

North Central Texas Council of Governments

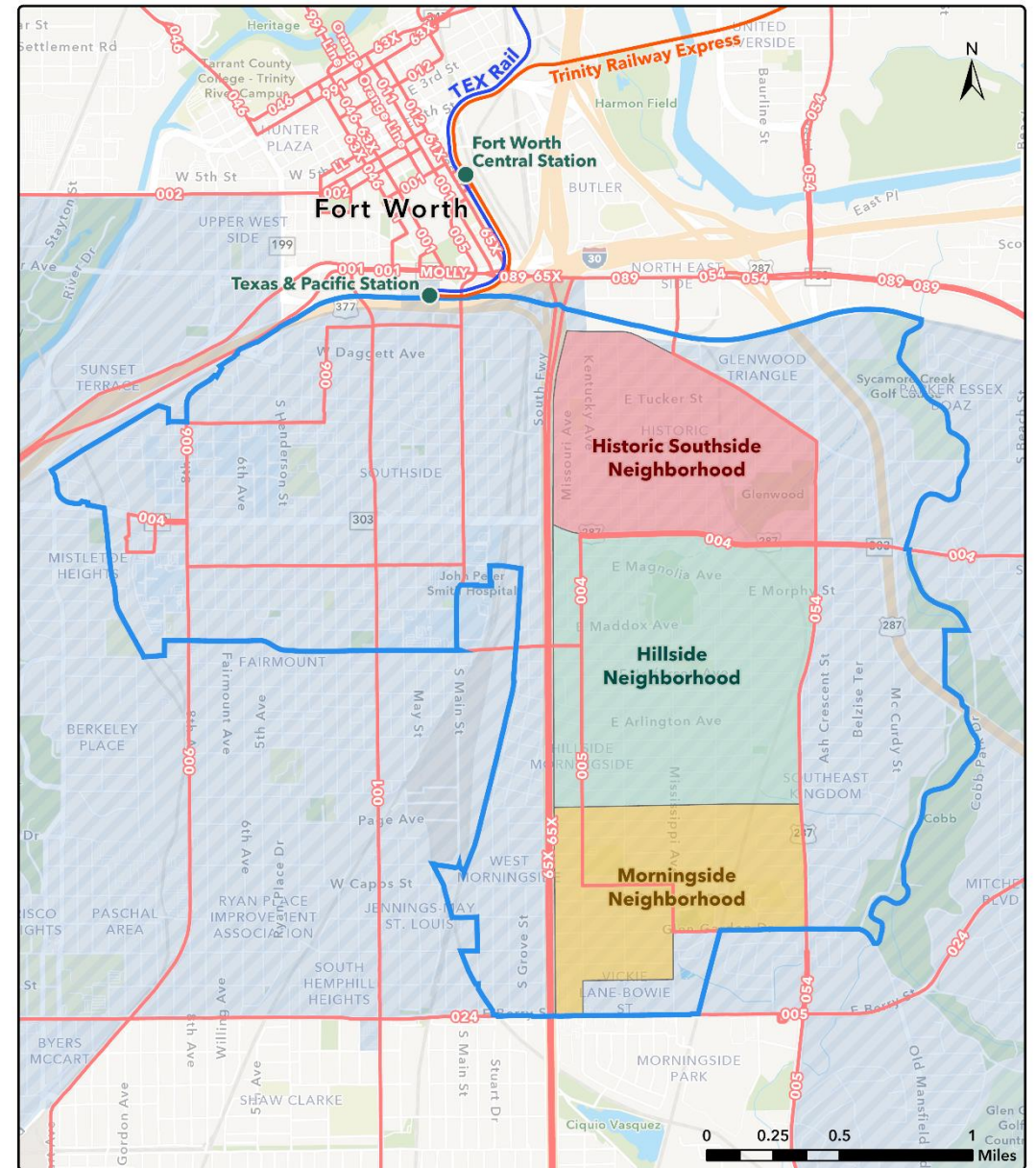
Fort Worth 76104 Transit Needs Assessment

Public Meeting | May 12, 2025

Project Overview

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

- Food
- Healthcare
- Housing
- Jobs



76104 Transit Needs

Areas of Persistent Poverty Grant Project



Project Goals & Objectives

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



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



Increase transit access for lower income residents, foreign-born residents, residents without English language proficiency, and other minorities.



Improve access to healthy food options, housing, jobs; and reduce greenhouse gas emissions by identifying gaps and barriers.



Timeline

Spring 2024

Needs Assessment
and Initial Public
Engagement

Winter 2024

Strategy Development
and Public Engagement

Fall 2023

Project Kick Off

Summer – Fall 2024

Survey Analysis and
Scenario Development

Spring 2025 and Beyond

Recommendations and
Final Project Plan
Drafted and Completed

Community Feedback



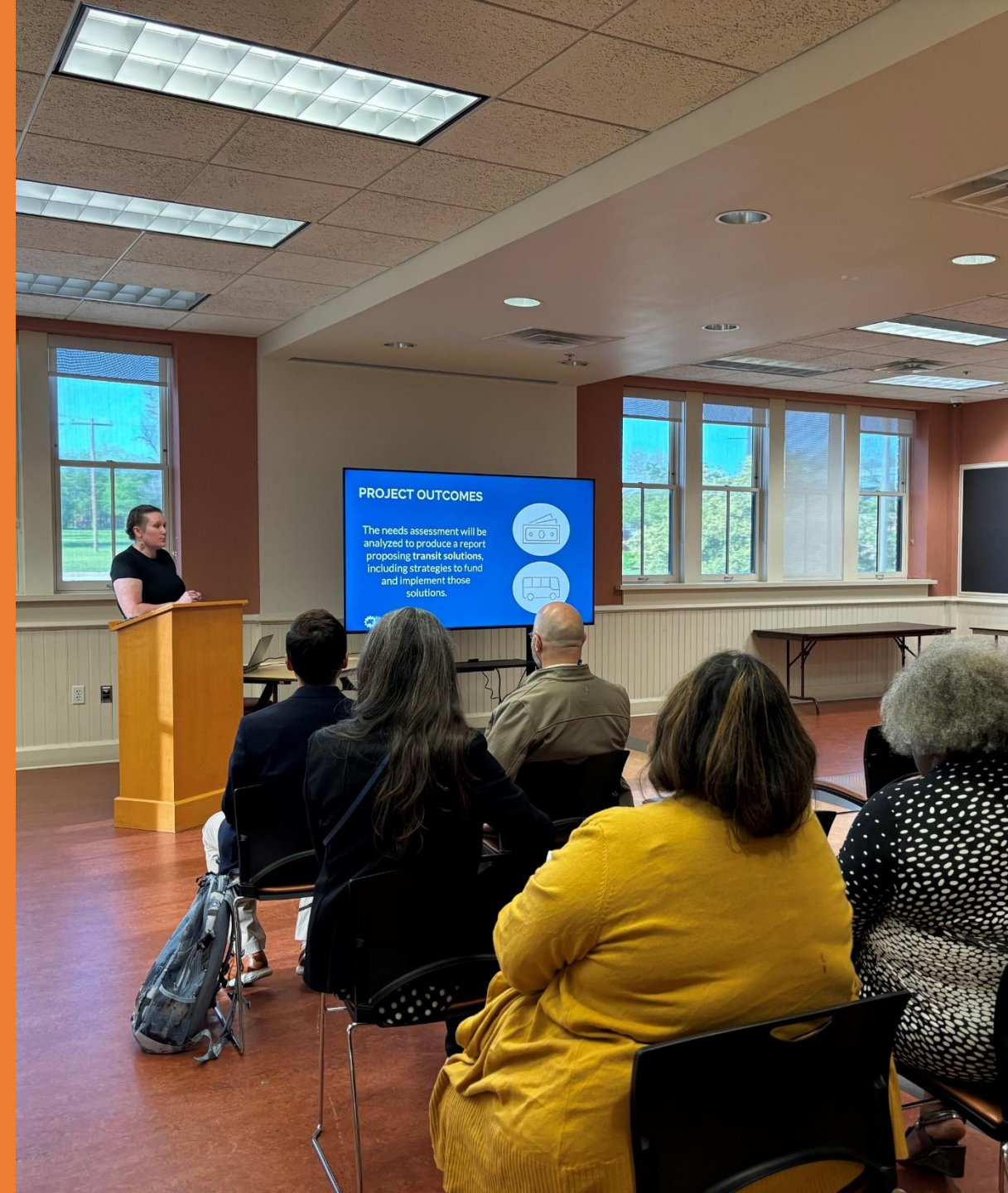
Public Engagement

Public Meeting #1: March 25, 2024

- More direct routes to food and schools
- More outreach to increase awareness of transit options
- Extended and more frequent bus service

Public Meeting #2: November 19, 2024

- More transit options on the eastern side of the ZIP code
- More accessible, safe sidewalks and crosswalks
- Improved availability and reliability for On-Demand micro transit service



Online Surveys

Survey #1

- Determine if transit meets the needs or falls short for active users in the 76104 area.
- 42 responses
 - 33% are residents of 76104
 - 31% use services in 76104
 - 15% work in 76104
 - 15% work with residents of 76104
 - *Single selection allowed for relation to ZIP code*

Survey #2

- Confirm initial results and gauge support for the drafted recommendations.
- 105 responses
 - 47% are residents of 76104
 - 43% use services in 76104
 - 13% work in 76104
 - 10% work with residents of 76104
 - *Multiple selections allowed for relation to ZIP code*



Online Surveys – Top Ranked Barriers

- A lack of safe, usable sidewalks or crosswalks
- Frequency of buses
- Uncomfortable or unsafe waiting conditions (shelters, seating, lighting, etc.)
- Connection to desired locations
- Advertising of service options and changes
- Limited time of service



Focus Areas for Recommendations



Identified Focus Areas



**Fares &
Affordability**



**Marketing &
Awareness**



**Safety &
Accessibility**



Operations



Focus Areas & Project Goals

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



Fares & Affordability



Fares & Affordability – Feedback

- **100%** of respondents on survey #1 who stated they use Trinity Metro's bus service, ZIPZONE, and/or TEXRail weekly agreed with the statement that **fares are affordable**.
- **71%** of respondents on survey #2 **agree with the statement that transit fares are affordable**.
- When asked to rank the barriers and challenges that prevent them from accessing jobs, education, food, and/or housing by transit, bus fare costs were ranked **#9 out of 11**.
- When asked what improvements would make them more likely to take transit more often, lower bus fare ranked **#9 out of 9**.



Recommendations

- Continuation of Phase 2 of Trinity Metro's fare reduction project.
- Introduction of a transit loyalty program that offers rewards, discounts, or other incentives for consistent ridership.



Marketing & Awareness



Marketing & Awareness - Feedback

- When asked to rank the barriers and challenges that prevent them from accessing resources by transit, unfamiliarity with transit ranked **#11 out of 11** on survey #1.
- **46%** of respondents on survey #2 **agree with the statement that there is enough marketing done for transit services and changes.**
- Most survey respondents were familiar with non-express/fixed-route bus, train, and on-demand services.
- Survey participants were less familiar with **Fort Worth Bike Sharing, express bus services, paratransit, and Trinity Metro's vanpool program.**



Recommendations

- Focus on public outreach events, specifically pop-ups, in the 76104 area.
- Continuation and increase of partnerships with local community organizations.



Safety & Accessibility



Safety & Accessibility - Feedback

- On survey #1, better amenities ranked **#5 out of 11** improvements that would make people more likely to take transit.
- When asked to rank the barriers and challenges that prevent them from accessing resources by transit, **feeling unsafe due to waiting conditions ranked #3 out of 11** in survey #1.
- On survey #2, 61% of respondents agreed with the statement that transit vehicles are safe and comfortable. **Only 39% agree that the waiting conditions for transit are safe and comfortable.**
- Responses also indicated that a barrier or challenge in accessing resources by transit is **the lack of or condition of sidewalks and crosswalks** leading to bus stops.



Recommendations

- Continuation of efforts to improve bus stops with upgraded lighting, shade, and seating.
- Assessment of paths to transit and gaps in sidewalks through a Pedestrian Access Study.
- Exploration of additional funding opportunities for bus stop and sidewalk improvement projects.



Operations



Operations- Feedback

- Improvements to make people more likely to take transit more often:
 - **Buses and trains increasing frequency was chosen #1 out of 9** on survey #1 survey.
 - **Buses and trains running later was chosen #2 out of 9**
- Barriers and challenges that prevent accessing resources by transit:
 - **Frequency of buses was ranked #1 out of 11** in survey #1 and at the first public meeting.
 - Time of service (bus service hours) was ranked #5 out of 11.
- On survey #2, **44%** of survey respondents **agreed with the statement that transit options are frequent enough to use easily**; 35% disagree with the statement.



Recommendations

- Exploration of options to improve availability of Trinity Metro On-Demand service.
- Evaluation of bus service hours for the routes in 76104.
- Consideration of high-capacity transit strategies to improve reliability.



Next Steps



Continue working on the final report and recommendations



Coordinate opportunities to support the recommendations and goals of the plan



Provide updates on the final report to stakeholders



Thank you!



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