

# METRONext

## PUBLIC INVOLVEMENT

PHASE I



# What is METRONext?

METRONext is the development of a regional transit plan that will identify major capital investments and other improvements needed for METRO to meet the mobility challenges of the next 20 years.

## Public Involvement during Phase 1

*Transit designed for, and with the help of, residents of the Houston region*

METRONext has two key phases that focus on getting your suggestions and comments. During Phase 1, a series of 25 community open houses were held to hear your thoughts on public transportation needs and wants throughout our region.

This brochure will provide a summary of those thoughts and the results of your input.





# METRO *listened* to you

The public input received identified **four very distinct themes**, for the improvements described below.

## CONNECTIONS

More transit connections to more travel destinations

## SPEED & RELIABILITY

Expand the network with frequent transit routes that attract high ridership

## CUSTOMER EXPERIENCE

Deliver a safe, flexible, and high-quality transit experience

## INNOVATION

Utilize advanced technologies to meet passenger needs

*The following pages highlight what you said and the results of the survey you participated in.*

## PUBLIC PARTICIPATION:

### COMMUNITY EVENTS/MEETINGS

Over 200 public engagement activities

### COMMUNITY OPEN HOUSES

25 public meetings

### SURVEYS

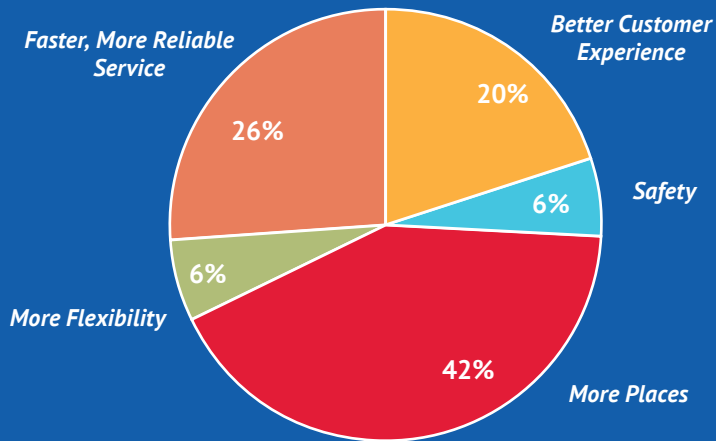
More than 2,400 print and digital questionnaires

### COMMENT CARDS

Almost 1,500 online, mail, phone, and in-person remarks

# METRO *heard* your ideas

You provided many comments at both the community open houses and online. These comments covered a range of suggestions that included both the need for more transit service and improvements to METRO's existing routes. Five major topics emerged. The pie chart below shows the percentage of feedback as it relates to each. For example, 42% of the suggestions indicated that METRO should expand transit service to more places. The charts to the right show a more detailed breakdown of your comments. Under More Places, many of your comments suggested an increase of service between the suburbs and the urban centers, while others advocated for extending service to the airports.



## 1. More Places



## 2. Faster, More Reliable Service



## 3. Better Customer Experience



## 4. More Flexibility



## 5. Safety



# Your Suggestions



# Survey Results

METRO conducted a survey online and in-person that asked your preferences related to transit priorities, budget allocation, and transit service. Below are the results of the survey.

## Transit Priorities

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

You identified three areas of highest priority:



#### **MORE TRANSIT, MORE PLACES**

Expansion of METRO's current transit system, including light rail, commuter, and local bus routes



#### **SPEED AND RELIABILITY**

Buses and trains that are on time, have fewer stops, and come more frequently



#### **ACCESSIBILITY**

Sidewalks, ramps, and transit stops that are accessible for all

## Budget Allocation

### *How would you spend \$100 on transit in the Houston Region?*

You identified three areas to prioritize METRO's budget to address transit needs:



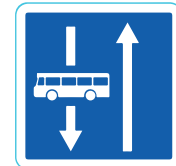
#### **COMMUTER SERVICE**

Long-distance buses or rail that go to more places



#### **FREQUENCY**

Buses and trains that arrive more often



#### **DEDICATED LANES**

Trains and buses that are separated from other vehicles



# What's Next?

You spoke, we listened. Your input provided the basis for a bold transit vision for the future. Based on your priorities, we are ready to share our draft Moving Forward Plan. Join us for a community conversation at one of the following public meetings or visit [www.METRONext.org](http://www.METRONext.org) for more information.



## METRONext Public Meeting Schedule

Saturday, January 26th  
10:00 AM - 12:00 PM  
Fifth Ward Multi-Service Center  
4014 Market Street  
Houston, Texas 77020

Monday, January 28th  
11:00 AM - 1:00 PM  
Fulbright Tower  
1301 McKinney  
Houston, Texas 77010

Monday, January 28th  
6:30 PM - 8:30 PM  
Klein ISD Multipurpose Center  
7500 FM 2920  
Klein, Texas 77379

Tuesday, January 29th  
6:30 PM - 8:30 PM  
Missouri City Community Center  
1522 Missouri City Drive  
Missouri City, Texas 77489

Tuesday, January 29th  
6:30 PM - 8:30 PM  
Kingwood Community Center  
4102 Rustic Woods Dr  
Kingwood, TX 77339

Wednesday, January 30th  
6:30 PM - 8:30 PM  
DoubleTree by Hilton Hotel IAH  
15747 John F Kennedy Blvd  
Houston, TX 77032

Wednesday, January 30th  
6:30 PM - 8:30 PM  
HCC - Spring Branch Campus  
1010 West Sam Houston Pkwy N  
Houston, Texas 77043

Saturday, February 2nd  
10:00 AM - 12:00 PM  
Magnolia Multi-Service Center  
7037 Capitol  
Houston, Texas 77011

Monday, February 4th  
6:30 PM - 8:30 PM  
Katy ISD Board Room  
6301 South Stadium Lane  
Katy, Texas 77494

Tuesday, February 5th  
6:30 PM - 8:30 PM  
Tracy Gee Community Center  
3599 Westcenter Drive  
Houston, Texas 77042

Wednesday, February 6th  
6:30 PM - 8:30 PM  
Montrose Center  
401 Branard Street  
Houston, Texas 77006

Thursday, February 7th  
6:30 PM - 8:30 PM  
Southwest Multi-Service Center  
6400 High Star  
Houston, Texas 77074

Thursday, February 7th  
6:30 PM - 8:30 PM  
Springhill Suites Conference Center  
20350 Northwest Freeway  
Houston, Texas 77065

Saturday, February 9th  
10:00 AM - 12:00 PM  
South Park Baptist Church  
5830 Van Fleet Street  
Houston, Texas 77033

Monday, February 11th  
6:30 PM - 8:30 PM  
Volunteers of America Texas  
4808 Yale  
Houston, Texas 77018

Tuesday, February 12th  
6:30 PM - 8:30 PM  
Doubletree Houston Hobby Airport  
8181 Airport Blvd.  
Houston, Texas 77061

Wednesday, February 13th  
6:30 PM - 8:30 PM  
Junior League of Houston  
1811 Briar Oaks Lane  
Houston, Texas 77027



[www.metronext.org](http://www.metronext.org)  
713-635-4000



January 3, 2019

