

Regionally Coordinated Transportation Plan
Focus Groups
Summary Report

Submitted to: Houston-Galveston Area Council/HGAC

September 2016

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United Way Nonprofit Connection

Regionally Coordinated Transportation Plan Focus Groups Project Final Report

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Regionally Coordinated Transportation Plan-Focus Groups Summary Report

Background

Houston Galveston Area Council on behalf of the *Regional Transit Coordination Subcommittee (RTCS)* engaged United Way Nonprofit Connection(NPC) to secure feedback from diverse stakeholders in order to guide RTCS planning and coordination of activities needed to address currently unmet transportation related needs. Nonprofit Connection conducted a series of seven (7) facilitated focus groups for the purpose of identifying current transportation obstacles and opportunities. Participants in the focus groups represented a broad spectrum of the target population to ensure that all constituent groups were well represented. Such representatives included:

- Seniors
- Persons with disabilities
- Persons with low-incomes
- Youth/students
- Veterans
- Low English proficiency populations
- Users of public transportation

Project Overview

United Way Nonprofit Connection staff planned, coordinated and implemented a series of seven focus groups comprised of participants in each group of essential stakeholders. Focus groups ran approximately 90 minutes in length and were hosted at participating social service provider locations. This provided a familiar and trusted setting for the focus group discussions.

The goal of the focus groups was to identify and document participant transportation-related needs, perceptions of the underlying causes of barriers encountered, and recommended solutions to address those needs. Where appropriate, discussions were conducted in both English and Spanish. Demographic information sheets, comment cards, and video release forms were available in English and Spanish.

NPC staff facilitated the focus group meetings and documented the information shared during each meeting using large flip chart Post-It pads so that participants could see that their comments were captured accurately. Notes were transcribed and results incorporated into a final report. This report provides an integrated summary of all focus group discussions, and identifies overarching themes to be considered for planning purposes. The narrative reflects the contributions of focus group participants. There is no editorial or opinion content contained herein.

In addition to their contributions to focus group discussions, participants were invited to provide individual observations via comment cards prepared by HGAC. Further, HGAC offered videotaping to focus group participants who were willing to share their personal comments on video. HGAC release forms were provided to secure appropriate permissions for taping.

Participants

Nonprofit organizations serving target demographics were identified. Focus groups were hosted at these locations since clients were accustomed to visiting these sites and were more likely to be comfortable in familiar settings. Groups were mixed and typically contained several of the demographic categories identified by HGAC. These organizations included:

- Career and Recovery Resources
- Community Family Centers
- Houston Area Urban League
- Neighborhood Center – West End Senior Center
- Santa Maria Hostel
- The Houston Center for Independent Living
- University of Houston – Downtown

Several other groups were identified as potential partner organizations but their participation did not materialize. Local Initiatives Support Corporation/LISC declined as they were conducting their own series of transportation focus groups in conjunction with a large planning grant. Veteran-serving organizations including Combined Arms, Goodwill Industries, Grace After Fire and Lone Star Veterans were invited to participate, but timing did not work for their constituents. However, veterans did participate in other groups, making it possible to engage a meaningful number in the discussions.

Timing

Nonprofit Connection conducted all focus groups during the month of September 2016.

Introductory Observations

It should be noted that focus groups fall into the category of qualitative research. Purposive samples were used to ensure inclusion of desired target demographics. Information gathered represents the perceptions, beliefs and experiences as reported by focus group participants. At times, data may appear to contradict policy or practice intended by transportation service providers. Nonetheless, participant feedback represents information perceived to be accurate based on their personal experiences.

This report has captured themes and dominant content areas. Individual focus group transcriptions included in the appendix include the detailed commentary provided by participants.

Summary of Focus Groups by Topic

The following provides an overview of responses.

Question 1: When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?

Consistently, travel to outlying areas ranging from Channelview and Deer Park, Humble, Missouri City, Webster, Galveston, and The Woodlands proved extremely difficult for focus group participants. Those seeking employment in the energy industry cited lack of transportation

to these industrial areas as a major barrier to job opportunities. Medical appointments were difficult, as erratic bus schedules resulted in late arrivals. Shopping choices were constrained by METRO stops that were not near preferred retailers such as Walmart and Kroger. Entertainment and recreational activities were limited. Boarding public transportation with bags and packages was difficult and drivers were described as impatient with passengers whose packages slowed the board process; mothers with young children and strollers encountered similar problems. Park-and-Ride lots were not convenient and often required a lengthy bus ride to get there.

The recent changes initiated by METRO resulted in an array of challenges for frequent bus patrons. Routes were moved out of neighborhoods, focusing on major thoroughfares, resulting in long walks, often on busy streets with heavy traffic patterns, to reach a bus stop. It is often necessary to cross major thoroughfares to access a stop. Car traffic is not sensitive to pedestrians, creating significant safety concerns for those trying to access a bus or transit stop. Many stops lack shelters; long waits between buses are especially difficult in Houston's unpredictable weather. Some stops are inclined to flood when it rains. Both cars and buses race through pooled water, splashing those waiting for a bus. Lack of sidewalks, or poorly maintained sidewalks create dangerous conditions, especially for the elderly or those with disabilities. Safety concerns were raised, especially in the evening where long walks to or from a bus stop require passing through unsafe areas.

Bus schedules were described as erratic. Buses that run late were cited frequently as a significant problem. A missed bus results in long waits and increases the likelihood of missed connections at other points in the system, resulting in tardiness at work, or inability to get to medical appointments or job interviews in a timely fashion. Drivers sometimes drive past waiting passengers, failing to stop even when hailed. Bus service was described as unreliable. Driver transfers cause delays. Some drivers appear to be unfamiliar with the new schedules; this seems especially likely with new drivers. Drivers are not consistent on routes. There is the expectation that printed bus schedules will be available on buses, but that is not often the case. While schedules are available online, not all riders have a smart phone or the technical expertise required to take advantage of the new technologies.

Bus connections are complicated, requiring excessive amounts of time to navigate from one bus route to another, or from bus to train. The bus transfer system is confusing. The three-hour time window between transfers was considered insufficient, especially when patrons were facing multiple transfers that could require substantial amount of time. Criteria determining number of METROLift transfer tickets required does not seem to follow an understandable pattern based on distance or destination.

There were many concerns identified with respect to payment of fares. In order to secure a discounted pass (students, seniors, those with disabilities), a trip to a Transit Center is necessary. Q-Cards should be available from the drivers and from approved retailers, but that is not always the case. While some drivers will allow a passenger to ride for free in the event they have no money, that is not typical. A debit card approach was suggested as a possible solution for these emergencies.

Sanitation on buses and trains was described as poor. Vehicles do not appear clean and the smells can be quite unpleasant. There are no restrooms available at transit centers or Park-and-Ride facilities; this could contribute to the unhygienic conditions found on vehicles.

Question 2: How does cost influence your transportation decisions?

Lower gas prices have made car travel more affordable for those who have vehicles, although maintenance, registration, insurance and parking costs are factors considered in weighing options. For those who don't have cars, access to free gas cards would make it more comfortable for riders to ask a friend or family member to drive them where they need to go. Taxis are described as expensive, but there is a growing interest in using Uber as a lower-cost option where available.

In general, bus and train fares were considered reasonable. Some social service programs do provide free fares for those receiving services. For those on fixed or limited incomes, reduced or free fares are important. In those cases, cost may force choices between visiting the doctor or attending Sunday services, and may limit access to preferred retailers if one requires a less expensive trip than another.

It was suggested that free rides could be provided on weekends and holidays when traffic is light; and free or courtesy rides could be offered to those seeking employment during their job search. The idea of a debit card that would allow those with no money to ride for free until they could replenish funds on their card had strong appeal.

It should be noted that the array of fare options can be confusing: bus travel is free for those over 70; half-fare is available for seniors at 65, students and those with disabilities; free fares are earned intermittently when more than \$50 is loaded on a Q Card monthly. Passengers must have cash or a credit card in order to purchase the multi-ride passes. Day passes are available only at Transit Centers. Lost passes must be replaced at a Transit Center for a \$10 fee. Cost of individual tickets is the same for bus or train. Published METROLift base fares are the same as the cost of individual tickets, although a number of respondents thought that the cost of METROLift was higher. It is clear that heavy users of public transportation have spent a good bit of time studying the most effective choices for their needs. It was felt that broader public education about the system and its many permutations would be quite helpful.

There was a general consensus that the way in which fares are calculated does not follow a logical pattern. A ride to a particular destination may cost more for the return trip. A transfer is good for one change, but if a third bus is required, a new ticket is required. Distance does not appear to be a factor in setting fares: some short trips cost more than longer ones; routes do not appear to be the most direct and efficient.

Question 3. If you have no other transportation methods available, who would you call in an emergency to get where you need to go?

For some who have no transportation alternative, they simply don't travel. Others will call a friend or family member. Uber was an option for several participants who noted that it is cheaper than a traditional taxi and is a better option for getting to the suburbs. Students in particular favored biking as good alternative, though noted that bike routes focused on leisure rather than economic zones. It was noted that there are not enough bicycle-sharing BCycle bike stations. The zip car station at University of Houston Downtown has been removed, eliminating a useful alternative.

Question 4: How has your use of available transportation methods changed in the past several years?

The question was answered from two perspectives. A few participants spoke about the ways in which their personal mode of transportation had changed (from bus to their own vehicle or from car to bus and rail). However, most participants were users of public transportation and described the ways in which they believed the system has changed. In general, the new routes were seen as confusing, making it difficult to plot out destinations. Based on the comments shared, using public transportation requires a great deal of study to determine how to arrive at the desired destination. New routes following the recent changes require longer rides, more bus transfers. One participant described taking the bus as a "humbling experience." Travel time seems longer and more complicated. Drivers are not always familiar with the routes.

In general, rail is well thought of, although a lot of walking is associated with getting from one train to the next.

Question 5: What is your favorite method of transportation? Why do you like it best?

Car travel was not identified as the favorite means of transportation. On balance, Metro buses and trains appear to be the preferred options for most participants, particularly from a cost standpoint. The train is perceived to be faster, more likely to be on schedule and offers a smoother ride. However, it was noted that the train can be crowded and some passengers can be aggressive. Without the presence of security officers, safety can be a concern.

In certain parts of town, the bus can be quite convenient, delivering passengers to doctors, parks and museums. Bus riders would like to see more connected stops, perhaps using a shuttle system to carry riders to shorter destinations. Schedules are likely to be a determining factor in the ultimate choice of travel method. Biking and walking were other preferences cited by some.

Question 6: What do you like best about public transportation?

For the most part, the system gets travelers where they need to go in a comfortable, cost-effective manner. The hybrid vehicles do not pollute. The air conditioning is a plus. Regular schedules can make traveling quick and easy.

However, the limited service to outlying areas such as Pasadena, Humble, and Baytown is a frequently mentioned negative aspect of public transportation.

Question 7: If you could improve public transportation in Houston, what options would you like to see? and Question 8: If you were in charge of updating Houston's transportation, what changes would you recommend?

With respect to general vehicular traffic, focus group participants recommended greater use of car pools, road construction that takes place at night rather than during peak driving periods, expanded use of HOV lanes; EZ Tags are considered expensive. Bike riders wanted to see an increase in bike lanes that focused on practical rather than leisure destinations.

There were many suggestions for improvements in the public transportation system. Riders would like to see a mixture of options readily available including large and small buses, taxis, bikes and cars. A return to the former routes that were more neighborhood-centric had strong appeal. More frequent stops and shorter distances between bus stops would minimize need to walk long distances. Observing published schedules with on-time arrivals and departures would allow passengers to schedule appointments with more confidence. Schedules should be posted. Well-maintained signage that identifies stops and route numbers would minimize uncertainty for riders. Smoking prohibitions should be enforced. Priority boarding for the elderly and disabled should be ensured, as should access to priority seats for those who need them.

Solutions to safety concerns include better lighting so that drivers can see passengers waiting at stops, seat belts, extra personnel on trains and buses to address disruptive behavior, more shelters that offer protection from sun and rain. Additional safety precautions include working call boxes and intercoms. Improved driver attitudes would minimize the potential for conflict. Acrimonious conversations between the driver and dispatch should not be audible to passengers as they are often offensive.

Better sanitation on buses and trains was an important issue. Lack of restrooms creates significant difficulties for passengers, especially those who are elderly or disabled, and families with small children.

Improved public education about all aspects of travel including schedules and fares was recommended. For example, students may not be aware of the half-price fare available to them. There was consistent interest in expanding locations where passes, Q-cards, tickets and transfers could be purchased, with an emphasis on the ability to make these purchases on the bus.

Many participants cited their desire for expanded train service to other large cities. It was also suggested that train lines should parallel every major freeway.

Question 9: What city that you know about has very good public transportation? What makes it very good?

Cities that were identified as having superior transit options included:

- Austin : on time, polite drivers, day pass available, other fares paid on bus
- San Diego: connects to outlying areas
- Sacramento: less traffic
- El Paso: priority for seniors, disabled
- Atlanta: Metropolitan Atlanta Rapid Transit Authority/MARTA: controlled access, travels farther out of the city, connects to airport
- New York: subways, buses, train systems
- Chicago: Chicago Transit Authority/CTA
- Dallas: Dallas Area Rapid Transit/DART
- Japan/China: buses run over streets, straddle roads
- Mexico: priority lane for buses

Other cities mentioned included Denver; Washington, DC; Charlottesville, VA; San Antonio, TX; Munich, Germany. Additional features admired in other cities included digital boxes that display bus arrival time at each stop; buses that run from downtown in all directions; frequent schedules; front entrance, rear departure process.

Question 10: What questions have we forgotten to ask?

This question elicited a number of themes captured throughout the discussion. It was felt that Houston’s public transportation had not kept up with the current century. Maintenance of older systems was viewed as costly. Lack of weekend transportation and service to outlying areas was an often-repeated concern. There is a desire to see cities connected across Texas by rail or other public means of transportation. For many, there is no transit option that would facilitate a visit to recreation and entertainment centers like Galveston or The Woodlands, nor is it possible to take public transportation to either major airport. More bike racks and hooks on buses and trains would encourage biking.

New users find the system confusing in its present state. From a service perspective, passengers are seeking more direct routes with schedules that are consistent and dependable. Employees in all sectors also need schedules that run early and late to accommodate workers in the many different industries that support the area. Drivers should be familiar with their routes. Route changes were initiated without consideration of the elderly or those with disabilities. Access to paper maps and schedules on the bus and elsewhere are important to those without smart phones, apps and computer skills.

It was recommend that Harris and outlying counties work together to create a regional access plan that includes rail. Smaller, intermediate systems could supplement zones for longer routes. A desire for systems that cross boundaries and provide broad regional access was expressed frequently. Community development should be based on transportation needs and use of mass

transit should be incentivized. Increasing awareness of environmental impacts would support these concepts.

Other suggestions included light rail on Richmond and Westheimer and a second level on the I-10 corridor. Cars could be taxed based on distance traveled rather than by tolls.

Focus on Special Needs

Because the needs of the elderly and individuals with disabilities are unique, this section is intended to highlight the distinctive requirements of that population. These observations were captured principally in the focus group held at the Houston Center for Independent Living.

Ability to access transit stops is often dependent on the placement of curb cuts in relation to bus stops. Poorly maintained sidewalks, overgrown landscaping, haphazard placement of lighting, telephone poles, sewer caps and other utilities can represent a serious safety hazard. Location of bus stops can require traversing multiple traffic lanes on busy thoroughfares.

Wheelchairs and walkers are a particular challenge for boarding and exiting buses and trains. Accessible spaces may be occupied by those not needing special accommodations and drivers seldom enforce restrictions. Wheelchairs are not properly belted to the floor, putting occupants at risk during bumpy rides. While there are kiosks at the rear of the bus for purchase of tickets, it is not possible to navigate the narrow aisles with walkers or wheelchairs.

METROLift requires advance scheduling and is viewed as undependable when it comes to honoring time commitments. Drivers are frequently late, causing riders to be late for or miss important medical or occupational appointments. However, if the client is late, drivers may leave without them. Cumulative missed healthcare appointments can have serious medical consequences. Long waits for pick-ups are not uncommon.

Drivers should receive customer service training to reinforce the practices mandated for those serving clients with disabilities. For many, METROLift may be their only travel option. It was suggested that all METRO board members should be required to ride METROLift to fully understand the experience of those dependent on the service. In contrast, Medical Transportation provides clean, dependable service.

In summary, as one focus group participant stated quite eloquently: “We want to be able to go where everyone else goes.”

Conclusion

The seven focus groups conducted provided a broad representation of target populations. Participants were very forthcoming with their comments, complaints and suggestions. Members of all groups welcomed the opportunity to express their views. They appreciated the fact that they were listened to, that their opinions were heard and captured formally, and that they were part of the formal planning process designed to enhance local transportation options. All were interested in receiving a copy of the final report when it is available.

The use of focus groups to capture public opinion, especially from targeted populations, is very effective. Unlike paper or online surveys where space limitations may constrain responses, this type of open discussion elicits thoughtful and robust data from present and prospective service users. The focus groups conducted by United Way Nonprofit Connection for the Houston Galveston Area Council/HGAC on behalf of the Regional Transit Coordination Subcommittee (RTCS) have yielded just such insights. This summary report is accompanied by the transcribed notes from each of the seven focus groups.

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Facilitator Profiles

Becky Jasso has served as the United Way of Greater Houston's lead staff on transportation issues for several years, coordinating the United Way Transportation Initiative, a special program to fund shared ride vouchers to address the transportation gap in services for seniors, persons with disabilities and low income individuals in the outlying areas served by United Way. Additionally, she has served on the Transportation Advisory Council for the American Red Cross-Greater Houston Chapter and the steering committee for the Harris County Rides program. She was co-chair of the Steering Committee convened by the Houston-Galveston Area Council to develop a 13-County Regional Public Transportation Service and Coordination Plan. Jasso has more than 20 years of experience as an executive with nonprofit organizations serving vulnerable populations. She is an experienced strategic planner and facilitator.

Ronnie Hagerty, Ph.D., CFRE, leads the United Way Nonprofit Connection. She brings a strong background in marketing and research to her work. As a consultant to national consumer product clients, she designed and executed focus groups and market research that engaged thousands of consumers in information-gathering processes. In the nonprofit sector, she has planned and facilitated diverse groups of stakeholder conversations on an array of issues, capturing feedback and reporting practical and actionable results to conveners. Hagerty is an experienced strategic planner and group facilitator. In addition, she has created and implemented original research products for the United Way of Greater Houston including the biennial *Community Assessment* and the *Wage and Benefit Survey*. Hagerty is a lecturer at the Bush School of Government and Public Service, and an adjunct professor at Rice University's Jones School of Business.

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?	
	Own car- No problem now
	Price of gas
	Unreliable bus service
	always late
	worse now route change
	Took bus off navigation-has to walk 6-7 blocks to station
	Route change makes it harder
	Took away 75 (used to be there)
	Can't get to areas
	No transportation to Galveston; has to Take Amtrak
	Channelview (only one bus)
	Very limited
	2 or 3 buses to hospital: Smith Clinic Quentin Meese
	Getting to Grocery store a problem
	Drivers don't like when there are a lot of bags
	Don't feel safe-Lots of bars
	Going to the doctor, they have to walk several blocks

Community Family Centers, September 9, 2016

2.	How does cost influence your transportation decisions?
	Cost is okay except if you have to change buses-every 3 rd bus pay again (transfer)
	Change directions-pay new fare (E-W-N-S); sometimes just one block over
	One direction no extra usually
	Doesn't make sense the way metro charges
	5 free fares if you spend \$50.00
	Lost card fee
	Can replace at METRO \$10.00
	3. If you have no other transportation methods available, who would you call if something urgent came up and you needed to get somewhere on short notice?
	Have to remember to call ahead
	Short term have to ask friends
4.	How has your use of available transportation methods changed in the past several years?
	Light rail a waste of time-not going anywhere. (Magnolia-Downtown)
	Can't get where I need to go
	Likes train on Main
	Walk lots of blocks in downtown to get to next train
	In CFC area no help
	Choose where I go due to cost
	Doesn't like to drive in town (uses metro rail to go downtown)

Community Family Centers, September 9, 2016

	Doesn't use bus (here only 3 months) husband drives
	Doesn't go to town (too confusing)
	Metro lifts takes FOREVER to pick you up
	Call in advance (2 days)
	Leave you waiting forever (as long as 3 hours)
	Metro lift \$70 to come & go
5. What is your favorite method of transportation? Why do you like it best?	
	Metro
	Car
	Walking- good for you
6. What do you like best about public transportation?	
Nice seats	
Hybrid (don't pollute)	
Save money if they go where they need to- sp	
Even if you are disabled, still have to pay \$10.00	
A/C	
7. If you could improve public transportation in Houston, what options would you like to see? and	
8. If you were in charge of updating Houston's transportation system, what changes would you recommend?	
	Punctuality
	Old schedule better
	Metro doesn't listen to patrons
	More free Sundays
	Over 70 do not pay

Community Family Centers, September 9, 2016

	Bus stops not frequent
	Get off between stops more convenient
	No priority boarding for elderly/ disabled
	Have Bus driver enforce priority seats
	Improve bus driver attitude
9. What city that you know about has very good transportation? What makes it very good?	
	Austin-on time, polite
	El Paso-priority for seniors, disabled
10. What questions have we forgotten to ask?	
Public transportation needs to be more punctual.	
Don't move bus stops.	
Keep same schedule.	
Bus driver need to be more considerate to the disabled, and to be kind.	

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?	
	Doctor
	Metro Bus 40 to get to volunteer activity
	Hard to get on bus with lots of packages (shopping)
	Metro changes have not been good
	<ul style="list-style-type: none"> o No shelter / Bad weather
	<ul style="list-style-type: none"> o Poor stops from 40 and 70
	<ul style="list-style-type: none"> o Riders have to cross the freeway
	<ul style="list-style-type: none"> o To get to NCI center – Walk or take taxi back if needed
	Can't go to social event without someone pick you up
	Service Good
	Driver's nice
	Walk too far to the stop
	Shelter problems
	Doesn't have too many obstacles
	Drivers change
	<ul style="list-style-type: none"> o Park in wrong place
	<ul style="list-style-type: none"> o Very late
	Don't have consistent drivers
	Buses pass me by – have to walk to catch
	Will drive locally – doesn't go on the freeway
	Has to stay in the neighborhood

	Used to take bus from 290 & 43 rd (45 minute trip)
	Now has to changes buses (1.5 hour)
	Route 29 to 40 - No trouble
2.	How does cost influence your transportation decisions?
	Now drives but costs lots of money on gas
	Likes to come to the center even if it is expensive
	Would like to ride Metro due to discounts but it takes too long
	Wanted to take English class but too hard to get there
	5 of 8 participants take the bus
	Drivers don't always stop where the Bus Stop is designated
	<ul style="list-style-type: none"> ○ Muddy
	<ul style="list-style-type: none"> ○ Stop where there is cement so it is safe to walk
	Drivers don't always know the route
	Takes Metro rail and bus
3.	If you have no other transportation methods available, who would you call in an emergency to get you where you need to go?
	Call friend
	Son works far away
	Daughter will help
4.	How has your use of available transportation methods changed in the past several years?
	Would like to get certified to get work but can't get to the course
	In last year changes have not been good
	<ul style="list-style-type: none"> ○ Very difficult

5. What is your favorite method of transportation? Why do you like it best?	
	Drives but doesn't like to especially on the freeway
	Metro is the favorite mode of transportation. Gets me where I need to go (40+ year rider)
6. What do you like about public transportation?	
	Gets you from point A to B
	Drivers are good / friendly (still long walk)
	Like A/C in the bus
	Free for Seniors over 70
	Would like to ride more because it is free
	Let's you keep active
	Likes to walk – lives close by
7. If you could improve public transportation in Houston, what options would you like to see?	
	Even when arriving early the bus has left (has to wait 30-60 minutes)
	Gets there VERY early so they won't miss the bus
	Train blocks intersection; schedule affects the bus (big delays)
8. If you were in charge of updating Houston's transportation system, what changes would you recommend?	
	Go back to the old route
	Stay on Schedule
	Schedule says one thing but the actual times are different
9. What city that you know about has very good public transportation? What makes it	

very good?	
	Munich, Germany
	Dallas transportation is good
10. What questions have we forgotten to ask?	
	Lived here a long time
	Go in front door – Exit via the side or back door
Glad to have a chance to share their ideas	
	Can get help with transportation with Social Security
	Will help those in wheel chairs
	Not enough shelters
	No schedules at the center any more
	Don't like the bus to be early (Can be late)
	Gets where she need to go
	On time – otherwise no problem

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?	
	Knowing where to go
	How long it takes to get there
	How to avoid construction
	With route changes, had to cross major street to get to the doctor's office
	Long waits during off peak
	Can have long wait; no bench or shelter provided to wait
	<u>Where you go</u>
	Grocery Store
	With children
	Packages
	Drs Visits
	Lots of traffic
	Jobs
	Late (10-20 min) if the bus is late, transfers (2-3)
	Freeway traffic
	Visit Child (CPS)
	20 minutes by car – 2.0 hours by bus
	Can get on bus going the wrong direction

	Don't have bus schedules available
	Not having bus fare
	No leeway
	No restroom access – have to get off; non at transit center (Little York @45)
2. How does cost influence your transportation decisions?	
	One transfer; return trip costs more
	3 hr. pass is helpful
	Cost of gas (varies by area)
	Taxi is very expensive
	Uber is cheaper
	Bus Sanitation / Cleanliness
	Urine smell
	Hard to walk long distances with disability; count on Medicaid (1 yr to get authorized)
	Require all providers to register online (even if VA is exempt)
	Hard to get correct information
	If from out of town – hard to get information (ask bus driver)
	Need computer to print out information
	Frequent appointments require several routes (some services not available at the VA); 2-3 transfers
	Hard to travel Saturday and Sunday
	Urgent rides?

	Qcard info # (713) 635-4000
	Stop # missing from sign; can't access information
	Without a phone, can't download information
	Metro directions don't tell direction to travel
3. If you have no other transportation methods available, who would you call in an emergency to get you where you need to go?	
	Call family
	Don't go (turnaround)
4. How has your use of available transportation methods changed in the past several years?	
	First time ride
	Buses here run later (not in Fresno, Ca)
	Train is better
	Directions are hard
5. What is your favorite method of transportation? Why do you like it best?	
	Car
	Bus can be convenient in town
	Rail line is useful
	Regular Schedule / quick
	Metro card available @ downtown transit
	Requires money to purchase
6. What do you like best about public transportation? Why do you like it best?	

	Don't have to drive
	Availability
	Price is good compared to gas
	Air conditioning
	Limited bus service in outlying areas (Pasadena, Humble, Baytown)
	Hard to visit family in outlying areas
	Able to get to many place (Drs., parks, museum)
	Experience with city helps
7. If you could improve public transportation in Houston, what options would you like to see? and	
8. If you were in charge of updating Houston's transportation system, what changes would you recommend?	
	Add more bus stops; less walking (Sr., bags, children)
	More covered stops
	More lighting; too dark for driver to see riders
	Transfers disappeared
	Day Passes (only available at Transit)
	Ability to purchase card on bus
	Permanent route sign on stop
	Schedule (posted)
	Disruptive behavior
	<ul style="list-style-type: none"> ○ Only one driver means the bus stops to deal with it
	<ul style="list-style-type: none"> ○ Need second person on bus to help

	Police phones to access courtesy ride (In emergency)
	Bus driver stops for personal business makes bus go off schedule
	Bus driver not allowed to arrive early
	Add train to outlying areas
	Seat belts for safety
	Ask other on bus for help
9. What city that you know about has very good public transportation? What makes it very good?	
	San Diego (connect to outlying areas)
	Austin – Day Pass; other areas pay on bus
	European
10. What questions have we forgotten to ask?	
	Closer bus stops to Walmart
	Courtesy rides for those without means
	Toll frees shouldn't exist (taxes)
	Weekend transportation not available
	Metro Lift not always reliable
	Need maps/schedules on bus
	Drivers not familiar with routes
	Buses run late & early
	Can be 4 hours to VA

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?	
	Traffic- 59 traffic (New Caney)
	Driver's cutting across to exit; not getting in their lane
	20 minutes delay on Metrorail at 4:30; connection delayed to bus transfer
	Road construction closes lanes
	Make you late (rush hour)
	Better to schedule at night
	Close to school zone
	Hour wait for bus; ½ mile walk to stop (1hr. head time)
	3 bus transfer require early rising
	Get up early to beat traffic
	Dependability of system
	Bus ride without transfer is a plus
	Need new car to make it easier
	Downtown parking is expensive
	Hard to find
	Medical center parking costs too much
	Train is convenient, timely
	Free parking nearby
	Bus schedules not as good

	No transit outside central area
	Schedule change made it worse
	Routes moved out of neighborhood to main streets hard for students and seniors
	No shelter
	Frequency differs with routes
	Use google maps for directions
	Can call for route information
	Can't find paper schedules
2. How does cost influence your transportation decisions?	
	Bus price is reasonable
	Transfer for cash purchase taken away
	Transfer only on Q card
	Driver is supposed to have Q cards
	Student ID requires going to town
	Easy to load card
	However gas prices help (if you have money)
3. If you have no other transportation methods available, who would you call in an emergency to get you where you need to go?	
	Family provides for quick trips
	Uber is good; feels safe
	Cheaper than cab
	Requires credit card to pay/register

4. How has your use of available transportation changed in the past several years?	
	Transportation changed due to wreck; car break-down
5. What is your favorite method of transportation? Why do you like it best?	
	Train and bus option cost effective when total cost considered
	Time of schedule often can determine transportation choice
	Car and train preferred
	Train provides good access to town/ low-cost
	Saves on parking
	It's a treat to ride with friendly people
	Safety on train/ security officer present
	Saves time on train; get there on schedule
	Get to relax, read, nap, and listen to books/music.
7. If you could improve public transportation in Houston, what options would you like to see? and	
8. If you were in charge of updating Houston's transportation system, what changes would you recommend?	
	Not have to register car
	More stops in neighborhood.
	More frequent service
	Schedule road construction at night
	Have to schedule trip outside school bus times/ routes
	Have more people in car pool
	Use HOV lane/ EZ tag expensive

	Special schedules pricing for events/holidays (shuttle)
	Minimize construction
	Maintain roads we have
	Push refresher courses with insurance incentives
	Rush hour is all the time
	Safe/ clear tows cars even when driver is coming right back (out of gas)
9. What city that you know about has very good public transportation? What makes it very good?	
	Sacramento has less traffic
10. What questions have we forgotten to ask?	
	Round the clock schedule
	Transit center in outlying areas (Kingwood)
	Free ride voucher for job hunters; first week on job.
	Transportation voucher for families to take children to the park, library, etc.
	Light synchronization helps with gas use; schedule.
	Publicize express streets
	Share information on how you can save money by buying the gas that's recommended for your car – not always premium

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?	
	Mix: Bus/train/car
	Bike lanes disconnect on East side- Traffic heavy
	More parking along rail stations
	Don't have to come all the way into town
	Occasional Traffic
	Downtown easier for metro use
	Bus connections complicated, take too much time
	No close stops
	Long walk NOT safe
	CAR- Train (Good connections)
	Two lanes on HOV (slow lane/Accident- Not enough Room)
	Could not get to Katy on bike- park and ride is to far
	No public transportation in outlying area
	Park and Ride but not close
2. How does cost influence your transportation decisions?	
	Drive part way/ take rail for convenience
	Reduce stress
	Cost same

University of Houston Downtown, September 21, 2016

	Compared with other countries, very affordable
	Houston so big, some things not worth the drive
	Stay in area
	Cost of car vs. public Transit
	Park and Ride far away (Sugarland)_still have 2 hour Bus Ride
	Prefer Car
	Traffic an issue- work around bottlenecks- use map
	Don't like to drive, but do like to have own control with own car.
3. If you have no other transportation methods available, who would you call in an emergency to get you where you need to go?	
	Uber (\$30-50) difference
	Don't go
	Uber especially in suburbs
	For Taxi, Don't know who to call
4. How has your use of available transportation methods changed in the past several years?	
	Test rail to see if I can get IAH
	Zip car station removed at UHD
	Bicycle- Good to get it
	B-Cycle Leisure to Leisure vs. Economic zone (practical)
	B-Cycle Very few stations

5. What is your favorite method of transportation? Why do you like it best?	
	Car: Quiet, convenient, freedom to come and go no need to plan, study bus routes
	Google maps Good for travel of all kinds
	Would like easier commute to read, less stress
	Wish bike riding easier, more convenient
	Distance issue
	<u>Walking/Bike</u>
	Not safe
	Drivers not paying attention, bad side walkers
	Awareness of cycling better
	Practice defensive/ Aggressive driving with cyclists
	Signaling
7. If you could improve public transportation in Houston, what options would you like to see?	
	Less time to cover DIS
	Rail cleaner/ safer
	Have someone checking regularly
	No smoking at metro stops
	Lack of shelter at stops (sun/rain)

	Student Fare ½ Price
	Can get pass but not publicized at UHD after intro of school
	Need to promote
	Bring outlying routes closer into Neighborhood
	If you need a ride to get to bus stop, don't bother
	5 minute walk maximum to stop
	Bike and rail/ bus
	At peak times bike rack can be full
	Increase of bike lanes for practical vs. leisure
	No airport access
	Safety/ security
8. If you were in charge of updating Houston's transportation system, what changes would you recommend?	
	Lots of options
	Big and little buses, Taxis, cars
	Better bus drivers
	Bike Right of way- push into you / cut off
9. What city that you know about has very good public transportation? What makes it very good?	

University of Houston Downtown, September 21, 2016

	<u>Mexico</u> : Priority lane for bus (separate)
	Subways
	Chicago
	Japan/China: Bus over street (straddles roads)
	Atlanta: Controlled access, Travels Further out of the city proper (MARTA airport)
	Our rail limited
	NY, LA
10. What questions have we forgotten to ask?	
	Tax car use by distance
	Incentivize use of public transit
	Base community development on transportation needs.
	Increasing environmental awareness of cost
	Maintenance
	Fuel
	20 year impact of maintaining current models
	Limit people moving here
	When will there be 2 nd story on I-10
	Pick up zones for longer routes – smaller intermediate systems
	How to go north to west without going downtown

Career and Recovery Resources, September 22, 2016

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way.	
	No transportation
	Need bus pass to get to job possibilities?
	Deer park hard to get to
	Need to check weekly for job openings, can't get there
	If you need to share a ride or get close by bike or cab
	Lots of jobs in industrial Area – can't get there
	Worry about safety getting to right bus stop
	In training, that's ok, get help with bus card; gas card
	Use phone for Metro alerts
	Bus Bridge runs on train route (same stops)
	Bus can smell very bad
	How to get to Pasadena area
	Rerouted schedules result in new drivers who don't mind schedule or stops
	Make you late
	Long wait for next bus
	Route 40 very unpredictable
	Once Certification received will get vehicle to drive to job opportunities
	With gas card could get someone to drive you
	Need bus pass at the last minute.

Career and Recovery Resources, September 22, 2016

	Can't ride for free
	Create "Debit" pass so can get to work
	Could pay later when you have money
	Avoid ticket
	Some bus stops flood
	Cars race through and soak those waiting (even with shelter, doesn't protect from splashing)
	Not all stops (Rail) clearly numbered –locator on phone will tell you what stop it is
	When driver transfer late, makes bus late
2. How does cost influence your transportation decisions?	
	Other places have all- day pass or \$20 month
	Waiting for senior discount (65)
	Now load card, hope it lasts
	Free bus fare will run out
	Programs provide passes; otherwise have to pay
	Hour transfer window too short
	Have to pay both ways
	Way to monitor at rail stations (both ends); keep costs lower
	Metro has new schedule - drivers don't always know about it
3. If you have no other transportation methods available, who would you call in an emergency to get you where you need to go?	

Career and Recovery Resources, September 22, 2016

	Walk
	Someone will usually help to get to the church
	Bike/ Bike station
	More bike stations would be helpful
	Have open 24 hours
4. How has your use of available transportation methods changed in the past several years?	
	Used to have own vehicle
	Not waiting/ Shorter time to get where I need to go
	Hard to figure out best route to get where you need to go
	Take bus humbling experience
	Don't know what it's like if you don't need
	Bus travel improved
	Rail super convenient
5. What is your favorite method of transportation? Why do you like it best?	
	Train
	Speed
	Fewer stops/ bumps
	Like everything
	Should be cleaner
	Driving not always better options- depends on destination

Career and Recovery Resources, September 22, 2016

	Train can be really crowded
	Aggressive behavior
6. What do you like best about public transportation?	
	Car better for rain shopping
	Hard with packages (May call a friend)
	Shuttle would be helpful for shorter trips vs. bus or train
	Connect stops
7. If you could improve public transportation in Houston, what options would you like to see?	
	Better Education about park and ride system
	Faster
	Eliminates smoking at stops
	Enforce
	No bathrooms at transit center or light rail station
	Especially for those with children, elderly disabled
	Better hygiene in buses
	Should be clean from Transit center
8. If you were in charge of updating Houston's transportation system, what changes would you recommend?	
	Trains to large cities (Austin...) Round trips
	Rail system out every freeway 24 hours a day
	Metro office on bus 24/7

Career and Recovery Resources, September 22, 2016

	Security for drivers and riders
	Train to bigger cities
	Incidents on bus delay everyone
	Takes long time to get help
	Intercom at stations not working
	Call box needs to work
9. What city that you know about has very good public transportation? What makes it very good?	
	Denver, D.C.
	Charlottes Ville, VA
	Digital red Box lets you know when bus is coming at each stop
	San Antonio
	Bus system ; from downtown into any direction, frequent
	Channel view (Can't get there)
	Company bus- shuttle
	Employers provide Transportation
10. What questions have we forgotten to ask?	
	Breakdown has to wait for inspector
	Long wait

Career and Recovery Resources, September 22, 2016

	No response to technology
	Better customer service by some drivers
	Drivers won't wait when they see you
	Need bike rack in front of bus
	Not all trains have hooks

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?	
	Need curb cuts to get to the bus
	Need sidewalks to get to the bus. Sidewalks not maintained. Stone curb cuts are hard to navigate.
	Pole in middle of sidewalk
	Sidewalk not well maintained send to street
	Manhole covers black passage
	Bus driver won't pick you up on the street
	Bus Driver not willing to drop the ramp
	Drivers not mindful of the vision impaired
	Signal that announces bus is not working / don't share information
	Don't stop when you signal stop is needed
	Driver may turn off sound because it is annoying
	Fixed route buses only have two accessible seats for the wheelchairs to be secured
	Ramps to board the bus are too steep
	Non-Handicap riders won't give up their seats
	Need space to maneuver their wheelchairs
	Hard to find the right bus at the transit centers
	No detectable line to guide visually impaired riders
	Safety issue of navigating from the transit center to rail
	Too noisy to be able to navigate to the right bus

	Those that should be assisting are not aware of the ones who need help
	Elevator not working to access bus. Repairs not done in a one day turn around.
	Heed color codes on sidewalk to know where to step off (Who's responsible?)
	No assistance on rail car to strop down wheelchairs
	Not safe when wheelchair rolls with the train movement
	Need the attendant to keep accessible chairs open for wheel chairs (not bikes or strollers)
	Poles on the rail are hard to get around
	Doors close too quickly
	Transit Center (Tidwell / Jensen) need to have braille numbers for visually impaired
	Hard to know which bus to get on if you don't "Look" disabled
	Drivers don't stop; see you and pass on by
	Don't give notice when you asked them to tell you when your stop is coming up
	Closes bus stop can require crossing over four (4) lanes of traffic
	Bus route can turn and get to a stop; bus driver doesn't tell you
	With the changed routes you have to now change buses
	Can't reach the button to signal a stop
	Machine to add money to cards is in the back at the facility; can't reach it by wheelchair
	Lights to cross the street is not long enough
	Manual wheelchair wheels can get caught in the rails
2. How does cost influence your transportation decisions?	

	Higher fares limited trips to the Super Walmart; 2 tickets to get to Fort Bend county where store employees know her and are helpful
	Can only afford METROLift on Sunday
	\$50 monthly pass is too costly
	Need tickets to go to outlying areas (even with pass)
	Park & Ride access require extra fare on METROLift (Stafford)
	Stores are farther away. Allow more room to maneuver but cost more to get there
	Need to have choices on where to shop / travel
	Fare when up but no “cost of living” raise for disability community
	Recommend Houston zip codes should be flat fare
	Medical facility should be a single ticket
	Jersey Village required 2 tickets
	No notice that changes included the additional fee
	Hard to visit family (Brother)
	Places where the pass doesn’t extend to
	Need additional tickets outside of the service area
	Cost of the pass went up
	Yearly METROLift Pass not extended even if you have been unable to use it due to hospitalization
	Didn’t look at service areas covered. Won’t accept tickets even if regular bus goes there
	Decision to add outlying area feeds not discussed at Metro Board – Missouri City is 2 tickets
	Houston area of Missouri City still costs extra

	Hwy 6 Kroger/Walmart
	170 Park &R – no additional stops
	Increased fare requires busying ticket for grandchildren
	Have yearly pass that covers all areas
	Monthly / yearly pass operates the same
3. If you have no other transportation methods available, who would you call in an emergency to get you where you need to go?	
	Just stuck
	Medical transport is an option
	MSP Cab – can call but it doesn't show up
	Limited wheelchair vans
	Same-day-call not timely
	Medical Lift requires 2-hour cancellation
	MSP wants full fare (just covers the first \$8.00)
	Accessible Uber vans very expensive
	Uber drivers not vetted
4. How has your use of available transportation methods changed in the past several years?	
	Can't drive anymore
	Use public transportation more / METROLift not reliable
	Dispatch process is antiquated and not efficient routes
	Timing of the trips are bad
	Still learning METROLift
	Prior to changes could ride the bus regularly

	longer wait time; ride bus less often
	Change requires more changes
	Favorite Method vs. Only Option (98%)
	METROLift – lifeline; have to plan around high volume times
	Metro Lift allows you to go where you want; don't have to rely on others
	Only option (non-favorite) – best alternative
	FB transit on-demand less pleasant than METROLift
	Prefer medical transportation
	Medical transportation – clean, good service
	Public transit buses to Airport don't fit for wheelchairs
	METROLift can accommodate wheelchair
5. What is your favorite method of transportation? Why do you like it best?	
	Fixed route buses are awesome if access and route are convenient (not 2-3 bus routes)
	Allow more freedom / independence
6. What do you like best about public transportation?	
	Public transportation is faster (week days) Sunday runs are longer – Metro Lift is a “bus tour”
	Neighborhood transit allows you to plan when to leave house (next bus)
	Rail allows you to get on and off easily
	Nice when driver doesn't have an attitude
7. If you could improve public transportation in Houston, what options would you like to see? and	
8. If you were in charge of updating Houston's transportation system, what changes would you recommend?	

	Better connections in the outlying areas. Missouri City – Webster (3 changes) on weekend – Metro Lift connect with P&R to METROLift (visit daughter having baby)
	Airport access to get to cargo area requires Supervision to access cargo area with METROLift
	Customer Service Training for drivers
	Don't alert rider that the bus is there
	Won't get out of bus to ask for client
	Required to give assistance to rider to get on the bus
	Read Manifesto
	Person with disability on board on METROLift
	Require Supervisor to use the service so they experience it
	All Board members should be required to try METROLift – totally dependent upon METROLift with a wheelchair or walker and ride the bus
	Dispatch system to be more efficient in routing
	Listen to driver's opinion on how to route the van
	Lessen back and forth of the routing
	Need better system and people (routing system & staff) New GPS
	Routing contractor with sensitivity training
	Good driver morale
	Study other Para-transit system (Denver & LA); timely and good amenities
	Allow drivers to listen to rider (dispatched dictates routes)
	Dispatchers with customer training
	Extend service area of the METROLift (Beaches)

	Hire four (4) good technicians to coordinate the GPS and Google Maps (navigation system).
	METROLift reimbursed by mileage
9. What city that you know about has very good public transportation? What makes it very good?	
	Chicago
	Los Angeles – Connection to the SF Valley to North Hollywood. Routing efficient
	Denver
	Dallas
	New Orleans
	Washington Dc – Accessible Subway
	Atlanta – One ticket required for round trips
	Austin
	San Antonio
	St. Louis
	Pittsburgh
10. What questions have we forgotten to ask?	
	Better run when it was Houston Tran
	No competition
	Expansion was not thoughtful
	Crossing boundaries / Cross regional access
	“We live in a 19 th century city in a 21 st century worlds”
	People that depend on public transportation

	Combine METROLift and HC transit to cross boundaries
	Other Things
	On demand FB Transit will go to the P&R; single card talked about but not realized (requires tickets purchase from FB and Metro fee)
	More direct routes / timely
	More consistent services
	Route changes not mindful of users with disabilities
	Get to Humble / Missouri City
	Routes changed but stop not accessible
	Confusing when you first start riding the system
	Sensitive to what radio chatter rider can hear
	Galveston Para transit come to Metro
	Monthly beach access route
	Metro should work with outlying counties to build route together (rail)
	Cities throughout SE Texas
	Using RR track for connected rail (Regional transportation plan)
	Woodlands access (METROLift)
	Want to go where people that drive their cars get to go
	Chicago has four (4) different Para transit services that all connect
	Metro's ABC > A-C (Planned Change)
	Lift rail on Westheimer and Richmond
	No send back calls available. Can impact medical care (If you miss three TIRR appointment they will cut you off)

Demographic Summary
Regionally Coordinated Transportation Plan Focus Groups Project

Identifier	Gender	Age	Ethnicity	Military	Zip Code	Transit Options	Difficulty	Employment
Respondent 001	M	64	Hispanic	Veteran	77023	Bus Train	Monthly	UE
Respondent 002	M	58	Black	Veteran	77036	Train MetroLift	Daily	Student
Respondent 003	M	50	Caucasian	Veteran	77020	Bus Train Taxi/Cab Walk	Daily	LFE
Respondent 004	M	43	Other	NV	77091	Car Bus	Daily	UE
Respondent 005	M	55	Hispanic	NV	77004	Bus Train	Daily	LFE
Respondent 006	M	32	Other	NV	77009	Bus Train Uber	SeveralX	FTE
Respondent 007	M	28	Black	NV	77002	Bus Train	Weekly	LFE
Respondent 008	F	63	Black	NV	77060	Bus Train	Monthly	PTE
Respondent 009	F	46	Black	NV	77078	Bus Train	Never	LFE
Respondent 010	M	62	Black	NV	77029	Bus	Weekly	LFE
Respondent 011	M	36	Hispanic	NV	77357	Car	Daily	UE
Respondent 012	M	49	Black	NV	77016	Car Bus	Monthly	PTE LFE
Respondent 013	F	39	Black	NV	77021	Car Bus	Daily	UE
Respondent 014	M	35	Black	NV	77051	Car	Daily	UE
Respondent 015	F	36	Black	NV	77043	Car	Weekly	LFE
Respondent 016	M	30	Black	Veteran	77021	Car Bus Train Walk	Daily	LFE
Respondent 017	M	19	Black	NV	77375	Car	Never	FTE
Respondent 018	M	37	Black		77053	Car	Never	FTE
Respondent 019	M	27	Black	NV	77026	Car	Weekly	UE
Respondent 020	F		Hispanic	NV	77067	Car Bus Train Walk	Other	FTE
Respondent 021		29	Caucasian	NV	77011	Car Bus Train Uber Bike Walk Other	Weekly	PTE Student
Respondent 022	F	36	Black	NV	77047	Car	Daily	FTE Student

Demographic Summary
Regionally Coordinated Transportation Plan Focus Groups Project

Identifier	Gender	Age	Ethnicity	Military	Zip Code	Transit Options	Difficulty	Employment
Respondent 023	M		Hispanic	NV	77379	Car	Weekly	LFE
								Student
Respondent 024	F	27	Black	NV	77004	Car	Monthly	PTE
						Friend		Student
						Bike		
Respondent 025	M	20	Asian	NV	77498	Car	Never	PTE
								Student
Respondent 026	F	21	Hispanic	NV	77092	Car	Never	PTE
						Train		Student
						Friend		
Respondent 027	F	35	Hispanic	NV	77373	Car	Never	UE
						Uber		Student
						Friend		
Respondent 028	F	21	Asian	NV	77067	Car	Daily	PTE
						Bus		Student
						Friend		
						Bike		
						Walk		
Respondent 029	M	20	Middle Eastern	NV	77469	Car	Daily	PTE
								Student
Respondent 030	F	24	Hispanic	NV	77057	Car	Never	PTE
								Student
Respondent 031	F	73	Black	NV	77004	bus	Never	Retired
						train		
Respondent 032	F	85	Hispanic	NV	77019	Bus	Never	Retired
						Train		
						Metro-Lift		
						Taxi		
						Walk		
Respondent 033	F	69	Hispanic	NV	77092	Car	Daily	Retired
Respondent 034			Hispanic	NV	77023	bus	Daily	Retired
						Taxi-Cab		
						Walk		
Respondent 035	F	77	Hispanic	NV	77019	Bus	Daily	Retired
						Metro-Lift		
						Walk		
Respondent 036	F	86	Hispanic		77007	Taxi	Several	Retired
						Walk		
Respondent 037	F	69	Hispanic		77007	Bus	Several	Retired
						Walk		
Respondent 038	F	79	Caucasian	NV	77007	Bus	weekly	Retired
Respondent 039	F	56	Caucasian	Veteran	77630	Bus	Weekly	Disabled
Respondent 040	F	59	Caucasian	Veteran	77080	Bus	Weekly	Disabled
						Train		
						Taxi		
Respondent 041	F	39	Other	NV	78546	Car	Several	UE
Respondent 042	F	34	Hispanic	NV	77502	Car	Several	LFE
Respondent 043	F	21	Caucasian	NV		Bus	Daily	UE
Respondent044	F	35	Black	NV	77055	Bus	never	UE

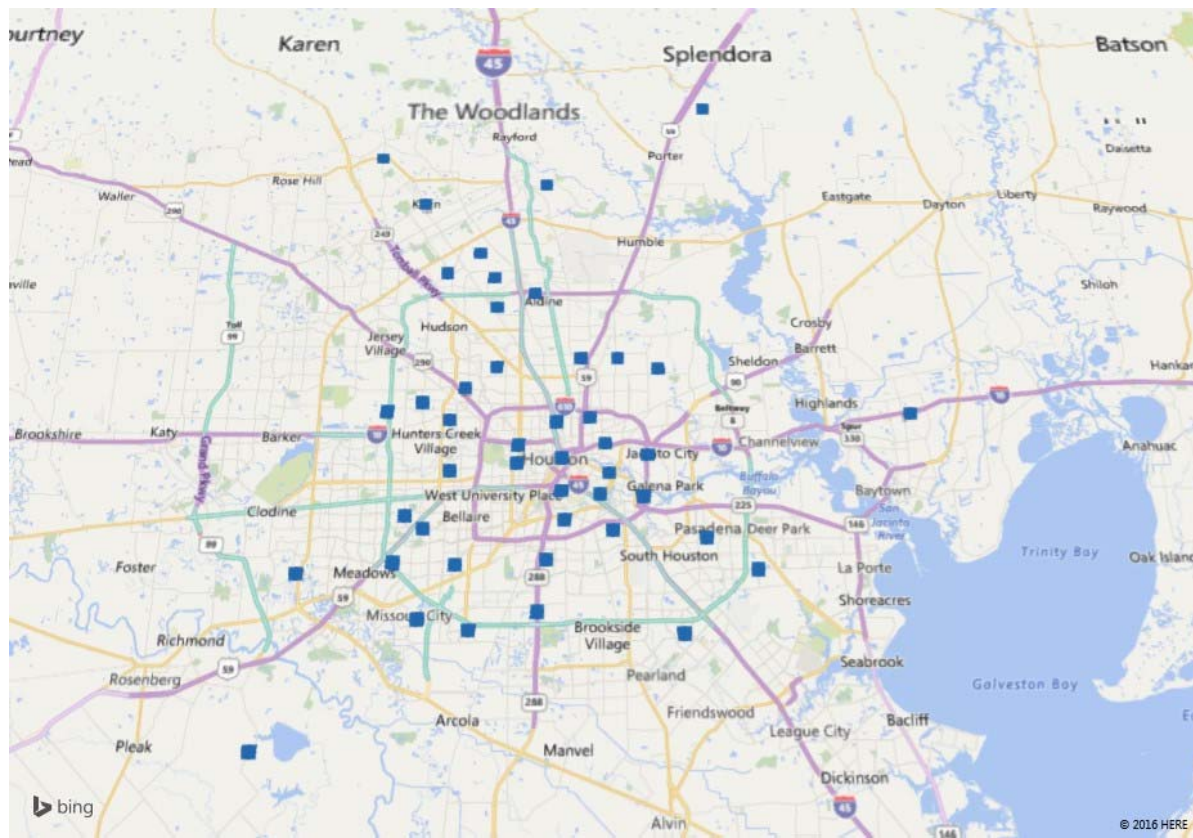
Demographic Summary
Regionally Coordinated Transportation Plan Focus Groups Project

Identifier	Gender	Age	Ethnicity	Military	Zip Code	Transit Options	Difficulty	Employment
Respondent 045	F	24	Black	NV	77014	Car	weekly	UE
						Family		
Respondent046	F	31	Caucasian	NV	77521	Car	other	
						Bus		
Respondent 047	F	37	Caucasian	NV	77505	Car	Never	UE
Respondent 048	F	55	Caucasian	Veteran	77373	Car	Daily	UE
								Disabled
Respondent 049	F	56	Black	NV	77055	Bus	Daily	UE
Respondent 050	F	41	Hispanic		77011	Bus	Daily	UE
						Walk		
Respondent 051	M	36	Hispanic		77011	Bus	Daily	PTE
						Walk		
Respondent 052	M	87	Hispanic	NV	77011	Bus	Daily	Disabled
Respondent 053	M	66	Hispanic	NV	77023	Car		
Respondent 054	F	53	Hispanic	NV	77011	Car	Never	Disabled
						Bus		
						Metro		
Respondent 055	M	73	Hispanic		77023	Car	Never	Retired
						Friend		
Respondent 056	F	71	Hispanic	NV	77011	Car	Never	Retired
Respondent 057	H	70	Hispanic	NV	77011	Car	Several X	Disabled
Respondent 058	F		Hispanic	NV	77087	Car	Never	Disabled
Respondent 059	M	76	Hispanic	NV	77012	Car	Never	Retired
Respondent 060	F	66	Hispanic	NV	77012	Shared Ride	Weekly	Retired
Respondent 061	F	61	Black	NV	77080	Car	Several	Disabled
						Bus		PTE
						Metro		
Respondent 062	F	41	Other	NV	77489	Bus	Daily	Disabled
						Train		UE
						MetroLift		
						Friend		
						Shared Ride		
Respondent 063	M	38	Hispanic	NV	77093	Bus	Several	Disabled
						Train		UE
						MetroLift		
						Taxi/Cab		
						Friend		
						Walk		
Respondent 064	F	37	Hispanic	NV	77038	MetroLift	Weekly	Disabled
								FTE
Respondent 065	F	57	Black	NV	77074	MetroLift	Monthly	Disabled
								Retired
Respondent 066	F	60	Black	NV	77031	Car	Daily	Disabled
						Bus		FTE
						Train		
						MetroLift		
Respondent 067	F	47	Caucasian	NV	77066	Bus	Daily	Disabled
						Train		Retired
						MetroLift		Looking

Demographic Summary
Regionally Coordinated Transportation Plan Focus Groups Project

Identifier	Gender	Age	Ethnicity	Military	Zip Code	Transit Options	Difficulty	Employment
						Other		
Respondent 068	M	48	Black	NV	77016	MetroLift	Monthly	Disabled
								UE
Respondent 069	M	35	Hispanic	NV	77089	MetroLift	Several	Disabled
Respondent 070	M	66	Black	NV	77489	MetroLift	Daily	Disabled
						Walk		Retired
Respondent 071	F	52	Caucasian	NV	77035	MetroLift	Weekly	Disabled
								UE

Transportation Focus Group Zip Codes



- | | | | |
|-------|-------|-------|-------|
| 77001 | 77016 | 77047 | 77092 |
| 77004 | 77016 | 77051 | 77093 |
| 77004 | 77019 | 77053 | 77357 |
| 77004 | 77019 | 77055 | 77373 |
| 77007 | 77020 | 77055 | 77373 |
| 77007 | 77021 | 77057 | 77375 |
| 77007 | 77021 | 77060 | 77379 |
| 77009 | 77023 | 77066 | 77469 |
| 77011 | 77023 | 77067 | 77489 |
| 77011 | 77023 | 77067 | 77489 |
| 77011 | 77023 | 77074 | 77498 |
| 77011 | 77026 | 77078 | 77502 |
| 77011 | 77029 | 77080 | 77505 |
| 77011 | 77031 | 77080 | 77521 |
| 77011 | 77035 | 77087 | 77630 |
| 77012 | 77036 | 77089 | 78546 |
| 77012 | 77038 | 77091 | |
| 77014 | 77043 | 77092 | |

Regionally Coordinated Transportation Plan Focus Groups Project Final Report

Appendix

- Focus group questions (English and Spanish)
- Demographic information sheets (English and Spanish)
- Sign in sheet
- RCTP Focus Group Comment Card
- HGAC Talent Release Form (English and Spanish)

Regionally Coordinated Transportation Plan Focus Groups

Focus group questions for HGAC focus group participants

1. When you think about the places you need to go on a regular basis – doctor, grocery store, physical therapy, pharmacy – what obstacles get in your way?
2. How does cost influence your transportation decisions?
3. If you have no other transportation methods available, who would you call in an emergency to get you where you need to go?
4. How has your use of available transportation methods changed in the past several years?
5. What is your favorite method of transportation? Why do you like it best?
6. What do you like best about public transportation?
7. If you could improve public transportation in Houston, what options would you like to see?
8. If you were in charge of updating Houston's transportation system, changes would you recommend?
9. What city that you know about has very good public transportation? What makes it very good?
10. What questions have we forgotten to ask?

Regionally Coordinated Transportation Plan-Focus Groups

Preguntas de los grupos focales para los participantes de los grupos focales HGAC

1. ¿Cuándo piensa en los lugares que necesita ir en una base regular - médico, tienda de comestibles, terapia física, farmacia - cuáles son los obstáculos en su camino?
2. ¿Cómo influye el costo de sus decisiones sobre el transporte?
3. ¿Si no tiene otros medios transporte disponibles, a quién llamamos en caso de emergencia para llegar a donde tiene que ir?
4. ¿Cómo ha sido su uso de métodos de transporte disponibles cambiado en los últimos años?
5. ¿Cuál es su método preferido de transporte? ¿Por qué te gusta más?
6. ¿Qué le gusta de transporte público?
7. ¿Si se pudiera mejorar el transporte público en Houston, qué opciones le gustaría ver?
8. ¿Si usted estuviera a cargo de actualizar el sistema de transporte de Houston, que cambios me recomiendan?
9. ¿Qué ciudad que usted sabe acerca tiene muy buen transporte público? Que hace que sea muy bueno?
10. ¿Hemos olvidado alguna pregunta?

Demographic Questions for Focus Group Participants

Your responses to the questions below will help us prepare our final reports. Your responses are voluntary and do not affect your participation in the focus group.

Indicate your gender

- M
- F

Age _____

Ethnicity:

- Asian
- Black/African American
- Caucasian
- Hispanic
- Middle Eastern
- Other

Disability

- Yes
- No

Veteran Status

- I am a veteran
- I am not a veteran

Home Zip Code: _____

What types of transportation do you use to get where you need to go to?

- Car
- Bus
- Train
- Metro-lift
- Uber
- Taxi/Cab
- Friend or neighbor drives
- Bike
- Motorcycle
- Shared Ride Program
- Walk
- Other _____

How often do you have trouble getting to/traveling to places you need to go?

- Daily
- Weekly
- Monthly
- Several times per year
- Never
- Other

Employment status

- Full time employment
- Part time employment
- Unemployed
- Retired
- Looking for employment

Residence

- House – rent
- House - own
- Apartment
- Congregate living
- Shelter
- Other

Number of people living with you

- Live alone
- 2-3 others live with me
- More than 3 others live with me

How much is your monthly household income? _____

Preguntas demograficas para participantes

Su respuesta a las siguientes preguntas nos ayudará a preparar nuestros informes finales. Sus respuestas son voluntarias y no afectan su participación en el grupo de enfoque.

Indicar su sexo

- M
- H

Edad _____

Etnicidad:

- Asiático
- Negro; Americano de descendencia Africana
- Caucásico
- Hispano
- Medio-oriente
- Otro

Discapacitado

- Si
- No

Estado de veterano militar

- Soy veterano
- No soy un veterano

Código postal del domicilio: _____

¿Qué tipo de transporte utiliza para llegar a donde necesita ir?

- Coche privado
- Autobús/Metro
- Tren/Light Rail
- Servicio Metro-Lift
- Uber
- Taxi
- Viajar con un amigo o vecino
- Bicicleta
- La motocicleta
- Programa de viaje compartido
- Caminar a pie
- Otro _____

¿Con qué frecuencia tiene problemas para llegar a / de viajar a lugares a donde necesita ir?

- Diariamente

- Semanal
- Mensual
- Varias veces al año
- Nunca
- Otro

Estado de empleo

- Empleo a tiempo completo
- Trabajo de medio tiempo
- Desempleado
- Retirado
- Buscando empleo

Residencia

- Casa – alquiler
- Casa - propio
- Apartamento
- Vivienda compartida
- Casa de refugio
- Otro

Número de personas que viven con usted

- Viviendo solo
- Comparto con 2-3 otras personas
- Mas de los 3 personas viven conmigo

¿Cuánto es el ingreso mensual de todos en su hogar? _____

Transportation Study Focus Groups

Location / Facility Hosting Focus Group

Month/Date/Year
Sign In Sheet

Participant	Last Name	First Name	Home Zip Code	Email Address	Final Report (Y/N)	Gift Card
0001						
0002						
0003						
0004						
0005						
0006						
0007						
0008						
0009						
0010						
0011						
0012						
0013						



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- 3) Any use of my appearance and/or the material provided by me as described above will not violate the rights of any persons or organization and will not incur any liability for payment to any person or organization.

ACCEPTED AND AGREED:

LEGAL NAME: _____ DATE: _____

SIGNATURE: _____

WITNESS: _____

PRODUCTION TITLE: _____



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ACEPTADO Y ACORDADO:

NOMBRE: _____ **FECHA:** _____

FIRMA: _____

TESTIGO: _____

TÍTULO DE PRODUCCIÓN: _____

Regionally Coordinated Transportation Plan Focus Groups Project Final Report

Addendum

October 12, 2106

- Disclaimer

Disclaimer

Funding for the development of this planning document was provided by a grant from the Federal Transit Administration through the Texas Department of Transportation Public Transportation Division (TxDOT-PTN). The contents of this plan reflect the views of the authors who are responsible for the opinions, findings and conclusions presented herein, and do not necessarily reflect the views or policies of the Federal Transit Administration or the Texas Department of Transportation.