
2016 COMMUNITY RESOURCE GUIDE

TRANSPORTATION



Kenneth Huewitt
Interim Superintendent of Schools

Houston Independent School District Board of Education

Manuel Rodriguez, Jr., President	District III
Wanda Adams, First Vice President	District IX
Diana Davila, Second Vice President	District VIII
Jolanda Jones, Secretary	District IV
Rhonda Skillern-Jones, Assistant Secretary	District II
Greg Meyers	District VI
Anna Eastman	District I
Michael L. Lunceford	District V
Harvin C. Moore	District VII

Kenneth Huewitt, Interim Superintendent of Schools

Helen Spencer, Chief Communications Officer

Jorge Arredondo, Ed.D., Assistant Superintendent-Family and Community Engagement

Family and Community Engagement Department

4400 West 18th Street, Houston, Texas 77092

www.HoustonISD.org/face

It is the policy of the Houston Independent School District not to discriminate on the basis of age, color, handicap or disability, ancestry, national origin, marital status, race, religion, sex, veteran status, political affiliation, sexual orientation, gender identity and/or gender expression in its educational or employment programs and activities.

EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE) 2016 Community Resource Guide**. Its primary intended audiences are administrators and teachers in the HISD and the parents, guardians, families, and communities they serve.

Structure and Organization

In its third edition, the **2016 Community Resource Guide** now includes 41 topics and 735 profiles. The profiles encompass 350 unique organizations. A profile is the total description of an entry. An entry is an organization and its total profile under a given topic. A topic is the total collection of profiles for a specific area of interest. The **Guide** consistently uses 15 headings as prompts for information. A heading is a specific question of interest and it is repeated across all entries and within all topics.

Methods Used

In identifying possible topics and profiles for this new, revised edition of the **Guide**, HISD FACE staff members:

1. Used service providers' websites as the primary information resource.
2. Consulted Guidestar and organizations' IRS Form 990s for contact and communication information.
3. Sent emails with questions to selected organizations for which there were gaps in information.
4. Made phone calls to selected organizations for which there were also gaps in information.
5. Reviewed successive drafts to assess quality, completeness, and ease of use.
6. Included a **Product Evaluation Form** for feedback from schools, families, and other users.

Origins and Attributes

Under the leadership of Assistant Superintendent, Dr. Jorge Arredondo, an eight-person team contributed to developing the **2016 Community Resource Guide**: Dr. Elizabeth Cocina, Carmen Acevedo, Victoria Graham, Gabriella Hernandez, Walter Simpson, Rony Canales, Valeria Schillaci, and Jeffrey Smith. The **Guide** traces its lineage to such trailblazers as Harris County's Community Youth Services Program and the United Way of Greater Houston, but it also differs from them in significant ways: (1) The **Guide's** area of focus is on HISD and Houston, not on a broader geography; (2) information summary tables precede the profiles for each topic; (3) through the headings used in its service provider profiles, the **Guide** presents answers for a consistently defined set of questions; (4) wherever possible, it includes contact names, local bus and METRO rail transit routes, and the languages in which information and/or services are available; (5) the **Guide** identifies four ways to get information about community resources: phone, fax, email, and website; (6) the **Guide** also indicates whether services are available onsite at public schools and it briefly describes available services; and (7) the **Guide** is available in single-topic and comprehensive print versions and as a searchable online database.

Disclaimer

This revised **Guide** is intended to be a quick reference resource for HISD schools and families. Inclusion in it does not denote endorsement or recommendation. Please send information about new resources, as well as any updates, corrections, and comments to jsmith55@houstonisd.org.

Evaluation Form

A two-page Product Evaluation Form appears at the end of this **Guide**. We would welcome your feedback!

TRANSPORTATION

Transportation:

1. American Red Cross – Greater Houston Area Chapter
2. Gulf Coast Community Services Association, Inc. (GCCSA)
3. Harris County Rides
4. Harris County Transit
5. Metropolitan Transit Authority of Harris County (METRO)
6. The Association for the Advancement of Mexican Americans (AAMA)

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-526-8300 713-313-1631	All ages	Free	No	English, Spanish, others
2	713-393-4700	All ages	Free	No	English, Spanish
3	713-368-7433	Adults ages 18+	Costs vary	No	English, Spanish
4	713-578-2285 713-578-2216	All ages	Costs vary	No	English, Spanish, Vietnamese
5	713-635-4000 (See profile list)	All ages	Costs vary	Yes	English, Spanish
6	713-929-2330	Adults ages 18+	Costs vary	No	English, French, Spanish

American Red Cross – Greater Houston Area Chapter

Address: 2700 Southwest Freeway, Houston, TX 77098

Area Served: Greater Houston

Days/Hours: Office: Monday-Friday, 7:30am-5:30pm. • Transportation: Monday-Friday, 8am-5pm.

Contact: Not available

Phone: 713-526-8300 (office) or 713-313-1631 (transportation)

Fax: Not available

Email: Not available

Website: <http://www.redcross.org/local/tx/houston/programs/transportation>

Local Bus Routes: 25, 27, 41

Ages/Grades Served: All ages

Eligibility: Requires referral by a participating physician or by a social service agency. • Also requires proof of residence, proof of Medicare eligibility, proof of disability, or homeless status. • Urges riders to reserve their rides from 14-30 days in advance.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish, and 200+ other languages available through the Language Line

Direct Services: Provides transport for persons who are low-income or elderly or those who have special medical needs. • Offers non-emergency, door-to-door transportation to and from medical appointments and social service agencies.

Gulf Coast Community Services Association, Inc. (GCCSA)

Address: 9320 Kirby Drive, Houston, TX 77054

Area Served: Harris County

Days/Hours: Monday-Friday, 8am-5pm

Contact: Sue Kriegel, Executive Assistant

Phone: 713-393-4700

Fax: 713-343-8701

Email: gulfcoast@gccsa.org

Website: <http://www.gccsa.org/emergency-assistance-2/transportation-assistance>

Local Bus Routes: 700 (METRO rail), 8

Ages/Grades Served: All ages

Eligibility: Income guidelines apply for most services. • Requires proof of identity, proof of disability, proof of income, proof of residence, proof of job pursuit, and proof of age.

Costs: Free

Onsite at Schools: No

Languages: English, Spanish

Direct Services: Works with Harris County RIDES to transport senior citizens and persons with disabilities. • Also helps GCCSA clients who are pursuing a job or are attending educational programs.

Harris County – RIDES Program

Address: 8410 Lantern Point Drive, Houston, TX 77054

Area Served: Harris County (outside of METRO Lift service area)

Days/Hours: Shared Ride: Monday-Sunday, 7am-7pm. • Taxi: Monday-Sunday, 24 hours/day.

Contact: Yvonne Maldonado, Juan Hernandez, or Jasmine Cooper (Consumer Assistance Specialists)

Phone: 713-368-7433

Fax: 713-437-4860

Email: yvonne.maldonado@csd.hctx.net or juan.hernandez@csd.hctx.net or jasmine.cooper@csd.hctx.net

Website: <http://www.harriscountyrides.com>

Local Bus Routes: 84

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity, proof of disability, proof of age, and proof of income. • Must reserve shared rides at least 24 hours in advance.

Costs: Half fare: \$3. • Maximum one-way fare is \$24 (after a 50% discount). • Fares may change at any time.

Onsite at Schools: Yes

Languages: English, Spanish

Direct Services: Provides curb-to-curb transportation and cost discounts to eligible customers and agencies.

Harris County Transit

Address: 8410 Lantern Point Drive, Houston, TX 77054

Area Served: Harris County

Days/Hours: Transit Services: Monday-Friday, 7am-6pm. • Shared Ride Taxi: Monday-Friday, 8am-5pm.

Contact: Not available

Phone: 713-578-2285 or 713-578-2216

Fax: Not available

Email: transit@hctx.net

Website: <http://www.harriscountytransit.com>

Local Bus Routes: 84

Ages/Grades Served: All ages

Eligibility: Requires an application and an interview for curb-to-curb paratransit service.

Costs: Costs vary. • Shared ride taxi program is free for medical appointments. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, Spanish, Vietnamese

Direct Services: Provides public transportation in parts of Harris County outside of the METRO service area. • Offers transportation assistance for elderly persons and persons with disabilities.

Metropolitan Transit Authority of Harris County (METRO)

Address: 1900 Main Street, Houston, TX 77002

Area Served: Harris County

Contact: Not available

METRO Service	Focus	Phone	Days	Hours
Office	Customer care center	713-635-4000	Monday-Friday	6am-12am
	Community outreach	713-739-4018	Saturday-Sunday	8am-12am
METROLine	Route and schedule information	713-635-4000	Monday-Friday Saturday-Sunday	6am-12am 8am-12am
RideStore	Fare cards and passes	713-739-6968	Monday-Friday	8am-5pm
METROLift	Customer service information	713-225-0119	Monday-Friday	10am-5pm
METRO STAR	Van pool	713-224-7433 888-606-7433	Not available	Not available
MAP	Motorist assistance program	713-225-5627 713-CALL-MAP	Monday-Friday	6am-10pm
Emergency Ride	Emergency assistance	713-224-7433 888-606-7433	Not available	Not available

Fax: Not available

Email: STAR@ridemetro.org (METRO STAR) or lostandfound@ridemetro.org (lost and found) or MPDServices@ridemetro.org (motorist assistance program)

Website: <http://www.ridemetro.org/Pages/AboutMETRO.aspx>

Local Bus Routes: METRO Office and RideStore: 700 (METRO rail), 44, 85, 219.

Ages/Grades Served: All ages

Eligibility: METRO is open to the general public for most uses.

Costs: Costs vary. • One-way local bus and METRO Rail fares are \$1.25. • One-way METRO Park and Ride fares vary by transit zone.

Onsite at Schools: Yes. • METRO rail and bus routes pass near many public and private schools.

Languages: English, Spanish

Direct Services: Runs the METRO Bus, METRO Rail, METRO Lift, STAR vanpool, and Ride Share programs.
• METRO also offers safety presentations and rail safety materials for classrooms in Grades K-12.

The Association for the Advancement of Mexican Americans (AAMA)

Address: 6001 Gulf Freeway, Building C-5, Houston, TX 70023

Area Served: Greater Houston

Days/Hours: Monday-Friday, 8am-5:30pm

Contact: Beatrice Garza, President and Chief Executive Officer

Phone: 713-929-2330

Fax: 713-926-8235

Email: aama@aama.org

Website: <http://www.aama.org/houston-services>

Local Bus Routes: 28, 40

Ages/Grades Served: Adults ages 18+

Eligibility: Requires proof of identity. • Must be ages 18+ to register.

Costs: Costs vary. • Call to ask about specific costs.

Onsite at Schools: No

Languages: English, French, Spanish

Direct Services: Helps with transportation for members of the community with issues related to alcohol and drugs. • Offers individual and family counseling, and discussion groups on such topics as parenting, risk reduction, coping skills, human immune-virus (HIV) and sexually transmitted diseases (STDs), hepatitis, alcohol and drug awareness. • Also offers classes in English as a Second Language (ESL) and in General Educational Development (GED).

FACE PRODUCT EVALUATION FORM

Product Name: _____
Date: _____

User(s): _____
School/Location: _____

Directions: Please tell us a little about you by checking (✓) the circles that apply best to you.

- | | | | |
|--|---|--|--|
| <input type="radio"/> Student | <input type="radio"/> Principal | <input type="radio"/> Parent Educator | <input type="radio"/> Board of Education |
| <input type="radio"/> Parent or Guardian | <input type="radio"/> Assistant Principal | <input type="radio"/> Parent Liaison | <input type="radio"/> District Administrator |
| <input type="radio"/> Family Member | <input type="radio"/> Other Campus Leader | <input type="radio"/> School-Based Specialist | <input type="radio"/> Central Office Staff |
| <input type="radio"/> Community Member | <input type="radio"/> Classroom Teacher | <input type="radio"/> School Bus Driver | <input type="radio"/> FACE Staff |
| | <input type="radio"/> School Librarian | <input type="radio"/> School Custodian | |
| <input type="radio"/> Black or African American | | <input type="radio"/> Hispanic or Latino | |
| <input type="radio"/> American Indian, Alaska Native, or Native Hawaiian | | <input type="radio"/> White or Caucasian | |
| <input type="radio"/> Asian or Pacific Islander | | <input type="radio"/> Two or More Races or Ethnicities | |

Directions: Please tell us how you feel about this product. Your answers will help us to improve it. Thank you.

	Very Unsatisfied ☹	Unsatisfied	Neutral ☺	Satisfied	Very Satisfied ☺	Not Applicable
Overall product quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process for acquiring it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance for users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repeated usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-acquisition service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long have you used this FACE product?	
<input type="radio"/>	Less than 1 month
<input type="radio"/>	1 to 2 months
<input type="radio"/>	2 to 3 months
<input type="radio"/>	3 to 6 months
<input type="radio"/>	6 months to 1 year
<input type="radio"/>	1 year or longer
<input type="radio"/>	Have never used it

How often do you use this FACE product?	
<input type="radio"/>	Daily
<input type="radio"/>	3 to 4 times a week
<input type="radio"/>	Weekly
<input type="radio"/>	3 to 4 times a month
<input type="radio"/>	Monthly
<input type="radio"/>	Every 2 to 3 months
<input type="radio"/>	3 to 4 times a year
<input type="radio"/>	Once a year or less often
<input type="radio"/>	Do not use it

FACE PRODUCT EVALUATION FORM

Overall, how satisfied are you with this FACE product?

<input type="radio"/>	Very satisfied 😊
<input type="radio"/>	Somewhat satisfied
<input type="radio"/>	Neutral 😐
<input type="radio"/>	Somewhat unsatisfied
<input type="radio"/>	Very unsatisfied ☹️

Compared to other products of which you are aware, would you say that this FACE product is:

<input type="radio"/>	So good that it's in a class by itself 😊
<input type="radio"/>	Much better than most others
<input type="radio"/>	About the same as others 😐
<input type="radio"/>	Somewhat worse than others
<input type="radio"/>	Much worse than others ☹️
<input type="radio"/>	Never have used it

Will you use this FACE product again?

<input type="radio"/>	Definitely yes 😊
<input type="radio"/>	Probably yes
<input type="radio"/>	Maybe or maybe not 😐
<input type="radio"/>	Probably no
<input type="radio"/>	Definitely no ☹️
<input type="radio"/>	Never have used it

How likely are you to recommend this FACE product to others?

<input type="radio"/>	Definitely will recommend it 😊
<input type="radio"/>	Probably will recommend it
<input type="radio"/>	Maybe or maybe not 😐
<input type="radio"/>	Probably will not recommend it
<input type="radio"/>	Definitely will not recommend it ☹️
<input type="radio"/>	Never have used it

Based upon your experience with this product, how likely are you to use other FACE products?

<input type="radio"/>	Very likely 😊
<input type="radio"/>	Somewhat likely
<input type="radio"/>	Neutral 😐
<input type="radio"/>	Somewhat unlikely
<input type="radio"/>	Very unlikely ☹️

Other comments about the product: _____

Please send this completed evaluation form to:

Jeff Smith, Business Operations Team Leader
 Family and Community Engagement Department (FACE)
 Houston Independent School District (HISD)
 4400 West 18th Street
 Houston, TX 77092
 713-556-7290 (main)
 713-556-6814 (fax)
face@HoustonISD.org