



Mobility Choices: Transportation Conversations in Three Black and Latino Communities in the Greater Philadelphia Region

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Sam
Schwartz





The Delaware Valley Regional Planning Commission

is the federally designated Metropolitan Planning Organization for the Greater Philadelphia region, established by an Interstate Compact between the Commonwealth of Pennsylvania and the State of New Jersey. Members include Bucks, Chester, Delaware, Montgomery, and Philadelphia counties, plus the City of Chester, in Pennsylvania; and Burlington, Camden, Gloucester, and Mercer counties, plus the cities of Camden and Trenton, in New Jersey.

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DVRPC's vision for the Greater Philadelphia Region is a prosperous, innovative, equitable, resilient, and sustainable region that increases mobility choices by investing in a safe and modern transportation system; that protects and preserves our natural resources while creating healthy communities; and that fosters greater opportunities for all.

DVRPC's mission is to achieve this vision by convening the widest array of partners to inform and facilitate data-driven decision-making. We are engaged across the region, and strive to be leaders and innovators, exploring new ideas and creating best practices.

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DVRPC Mobility Choices Study



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Photo Courtesy of Montgomery County



Introduction

Purpose and Need

The objective of this project is to better understand how people living in communities of color in the Greater Philadelphia region choose their mode of transportation, and what physical, social, or structural forces shape those choices. This was done by surveying in three communities:

- North Trenton, New Jersey;
- Mantua and East Parkside neighborhoods in Philadelphia; and
- Norristown, Pennsylvania.

The Delaware Valley Regional Planning Commission (DVRPC) used the following guiding questions to steer this research:

- Why do individuals use the modes of travel that they do?
- Why does the mode or modes of travel individuals use feel like the best or safest option?
- Why do other modes not feel like the best or safest option?
- What modes of travel would they use if they had access to them or the

appropriate infrastructure with which to use them safely?

- Do individuals travel less frequently because of infrastructure, service, or safety needs?

The intent of this work is to develop a report and qualitative dataset that can be used by DVRPC and its regional partners to better understand the needs of these communities and inform decision making around future transportation programming and planning.

Background

Conversations about race and equity driven by the COVID-19 pandemic and the Black Lives Matter movement have identified mobility and transportation as an area that requires fundamental change in order for racial equality to be achieved in the Philadelphia region.

Low- and moderate-income communities of color often face transportation challenges that wealthier communities do not. Disinvestment in communities of color and lack of consultation in major

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transportation projects has led to a spatial mismatch between where transit operates and where job opportunities, essential services (like grocery stores or hospitals), and schools are located. Financial constraints for low-income users can limit their transportation options, placing car ownership or a reliable personal vehicle out of reach. With this in mind, spatial mismatches often result in reliance on rides from friends and family, long and complicated transit trips, biking or walking long distances, or a mix of modes, with few alternatives if their primary mode of transportation becomes unavailable. Lack of reliable transportation can have major implications for the income, health, and overall well-being of low-income communities. Better understanding the forces that shape and impact mode choice, and their preferred modes, is key to reshaping the way DVRPC approaches planning.

COVID-19 has severely impacted transit use in the DVRPC region. As the pandemic has worn on, some riders have returned to transit, but many others have not and may not. For some, risk associated with contracting COVID-19 has spurred fears of using public transit. For others, jobs have shifted to remote or flexible work schedules permanently. Simultaneous increases in gun violence and other violent crime may have led some would-be transit riders to choose other modes of transportation out of fear for their physical safety.

Along with considerations like reliability, cost, and service hours and frequency,

these factors have added even greater complexity to how individuals in low-income communities of color make their transportation choices, making it all the more important to understand not only how they come to these decisions, but also how they would prefer to get around.

Data related to the transportation needs of low-income communities of color is an essential piece of understanding where to direct investment and what type of program or infrastructure is required, but it is in short supply. The census and DVRPC's Household Travel Survey are resources for understanding how people travel in our region, especially for commuting, but there is limited data about what shapes people's travel choices and whether the transportation options available to them are serving their needs.

The 2020 DVRPC Equity Through Access plan (ETA) identified transportation gaps and potential solutions for seniors, the disabled, and low-income people in the region. The study found that inaccessible infrastructure (such as non-Americans with Disabilities Act compliant bus or subway stops), transit service frequency and hours, safety, and cost were big factors impacting these communities. This study focused heavily on outreach to seniors and disabled people but left out targeted conversations with low-income communities. Although there is considerable overlap among these groups, there tend to be fewer targeted resources for helping non-senior/disabled low-income people (especially people of color) access transportation in our region.

Better understanding the transportation needs of low-income communities of color will help to provide a clearer picture of transportation-related needs in our region and also inform future outreach efforts for projects like ETA and the Household Travel Survey.

During previous outreach and engagement, DVRPC staff and its partners have heard numerous stories about factors that impact the mobility of communities of color in the region. For instance, in a DVRPC Long-Range Plan workshop with a group of African American and Latine¹ teens from a West Philadelphia high school, participants said that they often felt unsafe walking or waiting for transit near their school due to gun violence in the neighborhood. In another workshop with a non-profit that works with immigrant Latino populations in suburban Mercer County, a lack of bus service to local employment centers sometimes forced individuals into using private shuttle and taxi services at extremely prohibitive costs, often taking a large portion of their pay. These anecdotes exemplify the direct link between transportation access and health outcomes, education, and opportunity for low-income communities of color in our region. Although qualitative data like this is extremely valuable to DVRPC's work, it is often not collected in a formal manner that is easy to share or access.

¹ In this report, the terms Latino, Latinx, and Latine are all used to refer to people of Latin American origin or heritage. Latinx and Latine are preferred by some people because they are gender neutral forms of the word Latino, whose -o ending corresponds to the masculine form traditionally assigned to nouns and adjectives in the Spanish language.

Process

DVRPC began this project in spring of 2020 by reviewing and synthesizing findings from local and national surveys that include information on transportation choices and decision making, identifying and evaluating existing regional datasets, researching other local and national best practice examples for surveys of this type, and discussing approaches with academic partners.

The following studies helped shape DVRPC's project methodology:

***Mobility in and Beyond Communities: A Qualitative Study of Mobility Justice Issues on the South and Southwest Sides of Chicago* by Chelsea Coren and Kate Lowe²**

This study, a joint project of the Metropolitan Planning Council, Equiticity, and transportation researchers Chelsea Coren and Kate Lowe from the University of Illinois Chicago, conducted surveys and focus groups with Latinx and Black residents from South and Southwest Chicago over a span of two years. Research found that users wanted a more equitable transit system and more “input and control over which transportation solutions are pursued in their communities.”³

² Chelsea Coren and Kate Lowe, *Mobility in and Beyond Communities: A Qualitative Study of Mobility Justice Issues on the South and Southwest Sides of Chicago* (Chicago: Equiticity, Metropolitan Planning Council, 2020),

³ Ibid.,

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***Commuting in Context: A Qualitative Study of Transportation Challenges for Disadvantaged Job Seekers in Chicago, Illinois* by Chelsea Coren and Kate Lowe⁴**

This study used a qualitative approach to identify barriers to transportation access and possible solutions from disadvantaged job seekers and job coaches at employment centers on the South and West sides of Chicago. The large majority of job seekers that took part in the study identified as Black (78.2 percent) and women (69.5 percent). Seventy percent reported an annual household income of less than \$30,000.⁵ The study found that many participants had to travel far out of the city to access jobs (many of them in warehousing), which forced them to “absorb high transportation costs—both temporal and financial—as a result of employers’ location choices.”⁶ Personal safety was also mentioned as a concern for participants using transit and active modes to access job sites.

⁴ Chelsea Coren and Kate Lowe, *Commuting in Context: A Qualitative Study of Transportation Challenges for Disadvantaged Job Seekers in Chicago, IL* (Chicago: Equiticity, Metropolitan Planning Council, 2020), www.metroplanning.org/uploads/cms/documents/coren.lowe.2020.commuting.in.context.pdf.

⁵ Ibid., 6.

⁶ Ibid., 38.

***“The Philadelphia Story: Age, Race, Gender, and Changing Travel Trends,”* by Nicholas J. Klein, Erick Guerra, and Michael J. Smart⁷**


“The Philadelphia Story” examines changes in travel behavior in the Greater Philadelphia region using DVRPC’s Household Travel Survey from 2000 and 2012. The article compares the travel behaviors of millennials to that of women and minorities. The study found that between 2000 and 2012, the number of jobs accessible within 30 minutes by transit (including walk time) for non-Hispanic Whites in Central Philadelphia increased over time by 11 percent, while people that identify as non-Hispanic Black experienced a 12 percent decrease. All other racial groups experienced a 6 percent decrease in access to transportation.⁸

Request for Proposals

Based on our review of the literature, conversations with the authors about this research, and other local experts with expertise in primary research in communities of color, DVRPC opted for a qualitative approach that mixed surveys with focus group conversations, along with an effort to involve community-based organizations in the outreach and survey development process.

⁷ Nicholas J. Klein, Erick Guerra, Michael J. Smart, “The Philadelphia Story: Age, Race, Gender, and Changing Travel Trends,” *Journal of Transport Geography* 69 (2018): 21.

⁸ Ibid.,



After examining best practices and assessing staff capacity and funding, DVRPC concluded that the assistance of a consultant with expertise in outreach and surveying was needed for the project. With this in mind, DVRPC developed a Request for Proposals (RFP) to bring a consultant under contract. More information on the RFP process can be found on page A-2 in Appendix A.



The Delaware Valley Regional Planning Commission's **Mobility Choices Study** would like to hear from residents in Norristown, Mantua & East Parkside and North Trenton about what types of transportation you use and what impacts those choices. Participating will help DVRPC to understand transportation-related needs and barriers in your community - and ultimately explore potential ways to address them.
www.dvrpc.org/mobilitychoices

HOW DO YOU GET AROUND?

We want to hear about your transportation needs!

Do you live, work, or go to school in any of these communities?

- North Trenton
- Mantua/East Parkside
- Another neighborhood in West Philadelphia
- Norristown
- Other _____

What's your home ZIP code?

What transportation options do you use at least once a week?
 Choose all that apply

- Driving myself
- Getting a ride from someone else in a car
- Walking
- Riding a personal bicycle
- Using a bike share bike (like Indego)
- An e-scooter
- Other _____

What are the types of trips you make at least once a week?
 Choose all that apply

- Rush hour commute to/from work (7-9am and/or 4-7pm)
- Commute to/from work at another time
- Go to school
- Caregiving - taking children to school, bringing elderly relatives to doctor, etc.
- Health/Medical/Dental appointments
- Errands or shopping
- Social or leisure trips
- Church or religious services
- Other _____

What transportation options do you use at least once a week?
 Choose all that apply

- Taking the train (Regional Rail Line/PATCO/NJ Transit/Amtrak)
- Taking the bus
- Taking the trolley
- Taking the subway
- Paying for a ride
- Taking a private carpooling



Photo Courtesy of Connect the Dots



Methods and Approach

Community Selection and Data Methodology

From January through February 2022, Sam Schwartz Consulting developed the methodology for selection of three community locations to be included in the Mobility Choices Study, in collaboration with Connect the Dots, DVRPC, and members of the Steering Committee. The three selected locations needed to meet the following criteria:

- a population of roughly 5,000 residents;
- a high concentration of one or more racial minority or ethnic minority populations;
- *Racial Minority* is defined as Black/ African American, American Indian, Alaskan Native, Asian Indian, Japanese, Native Hawaiian, Chinese, Korean, Guamanian or Chamorro, Filipino, Vietnamese, Samoan, Other Asian, and/or Other Pacific Islander.

- *Ethnic Minority* is defined as Hispanic, Latino, Spanish, Mexican, Chicano, Cuban, Puerto Rican, or Other Hispanic Origin.
- demonstrated variation in access to public transportation services, including the presence of walking and biking in commute to work data;
- required locations: one in Philadelphia, one in New Jersey, and one in Pennsylvania outside of Philadelphia; and
- representative of at least two of the four geographic typologies (Core Cities, Developed Communities, Growing Suburbs, Rural Areas) shown in DVRPC's Long-Range Plan.

The identifying characteristics of these three community locations required the selection process to be carried out in two parts: Demographic Analysis and Transportation Mode Choice.

Methods and Approach

Part 1: Demographic Analysis

The first portion of the selection process was based on the specified demographic characteristics of these communities. Specifically, they were evaluated based on the percentage of the population identifying as a racial or ethnic minority.⁸ Tracts with a racial minority or ethnic minority population greater than the region's average were identified using data from the Greater Philadelphia Tract-Level Indicators of Potential Disadvantage tool through DVRPC, specifically the data within the Racial Minority and Ethnic Minority categories. This data was compiled and analyzed in ArcMap.

Due to the differences between Philadelphia and the remaining portion of the region, Philadelphia was analyzed separately (and census tracts within Philadelphia were compared to the Philadelphia average rather than to the region), while the remaining portions of the region in both Pennsylvania and New Jersey were analyzed together. Table 1 below lists those averages for the DVRPC region and Philadelphia.

⁸ *Racial minority groups* refer to minority populations defined by shared physical, behavioral and cultural attributes, while *ethnic minority groups* refer to minority populations of a shared culture (i.e., practices, norms, values, language, and beliefs).

Table 1: Percentage of Population that Identifies as a Racial or Ethnic Minority in Philadelphia and the DVRPC Region

	Racial Minority Percentage	Ethnic Minority Percentage
DVRPC region	34.2%	9.6%
Philadelphia	59.3%	14.7%

Source: American Community Survey, 2019.

Once tracts with racial and/or ethnic minority populations higher than DVRPC regional average (or Philadelphia average, for Philadelphia) were identified, the analysis determined areas where these tracts border each other and collectively represent a contiguous area with a population of approximately 5,000 residents. Limited English Proficiency (LEP)⁹ and household income were also included in the initial dataset, to be analyzed during the final location selection.

Part 2: Transportation Mode Choice

Part 2 of the selection process was based on transportation mode choice and access to transit. This analysis was twofold, based on both census data (journey to work and access to a vehicle) and a walkshed analysis (a dataset provided by DVRPC). The walkshed data provided the amount of time it would take to walk to the nearest transit stop. Communities within close proximity to these nodes presumably have greater access to the overall network. Locations with varying levels of transportation mode choices and access were selected for this study in order to gain a holistic perspective on travel choices.

⁹ *Limited English Proficiency (LEP)* refers to any person or group of people who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English.

Selection

The methodology provided the project team with a short list of communities that meet the Racial and/or Ethnic Minority threshold and showcase a variety of transportation mode choice and transit access. From this short list, three community locations were selected, and community organizations with a strong presence were contacted to discuss interest in partnering with DVRPC and assisting in the engagement, promotion, and administration of the research tools.

The three selected locations were:

- North Trenton, City of Trenton, New Jersey;
- Mantua and East Parkside, City of Philadelphia, Pennsylvania;
- Borough of Norristown, Pennsylvania.

Next steps included the development of engagement methods and the identification of community organizations as potential partners.

Engagement Methods

Several layers of engagement methods were used in combination to provide a variety of response opportunities:

- **Community partners** were recruited and compensated for their work promoting outreach and contributing to survey questions and focus group recruitment.

- An **online survey** was created in order to reach a wide variety of individuals in all areas, and was translated into three languages (Spanish, Vietnamese, and Simplified Chinese).
- Face-to-face **intercept surveys** were administered in all three project areas using a shortened version of the online survey.
- A **paper survey** was distributed to community partners and organizations and at community centers, such as libraries. Partway through the outreach, the paper survey was shortened to match the intercept version.
- **Focus groups** were conducted in each area, with two in Norristown—one in Spanish and one in English.

Community Groups

The consultant team worked with a variety of community group organizations in each of the areas to spread information, attend virtual and in-person meetings, distribute printed materials and flyers, and canvass the community to connect with those difficult to reach via phone and email.

The intention at the outset was to identify and recruit a single organization that would provide input into the process, as well as outreach support to share information about the survey and focus groups. There was also a budget to support an existing event with the group.

Methods and Approach

However, the timing of the study did not overlap with any existing community events that could be part of the engagement efforts. Instead, surveys and fliers were distributed at recurring food giveaways and meetings. The funds identified to support special events were redirected to online advertising to recruit survey participants in the targeted communities, with some success.

Community group interviews were conducted with Isles and Centro de Cultura Arte Trabajo y Educacion (CCATE), which provided advisory services for the survey and focus groups and were compensated for their participation. Isles is a community development and environmental organization based in Trenton. CCATE is a non-profit based in Norristown that works to empower “the Latinx community through education, culture, art, technology, health and science.” CCATE hosted a Spanish-language focus group through their Participatory Action Research group, where community members developed and led one of the two focus groups in Norristown.

A full list of community groups contacted throughout the course of the study is located in Appendix C.

Survey Participation

A total of 102 people of color responded to the survey, with 55 taking the online survey and 47 taking the in-person survey.

Of these respondents:

- Thirty-six were from North Trenton.
- Twelve were from Norristown.
- Twenty-four were from Mantua and East Parkside, and 29 were from another neighborhood in West Philadelphia.
- One did not disclose their location.
- Forty-one percent identified as women.*
- Seventy-six percent identified as Black or African American.*
- Eleven percent identified as Hispanic or Latinx.*

**Of respondents who answered this question, which was optional.*

Although 17 respondents said they would prefer to take the survey in Spanish, only six completed the Spanish version.

The survey was open in May and June, promoted through community partners and Facebook advertising, and incentivized by a chance to win a \$100 gift card.

Intercept Surveys

Staff worked in teams of two to administer face-to-face intercept surveys in all community areas in both English and Spanish. Two visits for intercept surveys were conducted in North Trenton, four in West Philadelphia, and one in Norristown, all in May and June 2022.

A second focus group was conducted in Norristown in lieu of additional intercept surveys due to the difficulty of finding people walking in the community during the first intercept visit. Intercept conversations lasted four to five minutes, and all questions were open ended. Proctors were given prompts if questions were confusing for participants.

The intercepts were incentivized with a chance to win a \$100 gift card. Example surveys can be found in Appendix B.

Focus Group Participation

Four focus groups were held in the community areas, with two in Norristown, as mentioned above. Participants discussed the ways in which they used different transportation modes in and around their city, as well as ways in which they wished they could use transportation or felt there was room for improvement.

Participants also shared their opinions on how to best improve transportation options, as well as physical improvements

of roads and sidewalks, lighting, and more. The same basic format was followed for each, asking:

- How do you usually get around? Why do you choose that option?
- Do you feel like these are the best or safest options for you?
- Are there options for getting around that you wish you could utilize? Why don't you use those options now?
- Do the transportation options available to you limit your ability to go places you need to go?

Participation is shown in Table 2: Focus group Participation. Focus group participants were compensated with a \$50 gift card for their time. Summaries of each of the focus groups can be found in Appendix D.

Table 2: Focus Group Participation

	Focus Group 1	Focus Group 2	Focus Group 3	Focus Group 4
Location	Norristown	Mantua and East Parkside	North Trenton	Norristown
Language	Spanish	English	English	English
Format	In-person	Virtual	In-person	Virtual
Attendees	15	25	12	12



Photo Courtesy of Connect the Dots



Research Summary

Overall Insights

Through the course of the study, the project team learned about transportation choices from 185 individuals between focus groups, intercept surveys, and online surveys. Key themes were seen across the three project areas through all inputs.

Although cost is a factor in decision making, reliability is a larger influence. When deciding how to get around, **50 percent said reliability was the biggest motivator and 40 percent said cost was one of their biggest motivators.** Reliability and ease of use, particularly for driving oneself, were also brought up by focus group participants in all areas.

When survey respondents were asked about transportation option(s) they used most often/once a week, **60 percent said taking a bus, 45 percent walked, and 40 percent drove themselves.**

Active transportation modes were recognized by focus group participants in all areas as the “healthiest” choice, but that was not enough of a motivation on its own to use active transportation instead of driving or using public transit.

Lighting was repeatedly mentioned by all participants in all areas, across demographics. Safety buttons or call boxes were suggested by participants in different focus groups.

Personal safety and transportation safety were key issues, often closely tied. **Transportation safety** was defined for respondents as **“fear of car crashes,”** while **personal safety** was defined as **“fear of other bodily harm.”**

Cleanliness is a particularly important concern due to the pandemic, and some chose to walk or bike to avoid enclosed spaces.

“Safe” infrastructure is a relative concern. Despite the most access to bicycle infrastructure and low-stress bike lanes of any of the selected communities, participants in **West Philadelphia communities indicated that bicycle infrastructure is still insufficient for them to feel safe using the mode.**

Caretakers, particularly female caretakers, exhibit a strong preference for driving and are the most reluctant to adjust to different modes of transportation. Active transportation was discussed in the context of family bonding, exercise, and recreation rather than a mode of transportation. Despite the cost and inconvenience, mothers in all three communities preferred driving their children (even adult children) themselves rather than have them bike, walk, or use transit due to concerns about their personal safety and COVID exposure.

Research Summary: North Trenton

Figure 1: North Trenton Area Map



Sources: Nearmap, 2022; NJ Transit, 2021; DVRPC, 2022.

North Trenton

North Trenton has a population of roughly 4,100 residents. A significant number, roughly 10 percent of the population, reside in the Donnelly Homes, which are owned by the Trenton Housing Authority. From the perspective of infrastructure, North Trenton has no on-street bicycle facilities, and there are significant physical barriers (such as the freeway) for people walking (see Figure 1). The majority of

residents (87.5 percent) have access to a vehicle, despite a median income only 35 percent of the DVRPC regional average. Two bus lines (the 603 and the 613) stop along Martin Luther King Boulevard in North Trenton.

Most participants in the survey and the

Figure 2: North Trenton Community Profile

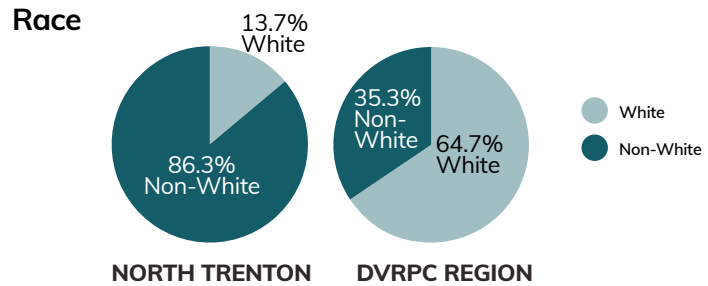
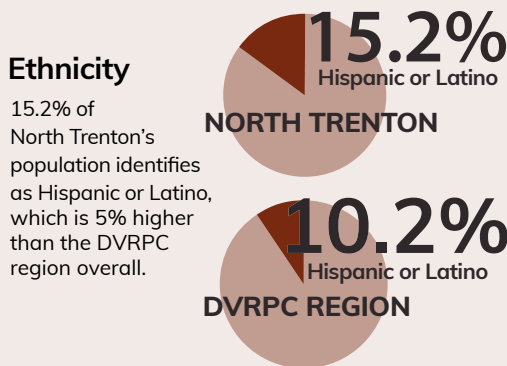
North Trenton

Municipality: City of Trenton

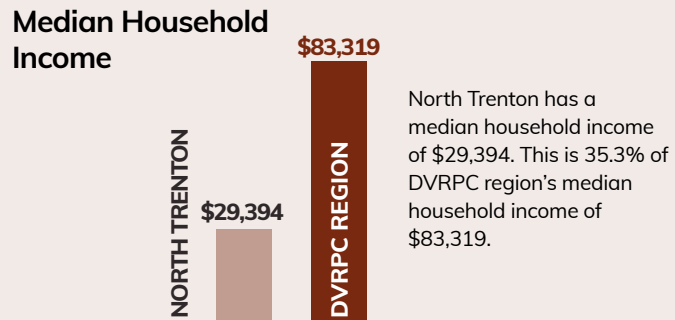
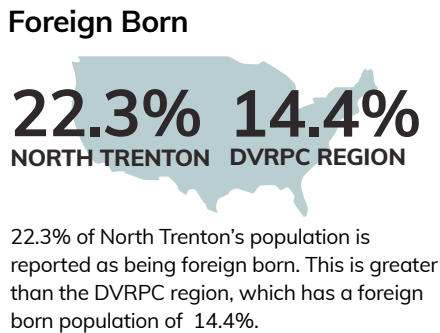
County: Mercer

Population: 4,130

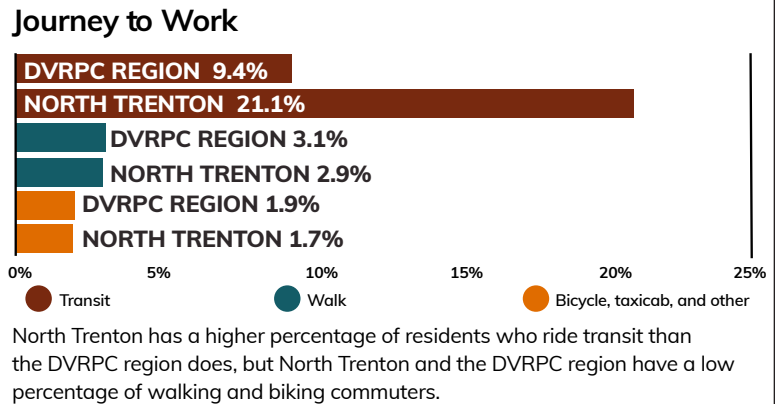
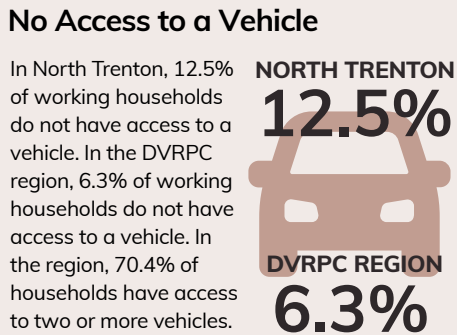
What We Know about North Trenton Residents



86.3% of North Trenton's population identifies as non-White (79.4% Black), while 35.3% of the DVRPC region's population identifies as non-White.



North Trenton Residents' Travel Choices



Source: American Communities Survey, 2019.

Research Summary: North Trenton



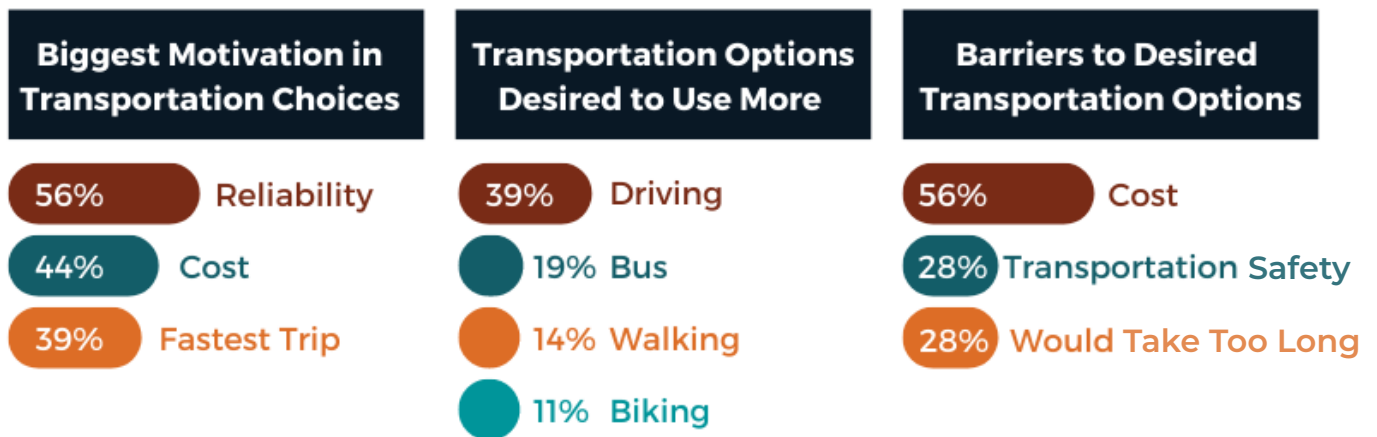
“We take the bus sometimes, but the bus is always late. We always have to take the kids, but there’s not a lot of room for strollers....We are taking the bus to the grocery store, but there’s nowhere to put the bags on the bus.”

focus group used a combination of modes in their mobility choices: driving, walking, biking, and taking transit based on their trips. Several focus group participants were transit dependent and discussed the difficulty of reaching key destinations, particularly access to fresh food and grocery stores, via transit, since North Trenton has no grocery stores within walking distance. Driving was most appealing to some participants since it was more comfortable, reliable, and safe from violence and issues of public safety, but cost was a deterrent.

Several participants in the intercepts and the focus group brought up the health benefits of biking and walking as key motivators for why they make those transportation choices.

Additionally, people in this community have grown accustomed to on-demand shuttle service to medical appointments and requested similar accessibility to desired locations, particularly grocery stores. A brief explanation of microtransit, or small scale, on-demand service, had a positive reaction from participants.

Figure 3: North Trenton Key Results



Participants in North Trenton were concerned about personal safety issues but more concerned about transportation safety in making their decisions. Issues of personal safety motivated about 11 percent of transportation choices, while transportation safety (fear of car crashes) was a motivator for a third of survey respondents.

Focus group participants referred to some issues of personal safety through the context of public transit facilities. Since there are no bus shelters along the bus routes serving Martin Luther King Boulevard and long, unpredictable wait times, they are more likely to try to find a ride if they can avoid waiting for the bus in a vulnerable position.

There were also concerns about dangerous driving behaviors on the roadway, particularly speeding, from focus group participants. When asked directly if they speed themselves, they admitted that they do.

Most focus group participants were supportive of adding on-road bike infrastructure and think there is a need for safer cycling facilities, but they expressed concerns about loss of parking for bike facilities. Participants preferred parking separated bike lanes when shown a photo of different types of bike infrastructure.

Figure 4: Martin Luther King Boulevard



Several focus group participants in North Trenton discussed the poor condition of sidewalks and the vulnerability of people waiting for the bus at stops like these on Martin Luther King Boulevard, where there are no bus shelters and long wait times. The focus group was held in the red building shown in the photo.

Research Summary: North Trenton



Trails were very unattractive to participants due to safety concerns of being in a dark, secluded area. In the survey, when asked what would make them bike more, 28 percent said access to a bicycle, and 22 percent said that safer bike lanes or trails would make them bike more (coincidentally the same percentages as West Philadelphia). Focus group participants were interested in the concept of bike libraries or lending systems that could be hosted within the community.

“I would like to see places people could access bikes in every Ward, not just some places.”

Figure 5: Brunswick Avenue



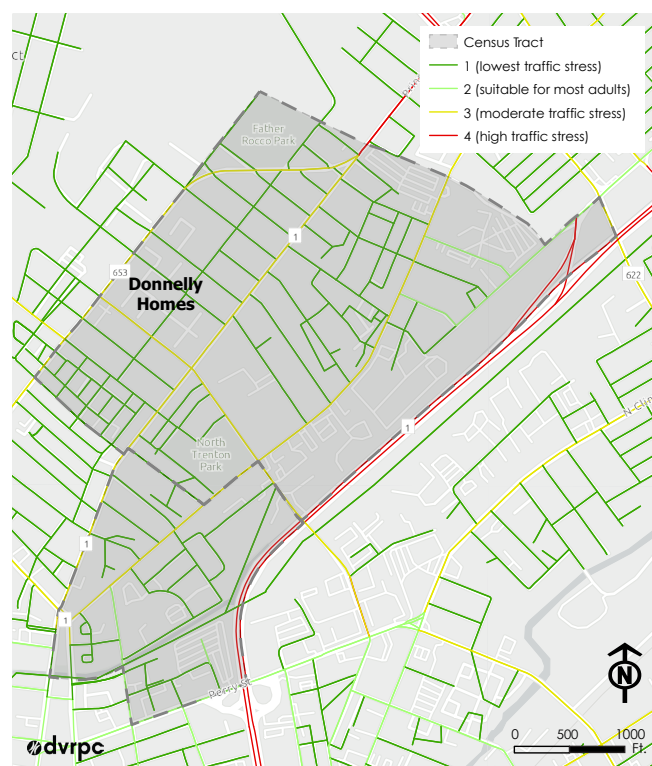
Transportation safety, especially for people walking or biking, was of particular concern for participants in North Trenton. This intersection at Southard and Brunswick Avenue was discussed specifically as a dangerous crossing due to the width of the street, the poor pavement conditions, and prevalent dangerous driving behaviors. It should be noted that the Trenton Health Team and Street Plans did a tactical urbanism project at this intersection using green paint in an effort to shorten the crossing distance for pedestrians and slow down turning vehicles.

The focus group was particularly conscious of walking and biking for the health benefits of physical activity, but dangerous crossings at streets and highways, inadequate lighting, and the physical condition of the sidewalks were barriers to more active mobility. In the survey, 25 percent of North Trenton respondents said they would walk more if there were more sidewalks, and 13 percent listed better maintenance of sidewalks. Twenty-five percent cited safety concerns, specifically referencing the desire for safer crossings at streets and highways. Nineteen percent said they would walk more if there were better lighting along their routes. Lighting was repeatedly mentioned as a concern in focus groups and intercept interviews.



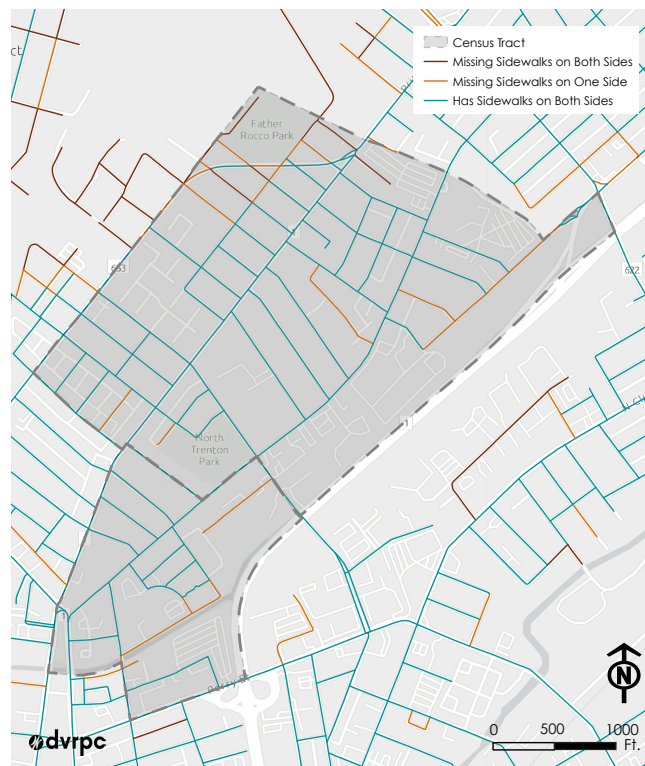
“I walk to work sometimes. I know I should walk to work more for health...but I don’t always feel like it.”

Figure 6: North Trenton Level of Traffic Stress



Source: DVRPC, 2022.

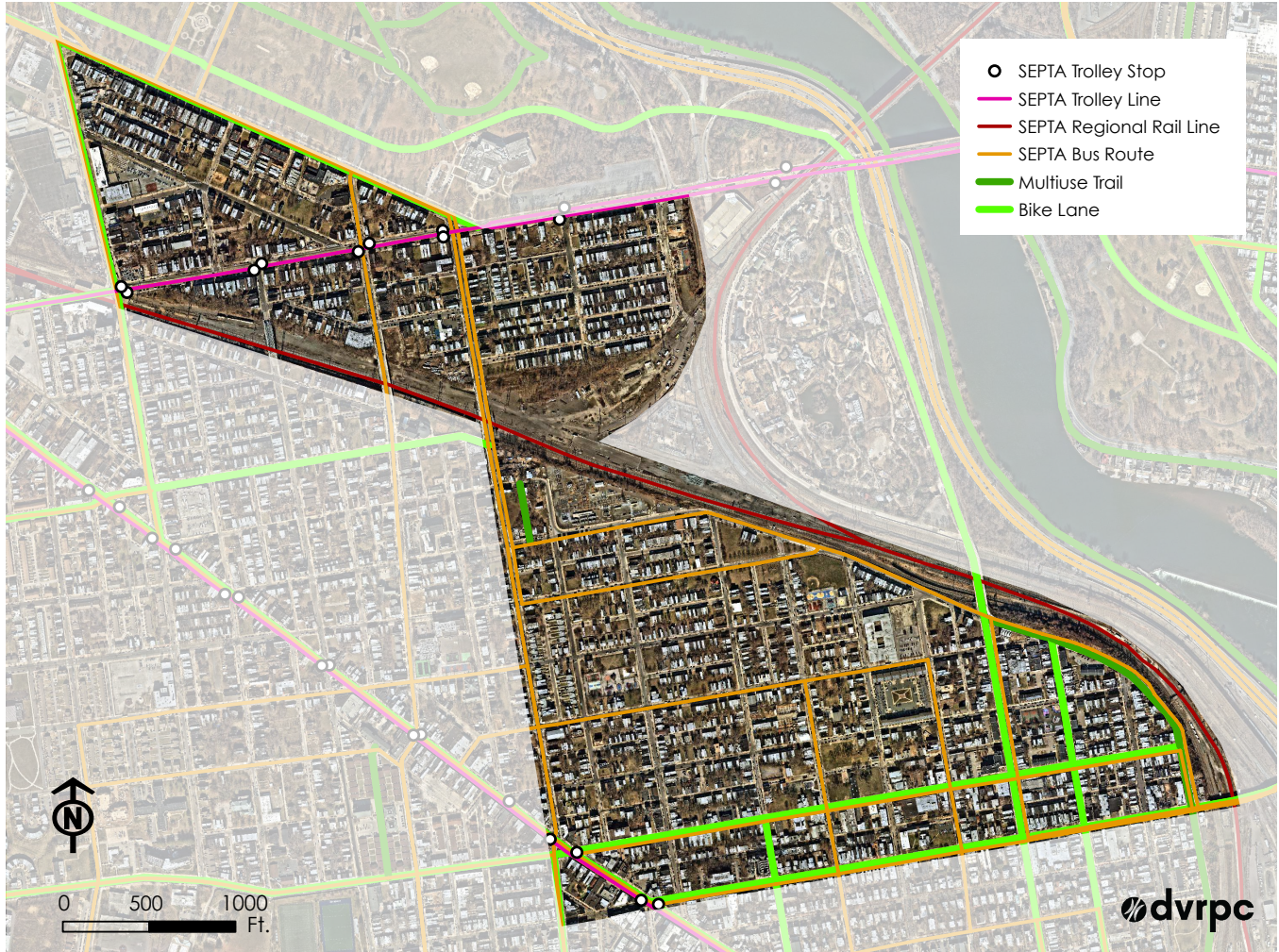
Figure 7: North Trenton Sidewalk Network



Source: DVRPC, 2022.

Research Summary: Mantua + East Parkside

Figure 8: Mantua + East Parkside Area Map



Sources: Nearmap, 2022; City of Philadelphia, 2021; SEPTA, 2021; DVRPC, 2022.

Mantua + East Parkside

The communities of Mantua and East Parkside, both located in West Philadelphia, have considerable transportation options in comparison to Norristown and North Trenton. Southeastern Pennsylvania Transportation Authority (SEPTA) serves the area with five bus lines, as well as two trolley lines. The Market-Frankford line is just outside the study area, and Regional Rail is accessible to the east at 30th Street

Station or west at Overbrook. There are dedicated (but unprotected) bike lanes on key routes and significant low-stress bike route coverage, and most streets have sidewalks on both sides of the street. This is also the only study area with access to bikeshare through Philadelphia’s Indego bike network. Transportation usage from census data reflects the variety of the transportation options available, with above-average usage for biking, walking, and public transit for commuting to work. A third of residents do not have access to a vehicle.

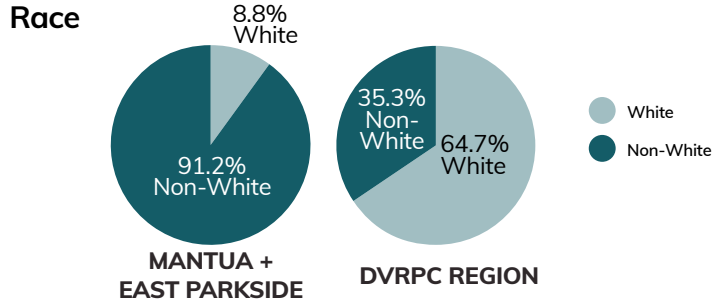
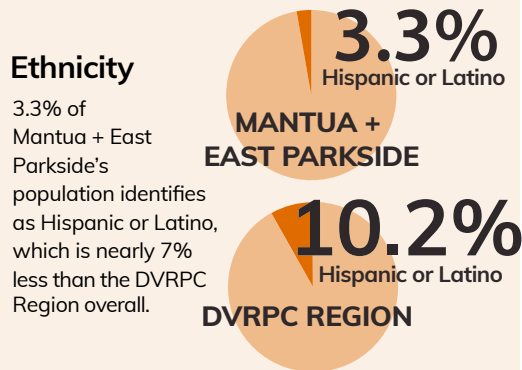
Figure 9: Mantua + East Parkside Community Profile

Mantua + East Parkside

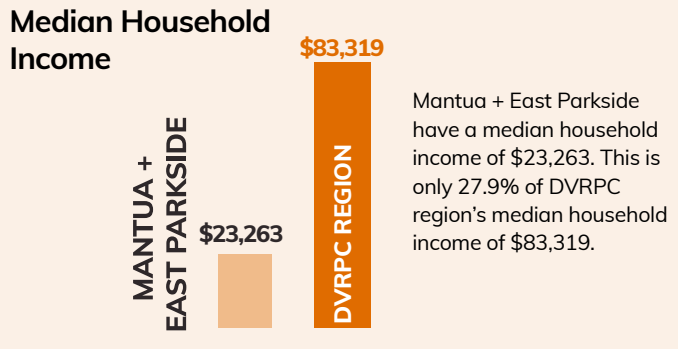
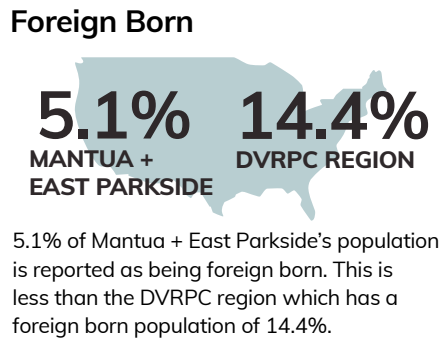
City of Philadelphia

Population: 10,273

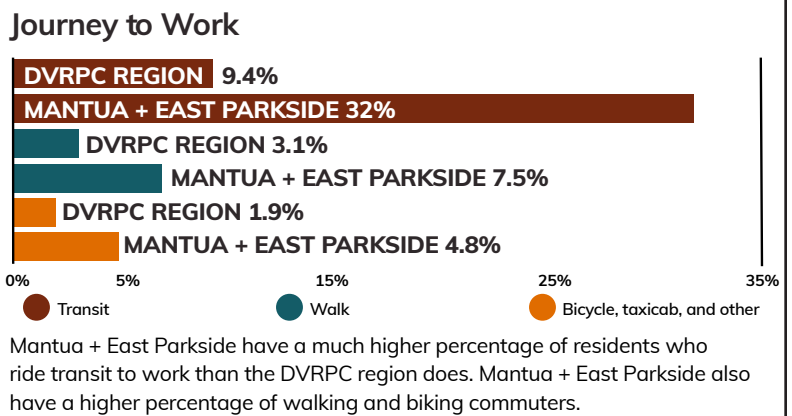
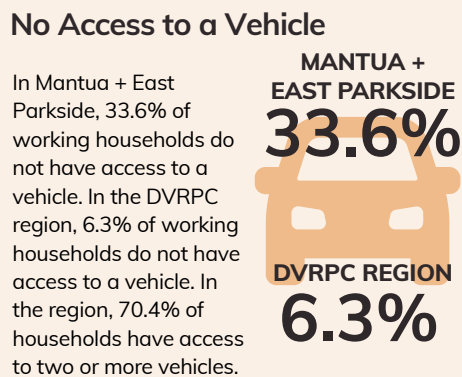
What We Know about Mantua + East Parkside Residents



91.2% of Mantua + East Parkside's population identifies as non-White (80% Black), while 35.3% of the DVRPC region's population identifies as non-White.



Mantua + East Parkside Residents' Travel Choices



Source: American Community Survey, 2019.

Research Summary: Mantua + East Parkside

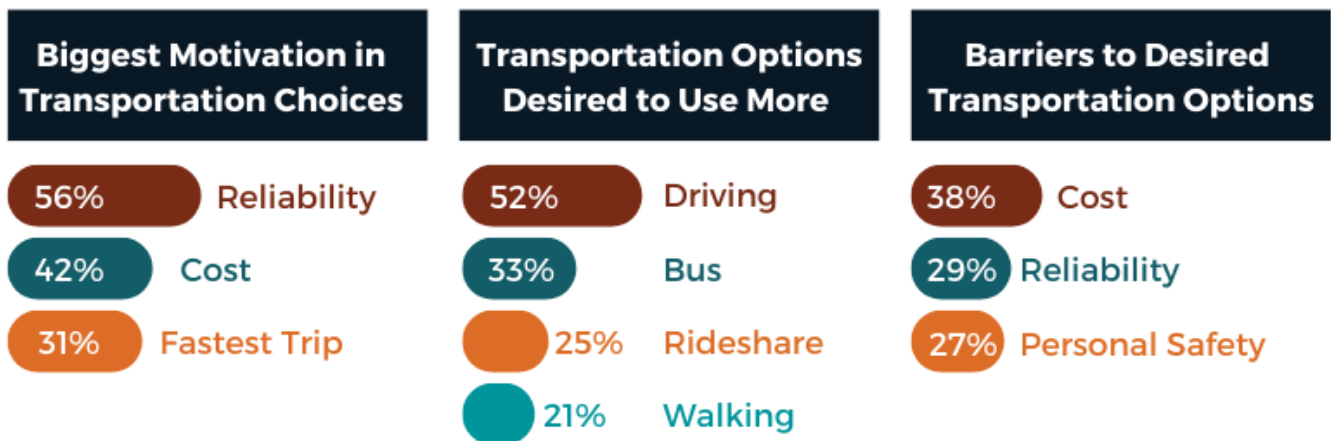


“I drive my kids everywhere. I wish I felt safe enough to let them use transit or walk because I spend so much of my time driving them, but it’s not with COVID and the shootings. I just drive them and my mother all over the place because it’s safer.”

Despite the options available in these communities, most respondents (via survey, intercept survey, or focus group) expressed strong preference for traveling by personal vehicle, with half of survey respondents reporting they drove personal vehicles often/at least once a week. Focus group participants in particular spoke about a growing preference for travel by personal vehicle due to personal safety concerns, especially on transit, and traffic safety concerns on walking and biking. Participants with children in the home stated they would rather drive their family members at their own inconvenience than have them use transit.

Participants in West Philadelphia communities were concerned about personal safety, with 27 percent of these survey respondents indicating that personal safety and fear of bodily harm were barriers to using transportation options they would like to use more. This is particularly true of public transit, with 45 percent saying they would use it more if there was improved personal safety.

Figure 10: Mantua + East Parkside Key Results



Concerns about traffic safety were more focused on driver behavior than roadway design, although some participants expressed the need for better investment in protected bicycle infrastructure. One participant said he likes the parking-separated bike lanes because they provide space between the sidewalk and the parking lane, making it more difficult for people to hide between vehicles and assault people walking.

Ongoing concerns about safety and hygiene during the pandemic have also significantly affected mobility choices. Focus group participants started driving more over the past two years, or shifted to rideshare vehicles, because they felt “safer” and more in control of their exposure levels.

Several participants discussed that they have used more alternative modes (cycling, skateboarding, or riding an e-scooter) since 2020 to limit exposure in confined spaces. This preference is also reflected in SEPTA’s bus ridership data, with ridership in the study area decreasing 43 percent on average from fall 2019 to fall 2021.

Even with personal safety concerns, many residents preferred walking, especially before dark and for intra-neighborhood travel. Walking was preferred for nearby or neighborhood travel, given its relative safety from the spread of COVID-19.

Figure 11: Parkside Avenue, Girard Avenue, and 40th Street



Personal and transportation safety, for those walking or biking, as well as those in cars and public transit, was an important concern for residents in West Philadelphia. Participants in the focus group discussed the intersection at Parkside Avenue, 40th Street, and Girard Avenue as a potentially dangerous crossing, given the turns of the street; the number of pedestrians; the confluence of public, private, and active transport; and the bad road conditions.

Research Summary: Mantua + East Parkside



“Transit needs to be cleaner and safer by incorporating lighting, safety buttons, safety officers, and art, like you would find on a college campus.”

Many recognized the health and environmental benefits of active transportation and indicated they walk around their neighborhood just for exercise. Some focus group respondents were uncomfortable with biking, even with potential protected lanes, having seen cars driving in bike lanes and having concerns about insufficient options for secure bike storage.

Participants who use e-scooters or Indego bikeshare are strong advocates, emphasizing the ease of use and the benefit of single-direction use as a mode of transportation.

Survey respondents indicated they would bike more if they had access to a bicycle (25 percent) or safe bike lanes/trails (35 percent). There was less experience using e-bikes and e-scooters than bicycles or skateboards.

Figure 12: 48th Street, Lancaster Avenue, and Girard Avenue



In the West Philadelphia focus group, participants noted transportation safety concerns about the intersection of 48th Street, Lancaster Avenue, and Girard Avenue. Participants were particularly concerned about vehicle speeds, erratic driver behavior, confusing turns, and pedestrian safety.

Participants repeatedly suggested improvements to the public transit user experience, from reliability to cleanliness and safety.

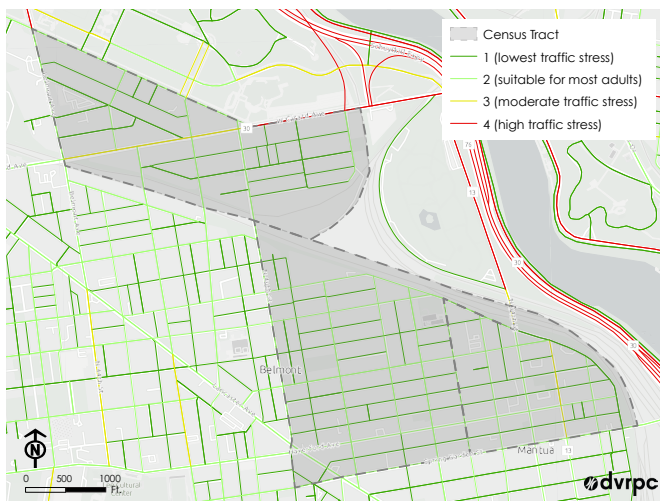
Improved lighting for increased public safety was frequently mentioned, as well as other safety features like call boxes.

Despite using cars, many expressed some potential hindrances to personal vehicle use, including gas prices, traffic congestion, environmental impacts, route-altering construction, and the need for greater vigilance while traveling when driving themselves.



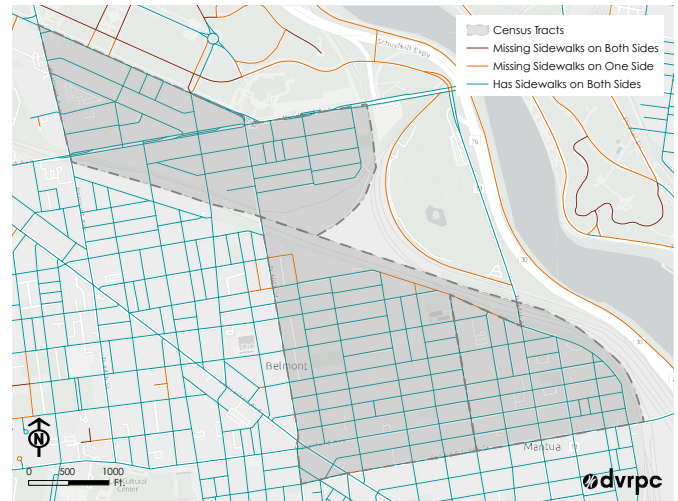
“I started biking more during the pandemic so I didn’t have to be around so many people. I have my own choice and flexibility, and it’s inexpensive. I stick to side streets.”

Figure 13: Mantua + East Parkside Level of Traffic Stress



Source: DVRPC, 2022.

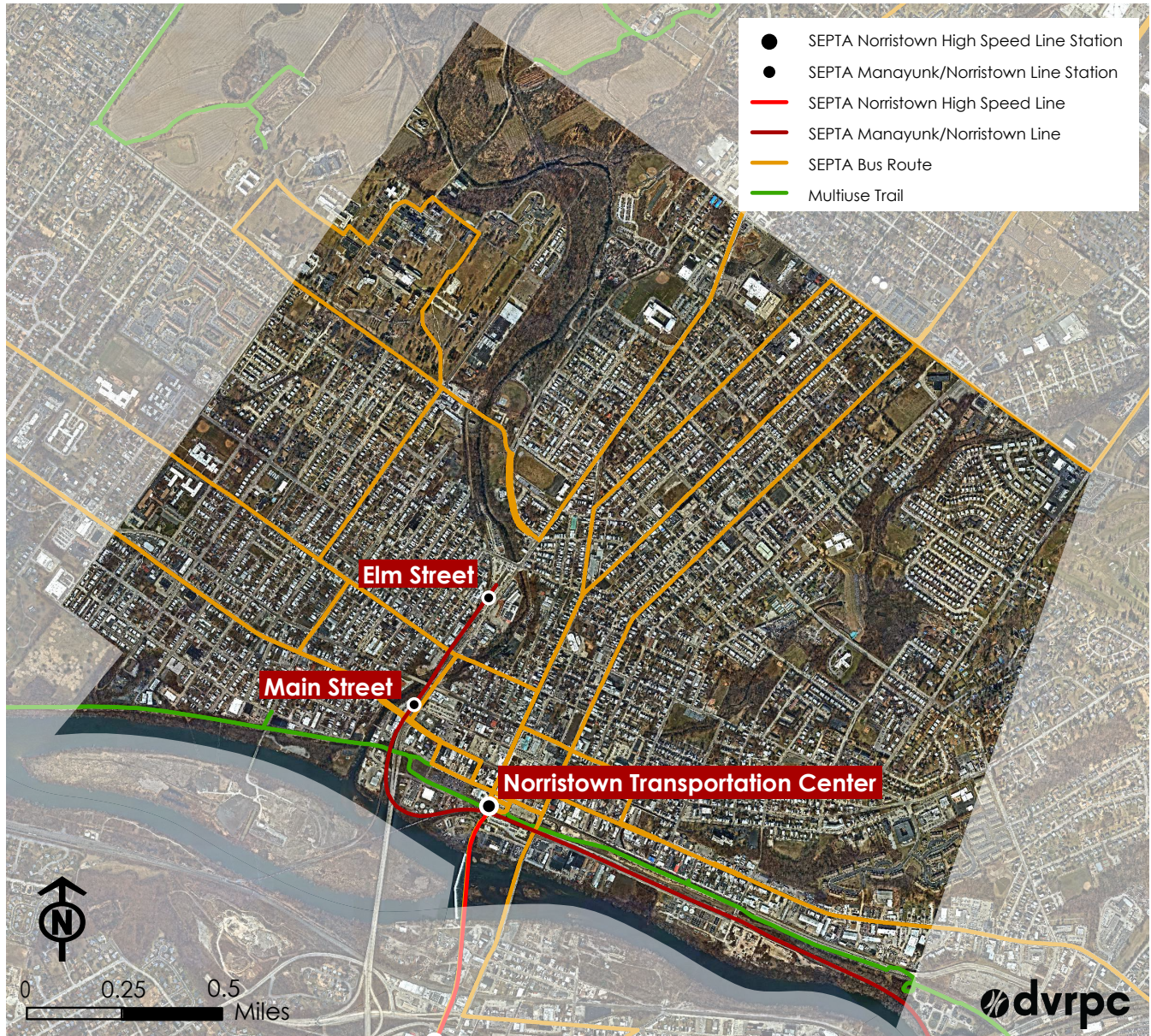
Figure 14: Mantua + East Parkside Sidewalk Network



Source: DVRPC, 2022.

Research Summary: Norristown

Figure 15: Norristown Area Map



Sources: Nearmap, 2022; SEPTA, 2021; DVRPC, 2022.

Norristown

The population of Norristown is very diverse, with roughly 27 percent Latino, 36 percent Black or African American, and 28 percent White (Non-Hispanic).¹¹ Although the median income level is highest of the three communities, DVRPC's Equity Analysis shows high populations of lower-income residents in several census tracts.

¹¹ "Norristown, PA.," Data USA. datausa.io/profile/geo/norristown-pa#demographics

Norristown has a higher than average population of people commuting to work by walking but a lower number of bike commuters than the DVRPC region does. Transit usage is similar to the regional average, despite having above-average service options in the area, including Regional Rail, the Norristown High Speed Line, and eight bus lines.

Figure 16: Norristown Community Profile

Norristown

Municipality: Norristown

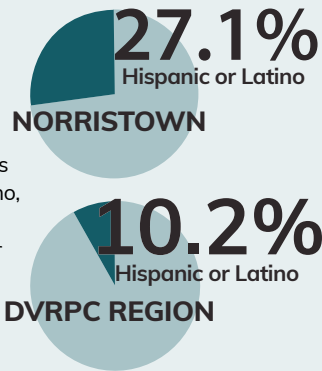
County: Montgomery

Population: 34,392

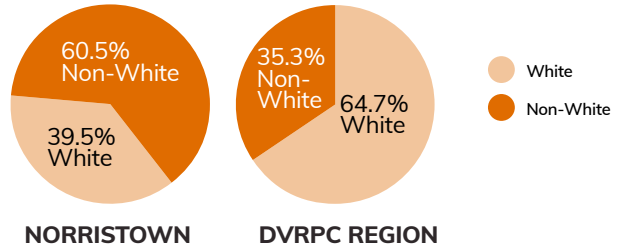
What We Know about Norristown Residents

Ethnicity

27.1% of Norristown's population identifies as Hispanic or Latino, with the DVRPC region's Hispanic or Latino identifying population (10.2%) being 16.9% lower.



Race



60.5% of Norristown's population identifies as non-White (37% Black, 10% Two or More Races, 3.5% Asian), while 35.3% of the DVRPC region's population identifies as non-White.

Foreign Born



22.1% of Norristown's population is reported as being foreign born. This is greater than the DVRPC region, which has a foreign born population of 14.4%.

Median Household Income

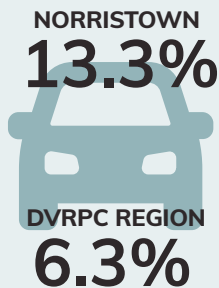


Norristown has a median household income of \$54,409. This is 65.3% of the DVRPC region's median household income of \$83,319.

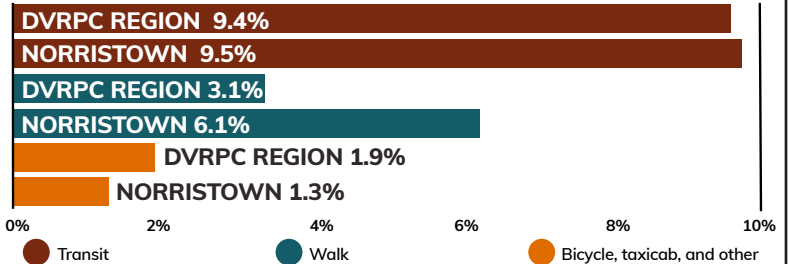
Norristown Residents' Travel Choices

No Access to a Vehicle

In Norristown, 13.3% of working households do not have access to a vehicle. In the DVRPC region, 6.3% of working households do not have access to a vehicle. In the region, 70.4% of households have access to two or more vehicles.



Journey to Work



Norristown has a higher percentage of residents who ride transit or walk to work than the DVRPC region does, but Norristown and the DVRPC region have a low percentage of biking commuters.

Source: American Community Survey, 2019.

Research Summary: Norristown

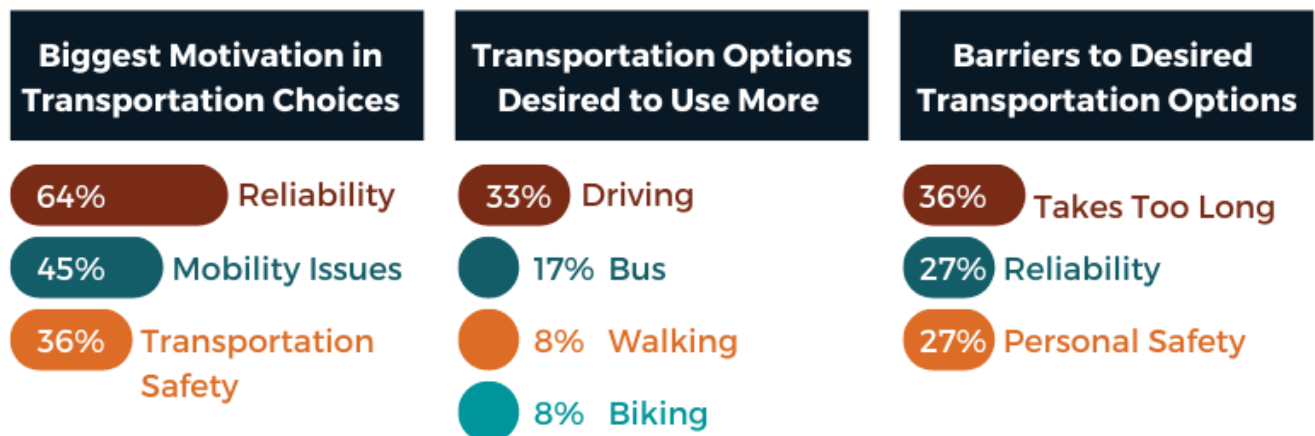


“Most of the places away from home are really far so I do have to get another form of transportation. If I could, I would walk more. My kids would be interested in it! It would be family time and good exercise.”

Transportation infrastructure was brought up repeatedly in both focus groups as a barrier in mobility choices. Transportation options out of Norristown are seen as sufficient, but circulation within the community is more challenging. The largest asset, the Norristown Transportation Center (NTC), is viewed as a barrier in itself due to concerns of personal safety. Focus group participants were hesitant to use the NTC due to insufficient lighting, unsanitary conditions, and enclosed dark areas with poor visibility, such as under the tracks. Participants also discussed limited accessibility for wheelchair use but also particularly for strollers and rolling shopping carts. Participants suggested a telephone to call for help in emergencies at NTC, as cameras are not working as a preventative measure.

Buses have issues with safety and cleanliness, with riders often drinking alcohol or smoking. Participants did not expect bus drivers to control passenger

Figure 17: Norristown Key Results



behavior while driving because it is “too much” to handle. Bus routes are seen as unreliable and do not arrive frequently enough. Participants discussed how people working on weekends, especially in the service industry, need more frequent bus service on weekends for reliable transportation to work. In the English-language focus group, buses were used more often and seen more positively than trains, which were seen as being “stressful,” “too busy,” or having “weird people” on board. Both focus groups discussed frequency and reliability as an issue for participants using transit. When asked, 50 percent of Norristown survey participants said they would take public transit more if buses and trains came more often, 33 percent said decreased cost, 33 percent said fewer transfers, and 33 percent said cleaner

public transit. Although the majority of focus group and survey participants use transit in Norristown, bus ridership in the area has declined 51 percent from fall 2019 to fall 2021.

COVID was not discussed much in the Spanish-language focus group, but the English-language focus group discussed that driving and Ubers were seen as safer since COVID. More are using Ubers in particular for both COVID and the reduced fear of muggings. In one of the Community Group interviews, a CCATE representative told the project team that Latino workers are targets for violent crime at transit stops on Fridays, when it is assumed they are carrying large amounts of cash from weekly paydays, and suggested more frequent and visible police presence at peak times.

Figure 18: Main Street, Norristown



The intersection of Markley and West Main streets near the Main Street SEPTA Station in Norristown is a difficult intersection for pedestrians due to its high traffic volumes, wide crossing distances, and lack of marked crossings.

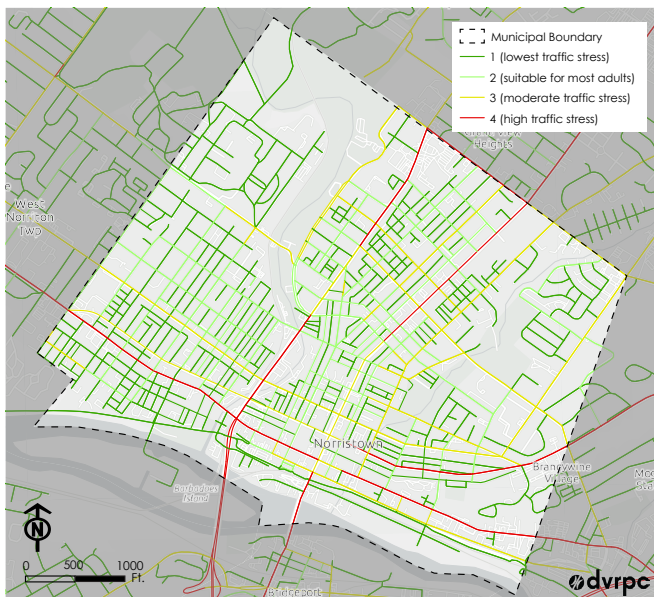
Research Summary: Norristown



“I ride a bike or walk so it’s exercise. Some streets are terrible and that stops me from biking or walking. You know, potholes, bricks are missing. A lot of streets need to be repaired.”

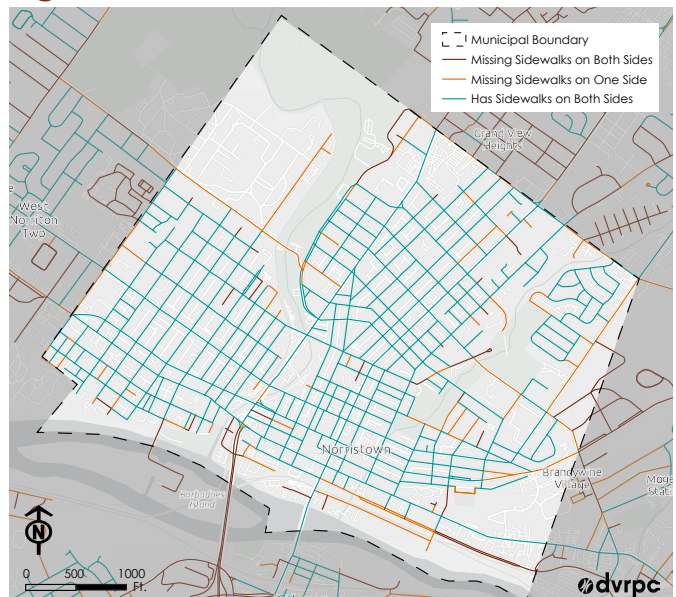
Both focus groups expressed positive views toward cycling and were interested in biking or using a scooter more themselves, especially on electric bikes, and were interested in bikeshare options like Indego in Philadelphia. Focus group participants had concerns about traffic safety while biking, including fast and unsafe driving, and concerns about safe and secure bicycle storage. With this in mind, participants mentioned wanting more bicycle facilities like bike lanes and trails. When asked, 50 percent of Norristown’s survey participants said that they would bike more if there were more bike trails, and 25 percent said that they would bike more if they had access to a bicycle.

Figure 19: Norristown Level of Traffic Stress



Source: DVRPC, 2022.

Figure 20: Norristown Sidewalk Network



Source: DVRPC, 2022.

Focus group participants felt unsafe walking due to fast and unsafe driving, and sidewalk maintenance. Participants felt that safety was particularly an issue for children walking to school and that it felt unsafe crossing streets at stop signs or red lights, or walking when visibility is poor. One participant recounted their experience of nearly getting hit by a motorcycle. Many all-terrain vehicle (ATV) and motorcycle riders do not comply with traffic laws. When asked what would make them walk more, 33 percent of survey respondents said physical strain was a concern. Focus groups noted that walking was more difficult due to cracks, uneven paths, potholes/sinkholes. Additionally, blocked-off streets and sidewalks force people down paths they consider unsafe.



“I work during the weekends... That’s when I work the most. I need the buses working as well.”

Figure 21: Norristown Transportation Center



The NTC, the community’s key transit hub, was noted as a barrier by nearly all participants. Its inaccessibility, geographic disconnect with main streets, dark side entrances, parking garage and tracks, and lack of lighting on surrounding streets cause concerns for both transportation safety and personal safety.



Photo Courtesy of Connect the Dots



Conclusions

Why do individuals use the modes of travel that they do?

Why does the mode or modes of travel they use feel like the best or safest option for them?

Why do other modes not feel like the best or safest option to them?

Which modes of travel would they use if they had access to them or the appropriate infrastructure with which to use them safely?

Do individuals travel less frequently because of infrastructure, service, or safety needs?

Study Questions

Returning to the original research questions from the outset of the study, findings point to the following conclusions:

Why do individuals use the modes of travel that they do?

Travel choices are made through a complex and variable decision-making process. The largest influence in the decision across all areas and demographics was reliability. Cost also played an important role but was often overlooked in favor of reliability. Many participants would drive or take rideshare/taxis, even though it was more expensive, if it meant they would get where they wanted to go reliably. For women specifically, traveling with children influenced their decision to drive their

own vehicles to transport their families, although some would use other modes when traveling alone.

Why does the mode or modes of travel they use feel like the best or safest option for them?

This question is fundamentally flawed by the assumption that individuals feel their choice is the “best” or “safest.” In reality, many participants felt their choices were limited. People cannot always use what is best or safest due to barriers in accessing those modes, and they will compromise their safety due to cost. Cost was a considerable factor in decision making, and many participants felt they did not really have a choice, particularly transit users and those who walk. The participants who did feel their options were best were typically drivers.

Conclusions

Why do other modes not feel like the best or safest option to them?

Personal safety and transportation safety are interrelated and affect available choices. Transit in particular was seen as a problem for personal safety. Many indicated hesitation to walk or bike due to inhospitable roadway conditions. Distance and location was also an issue; many participants said that the places they prefer to go (grocery stores, medical facilities, religious institutions, etc.) are too far to reach by walking and/or not accessible by transit. These types of spatial mismatches (as discussed on page 2) often resulted in participants driving, taking rideshare, or simply not making trips because they did not have a way to get there.

Which modes of travel would they use if they had access to them or the appropriate infrastructure with which to use them safely?

Walking, cycling, and other options like e-scooters were brought up in response to this question, particularly if there was better infrastructure for them. There is a significant interest in e-bikes, but they are seen as unaffordable, and there is hesitation to bike in the roadway for transportation. Many said they would walk more just for exercise if they felt safer.

Do individuals travel less frequently because of infrastructure, service, or safety needs?

Most responded “no” to this question when asked directly, saying that they are not limited in their decisions. However,

in conversation, many spoke of the hesitation to venture out due to issues of personal safety, even if individuals did not identify that as a transportation barrier. Some focus group participants even requested that the meetings be held virtually instead of in person because they did not want to travel to a location outside of their homes due to concerns about violence.

Some also compromise their desired location (e.g., a grocery store with access to fresh fruits and vegetables) in favor of a convenience store or dollar store because that option is more accessible by the modes available to them. They “make it work one way or another,” as one North Trenton focus group participant stated.

Lessons and Future Engagement Recommendations

The most successful research strategy used for this study was compensated focus groups. These provided the depth of conversation and opportunity for participants to interact with each other and facilitators to reach a deeper understanding of critical issues and needs in the community. Virtual focus groups had higher interest rates, and participants who signed up were more likely to attend.

The online survey was less successful, and it was difficult to convince individuals to participate even with incentives. There was particular hesitation to participate in or share the survey for several reasons. In all three communities, similar work related to transportation had recently been done. Although the findings and

purpose were different, the familiarity prompted participants to ask why they were being asked similar questions. Some community members questioned what the information would be used for since the outcomes were vague and not tied to a concrete project or consequence. Their input was seen as not having a clear impact. Online surveys are not recommended as a tool in these study areas or in communities similar to them in future projects.

Although this study followed best practices for community engagement and outreach, best practices can still fall short. Although community groups were compensated for their participation, remuneration does not support staff members already over capacity on their workloads, and compensation can complicate community group relationships. One participating staff member objected to the stipend going to their organization and wanted to receive compensation directly as an individual, declining to provide documentation that would have compensated his organization.

Community organizations also have blind spots based on who they serve. Although two different community partners said Spanish translation would not be necessary in their service area, half of all intercept surveys performed there were conducted in Spanish. Politics also come into play, with community organizations criticizing each other. If working with compensated community partners, working with multiple organizations through an application or microgrant process is recommended to make sure

that organizations serving different populations are being represented.

Providing qualitative inputs was more successful in answering these research questions. The survey questions, while helpful to provide some context, were not able to dive deep enough into the conversation to understand the decision-making process. Overall, participation might have been more substantial if the study was connected more directly to a tangible outcome: a project or program where participants' input would have direct and visible impact on their communities.

Next Steps

After the completion of the project, DVRPC and Connect the Dots presented the findings of this study with the project Stakeholder Committee, the DVRPC Board, the Montgomery County Planning Commission Board, the City of Trenton, the City of Norristown, and SEPTA. These meetings included discussions of possible next steps to address the findings of the study. In Trenton, the findings of this report will help to inform recommendations for a new Bike Plan that DVRPC is currently working on. DVRPC's Expo program (Experimental Pop-up), was mentioned as a near-term opportunity to improve pedestrian and bicycle safety in locations that community members may currently avoid or feel unsafe using, while DVRPC work program projects may be suitable for more in-depth study into planning or engineering issues brought up in conversations with these communities.

Sources and Information

Citations

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Klein, Nicholas J., Erick Guerra, and Michael J. Smart. "The Philadelphia Story: Age, Race, Gender, and Changing Travel Trends." *Journal of Transport Geography* 69 (2018): 19-25. www.sciencedirect.com/science/article/pii/S0966692317307044

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Appendices

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B. Survey Questions and Translations.....	A-4
C. Community Groups Contacted and Visited.....	A-24
D. Focus Group Reports.....	A-26
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A. Request for Proposals

Based on the article and conversations with the authors about this research, DVRPC opted for a qualitative approach that mixed surveys with focus group conversations, as well as to involve community-based organizations in the outreach and survey development process.

After examining best practices and assessing staff capacity and funding, DVRPC concluded that the assistance of a consultant with expertise in outreach and surveying was needed for the project. With this in mind, DVRPC developed a Request for Proposals (RFP) to bring a consultant under contract. This RFP sought help with creating a methodology that would use surveying, interviews, and/or focus groups to answer the following research questions:

- Why do individuals use the modes of travel that they do?
- Why does the mode or modes of travel they use feel like the best or safest option for them?
- Why do other modes not feel like the best or safest option to them?
- Which modes of travel would they use if they had access to them or the appropriate infrastructure with which to use them safely?
- Do individuals travel less frequently because of infrastructure, service, or safety needs?

In the RFP, DVRPC defined the work as follows:

Work with stakeholders to do primary research, such as surveying or interviews, in a minimum of three locations in the Philadelphia region.

DVRPC highly encourages partnerships with existing community organizations that have already built trust and networks within minority communities. Therefore, a successful methodology should include a role or roles for community organizations to ensure high levels of participation. In addition, community organizations may provide translation services and gathering spaces, and have other important knowledge of community norms and culture. These skills and assets can help ensure the success of the project.

The selected consultant will successfully complete the following tasks, including but not limited to: (1) develop and finalize a methodology, (2) conduct primary research, and (3) render a final summary report and dataset.

The methodology should include primary research approaches like surveys, interviews, and/or focus groups that together help DVRPC and its regional partners to better understand the transportation needs and wants of the minority communities in the chosen locations, as well as provide insights for similar communities in the region. Input from stakeholders will be used to help finalize the methodology and identify communities and community-based organizations to survey and partner with.

To aid the Consultant in this effort, DVRPC will oversee project management, organize stakeholder meetings, assist in coordination with community groups, and provide design and layout for a final document that will combine DVRPC's literature review and synthesis of prior survey findings with the Consultant's survey findings.

The final summary report will provide recommendations, with the following deliverables included:

- findings that identify themes and insights;
- a dataset that can be shared internally and with regional partners; and
- a series of recommendations for further study that help DVRPC to identify future studies, programs and services, and infrastructure needs.

DVRPC posted the RFP for one month between October and November of 2021. DVRPC received four responses to the RFP and, with the help of a selection committee made up of regional stakeholders, interviewed three highly qualified firms with experience in survey and outreach work. From these interviews, the selection committee chose Connect the Dots, a stakeholder and community engagement firm based in Philadelphia, Pennsylvania. Sam Schwartz provided data analysis and mapping support as a subconsultant.

In December 2021, the DVRPC Executive Board voted to execute the contract with Connect the Dots for assistance with primary research for the Mobility Choices Project.

B. Survey Questions and Translations

HOW DO YOU GET AROUND?

We want to hear about your transportation needs!

The Delaware Valley Regional Planning Commission's **Mobility Choices Study** would like to hear from residents in Norristown, Mantua & East Parkside, and North Trenton about what types of transportation you use and what impacts those choices. Participating will help DVRPC to understand transportation-related needs and barriers in your community - and ultimately explore potential ways to address them.

www.dvrpc.org/mobilitychoices

Do you live, work, or go to school in any of these communities?

- North Trenton
- Mantua/East Parkside
- Another neighborhood in West Philadelphia
- Norristown
- Other _____

What's your home ZIP code?

What are the types of trips you make at least once a week?

Choose all that apply

- Rush hour commute to/from work (7-9am and/or 4-7pm)
- Commute to/from work at another time
- Go to school
- Caregiving - taking children to school, bringing elderly relatives to doctor, etc.
- Health/Medical/Dental appointments
- Errands or shopping
- Social or leisure trips
- Church or religious services
- Other _____



What transportation options do you use at least once a week?

Choose all that apply

- Driving myself
- Getting a ride from someone else in a car
- Walking
- Riding a personal bicycle
- Using a bike share bike (like Indego)
- An e-scooter
- Other _____
- Taking the train (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Taking the bus
- Taking the trolley
- Taking the subway
- Paying for a ride (taxi/Uber/Lyft)
- Taking a private bus/jitney/ or other carpooling or shuttle service

What is your biggest motivation for choosing how you get around?

Pick up to 3

- Cost
- Reliability
- Being close to home
- Being the fastest trip
- Mobility issues or physical strain
- Transportation safety (fear of car crashes)
- Personal safety (fear of other bodily harm)
- I need something family-friendly
- Other _____



How do you WISH you were able to get around more often?

Choose all that apply

- Driving myself
- Getting a ride from someone else in a car
- Walking
- Riding a personal bicycle
- Using a bike share bike (like Indego)
- An e-scooter
- Other _____
- Taking the train (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Taking the bus
- Taking the trolley
- Taking the subway
- Paying for a ride (taxi/Uber/Lyft)
- Taking a private bus/jitney/ or other carpooling or shuttle service

What stops you from using those transportation options?

Choose all that apply or tell us more!

- Cost
- Reliability
- No service close to where I live
- Would take too long to get where I need to go
- Mobility issues or physical strain
- I don't have a car
- I don't have a bike
- I don't have an e-scooter
- Transportation safety (fear of car crashes)
- Personal safety (fear of other bodily harm)
- They aren't family-friendly
- Other _____

Tell us more!



HOW OFTEN DO YOU...



Walk or use a wheelchair for transportation?

- 6-7 days a week
- 4-5 days per week
- 2-3 days per week
- One day a week
- A few days a month
- One day a month
- Less than one day a month
- Never

What would make you decide to walk or move around by wheelchair as transportation more?

- More sidewalks
- Better maintained sidewalks
- More accessible walkways (Curb ramps, detectable warning surfaces, etc.)
- Better lighting at night
- Closer places of interest
- Safer crossings of streets/highways
- Less risk to personal safety
- Decreased physical strain
- None of the above - I don't want to walk
- Other:

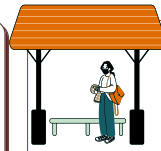


Ride a bike for transportation?

- 6-7 days a week
- 4-5 days per week
- 2-3 days per week
- One day a week
- A few days a month
- One day a month
- Less than one day a month
- Never

What would make you decide to bike for transportation more?

- More bike lanes/trails
- Safer bike lanes/trails
- Access to a bicycle
- Access to bikeshare
- Access to a specialty bike: electric assisted bicycle, cargo or child-friendly bike, adaptive bicycles
- Easier bicycle maintenance
- Access to safety devices (Helmet, etc)
- Fewer speeding vehicles along my bike route
- Decreased physical strain
- Closer places of interest
- Better places to park/store a bike
- Less risk to personal safety
- Lessons on riding a bike
- Other:



Take public transit?

- 6-7 days a week
- 4-5 days per week
- 2-3 days per week
- One day a week
- A few days a month
- One day a month
- Less than one day a month
- Never

What would make you use public transit more?

- Decreased cost
- The bus/train coming when I expect it
- Decreased travel time
- Buses or trains coming more often
- Shorter walks to & from stops
- Able to use it with my wheelchair or with a stroller
- Fewer transfers/more direct routes
- Easier connections to other modes
- Cleaner public transit vehicles/stations/stops
- Ability to sit on vehicles more frequently
- Improved personal safety
- Easier to take kids
- Other:

Do you travel less frequently for any of these reasons?

Choose all that apply

- Sidewalks aren't built where I need them to be
- It's too dangerous to cross the street
- There aren't enough bike lanes/bike paths
- There aren't enough places to store/park a bike
- I can only get to my destinations if I have a vehicle
- Sidewalks are poorly maintained
- Other: _____
- Bike lanes/bike paths are poorly maintained
- Public transit stops are not close enough to my house
- Public transit is not fast enough
- Public transit is too unreliable
- Traffic congestion is too heavy
- Fear of car crash
- Fear of assault/bodily harm
- Areas I need to go are not well-lit



Is there anything else you would like to tell us?

Now tell us all about you!

I am a _____ that is _____ years old. In my
(your race) (your gender) (age)

house we speak _____ and there are _____ children under
(language) (number)

18 living in the house. I (do / do not) have a car at home.



Provide your name and best contact info (phone or email address) for a chance to win a \$100 gift card!

Name: _____

Phone or Email: _____

About DVRPC

Serving the Greater Philadelphia region for more than 50 years, The Delaware Valley Regional Planning Commission convenes the widest array of partners across a nine-county, two state region to increase mobility choices, protect and preserve natural resources, and create healthy communities that foster greater opportunities for all. www.dvrpc.org

您如何出行?

我们想听听您的交通出行需求!

Delaware Valley 地区规划委员会的出行选择研究希望听到 Norristown、Mantua & East Parkside 以及 North Trenton 的居民关于您使用的交通工具类型以及影响这些选择的相关信。DVRPC 将使用结果来帮助确定这些社区未来的研究、计划、服务和基础设施需求。

www.dvrpc.org/mobilitychoices

您是否在以下社区之一生活、工作或上学?

- North Trenton
- Mantua/East Parkside
- West Philadelphia 的另一个街区
- Norristown
- 其他 _____

您的邮政编码是多少?

哪些类型的行程您每周至少有一次?

选择所有适用的选项

- 在上下班高峰期通勤 (早上 7 点到 9 点和/或下午 4 点到 7 点)
- 在其他时间上下班通勤
- 上学
- 看护 - 送孩子上学, 带年迈的亲戚看医生等
- 保健/医疗/牙科预约
- 办事或购物
- 社交或休闲旅行
- 教堂或宗教服务
- 其他 _____



哪些交通方式您每周至少使用一次?

选择所有适用的选项

- 自驾
- 搭顺风车
- 步行
- 骑自己的自行车
- 骑共享单车 (如 Indego)
- 电动滑板车
- 其他 _____
- 乘坐火车 (区域铁路/河线/PATCO/NJ Transit/NHSL)
- 乘坐公共汽车
- 乘坐电车
- 乘坐地铁
- 打车 (出租车/Uber/Lyft)
- 乘坐私人巴士/捷运/或其他拼车或班车服务

您选择出行方式的最大动机是什么?

最多选择 3 个

- 成本
- 可靠性
- 离家近
- 速度快
- 行动不便或身体紧张
- 运输安全 (害怕车祸)
- 人身安全 (害怕其他身体伤害)
- 需要适合家庭出行
- 其他 _____



您希望自己能够采用哪种方式更经常地走动?

选择所有适用的选项

- 自驾
- 搭顺风车
- 步行
- 骑自己的自行车
- 骑共享单车 (如 Indego)
- 电动滑板车
- 其他 _____
- 乘坐火车 (区域铁路/河线/PATCO/NJ Transit/NHSL)
- 乘坐公共汽车
- 乘坐电车
- 乘坐地铁
- 打车 (出租车/Uber/Lyft)
- 乘坐私人巴士/捷运/或其他拼车或班车服务

是什么阻止您使用这些交通方式?

选择所有适用的选项

- 成本
- 可靠性
- 我住的地方附近没有服务
- 需要很长时间才能到达我需要去的地方
- 行动不便或身体紧张
- 我没有车
- 我没有自行车
- 我没有电动滑板车
- 运输安全 (害怕车祸)
- 人身安全 (害怕其他身体伤害)
- 不适合家庭出行
- 其他 _____

您还有什么想告诉我们的吗?





您多久步行或使用轮椅出行？

- 每周 6-7 天
- 每周 4-5 天
- 每周 2-3 天
- 一周一天
- 一个月几天
- 一个月一天
- 一个月不到一天
- 从不

什么会让您决定更多地使用轮椅或步行出行？

- 更多人行道
- 人行道维护得更好
- 更多的无障碍走道 (路边坡道、可探测的警告面等)
- 夜间照明更好
- 更近的景点
- 更安全地穿越街道/高速公路
- 降低人身安全风险
- 减少身体压力
- 以上都不是 - 我不想步行
- 其他:

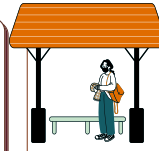


您多久骑一次自行车出行？

- 每周 6-7 天
- 每周 4-5 天
- 每周 2-3 天
- 一周一天
- 一个月几天
- 一个月一天
- 一个月不到一天
- 从不

什么会让您决定更多地骑自行车出行？

- 更多自行车道/小径
- 更安全的自行车道/小径
- 提供能够使用自行车
- 提供能够使用共享单车
- 提供能够使用专业自行车：电动助力自行车、货运自行车、儿童自行车、自适应自行车
- 自行车保养更简单
- 使用安全装置 (头盔等)
- 在我的自行车路线上，超速行驶的车辆变少
- 减少身体压力
- 更近的景点
- 更好的地方停放/存放自行车
- 降低人身安全风险
- 骑自行车的课程
- 其他:



您多久乘坐一次公共交通？

- 每周 6-7 天
- 每周 4-5 天
- 每周 2-3 天
- 一周一天
- 一个月几天
- 一个月一天
- 一个月不到一天
- 从不

什么会让您更多地使用公共交通？

- 降低成本
- 在我等待公共汽车/火车时它会到
- 乘坐时间变短
- 公共汽车或火车来得更频繁
- 往返车站的步行路程较短
- 可以和我的轮椅或婴儿车一起使用
- 更少的换乘/更多的直达路线
- 更容易换乘到其他出行方式
- 更清洁的公共交通工具/车站/站点
- 更容易找到座位
- 提高人身安全
- 带孩子更方便
- 其他:

您是否因为以下任何原因而减少出行?

选择所有适用的选项

- 人行道没有建在我需要的地方
- 过马路太危险了
- 没有足够的自行车道
- 没有足够的地方存放/停放自行车
- 我只有在有汽车的情况下才能到达我的目的
- 人行道维护不善
- 其他: _____
- 自行车道维护不善
- 公共交通站点离我家不够近
- 公共交通不够快
- 公共交通太不靠谱
- 交通拥堵太严重
- 怕车祸
- 害怕攻击/身体伤害
- 我需要去的地方照明不足



您还有什么想告诉我们的吗?

现在请告诉我们关于您的一切!

我是 _____ 岁的 _____。在我的房子里，
(您的种族) (您的性别) (年龄)

我们说的语言是 _____，房子里有 _____ 名 18
(语言) (数字)

岁以下的孩子。我家里 (有/没有) 汽车。



提供您的姓名和最佳联系信息 (电话或电子邮件地址)，就有机会赢取 100 美元的礼品卡!

姓名: _____

电话或电子邮件地址: _____

关于 DVRPC

Delaware Valley 地区规划委员会为大费城地区服务了 50 多年，召集了两个州九个县的最广泛的合作伙伴，以增加流动性选择，保护和保存自然资源，并创造健康的社区，为所有人提供更多的机会。 www.dvrpc.org

BẠN ĐI LẠI BẰNG PHƯƠNG TIỆN NÀO?

Chúng tôi muốn biết về nhu cầu vận chuyển của bạn!

Nghiên cứu Lựa chọn Di chuyển của Ủy ban Quy hoạch Khu vực Thung lũng Delaware muốn lắng nghe ý kiến của các cư dân ở Norristown, Mantua & East Parkside, và North Trenton về loại phương tiện giao thông bạn sử dụng và điều gì ảnh hưởng đến những lựa chọn đó. Kết quả sẽ được DVRPC sử dụng để giúp xác định các nghiên cứu, chương trình, dịch vụ và nhu cầu cơ sở hạ tầng trong tương lai trong các cộng đồng này.

www.dvrpc.org/mobilitychoices

Bạn có sống, làm việc hay đi học ở một trong các cộng đồng sau đây không?

- Bắc Trenton
- Mantua/East Parkside
- Một khu phố khác ở Tây Philadelphia
- Norristown
- Khác _____

Mã bưu chính của bạn là gì?

Các loại chuyến đi bạn thực hiện ít nhất một lần mỗi tuần là gì?

Chọn tất cả đáp án thích hợp

- Giờ cao điểm đi làm đến/từ nơi làm việc (7-9 giờ sáng và/hoặc 4-7 giờ chiều)
- Đi làm đến/từ nơi làm việc vào một thời điểm khác
- Đi học
- Chăm sóc - đưa đón trẻ em đi học, đưa người già đi khám bệnh, v.v.
- Các cuộc hẹn về sức khỏe/y tế/nha khoa
- Việc vặt hoặc mua sắm
- Các chuyến đi xã hội hoặc giải trí
- Nhà thờ hoặc dịch vụ tôn giáo
- Khác _____



Bạn sử dụng phương tiện di chuyển nào ít nhất một lần một tuần? (Chọn tất cả đáp án thích hợp)

Chọn tất cả đáp án thích hợp

- Tự mình lái xe
- Đi nhờ ô tô của người khác
- Đi bộ
- Đi xe đạp cá nhân
- Sử dụng xe đạp chia sẻ (như Indego)
- Đi scooter điện
- Khác _____
- Đi tàu (Đường sắt khu vực/Đường sông/PATCO/NJ Transit/NHSL)
- Bắt xe buýt
- Đi tàu điện mặt đất
- Đi tàu điện ngầm
- Đi xe dịch vụ (taxi/Uber/Lyft)
- Đi xe buýt riêng/jitney/hoặc dịch vụ đi chung xe/dịch vụ đưa đón khác

Động lực lớn nhất của bạn khi chọn phương thức đi lại là gì?

Chọn tối đa 3 đáp án

- Chi phí
- Độ tin cậy
- Gần nhà
- Là chuyến đi nhanh nhất
- Các vấn đề về vận động hoặc khó khăn thể chất
- An toàn giao thông (sợ va quệt xe)
- An toàn cá nhân (sợ tổn hại cơ thể khác)
- Tôi cần một phương thức thân thiện với gia đình
- Khác _____



Bạn MUỐN mình có thể đi lại thường xuyên hơn bằng phương thức nào?

Chọn tất cả đáp án thích hợp

- Tự mình lái xe
- Đi nhờ ô tô của người khác
- Đi bộ
- Đi xe đạp cá nhân
- Sử dụng xe đạp chia sẻ (như Indego)
- Đi scooter điện
- Khác _____
- Đi tàu (Đường sắt khu vực/Đường sông/PATCO/NJ Transit/NHSL)
- Bắt xe buýt
- Đi tàu điện mặt đất
- Đi tàu điện ngầm
- Đi xe dịch vụ (taxi/Uber/Lyft)
- Đi xe buýt riêng/jitney/hoặc dịch vụ đi chung xe/dịch vụ đưa đón khác

Điều gì ngăn cản bạn sử dụng các phương tiện di chuyển đó?

Chọn tất cả đáp án thích hợp

- Chi phí
- Độ tin cậy
- Không có dịch vụ nào gần nơi tôi sống
- Sẽ mất quá nhiều thời gian để đến nơi tôi cần đến
- Các vấn đề về vận động hoặc khó khăn thể chất
- Tôi không có ô tô
- Tôi không có xe đạp
- Tôi không có scooter điện
- An toàn giao thông (sợ va quệt xe)
- An toàn cá nhân (sợ tổn hại cơ thể khác)
- Phương thức này không thân thiện với gia đình
- Khác _____

Có điều gì khác bạn muốn cho chúng tôi biết không?





Bạn đi bộ hoặc sử dụng xe lăn để di chuyển thường xuyên đến mức nào?

- 6-7 ngày mỗi tuần
- 4-5 ngày mỗi tuần
- 2-3 ngày mỗi tuần
- Một ngày mỗi tuần
- Vài ngày mỗi tháng
- Một ngày mỗi tháng
- Ít hơn một ngày mỗi tháng
- Không bao giờ

Điều gì sẽ khiến bạn quyết định đi bộ hoặc di chuyển bằng xe lăn nhiều hơn?

- Thêm vỉa hè
- Vỉa hè được bảo dưỡng tốt hơn
- Các lối đi bộ dễ tiếp cận hơn (Lề đường dốc, bề mặt cảnh báo dễ phát hiện, v.v.)
- Chiều sáng tốt hơn vào ban đêm
- Các địa điểm yêu thích gần hơn
- Băng qua đường/đường cao tốc an toàn hơn
- Ít rủi ro đối với an toàn cá nhân
- Giảm khó khăn về thể chất
- Không có điều nào ở trên - tôi không muốn đi bộ
- Khác:

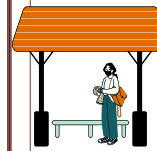


Bạn có thường xuyên di chuyển bằng xe đạp không?

- 6-7 ngày mỗi tuần
- 4-5 ngày mỗi tuần
- 2-3 ngày mỗi tuần
- Một ngày mỗi tuần
- Vài ngày mỗi tháng
- Một ngày mỗi tháng
- Ít hơn một ngày mỗi tháng
- Không bao giờ

Điều gì sẽ khiến bạn quyết định đi lại bằng xe đạp nhiều hơn?

- Thêm làn đường/lối đi dành cho xe đạp
- Làn đường/lối đi an toàn hơn cho xe đạp
- Khả năng tiếp cận xe đạp
- Khả năng tiếp cận dịch vụ chia sẻ xe đạp
- Khả năng tiếp cận xe đạp chuyên dụng: xe đạp điện có trợ lực, xe đạp chở hàng, xe đạp thân thiện với trẻ em, xe đạp thích ứng
- Bảo dưỡng xe đạp dễ dàng hơn
- Khả năng tiếp cận các thiết bị an toàn (Mũ bảo hiểm, v.v.)
- Giảm lượng phương tiện chạy nhanh dọc theo tuyến đường dành cho xe đạp của tôi
- Giảm khó khăn về thể chất
- Các địa điểm yêu thích gần hơn
- Địa điểm tốt hơn để đỗ/cất xe đạp
- Ít rủi ro đối với an toàn cá nhân
- Bài học về cách đi xe đạp
- Khác:



Bạn đi phương tiện công cộng thường xuyên đến mức nào?

- 6-7 ngày mỗi tuần
- 4-5 ngày mỗi tuần
- 2-3 ngày mỗi tuần
- Một ngày mỗi tuần
- Vài ngày mỗi tháng
- Một ngày mỗi tháng
- Ít hơn một ngày mỗi tháng
- Không bao giờ

Điều gì sẽ khiến bạn sử dụng phương tiện công cộng nhiều hơn?

- Giảm chi phí
- Xe buýt/tàu đến khi tôi mong đợi
- Giảm thời gian đi lại
- Xe buýt hoặc tàu đến thường xuyên hơn
- Khoảng cách đi bộ ngắn hơn đến và từ các điểm dừng
- Có thể sử dụng nó với xe lăn của tôi hoặc với xe đẩy
- Ít chuyển tuyến hơn/nhiều tuyến đường trực tiếp hơn
- Kết nối dễ dàng hơn với các phương tiện khác
- Phương tiện/trạm/điểm dừng phương tiện công cộng sạch sẽ hơn
- Khả năng ngồi trên xe thường xuyên hơn
- Cải thiện an toàn cá nhân
- Dễ dàng hơn để đưa trẻ em đi
- Khác:

Bạn thường ít đi lại hơn vì lý do nào sau đây?

Chọn tất cả đáp án thích hợp

- Vía hè không được xây dựng ở nơi tôi cần
- Quá nguy hiểm khi băng qua đường
- Không có đủ làn đường/lối đi dành cho xe đạp
- Không có đủ nơi để cất/đỡ xe đạp
- Tôi chỉ có thể đến điểm đến của mình nếu có xe
- Vía hè được bảo dưỡng kém
- Làn đường/lối đi dành cho xe đạp được bảo dưỡng kém
- Khác: _____
- Các điểm dừng phương tiện công cộng không đủ gần nhà tôi
- Phương tiện công cộng không đủ nhanh
- Phương tiện công cộng không đáng tin cậy
- Ùn tắc giao thông quá nặng
- Sợ va chạm xe
- Sợ bị tấn công/tổn hại cơ thể
- Những khu vực tôi cần đến không được chiếu sáng tốt



Có điều gì khác bạn muốn cho chúng tôi biết không?

Bây giờ hãy cho chúng tôi biết tất cả về bạn!

Tôi là _____, _____, _____ tuổi. Trong nhà tôi,
(chủng tộc) (giới tính) (tuổi)

chúng tôi nói _____ và có _____ trẻ em dưới 18 tuổi
(ngôn ngữ) (số lượng)

Tôi (có / không) có xe hơi ở nhà



Cung cấp tên và thông tin liên hệ tốt nhất của bạn (điện thoại hoặc địa chỉ email) để có cơ hội giành được thẻ quà tặng trị giá 100 USD!

Tên: _____

Điện thoại
hoặc địa chỉ email: _____

Giới thiệu về DVRPC

Phục vụ cho khu vực Greater Philadelphia trong hơn 50 năm, Ủy ban Quy hoạch Khu vực Thung lũng Delaware hội tụ lượng đối tác đa dạng nhất trong khu vực gồm chín quận, hai tiểu bang để tăng cường lựa chọn di chuyển, bảo vệ và bảo tồn tài nguyên thiên nhiên, đồng thời tạo ra các cộng đồng lành mạnh, mang lại cơ hội tốt hơn cho tất cả mọi người. www.dvrpc.org

¿CÓMO SE MUEVE POR LA CIUDAD?

Queremos escuchar sobre sus necesidades de transportación.

La Comisión de Planeación Regional del Valle de Delaware (DVRPC), por medio del estudio de **Opciones de Movilidad**, quiere escuchar a los residentes de Mantua y East Parkside PA, Norristown PA, y North Trenton NJ sobre los tipos de transportación que usan y cómo es que los elige.

Los resultados serán utilizados por la DVRPC para identificar futuros estudios, programas, servicios y necesidades de infraestructura en estas comunidades.

www.dvrpc.org/mobilitychoices

¿Vive, trabaja o va a la escuela en alguna de las siguientes comunidades?

- North Trenton
- Mantua/East Parkside
- Another neighborhood in West Philadelphia
- Norristown
- Other _____

¿Cuál es su código postal de casa? _____

¿Qué tipos de traslados hace al menos una vez a la semana?

Elija todas las que apliquen

- Traslado en hora pico de/hacia el trabajo (7-9am y/o 4-7pm)
- Traslado de/hacia el trabajo a otra hora
- Ir a la escuela
- Cuidado de otros - llevar niños a la escuela, llevar a adultos mayores al médico, etc.
- Citas de salud/médico/dentista
- Mandados o compras
- Viajes sociales o de placer
- Iglesia o servicios religiosos
- Otro _____



¿Qué medios de transporte utiliza al menos una vez a la semana?

Elija todas las que apliquen

- Conduzco yo mismo(a)
- Viajo en coche compartido
- Camino
- Uso mi bicicleta
- Uso bicicleta compartida (como Indego)
- Uso un e-scooter
- Tomo el tren (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Tomo el bus
- Tomo el trolley
- Tomo el subway
- Pago por un viaje en coche (taxi/Uber/Lyft)
- Tomo un bus privado/jitney/o hago carpooling or servicio de shuttle
- Otro _____

¿Cuál es su mayor motivación para elegir cómo se mueve por la ciudad?

Elija máximo 3

- Costo
- Fiabilidad
- Cercanía a mi casa
- Es la forma más rápida de llegar a donde quiero ir
- Problemas de movilidad o limitación física
- Seguridad del transporte (miedo a accidentes automovilísticos)
- Seguridad personal (miedo a daño corporal)
- Necesito algo familiar/conocido
- Otro _____



¿Cómo le GUSTARÍA poder moverse en la ciudad?

Elija todas las que apliquen

- Conducir yo mismo(a)
- Viajar en coche compartido
- Caminar
- Usar mi bicicleta
- Usar bicicleta compartida (como Indego)
- Usar un e-scooter
- Tomar el tren (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Tomar el bus
- Tomar el trolley
- Tomar el subway
- Pagar por un viaje en coche (taxi/Uber/Lyft)
- Tomar un bus privado/jitney/o hacer *carpooling* or servicio de *shuttle*
- Otro _____

¿Qué le impide usar esas opciones de transporte?

Elija todas las que apliquen y...

- Costo
- Fiabilidad
- No están cerca de mi casa
- Tomaría más tiempo ir a donde quiero ir
- No tengo un coche
- No tengo una bicicleta
- Problemas de movilidad o limitación física
- Seguridad del transporte (miedo a accidentes automovilísticos)
- Seguridad personal (miedo a daño corporal)
- No son familiares/conocidos
- Otro _____

¡Cuéntenos más!



¿QUÉ TAN FRECUENTEMENTE...



Camina o usa silla de ruedas como medio de transporte?

- 6-7 días a la semana
- 4-5 días a la semana
- 2-3 días a la semana
- Un día a la semana
- Algunos días al mes
- Un día al mes
- Menos de una vez al mes
- Nunca

¿Qué le haría elegir caminar o usar su silla de ruedas más como medio de transporte?

- Más banquetas/aceras
 - Banquetas/aceras en mejores condiciones
 - Banquetas/aceras y pasarelas más accesibles (rampas, superficies de advertencia detectables, etc.)
 - Mejor iluminación por las noches
 - Lugares de interés más cercanos
 - Cruces peatonales más seguros
 - Menos riesgo de daños personales
 - Disminución de limitaciones físicas
 - Ninguno de los anteriores - no quiero caminar
 - Otro
-



Usa bicicleta como medio de transporte?

- 6-7 días a la semana
- 4-5 días a la semana
- 2-3 días a la semana
- Un día a la semana
- Algunos días al mes
- Un día al mes
- Menos de una vez al mes
- Nunca

¿Qué le haría elegir usar bicicleta más como medio de transporte?

- Más carriles/senderos para bicicleta
 - Carriles/senderos para bicicleta más seguros
 - Acceso a una bicicleta
 - Acceso a bici compartida
 - Acceso a bicicleta especial: bici eléctrica, bicicleta de carga/cargo, bicicleta con asiento para niños, bicicleta adaptada
 - Fácil mantenimiento de bici
 - Acceso a dispositivos de seguridad (casco, etc.)
 - Menos vehículos a alta velocidad a lo largo del carril/sendero en bicicleta
 - Disminución de tensión física
 - Lugares de interés más cercanos
 - Mejores lugares para estacionar/guardar la bici
 - Menos riesgo de daños personales
 - ¡Clases para aprender a andar en bicicleta!
 - Otro
-



Utiliza el transporte público?

- 6-7 días a la semana
- 4-5 días a la semana
- 2-3 días a la semana
- Un día a la semana
- Algunos días al mes
- Un día al mes
- Menos de una vez al mes
- Nunca

¿Qué le haría elegir usar más el transporte público?

- Costo bajo
 - Que el bus/tren llegue cuando lo espero
 - Disminución del tiempo de viaje
 - Buses o trenes con mayor frecuencia
 - Caminatas más cortas hacia/desde las paradas
 - Poder usarlo con mi silla de ruedas o carriola
 - Menos transbordos/más rutas directas
 - Conexiones más fáciles a otras formas de transporte
 - Vehículos/estaciones/paradas de transporte público más limpios
 - Capacidad para sentarse con mayor frecuencia
 - Mayor seguridad personal
 - Mayor facilidad para llevar a niños
 - Otro
-

¿Viaja con menos frecuencia por alguna de las siguientes razones?

Elija todas las que apliquen

- No hay banquetas/aceras donde las necesito
- Es demasiado peligroso cruzar la calle
- No hay suficientes carriles para bicicletas
- No hay suficientes lugares para guardar/estacionar una bicicleta
- Solo puedo llegar a mis destinos si tengo un vehículo
- Las aceras están en malas condiciones
- Los carriles para bicicletas están en malas condiciones
- Las paradas de transporte público no están lo suficientemente cerca de mi casa
- El transporte público no es lo suficientemente rápido
- El transporte público es poco fiable
- Es demasiada la congestión del tráfico
- Miedo a los accidentes automovilísticos
- Miedo a daños corporales/asalto
- Las áreas a las que debo ir no están bien iluminadas
- Otro



¿Algo más que quiera añadir?

Ahora, ¡cuéntenos más sobre usted!

Soy una persona de _____ años que se identifica como _____ y usa
(edad) (raza)
el pronombre _____. En mi casa hablamos _____ y hay _____
(él/ella/otro) (idioma) (cantidad)
personas menores de 18 años viviendo ahí. En casa _____ tenemos un carro/coche.
(sí/no)



Provea su nombre y forma de contacto, para que pueda participar por la oportunidad de ganar una tarjeta de regalo de \$100.

Nombre: _____

Teléfono o correo electrónico: _____

Sobre DVRPC

La Comisión de Planeación Regional del Valle de Delaware (DVRPC) ha servido a la región de Greater Philadelphia por más de 50 años, convocando a socios a lo largo y ancho de 9 condados y 2 estados, a fin de aumentar las opciones de movilidad, proteger y preservar los recursos naturales y crear comunidades saludables que fomenten más oportunidades para todos. www.dvrpc.org

HOW DO YOU GET AROUND?

We want to hear about your transportation needs!

The Delaware Valley Regional Planning Commission's **Mobility Choices Study** would like to hear from residents in Norristown, Mantua & East Parkside, and North Trenton about what types of transportation you use and what impacts those choices.

Participating will help DVRPC to understand transportation-related needs and barriers in your community - and ultimately explore potential ways to address them.

www.dvrpc.org/mobilitychoices

Do you live, work, or go to school in any of these communities?

- North Trenton
- Mantua/East Parkside
- Another neighborhood in West Philadelphia
- Norristown
- Other _____

What's your home ZIP code?

What are the types of trips you make at least once a week?

Choose all that apply

- Rush hour commute to/from work (7-9am and/or 4-7pm)
- Commute to/from work at another time
- Go to school
- Caregiving - taking children to school, bringing elderly relatives to doctor, etc.
- Health/Medical/Dental appointments
- Errands or shopping
- Social or leisure trips
- Church or religious services
- Other _____



What transportation options do you use at least once a week?

Choose all that apply

- Driving myself
- Getting a ride from someone else in a car
- Walking
- Riding a personal bicycle
- Using a bike share bike (like Indego)
- An e-scooter
- Other _____
- Taking the train (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Taking the bus
- Taking the trolley
- Taking the subway
- Paying for a ride (taxi/Uber/Lyft)
- Taking a private bus/jitney/ or other carpooling or shuttle service

How do you WISH you were able to get around more often?

Choose all that apply

- Driving myself
- Getting a ride from someone else in a car
- Walking
- Riding a personal bicycle
- Using a bike share bike (like Indego)
- An e-scooter
- Other _____
- Taking the train (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Taking the bus
- Taking the trolley
- Taking the subway
- Paying for a ride (taxi/Uber/Lyft)
- Taking a private bus/jitney/ or other carpooling or shuttle service

What stops you from using those transportation options?

Choose all that apply or tell us more!

- Cost
- Reliability
- No service close to where I live
- Would take too long to get where I need to go
- Mobility issues or physical strain
- I don't have a car
- I don't have a bike
- I don't have an e-scooter
- Transportation safety (fear of car crashes)
- Personal safety (fear of other bodily harm)
- They aren't family-friendly
- Other _____

Tell us more!

How would you improve transportation in your community?

Now tell us all about you!

Race/Ethnicity: _____

Gender: _____

Age: _____

Number of children in the home? _____

Access to cars in the home? _____



Provide your name and best contact info (phone or email address) for a chance to win a \$100 gift card!

Name: _____

Phone or Email: _____

¿CÓMO SE MUEVE POR LA CIUDAD?

Queremos escuchar sobre sus necesidades de transportación.

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www.dvrpc.org/mobilitychoices

¿Vive, trabaja o va a la escuela en alguna de las siguientes comunidades?

- North Trenton
- Norristown
- Other _____
- Mantua/East Parkside
- Otro barrio en West Philadelphia

¿Qué medios de transporte utiliza al menos una vez a la semana?

Elija todas las que apliquen

- Conduzco yo mismo(a)
- Viajo en coche compartido
- Camino
- Uso mi bicicleta
- Uso bicicleta compartida (como Indego)
- Uso un e-scooter
- Tomo el tren (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Tomo el bus
- Tomo el trolley
- Tomo el subway
- Pago por un viaje en coche (taxi/Uber/Lyft)
- Tomo un bus privado/jitney/o hago carpooling or servicio de shuttle
- Otro _____

¿Cuál es su mayor motivación para elegir cómo se mueve por la ciudad?

Elija máximo 3

- Costo
- Fiabilidad
- Cercanía a mi casa
- Es la forma más rápida de llegar a donde quiero ir
- Otro _____
- Problemas de movilidad o limitación física
- Seguridad del transporte (miedo a accidentes automovilísticos)
- Seguridad personal (miedo a daño corporal)
- Necesito algo familiar/conocido



¿Cómo le GUSTARÍA poder moverse en la ciudad?

Elija todas las que apliquen

- Conducir yo mismo(a)
- Viajar en coche compartido
- Caminar
- Usar mi bicicleta
- Usar bicicleta compartida (como Indego)
- Usar un e-scooter
- Tomar el tren (Regional Rail/River Line/PATCO/NJ Transit/NHSL)
- Tomar el bus
- Tomar el trolley
- Tomar el subway
- Pagar por un viaje en coche (taxi/Uber/Lyft)
- Tomar un bus privado/jitney/o hacer carpooling or servicio de shuttle
- Otro _____

¿Qué le impide usar esas opciones de transporte?

Elija todas las que apliquen y...

Cuéntenos más!

- Costo
- Fiabilidad
- No están cerca de mi casa
- Tomaría más tiempo ir a donde quiero ir
- No tengo un coche
- No tengo una bicicleta
- Problemas de movilidad o limitación física
- Seguridad del transporte (miedo a accidentes automovilísticos)
- Seguridad personal (miedo a daño corporal)
- No son familiares/conocidos
- Otro _____

¿Algo más que quiera añadir?

¡Ahora cuéntenos todo sobre ti!

Raza / etnia: _____

Él / ella / otra: _____

Edad: _____

Personas menores de 18 años viviendo contigo? _____

Tiene un carro/coche? _____



Provea su nombre y forma de contacto, para que pueda participar por la oportunidad de ganar una tarjeta de regalo de \$100.

Name: _____

Número/Correo: _____

North Trenton	Norristown	Mantua + East Parkside
<p>Isles</p> <p>Trenton Health Team</p> <p>Trenton Health Clinic</p> <p>Catholic Charities</p> <p>NJ SNAP-Ed</p> <p>Mercer County Community College</p> <p>Trenton Public Library</p> <p>Henry J. Austin Health Clinic</p>	<p>CCATE</p> <p>Greater Norristown NAACP</p> <p>ACLAMO</p> <p>Montgomery County-Norristown Public Library</p> <p>Ebenezer Methodist Church</p> <p>George Washington Carver Community Center</p> <p>MontCo WIC (Maternal & Family Health Services)</p> <p>PA Careerlink Norristown</p> <p>MontCo DHHS Office of Community Connections</p> <p>MontCo OIC</p> <p>Norristown Regional Health Center</p>	<p>Mantua Haverford Community Center</p> <p>People's Emergency Center</p> <p>Centennial Parkside CDC</p> <p>School of the Future</p> <p>Dornsife Center for Neighborhood Partnerships</p> <p>Tiny WPA</p> <p>Mantua Civic Association Community Center</p> <p>Stomping Grounds Cafe</p> <p>Mt. Vernon Manor</p>



D. Focus Group Reports

**Delaware Valley Regional Planning Commission
West Philadelphia (Mantua & East Parkside) Group
685 MLK Blvd, Trenton, NJ
June 1, 2022**

Attendees

- Rosanne Lubeck, CTD
- Mignon Verdell, CTD
- Thom Stead, DVRPC
- Cassidy Boulan, DVRPC
- Kevin Brown, PEC
- Participant 1 (Black/African American), (Female)
- Participant 2 (Male)
- Participant 3 (25-34), (Black/African American), (Male):
- Participant 4 (Male)
- Participant 5 (18-24), (Black/African American), (Male)
- Participant 6 (35-44), (Black/African American), (Male)
- Participant 7 (35-44), (Black/African American), (Male)
- Participant 8 (25-34), (Black/African American/Native Hawaiian & Pacific Islander), (Male)
- Participant 9 (25-34), (Black/African American), (Female)
- Participant 10 (Female)
- Participant 11 (25-34), (Black/African American), (Female)
- Participant 12 (Female)
- Participant 13 (Female)
- Participant 14 (Female)
- Participant 15 (25-34), (Black/African American), (Male)
- Participant 16 (Female)

- Participant 17 (25-34), (Black/African American), (Female)
- Participant 18 (25-34), (Black/African American), (Female)
- Participant 19 (25-34), (Black/African American), (Female)
- Participant 20 (18-24), (Black/African American), (Male)
- Participant 21 (Male)

Meeting Overview

The West Philadelphia focus group represented a component of the ongoing DVRPC (Delaware Valley Regional Planning Commission) Mobility Choices Study focused on investigating individuals' primary modes of transportation and informing choices, as well as identifying areas for improvement in transportation pathways and conditions in neighborhoods and communities. In this study, DVRPC selected three focus areas with West Philadelphia being one, and Norristown, PA and Trenton, NJ being the others. This focus group aimed to specifically target a swath of community members from two West Philadelphia neighborhoods, Mantua and East Parkside, to discuss their transportation choices. The specific goal of this focus group was to gather information on why and how individuals in these two West Philadelphia neighborhoods move around.

Participant Breakdown:

Approximately 25 participants, with five facilitators, representing the neighborhoods of Mantua, East Parkside, and elsewhere in West Philadelphia joined via Zoom to engage in this focus group from 5:00 PM to 6:00 PM on June 1st, 2022. Of the participants, an estimated thirteen were men and twelve were women. The participants were joined by five facilitators, one from the People’s Emergency Center, a community housing center along 39th and Spring Garden, as well as two staff members from both DVRPC and Connect the Dots.

Key Takeaways

Participants were quickly briefed as to the purpose and focus locations of the DVRPC Mobility Choices Study & the focus group. While the main conversation fluctuated around popular talking points, the guiding discussion questions of the session included:

1. How do you usually get around?
2. Do you feel like these are the best or safest options for you?
3. Are there options for getting around that you wish you could utilize? Why don’t you use those options now?
4. Do the transportation options available to you limit your ability to go places you need to go?

Each question was followed by an open platform for conversation and discussion. Participants responded both verbally and in the chat, raising a myriad of thoughts, clarifying questions, and considerations regarding transit choices in their neighborhoods:

1. Impact of the Pandemic

- The pandemic disrupted previous popular modes of transportation. Although many individuals still reported using public transportation, the frequency of use and its prioritization shifted in favor of personal vehicles and/or rideshare.
 - Personal cars (and, for some, rideshares) felt optimal health-wise, because of lower potential viral transmission, and safer, because of increasing concern regarding increasing violence in the city and undesirable behavior on SEPTA.

2. Personal Vehicle Use

- Cars were associated with increased independence, reliability, and control, something which transit lacked. Many participants expressed difficulty in returning to using public transportation.

- Despite using cars, many expressed some potential hindrances to personal vehicles/rideshares including gas prices, traffic congestion, environmental harm, route-altering construction, and greater need for focus/vigilance.
 - Cars, however, were still preferred for many because of the aforementioned and the fact that public transit “can only get you so far.” Some others, however, felt that public transit was better because of this.
 - Personal vehicles seemed to be more of an inconvenience. People reported issues with scheduling around vehicle access, safety of driving, location/frequency of work, and the exhaustion of driving. Many wish that public transportation was safe again so they’d feel comfortable using it.

3. Public Transit Use

- Public transit was described as being dirty, unhygienic, suspicious, and dangerous, feelings exacerbated also by discomfort and fears fostered by the pandemic and violence.
 - Public transit and SEPTA was still perceived as essential and quasi-reliable. For participants, public transit was valuable because it is democratic, cheap, and mostly always available. Additionally, for those without a car, SEPTA was the best option available for fast travel, especially out of their neighborhood.
- Public transit, however, was not seen as convenient, especially for those with mobility issues. For example, stop locations made walking a necessity, getting into a car proved easier than navigating old train and trolley tracks (tripping hazards), needing to stand in public transit, and getting around stations/onto public transit proves challenging for those with mobility constraints.
 - The recent plastic bag ban has been a hindrance for some people considering public transportation. Because of the need for reusable bags or paper bags, some individuals are more concerned about public transit because of bags’ fragility, preferring to use rideshare or taxis.

4. Other Transport Options

- Many residents preferred walking whenever possible, especially during the day time and for intra-neighborhood travel. Walking was preferred for nearby/neighborhood travel given its relative safety COVID-wise.
- Bikes and skateboards are used by some individuals in the session. Bikes are used by participants for recreation and safety (during COVID). Similarly, skateboards and e-scooters were used by some. All three, however, were seen as potentially dangerous along roadways and sidewalks.

- Some are uncomfortable with biking, even with potential protected lanes, given the prevalence of cars who drive in bike lanes (normally/rideshares & delivery cars) and storage difficulties.
- Participants who use e-scooters and Indego bike shares are strong advocates, emphasizing the ease of use and the benefit of single-direction use. There is greater unfamiliarity with e-scooters and e-bikes, however, which seem to be more popular with youth.

5. Improvements

- Participants would like to see cleaner public transportation. Stations should have safety options (help buttons like Blue Light on campuses) and safety officers. Adding aesthetic appeal of stations through art, lighting and cleaner facilities would make participants more likely to use, and feel comfortable in, public transportation.
- Some individuals expressed grievances at the timing of public transport, and would like to see easier accessible schedules (scannable QR codes or time tables) for public transportation, particularly those further down from 40th and Market/40th Transit Portal.
- Increased lighting in vacant lots and at pedestrian level on walkways would improve walkability and safety. The current street level lighting is too dim and creates a ‘haunted’ feeling. One participant highlighted this need along Market Street (& the 46th Transport Hub)
- Protected bike lanes in between where cars park along the side street and the sidewalks would open up the street more and increase safety. Bikes lanes need greater connectivity so that bikers aren’t randomly met with dead zones (areas with no accessible/safe bike lane).
- Less/no speed pillows on streets with limited parking spaces/smaller streets, but keep speed pillows on bigger & faster streets.
- Safer crosswalks. Some suggested fines and speed cameras for vehicles who stop in crosswalks.

Responses by Participant

Participant 1 (Black/African American), (Female):

- The pandemic changed a lot for her. She started driving more (safer/more personal control). She found driving to be easier & more convenient for her mother with mobility issues, as opposed to public transit.
- She doesn’t want her kids on public transport (or walking) because of safety concerns. One child buying an e-scooter for transport.
- She wishes that public transport was safer & cleaner because driving is hard on her schedule.

- She suggests increasing lighting along Market Street (pedestrian level), cleaning up 46th Street Station, and improving trolley accessibility (specifically the 10) west of the 40th Portal.

Participant 2 (Male):

- He drives a lot more. He doesn't take public transportation because of the pandemic and current state of crime. He encourages his loved ones to take rideshares.
- He suggests incorporating more protected bike lanes.

Participant 3 (25-34), (Black/African American), (Male):

- He drives more because of the pandemic. He shares a car with his colleague. He also enjoys walking a lot. It's been a while since he used public transport because of the pandemic, suspicion, and current lack of safety/hygiene.

Participant 4 (Male):

- He drives mostly (or walks if nearby), but takes public transport sparingly and when in need. His wife refuses to take public transport and rideshares because of safety and health.
- He suggested making modes of transit cleaner and safer by incorporating lighting, safety buttons, safety officers, and art.

Participant 5 (18-24), (Black/African American), (Male):

- He uses public transit and bikes. He uses bikes for both recreation and transportation, preferring to use side streets when biking.

Participant 6 (35-44), (Black/African American), (Male):

- He likes biking to get around because of social distance measures from COVID. He doesn't use rideshare or transit because of health or safety concerns.
- Prefers more options/availability for public transit because driving is troublesome and not environmentally friendly.

Participant 7 (35-44), (Black/African American), (Male):

- He uses his personal car, skateboarding, and sometimes public transit. When skateboarding, he prefers sidewalks to stay away from traffic flow. He feels like roads and sidewalks are in okay enough condition to allow for skateboarding.

Participant 8 (25-34), (Black/African American/Native Hawaiian & Pacific Islander), (Male):

- He enjoys using his personal vehicle over public transportation because of safety (doesn't like crowds, being close to people). He has an asthmatic son that he'd prefer doesn't use public transport to get to school & back because of the pandemic. As a result, he prefers driving, even if it's inconvenient and stressful.

Participant 9 (25-34), (Black/African American), (Female):

- She prefers using a personal car, but must use public transit because she lacks a car.

Participant 10 (Female):

- She uses public transit because it's her only option, but wishes it was safer and cleaner. She would like to see her 10 Trolley station reintroduced, noting that public transport is hard for elderly/those with mobility issues.

Participant 11 (25-34), (Black/African American), (Female):

- She walks over using public transit because of COVID and safety.

Participant 12 (Female):

- She takes the subway and trolley and feels comfortable and finds it efficient, and has tried using Indego/bike share and advocates for it

Participant 13 (Female):

- She doesn't use public transit as much because of the plastic bag ban which makes it hard to carry groceries for longer distances/times. She thus uses personal car & ride share more.

Participant 14 (Female):

- She typically walks/uses public transportation. She doesn't find it the safest, but definitely the most cost effective for her. While the pandemic hasn't shifted her patterns, it forced her to increase her vigilance/caution.

Participant 15 (25-34), (Black/African American), (Male):

- He mostly uses public transit because of its cost effectiveness and reliability.
- He doesn't recommend bikes because they aren't comfortable or safe, even with bike lanes.

Participant 16 (Female):

- She walks a lot during the day when needing to travel within the neighborhood, but uses a personal car when traveling outside of the neighborhood.

Participant 17 (25-34), (Black/African American), (Female):

- She uses a personal car, but finds it isn't always easy given traffic congestion. She is planning on getting an e-scooter soon, and likes biking because of its efficiency and speed.

Participant 18 (25-34), (Black/African American), (Female):

- She primarily uses rideshares/Uber.

Participant 19 (25-34), (Black/African American), (Female):

- She uses public transport and is enthusiastic/positive about it.

Participant 20 (18-24), (Black/African American), (Male):

- He uses his personal vehicle most of the time, but sometimes uses a rideshare/private car when needed. He doesn't mind public transport and biking, but would like to see stations cleaned up and made more aesthetically pleasing.

Participant 21 (Male):

- He primarily drives, despite increasing gas prices. He finds the train useful to some extent, but argues it can only really get you so far. He is not a fan of biking as it's dangerous and e-bikes are too expensive.

Action Items and Next Steps

Participants were given information to stay up to date on DVRPC projects and asked if there was openness to future events and engagement. From this dialogue, there will be further efforts to engage



with more communities within West Philadelphia in the process in order to improve the diversity of voices added to the DVRPC Regional Racial Minority Study.





**Delaware Valley Regional Planning Commission
North Trenton Focus Group
685 MLK Blvd, Trenton, NJ
June 2, 2022**

Attendees

- Lily Goodspeed, CTD
- Rosanne Lubeck, CTD
- Participant 1 (65-74), (Black/African American), (Male)
- Participant 2 (65-74), (Black/African American), (Male)
- Participant 3, (25-34), (Black/African American), (Female)
- Participant 4, (25-34), (Black/African American), (Female)
- Participant 5 (35-44), (Black/African American), (Male)
- Participant 6 (56-65), (Black/African American), (Male)
- Participant 7 (56-65), (Black/African American), (Male)
- Participant 8 (36-45), (Black/African American), (Male)
- Participant 9 (46-55), (Black/African American), (Male)
- Participant 10 (35-44), (Black/African American), (Female)
- Participant 11 (26-34), (Black/African American), (Female)
- Participant 12 (36-45), (Black/African American, Native American/Alaskan Native/Other), (Male)

Meeting Overview

This North Trenton focus group was convened as part of DVRPC’s Regional Racial Minority Study. This meeting specifically reached residents and stakeholders within the North Trenton community and established a space for an ongoing dialogue apart from government and institutions.

Participants discussed the ways in which they used transportation methods in and around their city, ways in which they wished they could use transportation or felt there was room for improvement. Participants also shared how to best improve transportation options as well as physical improvements of roads and sidewalks, lighting, and more.

Participant Breakdown

Twelve participants were African-American and lived in North Trenton, NJ or nearby neighborhoods. The age of participants ranged from those in their late 20s through late 60s.

Key Takeaways

Twelve participants from the North Trenton area convened in-person at a local community center along MLK Boulevard to discuss transportation in their community on an early Thursday evening on June 2, 2022. Representatives from Connect the Dots, Rosanne Lubeck and Lily Goodspeed, asked these





participants a number of questions about their current transportation choices, hopeful transportation choices, and recommendations for improvement. Some questions included:

- “How do you usually get around? Why do you choose that option?”
- “How would you like to get around? Why do you choose that option?”
- “Are your transportation choices working for you? What would it take to improve the choices?”
- “What kind of projects and improvements would you like to see?”

Responses and feedback ranged widely throughout the conversation, jumping from topics related to driving safety, shuttle programs, public safety, street maintenance, bike lanes and biking access, and current issues with buses and transit options.

Most participants used a combination of driving, bus riding, biking, and walking to travel around their neighborhoods and the city at large. Many were hopeful to use public transit and biking more often if it was more reliable and affordable. Walking and biking were generally used and seen positively, but required more physical improvements. Driving was most appealing to some participants since it was more comfortable, reliable, and safe from violence and issues of public safety.

Some common and generally agreed-upon recommendations:

Buses and Ridership

- Buses should be more reliable and come more often.
- Buses do not have the adequate space for strollers or carrying shopping. Installation of storage racks above seats would help ameliorate this issue.
- Bus shelters would help utilize buses, so there is a place to wait and sit while waiting for transit, especially when participants had shopping or child strollers in tow.

“We take the bus sometimes, but the bus is always late. We always have to take the kids, but there’s not a lot of room for strollers... We are taking the bus to the grocery store but yeah, there’s nowhere to put the bags on the bus.”

Driving and Car Safety

- Fast drivers are an issue on main thoroughfares and on side streets.
- Speed bumps may be a good intervention to reduce speeding issues.
- Issues of parking downtown and a lack of parking / parking lots.
- Gas is expensive and drives down the ability to use driving as a method of transportation.

“There’s nowhere to park downtown if you decide to drive. The parking lot was closed and there should be one available to use for free. There’s a lot of people working there, a lot of high traffic, the lack of transportation is bad for businesses.”

Biking and Bike Lanes





- Bike lanes are a good idea, but their installation can't change the safety or reduce parking.
- Bike parking and bike rentals would be great, or a bike library at community centers, but important to add service to every Ward and low-income neighborhoods especially.

Shuttle / Jitney Service

- New shuttle or jitney to run between downtown Trenton and MLK Blvd in North Trenton. Shuttle would allow access to important destinations, such as grocery stores, laundromats, and more.
- Sometimes the existent medical shuttle transit leaves participants stranded at home – and makes participants late to their appointments – or stuck at the medical facility afterward.

“Yeah, there’s only junk food at convenience stores and it doesn’t last because it’s not healthy. We need that shuttle that would bring us to a grocery store.”

“Even going to the laundromat becomes a huge issue as a senior – lugging it to the laundromat and then back is problematic. Perhaps a shuttle at certain times for that too would be helpful.”

Physical Improvements

- Sidewalks are messed up and it’s hard to even walk around if you choose to talk.
- Paths of transportation are not well-lit, especially in alleyways and near the local parks.
- Need more places to have fun that don’t involve drinking and center around bars.

“I ride a bike or walk when it’s part of the exercise. When I take the car, I may be going to work or something. Some streets are terrible and that stops me from biking or walking. You know, potholes, bricks are missing. A lot of streets need to be repaired.” - Participant 2

“MLK is a gateway into the city. We want people to feel that MLK is a gateway and is safe, and that residents feel it’s attractive and safe and clean. We want people to see the sidewalks maintained, streets maintained. Covered bus stops. Trees in planters.”

Action Items and Next Steps

Participants were given information to stay up to date on DVRPC projects and asked if there was openness to future events and engagement. From this dialogue, there will be further efforts to engage with more communities within North Trenton in the process in order to improve the diversity of voices added to the DVRPC Regional Racial Minority Study.



**Delaware Valley Regional Planning Commission
Norristown Focus Group
Via Zoom Call
June 22, 2022**

Attendees

- Rosanne Lubeck, CTD
- Lily Goodspeed, CTD
- Winslow Mason, CTD
- Participant 1 (25-34), (Black/African American), (Male)
- Participant 2 (18-24), (Black/African American), (Male)
- Participant 3 (35-44), (Black/African American), (Male)
- Participant 4 (25-34), (Black/African American), (Female)
- Participant 5 (35-44), (Black/African American), (Male)
- Participant 6 (25-34), (Black/African American), (Female)
- Participant 7 (Female)
- Participant 8 (35-44), (Black/African American), (Male)
- Participant 9 (25-34), (Black/African American), (Male)
- Participant 10 (18-24), (Black/African American), (Female)
- Participant 11 (18-24), (Black/African American, White), (Female)
- Participant 12 (25-34), (Black/African American), (Male)

- Participant 13 (18-24), (Black/African American), (Male)
- Participant 14 (25-34), (Black/African American), (Female)

Meeting Overview

This Norristown focus group was convened as part of DVRPC’s Regional Racial Minority Study. This meeting specifically reached residents and stakeholders within the Norristown community and established a space for an ongoing dialogue apart from government and institutions.

Participants discussed the ways in which they used transportation methods in and around their city, ways in which they wished they could use transportation or felt there was room for improvement. Participants also shared how to best improve transportation options as well as physical improvements of roads, lighting, and more.

Participant Breakdown

Fifteen participants lived in Norristown or nearby towns and boroughs. The focus group was conducted in English, though many participants were fluent in other languages. Most participants had lived in Norristown for over eight years.





Key Takeaways

Fifteen participants from the Norristown area convened on a Zoom call to discuss transportation in their community on a Wednesday evening on June 22, 2022. A representative from Connect the Dots, Winslow Mason, asked these participants a number of questions about their current transportation choices, hopeful transportation choices, and recommendations for improvement. Responses and feedback ranged widely throughout the conversation, jumping from topics related to biking, public safety, COVID concerns, affordability, and current issues with buses and transit options.

Some questions included:

- *“Why do people in your community use the mode of transportation they do? If you had other options to use in your community, what would it be?”*
- *“What transportation options do you have and use? If you had other options, what would it be?”*
- *“Do you consider that the transport you use is safe?”*
- *“Do you consider that the transport you use is a good option? Yes, no and why. Why do other modes not seem the best or safest option?”*
- *“Do people travel less frequently due to infrastructure service or security needs? If so, what factors contribute to this and why?”*

Transportation Choices

Participants used a variety of modes of transportation, though the group skewed more towards public transit, walking, biking, and Uber over driving in a personal car. Some participants made changes after COVID, such as driving or biking to reduce traveling in crowded spaces, while others have reduced their car usage since gas and parking prices have increased. Interestingly, at least half of the participants did not feel their ability to travel was limited at all by their transportation options.

Cars and Driving

- Driving and using Ubers were seen as more safe after COVID, since crowding was worrying
- Driving and using Ubers also reduced the fear of mugging and felt safer
- Some participants would want to use cars and Ubers more, but could not afford to do so

“I feel a lot safer using my own taxi or cab and driving myself because you feel safer when you are on your own and have control over your own things... This has changed a lot since the whole pandemic issue... We also have a lot of muggers on public transit so it’s best to be on your own”

“I would love to use a private car but can’t afford that.”



Walking and Mobility

- Participants frequently used walking as a mode of transportation, and saw it positively for short trips or trips that were not time sensitive.
- Some felt that the places they wanted to visit were close enough to walk, while others felt that some points of interest were inaccessible only by walking.

“Walking is good exercise and it’s good for short distances”

“A lot of us started working hybrid during 2020. Most of the places away from home are really far so I do have to get another form of transportation. If I could, I would walk more. My kids would be interested in it, it would be family time and good exercise... Places that give me quality products are far away from my house. What I prefer is far away.”

Biking and Scooters

- Bikes were seen as a great way to move more quickly than walking, but also cheaper than driving and less crowded than public transit.
- Many were interested in biking or scootering more, especially on electric bikes, and were interested in options such as Indego in Philadelphia.
- Some hoped for to expand lanes for biking and for e-scooters

“Yes! Electric bike but I can't afford it at the moment.”

“I also wish to get an electric bike”

“Scooters are quite easy to use and it is safe. They save energy and have low operative cost.”

Public Transit

- Buses were used more often and seen more positively than trains, which were seen as being “stressful,” “too busy,” or having “weird people” on board.
- The main issue identified with buses were their infrequency or lack of regular scheduled service, and some participants wondered if less frequent stops could help the bus move faster.
- An additional opportunity for improvement on the buses was their cleanliness and less trash.
- One participant identified that public transit is difficult to access for those with physical disabilities, especially as compared to driving.

“I had to time the bus for about two weeks to know how to fix my schedule and not wait too long for it to arrive... Using public transit is really time wasting. You wait around and it makes a bunch of stops before you even get where you’re going.”

“We need to tell the buses they need to come on time and make buses have a schedule... Regularity and cost should be checked”



Additional Improvements

- Participants had a variety of additional requests for improvements to their transportation experience in Norristown: more lighting on streets and in buses, lessening traffic congestion, and accident and traffic tracking.

Action Items and Next Steps

Participants were given information to stay up to date on DVRPC projects and asked if there was openness to future events and engagement. From this dialogue, there will be further efforts to engage with more communities within Norristown in the process in order to improve the diversity of voices added to the DVRPC Regional Racial Minority Study.



**Delaware Valley Regional Planning Commission
Norristown Focus Group
CCATE, 1246 W Main St, Norristown, PA
May 23, 2022**

Meeting Overview

This Norristown focus group was convened as part of DVRPC’s Regional Racial Minority Study. This meeting specifically reached residents and stakeholders within the Norristown community and established a space for an ongoing dialogue apart from government and institutions.

Participants discussed the ways in which they used transportation methods in and around their city, ways in which they wished they could use transportation or felt there was room for improvement. Participants also shared how to best improve transportation options as well as physical improvements of roads, lighting, and more

Participant Breakdown

Fifteen participants lived in Norristown or nearby towns and boroughs. The focus group was conducted entirely in Spanish, and all participants were fluent Spanish speakers.

Key Takeaways

Fifteen participants from the Norristown area convened in-person at a local community center in Norristown to discuss transportation in their community on a Monday evening on May 23, 2022. A representative from Connect the Dots, Sylvia García-Garía, asked these participants a number of questions about their current transportation choices, hopeful transportation choices, and recommendations for improvement. Some questions included:

- “Why do people in your community use the mode of transportation they do? If you had other options to use in your community, what would it be?”
- “What transportation options do you have and use? If you had other options, what would it be?”
- “Do you consider that the transport you use is safe?”
- “Do you consider that the transport you use is a good option? Yes, no and why. Why do other modes not seem the best or safest option?”
- “Do people travel less frequently due to infrastructure service or security needs? If so, what factors contribute to this and why?”





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Responses ranged across many transportation options – from transit to rail to walking and biking. Through each category, participants varied in their use of these options:

- 3 of 15 participants use transit
- 3 of 15 participants have a car
- 4 of 15 participants travel by bike

Feedback dependent on transit mode can be found below.

High Speed Rail

- The high speed train often has delays due to some kind of maintenance.
- High speed trains are always dirty – people pee on the seats and there is frequently trash on the ground. Overall, SEPTA Rail is cleaner and safer.
- High speed trains are also expensive.

SEPTA Rail

- Considered safer, cleaner, and less expensive than high speed trains.
 - The three Regional Rail stations in Norristown (Elm Street, Main Street, and NTC) are clean and in good condition. They've improved the parking but there are no restrooms.
- There are no ramps to access SEPTA Regional Rail, so wheelchairs struggle to access the station.

Norristown Transportation Center

- Issues with safety and cleanliness at the Norristown Transportation Center:
 - There are frequent homeless people sleeping within the NTC.
 - There are often used syringes on the floor of NTC and the walls are dirty.
- Particularly unsafe area is under the tracks since it's a tight space and smells bad and often has syringes and less lighting as well.
- A telephone to call for help in emergencies would be helpful at NTC.
- Cameras don't seem to work or provide safety at transportation centers.

"NTC specifically smells terrible – urine odor."

Buses and Ridership

- Buses have issues with safety and cleanliness
 - Riders often drink alcohol or smoke on buses. Bus drivers can't control it since it's too hard for them and "too much" to handle.
 - Buses 99 and 96 are particularly unclean.
- Bus Routes are not reliable and don't arrive frequently enough.
 - Only the bus going to KOP has service every 30 min, but all other routes are every hour.





"If the bus doesn't come, the option is Uber/Lyft. And to go to Center City Philly you'll pay more than what you do in two hours of work."

"You never know if the bus is coming or if you'd need to wait for a whole hour".

- Issue with timing of buses in Norristown
 - Many people work on weekends in the service industry and need bus lines (specifically Route 90) on weekends and more frequent bus lines on weekends.
- Infrastructure and built environment concerns on buses
 - Bus stops have no signals or signs, and riders know where to wait for the bus stops by heart not because there's signs.
 - In winter, during snowy days, the bus stops (either formal or informal) are not cleaned.

"We work during the weekends, that's when we work the most. We need the buses working as well."

"A lot of people in town work at restaurants in Philly. We need weekend and late night buses."

Biking and Bikes

- Participants like biking and hoped to use the transport method more, but had concerns:
 - Issues of safety and fast and unsafe driving.
 - Issues of bike safety and locking up bikes to not get stolen.
 - No access to bike share services like in Philadelphia
- Participants felt there were clear ways to improve walking and biking
 - Bike lanes that were separated from pedestrians and drivers
 - Parks and green spaces should be connected by paths and trails to avoid cars

"If we had separate spaces/lanes for pedestrians, bike riders, and drivers we'd definitely walk and ride because we'd feel safe. Now we don't... If there were a trail from KOP mall to Norristown, I'd use it"

Walking and Mobility

- Participants had trouble walking due to:
 - Issues of safety and fast and unsafe driving
 - Sidewalks were not repaired or improved
 - When kids are going to school, it's not safe for them when visibility is low or at stop signs or red lights. One participant almost got hit by a motorcycle.
 - Many ATV and motorcycle riders that don't comply with traffic laws
- Participants felt there were clear ways to improve walking and biking
 - Bike lanes that were separated from pedestrians and drivers
 - Parks and green spaces should be connected by paths and trails to avoid cars

"The sidewalk maintenance project should be completed ASAP! Now it's worse than when they started."





Physical Improvements

- Paths of transportation are not well-lit, especially in alleyways and near NTC.
- Not enough, or no, ramps at transportation centers for strollers or carts.
- One way streets or lack of signage seem to confuse drivers passing through Norristown
- Need more shade/weather structures at bus stops
- Cracks, uneven paths, potholes/sinkholes, sometimes blocked off streets/sidewalks force people down these unsafe paths.

“Street planning isn’t good. We just have one way streets. People from out of town get lost.”

“You won’t feel safe if you see shattered glass in the streets, dirty and dark alleys. Would you?”

“Those riding and driving think the street is just for themselves... They rev the engines and do wheelies.”

Action Items and Next Steps

Participants were given information to stay up to date on DVRPC projects and asked if there was openness to future events and engagement. From this dialogue, there will be further efforts to engage with more communities within Norristown in the process in order to improve the diversity of voices added to the DVRPC Regional Racial Minority Study.



E. Acknowledgments

Steering Committee

Bryan Styche, Chester County

Cathy Spahr, Delaware County

Cheryl Kastrenakes, Greater Mercer
Transportation Management Association

Chi-Hyun Kim, DVRPC Public
Participation Taskforce

Christian Regosch, Bucks County

Claudia Aliff, SEPTA

Erick Guerra, University of Pennsylvania

Jeffrey Wilkerson, City of Trenton

Leah Reisman, Puentes De Salud

Lex Powers, SEPTA

Matthew Edmond, Montgomery County

Matthew Lawson, Mercer County

Matthew Popek, Montgomery County

Michael Smart, Rutgers University

Nathan Grace, Philadelphia City Planning
Commission

Paul Gordon, Bucks County

Rohan Hepkins, Delaware River Port
Authority

Sonia Szczesna, Tri-State Transportation
Campaign

Susan O'Donnell, NJ Transit

Tim Phelps Transportation Management
Association of Chester County

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Philadelphia

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Josh Davidson, University of
Pennsylvania

Kate Lowe, University of Illinois at
Chicago

Meg Ryerson, University of Pennsylvania

Megan Cusack, University of
Pennsylvania

Nicholas Klein, Cornell University

Report Staff



**Sam
Schwartz**

DVRPC Staff

Cassidy Boulan
Porter Crumpton
Maridarlyn Gonzalez
Greg Krykewycz
Russel Livolsi
Betsy Mastaglio
Thom Stead

Connect the Dots Staff

Marisa Denker
Sylvia Garcia-Garcia
Lily Goodspeed
Michael Gulino
Rosanne Lubeck

Sam Schwartz Staff

Samantha Donovan
Moriah Richardson

Mobility Choices:

TRANSPORTATION CONVERSATIONS IN THREE BLACK AND LATINO COMMUNITIES IN THE GREATER PHILADELPHIA REGION

Publication Number:

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Geographic Area Covered:

City of Philadelphia, Trenton, Norristown, Mercer County, Montgomery County

Key Words:

Access, Bicycling, Black, Communities of Color, Equity, Latino, Mobility, Pedestrians, Transit, Walking

Abstract:

The objective of this project is to better understand how people living in communities of color in the DVRPC region choose their mode of transportation, and what physical, social, or structural forces shape those choices. We did this by surveying in three communities:

- North Trenton, New Jersey;
- Norristown, Pennsylvania; and
- Mantua and East Parkside neighborhoods in Philadelphia.

The intent of this work is to develop a report and qualitative dataset that can be used by DVRPC and its regional partners to better understand the needs of these communities and inform decision making around future transportation programming and planning.

Staff Project Team:

Thom Stead, Assistant Manager, Office of Mobility Analysis, and Design

Cassidy Boulan, Assistant Manager, Bicycle Programs

Greg Krykewycz, Director of Transportation

Staff Contact:

Thom Stead

Assistant Manager, Office of Mobility Analysis, and Design

Phone: 215.238.2851

Email: tstead@dvrpc.org



190 N Independence Mall West
8th Floor

Philadelphia, PA 19106-1520

215.592.1800 | fax: 215.592.9125

www.dvrpc.org



DVRPC
Mobility
Choices
Study



190 N Independence Mall West
8th Floor
Philadelphia, PA 19106-1520
215.592.1800 | fax: 215.592.9125
www.dvrpc.org

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