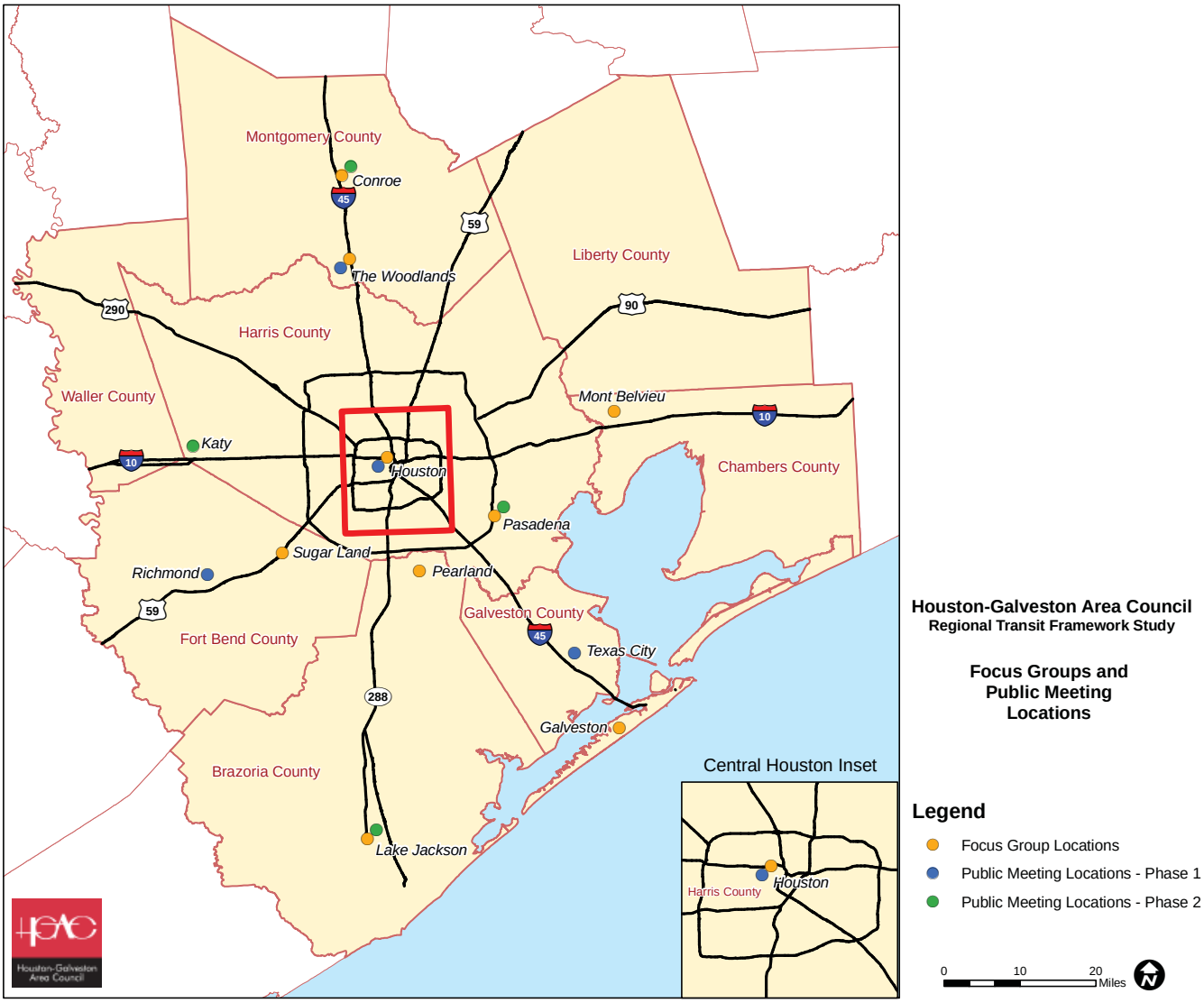
Regional Transit Framework Study

Community Needs

A comprehensive public outreach program was utilized throughout the Regional Transit Framework Study planning process to capture input from a broad range of stakeholders through several outreach methods including focus groups, telephone surveys, newsletters, and public meetings and presentations. Seventeen (17) focus groups, attended by 154 people, were conducted throughout the region between December 2009 and January 2010. A telephone survey addressed to local area residents who do not regularly use pubic transit was conducted with a total of 452 participants. Finally, several series of public meetings and workshops were held to further understand community members' long range public transportation needs. The location of focus groups and public meetings\workshops are illustrated in the map below.



Public Meetings and Workshops

Public meetings and workshops provided an opportunity for community members to keep informed about the Framework planning process and provide direct input regarding the region's future transit needs. During the scenario development phase of the planning process (Phase II) workshops were held to solicit specific community input on where future transit services will likely be needed to meet the region's long-term goals.

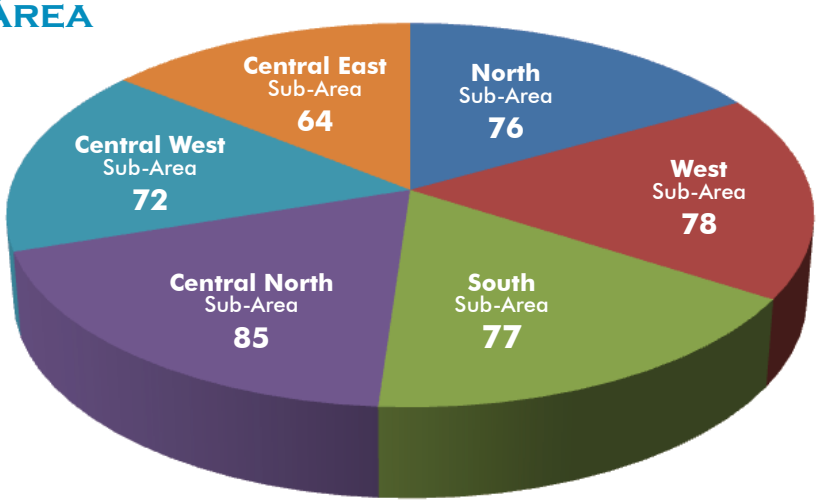
Focus Groups

The focus group participants included both transit riders and non-riders who were recruited through random sampling, recruiting drives, e-mail blasts, and distribution of flyers at various locations throughout the region. Participants were asked questions to develop a better understanding of why people do or do not use transit, transit issues in local communities, and opinions about future transit needs. Most of the feedback from the focus groups included requests for additional transit service and facilities such as, expanded transit hours, increased service frequency, and additional transit stops including the provision of more or better passenger amenities at stops.

The Telephone Survey

The non-rider telephone survey was conducted in March and April of 2010. A non-regular transit rider is defined as a person who uses transit once per week or less. Observations from the survey include preferred transit modes and reasons affecting individual transit use. When asked about likelihood to use a particular transit mode in the future, commuter rail and light rail were the most preferred modes, with 48% and 47% of the respondents saying that there would be "Likely/Very Likely" to use these modes. Local bus and park-and-ride bus were preferred by 38% and 37% of the respondents. On the other hand, the top factors affecting transit use in the Houston-Galveston area were safety (25%), followed by directness of transit services (16%). The pie cahrt below shows the distribution of surveys.

Number of Non-Rider Telephone Survey Participants by Sub-Area



Source: H-GAC RTFS Non-Rider Telephone Survey, 2010

For additional information about the study contact Shaida Libhart of the Houston-Galveston Area Council at 713-627-3200.