

# Assessing the transit needs of Concho Valley residents



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## **EXECUTIVE SUMMARY**

In 2012, Community Development Initiatives (CDI) at Angelo State University delivered a report to CVTD planners that offered recommendations based on the findings of an online survey of Concho Valley residents including individuals residing on Goodfellow AFB. Based on the report's recommendations, CVTD commissioned the CDI to conduct a series of focus group sessions to assess citizen perceptions about CVTD transit services. CDI conducted the 15 sessions from March to August 2013. In all, 127 individuals participated. The project received support from the following organizations.

- The San Angelo Chamber of Commerce
- The Texas Silver Hair Legislature
- Howard College
- Angelo State University
- Goodfellow AFB leaders
- The Area Agency on Aging
- Texas Work Force Development

We designed the discussions to gather information from residents to determine

- how they get around San Angelo and their communities
- the obstacles they face when trying to access transportation
- their familiarity with Concho Valley Transit District (CVTD) services
- the level of support for a dedicated public transit system
- when they use CVTD services
- their experiences when using CVTD services
- their vision for an efficient CVTD transit system

These sessions allowed us to elicit a fuller range of ideas, attitudes, experiences, and opinions participants have about CVTD transit services.

### **Principle findings**

- Focus group comments confirm many of the principle findings from the August 2012 survey.
- There was mutual concern about the availability of transit schedules, the need for enhanced marketing, and equitable service delivery.
- Participants expressed concern that transit facilities and vehicles were not accessible to those with special needs.
- Transit users voiced concern that routing and travel time is excessive.
- Rural participants voiced concern about the difficulties associated with making transport appointments through the CVTD in San Angelo.
- There is concern amongst senior Thunderbird users that Medicaid recipients get preferential treatment when making appointments for transport to the doctor.
- Rural transit users can only use the Thunderbird service for medical appointments once a month.

### **Key recommendations**

- CVTD planners and policy makers need to review the principle findings and recommendations offered in the August 2012 survey.
- The CVTD will need to develop policy that stresses flexibility and responsiveness to meet the different demands of transit users.

- CVTD planners should ensure that station personnel and drivers receive sensitivity training and training about ADA requirements.
- CVTD planners need to expand collaborations with key players such as the San Angelo Chamber of Commerce and the leaders of San Angelo’s educational institutions and GAFB.
- CVTD administrators should consider designing and contracting for “customized” transport plans to serve students from Howard College and Angelo State University while continuing the GAFB trolley service.
- CVTD administrators should conduct information sessions in the counties.
- CVTD should develop a public transportation system that enhances mobility and leads to independence.

## **INTRODUCTION**

In 2012, Community Development Initiatives (CDI) at Angelo State University delivered a report to CVTD planners that offered recommendations based on the findings of an online survey of Concho Valley residents including individuals residing on Goodfellow AFB. While there were many positive comments, many respondents echoed concerns from previous surveys such as the need for equitable transit service delivery and better marketing of CVTD services.

Based on the report’s recommendations, CVTD planners realized that they needed to develop a flexible and continuous process for monitoring public sentiment and input through routine, as well as target, satisfaction surveys and focus group sessions that provide a level of insight rarely derived from surveys alone. Therefore, they commissioned the CDI to conduct a series of focus group sessions to assess citizen perceptions about CVTD transit services.

Many transit policy analysts have documented the need for public transit in our metropolitan areas. In its 2012 Urban Mobility Report, for example, the Texas A&M Transportation Institution (TTI) detailed the massive expenses due to traffic congestion that is common in major metropolitan areas. As highlighted by the Center for Neighborhood Technology, the TTI calculated “. . . that in 2011 commuters spent 5.5 billion hours sitting in traffic (equivalent to the total amount of time that businesses and individuals spend filing their annual tax returns), wasted 2.9 billion gallons of fuel and pumped out 56 billion extra pounds of carbon dioxide into the atmosphere.” (<http://www.cnt.org/2013/02/11/why-we-need-to-invest-in-public-transit/>).

While these congestion complications are not characteristic of San Angelo, our metropolitan transit system does have scheduling and marketing problems. In addition, an often-neglected public transit problem is the lack of effective transit support for vulnerable populations such as our youth, seniors, individuals with special needs, and low-income residents. CDI addressed this neglect by conducting focus groups with individuals of these vulnerable populations. In addition, we conducted sessions in the rural areas and with active military individuals and veterans.

## **METHODOLOGY**

Focus group sessions lead to important insights about topics and allow facilitators to probe a group’s thinking on matters that are scripted and that arise spontaneously through conversation. This feature makes them a more flexible tool than quantitative surveys. Focus groups are also advantageous when compared with conducting one-on-one interviews because they allow participants to feed off one another’s ideas and spark thoughts that are difficult to capture in isolation.

One concern researchers have about focus groups, is the fact that the small sample sizes and non-random selection of participants prevent them from using the findings to draw cause and effect relationships or to generalize the results to a wider population. We addressed this concern by conducting 15 separate

sessions composed of transit and non-transit users, urban and rural residents, seniors, students, veterans, and residents that have special needs.

In the focus group sessions, we presented scripted questions (Appendix A) to several homogenous audiences (Appendix B). As in most cases, our focus group studies were qualitative in nature. This allowed us to uncover a range of perspectives and themes participants had about CVTD transit.

This report describes the results of the focus group sessions. CVTD planners can use this report to ensure their transit system is meeting the needs of current and prospective users, provide a safer transit environment, and offer a better public transit system for people living in the Concho Valley including military people living on Goodfellow AFB. CVTD can also use results to link transportation with other Texas cities and support funding requests.

## **RESULTS**

### **Demographics**

CDI conducted 15 focus group sessions from March to August 2013. In all, 127 individuals participated. Appendix C presents the demographics of our focus group participants. In general, we met our goal to gauge the attitudes that vulnerable populations have about CVTD transit services. Specifically, 51 percent of the respondents were non-Caucasian, 34 percent were seniors, one in five has special needs, and 30 percent had annual incomes under \$10,000. In addition, almost 34 percent were veterans or on active duty in the military. Last, 65 percent of the respondents are female and 46 percent live in the rural counties.

### **Session 1: ASU International Students**

On 18 March 2013, Community Development Initiatives (CDI) at Angelo State University conducted a focus group session to identify the need for a dedicated public transit system tailored to meet the transit requirements of the university's international students. Thirteen students participated.

**Moderators:** Jacqueline Coty, Kayla Hullum, and Laurence F. Jones

**Note:** Dr. Won-Jae Lee, the Director of the Asian Division of the Center for International Studies, provided invaluable support to ensure that focus group participants and moderators understood the questions and responses.

### **Question 1: How do you get around San Angelo when you have to go somewhere?**

Most students stated that they have asked their roommates and host families for a ride. One student purchased a bicycle to meet her transportation needs. All of the students stated that they walk to nearby stores and restaurants including HEB to purchase groceries.

Two students have used the bus but both were disappointed that the bus did not arrive at the stop according to the schedule. A few students have used a taxi but they stated that the service was too expensive.

### **Question 2: What kinds of problems do you have with getting transportation?**

Although most of the students have asked their roommates and host families for a ride, they experienced the following.

- Roommates are not always available especially on the weekends and while they are working.

- The students' culture makes it difficult for them to ask for transportation. They feel as if they are imposing. However, they do offer to pay for gas.
- Round trip taxi fares are too expensive.
- The students find it difficult to access current transit schedules. One student remarked that the on-line schedules were dated.
- Bus transportation took too long to reach destinations.
- Bus routes were inconvenient.
- Buses did not arrive on time

**Question 3: How do you feel when you do not have transportation?**

The students, as a group, stated that they felt isolated and frustrated when they did not have transportation. One student stated that she felt lonely in her room because she could not go anywhere because of a lack of transportation. Another student stated that she did not have the feeling of independence that personal transportation provides.

**Question 4: What would you do if you did not have access to personal transportation such as family/friends to transport you?**

The students stated that they would use a bicycle and the bus to go to the store and other locations. Many also said they would walk. However, several expressed the following comments dealing with walking.

- It is dangerous to walk because of the lack of sidewalks and crosswalks.
- It is too hot to walk during the summer.
- Drivers harassed them. Thus, they felt threatened.

Despite their desire to go to downtown San Angelo, many of the students did not go because of a lack of transportation. It is too far and dangerous to walk.

**Question 5: Are you familiar with San Angelo's public transit system?**

The majority of the students were not familiar with the public transit system nor did they know how to access transit schedules.

Dr. Lee stated that he tried to retrieve transit schedules for the students before they came to ASU. However, the schedules were dated (2007) and confusing.

**Question 6: If you are familiar with the public transit system, how did you hear about the system?**

One student was somewhat familiar because she waited for the bus at the Johnson Street stop. Others said that they saw buses make their rounds.

Most students, however, were unaware of the transit system schedule. One student stated, "I'm trying to find information on the internet, but there is not enough information."

**Question 7: If you were to use a dedicated transit service, where would you go?**

Students stated that they would predominantly go to the following locations.

- H-E-B and Wal-Mart
- Sunset Mall (much agreement)
- Airport (much agreement)
- Asian Buffet

- Academy Sports
- Movie theater (much agreement)
- Citibank
- Downtown

**Question 8: If you were to use a dedicated transit service, when would you use it?**

Student responded that they would use transit throughout the afternoon and evening. There was little support for morning transit. The students, however, were unanimous that they would use transit on Fridays and the weekends.

**Question 9: What are some characteristics you would like to see in a future transportation system?**

The more important characteristics the students identified are:

- The need for convenient routes
- Consistent scheduling
- Reasonable fares
- Reasonable travel time
- Availability of transit schedules
- Safety at the bus stops
- Bus stop signs

**Question 10: What message concerning public transit, would you like to give to ASU and Concho Valley Transit System leaders?**

The majority of the students wanted the following concerns addressed.

- Ensure that maps and timetables are readily accessible.
- Place bus stop signs at the transit locations.
- Provide more advertisements about bus schedules.
- Ensure fares do not exceed \$1.00 from ASU to final destination.
- Provide transit pass for \$30.00 for up to 40 rides.
- Provide transportation awareness materials and transit passes before the international students arrive at ASU.

**Session 2: Howard College Students**

On 20 March 2013, Community Development Initiatives (CDI) at Angelo State University conducted a focus group session to identify the public transit requirements of Howard College students. Eleven students participated.

**Moderators:** Jacqueline Coty, Kayla Hulum, and Laurence F. Jones

**Question 1: Are you familiar with San Angelo's public transit system?**

Each participant was familiar with the transit system.

**Question 2: If you are familiar with the public transit system, how did you hear about the system?**

Several students saw the buses driving their routes and picking up students at Howard College. Other students learned about the system from friends, students, and co-workers. Several students, however, were unaware of the transit system schedule.

**Question 3: Tell us about the last time you traveled on public transit.**

Responses included

- The vehicles were clean most of the time.
- The air conditioner was not working when they used the bus
- While most users praised drivers, several users commented about their safety
  - Drivers ran red lights to stay on schedule
  - Drivers did not care about passengers when they were driving.
  - Drivers were texting while driving.
  - One student responded; “I would rather stay home than ride with some of the drivers.” Another stated, that “[t]here are some wonderful drivers . . .”
- Concern with the cleanliness of the transit facilities
- Concern that bus stops did not have covering to protect them from the elements
- Lack of knowledge on how to access transit schedules
- Concern about waits in excess of one hour when transferring from one bus to another

**Question 4: What are some obstacles you experience when using public transit?**

The majority of the participants expressed, and supported, the following comments.

- Buses are too small.
- Drivers started driving before all passengers sat down.
- The wait times at the stops are excessive.
- Scheduling and routes are inconvenient.
- Facilities and buses are not accessible for those with special needs.

**Question 5: Do the current routes meet your needs? If not, why not?**

Responses included

- Need routes outside of the loop.
- Need a direct route from Howard College to the St. John campus.
- Buses need to run during the evening hours.

**Question 6: What improvements does the Concho Valley Transit System need to make to the current transit system?**

Popular responses included

- Need schedules and route maps at the bus stops.
- Need covered bus stops.
- Station personnel and some drivers need sensitivity training.
- All transit personnel need to know about ADA requirements.

**Question 7: Do you have any special needs that public transit leaders need to address?**

Participants with special needs stated that some drivers would not allow guide dogs and therapeutic dogs on the bus. Others stressed that bus drivers needed to be aware and trained in all the different needs of the various ADA disabilities.

**Question 8: What would it take non-transit users to use public transit?**

Possible new users of public transit implied that they would use transit if CVTD administrators addressed the need for convenient routes, consistent scheduling, and reasonable travel time between destinations.

**Question 9: What would you do if personal transportation were not available?**

Many students replied that they would walk. In addition, each respondent said they would use public transit in lieu of taxicabs.

**Question 10: What message concerning public transit, would you like to give to ASU and Concho Valley Transit System leaders?**

The majority of the students wanted the following concerns addressed.

- There needs to be a dedicated route between Howard College and Angelo State University.
- The bus needs to run before 6:00 a.m. and after 6:00 p.m.
- There should be weekend service.
- The transfer rate is too expensive.

**Session 3: Veteran Support Agencies**

On 12 April 2013, Community Development Initiatives (CDI) at Angelo State University conducted a focus group session to identify the need for a dedicated public transit system tailored to meet the transit requirements of the group's veteran clients. Seven individuals participated.

**Moderators:** Laurence F. Jones, Jacqueline Coty, and Kayla Hullum

**Question 1: How do you get around San Angelo when you have to go somewhere?**

Most respondents stated that they use personal transportation or ask friends for transportation.

**Question 2: What would you do if personal transportation were not available?**

The majority of the respondents stated that they would ask family or friends for transportation. Several mentioned that they would consider using public transit.

**Question 3: Are you familiar with San Angelo's public transit system?**

Several replied that they knew there was public transit because they rode the bus or saw the buses on the streets. One respondent stated that they were not able to retrieve current on-line information about the system.

**Question 4: If, you are familiar with San Angelo's public transit system, how did you hear about the system?**

Respondents replied that they saw buses on the streets. One individual stated that there is a bus stop next to his house. No respondent was familiar with the system because of marketing initiatives.

**Question 5: Tell us about the last time you traveled on public transit.**

Respondents stated

- Buses did not arrive as scheduled.
- There was a large pile of trash at the front of the bus by the driver.
- The driver did not drive safely. “Driving that bus felt like I was in a dad gum racecar.”
- The bus driver was very nice.

**Question 6: Do you have any special needs that public transit leaders need to address?**

Participants with special needs stated that there is a limited number of “spots” for wheelchairs. Thus, some wheelchair users could not ride the bus. In addition, bus stops are not accessible to wheelchairs.

**Question 7: What improvements does CVTD need to make to the current transit system?**

Participants identified the need for:

- convenient routes
- consistent scheduling
- operational air conditioning units
- sensitivity training for drivers
- drivers to be more knowledgeable about current policies
- transit schedules
- safety at the bus stops
- bus stop signs
- coverings and benches at clearly marked bus stops

**Question 8: What would it take you to use public transit?**

Possible new users of public transit implied that they would use transit if routes were more convenient, schedules were available, and travel time was more reasonable.

**Question 9: If you were to use public transit, what would be your primary purpose?**

Common responses were travel to

- St. John’s and the veteran’s hospital in Big Spring
- the workforce center
- school
- recreation purposes (Movie theater, special events i.e. San Angelo Rodeo)
- grocery stores
- city social service agencies

**Question 10: If you were to use public transit, when would you use the service?**

The most common response was during the hours of 6:00 a.m. and 8:00 a.m.

## **Sessions 4 - 6: Goodfellow AFB Transient Personnel**

From 16-18 March 2013, Community Development Initiatives (CDI) at Angelo State University conducted three focus group sessions to identify the public transit needs of Air Force personnel receiving training at GAFB. The first and second sessions consisted of non-prior and prior enlisted members respectively. The third session included junior officer personnel. In all, 21 individuals participated.

**Moderators:** Jacqueline Coty, Kayla HULLUM, and Laurence F. Jones

### **Question 1: How do you get around San Angelo when you have to go somewhere?**

The junior enlisted individuals do not have personal vehicles, so they use the Red Ball Express or other taxi service to travel within the area. Senior enlisted members and officers use their personal vehicles for transportation. Some said they purchased bicycles for transportation.

### **Question 2: What would you do if personal transportation were not available?**

Across each group, the majority of the individuals stated that they would use the Red Ball Express or public transportation.

### **Question 3: Are you familiar with San Angelo's public transit system?**

Only a few participants stated that they were familiar with the public transit system. No officer was familiar with the city's transit system.

### **Question 4: If you are familiar with San Angelo's public transit system, how did you hear about the system?**

Those familiar with the system

- heard about the system through squadron briefings
- saw TRANSA vehicles and the trolley driving around town
- saw the map of transit routing posted at the Base Exchange
- heard about the trolley from friends

### **Question 5: Tell us about the last time you traveled on public transit.**

None of the senior enlisted students or officers has used public transit. Junior enlisted students stated that

- the seats are not comfortable
- drivers did not drive safely
- the trolley took too long to go to their downtown destinations

### **Question 6: If you were to use a dedicated transit service, where would you go?**

Respondents stated that they would predominantly go to the following locations

- the mall
- Wal-Mart
- Target
- Downtown

- REC Camp at the lake
- Movie theaters
- Church
- Airport

**Question 7: If you were to use a dedicated transit service, when would you use it?**

The majority stated that they would use transit on the weekends and during the evening hours.

**Question 8: What improvements does CVTD need to make to the current transit system?**

Respondents identified the need for

- marketing to disseminate information about routes and times available
- reverse routes so it does not take so long to get downtown
- safer, more secure seats
- more frequent stops
- an airport stop
- routes during event seasons (i.e. the rodeo)
- TRANSA and the GAFB capability to enter Goodfellow AFB
- posting of the routes and schedules in populated places on Goodfellow AFB such as laundry rooms, the base exchange, bowling alley, and the gym

**Question 9: What message concerning public transit, would you like to give to GAFB Commanders and Concho Valley Transit System leaders?**

The majority of the students wanted the following concerns addressed.

- Base access for the trolley similar to the Red Ball Express
- Comfortable seats on the trolley
- Comment box on the trolley
- Better marketing of the system

**Session 7: Angelo State University Freshmen**

On 6 May 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of ASU freshman students. Seven students participated.

**Moderators:** Jacqueline Coty, Feleseya Joshua, and Laurence F. Jones

**Question 1: How do you get around San Angelo when you have to go somewhere?**

The students stated that they use the following ways to travel in San Angelo

- Taxi
- Friends
- Walk
- Bicycle

**Question 2: What kinds of problems do you have with getting transportation?**

Respondents stated that they have often waited in excess of one hour for taxi service. They also were concerned about the cost of taxi service.

**Question 3: How do you feel when you do not have transportation?**

Most of the students felt isolated and helpless. Despite these feelings, the students were reluctant to ask friends for a ride.

**Question 4: What would you do if you did not have access to personal transportation such as family or friends to transport you?**

Most of the students stated that they would walk to their destinations or use taxi service.

**Question 5: Are you familiar with San Angelo's public transit system?**

None of the students was familiar with the transit system.

**Question 6: If you are familiar with the public transit system, how did you hear about the system?**

Not applicable, see response to Question 5

**Question 7: If you were to use a dedicated transit service, where would you go?**

Primarily, students would use the service to go shopping. There was also interest in using the service to go to the following destinations

- Entertainment venues such as the movies, restaurants, and downtown San Angelo
- Special events such as the rodeo
- Lake Nasworthy

**Question 8: If you were to use a dedicated transit service, when would you use it?**

The students would use the service on Friday evenings and on the weekends. Weekday use would be minimal due to studying and participation in ASU functions.

**Question 9: What are some characteristics you would like to see in a future transportation system?**

Students want a system that is reliable, safe, and convenient.

**Question 10: What message concerning public transit, would you like to give to ASU and Concho Valley Transit System leaders?**

Students offered the following suggestions.

- Publicize the system in Freshman Orientation sessions
- Charge students \$50.00 per semester with unlimited use of the service
- Allow students to charge fees on their ASU One Card

## **Session 8: Residents of Menard County**

On 17 June 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the area's senior citizens. Five individuals participated.

**Moderator:** Jacqueline Coty

### **Question 1: How do you get around when you have to go somewhere?**

Respondents stated that they have personal transportation, but at the center where they work, there are people who use the Concho Valley Thunderbird transit.

### **Question 2: What would you do if transportation were not available?**

Respondents stated that they would do the following:

- Walk
- Call a family member
- Call a neighbor
- Use the Thunderbird
- Use the Center's county van

### **Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

Two of the respondents were familiar with the transit system.

### **Question 4: If so, how did you hear about the system?**

One respondent stated that they worked at the Center where the Thunderbird parks during the day between rides. One respondent stated that they volunteered to work at the Center and have used the Thunderbird service in the past.

### **Question 5: If you use the system, please tell us the last time you used it.**

One participant went to San Angelo with other passengers on the Thunderbird. They also went to several places such as the Social Security Office, the hospital, and the Concho Valley Veterans Association.

### **Question 6: What are some obstacles you experience when using the system?**

Respondents stated that if they have an appointment, they are not Medicaid recipients, and a Medicaid recipient needs to use the Thunderbird service, the Medicaid recipient gets priority use. The non-Medicaid recipient would then have their appointment canceled unless they want to go to the same location.

### **Question 7: What days do you mainly use the transportation services?**

While the respondents do not regularly use the Thunderbird service, they have used it during the weekdays.

### **Question 8: What time of day do you mainly use the transportation services?**

The respondents use the service primarily in the morning and early afternoon.

### **Question 9: What is your main reason for using the transportation services?**

Respondents use the service primarily for doctor's appointments because they are concerned that the medical procedure may impair their driving ability.

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

The participants stated that they would need more information on how to access the Thunderbird and lower fares.

**Question 11: What message would you like to give to the administrators of the transportation services?**

The participants stated the need for access for everyone needing the service. "I would tell them 'Let everybody use it, not just Medicaid or Medicare, just let everybody who needs it, use it. Service our county, our people.'"

**Session 9: Residents of McCulloch County**

On 8 July 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the area's senior citizens. Six individuals participated.

**Moderator:** Jacqueline Coty

**Question 1: How do you get around when you have to go somewhere?**

All but one respondent stated that they have their own personal transportation. The respondent stated that she used the Thunderbird service.

**Question 2: What would you do if transportation were not available?**

Respondents stated that they would do the following:

- Stay home
- Call a family member
- Call a neighbor
- Use the Thunderbird
- Use the Center's county van

**Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

Except for one participant, all the others were familiar with the Thunderbird transit service.

**Question 4: If so, how did you hear about the system?**

Two respondents stated that they volunteer at the Senior Center. One respondent stated that she worked at the local school and many students had used the Thunderbird to get to the school. Others stated that they frequently come to the Senior Center where the Thunderbird parks.

**Question 5: If you use the system, please tell us the last time you used it.**

One woman who used it the morning of the focus group meeting said, "It was fine, real good, picked me up on time."

**Question 6: What are some obstacles you experience when using the system?**

Participants are concerned with the service they receive when making transit appointments. Specifically, a participant said, “I have never, I mean never, got an appointment when I call up there (San Angelo) that they don’t have me talk to someone else.”

Another respondent stated that she needed to give CVTD two days’ notice when making an appointment.

**Question 7: What days do you mainly use the transportation services?**

In addition to going to San Angelo, some participants go to Brownwood, where they perform volunteer work in a local Hospice facility.

**Question 8: What time of day do you mainly use the transportation services?**

Participants usually use the Thunderbird in the early afternoon.

**Question 9: What is your main reason for using the transportation services?**

Participants usually use the Thunderbird

- To save gas
- To go shopping
- For medical appointments
- For beauty appointments

One respondent stated, “I use the Thunderbird to just get around town.

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

Participants stated that they would use CVTD transit because they did not have personal transportation or health reasons made it difficult for them to drive.

**Question 11: What message would you like to give to the administrators of the transportation services?**

Responses included the need to keep the transit system in place, a City Council member stated, “I’m on the City Council here in Brady and I feel strongly that McCulloch County needs the system, we need the transportation system desperately. Please continue it. This is the only public transportation we have.”

Another participant wanted to be able to make transit appointments through the Sunset Senior Center and keep the CVTD call center open on the weekends.

**Session 10: Residents of Sutton County**

On 9 July 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the area’s residents. Nine individuals participated.

**Moderator:** Jacqueline Coty

**Question 1: How do you get around when you have to go somewhere?**

Four respondents stated that they have personal transportation. All the other respondents stated that they use the Thunderbird.

**Question 2: What would you do if transportation were not available?**

All respondents stated that they would use the Thunderbird.

**Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

All respondents are familiar with the Thunderbird Transit System.

**Question 4: If so, how did you hear about the system?**

Participants stated that they saw advertisements in the newspaper or heard about the service from friends. Several others saw flyers in the post office.

**Question 5: If you use the system, please tell us the last time you used it.**

Those who use the Thunderbird were pleased with the timeliness of the service

**Question 6: What are some obstacles you experience when using the system?**

Participants stated that transit availability is limited during the school year and drivers do not speak Spanish. In addition, they had problems when making appointments to transport them to see doctors or to go shopping in San Angelo. Another participant was concerned that she could only use the service for medical appointments once a month

**Question 7: What days do you mainly use the transportation services?**

Respondents stated that they use the Thunderbird every day.

**Question 8: What time of day do you mainly use the transportation services?**

Respondents stated that they use the Thunderbird whenever the vehicle is available.

**Question 9: What is your main reason for using the transportation services?**

Participants use the service to go to

- medical appointments
- grocery shopping
- the pharmacy for prescriptions
- special events in Sonora
- run errands in town

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

Participants stated that they would use the system if they were unable to drive because of health problems, the cost of gas increased, and they did not have personal transportation.

**Question 11: What message would you like to give to the administrators of the transportation services?**

Participants want the CVTD to expand transit hours of operation. Specifically, some transit users had to rely on hospital employees to provide return transportation because the Thunderbird ceased operations. In addition, there is concern that transit only makes trips to San Angelo once a month and does not operate on the weekends.

## **Session 11: Area Agency on Aging**

On 24 July 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the area's residents. Twelve individuals participated.

**Moderators:** Laurence F. Jones and Jacqueline Coty

### **Question 1: How do you get around when you have to go somewhere?**

The participants stated that they primarily use personal transportation.

### **Question 2: What would you do if transportation were not available?**

Participants stated that they would ask family or friends for transportation.

### **Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

All respondents are familiar with the Thunderbird Transit System.

### **Question 4: If so, how did you hear about the system?**

One participant stated she used to operate the system in Eldorado. Others stated that their friends use the system or they saw the vans parked at the senior center.

### **Question 5: If you use the system, please tell us the last time you used it.**

The sole participant who has used the service stated, "Six years ago I had to have my leg amputated and I had to come here [San Angelo] every day for therapy and rehab, and I used it. The lift on the vehicle was a great help."

### **Question 6: What are some obstacles you experience when using the system?**

While participants did not use the service, they offered the following comments

- Wheel chair lifts did not function properly
- Users had excessive waiting periods when using the service
- The San Angelo appointment clerks were inefficient
- Transit service is limited for non-student users during the school year
- Medicaid recipients have priority over Medicare patrons

### **Question 7: What days do you mainly use the transportation services?**

While participants did not use the service, they stated that Thunderbird service is available throughout the week.

### **Question 8: What time of day do you mainly use the transportation services?**

While participants did not use the service, they stated that Thunderbird service is available throughout the day.

### **Question 9: What is your main reason for using the transportation services?**

The participants stated the members of their communities use the Thunderbird to get to their medical appointments, go grocery shopping, and do errands. Some stated that the Thunderbird operates as a

school bus during the school year. At the beginning of the school year, parents have to make appointments so that their children can use the Thunderbird during the school year.

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

Participants stated they would use the service if there was a regular schedule, if service was more dependable, or if they were unable to drive because of health reasons.

**Question 11: What message would you like to give to the administrators of the transportation services?**

Participants stated that they would use the system if CVTD administrators expanded transit service.

**Session 12: Residents of Crockett County**

On 16 August 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the county's residents. Fourteen individuals participated.

**Moderator:** Jacqueline Coty

**Question 1: How do you get around when you have to go somewhere?**

Each participant uses personal transportation. A few use the Thunderbird transit service.

**Question 2: What would you do if personal transportation were not available?**

Participants stated that they would use a community transportation service, such as the Thunderbird.

**Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

Each participant knew that Thunderbird transit service was available. However, they were not familiar with Thunderbird policies and rules.

**Question 4: If so, how did you hear about the system?**

One participant stated, that the CVTD presented a community information session. Others have seen vans in town and have friends that told them about the service.

**Question 5: If you use the system, please tell us the last time you used it.**

One participant stated, "Well the last time I called, they never came to pick me up, that's why I got the scooter. Other times before then, I'd call in; sometimes they'd pick me up, three hours later."

**Question 6: What are some obstacles you experience when using the system?**

Collectively, participants offered the following

- Service is not reliable
- Communication between the driver and the San Angelo appointment desk is unreliable
- Drivers are rude. One participant stated that she has continual problems with the driver, but the service is her only means of transportation.
- Drivers do not know how to operate the lifts. One user stated, ". . . there are many little old ladies who do not ride it, because they think they physically cannot ride it. That's a shame."

- Transit information is not readily available

**Question 7: What days do you mainly use the transportation services?**

The sole system user makes use of the service throughout the week. Participants who were representing transit users who could not make the session expressed the same.

**Question 8: What time of day do you mainly use the transportation services?**

The sole system user makes use of the service throughout the day. Participants who were representing transit users who could not make the session expressed the same.

**Question 9: What is your main reason for using the transportation services?**

The participants stated they would use the service to go to the

- Grocery store
- Post Office (they do not have a mail delivery system in Crockett County, they have a post office box at the post office)
- Medical appointments

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

Participants stated they would use the service if they were unable to drive because of health reasons.

**Question 11: What message would you like to give to the administrators of the transportation services?**

Participants were concerned that schoolchildren have priority over seniors for transit use during the school year. Consequently, seniors do not have transportation to meet early morning appointments. The participants also expressed the need for more information about transit services. In addition, participants were concerned that service is not equitable. For example, Medicaid recipients have priority over Medicare beneficiaries.

**Session 13: Residents of Kimble County**

On 11 July 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the area's residents. Nine individuals participated.

**Moderator:** Jacqueline Coty

**Question 1: How do you get around when you have to go somewhere?**

Focus group participants stated that they use personal transportation. Others stated they use Thunderbird service for out of town appointments. Some stated that they use the Thunderbird as their primary means of transportation.

**Question 2: What would you do if personal transportation were not available?**

In addition to asking a family member or friend for transportation, the majority stated that they would use the Thunderbird service.

**Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

Each participant was familiar with the Thunderbird transit system.

**Question 4: If so, how did you hear about the system?**

Participants stated that they know about the system through word of mouth and seeing the vans parked at the senior center. One participant heard about the system at a Lions Club presentation.

**Question 5: If you use the system, please tell us the last time you used it.**

One person was very pleased with her transit experience. She stated in part, “It went as smooth as can be.” Another individual stated the driver “. . . was very, very helpful.”

**Question 6: What are some obstacles you experience when using the system?**

Transit users are concerned that Medicaid beneficiaries get preferential treatment. One Medicare recipient said she lost her doctor’s appointment because Thunderbird cancelled her ride in order to transport a Medicaid recipient to the doctor’s office.

**Question 7: What days do you mainly use the transportation services?**

Participants use the service throughout the week.

**Question 8: What time of day do you mainly use the transportation services?**

Participants use the service throughout the day.

**Question 9: What is your main reason for using the transportation services?**

Thunderbird users primarily use the service to buy groceries and to go to the doctor.

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

Participants stated they would use the service if there were a regular schedule or if they were unable to drive because of health reasons.

**Question 11: What message would you like to give to the administrators of the transportation services?**

Participants stated that

- Medicare beneficiaries needed more access
- there should be service to Fredericksburg and San Angelo
- their “. . . driver is very friendly and courteous”
- “the Thunderbird is a wonderful program for senior citizens”

**Session 14: Residents of Schleicher County**

On 25 July 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the area’s residents. Three individuals participated.

**Moderator:** Jacqueline Coty

**Question 1: How do you get around when you have to go somewhere?**

The participants stated that they use personal transportation.

**Question 2: What would you do if personal transportation were not available?**

In addition to asking a family member or friend for transportation, all of the participants stated that they would use the Thunderbird service.

**Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

Each participant is familiar with the transit service.

**Question 4: If so, how did you hear about the system?**

One participant ran the Thunderbird scheduling for Schleicher County and the others work at the Senior Center, the base of the Thunderbird. In addition, the third participant is a Thunderbird driver.

**Question 5: If you use the system, please tell us the last time you used it.**

No participant has used the Thunderbird service.

**Question 6: What are some obstacles you experience when using the system?**

The participants stated that there were not enough vehicles to provide service to transit users.

**Question 7: What days do you mainly use the transportation services?**

While the participants do not use the service, they stated that the Medicaid bus operates on Monday, Wednesday, and Friday. The other vehicle operates throughout the week. Furthermore, the Thunderbird van travels to San Angelo twice a month.

**Question 8: What time of day do you mainly use the transportation services?**

Thunderbird users use the service throughout the day.

**Question 9: What is your main reason for using the transportation services?**

Thunderbird users use the service to go to the doctor, to go shopping, to run errands, and as a school bus during the school year.

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

The participants said they would use the service if they could no longer operate a personal vehicle or have personal transportation available.

**Question 11: What message would you like to give to the administrators of the transportation services?**

The participants stressed the need for expanded service because the service is not adequate for those needing transportation.

**Session 15: Residents of Sterling County**

On 13 August 2013, Community Development Initiatives (CDI) at Angelo State University (ASU) conducted a focus group session to identify the public transit needs of the area's residents. Ten individuals participated.

**Moderator:** Jacqueline Coty

**Question 1: How do you get around when you have to go somewhere?**

The participants stated that they use personal transportation, walk, or use the Thunderbird.

**Question 2: What would you do if personal transportation were not available?**

Participants would use the Thunderbird or call a family member or friend if personal transportation was not available.

**Question 3: Are you familiar with the Concho Valley Transit District Thunderbird Transit System?**

Five members of the group are familiar with the system.

**Question 4: If so, how did you hear about the system?**

Those participants who are familiar with the system learned about it at the Senior Center or the city's nursing home.

**Question 5: If you use the system, please tell us the last time you used it.**

One transit user was very pleased with transit service. She stated, "I call Rhonda, she is perfect for me, she is always on time, she's always very helpful, and she always helps everyone who needs a ride on the bus any way she can. She is a very careful driver."

**Question 6: What are some obstacles you experience when using the system?**

Users stated that their appointments were "lost" by the San Angelo appointment center. Thus, they schedule rides through the Thunderbird driver who resides in Sterling City. Patrons were also concerned that Medicaid recipients have priority.

**Question 7: What days do you mainly use the transportation services?**

Thunderbird users use the service throughout the day. They also use it on Wednesdays to meet doctor's appointments.

**Question 8: What time of day do you mainly use the transportation services?**

Transit users use the service throughout the day.

**Question 9: What is your main reason for using the transportation services?**

Thunderbird users use the service to go to the doctor, to go grocery shopping, and to run errands. One participant stated that she used the service for "Everything I do outside of my home, I depend on the Thunderbird to get me there."

**Question 10: If you do not use the system, what would it take to get you to switch to it?**

The participants said they would use the service if they could no longer operate a personal vehicle or have personal transportation available.

**Question 11: What message would you like to give to the administrators of the transportation services?**

Participants are overwhelmingly happy with their driver. One person stated, “We love our driver! She definitely deserves a raise!” Another said in part, “The Thunderbird is the best thing to ever happen to Sterling City.” However, there was consensus within the group for more marketing.

## **SUMMARY**

While the various focus group participants offered some distinctive observations, some mutual ones also exist. For example, participants from the various sessions expressed the need for convenient routing and consistent scheduling. There was also joint worry about the availability of transit schedules, the need for enhanced marketing, and equitable service delivery. Participants also expressed concern that transit facilities and vehicles were not accessible to those with special needs.

Within San Angelo, most users praised drivers, however several users commented about their safety when using public transit. For example, one participant commented that drivers ran red lights to stay on schedule and were texting while driving. Another participant commented, “I would rather stay home than ride with some of the drivers.”

The GAFB focus group sessions dealing with dedicated transit service also revealed interesting observations. For instance, while most users thought the service was beneficial there was some concern about the comfort of the trolleys and the lack of air conditioning. In addition, trolley users stressed the needs for enhanced marketing and allowing the trolley to enter GAFB to pick up riders.

Throughout the rural counties of the Concho Valley, participants submitted a host of common concerns about the Thunderbird service. Specifically, respondents voiced concern about the difficulties associated with making appointments through the CVTD in San Angelo. There is also concern that Medicaid recipients get preferential treatment when making appointments for transport to the doctor. In addition, in some counties, transit service is impaired during the school year because there is priority service for schoolchildren. Moreover, transit users can only use the service for medical appointments once a month.

## **POLICY IMPLICATIONS**

### **Introduction**

Focus group comments confirm many of the findings from the August 2012 survey. For instance, CVTD transit users voiced their satisfaction with several features of the system. Conversely, many of the focus group participants also echoed concerns from the survey that there are not enough routes and time schedules to meet their particular transit needs. In addition, the comments corroborate the fact that there is an increasingly diverse set of demands for public transit service emerging in the region. To meet these emerging demands, planners must explore more adaptable routing and scheduling innovations. Attracting additional riders to the transit system will also require enhanced and more malleable marketing efforts. After all, many possible users in the current survey stated that they would use public transit if they were more familiar with available services.

### **Students**

While ASU’s international students identified several transportation and public transit problems, they stated that they are proud to be a part of ASU. To ensure that their ASU experiences are positive and the success and continuance of the Asian Division program of the Center for International Studies, ASU and CVTD administrators must address the students’ transit needs. As one student stated during the focus session “San Angelo and ASU would be the perfect place for living, if we have our own personal transportation.”

An analysis of Howard College focus group input and comment leads to several implications for citywide transit policy. Most basic is that an increasingly diverse set of demands for public transit service appear to be emerging at the college. The CVTD will need to adopt a doctrine that stresses flexibility and responsiveness in policy and organization as it plans to meet the college's different demands. CVTD administrators should consider designing and contracting for "customized" transport plans to serve students from Howard College and Angelo State University.

### **The military**

GAFB participants stated that they were not familiar with transit schedules. Trolley users voiced concern that routing and travel time is excessive. CVTD planners and GAFB leaders have a joint responsibility to improve trolley car services. Specifically, there must be a coordinated marketing effort to provide information about routes and schedules. Transportation to the airport should be considered and "reverse" routes would enhance participation. In addition, policy makers need to ensure that TRANSA and the GAFB trolley can enter the base to pick up passengers.

### **Users with special needs**

In several sessions, participants voiced concern that transit facilities and buses are not accessible for those with special needs. In particular, respondents expressed concern that the wheelchair lifts did not function and drivers did not help them onto the bus or van. CVTD planners must ensure that station personnel and drivers receive sensitivity training and training about ADA requirements. For example, some drivers will not allow guide dogs and therapeutic dogs on the bus.

### **Seniors**

In addition to the concerns presented above, senior respondents voiced concern about the lack of a regular bus schedule as well as Medicaid recipients taking precedence over other Thunderbird users. For example, many participants stated that Medicare patrons have trouble being able to keep their doctor's appointments because Medicaid recipients have priority. Consequently, CVTD planners need to expand the schedule to guarantee that all seniors can make their medical appointments.

### **Rural residents**

Our cars and pickup trucks enhance our independence because they link us to the community. In other words, our personal transportation is our lifeline. However, many residents of Concho Valley rural communities do not have readily available transportation that would enable them to live more fulfilling lives. They find it difficult to get to town to shop, meet medical appointments, commute to better jobs, or visit friends. In sum, these individuals need public transit to access what others take for granted. When residents have a public transit system they can call to schedule a ride, everyone in rural counties prosper in that workers can have better jobs and residents can get to town to shop, go to the doctor, and attend social events that enrich their lives. Consequently, CVTD planners need to take steps to make the system flexible enough to allow rural residents some semblance of independence. Specifically, as borne out by focus group input, the appointment call centers need to expand their hours and days of operation. Furthermore, the need for weekend transportation service should be a priority.

### **Conclusion**

Public transportation enhances economic growth in many ways. For starters, it can increase the local customer base for a range of services. Individuals can gain access to shopping malls, medical facilities, and other conveniences. Similarly, residents wanting to attend community colleges or other local

educational facilities can gain access to such opportunities with transit service. Availability of public transportation may also increase the ability of human service agencies to serve individuals on public assistance and transport low-income residents to jobs, training opportunities, and other support services. Accordingly, as a community we need to take the necessary steps to assist CVTD planners to continue to develop loftier policy and administrative flexibility by providing regularly scheduled services, expanded marketing of services, and implementing steps to address the concerns raised by this study's focus group participants.

## Appendix A: Scripted Questions

### 1. ASU International Students and Freshmen

- a. How do you get around San Angelo when you have to go somewhere?
- b. What kinds of problems do you have with getting transportation?
- c. How do you feel when you do not have transportation?
- d. What would you do if you did not have access to personal transportation such as family/friends to transport you?
- e. Are you familiar with San Angelo's public transit system?
- f. If you are familiar with the public transit system, how did you hear about the system?
- g. If you were to use a dedicated transit service, where would you go?
- h. If you were to use a dedicated transit service, when would you use it?
- i. What are some characteristics you would like to see in a future transportation system?
- j. What message concerning public transit, would you like to give to ASU and Concho Valley Transit System leaders?

### 2. Howard College Students

- a. Are you familiar with San Angelo's public transit system?
- b. If you are familiar with the public transit system, how did you hear about the system?
- c. Tell us about the last time you traveled on public transit.
- d. What are some obstacles you experience when using public transit?
- e. Do the current routes meet your needs? If not, why not?
- f. What improvements does the Concho Valley Transit System need to make to the current transit system?
- g. Do you have any special needs that public transit leaders need to address?
- h. What would it take non-transit users to use public transit?
- i. What would you do if personal transportation were not available?
- j. What message concerning public transit, would you like to give to ASU and Concho Valley Transit System leaders?

### 3. Veteran Support Agencies

- a. How do you get around San Angelo when you have to go somewhere?
- b. What would you do if personal transportation were not available?
- c. Are you familiar with San Angelo's public transit system?
- d. If, you are familiar with San Angelo's public transit system, how did you hear about the system?
- e. Tell us about the last time you traveled on public transit.
- f. Do you have any special needs that public transit leaders need to address?
- g. What improvements need to be made to the current transit system?
- h. What would it take for you to use public transit?
- i. If you were to use public transit, what would be your primary purpose?
- j. If you were to use public transit, when would you use the service?

### 4. Goodfellow AFB Transient Personnel

- a. How do you get around San Angelo when you have to go somewhere?
- b. What would you do if personal transportation were not available?
- c. Are you familiar with San Angelo's public transit system?
- d. If you are familiar with San Angelo's public transit system, how did you hear about the system?

- e. Tell us about the last time you traveled on public transit.
- f. If you were to use a dedicated transit service, where would you go?
- g. If you were to use a dedicated transit service, when would you use it?
- h. What improvements need to be made to the current transit system?
- i. What message concerning public transit, would you like to give to GAFB Commanders and Concho Valley Transit System leaders?

**5. County Residents and Area Agency on Aging Committee**

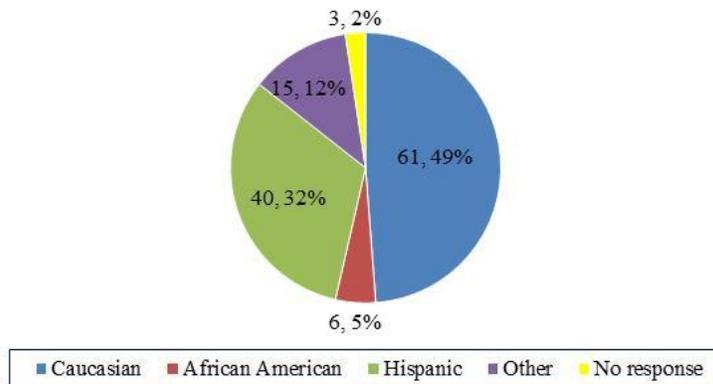
- a. How do you get around when you have to go somewhere?
- b. What would you do if personal transportation were not available?
- c. Are you familiar with the Concho Valley Transit District Thunderbird Transit System?
- d. If so, how did you hear about the system?
- e. If you use the system, please tell us about the last time you used it.
- f. What are some obstacles you experience when using the system?
- g. What days do you mainly use the transportation services?
- h. What time of day do you mainly use the transportation services?
- i. What is your main reason for using the transportation services?
- j. If you do not use the system, what would it take to get you to switch to it?
- k. What message would you like to give to the administrators of the transportation services?

## **Appendix B: Focus Groups**

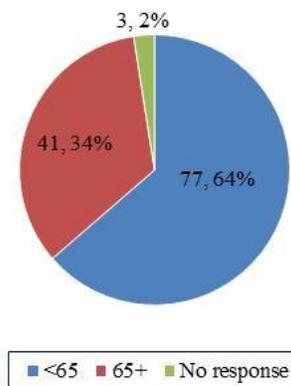
1. ASU International Students and Freshmen
2. Howard College Students
3. Veteran Support Agencies
4. Goodfellow AFB Transient Personnel (non-prior and prior enlisted personnel, officers)
5. Area Agency on Aging Committee (Includes members of Coke and Concho counties)
6. Residents of Menard County
7. Residents of McCulloch County
8. Residents of Sutton County
9. Residents of Crockett County
10. Residents of Kimble County
11. Residents of Schleicher County
12. Residents of Sterling County

## Appendix C: Demographics

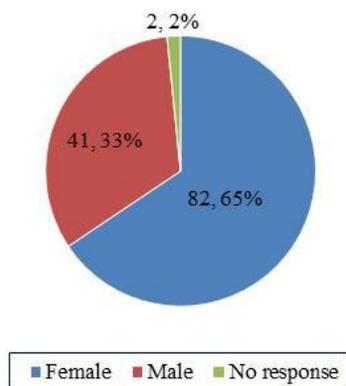
**Figure 1: Race**



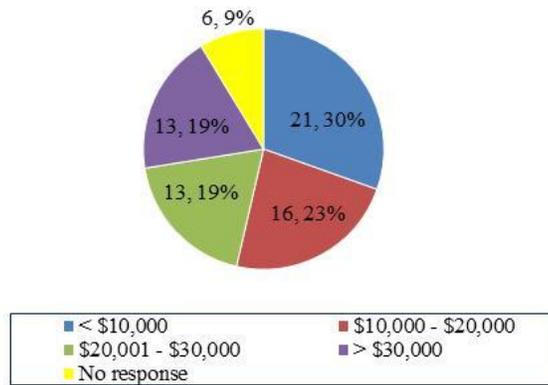
**Figure 2: Age**



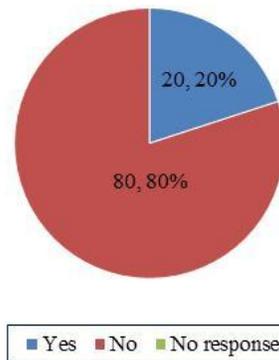
**Figure 3: Gender**



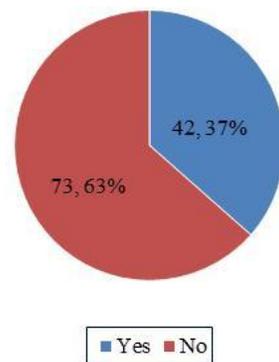
**Figure 4: Annual Income**



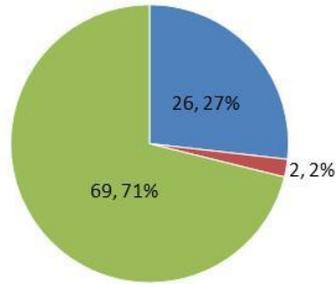
**Figure 5: Special Needs**



**Figure 6: Veteran**

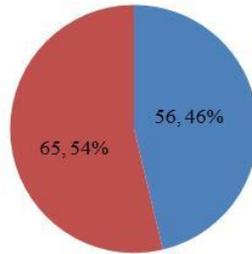


**Figure 7: Years Living in Area**



■ Less than one year ■ 1 - 5 years ■ More than 5 years

**Figure 8: Location**



■ Rural ■ Urban

## Appendix D: Selected Focus Group Comments

### Positive Comments/Acclaim

- “I’m on the City Council here in Brady and I feel strongly about this, McCulloch County needs the system, we need the transportation system desperately. Please continue it. This is the only public transportation we have.”
- “The driver was very helpful, using the lift to load the cat food and helping me get to my seat. “She was very, very helpful.”
- “The Thunderbird is a wonderful program for senior citizens.”
- “We love our driver, and we love the bus. Our driver is very friendly and courteous.”
- “I call Rhonda, she is perfect for me, she is always on time, she’s always very helpful, and she always helps everyone who needs a ride on the bus. In every way she can. She is a very careful driver.”
- “We love our driver! She definitely deserves a raise!”
- “I think the Thunderbird is great because it is a way to travel, comfortably, not having to worry about the traffic,”

### Negative Comments/Criticism

- “I would rather stay home than ride with some of the drivers.”
- “It is dangerous to walk because of the lack of sidewalks and crosswalks.”
- “Driving on that bus felt like I was in a dad gum racecar.”
- “I would tell them ‘Let everybody use it, not just Medicaid or Medicare, just let everybody who needs it, use it. Service our county, our people.’”
- “I think they need to advertise more, they need to put it in the Sterling paper; it took me over a year before I was able to find out information about it. So better marketing here, more information being placed out in the community.”
- “The transfer rate is too expensive.”
- “Those people have become so complacent because they cannot go anywhere so they have to use the doctors they have in the community, well, those doctors are not the specialists they sometimes need. So, they die, that’s what really happens.”
- “There are two Thunderbird vehicles, the one vehicle that is supposed to stay in town is sometimes sent to other counties for their Medicaid patrons, because the Thunderbird vehicle they have is already booked. This causes the people of Schleicher County unable to use the service in Eldorado, because it is being used to pick up slack for other counties.”

- “People in Eldorado call in wanting to use the Thunderbird immediately, however are unable to because the drivers are already busy on runs that were previously set. The driver tries to fit the patron in, however there isn’t always time and the patron gets angry they could not immediately be picked up to go to another destination.”
- “We pay for part of the drivers’ salaries, but we do not get the full benefit of their Thunderbird vehicles. The main office needs to get more vehicles in those other counties where needs are not being met by the county and Schleicher ends up having to aid.”
- “I have never, I mean never, got an appointment when I call up there (San Angelo) that they don’t have me talk to someone else.”

### **Other Comments**

- “There needs to be a dedicated route between Howard College and Angelo State University.”
- “There needs to be direct transit to travel to city social service agencies.”
- “San Angelo and ASU would be the perfect place for living, if we have our own personal transportation.”
- “The reason I want to use the system is for doctor’s appointments. When you get to my age or older, like two of my brother-in-laws where you can’t see properly, we need a driver, other than calling a relative or friend.”