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## 2018 COMMUNITY RESOURCE GUIDE

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### TRANSPORTATION

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Dr. Grenita Lathan  
Interim Superintendent of Schools

# Houston Independent School District Board of Education

Elizabeth Santos	<b>District I</b>
Rhonda Skillern-Jones	<b>District II</b>
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Dr. Kenneth Davis, Assistant Superintendent Equity & Outreach

**Family and Community Engagement Department**  
4400 West 18<sup>th</sup> Street, Houston, Texas 77092  
[www.HoustonISD.org/face](http://www.HoustonISD.org/face)

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## EXECUTIVE SUMMARY

Welcome to the revised and expanded **Houston Independent School District (HISD) Family and Community Engagement (FACE) 2018 Community Resource Guide**. Its primary intended audiences are administrators and teachers in HISD and the parents, guardians, families, and communities they serve.

### Structure and Organization

In its fifth edition, the **2018 Community Resource Guide** now includes 47 topics and 1,160 profiles. The profiles encompass 530 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. Each heading 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 with peers in other departments for input and insights about service providers.
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.

### 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 [FACE@HoustonISD.org](mailto:FACE@HoustonISD.org).

### Evaluation Form

A two-page Product Evaluation Form appears at the end of the PDF version of the **Guide** and at the end of each of its topic briefs. We would welcome your feedback!

## TRANSPORTATION

### Transportation:

1. American Red Cross – Greater Houston Area Chapter
2. Catholic Charities of the Archdiocese of Galveston-Houston – Transportation Program
3. Gulf Coast Community Services Association Inc.
4. Harris County Rides
5. Harris County Transit
6. Healthcare for the Homeless Inc. – Project Access
7. Houston COMPASS Inc.
8. Memorial Assistance Ministries
9. Metropolitan Transit Authority of Harris County – METRO

	Phone	Ages/Grades Served	Costs	Onsite at Schools	Languages
1	713-526-8300 713-313-1631	All ages	Free	No	English, Spanish, others
2	713-227-9981 866-649-5862	Adults ages 18+	Free	No	Arabic, English, French, Haitian Creole, Hindi, Persian, Spanish, Swahili, Thai, Vietnamese
3	713-393-4700	All ages	Free	No	English, Spanish
4	713-368-7433	Adults ages 18+	Costs vary	No	English, Spanish
5	713-578-2285 713-578-2216	All ages	Costs vary	No	English, Spanish
6	713-286-6000	All ages	Free	No	English, Spanish
7	713-229-8319	Adults ages 18+	Free	No	English
8	713-574-7545 713-574-7542	Adults ages 18+	Costs vary	No	English, Spanish
9	713-635-4000 (See profile list)	All ages	Costs vary	Yes	English, Spanish

### American Red Cross – Greater Houston Area Chapter

**Address:** 2700 Southwest Freeway, Houston, TX 77098

**Area Served:** Greater Houston

**Days/Hours:** Office: Monday-Friday, 7am-6pm. • Transportation: Monday-Friday, 8am-5pm.

**Contact:** Not available

**Phone:** Office: 713-526-8300. • Transportation: 713-313-1631.

**Fax:** Not available

**Email:** Not available

**Website:** <http://www.redcross.org/local/texas/gulf-coast/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.

## Catholic Charities of the Archdiocese of Galveston-Houston – Transportation Program

**Address:** 326 South Jensen Drive, Houston, TX 77003

**Area Served:** Greater Houston

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

**Contact:** Natalie Wood, Vice President of Strengthening Families Services

**Phone:** General questions: 713-227-9981. • Requests for help: 866-649-5862.

**Fax:** 713-526-1546

**Email:** [info@www.catholiccharities.org](mailto:info@www.catholiccharities.org)

**Website:** <http://www.catholiccharities.org/our-services/strengthening-families/basic-needs>

**Local Bus Routes:** 6, 20, 30

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Requires proof of age, proof of identity, proof of address, and proof of income. • Must have a vacate premises notice or an eviction notice for help with rent or mortgage. • Must have a cut-off notice for help with utilities.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** Arabic, English, French, Haitian Creole, Hindi, Persian, Spanish, Swahili, Thai, Vietnamese

**Direct Services:** Offers help with transportation. • Also offers help with food and shelter. • Offers counseling, employment and financial assistance, intensive case management, referrals to community resources, and education about human immunodeficiency virus (HIV).

## Gulf Coast Community Services Association Inc.

**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](mailto: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 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, 6am-7pm. • Taxi: Monday-Sunday, 24 hours/day.

**Contact:** Christopher Russell, Juan Hernandez, or Jasmine Cooper

**Phone:** Office: 713-368-7433. • Language assistance: 713-578-2000.

**Fax:** 713-437-4860

**Email:** [christopher.russell@csd.hctx.net](mailto:christopher.russell@csd.hctx.net) or [juan.hernandez@csd.hctx.net](mailto:juan.hernandez@csd.hctx.net) or [jasmine.cooper@csd.hctx.net](mailto: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. • Requires use of a fare card after enrollment with a social service agency. • Must reserve shared rides at least 24 hours ahead.  
**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](mailto:transit@hctx.net)  
**Website:** <http://www.harriscountytransit.com>  
**Local Bus Routes:** 84  
**Ages/Grades Served:** All ages  
**Eligibility:** Requires an application and an interview to qualify 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  
**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.

### Healthcare for the Homeless Inc. – Project Access

**Address:** 1934 Caroline Street, Houston, TX 77002  
**Area Served:** Houston  
**Days/Hours:** Office: Monday-Friday, 8am-5pm. • Transportation: Monday-Friday, 7am-5pm.  
**Contact:** Susan Crawford, Administrative Coordinator  
**Phone:** 713-286-6000  
**Fax:** 713-286-6091  
**Email:** [susan.crawford@bcm.edu](mailto:susan.crawford@bcm.edu)  
**Website:** <http://www.homeless-healthcare.org>  
**Local Bus Routes:** 700 (METRO rail), 44, 85, 161, 162  
**Ages/Grades Served:** All ages  
**Eligibility:** Must be homeless.  
**Costs:** Free  
**Onsite at Schools:** No  
**Languages:** English, Spanish  
**Direct Services:** Provides transportation to 21 agencies that offer healthcare, meals, shelter, social services, and other essential services. • Also provides psychiatry, mental health counseling, substance abuse counseling, health education, pharmacy, primary healthcare, vision assistance, and information and referral. • Offers full-service, comprehensive dental care.

## Houston COMPASS Inc.

**Address:** 1212 Prairie Street, Houston, TX 77002

**Area Served:** Greater Houston

**Days/Hours:** Monday-Friday, 9am-2pm

**Contact:** Cynthia Brannon, Executive Director

**Phone:** 713-229-8319

**Fax:** 713-229-8560

**Email:** [director@houstoncompass.org](mailto:director@houstoncompass.org)

**Website:** <http://www.houstoncompass.org/FAQ.html>

**Local Bus Routes:** 700 (METRO rail), 32, 52, 82, 265, 269

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Must be homeless and must have acceptable identification. • Provides help on a first come, first served basis.

**Costs:** Free

**Onsite at Schools:** No

**Languages:** English

**Direct Services:** Provides help with transportation. • Offers vouchers for clothing and haircuts, personal hygiene items, and reading glasses. • Provides case management, job counseling, and job coaching, and provides information and referral for social services.

## Memorial Assistance Ministries

**Address:** 1625 Blalock Road, Houston, TX 77080

**Area Served:** Houston ZIP Codes: 77008, 77009, 77018, 77022, 77024, 77037, 77039, 77040, 77041, 77043, 77055, 77076, 77079, 77080, 77088, 77091, and 77092.

**Days/Hours:** Office: Monday-Friday, 9am-4pm. • Employment services: 8:30am-6pm.

**Contact:** Yolanda Bing, Employment Services Coordinator

**Phone:** General questions: 713-468-4516. • Employment services: 713-574-7545 or 713-574-7542.

**Fax:** 713-468-4702

**Email:** [ybing@maministries.org](mailto:ybing@maministries.org)

**Website:** <http://www.maministries.org/otherassistance>

**Local Bus Routes:** 26

**Ages/Grades Served:** Adults ages 18+

**Eligibility:** Requires proof of identity and proof of residence.

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

**Onsite at Schools:** No

**Languages:** English, Spanish

**Direct Services:** Provides vouchers and bicycles to facilitate travel to work, job interviews, or medical appointments. • Offers temporary support for families to meet basic needs: urgent health care, food, clothing, and shelter. • Offers job search and employment assistance. • Offers classes for citizenship, computer literacy, English as a Second Language (ESL), financial literacy, and General Education Development (GED).

## Metropolitan Transit Authority of Harris County – METRO

**Address:** 1900 Main Street, Houston, TX 77002

**Area Served:** Houston

**Contact:** Not available

Service	Function	Phone	Days/ Hours
Administration	Customer Care Center	713-635-4000	Monday-Friday, 6am-12am, Saturday-Sunday, 8am-12am
Outreach	Community Outreach	713-739-4018	Monday-Friday, 6am-12am, Saturday-Sunday, 8am-12am

Service	Function	Phone	Days/ Hours
METROLine	Route and Schedule Information	713-635-4000	Monday-Friday, 6am-12am, Saturday-Sunday, 8am-12am
RideStore	Fare Cards and METRO 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
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

**Fax:** Not available

**Email:** METRO STAR: [STAR@ridemetro.org](mailto:STAR@ridemetro.org). • Lost and Found: [lostandfound@ridemetro.org](mailto:lostandfound@ridemetro.org).

**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. • Fares may change at any time.

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

**Languages:** English, Spanish

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



## 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:

Family and Community Engagement Department (FACE)  
 Houston Independent School District (HISD)  
 4400 West 18<sup>th</sup> Street  
 Houston, TX 77092  
 713-556-7290 (main)  
 713-556-6814 (fax)  
[face@HoustonISD.org](mailto:face@HoustonISD.org)