

ACCESS NORTH TEXAS

REGIONAL PUBLIC TRANSPORTATION PLAN
FOR NORTH CENTRAL TEXAS

Prepared by the North Central Texas Council of Governments

Final March 2018



What is NCTCOG?

The North Central Texas Council of Governments is a voluntary association of cities, counties, school districts, and special districts which was established in January 1966 to assist local governments in **planning** for common needs, **cooperating** for mutual benefit, and **coordinating** for sound regional development.

It serves a 16-county metropolitan region centered around the two urban centers of Dallas and Fort Worth. Currently the Council has **236 members**, including 16 counties, 168 cities, 24 independent school districts, and 28 special districts. The area of the region is approximately **12,800 square miles**, which is larger than nine states, and the population of the region is about **7 million** which is larger than 38 states.

NCTCOG's structure is relatively simple; each member government appoints a voting representative from the governing body. These voting representatives make up the **General Assembly** which annually elects a 17-member Executive Board. The **Executive Board** is supported by policy development, technical advisory, and study committees, as well as a professional staff of 350.



NCTCOG's offices are located in Arlington in the Centerpoint Two Building at 616 Six Flags Drive (approximately one-half mile south of the main entrance to Six Flags Over Texas).

North Central Texas Council of Governments
P. O. Box 5888
Arlington, Texas 76005-5888
(817) 640-3300

NCTCOG's Department of Transportation

Since 1974 NCTCOG has served as the Metropolitan Planning Organization (MPO) for transportation for the Dallas-Fort Worth area. NCTCOG's Department of Transportation is responsible for the regional planning process for all modes of transportation. The department provides technical support and staff assistance to the Regional Transportation Council and its technical committees, which compose the MPO policy-making structure. In addition, the department provides technical assistance to the local governments of North Central Texas in planning, coordinating, and implementing transportation decisions.

Prepared in cooperation with the Texas Department of Transportation and the U. S. Department of Transportation, Federal Highway Administration, and Federal Transit Administration.

"The contents of this report reflect the views of the authors who are responsible for the opinions, findings, and conclusions presented herein. The contents do not necessarily reflect the views or policies of the Federal Highway Administration, the Federal Transit Administration, or the Texas Department of Transportation."

NCTCOG Executive Board 2017-2018

President
Tom Lombard
Councilmember, City of North
Richland Hills

Vice President
Kevin Strength
Mayor, City of Waxahachie

Secretary-Treasurer
J.D. Clark
County Judge, Wise County

Past President
Lissa Smith
Former Mayor Pro Tem, City of
Plano

Director
Kelly Allen Gray
Councilmember, City of Fort Worth

Director
Douglas Athas
Mayor, City of Garland

Director
Clay Lewis Jenkins
County Judge, Dallas County

Director
Lee M. Kleinman
Councilmember, City of Dallas

Director
Curtistene McCowan
Mayor, City of Desoto

Director
Bobbie Mitchell
Commissioner, Denton County

Director
Nick Sanders
Mayor, Town of Trophy Club

Director
Keith Self
County Judge, Collin County

Director
Ray Smith
Mayor, Town of Prosper

Director
Paul Voelker
Mayor, City of Richardson

Director
B. Glen Whitley
County Judge, Tarrant County

Director
Kathryn Wilemon
Councilmember, City of Arlington

Director
Bruce Wood
County Judge, Kaufman County

Ex Officio, Non-Voting Member
Ron Simmons
Texas House of Representatives

Executive Director
R. Michael Eastland

Regional Transportation Council 2017-2018

Rob Franke, P.E., Chair
Mayor, City of Cedar Hill

Gary Fickes, Vice Chair
Commissioner, Tarrant County

Andy Eads, Secretary
Commissioner, Denton County

Douglas Athas
Mayor, City of Garland

Tennell Atkins
Councilmember, City of Dallas

Sara Bagheri
Mayor Pro Tem, City of Denton

Sue S. Bauman
Board Chair, Dallas Area Rapid Transit

Carol Bush
County Judge, Ellis County

Loyl C. Bussell, P.E.
Acting District Engineer, Texas
Department of Transportation, Fort Worth
District

Rickey D. Callahan
Councilmember, City of Dallas

Mike Cantrell
Commissioner, Dallas County

David L. Cook
Mayor, City of Mansfield

Rudy Durham
Mayor, City of Lewisville

Charles Emery
Chairman, Denton County
Transportation Authority

Kevin Falconer
Mayor, City of Carrollton

George Fuller
Mayor, City of McKinney

Sandy Greyson
Councilmember, City of Dallas

Mojoy Haddad
Board Member, North Texas Tollway
Authority

Roger Harmon
County Judge, Johnson County

Clay Lewis Jenkins
County Judge, Dallas County

Ron Jensen
Mayor, City of Grand Prairie

Jungus Jordan
Councilmember, City of Fort Worth

Lee M. Kleinman
Councilmember, City of Dallas

Harry LaRosiliere
Mayor, City of Plano

David Magness
Commissioner, Rockwall County

Scott Mahaffey
Chairman, Fort Worth Transportation
Authority

B. Adam McGough
Councilmember, City of Dallas

William Meadows
Board Vice Chair, Dallas Fort Worth
International Airport

Steve Mitchell
Councilmember, City of Richardson

Cary Moon
Councilmember, City of Fort Worth

Stan Pickett
Mayor, City of Mesquite

Mark Riley
County Judge, Parker County

Kelly Selman, P.E.
District Engineer, Texas Department of
Transportation, Dallas District

Will Sowell
Mayor Pro Tem, City of Frisco

Mike Taylor
Councilmember, City of Colleyville

Stephen Terrell
Mayor, City of Allen

T. Oscar Trevino, Jr., P.E.
Mayor, City of North Richland Hills

William Tsao, P.E.
Citizen Representative, City of Dallas

Oscar Ward
Councilmember, City of Irving

Duncan Webb
Commissioner, Collin County

B. Glen Whitley
County Judge, Tarrant County

Kathryn Wilemon
Councilmember, City of Arlington

W. Jeff Williams
Mayor, City of Arlington

Ann Zadeh
Councilmember, City of Fort Worth

Michael Morris, P.E.
Director of Transportation, NCTCOG

Surface Transportation Technical Committee

Todd Plesko, Chair
Vice President of Planning and Development,
Dallas Area Rapid Transit

RESOLUTION ENDORSING ACCESS NORTH TEXAS, THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN FOR NORTH CENTRAL TEXAS

WHEREAS, the North Central Texas Council of Governments (NCTCOG) is a Texas political subdivision and non-profit corporation organized and operating under Texas Local Government Code Chapter 391 as the regional planning commission for the 16-county North Central Texas region; and,

WHEREAS, NCTCOG is a voluntary association of, by and for local governments established to assist in planning for common needs, cooperating for mutual benefit, and coordinating for sound regional development; and,

WHEREAS, NCTCOG has been designated as the Metropolitan Planning Organization (MPO) for the Dallas-Fort Worth Metropolitan Area by the Governor of the State of Texas in accordance with federal law; and,

WHEREAS, the Regional Transportation Council (RTC), comprised primarily of local elected officials, is the regional transportation policy body associated with NCTCOG, and has been and continues to be a forum for cooperative decisions on transportation; and,

WHEREAS, federal law, the Fixing America's Surface Transportation (FAST) Act, requires the establishment of a locally developed, coordinated public transit-human services transportation plan for agencies seeking funding under the Enhanced Mobility of Seniors and Individuals with Disabilities Program; and,

WHEREAS, Chapter 461 of the Texas Transportation Code requires the development of a regional plan to coordinate public transportation services funded with federal, state, or local funds; and,

WHEREAS, the North Central Texas Council of Governments was designated as the lead agency to develop the coordinated public transit-human services transportation plan for the 16-county North Central Texas region; and,

WHEREAS, Subtask 3.05 of the FY2018 and FY2019 Unified Planning Work Program includes public transportation planning and management activities; and,

WHEREAS, Access North Texas was locally developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public; and,

WHEREAS, Access North Texas was approved by the Regional Transportation Council on March 8, 2018.

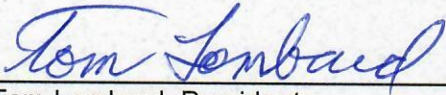
NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. The North Central Texas Council of Governments Executive Board endorses Access North Texas.

Section 2. This resolution will be included in the final documentation of Access North Texas.

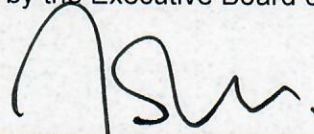
Section 3. Access North Texas will be transmitted to the Texas Department of Transportation and other impacted agencies.

Section 4. This resolution shall be in effect immediately upon its adoption.



Tom Lombard, President
North Central Texas Council of Governments
Councilmember, City of North Richland Hills

I hereby certify that this resolution was adopted by the Executive Board of the North Central Texas Council of Governments on March 22, 2018.



J.D. Clark, Secretary-Treasurer
North Central Texas Council of Governments
County Judge, Wise County

TABLE OF CONTENTS

CHAPTERS

1. Executive Summary	1.1
2. Collin County	2.1
3. Dallas County	3.1
4. Denton County	4.1
5. Ellis County	5.1
6. Erath County	6.1
7. Hood County and Somervell County	7.1
8. Hunt County	8.1
9. Johnson County	9.1
10. Kaufman County	10.1
11. Navarro County	11.1
12. Palo Pinto County and Parker County	12.1
13. Rockwall County	13.1
14. Tarrant County	14.1
15. Wise County	15.1

LIST OF FIGURES

Span Transit Vehicle Delivery	1.3
Transit Accessibility Improvement Tool	1.4
Transit Accessibility Improvement Tool Populations	1.4
Distribution of Access North Texas Stakeholder Poll Responses, January – July 2017	1.6
Collin County Transit Accessibility Improvement Tool	2.2
Northeast Dallas Transit Accessibility Improvement Tool	3.2
Northwest Dallas Transit Accessibility Improvement Tool	3.4
Southeast Dallas County Transit Accessibility Improvement Tool	3.6
Southwest Dallas County Transit Accessibility Improvement Tool	3.7
Dallas County Transportation Providers	3.9
Denton County Transit Accessibility Improvement Tool	4.2
Ellis County Transit Accessibility Improvement Tool	5.2
Erath County Transit Accessibility Improvement Tool	6.2
Hood and Somervell Counties Transit Accessibility Improvement Tool	7.2
Hunt County Transit Accessibility Improvement Tool	8.2

Johnson County Transit Accessibility Improvement Tool	9.2
Kaufman County Transit Accessibility Improvement Tool	10.2
Navarro County Transit Accessibility Improvement Tool	11.2
Palo Pinto County Transit Accessibility Improvement Tool	12.2
Parker County Transit Accessibility Improvement Tool	12.4
Rockwall County Transit Accessibility Improvement Tool	13.2
Northeast Tarrant County Transit Accessibility Improvement Tool	14.2
Northwest Tarrant County Transit Accessibility Improvement Tool	14.4
Southwest Tarrant County Transit Accessibility Improvement Tool	14.5
Southeast Tarrant County Transit Accessibility Improvement Tool	14.6
Tarrant County Transportation Providers Access Domains by Priority	14.8 14.9
Wise County Transit Accessibility Improvement Tool	15.2

APPENDICES

Appendix A: Plan Requirements	A.1
Appendix B: Regional Reports (online only)	B.1
1. Access North Texas (2013): Summary and Status	B1.1
2. Summary of Limited English Proficiency Population	B2.1
3. Public Transportation Toolbox	B3.1
4. Private Carriers	B4.1
5. Transit Accessibility Improvement Tool	B5.1
6. Transportation Poll	B6.1
Appendix C: County-by-County Supplemental Information (online only)	C.1
1. Collin County	C-Collin1.1
2. Dallas County	C-Dallas2.1
3. Denton County	C-Denton3.1
4. Ellis County	C-Ellis4.1
5. Erath County	C-Erath5.1
6. Hood County and Somervell County	C-Hood&Somervell6.1
7. Hunt County	C-Hunt7.1
8. Johnson County	C-Johnson8.1
9. Kaufman County	C-Kaufman9.1
10. Navarro County	C-Navarro10.1
11. Palo Pinto County and Parker County	C-PaloPinto&Parker11.1
12. Rockwall County	C-Rockwall12.1
13. Tarrant County	C-Tarrant13.1
14. Wise County	C-Wise14.1

EXECUTIVE SUMMARY

INTRODUCTION

Access North Texas is the public transit-human services transportation coordination plan for the 16 counties served by the North Central Texas Council of Governments (NCTCOG). Access North Texas identifies the transportation needs of older adults, individuals with disabilities, and individuals with lower incomes. Based on a combination of research, technical analysis, and public input, the plan identifies strategies to better serve these vulnerable populations with public transportation. While the plan is not a funding document, it is used as a guide for agencies that provide transportation services when federal and State funding becomes available.

Older adults, individuals with disabilities, and individuals with lower incomes can have difficulty finding public transportation options that connect them to medical appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved in both the region as a whole as well as county-by-county.

NCTCOG is designated by the Texas Department of Transportation (TxDOT) to develop the plan, but works to ensure all voices are heard through the entirety of the planning process. NCTCOG is responsible for organizing public meetings, collecting data, performing research, and bringing that knowledge together to create a plan for the region.

CURRENT TRENDS

Recent public transportation trends influence the evolution of traditional transit services across the region. Transit providers are ground-testing ways to

provide up-to-the-minute on-demand service, known as mobility on demand. In some areas, transit agencies are partnering with Transportation Network Companies (TNCs), such as Uber and Lyft, to provide last-mile connections to supplement bus and rail service. Increasingly, cities and agencies contact transit providers to discuss how to provide transportation tailored to their community's particular needs and proactively work to improve available transit options. A significant factor in this trend is continuing intense economic growth in the Dallas-Fort Worth Metroplex that has spurred the need for additional transportation services to connect residents to job opportunities. Lastly, technology and new smartphone apps are making it easier for customers to access multiple transit providers from one convenient source.

Future trends will also shape how seniors, individuals with disabilities, and individuals with lower incomes use public transportation. Autonomous vehicles are currently being tested in the region and may become part of the transit system, changing the way last-mile and on-demand services are offered. Smartphone apps like GoPass (www.gopass.biz) will continue to integrate transit service information and make finding the right services and purchasing a fare convenient for riders. Future upgrades to this region-wide transit ticketing app will include more participating transit agencies and options for unbanked individuals to purchase tickets via local businesses that will accept cash. Lastly, TNCs are working to become more accessible for individuals with disabilities by improving components of their apps and increasing the number of accessible vehicles. These changes to the region's transit system will positively impact people's lives.

PROGRESS CONTINUES

Access North Texas was first adopted in 2013. Significant progress has been made in implementing recommendations from that plan. Examples of outcomes from the 2013 plan are described below. See Appendix B-1, Access North Texas (2013): Summary and Status, for more information about which strategies have been accomplished since the plan was adopted.

New Transit Service in Hutchins

The 2013 plan identified the need for municipalities in south and southeast Dallas County to obtain service for underserved areas and populations. The city of Hutchins didn't have any public transportation options, but residents needed to get around the community and FedEx needed to get their employees and drivers to their facility. STAR Transit was identified as a transit provider that could operate service to meet both FedEx and the city's needs. The city and FedEx both contribute funds to help pay for the operation of the service. STAR Transit now operates two shuttles that connect Hutchins residents to DART's light rail system, enable FedEx employees to get to the facility for early morning shifts, and enable residents to access local destinations such as grocery stores, schools, and medical facilities.

Denton Community Health Council

In Denton County, there was a need for a committee to focus on transportation needs to identify coordination opportunities and propose potential service changes. Texas Health Presbyterian Hospital Denton has a Community Health Council that meets quarterly with internal departments, community organizations, and stakeholders in order to improve the wellness of their patients and reduce unnecessary readmissions. Improving wellness includes access to their facility via public transportation, so a transportation subcommittee was created. This committee focuses on how to improve transit connections to care facilities. Two public transportation providers are actively involved, providing information about available transit services and assistance to organizations and patients as they

apply for transit services. Additionally, the two transit agencies correspond on a regular basis to ensure they're coordinating transit services when possible. This model of collaboration within the community and between transit providers makes discussing and developing transit solutions easier.

Connecting Seniors to Medical Services

In Ellis County, public outreach in Access North Texas identified the need to expand or introduce new transportation options that connect residents to Dallas for medical services. For seniors living in Ellis County, it can be difficult and expensive to reach medical appointments in Dallas. Senior Connect's mission is to improve the quality of life for seniors and they partnered with STAR Transit to provide reduced-fare transportation for residents 60 and older (who don't qualify for Medicaid) in Ellis County, Kaufman County, and Rockwall County that have medical appointments in Dallas. This program provides an affordable and essential link to medical care.

Connecting Hunt County to Dallas Area Rapid Transit (DART)

A regional transportation link from Hunt County to the Dallas-Fort Worth area was needed to improve access to medical appointments, job opportunities and other destinations. Senior Center Resources and Public Transit operates The Connection, which provides public transportation in Hunt County. In October 2016, The Connection began operating a new commuter route connecting Greenville to DART's Downtown Rowlett Station, which is the terminus of the Blue Line in DART's light rail system. The new service follows a regular schedule with an affordable fare, replacing an occasional and expensive previous service. Now, there's a more affordable way for individuals to access medical appointments and job opportunities in the Dallas-Fort Worth area.

Cooperative Vehicle Procurement

Transportation providers within the 16-county region needed to increase the variety of vehicles in their fleet to better match vehicles to the service being provided.

In order to promote economies of scale that could benefit smaller transit providers, NCTCOG led a cooperative vehicle procurement in 2014 to obtain three different types of vehicles (small, medium, and light duty). In total, over 100 vehicles were procured for 9 different transit providers. This approach ensured federal procurement requirements were met, the vehicles were purchased at the best rate, and helped transit providers better match vehicle type to service provided. Pictured below is the Executive Director and Transportation Manager at Span Transit accepting one of their small duty vehicles.

SPAN TRANSIT DELIVERY VEHICLE

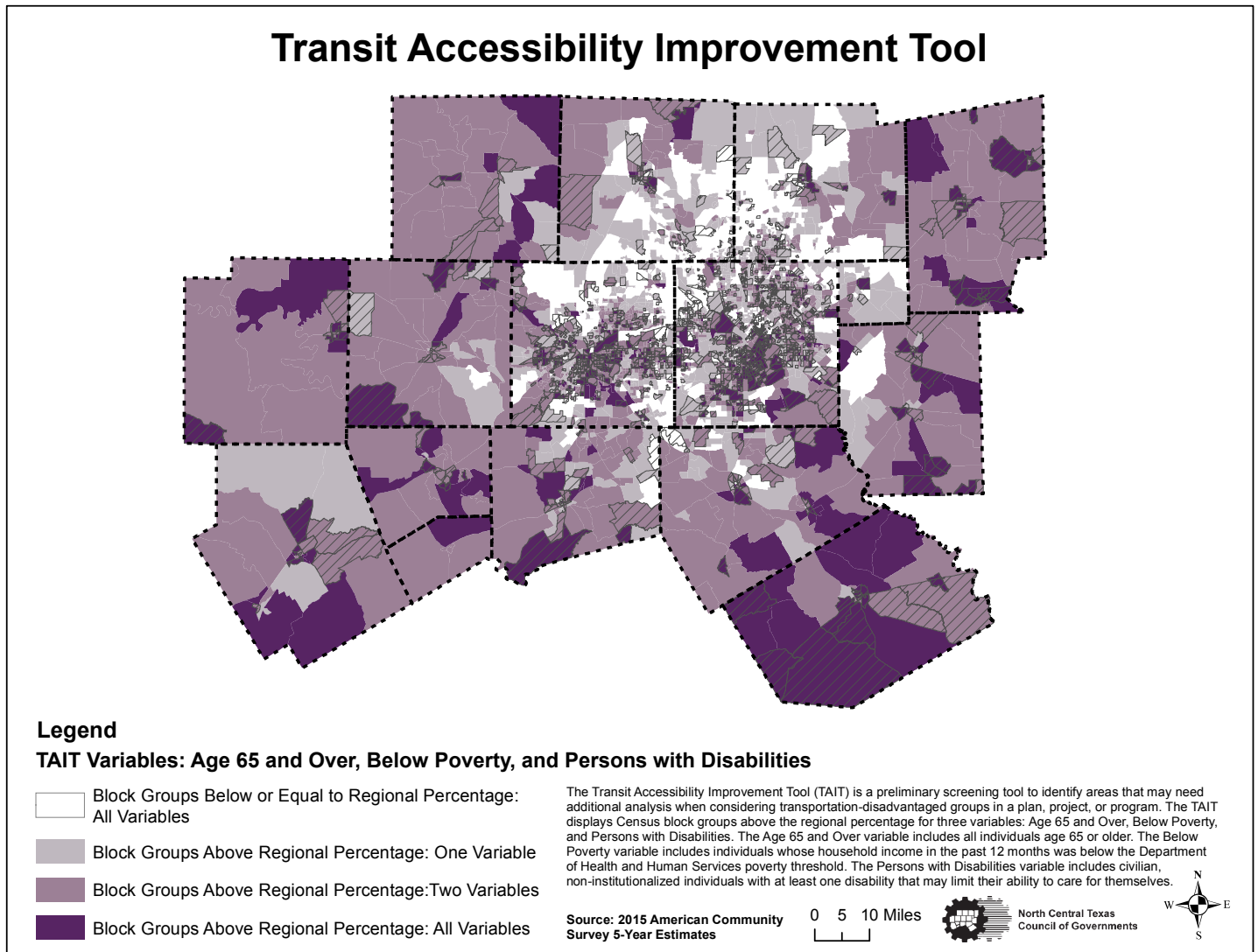


CURRENT NEEDS

The current plan update brought together many sources of information to identify current needs and describe strategies to meet those needs. Sources included demographic research, research on local conditions, a transportation poll for the public, outreach meetings, and consultation with regional stakeholders. All of the data (qualitative and quantitative) was used to evaluate the needs for public transportation in the 16-county region as a whole as well as for each county. The regional and county-specific strategies were developed based on all the data collected and described below.

U.S. Census data was collected and incorporated into a Transit Accessibility Improvement Tool (TAIT). This tool was created to identify where populations that may have a greater need for access to public transportation are located in the 16-county North Central Texas region. The TAIT allows users to locate potential transit-dependent populations based on demographic traits. Transit planners can use the tool as a preliminary indicator of where service should be evaluated and to identify potential gaps in service. Since the geographic scale for the index is at the block group level, both local and regional planners can utilize the TAIT effectively for their area of interest. Populations included in this tool are older adults, individuals with disabilities, individuals with lower incomes, and

households without cars. The shaded regions indicate when one or more variables is greater than the regional percentage. The TAIT data is explored in detail in each county’s chapter following this Executive Summary.



TRANSIT ACCESSIBILITY IMPROVEMENT TOOL POPULATIONS

Variable	Regional Percentage
Older Adults (65+)	9.99
Individuals with Disabilities	9.67
Individuals Below Poverty	14.51
Zero Car Households	5.14

To provide a basic understanding of gaps in service, staff also gathered information about the geography and eligibility requirements for current public transportation services. The data sheds light on where gaps in service exist either geographically or for certain populations. This information helped frame discussions at outreach meetings and conversations with stakeholders, and influenced the final strategies for the region as well as each county.

OUTREACH EFFORTS

Members of the public including older adults, people with disabilities, individuals with lower incomes, veterans and representatives of local government, transit agencies, workforce agencies and educational institutions participated in outreach meetings across the region. In total, 14 outreach meetings gathered 611 participants to share their thoughts on public transportation needs. In addition, staff followed up with 71 stakeholders representing populations with the greatest transportation needs to gain a deeper understanding of the needs and to prepare strategies that can address those needs.

Invitations to the outreach meetings were mailed and emailed to interested parties in each county, meeting announcements and information were also posted online, and information was shared with partner organizations to help promote the meetings through existing networks. During the meetings, staff gave a brief welcome and introduction to Access North Texas. Following this, an interactive keypad polling session took place to prompt discussion of transportation issues unique to each county. Based on the discussion, community members prioritized issues in each county to help inform strategies in this plan.

A transportation poll was also available online and in paper, and translated into English and Spanish. The poll collected first-hand data about public transportation in the region from both riders and organizations that work with transit-dependent populations. Polls completed by individuals reveal personal experiences with transportation challenges. Polls completed

by organizations on behalf of their clients illuminate issues seen by client advocates. Both forms of the poll provide personal views of the transportation environment in the region. A total of 1,081 complete polls were returned. Information collected through the poll informed both regional and county strategies. The distribution of poll responses can be seen in the map below.

RECOMMENDATIONS

The regional strategies below identify and prioritize ways to address public transportation needs across the 16-county region.

Regional Strategies for Coordinated Public Transportation

Regional Strategy 1 In areas with no public transit service, assess community needs and implement transit

Regional Strategy 2 Continue and expand projects that have a no-wrong-door approach to accessing transit or information about available transit

Regional Strategy 3 Create partnerships to simplify regional trips and reduce the number of transfers between providers

Regional Strategy 4 Explore partnerships to increase the affordability of fares for those most in need

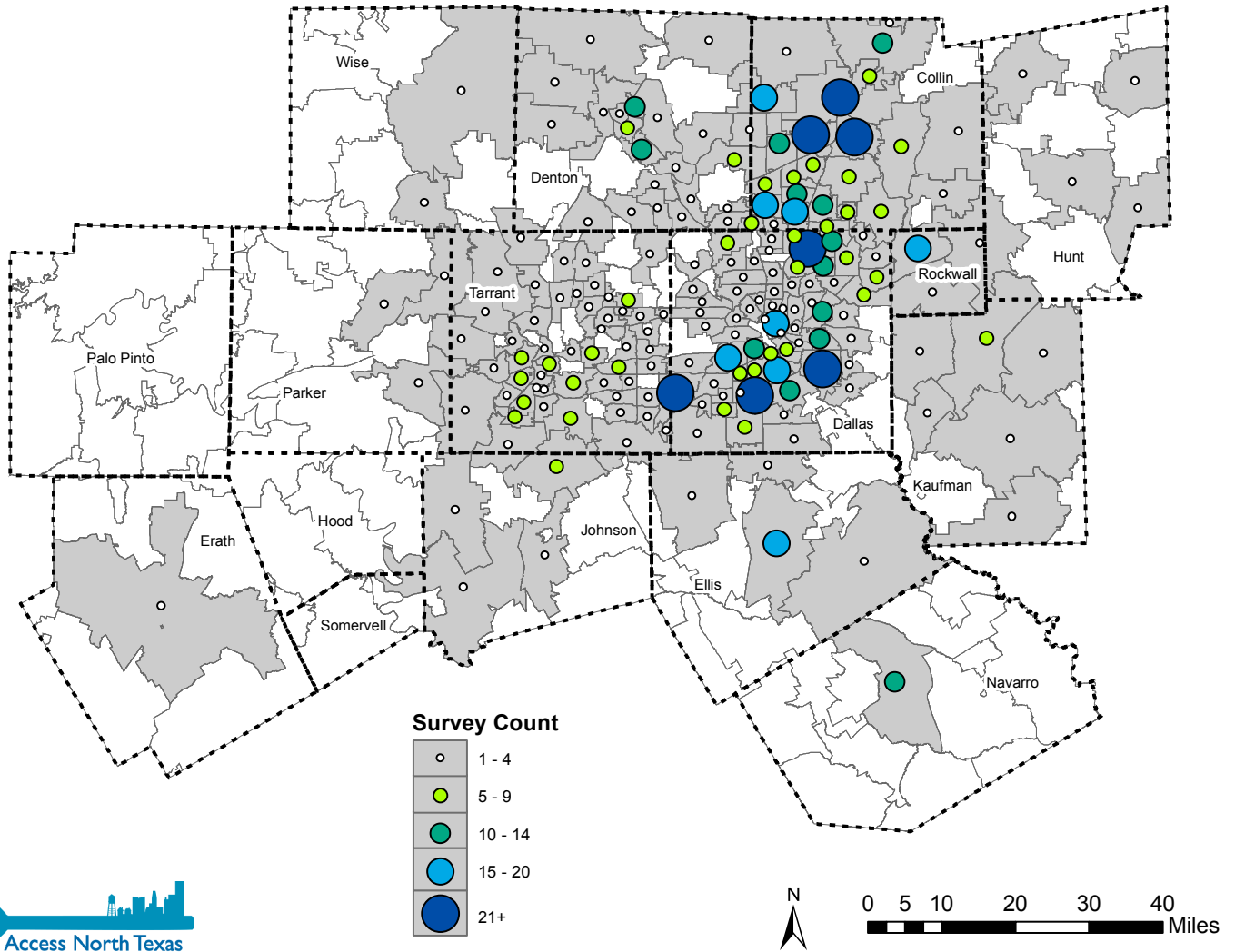
Regional Strategy 5 Work towards uniform, regional fares to simplify and reduce the cost of regional trips for riders

Regional Strategy 6 Advocate to integrate funding sources to maximize efficiency and increase available affordable public transportation

Regional Strategy 7 Identify, evaluate, and implement where appropriate non-traditional ways to deliver public transportation service, including partnerships among public transit agencies, private transportation providers, and transportation network companies

Regional Strategy 8 Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or busi-

Distribution of Access North Texas Stakeholder Poll Responses January - July 2017



ness leaders) to promote and support public transit through leadership, policy, or funding initiatives

In addition to the regional strategies listed here, specific county strategies are identified within each county chapter.

Implementing the Plan

Transportation providers and local stakeholders will collaborate to determine next steps, form needed partnerships, identify and pursue funding, and ultimately implement selected strategies. Organizations that want to implement a strategy listed in this plan will need to develop strong partnerships with trans-

portation providers, stakeholder agencies, communities, and counties. NCTCOG staff is available to help organizations identify potential partners and coordination opportunities. Organizations should also identify potential funding sources, which can be a mix of private and public funds, including funds from local, state, and federal sources. Local funds from public and private sources are important to demonstrate a community or organizational commitment to implementing specific strategies. Local funds are especially important to leverage state and federal dollars. The Texas Department of Transportation (TxDOT) and NCTCOG have regular calls for projects to award

federal funds that support projects and strategies listed in this plan.

Characteristics of a highly competitive project:

- Is multi-year. A three year request is recommended for projects providing transit service;
- Identifies an existing public transit provider or existing non-profit transportation provider when proposing to provide transit service;
- Targets individuals with lower incomes for requests of Urbanized Area Formula Program (Job Access/Reverse Commute projects) funds;
- Targets older adults and individuals with disabilities for requests of Enhanced Mobility of Seniors and Individuals with Disabilities Program funds; and
- Supports one or more strategies outlined in this plan.

If a project is funded through NCTCOG or TxDOT, staff will document the project funding in the Transportation Improvement Program, coordinate necessary approvals, develop contract agreements, and work with implementing agencies to manage the project and all compliance activities associated with federal or state funding.

DENTON COUNTY

INTRODUCTION

The purpose of Access North Texas is to improve public transportation for older adults, individuals with disabilities, and individuals with lower incomes. These populations can have difficulty finding public transportation options that connect them to doctor's appointments, work opportunities and education or job training. This plan identifies where these transportation connections do not exist or could be improved within Denton County. This chapter will give an overview of the planning process, research conducted and collected, public outreach meetings, the transportation poll used to collect personal input on public transit needs, and the prioritized strategies for Denton County.

PROCESS

This plan is required by federal guidance to be updated every four years. The plan must be developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation; human services providers and other members of the public. The plan is updated to address current public transportation needs of the residents of Denton County. Through the process and methods described, prioritized strategies were developed so that future public transportation projects can be implemented when federal and state funding becomes available. Two different types of research were conducted during this plan update: data-based and people-based.

Data-based research included obtaining, reviewing, and analyzing Census data; using Census data to develop a mapping tool to identify locations where

transit-dependent individuals may live; and identifying existing public transportation providers. The people-based research included reaching out to communities, organizations, and individuals to obtain feedback about the existing public transportation system and how it could be improved. Feedback was obtained through public outreach meetings and a transportation poll. Through an interactive process, stakeholders prioritized concerns about transit access.

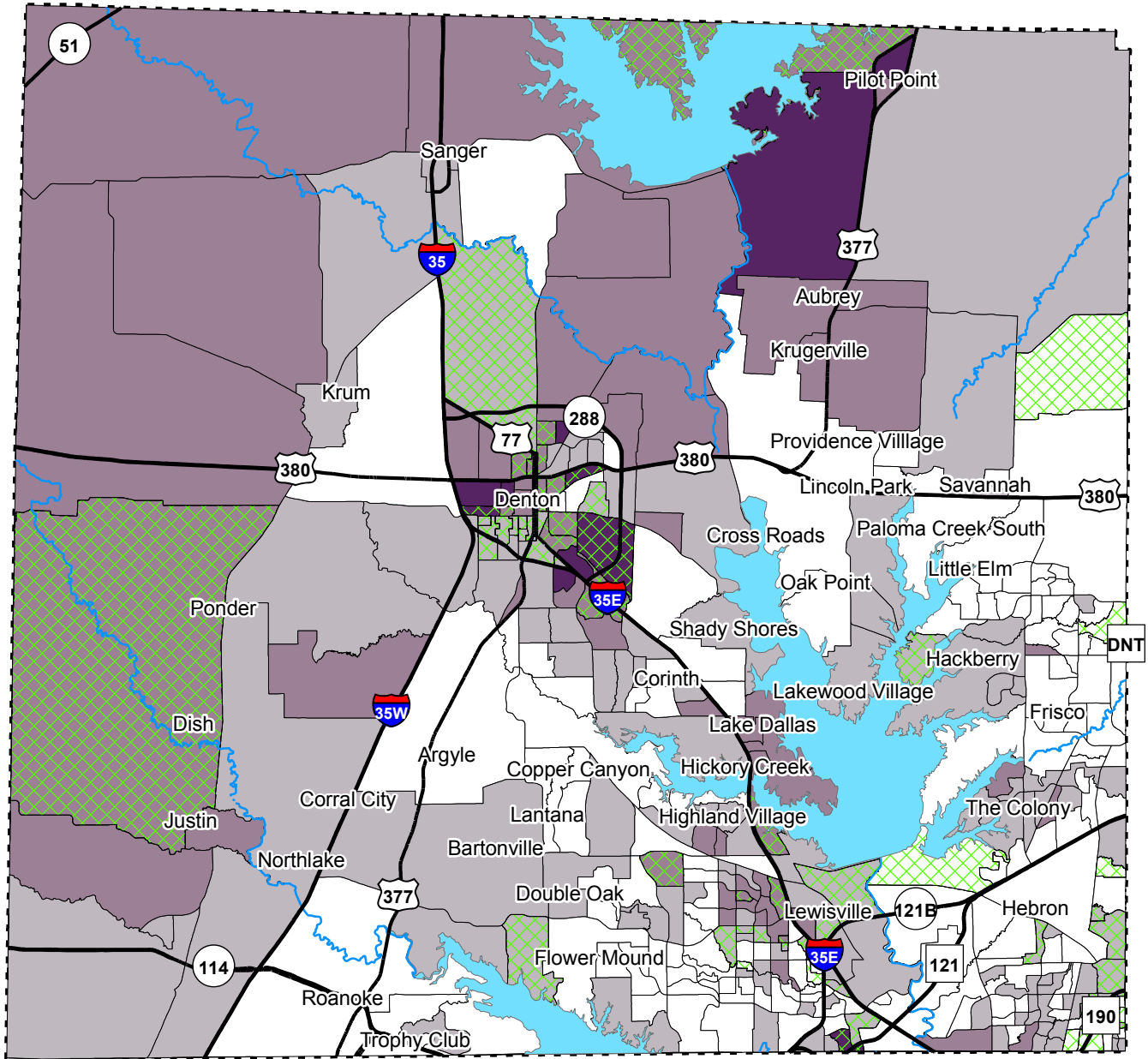
RESEARCH

The Transit Accessibility Improvement Tool (TAIT)

The TAIT was developed to identify locations with certain demographic factors that may indicate a greater need for public transportation. The populations of individuals over age 65, residents below the poverty line, and persons with disabilities were each compared to the regional percentage of the population in that demographic. A map was created based on areas that were above the regional percentage in zero, one, two, or all three of the demographic categories. The more categories that an area is deemed above the regional percentage, the more likely it is that area is to need transit. Zero car households was provided as a supplemental layer to identify households above the regional percentage that do not have a working vehicle available. The tool is useful in identifying groups of people who could benefit from transit services, but is not intended to be the deciding factor in decisions regarding public transportation.

In Denton County, there are census block groups where the populations of individuals age 65 and over, below the poverty line, and with disabilities are all

Denton County Transit Accessibility Improvement Tool (TAIT)



Variables: Age 65 and Over, Below Poverty, and Persons with Disabilities

- All Variables At or Below Regional Percentage
- One Variable Above Regional Percentage
- Two Variables Above Regional Percentage
- All Variables Above Regional Percentage
- Zero Car Households Above Regional Percentage

The Transit Accessibility Improvement Tool (TAIT) is a preliminary screening tool to identify areas that may need additional analysis when considering transportation-disadvantaged groups in a plan, project, or program. The TAIT displays Census block groups above the regional percentage for three variables: Age 65 and Over, Below Poverty, and Persons with Disabilities.

Source: 2015 American Community Survey 5-Year Estimates



North Central Texas
Council of Governments

above the regional percentages. These areas include west of US 377 near Pilot Point and within the city of Denton. The majority of census block groups with two variables above the regional percentages see higher percentages of persons age 65 and over and persons with disabilities. Some census block groups to the south of Denton, near Lake Dallas and Lewisville, see higher percentages of persons below the poverty line and persons with disabilities. In Denton, most of the block groups with one variable above the regional percentage have higher percentages of persons below the poverty line. County wide, the vast majority of census block groups with one variable above the regional percentage see either a higher percentage of persons age 65 and over or persons with disabilities. Many of the census block groups in east and south Denton County see all three variables at or below the regional average. Zero car households above the regional percentage are mostly seen in and around the city of Denton, and the southeastern portion of the county. The census block groups northwest of Pilot Point and west of Ponder, Dish, and Justin also have a higher percentage of zero car households.

Additional Demographic and Commuter Information

Denton County continues to experience a significant amount of growth. According to the American Community Survey's 2015 5-year estimates, since the 2010 Census, Denton County's population has increased by 10.4%. In comparison, the 16-county region has grown 6.3% in that same time period. Public transportation providers have continued to steadily expand service within Denton County, however there are still populations and areas without transit service. Additionally, within Denton County, 8.5% of residents speak English less than very well and information about available transit services may be difficult for these individuals to access if it is provided only in English.

According to U.S. Census employer information as of 2014, Denton County was home to just under

200,000 jobs, with around 86,000 workers living within the county. Approximately 109,000 workers commuted into Denton County, while nearly 264,000 commuted out of the county for employment. The majority of commuters into the county came from the south and east. Both the educational services and retail trade sectors made up around 25% of the county's jobs combined, with approximately 45% of the workforce having some college education or a degree.

Transportation Resources

The main transportation provider, Denton County Transportation Authority (DCTA), offers several services to the general public in the greater Lewisville and Denton area. These services include local bus service in Denton, Lewisville and Highland Village. DCTA offers Americans with Disabilities Act (ADA) paratransit service in Denton, Lewisville and Highland Village. DCTA operates campus shuttles to the University of North Texas and North Central Texas College. A commuter rail service, the A-train, connects passengers from the city of Denton to downtown Dallas with stops in Denton and Lewisville. Commuter vanpool service is available for those living or working in Denton County through DCTA, Dallas Area Rapid Transit (DART), and the Fort Worth Transportation Authority (FWTA). In all, 23 vanpools originate in Denton County, with 32 vanpools ending with Denton County as their destination. DCTA, in partnership with FWTA, operates bus service that connects Denton with downtown Fort Worth with a stop in Alliance.

Span, Inc. (Span) provides demand response public transportation to several areas in Denton County. Span also provides transportation to Denton County veterans to the Veterans Affairs hospitals in Fort Worth and Dallas.

See Appendix B-4, Private Carriers for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective), or organizations can

contract with to provide specific service for clients.

OUTREACH MEETINGS

Two public meetings were held:

- April 19, 2017 at the City of Lewisville's Municipal Annex Building
- April 26, 2017 at DCTA's Downtown Denton Transit Center

283 invitations were mailed and emailed to interested parties throughout the county. Meeting announcements and information were also posted online, and invitees were encouraged to share the invitation with partner organizations and clients to help promote the meetings. A total of 50 people attended the meetings.

Following a general welcome and presentation about public transit within the county, staff led an interactive keypad polling session to instigate discussion of transportation issues with attendees. Based on discussion question answers, community members prioritized current issues in the county and re-prioritized strategies from the 2013 Access North Texas Plan.

Comments and discussion from both public meetings identified that it is difficult for veterans to get to the Veterans Administration clinic in Bonham. Tarrant County and Dallas County also are difficult trip destinations for medical appointments. Additionally, better information about the available transportation services and how to access them needs to be distributed. A participant noted that there are certain social services that people are required to access in Denton, but struggle to find the transportation from rural Denton and neighboring counties.

TRANSPORTATION POLL

A transportation poll was also available to residents and stakeholders, online and in paper, and available in English and Spanish. The poll collected first-hand data about public transportation in the region from riders and organizations that work with transit-dependent populations. Individual poll data revealed per-

sonal experiences with transportation. Polls completed by organizations on behalf of their clients explained issues seen by advocates of the people served by each organization. Both forms of the poll provide personal views of the public transportation system. Respondents totaled 69 from Denton County.

49% of respondents indicated that they get around by riding with a friend or family member. Individuals indicated that no available public transportation services and the inability to have a friend or family member drive them are the biggest barriers to getting where they need to go. The transportation services that sounded most appealing to poll takers were local bus service and community-wide dial-a-ride service.

Poll respondents identified that better connections to Dallas County, Tarrant County, and Collin County are necessary. Specific locations included Dallas, Fort Worth, Alliance, and Plano. Individuals also noted that they are open to Transportation Network Companies (TNCs), like Uber and Lyft, being part of the transportation solution.

HOW TO USE THE PLAN

The strategies below identify ways to address the most important public transportation needs stakeholders thought should be implemented over the next few years. These strategies build upon the progress that has taken place since the 2013 Access North Texas plan and should be referenced when state and federal funds for public transportation become available.

Prioritized Strategies

Denton Strategy 1 In areas with no public transit service, assess community needs and implement transit

Denton Strategy 2 Improve affordable public transportation to the VA clinic in Bonham

Denton Strategy 3 Improve regional access to medical appointments in Dallas County and Tarrant County

Denton Strategy 4 Increase awareness of public transit availability through opportunities such as:

1. Presentations to city councils about available services
2. Outreach events
3. Targeted marketing to local agencies about existing transportation resources

Denton Strategy 5 Increase awareness of how to use available transit services through opportunities such as:

1. An Americans with Disabilities Act (ADA) rights campaign
2. Training on how to qualify or apply for transit services
3. Training on how to schedule a trip

Denton Strategy 6 Continue to conduct customer service focused training for transit agency employees

Denton Strategy 7 Conduct planning to assess needs and identify transportation solutions to improve access to education and education facilities

Denton Strategy 8 Improve partnerships and coordination between existing transit providers to simplify regional trips and explore cost-sharing options for services that cross service area or geographic boundaries

Denton Strategy 9 Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation

Denton Strategy 10 Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transit through leadership or policy initiatives and to advocate for increasing investment in public transit

Denton Strategy 11 Continue coordinating committee meetings to discuss transportation needs within Denton County

Denton Strategy 12 Create partnerships between transit agencies, municipalities, and community organizations to increase the accessibility of bus stops and paths to transit

Regional Strategies for Coordinated Public Transportation

Much like the county strategies, the regional strategies may also be applicable to Denton County.

Regional Strategy 1 In areas with no public transit service, assess community needs and implement transit

Regional Strategy 2 Continue and expand projects that have a no-wrong-door approach to accessing transit or information about available transit

Regional Strategy 3 Create partnerships to simplify regional trips and reduce the number of transfers between providers

Regional Strategy 4 Explore partnerships to increase the affordability of fares for those most in need

Regional Strategy 5 Work towards uniform, regional fares to simplify and reduce the cost of regional trips for riders

Regional Strategy 6 Advocate to integrate funding sources to maximize efficiency and increase available affordable public transportation

Regional Strategy 7 Identify, evaluate, and implement where appropriate non-traditional ways to deliver public transportation service, including partnerships among public transit agencies, private transportation providers, and transportation network companies

Regional Strategy 8 Identify, recruit, educate, and support influential champions for public transportation (elected officials, community leaders, or business leaders) to promote and support public transit through leadership or policy initiatives and to advocate for increasing investment in public transit

Implementing the Plan

Transportation providers and local stakeholders will collaborate to determine next steps, form needed partnerships, identify and pursue funding, and ultimately implement selected strategies. Organizations that want to implement a strategy listed in this plan will need to develop strong partnerships with transportation providers, stakeholder agencies, communities, and counties. NCTCOG staff is available to help

organizations identify potential partners and coordination opportunities. Organizations should also identify potential funding sources, which can be a mix of private and public funds, including funds from local, state, and federal sources. Local funds from public and private sources are important to demonstrate a community or organizational commitment to implementing specific strategies. Local funds are especially important to leverage state and federal dollars. The Texas Department of Transportation (TxDOT) and NCTCOG have regular calls for projects to award federal funds that support projects and strategies listed in this plan.

Characteristics of a highly competitive project:

- Is multi-year. A three year request is recommended for projects providing transit service;
- Identifies an existing public transit provider or existing non-profit transportation provider when proposing to provide transit service;
- Targets individuals with lower incomes for requests of Urbanized Area Formula Program (Job Access/Reverse Commute projects) funds;
- Targets older adults and individuals with disabilities for requests of Enhanced Mobility of Seniors and Individuals with Disabilities Program funds; and
- Supports one or more strategies outlined in this plan.

If a project is funded through NCTCOG or TxDOT, staff will document the project funding in the Transportation Improvement Program, coordinate necessary approvals, develop contract agreements, and work with implementing agencies to manage the project and all compliance activities associated with federal or state funding.

APPENDIX

For more detailed information about Denton County, please see Appendix C-Denton, available online at

www.accessnorthtexas.org. The Public Transportation Toolbox (see Appendix B-3) highlights transit services that can be implemented in the near term to meet specific needs within Denton County.

See Appendix B-4, Private Carriers, for a list of private transportation providers operating in the 16-county region. These private providers are an additional transportation option that individuals can use for personal trips (if cost-effective), or organizations can contract with to provide specific service for clients.

See Appendix B-5, Transit Accessibility Improvement Tool, for additional information on how the tool was developed.

See Appendix B-6, Transportation Poll, for more information about the transportation poll.