Community Survey
Response summary as of February 3, 2016
Connections2025 Survey

Survey opens
Dec. 21, 2015

Survey ends
Feb. 29, 2016

As of Feb. 3, 2016,
1,787 responses
have been received

Responses have been received from over 70 unique zip codes
Riders: What are the main reasons you ride?

- Routes are located near my home or destination
- More enjoyable than driving
- Helps the environment
- I don’t own a car
- Less expensive than car travel
- Other
- Sanity/improved health
- I can bring my bike
- Reach my destination faster
- I can Park & Ride
- Wi-Fi or other amenities on vehicles or at stations

Participants selected up to three responses.
Non-riders: What are the main reasons you don’t ride?

- Transit does not get me to my destination fast enough
- Routes are not close enough to my home or destination
- I prefer other modes of travel
- Other
- I don’t live or work within Capital Metro’s service area
- Transit is not available on the days or times that I travel
- Buses are not on time or reliable
- I don’t know how to use transit
- I don’t feel safe on transit
- I don’t know how to pay the fare
- The fares are too complicated
- Vehicles are not clean or well maintained

Participants selected up to three responses
I would ride Capital Metro more often if...

- Buses ran more frequently
- Service was faster
- Routes were closer to my home or destination
- Service started earlier or ended later
- Other
- Buses were more reliable
- Fares were lower
- I could park and ride
- Service was easier to use
- There were more bike racks on buses
- I felt safer
- Buses were less crowded

Participants selected up to three responses
What should Capital Metro prioritize?

Rate the importance of each option below.

<table>
<thead>
<tr>
<th>Option</th>
<th>Average Score*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing fast, frequent, reliable service on key corridors</td>
<td>4.4</td>
</tr>
<tr>
<td>Providing an alternative to congested roadways</td>
<td>4.3</td>
</tr>
<tr>
<td>Serving persons with disabilities, low-income, or senior populations</td>
<td>4.0</td>
</tr>
<tr>
<td>Helping to create an environmentally-friendly, sustainable city not dependent on cars</td>
<td>3.9</td>
</tr>
<tr>
<td>Making it easier to get to/from transit (better stops, sidewalks, Park &amp; Ride)</td>
<td>3.8</td>
</tr>
<tr>
<td>Expanding Capital Metro’s service area</td>
<td>3.6</td>
</tr>
<tr>
<td>Supporting economic development and access to jobs</td>
<td>3.5</td>
</tr>
<tr>
<td>Adding more bus shelters</td>
<td>3.4</td>
</tr>
<tr>
<td>Adding Wi-Fi on buses</td>
<td>2.8</td>
</tr>
</tbody>
</table>

* Average score determined by multiplying the score value by the number of people who selected that score, and dividing by total responses.
Did you ride Capital Metro in the past year?

- Yes, 75%
- No, 17%
- I used to ride, but I don’t anymore, 8%

If yes, how often do you ride?

- 6-7 days a week
- 5 days a week
- 3-4 days a week
- 1-2 days a week
- 1-2 days a month
- Less than 1 day per month
- Once or twice in total
- For special events
How many working cars, trucks or vans are available for use by your household?

- 0: 15%
- 1: 36%
- 2: 40%
- 3 or more: 9%

Most respondents have at least one vehicle available in their household.

How long have you lived in the Austin region?

- Less than a year: 4%
- 1-2 years: 7%
- 2-3 years: 6%
- 3-4 years: 5%
- 4-5 years: 4%
- 5-6 years: 5%
- 6-7 years: 4%
- 7 or more years: 66%

Most respondents have lived in Austin for several years.