



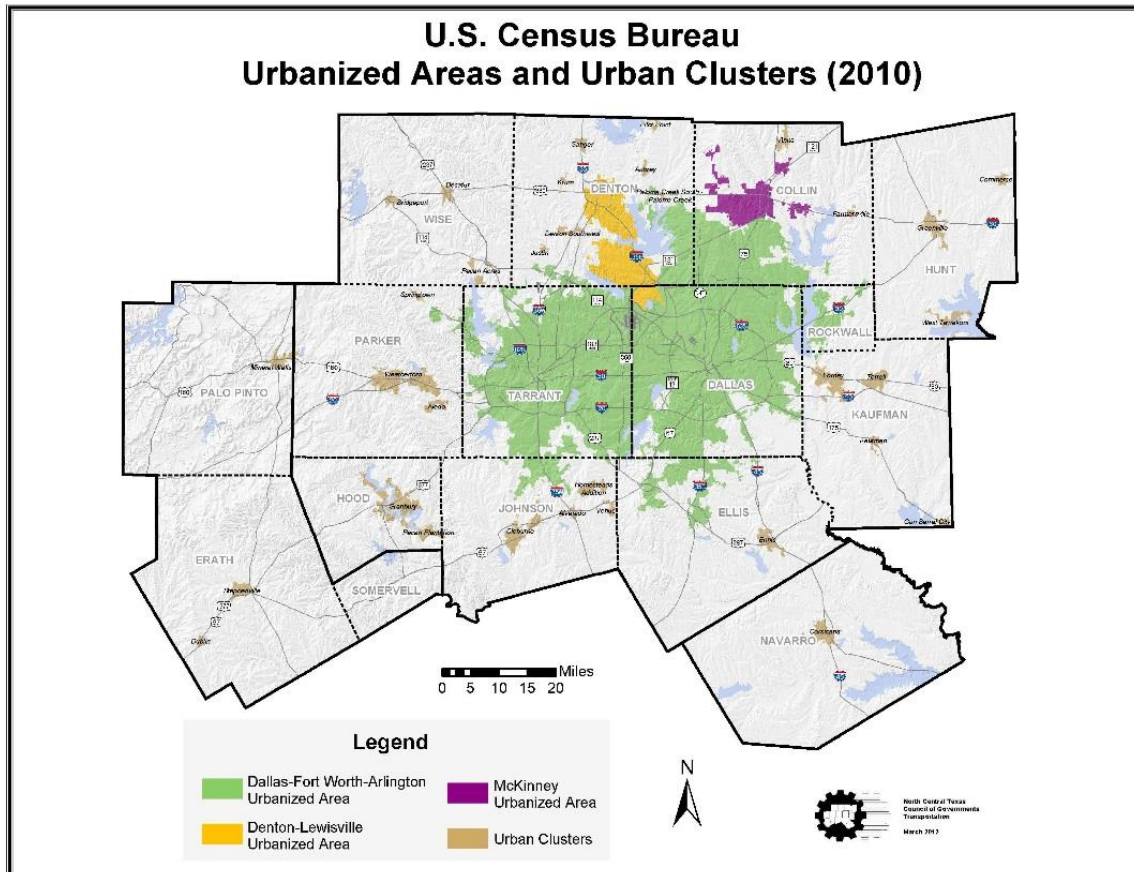
Pulling it All Together

Guidance & Best Practices for Developing Your 5-Year Plan

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North Central Texas Council of Governments (NCTCOG)



Easier coordination with MPO, Aging, and transit agencies

Some financial impact on public transit outside the plan

Limited financial impact on transit in rural areas

NCTCOG's Best Practices

Data for Needs Analysis – Limited English Proficiency (LEP) Populations

Facilitating Discussions & Meetings

Ensuring an Inclusive Process

Identifying Strategies

How to Structure the Plan

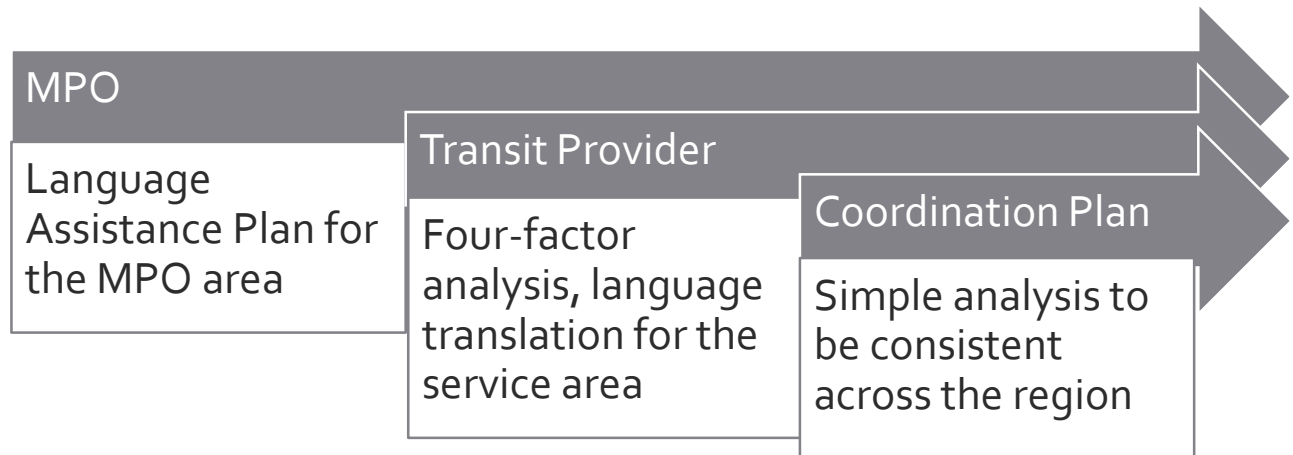
Lessons Learned

Limited English Proficiency (LEP) Population Analysis

LEP persons do not speak English as their primary language and have limited ability to read, write, speak, or understand English.

Title VI and Executive Order requirements

Making sure that people know what services are available and how they can access them



Document LEP Populations

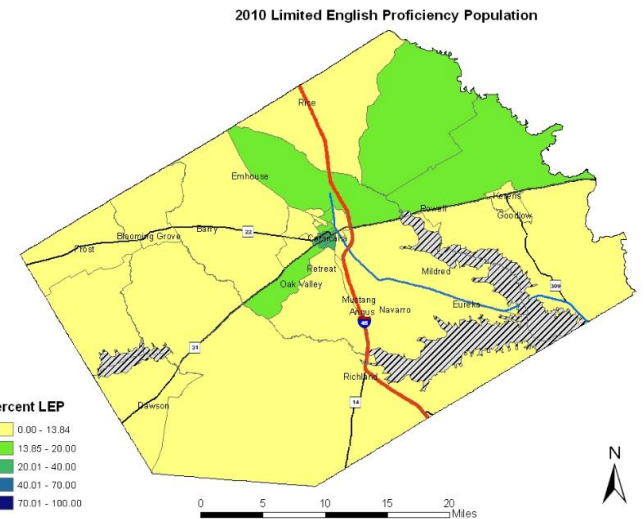
American Community Survey (most recent 5-year estimates)

LEP persons: anyone over the age of five that described their ability to speak English as 'well,' 'not well,' and 'not at all'

Regional total of 774,233 individuals, 12.3% of the population

Mapped out and described LEP characteristics per county

Language of Limited English Proficiency	Individuals	Percent of Total LEP Population
All Languages	774,233	100.0%
Spanish or Spanish Creole	633,340	81.8%
Vietnamese	33,425	4.3%
Chinese	19,314	2.5%
Korean	13,806	1.8%
Other Asian languages	8,410	1.1%
African languages	8,334	1.1%
Other Indic languages	6,088	0.8%
Arabic	5,629	0.7%
Urdu	3,973	0.5%
French		
Laotian		



Apply LEP Analysis

Did not necessarily lead to specific strategies, but could

Indirectly applied through projects subsequently funded:

Mobility management assistance at Dallas County non-profit is offered in Spanish
Services funded at agencies with multi-lingual capabilities (usually Spanish)



Facilitating Discussions & Meetings

At the beginning of the meeting:

Tell participants what you need from them



Facilitating Discussions & Meetings

During the meeting:

Ask a standard set of questions at each outreach meeting

Frames the conversation

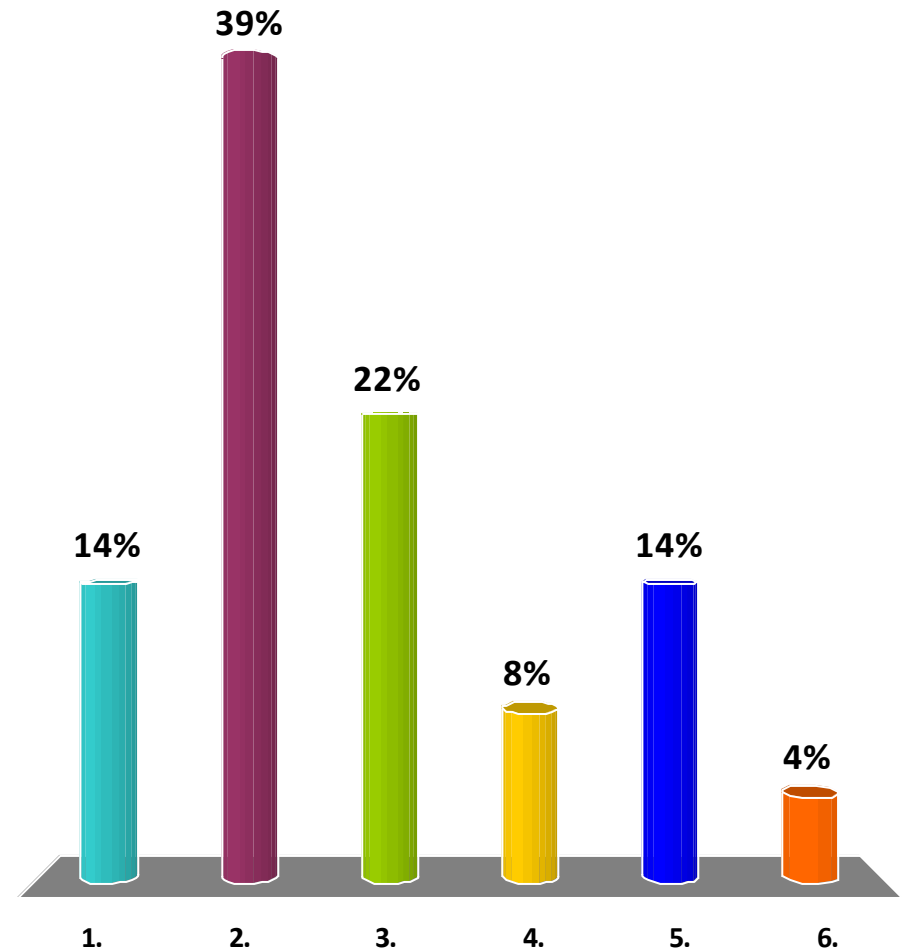
Gives participants the opportunity to prioritize issues

Opportunity to identify similarities and differences across the region



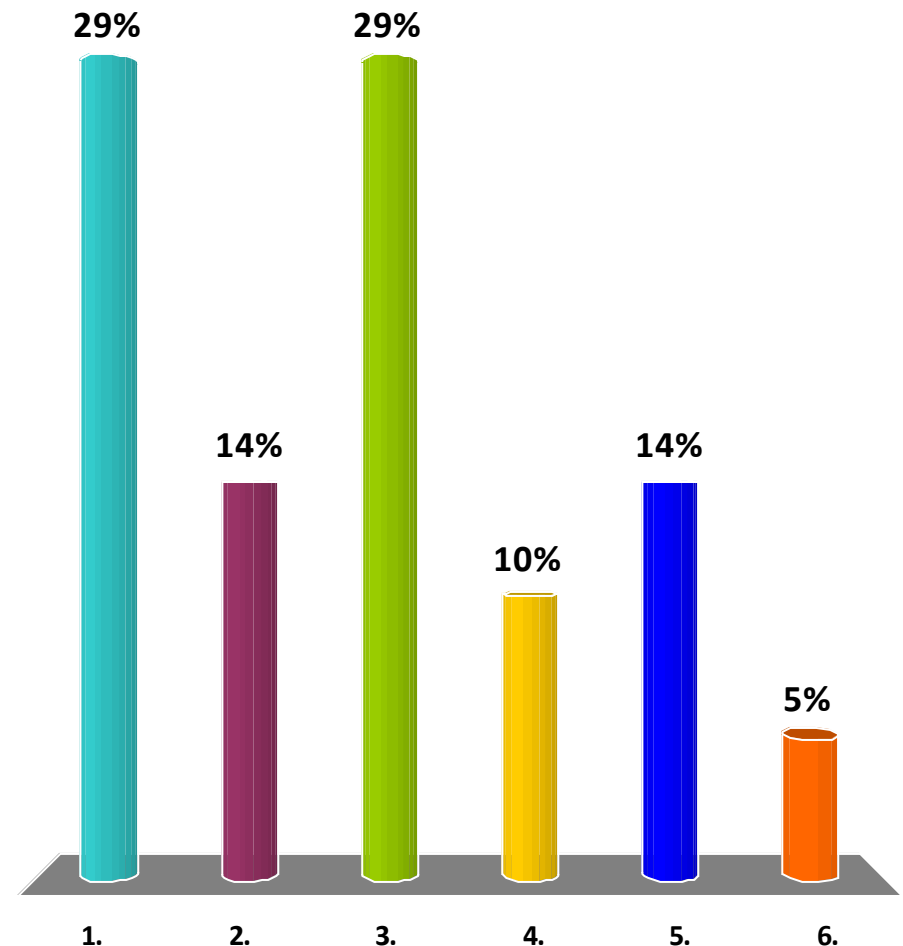
What is your primary area of concern? (Regional Kick-Off)

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



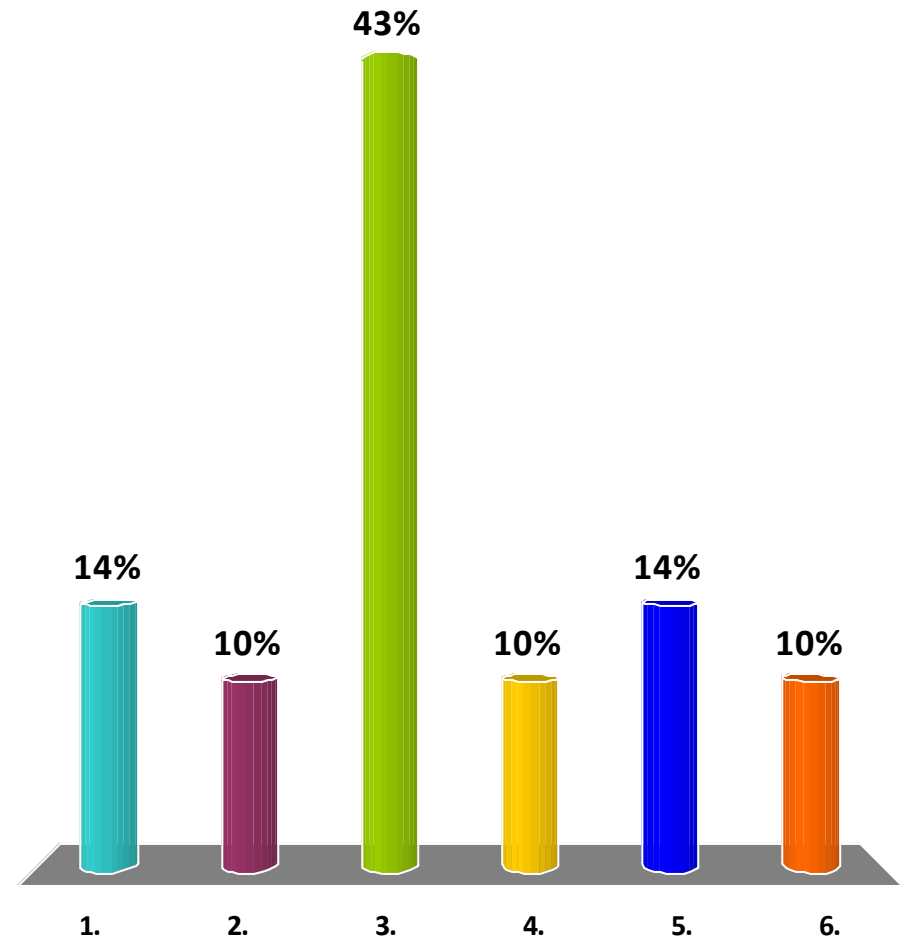
What is your primary area of concern? (Hunt County)

- 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 is your primary area of concern? (Johnson County)

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



Ensuring an Inclusive Process

After the meeting:

Assess and document which populations were represented

Follow-up with missing populations or those that didn't speak up

This ensures:

All populations have a voice

Priorities are in-line

Nothing is missed



Ensuring an Inclusive Process

NCTCOG's steering committee:

Includes smaller subgroups for each county

Representatives from each population

Help with prioritization and development of strategies

Identifies regional priorities



Identifying Strategies

After the county outreach meetings:

Strategies from the previous plan

Identified best practices from counties or the region

User-generated, specific strategies

Meeting with transit providers



Turn 50 Pages Into 5 Actions

16 counties, 25 to 250 pages per county

Demographics, needs, gaps in service, community feedback, survey responses, tons of options for strategies

Reduce “not my problem” overload and maximize “yes we can” interest

Tell a story, but focus on building a case for selected strategies

One chapter per county, 5-7 pages max



A Story For Your Readers

Description of your process, including research, committees, and anything unique (3 paragraphs)

Summary of the information itself (1-2 paragraphs per type of information)

Demographics – biggest trends/impacts

Transportation resources

Other relevant plans

Survey results, community input results



The exciting conclusion...strategies!

Focus on highest priorities, but maintain flexibility for the in-between years

Identify how the region will determine success (measure performance)

Appendix – all the rest of your information (2013 plan document: 152 pages, appendices: ~400 pages)

The Fate of Useful Plans

There aren't enough words in the world to force specific outcomes from this plan

Not everything in the plan will get implemented

People can't find the time, money, or willpower

People find other ways to get outcomes



Implementers (transit agencies, community agencies, non-profits) have to do what their leadership wants them to do, and the plan has to be flexible enough to accommodate

The greatest value of the plan is the connections, the conversations, and the group problem-solving

Why do the regional transit coordination plan?

It's a federal and state requirement

Because they told you so

TxDOT gives you money to do it

Get those deliverables ready

It provides a list of projects to fund (Section 5310, other funding sources if you're lucky)

\$3M or less for a region of 7 million people

It can improve the lives of individuals who rely on public transportation

It promotes active relationships and substantive conversation

It inspires new partnerships, sometimes without additional funding

It promotes creative problem-solving

Questions?



Questions or Comments

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