



# Regionally Coordinated Public Transportation Plan

Adopted January 27th, 2022

Panhandle Regional Organization to  
Maximize Public Transportation

Panhandle Regional Planning Commission

**2022-2026**

# Panhandle Regional Planning Commission

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# *Letter from the Chairman*



**Travis Muno**

Director  
Amarillo Metropolitan Planning  
Organization

For the last fifteen years, the Panhandle region has come together to plan for transportation services across twenty-six counties and sixty-three cities. This work has been undertaken by a variety of staff members, countless elected officials and community members and has resulted in positive impacts for users of public transportation in the region. The regionally coordinated transportation planning process is an important step toward improved access to transportation for those in need. The communication and coordination facilitated by this process has brought together community leaders, elected officials, and non-profit organizations who want to make public transit accessible throughout the 26-county region.

This new iteration of the regionally coordinated transportation plan builds on years of past work and progress toward "Equal Transportation for All". The information contained within this plan will be used to bring innovative transportation projects to the region. Accessing public transit remains at the forefront of the region's planning and operational initiatives in order to help meet the needs of transportation disadvantaged populations. The Panhandle region is committed to pursuing planning and operational funding to increase the availability of public transit. I would like to thank the committee members who provided input and oversight throughout this process. We can achieve more together, which is the Panhandle spirit!

Sincerely,

*Travis Muno*

Chairman Travis Muno





# Introduction

## Background of the Coordinated Planning Process

The Panhandle Regional Planning Commission (PRPC) has worked towards a goal of coordinated transportation planning since the 1990s and serves as the lead agency for updating the Texas Panhandle Regionally Coordinated Transportation Plan (RCTP). The Panhandle of Texas strives to be a leader in coordination and cooperation between public, nonprofit and private transportation providers. In 2006 the Regional Transportation Advisory Group (RTAG) was officially created in response to the 78<sup>th</sup> Texas Legislature's passage of HB 3588, Article 13, and as incorporated in Chapter 461 of the Texas Transportation Code, which requires the development of a coordinated transit plan for the Texas Panhandle Region also known as Region 1. The group immediately began working towards adopting a Regionally Coordinated Transportation Plan and in January 2007 that plan was formally accepted as a guideline for transportation planning in the Texas Panhandle. In examining the original plan, RTAG has been integral in completing or progressing to meet the objectives set forth. Those that have not been fully implemented but have at the very least been discussed, explored, researched or are still in the development phase. RTAG met on a bi-monthly basis from 2006 until 2008, when it was determined that a quarterly meeting would be a better schedule for the RTAG members. Changing the meeting dates to quarterly allowed the PRPC to present more material information at the meetings.

In 2008, the PRPC hired a transportation coordinator/mobility manager as a way to fulfill one of the goals set forth in the original 2007 plan. The mobility manager was charged with completing several projects relating to coordination planning. Part of that position's responsibilities included helping members of RTAG write grants for projects they would like to see come to fruition. Also, included was maintaining an open dialogue with TxDOT officials and staying current on the latest grant programs offered including the Job Access and Reverse Commute (JARC) program and the New Freedom (NF) program.

There have been two successful NF programs and one JARC program funded in the history of the planning efforts, as well as a Rural Transportation Assistance Program (RTAP) project in order to research and conduct feasibility studies into the Senior Ambassador Coalition (SAC) voucher program. SAC is a 501(c)(3) organization which operates for the sole purpose of improving the life of Seniors in the Texas Panhandle. During this time the mobility manager had the unique opportunity of working with several organizations endeavoring towards improving the quality of life for Texas Panhandle residents. The mobility manager position was dissolved and absorbed into the Local Government Services Department. Currently, staff in the department serve as the administrator for the advisory group and assists stakeholder organizations with projects.

In August 2011, RTAG members adopted a new name for the group in order to better describe the role of the group in the transportation planning process. After adopting the goals and objectives outlined later in this document, as well as a mission and vision statement, RTAG adopted the name PROMPT which stands for the Panhandle Regional Organization to Maximize Public Transportation. In the past several years, PROMPT has set out to research and discover many diverse topics and areas of interest that embody the challenges, gaps, needs and accessibility issues of the public transportation industry in the Texas Panhandle.

As a result of previous planning efforts PROMPT has undertaken projects including an Educational Attainment Report for the region and holding two Veterans Transportation Summits in 2014 and 2015. Additional projects have been undertaken in the last five years including the development of a regional mobile phone application to promote awareness of public transportation options and improve access to transit for the elderly, low-income individuals, and individuals with disabilities. This project was the first of its kind in the region and has been successful in assisting transit riders with information about the transit system.

Other projects undertaken in the region by transit partners include improved bus shelters and stops within the City of Amarillo, a new transfer facility for Panhandle Transit, a cooperative agreement to provide Amarillo College students, faculty and staff with no cost rides on Amarillo City Transit, and a cooperative program for bus driver training facilitated by the Department of Labor and Workforce Solutions Panhandle. These projects have come from the cooperation and collaboration of PROMPT board members and their stakeholders. Each project has been implemented in order to improve transit for individuals in the region.

The Senior Ambassador Coalition is a 501(c)(3) organization which operates for the sole purpose of improving the life of Seniors in the Texas Panhandle. The Voucher Program has provided qualified seniors with transportation options since 2007. The group holds an annual bowl-a-thon fundraiser to support the continuation of the program.



## **Purpose of the Five-Year Regionally Coordinated Plan**

The purpose of the regionally coordinated transportation planning effort is to provide more efficient and effective public transportation services, especially for priority populations including seniors (65 and older), persons with disabilities, persons with low incomes, veterans, youth and others. This planning effort includes developing, adopting, implementing and updating a coordinated public transit/human services plan while assessing progress of activities, objectives and goals called for in the plan. The coordinated plan provides strategies for meeting the public's transportation needs, and prioritizes transportation services for funding and implementation.

## **Methodology of Developing Plan and Obtaining Public Input**

In developing the 2022 Regionally Coordinated Transportation Plan, the lead agency administered surveys to four transit providers, nine health and human services providers, eleven nursing and assisted living facilities, and over 400 users of public transit in the region. The lead agency also conducted a series of focus groups to facilitate cooperative conversations among these groups. Agency staff also conducted one on one interviews with external stakeholders and participated in site visits across the region. The PROMPT Board appointed a strategic planning committee which met two times to participate in strategic planning activities related to identifying needs, goals, objectives, and performance metrics for use in the 2022 plan.

The development of the plan consisted of key stakeholders of the PROMPT advisory committee, who fall into the category of disabled and elderly (5310), as well as the entities that have been directly involved with 5310 projects in the region (Panhandle Independent Living Center and CORD Care). These representatives actively participated in the planning update process, the strategic planning process and meeting attendance. Other representatives of local governments, the Amarillo Metropolitan Planning Organization (MPO), advocates for veterans, advocates for children, TxDOT representatives, and other key stakeholders actively participated in PROMPT meetings, strategic planning sessions, and other related activities.

Beginning in the Fall of 2020, PRPC staff started working towards the goal of creating a set of surveys which could be sent out to public transportation providers to collect more relevant data. The PRPC began by developing a comprehensive listing of contacts for all public transportation providers in the region. PRPC Staff developed an online version of the survey to increase and improve results. Surveys were developed over a two-month period and were based on previous surveys administered through the Regionally Coordinated Transportation Plan process. These surveys were presented to the PROMPT board for review and approval in Fall 2020 and were administered from November 2020 to January 2021.

Initially, lead agency staff administered surveys to transit providers, health and human services providers, and nursing and assisted living facilities.

Surveys were administered to transit services including Amarillo City Transit (fixed-route and ADA complimentary service), Panhandle Community Service (rural on-demand service), CORD Care (non-profit medical/non-medical and GAP service), and BSA MedVan (non-emergency medical). Lead agency staff distributed surveys to sixteen (16) health and human services agencies including the Area Agency on Aging, Family Support Services, Harvest House, Panhandle Community Services, and other agencies throughout the region. Sixty-nine (69) nursing and assisted living facilities were contacted regarding the survey effort and five (5) private transportation agencies were contacted. In total, ninety-five (95) transit agencies, health and human services agencies, and nursing and assisted living facilities were contacted.

The results of these surveys were very promising with four (4) public and private transit services, nine (9) health and human services agencies, and eleven (11) nursing and assisted living facilities responding. All survey respondents were asked questions specifically related to transit service, but new questions were added to this round of surveys in order to assess the reach of the COVID-19 pandemic. In Spring 2020, the COVID-19 pandemic formally began and its full impact on the world has yet to be fully assessed. Questions regarding the impact of the pandemic on transit service and client access to service were included in an effort to plan for projects that will mitigate the effects of the pandemic over the next five (5) years of transit planning.

Staff adapted the survey used in previous planning cycles to reflect needs that have arisen in the last five (5) years. The survey was offered both in an online format and paper format for ease of access for transit riders and other community members. Surveys were distributed to health and human service agencies via email and shared on stakeholder social media channels. This initial effort garnered approximately fifteen (15) responses. Staff looked at the plan of action for survey distribution and took another approach to getting input. Paper copies of the survey were printed out with a letter explaining the reason for the survey and how people could get involved. These surveys and letters were given to the Area Agency on Aging in the region to distribute by mail to the persons who were identified as having used the transportation program offered by that agency. This mass mailing of surveys garnered an additional forty-five (45) responses. Finally, staff worked to distribute surveys in person by partnering with the City of Amarillo's Community Development department. This department works to provide direct services to homeless persons or persons in transition who are part of the Coming Home program. A City of Amarillo staff member directly administered surveys to clients who utilized public transportation, which took the total survey responses over one hundred (100). Given the nature of public transportation usage in the region, this survey response rate is highly encouraging.

Results from the surveys are reported in Chapter 3 of this plan.

Parallel to the survey development and administration, from the Fall of 2020 to February 2022, a total of eight (8) (PROMPT) meetings were held at which public involvement was always solicited and welcomed. The problems faced in this area come from the fact that the Texas Panhandle spans 26,000 square miles and there are only two public transportation providers. More about the geography and demographics of this region will be explored in Chapter 3, as well as the needs and gaps developed from the survey results.

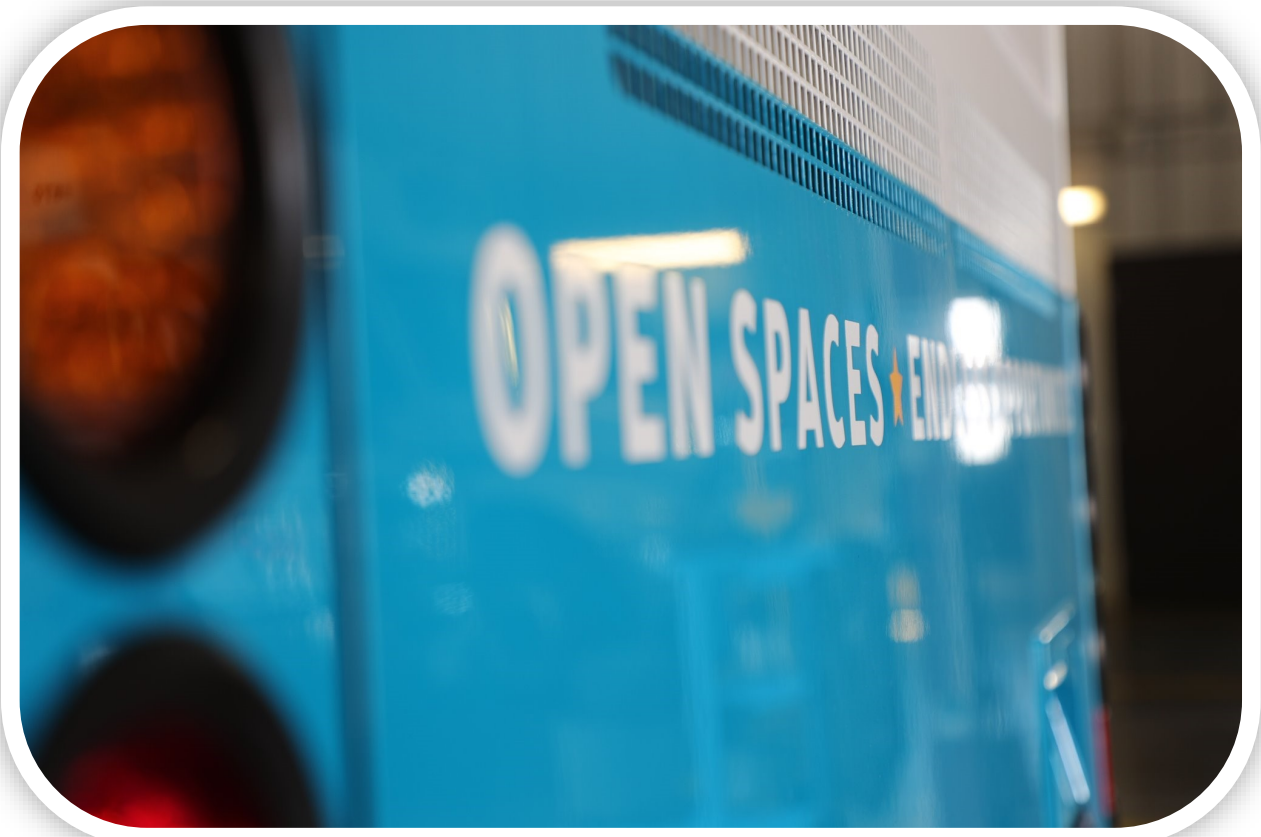


Photo Credit: City of Amarillo

# Transportation Resources In the Region

The Texas Panhandle region consisting of twenty-six (26) counties has three (3) public transit providers for the geographical area. One (1) urban provider, one (1) rural provider, and one (1) non-profit provider deliver public transit services for the region. Additionally, human and social service agencies that provide client specific transportation are listed in this chapter.

Amarillo is at the center of the 26-county region and functions as the economic and regional medical center for the area, which serves as the destination of most rural transit trips. The three (3) public transit entities serving the area is comprised of Amarillo City Transit who services the urban transit district (UTD) for the Amarillo urbanized area (UZA), CORD Care which provides transit within the City of Amarillo and Potter and Randall counties, and Panhandle Transit who services the rural transit service areas outside of the City of Amarillo. These entities provide for the largest amount of transit service. Two transit providers serving the twenty-six (26) counties allows for a clear division and better understanding of the rural and urban service boundaries. Overlapping service areas or large gaps in service areas are not present or prevalent in the region. Greyhound Lines, Inc. provides intercity bus services, with a hub in Amarillo. Various health and human service agencies work with one or both of these transit providers to meet their transportation needs.

The chapter will include a profile for the City of Amarillo's City Transit (ACT), Panhandle Community Services (PCS) Panhandle Transit, and CORD Care Transportation, including service characteristics (service area, routes, and schedules), vehicles, and revenue information. Additional human service (client specific) transportation providers are also examined that are labeled as planning partners. The private providers are listed who also deliver county-wide services. (Note: Planning partners are defined as key or representative human service agencies that responded to the Panhandle Transportation Coordination Survey and/or participated in follow-up phone calls or site visits. Many of these agencies are not members of the official planning committee, the Panhandle Regional Organization to Maximize Public Transportation.)



## Transportation Providers in Region

- Amarillo City Transit (Urban)
- Panhandle Transit (Rural)
- Greyhound Lines, Inc. (Intercity Bus)

## Amarillo City Transit

Amarillo City Transit (ACT) is the public transit system for the City of Amarillo and only operates within the Amarillo city limits and the urbanized area. ACT was acquired in 1966 by the City of Amarillo and continues to be managed under City Staff, providing fixed route service and ADA paratransit to the following:

Children (ages 6-12)	Low Income
Students	General Public
Senior Citizens (65 and older)	Persons with Disabilities
Medicare Recipients	



Photo Credit: City of Amarillo

This agency provides transit services at low cost to the citizens of Amarillo. In 2019, ACT adjusted the fare structure to include a day pass and monthly pass. This change was instituted as a result of the transit master planning process which reflected cost savings with the elimination of transfers within the fixed-route service. In 2019, ACT adjusted the ADA boundary for service to better align with the federal regulations which govern ADA comparable service provided by fixed-route providers. This boundary was adjusted to  $\frac{3}{4}$  of a mile from existing routes. The previous boundary was entirely within the city limits, which was above and beyond the federal requirement. This change was instituted to provide a cost savings to the agency, which was running ADA trips in the extended boundary at a large deficit.

### ACT Routes and Stops

The City of Amarillo covers about 102 square miles. ACT service areas cross Potter and Randall Counties, covering 95.2% of the population and 80.1% of the land area in the city urbanized area, approximately 74 square miles. ACT operates fixed route bus service and complimentary ADA paratransit service known as Spec-Trans. Fixed route bus services are provided Monday through Saturday from 6:00 AM to 7:00 PM with no service on Sunday.

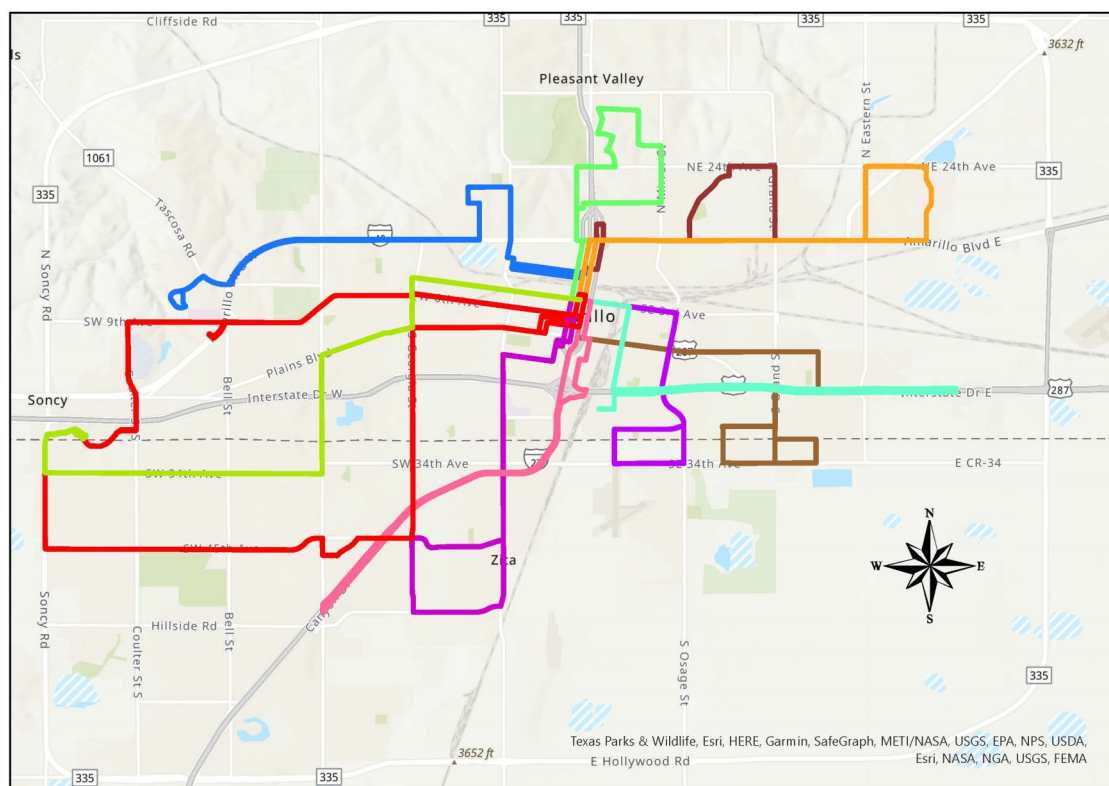
Spec-Trans was started by ACT in 1987 to comply with the Americans with Disabilities Act (ADA) and is a system of public transportation providing demand responsive curb-to-curb service for certified mobility-impaired citizens of Amarillo who cannot physically use accessible Fixed Route buses.



The Spec-Trans service is operated Monday through Saturday between 6:30 AM and 6:30 PM with no service on Sunday. Trained operators are available to assist passengers at the curb. Assistance does not include carrying objects for passengers. All vehicles are specially designed with wheelchair lifts and four-point securement devices. Both fixed route and demand response service operate within the Amarillo urbanized area. Areas not served by ACT include the portion of the city west of Lakeside Drive. There is no service on the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, the day after Thanksgiving and Christmas.

ACT operates nine (9) fixed routes within the city limits as illustrated in Map 2.1. Eight routes make up the fixed-route system with each starting in the downtown at the main transfer point at 3<sup>rd</sup> and Fillmore. The system pulses at the station every 30 to 45 minutes to allow riders to transfer between routes. Spec-Trans is the demand-response system and is scheduled at least a day in advance and no more than two (2) weeks in advance. It operates nine (9) vehicles and serves a boundary within three-quarters ( $\frac{3}{4}$ ) of a mile of each fixed route.

**Map 2.1—Amarillo City Transit Fixed Route Map**



**Amarillo Transit Routes**

- |             |             |             |          |
|-------------|-------------|-------------|----------|
| Route 21/12 | Route 41/42 | Route 32/33 | Route 22 |
| Route 43/11 | Route 41/42 | Route 31    |          |
|             | Route 32/33 | Route 21/12 |          |

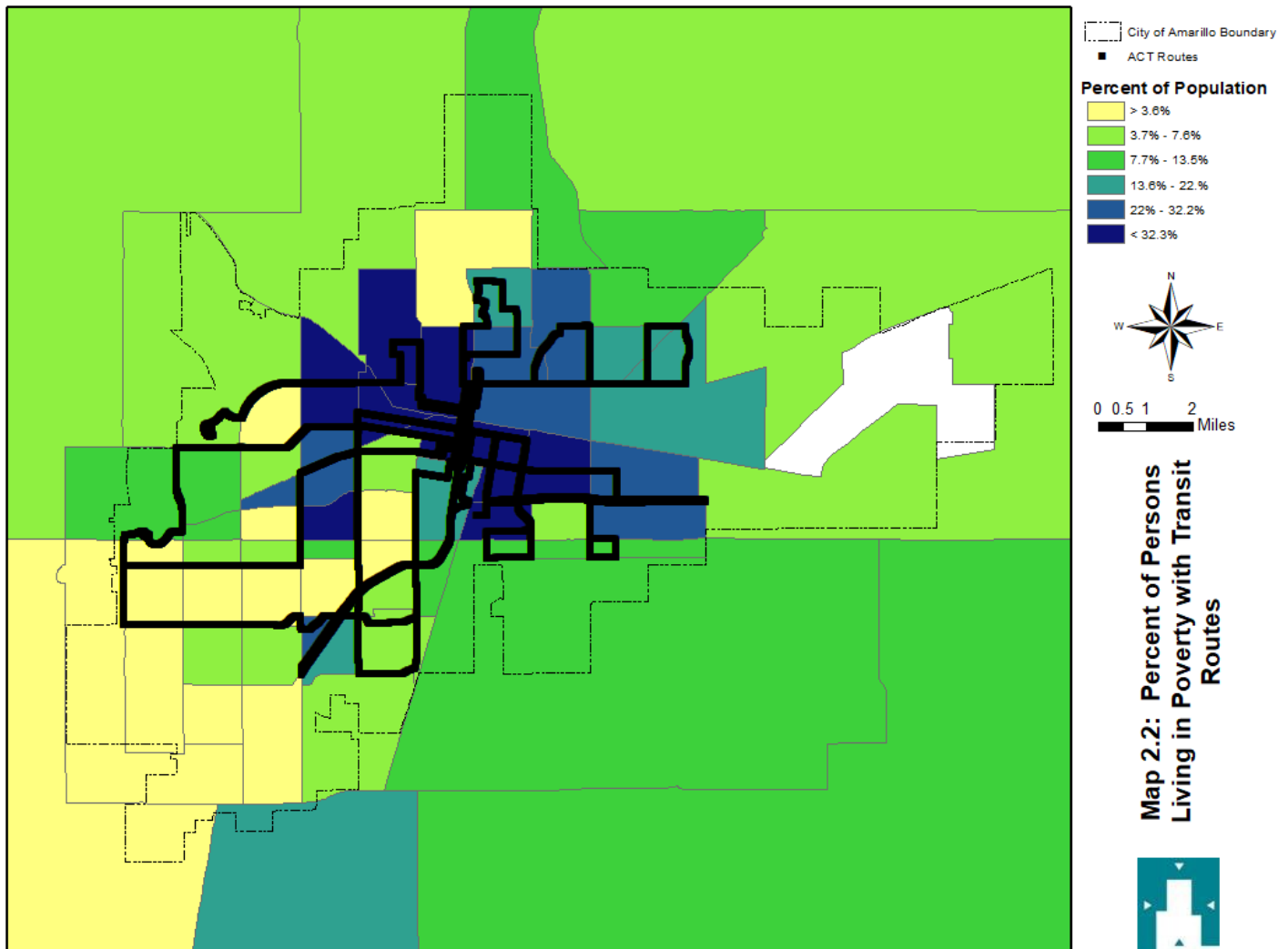
0 0.5 1 2 3 4 Miles

This map is to be used for planning purposes only.



ACT does not subcontract any part of the services that are provided. The major trip generators include the medical center, education facilities, shopping centers and state offices. ACT does not provide transportation services for any agencies or programs. The service is dedicated to certified clients only. When looking at the City of Amarillo's percentage of population living in poverty by census tract, one can see that the Amarillo City Transit's routes do provide service to the most low-income areas of the city.

**Map 2.2—Percent of Persons Living in Poverty with Transit Routes**



The routes do provide service to the tracts with the highest percentage of persons living in poverty. Service does not extend into the southwest quadrant of the city, which is the fastest growing area of the city. This has long been a complaint of transit advocates within the city. Public transit is not available in the areas that are perceived to have higher earning jobs, which prevents persons in poverty from accessing higher wage positions in a growing sector of the city. While this is a valid point, only 0.32% of the working population of the City of Amarillo uses public transportation to commute to work.

## Fare Structure

In October 2019, Amarillo City Transit adjusted their fare structure as a result of master planning and financial analysis of the existing fare structure. Table 2.1 shows the previous fare structure as listed in the 2017 Regionally Coordinated Transportation Plan. Table 2.2 reflects the current fare structure.

**Table 2.1—Past ACT Fare Structure**

<b>Ridership Category</b>	<b>Fare (One Way)</b>
Adult	\$0.75
Spec-Trans One-Way Trip	\$1.50
Children (6-12)	\$0.60**
Student (Middle/HS with an ACT ID Card)	\$0.60
Senior Citizens (65+ with Medicare and ACT ID Card)	\$0.35
Medicare Card Holder	\$0.35
People with Disabilities (with ACT ID Card)	\$0.35

**Table 2.2—Current ACT Fare Structure**

<b>Ridership Category</b>	<b>Fare (One Way)</b>
Adult	\$1.00 per one-way trip
Adult Day Pass	\$2.00 unlimited trips per day
Reduced Fare for Disabled/Seniors/Students (K-12)	\$0.50 per one-way trip
Reduced Fare Day Pass	\$1.00 unlimited trips per day
Monthly Pass	\$30.00
Amarillo College Students & Faculty	Ride free with AC ID Card

Major changes between the two fare structures are the elimination of transfers and the addition of a day pass and monthly pass. These changes were instituted as a result of master planning and financial analysis of ACT's fare structure. This fare structure affords more flexibility for daily transit riders and places less burden on drivers and other staff for collection of fees. Another change is the addition of a free fare for Amarillo College students and faculty. This change will be discussed further in the latter portion of this profile.



### Sources of Funding—Amarillo City Transit

- Farebox Revenue
- State Formula Funding
- FTA 5307 Funding
- FTA 5339 Funding
- City of Amarillo Funds
- Misc. Grants & Contracts

## Revenue Sources

Amarillo City Transit's revenue sources include passenger fares, funds from the City's general operating fund, state assistance, and formula 5307 funds from the Federal Transit Authority. These revenue sources are combined with other grants, cooperative partnerships, and occasionally emergency funding from federal and state entities to comprise the revenue scheme for the service.

When comparing data gathered for the last iteration of this plan, one can see that effective measures have been taken to improve the financial standing of Amarillo City Transit but not negatively effect riders. Table 2.3 reflects revenue and farebox information for the years 2014-2015, which were included in the last round of planning.

**Table 2.3—Revenue and Expenses (2014—2015)**

	Fixed Route	Spec-Trans
Farebox Revenue	\$98,178	\$67,269
Prepaid Ticket Sales	\$19,258	\$10,000
Operating Revenue Per Passenger	\$0.22	\$0.25
Expenditure Per Passenger	\$9.28	\$40.40
Net Cash Flow Per Passenger	(\$2.91)	(\$14.77)

Table 2.4 shows the same information for fiscal year 2019-2020. As noted in previous sections, fares have increased, day and monthly passes have been added, and the Spec-Trans service area was adjusted in this year. Another important factor is the COVID-19 pandemic which affected March through October 2020. Amarillo City Transit reported a stark drop in ridership along with increased costs for cleaning procedures. Data from this time is included in this dataset.

**Table 2.4—Revenue and Expenses (2019—2020)**

	Fixed Route	Spec-Trans
Farebox Revenue	\$65,620	\$25,531
Prepaid Ticket Sales	\$22,614	\$13,795
Operating Revenue Per Passenger	\$0.45	\$1.09
Expenditure Per Passenger	\$17.59	\$40.84
Net Cash Flow Per Passenger	(\$2.20)	(\$5.08)



Photo Credit: City of Amarillo

## Vehicle Inventory

ACT has twenty-four (24) thirty (30)-foot buses to serve its fixed route. During peak service periods, it operates twelve (12) vehicles, leaving five spare. All the vehicles are equipped with wheelchair lifts and audio and visual information systems for impaired persons. Five of the vehicles have “kneeling” capability. Each vehicle has a seating capacity of twenty-three (23). ACT operates nine (9) minibuses (less than 30 feet) to serve Spec-Trans eligible riders. During peak-service periods, it operates five vehicles, leaving two spare. All the Spec-Trans vehicles are wheelchair accessible with a seating capacity of thirteen (13) without wheelchairs and nine (9) with three (3) wheelchairs.

Table 2.5 reflects the full inventory of Amarillo City Transit vehicles on two services, Fixed-Route and ACT Connect. Amarillo City Transit recently received new vehicles for the ACT Connect (formerly Spec-Trans) service as pictured to the right.



Photo Credit: City of Amarillo

**Table 2.5 —Amarillo City Transit Vehicle Inventory**

Fixed-Route						
<u>YEAR</u>	<u>DESCRIPTION</u>	<u>MODEL</u>	<u>COST</u>	<u>CONDITION</u>	<u>ACQ. DATE</u>	<u>USEFUL LIFE</u>
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/4/2010	200,000 Miles/10 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/1/2010	200,000 Miles/10 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/14/2010	200,000 Miles/10 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/14/2010	200,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	1/11/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 176,006.00	FAIR	12/8/2016	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	1/11/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	1/20/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	2/1/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	2/9/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	12/28/2016	350,000 Miles/10 Years
ACT Connect						
2008	AERO ELITE	CUTAWAY	\$ 164,933.00	POOR	10/23/2008	200,000 Miles/10 Years
2008	AERO ELITE	CUTAWAY	\$ 164,933.00	POOR	10/23/2008	200,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	1/11/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	1/20/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	2/9/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	2/1/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	2/1/2017	350,000 Miles/10 Years
2010	Champion Ford E-450 - LF Transport	CUTAWAY	\$ -	FAIR	8/6/2019	

## Amarillo City Transit Projects in the Draft 2021-2024 STIP

Transit improvement projects are included in the Short-range Transportation Improvement Plan (STIP) which is administrated by the Amarillo Metropolitan Planning Organization (MPO). These projects include general operating expenses, replacement of transit vehicles, training programs, and other projects. These projects are generally funded by Federal Transit Administration (FTA) programs including 5307 and 5339 funds. The below table reflects the projects that are currently included in the draft 2021-2024 STIP.

**Table 2.6—Transit Projects in Draft 2021-2024 STIP**

	Project Sponsor	Description	Funding Category	Total Project Cost
FY 2021	Amarillo City Transit	Operating Expense	FTA 5307	\$4,965,585
		Preventative Maintenance		\$801,236
		Replace Para-Transit Vehicles		\$438,70
		Training		\$10,500
		Transfer Facility Replacement	FTA 5339	\$6,882,540
		Replace Para-Transit Vehicles		\$370,000
FY 2022	Amarillo City Transit	Replace Bus Vehicle	FTA 5307	\$451,296
		Operating Expense		\$5,067,575
		Preventative Maintenance		\$801,244
		Replace Para-Transit Vehicles		\$451,296
		ADA Para-Transit Service		\$353,797
		Training		\$10,500
		Replace Para-Transit Vehicles	FTA 5339	\$390,000
FY 2023	Amarillo City Transit	Operating Expense	FTA 5307	\$5,167,386
		ADA Para-Transit Service		\$360,288
		Training		\$10,500
		Replace Para-Transit Vehicles		\$466,000
		Preventative Maintenance		\$817,261
		Replace Bus Vehicle	FTA 5339	\$390,000
FY 2024	Amarillo City Transit	ADA Para-Transit Service	FTA 5307	\$365,412
		Training		\$10,500
		Replace Para-Transit Vehicles		\$412,000
		Operating Expenses		\$5,277,564
		Preventative Maintenance		\$817,261
		Replace Para-Transit Vehicles	FTA 5339	\$390,000



## Significant Issues Faced by ACT

Previous iterations of this plan indicated that the state support for transit service had decreased significantly due to changes in formula calculations at the state level. The City of Amarillo is classified as a Small Urban District by the Federal Transit Administration. The current funding formula for Small Urban Districts is calculated on 50% need, which includes 100% of the population. The City of Amarillo's population in the 2010 census was 190,695. The remaining 50% of the formula is calculated using data related to riders per revenue mile, riders per capita, revenue mile and expense, and local match. Preliminary 2020 Census data shows that the City of Amarillo has surpassed the 200,000 threshold and will be classified as a Large Urban District. As a result, state support for Amarillo City Transit will be significantly diminished. The Texas A&M Transportation Institute reports that Small Urban Districts receive a total of \$10,059,374 in state support each year while Large Urban Districts receive a total of \$3,500,000 in state support. The Institute also reports through several scenarios that it is likely that Amarillo City Transit's funding will be cut in half once it reaches the 200,000 threshold.

Driver retention has been a consistent problem for all transit providers in the region, but particularly with the City of Amarillo. Retaining qualified employees is complicated when drivers who are trained can get positions in other industries that pay higher wages. Recently, Amarillo City Transit has lost drivers to the over-the-road trucking industry. In previous planning cycles, the oil and gas industry had leached drivers from the region, but the oil and gas industry is experiencing a downturn. The COVID-19 pandemic has spurred an influx of online ordering and rushes on supplies and goods, which has led to an increased need for trained CDL drivers in the trucking industry.



Photo Credit: City of Amarillo

### Websites and Resources



Amarillo City Transit maintains information online at [Amarillo City Transit](https://www.amarillotransit.org/). This website features information on fares, routes, qualifications for Spec-Trans service, how to schedule a ride, and other important information. Routes and stops are also featured in the One Ride Now mobile phone application, which was developed as a result of the previous 5 Year Regionally Coordinated Transportation Plan. This application can be downloaded from the App Store or Google Play. The map can also be accessed online at [One Ride Now](https://www.oneridenow.org/).

## Special Partnerships

Amarillo City Transit has formed several special partnerships in the last five years. The organization began providing free rides for Amarillo College students, faculty, and staff in October 2019. This project was funded through a foundation grant for a period of two years. Students, faculty, and staff can ride anywhere in the city at no charge, which helps those who are transportation insufficient to access essential services, work, and other destinations.

Another partnership between Workforce Solutions Panhandle and Amarillo City Transit provides no-cost CDL and P endorsement training for qualified candidates. This program is funded by the Department of Labor and is a coordinated effort to provide training access to job seekers who can enter the workforce as transit drivers. This program began as a response to concerns that qualified CDL drivers were being lost to the trucking industry and oil and gas industry.

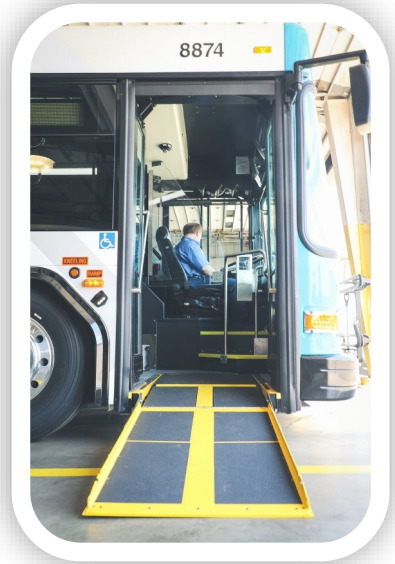


Photo Credit: City of Amarillo

## COVID-19 Impact and Special Projects

The COVID-19 global pandemic began to hit the PRPC region in March 2020. This pandemic brought state-wide stay at home orders, increased unemployment, loss of small businesses, and significant impacts to the transit industry. People were encouraged to stay home to stop the spread of COVID-19, which led to decreases in the utilization of public transportation for recreation, work, and other uses. Officials from the Texas A&M Transportation Institute indicate that transit agencies across the State of Texas experienced significant challenges "in applying social distancing policies, reducing service, adjusting operating schedules, and implementing enhanced cleaning of vehicles and facilities." Similar issues were faced by the Amarillo City Transit. Staff reported an estimated decrease of 15% in farebox revenue since the onset of the pandemic.

Amarillo City Transit is committed to providing to providing excellent service to its riders, which includes implementing all City, State, and Federal public health directives. The City of Amarillo operates a COVID-19 testing site and a COVID-19 vaccination clinic. Amarillo City Transit working with Amarillo Public Health Department provides free transportation to testing and vaccination sites. Amarillo City Transit has also made their service free to use from March 13, 2020 to October 1, 2021. Due to the pandemic and financial strain on members of the community, officials with the City of Amarillo used CARES Act funding to provide free service to COVID-19 resources and all other destinations within the city.



## Project Priorities for the Next 5 Years

Amarillo City Transit has established several project priorities for the next five years. The priorities include the construction of a multi-modal transfer facility which will centralize service between Amarillo City Transit and Greyhound Lines, Inc. This facility will be located blocks west of the Amarillo downtown district and will also have parking space for other transit providers to use as a centralized location. This project would provide connectivity for Greyhound riders to the Amarillo City Transit network and would provide increased access for the rural transit provider to connect riders to other services.

In May 2020 ACT rebranded their Spec-Trans ADA complementary paratransit service. This service is now ACT-Connect, which is more in line with the service that is provided according to city officials. This coincides with the delivery of ten (10) new buses. This differentiation between fixed-route and para-transit buses will help the agency to promote the services independently of each other.



The graphic is a promotional poster for the 'One Ride' mobile app. At the top left is the 'ONE Ride' logo. Below it, a paragraph describes the app's features: 'One Ride is a mobile app designed to provide convenience at your fingertips. With ease, you will be able to locate approximate locations of all Amarillo Transit and Panhandle Community buses. The app also offers a convenient trip planning service, allowing you to contact other transportation services available in the Amarillo area. When you need a ride, choose One Ride!'. Below this text is the slogan '“One Ride”. Ride stands for Regionally Integrated Destination Experience' in blue and red, followed by 'APP NOW AVAILABLE'. The West Texas A&M University logo is centered below the slogan, with a small note 'The app was designed by the proud efforts of WTAMU'. On the right, a smartphone displays the app's interface, showing a map and the 'ONE Ride' logo. At the bottom, there are two buttons: 'GET IT ON Google Play' and 'Available on the App Store'. A small text 'APP AVAILABLE TO DOWNLOAD NOW' is at the bottom left.

**ONE Ride**

One Ride is a mobile app designed to provide convenience at your fingertips. With ease, you will be able to locate approximate locations of all Amarillo Transit and Panhandle Community buses. The app also offers a convenient trip planning service, allowing you to contact other transportation services available in the Amarillo area. When you need a ride, choose One Ride!

**“One Ride”. Ride stands for  
Regionally Integrated  
Destination Experience**

APP NOW AVAILABLE

**West Texas A&M University**  
The app was designed by the proud efforts of WTAMU

APP AVAILABLE TO DOWNLOAD NOW

GET IT ON **Google Play**

Available on the **App Store**

Visit [oneridenow.org](http://oneridenow.org) to get up to date information on Amarillo City Transit! The app is available in the Google Play Store and the App Store!

## Panhandle Transit (Panhandle Community Services)

Panhandle Transit is the transportation program under the management of Panhandle Community Services (PCS), a nonprofit organization that provides human and social service assistance to low-income individuals in the Panhandle. Panhandle Transit is the only public transit system which operates within the rural areas outside of the City of Amarillo.

Panhandle Transit was established in 1966 by Panhandle Community Services and continues to be managed under PCS, providing demand-response to the following:

Children (ages 6-12)	Low Income
Students	General Public
Senior Citizens (65 and older)	Persons with Disabilities
Medicare Recipients	

### Service Area

Panhandle Community Services covers approximately 25,672 square miles with a service area that encompasses the top twenty-six (26) counties of the Texas Panhandle with a population of approximately 234,611 and 98% of the land area considered rural. The Panhandle Rural Transit District is made up of the following twenty-six (26) counties: Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher and Wheeler.

### Map 2.3—Panhandle Transit Service Area and Regional Office Locations

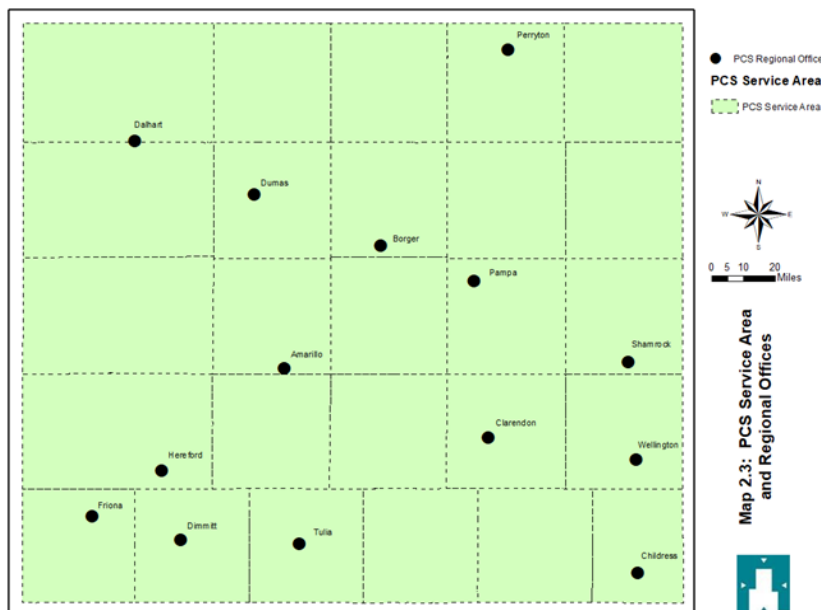




Photo Credit: Panhandle Community Services

Panhandle Transit operates a demand-response system five (5) days a week, Monday through Friday, from 7:00 am to 7:00 pm. The agency provides contracted mass transport of workers to various manufacturing plants in the region. These services are paid for by the employer and are offered to workers who reside in the surrounding area but may not own a car or need assistance to commute to the facility. Companies that utilize this service include JBS Swift, Tyson Foods, and others. Panhandle Transit took over the fixed-route campus transit service at West Texas A&M University in 2020. This is a system that is limited to the West Texas A&M University campus in Canyon, Texas and operates on a fixed-route schedule. There is no service on Saturdays or Sundays or on the following holidays: Thanksgiving, Christmas, and New Year's Day. The major trip generators for the on-demand service include the medical center in the City of Amarillo, education facilities in the region, shopping centers, employment sites, and social services.

## **Fare Structure**

Panhandle Transit charges a fixed rate per pickup and destination. The service is demand responsive with a 24-hour pickup window. Riders must call and schedule a ride at least 24 hours in advance to be picked up. This service does not have any qualifications and any person can ride. With many locations across the Panhandle Region, the full table is included in the appendices.

## Revenue Sources

Panhandle Transit operates on a combination of passenger fares, contract revenue, state assistance, and FTA 5311 funds. The largest revenue source for this agency is FTA 5311 funds, which totaled \$1,626,739 for operating and administration funds in FY20. Panhandle Transit is also eligible for funding under the FTA 5339 program and FTA 5310 program. The second largest revenue source for this organization is contracted services. Panhandle Transit provides mass transit for manufacturing and meat processing plants in the region. State assistance is also a large revenue stream for the agency. The Texas A&M Transportation Institute forecasts that with the certification of the 2020 census, Panhandle Transit's formula funding for rural transit will likely increase slightly. Finally, passenger fares are the lowest revenue source for the organization.



### Sources of Funding—Panhandle Transit (Panhandle Community Svcs)

- Farebox Revenue
- State Formula Funding
- FTA 5311 Funding
- FTA 5310 Funding
- FTA 5339 Funding
- Misc. Grants & Contracts

## Vehicle Inventory

Panhandle Transit's vehicle inventory is extensive with seventy-two (72) fleet vehicles ready to transport passengers. Most of the fleet is aging and due to be replaced in the near future. The next page shows a listing of Panhandle Transit's fleet, including year, location, and seating capacity.



Photo Credit: Panhandle Community Services

**Table 2.8—Panhandle Transit Vehicle Inventory (Full table in the appendices)**

REVENUE VEHICLE INVENTORY					
UNIT #	YEAR	LOCATION	DESCRIPTION	MODEL	SEATING AMB/WC
25	2003	VEGA	KIA SEDONA	Van	5 AMB
27	2008	MEMPHIS	KIA SEDONA	Van	5 AMB
28	2008	HEREFORD	KIA SEDONA	Van	5 AMB
29	2008	CANYON	KIA SEDONA	Van	5 AMB
30	2008	DALHART	KIA SEDONA	Van	5 AMB
31	2008	CHILDRESS	KIA SEDONA	Van	5 AMB
32	2008	CHILDRESS	CHEVY UPLANDER	Van	3 AMB/2 WC
33	2008	AMARILLO	CHEVY UPLANDER	Van	3 AMB/2 WC
34	2008	HEREFORD	CHEVY UPLANDER	Van	3 AMB/2 WC
35	2008	DUMAS	CHEVY UPLANDER	Van	3 AMB/2 WC
36	2008	CANYON	CHEVY UPLANDER	Van	3 AMB/2 WC
37	2008	TULIA	CHEVY UPLANDER	Van	3 AMB/2 WC
38	2012	CHILDRESS	CHEVY/TRAVERSE	Van	6 AMB
39	2012	CANYON	CHEVY/TRAVERSE	Van	6 AMB
40	2012	TULIA	CHEVY/TRAVERSE	Van	6 AMB
41	2012	CANYON	CHEVY/TRAVERSE	Van	6 AMB
42	2016	CANYON	DODGE CARAVAN	Van	3 AMB/2 WC
43	2016	TULIA	DODGE CARAVAN	Van	3 AMB/2 WC
44	2016	DUMAS	DODGE CARAVAN	Van	3 AMB/2 WC
45	2016	AMARILLO	DODGE CARAVAN	Van	3 AMB/2 WC
2431	2009	PAMPA	FORD/GLAVAL	2009	14 AMB/2 WC
2432	2009	TULIA	FORD/GLAVAL	2009	14 AMB/2 WC
2433	2009	CANYON	FORD/GLAVAL	2009	14 AMB/2 WC
2434	2009	HEREFORD	FORD/GLAVAL	2009	14 AMB/2 WC
2435	2009	BORGER	FORD/GLAVAL	2009	14 AMB/2 WC
2436	2009	AMARILLO	FORD/GLAVAL	2009	14 AMB/2 WC
3425	2009	BORGER	FORD/GLAVAL	Bus	21 AMB/2 WC
3427	2009	CANYON	FORD/GLAVAL	Bus	21 AMB/2 WC
3428	2009	PAMPA	FORD/GLAVAL	Bus	21 AMB/2 WC
3429	2009	TULIA	FORD/GLAVAL	Bus	21 AMB/2 WC
3430	2009	MEMPHIS	FORD/GLAVAL	Bus	21 AMB/2 WC
3431	2009	PAMPA	FORD/GLAVAL	Bus	21 AMB/2 WC
3432	2009	CANYON	FORD/GLAVAL	Bus	21 AMB/2 WC
3433	2009	TULIA	FORD/GLAVAL	Bus	21 AMB/2 WC
3434	2009	MEMPHIS	FORD/GLAVAL	Bus	21 AMB/2 WC
3435	2009	HEREFORD	FORD/GLAVAL	Bus	21 AMB/2 WC
3436	2009	HEREFORD	FORD/GLAVAL	Bus	21 AMB/2 WC
3437	2009	PAMPA	FORD/GLAVAL	Bus	21 AMB/2 WC
3438	2009	HEREFORD	FORD/GLAVAL	Bus	21 AMB/2 WC
3439	2012	CHILDRESS	CHEVY/GLAVAL	Bus	18 AMB/2 WC
3440	2012	CANYON	CHEVY/GLAVAL	Bus	18 AMB/2 WC
3441	2012	CANYON	CHEVY/GLAVAL	Bus	18 AMB/2 WC





Photo Credit: Panhandle Community Services

## Upcoming Projects

Panhandle Transit is actively working toward completing the architectural and engineering services for a new maintenance and operations facility. This facility will replace the existing facility which is outdated and too small to continue meeting the needs of the organization. This project is expected to be completed by 2027.

The organization is also looking to replace approximately twenty-four (24) vehicles within its fleet by 2024. These vehicles include 30' and 35' buses, vans, support vehicles, and a bus rebuild. These replacements are funded through the FTA 5339 program and will provide needed enhancements to the Panhandle Transit fleet. Many vehicles in the fleet have passed their useful life and need to be repaired or replaced.

## Special Partnerships

Panhandle Transit is participating in a similar program with Workforce Solutions Panhandle to provide training opportunities for new CDL drivers who may transition into transit careers. This program was established in 2020 and is funded by the Department of Labor.

## Significant Issues faced by

### Panhandle Transit

As with all transit agencies, state funding has perennially been an issue faced by Panhandle Transit. Unlike the City of Amarillo, Panhandle Transit is expected to gain a small amount of funding with the certification of the 2020 census. Funding has also been an issue in the area of contracted services with the onset of the COVID-19 pandemic. The agency experienced reduced service with contracted employers due to sick employees, quarantine procedures, enhanced cleaning procedures, and social distancing mandates. Panhandle Transit staff report that contracted services are coming back online as employers are seeing rates of vaccinated employees increase. Staff also reported an estimated drop in ridership of 88%. This dramatic drop was largely due to the loss of contracted services, but also with stay at home orders encouraging people to cut down on non-essential trips.

Like Amarillo City Transit, Panhandle Transit is facing difficulties attracting and retaining qualified drivers. Many drivers are transitioning to the trucking industry or oil and gas industry where jobs are higher paying for an equivalent training level. Vehicles are another issue for Panhandle Transit. Given the size of the region, the agency's vehicles are worked very hard and have a significant mileage on them; for example, several vehicles have over 200,000 miles. With contract revenue and state/federal funds being used solely for operational expenses, Panhandle Transit relies on federal funds for capital projects to replace vehicles and construct facilities.



Photo Credit: Panhandle Community Services



#### Websites and Resources

Panhandle Community Services maintains a website at [Panhandle Community Services](https://www.panhandlecommunityservices.org/). Transit users can navigate to this site to get more information on the transit service. Riders are asked to call the operations center to schedule a ride at least 24 hours in advance.

## **COVID-19 Impact and Special Projects**

As previously noted, the COVID-19 pandemic has taken a profound toll on all areas of daily life. The Texas A&M Transportation Institute reported in 2020 that rural public transportation agencies have seen an average loss of ridership of 53.7% and an average revenue loss of 53.8%. When analyzed with data provided by Panhandle Transit staff, one can see that the pandemic has negatively affected the agency in loss of revenue and ridership. Panhandle Transit has provided transportation for passengers to the COVID-19 vaccination clinic in Amarillo, but has not been able to accommodate transportation for COVID positive passengers to health clinics or other services. Staff has reported that a large number of rides into the City of Amarillo in early Spring 2021 were for the COVID-19 vaccination clinic.

## **Project Priorities for the Next 5 Years**

Panhandle Transit is working toward the opening of a new maintenance and operations facility in the next five years. The architecture and engineering design commenced in January 2021. Construction on this facility is expected to begin in December 2021 and will be completed in 2023. The agency is also working to replace fleet vehicles that are past their useful life and need to be repaired or replaced. Other priorities include securing additional contracts for mass transportation for employers and advocating for increased funding for rural transit providers.



Photo Credit: Panhandle Community Services

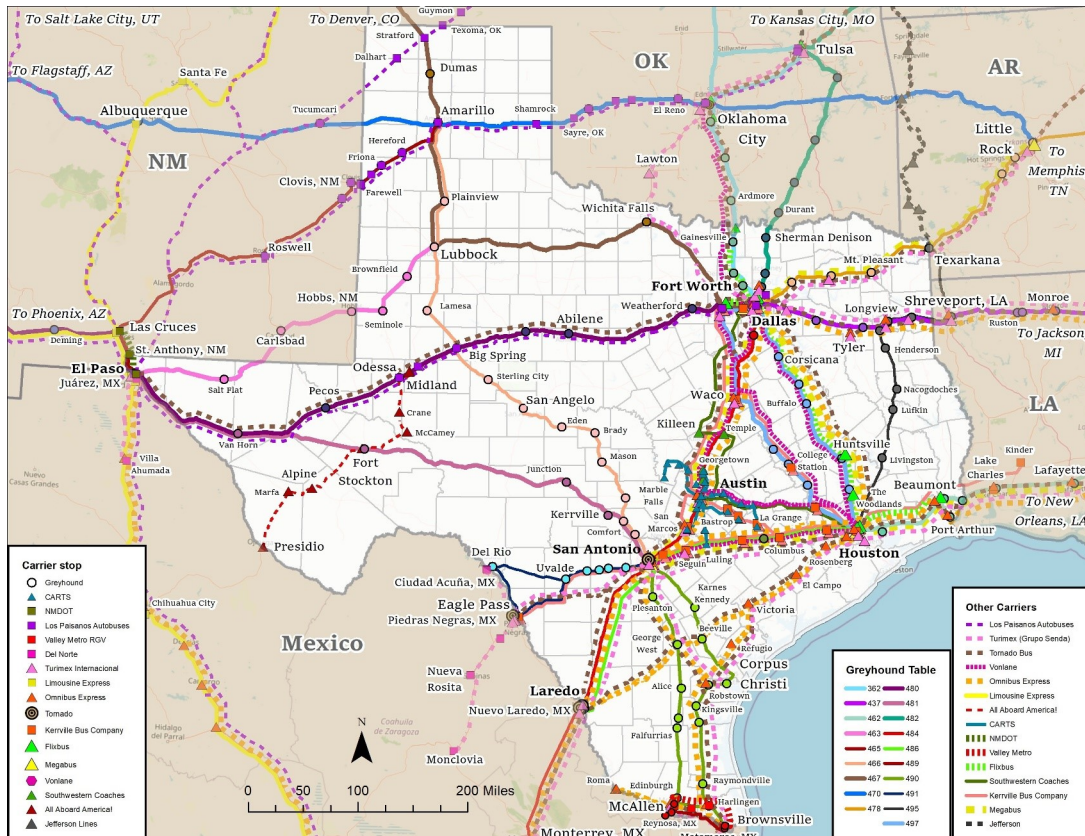


## Intercity Bus Resources

There are limited Intercity Bus resources in the region. The major provider in the region is Greyhound with additional service from Los Paisanos Autobuses. Generally, the routes follow the major thoroughfares in the region including the Interstate 40 corridor and Interstate 27 corridor. Intercity Bus routes are not currently integrated into the existing public transit system on the local level.

Greyhound Lines maintains a bus station in Amarillo, Texas with possible stops in Dumas, Texas and Hereford, Texas. Fares inside the region range from \$16 to \$40 for a one-way trip. Fares to destinations outside of the region are varied. According to Greyhound, popular trips from Amarillo include destinations such as Dallas, Texas, Oklahoma City, Oklahoma, Albuquerque, New Mexico, and Pueblo, Colorado. These trips range from \$44 to \$85, one-way. As this is a private company, no data on ridership could be obtained for this planning cycle.

**Map 2.3—Texas Intercity Bus Routes**



Courtesy: TxDOT Intercity Bus Study

## Health and Human Services Agencies

PRPC staff completed an inventory of health and human services agencies across the region. These agencies assist their clients with employment, transportation, housing, food, and many other services. Over 100 agencies were inventoried and are listed in Appendix A. These agencies consist of hospitals, assisted living facilities, daycares, homeless shelters, food pantries, and organizations committed to assisting children with after school hunger.

## Transportation Planning Agencies

The PRPC region is home to several transportation planning groups that consist of transit planning, infrastructure planning, local government planning, and state planning. The following is a short description of each of these organizations and their mission.

There are several transportation planning groups within the Panhandle Region. This includes a metropolitan planning organization, two rural planning organizations and a planning organization for human services public transit planning. Each of these planning groups have a unique mission, membership, and planning area but all strive to improve transportation services and access in the Panhandle.

### **Amarillo Metropolitan Planning Organization (MPO)**

The Amarillo MPO is a federally mandated administrative organization that is responsible for coordinating highway, transit, and land-use planning which are necessary to receive federal funds for highway and transit improvement projects. This organization is administered by the City of Amarillo and provides a forum for citizens and elected officials to weigh in on highway, transit, and other related projects. The MPO is made up of elected officials and representatives from the City of Amarillo, City of Canyon, Potter County, Randall County, the Panhandle Regional Planning Commission, Texas Department of Transportation Amarillo District, and the Amarillo Chamber of Commerce. Ex-officio members include congressional representatives, state legislators, FHWA representatives, and other MPO staff.

### **Panhandle Rural Transportation Planning Organization (PRPO)**

The Panhandle Rural Transportation Planning Organization is made up of the seventeen (17) counties within the TxDOT Amarillo District boundary. This group meets together annually to discuss highway improvement projects in the district and other issues in rural transportation planning. Members are the county judges of each member county and TxDOT Amarillo District Staff. Counties include: Armstrong, Carson, Dallam, Deaf Smith, Gray, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Potter, Randall, Roberts, and Sherman.

## **Rolling Plains Organization for Rural Transportation (RPORT)**

Like the PRPO, the Rolling Plains Organization for Rural Transportation is made up of the thirteen (13) counties that comprise the TxDOT Childress District. This group is also made up of the county judges from each member county and TxDOT District staff. This group meets together annually to discuss highway improvement projects in the district and any other rural transportation issues. Counties include: Wheeler, Collingsworth, Briscoe, Hall, Childress, Motley, Donley, Cottle, Foard, Dickens, King, Knox, Hardeman. Six (6) of the counties in this planning group are within the PRPC region.

## **Panhandle Regional Organization to Maximize Public Transportation (PROMPT)**

The Panhandle Regional Organization to Maximize Public Transportation was originally established in 2006 with nineteen (19) members who oversaw the first Regional Transportation Plan. The group's name was changed to PROMPT in succeeding years and currently has a membership of twenty-one (21) representatives from various agencies and advocates for underserved populations. This group meets regularly to discuss transportation issues in the region and potential improvements to the transit system. Additionally, this group serves as the steering committee for the 5-Year Regionally Coordinated Transportation Planning process. Serving as the stakeholder committee for this process, the following is a breakdown of the membership of this group and profiles of each membership category.



Photo Credit: City of Amarillo

## PROMPT – Stakeholder Committee

Table 2.10 provides a breakdown of the PROMPT stakeholder committee and the category of stakeholder which is represented.

**Table 2.9—PROMPT Stakeholder Committee**

Stakeholder Category		Stakeholders who have participated in the process to develop & approve the regional public transit-human services transportation plan
Representatives of public transportation providers	5307 (small urban transportation providers)	Amarillo City Transit
	5311 (rural transportation providers)	Panhandle Community Services – Panhandle Transit
	5310 (Enhanced Mobility of Seniors & Individuals w/Disabilities)	Panhandle Community Services – Panhandle Transit
Representatives of private transportation providers		ModivCare
Representatives of non-profit transportation providers		CORD Care Transportation
Representatives of human services providers		Department of Health and Human Services
Representatives of metropolitan planning organizations		Amarillo Metropolitan Planning Organization
Individuals with disabilities		Panhandle Independent Living Center
Individuals 65 and older		Area Agency on Aging of the Panhandle Senior Ambassadors Coalition
Individuals w/low incomes or representatives of/advocates for individuals with low incomes		Panhandle Independent Living Center Area Agency on Aging of the Panhandle Coalition of Health Services
Veterans or representative of veteran's groups		Amarillo VA
Workforce agencies		Workforce Solutions Panhandle
Advocates for children		Coalition of Health Services
Local governments		Hansford County, Potter County, Carson County, Moore County, Childress County
General Public		Amarillo College, City of Canyon



## Public Transit Providers

Given that there are only two public transportation agencies for a region whose size exceeds a fifth of the nation's states, Marita Wellage-Reiley, Director of Amarillo City Transit and Lylene Springer, Director of Panhandle Transit, have a formidable opponent in the battle to provide adequate public transportation. These challenges have not gone unanswered with previous Amarillo City Transit Director Marita Wellage-Reiley and Lylene Springer at the helm, however. The collaborative efforts undertaken by them both have increased the value of public transportation in the Panhandle exponentially.



### Marita Wellage-Reiley

Marita is originally from Cincinnati, Ohio and has worked in the transit industry for over 45 years. Marita has a background in consulting and has worked with agencies such as DART in Dallas, TX and MARTA in Atlanta, GA. She has brought a sense of stability and a wealth of knowledge to Amarillo City Transit and is a valued planning partner.

### Lylene Springer

Lylene is from rural New Mexico and has worked for Panhandle Transit since 2003. Lylene began her career as a driver and has advanced her career through the positions of dispatcher, office manager, director of operations, and is the current Director of Transit. Lylene has served on state boards for rural transit and is a valued member of the PROMPT board.



## Private Transportation Providers

The representative of private transportation providers is Grace Strait from ModivCare. ModivCare functions as a Medicaid transit broker and has one provider in the region who exclusively provides Medicaid transit. Though ModivCare does not provide direct transportation services, the brokerage of services through private providers gives the organization's staff insight into this stakeholder group.

### Grace Strait

Grace has been involved in the social work world for over 30 years and has been an Outreach Manager for ModivCare since 2017. Grace has extensive knowledge of federal and state laws, the Medicaid system, and non-emergency medical transportation. She brings a unique perspective to the PROMPT board and is an active participant.



## Human Service Providers

Health and Human Services agencies provide a great deal of insight for the needs of their clients in the region, including transportation. These agencies provide vital services to clients of all kinds (disability, aging, medical, etc.) across the State of Texas. Many of these services are critical and vital to the well-being of many citizens in Texas and the Panhandle region.



### Desha Butler

Desha has worked for the State of Texas for 30 years in aging and disability services. Desha is a representative of the Department of Health and Human Services and currently works as a Program Manager for the Region 1 Community Care Services Eligibility Office. Desha utilizes her experience and knowledge of state health systems, benefits and eligibility, and her passion for helping others to every PROMPT board meeting.

## Metropolitan Planning Organization (MPO)

The Amarillo MPO is a federally mandated administrative organization that is responsible for coordinating highway, transit, and land-use planning which are necessary to receive federal funds for highway and transit improvement projects. This organization is administered by the City of Amarillo and provides a forum for citizens and elected officials to weigh in on highway, transit, and other related projects.



### Travis Muno

Travis is the Director of the Amarillo MPO and has worked for the City of Amarillo for 20 years. Travis serves as the administrator for this organization and is charged with carrying out the planning processes which bring federal and state funding to the area for transportation projects. Travis has previously served as the Interim Director for Transit for Amarillo City Transit and is very familiar with the issues and needs for urban transportation.

## New Transit Service for 60+

Amarillo City Transit launched a new cooperative contract with the Area Agency on Aging of the Panhandle for transit services for seniors. This contract allows Area Agency on Aging clients to ride on the re-branded "ACT Connect" vehicles at a reduced or no cost rate. Amarillo City Transit launched 10 new Ford E450 wheelchair lift equipped vehicles into service in July 2021. These vehicles service the Area Agency on Aging contract and also provide service to persons with disabilities in the ADA service boundary. The Area Agency on Aging program has been very successful in working with the City's Transit Department. ACT Connect has shown great success through its first few months of service. This opportunity to provide transportation services within the City of Amarillo for seniors continues to fill a gap in service and improves the lives of riders through increased and equitable access to transit services.





## Individuals with Disabilities

Representation of individuals with disabilities is a key part of the PROMPT Board. Two organizations who assist individuals with disabilities, the Panhandle Independent Living Center (PILC) and the City of Amarillo's Community Development Department, are represented on the board. PILC was established in 1988 as a private, non-profit organization that is managed and operated by and for individuals with disabilities. The Community Development Department with the City of Amarillo is a recipient of Community Development Block Grant (CDBG) funds and provides rental assistance, home repair, home-buyer assistance, and other services for unhoused persons, persons with disabilities, seniors, and low-income persons.

### Joe Rogers

Joe has served as the Chief Executive Officer of Panhandle Independent Living Center (PILC) since 2015. PILC provides a consumer-based, comprehensive suite of services to help people with disabilities gain and maintain their independence. He began his career with PILC in 2008 when he developed and managed a public transportation travel training project funded by the New Freedom Initiative, administered by TxDOT. As a PROMPT member, he brings a broad understanding of disability issues including housing, employment, public transportation, and independent living.



### Jason Riddlespurger

Jason is a life-long resident of Amarillo, Texas. He is a retired 24-year veteran of the Amarillo Police Department where he served in various roles throughout his career. He is now the director of Community Development where he is leading the city's response to improving the community, alleviating poverty, and finding lasting solutions to homelessness.



## Individuals 65 and Older

The Area Agency on Aging of the Panhandle (AAA) provides services to the elderly of the twenty-six (26) counties of the Panhandle. The mission of the AAA is to improve the lives of senior citizens in the Panhandle by helping them remain independent and living in their own homes with quality of life. Senior citizens can take advantage of such programs as congregate and home delivered meals, emergency response services, personal care assistance and legal assistance, among many others. The AAA continues to have a partnership with the Senior Ambassadors Coalition (SAC) on a voucher program which provides travel service to low-income seniors with a local transit provider. They are a valuable resource to the elderly for transportation in the Texas Panhandle.

### Sundee Rossi



Sundee is a native of Longview, Texas and graduated from Texas A&M – Texarkana with a Bachelor of Science (BS) in Psychology and a Master of Science (MS) in Counseling Psychology. She began her career by counseling victims of domestic violence and persons affected by drug and alcohol dependency. Sundee worked for the State of Georgia for 10 years coordinating supports and assessments of individuals with intellectual and developmental disabilities. Sundee moved to Amarillo in 2011 and began her career with the Area Agency on Aging, serving as the Operations Coordinator. Sundee was promoted to Director in 2021 and is an active advocate for seniors in all program areas. She brings determination and thoughtfulness to every meeting and continues to be a strong partner in transportation planning.



## Laura Reyher, RN, MSN

Laura has been a registered nurse for 40 years and has given of herself to the home health care industry for 30 years. Primarily, her interest has been finding suitable transportation for senior adults who are unable to drive themselves and cannot access the local public transportation system. Laura was a founding member of the Senior Ambassadors Coalition (SAC), a group of 70 different organizations, agencies and businesses working to improve the lives of senior adults in the Texas Pan-handle. She organized and chaired the SAC Transportation Committee from 2001 to 2013. She has served on PROMPT since its inception and provides valuable insight into the needs of the elderly population regarding transportation.



## Veterans

The Veteran's representative is an important role in the development of transportation areas that relate directly to the many challenges faced by veterans in the region. A representative of veterans within the PROMPT board affords a unique perspective into the services provided to our regional veterans. This representative assists the board in understanding the specific challenges that veterans face in accessing transportation and the limited programs used to assist veterans in the region.



## Timothy Holland

Timothy is a veteran of the United States Army where he served for over 17 years. He serves as the veteran's representative on the PROMPT board and has a background in personnel management, rail delivered freight, and law enforcement. Timothy brings his military experience and familiarity with Veterans Administration programs to all planning meetings and provides valuable feedback on behalf of the veteran population in the region.

## Workforce Agencies

Workforce Solutions Panhandle is an employment assistance office that serves the Panhandle region and is operated by a contractor with the Texas Workforce Commission. This office assists with training, trade school funding, child care assistance, and other job placement activities. This organization has provided valuable insight into the job market, economic developments, and needs for transportation to and from work in the region.



### Trent Morris

Trent has worked in employment development for over 30 years and is the chief operating officer for the company which manages the Texas Workforce Solutions contract for the Workforce Solutions Panhandle office. Trent has managed this contract and provided employment assistance services for a number of years and is committed to fostering collaborative partnerships that help citizens in the region attain gainful employment. Trent lends a realistic and optimistic viewpoint on workforce development in the region.

## Advocates for Children

The children's advocate representative plays an important role in the development of transportation projects and programs that directly relate to children and youth in the Texas Panhandle. The Children's Advocate Stakeholder Group representative assists in the development of the five-year public transportation plan for the region and consists of one (1) member.

### Kacie Bell

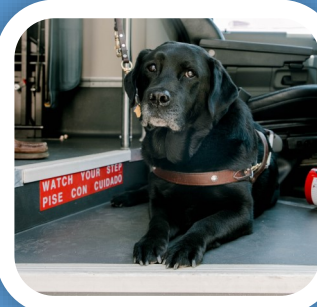
Kacie is a program director for state funding that offers early childhood education and resources through home visiting services. Kacie works directly with clients who have young children and need transportation services to access child care, employment, and essential services. Kacie previously worked at Region 16 and has been with the Coalition of Health Services for 10 years. Kacie joined the PROMPT board in 2021 and is already an active and vocal participant in the transportation planning process.





### ACT Connect | Service Animals

Meet K.B.! K.B. is one of many service animals that assist individuals on ACT Connect vehicles. Service dogs and service animals are important members of the team working to get people to places safely! ACT Connect is very glad to welcome service animals on board!



## Local Governments

Our County Judges and local government officials are invaluable to this effort and serve as the Local Government Stakeholder Group representatives in the development of the five-year public transportation plan for the region. The Local Government Stakeholder Group consists of five (5) members. Three (3) of the County Judges serve on the Panhandle Rural Planning Organization (RPO), one (1) County Judge serves on the RPO and the Metropolitan Planning Organization (MPO), and one (1) City Manager serves on the Panhandle Rural Planning Organization (RPO). Though they serve on many boards at the PRPC, they rarely miss any PROMPT meetings because they understand the importance of the task put before them. Each Local Government Representative brings a unique perspective to the table as the demographics of their particular counties and cities are so different. Each Local Government Representative understands the needs of residents of the Panhandle in general and works hard to ensure that resources are placed equitably around the region to maximize the use of scarce funding.



### The Honorable Rowdy Rhoades

Judge Rhoades is an integral part of the PROMPT board and has participated in the transportation planning process since its inception. Before becoming county judge, Judge Rhoades owned and operated a successful body shop. This experience gives him direct knowledge of the intricacies involved in maintaining a transportation fleet. He has been involved in Moore County for over 20 years, serving as Mayor of Dumas and, in 2007, being elected as County Judge for Moore County.



### **The Honorable Nancy Tanner**

Judge Tanner has served Potter County for over 20 years in various roles, including the office of County Judge which she assumed in 2014. Judge Tanner's long history of involvement in the county has made her attuned to the needs of the citizens. She serves on several PRPC boards including the Panhandle Rural Planning Organization (PRPO), the PRPC Board of Directors, and the PREMAC. In addition, Judge Tanner serves on the Amarillo MPO Policy Committee and plays a vital role in transportation in the Texas Panhandle.

### **The Honorable Benny Wilson**

Judge Wilson has served as Hansford County Judge since 2004. As an army veteran, he also serves as the County Veteran Service Officer. Judge Wilson currently serves as the Board Chairman for the Texas Association of Counties HEBP (Health Insurance Pool).



### **The Honorable Dan Looten**

Judge Looten has been a lifelong resident of Panhandle, Texas. Prior to being elected county judge, Judge Looten was a farmer, business owner, and Mayor of Panhandle. Judge Looten began his service as county judge in 2014. He serves on the PROMPT Board and the PRPC Board of Directors.





## **Garrett Spradling**

Garrett is a lifelong resident of the Panhandle and attended Texas Tech University where he earned both his Master of Public Administration (MPA) and Bachelor of Arts (BA) in Political Science. Garrett is a certified Public Manager and is actively involved in the Panhandle City Manager's Association and the Texas City Manager's Association. Garrett served on the Council of the City of Borger before pursuing a full-time career with the City's Police Department. He currently serves as the City Manager and is an active participant at PROMPT meetings.

## **At-Large Members**

The PROMPT Board reserves two seats for members at large which are oftentimes representatives of local governments, transit riders, or additional advocates for priority populations. PRPC has continued to nurture a relationship with the public at large and encourages active participation from the public.

## **Chris Sharp**

Chris was born and raised in the Texas Panhandle. He has worked with cities and counties in the Panhandle for many years while employed at PRPC. He worked for eleven years as the Assistant City Manager of Canyon, and is now Vice President of Business Affairs for Amarillo College. Along with serving on the PROMPT Board, he also is a member of the City of Amarillo's TIRZ II Board. Chris recognizes the unique challenges that community college students face in accessing transportation and continually looks for opportunities to collaborate on projects to improve access for students.





## TxDOT Representative

Richard Neill serves as the TxDOT Public Transportation Division (PTN) representative on the PROMPT Board and is a positive and strong force in public transportation for our region. TxDOT's PTN representative has long held an ex-officio seat on the PROMPT Board. This person has been included in transportation stakeholder meetings to help guide the board in their actions and ensure compliance with TxDOT policies and procedures. PRPC has continually had a working relationship with TxDOT's PTN representative.

### Richard Neill

Richard Neill represents TxDOT PTN at the PROMPT board meetings. Richard has worked in the program management section of TxDOT for over 15 years and is a constant source of reliable information for PROMPT. His expertise as Public Transportation Coordinator is displayed continuously through various meetings she attends to outline the rules and regulations associated with the administration of grant and other funding from TxDOT. Richard is always available for questions regarding possible projects and often attends miscellaneous coordination meetings to help participants determine the viability of possible coordination projects.



Chapter 3 will explore the Panhandle region and provide a comprehensive needs assessment and gap analysis. This chapter will provide demographic data, in depth analysis of public transportation usage in the region, and a comprehensive inventory of health and human services agencies in the region.

# Comprehensive Needs Assessment

Part of the process in establishing an understanding of needs and gaps is to develop a baselined demographic profile of the region. It is impossible to understand demands if one does not understand the population demanding service. ESRI Community Analyst was utilized to establish a geographic anchor to the American Community Survey and Census data that depicts the Texas Panhandle. A comprehensive profile was developed of the region. The regional profile focuses on characteristics associated with higher transit use: percentage of people who are elderly and/or disabled; have low incomes; the elderly, children, veterans, and/or have higher levels of low education attainment. The 2010 Census and subsequent American Community Surveys have depicted a region with a growing minority population that is rapidly aging. Further, economic statistics have indicated that per-capita income and poverty levels have trended negatively in the region compared to national averages.

## Regional Description

The Panhandle Region of the state of Texas consists of the northernmost twenty-six (26) counties and is bordered by New Mexico to the west and Oklahoma to the north and east. The total population of the region is 427,927 according to the 2010 Census. Geographically, the region covers 26,000 square miles which is larger than the state of West Virginia.

Contained within the twenty-six (26) counties are sixty-three (63) cities with the largest city, Amarillo, consisting of just over 200,000 people. The remaining cities in the region have less than 20,000 people. In the region, 7 cities have between 5,000 and 20,000 people with the remaining 55 communities with populations of under 5,000 people. The City of Amarillo makes up 45.10% of the total population of the region.

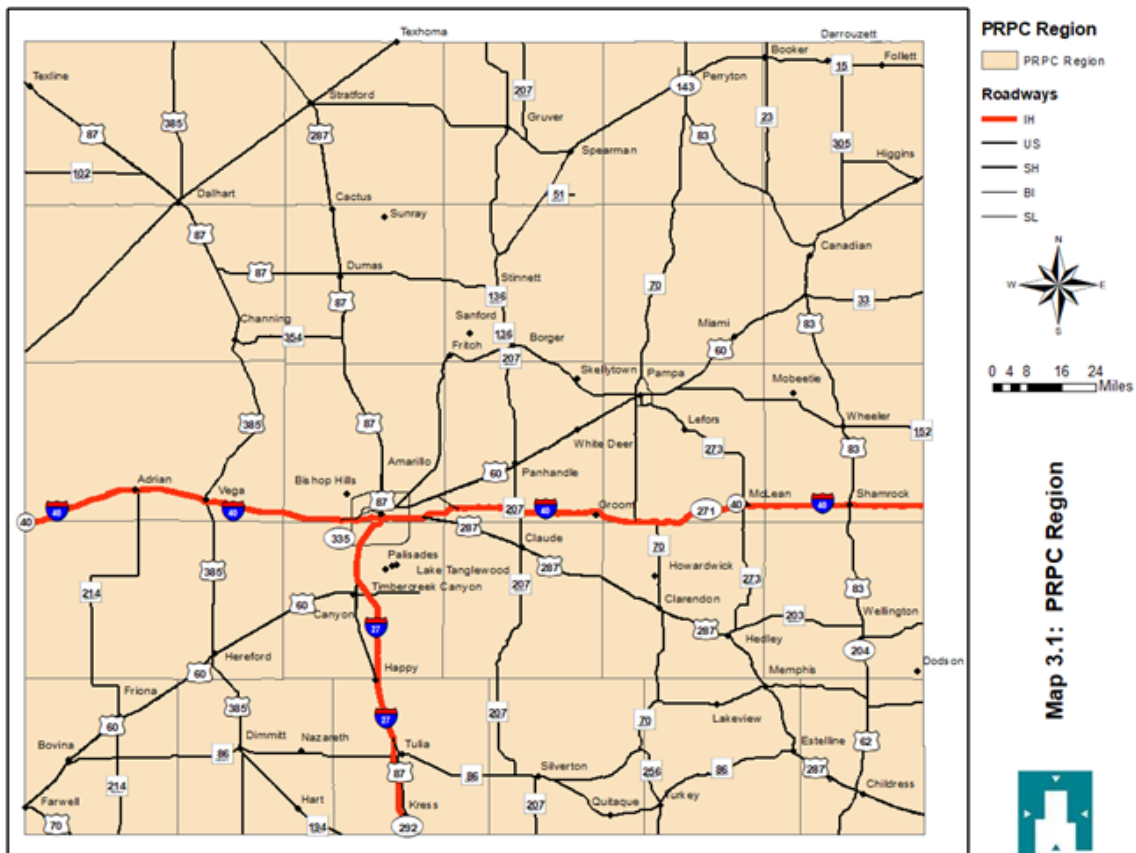
**Table 3.1— Panhandle Region**

Geography	Area (square miles)	Population	Population Density**
Panhandle Region	26,000	427,927	16.46

With a very low population density, particularly in the more rural areas of the region, significant challenges can be identified in access to essential services. The region is bisected by Interstate 40 (IH 40), which runs east to west through the heart of the Panhandle. IH 40 is a major interstate pathway for the transport of goods, domestic travel, and other sources of traffic. This thoroughfare makes up 177 miles of pavement and an average daily traffic rate of 15,000 vehicles per day. Of the average 15,000 vehicles per day, the 24-hour percentage of trucks traveling along this route hovers around 54% with increases and decreases near logistics hubs. Average vehicles per day increases near the City of Amarillo as commuter traffic within the city is recorded.

Interstate 27 (IH 27) splits the southern half of the region from the City of Amarillo in the north to the Swisher County line on the south end of the region. This interstate is part of the Ports-to-Plains Corridor and serves as a major transportation and logistics thoroughfare for the region. The average daily traffic for this roadway is 12,000 vehicles per day with the 24-hour truck traffic percentage of 23.6%. IH 27 is composed of largely rural sections of roadway. Cities along this corridor include the Cities of Amarillo, Canyon, Happy, Tulia, and Kress.

**Map 3.1—PRPC Region**





### **PRPC | Regionally Coordinated Transportation Planning**

The Panhandle Regional Planning Commission (PRPC) has served as the lead agency for human-services public transit planning for Region 1 since 2006. The first iteration of the Regionally Coordinated Transportation Plan was completed by the Goodman Corporation for Region 1. Since that time, PRPC has published two complete updates to the plan. Each year, PRPC staff work through updates to the plan with the PROMPT Board. Human services transportation planning is very important and is recognized as an integral tool to be used in guiding the development of transit services for riders in the region.

Other roadways in the region include US 54, US 60, US 83, US 87, US 287, and SL 335. These roads are integral to the economic welfare of the region with agricultural products, energy services, food products, minerals and mineral products and other raw materials produced in the region being shipped using over the road vehicles that use these roadways. These crucial roadways are also important for the movement of people from place to place within the region. Given the demographic disparity between the urban and rural portions of the Panhandle, interstates, highways, farm to market roads, and other roadways become an essential part of daily life for residents seeking to access essential services such as grocery stores, health care, banking, and other services. On average, at least fifteen (15) miles separate communities from each other within the region, which further emphasizes the importance of roadways and transportation services.

The topographic makeup of the region consists largely of flat land defined as the High Plains. This area gradually rises from about 2,700 feet above sea level in the easternmost region to almost 4,000 feet above sea level in the westernmost region near the New Mexico border. A majority of the land area sits atop the Caprock Escarpment with portions of the region in the southeast lying below this geographic feature. Other items of interest include Palo Duro Canyon (Randall County), Caprock Canyons (Briscoe County), Lake Meredith (Potter, Moore, and Hutchinson Counties), the Prairie Dog Town Fork of the Red River (Southern portion of the region), Alibates Flint Quarries (Hutchinson County), and several streams and creeks dotted around the region.

## **Demographic Analysis**

According to the Texas Demographic Center, the Panhandle region had an estimated population of 432,881, which has had a growth rate of 1.2% since 2010. Table 3.1 shows population trends by county for the Panhandle region. This data reflects very little growth in the region in regard to population, particularly in Donley County which has experienced a -13.8% growth since 2010. The highest growth rate occurred in Randall County, which contains a majority of the City of Amarillo.

**Table 3.2—Population Change Since 010 by County**

County	2010 Population	Jan. 1, 2020 Pop. Estimate	Change Since 2010	Percent Change
Armstrong	1,901	2,028	127	+6.7%
Briscoe	1,637	1,599	-38	-2.3%
Carson	6,182	5,875	-307	-5.0%
Castro	8,062	7,260	-802	-9.9%
Childress	7,041	7,052	11	+0.2%
Collingsworth	3,057	2,802	-255	-8.3%
Dallam	6,703	6,929	+226	+3.4%
Deaf Smith	19,372	19,572	+200	+1.0%
Donley	3,677	3,170	-507	-13.8%
Gray	22,535	21,900	-635	-2.8%
Hall	3,353	2,969	-384	-11.5%
Hansford	5,613	5,288	-325	-5.8%
Hartley	6,062	5,887	-175	-2.9%
Hemphill	3,807	3,827	+20	+0.5%
Hutchinson	22,150	20,439	-1,711	-7.7%
Lipscomb	3,302	3,153	-149	-4.5%
Moore	21,904	20,902	-1,002	-4.6%
Ochiltree	10,223	10,246	+23	+0.2%
Oldham	2,052	2,131	+79	+3.8%
Parmer	10,269	9,325	-944	-9.2%
Potter	121,073	115,471	-5,602	-4.6%
Randall	120,725	138,549	+17,824	+14.8%
Roberts	929	832	-97	-10.4%
Sherman	3,034	3,072	+38	+1.3%
Swisher	7,854	7,435	-419	-5.3%
Wheeler	5,410	5,168	-242	-4.5%
PRPC Region	427,927	432,881	+4,954	+1.2%

A population dashboard was developed for both the region and the State of Texas. This provides an easily comparable depiction of how different the region is than the rest of the State of Texas. Broadly, the region has a population that is older, of lower-income, and significantly less likely to utilize public transportation than other areas of the State. The following dashboard gives other key demographic indicators as a point of reference.

### Table 3.3—Demographic Dashboard—Texas Panhandle

Demographic Dashboard - Texas Panhandle

Basics			Fiscals	
Regional Population	427,927		Per Capita Income	\$24,836
Age 0-19	128,344	29.99%	Median Household Income	\$48,101
Age 20-39	113,958	26.63%	Median Home Construction	1970
Age 40-64	131,603	30.75%	Living in Poverty	15.20%
Age 65+	54,022	12.62%	Average Family Size	3.15

Transportation			Race & Ethnicity	
Total Workers	196,088			
Drove Alone	156,594	79.86%	White (Non-Hispanic)	259,774
Public Transportation	1,046	0.53%	Hispanic (all)	132,755
Carpool	26,620	13.58%	Black	19,360
Walked	3,592	1.83%	Asian	8,168
Work @ Home	5,785	2.95%	Other	7,870
Other	2,451	1.25%		
Average Family Vehicles	1.9			

### Table 3.4—Demographic Dashboard—State of Texas

Demographic Dashboard - State of Texas

Basics			Fiscals	
State Population	25,145,561		Per Capita Income	\$27,581
Age 0-19	7,621,714	30.31%	Median Household Income	\$54,075
Age 20-39	7,194,139	28.61%	Median Home Construction	1984
Age 40-64	7,727,822	30.73%	Living in Poverty	15.70%
Age 65+	2,601,886	10.35%	Average Family Size	2.75

Transportation		
Total Workers	11,685,902	
Drove Alone	9,351,857	80.03%
Public Transportation	182,962	1.57%
Carpool	1,280,501	10.96%
Walked	188,810	1.62%
Work @ Home	474,294	4.06%
Other	207,478	1.78%
Average Family Vehicles	1.8	



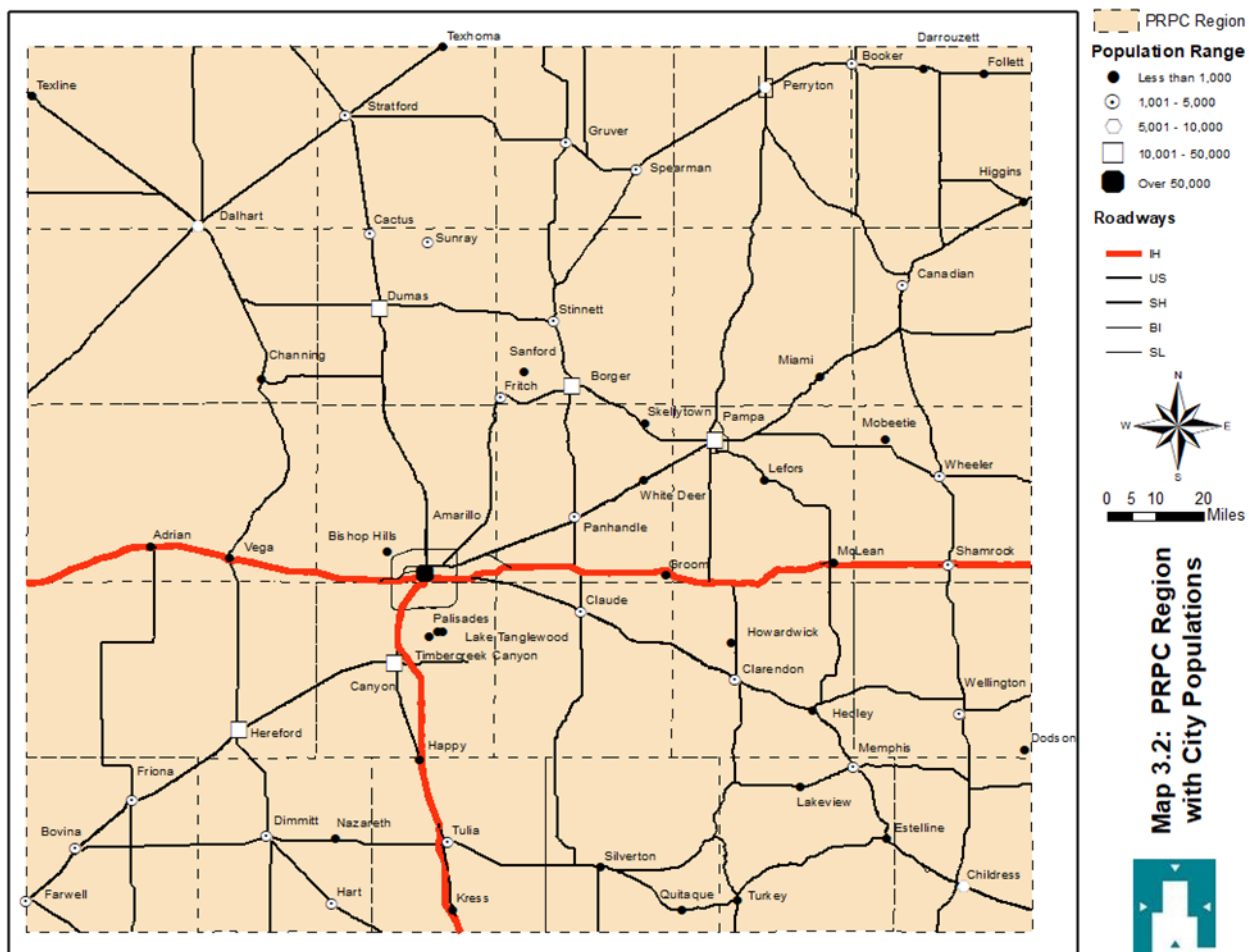
## Population Characteristics

One of the goals of public transit is to provide efficient and equitable service to as many people as possible while ensuring fair stewardship of funds. Knowing where populations are concentrated helps to determine how to allocate transportation resources across the region.

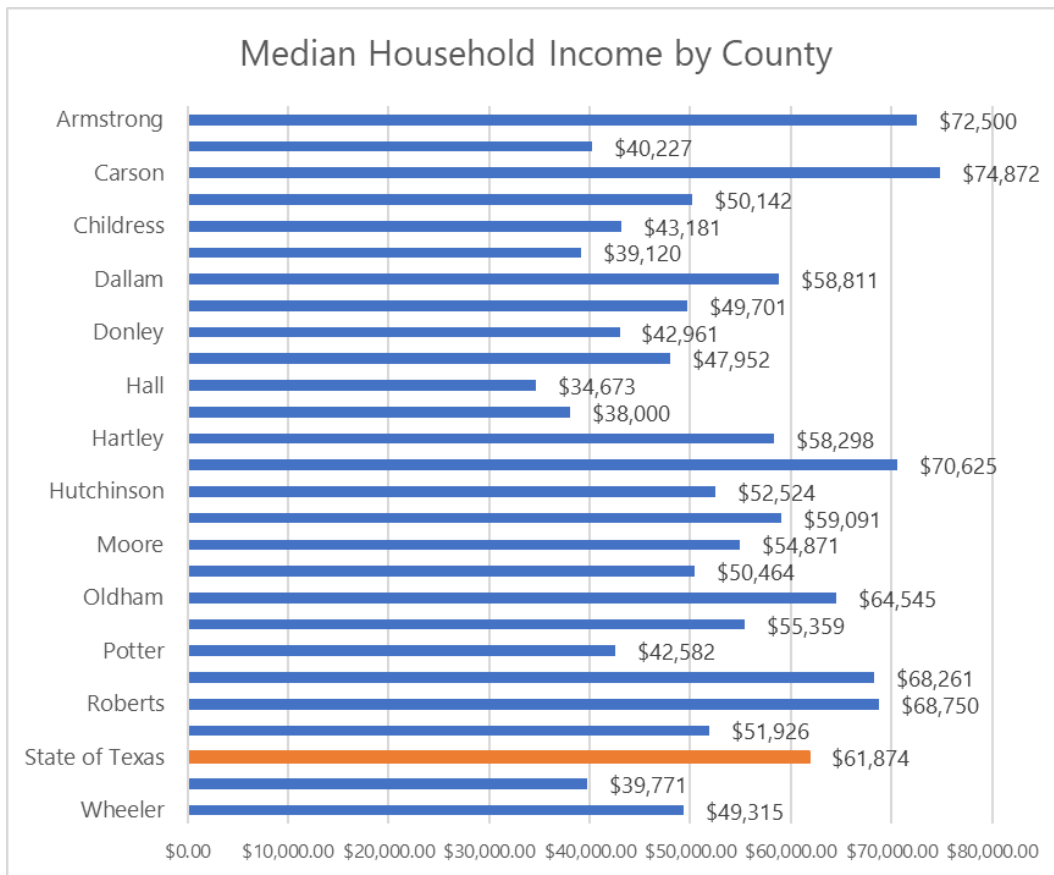
The allocation of transportation resources is a challenge for this region due to low population density with a high proportion of persons over 40 and a poverty rate of over 15% as shown in Table 3.3.

Map 3.2 reflects the PRPC region with population centers labelled according to their population. This map also illustrates the geographic expanse that the region covers. Further sections of this chapter will explore the median household income, percent of households below the poverty line, percent unemployment, and other population characteristics which help to quantify the need for public transportation in the PRPC region.

**Map 3.2—PRPC Region with City Populations**



**Chart 3.1—Median Household Income**



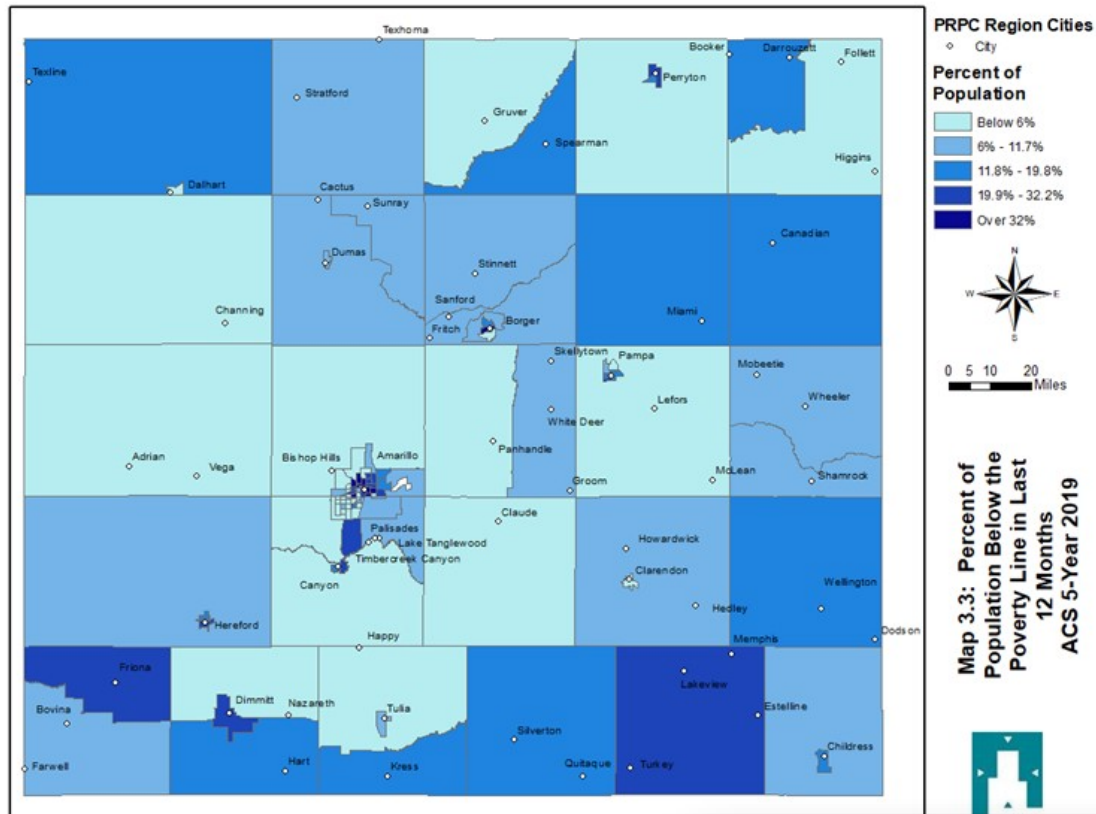
## Income and Poverty

The PRPC region has a median household income which is approximately 87% of the State of Texas' median household income with five (5) counties falling below a median household income of \$40,000. Chart 3.1 illustrates each county in the region's median household income and the median household income of the State of Texas.

Income is not evenly distributed across the region. 53% of counties have a lower median household income than the State of Texas. Of these counties, median household incomes ranged from \$34,673 to \$59,091. Across the region, 10.8% of the population has a household income of below \$15,000. An average of 6.1% of the population of the State of Texas reports an income of below \$15,000.

According to the 2019 ACS 5-Year Estimates, 13.5% of the population of the region lives below the poverty level. This rate is down 1.7% from the 2010 Census. Map 3.3 shows the percentage of the population living in poverty by census tract. Several trends can be tracked in areas of the region including the portions of the City of Amarillo, the IH-27 corridor between Amarillo and the City of Canyon, portions of the City of Perryton, City of Canyon, City of Pampa, City of Borger, and the City of Dimmitt, as well as part of Parmer County and the entirety of Hall County. These areas have over 20% of their population living in poverty.

**Map 3.3—Percentage of Population Below the Poverty Line by Census Tract**



While a large portion of the region has a high median household income and lower rates of poverty, the need for transportation resources in the region remains high for those who are low-income or living on fixed incomes. Automobiles are expensive to purchase and maintain particularly when a household is living in poverty and functioning with a fixed or limited income.

### Walkable Communities



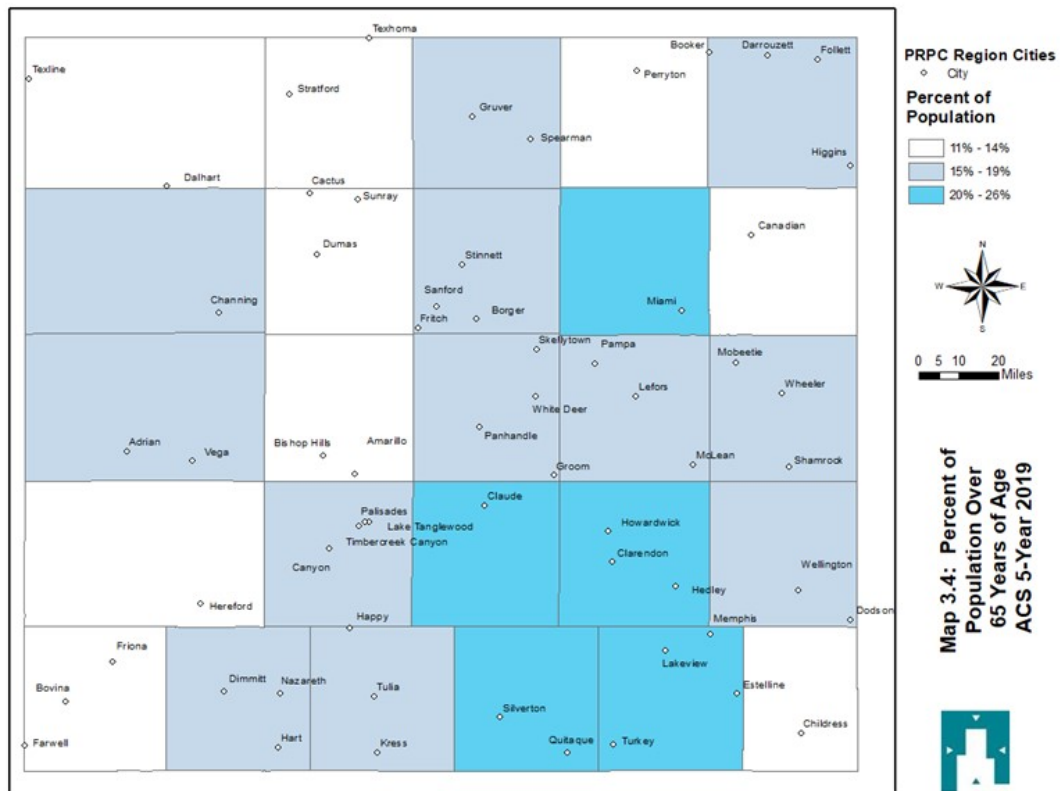
The Amarillo MPO completed a sidewalk inventory and proposed project list to install sidewalks in both Amarillo, Texas and Canyon, Texas.

Walkable communities are crucial for access to transportation for persons who use mobility devices, children, and others. Improving sidewalk infrastructure throughout the region is a priority.



Photo Credit: PRPC

**Map 3.4—Percent of Population Over 65 by County**

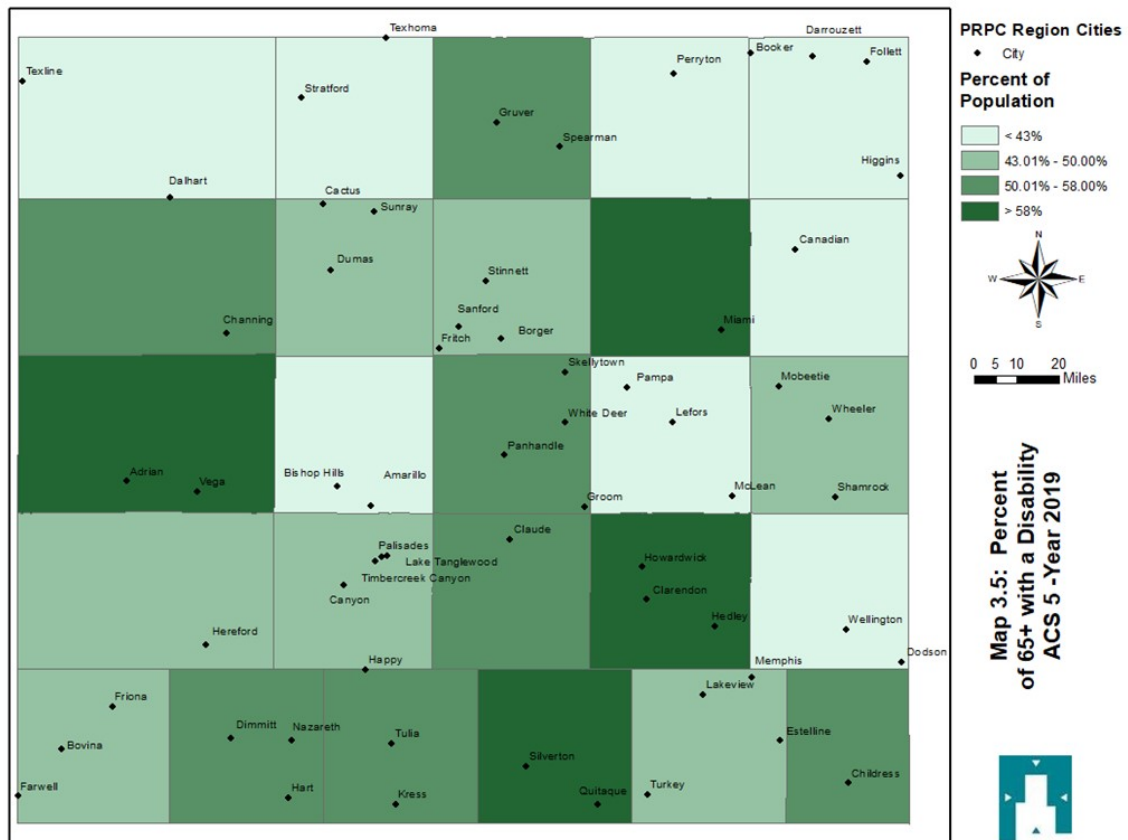


## Elderly Population

People over age 65 use public transportation as a means to access physical activity, exercise independence, and to connect to medical care. While many older adults utilize automobiles, studies have shown that access to public transportation increases the quality of life for older adults with disabilities and those that no longer have access to a vehicle. Areas with higher concentrations of elderly people are generally considered areas of higher than average public transportation need. The twenty-six (26) county region has an estimated 12.6% of the total population who are over 65 years of age. Statewide, 12.5% of the population are 65 years of age and older. Five (5) counties in the region have 20% of their total population who are over 65.

14.9% of persons over 65 in Texas identify as having at least one disability. In the PRPC region, eleven (11) counties have more than 50% of the over 65 population that report having at least one disability. Transportation for those individuals over 65 who have a disability is crucial for work, mobility, and quality of life. Map 3.5 shows the makeup of the region's counties and the percent of their over 65 population that have a disability.

## Map 3.5—Percent of 65+ Population with a Disability



### People with Disabilities

People with disabilities are more likely to use transit services. Because the Census data reports, and individuals can claim multiple types of disabilities, only one type of disability was measured to reflect the need for transit. Disabilities may fall in many categories ranging from physical to mental, but research indicates that any disability can pose a significant barrier to an individual in accessing transportation. There are existing programs in the region that assist with transportation needs for those who are elderly and unable to afford their transportation needs. These programs will be discussed further in this chapter.

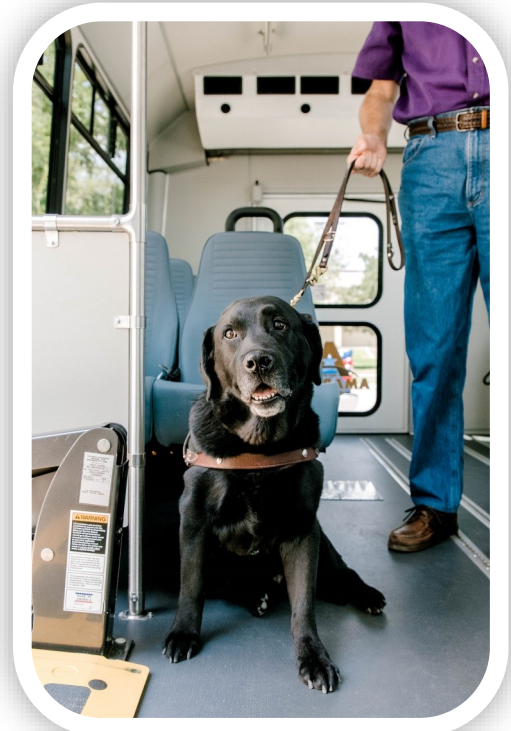


Photo Credit: City of Amarillo





## Veterans Transportation Services

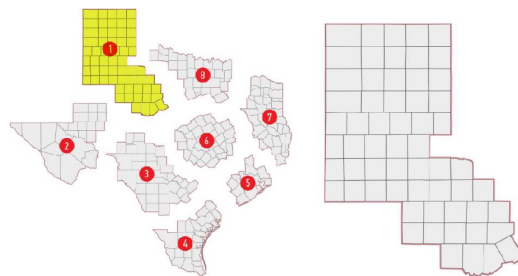
Transportation services are available for veterans in specific counties in the PRPC region. The Thomas E. Creek Department of Veterans Affairs Medical Center has a Veterans Transportation Coordinator on staff to assist veterans with transportation to and from medical appointments. Other services provided include a trip reimbursement program for individuals to transport veterans to and from appointments. The Department's Highly Rural program provides a van service from Briscoe County to an associated medical center.

## Veterans

Another classification of individuals who utilize public transportation across the nation more than the average citizen are veterans. Providing transportation services to the veteran population is a key target for the region. A majority of the region's census tracts have over 8% of their population who have veteran status, with several tracts with more than 12.5%. There are existing programs that assist with transportation for veterans including federal medical transportation provided by the Veteran's Administration. The Texas A&M University Public Policy Institute published a Texas Veterans Needs Assessment Report in 2021 which reflects that veterans in the Panhandle region indicated transportation services as an important unmet need and barrier to accessing services.

### Map 3.6—TVC FVA Region 1– Panhandle

#### TVC FVA REGION 1 - PANHANDLE

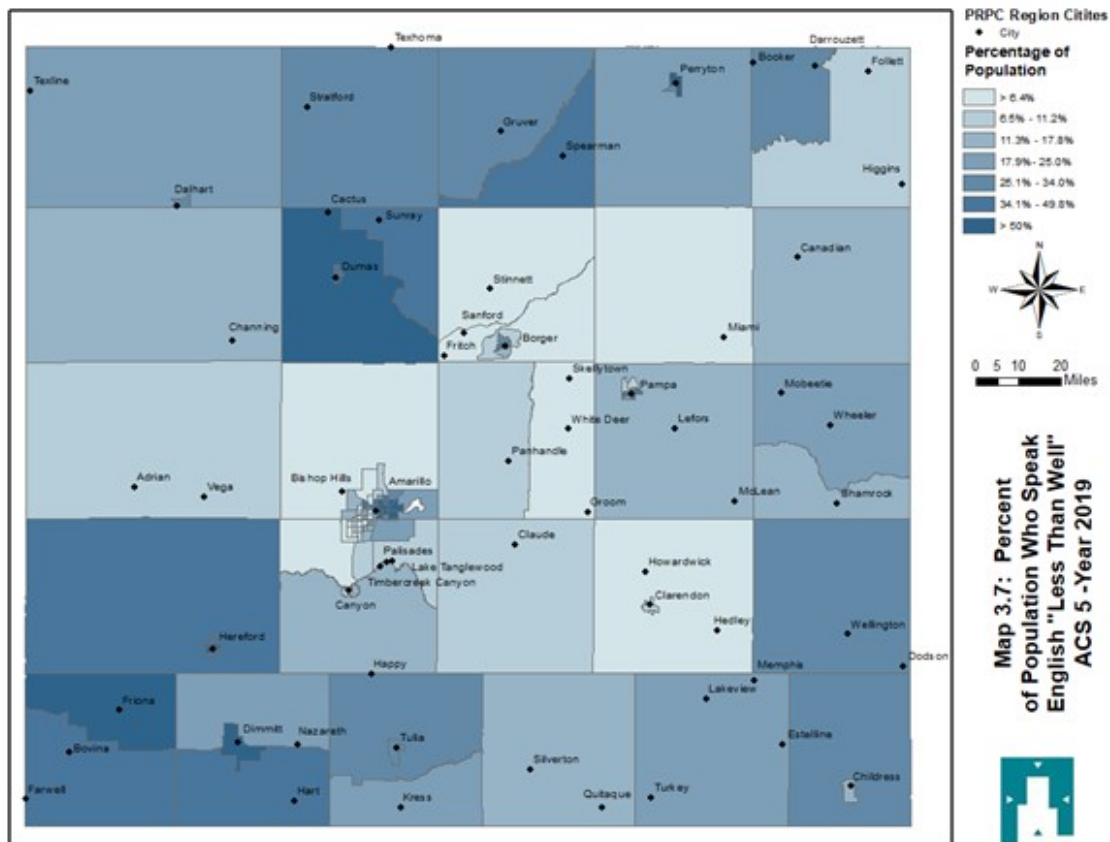


FVA GRANT NEEDS	STATEWIDE NEEDS	INDIVIDUAL NEEDS	UNMET REGIONAL NEEDS	SERVICE BARRIERS	INFORMATION SOURCES
<ul style="list-style-type: none"> <li>Clinical Counseling</li> <li>Employment Support</li> <li>Short - Term Financial Assistance</li> <li>Home Modification Assistance</li> <li>Integrative Therapies</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare Support</li> <li>VA Disability Claims Assistance</li> <li>Employment Support</li> <li>Clinical Counseling</li> <li>Assistance for Women Veterans</li> </ul>	<ul style="list-style-type: none"> <li>VA Disability Claims Assistance</li> <li>Assistance with VA Healthcare</li> <li>Integrative Therapies</li> <li>Business Startup Training</li> <li>Employment Support</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare Support</li> <li>Clinical Counseling</li> <li>Short-Term Financial Assistance</li> <li>Transportation to VA Medical</li> </ul>	<ul style="list-style-type: none"> <li>Understanding Benefits</li> <li>Lack of Services in Area</li> <li>Getting Appointments</li> <li>Knowing Where to Get Help</li> <li>Few Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>VA</li> <li>Friends or Family</li> <li>VSOs</li> <li>Internet</li> <li>TVC</li> </ul>

Survey Highlights (N = 577)

Source: TVC Report

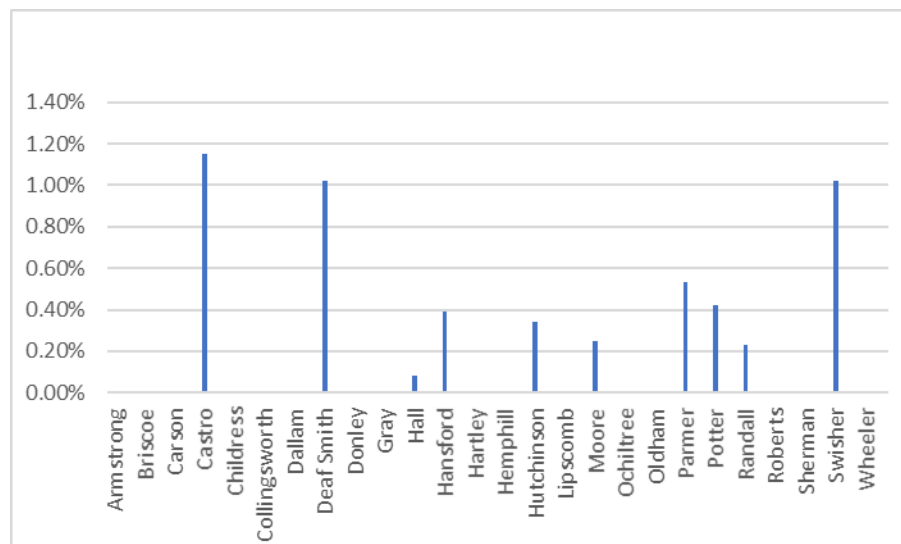
**Map 3.7—Percent of Population Who Speak English “Less than Well”**



## Limited English Proficiency Population

Large portions of the Panhandle have a high concentration of individuals who use English as a second language. The vast majority of those using another language than English at home are utilizing Spanish as a primary language. Unfortunately, the use of another language has traditionally been correlated to lower incomes and fewer automobiles in scholastic research. To account for this growing part of the region’s population, an analysis of the percentage of persons within the region than speak a language other than English and speak English “Less Than Well” was undertaken. In counties such as Moore, Sherman, Hansford, Deaf Smith, Parmer, and Castro, at least 15% of the residents speak a language other than English and have a limited English proficiency. It is likely, that transportation providers in the region may want to take these figures into consideration as they develop communications and strategies for their clientele.

**Chart 3.2—Percent of Workers Using Public Transit**



## Public Transportation Usage

The PRCPC region has significantly lower rates of public transportation use than other parts of the State of Texas. Some of the reasons for this include the large geographical space of the region, low population density, independent nature of individuals, and a historical lack of service availability. The combination of these factors has resulted in many counties having no individuals utilizing public transportation at all, and only one county with more than 1% of their population using it. Understanding the current limited utilization of public transportation is advantageous for transportation planners because it helps to shed a light on current perceptions, service provision, and opportunities for improvement to the service within the region. The City of Amarillo operates a fixed-route transit system, which is the main generator of public transit use. Across the region, only 0.4% of the population utilize public transportation.

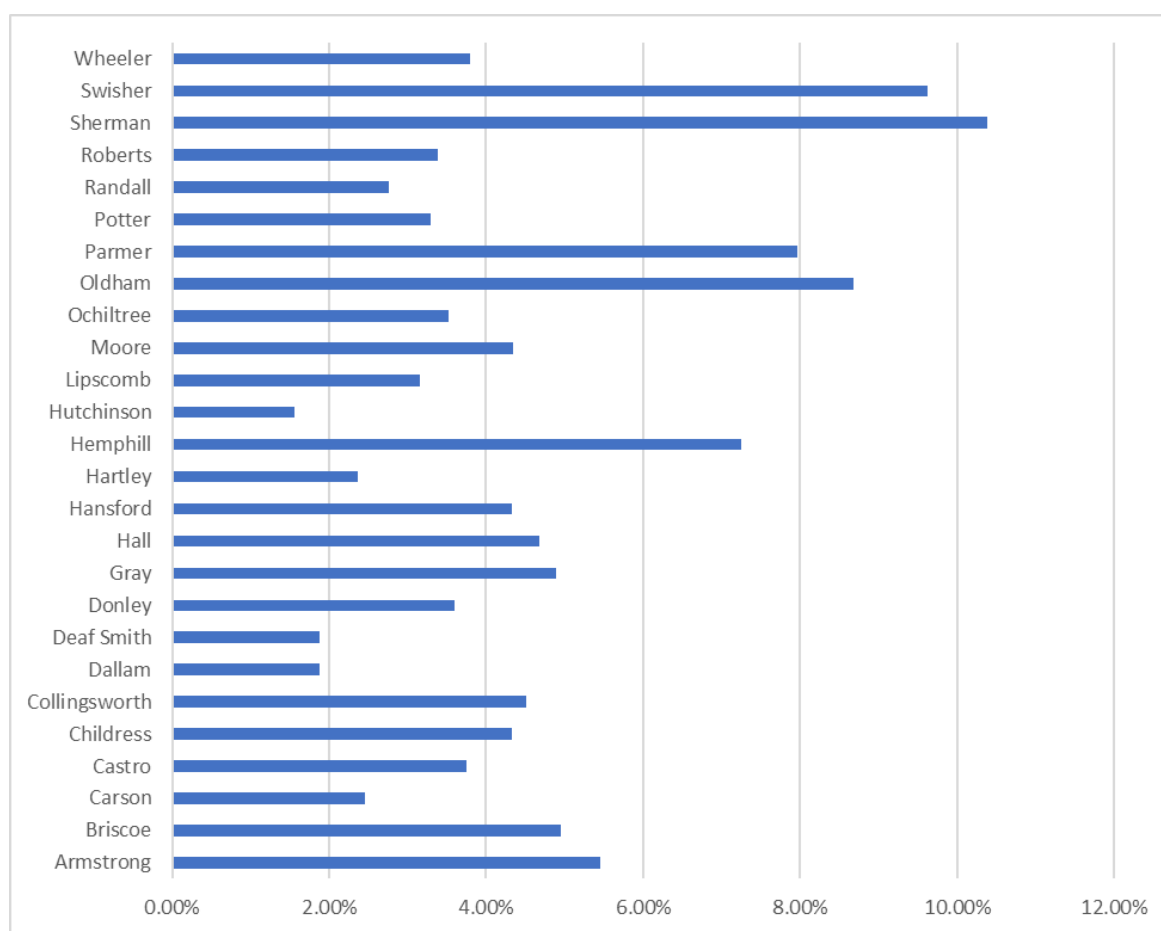
## Journey to Work Patterns

Given the size of the region, full data regarding commuting to work for all twenty-six (26) counties is too large to fit on this page. Table 3.5 is included in Appendix B and includes the full data referenced in this section. The data generally reflects that a very small population of people use public transit to commute to their place of work. Three counties stood out when looking at where persons reside and work. Armstrong County, Randall County and Roberts County have over half of their working population that reside within the county and work in another county. Over 70% of those commuting to work from these counties drive a car, truck, or van alone. Less than 15% of commuters in each county utilize a carpool and less than 5% of commuters utilize a mode of transportation such as walking, biking, taxicab, motorcycle, or public transit.

Chart 3.2 shows the percentage of workers using public transit to commute to their place of employment.

Though this is a plan focusing on public transit, use of transportation services in the region remains low in most counties. For the purposes of this plan, the percentage of persons using a mode of transportation other than a car for travel to work was analyzed. Chart 3.3 reflects the percentage of those persons utilizing a bike, ride-share service, taxi, or walking to access their place of work in each county in the region.

**Chart 3.3—Percentage of People Using a Mode of Transportation Other than a Personal Vehicle to Travel to Work**



As shown in Chart 3.3, the percentage of persons utilizing a mode of transportation other than a personal vehicle to access a place of work is substantially higher than that of public transit use. Low usage of public transit to access a place of work can be attributed to the existence of only one fixed-route system which serves the city with the highest population in the region. Rural counties are served by a singular demand-responsive service that traditionally does not make daily trips to cities in order to transport persons to work.

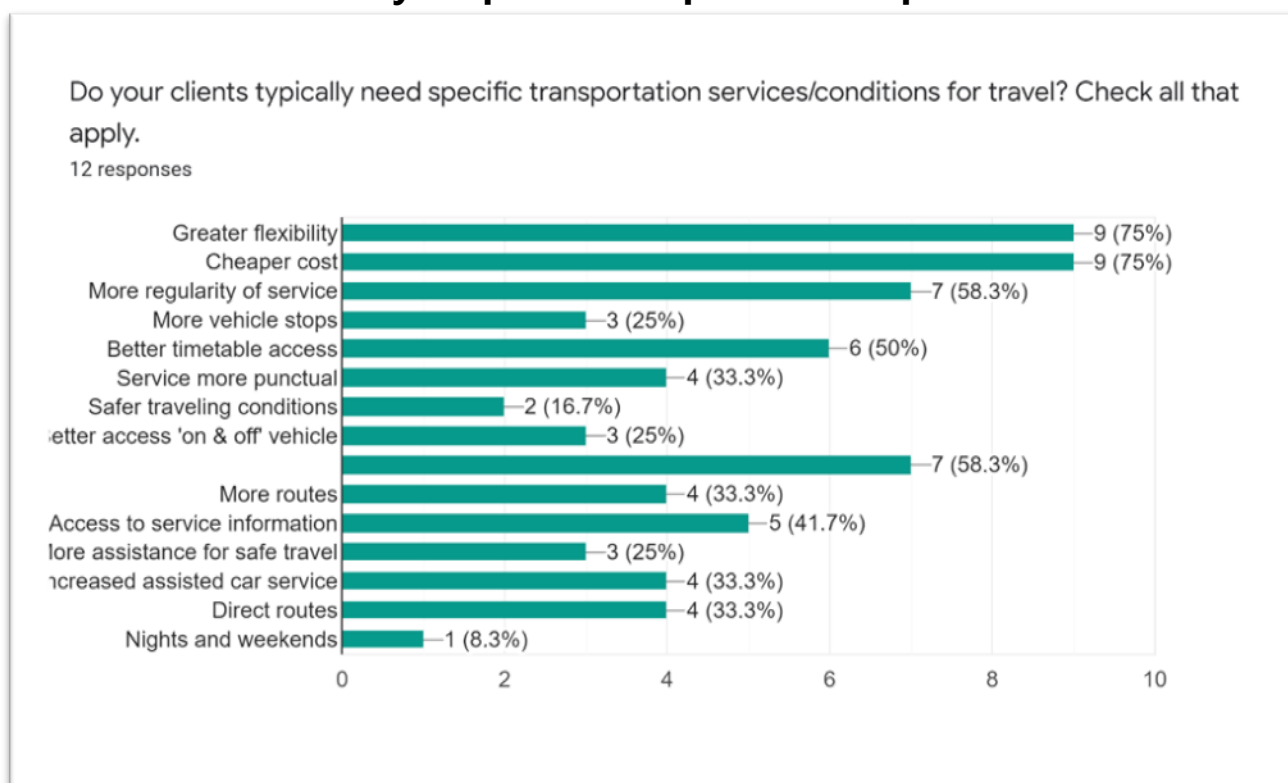
The rural demand-responsive service does have contracts in place for large employers in manufacturing, meat packing, and other industries to transport commuters from one city to another. These trips are likely not accounted for in the ACS data that was used to calculate public transit use in commuting to work.

## Collected Provider Survey Information

A survey was administered to public transit providers, private transit providers, health and human services agencies, medical facilities, and the general public in the region in order to identify gaps and needs in public transit. Twelve (12) responses were received from health and human service providers. Of these responses, 66.7% (8 respondents) indicated that transportation is a problem for their clients. These respondents indicated that low incomes, scheduling problems, and availability of transit services are the root causes of transportation issues for their clients. These responses indicate a continued lack of awareness of transportation options, a lack of availability of services on high need days such as Sundays, and high need times such as after 7pm. Half of respondents indicated that transportation is available in the areas that their clients are accessing, which is progress from the last iteration of this plan.

Respondents were asked to check all specific needs that their clients have when accessing transportation. Chart 3.4 reflects the responses to this question.

**Chart 3.4—Survey Responses to Specific Transportation Needs**





In Chart 3.4, the blank answer represents an 'other' option which allowed respondents to input a need that was not listed as an answer to the question. These 'other' answers included: These responses indicate that the biggest needs faced by clients are flexibility of routes, lower cost of tickets or trips, more regular service, better timetable access, and access to service information. Several of these issues have been addressed by the One Ride Mobile Phone Application completed in 2020 and the Public Information and Education Campaign that is expected to be completed in 2022. Other specific needs identified here involve specific agency improvements which will be described in Chapter 7 – Regional Projects.

Staff surveyed long-term care and assisted living facilities in order to assess the transportation capabilities of these organizations. Through the survey, staff found that a range of persons schedule transportation for their residents. Respondents were asked who schedules transportation for their clients and answers included: Activities Coordinator, Activity Director, Charge Nurse, Drivers, Nurses, Resident Services, Transportation Managers, Dispatchers, and general staff. Though several of these titles likely overlap within individual organizations, it is likely that this wide array of employees do not have a uniform understanding of the transportation system that exists within the region. Most facilities provide transportation for their residents to medical appointments as mandated by law and others arrange outside transportation for their clients. A gap in information and resources available to these facilities exists.

From the administered surveys, staff have determined that there are several identified needs to be addressed through the regionally coordinated transportation planning process. Table 3.5 shows the identified needs in order of importance.



## Transportation Surveys

PRPC staff completed survey development for several different groups to provide input on needs in the region.

The groups included transportation providers, health and human service providers, riders, and the general public. These surveys were intended to gather data points and evidence of existing needs within the region. Responses to the survey were very good and have been included in this plan.

**Public Transit Rider Survey**

We want to improve public transportation in the Tri-County Area and need to know what matters most to you. Your response will remain anonymous.

Please write, circle, and mark your responses below.

Zip Code \_\_\_\_\_ Age \_\_\_\_\_ Gender \_\_\_\_\_ Ethnicity \_\_\_\_\_ Race \_\_\_\_\_ Please mark to say \_\_\_\_\_

Household Income \_\_\_\_\_

Type of place you live: Private Residence, Housing Facility, Personal Care Home, Other \_\_\_\_\_

Do you use public transportation? \_\_\_\_\_

How do you get information on public transportation routes, bus schedules, how to make an appointment, etc? \_\_\_\_\_

Which of the following do you use regularly for transportation? Check all that apply.

For what type of trip do you most often need public transportation? Check the most common destinations.

How many trips do you make a week? \_\_\_\_\_

What days do you most often need to public transportation? \_\_\_\_\_

Where do you travel? \_\_\_\_\_

**Table 3.5—Provider Survey Identified Gaps**

Gap	Survey
High Cost of Transportation	Health & Human Services Survey
Lack of Awareness of Options	Health & Human Services and Medical Facilities Surveys
Access to scheduling	Health & Human Services, Medical Facilities, and Transit Provider Surveys
Lack of Route Information	Health & Human Services and Medical Facilities Surveys
Coordination of Services Not Uniform	Health & Human Services and Medical Facilities Surveys
Lack of drivers	Transit Providers and Medical Facilities Surveys
Lack of driver training options	Transit Provider Survey
Perceived bias against public transit	Health & Human Services, Medical Facilities, and Transit Provider Surveys
Lack of options for transportation	Health & Human Services and Medical Facilities Surveys
Lack of evening and Sunday service	Health & Human Services Survey
Low agency knowledge of transportation options	Health & Human Services, Medical Facilities, and Transit Provider Surveys
Lack of route flexibility	Health & Human Services Survey
Lack of overall staffing capacity	Health & Human Services, Medical Facilities, and Transit Provider Surveys

## Rider Survey Information and Results

Staff prepared a multi-tiered plan for survey distribution to riders of public transit in order to get feedback from the very small population that uses the system. Tiers were designed to reach the most people with the most effective use of resources. The first tier of this plan included outreach through social media channels including distribution of survey information on the Panhandle Independent Living Center, Area Agency on Aging, Caregiver Support Network, Amarillo College, the PARC, and other social media pages. Staff distributed a flyer with survey information through a United Way email listserv and a mass email by Amarillo College.

The second tier included flyer distribution at congregant sites such as grocery stores, health clinics, public library branches, community college campuses, and community centers. This strategy was devised in order to get the flyer in front of riders at the places that they visit often. Staff hung flyers on bulletin boards and left informational displays on high-use counters and areas in order to encourage responses. The flyer is attached in Appendix C.

Third tier strategies included a direct mailing to Area Agency on Aging clients who utilize transportation vouchers and other transportation programs to access essential services. Users of this voucher program are typically older adults with limited access to food services and may have disabilities. This population is also represented in the data gathered in Tier 1 and Tier 2 collection strategies. A sample of returned surveys are included in Appendix C.

Tier 4 strategies include direct administration of surveys by PRPC staff and other organization's staff. PRPC staff spoke with officials from Amarillo ISD, the Salvation Army, Cenikor Treatment Center, Family Support Services, the Randall-Potter-Armstrong County Adult Probation Office, the Downtown Women's Center, Regence Health Outreach Center, and other organizations to distribute online and paper surveys directly to their clients. These organizations represent congregant sites, shelters, social service organizations, and other agencies that serve individuals who regularly use public transportation.

To prevent duplications of data, PRPC staff included a specific information point that asked respondents to only take the survey once, even if they encountered it from more than one source. Ultimately 101 survey responses were received. Table 3.6 reflects the major gaps identified by the rider surveys.

**Table 3.6—Rider Survey Identified Gaps**

Identified Gap
High cost of transportation
Lack of awareness of options
Access to scheduling
Lack of route information
Coordination of services not uniform
Routes are not convenient

## Strategic Planning Outcomes

The PROMPT board undertook a strategic planning process in order to facilitate the identification of the most important needs in the region. This planning process is described in detail further in this chapter. The PROMPT board met twice to conduct strategic planning sessions. The board was provided data from the provider surveys, rider surveys, and summary documents of other planning efforts that have been conducted in the region. From these data points, the PROMPT board established ranked needs for the region. Table 3.7 reflects the identified needs.

**Table 3.7—Strategic Planning Outcomes**

Identified Needs	
Commuter routes to industries	Improved maintenance facilities
Accessibility to pick up locations	Diversification of revenue sources
Need for mobility management	More partnerships with stakeholders
Increased coordination between providers	Higher levels of funding
Regional transportation authority or funding stream	Promoting regional collaboration
Increased outreach to priority populations	More walkability and transit connections

## Other Transit Planning Efforts

Legal Aid of NorthWest Texas conducted a rider satisfaction survey in 2018 and 2019 for riders of Amarillo City Transit. The results of this survey were presented at a transit summit event in September 2019. Since the survey was conducted, Amarillo City Transit has enacted several projects and policy changes that directly address issues brought up frequently by riders. Some of the persistent and new issues from the survey include inadequate communication of transit information, limited service hours on Sunday and in the evenings, long wait times for vehicles and inconvenient routes, and lack

of familiarity with new routes. The findings of this report are consistent with the information gathered from health and human services agencies and transit providers during the survey process for this plan.

## Overall COVID-19 Impacts

A large component of the survey process in this iteration of the Regionally Coordinated Transportation Plan was questions related to the COVID-19 pandemic. As previously described, the pandemic upset daily life for most people and impacted transit in a substantial way.

By including questions about the pandemic, staff sought to understand the regional transportation impacts of a world where capacity was reduced, destinations were closed, and only essential services were accessible.

Answers to questions regarding the COVID-19 pandemic varied by agency, but there were several overall themes identified through the survey. Medical facilities indicated that the greatest impacts were state restrictions on visitation, medical procedures, and exposure protocols. Transit providers reported significant declines in ridership and adjustments to routes and schedules. Several providers struggled with social distancing requirements, mask mandates, and other state and federal policies.

The pandemic exacerbated existing problems within the system, including lack of trust in the transit system, declining ridership, and lack of transportation information in the region. Though the region has experienced hardship through the pandemic, most agencies have built contingency plans and resiliency measures to ensure that fu-

ture challenges like a global pandemic can be mitigated. The primary transit providers have demonstrated their adaptability and flexibility in route scheduling, appropriating resources, and focusing on rider needs.

## **Methodology to Determine Service gaps and Inefficiencies**

Approaching the development of this plan with organization and excellence was a key focus for the PROMPT board. Ultimately, the development of the plan was modeled from previous strategies utilized in prior planning cycles. One constant strategy has been the administration of surveys to health & human services providers transit providers, medical facilities, and users of public transportation. Success from past planning cycles is evidence that this method of data collection is viable and appropriate for the region.

The surveys were updated and expanded from previous planning cycles in order to improve responses and usefulness of the data gathered. The surveys were also expanded to include questions regarding the COVID-19 pandemic in an effort to measure its impact on the region's transit system. Further details regarding this data collection are discussed earlier in this chapter and in Chapter 2 – Transportation Resources.



Photo Credit: Panhandle Community Services



# Planning for Comprehensive Services

The Coordinated Public Transportation 5-year plan integrates numerous services and various programs throughout the entire plan and can be seen over all the Chapters. The bulk of these programs are integrated with direct representation in the PROMPT Committee and have a voice in the planning process, as well as the goals that are defined in the 5-year plan.

## 5310 Program

The 5310 program is a funding category administered by the Federal Transit Administration (FTA) and passed-through the Texas Department of Transportation (TxDOT). This funding was established in 1975 as part of a discretionary capital assistance program. This funding is dedicated to assistance for the mobility of seniors and persons with disabilities. Though the funding source has gone through many names over the years, the current funding authorization is through the Fixing America's Surface Transportation (FAST) Act and is codified in 49 U.S.C. Section 5310. Funding is allocated using a formula based on census data. Within the State of Texas, funding is available via formula calculation for to TxDOT districts. In regions with an urban transit district of over 200,000 in population, 5310 funds are distributed directly to the service provider rather than through TxDOT. It is anticipated that in the next 5 years, the City of Amarillo's population will exceed the 200,000 threshold and funding will be re-distributed going forward.

The Texas Panhandle region currently utilizes 5310 funds to provide travel training, gap service, and other programs for persons with disabilities. The Panhandle Independent Living Center (PILC) applies every funding cycle for grant funds in order to support their transportation programs. Residual funding from previous grants is grouped and re-allocated for various programs. A PILC member has served on the PROMPT Board since inception and is a key player for the continued success of coordinated public transportation. Funds from the 5310 program are used to provide gap transportation services, administer travel trainings, and provide mobility management services.

Gap transportation services had previously been contracted to private, non-profit transportation providers. Due to the suspension of business by the contractor, PILC has begun contracting with the City of Amarillo for gap services.



### **Panhandle Independent Living Center**

The Panhandle Independent Living Center (PILC) was established by the Amarillo Disabled Individuals in Action (ADIA) in 1988. The center began as a full-time agency dedicated to helping people with disabilities to gain control of their lives through training and counseling. PILC serves the 26 counties of the Texas Panhandle and offers counseling, travel training, employment programs, transportation programs, and independent living services. PILC holds a seat on the PROMPT board and contributes to public transportation planning in the region.

The individuals that reside within the 5310 defined category (elderly and/or persons with disabilities) continue to be a focus of the PROMPT Board. As a result of the importance of the elderly and disabled community of the Texas Panhandle, the PROMPT Board established numerous evident needs for the region that are directly identified in talking with the persons that are defined in the 5310 category. The PROMPT Board is continuing to look at opportunities to bring 5310 projects to the region in order to assist with the needs that have been identified for 5310 priority populations. Projects that have been identified for potential 5310 funding are identified in Chapter 7 – Regional Projects.

## **Individuals with Disability and Elderly Programs**

The PROMPT Committee has representation of individuals that are directly dealing with Elderly programs and Individuals with Disability Programs on a day-to-day basis. The RCTP lead agency is fortunate to have the Area Agency on Aging in the same organization under the PRPC umbrella. Additionally, the lead agency has a working relationship with PILC and the programs that they offer for individuals with disabilities. The Area Agency on Aging and PILC help bring many programs to the public transportation planning table that are invaluable and a true benefit to the planning update process. They are contributors on helping identify short-falls in the public transportation arena, as many of their clients deal directly with the utilization of public transportation in their daily lives.

## **PILC programs**

### *Employment and Ticket to Work*

PILC is a participating member in the Social Security Administration's Ticket to Work program. This program provides free employment services to individuals with disabilities and coordinates the continuation of benefits for participants.

PILC staff work with customers in order to determine if working is right for their individual needs, preparing them for work, ensuring that they maintain success through employment, and other services.

### *Independent Living Services (ILS)*

Independent Living Services is a program which provides assistance to persons with hearing impairments, visual impairments, and mobility needs. This program can provide a customer with hearing aids, wheelchairs, prosthetic limbs, shower chairs, lift chairs, walkers, and other assistance devices. This program does not pay for surgeries or extensive home modifications. Eligibility is determined by PILC staff at an initial contact appointment.

### *Transportation Services*

PILC partners with the City of Amarillo to provide transportation services to persons who have mobility needs and seniors during limited hours. These rides are provided at no cost to the rider. This program works in conjunction with other programs in the area that provide vouchers or transportation assistance to specific populations.

## **Area Agency on Aging programs**

The Area Agency on Aging (AAA) of the Panhandle provides services, coordinates resources, and advocates for older adults (age 60 and older) and their family caregivers across the top twenty-six (26) counties of the Texas Panhandle. With the mission of promoting dignity, independence, and quality of life for seniors, the AAA offers the following range of comprehensive and coordinated programs designed to assist eligible individuals with a variety of complex issues:

- **Benefits Counseling Program:** Assists Medicare beneficiaries with navigating their healthcare and other public benefits as the designated Health Information, Counseling, & Advocacy Program of Texas (HICAP).
- **Caregiver Support Services:** Offers temporary caregiver respite services, a caregiver support group, and various education and training opportunities for family caregivers.
- **Home Care Options Program:** Provides support for homebound elderly who want to be as independent as possible with services including light housekeeping, personal care, and even residential repair.
- **Information, Referral, and Assistance:** Provides information and assistance to callers to identify and link with the appropriate service agencies and local resources.
- **Long-Term Care Ombudsman Program:** Advocates for residents in long-term care facilities by visiting and resolving complaints in every nursing home and assisted living facility in the Panhandle in order to protect residents' health, safety, welfare, and rights and promote the highest attainable quality of life and quality of care.
- **Nutrition Program:** Supports sites across the Panhandle that provide home-delivered meals, congregate meals, and nutritional counseling.

- **Transportation Program:** Offers a voucher for transportation to eligible individuals across the Panhandle and provides a number of free rides within the City of Amarillo through a partnership with Amarillo City Transit (ACT-Connect).
- **Other Education and Outreach:** Provides evidence-based programming on fall prevention through A Matter of Balance classes and resources on reporting Medicare fraud and abuse through the Senior Medicare Patrol.

The authorizing statute for all AAA programs is the Older Americans Act of 1965. The OAA established a national aging network of more than 600 Area Agencies on Aging administered by the U.S. Department of Health and Human Services, Administration for Community Living (ACL). ACL manages the OAA grant programs passed through the State Unit on Aging which includes the Texas Health and Human Services Commission, the organization responsible for all contract compliance both financial and programmatic.

## **Health – Human Service Programs**

The Public Transportation Plan is largely based upon the various Health and Human Service Programs throughout the Texas Panhandle Region as they provide a foundation to help in the existence and purpose of the 5-year plan. The many programs tie directly to the Transportation Providers in the region by contracting for services with vouchers or other forms of payment to have a collaborative effort between provider(s) and agencies. These programs are taken into consideration on the PROMPT Committee from both the service agencies and the providers. The programs are taken into consideration when needs and gaps of the area are being formulated and put into the plan. Several PROMPT Members represent a service agency in the region and have direct tie-ins for the goals to improve public transportation that would help maximize the established service programs.

## **Workforce Programs**

The PRPC operates workforce development programs within the same organization that the Coordinated Public Transportation Planning is operating under. The ability of having both programs under the same roof provides for continuous updating of the current workforce development programs by the Public Transportation Planning staff and allows for collaboration from the workforce development staff.

The Planning Commission's Workforce Development programs address the needs of Panhandle employers and workers. PRPC helps employers recruit, hire and retain qualified personnel. PRPC also provides job seekers with the information, training and assistance they need to obtain and keep employment that offers good wages and benefits.

Additionally, a major difficulty that low-income persons in training and employment face is accessing affordable child care. Each year, Workforce Solutions through the Workforce Development program provides financial assistance to 2,500 eligible families in need of such aid. Over 4,000 children annually receive subsidized care through 150 licensed day care centers and other providers.

In addition to having a centralized workforce development program at the PRPC and in the center of the Texas Panhandle, the program recently was able to obtain a mobilized workforce development vehicle to assist in the region, including very rural areas. The benefit of having the RCTP lead agency and workforce development under the same umbrella has generated many mutual benefits to program areas as well as identifying needs and gaps in Public Transportation for the entire Texas Panhandle.

## **MPO - FTA-Funded Program**

The Amarillo Metropolitan Planning Organization (MPO) is a federally mandated administrative agency responsible for the coordination of the highway, transit and land use planning process necessary to receive federal funds for highway and transit improvements. As stated on the MPO website, the purpose of the MPO is "...to provide local citizens and elected officials the opportunity to be involved in the transportation planning process." There are eleven (11) voting members on the MPO made up of a variety of non-elected and elected officials, eight (8) non-voting members made up of mostly city and state officials and 6 ex-officio members representing various elected and non-elected positions within the 360 mile area which the MPO encompasses. The MPO serves the cities of Amarillo and Canyon and parts of Potter and Randall Counties.

Staff from the PRPC are members of the MPO and a member of the MPO staff serves on the PROMPT Committee and assists with the development of the 5-year regional public transit plan as well as the plan update. The PRPC, PROMPT and MPO all play an active role in working together and integrating services when possible. The entities strive to continuously and gradually improve public transportation for the Texas Panhandle.

Amarillo City Transit launched a project to improve stops within the City of Amarillo with new concrete pads, benches, shelters, and trash cans. This shelter project is intended to increase customer satisfaction with the transit system and ensure rider comfortability. Amarillo City Transit intends to continue this project and improve more stops in the future.



Photo Credit: City of Amarillo



# Integrated Planning Process

As has been stated previously, there are only two (2) public transportation providers in the Texas Panhandle with a few non-profit and several private transportation providers. There are 26,000 square miles to cover, yet population densities average around 8 people per square mile. Planning for transportation takes place in several specific arenas, including in rural and urban settings. Duplicated planning processes do not exist in this region, but several parallel processes are ongoing. This chapter will explore the different planning groups in the region and their parallel processes.

## Panhandle Regional Planning Commission (PRPC)

The Panhandle Regional Planning Commission is a Council of Governments, established by Chapter 391 of the Texas Local Government Code. PRPC is comprised of twenty-six (26) member counties, sixty-three (63) member cities, and several special districts covering 26,000 miles. This organization is committed to assisting local governments in the region with grant programs, technical assistance, economic development, aging services, workforce development, and other specific programs. Established as a political subdivision, PRPC undertakes regional planning services and must abide by all laws which govern conduct of local officials, open meetings, and other applicable laws. PRPC administers programs including:

Regional Economic Development	Regional Law Enforcement
Aging Services	Workforce Development
Regional Transportation Planning	Regional Surface and Groundwater Planning
Regional Flood Planning	911 Service Planning
Other Programs	

PRPC staff assist local governments with administration of federal and state grant programs including Community Development Block Grant (CDBG) funds, Economic Development Administration (EDA) funds, Texas Department of Transportation (TxDOT) funds, and other programs across the agency's portfolio. PRPC also administers local advisory committees across its programs including:

Panhandle Water Planning Group	Panhandle Workforce Development Board
Criminal Justice Advisory Committee	Regional Solid Waste Management Advisory Committee
Panhandle Rural Planning Organization	Panhandle Regional Organization to Maximize Public Transportation
Panhandle Regional Emergency Management Advisory Committee	Regional 9-1-1 Network Advisory Committee
Rolling Plains Organization for Rural Transportation	Panhandle Workforce Development Consortium Governing Body
Economic Development Advisory Committee	Texas Revenue Recovery Association
Groundwater Management Area #1	Regional Flood Planning Group
Texas Panhandle Inspector's Association	

PRPC is governed by a Board of Directors made up of twenty-seven (27) elected officials from member governments, special districts, and citizen representatives. This board approves regional plans, reviews expenditures, and provides policy oversight. The body meets monthly to consider agenda items related to grant projects, regional coordination, daily operations, and other items of interest.

## **Panhandle Regional Organization to Maximize Public Transportation (PROMPT)**

The Panhandle Regional Organization to Maximize Public Transportation (PROMPT) is the group responsible for the coordination and cooperation among public and private transportation providers, elected officials representing different regions of the Texas Panhandle, Health and Human Service providers and other individuals important to the process of planning and coordinating regional public transportation. PROMPT, which began as the Panhandle Transportation Consortium in the mid-1990s, existed long before legislation mandated such a coordination initiative. Regional coordinating meetings have been held throughout the long history of transportation planning in the Panhandle. In 2005 legislation was passed requiring these types of activities and PROMPT was officially formed. The original regionally coordinated transportation plan was drafted in 2006 with the help of the Goodman Corporation and adopted in 2007.



**PANHANDLE REGIONAL  
ORGANIZATION TO MAXIMIZE  
PUBLIC TRANSPORTATION**

The planning cycle takes place every five (5) years with a plan update in the final year. Plans have been updated and adopted in 2006, 2011, and 2016. The latest iteration of the plan will extend through 2021. In each update, the PROMPT board and PRPC staff collaborate with regional partners, transit riders, and other entities to establish new or continued gaps, needs, and goals for the next five years.

The purpose of PROMPT has always been to constantly evaluate, determine, and address needs regarding transportation delivery in the Texas Panhandle. PROMPT does not focus on one particular demographic in an effort to create an inclusive planning process. There are members representing the elderly community, the workforce industry, health and human service providers, veterans, low-income individuals, children, the disability community, and other stakeholders. The PROMPT board consists of representatives from:

Amarillo City Transit	Panhandle Transit
City of Amarillo Community Development	Jan Werner Adult Day Care
Panhandle Independent Living Center	Texas Health and Human Services Commission
Potter County	Moore County
Carson County	City of Borger
Hansford County	Area Agency on Aging
Senior Ambassador's Coalition	Amarillo Metropolitan Planning Organization
ModivCare	Texas Department of Transportation
Workforce Solutions—Panhandle	Coalition of Health Services
Amarillo Veteran's Administration	General Public



### Route 66

Route 66 lies along 6th Street in Amarillo, Texas and spans the width of the Texas Panhandle. This historic road plays a large role in the culture and transportation identity of the region. Route 66 is an economic generator for cities throughout the region.



Photo Credit: PRPC

## **Panhandle Rural Planning Organization (PRPO)**

The Panhandle Rural Transportation Planning Organization (PRPO) was established in the Texas Panhandle in 2010 after TxDOT released their rules proposing and defining RPOs. The definition of RPO according to TxDOT is:

"A voluntary organization created and governed by local elected officials with responsibility for transportation decisions at the local level, including an organization established by a council of governments or regional planning commission designated by the Governor pursuant to Local Government Code, Chapter 391, to address rural transportation priorities and planning and provide recommendations to the department for areas of the state not included in the boundaries of a metropolitan planning organization."

Much like its MPO counterpart, the RPO is responsible for obtaining public input into the transportation planning process. However, as the MPO is concerned with the metropolitan area, the RPO is concerned with the rural areas within its boundaries. Therefore, the PRPO covers the top fifteen (15) counties of the Panhandle which aligns with the TxDOT Amarillo District boundary. The counties included are: Dallam, Sherman, Hansford, Ochiltree, Lipscomb, Hartley, Moore, Hutchinson, Roberts, Hemphill, Oldham, Carson, Gray, Deaf Smith and Armstrong. The RPO board is made up entirely of County Judges representing their individual counties.

The RPO has oversight of one planning process, the Rural Transportation Improvement Program (RTIP). This process is administered by TxDOT and is similar to the STIP as mentioned above. The RPO meets together annually to review and approved the RTIP with TxDOT officials. This process does not have any intersection with the 5-Year Regionally Coordinated Transportation Plan.

## **Panhandle Workforce Development Board (PWDB)**

The PWDB is a business-led group, the majority of which is comprised of employers from the private sector, as well as representatives from community-based organizations, labor, economic development, secondary and post-secondary education, adult and continuing education, literacy, vocational rehabilitation, public employment services, and the State Department of Human Services. The PWDB is appointed by local elected officials, and oversees workforce program services provided in the twenty-six (26) county region of the Texas Panhandle.



## Air Travel

Amarillo's English Field operated from 1929 to 1972 and served airlines such as Western Air Express, Trans World Airlines, American Airlines, Braniff Airlines, Frontier, and more! Though the facility is now closed, it remains a piece of regional transportation history! This photo is provided by the Amarillo Public Library and can be found in their online photo collection!



The PWDB administers and oversees over \$13 million in annual funding from the Texas Workforce Commission (TWC) for program services including job seeker and employer services, training programs, and subsidized childcare services, administered by a local contractor. These services are available through Workforce Solutions Panhandle offices in the region.

The PWDB and its partners together implement a comprehensive four-year Board Plan, which directs local entities in their efforts to build a labor force that sustains local communities and supports a positive economic climate. The Board Plan identifies and describes policies and procedures as well as local activities which align with the Texas Workforce System Strategic Plan, the TWC Strategic Plan, the Workforce Innovation and Opportunity Act (WIOA) Combined State Plan, the Strategic Plan for Adult Education and Literacy, and the Texas Early Learning Strategic Plan.

The Panhandle Workforce Development Board Plan for 2021-2024 includes strategies to support and improve access to transportation for job seekers. The plan outlines specific financial programs which are aligned with TWC funding that include "transportation assistance in the form of fuel cards, mileage reimbursement, or auto repair, for personal vehicles, and bus tickets for accessing public transportation."

By understanding this similar planning process and incorporating information from the PWDB, staff are better able to articulate the specific needs of residents in the region who are seeking jobs or need assistance attending training.

## Economic Development Advisory Committee (EDAC)

The Economic Development Advisory Committee is a regional group of representatives from municipal economic development corporations who meet together quarterly to discuss new economic initiatives in the region and exchange ideas for new development strategies. This is also the advisory group for the Panhandle Economic Development District (EDD) which is administered by PRPC staff. The Panhandle EDD is charged with assisting municipalities and counties in the region with economic development opportunities and short-range planning for economic development.

The short-range planning takes place every 5 years, on a schedule similar to that of the Regionally Coordinated Transportation Planning process with annual updates occurring in the interim years. The final plan is called the Comprehensive Economic Development Strategies (CEDS). This plan covers a wide range of topics including job training, overemployment, underemployment, specific pain points for municipalities, and other needs of the region.

The PRPC Board of Directors adopted the new CEDS in August 2021. Traditionally, transportation does not play a large part of the CEDS planning, but staff have worked through several questions and data points related to transportation to job training and job supply. Over half of respondents to the CEDS planning survey administered by PRPC staff related that they felt that most people seek employment outside of their community. In order to access that employment, residents need transportation, which may not always be available. Staff found other areas that are related to transportation in their planning which are further detailed in Chapter 3 – Comprehensive Needs Assessment. By incorporating this data analysis into the Regionally Coordinated Transportation Plan, staff are better able to identify and assess needs as related to economic development.

## Amarillo Metropolitan Planning Organization (MPO)

The Amarillo Metropolitan Planning Organization (MPO) is a federally mandated administrative agency responsible for the coordination of the highway, transit and land use planning process necessary to receive federal funds for highway and transit improvements. As stated on the MPO website, the purpose of the MPO is “...to provide local citizens and elected officials the opportunity to be involved in the transportation planning process.” There are 11 voting members on the MPO made up of a variety of non-elected and elected officials, 7 non-voting members made up of mostly city and state officials and 4 ex-officio members representing various elected positions within the 360 mile area which the MPO encompasses.



### CEDS

The Comprehensive Economic Development Strategy (CEDS) is developed and revised every 5 years by the Panhandle Economic Development District. This plan lays out a roadmap for economic development in the region and brings to light the challenges faced by communities in the region.





The MPO serves the cities of Amarillo and Canyon and parts of Potter and Randall Counties.

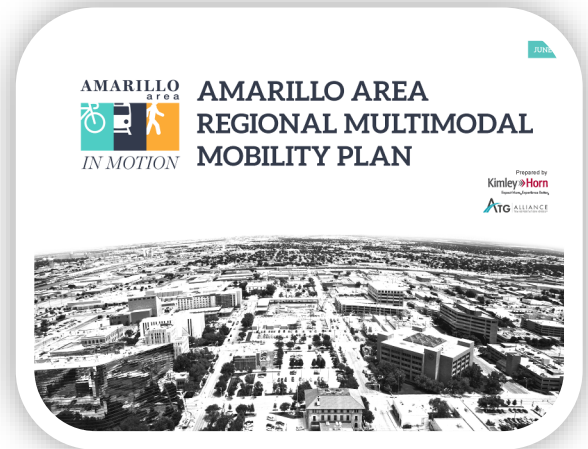
Members include:

Voting Members	
Mayor, City of Amarillo	County Judge, Potter County
City Manager, City of Amarillo	Count Commissioner, Randall County
City Commissioner, City of Amarillo	County Judge, Randall County
City Manager, City of Canyon	District Engineer, TxDOT Amarillo District
Executive Director, Panhandle Regional Planning Com-	Director of TP&D, TxDOT Amarillo District
Non-Voting Members	
MPO Director	Transportation Planner, MPO
Management Analyst, MPO	Planning Director, City of Amarillo
Transportation Planner, TxDOT Amarillo District	Urban Planner, FHWA Austin
Public Transportation Coordinator, TxDOT Amarillo	
Ex-Officio Members	
Texas House of Representatives—District 86	Texas House of Representatives—District 87
Texas Senate—District 31	United States House of Representatives— District 13

The Amarillo MPO is charged with several parallel planning processes which relate to public transportation. These include:

- Metropolitan Transportation Plan (MTP) – The MTP is a long-range transportation plan that is federally mandated for all MPOs. This plan covers the next twenty-five (25) years and is updated at least every five (5) years to ensure that the goals and objectives of the planning process are pertinent for the planning region.
- Transportation Improvement Program (TIP) – The TIP is a short-range transportation plan that is federally mandated for all MPOs. This plan establishes priority projects for roadway and transit improvements in the next four (4) years. Projects in the TIP must also be included in the Statewide Transportation Improvement Program (STIP) which is developed and maintained by the Texas Department of Transportation.

- Unified Planning Work Program (UPWP) – The UPWP is a work program developed by the MPO and approved by TxDOT which details the specific planning tasks to be undertaken each year by the MPO. This document is also federally mandated and determines the continuation of funding and the appropriate funding levels for planning tasks in a given year.



The Amarillo MPO Director currently serves as the Chair of the PROMPT Board and provides information on MPO planning processes during the development of the 5-Year Regionally Coordinated Transportation Plan. Though the planning processes of the MPO and PROMPT board do not intersect, they do share parallels. The MPO is responsible for developing the TIP, which includes transit improvement projects for the Urban Transit Provider in the MPO boundary. Amarillo City Transit's projects are programmed into this plan for the next four (4) years and are also included in the PROMPT developed 5-Year Regionally Coordinated Transportation Plan. These projects are included in both plans in an effort to increase access to transportation and improve existing transit resources to move people from place to place.

The Amarillo MPO completed a multi-modal transportation plan called Amarillo Area In Motion in 2021. The plan includes best practices and project initiatives which cover all areas of transportation including vehicles, buses, long-haul trucks, rail, air, and other modes. Included within the plan are recommendations for transit system improvements which are predicated on analysis of the current system and improvements that would enhance transit for passengers of all incomes, all abilities, and all areas of the City of Amarillo. The recommendations included in this plan will be incorporated in the Regionally Coordinated Transportation Plan through the Regional Projects chapter.

These projects include an express service route connecting the City of Amarillo and the City of Canyon. This was recommended as a new transit route due to the projected congestion through the IH 27 corridor which connects the two cities and the number of commuters who use the corridor to access the West Texas A&M University Campus in Canyon, Texas.

Another project recommended by the plan is a transit route connecting the Rick Husband International Airport to Downtown Amarillo. This was seen as a need due to limited transportation options at the airport which include car rentals and ride share apps. The volume of passengers at the airport who would possibly utilize a transit route from the airport to Downtown Amarillo would encourage exploration by visitors and would promote the safety of the fixed-route transit system in the City of Amarillo.

## Amarillo City Transit Master Plan – 2017

Amarillo City Transit (ACT) engaged a consultant to administer a master planning process in 2017. Through this process, extensive public outreach was conducted with results that mirrored the 2017-2021 iteration of the Region 1 Regionally Coordinated Transportation Plan. Through this process, riders filled out surveys, community meetings were held, health and human services provider roundtables and employers were conducted, and ACT staff and drivers were interviewed. The produced public engagement report identified intersections between rider needs and ACT weaknesses. All groups reported that extended service hours and more reliable service were the largest needs/weaknesses. Other identified needs include shorter travel times, more bus shelters, expanded coverage, and easier access to information about the transit system.

Data, outcomes, and recommendations from this similar planning process will be considered throughout the development of the needs, gaps, goals, and performance measures for this round of human-services transit planning. Amarillo City Transit has already put in motion several recommendations from the 2017 Master Transit Plan and staff are working to implement and plan for future needs.

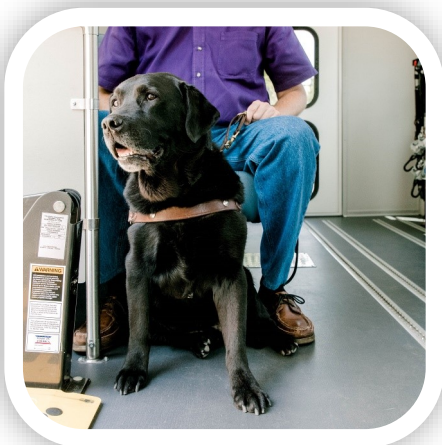


Photo Credit: City of Amarillo

## **Panhandle Community Services Strategic Plan**

### **2015-2020**

Panhandle Community Services (PCS) is the administrator of Panhandle Transit, the rural transit service provider in the region. This organization is comprised of multiple departments that assist with transit, utility payments, home rehabilitation, and other programs. PCS went through a strategic planning cycle in 2014 for the 2015-2020 years. PCS staff engaged in strategic planning exercises and conducted public meetings to fully understand the organizations strengths, weaknesses, opportunities, and any threats that may exist. The strategic plan includes core future strategies that apply to the organization as a whole. These strategies include improved operational performance, expanded client reach, collaboration with other agencies, improved performance measures, and increased development of existing resources.



All of the strategies identified in the plan are applicable to Panhandle Transit as it exists within the agency. Specific goals related to transit services include expanding rural transit services to address existing gaps and improving transportation to work for rural employees. The agency would accomplish this goal by expanding service to areas with limited transportation and working with area employers to generate mass transportation options for commuters. Panhandle Transit has worked to establish relationships with employers to transport employees to facilities in the past five (5) years. Transit data, outcomes, and goals from this strategic plan will be referenced in the development of the goals, strategies, and gaps within the regionally coordinated transportation plan for the region.

### **City of Amarillo – Community Development Consolidated Plan**

The City of Amarillo is a recipient of entitlement HUD funds to assist with low-income housing, services for the homeless, and other programs. Funds are administered by the Community Development department within the City of Amarillo. Every four (4) years, the department is responsible for developing a consolidated plan as part of federal funding regulations. This plan outlines the use of funds, specific goals for funding, and measurable outcomes for recipients of funds through the administration of programs.

The most recent consolidated plan includes specific projects related to alleviating homelessness and providing educational opportunities on transportation for low-income families. Community Development staff identified Community Development Block Grant (CDBG) funds for allocation to Family Support Services to provide transportation services for homeless individuals and families. Another project identified in the plan provides CDBG funds to be used by the City of Amarillo to purchase bus tickets for homeless individuals and families for medical appointments and job interviews.

Transportation services make up a small portion of the City of Amarillo's allocated funds for assistive services, but they play a key role in supporting individuals and families who may be homeless or low to moderate income. This planning process does not parallel or intersect with the regionally coordinated transportation planning process, but it does provide valuable insight into the allocation of funds for specific populations who are served by the regional plan. This information will be used in the development of the strategies, needs, gaps, and goals of the regionally coordinated transportation plan.

By incorporating data, goals, and recommendations from similar planning processes, the development of the regionally coordinated plan for the Panhandle will be well-informed and aligned with agency goals across the region. The next chapter will lay out the specific vision, mission, and goals for human-services transit planning in the next five (5) years.



### Trailways—Palo Duro Canyon

Public transportation has been a staple of Panhandle living for many years. This photograph depicts a Trailways bus driving through Palo Duro Canyon, located a few miles east of the City of Canyon. Tours taken by bus were a popular activity for Panhandle natives and tourists alike! This photo is provided by the Amarillo Public Library and can be found in the Amarillo Public Library Photo Archive.



# Vision, Mission, Goals, and Objectives

## Vision, Mission, and Goals

The Panhandle Regional Organization to Maximize Public Transportation recently adopted a vision statement, mission statement, and set of goals and objectives. The purpose of adopting these statements and set of goals is to continue to steer PROMPT in the direction of increasing service delivery and efficiency in public transportation.

## Vision Statement as Adopted

*"Equal access to transportation for all."*

## Mission Statement as Adopted

*"To enhance access and promote transportation in the Panhandle while coordinating all available resources."*

## Goals and Objectives of the Regionally Coordinated Transportation Plan (RCTP) Through the Year 2026

As discussed in the prior section of the plan, the region's transportation providers actively participated in updating the Texas Panhandle RCTP to help identify the region's goals and objectives. The PROMPT Committee has determined five (5) potential goals for the next five (5) years. These goals are outlined to help give direction to the coordinated planning efforts if funds become available for implementation and should not be construed as binding or mandated.



These goals are to be considered by transportation providers in the region. They are not goals that can be attained solely through planning and are not the direct responsibility of PROMPT or its members. The defined goals are based on the essential stakeholder strategic planning session and the received client and service provider surveys. The goals, objectives and strategies constitute a general outline to allow for a continued coordinated public transportation planning effort from the stakeholder committee.

**Table 6.1—Goal 1**

<b>Goal 1: Increase reliable access to transportation for low income and/or elderly persons within the region</b>			
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>
Assist individuals to return home to rural areas after hospitalization	High	Long-term; continuous	Planning; Funding
Expand service hours for urban transit provider	High	Long-term; continuous	Funding
Expand direct services to employment centers	High	Long-term; continuous	Planning; Funding; Staff Time
Design new routes or services to directly serve low-income and/or elderly persons	High	Short-term	Planning; Funding; Staff Time
Explore new opportunities for multi-modal connections within the existing transit system (bike-share, ride sourcing, etc.)	Medium	Short-term; continuous	Planning; Staff Time
Coordinate services between rural, urban, and intercity transit providers to provide improved access for riders	High	Long-term; continuous	Planning; Funding
Explore expansion of pedestrian and bicycle facilities within the region with a focus on accessibility	Medium	Long-term; continuous	Planning; Funding
Build partnerships with traditional and nontraditional stakeholders to increase the likelihood of improvements to mobility for low-income and elderly persons	High	Long-term	Staff Time
Sustain the coordinated planning process	High	Long-term; continuous	Planning Funding

**Table 6.2—Goal 2**

<b>Goal 2: Increase communication with the public and promote awareness of transportation services in the region</b>			
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>
Increase outreach to priority populations regarding availability of transit services and community input opportunities	High	Long-term; continuous	Planning; Funding
Explore communication strategies that are accessible to low-income and/or elderly persons	High	Long-term; continuous	Planning; Staff Time
Explore travel training and mobility management programs to assist priority populations with accessibility	High	Long-term; continuous	Planning; Funding; Staff Time
Plan for transportation coordination events such as transportation summits, coordination meetings between healthcare and social service providers, etc.	High	Short-term	Planning; Funding; Staff Time
Attend local events such as health fairs and other community gatherings to distribute transportation information	Medium	Short-term; continuous	Planning; Staff Time
Maintain current transportation information on agency websites and printed materials.	High	Long-term; continuous	Staff Time
Increase research projects and opportunities to improve public communication and promotion of awareness of transportation resources	Low	Continuous	Staff Time; Planning
Sustain the coordinated planning process	High	Long-term; continuous	Planning Funding

**Table 6.3—Goal 3**

<b>Goal 3: Improve coordination for transportation services</b>			
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>
Seek funding to improve technology capabilities for coordination between transportation service providers	High	Long-term; continuous	Planning; Funding
Increase coordination between transit providers to include passenger linkages at common drop-off points	High	Long-term; continuous	Funding; Planning; Staff Time
Explore effects of coordination between TxDOT, planning agencies, transit agencies, etc.	Medium	Long-term; continuous	Staff Time
Identify opportunities to coordinate or centralize services or pool resources.	Medium	Short-term	Planning; Funding; Staff Time
Explore creation of regional mobility manager or coordinator position	Low	Long-term	Planning; Staff Time; Funding
Design new routes or services to directly serve low-income and/or elderly persons	High	Long-term; continuous	Planning; Funding
Explore potential coordinated programs for the provision of low-cost or no cost transportation for priority populations	Medium	Long-term; continuous	Planning; Funding; Staff Time
Sustain the coordinated planning process	High	Long-term; continuous	Planning Funding

**Table 6.4—Goal 4**

<b>Goal 4: Study funding needs and potential uses of funds for transportation services</b>			
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>
Seek to increase available operating funds for transit agencies in the region	High	Short-term; continuous	Planning; Funding
Explore opportunities to increase local investments in transportation options for communities in the region	Medium	Long-term; continuous	Funding; Planning; Staff Time
Research private funding opportunities to increase transportation options for priority populations	Medium	Long-term; continuous	Planning; Funding; Staff Time
Educate local, state, and federal officials on the importance of transportation funding in the region, including cross-jurisdictional funding to support a complete transportation network	High	Long-term; continuous	Planning; Staff Time
Develop a regional grant writing team to assist with funding opportunities and potential projects	Low	Short-term; continuous	Planning; Staff Time; Funding
Increase number of grant applications to federal, state, local, and private programs for transportation services	High	Long-term; continuous	Planning; Funding; Staff Time
Explore opportunities to collaborate and share resources through state and federal investment programs	Medium	Long-term; continuous	Planning; Funding
Sustain the coordinated planning process	High	Long-term; continuous	Planning Funding

**Table 6.5—Goal 5**

<b>Goal 5: Increase utilization of resources between agencies in the region</b>			
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>
Seek to increase the regional pool of drivers utilized by transportation agencies	High	Short-term; continuous	Planning; Funding; Staff Time
Research operational improvements to increase retention of drivers and other transportation staff in the region	High	Long-term; continuous	Funding; Planning; Staff Time
Improve connectivity between transportation agencies and resource management	Medium	Long-term; continuous	Funding; Staff Time
Sustain the coordinated planning process	High	Long-term; continuous	Planning Funding

These goals and objectives are designed to be a guide for future projects to be undertaken by the members of the PROMPT advisory committee. By including information related to the priority, timeframe, resources, and feasibility of each objective, PRPC Staff and transit stakeholders can measure the potential success of a project through innovative funding streams or opportunities to streamline programs within the individual entities. The over-arching goals of the regionally coordinated transportation planning process include providing a high level of service in the most convenient form possible for transit riders.

# Regional Projects

This chapter details projects or programs that have been identified by the PROMPT Board for future funding opportunities. These projects are intended to be implemented when funding is available, but this list of projects is not intended to be binding. Projects are organized in a list, but are not prioritized.

## **Project 1: Sustained Coordinated Planning Process**

### **Project Description:**

1

Through the regionally coordinated planning process, it is necessary to continue the identification of gaps and needs in the interim five (5) years provided for in the plan. In order to sustain this planning process and continue to implement strategies and projects to improve transportation accessibility for priority populations. The PROMPT Board is the steering committee for regionally coordinated transportation planning. This project will continue quarterly meetings of the PROMPT Board or more if necessary to ensure that regional coordination continues in the Panhandle region. The Panhandle Regional Planning Commission (PRPC) is the lead agency for transportation planning in the region. Staff will continue to coordinate with local elected officials, TxDOT officials, transit agencies, and advocates for priority populations to further regional coordination efforts.

### **Proposed Partners:**

Amarillo City Transit	Panhandle Transit
Area Agency on Aging	Veteran's Administration
Panhandle Independent Living Center	Senior Ambassador's Coalition
City of Amarillo—Community Development	Social Service Agencies
Local Governments	Public at Large

### **Goal Response Matrix:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Sustain the coordinated planning process
#2—Increase communication with the public and promote awareness of transportation services in the region	Sustain the coordinated planning process
#3—Improve coordination for transportation services	Sustain the coordinated planning process
#4— Study funding needs and potential uses of funds for transportation services	Sustain the coordinated planning process
#5— Increase utilization of resources between agencies in the region	Sustain the coordinated planning process



## **Project 2: Research Regional Mass Commuter Program**

### **Project Description:**



The region is experiencing increased growth in large manufacturing, agriculture, meat processing, and logistics. New dairies and milk processing plants have opened in the last few years in the western half of the region while the eastern half of the region has seen growth in recycling, meat processing, logistics, and renewable energy. The City of Amarillo expects an Amazon processing facility to open in March 2022. Facilities across the region need a workforce with reliable transportation. Increasing access to transportation for priority populations will increase employment opportunities and economic advancement of those populations.

This project will research the feasibility of cooperative partnerships with existing and future transportation providers to provide commuter services to facilities in the region. The expected benefits of this project include expanded employment opportunities for priority populations, increased ridership for existing or potential transit agencies, and a stable pool of workers for large employers in the region.

**Primary Agency:** PRPC

### **Proposed Partners:**

Amarillo City Transit	Panhandle Transit
Area Agency on Aging	Veteran's Administration
Panhandle Independent Living Center	Senior Ambassador's Coalition
City of Amarillo—Community Development	Social Service Agencies
Local Governments	Public at Large
Economic Development Corporations (EDCs)	Major Employers

### **Goal Response Matrix:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Design new routes or services to directly serve low-income and/or elderly persons
#3—Improve coordination for transportation services	Design new routes or services to directly serve low-income and/or elderly persons
#4— Study funding needs and potential uses of funds for transportation services	Research private funding opportunities to increase transportation options for priority populations
#5— Increase utilization of resources between agencies in the region	Improve connectivity between transportation agencies and resource management

### **Project 3: Pilot Program for Transportation to and from WT's Harrington Academic Hall and Canyon Campus**

#### **Project Description:**



West Texas AM University recently finished the Harrington Academic Hall in Downtown Amarillo which houses courses in communication disorders, nursing, social work, school psychology, special education, among others. This location has been open for several semesters and parking can be an issue due to the volume of students traveling to classes and the availability of parking in the downtown area.

This project would explore the feasibility and possible launch of a pilot program for transportation from WTAMU's Canyon Campus to the Harrington Academic Hall in Downtown Amarillo. A mass commuter bus route would likely be beneficial to the students, faculty, and staff and would bring a modern approach to managing traffic congestion on the interstate corridor that connects the two locations. This project would potentially open up opportunities for a rapid transit route that connects Amarillo and Canyon.

**Primary Agency:** Panhandle Transit, WTAMU

#### **Proposed Partners:**

Panhandle Regional Planning Commission	Panhandle Transit
Local Governments	Public At Large
WTAMU	Other Higher Education Institutions

#### **Goal Response Matrix:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Build partnerships with traditional and nontraditional stakeholders to increase the likelihood of improvements to mobility for low-income and elderly persons
#3—Improve coordination for transportation services	Identify opportunities to coordinate or centralize services or pool resources.
#4— Study funding needs and potential uses of funds for transportation services	Explore opportunities to collaborate and share resources through state and federal investment programs
#5— Increase utilization of resources between agencies in the region	Seek to increase the regional pool of drivers utilized by transportation agencies



## Bike Lanes

Modes of transportation other than vehicles are becoming increasingly popular throughout the Panhandle Region. Cities are putting more emphasis on constructing bike lanes, improving pedestrian /bicycle sidewalks, striping bike lanes, and other improvements. These projects continue to increase the availability of transportation options for individuals in those communities an throughout the region.



Photo Credit: PRPC

### **Project 4: Pilot Program for Return to Home Services after Hospitalization**

#### **Project Description:**



Area hospitals have seen increases in patients who were transferred or transported to the regional health care hub in Amarillo that lack transportation to return home to rural areas. In some cases, the rural hospitals are sending a van or other vehicle to pick up discharged patients in the middle of the night. This situation is unsustainable for rural hospitals and is not equitable for low-income or elderly patients who needed medical care at a larger hospital. This project would initiate a pilot program utilizing coordinated efforts between hospital case managers, the rural transportation provider, and civic groups like churches with vans to pick up patients in the medical hub and return them home after discharge.

**Primary Agency:** PRPC

#### **Proposed Partners:**

BSA Hospital	Panhandle Transit
Northwest Texas Healthcare System	Rural Hospitals
Rural Churches	

#### **Goal Response Matrix:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Assist individuals to return home to rural areas after hospitalization
#3—Improve coordination for transportation services	Increase coordination between transit providers to include passenger linkages at common drop-off points

### **Project 5: Design of New Routes for Direct Service to Priority Populations**

#### **Project Description:**

5

As detailed earlier in this plan, Amarillo City Transit's current routes serve a large number of priority population persons in the city limits. Additional efforts can be expended to design routes and circulators to increase access for those populations.

This project would study and design new routes, stops, and circulators to better serve priority populations in the City of Amarillo. Much of the growth in the city is located in the southwest quadrant and access to this area is currently limited. This project would also increase access to high growth areas for priority populations.

**Primary Agency:** Amarillo City Transit

#### **Proposed Partners:**

Panhandle Regional Planning Commission	Texas Department of Transportation
Amarillo EDC	Amarillo City Council
Workforce Solutions Panhandle	Amarillo MPO

#### **Goal Response Matrix:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Design new routes or services to directly serve low-income and/or elderly persons
#3—Improve coordination for transportation services	Increase coordination between transit providers to include passenger linkages at common drop-off points
#4— Study funding needs and potential uses of funds for transportation services	Seek to increase available operating funds for transit agencies in the region

### **Project 6: Design Service Routes to Multiple Counties**

#### **Project Description:**

6

In demand response transportation efforts can be duplicated with several pickups in the same rural community or adjacent rural communities with a similar destination and time frame. These duplicated efforts can be alleviated with planning for regular stops in specific communities or counties on specific days. Planning for set visits to rural communities allows the rural transit provider to provide more efficient service. At present, the rural service provider takes calls for pickups at least one day in advance.

Oftentimes pickups are assigned based on vehicle availability. Common issues with demand-response routes are missed pickups, and long wait times.

This project would design regular service routes to communities with large volumes of pickups on specific dates and times. These regular service routes would bring more efficiency to the rural transit system and allow for increased coordination between the rural and urban transit providers.

**Primary Agency:** Panhandle Transit

**Proposed Partners:**

Panhandle Regional Planning Commission	Texas Department of Transportation
Amarillo City Transit	Consulting Firm

**Response to Goals:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Design new routes or services to directly serve low-income and/or elderly persons
#3—Improve coordination for transportation services	Identify opportunities to coordinate or centralize services or pool resources.
#4— Study funding needs and potential uses of funds for transportation services	Seek to increase available operating funds for transit agencies in the region
#5— Increase utilization of resources between agencies in the region	Seek to increase the regional pool of drivers utilized by transportation agencies

**Project 7: Assist with Development of Pedestrian and Bicycle Facilities in the Region**

**Project Description:**



Many riders of public transportation utilized pedestrian and/or bicycle facilities in order to access transit stops or transfer facilities. Equitable access to sidewalks and shared use paths will improve overall access to transit options for priority populations. Improving the multi-modal network in the City of Amarillo and the region removes barriers to access for priority populations and increases ridership. Increased ridership translates to better service and increased funding for transit agencies.

This project would increase assistance to local communities in applying for grant funding for or prioritizing pedestrian/bicycle infrastructure projects across the region. The ultimate goal of this project is to bring more pedestrian and bicycle infrastructure dollars into the region to promote usage of public transportation in the multi-modal network.



### Madame Queen—Santa Fe 5000

The “Madame Queen” is the Santa Fe 5000, an engine and tender built for the Plains Division of the Atchison, Topeka, Santa Fe Railroad. The engine was retired in 1957 and is on display in Downtown Amarillo, Texas. The engine is on the National Register of Historic Places and brings railroad fans to visit year round!



Photo Credit: PRPC

**Primary Agency:** PRPC

**Proposed Partners:**

City of Amarillo	Panhandle Transit
Cities in the Region	Local EDCs
Amarillo City Transit	Amarillo MPO
Texas Department of Transportation	

**Goal Response Matrix:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Explore expansion of pedestrian and bicycle facilities within the region with a focus on accessibility

### Project 8: Increase Outreach to Priority Populations Regarding Transit Options

**Project Description:**



In 2020, PRPC was awarded funding to design and launch a public information and education campaign. This project would continue the work of that campaign and extend key aspects of the campaign, including distribution of physical items, establish a social media presence, and increase networking opportunities with health and human service agencies.

This project will put particular emphasis on using communication strategies that are tailored to priority populations. Expected outcomes are increased awareness of transit options and increased ridership.

**Primary Agency:** PRPC



**Proposed Partners:**

City of Amarillo	Panhandle Transit
PR/Marketing Contractor	PROMPT Board

**Goal Response Matrix:**

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Build partnerships with traditional and nontraditional stakeholders to increase the likelihood of improvements to mobility for low-income and elderly persons
#2—Increase communication with the public and promote awareness of transportation services in the region	Increase outreach to priority populations regarding availability of transit services and community input opportunities
#4— Study funding needs and potential uses of funds for transportation services	Explore opportunities to increase local investments in transportation options for communities in the region
#5— Increase utilization of resources between agencies in the region	Improve connectivity between transportation agencies and resource management

**Project 9: Establish a Regional Mobility Management Program****Project Description:**

In the past, the region has had a Mobility Manager who worked out of the PRPC offices. This program was funded by TxDOT, but functioned only for a short time. In the decade that has passed since the dissolution of that position, the landscape of transit needs and available resources has shifted. For the purposes of this project, mobility management is defined as a central program to assess the various needs of communities and priority populations in the region and connect resources to transit providers in order to meet the identified needs. This program would function as a coordinator of services and resources as well as a support system for transit providers and communities in the region. This project would establish a mobility management program for the region in order to better coordinate services, meet transit needs, and assist transit providers with harnessing resources. Other lead agencies have programs like this, but many also function as the rural transit district in their region. For this project to function, a partnership with the rural transit district or the urban transit district would need to be formed.

**Primary Agency:** PRPC**Proposed Partners:**

City of Amarillo	Panhandle Transit
PROMPT Board	Local Communities

### Goal Response Matrix:

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Coordinate services between rural, urban, and intercity transit providers to provide improved access for riders
#2—Increase communication with the public and promote awareness of transportation services in the region	Plan for transportation coordination events such as transportation summits, coordination meetings between healthcare and social service providers, etc.
#3— Improve coordination for transportation services	Explore creation of regional mobility manager or coordinator position
#4— Study funding needs and potential uses of funds for transportation services	Educate local, state, and federal officials on the importance of transportation funding in the region, including cross-jurisdictional funding to support a complete transportation network
#5— Increase utilization of resources between agencies in the region	Improve connectivity between transportation agencies and resource management

### **Project 10: Explore Sustainable Sources of Funding for Transportation Projects**

#### **Project Description:**



PROMPT Board members have expressed interest in creating a local solicitation, establishing a Transportation Management Association, or other entity that would enable the members of the PROMPT Board to have match money for grants that would benefit the overall region and establish the mobility management program outlined in a previous project. Funding for transit projects and planning projects remains very low. Finding a sustainable funding source for projects like mobility management, voucher programs, and other needed projects is a priority for the PROMPT board.

This project would explore sustainable funding sources like local funds solicitations or transportation management association and set up the necessary framework to implement a sustainable funding stream.

**Primary Agency:** PRPC

#### **Proposed Partners:**

City of Amarillo	Panhandle Transit
PROMPT Board	Local Communities

### Goal Response Matrix:

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Coordinate services between rural, urban, and intercity transit providers to provide improved access for riders
#2—Increase communication with the public and promote awareness of transportation services in the region	Increase research projects and opportunities to improve public communication and promotion of awareness of transportation resources
#3— Improve coordination for transportation services	Seek funding to improve technology capabilities for coordination between transportation service providers
#4— Study funding needs and potential uses of funds for transportation services	Educate local, state, and federal officials on the importance of transportation funding in the region, including cross-jurisdictional funding to support a complete transportation network
#5— Increase utilization of resources between agencies in the region	Improve connectivity between transportation agencies and resource management

### Project 11: Taxi Voucher Program Pilot Project

#### Project Description:



This project was identified due to a gap in service created by the dissolution of CORD Care Transportation. CORD Care provided on-demand transportation for persons with disabilities, seniors, veterans, and the general public.

When Amarillo City Transit could not provide a service to a customer due to a same-day change of service or other issue, customers were referred to CORD Care. CORD had greater flexibility to provide services to persons who needed same-day service or another need. The goal of this project is to design and pilot a taxi voucher program with Amarillo City Transit. This program would provide a voucher for a portion of a ride expense with a taxi service if Amarillo City Transit could not provide a service. This is very useful for those needing service early in the morning, late at night, and particularly dialysis patients who run into issues with their appointments.

**Primary Agency:** PRPC, Amarillo City Transit

#### Proposed Partners:

City of Amarillo	Panhandle Transit
PROMPT Board	Local Communities
Healthcare Providers	Veteran's Administration
Area Agency on Aging	Panhandle Independent Living Center

### Goal Response Matrix:

Goal	Objective
#1—Increase reliable access to transportation for low income and/or elderly persons within the region	Explore new opportunities for multi-modal connections within the existing transit system (bike-share, ride sourcing, etc.)
#2—Increase communication with the public and promote awareness of transportation services in the region	Increase research projects and opportunities to improve public communication and promotion of awareness of transportation resources
#3— Improve coordination for transportation services	Identify opportunities to coordinate or centralize services or pool resources.
#4— Study funding needs and potential uses of funds for transportation services	Explore opportunities to increase local investments in transportation options for communities in the region
#5— Increase utilization of resources between agencies in the region	Improve connectivity between transportation agencies and resource management



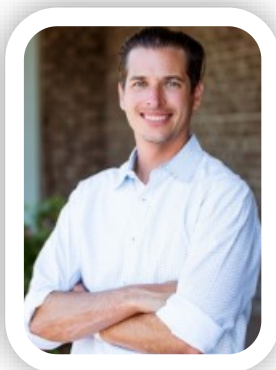
#### Rail Transportation

This photo depicts Atchison, Topeka, and Santa Fe Locomotive No. 1914. This engine pulled heavy rail cars over steep grades. This train was likely in service until 1952 when it was sold for scrap. This photo is provide by the Amarillo Public Library and can be found in their online collection!



# Sustainable Planning and Implementation

As the lead agency for the Regionally Coordinated Transportation Plan, the PRPC has continuously created a team which will carry the weight of collaboration and ensure that the planning process is as successful as our previous efforts have been. Listed below are the team members contributing to the current planning efforts for the Panhandle Regional Planning Commission followed by the expertise and responsibilities held by each member.



The Executive Director, Kyle Ingham, began his career in 2000 with a B.A. in Business and an M.S. in Political Science as a Regional Services Program Specialist. His responsibilities included Solid Waste, Criminal Justice and Hazard Mitigation programs. Kyle previously served as the Director of Local Government Services and had direct oversight of the regional planning effort, TxDOT grant application preparation, and direct involvement in coordinated planning. He has been involved in the development of over 75 planning grants, is highly skilled in the art of project management, and has developed and maintained positive relationships with city leaders from sixty-three (63) cities and twenty-six (26) counties in the Panhandle Region. He also serves as a voting member on the Amarillo MPO. His responsibilities for this project include but are not limited to the following:

- To guarantee the delivery of the services described in the application;
- To provide adequate staffing for the delivery of services of the project;
- To provide adequate facilities and equipment to facilitate the planning process; and
- To provide supervision and oversight to ensure the overall quality of the services to be delivered of the project.

The Director of Local Government Services, Dustin Meyer, began his career graduating Summa Cum Laude with a B.S. in Political Science from West Texas A&M University. He works daily to plan, implement, coordinated, and evaluate local government services programs.



The Director of Local Government Services, Dustin Meyer, began his career graduating Summa Cum Laude with a B.S. in Political Science from West Texas A&M University. He works daily to plan, implement, coordinated, and evaluate local government services programs. Having previously served as a Coordinator in the department, Dustin has gained years of experience in project management and has forged lasting, positive relationships with local elected officials across the region. He has administered countless Community Development Block Grant Projects, Economic Development Administration projects, and other work that is vital to the region. Dustin's responsibilities for this project include but are not limited to the following:

- To monitor the progress of the planning process, project management, oversight and ensure that performance measures are in place;
- To assist team members in developing and carrying out the planning project; and
- To oversee all aspects of the planning process and ensure the project is successful
- To ensure all required reports and certifications are submitted.



Katie Paul, Local Government Services Coordinator for the PRPC, began her career graduating with a B.A. and M.A. in History from West Texas A&M University. Prior to joining the PRPC, she worked at the Texas Department of Transportation's Amarillo District Office. Katie began working at PRPC as a Local Government Services Program Specialist. In August 2020, Katie began serving as the Transportation and City Management Services Coordinator for the Local Government Services Department. Katie's responsibilities for this project include, but are not limited to the following:

- To plan, coordinate and conduct all necessary public meetings;
- To continue working towards the goal of maintaining a completed inventory of assets;
- To plan, schedule, coordinate and conduct the Panhandle Regional Organization to Maximize Public Transportation (PROMPT) meetings;
- To interact with the public, businesses and local government officials during all aspects of the planning process;
- To assist potential applicants with the planning and data analysis required for transportation funding applications;



- To post legal notices as required by and report progress to TxDOT; and,
- To continue to promote transportation coordination among stakeholder entities and uphold the mission, vision, and goals of the regionally coordinated transportation plan.

Trent Taylor, Director of Finance and Julie Lyles, Accountant, PRPC, will assist the aforementioned team members in carrying out the financial responsibilities associated with this grant. Trent oversees a finance department that has over 50 years of combined finance experience at the PRPC. Between them, Trent and Julie are invaluable assets to this effort. Their responsibilities include, but are not limited to the following:

- To process financial documentation and billing to TxDOT;
- To maintain financial records and payroll associated with the project;
- To prepare records for auditing as necessary; and,
- To process and issue payment on any accounts payable associated with the project.

## **Leveraging Resources**

As the Panhandle Regional Planning Commission (PRPC) serves a region spanning 26,000 square miles encompassing twenty-six (26) counties and sixty-three (63) cities, leveraging resources is one of the priorities valued most. The Local Government Services Department at PRPC covers a wide variety of programs including, but not limited to, the following:

1. Texas Department of Agriculture, Community Development Block Grant Administration for approximately twenty (20) projects per year
2. Texas Department of Transportation Coordination and Planning for Public Transportation
3. Contract City Management Services for various cities around the area
4. Texas Parks and Wildlife Park Grant Administration for various cities around the area
5. Texas Water Development Board Water Planning Administration
6. Regional Flood Planning for the Canadian-Upper Red – Region 1
7. Census administrative activities as needed
8. Community and Economic Development Assistance Fund administration through the Texas Department of Rural Affairs
9. Texas Revenue Recovery Association administration of a delinquent utility tracking program

## 10. Miscellaneous Other Planning Activities

- a. Disaster Fund administration in times of natural or man-made disasters as necessary
- b. Research for member cities of PRPC on various subjects (funding from dues paid annually)

With only six full-time staff members in the department, there is a constant reminder to multi-task and meet all demands of all projects with which staff is involved. As public servants, staff are resolute in always meeting the needs of the cities dependent upon the services provided. In the future it is expected that new projects will be on the horizon and new grants will arise needing an administrator. In those events, PRPC will continue to make itself available. Future plans will continue to include the above projects and program administration including Public Transportation Coordination and Planning. As long as improvements can be made in these areas, PRPC will look for and implement new and exciting strategies to make those improvements happen.

## **Plan of Routine Engagement for Steering Committee Members**

The PROMPT advisory committee plans to meet four times annually, once in each quarter, and can meet more frequently if necessary. This group will continue to include stakeholders, individuals, or advocacy organizations for populations including those that have disabilities, are 65 or older, are low-income, are veterans, represent children, represent local government, and other stakeholder groups. Many of the individuals who serve on the PROMPT advisory committee also serve on other advisory committees, nonprofits boards of directors. PRPC staff appreciate the commitment of our PROMPT committee members.

## **Plan of Routine Regionally Coordinated Plan Update Process**

Each year's activities with PROMPT are mapped out in a TxDOT mandated work plan submitted before the Fiscal Year begins. This work plan is approved in contract form and therefore is maintained throughout the year. Part of the work plan includes a routine review of progress made in completing projects included in the Regional Coordination Plan. At times throughout the year, staff at PRPC reviews the work plan as it relates to the Coordination Plan to ensure that projects being completed are falling in line with the Plan itself. Also included in this constant monitoring process is whether or not the plan should be updated to include new projects that may present themselves. Right now the major concerns coming before PROMPT are not coordination related or planning related, but are focused rather on financial restrictions and personnel restrictions. These two will remain constants so PROMPT members are continually challenged to think outside the box and maintain creative thinking to come up with new projects to address these issues

# Performance Measures to Evaluate Effectiveness

Chapter 9 is prescribed to list and describe specific, locally-determined metrics for each identified gap in transportation service (or for each priority identified in the plan). The stakeholder committee collaborated to develop metrics which are measurable and attainable in the next five years. These metrics will objectively measure the extent to which the overall priorities have been met or when the identified gap is no longer an issue. Metrics will also be used to help give direction to future coordinated planning efforts, direction of funding proposals, and coordination between entities.

The defined metrics are based on the Essential Stakeholder Strategic Planning Session and the received client and service provider surveys. The goals, objectives and strategies will constitute a general outline to allow for a continued Coordinated Public Transportation Planning effort from the Stakeholder Committee. The lead agency will collect, maintain and assess this data in the interim years of the 5-year plan update. If a gap or need is met, the lead agency (if funding allows) will document the achieved goal/filled gap.

## Statewide Performance Metrics

The Texas Department of Transportation (TxDOT) has established statewide performance metrics in order to measure performance across all of the planning regions. These metrics include measurements of collaboration, identification of gaps and inefficiencies, and the resolution of gaps and inefficiencies. These metrics will be used by TxDOT to evaluate the effectiveness of planning activities in the region. Examples of metrics will include:

- Collaboration
  - ◆ Number of active, formal partnerships with transit agencies, social service agencies, community non-profit organizations, local governments, etc.
    - Conduct regional planning meetings
    - Implement projects or objectives identified in the regionally coordinated transportation plan
  - ◆ Number of persons engaged in transportation planning & education activities who are identified as persons over 65, low-income persons, individuals with disabilities, persons seeking employment, children, veterans, etc.

- ◆ This information will be identified as persons attending transportation planning meetings, transportation awareness events, persons requesting transportation planning materials, visitors to the PROMPT website, etc.
- Identification of Gaps and Inefficiencies
  - ◆ Gaps and inefficiencies identified in the coordinated plan, including those concerning priority population groups.
    - These will be identified on an annual basis and will be included in the regionally coordinated transportation plan via amendment or other action.
  - ◆ Recommend actions in the coordinated plan for resolving these gaps and inefficiencies.
    - The lead agency shall collaborate with the stakeholders and collect this information on an annual basis, if any changes are needed.
- Resolution of Gaps and Inefficiencies
  - ◆ Number of items in the plan that move from a planning to implementation phase. The lead agency shall collaborate with the stakeholders and collect this information on an annual basis and determine if any changes are needed to move items into an implementation phase.
  - ◆ Number of activities identified in the coordinated plan that are:
    - Underway, but not completed.
    - Completed.
  - ◆ The lead agency shall collaborate with the stakeholders and collect this information on an annual basis and determine if there are any activities are underway or have been completed.

## **Panhandle Focused Metrics**

The following performance metrics were selected in order to focus on the region's progress toward resolving and addressing the gap and inefficiencies identified in Chapter 6.

- Funding and affordability
  - ◆ The provision of affordable transportation, adequate transportation facilities, and equitable services are paramount to the well-being of persons in the region. Progress regarding funding and affordability will be measured using one or more of the following:
    - Number of individuals utilizing a reduced fare option for transit services in the region.

- Number of grant applications or funding proposals submitted to funding agencies focused on transit projects by community stakeholders, transit providers, and other organizations in the region.
- Education and public information
  - ◆ Public awareness of service is historically low in the region regarding public transportation. Various awareness programs have been implemented in the last decade in partnership with transit agencies, area non-profit organizations, and the lead agency. This metric will encourage continued support of these programs through positive progress. Progress toward the coordination of transit services include:
    - Number of community events used for public outreach regarding transit services by community stakeholders, transit providers, etc.
    - Number of persons provided with information about routes, services, accessibility, and other transit information through outreach campaigns, travel trainings, customer intake calls, etc.
    - Number of coordinated or joint projects begun or completed by transit providers, community stakeholders, lead agency, etc.
- Regional coordinated service
  - ◆ There are multiple transit providers in the region, which has posed challenges with duplication of services, first mile/last mile services etc. Progress toward the coordination of transit services include:
    - Total number of stakeholder public meetings (including PROMPT meetings) held by the lead agency.
    - Total number of one-way passenger trips provided that terminate in another provider's service area. (ex. Panhandle Transit trips into the City of Amarillo's service area)

## Data Management

The performance metrics described in this chapter are understood by the lead agency and transit providers as a cooperative effort to ensure that the region is performing effectively in the provision of public transportation services. The lead agency will periodically review progress in each metric category for the Panhandle Region. The lead agency will collect and maintain the data as necessary to ensure proper reporting to TxDOT's Public Transportation Division. Information will be available to TxDOT representatives when needed.



# Regionally Coordinated Public Transportation Plan

## Appendix A to D

Adopted January 27th, 2022

Panhandle Regional Organization to  
Maximize Public Transportation

Panhandle Regional Planning Commission



2022-2026



# Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Beehive Homes of Amarillo	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Bristol Park	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Brookdale Medi Park	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Brookdale Sleepy Hollow	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Conner Place	Assisted Living Facility	Canyon, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Cottage Village	Assisted Living Facility	Childress, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Childress	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Dr. Winfred & Elizabeth Moore Assisted Living	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Friona Heritage Estates	Assisted Living Facility	Friona, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Parmer	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Golden Years Assisted Living	Assisted Living Facility	Borger, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Hutchinson	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Good Life Assisted Living	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Harrington Assisted Living	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Hillside Haven Care Home	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Hudson House	Assisted Living Facility	Canyon, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Hudson House	Assisted Living Facility	Claude, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Armstrong	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
King's Manor Personal Care Home	Assisted Living Facility	Hereford, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Deaf Smith	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Legacy Assisted Living Community	Assisted Living Facility	Dalhart, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Dallam/Hartley	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Legacy at Town Square	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Meredith Place	Assisted Living Facility	Pampa, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Gray	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Mesa View	Assisted Living Facility	Canadian, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Hemphill	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Park View Manor Assisted Living	Assisted Living Facility	Wellington, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Collingsworth	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Parkview Hospital	Assisted Living Facility	Wheeler, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Wheeler	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Plum Creek Place	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Rhinehart Family Eldercare	Assisted Living Facility	Clarendon, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Donley	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Sagecreek Assisted Living (The Craig)	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Saints Roost Assisted Living	Assisted Living Facility	Clarendon, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Donley	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Shamrock General Hospital	Assisted Living Facility	Shamrock, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Wheeler	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Skywest Assisted Living	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Skywest Assisted Living	Assisted Living Facility	Canyon, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Swisher Memorial Hospital	Assisted Living Facility	Tulia, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Swisher	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
The Cottages at Quail Creek I & II	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
The Reserve	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
The Seasons	Assisted Living Facility	Perryton, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Ochiltree	Arrange rides for clients, provide transportation to medical appointments	In house transportation
The Sycamore	Assisted Living Facility	Amarillo, Texas	Assisted living services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Tulia Child Development Center	Children's Daycare	Tulia, Texas	Daycare services for children	Low-income persons, individuals with disabilities, general public, children	Swisher	Client needs transportation to get children to daycare	Panhandle Transit



## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
BSA Health Systems	Hospital	Amarillo, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	All Counties	Arrange rides for patients at discharge	
Childress Regional Medical Center	Hospital	Childress, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Childress	Arrange rides for patients at discharge	
Collingsworth General Hospital	Hospital	Wellington, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Collingsworth	Arrange rides for patients at discharge	
Coon Memorial Hospital	Hospital	Dalhart, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Dallam/Hartley	Arrange rides for patients at discharge	Ministerial Alliance
Golden Plains Community Hospital	Hospital	Borger, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Hutchinson	Arrange rides for patients at discharge	
Hall County Hospital	Hospital	Memphis, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Hall	Arrange rides for patients at discharge	
Hansford Hospital	Hospital	Spearman, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Hansford	Arrange rides for patients at discharge	

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Hemphill County Hospital	Hospital	Canadian, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Hemphill	Arrange rides for patients at discharge	
Hereford Regional Medical Center	Hospital	Hereford, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Deaf Smith	Arrange rides for patients at discharge	
Moore County Hospital	Hospital	Dumas, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Moore	Arrange rides for patients at discharge	
Northwest Texas Hospital	Hospital	Amarillo, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	All Counties	Arrange rides for patients at discharge	
Ochiltree General Hospital	Hospital	Perryton, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Ochiltree	Arrange rides for patients at discharge	
Pampa Regional Medical Center	Hospital	Pampa, Texas	Medical Care, rehabilitation, occupational therapy, etc.	Elderly, disabled, veterans, children, low-income, etc.	Gray	Arrange rides for patients at discharge	Panhandle Transit
Parkview Hospital	Hospital	Wheeler, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Wheeler	Arrange rides for patients at discharge	

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Parmer County Community Hospital	Hospital	Friona, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Parmer	Arrange rides for patients at discharge	
Plains Memorial Hospital	Hospital	Dimmitt, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Castro	Arrange rides for patients at discharge	
Shamrock General Hospital	Hospital	Shamrock, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Wheeler	Arrange rides for patients at discharge	
Swisher Memorial Hospital	Hospital	Tulia, Texas	Medical Care, rehabilitation, occupational therapy, etc.	General public, elderly, persons with disabilities	Swisher	Arrange rides for patients at discharge	
Thomas E. Creek VA	Hospital	Amarillo, Texas	Medical Care, rehabilitation, occupational therapy, etc.	Veterans	All Counties	Arrange rides for patients at discharge	
Amarillo Center for Skilled Care	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Bivins Pointe	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Borger Healthcare Center	Nursing Facility	Borger, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Hutchinson	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Caprock Nursing & Rehabilitation	Nursing Facility	Borger, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Hutchinson	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Castro County Nursing & Rehabilitation	Nursing Facility	Dimmitt, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Castro	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Childress Healthcare	Nursing Facility	Childress, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Childress	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Clarendon Nursing Home	Nursing Facility	Clarendon, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Donley	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Coldwater Manor	Nursing Facility	Stratford, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Sherman	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Coon Memorial Home	Nursing Facility	Dalhart, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Dallam/Hartley	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Coronado Healthcare Center	Nursing Facility	Pampa, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Gray	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Country View Living	Nursing Facility	Dimmitt, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Castro	Arrange rides for clients, provide transportation to medical appointments	In house transportation

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Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Edward Abraham Memorial Home	Nursing Facility	Canadian, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Hemphill	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Farwell Care & Rehabilitation Center	Nursing Facility	Farwell, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Parmer	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Five Points Nursing & Rehabilitation	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Georgia Manor	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Great Plains Nursing and Rehabilitation	Nursing Facility	Dumas, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Moore	Arrange rides for clients, provide transportation to medical appointments	In house transportation

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Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Hansford Manor	Nursing Facility	Spearman, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Hansford	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Hereford Nursing and Rehabilitation	Nursing Facility	Hereford, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Deaf Smith	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Heritage Convalescent Center	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Hillside Heights Rehabilitation Suites	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Kirkland Court Health and Rehabilitation	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation



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Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Landmark of Amarillo	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Legacy Rehabilitation & Living	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
McLean Care Center	Nursing Facility	McLean, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Gray	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Medical Lodge of Amarillo	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Memorial Nursing and Rehabilitation	Nursing Facility	Dumas, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Moore	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Memphis Convalescent Center	Nursing Facility	Memphis, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Hall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Palo Duro Nursing Home	Nursing Facility	Claude, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Armstrong	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Pampa Nursing Center	Nursing Facility	Pampa, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Gray	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Prairie Acres	Nursing Facility	Friona, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Parmer	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Senior Village Nursing Home	Nursing Facility	Perryton, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Ochiltree	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Tulia Health & Rehabilitation	Nursing Facility	Tulia, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Swisher	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Twin Oaks Manor	Nursing Facility	Booker, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Ussery-Roan Texas State Veterans Home	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Ware Living Center	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Wellington Care Center	Nursing Facility	Wellington, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Collingsworth	Arrange rides for clients, provide transportation to medical appointments	In house transportation

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Wheeler Nursing & Rehabilitation	Nursing Facility	Wheeler, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Wheeler	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Windflower Health Center	Nursing Facility	Amarillo, Texas	Nursing and long term care services for the elderly	Elderly, persons with disabilities	Potter/Randall	Arrange rides for clients, provide transportation to medical appointments	In house transportation
Advo Companies	Social Service Agency	Amarillo, Texas	Care center for adults with disabilities	General public, individuals with disabilities, etc.	Potter/Randall	None	None
Another Chance House	Social Service Agency	Amarillo, Texas	Shelter and support services for homeless men	Low-income, homeless individuals, men, individuals with disabilities	Potter/Randall	None	None
Area Agency on Aging	Social Service Agency	Amarillo, Texas	Food vouchers, transit vouchers, utility assistance, etc.	Elderly, disabled	All counties	Help clients with finding transportation/ issue vouchers for transit	ACT Fixed Route, CORD Care, and Panhandle Transit

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Bethesda Outreach Center	Social Service Agency	Amarillo, Texas	Food pantry, clothing drives, etc.	Homeless persons, low-income individuals, persons with disabilities, the elderly	Potter/Randall	None	None
Catholic Charities of the Texas Panhandle	Social Service Agency	Amarillo, Texas	Food pantry, refugee placements, housing, medical services, youth services	General public, elderly, persons with disabilities, low-income, etc.	All counties	Help clients find transportation	ACT Fixed Route, CORD Care, and Panhandle Transit
City of Amarillo - Community Development	Social Service Agency	Amarillo, Texas	Client assistance for transportation services to schools	Low-income person, individuals with disabilities, general public	City of Amarillo Only	Purchase bus tickets and arrange transportation for clients	Fixed Route and ACT Connect
Community Options	Social Service Agency	Amarillo, Texas	Housing for individuals with disabilities	Low-income, persons with disabilities	Potter/Randall	Arrange rides for clients	Company vehicles, Medicaid provider, ACT Connect
Downtown Women's Center	Social Service Agency	Amarillo, Texas	Assistance for domestic violence victims, homeless women	General public, homeless individuals, families, etc.	Potter/Randall	Help clients find transportation	ACT Fixed Route, CORD Care, and Panhandle Transit

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Eastridge Mission Center	Social Service Agency	Amarillo, Texas	Services for children including food service, recreation activities, sports tournaments, etc. Community garden, clothing drives, and Christmas parties for children	Children, low-income individuals	Potter	None	None
Family Care Foundation	Social Service Agency	Amarillo, Texas	Medical care, hearing aids, dental services, medical equipment for home health	Low-income, persons with disabilities, the elderly	Potter/Randall	None	None
Family Support Services	Social Service Agency	Amarillo, Texas	Therapy, mediation, safe houses for domestic violence victims, etc.	General public, persons with disabilities, veterans, low-income persons	All Counties	Help clients with finding transportation	ACT Fixed Route, CORD Care, and Panhandle Transit
Fresh Start of Monroe, Inc.	Social Service Agency	Amarillo, Texas	Community rehabilitation program	Low-income individuals, elderly persons, persons with disabilities	Potter/Randall	None	None

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Guyon Saunders Resource Center	Social Service Agency	Amarillo, Texas	Assistance for the homeless	General public, persons with disabilities, homeless individuals	Potter/Randall	Help clients find transportation	ACT Fixed Route, CORD Care, and Pan-handle Transit
Harvest House	Social Service Agency	Pampa, Texas	Food pantry	General public, elderly, persons with disabilities, low income, etc.	Gray	None	None
Hope to Opportunities Foundation	Social Service Agency	Amarillo, Texas	Vocational, employment, and rehabilitation for individuals with disabilities	Persons with disabilities	Potter/Randall	None	None
Junior Achievement of the High Plains	Social Service Agency	Amarillo, Texas	Educational services for children	Children, low-income individuals	Potter/Randall	None	None
Legal Aid of NW Texas	Social Service Agency	Amarillo, Texas	Legal assistance for low-income persons, the elderly, refugees, and other populations	General public, homeless individuals, families, refugees	All Counties	Help clients find transportation	ACT Fixed Route, CORD Care, and Pan-handle Transit



## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Martha's Home	Social Service Agency	Amarillo, Texas	Shelter and support services for homeless women and children	Children, women, low-income, homeless individuals, individuals with disabilities	Potter/Randall	None	None
Opportunity School	Social Service Agency	Amarillo, Texas	Private non-profit preschool	Children, low-income individuals	Potter	Help clients find transportation	ACT Fixed Route
Panhandle Community Services	Social Service Agency	Amarillo, Texas	Utility assistance, transportation services, rental assistance, etc.	General public, elderly, persons with disabilities, etc.	All counties	Help clients with finding transportation	Panhandle Transit
Panhandle Independent Living Center	Social Service Agency	Amarillo, Texas	Travel training, transportation coordination, services for individuals with disabilities	Persons with disabilities, low-income, etc.	Potter/Randall	Assist clients with transportation options, provide travel training to clients	ACT Connect, ACT Fixed Route, in house transportation
Region 16	Social Service Agency	Amarillo, Texas	Client assistance for transportation services to schools	Low-income persons, individuals with disabilities, general public, children	Carson, Collingsworth, Deaf Smith, Potter, Randall	Client needs transportation to get children to school	Individual ISD Buses

## Appendix A: Health and Human Services Agency Inventory

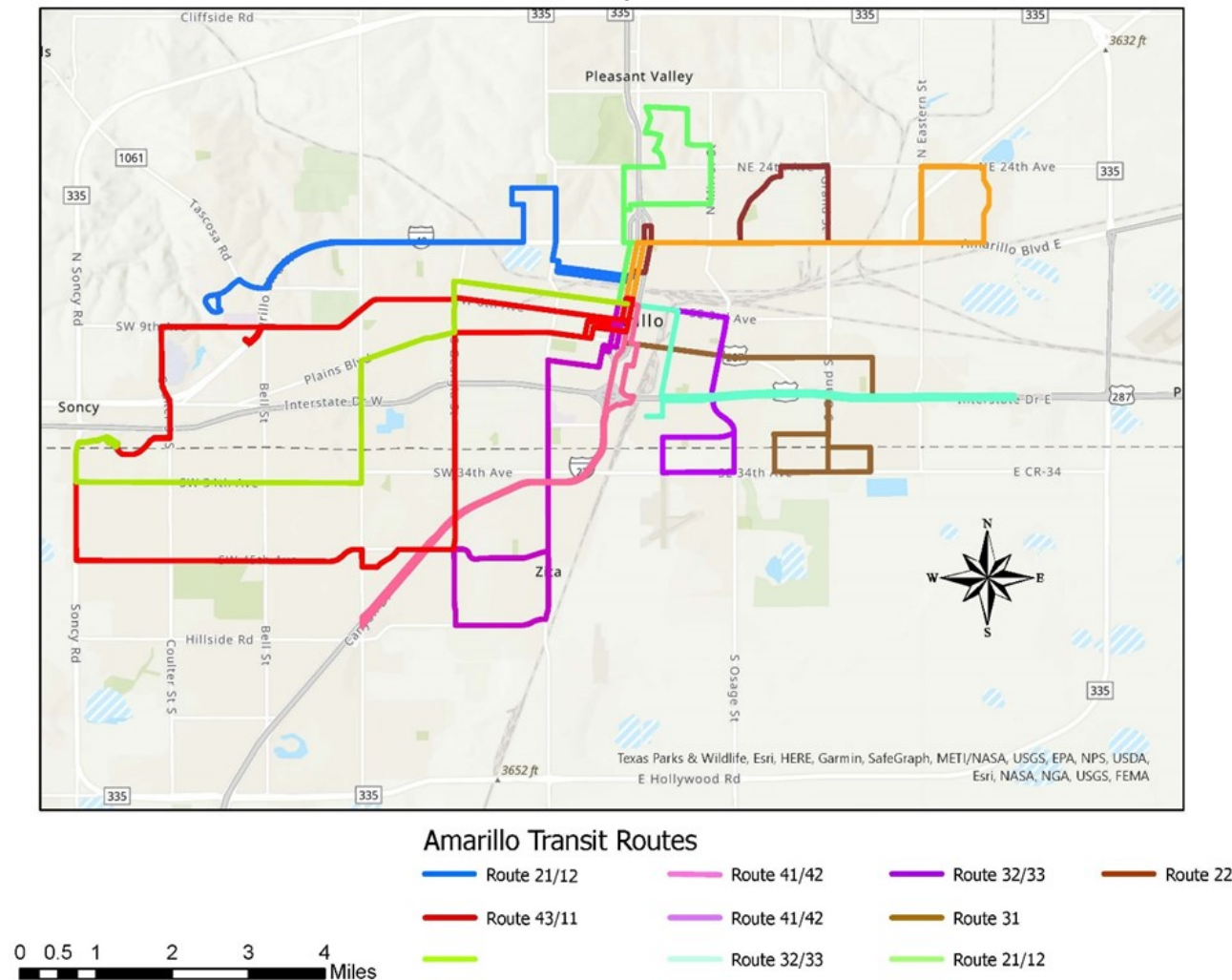
Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
Saint Francis Ministries	Social Service Agency	Amarillo, Texas	Foster care, adoption, and other child services	Low-income individuals, persons with disabilities	Potter/Randall	None	None
Senior Ambassador Coalition	Social Service Agency	Amarillo, Texas	Advocacy group for elderly persons	General public, elderly, persons with disabilities	All counties	Help clients find transportation	ACT Fixed Route, CORD Care, and Panhandle Transit
Texas Panhandle Centers	Social Service Agency	Amarillo, Texas	Behavioral health services for those with disabilities	General public, elderly, persons with disabilities, etc.	Upper 21 counties	Help clients find transportation	Panhandle Transit
the PARC	Social Service Agency	Amarillo, Texas	Assistance for the homeless	General public, persons with disabilities, homeless individuals	Potter/Randall	Help clients find transportation	ACT Fixed Route, CORD Care, and Panhandle Transit
Turn Center	Social Service Agency	Amarillo, Texas	Rehabilitation, therapy, occupational therapy for children	Children, general public, persons with disabilities	All counties	Help clients find transportation	ACT, ACT Connect
Veterans Resource Center	Social Service Agency	Amarillo, Texas	Advocacy group for Veterans	Veterans, homeless individuals	All counties	Help clients find transportation	ACT Fixed Route, CORD Care, and Panhandle Transit

## Appendix A: Health and Human Services Agency Inventory

Organization Name	Organization Type	Location	Services Provided	Clients	Counties Served	Transportation Involvement	Transportation Providers Used
W.I.C. Nutrition Center	Social Service Agency	Amarillo, Texas	Nutritional counseling and benefits for low-income families	General public, low-income persons, children	Potter/Randall	None	None
Workforce Solutions - Panhandle	Social Service Agency	Amarillo, Texas	Employment services	General public, persons with disabilities, veterans, low-income persons	All counties	Help clients find transportation to and from work	ACT Fixed Route, CORD Care, and Panhandle Transit
Youth Success Project	Social Service Agency	Amarillo, Texas	6th -12th grade children	Children, low-income individuals	Potter/Randall	None	None

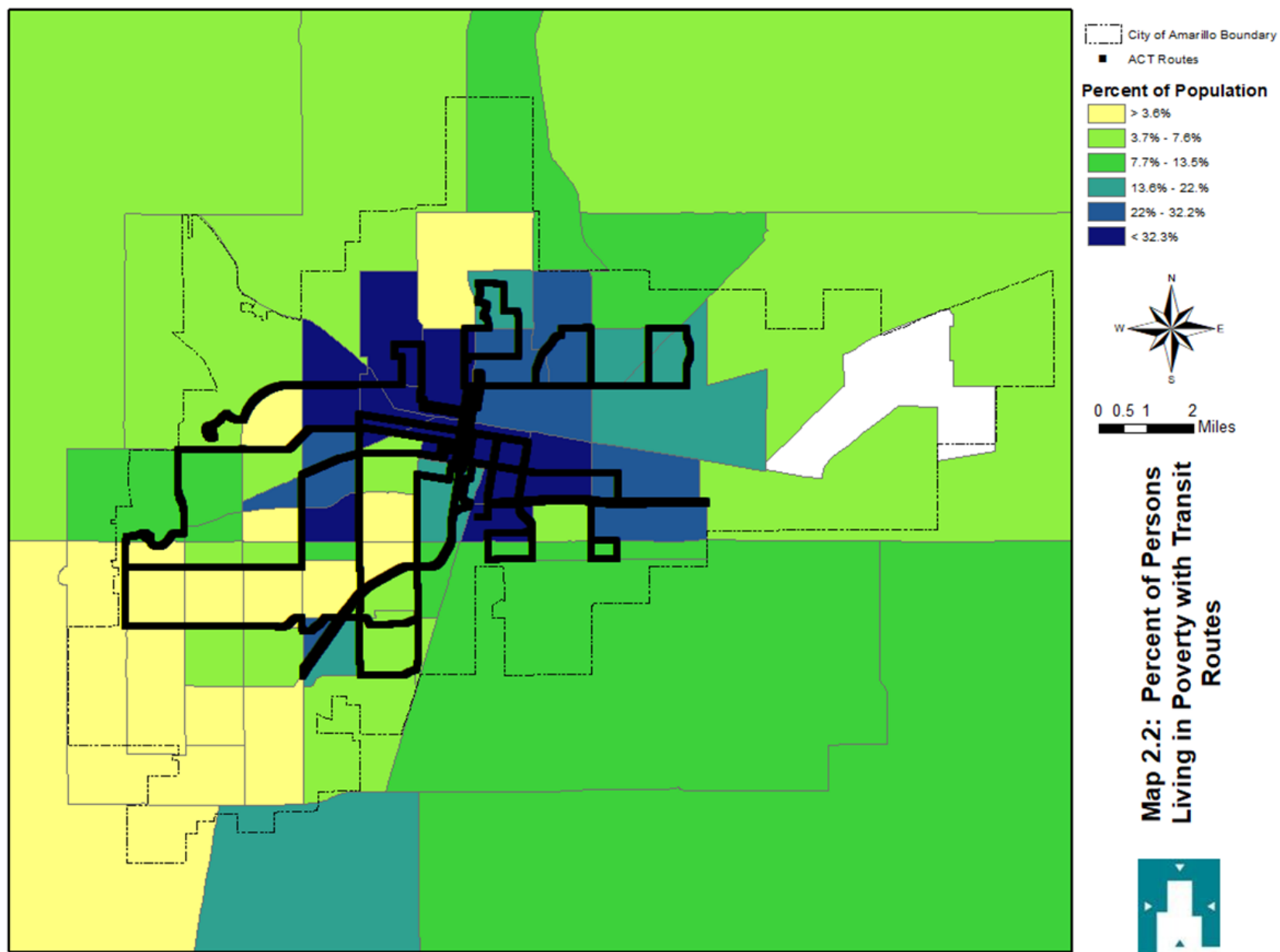
# Appendix B: Full Size Maps,

Map 2.1—Amarillo City Transit Fixed Route Map

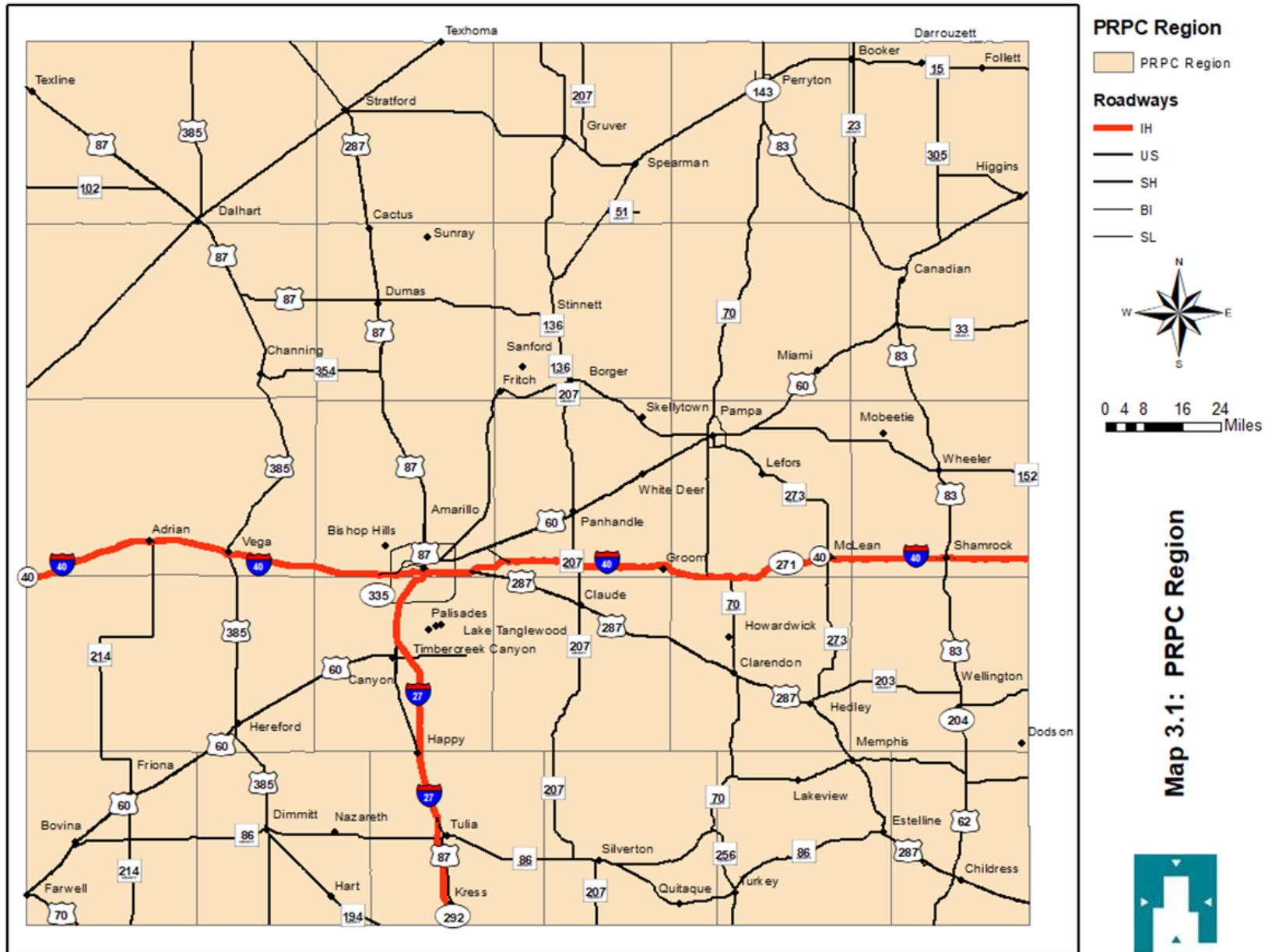


This map is to be used for planning purposes only.

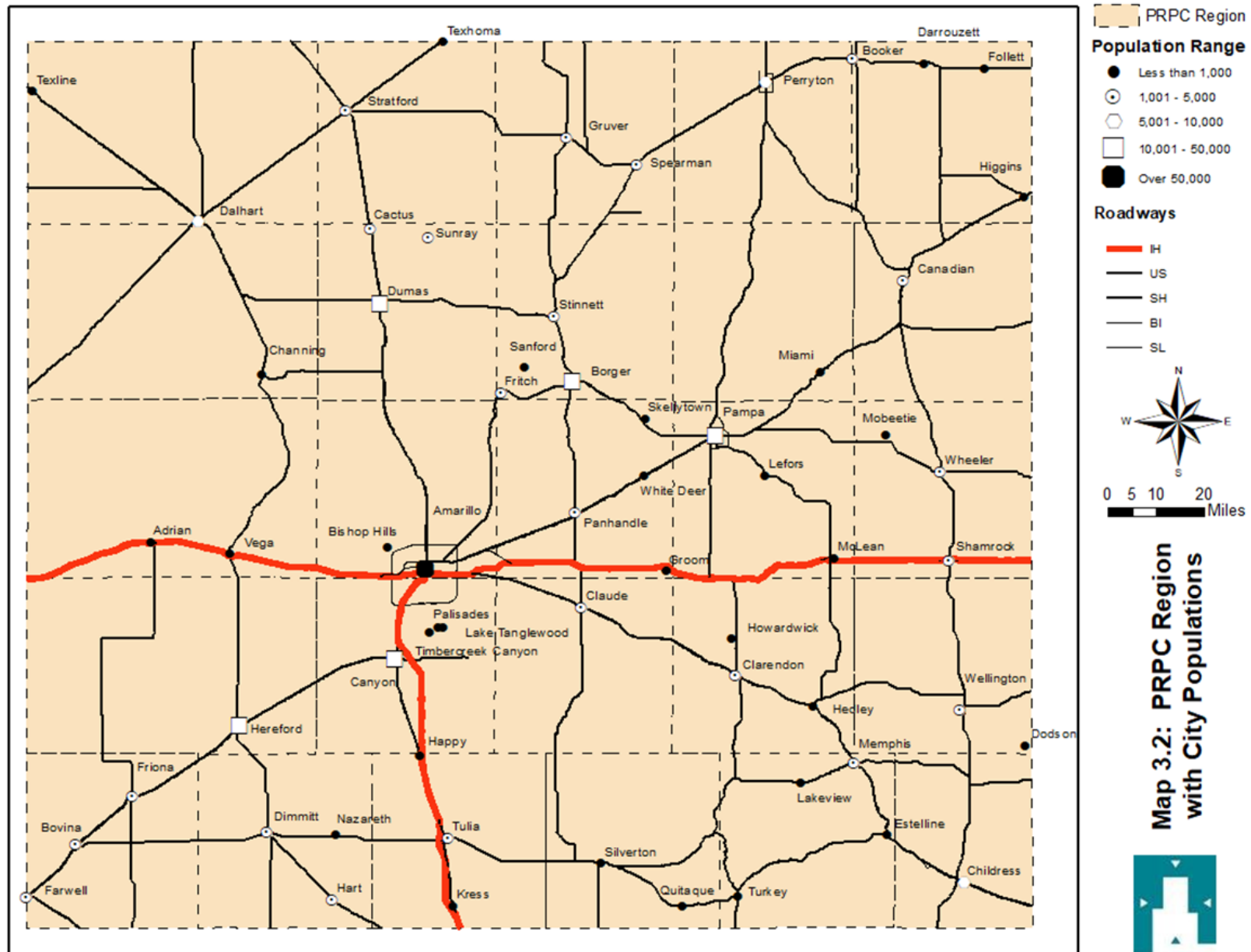
## Appendix B: Full Size Maps



## Appendix B: Full Size Maps

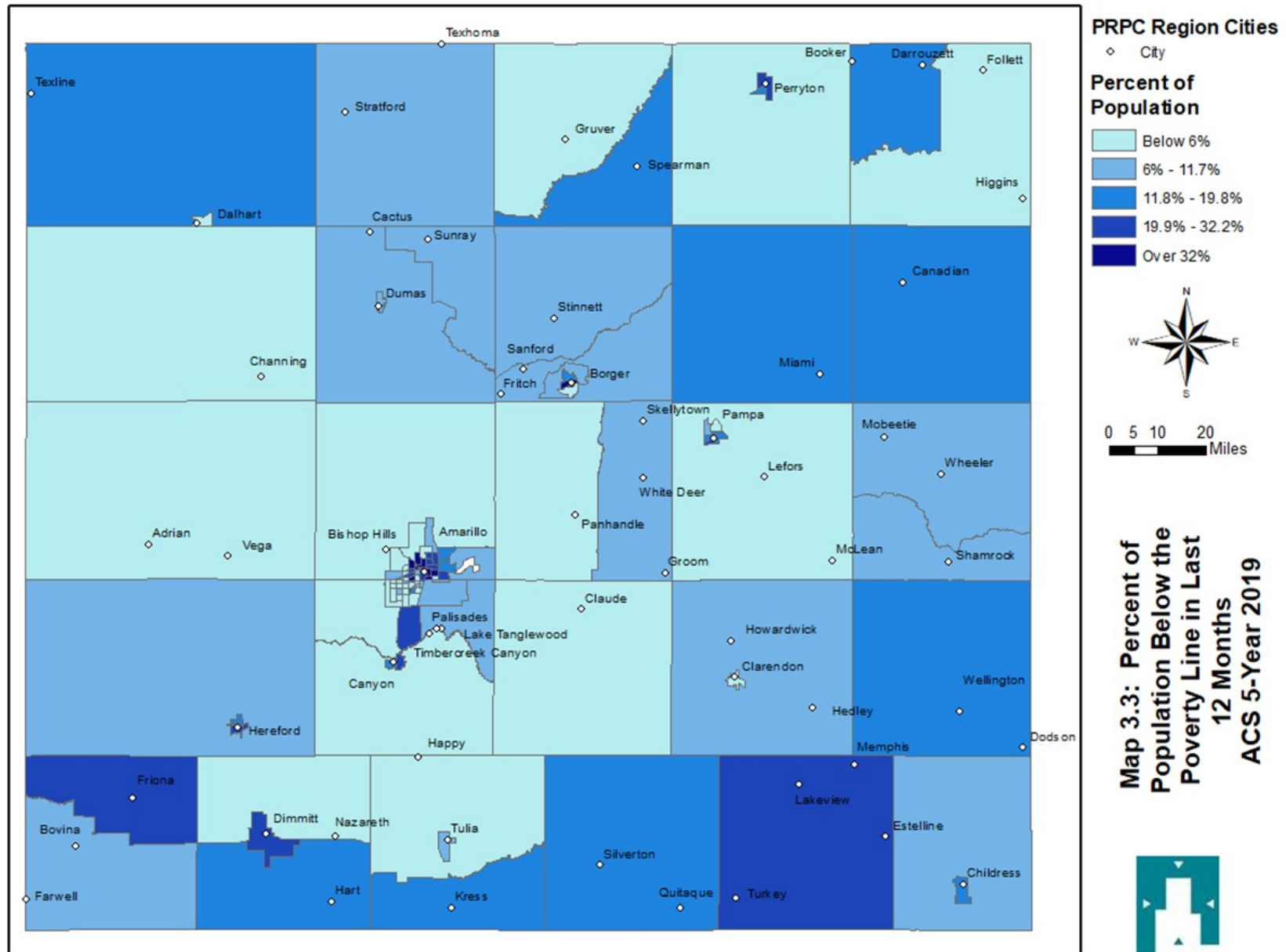


## Appendix B: Full Size Maps

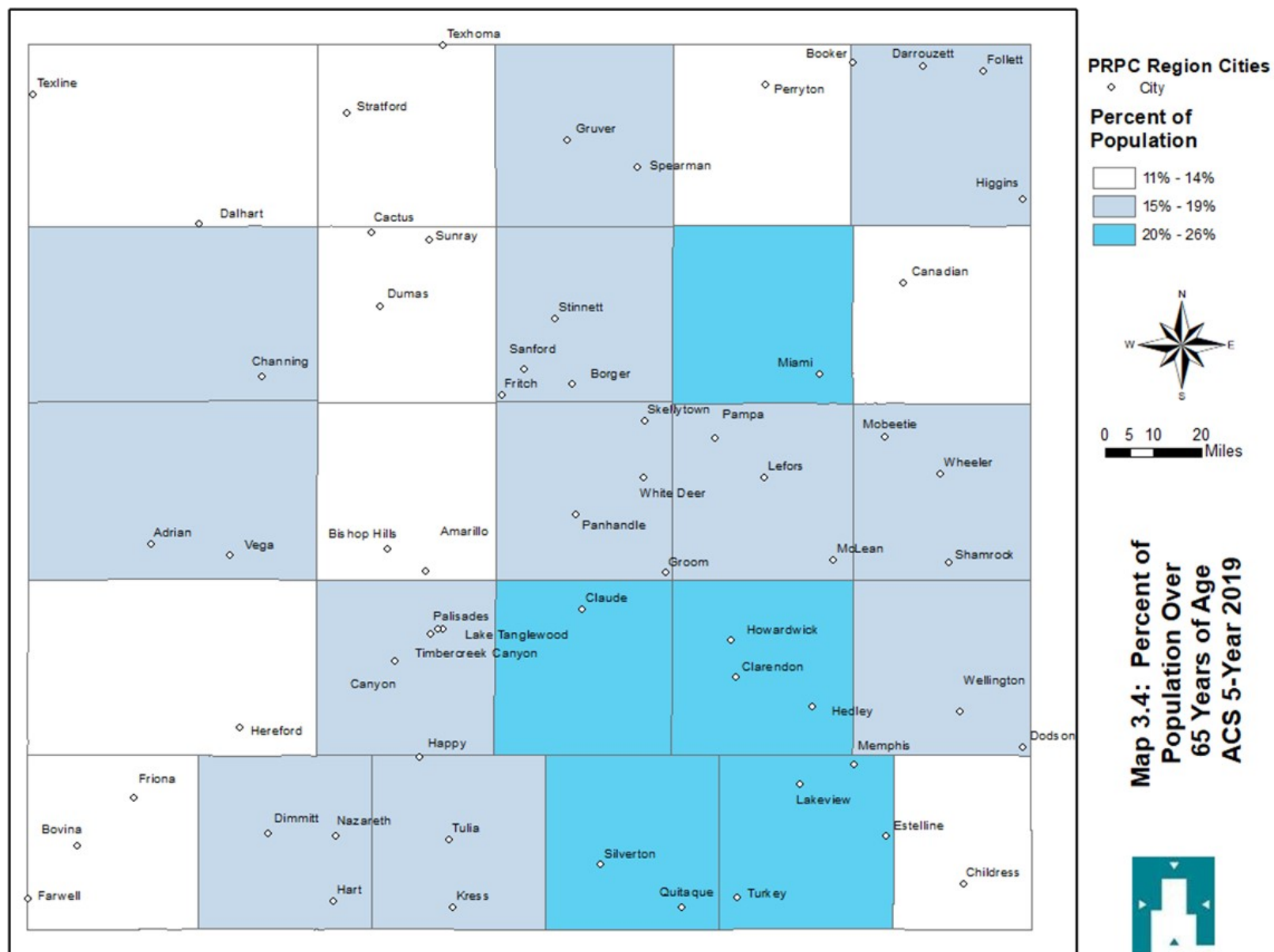




## Appendix B: Full Size Maps

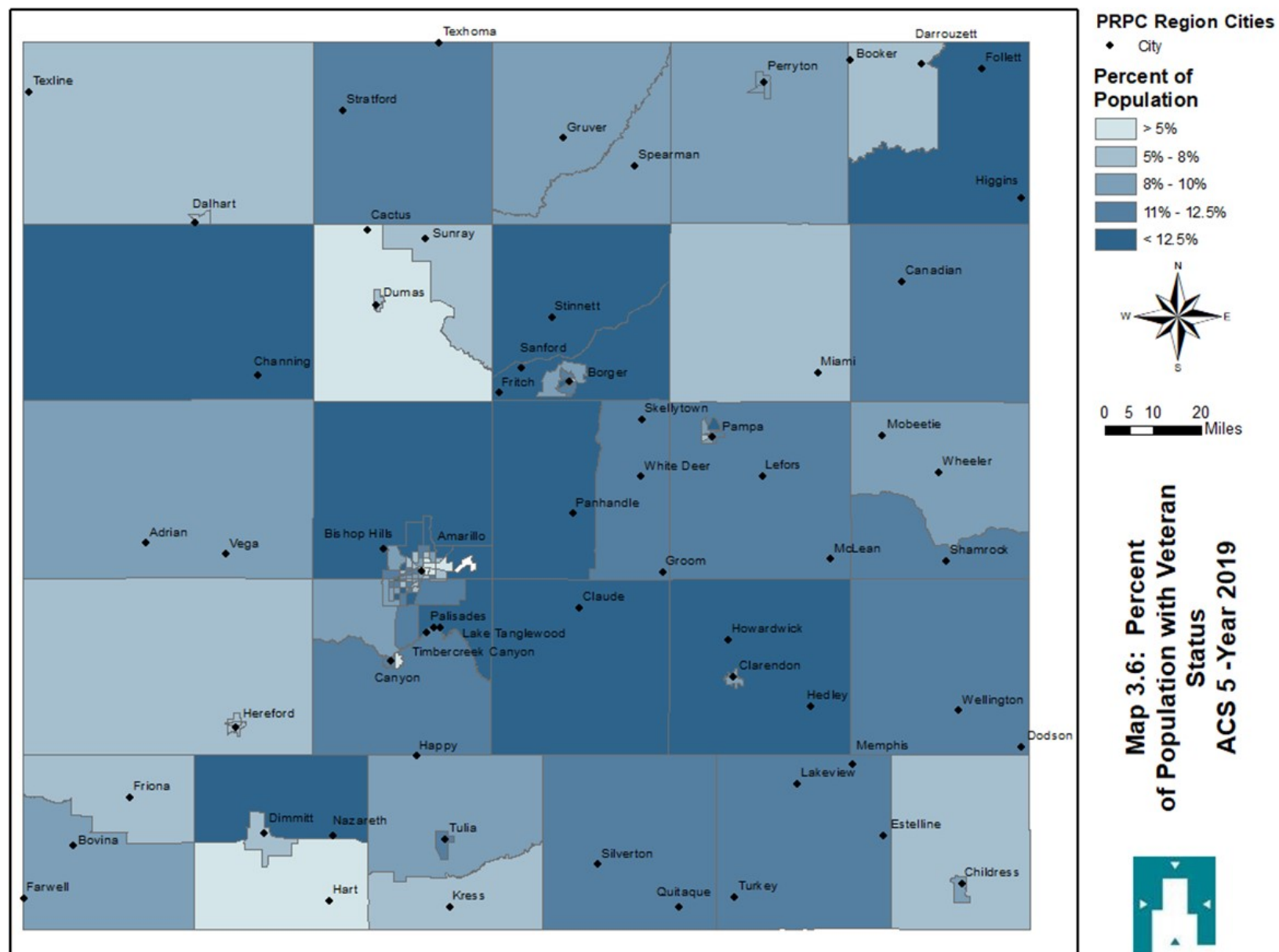


## Appendix B: Full Size Maps





## Appendix B: Full Size Maps





# Appendix C: Full Size Tables

**Table 2.1—Past ACT Fare Structure**

Ridership Category	Fare (One Way)
Adult	\$0.75
Spec-Trans One-Way Trip	\$1.50
Children (6-12)	\$0.60**
Student (Middle/HS with an ACT ID Card)	\$0.60
Senior Citizens (65+ with Medicare and ACT ID Card)	\$0.35
Medicare Card Holder	\$0.35
People with Disabilities (with ACT ID Card)	\$0.35

**Table 2.2—Current ACT Fare Structure**

Ridership Category	Fare
Adult	\$1.00 per one-way trip
Adult Day Pass	\$2.00 unlimited trips per day
Reduced Fare for Disabled/Seniors/Students (K-12)	\$0.50 per one-way trip
Reduced Fare Day Pass	\$1.00 unlimited trips per day
Monthly Pass	\$30.00
Amarillo College Students & Faculty	Ride free with AC ID Card

## Appendix C: Full Size Tables

**Table 2.3—Revenue and Expenses ACT (2014-2015)**

	Fixed Route	Spec-Trans
Farebox Revenue	\$98,178	\$67,269
Prepaid Ticket Sales	\$19,258	\$10,000
Operating Revenue Per Passenger	\$0.22	\$0.25
Expenditure Per Passenger	\$9.28	\$40.40
Net Cash Flow Per Passenger	(\$2.91)	(\$14.77)

**Table 2.2—Current ACT Fare Structure**

	Fixed Route	Spec-Trans
Farebox Revenue	\$65,620	\$25,531
Prepaid Ticket Sales	\$22,614	\$13,795
Operating Revenue Per Passenger	\$0.45	\$1.09
Expenditure Per Passenger	\$17.59	\$40.84
Net Cash Flow Per Passenger	(\$2.20)	(\$5.08)



## Appendix C: Full Size Tables

**Table 2.5—Amarillo City Transit Vehicle Inventory**

Fixed-Route						
YEAR	DESCRIPTION	MODEL	COST	CONDITION	ACQ. DATE	USEFUL LIFE
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2020	35' Gillig Bus	LOW FLOOR BUS	\$ 446,701.00	NEW	8/17/2020	500,000 Miles/14 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/4/2010	200,000 Miles/10 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/1/2010	200,000 Miles/10 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/14/2010	200,000 Miles/10 Years
2010	ElDorado National Aero Elite	CUTAWAY	\$ 161,284.40	POOR	6/14/2010	200,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	1/11/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 176,006.00	FAIR	12/8/2016	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	1/11/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	1/20/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	2/1/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	2/9/2017	350,000 Miles/10 Years
2017	32' Champion Defender	CUTAWAY	\$ 187,281.00	FAIR	12/28/2016	350,000 Miles/10 Years
Spec-Trans						
2008	AERO ELITE	CUTAWAY	\$ 164,933.00	POOR	10/23/2008	200,000 Miles/10 Years
2008	AERO ELITE	CUTAWAY	\$ 164,933.00	POOR	10/23/2008	200,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	1/11/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	1/20/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	2/9/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	2/1/2017	350,000 Miles/10 Years
2017	27' Champion Defender	CUTAWAY	\$ 165,806.00	FAIR	2/1/2017	350,000 Miles/10 Years

## Appendix C: Full Size Tables

**Table 2.6—Transit Projects in Draft 2021-2024 STIP**

	Project Sponsor	Description	Funding Category	Total Project Cost
FY 2021	Amarillo City Transit	Operating Expense	FTA 5307	\$4,965,585
		Preventative Maintenance		\$801,236
		Replace Para-Transit Vehicles		\$438,70
		Training		\$10,500
		Transfer Facility Replacement	FTA 5339	\$6,882,540
		Replace Para-Transit Vehicles		\$370,000
FY 2022	Amarillo City Transit	Replace Bus Vehicle	FTA 5307	\$451,296
		Operating Expense		\$5,067,575
		Preventative Maintenance		\$801,244
		Replace Para-Transit Vehicles		\$451,296
		ADA Para-Transit Service		\$353,797
		Training		\$10,500
		Replace Para-Transit Vehicles	FTA 5339	\$390,000
FY 2023	Amarillo City Transit	Operating Expense	FTA 5307	\$5,167,386
		ADA Para-Transit Service		\$360,288
		Training		\$10,500
		Replace Para-Transit Vehicles		\$466,000
		Preventative Maintenance		\$817,261
		Replace Bus Vehicle	FTA 5339	\$390,000
FY 2024	Amarillo City Transit	ADA Para-Transit Service	FTA 5307	\$365,412
		Training		\$10,500
		Replace Para-Transit Vehicles		\$412,000
		Operating Expenses		\$5,277,564
		Preventative Maintenance		\$817,261
		Replace Para-Transit Vehicles	FTA 5339	\$390,000

## Appendix C: Full Size Tables

**Table 2.7—Panhandle Transit Fares**

	AMARILLO	BORGER	CANADI- AN	CANYON	CHIL- DRESS	CLAREN- DON	DALHART	DUMAS	FRIONA	FRITCH	HERE- FORD	LUBBOCK	MEM- PHIS	PAMPA	PERRY- TON	TULIA	WEL- LINGTON
AMARILLO	\$ 2.00	\$ 13.00	\$ 25.00	\$ 4.00	\$ 25.00	\$ 14.50	\$ 20.50	\$ 11.75	\$ 17.75	\$ 9.00	\$ 12.00	\$ 35.00	\$ 21.75	\$ 14.50	\$ 25.00	\$ 13.00	\$ 25.00
BOOKER	\$ 25.00	\$ 21.00	\$ 11.50	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 23.50	\$ 25.00	\$ 35.00	\$ 25.00	\$ 19.75	\$ 4.75	\$ 25.00	\$ 25.00
BORGER	\$ 13.00	\$ 2.00	\$ 18.75	\$ 17.50	\$ 25.00	\$ 17.50	\$ 20.00	\$ 10.75	\$ 25.00	\$ 4.00	\$ 24.75	\$ 35.00	\$ 24.75	\$ 7.50	\$ 17.00	\$ 25.00	\$ 25.00
BOVINA	\$ 21.00	\$ 25.00	\$ 25.00	\$ 16.50	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 3.50	\$ 25.00	\$ 9.00	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 16.25	\$ 25.00
CACTUS	\$ 15.00	\$ 13.75	\$ 25.00	\$ 19.50	\$ 25.00	\$ 25.00	\$ 8.00	\$ 3.25	\$ 25.00	\$ 13.00	\$ 25.00	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
CANADIAN	\$ 25.00	\$ 18.75	\$ 2.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 22.00	\$ 25.00	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 19.25
CANYON	\$ 4.00	\$ 17.50	\$ 25.00	\$ 2.00	\$ 25.00	\$ 18.50	\$ 23.25	\$ 16.50	\$ 13.50	\$ 14.00	\$ 7.75	\$ 35.00	\$ 25.00	\$ 18.50	\$ 25.00	\$ 8.25	\$ 25.00
CHILDRESS	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 2.00	\$ 14.25	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 35.00	\$ 7.25	\$ 25.00	\$ 25.00	\$ 25.00	\$ 7.75
CLARENDON	\$ 14.50	\$ 17.50	\$ 23.00	\$ 18.50	\$ 14.25	\$ 2.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 21.75	\$ 15.25	\$ 35.00	\$ 6.75	\$ 11.50	\$ 25.00	\$ 19.50	\$ 11.00
DALHART	\$ 20.50	\$ 20.00	\$ 25.00	\$ 23.25	\$ 25.00	\$ 25.00	\$ 2.00	\$ 9.00	\$ 25.00	\$ 19.00	\$ 23.75	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
DIMMITT	\$ 16.50	\$ 25.00	\$ 25.00	\$ 12.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 8.00	\$ 25.00	\$ 5.25	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 8.00	\$ 25.00
DUMAS	\$ 11.75	\$ 10.50	\$ 25.00	\$ 16.25	\$ 25.00	\$ 25.00	\$ 9.00	\$ 2.00	\$ 25.00	\$ 9.50	\$ 23.75	\$ 35.00	\$ 25.00	\$ 17.50	\$ 25.00	\$ 24.75	\$ 25.00
ESTELLINE	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 4.00	\$ 10.25	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 35.00	\$ 3.50	\$ 21.75	\$ 25.00	\$ 25.00	\$ 11.25
FARWELL	\$ 24.25	\$ 25.00	\$ 25.00	\$ 19.75	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 6.50	\$ 25.00	\$ 12.00	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 19.50	\$ 25.00
FRIONA	\$ 17.75	\$ 25.00	\$ 25.00	\$ 13.50	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 2.00	\$ 25.00	\$ 5.50	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 16.00	\$ 25.00
FRITCH	\$ 9.00	\$ 4.00	\$ 25.00	\$ 13.50	\$ 25.00	\$ 21.75	\$ 19.00	\$ 9.50	\$ 25.00	\$ 2.00	\$ 21.50	\$ 35.00	\$ 25.00	\$ 10.25	\$ 19.50	\$ 22.50	\$ 25.00
GROOM	\$ 11.25	\$ 12.00	\$ 19.75	\$ 14.75	\$ 21.75	\$ 7.50	\$ 25.00	\$ 22.50	\$ 25.00	\$ 15.25	\$ 22.25	\$ 35.00	\$ 13.75	\$ 8.25	\$ 24.00	\$ 23.25	\$ 19.25

## Appendix C: Full Size Tables

Table 2.7 Continued

	AMARIL- LO	BORGER	CANADI- AN	CANYON	CHIL- DRESS	CLAREN- DON	DALHART	DUMAS	FRIONA	FRITCH	HERE- FORD	LUBBOCK	MEMPHIS	PAMPA	PERRY- TON	TULIA	WEL- LINGTON
HAPPY	\$ 9.25	\$ 21.75	\$ 25.00	\$ 4.25	\$ 25.00	\$ 20.75	\$ 25.00	\$ 20.75	\$ 17.50	\$ 18.50	\$ 12.00	\$ 35.00	\$ 24.50	\$ 23.00	\$ 25.00	\$ 4.00	\$ 25.00
HARTLEY	\$ 17.75	\$ 16.50	\$ 25.00	\$ 19.75	\$ 25.00	\$ 25.00	\$ 3.50	\$ 6.00	\$ 25.00	\$ 15.75	\$ 20.25	\$ 35.00	\$ 25.00	\$ 23.50	\$ 25.00	\$ 25.00	\$ 25.00
HERE- FORD	\$ 12.00	\$ 24.75	\$ 25.00	\$ 7.75	\$ 25.00	\$ 15.25	\$ 23.75	\$ 23.75	\$ 5.50	\$ 21.50	\$ 2.00	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 13.25	\$ 25.00
KRESS	\$ 15.75	\$ 25.00	\$ 25.00	\$ 11.00	\$ 25.00	\$ 22.75	\$ 25.00	\$ 25.00	\$ 18.50	\$ 25.00	\$ 15.75	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 3.25	\$ 25.00
MCLEAN	\$ 18.75	\$ 16.00	\$ 17.50	\$ 22.25	\$ 18.00	\$ 9.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 19.25	\$ 25.00	\$ 35.00	\$ 10.50	\$ 9.00	\$ 24.25	\$ 25.00	\$ 11.75
MEM- PHIS	\$ 21.75	\$ 24.75	\$ 25.00	\$ 25.00	\$ 7.75	\$ 6.75	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 35.00	\$ 2.00	\$ 18.25	\$ 25.00	\$ 20.50	\$ 8.25
PAMPA	\$ 14.50	\$ 7.50	\$ 11.50	\$ 18.50	\$ 25.00	\$ 11.50	\$ 25.00	\$ 25.00	\$ 25.00	\$ 10.25	\$ 25.00	\$ 35.00	\$ 18.25	\$ 2.00	\$ 15.75	\$ 25.00	\$ 21.25
PAN- HANDLE	\$ 7.00	\$ 5.75	\$ 18.50	\$ 11.75	\$ 25.00	\$ 12.00	\$ 25.00	\$ 16.25	\$ 24.75	\$ 8.50	\$ 19.00	\$ 35.00	\$ 18.50	\$ 7.00	\$ 23.00	\$ 20.00	\$ 25.00
PERRY- TON	\$ 25.00	\$ 17.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 19.50	\$ 25.00	\$ 35.00	\$ 25.00	\$ 15.75	\$ 2.00	\$ 25.00	\$ 25.00
QUITAQU E	\$ 24.00	\$ 25.00	\$ 25.00	\$ 19.25	\$ 14.00	\$ 13.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 24.00	\$ 35.00	\$ 13.75	\$ 24.50	\$ 25.00	\$ 11.00	\$ 21.25
SHAM- ROCK	\$ 24.00	\$ 21.25	\$ 12.75	\$ 25.00	\$ 14.25	\$ 14.25	\$ 25.00	\$ 25.00	\$ 25.00	\$ 24.50	\$ 25.00	\$ 35.00	\$ 14.50	\$ 14.75	\$ 24.25	\$ 25.00	\$ 6.50
SILVER- TON	\$ 19.75	\$ 25.00	\$ 25.00	\$ 15.00	\$ 18.25	\$ 13.00	\$ 25.00	\$ 25.00	\$ 22.75	\$ 25.00	\$ 19.75	\$ 35.00	\$ 13.75	\$ 24.25	\$ 25.00	\$ 6.75	\$ 21.75
SPEAR- MAN	\$ 22.25	\$ 11.00	\$ 14.50	\$ 25.00	\$ 25.00	\$ 25.00	\$ 21.25	\$ 15.25	\$ 25.00	\$ 13.00	\$ 25.00	\$ 35.00	\$ 25.00	\$ 17.25	\$ 6.50	\$ 25.00	\$ 25.00
STIN- NETT	\$ 14.75	\$ 3.00	\$ 21.50	\$ 19.50	\$ 25.00	\$ 21.00	\$ 17.00	\$ 7.50	\$ 25.00	\$ 6.25	\$ 25.00	\$ 35.00	\$ 25.00	\$ 10.00	\$ 14.00	\$ 25.00	\$ 25.00
STRAT- FORD	\$ 20.00	\$ 18.75	\$ 25.00	\$ 24.75	\$ 25.00	\$ 25.00	\$ 8.00	\$ 8.25	\$ 25.00	\$ 18.00	\$ 25.00	\$ 35.00	\$ 25.00	\$ 25.00	\$ 18.75	\$ 25.00	\$ 25.00
SUNRAY	\$ 16.00	\$ 12.25	\$ 23.50	\$ 20.75	\$ 25.00	\$ 25.00	\$ 10.00	\$ 4.25	\$ 25.00	\$ 11.50	\$ 25.00	\$ 35.00	\$ 25.00	\$ 19.25	\$ 17.25	\$ 25.00	\$ 25.00
TEXLINE	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 9.00	\$ 18.50	\$ 25.00	\$ 25.00	\$ 25.00	\$ 35.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
TULIA	\$ 13.00	\$ 25.00	\$ 25.00	\$ 8.25	\$ 25.00	\$ 19.50	\$ 25.00	\$ 8.00	\$ 16.00	\$ 22.50	\$ 13.25	\$ 35.00	\$ 20.50	\$ 25.00	\$ 25.00	\$ 2.00	\$ 25.00

## Appendix C: Full Size Tables

Table 2.7 Continued

	AMARIL- LO	BORGER	CANADI- AN	CANYON	CHIL- DRESS	CLAREN- DON	DALHART	DUMAS	FRIONA	FRITCH	HERE- FORD	LUBBOCK	MEMPHIS	PAMPA	PERRY- TON	TULIA	WEL- LINGTON
TURKEY	\$ 25.00	\$ 25.00	\$ 25.00	\$ 21.50	\$ 11.70	\$ 10.75	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 35.00	\$ 11.25	\$ 22.25	\$ 25.00	\$ 13.25	\$ 25.00
WEL- LINGTON	\$ 25.00	\$ 25.00	\$ 19.25	\$ 25.00	\$ 7.75	\$ 11.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 35.00	\$ 11.75	\$ 21.25	\$ 25.00	\$ 25.00	\$ 2.00
WHITE DEER	\$ 10.00	\$ 6.00	\$ 15.00	\$ 15.00	\$ 25.00	\$ 14.25	\$ 25.00	\$ 16.50	\$ 25.00	\$ 9.25	\$ 22.25	\$ 35.00	\$ 21.00	\$ 4.00	\$ 19.25	\$ 23.25	\$ 23.75
WHEELER	\$ 24.00	\$ 17.50	\$ 8.50	\$ 25.00	\$ 18.25	\$ 18.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 20.75	\$ 25.00	\$ 35.00	\$ 18.50	\$ 10.50	\$ 20.00	\$ 25.00	\$ 10.75

## Appendix C: Full Size Tables

**Table 2.8—Panhandle Transit Vehicle Inventory**

			REVENUE VEHICLE INVENTORY		
UNIT #	YEAR	LOCATION	DESCRIPTION	MODEL	SEATING AMB/WC
25	2003	VEGA	KIA SEDONA	Van	5 AMB
27	2008	MEMPHIS	KIA SEDONA	Van	5 AMB
28	2008	HEREFORD	KIA SEDONA	Van	5 AMB
29	2008	CANYON	KIA SEDONA	Van	5 AMB
30	2008	DALHART	KIA SEDONA	Van	5 AMB
31	2008	CHILDRESS	KIA SEDONA	Van	5 AMB
32	2008	CHILDRESS	CHEVY UPLANDER	Van	3 AMB/2 WC
33	2008	AMARILLO	CHEVY UPLANDER	Van	3 AMB/2 WC
34	2008	HEREFORD	CHEVY UPLANDER	Van	3 AMB/2 WC
35	2008	DUMAS	CHEVY UPLANDER	Van	3 AMB/2 WC
36	2008	CANYON	CHEVY UPLANDER	Van	3 AMB/2 WC
37	2008	TULIA	CHEVY UPLANDER	Van	3 AMB/2 WC
38	2012	CHILDRESS	CHEVY/TRVERSE	Van	6 AMB
39	2012	CANYON	CHEVY/TRVERSE	Van	6 AMB
40	2012	TULIA	CHEVY/TRVERSE	Van	6 AMB
41	2012	CANYON	CHEVY/TRVERSE	Van	6 AMB
42	2016	CANYON	DODGE CARAVAN	Van	3 AMB/2 WC
43	2016	TULIA	DODGE CARAVAN	Van	3 AMB/2 WC
44	2016	DUMAS	DODGE CARAVAN	Van	3 AMB/2 WC
45	2016	AMARILLO	DODGE CARAVAN	Van	3 AMB/2 WC
2431	2009	PAMPA	FORD/GLAVAL	2009	14 AMB/2 WC
2432	2009	TULIA	FORD/GLAVAL	2009	14 AMB/2 WC
2433	2009	CANYON	FORD/GLAVAL	2009	14 AMB/2 WC
2434	2009	HEREFORD	FORD/GLAVAL	2009	14 AMB/2 WC
2435	2009	BORGER	FORD/GLAVAL	2009	14 AMB/2 WC
2436	2009	AMARILLO	FORD/GLAVAL	2009	14 AMB/2 WC
3425	2009	BORGER	FORD/GLAVAL	Bus	21 AMB/2 WC
3427	2009	CANYON	FORD/GLAVAL	Bus	21 AMB/2 WC
3428	2009	PAMPA	FORD/GLAVAL	Bus	21 AMB/2 WC
3429	2009	TULIA	FORD/GLAVAL	Bus	21 AMB/2 WC

## Appendix C: Full Size Tables

Table 2.8—Continued

UNIT #	YEAR	LOCATION	REVENUE VEHICLE INVENTORY		SEATING AMB/WC
			DESCRIPTION	MODEL	
3430	2009	MEMPHIS	FORD/GLAVAL	Bus	21 AMB/2 WC
3431	2009	PAMPA	FORD/GLAVAL	Bus	21 AMB/2 WC
3432	2009	CANYON	FORD/GLAVAL	Bus	21 AMB/2 WC
3433	2009	TULIA	FORD/GLAVAL	Bus	21 AMB/2 WC
3434	2009	MEMPHIS	FORD/GLAVAL	Bus	21 AMB/2 WC
3435	2009	HEREFORD	FORD/GLAVAL	Bus	21 AMB/2 WC
3436	2009	HEREFORD	FORD/GLAVAL	Bus	21 AMB/2 WC
3437	2009	PAMPA	FORD/GLAVAL	Bus	21 AMB/2 WC
3438	2009	HEREFORD	FORD/GLAVAL	Bus	21 AMB/2 WC
3439	2012	CHILDRESS	CHEVY/GLAVAL	Bus	18 AMB/2 WC
3440	2012	CANYON	CHEVY/GLAVAL	Bus	18 AMB/2 WC
3441	2012	CANYON	CHEVY/GLAVAL	Bus	18 AMB/2 WC
3442	2014	CANYON	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3443	2014	MEMPHIS	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3444	2014	CHILDRESS	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3445	2014	BORGER	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3446	2014	DUMAS	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3447	2014	DALHART	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3448	2014	DUMAS	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3449	2014	CANYON	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3450	2014	CLARENDON	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3451	2014	PAMPA	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3452	2014	DUMAS	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3453	2014	HEREFORD	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3454	2014	CANYON	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3455	2014	MEMPHIS	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3456	2014	PAMPA	CHEVROLET/GOSHEN	Bus	12 AMB/3 WC
3457	2014	CANYON	CHEVROLET/GOSHEN	Bus	14 AMB/4 WC



## Appendix C: Full Size Tables

Table 2.8—Continued

UNIT #	YEAR	LOCATION	REVENUE VEHICLE INVENTORY		SEATING AMB/WC
			DESCRIPTION	MODEL	
3458	2014	MEMPHIS	CHEVROLET/GOSHEN	Bus	14 AMB/4 WC
3459	2014	HEREFORD	CHEVROLET/GOSHEN	Bus	14 AMB/4 WC
3460	2014	CANYON	CHEVROLET/GOSHEN	Bus	14 AMB/4 WC
4401	2008	PAMPA	CHEVROLET/GOSHEN	Bus	29 AMB/2 WC
4402	2008	AMARILLO	CHEVROLET/GOSHEN	Bus	29 AMB/2 WC
4403	2008	DIMMITT	CHEVROLET/GOSHEN	Bus	29 AMB/2 WC
4404	2008	HEREFORD	CHEVROLET/GOSHEN	Bus	29 AMB/2 WC
4405	2009	HEREFORD	CHEVY/GLAVAL	Bus	39 AMB/2 WC
4406	2009	HEREFORD	CHEVY/GLAVAL	Bus	39 AMB/2 WC
4408	2009	HEREFORD	CHEVY/GLAVAL	Bus	39 AMB/2 WC
4409	2009	HEREFORD	CHEVY/GLAVAL	Bus	39 AMB/2 WC
4410	2009	HEREFORD	CHEVY/GLAVAL	Bus	39 AMB/2 WC
4411	2015	HEREFORD	FORD/GLAVAL	Bus	39 AMB/2 WC
4412	2015	HEREFORD	FORD/GLAVAL	Bus	39 AMB/2 WC

## Appendix C: Full Size Tables

**Table 2.9—PROMPT Stakeholder Committee**

Stakeholder Category		Stakeholders who have participated in the process to develop & approve the regional public transit-human services transportation plan
Representatives of public transportation providers	5307 (small urban transportation providers)	Amarillo City Transit
	5311 (rural transportation providers)	Panhandle Community Services – Panhandle Transit
	5310 (Enhanced Mobility of Seniors & Individuals w/Disabilities)	Panhandle Community Services – Panhandle Transit
Representatives of private transportation providers		ModivCare
Representatives of non-profit transportation providers		CORD Care Transportation
Representatives of human services providers		Department of Health and Human Services
Representatives of metropolitan planning organizations		Amarillo Metropolitan Planning Organization
Individuals with disabilities		Panhandle Independent Living Center
Individuals 65 and older		Area Agency on Aging of the Panhandle Senior Ambassadors Coalition
Individuals w/low incomes or representatives of/advocates for individuals with low incomes		Panhandle Independent Living Center Area Agency on Aging of the Panhandle Coalition of Health Services
Veterans or representative of veteran's groups		Amarillo VA
Workforce agencies		Workforce Solutions Panhandle
Advocates for children		Coalition of Health Services
Local governments		Hansford County, Potter County, Carson County, Moore County, City of Borger
General Public		Amarillo College, City of Canyon

Table 3.1 Panhandle Region

Geography	Area (square miles)	Population	Population Density**
Panhandle Region	26,000	427,927	16.46

**Appendix C:****Table 3.2—Population Change Since 2010 by County**

County	2010 Population	Jan. 1, 2020 Pop. Estimate	Change Since 2010	Percent Change
Armstrong	1,901	2,028	127	+6.7%
Briscoe	1,637	1,599	-38	-2.3%
Carson	6,182	5,875	-307	-5.0%
Castro	8,062	7,260	-802	-9.9%
Childress	7,041	7,052	11	+0.2%
Collingsworth	3,057	2,802	-255	-8.3%
Dallam	6,703	6,929	+226	+3.4%
Deaf Smith	19,372	19,572	+200	+1.0%
Donley	3,677	3,170	-507	-13.8%
Gray	22,535	21,900	-635	-2.8%
Hall	3,353	2,969	-384	-11.5%
Hansford	5,613	5,288	-325	+5.8%
Hartley	6,062	5,887	-175	-2.9%
Hemphill	3,807	3,827	+20	+0.5%
Hutchinson	22,150	20,439	-1,711	-7.7%
Lipscomb	3,302	3,153	-149	-4.5%
Moore	21,904	20,902	-1,002	-4.6%
Ochiltree	10,223	10,246	+23	+0.2%
Oldham	2,052	2,131	+79	+3.8%
Parmer	10,269	9,325	-944	-9.2%
Potter	121,073	115,471	-5,602	-4.6%
Randall	120,725	138,549	+17,824	+14.8%
Roberts	929	832	-97	-10.4%
Sherman	3,034	3,072	+38	+1.3%
Swisher	7,854	7,435	-419	-5.3%
Wheeler	5,410	5,168	-242	-4.5%
PRPC Region	427,927	432,881	+4,954	+1.2%

## Appendix C: Full Size Tables

**Table 3.3—Demographic Dashboard—Texas Panhandle**

Basics			Fiscals	
Regional Population	427,927		Per Capita Income	\$24,836
Age 0-19	128,344	29.99%	Median Household Income	\$48,101
Age 20-39	113,958	26.63%	Median Home Construction	1970
Age 40-64	131,603	30.75%	Living in Poverty	15.20%
Age 65+	54,022	12.62%	Average Family Size	3.15

Transportation			Race & Ethnicity	
Total Workers	196,088			
Drove Alone	156,594	79.86%	White (Non-Hispanic)	259,774
Public Transportation	1,046	0.53%	Hispanic (all)	132,755
Carpool	26,620	13.58%	Black	19,360
Walked	3,592	1.83%	Asian	8,168
Work @ Home	5,785	2.95%	Other	7,870
Other	2,451	1.25%		
Average Family Vehicles	1.9			

## Appendix C: Full Size Tables

**Table 3.3—Demographic Dashboard—State of Texas**

Basics			Fiscals	
State Population	25,145,561		Per Capita Income	\$27,581
Age 0-19	7,621,714	30.31%	Median Household Income	\$54,075
Age 20-39	7,194,139	28.61%	Median Home Construction	1984
Age 40-64	7,727,822	30.73%	Living in Poverty	15.70%
Age 65+	2,601,886	10.35%	Average Family Size	2.75

Transportation		
Total Workers	11,685,902	
Drove Alone	9,351,857	80.03%
Public Transportation	182,962	1.57%
Carpool	1,280,501	10.96%
Walked	188,810	1.62%
Work @ Home	474,294	4.06%
Other	207,478	1.78%
Average Family Vehicles	1.8	

## Appendix C: Full Size Tables

**Table 3.5—Provider Survey Identified Gaps**

Gap	Survey
High Cost of Transportation	Health & Human Services Survey
Lack of Awareness of Options	Health & Human Services and Medical Facilities Surveys
Access to scheduling	Health & Human Services, Medical Facilities, and Transit Provider Surveys
Lack of Route Information	Health & Human Services and Medical Facilities Surveys
Coordination of Services Not Uniform	Health & Human Services and Medical Facilities Surveys
Lack of drivers	Transit Providers and Medical Facilities Surveys
Lack of driver training options	Transit Provider Survey
Perceived bias against public transit	Health & Human Services, Medical Facilities, and Transit Provider Surveys
Lack of options for transportation	Health & Human Services and Medical Facilities Surveys
Lack of evening and Sunday service	Health & Human Services Survey
Low agency knowledge of transportation options	Health & Human Services, Medical Facilities, and Transit Provider Surveys
Lack of route flexibility	Health & Human Services Survey
Lack of overall staffing capacity	Health & Human Services, Medical Facilities, and Transit Provider Surveys



## Appendix C: Full Size Tables

**Table 3.6—Rider Survey Identified Gaps**

Identified Gap
High cost of transportation
Lack of awareness of options
Access to scheduling
Lack of route information
Coordination of services not uniform
Routes are not convenient

**Table 3.7—Strategic Planning Identified Needs**

Identified Needs	
Commuter routes to industries	Improved maintenance facilities
Accessibility to pick up locations	Diversification of revenue sources
Need for mobility management	More partnerships with stakeholders
Increased coordination between providers	Higher levels of funding
Regional transportation authority or funding stream	Promoting regional collaboration
Increased outreach to priority populations	More walkability and transit connections

## Appendix C: Full Size Tables

**Table 6.1—Goal 1**

<b>Goal 1: Increase reliable access to transportation for low income and/or elderly persons within the region</b>				
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>	<i>Feasibility</i>
Assist individuals to return home to rural areas after hospitalization	High	Long-term; continuous	Planning; Funding	Moderate
Expand service hours for urban transit provider	High	Long-term; continuous	Funding	Low
Expand direct services to employment centers	High	Long-term; continuous	Planning; Funding; Staff Time	Low
Design new routes or services to directly serve low-income and/or elderly persons	High	Short-term	Planning; Funding; Staff Time	Moderate
Explore new opportunities for multi-modal connections within the existing transit system (bike-share, ride sourcing, etc.)	Medium	Short-term; continuous	Planning; Staff Time	Low
Coordinate services between rural, urban, and intercity transit providers to provide improved access for riders	High	Long-term; continuous	Planning; Funding	High
Explore expansion of pedestrian and bicycle facilities within the region with a focus on accessibility	Medium	Long-term; continuous	Planning; Funding	Moderate
Build partnerships with traditional and nontraditional stakeholders to increase the likelihood of improvements to mobility for low-income and elderly persons	High	Long-term	Staff Time	High

## Appendix C: Full Size Tables

**Table 6.2—Goal 2**

<b>Goal 2: Increase communication with the public and promote awareness of transportation services in the region</b>				
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>	<i>Feasibility</i>
Increase outreach to priority populations regarding availability of transit services and community input opportunities	High	Long-term; continuous	Planning; Funding	High
Explore communication strategies that are accessible to low-income and/or elderly persons	High	Long-term; continuous	Planning; Staff Time	Moderate
Explore travel training and mobility management programs to assist priority populations with accessibility	High	Long-term; continuous	Planning; Funding; Staff Time	Moderate
Plan for transportation coordination events such as transportation summits, coordination meetings between healthcare and social service providers, etc.	High	Short-term	Planning; Funding; Staff Time	High
Attend local events such as health fairs and other community gatherings to distribute transportation information	Medium	Short-term; continuous	Planning; Staff Time	High
Maintain current transportation information on agency websites and printed materials.	High	Long-term; continuous	Staff Time	High
Increase research projects and opportunities to improve public communication and promotion of awareness of transportation resources	Low	Continuous	Staff Time; Planning	Low

## Appendix C: Full Size Tables

**Table 6.3—Goal 3**

<b>Goal 3: Improve coordination for transportation services</b>				
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>	<i>Feasibility</i>
Seek funding to improve technology capabilities for coordination between transportation service providers	High	Long-term; continuous	Planning; Funding	Moderate
Increase coordination between transit providers to include passenger linkages at common drop-off points	High	Long-term; continuous	Funding; Planning; Staff Time	Moderate
Explore effects of coordination between TxDOT, planning agencies, transit agencies, etc.	Medium	Long-term; continuous	Staff Time	Low
Identify opportunities to coordinate or centralize services or pool resources.	Medium	Short-term	Planning; Funding; Staff Time	Low
Explore creation of regional mobility manager or coordinator position	Low	Long-term	Planning; Staff Time; Funding	Low
Identify opportunities for partnerships between public agencies or public-private to offer transportation services to businesses colleges, etc.	High	Long-term; continuous	Planning; Funding	High
Explore potential coordinated programs for the provision of low-cost or no cost transportation for priority populations	Medium	Long-term; continuous	Planning; Funding; Staff Time	Moderate

## Appendix C: Full Size Tables

**Table 6.4—Goal 4**

<b>Goal 4: Study funding needs and potential uses of funds for transportation services</b>				
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>	<i>Feasibility</i>
Seek to increase available operating funds for transit agencies in the region	High	Short-term; continuous	Planning; Funding	Moderate
Explore opportunities to increase local investments in transportation options for communities in the region	Medium	Long-term; continuous	Funding; Planning; Staff Time	Moderate
Research private funding opportunities to increase transportation options for priority populations	Medium	Long-term; continuous	Planning; Funding; Staff Time	Low
Educate local, state, and federal officials on the importance of transportation funding in the region, including cross-jurisdictional funding to support a complete transportation network	High	Long-term; continuous	Planning; Staff Time	High
Develop a regional grant writing team to assist with funding opportunities and potential projects	Low	Short-term; continuous	Planning; Staff Time; Funding	Low
Increase number of grant applications to federal, state, local, and private programs for transportation services	High	Long-term; continuous	Planning; Funding; Staff Time	High
Explore opportunities to collaborate and share resources through state and federal investment programs	Medium	Long-term; continuous	Planning; Funding	Moderate

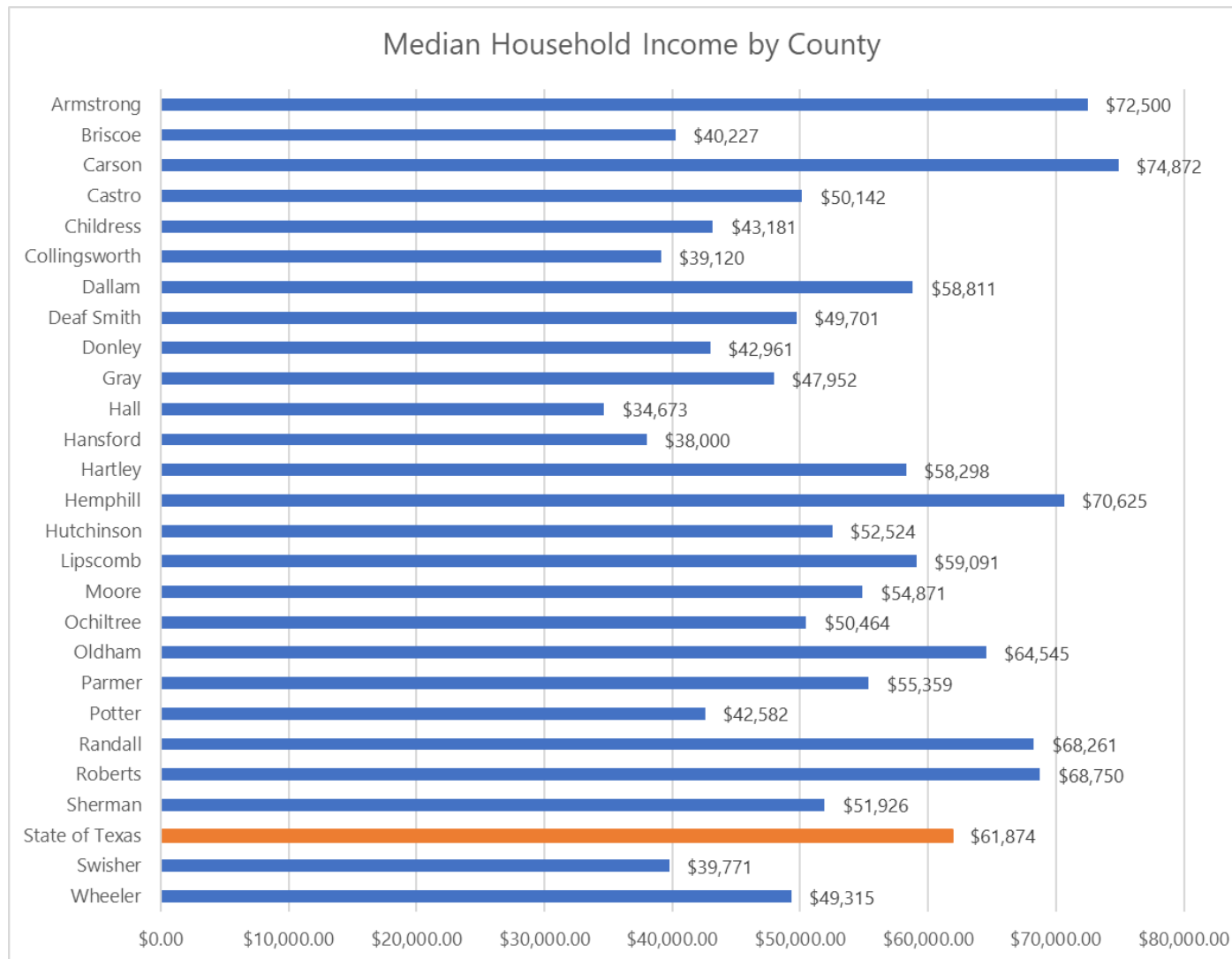
## Appendix C: Full Size Tables

Table 6.5—Goal 5

Goal 5: Increase utilization of resources between agencies in the region				
<i>Objective</i>	<i>Priority</i>	<i>Timeframe</i>	<i>Resources</i>	<i>Feasibility</i>
Seek to increase the regional pool of drivers utilized by transportation agencies	High	Short-term; continuous	Planning; Funding; Staff Time	Moderate
Research operational improvements to increase retention of drivers and other transportation staff in the region	High	Long-term; continuous	Funding; Planning; Staff Time	Moderate
Improve connectivity between transportation agencies and resource management	Medium	Long-term; continuous	Funding; Staff Time	Low

# Appendix D: Full Size Charts

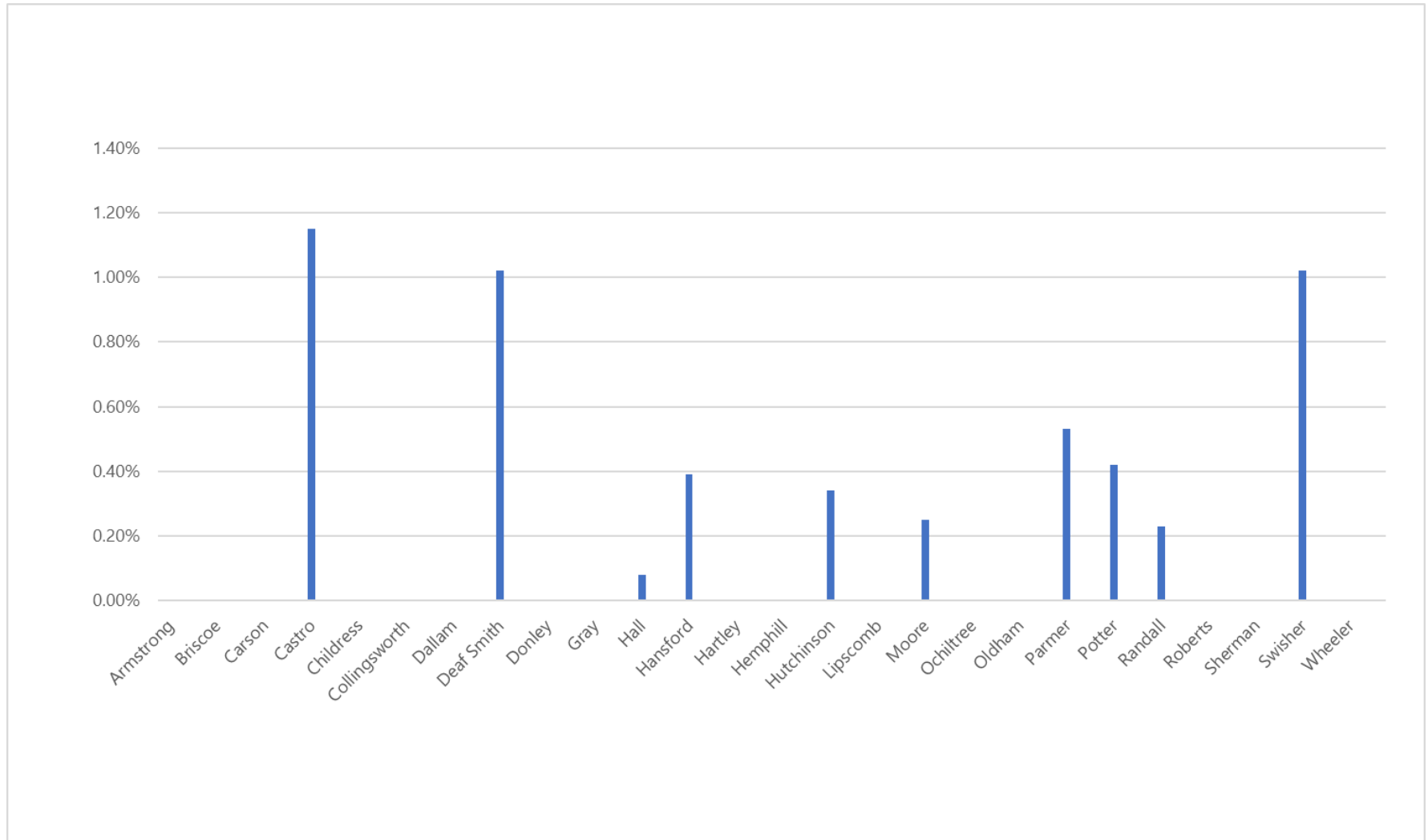
Chart 3.1—Median Household Income





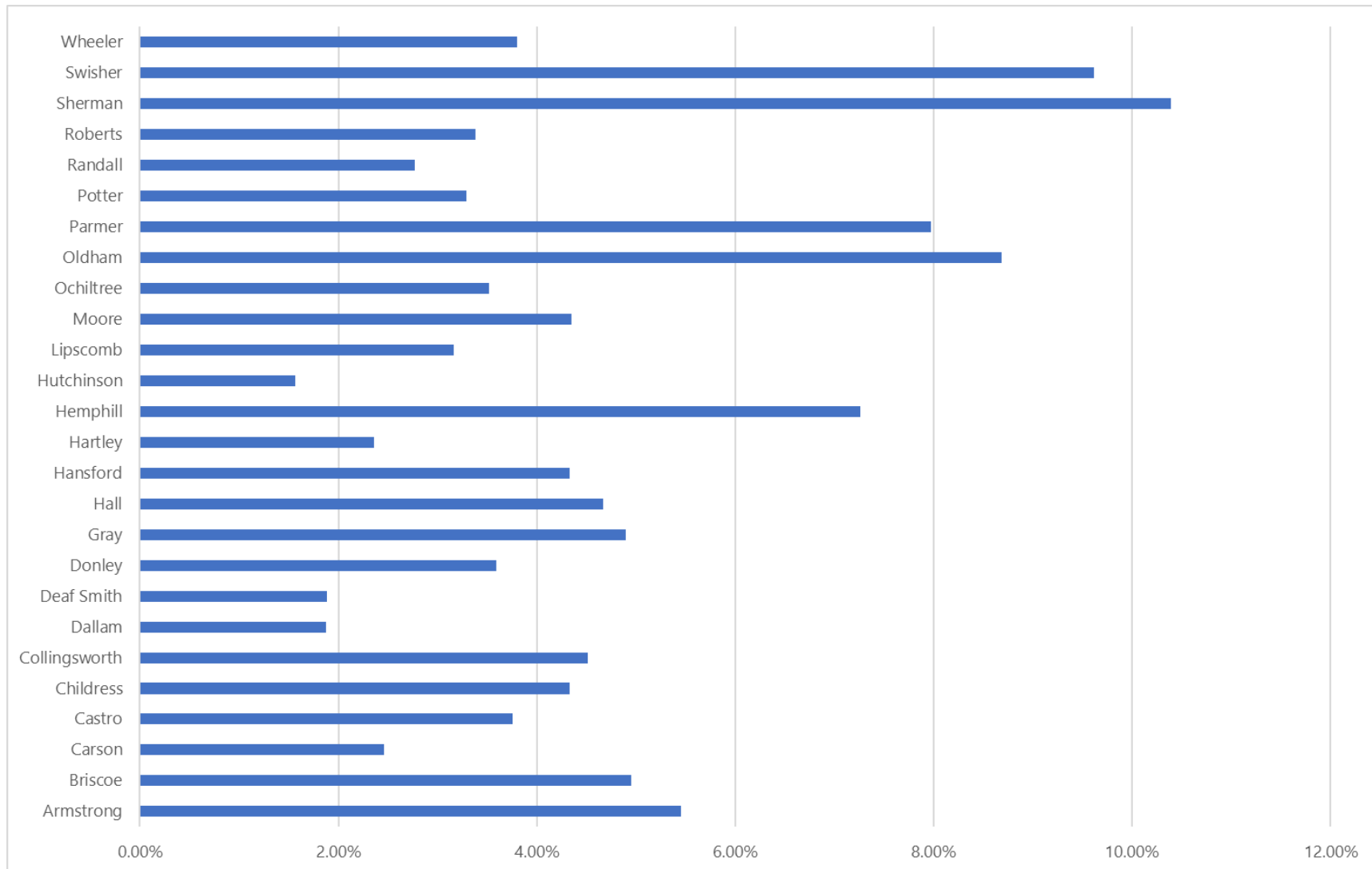
## Appendix D: Full Size Charts

Chart 3.2— Percent of Works Using Public Transit



## Appendix D: Full Size Charts

**Chart 3.3—Percentage of Persons Using a Mode of Transportation Other than a Personal Vehicle to Travel to Work**

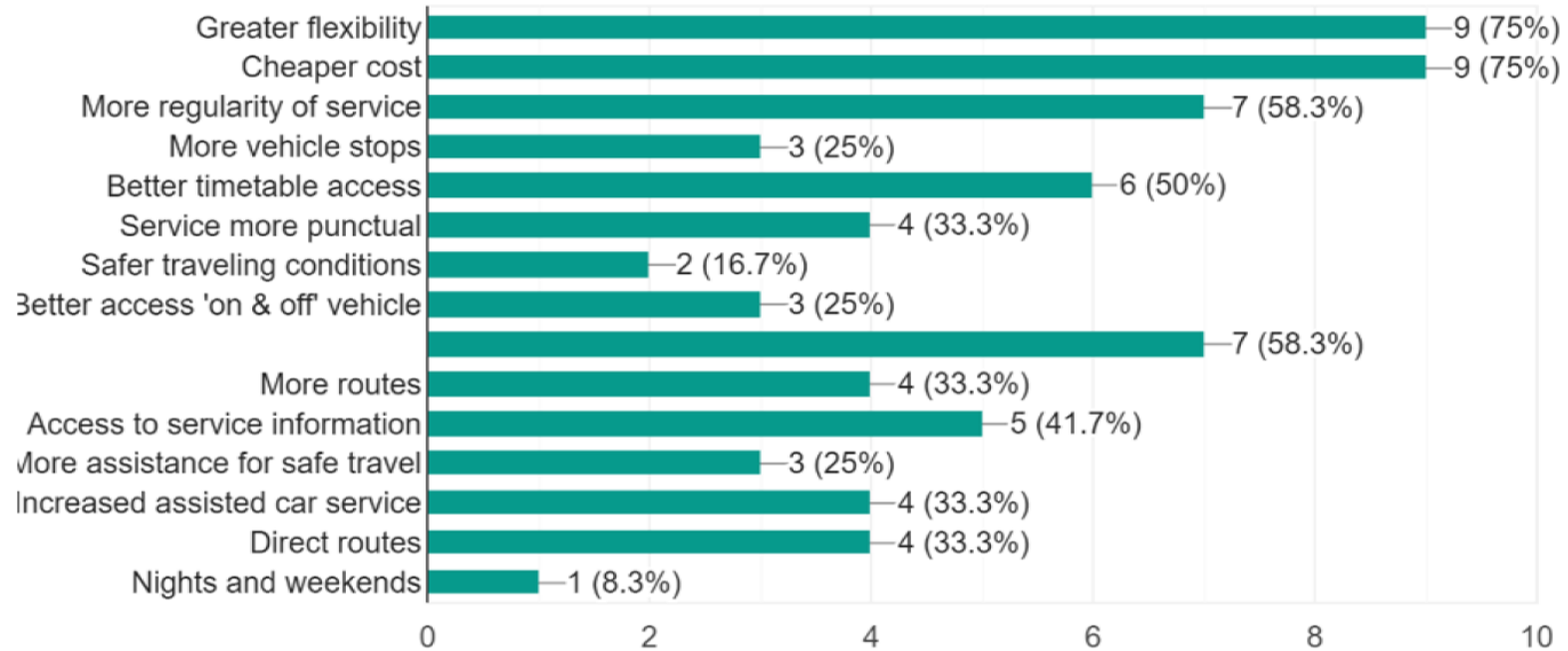


## Appendix D: Full Size Charts

Chart 3.4—Survey Responses to Specific Transportation Needs

Do your clients typically need specific transportation services/conditions for travel? Check all that apply.

12 responses



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# Regionally Coordinated Public Transportation Plan

## Appendix E and F

Adopted January 27th, 2022

Panhandle Regional Organization to  
Maximize Public Transportation

Panhandle Regional Planning Commission



2022-2026

# Appendix E: Strategic Planning Documentation

## Strategic Planning SWOT Analysis—Individual

Travis Munro

		Strengths	Weaknesses		
Internal		Elected officials/Support		Federal programs	
		Entity Coordination		Outreach efforts	
		Regionalism		Service Area	
		Vehicles - ADA Access			
		Vehicles - Demand Response			
		Vehicles Fixed Route			
External					
		Demographic Changes		outreach efforts	
		Aging Population		Service Area	
		Customer Service		<del>Fixed</del> Vehicles - Fixed Route	
		Grants			
		Opportunities	Threats		

Present

Future

## Strategic Planning SWOT Analysis—Individual

Laura Regier

Strengths		Weaknesses	
Internal	Access to Homes	Needs of Target Pop.	
	Customer Service	Safety	
	Fixed Route Service	Accessibility	
	Knowledge of Staff	Similar riders	
	Vehicles - ADA		
	Coordination		
External	Aging Population	Public Information	Demographic Changes
	Demand Response	Coordinated Regional Services	Funding Requirements
	Elected Official Support		Revenue Decrease
	Grants	Broadband	
	Local Programs		
	Mobility Management		
	Outreach Efforts		
Opportunities		Threats	

Richard Neill

Strengths		Weaknesses	
Internal	Recognition	Traveler Support	
	Traveler Support	Funding Requirements	
	Fixed Route Service	Resources	
	ADA Vehicle Accessibility	Service Area (change)	
	Population Increase		
	Outreach Efforts		
	Knowledge of Staff		
	Planning		
External	Population Increase - Additional Funding	Outreach Efforts - Rural areas	
	Coordination - Public Demand	Cost of Vehicles / Maint. Costs	
		Cost per Trip exceeds / more Revenue	
		Population does not grow / a low base	
Opportunities		Threats	
Supply & Demand		Planning - traffic congestion	
		Supply & Demand	



## Strategic Planning SWOT Analysis—Individual

		Strengths	Weaknesses		
Internal		Maintenance		Ridership	
		Vehicles		Mobility Management	
		Non Traditional Svc		Funding	
		Staff		Customer Svc.	
External		Facilities		Funding	
		Staffing CDL		Van Pools	
		Private Contracts			
		Grants			
		Opportunities	Threats		

Katie

		Strengths	Weaknesses		
Internal		TXDOT Support	Regionalism	Loss of Companies	Public Info.
		Entity Coordination	Fixed-Route Service	Service Area	Local programs
		Knowledge of staff	Demand Response	Needs of target pop	ADA Limitations for stops
		Vehicles - ADA	Funding levels	Federal Programs	Drivers - wages
External		Vehicles - Demand Response		State elected support	Funding levels
		Local Elected Support		Outreach efforts	
		Grants		Funding Requirements	
		Demographic changes	Customer Service	Ageing Population	Access to Homes
External		Population increase	Amateur hour	Revenue - Decreasing	Ridership
		Vehicles - fixed route	Van pool	Population decrease	
		Private Contract?		Rideshare/carpool	
		Facilities - Trans. Stat.		Population Density	
		Facilities - Maint.		State Programs	
		Access to stops		Mobility Management	
		Opportunities	Threats		

## Strategic Planning SWOT Analysis—Region Wide

### Strengths

New Vehicles      Support of Local Officials  
Customer Service      Knowledge and Competency of Staff  
Diversifying Revenue Sources; Grants; Private Contracts  
Coordination - Regional Collaboration; Communication between Entities  
Diviation of Services - Matching Divated Routes to Riders Needs; neighborhood circulator  
Taking advantage of funding opportunities  
Private Contracts

### Weaknesses

Accessibility - Sidewalks (ADA and in general); Shelters, Benches  
Drivers - Wages      Training      Span of Service  
Marketing/Outreach - re: safety, services, targeting population groups  
Coordination with rural riders/providers coming into Amarillo  
Limited and inconsistent funding  
Mobility Management

### Opportunities

Fixed Route - (Amazon?)      Van Pools      Population  
Diversifying Revenue Sources; Grants; Private Contracts  
Facilities - New Maintenance Facility and Transfer Station  
Marketing/Outreach      Entity Coordination  
Broadband - Access to webservices and apps  
Promoting Walkability, Independence, Overall Wellbeing  
Partnerships with Colleges/University

Regional  
Transportation  
Authority?

### Threats

Vehicle - Cost of Replacement, vehicle industry changes  
Lack of information for riders - knowledge of services  
Population      Funding Requirements - Grant Competitiveness  
Funding Sustainability - need for consistent funding  
Regional Perception

## Strategic Planning—Area of Focus Activity

PROMPT  
Regionally Coordinated Transportation Planning  
Areas of Focus

For each area below, please score importance from 1-10. 1 being a high score (most important) &


10 being low (least important).

Access	Low-Income Individuals	4
	Elderly Persons	4
	Disability Community	4.75
	Minority Populations	6
	Limited English Proficiency	6
	People Without Homes	6.5
	Job Seekers	6.5
	Children	6.25
Funding	Availability	1.75
	Consistency	1.75
	Coordination	3.5
	Categorical Requirements	6
Communication	With the Public	2.75
	Between Providers	4
	Public Perception	3.25
	With End Providers	5
	With Elected Officials	4
	With Human Service Providers	4.5
Resources	With PRPC Staff	3.75
	Drivers	3.25
	Vehicles	5.5
	Maintenance	4.25
	Facilities	4.5
	Funding	2
Research	Outreach	4.25
	Urban/Rural Demands	4
	Census Impacts	5.75
	Veterans	5
	Public Perception	7.75
	Cooperative Partnerships	4
	Feasibility Studies	5.5
	Health	6
Coordination	New Programs	5.5
	Inter-Agency Routes/Times	2.5
	Demand vs. Availability	3.25
	Public/Private	5.75
	Resources & Maintenance	5.25
	Mobility Management	5
	Travel Training	7
	Public Participation	5.75
Other Areas		

Topic	Rank
Funding - Availability	1
Funding - Consistency	1
Resources - Funding	3
Coordination - Interagency Routes/Times	4
Communication - With the Public	5
Communication - Public Perception	6
Resources - Drivers	6
Coordination - Demand vs. Availability	6
Funding - Coordination	9
Communication - With PRPC Staff	10
Access - Low Income Individuals	11
Access- Elderly Persons	11
Communication - Btwn Providers	11
Communication - With Elected Officials	11
Research - Rural/Urban Demand	11
Research Cooperative Partnerships	11
Resources - Maintenance	17
Resources - Outreach	17
Comm. w/ Human Service Providers	19
Resources - Facilities	19
Access - Disability Community	21
Communication w/ End Providers	22
Research - Veterans	22
Coordination - Mobility Management	22
Coordination - Resources & Maintenance	25
Resources - Vehicles	26
Research - Feasibility Studies	26
Research - New Programs	26
Research - Census Impacts	29
Coordination - Public/Private	29
Coordination - Public Participation	29
Access - Minority Populations	32
Access - LEP	32
Funding - Categorical Requirements	32
Research- Health	32
Access - Children	36
Access- Homeless Persons	37
Access - Job Seekers	37
Coordination - Travel Training	39
Research - Public Perception	40

# Appendix F: Transportation Survey Documentation


## Transit Rider Survey—Page 1



### Public Transit Rider Survey

We want to improve public transportation in the Texas Panhandle and need to know what matters most to you!

Your response will remain anonymous.



The Panhandle Organization for Maximizing Public Transportation, PROMPT, will utilize survey responses to develop a Regional Transportation Plan. The goal of the five-year planning process is to improve transportation access, efficiency, and overall user satisfaction in your community.

*Please write, circle, and mark your responses below:*

Zip Code: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: Female Male Prefer not to say Other: \_\_\_\_\_

Race: White African American American Indian or Alaskan Native Asian Native Hawaiian or Pacific Islander  
Two or more races Prefer not to say Other: \_\_\_\_\_

Household Income: Less than \$18,000 \$18,000 - \$25,000 \$25,000 - \$35,000 \$35,000 - \$50,000 More than \$50,000

Type of place you live: Private Residence Nursing Facility Personal Care Home Other: \_\_\_\_\_

Do you live: Independent With a partner or spouse With family With friends With care provider

Is English your first language: Yes No Your range of mobility is: Excellent Good Limited Poor Very Poor

Do you use public transportation: Yes No

How do you get information on public transportation (routes, bus schedules, how to make an appointment, etc.)?

☐ Internet (website) ☐ Phone call to provider ☐ Mobile Phone App ☐ Phone Call to Social Worker

☐ Someone else gets information for me ☐ Other: \_\_\_\_\_

Which of the following do you use regularly for transportation? Check all that apply.

☐ Amarillo City Transit ☐ Panhandle Transit ☐ CORD Care ☐ Spec Trans (Amarillo Transit ADA Service)

☐ Uber/Ride Share ☐ Taxi ☐ Other: \_\_\_\_\_

For what trips do you most often need public transportation? Check the most common destinations.

☐ Work ☐ Shopping ☐ Medical Appointments ☐ Visiting Friends/Family ☐ Restaurants

☐ Church ☐ Recreational Activities ☐ N/A ☐ Other: \_\_\_\_\_

How many trips do you make a week? \_\_\_\_\_ Where do you travel? Within City Limits To Other Cities

During which hours do you need or prefer a ride?

☐ Before 6:00 AM

☐ 6:00 AM - 10:00 AM

☐ 10:00 AM - 2:00 PM

☐ 2:00 PM - 6:00 PM

☐ 6:00 PM - 10:00 PM

☐ After 10:00 PM

☐ Other: \_\_\_\_\_

What days do you most often need or prefer transportation?

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

If you have limited mobility, how well does your primary transportation provider meet your individual needs?

☐ Excellent

☐ Above Average

☐ Average

☐ Fair

☐ Poor

☐ N/A



## Transit Rider Survey—Page 2

On a scale of one to five, one being *least important* and five being *most important*, how important are the following?

	1	2	3	4	5
Affordable Transit Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded Hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having More Transit Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An Easy to Use Transit System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please check which services can be improved in regards to your public transportation options.

<input type="checkbox"/> Greater flexibility	<input type="checkbox"/> Cheaper cost
<input type="checkbox"/> Expanded hours	<input type="checkbox"/> Service punctuality
<input type="checkbox"/> Mobility access	<input type="checkbox"/> Program awareness
<input type="checkbox"/> Other: _____	
_____	
_____	

Do you have other transportation if public transportation services are not available for a trip you have planned? Yes No

Have you experienced any of the following situations in the past 12 months? Check all that apply.

☐ Not being able to go somewhere when needed

☐ Being late for or missing an appointment or meeting

☐ Waiting a long time for a pickup

☐ Problems scheduling a ride

☐ Inability to understand the bus schedule

☐ N/A

☐ Other: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How often have you experienced any of the situations or other issues in the previous question?

☐ Less than once a month

☐ 1 - 3 times a month

☐ 3 - 6 times a month

☐ 6 or more times a month

☐ N/A

☐ Other: \_\_\_\_\_

Please write any further comments or suggestions about the available transportation services' quality of service.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Thank you for your participation!

For more information on the survey or transportation study, contact Katie Paul

Local Government Services Coordinator, Panhandle Regional Planning Commission

**tPROMPT.org**

**(806) 372-3381**

**kpaul@theprpc.org**



**PANHANDLE REGIONAL  
ORGANIZATION TO MAXIMIZE  
PUBLIC TRANSPORTATION**



## Transit Rider Survey—Flyer

# Public Transit Riders We need your help!

We want to improve public transportation in the Texas Panhandle and need to know what matters most to you!



*Affordability*



*Routes*



*Flexibility*

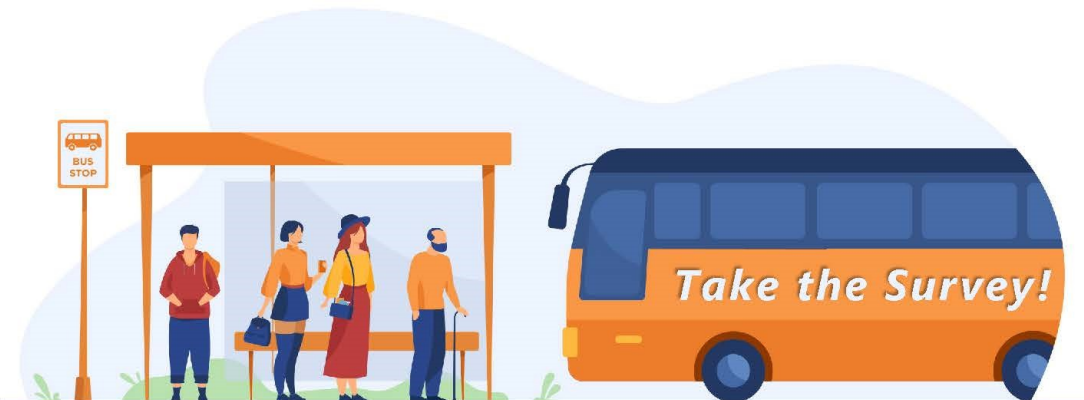


*Hours*



*Scheduling*

Take the survey below and let us know your experience with Amarillo City Transit, Panhandle Transit, CORD Care Transportation, and even taxi or various ride shares.



The Panhandle Organization for Maximizing Public Transportation, PROMPT, will utilize survey responses to develop a Regional Transportation Plan. The goal of the five-year planning process is to improve transportation access, efficiency, and overall user satisfaction in your community.

**Please take the survey below and return to Front Desk.**

For more information on the survey or transportation study, contact Katie Paul  
Local Government Services Coordinator, Panhandle Regional Planning Commission

[tPROMPT.org](http://tPROMPT.org)

(806) 372-3381

[kpaul@theprpc.org](mailto:kpaul@theprpc.org)



PANHANDLE REGIONAL  
ORGANIZATION TO MAXIMIZE  
PUBLIC TRANSPORTATION



## Transit Rider Survey—Invitation Letter English



PANHANDLE REGIONAL  
ORGANIZATION TO MAXIMIZE  
PUBLIC TRANSPORTATION

Panhandle Regional Planning Commission  
Public Transportation Planning  
415 SW 8<sup>th</sup> Ave  
Amarillo, TX 79105

### INSTRUCCIONES EN ESPAÑOL EN EL LADO OPUESTO

[INSTRUCTIONS IN SPANISH ON REVERSE SIDE]

Dear Area Agency on Aging Client:

My name is Katie Paul. I am the administrator for the Panhandle Regional Organization to Maximize Public Transportation (PROMPT). The Area Agency on Aging (AAA) sits on the PROMPT Board. Because you utilize the AAA transportation services, we felt that you would benefit from participating in this short survey.

Across the state, stakeholder committees are meeting to develop a 5-year public transit-human services transportation plan for their regions. The objective of this planning is to ensure that the network of public transportation services in the region is available to effectively and efficiently get people where they need to go. We are currently surveying residents in the 26 counties of the Panhandle Region as part of our planning to identify unmet transportation needs, explore solutions for meeting needs, and setting priorities for the Panhandle region's 5-year plan. This survey is made possible by funding from the Texas Department of Transportation.

Participation is voluntary and anonymous. You may elect not to participate by not returning the survey without penalty or loss of any benefits to which you are entitled. If you are age 18 or over, please take about 5 minutes to share your opinion on public transit in the region. **You can take the survey by completing the enclosed paper copy (postage paid return envelope provided) or by visiting:**

**TPROMPT.ORG**

Please respond by **April 30<sup>th</sup>**!



Your answers are confidential and will be combined anonymously with all other responses. If you have questions or need assistance taking the survey, please contact me by email at [kpaul@theprpc.org](mailto:kpaul@theprpc.org) or by phone at (806) 372-3381.

Thank you for your participation in this research. Have a great day!

Sincerely,

Katie Paul  
Local Government Services Program Coordinator  
Transportation Planning and City Management Services  
Panhandle Regional Planning Commission  
415 S.W. 8th Avenue, Amarillo, TX 79105  
Phone: 806.372.3381

## Transit Rider Survey—Invitation Letter Spanish



PANHANDLE REGIONAL  
ORGANIZATION TO MAXIMIZE  
PUBLIC TRANSPORTATION

Panhandle Regional Planning Commission  
Public Transportation Planning  
415 SW 8<sup>th</sup> Ave  
Amarillo, TX 79105

### INSTRUCTIONS IN ENGLISH ON REVERSE SIDE

[INSTRUCCIONES EN INGLÉS EN EL LADO OPUESTO]

Estimado cliente de Area Agency on Aging:

Mi nombre es Katie Paul. Soy el administrador de la Organización Regional Panhandle para Maximizar el Transporte Público (PROMPT). La Agencia de Área sobre el Envejecimiento (AAA) forma parte de la Junta de PROMPT. Debido a que utiliza los servicios de transporte de AAA, pensamos que se beneficiaría de participar en esta breve encuesta.

En todo el estado, los comités de partes interesadas se están reuniendo para desarrollar un plan de transporte de servicios humanos de tránsito público de 5 años para sus regiones. El objetivo de esta planificación es asegurar que la red de servicios de transporte público de la región esté disponible para llevar de manera efectiva y eficiente a las personas a donde necesitan ir. Actualmente estamos encuestando a los residentes de los 26 condados de la región de Panhandle como parte de nuestra planificación para identificar las necesidades de transporte no satisfechas, explorar soluciones para satisfacer las necesidades y establecer prioridades para el plan quinquenal de la región de Panhandle. Esta encuesta es posible gracias a los fondos del Departamento de Transporte de Texas.

La participación es voluntaria y anónima. Puede optar por no participar al no devolver la encuesta sin penalización o pérdida de los beneficios a los que tiene derecho. Si tiene 18 años o más, tómese unos 5 minutos para compartir su opinión sobre el transporte público en la región. **Puede realizar la encuesta completando la copia impresa adjunta (se proporciona el sobre de devolución con franqueo pagado) o visitando:**

**TPROMPT.ORG**

Responda antes del **30 de abril!**



Sus respuestas son confidenciales y se combinarán de forma anónima con todas las demás respuestas. Si tiene preguntas o necesita ayuda para completar la encuesta, comuníquese conmigo por correo electrónico a [kpaul@theprpc.org](mailto:kpaul@theprpc.org) o por teléfono al (806) 372-3381.

Gracias por su participación en esta investigación. ¡Qué tengas un lindo día!

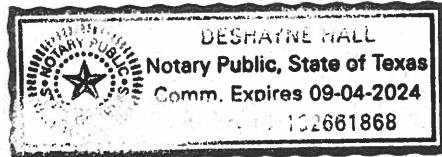
Atentamente,

Katie Paul  
Local Government Services Program Coordinator  
Transportation Planning and City Management Services  
Panhandle Regional Planning Commission  
415 S.W. 8th Avenue, Amarillo, TX 79105  
Phone: 806.372.3381



## MINUTE ORDER

I, DeShayne Hall, Notary Public in and for the County of Potter, Texas do certify this 1<sup>st</sup> day of February, 2022, the following is a true and exact copy from the minutes of the January 28, 2022, meeting of the Panhandle Regional Planning Commission Board of Directors to be found in the official minute book of the Panhandle Regional Planning Commission.



DeShayne Hall, Notary Public  
Potter County, Texas

My Commission expires September 4, 2024.

### **12. 2022-2026 PANHANDLE REGIONALLY COORDINATED PUBLIC TRANSPORTATION PLAN APPROVAL**

Ms. Katie Paul reminded that Board since 2006, the Panhandle Regional Organization to Maximize Public Transportation (PROMPT) has worked to plan for regional public transportation and coordinate with and amongst public transportation providers in the Panhandle. Every five years PROMPT goes through a large Regional Transportation Plan Update process. Over the past two fiscal years, TxDOT has funded PRPC and the Panhandle Regional Organization to Maximize Public Transportation (PROMPT) to develop the 2022 Regional Public Transportation Plan.

This process entailed the identification of transportation resources in the region, demand for public transportation in the region, gaps in services, and ultimately as series of strategies that can be implemented within the region that would help to address any gaps. The PROMPT membership is strategically designed based on TxDOT requirements to include representation of major transportation providers, health and human services, aging representatives, individuals with disabilities, and other key rider groups. The unique perspectives of the planning group membership were an important factor in the development of a strong plan.

PRPC Staff worked closely with the PROMPT membership and a Strategic Planning subcommittee in order to develop the plan. Plan elements include a comprehensive needs assessment, survey development and administration, needs identification, project planning, and implementation strategies. The PROMPT Board approved the plan for submission to the PRPC Board of Directors on January 18, 2022.

Judge Harold Keeter moved to authorize the Board of Directors to approve the 2022 Regional Transportation Plan as approved by the PROMPT Board on January 18, 2022. Judge Ronnie Gordon seconded the motion; the motion carried by unanimous vote.