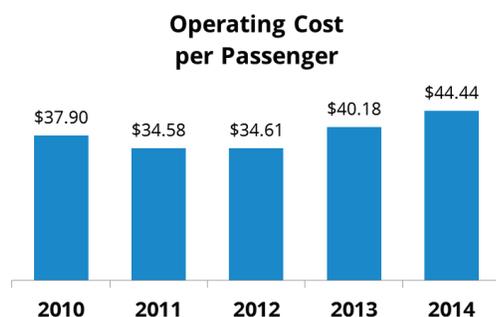
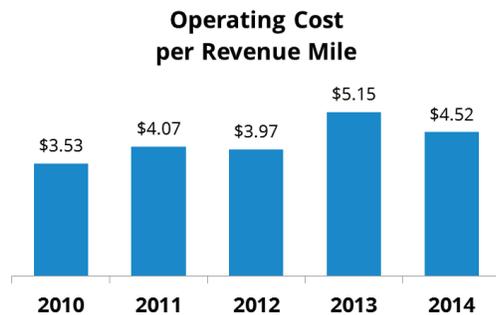
FY 2010–2014 Performance Measures³



Productivity in the Past 5 Years



Efficiency in the Past 5 Years





Urban Transit District

For Lake Jackson–Angleton UZA

- Service Area Population¹: 170,126
- Service Area Land Area²: 110 Sq. Miles
- Unlinked Passenger Trips³: 124,773
- Revenue Fleet³: 13 Vehicles

For Texas City UZA

- Service Area Population¹: 245,718
- Service Area Land Area²: 191 Sq. Miles
- Unlinked Passenger Trips³: 187,671
- Revenue Fleet³: 15 Vehicles



Lake Jackson-Angleton Urban Transit District Services

Service Information



Local Bus Service

Known as Southern Brazoria County Transit.
Five fixed routes available within the city limits of Lake Jackson, Angleton, Freeport, and Clute.

One-Way Fare Structure:

- Base fare: \$1.00
- Discounted fare^b: \$0.50

Fare Media:



ADA Paratransit Service

Available in areas within 3/4-mile on both sides of the fixed-route services.

Reservation may be made five business days in advance and up to 5:00 p.m. the day before.

One-Way Fare Structure:

- Base fare: \$2.00

Fare Media:



Notes:

^a For trips to the Veteran's Hospital in Harris County.

^b People with disabilities, seniors (65+), Medicare cardholders, and students (5-17).



Demand-Response Service

For the General Public:

Available in the Lake Jackson-Angleton UZA.

Reservation may be made five business days in advance and up to 1.5 hour before.

One-Way Fare Structure:

- Base fare: \$1.00
- Extra fare^b (in addition to base fare): \$2.50

Fare Media:



For Limited-Eligibility Riders:

Harris County Transit RIDES Same-Day Taxi service is available in Pearland for seniors (65+) and people with disabilities only. Advance registration required.

Reservation must be made 90 minutes in advance.

One-Way Fare Structure:

- Up to \$24.00
(Agency or customer pays 50% of the Same-Day Taxi trip up to \$48.00)

Fare Media:



Operating Time (Excluding Holidays)



Operating Days by Mode

	MON	TUE	WED	THU	FRI	SAT	
	MON	TUE	WED	THU	FRI	SAT	
	MON	TUE	WED	THU	FRI	SAT*	SUN*

* Harris County Transit RIDES only.

▼ GCC ▼ RIDES



Operating Hours by Mode

	5:45 a.m.	6:00 p.m.	WKD	
	9:00 a.m.	7:00 p.m.	SAT	
	6:00 a.m.	6:00 p.m.	WKD	
	9:00 a.m.	7:00 p.m.	SAT	
	12:00 a.m.	7:00 a.m.	5:00 p.m.	12:00 a.m.

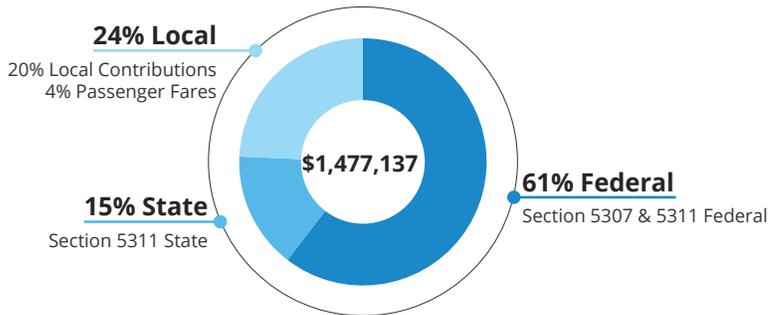


Address | 4352 E.F. Lowry Expressway
Texas City, TX 77591

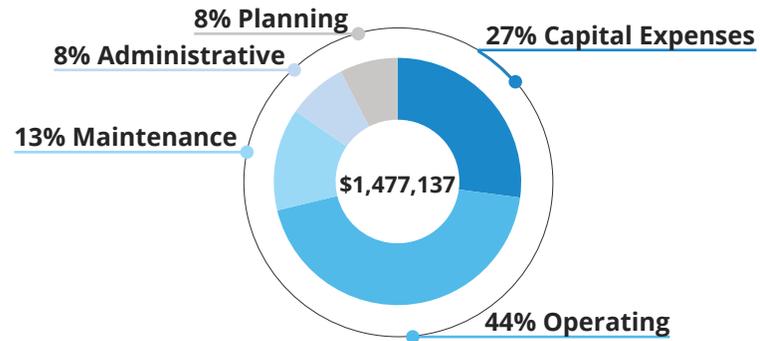
Contact | James Hollis
Transportation Director
Phone: (409) 944-4446
E-mail: jamesh@gulfcoastcenter.org

FY 2014 Financial Status³

\$ Revenues in Fiscal Year 2014



\$ Expenditures in Fiscal Year 2014

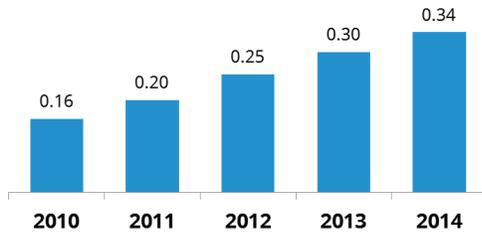


FY 2010–2014 Performance Measures³

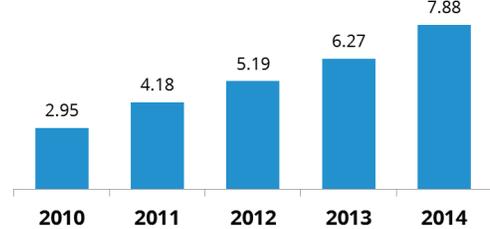


Productivity in the Past 5 Years

Unlinked Passenger Trips per Revenue Mile

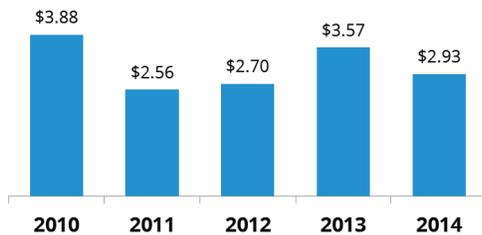


Unlinked Passenger Trips per Revenue Hour

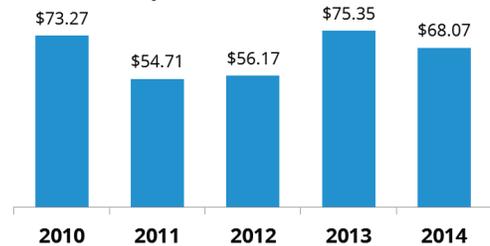


Efficiency in the Past 5 Years

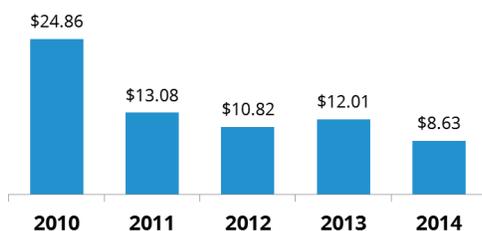
Operating Cost per Revenue Mile



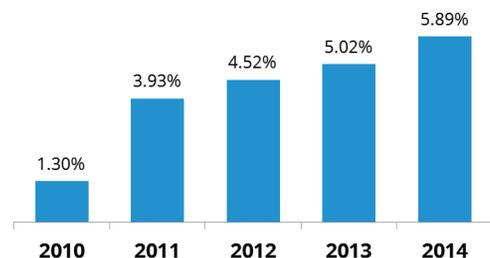
Operating Cost per Revenue Hour



Operating Cost per Passenger



Fare Recovery Ratio





Texas City Urban Transit District Services

Service Information



Local Bus Service (Mainland Transit)

Eight fixed bus routes available within the city limits of Texas City, La Marque, Dickinson, Bacliff, and San Leon.

One-Way Fare Structure:

- Base fare: \$1.00
- Discounted fare^a: \$0.50

Fare Media:



ADA Paratransit Service

Available in area within 3/4-mile on both sides of the fixed route services.

Reservation may be made five business days in advance and up to 5:00 p.m. the day before.

One-Way Fare Structure:

- Base fare: \$2.00

Fare Media:



Notes:

- ^a People with disabilities, seniors (65+), Medicare cardholders, and students.
- ^b For trips to the Veteran's Hospital in Harris County.



Demand-Response Service

For the General Public:

Available in the Texas City UZA.

Reservation may be made five business days in advance and up to 1 hour before.

One-Way Fare Structure:

- Base fare: \$1.00
- Extra fare^b (in addition to base fare): \$2.50

Fare Media:



For Limited-Eligibility Riders:

Harris County Transit RIDES Same-Day Taxi service is available in Friendswood and League City for seniors (65+) and people with disabilities only. Advance registration required.

Reservation must be made 90 minutes in advance.

One-Way Fare Structure:

- Up to \$24.00
(Agency or customer pays 50% of the Same-Day Taxi trip up to \$48.00)

Fare Media:



Operating Time (Excluding Holidays)



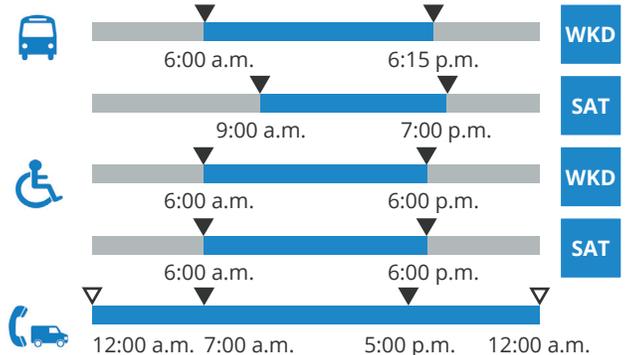
Operating Days by Mode

	MON	TUE	WED	THU	FRI	SAT	
	MON	TUE	WED	THU	FRI	SAT	
	MON	TUE	WED	THU	FRI	SAT*	SUN*

* Harris County Transit RIDES only.
 ▼ GCC ▼ RIDES



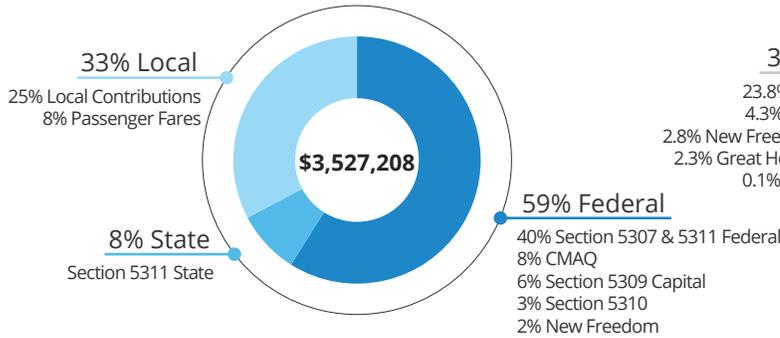
Operating Hours by Mode



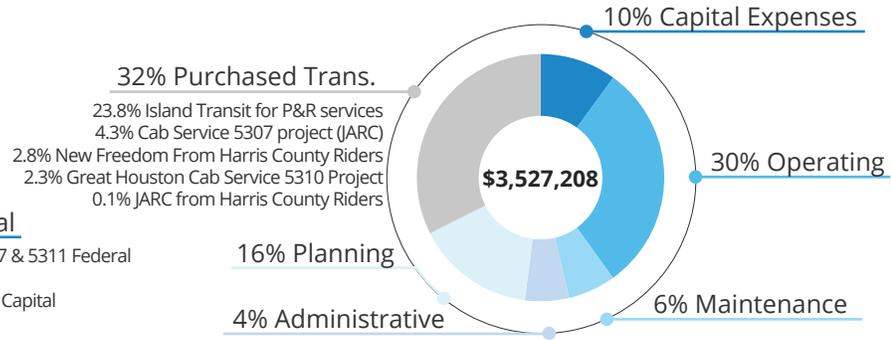


FY 2014 Financial Status³

Revenues in Fiscal Year 2014

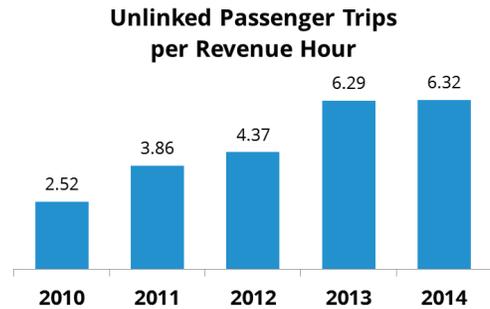
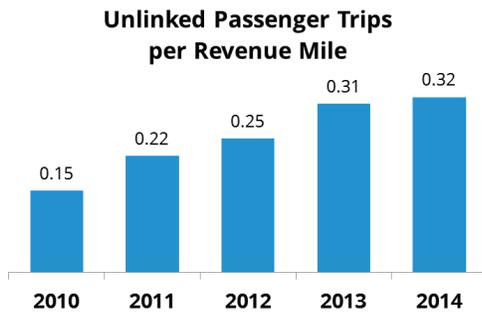


Expenditures in Fiscal Year 2014

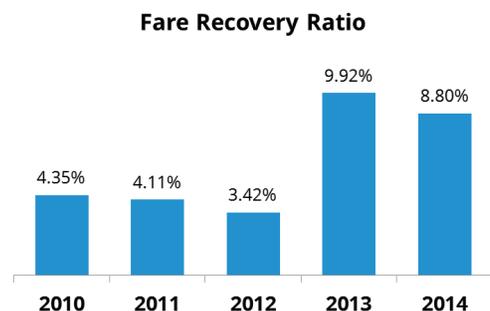
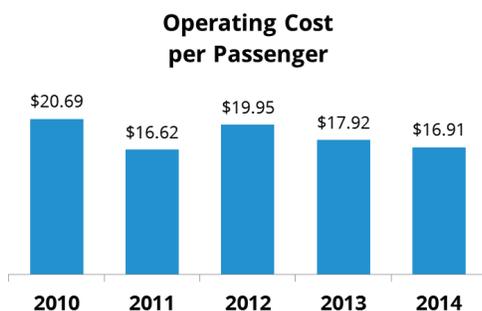


FY 2010–2014 Performance Measures³

Productivity in the Past 5 Years



Efficiency in the Past 5 Years



Projects in the 2015–2016 STIP⁴

Implementation Year	Project Name	Cost
2015	ROW for Kemah Multimodal Terminal	\$28,832,790
2016	Contract the Kemah Multimodal Terminal	\$28,832,790

Data Sources:

¹ U.S. Census Bureau, American Community Survey 2009–2013 5-Year Estimates and 2010 Census Summary File 1.

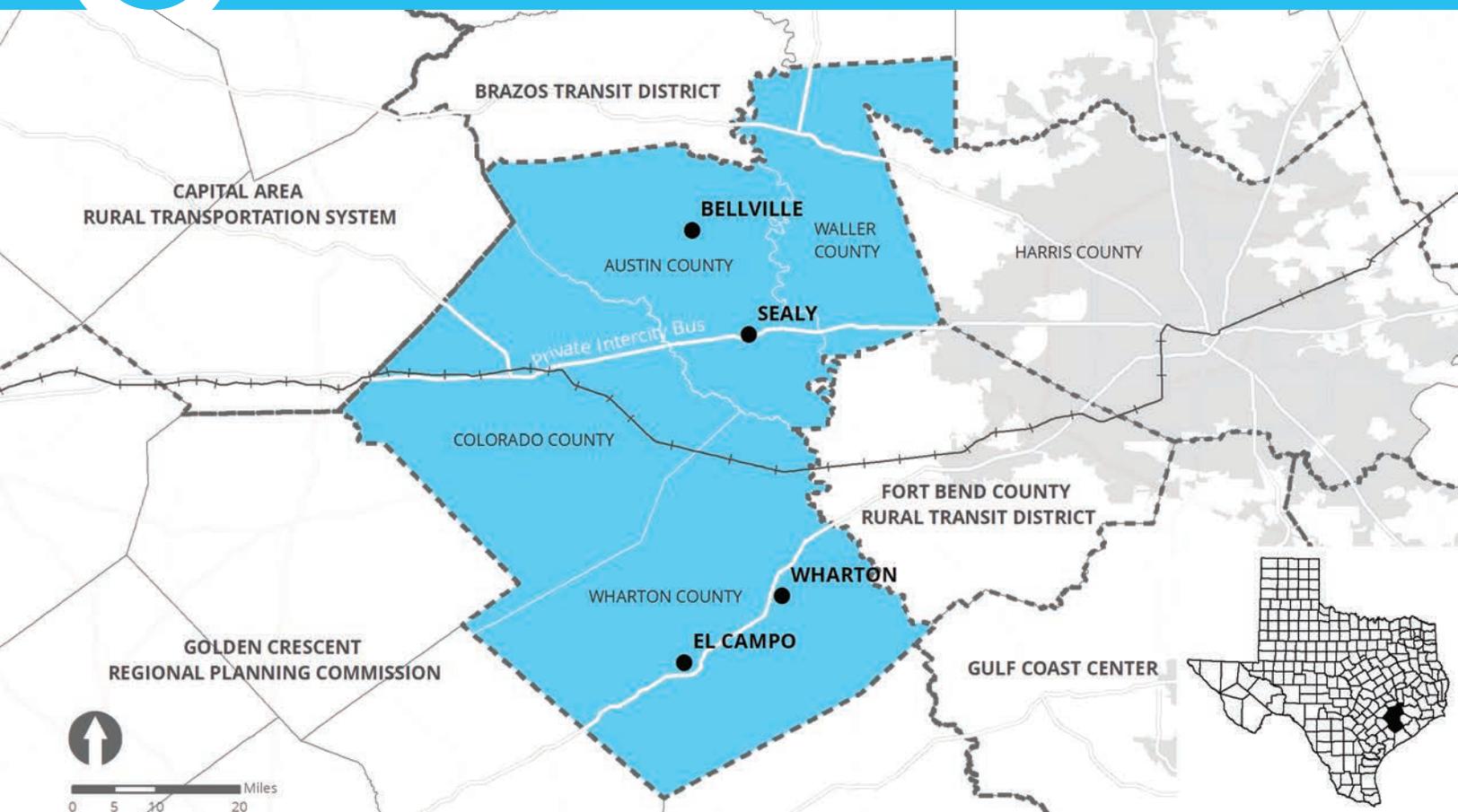
² U.S. Census Bureau, 2010 and 2013 TIGER/Line Shapefiles: Places, and Urban Areas.

³ Texas Department of Transportation, Public Transportation Division PTN-128 Fiscal Year 2011–2014 Data.

⁴ Texas Department of Transportation, Proposed 2015–2018 District Statewide Transportation Improvement Programs.

Last Updated:

December 2016



The Colorado Valley Transit District (CVTD) is a rural transit district that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funding for rural transit services. CVTD, branded as Transit, is responsible for transit services in Austin, Colorado, Waller, and Wharton Counties. Transit operates demand-response service for the general public throughout the service area. Transit provides the deviated-fixed-route service LOOP within the city limits of Bellville and Sealy in Austin County, and within the city limits of El Campo and Wharton in Wharton County. In addition, Transit contracts with the Metropolitan Transit Authority of Harris County to provide vanpool service STAR for commuters in Waller County.

Four private intercity bus companies—Arrow Trailways of Texas, Kerrville Bus Company, Greyhound, and Valley Transit Company—operate lines within CVTD's service area. The Amtrak passenger rail line passes through the service area as well. Transit can provide connections to the services.

The eight-member CVTD Board of Directors is the governing body of Transit's services. Each county within the CVTD service area appoints two members to represent its jurisdiction.



Rural Transit District

- Service Area Population¹: 133,452
- Service Area Land Area²: 3,206 Sq. Miles
- Unlinked Passenger Trips³: 85,415
- Revenue Fleet³: 22 Vehicles



Rural Transit District Services

Service Information



Flexible Transit Service (LOOP)

For the general public.

One deviated-fixed route available within the city limits of each of the following cities: Bellville, Sealy, El Campo, and Wharton.

One-Way Fare Structure:

- Base Fare: \$1.00
- Free Fare^a

Fare Media:



Vanpool Service (METRO STAR)

METRO STAR vanpools offers scheduled routes in Waller County under an interlocal agreement with CVTD.

One-Way Fare Structure:

- Base Fare:
Varies based on mileage, the number of riders and the size of the van.

Fare Media:



Demand-Response Service (LINK)

For the general public.

Available in Austin, Colorado, Waller, and Wharton Counties.

Reservation must be made at least a day in advance.

One-Way Fare Structure:

- Inner County Trip: \$2.00
- County-to-County: \$5.00
- Free Fare^a

Fare Media:



Note:

^a Seniors (65+) in Austin and Waller Counties.

Operating Time (Excluding Holidays)

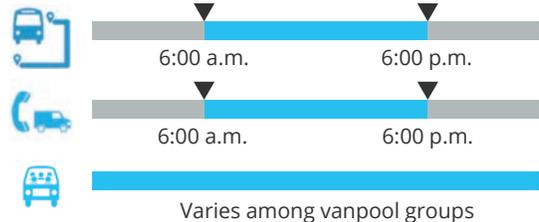


Operating Days by Mode

	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI	SAT	SUN



Operating Hours by Mode

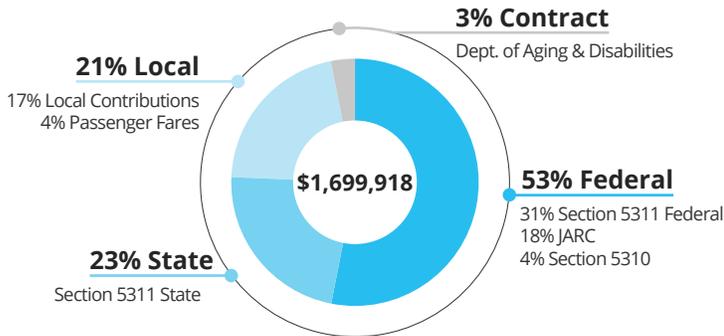




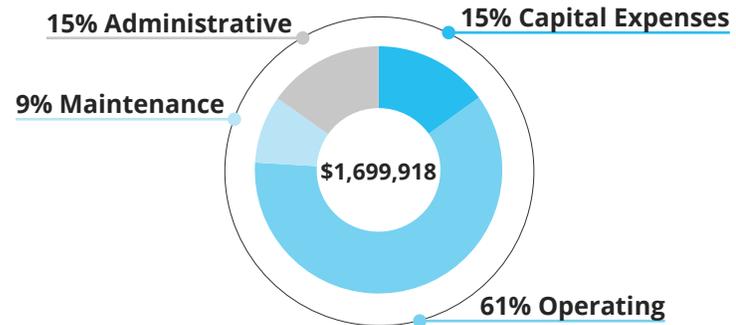
FY 2014 Financial Status³



Revenues in Fiscal Year 2014



Expenditures in Fiscal Year 2014

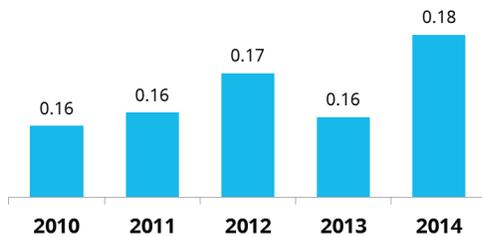


FY 2010–2014 Performance Measures³

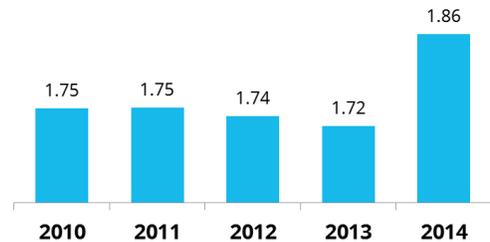


Productivity in the Past 5 Years

Unlinked Passenger Trips per Revenue Mile

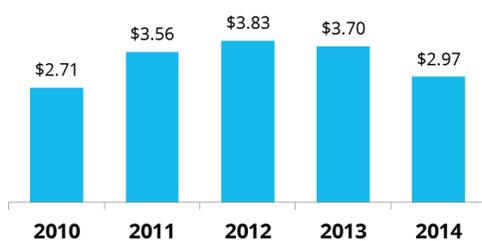


Unlinked Passenger Trips per Revenue Hour

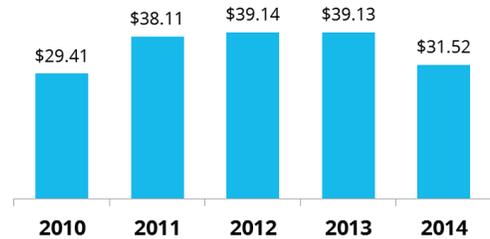


Efficiency in the Past 5 Years

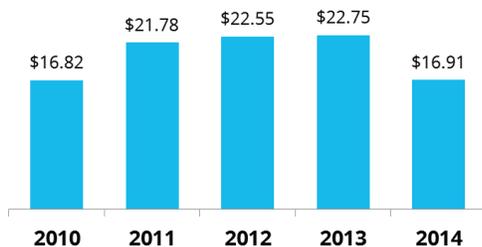
Operating Cost per Revenue Mile



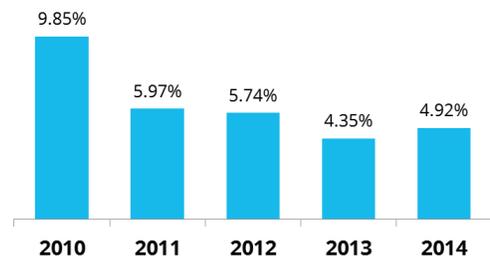
Operating Cost per Revenue Hour



Operating Cost per Passenger



Fare Recovery Ratio



Projects in the 2015–2018 STIP⁴

Implementation Year	Project Name	Cost
2015	Operations/Administration	\$1,191,542
2015	Capital	\$83,757
2015	Capital - Preventive Maintenance	\$132,500
2016	Operations/Administration	\$1,191,542
2016	Capital	\$83,757
2016	Capital - Preventive Maintenance	\$132,500
2017	Operations/Administration	\$1,191,542
2017	Capital	\$83,757
2017	Capital - Preventive Maintenance	\$132,500
2018	Operations/Administration	\$1,191,542
2018	Capital	\$83,757
2018	Capital - Preventive Maintenance	\$132,500

Data Sources:

¹ U.S. Census Bureau, American Community Survey 2009–2013 5-Year Estimates and 2010 Census Summary File 1.

² U.S. Census Bureau, 2010 and 2013 TIGER/Line Shapefiles: Places, and Urban Areas.

³ Texas Department of Transportation, Public Transportation Division PTN-128 Fiscal Year 2011–2014 Data.

⁴ Colorado Valley Transit District.

Last Updated Date:

December 18, 2015



FORT BEND COUNTY

COLORADO VALLEY TRANSIT, INC.

HARRIS COUNTY

Galleria

Greenway Plaza

Texas Medical Center

RICHMOND

ROSENBERG

AMC Theater Park & Ride

UH Sugar Land Park & Ride

Fairgrounds Park & Ride

FORT BEND COUNTY

GULF COAST CENTER



0 3.75 7.5 15 Miles

The County of Fort Bend, under Texas Transportation Code Chapter 458, serves as a rural transit district for Fort Bend County, and therefore receives federal and state funding for rural transit services. Fort Bend County also has significant area and population that are part of the Houston Urbanized Area (UZA). The Metropolitan Transit Authority of Harris County (METRO) is the direct recipient of federal UZA funding for the Houston UZA and shares a portion of this funding with Fort Bend County. With the funds, the County of Fort Bend provides transit services for those areas in Fort Bend County which are part of the Houston UZA.

The Fort Bend County Public Transportation Department (Fort Bend Transit) operates demand-response service throughout the county and point-deviation-route service within the city limits of Richmond and Rosenberg. Fort Bend Transit also operates commuter service from three park-and-ride locations in Fort Bend County connecting passengers to the Greenway Plaza, Galleria, and Texas Medical Center areas of Houston.

The governing body of Fort Bend Transit is the county commissioners court.



Rural Transit District

- Service Area Population¹: 608,939
- Service Area Land Area²: 862 Sq. Miles
- Unlinked Passenger Trips³: 388,478
- Revenue Fleet³: 53 Vehicles



Rural Transit District Services

Service Information



Demand-Response Service

For the general public.

Available throughout Fort Bend County.

Reservation must be made at least a business day before the travel and may be made up to 30 business days in advance.

One-Way Fare Structure:

- Base fare: \$1.00

Fare Media:



Flexible Transit Service

Three point-deviated routes available in Richmond and Rosenberg.

One-Way Fare Structure:

- Base fare: \$1.00

Fare Media:



Commuter Bus Service (Fort Bend Express)

Fort Bend Express connects three Fort Bend park-and-ride lots—Fairgrounds, University of Houston–Sugar Land, and AMC Theater—to the Texas Medical Center, Greenway Plaza, and the Galleria areas in Houston.

One-Way Fare Structure:

- Between Fort Bend lots: free
- To METRO West Bellfort lot: \$1.00
- METRO West Bellfort lot to Greenway Plaza: \$2.00
- To Galleria/Greenway Plaza: \$2.25
- To Texas Medical Center: \$3.50

Fare Media:



Note:

^a Fort Bend Transit will introduce an electronic Smart Card in 2017.

Operating Time (Excluding Holidays)

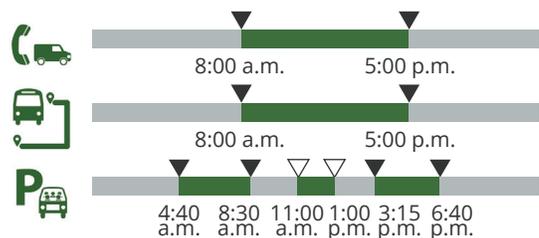


Operating Days by Mode

	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		
	MON	TUE	WED	THU	FRI		



Operating Hours by Mode



▽ Texas Medical Center time

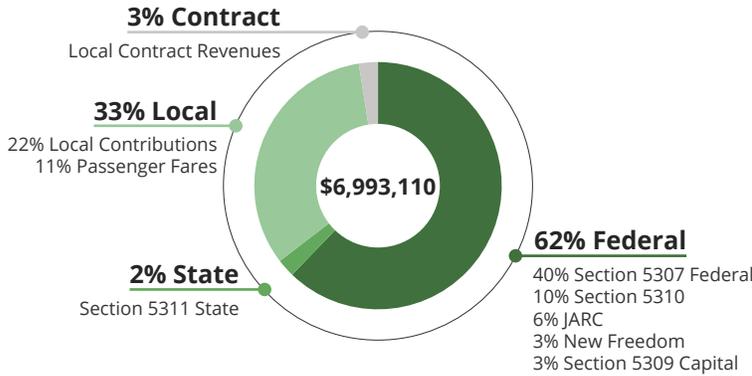


Address | 12550 Emily Court, Ste. 400
Sugar Land, TX 77478

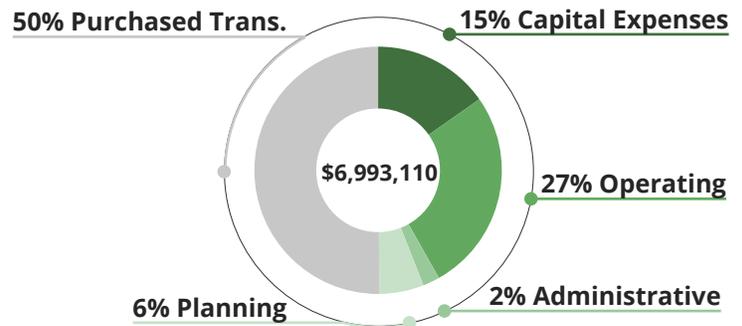
Contact | Paulette Shelton
Transit Director
Phone: (281) 633-7433
E-mail: paulette.shelton@fortbendcountytexas.gov

FY 2014 Financial Status³

Revenues in Fiscal Year 2014



Expenditures in Fiscal Year 2014

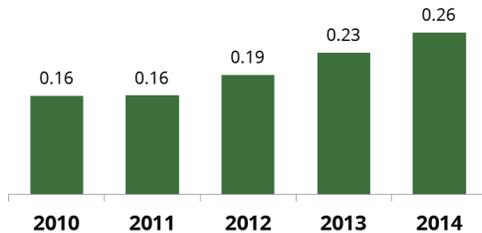


FY 2010–2014 Performance Measures³

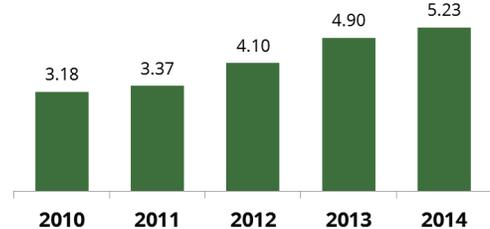


Productivity in the Past 5 Years

Unlinked Passenger Trips per Revenue Mile

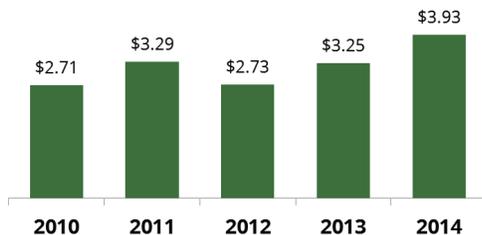


Unlinked Passenger Trips per Revenue Hour

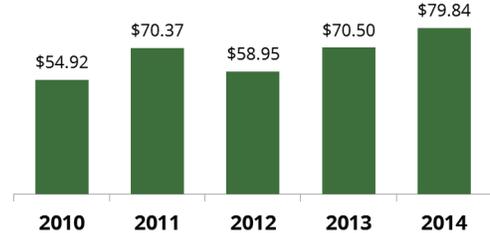


Efficiency in the Past 5 Years

Operating Cost per Revenue Mile



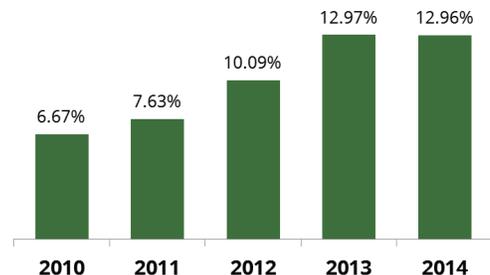
Operating Cost per Revenue Hour



Operating Cost per Passenger



Fare Recovery Ratio



Projects in the 2015–2018 STIP⁴

Implementation Year	Project Name	Cost
2015	Acquire 6 additional large transit vehicles (Phase 1) for express services from Westpark lot	\$549,566
2017	Construct transit O&M facility adjacent to the Fort Bend County Fairgrounds lot to support express bus, vanpool, circulator, connector & social services vehicles operations	\$16,000,000

Data Sources:

¹ U.S. Census Bureau, American Community Survey 2009–2013 5-Year Estimates.

² U.S. Census Bureau, 2013 TIGER/Line Shapefiles: Places.

³ Texas Department of Transportation, Public Transportation Division PTN-128 Fiscal Year 2011–2014 Data.

⁴ Texas Department of Transportation, Proposed 2015–2018 District Statewide Transportation Improvement Programs, and Fort Bend Transit.

Last Updated:

October 2016