

METRO*Next* Regional Transit Plan

Capital & Strategic Planning Committee
Phase 1 Public Involvement

December 11, 2017





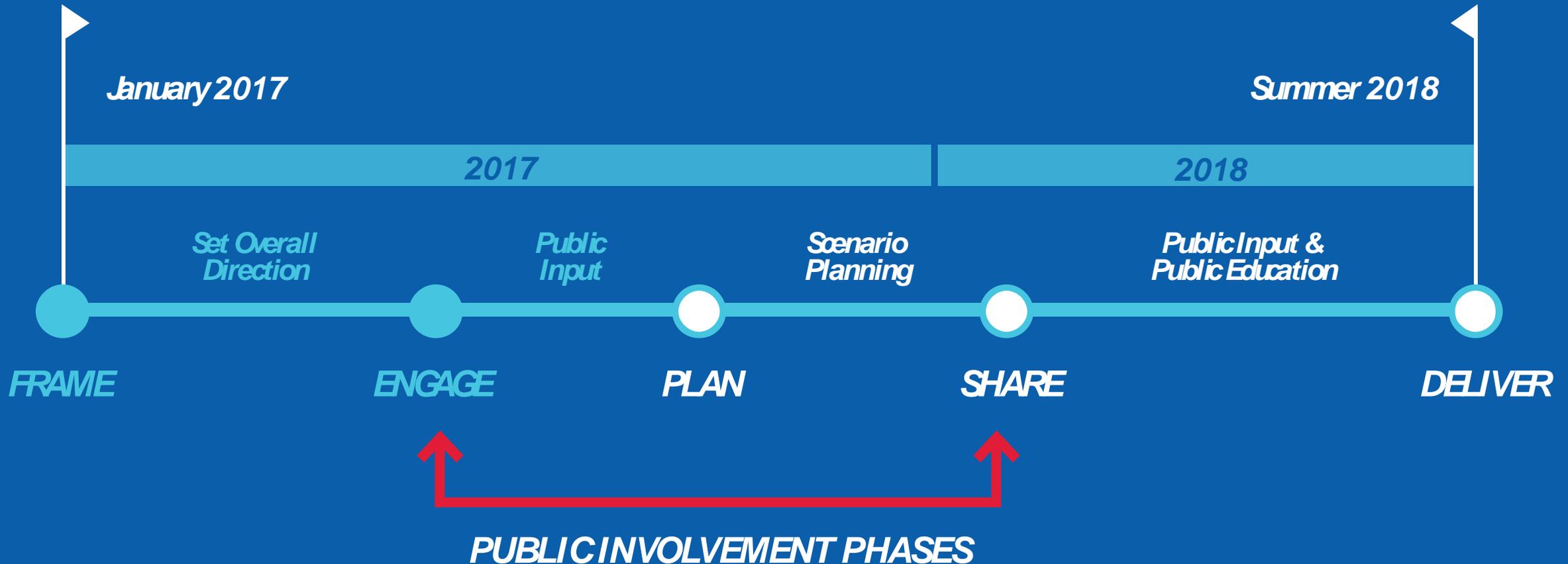
Today's Discussion

Overview

“What We Heard” – Phase 1
Public Involvement

Next Steps

Project Milestones



ENGAGE

PHASE 1 Public Engagement



ENGAGE

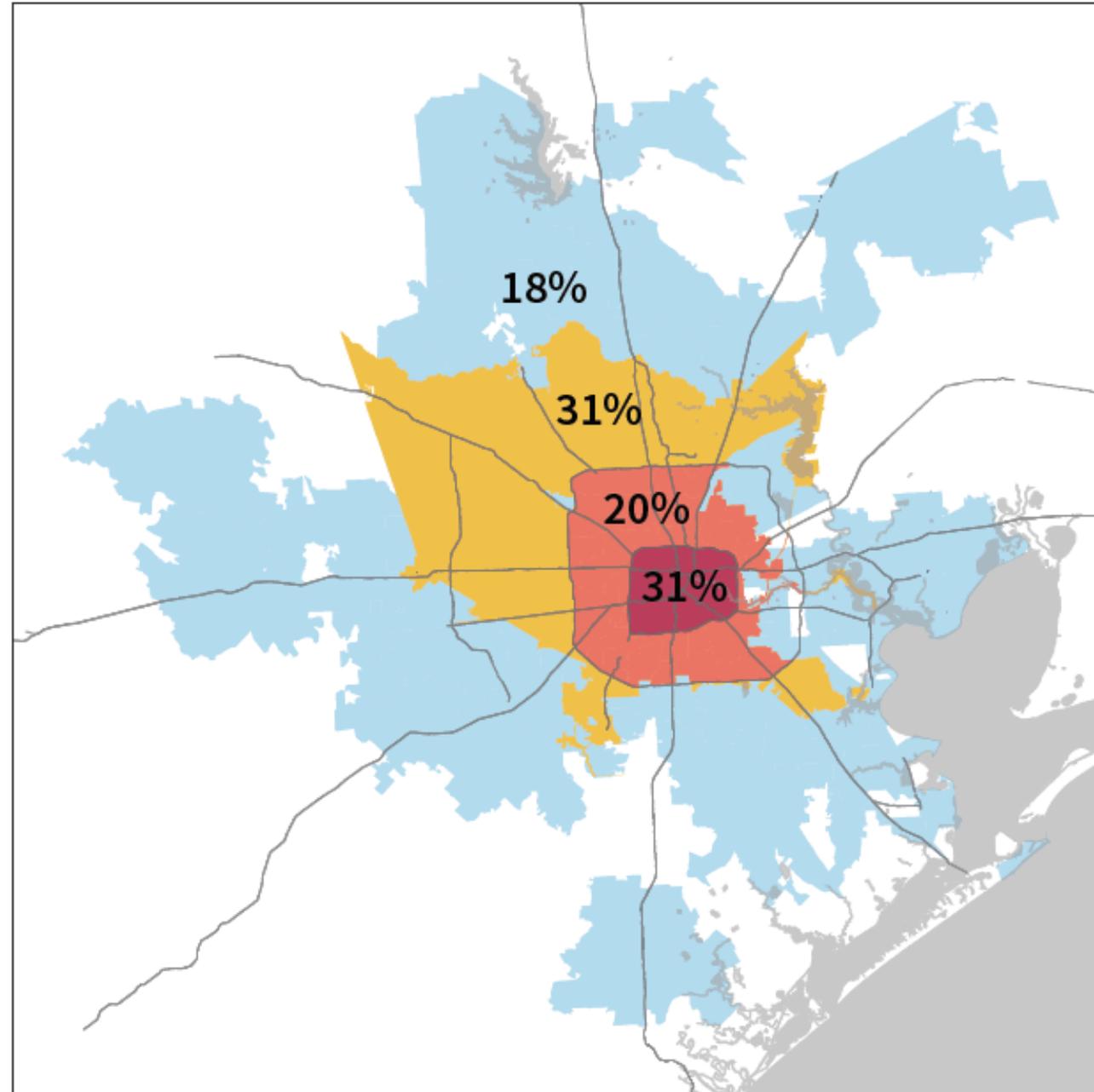
Location of survey respondents

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:

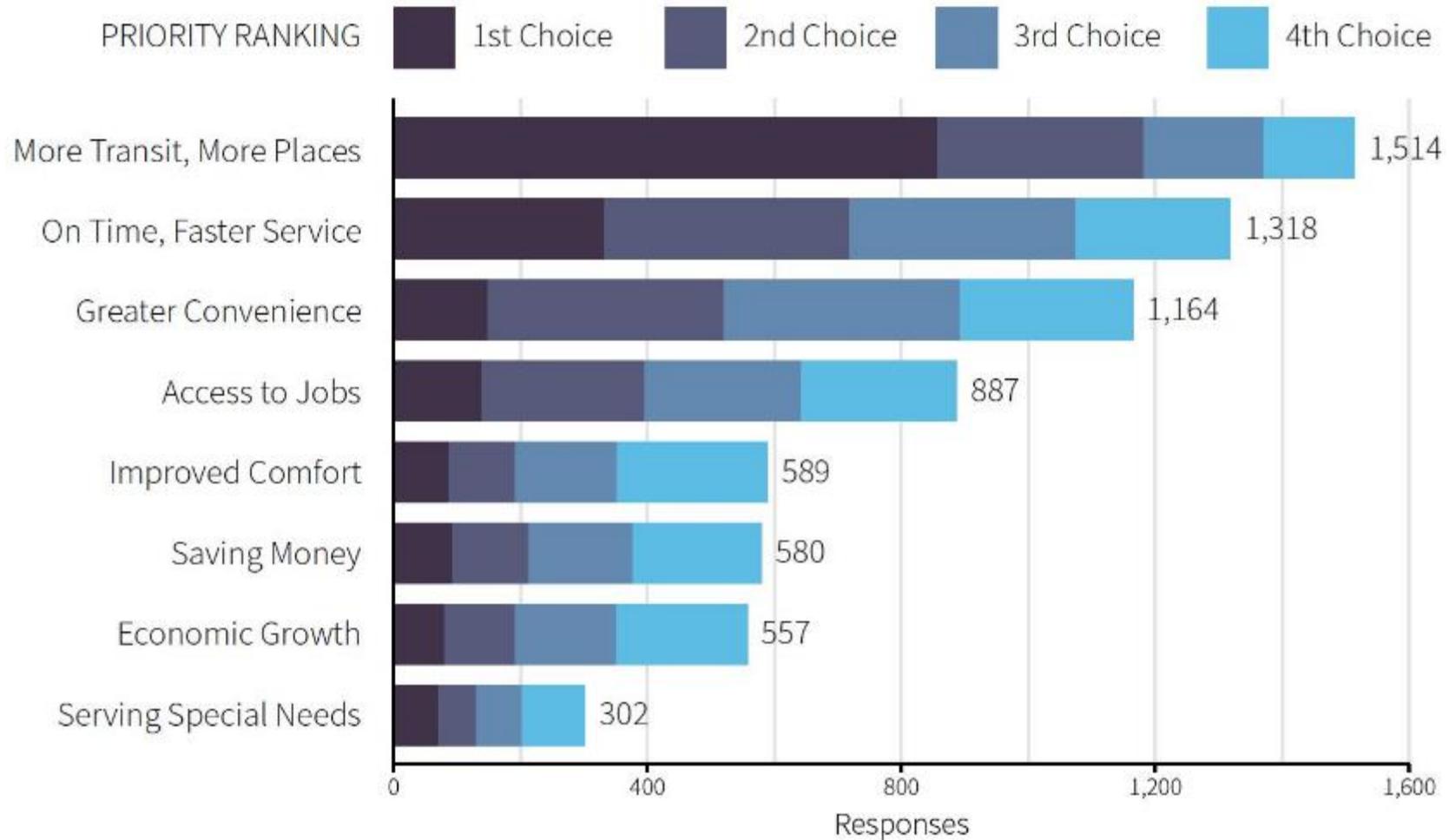
Next Level

- **Connections**
- **Speed & Reliability**
- **Customer Experience**
- **Technology**



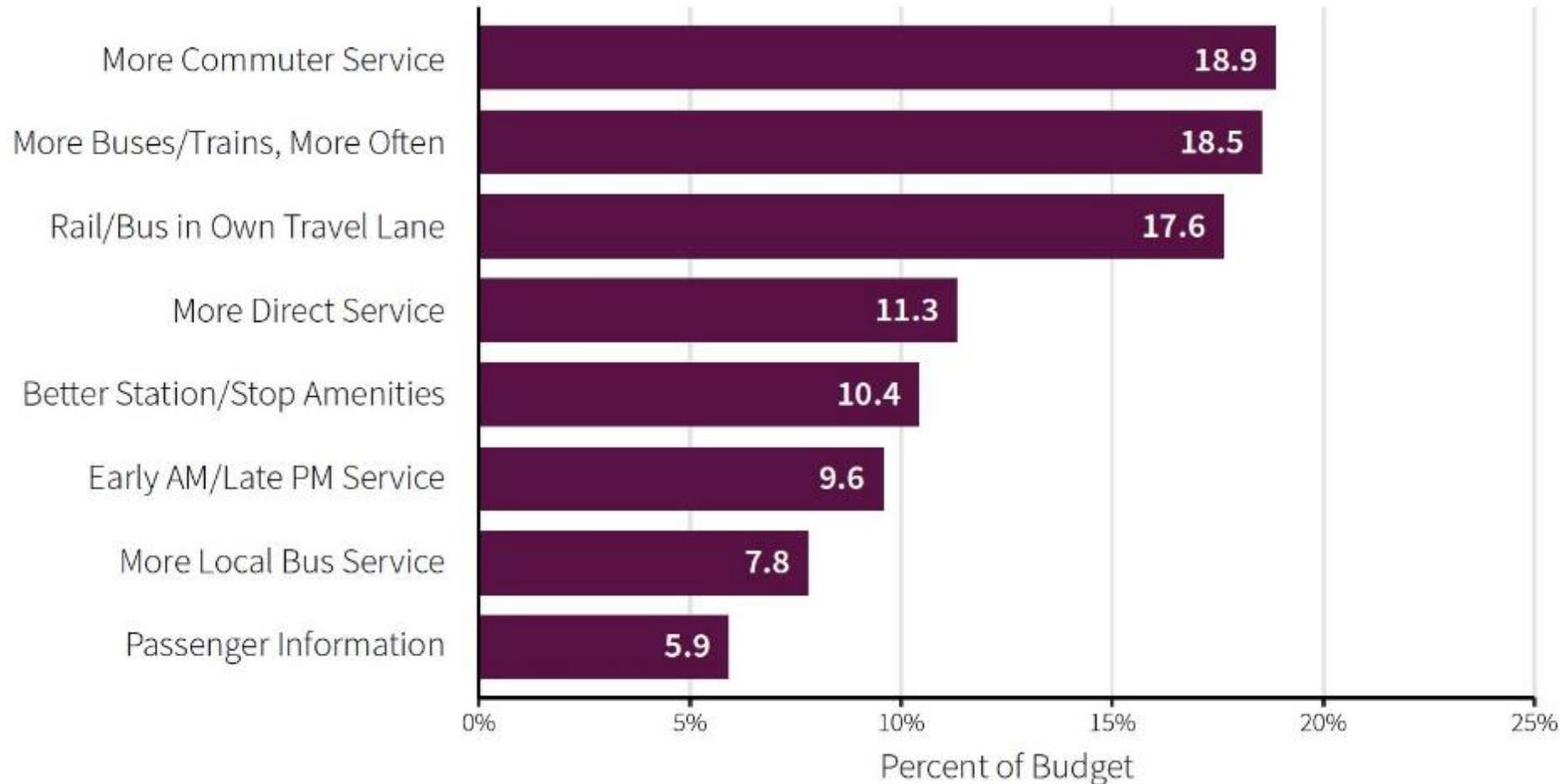
Surveys

What matters most when you think of METRO and public transit?



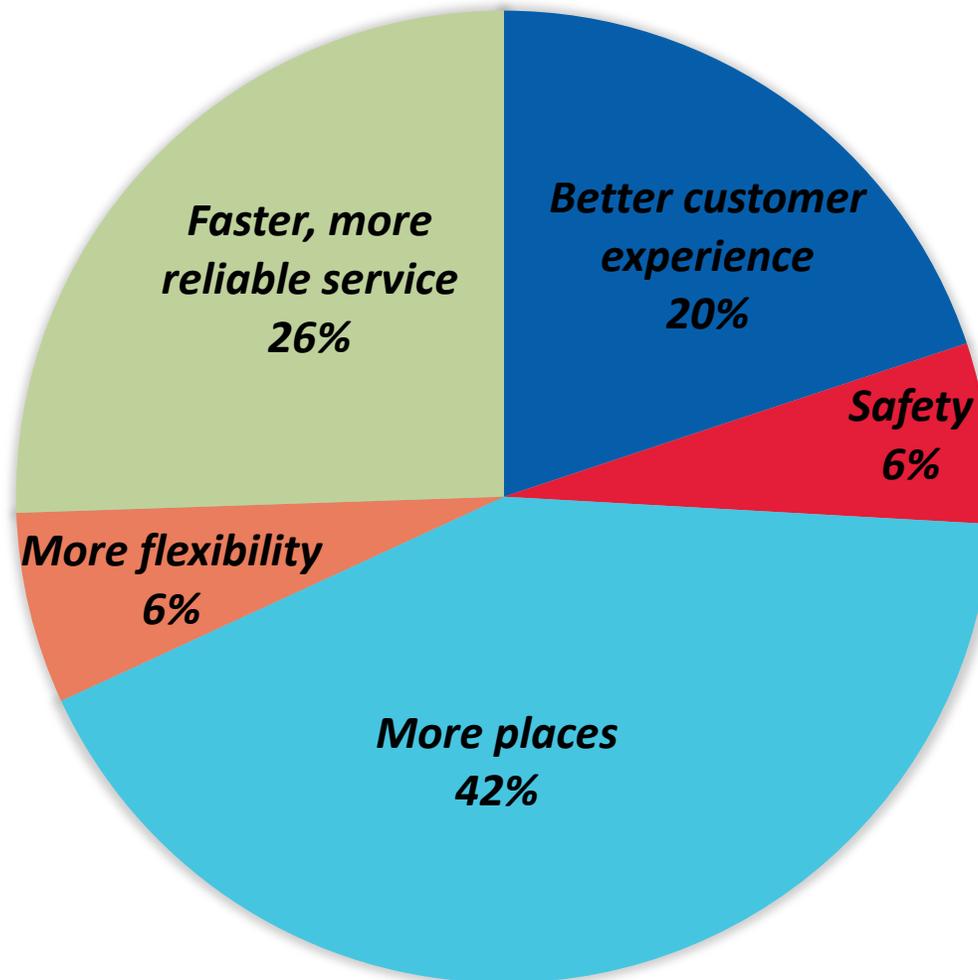
Surveys

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



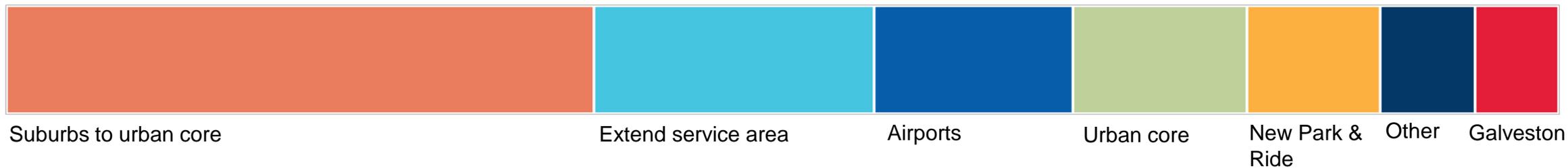
Comments and other feedback

Can be grouped into 5 topics

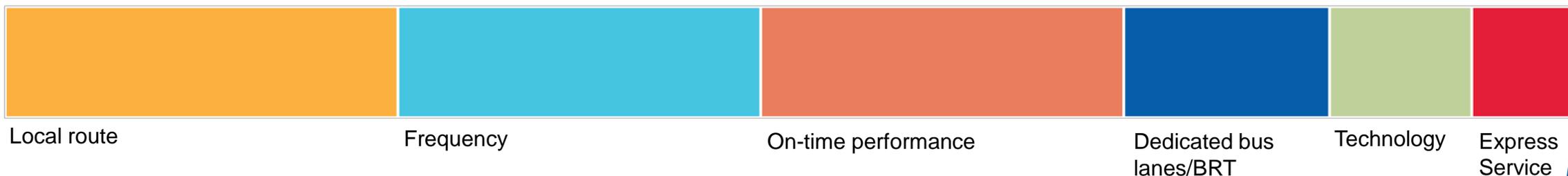


Comments and other feedback

1. *More Places*



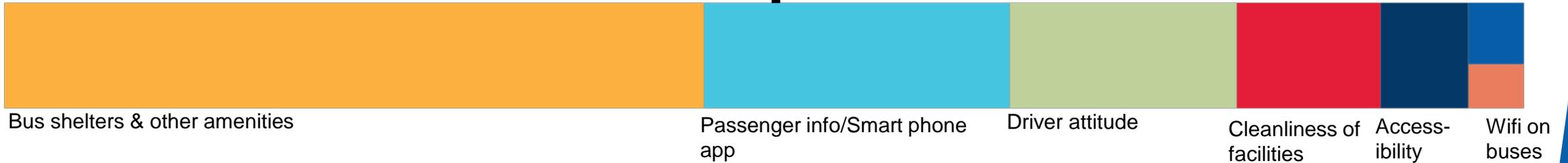
2. *Faster & More Reliable Service*



Comments and other feedback

3. *Better Customer Experience*

Bilingual drivers



4. *More Flexibility*

Mid-day service



5. *Improve Safety & Security*

LRT Crossings



Police coverage/enforcement

Lighting

Four themes emerged from what we heard:

Next level

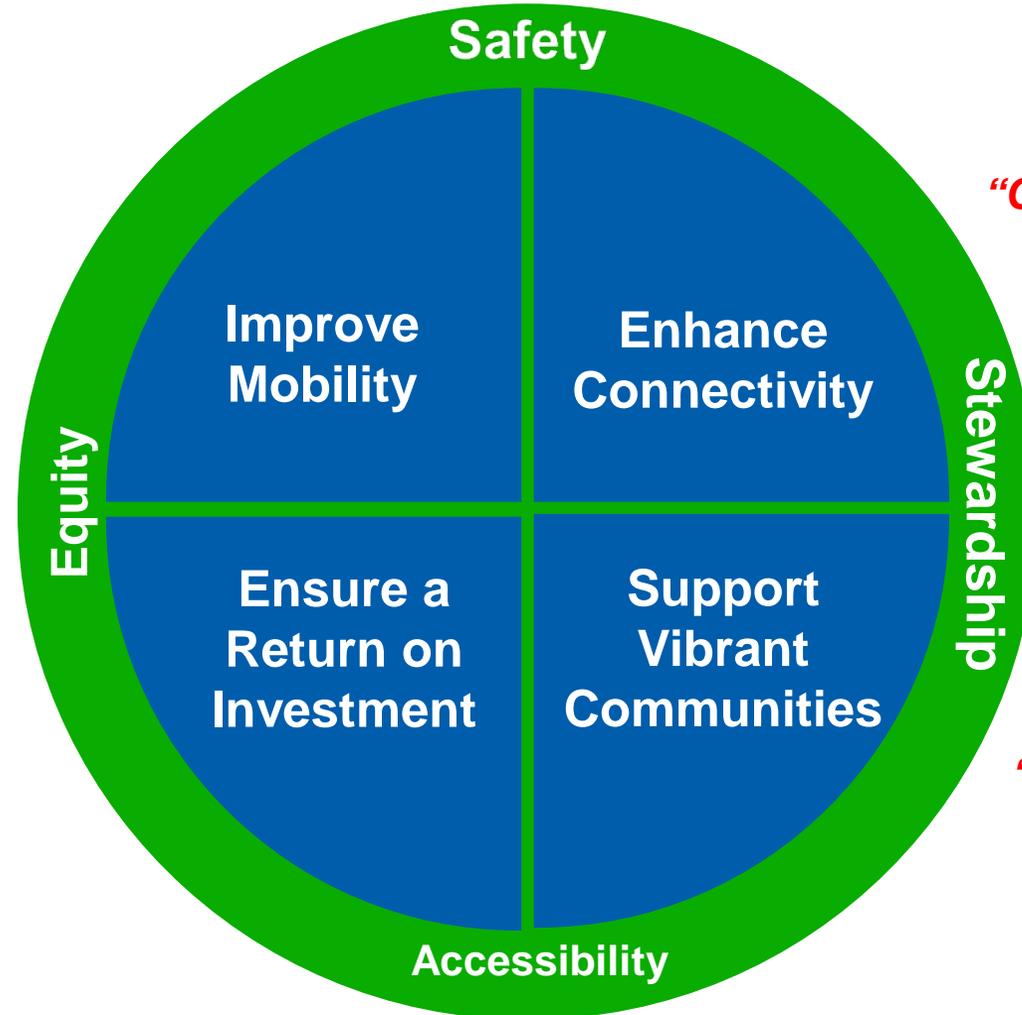
- **Connections**
 - › Major Activity Centers
 - › Airports
 - › Park & Ride expansion
- **Speed and Reliability**
 - › Exclusive ROW
 - › On-time performance
- **Customer Experience**
 - › Shelters, Real time information
 - › Safety improvements
 - › Safe and Clean Facilities
- **Technology**
(consider new and emerging technologies)
 - › Bus platooning
 - › Autonomous vehicles



Phase 1: Alignment of Goals and Public Comments

*“Safely Move
More People”*

“Connect More People”



*“Get More Bang
for the Buck”*

“Be a Good Neighbor”

Next Steps



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

We listened to what you had to say.

METRO THEN, NOW AND NEXT.

Changing demographics, forecasts for future growth, new development and travel patterns, facts about the services METRO provides and information on METRO Solutions, approved by voters in 2003. That data laid the foundation for discussions about METRO's past successes, current system and services, and future transit needs. Boards containing that information were presented at the open house meetings and posted on metronext.org. The purpose of the boards was to initiate a conversation about where metro has been, where it is today and where it needs to go in the future.

METRO employed a variety of techniques and platforms to solicit comments from the public, including community open houses, comments - received online, in the mail and handed to us - and a survey to help understand public priorities. Materials were available in English, Spanish, Chinese and Vietnamese. Each method was an opportunity to listen to what you had to say.



Map of Community Open House Meetings

