APPENDIX C.10

Navarro County
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

50%
14%
36%
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

1. 33%
2. 13%
3. 4%
4. 13%
5. 8%
6. 29%
7. 0%
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

- Kick-off, August 2016
- Ellis County & Navarro County, Nov. 2016
- Final Plan Document, Fall 2017
- County-by-County Outreach Meetings, Fall 2016 – Summer 2017
- Plan Implementation and Maintain Partnerships, Early 2018
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

Bar chart showing:
- Medical: 50%
- Work: 25%
- Nutritional / Grocery store: 0%
- Social: 8%
- Other: 17%
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

1. 20%
2. 36%
3. 28%
4. 4%
5. 12%
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

<table>
<thead>
<tr>
<th><strong>Top Priorities</strong></th>
<th><strong>Additional Priorities</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Improve access through increased service frequencies</td>
<td>Establish training program for first time bus riders</td>
</tr>
<tr>
<td>2) Regional transportation link to Dallas-Fort Worth</td>
<td>Create and maintain a county coordinating committee</td>
</tr>
<tr>
<td>3) Improve awareness of existing services</td>
<td></td>
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Access North Texas

C-Navarro10.22
Please Return Your Keypad!

Thank you
Questions or Comments

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

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

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 Chaddarson, 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.