



2026 Five-Year Regionally Coordinated Transportation Plan For TxDOT Planning Region 9

DRAFT Interim Plan

Prepared for:

**Permian Basin Regional Planning
Commission Regional Public
Transportation Coordination Plan**

Prepared by

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EXECUTIVE SUMMARY

The 2026 Five-Year Regionally Coordinated Transportation Plan (RCTP), hereafter referred to as the Plan, for Texas Department of Transportation (TxDOT) Planning Region 9 is being developed to guide coordinated public transportation planning and investment across the 17-county Permian Basin region. This Interim Plan represents a working draft that documents the foundational elements of the planning process, including regional structure, governance framework, geographic and demographic context, and an assessment of existing transportation services.

The purpose of the Plan is to improve mobility and access to essential services through enhanced coordination among public transit providers, human service agencies, local governments, nonprofit organizations, and private transportation operators. The Plan supports federal and state requirements for coordinated planning under Federal Transit Administration (FTA) programs, including Sections 5307, 5310, and 5311, and aligns with guidance provided by the TxDOT.

This Interim Plan establishes a comprehensive understanding of current conditions affecting transportation demand and service delivery in the Permian Basin. It defines the geographic scope of the region, documents key demographic trends—including projected population growth and aging trends—and inventories the transportation providers and institutional partners that form the region's mobility network. Together, these elements create a baseline framework for identifying service gaps, coordination opportunities, and priority investments.

The Permian Basin region encompasses a diverse mix of small urban centers and rural communities. Midland and Odessa serve as the region's primary small urban anchors, while fifteen surrounding counties are predominantly rural and characterized by dispersed populations and longer travel distances. These differing land use patterns and demographic conditions require tailored service models, ranging from fixed-route and ADA paratransit systems in small urban areas to demand-response and coordinated human-service transportation in rural communities.

By documenting existing conditions and institutional relationships, this Interim Plan provides the analytical foundation for subsequent phases of the Plan, including needs assessment, strategy development, funding prioritization, and implementation planning. The ultimate goal is to ensure that transportation resources are deployed efficiently and equitably—connecting residents to employment, education, healthcare, and essential services while reducing duplication and strengthening regional collaboration.

As a living planning document, the Interim Plan will be refined through continued stakeholder engagement and data validation before adoption of the final 2026–2030 Regionally Coordinated Transportation Plan.



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CHAPTER 1 | RCTP CONTENT AND ORGANIZATION

1.1 Stakeholder List

The Regionally Coordinated Transportation Plan (RCTP), hereafter referred to as the Plan, was developed through collaboration with a broad range of stakeholders representing the region's transportation providers, local governments, health and human services agencies, workforce and education institutions, and community organizations. Stakeholders were engaged throughout the planning process to ensure that regional priorities reflect the diverse mobility needs across the Permian Basin.

Required Stakeholders

- Public transportation providers receiving Section 5307, 5310, or 5311 funding
- Area Agency on Aging
- Workforce Development Board
- Health and Human Services agencies
- Local governments and county representatives
- Texas Department of Transportation (TxDOT) District staff

Additional Stakeholders Engaged:

- Nonprofit and faith-based transportation providers
- Veterans' service organizations
- Hospitals, clinics, and social service agencies
- Educational institutions (universities, community colleges, ISDs)
- Chambers of Commerce and business leaders
- Riders and advocates representing older adults, people with disabilities, and low-income populations



List of Stakeholders

Agency	Member
ABLE Center	Audriana Hartwig
Aging and Disability Resource Center	Regina Swafford
All Aboard America	Bart Beall
Aphasia Center	Kitty Binek
Area Agency on Aging of the Permian Basin (AAAPB)	Alma Montes
City of Midland – Community Development	Isaac Garnett
Disabled American Veterans Odessa	Curtis McFarland
Disabled American Veterans Big Spring	Robin Tijerina
Ector County Public Works	Jeffrey Avery
Ector County Independent School District (ECISD)	Hilberto Ochoa
Ector County Senior Centers	Mary Salaz
Midessa Transportation	Thomas Sie
Midland County Sheriff's Office-Crisis Intervention Unit	Ulanda Suggs
Midland Vet Center	Mychelle Vega
Mission Center Adult Day Services	Nadine Hill
Midland Odessa Urban Transit District (MOUTD)/EZ-Rider	Kayleen Hamilton
PermiaCare (Permian Basin Community Centers MHMR)	Michael Black
Permian Basin Metropolitan Planning Organization (PBMPO)	Cameron Walker
Permian Basin Regional Planning Commission	Miranda Boler
Permian Road Safety Coalition	Michael Smith
Salvation Army	Elsa Bernal
Texas Department of Health & Human Services Commission (HHSC)	Melinda Lee
Tx211 Permian Basin Representative	Ayda Martinez
Texas Department of Transportation (TxDOT)	Eric Garcia
TxDOT Abilene District Engineer	Jeremy Dearing
TxDOT Lubbock District Engineer	Steven Warren
TxDOT Odessa District Engineer	Saul Romero
TxDOT San Angelo District Engineer	Christopher Cowen
West Texas Gifts of Hope	Rita Lujan
TRAX / West Texas Opportunities (WTO)	Jenny Gibson
TRAX / West Texas Opportunities (WTO)	Karen Faulkner
United Way of Midland	Michelle Evans
United Way of Midland County	Holly Miller
United Way of Odessa	Christina Escobar



1.2 Lead Agency Description

The Permian Basin Regional Planning Commission (PBRPC) serves as the lead agency for the Plan. PBRPC coordinates with local governments, transit providers, and state and federal partners to facilitate regional transportation planning, resource sharing, and mobility coordination across the Permian Basin region.

Lead Agency Contact:

Permian Basin Regional Planning Commission (PBRPC)

Attn: Regional Services Department

2910 LaForce Blvd.

Midland, TX 79706

Phone: (432) 563-1061

Website: www.pbrpc.org

Email: pbrpc@pbrpc.org

1.3 Regionally Coordinated Committee

The Regionally Coordinated Transportation Planners (RCTP) guides the planning, implementation, and monitoring of regional public transportation coordination efforts. Membership is composed of representatives from key stakeholder agencies to ensure balanced geographic and sectoral representation.

PBRPC provides administrative and technical support to the RCTP, manages meeting logistics, and ensures the Plan remains compliant with TxDOT requirements.

Table 1. Regionally Coordinated Transportation Planners Members

Agency/Organization	Representative	Role/Title	Sector
Midland–Odessa Urban Transit District (EZ-Rider)	Kayleen Hamilton	General Manager	Transit Provider
Independent Community Member / Volunteer	Patricia Albarado	Community Representative	Human Services/Nonprofit
PermiaCare (Permian Basin Community Centers)	Michael Black	IDD Provider Services Manager	Human Services
TRAX / West Texas Opportunities (WTO)	Karen Faulkner	Transit Program Staff	Rural Transit
Permian Basin Metropolitan Planning Organization (PBMPO)	Cameron Walker	Executive Director	Local Government
Tx211 Permian Basin	Ayda Martinez	Permian Basin Area Representative	Local Government
Area Agency on Aging of the Permian Basin	Alma Montes	AAAPB Director	Human Services
Area Agency on Aging of the Permian Basin	Cristina Cordle	Aging Services Program Staff	Human Services



Agency/Organization	Representative	Role/Title	Sector
Community Development - City of Midland	Isaac Garnett	Community Development Manager	Local Government
The ABLE Center for Independent Living	Audriana Hartwig	Independent Living Specialist / Program Staff	Human Services/Nonprofit
U.S. Department of Veterans Affairs	Artley Edwards	Veteran Center Director	Human Services
West Texas Gifts of Hope	Rita Lujan	Executive Director	Human Services/Nonprofit
Ector County Senior Citizens Mission Center for Community Needs (Mission CADS)	Mary Salaz	Director	Local Government
	Nadine Hill	Executive Director	Human Services/Nonprofit
All Aboard America Transportation	Bert Beall	Transportation Company Representative	Transit Provider
Community Representative	Thomas Sie	Community Member	Human Services/Nonprofit
Ector County Public Works	Jeffrey Avery	Director	Local Government
City of Midland	Lindsey Adams	City Staff	Local Government
City of Midland	Michele Hagemann	City Staff	Local Government
U.S. Department of Veterans Affairs	Susan Rosenfeldt	Veterans Services Staff	Human Services
U.S. Department of Veterans Affairs	Matthew Gaudioso	Veterans Services Staff	Human Services
West Texas Centers (Community MHMR)	Jessie Campbell	Behavioral Health Services Staff	Human Services
Texas Department of Transportation (TxDOT)	Eric Garcia	Transportation Planner / Public Transportation Division	State Partner
Midland Independent School District	Mark Hill	Director of Transportation	Education
Midland Independent School District	Dodiane Bell	Assistant Director of Transportation	Education
Midland Independent School District	Felix Lombardo	Safety and Driver Coordinator	Education
Ector County Independent School District	Hilberta Ochoa	Director of Transportation	Education



Memorandum of Understanding and Regional Coordination Committee Structure (Mission and Bylaws)

The **RCTP** operates under a **Memorandum of Understanding (MOU)** executed among participating agencies to formalize the partnership and establish roles, responsibilities, and decision-making processes. The MOU outlines the framework for collaboration, data sharing, and coordinated planning to enhance mobility options and reduce service duplication across the Permian Basin.

Mission Statement:

“The mission of the RCTP is to advance the objectives of the Five-Year Regionally Coordinated Transportation Plan to improve transportation access and availability across the region.”

RCTP Structure Overview:

- **Membership:** Comprised of representatives from transportation providers, local governments, human service agencies, workforce organizations, and community stakeholders.
- **Meetings:** The RCTP meets monthly to review coordination activities, funding opportunities, and plan implementation progress.

A copy of the current **MOU** is included in Appendix A.



CHAPTER 2 | PUBLIC OUTREACH AND COMMUNITY ENGAGEMENT

2.1 Public Outreach Plan

The Plan included a comprehensive public outreach plan designed to gather input from transit users, transportation providers, community organizations, and the general public across the Permian Basin region. The outreach strategy emphasized accessibility, geographic representation, and meaningful engagement with populations that rely most heavily on public transportation services, including seniors, individuals with disabilities, low-income households, and residents without access to a personal vehicle.

The Public Outreach Plan established the framework for engagement activities throughout the planning process and outlined strategies to reach four primary audiences: regional coordination partners, stakeholders, service provider organizations, and the general public. The Public Outreach Plan also identified key outreach goals, including ensuring that community feedback informs the planning process, engaging both English- and Spanish-speaking populations, and representing a broad range of geographic areas within the region.

Stakeholder Identification and Recruitment

Stakeholders were identified through coordination with the PBRPC and included regional transportation providers, local governments, social service organizations, and community partners that interact with or support transportation-disadvantaged populations. Key stakeholder groups included:

- Public transit providers and operators
- Human service agencies and senior service organizations
- Local governments and regional planning partners
- Workforce and employment agencies
- Healthcare and social service providers

These stakeholders were engaged through targeted meetings and provider surveys to better understand existing services, coordination opportunities, and mobility needs across the region.



Meeting Locations and Engagement Methods

A combination of in-person and virtual engagement methods were used to maximize participation. Outreach activities included stakeholder meetings, provider surveys, rider surveys conducted on buses and at transit hubs, and an online engagement platform.

Transit rider surveys were conducted November 12th-November 14th, 2025, and January 12th-January 13th, 2026 onboard buses across the EZ-Rider network and at major transit hubs, including:

- Midland Park Mall
- Downtown Midland Transfer Center
- Music City Mall in Odessa
- Downtown Odessa Transfer Center

These locations were selected because they represent high-activity transit locations and provide opportunities to reach transit-dependent populations directly. Rider surveys were conducted across all six fixed routes in Midland and all six fixed routes in Odessa to ensure broad representation across the service area.

Feedback Materials and Accessibility

To ensure that engagement opportunities were accessible to a wide range of participants, the project utilized several feedback tools:

- An online engagement website with interactive mapping capabilities
- A structured online rider survey
- Onboard transit rider surveys
- Printed outreach materials distributed at transit hubs and bus stops

Promotional materials, including business cards and window stickers were placed at transit stops and hubs to direct riders to the project website and encourage participation in the online engagement tools.

The project website was launched in October 2025 and served as a centralized engagement platform where participants could access project information, complete surveys, and provide geographically specific feedback using an interactive map tool. The project's online engagement platform was developed using PublicCoordinate, which is designed to support inclusive public participation. The platform follows the Web Content Accessibility Guidelines (WCAG) 2.1 AA as a foundation for its design and development, helping ensure the website is usable by individuals with a wide range of abilities and technological access. To support accessibility, the platform allows project teams to provide text summaries of mapped content, integrate alternative survey tools in addition to map-based comments, and use clear visual icons and descriptive labels to support navigation and understanding. These features help ensure that participants who may have difficulty interacting with map-based tools or other interactive elements can still access project information and provide feedback through alternative engagement methods.



The map allowed participants to drop pins and categorize comments related to accessibility, safety, connections to destinations, and other transportation needs.

Website and Online Engagement Analytics

The PublicCoordinate online engagement platform tracked user activity throughout the engagement period (October 2025 – February 2026). Website analytics collected through the platform include the following summary metrics:

- Online survey responses submitted via website: 26 responses
- Interactive map comments/pins submitted: 4 comments

Public Feedback on the Draft Plan

Public input collected through surveys, the interactive map, and stakeholder coordination informed the identification of service gaps, mobility challenges, and opportunities for improved coordination among transportation providers. Feedback collected during the engagement process was incorporated into the development of strategies and recommendations included in the draft Plan.

Once the Draft Plan is prepared, it will be made available for public review and comment. In accordance with TxDOT guidance for Regional Public Transportation Coordination Plans, the draft document will be distributed to stakeholders and posted online for a minimum 30-day public comment period to allow transportation providers, human service organizations, advocacy groups, and members of the public to review the plan and provide feedback. During this period, stakeholders and community members will be able to submit comments and suggested revisions. All comments received will be documented and reviewed by the PBRPC and the RCTP, and appropriate revisions will be incorporated before finalizing and adopting the Plan.

2.2 Stakeholder and Focus Groups

Stakeholder and provider engagement was conducted to better understand the structure of the regional transportation network and the operational challenges facing transportation service providers in the Permian Basin.

Stakeholder Meetings and Coordination

Stakeholder engagement included coordination with regional transportation providers and partner agencies that serve key populations such as seniors, individuals with disabilities, and low-income residents. These meetings and survey responses helped document existing services, operational characteristics, and coordination opportunities within the regional transportation network.



The following stakeholder coordination meetings were conducted as part of the planning process:

Table 2. Stakeholder Coordination Meeting Information

Meeting Name	Date	Format	# Attendees	Target Populations Represented
RCTP Kickoff and Stakeholder Meeting	October 23, 2025	Virtual/Hybrid (Zoom + PBRPC Offices, Midland)	13	Transportation providers, human service agencies, local governments, state partners
RCTP Workshop #1	February 26, 2026	Virtual/Hybrid (Zoom + PBRPC Offices, Midland)	14	Transportation providers, human service agencies, local governments, state partners
EZ Rider Driver Focus Group	April 2, 2026	In-Person (EZ Rider Headquarters. 10300 Younger Rd Midland, TX 79706)	NA	Transit providers: EZ-Rider
RCTP Workshop #2	April 23, 2026	Virtual/Hybrid (Zoom + PBRPC Offices, Midland)	16	Transportation providers, human service agencies, local governments, state partners
Draft Plan Review Meeting	August 2026	Virtual/Hybrid (Zoom + PBRPC Offices, Midland)	XX	Transportation providers, human service agencies, local governments, state partners

Full attendance rosters for certain sessions are included in Appendix E. Target populations represented at stakeholder meetings included seniors, individuals with disabilities, low-income residents, veterans, rural residents, and transit-dependent households, consistent with Section 5310 program priorities.

Organizations participating in the stakeholder outreach included:

- 2-1-1
- Area Agency on Aging of the Permian Basin (AAPB)
- City of Midland
- Ector County
- EZ-Rider / Midland-Odessa Urban Transit District (MOUTD), hereafter referred to as EZ-Rider
- Independent School Districts
- PermianCare
- Permian Basin Metropolitan Planning Organization (PBMPO)
- TRAX / West Texas Opportunities (WTO), hereafter referred to as TRAX
- TxDOT
- Veteran's Affairs and the Midland Veteran's Center
- West Texas Gifts of Hope



These organizations collectively represent the primary transportation providers serving urban and rural communities across the Permian Basin region.

Attendance and Target Populations

Stakeholder engagement focused particularly on organizations serving populations that are prioritized under the Section 5310 program, including:

- Seniors
- Individuals with disabilities
- Low-income residents
- Households without access to a vehicle
- Residents in rural communities

These populations represent many of the most transit-dependent groups in the region and were therefore a central focus of the Plan engagement process.

Stakeholder Input and Identified Needs

Feedback from stakeholder coordination and provider surveys revealed several common themes across transportation providers in the region.

Providers identified funding limitations, workforce shortages, and large geographic service areas as the most significant challenges affecting transportation service delivery. In rural areas, long travel distances and low population density make it difficult to provide efficient transportation services. In urban areas, providers highlighted the need for improved service frequency, additional routes, and expanded operating hours.

Stakeholders also identified several opportunities to improve regional mobility through enhanced coordination between agencies, expanded service hours, and improvements to passenger information systems and communication tools. Additional vehicles, staffing resources, and sustainable funding sources were also identified as important factors in improving service coverage and reliability across the region.

2.3 Surveys and Questionnaires

Surveys and questionnaires were used as the primary tools to gather input from both transit riders and transportation providers. These surveys provided valuable insight into travel behavior, service performance, and unmet mobility needs throughout the region.

Rider Survey Process

A Rider Survey (see Appendix B) was administered both online through the project website and in person through onboard transit surveys. The survey instrument was designed to collect structured information about how community members use public transportation and identify opportunities to improve service.



Survey questions focused on several key topics, including:

- Travel frequency and trip purposes
- Transit service quality and reliability
- Transfer patterns and route connectivity
- Access to trip planning information and technology
- Rider demographics and household characteristics

The survey was administered in both English and Spanish to ensure accessibility to a broad range of riders.

Survey Participation

A total of 28 riders participated in the onboard EZ-Rider survey conducted across the Midland and Odessa transit system. Surveys were administered across multiple fixed-route services to ensure that feedback reflected a range of rider experiences and travel patterns throughout the system.

Note: While the onboard survey provides valuable insight into rider experiences and travel patterns, the results represent a relatively small sample of EZ-Rider users and reflect conditions at the time the survey was conducted. As such, the findings should be interpreted as indicative of general rider trends rather than a statistically representative sample of all transit users. Nevertheless, the results provide useful context for understanding rider needs and help inform the broader analysis presented in this plan.

Rider Characteristics and Travel Behavior

Survey results indicate that the EZ-Rider system primarily supports essential trips, particularly employment-related travel. The majority of respondents (84 percent) reported using transit to travel to and from work. Other common trip purposes included shopping (48 percent), recreation (24 percent), healthcare or social services (20 percent), and visiting family or friends (12 percent).

The survey also highlights a high level of transit dependency among riders. Nearly half of respondents reported living in households without access to a vehicle, and only about one-quarter reported having a valid driver's license. These findings emphasize the importance of reliable and affordable transit services in supporting access to employment, healthcare, and other essential services.

Rider Demographics

Survey responses provide additional insight into the demographic characteristics of EZ-Rider users. Most respondents were working-age adults, with 35 percent between the ages of 30 and 44 and 27 percent between 45 and 59. An additional 19 percent were between 60 and 74 years old, while 8 percent were between 18 and 29. This distribution indicates that the system primarily serves working-age residents while also supporting older adults who may have increased mobility needs.



Gender responses were relatively balanced, with 54 percent identifying as male and 38 percent identifying as female.

Survey responses also highlight the high level of transportation dependency among riders. Fifty-two percent of respondents reported not having a valid driver's license, while 23 percent reported having a license. Similarly, 46 percent reported living in households with no access to a vehicle, while 23 percent reported access to one vehicle and 12 percent reported access to two vehicles. These findings reinforce the importance of transit services for residents who may otherwise have limited transportation options.

Income responses indicate that transit riders represent many lower- and moderate-income households in the region. Thirty-five percent of respondents reported household incomes between \$31,000 and \$60,000, while 19 percent reported incomes below \$30,000.

Employment status results further emphasize the role of transit in supporting workforce mobility. Fifty-four percent of respondents reported being employed full- or part-time, while 8 percent identified as students and 12 percent reported being unemployed.

Together, these findings demonstrate that EZ-Rider services play an important role in connecting residents—particularly those with limited access to personal vehicles—to employment, essential services, and daily activities throughout the Midland–Odessa area.

Service Performance and Desired Improvements

Overall satisfaction with the EZ-Rider system was generally positive, with average ratings ranging between 4.0 and 4.5 on a five-point scale. Riders reported strong satisfaction with system affordability, driver performance, and overall service quality.

However, respondents also identified several areas for improvement. The most frequently cited improvements included:

- Increased service frequency
- Extended operating hours
- Additional route options
- Improved passenger facilities and stop amenities
- Better communication and access to service information

These responses highlight the importance of both operational improvements and enhanced rider amenities in strengthening the regional transit network.

Provider Survey Process

In addition to rider surveys, a Transportation Provider Survey (see Appendix C) was distributed to organizations across the region that provide transportation services or mobility-related programs. The survey collected information on organizational characteristics, service areas, operational policies, vehicle fleets, ridership levels, funding sources, and mobility needs.



The purpose of the provider survey was to document the existing transportation network and identify gaps in service delivery for priority populations including seniors, individuals with disabilities, low-income residents, and households without access to a vehicle.

Information gathered through the provider surveys was used to evaluate the current transportation system and inform the development of strategies to improve coordination and expand mobility options across the region. This information can be found in Section 5.2 Inventory of Providers.

CHAPTER 3 | GEOGRAPHIC AREA ASSESSMENT

The geographic assessment defines the spatial context within which transportation services operate and demand occurs. This assessment includes an inventory of jurisdictional boundaries, major population centers, and key trip attractors that shape travel behavior.

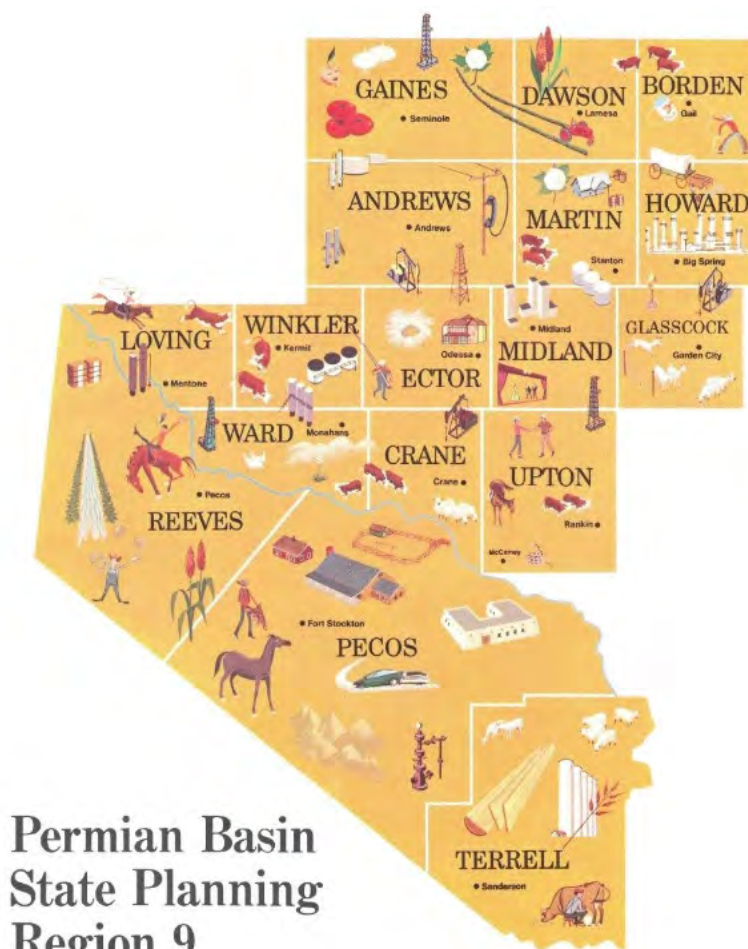
3.1 Planning Area Overview

Regional Boundaries

Defining the regional boundaries is essential to the coordination plan because it establishes the geographic scope for analysis, ensures consistency across participating jurisdictions, and clarifies where transportation services, resources, and coordination efforts should be focused.

Region 9 covers the 17 counties served by the PBRPC: Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler Counties.

Figure 1. Planning Area Overview



**Permian Basin
State Planning
Region 9**



Within this area, transportation planning activities are guided by a combination of small urban, rural, and metropolitan planning organization (MPO) boundaries, as well as coordination with PBRPC as the Rural Transportation Planning Organization (RTPO), established under TxDOT's statewide planning framework.

Figure 1 displays all relevant planning boundaries within the PBRPC service area, including:

- **Small Urban Areas (between the 50,000 to 199,999 in population):** Midland and Odessa, which function as emerging small urban centers.
- **Rural Areas (less than 50,000 in population):** The remaining municipalities and counties are classified as rural under FTA Section 5311 eligibility.
- **Metropolitan Planning Organization (MPO):** Permian Basin Metropolitan Planning Organization.

In addition to the region's more formalized transportation planning bodies, the **RCTP** group serves as a collaborative forum to improve mobility, coordination, and service delivery across the 17-county region. Its purpose is to identify transportation needs, streamline services, reduce duplication, and support equitable access to transit—particularly for older adults, individuals with disabilities, veterans, and rural residents. Members typically include public transit providers, human-service agencies, local governments, workforce and health organizations, education institutions, nonprofit partners, and other stakeholders involved in regional mobility and community services.



Figure 2. Planning Boundaries Map

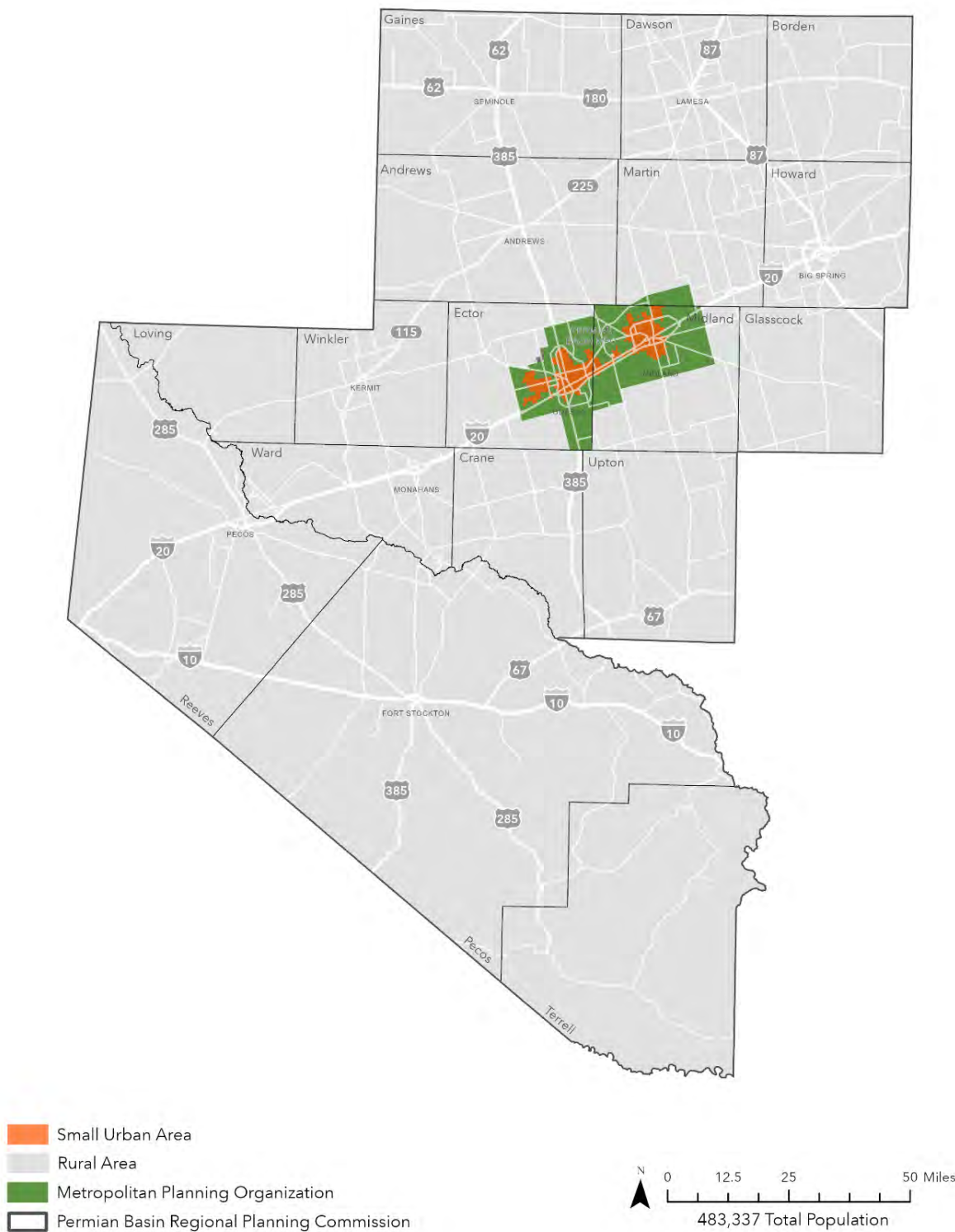
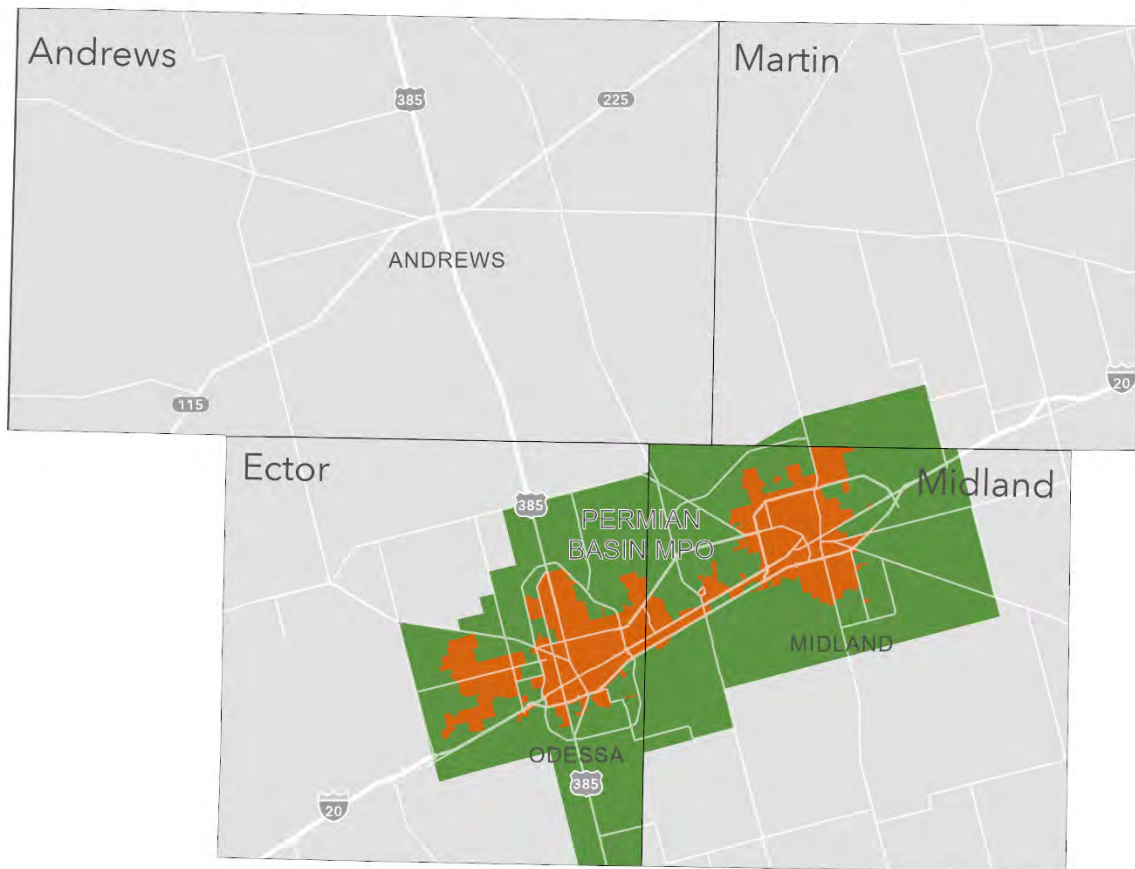
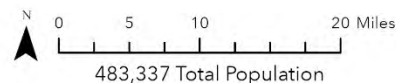


Figure 3. Central Counties Planning Boundaries Map



- Small Urban Area
- Rural Area
- Metropolitan Planning Organization





Transportation Provider Service Area Map

The maps below illustrates the geographic service areas of the primary public and human service transportation providers operating within TxDOT Planning Region 9. The service area map depicts coverage for the region's primary providers: EZ-Rider (Midland–Odessa urbanized area fixed-route and paratransit service), TRAX(rural demand-response service across all 17 counties), and Area Agency on Aging of the Permian Basin (senior transportation services across contracted county providers). Additional human service transportation providers serving targeted populations operate within the service footprint of these primary providers.

Figure 4. Regional Transit Coverage Map

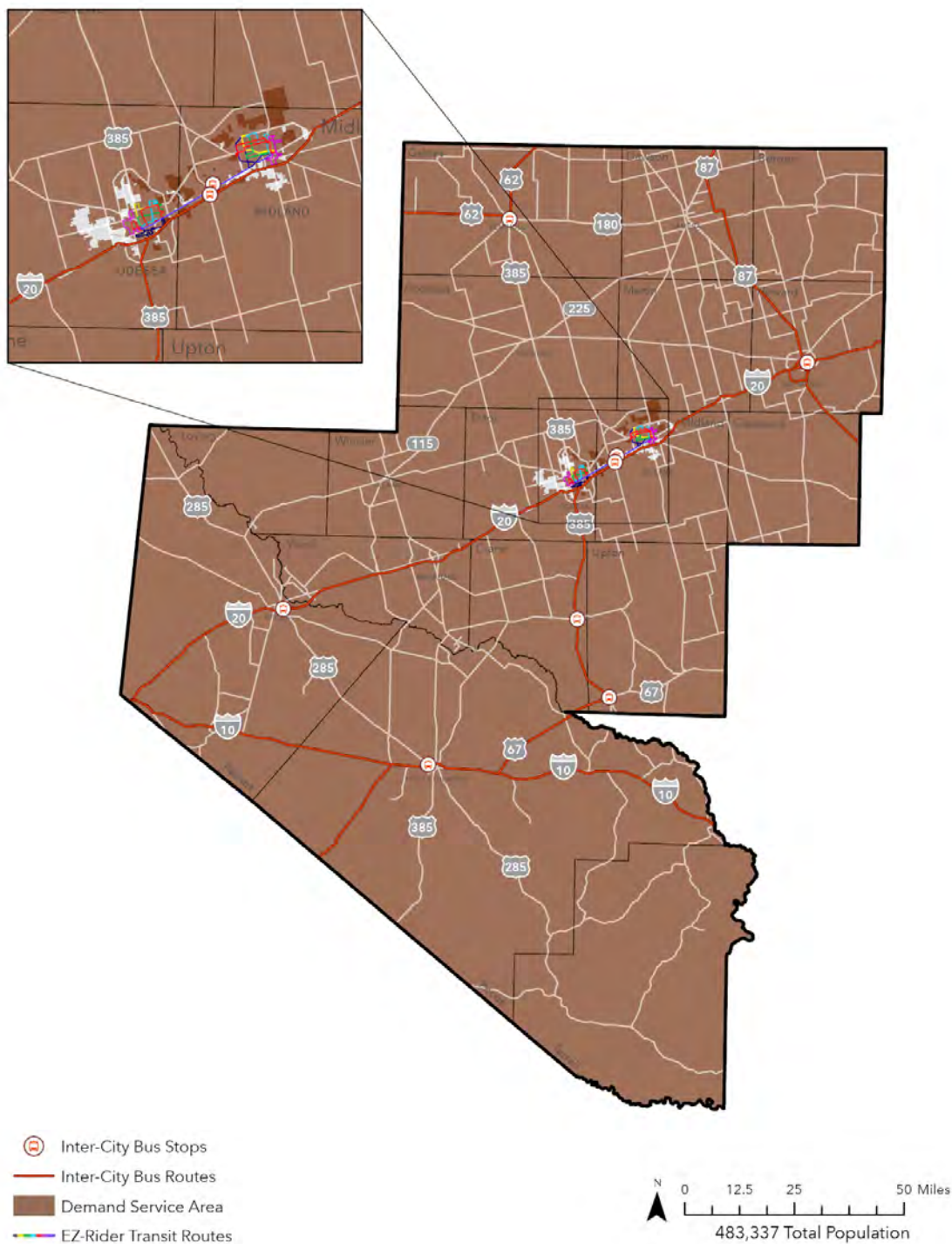


Figure 5. Midland-Odessa Transit Service Coverage



-  Inter-City Bus Stops
-  Inter-City Bus Routes
-  Demand Service Area
-  EZ-Rider Transit Routes

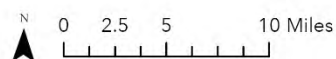
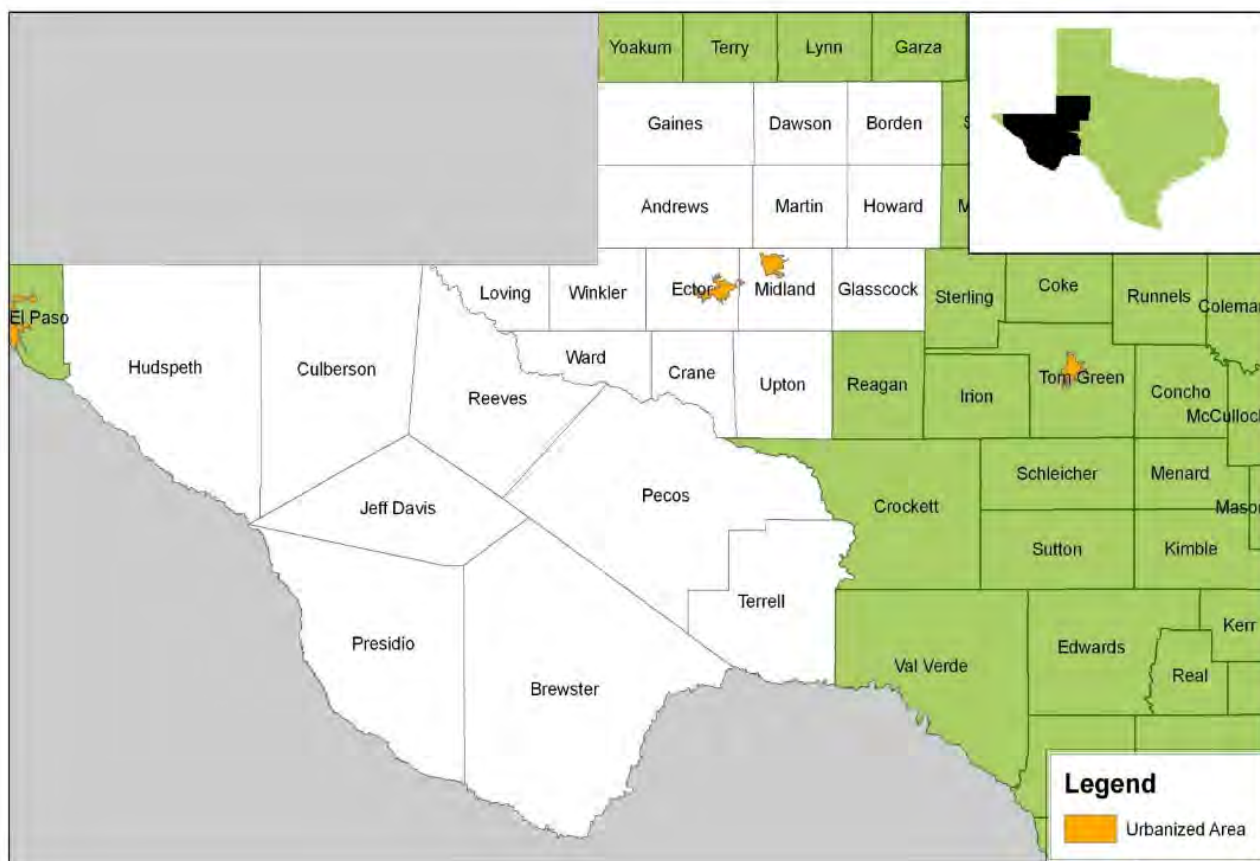


Figure 6. West Texas Opportunities Service Area Map

Permian Basin Rural Transit District – West Texas Opportunities, Inc.

Service Area Map





Land Use Context

The region's existing land use patterns—ranging from dense small urban centers and suburban neighborhoods to rural agricultural areas, industrial corridors, and tourism destinations—play a critical role in shaping travel behavior and transit demand. Key small urban centers such as **Midland and Odessa** serve as major population and employment hubs, while **downtown districts, hospital campuses, and community colleges** act as frequent trip generators. Other significant destinations include **Midland International Air & Space Port, Permian Basin Workforce Solutions offices, Midland College, Odessa College**, and major **shopping corridors like Loop 250 and University Boulevard**. Understanding how these areas generate and attract trips helps target where transit coordination and service investments can most effectively connect residents to jobs, education, healthcare, and essential services throughout the region.

Transportation Infrastructure

Understanding existing transportation infrastructure is fundamental to the coordination plan, as it defines how people and services move throughout the region and where opportunities or barriers to transit access exist. Major regional corridors—such as **Interstate 20, U.S. Highway 285, U.S. Highway 385, U.S. Highway 87, and State Highway 349**—serve as the primary travel arteries linking communities like **Midland, Odessa, Big Spring, Andrews, Pecos, Seminole, and Fort Stockton**, supporting both commuter and intercity travel. Freight rail lines and energy-sector routes further influence mobility patterns and roadway congestion, impacting how and where public transportation can operate efficiently.

At the local level, roadway networks, sidewalks, and bicycle facilities determine whether residents can safely reach transit stops or transfer points. Key hubs such as the **EZ-Rider Transfer Plaza in Odessa, the Midland Park Mall area, and regional medical and education campuses** rely heavily on accessible local streets and pedestrian infrastructure to connect riders to bus routes and regional services. Documenting these existing conditions helps identify where infrastructure investments—such as bus stop improvements, sidewalk infill, or safe crossing enhancements—can strengthen the multimodal network and improve coordination among transportation providers across the region.

3.2 Regional Projects and Strategies

Transportation services in the Permian Basin region are delivered through a combination of urban transit systems, rural demand-response providers, and specialized transportation programs operated by human service agencies. Together, these providers support mobility for seniors, individuals with disabilities, low-income residents, veterans, and other transportation-disadvantaged populations.

Regional transportation investments and coordination strategies are reflected in projects programmed through the PBMPO Transportation Improvement Program (TIP), the TxDOT Statewide Transportation Improvement Program (STIP), and Federal Transit Administration



(FTA) grant programs. These projects primarily support the continued operation, maintenance, and improvement of public transportation services across the region.

The projects and strategies described in this section represent existing investments and coordination activities that contribute to improving regional mobility and supporting transportation services for target populations.

Existing Regional Coordination Strategies

Transportation providers across the Permian Basin region currently employ several coordination strategies to maximize the effectiveness of limited transportation resources and improve service delivery. These strategies are implemented through partnerships between public transit providers, regional planning organizations, human service agencies, and local governments.

Interagency Coordination

Transportation providers coordinate through ongoing partnerships between regional transit agencies, social service organizations, and local governments. Coordination occurs through information sharing, referral of riders between providers, collaborative grant applications, and participation in regional planning activities.

Regional planning organizations and transit providers work together to identify transportation needs, pursue funding opportunities, and coordinate service delivery where possible. These partnerships help ensure that transportation services are aligned with regional mobility needs and that available funding sources are used effectively.

Demand-Response Transportation Services

Demand-response transportation services provide an essential mobility option across the Permian Basin region, particularly in rural communities where fixed-route transit services are not feasible. These services allow riders to schedule trips in advance and provide access to essential destinations including healthcare facilities, employment centers, and grocery stores.

Demand-response services are frequently used by seniors, individuals with disabilities, and other transit-dependent populations. These services are supported through federal and state transit programs, including FTA Section 5311 and Section 5310 funding.

Specialized Transportation Programs

In addition to general public transit services, several agencies provide specialized transportation programs that support specific populations. These programs include transportation services operated by aging services providers and other human service organizations that assist individuals who may not be able to use traditional public transit.

These specialized services often coordinate with public transit providers to connect riders to additional transportation options and ensure access to essential services throughout the region.



Information Sharing and Public Outreach

Transportation providers in the region also coordinate through public outreach and information sharing activities. Transit agencies and partner organizations provide information about available services through websites, printed materials, and community outreach events. These efforts help residents identify available transportation services and understand how to access them.

Transit Projects and Investments

Regional transportation projects identified through the TIP, STIP, and FTA grant programs support the continued operation, maintenance, and improvement of public transportation services in the Permian Basin region. These projects are primarily sponsored by EZ-Rider and other regional transportation providers.



Table 3. Existing Transit Projects and Programs in the Permian Basin Region

Project Type	Description	Lead Agency / Sponsor	Funding Program	Target Population Served	Coordination Role
Fixed-Route Transit Operations	Ongoing operation of fixed-route transit services connecting major destinations such as employment centers, healthcare facilities, and retail areas within Midland and Odessa.	EZ-Rider	FTA Section 5307	General public, low-income residents, zero-car households	Urban transit
ADA Paratransit Service Operations	Complementary ADA paratransit services providing accessible transportation for individuals who cannot use fixed-route transit.	EZ-Rider	FTA Section 5307	Individuals with disabilities, seniors	Urban transit
Preventive Maintenance Program	Routine maintenance of transit vehicles and facilities to ensure safe and reliable operations.	EZ-Rider	FTA Section 5307	General public, seniors, individuals with disabilities	Urban transit
Transit Vehicle Replacement	Replacement of aging buses and paratransit vehicles that have reached the end of their useful life.	EZ-Rider	FTA Section 5339	General public, seniors, individuals with disabilities	Urban transit
Bus Stop and Passenger Facility Improvements	Installation or improvement of passenger amenities including shelters, seating, and accessibility improvements at transit stops.	EZ-Rider	FTA Section 5339	General public, seniors, individuals with disabilities	Urban transit
Capital Equipment Purchases	Procurement of transit operational equipment such as maintenance tools, fare collection equipment, and scheduling systems.	EZ-Rider	FTA Section 5307	General public, seniors, individuals with disabilities	Urban transit



Project Type	Description	Lead Agency / Sponsor	Funding Program	Target Population Served	Coordination Role
Rural Demand-Response Transit Operations	Demand-response transportation services providing flexible trip scheduling for residents in rural areas without fixed-route transit.	TRAX	FTA Section 5311	Seniors, individuals with disabilities, low-income residents, rural residents	Rural transit
Rural Transit Vehicle Replacement	Replacement or expansion of vehicles used to provide rural demand-response transportation services.	TRAX	FTA Section 5311	Seniors, individuals with disabilities, low-income residents	Rural transit
Transportation Services for Seniors	Demand-response transportation services focused on older adults accessing senior centers, healthcare services, and essential destinations.	AAPB	FTA Section 5310	Seniors	Human services
Accessible Transportation Services	Transportation services designed to support individuals with disabilities and other mobility challenges.	Human service agencies and nonprofit providers	FTA Section 5310	Individuals with disabilities	Human services
Mobility Management and Coordination	Programs supporting coordination between transit providers and human service agencies, including rider referrals and service coordination.	PBRPC and partner agencies	FTA Section 5310	Seniors, individuals with disabilities, low-income residents	Human services

Many transit projects identified in the TIP, STIP, and FTA grant programs are programmatic in nature and support ongoing transit operations, maintenance, and capital investments. These projects collectively support the continued operation of urban and rural transit services throughout the Permian Basin region while improving mobility for seniors, individuals with disabilities, and other transportation-disadvantaged populations.



Urban Transit Investments

Several projects programmed through the TIP and STIP support the continued operation and improvement of the EZ-Rider transit system serving the Midland–Odessa urbanized area. These projects are funded through federal transit programs including FTA Section 5307 (Urbanized Area Formula Program) and Section 5339 (Bus and Bus Facilities Program).

Key projects include:

- Transit operations funding, which supports the ongoing operation of fixed-route and paratransit services.
- Preventive maintenance programs that ensure the reliability and safety of transit vehicles and facilities.
- Capital equipment purchases, including transit vehicles, maintenance equipment, and operational technology.
- Bus stop and passenger facility improvements, including shelters, seating, and accessibility upgrades.
- Planning and administrative activities necessary to support transit system management and service planning.

These investments support the continued operation of fixed-route transit services in Midland and Odessa while maintaining the infrastructure required to provide reliable and accessible transit service.

Rural and Specialized Transit Investments

Rural transportation services in the Permian Basin region are supported through projects included in the STIP and funded primarily through the FTA Section 5311 Rural Transit Program and the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

These projects support transportation services provided by regional and human service transportation providers and include:

- Demand-response transit operations serving rural communities throughout the region.
- Vehicle replacement and fleet expansion for rural transit programs.
- Accessible vehicle purchases supporting transportation for seniors and individuals with disabilities.
- Mobility management activities, including coordination between transportation providers and human service agencies.

These investments help ensure that residents in rural communities and members of priority populations have access to reliable transportation services.

Vehicle and Equipment Investments

Transit agencies across the region continue to invest in vehicle replacement and equipment upgrades to maintain reliable service. Several projects included in the TIP and STIP support the replacement of aging transit vehicles and the acquisition of new accessible vehicles.



These investments help maintain service reliability, improve passenger comfort and safety, and ensure compliance with accessibility requirements under the Americans with Disabilities Act (ADA).

Role of Regional Projects in Supporting Coordination

Projects identified through the TIP, STIP, and FTA funding programs collectively support several important regional coordination objectives, including:

- Maintaining reliable transit services in urban and rural areas
- Expanding transportation access for seniors and individuals with disabilities
- Improving coordination between public transit providers and human service agencies
- Supporting continued investment in vehicles, facilities, and transit infrastructure

These projects demonstrate the region's ongoing commitment to maintaining and improving public transportation services while supporting coordination between providers and improving access to mobility options for residents across the Permian Basin region.

The strategies and projects identified in this section provide an important foundation for the coordination plan and inform the development of future goals, priorities, and implementation strategies discussed in later chapters.

3.3 Key Trip Generators and Destinations

Identifying major trip generators and destinations is essential for understanding travel demand, assessing where public transportation services are most needed, and determining where service gaps may exist. Trip generators—such as employment centers, schools, healthcare facilities, and retail destinations—represent the origins and destinations of many daily trips and directly influence the design, frequency, and coverage of transit service.

Methodology

Primary employment and destination data used to identify these activity centers were derived from the **U.S. Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) OnTheMap dataset (2022)**. While this dataset provides a strong baseline for understanding employment patterns and regional travel flows, it reflects conditions from approximately three years prior to the preparation of this plan and may not fully capture more recent development and growth within the Permian Basin. To address this limitation, additional activity centers and emerging trip generators were identified through coordination with local stakeholders, transit providers, and regional partners during the planning process.

Major Trip Generators

In the Permian Basin region, significant employment centers include **downtown Midland and Odessa**, the **Midland International Air & Space Port**, the **Claydesta and Summit business districts**, and **major industrial corridors along IH-20, U.S. 385, and SH 191**—an area



experiencing rapid commercial growth that now includes major retailers such as Costco (opened in July of 2025).

Key educational destinations such as **Midland College, Odessa College, and the University of Texas Permian Basin**—including its Engineering facilities and the Center for Energy and Economic Diversification (CEED) complex—generate consistent student, faculty, and staff travel demand throughout the day.

Major healthcare and social service hubs—including **Midland Memorial Hospital, Medical Center Hospital, the Beacon medical campus** (opening in spring of 2026), and the **emerging PermianCare complex**—serve as critical destinations for residents with limited mobility options and for a growing regional workforce. Arts, culture, and event venues such as the **Wagner Noël Performing Arts Center, the Midland County Horseshoe, and the Ector County Coliseum** also draw high volumes of visitors, including from outside the region.

Retail and commercial activity remains strong across primary shopping corridors in both cities, including major destinations along **8th Street, Faudree Road, and Grandview in Odessa**, along **Andrews Highway, Wadley Avenue, and Loop 250 in Midland**, and at **regional malls such as Midland Park Mall and Music City Mall**. Sports and recreation destinations—including the **RockHounds ballpark, Jackalopes hockey arena, and new sports complexes under development**—further contribute to steady, event-driven travel demand throughout the year.

Employment Clusters

Understanding the spatial relationship between these key destinations and existing transit routes helps planners identify underserved areas and prioritize improvements to connect residents with jobs, education, healthcare, and essential services.

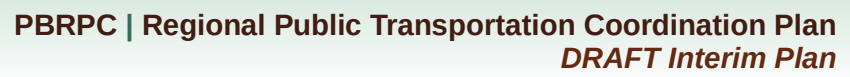
Analysis of the LEHD OnTheMap workplace dataset identified several high-employment clusters across the Midland–Odessa region that function as major daily trip generators. **Table 4** summarizes the largest employment concentrations identified in the dataset, which correspond to major commercial, industrial, and institutional activity centers within the study area.



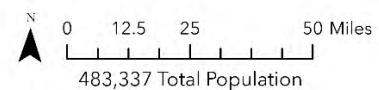
Table 4. Major Employment Activity Generators Identified from LEHD OnTheMap Data

Rank	Approximate Location	Estimated Jobs
1	Midland Employment Center	3,978
2	Odessa Industrial / Commercial Area	3,511
3	Odessa Regional Employment Cluster	2,169
4	North Odessa Commercial Corridor	1,878
5	Midland Commercial District	1,678
6	Odessa Industrial Employment Area	1,624
7	Midland Retail / Services Cluster	1,573
8	Midland Industrial Corridor	1,522
9	Odessa Retail / Employment Cluster	1,468
10	Midland Employment Area	1,421

Source: U.S. Census Bureau, Center for Economic Studies, LEHD OnTheMap Workplace Area Characteristics (2022).



Sparse
Dense



33



CHAPTER 4 | DEMOGRAPHIC AREA ASSESSMENT

Analyzing demographic conditions is a critical component of a public transportation coordination plan, as it helps identify who is most likely to depend on transit and where those populations are located. Understanding factors such as age, income, disability status, vehicle ownership, and language proficiency provides insight into the types of services needed and the areas where transit demand is highest. This analysis ensures that planning decisions are data-driven and based on community need—helping align available transportation resources with the needs of residents who face the greatest mobility challenges.

Demographic topics at varying geographic scales can be found in **Appendix D**.

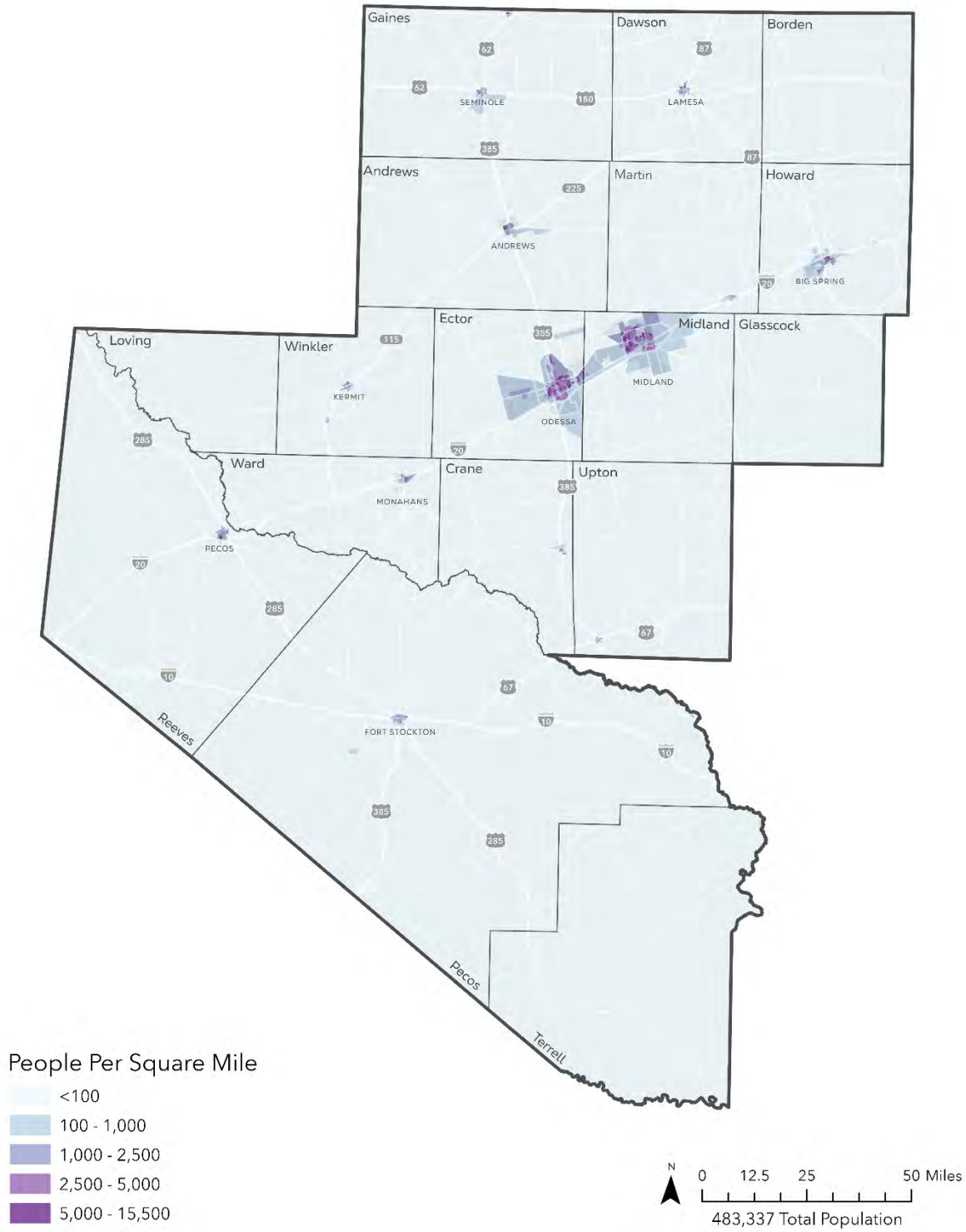
4.1 Population Distribution and Growth

Understanding the size, distribution, and composition of the region's population is essential for determining where public transportation services are most needed and how they should be delivered.

Current Population

The Permian Basin region—which includes 17 counties (Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler)—is home to approximately **500,000 residents as of 2025**, according to the **Texas Demographic Center**. The highest concentrations are found in **Midland and Odessa**, where population density supports fixed-route and higher-frequency transit service (see *Figure 4*). In contrast, the surrounding rural counties, such as **Andrews, Crane, Glasscock, Loving, and Reeves**, have much lower population densities, making flexible or demand-response transportation more appropriate. These differences in density directly affect the efficiency, coverage, and financial feasibility of different service types across the region.

Figure 8. Population Density





Growth Trends

According to population projections from the **Texas Demographic Center** and the **U.S. Census Bureau**, the 17-county Permian Basin region is projected to grow from roughly **500,000 residents in 2025 to between 530,000 and 540,000 by 2030**, representing an increase of about **6–8%** over five years. Growth is expected to be most pronounced along the **Interstate 20 corridor**, particularly around **Midland, Odessa**, and nearby employment centers such as the **Midland International Air & Space Port, Loop 250**, and industrial developments near **U.S. Highway 385**. This continued growth will likely increase travel demand and intensify the need for coordinated transit connections between new residential areas, regional job hubs, and essential community services throughout the Permian Basin.

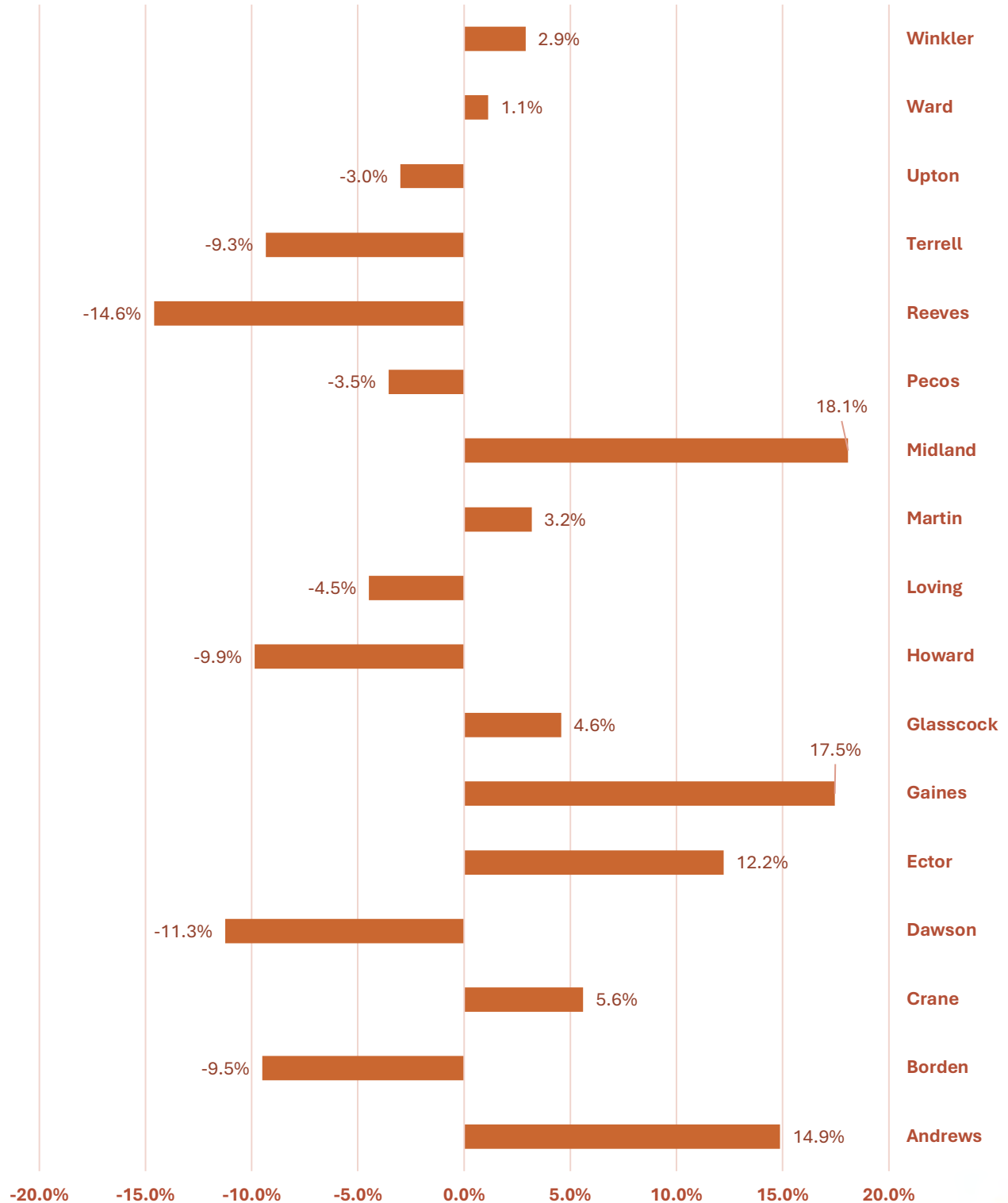
Table 5. Projected Population Growth

County	2020	2030	2040	2050	2060	2020 – 2060 Change	2020 – 2060 % Change
Andrews	18,616	21,386	25,391	28,931	31,789	13,173	70.8%
Borden	642	581	575	545	504	-138	-21.5%
Crane	4,675	4,937	5,367	5,519	5,577	902	19.3%
Dawson	12,470	11,067	10,007	9,160	8,374	-4,096	-32.8%
Ector	165,510	185,736	209,517	228,875	243,764	78,254	47.3%
Gaines	21,704	25,492	29,794	33,548	36,514	14,810	68.2%
Glasscock	1,117	1,168	1,161	1,102	1,047	-70	-6.3%
Howard	34,808	31,375	32,016	32,049	31,836	-2,972	-8.5%
Loving	67	64	64	64	63	-4	-6.0%
Martin	5,261	5,428	5,706	5,821	5,763	502	9.5%
Midland	170,725	201,592	229,742	255,207	275,323	104,598	61.3%
Pecos	15,184	14,645	14,351	13,766	13,101	-2,083	-13.7%
Reeves	14,769	12,612	13,456	14,092	14,520	-249	-1.7%
Terrell	750	680	635	575	542	-208	-27.7%
Upton	3,303	3,204	3,276	3,252	3,166	-137	-4.1%
Ward	11,677	11,810	12,894	13,619	14,028	2,351	20.1%
Winkler	7,754	7,978	8,710	9,251	9,626	1,872	24.1%
Total	483,298	533,807	595,992	648,175	687,971	204,673	42.3%

Source: Texas Demographic Center (2022). Projections of the Total Population of Texas and Counties in Texas, 2020-2060 (0.5 Migration Scenario). Retrieved February 21, 2024, from [TDC - Projections](#).



Figure 9. Projected Population Growth (2020-2030)





Note on 2060 Projection Limitations

The long-range population projections produced by the Texas Demographic Center (TDC) are useful for identifying general growth trends, but they become significantly less precise the farther they extend into the future—particularly for small and rural counties. The 2060 values reflect a “0.5 migration scenario,” which assumes that recent migration patterns will continue at roughly half their recent pace. This assumption may not fully capture the region’s high sensitivity to economic cycles, energy-sector activity, or major infrastructure investments.

For low-population counties, even small changes in assumptions can produce large percentage swings, leading to what may appear as sharp declines or modest gains that are not tied to transportation conditions. These projected deficits are more a function of demographic modeling and long-term uncertainty than a reflection of transportation-related impacts. As a result, the projections should be interpreted as directional indicators rather than precise forecasts, especially beyond 2040.

To address this uncertainty, the plan focuses on near- and mid-term needs while using long-range projections as context rather than as strict determinants of future transportation demand.

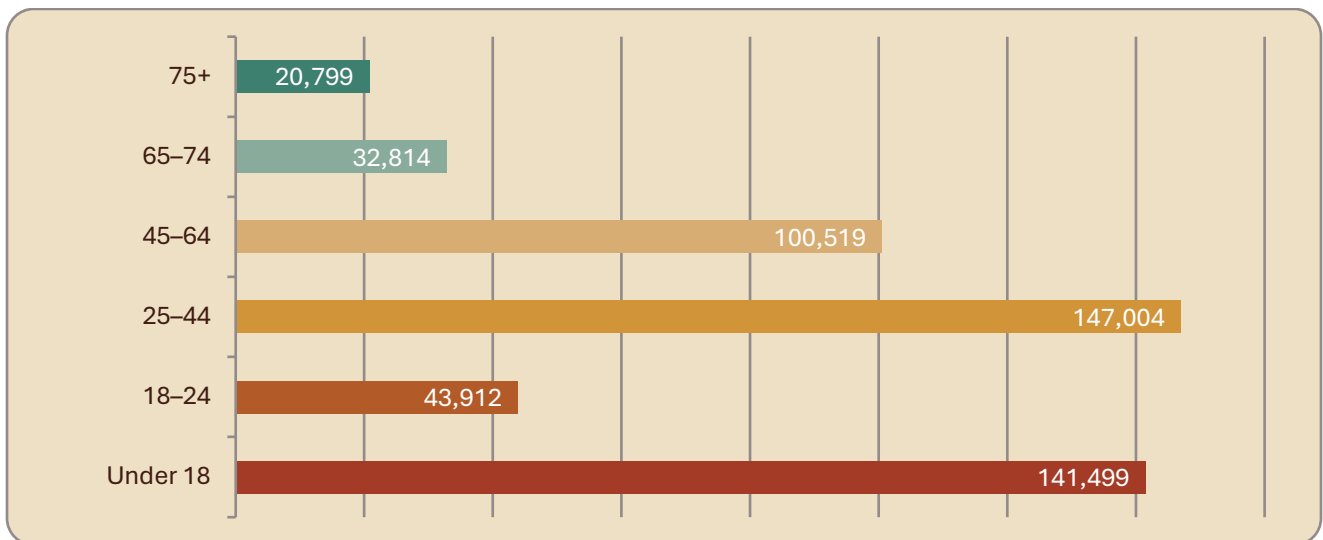


Age Distribution

Figure 6 illustrates the overall age distribution across the Permian Basin region based on **American Community Survey (ACS) 2020–2024 estimates**. The regional population is largely composed of working-age residents, with the largest share of the population between **25 and 44 years old (147,004 residents)**, followed by those **under age 18 (141,499 residents)** and those **between 45 and 64 years old (100,519 residents)**. This distribution reflects the region's strong workforce presence associated with the energy sector and related industries while also highlighting a substantial youth population. The large number of residents under age 18 underscores the importance of safe and reliable transportation connections to schools, recreational facilities, and community services across the region.

Older adults represent a smaller but still meaningful portion of the regional population. Residents **ages 65 to 74 account for approximately 32,814 people**, while those **75 and older represent about 20,799 residents**. In several rural counties, older adults make up a larger share of the population than in the Midland–Odessa urban core, reflecting broader demographic trends seen in many rural areas. As these residents age, access to reliable and accessible transportation becomes increasingly important for maintaining independence and connecting to healthcare, shopping, and social services. Understanding the regional age distribution helps inform coordinated transportation planning by identifying populations that may be more likely to rely on public transit, demand-response services, or other coordinated mobility options.

Figure 10. Permian Basin Region Age Distribution, 2024



Source: American Community Survey (ACS) 2020–2024 5-Year Estimates



Aging Population

The Permian Basin's older-adult population (age 65+) is projected to **grow throughout the planning horizon**. Regionwide totals increase from **56,426 in 2020** to **83,516 in 2030 (+48%)**, then continue rising to **102,261 in 2040**, **124,861 in 2050**, and **154,472 in 2060**—an overall **+173.8%** increase from 2020 to 2060. This sustained growth reflects both the aging of today's working-age cohorts and broader population expansion across the region.

This continuous, two-stage rise—**strong near-term growth (2020–2030) followed by continued long-term expansion (2030–2060)**—has important implications for how regional mobility, healthcare, and human services are planned and coordinated.

2020–2030: Near-Term Growth and Service Readiness

With the senior population expanding **~48%** by 2030, agencies should prioritize **capacity building rather than contraction**. Key actions include:

- Protecting and modestly **scaling lifeline and non-emergency medical transportation** where demand is already tightening.
- **Right-sizing fleets and driver rosters**, emphasizing reliability, call center staffing, and brokerage capacity to handle rising trip volumes.
- Targeting **high-use corridors and health-care destinations** for stop/sidewalk/curb-ramp upgrades and low-floor vehicles.

2030–2060: Continued Growth and Small Urban Anchors

Growth continues for three decades, concentrating demand in key hubs. By 2060, the largest absolute increases (2020→2060) occur in:

- **Midland County:** +25,832 (+70.2%)
- **Ector County:** +18,655 (+52.4%)
- **Andrews County:** +2,973 (+74.8%)
- **Gaines County:** +2,393 (+59.2%)

These counties will anchor future senior-mobility demand, requiring a balanced portfolio of **accessible fixed-route, ADA paratransit, microtransit, and medical shuttles**. At the same time, several rural counties show long-run declines (e.g., **Dawson, Pecos, Reeves, Terrell**), underscoring the need for **inter-county coordination, centralized dispatch, and health-care partnerships** to maintain access for dispersed older adults.



Implications for the Coordination Plan

The continuous aging-population growth calls for **adaptive, phased mobility strategies** that address distinct short- and long-term needs:

1. **Scale Early (2020–2030):** Prepare for higher trip volumes by shoring up **driver capacity, call centers, and brokerage functions**; avoid reactive cutbacks.
2. **Target Small Urban Hubs (2030–2060):** In Midland, Ector, Andrews, and Gaines, **expand ADA paratransit, microtransit, and medical shuttle capacity** and prioritize accessible stop/sidewalk investments near clinics and senior housing.
3. **Regional Connectivity:** Build **inter-county trip brokerage** and agreements with health systems to connect rural origins to regional destinations efficiently.
4. **Accessibility First:** Continue **low-floor fleet purchases, ADA stop upgrades**, and **first/last-mile sidewalk and curb-ramp projects** aligned to senior generators.
5. **Monitor & Adjust:** Establish **regular demographic and performance reviews** (e.g., every 3–5 years) to recalibrate service levels as growth patterns evolve.

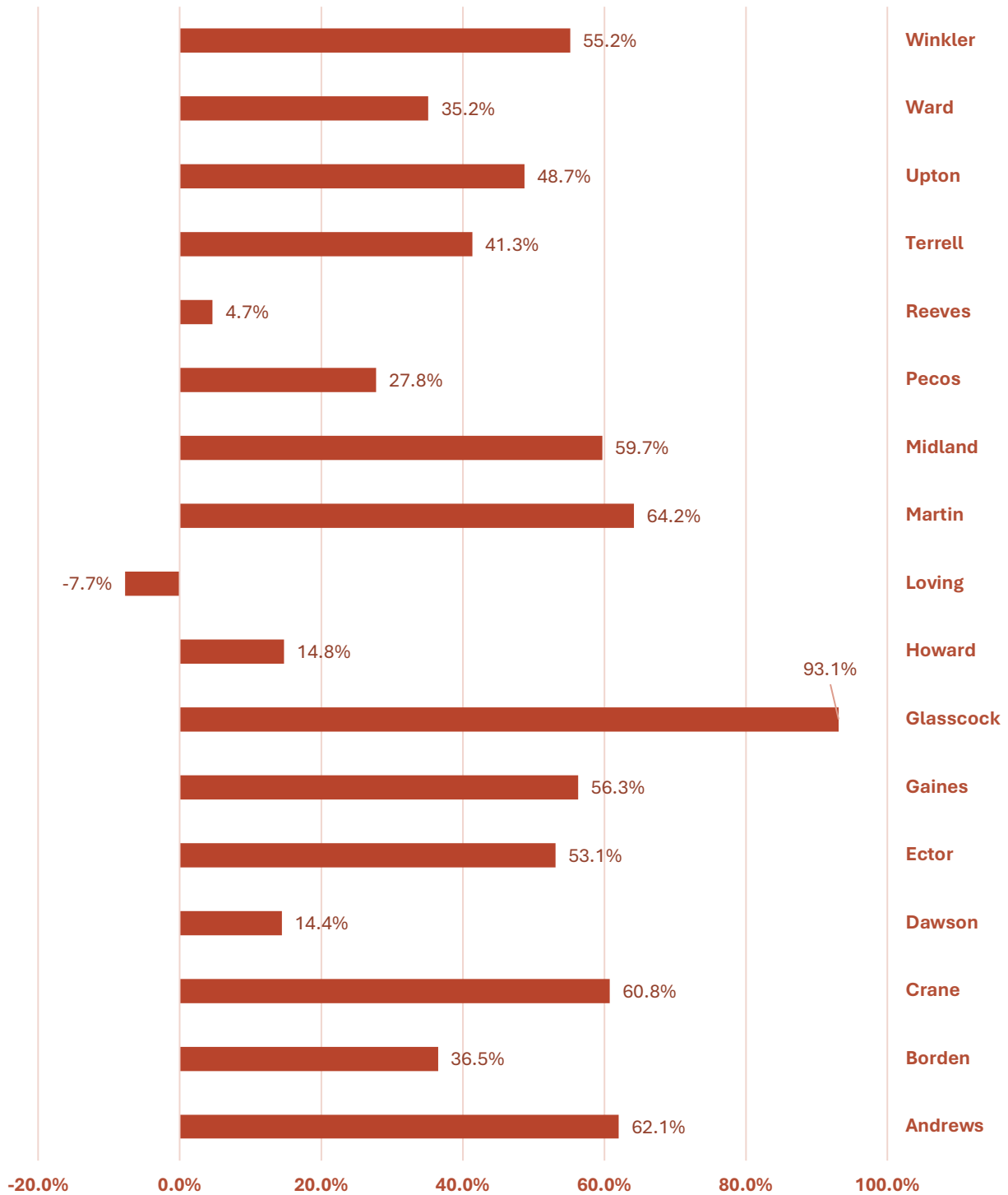
Table 6. Aging Population Projections

County	2020	2030	2040	2050	2060	2020 – 2060 Change	2020 – 2060 % Change
Andrews	3,975	3,222	4,211	5,445	6,948	2,973	249.5%
Borden	272	187	225	216	185	-87	35.0%
Crane	1,260	1,013	1,234	1,340	1,435	175	127.8%
Dawson	4,194	2,401	2,227	2,060	1,666	-2,528	-20.6%
Ector	35,601	27,285	34,809	43,106	54,256	18,655	204.5%
Gaines	4,041	3,167	4,100	5,133	6,434	2,393	217.6%
Glasscock	378	365	428	407	401	23	112.2%
Howard	10,007	5,736	6,169	6,361	6,825	-3,182	36.6%
Loving	25	12	11	12	12	-13	-7.7%
Martin	1,389	1,143	1,296	1,432	1,533	144	120.3%
Midland	36,822	29,470	36,956	47,870	6,2654	25,832	239.6%
Pecos	4,271	2,728	2,874	2,916	2,866	-1,405	34.2%
Reeves	3,804	1,995	2,188	2,269	2,461	-1,343	29.1%
Terrell	419	294	296	249	207	-212	-0.5%
Upton	1,077	800	906	1,006	992	-85	84.4%
Ward	3,248	2,199	2,560	3,045	3,443	195	111.6%
Winkler	966	1,499	1,771	1,994	2,154	1,188	123.0%
Total	56,426	83,516	102,261	124,861	154,472	98,046	173.8%

Source: Texas Demographic Center (2022). Projections of the Total Population of Texas and Counties in Texas, 2020-2060 (0.5 Migration Scenario). Retrieved February 21, 2024, from [TDC - Projections](#).



Figure 11. Projected Aging Population Growth (2020-2030)





Small Urban vs. Rural Composition

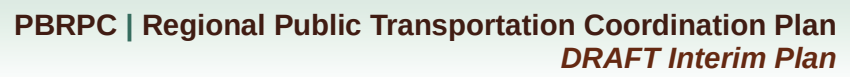
The Permian Basin region includes a diverse mix of **small urban and rural communities**, each with unique transportation characteristics and mobility challenges. Approximately **70%** of the region's population resides in urban areas—primarily within **Midland and Ector Counties**—while the remaining **30%** live in rural communities spread across 15 surrounding counties (see *Figure 8*). This geographic distribution creates distinct service needs that require different approaches to providing effective and equitable public transportation.

In the region's **small urban centers**, where population densities are higher and trip patterns are more concentrated, **fixed-route and ADA paratransit systems** provide efficient mobility options that connect residents to employment, healthcare, education, and commercial destinations. These systems benefit from predictable demand, established corridors, and opportunities for frequency and reliability improvements.

By contrast, **rural communities**—including areas such as **Andrews, Crane, Glasscock, Gaines, and Reeves Counties**—are characterized by lower population densities, longer travel distances, and dispersed trip patterns. Residents in these areas often rely on **flexible, demand-response, or coordinated human service transportation** to reach regional destinations, including medical facilities and social service providers in Midland and Odessa.

Recognizing and addressing these contrasting conditions is critical to developing a coordination plan that works across the entire region. The plan must bridge the small urban–rural divide by supporting **locally tailored solutions**—such as shared scheduling systems, regional trip brokerage, and intercity connector services—that expand mobility without duplicating effort.

Together, these population and spatial characteristics underscore the importance of **designing a multimodal, coordinated transportation network** that meets the needs of both dense small urban corridors and widely dispersed rural populations. Doing so will ensure that all residents—regardless of location—have reliable, affordable, and accessible transportation options that enhance connectivity and regional quality of life.



Small Urban Area

Rural Area

0 12.5 25

483,337 Total Population

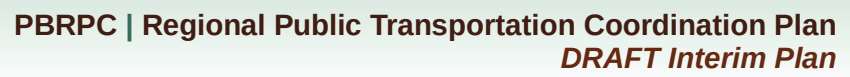


4.2 Demographic Characteristics

Several demographic characteristics provide insight into where public transportation services are most needed and which populations may be most reliant on coordinated mobility options. Groups such as youth, older adults, people with disabilities, low-income households, and residents without access to a personal vehicle often face greater transportation barriers. Understanding the geographic distribution of these populations helps ensure that mobility services are equitable, accessible, and responsive to community needs. The following demographic indicators were analyzed to identify areas where transit dependency may be higher across the Permian Basin region.

- **Youth (Age 17 and Under):** Children and adolescents often rely on safe and reliable transportation options to access schools, parks, after-school programs, and community resources.
- **Older Adults (65+):** As residents age, many experience reduced mobility or choose to limit driving, increasing their reliance on transit for accessing medical care, shopping, and social activities.
- **Veterans:** Veterans may have unique mobility needs related to healthcare access, disability status, or employment transitions following military service.
- **Persons with Disabilities:** Individuals with physical, sensory, or cognitive disabilities may depend on transportation options that accommodate mobility aids and provide reliable access to healthcare, employment, and community programs.
- **Minority Populations:** Communities of color may experience historic disparities in transportation investment and access to opportunity.
- **Population Living in Poverty:** Individuals living below the federal poverty level often face significant transportation cost burdens and may have fewer mobility options.
- **Limited English Proficiency (LEP):** Residents with limited English skills may face challenges accessing transit information or navigating services.
- **Zero-Vehicle Households:** Households without access to a personal vehicle rely entirely on alternative transportation modes such as public transit, shared rides, or walking and biking.

The following maps illustrate the distribution of these populations across the region and help identify areas where coordinated transportation services may be most critical.

[illegible]

 <10
 10 - 250
 250 - 500
 500 - 1,000
 1,000 - 8,000





Figure 14. Older Adult Population Density (65+)

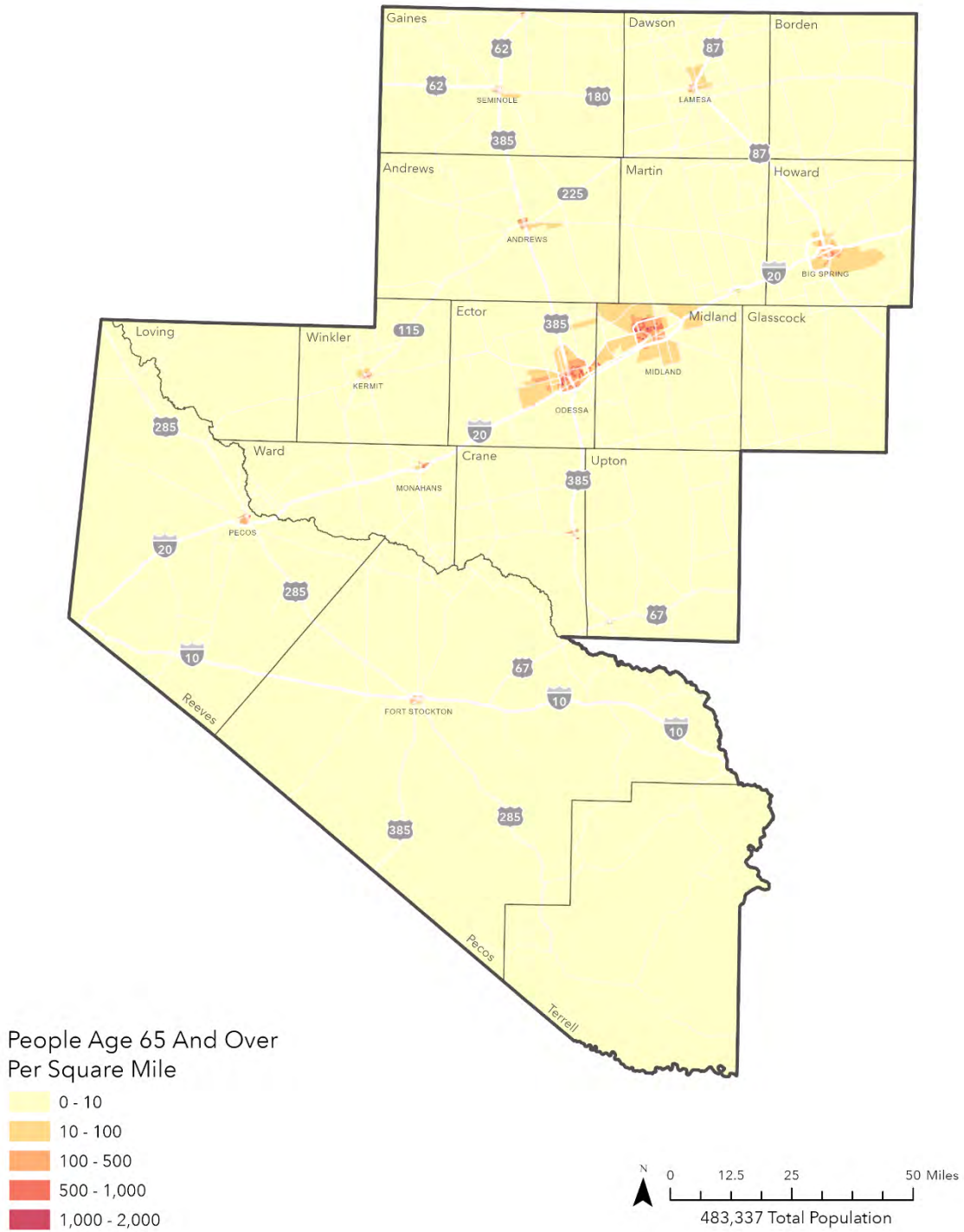




Figure 15. Veteran Population Density

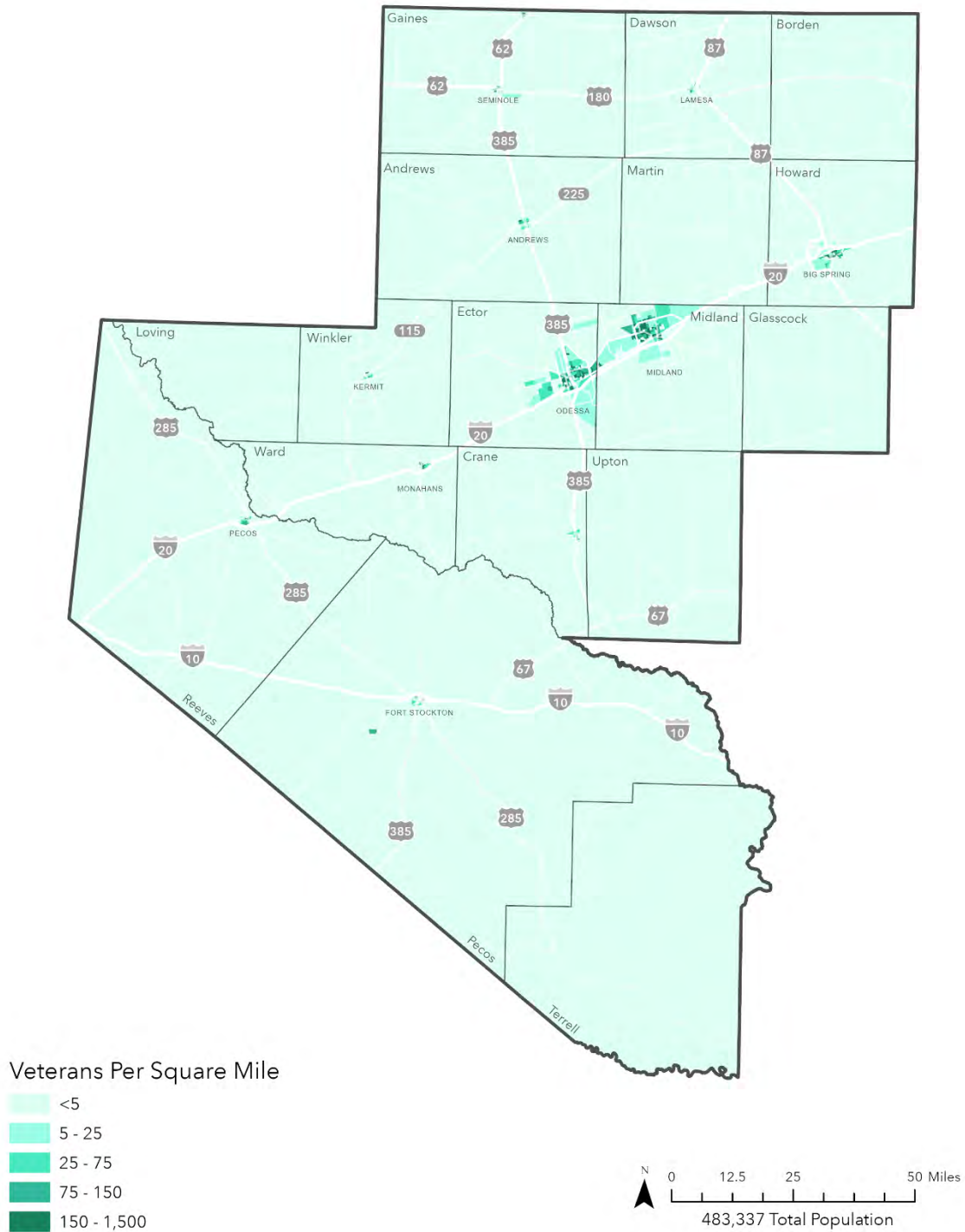
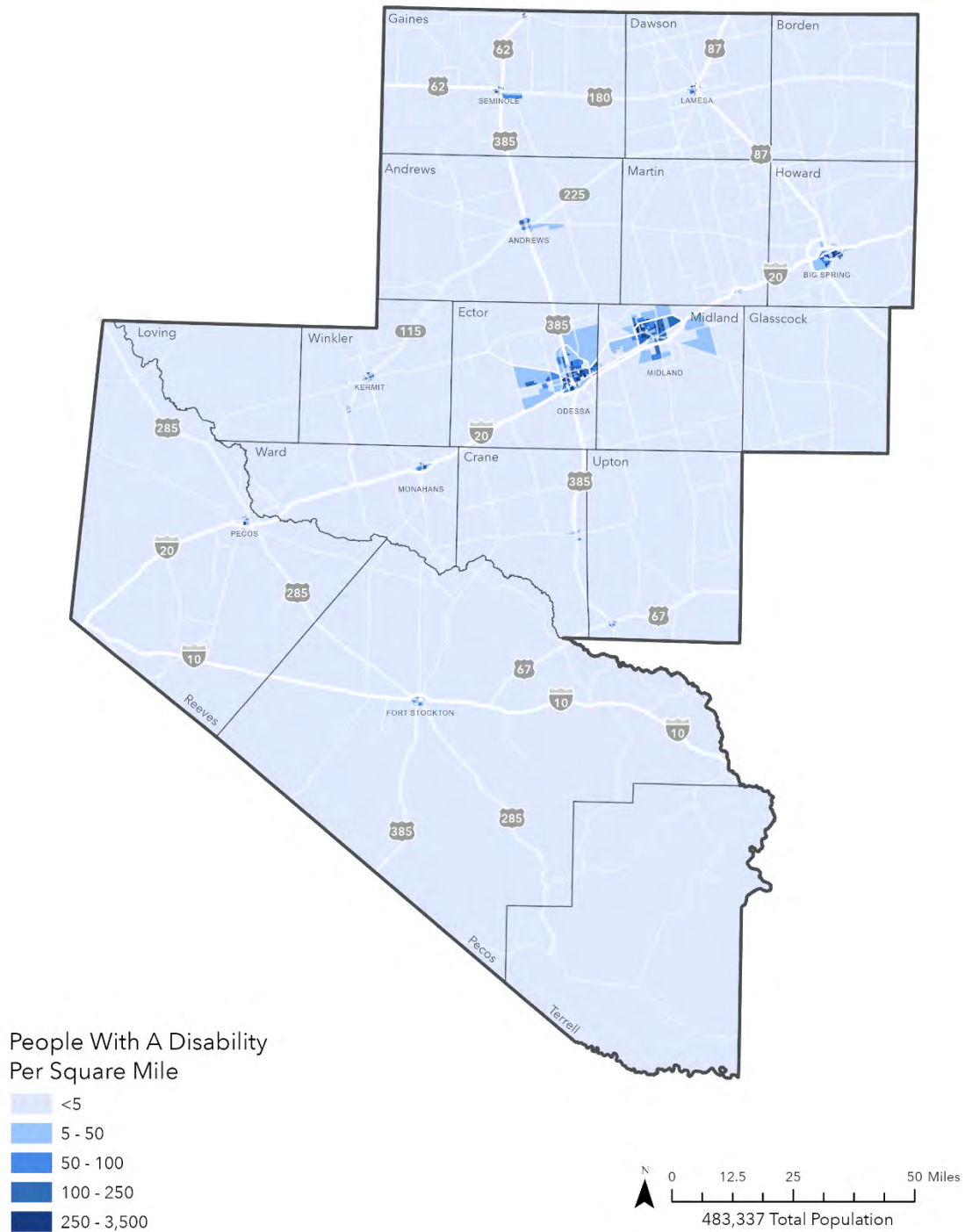
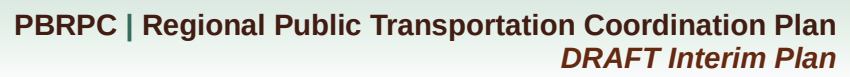




Figure 16. Population Density by Disability Status





Map of Texas showing population density by county. The map uses a color scale from light yellow (low density) to dark brown (high density). Major cities and highways are labeled. The map shows that population density is highest in the eastern and central parts of the state, particularly around major metropolitan areas like Houston, Dallas, and San Antonio.

 <10
 10 - 250
 250 - 1,000
 1,000 - 2,000
 2,000 - 13,000





Figure 18. Households Living in Poverty

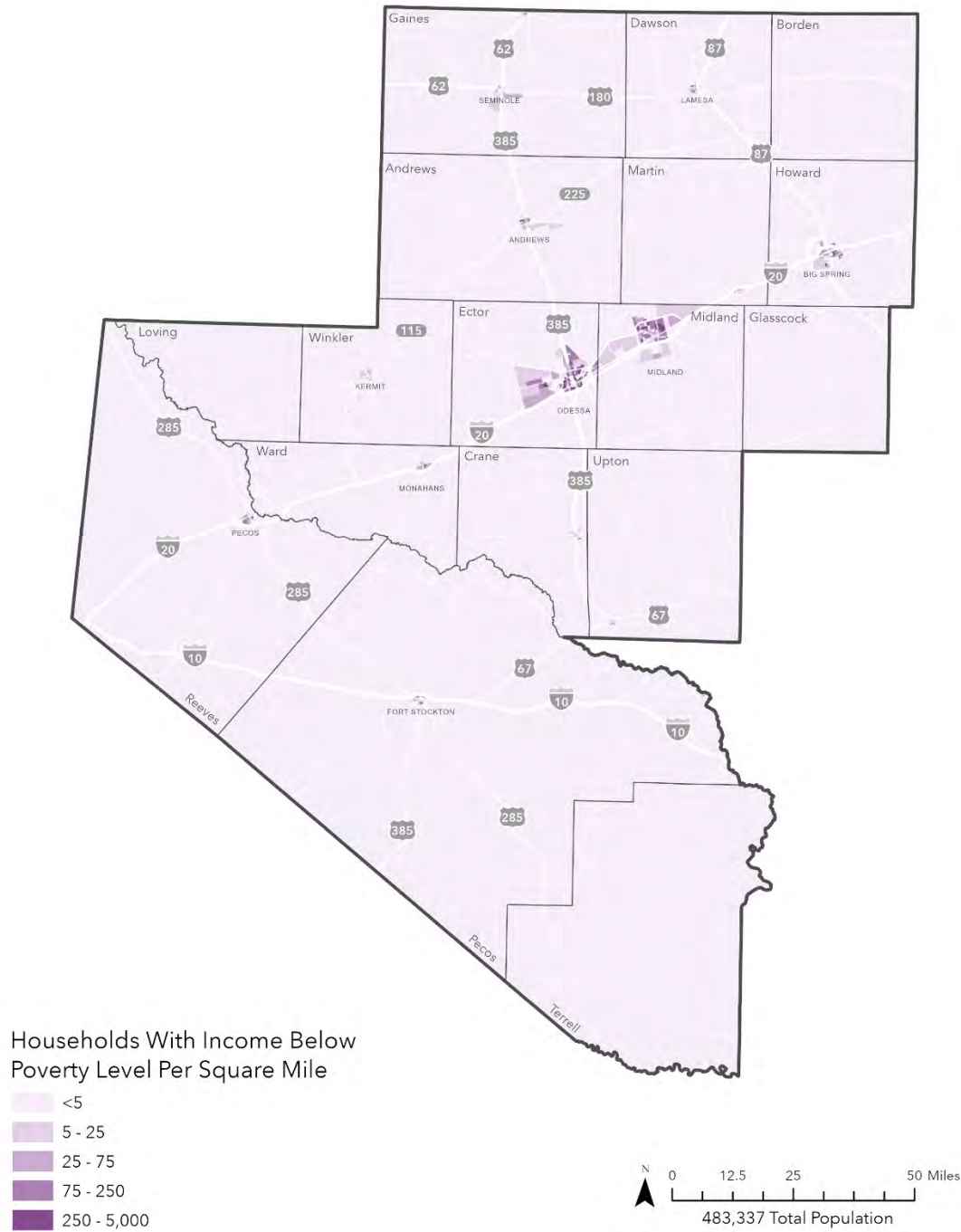
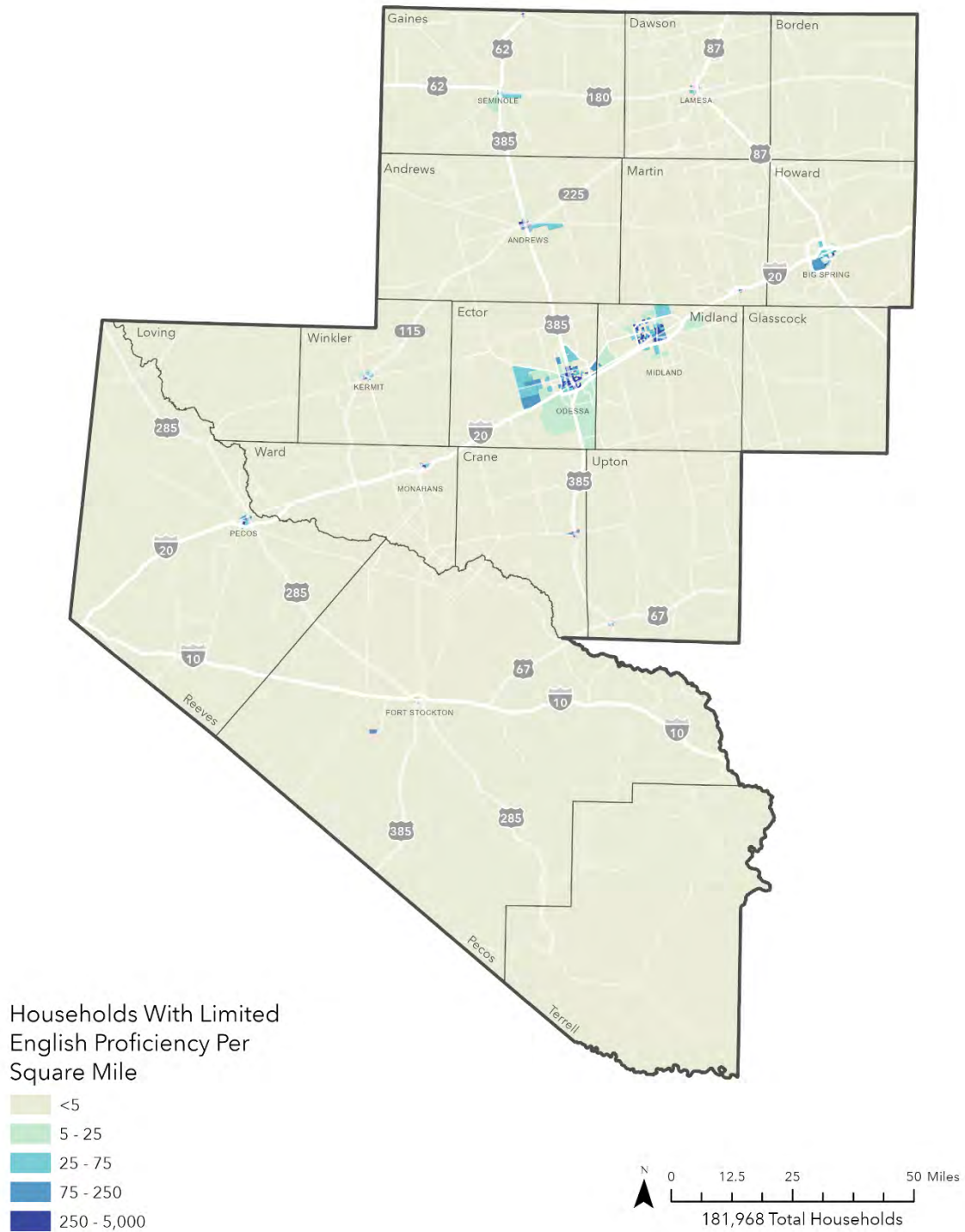
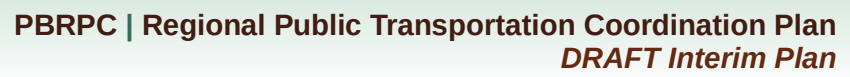
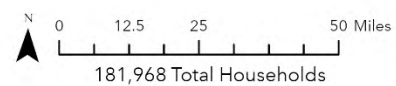


Figure 19. Limited English Proficiency Population Density





 <5
 5 - 25
 25 - 50
 50 - 100
 100 - 1,500





Key Findings from Demographic Analysis

Analysis of these demographic indicators reveals several spatial patterns that influence transit dependency across the Permian Basin.

Youth Population Density (Figure 9).

Higher concentrations of youth are primarily located within the Midland–Odessa urban area, with smaller pockets in surrounding communities. These patterns highlight the importance of safe pedestrian infrastructure and reliable transit connections linking neighborhoods with schools, recreation centers, and community services.

Older Adult Population Density (Figure 10).

Older adults are distributed across the region but show notable concentrations in Midland–Odessa and several smaller communities. These areas represent priority locations for demand-response, paratransit, and medical transportation services that help older residents maintain independence and access essential services.

Veteran Population Density (Figure 11).

Veteran populations are concentrated in the Midland–Odessa metropolitan area, with smaller clusters in rural communities. Coordinated transportation services can help connect these residents to healthcare facilities, workforce programs, and Veterans Affairs (VA) services.

Population with Disabilities (Figure 12).

Residents with disabilities are concentrated in the Midland–Odessa area, reflecting broader population patterns. These findings reinforce the need for accessible vehicles, ADA-compliant infrastructure, and coordinated paratransit services that connect individuals with healthcare providers, employment centers, and social services.

Minority Population Density (Figure 13).

Minority populations are heavily concentrated in the Midland–Odessa urban area, with smaller clusters across the region. Ensuring transit service coverage and connectivity in these areas supports equitable access to employment, education, healthcare, and other essential destinations.

Households Living in Poverty (Figure 14).

Higher concentrations of residents living below the federal poverty level are primarily located in Midland and Odessa. For these households, transportation costs can present significant barriers to accessing jobs, education, and essential services, underscoring the importance of affordable and coordinated transit options.

Limited English Proficiency (Figure 15).

Households with limited English proficiency are concentrated in the Midland–Odessa metropolitan area. These populations may face barriers to accessing transit information and services, highlighting the importance of multilingual outreach and accessible communication materials.



Zero-Vehicle Households (Figure 16).

Households without access to a personal vehicle are also concentrated in Midland and Odessa, indicating areas where residents rely most heavily on alternative transportation options such as transit and coordinated mobility services.

County-Level Demographic Summary

The following table summarizes key demographic indicators by county across the 17-county Permian Basin region, based on U.S. Census Bureau American Community Survey (ACS) 2019–2023 5-Year Estimates. These figures provide county-level context for transit planning, supplementing the regional maps shown above. Data include estimates for veterans, persons with disabilities, population by race and ethnicity, persons below the federal poverty level, and households with limited English proficiency (LEP). Detailed demographic maps by county are included in Appendix D.



Table 7. County-Level Demographic Summary

County	Total Population	Total Households	Youth		Older Adults		Veterans		Persons with Disability		Below Poverty		Hispanic/Latino		White Alone		LEP Households		Zero Vehicle Households	
			Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Andrews	18,616	6,780	5,697	30.8%	1,790	9.7%	451	3.5%	2,103	11.4%	2,613	14.2%	10,525	56.8%	7,322	39.5%	609	9.0%	199	2.9%
Borden	642	239	240	33.2%	98	13.6%	32	6.6%	78	10.8%	35	4.8%	110	15.2%	580	80.2%	0		4	1.7%
Crane	4,675	1,665	1,203	26.0%	694	15.0%	201	5.9%	298	6.6%	368	8.2%	3,160	68.4%	1,222	26.4%	180	10.8%	164	9.8%
Dawson	12,470	4,154	2,942	23.9%	1,663	13.5%	359	3.8%	1,677	15.9%	1,863	17.7%	6,815	55.4%	4,381	35.6%	318	7.7%	240	5.8%
Ector	165,510	62,422	49,505	30.3%	16,038	9.8%	5,461	4.8%	16,785	10.4%	24,626	15.3%	101,602	62.3%	48,982	30.0%	5,687	9.1%	3,713	5.9%
Gaines	21,704	7,057	7,830	35.7%	2,062	9.4%	570	4.1%	2,865	13.2%	1,603	7.4%	8,723	39.8%	12,465	56.9%	1,062	15.0%	329	4.7%
Glasscock	1,117	441	274	25.6%	165	15.4%	37	4.6%	115	10.7%	91	8.5%	290	27.1%	709	66.3%	27	6.1%	15	3.4%
Howard	34,808	11,927	7,461	22.5%	4,329	13.1%	1,557	6.1%	4,979	16.7%	4,445	15.1%	15,547	46.9%	14,579	44.0%	419	3.5%	690	5.8%
Loving	67	36	0	0.0%	40	74.1%	2	3.7%	23	42.6%	5	9.3%	0	0.0%	49	90.7%	5	13.9%	5	13.9%
Martin	5,261	2,033	1,539	29.4%	562	10.7%	75	2.0%	450	8.7%	419	8.1%	2,383	45.6%	2,510	48.0%	123	6.1%	0	0.0%
Midland	170,725	67,057	49,714	29.0%	18,239	10.6%	5,789	4.8%	18,708	11.0%	18,048	10.6%	76,792	44.8%	75,381	44.0%	4,103	6.1%	3,583	5.3%
Pecos	15,184	5,108	3,621	24.2%	1,992	13.3%	556	4.9%	1,198	9.4%	3,445	27.4%	10,666	71.2%	3,379	22.6%	233	4.6%	419	8.2%
Reeves	14,769	4,145	3,282	24.8%	1,622	12.3%	381	3.8%	1,328	10.9%	2,669	21.9%	11,206	84.8%	1,619	12.2%	788	19.0%	223	5.4%
Terrell	750	453	120	14.1%	316	37.1%	78	10.7%	191	22.4%	70	8.2%	364	42.8%	487	57.2%	7	1.5%	18	4.0%
Upton	3,303	1,325	727	22.5%	599	18.6%	86	3.4%	350	11.1%	539	17.1%	1,812	56.2%	1,344	41.6%	73	5.5%	70	5.3%
Ward	11,677	4,345	3,275	29.1%	1,556	13.8%	483	6.1%	1,381	12.4%	1,620	14.6%	6,238	55.4%	4,222	37.5%	286	6.6%	245	5.6%
Winkler	7,754	2,781	2,144	28.4%	1,012	13.4%	253	4.7%	839	11.2%	893	12.0%	4,660	61.8%	2,454	32.5%	163	5.9%	136	4.9%
Total	483,298	181,968	139,574	28.9%	52,777	10.9%	16,371	3.4%	53,368	11.0%	63,352	13.1%	260,893	54.0%	181,685	37.6%	14,083	7.7%	10,053	5.5%

Source: U.S. Census Bureau, American Community Survey (ACS) 2019–2023 5-Year Estimates.



Regional Synthesis

Taken together, these demographic indicators show that many of the region's transit-dependent populations—including youth, older adults, persons with disabilities, minority populations, residents living in poverty, households with limited English proficiency, veterans, and zero-vehicle households—are concentrated within the **Midland–Odessa urban core**. As the region's primary hub for employment, healthcare, education, and social services, this area represents a focal point for transit service, connectivity, and coordinated mobility investments. At the same time, **smaller clusters of these populations occur throughout rural communities across the region**, where long travel distances and limited transportation options can create additional mobility barriers. These patterns provide an important foundation for understanding regional transportation needs and will be further evaluated through the Transit Needs Index presented in Chapter 6, which synthesizes these demographic factors to identify priority areas for coordinated transportation investments and service improvements.



CHAPTER 5 | ASSESSMENT OF TRANSPORTATION SERVICES

Evaluating the full range of transportation services operating within the region is a crucial step in understanding how mobility needs are currently being met and where coordination can improve efficiency and coverage. This assessment documents all public, private, and nonprofit transportation providers that serve key populations—such as older adults, individuals with disabilities, and low-income residents—to establish a clear picture of existing mobility resources.

By cataloging service areas, operating hours, eligibility requirements, and trip purposes, this analysis helps identify where services overlap, where gaps exist, and how agencies can better work together to reduce redundancy and expand access. Understanding the existing service network also supports opportunities for regional coordination, such as shared dispatching, joint funding applications, or integrated scheduling systems. In essence, this step forms the foundation for developing a more connected, efficient, and equitable public transportation system across the region.

5.1 Data Collection and Provider Survey

As part of the coordination plan development, a **Transportation Provider Survey** (see Appendix C) was distributed to all known public, private, nonprofit, and for-profit transportation providers across the region. The purpose of this survey was to collect comprehensive and standardized information on existing mobility services that support key populations, including seniors, individuals with disabilities, veterans, low-income residents, and other transportation-disadvantaged groups.

The survey was developed in alignment with the **TxDOT Regional Public Transportation Coordination Plan Guidebook**, following the structure outlined in the *Example Transportation Provider Survey*. The survey requested detailed information in several key categories relevant to coordination planning:

- **Organization and Contact Information:** Providers were asked to supply organizational details, service area descriptions, and key points of contact for coordination.
- **Description of Transportation and Mobility Management Services:** Respondents were asked to describe service types (fixed-route, demand-response, NEMT, volunteer driver programs), hours of operation, eligibility requirements, and trip purposes served (medical, employment, education, social, etc.).
- **Service Policies and Operations:** Questions covered fare structures, reservation systems, and any existing coordination agreements with other providers or agencies.
- **Vehicle Inventory and Utilization:** Data was collected on vehicle types, accessibility features, fleet size, and utilization rates to help assess regional capacity and potential for shared use.



- **Supporting Technology and Data Systems:** Providers identified the scheduling, dispatch, or trip management technologies they use to evaluate opportunities for system integration and data sharing.
- **Ridership and Service Statistics:** Participants were asked to provide recent ridership data, service hours, and trip purposes to support analysis of coverage and efficiency.
- **Operating Costs and Revenues:** Questions focused on major funding sources and cost structures to identify opportunities for joint funding and resource sharing.
- **Assessment of Needs Met and Unmet:** Providers described perceived service gaps, challenges in meeting demand, and areas where coordination could improve efficiency or expand access.

The information collected from the survey was used to develop **Transportation Provider Profiles (Tables 8 – 11)**, summarizing each organization's operations, resources, and service coverage. These profiles form a foundational dataset for evaluating existing transportation resources, identifying areas of overlap and unmet need, and informing the regional coordination strategies.

5.2 Inventory of Providers

Documenting the range of transportation providers within the region is a critical step in developing a coordinated public transportation plan. By identifying who provides service, to whom, and where, the assessment establishes the foundation for collaboration, resource sharing, and efficient service delivery. Understanding the roles of public, human service, private, and nonprofit providers helps reveal where service overlaps, gaps, and opportunities for coordination exist—ensuring that limited funding and resources are directed toward areas of highest need.

The assessment includes the following provider types:

- **Public Transit Providers:** These agencies operate fixed-route, paratransit, and demand-response services available to the general public. In the Permian Basin region, this includes systems such as **EZ-Rider**, which provides fixed-route and ADA paratransit services in **Midland and Odessa**, and regional demand-response programs operated through **TRAX** that connect smaller rural communities.
- **Human Service Agencies:** These organizations offer transportation primarily for their clients, often focused on specific populations such as veterans, older adults, individuals with disabilities, or low-income residents. Local examples include the **Area Agency on Aging of the Permian Basin**, **PermiaCare**, and **Veterans Service Offices** that arrange trips for medical appointments, job training, or essential errands.
- **Private and Nonprofit Operators:** These providers supplement public transportation options through taxi services, rideshare programs, non-emergency medical transportation (NEMT), and volunteer driver programs. Examples include **Uber and Lyft** for on-demand rides, **SafeRide Health** for NEMT services, and local church or nonprofit programs offering transportation for seniors or people with disabilities.



By documenting these services, the coordination plan creates a comprehensive picture of the regional transportation network—highlighting where existing providers can partner to close service gaps, reduce duplication, and expand access to critical destinations.

Regional Planning and Coordination Framework

The Permian Basin is supported by several key planning and coordination agencies that ensure local and regional transit needs are addressed comprehensively and cooperatively.

Table 8. Transportation Planning Organizations

Organization Information	Description of Organization	Area Served
Midland Odessa Urban Transit District 10300 Younger Rd. Midland, TX 79706 432-561-9990 www.ez-rider.org	Operates the EZ-Rider transit program serving Midland and Odessa. Lead agency for the Regional Coordinated Transportation Planning Steering Committee. The MOUTD Board is comprised of individuals appointed by the city councils of Midland and Odessa. MOUTD also has a citizen's Transit Advisory Committee that represents interests in both cities.	Cities of Midland and Odessa
Permian Basin Metropolitan Planning Organization 9601 Wright Dr., Suite 1 Midland, TX 79706 432-617-0129 www.permianbasinmpo.com	The Permian Basin MPO is a regional agency mandated under federal law to conduct a cooperative, continuous and comprehensive transportation planning process. The agency plans and commits funds for the construction of transportation improvements across multiple transportation modes as well as for sub area corridor studies.	Cities of Midland and Odessa and portions of Ector, Martin, and Midland Counties.
Permian Basin Regional Planning Commission 2910 LaForce Blvd. Midland, TX 79711 432-563-1061 www.pbrpc.org	The Permian Basin Regional Planning Commission was founded for purposes of solving area-wide problems through promoting intergovernmental cooperation and coordination, conducting comprehensive regional planning, and providing a forum for the study and resolution of area-wide problems.	Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties



Organization Information	Description of Organization	Area Served
West Texas Opportunities, Inc. 603 N. 4th Street Lamesa, TX 79331 806-872-8354 www.gowto.org	The West Texas Opportunities, Inc. governing board administers the Permian Basin Rural Transit District (PBRTD), a nonprofit entity established in 2003 by the Permian Basin Regional Planning Commission and recognized as a political subdivision of the State of Texas. PBRTD receives FTA Sections 5310 and 5311 funding to operate the TRAX transit service.	Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties

These agencies collectively establish the framework for coordinated transportation planning:

- Midland Odessa Urban Transit District (MOUTD) operates the EZ-Rider fixed-route and ADA paratransit program in Midland and Odessa and leads the RCTP. The MOUTD Board and Transit Advisory Committee ensure representation from both cities and the public.
- Permian Basin Metropolitan Planning Organization (PBMPO) administers the federally required 3C (continuing, cooperative, and comprehensive) transportation planning process, programming multimodal projects and conducting corridor studies for Ector and Midland counties.
- Permian Basin Regional Planning Commission (PBRPC) provides regional coordination across 17 counties, promoting intergovernmental collaboration and administering funding mechanisms for rural transit through its partnership with West Texas Opportunities, Inc.
- TRAX provides essential rural public transportation service across the broader Permian Basin, connecting small communities to Midland–Odessa for jobs, healthcare, education, and regional services. By serving outlying counties and linking riders to small urban destinations, TRAX helps establish the regional mobility framework that complements small urban fixed-route services and supports truly coordinated transportation planning across rural and small urban boundaries.

Together, these organizations form the institutional backbone for regional coordination. Their collaboration ensures that small urban, rural, and intercity transit services are aligned with federal and state funding priorities while supporting cross-county mobility.

Public Transportation Providers

Public transportation within the Permian Basin includes a mix of small urban fixed-route systems, regional demand-response services, and intercity connections.



Table 9. Public Transportation Providers

Provider Information	Description of Service	Fare/Cost	Operating Data
EZ-Rider 10300 Younger Road Midland, TX 79706 432-561-9990	Public transportation in Midland and Odessa. Six local fixed-routes each in Odessa and Midland; two Connect routes operating between Midland and Odessa; ADA paratransit service.	Fixed-route: Base fare \$1.25, Student/Youth \$1.00, Senior/ADA \$.60; ADA Paratransit \$2.50	Ridership: 261,315 passenger trips (FY 2025) Vehicles: 36 Budget: Operating: \$7,300,214 Capital: \$1,812,591 (FY 2025)
Provider Type: Public	Eligibility: General public; ADA certification required for ADA paratransit service.		
TRAX (operated by West Texas Opportunities, Inc.) 603 N. 4th Street Lamesa, TX 79331 1-800-245-9028 www.gowto.org	Rural demand-response transit service provided throughout Andrews, Borden, Crane, Dawson, rural Ector, Gaines, Glasscock, Howard, Loving, Martin, rural Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties. Service operates Monday – Friday, with some availability for Medicaid trips on Saturday. Reservations must be made at least one day prior to the trip and up to 30 days in advance.	Base fare \$1.00 + additional fare per zone (up to \$18.75; each 24 miles an additional \$4.00); reduced fares for seniors/disabled and free for children under 5	Ridership: 77,068 trips (FY 2025) Vehicles: 96 (93 wheelchair accessible)
Provider Type: Public	Eligibility: General public		

EZ-Rider, operated by the Midland Odessa Urban Transit District (**MOUTD**), serves Midland and Odessa through six fixed routes in each city, two intercity “Connect” routes, and ADA paratransit service. The system’s affordability, accessibility, and broad coverage make it the backbone of small urban public transit. In 2025, EZ-Rider provided approximately **261,315 annual trips** with an operating budget of **\$7.3 million**, demonstrating a strong cost-efficiency ratio relative to similar systems in comparable regions.

TRAX, operated by **West Texas Opportunities, Inc. (WTO)** under the **Permian Basin Rural Transit District**, provides critical lifeline service to rural residents across more than 20 counties. Its demand-response model—requiring advance reservations—serves approximately **6,400**



one-way trips per month with a fleet of **93 wheelchair accessible vehicles**, offering mobility to seniors, individuals with disabilities, and residents in isolated communities.

Both providers receive Federal Transit Administration (FTA) funding under Sections **5310, 5311, and 5307**, forming the foundation of the region's public transit infrastructure.

Private and Intercity Transportation Providers

Private and intercity transportation providers play an important role in the CTCOG region by connecting local communities to major cities, statewide destinations, and national transportation networks. While these services are not designed for daily local travel, they provide critical long-distance mobility options for residents traveling to employment opportunities, higher education institutions, medical services, and other destinations outside the region.

Table 10. Private and Intercity Providers

Provider Information	Description of Services	Fare/Cost	Operating Data
All Aboard America 1615 W. County Rd 127 Odessa, TX 79765 1-800-848-4728 www.allaboaridamerica.com	Private transportation provider with daily service between Midland and Presidio (serves Midland, Odessa, Crane, McCamey, Fort Stockton). Two roundtrips daily, 365 days per year (including holidays)		Not available
Provider Type: Private	Eligibility: General public		
Amtrak Sanderson station: 201 W Downie St, Sanderson, TX 79848 1-800-USA-RAIL www.amtrak.com	Sanderson station served by the Sunset Limited/Texas Eagle route. Westbound service around 10:45 p.m. Tuesday/Thursday/Sunday; eastbound service around 8:30 a.m. Monday/Thursday/Saturday.	Ticket cost depends upon destination and coach/room reservations.	Ridership: 31,500 Operating cost: \$4.3 million (Sunset Limited, October 2020 – May 2021)
Provider Type: Private	Eligibility: General public		



Provider Information	Description of Services	Fare/Cost	Operating Data
Greyhound 10300 Younger Road Midland, TX 79706 1-800-231-2222 www.greyhound.com	<i>Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 2,400 destinations with 13,000 daily departures across North America. Provides access to the nationwide Greyhound Intercity network, Canada, and Mexico. Greyhound serves stations in Big Spring, Fort Stockton, Lamesa, McCamey, Midland, Pecos, and Seminole. Service operates every day, with schedules dependent on destination.</i>	<i>Fares vary by destination. Discounted fares are available to children under 12 and seniors 62+.</i>	<i>Ridership: 14 million annually (2020) Vehicles: 1,400 (2020) (system-wide).</i>
<i>Provider Type: Private</i>	<i>Eligibility: General public</i>		

All Aboard America, Greyhound, and Amtrak provide intercity mobility options that connect the Permian Basin to destinations such as El Paso, San Antonio, and beyond. While these services enhance regional accessibility, their limited frequency, higher fares, and lack of coordination with local systems limit their effectiveness for daily travel. Expanding coordinated scheduling and integrated ticketing could significantly improve multimodal connections for long-distance travelers, students, and veterans.

Social Service and Human Transportation Providers

A robust network of nonprofit and human service organizations complements public transit by serving targeted populations. Agencies such as the **ABLE Center for Independent Living**, **Mission Center Adult Day Service**, **PermiaCare**, and multiple county-level **Senior Centers** provide essential mobility for older adults, individuals with disabilities, veterans, and clients of health and social programs. These providers frequently coordinate with EZ-Rider and TRAX through FTA Section 5310 programs and Title III Area Agency on Aging agreements.

While these services are vital, many rely on limited volunteer drivers and small fleets, resulting in inconsistent coverage and constrained operating hours. Strengthening partnerships, funding, and centralized trip coordination across these organizations would reduce duplication and ensure more efficient use of resources.



Table 11. Social Service Transportation Providers

Provider Information	Description of Services	Fare/Cost	Operating Data
ABLE Center for Independent Living 4803 Plaza Blvd, Ste 401 Odessa, TX 79762 432-580-3439 www.ablecenterpb.org	<i>Provides support for people living with disabilities in Andrews, Ector, Gaines, Midland, Ward, and Winkler counties, including providing transportation information and mobility training. The ABLE Center contracts with EZ-Rider to provide transportation training services and purchases services from EZ-Rider.</i>	No cost based on eligibility; voluntary contributions welcome (typically \$0.50 - \$1.00). Funded through local county and Area Agency on Aging.	Contracted through EZ-Rider, which receives funding through the FTA Section 5310 program for mobility management services.
Provider Type: Social service	Eligibility: Clients of the ABLE Center		
Andrews Senior Citizens Center 310 W. Broadway Andrews, TX 79714 432-523-5911	Local demand-response transportation provided for people aged 60 and older. Service within Andrews.	Not Available	Not Available
Provider Type: Social service	Eligibility: Persons aged 60 and older residing in Andrews		
Aphasia Center of West Texas – Mobility Van 5214 Thomason Dr. Midland, TX 432-699-1261 www.aphasiawtx.org	Individuals may pay a per-ride or monthly fee for transportation to and from the Aphasia Center in Midland. Rides are also available to and from Odessa through Mission Center Adult Day Service's Mobility Van.	Not Available	Vehicles: 1 lift-equipped van Drivers: 1 Ridership: 96 one-way trips per month Operating budget: \$25,000
Provider Type: Social service	Eligibility: Persons with aphasia who have been referred to the Aphasia Center		



Provider Information	Description of Services	Fare/Cost	Operating Data
Area Agency on Aging of the Permian Basin (AAAPB) 2910 La Force Blvd Midland, TX 79706 432-262-4920 aaapb.org	The Area Agency on Aging of the Permian Basin provides care coordination, home-delivered and congregate meals, transportation, caregiver respite and support, Medicare/Medicaid benefits counseling, legal assistance, and long-term care ombudsman services for older adults in the region.	No cost based on eligibility; voluntary contributions welcome (typically \$0.50 - \$1.00). Funded through local county and Area Agency on Aging.	Consumers Served: 112 older adults in FY 2025 Trips Provided: 15,910 one-way demand-response trips Operating Cost: \$195,241 Service Model: Contracted demand-response transportation across 7 county providers
Provider Type: Social service	Eligibility: Must be 60 years of age or older and reside in the service area of the transportation provider in their respective counties.		
Boys and Girls Clubs of the Permian Basin 800 E. 13th Street, Odessa, TX 79762; 1321 S. Goode Street Midland, TX 79701 432-337-8389 www.basinkids.org	Limited after-school bus/van transportation is available for registered participants in the Boys and Girls Clubs' after-school program.	Regular (drop-off) membership for after-school programs is \$80/semester; with busing is \$120/semester	Not Available
Provider Type: Social service	Eligibility: Registered participants		



Provider Information	Description of Services	Fare/Cost	Operating Data
Casa de Amigos 1101 Garden Lane Midland, TX 79705 432-682-9701 www.casadeamigosmidland.org	<i>Casa de Amigos is a neighborhood center providing social services, health and wellness services, education services, and senior services to the Midland community. The organization provides transportation information, assists with trip planning, and subsidizes fixed-route and paratransit trips on EZ-Rider.</i>	Not Available	Not Available
Provider Type: Social service	Eligibility: Persons receiving services from this organization.		
Crisis Center of West Texas 910-B S. Grant Ave. Odessa, TX 79760 866-627-474 www.ccwtx.org	<i>Provides services, including transportation to work or school, for victims of domestic violence.</i>	Not Available	Not Available
Provider Type: Social service	Eligibility: Women and/or children impacted by domestic violence or sexual assault		
Dawson County Senior Citizens Center 609 N. Austin Ave. Lamesa, TX 79331 806-872-3324 www.facebook.com/dcsc1	<i>The Dawson County Senior Center is a nonprofit organization that provides meals and activities for people 60 years of age and older. Transportation provided for congregate meals.</i>	Not Available	Not Available
Provider Type: Social service	Eligibility: Persons aged 60 and older residing in Dawson County		



Provider Information	Description of Services	Fare/Cost	Operating Data
Disabled American Veterans George H. O'Brien Jr. VAMC 300 Veterans Blvd, Ste 147 Big Spring, TX 79720 432-263-7361, ext. 7604 www.dav.org	DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. The vans are driven by volunteers, and the rides coordinated by more than 155 Hospital Service Coordinators throughout the nation.	Not Available	Not Available
Provider Type: Social service	Eligibility: Individuals receiving treatment at a VA Medical Center.		
Martin County Senior Citizens Center 104 E. Broadway Stanton, TX 79782 432-756-2791 www.co.martin.tx.us/173/ Affiliated-Organizations	Local demand-response transportation provided for eligible participants.	Not Available	Not Available
Provider Type: Social service	Eligibility: Seniors residing in Martin County.		
McCamey Senior Citizens Services 108 E. 6th Street McCamey, TX 79752 432-652-8787	Demand-response transportation. Center hours Monday through Friday 8:00 a.m. to 4:00 p.m.	Not Available	Not Available
Provider Type: Social service	Eligibility: Seniors residing in McCamey.		
Midland County Sheriff – Crisis Intervention 400 S. Main Street Midland, TX 79702 432-688-4635 www.co.midland.tx.us/212/ Crisis-Intervention-Unit	Assist victims of crime-related charges 24/7/365. Transport crime victims to a place of safety.	Not available	Drivers: 28 volunteer drivers, 2 paid drivers Ridership: 1-2 trips per month Vehicles: 2 vans



Provider Information	Description of Services	Fare/Cost	Operating Data
<i>Provider Type: Social service</i>	<i>Eligibility: Any individual served by the organization.</i>		
Mission Center Adult Day Service – Mobility Van 3500 N. A St., Ste 1300 Midland, TX 79705 432-688-7720 www.missioncads.com	Mission Center Adult Day Service provides quality health care and activity programs for disabled adults and elderly individuals in a safe enriching environment that offers caregiver respite and family support. Mission Center provides safe door-to-door transportation for clients living in Midland and Ector counties with 3 wheelchair-accessible shuttles. Center hours Mon-Fri 7 am - 5:30 pm.	No cost for eligible clients.	Ridership: 48 trips/month Vehicles: 3 (all lift-equipped) Drivers: 2 dedicated drivers, 2 paid staff who drive
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors and disabled adults that are clients of the Center.</i>		
PermiaCare 401 E Illinois Ave Midland, TX 79701 432-570-3333 https://www.permiacare.org/	PermiaCare provides transportation for individuals enrolled in its Intellectual and Developmental Disability (IDD) services to help them access day programs, employment or vocational sites, and community activities as outlined in their service plan.	Eligible clients who meet income criteria may receive services free or at a reduced cost under their Charity Care/Sliding Scale program.	Not Available



Provider Information	Description of Services	Fare/Cost	Operating Data
<i>Provider Type: Social Service</i>	<i>Eligibility: limited to children and adults with a qualifying intellectual or developmental disability.</i>		
Rankin Senior Services 723 Main St. Rankin, TX 79778 432-693-2530 www.facebook.com/rankinseniorcenter	One vehicle provides transportation to enrolled/eligible clients Monday through Friday between 7:30 a.m. and 3:30 p.m. Currently offering trips to Crane on alternate Tuesdays (pickup at 9:00 a.m., return by 2:00 p.m.)	Not available	Vehicles: 1 Drivers: 1 Ridership: 10-20 one-way trips per month
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors residing in Rankin</i>		
Reeves County Senior Center 505 S. Park Pecos, TX 79772 432-239-0003 www.reevescounty.org/departments/senior-center	Demand-response transportation is available Monday through Friday from 9:00 a.m. to 4:00 p.m. for Pecos residents age 60 and older. Destinations must be within Pecos city limits. Priority given to medical trips. Reservations must be scheduled one day in advance.	Not available	Vehicles: Lift-equipped bus Funded by RPC/Area Agency on Aging
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors aged 60 and older residing in Pecos</i>		
Terrell County Senior Center 105 E. Hackberry St. Sanderson, TX 79848 432-345-2421	Demand-response transportation.	Not available	Not available
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors</i>		



Provider Information	Description of Services	Fare/Cost	Operating Data
West Texas VA Health Care System – Patient Travel Reimbursement George H. O'Brien Jr. VAMC Outpatient Lobby 300 Veterans Blvd Big Spring, TX 79720 1-800-472-1365, ext. 7347 www.bigspring.va.gov	Through the Patient Business Office, the Patient Travel Clerk pays mileage to qualified veterans who have scheduled medical appointments with the West Texas VA Health Care System.	No cost for eligible patients	Not available
Provider Type: Social service	Eligibility: Patients of the West Texas VA Health Care System.		
West Texas VA Health Care System – Veteran Transportation Service (VTS) George H. O'Brien Jr. VAMC 1st Floor, Room 629 300 Veterans Blvd Big Spring, TX 79720 1-800-472-1365, ext. 7130 www.bigspring.va.gov	The Veteran Transportation Service (VTS) provides transportation to and from the VA medical center for qualified Veterans. For information, call the Veteran Transportation Coordinator.	Not Available	Not Available
Provider Type: Social service	Eligibility: Patients of the West Texas VA Health Care System.		
Winkler County Senior Citizens Recreation Center 416 E. Campbell Kermit, TX 79745 432-586-3631 www.co.winkler.tx.us/page/winkler.SeniorCitizensRecreationCenter	Transportation services provided 5 days per week.		Vehicles: 2
Provider Type: Social service	Eligibility: General public		



Taxi and Shuttle Operators

Local taxi, shuttle, and private car services—such as **Midessa Transportation**, **Midland Shuttle Services**, and **C-Breeze Cab Company**—fill key first/last-mile and non-emergency medical transportation gaps. These services provide flexibility and on-demand availability that complement the region's public and nonprofit offerings. However, their largely unregulated nature, inconsistent pricing, and lack of coordination with regional planning agencies make it difficult to integrate them effectively into the broader mobility network. Establishing partnerships or incentive programs for data-sharing could help quantify their impact and expand coordinated mobility options.

Table 12. Taxi and Shuttle Operators

<i>Provider Information:</i>	<i>Areas Served:</i>	<i>Service Notices:</i>
C-Breeze Cab Company 432-251-8359 www.facebook.com/CBreezeCab	Monahans, Kermit, Wickett, Grandfalls, Pyote, West Odessa, Odessa	Rates range from \$10 roundtrip within Monahans to \$50 roundtrip to Odessa; add \$5 per additional person.
Midessa Transportation 432-235-1951 www.midessatransportation.com	Taxi service in Midland and Odessa. Airport shuttles and car service to/from Midland International Air and Space Port.	Available 24/7. Wheelchair accessible taxis available. Advance reservations recommended. NEMT transportation within a 100-mile radius (Medicare provider).
Midland Shuttle 432-260-5428 www.midlandshuttleservices.com	Midland, Odessa, Pecos, Carlsbad, Big Spring, and areas in-between.	Corporate transportation, party bus, black car service, airport transportation, charter buses, etc.
Red Raider Rides 972-333-5909 www.redraiderrides.com	Midland, Odessa (including Midland International Air and Space Port)	Car service; groups of up to 14. Hotel pickups as early as 3:30 a.m. Rides after 11 pm and before 6 am incur a \$10 surcharge.



Analysis Insights

The Permian Basin's transportation system demonstrates **strong institutional coordination** through MOUTD, PBMPO, and PBRPC, but **operational decentralization** among providers results in service gaps—particularly in rural and sparsely populated areas.

Small Urban and Rural Service Coverage

- **EZ-Rider** anchors mobility in Midland and Odessa, providing fixed routes and ADA service that are affordable and predictable.
- **TRAX** extends service to remote areas, but long travel distances, advanced scheduling requirements, and weekday-only operations limit flexibility.
- The contrast between the two systems underscores the need for enhanced intercity transfer points and more seamless coordination between fixed-route and demand-response services.

Private and Intercity Connectivity

Intercity services strengthen regional linkages but currently operate in isolation from local networks. Improved coordination—through shared stations, common branding, or multimodal hubs—would improve accessibility to statewide and national transportation options.

Social Service Transportation

The social service sector fills critical mobility gaps but operates independently, with varying eligibility criteria and limited data collection. Enhanced coordination, data standardization, and shared dispatching systems would help maximize coverage and reduce inefficiencies.

Taxi and Shuttle Services

Local taxi and shuttle providers play a vital role in connecting residents to medical appointments, airports, and destinations not served by fixed routes. However, coordination with regional planning and transit agencies remains limited, representing an opportunity to build partnerships that expand mobility options through voucher programs or NEMT coordination.

Figure 21. Regional Transit Coverage Map

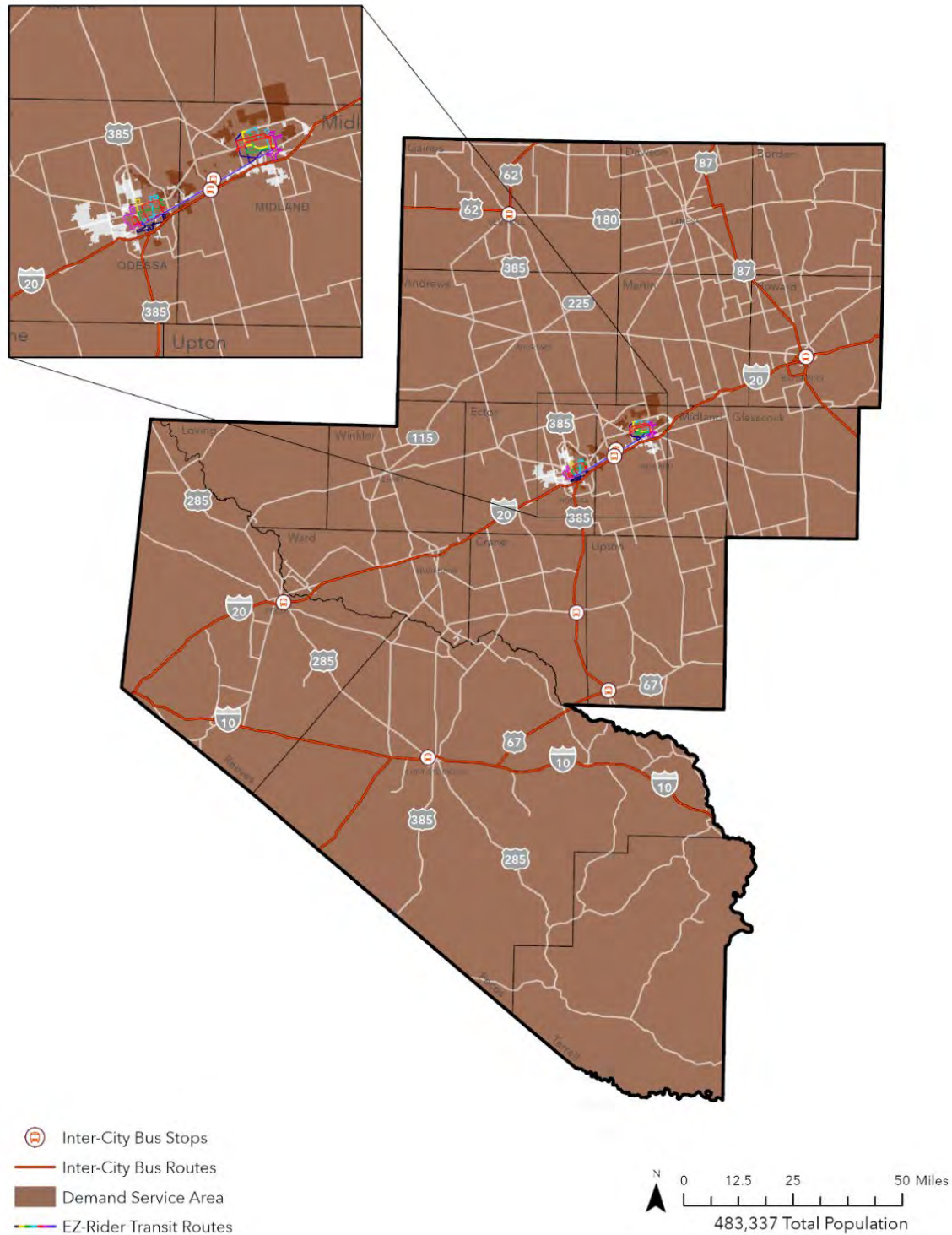
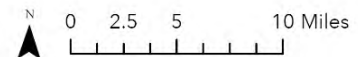




Figure 22. Midland-Odessa Transit Service Coverage



-  Inter-City Bus Stops
-  Inter-City Bus Routes
-  Demand Service Area
-  EZ-Rider Transit Routes





Ridership and Service Capacity

A comparative review of operating scale among the region's primary transit providers highlights key differences in service delivery, capacity, and efficiency. **EZ-Rider** operates with a fleet of 36 vehicles and reports approximately **261,315 annual passenger trips**, demonstrating a high ratio of ridership relative to fleet size within the urbanized Midland–Odessa area. In contrast, **TRAX**, operated by West Texas Opportunities, Inc., provides approximately **77,068 annualized one-way trips** across a 20-county service area utilizing **96 vehicles**, reflecting the broader geographic coverage and lower population density of its rural service environment.

Intercity providers such as **All Aboard America** and **Greyhound** serve an important complementary function by connecting regional population centers to statewide and national destinations. However, these services operate at limited frequencies and are not currently integrated with local fixed-route or demand-response systems.

In practice, balancing small urban operating efficiency with rural service accessibility often requires **small but strategic funding shifts**. Collectively, these data indicate a need for **targeted funding adjustments to support this balance**. Ensuring sustained support for both fixed-route and demand-response operations will be essential to maintaining regional mobility and meeting Title VI and Section 5311 program objectives. For example, a region may maintain high-frequency service on productive small urban routes while adding a limited amount of operating funding to expand rural demand-response capacity for essential trips such as dialysis or day-habilitation access. Similarly, some agencies rebalance their mix of 5307, 5310, and 5311 funds to strengthen rural human-service transportation partnerships—such as coordinated trips with senior centers, veterans' programs, or IDD service providers—while preserving on-time performance and reliability across the small urban network.

County-Level Service Availability

A county-level assessment of available services reveals distinct disparities in multimodal coverage. **Ector and Midland Counties** possess the most comprehensive range of transportation options, including fixed-route transit, ADA paratransit, demand-response service, intercity bus and rail, and taxi/shuttle operators. In contrast, counties such as **Borden, Terrell, and Loving** rely almost exclusively on demand-response or volunteer-based transportation programs, often supported through Area Agency on Aging or local nonprofit funding.

This uneven distribution of services underscores the importance of **mobility management initiatives** designed to improve coordination among human-service providers and to expand access in isolated communities. The results of this analysis should directly inform **FTA Section 5310 project prioritization**, emphasizing investments that strengthen coordination, fill geographic gaps, and enhance service frequency in rural areas with limited mobility options.

Connectivity Hierarchy

The regional mobility framework can be conceptualized through a **hierarchical structure** that illustrates how various modes interact to provide comprehensive regional access:



1. **Intercity and Regional Connections** – Long-distance travel services such as **Amtrak**, **Greyhound**, and **All Aboard America**, which link the Permian Basin to major population centers across Texas and the southwestern United States.
2. **Small Urban Fixed-Route Networks** – Localized circulation within the Midland–Odessa urbanized area provided by **EZ-Rider**, including fixed routes and complementary ADA paratransit.
3. **Rural Demand-Response Services** – Countywide and inter-county mobility options operated by **TRAX** and supplemented by senior and human-service transportation providers.
4. **Local / First- and Last-Mile Services** – Taxis, shuttles, non-emergency medical transportation (NEMT), and volunteer driver programs that connect residents to larger service networks.

This hierarchical structure provides a framework for identifying **transfer hubs, shared facilities, and coordinated scheduling opportunities** that can enhance multimodal integration across jurisdictions and service types.

5.3 Vehicle Inventory and Utilization

An accurate inventory of transportation vehicles and an assessment of their utilization are essential for understanding regional capacity, identifying opportunities for resource sharing, and informing coordinated service delivery across the Permian Basin. Vehicle and utilization data were collected through the PBRPC Transportation Provider Survey and provider outreach conducted during Fall 2025 and Spring 2026, supplemented by FY2025 PTN128 performance data and the AAAPB IMS Agency Summary Report.

Table 13 below presents data for the seven providers for which fleet and/or trip volume information was available at the time of this plan. Estimated trips per vehicle per year are calculated by dividing total annual one-way passenger trips by total fleet size and are provided for planning purposes; actual utilization varies by service type, schedule, and operating model.



Table 13. Regional Transportation Provider Vehicle Inventory and Utilization Summary (FY 2025)

Provider	Total Vehicles	Wheelchair Accessible Vehicles	Annual Trips (FY 2025)	Estimated Trips per Vehicle per Year	Notes
EZ-Rider (MOUTD)	36	36 (all accessible)	261,315	~7,259	Source: PTN128 / FY2025 plan narrative. Fixed-route + ADA paratransit. Operating budget: \$7.3M (FY2025).
TRAX (West Texas Opportunities)	96	93	77,068	~803	Source: FY2025 plan narrative. Rural demand-response, 17 counties. ~6,400 trips/month.
Area Agency on Aging of the Permian Basin (AAAPB – 7 county contractors)	Varies by county provider	Not reported	15,910	N/A – contracted model	Service delivered through 7 contracted county providers. 112 consumers served in FY2025. Vehicle counts tracked at county level; not consolidated at AAAPB level.
Aphasia Center of West Texas – Mobility Van	1	1 (lift-equipped)	~1,152 est.	~1,152 est.	96 one-way trips/month reported. 1 dedicated driver. Operating budget: \$25,000.
Mission Center Adult Day Service – Mobility Van	3	3 (all lift-equipped)	~576 est.	~192 est.	48 trips/month reported. 2 dedicated drivers + 2 paid staff who drive. Mon–Fri service.
Midland County Sheriff – Crisis Intervention	2	2 vans	~18–24 est.	~9–12 est.	1–2 trips/month reported. 28 volunteer + 2 paid drivers.
Rankin Senior Services	1	Not reported	~120–240 est.	~120–240 est.	10–20 one-way trips/month reported. 1 dedicated driver. Mon–Fri, 7:30 a.m.–3:30 p.m.

Data Notes

- EZ-Rider (MOUTD): FY2025 trip data from PTN128 performance report and plan narrative. All 36 vehicles are ADA-accessible.
- TRAX (WTO): FY2025 data from plan narrative. 96 total vehicles, 93 wheelchair accessible. ~6,400 trips/month reported (~76,800 annualized; 77,068 per plan narrative).
- AAAPB: Service contracted through 7 county providers (Andrews, Dawson, Martin, McCamey, Rankin, Reeves, Terrell). Trips and consumer counts from IMS Agency Summary Report (1/28/2026). Vehicle counts are maintained at the individual county provider level.
- Aphasia Center and Mission Center: Annual trip estimates derived from monthly counts in provider profiles (monthly × 12).



Providers for Whom Utilization Data Was Not Available

The following providers were identified through the regional inventory process but did not have vehicle fleet or utilization data available at the time of this plan: *Andrews Senior Citizens Center, Boys and Girls Clubs of the Permian Basin, Casa de Amigos, Crisis Center of West Texas, Dawson County Senior Citizens Center, Disabled American Veterans (DAV) – VA Medical Center Van Program, Martin County Senior Citizens Center, McCamey Senior Citizens Services, PermiaCare (Permian Basin Community Centers – IDD Services), and Reeves County Senior Center.*

It is noted that Casa de Amigos does not operate vehicles directly; rather, it provides trip planning assistance and subsidizes fares on EZ-Rider for eligible clients. Its inclusion in this list reflects the absence of vehicle-level data rather than a gap in service documentation.

Utilization Analysis

EZ-Rider, as the region's small urban fixed-route and paratransit provider, records the highest estimated utilization at approximately 7,259 trips per vehicle per year. This reflects the efficiency advantages of fixed-route operations in a denser urban service environment spanning Midland and Odessa.

TRAX operates a substantially larger fleet across a vast 17-county rural service area, resulting in an estimated utilization rate of approximately 803 trips per vehicle per year. This lower ratio is consistent with demand-response services in low-density regions, where longer average trip distances reduce the number of trips a single vehicle can complete per day. The utilization rate does not diminish the essential role TRAX plays in providing lifeline access across rural communities.

For human service and nonprofit providers—including the Aphasia Center, Mission Center, and AAAPB county contractors—fleet sizes are small (typically 1–3 vehicles) and trip volumes reflect targeted service to specific client populations. These vehicles represent specialized assets with limited idle capacity available for broader coordinated use, given their dedicated service hours and client-eligibility restrictions.

Opportunities for coordinated vehicle use exist primarily during off-peak hours and on weekends, when TRAX and select human service provider vehicles are idle. Vehicle-sharing agreements and coordinated scheduling represent viable strategies for improving regional efficiency, particularly for providers whose service hours end by mid-afternoon on weekdays. The TTI Coordination Plan Guidebook (**Appendix J**) identifies weekday and weekend utilization charts — depicting hours during which vehicles are available for coordinated use — as a useful tool for identifying these windows, and the provider data collected through this planning process forms the foundation for that analysis.



5.4 Mobility Management Services and Programs

Mobility management services play an essential role in connecting transportation providers with the individuals who rely on those services, particularly seniors, people with disabilities, and residents of rural communities. Rather than operating transportation services directly, mobility management focuses on coordinating existing resources, improving access to information, and building partnerships among public, nonprofit, and private transportation providers. In the Permian Basin, these activities are supported through collaboration among **PBRPC**, **PBMPO**, regional transit providers such as **EZ-Rider** and **TRAX**, and human-service organizations including the **AAAPB**.

One important mobility management activity involves the development of **driver training and workforce development programs**. Regional providers such as **TRAX**, which operates demand-response service across rural counties, and **EZ-Rider / MOUTD**, which operates fixed-route and ADA complementary paratransit service in the Midland–Odessa urbanized area, depend on a consistent pipeline of qualified drivers. Previous coordination planning efforts identified the need for accessible regional training opportunities that reduce travel and certification barriers for rural providers and nonprofit agencies. Expanding local driver training capacity can help agencies onboard drivers more efficiently and increase service availability for transit-dependent populations throughout the region.

Another key mobility management strategy involves the creation of **one-call/one-click service coordination platforms** that allow residents to identify available transportation services through a single point of contact. These systems can help riders navigate the region's diverse network of providers, including **EZ-Rider fixed-route and paratransit services**, **TRAX rural demand-response services**, and transportation programs operated through **AAAPB senior centers** and other nonprofit partners. By centralizing service information and trip coordination, these tools reduce confusion for riders while enabling providers to direct trips to the most appropriate service based on eligibility, trip purpose, and geographic coverage.

Mobility management efforts also support **coordinated transportation services for seniors and individuals with disabilities**. The **AAAPB** administers programs that connect older adults to transportation for senior centers, healthcare services, and essential daily needs. These services are often delivered through partnerships with local senior centers, contracted transportation providers, and community organizations. Coordination between AAAPB services and public transit providers such as **EZ-Rider** and **TRAX** helps maximize available resources and ensures that specialized transportation programs complement rather than duplicate existing transit services.

Regional coordination partners have also explored **joint fare programs and collaborative funding strategies** to strengthen connections between transportation providers. Coordination facilitated through **PBRPC** and the **PBMPO** has included discussions around fare coordination, shared funding opportunities, and regional grant development. These efforts support participation in federal programs such as **FTA Section 5310 (Enhanced Mobility of Seniors**



and Individuals with Disabilities) and **Section 5311 (Rural Area Formula Program)**, which provide critical funding for coordinated transportation services across the region.

Educational and outreach programs are another important component of mobility management. Agencies such as **EZ-Rider**, **TRAX**, and **AAAPB** periodically conduct outreach activities that help residents understand available transportation options, eligibility requirements, and how to access services. These efforts may include travel training for seniors and people with disabilities, informational materials distributed through community organizations, and coordination with healthcare providers and social service agencies that assist individuals with transportation needs.

Together, these mobility management initiatives strengthen coordination across the Permian Basin's transportation network. Through continued collaboration among **PBRPC**, **PBMPO**, **EZ-Rider**, **TRAX**, **AAAPB**, and regional nonprofit partners, the region can improve service integration, expand access to transportation for vulnerable populations, and ensure that limited transportation resources are used as efficiently and effectively as possible

5.5 Technology Assessment

Technology enhances transportation systems by improving operational efficiency, service accessibility, and interagency coordination. This section provides a formal assessment of the technology tools currently in use among Permian Basin transportation providers, identifies opportunities for integration, and outlines future plans and innovations that could strengthen regional coordination. The assessment builds upon data collected through the Transportation Provider Survey (Section E: Supporting Technology, Questions 26–28) and information gathered through stakeholder engagement.

Current Technology Landscape

The transportation provider survey collected information on scheduling, dispatch, and trip management systems in use by regional providers (Q26), driver-dispatcher communication devices (Q27), and technology used for booking, cancellations, and estimated arrival notices (Q28). The table below summarizes reported technology by provider. Where survey responses did not include a specific vendor or system name, this is noted as 'not reported.' Per TxDOT guidance, the type of dispatching software used is particularly important to document for state and federally funded providers.



Table 14. Provider Technology Assessment

Provider	Scheduling / Dispatch System	GPS Tracking	GTFS Published	Communication Tools & Booking Technology
EZ-Rider	Ecolane (paratransit and demand-response scheduling and dispatch)	Yes (Ecolane platform)	Not reported	Cellular phones; mobile data terminals; routing software; mobile app (WTO TRAX – Ecolane); interactive voice recognition (IVR)
TRAX	Ecolane (demand-response scheduling and dispatch, confirmed through stakeholder engagement); BlackCat Transit Grant Management System (fleet/data tracking)	Not reported	Not reported	Communication devices and booking technology not reported in survey response

Sources: Transportation Provider Survey responses (Section E, Q26–Q28). EZ-Rider/MOUTD survey confirmed Ecolane as the scheduling and dispatch vendor (Q26). TRAX/WTO utilizes Ecolane for demand-response scheduling and dispatch (confirmed through stakeholder engagement) and the BlackCat Transit Grant Management System for fleet and data tracking. All other providers did not report a named scheduling system. GTFS and GPS data not formally reported by any provider at time of survey.

EZ-Rider (MOUTD) is the most technically equipped provider in the region, utilizing Ecolane — a cloud-based paratransit and demand-response scheduling platform — to manage ADA complementary paratransit and demand-response trips in the Midland–Odessa urbanized area. Ecolane supports real-time trip scheduling, mobile data terminals for drivers, routing software, and passenger-facing tools including a mobile app and interactive voice response (IVR) system. TRAX/West Texas Opportunities operates a large rural demand-response network across all 17 counties in the PBRPC region, utilizing Ecolane for demand-response scheduling and dispatch — confirmed through stakeholder engagement — and the BlackCat Transit Grant Management System for fleet and ridership data tracking. The fact that both EZ-Rider and TRAX operate on Ecolane is a significant regional coordination asset, as the shared platform supports potential interoperability for trip brokering and coordinated scheduling across the urban–rural service boundary.

Technology Integration

Effective regional coordination depends not only on the individual capabilities of each provider's technology, but also on the degree to which these systems can communicate and share data. The Permian Basin's current technology landscape reflects a region at an early stage of integration, with significant opportunity to improve interoperability across providers.

Interoperability between EZ-Rider's Ecolane platform and TRAX's demand-response scheduling system represents the most immediate integration opportunity in the region. Both providers serve overlapping populations — particularly riders with disabilities and low-income individuals — and a shared or interfaced scheduling environment could enable trip brokering, referral



handoffs, and coordinated scheduling across the urban–rural divide. While no formal data-sharing agreement currently exists between MOUTD and WTO, Ecolane supports open application programming interfaces (APIs) that may allow future integration with compatible platforms.

The region currently lacks providers publishing open transit data in General Transit Feed Specification (GTFS) format for fixed routes or GTFS-Flex format for demand-responsive and flexible services. GTFS publication by EZ-Rider would make EZ-Rider fixed-route schedule and stop data accessible through Google Maps, Transit App, and other third-party trip-planning tools, improving rider access at no additional operational cost. GTFS-Flex adoption by TRAX would similarly enable demand-response trip planning through accessible digital channels. PBRPC should work with both providers to evaluate readiness and identify any technical or resource barriers to open data publication during the final plan development phase.

Digital accessibility is a critical consideration for a region whose primary transportation-dependent populations include older adults, individuals with disabilities, and individuals with limited English proficiency or digital literacy. EZ-Rider's mobile app and IVR system (via Ecolane) provide rider-facing digital touchpoints, but these tools should be evaluated against Web Content Accessibility Guidelines (WCAG 2.1 AA standards) and tested with screen reader and assistive technology users. Outreach materials and trip planning interfaces should be available in both English and Spanish to serve the region's bilingual population.

As regional coordination deepens — particularly if a one-call/one-click platform is developed — cybersecurity considerations will become increasingly important. Shared rider databases, trip records, and personal health information associated with Medicaid non-emergency medical transportation (NEMT) or senior services are subject to data privacy requirements under HIPAA and applicable state law. Any shared technology platform adopted for regional coordination should include data governance protocols, role-based access controls, and regular security assessments to protect sensitive rider and operational data.

Future Plans and Innovations

Regional providers identified several technology improvements and coordination priorities through the provider survey and stakeholder engagement process. While specific planned technology upgrades were not enumerated in detail in survey responses (Q28), providers broadly indicated interest in improved scheduling tools, better communication systems, and enhanced public-facing information resources. These aspirations align with the coordination priorities identified in Section 5.3 and in the Key Takeaways section of this plan, which identified technology gaps — including fragmented dispatch, scheduling, and communication systems — as a systemic challenge limiting interagency coordination across the Permian Basin.

The development of a one-call/one-click coordination platform, referenced in Section 5.3, is the most impactful near-term technology initiative identified for the region. Such a platform would allow riders to discover, plan, and request trips across EZ-Rider fixed-route and paratransit



services and TRAX rural demand-response services through a single point of contact — by phone, web, or mobile app. TxDOT and FTA have supported one-call/one-click deployments in other Texas regions through Section 5310 funding, and PBRPC should evaluate that funding pathway as part of the final coordination plan's strategies and priorities.

Real-time trip information — including live bus arrival predictions for EZ-Rider fixed routes and estimated pickup windows for TRAX demand-response service — would represent a meaningful improvement in rider experience and service transparency. Real-time capabilities depend on GPS fleet tracking infrastructure, which EZ-Rider's Ecolane platform supports. Expanding GPS tracking to TRAX's fleet and enabling public-facing real-time displays (via transit apps or SMS-based alerts) is a viable medium-term goal that does not require a complete platform overhaul.

Artificial intelligence (AI)-assisted dispatch optimization is an emerging capability within platforms like Ecolane, where machine-learning algorithms can improve trip sequencing, reduce deadhead miles, and increase on-time performance in demand-response operations. As EZ-Rider's Ecolane system matures and as TRAX evaluates its next scheduling platform procurement, AI-assisted features should be considered as a differentiating criterion. AI-assisted tools may be particularly valuable for TRAX, which operates across a large, low-density 17-county service area where routing efficiency directly affects both cost and service quality.

Key Takeaways

- **Regional coordination is well established**, led by **PBRPC, PBMPO, EZ-Rider, TRAX, and AAAPB**. Continued coordination among these partners will support more integrated service delivery and inform **regional project prioritization under FTA programs such as Section 5310 and Section 5311**.
- **Mobility management strategies—including driver training programs, one-call/one-click information systems, and coordinated service referrals—represent key opportunities** to improve access to transportation services for seniors, individuals with disabilities, and rural residents. Investments in these coordination tools can enhance the effectiveness of existing services without requiring significant expansion of vehicle fleets.
- **Service gaps persist in rural and low-density counties**, where mobility options are often limited to demand-response or volunteer-based transportation programs. Addressing these geographic gaps will remain a priority for **future coordinated plan updates and Section 5310 project selection**, particularly for projects that expand access to essential services and healthcare.
- **Enhanced data sharing, trip coordination, and partnerships among transit providers, human service agencies, and nonprofit organizations represent the most actionable near-term opportunities to improve system efficiency and reduce duplication of services**. Coordination gaps are most pronounced at the boundaries between urban and rural service areas — particularly where EZ-Rider's fixed-route coverage ends and TRAX demand-response service begins — and between public transit providers and human service agencies that serve overlapping populations under separate funding streams.



Strengthening these connections through shared technology platforms, formal coordination agreements, and regional mobility management capacity supports a more integrated and resilient transportation network.

- **Vehicle utilization data was documented for seven of the region's transportation providers; data was not available for the remaining ten.** For providers with available data, fleet size, accessibility features, and annual trip volumes are summarized **Table 14**. EZ-Rider operates 36 vehicles serving 261,315 annual trips (~7,259 trips/vehicle/year), while TRAX operates 96 vehicles serving 77,068 annual trips (~803 trips/vehicle/year) across a 17-county rural service area. Smaller human service providers — including the Aphasia Center, Mission Center Adult Day Service, and AAAPB county contractors — operate fleets of one to three vehicles serving targeted client populations. For providers where fleet and utilization data were not available, that limitation is noted in their respective profiles, and PBRPC has committed to obtaining that data prior to final plan adoption.
- **Technology systems vary across providers, with limited integration between them.** Stakeholder interviews and the provider survey identified Ecolane as the scheduling and dispatch platform used by both EZ-Rider and TRAX/West Texas Opportunities — a significant coordination asset — alongside the BlackCat Transit Grant Management System used by TRAX for fleet and ridership data tracking, and Tx211 as the region's information and referral coordination platform. These systems operate largely independently of one another, and no shared scheduling or dispatch infrastructure currently exists across providers. Opportunities to improve interoperability — connecting scheduling, dispatch, and tracking systems to enable seamless data sharing — represent a meaningful avenue for strengthening regional coordination efficiency and rider access.



CHAPTER 6 | TRANSPORTATION NEEDS AND GAPS ASSESSMENT

Analyzing transportation needs, duplication of services, and gaps is a critical component of a public transportation coordination plan, as it helps determine how effectively existing services meet the mobility needs of the region's residents. This analysis compares current service coverage and capacity against demographic concentrations, key destinations, and geographic accessibility to identify where transportation resources are being overextended or underutilized.

Understanding **duplication of services**—areas where multiple providers operate overlapping routes or serve the same populations—can reveal opportunities for coordination, cost savings, and more efficient service delivery. Likewise, identifying **service gaps**—areas or populations with limited or no access to transportation—highlights where new services, partnerships, or funding strategies are needed.

For the Permian Basin region, this process will ensure that public, private, and human service providers work together strategically to reduce redundancy, close mobility gaps in rural and suburban areas, and improve connectivity to employment centers, healthcare, and essential services. Ultimately, the identification of duplication and gaps provides a data-driven foundation for prioritizing coordination strategies and investments that make the overall regional transportation network more efficient, equitable, and responsive to community needs.

6.1 Service Duplication

Through the Transportation Provider Survey, GIS spatial analysis, and review of provider service data, we mapped each service's coverage footprints, trip types, and operational schedules to detect where multiple providers operate in the same areas or serve overlapping trip purposes. This step is essential: it distinguishes between **useful redundancy** that offers riders flexibility and **inefficient duplication** that diverts resources from underserved areas.

The analysis revealed multiple instances of service overlap in key corridors and medical-access routes within the Permian Basin region:

- In **Midland and Odessa**, demand-response and non-emergency medical transportation (NEMT) providers operate parallel routes connecting residential zones with **Midland Memorial Hospital, Medical Center Hospital**, and outpatient clinics.
- Several agencies independently coordinate medical transport schedules to **Dialysis Centers** and specialty treatment offices, often with overlapping service windows.
- In some suburban fringe areas, two or more providers presently schedule general-purpose trips (shopping, social, errands) along similar corridors (e.g. portions of **Loop 250** and **University Boulevard**).

While some overlap provides alternative routing or timing options for riders, the degree observed suggests inefficiencies in capital use, driver deployment, and scheduling. These



redundancies may reduce operator cost-effectiveness and hinder expansion into unserved areas.

These findings underscore the opportunity for enhanced coordination—such as shared dispatching systems, unified trip brokerage, or harmonized scheduling—to rationalize overlapping services and reallocate capacity toward communities currently underserved by existing transit networks.

6.2 Transit Needs Index

A **Transit Needs Index (TNI)** was developed to spatially illustrate areas of higher potential transit need. The TNI is a data-based tool that identifies areas where residents are most likely to rely on public transportation. It combines demographic and socioeconomic factors—such as income, age, disability status, and vehicle availability—into a single score to highlight areas of higher transit dependency. The TNI helps planners visualize and compare needs across a region, guiding service planning, funding decisions, and coordination efforts to ensure transit investments align with community demand. The TNI incorporates normalized and weighted demographic indicators as follows:



Table 15. Summary of Demographic Indicators

Variable	Description	Weight (%)
People With Disabilities	Disabled Residents Per Square Mile	20%
Low-Income Households	Low Income Residents Per Square Mile	20%
Zero-Vehicle Households	Households With Zero Vehicles Per Square Mile	20%
Population 65+	Residents Age 65 And Over Per Square Mile	15%
Limited English Proficiency Households	Households with Limited English Proficiency Per Square Mile	10%
Population Density	People Per Square Mile	10%
Population Under 17	Residents Age 17 And Under Per Square Mile	5%

Figure 23. Transit Needs Index (TNI) Map

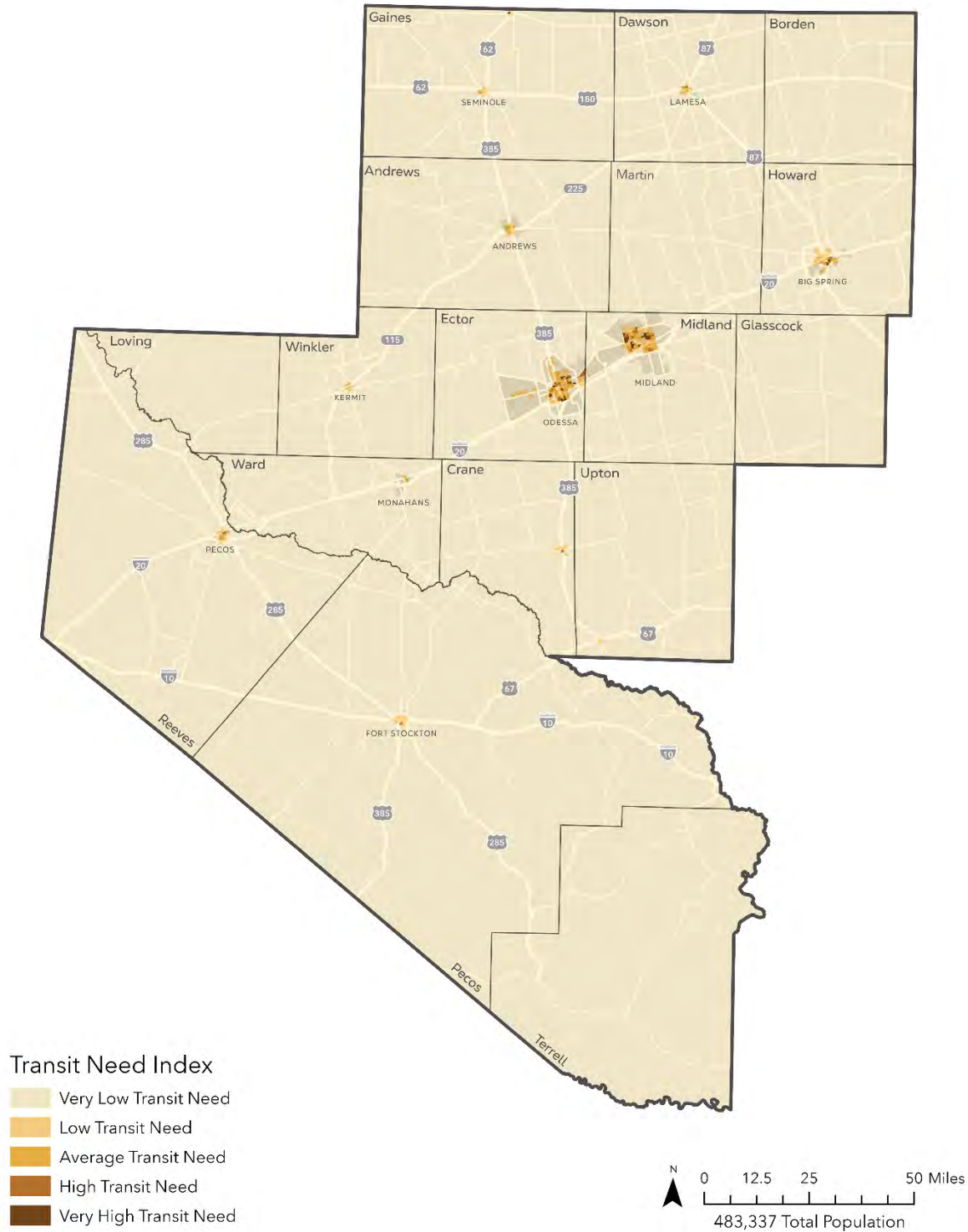
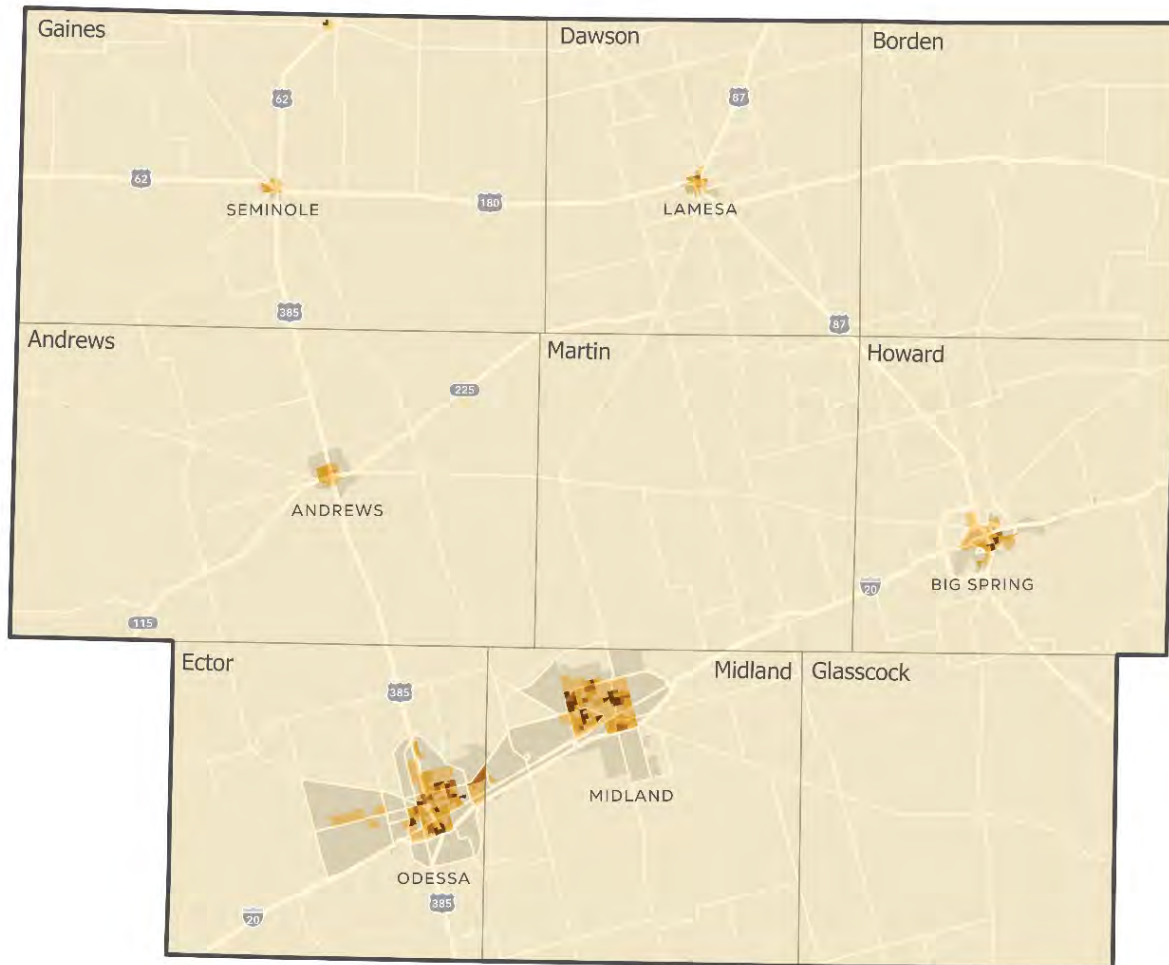




Figure 24. Transit Needs Index (TNI) Map, North Counties Zoom-In



Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need

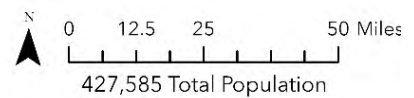
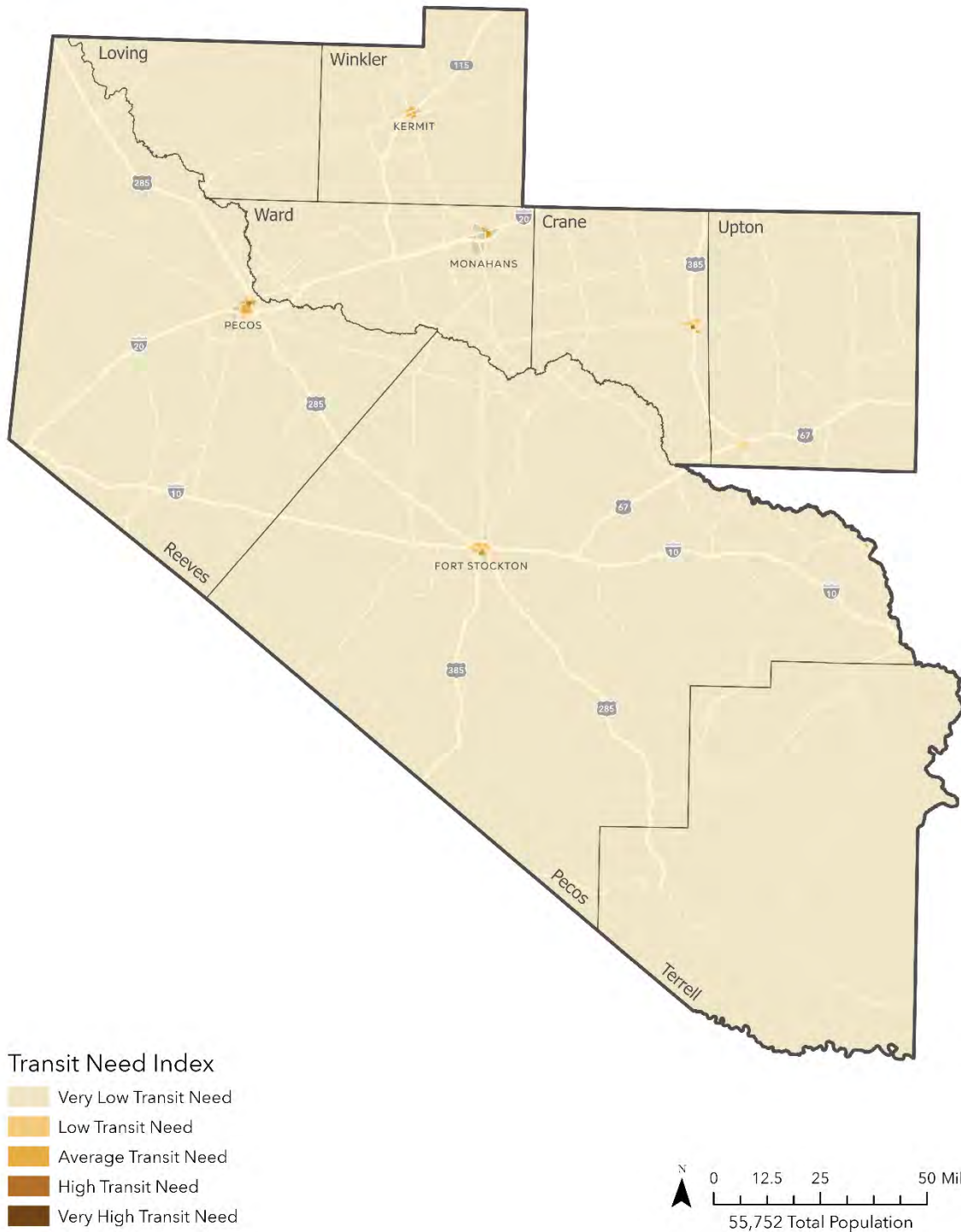




Figure 25. Transit Needs Index (TNI) Map, South Counties Zoom-In





Key Takeaways

- Areas of high and very high transit need are concentrated in **Midland, Odessa, and Big Spring**—areas with greater shares of older adults, low-income households, and residents without access to a vehicle.
- Moderate need zones extend outward from these small urban cores along major corridors such as IH-20 and U.S. 385, reflecting increased access to employment, housing, and services.
- Rural counties such as **Terrell, Pecos, Reeves, and Crane** show generally low overall transit need due to sparse populations; however, residents in these areas **remain dependent on limited transportation options for medical and essential trips**.

Planning Implications

The TNI underscores the importance of maintaining strong small urban transit services in Midland and Odessa while expanding coordinated, demand-response options for rural residents. Improved inter-county coordination will be essential to enhance access between rural communities and regional hubs. Overall, the findings support data-driven prioritization of transit investments, focusing on high-need areas to ensure resources are directed where they can produce the greatest benefit for the region.

6.3 Service Gaps and Unmet Needs

Service gaps and unmet mobility needs were identified through a combination of spatial analysis, provider coordination, and community engagement. The analysis overlaid transportation provider service boundaries with demographic data, Transit Needs Index (TNI) scores, rider survey responses, and feedback from transportation providers and stakeholders. This process allowed the study team to identify locations and populations where mobility demand is not adequately matched by existing transit or paratransit services.

Process of Identifying Gaps

Multiple data sources and engagement activities informed the identification of service gaps across the region:

- **Overlay Analysis:** GIS layers for TNI, population density, and provider coverage were combined to highlight areas where high-need populations fall outside existing service footprints.
- **Temporal and Modal Review:** Service schedules and service delivery models were reviewed to identify gaps related to evenings, weekends, or intercity travel.
- **Provider Surveys and Agency Profiles:** Information collected from transportation providers helped clarify operational constraints, service eligibility limitations, and areas where demand exceeds current capacity. These providers serve a variety of specialized populations, including seniors, individuals with disabilities, low-income residents, and households without vehicles.



- **Rider Survey and Public Engagement:** Feedback gathered through onboard rider surveys, the project website, and an interactive map provided insight into travel behavior, service satisfaction, and unmet needs across the region. The engagement process allowed riders to identify specific locations where service, accessibility, or connectivity improvements are needed.
- **Accessibility and First/Last-Mile Assessment:** Stops, routes, and transfer points were reviewed to evaluate ADA accessibility and pedestrian connectivity, including sidewalks, crossings, and safe access to transit stops.

Key Service Gaps and Unmet Needs

The combined analysis of spatial data, rider feedback, and provider input identified several consistent themes across the region.

Rural and Small Community Gaps

Many rural counties within the Permian Basin region have limited or no fixed-route transit and rely heavily on demand-response transportation programs provided by senior centers or human service agencies. Demand-response services coordinated through organizations such as the Area Agency on Aging served approximately **210 individuals and provided nearly 16,000 passenger trips during the most recent reporting period**, demonstrating both the importance of these services and the scale of current need. Despite these efforts, many rural residents—particularly those outside major towns or service centers—continue to face limited transportation options for accessing employment, healthcare, and essential services.

Temporal Access Gaps

Most transit and human service transportation programs operate primarily during weekday daytime hours. Provider surveys indicate that many services run roughly **Monday through Friday during standard daytime operating windows**, with limited evening or weekend service availability. This constraint restricts access to shift-based employment, social activities, and certain healthcare appointments that occur outside typical business hours.

Cross-County and Intercity Connectivity

While the EZ-Rider system provides fixed-route service in Midland and Odessa, regional connectivity between counties remains limited. Residents traveling between counties for employment, healthcare, or education often face complex travel patterns requiring multiple transfers or coordination between different providers.

First/Last-Mile Connectivity and Network Coverage

Survey results indicate that most riders reach transit stops by walking, underscoring the importance of pedestrian access to transit facilities. However, incomplete sidewalk networks, long crossing distances, and limited safe pedestrian infrastructure can make it difficult for residents to access existing transit services. These challenges are particularly evident in suburban fringe areas and expanding residential neighborhoods where transit stops may be difficult to reach safely.



Service Frequency and Operational Improvements

Rider survey feedback suggests that the most desired system improvements include **increased service frequency and expanded operating hours**, followed by additional routes and improved passenger amenities. Many riders reported needing to transfer between buses to complete trips, with more than half requiring multiple routes for a one-way journey. These patterns highlight opportunities to improve connectivity, reduce transfer times, and strengthen network efficiency.

Summary of Opportunities

Overall, the analysis highlights opportunities to strengthen the regional mobility network through improved coordination, targeted service expansion, and infrastructure improvements. Key strategies include expanding demand-response services in underserved rural areas, improving intercity coordination between providers, enhancing pedestrian access to transit stops, and evaluating opportunities to extend service hours or improve route frequency in the Midland–Odessa urban core.



APPENDIX

Appendix A. RCTP Memorandum of Understanding

Appendix B. Rider Survey

Appendix C. Transportation Provider Survey

Appendix D. Detailed Demographic Maps

Appendix E. Full Attendance Rosters



Appendix A

Memorandum of Understanding

Prepared for:

**Permian Basin Regional Planning Commission
Regional Public Transportation Coordination Plan**

Prepared by:

Kimley»Horn

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Transportation Planners
Permian Basin Regional Planning Commission
2910 La Force Blvd, Midland, TX 79706



PBRPC | Regional Public Transportation Coordination Plan *Memorandum of Understanding*

March 10, 2026

Dear Regionally Coordinated Transportation Planners Members,

The PBRPC continues to support and facilitate the work of the Regional Coordinated Transportation Planners (RCTP), an established regional coordination effort focused on improving access to transportation services for individuals and populations that experience transportation barriers throughout the Permian Basin region. These populations include, but are not limited to, seniors, individuals with disabilities, veterans, low-income individuals, and residents of rural and underserved communities.

A primary function of the RCTP is to provide stakeholder input for the Regional Public Transportation Coordination Plan. This plan is developed on a five-year cycle and identifies and prioritizes unmet transportation needs among transportation-disadvantaged populations across the region. The plan also outlines strategies, projects, and coordination opportunities designed to address these needs and improve mobility options within the region.

Additionally, the RCTP supports the continued coordination of transportation services by encouraging eligible entities within the region to pursue funding opportunities, such as the Texas Department of Transportation's Section 5310 program. These funds can be used to support projects that enhance coordination among transportation providers, expand existing services, and develop new transportation solutions that address gaps in service.

Through the collaboration of transportation providers, public agencies, social service organizations, advocacy groups, and other regional stakeholders, the RCTP works to strengthen a coordinated transportation network. These collaborative efforts support improved mobility, access to essential services, and enhanced quality of life for the diverse populations served by organizations throughout the region.

Your organization's continued participation and expertise are important to the ongoing success of this coordination effort. Participation in the RCTP provides stakeholders the opportunity to collaborate with regional partners, share best practices, and contribute to identifying practical strategies that improve transportation access for the communities and riders our organizations collectively serve.

The next RCTP meeting will be held on April 23rd at the Permian Basin Regional Planning Commission office, located at 2910 La Force Blvd, Midland, TX 79706. During



PBRPC | Regional Public Transportation Coordination Plan *Memorandum of Understanding*

this meeting, members will review current coordination activities and discuss priorities related to the Regional Public Transportation Coordination Plan.

As part of continued participation in the RCTP, member organizations are asked to maintain a commitment of time through attendance at regular meetings and review of materials prepared by PBRPC. This commitment is formalized through completion and signature of the attached Memorandum of Understanding.

If you have any questions or require additional information, please feel free to contact me at mboler@pbrpc.org or (432) 262-4945.

Thank you for your continued commitment to regional coordination and to improving transportation access for the communities and riders served by organizations throughout the Permian Basin region.

Miranda Boler
Director, Regional Services
Permian Basin Regional Planning Commission



Regionally Coordinated Transportation Planners

Mission Statement

The mission of the Regionally Coordinated Transportation Planners is to advance the objectives of the Five-Year Regionally Coordinated Transportation Plan to improve transportation access and availability across the region.

Memorandum of Understanding

WHEREAS the Planning Region 9 includes 17 counties: Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Mitchell, Pecos, Reeves, Scurry, Sterling, and Ward Counties;

WHEREAS the term *community transportation* means any public transportation service or human service agency transportation service or program, whether it be provided by a public or private entity, that focuses on transportation for seniors, individuals with disabilities, individuals with low income, and other target populations such as veterans, and children;

WHEREAS there are several different community transportation services currently within the Planning Region 9;

WHEREAS there are significant unmet needs for individuals requiring community transportation services within the Planning Region 9, and these needs are anticipated to grow due to demographic trends;

WHEREAS the coordination of community transportation information and services has been shown to result in increased service through improved cost efficiency, elimination of duplication, and access to additional funding; and

WHEREAS there is a need—and an opportunity—to further coordinate the variety of community transportation options and support services within the Planning Region 9;

BE IT KNOWN THAT

[Organization Name: _____] intends to participate in the establishment and functioning of the Regionally Coordinated Transportation Planners.

This memorandum of understanding documents this intent and the organizations' commitment to the primary mission of the Regionally Coordinated Transportation Planners.



PBRPC | Regional Public Transportation Coordination Plan *Memorandum of Understanding*

To fulfill its mission, the primary roles of the Regionally Coordinated Transportation Planners are to:

- Help develop, implement, and provide guidance to the community transportation coordination initiatives within the Permian Basin of Texas (TxDOT Region 9) so that:
 - o Access and mobility improve among seniors, individuals with disabilities, individuals with low income, veterans, and other target communities who rely on community transportation.
 - o Operators and sponsors of community transportation services can more effectively utilize and leverage funding to expand services to address the growing needs of these populations and areas in the region.
- Provide a mechanism for ongoing input from stakeholders, including users of community transportation services.
- Work together with other regional and statewide entities to help promote coordination and develop solutions to interregional community transportation needs.
- Provide input to governmental agencies and other organizations that fund/sponsor community transportation relative to policies and practices that successfully foster or that adversely affect the coordination of community transportation services/information and mobility management

In signifying this intention and commitment, [Organization Name: _____] pledges to designate one representative (and up to two alternate representatives) to the [Regional Coordination Committee Name] and ensure that the representative attends regularly scheduled meetings and is active in the functioning of the Regionally Coordinated Transportation Planners and subcommittees.

Either party may cancel this Memorandum of Understanding with 14 days' written notice.

IN WITNESS WHEREOF, [Organization Name: _____] indicates its support and intent:

Name:

Title:

Organization:

Signature:

Date:



PBRPC | Regional Public Transportation Coordination Plan
Memorandum of Understanding

Alternate 1 (Name):

Alternate 2 (Name):

ACCEPTANCE BY Permian Basin Regional Planning Commission:

Name:

Title:

Organization:

Signature:

Date:



Appendix B

Rider Survey

Prepared for:

**Permian Basin Regional Planning Commission
Regional Public Transportation Coordination Plan**

Prepared by:

Kimley»Horn

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Permian Basin Regional Planning Commission
2910 La Force Blvd, Midland, TX 79706

Rider Survey.

Welcome!

The Permian Basin Regional Planning Commission (PBRPC) is developing a **Regional Public Transportation Coordination Plan** to improve transit and transportation services across the region. To make sure the plan reflects the real experiences and needs of riders, we want to hear from you. This short survey (about **10 minutes**) asks about your experiences using public transportation and other available transportation options. Your feedback will directly help shape the future of public transportation in the Permian Basin. We value your input and want to better understand your needs and preferences as a

Trip Type, Mode, & Frequency

1. What kind of trips do you take using public transportation? (Check all that apply)

- ☐ To get to/from work
- ☐ For shopping (i.e., grocery, clothes, etc.)
- ☐ To get to/from school (K-12)
- ☐ To get to/from school (college/university)
- ☐ To access healthcare and/or social services
- ☐ Recreational activities like movies, parks, events, etc.
- ☐ To get to/from a faith-based activity
- ☐ Prefer not to answer
- ☐ To visit friends, family, and/or relatives
- ☐ Other

2. Which transportation providers have you used in the past 5 years? (Check all that apply)

- ☐ EZ-Rider
- ☐ TRAX
- ☐ None
- ☐ Other

3. If public transportation was not an option, how would you make this trip?

- ☐ Drive myself
- ☐ Driven by friend or family member
- ☐ Taxi cab/Uber/Lyft
- ☐ Walk
- ☐ Bike
- ☐ I would not make the trip
- ☐ Other

4. Select how often you use each mode of travel listed below in your day-to-day.

	Daily	Once a Week	Monthly	Annually	Never
Car	☐	☐	☐	☐	☐
Walking	☐	☐	☐	☐	☐
Biking	☐	☐	☐	☐	☐
Taxi	☐	☐	☐	☐	☐
Public Transportation	☐	☐	☐	☐	☐
Other Agency	☐	☐	☐	☐	☐

5. If you are riding a public bus, how many buses do you usually ride to complete your trip (one-way)?

- ☐ 1
- ☐ 2
- ☐ 3 or more
- ☐ Other

6. Have your commuting preferences changed since the COVID-19 pandemic?

- ☐ Yes, my use of public transportation has **increased**
- ☐ Yes, my use of public transportation has **decreased**
- ☐ No, my commuting preferences have not changed

Met & Unmet Needs

7. Overall, what do you think about the hours of service for the public transportation service you use?

- ☐ Hours of service are just right
- ☐ Service hours should start earlier in the morning
- ☐ Service hours should end later at night
- ☐ Service hours should start earlier and end later
- ☐ Prefer not to answer

8. How much do you agree or disagree with the following statements about public transportation services in your area?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Vehicle operators' driving is good.	☐	☐	☐	☐	☐
Vehicles are clean.	☐	☐	☐	☐	☐
The cost is reasonable.	☐	☐	☐	☐	☐
I have access to public transportation near where I live and/or work.	☐	☐	☐	☐	☐
Public transportation service is reliable.	☐	☐	☐	☐	☐
It is easy to request service.	☐	☐	☐	☐	☐
My overall impression of public transportation in my area is good.	☐	☐	☐	☐	☐

9. What changes would make it more likely for you to use public transportation? (Select up to three.)

- ☐ More frequent trips
- ☐ More route options
- ☐ Earlier or later trips
- ☐ Closer stops or routes
- ☐ Improved facilities
- ☐ More information or communication
- ☐ More coverage in specific areas of my town or city I frequent
- ☐ None of the Above
- ☐ Other

Fares & Communication

10. How do you usually pay for your ride when it is not free?

- ☐ Cash
- ☐ Transit Pass
- ☐ Contactless credit/debit card or mobile wallet
- ☐ Prefer not to answer
- ☐ Other

11. How do you usually learn about service changes or get help with trip planning? (Check all that apply.)

- ☐ Calling the transportation provider
- ☐ Transportation Provider website
- ☐ On social media (e.g., Facebook, X, Instagram)
- ☐ Local newspaper
- ☐ On the bus or other vehicle (e.g., drivers, signs)
- ☐ Signs at bus stops or transportation centers
- ☐ Word of mouth - outside of the vehicle
- ☐ Prefer not to answer
- ☐ Other

12. What technologies do you have access to? (Check all that apply.)

- ☐ Mail
- ☐ Email
- ☐ Smart Phone
- ☐ Telephone
- ☐ Internet
- ☐ None of the above

Demographic Information

13. Home Zip Code:

14. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to answer
- ☐ Other

15. Please select the range that BEST describes your age.

- ☐ Under 18
- ☐ 18 to 29
- ☐ 30 to 44
- ☐ 45 to 59
- ☐ 60 to 74
- ☐ 75 or older
- ☐ Prefer not to answer

16. Which of the following BEST describes your race?

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Pacific Islander
- ☐ White
- ☐ Prefer not to answer

17. Are you Hispanic or Latino?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

18. Do you identify as any of the following? (Check all that apply.)

- ☐ Disabled - person with a physical or mental impairment that substantially limits one or more major life activity
- ☐ Experiencing Homelessness
- ☐ Low Income - person making less than \$30,000/yr.
- ☐ Non-English Speaking at Home
- ☐ Veteran
- ☐ Prefer not to answer

19. Do you have a valid driver's license?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

20. How many vehicles does your household have access to?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3 or more
- ☐ Prefer not to answer

21. Which of the following BEST describes your household income?

- ☐ Less than \$30,000
- ☐ \$31,000 to \$60,000
- ☐ \$60,000 to \$100,000
- ☐ More than \$100,000
- ☐ Prefer not to answer

22. Which of the following BEST describes your employment status?

- ☐ Employed (full/part-time)
- ☐ Student (full/part-time)
- ☐ Self-employed
- ☐ Stay-at-home parent/guardian
- ☐ Unemployed
- ☐ Retired
- ☐ Prefer not to answer

23. How would you describe your highest level of education?

- ☐ Less than high school
- ☐ Attended high school (with or without a diploma)
- ☐ Attended post high school vocational training
- ☐ Attended college (with or without a degree)
- ☐ Attended graduate school or beyond
- ☐ Prefer not to answer

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms



Appendix C

Transportation Provider Survey

Prepared for:

Permian Basin Regional Planning Commission
Regional Public Transportation Coordination Plan

Prepared by:

Kimley»Horn

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Permian Basin Regional Planning Commission
2910 La Force Blvd, Midland, TX 79706

Transportation Provider Survey

Permian Basin Regional Planning Commission's Regional Public Transportation Coordination Plan

The Permian Basin Regional Planning Commission (PBRPC) is the leading agency for coordinated transportation and mobility management resources in the Permian Basin, including the following counties:

- Andrews
- Borden
- Crane
- Dawson
- Ector
- Gaines
- Glasscock
- Howard
- Loving
- Martin
- Midland
- Pecos
- Reeves
- Terrell
- Upton
- Ward
- Winkler

One responsibility that comes with being the leading coordination agency includes preparing a regional public transportation coordination plan and updates (undertaken every five years). The preparation of a regional public transportation coordination plan update for our region is a planning requirement for continued Section 5310 program funding, which is available from the Texas Department of Transportation (TxDOT) in regions with small urban and rural areas and from a designated organization (typically a transit agency or metropolitan planning organization) in regions with urban areas. The regional public transportation coordination plan update must focus—through coordination—on meeting the unfulfilled transportation needs of the following populations:

- Seniors.
- Individuals with disabilities.
- Low-income residents.
- Zero-car households.
- Youths.
- Residents with limited English proficiency.
- Veterans.
- Clients of workforce agencies.

Closing the service gaps for these populations is the primary goal of coordination and the Section 5310 funding program in Texas. The purpose of the regional public transportation coordination plan is to identify and prioritize coordination and mobility management projects and strategies that can be implemented with the help of funds from the Section 5310 program (or other funding programs) to expand current services or introduce new services and programs that will enhance the mobility of these target populations. **As a prerequisite, Section 5310 grant applications must reflect those projects and strategies from the regional public transportation coordination plan.**

Transportation Provider Profiles

Part of the regional public transportation coordination plan includes documenting in the plan the public, private, nonprofit, and for-profit transportation services that serve the general public and these specific populations within the region. These entities may include the following:

- Regional public transportation services and programs provided by regional public transportation providers.

- Municipal public transportation services and programs provided by county or city-based public transportation providers (these services are often sorted by subregion or county).
- Public human service agency transportation services and programs (these services are often sorted by region, county, and then municipality).
- Private nonprofit human service agency transportation service and programs (these services are also often sorted by region, county, and then municipality).
- Private for-profit brokers and carriers including taxis, transportation network companies such as Lyft and Uber, and nonemergency medical transportation (NEMT) brokers and companies.

Transportation Provider Survey

We are conducting this Transportation Provider Survey to ensure accurate and up-to-date information, so that we can more accurately assess the transportation needs of the transportation-disadvantaged populations in our region and determine which of these needs are being met and not being met. Your data are vital to understanding the availability, quality, and cost of transportation services for these populations and the general public. The regional public transportation coordination plan update will incorporate your data into an analysis of service gaps and into potential scenarios to fill those gaps. In the end, your participation in this survey is key to our better understanding of how—and to what extent—this network is currently meeting the needs of these populations in our region and to identifying ways in which this network can more effectively or more efficiently improve mobility for these target populations.

Survey Instructions

These questions should take approximately 45 minutes to complete. If you have information available in an alternative format that is similar to the information solicited in the questions, please contact Miranda Boler or Brandon Hardaway

Please complete the survey by January 28th, 2026. If you are unable to answer any of the questions, please pass the survey along to someone from your organization who can, and we will compile the answers into a single dataset at the conclusion of the survey.

Thank you in advance for your time! If you have any questions or would prefer to discuss the survey questions, please call or email **Miranda Boler** at mboler@pbrpc.org or **Brandon Hardaway** at brandon.hardaway@kimley-horn.com. If you are completing a printed version of the survey, you can scan your completed survey and email it to **Miranda Boler** at mboler@pbrpc.org or **Brandon Hardaway** at brandon.hardaway@kimley-horn.com.

Organization Characteristics and Services Provided

A. Organization and Contact Information

1. Identification of organization:

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

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

- | | |
|---|---|
| ☐ a. Publicly sponsored transit agency | ☐ l. NEMT provider |
| ☐ b. Human service agency – public | ☐ m. Independent living center |
| ☐ c. Human service agency – nonprofit | ☐ n. Wheelchair/stretchers service |
| ☐ d. Medical center/health clinic | ☐ o. Public housing |
| ☐ e. Nursing home | ☐ p. Transitional housing |
| ☐ f. Adult day care | ☐ q. Workforce development |
| ☐ g. Municipal office on aging | ☐ r. Local government office |
| ☐ h. Nonprofit senior center | ☐ s. Other (specify) _____ |
| ☐ i. Faith based organization | |
| ☐ j. Private nonprofit | |
| ☐ k. Public nonprofit | |

3. Under what legal authority does your organization operate?

- ☐ a. Local government department or unit (city or county)
- ☐ b. Private nonprofit organization
- ☐ c. Transportation authority
- ☐ d. Private, for-profit
- ☐ e. Other (please specify): _____

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

- | | |
|---|---|
| ☐ a. Transportation | ☐ k. Job placement |
| ☐ b. Health care | ☐ l. Residential facilities |
| ☐ c. Social services | ☐ m. Income assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/referral |
| ☐ f. Day treatment | ☐ p. Recreation/social |
| ☐ g. Job training | ☐ q. Homemaker/chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation services | ☐ s. Veterans' services |
| ☐ j. Diagnosis/evaluation | ☐ r. Other (please specify): _____ |

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

☐ Specific counties (please specify):

☐ All of _____	☐ Parts of _____:
☐ All of _____	☐ Parts of _____:
☐ All of _____	☐ Parts of _____:
☐ All of _____	☐ Parts of _____:
☐ All of _____	☐ Parts of _____:

☐ Specific municipalities (please specify): _____

☐ Other (please specify): _____

B. Description of Transportation and Mobility Management Services

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

- ☐ a. Fixed-route–bus
- ☐ b. Fixed-route–rail
- ☐ c. Dial-a-ride–demand response, advance reservation
- ☐ d. Taxi vouchers/user-side subsidy programs
- ☐ e. Volunteer driver program
- ☐ f. ADA complementary paratransit
- ☐ g. Flex transit (route deviation or point deviation)
- ☐ h. Microtransit–on-demand/same-day, general public
- ☐ i. Alternative services–on-demand for ADA paratransit customers
- ☐ g. Vanpool
- ☐ h. Micromobility–bike or scooter sharing
- ☐ i. Ferry transit
- ☐ j. Intercity bus/rail
- ☐ k. Other (please specify): _____

7. What statement best describes how these services are provided?

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

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

☐ Yes ☐ No

If yes, which organizations? _____

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

- ☐ a. Driver training programs
- ☐ b. One-call/one-click service coordination
- ☐ c. Services for individuals with disabilities or seniors (e.g., travel training)
- ☐ d. Joint fare programs
- ☐ e. Funding agreements
- ☐ f. Educational programs
- ☐ g. Other (please specify): _____

C. Transportation Service Policies

10. Does your organization impose eligibility limitations on those people who are provided transportation? *(Check one.)*

☐ Yes ☐ No

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

- ☐ General public
- ☐ County or municipal residents
- ☐ Seniors age _____ and above
- ☐ Individuals with disabilities (all)
- ☐ Individuals with intellectual or developmental disabilities
- ☐ Individuals with low income/Medicaid beneficiaries
- ☐ Individuals living in zero-car households
- ☐ Youths
- ☐ Residents with limited English proficiency
- ☐ Veterans
- ☐ Clients of workforce agencies
- ☐ Other (please specify): _____

Notes: _____

11. Must individuals be precertified or prequalified to access your transit services? *(Check one.)*

☐ Yes ☐ No

If yes, what are the eligibility/qualification standards? _____

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

☐ Yes ☐ No

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

- ☐ Nonemergency medical trips
☐ Work trips
☐ Day program (waiver transportation) trips
☐ Trips to our senior center/agency
☐ Other (please specify): _____

Notes: _____

13. What are the daily hours and days of operation for your transportation services? (Check days and list hours of operation in the space provided.)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Service begins	_____	_____	_____	_____	_____	_____	_____
Service ends	_____	_____	_____	_____	_____	_____	_____

14. Does your organization charge a fare or fee to the passenger for providing transportation services? (Check one.)

☐ Yes ☐ No

If yes, what is the fare structure? _____

15. Does the organization provide any discounts for older adults, individuals with disabilities, or other categories? (Please specify other categories.) _____

☐ Yes ☐ No

If yes, what is the discount? _____

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

☐ Yes ☐ No

If yes, what is the suggested donation amount? _____

17. How do clients/customers request your transportation services?

- ☐ Phone call
☐ Internet reservation (please specify software): _____
☐ Smart phone app (please specify app): _____
☐ Arrangement by a third party (please describe): _____
☐ Customers access the service at a designated bus stop or station

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

- ☐ Same-day on-demand (for immediate fulfillment); no advance notice is required
- ☐ Same-day but _____ hours in advance
- ☐ 1 day before travel
- ☐ 24 hours before travel
- ☐ 2 days before travel
- ☐ 3 days before travel
- ☐ 4 days before travel
- ☐ 5 days before travel
- ☐ 1 week before travel
- ☐ Other (please specify): _____

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

- ☐ Never ☐ Rarely ☐ Sometimes ☐ Often ☐ Always

Please explain: _____

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

- ☐ Yes ☐ Yes, but only for emergencies ☐ No

Please explain: _____

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

- ☐ Yes ☐ No

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

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

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

D. Vehicle Inventory and Utilization

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

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

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

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

Vehicle	Make	Model	Model Year	Maximum Seats	Maximum Wheelchair Seats	LTD Miles
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

25. Please complete the following weekday and weekend utilization charts for the vehicles in Question 23 (excluding volunteer vehicles).

Weekdays

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

Weekends (or Saturday or Sunday)

	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Vehicle																					
1																					
2																					
3																					
4																					
5																					
6																					
7																					
8																					
9																					
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E. Supporting Technology

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

Vendor and system name: _____

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

- ☐ a. Cellular phones
- ☐ b. Two-way mobile radios
- ☐ c. Mobile data terminals
- ☐ d. Tablets or smart phones
- ☐ e. Routing software
- ☐ f. Other (please specify): _____

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

- ☐ a. Mobile app (please specify): _____
- ☐ b. Interactive voice recognition technology (please specify): _____
- ☐ c. AI technology (please specify): _____
- ☐ d. Other (please specify): _____

F. Vehicle Operators

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

- ☐ a. Full-time drivers: _____
- ☐ b. Part-time drivers: _____

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

Please explain: _____

31. Do part-time drivers have any additional responsibilities at your organization that would limit their availability for additional driving tasks? (Check one.)

- ☐ Yes
- ☐ No

G. Ridership and Service Statistics

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

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

¹A *person* is an unduplicated count of unique individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).

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

33. How many annual vehicle service hours were provided by your vehicle fleet when providing passenger transportation during the last calendar or fiscal year? (Estimates are acceptable.)

Total annual vehicle service hours: _____

34. How many annual vehicle service miles did your vehicle fleet travel when providing passenger transportation services during the last calendar or fiscal year? (Estimates are acceptable.)

Total annual vehicle service miles: _____

H. Operating Costs and Revenues

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

Category	[Calendar/Fiscal Year]
a. Transportation operation expenses	
• Administration	%
• Operations	%
• Maintenance (facilities and equipment)	%
Operating expenses subtotal	\$
b. Transportation capital expenses ¹	\$
Total operating and capital expenses	\$

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

36. If transportation is one of many programs you offer, what percentage of your total budget is spent on the transportation services described in this survey response?

Transportation is _____% of our total agency annual budget.

37. Please identify the percentage of your transportation budget that comes from each applicable source in the following table. (Estimates are acceptable.)

Transportation Operating Revenue Source	Percentage of Total FY 2019 Transportation Operating Budget
a. Fares collected from passengers as cash or purchased tickets/tokens (include client fees and/or general public fares)	
b. Revenues collected as cash or purchased ticket/tokens by third parties on behalf of passengers	
c. Reimbursements for services obtained from third parties (e.g., Medicaid reimbursements)	
d. City government appropriations	
e. County government appropriations	
f. State government appropriations	
g. Grants directly received by the organization	
• FTA Section 5307	
• FTA Section 5310	
• Title III (Older Americans Act)	
• Medicaid	
• Other (please specify):	
• Other (please specify):	
h. United Way	
i. Passenger donations	
j. Fundraising	
k. Contributions from charitable foundations, etc.	
l. Other (please specify):	

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

Name of Third Party	Total Number of Trips Purchased	Rate and Basis of Payment (e.g., Per Mile, Per Trip) ¹	Total Amount Paid Last Fiscal Year
Public transit agency (please specify): _____			
Municipality (please specify): _____			
Human service agency (please specify): _____			
Private carrier (please specify): _____			
Private individuals			

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

I. Assessment of Needs Met and Unmet

39. What are the top five trip demand generators for your customers or clients; that is, to which five destinations do your customers or clients travel most often?

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

40. Are you able to accommodate all the requests from your riders?

☐ Yes ☐ No

If no, what are the biggest obstacles? (Check all that apply.)

- ☐ a. Not enough funding to meet the demand
- ☐ b. High cost of operating/contracting for transportation services
- ☐ c. Driver recruitment/retention challenges
- ☐ d. Not enough vehicles
- ☐ e. Limited service area and service hours
- ☐ f. Funding source parameters (e.g., limited trip purpose eligibility)
- ☐ g. Other (please specify): _____

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

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

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

Public Transportation Services

- ☐ a. Fixed-route bus services provided by: _____
- ☐ b. Rail services provided by: _____
- ☐ c. Dial-a-ride services provided by: _____
- ☐ d. Taxi voucher/user-side subsidy program provided by: _____
- ☐ e. Volunteer driver program provided by: _____
- ☐ f. ADA paratransit service provided by: _____
- ☐ g. Flex transit services provided by: _____
- ☐ h. Microtransit services provided by: _____
- ☐ i. Alternative services provided by: _____
- ☐ j. Taxis and other nonmetered livery services provided by: _____
- ☐ k. Other (please specify): _____

Public Human Service Agencies

- ☐ l. Medicaid nonemergency medical transportation programs
- ☐ m. Veterans/disabled veterans nonemergency medical transportation services
- ☐ n. Other (please specify): _____

Senior Centers, Day Programs, Hospitals

- ☐ o. Senior centers
- ☐ p. Day programs
- ☐ q. Hospital transportation programs
- ☐ r. Other (please specify): _____

Private Carriers

- ☐ s. Taxis
- ☐ t. Transportation network companies (e.g., Uber, Lyft)
- ☐ u. Nonemergency medical transportation carriers (for hire)
- ☐ v. Other (please specify): _____

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

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

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

- ☐ a. Provision of coordinated service for client/customer/constituent trips
- ☐ b. Local coordination committee
- ☐ c. Regional transportation authority's project advisory committee
- ☐ d. Information and referral
- ☐ e. Joint procurement
- ☐ f. Joint training
- ☐ g. Joint dispatch and/or scheduling
- ☐ h. Shared backup vehicles
- ☐ i. Shared maintenance
- ☐ j. Joint use of vehicles
- ☐ k. Joint grant applications funding
- ☐ l. Driver sharing (paid or volunteer)
- ☐ m. Other (please specify): _____

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

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

- ☐ a. Statutory barriers to pooling funds
- ☐ b. Restrictions placed on the use of vehicles
- ☐ c. Liability/insurance concerns
- ☐ d. Local control issues
- ☐ e. Billing/accounting issues
- ☐ f. Unique characteristics of client populations
- ☐ g. Other (please specify): _____

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

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

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

Weak support _____ Strong support

1 2 3 4 5

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

Weak perception _____ Strong perception

1

2

3

4

5

If yes, what are the potential benefits in your opinion? _____

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

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

Thank you for your participation!



Appendix D

Detailed Demographic Maps

Prepared for:

**Permian Basin Regional Planning Commission
Regional Public Transportation Coordination Plan**

Prepared by:

Kimley»Horn

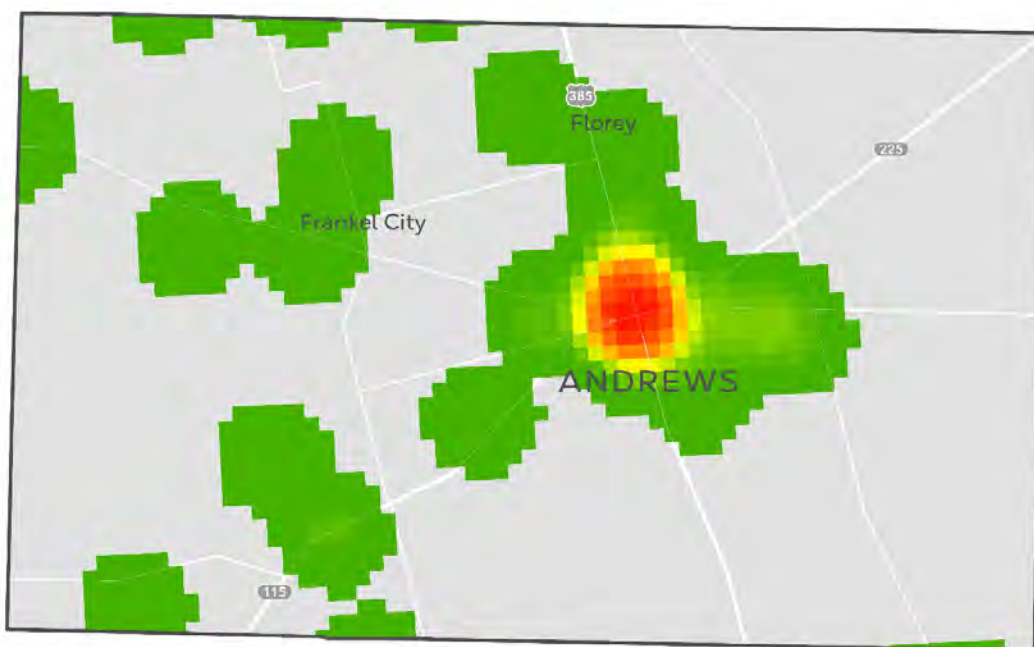
Expect More. Experience Better.

Regionally Coordinated
Transportation Planners
Permian Basin Regional Planning Commission
2910 La Force Blvd, Midland, TX 79706

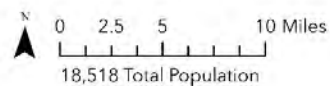


DETAILED JOB DENSITY

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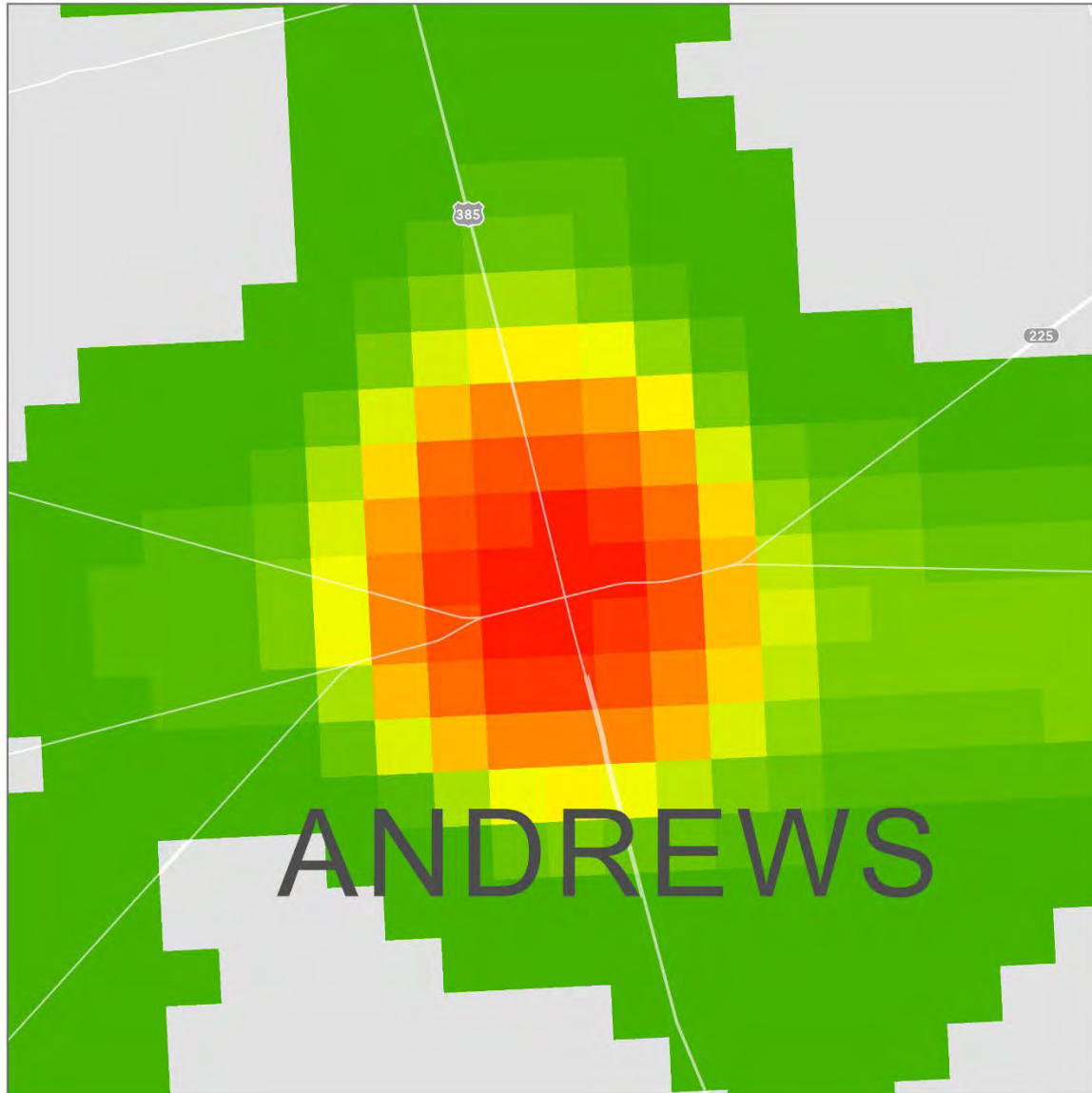


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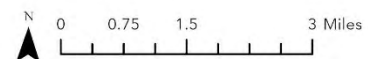




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Existing Conditions Analysis

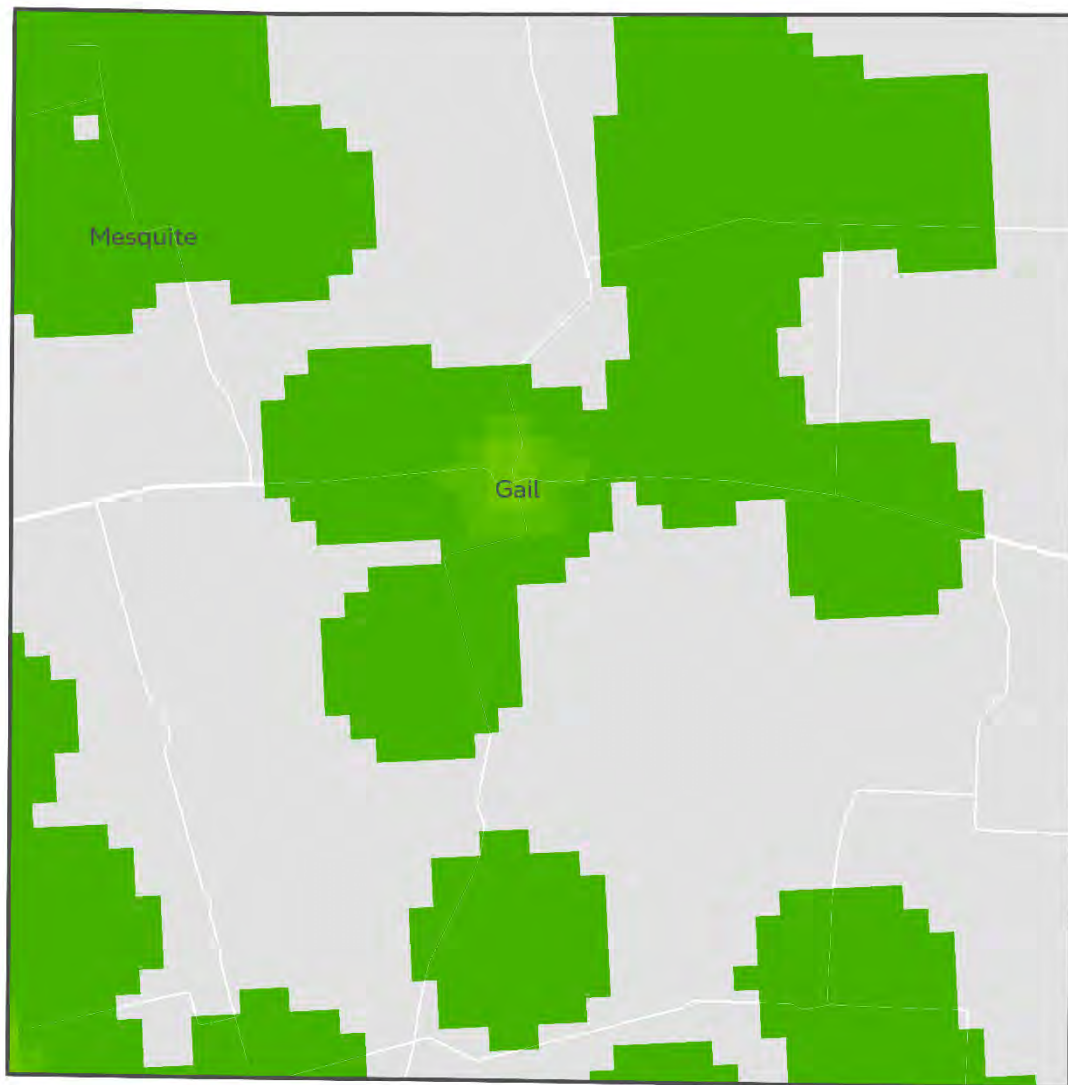


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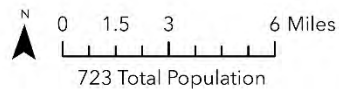




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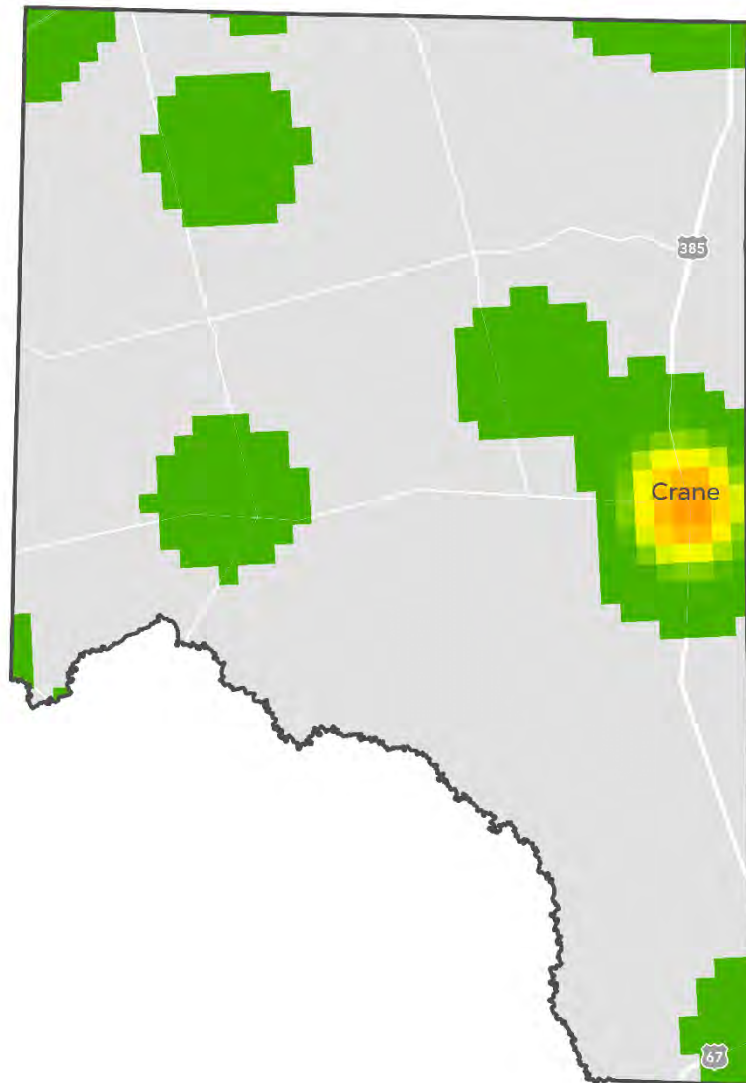


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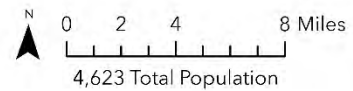




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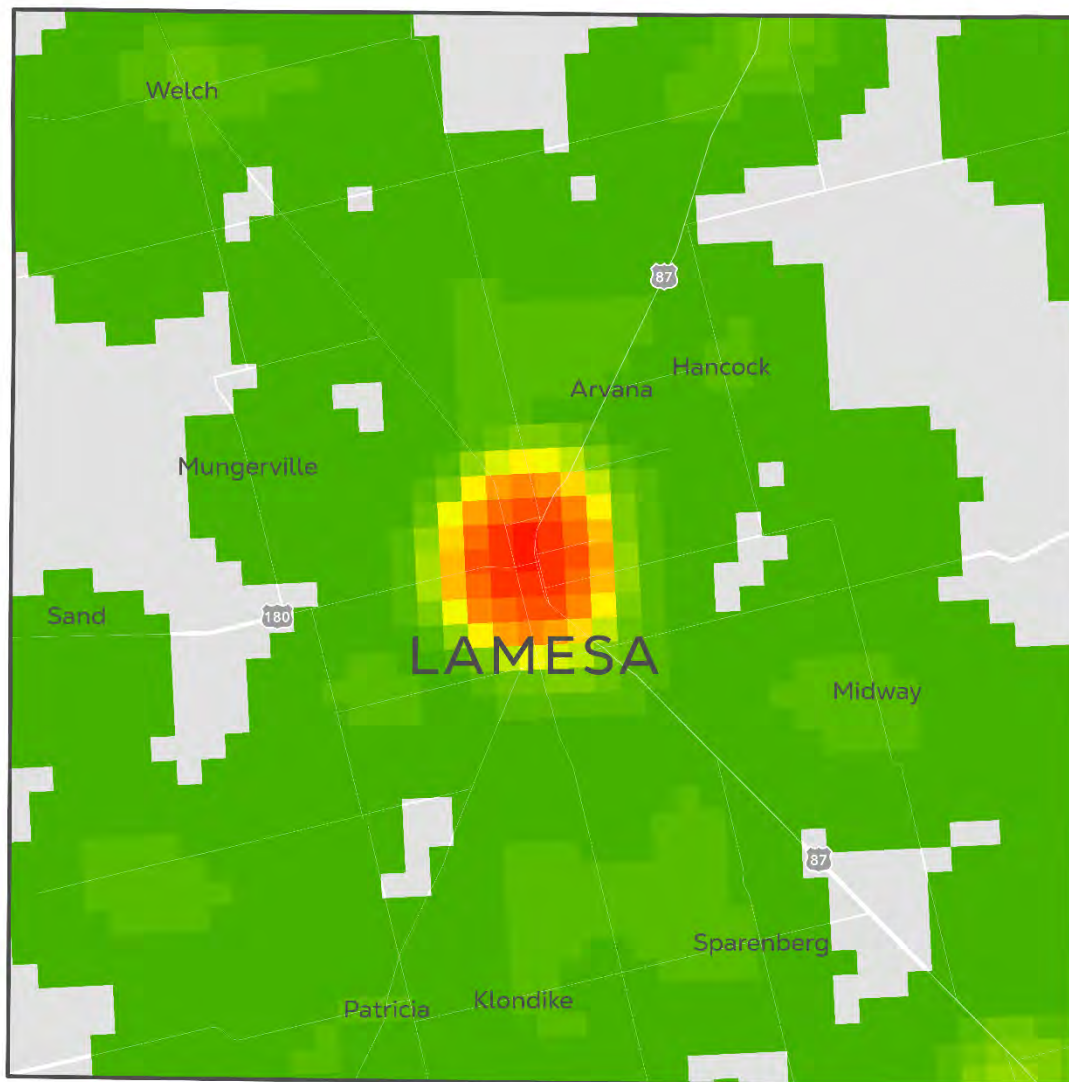


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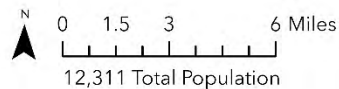


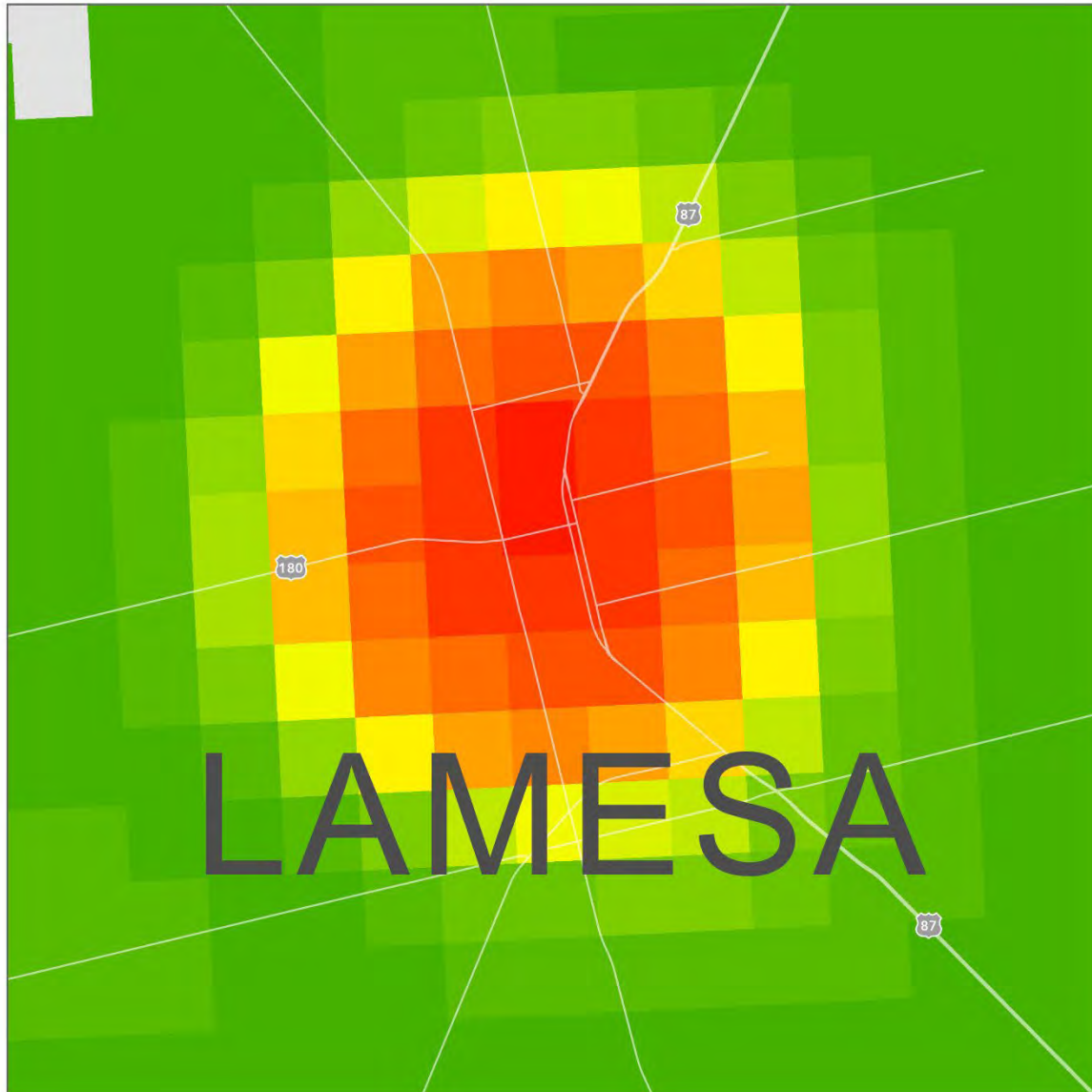


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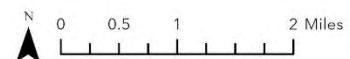


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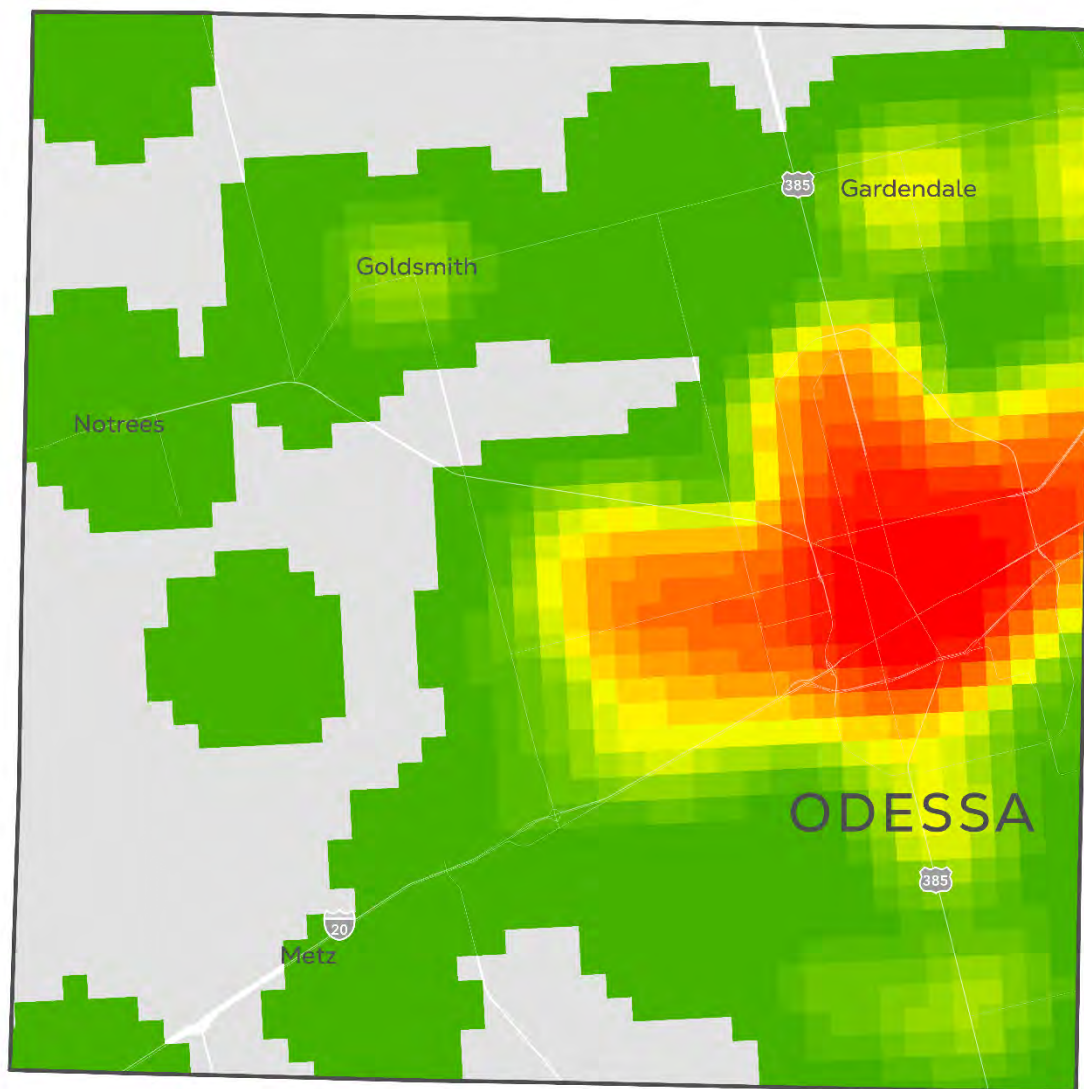


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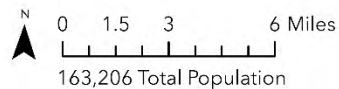




Ector County



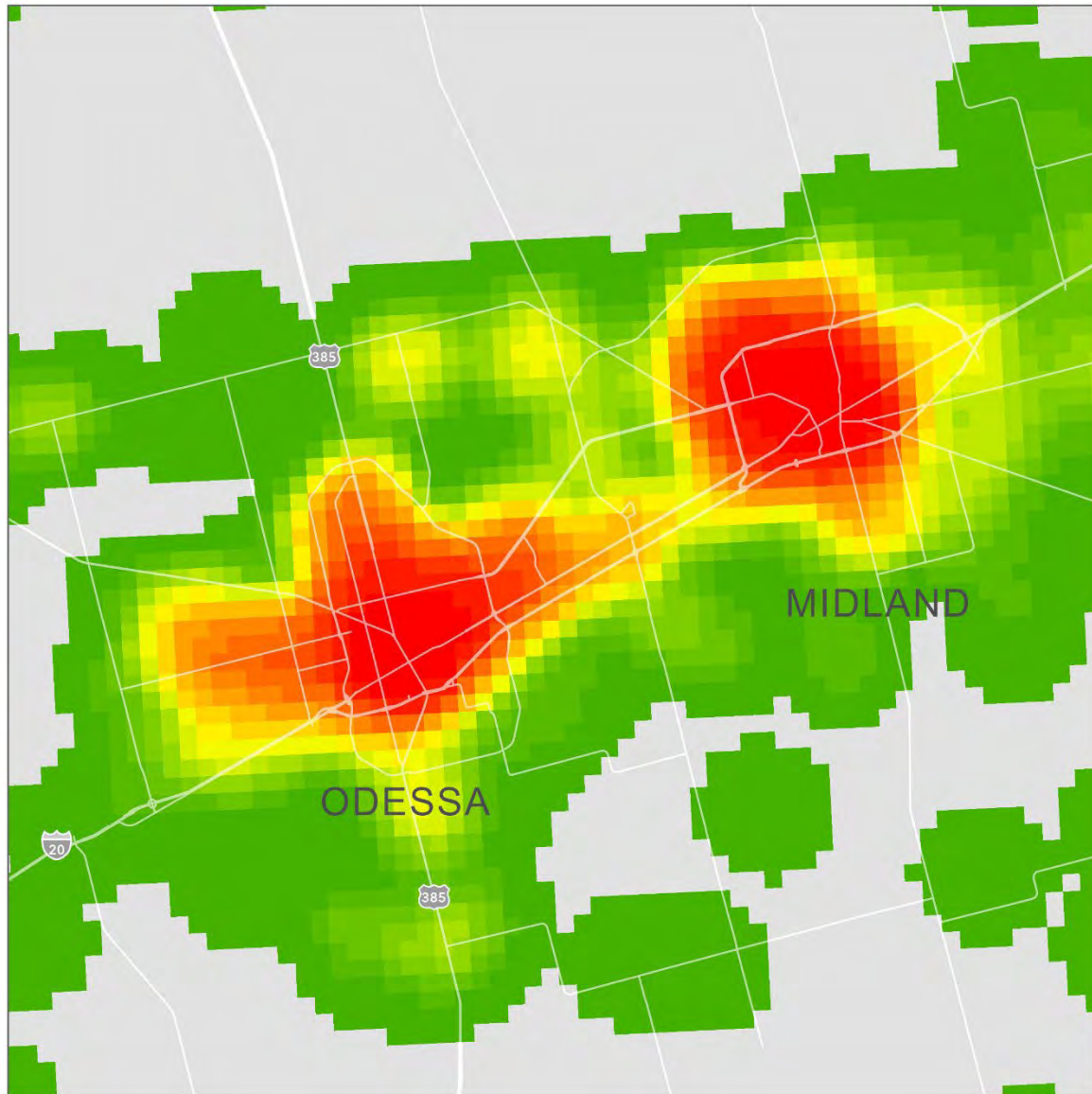
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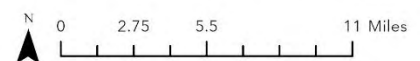


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Existing Conditions Analysis

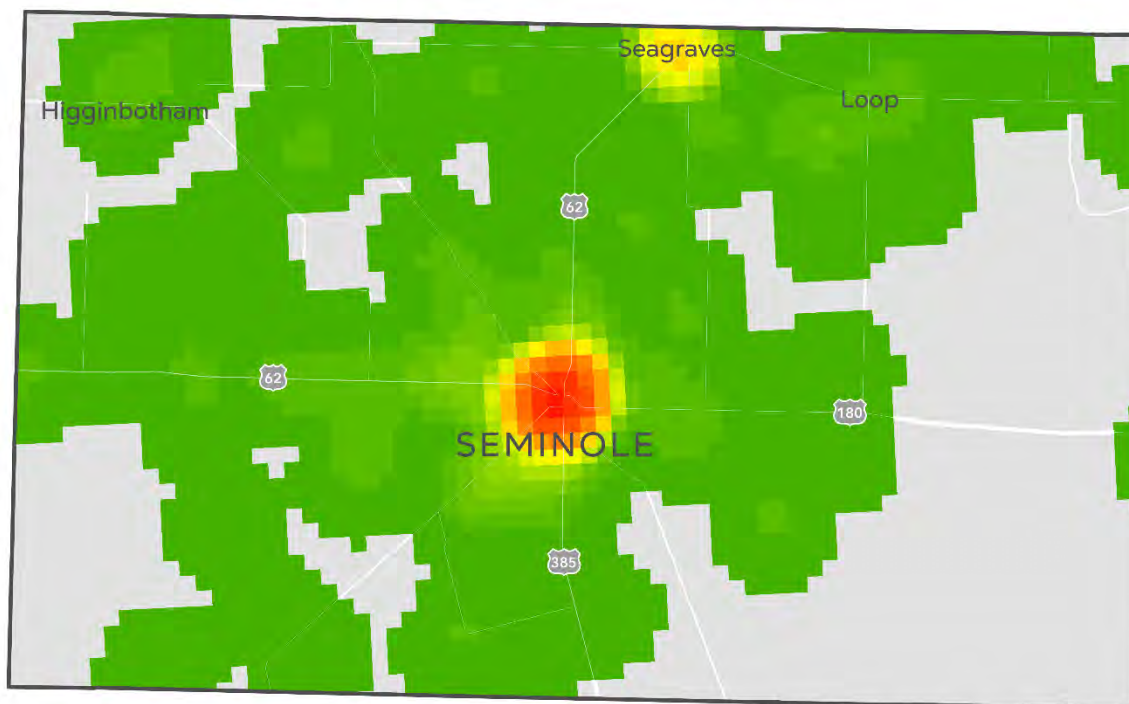


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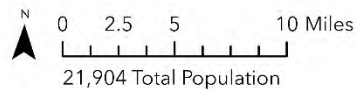


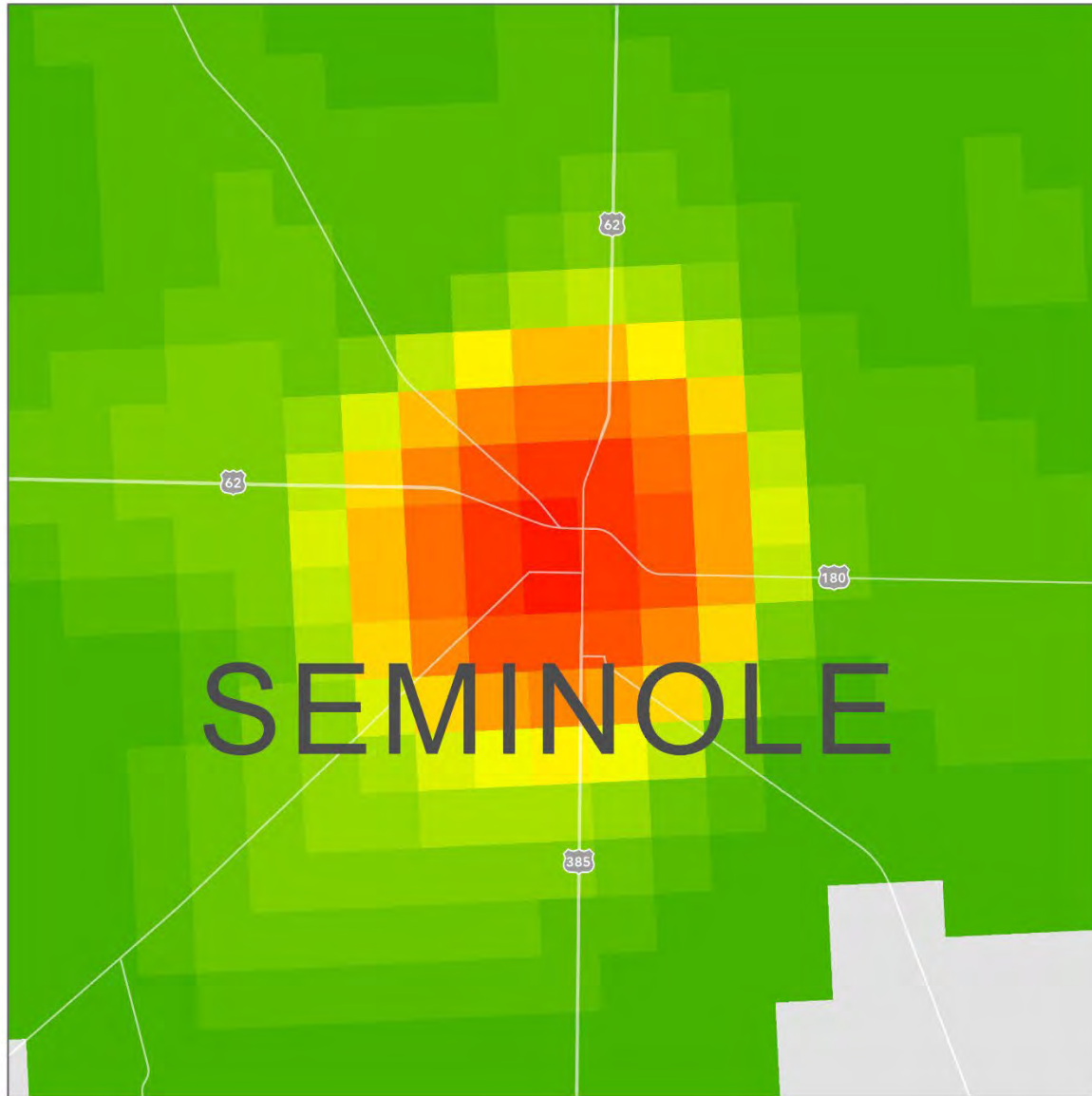


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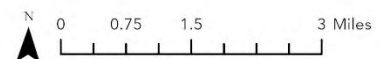


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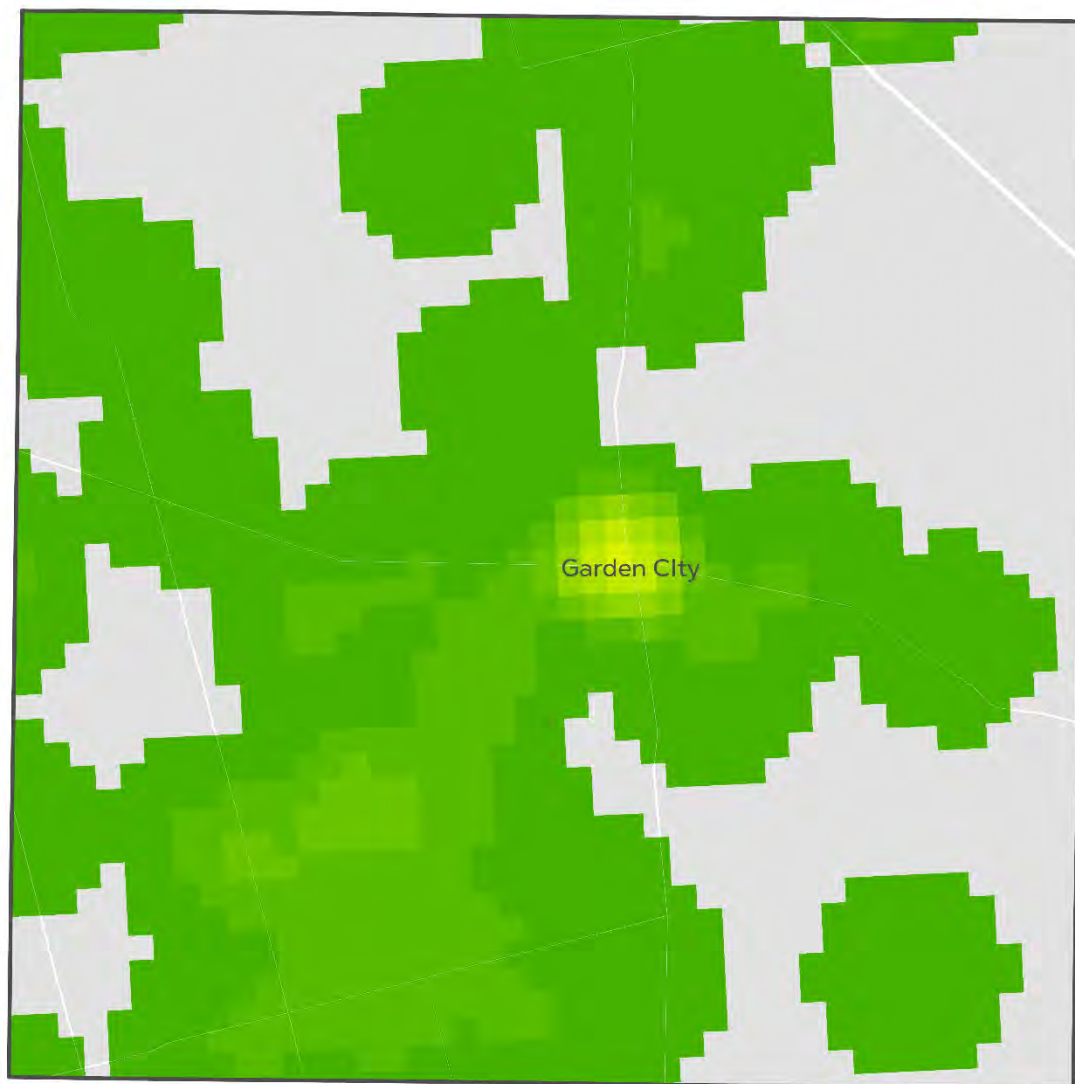


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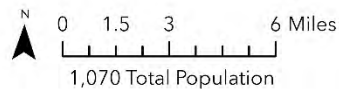




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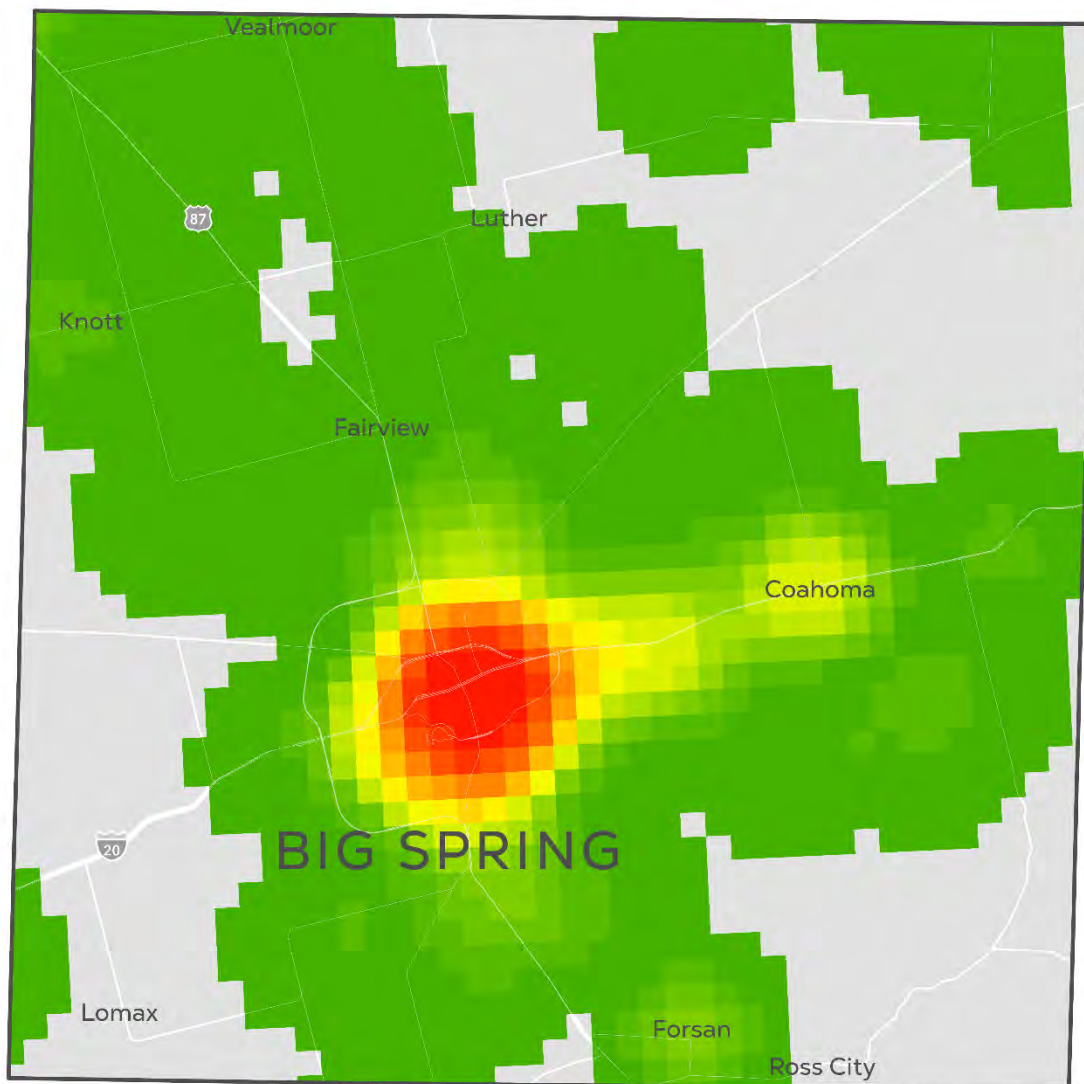


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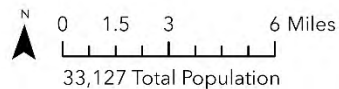


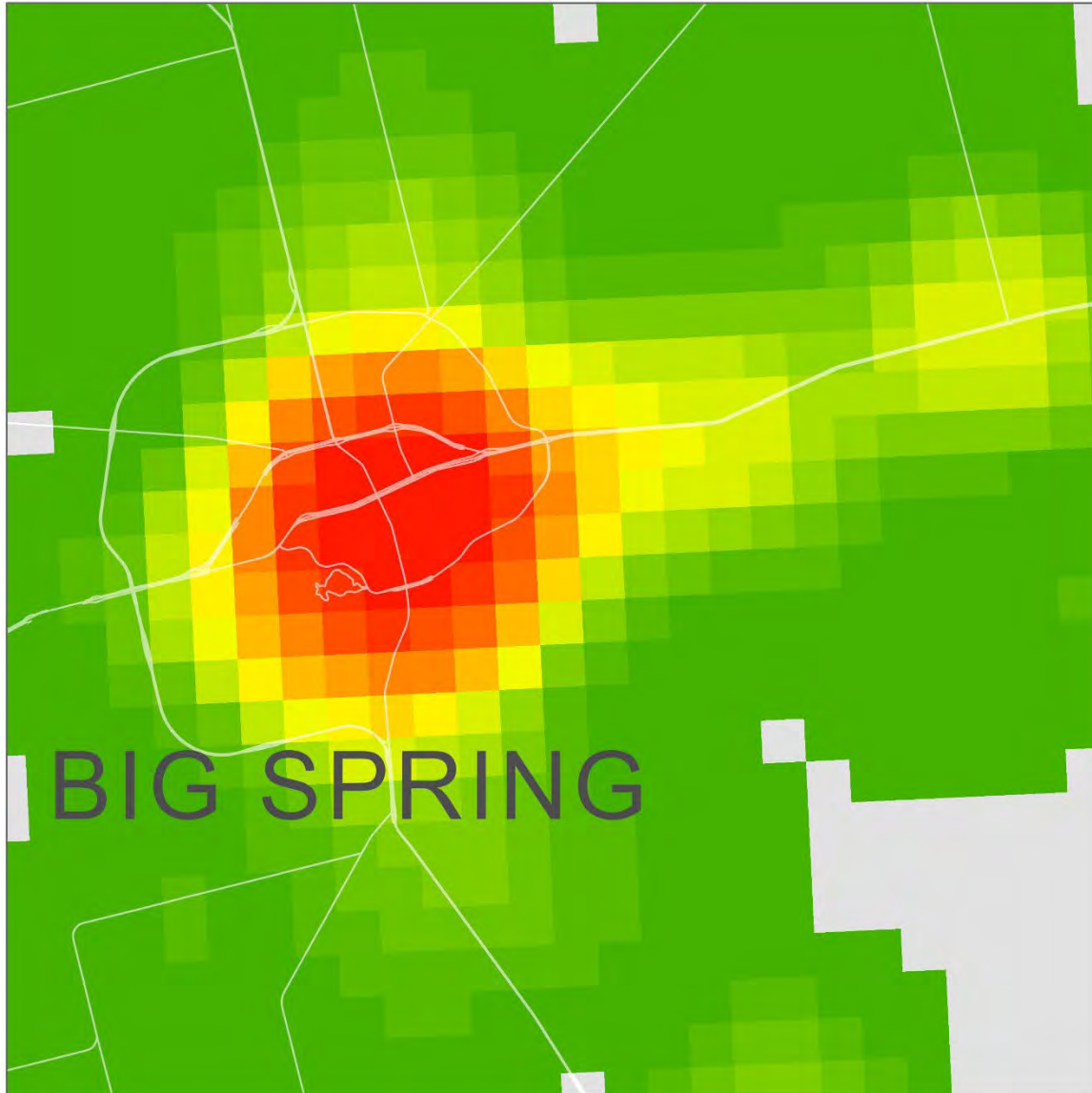


Howard County



Job Density



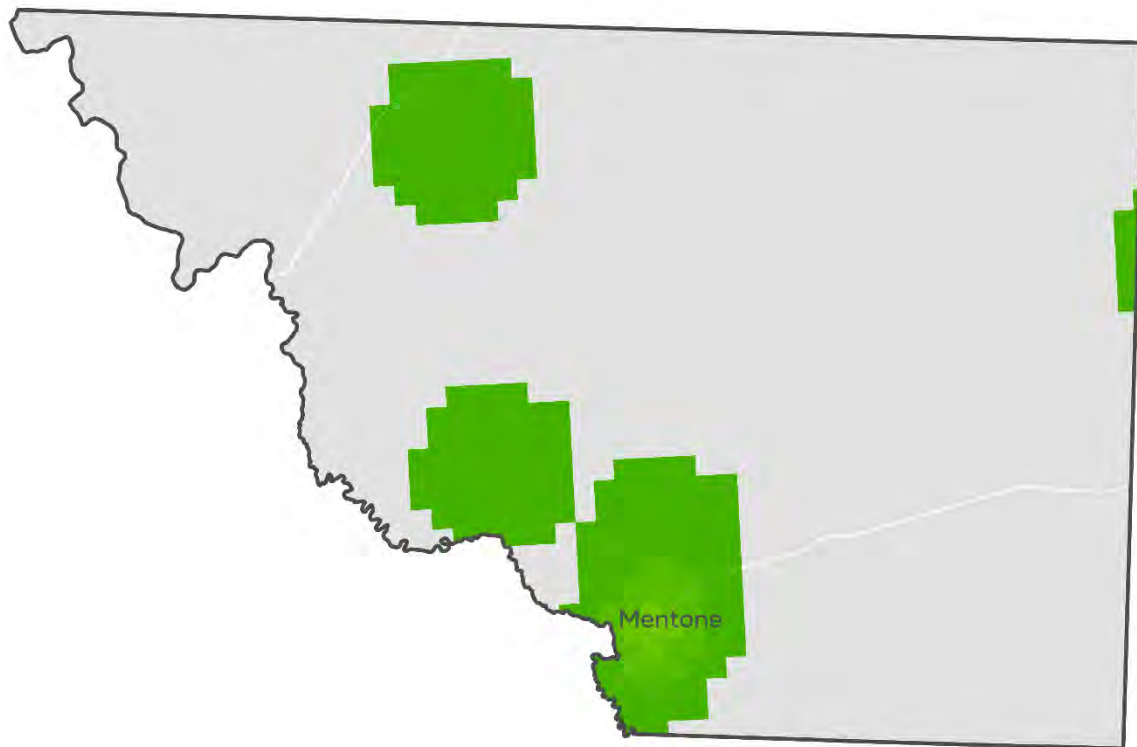


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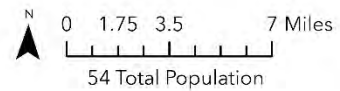




Loving County

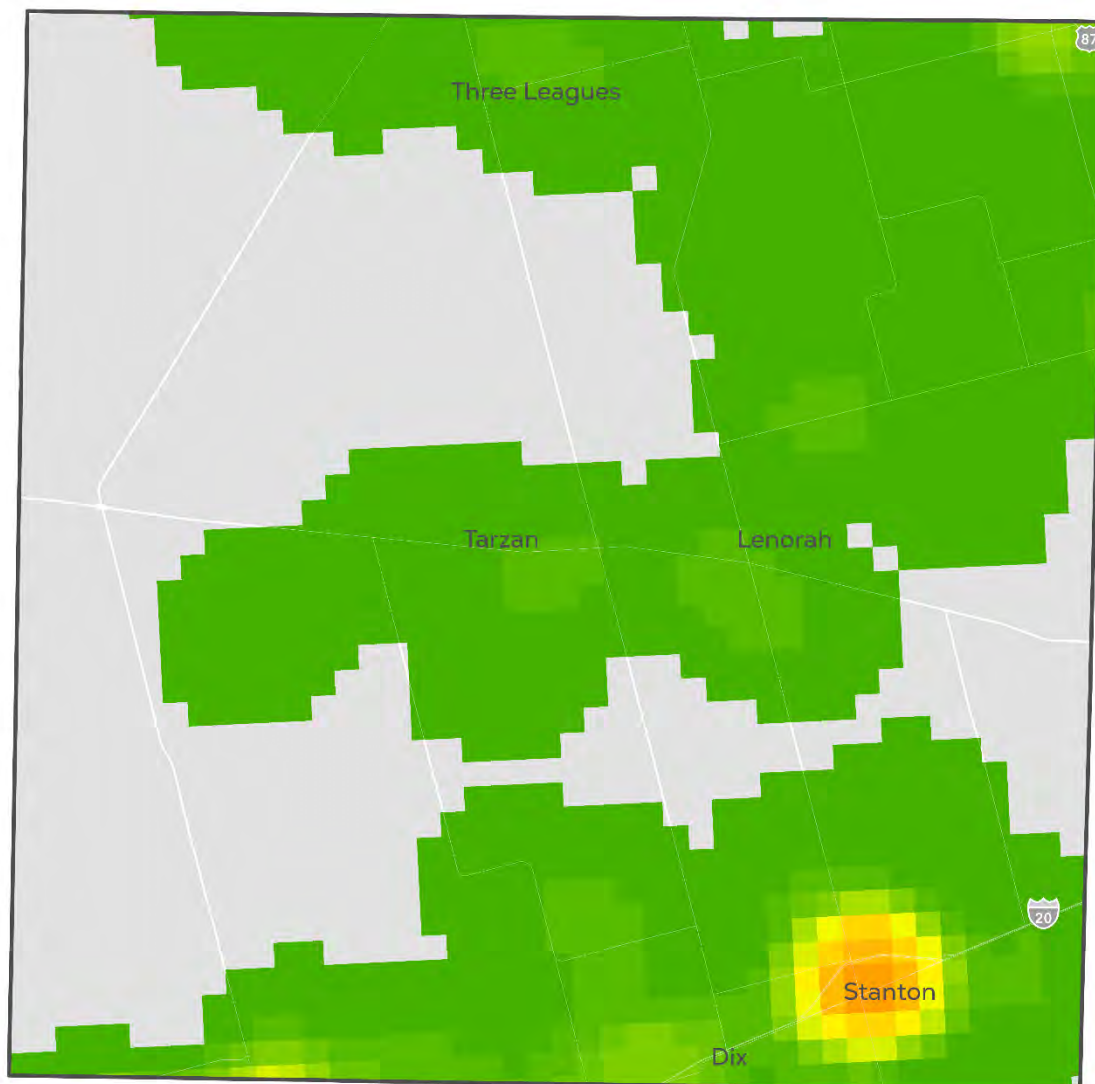


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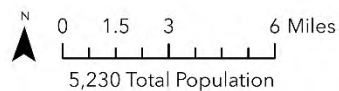




Martin County

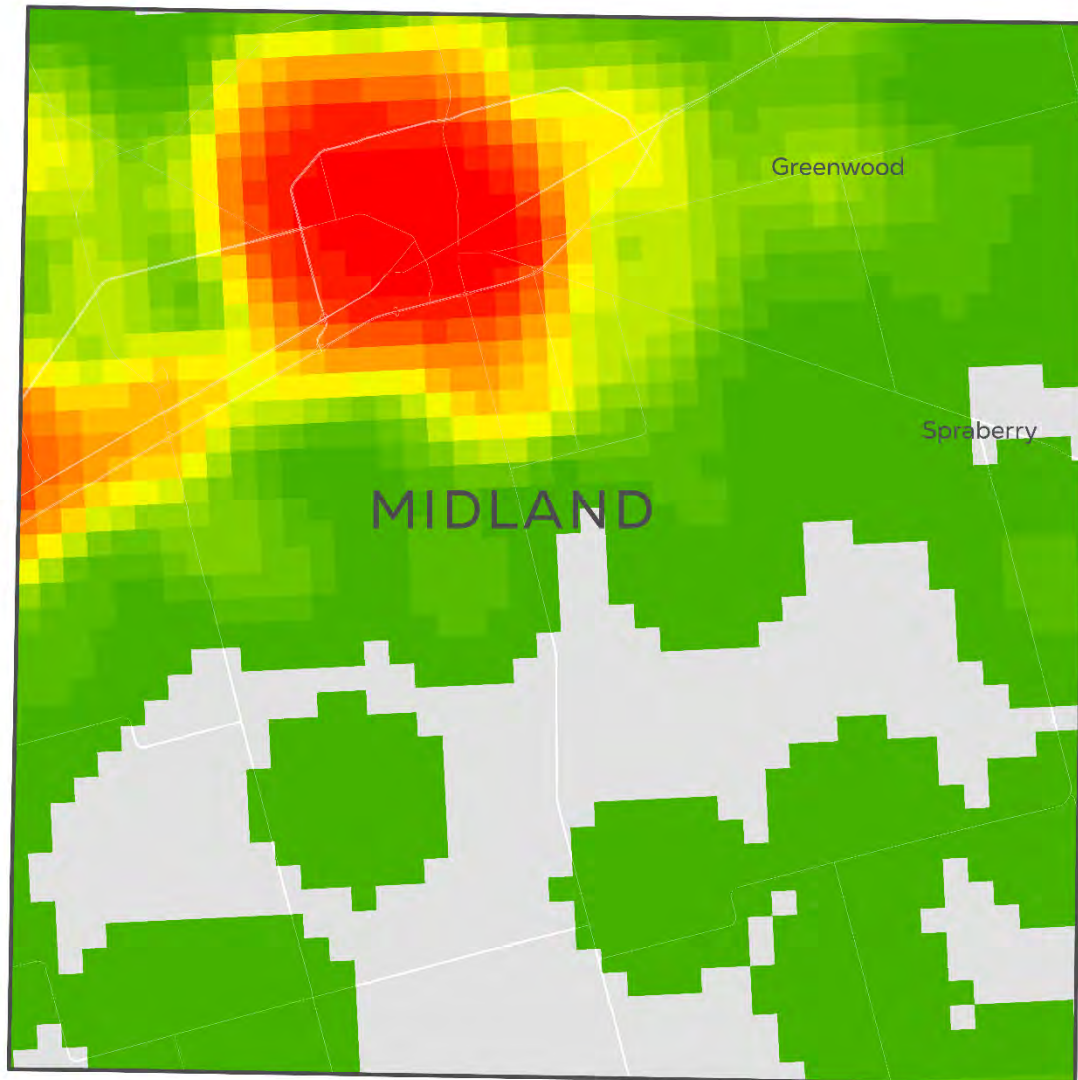


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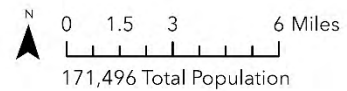




Midland County

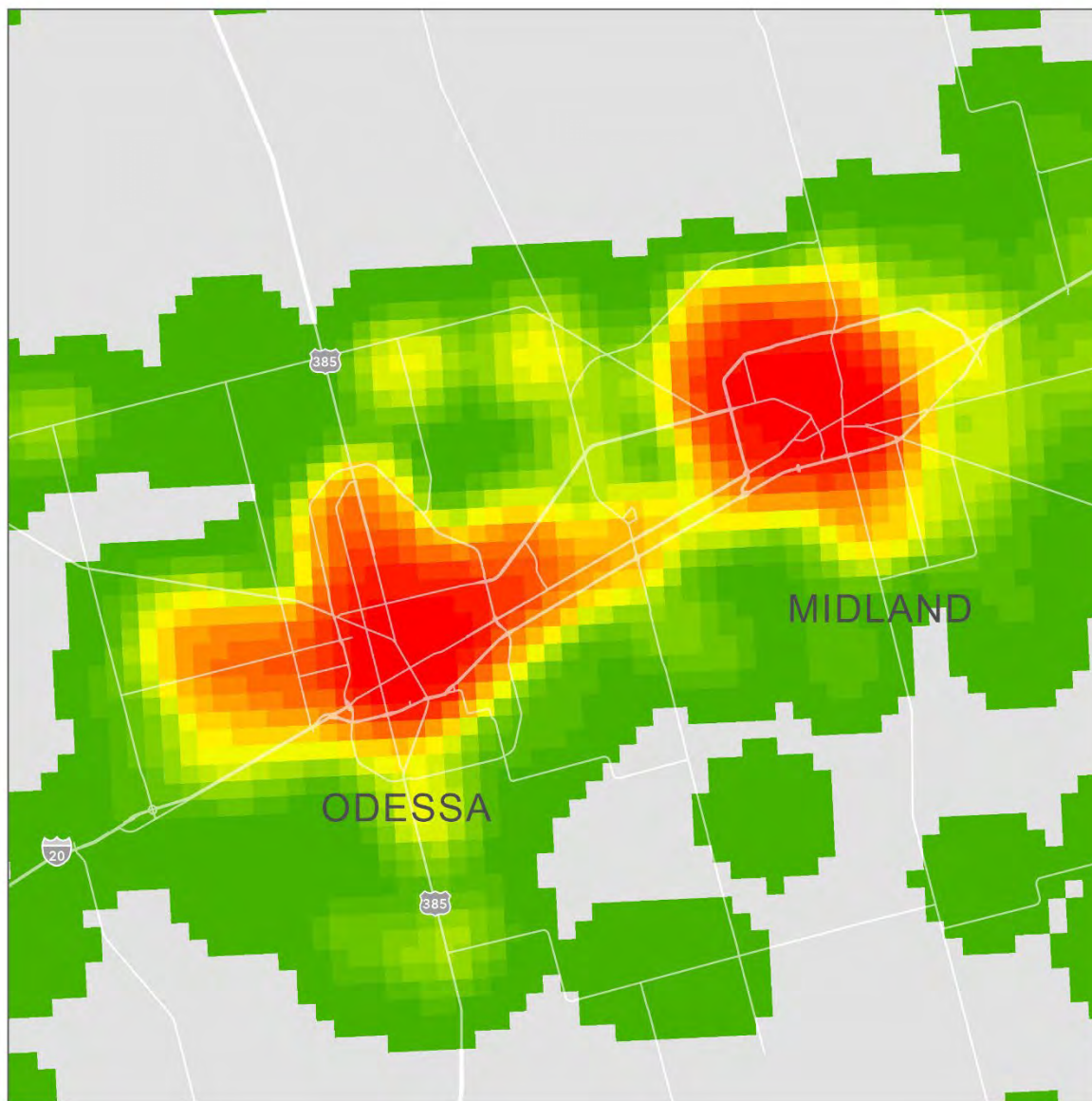


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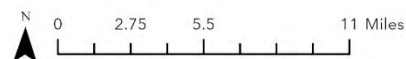




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Existing Conditions Analysis

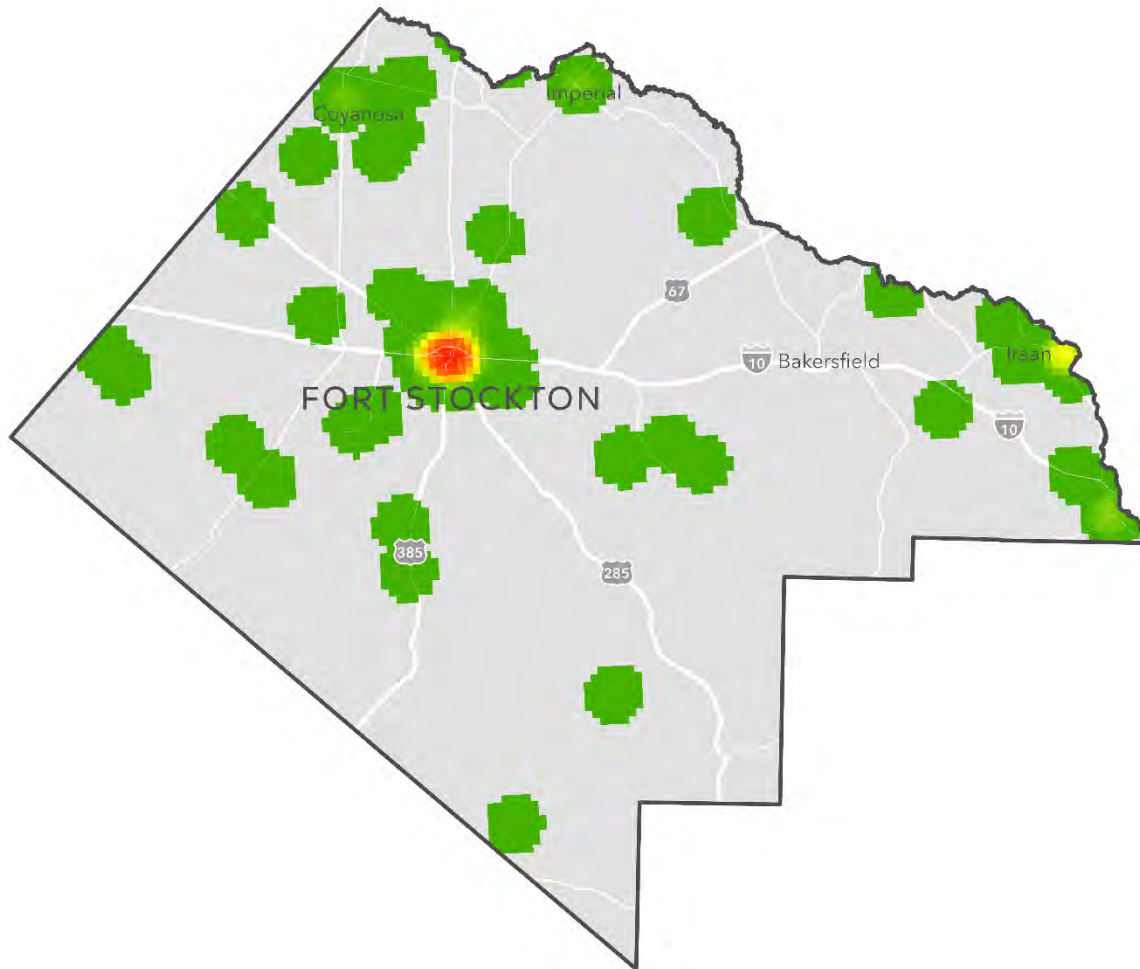


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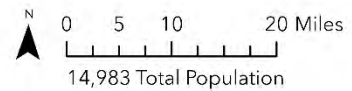


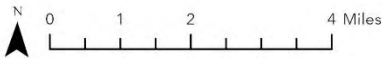
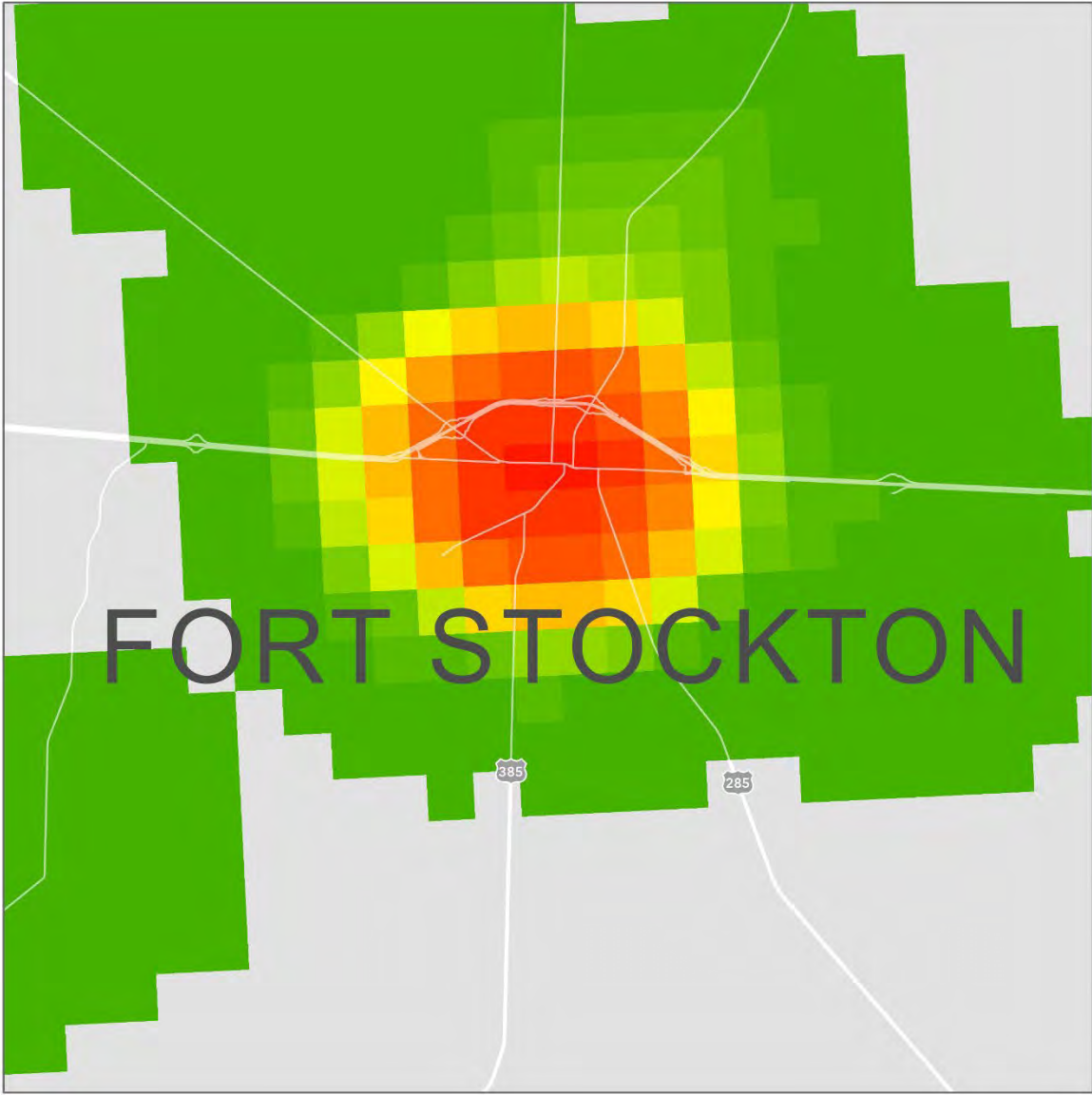


Pecos County



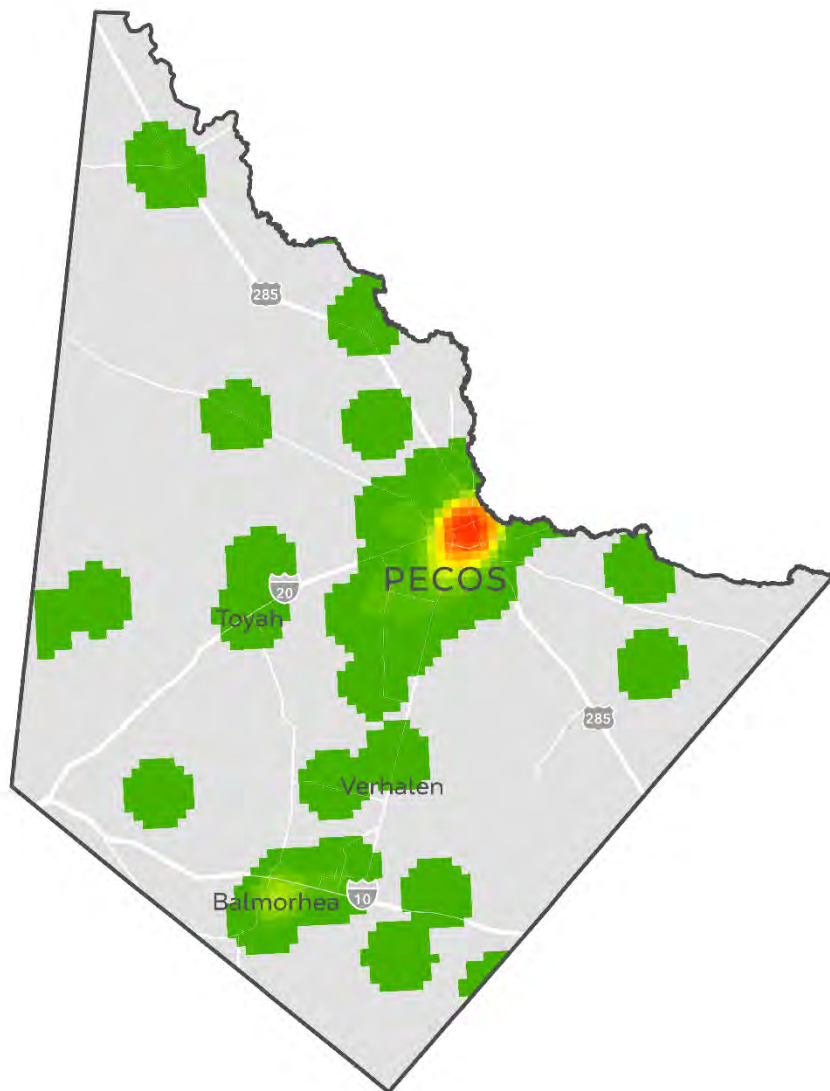
Job Density



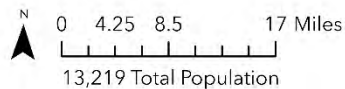


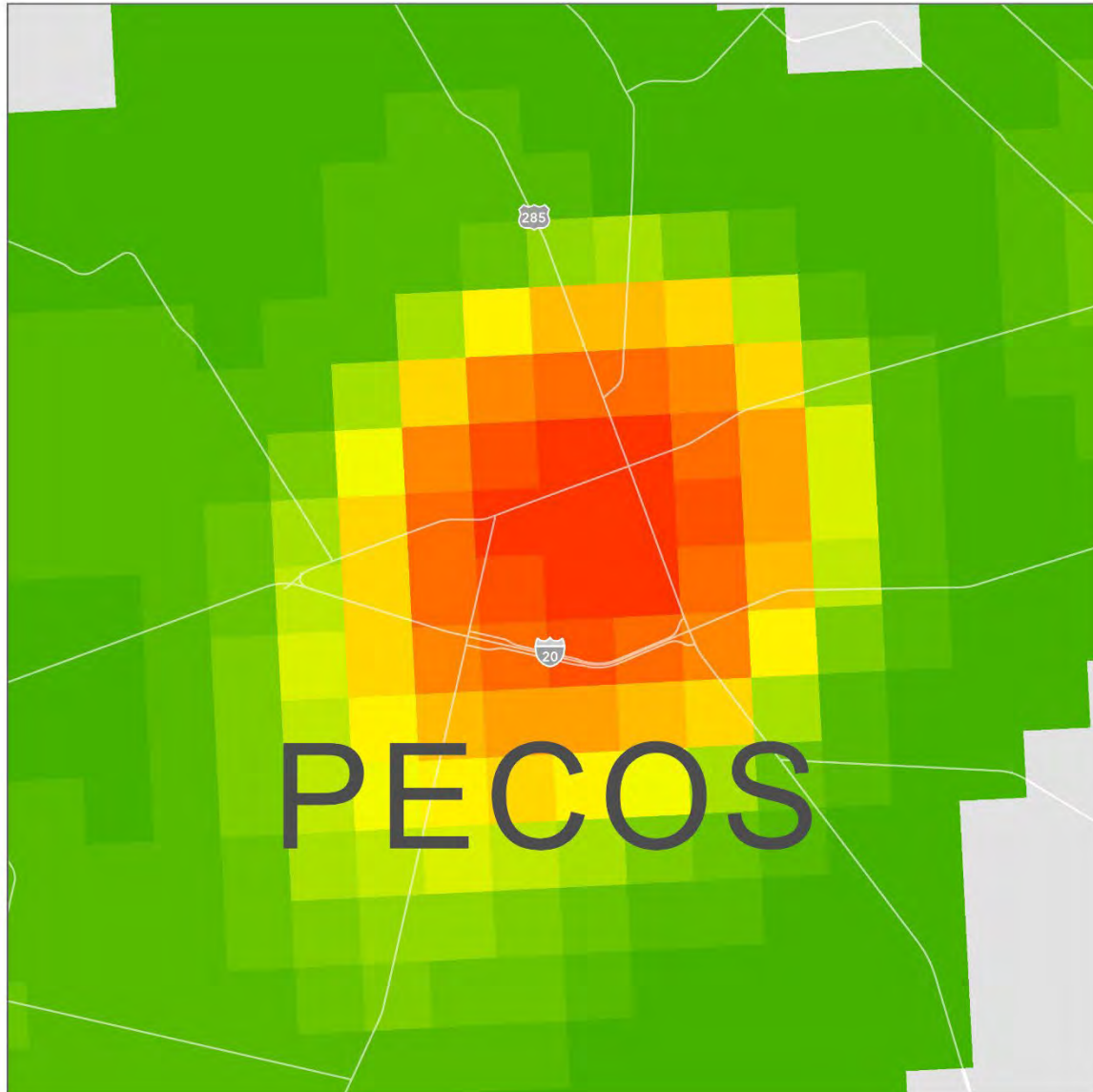


Reeves County

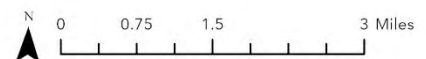


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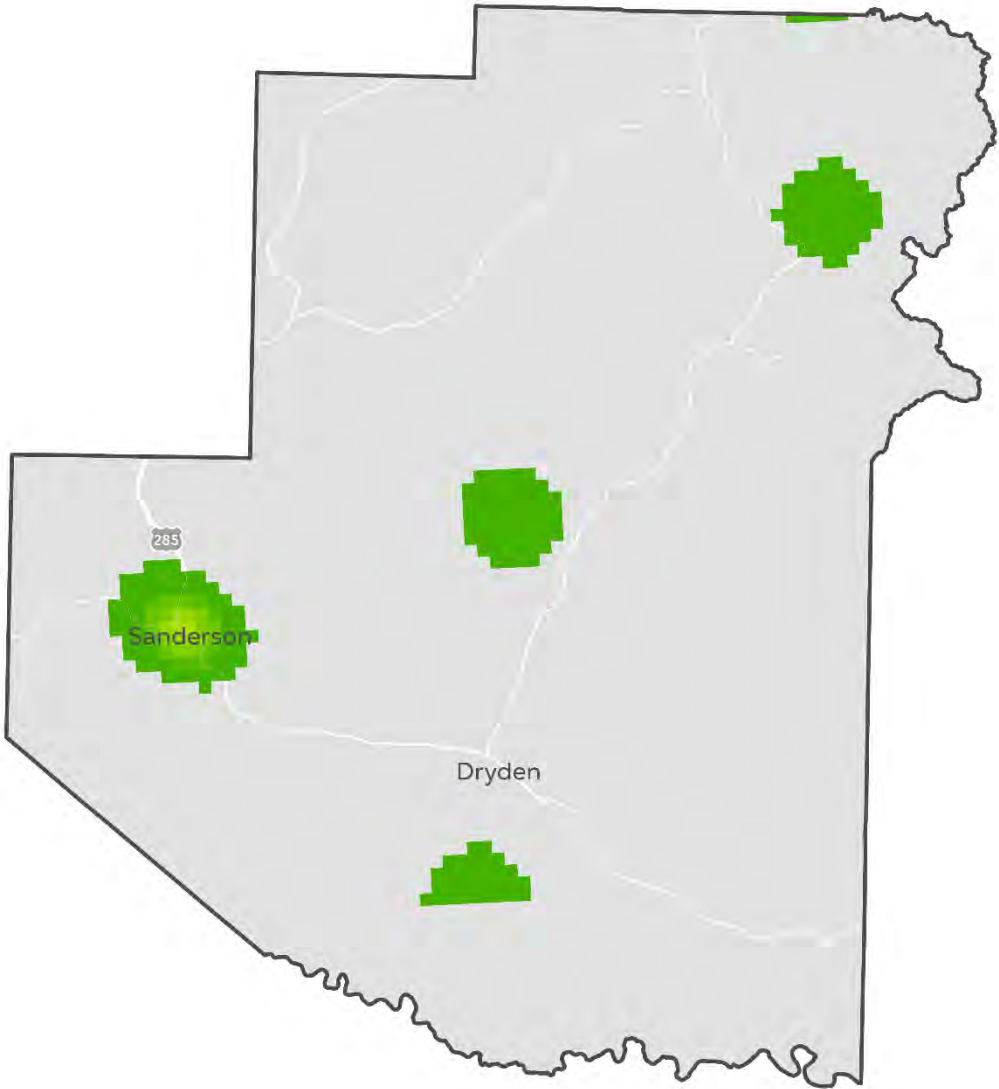


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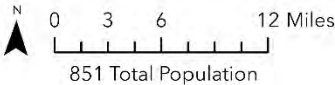




Terrell County

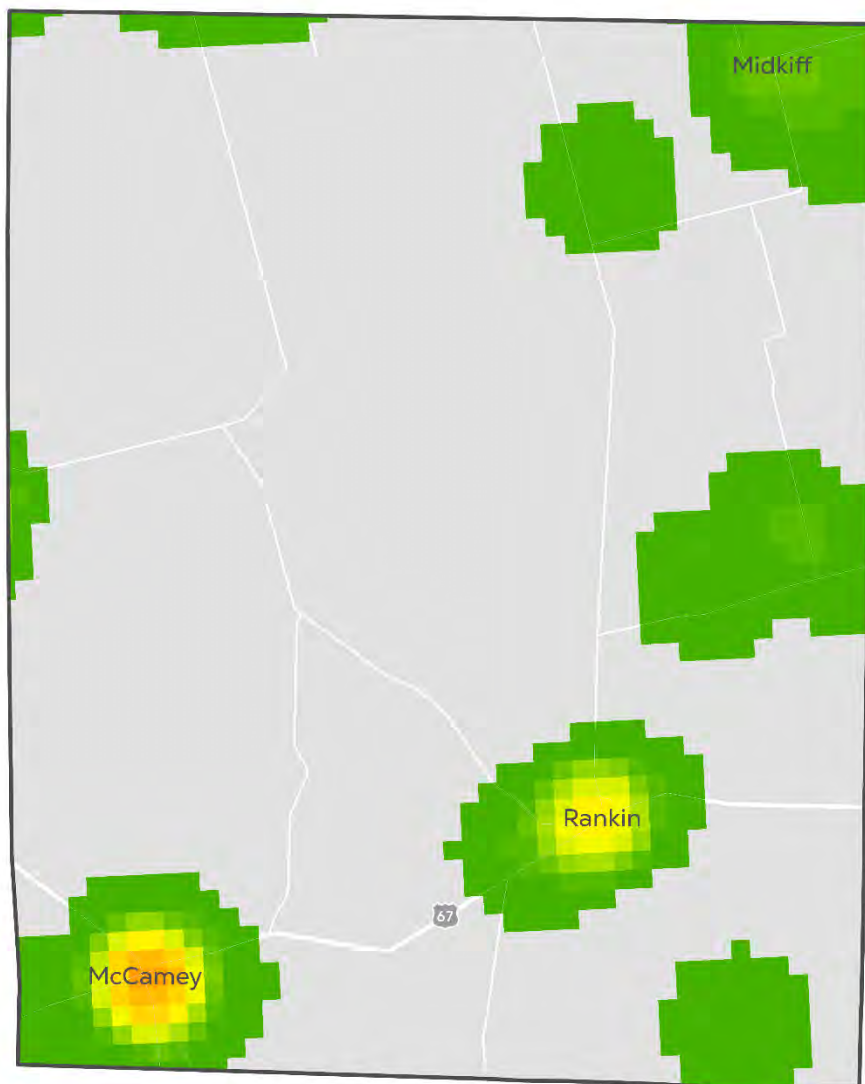


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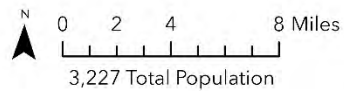




Upton County

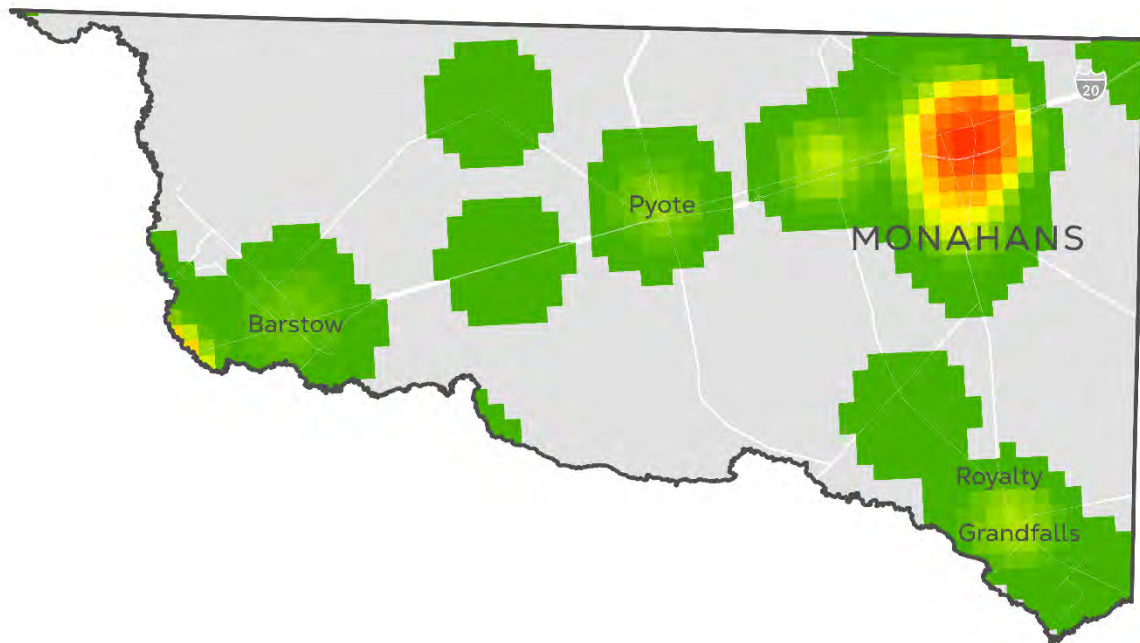


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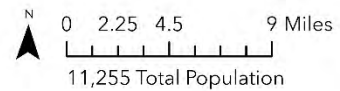


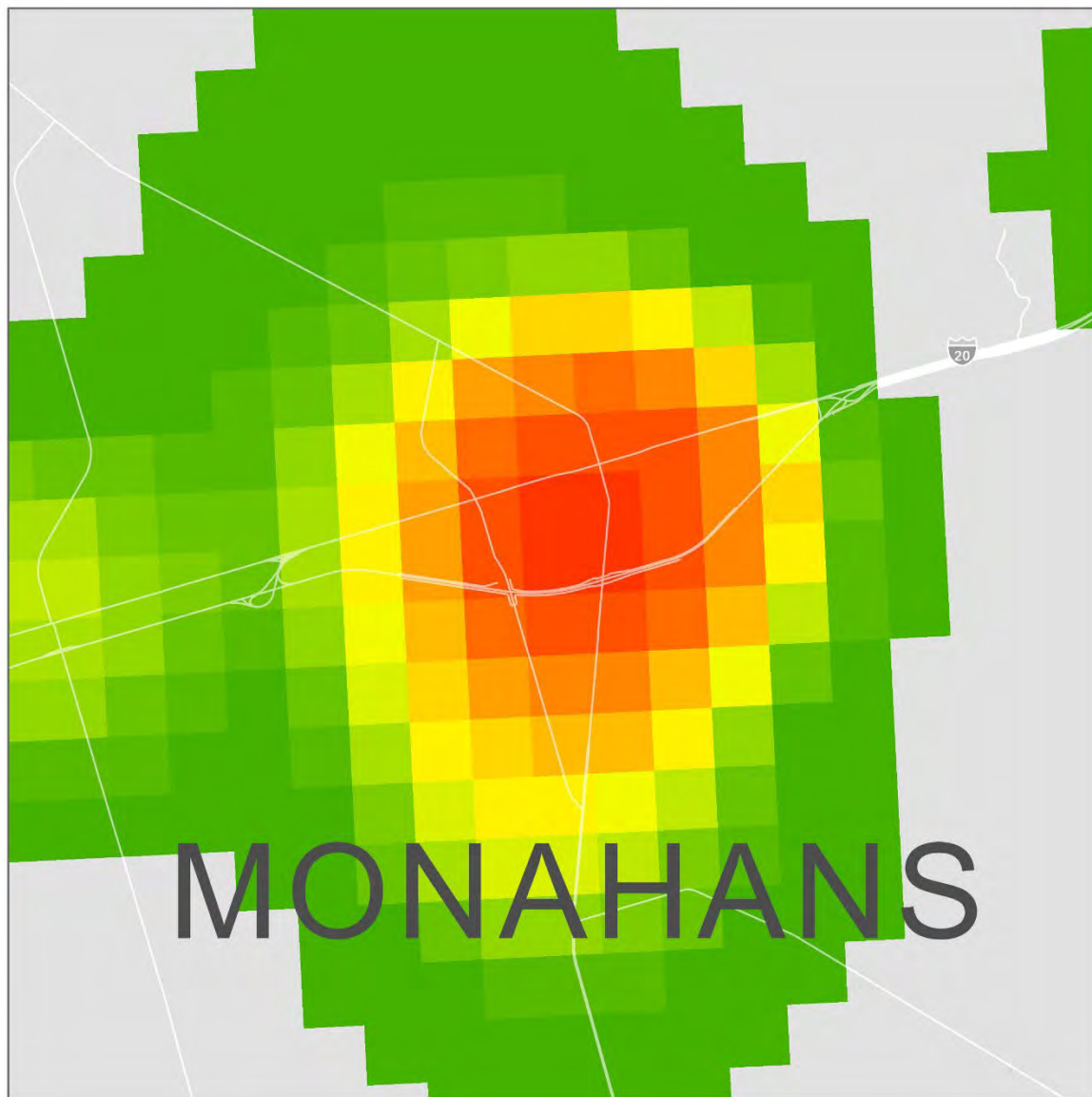


Ward County

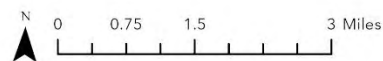


Job Density



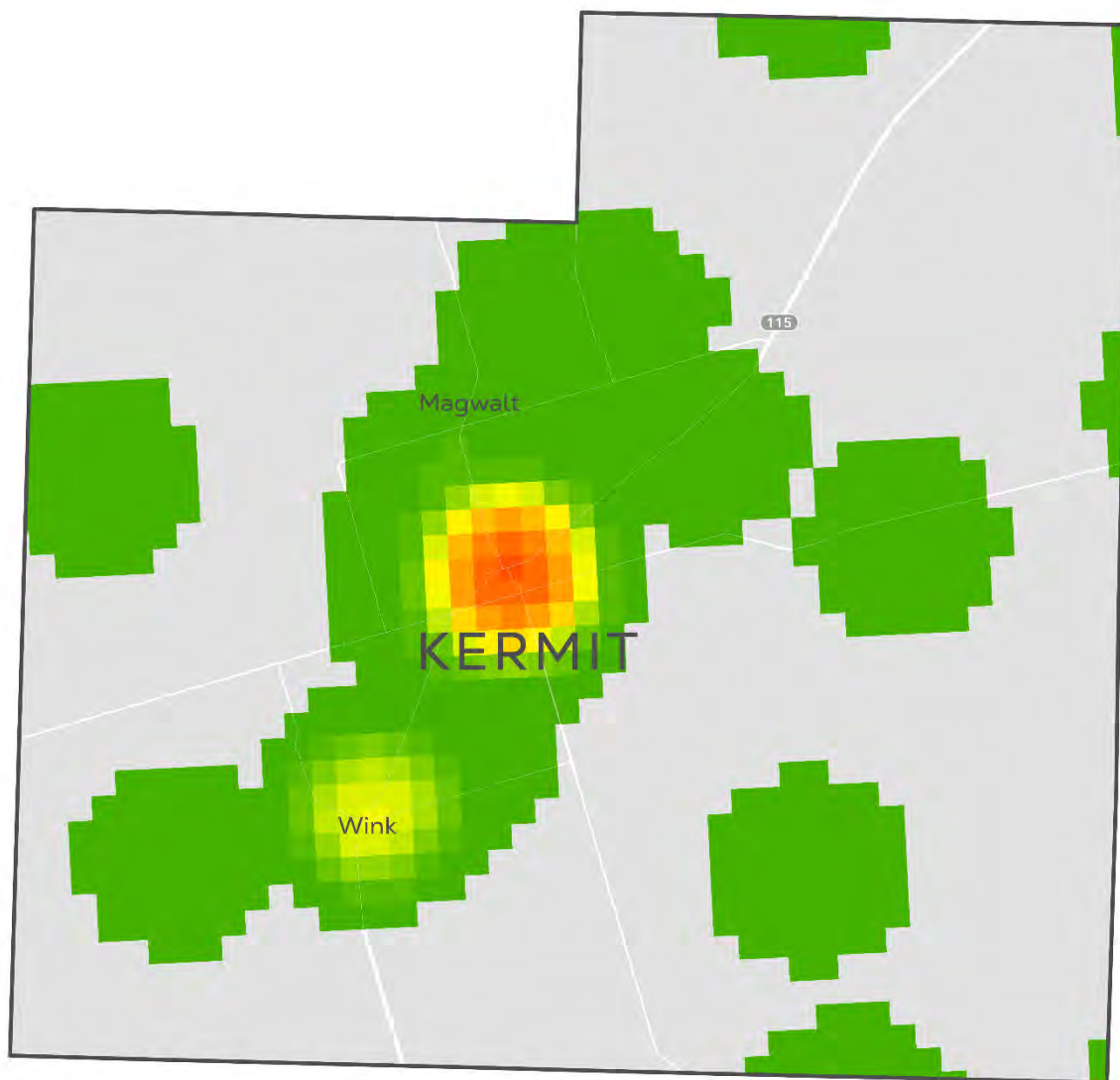


Job Density

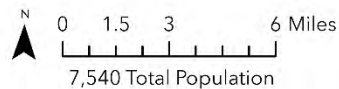


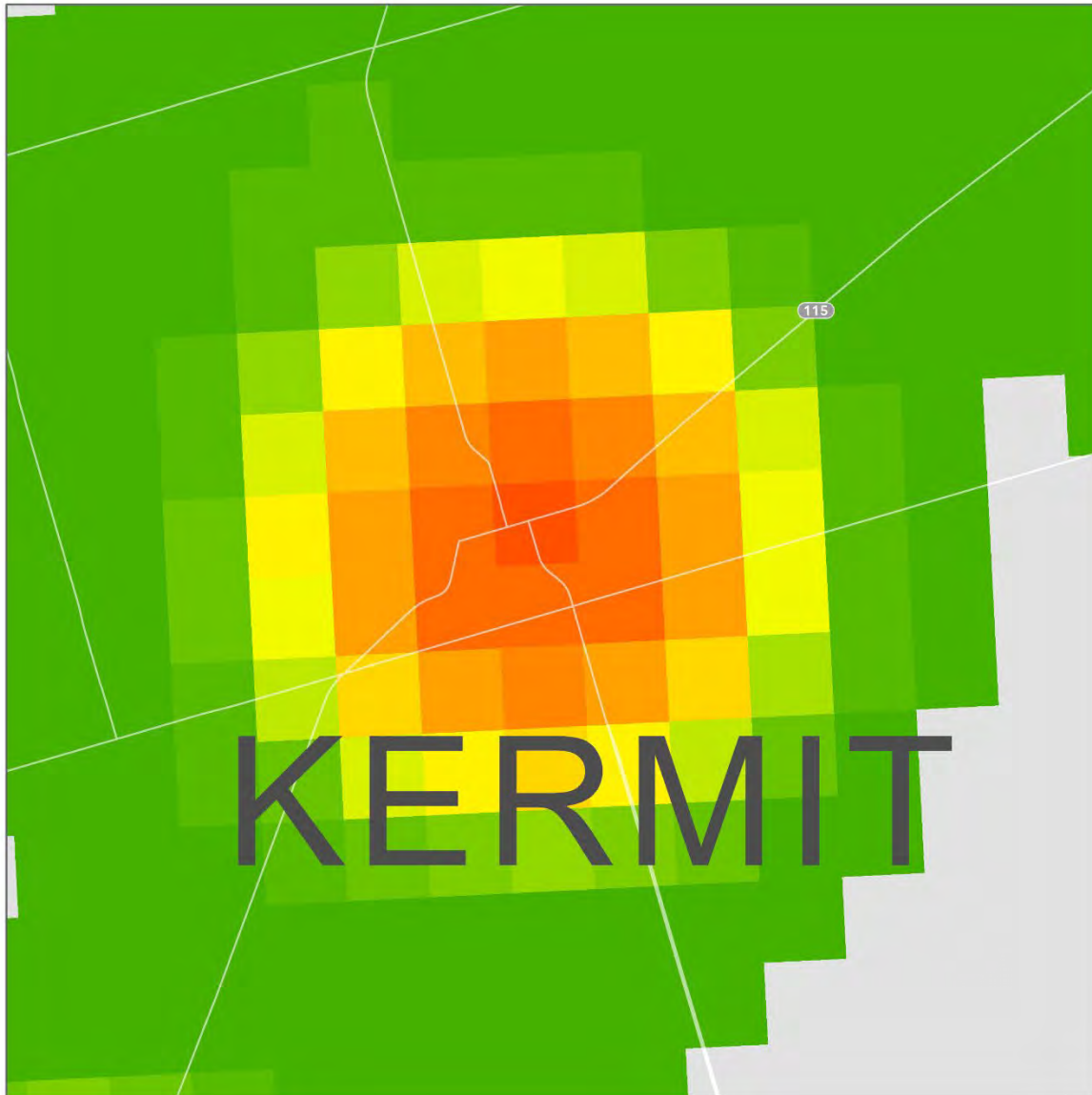


Winkler County

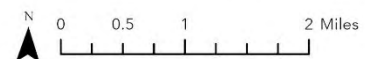


Job Density





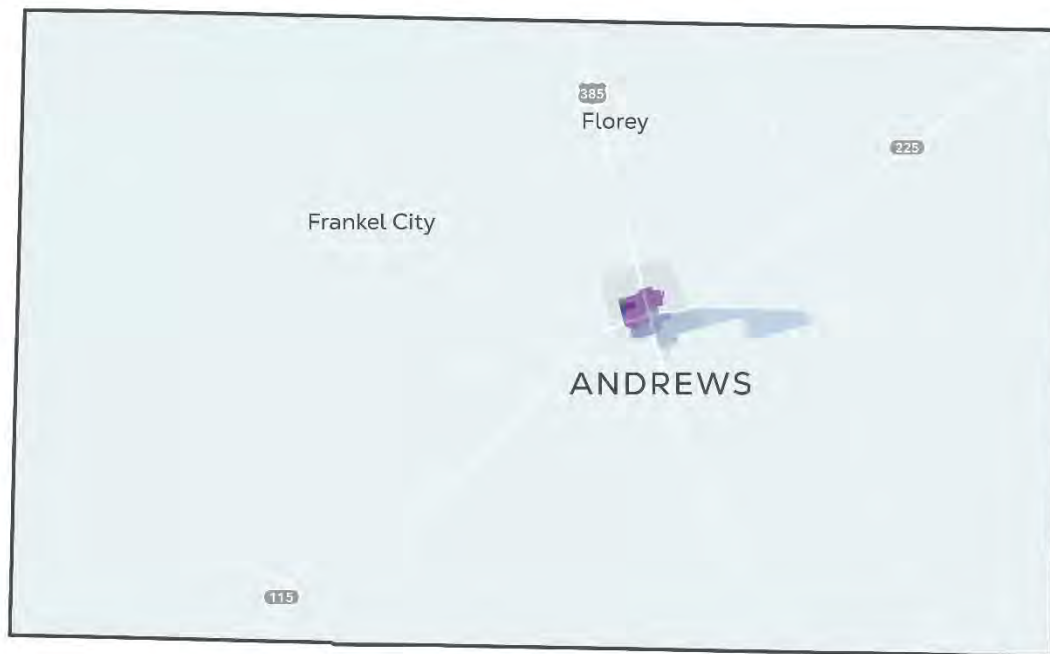
Job Density



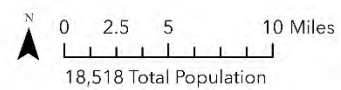
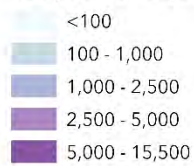


POPULATION DENSITY

Andrews County

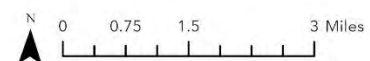
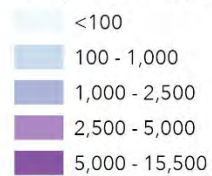


People Per Square Mile



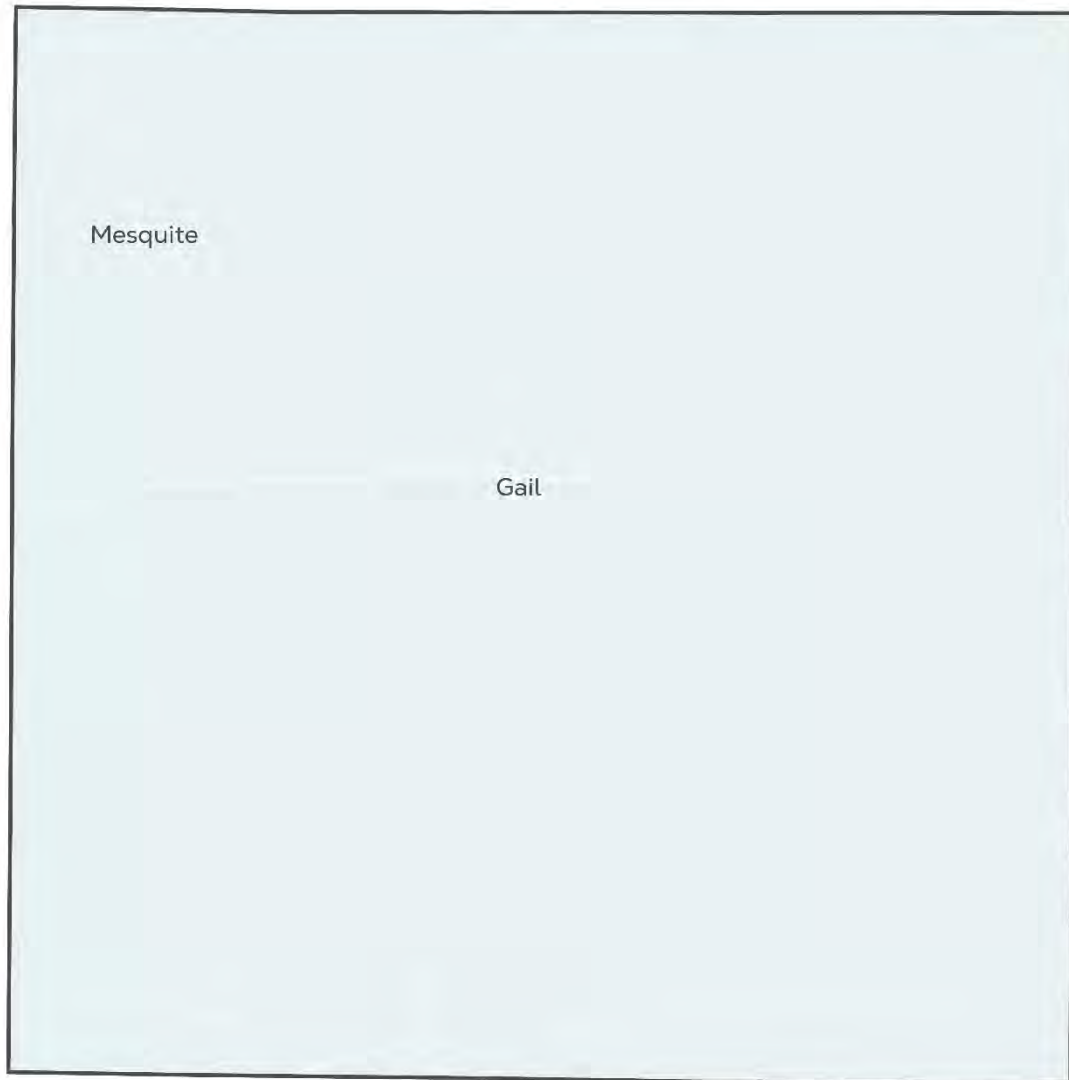


People Per Square Mile

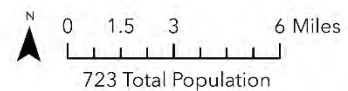




Borden County



People Per Square Mile

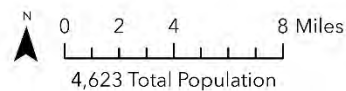




Crane County



People Per Square Mile

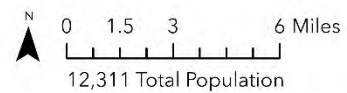




Dawson County

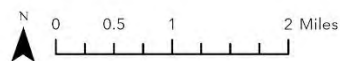


People Per Square Mile



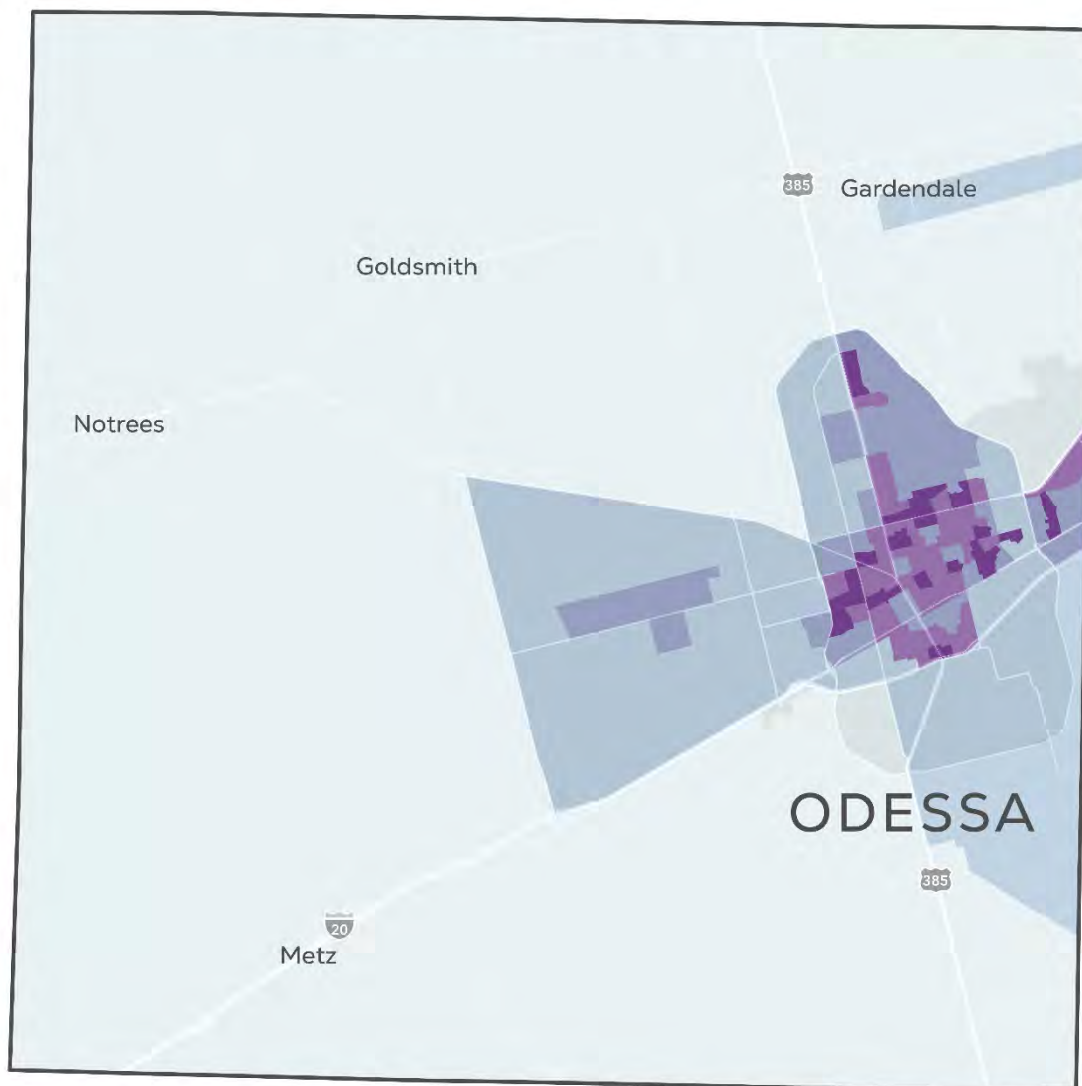


People Per Square Mile

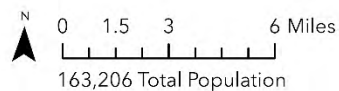
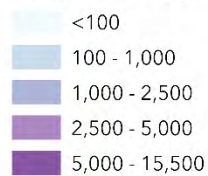




Ector County



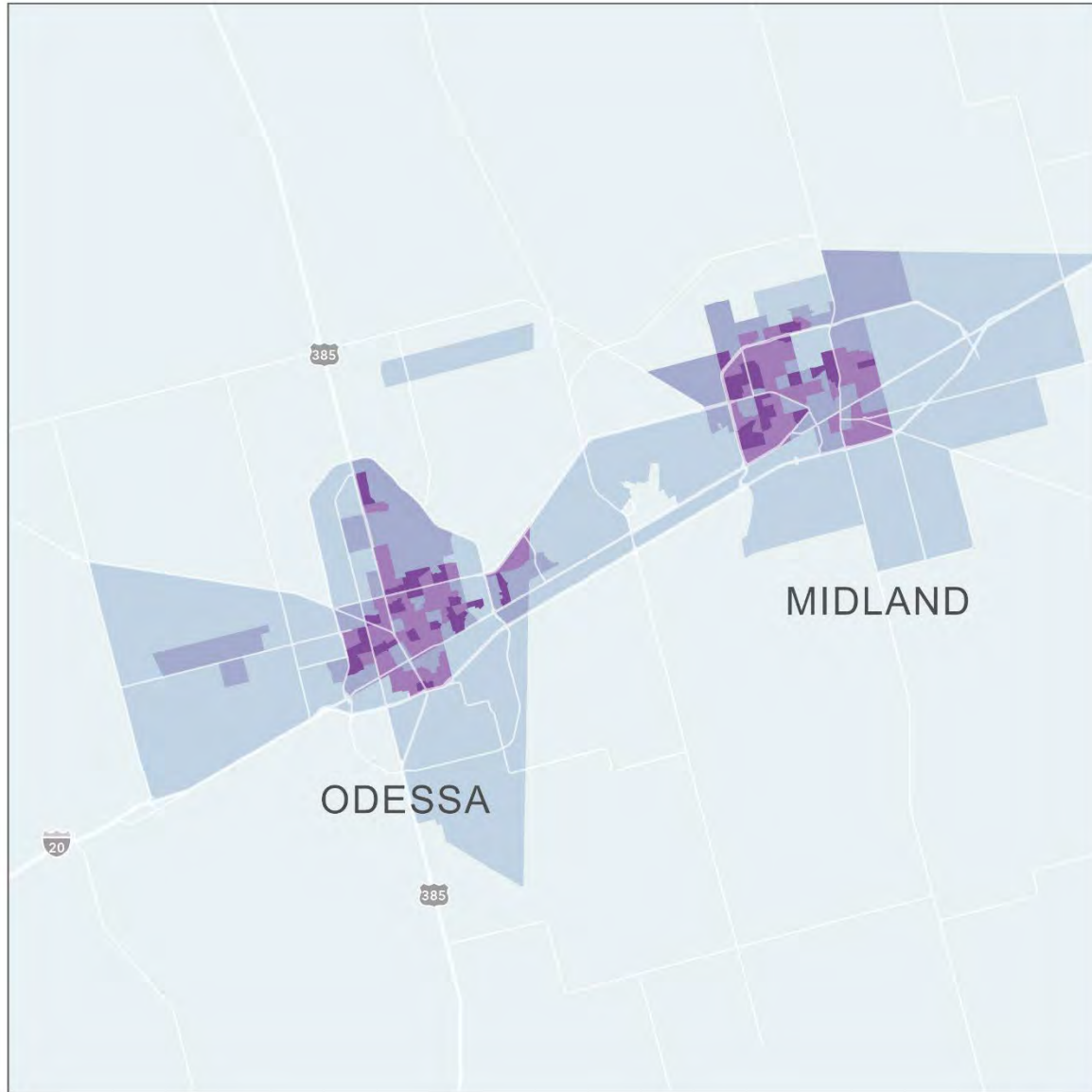
People Per Square Mile



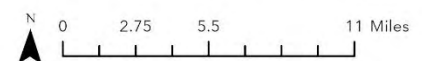


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People Per Square Mile

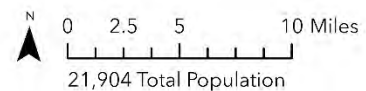




Gaines County

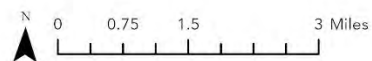


People Per Square Mile



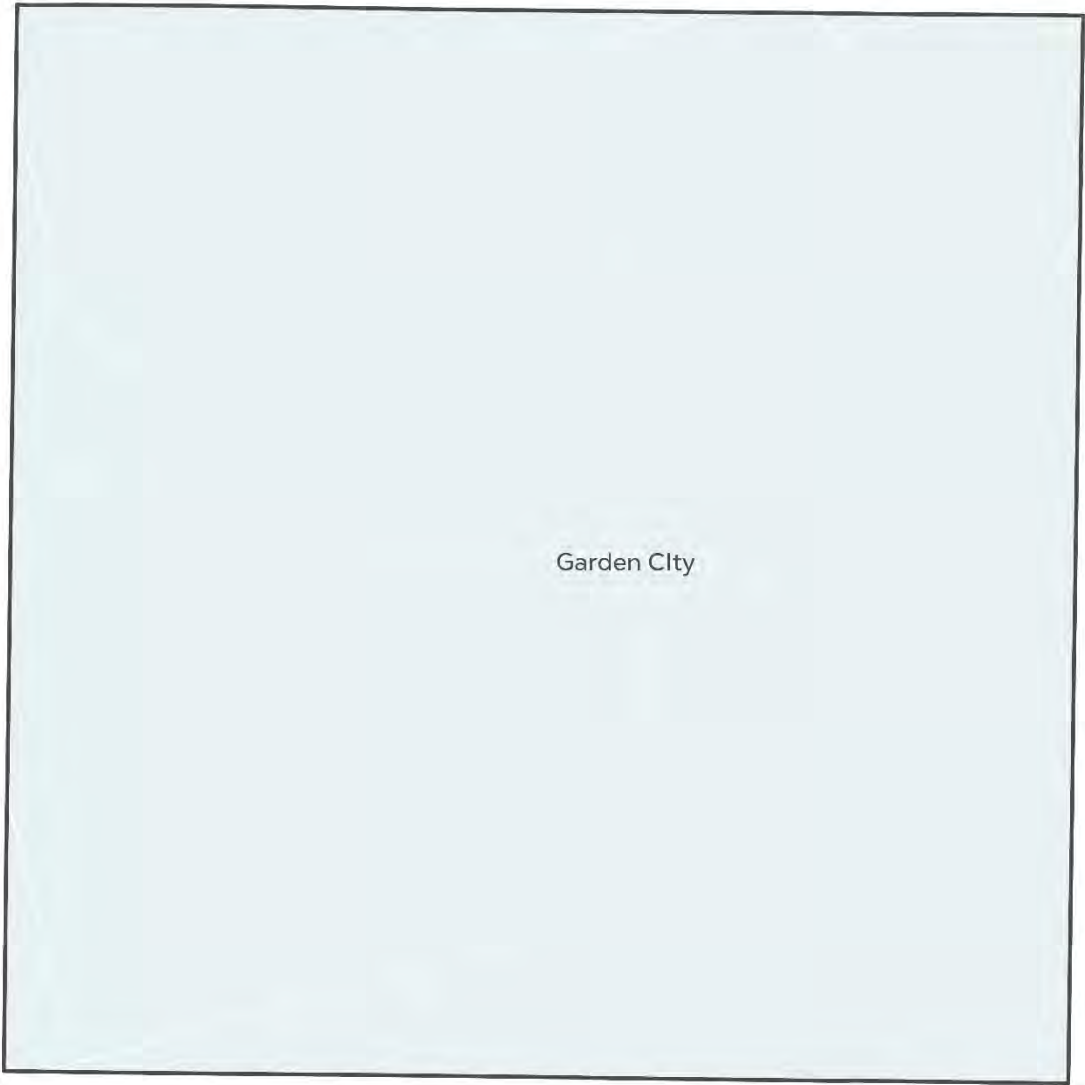


People Per Square Mile



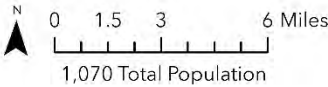


Glasscock County



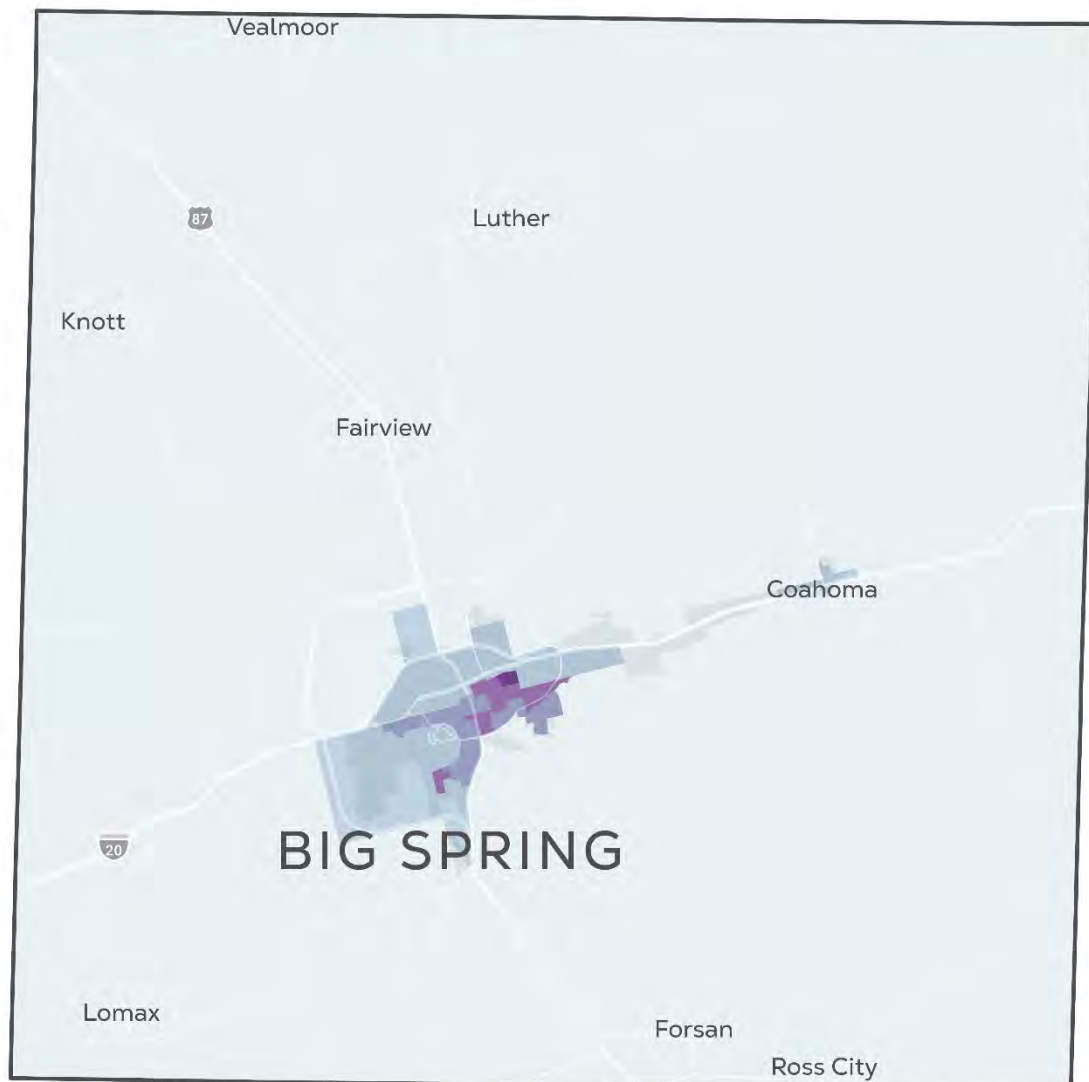
People Per Square Mile

- <100
- 100 - 1,000
- 1,000 - 2,500
- 2,500 - 5,000
- 5,000 - 15,500

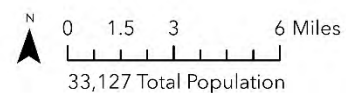


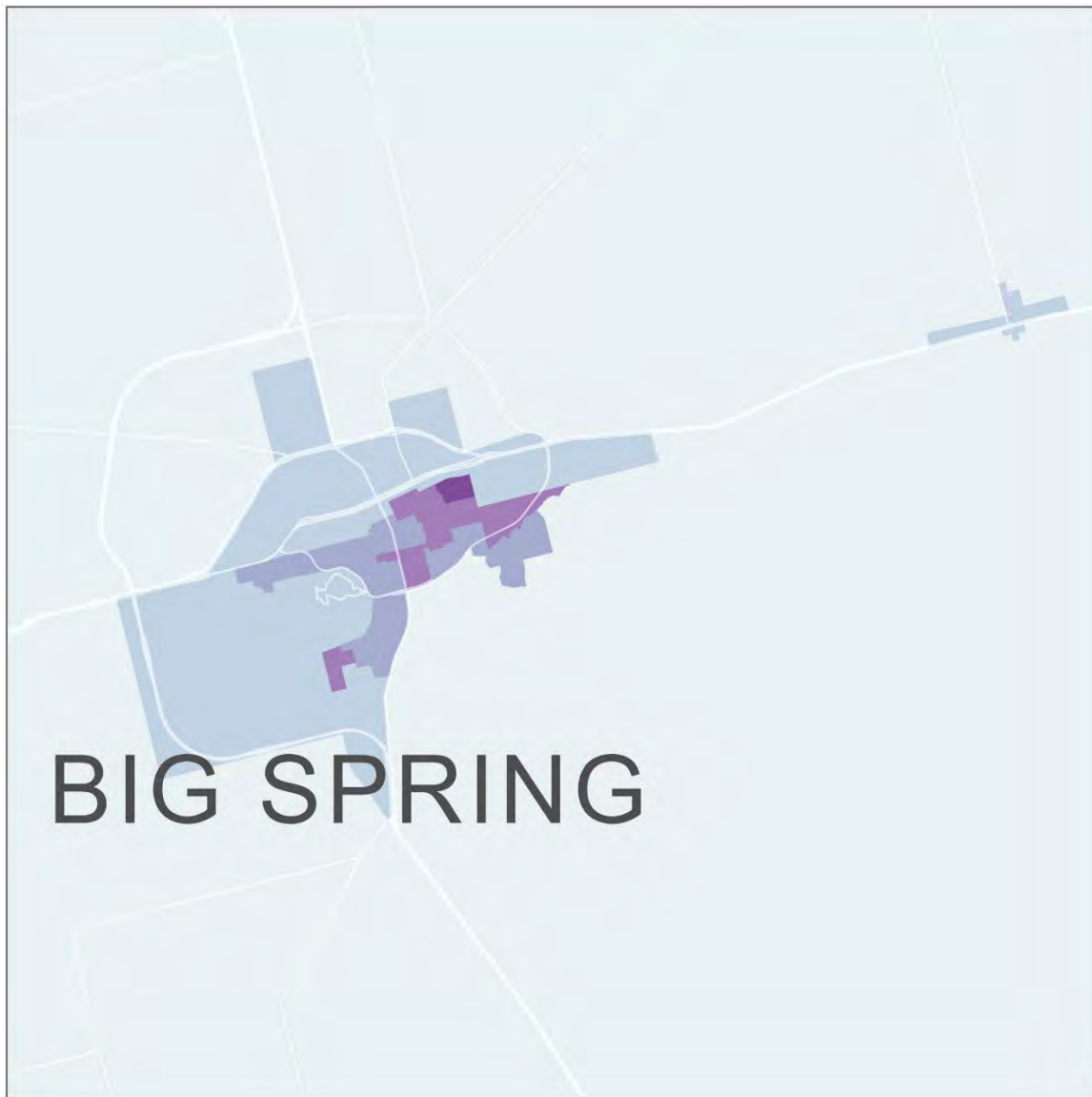


Howard County

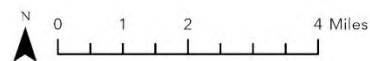


People Per Square Mile



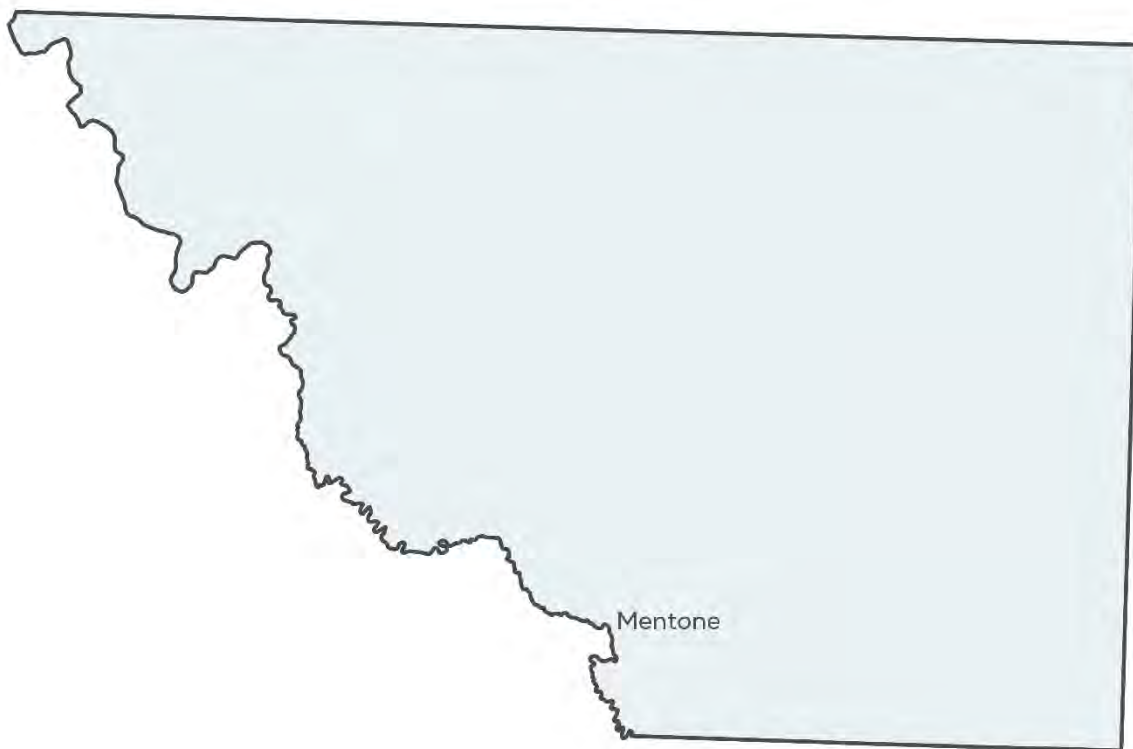


People Per Square Mile

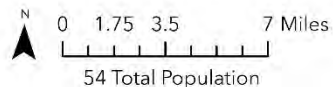




Loving County

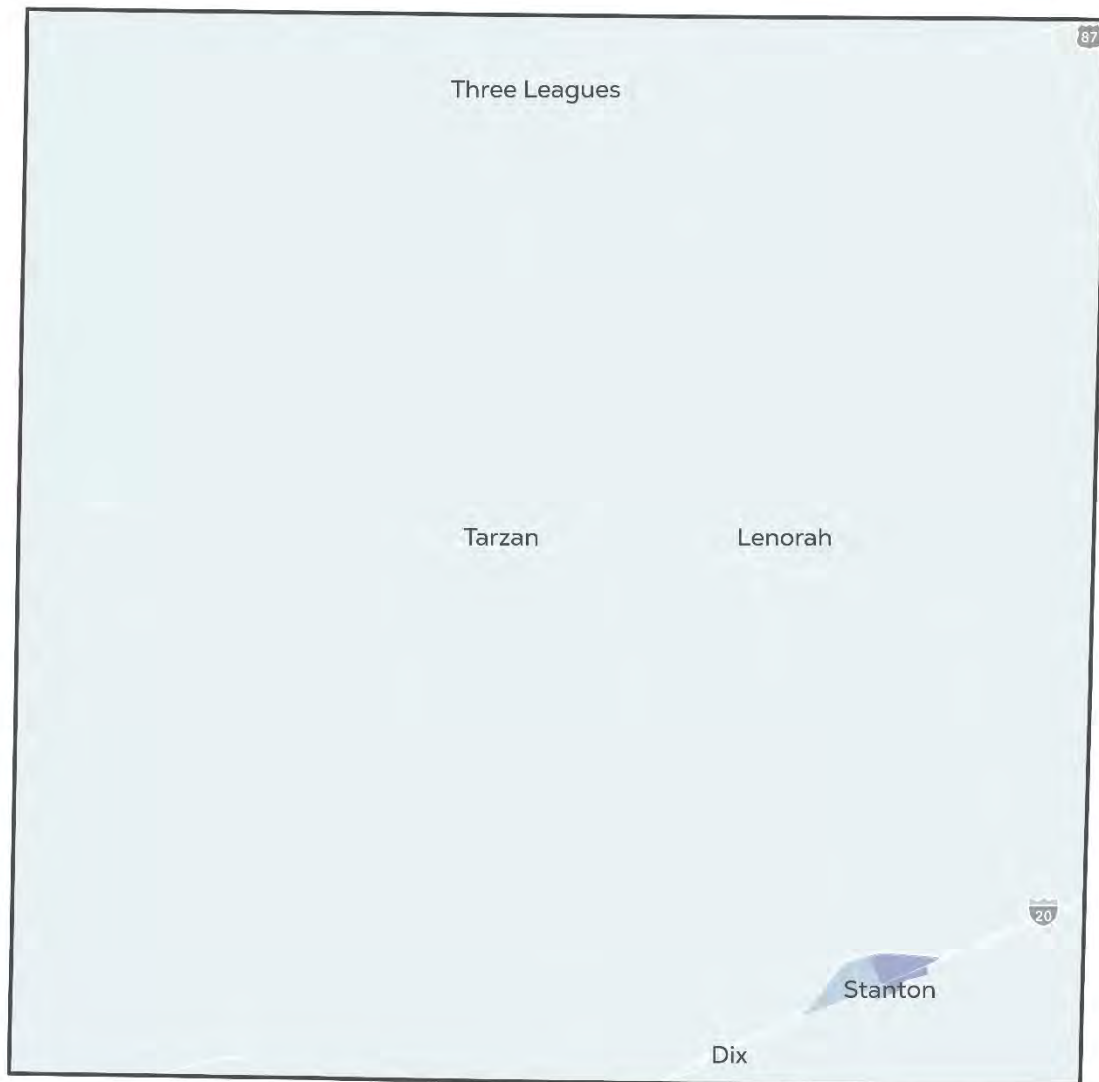


People Per Square Mile

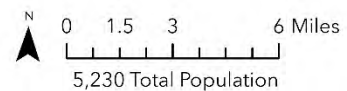




Martin County

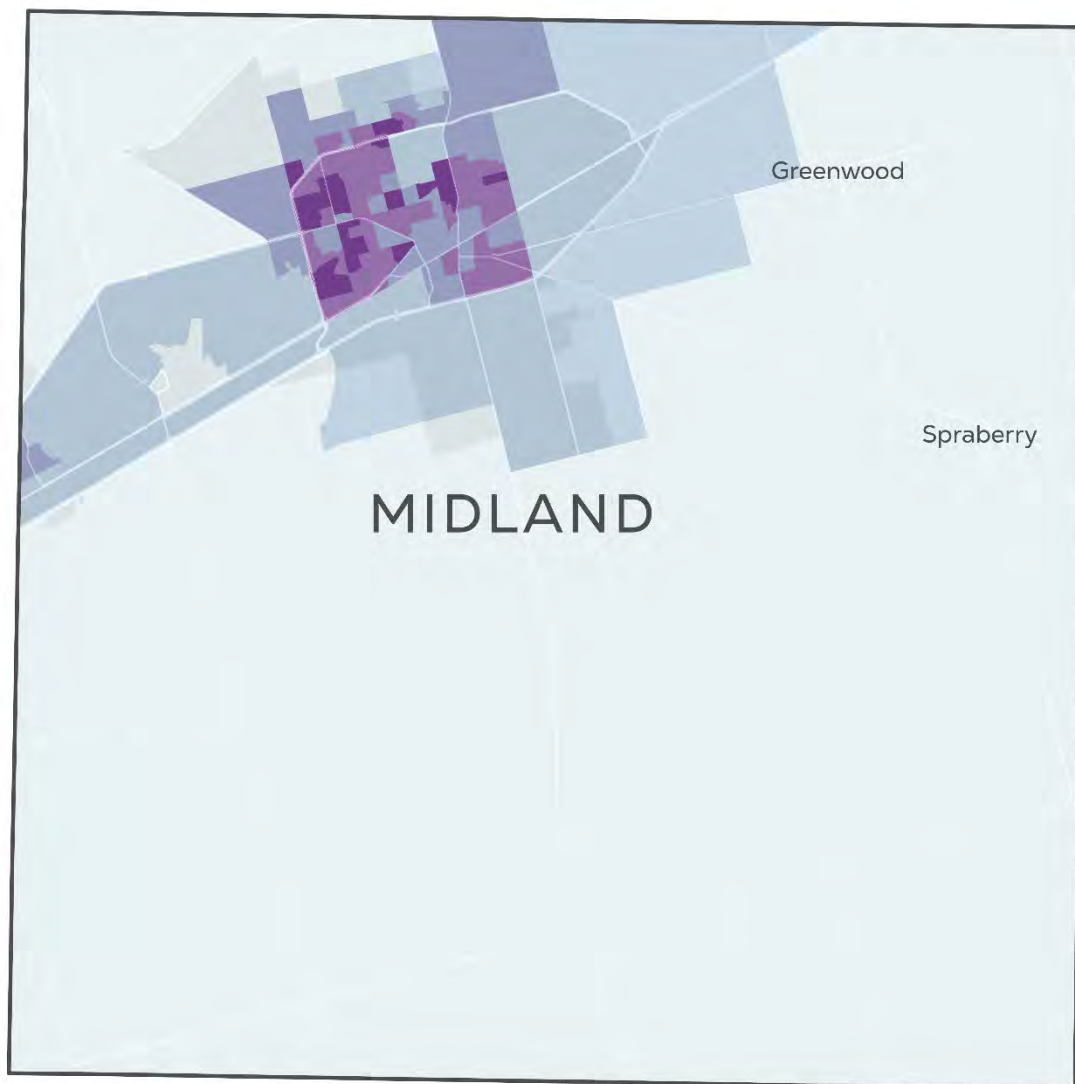


People Per Square Mile

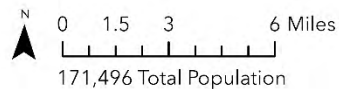




Midland County



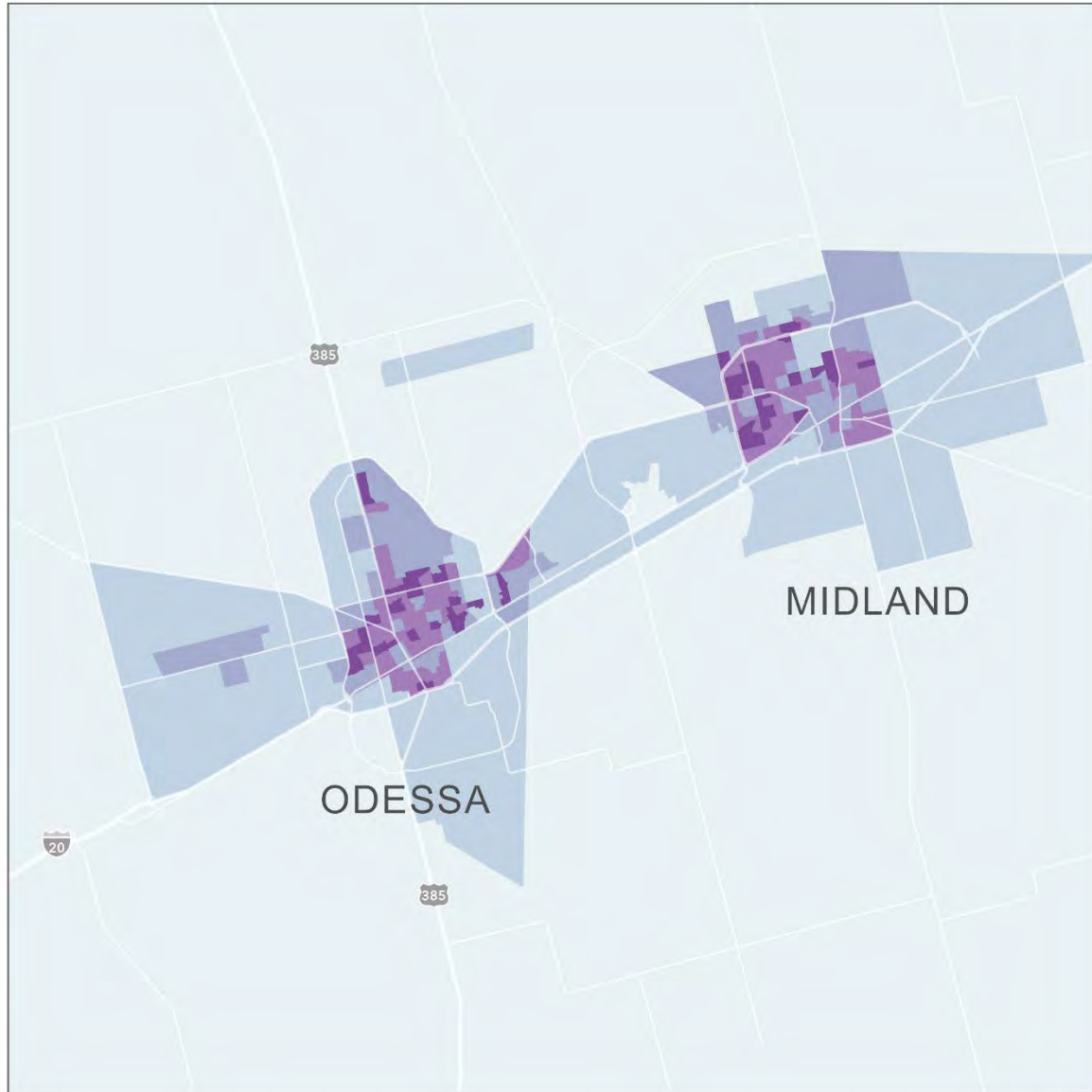
People Per Square Mile



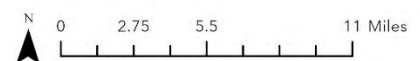


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People Per Square Mile

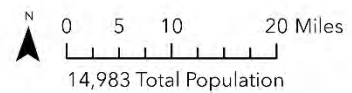




Pecos County

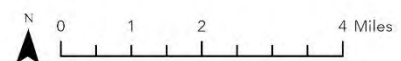
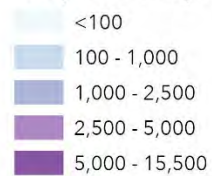


People Per Square Mile





People Per Square Mile

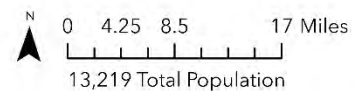




Reeves County

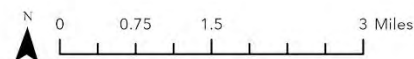


People Per Square Mile





People Per Square Mile



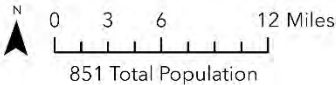


Terrell County



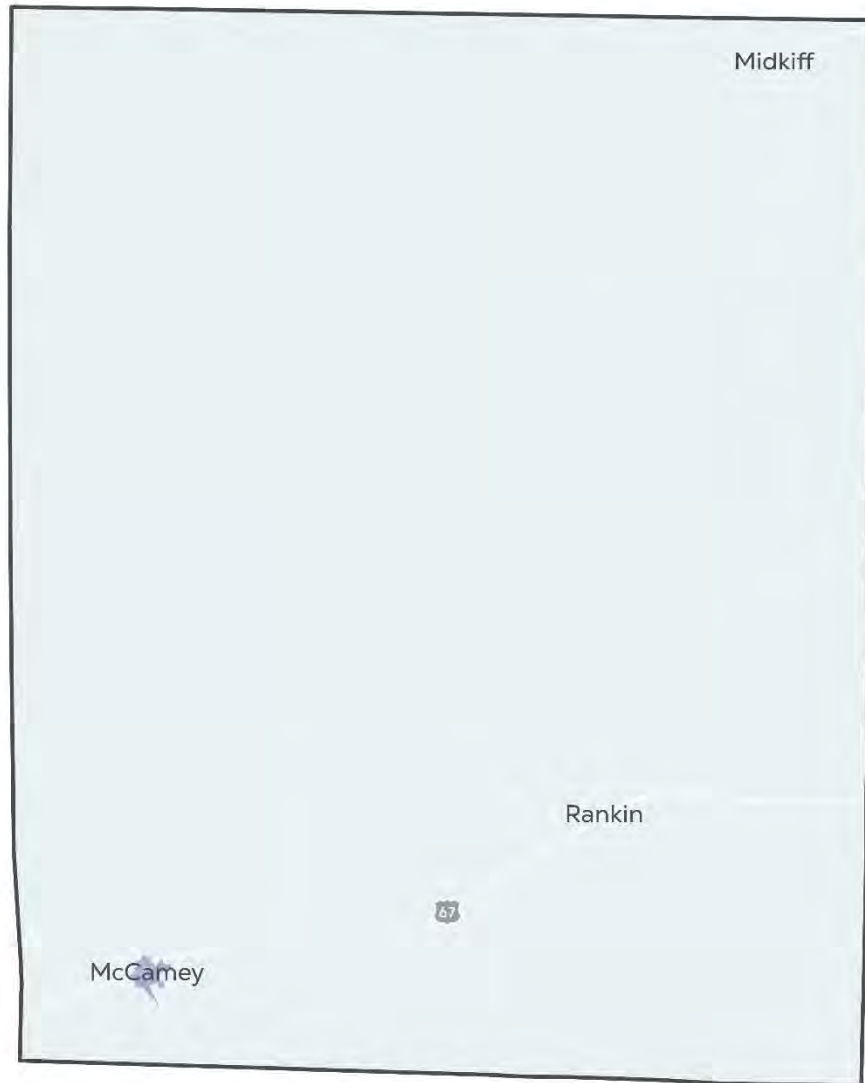
People Per Square Mile

- <100
- 100 - 1,000
- 1,000 - 2,500
- 2,500 - 5,000
- 5,000 - 15,500

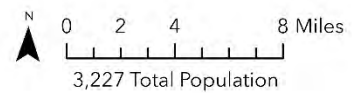




Upton County

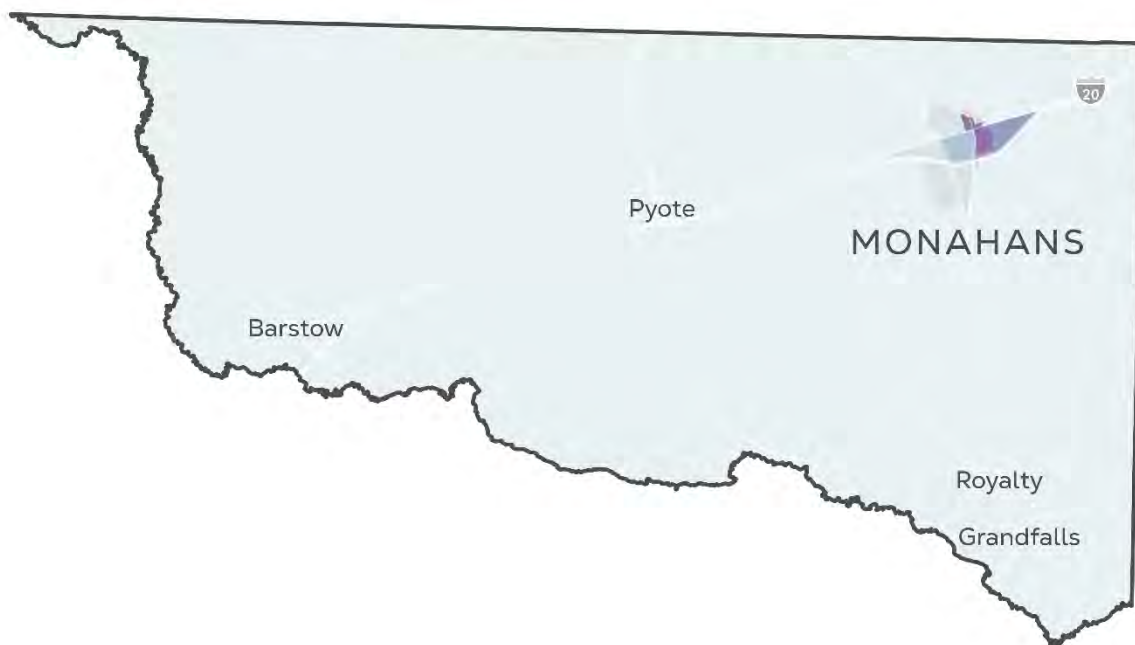


People Per Square Mile

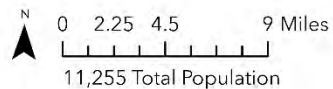




Ward County

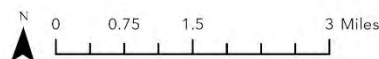


People Per Square Mile



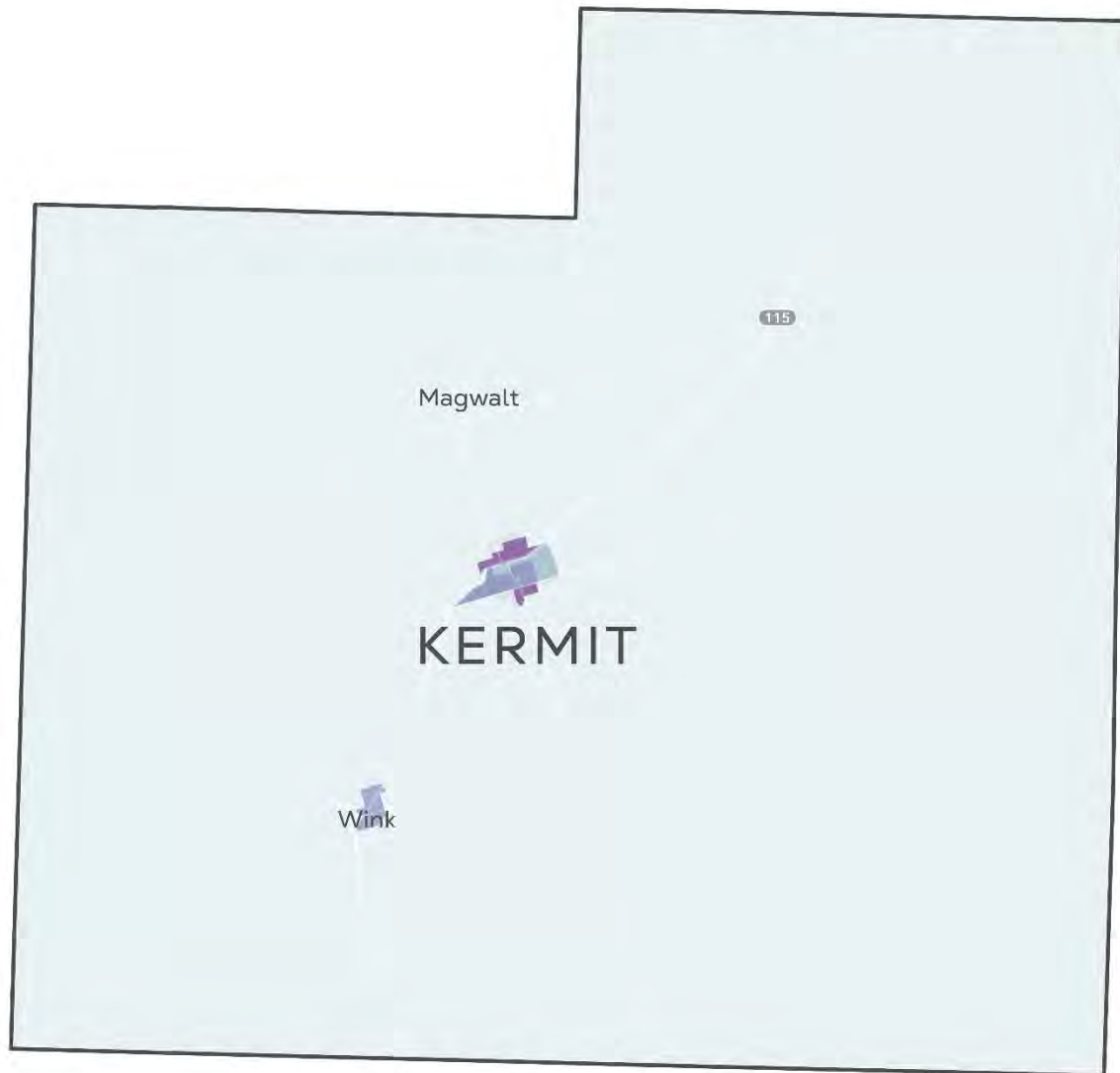


People Per Square Mile

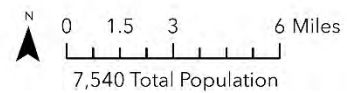




Winkler County

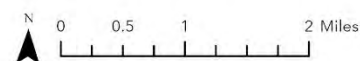
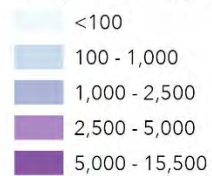


People Per Square Mile





People Per Square Mile

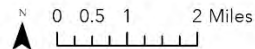
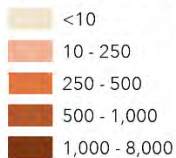


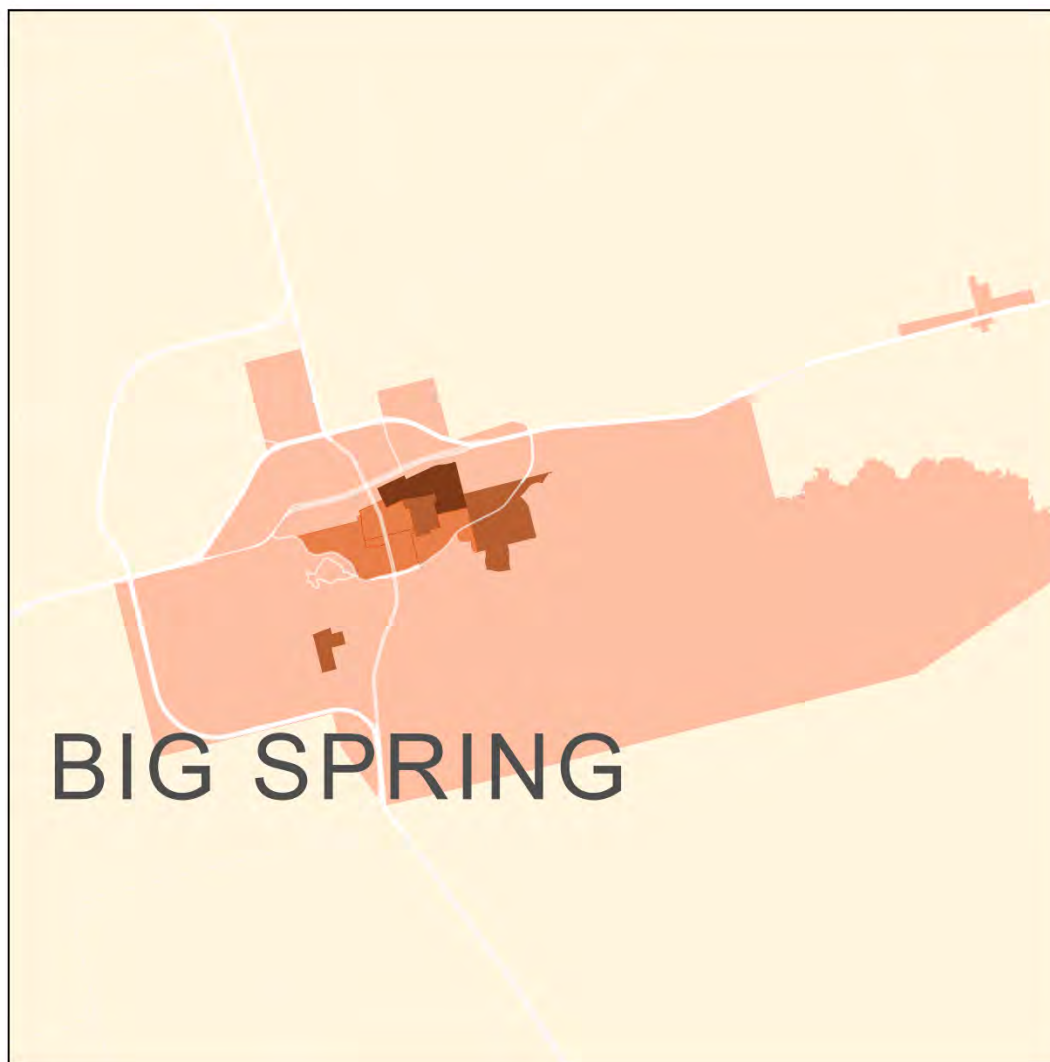


YOUTH POPULATION DENSITY (AGE 17 AND UNDER)

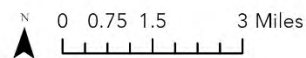
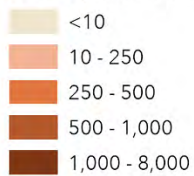


People Age 17 And Under
Per Square Mile



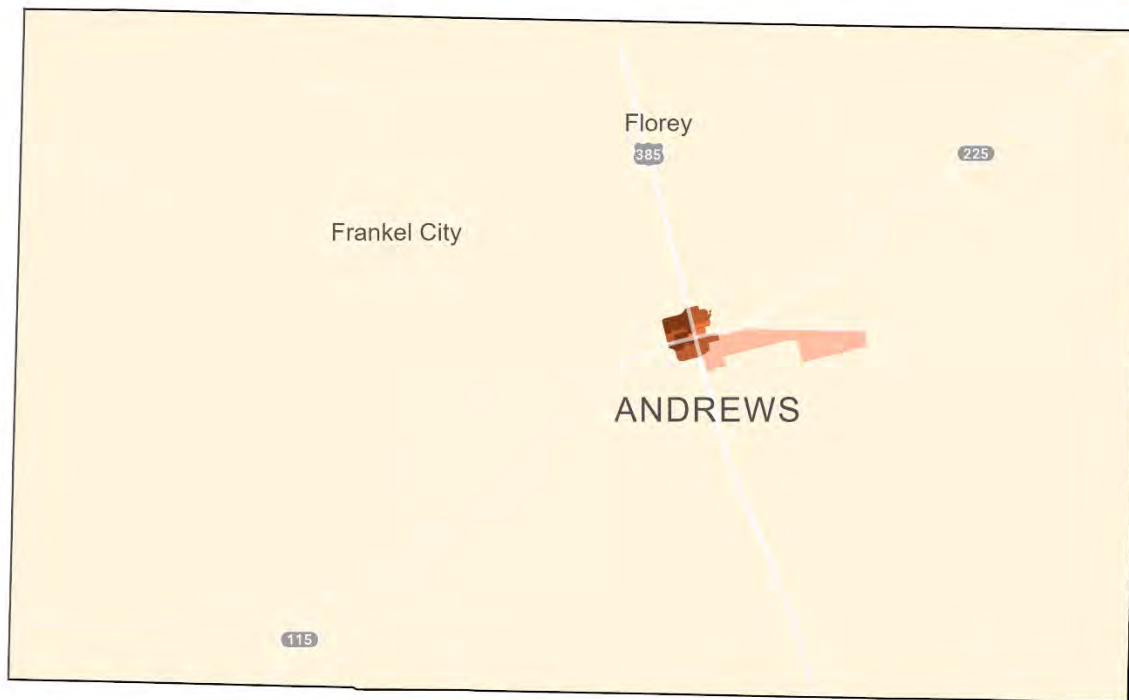


People Age 17 And Under
Per Square Mile

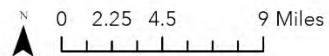
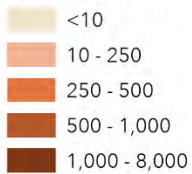




Andrews County

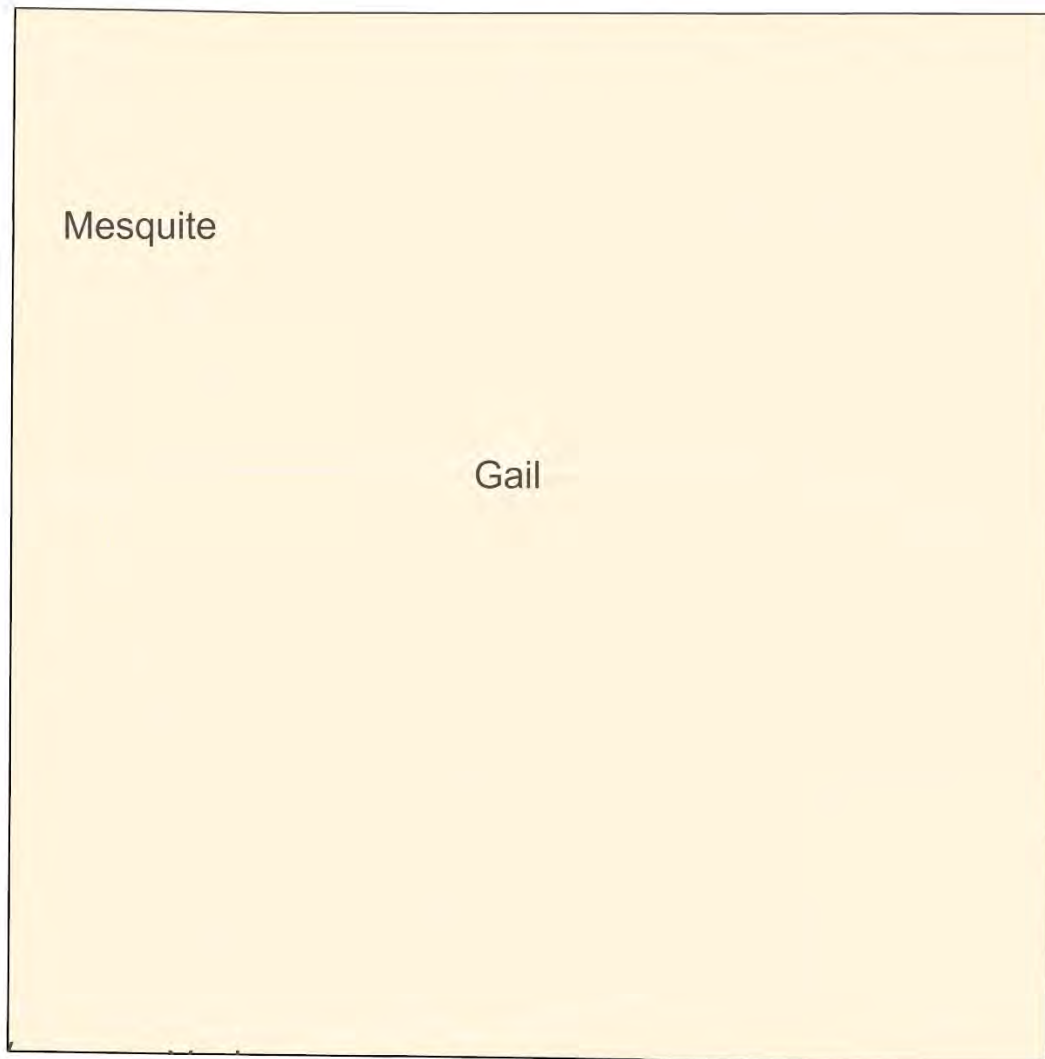


People Age 17 And Under
Per Square Mile

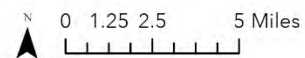
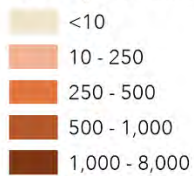




Borden County

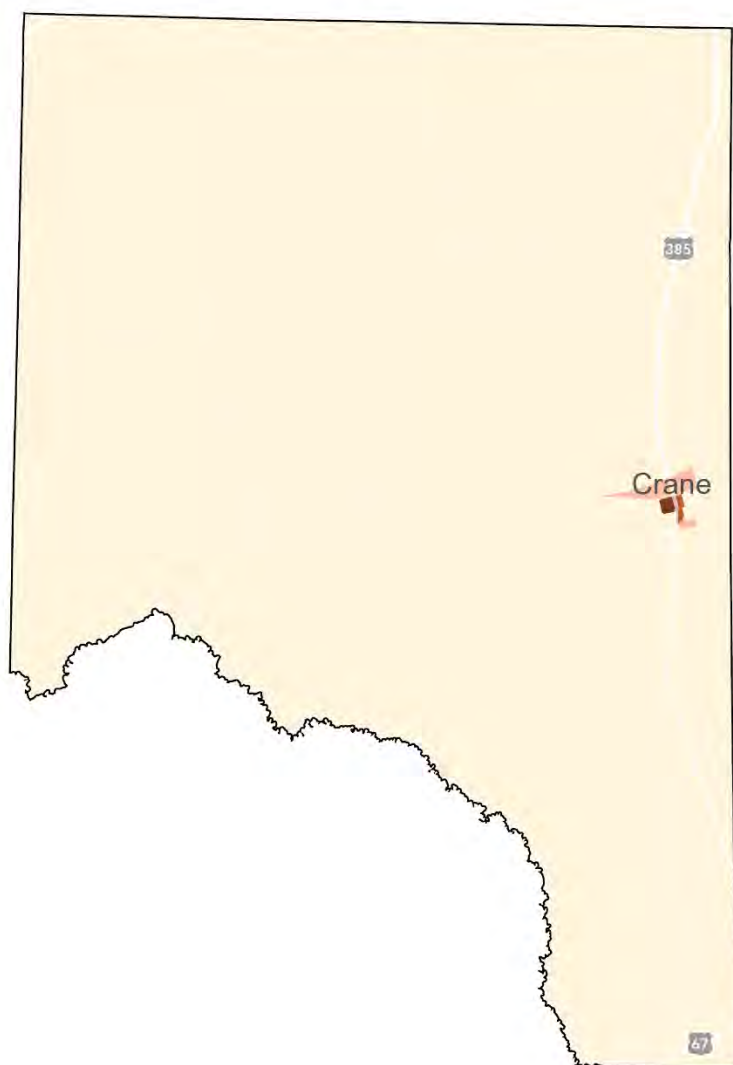


People Age 17 And Under
Per Square Mile

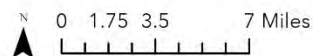
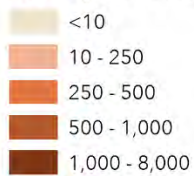




Crane County

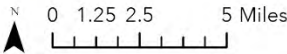


People Age 17 And Under
Per Square Mile

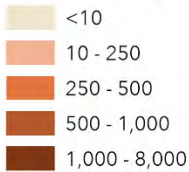




Dawson County

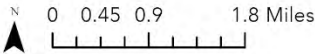


People Age 17 And Under
Per Square Mile



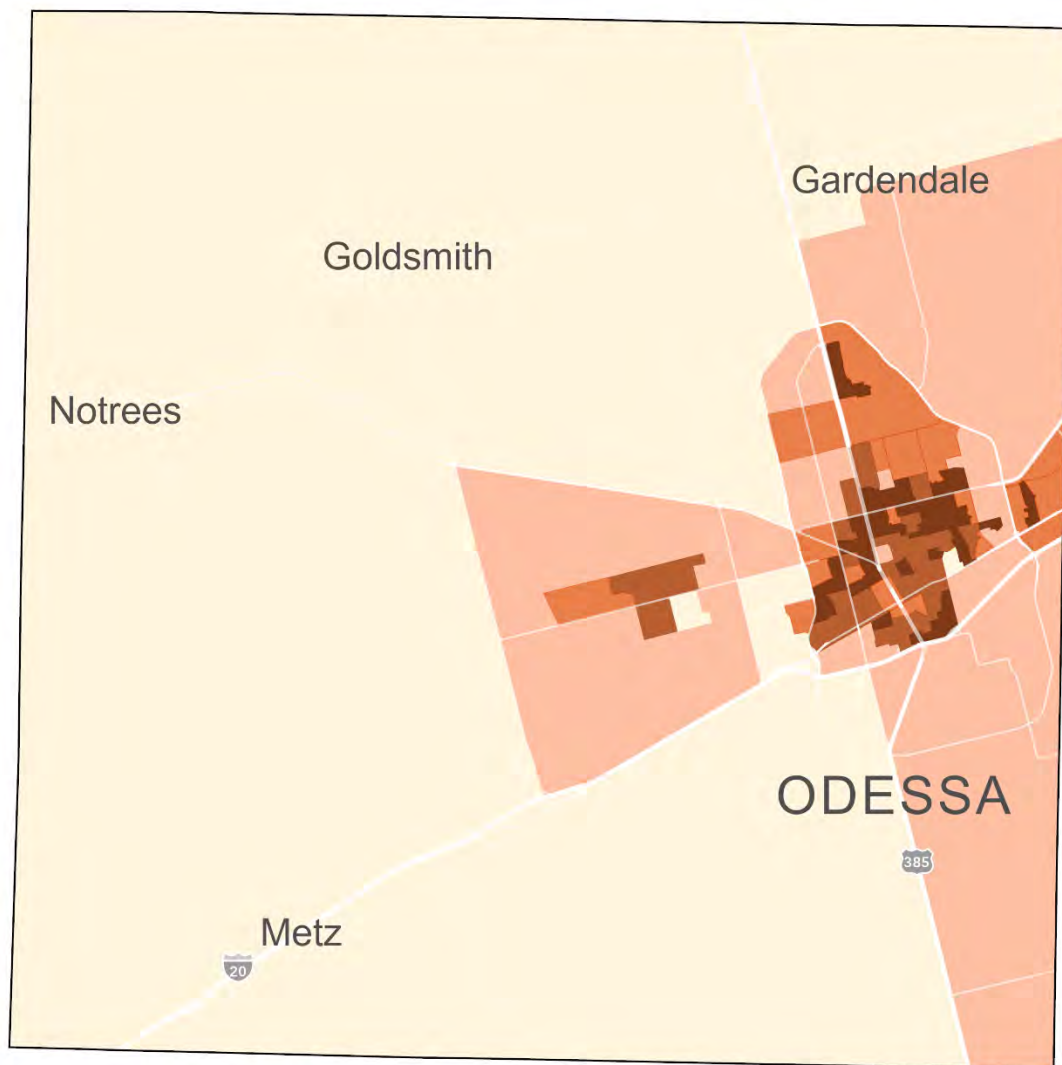


People Age 17 And Under
Per Square Mile

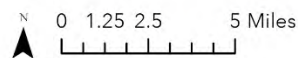
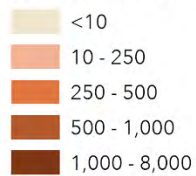




Ector County



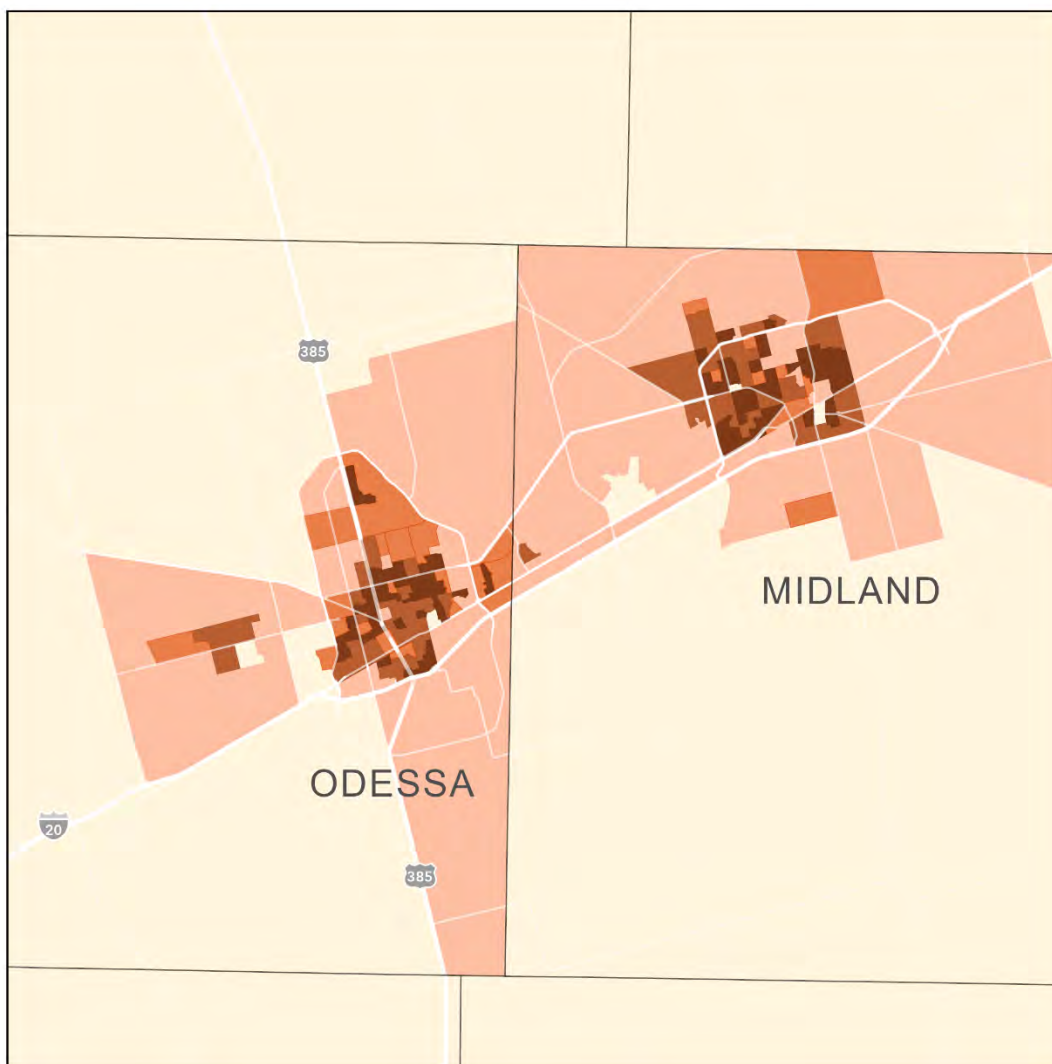
People Age 17 And Under
Per Square Mile



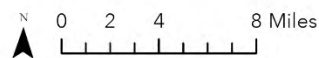
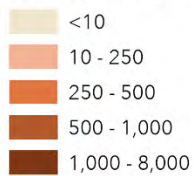


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People Age 17 And Under
Per Square Mile

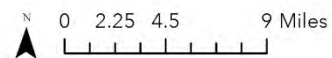
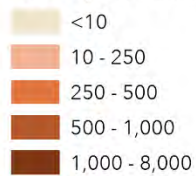




Gaines County



People Age 17 And Under
Per Square Mile

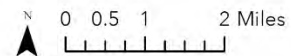
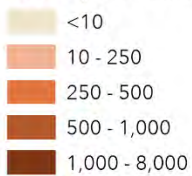




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Existing Conditions Analysis

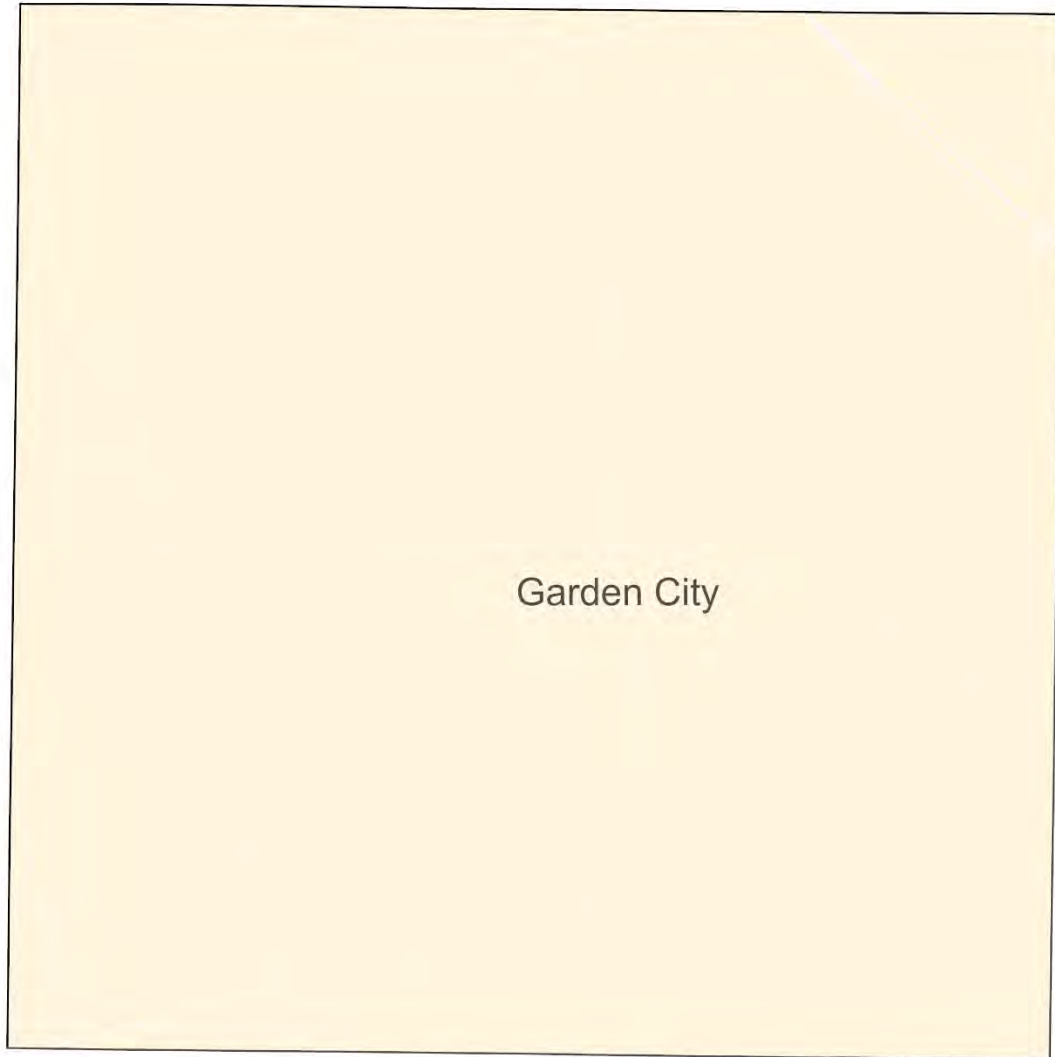


People Age 17 And Under
Per Square Mile

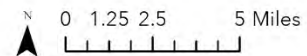
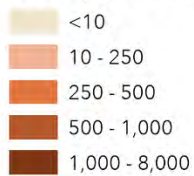




Glasscock County

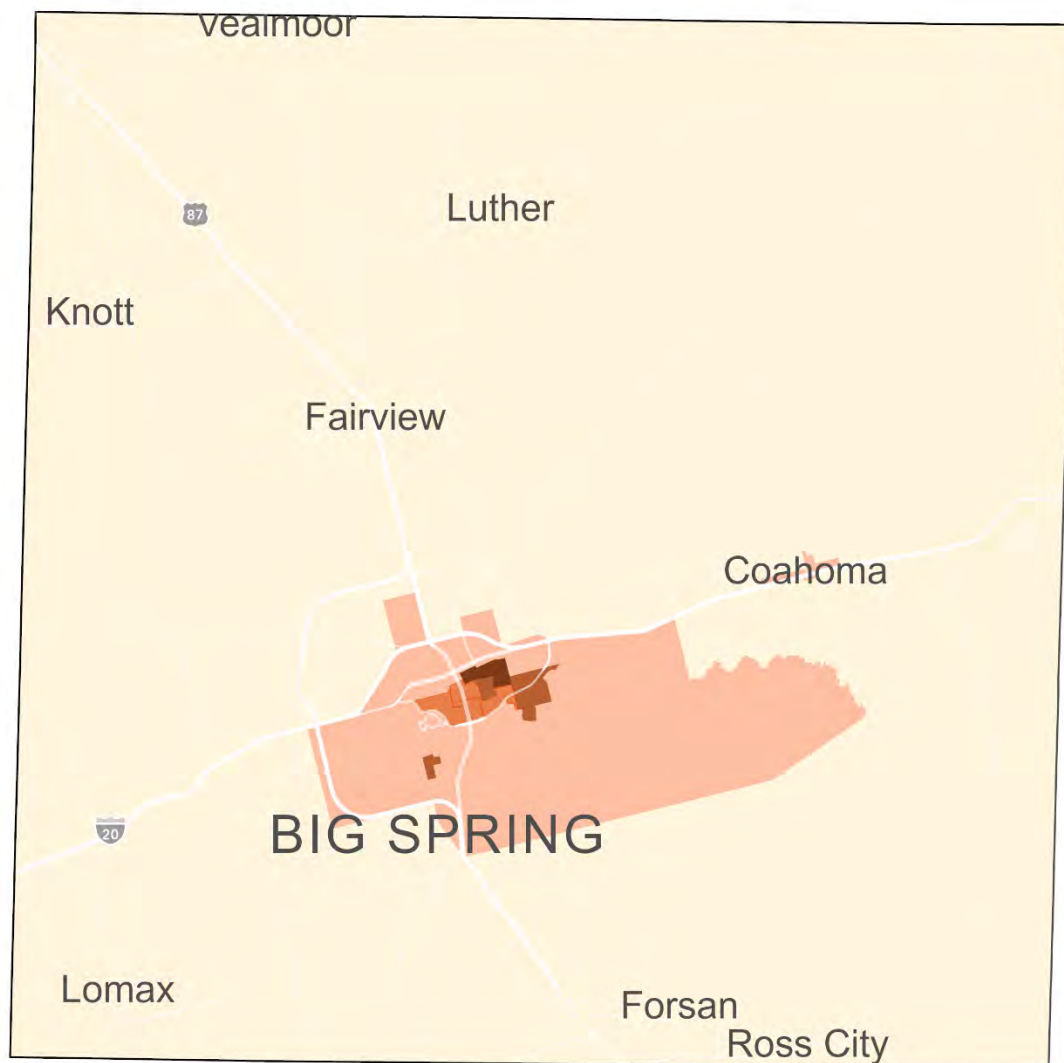


People Age 17 And Under
Per Square Mile

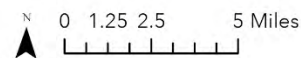
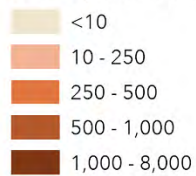




Howard County



People Age 17 And Under
Per Square Mile

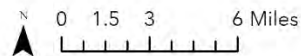
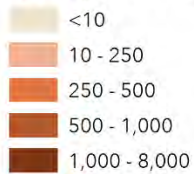




Loving County



People Age 17 And Under
Per Square Mile

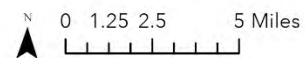
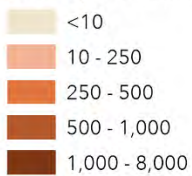




Martin County

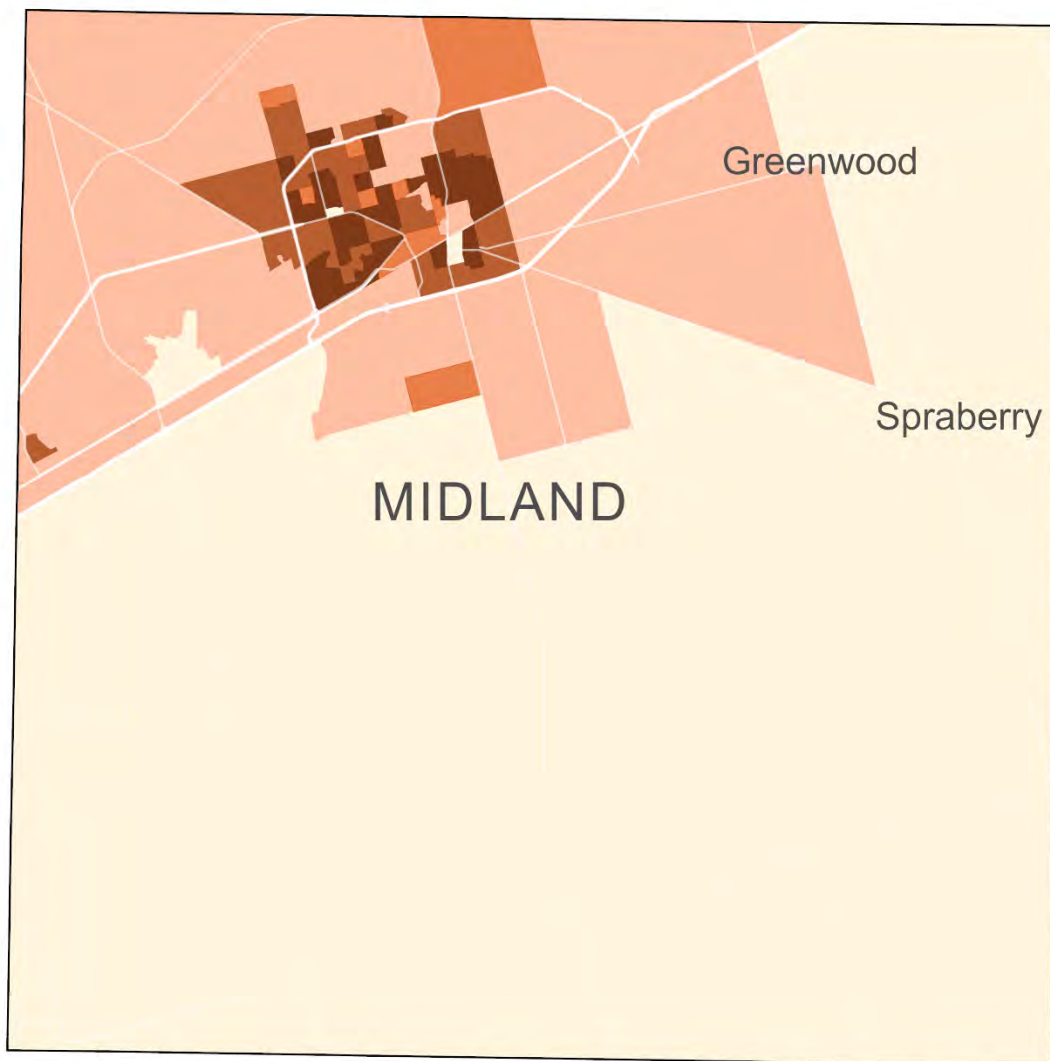


People Age 17 And Under
Per Square Mile

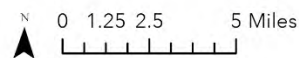
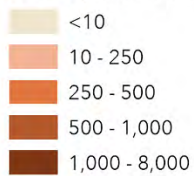




Midland County



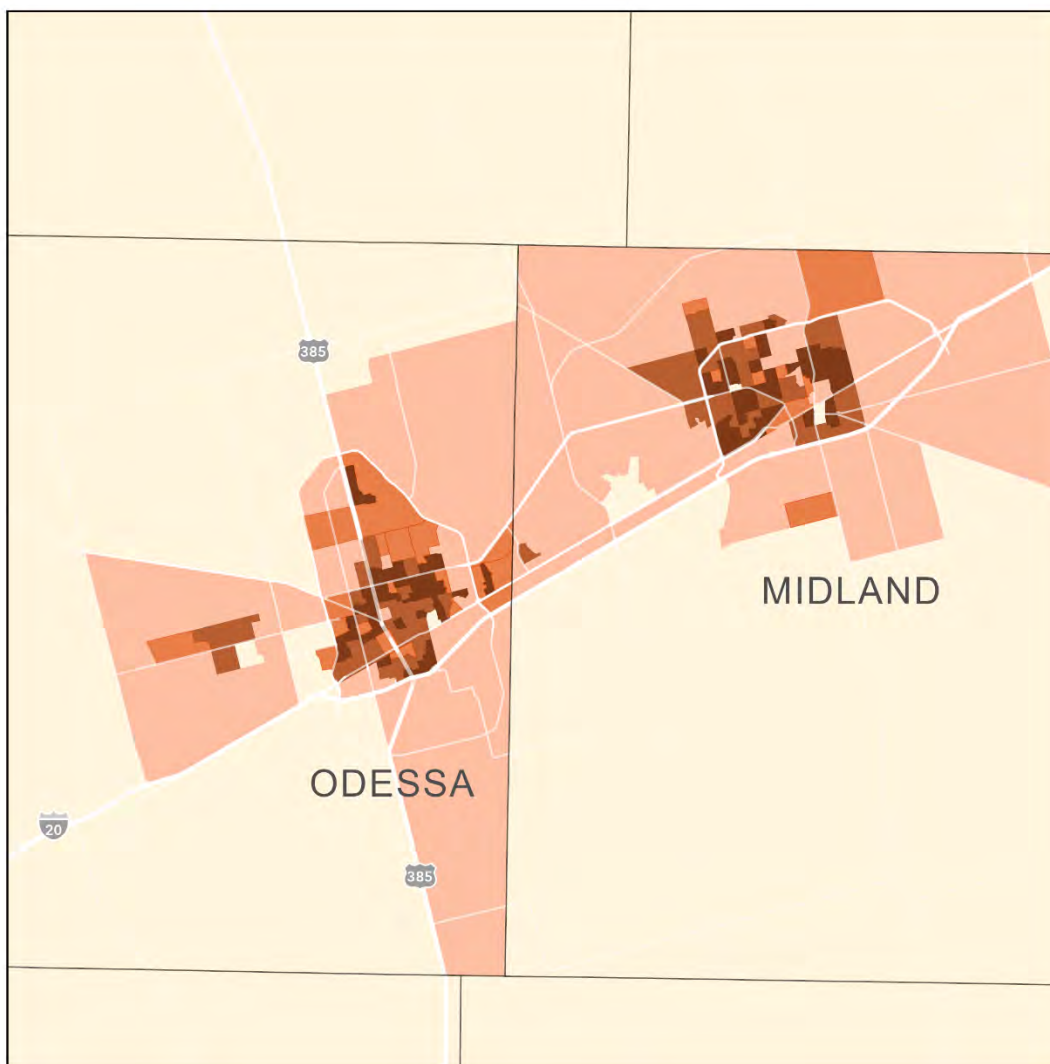
People Age 17 And Under
Per Square Mile



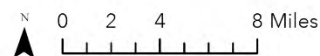
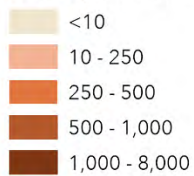


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Existing Conditions Analysis



People Age 17 And Under
Per Square Mile

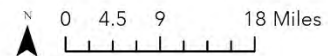
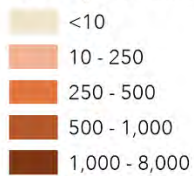


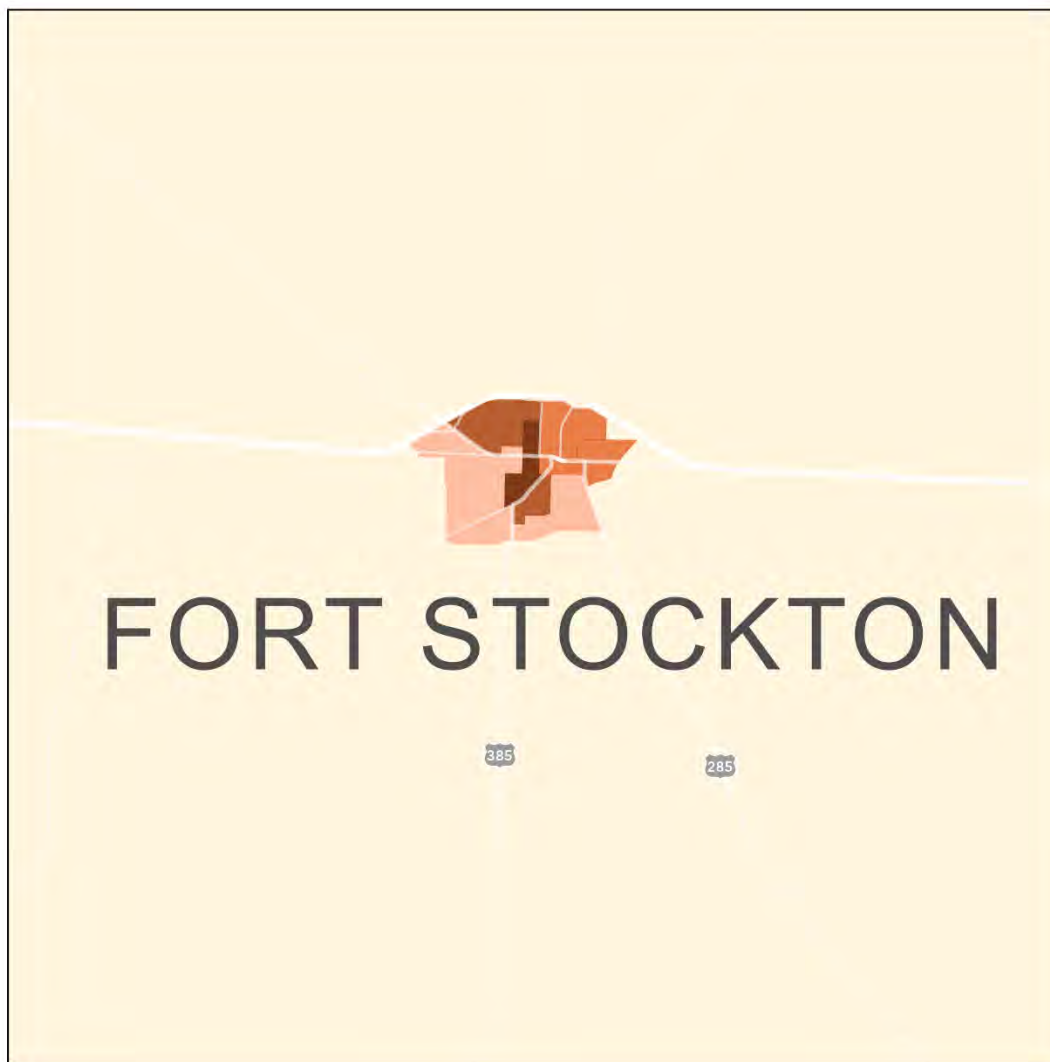


Pecos County

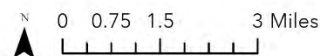
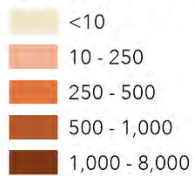


People Age 17 And Under
Per Square Mile





People Age 17 And Under
Per Square Mile

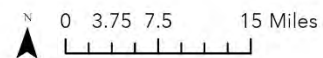
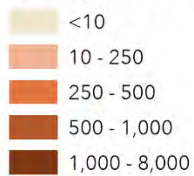


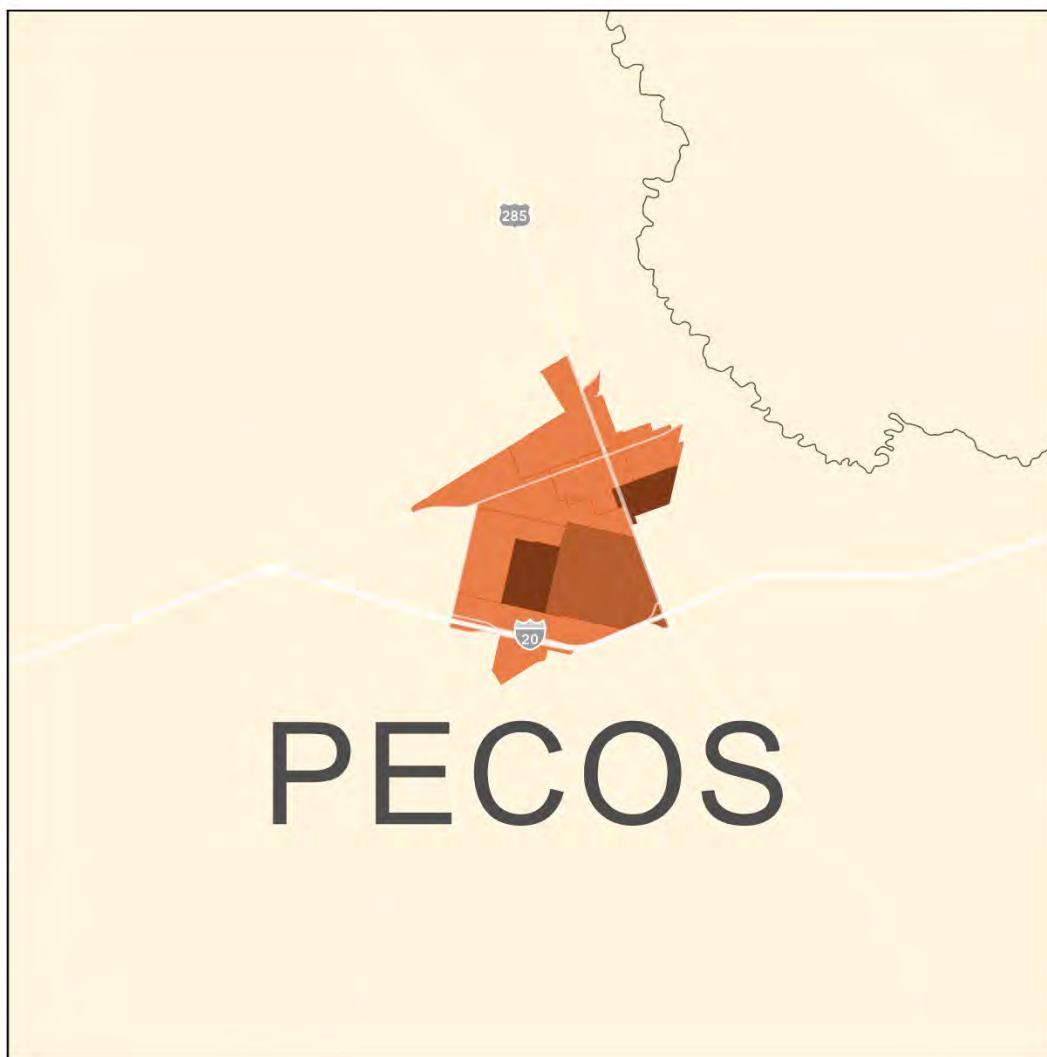


Reeves County

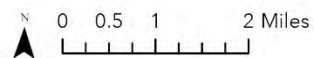
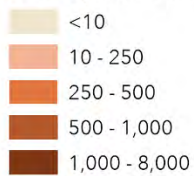


People Age 17 And Under
Per Square Mile





People Age 17 And Under
Per Square Mile



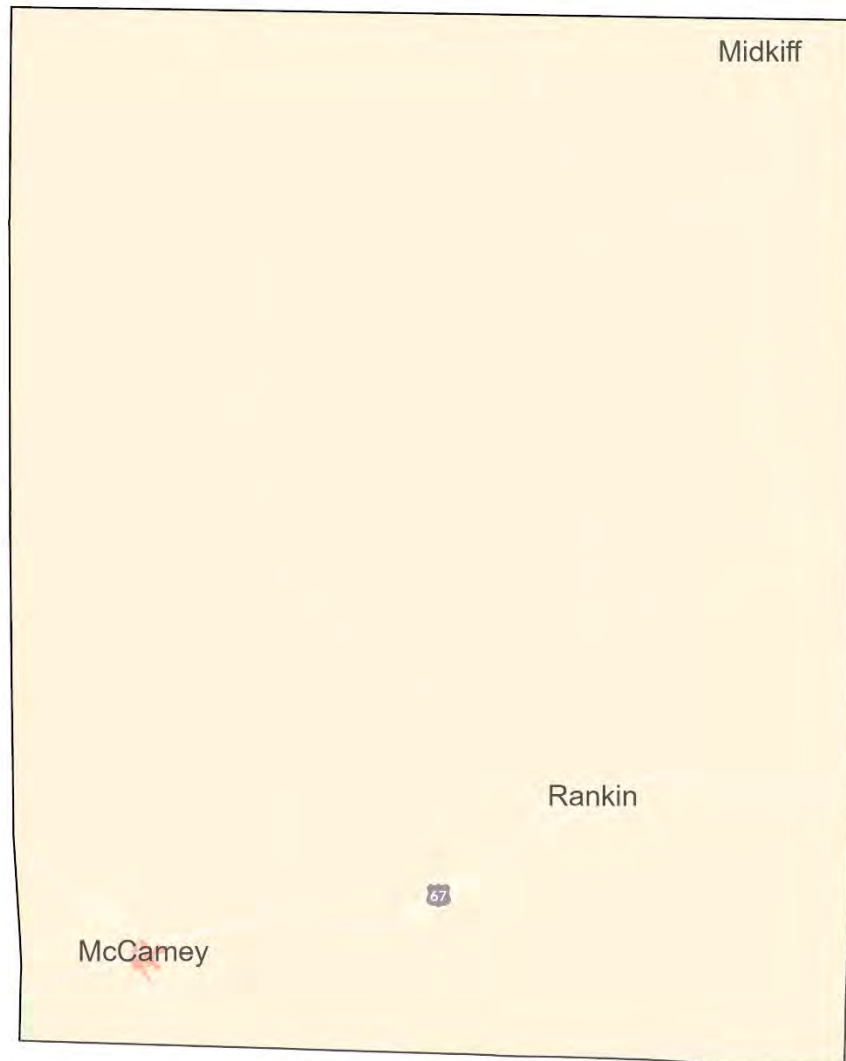


Terrell County

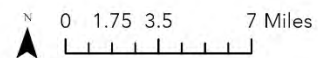
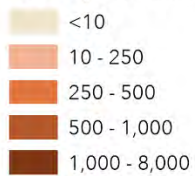




Upton County



People Age 17 And Under
Per Square Mile

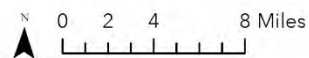
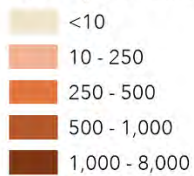




Ward County

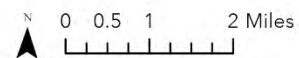
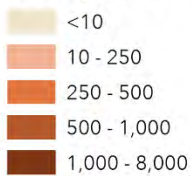


People Age 17 And Under
Per Square Mile



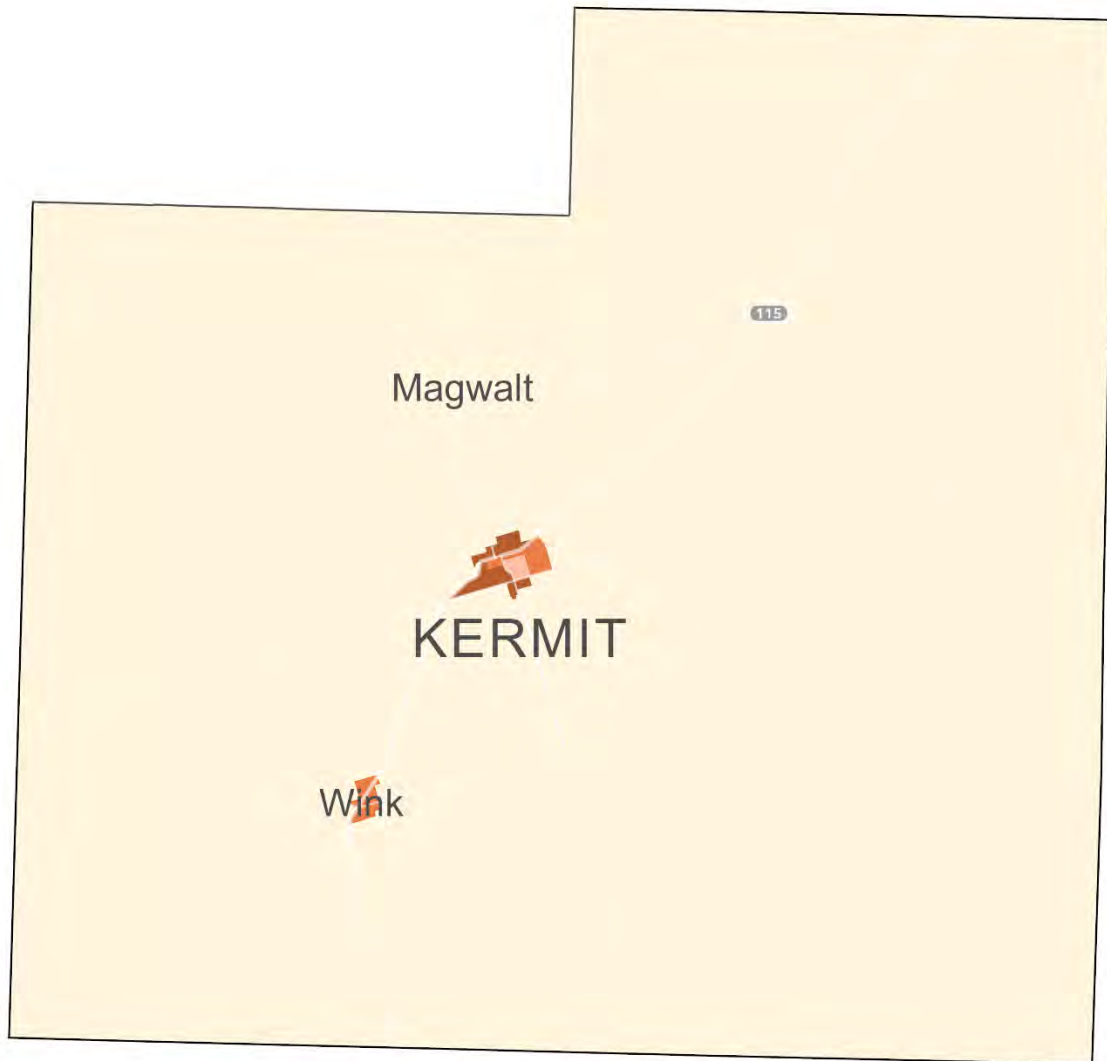


People Age 17 And Under
Per Square Mile

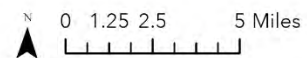
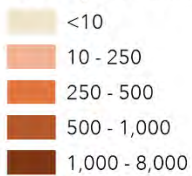


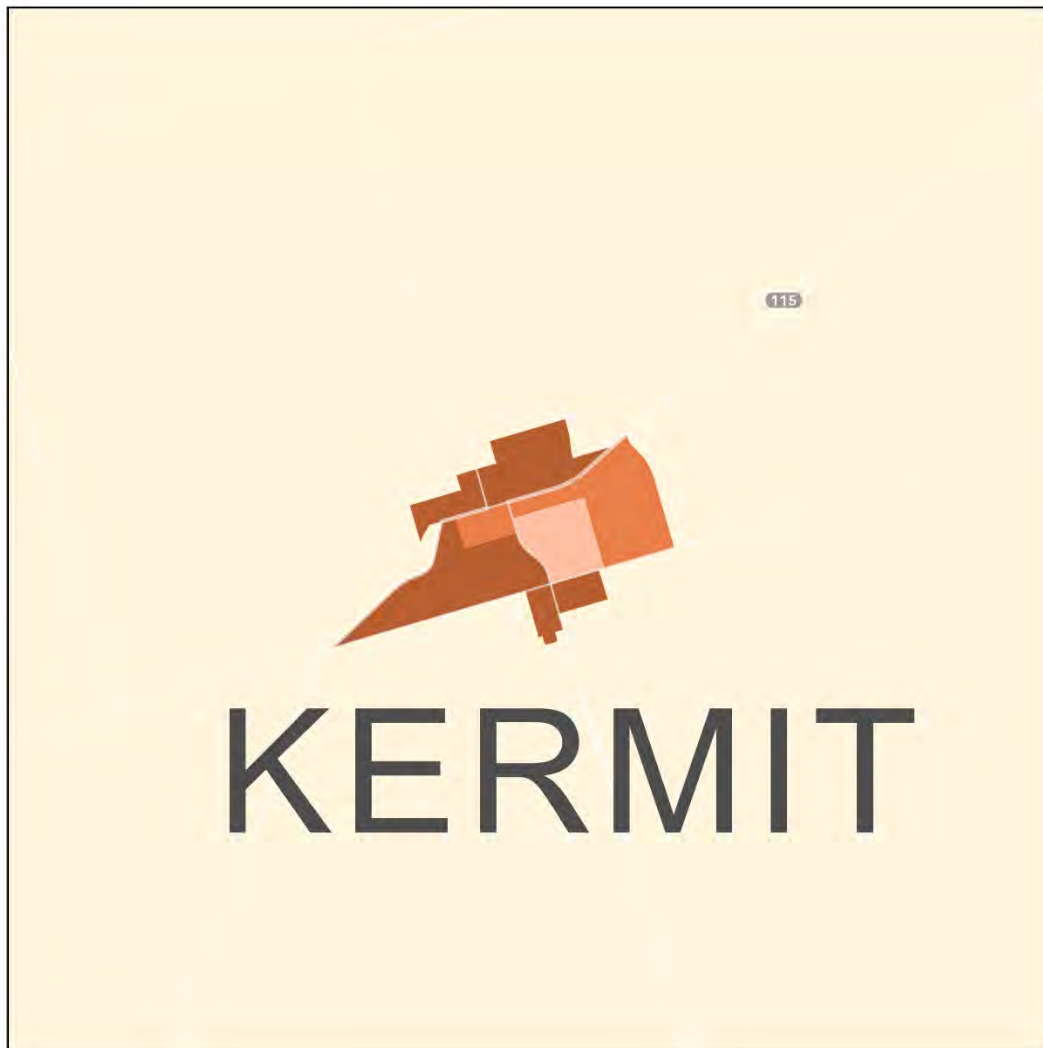


Winkler County

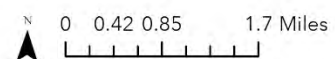
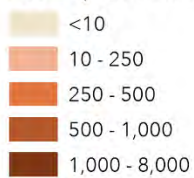


People Age 17 And Under
Per Square Mile



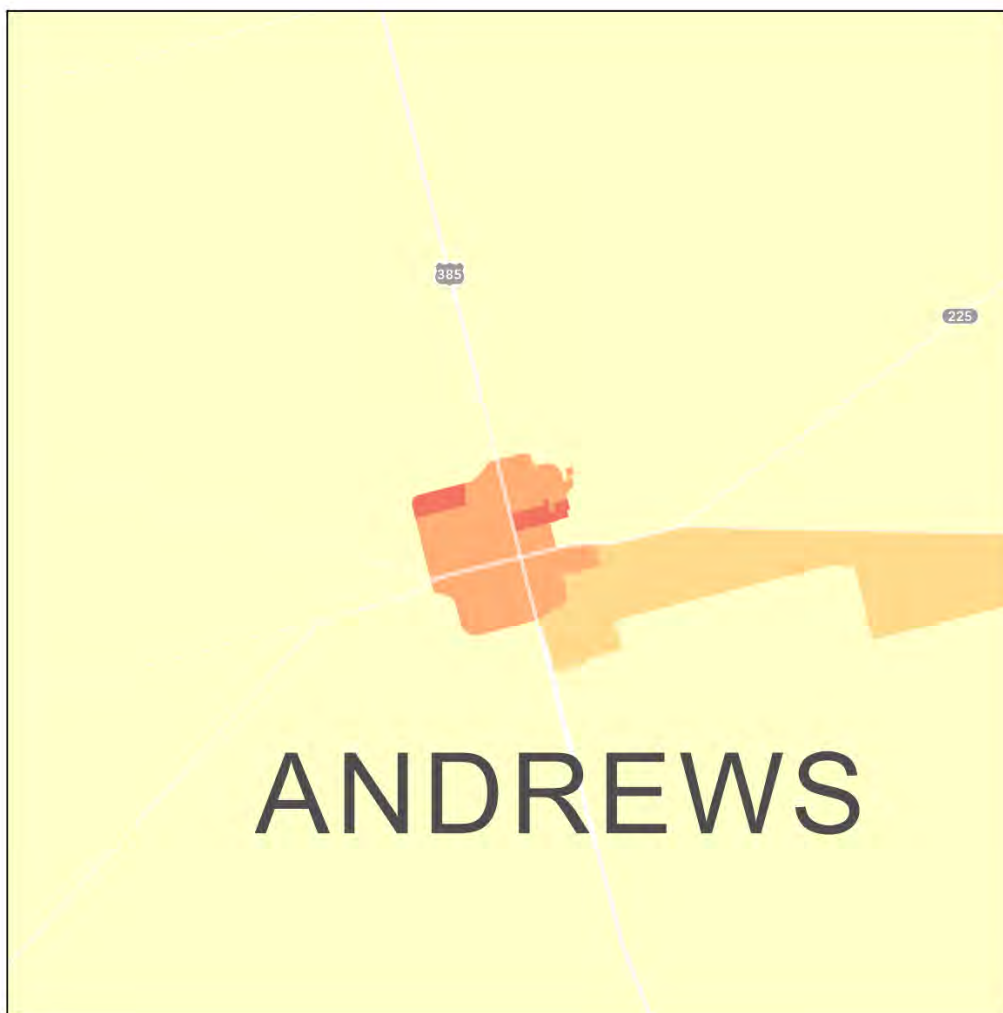


People Age 17 And Under
Per Square Mile

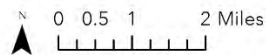


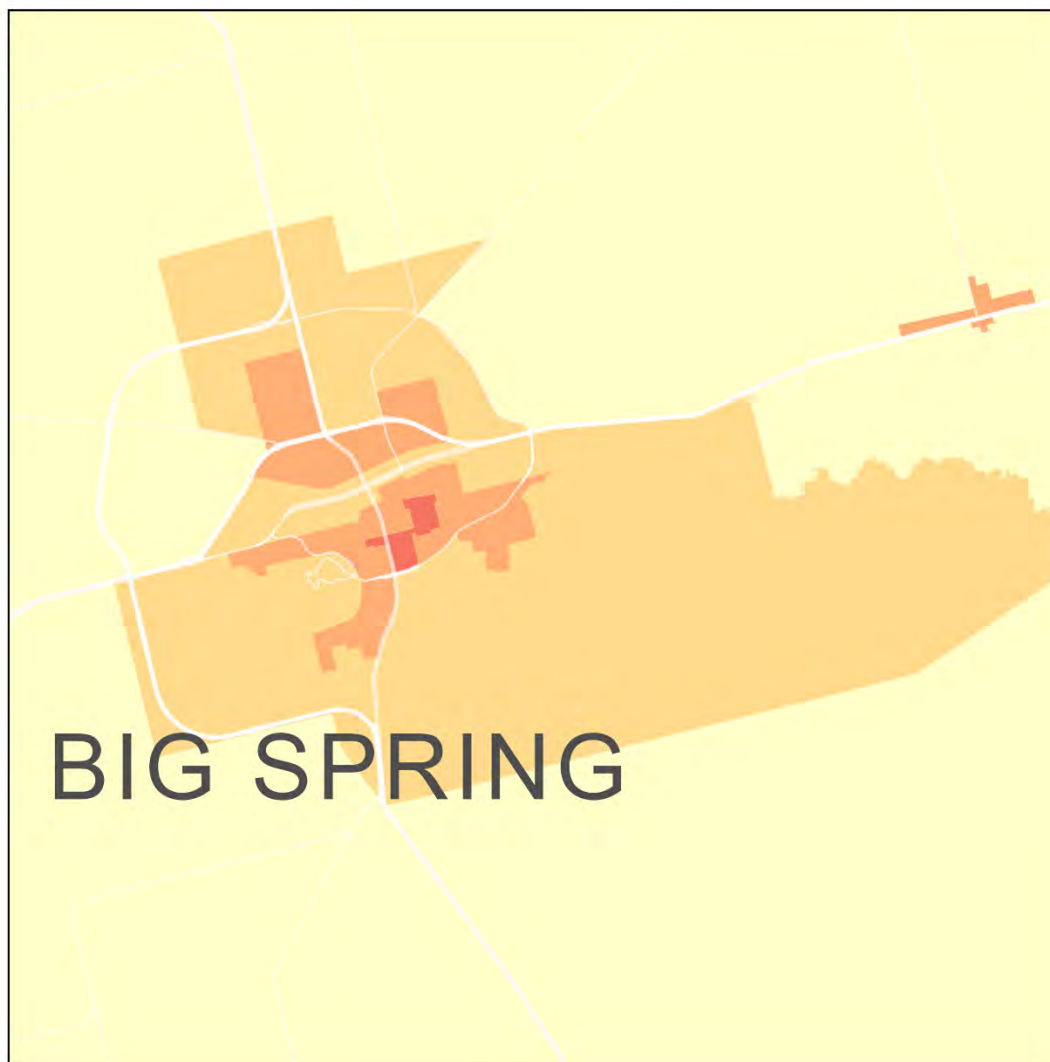


OLDER ADULT POPULATION DENSITY (65+)

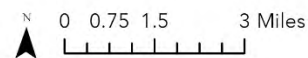
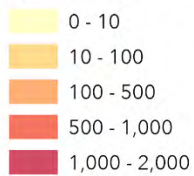


People Age 65 And Over
Per Square Mile



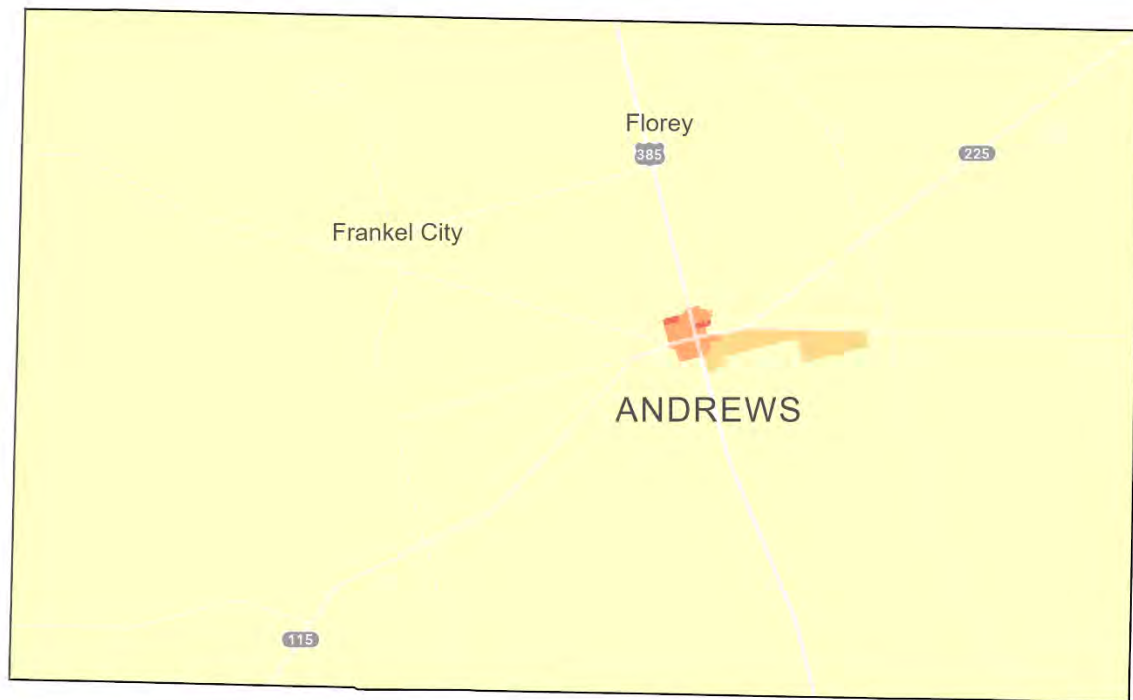


People Age 65 And Over
Per Square Mile

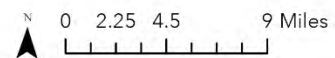
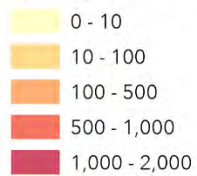




Andrews County

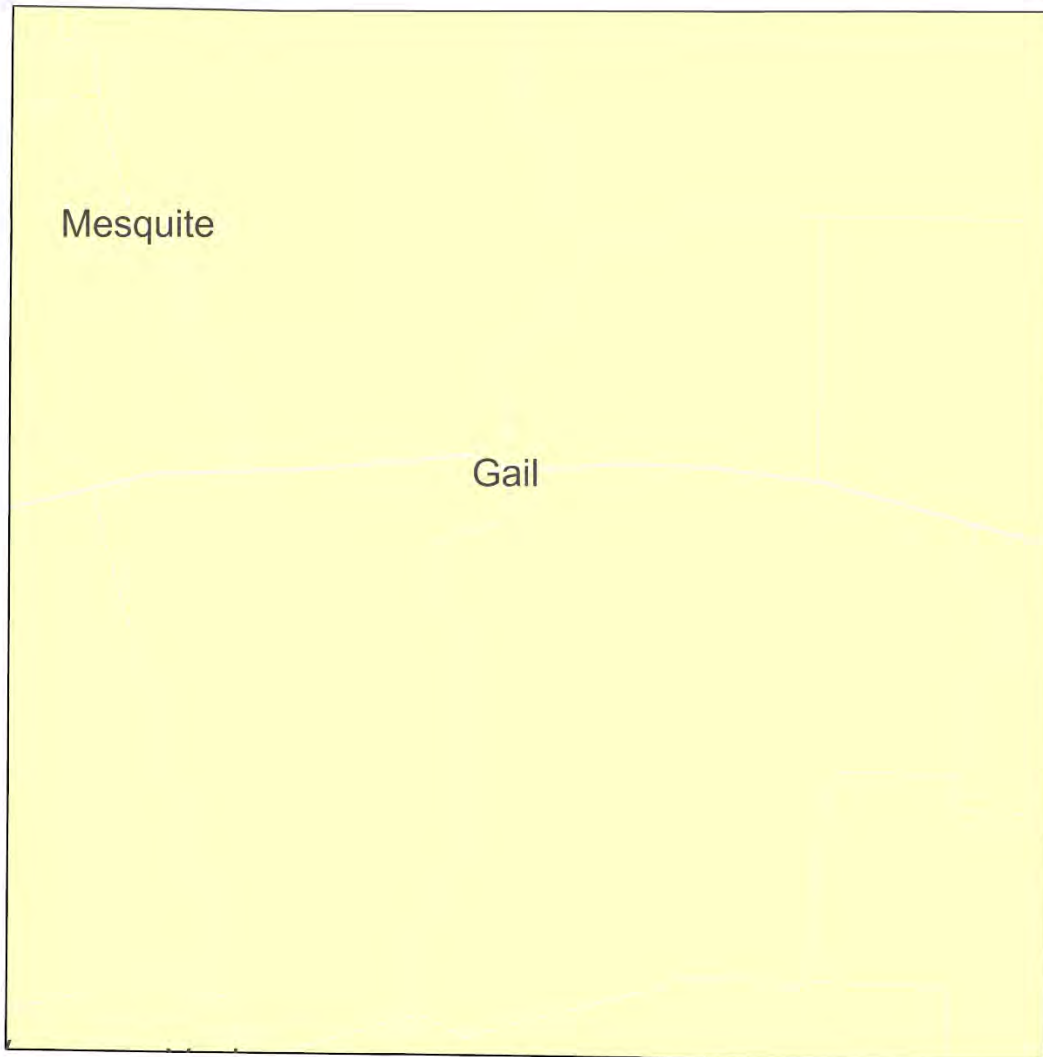


People Age 65 And Over
Per Square Mile

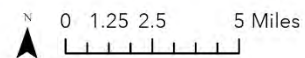




Borden County

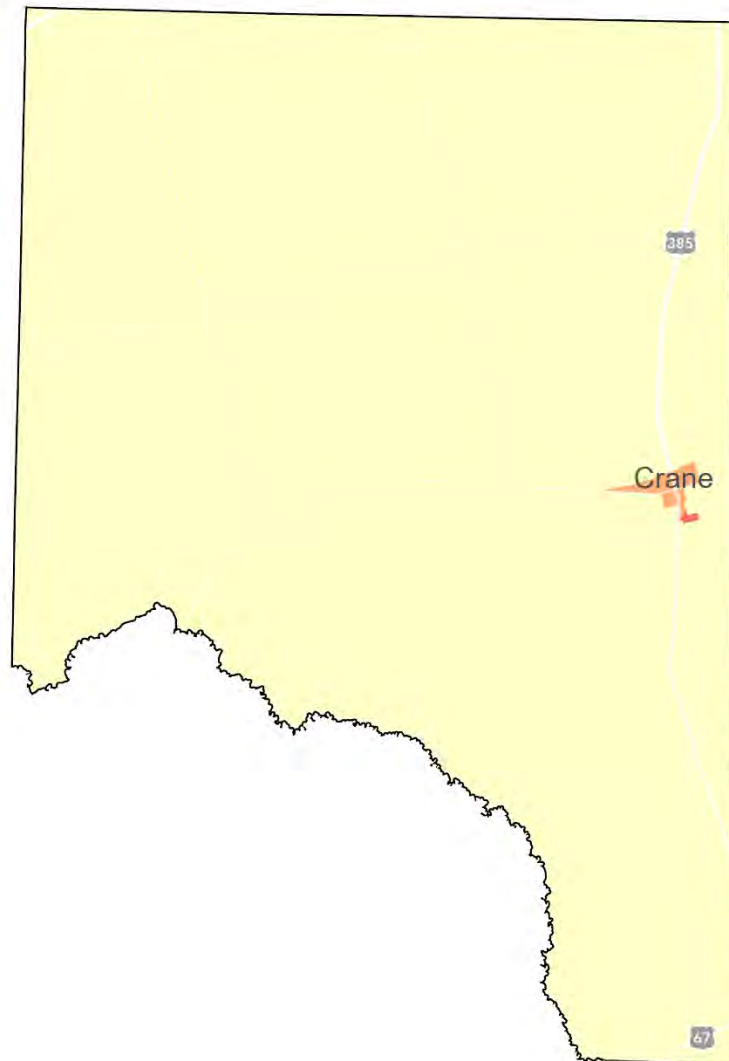


People Age 65 And Over
Per Square Mile

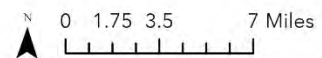
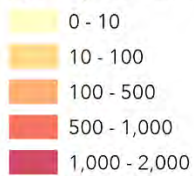




Crane County



People Age 65 And Over
Per Square Mile

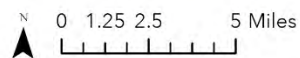
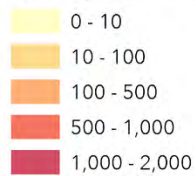




Dawson County



People Age 65 And Over
Per Square Mile

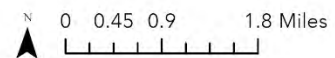
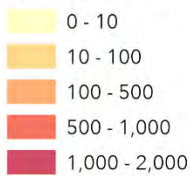




PBRPC | Regional Public Transportation Coordination Plan
Existing Conditions Analysis

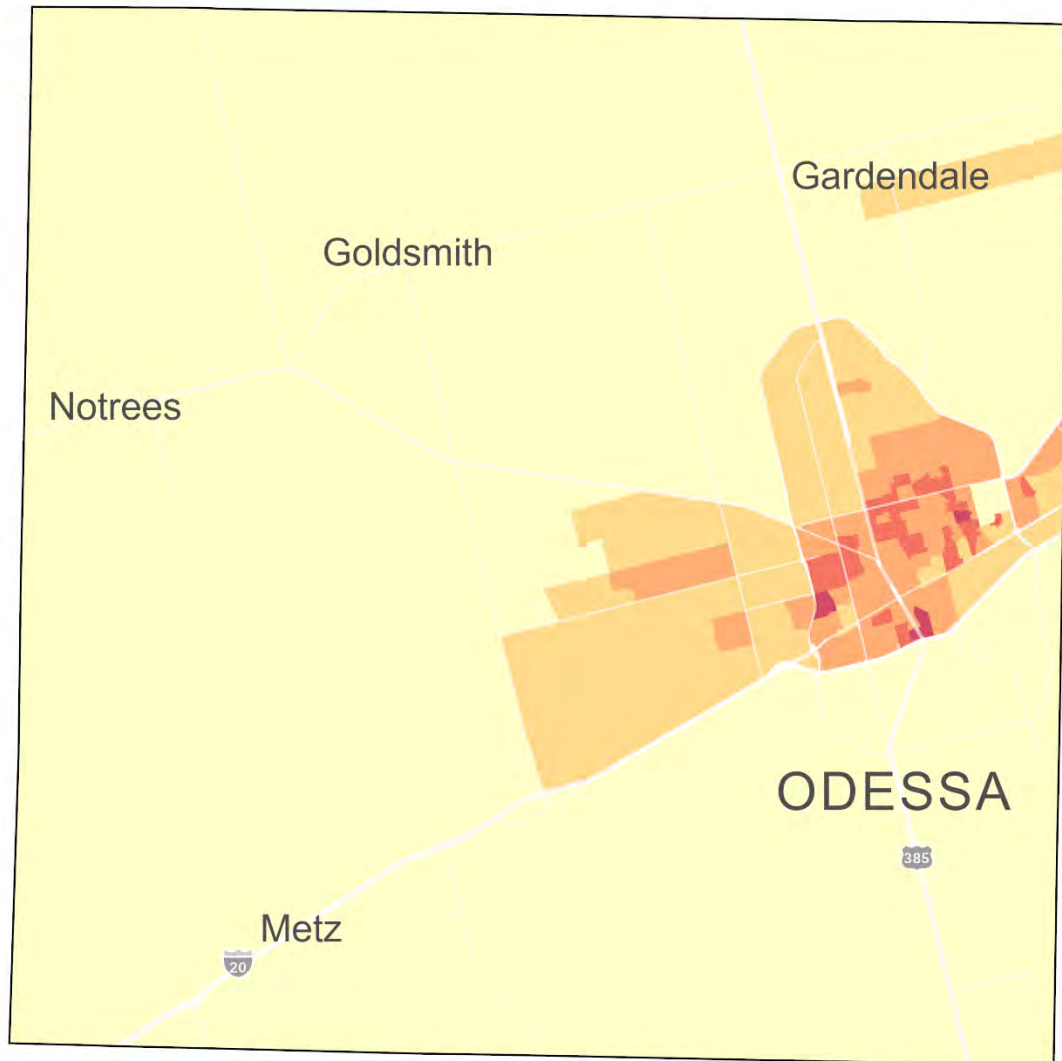


People Age 65 And Over
Per Square Mile

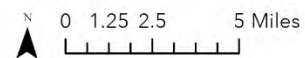
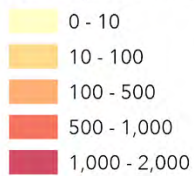




Ector County



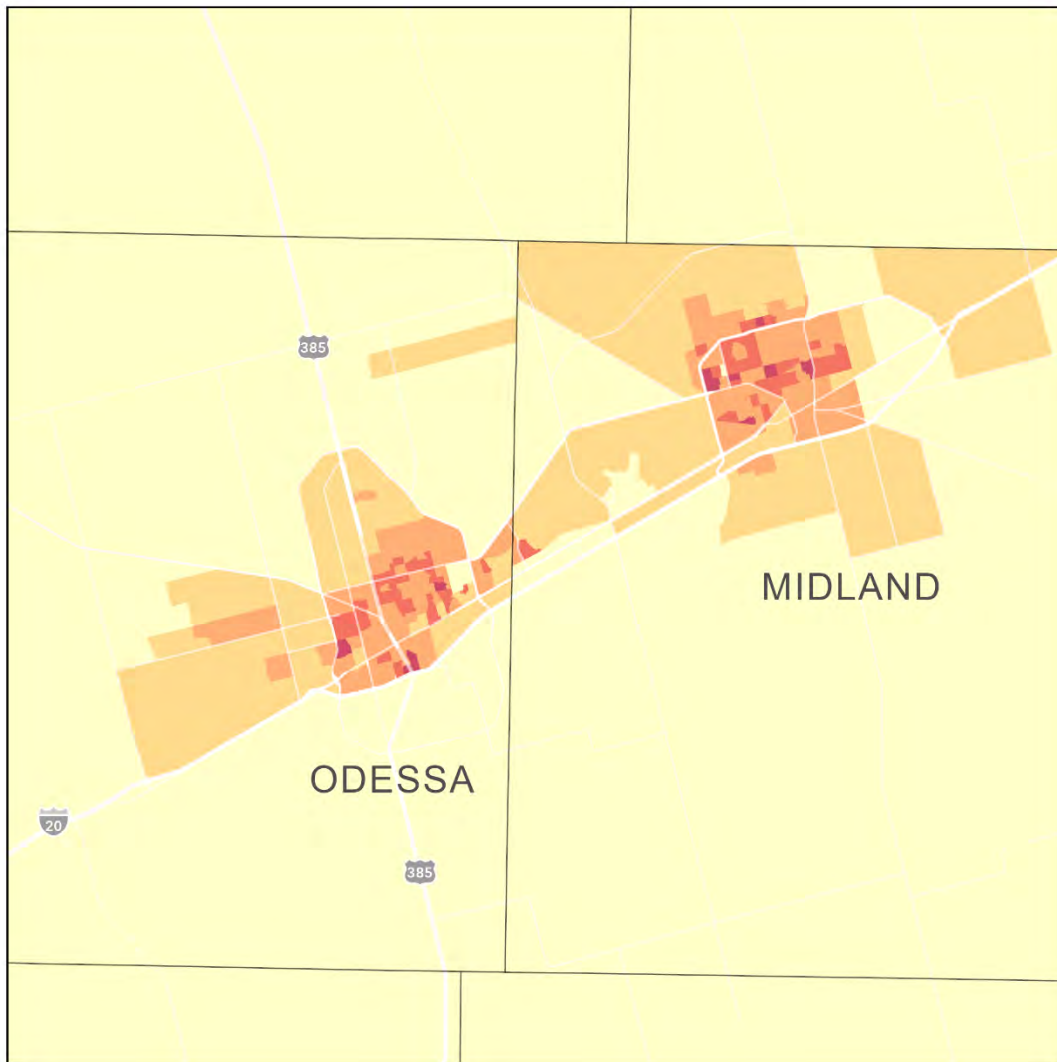
People Age 65 And Over
Per Square Mile





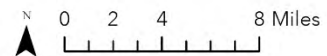
PBRPC | Regional Public Transportation Coordination Plan

Existing Conditions Analysis



People Age 65 And Over
Per Square Mile

- 0 - 10
- 10 - 100
- 100 - 500
- 500 - 1,000
- 1,000 - 2,000



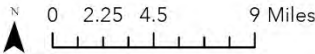


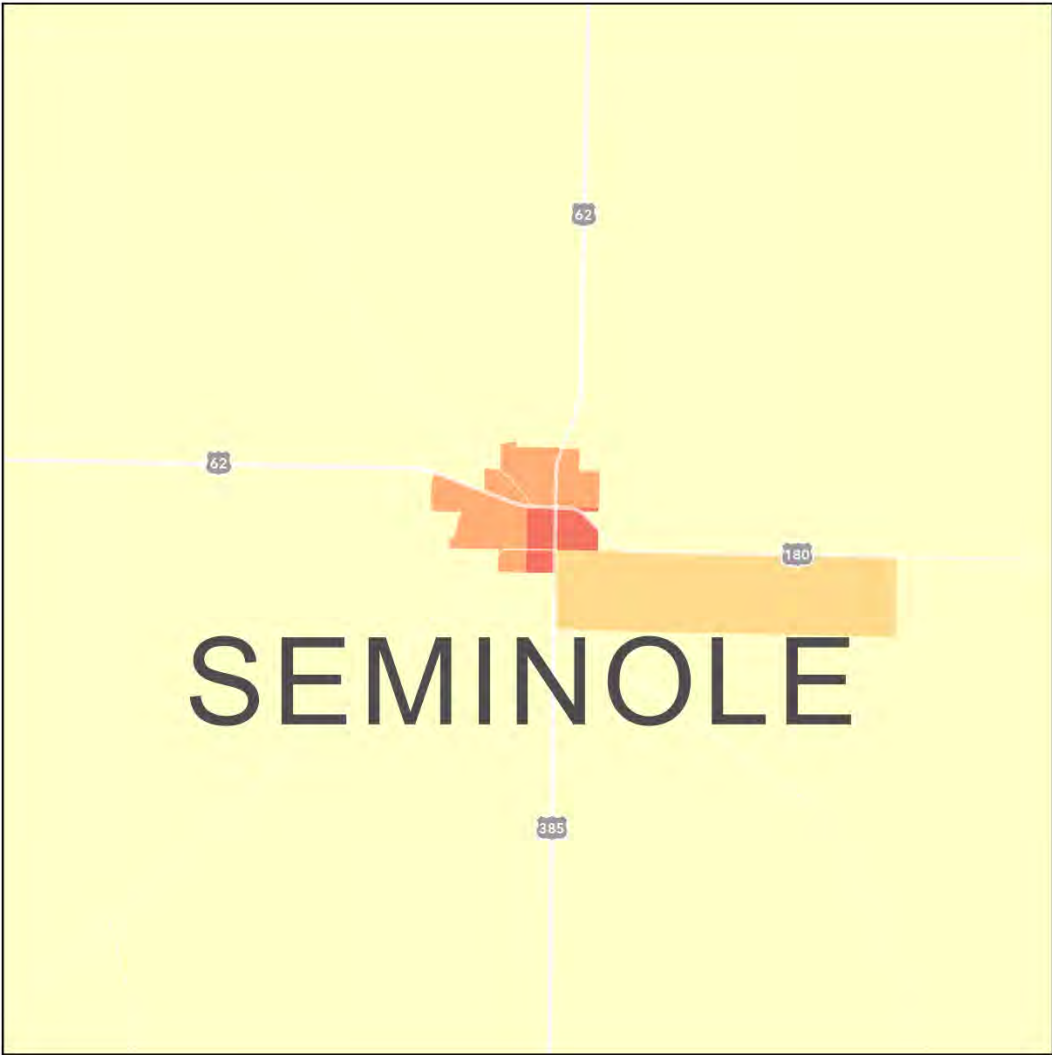
Gaines County



People Age 65 And Over
Per Square Mile

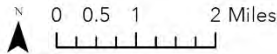
- 0 - 10
- 10 - 100
- 100 - 500
- 500 - 1,000
- 1,000 - 2,000





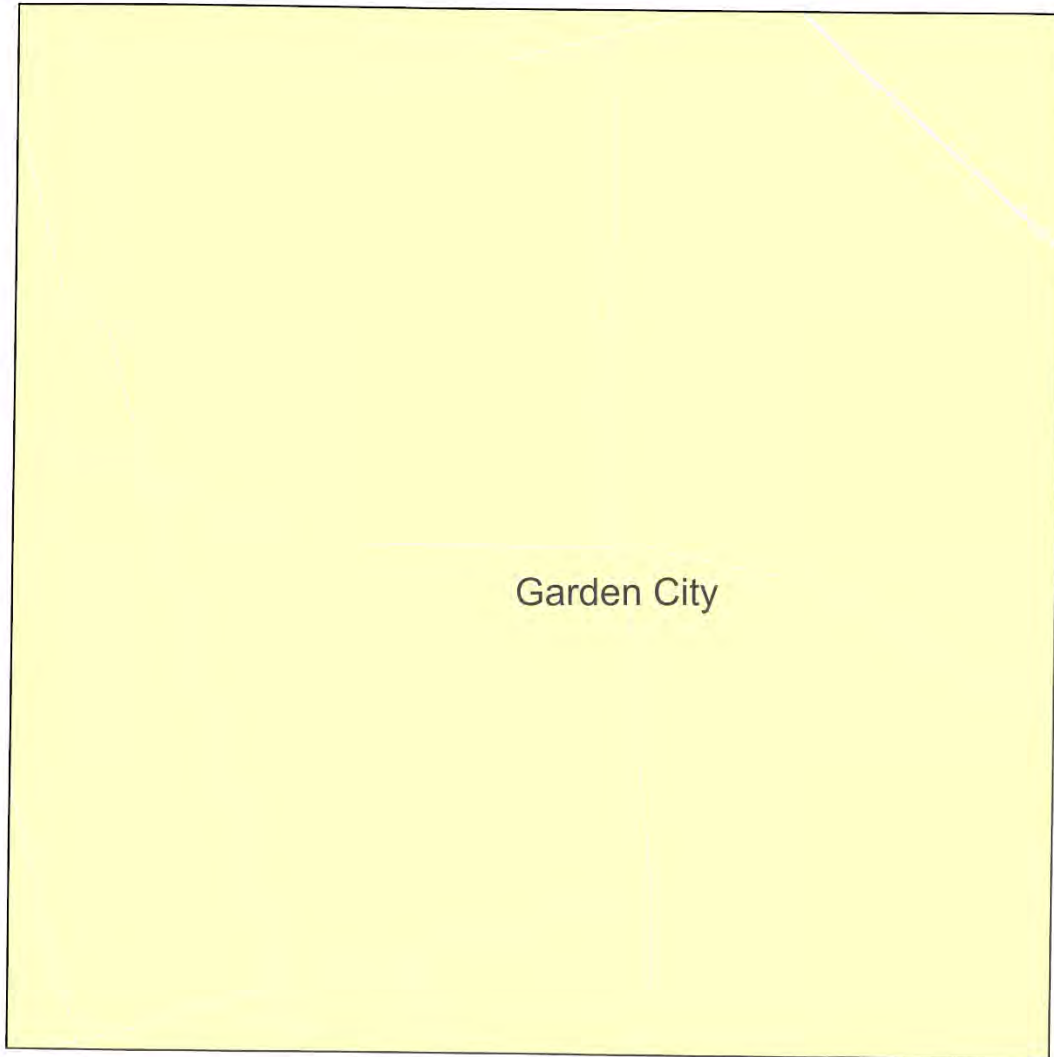
People Age 65 And Over
Per Square Mile

- 0 - 10
- 10 - 100
- 100 - 500
- 500 - 1,000
- 1,000 - 2,000

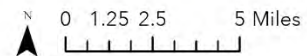
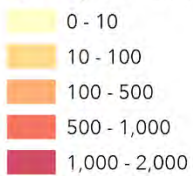




Glasscock County

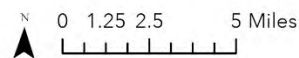
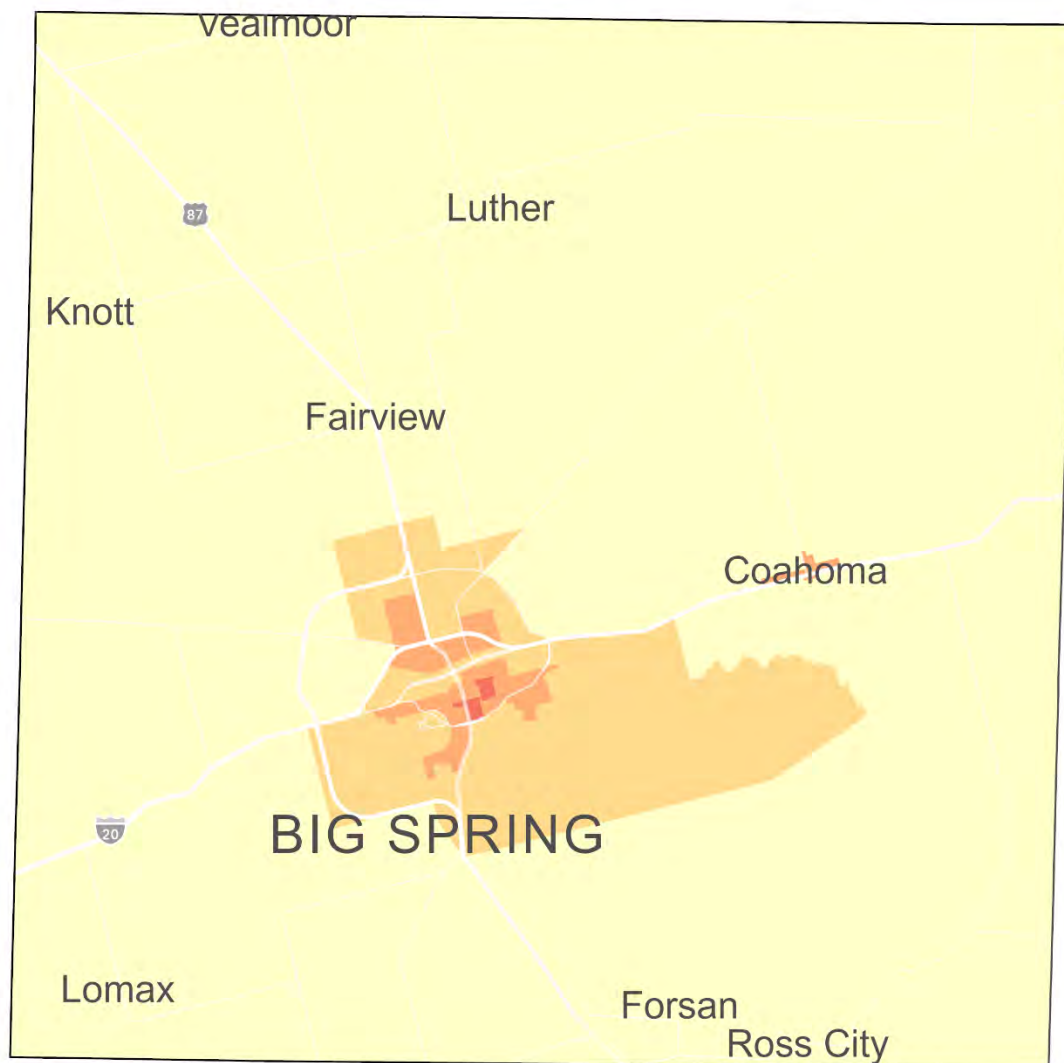


People Age 65 And Over
Per Square Mile

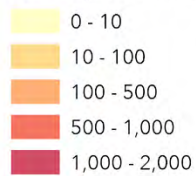




Howard County

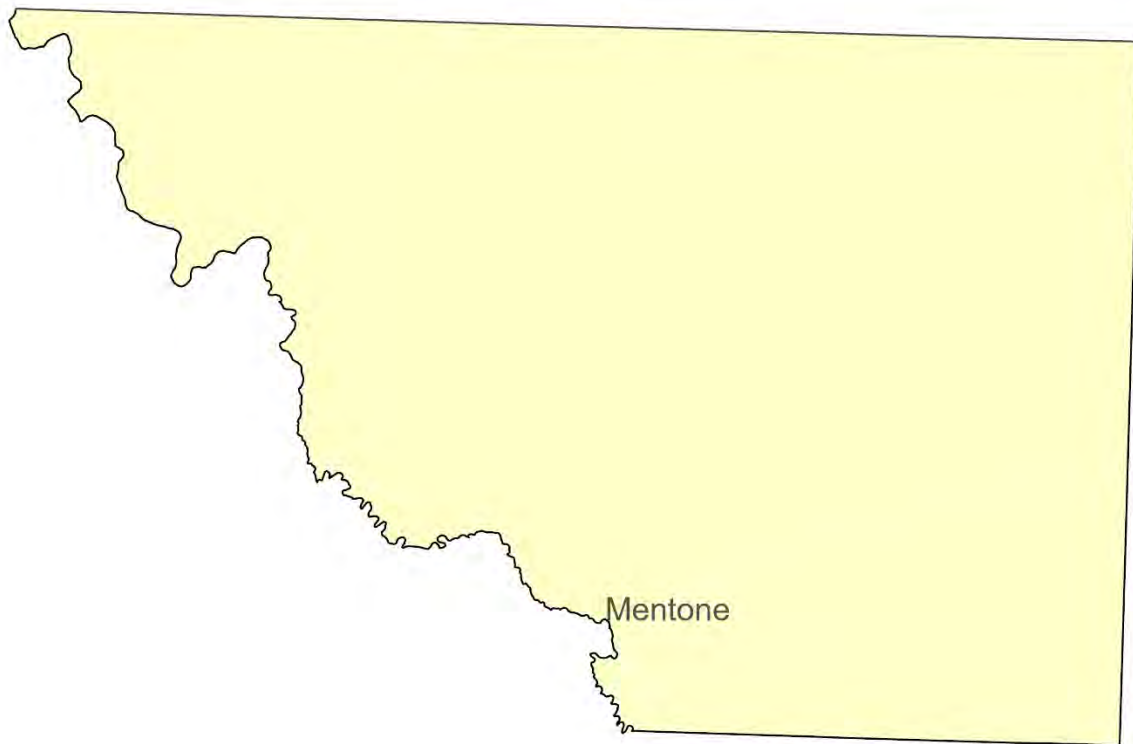


People Age 65 And Over
Per Square Mile

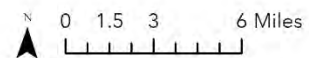
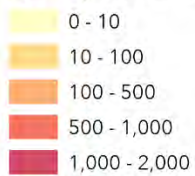




Loving County



People Age 65 And Over
Per Square Mile

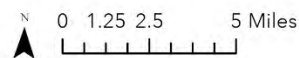




Martin County

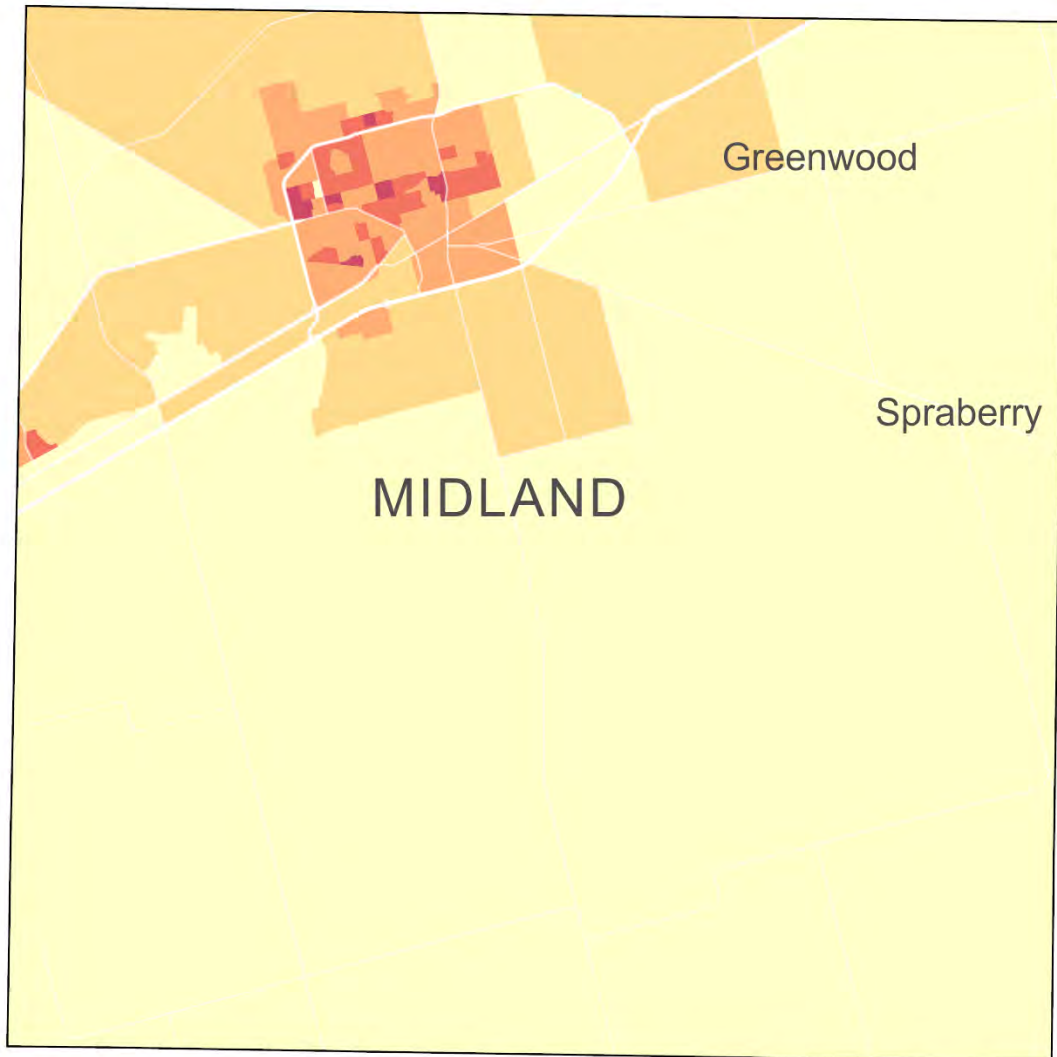


People Age 65 And Over
Per Square Mile

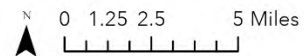
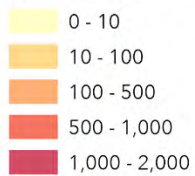




Midland County



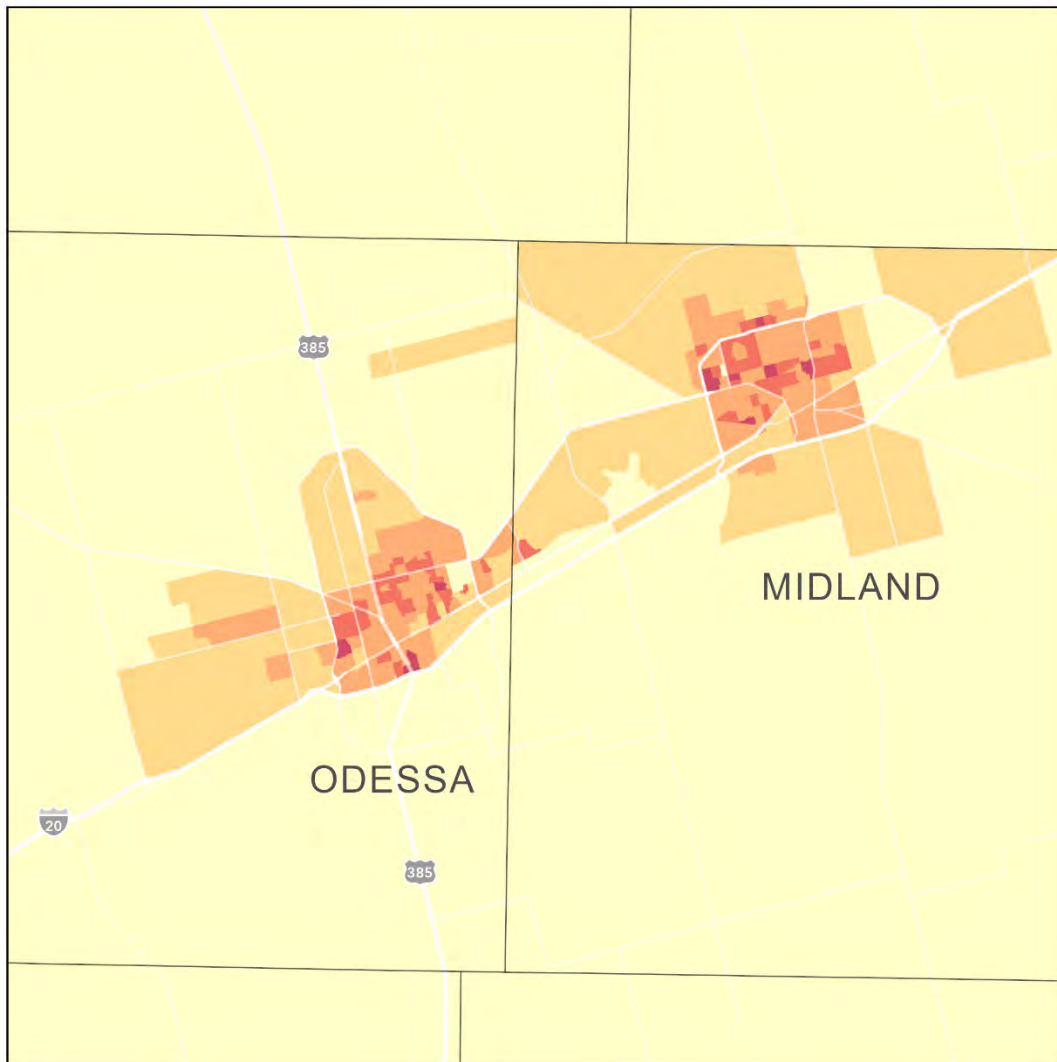
People Age 65 And Over
Per Square Mile





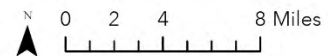
PBRPC | Regional Public Transportation Coordination Plan

Existing Conditions Analysis



People Age 65 And Over
Per Square Mile

- 0 - 10
- 10 - 100
- 100 - 500
- 500 - 1,000
- 1,000 - 2,000

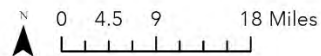




Pecos County

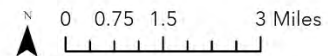


People Age 65 And Over
Per Square Mile



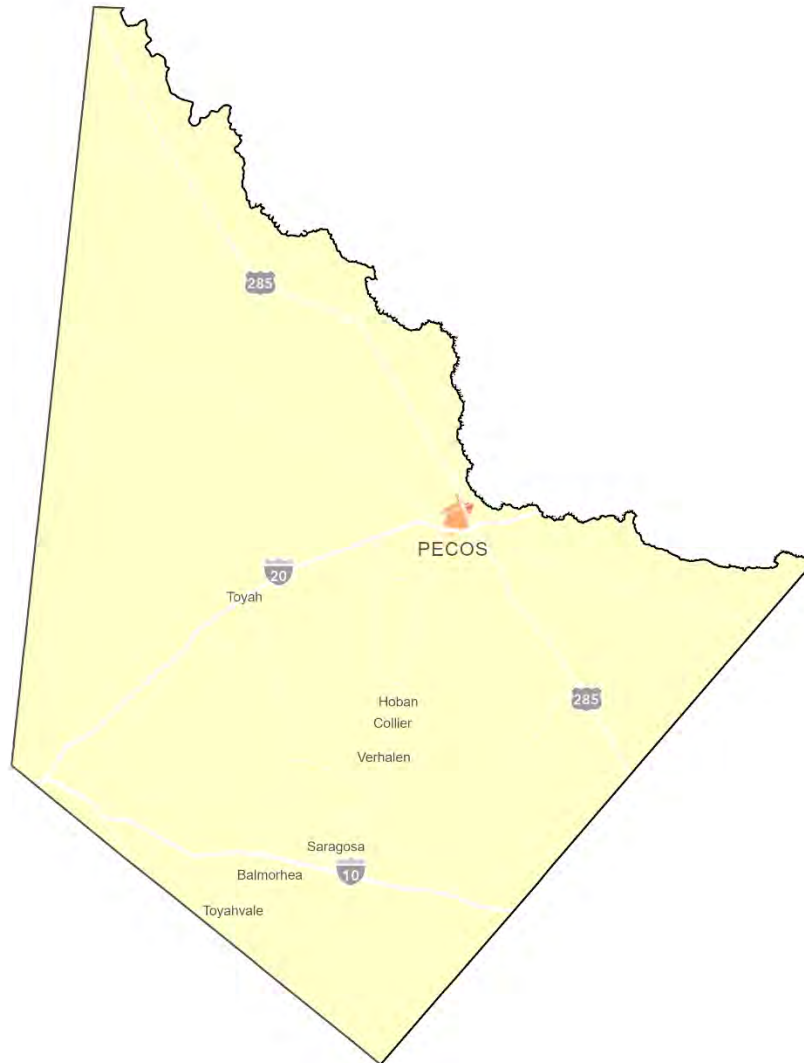


People Age 65 And Over
Per Square Mile

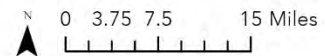




Reeves County

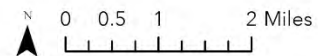
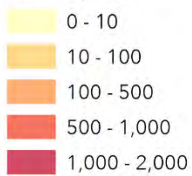


People Age 65 And Over
Per Square Mile





People Age 65 And Over
Per Square Mile



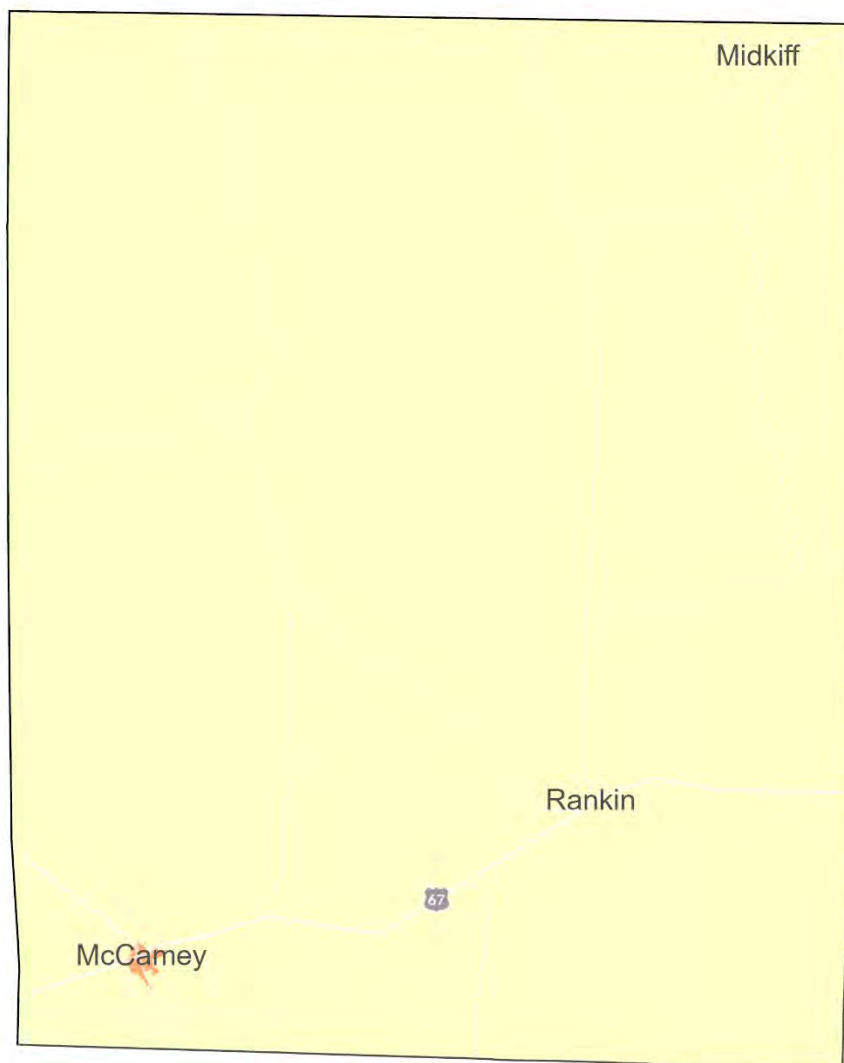


Terrell County



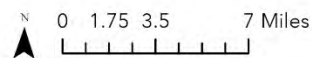


Upton County



People Age 65 And Over
Per Square Mile

- 0 - 10
- 10 - 100
- 100 - 500
- 500 - 1,000
- 1,000 - 2,000

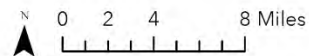




Ward County

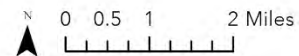
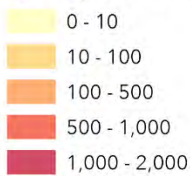


People Age 65 And Over
Per Square Mile



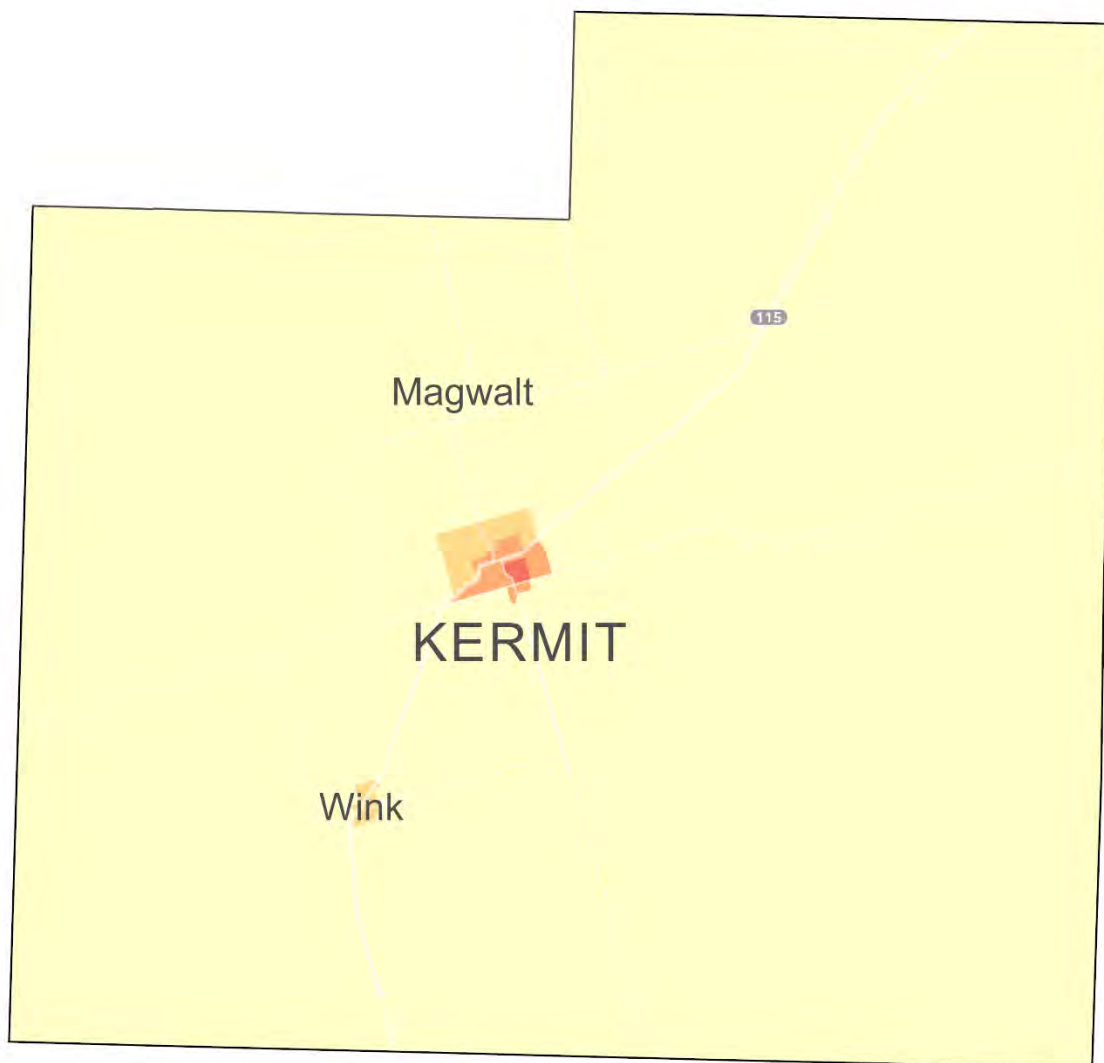


People Age 65 And Over
Per Square Mile

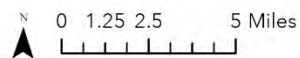


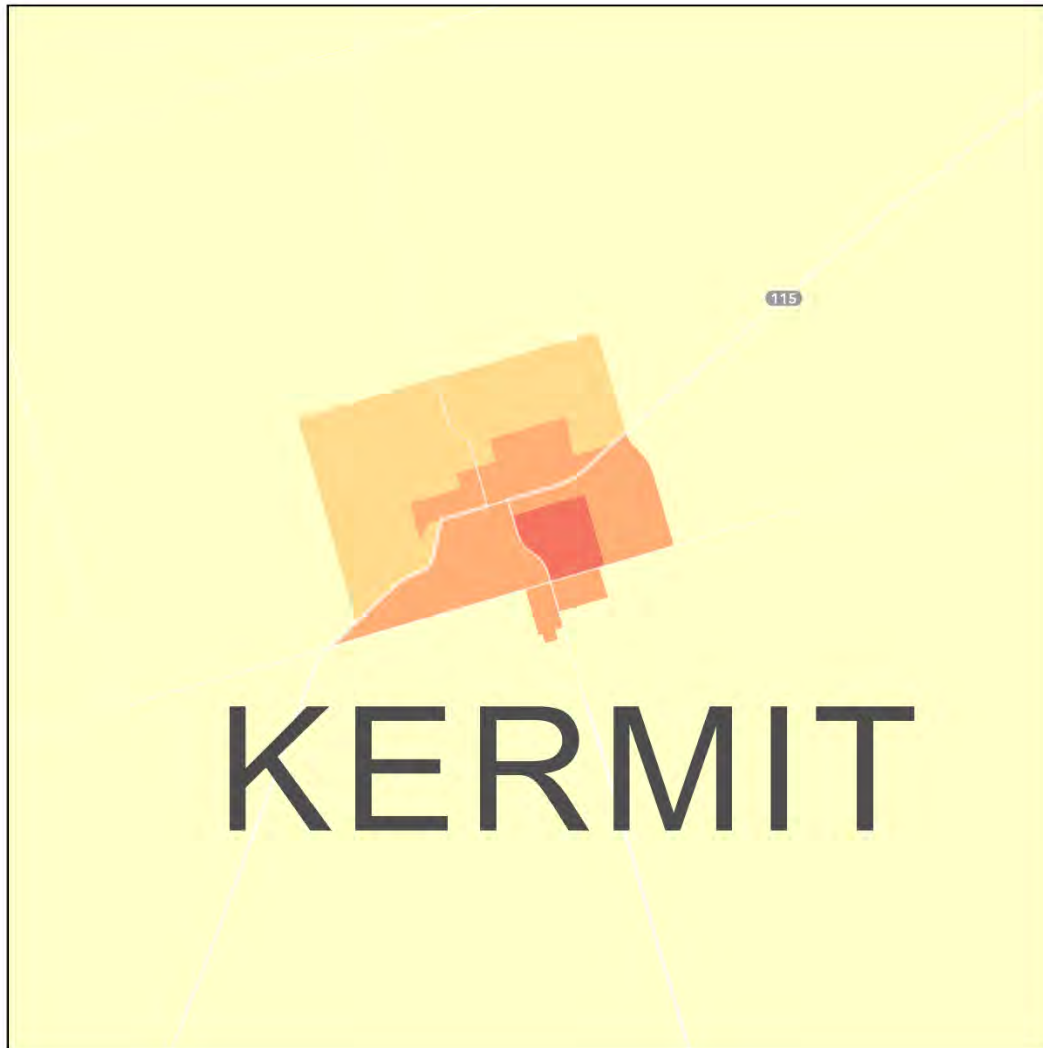


Winkler County

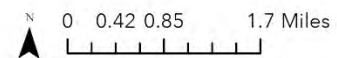


People Age 65 And Over
Per Square Mile





People Age 65 And Over
Per Square Mile

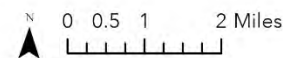




VETERAN POPULATION DENSITY

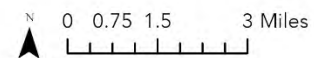
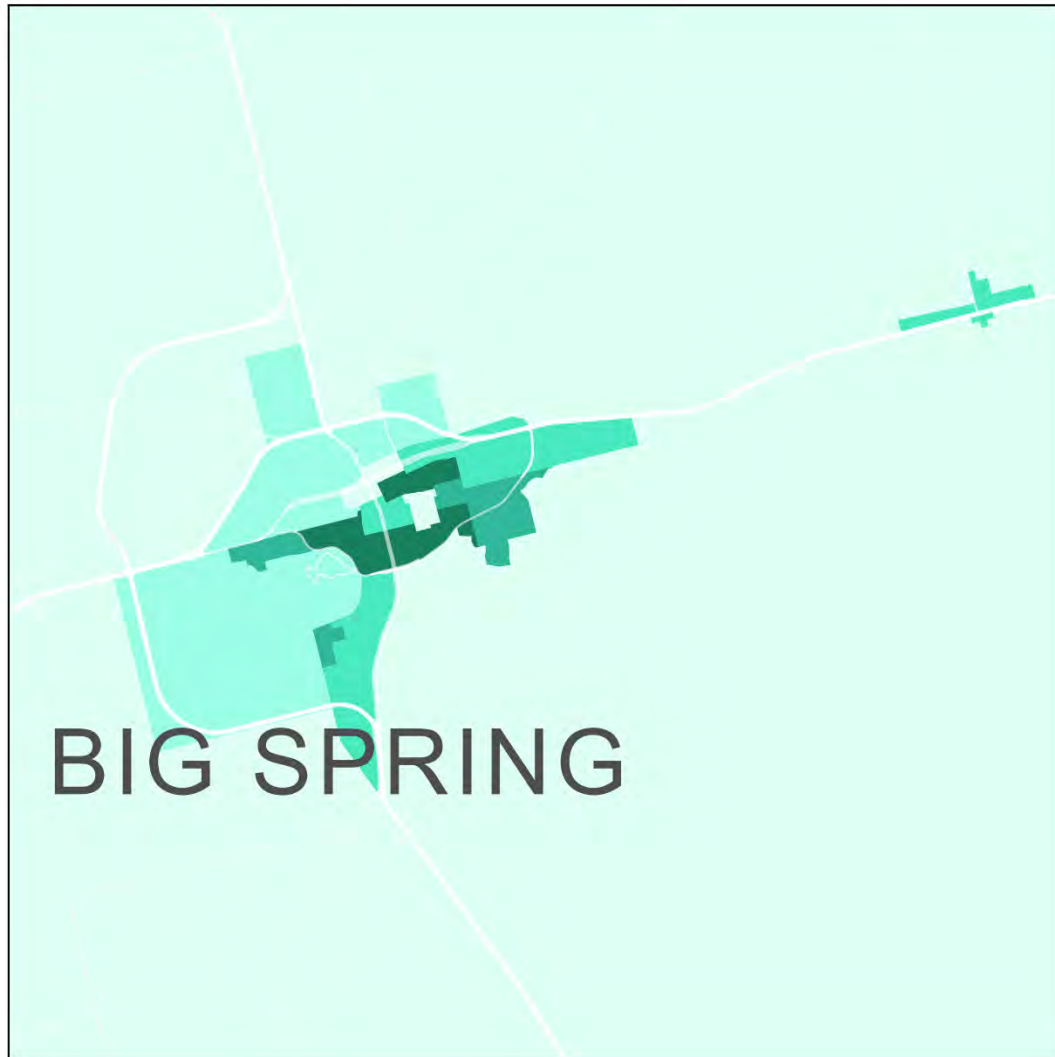


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Existing Conditions Analysis



Veterans Per Square Mile



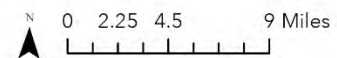
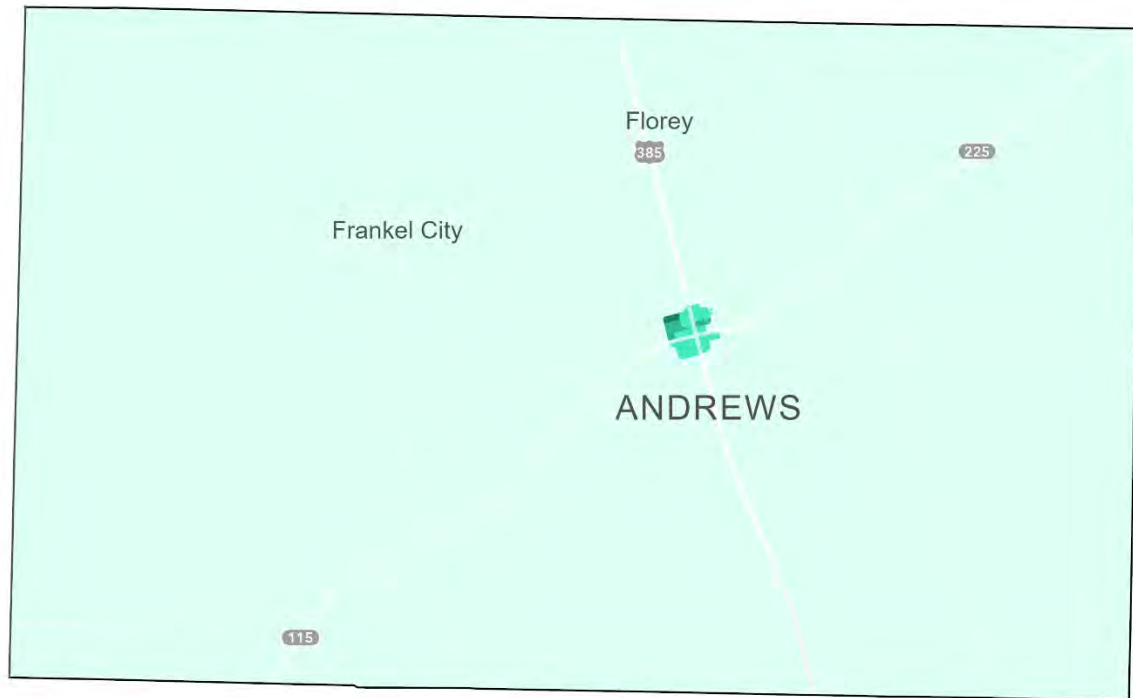


Veterans Per Square Mile





Andrews County

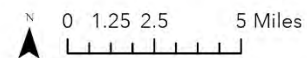
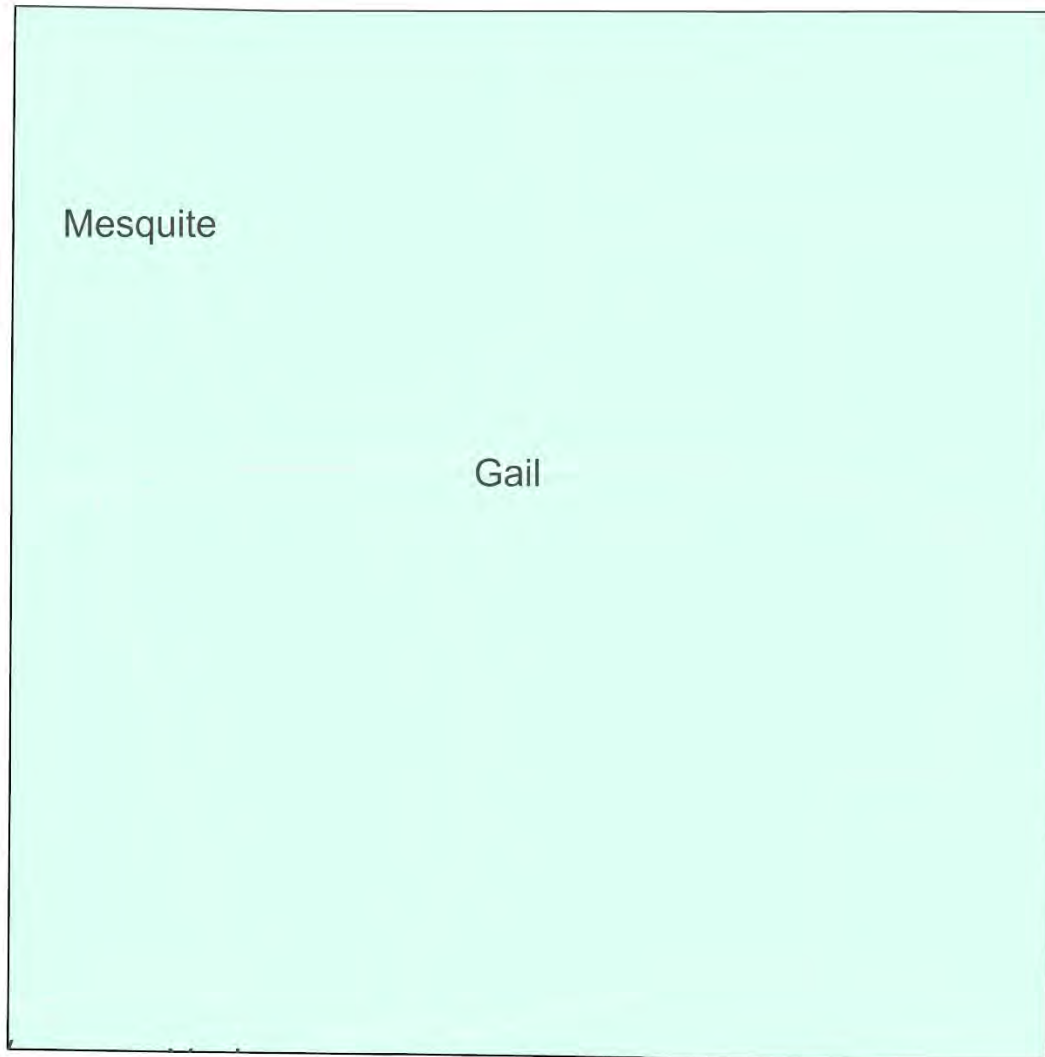


Veterans Per Square Mile





Borden County

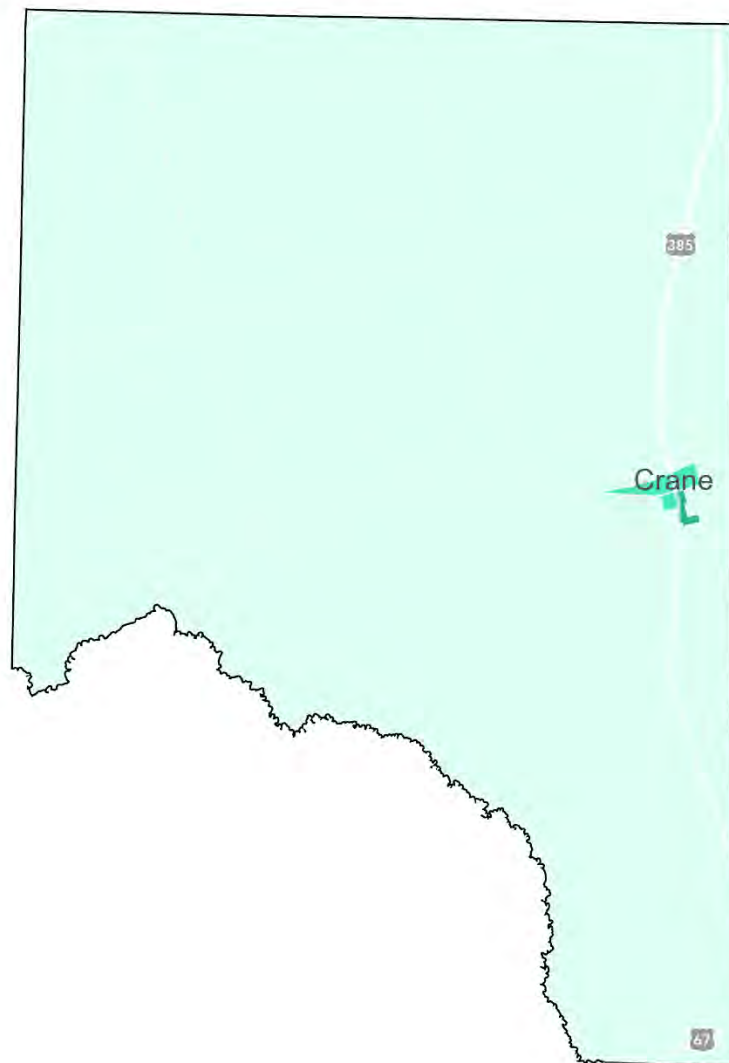


Veterans Per Square Mile





Crane County

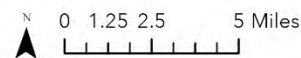


Veterans Per Square Mile



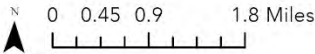


Dawson County



Veterans Per Square Mile





Veterans Per Square Mile

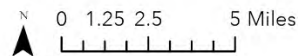
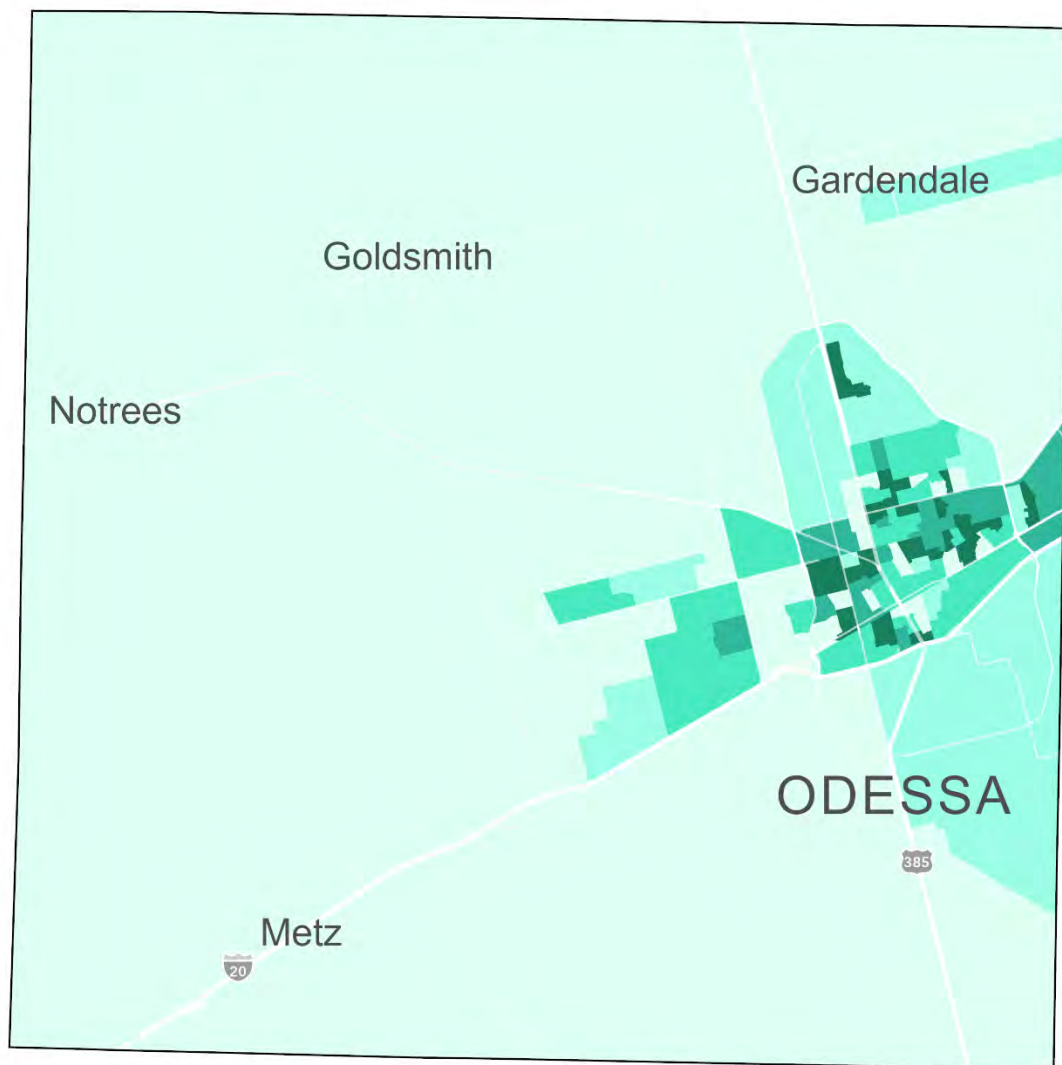




B



Ector County



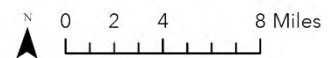
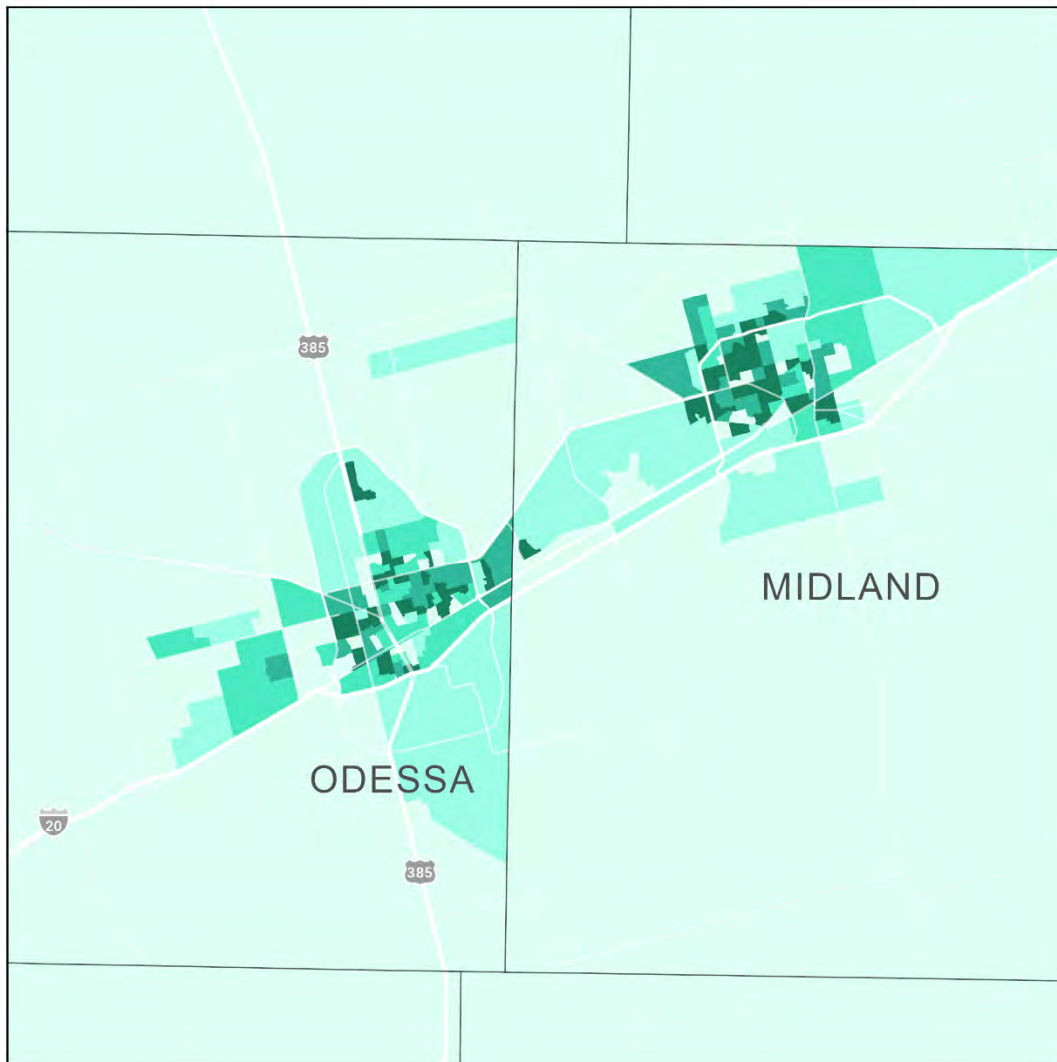
Veterans Per Square Mile





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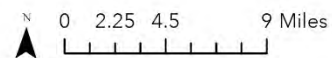
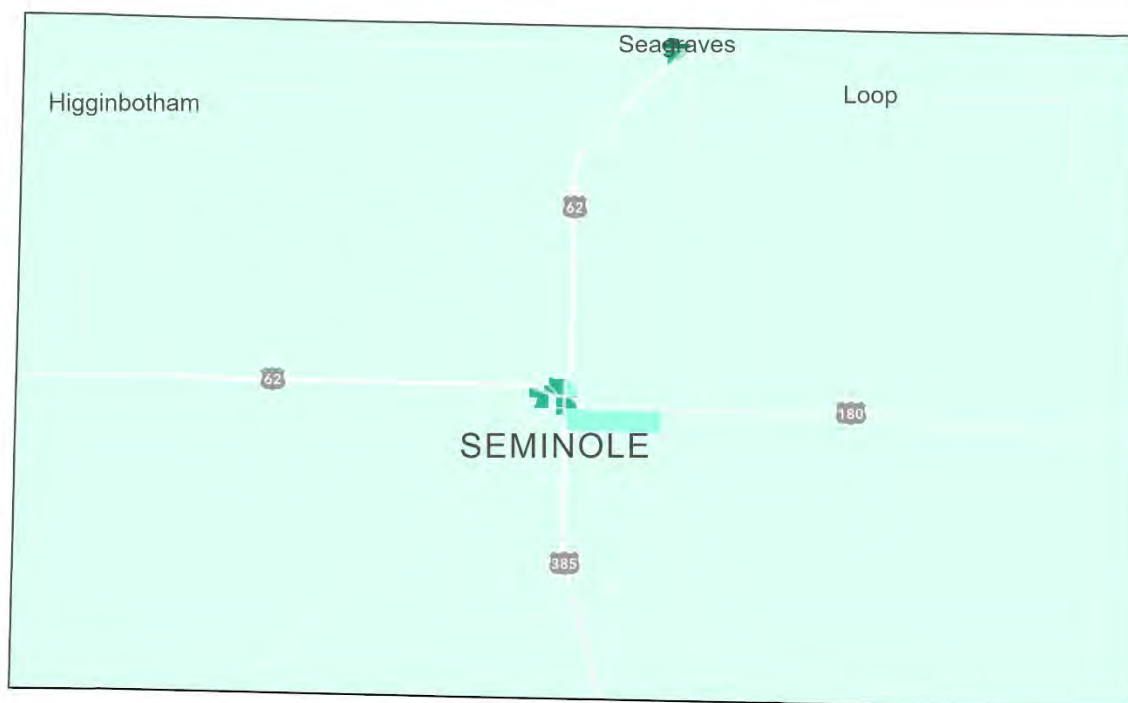


Veterans Per Square Mile



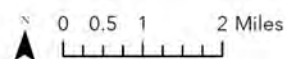


Gaines County

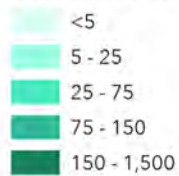


Veterans Per Square Mile



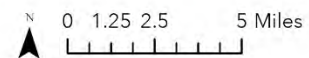
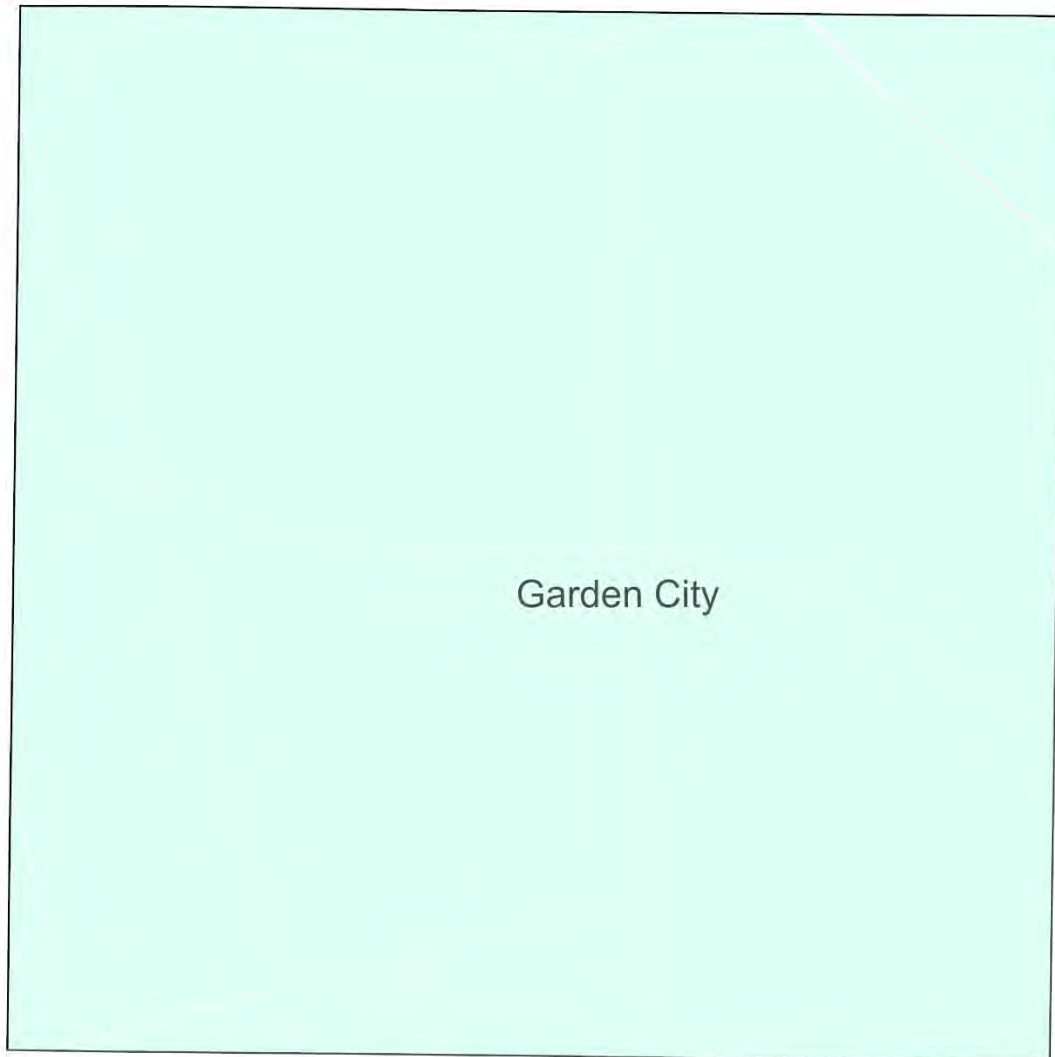


Veterans Per Square Mile





Glasscock County

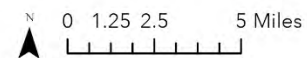
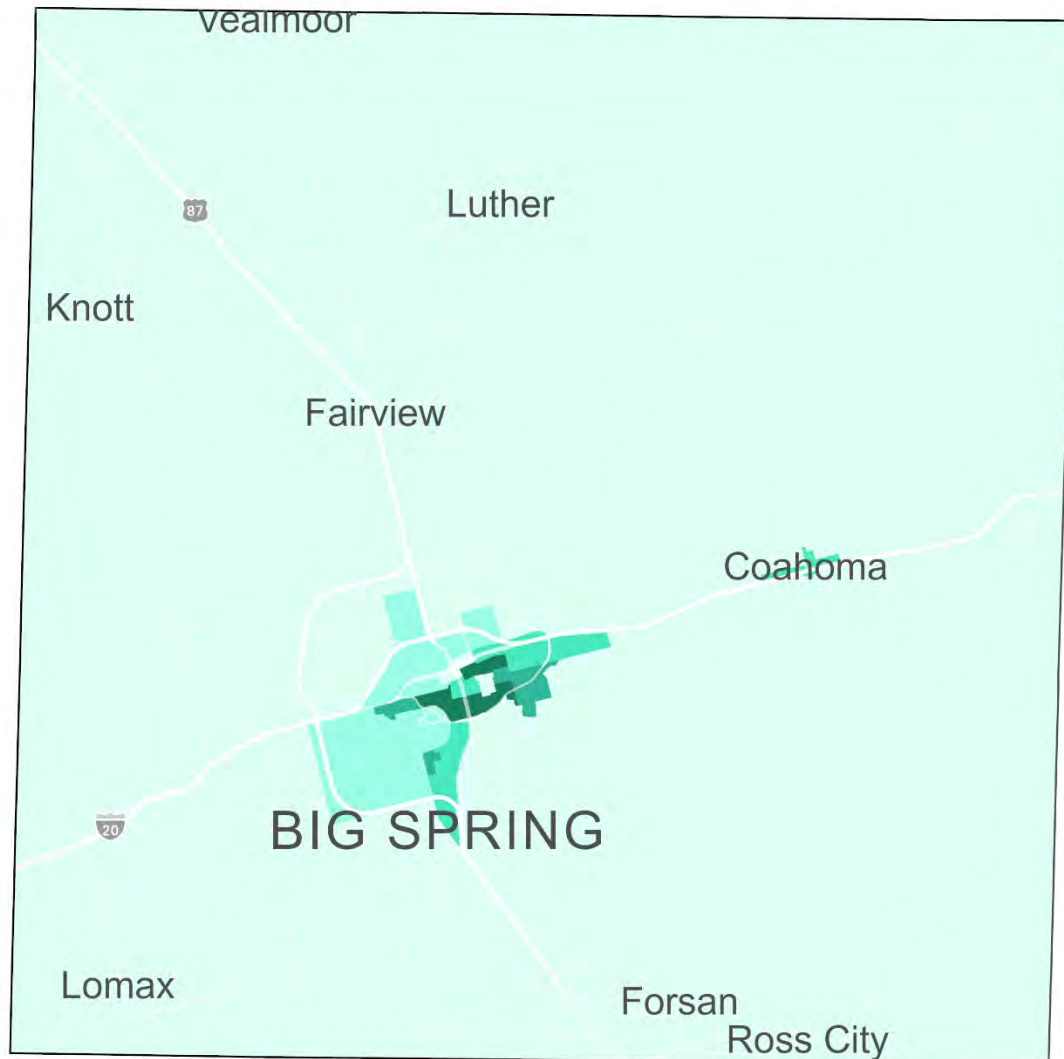


Veterans Per Square Mile





Howard County

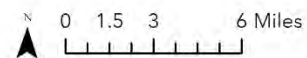
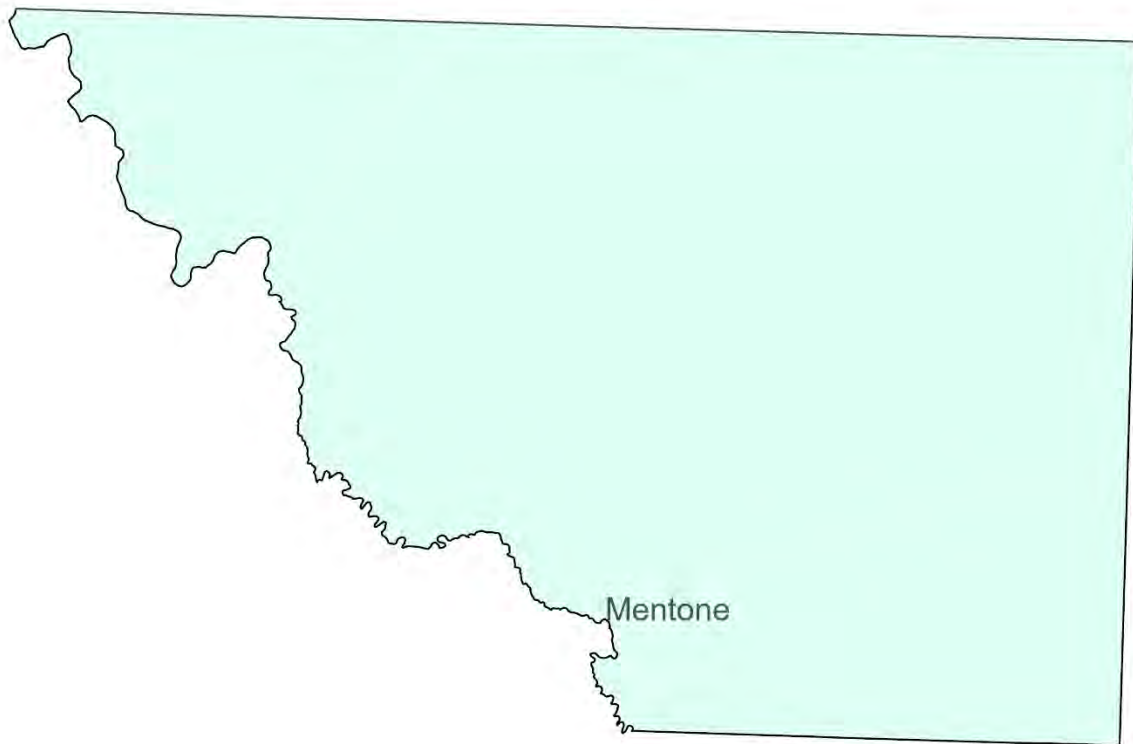


Veterans Per Square Mile





Loving County

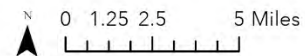
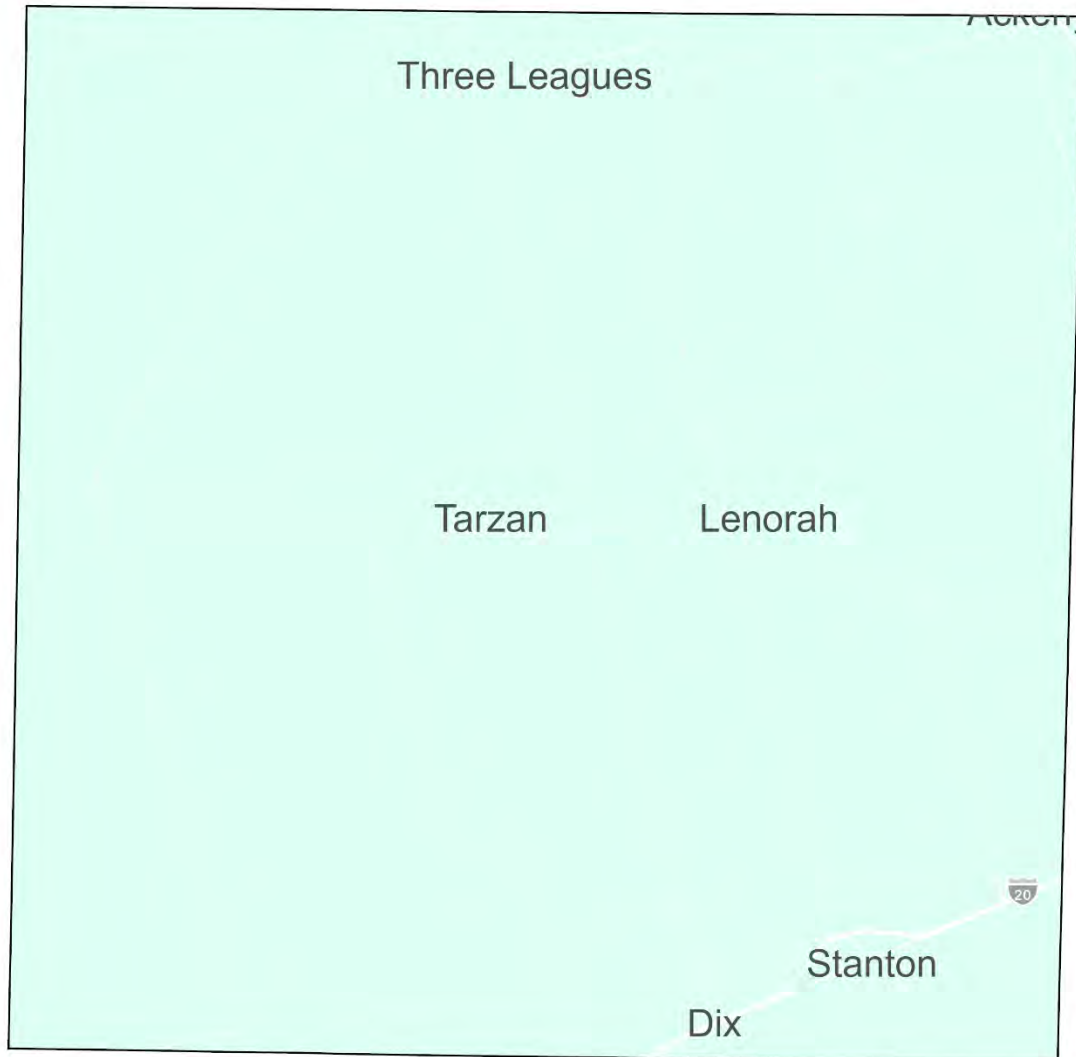


Veterans Per Square Mile





Martin County

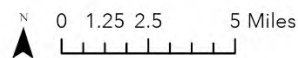
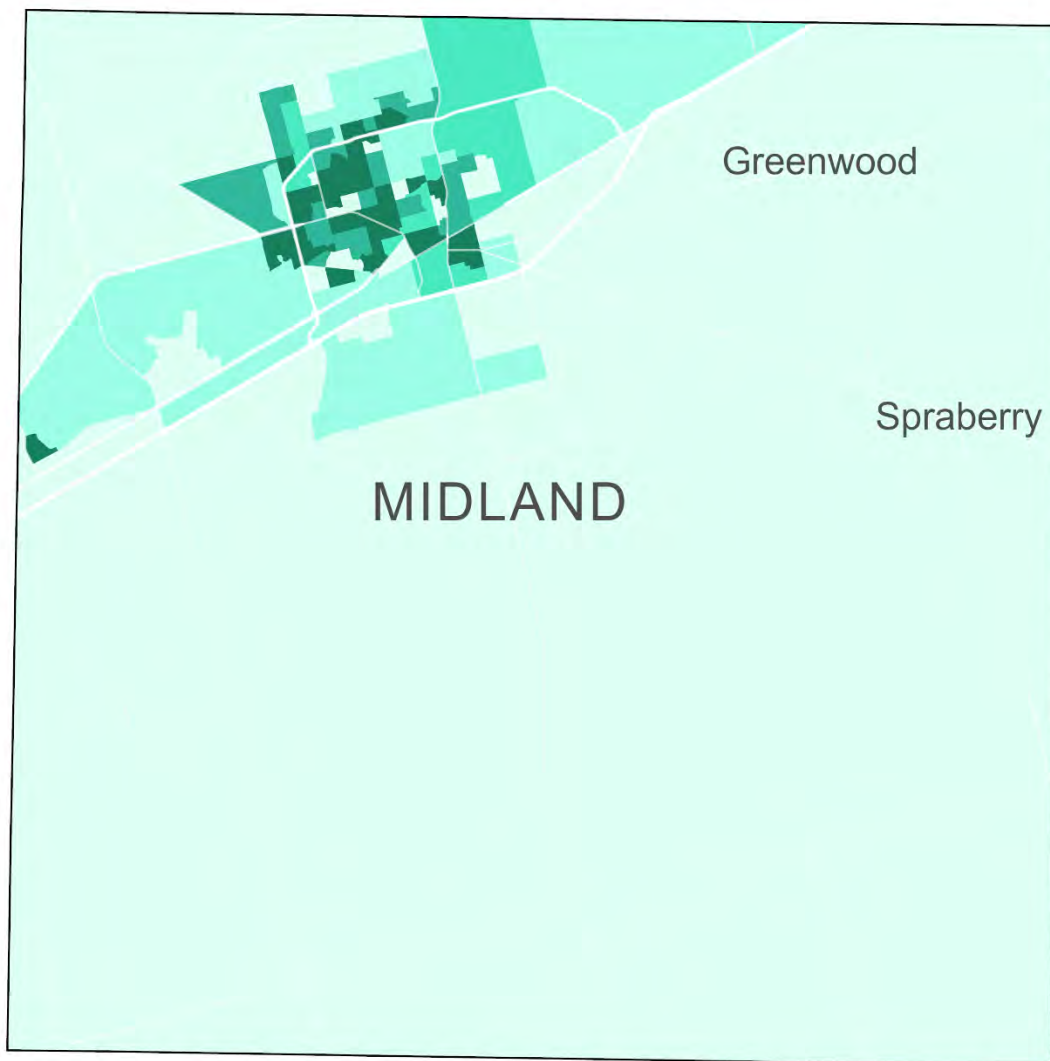


Veterans Per Square Mile

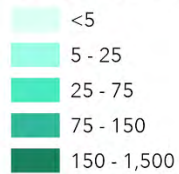




Midland County



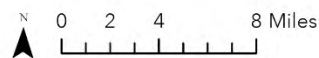
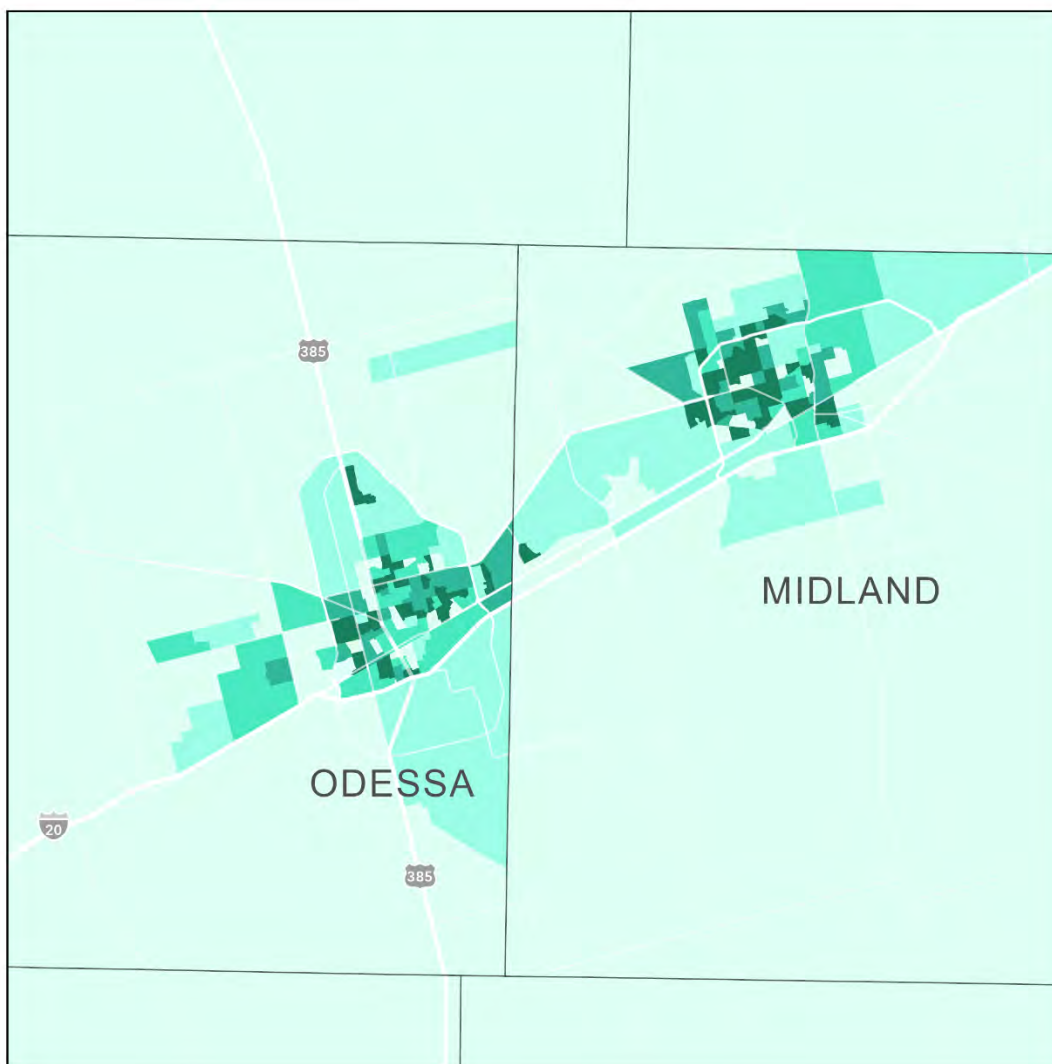
Veterans Per Square Mile





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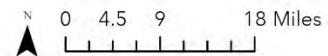
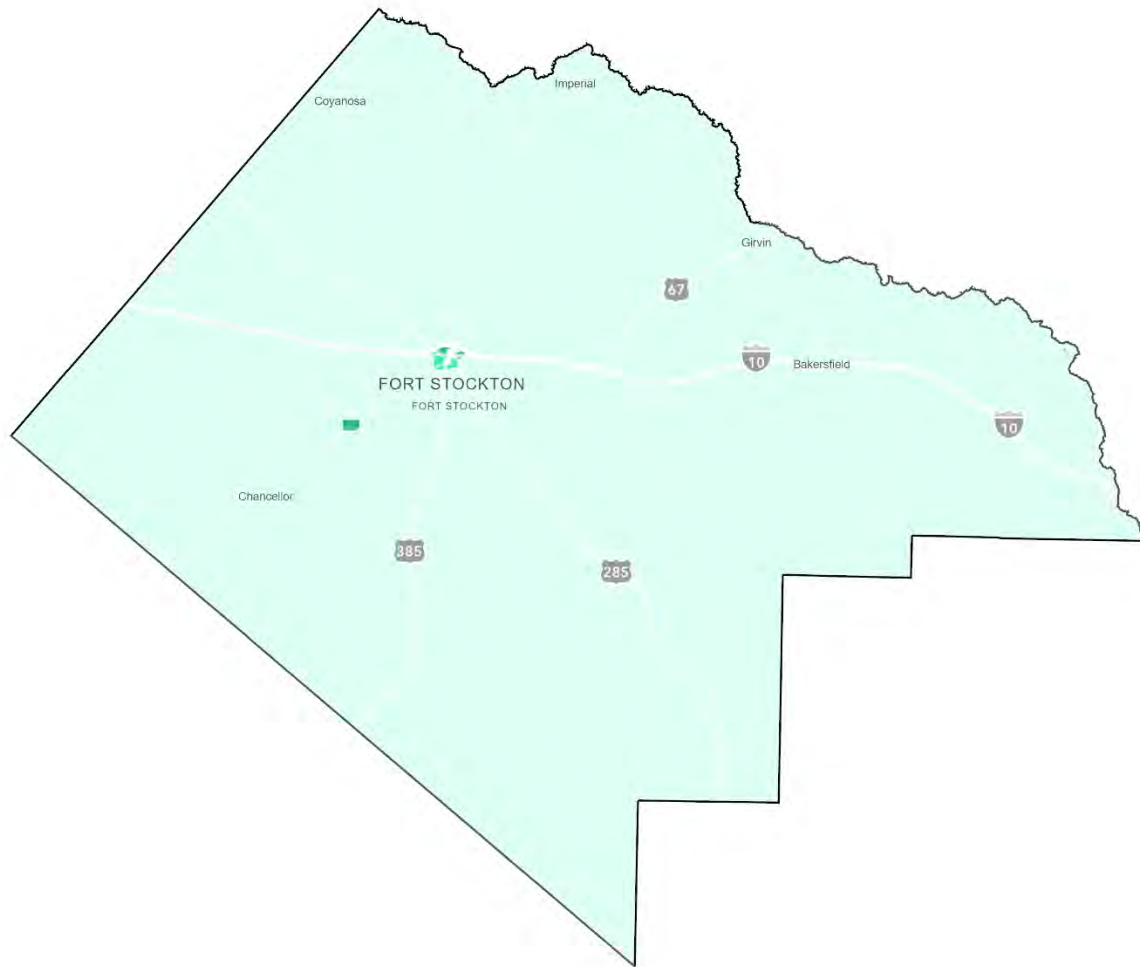


Veterans Per Square Mile



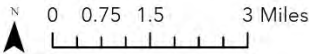


Pecos County



Veterans Per Square Mile



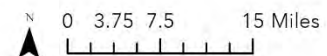


Veterans Per Square Mile



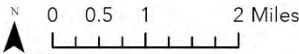


Reeves County



Veterans Per Square Mile





Veterans Per Square Mile



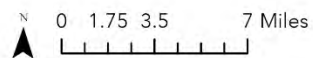
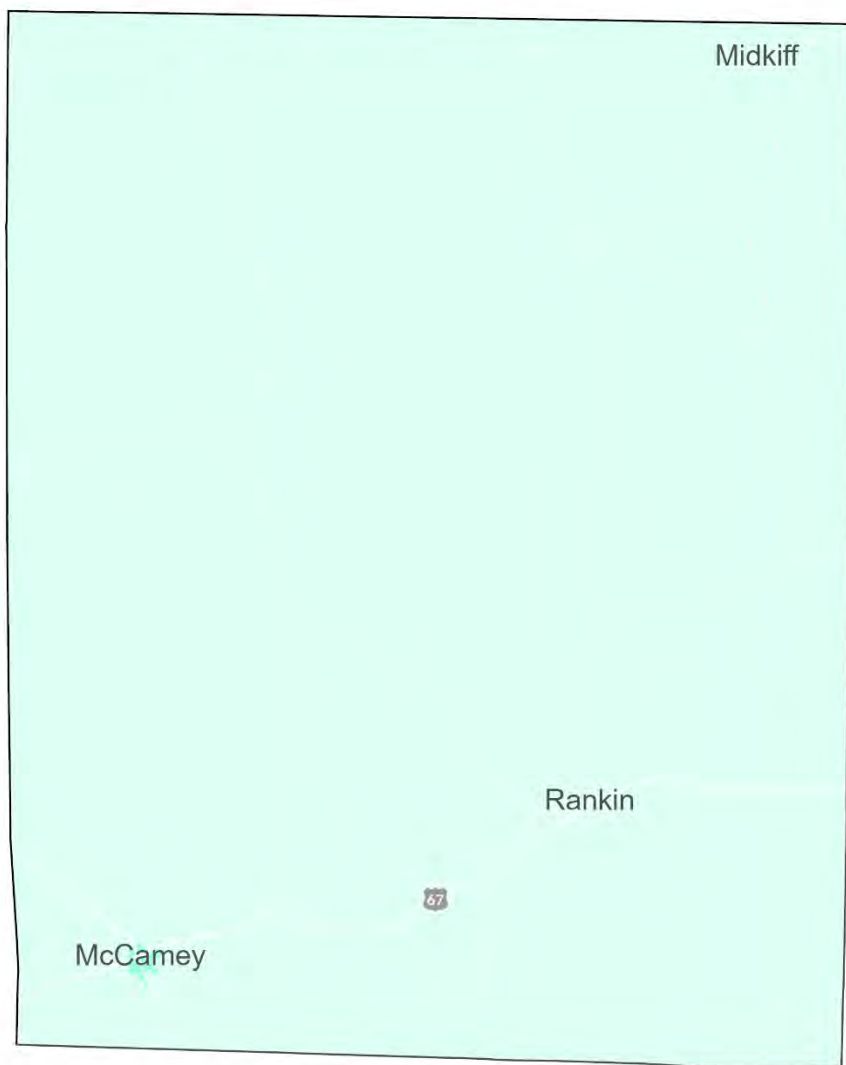


Terrell County





Upton County

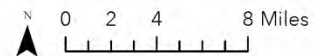
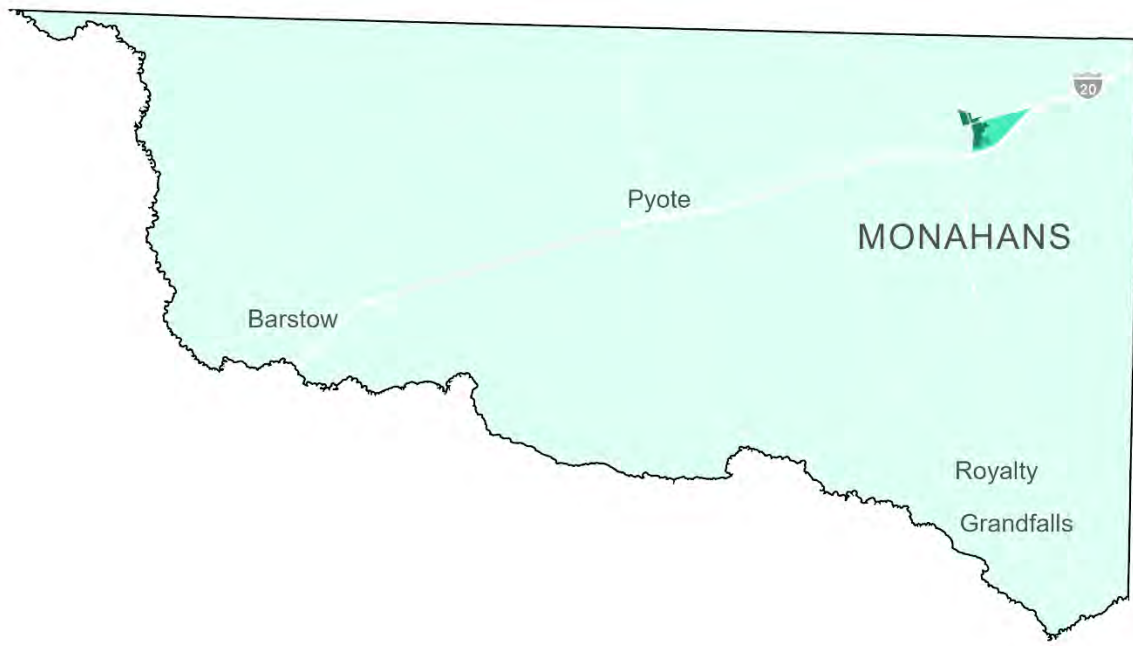


Veterans Per Square Mile



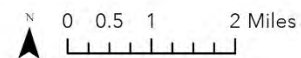


Ward County



Veterans Per Square Mile



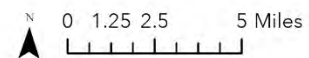
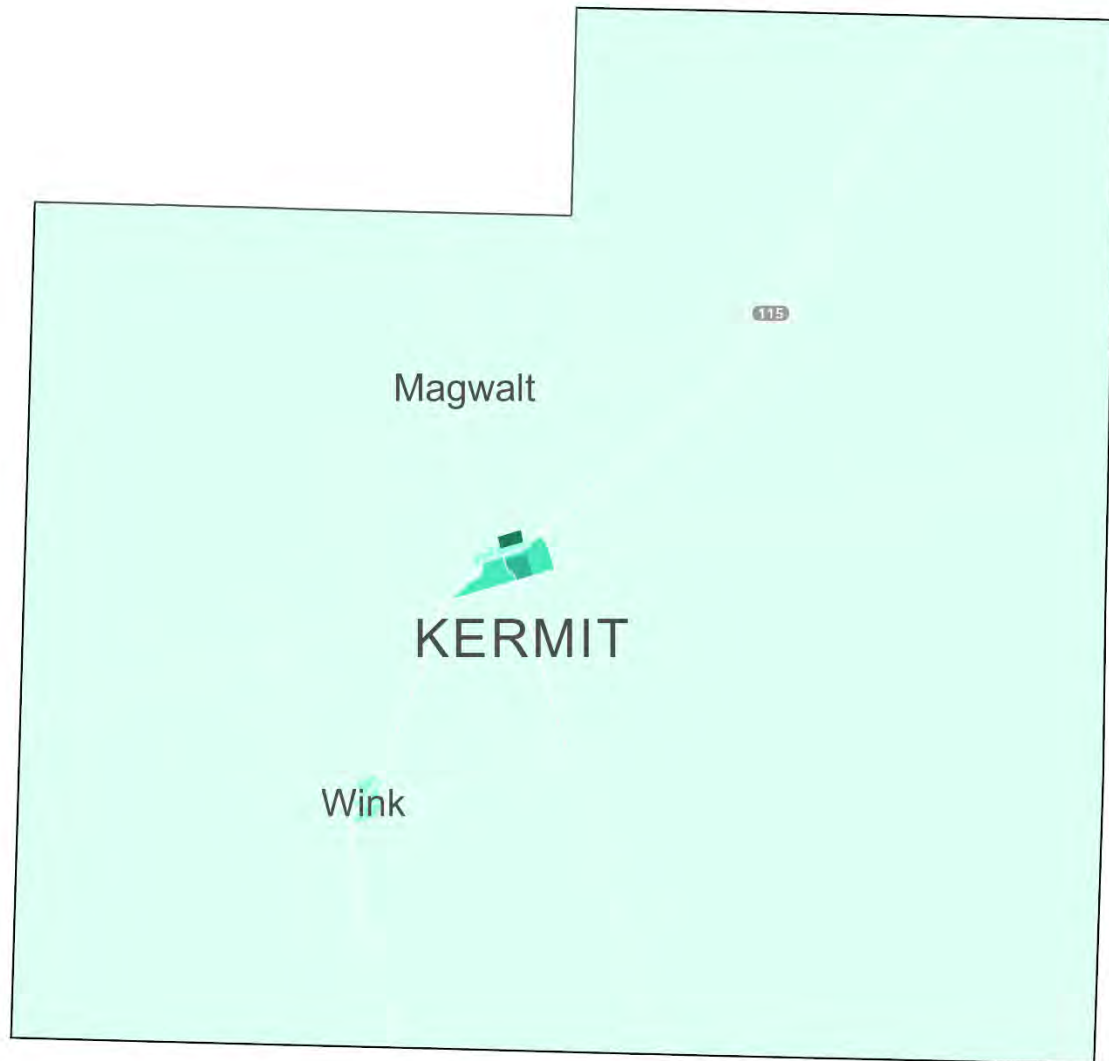


Veterans Per Square Mile



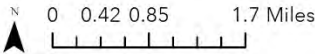


Winkler County



Veterans Per Square Mile





Veterans Per Square Mile

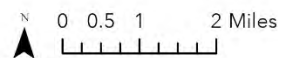
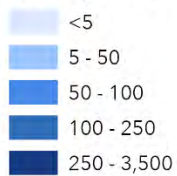


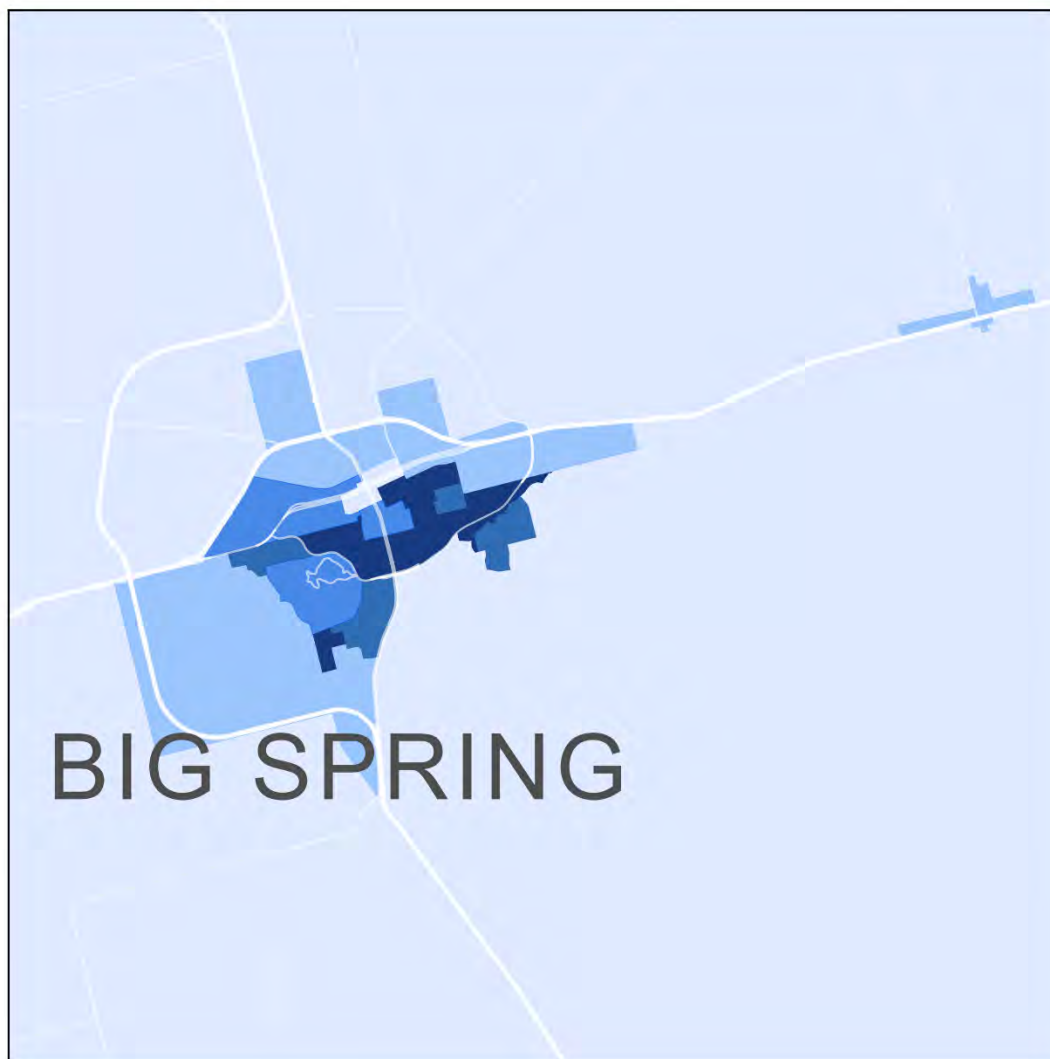


POPULATION DENSITY BY DISABILITY STATUS

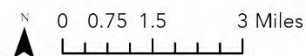
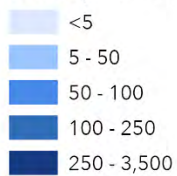


People With A Disability
Per Square Mile





People With A Disability
Per Square Mile

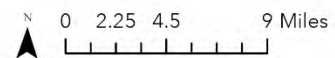
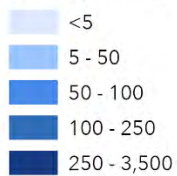




Andrews County



People With A Disability
Per Square Mile

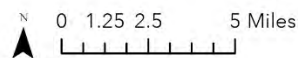
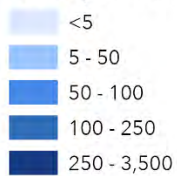




Borden County



People With A Disability
Per Square Mile





Crane County

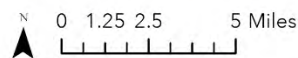


People With A Disability
Per Square Mile





Dawson County

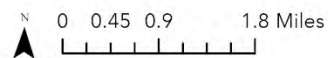
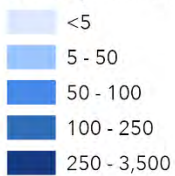


People With A Disability
Per Square Mile



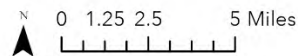
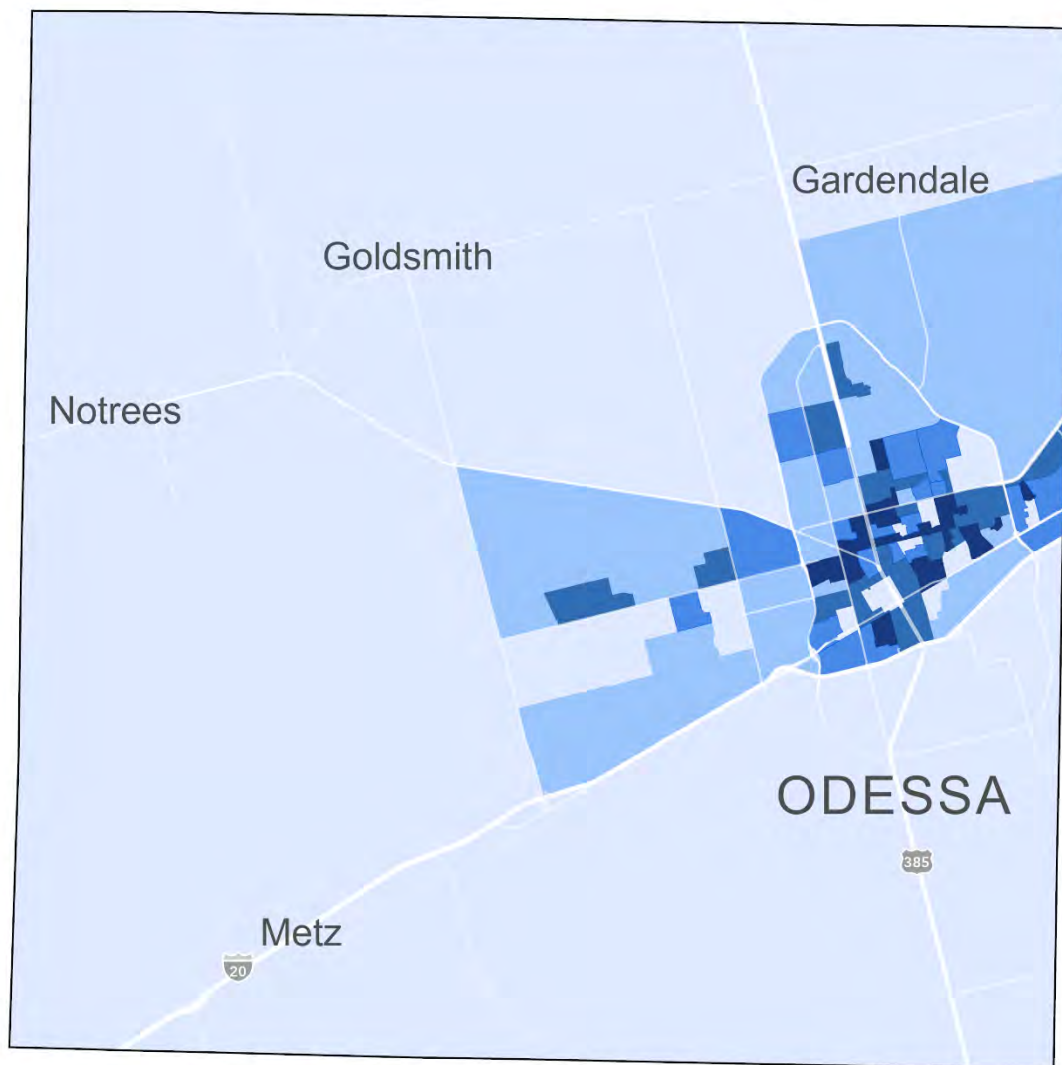


People With A Disability
Per Square Mile

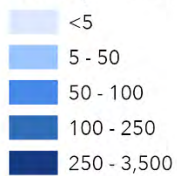




Ector County



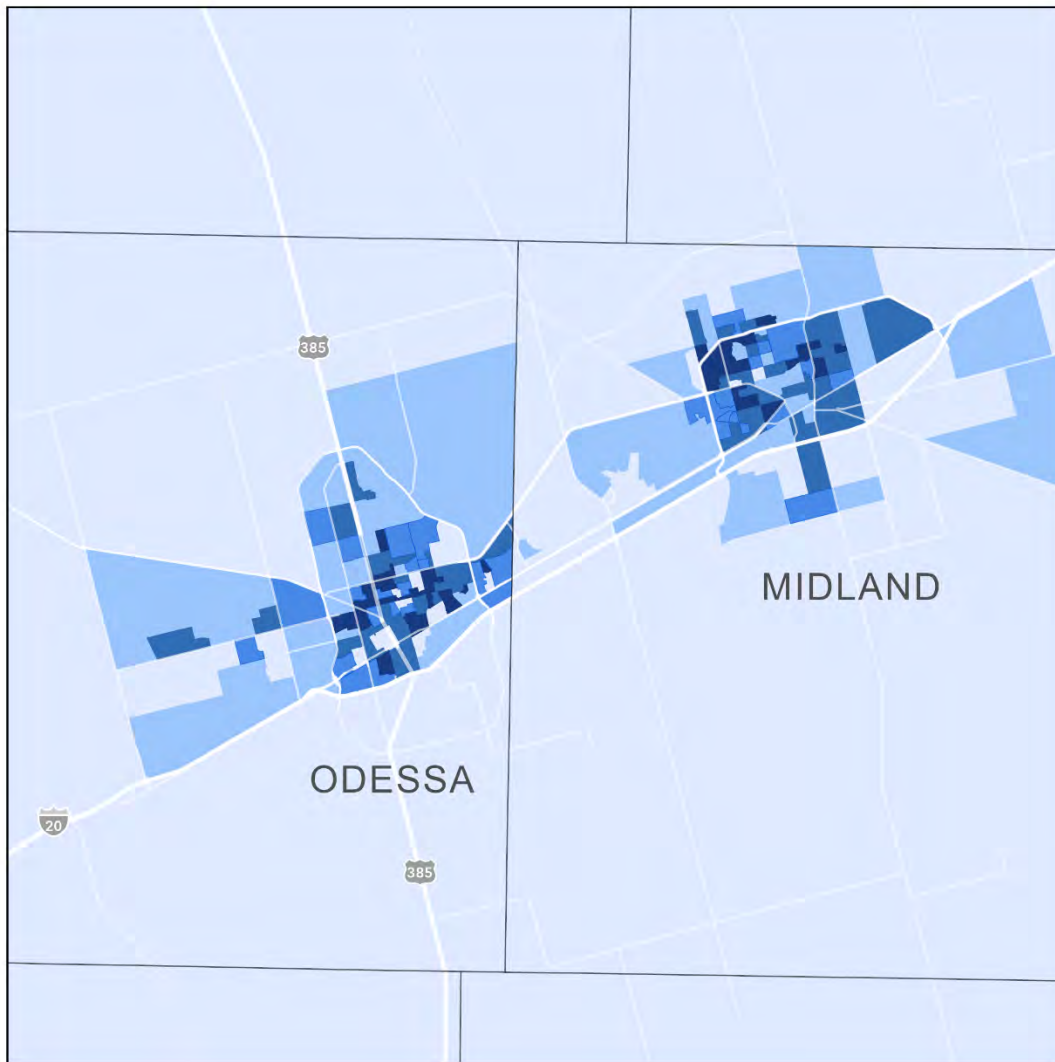
People With A Disability
Per Square Mile



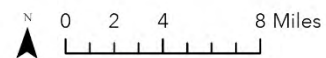
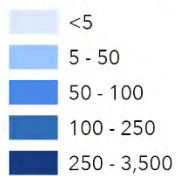


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Existing Conditions Analysis



People With A Disability
Per Square Mile

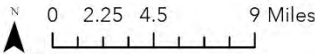




Gaines County



People With A Disability
Per Square Mile



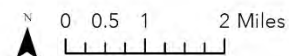


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Existing Conditions Analysis

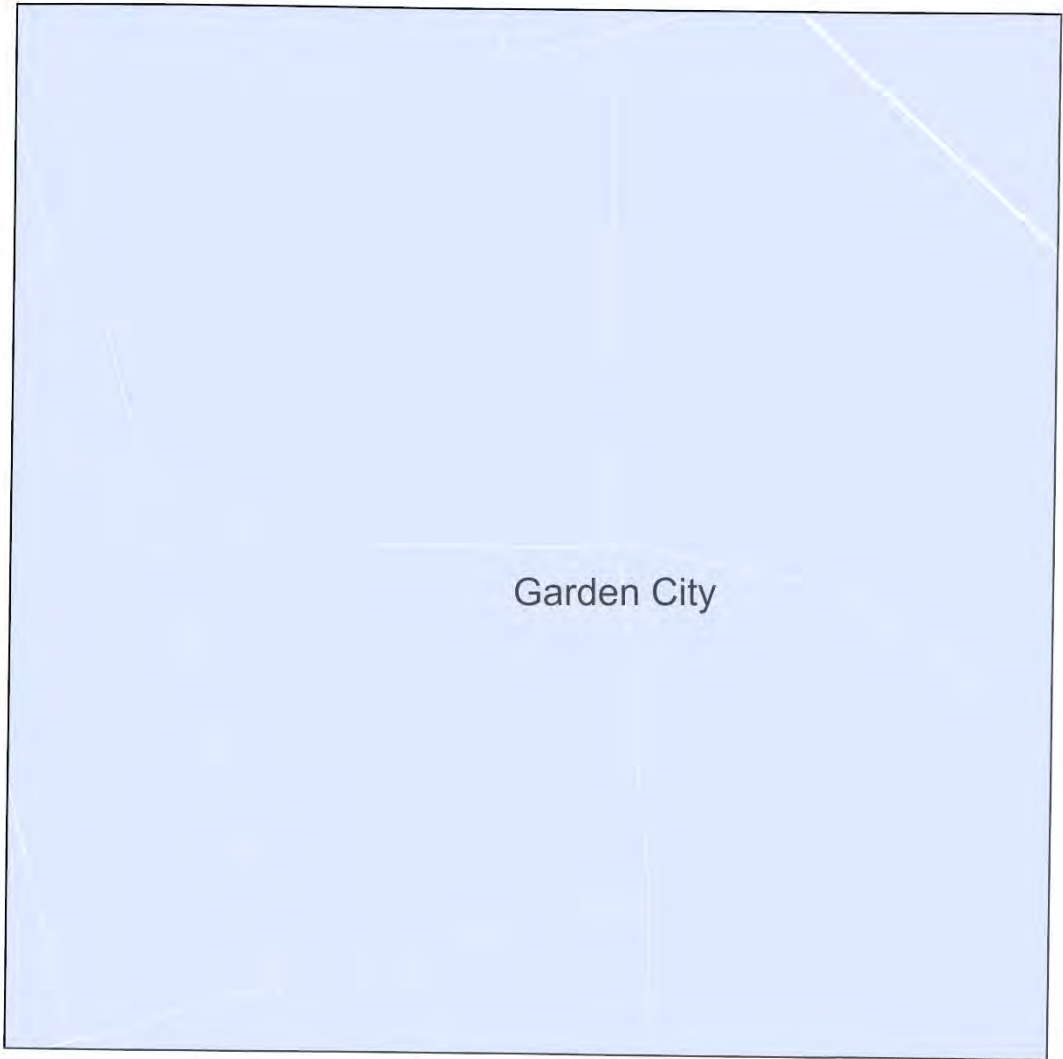


People With A Disability
Per Square Mile

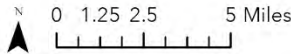
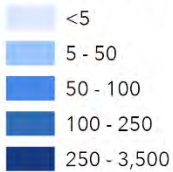




Glasscock County

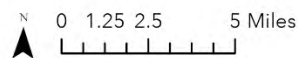
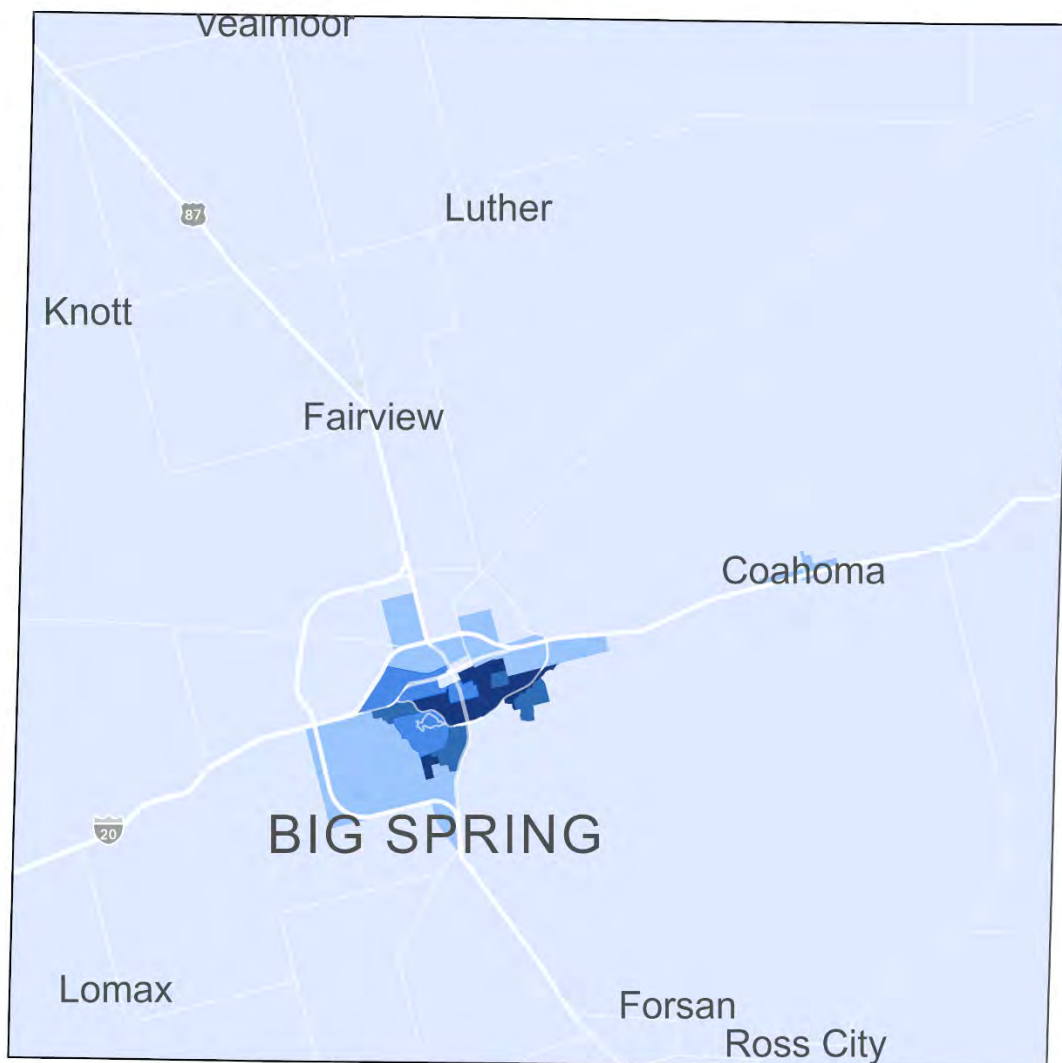


People With A Disability
Per Square Mile

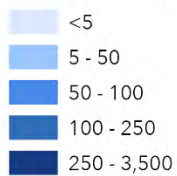




Howard County



People With A Disability
Per Square Mile

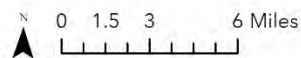




Loving County



People With A Disability
Per Square Mile

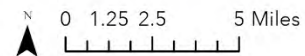
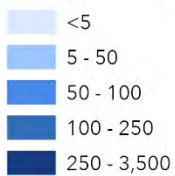




Martin County

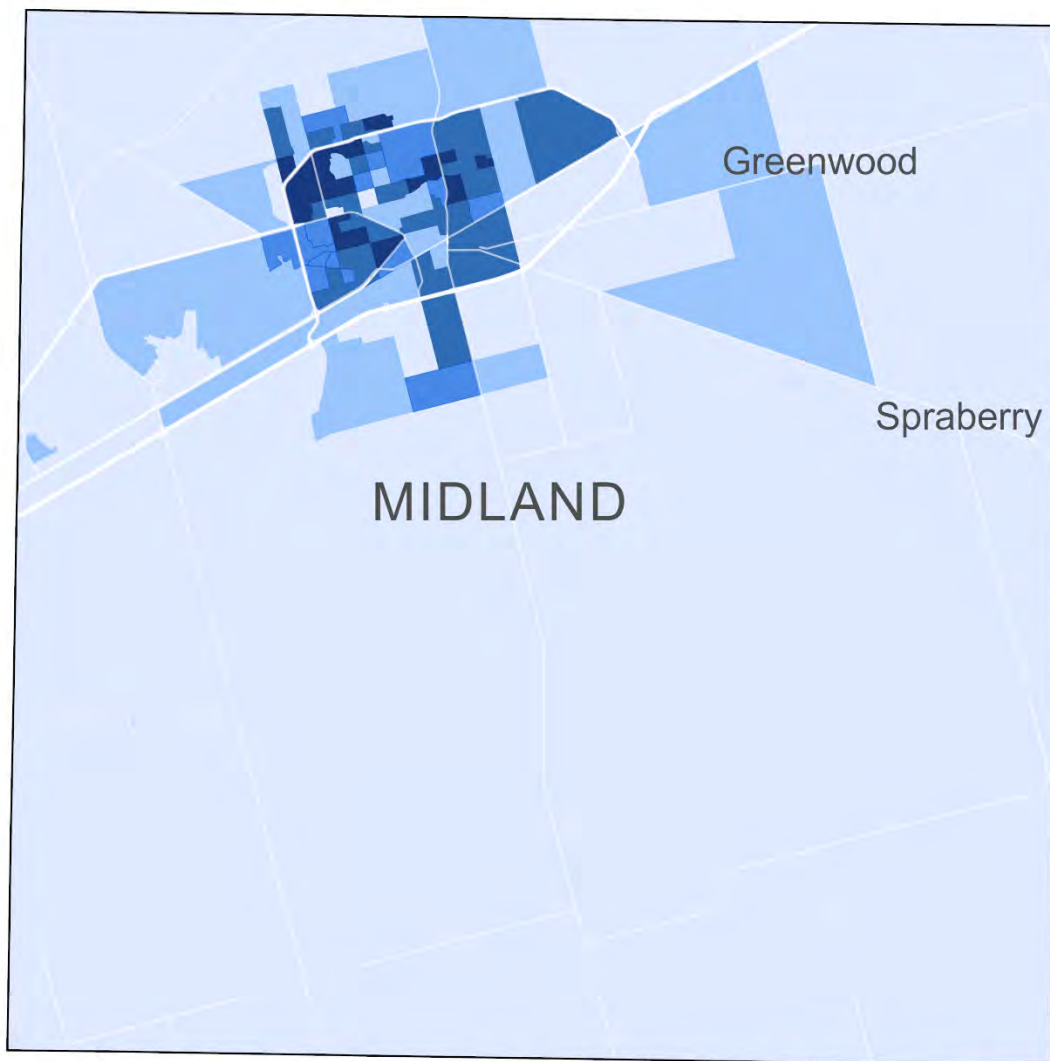


People With A Disability
Per Square Mile

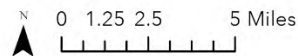
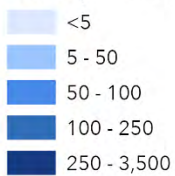




Midland County



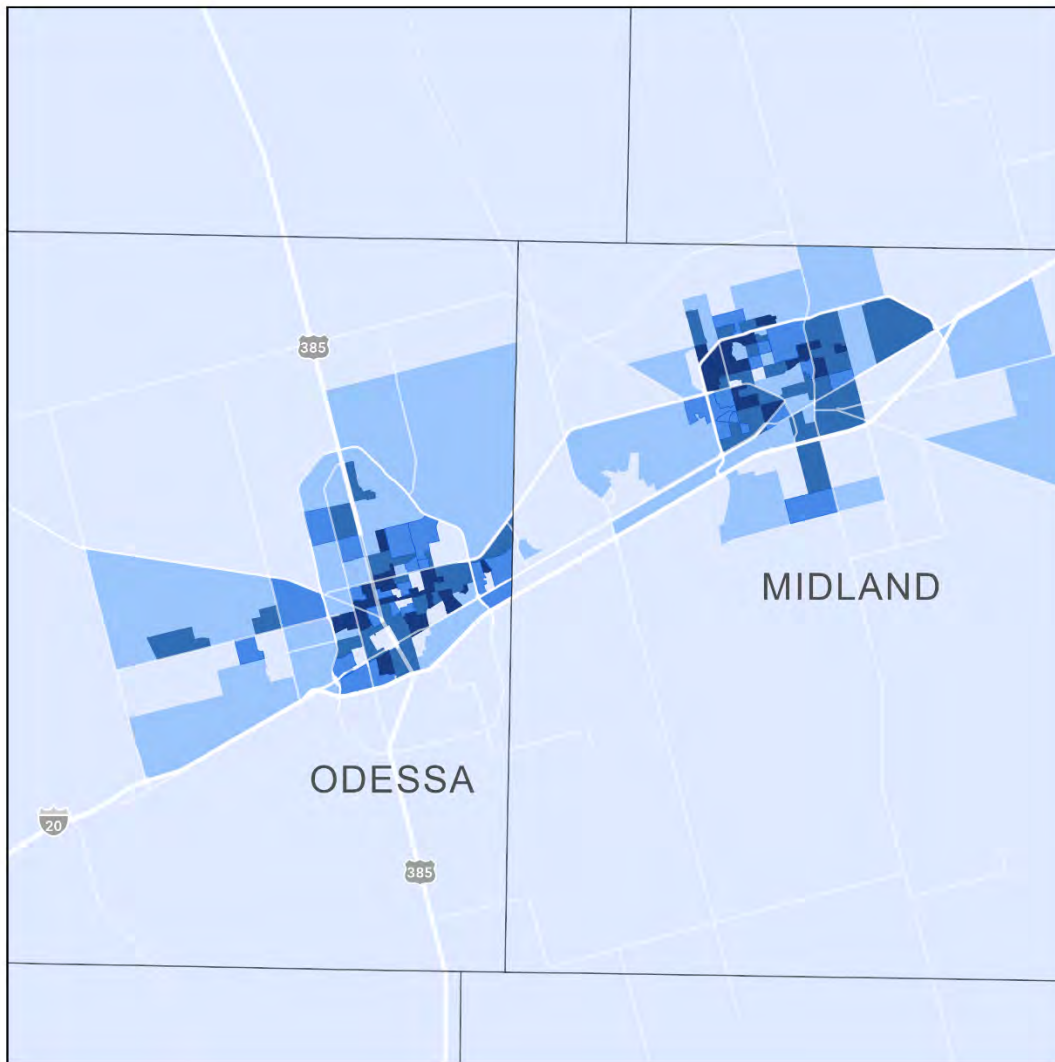
People With A Disability
Per Square Mile



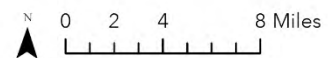
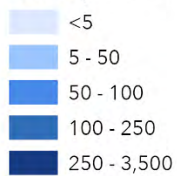


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Existing Conditions Analysis

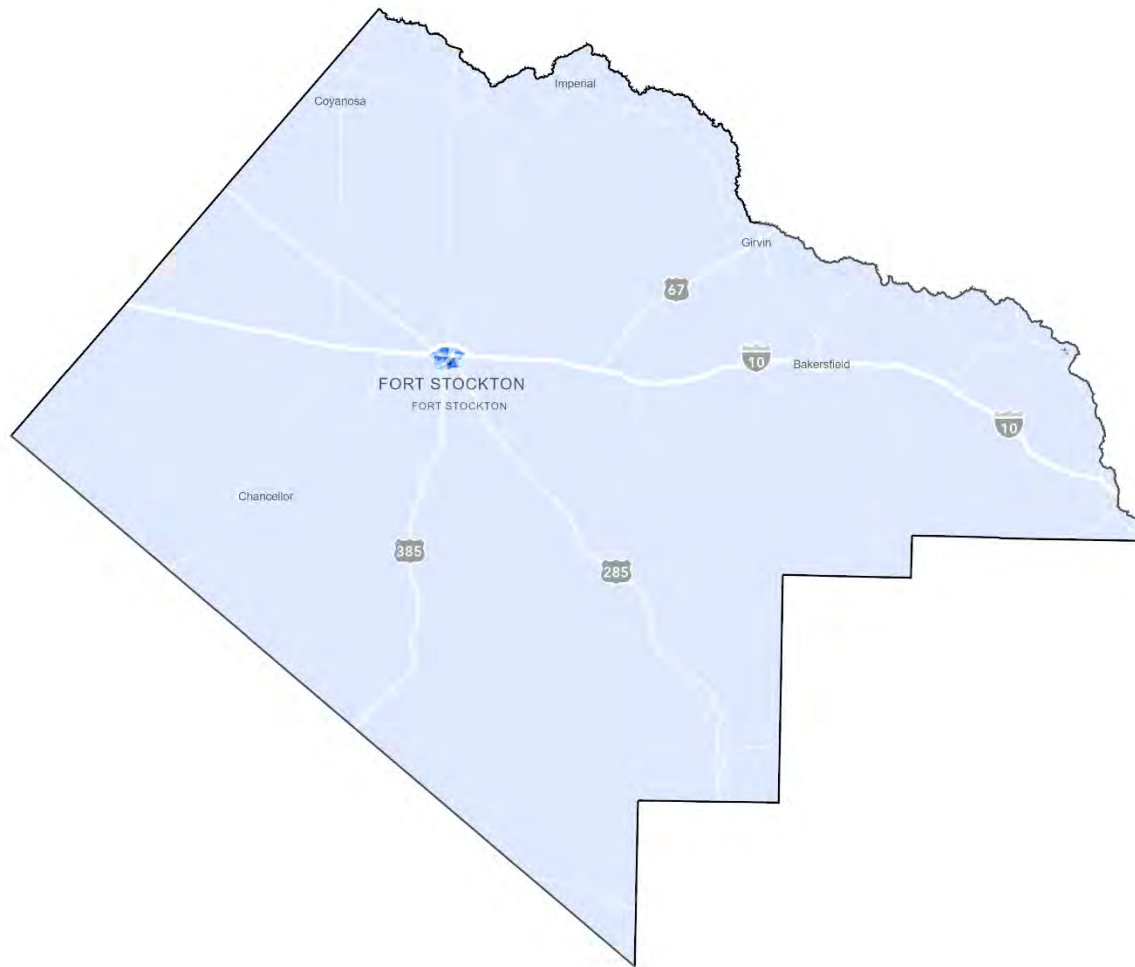


People With A Disability
Per Square Mile

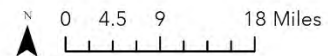




Pecos County

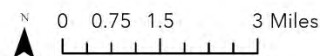
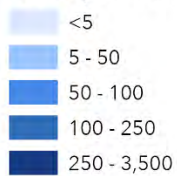


People With A Disability
Per Square Mile



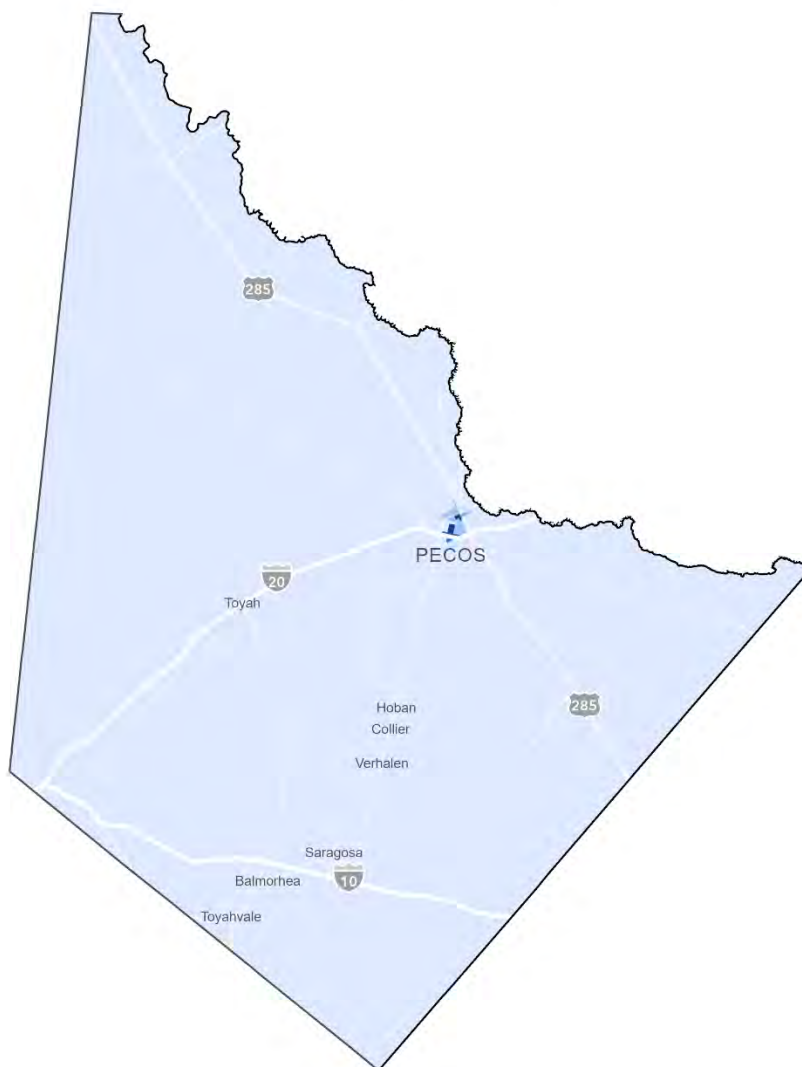


People With A Disability
Per Square Mile

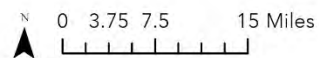
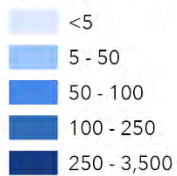




Reeves County

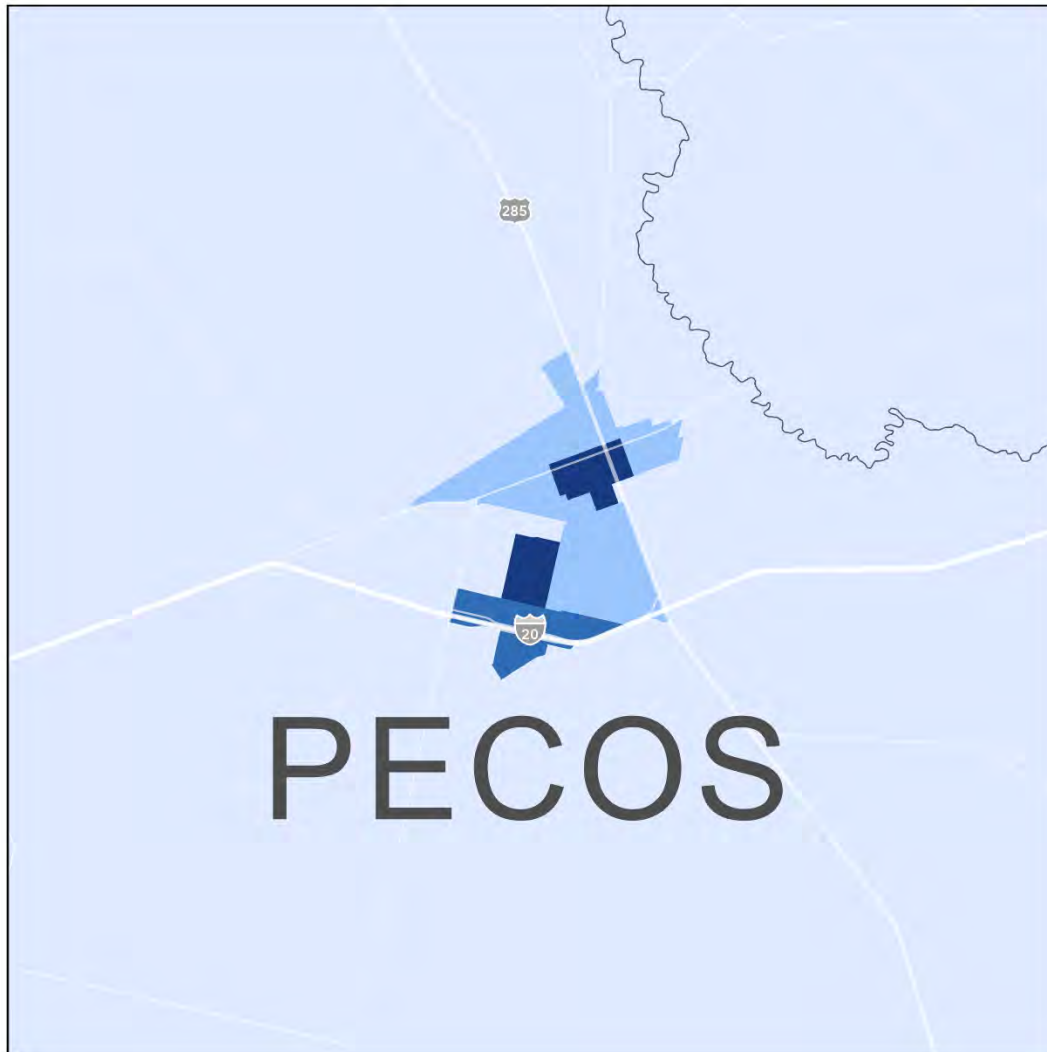


People With A Disability
Per Square Mile

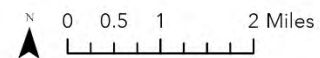
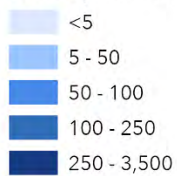




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People With A Disability
Per Square Mile





Terrell County

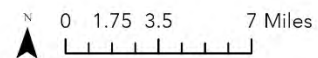




Upton County

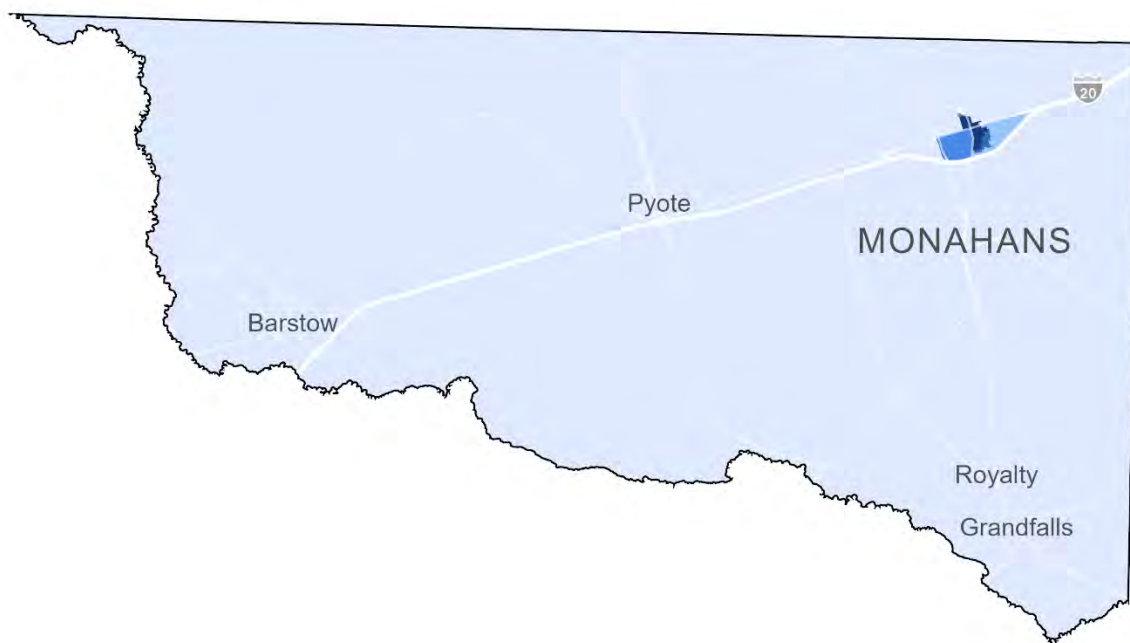


People With A Disability
Per Square Mile

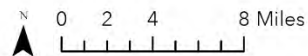




Ward County



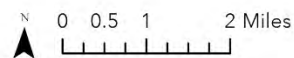
People With A Disability
Per Square Mile





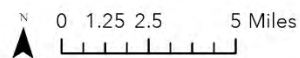
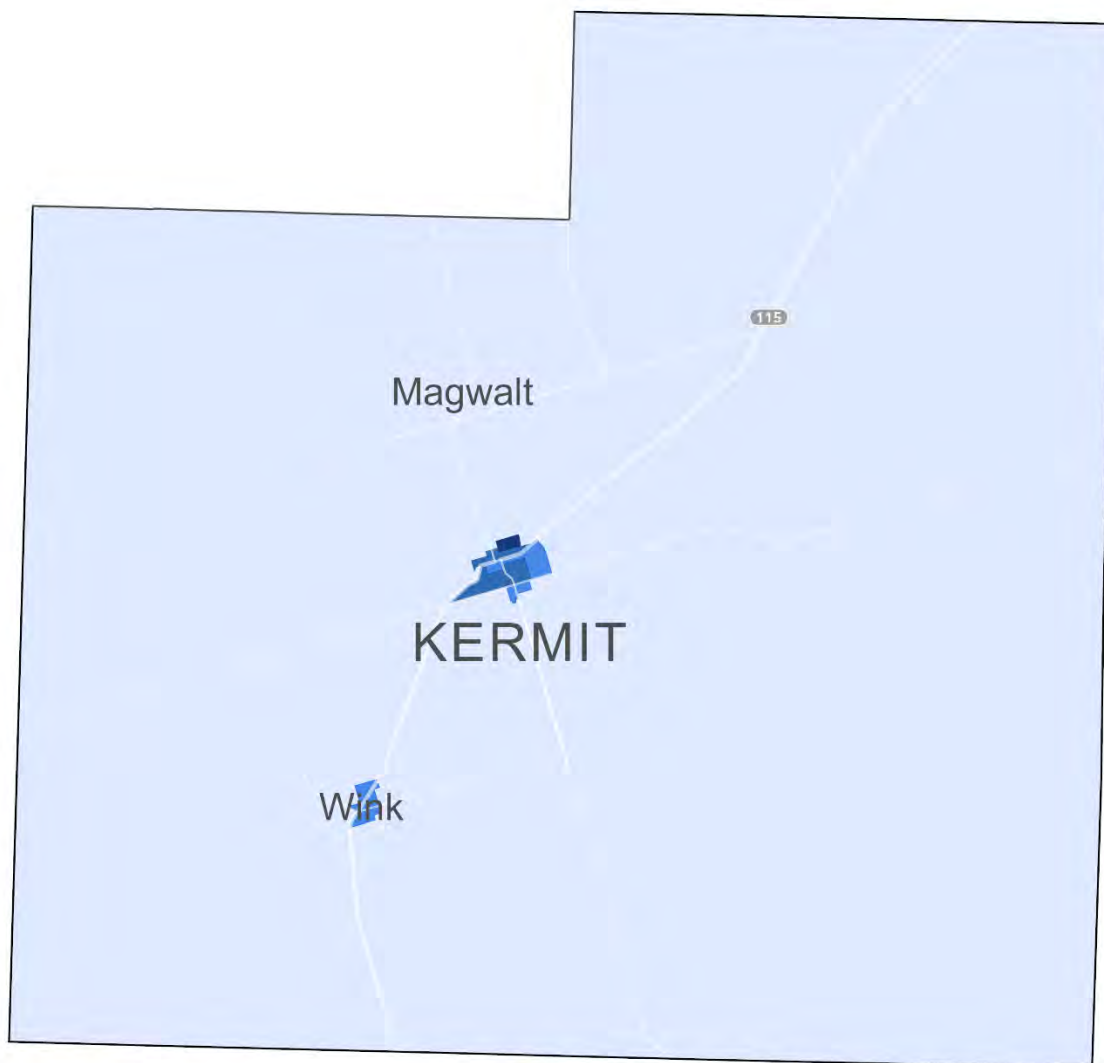
MONAHANS

People With A Disability
Per Square Mile





Winkler County

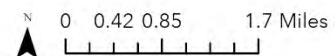


People With A Disability
Per Square Mile





People With A Disability
Per Square Mile

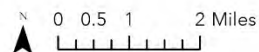
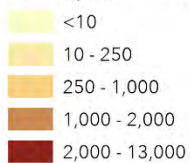


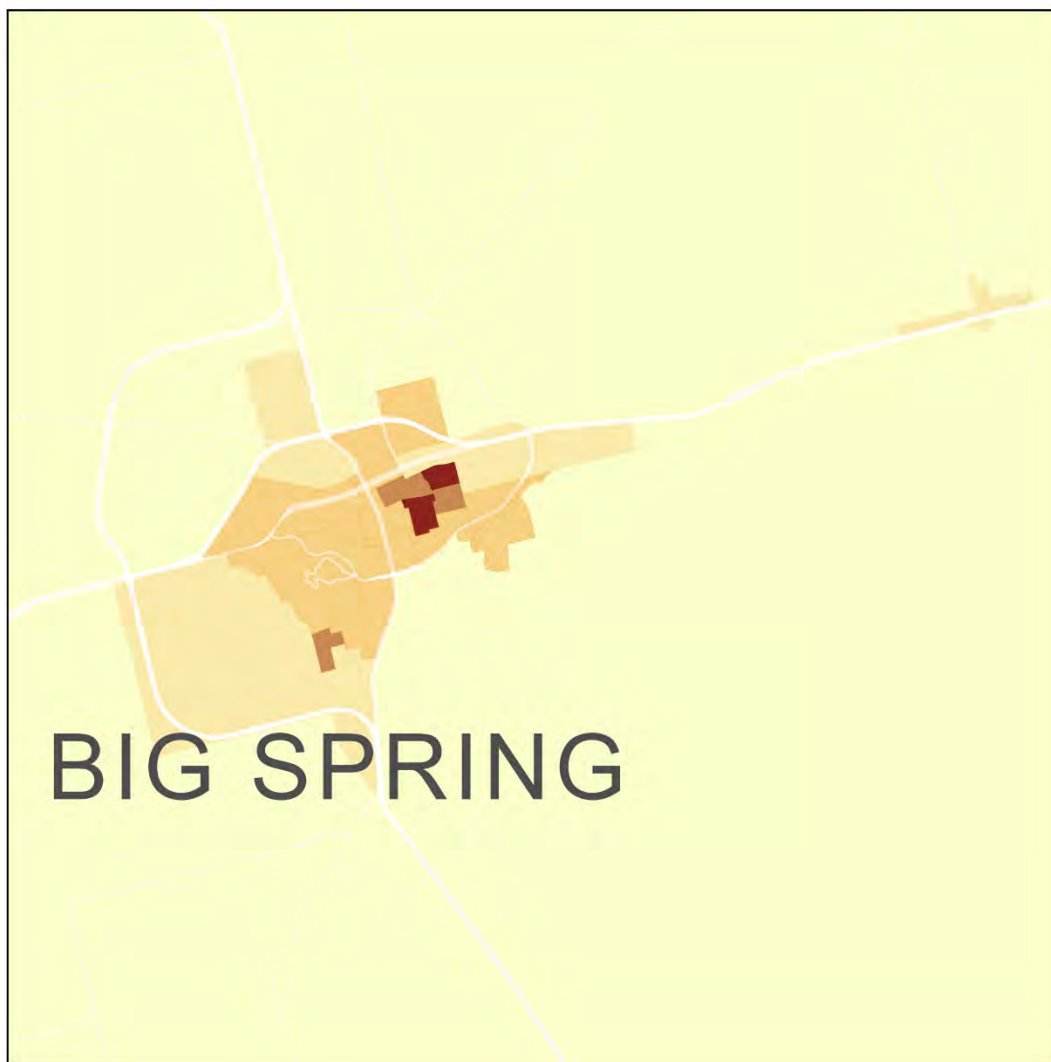


MINORITY POPULATION DENSITY

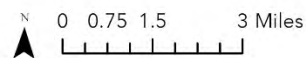
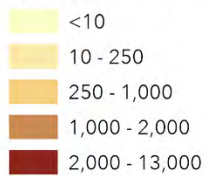


People Of A Racial Minority
Per Square Mile



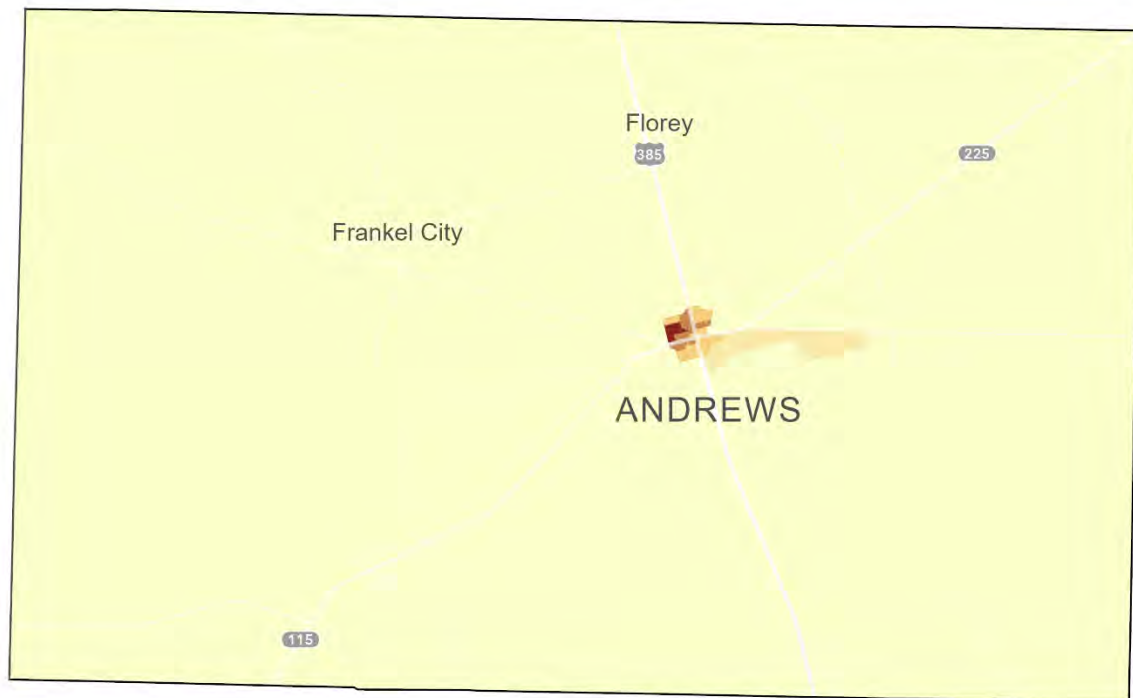


People Of A Racial Minority
Per Square Mile

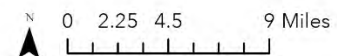
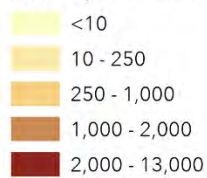




Andrews County

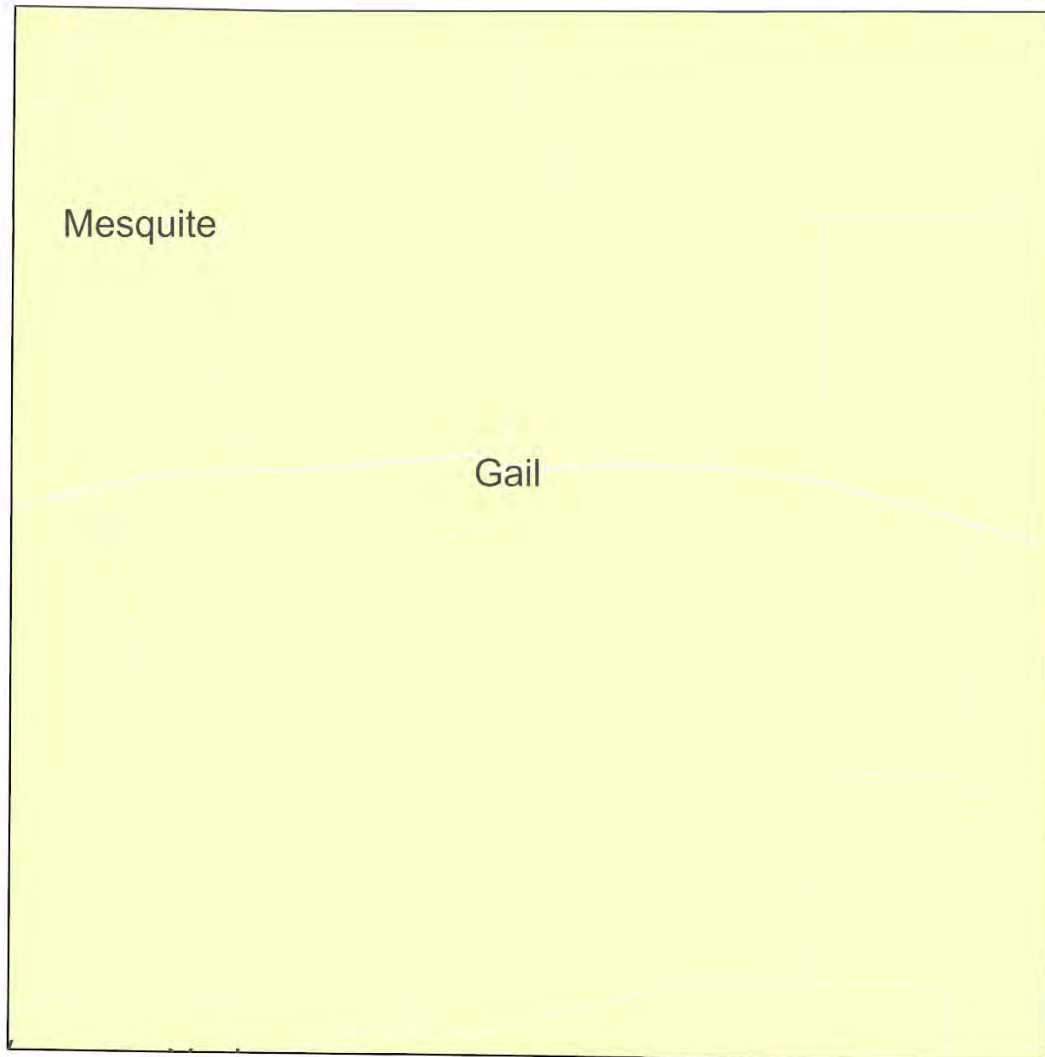


People Of A Racial Minority
Per Square Mile

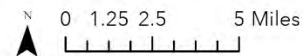
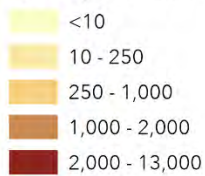




Borden County

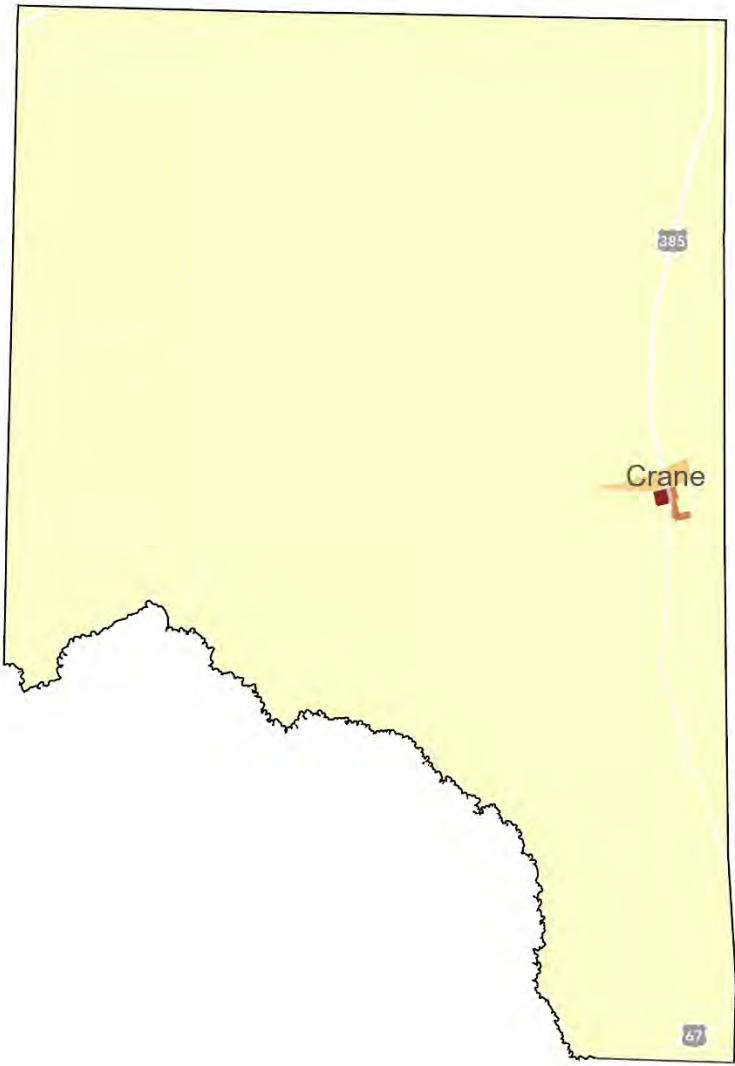


People Of A Racial Minority
Per Square Mile



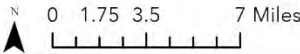


Crane County



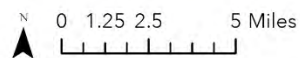
People Of A Racial Minority
Per Square Mile

- <10
- 10 - 250
- 250 - 1,000
- 1,000 - 2,000
- 2,000 - 13,000

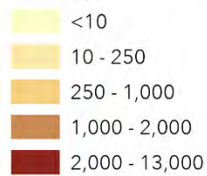


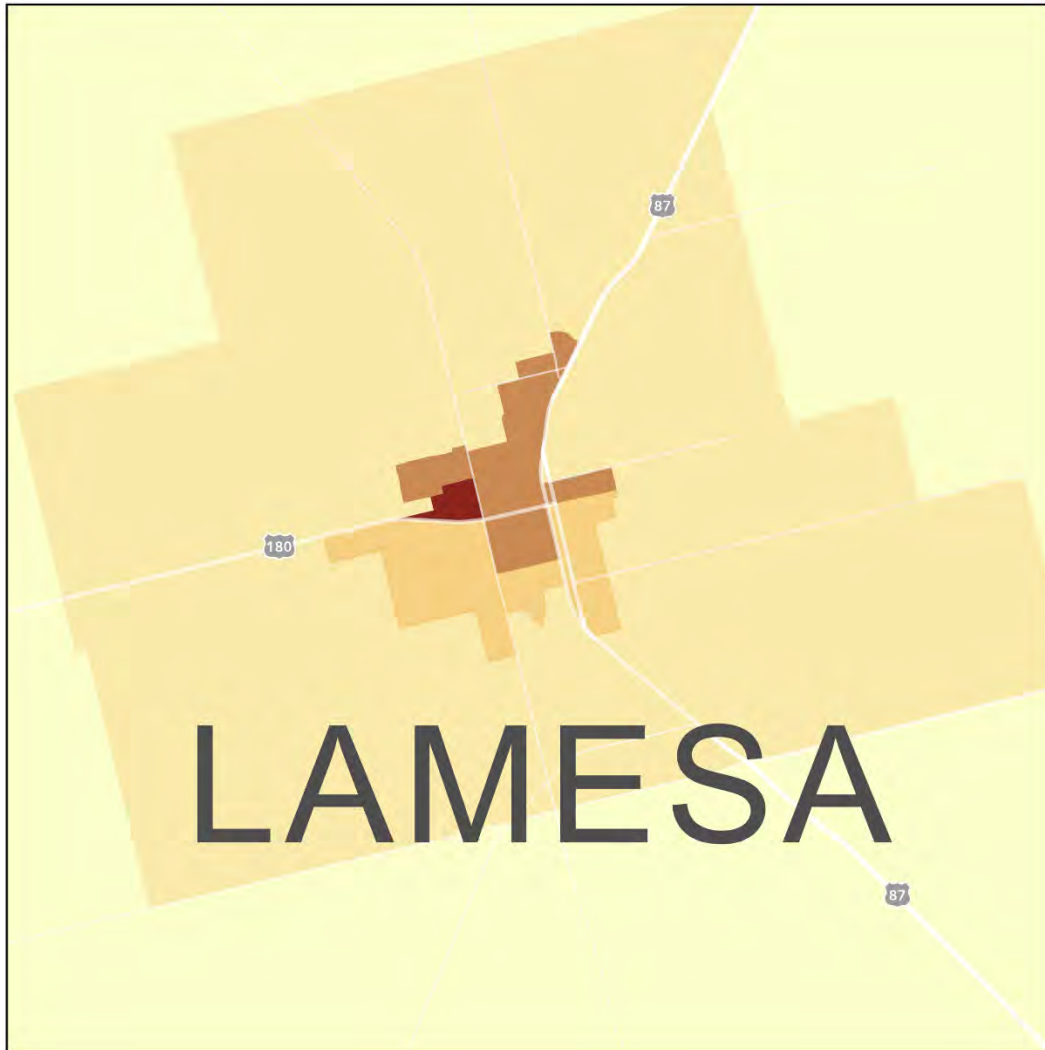


Dawson County

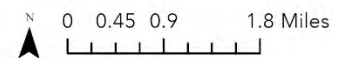
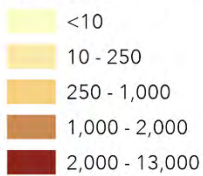


People Of A Racial Minority
Per Square Mile



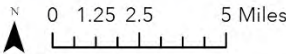
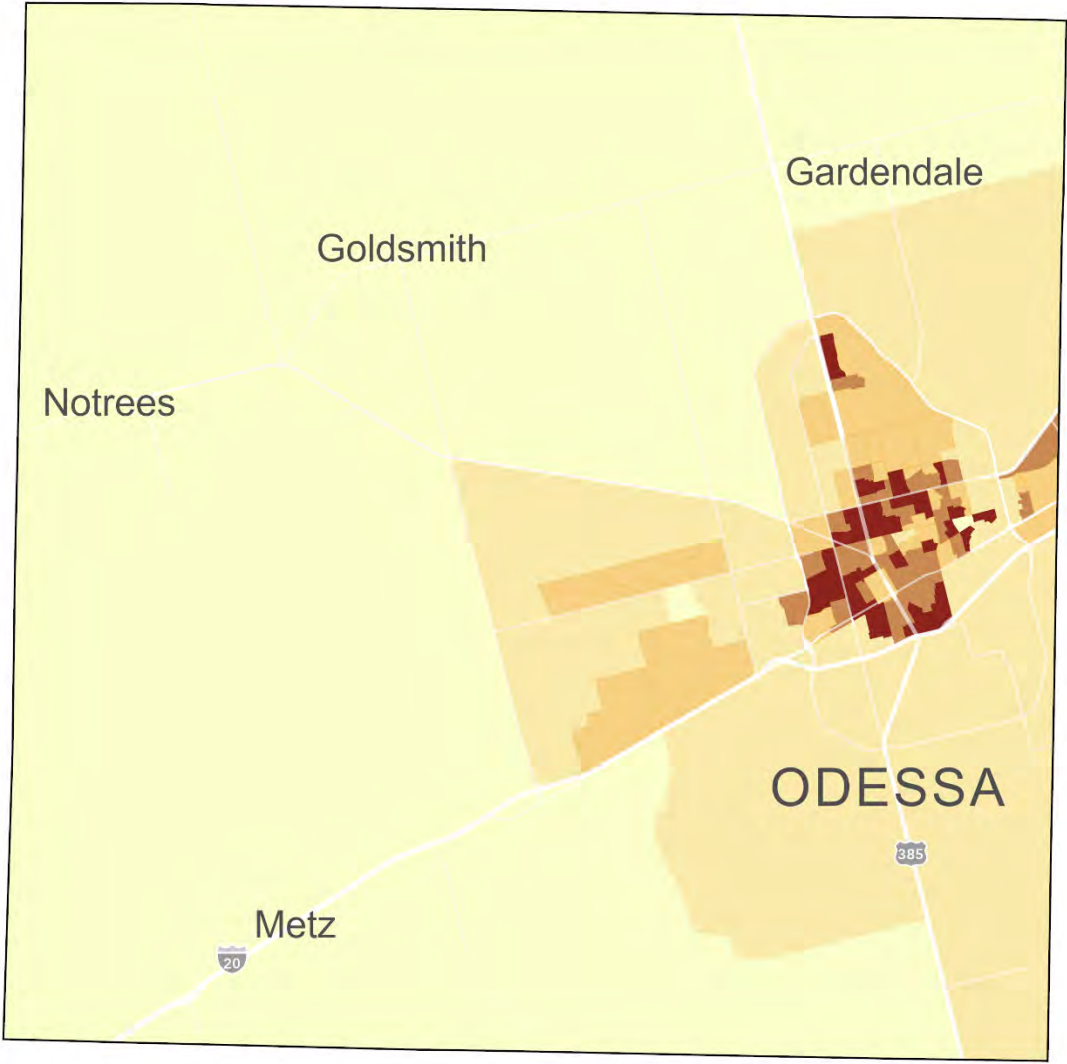


People Of A Racial Minority
Per Square Mile

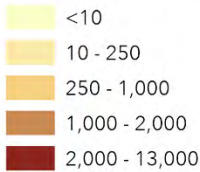




Ector County



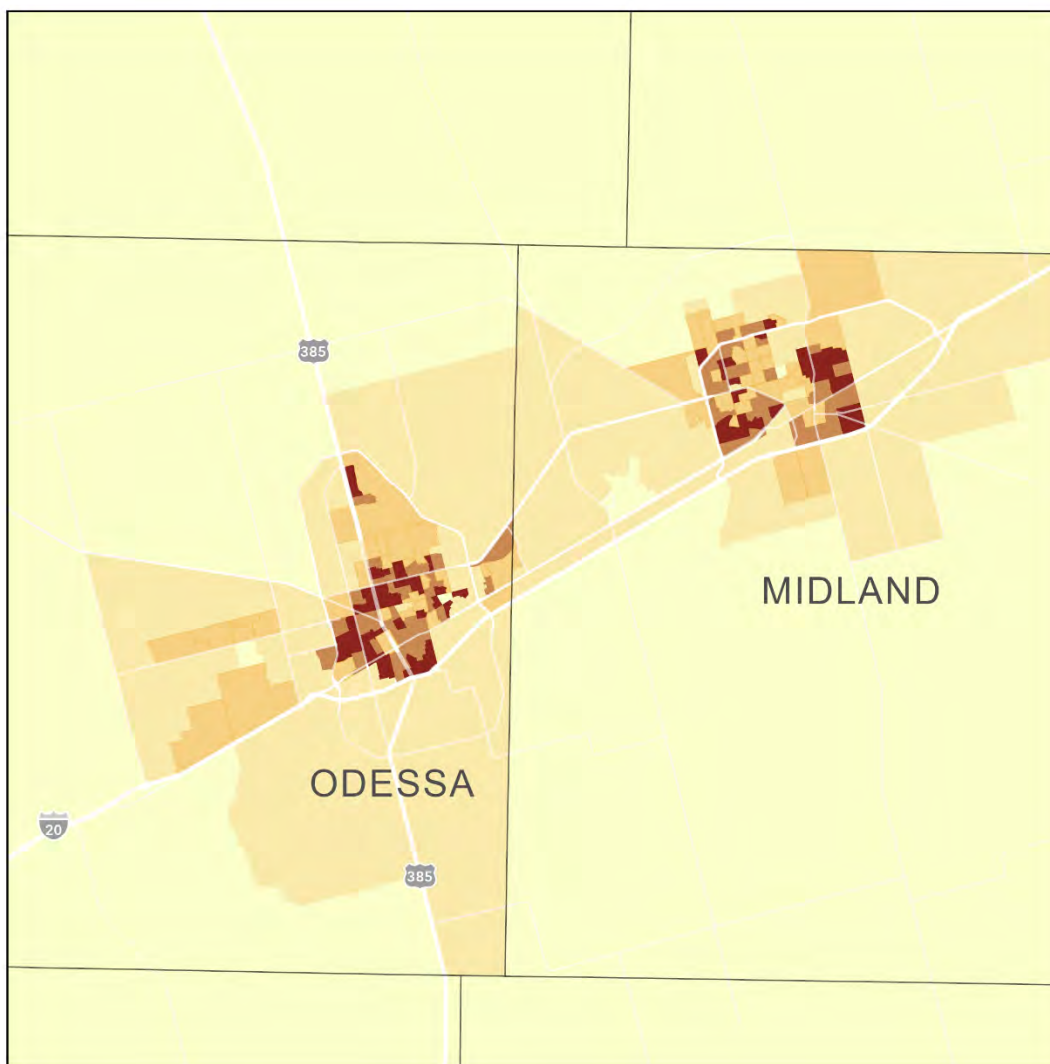
People Of A Racial Minority
Per Square Mile



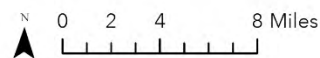
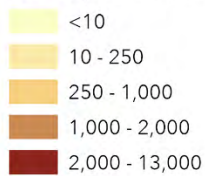


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People Of A Racial Minority
Per Square Mile

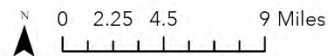
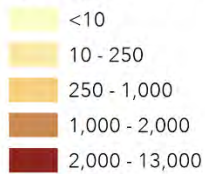




Gaines County

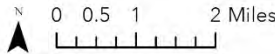
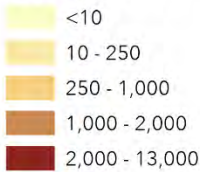


People Of A Racial Minority
Per Square Mile



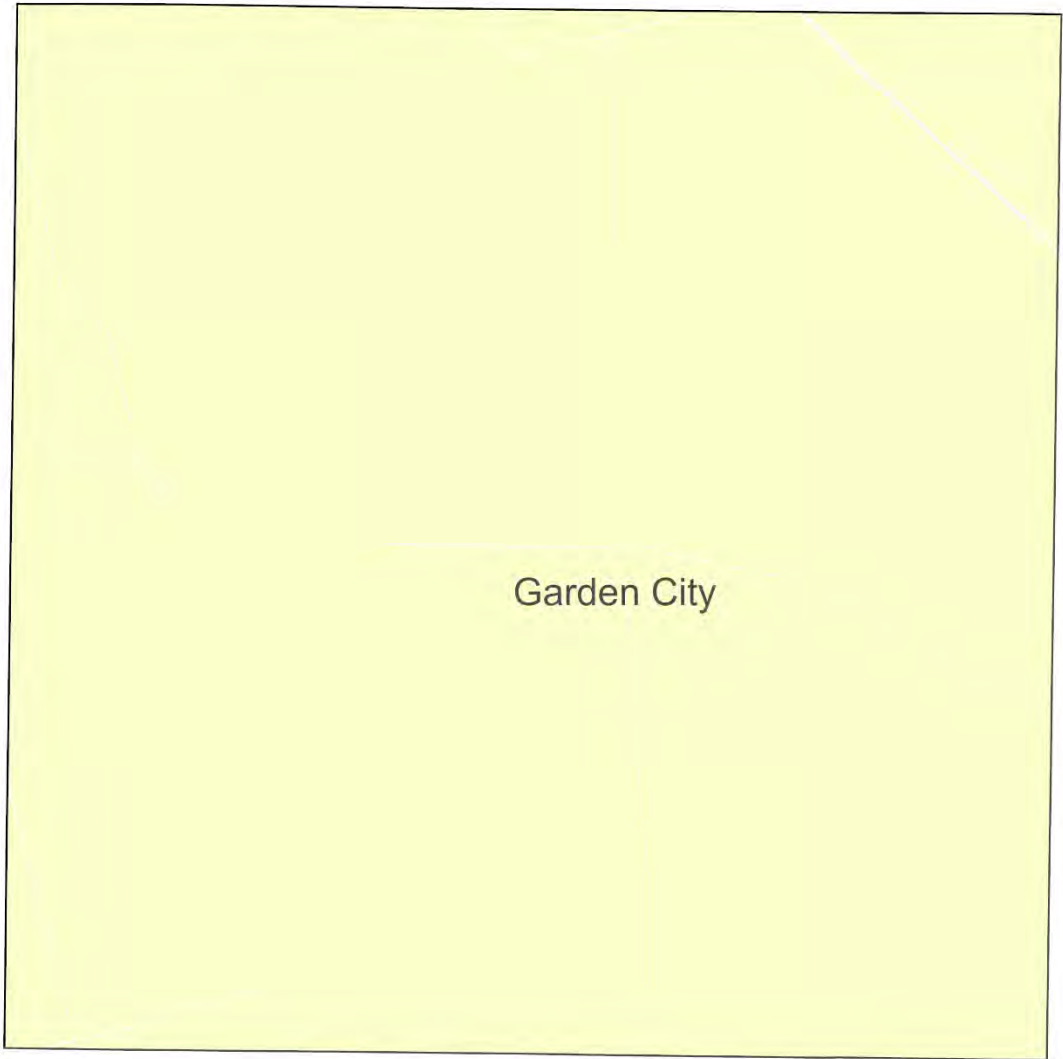


People Of A Racial Minority
Per Square Mile

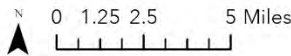
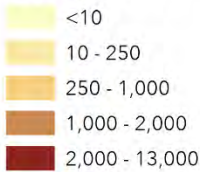




Glasscock County

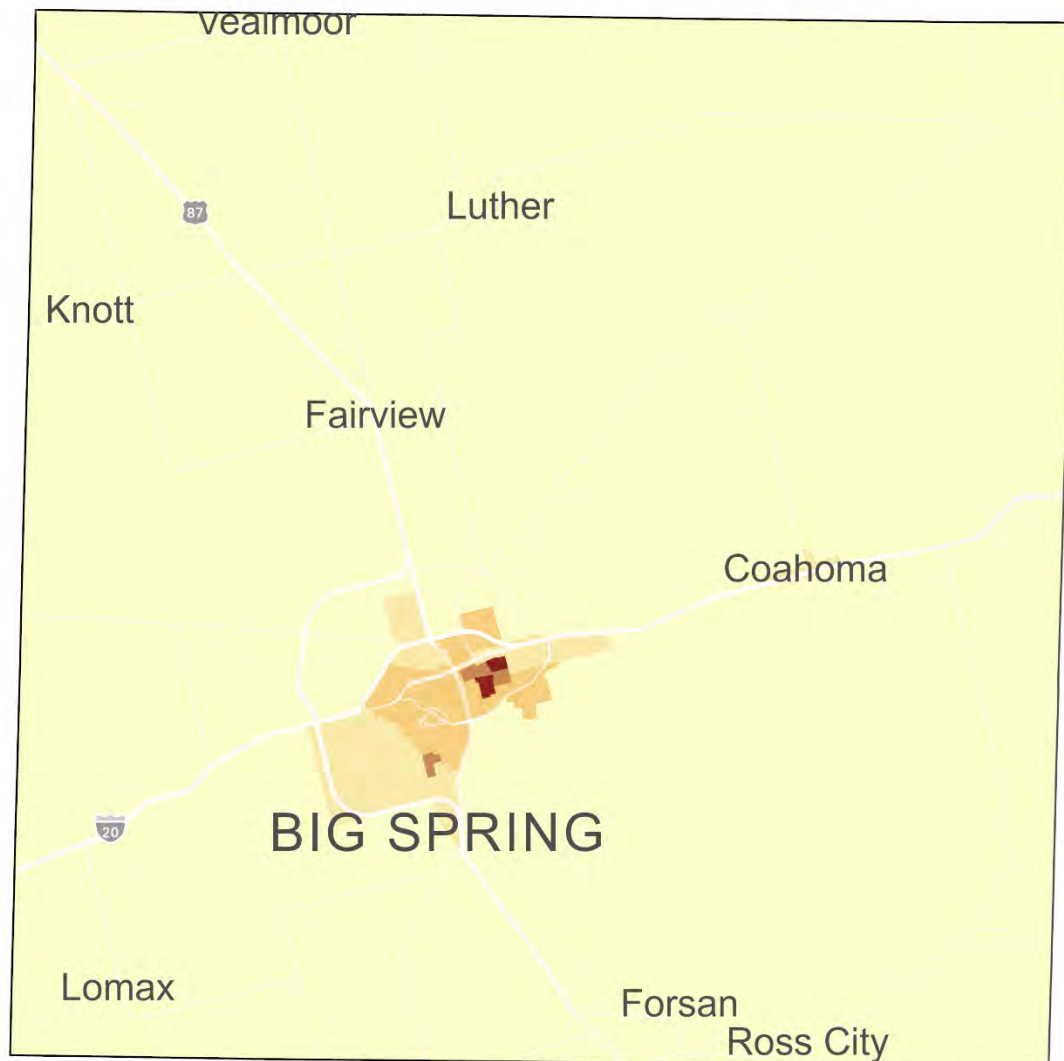


People Of A Racial Minority
Per Square Mile

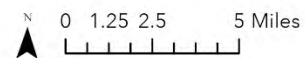
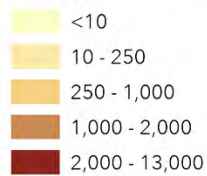




Howard County

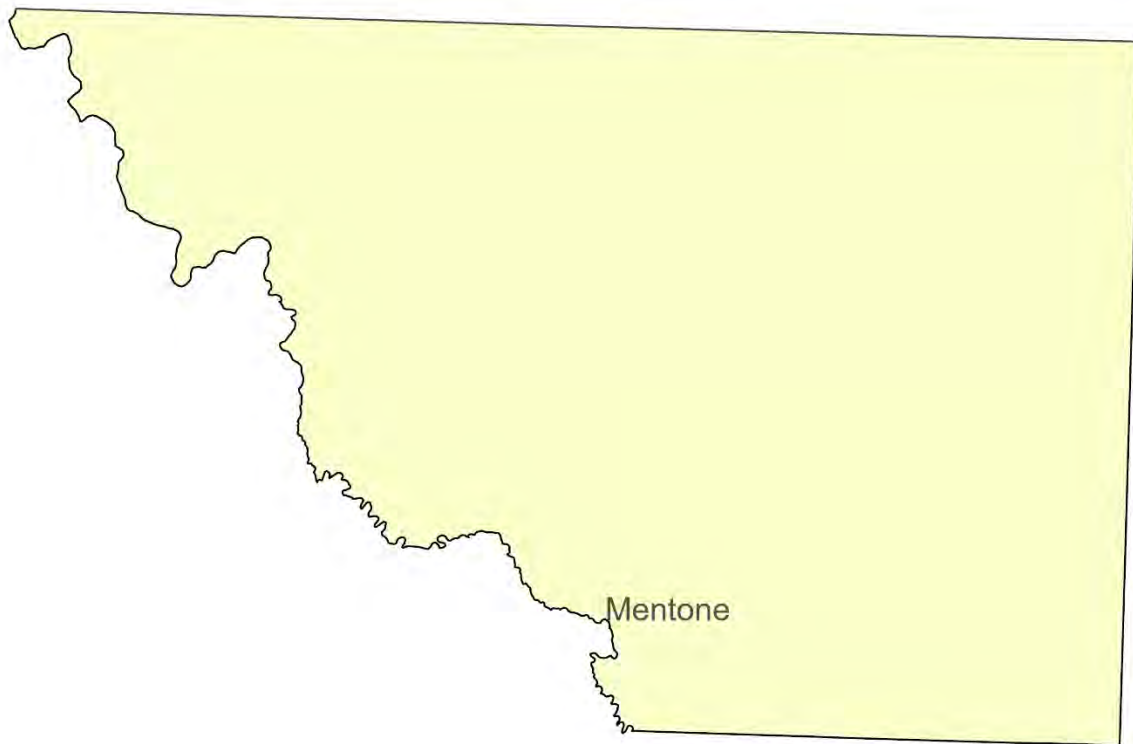


People Of A Racial Minority
Per Square Mile

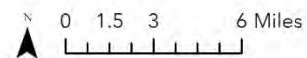
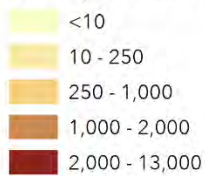




Loving County



People Of A Racial Minority
Per Square Mile

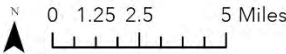
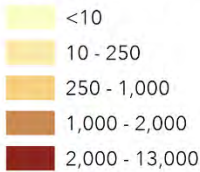




Martin County



People Of A Racial Minority
Per Square Mile

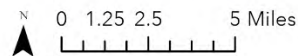
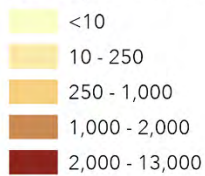




Midland County



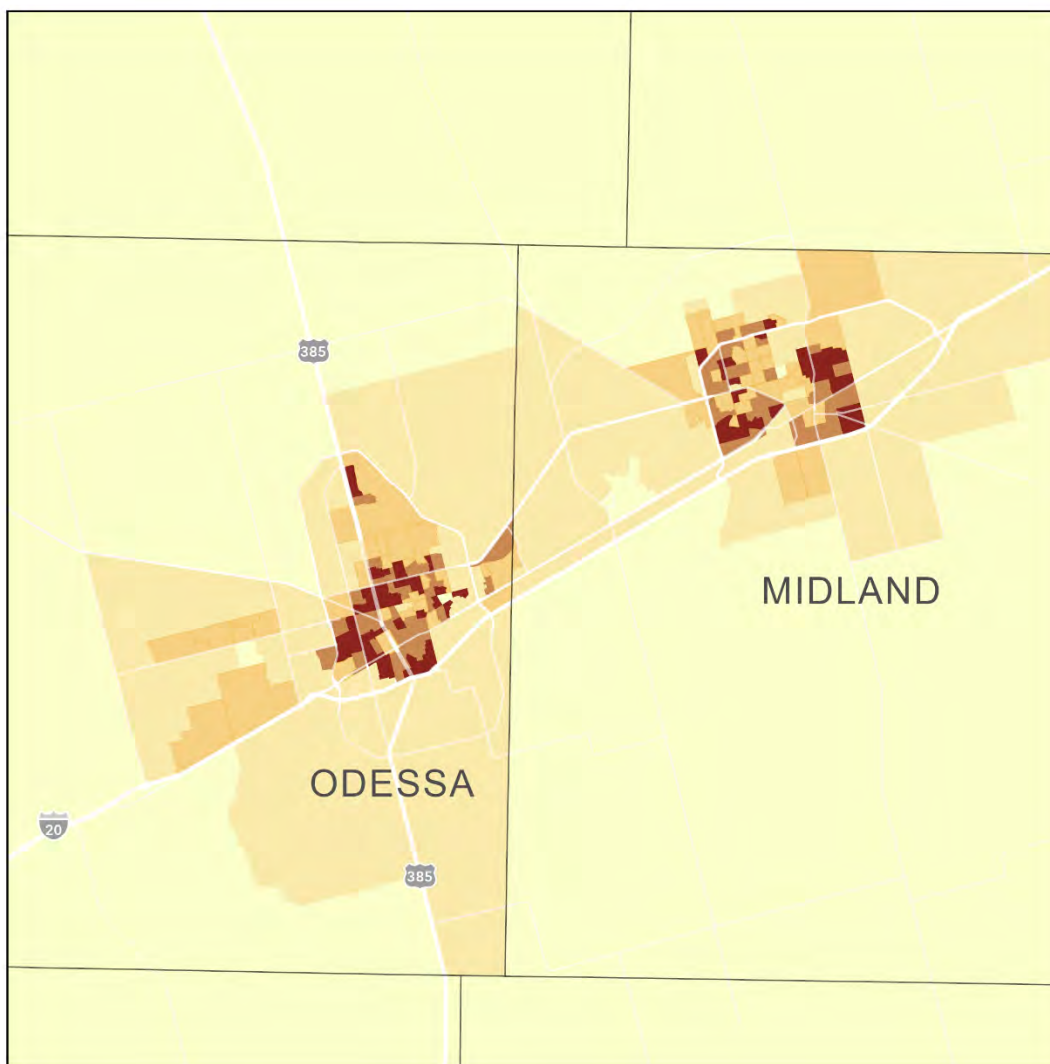
People Of A Racial Minority
Per Square Mile



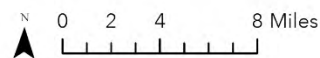
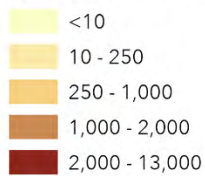


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People Of A Racial Minority
Per Square Mile

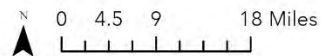
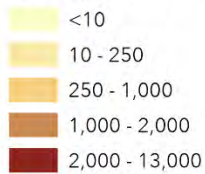




Pecos County



People Of A Racial Minority
Per Square Mile

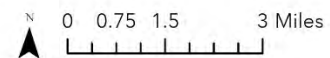
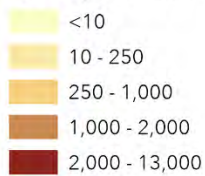




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People Of A Racial Minority
Per Square Mile

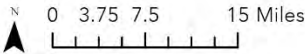
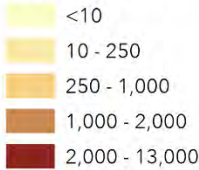




Reeves County

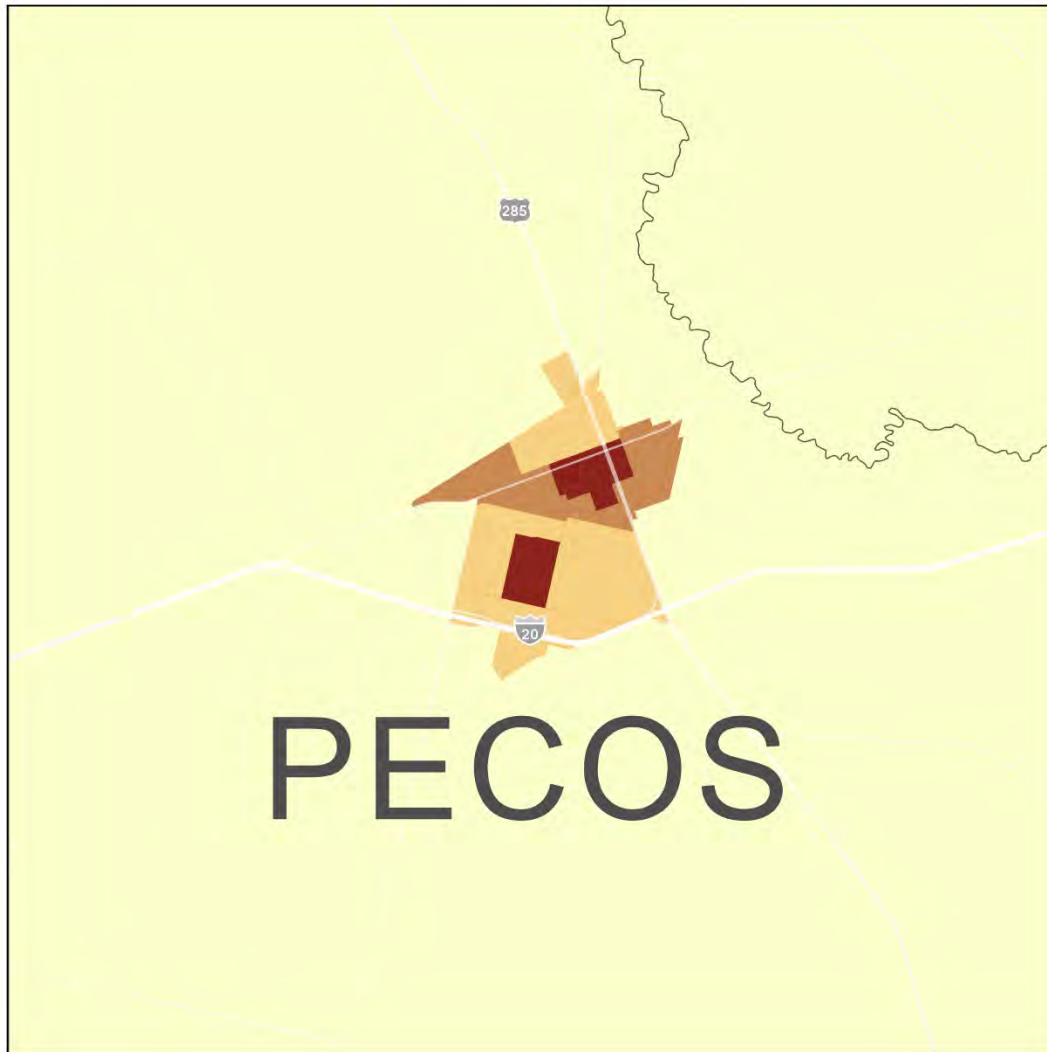


People Of A Racial Minority
Per Square Mile

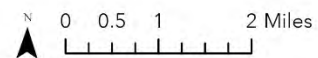
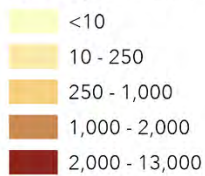




PBRPC | Regional Public Transportation Coordination Plan
Existing Conditions Analysis



People Of A Racial Minority
Per Square Mile





Terrell County

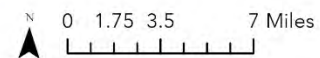
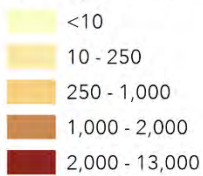




Upton County



People Of A Racial Minority
Per Square Mile

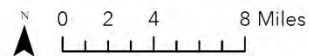
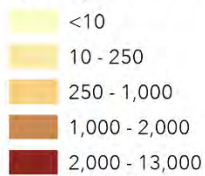




Ward County

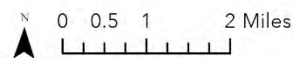
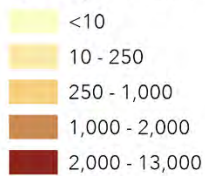


People Of A Racial Minority
Per Square Mile





People Of A Racial Minority
Per Square Mile

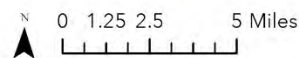
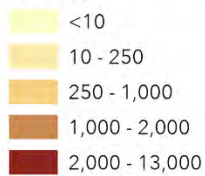




Winkler County

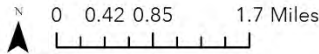
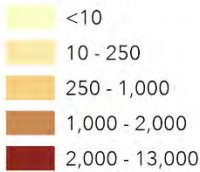


People Of A Racial Minority
Per Square Mile





People Of A Racial Minority
Per Square Mile

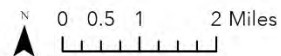




POVERTY STATUS

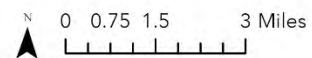
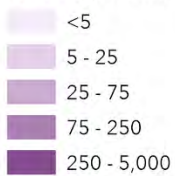


Households With Income Below
Poverty Level Per Square Mile



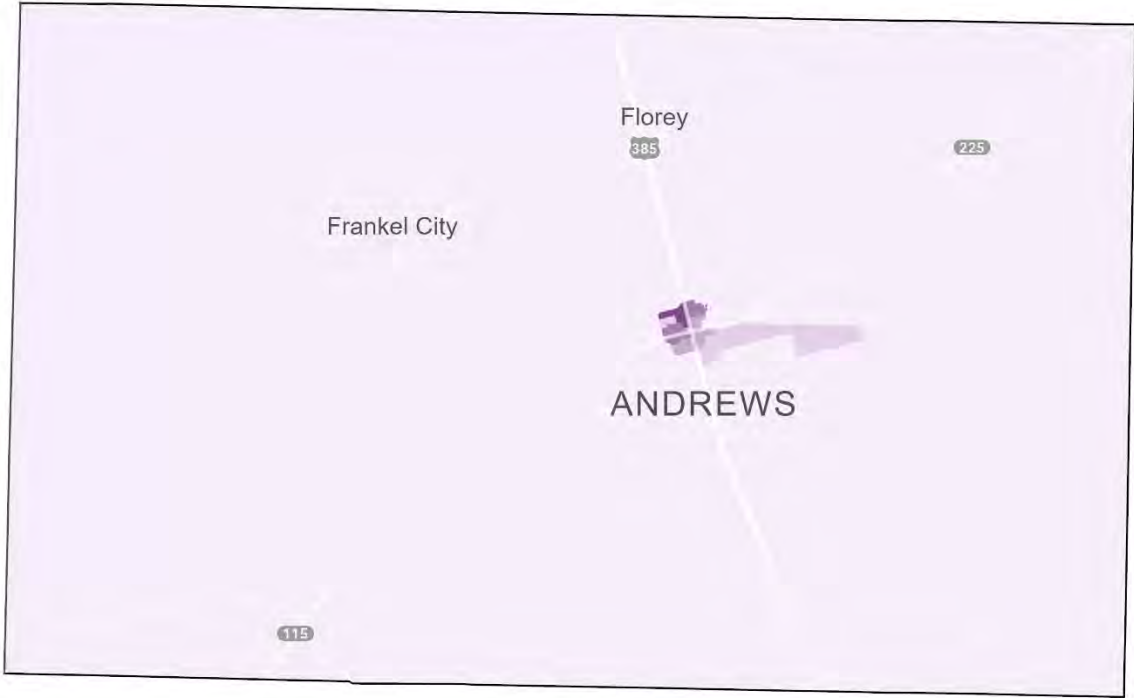


Households With Income Below
Poverty Level Per Square Mile

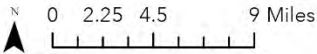




Andrews County

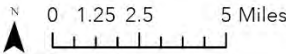
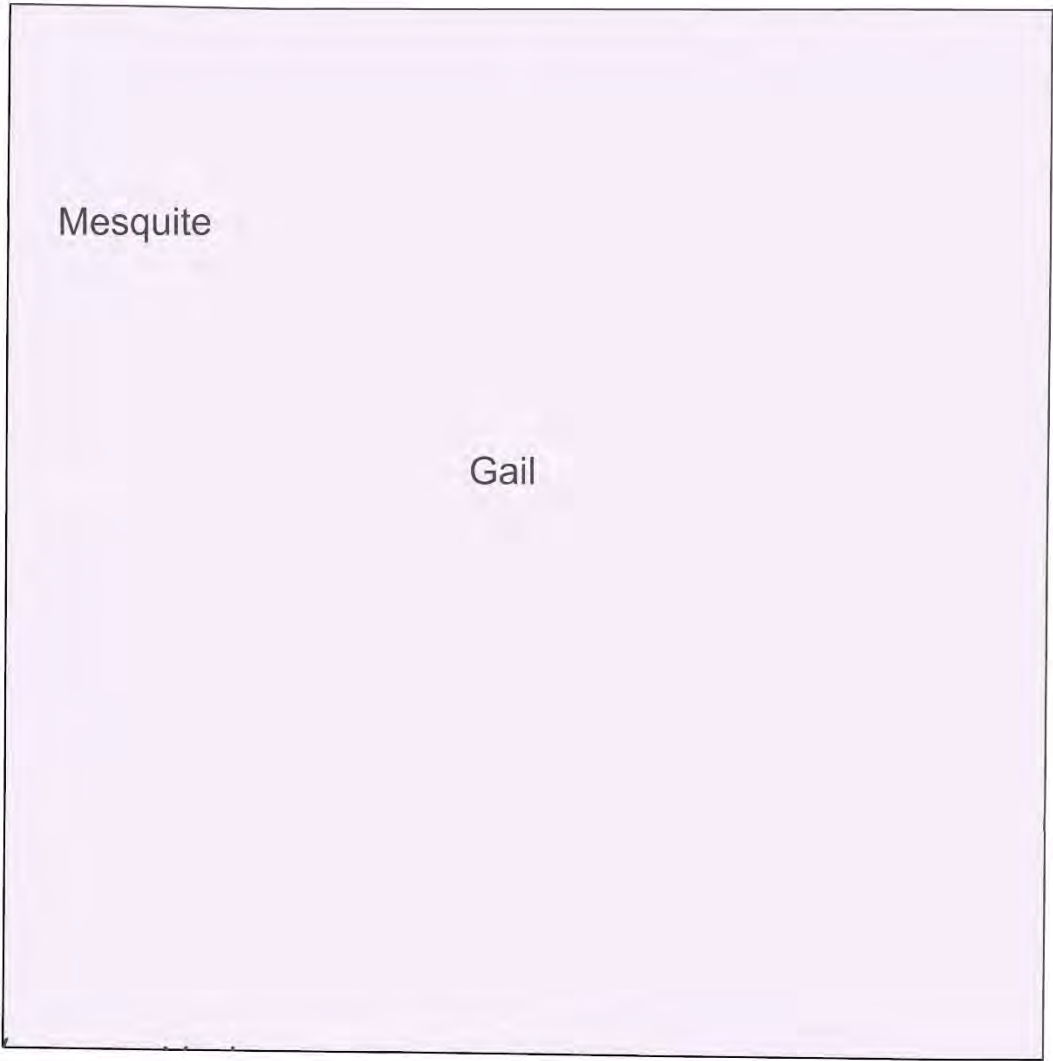


Households With Income Below
Poverty Level Per Square Mile





Borden County

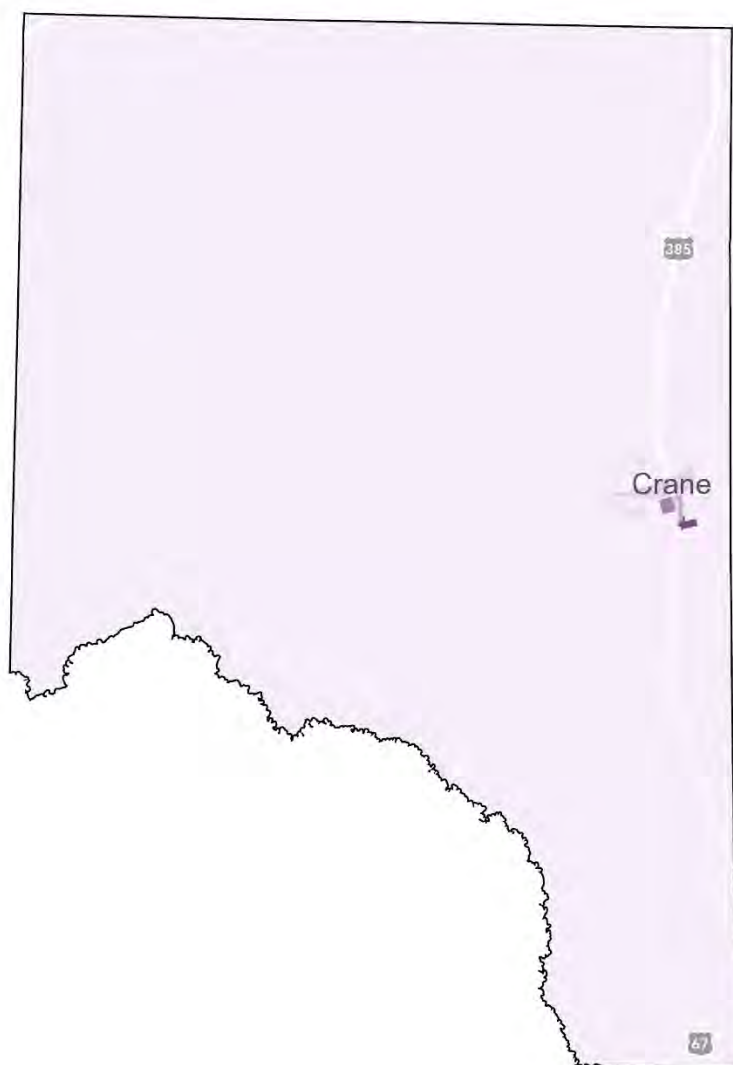


Households With Income Below
Poverty Level Per Square Mile

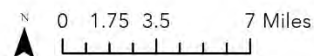




Crane County

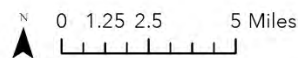


Households With Income Below
Poverty Level Per Square Mile





Dawson County

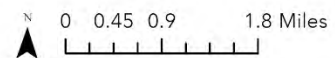
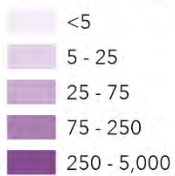


Households With Income Below
Poverty Level Per Square Mile



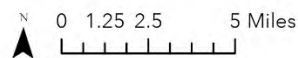
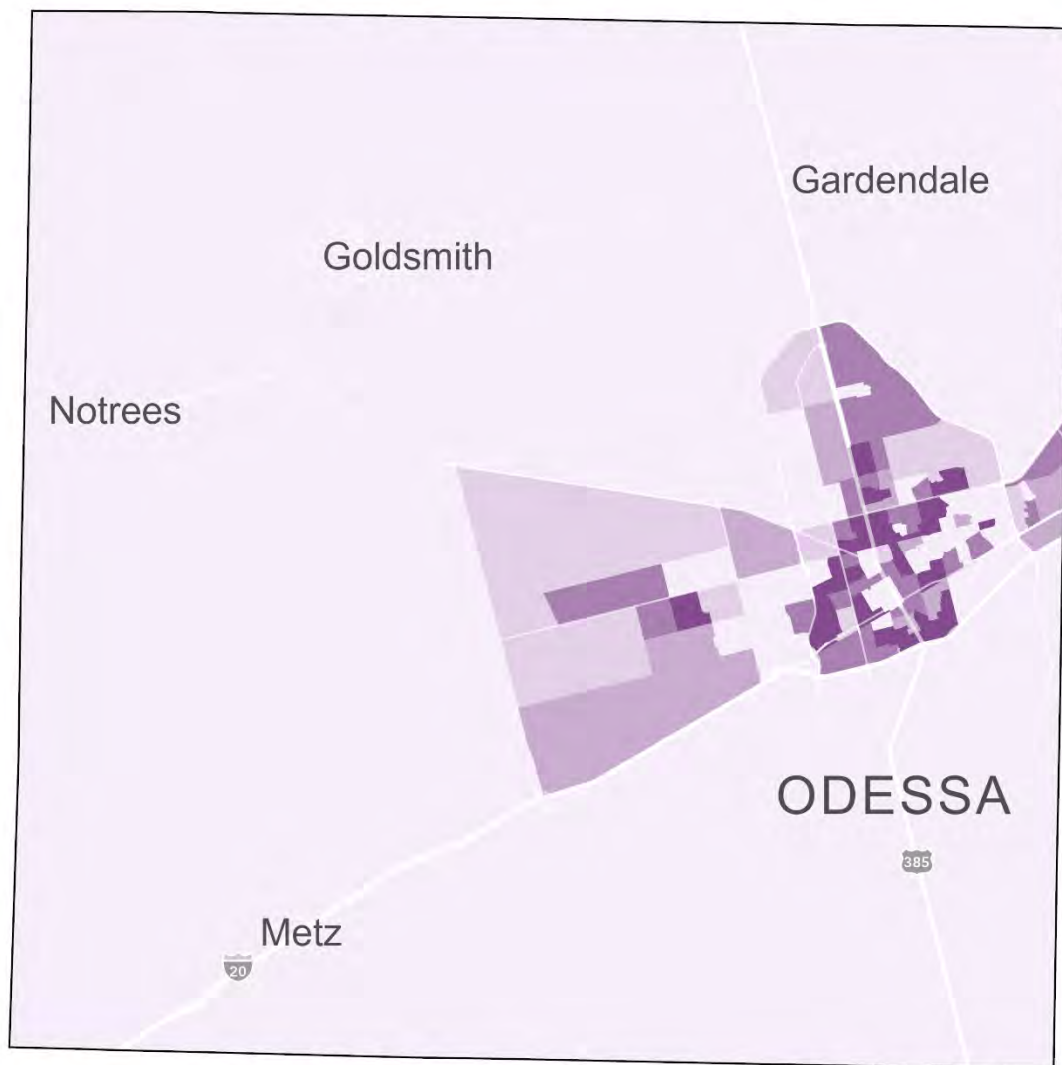


Households With Income Below
Poverty Level Per Square Mile





Ector County



Households With Income Below
Poverty Level Per Square Mile



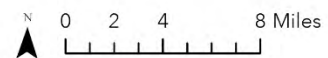
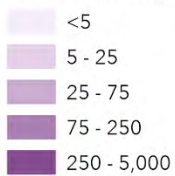


PBRPC | Regional Public Transportation Coordination Plan

Existing Conditions Analysis



Households With Income Below
Poverty Level Per Square Mile

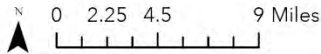




Gaines County



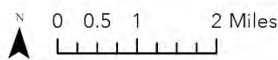
Households With Income Below
Poverty Level Per Square Mile





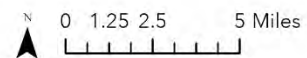
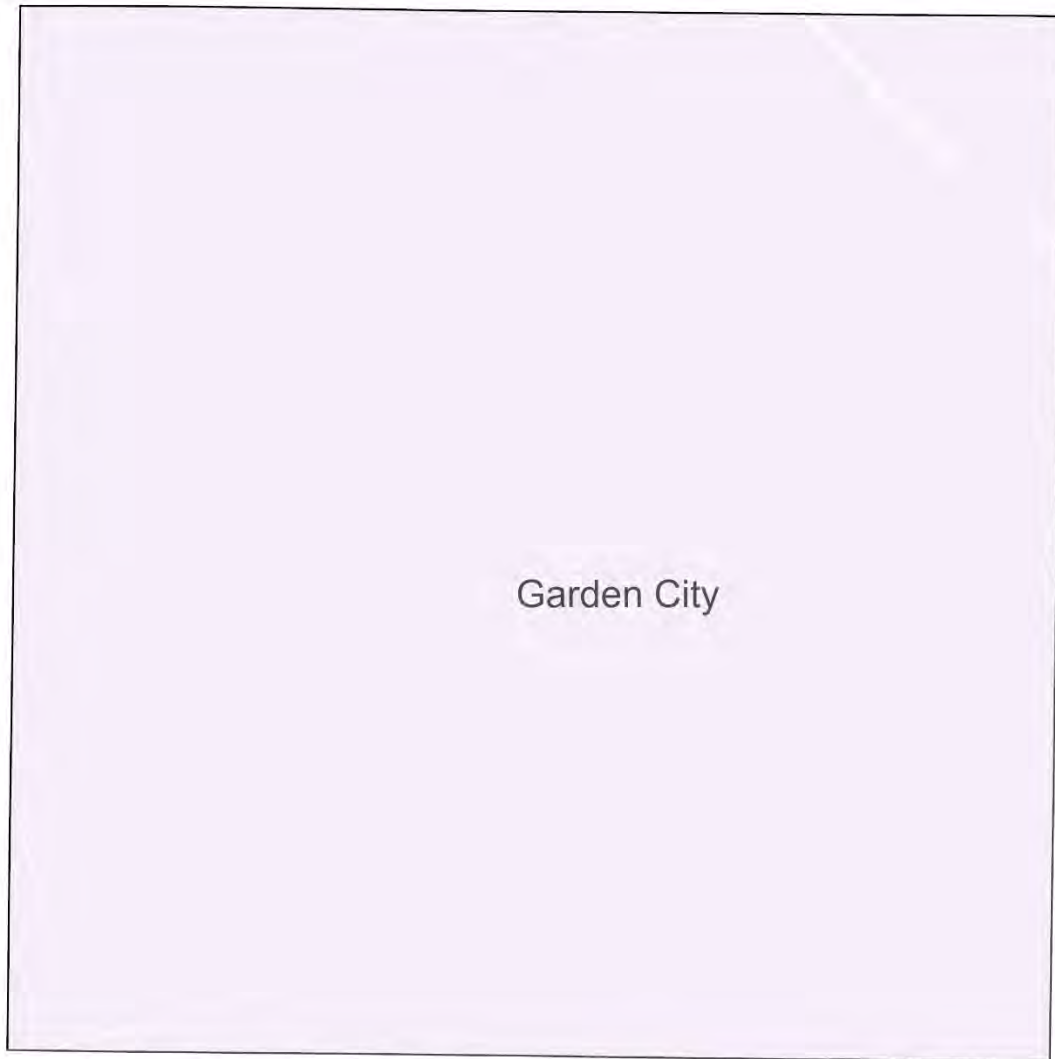
Households With Income Below
Poverty Level Per Square Mile

- <5
- 5 - 25
- 25 - 75
- 75 - 250
- 250 - 5,000





Glasscock County

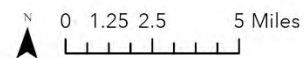
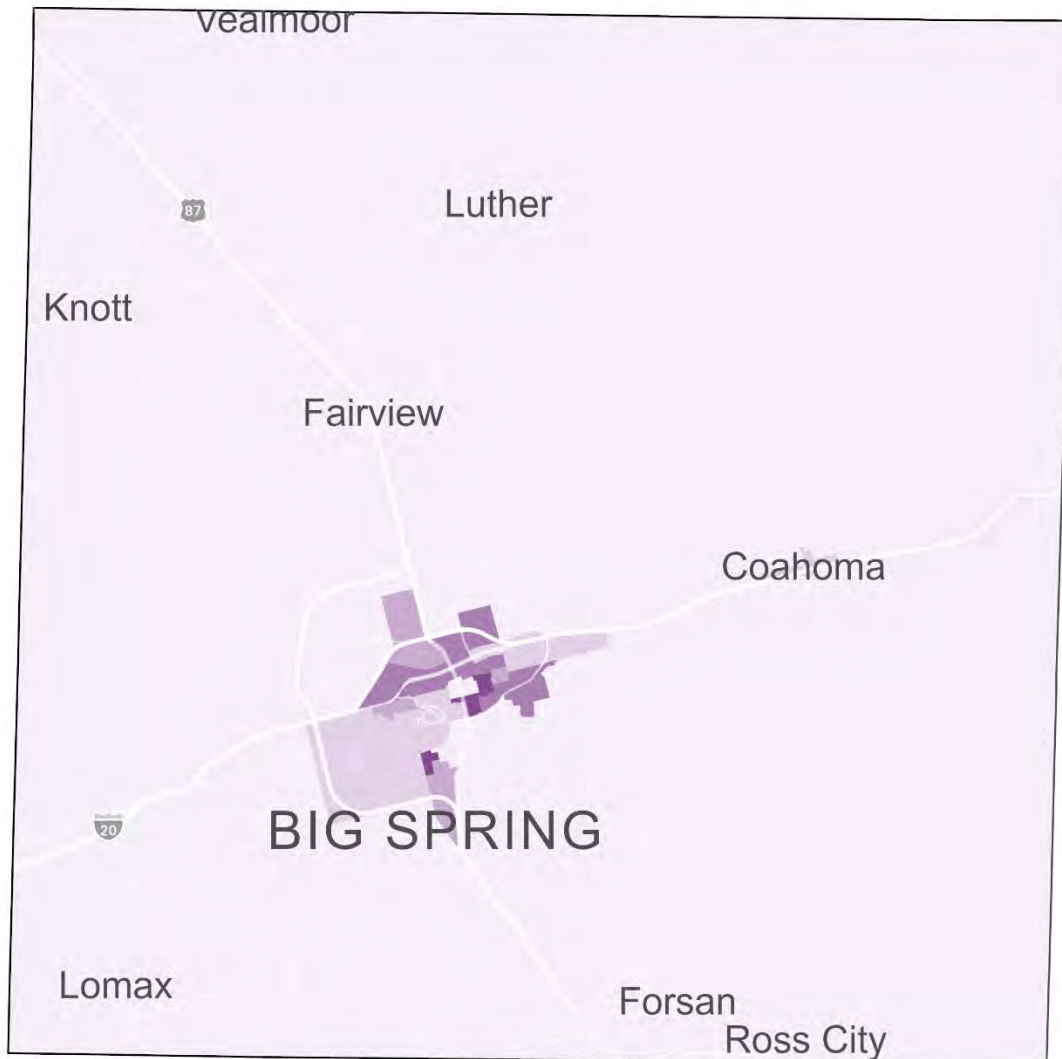


Households With Income Below
Poverty Level Per Square Mile





Howard County

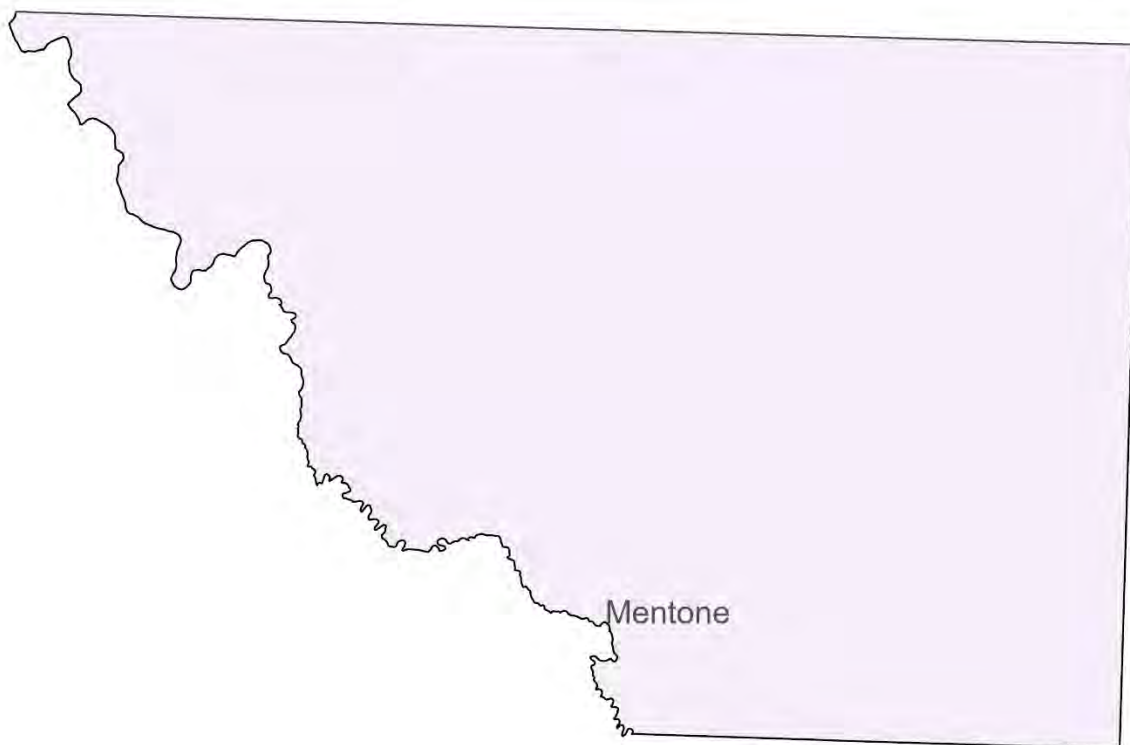


Households With Income Below
Poverty Level Per Square Mile

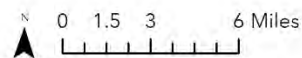
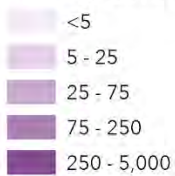




Loving County



Households With Income Below
Poverty Level Per Square Mile

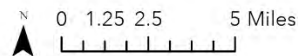




Martin County

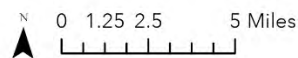
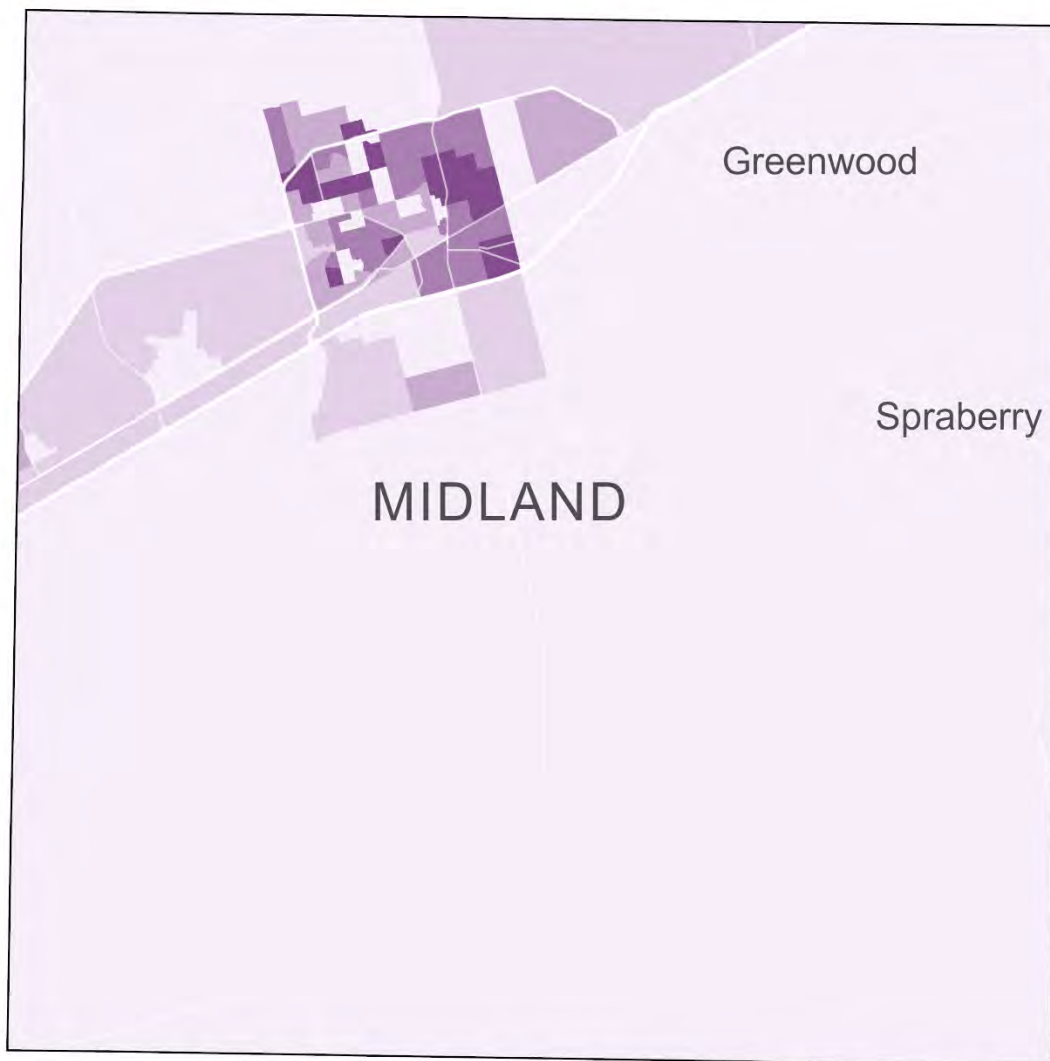


Households With Income Below
Poverty Level Per Square Mile





Midland County



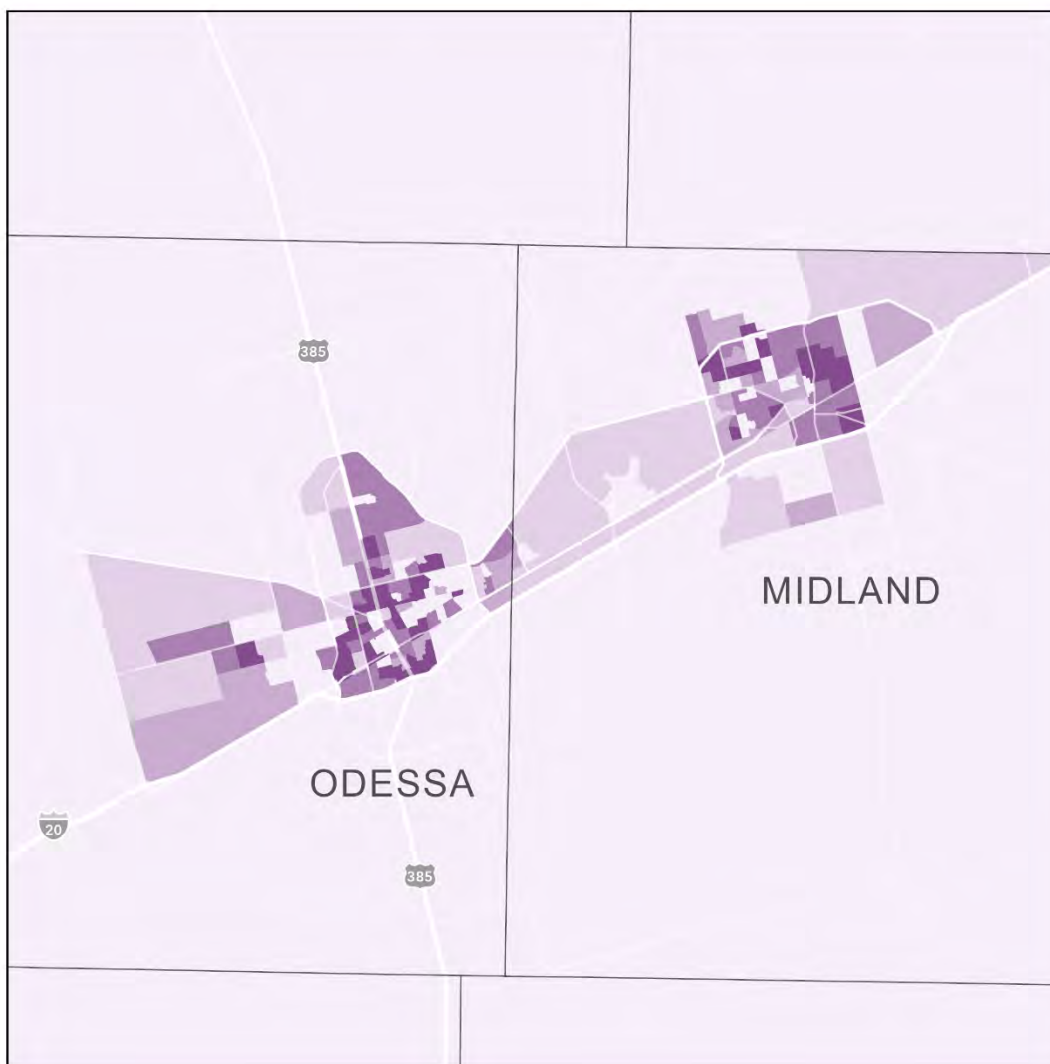
Households With Income Below
Poverty Level Per Square Mile



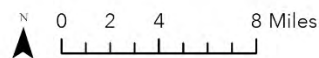
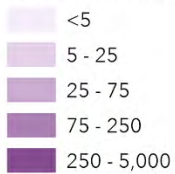


PBRPC | Regional Public Transportation Coordination Plan

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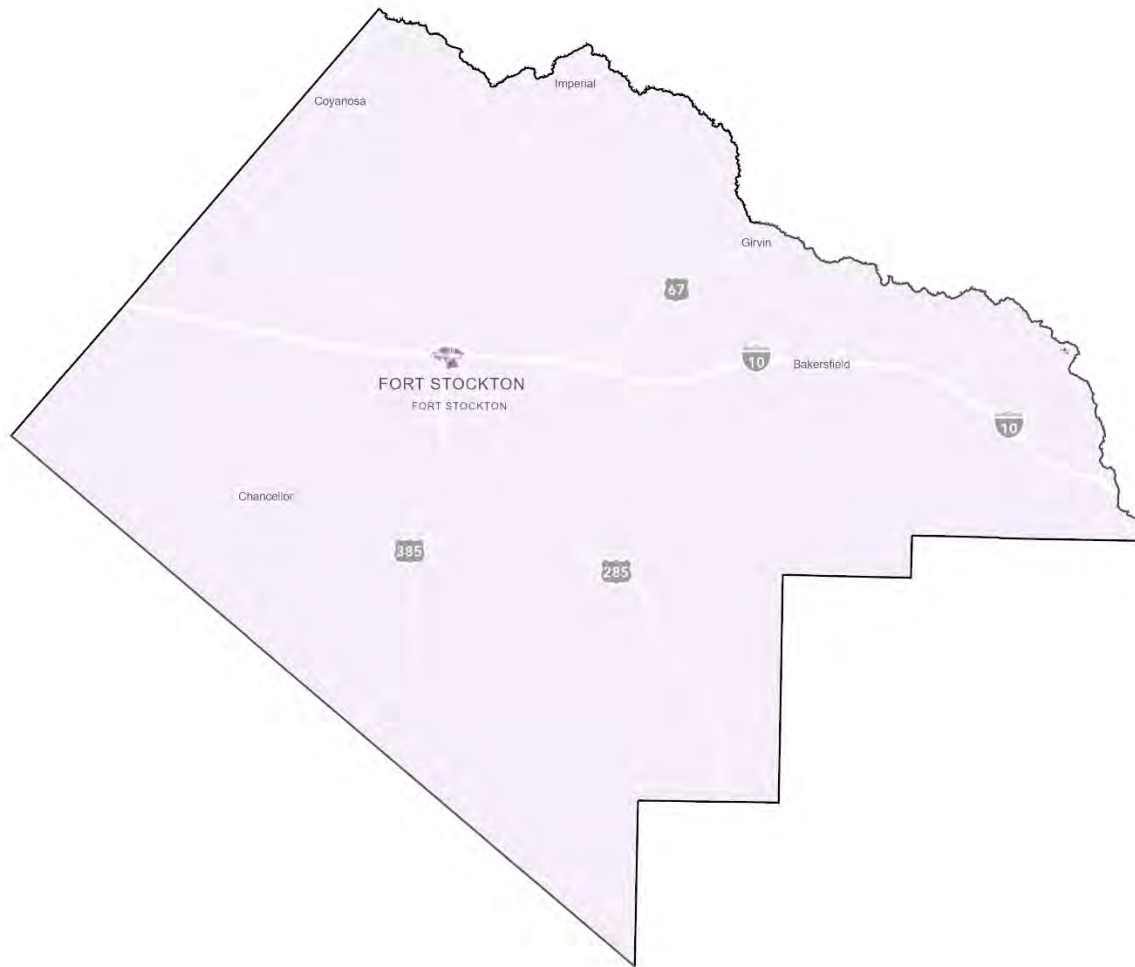


Households With Income Below
Poverty Level Per Square Mile

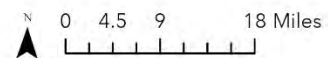




Pecos County

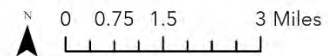


Households With Income Below
Poverty Level Per Square Mile





Households With Income Below
Poverty Level Per Square Mile

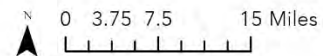
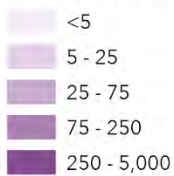


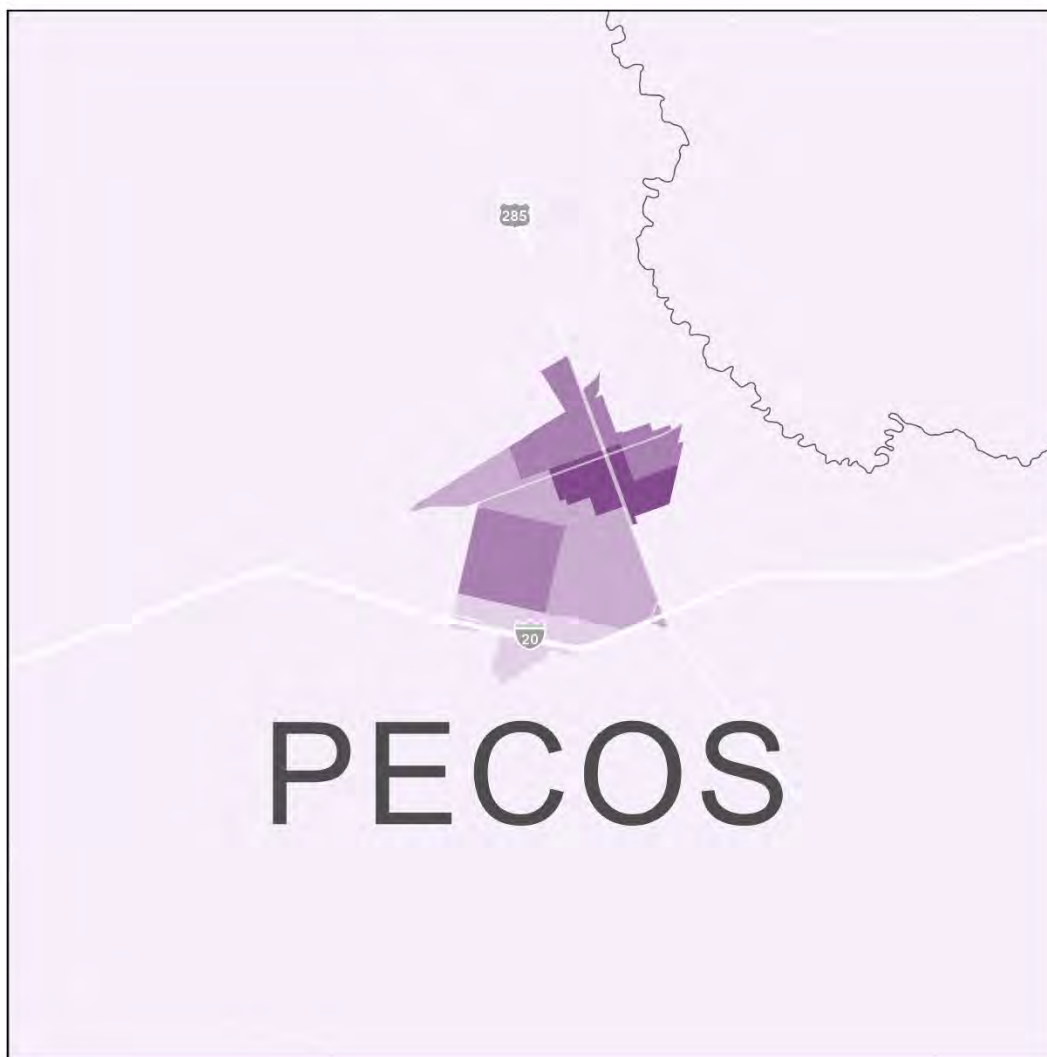


Reeves County

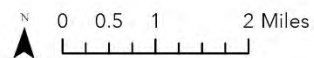
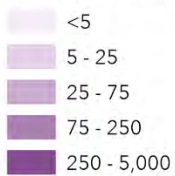


Households With Income Below
Poverty Level Per Square Mile





Households With Income Below
Poverty Level Per Square Mile

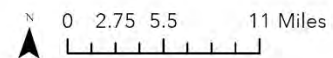




Terrell County

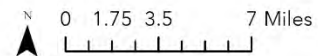
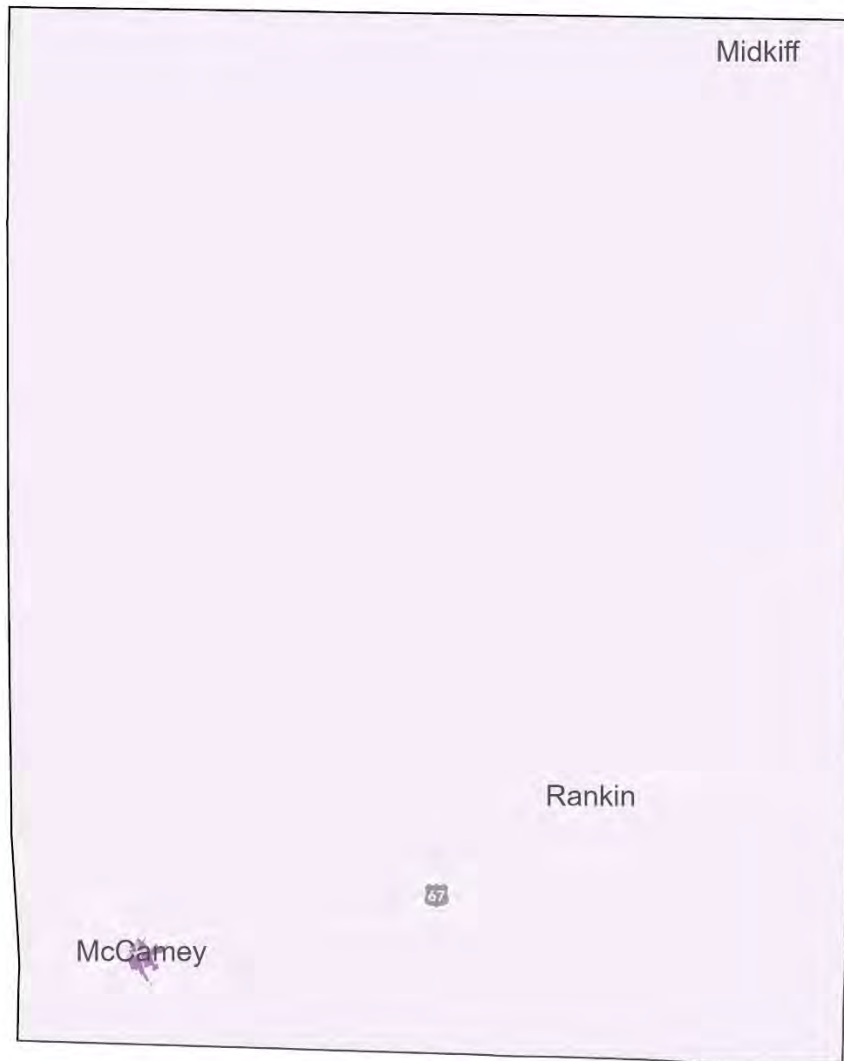


Households With Income Below
Poverty Level Per Square Mile

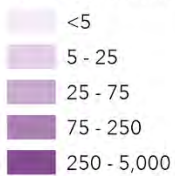




Upton County

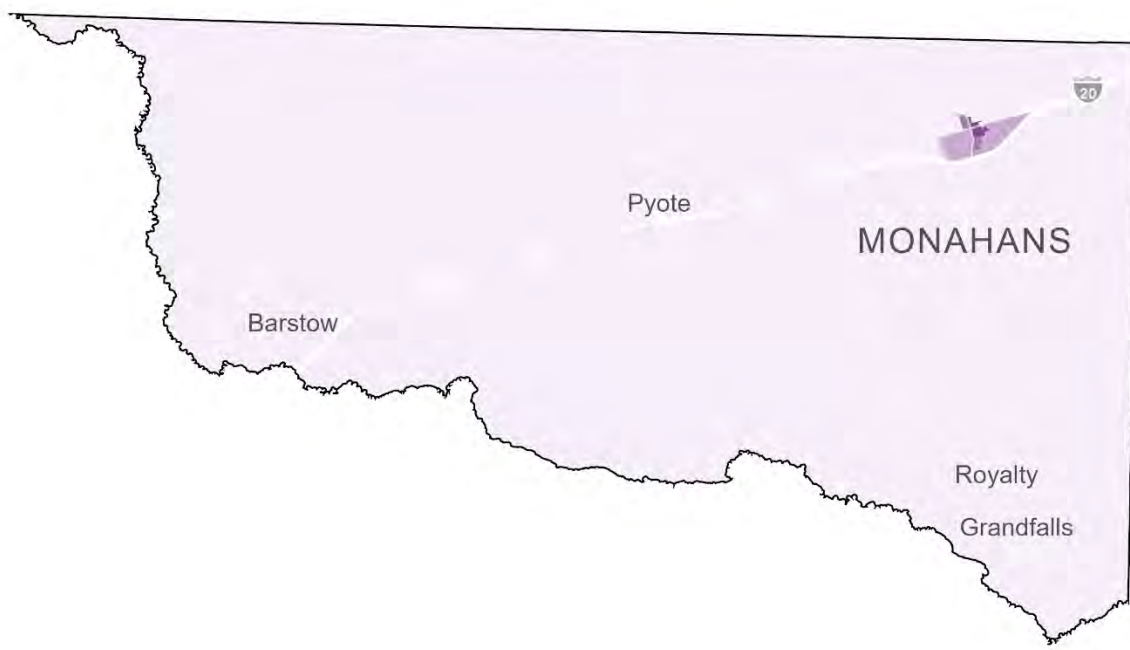


Households With Income Below
Poverty Level Per Square Mile

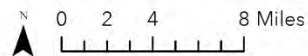
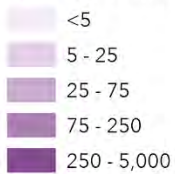




Ward County

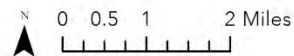


Households With Income Below
Poverty Level Per Square Mile



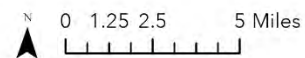
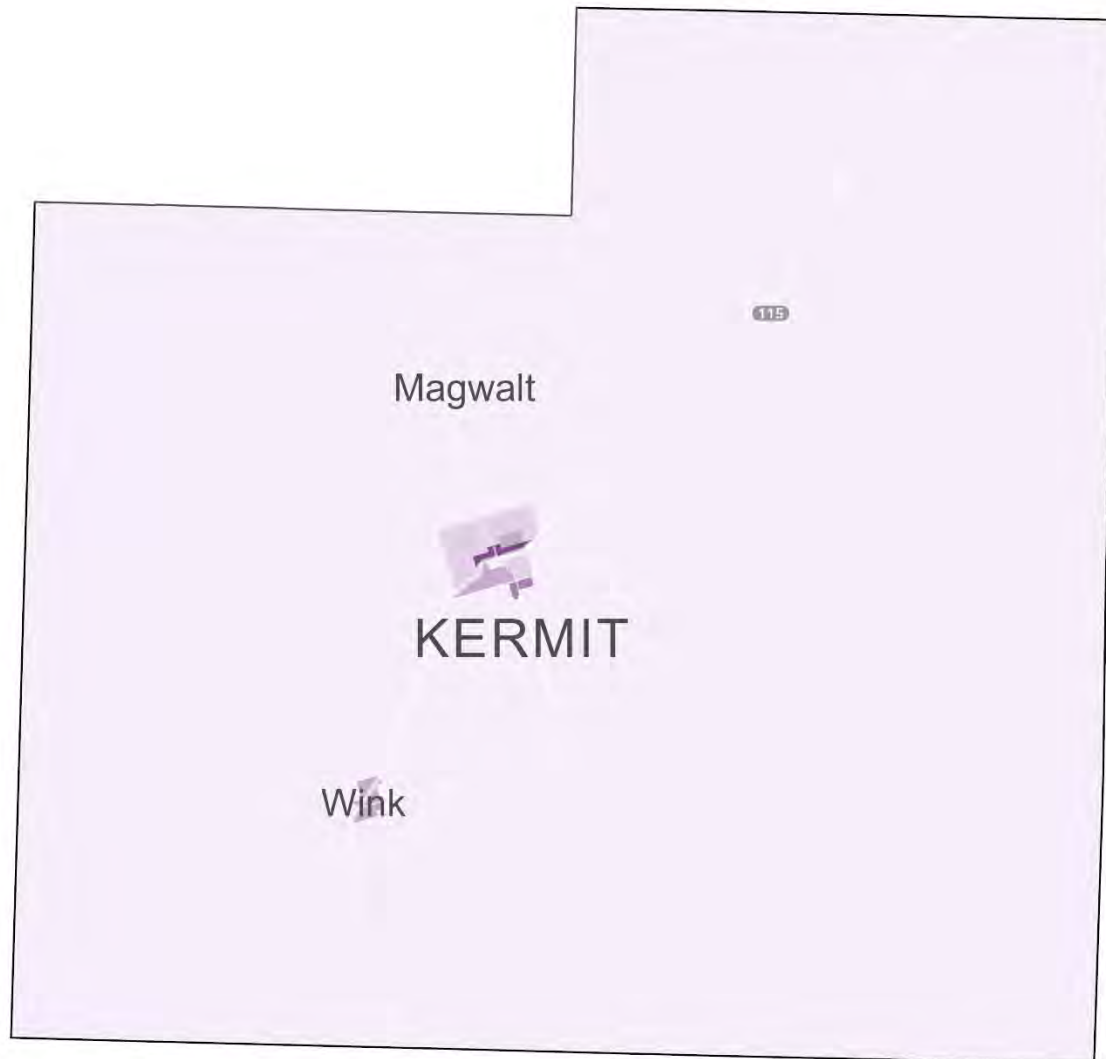


Households With Income Below
Poverty Level Per Square Mile





Winkler County

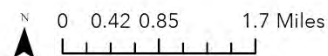
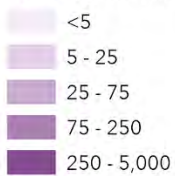


Households With Income Below
Poverty Level Per Square Mile





Households With Income Below
Poverty Level Per Square Mile



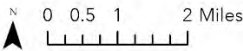


LIMITED ENGLISH PROFICIENCY POPULATION DENSITY



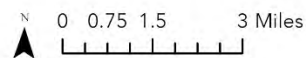
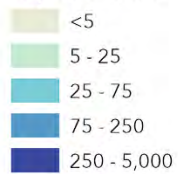
Households With Limited English Proficiency Per Square Mile

- <5
- 5 - 25
- 25 - 75
- 75 - 250
- 250 - 5,000





Households With Limited
English Proficiency Per
Square Mile

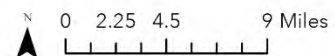
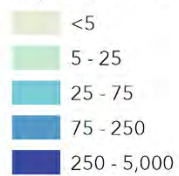




Andrews County



Households With Limited
English Proficiency Per
Square Mile

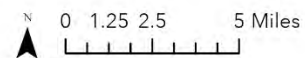
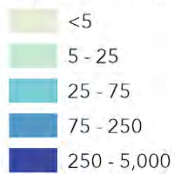




Borden County



Households With Limited
English Proficiency Per
Square Mile

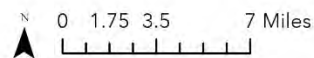
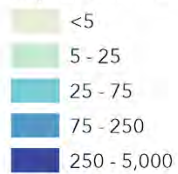




Crane County



Households With Limited
English Proficiency Per
Square Mile

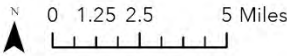
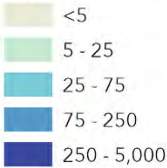


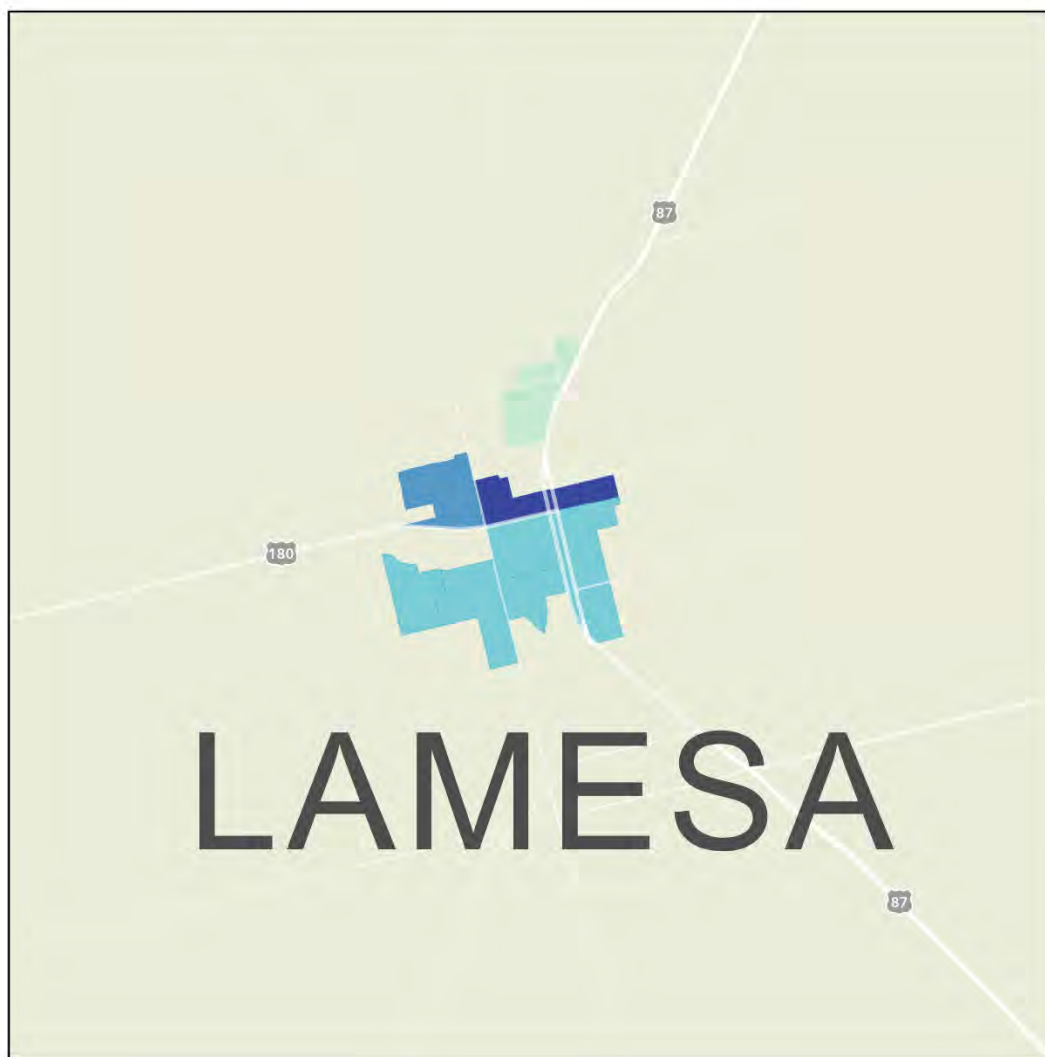


Dawson County

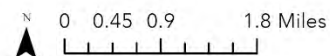
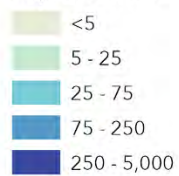


Households With Limited
English Proficiency Per
Square Mile



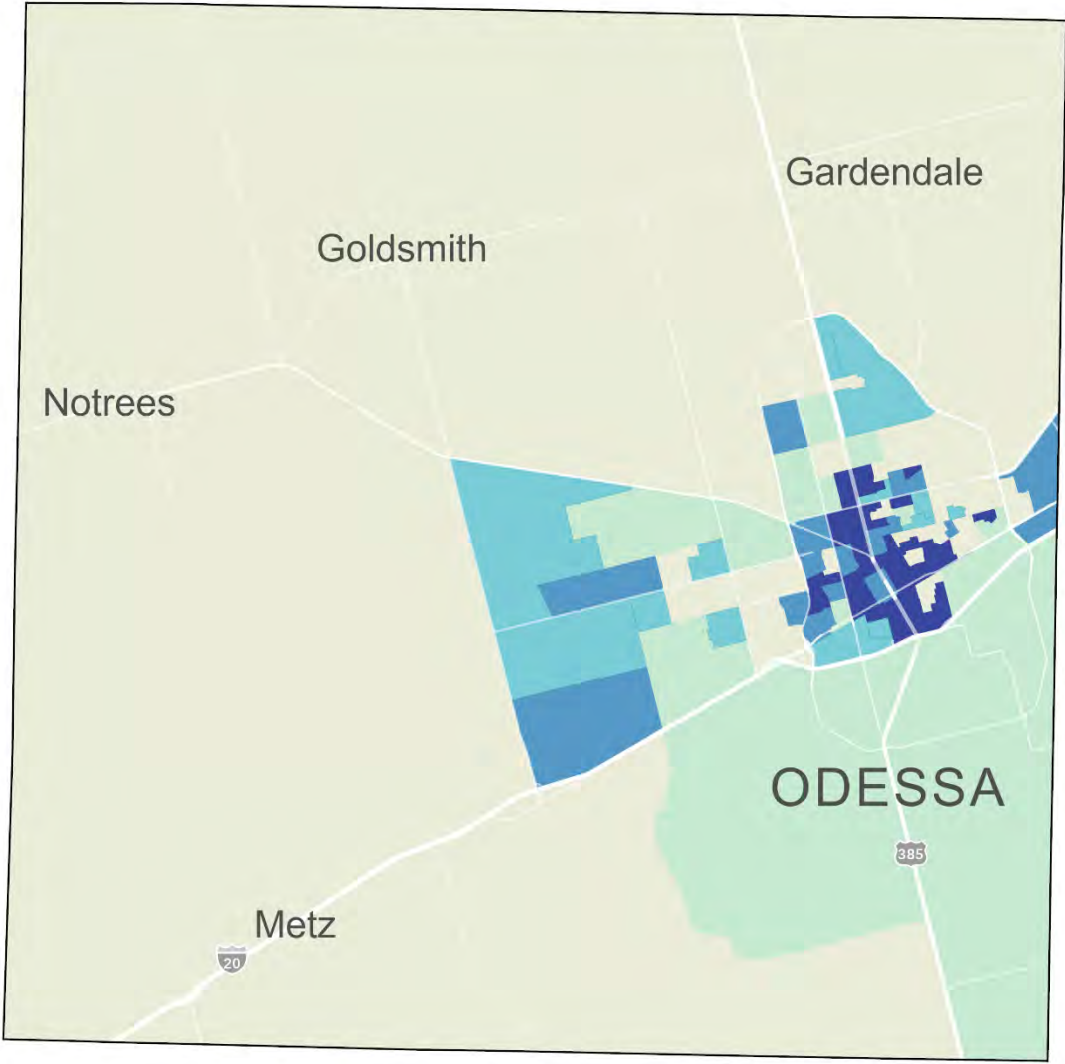


Households With Limited
English Proficiency Per
Square Mile





Ector County



Households With Limited
English Proficiency Per
Square Mile

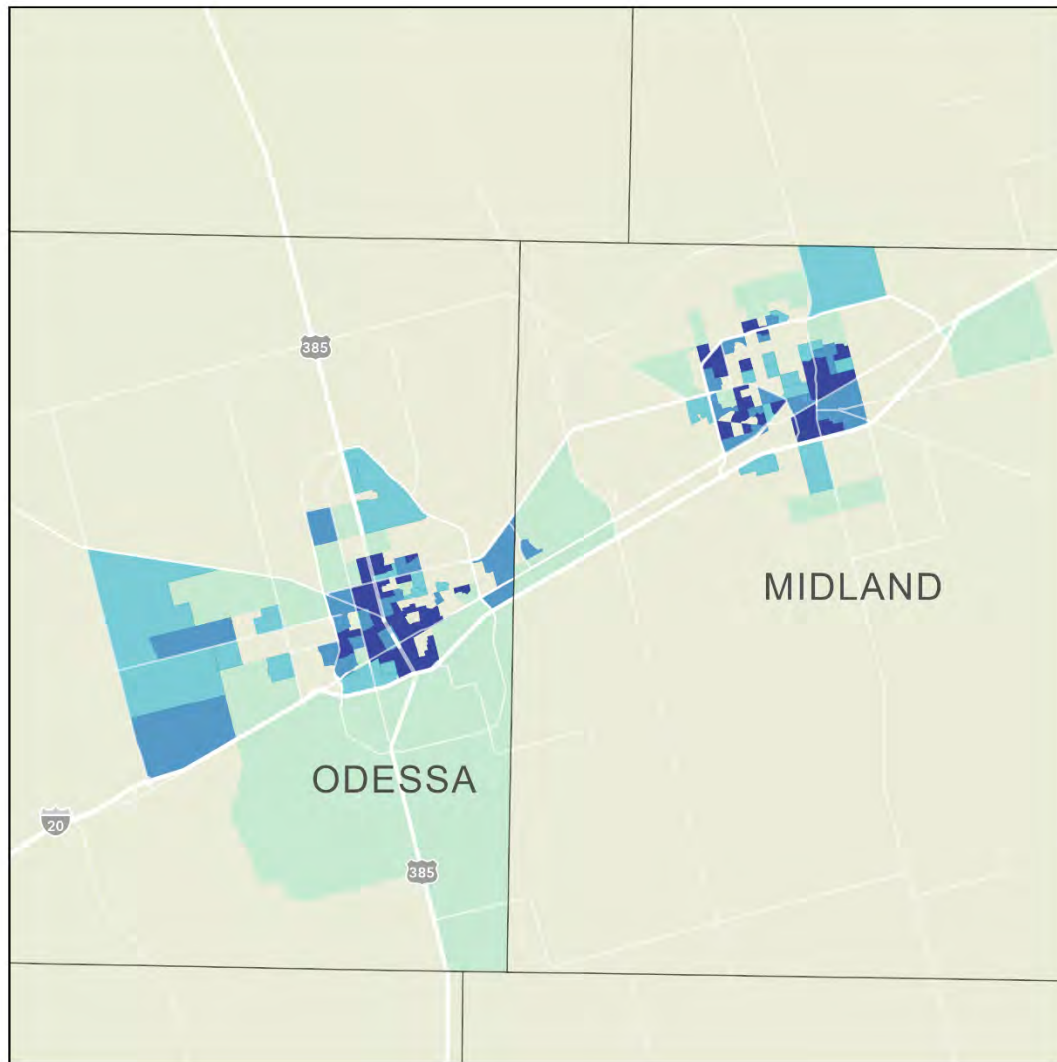
- <5
- 5 - 25
- 25 - 75
- 75 - 250
- 250 - 5,000

0 1.25 2.5 5 Miles

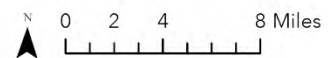
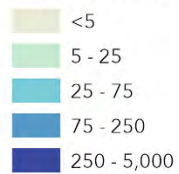


PBRPC | Regional Public Transportation Coordination Plan

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Households With Limited
English Proficiency Per
Square Mile

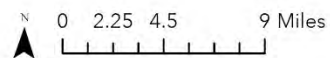
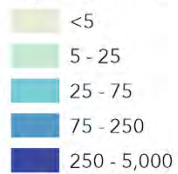




Gaines County

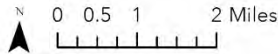
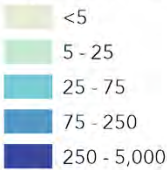


Households With Limited
English Proficiency Per
Square Mile





Households With Limited
English Proficiency Per
Square Mile

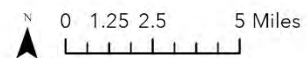
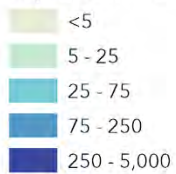




Glasscock County

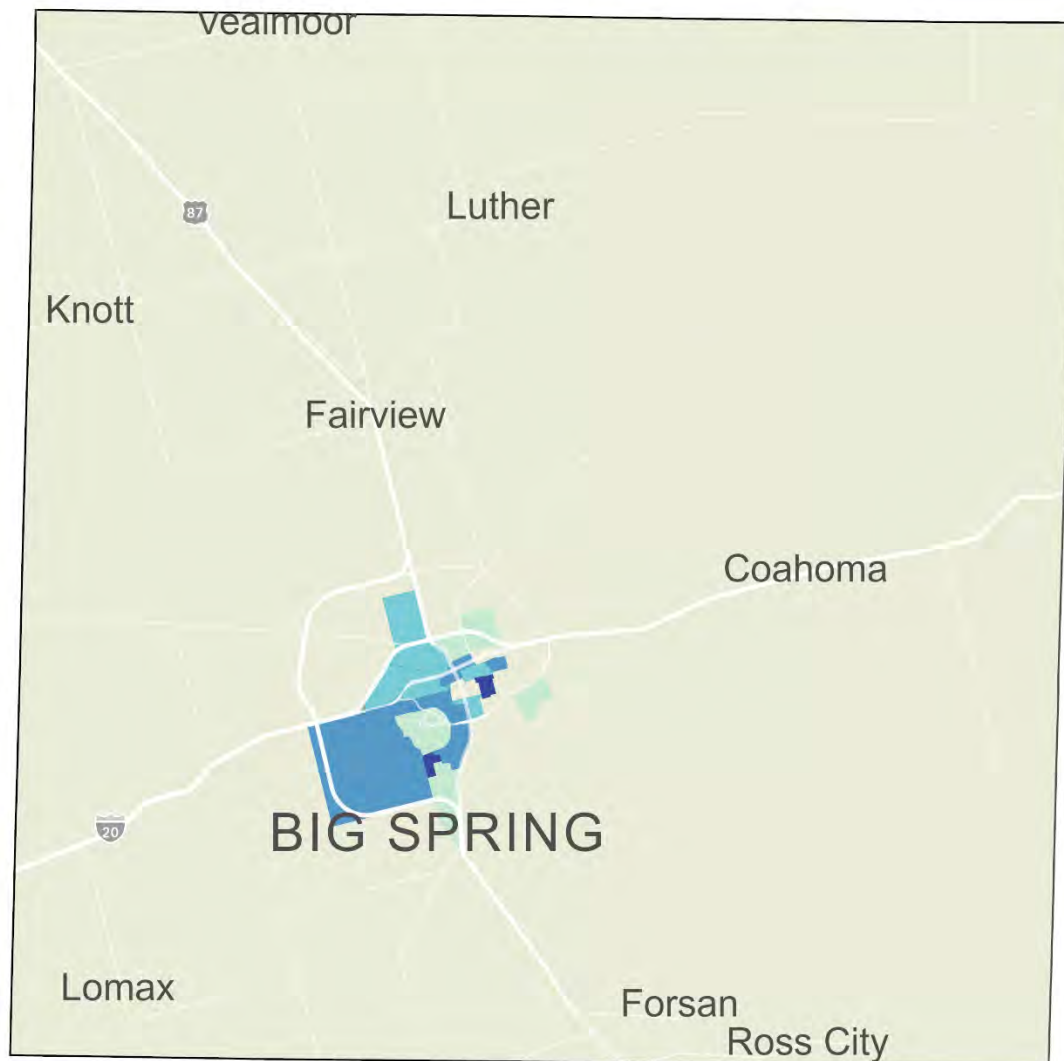


Households With Limited
English Proficiency Per
Square Mile

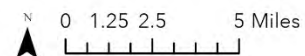
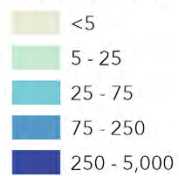




Howard County



Households With Limited
English Proficiency Per
Square Mile

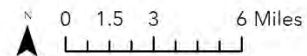
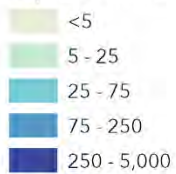




Loving County



Households With Limited
English Proficiency Per
Square Mile

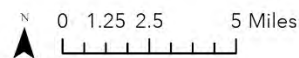
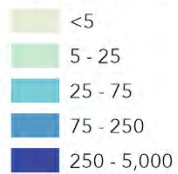




Martin County

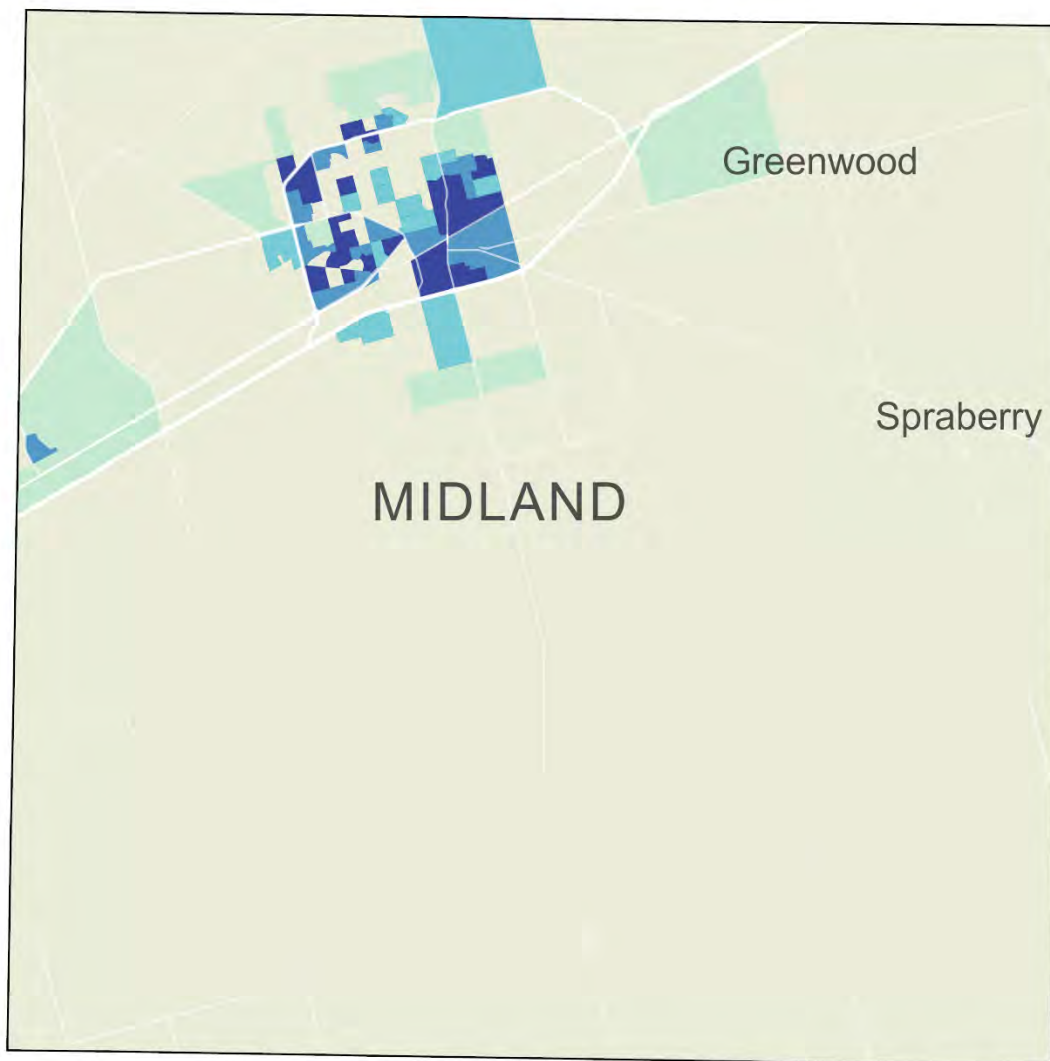


Households With Limited
English Proficiency Per
Square Mile

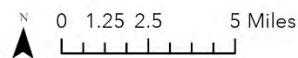
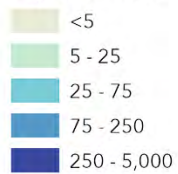




Midland County



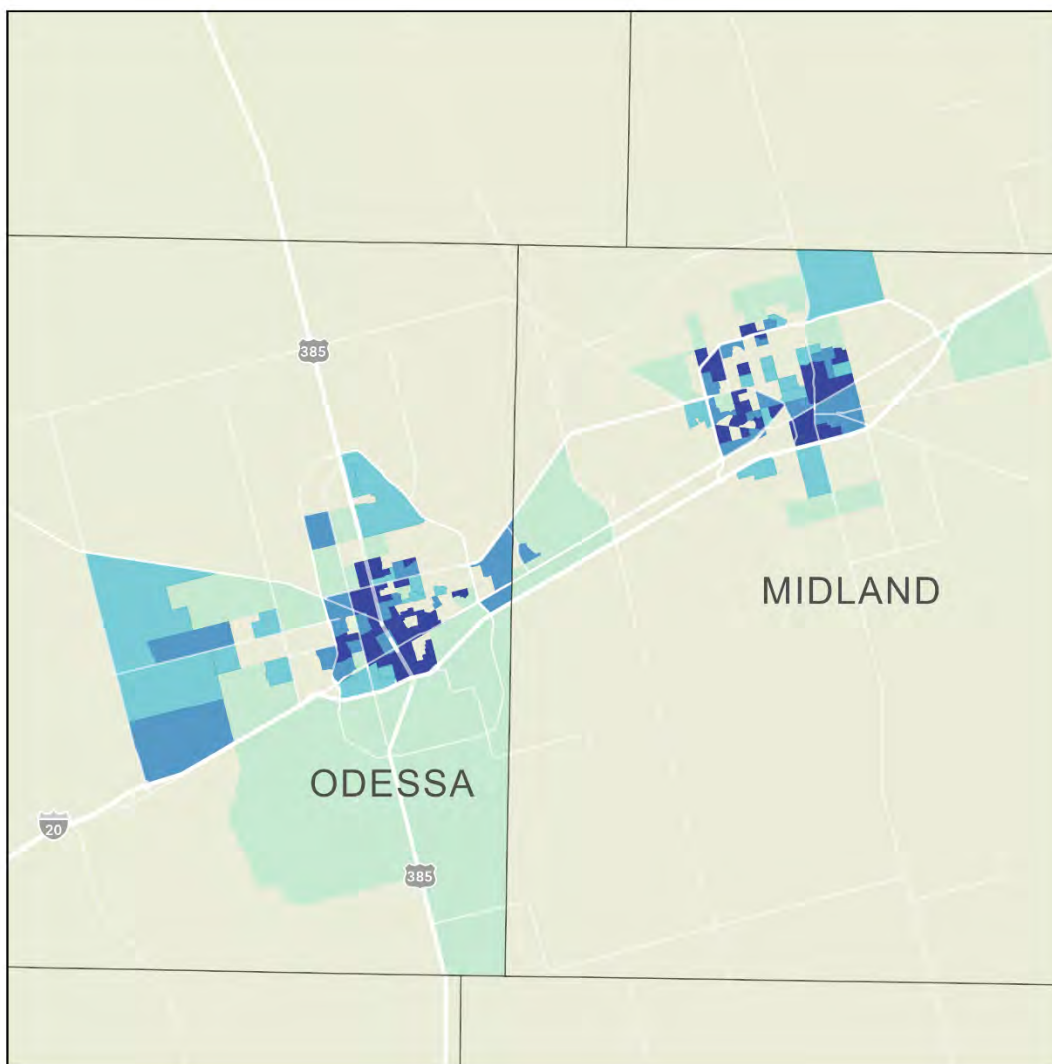
Households With Limited
English Proficiency Per
Square Mile



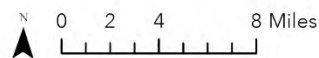
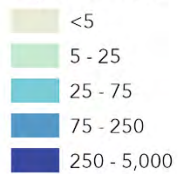


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Households With Limited
English Proficiency Per
Square Mile

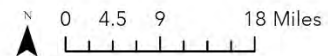
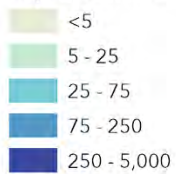




Pecos County

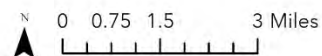
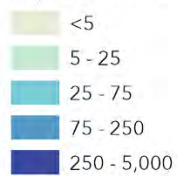


Households With Limited
English Proficiency Per
Square Mile





Households With Limited
English Proficiency Per
Square Mile

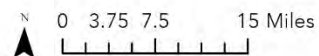
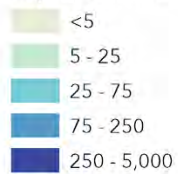


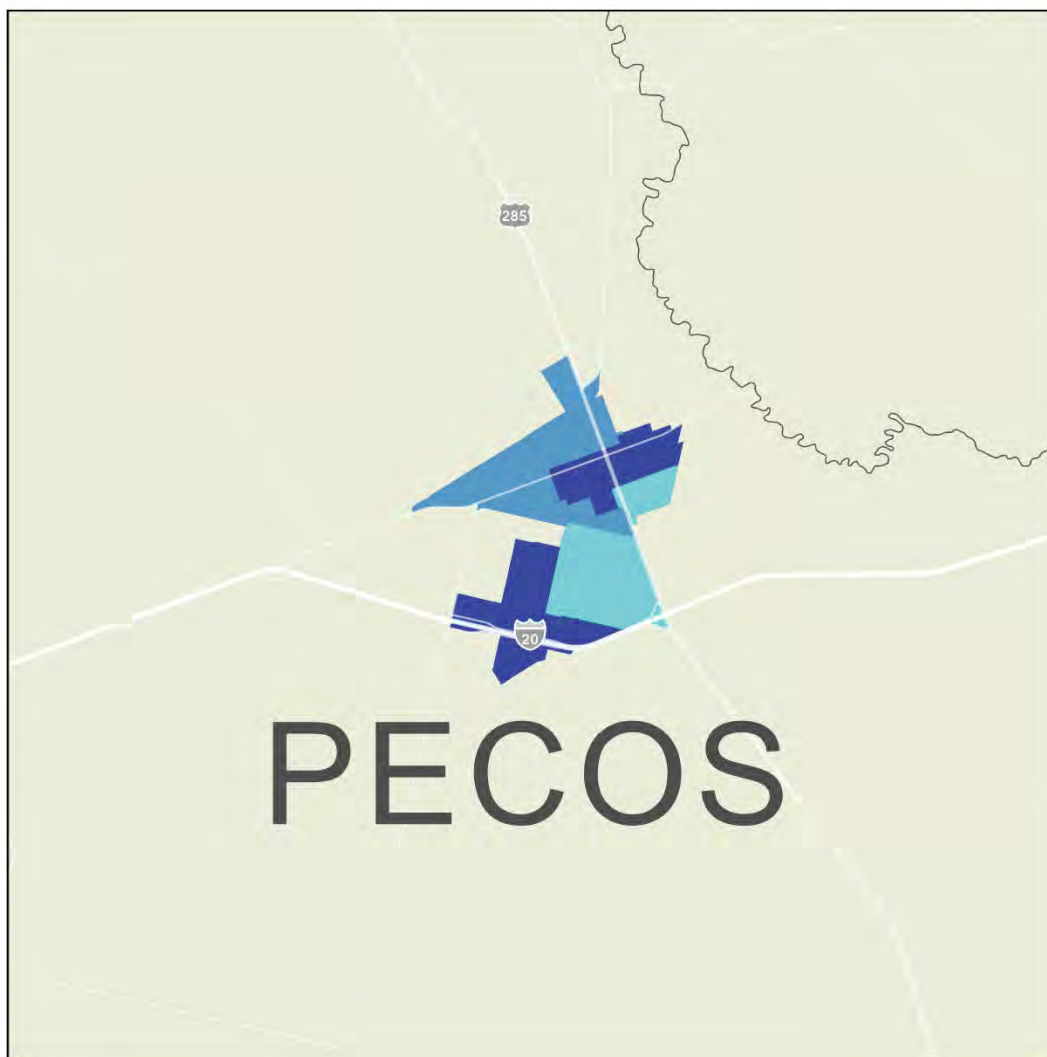


Reeves County

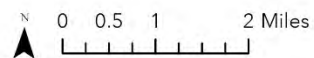
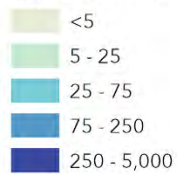


Households With Limited
English Proficiency Per
Square Mile





Households With Limited
English Proficiency Per
Square Mile

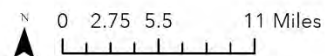
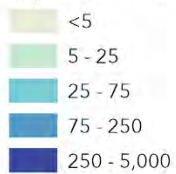




Terrell County



Households With Limited
English Proficiency Per
Square Mile



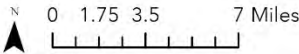


Upton County



Households With Limited
English Proficiency Per
Square Mile

- <5
- 5 - 25
- 25 - 75
- 75 - 250
- 250 - 5,000

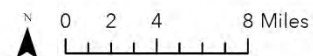
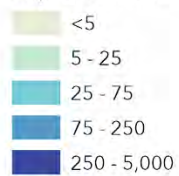




Ward County

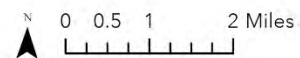
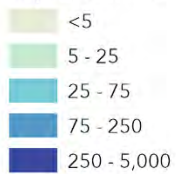


Households With Limited
English Proficiency Per
Square Mile





Households With Limited
English Proficiency Per
Square Mile

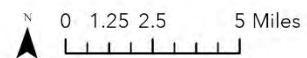
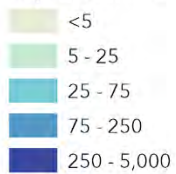




Winkler County

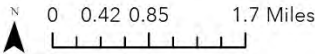
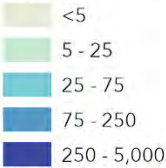


Households With Limited
English Proficiency Per
Square Mile





Households With Limited
English Proficiency Per
Square Mile



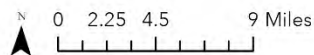


HOUSEHOLDS WITH ZERO VEHICLES

Andrews County



Households With Zero Vehicles
Per Square Mile

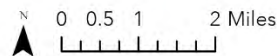




PBRPC | Regional Public Transportation Coordination Plan
Existing Conditions Analysis

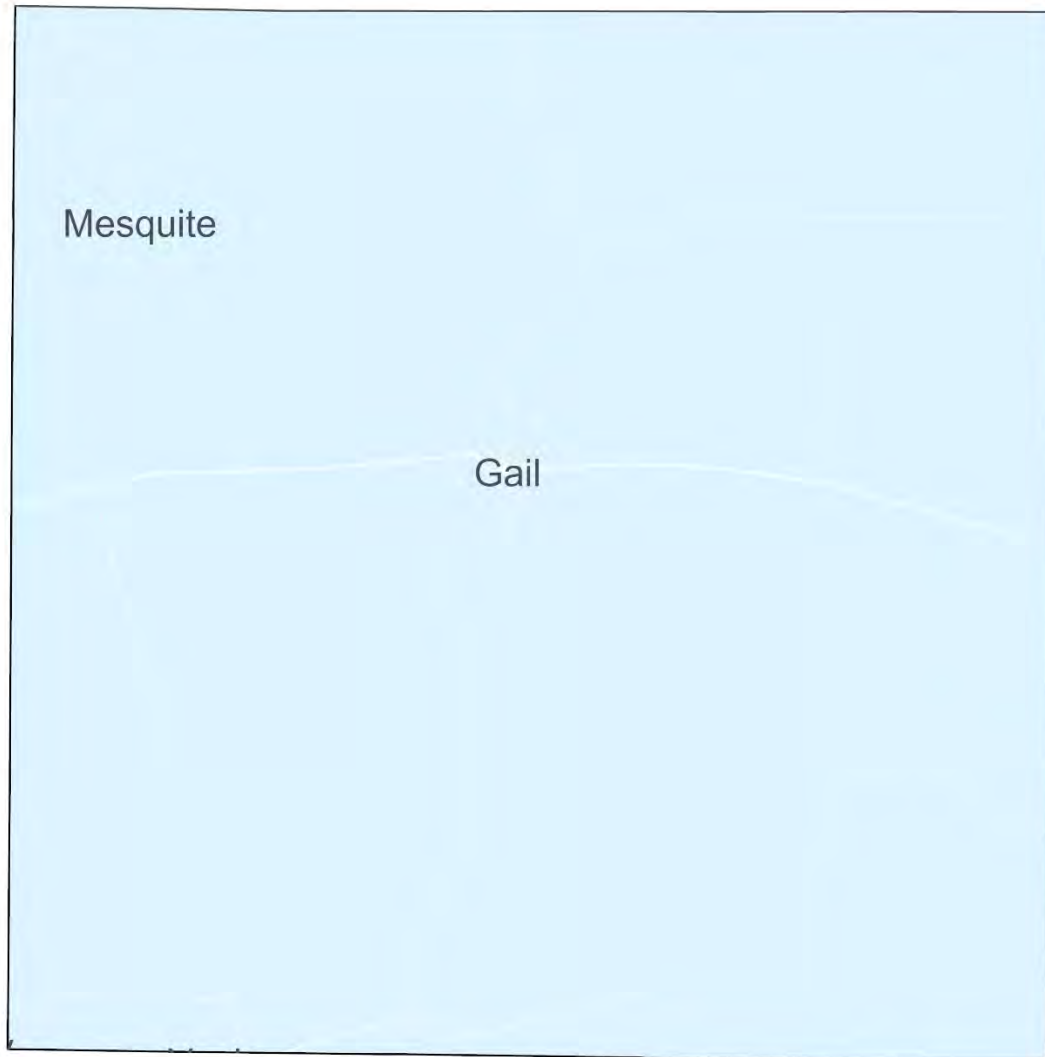


Households With Zero Vehicles
Per Square Mile

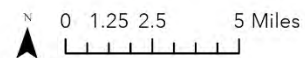




Borden County

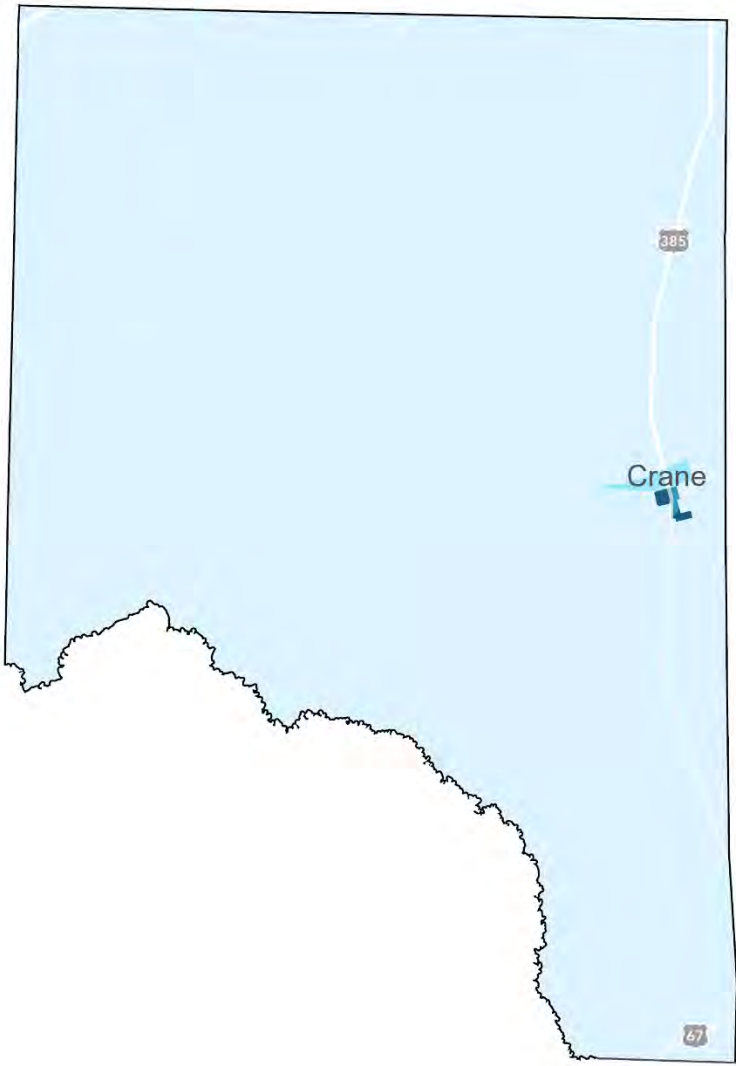


Households With Zero Vehicles
Per Square Mile

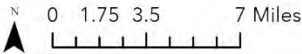




Crane County

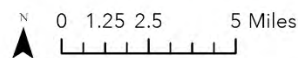


Households With Zero Vehicles
Per Square Mile





Dawson County



Households With Zero Vehicles
Per Square Mile

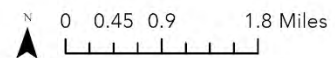




PBRPC | Regional Public Transportation Coordination Plan
Existing Conditions Analysis

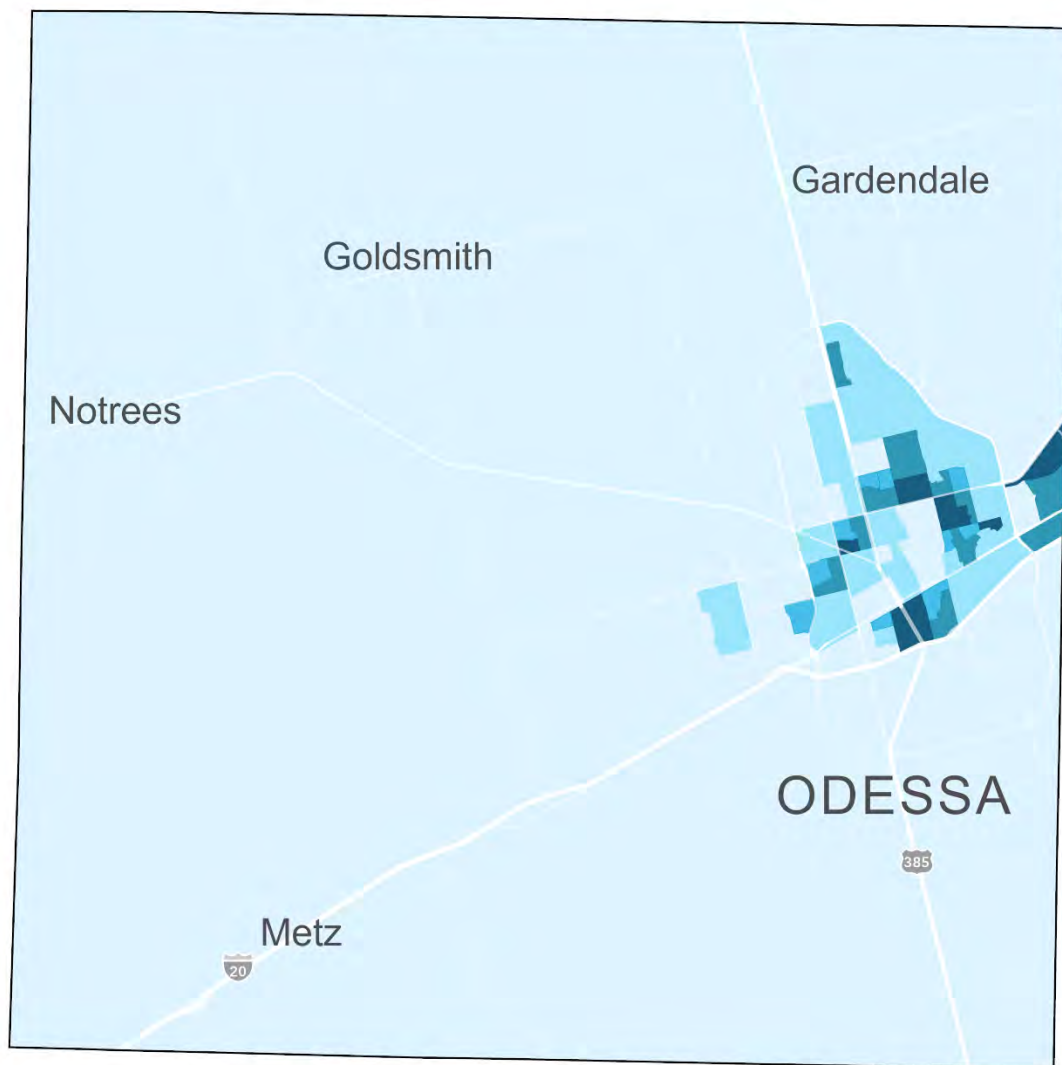


Households With Zero Vehicles
Per Square Mile

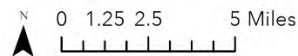




Ector County



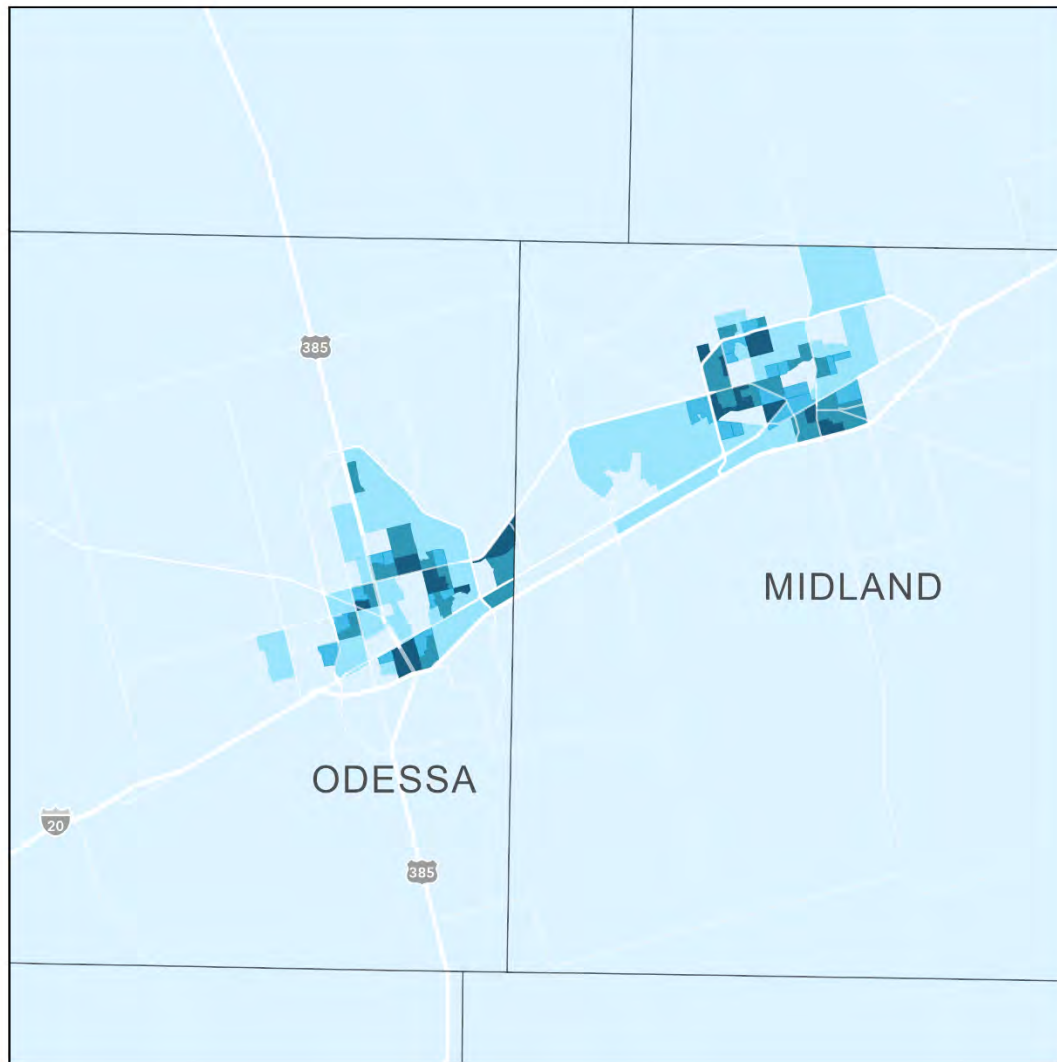
Households With Zero Vehicles
Per Square Mile



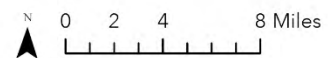


PBRPC | Regional Public Transportation Coordination Plan

Existing Conditions Analysis



Households With Zero Vehicles
Per Square Mile

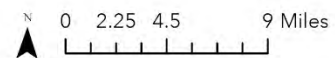




Gaines County



Households With Zero Vehicles
Per Square Mile

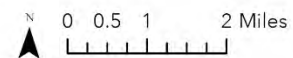




PBRPC | Regional Public Transportation Coordination Plan
Existing Conditions Analysis

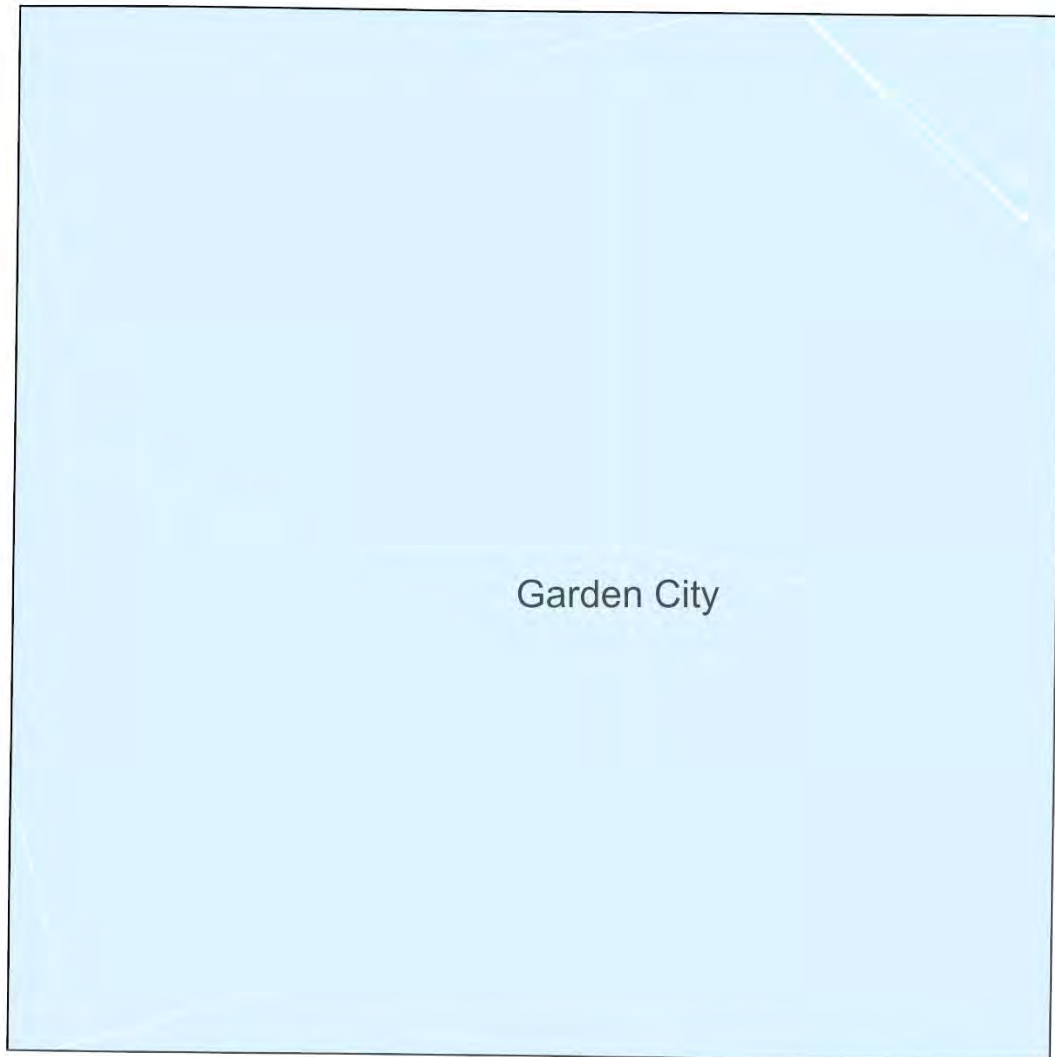


Households With Zero Vehicles
Per Square Mile

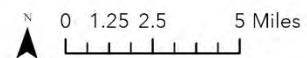




Glasscock County

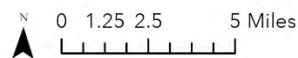
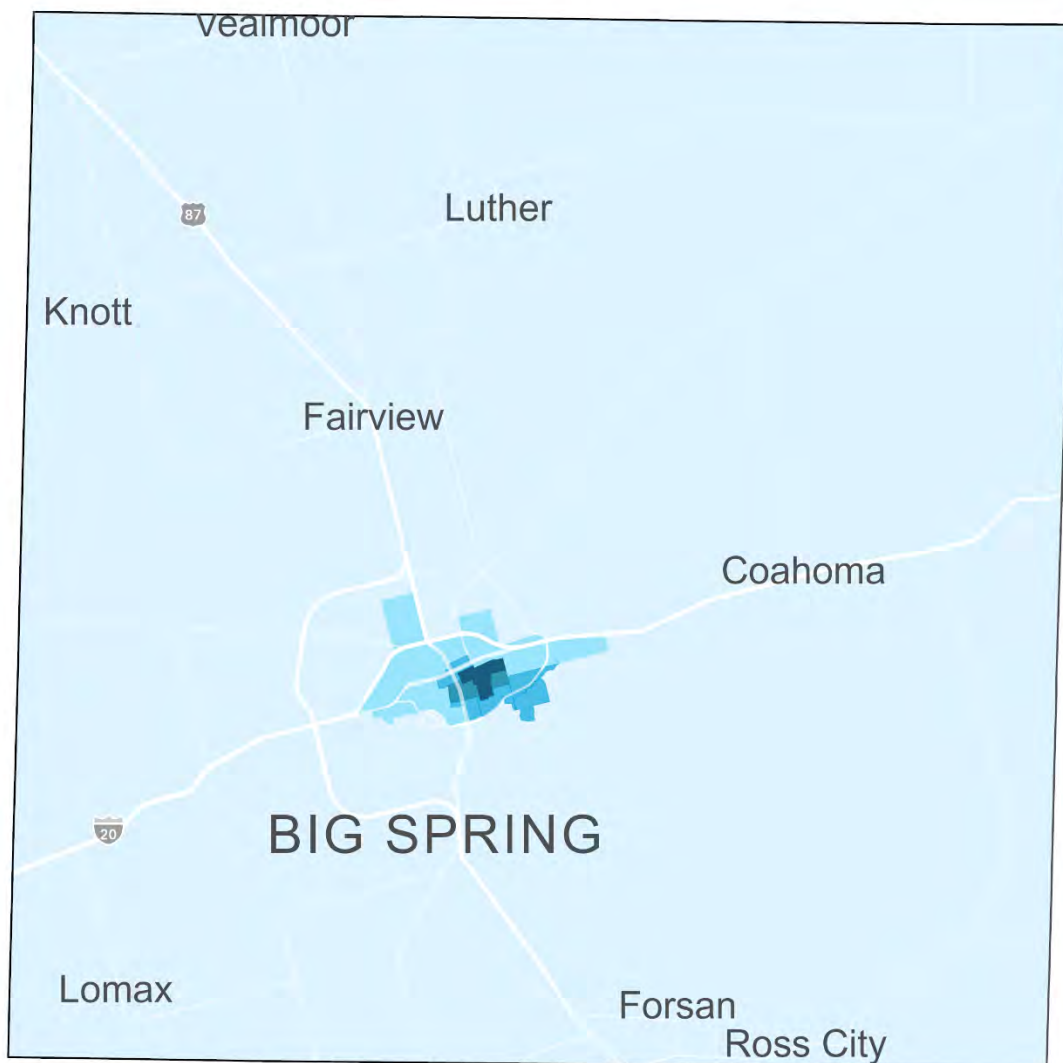


Households With Zero Vehicles
Per Square Mile



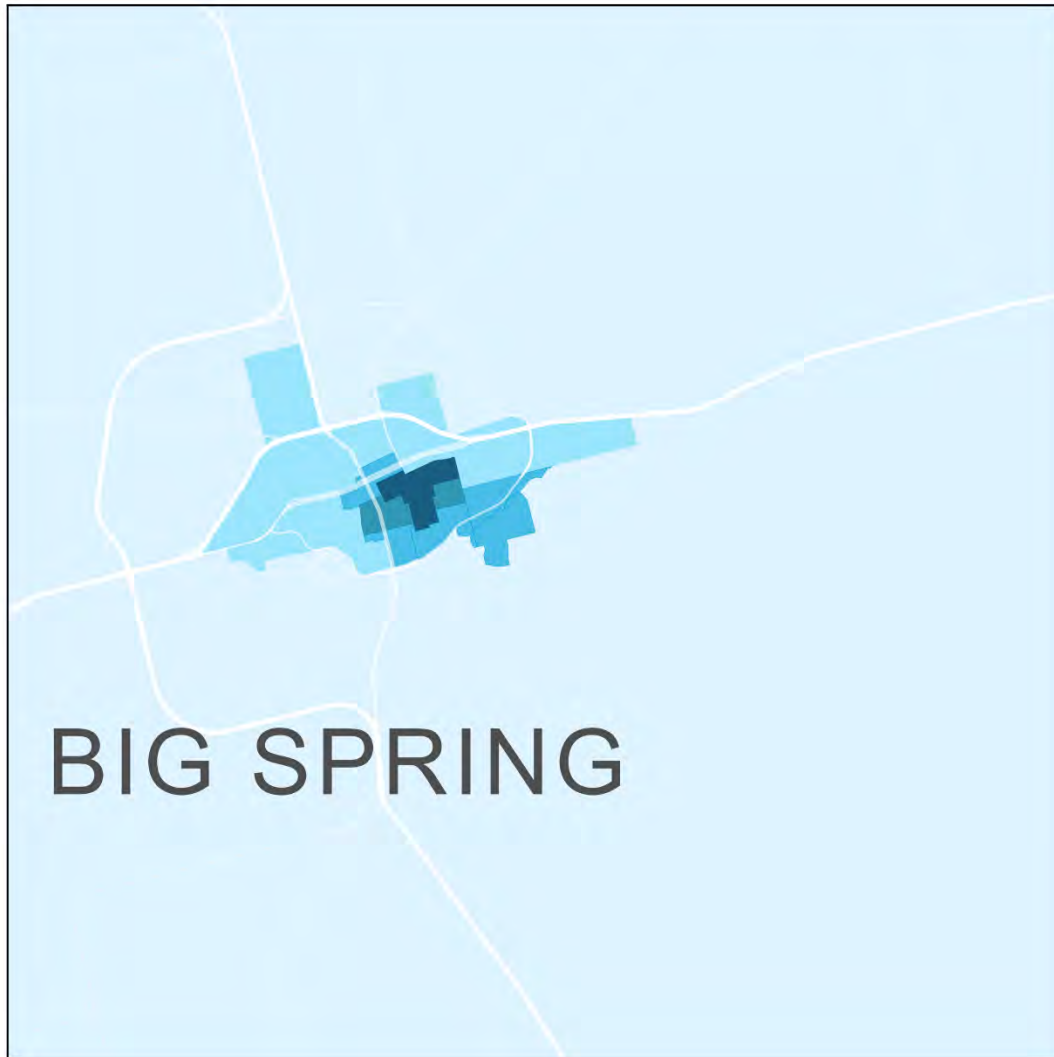


Howard County

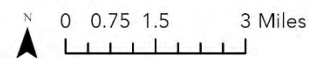


Households With Zero Vehicles
Per Square Mile





Households With Zero Vehicles
Per Square Mile

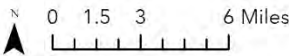




Loving County

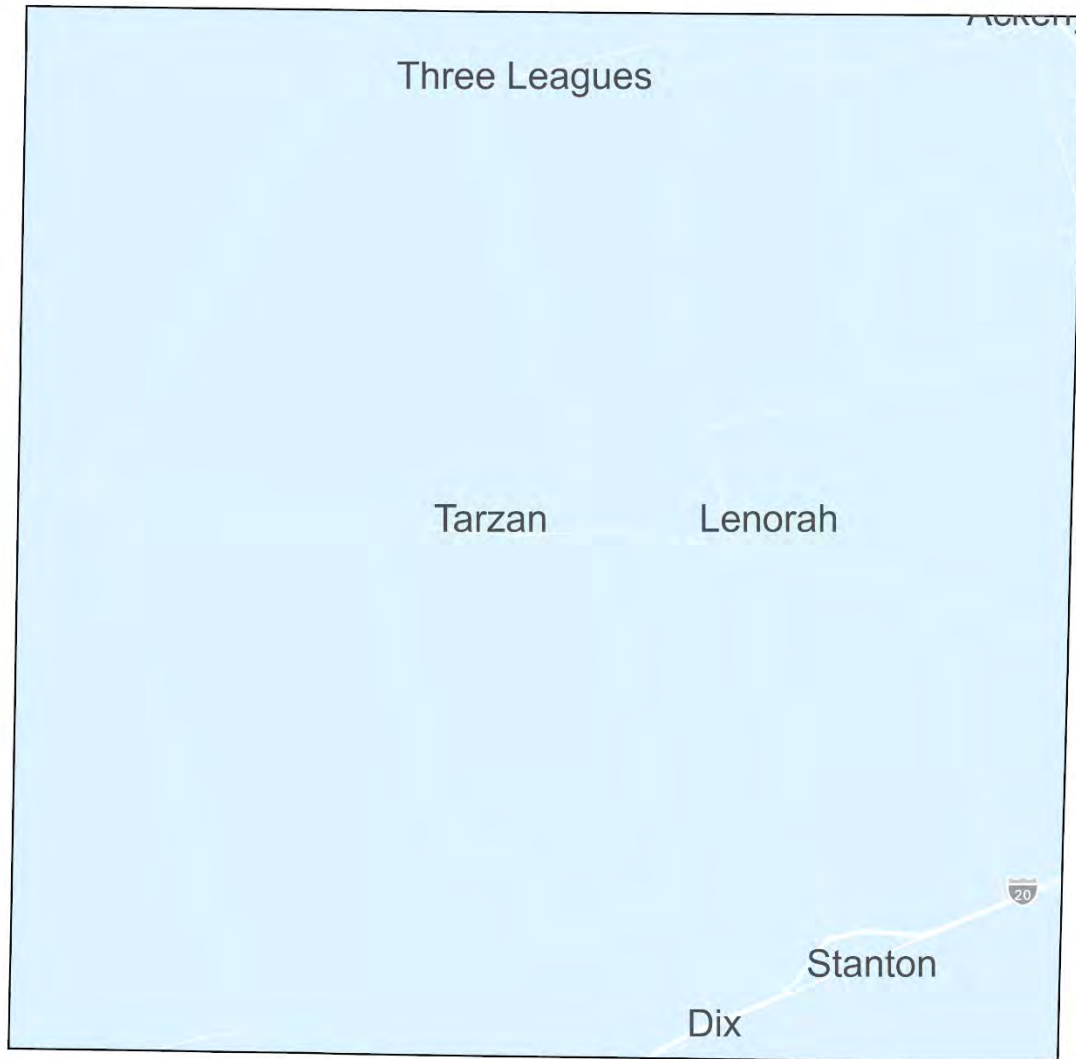


Households With Zero Vehicles
Per Square Mile

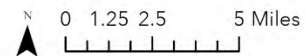




Martin County

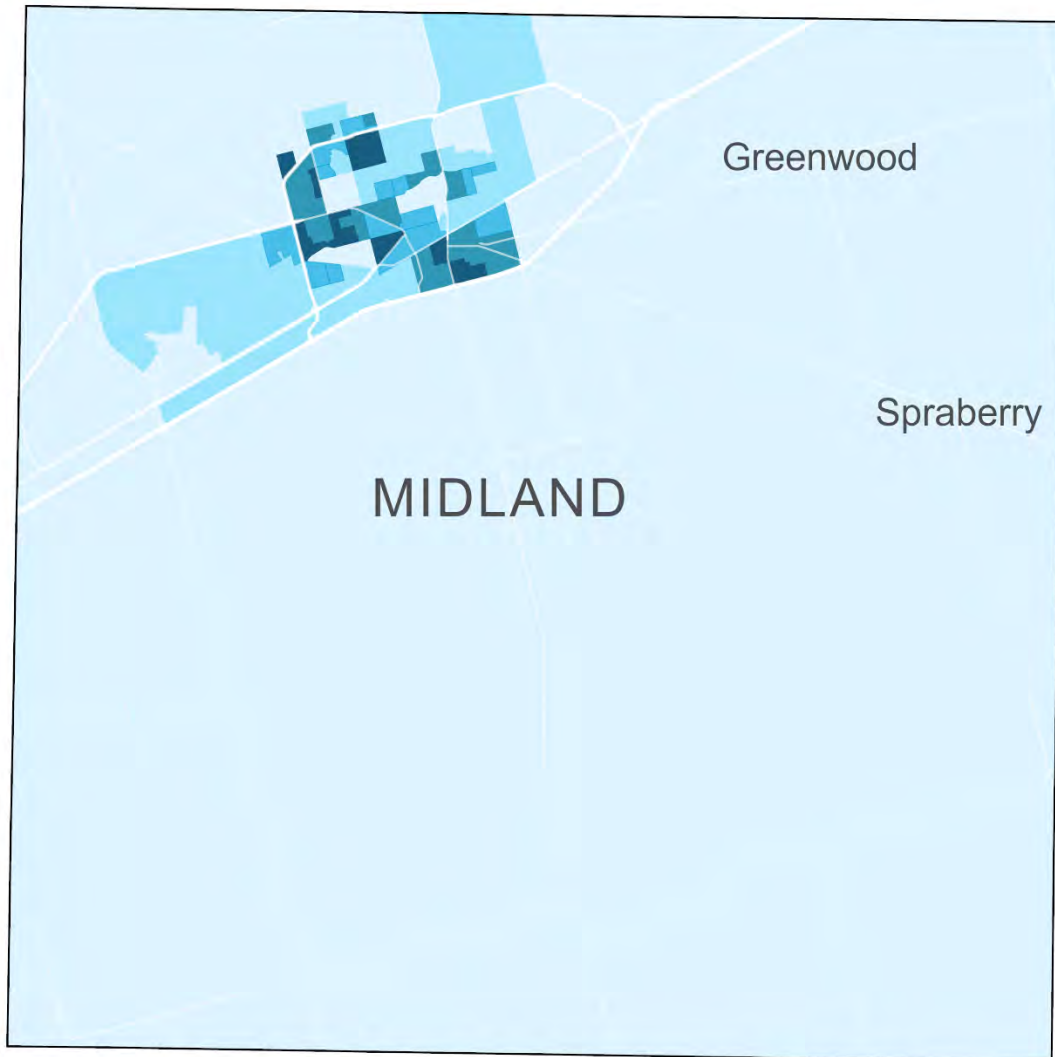


Households With Zero Vehicles
Per Square Mile

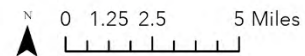




Midland County



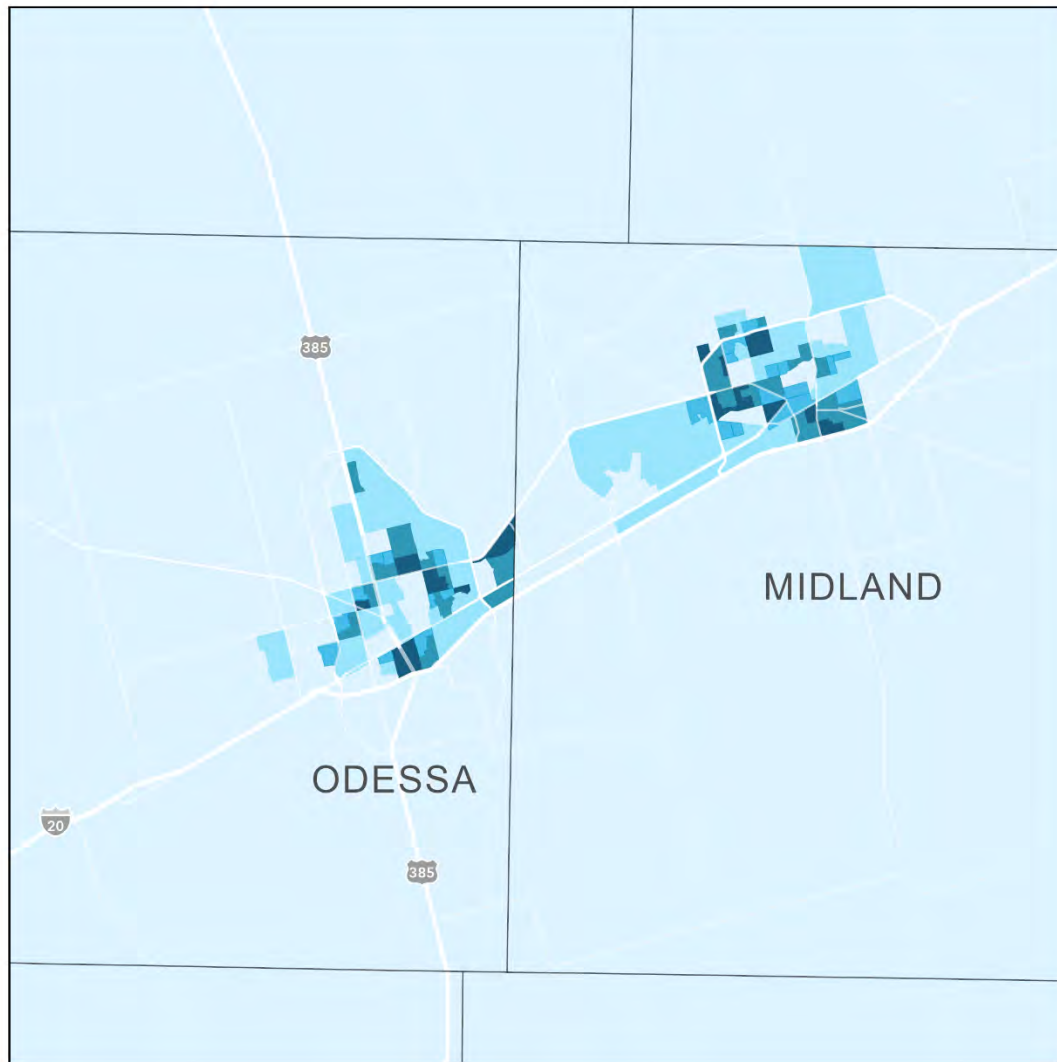
Households With Zero Vehicles
Per Square Mile



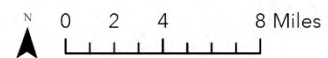


PBRPC | Regional Public Transportation Coordination Plan

Existing Conditions Analysis

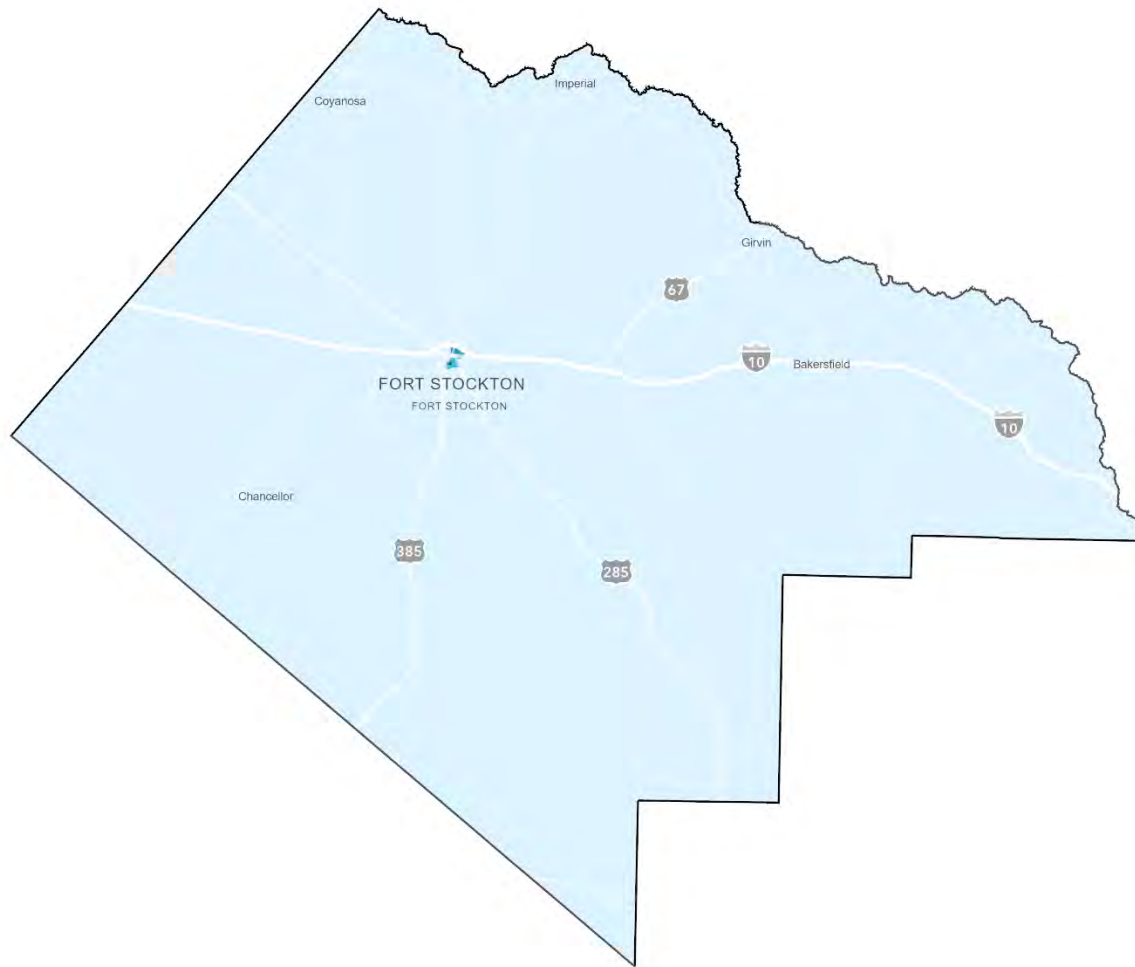


Households With Zero Vehicles
Per Square Mile

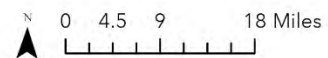




Pecos County

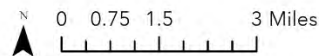


Households With Zero Vehicles
Per Square Mile





Households With Zero Vehicles
Per Square Mile

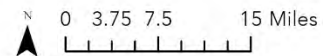




Reeves County



Households With Zero Vehicles
Per Square Mile

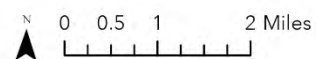




PBRPC | Regional Public Transportation Coordination Plan
Existing Conditions Analysis



Households With Zero Vehicles
Per Square Mile





Terrell County

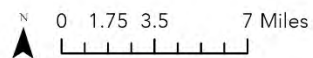




Upton County

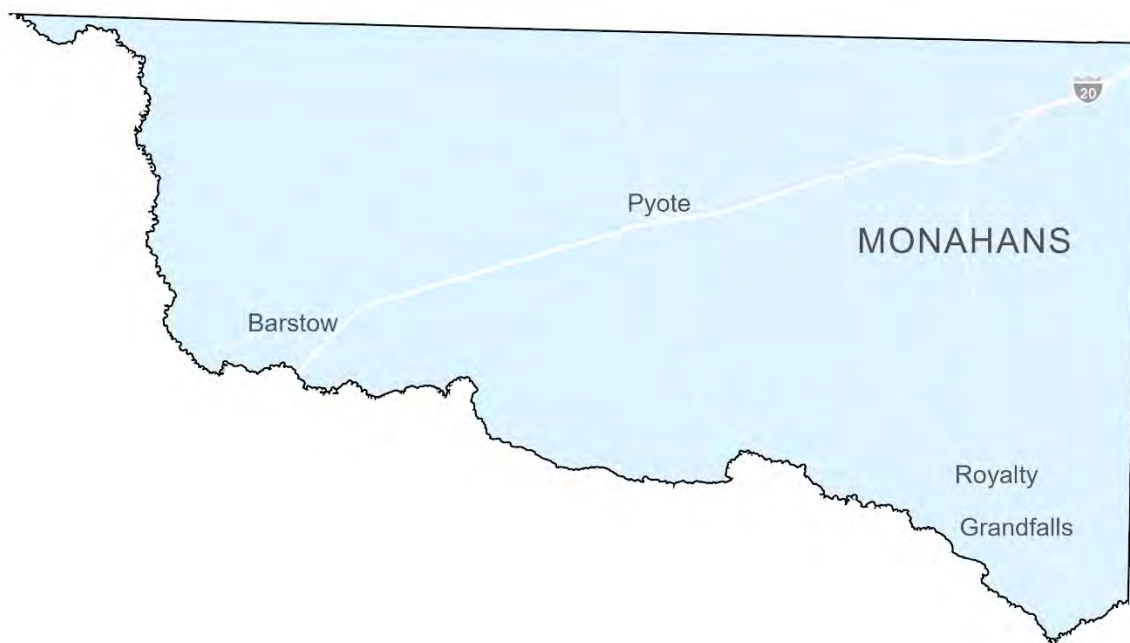


Households With Zero Vehicles
Per Square Mile

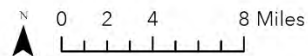




Ward County

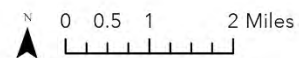


Households With Zero Vehicles
Per Square Mile



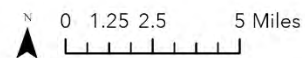
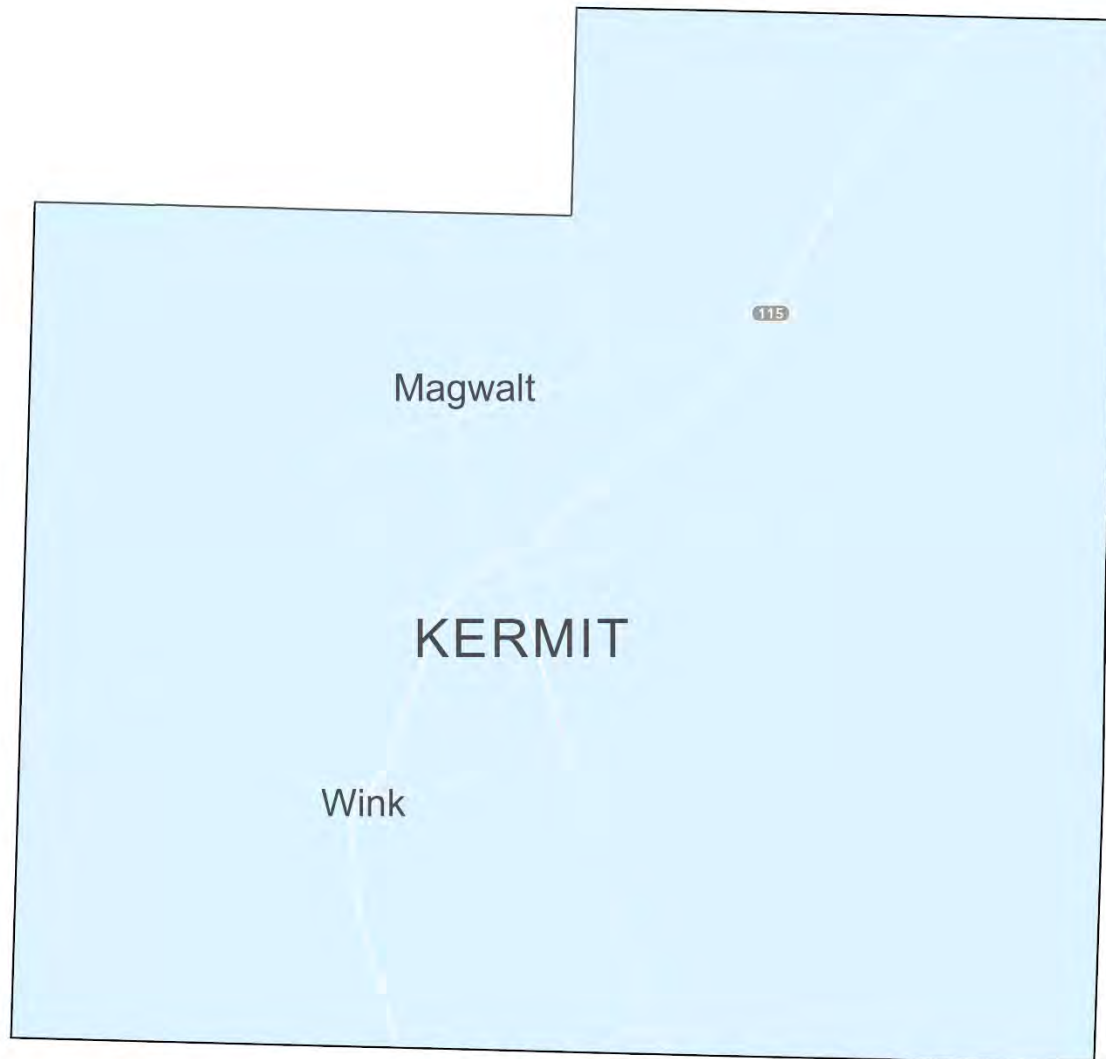


Households With Zero Vehicles
Per Square Mile



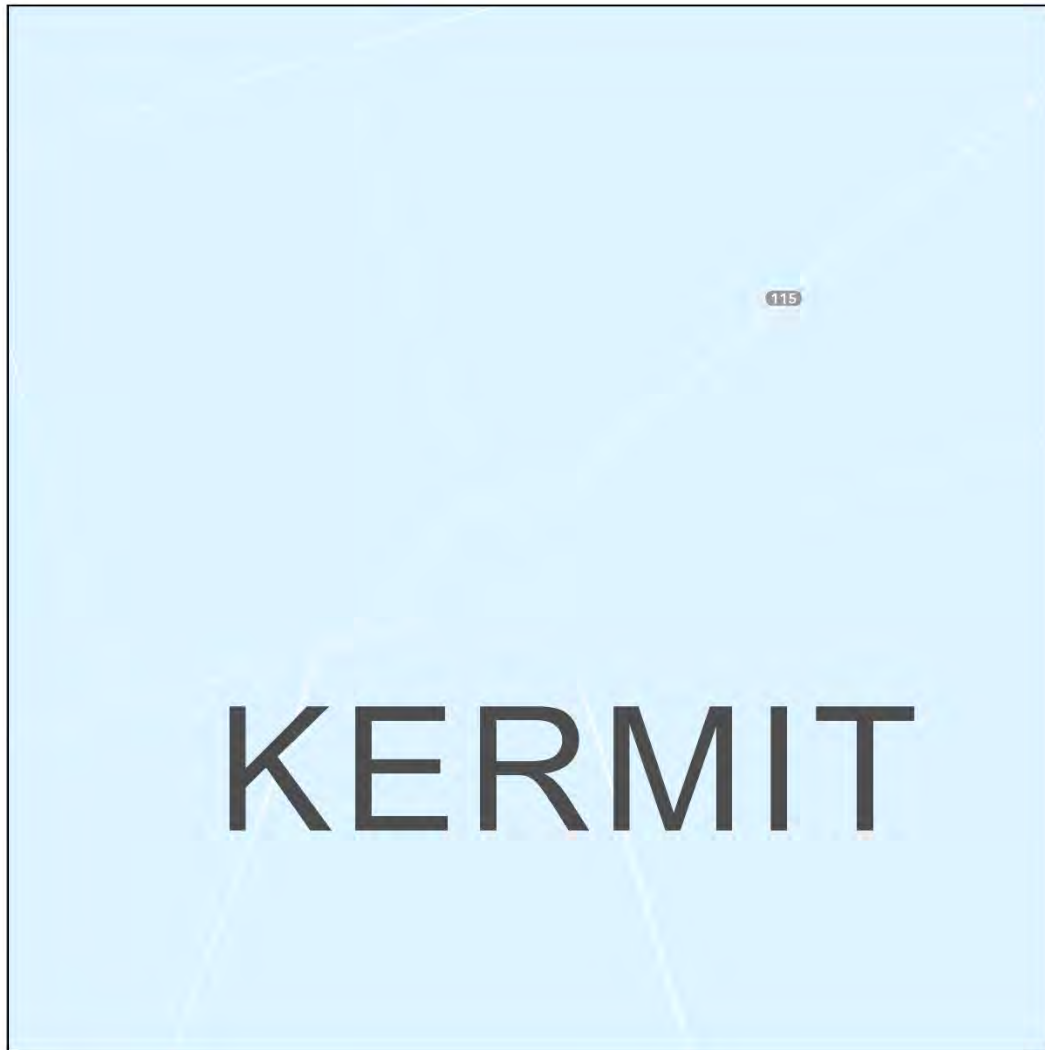


Winkler County

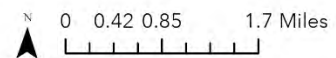


Households With Zero Vehicles
Per Square Mile





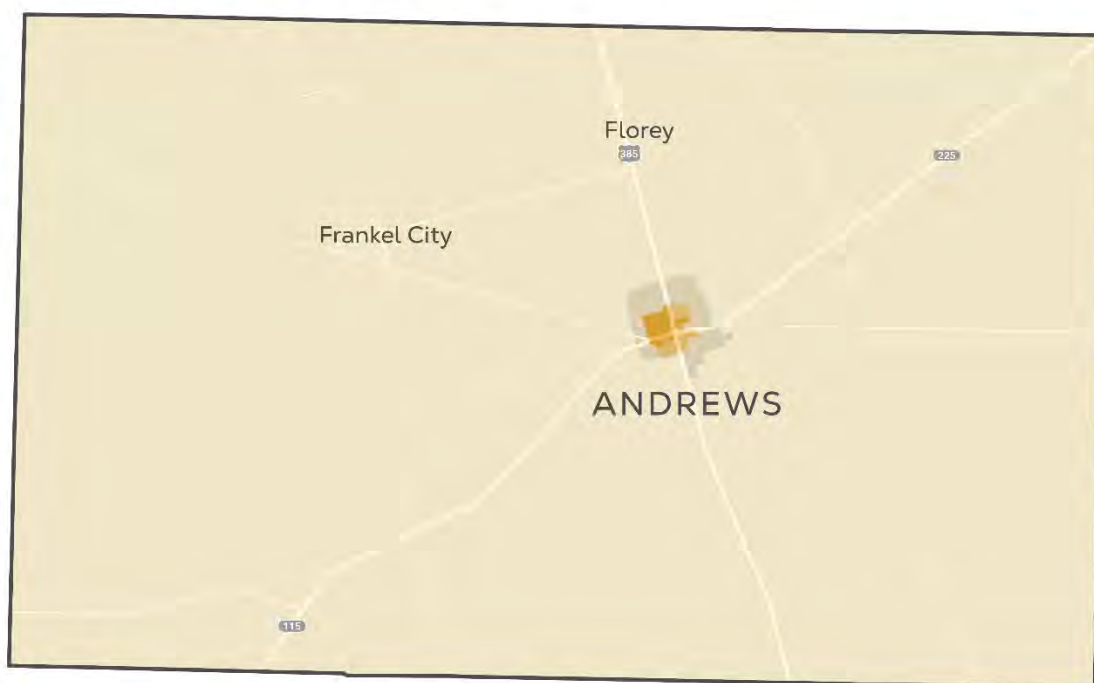
Households With Zero Vehicles
Per Square Mile





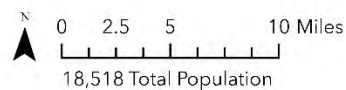
DETAILED TRANSIT NEEDS INDEX

Andrews County



Transit Need Index

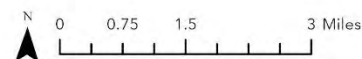
- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need





Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



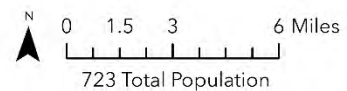


Borden County



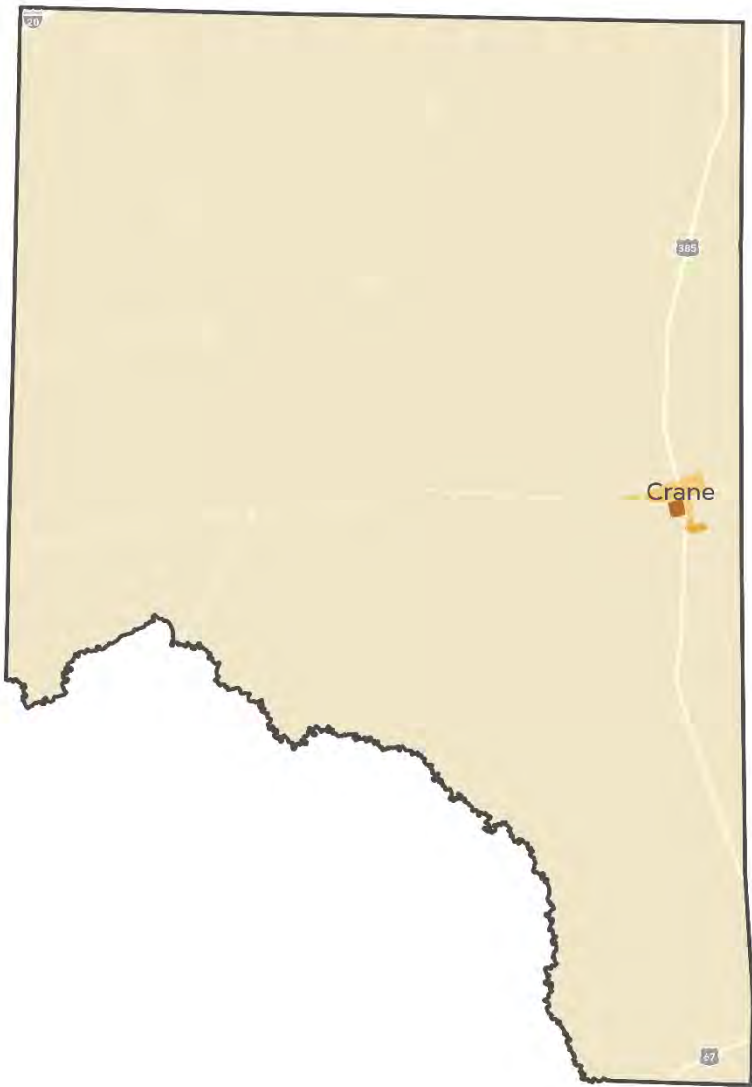
Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need

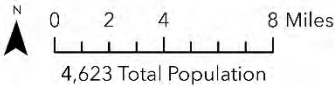




Crane County



- Transit Need Index
- Very Low Transit Need
 - Low Transit Need
 - Average Transit Need
 - High Transit Need
 - Very High Transit Need



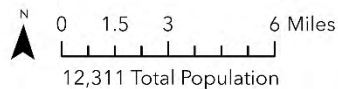


Dawson County



Transit Need Index

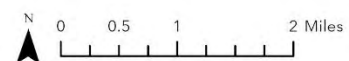
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- Average Transit Need
- High Transit Need
- Very High Transit Need





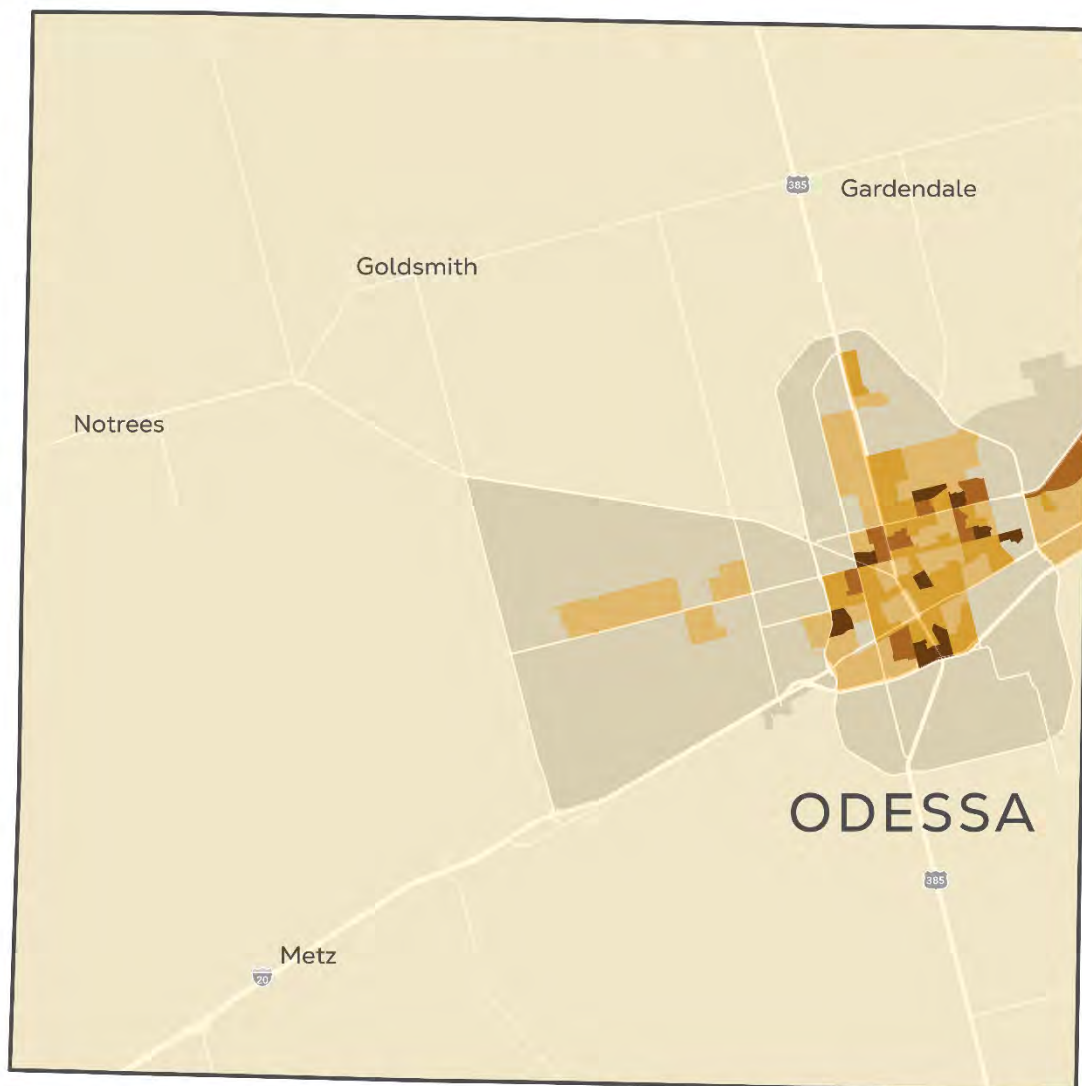
Transit Need Index

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- Average Transit Need
- High Transit Need
- Very High Transit Need





Ector County



Transit Need Index

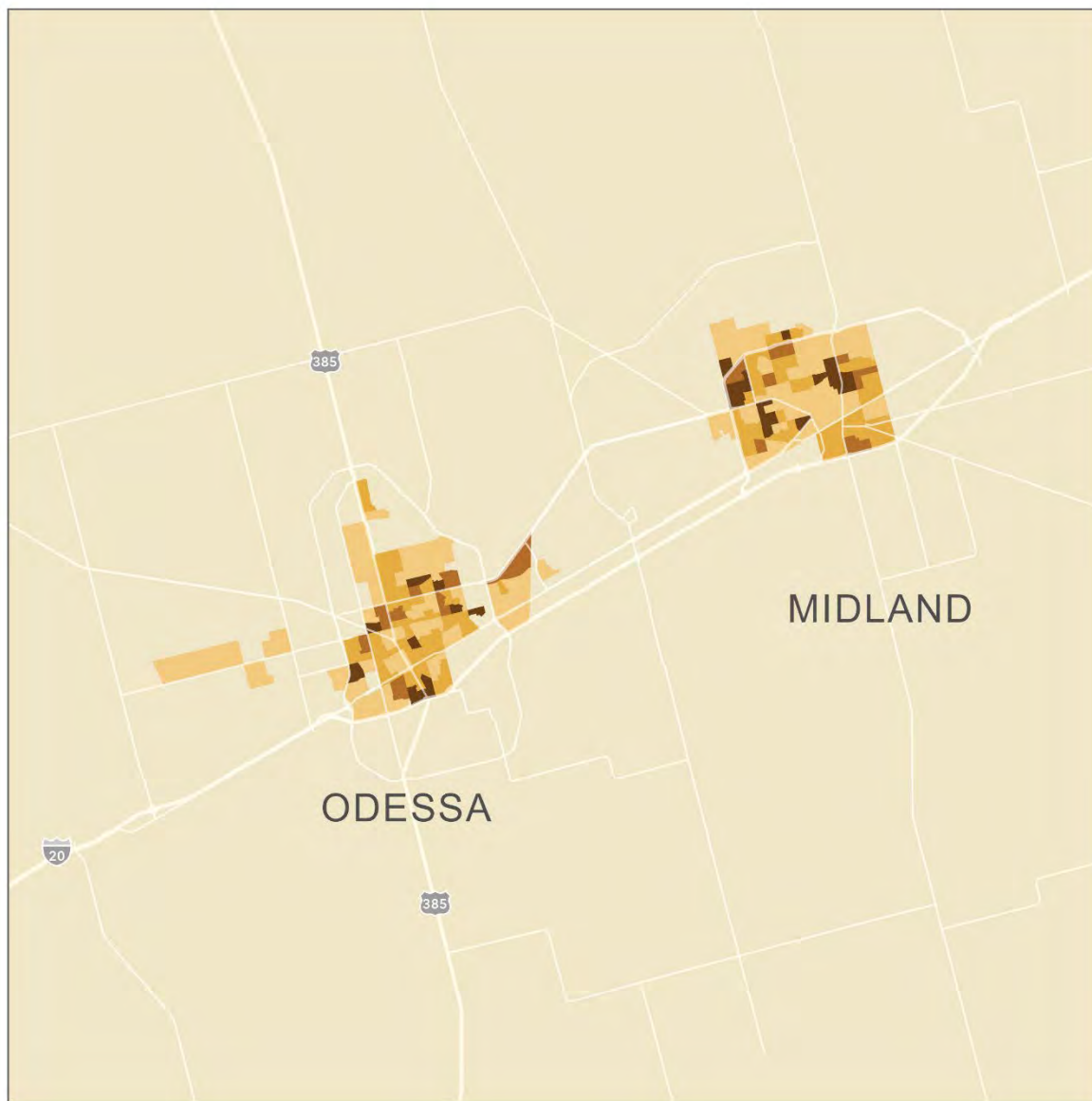
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- Average Transit Need
- High Transit Need
- Very High Transit Need

N 0 1.5 3 6 Miles
163,206 Total Population



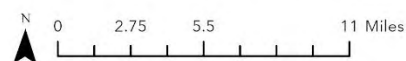
PBRPC | Regional Public Transportation Coordination Plan

Existing Conditions Analysis



Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



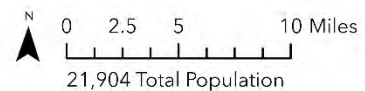


Gaines County



Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



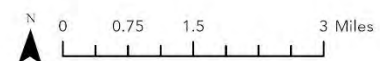


PBRPC | Regional Public Transportation Coordination Plan
Existing Conditions Analysis



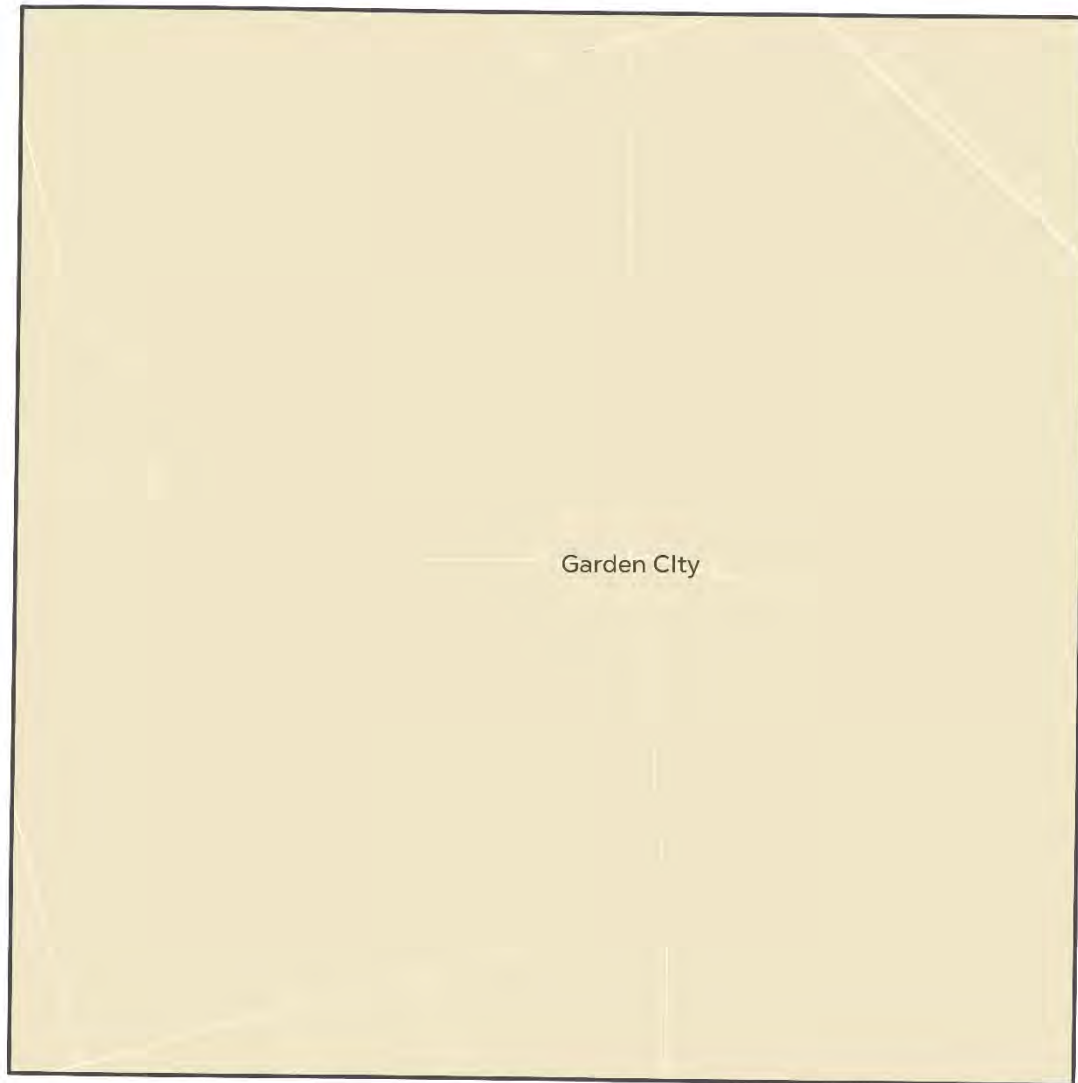
Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



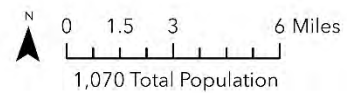


Glasscock County



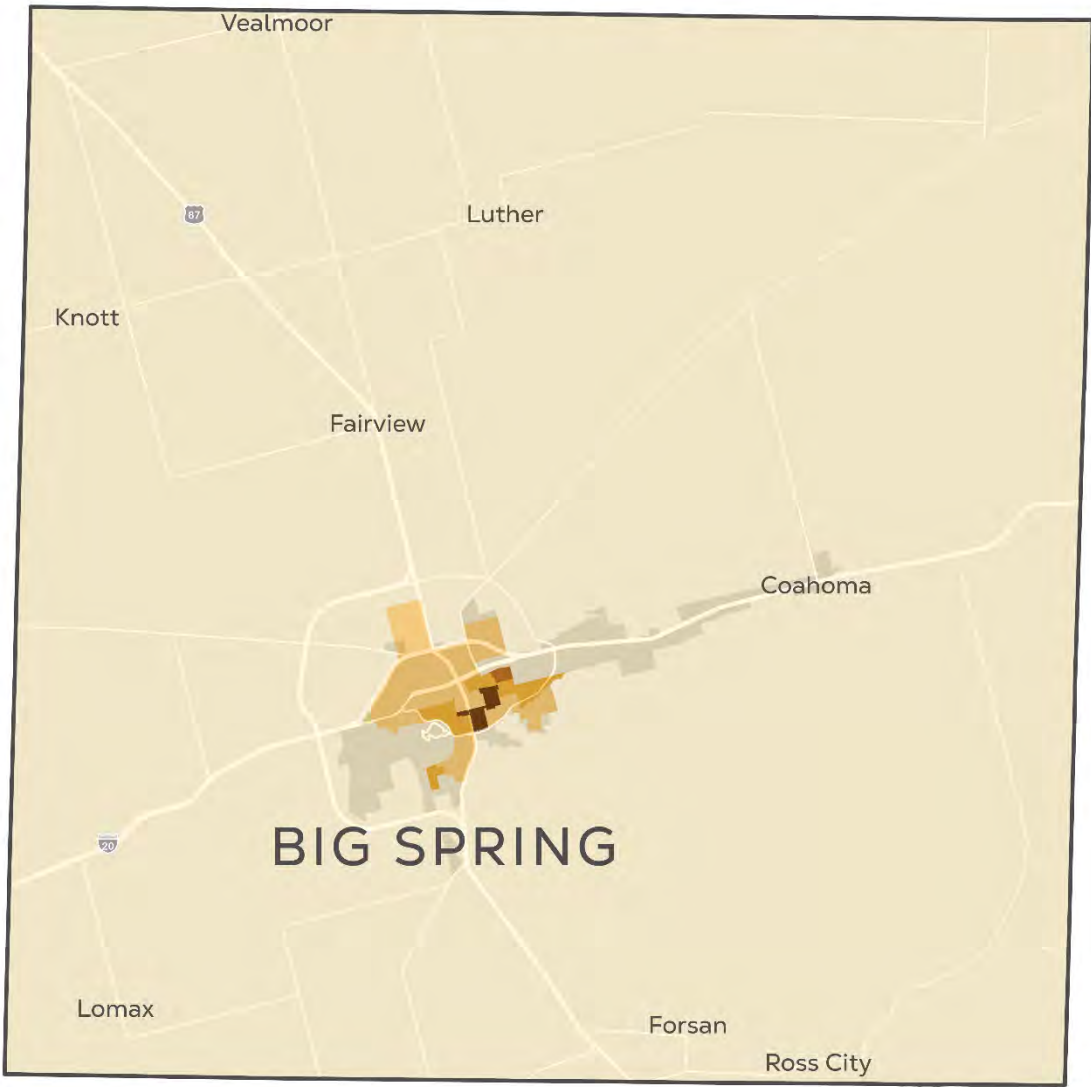
Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need

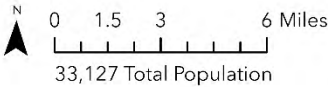




Howard County

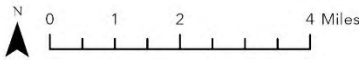


- Transit Need Index
- Very Low Transit Need
 - Low Transit Need
 - Average Transit Need
 - High Transit Need
 - Very High Transit Need





- Transit Need Index
- Very Low Transit Need
 - Low Transit Need
 - Average Transit Need
 - High Transit Need
 - Very High Transit Need

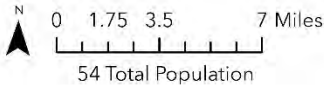




Loving County



- Transit Need Index
- Very Low Transit Need
 - Low Transit Need
 - Average Transit Need
 - High Transit Need
 - Very High Transit Need



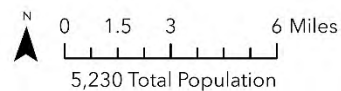


Martin County



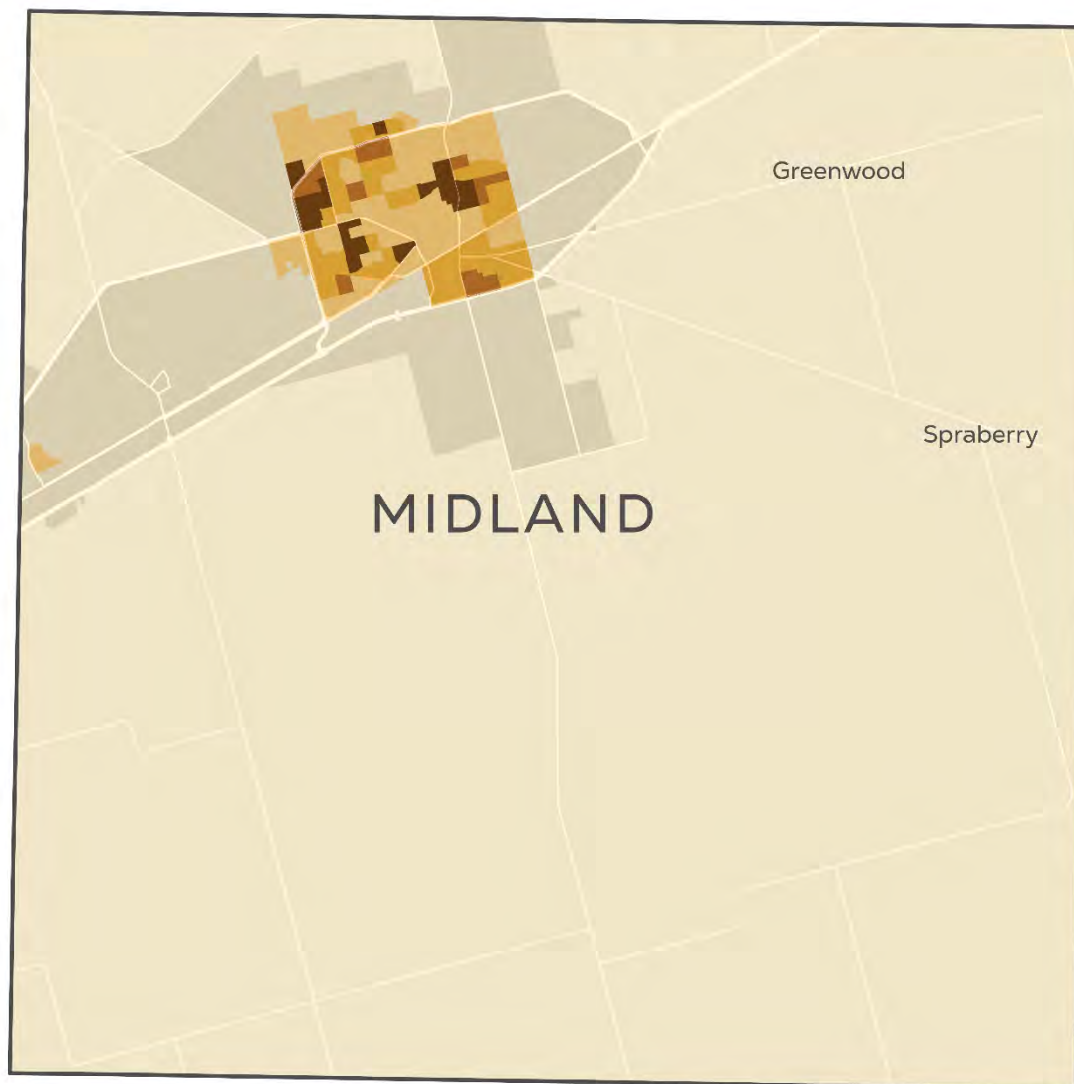
Transit Need Index

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- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



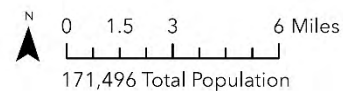


Midland County



Transit Need Index

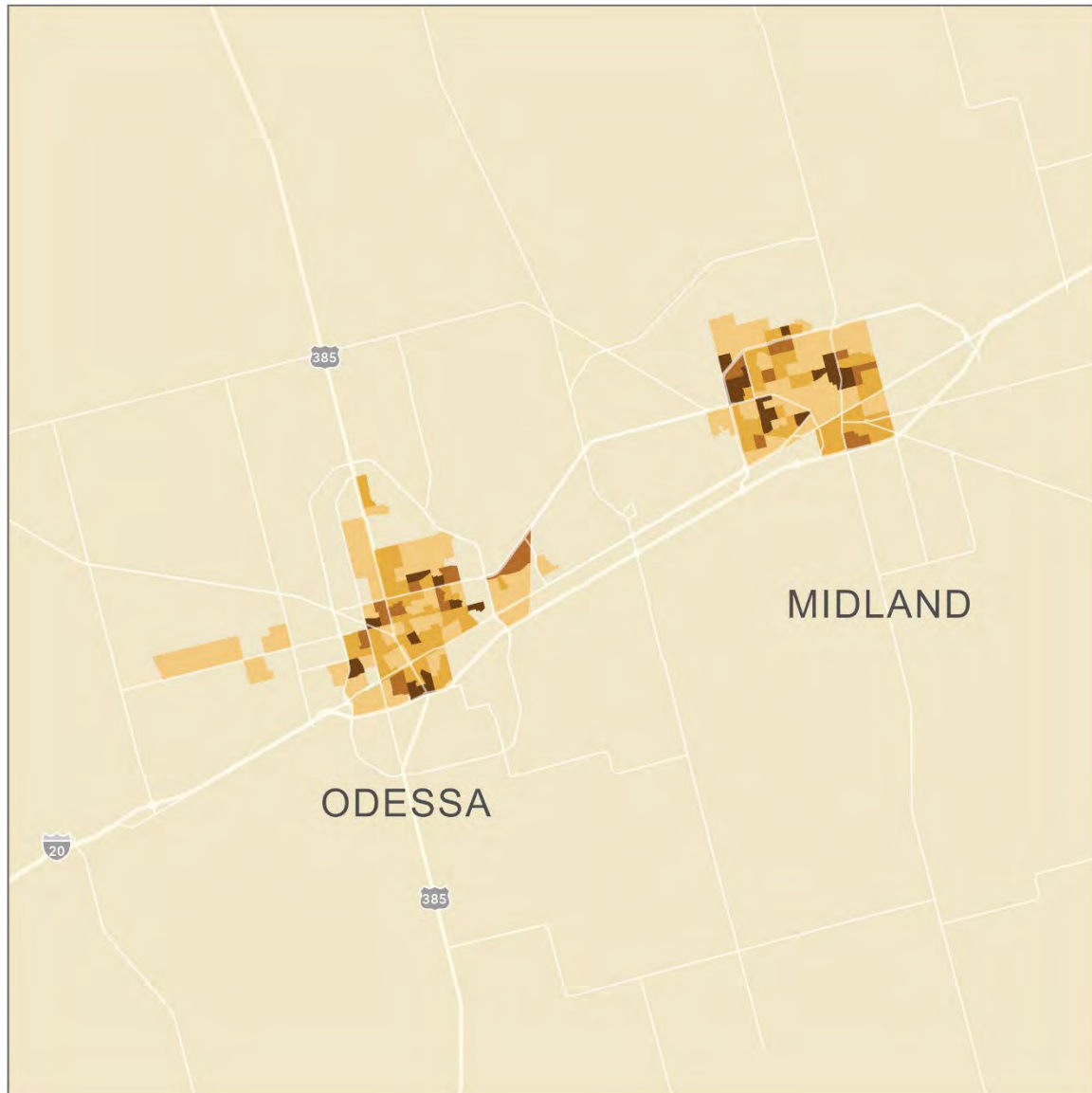
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- Average Transit Need
- High Transit Need
- Very High Transit Need





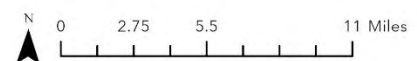
PBRPC | Regional Public Transportation Coordination Plan

Existing Conditions Analysis



Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



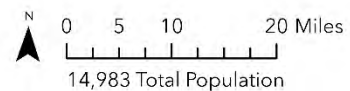


Pecos County



Transit Need Index

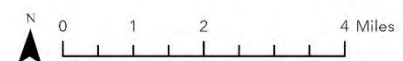
- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need





Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



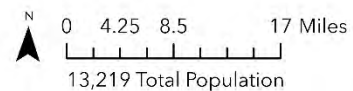


Reeves County



Transit Need Index

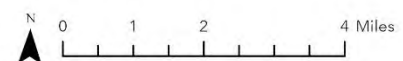
- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need





Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



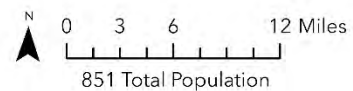


Terrell County



Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need

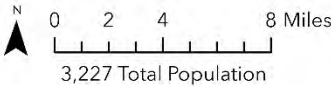




Upton County



- Transit Need Index
- Very Low Transit Need
 - Low Transit Need
 - Average Transit Need
 - High Transit Need
 - Very High Transit Need

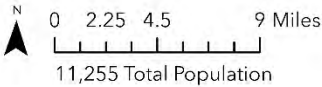




Ward County



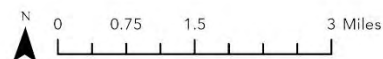
- Transit Need Index
- Very Low Transit Need
 - Low Transit Need
 - Average Transit Need
 - High Transit Need
 - Very High Transit Need





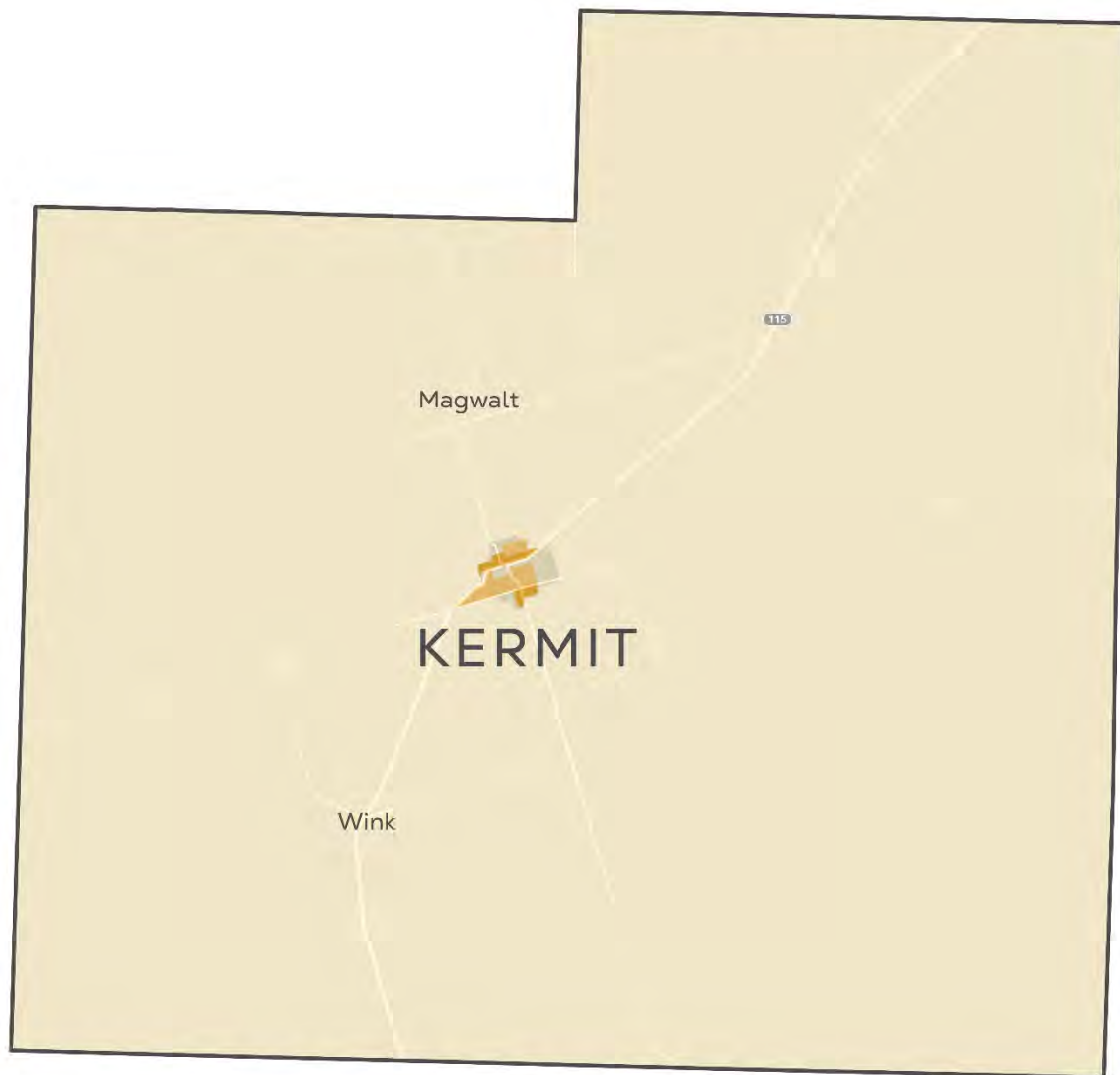
Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need



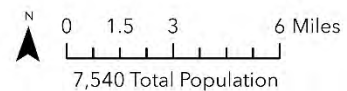


Winkler County



Transit Need Index

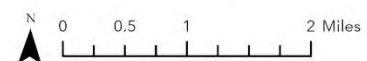
- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need





Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need





Appendix E

Full Attendance Rosters

Prepared for:

**Permian Basin Regional Planning Commission
Regional Public Transportation Coordination Plan**

Prepared by:

Kimley»Horn

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2026 Five-Year Regionally Coordinated Transportation Plan For TxDOT Planning Region 9

DRAFT Interim Plan

Prepared for:

**Permian Basin Regional Planning Commission
Regional Public Transportation Coordination Plan**

Prepared by:

Kimley»Horn

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EXECUTIVE SUMMARY

The 2026 Five-Year Regionally Coordinated Transportation Plan (RCTP), hereafter referred to as the Plan, for Texas Department of Transportation (TxDOT) Planning Region 9 is being developed to guide coordinated public transportation planning and investment across the 17-county Permian Basin region. This Interim Plan represents a working draft that documents the foundational elements of the planning process, including regional structure, governance framework, geographic and demographic context, and an assessment of existing transportation services.

The purpose of the Plan is to improve mobility and access to essential services through enhanced coordination among public transit providers, human service agencies, local governments, nonprofit organizations, and private transportation operators. The Plan supports federal and state requirements for coordinated planning under Federal Transit Administration (FTA) programs, including Sections 5307, 5310, and 5311, and aligns with guidance provided by the TxDOT.

This Interim Plan establishes a comprehensive understanding of current conditions affecting transportation demand and service delivery in the Permian Basin. It defines the geographic scope of the region, documents key demographic trends—including projected population growth and aging trends—and inventories the transportation providers and institutional partners that form the region’s mobility network. Together, these elements create a baseline framework for identifying service gaps, coordination opportunities, and priority investments.

The Permian Basin region encompasses a diverse mix of small urban centers and rural communities. Midland and Odessa serve as the region’s primary small urban anchors, while fifteen surrounding counties are predominantly rural and characterized by dispersed populations and longer travel distances. These differing land use patterns and demographic conditions require tailored service models, ranging from fixed-route and ADA paratransit systems in small urban areas to demand-response and coordinated human-service transportation in rural communities.

By documenting existing conditions and institutional relationships, this Interim Plan provides the analytical foundation for subsequent phases of the Plan, including needs assessment, strategy development, funding prioritization, and implementation planning. The ultimate goal is to ensure that transportation resources are deployed efficiently and equitably—connecting residents to employment, education, healthcare, and essential services while reducing duplication and strengthening regional collaboration.



As a living planning document, the Interim Plan will be refined through continued stakeholder engagement and data validation before adoption of the final 2026–2030 Regionally Coordinated Transportation Plan.

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CHAPTER 1 | RCTP CONTENT AND ORGANIZATION

1.1 Stakeholder List

The Regionally Coordinated Transportation Plan (RCTP), hereafter referred to as the Plan, was developed through collaboration with a broad range of stakeholders representing the region's transportation providers, local governments, health and human services agencies, workforce and education institutions, and community organizations. Stakeholders were engaged throughout the planning process to ensure that regional priorities reflect the diverse mobility needs across the Permian Basin.

Required Stakeholders

- Public transportation providers receiving Section 5307, 5310, or 5311 funding
- Area Agency on Aging
- Workforce Development Board
- Health and Human Services agencies
- Local governments and county representatives
- Texas Department of Transportation (TxDOT) District staff

Additional Stakeholders Engaged:

- Nonprofit and faith-based transportation providers
- Veterans' service organizations
- Hospitals, clinics, and social service agencies
- Educational institutions (universities, community colleges, ISDs)
- Chambers of Commerce and business leaders
- Riders and advocates representing older adults, people with disabilities, and low-income populations



List of Stakeholders

Agency	Member
ABLE Center	Audriana Hartwig
Aging and Disability Resource Center	Regina Swafford
All Aboard America	Bart Beall
Aphasia Center	Kitty Binek
Area Agency on Aging	Alma Montes
City of Midland – Community Development	Isaac Garnett
Disabled American Veterans Odessa	Curtis McFarland
Disabled American Veterans Big Spring	Robin Tijerina
Ector County Public Works	Jeffrey Avery
Ector County ISD	Hilberto Ochoa
Ector County Senior Centers	Mary Salaz
Gifts of Hope/Hope House	Rita Lujan
Midessa Transportation	Thomas Sie
Midland County Sheriff's Office-Crisis Intervention Unit	Ulanda Suggs
Midland Vet Center	Mychelle Vega
Mission Center Adult Day Services	Nadine Hill
MOUSD/EZ-Rider	Kayleen Hamilton
PermianCare (Permian Basin Community Centers MHMR)	Michael Black
Permian Basin Metropolitan Planning Organization	Cameron Walker
Permian Basin Regional Planning Commission	Miranda Boler
Salvation Army	Elsa Bernal
Texas Department of Health & Human Services	Melinda Lee
Tx211	Soeli Erazo
Texas Department of Transportation	Eric Garcia
United Way of Midland	Kari Hennigan
WTO	Jenny Gibson
WTO/TRAX	Karen Faulkner
United Way of Midland County	Holly Miller
United Way of Odessa	Christina Escobar
Permian Road Safety Coalition	Michael Smith
TxDOT Abilene Engineer	Jeremy Dearing
TxDOT Lubbock Engineer	Steven Warren
TxDOT Odessa Engineer	Saul Romero
TxDOT San Angelo Engineer	Christopher Cowen



1.2 Lead Agency Description

The Permian Basin Regional Planning Commission (PBRPC) serves as the lead agency for the Plan. PBRPC coordinates with local governments, transit providers, and state and federal partners to facilitate regional transportation planning, resource sharing, and mobility coordination across the Permian Basin region.

Lead Agency Contact:

Permian Basin Regional Planning Commission (PBRPC)

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1.3 Regionally Coordinated Committee

The Regionally Coordinated Transportation Planners (RCTP) guides the planning, implementation, and monitoring of regional public transportation coordination efforts. Membership is composed of representatives from key stakeholder agencies to ensure balanced geographic and sectoral representation.

PBRPC provides administrative and technical support to the RCTP, manages meeting logistics, and ensures the Plan remains compliant with TxDOT requirements.

Table 1. Regionally Coordinated Transportation Planners Members

Agency/Organization	Representative	Role/Title	Sector
Midland–Odessa Urban Transit District (EZ Rider)	Kayleen Hamilton	Transit Operations / Administrative Staff	Transit Provider
Independent Community Member / Volunteer	Patricia Albarado	Community Representative	Human Services/Non profit
PermianCare (Permian Basin Community Centers)	Michael Black	Behavioral Health / Community Services Staff	Human Services
West Texas Opportunities (TRAX Transit)	Karen Faulkner	Transit Program Staff	Rural Transit
Permian Basin Metropolitan Planning Organization	Cameron Walker	Transportation Planner	Local Government



PBRPC | Regional Public Transportation Coordination Plan
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Agency/Organization	Representative	Role/Title	Sector
South Plains Association of Governments (SPAG)	Ayda Martinez	Regional Planning Staff	Local Government
Area Agency on Aging of the Permian Basin	Alma Montes	Aging Services Program Staff	Human Services
Area Agency on Aging of the Permian Basin	Cristina Cordle	Aging Services Program Staff	Human Services
City of Midland	Isaac Garnett	City Staff / Planning or Community Services	Local Government
The ABLE Center for Independent Living	Audriana Hartwig	Independent Living Specialist / Program Staff	Human Services/Non profit
U.S. Department of Veterans Affairs	Artley Edwards	Veterans Services Staff	Human Services
U.S. House of Representatives (Congressional Office)	Ben Shipkey	Congressional Staff	State Partner
Hope House Odessa	Brenda Medlock	Program Director / Staff	Human Services/Non profit
Ector County	Mary Salaz	County Staff	Local Government
Mission Center for Community Needs (Mission CADS)	Nadine Hill	Executive Director	Human Services/Non profit
All Aboard America Transportation	Bert Beall	Transportation Company Representative	Transit Provider
Community Representative	Thomas Sie	Community Member	Human Services/Non profit
Ector County	Jeffrey Avery	County Staff / Community Services	Local Government
City of Midland	Lindsey Adams	City Staff	Local Government
City of Midland	Michele Hagemann	City Staff	Local Government
U.S. Department of Veterans Affairs	Susan Rosenfeldt	Veterans Services Staff	Human Services
U.S. Department of Veterans Affairs	Matthew Gaudioso	Veterans Services Staff	Human Services
West Texas Centers (Community MHMR)	Jessie Campbell	Behavioral Health Services Staff	Human Services



Agency/Organization	Representative	Role/Title	Sector
Texas Department of Transportation (TxDOT)	Eric Garcia	Transportation Planner / Public Transportation Division	State Partner
Midland Independent School District	Isaac Johnson	School District Staff	Education
Midland Independent School District	Cortney Smith	School District Staff	Education

Memorandum of Understanding and Regional Coordination Committee Structure (Mission and Bylaws)

The **RCTP** operates under a **Memorandum of Understanding (MOU)** executed among participating agencies to formalize the partnership and establish roles, responsibilities, and decision-making processes. The MOU outlines the framework for collaboration, data sharing, and coordinated planning to enhance mobility options and reduce service duplication across the Permian Basin.

Mission Statement:

“The mission of the RCTP is to advance the objectives of the Five-Year Regionally Coordinated Transportation Plan to improve transportation access and availability across the region.”

RCTP Structure Overview:

- **Chair and Vice Chair:** Elected by the committee to serve two-year terms and preside over meetings.
- **Membership:** Comprised of representatives from transportation providers, local governments, human service agencies, workforce organizations, and community stakeholders.
- **Meetings:** The RCTP meets monthly to review coordination activities, funding opportunities, and plan implementation progress.
- **Decision-Making:** Actions are decided by majority vote of members present; quorum requirements are defined in the bylaws.
- **Subcommittees:** May be established to address specific topics such as coordination strategies, data collection, funding, or outreach.
- **Amendments:** The bylaws and MOU may be amended with approval by a majority of voting members and concurrence from PBRPC and TxDOT.

A copy of the current **MOU** is included in Appendix A.



CHAPTER 2 | PUBLIC OUTREACH AND COMMUNITY ENGAGEMENT

2.1 Public Outreach Plan

The Plan included a comprehensive public outreach plan designed to gather input from transit users, transportation providers, community organizations, and the general public across the Permian Basin region. The outreach strategy emphasized accessibility, geographic representation, and meaningful engagement with populations that rely most heavily on public transportation services, including seniors, individuals with disabilities, low-income households, and residents without access to a personal vehicle.

The Public Outreach Plan established the framework for engagement activities throughout the planning process and outlined strategies to reach three primary audiences: regional coordination partners, stakeholders, service provider organizations, and the general public. The Public Outreach Plan also identified key outreach goals, including ensuring that community feedback informs the planning process, engaging both English- and Spanish-speaking populations, and representing a broad range of geographic areas within the region.

Stakeholder Identification and Recruitment

Stakeholders were identified through coordination with the PBRPC and included regional transportation providers, local governments, social service organizations, and community partners that interact with or support transportation-disadvantaged populations. Key stakeholder groups included:

- Public transit providers and operators
- Human service agencies and senior service organizations
- Local governments and regional planning partners
- Workforce and employment agencies
- Healthcare and social service providers

These stakeholders were engaged through targeted meetings and provider surveys to better understand existing services, coordination opportunities, and mobility needs across the region.



Meeting Locations and Engagement Methods

A combination of in-person and virtual engagement methods were used to maximize participation. Outreach activities included stakeholder meetings, provider surveys, rider surveys conducted on buses and at transit hubs, and an online engagement platform.

Transit rider surveys were conducted November 12th-November 14th, 2025, and January 12th-January 13th, 2026 onboard buses across the EZ Rider network and at major transit hubs, including:

- Midland Park Mall
- Downtown Midland Transfer Center
- Music City Mall in Odessa
- Downtown Odessa Transfer Center

These locations were selected because they represent high-activity transit locations and provide opportunities to reach transit-dependent populations directly. Rider surveys were conducted across all six fixed routes in Midland and all six fixed routes in Odessa to ensure broad representation across the service area.

Feedback Materials and Accessibility

To ensure that engagement opportunities were accessible to a wide range of participants, the project utilized several feedback tools:

- An online engagement website with interactive mapping capabilities
- A structured online rider survey
- Onboard transit rider surveys
- Printed outreach materials distributed at transit hubs and bus stops

Promotional materials, including business cards and window stickers were placed at transit stops and hubs to direct riders to the project website and encourage participation in the online engagement tools.

The project website was launched in October 2025 and served as a centralized engagement platform where participants could access project information, complete surveys, and provide geographically specific feedback using an interactive map tool. The project's online engagement platform was developed using PublicCoordinate, which is designed to support inclusive public participation. The platform follows the Web Content Accessibility Guidelines (WCAG) 2.1 AA as a foundation for its design and development, helping ensure the website is usable by individuals with a wide range of abilities and technology access. To support accessibility, the platform allows project



teams to provide text summaries of mapped content, integrate alternative survey tools in addition to map-based comments, and use clear visual icons and descriptive labels to support navigation and understanding. These features help ensure that participants who may have difficulty interacting with map-based tools or other interactive elements can still access project information and provide feedback through alternative engagement methods.

The map allowed participants to drop pins and categorize comments related to accessibility, safety, connections to destinations, and other transportation needs.

Public Feedback on the Draft Plan

Public input collected through surveys, the interactive map, and stakeholder coordination informed the identification of service gaps, mobility challenges, and opportunities for improved coordination among transportation providers. Feedback collected during the engagement process was incorporated into the development of strategies and recommendations included in the draft Plan.

Once the Draft Plan is prepared, it will be made available for public review and comment. In accordance with TxDOT guidance for Regional Public Transportation Coordination Plans, the draft document will be distributed to stakeholders and posted online for a minimum 30-day public comment period to allow transportation providers, human service organizations, advocacy groups, and members of the public to review the plan and provide feedback. During this period, stakeholders and community members will be able to submit comments and suggested revisions. All comments received will be documented and reviewed by the PBRPC and the RCTP, and appropriate revisions will be incorporated before finalizing and adopting the Plan.

2.2 Stakeholder and Focus Groups

Stakeholder and provider engagement was conducted to better understand the structure of the regional transportation network and the operational challenges facing transportation service providers in the Permian Basin.

Stakeholder Meetings and Coordination

Stakeholder engagement included coordination with regional transportation providers and partner agencies that serve key populations such as seniors, individuals with disabilities, and low-income residents. These meetings and survey responses helped document existing services, operational characteristics, and coordination opportunities within the regional transportation network.

Organizations participating in the stakeholder outreach included:



- Area Agency on Aging of the Permian Basin (AAPB)
- City of Midland
- West Texas Opportunities (TRAX)
- EZ Rider / Midland-Odessa Urban Transit District (MOUTD)

These organizations collectively represent the primary transportation providers serving urban and rural communities across the Permian Basin region.

Attendance and Target Populations

Stakeholder engagement focused particularly on organizations serving populations that are prioritized under the Section 5310 program, including:

- Seniors
- Individuals with disabilities
- Low-income residents
- Households without access to a vehicle
- Residents in rural communities

These populations represent many of the most transit-dependent groups in the region and were therefore a central focus of the Plan engagement process.

Stakeholder Input and Identified Needs

Feedback from stakeholder coordination and provider surveys revealed several common themes across transportation providers in the region.

Providers identified funding limitations, workforce shortages, and large geographic service areas as the most significant challenges affecting transportation service delivery. In rural areas, long travel distances and low population density make it difficult to provide efficient transportation services. In urban areas, providers highlighted the need for improved service frequency, additional routes, and expanded operating hours.

Stakeholders also identified several opportunities to improve regional mobility through enhanced coordination between agencies, expanded service hours, and improvements to passenger information systems and communication tools. Additional vehicles, staffing resources, and sustainable funding sources were also identified as important factors in improving service coverage and reliability across the region.



2.3 Surveys and Questionnaires

Surveys and questionnaires were used as a primary tool to gather input from both transit riders and transportation providers. These surveys provided valuable insight into travel behavior, service performance, and unmet mobility needs throughout the region.

Rider Survey Process

A Rider Survey (see Appendix B) was administered both online through the project website and in person through onboard transit surveys. The survey instrument was designed to collect structured information about how community members use public transportation and identify opportunities to improve service.

Survey questions focused on several key topics, including:

- Travel frequency and trip purposes
- Transit service quality and reliability
- Transfer patterns and route connectivity
- Access to trip planning information and technology
- Rider demographics and household characteristics

The survey was administered in both English and Spanish to ensure accessibility to a broad range of riders.

Survey Participation

A total of 28 riders participated in the onboard EZ Rider survey conducted across the Midland and Odessa transit system. Surveys were administered across multiple fixed-route services to ensure that feedback reflected a range of rider experiences and travel patterns throughout the system.

Note: While the onboard survey provides valuable insight into rider experiences and travel patterns, the results represent a relatively small sample of EZ Rider users and reflect conditions at the time the survey was conducted. As such, the findings should be interpreted as indicative of general rider trends rather than a statistically representative sample of all transit users. Nevertheless, the results provide useful context for understanding rider needs and help inform the broader analysis presented in this plan.

Rider Characteristics and Travel Behavior

Survey results indicate that the EZ Rider system primarily supports essential trips, particularly employment-related travel. The majority of respondents (84 percent) reported using transit to travel to and from work. Other common trip purposes included



shopping (48 percent), recreation (24 percent), healthcare or social services (20 percent), and visiting family or friends (12 percent).

The survey also highlights a high level of transit dependency among riders. Nearly half of respondents reported living in households without access to a vehicle, and only about one-quarter reported having a valid driver's license. These findings emphasize the importance of reliable and affordable transit services in supporting access to employment, healthcare, and other essential services.

Rider Demographics

Survey responses provide additional insight into the demographic characteristics of EZ Rider users. Most respondents were working-age adults, with 35 percent between the ages of 30 and 44 and 27 percent between 45 and 59. An additional 19 percent were between 60 and 74 years old, while 8 percent were between 18 and 29. This distribution indicates that the system primarily serves working-age residents while also supporting older adults who may have increased mobility needs.

Gender responses were relatively balanced, with 54 percent identifying as male and 38 percent identifying as female.

Survey responses also highlight the high level of transportation dependency among riders. Fifty-two percent of respondents reported not having a valid driver's license, while 23 percent reported having a license. Similarly, 46 percent reported living in households with no access to a vehicle, while 23 percent reported access to one vehicle and 12 percent reported access to two vehicles. These findings reinforce the importance of transit services for residents who may otherwise have limited transportation options.

Income responses indicate that transit riders represent many lower- and moderate-income households in the region. Thirty-five percent of respondents reported household incomes between \$31,000 and \$60,000, while 19 percent reported incomes below \$30,000.

Employment status results further emphasize the role of transit in supporting workforce mobility. Fifty-four percent of respondents reported being employed full- or part-time, while 8 percent identified as students and 12 percent reported being unemployed.

Together, these findings demonstrate that EZ Rider services play an important role in connecting residents—particularly those with limited access to personal vehicles—to employment, essential services, and daily activities throughout the Midland–Odessa area.



Service Performance and Desired Improvements

Overall satisfaction with the EZ Rider system was generally positive, with average ratings ranging between 4.0 and 4.5 on a five-point scale. Riders reported strong satisfaction with system affordability, driver performance, and overall service quality.

However, respondents also identified several areas for improvement. The most frequently cited improvements included:

- Increased service frequency
- Extended operating hours
- Additional route options
- Improved passenger facilities and stop amenities
- Better communication and access to service information

These responses highlight the importance of both operational improvements and enhanced rider amenities in strengthening the regional transit network.

Provider Survey Process

In addition to rider surveys, a Transportation Provider Survey (see Appendix C) was distributed to organizations across the region that provide transportation services or mobility-related programs. The survey collected information on organizational characteristics, service areas, operational policies, vehicle fleets, ridership levels, funding sources, and mobility needs.

The purpose of the provider survey was to document the existing transportation network and identify gaps in service delivery for priority populations including seniors, individuals with disabilities, low-income residents, and households without access to a vehicle.

Information gathered through the provider surveys was used to evaluate the current transportation system and inform the development of strategies to improve coordination and expand mobility options across the region. This information can be found in Section 5.2 Inventory of Providers.



CHAPTER 3 | GEOGRAPHIC AREA ASSESSMENT

The geographic assessment defines the spatial context within which transportation services operate and demand occurs. This assessment includes an inventory of jurisdictional boundaries, major population centers, and key trip attractors that shape travel behavior.

3.1 Planning Area Overview

Regional Boundaries

Defining the regional boundaries is essential to the coordination plan because it establishes the geographic scope for analysis, ensures consistency across participating jurisdictions, and clarifies where transportation services, resources, and coordination efforts should be focused.

Region 9 covers the 17 counties served by the PBRPC: Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler Counties.

Within this area, transportation planning activities are guided by a combination of small urban, rural, and metropolitan planning organization (MPO) boundaries, as well as coordination with PBRPC as the Rural Transportation Planning Organization (RTPO), established under TxDOT's statewide planning framework.

Figure 1 displays all relevant planning boundaries within the PBRPC service area, including:

- **Small Urban Areas (between the 50,000 to 199,999 in population):** Midland and Odessa, which function as emerging small urban centers.
- **Rural Areas (less than 50,000 in population):** The remaining municipalities and counties are classified as rural under FTA Section 5311 eligibility.
- **Metropolitan Planning Organization (MPO):** Permian Basin Metropolitan Planning Organization.

In addition to the region's more formalized transportation planning bodies, the **RCTP** group serves as a collaborative forum to improve mobility, coordination, and service delivery across the 17-county region. Its purpose is to identify transportation needs, streamline services, reduce duplication, and support equitable access to transit—particularly for older adults, individuals with disabilities, veterans, and rural residents. Members typically include public transit providers, human-service agencies, local



governments, workforce and health organizations, education institutions, nonprofit partners, and other stakeholders involved in regional mobility and community services.

Figure 1. Planning Boundaries Map

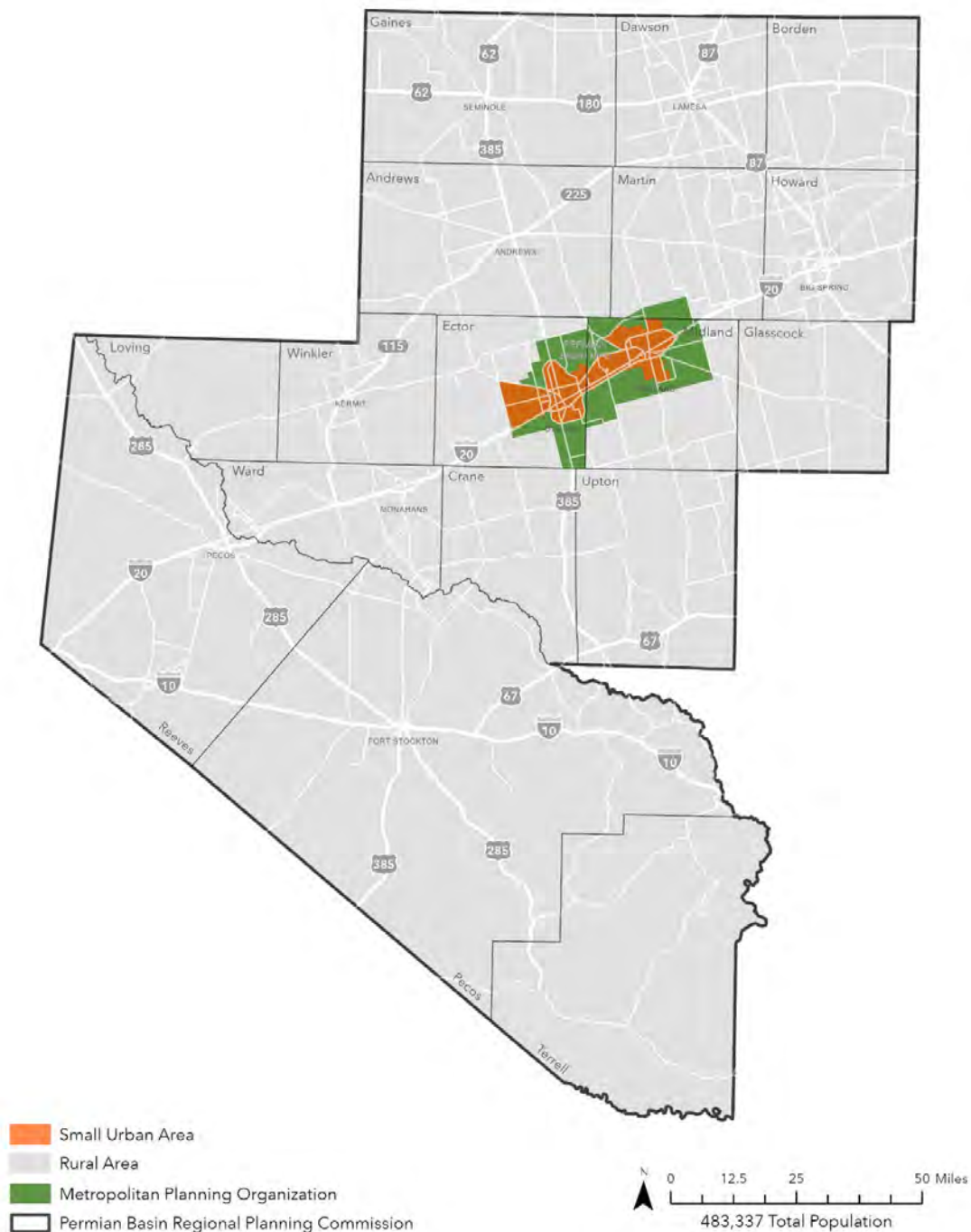
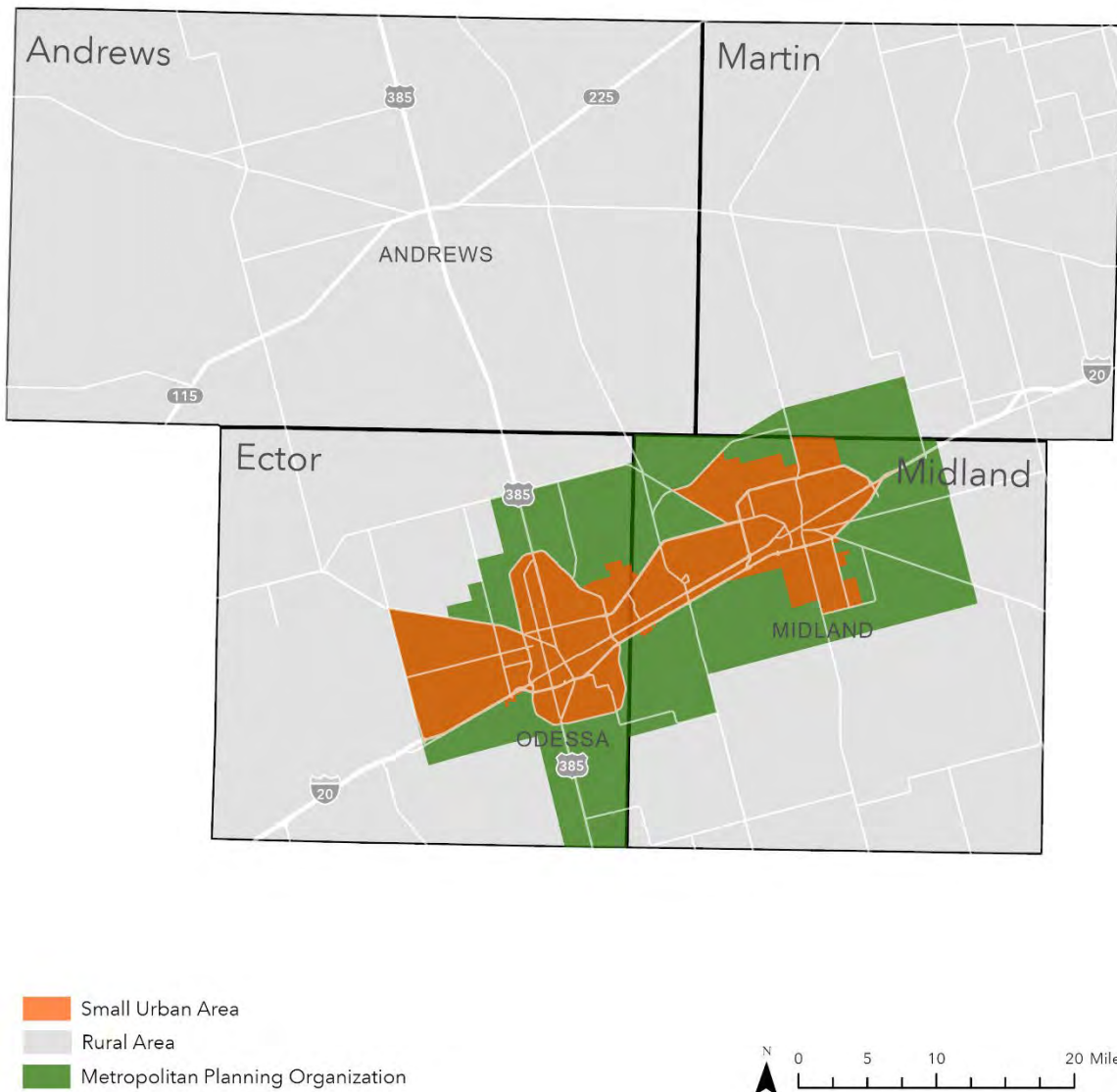




Figure 2. Central Counties Planning Boundaries Map





Land Use Context

The region's existing land use patterns—ranging from dense small urban centers and suburban neighborhoods to rural agricultural areas, industrial corridors, and tourism destinations—play a critical role in shaping travel behavior and transit demand. Key small urban centers such as **Midland and Odessa** serve as major population and employment hubs, while **downtown districts, hospital campuses, and community colleges** act as frequent trip generators. Other significant destinations include **Midland International Air & Space Port, Permian Basin Workforce Solutions offices, Midland College, Odessa College**, and major **shopping corridors like Loop 250 and University Boulevard**. Understanding how these areas generate and attract trips helps target where transit coordination and service investments can most effectively connect residents to jobs, education, healthcare, and essential services throughout the region.

Transportation Infrastructure

Understanding existing transportation infrastructure is fundamental to the coordination plan, as it defines how people and services move throughout the region and where opportunities or barriers to transit access exist. Major regional corridors—such as **Interstate 20, U.S. Highway 285, U.S. Highway 385, U.S. Highway 87, and State Highway 349**—serve as the primary travel arteries linking communities like **Midland, Odessa, Big Spring, Andrews, Pecos, Seminole, and Fort Stockton**, supporting both commuter and intercity travel. Freight rail lines and energy-sector routes further influence mobility patterns and roadway congestion, impacting how and where public transportation can operate efficiently.

At the local level, roadway networks, sidewalks, and bicycle facilities determine whether residents can safely reach transit stops or transfer points. Key hubs such as the **EZ RIDER Transfer Plaza in Odessa**, the **Midland Park Mall area**, and **regional medical and education campuses** rely heavily on accessible local streets and pedestrian infrastructure to connect riders to bus routes and regional services. Documenting these existing conditions helps identify where infrastructure investments—such as bus stop improvements, sidewalk infill, or safe crossing enhancements—can strengthen the multimodal network and improve coordination among transportation providers across the region.



3.2 Regional Projects and Strategies

Transportation services in the Permian Basin region are delivered through a combination of urban transit systems, rural demand-response providers, and specialized transportation programs operated by human service agencies. Together, these providers support mobility for seniors, individuals with disabilities, low-income residents, veterans, and other transportation-disadvantaged populations.

Regional transportation investments and coordination strategies are reflected in projects programmed through the PBMPPO Transportation Improvement Program (TIP), the TxDOT Statewide Transportation Improvement Program (STIP), and Federal Transit Administration (FTA) grant programs. These projects primarily support the continued operation, maintenance, and improvement of public transportation services across the region.

The projects and strategies described in this section represent existing investments and coordination activities that contribute to improving regional mobility and supporting transportation services for target populations.

Existing Regional Coordination Strategies

Transportation providers across the Permian Basin region currently employ several coordination strategies to maximize the effectiveness of limited transportation resources and improve service delivery. These strategies are implemented through partnerships between public transit providers, regional planning organizations, human service agencies, and local governments.

Interagency Coordination

Transportation providers coordinate through ongoing partnerships between regional transit agencies, social service organizations, and local governments. Coordination occurs through information sharing, referral of riders between providers, collaborative grant applications, and participation in regional planning activities.

Regional planning organizations and transit providers work together to identify transportation needs, pursue funding opportunities, and coordinate service delivery where possible. These partnerships help ensure that transportation services are aligned with regional mobility needs and that available funding sources are used effectively.



Demand-Response Transportation Services

Demand-response transportation services provide an essential mobility option across the Permian Basin region, particularly in rural communities where fixed-route transit services are not feasible. These services allow riders to schedule trips in advance and provide access to essential destinations including healthcare facilities, employment centers, and grocery stores.

Demand-response services are frequently used by seniors, individuals with disabilities, and other transit-dependent populations. These services are supported through federal and state transit programs, including FTA Section 5311 and Section 5310 funding.

Specialized Transportation Programs

In addition to general public transit services, several agencies provide specialized transportation programs that support specific populations. These programs include transportation services operated by aging services providers and other human service organizations that assist individuals who may not be able to use traditional public transit.

These specialized services often coordinate with public transit providers to connect riders to additional transportation options and ensure access to essential services throughout the region.

Information Sharing and Public Outreach

Transportation providers in the region also coordinate through public outreach and information sharing activities. Transit agencies and partner organizations provide information about available services through websites, printed materials, and community outreach events. These efforts help residents identify available transportation services and understand how to access them.

Transit Projects and Investments

Regional transportation projects identified through the TIP, STIP, and FTA grant programs support the continued operation, maintenance, and improvement of public transportation services in the Permian Basin region. These projects are primarily sponsored by the Midland–Odessa Urban Transit District (EZ Rider) and other regional transportation providers.



Table 2. Existing Transit Projects and Programs in the Permian Basin Region

Project Type	Description	Lead Agency / Sponsor	Funding Program	Target Population Served	Coordination Role
Fixed-Route Transit Operations	Ongoing operation of fixed-route transit services connecting major destinations such as employment centers, healthcare facilities, and retail areas within Midland and Odessa.	Midland–Odessa Urban Transit District (EZ Rider)	FTA Section 5307	General public, low-income residents, zero-car households	Urban transit
ADA Paratransit Service Operations	Complementary ADA paratransit services providing accessible transportation for individuals who cannot use fixed-route transit.	Midland–Odessa Urban Transit District (EZ Rider)	FTA Section 5307	Individuals with disabilities, seniors	Urban transit
Preventive Maintenance Program	Routine maintenance of transit vehicles and facilities to ensure safe and reliable operations.	Midland–Odessa Urban Transit District (EZ Rider)	FTA Section 5307	General public, seniors, individuals with disabilities	Urban transit
Transit Vehicle Replacement	Replacement of aging buses and paratransit vehicles that have reached the end of their useful life.	Midland–Odessa Urban Transit District (EZ Rider)	FTA Section 5339	General public, seniors, individuals with disabilities	Urban transit
Bus Stop and Passenger Facility Improvements	Installation or improvement of passenger amenities including shelters, seating, and accessibility improvements at transit stops.	Midland–Odessa Urban Transit District (EZ Rider)	FTA Section 5339	General public, seniors, individuals with disabilities	Urban transit
Capital Equipment Purchases	Procurement of transit operational equipment such as maintenance tools, fare collection equipment, and scheduling systems.	Midland–Odessa Urban Transit District (EZ Rider)	FTA Section 5307	General public, seniors, individuals with disabilities	Urban transit



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Project Type	Description	Lead Agency / Sponsor	Funding Program	Target Population Served	Coordination Role
Rural Demand-Response Transit Operations	Demand-response transportation services providing flexible trip scheduling for residents in rural areas without fixed-route transit.	West Texas Opportunities (TRAX)	FTA Section 5311	Seniors, individuals with disabilities, low-income residents, rural residents	Rural transit
Rural Transit Vehicle Replacement	Replacement or expansion of vehicles used to provide rural demand-response transportation services.	West Texas Opportunities (TRAX)	FTA Section 5311	Seniors, individuals with disabilities, low-income residents	Rural transit
Transportation Services for Seniors	Demand-response transportation services focused on older adults accessing senior centers, healthcare services, and essential destinations.	Area Agency on Aging of the Permian Basin	FTA Section 5310	Seniors	Human services
Accessible Transportation Services	Transportation services designed to support individuals with disabilities and other mobility challenges.	Human service agencies and nonprofit providers	FTA Section 5310	Individuals with disabilities	Human services
Mobility Management and Coordination	Programs supporting coordination between transit providers and human service agencies, including rider referrals and service coordination.	Permian Basin Regional Planning Commission and partner agencies	FTA Section 5310	Seniors, individuals with disabilities, low-income residents	Human services

Many transit projects identified in the TIP, STIP, and FTA grant programs are programmatic in nature and support ongoing transit operations, maintenance, and capital investments. These projects collectively support the continued operation of urban and rural transit services throughout the Permian Basin region while improving mobility for seniors, individuals with disabilities, and other transportation-disadvantaged populations.



Urban Transit Investments

Several projects programmed through the TIP and STIP support the continued operation and improvement of the EZ Rider transit system serving the Midland–Odessa urbanized area. These projects are funded through federal transit programs including FTA Section 5307 (Urbanized Area Formula Program) and Section 5339 (Bus and Bus Facilities Program).

Key projects include:

- Transit operations funding, which supports the ongoing operation of fixed-route and paratransit services.
- Preventive maintenance programs that ensure the reliability and safety of transit vehicles and facilities.
- Capital equipment purchases, including transit vehicles, maintenance equipment, and operational technology.
- Bus stop and passenger facility improvements, including shelters, seating, and accessibility upgrades.
- Planning and administrative activities necessary to support transit system management and service planning.

These investments support the continued operation of fixed-route transit services in Midland and Odessa while maintaining the infrastructure required to provide reliable and accessible transit service.

Rural and Specialized Transit Investments

Rural transportation services in the Permian Basin region are supported through projects included in the STIP and funded primarily through the FTA Section 5311 Rural Transit Program and the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

These projects support transportation services provided by regional and human service transportation providers and include:

- Demand-response transit operations serving rural communities throughout the region.
- Vehicle replacement and fleet expansion for rural transit programs.
- Accessible vehicle purchases supporting transportation for seniors and individuals with disabilities.
- Mobility management activities, including coordination between transportation providers and human service agencies.



These investments help ensure that residents in rural communities and members of priority populations have access to reliable transportation services.

Vehicle and Equipment Investments

Transit agencies across the region continue to invest in vehicle replacement and equipment upgrades to maintain reliable service. Several projects included in the TIP and STIP support the replacement of aging transit vehicles and the acquisition of new accessible vehicles.

These investments help maintain service reliability, improve passenger comfort and safety, and ensure compliance with accessibility requirements under the Americans with Disabilities Act (ADA).

Role of Regional Projects in Supporting Coordination

Projects identified through the TIP, STIP, and FTA funding programs collectively support several important regional coordination objectives, including:

- Maintaining reliable transit services in urban and rural areas
- Expanding transportation access for seniors and individuals with disabilities
- Improving coordination between public transit providers and human service agencies
- Supporting continued investment in vehicles, facilities, and transit infrastructure

These projects demonstrate the region's ongoing commitment to maintaining and improving public transportation services while supporting coordination between providers and improving access to mobility options for residents across the Permian Basin region.

The strategies and projects identified in this section provide an important foundation for the coordination plan and inform the development of future goals, priorities, and implementation strategies discussed in later chapters.



3.3 Key Trip Generators and Destinations

Identifying major trip generators and destinations is essential for understanding travel demand, assessing where public transportation services are most needed, and determining where service gaps may exist. Trip generators—such as employment centers, schools, healthcare facilities, and retail destinations—represent the origins and destinations of many daily trips and directly influence the design, frequency, and coverage of transit service.

Methodology

Primary employment and destination data used to identify these activity centers were derived from the **U.S. Census Bureau’s Longitudinal Employer-Household Dynamics (LEHD) OnTheMap dataset (2022)**. While this dataset provides a strong baseline for understanding employment patterns and regional travel flows, it reflects conditions from approximately three years prior to the preparation of this plan and may not fully capture more recent development and growth within the Permian Basin. To address this limitation, additional activity centers and emerging trip generators were identified through coordination with local stakeholders, transit providers, and regional partners during the planning process.

Major Trip Generators

In the Permian Basin region, significant employment centers include **downtown Midland and Odessa**, the **Midland International Air & Space Port**, the **Claydesta and Summit business districts**, and **major industrial corridors along IH-20, U.S. 385, and SH 191**—an area experiencing rapid commercial growth that now includes major retailers such as the forthcoming Costco.

Key educational destinations such as **Midland College, Odessa College, and the University of Texas Permian Basin**—including its Engineering facilities and the Center for Energy and Economic Diversification (CEED) complex—generate consistent student, faculty, and staff travel demand throughout the day.

Major healthcare and social service hubs—including **Midland Memorial Hospital, Medical Center Hospital, the Beacon medical campus** now under development, and the **emerging PermianCare (Mental Health & Mental Retardation) complex**—serve as critical destinations for residents with limited mobility options and for a growing regional workforce. Arts, culture, and event venues such as the **Wagner Noël Performing Arts Center, the Midland County Horseshoe, and the Ector County Coliseum** also draw high volumes of visitors, including from outside the region.



Retail and commercial activity remains strong across primary shopping corridors in both cities, including major destinations along **8th Street and Grandview in Odessa**, along **Andrews Highway, Wadley Avenue, Faudree Road, and Loop 250 in Midland**, and at **regional malls such as Midland Park Mall and Music City Mall**. Sports and recreation destinations—including the **RockHounds ballpark, Jackalopes hockey arena, and new sports complexes under development**—further contribute to steady, event-driven travel demand throughout the year.

Employment Clusters

Understanding the spatial relationship between these key destinations and existing transit routes helps planners identify underserved areas and prioritize improvements to connect residents with jobs, education, healthcare, and essential services.

Analysis of the LEHD OnTheMap workplace dataset identified several high-employment clusters across the Midland–Odessa region that function as major daily trip generators. **Table 3** summarizes the largest employment concentrations identified in the dataset, which correspond to major commercial, industrial, and institutional activity centers within the study area.

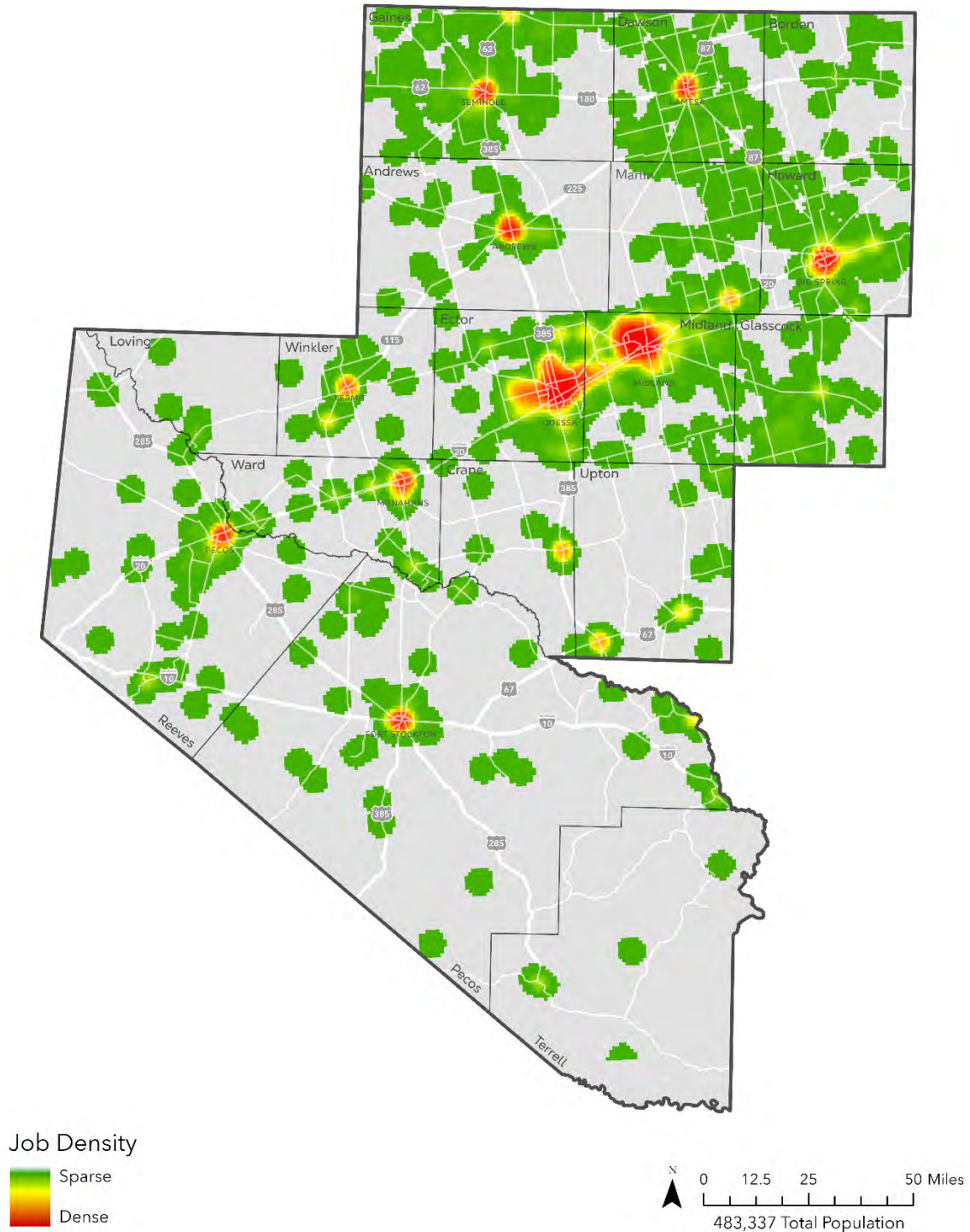
Table 3. Major Employment Activity Generators Identified from LEHD OnTheMap Data

Rank	Approximate Location	Estimated Jobs
1	Midland Employment Center	3,978
2	Odessa Industrial / Commercial Area	3,511
3	Odessa Regional Employment Cluster	2,169
4	North Odessa Commercial Corridor	1,878
5	Midland Commercial District	1,678
6	Odessa Industrial Employment Area	1,624
7	Midland Retail / Services Cluster	1,573
8	Midland Industrial Corridor	1,522
9	Odessa Retail / Employment Cluster	1,468
10	Midland Employment Area	1,421

Source: U.S. Census Bureau, Center for Economic Studies, LEHD OnTheMap Workplace Area Characteristics (2022).



Figure 3. Major Trip Generators and Employment Centers Map



Source: U.S. Census Bureau, Center for Economic Studies, OnTheMap (2022) — LEHD origin-destination employment and demographic data (boundaries clipped to report area).



CHAPTER 4 | DEMOGRAPHIC AREA ASSESSMENT

Analyzing demographic conditions is a critical component of a public transportation coordination plan, as it helps identify who is most likely to depend on transit and where those populations are located. Understanding factors such as age, income, disability status, vehicle ownership, and language proficiency provides insight into the types of services needed and the areas where transit demand is highest. This analysis ensures that planning decisions are data-driven and based on community need—helping align available transportation resources with the needs of residents who face the greatest mobility challenges.

Demographic topics at varying geographic scales can be found in **Appendix D**.

4.1 Population Distribution and Growth

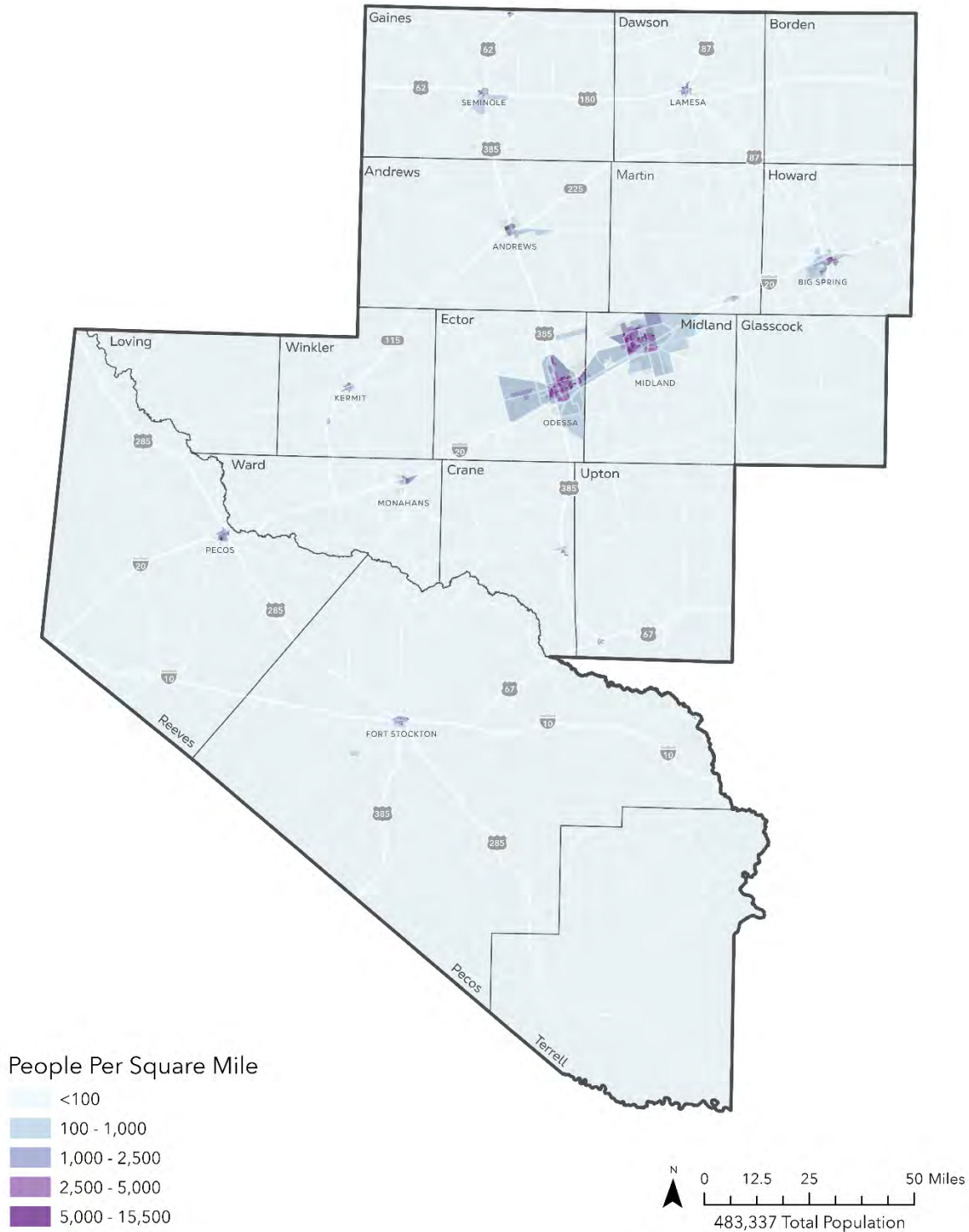
Understanding the size, distribution, and composition of the region's population is essential for determining where public transportation services are most needed and how they should be delivered.

Current Population

The Permian Basin region—which includes 17 counties (Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler)—is home to approximately **500,000 residents as of 2025**, according to the **Texas Demographic Center**. The highest concentrations are found in **Midland** and **Odessa**, where population density supports fixed-route and higher-frequency transit service (see *Figure 4*). In contrast, the surrounding rural counties, such as **Andrews, Crane, Glasscock, Loving, and Reeves**, have much lower population densities, making flexible or demand-response transportation more appropriate. These differences in density directly affect the efficiency, coverage, and financial feasibility of different service types across the region.



Figure 4. Population Density





Growth Trends

According to population projections from the **Texas Demographic Center** and the **U.S. Census Bureau**, the 17-county Permian Basin region is projected to grow from roughly **500,000 residents in 2025 to between 530,000 and 540,000 by 2030**, representing an increase of about **6–8 %** over five years. Growth is expected to be most pronounced along the **Interstate 20 corridor**, particularly around **Midland, Odessa**, and nearby employment centers such as the **Midland International Air & Space Port, Loop 250**, and industrial developments near **U.S. Highway 385**. This continued growth will likely increase travel demand and intensify the need for coordinated transit connections between new residential areas, regional job hubs, and essential community services throughout the Permian Basin.

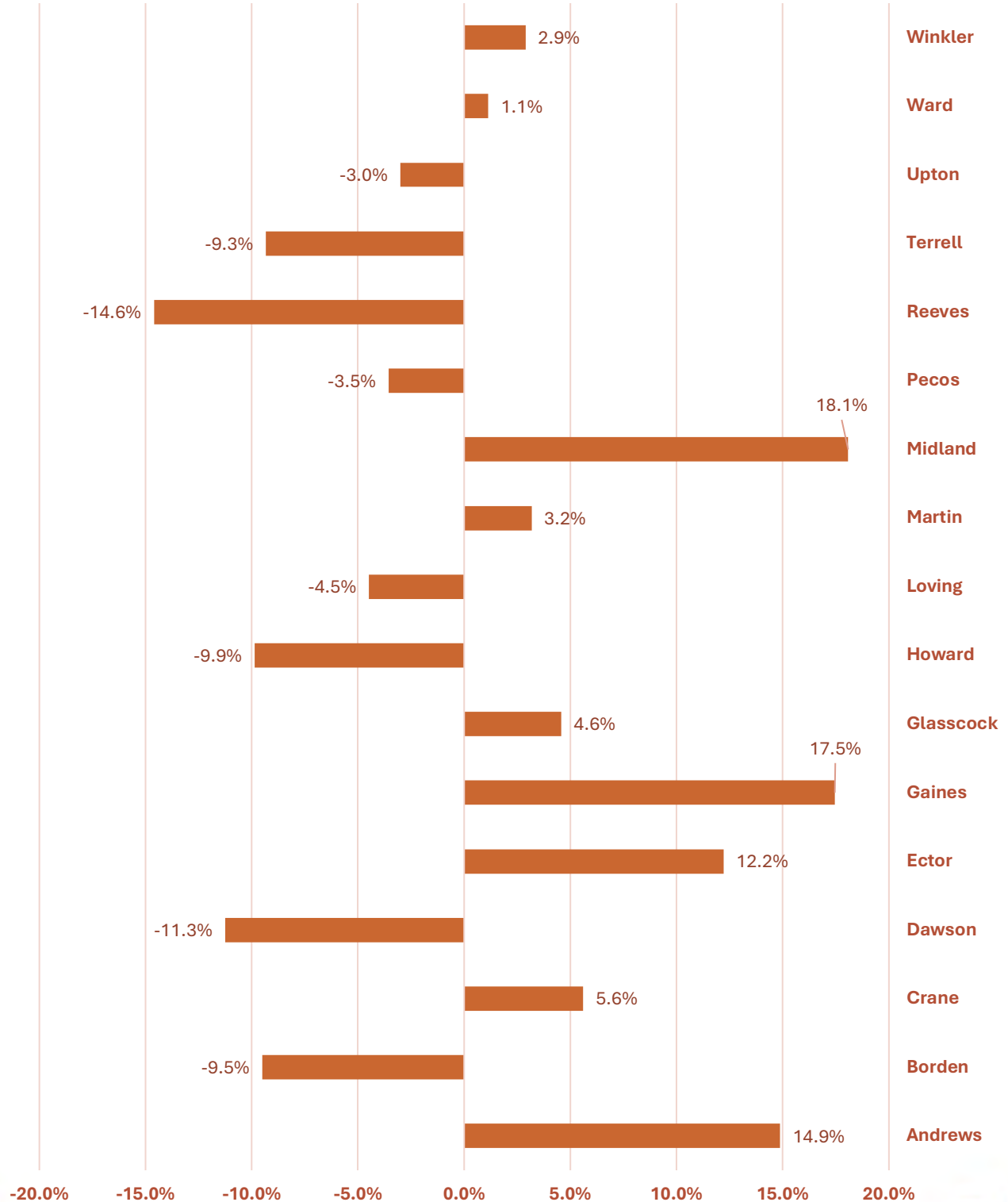
Table 4. Projected Population Growth

County	2020	2030	2040	2050	2060	2020 – 2060 Change	2020 – 2060 % Change
Andrews	18,616	21,386	25,391	28,931	31,789	13,173	70.8%
Borden	642	581	575	545	504	-138	-21.5%
Crane	4,675	4,937	5,367	5,519	5,577	902	19.3%
Dawson	12,470	11,067	10,007	9,160	8,374	-4,096	-32.8%
Ector	165,510	185,736	209,517	228,875	243,764	78,254	47.3%
Gaines	21,704	25,492	29,794	33,548	36,514	14,810	68.2%
Glasscock	1,117	1,168	1,161	1,102	1,047	-70	-6.3%
Howard	34,808	31,375	32,016	32,049	31,836	-2,972	-8.5%
Loving	67	64	64	64	63	-4	-6.0%
Martin	5,261	5,428	5,706	5,821	5,763	502	9.5%
Midland	170,725	201,592	229,742	255,207	275,323	104,598	61.3%
Pecos	15,184	14,645	14,351	13,766	13,101	-2,083	-13.7%
Reeves	14,769	12,612	13,456	14,092	14,520	-249	-1.7%
Terrell	750	680	635	575	542	-208	-27.7%
Upton	3,303	3,204	3,276	3,252	3,166	-137	-4.1%
Ward	11,677	11,810	12,894	13,619	14,028	2,351	20.1%
Winkler	7,754	7,978	8,710	9,251	9,626	1,872	24.1%
Total	483,298	533,807	595,992	648,175	687,971	204,673	42.3%

Source: Texas Demographic Center (2022). Projections of the Total Population of Texas and Counties in Texas, 2020-2060 (0.5 Migration Scenario). Retrieved February 21, 2024, from https://demographics.texas.gov/Resources/TPEPP/Projections/2022/2022statetotsex_mig100.csv.



Figure 5. Projected Population Growth (2020-2030)





Note on 2060 Projection Limitations

The long-range population projections produced by the Texas Demographic Center (TDC) are useful for identifying general growth trends, but they become significantly less precise the farther they extend into the future—particularly for small and rural counties. The 2060 values reflect a “0.5 migration scenario,” which assumes that recent migration patterns will continue at roughly half their recent pace. This assumption may not fully capture the region’s high sensitivity to economic cycles, energy-sector activity, or major infrastructure investments.

For low-population counties, even small changes in assumptions can produce large percentage swings, leading to what may appear as sharp declines or modest gains that are not tied to transportation conditions. These projected deficits are more a function of demographic modeling and long-term uncertainty than a reflection of transportation-related impacts. As a result, the projections should be interpreted as directional indicators rather than precise forecasts, especially beyond 2040.

To address this uncertainty, the plan focuses on near- and mid-term needs while using long-range projections as context rather than as strict determinants of future transportation demand.

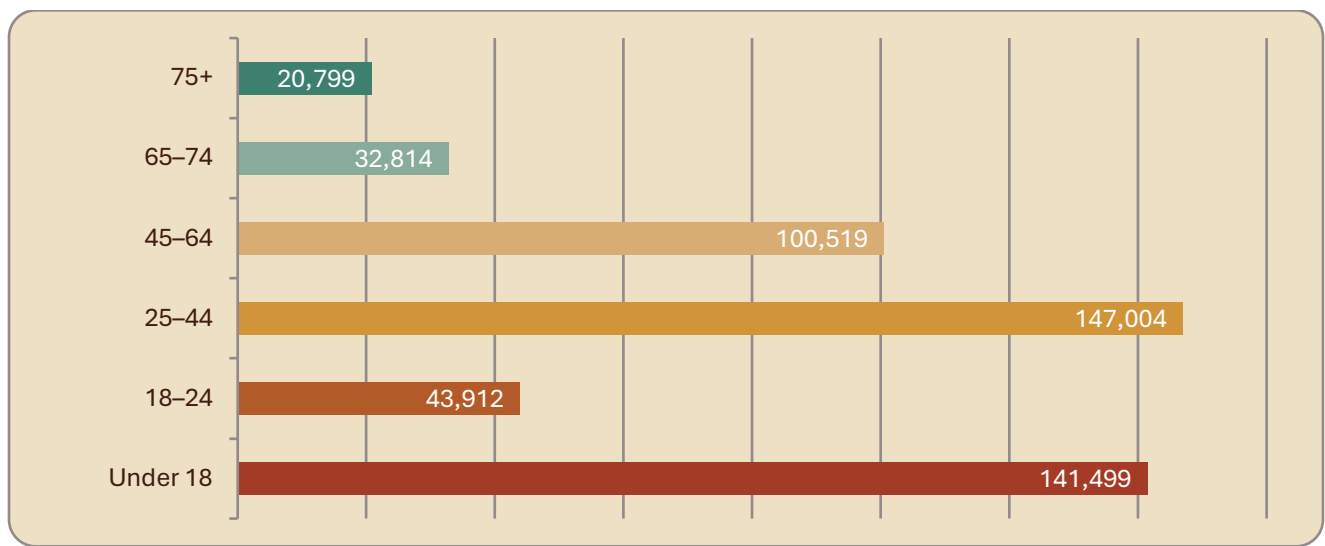


Age Distribution

Figure 6 illustrates the overall age distribution across the Permian Basin region based on **American Community Survey (ACS) 2020–2024 estimates**. The regional population is largely composed of working-age residents, with the largest share of the population between **25 and 44 years old (147,004 residents)**, followed by those **under age 18 (141,499 residents)** and those **between 45 and 64 years old (100,519 residents)**. This distribution reflects the region’s strong workforce presence associated with the energy sector and related industries while also highlighting a substantial youth population. The large number of residents under age 18 underscores the importance of safe and reliable transportation connections to schools, recreational facilities, and community services across the region.

Older adults represent a smaller but still meaningful portion of the regional population. Residents **ages 65 to 74 account for approximately 32,814 people**, while those **75 and older represent about 20,799 residents**. In several rural counties, older adults make up a larger share of the population than in the Midland–Odessa urban core, reflecting broader demographic trends seen in many rural areas. As these residents age, access to reliable and accessible transportation becomes increasingly important for maintaining independence and connecting to healthcare, shopping, and social services. Understanding the regional age distribution helps inform coordinated transportation planning by identifying populations that may be more likely to rely on public transit, demand-response services, or other coordinated mobility options.

Figure 6. Permian Basin Region Age Distribution, 2024



Source: American Community Survey (ACS) 2020–2024 5-Year Estimates



Aging Population

The Permian Basin's older-adult population (age 65+) is projected to **grow throughout the planning horizon**. Regionwide totals increase from **56,426 in 2020** to **83,516 in 2030 (+48%)**, then continue rising to **102,261 in 2040**, **124,861 in 2050**, and **154,472 in 2060**—an overall **+173.8%** increase from 2020 to 2060. This sustained growth reflects both the aging of today's working-age cohorts and broader population expansion across the region.

This continuous, two-stage rise—**strong near-term growth (2020–2030) followed by continued long-term expansion (2030–2060)**—has important implications for how regional mobility, healthcare, and human services are planned and coordinated.

2020–2030: Near-Term Growth and Service Readiness

With the senior population expanding **~48%** by 2030, agencies should prioritize **capacity building rather than contraction**. Key actions include:

- Protecting and modestly **scaling lifeline and non-emergency medical transportation** where demand is already tightening.
- **Right-sizing fleets and driver rosters**, emphasizing reliability, call center staffing, and brokerage capacity to handle rising trip volumes.
- Targeting **high-use corridors and health-care destinations** for stop/sidewalk/curb-ramp upgrades and low-floor vehicles.

2030–2060: Continued Growth and Small Urban Anchors

Growth continues for three decades, concentrating demand in key hubs. By 2060, the largest absolute increases (2020→2060) occur in:

- **Midland County:** +25,832 (+70.2%)
- **Ector County:** +18,655 (+52.4%)
- **Andrews County:** +2,973 (+74.8%)
- **Gaines County:** +2,393 (+59.2%)

These counties will anchor future senior-mobility demand, requiring a balanced portfolio of **accessible fixed-route, ADA paratransit, microtransit, and medical shuttles**. At the same time, several rural counties show long-run declines (e.g., **Dawson, Pecos, Reeves, Terrell**), underscoring the need for **inter-county coordination, centralized dispatch, and health-care partnerships** to maintain access for dispersed older adults.



Implications for the Coordination Plan

The continuous aging-population growth calls for **adaptive, phased mobility strategies** that address distinct short- and long-term needs:

1. **Scale Early (2020–2030):** Prepare for higher trip volumes by shoring up **driver capacity, call centers, and brokerage functions**; avoid reactive cutbacks.
2. **Target Small Urban Hubs (2030–2060):** In Midland, Ector, Andrews, and Gaines, **expand ADA paratransit, microtransit, and medical shuttle capacity** and prioritize accessible stop/sidewalk investments near clinics and senior housing.
3. **Regional Connectivity:** Build **inter-county trip brokerage** and agreements with health systems to connect rural origins to regional destinations efficiently.
4. **Accessibility First:** Continue **low-floor fleet purchases, ADA stop upgrades**, and **first/last-mile sidewalk and curb-ramp projects** aligned to senior generators.
5. **Monitor & Adjust:** Establish **regular demographic and performance reviews** (e.g., every 3–5 years) to recalibrate service levels as growth patterns evolve.



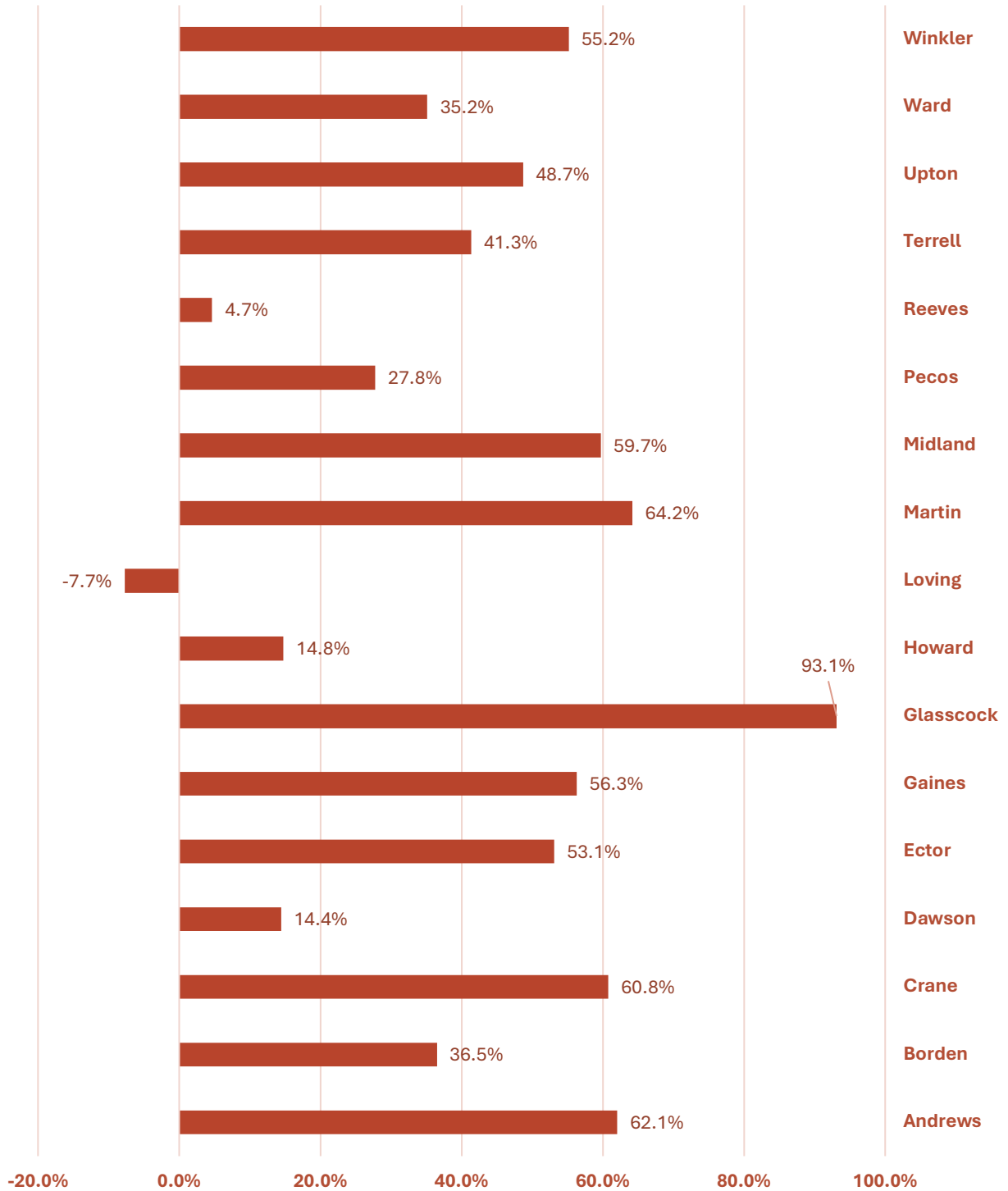
Table 5. Aging Population Projections

County	2020	2030	2040	2050	2060	2020 – 2060 Change	2020 – 2060 % Change
Andrews	3,975	3,222	4,211	5,445	6,948	2,973	249.5%
Borden	272	187	225	216	185	-87	35.0%
Crane	1,260	1,013	1,234	1,340	1,435	175	127.8%
Dawson	4,194	2,401	2,227	2,060	1,666	-2,528	-20.6%
Ector	35,601	27,285	34,809	43,106	54,256	18,655	204.5%
Gaines	4,041	3,167	4,100	5,133	6,434	2,393	217.6%
Glasscock	378	365	428	407	401	23	112.2%
Howard	10,007	5,736	6,169	6,361	6,825	-3,182	36.6%
Loving	25	12	11	12	12	-13	-7.7%
Martin	1,389	1,143	1,296	1,432	1,533	144	120.3%
Midland	36,822	29,470	36,956	47,870	6,2654	25,832	239.6%
Pecos	4,271	2,728	2,874	2,916	2,866	-1,405	34.2%
Reeves	3,804	1,995	2,188	2,269	2,461	-1,343	29.1%
Terrell	419	294	296	249	207	-212	-0.5%
Upton	1,077	800	906	1,006	992	-85	84.4%
Ward	3,248	2,199	2,560	3,045	3,443	195	111.6%
Winkler	966	1,499	1,771	1,994	2,154	1,188	123.0%
Total	56,426	83,516	102,261	124,861	154,472	98,046	173.8%

Source: Texas Demographic Center (2022). Projections of the Total Population of Texas and Counties in Texas, 2020-2060 (0.5 Migration Scenario). Retrieved February 21, 2024, from https://demographics.texas.gov/Resources/TPEPP/Projections/2022/2022statetotsex_mig100.csv.



Figure 7. Projected Aging Population Growth (2020-2030)





Small Urban vs. Rural Composition

The Permian Basin region includes a diverse mix of **small urban and rural communities**, each with unique transportation characteristics and mobility challenges. Approximately **80%** of the region's population resides in urban areas—primarily within **Midland and Ector Counties**—while the remaining **20%** live in rural communities spread across 15 surrounding counties (see *Figure 8*). This geographic distribution creates distinct service needs that require different approaches to providing effective and equitable public transportation.

In the region's **small urban centers**, where population densities are higher and trip patterns are more concentrated, **fixed-route and ADA paratransit systems** provide efficient mobility options that connect residents to employment, healthcare, education, and commercial destinations. These systems benefit from predictable demand, established corridors, and opportunities for frequency and reliability improvements.

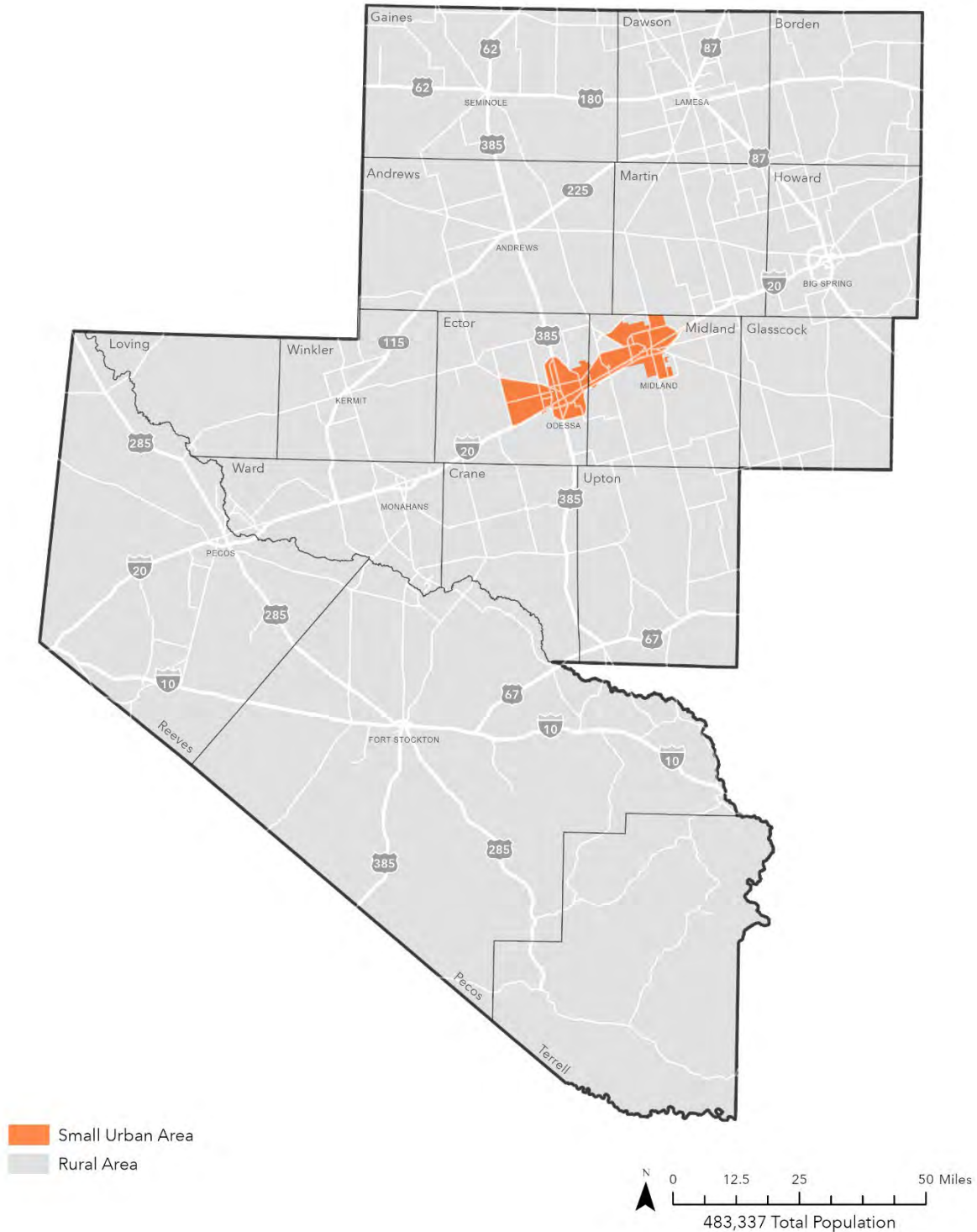
By contrast, **rural communities**—including areas such as **Andrews, Crane, Glasscock, Gaines, and Reeves Counties**—are characterized by lower population densities, longer travel distances, and dispersed trip patterns. Residents in these areas often rely on **flexible, demand-response, or coordinated human service transportation** to reach regional destinations, including medical facilities and social service providers in Midland and Odessa.

Recognizing and addressing these contrasting conditions is critical to developing a coordination plan that works across the entire region. The plan must bridge the small urban–rural divide by supporting **locally tailored solutions**—such as shared scheduling systems, regional trip brokerage, and intercity connector services—that expand mobility without duplicating effort.

Together, these population and spatial characteristics underscore the importance of **designing a multimodal, coordinated transportation network** that meets the needs of both dense small urban corridors and widely dispersed rural populations. Doing so will ensure that all residents—regardless of location—have reliable, affordable, and accessible transportation options that enhance connectivity and regional quality of life.



Figure 8. Small Urban vs Rural Composition





4.2 Demographic Characteristics

Several demographic characteristics provide insight into where public transportation services are most needed and which populations may be most reliant on coordinated mobility options. Groups such as youth, older adults, persons with disabilities, low-income households, and residents without access to a personal vehicle often face greater transportation barriers. Understanding the geographic distribution of these populations helps ensure that mobility services are equitable, accessible, and responsive to community needs. The following demographic indicators were analyzed to identify areas where transit dependency may be higher across the Permian Basin region.

- **Youth (Age 17 and Under):** Children and adolescents often rely on safe and reliable transportation options to access schools, parks, after-school programs, and community resources.
- **Older Adults (65+):** As residents age, many experience reduced mobility or choose to limit driving, increasing their reliance on transit for accessing medical care, shopping, and social activities.
- **Veterans:** Veterans may have unique mobility needs related to healthcare access, disability status, or employment transitions following military service.
- **Persons with Disabilities:** Individuals with physical, sensory, or cognitive disabilities may depend on transportation options that accommodate mobility aids and provide reliable access to healthcare, employment, and community programs.
- **Minority Populations:** Communities of color may experience historic disparities in transportation investment and access to opportunity.
- **Population Living in Poverty:** Individuals living below the federal poverty level often face significant transportation cost burdens and may have fewer mobility options.
- **Limited English Proficiency (LEP):** Residents with limited English skills may face challenges accessing transit information or navigating services.
- **Zero-Vehicle Households:** Households without access to a personal vehicle rely entirely on alternative transportation modes such as public transit, shared rides, or walking and biking.

The following maps illustrate the distribution of these populations across the region and help identify areas where coordinated transportation services may be most critical.



Figure 9. Youth Population Density (Age 17 and Under)

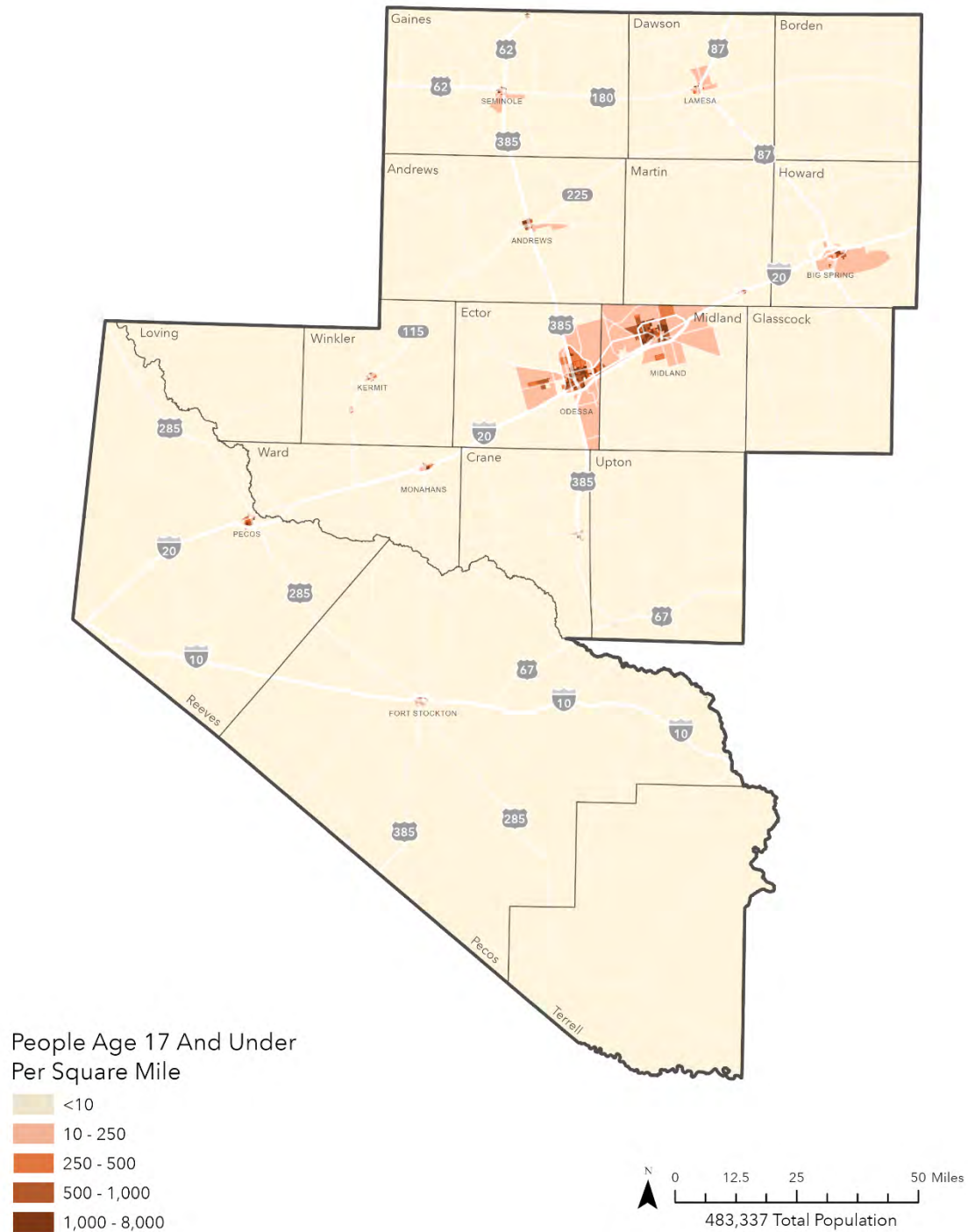




Figure 10. Older Adult Population Density (65+)

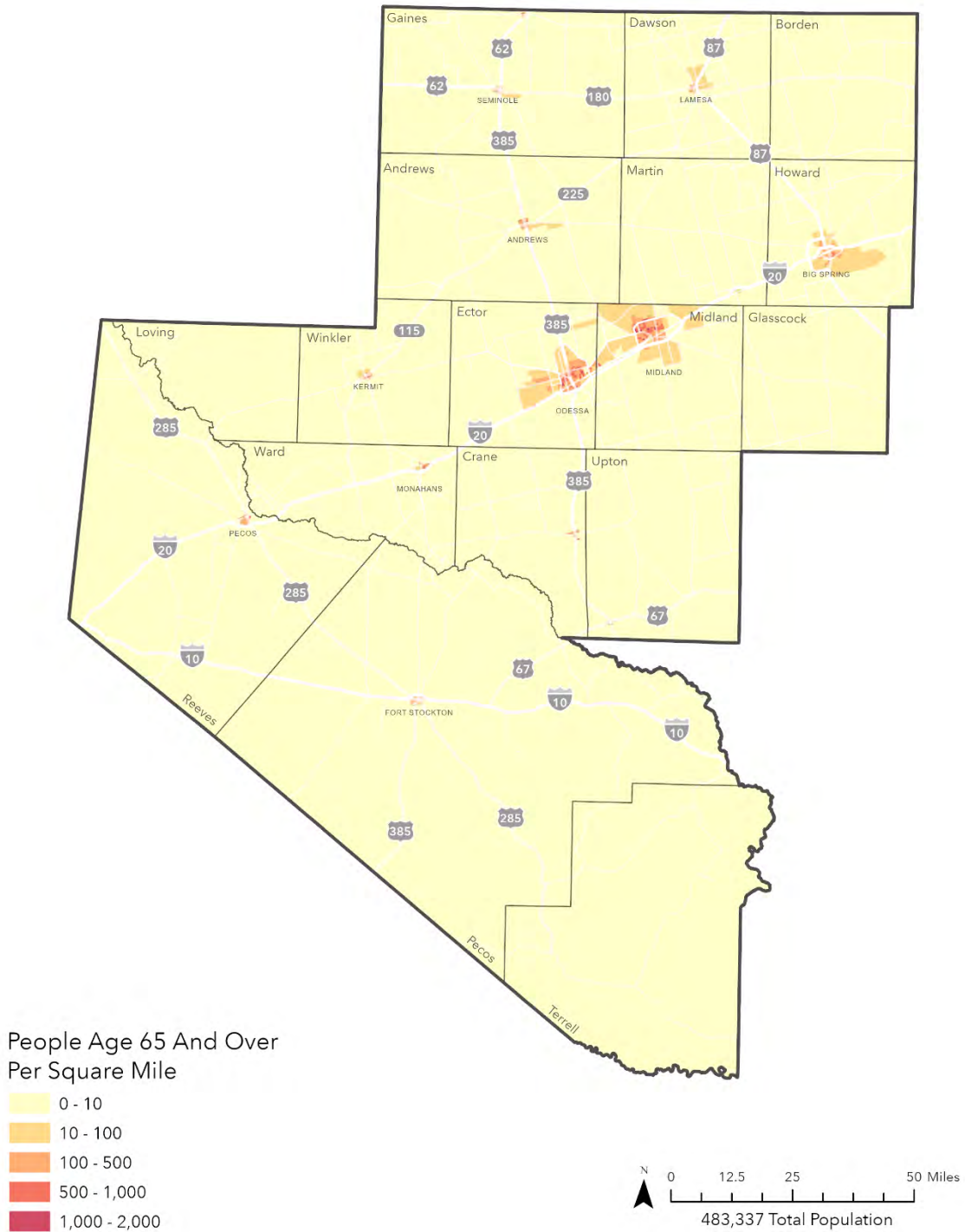
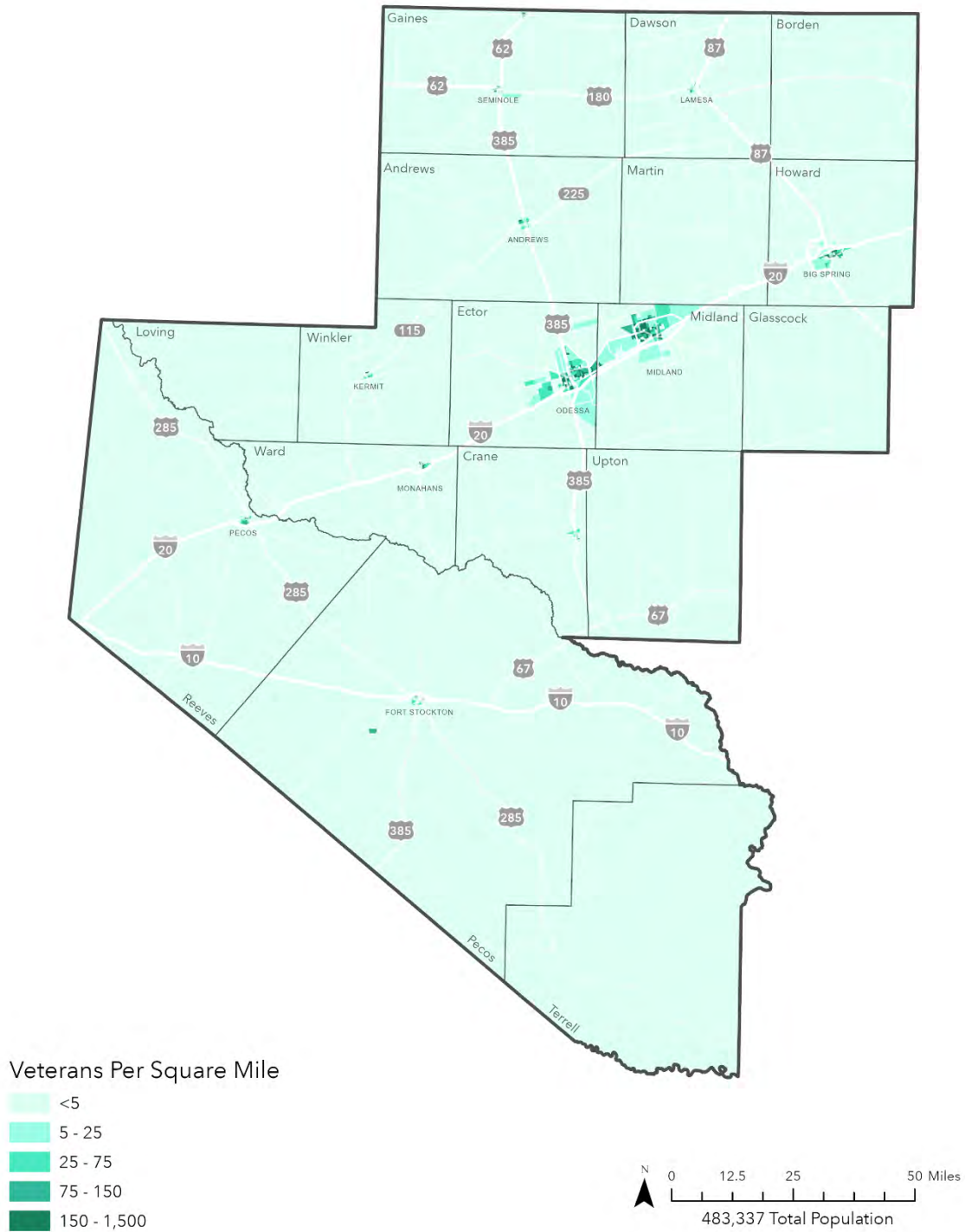




Figure 11. Veteran Population Density





Map of Texas showing counties and major highways. The map is divided into counties, with major highways like I-10, I-20, I-285, and I-385 highlighted. Major cities like Dallas, Houston, Austin, and San Antonio are marked. The map is titled 'Map of Texas' and includes a legend for 'Major Highways' and 'Major Cities'.

 <5
 5 - 50
 50 - 100
 100 - 250
 250 - 3,500





Figure 13. Minority Population Density

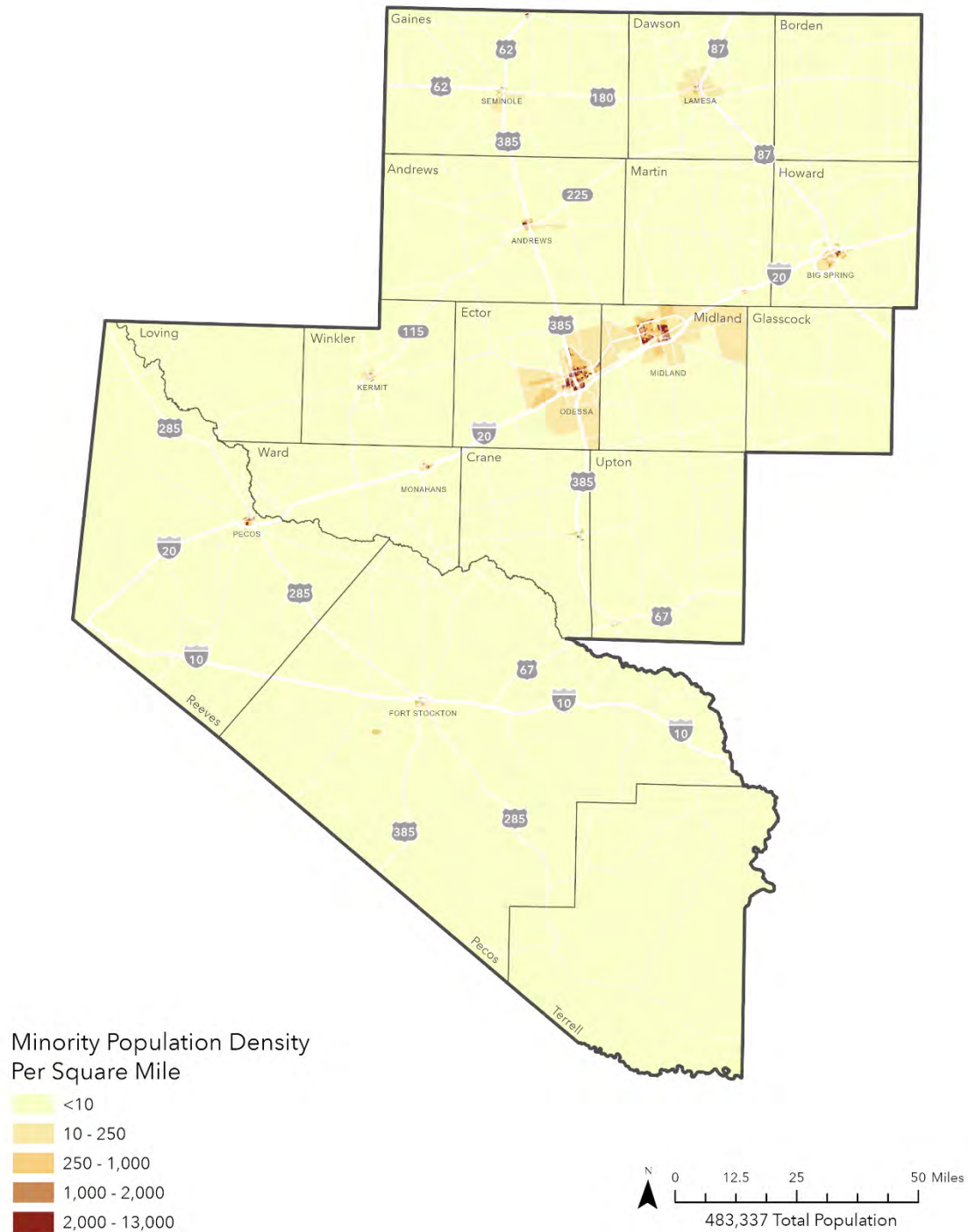




Figure 14. Households Living in Poverty

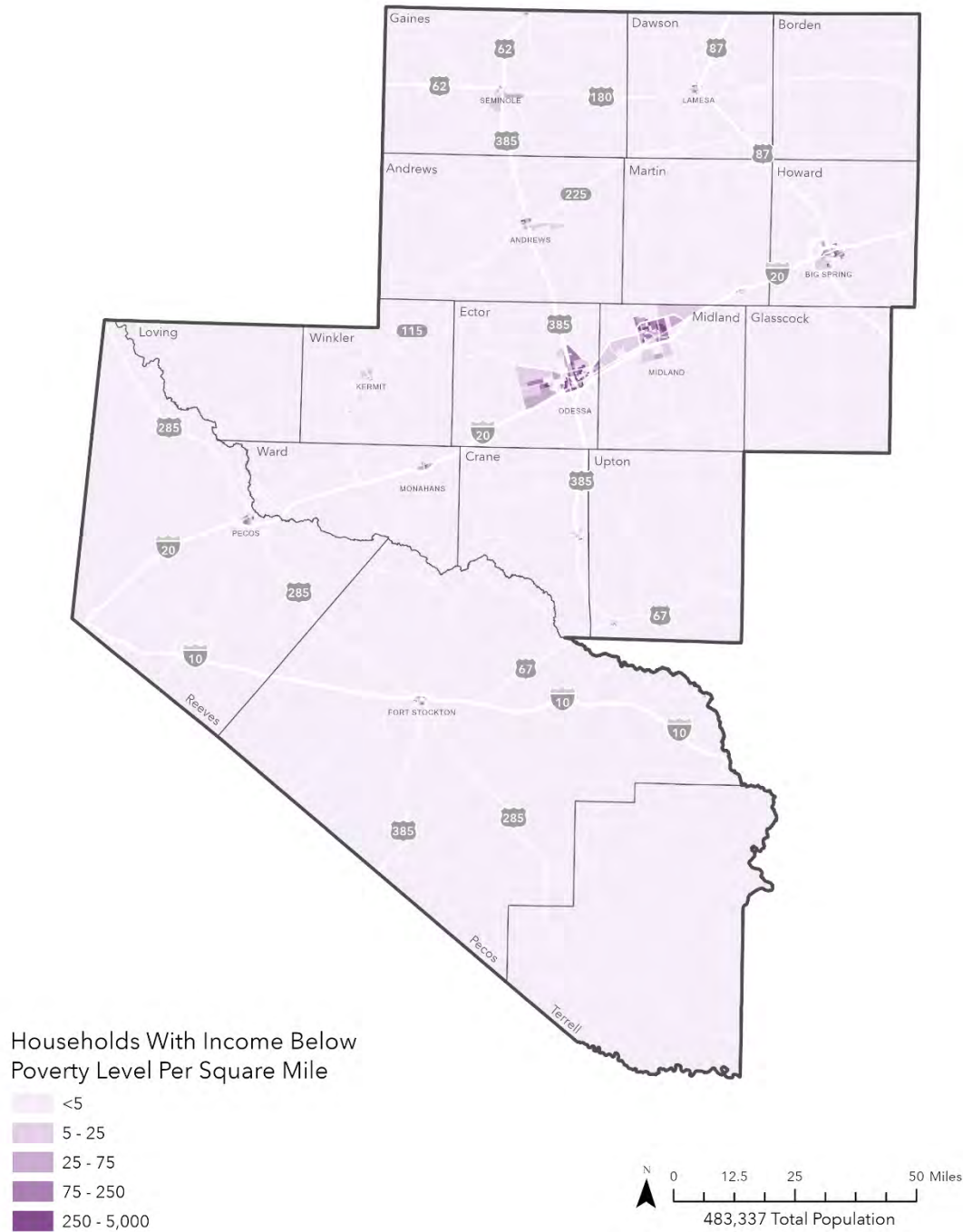




Figure 15. Limited English Proficiency Population Density

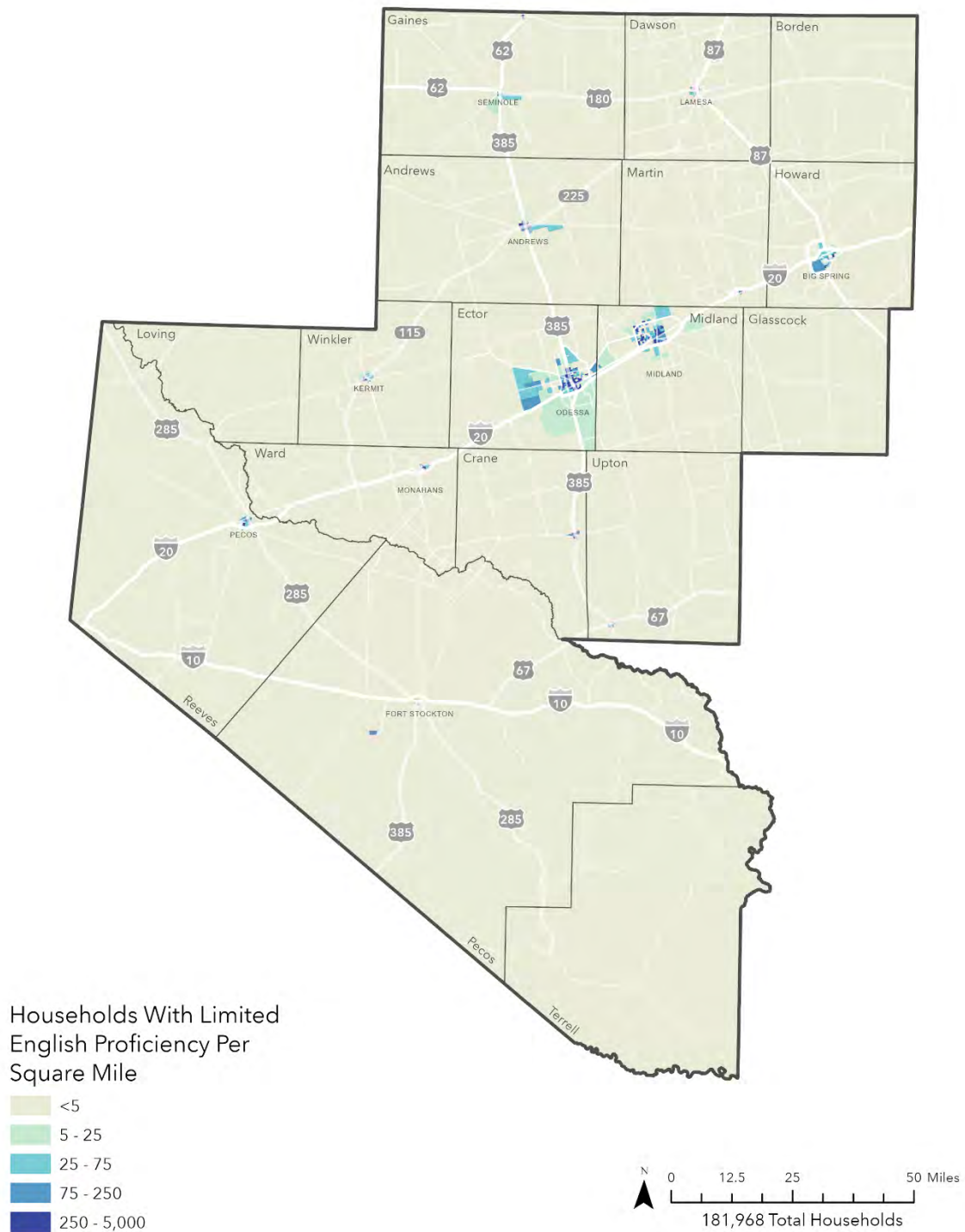
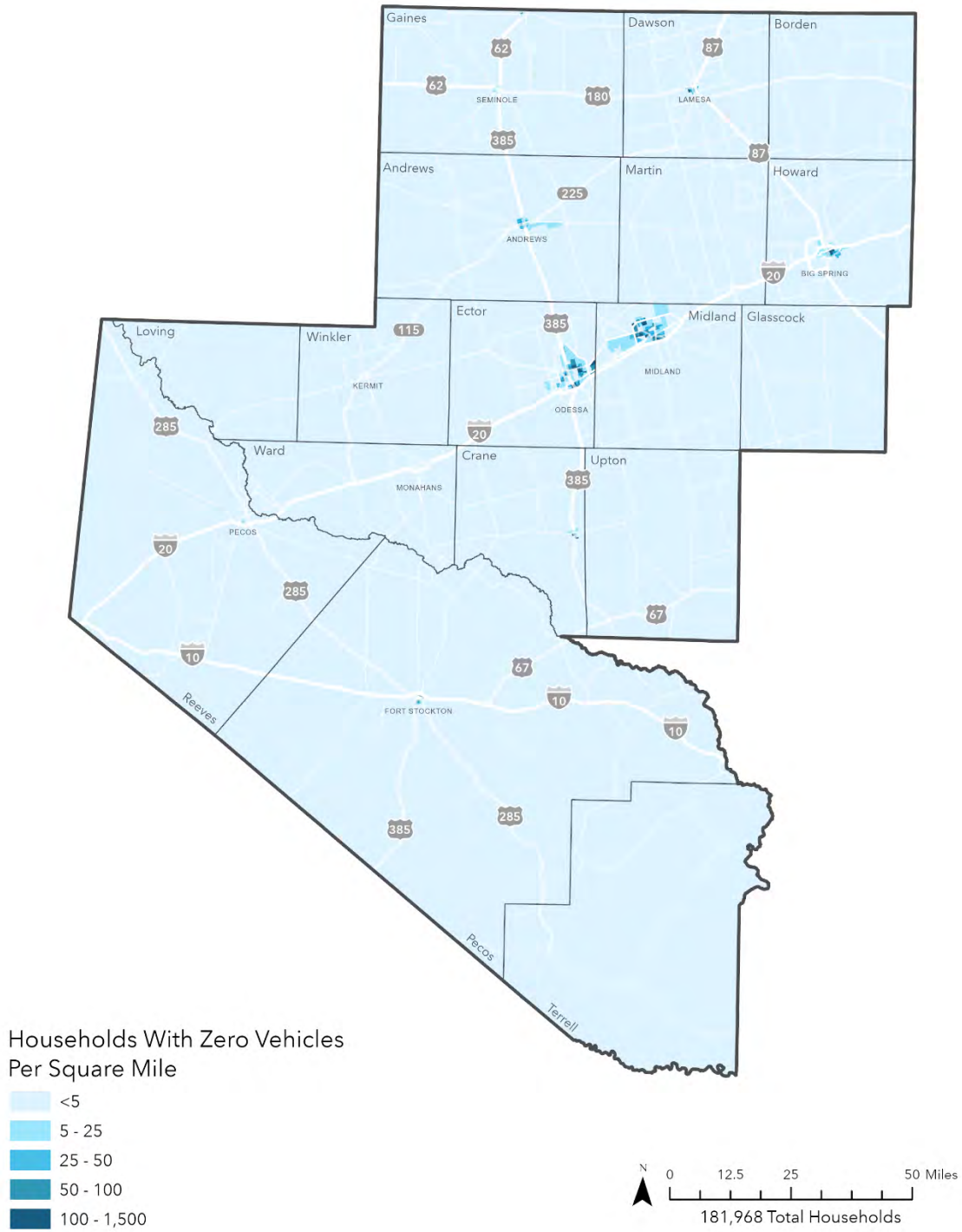




Figure 16. Households with Zero Vehicles





Key Findings from Demographic Analysis

Analysis of these demographic indicators reveals several spatial patterns that influence transit dependency across the Permian Basin.

Youth Population Density (Figure 9).

Higher concentrations of youth are primarily located within the Midland–Odessa urban area, with smaller pockets in surrounding communities. These patterns highlight the importance of safe pedestrian infrastructure and reliable transit connections linking neighborhoods with schools, recreation centers, and community services.

Older Adult Population Density (Figure 10).

Older adults are distributed across the region but show notable concentrations in Midland–Odessa and several smaller communities. These areas represent priority locations for demand-response, paratransit, and medical transportation services that help older residents maintain independence and access essential services.

Veteran Population Density (Figure 11).

Veteran populations are concentrated in the Midland–Odessa metropolitan area, with smaller clusters in rural communities. Coordinated transportation services can help connect these residents to healthcare facilities, workforce programs, and Veterans Affairs (VA) services.

Population with Disabilities (Figure 12).

Residents with disabilities are concentrated in the Midland–Odessa area, reflecting broader population patterns. These findings reinforce the need for accessible vehicles, ADA-compliant infrastructure, and coordinated paratransit services that connect individuals with healthcare providers, employment centers, and social services.

Minority Population Density (Figure 13).

Minority populations are heavily concentrated in the Midland–Odessa urban area, with smaller clusters across the region. Ensuring transit service coverage and connectivity in these areas supports equitable access to employment, education, healthcare, and other essential destinations.

Households Living in Poverty (Figure 14).

Higher concentrations of residents living below the federal poverty level are primarily located in Midland and Odessa. For these households, transportation costs can present significant barriers to accessing jobs, education, and essential services, underscoring the importance of affordable and coordinated transit options.



Limited English Proficiency (Figure 15).

Households with limited English proficiency are concentrated in the Midland–Odessa metropolitan area. These populations may face barriers to accessing transit information and services, highlighting the importance of multilingual outreach and accessible communication materials.

Zero-Vehicle Households (Figure 16).

Households without access to a personal vehicle are also concentrated in Midland and Odessa, indicating areas where residents rely most heavily on alternative transportation options such as transit and coordinated mobility services.

Regional Synthesis

Taken together, these demographic indicators show that many of the region’s transit-dependent populations—including youth, older adults, persons with disabilities, minority populations, residents living in poverty, households with limited English proficiency, veterans, and zero-vehicle households—are concentrated within the **Midland–Odessa urban core**. As the region’s primary hub for employment, healthcare, education, and social services, this area represents a focal point for transit service, connectivity, and coordinated mobility investments. At the same time, **smaller clusters of these populations occur throughout rural communities across the region**, where long travel distances and limited transportation options can create additional mobility barriers. These patterns provide an important foundation for understanding regional transportation needs and will be further evaluated through the Transit Needs Index presented in Chapter 6, which synthesizes these demographic factors to identify priority areas for coordinated transportation investments and service improvements.



CHAPTER 5 | ASSESSMENT OF TRANSPORTATION SERVICES

Evaluating the full range of transportation services operating within the region is a crucial step in understanding how mobility needs are currently being met and where coordination can improve efficiency and coverage. This assessment documents all public, private, and nonprofit transportation providers that serve key populations—such as older adults, individuals with disabilities, and low-income residents—to establish a clear picture of existing mobility resources.

By cataloging service areas, operating hours, eligibility requirements, and trip purposes, this analysis helps identify where services overlap, where gaps exist, and how agencies can better work together to reduce redundancy and expand access. Understanding the existing service network also supports opportunities for regional coordination, such as shared dispatching, joint funding applications, or integrated scheduling systems. In essence, this step forms the foundation for developing a more connected, efficient, and equitable public transportation system across the region.

5.1 Data Collection and Provider Survey

As part of the coordination plan development, a **Transportation Provider Survey** (see Appendix C) was distributed to all known public, private, nonprofit, and for-profit transportation providers across the region. The purpose of this survey was to collect comprehensive and standardized information on existing mobility services that support key populations, including seniors, individuals with disabilities, veterans, low-income residents, and other transportation-disadvantaged groups.

The survey was developed in alignment with the **TxDOT Regional Public Transportation Coordination Plan Guidebook**, following the structure outlined in the Example Transportation Provider Survey. The survey requested detailed information in several key categories relevant to coordination planning:

- **Organization and Contact Information:** Providers will be asked to supply organizational details, service area descriptions, and key points of contact for coordination.
- **Description of Transportation and Mobility Management Services:** Respondents will describe service types (fixed-route, demand-response, NEMT, volunteer driver programs), hours of operation, eligibility requirements, and trip purposes served (medical, employment, education, social, etc.).



- **Service Policies and Operations:** Questions will cover fare structures, reservation systems, and any existing coordination agreements with other providers or agencies.
- **Vehicle Inventory and Utilization:** Data will be collected on vehicle types, accessibility features, fleet size, and utilization rates to help assess regional capacity and potential for shared use.
- **Supporting Technology and Data Systems:** Providers will identify the scheduling, dispatch, or trip management technologies they use to evaluate opportunities for system integration and data sharing.
- **Ridership and Service Statistics:** Participants will be asked to provide recent ridership data, service hours, and trip purposes to support analysis of coverage and efficiency.
- **Operating Costs and Revenues:** Questions will focus on major funding sources and cost structures to identify opportunities for joint funding and resource sharing.
- **Assessment of Needs Met and Unmet:** Providers will describe perceived service gaps, challenges in meeting demand, and areas where coordination could improve efficiency or expand access.

The information collected from the survey was used to develop **Transportation Provider Profiles** (Tables 6 – 10), summarizing each organization’s operations, resources, and service coverage. These profiles form a foundational dataset for evaluating existing transportation resources, identifying areas of overlap and unmet need, and informing the regional coordination strategies.

5.2 Inventory of Providers

Documenting the range of transportation providers within the region is a critical step in developing a coordinated public transportation plan. By identifying who provides service, to whom, and where, the assessment establishes the foundation for collaboration, resource sharing, and efficient service delivery. Understanding the roles of public, human service, private, and nonprofit providers helps reveal where service overlaps, gaps, and opportunities for coordination exist—ensuring that limited funding and resources are directed toward areas of highest need.

The assessment includes the following provider types:

- **Public Transit Providers:** These agencies operate fixed-route, paratransit, and demand-response services available to the general public. In the Permian Basin region, this includes systems such as **EZ RIDER**, which provides fixed-route and ADA paratransit services in **Midland and Odessa**, and regional demand-response



programs operated through **West Texas Opportunities, Inc.** that connect smaller rural communities.

- **Human Service Agencies:** These organizations offer transportation primarily for their clients, often focused on specific populations such as veterans, older adults, individuals with disabilities, or low-income residents. Local examples include the **Area Agency on Aging of the Permian Basin**, **PermiaCare**, and **Veterans Service Offices** that arrange trips for medical appointments, job training, or essential errands.
- **Private and Nonprofit Operators:** These providers supplement public transportation options through taxi services, rideshare programs, non-emergency medical transportation (NEMT), and volunteer driver programs. Examples include **Uber and Lyft** for on-demand rides, **SafeRide Health** for NEMT services, and local church or nonprofit programs offering transportation for seniors or people with disabilities.

By documenting these services, the coordination plan creates a comprehensive picture of the regional transportation network—highlighting where existing providers can partner to close service gaps, reduce duplication, and expand access to critical destinations.

Regional Planning and Coordination Framework

The Permian Basin is supported by several key planning and coordination agencies that ensure local and regional transit needs are addressed comprehensively and cooperatively.

Table 6. Transportation Planning Organizations

Organization Information:	Description of Organization:	Area Served:
Midland Odessa Urban Transit District 10300 Younger Rd. Midland, TX 79706 432-561-9990 www.ez-rider.org	Operates the EZ-Rider transit program serving Midland and Odessa. Lead agency for the Regional Coordinated Transportation Planning Steering Committee. The MOUTD Board is comprised of individuals appointed by the city councils of Midland and Odessa. MOUTD also has a citizen's Transit Advisory Committee that represents interests in both cities.	Cities of Midland and Odessa
Permian Basin Metropolitan Planning Organization	The Permian Basin MPO is a regional agency mandated under federal law to conduct a cooperative, continuous and comprehensive transportation planning process. The agency	Cities of Midland and Odessa Ector and Midland



Organization Information:	Description of Organization:	Area Served:
9601 Wright Dr., Suite 1 Midland, TX 79706 432-617-0129 www.permianbasinmpo.com	plans and commits funds for the construction of transportation improvements across multiple transportation modes as well as for sub area corridor studies.	counties Portions of Marin County
Permian Basin Regional Planning Commission 2910 LaForce Blvd. Midland, TX 79711 432-563-1061 www.pbrpc.org	The Permian Basin Regional Planning Commission was founded for purposes of solving area-wide problems through promoting intergovernmental cooperation and coordination, conducting comprehensive regional planning, and providing a forum for the study and resolution of area-wide problems.	Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties
Permian Basin Rural Transit District West Texas Opportunities, Inc. 603 N. 4th Street Lamesa, TX 79331 806-872-8354 www.gowto.org	The West Texas Opportunities, Inc. governing board administers this non-profit entity, which was established in 2003 by the Permian Basin Regional Planning Commission and is recognized as a political subdivision of the state. PBRTD receives FTA Section 5310 and 5311 funding to operate the TRAX service.	Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties

These agencies collectively establish the framework for coordinated transportation planning:

- Midland Odessa Urban Transit District (MOUTD) operates the EZ-Rider fixed-route and ADA paratransit program in Midland and Odessa and leads the Regional Coordinated Transportation Planning Steering Committee. The MOUTD Board and Transit Advisory Committee ensure representation from both cities and the public.
- Permian Basin Metropolitan Planning Organization (MPO) administers the federally required 3C (continuing, cooperative, and comprehensive) transportation planning process, programming multimodal projects and conducting corridor studies for Ector and Midland counties.
- Permian Basin Regional Planning Commission (PBRPC) provides regional coordination across 17 counties, promoting intergovernmental collaboration and administering funding mechanisms for rural transit through its partnership with West Texas Opportunities, Inc.



- TRAX, operated by West Texas Opportunities, Inc., provides essential rural public transportation service across the broader Permian Basin, connecting small communities to Midland–Odessa for jobs, healthcare, education, and regional services. By serving outlying counties and linking riders to small urban destinations, TRAX helps establish the regional mobility framework that complements small urban fixed-route services and supports truly coordinated transportation planning across rural and small urban boundaries.

Together, these organizations form the institutional backbone for regional coordination. Their collaboration ensures that small urban, rural, and intercity transit services are aligned with federal and state funding priorities while supporting cross-county mobility.

Public Transportation Providers

Public transportation within the Permian Basin includes a mix of small urban fixed-route systems, regional demand-response services, and intercity connections.

Table 7. Public Transportation Providers

Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
EZ-Rider 10300 Younger Road Midland, TX 79706 432-561-9990	Public transportation in Midland and Odessa. Six local fixed-routes each in Odessa and Midland; two Connect routes operating between Midland and Odessa; ADA paratransit service.	Fixed-route: Base fare \$1.25, Student/Youth \$1.00, Senior/ADA \$.60; ADA Paratransit \$2.50	Ridership: 230,990 passenger trips (FY 2025) Vehicles: 36 Budget: Operating: \$7,300,214 Capital: \$1,812,591 (FY 2025)
Provider Type: Public	Eligibility: General public; ADA certification required for ADA paratransit service.		
TRAX (operated by West Texas Opportunities, Inc.) 603 N. 4th Street Lamesa, TX 79331 1-800-245-9028 www.gowto.org	Rural demand-response transit service provided throughout Andrews, Borden, Crane, Dawson, rural Ector, Gaines, Glasscock, Howard, Loving, Martin, rural Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties. Service operates Monday – Friday, with some availability for Medicaid	Base fare \$1.00 + additional fare per zone (up to \$18.75; each 24 miles an additional \$4.00); reduced fares for seniors/disabled and free for children under 5	Ridership: 77,068 trips (FY 2025) Vehicles: 100 (88 wheelchair accessible)



Provider Information:	Description of Service:	Fare/Cost:	Operating Data:
	<i>trips on Saturday. Reservations must be made at least one day prior to the trip and up to 30 days in advance.</i>		
<i>Provider Type: Public</i>	<i>Eligibility: General public</i>		

EZ-Rider, operated by MOUTD, serves Midland and Odessa through six fixed routes in each city, two intercity “Connect” routes, and ADA paratransit service. The system’s affordability, accessibility, and broad coverage make it the backbone of small urban public transit. In 2019, EZ-Rider provided approximately **328,457 annual trips** with an operating budget of **\$5.7 million**, demonstrating a strong cost-efficiency ratio relative to similar systems in comparable regions.

TRAX, operated by **West Texas Opportunities, Inc. (WTO)** under the **Permian Basin Rural Transit District**, provides critical lifeline service to rural residents across more than 20 counties. Its demand-response model—requiring advance reservations—serves approximately **5,000 one-way trips per month** with a fleet of **72 lift-equipped vehicles**, offering mobility to seniors, individuals with disabilities, and residents in isolated communities.

Both providers receive Federal Transit Administration (FTA) funding under Sections **5310, 5311, and 5307**, forming the foundation of the region’s public transit infrastructure.

Private and Intercity Transportation Providers

Private transportation companies supplement regional connectivity by linking communities to major employment and healthcare centers and statewide destinations.

Table 8. Private and Intercity Providers

Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
All Aboard America 1615 W. County Rd 127 Odessa, TX 79765 1-800-848-4728 www.allaboardamerica.com	<i>Private transportation provider with daily service between Midland and Presidio (serves Midland, Odessa, Crane, McCamey, Fort Stockton). Two</i>		<i>Not available</i>



Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
	<i>roundtrips daily, 365 days per year (including holidays)</i>		
<i>Provider Type: Private</i>	<i>Eligibility: General public</i>		
Amtrak Sanderson station: 201 W Downie St, Sanderson, TX 79848 1-800-USA-RAIL www.amtrak.com	Sanderson station served by the Sunset Limited/Texas Eagle route. Westbound service around 10:45 p.m. Tuesday/Thursday/Sunday; eastbound service around 8:30 a.m. Monday/Thursday/Saturday.	Ticket cost depends upon destination and coach/room reservations.	Ridership: 31,500 Operating cost: \$4.3 million (Sunset Limited, October 2020 – May 2021)
<i>Provider Type: Private</i>	<i>Eligibility: General public</i>		
Greyhound 10300 Younger Road Midland, TX 79706 1-800-231-2222 www.greyhound.com	Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 2,400 destinations with 13,000 daily departures across North America. Provides access to the nationwide Greyhound Intercity network, Canada, and Mexico. Greyhound serves stations in Big Spring, Fort Stockton, Lamesa, McCamey, Midland, Pecos, and Seminole. Service operates every day, with schedules dependent on destination.	Fares vary by destination. Discounted fares are available to children under 12 and seniors 62+.	Ridership: 14 million annually (2020) Vehicles: 1,400 (2020) (system-wide).
<i>Provider Type: Private</i>	<i>Eligibility: General public</i>		

All Aboard America, Greyhound, and Amtrak provide intercity mobility options that connect the Permian Basin to destinations such as El Paso, San Antonio, and beyond. While these services enhance regional accessibility, their limited frequency, higher fares, and lack of coordination with local systems limit their effectiveness for daily travel.



Expanding coordinated scheduling and integrated ticketing could significantly improve multimodal connections for long-distance travelers, students, and veterans.

Social Service and Human Transportation Providers

A robust network of nonprofit and human service organizations complements public transit by serving targeted populations.

Table 9. Social Service Transportation Providers

Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
ABLE Center for Independent Living 4803 Plaza Blvd, Ste 401 Odessa, TX 79762 432-580-3439 www.ablecenterpb.org	<i>Provides support for persons living with disabilities in Andrews, Ector, Gaines, Midland, Ward, and Winkler counties, including providing transportation information and mobility training. The ABLE Center contracts with EZRider to provide transportation training services and purchases services from EZ-Rider.</i>	No cost based on eligibility; voluntary contributions welcome (typically \$0.50 - \$1.00). Funded through local county and Area Agency on Aging.	Contracted through EZ Rider, which receives funding through the FTA Section 5310 program for mobility management services.
<i>Provider Type: Social service</i>		<i>Eligibility: Clients of the ABLE Center</i>	
Andrews Senior Citizens Center 310 W. Broadway Andrews, TX 79714 432-523-5911	<i>Local demand-response transportation provided for persons age 60 and older. Service within Andrews.</i>	Not Available	Not Available
<i>Provider Type: Social service</i>		<i>Eligibility: Persons aged 60 and older residing in Andrews</i>	
Aphasia Center of West Texas – Mobility Van 5214 Thomason Dr. Midland, TX 432-699-1261 www.aphasiawtx.org	<i>Individuals may pay a per-ride or monthly fee for transportation to and from the Aphasia Center in</i>	Not Available	Vehicles: 1 lift-equipped van Drivers: 1 Ridership: 96 one-way trips per



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Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
	Midland. Rides are also available to and from Odessa through Mission Center Adult Day Service's Mobility Van.		month Operating budget: \$25,000
Provider Type: Social service	Eligibility: Persons with aphasia who have been referred to the Aphasia Center		
Area Agency on Aging of the Permian Basin 2910 La Force Blvd Midland, TX 79706 432-262-4920 aaapb.org	The Area Agency on Aging of the Permian Basin provides care coordination, home-delivered and congregate meals, transportation, caregiver respite and support, Medicare/Medicaid benefits counseling, legal assistance, and long-term care ombudsman services for older adults in the region.	No cost based on eligibility; voluntary contributions welcome (typically \$0.50 - \$1.00). Funded through local county and Area Agency on Aging.	Consumers Served: 112 older adults in FY 2025 Trips Provided: 15,910 one-way demand-response trips Operating Cost: \$195,241 Service Model: Contracted demand-response transportation across 7 county providers
Provider Type: Social service	Eligibility: Must be 60 years of age or older and reside in the service area of the transportation provider in their respective counties.		
Boys and Girls Clubs of the Permian Basin 800 E. 13th Street, Odessa, TX 79762; 1321 S. Goode Street Midland, TX 79701 432-337-8389 www.basinkids.org	Limited after-school bus/van transportation is available for registered participants in the Boys and Girls Clubs' after-school program.	Regular (drop-off) membership for after-school programs is \$80/semester; with busing is \$120/semester	Not Available



Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
<i>Provider Type: Social service</i>	<i>Eligibility: Registered participants</i>		
Casa de Amigos 1101 Garden Lane Midland, TX 79705 432-682-9701 www.casadeamigosmidland.org	Casa de Amigos is a neighborhood center providing social services, health and wellness services, education services, and senior services to the Midland community. The organization provides transportation information, assists with trip planning, and subsidizes fixed-route and paratransit trips on EZ-Rider.	Not Available	Not Available
<i>Provider Type: Social service</i>	<i>Eligibility: Persons receiving services from this organization.</i>		
Crisis Center of West Texas 910-B S. Grant Ave. Odessa, TX 79760 866-627-474 www.ccwtx.org	Provides services, including transportation to work or school, for victims of domestic violence.	Not Available	Not Available
<i>Provider Type: Social service</i>	<i>Eligibility: Women and/or children impacted by domestic violence or sexual assault</i>		
Dawson County Senior Citizens Center 609 N. Austin Ave. Lamesa, TX 79331 806-872-3324 www.facebook.com/dcssc1	The Dawson County Senior Center is a nonprofit organization that provides meals and activities for persons 60 years of age and older. Transportation provided for congregate meals.	Not Available	Not Available



Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
<i>Provider Type: Social service</i>	<i>Eligibility: Persons aged 60 and older residing in Dawson County</i>		
Disabled American Veterans George H. O'Brien Jr. VAMC 300 Veterans Blvd, Ste 147 Big Spring, TX 79720 432-263-7361, ext. 7604 www.dav.org	DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. The vans are driven by volunteers, and the rides coordinated by more than 155 Hospital Service Coordinators throughout the nation.	Not Available	Not Available
<i>Provider Type: Social service</i>	<i>Eligibility: Individuals receiving treatment at a VA Medical Center.</i>		
Family Crisis Center of the Big Bend 606 N. 5th Street Alpine, TX 79830 432-837-7254 www.familycrisiscenterofthebigbend.com	Provides free and confidential services to survivors of domestic violence, sexual assault, and violent crimes in Pecos and Terrell counties. Refers clients to transit information, subsidizes rides, and offers limited client transport to access other services (such as medical care).	Not Available	Not Available
<i>Provider Type: Social service</i>	<i>Eligibility: Individuals receiving services provided by the organization.</i>		
Martin County Senior Citizens Center 104 E. Broadway Stanton, TX 79782 432-756-2791	Local demand-response transportation provided for	Not Available	Not Available



Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
www.co.martin.tx.us/173/ Affiliated-Organizations	eligible participants.		
Provider Type: Social service	Eligibility: Seniors residing in Martin County.		
McCamey Senior Citizens Services 108 E. 6th Street McCamey, TX 79752 432-652-8787	Demand-response transportation. Center hours Monday through Friday 8:00 a.m. to 4:00 p.m.	Not Available	Not Available
Provider Type: Social service	Eligibility: Seniors residing in McCamey.		
Midland County Sheriff – Crisis Intervention 400 S. Main Street Midland, TX 79702 432-688-4635 www.co.midland.tx.us/212/ Crisis-Intervention-Unit	Assist victims of crime-related charges 24/7/365. Transport crime victims to a place of safety.	Not available	Drivers: 28 volunteer drivers, 2 paid drivers Ridership: 1-2 trips per month Vehicles: 2 vans
Provider Type: Social service	Eligibility: Any individual served by the organization.		
Mission Center Adult Day Service – Mobility Van 3500 N. A St., Ste 1300 Midland, TX 79705 432-688-7720 www.missioncads.com	Mission Center Adult Day Service provides quality health care and activity programs for disabled adults and elderly individuals in a safe enriching environment that offers caregiver respite and family support. Mission Center provides safe door-to-door transportation for clients living in Midland and Ector counties with 3 wheelchair-accessible shuttles. Center	No cost for eligible clients.	Ridership: 48 trips/month Vehicles: 3 (all lift-equipped) Drivers: 2 dedicated drivers, 2 paid staff who drive



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Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
	hours Mon-Fri 7 am - 5:30 pm.		
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors and disabled adults that are clients of the Center.</i>		
PermiaCare 401 E Illinois Ave Midland, TX 79701 432-570-3333 https://www.permiacare.org/	<i>PermiaCare provides transportation for individuals enrolled in its Intellectual and Developmental Disability (IDD) services to help them access day programs, employment or vocational sites, and community activities as outlined in their service plan.</i>	<i>Eligible clients who meet income criteria may receive services free or at a reduced cost under their Charity Care/Sliding Scale program.</i>	Not Available
<i>Provider Type: Social Service</i>	<i>Eligibility: limited to children and adults with a qualifying intellectual or developmental disability.</i>		
Rankin Senior Services 723 Main St. Rankin, TX 79778 432-693-2530 www.facebook.com/rankinseniorcenter	One vehicle provides transportation to enrolled/eligible clients Monday through Friday between 7:30 a.m. and 3:30 p.m. Currently offering trips to Crane on alternate Tuesdays (pickup at 9:00 a.m., return by 2:00 p.m.)	Not available	Vehicles: 1 Drivers: 1 Ridership: 10-20 one-way trips per month
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors residing in Rankin</i>		
Reeves County Senior Center 505 S. Park Pecos, TX 79772 432-239-0003 www.reevescounty.org/departments/senior-center	Demand-response transportation is available Monday through Friday from 9:00 a.m. to 4:00 p.m. for	Not available	Vehicles: Lift-equipped bus Funded by RPC/Area



Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
	<i>Pecos residents age 60 and older. Destinations must be within Pecos city limits. Priority given to medical trips. Reservations must be scheduled one day in advance.</i>		<i>Agency on Aging</i>
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors aged 60 and older residing in Pecos</i>		
Terrell County Senior Center 105 E. Hackberry St. Sanderson, TX 79848 432-345-2421	<i>Demand-response transportation.</i>	<i>Not available</i>	<i>Not available</i>
<i>Provider Type: Social service</i>	<i>Eligibility: Seniors</i>		
West Texas VA Health Care System – Patient Travel Reimbursement George H. O'Brien Jr. VAMC Outpatient Lobby 300 Veterans Blvd Big Spring, TX 79720 1-800-472-1365, ext. 7347 www.bigspring.va.gov	<i>Through the Patient Business Office, the Patient Travel Clerk pays mileage to qualified veterans who have scheduled medical appointments with the West Texas VA Health Care System.</i>	<i>No cost for eligible patients</i>	<i>Not available</i>
<i>Provider Type: Social service</i>	<i>Eligibility: Patients of the West Texas VA Health Care System.</i>		
West Texas VA Health Care System – Veteran Transportation Service (VTS) George H. O'Brien Jr. VAMC 1st Floor, Room 629 300 Veterans Blvd Big Spring, TX 79720 1-800-472-1365, ext. 7130 www.bigspring.va.gov	<i>The Veteran Transportation Service (VTS) provides transportation to and from the VA medical center for qualified Veterans. For information, call the Veteran Transportation Coordinator.</i>	<i>Not Available</i>	<i>Not Available</i>



Provider Information:	Description of Services:	Fare/Cost:	Operating Data:
<i>Provider Type: Social service</i>	<i>Eligibility: Patients of the West Texas VA Health Care System.</i>		
Winkler County Senior Citizens Recreation Center 416 E. Campbell Kermit, TX 79745 432-586-3631 www.co.winkler.tx.us/page/winkler.SeniorCitizensRecreationCenter	<i>Transportation services provided 5 days per week.</i>		<i>Vehicles: 2</i>
<i>Provider Type: Social service</i>	<i>Eligibility: General public</i>		

Agencies such as the **ABLE Center for Independent Living**, **Mission Center Adult Day Service**, **PermiaCare**, and multiple county-level **Senior Centers** provide essential mobility for older adults, individuals with disabilities, veterans, and clients of health and social programs. These providers frequently coordinate with EZ-Rider and TRAX through FTA Section 5310 programs and Title III Area Agency on Aging agreements.

While these services are vital, many rely on limited volunteer drivers and small fleets, resulting in inconsistent coverage and constrained operating hours. Strengthening partnerships, funding, and centralized trip coordination across these organizations would reduce duplication and ensure more efficient use of resources.



Taxi and Shuttle Operators

Local taxi, shuttle, and private car services—such as **Midessa Transportation**, **Midland Shuttle Services**, and **C-Breeze Cab Company**—fill key first/last-mile and non-emergency medical transportation gaps.

Table 10. Taxi and Shuttle Operators

Provider Information:	Areas Served:	Service Notices:
C-Breeze Cab Company 432-251-8359 www.facebook.com/CBreezeCab	Monahans, Kermit, Wickett, Grandfalls, Pyote, West Odessa, Odessa	Rates range from \$10 roundtrip within Monahans to \$50 roundtrip to Odessa; add \$5 per additional person.
Midessa Transportation 432-235-1951 www.midessatransportation.com	Taxi service in Midland and Odessa. Airport shuttles and car service to/from Midland International Air and Space Port.	Available 24/7. Wheelchair accessible taxis available. Advance reservations recommended. NEMT transportation within a 100-mile radius (Medicare provider).
Midland Shuttle 432-260-5428 www.midlandshuttleservices.com	Midland, Odessa, Pecos, Carlsbad, Big Spring, and areas in-between.	Corporate transportation, party bus, black car service, airport transportation, charter buses, etc.
Red Raider Rides 972-333-5909 www.redraiderrides.com	Midland, Odessa (including Midland International Air and Space Port)	Car service; groups of up to 14. Hotel pickups as early as 3:30 a.m. Rides after 11 pm and before 6 am incur a \$10 surcharge.

These services provide flexibility and on-demand availability that complement the region's public and nonprofit offerings. However, their largely unregulated nature, inconsistent pricing, and lack of coordination with regional planning agencies make it difficult to integrate them effectively into the broader mobility network. Establishing partnerships or incentive programs for data-sharing could help quantify their impact and expand coordinated mobility options.



Analysis Insights

The Permian Basin's transportation system demonstrates **strong institutional coordination** through MOUTD, the MPO, and PBRPC, but **operational decentralization** among providers results in service gaps—particularly in rural and sparsely populated areas.

Small Urban and Rural Service Coverage

- **EZ-Rider** anchors mobility in Midland and Odessa, providing fixed routes and ADA service that are affordable and predictable.
- **TRAX** extends service to remote areas, but long travel distances, advanced scheduling requirements, and weekday-only operations limit flexibility.
- The contrast between the two systems underscores the need for enhanced intercity transfer points and more seamless coordination between fixed-route and demand-response services.

Private and Intercity Connectivity

Intercity services strengthen regional linkages but currently operate in isolation from local networks. Improved coordination—through shared stations, common branding, or multimodal hubs—would improve accessibility to statewide and national transportation options.

Social Service Transportation

The social service sector fills critical mobility gaps but operates independently, with varying eligibility criteria and limited data collection. Enhanced coordination, data standardization, and shared dispatching systems would help maximize coverage and reduce inefficiencies.

Taxi and Shuttle Services

Local taxi and shuttle providers play a vital role in connecting residents to medical appointments, airports, and destinations not served by fixed routes. However, coordination with regional planning and transit agencies remains limited, representing an opportunity to build partnerships that expand mobility options through voucher programs or NEMT coordination.



Figure 17. Regional Transit Coverage Map

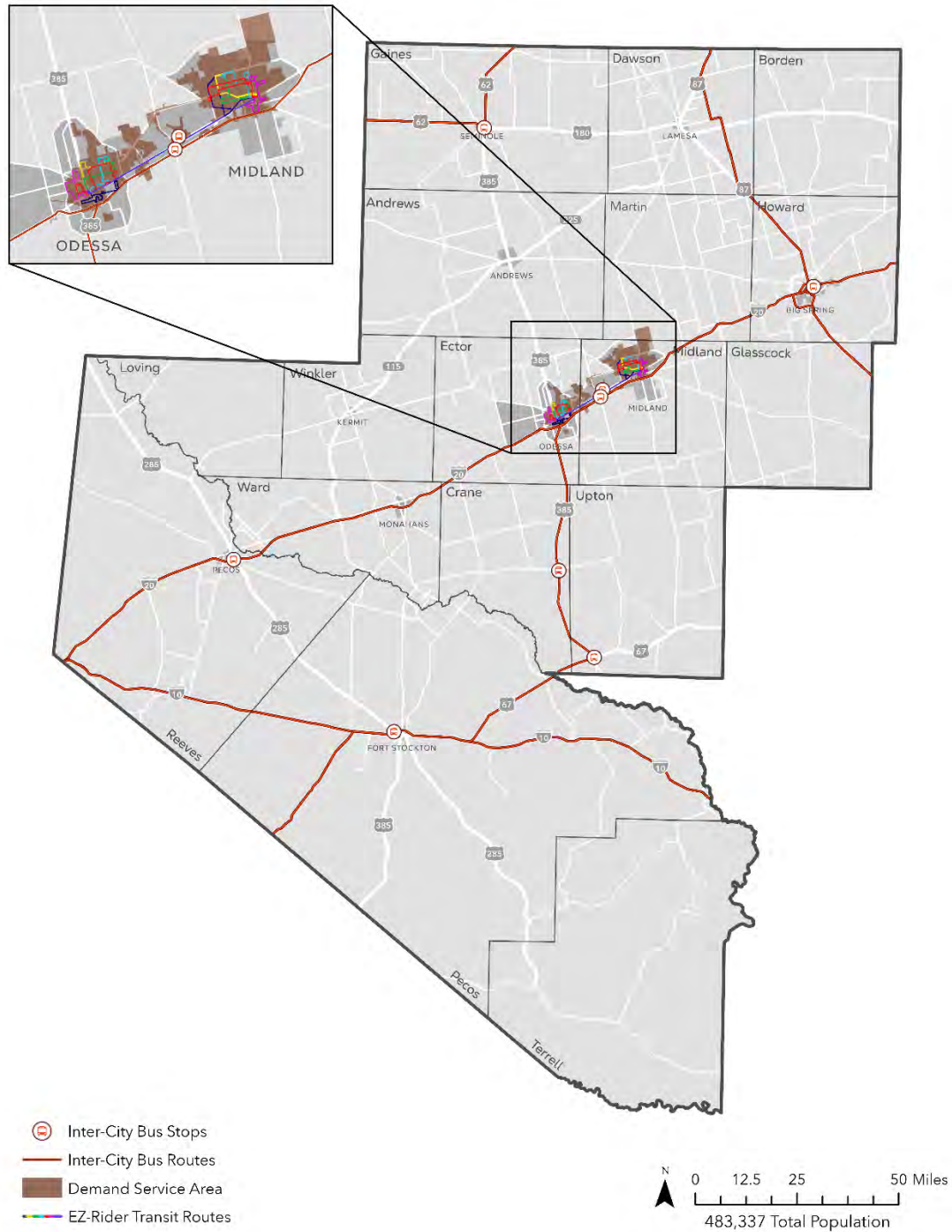
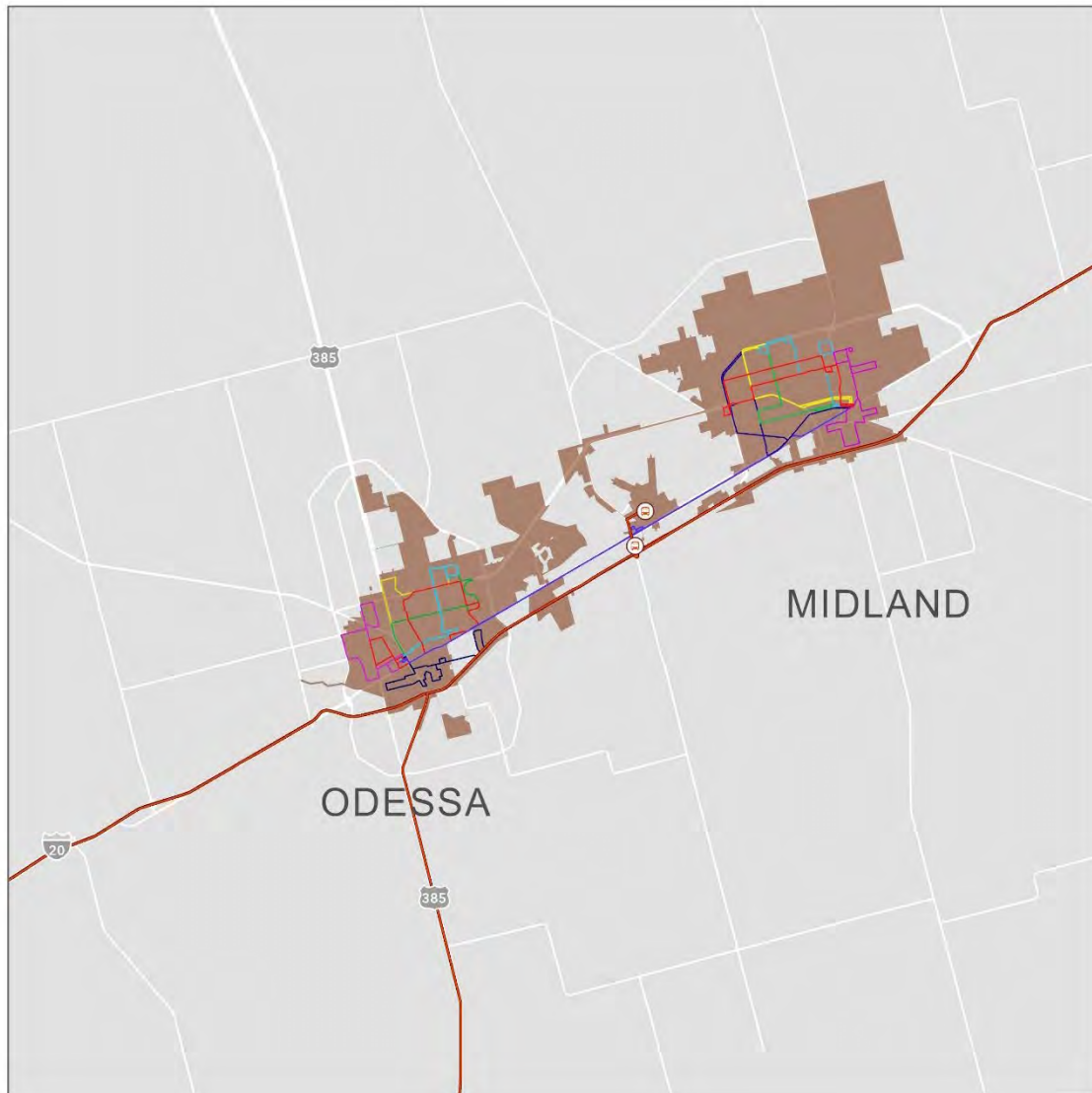
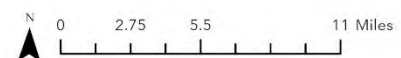




Figure 18. Midland-Odessa Transit Service Coverage.



-  Inter-City Bus Stops
-  Inter-City Bus Routes
-  Demand Service Area
-  EZ-Rider Transit Routes





Ridership and Service Capacity

A comparative review of operating scale among the region's primary transit providers highlights key differences in service delivery, capacity, and efficiency. **EZ-Rider** operates with a fleet of 26 vehicles and reports approximately **328,457 annual passenger trips**, demonstrating a high ratio of ridership relative to fleet size within the urbanized Midland–Odessa area. In contrast, **TRAX**, operated by West Texas Opportunities, Inc., provides approximately **60,000 annualized one-way trips** across a 20-county service area utilizing **72 vehicles**, reflecting the broader geographic coverage and lower population density of its rural service environment.

Intercity providers such as **All Aboard America** and **Greyhound** serve an important complementary function by connecting regional population centers to statewide and national destinations. However, these services operate at limited frequencies and are not currently integrated with local fixed-route or demand-response systems.

In practice, balancing small urban operating efficiency with rural service accessibility often requires **small but strategic funding shifts**. Collectively, these data indicate a need for **targeted funding adjustments to support this balance**. Ensuring sustained support for both fixed-route and demand-response operations will be essential to maintaining regional mobility and meeting Title VI and Section 5311 program objectives. For example, a region may maintain high-frequency service on productive small urban routes while adding a limited amount of operating funding to expand rural demand-response capacity for essential trips such as dialysis or day-habilitation access. Similarly, some agencies rebalance their mix of 5307, 5310, and 5311 funds to strengthen rural human-service transportation partnerships—such as coordinated trips with senior centers, veterans' programs, or IDD service providers—while preserving on-time performance and reliability across the small urban network.

County-Level Service Availability

A county-level assessment of available services reveals distinct disparities in multimodal coverage. **Ector and Midland Counties** possess the most comprehensive range of transportation options, including fixed-route transit, ADA paratransit, demand-response service, intercity bus and rail, and taxi/shuttle operators. In contrast, counties such as **Borden, Terrell, and Loving** rely almost exclusively on demand-response or volunteer-based transportation programs, often supported through Area Agency on Aging or local nonprofit funding.

This uneven distribution of services underscores the importance of **mobility management initiatives** designed to improve coordination among human-service



providers and to expand access in isolated communities. The results of this analysis should directly inform **FTA Section 5310 project prioritization**, emphasizing investments that strengthen coordination, fill geographic gaps, and enhance service frequency in rural areas with limited mobility options.

Connectivity Hierarchy

The regional mobility framework can be conceptualized through a **hierarchical structure** that illustrates how various modes interact to provide comprehensive regional access:

1. **Intercity and Regional Connections** – Long-distance travel services such as **Amtrak**, **Greyhound**, and **All Aboard America**, which link the Permian Basin to major population centers across Texas and the southwestern United States.
2. **Small Urban Fixed-Route Networks** – Localized circulation within the Midland–Odessa urbanized area provided by **EZ-Rider**, including fixed routes and complementary ADA paratransit.
3. **Rural Demand-Response Services** – Countywide and inter-county mobility options operated by **TRAX** and supplemented by senior and human-service transportation providers.
4. **Local / First- and Last-Mile Services** – Taxis, shuttles, non-emergency medical transportation (NEMT), and volunteer driver programs that connect residents to larger service networks.

This hierarchical structure provides a framework for identifying **transfer hubs, shared facilities, and coordinated scheduling opportunities** that can enhance multimodal integration across jurisdictions and service types.

5.3 Mobility Management Services and Programs

Mobility management services play an essential role in connecting transportation providers with the individuals who rely on those services, particularly seniors, people with disabilities, and residents of rural communities. Rather than operating transportation services directly, mobility management focuses on coordinating existing resources, improving access to information, and building partnerships among public, nonprofit, and private transportation providers. In the Permian Basin, these activities are supported through collaboration among **PBRPC**, **PBMPO**, regional transit providers such as **EZ-Rider / Midland-Odessa Urban Transit District (MOUTD)** and **West Texas Opportunities/TRAX**, and human-service organizations including the **Area Agency on Aging of the Permian Basin (AAAPB)**.



One important mobility management activity involves the development of **driver training and workforce development programs**. Regional providers such as **TRAX**, which operates demand-response service across rural counties, and **EZ-Rider / MOUTD**, which operates fixed-route and ADA complementary paratransit service in the Midland–Odessa urbanized area, depend on a consistent pipeline of qualified drivers. Previous coordination planning efforts identified the need for accessible regional training opportunities that reduce travel and certification barriers for rural providers and nonprofit agencies. Expanding local driver training capacity can help agencies onboard drivers more efficiently and increase service availability for transit-dependent populations throughout the region.

Another key mobility management strategy involves the creation of **one-call/one-click service coordination platforms** that allow residents to identify available transportation services through a single point of contact. These systems can help riders navigate the region’s diverse network of providers, including **EZ-Rider fixed-route and paratransit services**, **TRAX rural demand-response services**, and transportation programs operated through **AAAPB senior centers** and other nonprofit partners. By centralizing service information and trip coordination, these tools reduce confusion for riders while enabling providers to direct trips to the most appropriate service based on eligibility, trip purpose, and geographic coverage.

Mobility management efforts also support **coordinated transportation services for seniors and individuals with disabilities**. The **Area Agency on Aging of the Permian Basin (AAAPB)** administers programs that connect older adults to transportation for senior centers, healthcare services, and essential daily needs. These services are often delivered through partnerships with local senior centers, contracted transportation providers, and community organizations. Coordination between AAAPB services and public transit providers such as **EZ-Rider** and **TRAX** helps maximize available resources and ensures that specialized transportation programs complement rather than duplicate existing transit services.

Regional coordination partners have also explored **joint fare programs and collaborative funding strategies** to strengthen connections between transportation providers. Coordination facilitated through **PBRPC** and the **PBMPO** has included discussions around fare coordination, shared funding opportunities, and regional grant development. These efforts support participation in federal programs such as **FTA Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)** and **Section 5311 (Rural Area Formula Program)**, which provide critical funding for coordinated transportation services across the region.



Educational and outreach programs are another important component of mobility management. Agencies such as **EZ-Rider**, **TRAX**, and **AAAPB** periodically conduct outreach activities that help residents understand available transportation options, eligibility requirements, and how to access services. These efforts may include travel training for seniors and people with disabilities, informational materials distributed through community organizations, and coordination with healthcare providers and social service agencies that assist individuals with transportation needs.

Together, these mobility management initiatives strengthen coordination across the Permian Basin's transportation network. Through continued collaboration among **PBRPC**, **PBMPO**, **EZ-Rider/MOUTD**, **TRAX**, **AAAPB**, and regional nonprofit partners, the region can improve service integration, expand access to transportation for vulnerable populations, and ensure that limited transportation resources are used as efficiently and effectively as possible

Key Takeaways

- **Regional coordination is well established**, led by **PBRPC**, the **Permian Basin MPO**, and **EZ-Rider / MOUTD**, with additional coordination occurring through **TRAX** and **AAAPB**. Continued coordination among these partners will support more integrated service delivery and inform **regional project prioritization under FTA programs such as Section 5310 and Section 5311**.
- **Mobility management strategies—including driver training programs, one-call/one-click information systems, and coordinated service referrals—represent key opportunities** to improve access to transportation services for seniors, individuals with disabilities, and rural residents. Investments in these coordination tools can enhance the effectiveness of existing services without requiring significant expansion of vehicle fleets.
- **Service gaps persist in rural and low-density counties**, where mobility options are often limited to demand-response or volunteer-based transportation programs. Addressing these geographic gaps will remain a priority for **future coordinated plan updates and Section 5310 project selection**, particularly for projects that expand access to essential services and healthcare.
- **Enhanced data sharing, trip coordination, and partnerships among transit providers, human-service agencies, and nonprofit organizations** will improve system efficiency and reduce duplication of services. Projects that strengthen coordination, shared technology platforms, and regional mobility management capacity should be prioritized to support a more integrated and resilient transportation network.



CHAPTER 6 | TRANSPORTATION NEEDS AND GAPS ASSESSMENT

Analyzing transportation needs, duplication of services, and gaps is a critical component of a public transportation coordination plan, as it helps determine how effectively existing services meet the mobility needs of the region's residents. This analysis compares current service coverage and capacity against demographic concentrations, key destinations, and geographic accessibility to identify where transportation resources are being overextended or underutilized.

Understanding **duplication**—areas where multiple providers operate overlapping routes or serve the same populations—can reveal opportunities for coordination, cost savings, and more efficient service delivery. Likewise, identifying **service gaps**—areas or populations with limited or no access to transportation—highlights where new services, partnerships, or funding strategies are needed.

For the Permian Basin region, this process will ensure that public, private, and human service providers work together strategically to reduce redundancy, close mobility gaps in rural and suburban areas, and improve connectivity to employment centers, healthcare, and essential services. Ultimately, the identification of duplication and gaps provides a data-driven foundation for prioritizing coordination strategies and investments that make the overall regional transportation network more efficient, equitable, and responsive to community needs.

6.1 Service Duplication

Through the Transportation Provider Survey, GIS spatial analysis, and review of provider service data, we mapped each service's coverage footprints, trip types, and operational schedules to detect where multiple providers operate in the same areas or serve overlapping trip purposes. This step is essential: it distinguishes between **useful redundancy** that offers riders flexibility and **inefficient duplication** that diverts resources from underserved areas.

The analysis revealed multiple instances of service overlap in key corridors and medical-access routes within the Permian Basin region:

- In **Midland and Odessa**, demand-response and non-emergency medical transportation (NEMT) providers operate parallel routes connecting residential zones with **Midland Memorial Hospital**, **Medical Center Hospital**, and outpatient clinics.
- Several agencies independently coordinate medical transport schedules to **Dialysis Centers** and specialty treatment offices, often with overlapping service windows.



- In some suburban fringe areas, two or more providers presently schedule general-purpose trips (shopping, social, errands) along similar corridors (e.g. portions of **Loop 250** and **University Boulevard**).

While some overlap provides alternative routing or timing options for riders, the degree observed suggests inefficiencies in capital use, driver deployment, and scheduling. These redundancies may reduce operator cost-effectiveness and hinder expansion into unserved areas.

These findings underscore the opportunity for enhanced coordination—such as shared dispatching systems, unified trip brokerage, or harmonized scheduling—to rationalize overlapping services and reallocate capacity toward communities currently underserved by existing transit networks.

6.2 Transit Needs Index (TNI)

A **Transit Needs Index (TNI)** was developed to spatially illustrate areas of higher potential transit need. The TNI is a data-based tool that identifies areas where residents are most likely to rely on public transportation. It combines demographic and socioeconomic factors—such as income, age, disability status, and vehicle availability—into a single score to highlight areas of higher transit dependency. The TNI helps planners visualize and compare needs across a region, guiding service planning, funding decisions, and coordination efforts to ensure transit investments align with community demand. The TNI incorporates normalized and weighted demographic indicators as follows:

Table 11. Summary of Demographic Indicators

Variable	Description	Weight (%)
People With Disabilities	Disabled Residents Per Square Mile	20%
Low-Income Households	Low Income Residents Per Square Mile	20%
Zero-Vehicle Households	Households With Zero Vehicles Per Square Mile	20%
Population 65+	Residents Age 65 And Over Per Square Mile	15%
Limited English Proficiency Households	Households with Limited English Proficiency Per Square Mile	10%
Population Density	People Per Square Mile	10%
Population Under 17	Residents Age 17 And Under Per Square Mile	5%



Transit Need Index

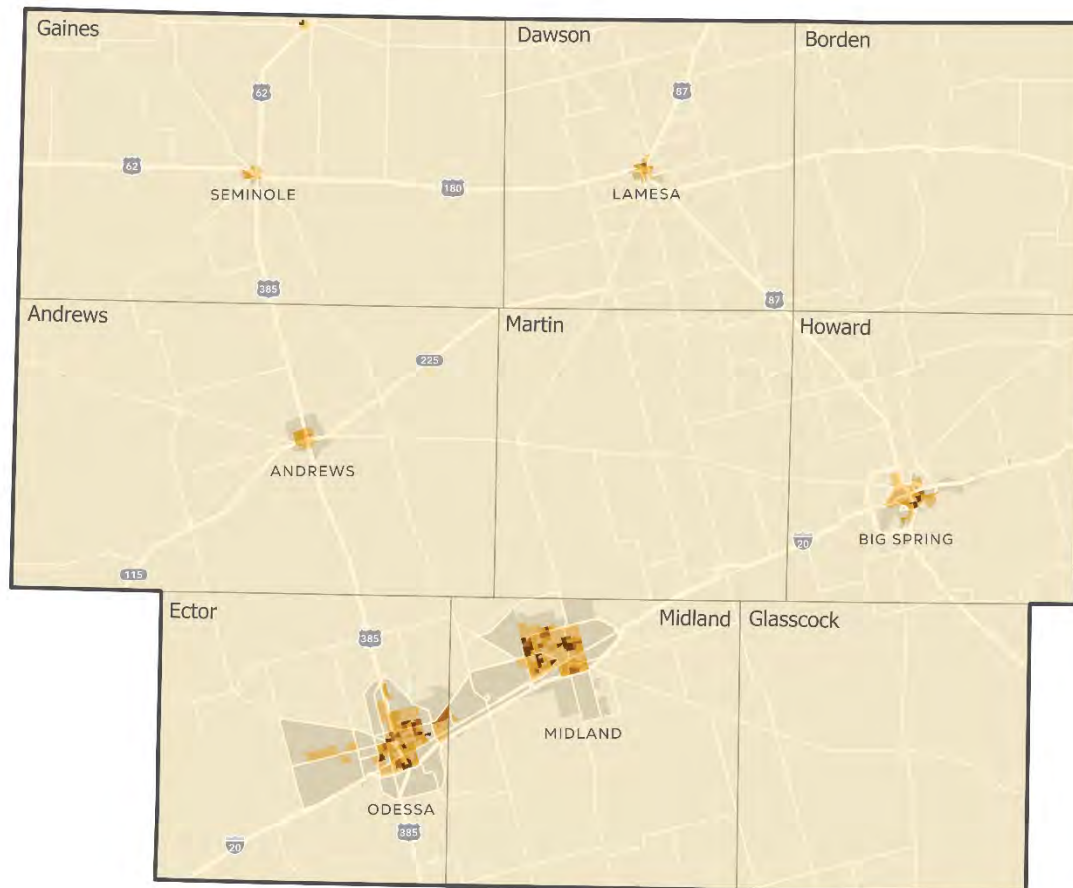
Very Low Transit Need

Very Low Transit Need
Low Transit Need
Average Transit Need
High Transit Need
Very High Transit Need





Figure 20. Transit Needs Index (TNI) Map, North Counties Zoom-In



Transit Need Index

- Very Low Transit Need
- Low Transit Need
- Average Transit Need
- High Transit Need
- Very High Transit Need

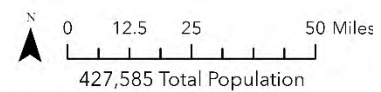
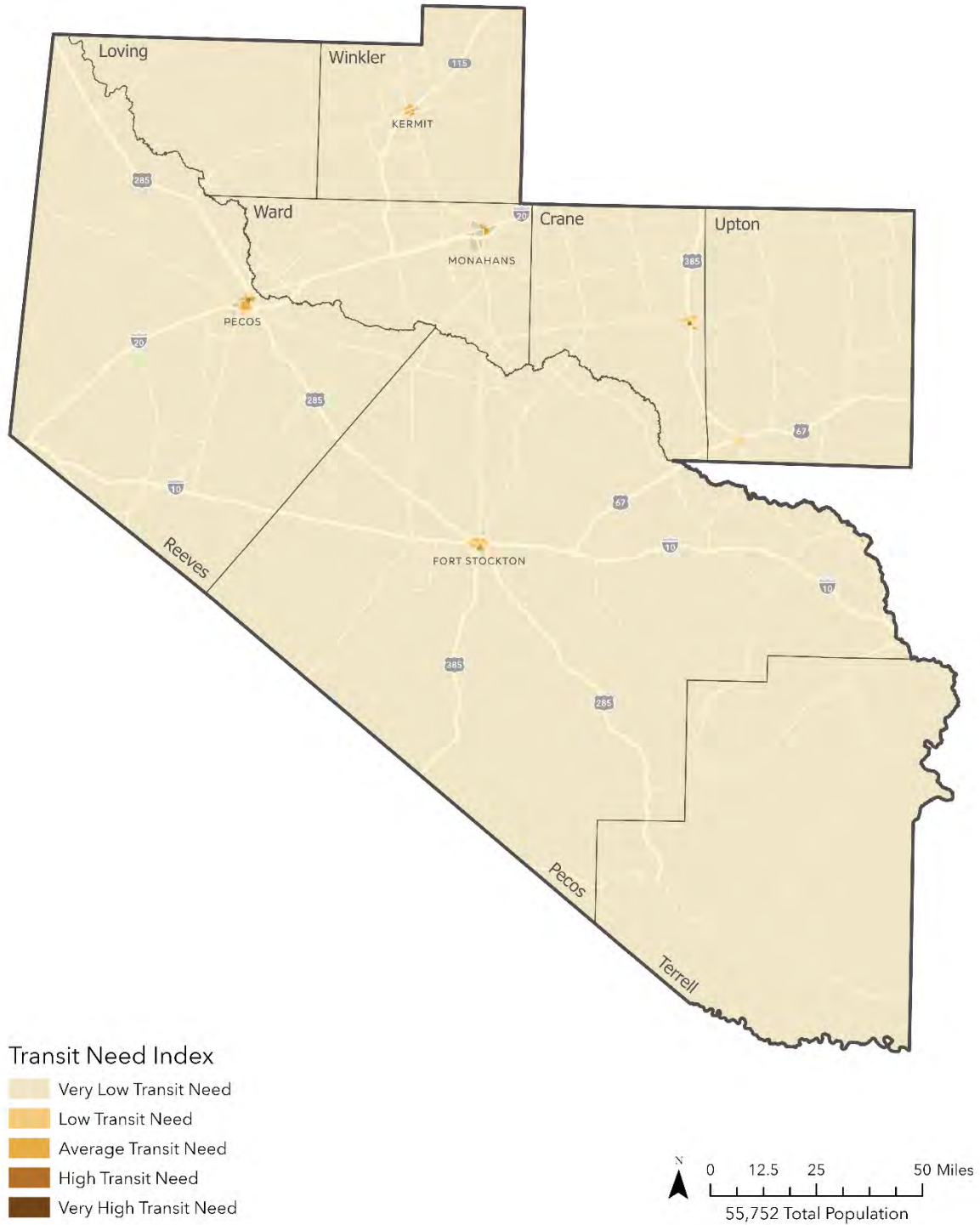




Figure 21. Transit Needs Index (TNI) Map, South Counties Zoom-In





Key Takeaways

- Areas of high and very high transit need are concentrated in **Midland, Odessa, and Big Spring**—areas with greater shares of older adults, low-income households, and residents without access to a vehicle.
- Moderate need zones extend outward from these small urban cores along major corridors such as IH-20 and U.S. 385, reflecting increased access to employment, housing, and services.
- Rural counties such as **Terrell, Pecos, Reeves, and Crane** show generally low overall transit need due to sparse populations; however, residents in these areas **remain dependent on limited transportation options for medical and essential trips**.

Planning Implications

The TNI underscores the importance of maintaining strong small urban transit services in Midland and Odessa while expanding coordinated, demand-response options for rural residents. Improved inter-county coordination will be essential to enhance access between rural communities and regional hubs. Overall, the findings support data-driven prioritization of transit investments, focusing on high-need areas to ensure resources are directed where they can produce the greatest benefit for the region.

6.3 Service Gaps and Unmet Needs

Service gaps and unmet mobility needs were identified through a combination of spatial analysis, provider coordination, and community engagement. The analysis overlaid transportation provider service boundaries with demographic data, Transit Needs Index (TNI) scores, rider survey responses, and feedback from transportation providers and stakeholders. This process allowed the study team to identify locations and populations where mobility demand is not adequately matched by existing transit or paratransit services.

Process of Identifying Gaps

Multiple data sources and engagement activities informed the identification of service gaps across the region:

- **Overlay Analysis:** GIS layers for TNI, population density, and provider coverage were combined to highlight areas where high-need populations fall outside existing service footprints.
- **Temporal and Modal Review:** Service schedules and service delivery models were reviewed to identify gaps related to evenings, weekends, or intercity travel.



- **Provider Surveys and Agency Profiles:** Information collected from transportation providers helped clarify operational constraints, service eligibility limitations, and areas where demand exceeds current capacity. These providers serve a variety of specialized populations, including seniors, individuals with disabilities, low-income residents, and households without vehicles.
- **Rider Survey and Public Engagement:** Feedback gathered through onboard rider surveys, the project website, and an interactive map provided insight into travel behavior, service satisfaction, and unmet needs across the region. The engagement process allowed riders to identify specific locations where service, accessibility, or connectivity improvements are needed.
- **Accessibility and First/Last-Mile Assessment:** Stops, routes, and transfer points were reviewed to evaluate ADA accessibility and pedestrian connectivity, including sidewalks, crossings, and safe access to transit stops.

Key Service Gaps and Unmet Needs

The combined analysis of spatial data, rider feedback, and provider input identified several consistent themes across the region.

Rural and Small Community Gaps

Many rural counties within the Permian Basin region have limited or no fixed-route transit and rely heavily on demand-response transportation programs provided by senior centers or human service agencies. Demand-response services coordinated through organizations such as the Area Agency on Aging served approximately **210 individuals and provided nearly 16,000 passenger trips during the most recent reporting period**, demonstrating both the importance of these services and the scale of current need. Despite these efforts, many rural residents—particularly those outside major towns or service centers—continue to face limited transportation options for accessing employment, healthcare, and essential services.

Temporal Access Gaps

Most transit and human service transportation programs operate primarily during weekday daytime hours. Provider surveys indicate that many services run roughly **Monday through Friday during standard daytime operating windows**, with limited evening or weekend service availability. This constraint restricts access to shift-based employment, social activities, and certain healthcare appointments that occur outside typical business hours.

Cross-County and Intercity Connectivity

While the EZ Rider system provides fixed-route service in Midland and Odessa, regional



connectivity between counties remains limited. Residents traveling between counties for employment, healthcare, or education often face complex travel patterns requiring multiple transfers or coordination between different providers.

First/Last-Mile Connectivity and Network Coverage

Survey results indicate that most riders reach transit stops by walking, underscoring the importance of pedestrian access to transit facilities. However, incomplete sidewalk networks, long crossing distances, and limited safe pedestrian infrastructure can make it difficult for residents to access existing transit services. These challenges are particularly evident in suburban fringe areas and expanding residential neighborhoods where transit stops may be difficult to reach safely.

Service Frequency and Operational Improvements

Rider survey feedback suggests that the most desired system improvements include **increased service frequency and expanded operating hours**, followed by additional routes and improved passenger amenities. Many riders reported needing to transfer between buses to complete trips, with more than half requiring multiple routes for a one-way journey. These patterns highlight opportunities to improve connectivity, reduce transfer times, and strengthen network efficiency.

Summary of Opportunities

Overall, the analysis highlights opportunities to strengthen the regional mobility network through improved coordination, targeted service expansion, and infrastructure improvements. Key strategies include expanding demand-response services in underserved rural areas, improving intercity coordination between providers, enhancing pedestrian access to transit stops, and evaluating opportunities to extend service hours or improve route frequency in the Midland–Odessa urban core.



APPENDIX

Appendix A. RCTP Memorandum of Understanding

Appendix B. Rider Survey

Appendix C. Transportation Provider Survey

Appendix D. Detailed Demographic Maps



Appendix A

Memorandum of Understanding

Prepared for:

**Permian Basin Regional Planning Commission
Regional Public Transportation Coordination Plan**

Prepared by:

Kimley»Horn

Expect More. Experience Better.

Regionally Coordinated
Transportation Planners
Permian Basin Regional Planning Commission
2910 La Force Blvd, Midland, TX 79706



PBRPC | Regional Public Transportation Coordination Plan *Memorandum of Understanding*

March 10, 2026

Dear Regionally Coordinated Transportation Planners Members,

The PBRPC continues to support and facilitate the work of the Regional Coordinated Transportation Planners (RCTP), an established regional coordination effort focused on improving access to transportation services for individuals and populations that experience transportation barriers throughout the Permian Basin region. These populations include, but are not limited to, seniors, individuals with disabilities, veterans, low-income individuals, and residents of rural and underserved communities.

A primary function of the RCTP is to provide stakeholder input for the Regional Public Transportation Coordination Plan. This plan is developed on a five-year cycle and identifies and prioritizes unmet transportation needs among transportation-disadvantaged populations across the region. The plan also outlines strategies, projects, and coordination opportunities designed to address these needs and improve mobility options within the region.

Additionally, the RCTP supports the continued coordination of transportation services by encouraging eligible entities within the region to pursue funding opportunities, such as the Texas Department of Transportation's Section 5310 program. These funds can be used to support projects that enhance coordination among transportation providers, expand existing services, and develop new transportation solutions that address gaps in service.

Through the collaboration of transportation providers, public agencies, social service organizations, advocacy groups, and other regional stakeholders, the RCTP works to strengthen a coordinated transportation network. These collaborative efforts support improved mobility, access to essential services, and enhanced quality of life for the diverse populations served by organizations throughout the region.

Your organization's continued participation and expertise are important to the ongoing success of this coordination effort. Participation in the RCTP provides stakeholders the opportunity to collaborate with regional partners, share best practices, and contribute to identifying practical strategies that improve transportation access for the communities and riders our organizations collectively serve.

The next RCTP meeting will be held on April 23rd at the Permian Basin Regional Planning Commission office, located at 2910 La Force Blvd, Midland, TX 79706. During



PBRPC | Regional Public Transportation Coordination Plan *Memorandum of Understanding*

this meeting, members will review current coordination activities and discuss priorities related to the Regional Public Transportation Coordination Plan.

As part of continued participation in the RCTP, member organizations are asked to maintain a commitment of time through attendance at regular meetings and review of materials prepared by PBRPC. This commitment is formalized through completion and signature of the attached Memorandum of Understanding.

If you have any questions or require additional information, please feel free to contact me at mboler@pbrpc.org or (432) 262-4945.

Thank you for your continued commitment to regional coordination and to improving transportation access for the communities and riders served by organizations throughout the Permian Basin region.

Miranda Boler
Director, Regional Services
Permian Basin Regional Planning Commission



Regionally Coordinated Transportation Planners

Mission Statement

The mission of the Regionally Coordinated Transportation Planners is to advance the objectives of the Five-Year Regionally Coordinated Transportation Plan to improve transportation access and availability across the region.

Memorandum of Understanding

WHEREAS the Planning Region 9 includes 17 counties: Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Mitchell, Pecos, Reeves, Scurry, Sterling, and Ward Counties;

WHEREAS the term *community transportation* means any public transportation service or human service agency transportation service or program, whether it be provided by a public or private entity, that focuses on transportation for seniors, individuals with disabilities, individuals with low income, and other target populations such as veterans, and children;

WHEREAS there are several different community transportation services currently within the Planning Region 9;

WHEREAS there are significant unmet needs for individuals requiring community transportation services within the Planning Region 9, and these needs are anticipated to grow due to demographic trends;

WHEREAS the coordination of community transportation information and services has been shown to result in increased service through improved cost efficiency, elimination of duplication, and access to additional funding; and

WHEREAS there is a need—and an opportunity—to further coordinate the variety of community transportation options and support services within the Planning Region 9;

BE IT KNOWN THAT

[Organization Name: _____] intends to participate in the establishment and functioning of the Regionally Coordinated Transportation Planners.

This memorandum of understanding documents this intent and the organizations' commitment to the primary mission of the Regionally Coordinated Transportation Planners.



PBRPC | Regional Public Transportation Coordination Plan *Memorandum of Understanding*

To fulfill its mission, the primary roles of the Regionally Coordinated Transportation Planners are to:

- Help develop, implement, and provide guidance to the community transportation coordination initiatives within the Permian Basin of Texas (TxDOT Region 9) so that:
 - Access and mobility improve among seniors, individuals with disabilities, individuals with low income, veterans, and other target communities who rely on community transportation.
 - Operators and sponsors of community transportation services can more effectively utilize and leverage funding to expand services to address the growing needs of these populations and areas in the region.
- Provide a mechanism for ongoing input from stakeholders, including users of community transportation services.
- Work together with other regional and statewide entities to help promote coordination and develop solutions to interregional community transportation needs.
- Provide input to governmental agencies and other organizations that fund/sponsor community transportation relative to policies and practices that successfully foster or that adversely affect the coordination of community transportation services/information and mobility management

In signifying this intention and commitment, [Organization Name: _____] pledges to designate one representative (and up to two alternate representatives) to the [Regional Coordination Committee Name] and ensure that the representative attends regularly scheduled meetings and is active in the functioning of the Regionally Coordinated Transportation Planners and subcommittees.

Either party may cancel this Memorandum of Understanding with 14 days' written notice.

IN WITNESS WHEREOF, [Organization Name: _____] indicates its support and intent:

Name:

Title:

Organization:

Signature:

Date:



PBRPC | Regional Public Transportation Coordination Plan *Memorandum of Understanding*

Alternate 1 (Name):

Alternate 2 (Name):

ACCEPTANCE BY Permian Basin Regional Planning Commission:

Name:

Title:

Organization:

Signature:

Date:

Rider Survey.

Welcome!

The Permian Basin Regional Planning Commission (PBRPC) is developing a **Regional Public Transportation Coordination Plan** to improve transit and transportation services across the region. To make sure the plan reflects the real experiences and needs of riders, we want to hear from you. This short survey (about **10 minutes**) asks about your experiences using public transportation and other available transportation options. Your feedback will directly help shape the future of public transportation in the Permian Basin. We value your input and want to better understand your needs and preferences as a

Trip Type, Mode, & Frequency

1. What kind of trips do you take using public transportation? (Check all that apply)

- ☐ To get to/from work
- ☐ For shopping (i.e., grocery, clothes, etc.)
- ☐ To get to/from school (K-12)
- ☐ To get to/from school (college/university)
- ☐ To access healthcare and/or social services
- ☐ Recreational activities like movies, parks, events, etc.
- ☐ To get to/from a faith-based activity
- ☐ Prefer not to answer
- ☐ To visit friends, family, and/or relatives
- ☐ Other

2. Which transportation providers have you used in the past 5 years? (Check all that apply)

- ☐ EZ-Rider
- ☐ TRAX
- ☐ None
- ☐ Other

3. If public transportation was not an option, how would you make this trip?

- ☐ Drive myself
- ☐ Driven by friend or family member
- ☐ Taxi cab/Uber/Lyft
- ☐ Walk
- ☐ Bike
- ☐ I would not make the trip
- ☐ Other

4. Select how often you use each mode of travel listed below in your day-to-day.

	Daily	Once a Week	Monthly	Annually	Never
Car	☐	☐	☐	☐	☐
Walking	☐	☐	☐	☐	☐
Biking	☐	☐	☐	☐	☐
Taxi	☐	☐	☐	☐	☐
Public Transportation	☐	☐	☐	☐	☐
Other Agency	☐	☐	☐	☐	☐

5. If you are riding a public bus, how many buses do you usually ride to complete your trip (one-way)?

- ☐ 1
- ☐ 2
- ☐ 3 or more
- ☐ Other

6. Have your commuting preferences changed since the COVID-19 pandemic?

- ☐ Yes, my use of public transportation has **increased**
- ☐ Yes, my use of public transportation has **decreased**
- ☐ No, my commuting preferences have not changed

Met & Unmet Needs

7. Overall, what do you think about the hours of service for the public transportation service you use?

- ☐ Hours of service are just right
- ☐ Service hours should start earlier in the morning
- ☐ Service hours should end later at night
- ☐ Service hours should start earlier and end later
- ☐ Prefer not to answer

8. How much do you agree or disagree with the following statements about public transportation services in your area?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Vehicle operators' driving is good.	☐	☐	☐	☐	☐
Vehicles are clean.	☐	☐	☐	☐	☐
The cost is reasonable.	☐	☐	☐	☐	☐
I have access to public transportation near where I live and/or work.	☐	☐	☐	☐	☐
Public transportation service is reliable.	☐	☐	☐	☐	☐
It is easy to request service.	☐	☐	☐	☐	☐
My overall impression of public transportation in my area is good.	☐	☐	☐	☐	☐

9. What changes would make it more likely for you to use public transportation? (Select up to three.)

- ☐ More frequent trips
- ☐ More route options
- ☐ Earlier or later trips
- ☐ Closer stops or routes
- ☐ Improved facilities
- ☐ More information or communication
- ☐ More coverage in specific areas of my town or city I frequent
- ☐ None of the Above
- ☐ Other

Fares & Communication

10. How do you usually pay for your ride when it is not free?

- ☐ Cash
- ☐ Transit Pass
- ☐ Contactless credit/debit card or mobile wallet
- ☐ Prefer not to answer
- ☐ Other

11. How do you usually learn about service changes or get help with trip planning? (Check all that apply.)

- ☐ Calling the transportation provider
- ☐ Transportation Provider website
- ☐ On social media (e.g., Facebook, X, Instagram)
- ☐ Local newspaper
- ☐ On the bus or other vehicle (e.g., drivers, signs)
- ☐ Signs at bus stops or transportation centers
- ☐ Word of mouth - outside of the vehicle
- ☐ Prefer not to answer
- ☐ Other

12. What technologies do you have access to? (Check all that apply.)

- ☐ Mail
- ☐ Email
- ☐ Smart Phone
- ☐ Telephone
- ☐ Internet
- ☐ None of the above

Demographic Information

13. Home Zip Code:

14. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to answer
- ☐ Other

15. Please select the range that BEST describes your age.

- ☐ Under 18
- ☐ 18 to 29
- ☐ 30 to 44
- ☐ 45 to 59
- ☐ 60 to 74
- ☐ 75 or older
- ☐ Prefer not to answer

16. Which of the following BEST describes your race?

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Pacific Islander
- ☐ White
- ☐ Prefer not to answer

17. Are you Hispanic or Latino?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

18. Do you identify as any of the following? (Check all that apply.)

- ☐ Disabled - person with a physical or mental impairment that substantially limits one or more major life activity
- ☐ Experiencing Homelessness
- ☐ Low Income - person making less than \$30,000/yr.
- ☐ Non-English Speaking at Home
- ☐ Veteran
- ☐ Prefer not to answer

19. Do you have a valid driver's license?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

20. How many vehicles does your household have access to?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3 or more
- ☐ Prefer not to answer

21. Which of the following BEST describes your household income?

- ☐ Less than \$30,000
- ☐ \$31,000 to \$60,000
- ☐ \$60,000 to \$100,000
- ☐ More than \$100,000
- ☐ Prefer not to answer

22. Which of the following BEST describes your employment status?

- ☐ Employed (full/part-time)
- ☐ Student (full/part-time)
- ☐ Self-employed
- ☐ Stay-at-home parent/guardian
- ☐ Unemployed
- ☐ Retired
- ☐ Prefer not to answer

23. How would you describe your highest level of education?

- ☐ Less than high school
- ☐ Attended high school (with or without a diploma)
- ☐ Attended post high school vocational training
- ☐ Attended college (with or without a degree)
- ☐ Attended graduate school or beyond
- ☐ Prefer not to answer

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Microsoft Forms

Transportation Provider Survey

Permian Basin Regional Planning Commission's Regional Public Transportation Coordination Plan

The Permian Basin Regional Planning Commission (PBRPC) is the leading agency for coordinated transportation and mobility management resources in the Permian Basin, including the following counties:

- Andrews
- Borden
- Crane
- Dawson
- Ector
- Gaines
- Glasscock
- Howard
- Loving
- Martin
- Midland
- Pecos
- Reeves
- Terrell
- Upton
- Ward
- Winkler

One responsibility that comes with being the leading coordination agency includes preparing a regional public transportation coordination plan and updates (undertaken every five years). The preparation of a regional public transportation coordination plan update for our region is a planning requirement for continued Section 5310 program funding, which is available from the Texas Department of Transportation (TxDOT) in regions with small urban and rural areas and from a designated organization (typically a transit agency or metropolitan planning organization) in regions with urban areas. The regional public transportation coordination plan update must focus—through coordination—on meeting the unfulfilled transportation needs of the following populations:

- Seniors.
- Individuals with disabilities.
- Low-income residents.
- Zero-car households.
- Youths.
- Residents with limited English proficiency.
- Veterans.
- Clients of workforce agencies.

Closing the service gaps for these populations is the primary goal of coordination and the Section 5310 funding program in Texas. The purpose of the regional public transportation coordination plan is to identify and prioritize coordination and mobility management projects and strategies that can be implemented with the help of funds from the Section 5310 program (or other funding programs) to expand current services or introduce new services and programs that will enhance the mobility of these target populations. **As a prerequisite, Section 5310 grant applications must reflect those projects and strategies from the regional public transportation coordination plan.**

Transportation Provider Profiles

Part of the regional public transportation coordination plan includes documenting in the plan the public, private, nonprofit, and for-profit transportation services that serve the general public and these specific populations within the region. These entities may include the following:

- Regional public transportation services and programs provided by regional public transportation providers.

- Municipal public transportation services and programs provided by county or city-based public transportation providers (these services are often sorted by subregion or county).
- Public human service agency transportation services and programs (these services are often sorted by region, county, and then municipality).
- Private nonprofit human service agency transportation service and programs (these services are also often sorted by region, county, and then municipality).
- Private for-profit brokers and carriers including taxis, transportation network companies such as Lyft and Uber, and nonemergency medical transportation (NEMT) brokers and companies.

Transportation Provider Survey

We are conducting this Transportation Provider Survey to ensure accurate and up-to-date information, so that we can more accurately assess the transportation needs of the transportation-disadvantaged populations in our region and determine which of these needs are being met and not being met. Your data are vital to understanding the availability, quality, and cost of transportation services for these populations and the general public. The regional public transportation coordination plan update will incorporate your data into an analysis of service gaps and into potential scenarios to fill those gaps. In the end, your participation in this survey is key to our better understanding of how—and to what extent—this network is currently meeting the needs of these populations in our region and to identifying ways in which this network can more effectively or more efficiently improve mobility for these target populations.

Survey Instructions

These questions should take approximately 45 minutes to complete. If you have information available in an alternative format that is similar to the information solicited in the questions, please contact Miranda Boler or Brandon Hardaway

Please complete the survey by January 28th, 2026. If you are unable to answer any of the questions, please pass the survey along to someone from your organization who can, and we will compile the answers into a single dataset at the conclusion of the survey.

Thank you in advance for your time! If you have any questions or would prefer to discuss the survey questions, please call or email **Miranda Boler** at mboler@pbrpc.org or **Brandon Hardaway** at brandon.hardaway@kimley-horn.com. If you are completing a printed version of the survey, you can scan your completed survey and email it to **Miranda Boler** at mboler@pbrpc.org or **Brandon Hardaway** at brandon.hardaway@kimley-horn.com.

Organization Characteristics and Services Provided

A. Organization and Contact Information

1. Identification of organization:

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

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

- | | |
|---|---|
| ☐ a. Publicly sponsored transit agency | ☐ l. NEMT provider |
| ☐ b. Human service agency – public | ☐ m. Independent living center |
| ☐ c. Human service agency – nonprofit | ☐ n. Wheelchair/stretchers service |
| ☐ d. Medical center/health clinic | ☐ o. Public housing |
| ☐ e. Nursing home | ☐ p. Transitional housing |
| ☐ f. Adult day care | ☐ q. Workforce development |
| ☐ g. Municipal office on aging | ☐ r. Local government office |
| ☐ h. Nonprofit senior center | ☐ s. Other (specify) _____ |
| ☐ i. Faith based organization | |
| ☐ j. Private nonprofit | |
| ☐ k. Public nonprofit | |

3. Under what legal authority does your organization operate?

- ☐ a. Local government department or unit (city or county)
- ☐ b. Private nonprofit organization
- ☐ c. Transportation authority
- ☐ d. Private, for-profit
- ☐ e. Other (please specify): _____

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

- | | |
|---|---|
| ☐ a. Transportation | ☐ k. Job placement |
| ☐ b. Health care | ☐ l. Residential facilities |
| ☐ c. Social services | ☐ m. Income assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/referral |
| ☐ f. Day treatment | ☐ p. Recreation/social |
| ☐ g. Job training | ☐ q. Homemaker/chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation services | ☐ s. Veterans' services |
| ☐ j. Diagnosis/evaluation | ☐ r. Other (please specify): _____ |

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

☐ Specific counties (please specify):

- | | |
|---------------------------------------|--|
| ☐ All of _____ | ☐ Parts of _____: _____ |
| ☐ All of _____ | ☐ Parts of _____: _____ |
| ☐ All of _____ | ☐ Parts of _____: _____ |
| ☐ All of _____ | ☐ Parts of _____: _____ |
| ☐ All of _____ | ☐ Parts of _____: _____ |

☐ Specific municipalities (please specify): _____

☐ Other (please specify): _____

B. Description of Transportation and Mobility Management Services

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

- ☐ a. Fixed-route–bus
- ☐ b. Fixed-route–rail
- ☐ c. Dial-a-ride–demand response, advance reservation
- ☐ d. Taxi vouchers/user-side subsidy programs
- ☐ e. Volunteer driver program
- ☐ f. ADA complementary paratransit
- ☐ g. Flex transit (route deviation or point deviation)
- ☐ h. Microtransit–on-demand/same-day, general public
- ☐ i. Alternative services–on-demand for ADA paratransit customers
- ☐ g. Vanpool
- ☐ h. Micromobility–bike or scooter sharing
- ☐ i. Ferry transit
- ☐ j. Intercity bus/rail
- ☐ k. Other (please specify): _____

7. What statement best describes how these services are provided?

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

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

☐ Yes ☐ No

If yes, which organizations? _____

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

- ☐ a. Driver training programs
- ☐ b. One-call/one-click service coordination
- ☐ c. Services for individuals with disabilities or seniors (e.g., travel training)
- ☐ d. Joint fare programs
- ☐ e. Funding agreements
- ☐ f. Educational programs
- ☐ g. Other (please specify): _____

C. Transportation Service Policies

10. Does your organization impose eligibility limitations on those people who are provided transportation? (*Check one.*)

☐ Yes ☐ No

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

- ☐ General public
- ☐ County or municipal residents
- ☐ Seniors age _____ and above
- ☐ Individuals with disabilities (all)
- ☐ Individuals with intellectual or developmental disabilities
- ☐ Individuals with low income/Medicaid beneficiaries
- ☐ Individuals living in zero-car households
- ☐ Youths
- ☐ Residents with limited English proficiency
- ☐ Veterans
- ☐ Clients of workforce agencies
- ☐ Other (please specify): _____

Notes: _____

11. Must individuals be precertified or prequalified to access your transit services? (*Check one.*)

☐ Yes ☐ No

If yes, what are the eligibility/qualification standards? _____

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

☐ Yes ☐ No

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

- ☐ Nonemergency medical trips
☐ Work trips
☐ Day program (waiver transportation) trips
☐ Trips to our senior center/agency
☐ Other (please specify): _____

Notes: _____

13. What are the daily hours and days of operation for your transportation services? (Check days and list hours of operation in the space provided.)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Service begins	_____	_____	_____	_____	_____	_____	_____
Service ends	_____	_____	_____	_____	_____	_____	_____

14. Does your organization charge a fare or fee to the passenger for providing transportation services? (Check one.)

☐ Yes ☐ No

If yes, what is the fare structure? _____

15. Does the organization provide any discounts for older adults, individuals with disabilities, or other categories? (Please specify other categories.) _____

☐ Yes ☐ No

If yes, what is the discount? _____

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

☐ Yes ☐ No

If yes, what is the suggested donation amount? _____

17. How do clients/customers request your transportation services?

- ☐ Phone call
☐ Internet reservation (please specify software): _____
☐ Smart phone app (please specify app): _____
☐ Arrangement by a third party (please describe): _____
☐ Customers access the service at a designated bus stop or station

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

- ☐ Same-day on-demand (for immediate fulfillment); no advance notice is required
- ☐ Same-day but _____ hours in advance
- ☐ 1 day before travel
- ☐ 24 hours before travel
- ☐ 2 days before travel
- ☐ 3 days before travel
- ☐ 4 days before travel
- ☐ 5 days before travel
- ☐ 1 week before travel
- ☐ Other (please specify): _____

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

- ☐ Never ☐ Rarely ☐ Sometimes ☐ Often ☐ Always

Please explain: _____

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

- ☐ Yes ☐ Yes, but only for emergencies ☐ No

Please explain: _____

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

- ☐ Yes ☐ No

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

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

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

D. Vehicle Inventory and Utilization

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

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

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

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

Vehicle	Make	Model	Model Year	Maximum Seats	Maximum Wheelchair Seats	LTD Miles
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

25. Please complete the following weekday and weekend utilization charts for the vehicles in Question 23 (excluding volunteer vehicles).

Weekdays

	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Vehicle																					
1																					
2																					
3																					
4																					
5																					
6																					
7																					
8																					
9																					
10																					
11																					
12																					
13																					
14																					
15																					
16																					
17																					
18																					
19																					
20																					

Weekends (or Saturday or Sunday)

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

E. Supporting Technology

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

Vendor and system name: _____

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

- ☐ a. Cellular phones
- ☐ b. Two-way mobile radios
- ☐ c. Mobile data terminals
- ☐ d. Tablets or smart phones
- ☐ e. Routing software
- ☐ f. Other (please specify): _____

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

- ☐ a. Mobile app (please specify): _____
- ☐ b. Interactive voice recognition technology (please specify): _____
- ☐ c. AI technology (please specify): _____
- ☐ d. Other (please specify): _____

F. Vehicle Operators

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

- ☐ a. Full-time drivers: _____
- ☐ b. Part-time drivers: _____

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

Please explain: _____

31. Do part-time drivers have any additional responsibilities at your organization that would limit their availability for additional driving tasks? (Check one.)

- ☐ Yes
- ☐ No

G. Ridership and Service Statistics

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

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

¹A *person* is an unduplicated count of unique individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).

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

33. How many annual vehicle service hours were provided by your vehicle fleet when providing passenger transportation during the last calendar or fiscal year? (Estimates are acceptable.)

Total annual vehicle service hours: _____

34. How many annual vehicle service miles did your vehicle fleet travel when providing passenger transportation services during the last calendar or fiscal year? (Estimates are acceptable.)

Total annual vehicle service miles: _____

H. Operating Costs and Revenues

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

Category	[Calendar/Fiscal Year]
a. Transportation operation expenses	
• Administration	%
• Operations	%
• Maintenance (facilities and equipment)	%
Operating expenses subtotal	\$
b. Transportation capital expenses ¹	\$
Total operating and capital expenses	\$

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

36. If transportation is one of many programs you offer, what percentage of your total budget is spent on the transportation services described in this survey response?

Transportation is _____% of our total agency annual budget.

37. Please identify the percentage of your transportation budget that comes from each applicable source in the following table. (Estimates are acceptable.)

Transportation Operating Revenue Source	Percentage of Total FY 2019 Transportation Operating Budget
a. Fares collected from passengers as cash or purchased tickets/tokens (include client fees and/or general public fares)	
b. Revenues collected as cash or purchased ticket/tokens by third parties on behalf of passengers	
c. Reimbursements for services obtained from third parties (e.g., Medicaid reimbursements)	
d. City government appropriations	
e. County government appropriations	
f. State government appropriations	
g. Grants directly received by the organization	
• FTA Section 5307	
• FTA Section 5310	
• Title III (Older Americans Act)	
• Medicaid	
• Other (please specify):	
• Other (please specify):	
h. United Way	
i. Passenger donations	
J. Fundraising	
K. Contributions from charitable foundations, etc.	
L. Other (please specify):	

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

Name of Third Party	Total Number of Trips Purchased	Rate and Basis of Payment (e.g., Per Mile, Per Trip) ¹	Total Amount Paid Last Fiscal Year
Public transit agency (please specify): _____			
Municipality (please specify): _____			
Human service agency (please specify): _____			
Private carrier (please specify): _____			
Private individuals			

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

I. Assessment of Needs Met and Unmet

39. What are the top five trip demand generators for your customers or clients; that is, to which five destinations do your customers or clients travel most often?

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

40. Are you able to accommodate all the requests from your riders?

☐ Yes ☐ No

If no, what are the biggest obstacles? (Check all that apply.)

- ☐ a. Not enough funding to meet the demand
- ☐ b. High cost of operating/contracting for transportation services
- ☐ c. Driver recruitment/retention challenges
- ☐ d. Not enough vehicles
- ☐ e. Limited service area and service hours
- ☐ f. Funding source parameters (e.g., limited trip purpose eligibility)
- ☐ g. Other (please specify): _____

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

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

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

Public Transportation Services

- ☐ a. Fixed-route bus services provided by: _____
- ☐ b. Rail services provided by: _____
- ☐ c. Dial-a-ride services provided by: _____
- ☐ d. Taxi voucher/user-side subsidy program provided by: _____
- ☐ e. Volunteer driver program provided by: _____
- ☐ f. ADA paratransit service provided by: _____
- ☐ g. Flex transit services provided by: _____
- ☐ h. Microtransit services provided by: _____
- ☐ i. Alternative services provided by: _____
- ☐ j. Taxis and other nonmetered livery services provided by: _____
- ☐ k. Other (please specify): _____

Public Human Service Agencies

- ☐ l. Medicaid nonemergency medical transportation programs
- ☐ m. Veterans/disabled veterans nonemergency medical transportation services
- ☐ n. Other (please specify): _____

Senior Centers, Day Programs, Hospitals

- ☐ o. Senior centers
- ☐ p. Day programs
- ☐ q. Hospital transportation programs
- ☐ r. Other (please specify): _____

Private Carriers

- ☐ s. Taxis
- ☐ t. Transportation network companies (e.g., Uber, Lyft)
- ☐ u. Nonemergency medical transportation carriers (for hire)
- ☐ v. Other (please specify): _____

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

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

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

- ☐ a. Provision of coordinated service for client/customer/constituent trips
- ☐ b. Local coordination committee
- ☐ c. Regional transportation authority's project advisory committee
- ☐ d. Information and referral
- ☐ e. Joint procurement
- ☐ f. Joint training
- ☐ g. Joint dispatch and/or scheduling
- ☐ h. Shared backup vehicles
- ☐ i. Shared maintenance
- ☐ j. Joint use of vehicles
- ☐ k. Joint grant applications funding
- ☐ l. Driver sharing (paid or volunteer)
- ☐ m. Other (please specify): _____

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

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

- ☐ a. Statutory barriers to pooling funds
- ☐ b. Restrictions placed on the use of vehicles
- ☐ c. Liability/insurance concerns
- ☐ d. Local control issues
- ☐ e. Billing/accounting issues
- ☐ f. Unique characteristics of client populations
- ☐ g. Other (please specify): _____

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

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

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

Weak support _____ Strong support

1 2 3 4 5

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

Weak perception _____ Strong perception

1

2

3

4

5

If yes, what are the potential benefits in your opinion? _____

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

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

Thank you for your participation!