



BAYLAND COMMUNITY
CENTER

Equity in Transit: 2022 TRANSIT FOR GROWING

March 2, 2023

**LINK
HOUSTON**

Advocates for a robust and equitable transportation network so all people can reach opportunity

Hashtags: [@LINK_Houston](#) [#EquityInTransit](#) [#Houston](#) [#GetOnTheBus](#)

Equity in transit is fair and just distribution of benefits and burdens of transit services and infrastructure across communities.

Climate justice addresses disproportionate political and socio-economic impacts of climate change on communities of color and low-income communities.



Per our analysis of U.S. Census data, nearly 4.4 million people live in the METRO service area, of which 3.1 million are people of color. Many people need affordable transportation to reach opportunity practically, safely, and reliably with dignity:

- 213,000 households live in poverty
- 307,000 households have one or more persons with a disability
- 93,000 households have no vehicle access
- 53,000 people commute primarily by transit
- 307,000 jobs pay less than \$15,000 annually



Persistent Demand for Equity, Better Transit

2022 Transportation Equity Demand Index (TEDI)

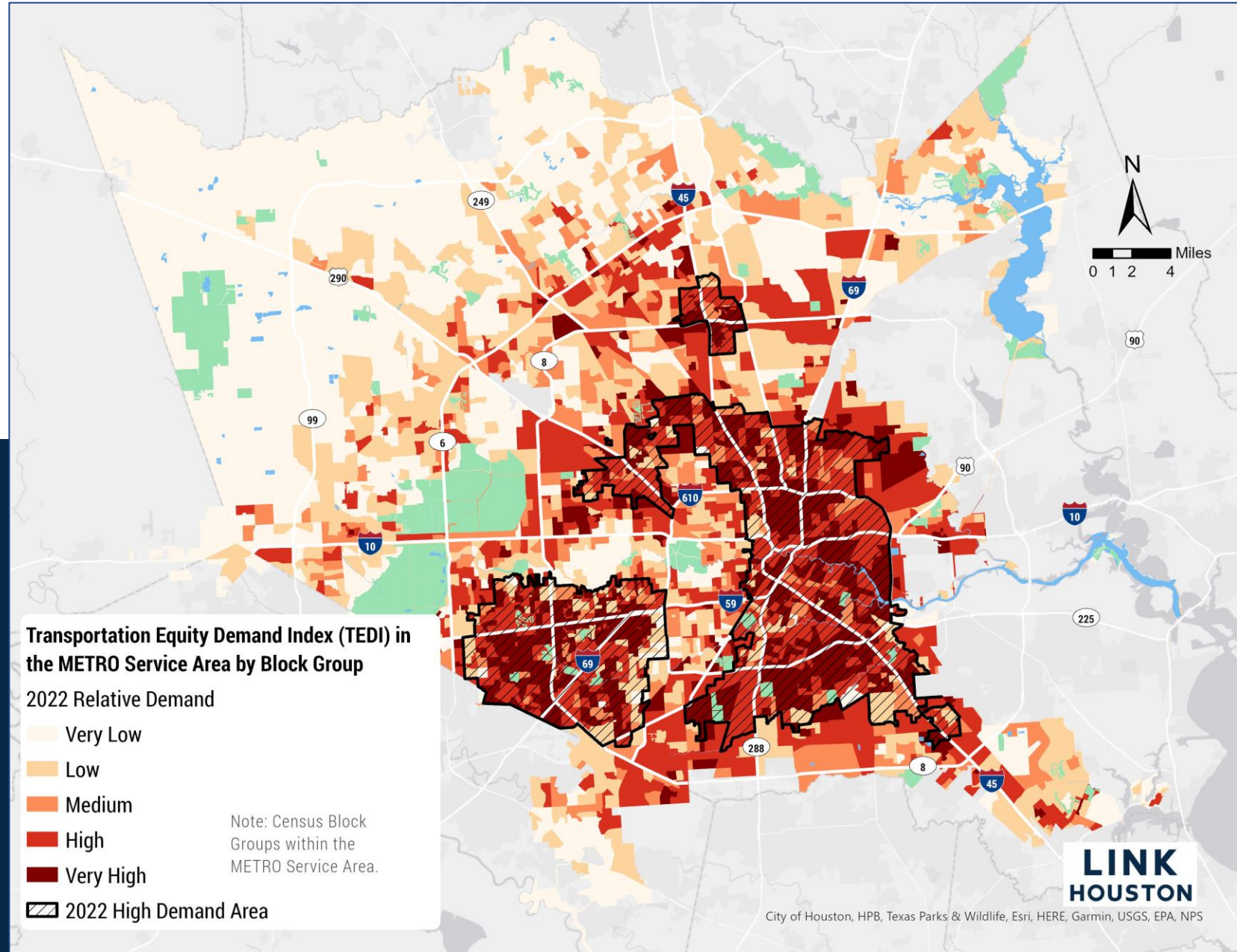
The 2022 high-demand areas cover 223 square miles and are home to 1.3 million people, an increase of 80 square miles and 361,000 people from 2021.

The areas are:

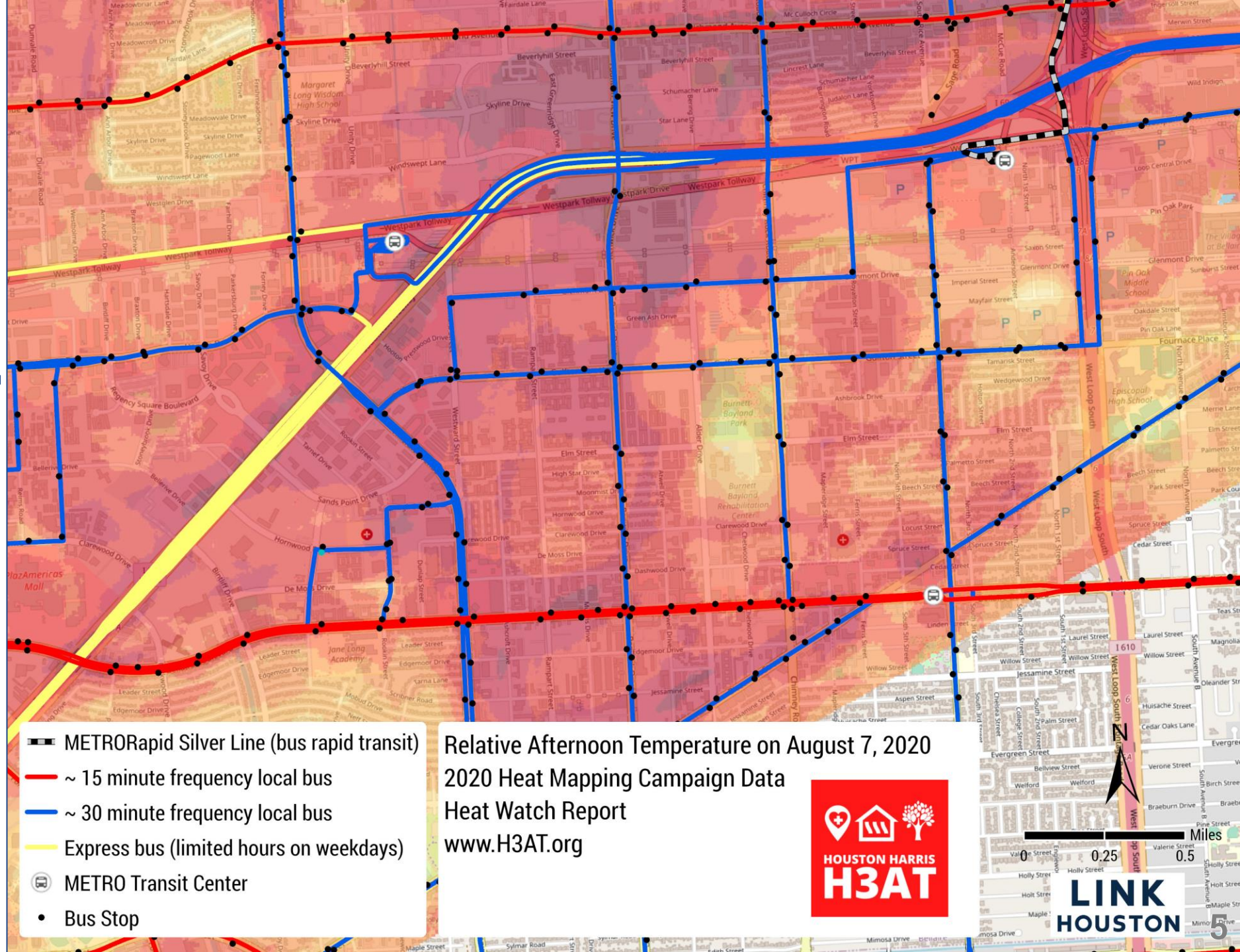
Southeast to northeast and some north-central areas of Houston

Southwest area of Houston

Greater Greenspoint in further north-central area of Houston



Gulfton Case Study



Community Research Team

Working together to create and plan...

Encuesta de pasajeros de autobús 2022

LINK HOUSTON

Hola. Soy voluntario de LINK Houston, una organización sin fines de lucro que aboga por un transporte mejor y más equitativo. Queremos entender qué mejoraría su experiencia al moverse por Houston, especialmente al viajar en autobús. ¿Puedo tener unos 2 o 3 minutos de su tiempo para hacerle unas preguntas? La participación es voluntaria y sus respuestas son confidenciales.

METRO opera servicios de transporte público en la región de Houston. Los servicios de tránsito incluyen rutas de autobuses locales y exprés, trenes ligeros, autobuses de tránsito rápido, curb2curb y METROLIFT (es decir, para algunas personas con discapacidad).

¿Utiliza algún servicio de METRO, como el autobús?

Sí, "Actualmente viajo en METRO". No "Solía viajar en METRO". No "Nunca he usado METRO".

Tenemos algunas preguntas sobre su experiencia al viajar en METRO y cómo podría mejorar.

¿Qué servicios o rutas de METRO utiliza? Marque todo lo aplicable.

METROLift Ruta 47 Hillcroft
 METROrail Red Line Ruta 49 Chimney Rock / S Post Oak
 METROrapid Silver Line Ruta 65 Bissonnet
 Ruta 2 Bellaire Ruta 309 / 310 Gulfton Circulator
 Ruta 9 Gulfton / Holman Otras rutas:

¿Con qué frecuencia utiliza METRO (autobús, tren, METROLift, etc.)?

1 día a la semana 2-5 días por semana 6-7 días por semana

¿Cuánto tiempo ha estado usando METRO?

Hoy es mi primer viaje Menos de un año Más de un año

¿Qué le gusta de usar METRO; ¿Qué funciona bien?

¿Qué le gustaría mejorar de METRO?

Es posible que desee pensar en:

- Calidad de la calle (señales, intersección, seguridad, iluminación, vegetación).
- Parada (ubicación, refugio, asientos, basurero, mantenimiento, limpieza, información, señalización), o
- Servicio de autobús (ubicación de rutas, ubicación de centros de tránsito, frecuencia, limpieza, transferencia, fiabilidad de tiempo, horas, limpieza, servicio al cliente, tarifas).

En general, ¿qué mejoraría su experiencia de moverse por Houston?

Es posible que desee pensar en:

- Calidad de la calle (señales, intersección, seguridad, iluminación, vegetación).
- Calidad de la parada (refugio, asientos, basurero, mantenimiento, limpieza, carteles de información), o
- Calidad del servicio de autobuses (ubicación de rutas, frecuencia, transferencia, fiabilidad de tiempo, espera, horas, limpieza, servicio al cliente, tarifas).

¿Casi termino! Tenemos unas preguntas opcionales sobre usted para ayudarnos a comprender quién participó en la encuesta.

¿Cuál es tu edad? Prefiere no responder 18 o menos 18 a 34 35 a 64 65 o más

¿Eres...? Prefiere no responder Femenina Masculino No binario Otro genero

¿Tiene alguna discapacidad? Sí No Prefiere no responder

¿Utiliza silla de ruedas, andador, bastón u otro dispositivo de movilidad para moverse? Sí No Prefiere no responder


Language: Person Type: bus rider / pedestrian / bicyclist / another
 Day: weekday / weekend Time: AM / PM Bus Stop #: Location / Event: Bus Routes Served:

LINK Houston quisiera compartirle los resultados de lo que encontremos en diciembre. Comparta su dirección de correo electrónico o número de teléfono si desea.

No le enviaremos spam ni compartiremos su correo electrónico con otras entidades.

Gracias por tu tiempo. ¡Que tengas un gran y seguro día!

HOUSTON BUS RIDER SURVEY 2022



Do you walk, roll, bike, or ride METRO to get around Houston?


We want to understand what would improve your transportation.

Tell us what you think...
Use the QR code or visit the link:

<https://tinyurl.com/22metro>

Participation is voluntary and confidential.


Only takes 3 minutes!
Respond by October 31



LINK HOUSTON
Non-profit advocates for better, more equitable transportation.

For disability accommodation or other questions: email info@linkhouston.org or call (713) 353-4604.

ENCUESTA DE PASAJEROS DE AUTOBÚS 2022



¿Camina, rueda, anda en bicicleta o viaja en METRO para moverse por Houston?


Queremos entender que podría mejorar su transporte.

Comparta su opinión...
Utilice el código QR o visite el enlace:

<https://tinyurl.com/22metroesp>

Participación es voluntaria y confidencial.

¡Solo toma 3 minutos!
Responda antes del 31 de octubre



LINK HOUSTON
Defensores sin fines de lucro para un transporte mejor y más equitativo.

Para adaptaciones para discapacitados u otras preguntas: envíe un correo electrónico a info@linkhouston.org o llame al (713) 353-4604.

And then to take action...

Thank you, community co-researchers and volunteers!

LINK Houston gratefully acknowledges the important leadership and contribution of each of the following community researchers in the Community Research Team in Gulfton (in alphabetical order):

Nataly [Noelia] Fadic
Jaime González
Douce Manishatse
Mike McMahon
Anitha Muthu
Sandra Rodriguez
Dr. Aisha Siddiqui
Anne Whitlock
Gislaine Williams
Azeb Yusuf

LINK Houston also thanks the following volunteers who joined our staff, interviewing bus riders in the September heat or assisted in other ways:

Sarah Davidson
Mairalina Gonzalez
Douce Manishatse
Miguel Martinez Arellano

Thank you to each and every bus rider. Most of you accepted the invitation to share your experience and opinions. LINK Houston and the Community Research Teams deeply appreciate your candid responses and hope the report spurs and supports pursuing the bus service improvements you seek.



Gulfton Community Members

Noelia Fadic

Community member and Outreach Coordinator for St. Lukes Gethsemane Church

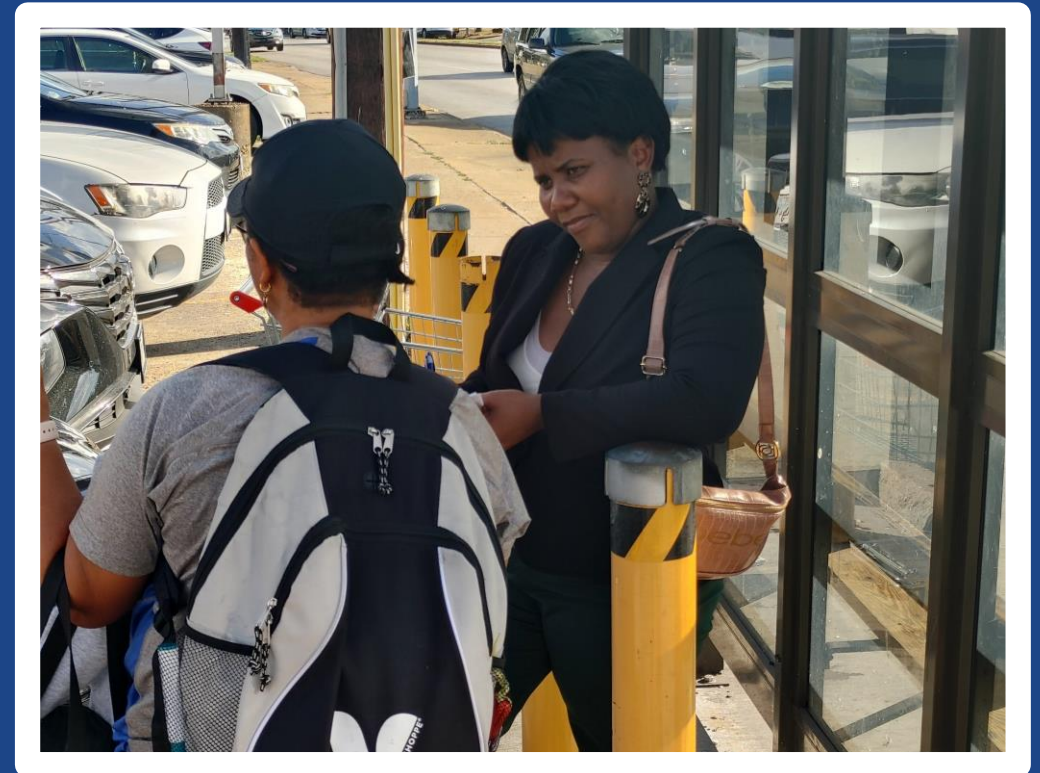
Anne Whitlock

Founding Director of Connect Community

"Engaging in multiple languages is very important because most immigrants are from other countries that do not speak/read English or Spanish, and have a low level of education due to effects from refugee campsites. In east and central Africa, the most popular languages are Swahili and French, so it would be useful to translate materials in those and use in public transit for easy access to route information."

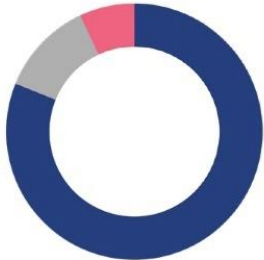
Douce Manishaste

Community member



History and Experience on METRO

Of the 229 people, about 81% currently rode METRO, 7% used to ride METRO, and 12% had no personal experience using METRO.



81% I currently ride a METRO service
 12% I have never used METRO services
 7% I used to ride METRO



Current Riders

How Often Riders Use METRO
 Most riders in Gulfton use METRO several days each week—and 50% make trips six or seven days a week.



50% 6 or 7 days per week
 43% 2-5 days per week
 7% 1 day per week or less

Riders History Using METRO
 Most riders in Gulfton have been riding for 1+ years. About 1 in 4 people began riding in the last year, post-pandemic.



73% More than a year
 26% Less than a year
 1% Today is my first trip

Recommendations



Improving when, where, and how you get places...



Headed the right way?
Yes, on route



Headed the right way?
Could be better



Headed the right way?
No, change route



Improving getting to your stop and meeting the bus...



#1 Top
Priority

Recommendation

Improve Reliability

Headed the right way?

Could be better

The bus should arrive on time, when the schedule says that the bus is going to arrive.

I'd like the bus not be late, cause it's late now, and I have a football game today.

My route doesn't seem to come on time. It does not match what is on the app.

Delays [shrug] – the app says one time and then the bus gets here later.

The times listed in METRO's website are not right.



#2
Priority

Recommendation

Increase Frequency

Headed the right way?

Could be better

In my experience the bus service on the weekend is terrible – a lot less frequent and not on time. Also, 30 minutes is too long between buses and the 9 bus is frequently late.

It would be nice if buses were more frequent.

We just need to move faster.

The wait is too long between buses.

I wish the buses came more often.



#3
Priority

Recommendation

Better Stops (shaded, safe, clean, and comfortable)

Headed the right way?

Could be better

I would like better lighting at my stops, and having the stop well arranged to protect me from the rain.

METRO should provide cover at more stops – especially in locations where the heat is bad for people.

The stops need shelter and seating, protection from the heat and rain.

Recommendation

Enhance Customer Service & Safety

Headed the right way?

Could be better

A few drivers could be more patient and nicer to communicate with.

Drivers need better customer service; we need more inclusion and diversity in the drivers, nearly all drivers are minority Black or Latino, it would improve customer service to have a full mix of drivers. Drivers need to know they are in the service industry.

Recommendation

Better Access (universal accessibility, practical access)



Headed the right way?

Yes, on route

Houston needs more accessible ramps and sidewalks – I use a stroller and it is not easy.

It would be easier for me to ride if a bus route went close by my home.

I think Houston needs more and better sidewalks, it's about small refinements.

Recommendation

Extend Hours & Network Coverage



Headed the right way?

No, change route

I'd like the schedule to begin before 5:00 AM, for my work.

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2022

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Thank You! Questions?

Have a great day!

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