Agenda

• Survey Results
• Feedback Overview
• Outreach Update
  – Open Houses
  – Pop-Up Meetings
  – Neighborhood Associations
• Next Steps
Connections 2025 Survey

Survey opened Dec. 21, 2015

As of March 11, 2016, 4,805 responses have been received from over 100 zip codes

Survey ended March 13, 2016
Riders: Why do you ride?

- Routes are located near my home or destination: 40%
- More enjoyable than driving: 30%
- Helps the environment: 30%
- I don’t own a car: 20%
- Less expensive than car travel: 20%
- Other: 10%
- Sanity/improved health: 10%
- I can bring my bike: 10%
- Reach my destination faster: 10%
- I can Park & Ride: 10%
- Wi-Fi or other amenities on vehicles or at stations: 0%
Non-Riders: Why do you not ride?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit does not get me to my destination fast enough</td>
<td>50%</td>
</tr>
<tr>
<td>Routes are not close enough to my home or...</td>
<td>40%</td>
</tr>
<tr>
<td>I prefer other modes of travel</td>
<td>20%</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
</tr>
<tr>
<td>I don’t live or work within Capital Metro’s service...</td>
<td>8%</td>
</tr>
<tr>
<td>Transit is not available on the days or times that I...</td>
<td>7%</td>
</tr>
<tr>
<td>Buses are not on time or reliable</td>
<td>6%</td>
</tr>
<tr>
<td>I don’t know how to use transit</td>
<td>5%</td>
</tr>
<tr>
<td>I don’t feel safe on transit</td>
<td>4%</td>
</tr>
<tr>
<td>I don’t know how to pay the fare</td>
<td>3%</td>
</tr>
<tr>
<td>The fares are too complicated</td>
<td>3%</td>
</tr>
<tr>
<td>Vehicles are not clean or well maintained</td>
<td>2%</td>
</tr>
</tbody>
</table>
I would ride 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

0% 10% 20% 30% 40% 50% 60%
What should be prioritized?

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

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## Citizens Engaged

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Engaged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meetings</td>
<td>229</td>
</tr>
<tr>
<td>Pop-Up Meetings</td>
<td>1,128</td>
</tr>
<tr>
<td>Neighborhood Association Meetings</td>
<td>80</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1,437</strong></td>
</tr>
</tbody>
</table>

![Meeting Images]
Transit Priority Game Results

- Frequency, 22%
- Simplified Fares, 4%
- Wifi/Technology, 6%
- Direct Service, 7%
- Shelters, Benches, Lighting, 8%
- Late Night/Weekend Service, 8%
- Easy to Transfer, 8%
- Park & Ride, 9%
- Coverage, 12%
- Reliability, 15%
Where would you ride?

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Public Comments

I would ride transit more if...

...the frequent service network was expanded.

...MetroRail service ran later.

...we had better east/west service.
Next Steps

• Ongoing Neighborhood Association Outreach
• Develop Guiding Principles
• Advisory Committee Meeting - May
• Next Outreach - May
• Final Outreach - September
• Draft Service Plan - late 2016

Contact Us:
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