

## Focus Group Main Topics Covered

Spanish Language – 3/9/2022, 6-8pm, Zoom

8 participants

All of the participants take the bus on a regular basis, many as their main form of transportation. All of them would appreciate being able to be a part of future involvement

Long wait times between buses are a major issue, hourly buses cause the most issues, requests for 15-20 minute frequency are brought up repeatedly and in different contexts. This issue seems to underpin many of the other topics.

Schedule changes are also a major issue, this combined with long wait times leads to people missing the bus or having to show up 10 minutes early. Reliability is cited several times as a reason people can't take a ride or why a new program might not work.

Access to real time info has been a problem for several of the people as well as their relatives who also take transit, a few people had had issues with the app not tracking the buses correctly and so they weren't able to catch the bus.

That children don't have enough access to transit was brought up as a major point, suggestion for school pick ups and drop offs as well as class trips. Reliability and frequency are a concern for this.

A lot of the people use the bus to connect to Metrolink and go into LA for both work and recreation. The Getty Center and Beach are brought up as examples of recreation people would like to have access to. People would like to be able to go to a park on the bus, discussions about this also bring up kids and their children's use of the bus.

Pollution and not contributing to congestion are on people's minds when they make trip choices. People are also concerned about this around schools

Homeless causing disruptions and making the stops messy can be an issue for people.

Suggestion of having maps and signage at the stops was popular.

More regular surveys of riders to see what changes could be made, yearly suggestion.

Cost was brought up as a barrier

Ensuring that announcements are made in both English and Spanish and that they are concise enough to be easily understood.

English Language – 3/10/2022, 6-8pm, Zoom

4 participants

All of the people attending are regular bus riders, and use the bus as their main form of transportation. This group was considerably smaller than the Spanish Language group.

Recreation and leisure travel on weekends are a major driver (work from home) and connections to Metrolink are important

People are riding less due to the pandemic and working from home.

Wait times for service have caused issues, frequency being a concern. This is mentioned repeatedly and in different contexts.

Lighting and cleaning are mentioned as improvements to the stops. Social distancing is also a concern.

The app had positive reviews and has had an impact on people being able to catch the bus more reliably.

Having maps at the stops is brought up as a suggestion. Having live tracking on the maps is also suggested.

Reduced or free fares are brought up.

Suggestion of showing the reduction in pollution by taking the bus when entering in trip planning info.

Being able to buy tickets on the app was suggested, as well as being able to link the app to calendars (google and outlook) for scheduling.

Change to bus that served a school caused issues for parents.