



North Central Texas Council of Governments

Fort Worth 76104 Transit Needs Assessment

Public Meeting | November 19, 2024

This initiative is funded through an *Areas of Persistent Poverty Program Grant* awarded by the Federal Transit Administration.

Agenda

- Welcome
- Project Overview
- Initial Feedback & Survey Results
- Focus Areas
- Next Steps
- Public Comments & Activities



What Is NCTCOG?

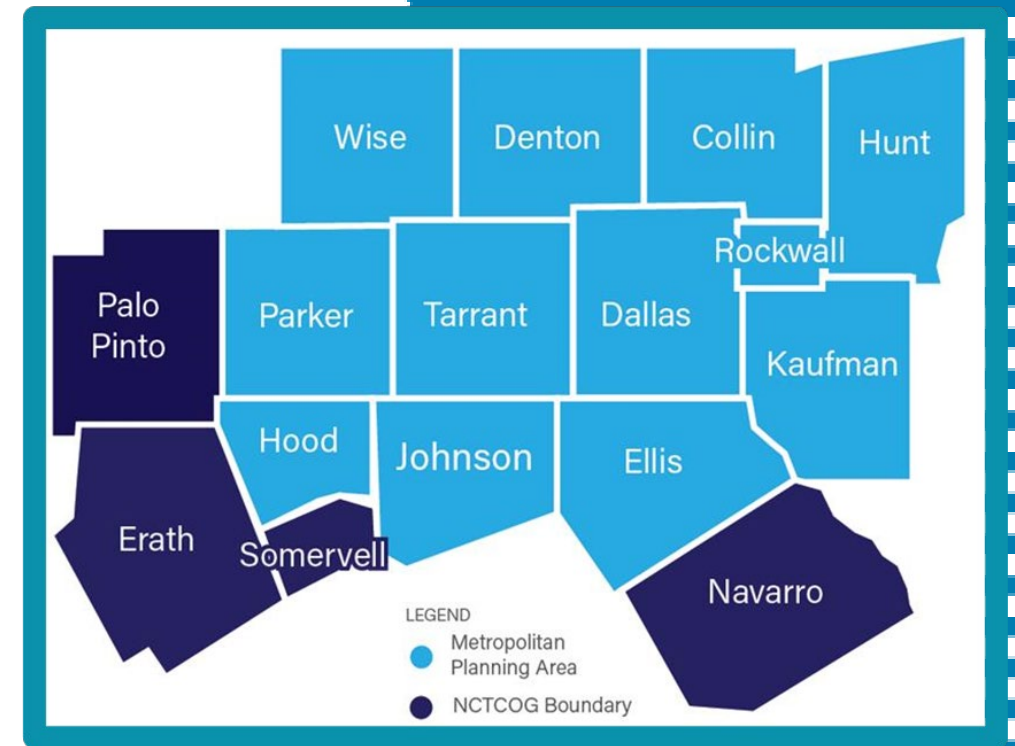
A voluntary association of local governments established in 1966.

Assists local governments in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development.

238 member governments, including:

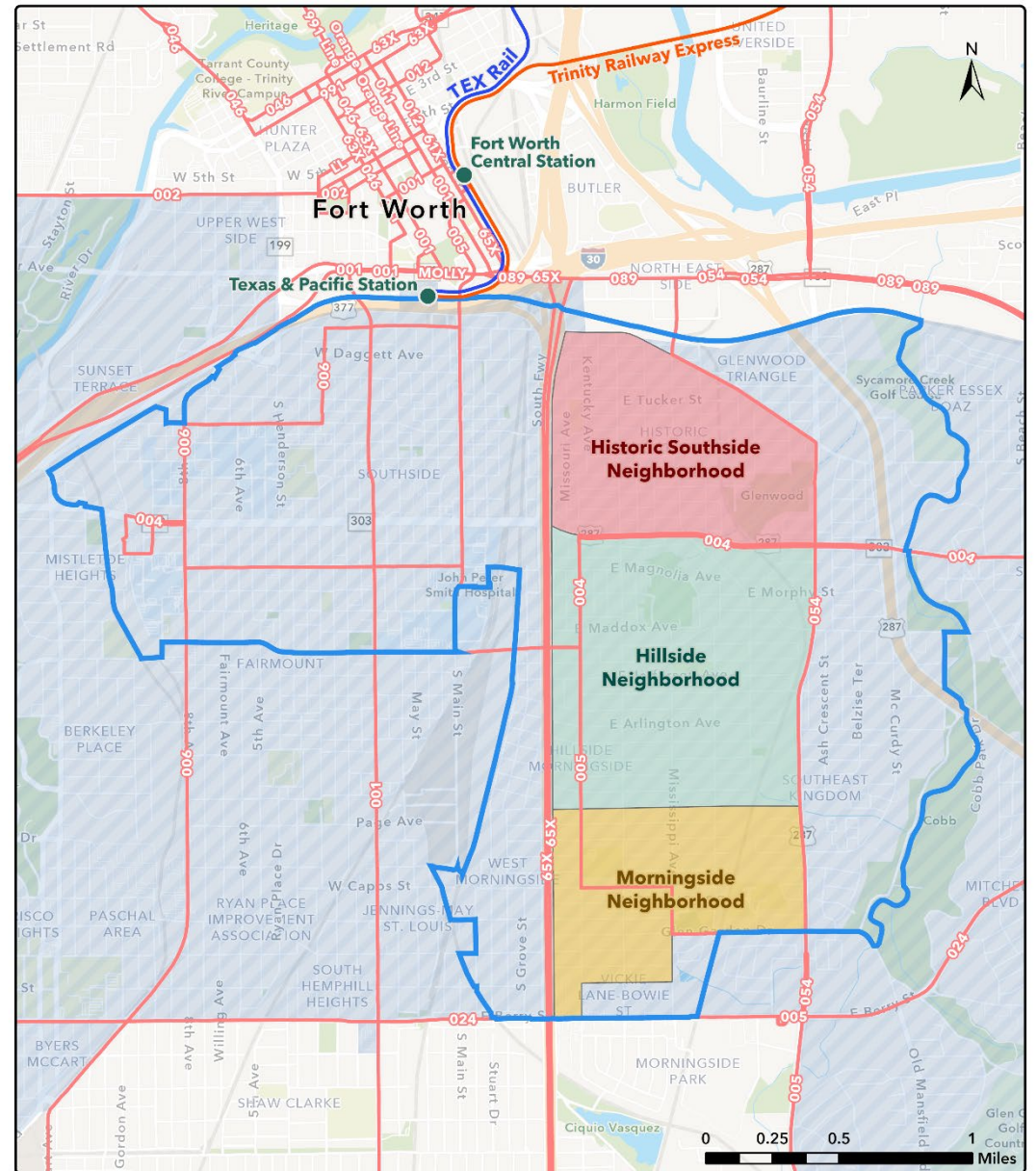
- 16 counties
- 169 cities
- 22 school districts
- 27 special districts

The Transportation Department acts as the Metropolitan Planning Organization (MPO) for the DFW area.



Project Overview

- This project aims to conduct a **transit needs assessment** based on technical data and community input to identify transit solutions to increase mobility and access to:
 - **Food**
 - **Healthcare**
 - **Housing**
 - **Jobs**



76104 Transit Needs

Areas of Persistent Poverty Grant Project

- Project Boundary
- Trinity Metro ZipZone
- Trinity Metro Bus Routes



Resources In & Near 76104



Hospitals and associated nearby clinics



Clinics



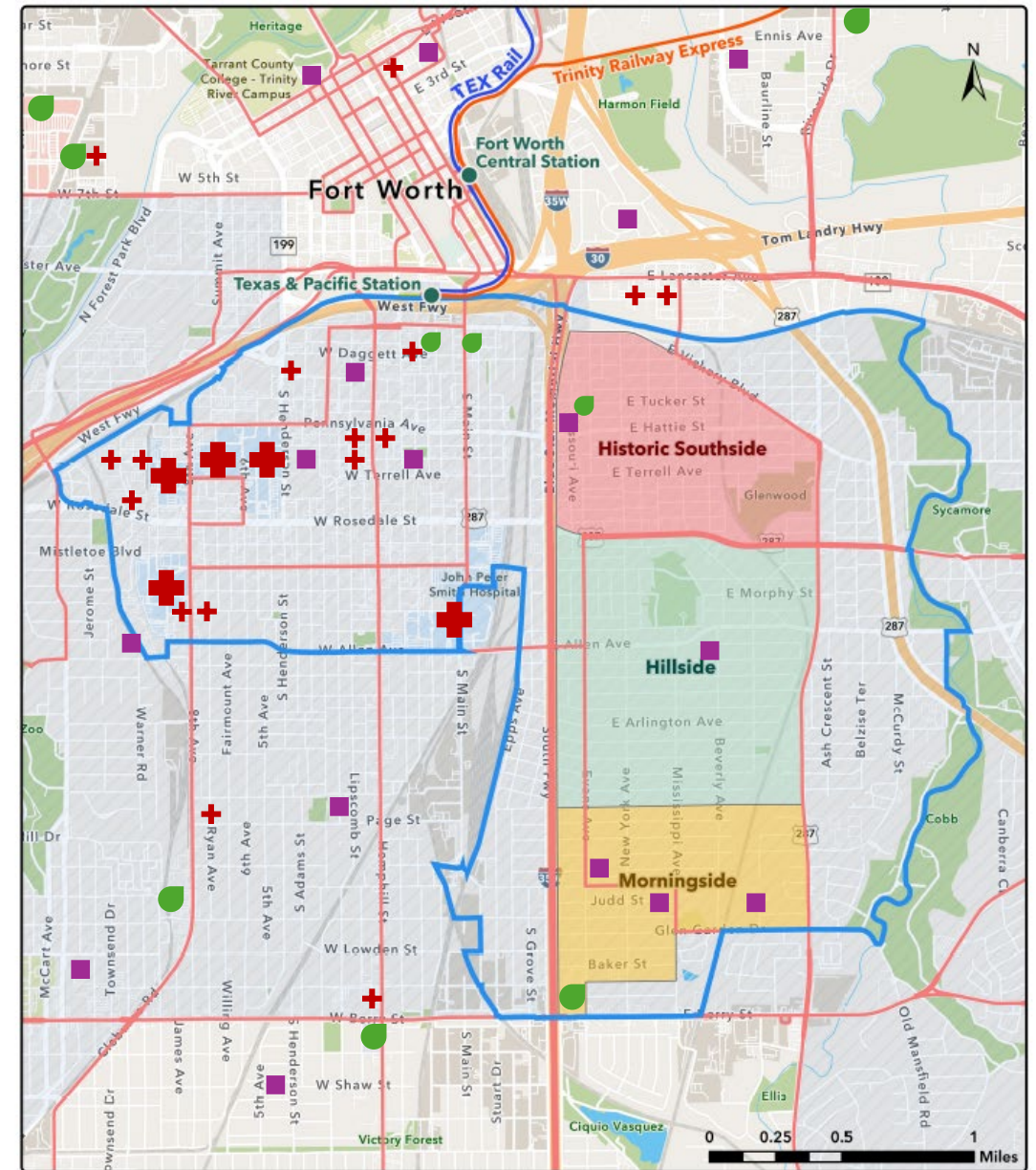
Large grocery stores



Small grocery stores/
corner shops



Schools



76104 Transit Needs

Areas of Persistent Poverty Grant Project

- Project Boundary
- Trinity Metro ZipZone
- Trinity Metro Bus Routes



Timeline

Next steps include:

- Updating draft scenarios based on feedback from Trinity Metro, the public, and other stakeholders
- Exploration of additional planning opportunities
- Formal report on project activities and recommendations

Spring 2024

Needs Assessment and Initial Public Engagement

Current

Strategy Development and Public Engagement

Fall 2023

Project Kick Off

Summer – Fall 2024

Survey Analysis and Scenario Development

Spring 2025 and Beyond

Recommendations and Final Project Plan Drafted and Completed ₇

Community Feedback



Public Engagement

Public Meeting #1: March 25, 2024

- Project overview + discussion/feedback

Summer 2024 Outreach

- Survey & data collection

Public Meeting #2: November 19, 2024

- Review scenario development

Public Comment Period

- Spring 2025



March 2024 Public Meeting Feedback

Participants noted an interest in:

- More direct routes to food and schools
- More outreach to increase awareness of transit options
- More surveys offered on buses
- Increased bus frequency and ZIPZONE/On-Demand reliability

The top ranked barriers to transit were:

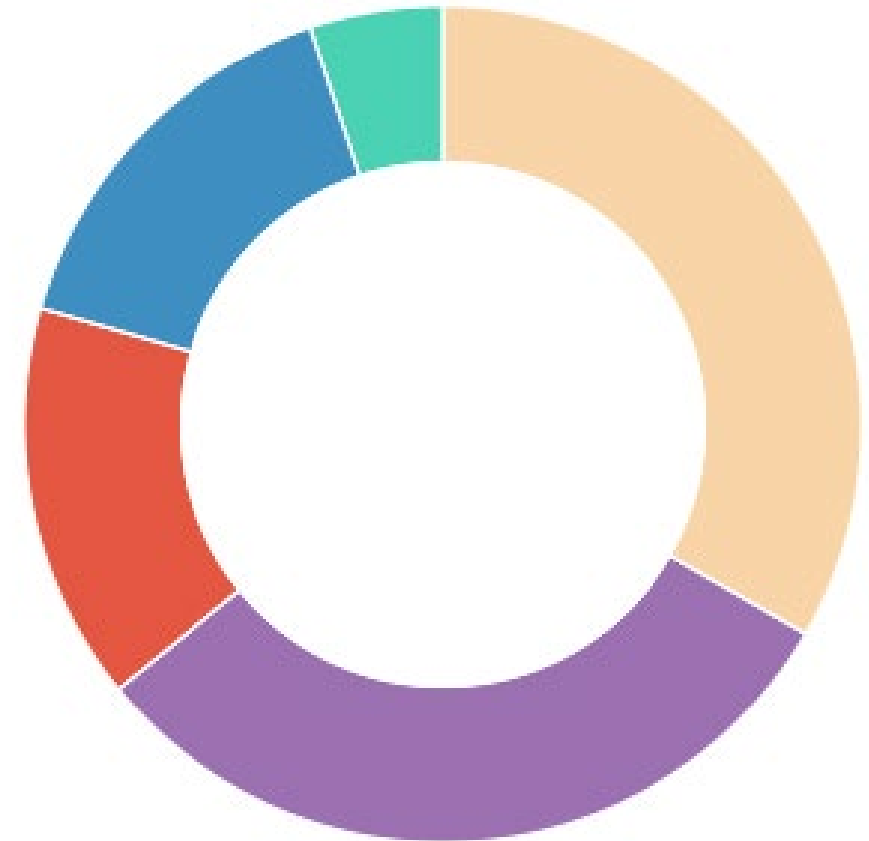
- **Lack of safe, usable sidewalks or crosswalks**
- **Frequency of buses**



Online Survey - Respondents

- **Goal:** Determine if transit meets the needs or falls short for active users in the 76104 area.
- There were 42 responses.

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



Online Survey - Transportation Use

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

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



Online Survey - Top 5 Ranked Barriers

- 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.)



Focus Areas for Recommendations



Identified Focus Areas



**Fares &
Affordability**



**Marketing &
Awareness**



**Safety &
Accessibility**



Operations



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.



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 improvements that would make people more likely to take 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 #3 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



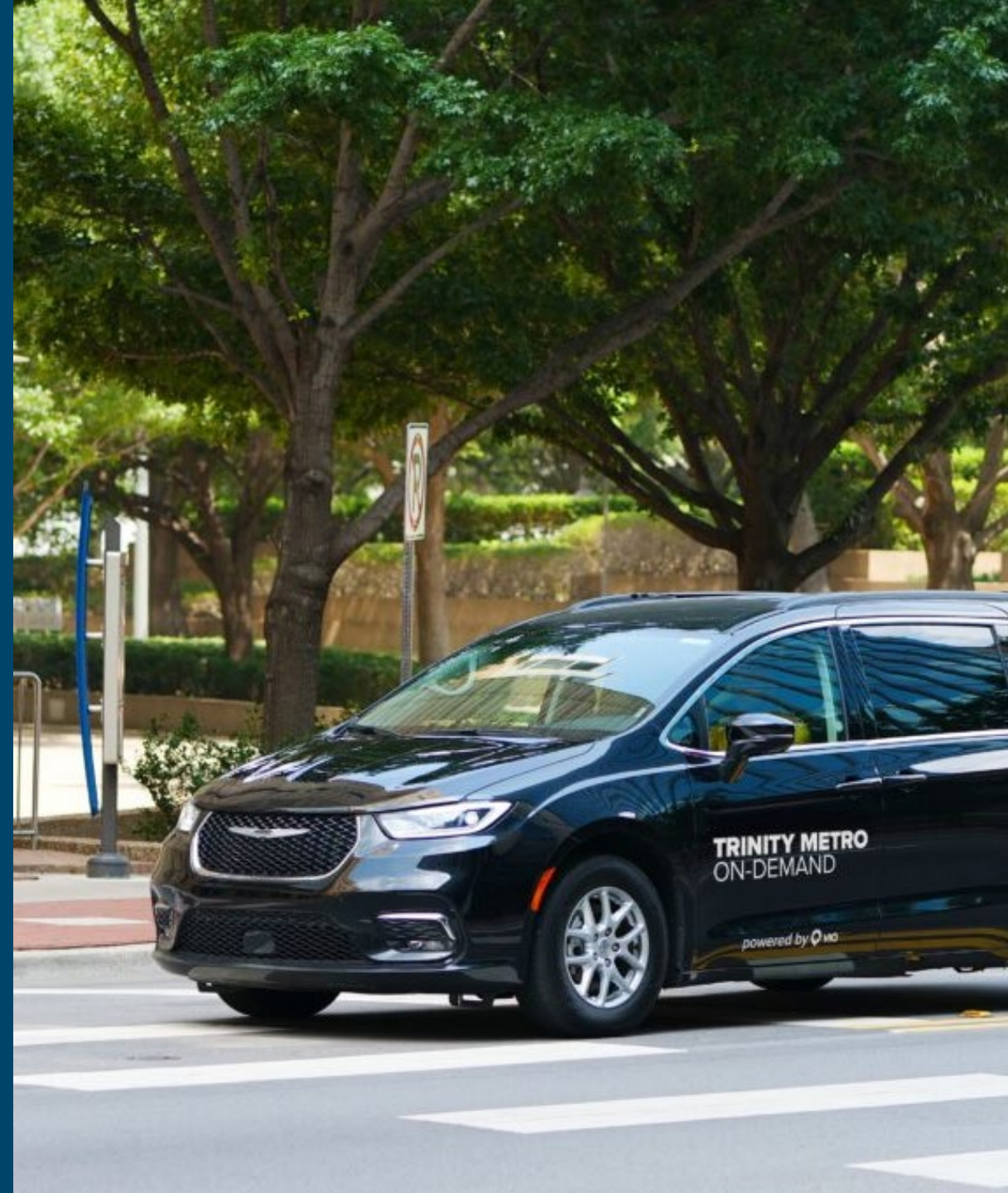
Operations - Feedback

- Per comments from the public meeting and project survey, respondents want **increased frequency of buses and faster travel times**.
- Improvements to make people more likely to take transit more often:
 - **Buses and trains increasing frequency was chosen #1 out of 9** on the survey.
 - **Buses and trains running later was chosen #2 out of 9** on the survey.
 - Delayed trips and lack of connections/transfers ranked #4 out of 11 at the public meeting and #7 out of 11 in the survey.
- Barriers and challenges that prevent accessing resources by transit:
 - **Frequency of buses was ranked #1 out of 11** in the survey and at the public meeting.
 - **Time of service** (bus service hours) **was ranked #5 out of 11**.



Current Status

- In September 2024, Trinity Metro implemented service changes that include replacement of underperforming routes with on-demand service.
- Other service changes increased frequency and introduced later service for some routes, including routes in 76104.
- The on-time performance for buses in Fiscal Year 2024 has been at 89-90% most months.



Next Steps

- NCTCOG staff is accepting feedback on the initial survey findings through **January 17, 2025**.
- Stakeholders and the public can help promote the open survey.
- NCTCOG staff will incorporate feedback into the recommendations.
- NCTCOG staff will begin coordinating opportunities to support the goals and recommendations of the plan.



How Can Transit Be the Answer?



**Fares &
Affordability**



**Marketing &
Awareness**



**Safety &
Accessibility**



Operations

Use sticky notes to leave notes about improvements and thoughts you have on the four focus areas. Each focus area is represented by a different note color (above) and **yellow** is for **comments that do not fall into any specific focus area**.



Identifying Transit Solutions

Use sticker dots to indicate which transit improvements you would prioritize for the 76104 area.
Use a sticky note to provide any additional ideas you may have.

Transit Loyalty Program

A program that offers rewards, discounts, or other incentives for consistent ridership

Bus Rapid Transit Service

System that includes bus lanes and other strategies to improve reliability

Extended Bus Service

Earlier/later bus service hours for the routes in 76104

On-Demand Availability

Improved availability of Trinity Metro On-Demand service at peak times to minimize waits

Pop Up Events

Events hosted by Trinity Metro around the 76104 area to promote transit awareness

Community Partnerships

Increased collaboration between Trinity Metro and organizations around 76104

Pedestrian Access Study

An assessment to determine how paths to transit can be improved for pedestrians

Bus Stop Upgrades

Additional amenities such as more lighting, arrival time screens, and shaded shelters



Public Comment and Open House

- Review the information
- Ask questions
- Provide input



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