



Texoma Community Survey

TAPS Public Transit, the public transportation provider for the Texoma region, along with the Regional Coordination Committee are updating the Texoma Coordinated Human Services Public Transportation Plan. We would appreciate your help in improving transportation services available in the Texoma region. **Please take 10 minutes to fill out this survey - tell us about your travel needs and what transit improvements you would like to see.** You can fill out this paper survey and provide it to TAPS or your local supporting organization. You can also go online to fill out the survey using the QR code. Thank you for your support!



1. What is your **primary** mode of transportation?

- | | |
|---|--|
| ☐ TAPS Get-a-Ride | ☐ Bicycle/Scooter |
| ☐ Car – drive myself | ☐ Walk |
| ☐ Vanpools or Carpools | ☐ Taxi/Uber/Lyft |
| ☐ Ride from family/friends | ☐ Other: _____ |

2. What places are your primary destinations (business or place names) for travel in the Texoma region (Cooke, Grayson, and Fannin Counties)?

3. What places are your primary destinations (business or place names) in Sherman and Denison?

4. What are **other** modes of transportation you use for travel in the Texoma region? (check all that apply)

- | | | |
|---|---|---|
| ☐ TAPS Get-a-Ride | ☐ Bicycle/Scooter | ☐ Senior center transportation |
| ☐ Car – drive myself | ☐ Walk | ☐ Transportation by program provider _____ |
| ☐ Vanpools or Carpools | ☐ Taxi/Uber/Lyft | ☐ Other: _____ |
| ☐ Ride from family/friends | ☐ Medical transportation | |

5. Have you used transportation provided by any of the following services? (check all that apply)

- ☐ Beacon Hill Transitional Care Center
- ☐ Clyde Cospers Texas State Veterans Home
- ☐ Real Time Transportation
- ☐ Family Promise of Grayson County
- ☐ Friends in Action, Area Agency on Aging (Texoma Council of Governments)
- ☐ Sam Rayburn Memorial Veterans Center
- ☐ Texoma Community Center

6. If yes, please indicate if any of the following issues are present:

- | | |
|---|--|
| ☐ Price for the trip is too high | ☐ Transportation services are unreliable |
| ☐ Service does not run early/late enough | ☐ I am not able to reserve trips when I need them |
| ☐ No service is available near my home/work/school | ☐ Other: _____ |

7. Do you have a driver's license? ☐ Yes ☐ No

8. Do you have a car available on a regular basis? ☐ Yes ☐ No

9. What is your overall impression of TAPS Get-a-Ride service?

- ☐ Very Positive
- ☐ Somewhat Positive
- ☐ Somewhat Negative
- ☐ Very Negative
- ☐ Not aware of TAPS Transit

10. Do you use TAPS Get-a-Ride services? ☐ Yes ☐ No (If no, skip to question #15)

11. What are the main reasons for your TAPS transit trips? Please check all that apply.

- ☐ Medical
- ☐ School
- ☐ Government Service Agency
- ☐ Work
- ☐ Personal Business
- ☐ Social/Recreational
- ☐ Shopping
- ☐ Attend Senior Center
- ☐ Other: _____

12. Are you able to get to your primary destinations using TAPS Get-a-Ride service? ☐ Yes ☐ No

13. Are you able to reserve all the TAPS trips that you need to? ☐ Yes ☐ No

14. How would you rate TAPS Transit on a scale from one to five, with five being excellent?

	1	2	3	4	5
Drivers	☐	☐	☐	☐	☐
Vehicles	☐	☐	☐	☐	☐
Service Hours	☐	☐	☐	☐	☐
Reliability	☐	☐	☐	☐	☐
Availability of Transit Information	☐	☐	☐	☐	☐
Safety/Security	☐	☐	☐	☐	☐
Complaint Resolution	☐	☐	☐	☐	☐
Fare Price/Payment Options	☐	☐	☐	☐	☐

15. Did you ever use fixed-route services in Sherman and Denison when they were previously available? (if no, skip the following question)

- ☐ Yes
- ☐ No

16. If yes, for what destination(s) (business or place names) did you primarily use previous fixed-route services?

17. Is there anywhere you would like to travel but cannot due to a lack of a vehicle or available transportation services? Please specify where.

18. If you **do not** use TAPS Public Transit, please indicate why not:

- | | |
|---|--|
| ☐ I prefer to drive or get a ride | ☐ Public transit services are unreliable |
| ☐ Service does not run early/late enough | ☐ I am unaware of how to use the TAPS service |
| ☐ No service is available near my home/work/school | ☐ Other: _____ |

19. If you **do not** use TAPS, could certain improvements attract you to using the services ? **(if no, skip the following question)**

- ☐ Yes
☐ No

20. If yes, which of these improvements would help you use TAPS services?

- ☐ Expanded transit service for older adults and people with disabilities
☐ More convenient, frequent service
☐ Infrastructure improvements such as bus stops, pathway improvements, or traffic signal improvements
☐ Expanded weekend service
☐ Service in my neighborhood (where is that? _____)
☐ Other improvements (please be as specific as possible) _____

21. Do you have other comments to add? _____

22. What is your home zip code? _____

23. Please indicate your age

- | | | |
|--------------------------------------|--------------------------------|--------------------------------------|
| ☐ 17 or under | ☐ 25-49 | ☐ 65 or older |
| ☐ 18-24 | ☐ 50-64 | |

24. How would you prefer to receive information about TAPS transit services? Please check all that apply:

- | | |
|---------------------------------------|--|
| ☐ Website | ☐ Brochures/Posters |
| ☐ Radio | ☐ Email _____ |
| ☐ Social Media | ☐ Other: _____ |

25. Which of the following best describes your current employment status? (You may check more than one.)

- | | | |
|--|--|--------------------------------------|
| ☐ Employed, full-time | ☐ Student, part-time | ☐ Unemployed |
| ☐ Employed, part-time | ☐ Retired | ☐ Other _____ |
| ☐ Student, full-time | ☐ Stay at home spouse | |

26. What is your annual household income?

- | | | |
|--|--|---|
| ☐ \$20,000 or less | ☐ \$41,000 - \$60,000 | ☐ \$81,000 - \$100,000 |
| ☐ \$21,000 - \$40,000 | ☐ \$61,000 - \$80,000 | ☐ More than \$100,000 |

27. Do you have a disability? ☐ Yes ☐ No

28. Are you a veteran? ☐ Yes ☐ No