



Amarillo City Transit

COORDINATED PUBLIC TRANIST HUMAN SERVICES TRANSPORTATION PLAN

**Federal Transit Administration (FTA) Section 5310
Enhanced Mobility of Seniors & Individuals with Disabilities Program**

March 2026

Introduction

The Coordinated Public Transit Human Services Transportation Plan (Coordinated Plan) identifies transportation needs for seniors, individuals with disabilities, low-income individuals within Amarillo, Texas. This plan guides Section 5310 project development and ensures that federally funded mobility projects are responsive to community needs. This update is based on stakeholder input and public outreach.

Stakeholder Engagement Process

Amarillo City Transit (ACT) conducted a multi-layered outreach process that included structured stakeholder meeting sessions, public meetings, surveys, and continuous engagement with human-service agencies. Surveys were conducted during the initial meetings with Stakeholders and the public. During the second phase of input on the draft coordinated plan worksheets were used to gather feedback.

Stakeholder Meeting Sessions

Meeting Type	Dates	Attendees	Notes
Stakeholder	Aug. 19, 21, 26, 28, 2025	5	Initial discussions
City Departments	Sep. 17 & 18, 2025	4	Internal input only
Public Meeting	Nov. 18 & 20, 2025	16	General public input
Stakeholder	Jan. 27 & 29, 2026	5	Review of draft plan
Public Meeting	Feb. 24 & 26, 2026	22	Draft plan feedback

Surveys

Survey Type	Dates	Responses
Stakeholder Survey	Closed on Sep 30, 2025	17

Existing Transportation Services

Stakeholders identified the following transportation options currently used by the community:

- Amarillo City Transit (ACT) fixed-route service
- ACT Connect demand-response service

- Texas Panhandle Centers (TPC) transportation
- First Student
- Uber (limited affordability)
- Walking / biking
- Family and friends
- Personal vehicle

Identified Gaps and Unmet Needs

Stakeholder discussions and public feedback identified multiple unmet transportation needs within the service area, which fall into three key categories:

1. Service Coverage Gaps

- Limited Pleasant Valley service
- Insufficient service during key times:
 - Lunchtime along Route #13
 - Evening service
 - Sunday service (no service available)
- Additional transportation needs for AISD students
- Veterans' transportation gaps
- No bus stops in some neighborhoods
- Limited sidewalk connections to bus stops

2. Accessibility & Affordability Gaps

- ACT Connect is accessible, but barriers persist:
 - Difficulties affording fares (\$2–\$4 per trip)
 - Riders outside the ¾-mile buffer pay double fares
 - Lack of sidewalks and ADA-accessible pathways
 - Lack of benches, shelters, and shaded waiting areas

3. Information, Communication & Coordination Gaps

- Difficulty finding route information
- Riders unaware of available services
- Phone calls are not always answered
- Request-only stops poorly communicated

- Community perception of transit needs requires improvement
- Coordination gaps affecting service access:
 - Lunch-time gap on Route #13
 - Need for better alignment with Veterans Affairs and senior centers
 - Need for joint outreach with human-service agencies

Future Needs

Within 5-10 years, stakeholders anticipate:

- Growth in passenger volumes
- Rising need among aging baby boomers
- More clients needing human-service transportation
- Reduced private vehicle access (no Uber, no personal car access)
- Need for Park & Ride options for rural residents
- Expanded life-skills and employment program transportation
- Increased demand for shelters, benches, sidewalks, and ADA upgrades
- Need for long-term Sunday service availability

Priority Improvement Strategies

The following strategies directly respond to identified gaps and guide the selection of Section 5310 and local projects.

Service Improvements

- Expand evening service to 7:30–10:00 pm
- Launch Sunday fixed-route and on-demand service
- Increase mid-day trips on Route #13
- Improve Pleasant Valley service coverage
- Evaluate new or restored fixed routes (Farmers & Georgia, north/south connectors)

Accessibility Improvements

- Install more shelters, benches, and shade structures
- Build ADA-accessible pathways and correct uneven sidewalks
- Create central mobility hubs (e.g., library area)

Information & Outreach Improvements

- Increase travel training for families, seniors, and TPC clients
- Promote transit at Neighborhood Meetings and community events
- Use flyers, newsletters, radio, email alerts
- Place ACT website and QR codes on buses and shelters
- Enhance public education on how to ride, schedule, and plan trips

Coordination Strategies

- Attend TPC events and human-service fairs
- Strengthen partnerships with:
 - VA
 - Maverick Club
 - Nursing homes & senior residences
 - Catholic Charities and social agencies
- Coordinate monthly passes for AISD older students
- Better alignment with life-skills and employment programs

Priority Projects Identified by the Community

Stakeholders and the public strongly prioritized:

Top Priorities

1. Extend Evening Service
2. Route #13 Mid-Day Improvement & Hour Extensions
3. Pleasant Valley Service Expansion
4. Fare Subsidy for Riders Outside the ¼-Mile Buffer
5. Shopping Transportation Service
6. Benches, Shelters, and ADA-Accessible Pathways Improvement Project
7. Travel Training & Rider Assistance Program
8. AISD transportation coordination for monthly passes

Coordinated Plan Project List (Eligible for 5310)

Project	Description	Strategy Alignment	5310 Eligibility Justification
Shopping Transportation Service	Provides scheduled trips for seniors and individuals with disabilities to grocery stores, pharmacies, and essential retail locations, improving access to food, medication, and daily needs.	Expand specialized transportation services for essential trips	Eligible as a targeted service that enhances mobility for seniors and individuals with disabilities beyond traditional fixed-route service
Benches, Shelters, and ADA-Accessible Pathways Improvement Project	Installs benches, shelters, and ADA-accessible pathways, including curb cuts and accessible boarding areas, to improve safety, comfort, and access to transit stops.	Improve transit stop accessibility and infrastructure	Eligible as a capital project that removes barriers and improves accessibility for seniors and individuals with disabilities
Travel Training & Rider Assistance Program	Provides travel training on trip planning, fare payment, boarding, and system navigation to increase rider confidence and independence. Includes outreach and support for caregivers and new riders.	Expand travel training and outreach efforts	Eligible as a mobility management activity that improves access and coordination for seniors and individuals with disabilities
Fare Subsidy Program for Out-of-Service Area Riders	Offsets higher fares for seniors and individuals with disabilities living outside the ADA service area, ensuring they pay the same fare as those within the buffer zone.	Reduce financial barriers to transit access	Eligible as an operating expense that improves affordability and access for eligible populations

The projects listed below are not specifically eligible for Section 5310 funding because they are not primarily targeted toward seniors and individuals with disabilities, although these populations may benefit from the improvements. Therefore, Amarillo City Transit (ACT) will look at addressing these priorities through its recent Comprehensive Operational Analysis (COA) and forthcoming systemwide service modifications. ACT will ensure that the transportation needs identified through the Section 5310 coordination process—including those affecting seniors, individuals with disabilities, and low-income residents—are considered and incorporated into these broader service planning efforts.

- Extended Evening Service
- Route #13 Mid-Day Improvement & Hour Extensions
- Pleasant Valley Access Expansion
- AISD Coordinated Trip Assistance & Monthly Pass Partnership

Plan Adoption and Use

This Coordinated Plan serves as the foundation for selecting and prioritizing Section 5310 projects in the Amarillo Urbanized Area. ACT will:

- Review and update this plan every 4–5 years
- Use the identified needs and gaps to guide project selection
- Continue engaging the community through ongoing outreach

Conclusion

The transportation needs of seniors, individuals with disabilities, veterans, and low-income residents continue to grow in Amarillo. This plan outlines targeted, community-driven strategies and projects designed to expand mobility, improve accessibility, enhance coordination, and reduce barriers. ACT will use this plan to guide investment decisions, improve transit equity, and ensure federal resources address the community's highest priorities.