

February 13, 2014



TO: REGIONAL PUBLIC TRANSPORTATION COORDINATION
STEERING COMMITTEE (RPTCSC) MEMBERS

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GLENN JOHNSON
Mayor
City of Port Neches

FROM: BOB DICKINSON, DIRECTOR
TRANSPORTATION & ENVIRONMENTAL RESOURCES

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SUBJECT: DRAFT TRANSIT TRAINING PROGRAM QUESTIONNAIRE

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LEGAL COUNSEL
LANCE BRADLEY
Attorney at Law

Public involvement efforts conducted as part of the development process for the Updated South East Texas Regional Public Transportation Coordination Plan (RPTCP) identified a lack of transit knowledge and skills as a primary need in southeast Texas. Due to insufficient transit skills, individuals who rely on public transportation or are at risk of relying on public transportation are unable to access and use the services that they need. To address this need, Task 2 of the RPTCP FY 2014 Work Plan includes the development of a Transit Training Program for southeast Texas.

To gather information needed to design a successful Transit Training Program for southeast Texas, the SETRPC developed a Draft Transit Training Program Questionnaire for distribution among local public transportation providers. The responses to the questionnaire will be used to develop content for the training program to ensure that the information contained in the program reflects the service characteristics of local providers. The Draft Transit Training Program Questionnaire is also included in the Draft Transit Training Program Methodology Report.

Please see the attached Draft Transit Training Program Questionnaire for your review and consideration. If any questions arise, please feel free to contact Bob Dickinson, Director, Transportation and Environmental Resources Division at (409) 899-8444, ext. 7520.

Enclosure

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Transit Training Program Questionnaire

Provider/Agency/Organization Name: _____

- 1. What is the most common question that clients ask regarding how to use your organization's transit services?**
- 2. In your experience, what step in the riding process gives clients the most trouble?**
- 3. What materials and tools does your service currently offer for transit training or transit skills development?**
- 4. Has your organization conducted any transit training activities? If so, please describe:**
- 5. Would your organization be willing to participate in training activities if given an opportunity to participate in the scheduling and planning of the event?**
- 6. What do your bus drivers do to help new riders?**
- 7. To the best of your ability, describe the step-by-step process that new riders will need to complete in order to access and use your organization's services:**