

# COUNTY-BY-COUNTY SUPPLEMENTAL INFORMATION

APPENDIX C.1

*COLLIN COUNTY*

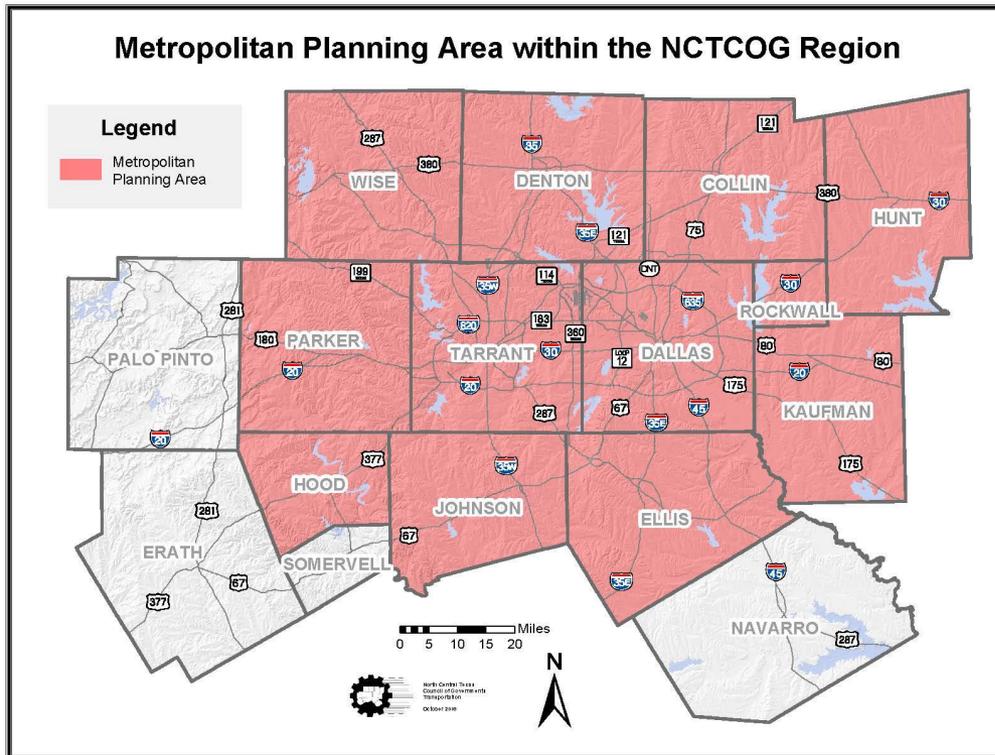
# Public Transportation Update for Collin County

North Central Texas Council of Governments

Allen Council Chambers

July 10, 2017

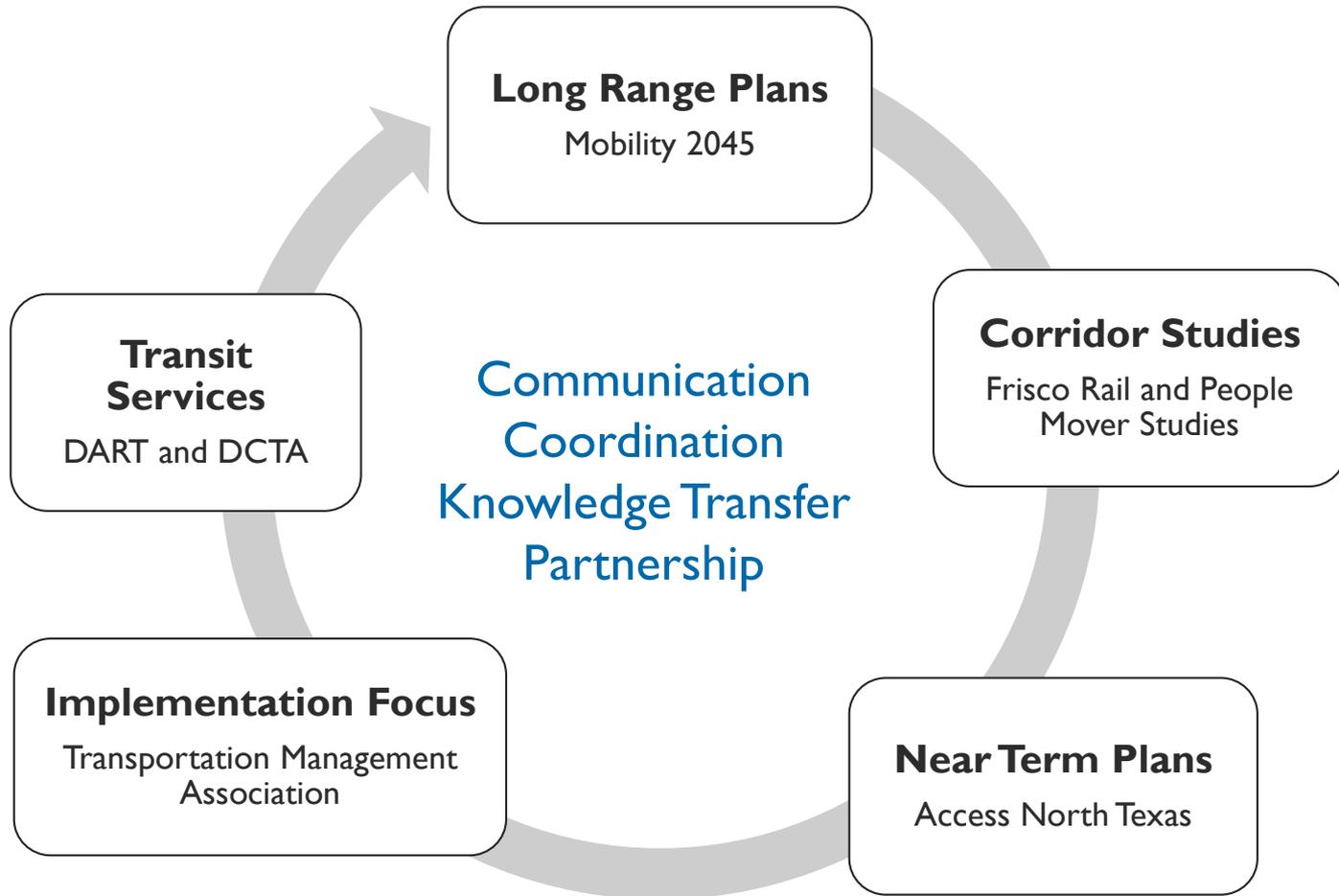
# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates transit services and creates short-term and long-term plans

# Multiple Transit-Related Initiatives Impacting Collin County



# Mobility 2045

Metropolitan Transportation Plan is required by federal law



Represents a Blueprint for the Region's Multimodal Transportation System



Covers at Least a 20-year Timeframe



Responds to Goals

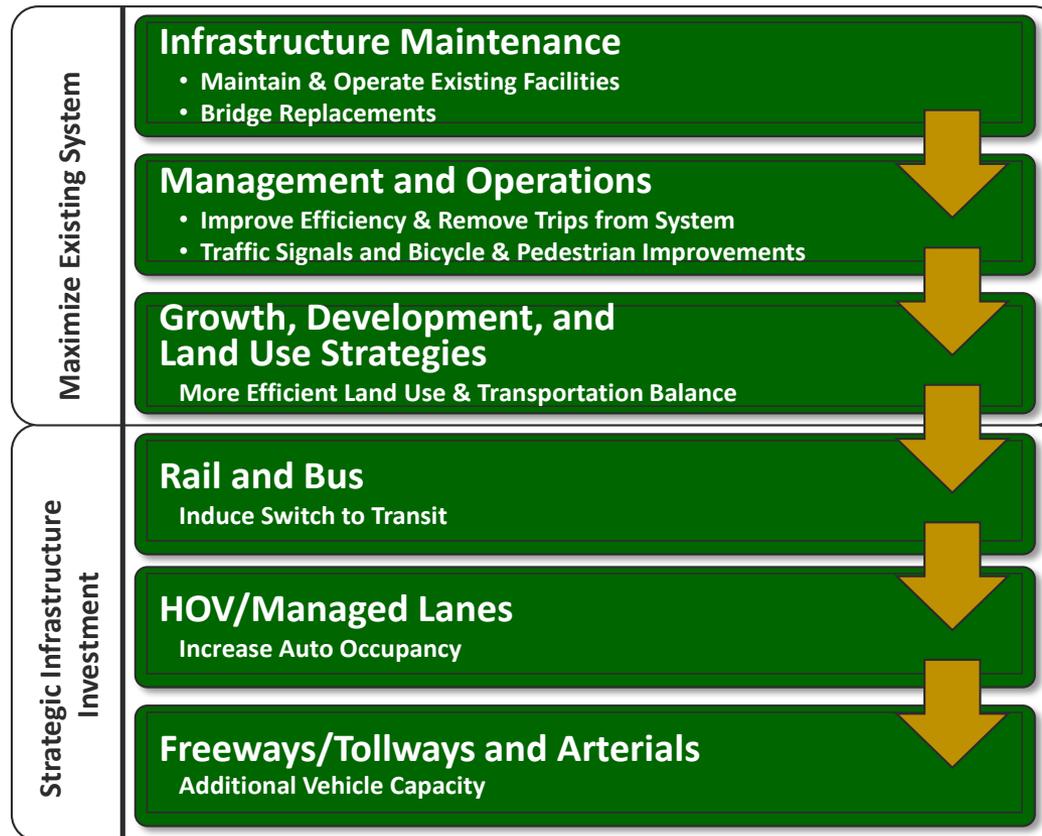


Identifies Policies, Programs, and Projects for Continued Development



Guides the Expenditure of Federal and State Funds

# Mobility Plan Development Process



# 2045 County Population Forecast

County	2005	2045	2005 - 2045 Change	2005 - 2045 % Change
Tarrant	1,587,173	3,263,616	1,676,443	105.62%
Dallas	2,224,183	3,445,189	1,221,006	54.90%
<b>Collin</b>	<b>647,831</b>	<b>1,689,170</b>	<b>1,041,339</b>	<b>160.74%</b>
Denton	541,622	1,346,314	804,692	148.57%
Ellis	128,123	300,955	172,832	134.90%
Kaufman	86,119	224,205	138,086	160.34%
Johnson	138,231	262,868	124,637	90.17%
Rockwall	59,578	181,561	121,983	204.75%
Parker	98,950	206,811	107,861	109.01%
Hunt	80,978	134,291	53,313	65.84%
Wise	54,568	105,796	51,228	93.88%
Hood	45,934	85,739	39,805	86.66%
<b>Total</b>	<b>5,693,290</b>	<b>11,246,515</b>	<b>5,553,225</b>	<b>97.54%</b>

# 2045 County Employment Forecast

County	2005	2045	2005 - 2045 Change	2005 - 2045 % Change
Dallas	1,809,315	3,298,213	1,488,898	82.29%
Tarrant	947,961	1,827,385	879,424	92.77%
<b>Collin</b>	<b>359,914</b>	<b>835,342</b>	<b>475,428</b>	<b>132.09%</b>
Denton	205,991	479,620	273,629	132.84%
Johnson	59,327	111,281	51,954	87.57%
Ellis	53,591	102,696	49,105	91.63%
Parker	44,544	86,883	42,339	95.05%
Rockwall	24,025	58,611	34,586	143.96%
Hunt	39,064	72,659	33,595	86.00%
Kaufman	35,352	68,290	32,938	93.17%
Wise	23,710	51,510	27,800	117.25%
Hood	15,011	31,727	16,716	111.36%
<b>Total</b>	<b>3,617,805</b>	<b>7,024,217</b>	<b>3,406,412</b>	<b>94.16%</b>

# Contact

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Program Manager

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[www.nctcog.org/trans/mtp/2045.asp](http://www.nctcog.org/trans/mtp/2045.asp)

Stay tuned for future participation opportunities!

# Frisco Rail Corridor Study

Corridor is identified in current long-range plan, and additional planning work is needed to advance service

Upcoming study will be coordinated with cities, counties, transit agencies, freight railroads, and other stakeholders in the corridor

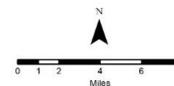
Study work plan will be developed and carried out through 2018

## Irving to Celina Corridor

Proposed Study Area

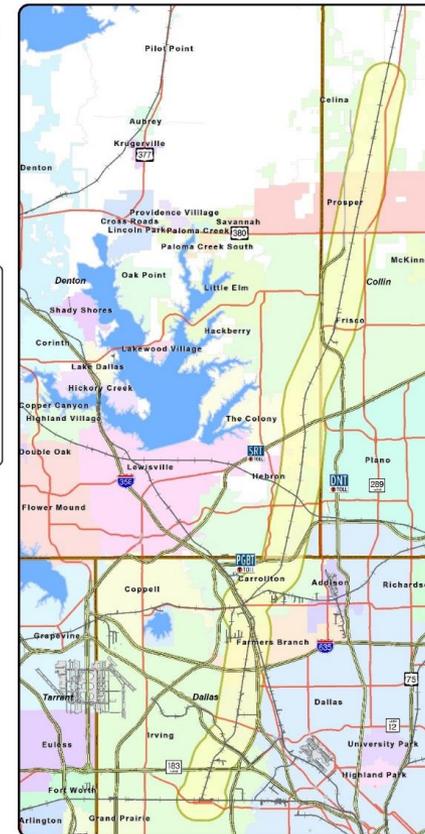


NOTE: Study may consider interlined operations with TRE.



North Central Texas  
Council of Governments

January 2017



# Contact

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# Access North Texas

A plan to coordinate public transit and human services transportation



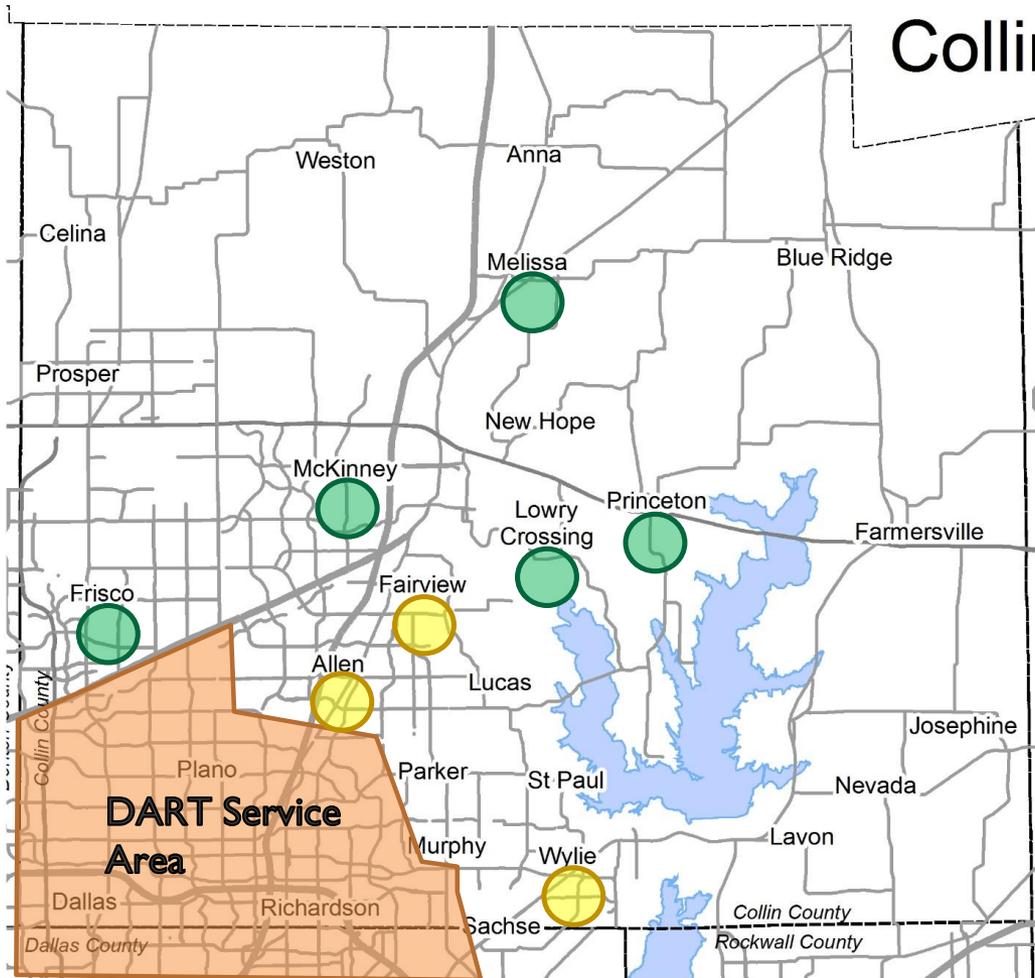
Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Collin County



-  DCTA
-  DART

0 1 2 3 4 5 Miles



# Updating Access North Texas

Identify needs for additional transit planning

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Contact

Kelli Schlicher, AICP

Transportation Planner

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- a. Share your thoughts on public transit needs during the Q & A
- b. Provide written comments on provided worksheet
- c. Complete a paper or online survey by July 31

Individual and agency versions available

[www.AccessNorthTexas.org](http://www.AccessNorthTexas.org)

# Legacy Transportation Management Association

Coordinate, promote, and plan for mobility options for the Legacy Business Park in the City of Plano

Focus on short term implementation of mobility options, including employee trip reduction activities, alternative commute options like carpooling and vanpooling, parking management technology, shuttles and mobility on demand services

Participate in planning for long-term transit projects

# NCTCOG Contact

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Principal Transportation Planner

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# Next Steps for Planning

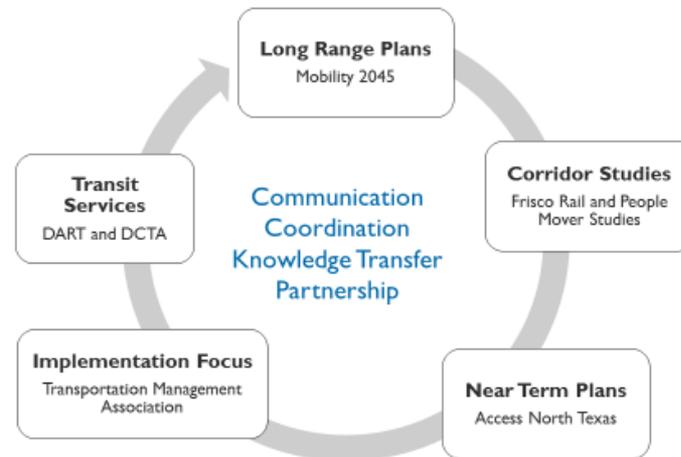
Get involved

Document challenges and successes

Seek others with similar transportation needs

Consider a coordinated approach to planning and implementing services

Multiple Transit-Related Initiatives Impacting Collin County



3

# Public Transportation Services

Dallas Area Rapid Transit (DART)

Denton County Transportation Authority  
(DCTA)

**Public Transportation Update for Collin County  
July 10, 2017  
Allen, Texas**

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**1. Meeting Summary**

**a. Welcome**

Sarah Chadderdon from NCTCOG welcomed and thanked everyone for attending the meeting.

**b. Introduction to NCTCOG**

Ms. Chadderdon provided a [short presentation](#) that introduced NCTCOG as the regional planning agency for the 16-county region. For 12 of the 16 counties, NCTCOG is responsible for region-wide transportation planning. This includes highways, aviation, freight, and transit.

**c. Mobility 2045**

Mobility 2045 is the region's metropolitan transportation plan. The policies, programs, and projects in the plan will respond to regional transportation goals and after adoption, will guide the expenditure of federal and State funds for transportation investments.

**d. Frisco Rail Corridor Study**

This is a future rail corridor that runs (generally) from Dallas County up through Frisco, and on to Prosper and Celina. Additional planning work will be conducted to move rail service from concept to action in this corridor.

**e. Access North Texas**

Kelli Schlicher gave an update on Access North Texas is a short-term plan aimed to improve public transportation for older adults, people with disabilities, and low income individuals. The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions that will improve the coordination and availability of public transportation for the 16-county region.

**f. Legacy Transportation Management Association (TMA)**

Ms. Chadderdon shared information about one potential solution for transportation challenges. When funded, the Legacy TMA is a specific group or agency charged with

coordinating, promoting, and planning for mobility options for the Legacy Business Park in the City of Plano, which is anticipating and planning for tremendous job growth and associated traffic problems. The Council of Governments is currently proposing funding to support short term implementation of mobility options, including employee trip reduction activities like flexible schedules, carpooling and vanpooling, parking management, transit shuttles and other innovative mobility solutions like mobility on demand services.

#### **g. Next Steps**

Planning and implementing public transportation is a multi-step process, and planners need individual and community input. NCTCOG staff invited attendees to get involved in one or all of the planning topics covered at the meeting.

#### **h. Public Transportation Services**

Todd Plesko from Dallas Area Rapid Transit (DART) provided a short presentation about their services. Information about their Collin County service can be found [here](#).

Kristina Brevard from Denton County Transportation Authority (DCTA) provided a short presentation about their services. Information about their Collin County service can be found [here](#).

#### **i. Question & Answer**

Ms. Chadderdon opened the floor for questions and answers.

A participant inquired about connections between communities for DART and DCTA's current services in Collin County for riders with a disability. Kristina Brevard explained for DCTA's services in Collin County, each city sets its own requirements and service area. For the McKinney Urban Transit District (UTD), riders are eligible to go anywhere in Collin County on their taxi voucher program. For Frisco, riders are able to travel within Frisco, to McKinney, one small portion of Plano and to Allen. Todd Plesko with DART explained that for the taxi voucher program in Allen, Wylie and Fairview, taxi vouchers are sold at a 25% cost to the rider. So, \$100 will buy \$400 worth of taxi voucher trips. Trips can be for any purpose and riders can travel outside of those cities. A parent of an adult with a disability noted they are very grateful for DART's taxi voucher program because it helps her daughter live independently.

A Richardson resident noted that access to public transportation for the general public is limited in some areas; especially for low-income workers. For instance, how would a Richardson resident get to a job opportunity in Plano, like Toyota? Currently there's not always a direct public transportation option. DART and DCTA operate vanpools, which could be a solution for a group of people traveling in the same direction at the same time of day. Transit agencies see these transit needs as not easily solved with one solution. This is why DART and DCTA are exploring partnerships with Transportation Network Companies (TNCs) like Uber and Lyft, to help fill some of these gaps in service, when and where it's appropriate. The Legacy Transportation Management Association mentioned earlier in the presentation, would help someone navigate their transit options within the Legacy area in order to get to their destination. In general, for Collin County, there is a patchwork of transportation services within the County. Mobility Managers

within DART and DCTA can help individuals navigate the options, but the solution would depend on what works best for each individual. Additional services may be needed to help low-income individuals connect to job opportunities.

A McKinney City Councilmember inquired why their service isn't running on the weekend to test the feasibility. Kristina Brevard explained that the McKinney UTD set the parameters for service which is currently Monday – Friday, 6:00 AM to 6:00 PM. If there are needs beyond what is currently operating, sharing those needs with city leaders and council will help them gain a better understanding of what needs exist within the community. If cities aren't aware of the demand and need, they can't plan for those in the future.

An audience member inquired about the \$1 million Toyota grant DART received and when they anticipate those funds to be expended and how does that match up with planning? Todd Plesko with DART explained that the objective of the grant was to determine whether a taxi voucher program could be funded by the cities without any additional funding. For the next two years, DART will continue to partner with cities for the continuation of the program at similar levels and for a similar cost (perhaps with some inflation). DART believes that this program could continue with little or no change in the city's contribution once the current funding is expended. Part of the Toyota funds is to help those cities develop a transit plan. NCTCOG staff noted that anytime we speak about funding public transportation, there's always multiple funding sources to balance the equation, including local funds. Local funds can come from sales tax, a city's budget, a community development corporation, etc..

How will low-income individuals who need to access community colleges or job training in Collin County be accommodated in this plan? These needs will be identified in the updated Access North Texas plan. This plan does not lead to direct service, but identifies the transit needs within the community for transit agencies and organizations to address as they implement transit service. Since Texoma Paratransit System (TAPS) no longer operates in Collin County, how could someone travel from Allen to Sherman? Currently there isn't a public transportation option to accommodate this trip.

A rider noted that TAPS is still in operation in other counties. Is there any potential for coordination of services between agencies to provide a connection from Sherman/Denison into McKinney? NCTCOG staff noted that there is potential for agencies to coordinate in order to make regional connections via an agreement between providers. Residents desiring this connection should reach out to their local transit agency to develop a solution. Strong partnerships are created when there's an equal travel demand in each direction.

A participant noted that the conversation was focused on near-term solutions for public transit. However, what are our plans for infrastructure and public transportation 10, 20 years down the road? NCTCOG staff noted that they identified a gap in current plans, as a future public transportation plan does not exist. Collin County has spent some time planning for highways.

A McKinney Housing Authority representative asked if anyone had surveyed individuals in their service area (50 mile radius) about their public transportation needs. She noted that a lot of workforce housing exists in this area due to affordability. NCTCOG staff explained that the Access North Texas survey, included in their packet, could be distributed to individuals to express their public transportation needs.

Riders that are over the age of 60 or have a disability that need to connect to a provider in Dallas from McKinney, what are their options? Kristina Brevard noted that DCTA's current program would connect a rider to a rail station to then travel into Dallas.

A participant inquired about how to start a vanpool. Todd Plesko from DART explained that if a trip begins or ends within one of DART's 13 member cities, a group of individuals traveling in the same direction at the same times of the day share the cost of operating the vanpool. DCTA also has a vanpool program.

Currently it takes an hour and 45 minutes get from Parker Road Station to DFW Airport. Are there any plans to create express service to the airport? Todd Plesko from DART noted that the Cotton Belt rail line will reduce this trip to about 45 minutes. The Cotton Belt is due to open in 2022. Another participant asked why there wasn't a rail line from Parker Road to McKinney. Todd explained that cities have to choose DART and commit dedicated funding.

A participant noted that individuals with disabilities that get jobs in the service industry have shift times outside of the current operating hours of 6:00 AM to 6:00 PM. Could Lyft/Uber or a taxi voucher program be an option for these after hour trips or on the weekends? Kristina Brevard with DCTA notes that they are exploring these types of transit service with other cities. McKinney UTD's service just started operating, but those are certainly transit options that will be considered.

Another participant asked Todd Plesko with DART to give an update on the analysis of bus rapid transit between McKinney and Dallas. Todd noted that DART's vision was to develop a county-wide transit plan to identify a vision and budget for service. DART is looking for direction from interested cities and the McKinney UTD before doing a detailed planning study for bus rapid transit between McKinney and Dallas.

## **2. Attendee List**

Advocates: Bill Whitfield, Felicia Flagg, Dean Magar, Mary Hubbard, Robert Peterson

29 Acres: Debra Caudy

Adult Protective Services: Elisha Korbe

Allen Economic Development Corporation: David Ellis

Allen Fairview Chamber of Commerce: Sharon Mayer

Allen ISD: Kay Kobs

Bubbl: Barbara Tunstall

City of Allen: Peter Vargas, Shelli Siemer, Eric Ellwanger, Chris Flanigan,  
Teresa Warren

City of Anna: Philip Sanders, Joseph Johnson

City of Celina: Paul DeBuff

City of Farmersville: Mayor Diane Piwko  
City of Frisco: Paul Knippel  
City of Lucas: Mayor Jim Olk, Joni Clarke, Stanton Foerster  
City of McKinney: Barry Shelton, Janay Tieken  
City of Murphy: Tina Stelnicki  
City of Plano: Peter Braster, Caleb Thornhill  
City of Sachse: Dusty McAfee  
City of Wylie: Mayor Eric Hogue, Mindy Manson  
Collin College: Bill Taylor  
Collin County: Commissioner Duncan Webb, Clarence Daugherty  
Collin County Child Protective Services: Susanne Arnold  
Community ISD: James Percival  
Country Lane Seniors: Ken Mitchell  
Dallas Area Rapid Transit: Todd Plesko, Kendra Bullard  
Denton County Transportation Authority: Kristina Brevard, Bobby Sharpe, Crystal Pustejovsky  
LifePath Systems: Henny Mbosowo  
Lovejoy ISD: Amy Burks  
McKinney Economic Development Corporation: Abby Liu, Madison Clark  
McKinney ISD: Wendi Osborn, Candice Clark  
McKinney Workforce: Patrice Iverson, Andrea Brown  
Meals on Wheels: Lynne Ferguson, Ben Ferguson  
McKinney Housing Authority: Roslyn Miller, Justin Beller  
My Possibilities: Michael Thomas, Jyo Pai, Jasmine Segar  
NAACP Collin County Unit #6165: June Jenkins  
NCTCOG: Dan Lamers, Kevin Feldt, Sarah Chadderdon, Jing Xu, Kelli Schlicher, Wesley Shimek  
REACH of Plano: Clarence Rosseau, James Payne  
Skill Quest Inc.: Ada J. Simm  
Texas A&M Agrilife Extension: Greg Church  
Texas Health Allen: Crispin Hocate  
Town of Fairview: Adam Wilbourn  
Toyota: Salley Xia, Riley Keen, Kris Welly  
Workforce Solutions Vocational Rehab Services: Julie Penn White  
Wellness Center for Older Adults: Veronica Simes  
Wylie Economic Development Corporation: Jason Greiner

## Collin County Priority Sheet Summary

Respondent 1- main concerns are for those with disabilities, and more options for north Collin County. Also would like to see shared rides under 1 hour.

Respondent 2- Transportation to grocery store, parks, doctors, and to Anna, TX

Respondent 3- connection between people and public assistance. Use younger generations to help with the people.

Respondent 4- bus routes in McKinney, route to Plano rail, believes that there is a community issue with lack of public transit

Respondent 5- more reliable, larger, ADA vehicles, bike rentals

Respondent 6- Eastside of McKinney, near Housing Authority to other transportation sources

Respondent 7- full service in all of McKinney, connections to neighboring options (DART)

Respondent 8- Access McKinney to Dallas via rail, 4am-12am for those without transportation

Respondent 9- (mostly indistinguishable, I did my best) Identify people needing transportation and remove their barriers. Provide bus shelters in McKinney. Create demand-response and traditional service. Volunteer advisory groups for communication.

Respondent 10- daily service to premier facilities and schools, for working parents with guardianship responsibilities, affordable transportation is critical

APPENDIX C.2

*DALLAS COUNTY*



# Access North Texas – Dallas County

Kelli Schlicher, AICP

North Central Texas Council of Governments

Jan. 11, 2017

UNT Dallas

Jan. 12, 2017

DART Headquarters

Jan. 25, 2017

Richland College

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

A green light will illuminate briefly when the answer is received.

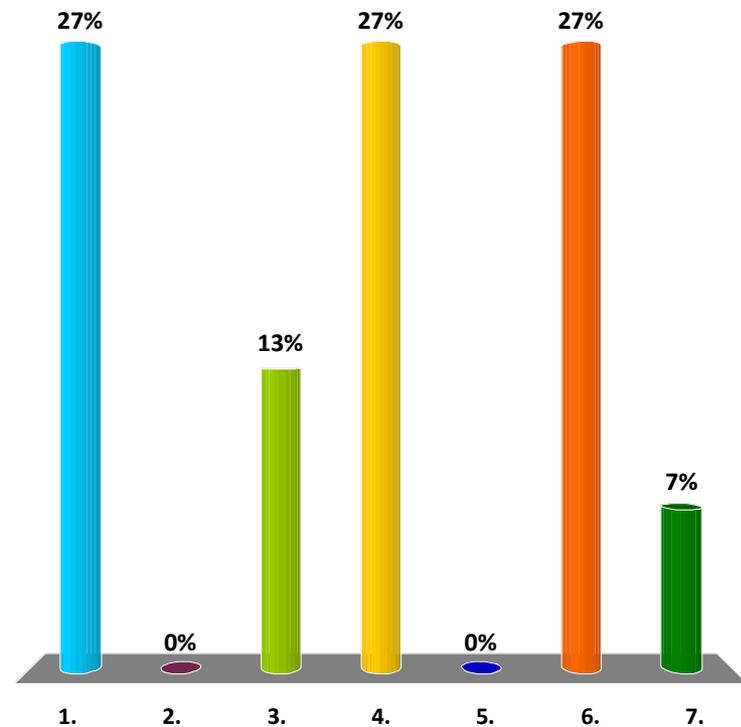
The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.

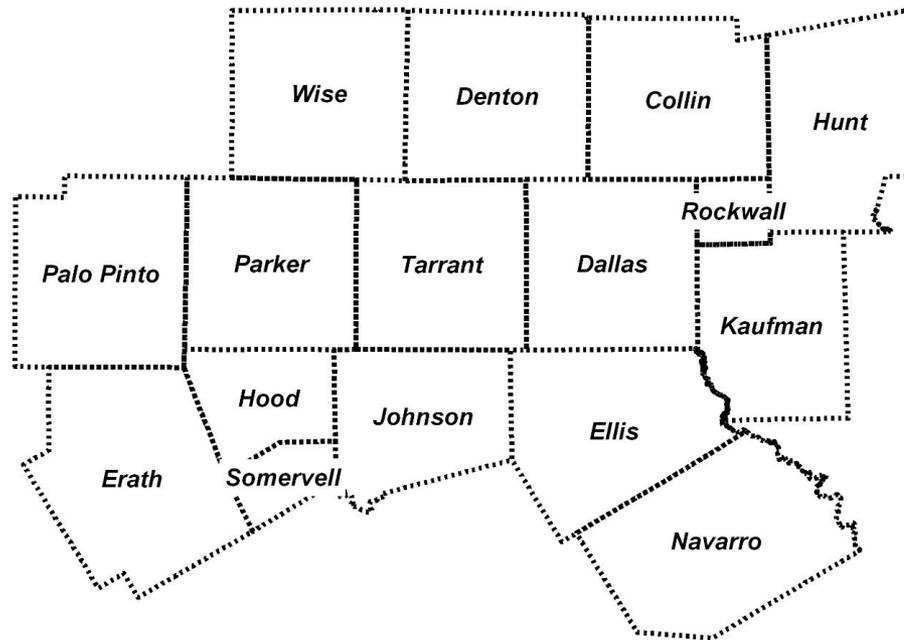


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services



# Access North Texas

Is not...

Unlimited funding

A transportation service

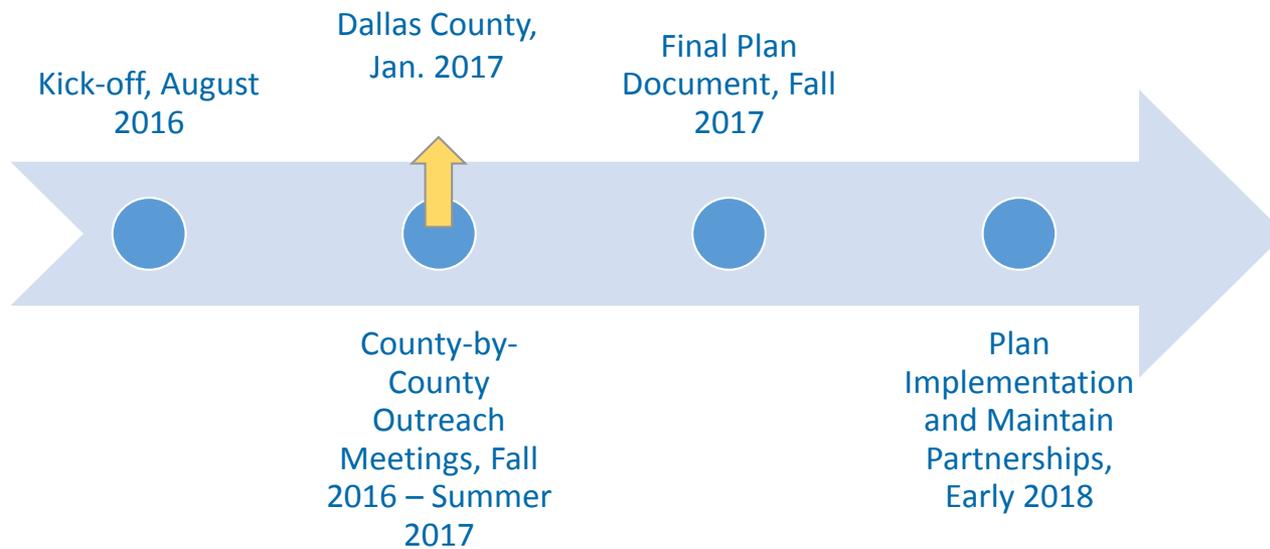
Detailed feasibility studies or highway planning

Top-down requirements for service or activities



# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Dallas County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

Barriers to accessing transportation

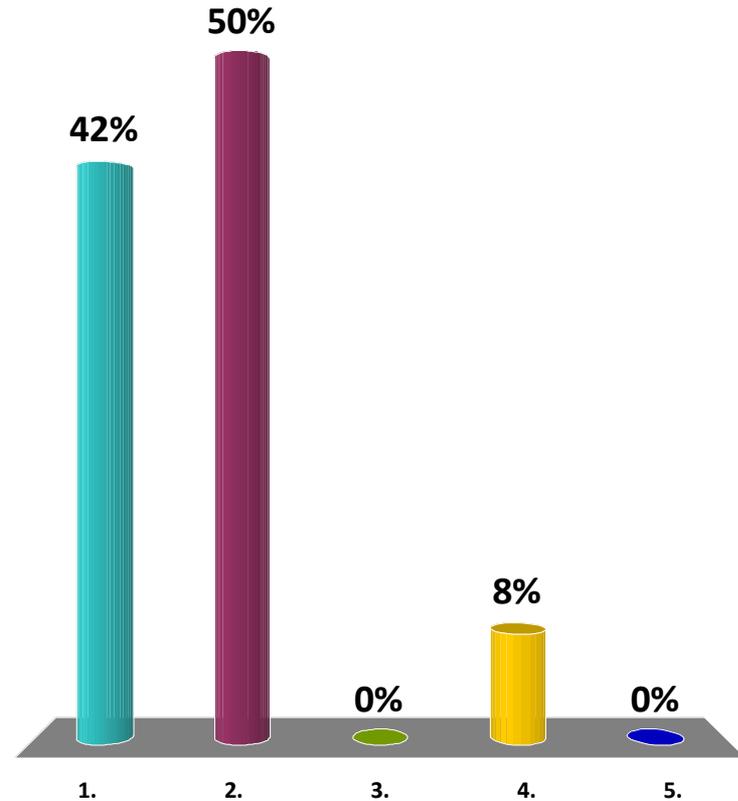
Benefits of transportation options

Kinds of service or accommodations needed



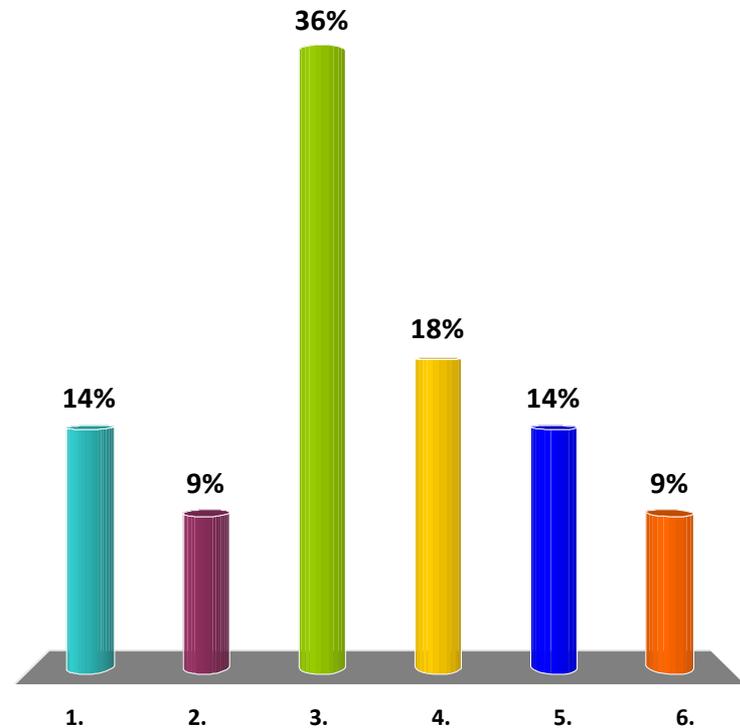
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



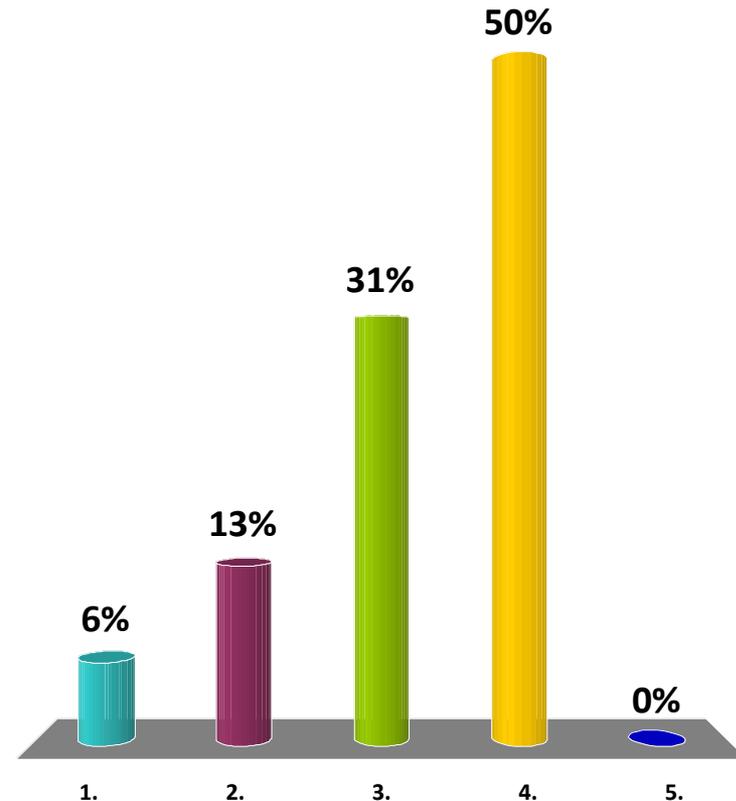
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



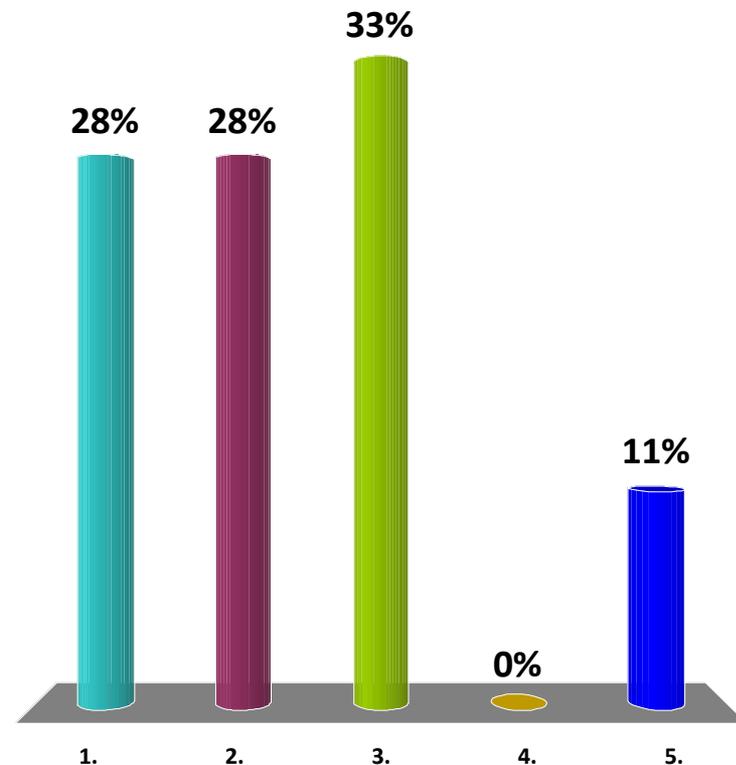
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



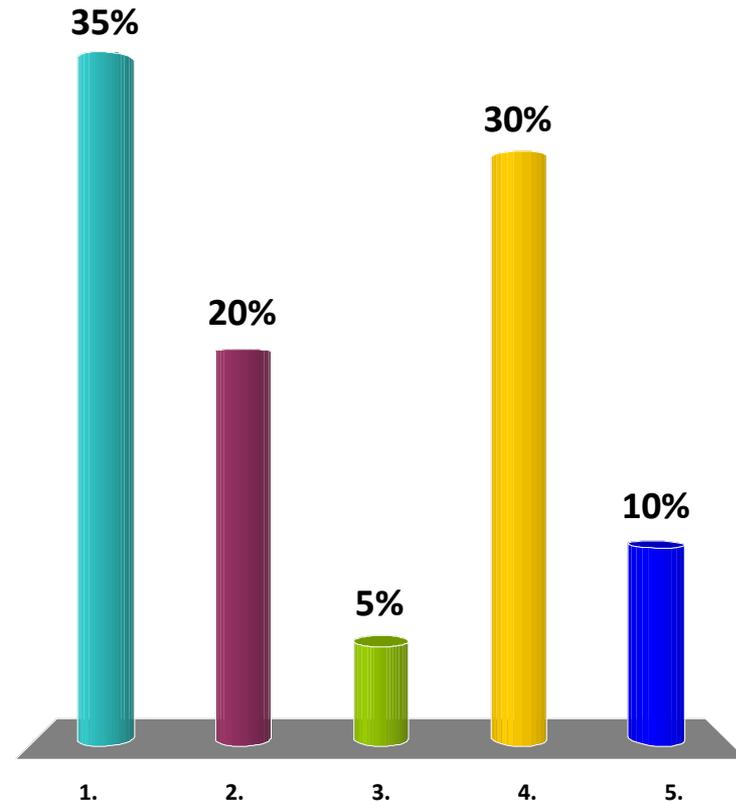
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



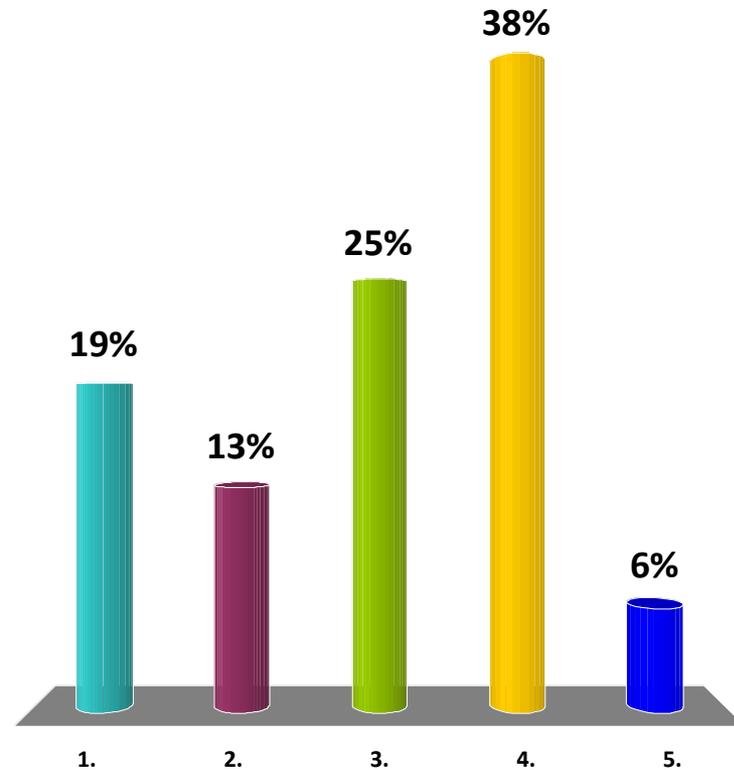
# What is the biggest barrier for you when coordinating between agencies to improve public transportation?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



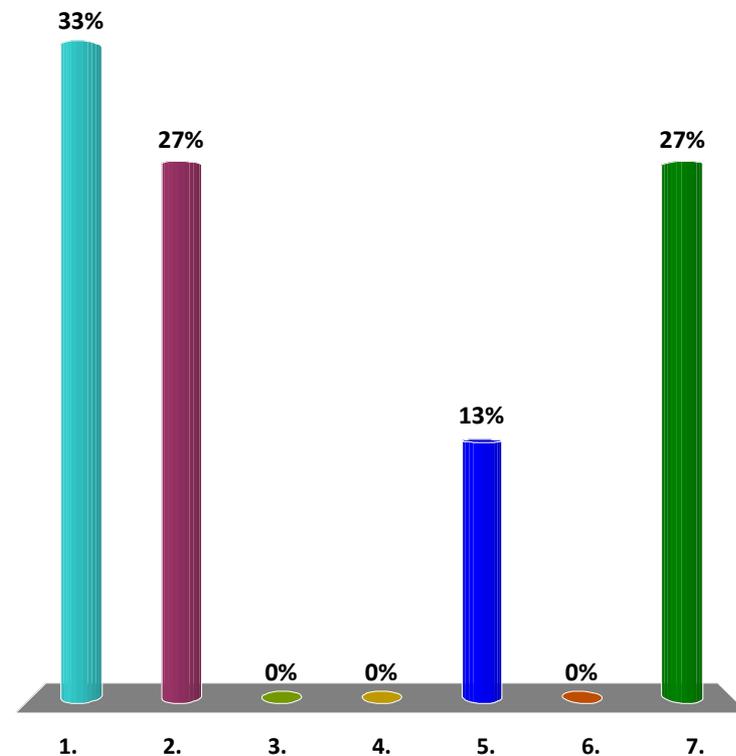
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

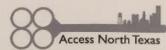
# Help Us Prioritize!

What are your four top priorities for Dallas County?

- A. Write four different priorities and rank them, or
- B. Write fewer than four priorities and use stars to tell us what's the most important



# Help Us Prioritize!



## Help Us Prioritize!

### What are your four top priorities for Dallas County?

In the sections below either:

- A. Write four different priorities and rank them, or
- B. Write fewer than four priorities and use stars to tell us what's most important

#### Describe your priority:

Service Expansion (Examples: hours of operation, geography, etc.)

- 1 • Expand hours of operation to cover third shift in south Dallas County
- 3 • Better connection to the Dallas VAMC from DeSoto

Information Access (Examples: someone to call, website, etc.)

- 4 • One phone number or website to learn about transit options in Dallas-Fort Worth
- 

Funding (Examples: political champion, increase local contribution, integrate existing sources, etc.)

- 2 • Additional local funds from cities and employers needed to support new transit service
- 

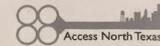
Coordination (Examples: between agencies, new partnerships, etc.)

- 
- 

Other good ideas

- 
- 

# A



## Help Us Prioritize!

### What are your four top priorities for Dallas County?

In the sections below either:

- A. Write four different priorities and rank them, or
- B. Write fewer than four priorities and use stars to tell us what's most important

#### Describe your priority:

Service Expansion (Examples: hours of operation, geography, etc.)

- ★ ★ ★ • Expand hours of operation to cover third shift in south Dallas County
- 

Information Access (Examples: someone to call, website, etc.)

- 
- 

Funding (Examples: political champion, increase local contribution, integrate existing sources, etc.)

- Additional local funds from cities and employers needed to support new transit service
- 

Coordination (Examples: between agencies, new partnerships, etc.)

- 
- 

Other good ideas

- 
- 

# B



**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

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**Access North Texas  
Dallas County Meetings**

**Wednesday, January 11, 2017  
University of North Texas at Dallas  
Dallas, Texas**

**Thursday, January 12, 2017  
DART Headquarters  
Dallas, Texas**

**Wednesday, January 25, 2017  
Richland College  
Garland, Texas**

In January, three outreach meetings were held in Dallas County. The comments and concerns from each meeting were combined into one summary in order to illustrate all of the transit needs within Dallas County.

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**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the each meeting.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material at each meeting:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive questions and participated in open conversation about the public transportation needs and challenges in Dallas County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

Medical trips were noted as the highest day-to-day transportation need, followed by trips to work. Attendees mentioned that transportation was particularly important for seniors because it improves their quality of life by enabling them to access preventive medical appointments. When public transit is available, it reduces no-shows for routine medical appointments. Putting off medical care when public transportation isn't available can lead to more expensive trips (i.e. ambulance trips) and reactive care typically at emergency rooms. Participants also noted that it is important for seniors to have transportation for social trips in order to avoid isolation, maintain community ties, and improve their quality of life. These trips include visiting family, friends, churches, etc. An attendee that works for a charity clinic noted that transportation is a need for insured and uninsured individuals. They have found that working with the patient to schedule a medical appointment that works with the patient's schedule as well as transit decreases the number of no-show appointments.

Work trips were also identified as a high day-to-day transportation need. For people with disabilities, work is a bridge to maintaining independence and having public transit is a key component. In areas of Dallas County where there is no public transit, there is a perception of "no car, no job." Areas of Dallas County in need of better public transportation options include: DeSoto, Duncanville, Lancaster, Cedar Hill, Hutchins, Wilmer, Mesquite, Garland, and other smaller cities that do not offer free or low-cost transit services. For zip codes 75228 and 75217, a community member noted that Dallas Area Rapid Transit (DART) is currently doing a study to determine how to provide affordable service for older adults and people with disabilities to work, medical, and local services. In Irving, a better last mile connection from the Trinity Railway Express (TRE) station would help improve access to work and medical appointments.

Lengthy trips on transit that require multiple transfers can be difficult for older adults and people with disabilities. For families that rely on transit, running routine errands and linking trips (work to childcare to the grocery store) can be difficult.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

First, increasing coordination between agencies was the primary area of concern. An attendee noted that communication within large agencies could be improved. Some large agencies aren't aware of all the projects they may be part of. Improving communication within these larger agencies could help ease coordination with other agencies.

Secondly, funding new services is needed to expand available, affordable transit options to areas with no or limited public transportation. More robust services are needed outside of DART's service area. For example, in Duncanville there is a gap in service. Individuals have access to private providers but those services are not offered at an affordable rate, so Duncanville residents have trouble accessing local services. In Rowlett, expanding service beyond rail (i.e. bus service connecting residents to the station) is important to enable older adults to access medical appointments as well as other activities in the Metroplex. Currently, STAR Transit provides transportation to the DART rail station for seniors. The need for service in Rowlett may exceed what STAR Transit is currently

providing. Zip code 75228 could utilize on-call services during the day to connect residents to DART's Green line so they can get to and from work. Beyond commuting hours, local residents could utilize the service to access neighborhood services.

An attendee noted that enhancing the user's experience is the most important part of providing transportation, making sure they're comfortable, safe, and reaching their destination in a timely manner. A community member mentioned that driver patience and assistance is needed to provide a high quality of service to riders. Additionally, an increase in the availability of wheelchair accessible cabs utilized by DART's paratransit customers would improve their available transit options.

Texas Workforce Commission staff noted that having a targeted implementation plans to help connect their clients to job opportunities was their primary area of concern. This could be done by bringing a travel training program in-house to assist clients, beyond simply providing bus passes. Targeted implementation plans could identify the unique transportation needs of each neighborhood (i.e. access to rail, aging community, etc.).

Funding existing services was also mentioned as a needed to help expand affordable public transportation (particularly in south Dallas County) so individuals don't have to lean on more expensive private providers.

An attendee mentioned that improved awareness of available services is key. Some individuals continue to drive under unsafe conditions because they aren't aware of local services. It's also important to improve awareness of available transit services so that funding isn't reallocated (i.e. a use it or lose it situation).

## What funding approach will have the biggest impact on improving access to transit?

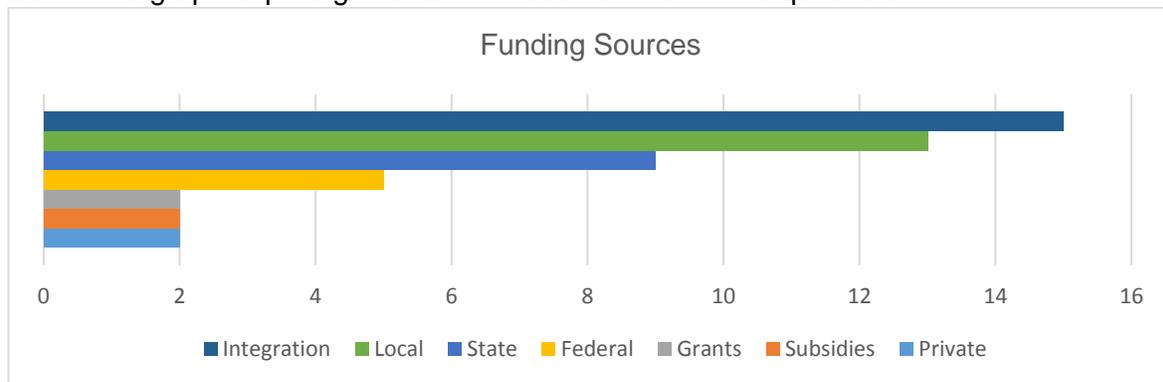
A focus on integrating funding sources from multiple programs will have the biggest impact on improving access to transit. Coordinating funding was noted as necessary for implementing new services. Attendees noted that there is a necessity to maximize the funding sources that are currently available. The power of multiple groups and sources collaborating could have a larger impact on transit. For example, multiple funding sources could make services like Uber and Lyft more affordable for the rider. Additionally, integrating sources increases accountability across all agencies involved and maintains stability as funding sources come and go. When multiple groups are collaborating, there is high visibility for the programs they're collectively supporting. Along with integrating funding, there's an opportunity to streamline access and the eligibility process for coordinating transportation providers. For instance, a sole federal or State grant application for funding multiple transportation programs. Less red tape could make regional trips crossing county lines easier by multiple providers collaborate.

The process should be streamlined to ease coordination between agencies. The level of transportation currently available is not enough or well-coordinated. People in attendance also noted that there are opportunities for partnerships with small and nontraditional providers in unserved areas. It is also important for local governments to "buy-in" to serve their citizens. However, citizens first need to express that need for public transit to the cities. This is often done by attending city council meetings and talking to city staff. Attendees also noted that the funds spent on alternative transportation service should be examined to determine the return on investment.

Regarding increasing user choice for older adults, they may not be as tech savvy or have access to the necessary technology (computers, smartphones, etc.) to access options such as Uber and Lyft. There should be alternative methods (like a phone call) of accessing innovative transportation options. A range of services are needed to match demand and the user's range of needs.

Additional State investment in transit is necessary to help subsidize transportation in order to make it affordable for riders with limited incomes. Additionally there is the benefit of technical assistance for transit providers with both State and federal funds.

Below is a graph depicting how all attendees answered this question.



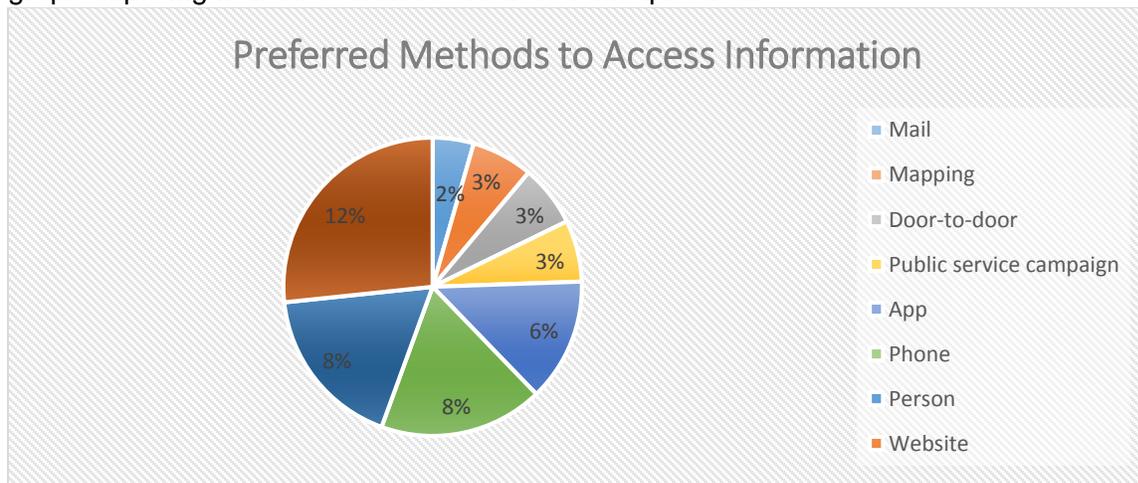
### What method could improve the awareness of available services?

Attendees identified two specific methods to improve the awareness of available services: a public marketing campaign and centralized location to receive information about transit. First, a public marketing campaign is necessary to help increase awareness of available public transportation services. This method goes beyond the “usual circles” and can enable churches, friends, neighbors, community centers, etc. to help spread the word to individuals who may utilize the service. Additionally, it is also important to diversify the way information is sent out (paper, website, social media, TV, radio, mail outs, posters, local news stations, etc.) in order to widen the reach so people hear the information when they need it.

Secondly, a centralized location for individuals to receive information about public transportation could also improve awareness. This resource would be beneficial for agencies helping their clients as well as the end user. 2-1-1 is an example of a centralized resource where individuals could receive information, but updates may be necessary for transportation info in some cities. An attendee also noted that resources should be available in multiple languages. Also, information about the range of transportation services and resources should be available. My Ride Dallas is an existing organization that is a centralized location to find information about Dallas County transportation. They do both public and targeted marketing to the area. Programs like this could be enhanced and improved so they can provide additional service to outlying counties.

Marketing should be targeted to the people who will be accessing the service. Going beyond the gatekeeper at local organizations who may help disseminate information to their clients. Targeted marketing should also be focused on ISDs and other organizations who help develop life skills. This is an opportunity to allow individuals to become acquainted to transit service over time so they know how to access it when necessary. A participant mentioned that there is a lack of information on specific geographic areas (such as Cedar Hill). Information should be targeted and tailored for each area.

An attendee noted that agencies must first know and give consistent answers about their own resources before doing any marketing, so as not to confuse the client. Below is a graph depicting how all attendees answered this question.



### **What about coordination between agencies is the biggest barrier for you?**

Discussion focused on successfully contacting other agencies, developing agreements between agencies, and knowing where to start.

Clients and organizations are sometimes in the same boat. If an organization doesn't know where to start, it's difficult for them to provide guidance to their clients.

An attendee noted that smaller transit agencies have the opportunity to fill gaps in service and enhance regional connections to the larger transit agencies (DART, Denton County Transportation Authority and Fort Worth Transportation Authority), but developing the agreement can be a barrier to coordination. Lastly, another attendee noted that identifying appropriate partner agencies with a similar mission was another barrier to coordination. Regarding DART's 2040 plan, an attendee brought up the question of how do agencies develop agreements to build and support programs within the plan.

Finding the right contact within another agency to coordinate with a transportation solution isn't always the problem. Rather, it's crafting a transportation solution that's outside the box based on the client's needs that's most challenging because the solutions are often unique. Additionally, agencies should take a step back to take a look at the bigger picture of transportation (roads, transit, etc.) and determine where funding should be focused. Also, data sharing should be considered to understand if clients are actually utilizing the transportation resources that were referred. This could be shared between the healthcare system, community organizations and transit providers.

### **What is the best way to enhance the user's experience?**

Attendees noted that fewer transfers between providers for regional trips is the best way to enhance the user's experience. Indirect routing for buses that require many transfers for riders can deter ridership because it takes longer to get to their destination than driving. Additionally, transfers add time to the overall trip length which can be cumbersome for older adults or individuals with disabilities. It can be difficult to explain how to use public transit especially when transfers from one provider to another are necessary. This requires confirming a safe transfer location (either a transit stop or a business) with each transit agency and ensuring the rider is comfortable and capable of making this transfer.

A participant identified that providing better information on how to use transit, through a travel training program, to help older adults transition out of driving would be beneficial. Teaching them how to utilize public transit will enable them to continue to live more independently. Some transit providers (DART, FWTA, DCTA) have travel training programs, but individuals are nervous to use them.

Another attendee explained that additional assistance by the driver or personal attendant would be the best way to enhance the user's experience. Things such as taking the time to provide assistance boarding, securing the seatbelt, driving the posted speed limits, not hitting curbs, and not rushing the rider were listed as examples.

A participant explained that it was all of the above. It will take a mix of approaches and coordination between agencies to improve the user's experience. Additionally, someone noted that the best approach to enhancing the user's experience is to create a focus group of impacted populations so that they could give direct feedback on how to enhance their experience on public transit.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

A majority of attendees believed that transportation network companies (TNCs) like Uber and Lyft are most likely to help improve transportation options for these individuals over the next five years. TNCs can be preferred over other types of public transportation because it is not a shared-ride and can be more affordable. Additionally, they can increase independence of users and spontaneity that cannot be accommodated by a demand response system that requires at least 24 hours advance notice. Local transit agencies are currently piloting subcontracted services with TNCs to help fill existing gaps in the transit network and to help connect ambulatory riders to rail stations. It is also possible for TNC services to be provided at a subsidized rate.

However, it was also acknowledged that there are still some barriers and concerns that need to be addressed. These include: unknown drivers and their level of training; vehicle quality, maintenance, and accessibility; financially inaccessible to individuals without credit cards or during peak hours; un-comfortability and unfamiliarity with smartphones; inconsistency of an app's interface after updates (particularly for individuals with low to no vision); and access for individuals without smartphones. An additional layer of regulation on TNCs could ease some of these concerns. Another participant voiced the concern that the margin of error is already high with people-based systems. So, they had additional concerns with relying on technology and smartphone apps. It was noted by one attendee that even though technology is necessary to book a trip with a TNC, it doesn't have to be the rider who owns that technology. A simplified trip request system (like Medical Alert System), simplified cell phone, or phone number for someone to call and request a TNC trip could make the system more accessible.

Driverless vehicles in the next five years could be part of a call and ride system. Perhaps rather than running on a fixed route system, it could provide connections between train stations and businesses.

A participant noted that phone updates or other assistance on ride status could help improve transportation options.

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities that were most important to them or indicate if new priorities have since arisen for Dallas County. The priorities for Dallas County fell into four major categories (listed most to least common): information access, funding, service expansion, and coordination. To supplement this section, a summary of all the written priorities from each meeting has been attached.

1. Information access – A majority of attendants believed that the following ways were the best way to access information: a website; talking to a person or having a phone number to call; or utilizing a phone application to learn about available transportation options.
2. Funding – Attendees agreed that the best way to fund transit services expansions and offer rider subsidies was to integrate current funding sources (Aging, Workforce, Medicaid, etc.), followed by increasing local, state, and federal sources.
3. Service expansion – When attendees spoke about service, they noted two different types of expansion: type of service and geography.
  - a. Type of service included: on-demand, on-call, and transit agency partnerships with taxis, Uber or Lyft.
  - b. Geographies included: Mesquite, Cedar Hill, all non-DART cities, and regional connections from neighboring counties.
4. Coordination – Attendees noted that an increase in coordination between agencies was necessary. This could include better communication between agencies and developing new partnerships to have a bigger impact on public transit.

**e. Next Steps**

A point-person committee for Dallas County will soon be developed. The committees will discuss and further refine Dallas County transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

**2. Attendee List**

Advocate: Norman Gietzen, Annie Jones, Larry Armstrong  
 2-1-1: Shunta Anderson, Daria Palacios  
 American Association of Retired Persons: Sue Cossman, Clarence Falk, Tom Marking  
 American Cancer Society: Jennifer Lundin, Amy Schisler  
 American Federation for the Blind: Neva Fairchild  
 Apple Care and Companion: Sally Unger  
 Baylor Scott & White: Anna Long, Kifle Yimer, Tyson Bain  
 Bucket Listers, LLC: Mindy Wilk, Cory Wilk  
 Caring with Grace: Angela Thomas  
 Catholic Charities of Dallas: David Woodyard, Jari Mema  
 Cedar Hill Economic Development Corporation: Allison Thompson

City of Cedar Hill: Marie Watts, Valerie Rolark  
City of Dallas: Chelsea St. Louis, Valencia Alexander  
City of Dallas Department of Planning and Urban Design: Monique Ward  
City of Dallas Office of Senior Affairs: Ana Camacho  
City of Dallas Senior Affairs Commission: Cannon Flowers  
City of Glenn Heights: Keegan McDonald  
City of Mesquite: Lauren Simcic  
City of Richardson: Dave Carter, Mark Titus  
City of Rowlett: Tony Felts  
Community Council of Greater Dallas: Brittney Tree, Cliff Cravens  
Community for Permanent Supported Housing: Breda Catlett  
Dallas Area Agency on Aging: Jerry Nichols  
Dallas County: Micah Baker, Minesha Reese  
D.L. Hopkins Jr. Senior Center: Rashidah Madyun  
Dallas Area Rapid Transit: Kendra Bullard, Jill Anderson, Chris Hawkins  
Dallas Coalition for Hunger Solutions: Wyonella Henderson-Greene  
Dallas Lighthouse for the Blind, Inc.: Claudia Torres  
Easter Seals North Texas: Courtney Cartwright  
Forget Me Not Transportation: Braylon Borks, Chris Carter  
Goodwill Industries of Dallas: Lisa Lindsey  
Hope Clinic: Tena Yeary, Gary Garza  
Inclusive Communities Project: Shamira Lawrence  
Lancaster Economic Development Corporation: Shane Shepard  
Majj Foundation: James Jones, Rodney Boyd  
Maximus, Inc.: RanDarius Cooley  
Metrocare Services: Tameka Cass  
Metrocrest Services: Kathy Blaschke, Tracy Eubanks  
MHMR of Tarrant County: Sheila Holbrook-White, Wendell Willis  
Multiple Sclerosis Society Dallas: Angela White  
My Possibilities: Anita Bagnall  
New Visions Social Services: Terris Walker  
North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher,  
Donaoto Perez, Jing Xu  
Notre Dame School: Meredith Pace  
Plano Senior Advisory Board: Ron Silvis  
REACH of Dallas: Harvey Spears, Pamela Momon  
Scenario ADS: Elizabeth Perez  
Senior Source: Marisol Espinal  
STAR Transit: Omega Hawkins  
Texas Health and Human Services: Karen Brock  
Texas Workforce Solutions: Vanessa Sharma, Anthony Pecte, Billy Bele, Derrick Dell,  
Dianne Haynes  
United Way Metro Dallas: Jessica Galleshaw  
Wellness Center for Older Adults: Veronica Simes

### **3. Dallas County Written Priorities**

#### Expansion of service area (explain geography, if possible)

- Fill in service area of operation either with existing providers or by making private transportation options more affordable
- More transportation options for seniors and other transportation disadvantaged people in Desoto, Duncanville, Lancaster, Cedar Hills, etc.
- More routes in low-income areas
- Expand services to non-DART cities
- Accessibility – being able to get to the transportation hubs as well as proximity
- Proving access to jobs in southern Dallas County through new routes
- Hours of operation for existing routes where the needs have grown
- Geography
- Expand DART on call to all low income areas with large senior population
- Lack of transportation in Grapevine
- Geography – More access to those locations that some people can't get to
- Geography – areas like Mesquite need transport services
- Connecting with other counties
- More service to areas outside of defined boundaries
- More access to rural areas
- Geography – Needs to rural areas and Collin County
- Coverage of areas not serviced by the big 3 (DART, DCTA, and FWTA)
- Outlying areas (expansion)
- Additional fixed route bus service suburban areas
- Geography location having a central location
- Geography
- Accessibility
- On-demand transportation service that is safe
- On-demand service for people with special needs. The service should be safe and timely.
- Mesquite – Frisco – Allen
- On-call rides
- Geography – bordering counties of Dallas
- Early / long hours
- Service in the city of Garland
- Geography – more access to inhabited areas
- Increase ground transit options, routes, especially in areas with limited options.
- Expand commuter rail within cities versus just from CBD Dallas in / out
- Geography – Wylie – Mesquite, etc.
- Transport services for people with disabilities
- Expansion in areas where there is [illegible] transportation
- Expand into all of Dallas County - Contract with other counties/cities to provide their public transit
- The service exists, but not in our area.
- Geography - information

- Expand services to smaller cities that do not offer free or low-cost transportation services.
- When patients we service need additional non-medical related rides - like for groceries, bill paying, etc.
- Covering a larger geographic area than we are currently able to do because of funding or volunteer restrictions.
- Service expansion for communities not serviced by DART, The T, DCTA, e.g. suburbs. Quite often, residents contact their local government as it is the most accessible to them.
- Affordable, accessible and ADA correct transportation for elderly and disabled in areas where there is no service. Dart on call preferred or adjustments to requirements for paratransit.
- Geography in our service area (Cedar Hill)
- Service to every address in Dallas County.

#### Type of service expansion (Uber/Lyft, taxi, bus, dial-a-ride, etc.)

- Make it easier to qualify for DART paratransit
- Addressing service gaps by area and population, connectivity, and last mile
- More door-to-door service
- Partner with taxi, Uber, Lyft for shuttle services for individuals access to work, doc., etc.
- More options for Dallas commute (ex. park and ride)

#### Source of funding (federal, state, local, private, integration of existing funds, etc.)

- Local – State government
- Decreasing local companies pricing - “better prices”
- Local government increased funding
- Decrease local company pricing
- Get more programs subsidized so they are affordable to low-income population (especially seniors)
- More investment in transportation options / providers vs highway expansion
- More funding to directly help riders pay for trips / subsidize
- Increase State contribution in urbanized areas
- Increase local contribution
- Integrate existing sources and make it more affordable for small/non-DART communities to expand services
- Integrate sources – partnership is key. Agencies should collaborate with each other to create connectivity as well as create a fluid transition between the cities in the region
- Grants – access to more local grants for transit funding
- Increase local contribution by educating local governments on opportunities for State and Federal matches
- Increase local contribution
- Integrate existing sources
- State and local funding to fill the transportation gaps in urban areas, i.e. funding for senior riders who cannot access DART because of physical or mental limitation

- Contact local government officers for better funding
- Funding for transportation options in Grapevine (increase funding for greater transit options in Grapevine)
- Integration/Coordination/Collaboration of multiple funding sources
- Increased federal and state funding for provision of services
- Integrate existing sources, everyone needs to be on the same page
- Focus on getting additional federal and state funds for the marketing for the public
- More funding for already established services
- Expand funding to MyRide (Increase funding for similar programs)
- Increase local contribution
- Integrate existing sources (funding)
- Whatever you can get! High need
- Finding additional sources (grants, etc.)
- Increase local contribution
- Integrate existing sources (funding)
- Integrate existing sources
- Increase federal funding for individuals wanting to get back to the workforce
- Combine funding sources for an overall plan for area. State, federal, and local (funding plan for region)
- Improve coordination of small and medium scale moneys to pool resources to fund service expansions and outreach
- Combining agency resources
- Enhance state and government funds
- City and state funds – Medicaid
- Vouchers
- Integration
- Agency collaboration w/government (Fed., State, local) (RC13)
- State and local funding
- Funding for agencies to hire travel trainers within the agency (RC 17) (*coord/info sharing*)
- Yearly funding to train individuals and groups on public transportation (*coord/info sharing*)
- Integrate and centralize funding sources.
- Increase contributions
- Work to consolidate funding through CDBG. That will provide the most service impact.
- Local funding + buy-in, relocate funds.
- Better use of current funds. ROI, be strategic.
- Some years this is more of a struggle than others. Sometimes challenging to cover existing needs and sometimes the desire to expand. Cost of service also comes into play.
- Fewer hoops to jump through in reporting back to agencies (19-chapter general information reports to FTA??).
- Find private funders to lower cost to seniors/people with disabilities/veterans when economic need exists.
- Private funding like high speed rail.

- Hasn't DART wasted enough fed. funds. Dart needs to get out of construction phase and get into getting ridership. LA just got almost 2 billion for light rail and subway for 2024 Olympics and Chicago got 1 billion.

How to access information (by phone, internet, fliers, etc.)

- Better Mapping
- Door-to-door info marketing
- Mail, phone
- Door-to-door info marketing
- Voicemail / Mail / Phone / Text
- Marketing plan / outreach to targeted populations
- Town hall meeting, focus groups, or one-on-one over phone, more utilizations of community based organizations include but not limit to faith based organizations
- Phone app
- Someone to call
- Greater integration with local businesses (hotels, malls, etc.)
- Web / app as well as call
- Maps that clearly define areas of service as well as routes
- Website (create simple yet informative website for users – include contact information as well as service information)
- Public outreach – creating an efficient way for the public to understand what is going on or how they can access the services
- Available options to help riders access transportation in a variety of ways
- Website
- Central location to call
- Simple app to client to access transportation options for these special areas in need
- Better mapping
- Door to door for the seniors
- Better communication
- Local information currently provided to Grapevine (increase transit info in Grapevine)
- Get information out to individuals in need (Increase awareness of information to ind. with transportation challenges and provide information in multiple languages)
- Public service campaign
- Better/more accessibility to programs like North Texas Travels and MyRide
- Someone to call, set up a call center just for that service instead of so many numbers (consolidation of phone numbers for services)
- Public marketing, commercials
- Aggressive marketing
- Provide info in more languages
- Make sure information shared to all at all times (centralized notification system, website, or page)
- Websites with various county and program info
- Contacts who know about the programs
- Single point of contact
- Websites with in-depth information

- Easier access to mobile tech, specifically for blind/visually impaired
- Centralized area that handles special individuals' situations with single directions and help
- [illegible] most efficient
- Someone to call – for services like Uber (assistance for booking)
- Accessibility (better way to access information)
- Point of contact (single point of contact)
- Coordination of agencies
- Increase consumer awareness
- Expansion of outreach through TV and print ad
- Centralized telephone number and website for transit information
- Having a central solution
- 211
- Website – touch pad
- Website / app → simplified
- Mass publicity of availability of service
- Personal contact – not a computer menu to answer phones
- Multi-lingual
- Hub for all information
- Website and call that shared live interactive info on public transport options, integrated across providers and agencies
- 211 – already in place
- Centralized website and contacts for information
- City papers or bulletins should list out new/existing resources to residents.
- Central access to transit information in at least 4 languages.
- Point of contact location where all information
- Combine a centralized location where information can be shared.
- Centralized facilities for information, numbers, website, etc.
- One main # that covers all transportation services (private + public).
- Someone to call w/out prompts.
- Information and marketing efforts should be more comprehensive. The information can be difficult for senior citizens, disabled person and their caregivers to navigate, especially for individuals who are living w/relatives or in retirement communities. There needs to be a liaison or service reps (actual people) to contact.
- Telephone access 24/7.
- Website and/or app scheduling including same day service.

Focus for accessing information (specific populations, agencies, companies, etc.)

- Increased information about opportunities that area available to local governments
- Information should be made available through social service agencies and school transition programs

Improving customer service/user's experience

- Secure pick up / stops from local law enforcement
- Secure pick up / stops from local law enforcement

- Reliability - make sure service is on time and predictable
- Having law enforcement onto the stops, for better supervision
- Benefits counseling
- Easy to use method of scheduling
- Buses that go where I need to go without excessive transfers
- Paratransit that is timely – shorter wait and transportation times
- Less connections required. More direct access from A to B.
- 211 – more people educated on services actually available, paratransit, etc.
- On call bus service for our area.
- To qualify for paratransit service you are required to go downtown for a review by untrained individuals. To qualify for handicap parking your medical provider completes a form and the packet is issued.
- The hours of operation should be extended to 24 hours a day 7 day a week to assist
- Vouchers for seniors and handicapped.
- Work with physicians to get the approved for voucher programs.
- Use a region wide payment system so the same coupons can be used on any service provider.
- Implement a regional ID card/eligibility system that allows seamless travel between providers throughout the region.
- Create public awareness campaigns to educate the public on resources to access transportation options when a person is no longer able to drive.
- Enforce standards for drivers and increase customer service expectations so riders feel safe and well cared for when using transportation services.
- Sunday service. TRE, A TRAIN, DART Buses. Imagine if airlines, police, fire department services shut down on Sunday. I've heard from people like waitresses or health care workers that because of no Sunday service, they can't get to work.
- Different languages
- Hold public meetings, focus groups, targeted interviews to gather information on what will work best for users of public transit.

#### Regional connections (trips crossing city/county lines)

- Create a guide like the Get a Ride Guide for North Texas so I know what my options are for traveling to other counties in the region.

#### Coordinating committee (better coordination/relationships/communication between agencies)

- Better communication among parties
- Logistics
- Communication between agencies / customers
- Logistics
- Coordinating transfers, eligibility, funding across service areas
- Municipal, community and faith based organization
- Agency coordination
- Partnerships
- NCTCOG to serve as convener

- Build partnerships – partnership is key. Agencies should collaborate with each other to create connectivity as well as create a fluid transition between the cities in the region. There is a need for agencies to all be aware of community needs and collaborating where they see best fit
- Maintaining partnerships
- Agencies working toward a unified system
- Between agencies
- New partnerships
- Providers who serve similar geography and client base need to coordinate which service is most advantageous for clients
- Logistics
- On the same page among parities
- Better contact ways among both agencies
- Having a working relationship with transportation options in Grapevine
- Scheduling conflicts between DART, MV, and Yellow Cab (Increase communication and coordination)
- Cross-jurisdiction services (Collaboration)
- Communication of services (better communication)
- New partnerships
- Better coordination between agencies
- New partnerships
- Maximizing existing resources (better coordination)
- Continual coordination
- Better coordination between agencies
- New partnerships
- Coordination between agencies
- Coordination between agencies
- New partners
- Knowledge sharing across multiple organizations
- The coordination between agencies
- Better transparency amongst various social service agencies
- Collaboration between HHS agencies
- Coordination and information of local transportation services
- Work together for greater impact
- More community involvement – networking between agencies
- More working between agencies
- New partnerships
- More memorandums of agreement between agencies.
- Really important
- New partnerships with agencies.
- When information rolls out maybe come out and speak at the local city council meeting about plans and have a separate Q+A afterwards.
- Several cities are starting street cars and light rails and looking for funding.
- Amtrak seems to run nationwide with no coordination problems.

- More options to develop specific agreements between major transportation agencies and local government communities.

### Other

- Logistics / timing
- Provide transportation options more affordable
- Less stigma in using public transportation / not being able to drive / asking for help
- Utilize apartment / townhome club room meeting spaces to get where the people are who need access to transportation the most
- Develop strategy for local government, i.e. city, to adopt plans of providing transportation to its vulnerable population i.e. to have both accessibility and affordability of transportation mode
- Hours of operation – hours that meet the needs of riders that are shift workers or do not necessarily work 9am – 5 pm
- Create marketing materials that highlight the return on investment that comes from putting resources toward improved transportation access for vulnerable populations
- More affordable services
- Stop use of taxi for DART (demand response and paratransit)
- Later service for special events
- Hours of operation – During varying work hours
- Put all services both large and small in one room to develop agreements for customers to have one price to go anywhere within the 16-counties
- Expanding MyRides to cover low-income but higher income than Medicaid
- Improve/increase hours in Plano area
- Individualized trans. guides
- Expand service area and hours to consider traffic driving time (adjust to account for peak traffic times)
- Research group to coordinate the different transportation agencies and their needs for public transportation
- Apartments, neighborhood associations [illegible] buddy program where residents can provide transportation to neighbors in need.
- Find elderly who are on low fixed incomes and disabled and see to it that they have transportation, social services, etc. that they can afford and access
- AirCheckTexas - add repair to the cars of low income elderly who cannot afford to pay for the repairs.
- Support new organizations -for transportation benefits that were approved by workforce.
- Consolidate service provider for centralized services.
- Ya'll did a great job presenting the information.
- Know better your clientele.
- Funding, awareness of services, coordination of additional service needs.
- Regular updates to satellite cities about how DART is expanding/raising quality.
- Identify more stakeholders and local officials to assist in transit planning efforts.
- Keep it simple for seniors, disabled, handicapped, blind.
- 24-hour availability at affordable rates.

- Call DART Board Members and complain about service. Protect against DART information [illegible]
- Stop city of Dallas/Dart wasting money on useless oak cliff street cars.
- I've heard from [illegible] or even DART bus drivers (on their day off) can't get to destinations on Sunday.
- Tom Kirschbaum (based in Berlin) co-founder and COO of Door2Door predicts that by 2025 there will be no bus stops and fixed routes. Everything will be on-demand, door to door service. If this is true DART does not need to waste money on fancy dancy new buses.
- Provide 24 hour transportation services.



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Dallas County to follow up on the outcomes of the outreach meetings that took place in January. The following individuals, representing a variety of interests in Dallas County, participated in the prioritization of strategies to address the needs identified.

Kendra Bullard, Senior Manager Mobility Management Planning, Dallas Area Rapid Transit (DART)  
Omega Hawkins, Executive Director, STAR Transit  
Brittney Tree, Manager, My Ride  
Neva Fairchild, National Independent Living Associate, American Foundation for the Blind  
Dianne Haynes, Unit Support Technician, Texas Workforce Solutions/Vocational Rehab Services  
Cannon Flowers, Senior Affairs Commissioner – District 7, City of Dallas Senior Affairs Commission  
Ellen Childress, Advocate, East Dallas Seniors Coalition  
Bill Ballard, Area Manager, Bubbl  
Michelle Corson, CEO & Founder, On the Road Lending  
Shane Shepard, Director of Economic Development, City of Lancaster  
Tyson Bain, Manager Equitable Care, Baylor Health Care System  
William Belz, Vocational Rehab Counselor, Texas Workforce Commission Vocational Rehabilitation  
Harvey Spears, Advocate, REACH of Dallas  
Cora Jackson, Family Advocacy Manager, Head Start of Greater Dallas, Inc.  
James Henderson, Assistant Veteran Service Officer, Dallas County Veterans Services  
Michael Kidane, Safety 1<sup>st</sup> Transportation  
Dez Banks, Advocate, East Dallas Seniors Coalition  
Shaylon Scott, Program Outreach Coordinator, On the Road Lending  
Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

On May 30, 2017, several stakeholders agreed that implementing service in areas (including unincorporated parts of Dallas County) without service was a high priority. Cora Jackson with Head Start of Greater Dallas, Inc. liked the priorities focused on expanding transit to areas with little or no service; more/better direct access to job centers; and matching transit schedules to non-traditional shift schedules. Dianne

Haynes with Texas Workforce Solutions indicated that travel training continues to be a high priority and there should be multiple methods available. Travel training is currently being incorporated into the Vocational Rehab program. Kendra Bullard with DART mentioned that there are multiple types of travel training offered depending on an agency or person's need. Additional advertising by DART may be necessary to ensure local agencies and individuals are informed about DART's travel training services and area. Bill Ballard with Bubbl mentioned that targeted marketing to local agencies may be the best way to disseminate information. Lastly, Kendra asked if it was necessary to include DART's current projects in the draft priorities. NCTCOG staff explained that these projects were included in case other project or technology updates became necessary in the next 4-5 years.

On June 2, 2017 Ellen Childress with the East Dallas Seniors Coalition explained how residents would like DART's on-call service to help them get to medical appointments as well as, the grocery store and other social destinations. Zip code 75227 has the largest senior population in Dallas. Ellen identified (according to a DART report) that of these seniors, up to 20% don't have transportation. Accessible and affordable transportation is needed. Information also needs to be disseminated in other ways than just email and Facebook. She pointed out that there needs to be a better concentration on senior populations needs. Often times what's good for seniors is also good for others (accessibility, affordable transportation, etc.). Lastly, there are a lot of job opportunities that individuals are having trouble accessing in south Dallas (also called the Inland Port area). Additional logistics training at Eastfield College could also help support individuals looking for jobs in this area.

Prioritized strategies for Dallas County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.3

*DENTON COUNTY*



# **Access North Texas – Denton County**

North Central Texas Council of Governments

Kelli Schlicher, AICP

Apr. 19, 2017

Lewisville Library

Apr. 26, 2017

Downtown Denton  
Transit Center

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

A green light will illuminate briefly when the answer is received.

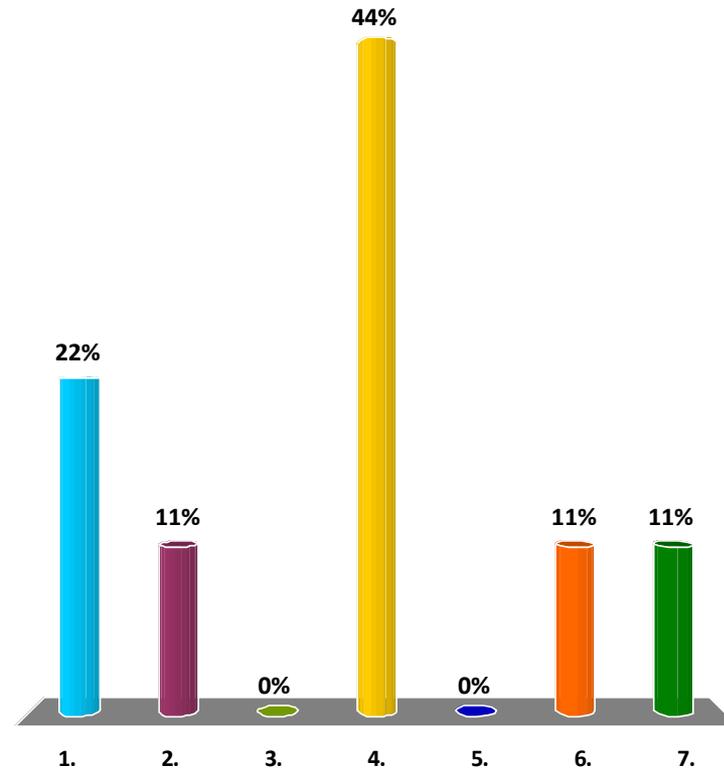
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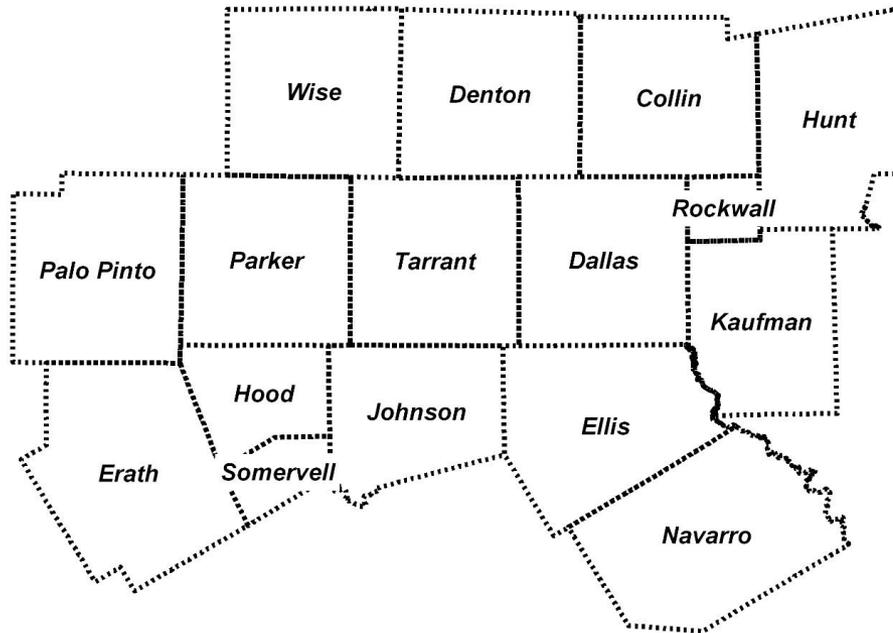


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans



# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services



# Access North Texas

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Unlimited funding

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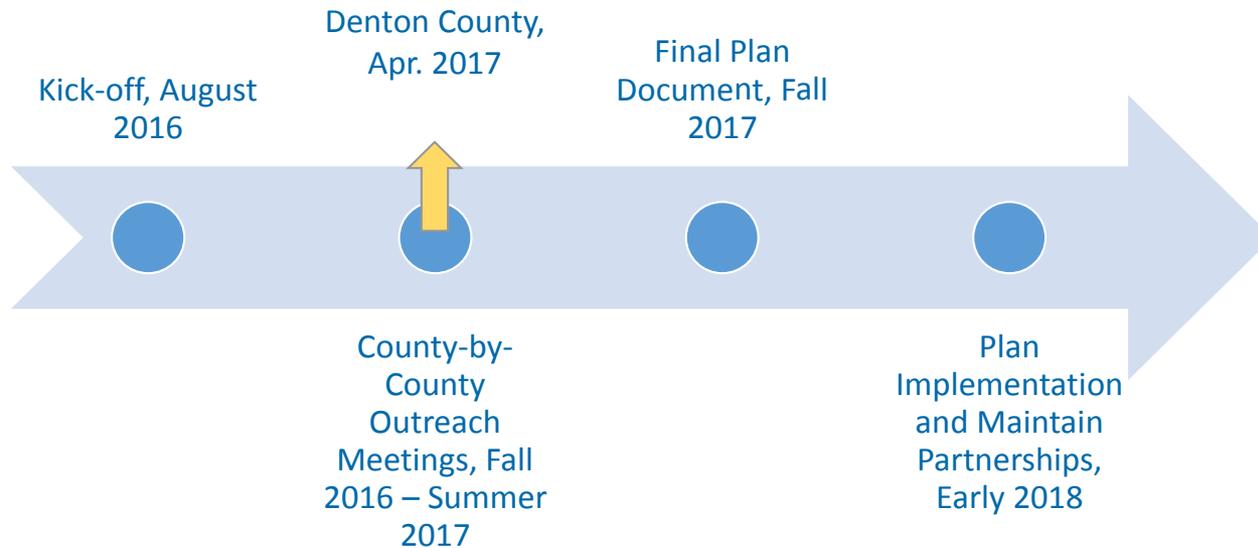
Detailed feasibility studies or highway planning

Top-down requirements for service or activities



# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Denton County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

Barriers to accessing transportation

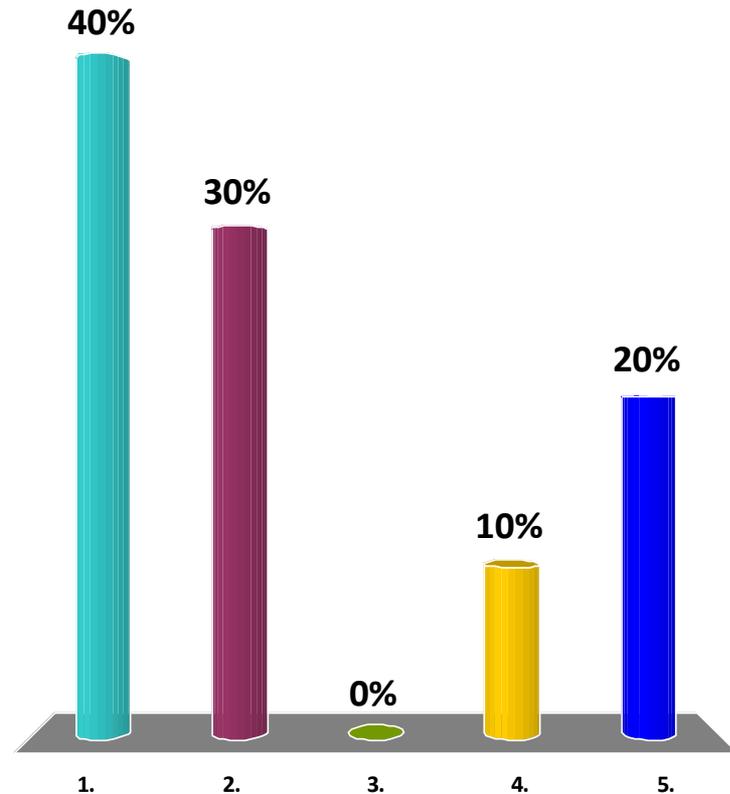
Benefits of transportation options

Kinds of service or accommodations needed



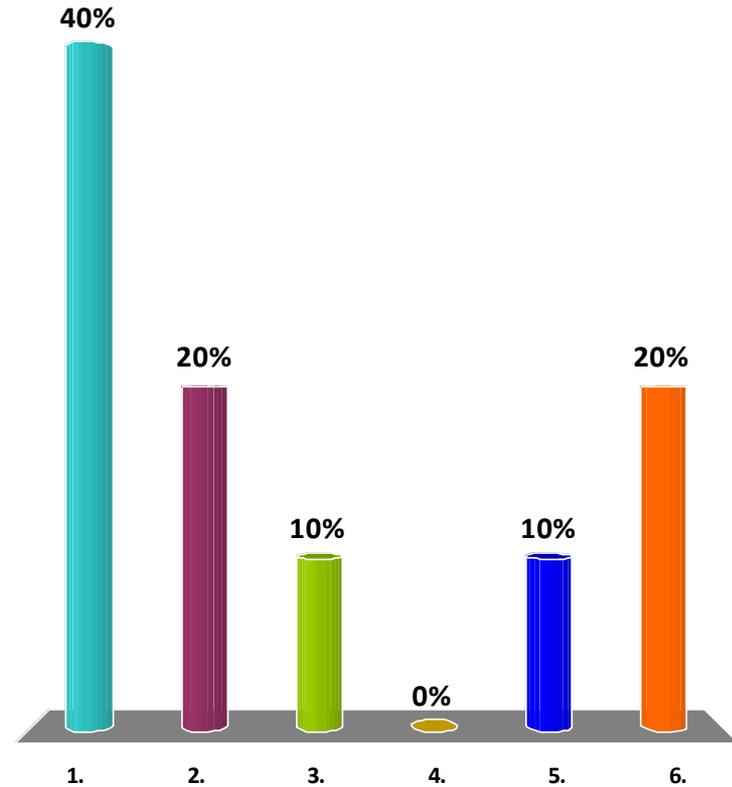
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1. Medical
2. Work
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4. Social
5. Other



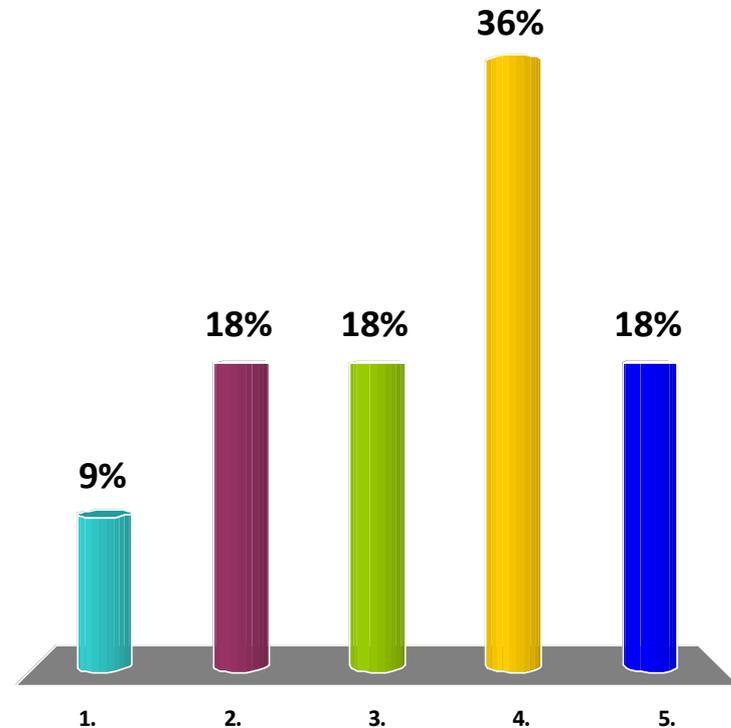
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



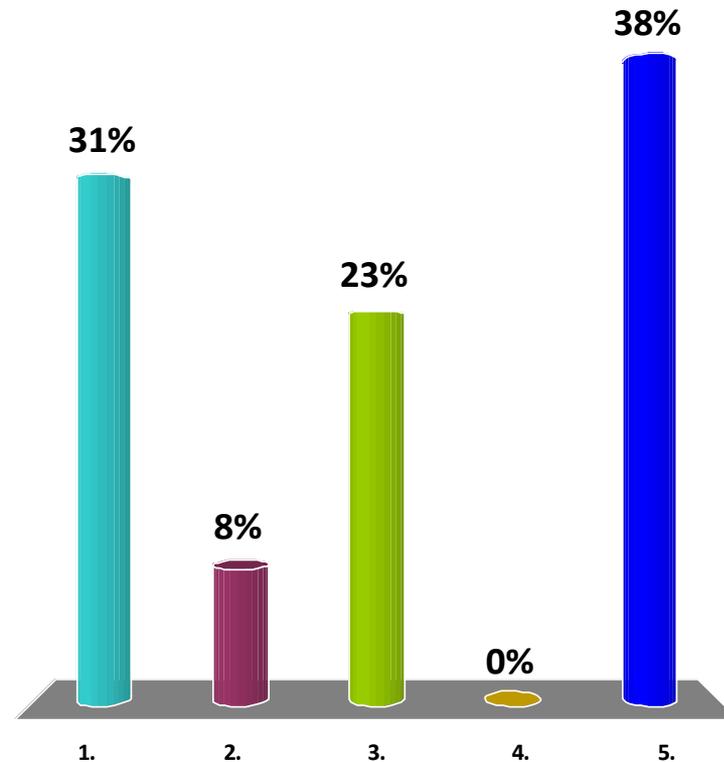
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



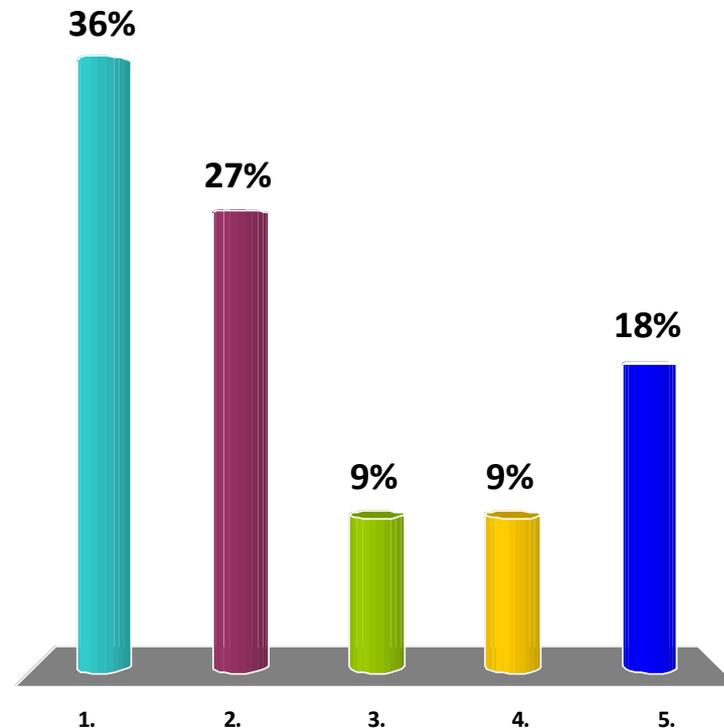
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



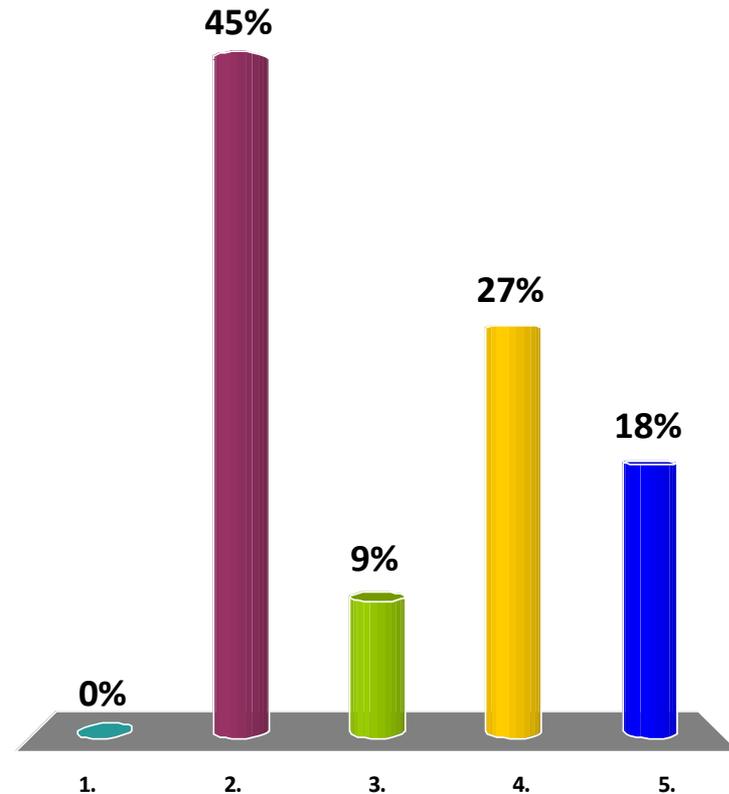
# What is the biggest barrier for you when coordinating between agencies to improve public transportation?

1. Knowing where to start
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4. Developing agreements between agencies
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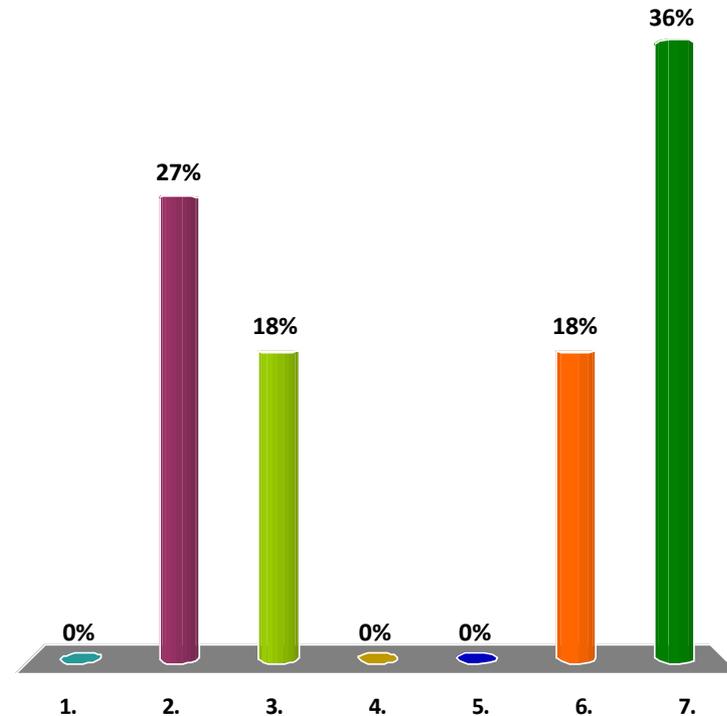
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
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3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
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5. Driverless cars, buses or shuttles
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# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Denton County Priorities

## Top Priorities

- 1) Conduct planning to quantify the transit needs of residents outside DCTA's service area
- 2) Establish and maintain a county coordinating committee
- 3) Enhance connections among existing services to improve access within the county
- 4) Establish or improve service to regional destinations
- 5) Provide additional service in unserved areas and to underserved locations
- 6) Improve awareness of services

## Additional Priorities

Create partnerships to increase the accessibility of bus stops and paths to transit

Increase the availability and affordability of for-hire (private) transportation to increase options for travel



**Please Return Your Keypad!**

*Thank  
You*



# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

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Principal Transportation Planner  
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[schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

[www.accessnorthtexas.org](http://www.accessnorthtexas.org)





# **Access North Texas – Denton County**

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Kelli Schlicher, AICP

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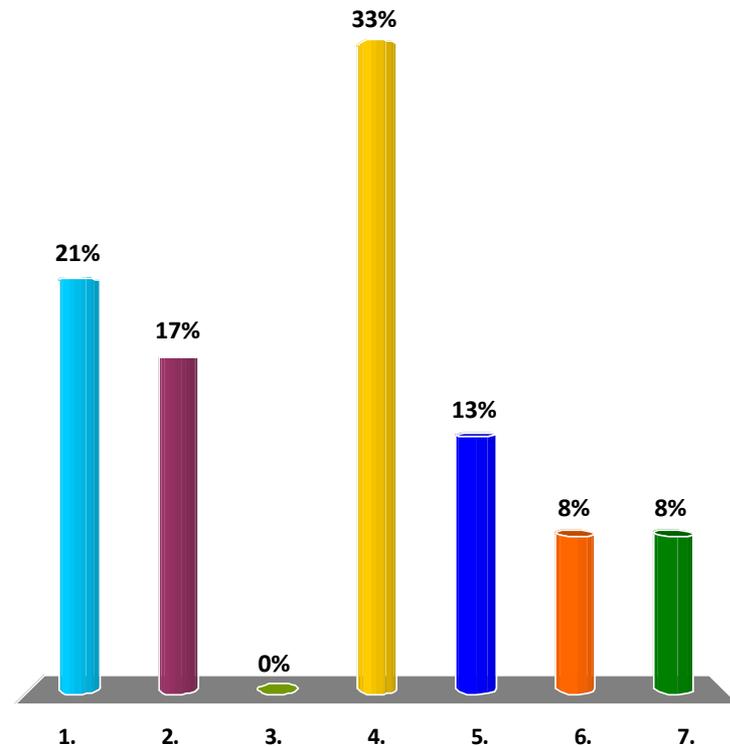
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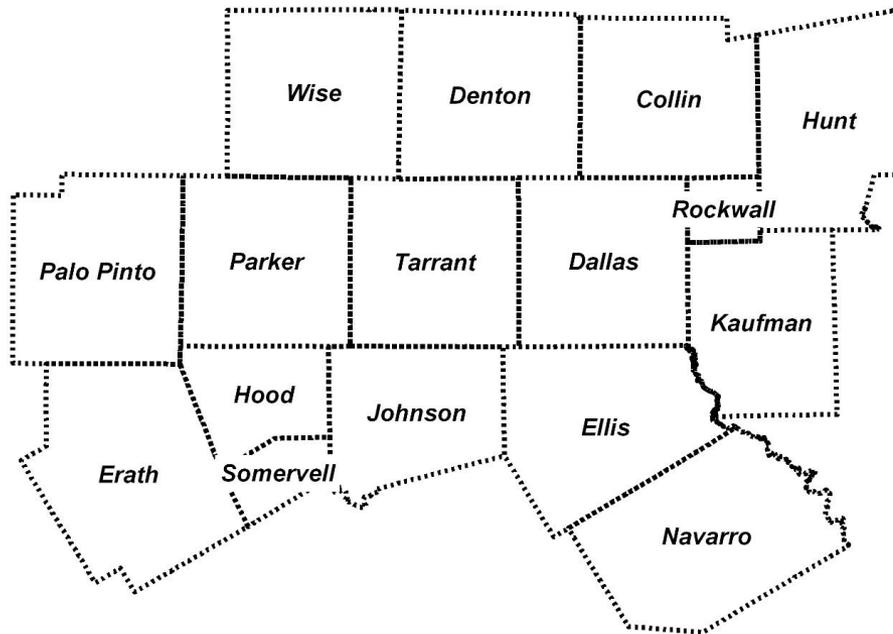


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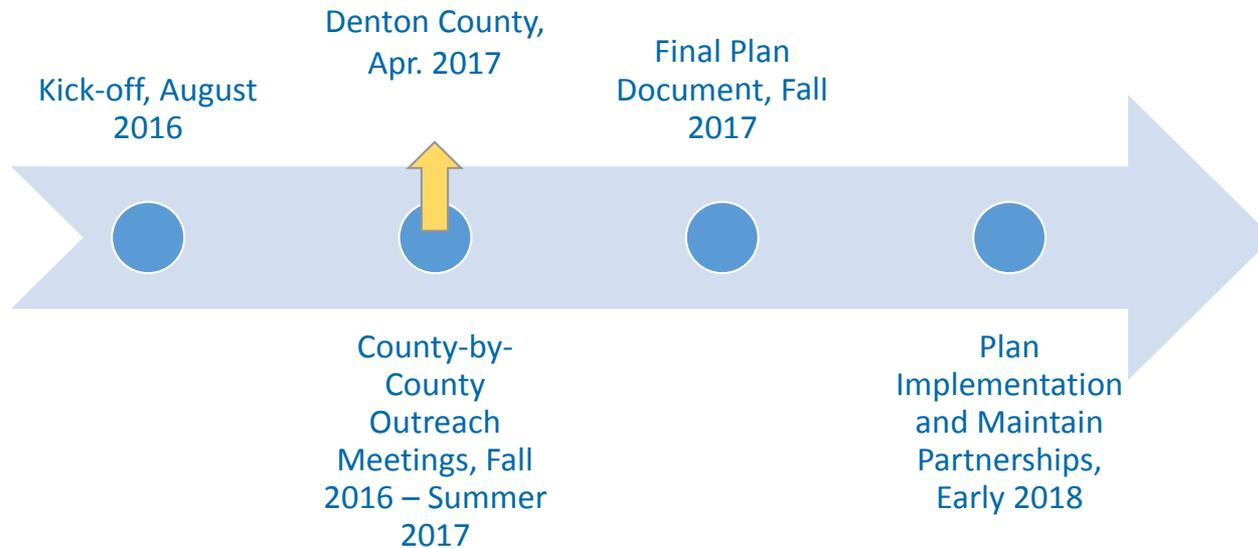
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# Access North Texas

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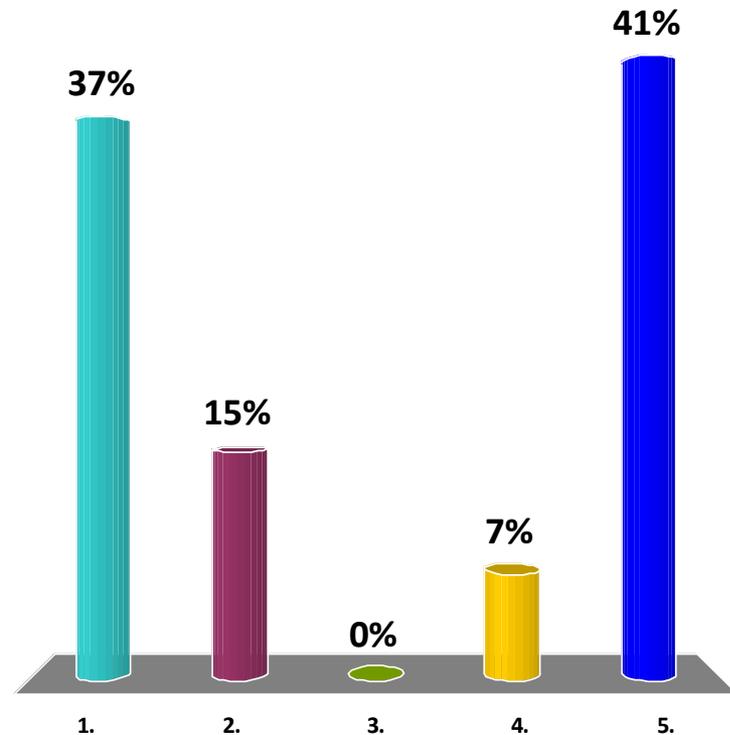
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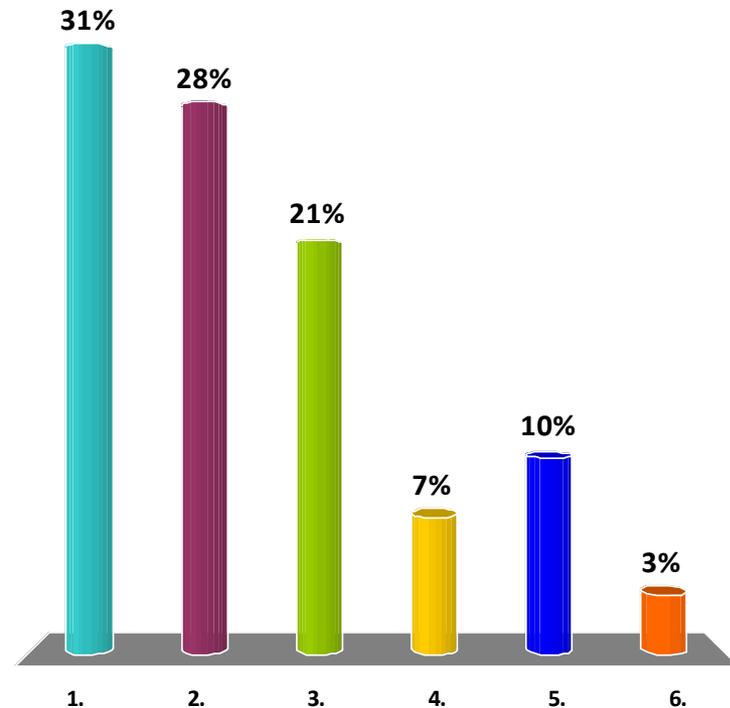
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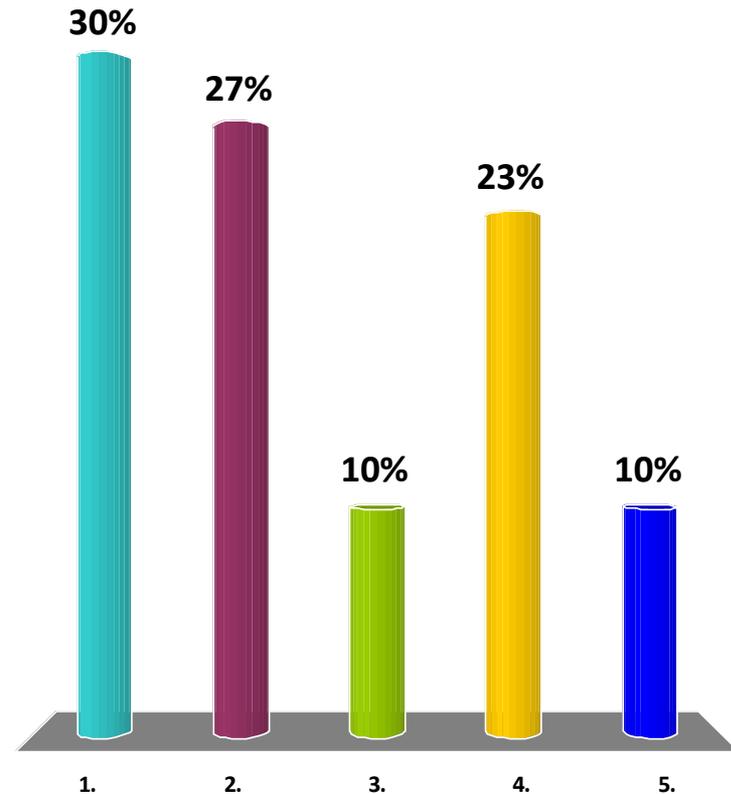
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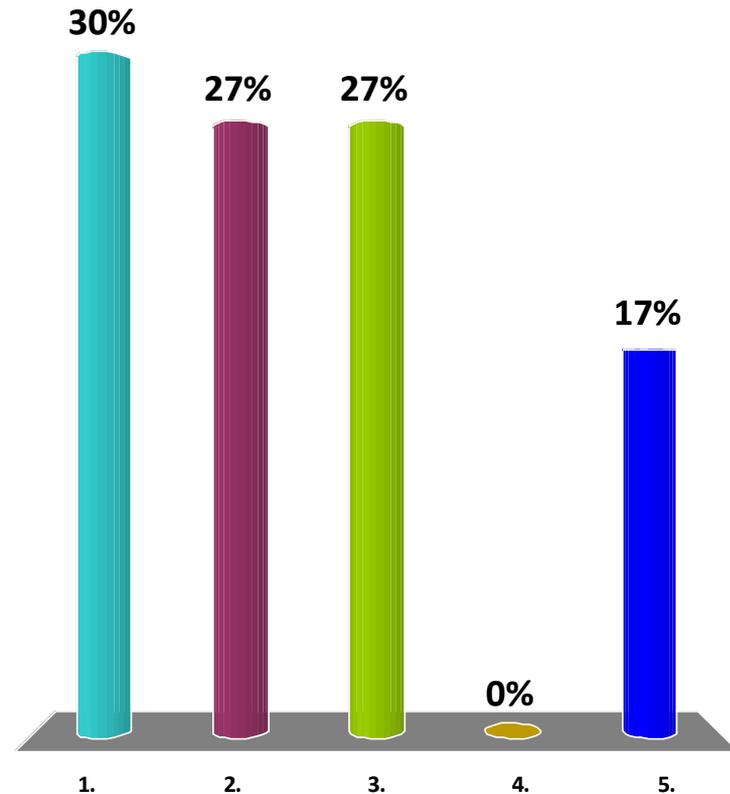
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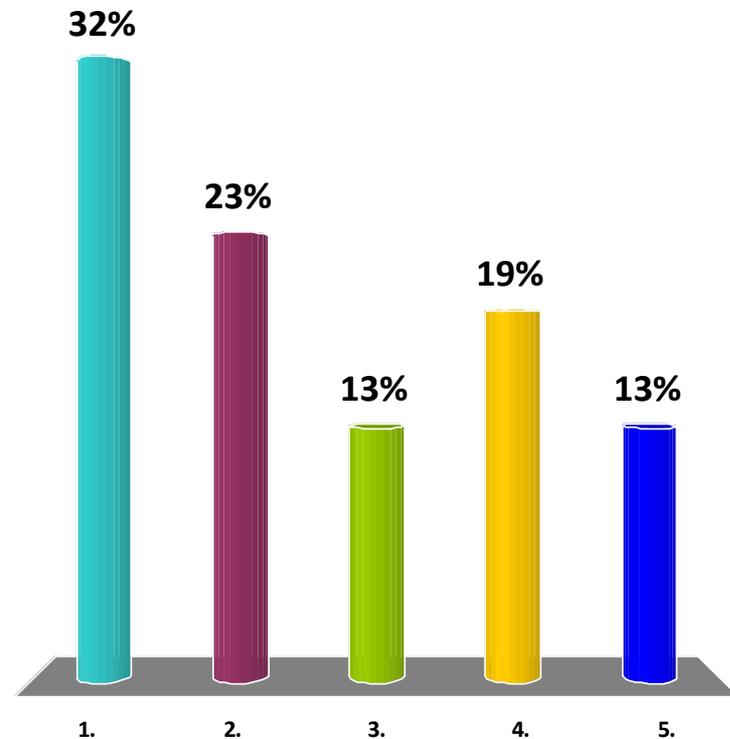
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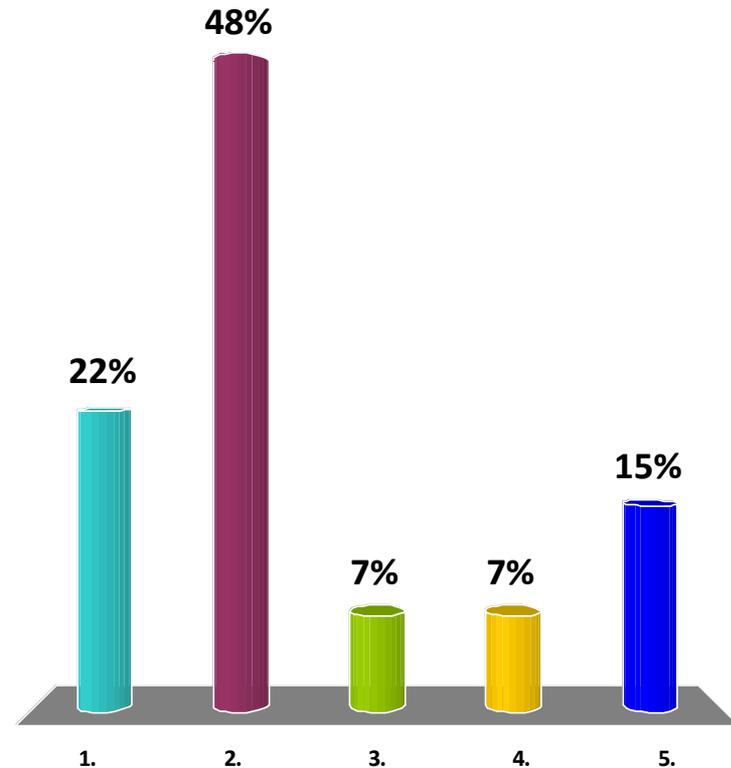
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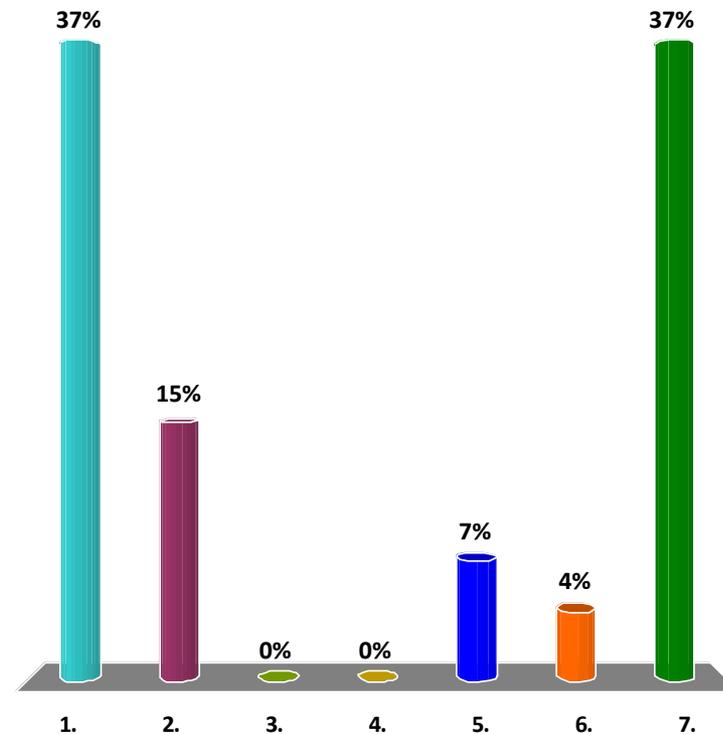
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# Next Steps

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Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

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*Thank  
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# Questions or Comments

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[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
Denton County Meetings**

**Wednesday, April 19, 2017  
City of Lewisville Municipal Annex Building  
Lewisville, Texas**

**Wednesday, April 26, 2017  
DCTA's Downtown Denton Transit Center  
Denton, Texas**

In April, two outreach meetings were held in Denton County. The comments and concerns from each meeting were combined into one summary in order to illustrate all of the transit needs within Denton County.

1. Meeting Summary.....	p.1
a. Welcome.....	p.1
b. Introduction to Access North Texas.....	p.1
c. Interactive Questions & Discussion.....	p.1
d. Priorities & Solutions.....	p.6
e. Next Steps.....	p.7
2. Attendee List.....	p.7

**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending each meeting.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material at each meeting:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive questions and participated in open conversation about the public transportation needs and challenges in Denton County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

Medical, other, and work trips were identified as the highest day-to-day transportation need. Top trip destinations for medical appointments include the Veterans Administration clinics in Dallas, Fort Worth, and Bonham. A veteran's representative noted that connections to the Bonham clinic is particularly difficult and are typically accommodated by taxis. Residents of The Colony need access to doctors and specialists in Dallas

County and Tarrant County. For one rider, the biggest issue is drivers disallowing service dogs on DCTA's buses. Also, MHMR clients have been unable to board DCTA's buses when trying to access services at MHMR. Denton Community Clinic can be difficult for clients to access (off of DCTA's Route 1) due to the walking distance from the bus stop, particularly when clients are using crutches or a wheelchair. A representative from Denton Public Health noted that the cancellation of DCTA's Route 3 would affect WIC clients' access to services.

Other transit service needs included access to Alzheimer's education and support, counseling sessions, education (including local ISDs, University of North Texas (UNT), and Texas Women's University), and daily transportation needs beyond getting to the senior center. A couple of participants noted family crisis center and human trafficking victims need safe transportation to medical and counseling appointments. For UNT students, even with DCTA's current high-frequency routes (up to 5 minute headways), there isn't enough capacity to meet the demand. There are also funding issues keeping some cities from benefiting from transit service.

Students taking evening classes have trouble finding transportation for their return trip. It is difficult for Denton ISD (in Collin County, too) students to find transportation to evening literacy classes. Also, Denton ISD employees and secondary education students could benefit from transit. Currently, DCTA's routes don't run in the locations needed (around the 380 corridor) or during morning or evening commutes. Residents of Fair Oaks Denton have trouble accessing services outside of Denton and DCTA's service area.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

Improving awareness of available services and increasing coordination between agencies were identified as the primary areas of concern. At Fair Oaks Denton, while many of the residents are over the age of 65, they did not know about DCTA's Access transit service for qualified older adults and individuals with disabilities. Additionally, an advocate mentioned that individuals requesting an application for Access services had to use a specific term ("Access application"). It can be difficult for a potential rider to know this specific term if they're not familiar with DCTA's services and are asking for a "disability application." Another participant mentioned that it is difficult to get kids from McMath Middle School to local services (like a library) after school. Like the Access application, there's a special term ("courtesy bus") that was needed to get her son from school to a local library.

The United Way of Denton is working to increase knowledge of services available in rural areas of Denton County as well as identifying the potential collaboration opportunities to increase services provided in these areas. Part of increasing awareness includes providing information in different languages and through other outlets than social media. Areas outside of Lewisville need cities to buy in to provide transportation for individuals who do not drive. Presentations by transportation agencies to city councils could help increase awareness and develop relationships to increase city buy-in. Span staff mentioned that there should be a rider focus to help provide a seamless transition between transit providers for regional trips.

Additional information about how to access Span and DCTA's services would be helpful. A Lewisville Chamber of Commerce representative noted that a business expo ("Discover Local") is an opportunity to raise awareness about transit. Participants also indicated that an implementation plan focused on getting targeted groups of employees to work.

An attendee who works with victims noted her primary area of concern was a combination of all the options. Rural Denton County residents don't have access to services in cities and there are city residents without safe access to existing services. If we can increase awareness, increase coordination and access a funding source, we can enhance the user's experience with a higher sense of security. Denton County Friends of the Family's main office is located between Corinth and Denton and they have trouble getting clients to services. As a result, they're expanding their offices and services to help reach their clients with limited transit options.

Cooke County and Grayson County have limited transportation connections to Denton County and other urban counties. These connections are necessary for residents to access services and medical appointments. For example, a Child Protective Services (CPS) client living in Cooke County is required to take certain classes that are only in Denton County. If they can't get to this out-of-county class, they're unable to meet CPS' requirements.

### **What funding approach will have the biggest impact on improving access to transit?**

Integrating funding sources, getting additional local investment, and getting additional federal investment were seen as having the biggest impact on improving access to transit. A participant mentioned that integrating funding sources was similar to businesses interlining services. Transit agencies could "interline" their trips and balance the funds at the end of the month in order to improve the user's experience. An attendee noted that there are agencies that coordinate and each receive federal funds. These federal funds could be used to offset the cost of the trip for the rider. This is a way to spend the existing funding better while improving coordination. A participant mentioned that there's an education and investment opportunity for businesses to help improve local transit.

Increasing the user's choice gives the rider multiple options that could meet their unique individual needs. Uber and Lyft are one way to address the first mile/last mile of a trip between a transit station and the rider's end destination. Currently, DCTA has a pilot project with Uber in Highland Village to offer trips at a discounted fare. If the goal is to reduce the number of transfers between transit providers for regional trips. Adding Uber or Lyft to make first mile/last mile connections to stations could add another transfer for regional trips.

A participant expressed that some local governments are maxed out on their current contribution to transit. The Colony focuses on providing transportation for older adults to and from the senior center. Some senior center members who live in Carrollton now have trouble getting to the facility because the city no longer pays for these out-of-county trips. Currently, senior center volunteers are picking up these members and transporting them to the center.

An attendee noted that only so many highways and roads can be built. There needs to be a change in culture. Federal and State agencies are in the best position lead that effort and determine how to move people in general rather than single occupancy vehicles.

**What method could improve the awareness of available services?**

Targeted marketing, a public marketing campaign, and a centralized location to receive information about transit were the best methods that could improve the awareness of available services. Many participants mentioned that all the strategies should be utilized. An attendee mentioned that a public marketing campaign may miss local agencies. So, targeted marketing (with market segmentation) would be the best approach. Additionally, a rider believed that targeted marketing would also be the best method because agencies already have an established, trusted relationship with their clients. Targeted marketing could also include giving presentations at city council meetings and senior centers, as well as leaving brochures at key locations.

An attendee thought expanding beyond targeted marketing with a public marketing campaign was the best method (i.e. innovation over traditional methods). While it's important to get the information out to the end user, it is equally important to communicate the importance of transit to the general public so that there is buy-in from families, employers, etc. and greater support for individuals using transit. A veterans' representative mentioned that public marketing would help inform veterans what options and benefits they have access to. The representative believe that face-to-face interaction at meetings and veteran benefits fairs could be the best methods to increase awareness.

A DCTA representative asked how they could better advertise route modifications and cancellations. The group suggested electronic constructions signs, MHMR billboards, and Our Daily Bread billboards. Also, a centralized location could be a cost-effective way to disseminate this information. This could be a website with a list of resources or a brick and mortar location for people to visit.

Dallas Area Rapid Transit (DART) received funding through the Veterans Transportation and Community Living Initiative (VTCLI) and is developing a website called My Ride North Texas. This is a website that will help individuals identify their transit options based on their current location, destination, trip purpose and accessibility needs. Phase two of this project could include individuals booking trips through the website. A senior center representative mentioned that a link on their website to local transit resources would be very helpful. This would allow the senior center staff to share information (either online or in person) with their members.

2-1-1's resource directory may not have current information. One participant assists her clients when calling 2-1-1 because the automated menu can be confusing and talking to a live person is preferred. The United Way of Denton has a community resource directory (available in print or online) of local resources, including transportation. The United Way representative encouraged agencies to share the resource with their clients.

**What about coordination between agencies is the biggest barrier for you?**

Knowing where to start and identifying appropriate contacts were noted as the biggest barriers to coordination. One attendee mentioned that, more than anything, time is the biggest barrier. Another participant echoed the concern with time, particularly when they're the only one on the project. Also, for individuals who aren't native to the area, it is more difficult to identify the appropriate contact. Coordinating with all the appropriate agencies, ensuring consistency, and following-up in a timely manner can also be challenging. A county (or multi-county) coordinating committee could be a forum to discuss coordination between agencies. A participant noted that overcoming gaps in transit service may not be as simple as coordination. Federal rules and regulations were noted as a barrier to coordination.

Knowing where to start can be difficult for potential riders who may not know about Span or DCTA's services or that they have mobility managers to help connect individuals to their services. Additionally, these potential riders each access information differently (not all have internet access), even in the rural areas. It is important for the mobility managers to be out in the community sharing their agency's resources.

Agencies should coordinate to provide consistent trips to necessary services. For example, service could include a planned community shuttle from a residential community to a medical center. This type of agreement is less complicated between a transit agency and a city because they're both political subdivisions of the state. When a transit agency works with another agency, federal charter rules come into play, ultimately limiting flexibility. Regardless of the parties involved, agreements take time to develop in order to craft proper transit solutions. Sometimes while agencies work to develop these agreements, they can get stuck on jurisdictional and contract issues, losing sight of the end goal (transportation for the customer). Lastly, when developing these agreements, there needs to be a balance of customer needs with necessary regulations. For example, picking a drop-off location that is most convenient for the customer even if it's one street over in a neighboring jurisdiction.

A rider mentioned that there is difficulty scheduling within the 24-hour window with DCTA's Access service. DCTA employees clarified that rides can be scheduled 7 days in advance up to 5 pm the day before the requested day of the trip. An agency in rural Cooke County also has trouble with advanced scheduling with Texoma Area Paratransit System (TAPS). It was also noted that 2-1-1 referrals in Cooke County are often to agencies without appropriate service or capacity.

**What is the best way to enhance the user's experience?**

Better information on how to use transit and fewer transfers between providers for regional trips were expressed as the best ways to enhance the user's experience. DCTA's travel trainer noted that each of the options are a way to enhance the user's experience, depending on the individual's needs and how they learn. Different paths should be available to accommodate individual's unique learning styles (i.e. visual, aural, verbal, and kinesthetic). For example, older adults may be an audience needing one-on-one instruction. Another method that could be helpful for potential riders are short videos (30 second clips) of what it looks like to take transit (getting to the stop, boarding, paying

the fare, etc.). These could be available online and to agencies who could help show individuals how to take transit, no matter where they are in the learning curve. They could also be shown at local businesses, Veterans Administration clinics, restaurants, banks, and senior centers. In-person, one-on-one travel training is still important.

The Denton Veterans Affairs clinic has an advocate who helps show veterans how to use transit to access the Dallas and Fort Worth clinics.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

Attendees indicated that people wouldn't access these options because the target populations may have physical or learning disabilities that would require additional assistance in order to utilize the technology. Additionally, some individuals may not have the financial ability to purchase the necessary technology or to pay for the trip. There are platforms with transportation network companies (TNCs) for agencies to pay and schedule rides on behalf of their clients. However, there's still room for growth. Since TNCs use personal vehicles, they are not always accessible for individuals using mobility devices such as wheelchairs. A participant mentioned that this is a people-first issue. The needs of the individuals should be considered first and then matched with a transportation option. Another participant noted that technology can't be the only solution.

Conversely, other attendees believed that TNCs like Uber and Lyft would help improve transportation options over the next five years. A participant noted that more older adults and individuals with disabilities are using these transit options. An attendee mentioned that they provide an additional level of independence and minimize scheduling conflicts. Additionally, there's a layer of security because the technology enables people to share their real-time location while in transit (which is important when transporting human trafficking or domestic violence victims).

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities that were most important to them or indicate if new priorities have since arisen for Denton County.

Participants ranked priorities in the following order:

1. Provide additional service in unserved areas and to underserved locations.
2. Create partnerships between transit agencies, municipalities, and community organizations to increase the accessibility of bus stops and paths to transit.
3. Conduct additional planning activities to further quantify transportation needs of residents outside of the DCTA service area and define additional coordination opportunities for existing providers throughout the county.
4. Improve awareness of services by providing education and information, including travel training.
5. Establish or improve service to regional destinations, including employment centers, and medical services in Dallas, Tarrant, and Collin counties.
6. Establish and maintain a county coordinating committee to focus on ongoing transportation needs.

7. Enhance connections among existing services to improve access within the county.
8. Expand the availability and affordability of for-hire transportation (private transportation providers such as taxis) to increase options for travel.

**e. Next Steps**

A point-person committee for Denton County will soon be developed. The committee will discuss and further refine Denton County transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions that will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

**2. Attendee List**

Advocates: Tim Swenson, Anita, Leigh Duncan-Timm  
Abigail's Arms: Rosina Salsman, Bridgette Clemons  
Alzheimer's Association of Greater Dallas: Tara Longley  
Aubrey ISD: Dr. David Belding  
Christian Community Action: Daphne Adams  
City of The Colony: Diana Holland  
City of Denton: Councilmember Sara Bagheri  
City of Flower Mound: Matt Hotelling  
City of Frisco: Jordan Feldman  
City of Lake Dallas: Kevin Lasher  
CoServ: Tracee Elrod  
Denton County: Paul Bastaich  
Denton County Friends of the Family: Michelle Behl  
Denton County Indigent Health Care: Isabel Rodriguez  
Denton County Transportation Authority (DCTA): Michelle Bloomer, Anna Mosqueta, Crystal Pustejovsky  
Denton County Housing Authority: Peggy Ritter, LeMaya Woods, Igna Chavez, Tangela Caldwell, Eula Rose, Lola Davis, Cynthia Richards  
Denton ISD: Barb Haflich, David Gerabagi, Courtney Martin  
Fairoaks of Denton, Inc.: Christina Trevino  
Good Samaritan Society: A. Peabody  
Lewisville Area Chamber: Ray Hernandez  
North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Donato Perez  
REACH of Denton: Murphy Hardinger  
Resurrect Life, Inc.: Kari Tamburin  
Serve Denton: Danita Summers

Span, Inc.: Deb Robertson, Roger Muckel  
Special Abilities of North Texas: Jordan Drake  
Texas Woman's University: Amy O'Keefe  
United Way of Denton County: Rhett Richardson, Katie Foote  
University of North Texas: Bob Brown, Rebecca Cagle, Dr. Geary Robinson



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Denton County to follow up on the outcomes of the outreach meetings that took place in April 2017. The following individuals, representing a variety of interests in Denton County, participated in the prioritization of strategies to address the needs identified.

Laurie Long, Program Manager - Community Health, Texas Health Presbyterian Hospital Denton  
Roger Muckel, Mobility Manager, Span, Inc.  
Michelle Bloomer, Assistant Vice President - Bus Operations and Maintenance, Denton County Transportation Authority  
Crystal Pustejovsky, Mobility Specialist, Denton County Transportation Authority  
Debra Caudy, Executive Director, 29 Acres  
Michelle Behl, Director of Outreach Advocacy, Denton County Friends of the Family  
Tim Swenson, Advocate  
Geary Robinson, Director of Transportation Services, UNT-Parking Services  
Rebecca Cagle, Office of Disability Accommodations, University of North Texas  
Murphy Hardinger, ADA/ILS Specialist, REACH of Denton  
Ray Hernandez, President, Lewisville Area Chamber of Commerce  
Paul Bastaich, Veterans Service Officer, Denton County Veterans Service Office  
Isabel Rodriguez, Coordinator, Denton County Indigent Health Care  
Diana Holland, Senior Center Coordinator, City of The Colony  
Perry Singer, Center Manager, Denton Workforce Center  
Barb Haflich, Social Worker, Denton ISD  
Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

Roger Muckel, Mobility Manager with Span, Inc., indicated that the draft priorities are on point. He noted that these priorities identify issues that are larger than what one agency is able to overcome on their own. Agencies will need to work together to determine how to address these barriers to public transportation. He identified that municipalities have contacted Span to discuss providing transportation for their residents. Some municipalities aren't aware of the level of transit needed for their residents and therefore are not comfortable with establishing service parameters (such as destinations).

Laurie Long, Program Manager for Community Health at Texas Health Presbyterian Hospital Denton, hosts a group called the Community Health Council. This group has been meeting consistently the last few years to discuss Denton County's community health needs, including public transportation. This group, and its transportation subcommittee, are a good opportunity to discuss transit solutions and coordination with other Denton County agencies. She mentioned that the biggest problem is trying to get patients, particularly from outlying rural areas, to their follow-up medical appointments.

Debra Caudy, Executive Director of 29 Acres that will be home to individuals with disabilities who will need to access medical appointments, therapy, education opportunities, work, as well as other personal trips. She indicated that the individuals who will be living at their facility in Cross Roads will need a mix of transportation solutions. Debra has started to discuss potential transit solutions with local transit agencies in order to meet the range of transit needs of her future residents.

Participants agreed that agencies need to come together to discuss the existing gaps in public transportation in order to develop solutions to create a streamlined ride and better experience for riders.

Rebecca Cagle with the University of North Texas noted that we need to educate individuals about existing transportation before expanding service. Identifying individuals in the community that will advocate for public transit is key.

Prioritized strategies for Denton County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.4

*ELLIS COUNTY*



# Access North Texas – Ellis & Navarro Counties

North Central Texas Council of Governments

Kelli Schlicher, AICP

Navarro College at Waxahachie

Waxahachie, Texas

November 9, 2016

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

A green light will illuminate briefly when the answer is received.

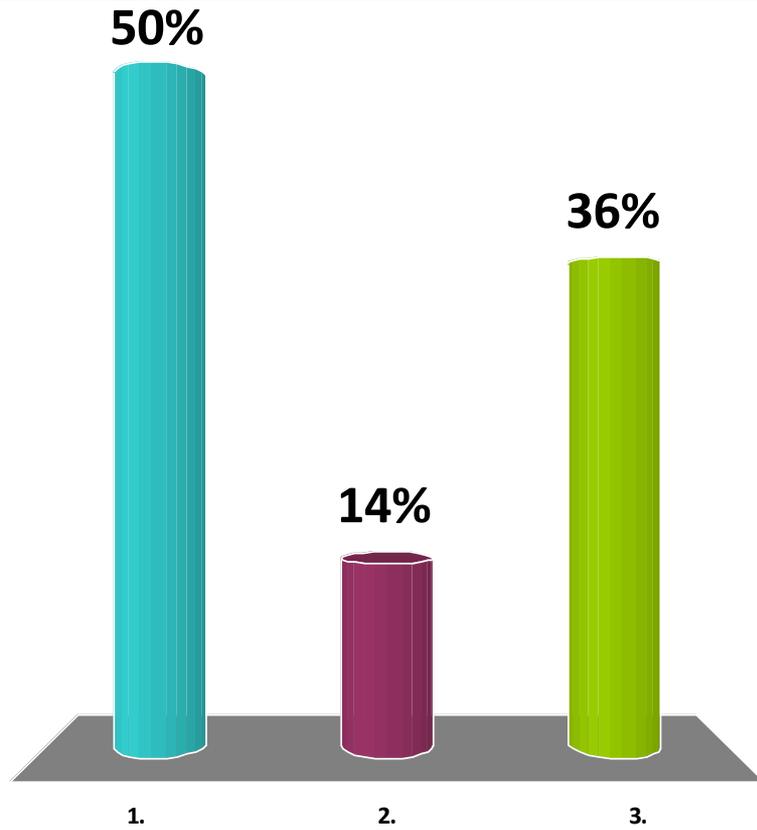
The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.



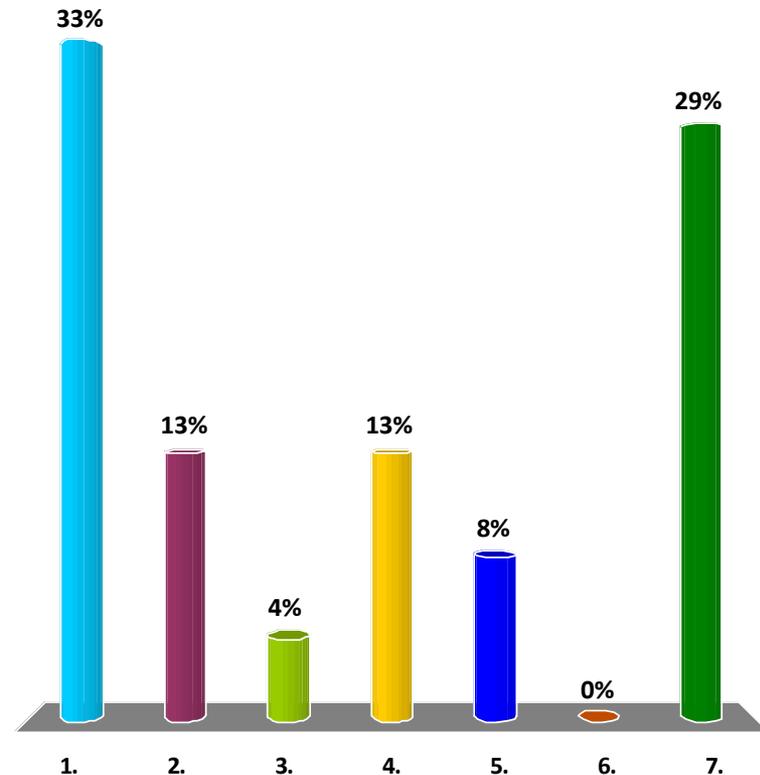
# Do you or your agency work mostly in Ellis County or Navarro County?

1. Ellis County
2. Navarro County
3. Both

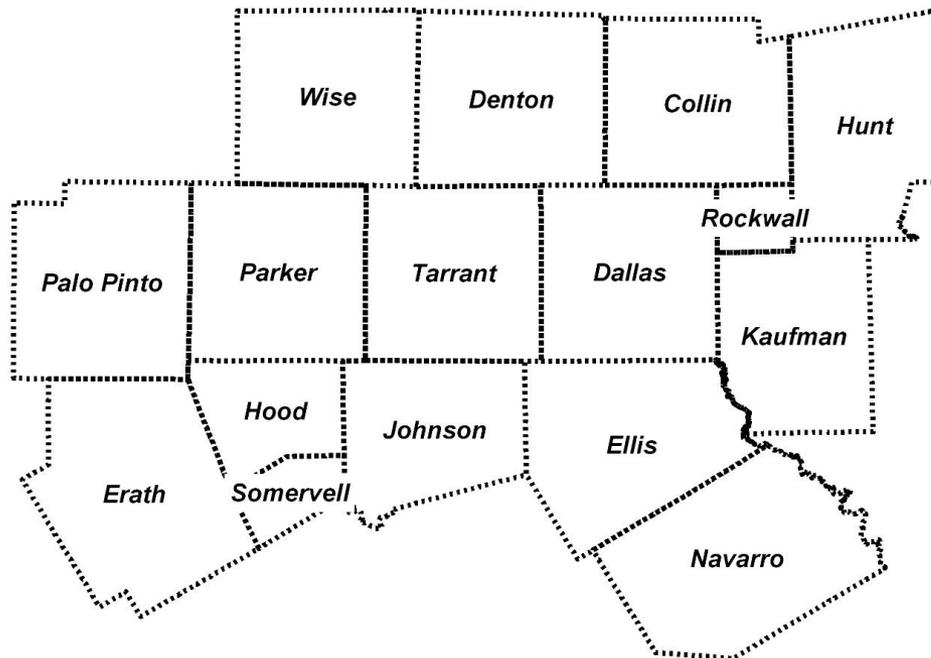


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services



# Access North Texas

Is not...

Unlimited funding

A transportation service

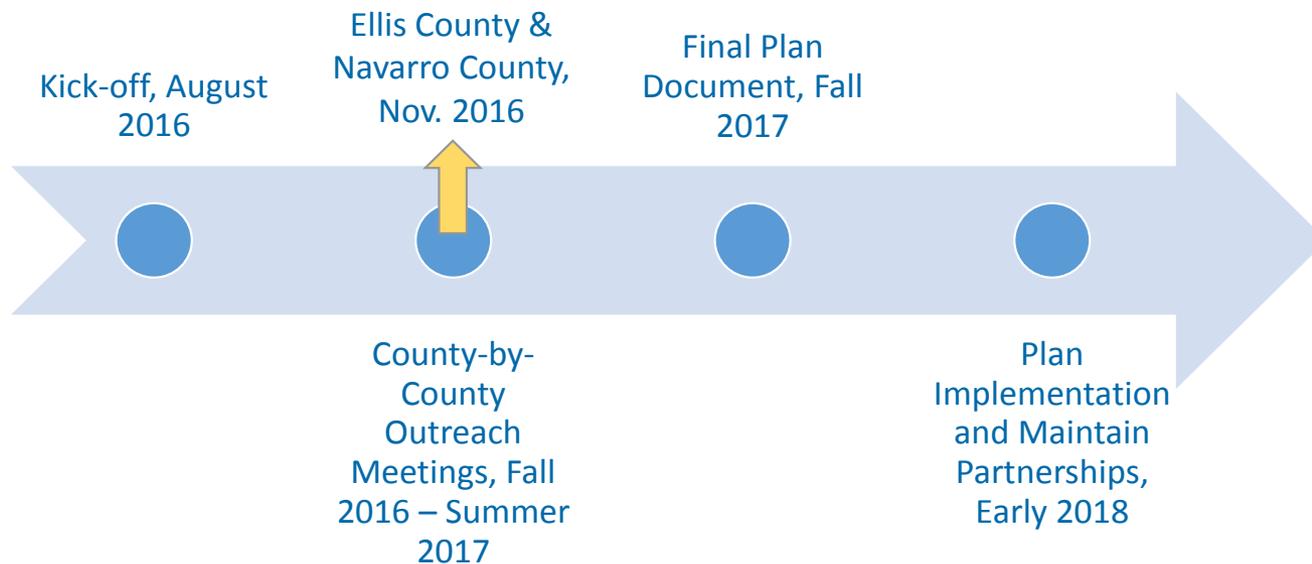
Detailed feasibility studies or highway planning

Top-down requirements for service or activities



# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Ellis County and Navarro County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

Barriers to accessing transportation

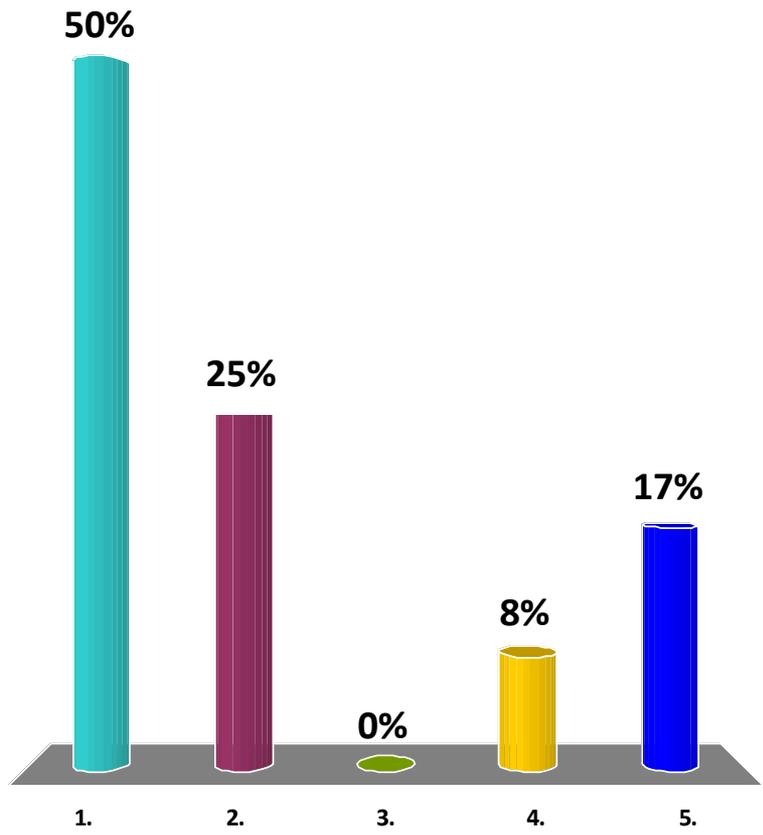
Benefits of transportation options

Kinds of service or accommodations needed



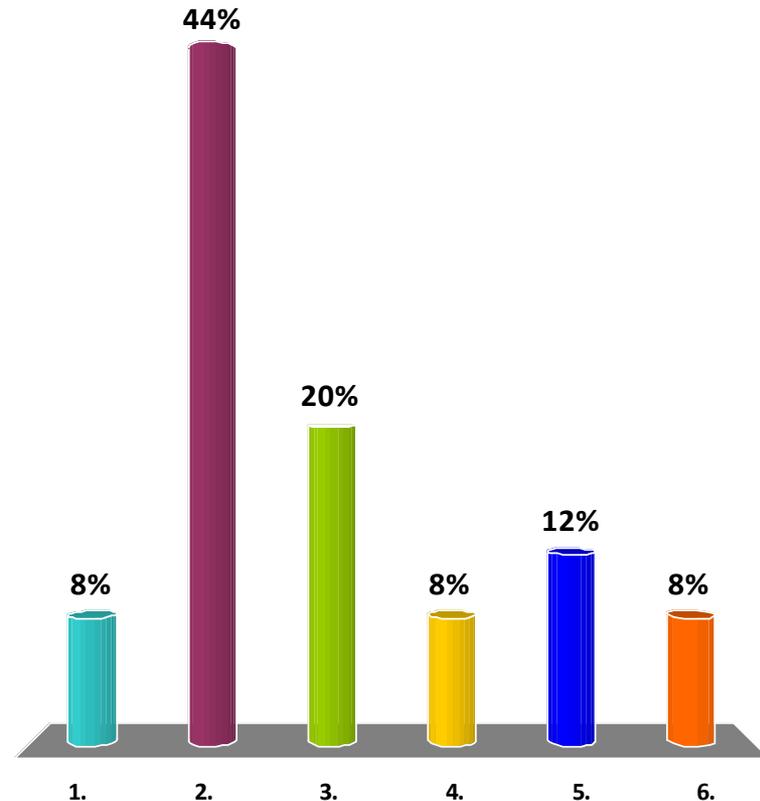
# With the agency you work for, what is the highest day-to-day transportation need?

- 1. Medical
- 2. Work
- 3. Nutritional / Grocery store
- 4. Social
- 5. Other



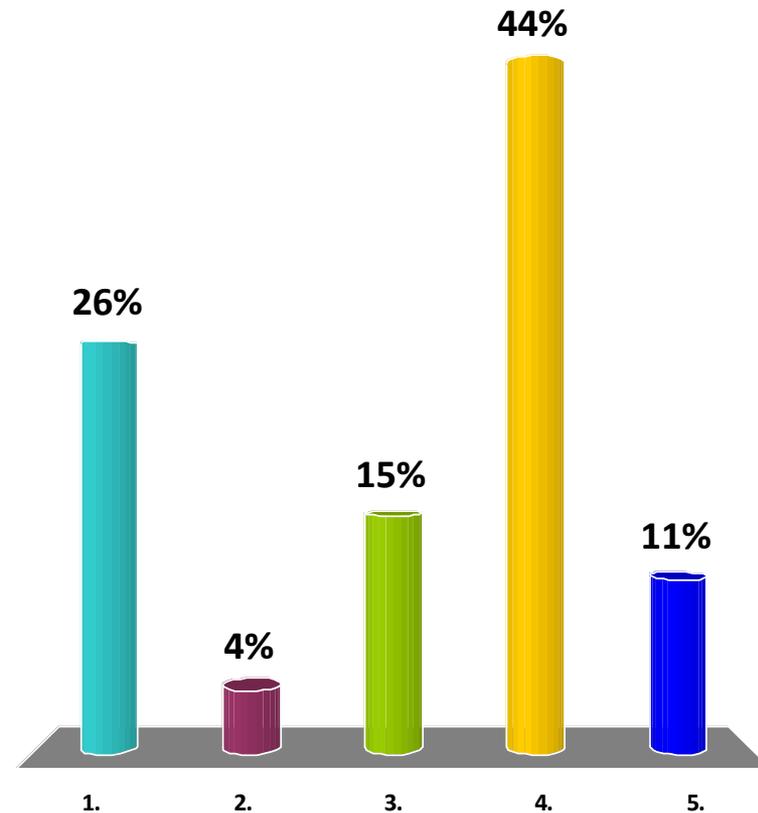
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



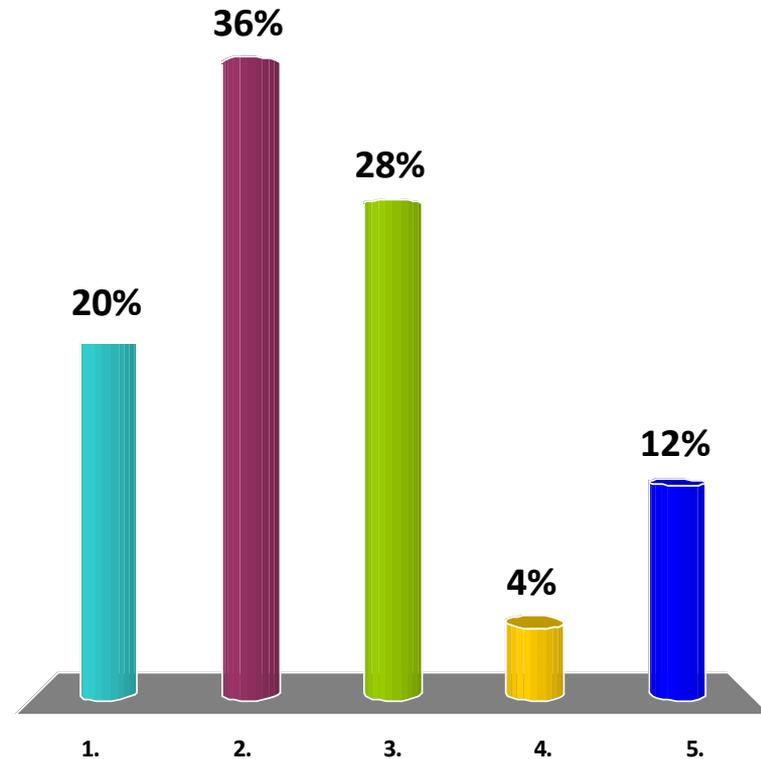
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



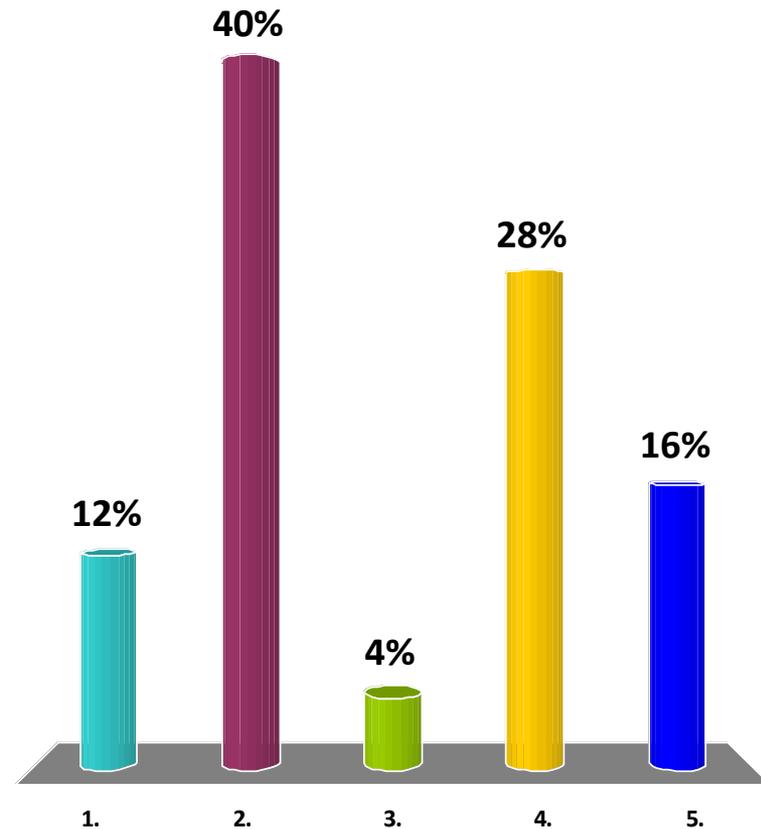
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



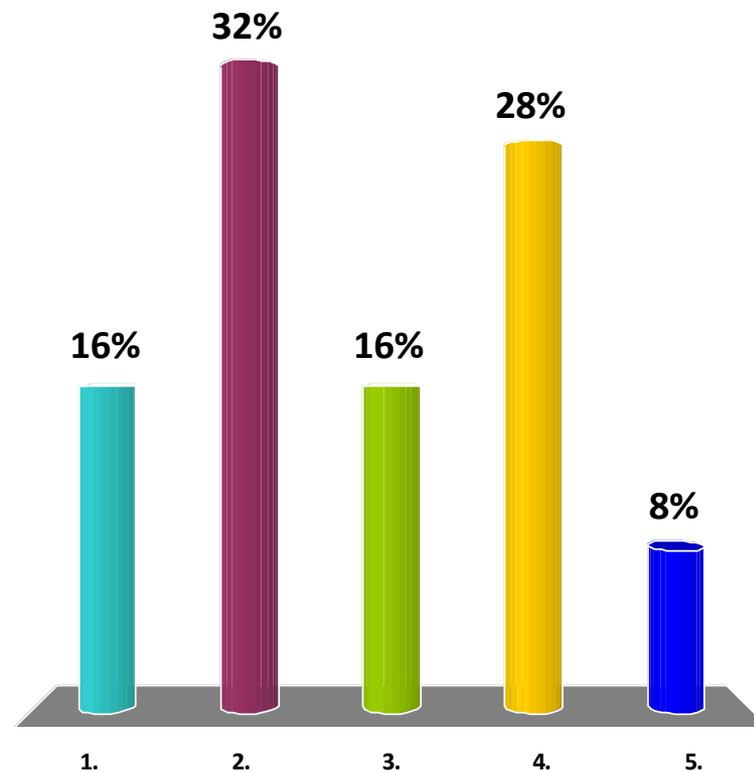
# What about coordination between agencies is the biggest barrier for you?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



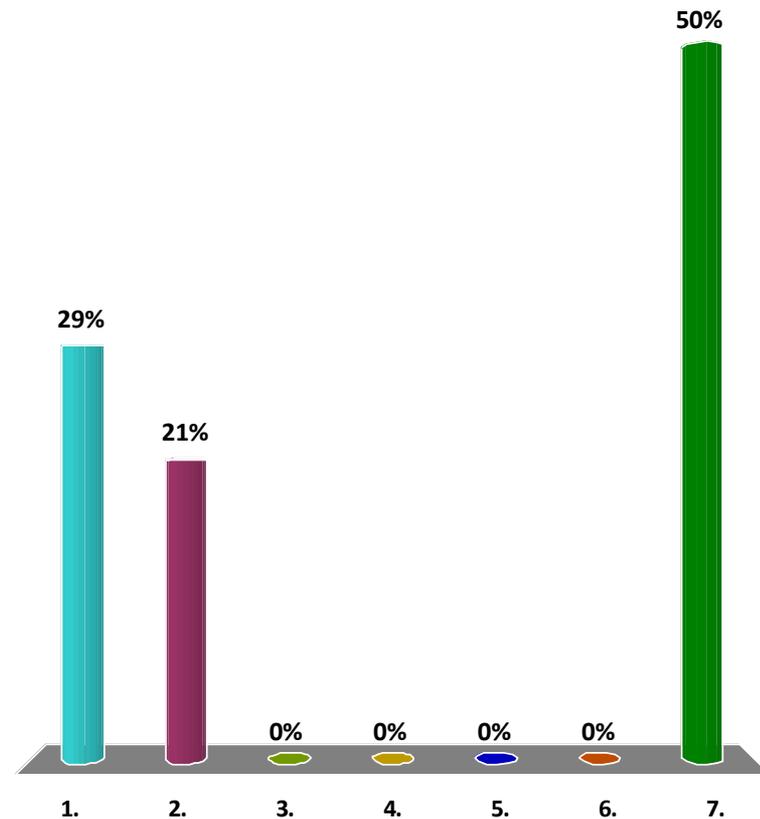
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Ellis County Priorities

## Top Priorities

- 1) Increased awareness of existing services
- 2) Improve access to jobs
- 3) Enhance existing transportation services
- 4) Regional connection to Dallas
- 5) Link key destinations in Ellis

## Additional Priorities

- Marketing materials in other languages
- Expand service availability for youth under 18
- Explore partnerships to increase affordability of fares
- Provide public transportation through partnerships
- Transit to VA services in Dallas



# Your Feedback on Navarro County Priorities

## Top Priorities

- 1) Improve access through increased service frequencies
- 2) Regional transportation link to Dallas-Fort Worth
- 3) Improve awareness of existing services

## Additional Priorities

- Establish training program for first time bus riders
- Create and maintain a county coordinating committee

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

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**Access North Texas  
Ellis County and Navarro County Meeting  
November 9, 2016  
Waxahachie, Texas**

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e. Next Steps.....	p.4
2. Attendee List.....	p.4

**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the joint Ellis County and Navarro County meeting. Ms. Schlicher also announced that Mike Hensley with the North Central Texas Area Agency on Aging (AAA) would be hosting a public hearing after her presentation. This was an opportunity for residents and advocates to share current and future needs for older adults and individuals with disabilities in addition to transportation.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Ellis County and Navarro County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

50% of respondents indicated that the highest day-to-day transportation need for their agency is medical trips, while 25% specified that work related trips is their highest transportation need. Regarding medical trips, attendees noted that physicians’ offices in Dallas and specialists at Parkland Hospital were particularly difficult to reach from both Ellis County and Navarro County. Attendees also noted that trips into Dallas-Fort Worth (or even within the county) can be cost prohibitive for riders with limited incomes. College representatives in attendance identified that students in Ellis County have trouble accessing campuses in Midlothian and Waxahachie. Lastly, attendees noted that individuals in Ellis County are able to find employment, however aren’t able to find transportation to get them to work.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

44% of respondents indicated their primary area of concern was increasing coordination between agencies, while 20% specified that funding new services was their primary area of concern. The Waxahachie Senior Center noted that their partnership with STAR Transit and Senior Connect is invaluable. Both agencies help get seniors to their facility and to medical appointments, particularly in Dallas. It was noted that Ellis County veterans aren't familiar with the available transportation options to get them to their appointments at Baylor Scott & White – Waxahachie and the Dallas Veterans Affairs Medical Center. Lastly, access to employment for individuals working the third shift is especially difficult since there isn't any public transportation provided during these hours.

**What funding approach will have the biggest impact on improving access to transit?**

44% of attendees answered that a focus on integrating funding sources (Aging, Workforce, Medicaid, etc.) would have the biggest impact on improving access to transit, while 26% answered that a focus on getting additional federal or state investment in transit would have the biggest impact. Attendees noted that there is not sufficient funding for transit for either Ellis County or Navarro County. A potential solution to this is coordinating and integrating the current sources of funds from Aging, Workforce, Medicaid, etc. in order to increase efficiency and capacity. Local government has not considered public transportation a priority for local funds.

**What method could improve the awareness of available services?**

36% of respondents indicated that a public marketing campaign is the best method to improve awareness, while 28% answered that a centralized location to receive information about transit would be the best method. A participant noted that Ellis County's information housed in the Dallas-area 2-1-1 needs to be updated, however she's not found the correct contact at 2-1-1 to update the information. It was mentioned that regular meetings with service agencies and transit providers would be an effective way to improve awareness as well as increase coordination. Marketing outreach to veterans would help them access services locally and in Dallas-Fort Worth. A potential solution is to have healthcare providers and service providers for adults with intellectual disabilities distribute information about available transportation services. For Navarro County, it was suggested that posting at laundromats and mailing information were effective ways to disseminate information.

**What about coordination between agencies is the biggest barrier for you?**

40% of respondents indicated that identifying appropriate contacts was the biggest barrier to coordination, while 28% indicated that developing agreements between agencies was the biggest barrier. Agencies in attendance noted that trying to identify the appropriate contact, particularly in larger agencies, can be challenging. Memorandums of Understanding (MOU), while necessary for organizations to coordinate and identify what each party is responsible for, are often seen as cumbersome. Lastly, a transit provider mentioned that determining how additional transportation services will be paid for by the requesting agency can also be a barrier to developing new partnerships for coordination.

### **What is the best way to enhance the user's experience?**

32% of attendees voted for better information on how to use transit, while 28% voted for fewer transfers between providers for regional trips. Discussion centered on transit agencies providing better information about their specific service parameters (hours of service, areas covered, how to access service or register, etc.). As discussed in the question about improving awareness of available services, if better information was available other agencies could help disseminate that information to potential riders. Attendees noted that information about how to make regional trips to Dallas-Fort Worth, which require transferring to another provider, would also improve riders' experience and confidence in the transit system. In Navarro County, riders are concerned about booking return trips based on limited operating hours.

### **Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

50% of attendees believed that most people wouldn't access these options because technology is not economically accessible for many of the individuals they work with on a regular basis. 29% of attendees voted for transportation network companies (TNC) like Uber and Lyft. Not all in attendance were familiar with the technological advances and TNCs. Attendees agreed that there is added liability with utilizing TNCs since there isn't vetting or driver training equivalent to what local transit agencies require. For riders with intellectual disabilities, a model similar to Meals on Wheels where the same volunteer driver can establish a relationship and provide consistent transportation could be a better solution. Participants felt that this model would also work well for seniors. Additionally, participants were concerned that TNCs wouldn't be an accessible option for individuals who utilize wheelchairs but cannot transfer themselves into a vehicle without a lift or ramp. Lastly, in both Ellis County and Navarro County, there was the additional concern that limited access to the internet and/or phone service in the rural areas would be a barrier to accessing a TNC.

#### **d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for both Ellis County and Navarro County.

Participants ranked priorities for Ellis County in the following order:

1. Improve transportation options to access jobs within Ellis County, including employment locations in Waxahachie and Ennis.
2. Explore local service to connect key destinations in Waxahachie, including uptown, downtown, the new Baylor Hospital (that opened in 2014), and Navarro College.
3. Explore partnerships to increase the affordability of fares for those most in need.
4. Improve public awareness of existing and new public transportation services, including raising awareness that services are not limited to older adults and individuals with disabilities.
5. Expand or introduce new transportation options that enable regional connections to Dallas for employment and medical services.

6. Evaluate different ways to provide public transportation services through partnerships with public and private transportation operators.
7. Enhance existing transportation service, expand service hours, or introduce new service within the county to better connect local communities.
8. Create language-specific marketing to reach individuals who have limited English proficiency.
9. Provide transportation to VA services in Dallas.
10. Expand service availability for youth under age 18.

Participants ranked priorities for Navarro County in the following order:

1. Improve local and county access through increased service frequencies or hours of service to address community and job access needs and access to medical care within Navarro County.
2. Increase awareness of existing services through a countywide education initiative.
3. Regional transportation link to the Dallas-Fort Worth area that can allow for greater employment opportunities and connections with regional transportation services.
4. Create and maintain a county coordinating committee to focus on ongoing transportation needs.
5. Establish training program that will assist first time bus riders in learning how public transportation operates and how to schedule services.

#### **e. Next Steps**

A point-person committee each for Ellis County and Navarro County will soon be developed. The committees will discuss and further refine Ellis County and Navarro County transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

#### **2. Attendee List**

Angels at Home: Rose Rash  
 Community for Permanent Supportive Housing: Brenda Catlett  
 Community Transit Services: Arlette Cobb, Katie Ragan  
 Corsicana ISD: Chris Gibbs  
 Ellis County: Judge Carol Bush, Sara Garcia, Joseph Jackson, Ted Kantor  
 Ellis County Veterans Services Officer: Nimchie Alce  
 Indigent Healthcare Program for Ellis County: Terri Klein  
 Lakes Regional MHMR: Crystal Richardson  
 Lakes Regional Community Center: LaZendra Rhodes

Midlothian ISD: Jim Norris  
Navarro College: Kenneth Martin, Alex Kajstura  
North Central Texas Area Agency on Aging: Mike Hensley  
North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Edgar Hernandez, Chris Reed  
STAR Transit: Ashley Ando  
Texas Workforce Solutions: Monte Hurt, Angela McCoy  
The Salvation Army of Ellis County: Frank Zuniga  
United Way of Ellis County: Casey Ballard  
Waxahachie ISD: Jane Hamilton  
Waxahachie Senior Center: Jeanee Smiles  
Waxahachie Workforce Center: Jana Edrington-Koennecke



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Ellis County to follow up on the outcomes of the outreach meeting that took place on Wednesday, November 9, 2016 in Waxahachie. The following individuals, representing a variety of interests in Ellis County, participated in the prioritization of strategies to address the needs identified.

Daniel Edwards, Executive Director, Community Transit Services (CTS)  
Omega Hawkins, Executive Director, STAR Transit  
Sara Garcia, Special Projects, Ellis County  
Jana Edrington-Koennecke, Center Manager, Waxahachie Workforce Center  
Jeannie Smiles, Director, Waxahachie Senior Center  
Casey Bullard, Executive Director, United Way of West Ellis County  
Kenneth Martin, President Ellis County Campuses, Navarro College  
Ellsworth Huling, Veterans Service Officer, Ellis County  
Terri Klein, Coordinator, Indigent Healthcare Program for Ellis County  
Crystal Richardson, Intake/Benefits Coordinator, Lakes Regional MHMR  
Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

On May 23, 2017, Jeannie Smiles, Director of the Waxahachie Senior Center, noted that the draft priorities seemed on point. Getting local older adults to their medical appointments is a high priority for her. Additionally, she sees the potential to build partnerships with pharmacies to help transport older adults to pick up their medications. Currently, the Waxahachie Senior Center has a contract with Senior Connect to help provide affordable rides for older adults so that they may join for meals. The Waxahachie Senior Center attracts older adults from a large area, including southern Dallas County. When asked about CTS and STAR Transit potentially coordinating services, she mentioned that STAR Transit does a good job transporting older adults in Ellis County

On May 26, 2017, NCTCOG staff spoke with Omega Hawkins (Executive Director of STAR Transit) and Daniel Edwards (Executive Director of CTS). Omega mentioned that STAR Transit only does contract service through their sister organization Senior Connect, Medicaid and the city of Hutchins since they are not the county's transportation provider. STAR Transit's new FedEx route in Hutchins doesn't enter Ellis County, but it may draw some ridership from Ellis County residents. Lastly, it would be

helpful if CTS shared some information about its transit service and other programs so that STAR Transit staff can make appropriate referrals.

Daniel mentioned that the order of the priorities looked correct and are in-line with what CTS is doing or plans to do. CTS has a new contract with North Texas Behavioral Health Authority providing emergent, same-day trips to Ellis County and Navarro County clients seeking treatment in Dallas County. Daniel also mentioned that Navarro College students at the Waxahachie campus have trouble getting to medical appointments and the grocery store. CTS updates their info listed at 2-1-1 annually and offered to share transportation and programmatic info with STAR Transit. In accordance with their other contracts, CTS is required to develop a strategic plan. Thus far, CTS has conducted four town hall meetings to discuss the importance of transportation in their 10-county Community Development Block Grant (CDBG) region. Daniel anticipates the strategic plan will be complete by the end of the summer.

Prioritized strategies for Navarro County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.5

*ERATH COUNTY*



# **Access North Texas – Erath, Hood and Somervell Counties**

## **North Central Texas Council of Governments**

Kelli Schlicher, AICP

Hood County Library

Granbury, Texas

February 15, 2017

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

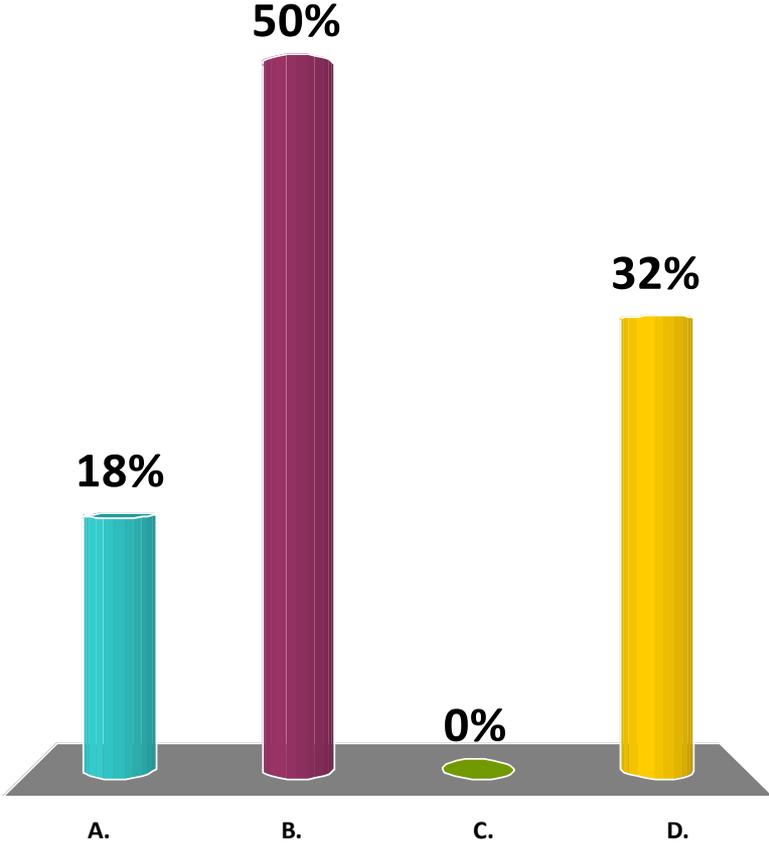
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.

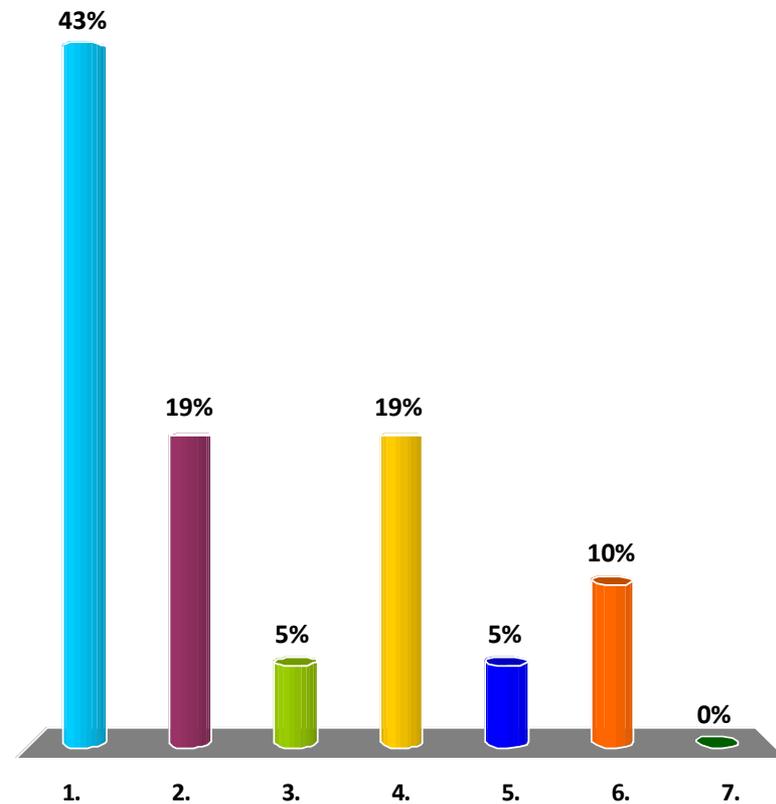
# Do you or your agency focus on Erath, Hood, or Somervell County?

- A. Erath County
- B. Hood County
- C. Somervell County
- D. Multiple counties

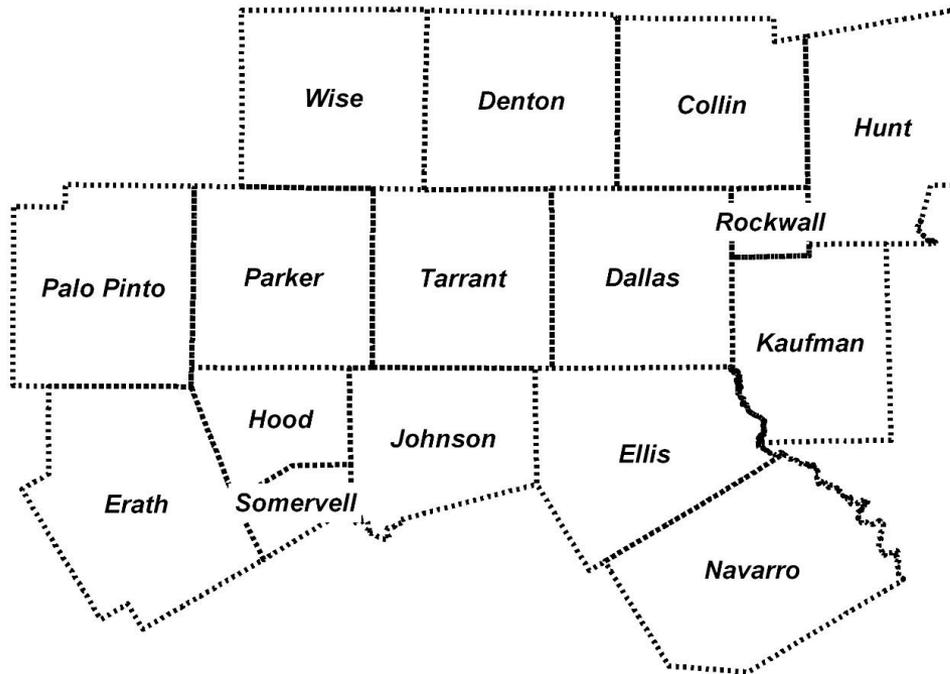


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

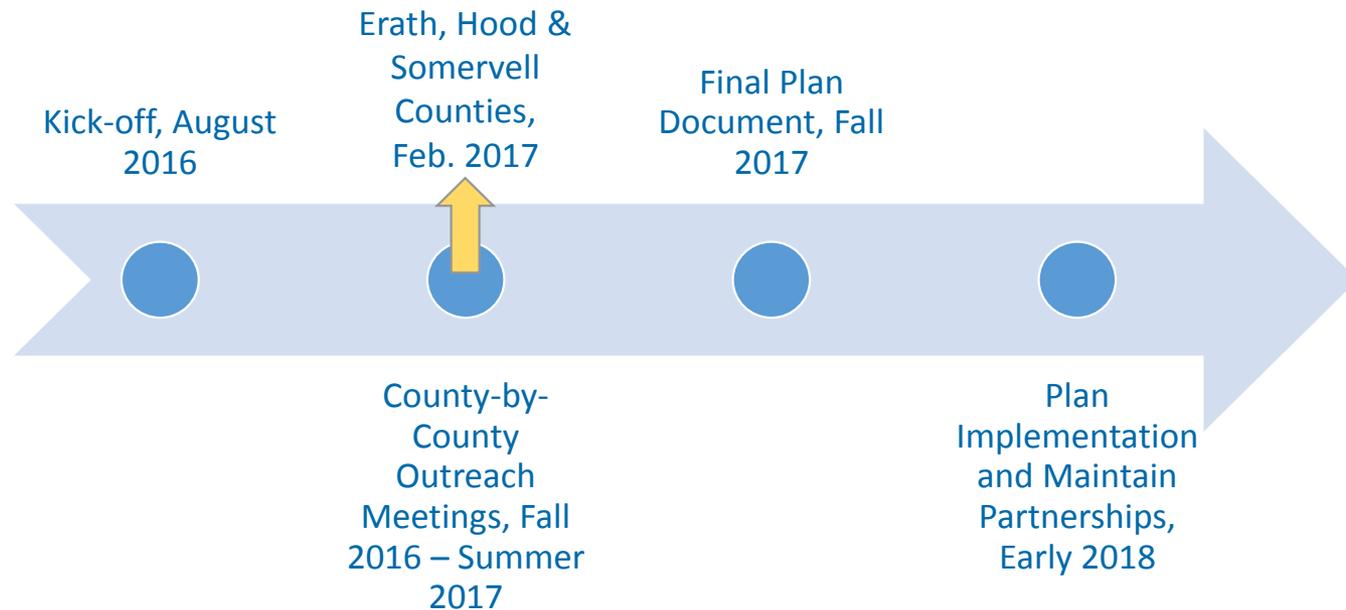
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Erath, Hood & Somervell Counties

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

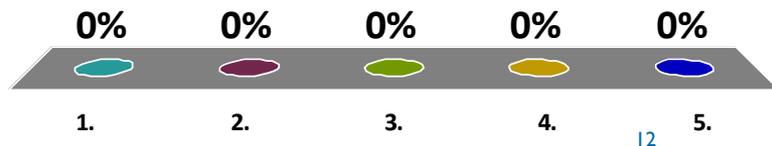
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

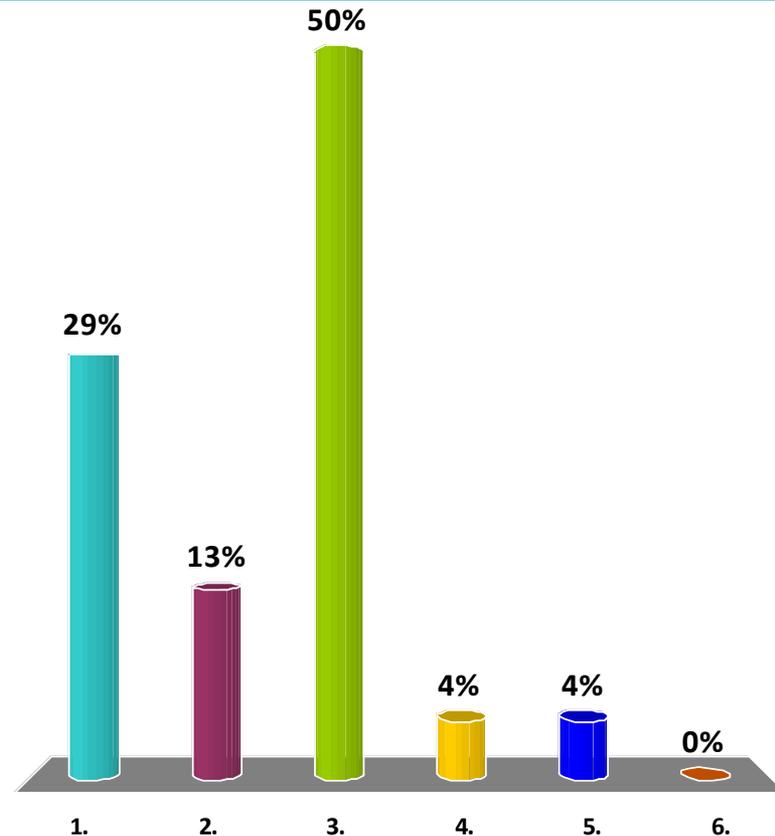
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



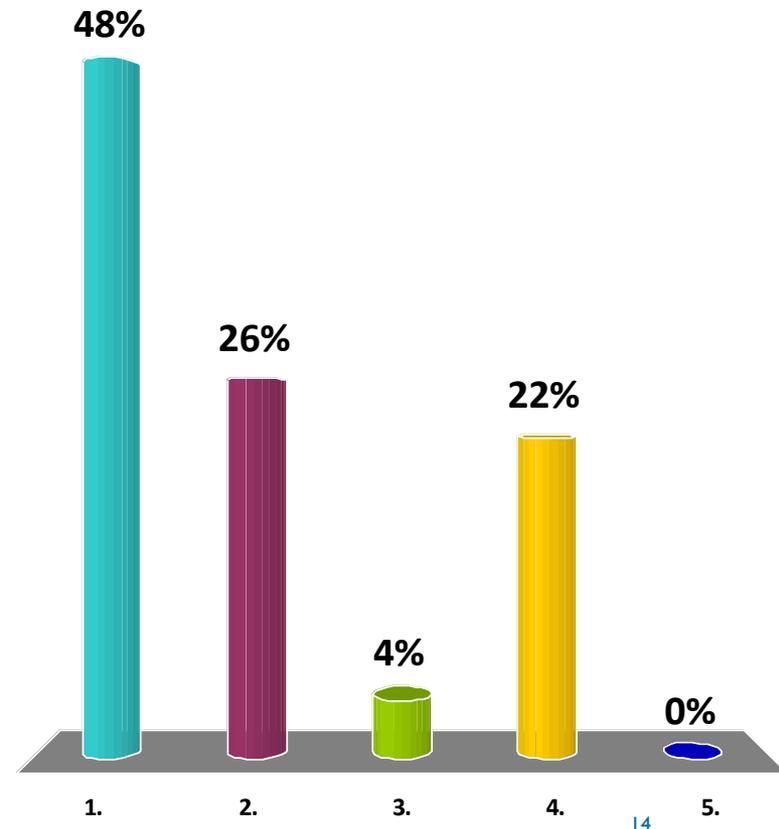
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



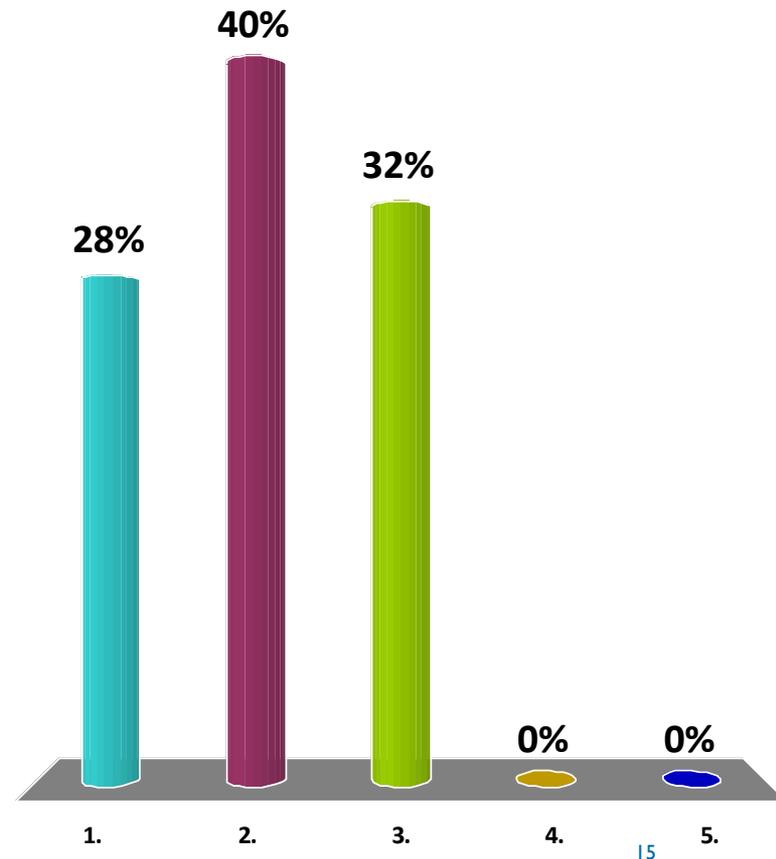
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



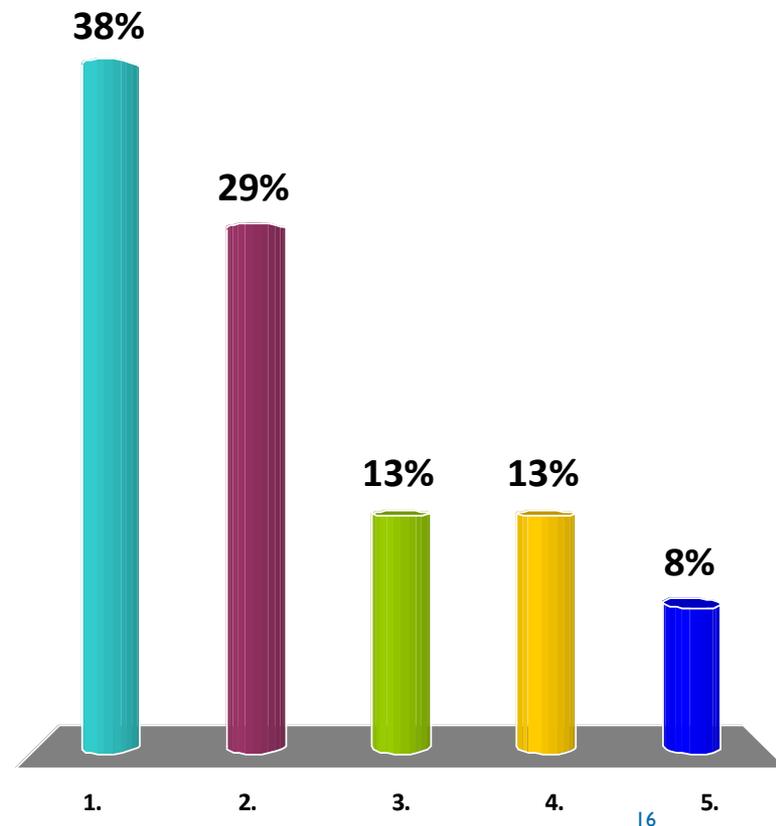
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



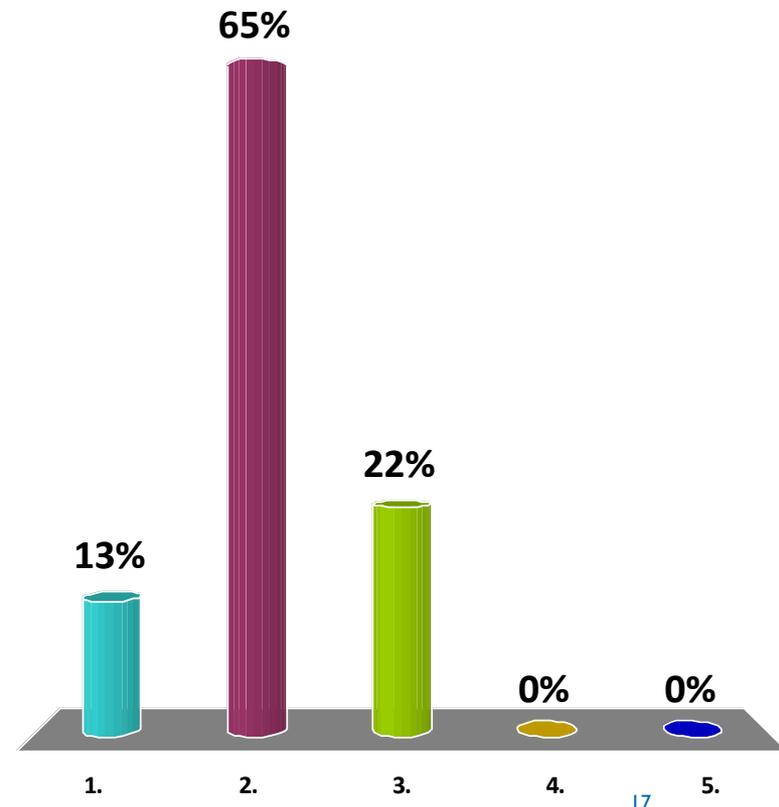
# What is the biggest barrier for you when coordinating between agencies to improve public transportation?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



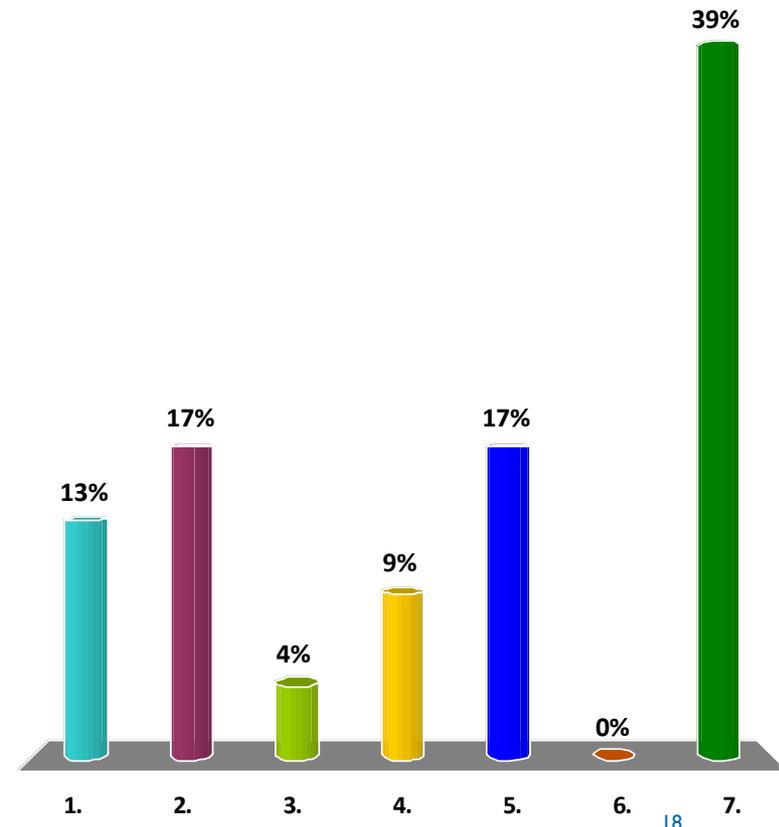
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Erath County 2013 Priorities

## Top Priorities

- 1) Improve regional connections
- 2) County coordinating committee
- 3) Decrease waiting times
- 4) Expand service operating hours

## Additional Priorities

- Driver recruitment and retention programs
- Improve awareness of existing transit service

# Your Feedback on 2013 Hood & Somervell County Priorities

## Top Priorities

- 1) Increase service
- 2) County coordinating committee

## Additional Priorities

- Improve awareness of available transit service
- Explore ways to make bus passes easier to use
- More efficient routes for senior center access

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

Sarah Chadderdon, AICP  
Principal Transportation Planner  
(817) 695-9180  
[schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
 Combined meeting for Erath County, Hood County, and Somervell County  
 February 15, 2017  
 Granbury, Texas**

1. Meeting Summary.....	p.1
a. Welcome.....	p.1
b. Introduction to Access North Texas.....	p.1
c. Interactive Questions & Discussion.....	p.1
d. Priorities & Solutions.....	p.3
e. Next Steps.....	p.4
2. Attendee List.....	p.4

**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Erath County, Hood County, and Somervell County meeting. Ms. Schlicher also announced that Mike Hensley with the North Central Texas Area Agency on Aging (AAA) would be hosting a public hearing after her presentation. The AAA public meeting was an opportunity for residents and advocates to share current and future needs for older adults and individuals with disabilities in addition to transportation.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Erath, Hood, and Somervell Counties. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

The majority of respondents identified medical trips as their highest day-to-day transportation need with work-related trips coming in as the second highest transportation need. Attendees noted that out-of-county medical trips (to both Tarrant County and Dallas County) and return trips home are difficult to schedule due to distance and availability. Regarding medical trips, attendees also noted that trips to the Veterans Affairs Hospitals are a high need for their clients.

Representatives from Hood County’s workforce office noted that individuals are sometimes unable to get to job training programs. Attendees also noted that even trips within the county can be cost prohibitive for riders with limited incomes. The Transit System (TTS) currently serves Hood County and Somervell County. Their fare ranges

from \$6 to \$10 each way for travel within Hood County and from \$6 to \$8 within Somervell County, but the actual cost to operate that service is higher. Seniors (60+) in both counties are eligible for a 50% discount. Additional funding (such as local contribution from cities) would be required to reduce fares.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, what is your primary area of concern?**

50% of respondents indicated that their primary area of concern was funding new services, while 29% specified that improving awareness of available services was their primary area of concern. Attendees noted a lack of available services and limited weekend service for residents has forced some riders to use multiple social service providers to reach their destinations. Attendees also noted that some of their clients are unable to get to last-minute medical appointments through public transportation because trips should be scheduled one day in advance. Representatives from both City and Rural Rides (CARR, serving Erath County) and TTS noted that scheduling a trip one day in advance is not required. Each agency will accommodate same day service when possible, if vehicles and drivers are not already scheduled to serve other customers.

**What funding approach will have the biggest impact on improving access to transit?**

48% of attendees answered that a focus on getting additional federal or state investment in transit would have the biggest impact on improving access to transit, while 26% answered that a focus on getting additional local government investment in transit would have the biggest impact. Attendees were interested in obtaining additional federal or state investment for general purpose trips (groceries, recreation, dining, etc.) to increase the options available to riders and to fit community needs. Attendees indicated a need to increase local government investment to improve transit access within counties. Additional funding could be used to for supplemental services, such as vehicle for-hire programs (taxis, Uber, Lyft, etc.).

**What method could improve the awareness of available services?**

40% of respondents indicated that public marketing campaigns are the best method to improve awareness, while 32% answered that a centralized location to receive information about transit would be the best method. A participant noted that targeted marketing to local agencies would be a viable option because they're already tied into the community and can help distribute information. Agencies include social service agencies, local governments and medical providers. 2-1-1, housed in the United Way of Tarrant County, is a resource that could help disseminate information about local resources. Each agency is responsible for keeping their information up-to-date in the 2-1-1 network.

**What about coordination between agencies is the biggest barrier for you?**

38% of respondents indicated that knowing where to start was the biggest barrier to coordination, while 29% indicated that identifying appropriate contacts was their biggest barrier. Participants noted that all of the choices would apply to them and expanded by indicating that knowing how to connect with the appropriate contact within an agency is a huge coordination barrier. It was also noted that once you know where to start, most of the information on a resource guide is not up-to-date and establishing a procedure to

update available resources is vital for coordination. An attendee mentioned that understanding the different roles of different agencies would ultimately reduce service duplication since there are a lot of opportunities for funding. Establishing roles on the funding side would also contribute to the reduction of service duplication and free up resources for a variety of projects.

**What is the best way to enhance the user’s experience?**

65% of attendees voted for better information on how to use transit, while 22% voted for additional assistance from the driver or personal assistant. A majority of the attendees voted for better information on how to use transit because of their experience with coming across resources that are not up-to-date. These particular resources (not identified) also provide little information on how to connect with current appropriate contacts and make it difficult to refer a client over to those resources or agencies.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

39% of attendees believed that most people won’t access these options. Conversely, another 17% of attendees indicated that web or smartphone apps with information on different providers and driverless cars, buses, or shuttles would be the most likely to improve transportation options. The majority of the attendees indicated that most people wouldn’t access these options because many of their customers don’t have the appropriate knowledge to work the technology in smartphones or apps and the newest technologies can often be challenging. Also, smartphones are not economically accessible for many of the individuals they work with on a regular basis. An attendee noted that because many of the seniors she works with have had their licenses taken away; driverless cars, buses, or shuttles sound like a great way for seniors to get around.

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for Erath, Hood, and Somervell Counties.

Participants ranked priorities for Hood County and Somervell County in the following order:

1. Increase service in Hood County and Somervell County to address access to all activities; identify funding sources.
2. Improve awareness of available public transportation services (Hood County & Somervell County).
3. Meeting of a coordinating committee to discuss ongoing transportation needs (Hood County & Somervell County).
4. Explore ways to make bus passes easier to use (Hood County & Somervell County).
5. Coordinate more efficient transportation routes for senior center access (Hood County & Somervell County).

Participants ranked priorities for Erath County in the following order:

1. Improve availability of connections from Stephenville and Dublin to regional destinations including medical services, job access, and education (Erath County).
2. Expand service operating hours beyond 8:00 am to 5:00 pm to address community and job access needs within Erath County.
3. Decrease waiting times for public transportation from its current two-hour time window (Erath County).
4. Develop a driver recruitment and retention program to address difficulties CARR faces in hiring and retaining drivers (Erath County).
5. Create and maintain a county coordinating committee to focus on ongoing transportation needs (Erath County).
6. Improve awareness of existing public transit services and expand opportunities for partnerships to grow transit service (Erath County).

**e. Next Steps**

A point-person committee for Erath County as well as Hood and Somervell Counties will soon be developed. The committee will discuss and further refine transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

**2. Attendee List**

Advocates: D. Early, Ann Blay, Jak Dandron, Jeanie Jones, Michael Ross  
 Area Agency on Aging: Shannon Byrd  
 Choices Clinic & Life Resource Center: Heather Dawes, Ashley Graves  
 City and Rural Rides: Rhonda Kelton, Michael Kelly  
 Dublin Chamber: Tom Gordon  
 Erath County: Tami Barker  
 Granbury Housing Authority: Julia K. Richardson, Sheri Simpson, Larry Richardson  
 Hood County Committee on Aging: Wanda Nail  
 Hood County: Judge Darrell Cockerham  
 Hood County Senior Center: Barb Facer, Rebecca Freeman, Loyd Nail  
 Lake Granbury Medical Center: Derrick E. Cuenca  
 Mission Granbury: Christi Durant, Ken Horton  
 North Central Texas Area Agency on Aging: Mike Hensley  
 North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Donato Perez  
 Paluxy River Children's Advocacy Center: Kerrie Stannell, Elizabeth Johnson

Pecan Valley Centers for Behavioral and Developmental HealthCare: Alecia Morrison,  
Allen Gould

Ride N Safe Medical Transport, LLC: Cliff Montemayor

Somervell County Committee on Aging, Inc.: Pam Baker

Texas Department of Transportation: Tommie Fugate, Johanna Pike

The Transit System: Joan Rohrbaugh, Terry Vannoy

United Way of Hood County: Becky Mauldin



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Erath County to follow up on the outcomes of the outreach meeting that took place on February 15, 2017 in Granbury. The following individuals, representing a variety of interests in Erath County, participated in the prioritization of strategies to address the needs identified.

Heather Dawes, Client Services Director, Choices Clinic & Life Resource Center  
Rhonda Kelton, Mobility Manager, City and Rural Rides (CARR)  
Michael Kelly, Regional Coordinator, City and Rural Rides (CARR)  
Carol McGinnis, Vocational and Rehab Counselor, Texas Workforce Solutions  
Tamera Baker, Veterans Service Officer, Erath County  
Sandy Morgan, Coordinator, Stephenville Senior Citizen Center  
Dwayne Snider, Coordinator for Disability Services, Tarleton State University  
Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

Tammy Baker, Veterans Service Officer for Erath County noted that half of her veterans travel to Granbury, Fort Worth and Dallas to access services. Currently, these rides are provided by volunteers, friends and family. She was not familiar with the local public transportation provider City and Rural Rides (CARR). NCTCOG staff and CARR explained it is possible for CARR and the neighboring transit provider (The Transit System (TTS)) in Hood County to coordinate in order to provide a regional connection to Granbury. Some veterans currently rely on family and friends to accommodate local trips.

Rhonda Kelton, Mobility Manager from CARR, mentioned that some residents were upset when service was cut back due to funding cuts. CARR partners with Meals on Wheels to provide 30 free rides per month for individuals within the city limits of Stephenville.

Prioritized strategies for Erath County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.6

*HOOD COUNTY AND  
SOMERVELL COUNTY*



# **Access North Texas – Erath, Hood and Somervell Counties**

## **North Central Texas Council of Governments**

**Kelli Schlicher, AICP**

**Hood County Library**

**Granbury, Texas**

**February 15, 2017**

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

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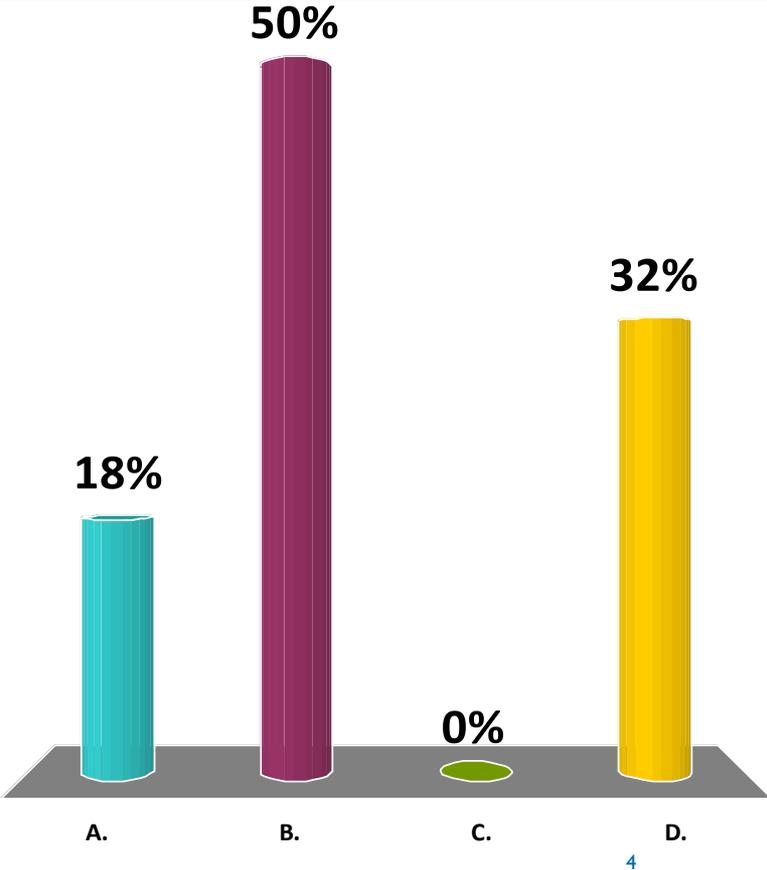
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The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.

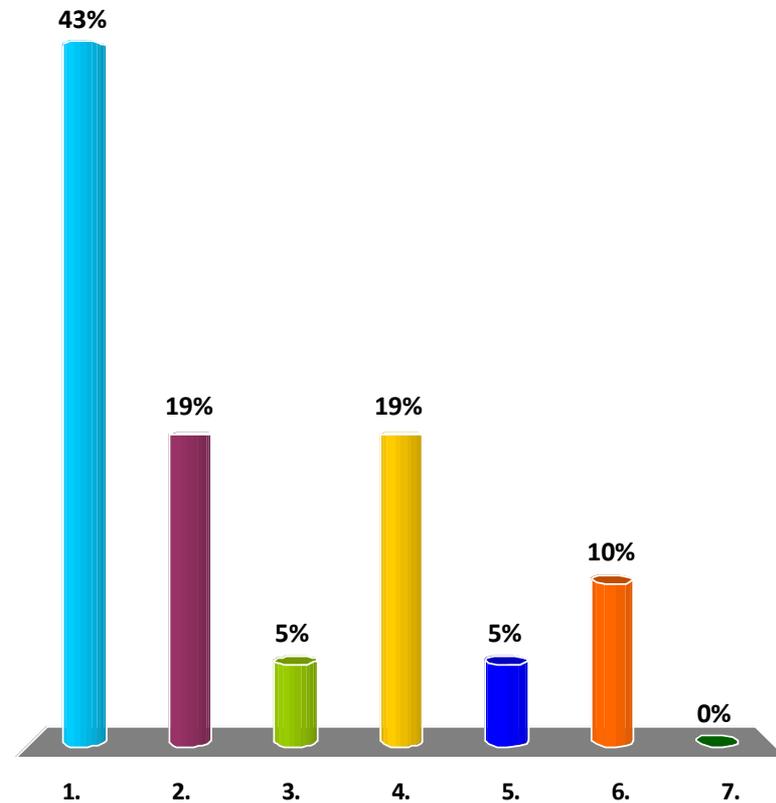
# Do you or your agency focus on Erath, Hood, or Somervell County?

- A. Erath County
- B. Hood County
- C. Somervell County
- D. Multiple counties

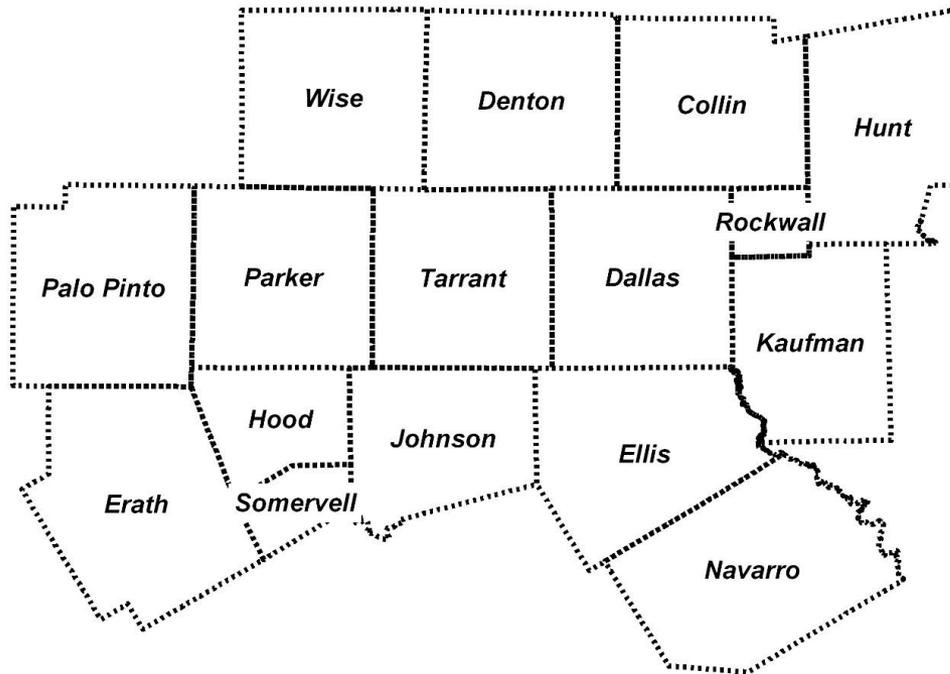


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

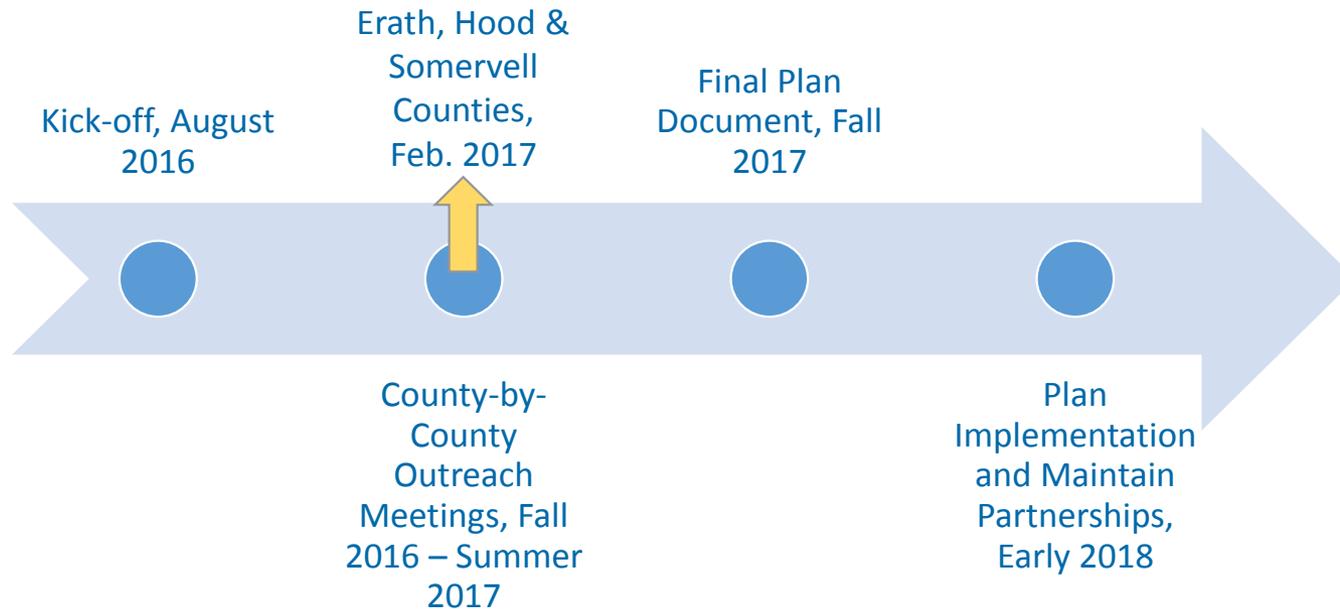
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Erath, Hood & Somervell Counties

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

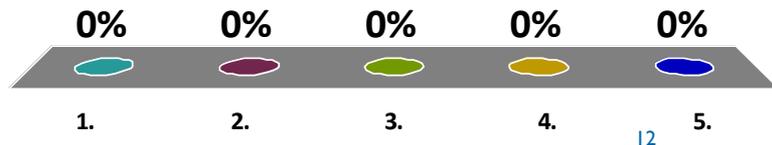
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

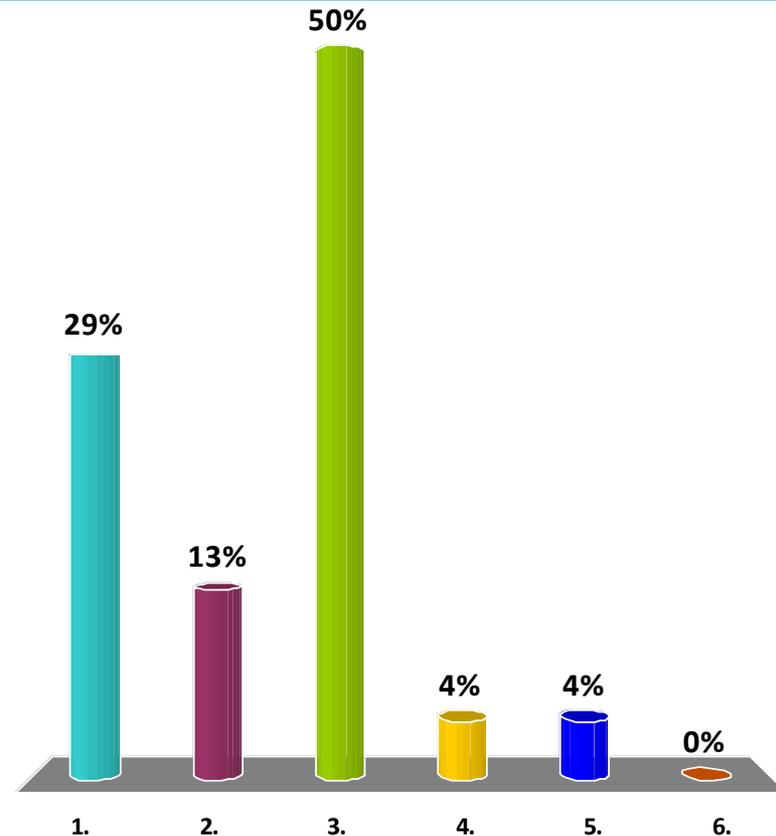
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



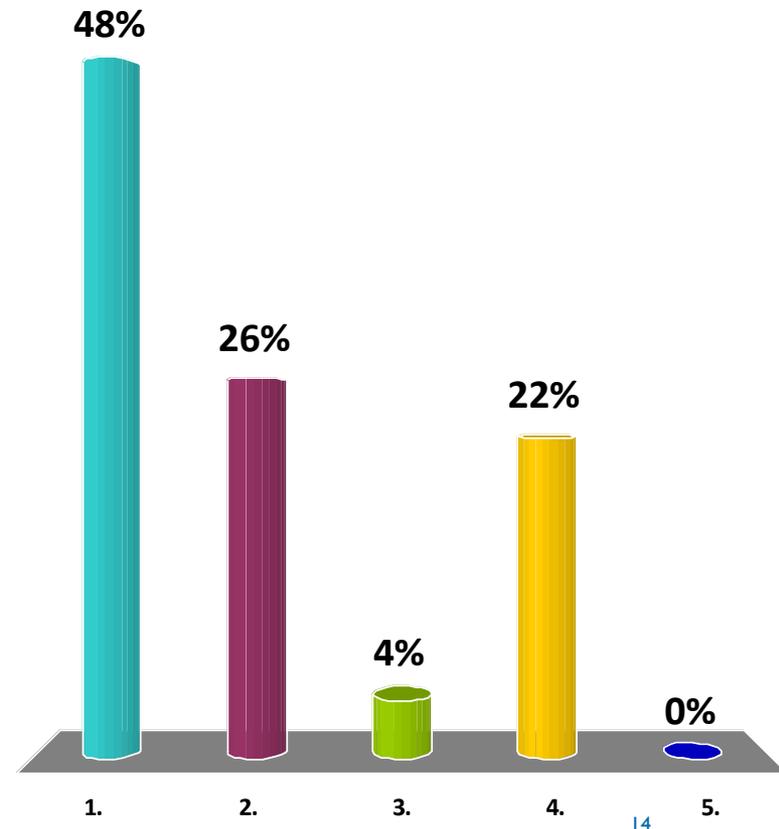
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



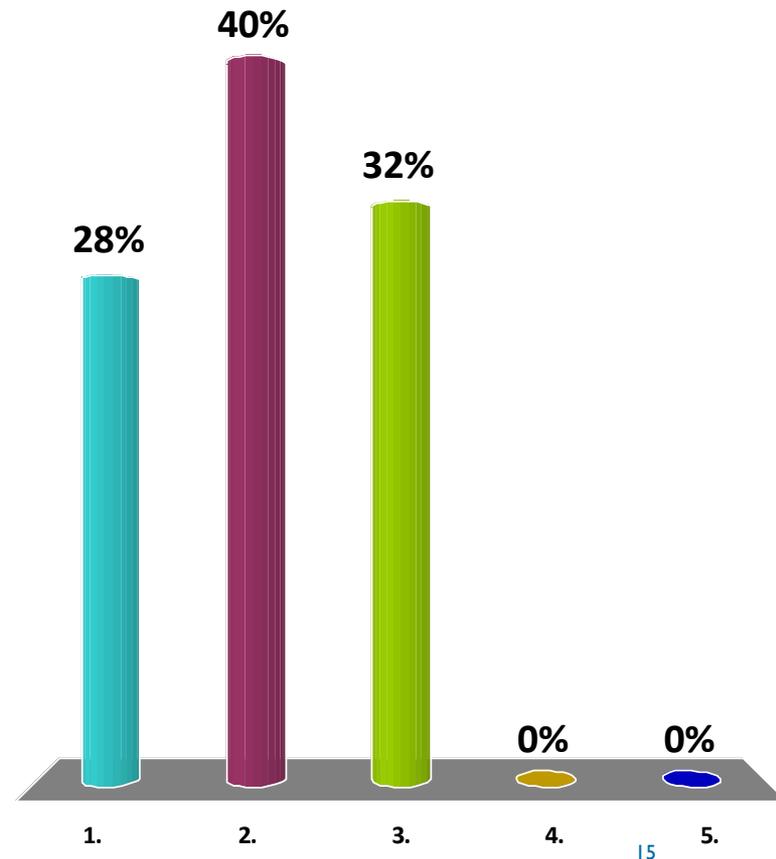
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



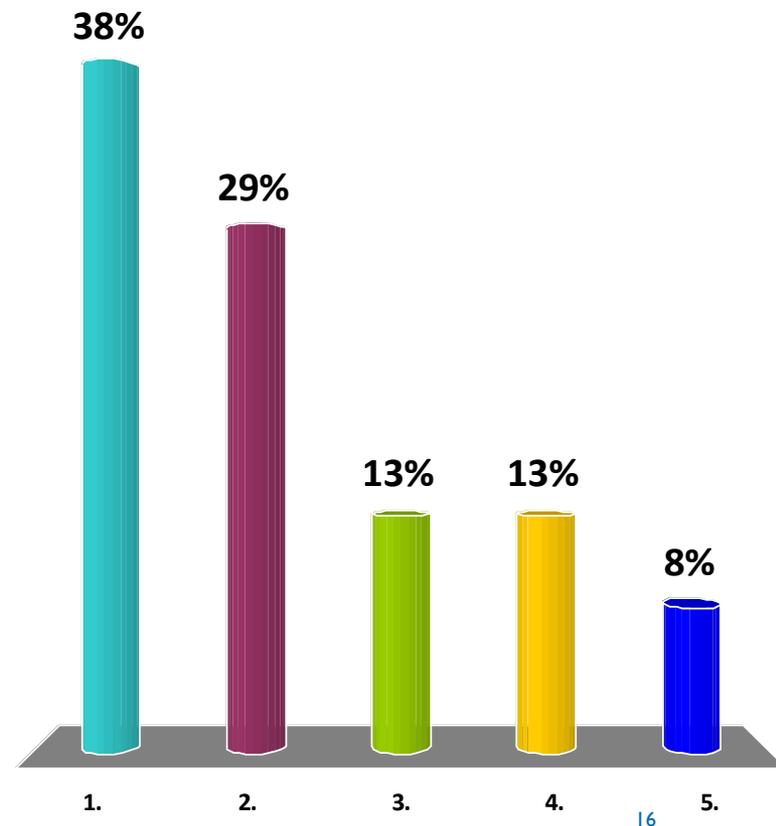
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



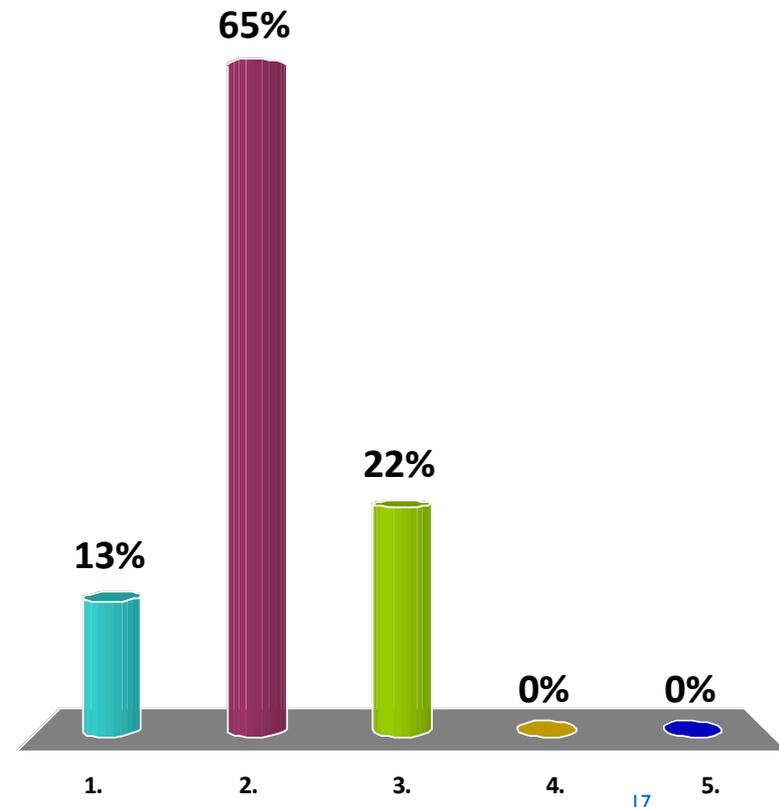
# What is the biggest barrier for you when coordinating between agencies to improve public transportation?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



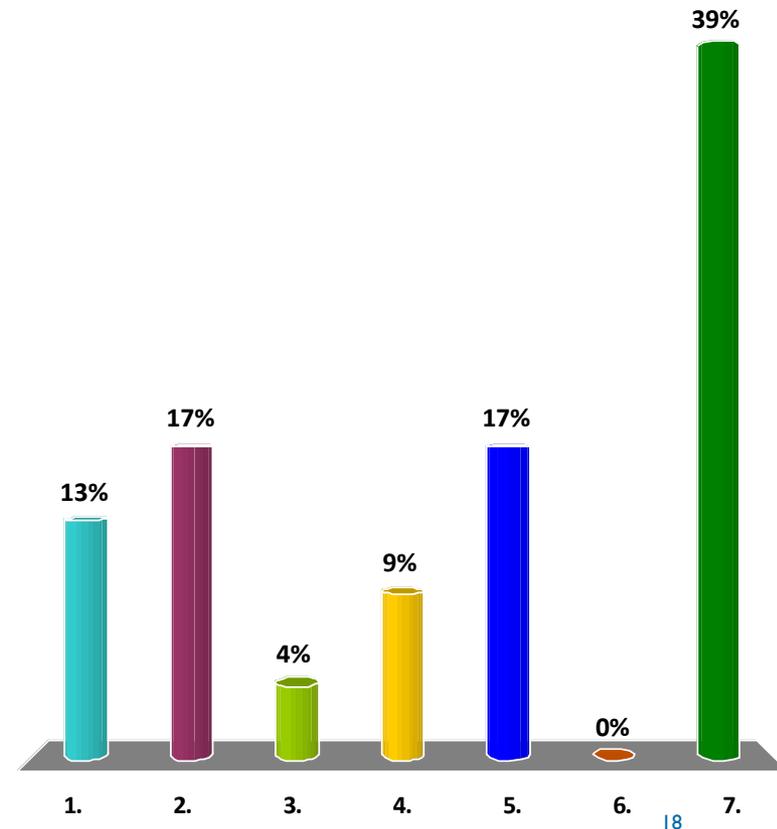
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Erath County 2013 Priorities

## Top Priorities

- 1) Improve regional connections
- 2) County coordinating committee
- 3) Decrease waiting times
- 4) Expand service operating hours

## Additional Priorities

- Driver recruitment and retention programs
- Improve awareness of existing transit service

# Your Feedback on 2013 Hood & Somervell County Priorities

## Top Priorities

- 1) Increase service
- 2) County coordinating committee

## Additional Priorities

Improve awareness of available transit service

Explore ways to make bus passes easier to use

More efficient routes for senior center access

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

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[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
 Combined meeting for Erath County, Hood County, and Somervell County  
 February 15, 2017  
 Granbury, Texas**

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a. Welcome.....	p.1
b. Introduction to Access North Texas.....	p.1
c. Interactive Questions & Discussion.....	p.1
d. Priorities & Solutions.....	p.3
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2. Attendee List.....	p.4

**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Erath County, Hood County, and Somervell County meeting. Ms. Schlicher also announced that Mike Hensley with the North Central Texas Area Agency on Aging (AAA) would be hosting a public hearing after her presentation. The AAA public meeting was an opportunity for residents and advocates to share current and future needs for older adults and individuals with disabilities in addition to transportation.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Erath, Hood, and Somervell Counties. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

The majority of respondents identified medical trips as their highest day-to-day transportation need with work-related trips coming in as the second highest transportation need. Attendees noted that out-of-county medical trips (to both Tarrant County and Dallas County) and return trips home are difficult to schedule due to distance and availability. Regarding medical trips, attendees also noted that trips to the Veterans Affairs Hospitals are a high need for their clients.

Representatives from Hood County’s workforce office noted that individuals are sometimes unable to get to job training programs. Attendees also noted that even trips within the county can be cost prohibitive for riders with limited incomes. The Transit System (TTS) currently serves Hood County and Somervell County. Their fare ranges

from \$6 to \$10 each way for travel within Hood County and from \$6 to \$8 within Somervell County, but the actual cost to operate that service is higher. Seniors (60+) in both counties are eligible for a 50% discount. Additional funding (such as local contribution from cities) would be required to reduce fares.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, what is your primary area of concern?**

50% of respondents indicated that their primary area of concern was funding new services, while 29% specified that improving awareness of available services was their primary area of concern. Attendees noted a lack of available services and limited weekend service for residents has forced some riders to use multiple social service providers to reach their destinations. Attendees also noted that some of their clients are unable to get to last-minute medical appointments through public transportation because trips should be scheduled one day in advance. Representatives from both City and Rural Rides (CARR, serving Erath County) and TTS noted that scheduling a trip one day in advance is not required. Each agency will accommodate same day service when possible, if vehicles and drivers are not already scheduled to serve other customers.

**What funding approach will have the biggest impact on improving access to transit?**

48% of attendees answered that a focus on getting additional federal or state investment in transit would have the biggest impact on improving access to transit, while 26% answered that a focus on getting additional local government investment in transit would have the biggest impact. Attendees were interested in obtaining additional federal or state investment for general purpose trips (groceries, recreation, dining, etc.) to increase the options available to riders and to fit community needs. Attendees indicated a need to increase local government investment to improve transit access within counties. Additional funding could be used to for supplemental services, such as vehicle for-hire programs (taxis, Uber, Lyft, etc.).

**What method could improve the awareness of available services?**

40% of respondents indicated that public marketing campaigns are the best method to improve awareness, while 32% answered that a centralized location to receive information about transit would be the best method. A participant noted that targeted marketing to local agencies would be a viable option because they're already tied into the community and can help distribute information. Agencies include social service agencies, local governments and medical providers. 2-1-1, housed in the United Way of Tarrant County, is a resource that could help disseminate information about local resources. Each agency is responsible for keeping their information up-to-date in the 2-1-1 network.

**What about coordination between agencies is the biggest barrier for you?**

38% of respondents indicated that knowing where to start was the biggest barrier to coordination, while 29% indicated that identifying appropriate contacts was their biggest barrier. Participants noted that all of the choices would apply to them and expanded by indicating that knowing how to connect with the appropriate contact within an agency is a huge coordination barrier. It was also noted that once you know where to start, most of the information on a resource guide is not up-to-date and establishing a procedure to

update available resources is vital for coordination. An attendee mentioned that understanding the different roles of different agencies would ultimately reduce service duplication since there are a lot of opportunities for funding. Establishing roles on the funding side would also contribute to the reduction of service duplication and free up resources for a variety of projects.

**What is the best way to enhance the user’s experience?**

65% of attendees voted for better information on how to use transit, while 22% voted for additional assistance from the driver or personal assistant. A majority of the attendees voted for better information on how to use transit because of their experience with coming across resources that are not up-to-date. These particular resources (not identified) also provide little information on how to connect with current appropriate contacts and make it difficult to refer a client over to those resources or agencies.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

39% of attendees believed that most people won’t access these options. Conversely, another 17% of attendees indicated that web or smartphone apps with information on different providers and driverless cars, buses, or shuttles would be the most likely to improve transportation options. The majority of the attendees indicated that most people wouldn’t access these options because many of their customers don’t have the appropriate knowledge to work the technology in smartphones or apps and the newest technologies can often be challenging. Also, smartphones are not economically accessible for many of the individuals they work with on a regular basis. An attendee noted that because many of the seniors she works with have had their licenses taken away; driverless cars, buses, or shuttles sound like a great way for seniors to get around.

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for Erath, Hood, and Somervell Counties.

Participants ranked priorities for Hood County and Somervell County in the following order:

1. Increase service in Hood County and Somervell County to address access to all activities; identify funding sources.
2. Improve awareness of available public transportation services (Hood County & Somervell County).
3. Meeting of a coordinating committee to discuss ongoing transportation needs (Hood County & Somervell County).
4. Explore ways to make bus passes easier to use (Hood County & Somervell County).
5. Coordinate more efficient transportation routes for senior center access (Hood County & Somervell County).

Participants ranked priorities for Erath County in the following order:

1. Improve availability of connections from Stephenville and Dublin to regional destinations including medical services, job access, and education (Erath County).
2. Expand service operating hours beyond 8:00 am to 5:00 pm to address community and job access needs within Erath County.
3. Decrease waiting times for public transportation from its current two-hour time window (Erath County).
4. Develop a driver recruitment and retention program to address difficulties CARR faces in hiring and retaining drivers (Erath County).
5. Create and maintain a county coordinating committee to focus on ongoing transportation needs (Erath County).
6. Improve awareness of existing public transit services and expand opportunities for partnerships to grow transit service (Erath County).

**e. Next Steps**

A point-person committee for Erath County as well as Hood and Somervell Counties will soon be developed. The committee will discuss and further refine transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

**2. Attendee List**

Advocates: D. Early, Ann Blay, Jak Dandron, Jeanie Jones, Michael Ross  
 Area Agency on Aging: Shannon Byrd  
 Choices Clinic & Life Resource Center: Heather Dawes, Ashley Graves  
 City and Rural Rides: Rhonda Kelton, Michael Kelly  
 Dublin Chamber: Tom Gordon  
 Erath County: Tami Barker  
 Granbury Housing Authority: Julia K. Richardson, Sheri Simpson, Larry Richardson  
 Hood County Committee on Aging: Wanda Nail  
 Hood County: Judge Darrell Cockerham  
 Hood County Senior Center: Barb Facer, Rebecca Freeman, Loyd Nail  
 Lake Granbury Medical Center: Derrick E. Cuenca  
 Mission Granbury: Christi Durant, Ken Horton  
 North Central Texas Area Agency on Aging: Mike Hensley  
 North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Donato Perez  
 Paluxy River Children's Advocacy Center: Kerrie Stannell, Elizabeth Johnson

Pecan Valley Centers for Behavioral and Developmental HealthCare: Alecia Morrison,  
Allen Gould  
Ride N Safe Medical Transport, LLC: Cliff Montemayor  
Somervell County Committee on Aging, Inc.: Pam Baker  
Texas Department of Transportation: Tommie Fugate, Johanna Pike  
The Transit System: Joan Rohrbaugh, Terry Vannoy  
United Way of Hood County: Becky Mauldin



Access North Texas

**Hood County & Somervell County**

### **Prioritization Process**

NCTCOG staff contacted stakeholders in Hood County and Somervell County to follow up on the outcomes of the outreach meeting that took place on February 15, 2017 in Granbury. The following individuals, representing a variety of interests in Hood County and Somervell County, participated in the prioritization of strategies to address the needs identified.

Mike Scott, President/CEO, Granbury Chamber of Commerce  
 Julia K. Richardson, Executive Director, Granbury Housing Authority  
 Pam Baker, Project Director, Somervell Committee on Aging, Inc.  
 Joyce Stark, Program Service Coordinator, Hood County Committee on Aging, Inc.  
 Elizabeth Johnson, Program Director, Paluxy River Children's Advocacy Center  
 Alecia Morrison, Director of IDD Provider Services, Pecan Valley Centers for Behavioral and Departmental HealthCare  
 Becky Mauldin, Executive Director, United Way of Hood County  
 Derinda Long, General Manager, The Transit System (TTS)  
 Linda Mallon, Hood and Somervell County Veterans Service Officer, Somervell County  
 Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

On June 5, 2017, Julia Richardson (Executive Director of Granbury Housing) and Elizabeth Johnson (Program Director of Paluxy River Children's Advocacy Center) noted that additional capacity on transit was the greatest need. They mentioned that a bus route empowers the rider with its fixed schedule and known stops. A local bus route could help individuals reach local destinations. Additionally, coordinated regional trips to Fort Worth could improve access to regional services. The current transportation system (operated by TTS) is expensive to the rider (compared to fixed route) and doesn't have the flexibility to accommodate same-day emergent trips. The Paluxy River Children's Advocacy Center has a contract with TTS to provide trips to clients seeking emergency medical care, often at Cook Children's in Fort Worth. These trips are currently funded by donations, but this could change if the program continues to grow.

On June 6, 2017, TTS staff identified that their largest challenge is recruiting and retaining drivers. Currently TTS advertises driver positions by running local ads, placing yard signs, and workforce ads on their website. Hiring new drivers can be challenging because of the time needed (a couple months) to onboard and train the new driver. TTS has noticed that some of their drivers that have recently retired are retiring for the

second time (i.e. driving for TTS was their second career). Staff did note that increasing their pay scale has helped some, but they still aren't able to pay what larger urban systems are paying their drivers. Another challenge TTS faces within their service area is that residents don't understand that their transit service is for the general public. TTS has tried to coordinate some public service announcements with radio stations, but the stations have not responded. Lastly, TTS had a contract with the County Veteran's Service Office to provide trips for veterans to Veteran's Administration services, but rides were never scheduled with TTS. TTS offers a discount for seniors for local trips within Hood County or Somervell County. There is no discount offered for regional trips.

Alecia Morrison (Director of IDD Provider Services for Pecan Valley Centers) noted via email that her client's largest gaps in service are local and regional medical appointments, general purpose trips, and weekend trips. Many of their clients do not have Medicaid, which includes a transportation benefit for approved medical appointments. She also believed that additional training for the drivers to offer better assistance would be helpful, particularly for individuals using mobility devices.

Prioritized strategies for Hood County and Somervell County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.7

*HUNT COUNTY*



# Access North Texas – Hunt County

## North Central Texas Council of Governments

Kelli Schlicher, AICP

Senior Center Resources and Public Transit

Greenville, Texas

September 20, 2016

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

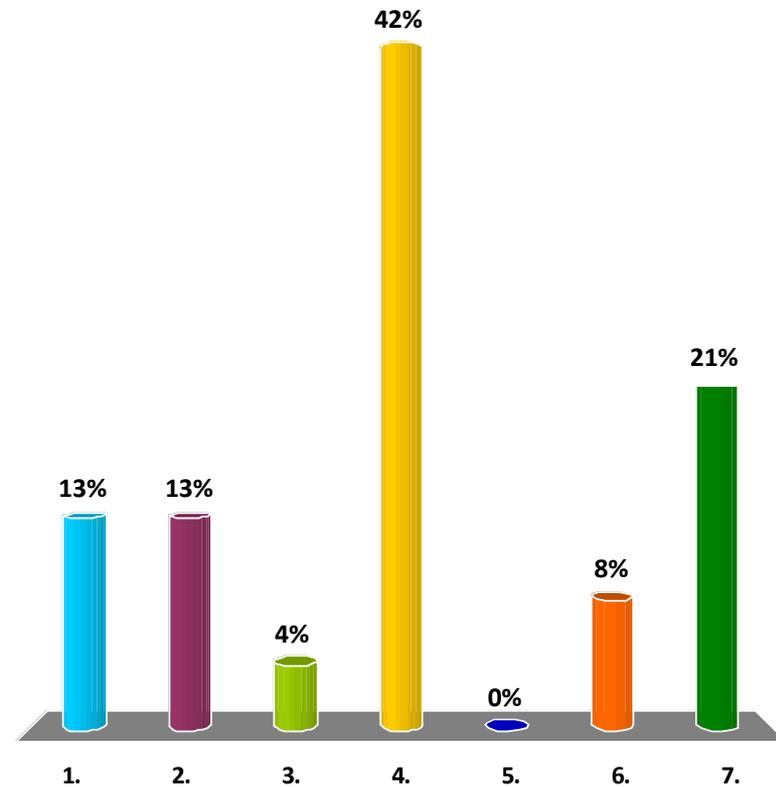
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

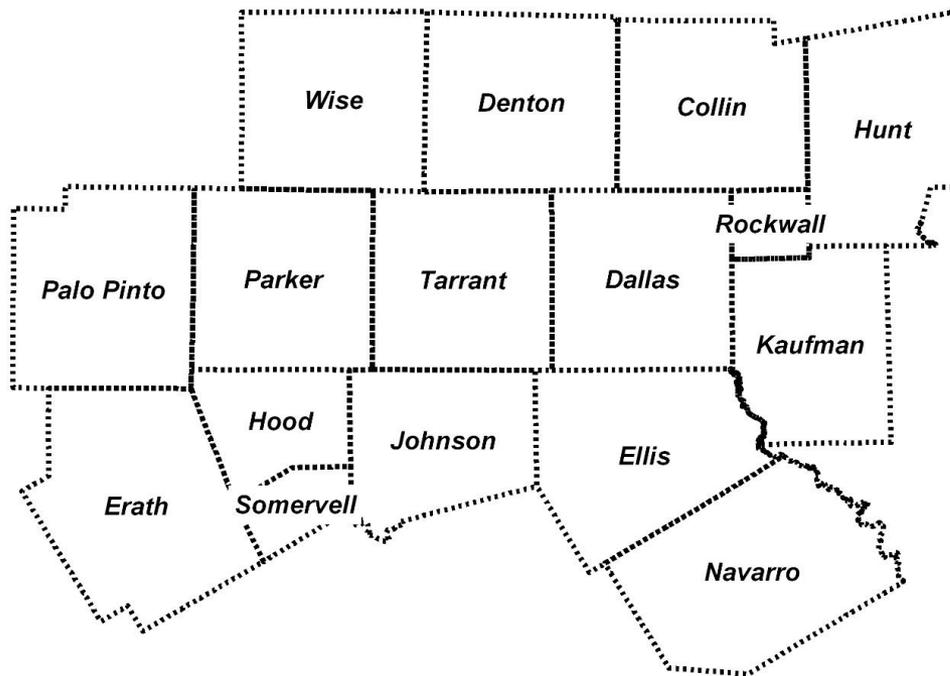
Please do not push the channel button in the bottom left.

# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

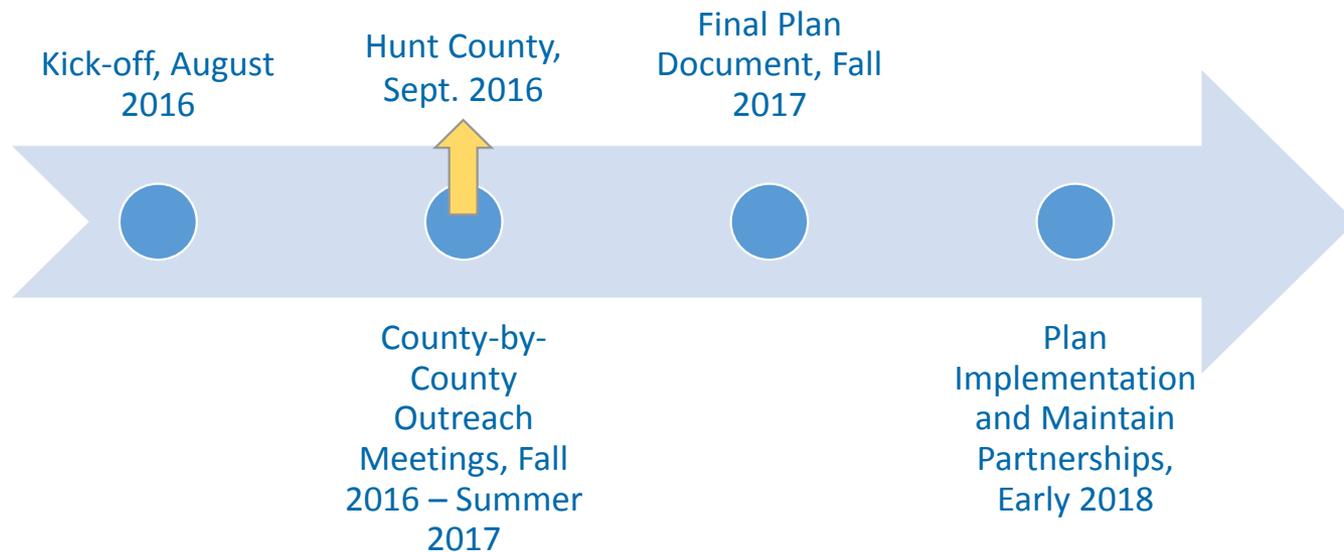
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Hunt County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

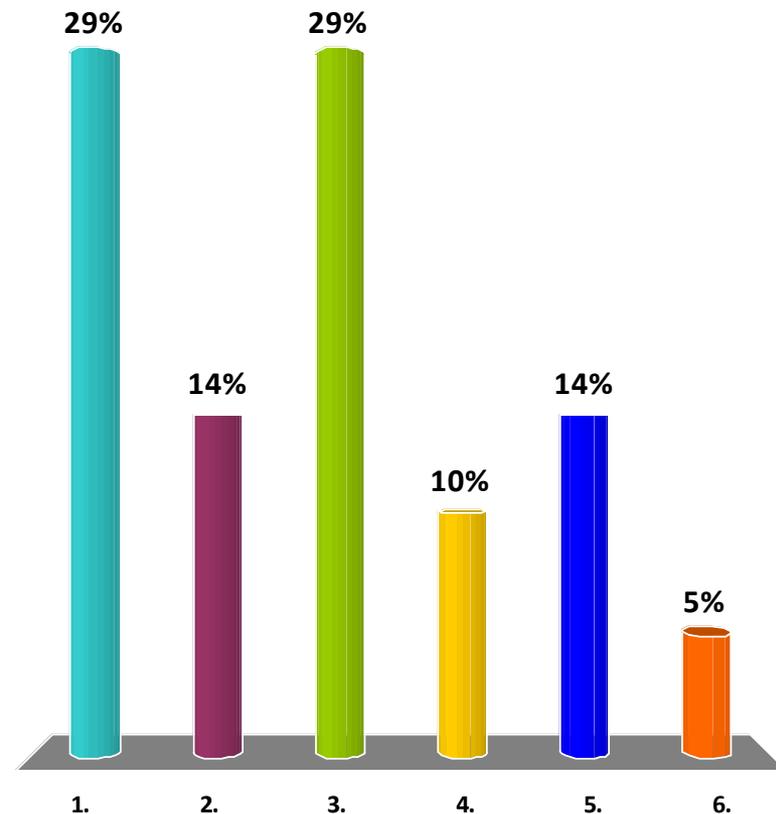
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

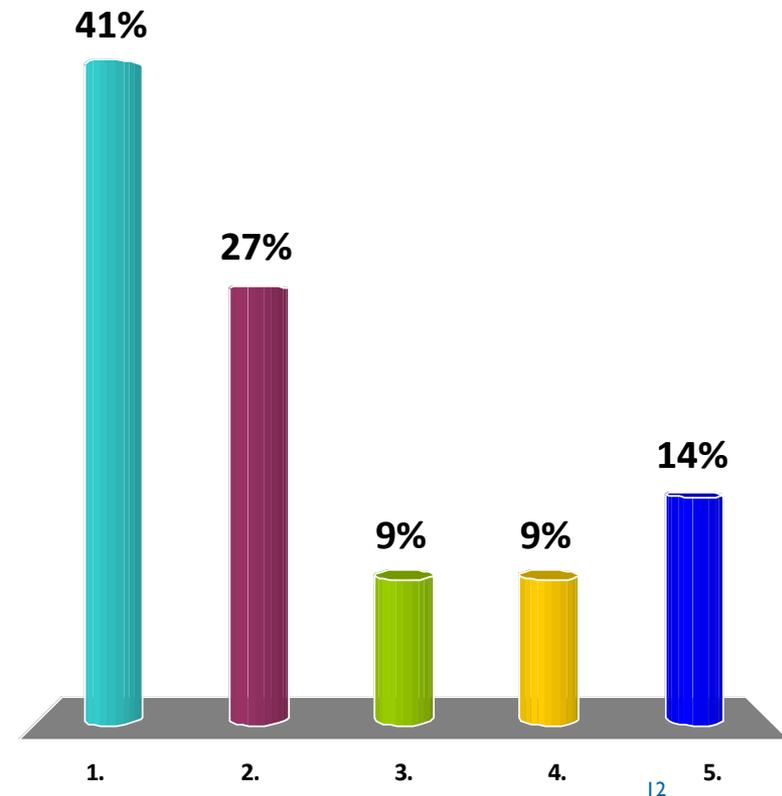
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



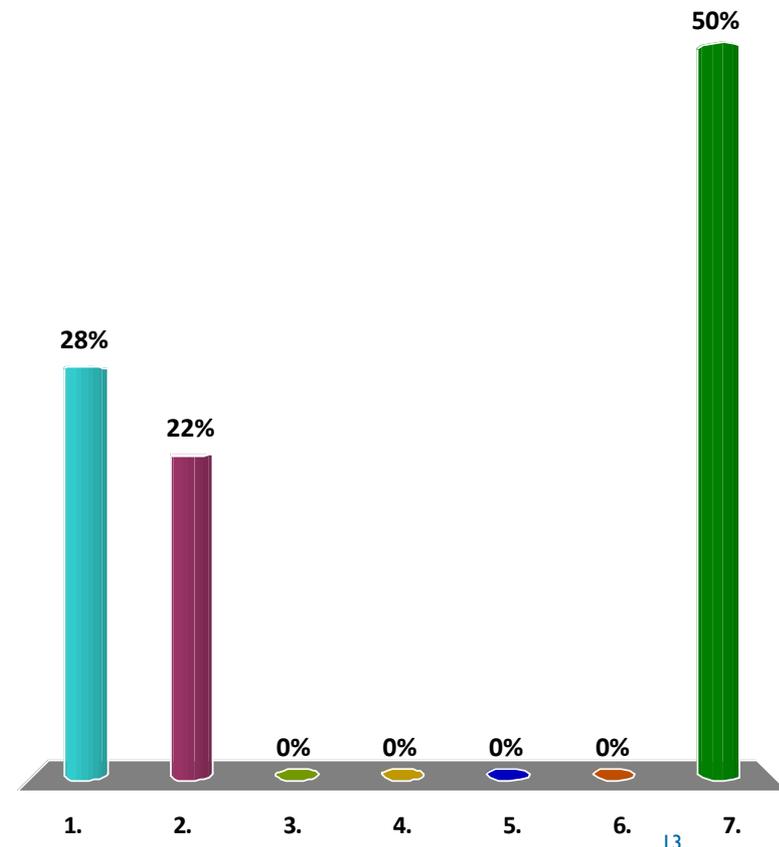
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



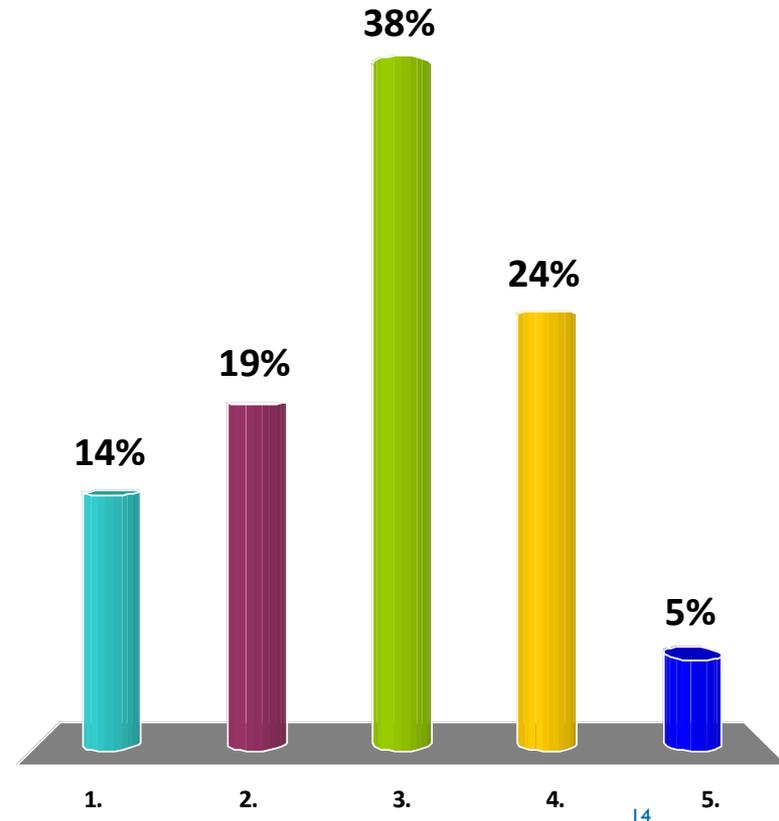
# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Technology network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



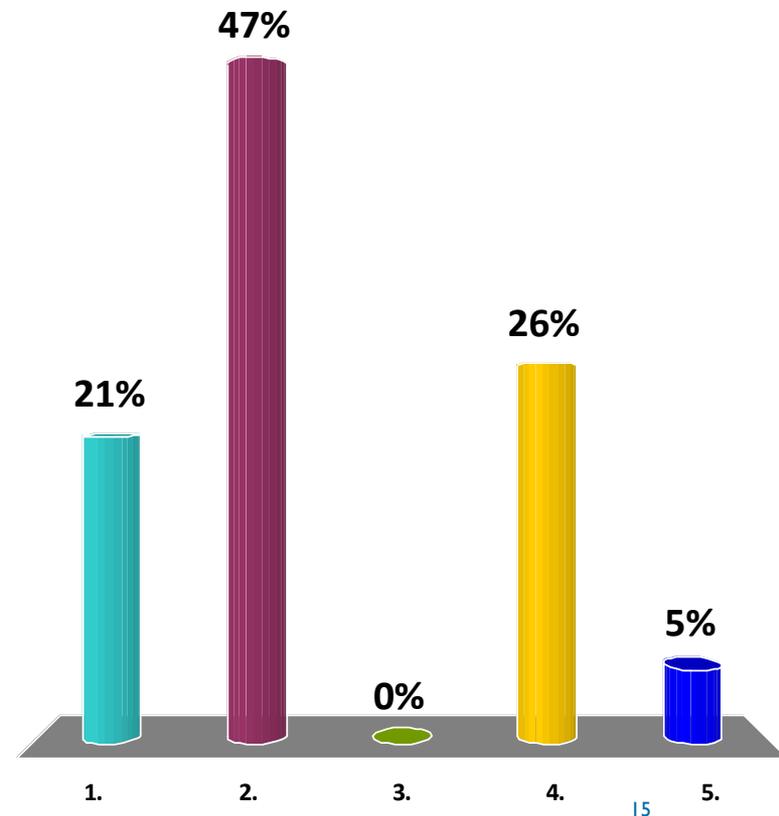
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



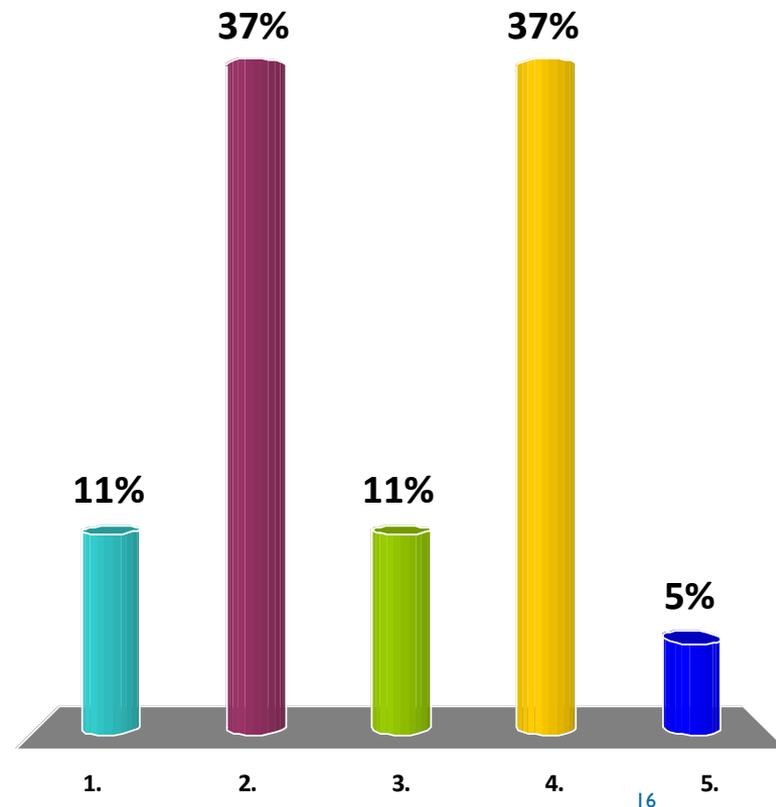
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



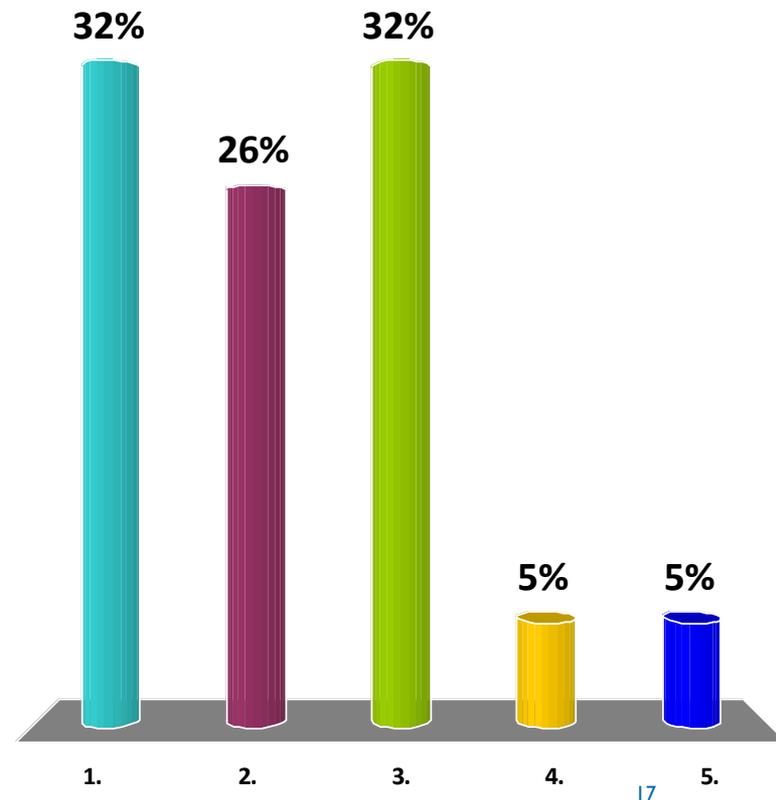
# What about coordination between agencies is the biggest barrier for you?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



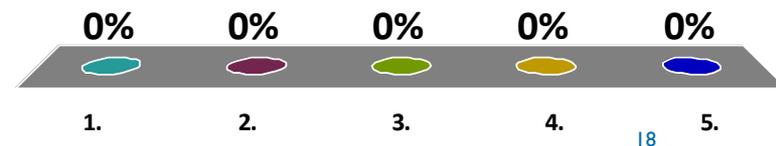
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



# What kind of targeted implementation plans would have the greatest impact on transit?

1. Establish cost-sharing structures and agreements
2. Documentation of specific need as evidence for funding requests
3. Step-by-step implementation for new services
4. Documentation of best practices for coordination with other agencies
5. Other



# Next Steps

Continue to identify successfully implemented strategies 

Work with communities to identify transportation needs 

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on 2013 Priorities

## Top Priorities

- 1) Coordinating committee
- 2) Link to Dallas-Fort Worth
- 3) Partnerships with colleges

## Additional Priorities

Partnerships with faith organizations

Improved rider familiarity with service parameters

Increased awareness of existing services

Coordinate with Veterans Affairs

Establish mobility management activities

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

Sarah Chadderdon, AICP  
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[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
Hunt County Meeting  
September 20, 2016  
Greenville, Texas**

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**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Hunt County meeting. Ms. Schlicher also thanked Senior Center Resources and Public Transit (The Connection) for kindly hosting this meeting.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Hunt County. The polling questions and discussion are summarized below.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

29% of respondents indicated that both improving awareness of available services and funding new services were equally necessary. Similarly, 14% of respondents indicated that increasing coordination between agencies and creating targeted implementation plans were equally necessary. One respondent noted that she chose other because she has difficulty making regional connections to Dallas County and Denton County for both medical appointments and to see family.

**With the agency you work for, what is the highest day-to-day transportation need?**

41% of respondents indicated that the highest day-to-day transportation need for their agency is medical trips, while 27% specified that work related trips is their highest transportation need. Although transportation for medical and work ranked highest in the poll, individuals noted that there was an equal need for all five options in Hunt County. Additionally, agencies noted that there is a need for accommodating same day trip

requests. Lastly, attendees described the need for transportation to medical appointments, particularly in Dallas, Plano, and the Veterans Affairs (VA) facilities in Bonham.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

50% of attendees believed that most people wouldn't access these options because technology is not economically accessible for many of the individuals they work with on a regular basis. 28% of attendees voted for transportation network companies (TNC) like Uber and Lyft. Respondents saw this as an affordable transportation option that would add variety and be beneficial for students, but noted that TNCs are not yet widely available in Hunt County. Additionally, one agency noted that they could coordinate and pay for their client's trips ultimately eliminating the technology barrier. Attendees were interested in possibly developing relationships with TNCs to expand available options in Hunt County and partnerships with nonprofits.

**What funding approach will have the biggest impact on improving access to transit?**

38% of attendees answered that a focus on increasing user choice would have the biggest impact on improving access to transit, while 24% answered that a focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.) would have the biggest impact. Since there are currently two transportation providers in Hunt County (The Connection's public transit and On the Go's taxi service), attendees noted that increasing the number of available transportation options would help increase access to local services. Attendees proposed options for how to fund these new services. One participant suggested a market-based approach. Another participant suggested a public/private partnership. For example, a large employer could partner with a local transit provider to provide their employees trips to work.

**What is the best way to enhance the user's experience?**

47% of attendees voted for better information on how to use transit, while 26% voted for few transfers between providers for regional trips. Discussion centered on reducing transfers between providers and its relevance for Hunt County. As an example, Ms. Schlicher explained how a person's trip from Fort Worth to the Dallas Veterans Affairs Medical Center would require two transfers and three different transportation providers. Mr. Allembaugh (Executive Director of Senior Center Resources and Public Transit who operates The Connection) then announced that starting October 1, 2016, The Connection will be providing transit service to Dallas Area Rapid Transit's (DART) Rowlett station. A schedule will be posted soon. Mr. Allembaugh also noted that he is working with other agencies to develop solutions in order to create a more seamless connection (with few transfers) into Dallas for riders with limited mobility.

There was also discussion about how best to get information out about the currently available transportation options. Attendees noted that information should be available in a variety of different formats beyond static websites. Flyers that provide step-by-step

instructions on how to use a service could be made available in public locations such as libraries, city facilities and grocery stores.

**What about coordination between agencies is the biggest barrier for you?**

37% of respondents indicated that both identifying appropriate contacts and developing agreements between agencies were equal barriers to coordination. Similarly, 11% of respondents indicated that knowing where to start and successfully contacting other agencies were also equally necessary. One participant noted that finding an affordable transportation option in an emergency or with less than 24 hours' notice is her biggest barrier. Another participant indicated that identifying an appropriate contact within different agencies is a barrier because her clients' needs vary.

**What method could improve the awareness of available services?**

32% of respondents indicated that both targeted marketing to local agencies and a centralized location to receive information about transit were top ways to improve awareness of available services. 26% of respondents indicated that a public marketing campaign would help improve awareness. A participant noted that there are probably more innovative solutions to improving awareness other than those options presented at the meeting. The representative from On the Go said that she advertises in the Community Chest (a yellow card) that lists local resources.

Other comments included:

- Transit agencies should have policies in place to review reasonable modification requests to service (e.g. drop off location or additional assistance to the vehicle in inclement weather), when feasible.
- Reducing pick-up times and improving on-time performance remains a priority.

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities that were most important to them or indicate if new priorities have since arisen. Participants ranked priorities in the following order:

1. Establish mobility management activities to build, grow, and maintain partnerships focused on access to jobs, job training, and education in the county
2. Establish a regional transportation link to the Dallas-Fort Worth area to allow from improved employment and medical access; enable connections with regional transportation services
3. Explore partnerships with faith organizations in the county to maximize use of existing transportation resources and coordinate the provision of transportation service
4. Improve local and county access through a reduced scheduling pickup window or through improved rider familiarity with service parameters to facilitate access to community services, medical services, and jobs within Hunt County
5. Improve access to education in and around Hunt County through partnerships with colleges and universities; link education sites to community services and improve access for students living in rural areas
6. Increase awareness of existing services through a countywide education initiative

7. Coordinate with VA transportation programs to improve the availability of veterans transportation to Dallas and Bonham facilities
8. Create and maintain a county coordinating committee to focus on ongoing transportation needs

Participants also highlighted the following potential solutions:

- Partner and subcontract with other transit agencies to provide service as needed
- Customer-focus and service training for drivers and schedulers

#### **e. Next Steps**

A point-person committee for Hunt County will soon be developed. The committee will discuss and further refine Hunt County transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for Fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

#### **2. Attendee List**

Advocates: Judy Stephens, Kathryn Foote  
 City of Greenville: John Wright  
 Freese and Nichols, Inc. on behalf of Hunt County: Staron Faucher  
 Greenville ISD: Shannon DeGarso  
 Herald Banner: Brad Kellar  
 Hope Center of Greenville: Jerry Speight  
 Hunt County Children's Advocacy Center: Holly Robinson, Jewel West  
 Hunt County News: Jim Satterwhite  
 Hunt County Regional Healthcare: Richard Carter  
 KETR Radio: George Hale  
 North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Leah Brown  
 On the Go: Joyce Dreiling  
 Paris Junior College: John Shasteen  
 Salvation Army: Diane Johnson, Susy Galvan  
 Senior Center Resources and Public Transit: Sheryl Zelhart (Board member)  
 Senior Center Resources and Public Transit: Danny Allembaugh, Diane Mason, Vickie Goodson, Arnie Padilla  
 Texas Department of Transportation: Tommie Fugate  
 United Way of Hunt County: Frances Dalbey  
 Veterans of Foreign Wars Post 4011: Jimmie Yaw



### **Prioritization Process**

NCTCOG staff followed up with stakeholders in Hunt County on the outcomes of the outreach meeting that took place on September 20, 2016 in Greenville. The following individuals, representing a variety of interests in Hunt County, participated in the prioritization of strategies to address the needs identified.

Judy Stephens, Advocate

Danny Allembaugh, Executive Director, Senior Center Resources and Public Transit

Arnie Padilla, Transit Director, The Connection

Joyce Dreiling, On the Go Transportation

Jewel West, Director of Finance & Grants, Hunt County Children's Advocacy Center

Frances Dalbey, Executive Director, United Way of Hunt County

Jimmie Yaw, Veterans of Foreign Wars Post 4011

Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

The committee briefly introduced themselves and what they do. Kelli mentioned that she Frances Dalbey (Executive Director, United Way of Hunt County) inquired about the cost of medical trips. Danny Allembaugh (Executive Director, Senior Center Resources and Public Transit) noted that approved Medicaid appointments booked through Logisticare are paid by Medicaid and provided by The Connection. For other medical trips (Medicare and otherwise), the rider is responsible for the public transportation fare.

The Connection is often out in the public advertising and talking to other organizations about their public transportation service. Some individuals have the misconception that The Connection service is only for seniors and people with disabilities, not public. Staff from The Connection has spoken to all the city councils within Hunt County and sends them annual letters about their service. They've also coordinated with the VA for trips into Dallas and Bonham. The Connection has also reached out to local Rotary Clubs, Boys & Girls Club, Texas A&M Commerce, Lions Club, local retirement and assistive living facilities, and hospitals. Currently, The Connection is coordinating with Dallas Children's Hospital and Dallas Behavioral Hospital to accommodate their Hunt County patients' trips. Dallas Behavioral Hospital recently hosted a seminar where The Connection explained how they can help meet their clients' transportation needs.

Regarding prioritized strategy 2, Danny mentioned The Connection started a new service that connects riders to the DART light rail station in downtown Rowlett for \$20 roundtrip. The Connection has a contract with DART to enable them to drop off riders at the station.

Prioritized strategies for Hunt County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.8

*JOHNSON COUNTY*



# Access North Texas – Johnson County

## North Central Texas Council of Governments

Kelli Schlicher, AICP

Cleburne Conference Center

Cleburne, Texas

October 24, 2016

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

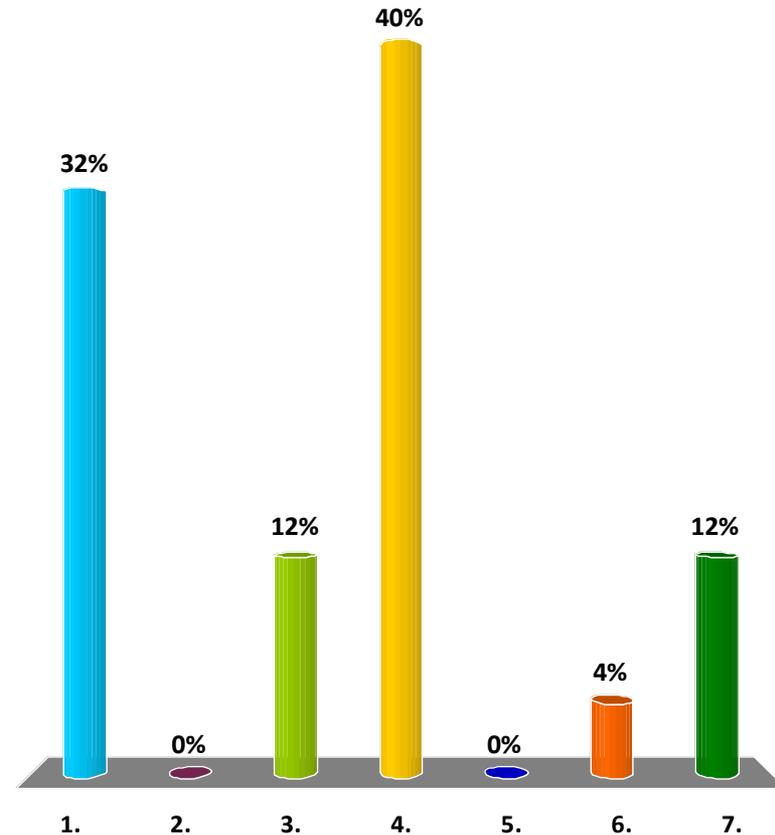
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

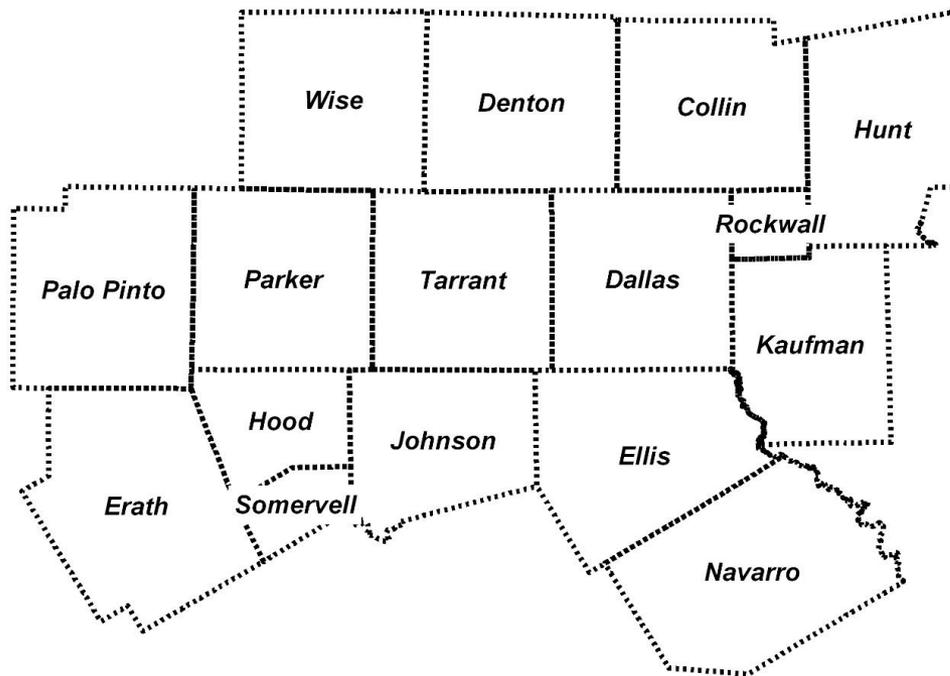
Please do not push the channel button in the bottom left.

# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

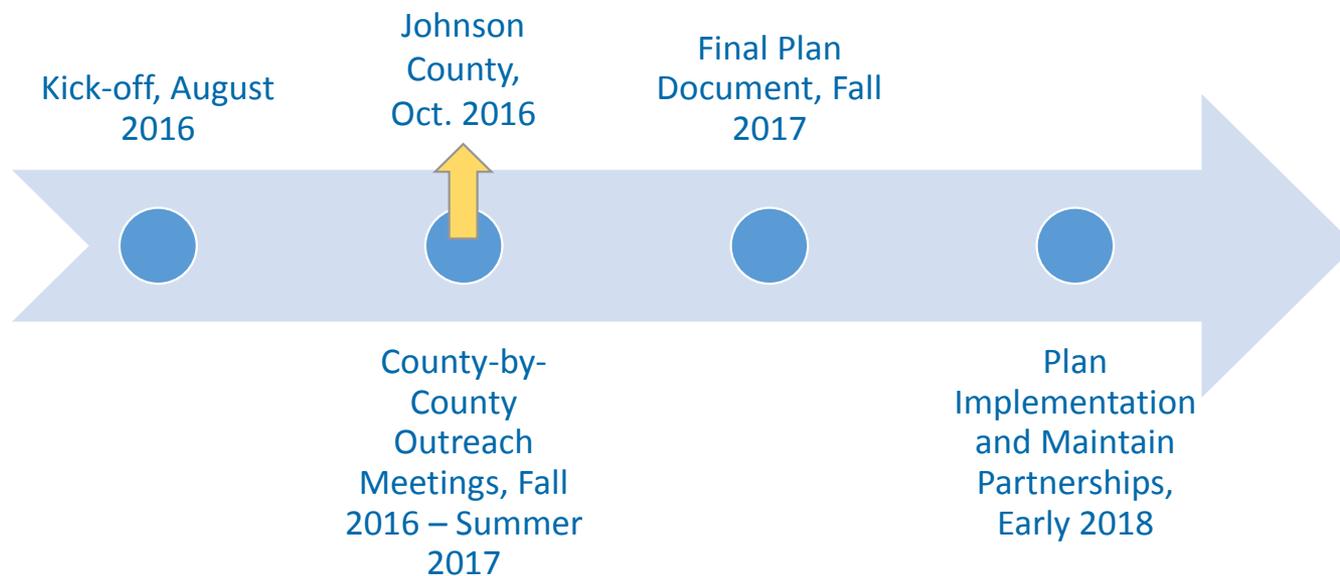
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Johnson County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

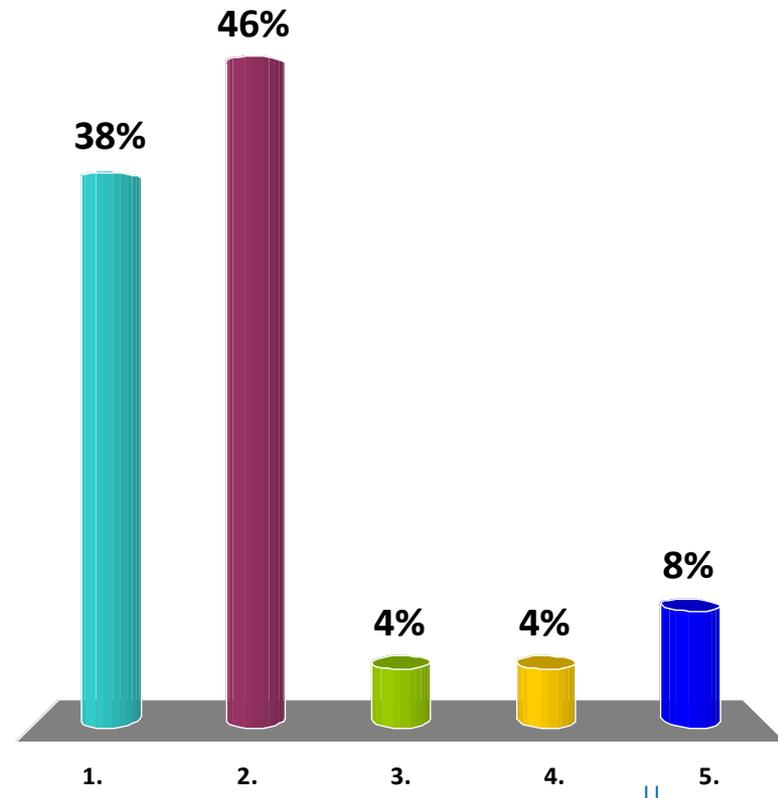
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

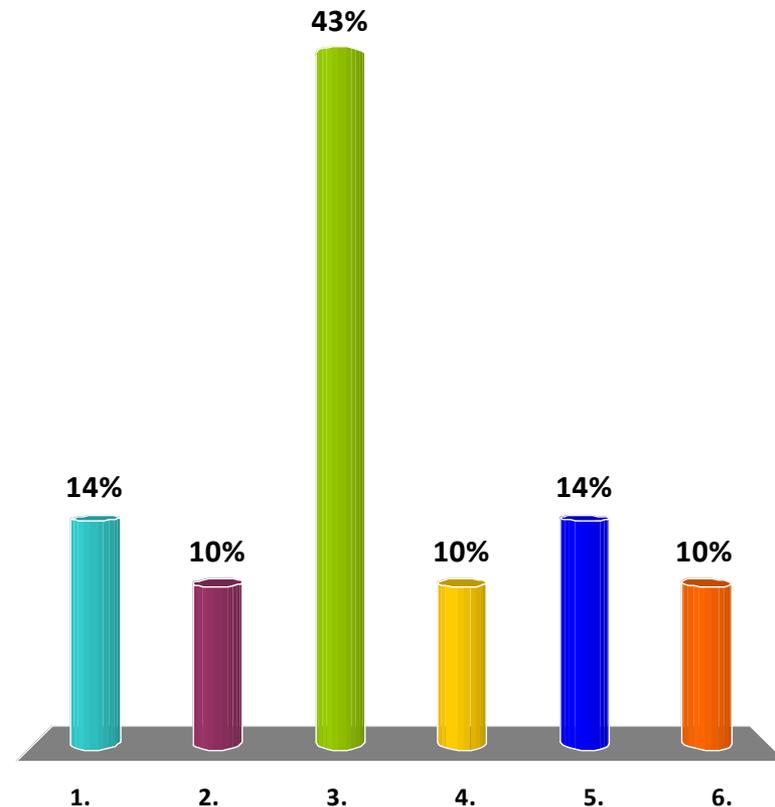
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



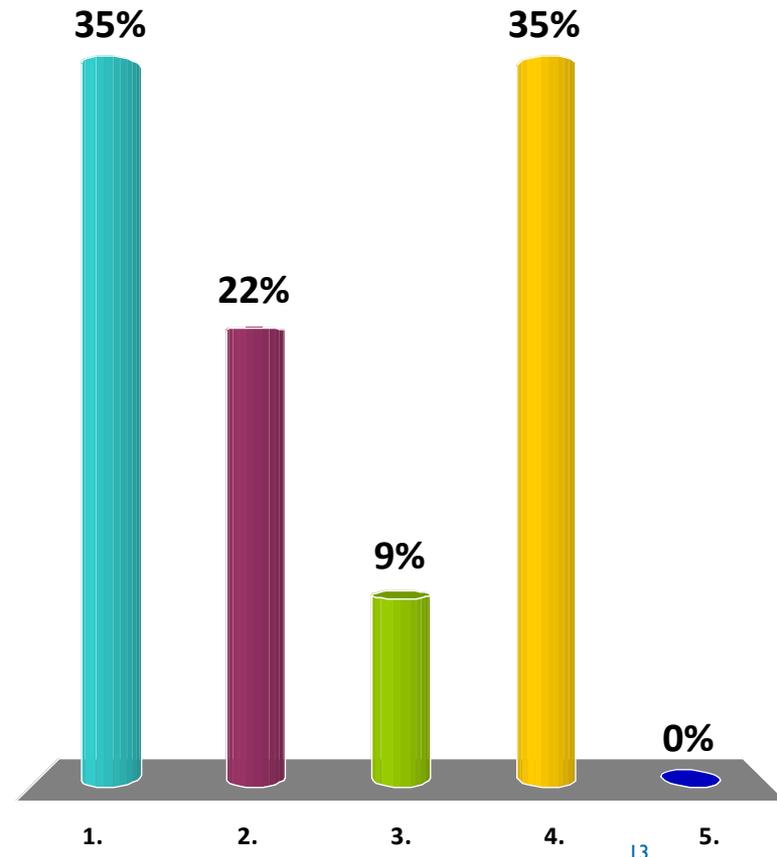
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



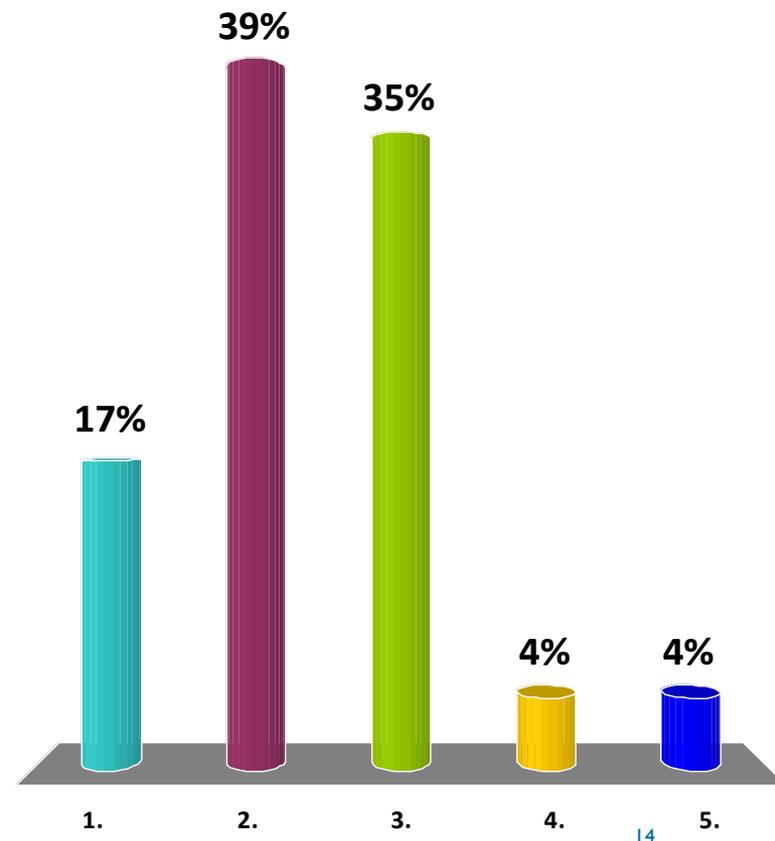
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



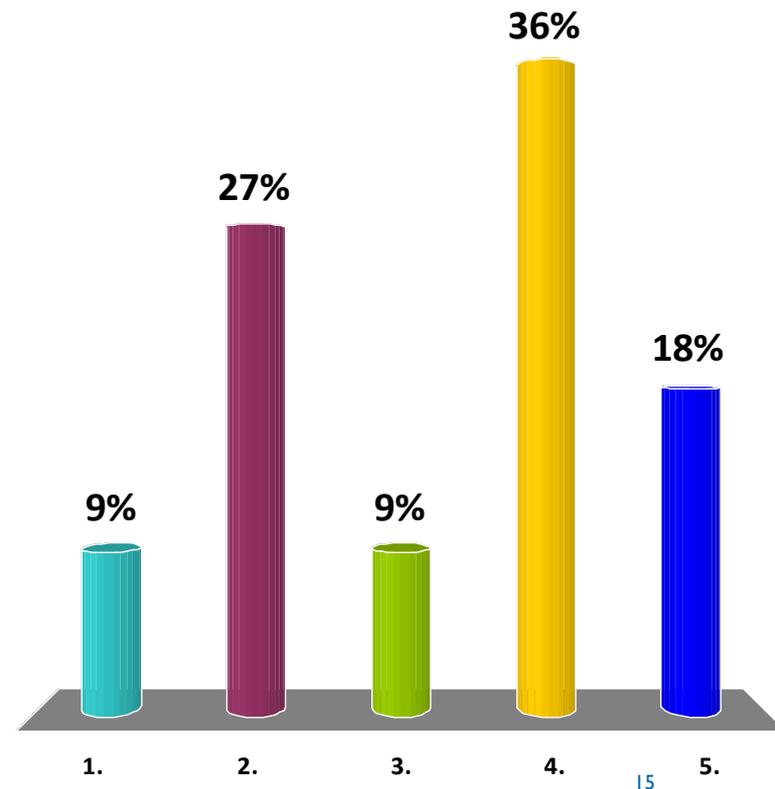
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



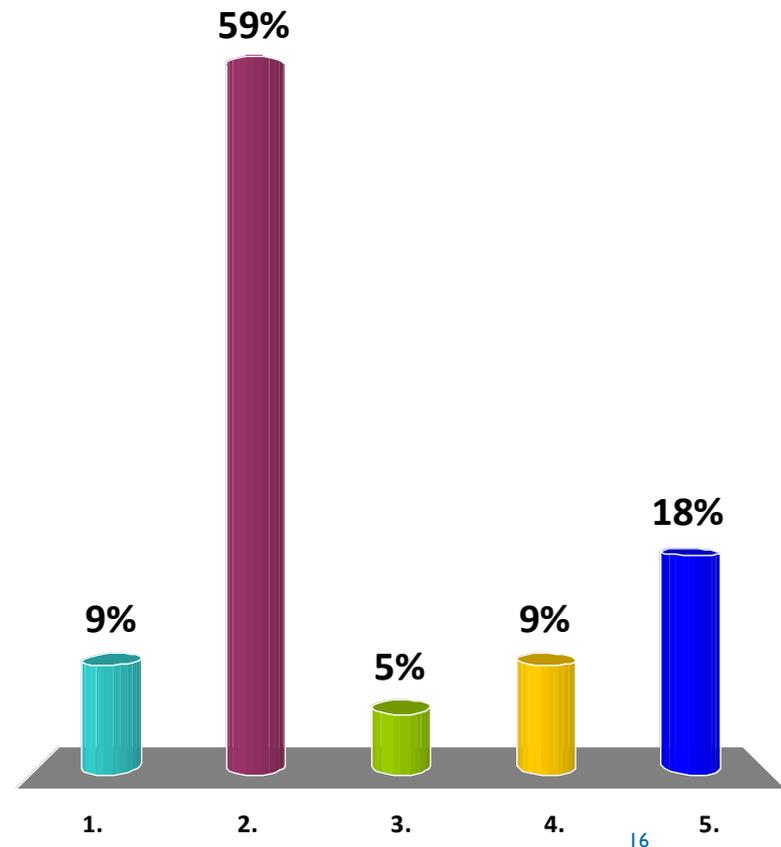
# What about coordination between agencies is the biggest barrier for you?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



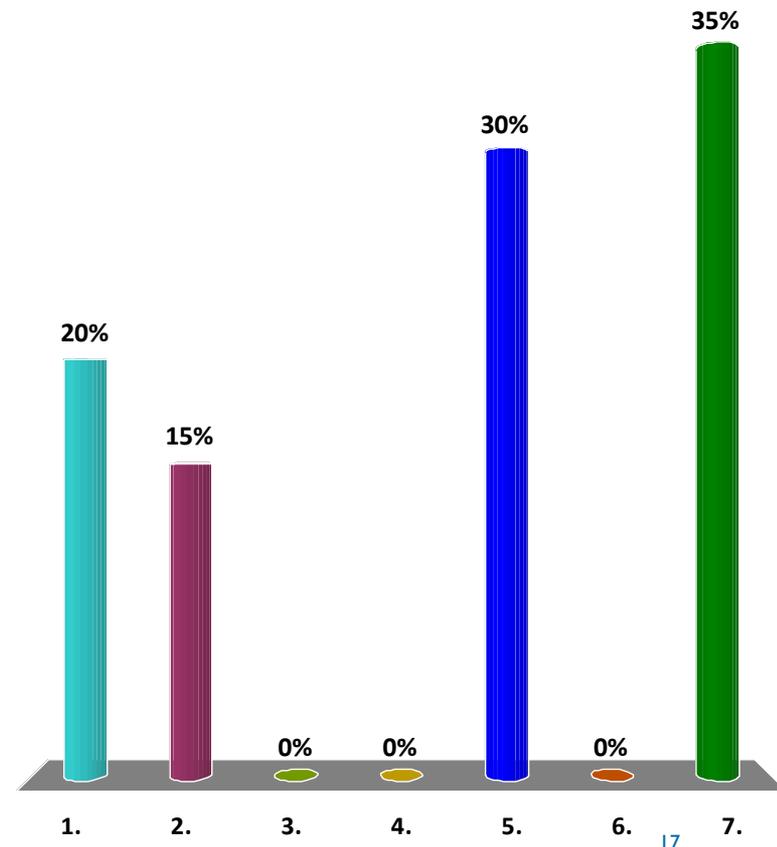
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on 2013 Priorities

## Top Priorities

- 1) Coordinating committee
- 2) Build county partnerships to fund service
- 3) Link to Tarrant County
- 4) Increased awareness of existing services
- 5) Coordinate with Transit Advisory Board

## Additional Priorities

- Expand service in evenings and weekends
- Subsidized fares and affordable subscription service
- Incorporate transit into city redevelopment/revitalization
- Improve transit service along county corridors

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

Sarah Chadderdon, AICP  
Principal Transportation Planner  
(817) 695-9180  
[schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
Johnson County Meeting  
October 24, 2016  
Cleburne, Texas**

1. Meeting Summary.....	p.1
a. Welcome.....	p.1
b. Introduction to Access North Texas.....	p.1
c. Interactive Questions & Discussion.....	p.1
d. Priorities & Solutions.....	p.3
e. Next Steps.....	p.4
2. Attendee List.....	p.4

**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Johnson County meeting.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Johnson County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

46% of respondents indicated that the highest day-to-day transportation need for their agency is work trips, while 38% specified that medical trips is their highest transportation need.

For work related trips, it was noted that young adults have particular difficulty accessing job opportunities. Employers within the county as well as in southern Fort Worth are difficult to access.

Regarding medical trips, needs include access to ongoing mental health services and dialysis appointments in Tarrant County. Huguley Hospital brought up that Medicaid no longer provides trips for individuals being discharged from the emergency room. Many no-shows to medical appointments are due to individuals not having a transportation option.

City/County Transportation noted that same day trips are sometimes possible, but seven days' notice is best because there is limited capacity. The cost of the fare for transit is

often times a barrier in itself. A homeless shelter noted that they have given out bicycles to help individuals connect to services. Hill College noted that students have trouble accessing both their Burleson and Cleburne campuses. Lastly, finding transportation for school-aged children is a challenge for families as they try to access work and medical appointments.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

43% of respondents indicated that funding new services was their primary area of concern. There is an interest to expand existing services provided by City/County Transportation and make additional connections to the Fort Worth Transportation Authority's (FWTA) system. However, a financial commitment to FWTA (1/2 cent sales tax or equivalent) is significant. Additionally, in previous communications with FWTA, opportunities for contracted service were unclear. One attendee thought that creating a comprehensive plan for transportation could include information about transit service and a financial plan to support that service.

**What funding approach will have the biggest impact on improving access to transit?**

35% of attendees indicated that both focusing on getting additional federal or state investment in transit and focusing on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.) are equally important. Local government has not considered public transportation a priority for local funds. Integrating existing funding sources could expand service to additional people and locations. A connection starting in Johnson County, linking to downtown Fort Worth and the airport is needed as there are limited independent or private options. This connection to the airport would also help with tourism and conferences that locate in Johnson County.

**What method could improve the awareness of available services?**

39% of respondents indicated that a public marketing campaign would help improve awareness of available services, while 35% answered that a centralized location to receive information about transit was the best method. An attendee noted that a 1-800 number with available resources would be very helpful. There was low awareness of 2-1-1's program that connects individuals with local transportation and other services and the data may need to be updated. Agencies and nonprofits need to know what resources are available so they can better inform their clients. However, there is the added complexity of marketing a transportation service (City/County Transportation) that is currently at capacity. Currently the operating hours don't accommodate jobs on alternate or third shifts. Additional operating funds would help increase capacity and the ability to market available services.

**What about coordination between agencies is the biggest barrier for you?**

36% of respondents indicated that developing agreements between agencies was the biggest barrier to coordination, while 27% answered identifying appropriate contacts was the biggest barrier. Cities in Johnson County are interested in developing an agreement with FWTA for additional transportation services. Individuals with very low incomes also have transportation needs that are not being met. Additional partnerships are necessary

to overcome the existing negative perception of low-income individuals who often rely on public transportation. Lastly, the “my money” perspective of some agencies is an added barrier to coordination.

**What is the best way to enhance the user’s experience?**

59% of attendees indicated that better information about how to use transit would be the best way to enhance the user’s experience. An attendee mentioned it would be nice to have information about transportation resources across our region as well as the state. Subsidized fares would assist individuals with low or limited incomes. A person noted that perhaps funding from the Area Agency on Aging could be used to fund supplemental fares or trips. Reduced pick-up times for Medicaid transportation would also enhance the user’s experience.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

35% of attendees believed that most people wouldn’t access these options, followed by 30% of attendees who voted for driverless cars, buses, or shuttles. People in attendance didn’t believe that seniors would utilize these types of technology. Uber and/or Lyft would increase the number of transportation options available in Johnson County, but most users use a smartphone to access services. Additionally, there was a concern about accessibility for individuals using mobility devices because they may need a vehicle with a lift or ramp. Since Uber and Lyft are run with a private fleet (people’s personal cars) this is not a fully accessible transportation option without additional features, services, or partnerships.

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen.

Participants ranked priorities in the following order:

1. Expand service during evenings and weekends to improve access to service sector jobs, recreation activities, and medical facilities.
2. Increase and improve access and availability of transit service along major east/west and north/south corridors throughout the county.
3. Explore opportunities to strengthen regional transportation links into Tarrant County to allow for improved education, employment, and medical access.
4. Explore options for subsidized fares and affordable subscription services with City/County Transportation.
5. Establish and build partnerships with cities, employers, and other stakeholders in the county; explore options for additional funding to grow transit service in the county.
6. Create and maintain a county coordinating committee to focus on ongoing transportation needs.
7. Increase awareness by educating local officials on available transit services, local demand, opportunities to leverage funding, and opportunities for economic development with transit.

8. Coordinate with cities to incorporate transit into redevelopment and revitalization planning activities.

**e. Next Steps**

A point-person committee for Johnson County will soon be developed. The committee will discuss and further refine Johnson County transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

**2. Attendee List**

City of Burleson: Kent George

City of Cleburne/City/County Transportation: Grady Easdon

City of Joshua: Mayor Joe Hollarn, Josh Jones

Cleburne Chamber of Commerce: Cathy Marchel, Tara Janszen

Cleburne Dialysis Center: Evelyn Flatt, Linda Aas

Cleburne Economic Development Foundation: Jerry Cash

Cleburne Housing Agency: Sallie Watson

Cleburne Workforce Center: Amanda Mason

Court Appointed Special Advocates (CASA) Johnson County: Tammy King, Karrie Wallace

H.O.P.E. Medical & Dental Clinic: Diana Wescott

Hill College: Noelle Barnes

Huguley Memorial Medical Center: Melody Argueta

Johnson County Christian Lodge: Bill Wissore, Eileen Wissore

North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Karina Maldonado, Chris Reed, David Tidwell

United Way of Johnson County: Aly Allen-Engstrom

Community Opportunities, Inc.: Cheryl Severance



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Johnson County to follow up on the outcomes of the outreach meeting that took place on October 24, 2016 in Greenville. The following individuals, representing a variety of interests in Johnson County, participated in the prioritization of strategies to address the needs identified.

Terry Leake, Director of Finance, City of Cleburne/City/County Transportation  
 Ikisha Cross, Cleburne Workforce Center  
 Aly Allen-Engstrom, Executive Director, United Way of Johnson County  
 Tracy Robinson, Director of Client Services, Meals-on-Wheels of Johnson & Ellis Counties  
 Kathryn Fasci, Veterans Service Officer, Johnson County  
 Diana Westcott, Executive Director, H.O.P.E. Medical & Dental Clinic  
 Bill Wissore, Executive Director, Johnson County Christian Lodge  
 Megan Gross, Special Education Coordinator, Venus ISD  
 Melody Argueta, Social Service Supervisor, Huguley Memorial Medical Center  
 Mayor Joe Hollarn, City of Joshua  
 Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

Several stakeholders noted that additional resources such as funding and drivers would be necessary before increasing the level of service or expanding hours of operation. All of this should be done before the transit agency tries to market or increase knowledge about available services. City/County noted that there are some complications with being housed within the city of Cleburne. Currently, they're doing all they can with the existing federal and State funds. Johnson County contributes some funding, but any shortfalls are absorbed by the city of Cleburne.

The United Way asked why the draft priorities were listed in a different order than those in the meeting minutes. COG staff explained that the priorities listed in the minutes were from 2013 and ranked based on what was still most important to the attendees at the Johnson County outreach meeting. The draft priorities that were emailed were developed and ordered based on the overall conversation of transportation needs from the October outreach meeting.

The United Way asked for clarification on a mobility manager's role. COG staff explained that a mobility manager helps develop relationships between transit

providers, cities, and agencies to improve the available transportation. This can also include educating local elected officials, cities, and agencies about the cost of transit to increase local contributions to expand available service.

The group agreed that a steering committee was needed to advocate for increasing the available transportation. This would include advocating to local elected officials (cities, County Judge and County Commissioners) and creating an actionable public transportation plan for growth. This plan should also assess whether City/County Transportation would be better suited at a county-level or as a stand-alone agency, rather than within the city of Cleburne. A lead agency would need to be identified and tasked with gathering, presenting data, and speaking to local officials about the local transportation need.

On May 2, 2017, COG staff spoke with Tracy Robinson from Meals on Wheels to review what was discussed by the committee. She identified that exploring new partnerships with agencies within the community should be the highest priority. Not everyone knows what transportation options are available. A general public marketing campaign would be the best way to increase knowledge. She noted that the connection between Johnson County and Fort Worth was difficult due to the early morning pick-ups and multiple transfers required to get to their final destination. A solution would be to have scheduled days where direct service was provided from Johnson County to Fort Worth. For example, transportation from Johnson to Fort Worth is provided on Wednesdays and can accommodate appointments made between 8am and noon. A bus would wait for the appointments to be completed and drive everyone back to Johnson County.

Prioritized strategies for Johnson County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.9

*KAUFMAN COUNTY*



# **Access North Texas – Kaufman County**

## **North Central Texas Council of Governments**

**Kelli Schlicher, AICP**

**STAR Transit Headquarters**

**Terrell, Texas**

**March 13, 2017**

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

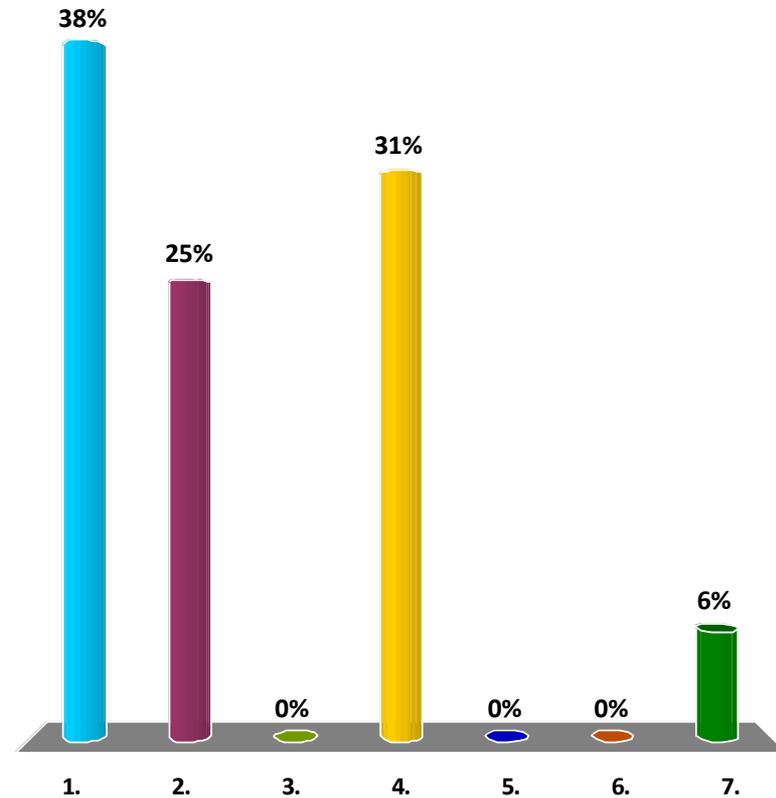
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

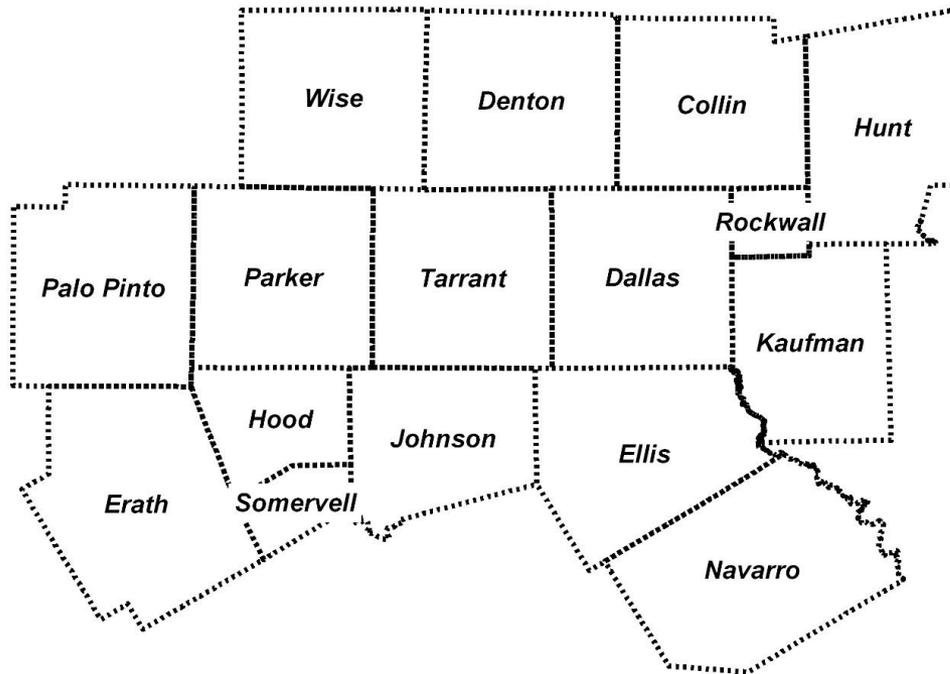
Please do not push the channel button in the bottom left.

# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

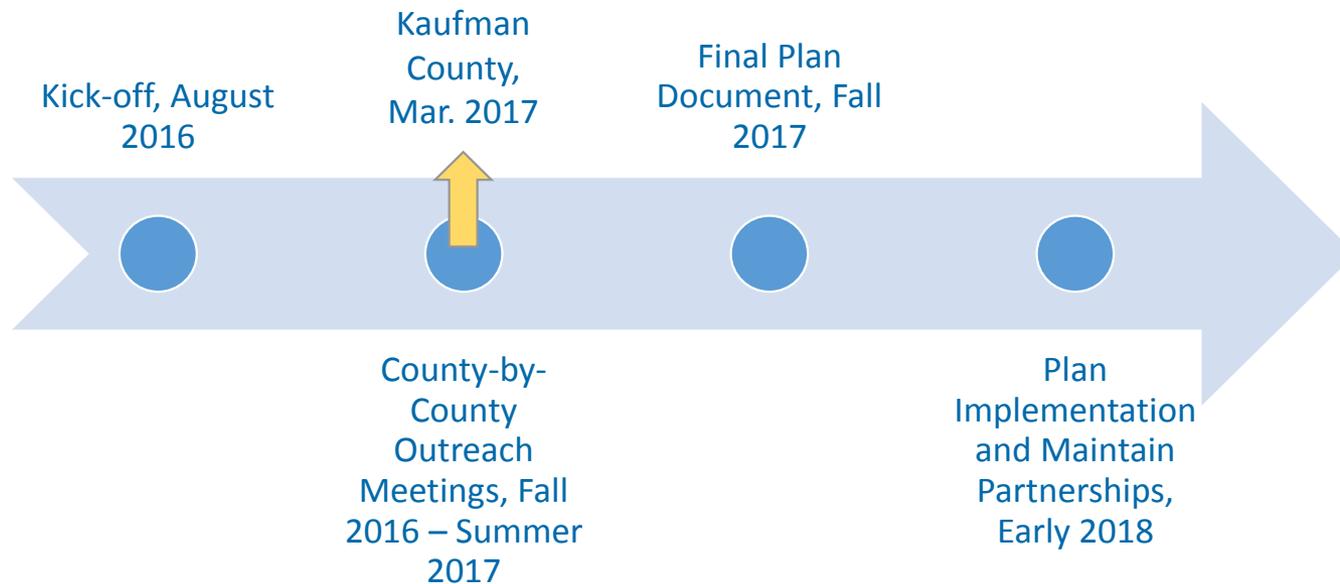
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Kaufman County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

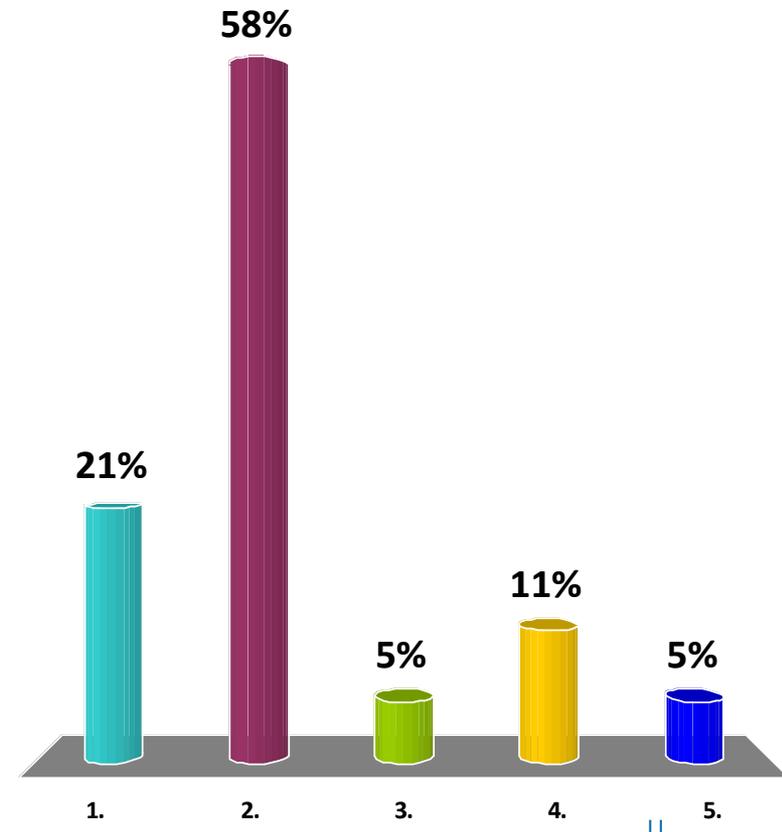
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

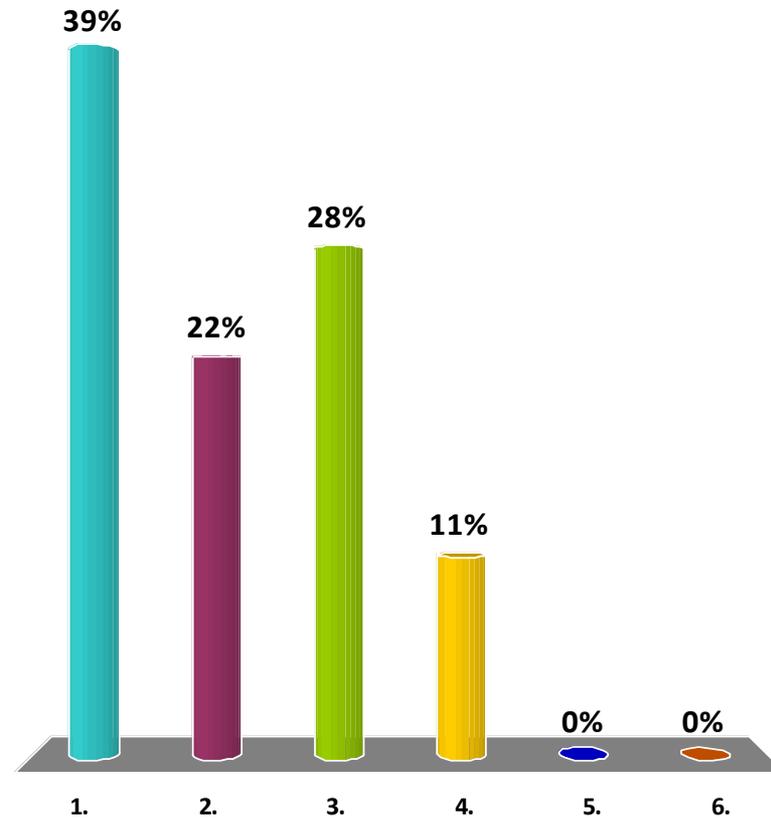
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



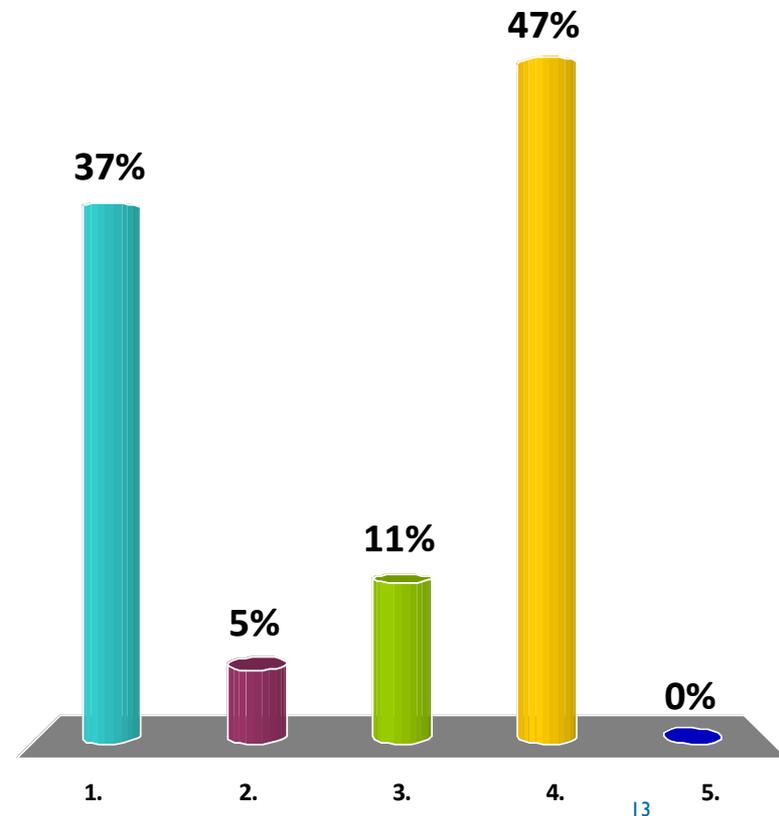
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



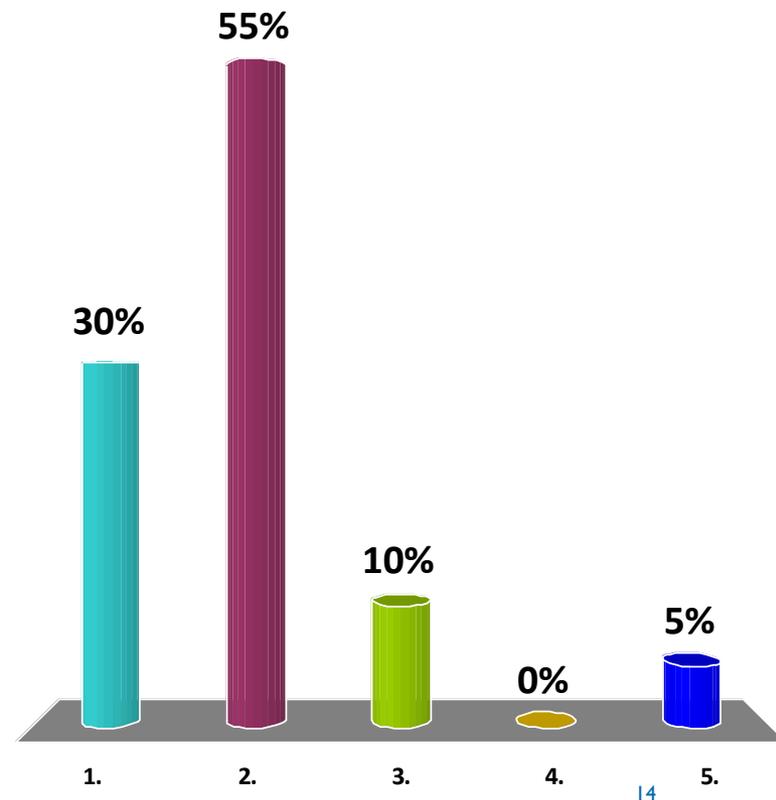
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



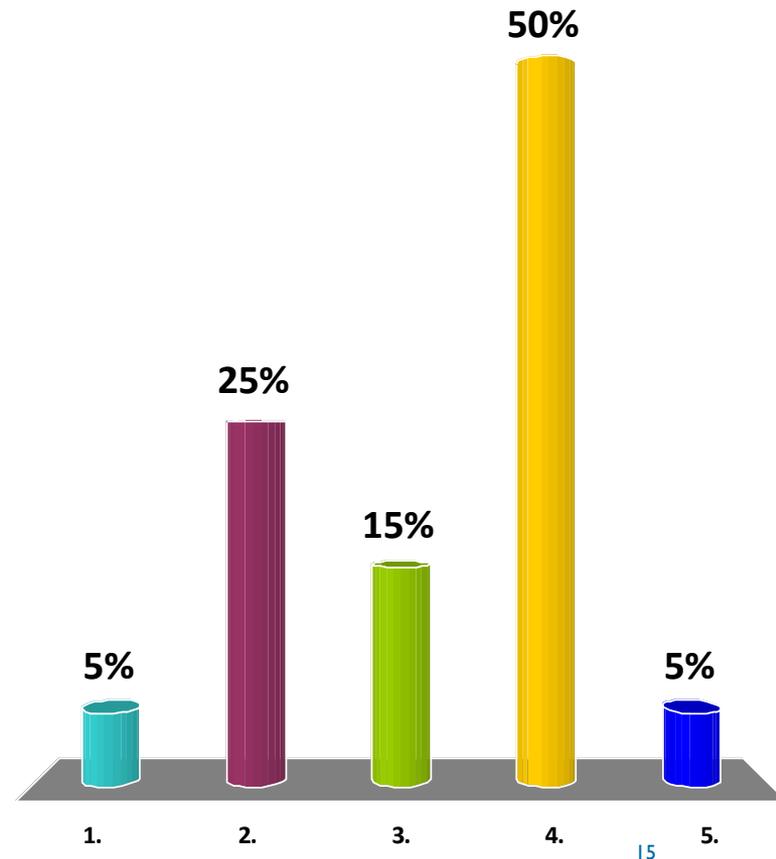
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



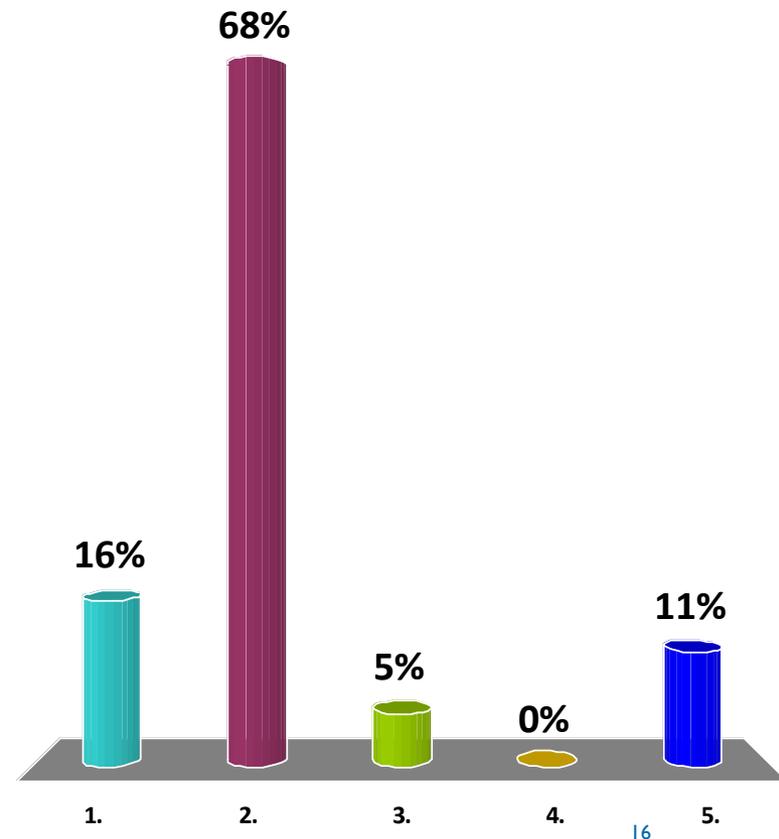
# What is the biggest barrier for you when coordinating between agencies to improve public transportation?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



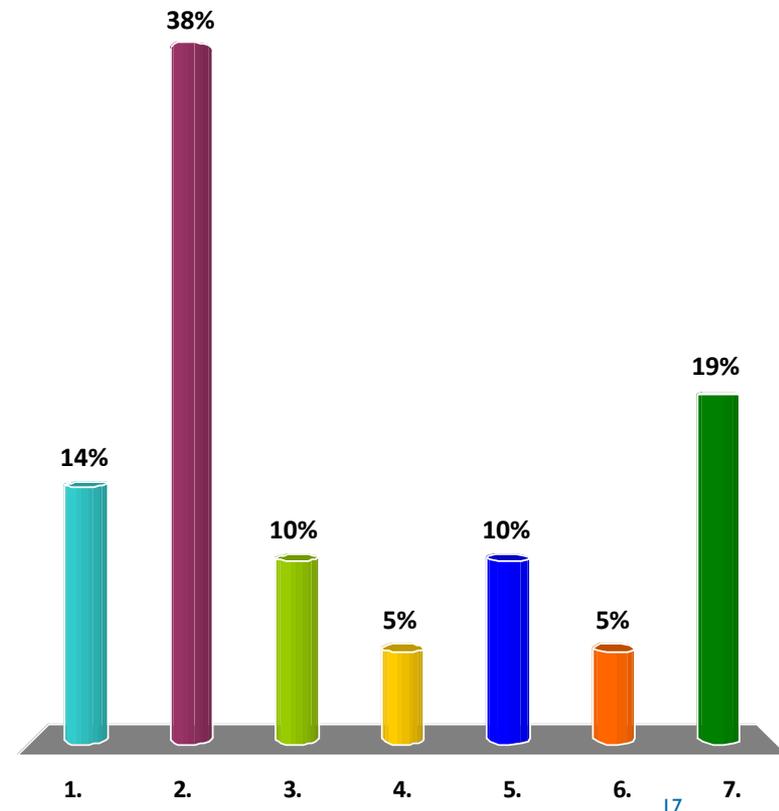
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Kaufman County Priorities

## Top Priorities

- 1) Improve public awareness of available transit services
- 2) Modify Kaufman Trolley to address low ridership
- 3) Improve access to local employment destinations
- 4) Increase local transit options
- 5) Explore opportunities for regional connections

## Additional Priorities

- Maintain and improve transit options for older adults
- Improve availability and affordability of transit to VA services in Dallas

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

Sarah Chadderdon, AICP  
Principal Transportation Planner  
(817) 695-9180  
[schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
Kaufman County Meeting  
March 13, 2017  
Terrell, Texas**

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a. Welcome.....	p.1
b. Introduction to Access North Texas.....	p.1
c. Interactive Questions & Discussion.....	p.1
d. Priorities & Solutions.....	p.3
e. Next Steps.....	p.4
2. Attendee List.....	p.4

**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Kaufman County meeting.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Kaufman County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

58% of respondents indicated that the highest day-to-day transportation need for their agency is work trips, while 21% specified that medical trips is their highest transportation need. Regarding work trips, the Workforce Solutions clients in the rural areas are not able to get to their office in Terrell in order to find job opportunities. Once these individuals find a job, they need transportation to work. Lakes Regional MHMR identified that there is an early morning limitation on the existing transportation service. Timeliness of arrival is important for an individual to maintain employment. STAR Transit’s service begins at 6:00 am in Kaufman County. Consequently, early morning (6:30 am) shifts for service industry employees are not well accommodated by the current hours of operation. Lakes Regional MHMR also identified that morning work commutes have not be accommodated because previously scheduled medical appointments have filled STAR Transit’s morning capacity. A representative from Kaufman Economic Development Corporation noted that there are approximately 4,200 jobs within Kaufman and many works travel into Kaufman. It was also mentioned that trips to the food bank and for shopping are important. The Wal-Mart stop on the Kaufman Trolley is the most utilized.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

39% of respondents indicated that their primary area of concern was improving awareness of available services, while 28% specified that funding new services was their primary area of concern. As noted in the previous question, STAR Transit's service hours does not match the early morning demand (6:00 am) for local work trips. Overall, morning demand exceeds STAR Transit's current availability. There are challenges that exist with properly connecting concentrations of people and employers via transit. STAR Transit is in the initial planning stages for a Terrell/Kaufman connection. There is also an opportunity to explore a local circulator benefiting Terrell residents and local employers. Riders can call STAR Transit up to a month in advance to schedule medical and dialysis trips which can fill most of STAR Transit's capacity leaving fewer trips for other purposes.

Additional marketing about available transportation services could help raise awareness about how residents can access STAR Transit's services. Attendees recommended leaving marketing materials in new resident packets, grocery stores, county courthouse, and churches. Some churches are using their buses to help parishioners to local services and hospitals. Another participant recommended that STAR Transit add the hours of operation as well as the times an individual can schedule a ride to their Facebook page.

**What funding approach will have the biggest impact on improving access to transit?**

47% of attendees answered that a focus on integrating funding sources (Aging, Workforce, Medicaid, etc.) would have the biggest impact on improving access to transit, while 37% answered that a focus on getting additional federal or state investment in transit would have the biggest impact. Regarding integrating funding sources, awareness of available transit services could help increase the opportunity to expand existing service. Currently, both the county and some local municipalities financially support transit service. Together, these local contributions help STAR Transit access federal funds through the Texas Department of Transportation and the North Central Texas Council of Governments.

An attendee noted that additional federal investment is important because that's where a large portion of the funding is available. However, federal funding is often confusing due to the associated regulations. Lastly, when governments are considering infrastructure investments, public transportation should be included.

**What method could improve the awareness of available services?**

55% of respondents indicated that a public marketing campaign is the best method to improve awareness, while 30% answered that targeted marketing to local agencies would be the best method. Those in attendance identified the following agencies that could benefit from STAR Transit's marketing campaign (such as posters): Workforce Solutions, Lakes Regional MHMR, Health and Human Services and their Welfare office, housing authorities, food banks, cities, churches, chambers of commerce, Wal-Mart, Brookshires, Dollar Tree, Valpak coupons, and schools via packets sent home to students. Posters should reference STAR Transit's social media pages. Another participant mentioned that direct mail would be the best way for STAR Transit to market their transit services.

**What about coordination between agencies is the biggest barrier for you?**

50% of respondents indicated that developing agreements between agencies is the biggest barrier to coordination, while 25% indicated that identifying appropriate contacts was the biggest barrier. Related to developing agreements, some agencies have a fear that they'll overcommit their existing resources. There's also uncertainty concerning creating the right balance between potential partners. Lack of communication can be a barrier to both developing agreements and identifying contacts. An additional barrier to getting started or identifying new contacts can be new agency staff. Typically, they haven't yet developed the necessary connections and relationships to facilitate agency coordination.

**What is the best way to enhance the user's experience?**

68% of attendees voted for better information on how to use transit, while 16% voted for personal instruction on the phone or in person. More information is needed on how to utilize STAR Transit's services including: clarification on how far in advance to call and schedule a ride and if there are different requirements for different types of trip (medical vs. work). A rider noted that she has not been picked up before for her return trip home from school. Another rider mentioned that a driver has parked across the street when picking her up. Increased communication between the provider and rider about how to schedule rides and pick-ups for their needs can help enhance the user's experience. Additionally, drivers should be properly trained on how to secure wheelchairs.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

38% of attendees believed that web or smartphone apps with information on multiple providers is most likely to help improve transportation options. Conversely, another 19% of attendees indicated that most people wouldn't access these options because technology is not economically accessible for many of the individuals they work with on a regular basis. Websites and smartphone apps are another way to get the info out about available transportation services. A participant noted that transit agencies should keep the end user in mind and consider if they'll be able to access the technology. Great customer service, people and face-to-face interaction, can be the bridge between technology and the end user.

A participant mentioned that transportation network companies (TNCs, like Uber and Lyft) give the rider more spontaneity when traveling. A partnership with local TNC drivers could increase STAR Transit's capacity to better match the demand by transporting ambulatory riders. However, there are some questions that remain regarding affordability and accessibility with this service. Another attendee mentioned that Terrell needs a local circulator like Kaufman.

An agency asked if it was possible to track refusals and negotiated trips in order to identify excess demand. STAR Transit answered that only recently, due to an upgraded scheduling system, have they been able to track refusals. An attendee noted that driverless cars would enable individuals with limited mobility to get around on their own

schedules. Additionally, driverless vehicles could be a future solution to increase transit providers' available capacity.

#### **d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for Kaufman County.

Participants ranked priorities in the following order:

1. Improve access to local employment destinations in areas such as Kaufman, Terrell, and Forney, focusing on options for low-income workers.
2. Improve public awareness of existing and new public transportation services.
3. Increase options for local transportation within and between communities in Kaufman County for those with limited mobility, including older adults, individuals with disabilities, and low-income individuals.
4. Explore opportunities for regional connections that can address needs for commuter services connecting to major employment destinations in the region and needs for affordable and accessible transportation to medical services in the region, including Mesquite and Dallas.
5. Maintain and improve transportation options for older adults throughout the county, including rural northeast and southern parts of the county.
6. Increase usage or modify service to address low ridership on STAR Transit's Trolley in Kaufman.
7. Improve the availability and affordability of transportation to VA services in Dallas.

#### **e. Next Steps**

A point-person committee for Kaufman County will soon be developed. The committee will discuss and further refine transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

#### **2. Attendee List**

Advocate: Emma Pessognelli, Jamie Moore  
City of Terrell: Mike Sims, Glenn Caldwell  
Kaufman Economic Development Corporation: Lee Ayres  
Kaufman Herald: Phil Major  
Kaufman County: Judge Bruce Wood, Commissioner Mike Hunt, Aaron Conway

Lakes Regional MHMR Center: Wendy Roberts, Laura Vaughn, Sarah McManaway,  
LaZendra Rhodes, Laurie White  
North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Edgar  
Hernandez, Jing Xu  
Senior Connect: Melinda Polk  
STAR Transit: Mike Sims, Tommy Henricks, Kim Britton, Teresa Elliot  
Terrell Chamber of Commerce: Carlton Tidwell  
Terrell Economic Development Corporation: Danny Booth  
Terrell ISD: Freddie Pierce  
TSH-SDHS: Michael Verseckes  
Workforce Solutions of North Central Texas: Katherine Ware, Laura Dodson, Debbie  
Brerner



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Kaufman County to follow up on the outcomes of the outreach meeting that took place on Monday, March 13, 2017 in Terrell. The following individuals, representing a variety of interests in Kaufman County, participated in the prioritization of strategies to address the needs identified.

Omega Hawkins, Executive Director, STAR Transit  
 Katherine Ware, Center Manager, Terrell Workforce Center  
 Wendy Roberts, Lead Care Coordinator, Lakes Regional MHMR  
 Glenn Caldwell, Director of Public Services, City of Terrell  
 Melinda Polk, Director of Development, Senior Connect  
 Robert Hunter, Veterans Service Officer, Kaufman County  
 Laura Henry-Pugh, Executive Director, United Way of Kaufman County  
 Danny Booth, President, Terrell Chamber of Commerce and Economic Development Corporation  
 Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

Omega Hawkins, Executive Director of STAR Transit, noted that they are working to develop a Terrell circulator as well as a commuter route between Kaufman and Terrell. Once in operation, these routes will provide local trips to work and free up some capacity on their demand response service. Omega also mentioned that the ridership on the Kaufman Trolley has boomed. STAR Transit staff is currently trying to determine what caused this jump in ridership.

Prioritized strategies for Kaufman County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.10

*NAVARRO COUNTY*



# Access North Texas – Ellis & Navarro Counties

## North Central Texas Council of Governments

Kelli Schlicher, AICP

Navarro College at Waxahachie

Waxahachie, Texas

November 9, 2016

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

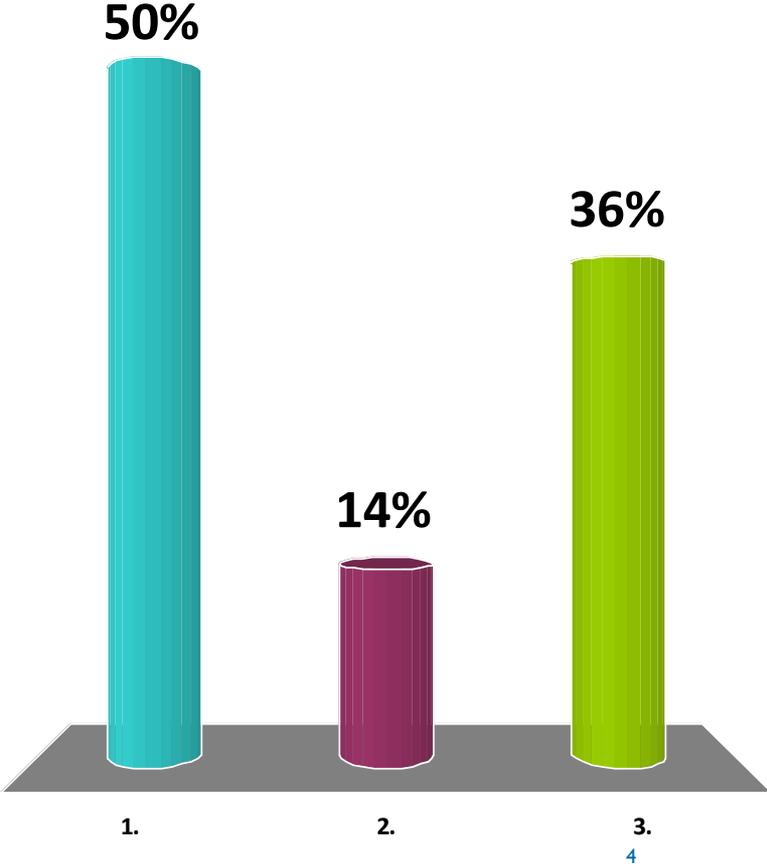
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.

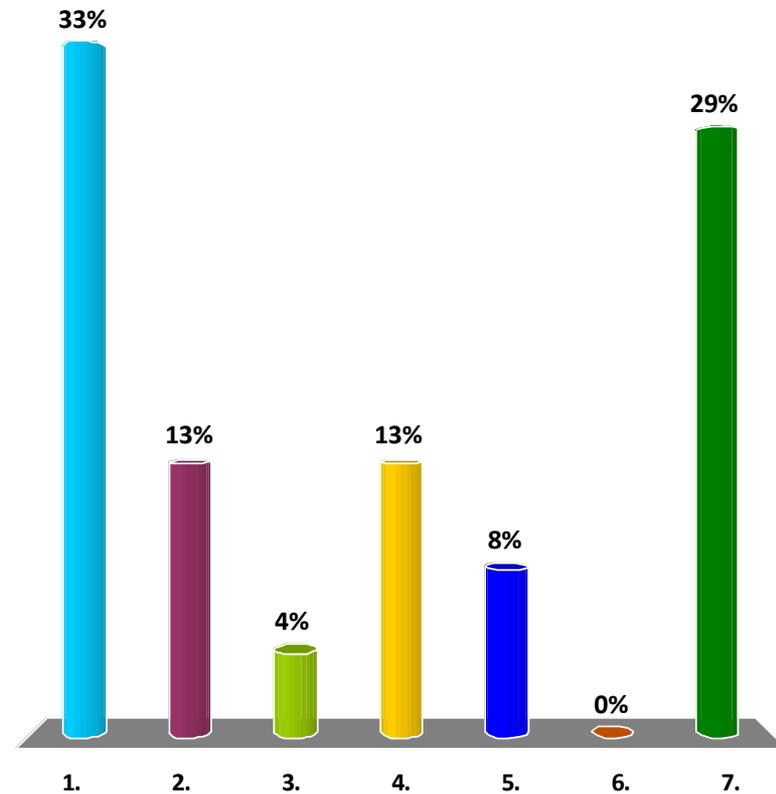
# Do you or your agency work mostly in Ellis County or Navarro County?

- 1. Ellis County
- 2. Navarro County
- 3. Both

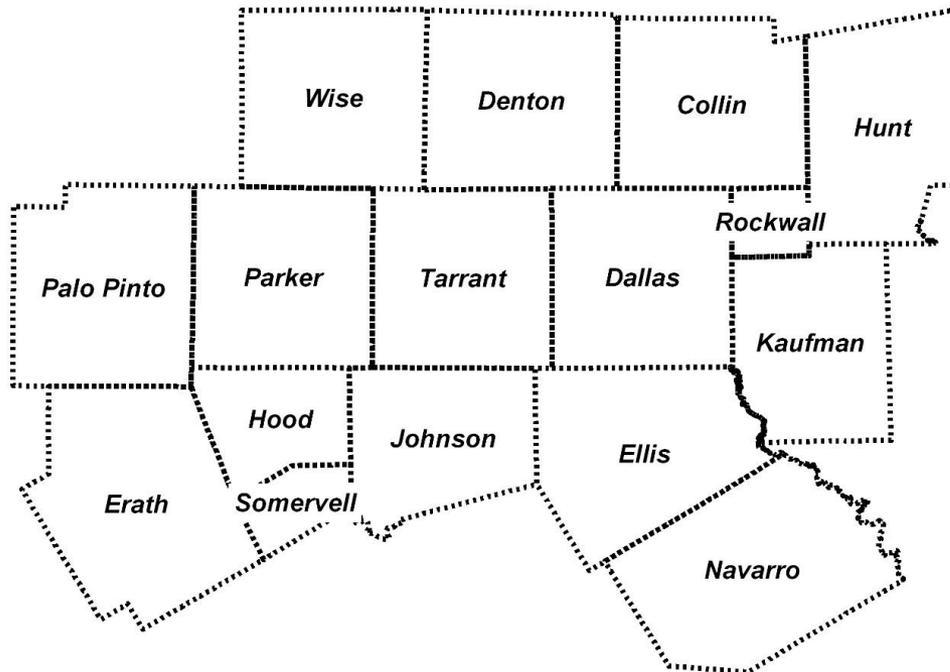


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

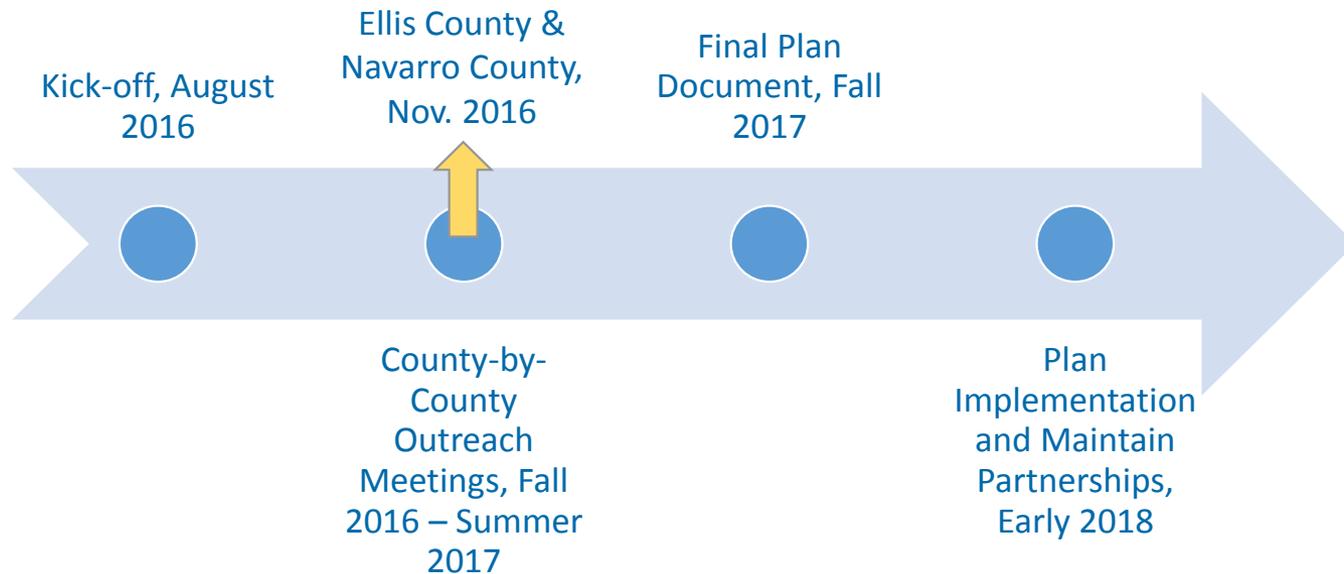
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Ellis County and Navarro County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

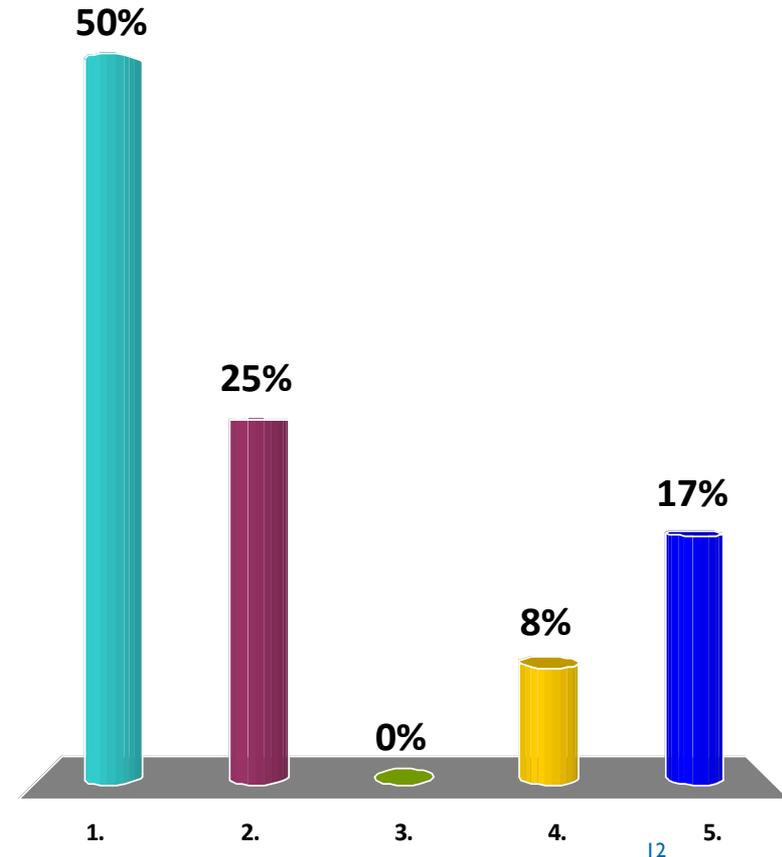
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

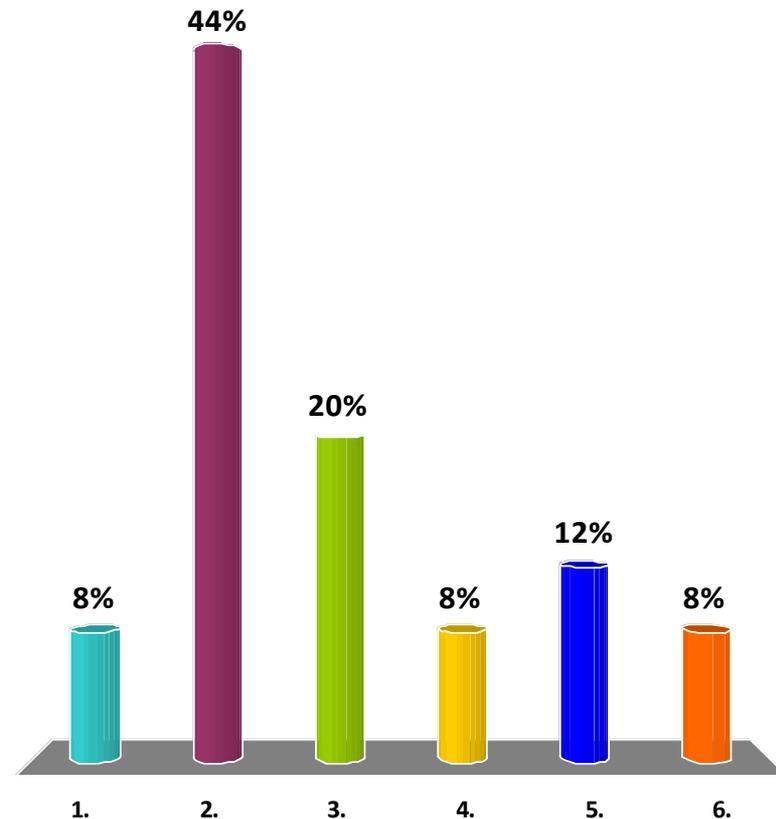
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



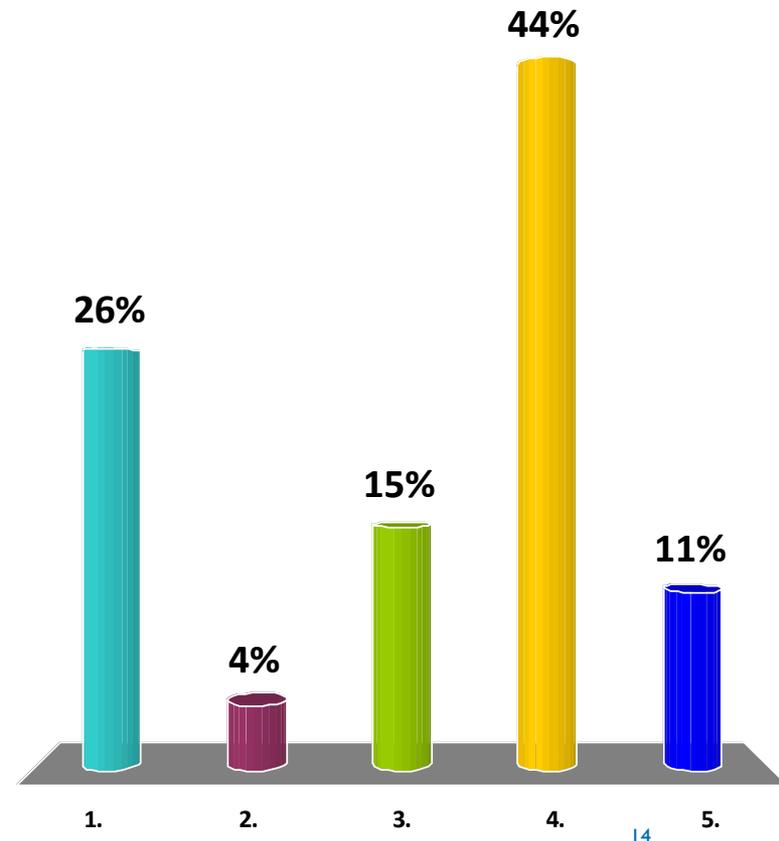
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



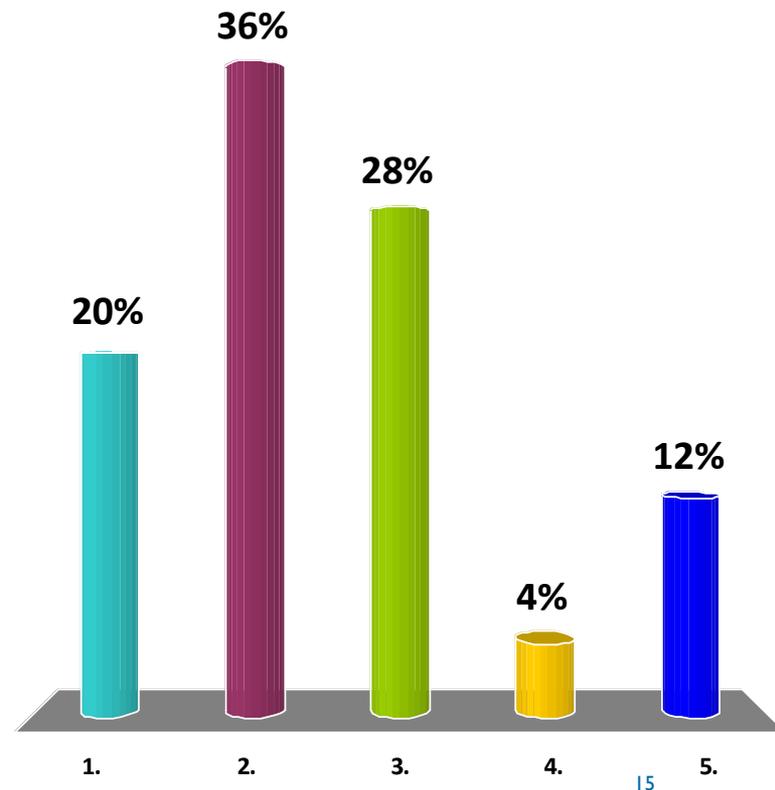
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



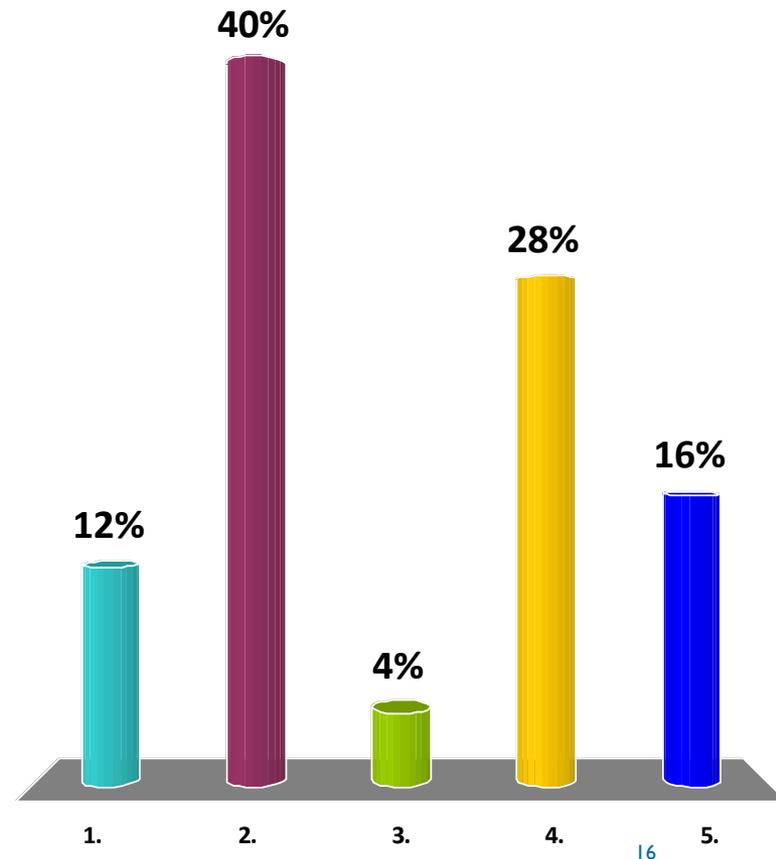
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



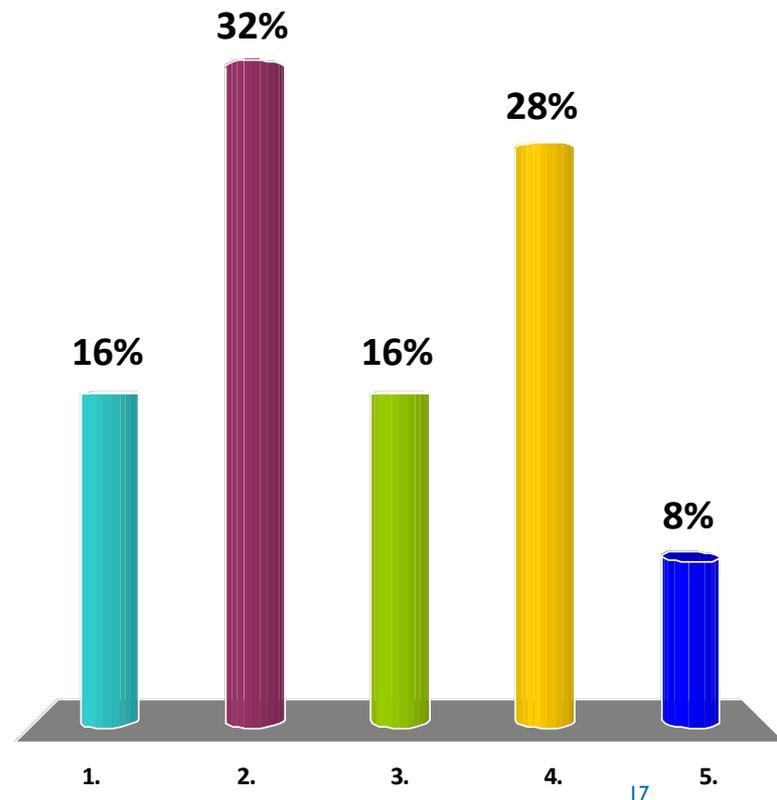
# What about coordination between agencies is the biggest barrier for you?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



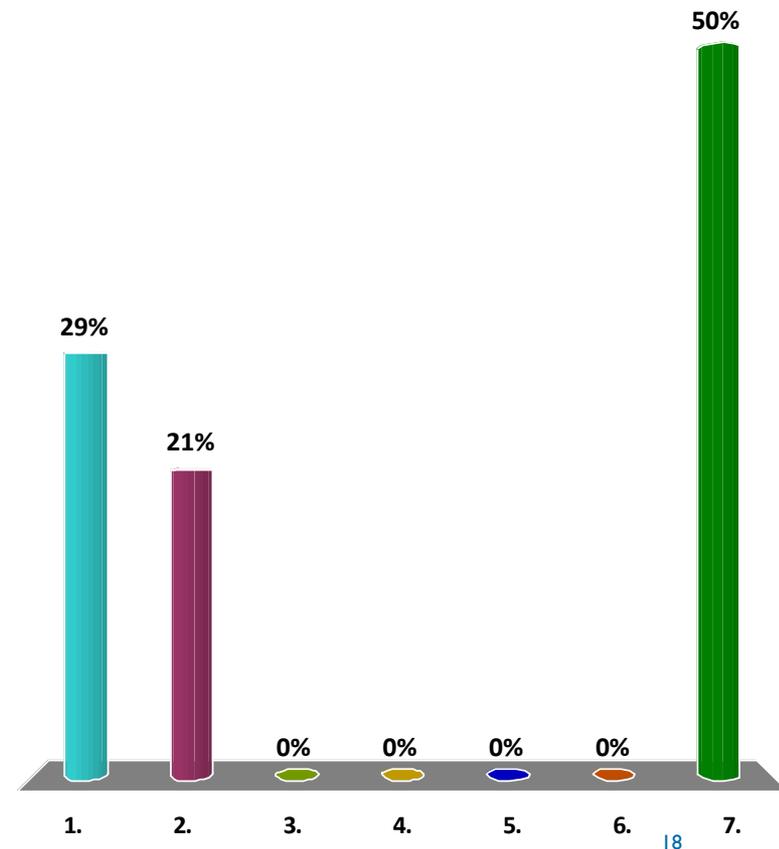
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies 

Work with communities to identify transportation needs 

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Ellis County Priorities

## Top Priorities

- 1) Increased awareness of existing services
- 2) Improve access to jobs
- 3) Enhance existing transportation services
- 4) Regional connection to Dallas
- 5) Link key destinations in Ellis

## Additional Priorities

- Marketing materials in other languages
- Expand service availability for youth under 18
- Explore partnerships to increase affordability of fares
- Provide public transportation through partnerships
- Transit to VA services in Dallas

# Your Feedback on Navarro County Priorities

## Top Priorities

- 1) Improve access through increased service frequencies
- 2) Regional transportation link to Dallas-Fort Worth
- 3) Improve awareness of existing services

## Additional Priorities

Establish training program for first time bus riders

Create and maintain a county coordinating committee

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

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**Access North Texas  
Ellis County and Navarro County Meeting  
November 9, 2016  
Waxahachie, Texas**

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a. Welcome.....	p.1
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**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the joint Ellis County and Navarro County meeting. Ms. Schlicher also announced that Mike Hensley with the North Central Texas Area Agency on Aging (AAA) would be hosting a public hearing after her presentation. This was an opportunity for residents and advocates to share current and future needs for older adults and individuals with disabilities in addition to transportation.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Ellis County and Navarro County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

50% of respondents indicated that the highest day-to-day transportation need for their agency is medical trips, while 25% specified that work related trips is their highest transportation need. Regarding medical trips, attendees noted that physicians' offices in Dallas and specialists at Parkland Hospital were particularly difficult to reach from both Ellis County and Navarro County. Attendees also noted that trips into Dallas-Fort Worth (or even within the county) can be cost prohibitive for riders with limited incomes. College representatives in attendance identified that students in Ellis County have trouble accessing campuses in Midlothian and Waxahachie. Lastly, attendees noted that individuals in Ellis County are able to find employment, however aren't able to find transportation to get them to work.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

44% of respondents indicated their primary area of concern was increasing coordination between agencies, while 20% specified that funding new services was their primary area of concern. The Waxahachie Senior Center noted that their partnership with STAR Transit and Senior Connect is invaluable. Both agencies help get seniors to their facility and to medical appointments, particularly in Dallas. It was noted that Ellis County veterans aren't familiar with the available transportation options to get them to their appointments at Baylor Scott & White – Waxahachie and the Dallas Veterans Affairs Medical Center. Lastly, access to employment for individuals working the third shift is especially difficult since there isn't any public transportation provided during these hours.

**What funding approach will have the biggest impact on improving access to transit?**

44% of attendees answered that a focus on integrating funding sources (Aging, Workforce, Medicaid, etc.) would have the biggest impact on improving access to transit, while 26% answered that a focus on getting additional federal or state investment in transit would have the biggest impact. Attendees noted that there is not sufficient funding for transit for either Ellis County or Navarro County. A potential solution to this is coordinating and integrating the current sources of funds from Aging, Workforce, Medicaid, etc. in order to increase efficiency and capacity. Local government has not considered public transportation a priority for local funds.

**What method could improve the awareness of available services?**

36% of respondents indicated that a public marketing campaign is the best method to improve awareness, while 28% answered that a centralized location to receive information about transit would be the best method. A participant noted that Ellis County's information housed in the Dallas-area 2-1-1 needs to be updated, however she's not found the correct contact at 2-1-1 to update the information. It was mentioned that regular meetings with service agencies and transit providers would be an effective way to improve awareness as well as increase coordination. Marketing outreach to veterans would help them access services locally and in Dallas-Fort Worth. A potential solution is to have healthcare providers and service providers for adults with intellectual disabilities distribute information about available transportation services. For Navarro County, it was suggested that posting at laundromats and mailing information were effective ways to disseminate information.

**What about coordination between agencies is the biggest barrier for you?**

40% of respondents indicated that identifying appropriate contacts was the biggest barrier to coordination, while 28% indicated that developing agreements between agencies was the biggest barrier. Agencies in attendance noted that trying to identify the appropriate contact, particularly in larger agencies, can be challenging. Memorandums of Understanding (MOU), while necessary for organizations to coordinate and identify what each party is responsible for, are often seen as cumbersome. Lastly, a transit provider mentioned that determining how additional transportation services will be paid for by the requesting agency can also be a barrier to developing new partnerships for coordination.

### **What is the best way to enhance the user's experience?**

32% of attendees voted for better information on how to use transit, while 28% voted for fewer transfers between providers for regional trips. Discussion centered on transit agencies providing better information about their specific service parameters (hours of service, areas covered, how to access service or register, etc.). As discussed in the question about improving awareness of available services, if better information was available other agencies could help disseminate that information to potential riders. Attendees noted that information about how to make regional trips to Dallas-Fort Worth, which require transferring to another provider, would also improve riders' experience and confidence in the transit system. In Navarro County, riders are concerned about booking return trips based on limited operating hours.

### **Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

50% of attendees believed that most people wouldn't access these options because technology is not economically accessible for many of the individuals they work with on a regular basis. 29% of attendees voted for transportation network companies (TNC) like Uber and Lyft. Not all in attendance were familiar with the technological advances and TNCs. Attendees agreed that there is added liability with utilizing TNCs since there isn't vetting or driver training equivalent to what local transit agencies require. For riders with intellectual disabilities, a model similar to Meals on Wheels where the same volunteer driver can establish a relationship and provide consistent transportation could be a better solution. Participants felt that this model would also work well for seniors. Additionally, participants were concerned that TNCs wouldn't be an accessible option for individuals who utilize wheelchairs but cannot transfer themselves into a vehicle without a lift or ramp. Lastly, in both Ellis County and Navarro County, there was the additional concern that limited access to the internet and/or phone service in the rural areas would be a barrier to accessing a TNC.

#### **d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for both Ellis County and Navarro County.

Participants ranked priorities for Ellis County in the following order:

1. Improve transportation options to access jobs within Ellis County, including employment locations in Waxahachie and Ennis.
2. Explore local service to connect key destinations in Waxahachie, including uptown, downtown, the new Baylor Hospital (that opened in 2014), and Navarro College.
3. Explore partnerships to increase the affordability of fares for those most in need.
4. Improve public awareness of existing and new public transportation services, including raising awareness that services are not limited to older adults and individuals with disabilities.
5. Expand or introduce new transportation options that enable regional connections to Dallas for employment and medical services.

6. Evaluate different ways to provide public transportation services through partnerships with public and private transportation operators.
7. Enhance existing transportation service, expand service hours, or introduce new service within the county to better connect local communities.
8. Create language-specific marketing to reach individuals who have limited English proficiency.
9. Provide transportation to VA services in Dallas.
10. Expand service availability for youth under age 18.

Participants ranked priorities for Navarro County in the following order:

1. Improve local and county access through increased service frequencies or hours of service to address community and job access needs and access to medical care within Navarro County.
2. Increase awareness of existing services through a countywide education initiative.
3. Regional transportation link to the Dallas-Fort Worth area that can allow for greater employment opportunities and connections with regional transportation services.
4. Create and maintain a county coordinating committee to focus on ongoing transportation needs.
5. Establish training program that will assist first time bus riders in learning how public transportation operates and how to schedule services.

#### **e. Next Steps**

A point-person committee each for Ellis County and Navarro County will soon be developed. The committees will discuss and further refine Ellis County and Navarro County transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

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 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

#### **2. Attendee List**

Angels at Home: Rose Rash  
 Community for Permanent Supportive Housing: Brenda Catlett  
 Community Transit Services: Arlette Cobb, Katie Ragan  
 Corsicana ISD: Chris Gibbs  
 Ellis County: Judge Carol Bush, Sara Garcia, Joseph Jackson, Ted Kantor  
 Ellis County Veterans Services Officer: Nimchie Alce  
 Indigent Healthcare Program for Ellis County: Terri Klein  
 Lakes Regional MHMR: Crystal Richardson  
 Lakes Regional Community Center: LaZendra Rhodes

Midlothian ISD: Jim Norris  
Navarro College: Kenneth Martin, Alex Kajstura  
North Central Texas Area Agency on Aging: Mike Hensley  
North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Edgar Hernandez, Chris Reed  
STAR Transit: Ashley Ando  
Texas Workforce Solutions: Monte Hurt, Angela McCoy  
The Salvation Army of Ellis County: Frank Zuniga  
United Way of Ellis County: Casey Ballard  
Waxahachie ISD: Jane Hamilton  
Waxahachie Senior Center: Jeanee Smiles  
Waxahachie Workforce Center: Jana Edrington-Koennecke



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Navarro County to follow up on the outcomes of the outreach meeting that took place on Wednesday, November 9, 2016 in Waxahachie. The following individuals, representing a variety of interests in Navarro County, participated in the prioritization of strategies to address the needs identified.

Daniel Edwards, Executive Director, Community Transit Services  
Crystal Richardson, Intake/Benefits Coordinator, Lakes Regional MHMR  
Joanna Fritz, President/CEO, Corsicana/Navarro County Chamber of Commerce  
Chris Gibbs, Director, Corsicana ISD  
Cara Wilson, Executive Director, United Way  
Billy Richards, Veterans Service Officer, Navarro County  
Amanda Parten, Director, Navarro County Meals on Wheels  
Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

On May 25, 2017, Daniel Edwards Executive Director of Community Transit Services (CTS) noted that transportation for all types of purposes was needed. He agreed with the draft priorities and order. Currently, CTS has a new contract with North Texas Behavioral Health Authority providing emergent, same-day trips to Ellis County and Navarro County clients seeking treatment in Dallas County. CTS is also working hard to recruit and retain drivers. They are currently working with local agencies to help train drivers as well as considering paying for the CDL licensing fee as an extra incentive. Daniel also mentioned that Navarro College students at the Corsicana campus have trouble getting to medical appointments and the grocery store.

Prioritized strategies for Navarro County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.11

*PALO PINTO COUNTY AND  
PARKER COUNTY*



# **Access North Texas – Parker & Palo Pinto Counties**

## **North Central Texas Council of Governments**

**Kelli Schlicher, AICP**

**Weatherford Public Library**

**Weatherford, Texas**

**February 21, 2017**

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

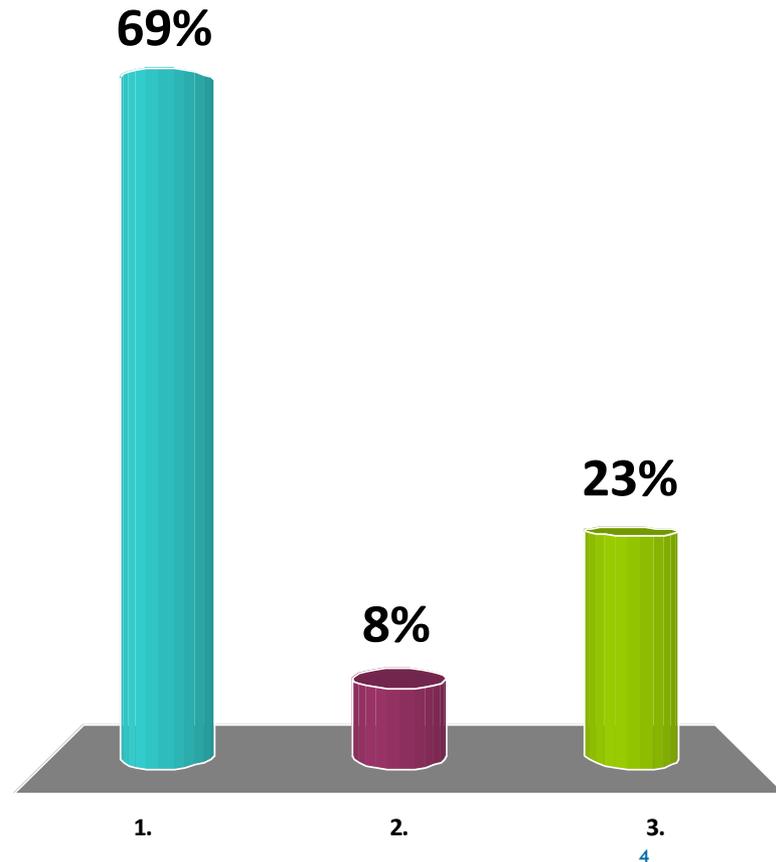
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.

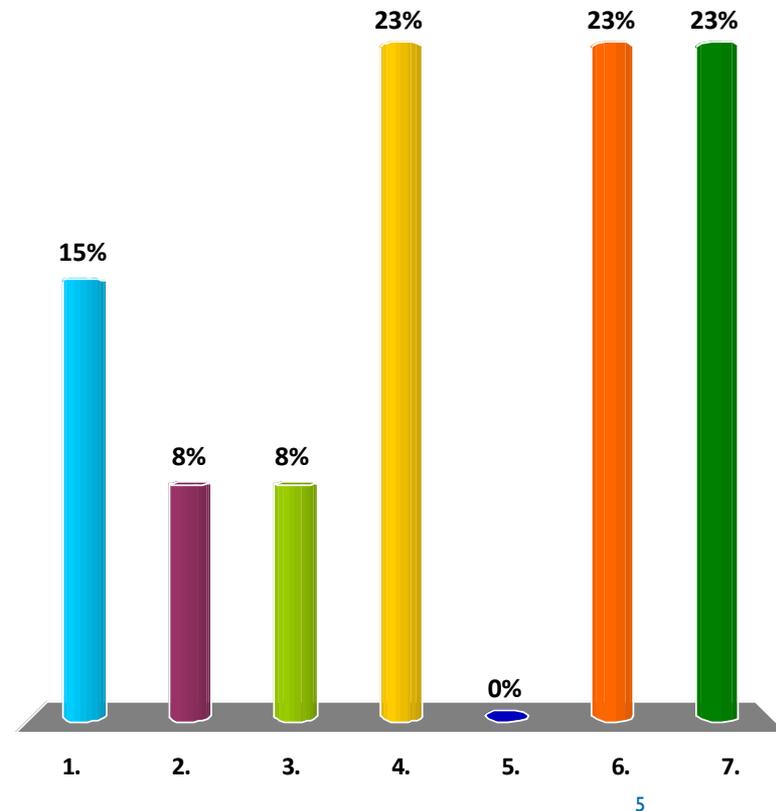
# Do you or your agency focus on Parker County or Palo Pinto County?

1. Parker County
2. Palo Pinto County
3. Both

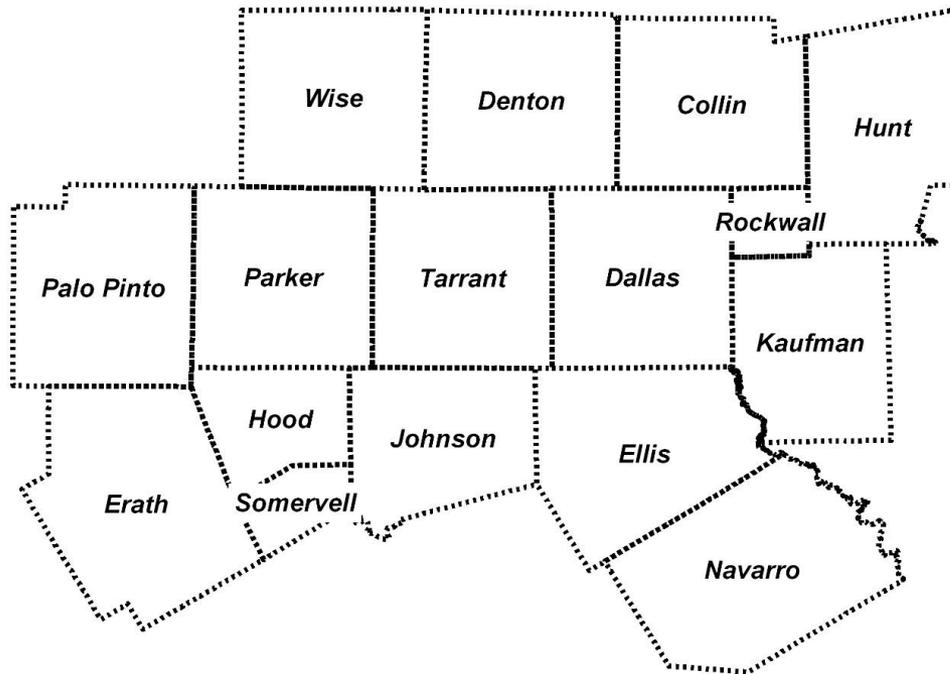


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services



# Access North Texas

Is not...

Unlimited funding

A transportation service

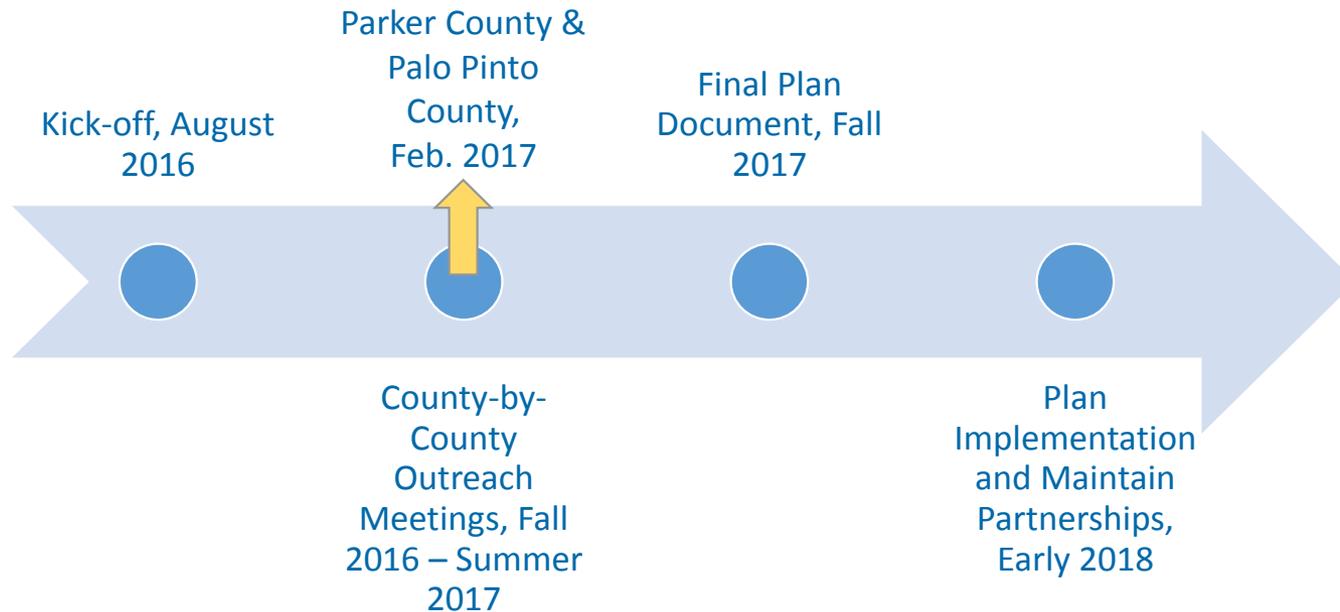
Detailed feasibility studies or highway planning

Top-down requirements for service or activities



# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Parker County and Palo Pinto County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

Barriers to accessing transportation

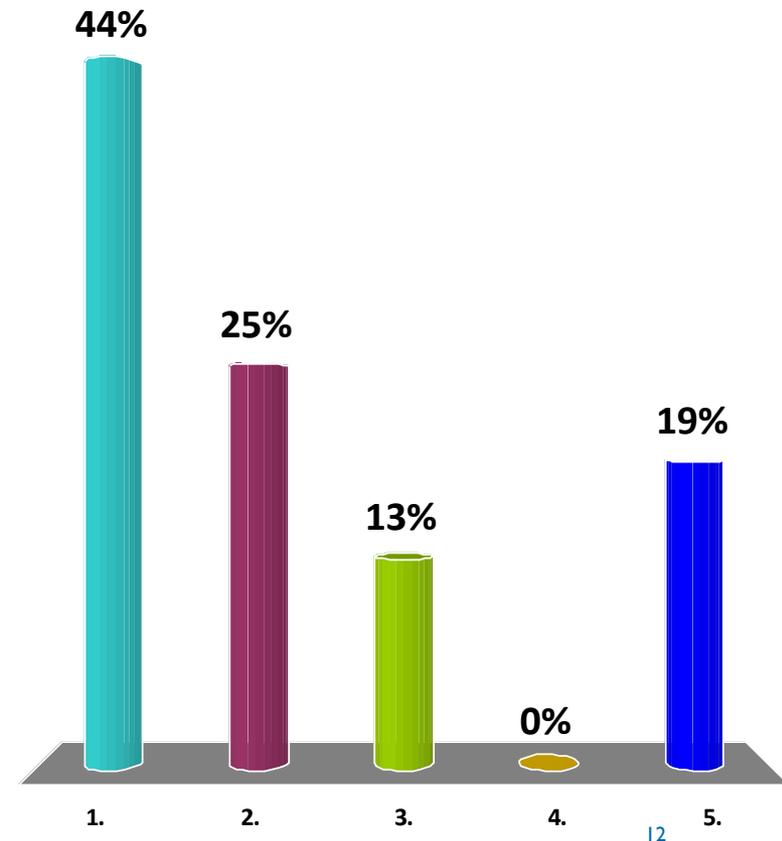
Benefits of transportation options

Kinds of service or accommodations needed



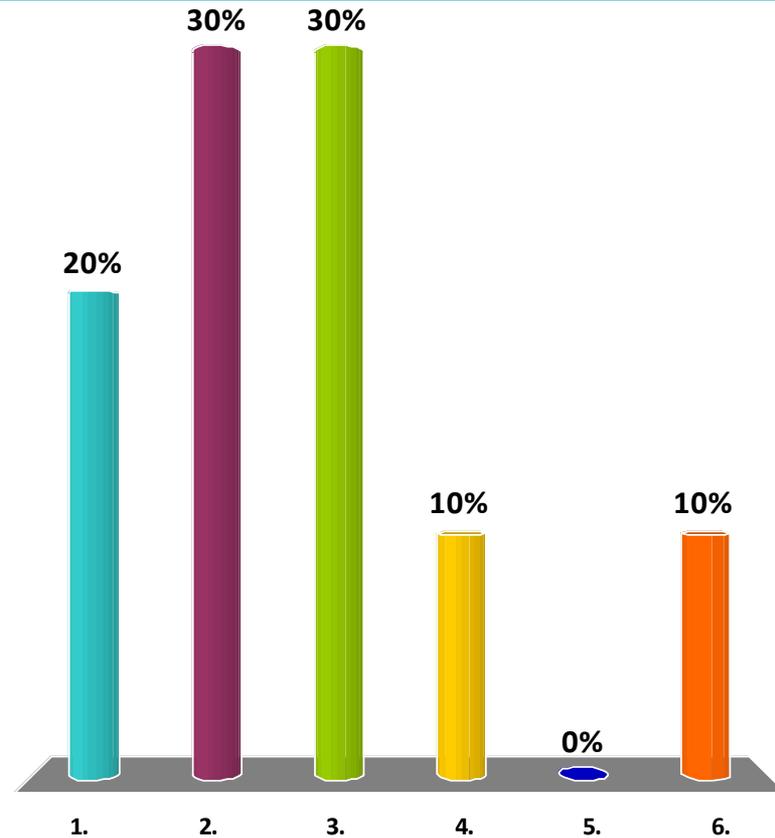
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



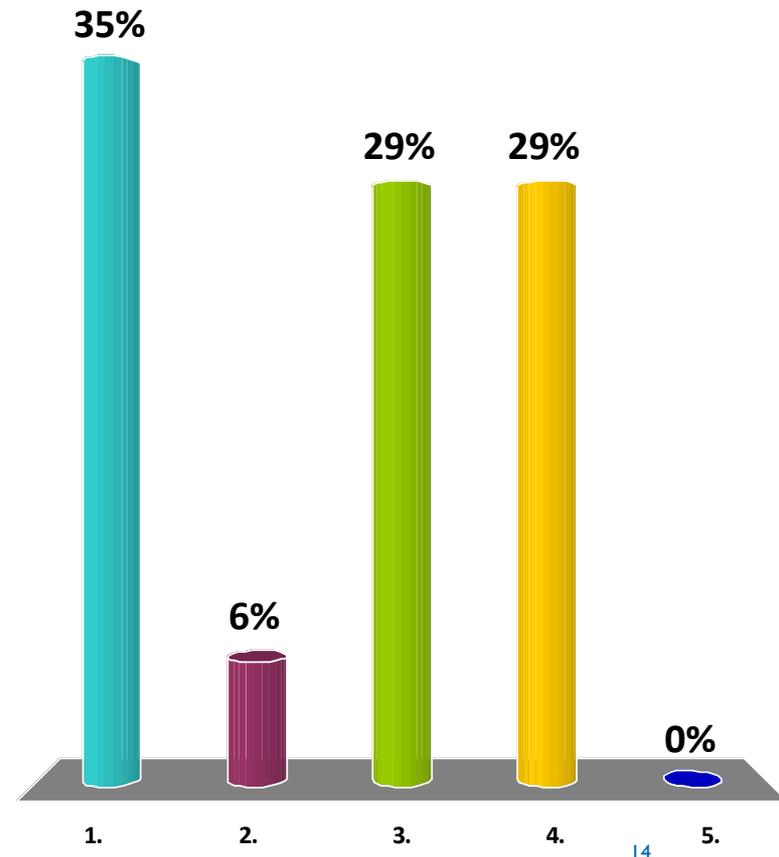
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



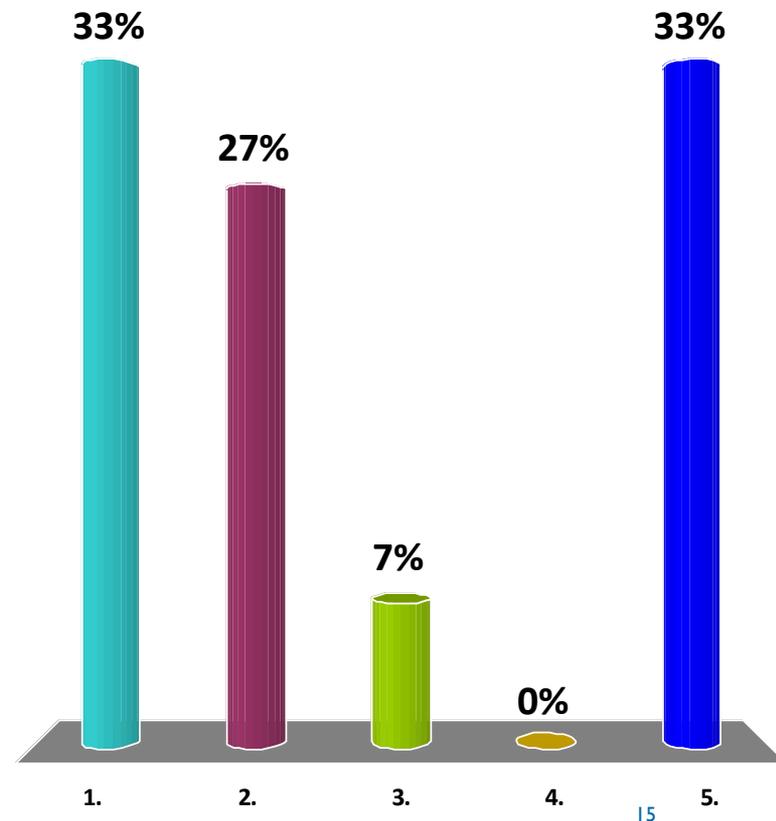
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



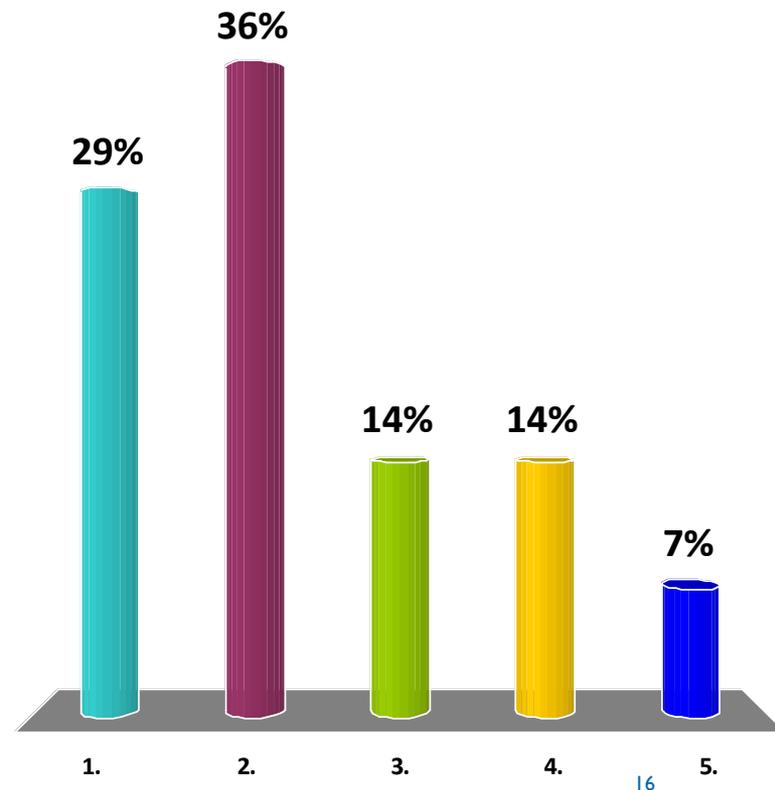
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



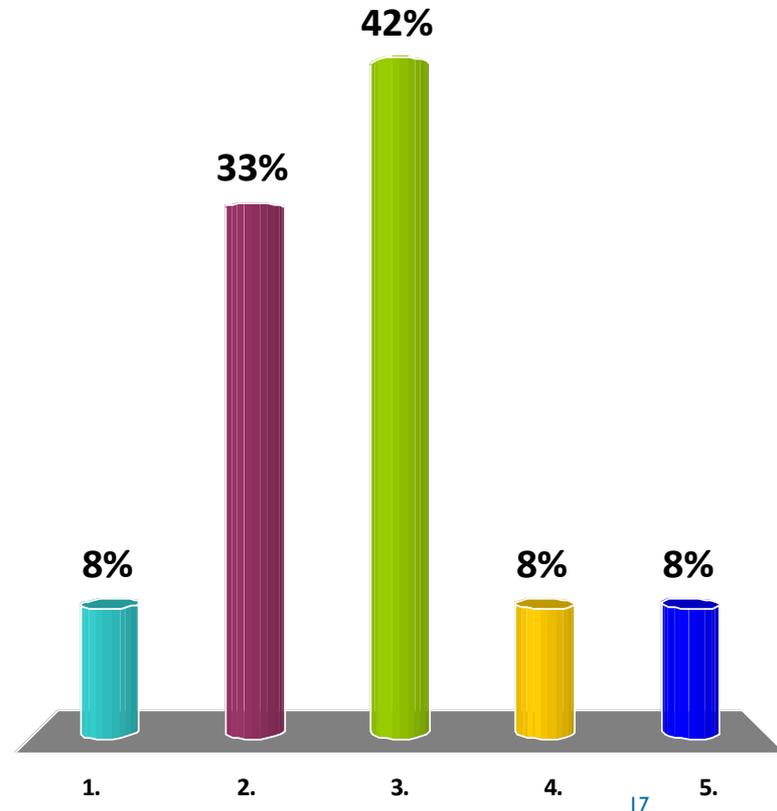
# What about coordination between agencies is the biggest barrier for you?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



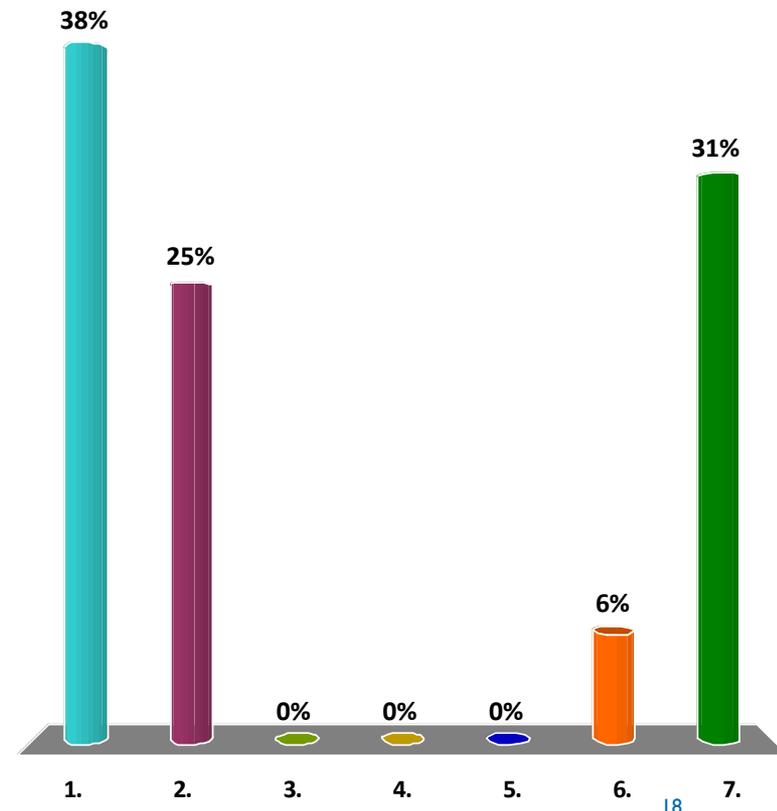
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Parker County Priorities

## Top Priorities

- 1) Coordinate existing services
- 2) Create and maintain a coordinating committee
- 3) Identify and serve regional connections to Tarrant and Wise counties
- 4) Grow service in the northeast corner
- 5) Pilot service in areas with potentially high ridership

## Additional Priorities

Acquire vehicles to better match vehicle size to type of service provided

Develop centralized access to information about public transportation

# Your Feedback on Palo Pinto County Priorities

## Top Priorities

- 1) Increase awareness of available transit services
- 2) Increase outreach and education about transit services
- 3) Increase local and regional job access
- 4) Identify connections to regional transit services

## Additional Priorities

- Acquire vehicles to better match vehicle size to type of service provided
- Improve the customer experience
- Create and maintain a coordinating committee

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

Kelli Schlicher, AICP  
Transportation Planner  
(817) 695-9287  
[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

Sarah Chadderdon, AICP  
Principal Transportation Planner  
(817) 695-9180  
[schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
 Combined Meeting for Parker County and Palo Pinto County  
 February 21, 2017  
 Weatherford, Texas**

1. Meeting Summary.....	p.1
a. Welcome.....	p.1
b. Introduction to Access North Texas.....	p.1
c. Interactive Questions & Discussion.....	p.1
d. Priorities & Solutions.....	p.4
e. Next Steps.....	p.5
2. Attendee List.....	p.5

**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Parker County and Palo Pinto County meeting. Ms. Schlicher also announced that Mike Hensley with the North Central Texas Area Agency on Aging (AAA) would be hosting a public hearing after her presentation. The AAA public meeting was an opportunity for residents and advocates to share current and future needs for older adults and individuals with disabilities in addition to transportation.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Parker County and Palo Pinto County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

44% of respondents indicated that the highest day-to-day transportation need for their agency is medical trips, while 25% specified that work-related trips is their highest transportation need. Medical transportation for veterans, older adults, for hospitals, and for mental health appointments were identified as high needs. Regarding work trips, it was noted that a lack of transportation affects job prospects. Additionally, access to grocery stores and other services (such as counseling) can be hampered because of a lack of access to transportation.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

30% of respondents indicated that their primary area of concern was funding new services, and an additional 30% specified that increasing coordination between agencies was their primary area of concern. One possible new service mentioned was transportation access to extracurricular activities for the youth of the community. A lack of coordination was identified as a problem. Increasing coordination/centralization were mentioned as important in order to increase efficiency. When it comes to enhancing the user's experience, it was mentioned that many dialysis patients using transportation find their trip back home difficult. On the ride home on transit after their treatment, they might experience extended waiting times at other dialysis centers (as other riders are picked up) and may not have assistance to get off the bus once they arrive at their final destination. It was mentioned that a lack of transportation was impacting some people needing trips to the Housing Authority, with some clients missing appointments. Others might have to pay for transportation (which some can't afford), and sometimes they might have to wait for an extended period of time for transit to pick them up after their appointments.

**What funding approach will have the biggest impact on improving access to transit?**

35% of attendees answered that a focus on getting additional federal or state investment in transit would have the biggest impact, while 29% chose a focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.), and an additional 29% chose a focus on increasing user choice. Federal and state investment were mentioned as more likely to provide funds than local sources. Integrating funding sources was mentioned as important in order to obtain as much benefit as possible out of what is currently available. Increasing the user's choice was mentioned as imperative because currently there are very limited transportation choices (including limited service time frames). More funding for public transit would provide more opportunities. Currently, when community members need to go for unplanned medical care, they might end up using ambulance services (which is costly) because of a lack of alternative transportation options. Similarly, many patients who are discharged from hospitals have no ride back home. Many times, hospitals might pay for a taxi ride for them, which would be more affordable than an overnight stay at the hospital. However, in Mineral Wells, there are no taxi options available after 5 PM on weekdays or on the weekends to bring patients who have been discharged from a hospital back home. The need to learn about transportation network companies (TNCs like Uber and Lyft) latest efforts to serve people with special needs (including people with disabilities and older adults) was also mentioned.

**What method could improve the awareness of available services?**

33% of respondent indicated that targeted marketing to local agencies could improve awareness, while an additional 33% specified "other" in their answer. 27% answered that a public marketing campaign could improve the awareness of available services. It was noted that there aren't many options currently available, and many people might know what's available already. There is a small pool of transportation options and limited service hours. More focus should be placed on service expansion than increasing awareness of available services.

### **What about coordination between agencies is the biggest barrier for you?**

36% of respondents indicated that identifying appropriate contacts was the biggest barrier to coordination, while 29% indicated that knowing where to start was the biggest barrier. Participants asked if other agencies provided transportation within Parker and Palo Pinto Counties. NCTCOG staff asked attendees to think more broadly about coordination rather than just between transit agencies. For example, an agency in need of transportation may coordinate with 10 other local agencies to help fund additional transit services (i.e. an additional hour of service in the evenings to accommodate trips home from work). Regarding identifying appropriate contacts, local agencies and the private sector could coordinate to formulate a system to effectively identify and contact other agencies. An individual who works with a hospital in Mineral Wells picked knowing where to start because building a network of appropriate social contacts within other agencies and churches is key in order to get people to their destinations. In a smaller town like Mineral Wells, hospitals can be a hub for coordination.

Another agency noted that they've had transportation on their referral list for a couple years, but only some clients have used the service. The attendee was unsure if this is because people aren't fully aware of the available transit service or if they're unsure of how to actually use it. At their Weatherford clinic (more so than in Mineral Wells), riders find the time required between pick-up and drop-off can be inconvenient for quick trips because they have to wait (typically one hour) for their return trip.

A participant suggested one way to provide 24-hour transit coverage is for agencies to cover different shifts. Getting to appointments (such as a counselor) that aren't covered by Medicaid transportation can be difficult. Additionally, for Medicaid trips, individuals are not able to take other passengers (such as additional children).

### **What is the best way to enhance the user's experience?**

42% of attendees voted for additional assistance provided by the driver or personal attendant, while 33% voted for better information about how to use transit. Regarding additional assistance, a couple other attendees noted their concerns about the 5-minute window (particularly in inclement weather). The rider may wait over an hour for the bus to arrive and then only have 5 minutes to board upon its arrival. If the rider misses the 5 minute window, they have to wait even longer. They noted a potential solution could be the driver getting off the bus to greet the rider. A participant mentioned that older adults and individuals with disabilities overall need more assistance. Showing and teaching them how to use public transit is better than just providing information.

Another attendee mentioned that the meeting's conversation about transit has been population-specific (for older adults and people with disabilities). Moving forward, the transit system should be inclusive of all people and right-sized to the community's density and transit needs.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

38% of attendees believed that transportation network companies (TNCs) like Uber and Lyft are most likely to help improve transportation options. Conversely, another 31% of attendees indicated that most people wouldn't access these options. One attendee thought the addition of TNCs would provide another transportation option for Parker and Palo Pinto Counties. A participant noted that these populations may not have or know how to utilize the technology necessary to access these services. However, it could be possible for them to access the services through their caretakers, caseworkers, and social service providers. It is important to ensure the information within any technology resource is maintained with up-to-date details. The cost of private transit service may be an additional barrier for people with low incomes. From a social worker's perspective at a Mineral Wells hospital, the trouble is finding the transportation service more so than finding the funds to pay for patient trips.

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for Parker and Palo Pinto counties.

Participants ranked priorities for Parker County in the following order:

1. Pilot program of fixed route or trolley service in areas with potentially high ridership. (Parker County)
2. Develop centralized access to information about public transportation options in the county and surrounding area through a one call one click project coordinated among regional partners. (Parker County)
3. Acquire vehicles to better match vehicle size to type of service provide and evaluate the need for every vehicle in a provider's fleet to be ADA accessible. (Parker County)
4. Identify and serve regional connections to Tarrant County and Wise County. (Parker County)
5. Grow service in the northeast corner of the county including Springtown (coordinate with existing providers. (Parker County)
6. Create and maintain a county coordinating committee to focus on ongoing transportation needs. (Parker County)
7. Coordinate existing services in the northeast Parker County and Azle area. (Parker County)

Participants ranked priorities for Palo Pinto County in the following order:

1. Acquire vehicles to better match vehicle size to type of service provided in order to more effectively use resources by using smaller vehicles for transporting one or two riders at a time. (Palo Pinto County)
2. Create and maintain a county coordinating committee to focus on ongoing transportation needs. (Palo Pinto County)
3. Improve the customer experience and ability to partner with funding agencies, including fare card improvements. (Palo Pinto County)

4. Identify connections to regional transit services and improve access to destinations outside the county including Weatherford and Tarrant County. (Palo Pinto County).
5. Expand local and regional job access. (Palo Pinto County)
6. Increase outreach and education about transit services for transportation disadvantaged populations in the county, especially in the southwest corner. (Palo Pinto County)
7. Increase awareness of available transit services and partnership opportunities. (Palo Pinto County)

**e. Next Steps**

A point-person committee for Parker County and Palo Pinto County will soon be developed. The committee will discuss and further refine transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

**2. Attendee List**

Advocate: Kyle Miller, Woody Willhite, and Teresa Willhite  
 Center of Hope: Jana Marbut-Ray  
 City of Weatherford: Terry Hughes  
 Graham: Kent Pettus  
 Lena Pope: Kristen McNeill  
 Mineral Wells ISD: Michaela Rothe, Parisa Lerma  
 North Central Texas Area Agency on Aging: Mike Hensley  
 North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Karina Maldonado, Chris Reed  
 Outreach Health Services - Palo Pinto County WIC: Tonya Fry  
 Palo Pinto General Hospital: Eric Werne  
 Parker County: Judge Mark Riley, Joel Kertok  
 Pecan Valley Centers for Behavioral and Developmental Healthcare: Janice Byrd  
 Public Transit Services: Terry Roberson  
 Weatherford Housing Authority: Rosie Mucino  
 Weatherford ISD: Danny Miller  
 Weatherford Regional Medical Center: Carolyn Hamilton



Access North Texas

**Parker County & Palo Pinto County**

### **Prioritization Process**

NCTCOG staff contacted stakeholders in Parker County and Palo Pinto County to follow up on the outcomes of the outreach meeting that took place on Tuesday, February 21, 2017 in Weatherford. The following individuals, representing a variety of interests in Parker County and Palo Pinto County, participated in the prioritization of strategies to address the needs identified.

Ashley Womack, Clinic Manager – Weatherford, Pecan Valley Centers for Behavioral and Developmental Healthcare

Janice Byrd, Mineral Wells Clinic, Pecan Valley Centers for Behavioral and Developmental Healthcare

Reta Brooks, Executive Director, Public Transit Services (PTS)

Kristen McNeill, Therapist, Lena Pope

Michaela Rothe, Special Education Counselor, Mineral Wells ISD

Tonya Fry, Clinic Supervisor, Outreach Health Services - Palo Pinto County WIC

Mark Riley, County Judge, Parker County

Terry Hughes, Director of Capital Transportation Projects, City of Weatherford

Danny Miller, Executive Director of School Operations, Weatherford ISD

Mack Huddleston, Veterans Service Officer, Palo Pinto County

John Hale, Veterans Service Officer, Parker County

Misty Clark, Executive Director, Mineral Wells Senior Center

Kathy Smith, County Extension Agent, Texas A&M Agrilife

Shelly Mowrey, Executive Director, Parker County Committee on Aging

Susan Baer, Executive Director, Meals on Wheels Palo Pinto County

Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

PTS staff expressed the need for increased communication and coordination between local agencies. In the past, PTS and neighboring transit providers (The Transit System serving Hood County and Somervell County and City/County Transportation serving Johnson County) have met to discuss transit needs and potential coordination opportunities. Reta Brooks (PTS' Executive Director) would like these meetings to resume. The meetings are a good opportunity to discuss how to make improvements to the existing transit system and improve the rider's experience. Reta mentioned that other neighboring transit providers are also welcome to attend. It is also a good opportunity to invite local agencies to these meetings to increase knowledge about transit as well as learn more about the community's needs.

PTS recognizes that there is a need for increased access to services during off peak hours and after PTS' current hours of service. However, in order to justify a new service, there would need to be more than one person or a time-to-time need. Currently, if PTS is given enough advance notice, it is possible to accommodate some trips outside their current hours of operation. Additionally, PTS notes that grouping grocery trips is a safety issue due to properly securing all the groceries. PTS' current policy is that riders are limited to what they can carry on their laps. PTS staff is working with the Texas Department of Transportation and NCTCOG to develop a solution to safely secure groceries in order to make group grocery trips possible.

PTS believes, compared to other transit agencies in the region, that their fares are rather affordable. PTS does have a contract with the North Central Texas Area Agency on Aging (NCTAAA) to provide free trips for individuals 60+ living within the city limits of Mineral Wells and Weatherford. Staff within PTS' call center help enroll eligible riders that aren't taking advantage of this program. The program runs until the funding from NCTAAA is expended. PTS' Board of Directors have discussed creating an indigent account to help pay for some individuals who cannot afford PTS' fares, However, it has not yet been put into place due to the sensitive information necessary to determine eligibility. PTS is still trying to determine which questions are necessary to establish eligibility. This may be an admin heavy project for PTS who has a small staff.

On June 28, 2017 NCTCOG staff spoke with Dr. Ashley Womack, Clinic Manager for the Pecan Valley Centers for Behavioral and Developmental Healthcare located in Weatherford noted that some individuals that use PTS to get to work and appointments are subject to the transit provider's schedule. Long pick-up and drop-off window times are an inconvenience to the rider and sometimes bring them to their location very early. Patients that visit the clinic are often on limited incomes and cannot afford to use PTS for all of their trips (to the doctor, work, job search, grocery store, etc.).

Prioritized strategies for Parker County and Palo Pinto County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.12

*ROCKWALL COUNTY*



# **Access North Texas – Rockwall County**

## **North Central Texas Council of Governments**

**Kelli Schlicher, AICP**

**Texas A&M University – Commerce at Rockwall**

**Rockwall, Texas**

**March 21, 2017**

# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

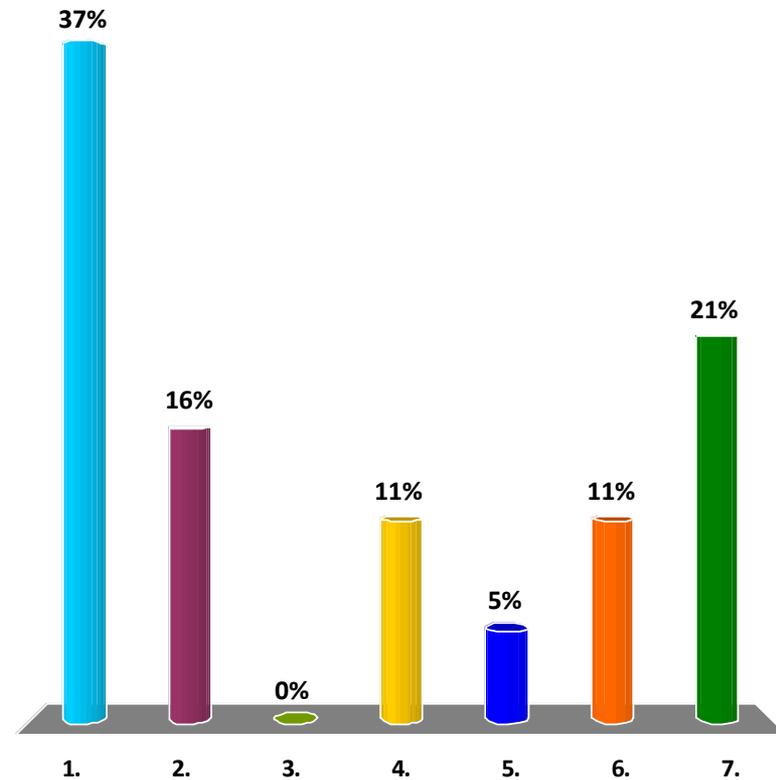
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

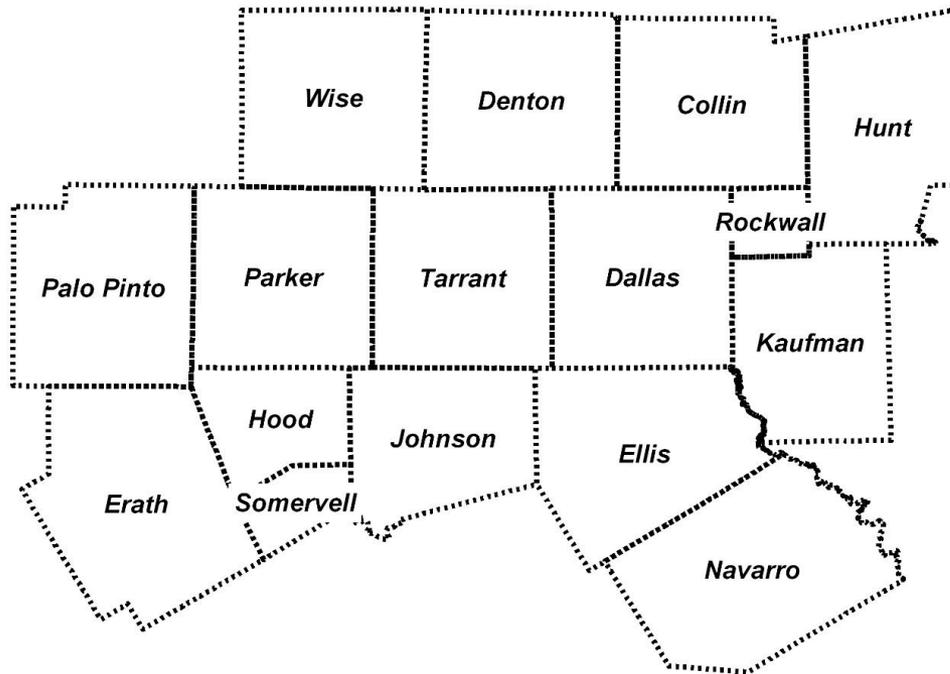
Please do not push the channel button in the bottom left.

# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

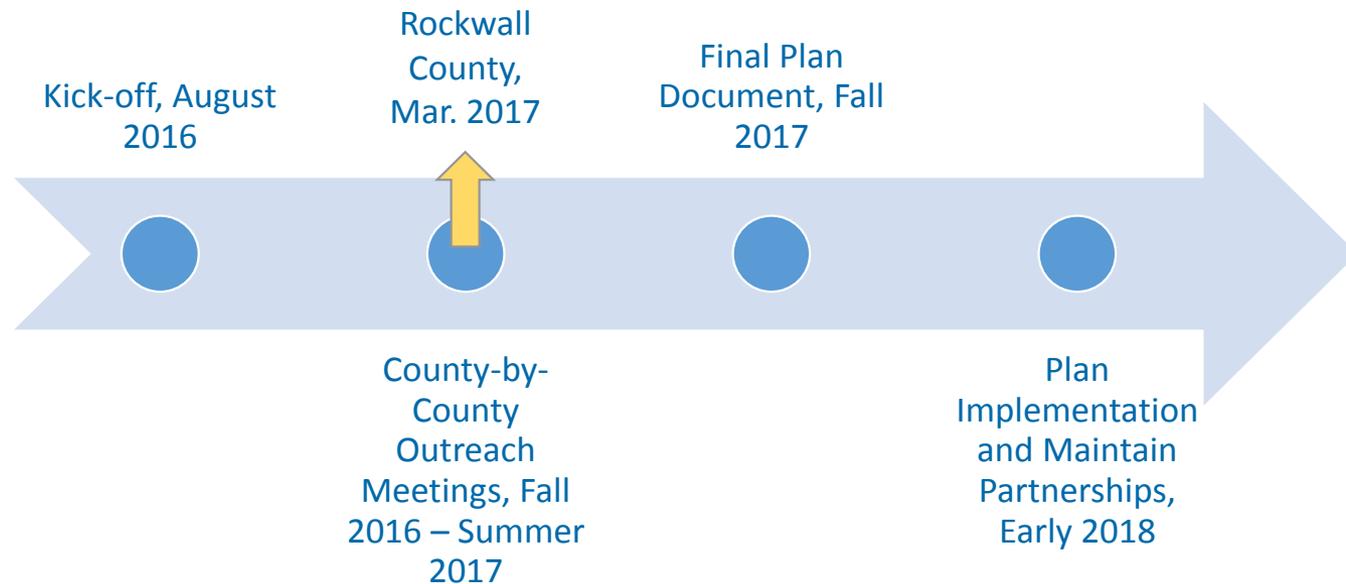
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Rockwall County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

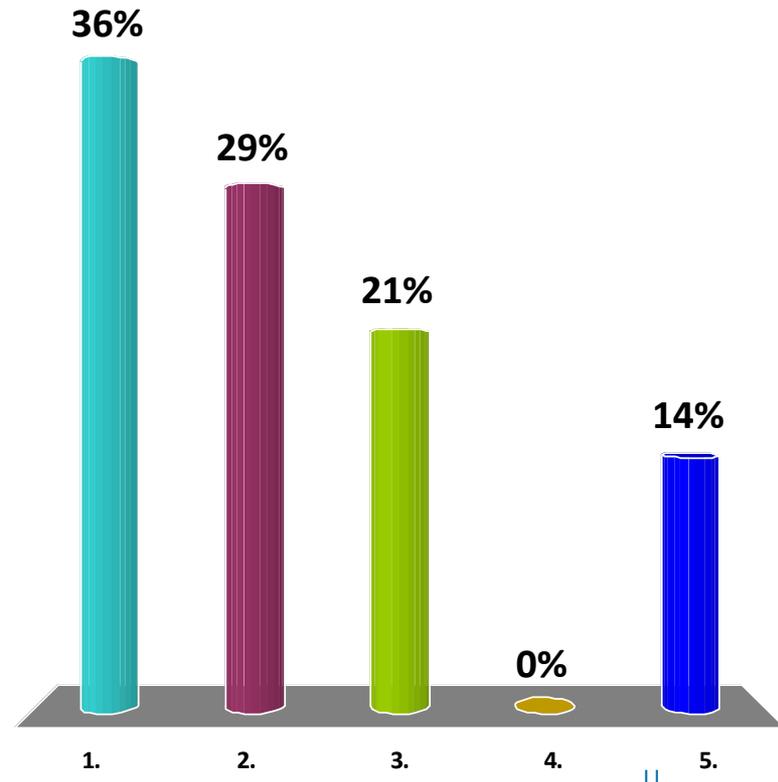
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

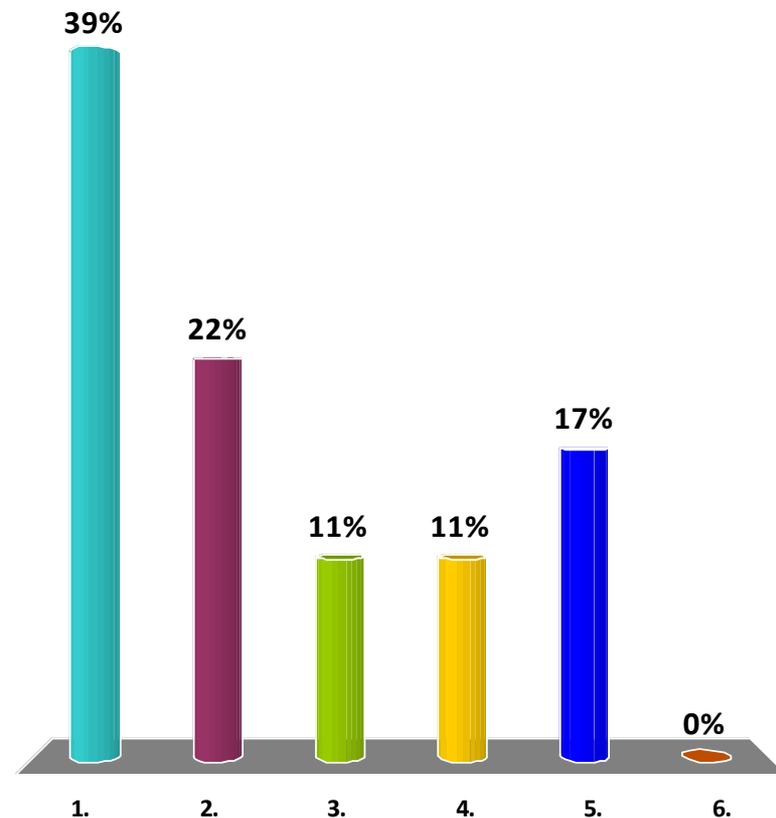
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



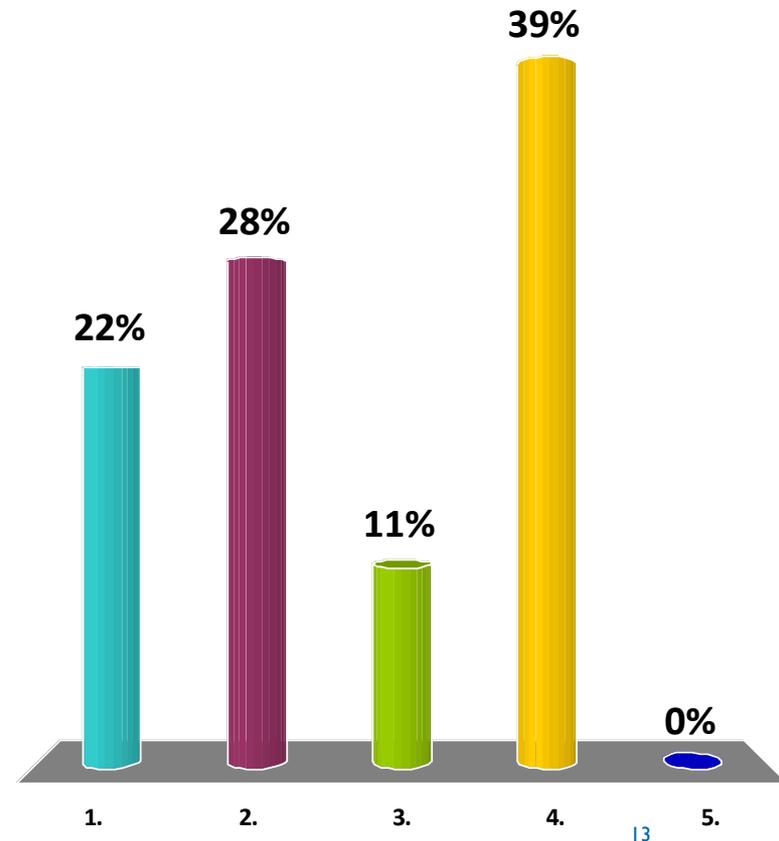
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



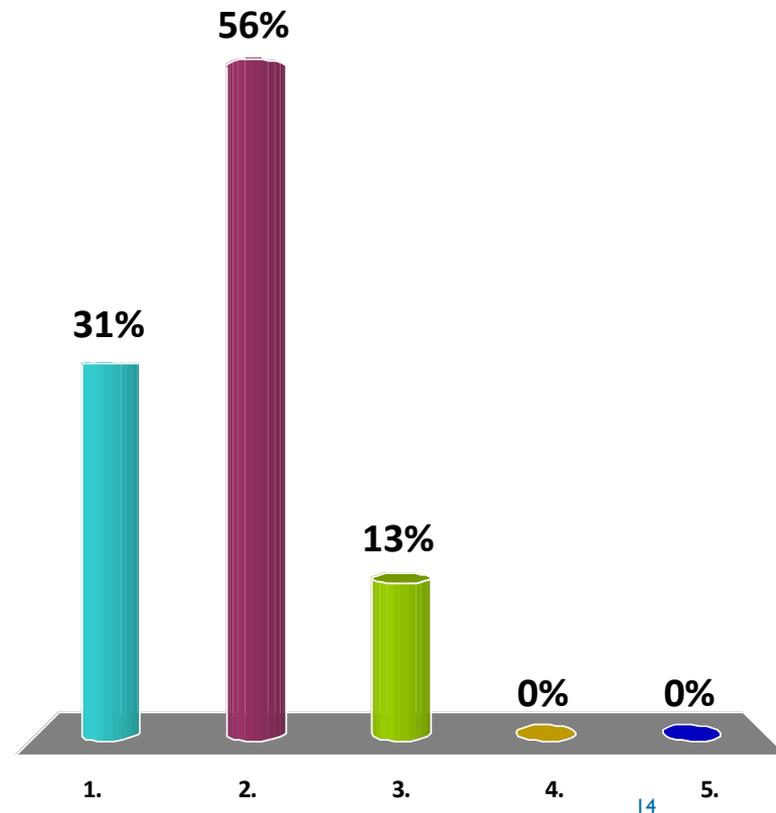
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



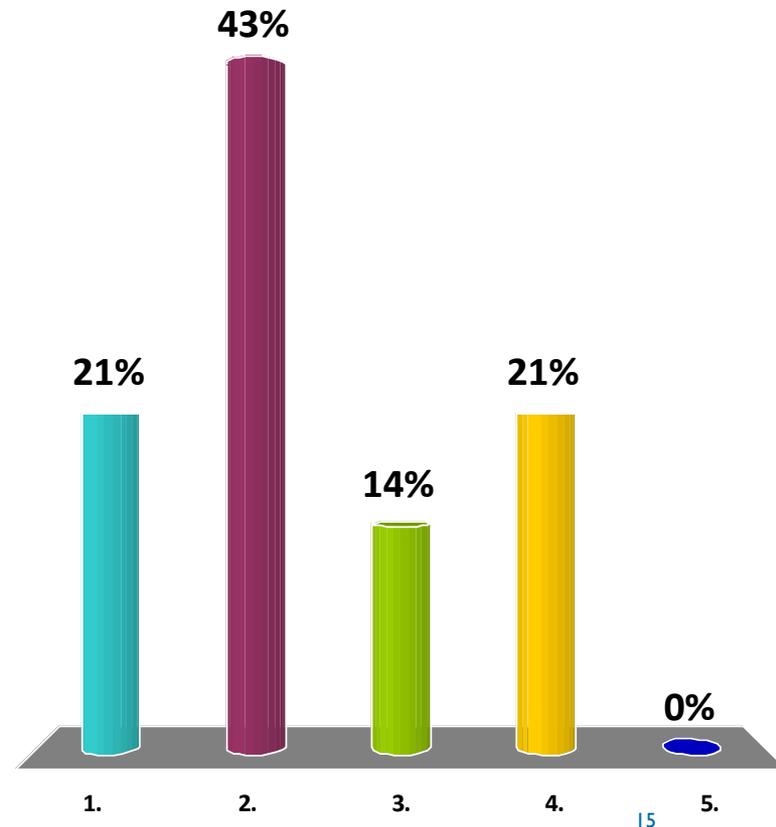
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



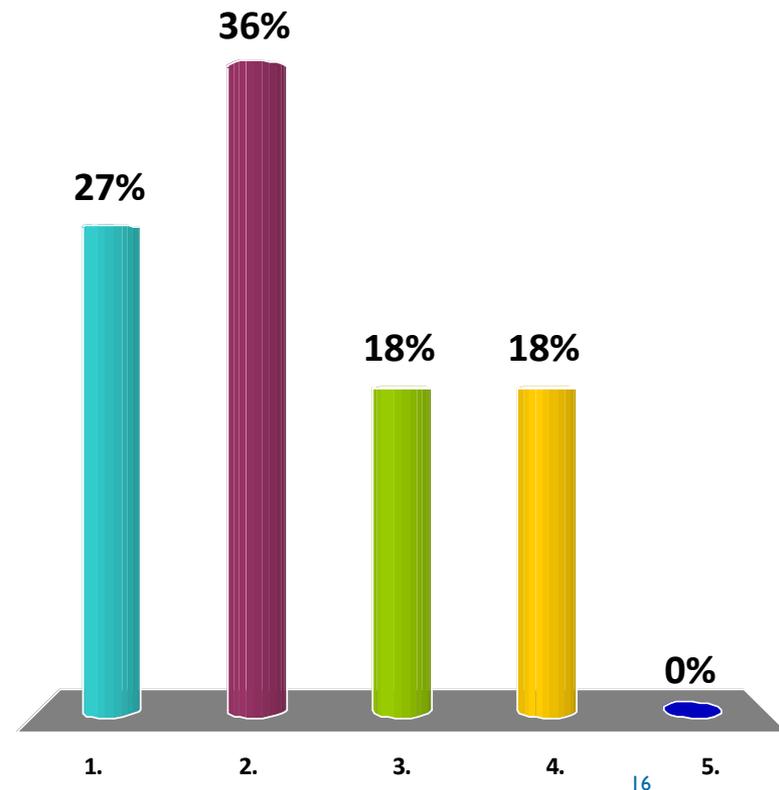
# What is the biggest barrier for you when coordinating between agencies to improve public transportation?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



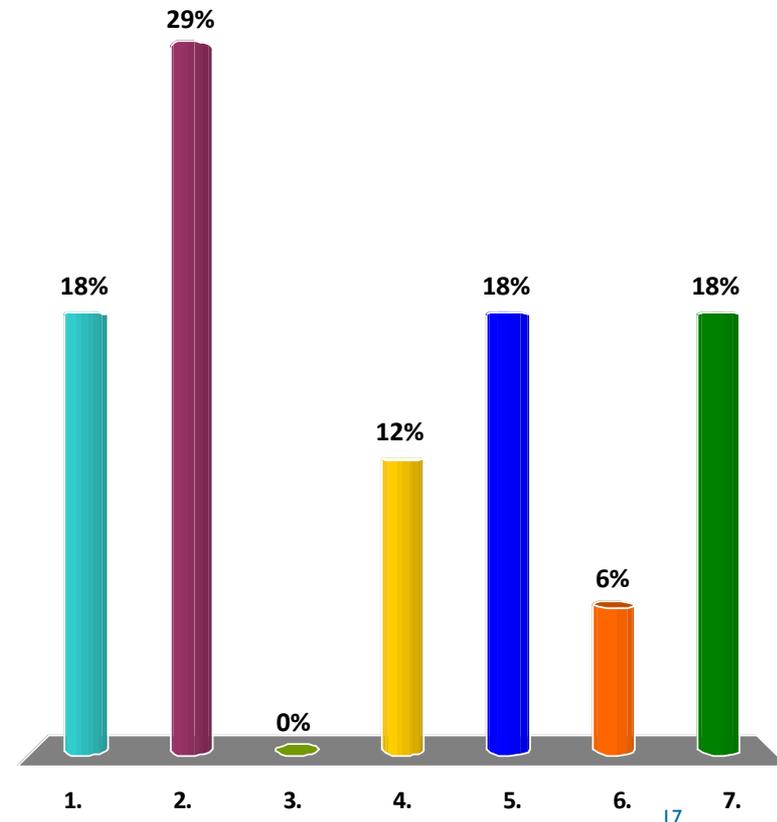
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on Rockwall County Priorities

## Top Priorities

- 1) Improve public awareness of available transit services
- 2) Increase transportation options
- 3) Identify, plan for and provide transit to regional employment opportunities

## Additional Priorities

- Explore need for transit to local employment clusters
- Improve condition and availability of sidewalks and crosswalks in order to facilitate easy access to transit
- Explore partnerships to increase the affordability of fares for those most in need

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

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**Access North Texas  
 Rockwall County Meeting  
 March 21, 2017  
 Rockwall, Texas**

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**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Rockwall County meeting.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Rockwall County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

36% of respondents indicated that the highest day-to-day transportation need for their agency is medical trips, while 29% specified that work trips are their highest transportation need. A participant noted that there is an intensive daily transportation need to mental illness clinics, as well as a need to visit doctors in Rockwall. A rider mentioned that getting transportation to medical appointments improves their quality of life. An attendee mentioned that low-income individuals are relying on friends and neighbors to get rides to their destinations, but this is not always a consistent way to get around. Someone representing the YMCA in Rockwall voiced a concern for older adults who no longer drive, but that need access to the YMCA for exercise and socialization. Lastly, a rider mentioned that grocery shopping was also a need.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

39% of respondents indicated that their primary area of concern was improving awareness of available transportation services, while 22% specified that increasing coordination between agencies was their primary area of concern.

A participant explained that increased coordination between agencies is necessary. The challenge is getting Rockwall County residents to Texas Department of Assistive and

Rehabilitative Services (DARS) in Dallas in order to improve skills to return to work. Individuals are instructed to go to Dallas for an initial evaluation, but there's not a transportation option to get there. Royse City ISD is located in Rockwall County, Hunt County, and Collin County. Rockwall is the closest need for employment opportunities, but the high school is in Hunt County. Better communication between agencies is needed so that students can seek the job opportunities. Increased coordination between STAR Transit and residential facilities to schedule group trips for grocery and doctor trips could increase efficiency.

A participant mentioned that getting to doctor's appointments and the grocery store are her primary concerns. Another rider noted that STAR Transit enables her travel for her daily needs. Without this transit service, she wouldn't have a way to get around. An attendee identified that there are some time and day restrictions for scheduling out of county medical trips. This could be tricky for riders if they're unable to line up their medical appointments on the appropriate day with transportation.

Regarding enhancing the user's experience, it would be helpful if a group of riders could schedule a coordinated trip to and from the same location. For example, a group of residents may want to ride together to the grocery store together.

**What funding approach will have the biggest impact on improving access to transit?**

39% of attendees answered that a focus on integrating funding sources (Aging, Workforce, Medicaid, etc.) would have the biggest impact on improving access to transit, while 28% answered that focusing on getting additional local government investment in transit would have the biggest impact. STAR Transit is a great example of an agency that utilizes Medicaid, Aging and traditional transportation funding, enabling them to do more with less. Regarding local government investment, a Rockwall County resident mentioned that they have seen impacts on the level of service when the local government decreased the annual funds contributed to STAR Transit. Additionally, if STAR Transit's level of service is decreased due to less local funding, other transportation options need to be available.

**What method could improve the awareness of available services?**

56% of respondents indicated that a public marketing campaign is the best method to improve awareness, while 31% answered that targeted marketing to local agencies would be the best method. A participant had a suggestion that marketing materials should be available at highly popular and potentially highly popular locations frequented by riders. Also, a water bill insert could raise awareness about available transit services, particularly for those individuals who do not drive. Another attendee mentioned that targeted marketing to local agencies working with potential clients would be the best avenue because they already have an existing relationship with their clients. Materials provided in another language, namely Spanish, would be helpful for Rockwall County Women, Infants, and Children (WIC) clients.

**What about coordination between agencies is the biggest barrier for you?**

43% of respondents indicated that identifying the appropriate contacts is the biggest barrier to coordination, while 21% indicated that knowing where to start and developing agreements between agencies were equal barriers to coordination.

Knowing where to start would help the client find information. It is important to identify who is responsible for transportation in Rockwall County. Rockwall County has a small geography, so there's great potential for collaboration. Cities can participate and contribute through the Rockwall County Road Consortium to express their unique transportation needs.

An attendee identified a concern with potential legislative barriers for cities working with transit agencies. Currently, there aren't any legislative barriers to coordinating or working with DART. Typically, the biggest issue is that cities don't want to commit their sales tax to become a DART member. However, there are other ways to contract with DART or connect to DART without committing sales tax. If there is an additional need within a community for transit services, city officials could reach out to DART or STAR Transit to learn about what's possible.

#### **What is the best way to enhance the user's experience?**

36% of attendees voted for better information on how to use transit, while 27% voted for personal instruction on the phone or in person. Currently, residents may not know what transportation services are available. Personal instruction over phone or in person was preferred because automated systems can be a barrier for some individuals receiving the information they need.

#### **Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

29% of attendees believed that web or smartphone apps with information on multiple providers is most likely to help improve transportation options. 18% of attendees believed that transportation network companies (TNCs) like Uber and Lyft and driverless cars, buses or shuttles were most likely to help improve transportation options. Conversely, another 18% of attendees indicated that most people wouldn't access these options because technology is not economically accessible for many of the individuals they work with on a regular basis. Regarding web and smartphone apps, more older adults are utilizing this technology each day. An attendee noted that females may not be as comfortable utilizing TNCs, particularly since it's with someone they've never met before in their personal vehicle. Some clients may be intimidated by using public transit with multiple people, multiple stops and a changing environment. For those riders, TNCs could be a good fit because it's a personal trip to their end destination and it's potentially less stressful. It's also important to see what the market's doing. Ford is looking at the future of transportation and changing how they do business and adapting how driverless cars may be used by transit agencies in the future.

#### **d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for Rockwall County.

Participants ranked priorities in the following order:

1. Increase transportation options for seniors, low-income residents, and people with disabilities, including increased daytime, evening, and weekend service to improve access to community destinations.

2. Explore partnerships to increase the affordability of fares for those most in need.
3. Improve public awareness of existing and new public transportation services.
4. Identify, plan for and provide transportation options for access to regional employment opportunities.
5. Improve condition and availability of sidewalks and crosswalks in order to facilitate access to transit.
6. Explore needs for transportation service to identified employment clusters within Rockwall County.

**e. Next Steps**

A point-person committee for Rockwall County will soon be developed. The committee will discuss and further refine transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

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 Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcoq.org](mailto:schadderdon@nctcoq.org)

**2. Attendee List**

Advocate: Willie Strange, Pricilla Anderson, Buz Eason, Judi Johnson, Bennie Moore, Emily Shrum, Rustie Petty  
 City of Fate: Justin Weiss  
 City of Rockwall: Joey Boyd  
 Dallas Area Rapid Transit (DART): Kendra Bullard  
 Evergreen Congregate Center: Tonya Carpenter  
 J.E.R Chilton YMCA at Rockwall: Marilyn King  
 Lakes Regional Community: Kindell Weatherford  
 North Central Texas Council of Governments: Sarah Chadderdon, Kelli Schlicher, Edgar Hernandez, Chris Reed, Jesse Brown  
 Rockwall Area Chamber of Commerce: Dana Macalik  
 Rockwall County Indigent Health: Donna Mussotter  
 Rockwall Housing: Tony Rios  
 Rockwall Women, Infants, and Children (WIC): Maggie Lozano  
 Royce City ISD: Dorcas Schale, Debi Wood  
 STAR Transit: Omega Hawkins, Tommy Henricks, Kim Britton  
 Texas Department of Transportation: Sunil John



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Rockwall County to follow up on the outcomes of the outreach meeting that took place on Tuesday, March 21, 2016 in Rockwall. The following individuals, representing a variety of interests in Rockwall County, participated in the prioritization of strategies to address the needs identified.

Omega Hawkins, Executive Director, STAR Transit  
 Linda Flannery, Veterans Service Officer, Veterans Services Office  
 Melanie Gann, Center Director, Lakes Regional Community Center  
 Melinda Polk, Director of Development, Senior Connect  
 Justin Weiss, Assistant City Manager, City of Fate  
 Katherine Ware, Center Manager, Terrell Workforce Center  
 Dana Macalik, President, Rockwall Chamber of Commerce  
 Kindell Weatherford, Lakes Regional Community Center  
 Tony Rios, Director, Rockwall Housing Authority  
 Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

Linda Flannery, Veterans Service Officer for Rockwall County noted that her veterans' transit needs include medical and counseling appointments in Dallas, the VA clinics in Dallas, Greenville, and Bonham, as well as local trips. Veterans who do not qualify for the VA's transportation have to find other ways to reach their appointments.

STAR Transit is the public transportation provider in Rockwall County. Their Executive Director, Omega Hawkins, explained that veteran's trips to medical and counseling appointments in Dallas, as well as the Dallas VA could be provided by STAR Transit. For riders who may need additional assistance for medical trips, STAR Transit's free Client Advocate program could provide a local volunteer to travel with the rider to their appointment, wait for the appointment to be complete, and ride home with them. Should a rider need assistance on other types of trips, a personal attendant may ride with them for free. Omega expressed that STAR Transit is interested in exploring a partnership with The Connection in Hunt County in order to connect riders to Greenville.

Prioritized strategies for Rockwall County that incorporate stakeholder feedback will be included in the plan document.

APPENDIX C.13

*TARRANT COUNTY*

# Tarrant Riders Network Strategic Outcomes and Priorities For Inclusion in *2017 Access North Texas*

## Overview

The Tarrant Riders Network (TRN), was formed in 2012 by Tarrant County Judge B. Glen Whitley and the United Way of Tarrant County CEO Tim McKinney. TRN was created to improve transportation options in Tarrant County and in response to changes in the availability of transportation services in North Texas. With the encouragement of TRN, the North Central Texas Council of Governments (NCTCOG) funded a *Tarrant County Needs Assessment* as an element of its 2013 *Access North Texas*.

A TRN steering committee was formed under the leadership of Judge Whitley and Mr. McKinney. The steering committee is made up of representatives from the Fort Worth Transportation Authority (FWTA), Catholic Charities Diocese of Fort Worth (CCFW), United Way of Tarrant County, and MHMR Tarrant. The TRN Steering Committee and its representatives have held regular meetings, discussions and focus groups with stakeholders.

In August 2016, NCTCOG kicked-off its federally required update to *Access North Texas*. Under TRN's auspices, the steering committee worked to identify priorities to make recommendations to *Access North Texas*. This report outlines TRN's process and recommendations for inclusion in *Access North Texas*.

## Summary of TRN Strategic Outcomes

Over the past six months, TRN engaged with stakeholders to identify ongoing and future transportation needs, barriers to success and possible solutions to problems, all with an eye to selecting priorities for inclusion in *Access North Texas*. TRN established the following strategic outcomes that have implications for regional policy, future investment, service delivery and the coordination of transportation services.

- Increase affordable mobility solutions
  - Develop public-private and community partnerships, including joint pursuit of funding, to offset passenger and provider costs as a means of expanding access
  - Develop incentivized ride-share solutions
- Connect communities countywide and across the region
  - Expand and connect existing and future transportation services
  - Develop mobility solutions that meet community needs
  - Enhance communication and coordination between community partners and service providers
  - Coordinate trip scheduling and service information infrastructure
- Expand public awareness, education, skills development, and traveler support services
  - Engage individuals with disabilities, older adults, low income families, those re-entering the community from the justice system or others who lack access to reliable transportation
  - Provide ongoing education and skills development to engage employers, employer associations, community partners, medical practitioners and transportation providers
- Implement an holistic approach to wellness transportation
  - Integrate transportation-appointment service options
  - Collaborate with insurance companies, medical service providers and others to respond to barriers to wellness

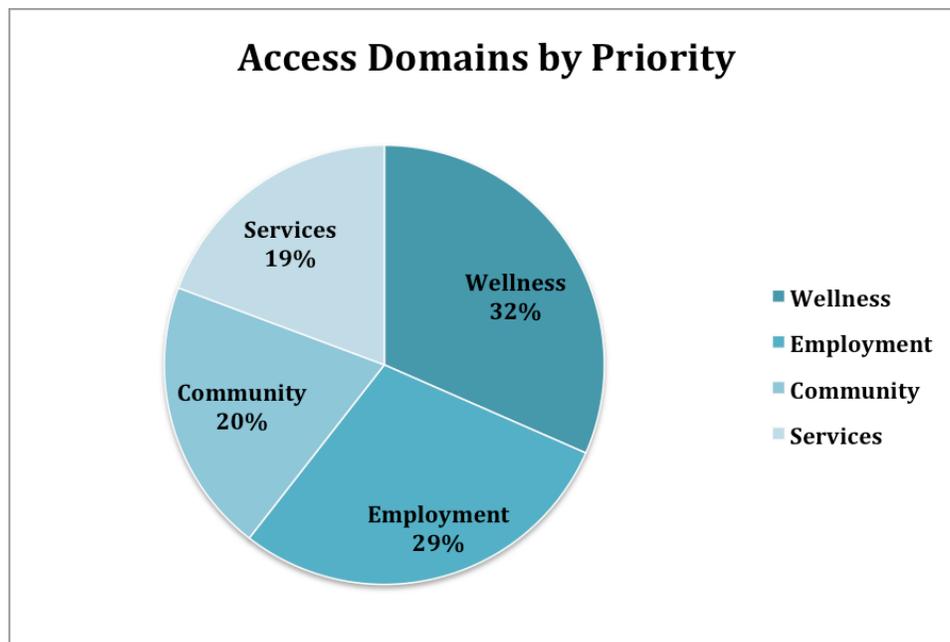
## TRN's Two-Phase Stakeholder Engagement and Information Gathering Process

*Phase 1: Initial Stakeholder Engagement and Information Gathering*

During the last six months, TRN has been actively engaged in soliciting input from stakeholders and gathering information to develop responses to implement solutions to identified barriers for inclusion in the 2017 *Access North Texas update*. (See Appendix 1 for outline).

The TRN Steering Committee began its two-stage engagement process by seeking stakeholder input on the transportation domains of greatest concern on November 7, 2016. Participants included elected officials and their staff, state, regional, county, local agency representatives, health insurance companies and publicly funded transportation providers.

Consensus was achieved on several areas where significant attention and investment is needed. TRN stakeholders identified four areas, or *domains*, as priorities: 1) Access to Wellness; 2) Access to Employment; 3) Access to Community; and 4) Access to Existing Services. Priorities and areas for further study were identified for each of these domains. (See Appendix 2)



Having determined the domains of greatest importance, participants identified top priorities for action. These priorities, identified by the largest number of participant votes, were:

1. Developing countywide public transportation services
2. Pairing vouchers with an array of public/private transportation options
3. Using service participants as drivers and coordinating passengers for rideshare programs
4. Eliminating barriers for individuals re-entering the community from the justice system
5. Coordinating services with medical providers, pairing available appointments and trips

Two affinity groups, Access to Wellness and Access to Existing Services, met to discuss priorities, barriers and possible solutions.

### ***Information Gathering Processes***

Limited access to transportation can challenge the ability of many agencies, coalitions and nonprofits to achieve their goals and objectives. TRN identified and gathered information on barriers from multiple credible sources. These sources provide data and insights that supported TRN's initial assessment of its priority domains.

#### *Access to Wellness:*

**MyRide-Tarrant:** MyRide-Tarrant, with \$5310 funding awarded by NCTCOG, MyRide-Tarrant offers older adults and persons with disabilities, individualized transportation options, as well as counseling that outlines public, nonprofit, community, volunteer and for-profit services, which an eligible individual can use to connect to his or her destination on a specific day and time. Housed at MHMR Tarrant, MyRide-Tarrant employs two full-time transportation navigators who provide counseling and traveler support, including assistance with applications, reading transit and rail schedules, referral to resources for funding and advocacy. MyRide-Tarrant, which has been funded since 2011, collects data on its contacts with older adults and persons with disabilities, the majority of whom are low-income.

MyRide-Tarrant, in 2015- 2016, received 1,111 calls from individuals seeking information, referral, and navigation assistance for services associated with wellness. These individuals sought assistance with trips for primary and specialty care, lab testing, chronic disease management services and pharmacy refills. Individuals requested information in order to access a broad array of wellness locations, including health network campuses, community-based clinics, individual medical offices, kidney dialysis clinics, therapy services and rehab facilities. Also included in this category are those callers requesting assistance with access to opportunities for yoga, meditation, and exercise.

More than half of the callers that MyRide-Tarrant assisted with information, referral, and navigation for wellness services, (57%) were 65 and older. About one-fifth, (21.8%), were callers between the ages of 40 and 49. The overwhelming proportion (89%) of callers were insured, a fact that runs counter to the conventional wisdom about those who are challenged to access medical services. While Medicaid is required to provide transportation to cover medical and pharmacy appointments for beneficiaries without options, the majority of individuals covered by Medicare, private health insurance, or TriCare/CHAMPUS, have no specific transportation benefit. Of the 14% of MyRide-Tarrant callers who self-identified as veterans and were seeking access to medical services, most were trying to get to a Department of Veterans Affairs medical clinic.

Approximately half of the individuals who contacted MyRide-Tarrant for assistance in accessing wellness services identified as having a mobility impairment. One in five, (19.2%), self-identified as having a cognitive impairment. Nearly equal proportions of callers indicated that they had a psychiatric disability (9.4%), or had no disability (10.8%).

The starting point for more than half, (54%), of those seeking transportation options for wellness-related trips is in Fort Worth, with Arlington a distant second (19%). More than half, (55%), were seeking assistance reaching destinations in Fort Worth. While Arlington remains second, (14%), an emerging proportion, (13%) of those seeking assistance with medical trips, are trying to connect to locations outside of Tarrant County, including Irving and Dallas.

In seeking to link eligible individuals to needed transportation services, MyRide-Tarrant recommended the Fort Worth Transportation Authority's MITS, Catholic Charities, the Fort Worth Transportation Authority's fixed-route services, and the Trinity Rail Express most frequently for access to wellness. MyRide-Tarrant also referred callers to Mid-Cities Care Corps, the Veterans Administration's Volunteer Transportation Program and the Military Veterans Peer Network.

Of those that MyRide-Tarrant was able to reach post-trip, 37% made the trip using a recommended option, while nearly 62% reported that they had not. Asked to identify why they did not make the trip using a recommended option, individuals identified the following reasons:

- **35.4%: No follow-through:** The individual did not complete the process needed to qualify
- **22.8%: Affordability:** The individual could not afford the cost of the trip
- **21.5%: Didn't like the options**
- **19.1%: Eligibility process:** Although the eligibility process had been initiated, the determination for the individual had not yet been made or completed.

*It is of great importance that three in five, (63.7%), who did not use the recommended option did not succeed in making the medical trip.* Of those who made the trip, roughly one in three, (36.3%), relied on families and friends, with some receiving assistance from members of their place of worship.

**Access to Wellness Affinity Group:**

TRN convened an Access to Wellness Affinity Group in an effort to engage those specifically interested in and engaged in healthcare. The group, made up of mobile healthcare providers, healthcare insurers, the JPS Health Network, transportation providers, transportation network companies, the Department of Veteran Affairs, MHMR Tarrant, city staff and county staff. The Affinity Group met three times in the early winter of 2017. Among the barriers that these healthcare professionals identified:

Barriers to Wellness	Connecting Issues
<b>Low-acuity Emergency Department (ED) visits</b>	Individuals unable to access non-emergency medical services often turn to 911 or to hospital emergency departments. While transportation may not be available for clinic visits, it is available 24/7 to take people to an emergency department, even when this level of care may not be necessary or appropriate.
<b>There is often a significant geographic mismatch between where individuals live, particularly those covered by Medicare, and where their medical providers are located</b>	Some areas have multiple Medicare providers, but individuals seeking services often face geographic barriers. Some existing services are restricted to the boundaries of cities, smaller regions within the Metroplex or counties. Last-mile connections, such as from a TRE station, can be very expensive, especially when private providers are called upon.
<b>There are often limited transportation providers for those with subsidized insurance coverage who are trying to access services and wait times for appointments can be excessive</b>	Limited providers; lengthy wait time
<b>Limited options to access prescription refills, particularly for those receiving certain classes of medications, especially for behavioral health disorders</b>	Some insurers require individuals initiating or refilling certain classes of medications to be physically present to get their prescriptions. Individuals may be unaware of existing transportation options to enable them to access timely prescription refills. Many individuals who are insured through Medicaid are unaware of the Medicaid Transportation Program that can provide no-cost transportation to prescription refill sites.
<b>Residents of outlying areas, such as Mansfield or South Arlington, who don't have reliable access to personal transportation, cannot access</b>	Individuals who are covered through <i>Medicare</i> , and most private health insurers, do not have a transportation benefit. If they do, that benefit is often limited to a fixed number of rides per year

**medical services that may be available in other county locations**

**Appointment scheduling protocols do not traditionally include an assessment of an individual's transportation capability or any contingencies associated with transportation**

Individuals using MITS or other demand-response services are asked for the timing of their return trip. For individuals receiving medical services, a return trip time may be difficult to calculate.

MedStar and JPS, members of the Access to Wellness Affinity Group, provided additional data on the impacts of transportation. In 2016, one in three (35%) of the 124,925 calls to MedStar, the mobile healthcare responder for Fort Worth and 14 of the county's municipalities, were for non-emergent healthcare. An estimated 24% of emergency department visits to JPS were for services that could be provided through a standard baby or young child wellness check.

Asked to identify priorities and possible solutions to these challenges, the members of the Access to Wellness Affinity Group said the following:

- Develop new approaches to service: Existing transportation services are not meeting the needs of those seeking transportation
- Broader adoption of alternatives to 911/emergency department visits for low-acuity needs
- Find a way to respond to the geographic mismatch between where individuals live and where providers are located
- Develop a different approach to scheduling appointments for both medical services and prescription refills where current access is constrained

The Affinity Group's identified barriers, connection issues, priorities and solutions informed TRN's strategic outcomes.

***Health Management Associates: Tarrant County Long-Range Planning Related to JPS Health Network***

The Tarrant County Commissioners Court engaged Health Management Associates (HMA) to develop a long-range assessment of the John Peter Smith (JPS) Health Network, which is managed by the Tarrant County Hospital District. HMA has sought input from hundreds of community stakeholders, system users and experts.

HMA identified lack of adequate transportation as a "huge barrier" to the access of healthcare in Tarrant County and supports the strong interest in increasing transportation options that support healthcare and other wellness services,

The HMA study said:

"Community advocates indicated: 'People have JPS Connection but they go to free clinics because they don't have transportation to the JPS clinic.' A patient indicated that the Cancer Center needs transportation; 'we have patients that do not have transportation to get their chemo or radiation.' A community leader indicated that a patient with diabetes may need to have a test this week and a doctor's appointment the following week, and they have to choose between the two. 'Because we don't have the transportation, we need that to happen in one visit.' 'It would be nice to have all the services, your one-stop shop as much as possible...'"

The study explains that within the JPS Health System, “Patients emphasized that all the departments at JPS need to know transportation options and inform patients about them. ‘When you ask [about transportation in some departments] at the hospital, [staff respond} ‘I don’t know.’”<sup>1</sup>

### ***Access to Behavioral Health Services***

A specific subset of wellness services, access to behavioral health services, is exceedingly complicated for the estimated 11,200 low-income Tarrant County residents with significant mental illness (SMI), substance use disorders and co-occurring psychiatric and substance abuse disorders (COPSD).

Screening and diagnosis used to be a major barrier to access. Now, the emerging challenge is ongoing access to the medication, lab testing, and counseling essential to stabilize individuals and to improve health outcomes. Access to behavioral care in Tarrant County, which is a federally designated Mental Health Provider Shortage Area, is described as "very difficult," even for the insured.

Faced with limited options to connect with practitioners, access to wellness services is further constrained for many individuals with SMI, which directly affect the county’s safety-net services. The Local Mental Health Authority, MHMR Tarrant, operates a Mobile Crisis Outreach Team. The team provides face-to-face services to individuals in crisis. In FY2015, the team provided crisis services to 1,962 children, adolescents, and adults. Nine in ten individuals to whom the team responded were diagnosed or had been previously diagnosed with SMI. Post-crisis, the team staff remains engaged with the individual for up to 90 days, providing support and services to stabilize the individual to pre-crisis functioning levels. It also connects them to long-term services to support wellness. Individuals with SMI from low-income families rarely have reliable access to a car. Many live outside the service area of the Fort Worth Transportation Authority and need to travel to access practitioners, prescription drugs or lab testing. In FY2015, MHMR staff provided more than 1,800 behavioral health care trips to connect those with SMI to their appointments, because there was not another viable option.

The County's JPS Health Network is the public source of inpatient care for uninsured persons with SMI. In its most recent Community Health Needs Assessment, JPS identified the number of psychoses-related admissions as second only to the number of births without complications. JPS also provides the lion's share of post-discharge outpatient care for uninsured persons with SMI. The effectiveness of this care is limited because 58% do not complete outpatient treatment.

Transportation is a major barrier to care. In FY 2015, 10 residential zip codes accounted for 1 in 4 of the 3,995 discharged SMI patients at JPS. Of those zip codes, five lie wholly or partially outside of the Fort Worth Transportation Authority’s service area. While JPS provides fixed-route passes, it has no strategic alternative for those unable to access services from the Transportation Authority. The federal Health and Human Services agency projects 10% of uninsured individuals with SMI will be re-admitted within one year because they were not able to effectively connect, sustain, and complete outpatient care. Based on this estimate, in FY2016, an estimated 400 patients will be re-admitted at a local cost of \$10,550 per person and at a total cost to JPS, and the public, of \$4.2 million, most of which will be uncompensated.

### ***MyRide-Tarrant: Interviews and Focus Groups with Individuals with SMI***

Eight focus groups and 120 interviews with individuals with SMI, facilitated by MyRide-Tarrant, shows the personal impacts of these challenges to low-income individuals. MyRIDE Tarrant engaged with individuals in faith-based community settings, waiting rooms, peer-to-peer/vet-to-vet support groups and at behavioral health clinics. Participants identified the challenge of crossing multiple municipal boundaries to access services and support, as well as the eligibility requirements and applications that often limit options

<sup>1</sup> *Appendices: Tarrant County Long Range Planning Related to JPS Health Network*, page 10. Draft version accessed May 18, 2017. An assessment that continues, the views expressed in this document are those of HMA.

for travel, the advance reservation requirements and the cost. In these focus groups and interviews, individuals with SMI reported:

- **“I would like to come to other (Mental Health Association of Greater Tarrant County) programs and support groups, but can’t because I don’t have the funding (for MITS passes) to attend all group sessions.”**  
Participant in a peer-to-peer support group, who lives in Fort Worth and uses MITS
- **“Coming to my (vet-to-vet support) group really helps. It’s disappointing when I can’t get here. When I can’t get here, it feeds my depression.”**  
Participant in a vet-to-vet support group for PTSD, lives in Arlington and relied on another participant for a ride
- **“If I have to go to Fort Worth for a doctor’s appointment. I call one of my friends and ask ‘Can you take the day off, so I can have a ride?’”**  
Participant in a peer-to-peer support group, lives in Arlington, relied on another participant for a ride
- **“I don’t think it’s a coincidence that all my arrests happened when I couldn’t get to treatment. Since I got my car, that (expletive) don’t happen. I actually like the police, again.”**  
Participant in a National Association on Mental Illness focus group, lives in Arlington, currently has a car, but was without personal transportation for an extended period
- **“There was a time when I didn’t have a car. My girlfriend and I split up. I went to live with my mother in Lake Worth. When I didn’t have a car, I used to walk to the closest bus stop– it was about 2 miles from my mother’s. Things are more stable now. I have a truck. I live in Azle. I get treatment. It really lifts me. I’m thinking about the future again. It’s all worked out, but it would have been a lot better if I could have attended sessions more often. I had a great psychiatrist, but it got to the point where I only could see him every 3 months, because I didn’t have a way to get there more often.”**  
Participant in a recovery support group for veterans with co-occurring behavioral health and substance abuse disorders, lives in Azle, drove his own truck
- **“I used to go to an AA meeting that I really liked in Arlington. I live with my mother in Fort Worth now. She won’t take me to Arlington for something like that.”**  
Participant in a peer-to-peer support group, lives in Fort Worth, used MITS to attend

Individuals with SMI consistently identified sporadic attendance at treatment, delayed lab testing and prescription refills and community isolation as outcomes associated with limited transportation options. The input of individuals, including veterans, informed TRN’s Strategic Outcomes.

#### ***April 4, 2017 Tarrant County Criminal Justice Coordinating Committee Workshop***

The clearest connection between difficult access to transportation and its impact on multiple public systems is among people in the criminal justice system who have behavioral disorders. In its 2015 *Tarrant County Criminal Justice Plan*, the Tarrant County Criminal Justice Coordinating Committee identified that behavioral health services for children and youth in the juvenile justice system were largely available in Fort Worth and Arlington, but not elsewhere. “For people living in other parts of Tarrant County, there are limited options for mental health services. Lack of public transportation in parts of the county make services inaccessible to many who need them,” according to the plan.

The Tarrant County Criminal Justice Coordinating Committee (CJCC), recognizing the impact of the lack of adequate transportation, hosted a participatory workshop on April 4, 2017, to address concerns regarding mobility issues and the ex-offender population. The workshop participants identified barriers and potential solutions during the workshop.

The committee is appointed by the Commissioners Court and includes county government criminal justice department heads, municipal law enforcement representatives and elected officials or their representatives. The committee provides an ongoing, countywide forum for leaders of criminal justice agencies as well as local governments and communities. They collectively discuss public safety and criminal justice issues in the most evidence-based, cost-effective, and equitable way possible. The committee brings together leaders to form a unique forum whose overall purpose is to strengthen interagency coordination, policy, communication, and cooperation.

Key themes of stakeholders and attendees on transportation include:

- Key Barriers
  - Lack of affordable countywide public transportation
  - Illiteracy; lack of knowledge of transit system options
  - Reentry education doesn't discuss transportation options within the community
  - Eligibility requirements for existing transportation services, including the Medicaid transportation benefit and Tarrant County Transportation Services
  - Staggered employment shifts
  - Lack of affordable housing in Tarrant County. Where there is affordable housing there often is a lack of additional services, such as childcare or transportation, that can help make employment possible
  - Inability of ex-offenders to keep a job because of transportation that is not dependable
  
- Key Solutions
  - Increase bus frequencies on certain routes and add pick-up locations
  - Additional funding for the criminal justice population transportation options
  - Education and training on transportation system options for halfway house staff, probation officers and community partners
  - Transportation options for swing and night shift in addition to eight-to-five shifts
  - Addition of transfer centers to encourage more direct or express services
  - Tap into faith based-church support within the communities and a volunteer-driver version of Uber or Lyft
  - Work release drivers as volunteer drivers, especially to community centers

The committee attendees were emphatic that additional attention needs to be given to mobility options for individuals who are in the criminal justice system, reentering their communities and the families of individuals within the system. The CJCC's identified barriers, connecting issues, priorities, and solutions informed TRN's Strategic Outcomes.

## **Phase 2: TRN's Priorities and Refinement of Strategic Outcomes for Access North Texas**

### ***May 17, 2017 TRN Stakeholder Meeting***

On May 17, 2017, the Tarrant Riders Network held a general interest meeting with over 60 participants that included citizens, elected officials, elected official staff and policy experts. The group developed a list of priorities and identified key barriers (*See* Appendix IV).

The key barriers that were identified through the process are as follows:

- Lack of affordable, reliable, and dependable mobility options for all Tarrant County residents
  - Lack of countywide mobility services
  - Limited available transportation services infrastructure throughout the county
  - Limited availability of affordable mobility options at needed days and times, particularly in the early evening and on weekends

- Limited on-demand mobility options, outside of those provided by for-profit providers
- Limited accessible mobility options provided by for-profit providers
- Lack of accessible complimentary infrastructure to mobility options
- Lack of knowledge among the general public and the business sector of existing mobility options
- Lack of flexible funding options to provide service when trips require multiple providers
  - Lack of mobility services for employment, particularly for those who work outside of the traditional Monday- Friday, 8 – 5 p.m. schedule
- Lack of coordinated infrastructure yields a process that is not user friendly and slows response time
- Lack of reliable transportation services that can viably link a patient to the multiple locations and timing of wellness services
  - Medical services, particularly specialty services, are limited. Transportation services that viably connect patients to care may not be available because they are scattered geographically across the county
  - Critical services such as kidney dialysis and outpatient surgery centers may require patients to arrive before 6 a.m., hours before many transportation providers begin service
  - To ensure continued stability and improvement; services such as kidney dialysis, wound care and rehabilitation may require a specific schedule of treatment, including weekend care. For those relying on services, other than the Fort Worth Transportation Authority, accessing appointments on weekends has traditionally required more expensive, for-profit providers, such as taxis.
  - Transportation to same-day, non-emergency medical services is highly limited often resulting in system inefficiencies

## **Refinement of TRN’s Strategic Outcomes for Inclusion in Access North Texas**

### ***Increase Affordable Mobility Solutions***

Increasing affordable mobility solutions for citizens of Tarrant County has been a common theme throughout the public input process. Strategies for increasing affordable mobility solutions that were distilled from the stakeholder engagement and additional data resources include:

**Strategy 1:** *Develop public-private and community partnerships, including joint pursuit of funding, to offset passenger and provider costs as a mechanism for expanding access.*

Tarrant County has thriving corporate and philanthropic sectors that have consistently invested in the community. While mobility options in Tarrant County have historically been considered a public sector endeavor, policy makers and organizations across the community’s private, nonprofit, and faith-based sectors should work to develop strategic public-private partnerships. Access to affordable transportation options in many parts of the county is difficult with cost often the most significant barrier to mobility. Crossing traditional lines of public sector partnerships, the engagement of multiple non-traditional partners, including faith-based communities, businesses and philanthropies, could substantially expand the pool of available funding and increase access for low-income individuals who cannot otherwise afford existing services.

### **Strategy 2:** *Develop incentivized ride-share solutions*

In 2013, when the current *Access North Texas* was developed, transportation network companies were still largely conceptual, operated only as pilots in areas such as Silicon Valley. In the last four years, these companies have emerged as ubiquitous elements of the nation’s transportation network. Other areas in the region have rapidly moved to harness these options by implementing innovative incentivized solutions. Partnerships, including those initiated by Toyota, currently incentivize employee ride-sharing, using both

innovative vanpooling and transportation network services. Opportunities to move forward on incentivized ride-share solutions will be facilitated by the Dallas Area Rapid Transit's new regional *Go Pass 2.0*, a tool to allow the creation of individual accounts through which services can be funded and or billed to a third-party payer. Tarrant County should be prepared to take advantage of these unique opportunities, customizing them to support affordable transportation options.

### ***Connect Communities Countywide and to the Region***

The County's transportation system is so challenged by boundaries it could be described as Swiss cheese. Geographically, the Fort Worth Transportation Authority's ADA-complementary transportation, the Mobility-Impaired Transportation Service, cannot seamlessly connect an eligible individual in Fort Worth to some destinations within the City and many destinations outside the city limits in the county. While HandiTran can serve an area up to 1.5 miles outside the City of Arlington, even these expanded boundaries make it impossible to connect many of its passengers to critical locations, such as JPS' main campus in Fort Worth or to other medical facilities in Hurst or Grapevine.

Catholic Charities' transportation service bridges some geographic boundaries for a limited group of passengers, but their options are also limited by both geography and eligibility. While the Tarrant County Transportation Service (TCTS) offers individuals with disabilities and older adults access to any location within the County, these services are limited to residents of TCTS "member" cities on their dedicated day(s) of service only between 8a.m. and 5 p.m. While TCTS provides critical services to many passengers, its effectiveness is, quite literally, bounded by the communities it serves and its eligibility requirements.

Regional options, while important, are also limited. The Trinity Railway Express, or TRE, provides regional commuter rail service between Fort Worth and Dallas, passing north of Arlington. While it may be a cost-effective option for accessing regional destinations in Northeast Tarrant County and Dallas County, many individuals must also coordinate a last-mile option that will take them from the TRE station to their final destination. Like the TRE, the joint FWTA-Denton County Transportation Authority North Texas Xpress that connects Fort Worth and Denton with points along the I-35W corridor offers a cost-effective option for accessing regional destinations. However, like the TRE, many individuals must also coordinate a last-mile option that takes them to their final destination.

#### **Strategy 1: *Expand and connect existing transportation services***

In order to effectively move people across the west side of the Metroplex, the county needs more flexible funding options to enable affordable trips across those municipal and county boundaries. A potential solution is a funding pool that could be used to offset the cost of trips to both individuals and providers. Using its existing infrastructure, expanding TCTS may be an effective option. If the TCTS program could serve individuals across the county seven days a week, instead of the current restricted model, a limited countywide transportation "safety net" without the geographic or funding barriers could evolve. Other suggestions have included incentivized taxi and other private transportation company trips.

#### **Strategy 2: *Develop mobility solutions that meet community needs***

Tarrant County is home to 41 cities, each with its own history, strengths and challenges. The configuration of mobility solutions should respond, as much as is possible, to the specific needs and preferences of each community. The mobility solutions developed should be sensitive to the needs of each community and to that community's level of comfort with traditional transportation services. This should not restrict the ability of residents to receive the services they may need. While for-profit transportation companies may provide lower per-ride services, not all clients will be comfortable with an unmarked vehicle. Concerns regarding the language fluency of cellular technology should also be considered, with an emphasis on connecting clients with solutions that best meets their needs.

#### **Strategy 3: *Enhance communication and coordination between community partners and service providers***

Service providers within Tarrant County need greater communication and coordination abilities. Consideration should be given to a unified trip scheduling and routing software, or relevant software integration. Put simply, the greater the coordination, the greater the efficiency. Tarrant County has very limited transportation funding for its two million residents. Priority should be given to requests for funding for programs and services that demonstrate the ability to coordinate with existing systems and services. There is limited funding available to support public transportation services. A strong funding preference for those services that can coordinate with existing infrastructure should be established. The likelihood of greater efficiency will improve as communication software grows increasingly sophisticated.

The strong preference for trip scheduling and infrastructure is not restricted only to providers. MyRide-Tarrant, for example, which works with thousands of clients a year, cannot currently confirm availability or schedule trips. Instead, it must go through each provider, trip by trip, to support access for an individual passenger. Similarly, healthcare providers such as JPS, cannot directly coordinate appointments and trips when scheduling a patient's care. Using a shared infrastructure through which entities can identify available trips, in real time, will greatly improve timeliness and access to services.

**Strategy 4:** *Coordinate trip scheduling and service information infrastructure*

In a similar vein, a consistent complaint of users of the current transportation system is the lack of a centralized scheduling and information infrastructure. Different providers have different trip scheduling and eligibility requirements. In order to better connect within the county and to connect the county to the region, centralized trip scheduling capabilities need to be implemented. MyRide Tarrant, for example, which works with thousands of clients a year, can only hand-off individuals to other service providers instead of taking a more active role in transportation navigation and coaching. Creating the infrastructure that develops seamless trip scheduling and service information across the county would greatly improve the effectiveness of the county's system.

*Expand Public Awareness, Education, Skills Development, and Traveler Support Services*

The lack of a cohesive transportation system in Tarrant County has caused a dearth of knowledge on how to use the existing transportation options. Whether it is navigating the bus system, the TRE, or utilizing smaller transportation providers, residents are unaware of options and unfamiliar with how to schedule rides or use the system. One challenge for a number of vulnerable populations, including older adults and individuals with behavioral health disorder, is the lack of fluency with the transportation system.

**Strategy 1:** *Engage individuals with disabilities, older adults, low-income families, individuals reentering the community from the justice system and others who lack access to reliable transportation.*

Develop a coordinated effort to ensure that existing transportation providers educate eligible citizens. Cities that participate in, or fund transportation services, should make every effort to increase the awareness of available transportation options. Grant recipients should demonstrate how additional public awareness and education efforts can be folded into any program.

While being able to access the transportation infrastructure is necessary, geographic proximity alone is insufficient. To ensure access, individuals must have the requisite information and skills to use the available or most affordable services. For some older adults and persons with disabilities, the lack of mastery, rather than geographic proximity, is the most significant barrier. Expanding public awareness, education, skills development and traveler support services can readily expand the number of individuals who are otherwise unable to access transportation.

There are cost-effective tools for improving mobility for older adults, people with disabilities, low-income families and others whose travel is unnecessarily confined. Services can include counseling to assist an individual with identifying transportation options, travel orientation and navigation. Training can provide

first-hand engagement with options and travel ambassadors can accompany individuals on their trips to provide support.

There need to be partnerships formed between those who serve and support people without reliable access to the community and those who provide information, skills development and support services. Nonprofit organizations, community partners, healthcare providers and others that engage with individuals should be encouraged to partner with programs such as MyRide-Tarrant and the Transportation Authority's Travel Ambassadors to ensure that residents are able to use the options where service is available.

**Strategy 2:** *Provide ongoing education and skills development to engage employers, employer associations, community partners, medical practitioners and transportation providers.*

Employees who are unable to reach the workplace on time are a recurring challenge for employers and employer associations. Entire geographic swaths of the county are effectively off-limits for job applicants without reliable access to transportation. This leads to challenges in employee retention and untapped workforce potential. Many employers, employer associations and economic development interests are unaware of the existing mobility services, just as some county residents lack that knowledge. Workforce-specific transportation information and skills development that support the full spectrum of mobility options, such as commuter tax benefit programs, transportation management associations, employer-sponsored vanpooling, guaranteed ride-home programs and circulator services, should be implemented.

#### *Implement Holistic Access to Wellness Approaches*

Access to wellness is more than merely going to a doctor's appointment. It speaks to a broad array of services that support overall well-being for the diverse populations of Tarrant County. While federal funding is available for older adults and individuals with disabilities across the region, the funding and the programs are not comprehensive enough to address the needs or demands of these two populations. Some existing programs, such as the North East Transportation Service (NETS), opted to increase the eligibility age from 60 to 65, in an effort to manage the demand for trips.

Largely unaddressed by these funding sources are other populations in the county with significant unmet needs and with a demand for a full array of trips that support well-being. For example, HandiTran in Arlington can be used by persons with disabilities and adults 65 and older to access a doctor, but low-income families with young children seeking to connect to baby wellness checks or nutrition classes are excluded from HandiTran eligibility. In addition, there are limited public transportation services in Tarrant County for prescription pick-ups and refills, behavioral-health appointments, peer recovery support and for those not insured through Medicaid. Also, access is severely limited to food banks or farmers' markets that offer fresh, healthy foods and agencies that support utility bill payments

**Strategy 1:** *Integrate transportation-appointment service options*

While the Medicaid Transportation Program offers a call center through which its beneficiaries can access trips, the general lack of awareness of existing transportation options among healthcare providers and patients is significant. Rather than approaching medical appointments and transportation as two discrete decisions, coordinating appointment scheduling with available transportation services would significantly increase the likelihood that individuals could receive timely wellness services.

**Strategy 2:** *Collaborate with insurance companies, medical service providers, and others to respond to barriers to wellness.*

While much focus has been given to transportation service providers expanding service, a collaborative effort with insurance companies, medical service providers and others needs to be initiated. An attempt to

find alternative funding options for wellness trips is important. Given that most on-demand trips are for healthcare appointments, expanding the stakeholders and potential funding sources makes sense.

As an example, of the thousands of trips that Catholic Charities Diocese of Fort Worth provides, dialysis accounts for more than 10,000 trips annually. From November 2016 to April 2017, 5,306 on demand trips for 91 unique dialysis clients were made. The projected cost is over \$400,000 annually, just for rides provided for dialysis trips delivered by Catholic Charities. Of the Tarrant Riders Network Volunteer Driver Program, 22% of rides delivered by volunteer drivers were for dialysis patients.

Funding is available for dialysis trips through §5310 funding, non-profit and community aide programs. With an eighth of Catholic Charities rides being used by a small number of dialysis patients, the limited funding for non-emergency medical transportation is further diminished.

## **Conclusion**

The quality of life for a number of the county's most vulnerable residents will be enriched if the priorities outlined above are implemented and Tarrant County's mobility services are improved. The inclusion of these strategic outcomes into Access North Texas 2017 will move forward the development of sustainable transportation options for the entire county. There is a lot of work that still needs to be done. These outcomes represent a path forward for the mobility service providers in the county.

## Appendix I

- Outline of TRN Engagement
  - August 19, 2016 – Access North Texas Kick Off Meeting
    - 1001 Jones Street, Fort Worth, Texas
  - TRN Steering Committee Meetings
    - Monday, August 29, 2016
  - TRN General Membership Meetings
    - November 7, 2016
      - Moncrief Cancer Institute, 40 West Magnolia Ave, Fort Worth, Texas
  - Development of Affinity Groups
    - Access to Wellness Affinity Group – January 27, 2017
    - Access to Wellness Affinity Group – February 27, 2017
    - Access to Service Affinity Group – March 6, 2017
  - Tarrant County Criminal Justice Coordinating Committee Workshop
    - April 4, 2017
  - Stakeholders
    - Public Health
      - Tarrant County WIC Case Workers
    - Community Development
    - Tarrant County Community Supervision and Community Development
    - Redemption Bridge FBO Meeting
    - JPS Hospital Network
      - HMA Study
    - Catholic Charities Diocese of Fort Worth
    - Reentry First Stop Center

## Appendix II

### November 7, 2016 – TRN Stakeholder Priorities (in order of identified importance)

- Countywide public transportation service
- An array of public/private options paired with vouchers
- Ride share programs driven by other service recipients: A senior who can drive is going to a senior center. Let's connect that driving senior to other seniors going to the same center who cannot drive.
- Barriers for individuals re-entering the community post-incarceration
- Coordination with medical providers: Providers are able to see available schedules and coordinate appointments and trips
- Social isolation
- Reciprocal agreements among smaller providers/Streamline eligibility/Uniform policies among providers (e.g., age limits)
- Responding to funding restrictions, including gaps in funding or limitations
- Greater coordination between providers
- Transportation for all shifts, including weekends and nights
- Encourage veterans groups to transport their participants (e.g., VFW, American Legion, etc.)
- Services that connect Fort Worth to Arlington and to Dallas
- Affordable countywide paratransit services
- Intra-county coordination (Tarrant, Dallas, and Parker)
- Enhance connections between services at health care facilities and transit
- Better timing and reliability of curb-to-curb transportation
- Greater number of trips in which there is no transfer (non-stop rides)
- Engage employers to help cover costs of transportation to raise visibility
- Sustainability planning for those individuals for whom work trips may be initially subsidized by an agency, but who will need to take on the cost
- Better communication about available services/education
- Work with Economic Development to develop plans that include transit
- Access to funding for non-medical trips
- Transportation for support groups/carpooling
- Light rail option
- Services that connect Parker County to Fort Worth
- Services that connect the Alliance to Fort Worth
- Services that connect North East Tarrant County to Fort Worth
- Economic development: Attract millennials and high-tech
- No service to ballpark or county stadium
- Advocacy
- First mile/last mile
- Funding for those who are not 55 or older and/or persons with disabilities
- Education of qualification for services
- Increase access to evidence-based classes (e.g., senior centers, hospitals, churches)
- Trips to dialysis and doctors' appointments
- Inconvenient scheduling processes
- Cost of trip
- Have all cities join the Fort Worth Transportation Authority
- Offer opportunities for cities to partner via contract if they do not have taxing capacity available
- Fleet diversification: Better mix of cost efficient and/or ADA-paratransit vehicles

- More unrestricted funds for work-related trips within the County that are not limited by start or end point
- Subsidized transit passes that nonprofits and others can use to offset cost
- Encourage Rideshare programs
- Coordinate among nonprofits, community organizations, and other to apply for grant funds collaboratively
- Contract with transit providers for necessary trips that are otherwise difficult to make (e.g., grocery trips)

## Appendix III

### April 4, 2017 Tarrant County Criminal Justice Coordinating Committee Workshop

- Access to Community
  - Barriers
    - Access to the community from persons with a disability
    - Lack of countywide public transportation
    - Lack of knowledge of resources
    - Criminal Justice population lack of identification (drivers license, insurance cards, identification cards, etc.)
    - North Texas climate
    - Access to transportation in high crime areas
    - Illiteracy, lack of knowledge of transit system options
  - Solutions
    - Transportation resource coordinator
    - Increase route frequencies and number of pick-up locations
    - Applicable technologies, especially as related to cellular phones
    - Additional funding for criminal justice population transportation option
- Access to Wellness
  - Barriers
    - Funds to pay for medical services (if not on Medicaid or JPS Connect program)
    - Funds available to individuals leaving prison is minimal
    - Little knowledge of transportation options
    - Reentry education doesn't discuss transportation options within the community
    - Social support system is limited in Tarrant County
    - Halfway houses do not always offer transportation
    - Locations of healthcare providers
    - Eligibility requirements for existing transportation services, including Medicaid transportation benefit and Tarrant County transportation services
    - Difficulty getting to 76104 zip code
    - Medicare doesn't have a transportation benefit
    - Cost of transportation service (non-emergency medical)
  - Solutions
    - Transportation system education and training for halfway house staff, probation officers, and community partners
    - Coordination for transportation options with healthcare providers
    - Social justice improvement (MPower model)
- Access to Employment
  - Barriers
    - Affordability
    - Lack of park and ride in the western portion of the county
    - Lack of alliance dedicated service
    - Staggered employment shifts (not all shifts 8:00 am to 5:00 pm)
    - Lack of knowledge of transportation options
    - Lack of affordable housing near jobs (especially Alliance area)
    - Where there is affordable housing, lack of additional services making employment possible (childcare, transportation, etc.)
    - Lack of ability for ex-offenders to keep a job because of transportation not being dependable
    - Ex-offenders do not know how to set priorities and take responsibility
    - Lack of affordable, available, transportation-friendly daycare

- Solutions
  - Ride sharing options that is more than The T sponsored van pools
  - Affordable transportation options within the county
  - Need Alliance dedicated service
  - Need transportation options that deal with non-eight-to-five shifts
  - Employer subsidized mass transportation costs
  - Addition of transfer centers to encourage more direct or express services
- Access to Service
  - Barriers
    - No strategic plan for the Tarrant County metro area
    - Need further assessment of the criminal justice (ex-offender) community
    - Lack of personal identification for ex-offender population
    - Lack of knowledge of route info
    - Lack of access to transportation to and from medical services
    - Lack of affordable day care options
    - Lack of affordable mobility options
    - Cultural differences including language barriers
  - Solutions
    - Expand ride sharing options
    - Tap into faith based-church support within the communities
    - A volunteer version of UBER
    - Work release drivers (for volunteer drivers), especially to community centers
    - Additional funding
    - More transit options

## Appendix IV

### Wednesday, May 17, 2017 – Tarrant Riders Network Meeting Notes

#### Access to Employment – Policy Options

- Identified Barriers
  - Lack of affordable, reliable, and dependable mobility options for all Tarrant County residents
  - Lack of accessible complimentary infrastructure to mobility options
  - Lack of knowledge within the general public and business sectors of existing mobility options
- Priority Outcomes
  - Develop affordable, public-private incentivized mobility solutions
  - Develop mobility services that are countywide with regional access
  - Use new technologies to develop new mobility options

#### Access to Employment Public Input Notes

- Identified Barriers
  - Availability of mobility options - 9
  - Affordability of available mobility options - 8
  - Connectivity of services -3
  - Reliability of mobility options – 2
  - Accessibility of mobility options/Corresponding Infrastructure - 1
  - Knowledge of existing mobility options
  - Consistent, sustainable, and dependable funding
  - Employer coordination/shifts
- Identified Solutions
  - Employer/Government incentivized ride-sharing – 6
  - Region wide transportation solutions - 5
  - Countywide mobility service(s) – 4
  - Flexible routes/services/Bridj/Chariot – 4
  - Transportation voucher program - 3
    - Employer assisted transportation voucher program
  - Collaboration and communication of providers and user organizations - 3
  - Reduced fare zones and discounts - 1
  - Affordable first/last mile options - 1
  - Develop more education and community awareness – 1
  - Application of new technologies to transportation

#### Access to Community – Policy Options

- Identified Barriers
  - Lack of countywide mobility services
  - Lack of mobility services for employment
- Identified Solutions
  - Develop enhanced communication and connections between transportation agencies
  - Develop community-centered mobility solutions
  - Develop greater public and organization public awareness and education

#### Access to Community Public Input Notes

- Identified Barriers
  - Countywide transit system - 13
  - Expand Maxx service in Arlington - 2
  - Get people to jobs
- Identified Solutions
  - Community outreach and education - 4
  - Volunteer/paid travel companions - 4
  - Communication/connections between transportation agencies - 4
  - Options of trips based on length (ATM, food vs medical) - 1
  - Policies updated to reflect community needs - 1
  - Incentivize people to invest in transportation
  - Incentivize employers to provide transportation
  - Deploy churches
- Development of Services
  - Expand current service - 4
  - New service - 4
  - Both expanded and new services - 20
  - Shared ride applications – 1

#### Access to Existing Mobility Services – Policy Options

- Identified Barriers
  - Lack of available and affordable mobility options at needed days and times
  - Lack of flexible funding options to provide service across providers
  - Lack of on-demand mobility options
  - Lack of call center and ride scheduling infrastructure causing excessive call wait times and scheduling complications
- Identified Solutions
  - Develop employer incentivized ride-share solutions
  - Develop centralized trip scheduling and service information infrastructure
  - Develop additional training for service providers that serve clients with disabilities

#### Access to Existing Mobility Services Public Input Notes

- Identified Barriers
  - Funding for Transportation – 5
  - Days/Times of trips available - 5
  - Affordability - 3
  - Availability of Mobility Options - 2
  - Navigating Connections from one ride source to another -2
  - Accessible Vehicles - 1
  - Educating public on options and how to use system – 1
  - Length of trip to get where trip needed
  - Need service companions
  - Advance scheduling (24-48 hour advance)
  - Lack of access and service connections (to regional system) for the Arlington Maxx service
  - Call center response times
  - Lack of services for rural Tarrant County residents
  - Lack of infrastructure to support services (sidewalks, etc.)
  - Lack of infrastructure (sidewalks, ramps)
- Identified Solutions
  - Employer incentivized – 2
  - City buy in/support
  - Expand mileage reimbursement/ride share
  - Discounted fares (sliding scale)
  - Scholarships for training, education trips
  - Expand door to door service
  - Extended mobility service hours
  - Driver training for people with disabilities
  - Voucher program
  - Additional staff for call centers
  - Centralized call center for available services
- Development of Services
  - Expand existing – 8
  - New services - 8
  - Fix current services – 9

#### Access to Wellness – Policy Options

- Identified Barriers
  - Lack of availability of mobility options and same-day services to reduce dependence on 911 and emergency medical transportation

- Lack of reliable transportation services that appropriately coordinate with wellness appointments across the county
- Lack of available transportation services infrastructure throughout the county
- Identified Solutions
  - Develop integrated transportation-appointment service options
  - Develop service options with insurance companies and medical service providers to share costs
  - Develop expansion and connectivity between existing transportation service providers
  - Develop holistic approach to wellness transportation

#### Access to Wellness Public Input Notes

- Identified Barriers
  - MITS/NETS – No same day access
  - No affordable services in Arlington, mid-cities, Mansfield
  - Medicaid transportation restrictions
  - Insurance
  - No county-wide non-emergency transportation solutions
  - Funding boundaries restrict patients from getting to the care they need
  - Affordability
  - MITS not available in Richland Hills or North Richland Hills
  - 911 is easy; non-emergency medical transportation is more difficult
  - Low utilization of TRN solutions
  - Lack of awareness for transportation options
  - Low conversion rate of MyRide wellness calls – complex situations
  - Access to nearby medical specialists
  - Complexity, time and difficulty navigating of services (eligibility and ride scheduling difficulties)
  - Lack of commitment from provider for ride times (late for appointments)
  - Fare aid program for low income clients no longer available
  - Limited trips within Fort Worth
  - Expansive definition of wellness needed
  - Access to food bank for healthy options
  - Lack of non-emergency medical options 24 hours a day
- Identified Solutions
  - Transportation services to be bundled with medical services – 5
  - Expansion of services for medical care – 4
  - Non-emergency ride system for same day/after hours – 4
  - Offer funding without ‘boundaries’ – 4
  - Expand insurance benefits to cover transportation (like Medicaid) with expanded definition of healthcare/wellness - 3
  - Connecting existing services (MITS/HandiTran integration) - 2
  - Simplified Eligibility – 2
  - Greater community awareness/education – 2
  - Increased accountability for transit service providers to meet scheduled commitments – 1
  - More accessible vehicle options – 1
  - Simplify ride-sharing options – 1
  - Align medical services with transportation availability – 1
  - Expansion of days for Tarrant County Transportation Services
  - Empower/employ community members to driver for medical trips
  - Community based driver networks
  - Vehicle donations
- Development of Services

- Expand Existing – 9
- Support New Services – 13
- Fix Current Services - 7

APPENDIX C.14

*WISE COUNTY*



# Access North Texas – Wise County

## North Central Texas Council of Governments

Kelli Schlicher, AICP

Decatur Civic Center

Decatur, Texas

January 19, 2017



# Agenda

Welcome and orientation

Introduction to Access North Texas

Identify needs and resources

Re-evaluate 2013 priorities

Questions, comments, discussion

Next steps



# How to Use the Keypads

Press the number on the keypad that corresponds to the answer choice on the screen.

Press with the pad of your finger – not your fingernail.

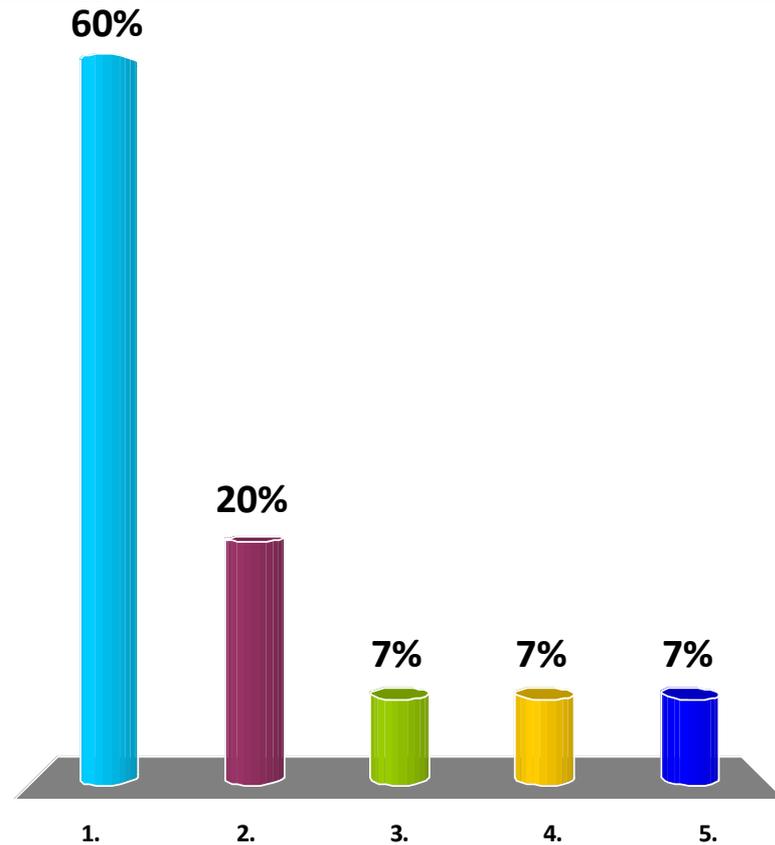
A green light will illuminate briefly when the answer is received.

The answer will show briefly on the LCD screen.

Please do not push the channel button in the bottom left.

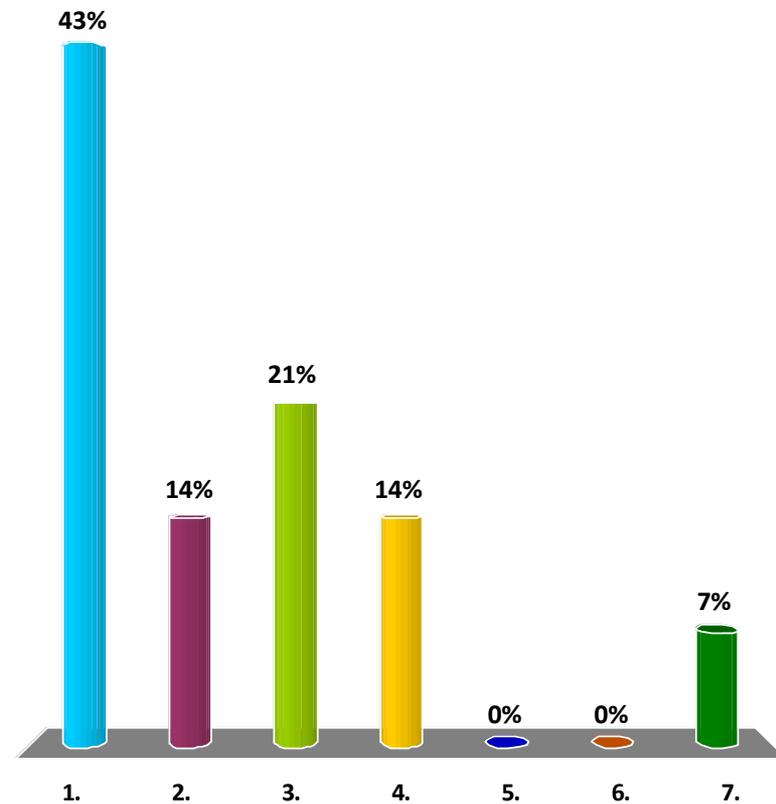
# Do you agree? Dogs are better pets than cats.

1. Agree
2. Somewhat agree
3. Neutral
4. Somewhat disagree
5. Disagree

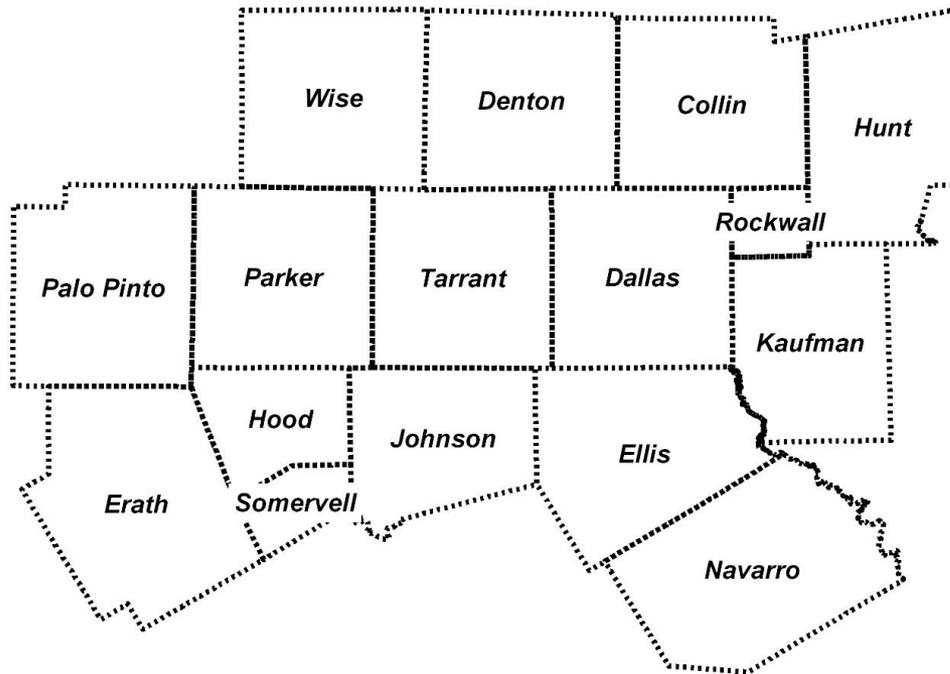


# What type of agency do you work for?

1. Local or state government
2. Transportation provider
3. Healthcare provider
4. Non-profit
5. Social service organization
6. Community advocate / community member
7. Other



# North Central Texas Council of Governments



Conducts planning and supports coordination for a variety of purposes

Transportation department coordinates service and creates short-term and long-term plans

# Access North Texas

Is...

A plan to coordinate public transit and human services transportation

Identifying solutions to address unmet need

Specific, short-term plan

Prioritizing recommendations for limited federal and state funding

Focused on coordinating existing services

# Access North Texas

Is not...

Unlimited funding

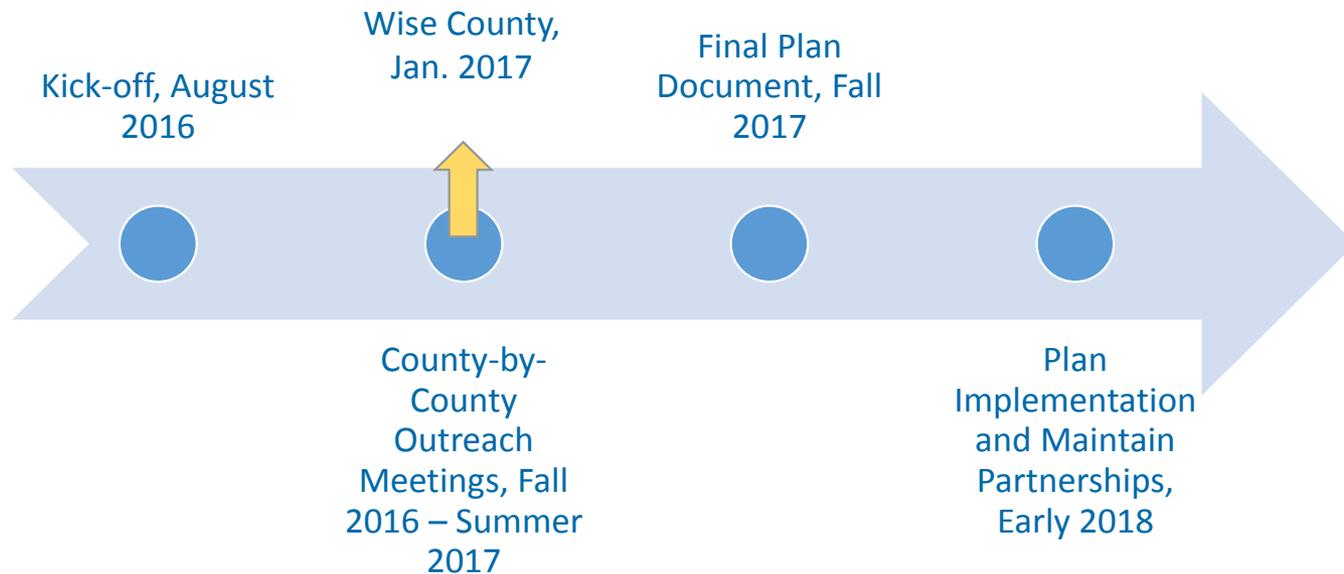
A transportation service

Detailed feasibility studies or highway planning

Top-down requirements for service or activities

# Access North Texas

## Timeline and Outcomes



# Updating the Plan

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Wise County

Goal: Clearly identify short-term transportation needs and resources to plan for efficiency and coordination

Successes and challenges to transportation

Destinations accessible and inaccessible

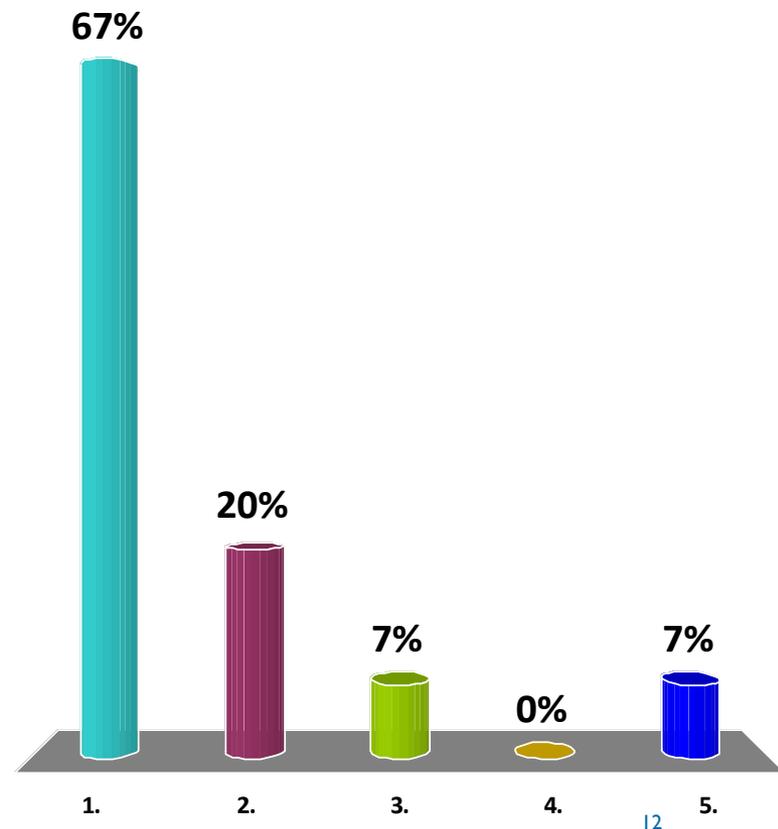
Barriers to accessing transportation

Benefits of transportation options

Kinds of service or accommodations needed

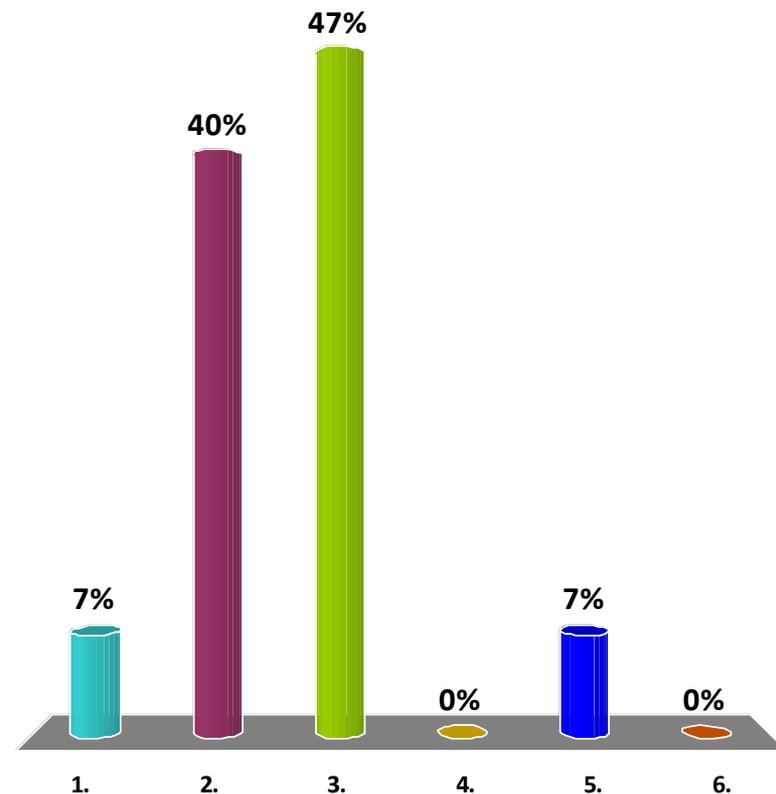
# With the agency you work for, what is the highest day-to-day transportation need?

1. Medical
2. Work
3. Nutritional / Grocery store
4. Social
5. Other



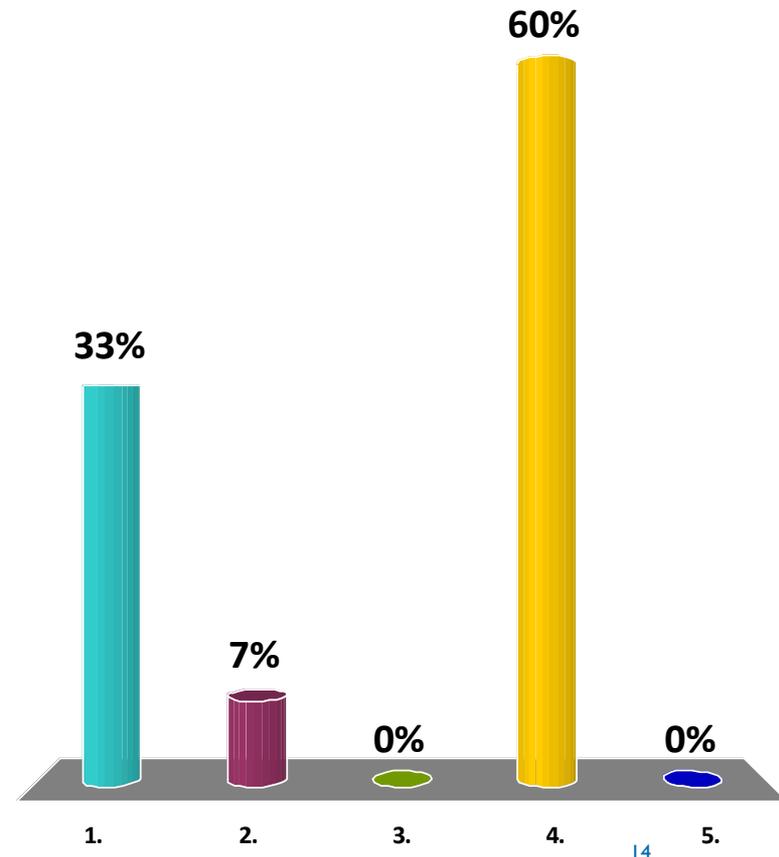
# What is your primary area of concern?

1. Improve awareness of available services
2. Increase coordination between agencies
3. Fund new services
4. Enhance the user's experience
5. Create targeted implementation plans
6. Other



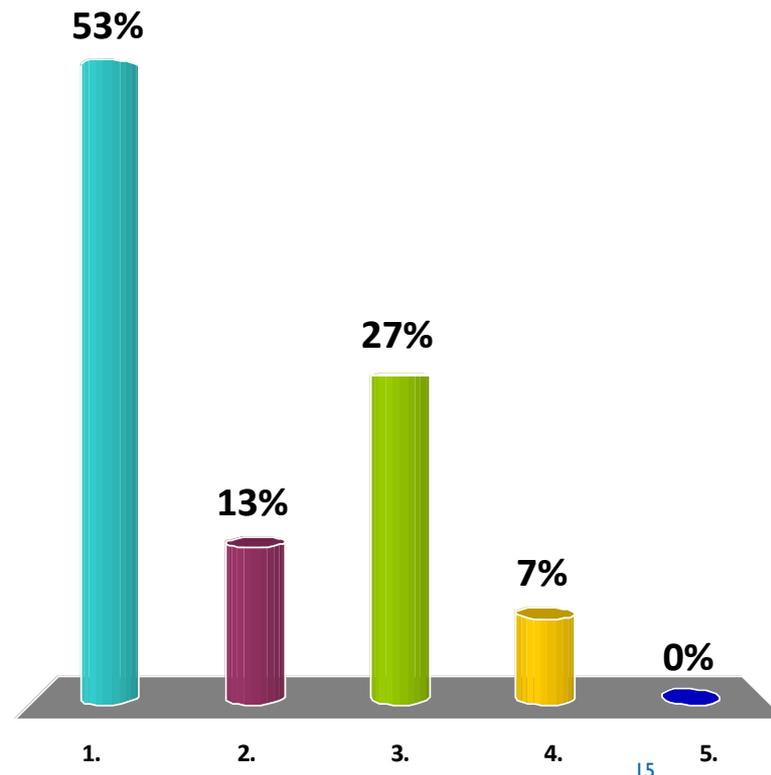
# What funding approach will have the biggest impact on improving access to transit?

1. Focus on getting additional federal or state investment in transit
2. Focus on getting additional local government investment in transit
3. Focus on increasing user choice
4. Focus on integrating funding sources from multiple programs (Aging, Workforce, Medicaid, etc.)
5. Other



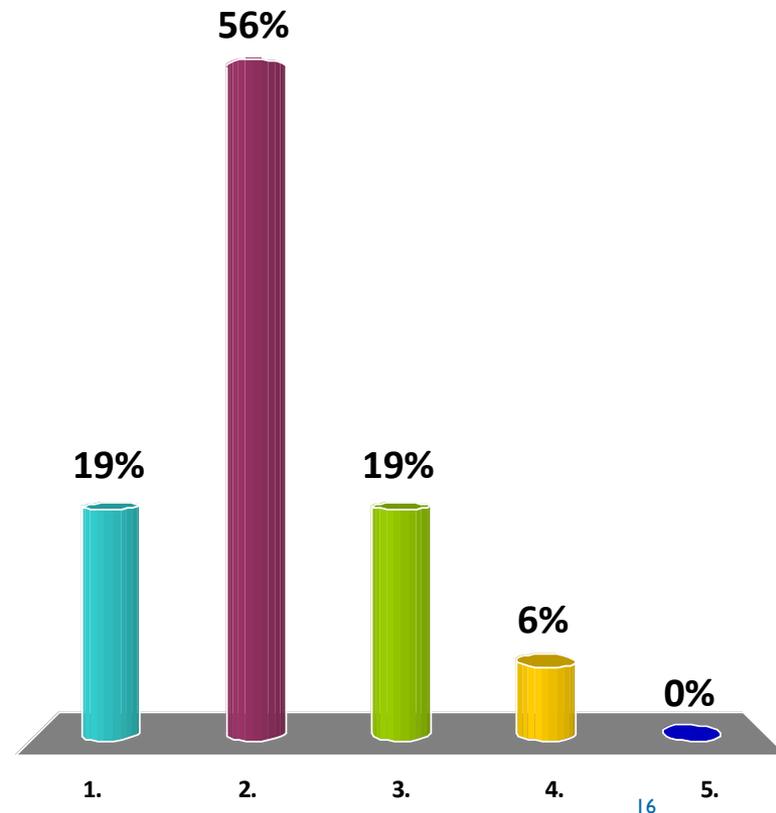
# What method could improve the awareness of available services?

1. Targeted marketing to local agencies
2. Public marketing campaign
3. A centralized location to receive information about transit
4. Materials provided in another language
5. Other



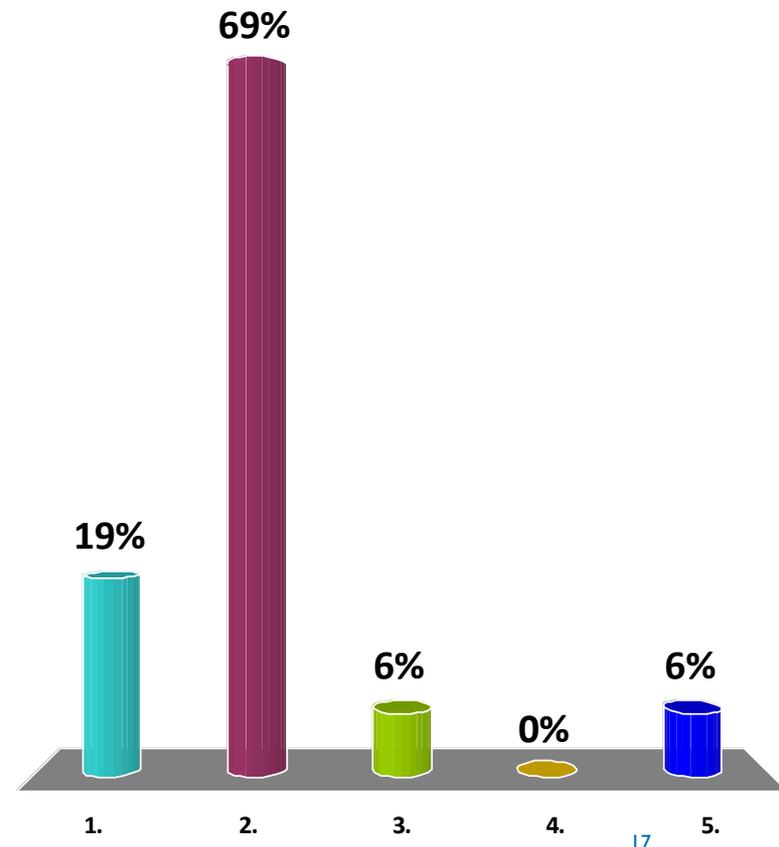
# What is the biggest barrier for you when coordinating between agencies to improve public transportation?

1. Knowing where to start
2. Identifying appropriate contacts
3. Successfully contacting other agencies
4. Developing agreements between agencies
5. Other



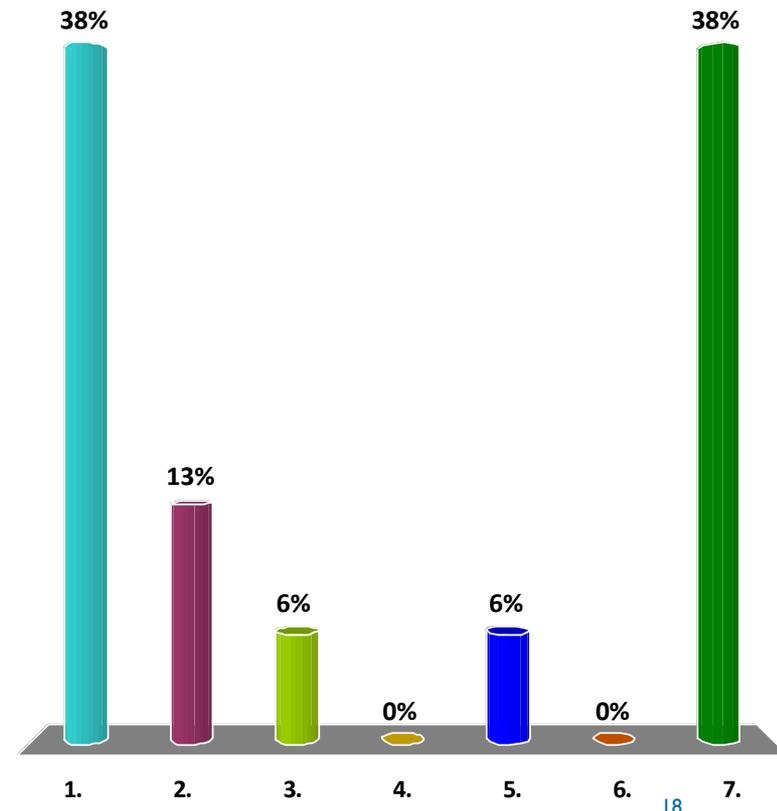
# What is the best way to enhance the user's experience?

1. Personal instruction on the phone or in person
2. Better information about how to use transit
3. Additional assistance provided by the driver or personal attendant
4. Fewer transfers between providers for regional trips
5. Other



# Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?

1. Transportation network companies like Uber and Lyft
2. Web or smartphone apps with info on multiple providers
3. Assistive driving technology (stay-in-lane, automatic breaking)
4. Driverless cars
5. Driverless cars, buses or shuttles
6. Other
7. None – most people won't access these options



# Next Steps

Continue to identify successfully implemented strategies ✓

Work with communities to identify transportation needs ✓

Identify, update, and prioritize solutions

Implement projects through ongoing partnerships and coordination

# Your Feedback on 2013 Priorities

## Top Priorities

- 1) Improve medical access
- 2) Link to Denton County & Tarrant County
- 3) Improve public awareness
- 4) County coordinating committee
- 5) Increase evening & weekend service

## Additional Priorities

- Driver recruitment and retention programs
- Provide travel training

**Please Return Your Keypad!**

*Thank  
You*

# Questions or Comments

Please contact:

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Transportation Planner  
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[kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)

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[www.accessnorthtexas.org](http://www.accessnorthtexas.org)



**Access North Texas  
Wise County Meeting  
January 19, 2017  
Decatur, Texas**

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**1. Meeting Summary**

**a. Welcome**

Kelli Schlicher from the North Central Texas Council of Governments (NCTCOG) welcomed and thanked everyone for attending the Wise County meeting. Ms. Schlicher also announced that Mike Hensley with the North Central Texas Area Agency on Aging (AAA) would be hosting a public hearing after her presentation. This was an opportunity for residents and advocates to share current and future needs for older adults and individuals with disabilities in addition to transportation.

**b. Introduction to Access North Texas**

Ms. Schlicher provided a [short presentation](#) and covered the following material:

- An overview of NCTCOG
- What Access North Texas is and is not
- The general timeline of the plan update
- A summary of the 2013 plan

**c. Interactive Questions and Discussion**

The attendees answered several interactive polling questions and participated in open conversation about the public transportation needs and challenges in Wise County. The polling questions and discussion are summarized below.

**With the agency you work for, what is the highest day-to-day transportation need?**

67% of respondents indicated that the highest day-to-day transportation need for their agency is medical trips, while 20% specified that work-related trips is their highest transportation need. Regarding medical trips, attendees noted that trips to dialysis personal physicians were the highest needs. Out-of-county medical trips (to both Tarrant County and Denton County) and return trips home from emergency visits are difficult to accommodate. Additionally, as the medical industry continues to grow, the need for transportation for medical purposes will continue to increase.

A shortage of qualified drivers for both public transportation and Independent School Districts remains a challenge. Updated federal Department of Transportation standards for obtaining a Commercial Driver’s License (CDL) presents new hurdles for drivers testing for or renewing their CDL. Local workforce centers may be able to help prepare

drivers looking to obtain or renew their license. There is also a need for transportation for social and nutritional/grocery purposes.

**Regarding public transportation for older adults, individuals with disabilities, low-income individuals, etc., what is your primary area of concern?**

47% of respondents indicated that their primary area of concern was funding new services, while 40% specified that increasing coordination between agencies was their primary area of concern. Attendees noted that increasing the available funds was necessary to maintain an efficient transit service. Participants indicated that improved information sharing and coordination between the sole transit provider (Texoma Area Paratransit System (TAPS)) and local social service agencies, medical providers, and local governments could improve the current level of services available. Additionally, there is a lack of awareness of transit services provided by TAPS. A participant mentioned that an educational campaign covering TAPS' services, how to schedule a trip, and cost of service would be beneficial for social service organizations who could help disseminate the information to the community. Lastly, Wise Health System noted that they host a senior focus meeting to network and raise awareness about community resources.

**What funding approach will have the biggest impact on improving access to transit?**

60% of attendees answered that a focus on integrating funding sources (Aging, Workforce, Medicaid, etc.) would have the biggest impact on improving access to transit, while 33% answered that a focus on getting additional federal or state investment in transit would have the biggest impact. The need for integration is important because the transit needs in Wise County aren't going to be solved by one funding source. Multiple funding sources are necessary to match transportation resources to need. Additionally, as there is more public awareness of available service, the demand and cost for transit service will also increase.

**What method could improve the awareness of available services?**

53% of respondent indicated that targeted marketing to local agencies is the best method to improve awareness, while 27% answered that a centralized location to receive information about transit would be the best method. A participant noted that targeted marketing to local agencies would be preferred because they're already tied into the community and can help distribute information. Agencies include social service agencies, local governments and medical providers. 2-1-1, housed in the United Way of Tarrant County, is a resource that could help disseminate information about local resources. Each agency is responsible for keeping their information up-to-date. Another participant mentioned that there is a need to for agencies to contract with an agency that has a language program (such as Catholic Charities) to assist with providing information in other languages such as Vietnamese, over the phone.

**What about coordination between agencies is the biggest barrier for you?**

56% of respondents indicated that identifying appropriate contacts was the biggest barrier to coordination, while 19% indicated that knowing where to start and successfully contacting other agencies was equally important. Participants noted that trying to identify

the appropriate contact, particularly in larger agencies, can be challenging. An attendee mentioned that community members often contact police departments inquiring about available resources. So, disseminating information about local resources to police departments and community organizations could help improve awareness of available services.

**What is the best way to enhance the user’s experience?**

69% of attendees voted for better information on how to use transit, while 19% voted for personal instruction on the phone or in person. Not only is better information on how to access and use transit needed, a participant noted that riders need to know how to file a complaint (if necessary). Attendees also mentioned that increased service availability would enhance the user’s experience. There are times when an individual calls to schedule an eligible trip, but TAPS is already booked. Additionally, further education on the impact of no shows and cancellations on TAPS, as well as how to book a trip with an attendant could enhance the user’s experience.

**Which technology advances are most likely to help improve transportation options for seniors, individuals with disabilities, and low-income individuals in the next five years?**

38% of attendees believed that transportation network companies (TNCs) like Uber and Lyft are most likely to help improve transportation options. Conversely, another 38% of attendees indicated that most people wouldn’t access these options because technology is not economically accessible for many of the individuals they work with on a regular basis. A participant pointed out that TNCs in a rural area may be harder for a potential rider to rely on due to driver availability as compared to a public transit provider’s scheduled trip. It is also unknown how comfortable TNC drivers would be providing trips for riders that may require additional assistance. Those in attendance agreed that it could be an option in the future. TNCs could be a solution for healthcare providers to get patients home from appointments. Existing scheduling software at transit agencies has the capability to coordinate trips with on-demand, but current service structures funding and availability does not have the excess capacity to implement such service.

**d. Priorities & Solutions**

In closing, Ms. Schlicher asked participants to rank the priorities (through a dot exercise) that were most important to them or indicate if new priorities have since arisen for Wise County.

Participants ranked priorities in the following order:

1. Improve public awareness and visibility of available service.
2. Establish and maintain a county coordinating committee to focus on ongoing transportation needs.
3. Improve medical access.
4. Establish connections to regional transit services in Denton County and Tarrant County.
5. Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers for vehicles in Wise County.

6. Increase evening and weekend service.
7. Provide travel training for older adults or individuals with disabilities to learn how to use public transportation.

**e. Next Steps**

A point-person committee for Wise County will soon be developed. The committee will discuss and further refine transportation needs and solutions. Agencies or individuals interested in participating should contact Ms. Schlicher.

The final plan is slated for fall 2017 and implementation will begin in early 2018. The final plan will include prioritized solutions will improve the coordination and availability of public transportation for the 16-county region.

Contact: Kelli Schlicher, AICP, Transportation Planner, North Central Texas Council of Governments; (817) 695-9287, [kschlicher@nctcog.org](mailto:kschlicher@nctcog.org)  
Sarah Chadderdon, AICP, Principal Transportation Planner, North Central Texas Council of Governments; (817) 695-9180, [schadderdon@nctcog.org](mailto:schadderdon@nctcog.org)

**2. Attendee List**

Bridgeport Economic Development Corporation: Kevin Holzbog  
Bridgeport ISD: Kurt Kronenberger  
Cigna: Terri Palomino  
City of Bridgeport: Tiffany Evans, James Elliott, Erika McComis  
Denton Workforce Center: Perry Singer  
North Central Texas Area Agency on Aging: Mike Hensley  
North Central Texas Council of Governments: Sarah Chadderdon, Jamie Patel, Kelli Schlicher, Donato Perez, Chris Reed  
Transdev (operator of Texoma Area Paratransit System (TAPS)): Karen Kemp, Josh Walker  
United Way of Wise County: Martin Woodruff  
Weatherford College - Wise County: Matt Joiner  
Wise County: Judge J.D. Clark, Commissioner Kevin Burns  
Wise County Committee on Aging, Inc.: Amy Pegues  
Wise County Messenger: Brian Knox  
Wise Health System: Kelly Jones, Shawna Merchant, Sarah Ratliff



### **Prioritization Process**

NCTCOG staff contacted stakeholders in Wise County to follow up on the outcomes of the outreach meeting that took place on January 19, 2017 in Decatur. The following individuals, representing a variety of interests in Wise County, participated in the prioritization of strategies to address the needs identified.

Terri Palomino, Community Outreach, Cigna  
 Perry Singer, Center Manager, Denton Workforce Center  
 Josh Walker, Operations Director, Transdev (operator of Texoma Area Paratransit System (TAPS))  
 Karen Kemp, Operations Manager, Transdev(operator of Texoma Area Paratransit System (TAPS))  
 Martin Woodruff, Executive Director, United Way of Wise County  
 Honorable J.D. Clark, County Judge, Wise County  
 Pat Slayton, Executive Director, Wise Hope Shelter and Crisis Center  
 Laura Spain, Veterans Service Officer, Wise County  
 Kurt Kronenberger, Assistant Superintendent, Bridgeport ISD  
 Matt Joiner, Dean, Weatherford College – Wise County  
 Amy Pegues, Executive Director, Wise County Committee on Aging, Inc.  
 Cherissa McConnell, Manager, Wise County Helen Farabee Center  
 Kelli Schlicher, Transportation Planner, North Central Texas Council of Governments

This document summarizes conversations during the prioritization process.

On June 6, 2017, stakeholders agreed that transportation to medical appointments and for older adults were a high priority. Amy Pegues (Executive Director of the Wise County Committee on Aging, Inc. (WCCOA)) identified that TAPS is often booked when individuals call to schedule a ride 48 hours in advance. Immediate or emergent needs typically cannot be accommodated. Out-of-county medical appointments to Denton County and Tarrant County are a large need for her clients. WCCOA volunteers help provide transportation to ambulatory clients but need a contract with an accessible transportation provider to transport clients using mobility devices.

Josh Walker (Operations Director at Transdev) will set up a meeting with Amy to discuss her client's needs and determine how TAPS can better serve WCCOA. Josh noted that he will soon be meeting with the mobility managers at Span and Denton County Transportation Authority (DCTA) (both of which serve Denton County) to discuss how the three agencies can better coordinate trips between Wise County and

Denton County. Stakeholders noted that there is a natural draw for economic and medical purposes between these two counties. Transdev staff are working diligently to rebuild relationships with individuals and agencies within Wise County.

Martin Woodruff (Executive Director of United Way of Wise County) agreed that Transdev needs to rebuild local relationships. The United Way can help by connect Transdev to key agency contacts and by sharing information about transit services. Martin identified the Wise County Helen Farabee Center and Wise County Community Health Center as key destinations within the county that Transdev should reach out to.

Prioritized strategies for Wise County that incorporate stakeholder feedback will be included in the plan document.