INTRODUCTION

FACILITATOR: Voy a comenzar. Primero vamos a hablar sobre quien somos. Este proyecto es una investigación entre SELA y Metrans Consortium, que son un grupo de investigadores de transporte.

Somos La Colaborativa, una organización parte de una red de organizaciones aquí en Los Ángeles. Nuestra meta es ayudar a las organizaciones no lucrativas a ayudar a la comunidad a participar en estas juntas, y también poder hacer estudios acerca de nuestras comunidades para ver las oportunidades e igualmente los problemas que tienen. Los profesores Boarnet y Giuliano son de USC, y son los que están dirigiendo este estudio. Nuestra colaboración es para poder involucrar la comunidad y poder tomar su opinión para poder influir el estudio.

Rápidamente queremos que compartan sus nombres y ciudad donde viven.

- Some cities represented: Maywood, Bell, South Gate, Huntington Park

Las reglas para la discusión: Yo voy a ser la moderadora, y les voy hacer preguntas para guiar la discusión. Este grupo de enfoque se está grabando, y por eso pedimos que hablen más alto de lo normal. Sus respuestas son confidenciales y no vamos a poner sus nombres en ningún reporte final. También queremos que tengan en cuenta que no hay respuestas correctas e incorrectas. Queremos que nos digan cualquier opinión o comentario. Si no hay tiempo de oír su comentario, pueden escribir en el papel y los vamos a colectar al fin de la sesión.

Primero, vamos a empezar con el contexto e intención de la investigación. Los investigadores quieren descubrir el potencial de un servicio de viajes compartidos sirviendo a la comunidad sin fines de lucro. La meta es mejorar la movilidad de los residentes que viven en SELA. Lo que quieren saber: ¿Un servicio de viajes compartidos mejoraría el acceso a rutas de tránsito en SELA? ¿Hay tipos de viaje que podrían ser una combinación para un servicio de viajes compartidos? ¿Bajo qué condiciones los miembros de la comunidad ofrecerían o compartieran un raite? ¿Qué tipo de tecnología sería mejor?

Primero vamos a empezar con explicar que es un viaje compartido. La persona en la pantalla es una mujer que necesita un raite a Costco en South Gate, pero solo tiene $5. Usa su teléfono para pedir un raite, muchos conductores reciben este mensaje, y una persona la ofrece llevar y le cobra $4. Si tiene otros pasajeros en el carro, le va cobrar menos. Ese en un ejemplo; es como Uber o Lyft, pero sin fines de lucro. No le cobran tanto.

Imagine que hubiera un servicio así donde los miembros de la comunidad son los conductores y también los pasajeros. Las personas solo pagarían el costo real de sus viajes. Cuando quieren programar un viaje, pueden usar su teléfono para buscar un conductor. Cuando usted es conductor con carro, puede encontrar personas buscando viaje.

¿Si entienden que significa sin fines de lucro? No es para hacer profit. Es para ayudar a la comunidad.

ENGLISH:

I'm going to start. First, we'll talk about who we are. This is a research project being conducted by SELA and METRANS Consortium, a team of transportation researchers.

We are the Southeast Los Angeles Collaborative, an organization that is part of a network of organizations here in Los Angeles. Our goal is to help nonprofits support their community in these types of meetings, and we also do studies on our communities to identify both opportunities and areas of improvement. Professors Boarnet and Giuliano are from USC, and they are leading this study. Our collaboration is so that we can involve the entire community and let your opinion influence this study.

If we could quickly go around the room, please share your name and the city you live in.
Some cities represented: Maywood, Bell, South Gate, Huntington Park

The rules for the discussion are: I will be the moderator, and I'm going to ask questions to guide the discussion. We are recording this focus group, so we ask that you speak louder than normal. Your responses are confidential and we won't include anyone's names in the final report. We also want to remind you that there are no right or wrong answers. Tell us any opinion or feedback you have. If there's not enough time to hear your comment, you can write it down and we'll collect it at the end of the session.

First, we'll provide some context for and the intention of the study. The researchers want to evaluate the potential viability of a nonprofit rideshare service. The goal is to improve mobility amongst residents of SELA. They want to know: Would a rideshare service improve access to transit routes in SELA?; Are there certain types of rides that could be combined with the rideshare service?; Under what conditions would community members offer or share a ride?; What type of technology would be best?

We'll start by explaining what a shared ride is. The woman on the screen needs a ride to the Costco in South Gate, but she only has $5. She uses her phone to request a ride, various drivers receive a notification, and one person offers to take her for $4. If there are other passengers in the car, they charge her less. This is one example; like Uber or Lyft, but without profit incentives. They wouldn't charge too much.

Imagine a service like this where community members are both the drivers and passengers. People would only pay the real cost of their trip. When you want to schedule a ride, you can use your phone to look for a driver. When you're driving, you can find people who need a ride.

Does everyone understand what "without profit incentives" means? It means to not make a profit. It's to help the community

THEME A

FACILITATOR: Vamos a empezar con el primer tema de estudio. [Theme A questions].

> *ENGLISH: We'll start with the first theme of the study.*

PARTICIPANT: Tengo varias preguntas. Por ejemplo, hay unas ciudades que tienen diferentes ayudas para gente que vive en la comunidad. Donde yo vivo en Florence - [UNSURE], tenemos el DASH, el Link, explicaron el 254 que forma gran parte de nuestro área. Entonces cuando están hablando de raite compartido, ¿es costo básico o seria en ciertas calles? Porque cuando es compartido quiere decir que te lleva donde tu necesites. Y lo que yo mucho he visto en nuestras comunidades, es que la mayor de las mamás se confían mucho a los de LINK o DASH porque es un programa de soporte, o caminar. Entonces si se pone algo, ¿sería con ayuda de parte de la ciudad, el condado, o Metro? Porque hay muchos que vivimos en el área que no sabemos de los servicios que hay en la comunidad. Para mi es muy importante que siempre se de la información a la comunidad, y es allí donde fallamos. Yo siempre que ando de metiche informandome de lo que está pasando. Hay gente que no sabe y tienen años viviendo en la comunidad. Entonces es muy importante que se haga promoción y se deje saber lo que esta pasando. Y si, ayuda mucho a la gente que no tenemos carro.

> *ENGLISH: I have multiple questions. For example, there's some cities with different support programs for community members. Where I live in Florence, we have the DASH, Link, and the 254 that cover most of our area. So when you talk about rideshare, is it a flat rate? Would it only cover certain streets? When you say rideshare, it seems like you mean that they take you where you need to go. What I've mainly seen in our communities is that most mothers rely on LINK or DASH, or they walk. So if there's a new service, would it be provided by the city, county, or Metro? Because there's lots of us that live in the area but don't know about these community services. To me, it's very important that the community gets information on these opportunities, and that's where programs fail. I'm always around, informing myself about what's going on, but there's people that have lived here for years and just don't know. So I think it's very important that the service is promoted and that you let people know it's happening. And yes, I think it would be very helpful to people without cars.*

FACILITATOR: Por ahora, este servicio no existe. Sería como un sistema de coche privado. No sería un programa de la ciudad o Metro.

> *ENGLISH: For now, this service doesn't exist. It would be a private rideshare system, not through the city or Metro.*

PARTICIPANT: Se me hace muy bien. Es práctico hablar por teléfono y que llegue - no tienes que estar esperando.

ENGLISH: This seems good. It's practical to be able to call and the ride arrives - you don't have to wait for too long.

FACILITATOR: Lo que estoy oyendo de ustedes es que lo importante es que si hubiera un programa asi, la información, que sepa la comunidad. Tener que informar a la comunidad, no asumir que todos van a saber.

ENGLISH: What I'm hearing from you all is that it is important that, if this program were to exist, the information on it be conveyed to the community. We have to inform the community and can't just assume everyone knows about it.

PARTICIPANT: Y saber quién participa y califica. Por que, por ejemplo, si yo participo, pero ustedes no saben, quedo igual. Si yo participo, que las personas sepan donde y quien son.

ENGLISH: And also know who is participating and eligible. For example, if I participate, but you don't know about it, I'm in the same situation. If I participate, people need to know where I am and who else if participating.

PARTICIPANT: Si, seria como un sistema de saber que personas califican para hacer eso y saber, y así poder llamar a la persona que puede participar. ¿Qué tipo de persona van a indicar para dar ese servicio?

ENGLISH: Yes, there needs to be a system to understand what people qualify to participate, so that you can call people who are eligible. What types of people will be selected to provide this service?

FACILITATOR: En unos momentos también vamos hablar de que ustedes opinan de quien sería el conductor y pasajeros. Pero por ahora, solo queremos saber si usted lo usaría.

ENGLISH: We'll touch on your opinions on who would be the drivers and passengers soon, but, for now, we just want to know if you would be willing to use the service.

PARTICIPANT: Yo si lo usaría. Porque tiene muchos beneficios: menos contaminación, menos tráfico en las calles, y es lo que queremos ahorita. Y la gasolina está cara. Yo si la usaría.

ENGLISH: I would use it. It has lots of benefits - less contamination, less street traffic, and that's what we want right now. Gas is also expensive.

PARTICIPANT: Siempre y cuando haya una medida de seguridad. Creo que si lo tomaría pero siempre y cuando sepa la seguridad de las personas con quienes voy a viajar.

ENGLISH: As long as there are safety measures. I think that I would use it but only as long as I knew that I'd be safe around the people I'm ridesharing with.

PARTICIPANT: Yo estoy de acuerdo con la señora. Creo que yo lo llegara a usar, a lo mejor en una emergencia, pero siempre y cuando haya antes de que saquen que esté seguro. Tantas cosas que se han visto en Uber y Lyft - tienen que dar información. Tendría que ser algo seguro porque dentro de la comunidad no es tan segura.

> *ENGLISH: I agree with her. I think I would use it, maybe in an emergency, but only if I knew it was safe before I used it. There have been so many stories on the news about Uber and Lyft, and I would need to have safety information beforehand. It would have to be safe, because our community isn't the most secure.*

PARTICIPANT: Y por nuestros hijos. Ellos ocupan a veces los raites.

> *ENGLISH: And for our kids. They sometimes use those types of rides.*

FACILITATOR: También queremos saber si estarían dispuestos a ser conductores de un viaje.

> *ENGLISH: We also want to know if you would be willing to be drivers for these trips.*

PARTICIPANT: Yo diría no porque no sabe uno liability, de si hay un choque. El pasajero también puede darle una demanda al conductor. Esos son otros riesgos de tener pasajeros que uno no conoce. Eso es mi opinion.

> *ENGLISH: I would say no because of the uncertainty around liability - for example, in case of a crash. The passenger could also sue the driver. Those are some of the other risks of having passengers you don't know. That's my opinion.*

PARTICIPANT: Yo también estoy de acuerdo con lo que usted dice. En el camino, pueden suceder muchas cosas - como un accidente. Si usted no tiene la aseguranza correcta, ahí es donde nosotros vamos a estar mal. Tenemos que tener la seguridad de quien es y qué seguridad tenemos con las personas que vamos a viajar.

> *ENGLISH: I agree with what she said. During the trip, lots of things can happen - like an accident. If you don't have the right insurance, that's where things could go wrong for us. We have to be safe about who the passenger is and who we're ridesharing with.*

PARTICIPANT: Es un riesgo - todo es un riesgo. Como el que también uno va a proveer a las personas. Es un poco difícil contestar si o no porque como dicen, hay el riesgo, por ejemplo si se choca que no quieran responder. Entonces sería un riesgo para apuntarse uno a darle raite a alguien compartido, y tendrían que verse muchas cosas para poder dar una opinión.

> *ENGLISH: It's a risk - everything has a risk. Same with the driver who will be offering rides. It is hard to say yes or no because, like they've said, there is a risk. For example, there might be a crash and nobody takes responsibility. This means it would be a risk to*

sign up to give shared rides, and there are lots of considerations I'd have to resolve to be able to give you my opinion.

PARTICIPANT: Tal vez tendrían que ser muy estrictos, pero desgraciadamente muchos en nuestras comunidades, que somos partes de la comunidad, no podríamos llenar los requisitos por diferentes cosas, entonces es muy difícil.

ENGLISH: Maybe you'd have to be very strict about who participates, but unfortunately many members of our communities wouldn't meet the requirements for different reasons. So it's difficult.

PARTICIPANT: Si uno es un conductor, y su programa es no por profit, cómo es que el conductor haría dinero? ¿Cómo se paga el conductor?

ENGLISH: If I'm a driver, and your program is not for profit, how do drivers make money? How will they be paid?

FACILITATOR: Por ahorita sería el costo de gasolina o también un poco el tiempo. Pero no mas seria el costo actual de llevar esa persona. También sería como si yo ya sé que voy a un lugar, puedo recoger a alguien que está en mi ruta.

ENGLISH: For now, it would be the cost of gasoline and possibly time spent - but it would only be the actual cost of driving the person. It could also work so that, if I know I'm going somewhere, I can pick up someone who's on my route.

PARTICIPANT: Es bueno el ejemplo que pones, porque es lo que hacía mi esposo. Si yo llevaba a la niña a la high school, y yo sabía que otra niña iba a esa misma escuela, o a veces inclusive regresando a casa le decía yo te llevo. O nos quedamos de acuerdo entre las personas que nos conocemos.

ENGLISH: That's a good example, because that's what my husband and I used to do. If I was taking our daughter to school, and I knew another girl that went to the same school, I could drive them both - or even drop them off at home after school. Sometimes we would agree on carpooling between the parents that knew each other.

PARTICIPANT: I used to carpool with my friend to work, because he is from South Gate and I'm from Huntington Park. I had to go to South Gate to pick him up and take him back to Huntington Park to pick up my friend. This is a good idea.

FACILITATOR: So what I'm hearing is maybe it's something informal that is already happening, you'd be willing to take someone across town.

PARTICIPANT: Mi hija ha usado ese compartido porque ella estudiaba en Long Beach, y decía que cuando lo compartía con otra persona le salía más barato. Si lo compartía entre pasajeros, no estaba caro.

> *ENGLISH: My daughter has used rideshare because she studies in Long Beach, and she would say that when you can share with someone else it's cheaper. So if you can share the cost between passengers, it's not too expensive.*

FACILITATOR: Would you participate in something like this?

PARTICIPANT: Probably, it's good for the community.

PARTICIPANT: I would participate. I think it's also beneficial to the community, mainly older people, younger people to help them get to school, or people who don't have transportation and don't want to spend a lot for an Uber or Lyft. Quick, efficient, cheap.

FACILITATOR: Le estaba haciendo las preguntas a los profesores de cómo sería la compensación, y dicen que usualmente la distancia es el costo del viaje, más el tiempo de la persona (de tener que ir a un lugar adicional). Lo que oí también es que ya hacemos eso en nuestras comunidades de dar un raite, como ir a comprar comida juntos, para ayudarnos el uno al otro.

La siguiente pregunta es si ustedes estarían dispuestos a usar este servicio si requiere un teléfono inteligente como smartphone.

> *ENGLISH: I was asking the professors the questions about how compensation would work, and they said that it would usually be the cost measured by distance of the trip, plus any time spent (if you had to make an additional stop). I also heard that this - the ridesharing - is something that's already happening in our community to help each other out.*
>
> *The second question was if you would be willing to use this service if it required the use of a smartphone.*

PARTICIPANT: Yo si, porque inclusive yo personalmente siempre ando manejando para otras personas, y pues si va ver una compensación por ejemplo el gas que esta caro, esta bien porque ayuda a uno a pagar el gas. Si lo haría, y lo hago.

> *ENGLISH: I would, because I personally am always driving other people around. If there's going to be compensation for things like, for example, gas, it would be great to get help to pay for that. So I do it already, and I would participate.*

FACILITATOR: ¿Cuántos de ustedes lo harían si el requisito sería tener un teléfono inteligente como IPhone?

Participantes levantan manos

Si porque lo que hemos visto en las comunidades algunas veces es que ciertas personas no lo pueden usar.

¿Creen que otras personas que conocen como familiares o amigos usaron este servicio? También si nos pueden comentar quien no lo usaría y porque creen eso.

> *ENGLISH:How many of you would use this service if it required a smartphone, like an iPhone?*
>
> **Participants raise hands.**
>
> *Because we've seen that sometimes, in communities, there might be people that don't have access to that type of thing.*
>
> *Do you think that your other family members or friends would use this service? Also let us know who you think would not use this service and why.*

PARTICIPANT: Puede ser también de que tengan un número de teléfono además de la aplicación, porque hay gente de los 55 años para arriba que no somos tan inteligentes para usar los teléfonos aunque tengamos teléfonos inteligentes. A mucha gente le gusta llamar, no usar una aplicación. Pero si hay un lugar donde puede llamar, tiene más [UNSURE - likely "apoyo" or "acceso"]. Porque debe de ayudar a la comunidad, y a veces uno se siente inepto con las aplicaciones porque uno no las sabe usar. Preguntaron si tenemos teléfonos inteligentes, pero si yo no sé cómo usarlo, no tiene punto.

> *ENGLISH: It would be nice to have a phone number to call in addition to an app, because those of us 55 years and older might have smartphones but aren't very smart about using them. Many people prefer to call, not use an app. If there's a place to call, you have more [UNSURE]. Because this should be to help the community, and sometimes we feel inept with phone apps because we don't know how to use them. You asked if we had smartphones, but, if we don't know how to use them, there's no point.*

FACILITATOR: Quiere como un call center.

> *ENGLISH: So you want something like a call center.*

[From 23:05 to about 23:50, a participant was speaking about splitting the cost of trips, but I was unable to make out exactly what they were saying because of overlapping voices].

PARTICIPANT: También el tiempo. Porque no es lo mismo del bus, donde uno tiene que estar ahí esperando en la parada del bus. Eso sería más práctico para la gente que no tiene un carro o en una emergencia; sería algo práctico.

> *ENGLISH: Also time. Because it's not the same as taking the bus, where you have to wait at the stop. This would be more practical for people without a car or in an emergency; it would be very practical..*

PARTICIPANT: Pongo un ejemplo yo. Mi niño va a cambiar de escuela. Yo lo llevo caminando. Si cambia de escuela, voy a tener que caminar lo doble, y pienso que ahí sí lo usaría. Sería de beneficio para mi: más segura, y no estaría en el sol. Hay muchos beneficios. Más la lluvia.

> *ENGLISH: I'll give you an example. My son is going to change schools. I usually walk him to school. If he changes schools, I'm going to have to walk twice as far, in which case I would use this. It would be beneficial for me: more safe, and not as much time waiting in the sun. There's lots of benefits. Especially rainy days.*

FACILITATOR: Vamos a seguir con el próximo tema. ¿Para qué tipos de viajes usarías este servicio?

> *ENGLISH: We'll continue with the following theme. What types of trips would you use this service for?*

PARTICIPANT: A veces, por ejemplo, no hay parqueadero si quiero ir yo a un evento. Para evitar tener que buscar y dar vueltas, usaría el sistema. O por ejemplo ir al parque para llevar a los niños a practicar si mi carro no sirve.

> *ENGLISH: Sometimes, for example, there's no parking at an event you want to go to. To avoid having to look for parking and make multiple loops, I would use the system. Or to take the kids to practice at the park if my car doesn't work.*

PARTICIPANT: Yo tambien, lo usaria para trabajar y para llevar a mi niña a trabajos. Porque comparte con otra persona.

> *ENGLISH: I would also use it to get to work and to take my daughter to work. Because she shares with another person right now.*

PARTICIPANT: La juventud es importante.

> *ENGLISH: The youth are important.*

PARTICIPANT: I would use it to go to school or for simple trips to the corner store or grocery market.

PARTICIPANT: También para ir al doctor, eso sería muy bueno. Porque a veces uno está enfermo y se siente mal, y tiene que manejar. En cambio, si lo llevan a uno, se siente más tranquilo y no tiene el problema de que se va sintiendo mal y está sola.

ENGLISH: This would also be good to go to the doctor. Sometimes, you're sick and don't feel good, and you still have to drive. Alternatively, if there's someone who can take you, you feel more relaxed and don't have to deal with feeling bad on your own.

PARTICIPANT: Y a veces hasta en el doctor no hay estacionamiento, o te cobran - $15, $20.

ENGLISH: And sometimes even the doctor doesn't have parking, or they charge you - $15 or $20.

FACILITATOR: Si note que cuando dijeron que para que, todos dijeron "UH."

ENGLISH: I did note that when I asked for what types of trips, everyone said "OOH" [indicating that there would be lots of different types of trips they could use it for].

PARTICIPANT: A mi hermana le quitaron la troca $500, porque nos parqueamos donde no debíamos. Pero nos quitaron y no avisaron, y $500 en Huntington Park.

ENGLISH: My sister got her truck impounded for $500, because we parked where we weren't supposed to. They took it without letting us know, and that was $500 in Huntington Park.

FACILITATOR: También quería saber si ustedes opinan que sería una buena forma de llegar a la parada de autobús o tren.

ENGLISH: I also wanted to know if you all think this would be a good way to get to a bus or train stop.

PARTICIPANT: También, muy bien dicho.

ENGLISH: Yes, that's a good example.

PARTICIPANT: Fíjate como un ejemplo. Somos 4 de familia. Pagamos el bus como $8 al día, y pienso que eso me ahorraría mucho dinero. Porque ahorita el transporte público está bien caro.

ENGLISH: Here's an example. I have a 4 person family. We pay around $8 per day for the bus, and I think this would save me lots of money. Because lately public transportation is very expensive.

PARTICIPANT: Y también es bueno que se tengan estos enfoques, porque desgraciadamente la gente que es usuaria del camión no vienen a estos enfoques. Entonces es medio irónico que

la gente que viene a estos enfoques, que les gustan o no le gustan algo, son gente que manejan. En algunas áreas el MTA últimamente tiene el Micro Bus, que llamas tú y te lleva donde necesitas. Ellos van por ti a tu casa, pero falta lo mismo de comunicarlo. También el MTA está teniendo especial para rebajar el costo del pasaje, entonces tiene uno que estar en línea o llamar para llenar la aplicación. Pero en el área donde yo vivo, hay mucha gente indocumentada sin trabajo fijo. Yo les digo que eso afecta mucho porque a veces la gente no tiene para pagar el bus. Si es $1.75, comparado a $4 por 4-5 personas, te sale mejor el Lyft. Entonces también depende el mercadeo de donde lo van agarrar.

> *ENGLISH: And it's good to have these focus groups, because unfortunately the people that actually use the bus don't get to come to these sort of focus groups. So it's a little ironic that the people that come, who talk about whether they do or don't like something, are the people that drive. In some areas, MTA has been offering the Micro Bus, which you can call and it can take you wherever you need. They go directly to your house, but there's a lack of communication that the service exists. MTA also has special fare reduction programs, and you have to be online or call to fill out the application. But where I live, many people are undocumented and don't have stable work. So I think it affects them a lot because they can't afford to pay for the bus. If it's $1.75, compared to $4 for 4-5 people, it's cheaper to use the rideshare [Lyft]. I think it also depends on the market you're setting this up for.*

FACILITATOR: Do you travel on the Metro bus system?

PARTICIPANT: Yes.

FACILITATOR: Would this be an opportunity to connect to the Metro?

PARTICIPANT: Yes, this would be a better opportunity, because I know taking the Metro means you wait a long time. Sometimes it may not show up. It would just be better, because it gets to you and takes you where you want to go.

FACILITATOR: Si le ayudara hacer mandados o llevar a personas a lugares, como llevar a sus hijos al medico, alguien tiene algún ejemplo?

> *ENGLISH: If it would help you run errands or take people places, like taking your kids to the doctor, does anyone have examples?*

PARTICIPANT: Yo vivo muy cerca de una tienda de comida, y a veces me ha tocado ir caminando con mis hijos por una cosita. Pero ya estando ahí, no podemos cargar todo entre los tres, y nos toca llamar a mi esposo que salga del trabajo para ir a recogernos. Entonces para mi seria como algo que a lo mejor no tan lejos pero para alrededor de la ciudad, por cualquier cosa que pase, me ayudaria.

ENGLISH: I live near a grocery store, and sometimes I've walked with my kids to go pick something up. Once we're done, we have too much to carry between the three of us, and I have to call my husband to leave work and come pick us up. So for me, it would be something I would likely use for short trips around the city; as a "just in case," it would be helpful.

PARTICIPANT: A mí también me serviría muchísimo porque siempre ando en el bus. Y sonaría muy bien porque yo haría la decisión de llegar ahí, tengo que bajarme del bus y ando batallando. Se me haría muy bien para mi.

ENGLISH: It would also be very useful for me, because I'm always on the bus. And it sounds very good because I would make the decision about where I'm going. With the bus, I have to get off and deal with the details. It would be very good for me.

FACILITATOR: Antes de seguir al próximo tema, cuando y donde serian mas propenso a usar estos servicios? Si nos pueden dar un ejemplo.

ENGLISH: Before moving to the next theme, when and where would you be most likely to use these services? If you could give us an example.

PARTICIPANT: Pues le vuelvo a repetir, porque va dependiendo de la familia que use el servicio. La mayoría ocupan para ir al dentista, al doctor, a la escuela, al mercado, o a visitar a los parientes porque a veces no tienen forma de llegar con ellos, o incluso a los servicios de la iglesia. Todo va dependiendo en cómo lo quieren desarrollar y en qué grupo de personas se quieren enfocar. Porque cada familia tenemos diferentes miembros de diferentes edades con diferentes necesidades, que es algo que va tener otra opción mejor.

ENGLISH: I'm saying it again, it depends on the family that is using the service. Most would need it to get to the dentist, the doctor, school, the grocery store, or to visit relatives because sometimes you might not have another way to get there. Or even to attend church service. Everything depends on how you develop it and which group of people you want to focus on. Because each family has members of different ages with unique needs, which you'll have to consider to make a better option.

FACILITATOR: Y nos puedes dar un ejemplo de donde va solicitar tu familia?

ENGLISH: And could you give us some examples of where your family would use it?

PARTICIPANT: Yo quiero que me traigan porque no puedo manejar. Puedo ir a South Gate, Lynwood, en el bus. A regreso nos trajo la compañera. Entonces va dependiendo a donde vayas a ir. Si quieres el "mall." Porque así como dijo ella.

ENGLISH: I want rides because I can't drive. I can go to South Gate or Lynwood by bus. Earlier, our friend brought us. So it depends on where you're going. If you want to go to the mall, for example, like she [UNSPECIFIED] said.

PARTICIPANT: Yo vivo en [UNSURE] Park, pero mi hermano vive aquí en South Gate. Desgraciadamente en la calle donde él vive, no hay donde parquear. A veces uno se tiene que parquear a 3 cuadras para poder llegar a la casa. Entonces ahí sí me gustaría, porque llamo y me lleva a la casa de mi hermano, y no tengo que batallar para andar buscando parking. Luego no es tan seguro.

ENGLISH: I live in [UNSURE] Park, but my brother lives here in South Gate. Unfortunately, the street he lives on doesn't have any place to park. Sometimes, I need to park 3 blocks away to visit him. I would like to use it there, because I can call someone to take me to my brother's house and I don't have to deal with struggling for parking. And it's better because it's not the most safe neighborhood.

PARTICIPANT: Pues a mi tambien me gustaria para varias cosas, para ir al doctor, al trabajo, para que vaya mi niña a la escuela. Porque como dicen ellas, a veces cuando va uno al doctor no hay parking, y se tiene que ir bien lejos porque los parqueaderos son chiquitos.

ENGLISH: Well, I would also like to use it for various trips, like going to the doctor, work, or taking my daughter to school. Like they said, sometimes when you go to the doctor there's no parking, and you have to park far away because the parking lots are small.

PARTICIPANT: Especialmente cuando los doctores están en el centro de Los Angeles, que ahi es mas dificil encontrar estacionamiento. Más caro.

ENGLISH: Especially when the doctors are in Downtown Los Angeles, where it's even more difficult to find parking. And more expensive.

FACILITATOR: Voy a seguir al próximo. Si tienen o han tenido automóvil, estarían dispuestos a ser conductores? ¿Cuántos días a la semana? Pero también estoy preguntando ¿usted está dispuesto a desviarse de su ruta para darle un raite a otra persona? Y si está dispuesto, en forma de distancia, ¿cuánto se va desviar (5 millas, 10 millas, unas cuadras)? Si nos puede dar su opinión.

ENGLISH: I'll proceed to the next question. If you have or have had a car, would you be willing to be a driver? How many days per week? But I'm also asking if you would be willing to detour from your route to give somebody else a ride. If you would, by distance, how far (5 miles, 10 miles, a few blocks)? If you could give us your opinion.

PARTICIPANT: I was going to say I would be willing to, but, like somebody was saying earlier, it's a big risk being a driver. Not only like if an accident happens or something, which is a big liability, but you don't know who you are driving. There's a possibility you're gonna get attacked, especially elderly people. That's a big risk that I feel like you would be taking being a driver.

PARTICIPANT: Yo sí lo haría porque siempre lo hago. Y sin cobrar. Entonces siempre me preguntan y me dicen, y si se lo doy. Porque a mi no me gusta decir que no, porque a veces cuando necesito a mi también me ayudan. Entonces a mi me gusta ayudar a otras personas así como me ayudan a mi. Y si lo hago, siempre lo he hecho, y lo voy a seguir haciendo.

ENGLISH: I would do it, because I always do that. And without charging. People are always asking me for a ride, and I say yes. I don't like to say no, because sometimes when I need a ride they help me as well. So I like helping other people the way that they help me. I do, I've always done it, and I'll continue to do it.

PARTICIPANT: Honestamente yo no lo haría. Si a lo mejor manejaría si están todas las medidas de seguridad que a mi me tranquilicen, pero desviarme de mis rutas regulares creo que no. Se va a escuchar feo, pero no hay un profit. Millas a mi carro significan que mi aseguranza va a subir, la gasolina está cara, y hay más riesgo. Tiene muchas cosas con eso, más el mantenimiento del carro. Entonces yo lo haría dentro de mi ruta, pero salirme en este momento no creo.

ENGLISH: Honestly, I would not do it. Maybe I would drive if all the security measures that make me feel better were in place, but I wouldn't want to deviate from my regular routes. It's going to sound bad, but there's no profit. Adding mileage to my car means my insurance goes up, gas is expensive, and there's more risk. A lot of other stuff comes into play, including car maintenance. So I would do it within my route, but at the moment not detouring.

FACILITATOR: ¿Típicamente usted no le da raite a otras personas que no son familiares?

ENGLISH: Do you typically not give rides to people who are not family members?

PARTICIPANT: Si, le doy raite a amigas o cosas asi, pero siento que es diferente porque son amistades o conocidos. Entonces, he dado raite de emergencia. Tengo una historia que le daba raite a los niños de una conocida y me chocaron, y yo traía niños. Entonces es algo bien delicado. Me para un poquito. No por no dar el raite, porque yo he andado muchos años en bus y se lo dificil y pesado que es a veces, pero es demasiada responsabilidad llevar a alguien.

ENGLISH: Yes, I give rides to friends and people like that, but I feel like that's different because they're people I know. I've given emergency rides before. I have a story about when I used to give rides to an acquaintance's kids and I got rear ended - while I had kids in the car. So it's something very sensitive, and it gives me pause. Not because I don't want to give people a ride, because I spent many years riding the bus and I know how difficult and burdensome it is sometimes. But it's a lot of responsibility for someone to take on.

FACILITATOR: Para las que sí lo harían, cuantas veces a la semana estarían dispuestos? 2, 3?

ENGLISH: For those that would, how many times per week would you be willing to? 2? 3?

PARTICIPANT: Yo lo he hecho varias días a la semana pero no todo el tiempo. Por ejemplo, me han dicho me puedes llevar a Bellflower? Pues yo le digo que sí, verdad. Claro, como usted dice, son personas que conozco. No quiere decir que cualquier persona que me dice le diga si. Si yo no los conozco es una inseguridad, pero si lo hago para las personas que yo conozco.

ENGLISH: I've done it multiple days during the week, but not all the time. For example, I've been asked, can you take me to Bellflower? So I say yes. Of course, like she said, it's people that I know. That doesn't mean I'll say yes to just anyone that asks. If I don't know them, it's a little unsafe, but I'll do it for people that I know.

FACILITATOR: La última pregunta, si estarían dispuestos a participar regularmente si le darían un automóvil para usar, como si no quieren usar su carro o si no tiene. ¿Estarán más dispuestos?

ENGLISH: The last question: Would you be willing to participate regularly if you were given a car to use, if you didn't want to use your car or don't have one? Would you be more willing?

PARTICIPANT: Claro que si. Como dijo la señora, en caso de [UNSURE], que pasaria? La aseguranza de nosotros cubriría a las personas que fueran en el carro? Como seria la cosa?

ENGLISH: Of course. Like she said, in case of [UNSURE, likely referencing story about the rear ending incident with kids in the car], what would happen? Would our insurance be responsible for the people in the car? How would that work?

FACILITATOR: Usualmente habría como una aseguranza que se llama “Umbrella” que cubrirá a los que maneja como parte del sistema. No sería aseguranza personal sino del sistema que ha sido creado.

ENGLISH: Usually, there would be an “Umbrella” insurance that could cover the driver as part of the program. It wouldn’t be personal insurance but rather one that is part of the system that would be created.

PARTICIPANT: Sí porque a veces aseguranza, como dice la señora, yo tenía alguien que le daba raite a mi hijo, y decía no lo puedo llevar en mi carro porque no querían compromiso en un accidente porque la aseguranza no cubriría.

ENGLISH: Yes, because, like she said, I had someone who gave my son rides, but they said they couldn't do it anymore because they didn’t want to risk taking responsibility if an accident were to happen and their insurance wouldn’t cover it.

FACILITATOR: Si el programa le diera un carro, ¿lo harían?

ENGLISH: If the program gave you a car, would you do it?

PARTICIPANT: Yo si, y yo lo haría para ayudar a mi comunidad.

ENGLISH: I would do it to help my community.

FACILITATOR: Una pregunta que teníamos. Hemos oído que muchas personas le han dado raite a otras personas. ¿Cuántas personas, con la mano, han dado raite?

ENGLISH: One question we had. We’ve heard that many of you give other people rides. How many people, by a show of hands, have given rides?

Nearly everyone raises their hands.

FACILITATOR: ¿Cuántas veces a la semana?

ENGLISH: How many times per week?

PARTICIPANT: ¿5 veces? Usualmente son familiares, amigos, coworkers, vecinos.

ENGLISH: 5 times? Usually it’s family members, friends, coworkers, or neighbors.

PARTICIPANT: Pues, yo digo, últimamente todos tenemos la aseguranza que nos cubre a todos que viajan en su carro. Yo nunca me he puesto a pensar en lo que estamos hablando ahorita de la aseguranza, porque nunca me ha pasado un accidente, entonces espero a Dios que nunca me pase porque es horrible. Pero nunca me había puesto a pensar en eso, pero en realidad sí tienen razón. Tiene uno que ver, aquí vamos a llegar y si tenemos la cobertura para cubrir a las personas. Por ejemplo, yo tengo cobertura para todos que van en mi carro, pero no todos tenemos la misma cobertura. Entonces, si es de pensar.

> *ENGLISH: Well, I think lately we all have insurance that covers everyone who travels in our car. I'd never thought about what we're talking about related to insurance, because I've luckily never been in an accident and hopefully will not because it's awful. But I'd never thought about that, though in reality it makes sense. You have to think about where you're going and whether you have the coverage to take care of those people. For example, I have coverage for everyone in my car, but not everyone has the same coverage. So it's something worth thinking about.*

PARTICIPANT: What makes it different from how Lyft and Uber have their system, where they help you buy a car?

GIULIANO: A lot of things. First of all, Uber is for profit and works on that model. This is not for profit. The idea is to be focused within the community, not everywhere. The cars would be shared. If you're willing to give rides today, you do that, if you're willing tomorrow, you do that. So it's carsharing. Like a community garden, but it's a car.

FACILITATOR: Sería como un carro en la comunidad que miembros de la comunidad pueden usar. Sería un sistema donde es parte de la comunidad aquí, no de llevar al aeropuerto o algo así.

> *ENGLISH: It would be a car for community members that the community could use. LIke a system where it's part of the community there, not a car you can take to the airport or something like that.*

PARTICIPANT: So would we have to live in the community or a certain range to be part of this program? Ok, that makes sense to me.

PARTICIPANT: O por ejemplo ahorita en la ciudad, lo usaría porque no vino el Uber por mi.

> *ENGLISH: Or for example, today in the city, I would have used it because the Uber didn't come for me.*

PARTICIPANT: A mi me ha pasado que, por ejemplo, vamos a un evento. Somos un grupo de personas, y varias personas no tienen carro. Yo les tengo que decir, ok, yo las llevo. Porque pues estamos ahí, y cómo las vamos a dejar afuera que no vino en Uber. Yo si me ofrezco.

ENGLISH: This has happened to me where, for example, we're going to an event. There's a group of us, and many of them don't have cars. I have to say ok, I'll take you. Because we're already there, and I can't just leave them there when the Uber hasn't come. I offer myself up.

PARTICIPANT: El mes pasado que fuimos vi varias que no llegaron por mi. O si me quieres esperar, me voy a tardar. Yo no entendí que no me quería llevar, entonces le pregunté a mi otra amiga y me dijo que me llevaba. Una no quiso pero la otra sí.

ENGLISH: Last month, I had lots of issues where they didn't come for me. Or they would say, if you want me to give you a ride, you have to wait because I'm going to take a while. I didn't understand that they didn't want to give me a ride. I asked my other friend, and she said she could take me. One didn't want to, but the other did.

PARTICIPANT: Yo te dije no te quiere llevar [laughs].

ENGLISH: I told you she didn't want to take you [laughs].

PARTICIPANT: Y se esperó hasta que me meti a mi casa.

ENGLISH: And they waited for me to get inside my house.

THEME B

FACILITATOR: En la siguiente parte, estamos pidiendo que se imaginen que serían pasajeros en este sistema. No si lo haría, pero pensando si usted estuviera usándolo para ver como pasajero qué pensaría usted acerca de este tipo de servicio.

ENGLISH: In the next section, we're asking you to imagine yourselves as passengers in this system. Not if you would use it, but thinking about what you would feel about that type of service if you were using it as a passenger.

PARTICIPANT: El conductor. Seguridad. Reglas para el pasajero antes de subirse al carro.

ENGLISH: The driver. Safety. Rules for the passengers before they get in the car.

PARTICIPANT: I found a bullet in a rideshare. A bullet beneath the passenger.

FACILITATOR: La pregunta, ¿se sentirían seguros usando el servicio si no conocieran al conductor o los demás pasajeros?

ENGLISH: The question: Would you feel safe using the service if you didn't know the driver or any of the other passengers?

PARTICIPANT: Es como en Lyft que no conoces el conductor. Es el mismo temor. Porque a veces he agarrado viajes compartidos de Lyft porque es más barato, y no sabes quien está junto en ese carro o quien es el conductor.

> *ENGLISH: It's like Lyft, where you don't know the driver. It's the same fear. Because sometimes I've gotten shared Lyft rides because it's cheaper, and you don't know who is in that car or who the driver is.*

PARTICIPANT: Ponganse a pensar, la tecnología nos está comiendo. Porque hace 10 anos atras nos subiamos al taxi amarillos y no podiamos pensar eso. Se acuerdan? Yo pedía un taxi, lo tomaba ahí. Y llegaba a mi casa. Pero ahorita siento que nos estamos volviendo muy comodibles(?). Pero bueno, dependiendo como esta la situacion, como va cambiando el mundo. Pero también pienso que hay gente buena y gente mala - hay que tener esperanza.

> *ENGLISH: Think about how technology is eating us. Because 10 years ago, we would get into the yellow taxis and we couldn't think about this. Remember? I would order a taxi, and that's where I took it. And it arrived at my house. But these days I think that we are becoming too [comfortable?]. Well, it depends on the situation and how the world is changing. But I also think there are good people and bad people - we have to have hope.*

PARTICIPANT: Yo creo que antes de todo se debe hacer como un background check. Antes de estar conduciendo a pasajeros, ¿verdad? Entonces pienso que estaría bien antes de conducir. Estar usando Lyft a veces me siento cómoda, no he tenido ningún problema yo.

> *ENGLISH: I think most importantly there should be a background check. Before driving any passengers, right? So I think it would be good before they can drive. I've always felt comfortable using Lyft, and I've never had a problem.*

PARTICIPANT: Yo pienso que en esta clase de proyectos que hay, por eso están haciendo estas juntas. Hablando sobre eso, claro está que vamos a estar más seguros porque va ser gente de la comunidad que la comunidad misma va a chequear bien quiénes son, para que nosotros los que vayamos de pasajeros estemos seguros. Porque no es igual como agarrar un taxi o un uber o un lyft, lo que sea. Que un carro que va estar a la disposición de ellos, de la comunidad, va ser diferente porque no van a poner una persona que sea irresponsable manejandolos. Más a las personas que somos de la tercera edad.

> *ENGLISH: I think that, with these types of programs, that's why you're doing these focus groups. Talking about that, it's clear we're going to be more safe because they're people from the community that the community itself can vet to know who they are, so that we can be safe as passengers. Because it's not the same as getting a taxi, an Uber, a Lyft, whatever it is. There will be a car available for them, from the community, which is different because you can't put an irresponsible person as a driver. Especially with us who are elderly.*

PARTICIPANT: I agree with what she was saying, about it being the same as taking a Lyft or Uber; you don't know the driver or the passengers. It's the same as taking the Metro or the bus: you don't know who you're getting on with. I honestly would use it if there was a background check, you know, to make sure it's a safe and certified driver rather than just anybody. Like sometimes, with Uber, you don't know who you're getting in with. If they do a background check and make sure it's a safe driver, I would actually use it.

PARTICIPANT: I agree that there would have to be safety measures.

PARTICIPANT: I don't know if anyone uses Postmates or other services, but, once in a while, it'll say "Sally is delivering your food," and a guy comes to your door. So they need to have some kind of check in place for that. Sometimes it's like couples are driving together.

PARTICIPANT: Es como todo, verdad. Lo que dice de la comida, a nosotros nos pasó algo igual. Nosotros encargamos de un lugar, y agarramos Postmates, pero pasó una hora y el conductor supuestamente no llegaba. Se robó la comida. Supuestamente tenía toda la información de la persona, y nunca pudo comunicarse con la compañía que contrata esas personas. Cuando esta persona canceló el viaje, ya se había llevado la comida. Entonces son experiencias que hemos pasado. También en Lyft me han pasado experiencias muy feas, entonces lo que todo esto va significar es que, como Lyft, no sabemos lo que va pasar. Entonces de qué forma supiera uno quien está conduciendo y si es segura, porque supuestamente chequean donde Lyft, pero no mas te ponen la foto de la persona, y a veces me toca a mi que no el conductor no es la persona que está en la foto. Y ya yo le pregunto, no es la misma foto, y dicen oh no es que me prestan el carro para que yo haga los viajes. Es un riesgo bien grande que se está corriendo, entonces me imagino que esto seria tambien igual pero hasta mas se estudiaria mas para las personas de la comunidad.

> *ENGLISH: It's like anything, right? What she's saying about food, something similar happened to us. We ordered food from a restaurant, and we used Postmates. An hour went by and the driver still didn't arrive. They stole our food. Supposedly, I had all this person's information, but I was never able to get in touch with them through the company that contracts those people. When this person canceled the trip, they had already taken our food. So those are experiences we've been through. I've also had bad experiences with Lyft, so all of that means that, like Lyft, we don't know what will happen. So how will I know who is driving and if I'm safe? Because supposedly Lyft checks, but they just show you a picture of the person, and sometimes the driver isn't the same as the one in the picture. I'll ask, oh, it's not the same photo, and they'll tell me they're borrowing the car to do trips. It's a big risk you're taking, so I imagine this would be the same but with more time looking into the people in the community.*

FACILITATOR: Un poco relacionado, ¿les preocuparía si el conductor no llegará a tiempo?

> *ENGLISH: A bit related, would it worry you if the driver wasn't on time?*

PARTICIPANT: Si, vamos a llegar tarde.

ENGLISH: Yes, we would be late.

PARTICIPANT: Si tengo que ir al doctor a las 9, y llegó a las 10, no…

ENGLISH: If I have to go to the doctor at 9, but I get there at 10, no…

PARTICIPANT: No se si les ha pasado, a mi me paso, que pues el Uber que no llego por mi y me cobro la dejada. Otro me paso igual. Nos subimos, mi esposo y yo, el conductor camino y dijo así, bajense, porque mi esposo iba parejo. Nos bajo. Nos bajo. Y nos cobraron el viaje, y yo lo reporte. Y hasta el dia de hoy no supe nada. Nunca devolvieron mi dinero, y todo nos bajó y no me sentía segura. Y nunca me devolvieron nada ni me preguntaron ni me regresaron el dinero. En dos ocasiones me ha pasado.

ENGLISH: I don't know if this has happened to you all, but it happened to me where Uber didn't arrive and still charged me. Another time something similar happened. My husband and I got into the car, the driver drove a short distance, and told us to get off, because my husband was laying down. They made us get off. They made us get off. And they charged us for the trip, and I reported it. To this day, I don't know what happened. They never returned my money, and they made us get off and I didn't feel safe. And they never returned my money or asked me what happened. That's happened to me twice.

PARTICIPANT: Pero porque?

ENGLISH: But why?

PARTICIPANT: Solamente me bajo. Haga cuenta que yo estaba aquí, y se paró allí, y él decía bájate. Pienso yo que porque mi esposo iba tomado, pero por eso agarre un taxi. Para que él no manejara. Lo estaba hablando con mi hermano, y lo más bueno es que nos subimos, nos pusimos el cinturón, caminamos un poquito, y se paró el carro y dijo bajense. Y como no entendíamos el idioma yo decía, "¿por qué? ¿Por qué me bajas?" Y no, y bajense, y me cobraron el viaje. Y yo lo reporté e hice varias, y no me resolvieron nada. Es algo de riesgo.

ENGLISH: They just made me get off. It's like if we were here, they stopped over there, and said get off. I think it's because my husband was drunk, but that's why I ordered a taxi. So he wouldn't have to drive. I was talking about it with my brother, and the worst part was that we got in, we put our seatbelts on, drove for a bit, and then the car stopped and they told us to get off. And since I didn't understand the language I asked, "Why? Why are you making me get off?" And no, get off, and I got charged for the trip. And I reported it multiple times, and they never resolved it. It's something risky.

FACILITATOR: Usted tiene otras actitudes que no cubrimos?

ENGLISH: Are there any other opinions we didn't cover?

PARTICIPANT: Pues que te cancele el Lyft como le hizo el viejo al doctor. La puntualidad, es lo único.

ENGLISH: Well if the Lyft cancels on you like it did to the old man when he was going to the doctor. Punctuality, that's the only thing.

PARTICIPANT: Tengo una pregunta, y no se si esta relacionado con esto, cuando dicen que es de comunidad, por ejemplo, sería entre ciudades solamente, como el conector sería parte, como por ejemplo si yo vivo en South Gate podría ser yo conductora solamente en South Gate, o con la comunidad las personas que viven en South Gate si las podría llevar a otra ciudad. Pero sería que solamente podría aceptar a gente de South Gate?

ENGLISH: I have one question, and I don't know if it's related to this. When you say community, for example, would it be only within cities? So if I live in South Gate, I can only drive in South Gate, or could I only drive people within the community of South Gate to other cities?

FACILITATOR: Ahorita el concepto que imaginamos es más regional, por que si sabemos que no nos quedamos en una ciudad solamente. Como ustedes dijeron, nos vamos al centro de Los Angeles, a veces vamos a Downey, es un poco más amplio.

Pero a su pregunta, me vino la pregunta de que fuera esa la situación. Si pudiera decir solo quiero manejar estas ciudades, entonces lo haría pensando en hacerlo o no hacerlo?

ENGLISH: Right now, the concept we're imagining is more regional, because we know you don't stay in just one city. Like you all said, we go to Downtown Los Angeles, or Downey. It's more broad.

But in response to your question, I was thinking what if that was the case. If you could decide only to drive within certain cities, would it make you more likely to participate?

PARTICIPANT: No me explique bien. La pregunta es, yo vivo en la ciudad de South Gate, entonces solamente podría llevar a las personas que viven dentro de la ciudad donde yo vivo. No importa llevarlas a Los Angeles o Downey, Cudahy, donde sea. Eso me pregunta. Si alguien vive en Cudahy, entonces sería solamente si esa persona pudiera agarrar a personas de Cudahy. Llevarlos a cualquier lugar pero que sean residentes de Cudahy. Ya me explico.

ENGLISH: I didn't explain myself well. My question was, if I live in South Gate, can I only give people who live within the city where I live a ride? It doesn't matter if I'm taking them

to Los Angeles, Downey, Cudahy, wherever. That's my question. If someone lives in Cudahy, it would be something where they can only pick up people from Cudahy. Take them wherever but they have to be Cudahy residents. I think I explained myself.

GIULIANO: There would be no requirements she'd have to take the person. If you live in South Gate, there's no requirement of you only being able to pick up people in South Gate.

FACILITATOR: Is that something you'd like to see?

PARTICIPANT: No, just a question.

FACILITATOR: It's not defined like that, we're just trying to find out would something like this work. Would you be more willing to participate in something that would benefit the people around you?

PARTICIPANT: So when you refer to the community, it would be LA County? It would be…?

FACILITATOR: Let's segway into one of the other questions about where you think this should be. It will be designed on where people are and where people want to go. *Translation of prior line: Está creado conforme a dónde está la gente y donde quieren ir.*

PARTICIPANT: ¿Las necesidades de la comunidad?

ENGLISH: The needs of the community?

FACILITATOR: Si. Por ejemplo, muchas personas van a la escuela, ¿entonces sería de la casa a las escuelas? ¿O de las casas a las marketas? ¿Cuáles son las necesidades de la comunidad?

ENGLISH: Yes. For example, many people go to school. So would it be between home and school? Or from home to the grocery stores? What are the needs of the community?

PARTICIPANT: I just want to add on to that - how would this benefit the drivers? You know, like she was saying, in the community it may be more beneficial for people not to go outside and it's a nonprofit, so they'd be using a lot of gas, taking a bigger risk. So how would they benefit to lead the community? You know, if you have a doctor's appointment like Downtown, outside the city, outside of where you are, it's more gas.

GIULIANO: One of the ideas here is that we want to match people who are going to more or less the same place. One of the problems with Uber is that it takes you, and then it's empty, and it goes somewhere else and picks somebody else up. So there's all those empty times. So here, the idea is that if the interval is to a similar place, that I can pick you up without deviating from my route very much, and drop you off, and so it's a more efficient way than just for me to go and

take you to one specific place. The service would depend on where people are wanting to go and where people are going. If that makes sense.

FACILITATOR: For example, if we go to school, right, you would be able to pick up classmates that are also going to the same school. So it becomes you're not sharing that drive v. the goal of you're on the way anyways so like when you carpool with folks, making it more efficient than having an Uber driver take them there and back.

PARTICIPANT: That's why I do what I do, carpool for work. Pick up my friend from South Gate, and my friend from Huntington Park, then South Gate, so I gotta go back and forth.

FACILITATOR: You already do this? Where do you work?

PARTICIPANT: No, I don't work right now, but when I used to work I did that. One of my friends said, "Oh I'm tired, I don't want to drive today, I don't feel good, I went to a party and got a hangover. I don't feel like driving. I don't have a car, but I'll drive today. Or George, you drive today." And we call each other and ask, who's gonna drive today, who's gonna pick up who today. Or who's gonna pay for the gas today, like that.

PARTICIPANT: I think this would be beneficial. Just the other day, my husband had an issue where they were celebrating somebody's wedding. He could not drive. He ordered a ride from either Lyft or Uber, but they kept canceling, I want to say 3 or 4 times, because he was going a short distance. So they weren't getting that tip, so they kept canceling on him. It took an hour to get home when it was like a 5 minute drive.

FACILITATOR: So, to you, that would be perfect, where you're really close but not walking distance or it's not safe for you to walk home.

PARTICIPANT: Yeah, because if you're not going to 5 miles, they'll ditch your call. They won't receive your call. They'll cancel and go on another call. Because they get paid by a mile, or how much they're going. And this program, you're gonna know where you drop the person off. You don't care how far you go, how many miles you go. If you don't have a car and need groceries in South Gate, you don't care how far you're gonna drive.

FACILITATOR: Yeah I think it makes sense. I was ordering Ubers and Lyfts for a few people here, and they kept canceling, too. So I think this area might be a place where even getting the for profit service is difficult, so I think that would be helpful. I just want to consider time and get you out of here on time. We're gonna switch gears.

If you could imagine yourself as a driver of this program, que les preocupa de este tipo de service? Si se puede imaginar como conductor o conductora, se sentirían seguros usando este servicio si no conocen a los pasajeros? Tomaría demasiado tiempo para usted este tipo de servicio? Y creen que sería complicado, si tienen otras inquietudes como conductor?

ENGLISH: If you could imagine yourself as a driver for this program, what would worry you about this type of service? Would you feel safe using this service if you didn't know the passengers? Would this type of service take up a lot of your time? And do you think it would be complicated, if you have any other worries as a driver?

PARTICIPANT: So from my understanding, this would be basically on the SE LA communities, right? Or would it be like in general, like I could go all the way to Long Beach or La Habra?

FACILITATOR: It depends on where you're going. So if you're going to Long Beach already, you would be giving people a ride on your path to Long Beach.

PARTICIPANT: Well I mean if that's the case, if I'm on my way to Long Beach or La Habra, I would do it, if it's for my community.

FACILITATOR: Any other thoughts, *Translation of prior: ¿otras inquietudes*?

PARTICIPANT: I have a question about verification. I know there's a concern about drivers not being safe or kids using it. Is the rider, as well? How would you ensure the safety of the driver? Obviously you're not going to know who you're picking up, but how would you ensure their safety?

FACILITATOR: That's one of those questions, too; what would make you feel comfortable as a driver?

PARTICIPANT: Osea que lleven una política, para estar seguro que ahí se dejan las reglas, tanto del conductor como el que va pidiendo servicio. De antemano que sepan por escrito e igualmente para evitar el conflicto sin querer cuando ya está dentro del carro manejando. Porque hay unos que son muy buenos chauffeurs y están en lo que están. Hay otros que no, van platicando en el teléfono y los pasajeros no importan.

ENGLISH: There should be a policy to be sure that there are rules, both for the driver as well as the passengers. Everyone knows beforehand what the written expectations are and that can avoid conflict once you're already in the car. Because some drivers are great and are there to do what they need to do. Others are not; they're' talking on the phone and the passengers don't matter.

PARTICIPANT: As the conductor, will they have, like, a time limit of how long they'll be waiting for the person they're picking up?

FACILITATOR: I think this is all hypothetical so what would you think is appropriate for people willing to pay?

PARTICIPANT: I think it would probably be like 2 or 3 minutes. Just because you don't know the conductor's whereabouts, as well. And since they're already doing the favor of providing.

FACILITATOR: No hemos oído de usted, ¿qué opina?

ENGLISH: We haven't heard from you - what's your opinion?

[From 1:05:48 to 1:07:08, a participant spoke but I wasn't able to understand most of what they were saying due to bad sound quality. What I could gather was about not liking Uber and being late on the bus, as well.]

FACILITATOR: Algo que usted dijo que se oye un poco el idioma, el poderse comunicar con los pasajeros así como el conductor.

ENGLISH: Something that you mentioned that we've heard a bit about is language - the ability to communicate both with the passengers and the driver.

[Overlapping voices speak again until 1:07:40, with most talking about the language barrier issues.]

PARTICIPANT: I do think drivers should be bilingual or at least speak different languages, because it could be a communication barrier. You may not speak the same language, and it can cause problems. So I do think starting this off they should have people that speak 2 or more different languages, fluently.

FACILITATOR: Yeah, that's a great point. Thank you for that.

PARTICIPANT: También quería preguntar, nos dio el ejemplo de su hija que le da su raite de Uber. Yo también hago eso para mi mama, entonces también si pueden levantar la mano si usted necesita que alguien le ordene el Uber o si usted lo ordena para otras personas.

ENGLISH: I also wanted to ask about the example you gave of your daughter ordering your Uber ride. I do the same for my mom, so can I see a show of hands if you need someone to order your Uber for you or if you order them for other people.

PARTICIPANT: A mi me lo ordena mi hijo.

ENGLISH: My son orders it for me.

FACILITATOR: ¿Y por qué?

ENGLISH: Why?

PARTICIPANT: Porque por ejemplo, yo viajo a veces en el bus. Entonces cuando yo regreso, porque no quiero manejar sola hasta allá, mi hijo luego anda de party y se supone que me va recoger. Y resulta que no, y me dice, Ma, hay te va llegar un Uber. Pero me manda la

información y siempre me ha llegado la persona que me manda. Ya se que estoy segura, porque la persona que me mando en la foto es la misma que me recoge. Por eso gracias a dios nunca he tenido problemas. Pero si, a mí me recogen por el Uber.

> *ENGLISH: For example, sometimes I take the bus. When I'm trying to get back, because I didn't want to drive alone there, my son, who was supposed to pick me up, is out partying. So he says he can't pick me up but that he's sending an Uber. He always sends the information and the person that picks me up is always the one that he sends. I know I'm safe, because the person in the picture he sent is the same one that picks me up. So thankfully that's why I've never had issues. But yes, I get picked up by Uber.*

FACILITATOR: También oí por este lado que es porque sus hijos tienen tarjetas de crédito para pagar.

> *ENGLISH: I also heard over here that it was because your children have the credit cards to pay.*

PARTICIPANT: A mi también me lo ordena mi hijo porque él tiene tarjetas. Y le dijo mijo no te me vayas a equivocar en la dirección, porque yo soy tan miedosa y que me lleve por otro lado. Le digo mandame la persona, la placa, y el color del carro.

> *ENGLISH: My son also orders it for me because he has credit cards. I tell him to make sure he doesn't put in the wrong address, because I get scared easily and especially if they take me to some other place. I tell him to send the driver, the license plate, and the color of the car.*

PARTICIPANT: Y sabe lo que pasa, mi hija le pone hasta que idioma habla en conductor, y le pone que solo hablo espanol. Y que me recoja afuera del parqueaderos. Entonces el Uber ya sabe específicamente donde estás, porque mi hija le pone todo. Tu llegas y preguntas por quién vienes, y le preguntó al chauffeur. Mi hija me dijo como preguntarle en inglés, por si no habla español. Y el señor se molesto porque dijo, No usted digame como se llama. Yo le dije, No, ¿por quien vienes tú? No, me dijo, tú tienes que darme tu nombre. No, le dije, tú tienes que darme el nombre de la pasajera. ¿Y sabes que hizo? Se fue. Se molestó porque le dije no, yo no te tengo que decir mi nombre. ¿Cómo sé que eres tú el que me va a recoger? Por las placas, si. Y me dejó ahí, y llegué tarde a mi cita.

> *ENGLISH: And you know what happens, my daughter will put what language I speak for the driver, and she says that I only speak Spanish. And to pick me up in the parking lots. So the Uber knows specifically where you are, because my daughter puts it all in. You get there and ask who they're there for, so I asked the driver. My daughter told me how to ask in English, in case they didn't speak Spanish. And the man got mad at me and said, "No, you tell me what your name is." So I said, "No, who are you here for?" "No," he said, "you have to give me your name." "No," I said, "you have to give me the passenger name." And do you know what he did? He left. He got mad because I told him, no, I don't*

have to tell you my name. How do I know you're the one who is picking me up? The license plate, for sure. And he left me there, and I was late to my appointment.

PARTICIPANT: A mi, cuando mi muchacho me lo ordena, dicen, Vengo por Carlos Daniel, y yo les digo si. Antes mi muchacho me mandaba la foto; la toma y me la manda a mi teléfono.

ENGLISH: For me, when my son orders it for me, they say, "I'm here for Carlos Daniel," and I say yes. In the past, my son would send me the picture; he would send it to my phone.

PARTICIPANT: Yo le digo, a mi, me toco la foto y no era la persona. Solo dio el nombre de mi hija, dijo, "Vengo por Angela." Dice que le prestan su carro para que maneje.

ENGLISH: I'll tell you, I've had it happen to me where there was a picture and that was not the person that picked me up. They just said my daughter's name, "I'm here for Angela." They said that they borrow the car to do trips.

FACILITATOR: Por interés del tiempo, vamos a seguir con el próximo tema. Es mejor si nos dan su opinión a que todos estemos callados. ¿Qué tendría que pasar para que ustedes se sientan a gusto compartiendo un viaje en este servicio? Le gustaría si hubiera una forma de conocer o saber más de la persona que está en el viaje con usted antes? Se sentiría agusto si este fuera un servicio al que las personas se tienen que suscribir y ser verificado? Que información le haría sentir cómodo, es decir necesitar saber background check?

ENGLISH: In the interest of time, we'll move to the next question. It's better if everyone gives their opinion instead of staying quiet. What would have to happen for you to feel good about sharing rides through this service? Would you prefer if there was a way to to know more about the person you're riding with ahead of time? How would you feel if this service was only for people who were members and verified? What information would make you feel safe (for example, a background check)?

PARTICIPANT: Su record de manejar.

ENGLISH: Their driving record.

FACILITATOR: ¿Licencias? ¿Seguros? ¿Qué les ayudará a sentirse más seguros?

ENGLISH: Licenses? Insurance? What would help you feel more safe?b

PARTICIPANT: Todo. A lo mejor si. No de saberlo yo, pero a lo mejor en el sistema que ustedes tengan toda esa información. Entonces yo puedo saber que ustedes van a tener esa información de las personas y creo que la idea de inscribirse y ser verificados hasta para un pasajero porque es alguien voluntaria. Sería una buena idea ustedes tener esa información.

ENGLISH: Everything. Not necessarily that I would know that information, but knowing that there's a system you all are using to keep that information. That way I can know that you have people's information, and I think it would be a good idea to have a sign-up and verification process - even for passengers, because they're choosing to participate. It would be a good idea for you all to have that information.

PARTICIPANT: El Uber es diferente, por ejemplo si alguien te va dar raite y sale toda esta información, el Uber no da eso. El Uber no más da foto de la persona y el número de placa, no te manda toda la información de la persona. No lo hace. Entonces sería diferente.

ENGLISH: Uber is different; if someone is giving you a ride, that information doesn't show up. Uber just gives you a picture of the person and their license plate number. They don't send you all of the person's information. So it would be different.

PARTICIPANT: Y yo lo digo por mi. Porque si yo fuera conductora, a mi no me gustaría que todo mundo viera mi información. Me sentiría incómoda en lo personal. Entonces creo que a lo mejor ese proceso de ser verificada e inscribir va ser que sería alguien seguro. Ustedes entendieran información confidencial

ENGLISH: Speaking for myself, if I was a driver, I wouldn't feel comfortable with everybody being able to view my information. Personally, I would feel uncomfortable. I think the best thing is to create a verification and membership process so that you know the person is safe. You all can keep that information confidential.

PARTICIPANT: Pero como supiera que esa persona con quien uno se subiera es seguro?

ENGLISH: But how would you know the person you're getting in the car with is safe?

PARTICIPANT: Pues seria en mi cabeza como una vez que paso todo los background checks es porque ya esta seguro, ya lo hizo.

ENGLISH: Well, I would have peace of mind, since I know that if they pass all the background checks they're safe.

PARTICIPANT: I was going to say I would feel more comfortable if, like I was saying earlier, they could understand and speak other languages. If they had cameras and maybe also if they did background checks and provided the driver as well as the passenger their background checks if they had good records. And I also believe that they should have some type of training. Maybe driving training to ensure that they are good drivers and maybe training on how to treat the passengers. I don't really know how to put it.

PARTICIPANT: Like CPR, in an accident. If somebody's having a heart attack, what to do.

FACILITATOR: CPR, First Aid training would be great. They don't take long, so it would be helpful. We're getting close to the end of time.

THEME C

FACILITATOR: Pensemos que para este servicio queremos saber más del contexto de SELA. Las preguntas son, ¿ayudaría este tipo de servicio a personas en su comunidad? ¿Y qué miembros de la comunidad se beneficiarán o necesitan este servicio?

> *ENGLISH: Let's think about this service in the context of SELA, which is what we want to know more about. The questions are: Would this service help people in your community? What members of you community would benefit from or need this service?*

PARTICIPANT: Los niños, pienso que los que no tenemos mucha tecnología. Como ya ve que la mamá se los pide al hijo porque hay personas que si manejan bien el celular pero muchas no.

> *ENGLISH: Kids, people who don't have much access to technology. Like we saw, a mom might ask her son to order a ride, since some people are better with cell phones while others can't really use it.*

FACILITATOR: Específicos como quien beneficiaria?

> *ENGLISH: Any specifics about who would benefit?*

PARTICIPANT: A mi me gustaría en lo personal, y que este como para los adultos mayores. Y es muy buena idea tener un centro de llamadas para que puedan llamar y no estar batallando con el celular, porque mis niños también llevan mi celular. Las mamás que a veces tenemos niños en diferentes escuelas.

> *ENGLISH: I would personally use it, and I think it would help senior citizens. It's a good idea to have a call center so that you can call instead of trying to figure out how to do it on your phone, especially since my kids sometimes have to take my cell phone so they can use it. Moms who might have to drop their kids off at different schools.*

PARTICIPANT: Las que piden Uber, y nunca vienen. Las dejan esperando y esperando.

> *ENGLISH: People who order Uber and it never comes. They just wait and wait.*

FACILITATOR: Serían personas mayores, estudiantes. ¿Y cuales son otros beneficios a su comunidad?

> *ENGLISH: So senior citizens, students. What are some other benefits for your community?*

PARTICIPANT: Vamos a la marketa, porque a veces vas por 5 cosas, y luego ves los especiales y se llevan 20 y ya no puedes. Si o no? Si.

ENGLISH: We go to the grocery store, sometimes for just 5 things, and then we see the specials and end up buying 20 and we can't carry it all. Yes or no? Yes.

PARTICIPANT: El doctor, el dentista.

ENGLISH: The doctor, the dentist.

FACILITATOR: Y quien piensa que ya está compartiendo viajes? Oímos que en el trabajo, ya tienen un sistema informal. No se si tienen otros modos donde ya están usando viajes compartidos.

ENGLISH: And who do you think is already sharing rides? We heard that, for your work commute, there are already some informal systems. I don't know if there are other instances where you're already carpooling/sharing rides./

PARTICIPANT: A veces cuando llevas a un niño a un lugar, por ejemplo a la escuela.

ENGLISH: When you give a kid a ride, for example to school.

PARTICIPANT: Nomas [UNSURE] millas, no muy retirado. Por ejemplo, en Huntington Park, donde yo vivo, tenemos un servicio yo pienso que está muy bueno. Hay un servicio de taxi, que es un taxi que la lleva por ejemplo si usted va al doctor hasta Bellflower, hasta allí la lleva. Pero solamente, hay una distancia y te pueden llevar. Por ejemplo, hasta Bell. Porque yo trabajo en Bell, y a veces me quedo sin carro y yo les llamo y ellos me llevan a mi trabajo. Yo trabajo en Bell, y a veces puedo ir a Cudahy al doctor o también puedo ir a Lynwood porque yo soy miembra de Kaiser. Entonces dependiendo de donde va ir es donde ellos me llevan. Y solamente me cobran $10. Es un taxi de Huntington Park.

ENGLISH: Just [UNSURE] miles, not very far. For example, in Huntington Park, where I live, we have a service that I think is very good. It's a taxi service, and it takes you where you need to go - for example, to the doctor in Bellflower, it'll drop you off there. But the only thing is, it's within a certain distance. For example, as far as Bell. Because I work in Bell, and sometimes I don't have my car so I call them and they take me to work. I work in Bell, and sometimes I can go to Cudahy to the doctor or Lynwood because I'm a Kaiser member. So wherever you're going, that's where they take you. And they only charge me $10. It's a Huntington Park taxi.

PARTICIPANT: Diferente a lo que dice usted de taxi, pero estoy segura que no toda la gente calificaría.

ENGLISH: It's different from what you're saying about the taxi, but I'm sure most people aren't eligible.

PARTICIPANT: Si calificamos las personas de seniors, los seniors, y también personas con desabilidades aunque estén jóvenes.

ENGLISH: Those of us that are seniors are eligible, and so are people with disabilities even if they're young.

PARTICIPANT: Yo le digo en lo personal que no todos califican. Porque cuando mi hija se fracturó la pierna, la distancia lejos de la escuela y tenía que usar muletas. No calificó.

ENGLISH: I can personally tell you that not everyone is eligible. Because when my daughter fractured her leg, we were far away from her school and she had to use crutches. She wasn't eligible.

PARTICIPANT: Y mi mamá también no califico porque tienes que vivir en la ciudad. Entonces sería muy bueno que todas las personas califiquen.

ENGLISH: My mom also was not eligible, because you have to live in the city. So it would be good if everyone was eligible.

PARTICIPANT: Beneficiaríamos todos.

ENGLISH: We would all benefit.

FACILITATOR: Que no sea exclusivo.

ENGLISH: So it shouldn't be exclusive.

Agreement from the group.

PARTICIPANT: A mi me hicieron una operación en el cuello y por tres años no pude manejar. Entonces ellos me llevaban con el doctor, y nunca me han fallado gracias a dios. Tengo ya desde el 2010 que he usado estos servicios, y le dan a uno una tarjeta y cada mes le dan digamos un viaje de ida y venida cada día. No tiene que usarlos todos.

ENGLISH: I had to get surgery on my neck and couldn't drive for 3 years. So they took me to the doctor, and they've never failed me thankfully. I've been using the service since 2010, and they give you a card that reloads every month with, let's say, a roundtrip ride each day. You don't have to use them all.

FACILITATOR: Ella dice que ciertas horas es cuando se acumula mucho.

ENGLISH: She says it can get very busy during certain hours of the day.

PARTICIPANT: Le voy a decir una cosa que usted puede hacer. Llameles como una hora antes de que usted tenga su cita, para que así tomen su medidas y ya lleguen a recogerla. Porque si usted le llama en 15 minutos no llega. Si es en tiempo fijo, no, aunque quieran. Porque no son muchos. No son 20. Pienso que son como 10, entonces, si hay mucha gente, si queda mal. Pero yo le digo, a mi no me han quedado mal. Pero eso si, yo les llamo lo más corto que puedo es media hora. Les digo tengo que estar en mi trabajo a tal hora, y en la casa donde trabajo son bien puntos.

ENGLISH: Let me tell you what you can do. Call them an hour before your appointment, so they can make note of where you are and they can come pick you up. Because if you call them 15 minutes before, they won't come. It's not a fixed time, even if they want to. I don't think there's many of them. Not 20. I think it's more like 10, so, if there's a lot of people using the service, then they won't be able to help you. But I'm telling you, they're never messed up with me. But I always call them at least a half hour before I need to be picked up. I tell them I have to be at work by a certain time, because where I work they're very punctual.

[From 1:23:26 to 1:23:40, a participant sounds like she's agreeing with the prior participant, but I'm unsure exactly what she's saying beyond having taken the same service to a Kaiser hospital.]

PARTICIPANT: Le digo todo el tiempo lo he usado. Pero a mi me cobra $1. [*A participant remarks that they only paid 50 cents*]. Anteriormente eran 50 centavos. Cuando empecé eran 25 centavos. Después eran 50. Y después fueron 75, y ahora es un dólar. Que no es nada. Pero no puede uno depender de ellos porque no a todos lados me llevan.

ENGLISH: I'm telling you I use it all the time. But they charge me $1. [A participant remarks that they only paid 50 cents]. It used to be 50 cents. When I started using it, it was 25 cents. Then 50 cents. Then 75 cents, and now it's a dollar. Which is nothing. But you can't depend on them because they can't take you everywhere.

PARTICIPANT: En ciertas millas no califican.

ENGLISH: Within a certain mile radius, you're not eligible anymore.

FACILITATOR: Gracias, porque ustedes están hablando sobre cómo la demanda cambia sobre el día. En las mañanas si los lleva, a veces al mediodía no, entonces para ese servicio sería ideal que sería confiable.

ENGLISH: Thank you, because you've all shared about how the demand changes throughout the day. In the morning, it might be reliable, but sometimes in the afternoon it isn't. So the ideal thing is for a service to be dependable.

FINAL THOUGHTS

FACILITATOR: Vamos a ir a la conclusión. Antes de que se vayan, queremos saber si pueden pensar en un lugar donde este servicio sería probado. ¿Hay un lugar en SELA donde ustedes piensan que podrían hacer como “piloted” para ser evaluado?

> *ENGLISH: We’ll move to the conclusion. Before you leave, we want to know if you have any thoughts about where this service should be tested. Is there a place in SELA where you think we should pilot this program to evaluate it?*

PARTICIPANT: Yo digo Huntington Park porque estamos muy lejos de los freeways, intersecciones de diferentes áreas, y lejos de diferentes lugares donde uno puede ir.

> *ENGLISH: I would say Huntington Park because we’re far from the freeways, major intersections in the area, and different places you can go.*

PARTICIPANT: Downtown.

PARTICIPANT: Hay no hasta allá.

> *ENGLISH: Not that far away.*

PARTICIPANT: En el centro de Los Angeles, si.

> *ENGLISH: In Downtown LA, yes.*

PARTICIPANT: I would say in an area we live like Lynwood, because I know you see there’s a lot of like elderly people who walk to the market, to the store, to the doctor’s office. And I feel like this would be very beneficial to them.

PARTICIPANT: Anyone else?

PARTICIPANT: Cudahy.

FACILITATOR: Ultimate pregunta, ¿creen que hay algo más que debemos tomar en cuenta que no hablamos?

> *ENGLISH: Last question: Is there anything else we should consider that we haven’t talked about?*

PARTICIPANT: Yo tengo una pregunta. Para otra vez dentro de la comunidad, como es que van a saber la necesidad de la comunidad? Van hacer algún estudio? Cómo es que va llegar a

decir, ok, ese va ser el lugar donde más se necesita, porque sabemos ya obteniendo la cabeza que no va ser de profit y es servicio de la comunidad, sería un estudio?

ENGLISH: I have a question. Asking again about what you mean by community, how will you know what the needs of the community are? Will there be some sort of study? How will you get to deciding, ok, this is the place that needs this service the most? Because we already have in mind that it won't be for profit and is a community service. Would it be a study?

FACILITATOR: Parte de esto es este estudio, incluso el que ustedes escriban lo necesitamos para llevar a niños a la escuela o deportes, eso nos indica que clase de servicio necesita esta comunidad. Y llevarlos al doctor sin tener que llegar tarde. Eso empieza a indicar la necesidad que estamos viendo aquí. Incluso lo que ustedes dijeron de Huntington Park, está tan lejos a tantas otras cosas que posiblemente puede ser un [UNSURE] también. Son estas conversaciones y lo que ustedes nos dan a nosotros que nos ayuda a nosotros a poder ver ok como podemos asesorar a un nivel más grande lo que se necesita en esta comunidad.

ENGLISH: Part of that is this focus group, including everything you said and wrote about needing the service to take your kids to school or sports. That indicates to us what type of service the community needs. And taking them to the doctor without having to arrive late for your appointment. We can start to see through this what the community needs are. Even what you all said about Huntington Park and it being far away from so many things, so it would possibly be a [UNSURE] as well. It's these conversations and what you all share with us that help us assess the greatest needs from a broader perspective in this community.

PARTICIPANT: ¿Quiere decir que estas conversaciones van a seguir?

ENGLISH: So these conversations will continue?

FACILITATOR: Si, van a seguir estas conversaciones porque el estudio lo están haciendo los profesores. Su feedback, lo que ustedes están dando ahorita como diálogo, es lo que se entrega a los profesores y lo incluyen como parte de sus estudios. Incluso las preguntas que nos están haciendo, tal vez no tengamos respuestas a todo, pero son buenas preguntas para poder decir donde necesitamos contestar esto o tener una solución a estos temas.

ENGLISH: Yes, these conversations will continue, because this study is being done by the professors. Your feedback, what you're sharing right now as dialogue, will be given to the professors and included as part of their research. Even the questions you're asking us. We may not have had responses to all of them, but they're good questions that indicate to us where we need to look to answer those questions or find solutions to these issues.

PARTICIPANT: Pero ya como un grupo, como encuestas a ver lo que pasa? ¿La necesidad de la comunidad? Con diferentes tipos de personas sería no, de diferentes edades.

> *ENGLISH: But like a focus group like this to know what will be happening? What needs were identified? With different types of people, no - like different ages.*

PARTICIPANT: Es muy importante que este trabajo sea colaborativo, y me gustaría que se hiciera como colaborativo, porque somos 10 ciudades de SELA que no tenemos concilio de ciudad del condado de Los Angeles. Si lo hacemos como 10 ciudades que tenemos todas estas necesidades, como comunidades, puede hacer facilidad para que nos den concilio.

> *ENGLISH: It's very important that this work is collaborative, and I would like it to be done collaboratively. There are 10 cities in SELA, and we don't have council representation with the county of Los Angeles. If we do this as 10 cities, all with the same needs and communities, we can easily gain representation.*

FOR ABOUT THE LAST 6 MINUTES OF THE RECORDING, FACILITATOR DOES FINAL WRAP UP, ASKING FOLKS TO COME BACK IN OCTOBER.

FACILITATOR: She said maybe there's a membership as part of the program about who can participate, as part of the pilot.

PARTICIPANTS AND FACILITATORS THANK SELA AND COLLABORATORS.

END
–