



City County Transportation Update

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Presented by: AJ Arjanen
General Manager

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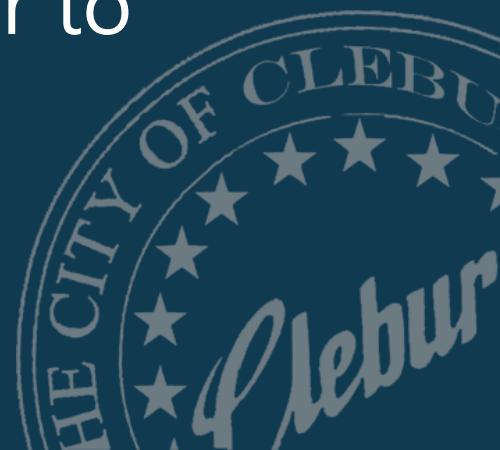
Introduction to City/County Transportation

- Provide Demand Response (curb-to-curb pick up and drop off) services throughout Johnson County, to include Texas Health Huguley Hospital
- Citizens rely upon our services as a form of mobility for trips to vital medical appointments, employment, grocery shopping, senior centers, leisure, etc.
 - 68% of trips are attributed to elderly & disabled
 - 27% of trips require a wheelchair, scooter, cane, etc.
- Team consists of 16 drivers, two dispatchers, one mechanic, and a transportation coordinator
- Transportation services are provided to the community M-F (6am-6:30pm) with limited Saturday service
- Funding Sources: FTA (TxDOT & North Central Council of Governments [NCTCOG]) and participating Cities



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“Drivers with a servant’s heart, quietly uplift lives. Your care for others, reliability and pride in service builds trust, restores dignity, propels our community forward, and most importantly, has the power to transform lives.”



Purpose Statements

- Vision Statement:
 - To deliver the safest, most reliable, customer-centered mobility service
- Mission Statement:
 - To serve the people of Johnson County with safe, dependable, customer-driven transportation services that advances community access and elevates our customer's quality of life



FY2025 In Review

- We concluded the fiscal year on a strong note, achieving significant efficiency gains. Key year-over-year highlights include:
 - **8.4%** (1,700) increase in Passenger Trips
 - Joshua specific:
 - 5.4% Orig (1,053 trips) / 5.5% Dest (1,079 trips) of trips in FY25
 - Fare Type: 67.6% Reduced, Purpose: 36.7% for "Other" and 28.6% for Medical
 - Cross-City:
 - Orig: Joshua to Burleson
 - Dest: Burleson to Joshua and Cleburne to Joshua
 - Trend: Cross city to Burleson; growth In-City trips
 - **9.5%** improvement in Trips per Revenue Hour (a key productivity metric)
 - **15.2%** increase in Passenger Miles Traveled
 - The team's proactive engagement with ridership and performance metrics exemplifies strong commitment to excellence

What We Are Doing

- Improved Service Offering
 - Analytics revealed a gap in service needs.
 - Expanded service with new 6:00 AM start time throughout Johnson County
 - Partnered with dialysis facilities to offer service on holiday's to better meet customer's medical needs
- October 2025, highest ridership in excess of five years
- Improved communication with all key stakeholders
- Deep dive into operational needs vs. current operations
 - Reallocating resources accordingly
- Reimagining what City/County Transportation can be



Where We Are Going

- Service Enhancements
 - Coordination with medical providers, employers, businesses, etc.
- Vehicle Replacement Acquisition
 - TXDOT funded grant for 3 new buses
- Transit Software Solicitation
 - NCTCOG funded grant fully approved
- Relaunch/Rebrand
 - Drive improved awareness
- Growth mindset in 2026
 - Grow ridership by 30% through 2026
 - Evaluation of fixed route service





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For further information, contact:

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