

# What input have we heard from key groups?





Metro partnered with Cogan Owens Greene and the MultiCultural Collaborative to work with community leaders and convene 11 culturally specific, transit dependent focus groups in winter 2016. Focus groups centered around bus stops and station locations and included:

- African Americans
- African Immigrants
- Bhutanese
- Chinese
- Russian-speaking
- Tongan
- Vietnamese
- Latinos
- Youth
- Native Americans
- People with Disabilities





## Focus Group Findings

The three **most important improvements to bus stops** to the majority of focus group participants were:

- better sidewalks and crossing on my way to the stop,
- real time information on when next bus arrives, and
- new or more shelters/weather protection.

**Better reliability is the most important service improvement** people would like to see.

The majority of participants would like a safe, reliable, fast and affordable transit option that provide convenient access to work, school and the surrounding community.

(focus groups were conducted when an Inner Powell/Outer Division route was being considered)



Focus group findings: Access to station locations

**Most participants (79%) thought the proposed station locations would meet their travel needs. 7% thought the locations would not meet their needs. Nearly every participant said they were very likely to use a BRT station.**

A majority of participants from all focus groups said they would prefer walking further for faster service as opposed to having more bus stops but slower service.

Every member of the People with Disabilities focus group preferred to travel farther for a faster trip with accessibility features and improvements and underlying bus service remaining.

*(focus groups were conducted when an Inner Powell/Outer Division route was being considered)*





A **survey focused on inner Division** is open July 21 to Sept. 9. More than 3,600 people participated (as of Aug 24).

Most (93%) like some or all of the changes proposed on inner Division.

Many (74%) say they prefer to travel farther to a station for a faster trip, and a majority (64%) say station locations work well for them.

Those (26%) who support more stations cite the increased distance to the station. Most of them express concern for others who have mobility issues, but do not have mobility issues themselves.

Many express concern that an 8-10 block gap between stations is too far. SE 30<sup>th</sup> was the most common suggestion for where to add a station.

## Other themes from focus groups

- **African American** participants want better pedestrian access.
- **African Immigrant** participants want more reliable service and safety and security improvements for both personal concerns and protection from the elements.
- **Bhutanese** participants want reliable service and more BRT stations to give equal opportunity to ride.
- **Chinese** participants want safety improvements. Specifically they would like more crosswalks, lighting and lower entry ramps to minimize accidents. They would also like to see information screens with arrival times and public restrooms at bus stations. They want seniors to get free bus services.
- **Latino** participants want safety and health considerations, especially on the bus for vulnerable populations. The participants are excited about faster service with fewer stops to navigate. They would like wayfinding enhancements including consistent BRT themes and an overlay map to decide which option of travel will be best for them.
- **Native American** participants want street improvements including lighting, sidewalks and crosswalks. They would also like to see broader community engagement efforts to include people with mobility issues.
- **People with Disabilities** participants want review and analysis of the public Right of Way conditions. Good curb conditions for the ramp, crosswalks at each bus stop and flashing signal lights with auditory signal and Braille signage. They also would like more wheelchair space on buses, real time information without glare on the screens, more lighting and benches instead of leaners. They also indicate a preference for the bridge plate over the swing ramp.
- **Russian-speaking** participants want more reliable and faster access to PCC and PSU than MAX. They also want better accommodations and safety improvements. Specifically they would like to see better access for people with children and strollers and for people with disabilities. They would like sheltered bus stops with video cameras for safety and benches to sit on. They would like BRT stops to be located every 20 or 40 streets, with schedules and information displayed both at bus stations and on BRT buses. They recommend scaling bus fares to assist those with lower incomes. They also mention wanting more welcoming bus drivers.
- **Tongan** participants want faster service and safety improvements, including lighting and shelter at the bus stops. They would also like to see a Pacific Island design for one of the stations to make other Pacific Islanders comfortable using public transit.
- **Vietnamese** participants want safety enhancements, clean restrooms at new stations and reliable service without sacrificing safety for older riders. They would like a stop at SE 101st Avenue and at 112th Avenue. They also found the survey to be unintelligible and spent a lot of time interpreting the meaning of the materials.
- **Youth** participants want safety improvements and frequent, reliable service. Specifically they would like to see better lighting, sidewalks and crosswalks, late night service and screens with real time updates. They also indicate an interest in bigger buses for students with big backpacks, sporting equipment and musical instruments.