

Bridging the Gap: Transportation Options for Older Adults in Harris County

October 17, 2011



Priorities of Each Organization

- METRO – Deliver first-class transit services, build great transit infrastructure, and become a trusted community partner.
- One Voice – Through a network of organizations working together, assure that the health and human services needs of all Texans are addressed through advocacy, education/awareness, and program development.

One Voice Texas/METRO Collaborative

- Focus: Develop a comprehensive plan that addresses public transportation issues focused on priority needs for low income, elderly, and disabled individuals, alternatives for services that are critical to the disenfranchised, and how nonprofits and METRO can work together to strengthen public transportation needs.

Focus Areas of Collaborative

- Fare Policies – Nonprofit cost certainty
- Seniors – Mobility management, training/education

Results To Date

- Transfer Policy changed from 2 hours to 3 hours
- More Q-Cards dispensing machines purchased for mobile workshops around the region
- Eliminated the requirement of obtaining a photo on a customer's Reduced Fare Q-Card, which required a trip to METRO's downtown headquarters building
- Expanded evening hours for the METROLine (customer service) to 12 Midnight

Identified Future Actions

- Mobility management and travel training provided by public and private sectors
- Obtaining and renewing Q-Cards for seniors
- Identified METRO “liaisons” to work with nonprofit organizations – not clients
- Update of METRO website with input from providers to make site more consumer friendly

How Can I Get Involved?

- Coalition meets on the 3rd Wednesday of every month from 1:30-3:30 at AARP office, 2323 S. Shepherd, #1100.

Contact Information

- **Laurie Glaze**, Executive Director
- One Voice Texas
- 713.333.2232
- lglaze@onevoicetexas.org

- **Kurt Luhrsen**,
- Senior Director of Service Planning & Evaluation
- Metropolitan Transit Authority of Harris County
- 713.652.8026
- kurt.luhrsen@ridemetro.org