



TRANSPORTATION COUNCIL  
PLANNING MEETING  
10/01/15

ETHNN research shows that lack of reliable transportation is a consistent barrier to education, employment, healthcare, and housing. The ETHNN Transportation Council is working in collaboration with several community partners to develop a **plan to increase utilization of Tyler Transit Fixed Route** as a means to addressing this persistent and pervasive barrier to stability. Plan to be completed by November 15, 2015.

**AGENDA**

Discuss the goal of *increasing access to the place where we work, live and play by utilizing the City of Tyler Transit fixed route system.*

Specifically work on Transportation Access Study, its design and implementation.

**PRESENT**

Angie Brockway	City of Tyler, Transit Compliance Officer
Bob Brewer	ETHNN Transportation Council
Carol Coffman	City of Tyler, Interim Transit Manager
Christina Fulsom	ETHNN Network Weaver
Don Warren	City of Tyler Council Member & ETHNN Housing Council
Dr. John Myers Council	East Texas Council of Governments, Transportation Manager & ETHNN Transportation
Jamal Moharer	NDMJ, Inc. & ETHNN Transportation Council
Jan Anderson	ETHNN Transportation Council
JD Meyer	ETHNN Transportation Council
Kristy Swan-Range	Area Mobility Manager & Chair of the ETHNN Transportation Council
Mike Taliaferro	ETHNN Board President
Pat Thomson	City of Tyler, Transit Supervisor

**UNABLE TO ATTEND**

Russ Jackson	City of Tyler, Director of Transit
Gary Halbrooks	Northeast Texas Regional Mobility Authority (NETRMA)
Jeff Warr	Smith County Commissioner
Charlotte Gish	Health and Human Services Commission & ETHNN Transportation Council

## NOTES

- Introductions
- Who else needs to be at the table?

TXDOT, MPO Heather Nicks, major employers (hospitals, universities and colleges)

- Other considerations

Look at all levels of engagement, individual, organization, community, and policy.

Individual: Seek input from riders and potential riders on existing and needed services.

Organization: Seek input from organizations on existing and needed services as well as their assistance for the education of their customers/clients/students.

Community: Seek input from community to strengthen existing services. Invest in a stronger public transit system to benefit everyone in the community.

Policy: Once we've gathered feedback from all stakeholders and developed a plan of action, work at local, state, and federal levels to ensure public policy supports the success of this plan. Example: Just as the Public Utility Commission of Texas regulates the state's electric, telecommunications, and water and sewer, consider establishing a similar commission that protects customers, fosters competition, and promotes a high quality infrastructure.

## THE STUDY

ETHNN research shows that lack of reliable transportation is a consistent barrier to education, employment, healthcare, and housing. The ETHNN Transportation Council is working in collaboration with several community partners to develop a ***plan to increase utilization of Tyler Transit Fixed Route*** as a means to addressing this persistent and pervasive barrier to stability. Plan to be completed by November 15, 2015.

Goal:

Increase utilization of Tyler Transit Fixed Route in an effort to help people get to:

- Where they need to be
- When they need to be there

In ways that are:

- Accessible
- Reliable
- Affordable

First Steps:

Assess transportation needs within Tyler and Smith County. Seek input from the following stakeholders:

- Current riders
- Potential riders
- Social services providers
- Transit providers

Those present reviewed the draft copy of the Public Transit Access Assessment for the City of Tyler (PTAACT) Survey. We edited 21 out of 48 questions. Please see PTAACT DRAFT 100115 below.

We will reconvene within a month to continue the survey design and implementation plan.

1. PLEASE ENTER THE LOCATION'S 23 DIGIT NUMBERCODE AND YOUR 2 DIGIT IDENTIFICATION NUMBER.
  
2. HAS THE INDIVIDUAL AGREED TO PARTICIPATE IN THE SURVEY? EXPLAIN PURPOSE, TIME, CONFIDENTIALITY, RISK/BENEFIT. (TEAM WANTS TO CONSIDER A BUS PASS TO THANK SURVEY RESPONDENTS, NEED TO CONSIDER NUMBER OF RESPONDENTS)
  
3. HAS THE INDIVIDUAL CONFIRMED THAT THIS IS THE FIRST TIME THEY HAVE BEEN SURVEYED?
  
4. WHAT IS YOUR PREFERRED LANGUAGE?

5. How did you get to HERE (LOCATION 3 DIGIT CODE) TODAY?

- Car
- Friend/FAMILY GAVE ME A RIDE *(SKIP LOGIC)*
- Motorcycle
- Bus *—(skip logic)*
- Walk
- Cycle
- Taxi
- Other

6. IF THEY GOT A RIDE – DID YOU HAVE TO PAY FOR THEM TO GIVE YOU A RIDE?

YES

NO

IF YES, HOW MUCH?

<\$5

>\$5

7. IF BY CAR - If ~~your car~~ [\(RESPONSE TO #5\)](#) was not available, what type of Transportation would you use?

~~borrow a car~~

get a ride from someone

Bus

Walk

Bicycle

Taxi

Motorcycle

Would not go

8. Have you ever ridden Tyler Transit BUS?

Yes

No

[IF NO, WHY? \(OPEN ENDED QUESTION\)](#)

9. *SKIP LOGIC – ANYTHING OTHER THAN RIDING THE BUS – IF YOU KNEW MORE ABOUT THE BUS ROUTES, SCHEDULES, AND STOPS WOULD YOU CONSIDER RIDING THE BUS?*

YES

NO

10. What is your main reason for travel?

Work

Childcare

School

Medical

Shopping

Entertainment

Other

11. *IF BY BUS* — IS RIDING THE BUS A NECESSITY (DO YOU HAVE A VALID DRIVER'S LICENSE? OTHER OPTIONS)?

Yes

No

12. *IF BY BUS* - DO YOU OWN OR HAVE ACCESS TO A CAR?

Yes

No

13. *IF BY BUS* - how often on weekdays? (*DETERMINE SCHEDULE NEEDS*)

Every weekday

2 – 3 times per week

1 time per week

1 time per month

Rarely

14. *IF BY BUS* - how ~~often~~ MANY TIMES on weekends? (*DETERMINE SCHEDULE NEEDS*)

~~Every day~~

~~1 day per weekend~~

~~Rarely~~

1

2 – 3

3+

15. *IF BY BUS* - ON WHAT DAYS OF THE WEEK IS IT HARDEST FOR YOU TO GET HOME AND WORK/USE PUBLIC TRANSIT? (*DETERMINE SCHEDULE NEEDS*)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

16. *if by bus* - DURING WHAT HOURS OF THE DAY IS IT HARDEST FOR YOU TO [GET TO AND FROM WORK? USE PUBLIC TRANSIT?](#) (*dETERMINE SCHEDULE NEEDS*)

5:00 AM - 8:30 AM

8:30 AM – 12 NOON

12 NOON – 3:00 PM

3:00 PM – 6:00 PM

6:00 PM – 9:00 PM

9:00 PM OR LATER

17. what is your average wait time for a bus? (*determine schedule needs*)

LESS THAN 15 MINUTES

15 TO 30 MINUTES

30 TO 45 MINUTES

MORE THAN 45 MINUTES [TO 1 HOUR](#)

[1 TO 1.5 HOURS](#)

[1.5 HOURS OR MORE](#)

18. what is your average ride time ~~on the bus~~ [TO YOUR DESTINATION?](#) (*determine schedule needs*)

LESS THAN 15 MINUTES

15 TO 30 MINUTES

30 TO 45 MINUTES

MORE THAN 45 MINUTES

19. What is [THE](#) ZIP CODE WHERE YOU LIVE/STAY?

**DK** FOR DON'T KNOW, **RF** FOR REFUSED

20. In what area do you live/stay? ~~—INTERVIEWER HAS MAP—~~ ([TEAM WANTS TO DEVELOP A LANDMARK MAP with zones that become the response options](#)) (*dETERMINE ROUTE NEEDS*)

- ~~Inside Loop NE zone 1~~
- ~~Inside Loop SE~~
- ~~Inside Loop SW zone 2~~
- ~~Inside Loop NW zone 3~~
- ~~Outside Loop NE~~
- ~~Outside Loop SE~~
- ~~Outside Loop SW~~
- ~~Outside Loop NW~~
- ~~Not in Smith County~~

21. How far do you live/STAY from a bus stop? (*DETERMINE BUS STOP NEEDS*)

- < 1 Block
- < 5 Blocks
- > 5 Blocks
- Don't Know

(END OF FIRST TEAM MEETING)

22. HOW DO YOU GET TO BUS STOP FROM HOME?

- Walk – *SKIP LOGIC*
- Ride bike
- Transfer from another transportation provider
- Get ride from friend or family

23. *IF WALK* – Do you feel safe on your walk to the bus stop? (*SAFETY*)

YES

NO

24. Do you feel safe while waiting at the bus stop? (*BUS STOP SAFETY*)

YES

NO

25. What is the nearest bus route to your home?

- Yellow
- Red
- Purple
- Blue
- Green
- Don't Know

26. In what area do you WORK? (*DETERMINE ROUTE NEEDS*)

- Inside Loop NE
- Inside Loop SE
- Inside Loop SW
- Inside Loop NW
- Outside Loop NE
- Outside Loop SE
- Outside Loop SW
- Outside Loop NW
- Not in Smith County



27. How far do you WORK from a bus stop? (*DETERMINE BUS STOP NEEDS*)

- < 1 Block
- < 5 Blocks
- > 5 Blocks
- Don't Know

28. HOW DO YOU GET TO BUS STOP FROM WORK?

- Walk – *SKIP LOGIC*
- Ride bike
- Transfer from another transportation provider
- Get ride from friend or family

29. *IF WALK* – Do you feel safe on your walk to the bus stop? (*SAFETY*)

YES

NO

30. Do you feel safe while waiting at the bus stop? (*BUS STOP SAFETY*)

YES

NO

31. What is the nearest bus route to your work?

- Yellow

- Red
- Purple
- Blue
- Green
- Don't Know

32. do you stop and transfer between home and work?

Yes

no

33. if stop and transfer – for what reason?

childcare

shopping

other

34. is riding the city bus affordable FOR YOU?

yes

no

### **QUESTIONS ABOUT YOURSELF**

35. ARE YOU A US VETERAN?

YES

NO

36. GENDER

MALE

FEMALE

37. RACE

WHITE

BLACK/AFRICAN-AMERICAN

ASIAN

NATIVE AMERICAN

38. ETHNICITY – HISPANIC?

YES

NO

39. AGE

40. # PEOPLE IN YOUR HOUSEHOLD

41. INCOME ABOVE OR BELOW? (*POVERTY GUIDELINES table for interviewer*)

42. WHICH OF THESE STATEMENTS DESCRIBE YOUR CURRENT SITUATION?

WORK FULL TIME

WORK PART-TIME

unemployed

STUDENT – JUNIOR COLLEGE OR UNIVERSITY

STUDENT – HIGH SCHOOL

RETIRED

43. DO YOU HAVE A RECOGNIZED DISABILITY?

yes

no

44. DOES your disability AFFECT YOUR TRANSPORTATION?

45. DID YOU KNOW CITY OF TYLER BUSES ARE WHEELCHAIR ACCESSIBLE?

46. DO YOU RECEIVE MEDICARE, SSI, SSDI, OR TANF?

47. did you know bus fair is .50 for elderly and disabled?

48. DO YOU HAVE ANY COMMENTS OR SUGGESTIONS YOU WOULD LIKE TO SHARE?