Today’s Discussion

Overview

“What We Heard” – Phase 1
Public Involvement
Next Steps
Project Milestones

January 2017

Set Overall Direction

Public Input

Scenario Planning

Public Input & Public Education

Summer 2018

FRAME

ENGAGE

PLAN

SHARE

DELIVER

PUBLIC INVOLVEMENT PHASES
ENGAGE

PHASE 1 Public Engagement
Location of survey respondents

31% - Inside METRO service area inside IH 610

20% - Inside METRO service area between IH 610 and BW 8

31% - Inside METRO service area outside Beltway 8

18% - Outside METRO service area
ENGAGE

> METRO Employee meetings
> Board engagement
> 25 community open houses
> 100 engagement events
> Surveys, comment cards, transcripts
> Phone banks,
> Website, social media
Four themes emerged from what we heard:

Next Level

- Connections
- Speed & Reliability
- Customer Experience
- Technology
Surveys
What matters most when you think of METRO and public transit?

![Survey Results Graph]

- **More Transit, More Places**: 1,514 responses
- **On Time, Faster Service**: 1,318 responses
- **Greater Convenience**: 1,164 responses
- **Access to Jobs**: 887 responses
- **Improved Comfort**: 589 responses
- **Saving Money**: 580 responses
- **Economic Growth**: 557 responses
- **Serving Special Needs**: 302 responses
Surveys

How would you spend $100 on transit in the Houston region?

- More Commuter Service: 18.9%
- More Buses/Trains, More Often: 18.5%
- Rail/Bus in Own Travel Lane: 17.6%
- More Direct Service: 11.3%
- Better Station/Stop Amenities: 10.4%
- Early AM/Late PM Service: 9.6%
- More Local Bus Service: 7.8%
- Passenger Information: 5.9%
Comments and other feedback
Can be grouped into 5 topics

- Better customer experience: 20%
- Safety: 6%
- More flexibility: 6%
- More places: 42%
- Faster, more reliable service: 26%
Comments and other feedback

1. More Places

- Suburbs to urban core
- Extend service area
- Airports
- Urban core
- New Park & Ride
- Other
- Galveston

2. Faster & More Reliable Service

- Local route
- Frequency
- On-time performance
- Dedicated bus lanes/BRT
- Technology
- Express Service
Comments and other feedback

3. Better Customer Experience

- Bus shelters & other amenities
- Passenger info/Smart phone app
- Driver attitude
- Cleanliness of facilities
- Accessibility
- Wifi on buses

4. More Flexibility

- Longer operating hours
- Weekend service
- Other
- Reverse service
- LRT Crossings

5. Improve Safety & Security

- Police coverage/enforcement
- Lighting
Four themes emerged from what we heard:

**Next level**

- **Connections**
  - Major Activity Centers
  - Airports
  - Park & Ride expansion

- **Speed and Reliability**
  - Exclusive ROW
  - On-time performance

- **Customer Experience**
  - Shelters, Real time information
  - Safety improvements
  - Safe and Clean Facilities

- **Technology**
  (consider new and emerging technologies)
  - Bus platooning
  - Autonomous vehicles
Phase 1: Alignment of Goals and Public Comments

“Safely Move More People”

“Improve Mobility”

“Enhance Connectivity”

“Ensure a Return on Investment”

“Support Vibrant Communities”

“Get More Bang for the Buck”

“Connect More People”

“Be a Good Neighbor”
Next Steps
Current tasks: Technical Analysis

<table>
<thead>
<tr>
<th>Goal</th>
<th>Measure</th>
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<tbody>
<tr>
<td>2040 project boardings</td>
<td></td>
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<td>Corridor throughput</td>
<td></td>
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<td>Percentage of project in exclusive ROW</td>
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<td>2040 in vehicle travel time savings along the project</td>
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<td>2040 new riders</td>
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<td>2040 activity density within ½ mile of project stations or 5 miles of Park &amp; Ride facilities</td>
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<tr>
<td>Number of major and emerging activity centers served</td>
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<td>Number of frequent routes intersected</td>
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<td>Assessment of access by non-motorized modes to proposed stations</td>
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<tr>
<td>Consistency with land use plans and policies</td>
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<tr>
<td>Assessment of economic growth potential</td>
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<tr>
<td>Number of low-income households within ¼ mile of proposed transit stops/stations</td>
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<tr>
<td>Capital cost (2017$)</td>
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<tr>
<td>Annual net operating cost (2017$)</td>
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<td>Capital cost per annual trip</td>
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<td>Potential level of federal discretionary funding</td>
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Current tasks: Technical Analysis

Develop a bold, long-range, regional plan to guide transit investments across the region
Next Steps: Public Engagement

- Technical Stakeholder Advisory Committee (December 8, 2017)
- Member Cities engagement (ongoing)
- Technology Symposium (January 18th, 2018)
- Virtual meetings, website updates, interim media blitz
- Phase 2 Public Involvement