

Harris County, TX

Action Plan for Harris County Coordinated Transportation Program



Harris County is a large urban county with significant suburban and rural communities surrounding the city of Houston. The vast size, high population, variety of travel demands, large number of jurisdictions, low densities, and decentralized jobs and services in Harris County represent challenges to a comprehensive coordinated public transportation system.

Nelson\Nygaard undertook an evaluation of the coordinated transportation program sponsored by the county in partnership with METRO and a range of human service providers to meet the transportation needs of seniors, persons with disabilities and low-income residents. The study evaluated the services of the program and recommended strategies for overall improvement, cost control, public support, administration, public information, and financial sustainability.

Working with a diverse steering committee and a number of transportation providers, including taxi and shared-ride van services, Nelson\Nygaard developed recommendations including enhanced staffing, formalized procedures to coordinate with participating human service agencies and facility needs. The funding plan identified strategies whereby participating agencies could purchase transportation services from the program through direct billing procedures.

The outcome of the plan is a set of sustainable transportation actions, provided through a coordinated effort, to address the mobility needs of Harris County residents. Nelson\Nygaard also refreshed the program's image through a new name (Rides) and logo.

A screenshot of the 'Rides' website homepage. The header includes the 'Rides' logo and navigation links: HOME, ELIGIBILITY, ACCESS SERVICE, IN THE NEWS, CONTACT US. The main content area features a section titled 'Keeping Harris County Moving.' with a circular image of a woman and a man. Below this is a section titled 'What is RIDES?' and two service options: 'Shared Ride' and 'Taxi Service', each with a small image and a link to a Spanish page.

Rides Specialized Transportation for Harris County
HOME ELIGIBILITY ACCESS SERVICE IN THE NEWS CONTACT US

Keeping Harris County Moving.
RIDES is a great option for people for whom public transportation is either unavailable or inaccessible — helping eligible residents make doctor's appointments, do grocery shopping or otherwise just get around and remain independent.

What is RIDES?
RIDES is a curb-to-curb subsidized program that allows eligible customers and participating agencies to purchase transportation tickets at a significant discount. The customer/agency pays a reduced fee of \$3.00 per ticket: that's a 50% savings off the ticket's regular \$6.00 value.

Each customer may select from two levels of service:

Shared Ride This non-metered program in which passengers share rides with other passengers requires advance reservations. Of the two, this is the most economical. The cost is based on the mileage distance from the point of pick-up to the destination. The price will range from 1 to 7 tickets for a one-way trip. Trips must be booked a minimum of 24 hours in advance.

Taxi Service The cost of this metered same-day service is based on the rate of the meter fare box. Customers may use a maximum of 8 tickets for fare on a one-way trip. With this service, rides are dispatched on the same day as the request. Trips can be booked 90 minutes in advance.

[Para ver esta página en español haga clic aquí.](#)

Project Duration: 2005–2006

Total Budget: \$125,000

For more information:

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