NCTCOG TRANSPORTATION DEPARTMENT

A SURVEY OF MOBILITY ON-DEMAND IN THE DALLAS-FORT WORTH REGION

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2025 Mobility Modeling Conference
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North Central Texas Council of Governments (NCTCOG) Region
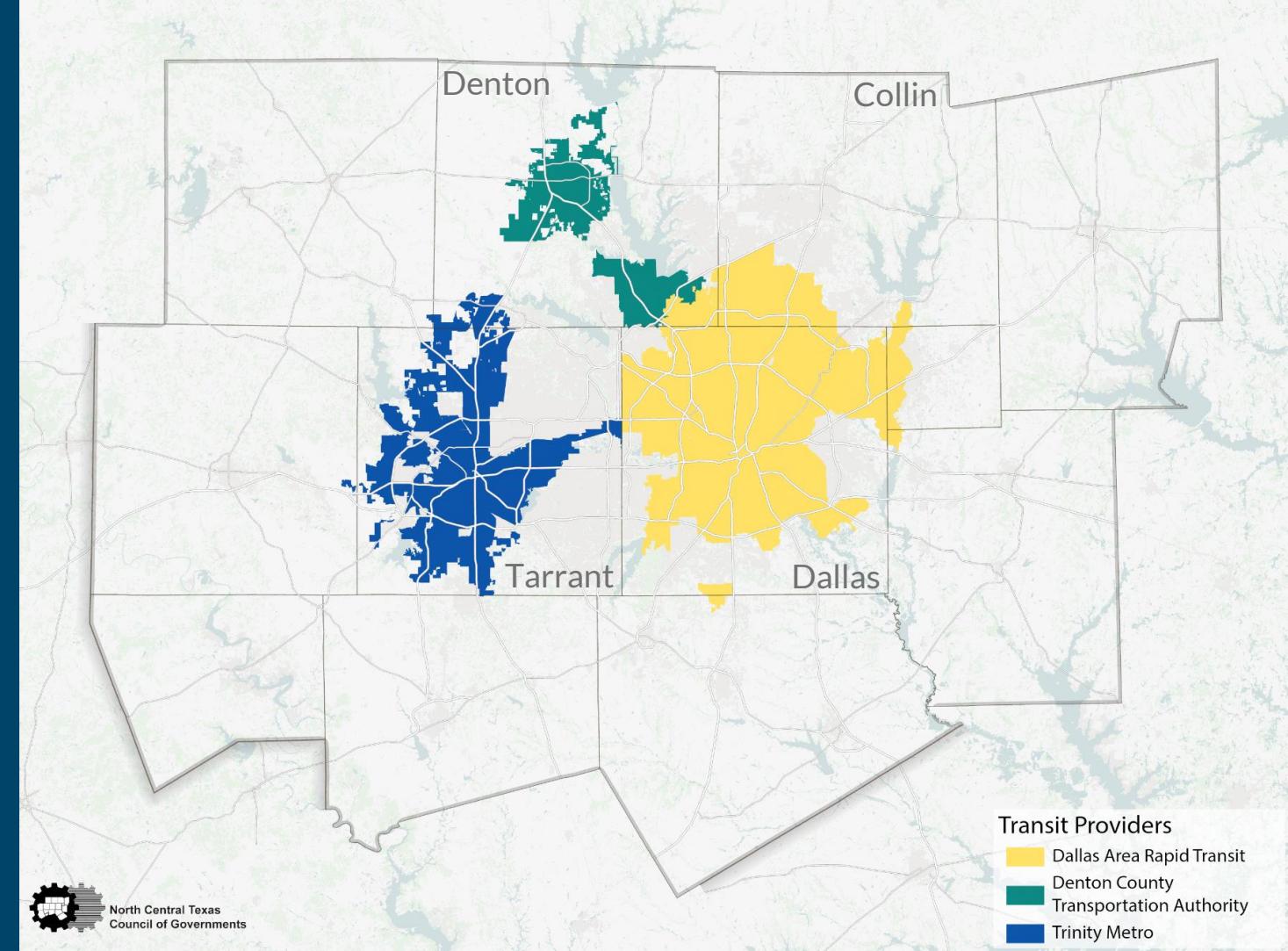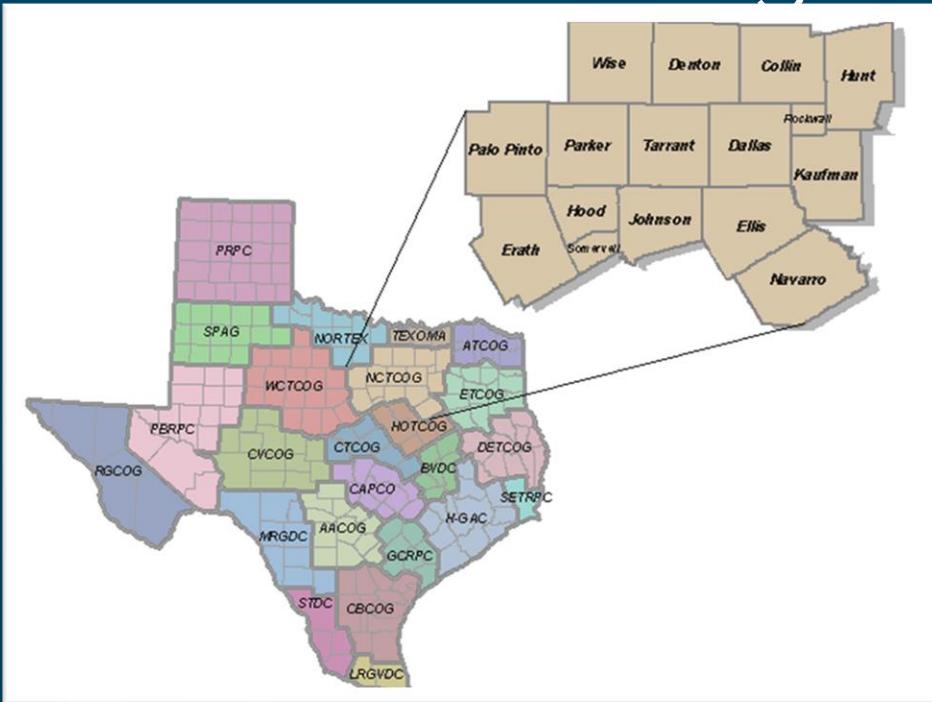
SURVEY COLLABORATION

The 2022-2023 Regional Transit On-Board Survey was a collaborative effort between NCTCOG and the major transit agencies in the region. The agencies previously worked together on the 2014 Regional Transit Travel Survey.

North Central Texas Council of Governments

Dallas Area Rapid Transit (DART)

Denton County Transit Authority (DCTA)

Trinity Metro

SURVEY COVERAGE

FIXED ROUTE SURVEY

154 Routes/Lines

- 145 Bus Routes
- 3 Commuter Rail Lines
- 4 Light Rail Lines
- 2 Streetcar/Trolleys

## ON-DEMAND SURVEY

40 On-Demand Zones

2022-23 ON-DEMAND SERVICES

At the time of the survey, all the services only offered On-Demand and did not allow prebooking.

The table and maps shows the zones and ridership during the survey period.

Mobility On-Demand Service	# Zones	Avg Weekday Ridership (Boardings)
Arlington On-Demand (formerly Arlington Via)	1	2,578
DART GoLink	33	3,864
DCTA GoZone	2	2,015
Trinity Metro On-Demand (formerly ZIPZONE)	4*	376
Regional Total	**40**	**8,833**

* Only 4 of 5 Trinity Metro ZIPZONES were surveyed.
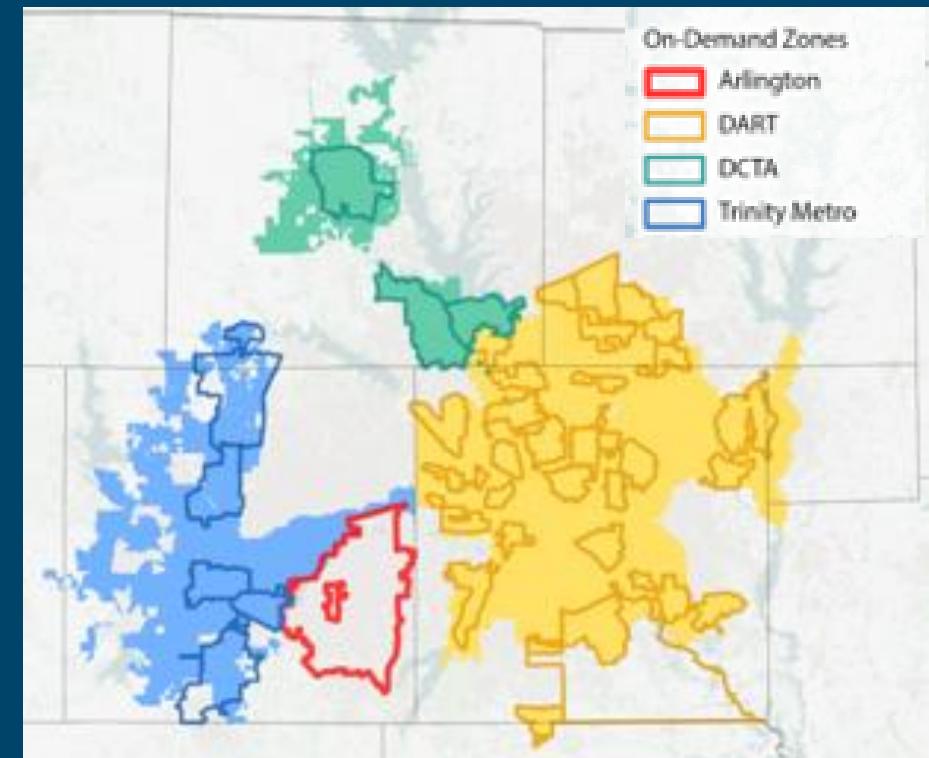
SURVEY INSTRUMENT

One-Way Trip Details

Home Location

Origin Location

Destination Location

All Routes/Lines/Zones used in the One-Way Trip

Trip Purpose

Mode of Access & Egress

Fare/Payment

Wait Time

Demographics

Household Demographics including Household Income, Household Size, # Adults, # Workers, # Vehicles

Person Demographics including Age, Gender, Race/Ethnicity, Disability, Employment Status, Student Status

Service & Transit Use Questions

How did you plan this trip?

OD Transit Trip Frequency

Did you make Opposite Trip?

Public Transit Use Frequency

On-Demand Questions:

If did not use app to book, what is the main reason?

Do you need Special Assistance?

Would you recommend this service?

ON-DEMAND DATA COLLECTION

SAMPLE SIZE

10% of Weekday Mobility On-Demand

SURVEY PERIOD

Fall 2022:

- Arlington On-Demand
- DCTA GoZone
- Trinity Metro On-Demand (ZIPZONE)

Spring 2023:

- DART GoLink

METHODS

- Self-administered online survey
- On-Board Face-to-Face Interviews with the survey on Tablet PCs

2022-23 FIXED ROUTE & ON-DEMAND
WEEKDAY SURVEY SUMMARY

Measure	Fixed Route Survey	On-Demand Survey
# Routes/Lines/Zones	154	40
Surveys Collected	32,976	1,534
Unlinked Trips	173,094	8,333
Linked Trips	131,320	7,309

MOBILITY ON-DEMAND TRANSIT MODES USED IN ONE-WAY TRIP

On-Demand + Rail, 8%

On-Demand + Bus, 4%

On-Demand + Bus + Rail, 3%

On-Demand Only, 86%

TRIP PURPOSE

Fixed Route Survey

NHB Other, 6%

NHB Work, 3%

Home-Based Work, 46%

Home-Based Non-Work, 45%

91% home-based trips
49% work trips

On-Demand Survey

NHB Other, 9%

NHB Work, 10%

Home-Based Work, 37%

Home-Based Non-Work, 45%

82% home-based trips
47% work trips
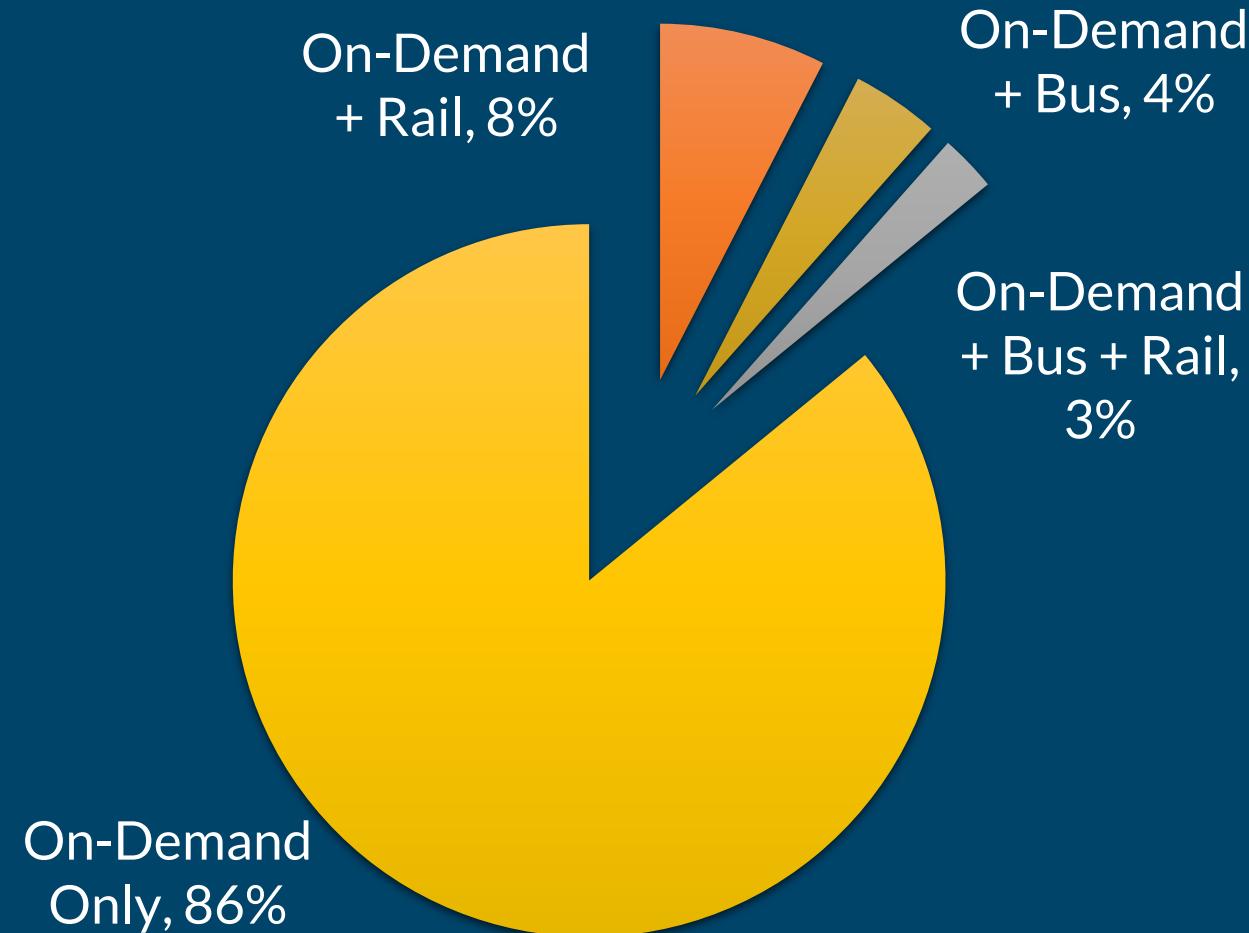
Top Home-Non-Work Trip Purposes

Trip Purpose	Fixed Route Survey	On-Demand Survey
HB Shopping	6%	11%
HB Personal Business/Other	9%	11%
HB Education College	12%	10%
HB Social-Recreation	10%	6%

HOW OFTEN MAKE THIS TRANSIT TRIP BETWEEN OD

Survey of Mobility On-Demand in the DFW Region   12
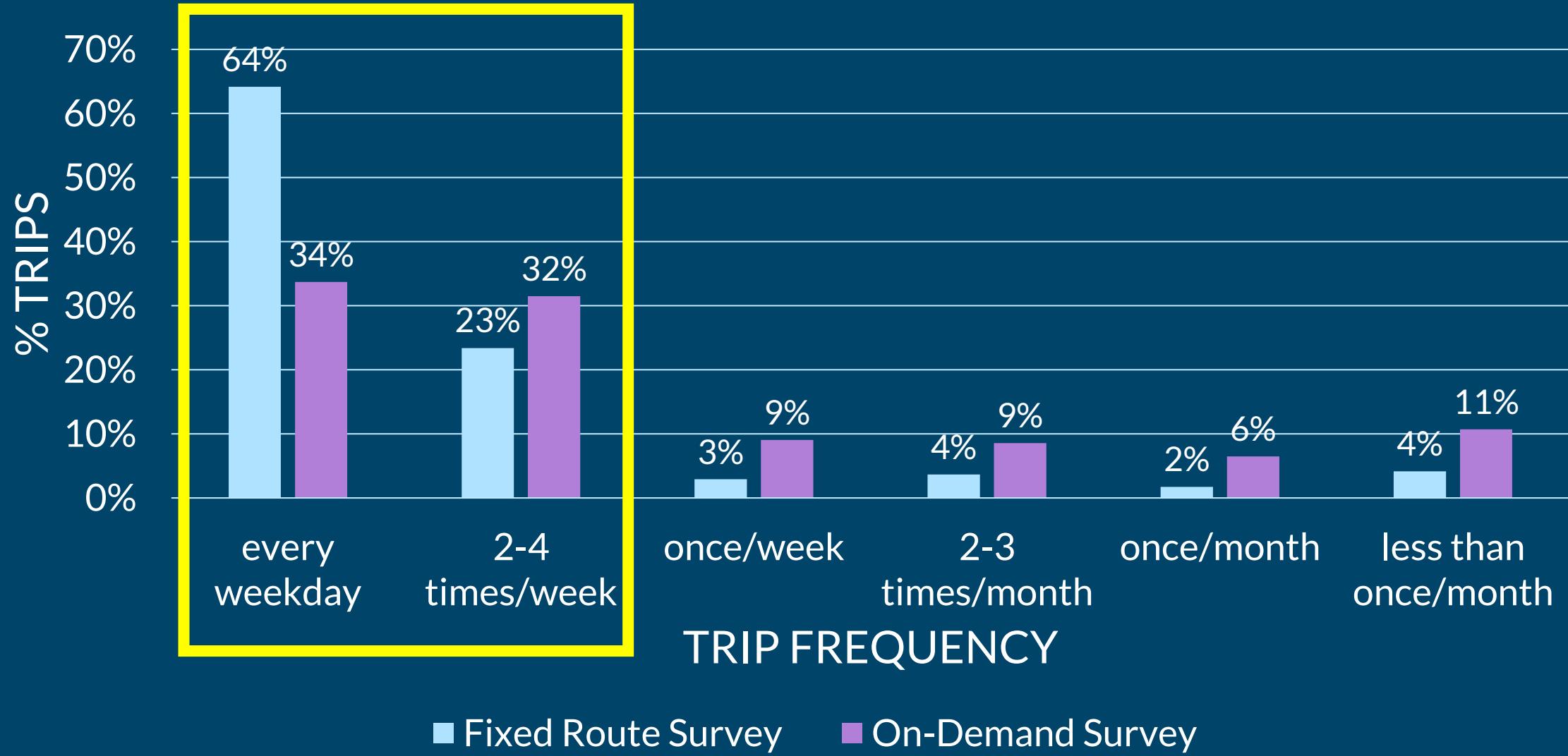
HOUSEHOLD INCOME

Median HH Income = 86,860K
Dallas-Ft Worth-Arlington Metro (2023)

% Trips

Income	Fixed Route Survey	On-Demand Survey
< 20,000	20%	35%
20,000 - 34,999	27%	21%
35,000 - 49,999	15%	10%
50,000 - 79,999	15%	10%
>80,000 or more	6%	6%
Don't know / Refused	17%	17%

Fixed Route Survey   On-Demand Survey
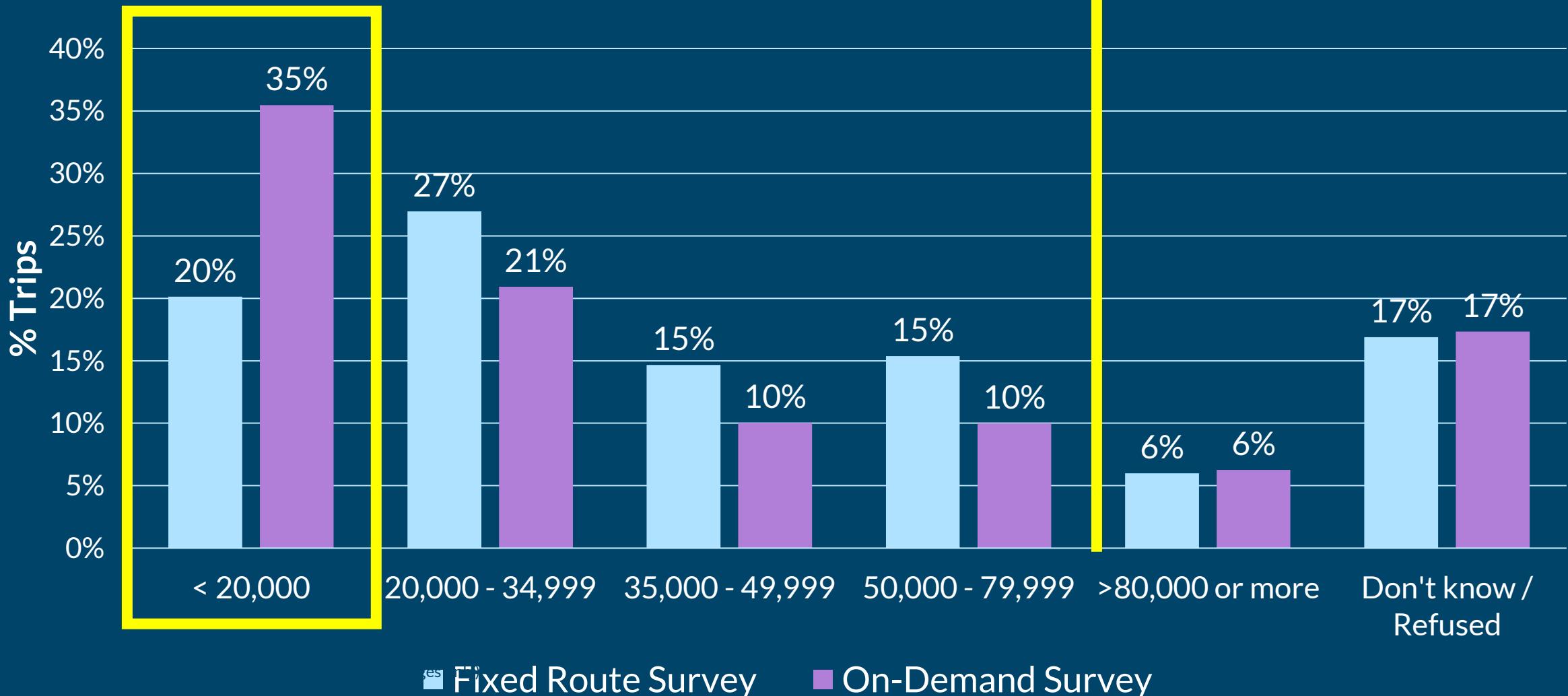
STUDENT STATUS

Fixed Route Survey

20%

80%
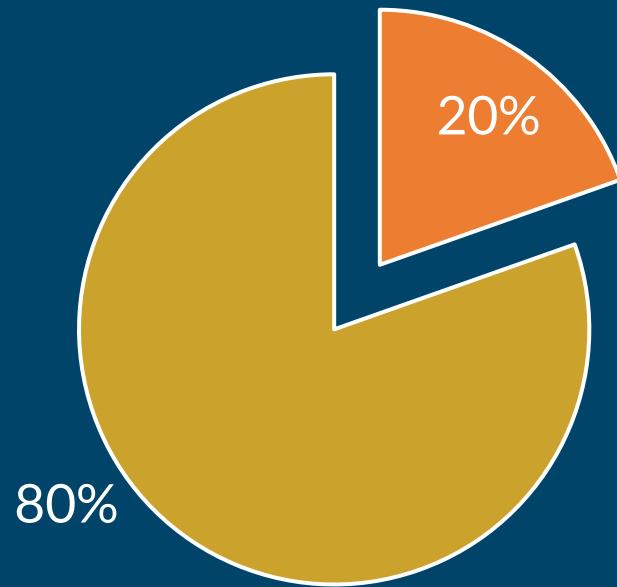
■ Student (College/Univ/ K-12/Vocation
/Tech)

■ Not a Student

On-Demand Survey

32%

68%
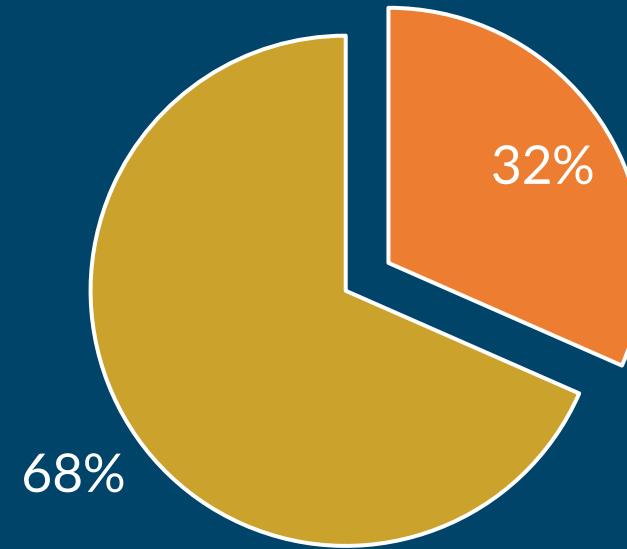
■ Student (College/Univ/ K-12/Vocation/
Tech)

■ Not a Student

DISABILITY THAT AFFECTS MOBILITY?

Fixed Route Survey

Yes, 5%

No, 95%

On-Demand Survey

Unknown, 5%

Yes, 11%

No, 84%
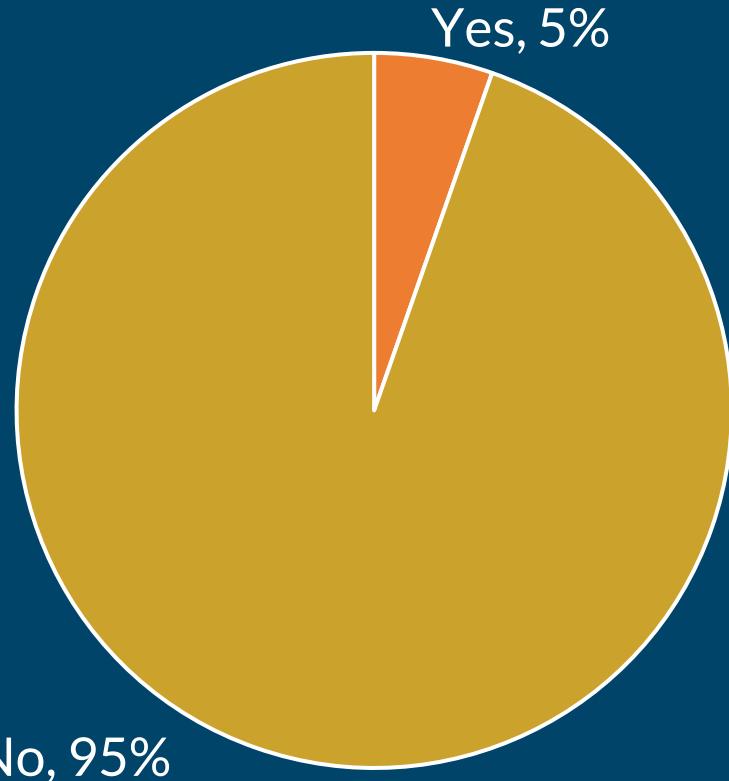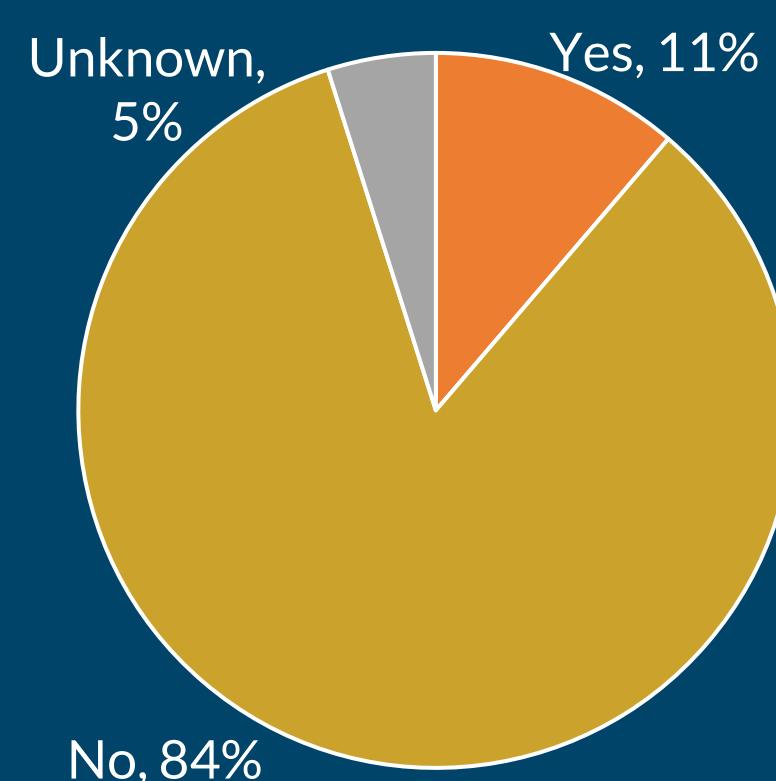
KEY TAKEAWAYS

Limited Use of Fixed Route: 86% of one-way trips only used Mobility On-Demand service.

Fewer Home-Based Trips: 82% of Mobility On-Demand trips are HB compared to 91% of Fixed Route trips.

Fewer Habitual Trips: 66% of Mobility On-Demand trips will be made 2 or more times a week, compared to 87% of Fixed Route trips.

More Student Trips: 32% of Mobility On-Demand trips are made by students compared to 20% of Fixed Route trips.

CONTACT US

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