**Objective**

**To understand transport-related service needs among mobility limited populations so that needs of specific groups can be framed and solutions proposed.**

**INTRODUCTION**

Hi, my name is [\_\_\_\_\_\_\_\_\_\_] and I am with The Blue Hills Regional Coordinating Council, or BHRCC. I’d also like to introduce my colleague [\_\_\_\_\_\_\_\_\_\_]. He/She/They are/is involved with me on this project and is here to observe and take notes during our discussion, so that I can have my hands and attention free as we talk. Thank you for taking the time to speak with us today.

First, let’s spend a little time getting to know one another. **Let’s go around the circle and introduce ourselves**. Please tell me:

* Your first name;
* *[offer an icebreaker question]*

Thank you for taking the time to participate in this focus group today. You are here because we want to hear your opinions. I want everyone to know there are **no right or wrong answers** during our discussion. We want to know your opinions, and those **opinions might differ**. This is fine. Please feel free to share your opinions, both positive and negative.

The Blue Hills Regional Coordinating Council, or BHRCC, was founded to help address the impact of transportation access barriers on public health in the region. The **BHRCC is conducting a needs assessment to better understand the unique strengths and challenges of the regional transportation landscape.** The results will be used to develop improvement plans to help all residents access seamless transportation, not only for medical needs, but also for activities of daily living that have an impact on their mental, emotional and physical well-being. We are also aligned with the Age-Friendly Communities work ongoing in Quincy.

We are holding focus groups to better understand transportation in your community. The purpose of this conversation is to learn more about how you get around and access those places that are most important to you, such as travel for shopping and services, school, and recreation.

We will be conducting several of these discussion groups around the area. After all the groups are done, we will be writing a report.

After introductions, **we will be recording today’s conversation and taking notes**. In our report, in our final report, we might provide **some general information** on what we discussed tonight, but we **will not include any names or identifying information** in our report. Nothing you say here will be connected to your name. You do not have to answer any question that makes you feel uncomfortable.

This group will last only about 90 minutes. If you need to go to the restroom during the discussion or get some snacks or drinks, please feel free to do so, but keep distractions to a minimum.

* Are there any questions before we begin our introductions and discussion?

Before we start talking, I want to **review our agreements for this space** [*refer to ground rules poster*].

* Does anyone have anything else to add?

**Questions**

* We want you to reflect on your ideas about 3 questions first, then we’ll have a large group discussion. We also want to get your ideas on paper, so we have these handouts we would like you to write on

**Engagement Questions**

* What was it like getting here today?
  + How did you get here?
  + How long did it take you?
  + What went particularly well?
  + What needed improvement?
* Tell me about a typical experience you had getting around your community this last year.
  + How does the way you get around make a difference to your experience and activities?
  + What usually goes well for you?
  + What needs improvements?

**Exploration Questions**

* Thinking about your community, what places are important for you to get to and why? *[Facilitators create a list of locations during this question]*
  + What works in terms of getting to these locations?
  + What would you change?
* Looking at our list of important places, describe a trip to and from the one location that is most important to you.
  + *Probe for trip details:*
    - How are you currently traveling to and from this location?
    - When do you typically make this trip?
    - How often you make this trip?
    - Do you go alone of with others?
    - How long does it take you to travel one way?
  + What works about this trip and what would you change?
* Suppose that you were in charge and could make one change that would make getting around better. What would you do?
  + *[Provide an example if participants struggle to get started]*

**Exit Questions**

* Of all the things we've talked about today, what is most important to you?
* Is there anything else you would like to say?