

APPENDIX A



SUMMARY AND STATUS OF 2018 WORKSHEET



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The Coordinated Public Transit-Human Services Transportation Plan for the North Central Texas region was updated and adopted through a process led by the North Central Texas Council of Governments (NCTCOG). Participants in the development of the plan included individuals representing transportation providers, transit customers, advocates, local governments, local leaders and representatives, and health and human service agencies. This plan addresses the transportation needs of older adults, individuals with disabilities, individuals with lower incomes, and others facing transportation challenges. The previous Access North Texas plan was completed in 2018. This is the 2022 Access North Texas Plan. The plan highlights developed strategies for each of the region's 16 counties with included region-wise strategies that are goaled to improve public transportation throughout the region. County-focused prioritized strategies include a wide focus on new and improved services which also encompasses communication and awareness of services. This report provides information on the status of each strategy from the 2018 Access North Texas Plan as we transition to the newly developed 2022 Access North Texas Plan.

STATUS DEFINITIONS

Ongoing

Steps have been taken to address the strategy (or a part of it) It does not necessarily mean that a given strategy is completed. Work to maintain the progress of the strategy will continue.

Under Development

Activities have taken place to address the strategy (or a part of it), but concrete steps are still under development, have not started, or have not been implemented.

No Progress Reported

No progress has been reported for a given strategy.

2018 REGIONAL STRATEGIES		STATUS
1	In areas with no public transit service, assess community needs and implement transit	Under Development
2	Continue and expand projects that have a no-wrong-door approach to accessing transit or information about available transit	Ongoing
3	Create partnerships to simplify regional trips and reduce the number of transfers between providers	Ongoing
4	Explore partnerships to increase the affordability of fares for those most in need	Under Development
5	Work towards uniform, regional fares to simplify and reduce the cost of regional trips for riders	Ongoing
6	Advocate to integrate funding sources to maximize efficiency and increase available affordable public transportation	Under Development
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	Ongoing
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	Ongoing

2018 COLLIN COUNTY STRATEGIES		STATUS
1	In areas with no public transit service, assess community needs and implement transit	Ongoing
2	Improve partnerships and coordination between existing transit providers to simplify cross-community trips	Ongoing
3	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	Ongoing
4	Identify, evaluate, and implement where appropriate non-traditional ways to deliver public transportation services, including partnerships among public and private transportation providers	Ongoing
5	Increase service options in areas with limited access to: 1. Medical appointments including dialysis 2. Job training and education 3. Job opportunities	Under Development
6	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
7	Increase public awareness of available transportation services by conducting targeted marketing to agencies such as human service organizations, medical facilities, and educational facilities	Ongoing
8	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Ongoing
9	Explore partnerships to increase the affordability of fares for those most in need	Ongoing

2018 DALLAS COUNTY STRATEGIES		STATUS
1	In areas with no public transit service, assess community needs and implement transit	Ongoing
2	In areas with limited public transit service, expand service to: 1. Add additional hours of operation 2. Serve new populations (such as older adults, people with disabilities, children, students, employees, ect.) 3. Provide transit for additional purposes (such as medical, work, grocery stores, pharmacy, social, ect.) 4. Connect to additional locations, like regional job centers and large medical facilities	Ongoing
3	For areas with public transit service, expand transit to match underserved populations or purposes: 1. Medical appointments to avoid accessing emergency transportation 2. Social opportunities to improve quality of life 3. Better/more direct access to job centers and transit services that matches non-traditional shift schedules	Ongoing
4	When expanding transit service, use partnerships with local employees, medical centers, cities, and other agencies to leverage multiple funding sources	Ongoing
5	Improve partnerships and coordination between existing transit providers to simplify regional trips	Ongoing
6	Continue to conduct travel training to teach riders how to use public transportation and make regional transfers	Ongoing
7	Continue to conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Complete and expand projects that have no wrong door approach to accessing transit: 1. Update DART's GoPass software to include on-demand providers such as taxis, transportation network companies (like Uber or Lyft), bike, and car sharing service; upgrade trip planning feature; integrate carpooling; work with medium and small transit providers to join the app; and allow additional payment options for individuals without credit cards 2. Continue efforts like My Ride Dallas and My Ride North Texas, including development of an online trip planning tool; online and over the phone trip counseling; outreach and education about existing transportation resources and providers; identifying gaps in service; and production (print or digital) of transportation resource guides.	Ongoing

2018 DALLAS COUNTY STRATEGIES		STATUS
9	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Ongoing
10	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
11	Provide information about transportation providers and resources in multiple languages	Ongoing
12	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	Ongoing
13	Create partnerships between transit agencies, municipalities, and community organizations to increase the accessibility of bus stops and paths to bus and rail transit; leverage municipal investment in accessibility projects to further support cities' investment in public transportation	Ongoing

2018 DENTON COUNTY STRATEGIES		STATUS
1	In areas with no public transit service, assess community needs and implement transit	Ongoing
2	Improve affordable public transportation to the VA clinic in Bonham	Ongoing
3	Improve regional access to medical appointments in Dallas County and Tarrant County	Under Development
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	Ongoing
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	Ongoing
6	Continue to conduct customer service focused training for transit agency employees	Ongoing
7	Conduct planning to assess needs and identify transportation solutions to improve access to education and education facilities	Ongoing
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	Ongoing
9	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Ongoing

2018 DENTON COUNTY STRATEGIES		STATUS
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	Ongoing
11	Continue coordinating committee meetings to discuss transportation needs within Denton County	Ongoing
12	Create Partnerships between transit agencies, municipalities, and community organizations to increase the accessibility of bus stops and paths to transit	Ongoing

2018 ELLIS COUNTY STRATEGIES		STATUS
1	Improve local and regional access to medical appointments in Dallas County	Ongoing
2	Improve transportation options for local access to job and education opportunities	Under Development
3	Explore transportation services to increase affordability of fares for those most in need	Under Development
4	Expand transportation services to provide service for late-shift workers	No Progress Reported
5	Explore partnerships with local employers, medical centers, cities, and other agencies to funds additional transit services	Under Development
6	Conduct targeted marketing to local agencies about existing transportation resources, including transit resources for veterans	Ongoing
7	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
8	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
9	Explore partnerships with existing transportation providers to reduce the number of transfers for regional trips	No Progress Reported
10	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Ellis County	Under Development

2018 NAVARRO COUNTY STRATEGIES		STATUS
1	Improve local and regional access to medical appointments in Dallas County	Ongoing
2	Improve transportation options for local access to job and education opportunities	No Progress Reported
3	Explore partnerships to increase the affordability of fares for those most in need	Under Development
4	Expand transportation services to provide services for late-shift workers in Dallas County	No Progress Reported
5	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	No Progress Reported
6	Conduct targeting marketing to local agencies about existing transportation resources, including transit resources for veterans	No Progress Reported
7	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
8	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
9	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers for vehicles in Navarro County	Under Development
10	Explore partnerships with existing transportation providers to reduce the number of transfers for regional trips	No Progress Reported

2018 ERATH COUNTY STRATEGIES		STATUS
1	Improve access to Veterans Affairs facilities in Dallas and Fort Worth	No Progress Reported
2	Explore partnerships to increase the affordability of fares for those most in need	No Progress Reported
3	Add capacity to existing transit services to accommodate: 1. Local and regional medical appointments, 2. Local job opportunities and training, 3. General purpose trips (groceries, recreation, dining), 4. Weekend trips, 5. Emergent transportation needs	No Progress Reported
4	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
5	Conduct targeted marketing to local agencies about available transportation services and resources	Ongoing
6	Explore partnerships with local employers, cities, and other agencies to fund additional transit services	No Progress Reported
7	Conduct travel training to teach riders how to use public transportation	Ongoing

2018 HOOD COUNTY STRATEGIES		STATUS
1	Improve access to Veterans Affairs facilities in Dallas and Fort Worth	No Progress Reported
2	Explore partnerships to increase the affordability of fares for those most in need	No Progress Reported
3	Add capacity to existing transit service to accommodate: 1. Local and regional medical appointments, 2. Local job opportunities and training, 3. General purpose trips (groceries, recreation, dining), 4. Weekend Trips, 5. Emergent transportation needs	No Progress Reported
4	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Hood County and Somervell County	Under Development
5	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
6	Conduct targeted marketing to local agencies about available transportation services and resources	Ongoing
7	Explore partnerships with local employers, cities, and other agencies to fund additional transit services	No Progress Reported
8	Conduct travel training to teach riders how to use public transportation	Ongoing

2018 HUNT COUNTY STRATEGIES		STATUS
1	Improve awareness of available public transportation services and how to use them	Ongoing
2	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
3	Improve regional connections to Dallas County and Collin County, particularly for medical appointments and work opportunities	Ongoing
4	Continue to explore partnerships with nonprofits, private companies, and others to increase service within the county	Under Development
5	Reduce scheduling pick-up windows	No Progress Reported

2018 JOHNSON COUNTY STRATEGIES		STATUS
1	Expand hours of operation in the evenings to accommodate alternate or third shifts, including coordination with employers	No Progress Reported
2	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	No Progress Reported
3	Develop additional action plans to increase transit services as well as review governance of City/County Transportation	Under Development
4	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
5	Identify a point-person to develop relationships with local agencies to improve coordination and access to services, jobs, and education within Johnson County, as well as regional connections	Under Development
6	Work with an existing transit provider to improve the connection between Johnson County and Fort Worth for medical appointments and work	No Progress Reported
7	Work with an existing transit provider to improve the connection between Johnson County, downtown Fort Worth, and the airport	No Progress Reported
8	Develop partnerships with non-profits, employers, and other partners to make fares more affordable for very low-income individuals	Under Development
9	Educate local officials on available transit services, local demand, opportunities to leverage funding, and opportunities for economic development with transit	Ongoing
10	Work with 2-1-1 at least twice a year to ensure transportation resources are up-to-date	Ongoing
11	Conduct targeted marketing to local agencies about existing transportation resources	Ongoing

2018 KAUFMAN COUNTY STRATEGIES		STATUS
1	Increase access to job training and job opportunities, particularly for: 1. Rural residents 2. Early morning shifts	Ongoing
2	Add capacity to the existing system by: 1. Continuing to develop partnerships with local employers, medical centers, cities and other agencies to increase available public transit, particularly in the mornings or other high-demand times, 2. Planning for additional services by identifying need, funding and potential service structure in areas with high-demand (e.g. circulator in Terrell), 3. Exploring opportunities to partner with other transit providers to add additional capacity	Ongoing
3	Increase public awareness of available transportation services by conducting targeted marketing to places such as: 1. Texas Workforce Commission, 2. Lakes Regional MHMR, 3. Health and Human Services, 4. Housing Authorities, 5. Food Banks, 6. Cities, 7. Churches, 8. Schools, 9. Chambers of Commerce, 10. Grocery stores, 11. Direct mail	Ongoing
4	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Under Development
5	Conduct travel training or train-the-trainer that covers topics such as: 1. Available service, 2. How to schedule a trip, 3. Rider rules by type of service, 4. What to do if a trip or pick-up is missed, 5. How to request specific pick-up/drop-off locations for safety	Ongoing
6	Continue to conduct driver safety and sensitivity training to improve the rider's experience	Ongoing
7	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

2018 PALO PINTO COUNTY STRATEGIES		STATUS
1	Improve access to: 1. Mental health appointments, 2. Social service appointments, 3. Medical appointments, 4. Job training and job opportunities	Ongoing
2	Improve the ride and wait times on transit services to increase the feasibility and acceptability of transit for everyday trips	Under Development
3	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
4	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	Ongoing
5	Explore partnerships to increase the affordability of fares for those most in need	Under Development
6	Advocate for agencies to integrate funding source to maximize efficiency and increase available affordable public transportation	Ongoing
7	Conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

2018 PARKER COUNTY STRATEGIES		STATUS
1	Improve access to: 1. Mental health appointments, 2. Social service appointments, 3. Medical appointment, 4. Job training and job opportunities	Ongoing
2	Improve the ride and wait times on transit services to increase the feasibility and acceptability of transit for everyday trips	Under Development
3	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
4	Explore partnerships with local employers, medical centers, cities, and other agencies to fund additional transit services	Ongoing
5	Explore partnerships to increase the affordability of fares for those most in need	Under Development
6	Advocate for agencies to integrate funding source to maximize efficiency and increase available affordable public transportation	Ongoing
7	Conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

2018 ROCKWALL COUNTY STRATEGIES		STATUS
1	Improve access to: 1. Medical appointments in Rockwall, 2. Mental wellness clinics, 3. YMCA, 4. Grocery stores, 5. Texas Workforce Commission in Dallas	Ongoing
2	Create and maintain a coordinating committee to discuss ongoing transportation needs	Ongoing
3	Explore partnerships to increase the affordability of fares for those most in need	Under Development
4	Improve transit connections across county borders, particularly for medical appointments and access to education	Under Development
5	Coordinate with local residences, businesses, medical centers and other organizations to group trips to improve efficiency and the rider's experience	Under Development
6	Advocate for agencies to integrate funding sources to maximize efficiency and increase available affordable public transportation	Under Development
7	Continue to conduct targeted marketing to local agencies about existing transportation resources	Ongoing
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing

2018 SOMERVELL COUNTY STRATEGIES		STATUS
1	Improve access to Veterans Affairs facilities in Dallas and Fort Worth	No Progress Reported
2	Explore partnerships to increase the affordability of fares for those most in need	Under Development
3	Add capacity to existing transit service to accommodate: 1. Local and regional medical appointments, 2. Local job opportunities and training, 3. General purpose trips (groceries, recreation, dining), 4. Weekend Trips, 5. Emergent transportation needs	Under Development
4	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Hood County and Somervell County	Under Development
5	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
6	Conduct targeted marketing to local agencies about available transportation services and resources	Ongoing
7	Explore partnerships with local employers, cities, and other agencies to fund additional transit services	No Progress Reported
8	Conduct travel training to teach riders how to use public transportation	No Progress Reported

2018 TARRANT COUNTY STRATEGIES		STATUS
1	Increase affordable mobility solutions: 1. Develop public-private and community partnerships, including joint pursuit of funding, to offset passenger and provider costs as a means of expanding access 2. Develop incentivized ride-sharing solutions	Ongoing
2	Connect communities county-wide and across the region: 1. Expand and connect existing and future transportation services,2. Develop mobility solutions that meet community needs, 3. Enhance communication and coordination between community partners and service provider, 4. Coordinate trip scheduling and service information infrastructure	Ongoing
3	Expand public awareness, education, skills development, and traveler support services: 1. Engage individuals with disabilities, older adults, families with lower incomes, those re-entering the community from the justice system, or others who lack access to reliable transportation 2. Provide ongoing education and skill development to engage employers, employer associations, community partners, medical practitioners and transportation providers	Ongoing
4	Implement a holistic approach to wellness transportation: 1. Integrate transportation-appointment service options 2. Collaborate with insurance companies, medical service providers and others to respond to barriers to wellness	Under Development

2018 WISE COUNTY STRATEGIES		STATUS
1	Improve access to: 1. Dialysis appointments, 2. Out-of-county medical appointments, particularly in Tarrant County and Dallas County, 3. Medical facilities in the evenings and early mornings	No Progress Reported
2	Develop partnerships with non-profits, employers, medical facilities, and other partners to improve access to local and regional destinations	No Progress Reported
3	Explore partnerships to provide additional transportation for needs other than medical or work	Ongoing
4	Continue to conduct targeted marketing to local agencies about existing transportation resources	Ongoing
5	Conduct travel training or train-the-trainer that covers topics such as: 1. Available transit services, 2. How to schedule a trip, 3. Cost, 4. Filing a complaint, 5. Impact of no shows and cancellations, 6. Policies for attendants and multiple riders	No Progress Reported
6	Advocate for transit agencies to integrate funding sources to maximize efficiency and increase the availability of affordable public transportation	Under Development
7	Establish consistent and effective driver recruitment and retention programs for public transportation services to address difficulties in retaining drivers in Wise County	Under Development
8	Work with 2-1-1 at least twice a year to ensure public transportation resources are up-to-date	Ongoing
9	Contract with local agencies with a language program to provide translated transit info (over the phone, online, print, etc.)	No Progress Reported