

# 76104 Fort Worth Transit Needs Assessment Grant Stakeholder Meeting

Survey Review and Initial Feedback

October 16, 2024



# Summary of the Areas of Persistent Poverty Grant



Grants awarded for planning, engineering, and technical studies or financial plans to improve transit in census-defined low-income areas.



FTA awarded over \$16 million in FY20 and FY21 funding to the Areas of Persistent Poverty program for 40 different projects.



NCTCOG was awarded approximate \$270,000 to identify innovative, affordable transit solutions and create strategies to reduce greenhouse-gas emissions, engaging with nonprofit partners and individuals who live in areas of persistent poverty.



# Project Goals & Objectives

Evaluate existing services compared to existing healthy food vendors from both a location and affordability perspective.

Improve access to healthy food options, housing, jobs, and reduce greenhouse gas emissions by identifying gaps and barriers within the transportation network.

Increase transit access for Environmental Justice populations

Engage with members of the public living in the local underserved communities.



# Timeline

Next steps include:

- Updating draft scenarios based on Trinity Metro and other stakeholder feedback
- Public meeting on the developed scenarios in November 2024
- Formal report on project activities and recommendations

## Spring 2024

Needs Assessment and Initial Public Engagement

## Fall 2024 – Spring 2025

Strategy Development and Public Engagement

## Fall 2023

Project Kick Off

## Current

Survey Analysis and Scenario Development

## Spring 2025

Final Project Plan Drafted and Completed

# Public Meeting Feedback

Participants at the public meeting noted an interest in:

- More direct routes to food and schools
- Press releases to increase awareness of transit options
- More surveys offered on buses.
- Increased bus frequency and ZIPZONE reliability

11 potential barriers to transit were listed, and respondents were asked to rank them. The top ranked barriers to transit were:

- Lack of safe, usable sidewalks or crosswalks
- Frequency of buses



# Outreach

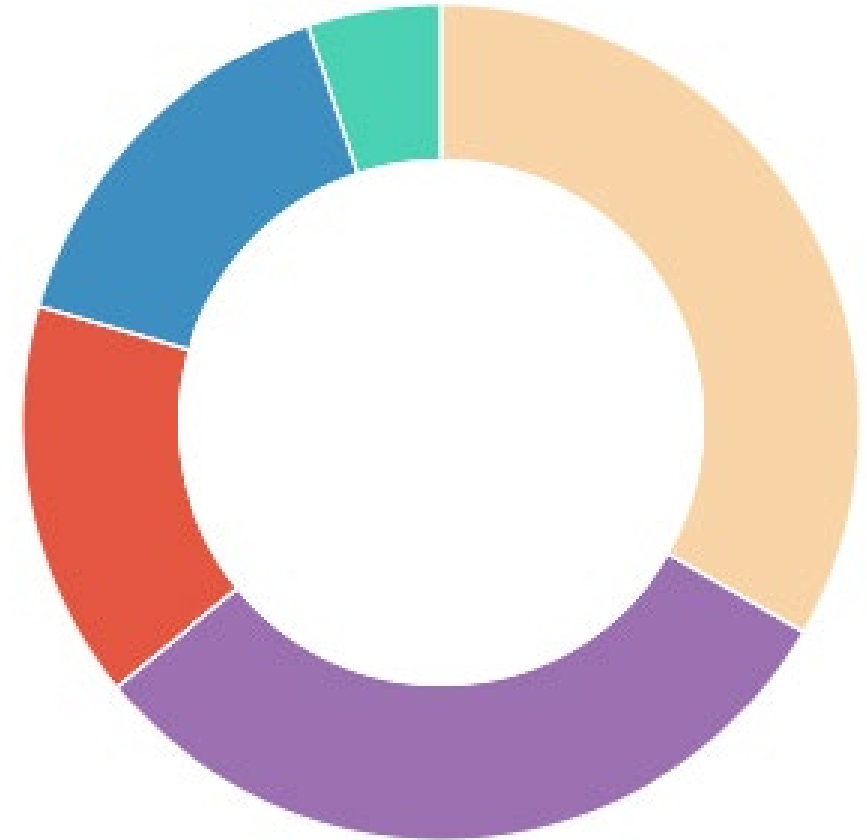
- The survey and public meeting were promoted online and through physical postcards
  - Sycamore Community Center
  - Ella Mae Shamblee Library
  - New Mount Rose Missionary Baptist Church
  - Texas Health - Clearfork Location
  - Fortress and Southside Community Gardens
  - Businesses along South Main
- The survey was promoted on social media during Spring 2024
- The survey was open March through June 2024
- The survey information was also dispersed through the stakeholder committee and the Public Input email list.



# Online Survey Overview

- The goal of the survey was to determine if transit meets the needs or falls short for active users in the 76104 area.
- There were 42 responses.

- 33% of respondents live in ZIP code 76104
- 15% work in 76104
- 15% of respondents work for an organization that works with residents of 76104
- 31% of respondents do not live or work in 76104 and only visit here for business/services
- 5% indicated that they do not interact with the zip code on a regular basis



# Transportation Use

Reasons for taking transit	Percentage of Respondents
Work	31%
Social/Recreational	63%
School	3%
Errands	34%
Healthcare	23%
Social Services	9%
Other	23%
Do not take transit	23%

Mode of Transportation	Actively Use
Trinity Metro Bus Service	54%
Trinity Metro Express Bus Routes	27%
Trinity Metro ACCESS Paratransit	9%
Trinity Metro ZIPZONE/On-Demand	42%
TEXRail	53%
Trinity Railway Express	59%
Trinity Metro Vanpool	0%
Fort Worth Bike Sharing	22%
Catholic Charities – FW Transportation	0%
Private Medical Transportation Services	3%
Other Church-related Transportation	3%
Personal Vehicle	84%
Rideshare or Carshare (TNCs, Zipcar)	62%
Borrow a car, carpool, or get rides from others	41%
Walk	69%
Bike	28%





# Ranked Barriers

11 potential barriers to transit were listed, and respondents were asked to rank them. The **top 5** ranked barriers to transit are:

- A lack of safe, usable sidewalks or crosswalks
- Frequency of buses
- Unreliable bus service
- Limited time of service
- Uncomfortable or unsafe waiting conditions (shelters, seating, lighting, etc.)



# Identified Focus Areas



**Fares &  
Affordability**



**Marketing &  
Awareness**



**Safety &  
Accessibility**



**Operations**



# Focus Areas and Project Goals

	Connections to Resources	Access to Transit	Community Engagement	GHG Emissions Reduction
Fares & Affordability	✓			
Marketing & Awareness			✓	
Safety & Accessibility		✓		✓
Operations	✓	✓		✓



# Fares & Affordability



# Fares & Affordability – Feedback

- **100%** of survey respondents who stated they use Trinity Metro’s bus service, ZIPZONE, and/or TEXRail weekly agreed with the statement that **fares are affordable**.
- When asked to rank the barriers and challenges that prevent them from accessing jobs, education, food, and/or housing by transit, bus fare costs were ranked **#9 out of 11**.
- When asked what improvements would make them more likely to take transit more often, lower bus fare ranked **#9 out of 9**.



# Current Status

- Trinity Metro implemented a fare reduction in their latest fare structure update (September 2024).
- Phase 2 of Trinity Metro's fare reduction project is to implement fare-capping and easier payment options.
- Additionally, Trinity Metro frequently pairs local events with free or discounted fares.



# Marketing & Awareness



# Marketing & Awareness - Feedback

- When asked to rank the barriers and challenges that prevent them from accessing jobs, education, food, and/or housing by transit, unfamiliarity with transit ranked **#11 out of 11**.
- Most survey respondents were familiar with non-express/fixed-route bus, train, and on-demand services.
- Survey participants were less familiar with **Fort Worth Bike Sharing, express bus services, ACCESS paratransit, and Trinity Metro's vanpool program**.
- Some concerns with local service awareness were raised at the public meeting specifically.





# Current Status

- Trinity Metro often holds public outreach events and plans to send transit ambassadors to more community events in the future.
- Trinity Metro has a Customer Experience department for rider assistance.
- Trinity Metro regularly uses social media to update riders on service changes and promote transit use for specific events or destinations.



# Safety & Accessibility



# Safety & Accessibility - Feedback

- Per comments from the public meeting and project survey, bus stops would benefit from several upgrades, including **more lighting and seating**.
- On the online survey, better amenities ranked #5 out of 11 barriers and challenges that prevent people from accessing resources by transit.
- Responses also indicated that a barrier or challenge in accessing resources by transit is **the lack of or condition of sidewalks and crosswalks** leading to bus stops.
- When asked to rank the barriers and challenges that prevent them from accessing resources by transit, feeling unsafe due to waiting conditions ranked #5 out of 11 in the survey.
- Safety when riding Trinity Metro buses ranked #11 out of 11 in the survey.



# Current Status

- Trinity Metro is working with the City of Fort Worth to improve bus stops with upgraded lighting, more shade, seating, trash bins, and digital displays.
- The City of Fort Worth is coordinating with Trinity Metro to construct sidewalk connections to bus stops. Several of the high priority improvement areas are in or near the project area.
- Trinity Metro has a safety incident reporting feature integrated into the GoPass app.



# Operations



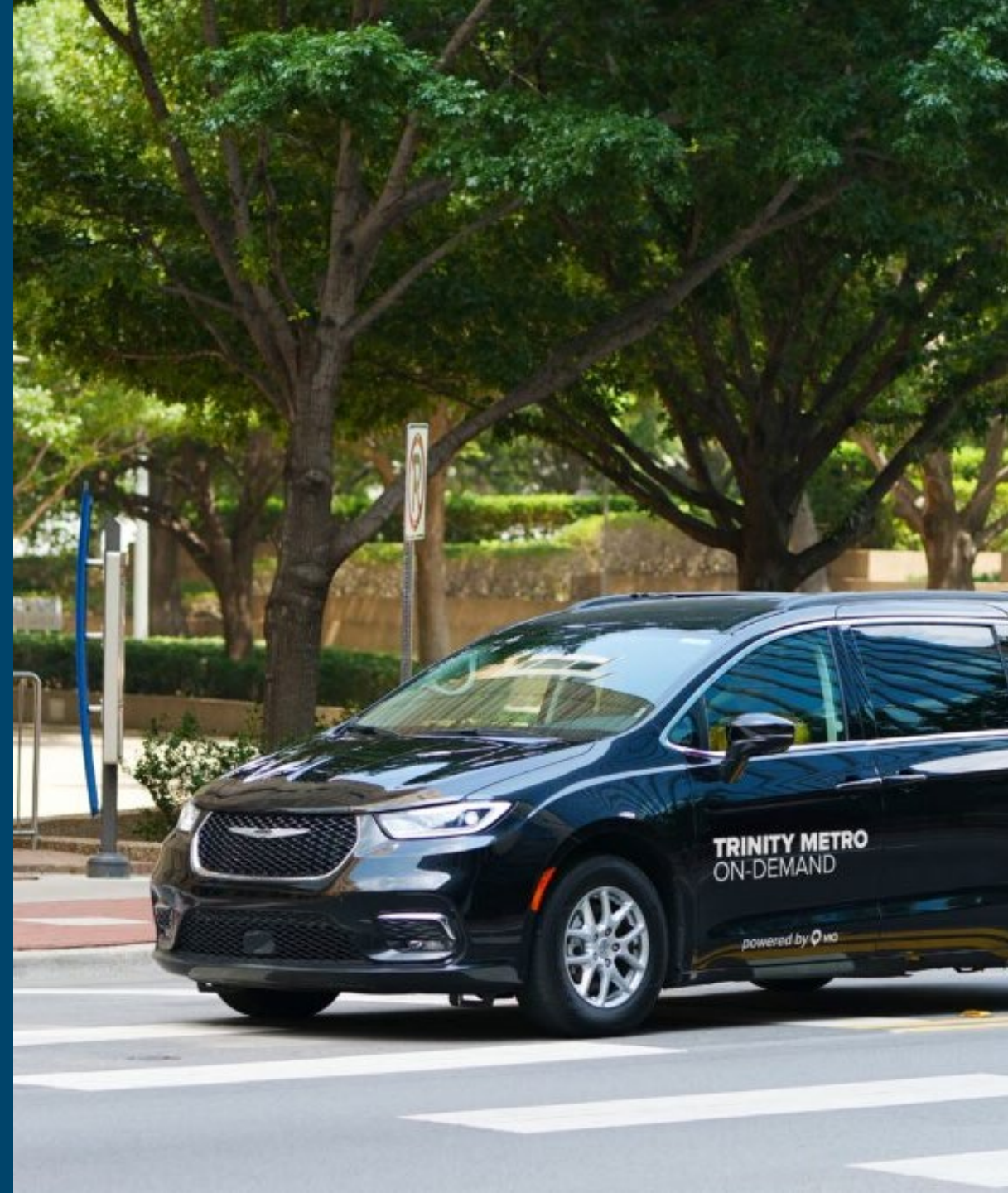
# Operations - Feedback

- Per comments from the public meeting and project survey, respondents want **more frequency of buses and faster travel times**.
- When asked what improvements would make them more likely to take transit more often, **buses and trains having more frequency was chosen #1 out of 9** by survey respondents. **Buses and trains running later in the evening was chosen #2 out of 9** in the online survey. Delayed trips and lack of connections/transfers ranked #4 out of 11 at the public meeting and #7 out of 11 in the online survey.
- When asked to rank the barriers and challenges that prevent them from accessing resources by transit, **frequency of buses was ranked #1 out of 11** in both the online survey and at the public meeting. **Time of service** (bus does not run early/late enough) **was ranked #5 out of 11**.



# Current Status

- Trinity Metro has implemented service changes that include replacement of underperforming routes with on-demand service and increased frequency and later service for some routes (September 2024).
- Additionally, the Southside ZIPZONE was expanded in 2022. This gives riders a transit option when buses are not nearby or quick enough.
- The on-time performance for buses in Fiscal Year 24 has been at 89-90% most months.



# Identified Focus Areas



**Fares &  
Affordability**



**Marketing &  
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**Safety &  
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**Operations**





# Next Steps

- Stakeholders can provide feedback on the survey findings and NCTCOG staff comments.
- NCTCOG staff will update the proposed considerations based off Trinity Metro and other stakeholder feedback in preparation for the next public outreach meeting.
- NCTCOG staff is currently planning for the next public outreach meeting to be held in November 2024.
- Stakeholders can help NCTCOG promote the public outreach meeting and public feedback survey.



# Promotional Materials



**76104 Transit Needs Assessment**  
North Central Texas Council of Governments  
**76104 Evaluación a las Necesidades de Transporte**

**Your input is needed! ¡Necesitamos tu aportación!**



**6:30 – 7:30 pm, Tuesday, November 19th, 2024**  
Ella Mae Shamblee Library, 1062 Evans Ave, Fort Worth, TX 76104

**6:30 – 7:30 pm, martes, 19 de noviembre, 2024**  
Biblioteca Ella Mae Shamblee, 1062 Evans Ave, Fort Worth, TX 76104


The North Central Texas Council of Governments is hosting an outreach meeting for the Transit Needs Assessment Study for Fort Worth's 76104 ZIP code. The study aims to identify innovative transit solutions that will increase access to food, healthcare, housing, and jobs for residents. Staff from NCTCOG will be presenting draft recommendations based on initial survey results from Summer 2024. Feedback on the recommendations is encouraged and will be accepted through January 17, 2025.

El North Central Texas Council of Governments organizará una reunión de divulgación para el Estudio de Evaluación sobre las Necesidades del Transporte Público en el código postal 76104 en Fort Worth. El estudio pretende indicar soluciones de transporte innovadoras que mejoren el acceso a las necesidades de alimentación, atención médica, vivienda y empleo para los residentes. El personal de NCTCOG presentará un proyecto de recomendaciones basadas en los resultados de la encuesta inicial del verano 2024. Se anima a enviar comentarios sobre las recomendaciones, que se aceptarán hasta el 17 de enero de 2025.

Provide your feedback today at [Envia tus aportaciones hoy en publicinput.com/76104survey](https://publicinput.com/76104survey)

ENGLISH      ESPAÑOL





North Central Texas Council of Governments


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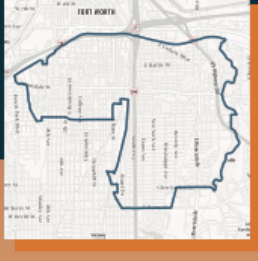




North Central Texas Council of Governments

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Envía tus aportaciones hoy en [publicinput.com/76104survey](https://publicinput.com/76104survey)



# Thank You!



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