

# AAMPO Regional Transportation Attitude Survey

Traditionally Underserved Populations

*...helping organizations make better decisions since 1982*

2018

**Submitted to the AAMPO**

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# 2018 AAMPO Regional Transportation Attitude Survey Traditionally Underserved Populations Executive Summary

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## Purpose and Methodology

ETC Institute conducted a regional transportation attitude survey for the Alamo Area Metropolitan Planning Organization in December of 2017. The survey of traditionally underserved populations was designed to gather input from population groups that are traditionally under-represented in community surveys, such as persons with disabilities, segments of the elderly population, transit users, non-English speaking residents, ethnic minorities, and others. Although some representatives of these groups were captured in the random resident survey, ETC Institute completed an additional 400 surveys with members of these underserved groups to ensure that their needs were adequately represented in the study. This involved the identification of centers and organizations that provide services to underserved populations and administering the survey on-site at these locations.

The four-page survey was administered, in person, at transit centers, local health departments, urban cultural centers, English as a second language instructional centers, specialty food stores, senior centers, job centers, unemployment officers, and low-income daycare facilities. ETC Institute also worked with the Lighthouse for the Blind, United Way, Advantage Care Services, and various missions throughout the region to administer the survey to a wide variety of respondents. The survey took the average person approximately 10-15 minutes to complete. A total of 405 completed surveys were obtained. The overall results of the survey have a precision of at least +/- 4.9% at the 95% level of confidence.

This report contains:

- A summary of the methodology and major findings,
- Charts depicting the overall results of the resident survey,
- Importance-satisfaction analysis,
- Tables that show the results for all questions on the resident survey, and
- A copy of the survey instrument.

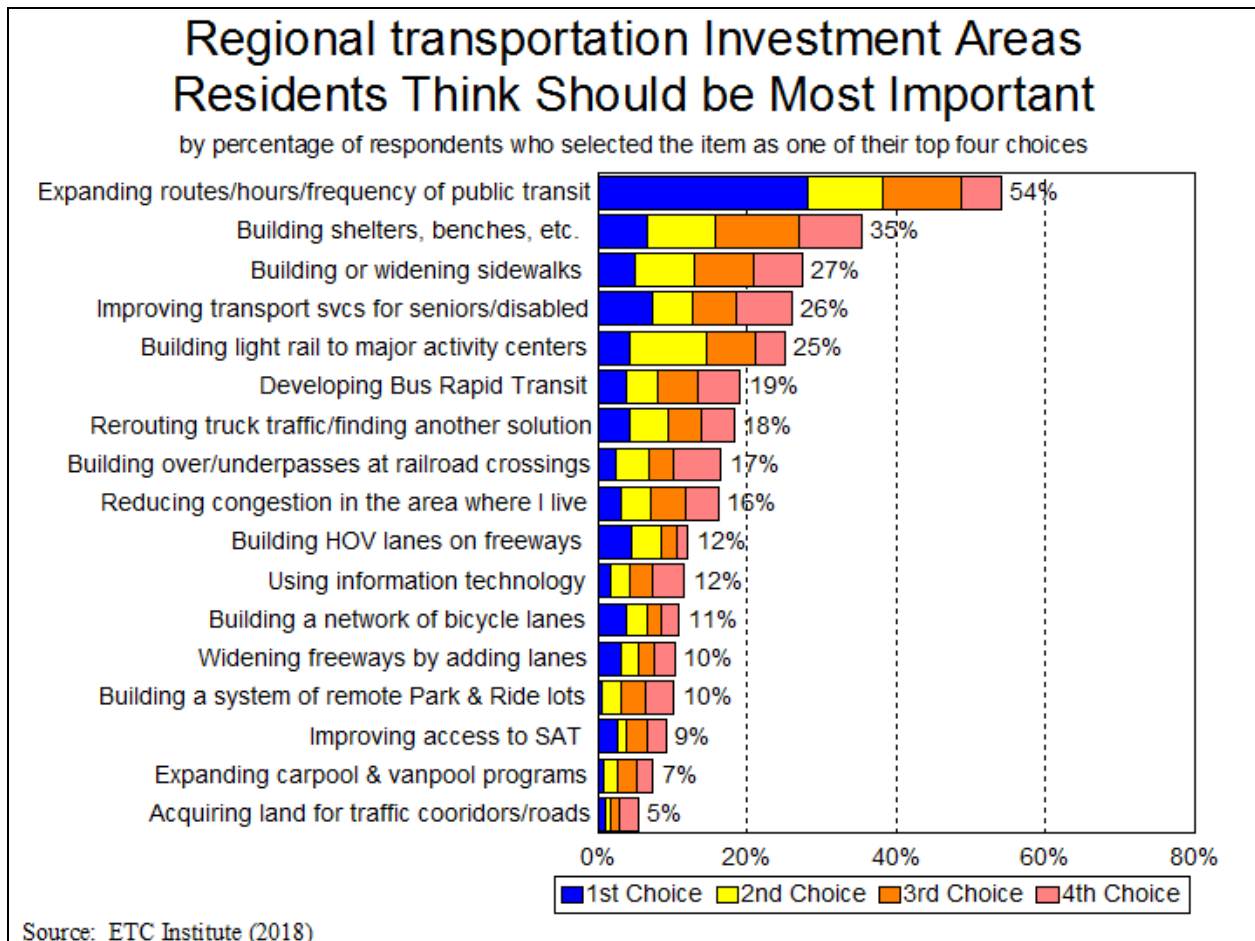
**Satisfaction with Aspects of the Region's Transportation System:** Seventy-seven percent (77%) of respondents, based upon the combined average of "very satisfied" and "satisfied" responses of respondents who had an opinion, indicated they were satisfied with the ease of travel by public transportation, 52% were satisfied with the ease of travel by bicycle, and 51% were satisfied with the ease of travel by walking in the metropolitan San Antonio/Alamo region.

**Satisfaction with Non-Automobile Transportation in the San Antonio/Alamo Region:** The non-automobile transportation items with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents, who had an opinion, were: the distance to the nearest bus stop from homes (77%), the availability of information about public transportation (74%), and the number of destinations served by public transportation (71%) Residents were least satisfied with the availability of carpooling (42%) and vanpooling service (41%). The frequency of bus service where respondents live and the hours and days bus service is provided are the two non-automobile transportation issues respondents think should be most important.

## Investment Priorities

The top priorities for transportation improvements for respondents, based on the percentage of respondents who selected the item as one of their top four choices were:

- Expanding public transit with more bus routes, expanded service hours, and more frequent service (54%)
- Building shelters, benches, and other pedestrian facilities (35%)
- Building or widening sidewalks (27%)
- Improving transportation services for seniors and persons with disabilities (26%)
- Building light rail to carry commuters to major activity centers (25%)



keep them informed about planned transportation improvements in the region.

## **Recommended Priorities Based on the Importance Satisfaction Analysis**

In order to help AAMPO identify additional investment priorities, ETC Institute conducted an Importance-Satisfaction analysis. This analysis examined the importance residents placed on each service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction moving forward. If AAMPO wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance-Satisfaction ratings. Details regarding the methodology for the analysis, and the full results of the analysis, are provided in Section 2 of this report.

Importance-Satisfaction ratings above 0.1000 are considered to be a high priority. Based on the results of the Importance-Satisfaction analysis, the services that are recommended as top priorities moving forward are listed below:

### **Non-Automobile Transportation:**

- Frequency of bus service where you live (IS Rating: 0.1256)
- Hours and days bus service is provided (IS Rating: 0.1345)
- Availability of public transportation services on weekends (IS Rating: 0.0922)

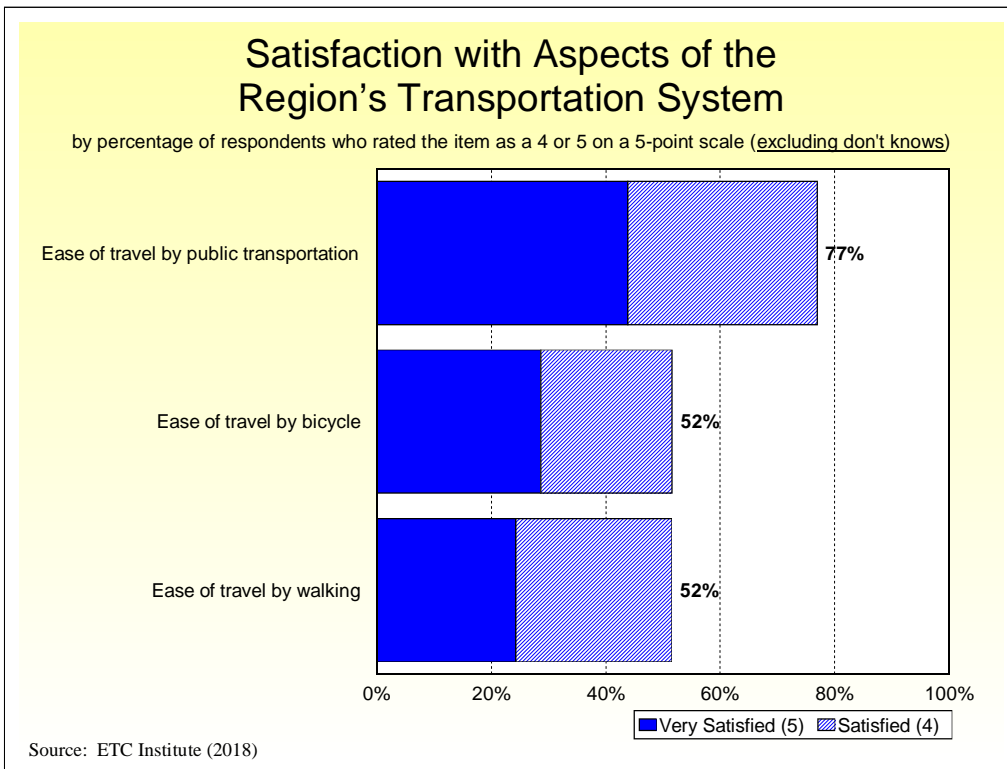
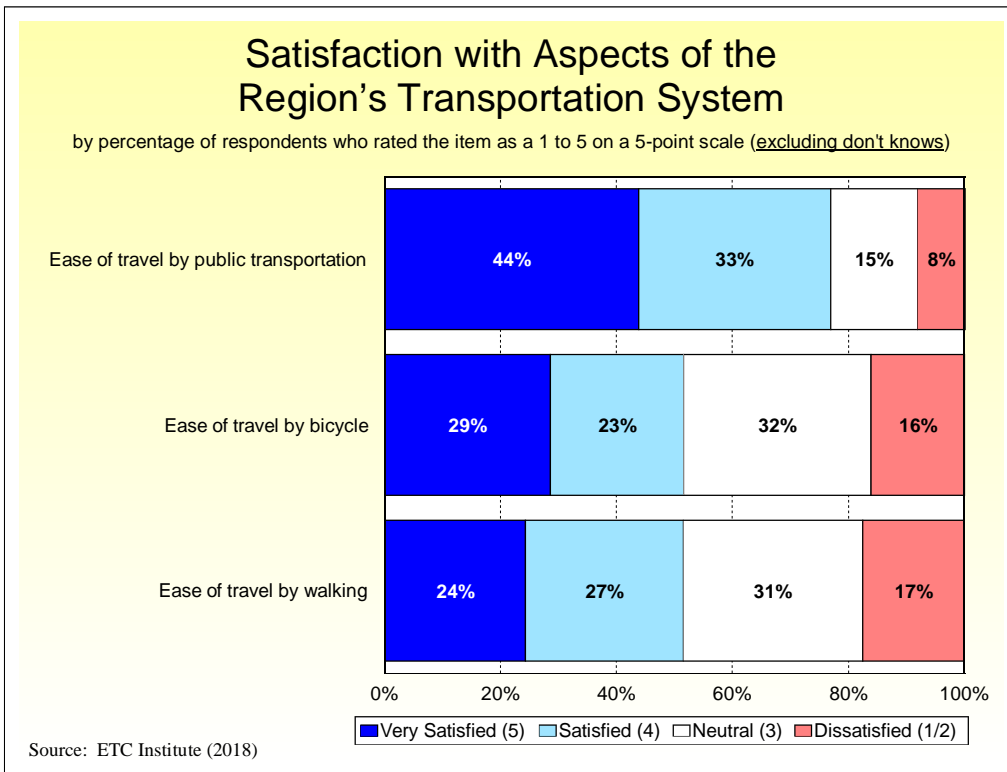
## **Additional Findings**

- **Most Respondents Believe the Current Level of Funding for Road and Highway Improvements Should Increase over the Next Five Years:** Sixty-one percent (61%) of respondents indicated they believe the level of funding for road and highway improvements should either be “much greater” (22%) or “somewhat greater” (39%) over the next five years as compared to the current level of funding; 30% said it should “stay the same,” 8% said it should be “reduced,” and 1% did not have an opinion.
- **Most Respondents Believe the Current Level of Funding for Public Transportation Should Increase over the Next Five Years:** Sixty-seven percent (67%) of respondents indicated they believe the level of funding for public transportation should either be “much greater” (31%) or “somewhat greater” (36%) over the next five years as compared to the current level of funding; 25% said it should “stay the same,” 7% said it should be “reduced,” and 1% did not have an opinion.
- **Funding for the Metropolitan San Antonio Alamo Region:** Respondents were asked to allocate \$100 among six different categories of transportation funding. Respondents were most willing to fund the following three items: (1) expanding/improving public bus service, (2) building/improving bicycle and pedestrian facilities, and (3) maintaining existing streets and highways in the region.
- **Use of Various Services:** Ninety-four percent (94%) of respondents indicated they have used the VIA regular bus service during the past six months, 40% have used Uber or Lyft, 35% have used Park and Ride service, 28% have used VIATrans service, 21% have used VIA special event Park and Ride, and only 9% have used Alamo Regional Transit.
- **Public Information and Outreach:** According to respondents; television (66%), social media (46%), a website (45%), and word of mouth (36%) are the best sources to use to keep them informed about planned transportation improvements in the region.

# Section 1

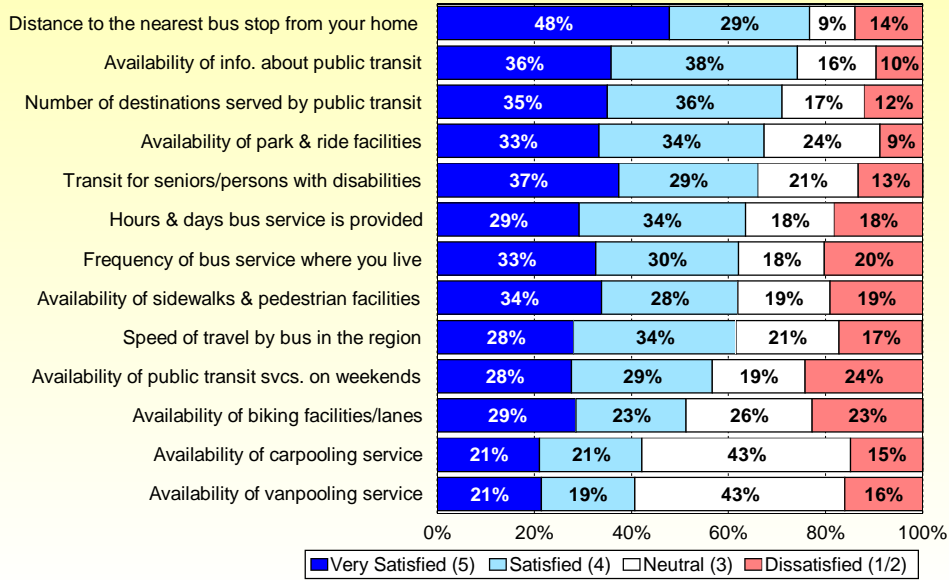
## *Charts and Graphs*

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## Satisfaction with Non-Automobile Transportation in the Region

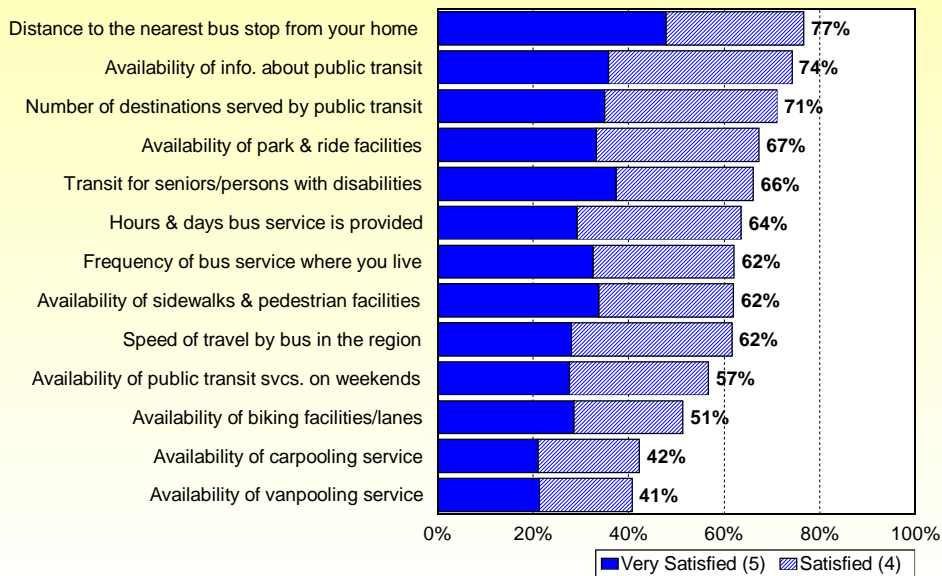
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## Satisfaction with Non-Automobile Transportation in the Region

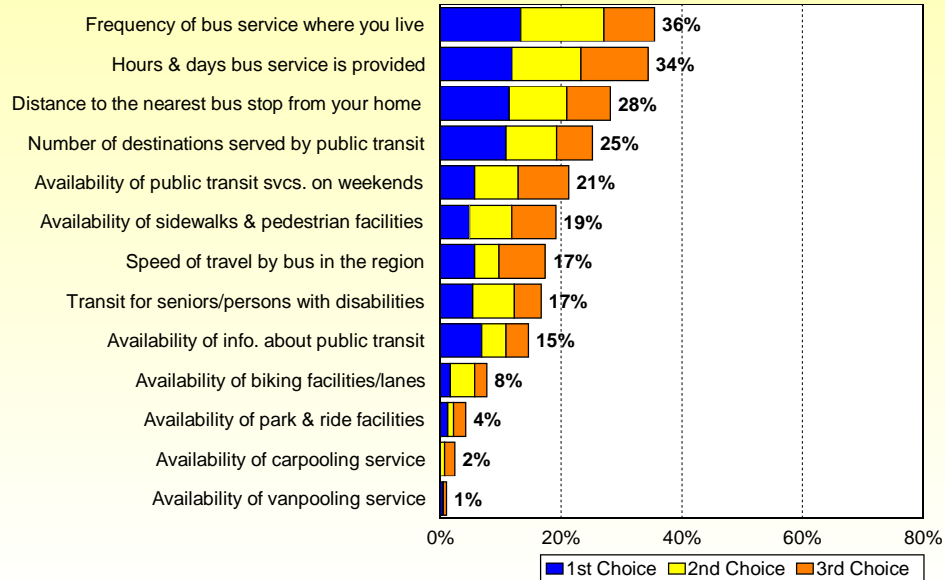
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

## Non-Automobile Transportation Issues Respondents Think Should be Most Important

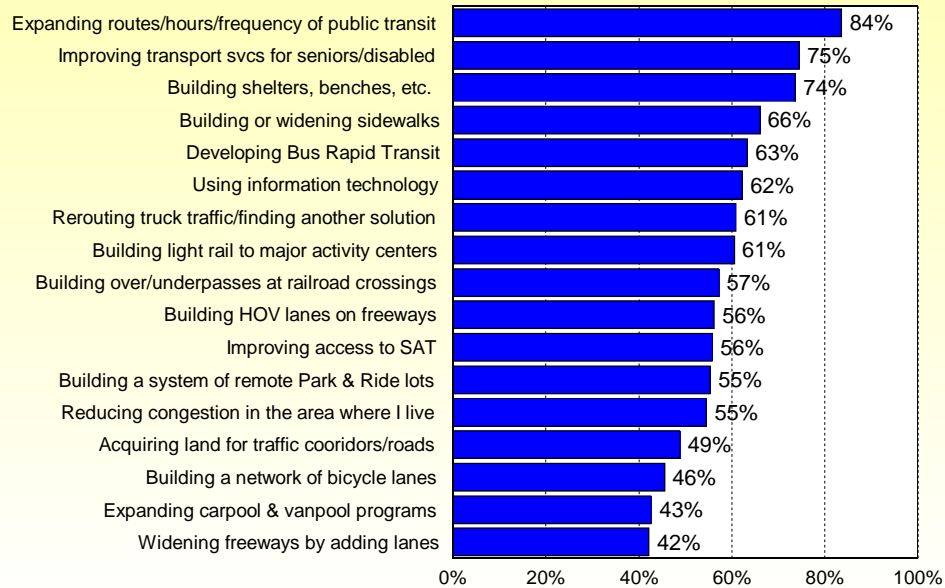
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

## Regional Transportation Investment Areas Respondents Think Should be the Region's Top Priorities

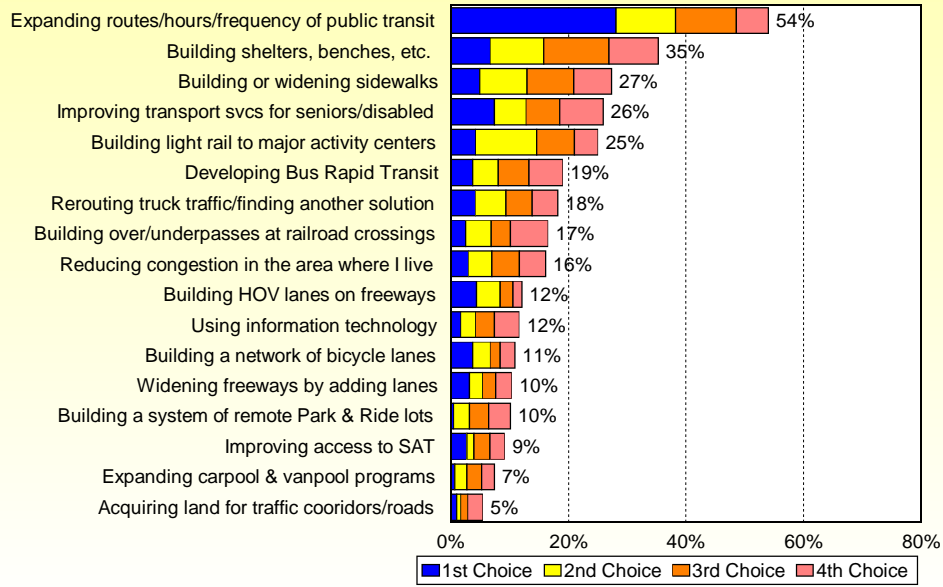
by percentage of respondents who rated the item as a 8, 9, or 10 on a 10-point scale (excluding don't knows)



Source: ETC Institute (2018)

## Regional transportation Investment Areas Residents Think Should be Most Important

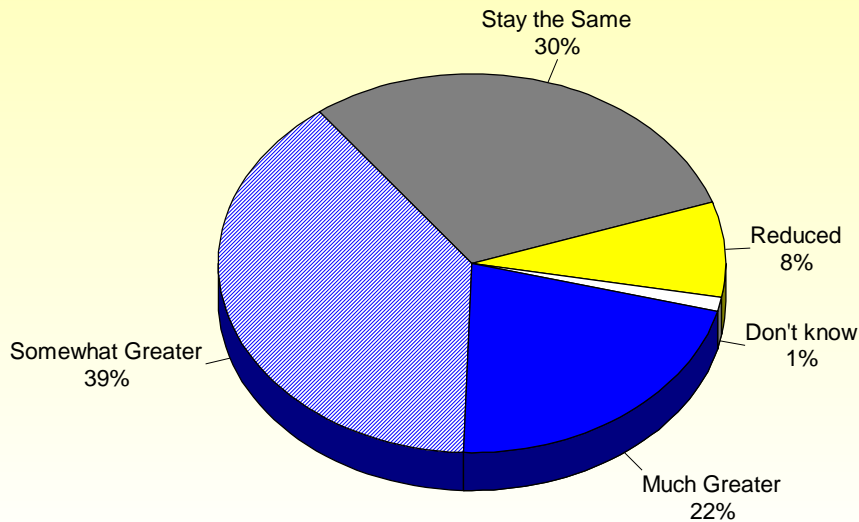
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2018)

## How do you think the current level of funding for road and highway improvements should change over the next five years?

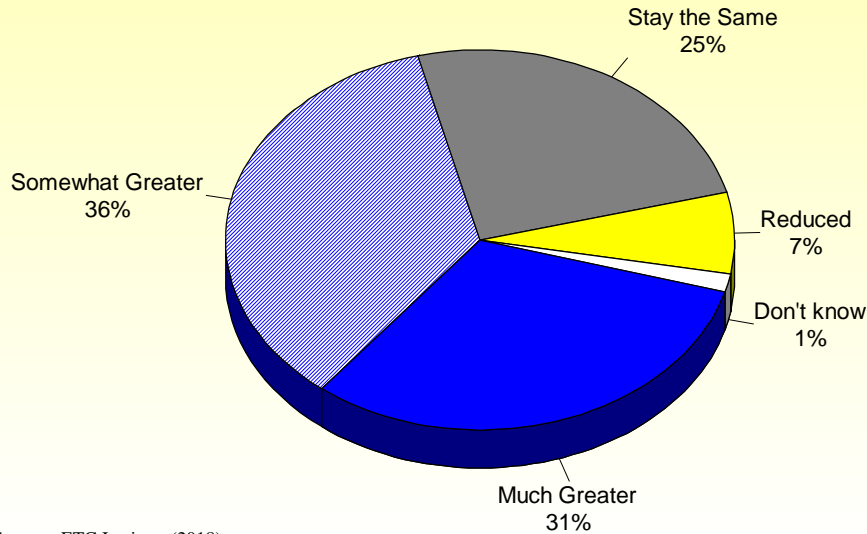
by percentage of respondents



Source: ETC Institute (2018)

### How do you think the current level of funding for public transportation (e.g. bus, rail) should change over the next five years?

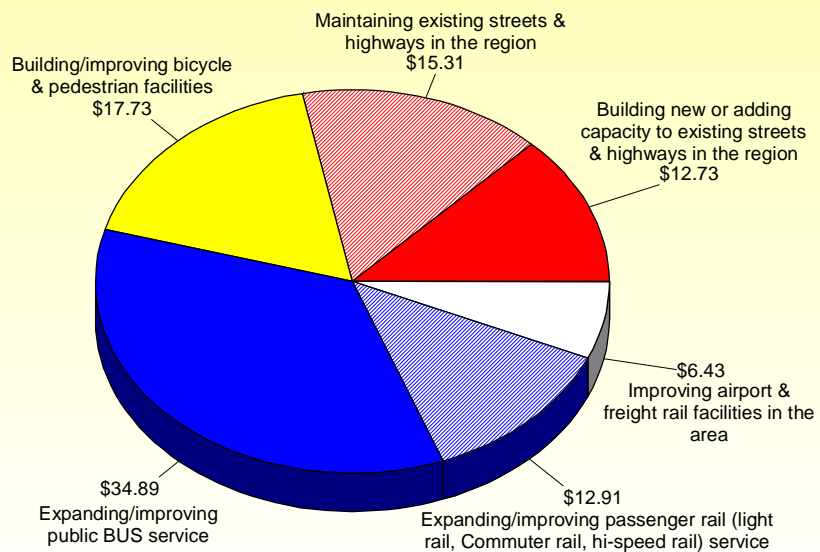
by percentage of respondents



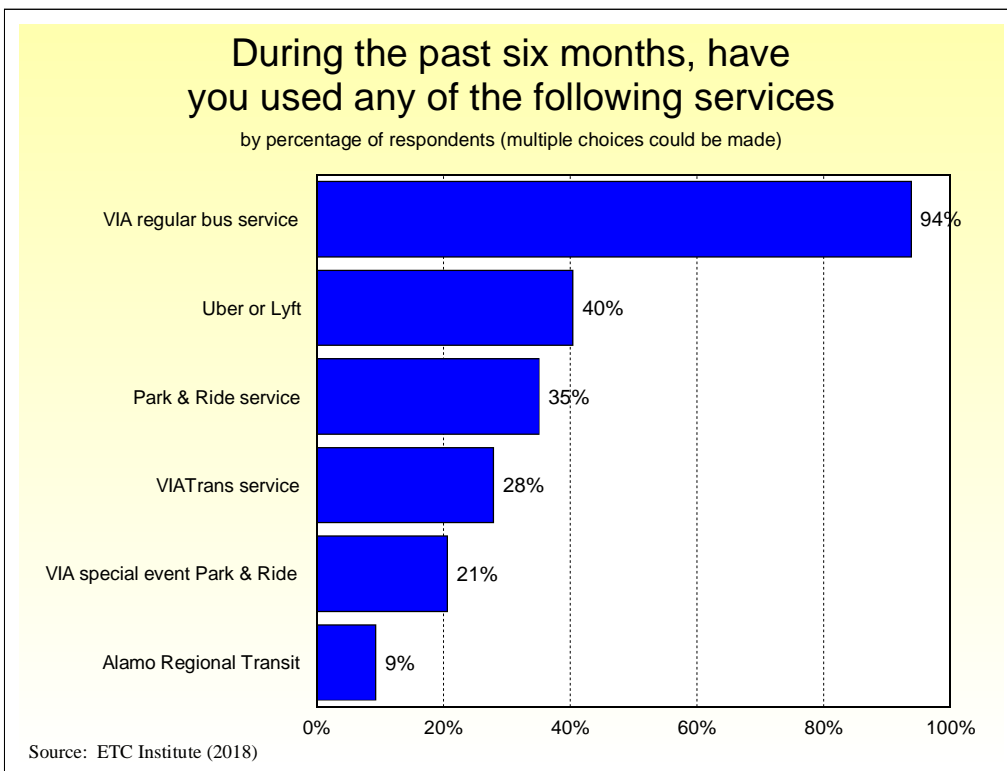
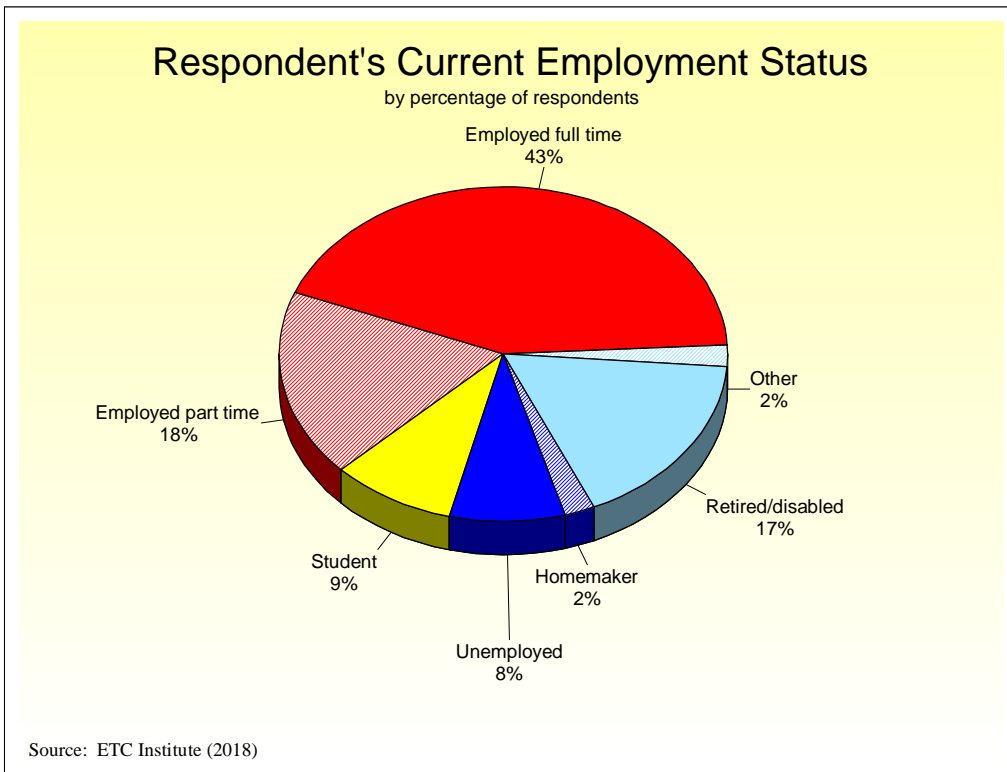
Source: ETC Institute (2018)

### How Residents Would Allocate \$100 Across Six Major Categories of Transportation

By mean percentage of respondents

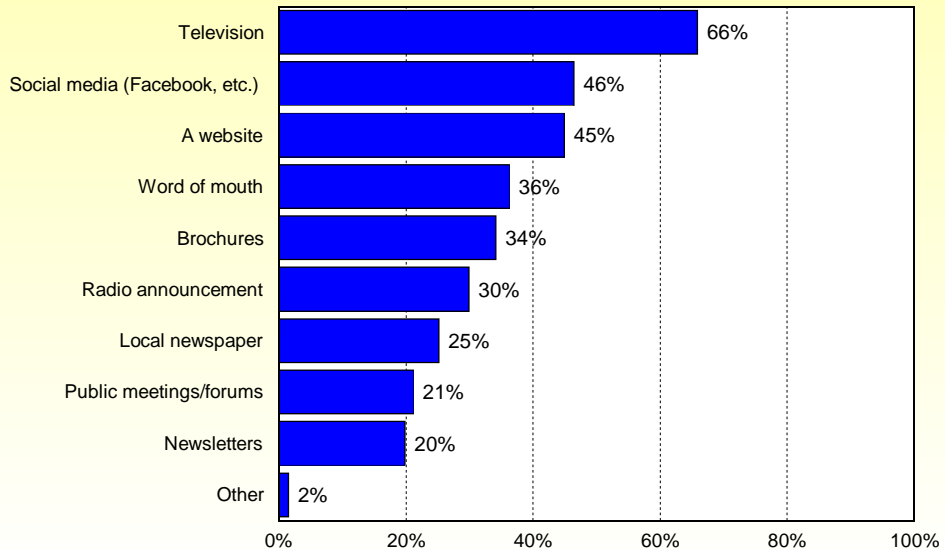


Source: ETC Institute (2018)



### Which of the following sources would be the best way to keep you informed about planned transportation improvements?

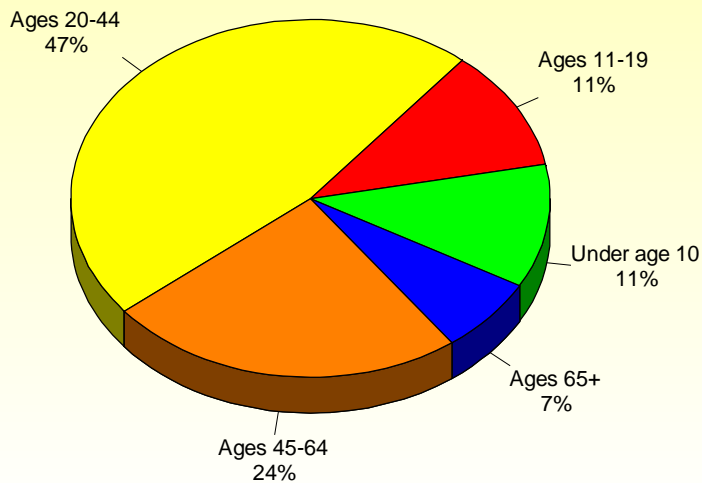
by percentage of respondents (multiple choices could be made)



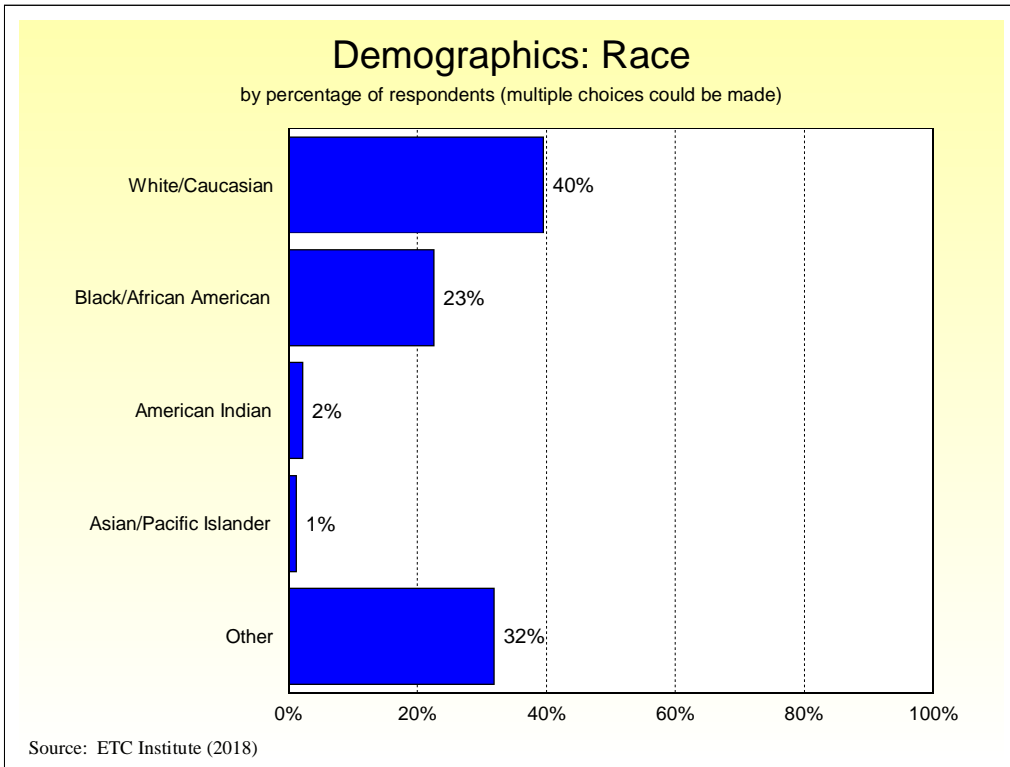
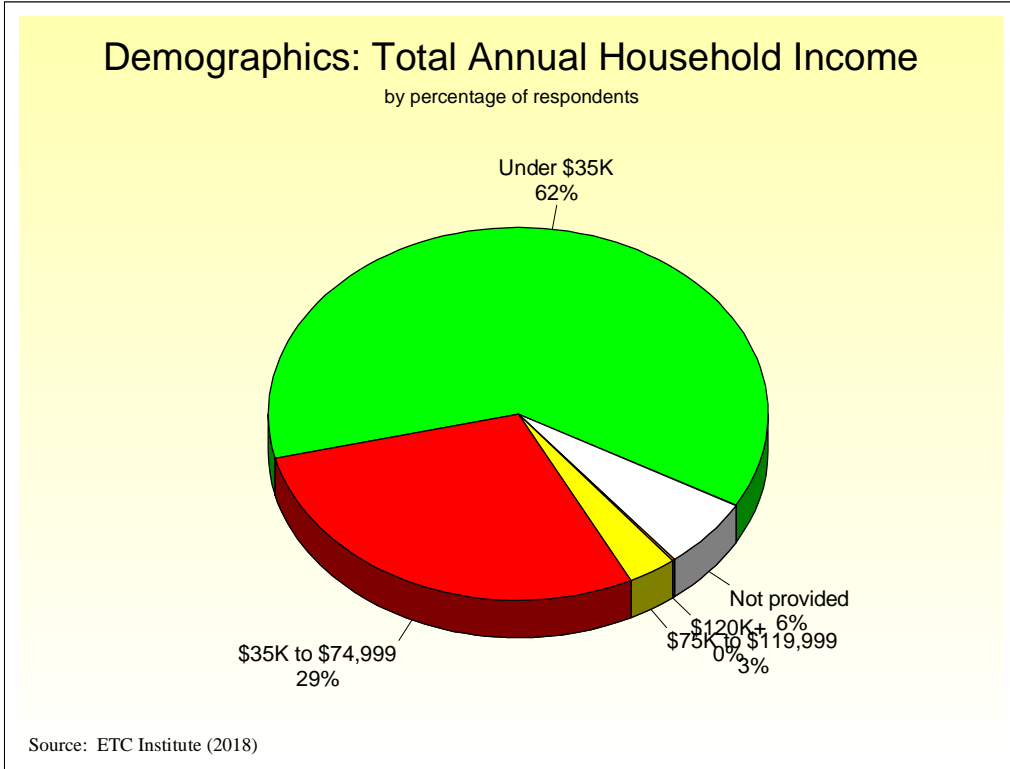
Source: ETC Institute (2018)

### Demographics: How many persons, including yourself, are currently living in your household?

by percentage of respondents

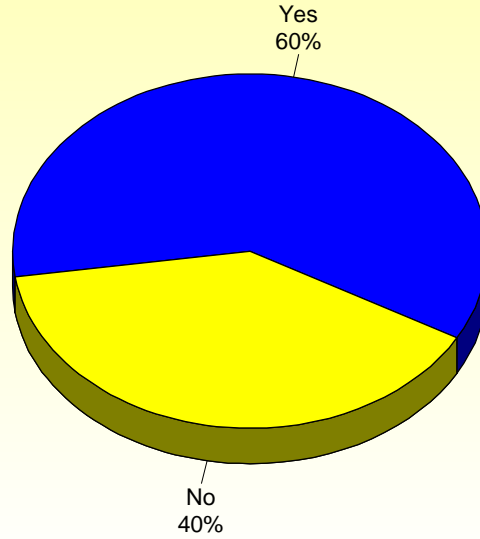


Source: ETC Institute (2018)



### Demographics: Are you of Hispanic, Latino, or Spanish Ancestry?

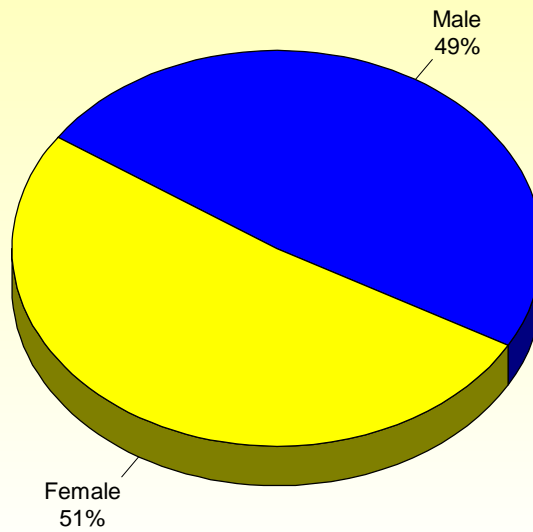
by percentage of respondents



Source: ETC Institute (2018)

### Demographics: Gender

by percentage of respondents



Source: ETC Institute (2018)

## **Section 2**

# **Importance-Satisfaction Analysis**

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# Importance-Satisfaction Analysis

## AAMPO – Regional Transportation Attitude Survey

### Overview

Today, planning officials have limited resources to address regional transportation needs. To use public input as an effective tool for setting regional priorities, planning officials should consider both the (1) importance that the community places on issues; and (2) how to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that organizations will maximize overall citizen satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the organization to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the organization's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation:** Respondents were asked to identify the non-automobile transportation items they thought should be most important. Forty-one percent (36%) of respondents selected *frequency of bus service where you live* as one of the most important items.

With regard to satisfaction, 62% of respondents surveyed rated the organization's overall performance in the *frequency of bus service where you live* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *frequency of bus service where you live* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 36% was multiplied by 38% (1-0.62). This calculation yielded an I-S rating of 0.1345 which ranked first out of 13 service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next 10 years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for AAMPO to emphasize.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

**The results for AAMPO are provided on the following pages.**

## 2018 Importance-Satisfaction Rating

### AAMPO

### Non-Automobile Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Frequency of bus service where you live	36%	1	62%	7	0.1345	1
Hours & days bus service is provided	34%	2	64%	6	0.1256	2
<b>Medium Priority (IS &lt;.10)</b>						
Availability of public transportation services on weekends	21%	5	57%	10	0.0922	3
Availability of safe sidewalks & pedestrian facilities where you live	19%	6	62%	8	0.0732	4
Number of destinations served by public transportation	25%	4	71%	3	0.0728	5
Speed of travel by bus in the region	17%	7	62%	9	0.0668	6
Distance to nearest bus stop from your home	28%	3	77%	1	0.0657	7
Availability of transportation services for seniors & persons with disabilities	17%	8	66%	5	0.0566	8
Availability of information about public transportation services in the region	15%	9	74%	2	0.0377	9
Availability of safe biking facilities/lanes where you live	8%	10	51%	11	0.0375	10
Availability of carpooling service	2%	12	42%	12	0.0139	11
Availability of park & ride facilities	4%	11	67%	4	0.0137	12
Availability of vanpooling service	1%	13	41%	13	0.0059	13

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be most important.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

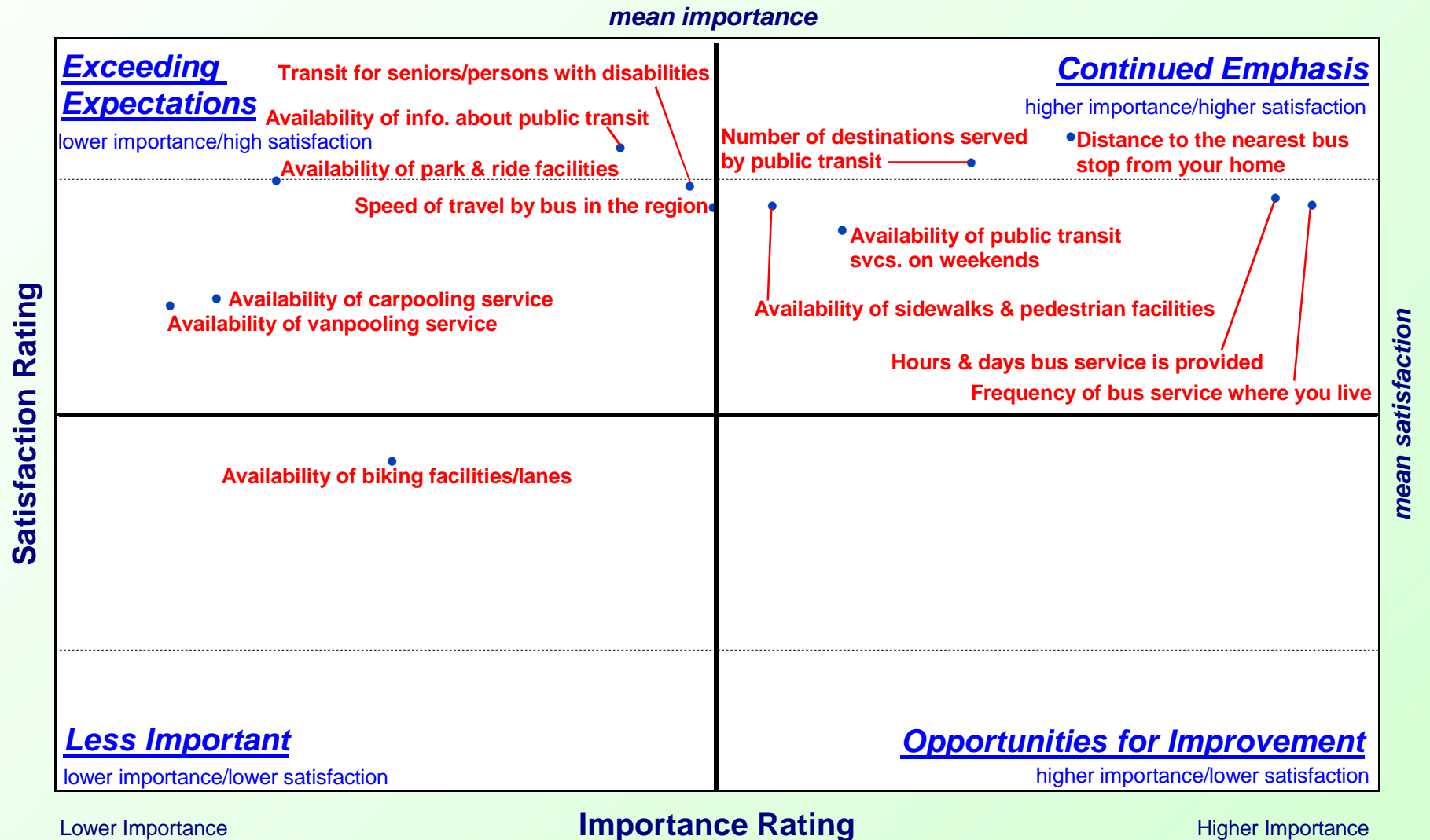
The I-S (Importance-Satisfaction) Matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the organization is meeting resident's expectations. Items in this area have a significant impact on the resident's overall level of satisfaction. The organization should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the organization is performing significantly better than residents expect the organization to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with transportation services. The organization should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the organization is not performing as well as residents expect the organization to perform. This area has a significant impact on resident satisfaction, and the organization should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the organization is not performing well relative to the performance in other areas; however, this area is generally considered to be less important. This area does not significantly affect overall satisfaction with transportation services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

**Matrices showing the results for AAMPO are provided on the following pages.**

# 2018 AAMPO Regional Transportation Attitude Survey Importance-Satisfaction Assessment Matrix -Non-Automobile Transportation-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

# Section 3

## *Tabular Data*

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**Q1. Perceptions of Travel in the Region: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with following aspects of transportation in the metropolitan San Antonio/Alamo region.**

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Ease of travel by bicycle	15.3%	12.3%	17.3%	4.9%	3.7%	46.4%
Q1-2. Ease of travel by walking	20.7%	23.2%	26.4%	8.4%	6.4%	14.8%
Q1-3. Ease of travel by public transportation	41.2%	31.1%	14.1%	5.4%	2.2%	5.9%

**WITHOUT "DON'T KNOW"**

**Q1. Perceptions of Travel in the Region: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with following aspects of transportation in the metropolitan San Antonio/Alamo region. (without "don't know")**

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Ease of travel by bicycle	28.6%	23.0%	32.3%	9.2%	6.9%
Q1-2. Ease of travel by walking	24.3%	27.2%	31.0%	9.9%	7.5%
Q1-3. Ease of travel by public transportation	43.8%	33.1%	15.0%	5.8%	2.4%

**Q2. Non-Automobile Transportation: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following:**

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2-1. Availability of information about public transportation services in the region	34.3%	36.8%	15.6%	5.4%	3.7%	4.2%
Q2-2. Number of destinations served by public transportation	33.8%	34.8%	16.3%	7.7%	4.0%	3.5%
Q2-3. Distance to nearest bus stop from your home	46.7%	28.1%	9.1%	7.7%	5.9%	2.5%
Q2-4. Frequency of bus service where you live	31.9%	28.9%	17.3%	11.4%	8.4%	2.2%
Q2-5. Hours & days bus service is provided	28.4%	33.3%	17.8%	12.1%	5.7%	2.7%
Q2-6. Availability of safe sidewalks & pedestrian facilities where you live	33.3%	27.7%	18.8%	12.6%	6.2%	1.5%
Q2-7. Availability of safe biking facilities/lanes where you live	21.7%	17.3%	19.8%	10.6%	6.7%	24.0%
Q2-8. Availability of transportation services for seniors & persons with disabilities	31.9%	24.4%	17.5%	5.9%	5.4%	14.8%
Q2-9. Availability of public transportation services on weekends	26.4%	27.9%	18.3%	15.1%	8.1%	4.2%
Q2-10. Availability of carpooling service	12.8%	12.8%	26.2%	5.9%	3.2%	39.0%
Q2-11. Availability of vanpooling service	12.6%	11.4%	25.4%	5.9%	3.5%	41.2%

**Q2. Non-Automobile Transportation: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following:**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2-12. Availability of park & ride facilities	25.2%	25.7%	18.0%	2.7%	4.0%	24.4%
Q2-13. Speed of travel by bus in the region	27.2%	32.3%	20.5%	9.9%	6.7%	3.5%

**WITHOUT "DON'T KNOW"****Q2. Non-Automobile Transportation: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following: (without "don't know")**

(N=405)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2-1. Availability of information about public transportation services in the region	35.8%	38.4%	16.2%	5.7%	3.9%
Q2-2. Number of destinations served by public transportation	35.0%	36.1%	16.9%	7.9%	4.1%
Q2-3. Distance to nearest bus stop from your home	47.8%	28.9%	9.4%	7.8%	6.1%
Q2-4. Frequency of bus service where you live	32.6%	29.5%	17.7%	11.6%	8.6%
Q2-5. Hours & days bus service is provided	29.2%	34.3%	18.3%	12.4%	5.8%
Q2-6. Availability of safe sidewalks & pedestrian facilities where you live	33.8%	28.1%	19.0%	12.8%	6.3%
Q2-7. Availability of safe biking facilities/ lanes where you live	28.6%	22.7%	26.0%	14.0%	8.8%
Q2-8. Availability of transportation services for seniors & persons with disabilities	37.4%	28.7%	20.6%	7.0%	6.4%
Q2-9. Availability of public transportation services on weekends	27.6%	29.1%	19.1%	15.7%	8.5%
Q2-10. Availability of carpooling service	21.1%	21.1%	42.9%	9.7%	5.3%
Q2-11. Availability of vanpooling service	21.4%	19.3%	43.3%	10.1%	5.9%
Q2-12. Availability of park & ride facilities	33.3%	34.0%	23.9%	3.6%	5.2%
Q2-13. Speed of travel by bus in the region	28.1%	33.5%	21.2%	10.2%	6.9%

**Q3. Which THREE of the transportation issues listed in Question 2 do you think should be MOST IMPORTANT?**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about public transportation services in the region	28	6.9 %
Number of destinations served by public transportation	44	10.9 %
Distance to nearest bus stop from your home	46	11.4 %
Frequency of bus service where you live	54	13.3 %
Hours & days bus service is provided	48	11.9 %
Availability of safe sidewalks & pedestrian facilities where you live	20	4.9 %
Availability of safe biking facilities/lanes where you live	7	1.7 %
Availability of transportation services for seniors & persons with disabilities	22	5.4 %
Availability of public transportation services on weekends	23	5.7 %
Availability of vanpooling service	2	0.5 %
Availability of park & ride facilities	5	1.2 %
Speed of travel by bus in the region	23	5.7 %
<u>None chosen</u>	<u>83</u>	<u>20.5 %</u>
Total	405	100.0 %

**Q3. Which THREE of the transportation issues listed in Question 2 do you think should be MOST IMPORTANT?**

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about public transportation services in the region	16	4.0 %
Number of destinations served by public transportation	34	8.4 %
Distance to nearest bus stop from your home	39	9.6 %
Frequency of bus service where you live	56	13.8 %
Hours & days bus service is provided	46	11.4 %
Availability of safe sidewalks & pedestrian facilities where you live	28	6.9 %
Availability of safe biking facilities/lanes where you live	16	4.0 %
Availability of transportation services for seniors & persons with disabilities	28	6.9 %
Availability of public transportation services on weekends	29	7.2 %
Availability of carpooling service	3	0.7 %
Availability of park & ride facilities	4	1.0 %
Speed of travel by bus in the region	16	4.0 %
<u>None chosen</u>	<u>90</u>	<u>22.2 %</u>
Total	405	100.0 %

**Q3. Which THREE of the transportation issues listed in Question 2 do you think should be MOST IMPORTANT?**

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about public transportation services in the region	15	3.7 %
Number of destinations served by public transportation	24	5.9 %
Distance to nearest bus stop from your home	29	7.2 %
Frequency of bus service where you live	34	8.4 %
Hours & days bus service is provided	45	11.1 %
Availability of safe sidewalks & pedestrian facilities where you live	30	7.4 %
Availability of safe biking facilities/lanes where you live	8	2.0 %
Availability of transportation services for seniors & persons with disabilities	18	4.4 %
Availability of public transportation services on weekends	34	8.4 %
Availability of carpooling service	7	1.7 %
Availability of vanpooling service	2	0.5 %
Availability of park & ride facilities	8	2.0 %
Speed of travel by bus in the region	31	7.7 %
<u>None chosen</u>	<u>120</u>	<u>29.6 %</u>
Total	405	100.0 %

**Q3. Which THREE of the transportation issues listed in Question 2 do you think should be MOST IMPORTANT? (top 3)**

<u>Q3. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about public transportation services in the region	59	14.6 %
Number of destinations served by public transportation	102	25.2 %
Distance to nearest bus stop from your home	114	28.1 %
Frequency of bus service where you live	144	35.6 %
Hours & days bus service is provided	139	34.3 %
Availability of safe sidewalks & pedestrian facilities where you live	78	19.3 %
Availability of safe biking facilities/lanes where you live	31	7.7 %
Availability of transportation services for seniors & persons with disabilities	68	16.8 %
Availability of public transportation services on weekends	86	21.2 %
Availability of carpooling service	10	2.5 %
Availability of vanpooling service	4	1.0 %
Availability of park & ride facilities	17	4.2 %
Speed of travel by bus in the region	70	17.3 %
<u>None chosen</u>	<u>83</u>	<u>20.5 %</u>
Total	1005	

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region.**

(N=405)

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority	Don't Know
Q4-1. Widening freeways by adding lanes	19.8%	5.7%	10.6%	11.1%	9.1%	11.4%	4.2%	4.7%	2.2%	6.9%	14.3%
Q4-2. Building a network of bicycle lanes to make commuting by bicycle a better option	20.7%	8.6%	9.1%	9.6%	12.1%	10.4%	4.4%	2.2%	2.7%	4.7%	15.3%
Q4-3. Building overpasses or underpasses at railroad crossings to improve safety & traffic flow in major streets	29.9%	10.9%	12.3%	10.9%	12.3%	6.9%	3.5%	2.0%	1.7%	2.5%	7.2%
Q4-4. Building "High Occupancy Vehicle" (HOV) lanes on freeways for buses & carpools	27.7%	11.1%	10.9%	10.1%	9.1%	8.4%	3.2%	1.7%	2.0%	4.2%	11.6%

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region.**

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority	Don't Know
Q4-5. Expanding public transit with more bus routes, expanded service hours, & more frequent services	56.3%	14.1%	10.4%	4.4%	4.4%	2.5%	1.0%	1.5%	0.5%	1.5%	3.5%
Q4-6. Building light rail to carry commuters to major activity centers	35.1%	11.4%	9.9%	9.9%	7.7%	9.4%	2.2%	2.0%	1.2%	4.4%	6.9%
Q4-7. Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	33.1%	14.6%	9.4%	7.2%	6.7%	7.9%	4.0%	2.0%	1.5%	4.0%	9.9%

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region.**

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority	Don't Know
Q4-8. Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	31.4%	12.6%	10.9%	6.9%	9.1%	7.9%	3.0%	2.7%	1.7%	4.0%	9.9%
Q4-9. Reducing congestion in area where I live	28.1%	7.2%	14.3%	8.4%	11.6%	8.1%	3.5%	3.5%	1.7%	4.7%	8.9%
Q4-10. Building or widening sidewalks	35.6%	12.6%	12.6%	6.9%	5.2%	8.6%	4.0%	1.7%	2.7%	2.2%	7.9%
Q4-11. Building shelters, benches, & other pedestrian amenities	44.9%	11.6%	13.1%	6.4%	5.7%	5.2%	2.5%	1.7%	1.2%	2.2%	5.4%
Q4-12. Expanding carpool & vanpool programs to reduce number of vehicles on roads	18.8%	5.9%	9.9%	8.1%	9.6%	10.9%	5.2%	4.0%	3.2%	5.7%	18.8%

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region.**

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority	Don't Know
Q4-13. Building a system of remote Park & Ride lots with express service to major activity centers	25.9%	12.8%	10.4%	9.6%	8.1%	10.6%	3.2%	3.0%	1.5%	3.7%	11.1%
Q4-14. Using information technology to enhance driver safety & improve traffic flow	35.1%	11.4%	11.4%	8.4%	7.7%	8.6%	4.7%	2.0%	1.2%	2.5%	7.2%
Q4-15. Acquiring land for traffic corridors & roads in future growth areas	22.7%	9.4%	10.4%	8.4%	10.9%	13.3%	3.0%	3.2%	1.2%	4.7%	12.8%
Q4-16. Improving transportati- on services for seniors & persons with disabilities	41.7%	13.1%	13.3%	7.9%	4.2%	6.2%	2.0%	0.5%	1.2%	1.5%	8.4%

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region.**

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority	Don't Know
Q4-17. Improving access to San Antonio International Airport (SAT)	29.1%	7.9%	11.4%	6.7%	6.4%	8.4%	3.5%	4.4%	3.2%	5.7%	13.3%

**WITHOUT "DON'T KNOW"**

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region. (without "don't know")**

(N=405)

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority
Q4-1. Widening freeways by adding lanes	23.1%	6.6%	12.4%	13.0%	10.7%	13.3%	4.9%	5.5%	2.6%	8.1%
Q4-2. Building a network of bicycle lanes to make commuting by bicycle a better option	24.5%	10.2%	10.8%	11.4%	14.3%	12.2%	5.2%	2.6%	3.2%	5.5%
Q4-3. Building overpasses or underpasses at railroad crossings to improve safety & traffic flow in major streets	32.2%	11.7%	13.3%	11.7%	13.3%	7.4%	3.7%	2.1%	1.9%	2.7%
Q4-4. Building "High Occupancy Vehicle" (HOV) lanes on freeways for buses & carpools	31.3%	12.6%	12.3%	11.5%	10.3%	9.5%	3.6%	2.0%	2.2%	4.7%

**WITHOUT "DON'T KNOW"**

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region. (without "don't know")**

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority
Q4-5. Expanding public transit with more bus routes, expanded service hours, & more frequent services	58.3%	14.6%	10.7%	4.6%	4.6%	2.6%	1.0%	1.5%	0.5%	1.5%
Q4-6. Building light rail to carry commuters to major activity centers	37.7%	12.2%	10.6%	10.6%	8.2%	10.1%	2.4%	2.1%	1.3%	4.8%
Q4-7. Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	36.7%	16.2%	10.4%	7.9%	7.4%	8.8%	4.4%	2.2%	1.6%	4.4%
Q4-8. Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	34.8%	14.0%	12.1%	7.7%	10.1%	8.8%	3.3%	3.0%	1.9%	4.4%

**WITHOUT "DON'T KNOW"**

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region. (without "don't know")**

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority
Q4-9. Reducing congestion in area where I live	30.9%	7.9%	15.7%	9.2%	12.7%	8.9%	3.8%	3.8%	1.9%	5.1%
Q4-10. Building or widening sidewalks	38.6%	13.7%	13.7%	7.5%	5.6%	9.4%	4.3%	1.9%	2.9%	2.4%
Q4-11. Building shelters, benches, & other pedestrian amenities	47.5%	12.3%	13.8%	6.8%	6.0%	5.5%	2.6%	1.8%	1.3%	2.3%
Q4-12. Expanding carpool & vanpool programs to reduce number of vehicles on roads	23.1%	7.3%	12.2%	10.0%	11.9%	13.4%	6.4%	4.9%	4.0%	7.0%
Q4-13. Building a system of remote Park & Ride lots with express service to major activity centers	29.2%	14.4%	11.7%	10.8%	9.2%	11.9%	3.6%	3.3%	1.7%	4.2%

**WITHOUT "DON'T KNOW"**

**Q4. Regional Transportation Investment Priorities: Using a scale of 1 to 10, where 10 means "Highest Priority" and 1 means "Lowest Priority," please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region. (without "don't know")**

	Highest Priority	9	8	7	6	5	4	3	2	Lowest Priority
Q4-14. Using information technology to enhance driver safety & improve traffic flow	37.8%	12.2%	12.2%	9.0%	8.2%	9.3%	5.1%	2.1%	1.3%	2.7%
Q4-15. Acquiring land for traffic corridors & roads in future growth areas	26.1%	10.8%	11.9%	9.6%	12.5%	15.3%	3.4%	3.7%	1.4%	5.4%
Q4-16. Improving transportation services for seniors & persons with disabilities	45.6%	14.3%	14.6%	8.6%	4.6%	6.7%	2.2%	0.5%	1.3%	1.6%
Q4-17. Improving access to San Antonio International Airport (SAT)	33.6%	9.1%	13.1%	7.7%	7.4%	9.7%	4.0%	5.1%	3.7%	6.6%

**Q5. Which FOUR of the transportation issues listed in Question 4 do you think should be MOST IMPORTANT?**

Q5. Top choice	Number	Percent
Widening freeways by adding lanes	13	3.2 %
Building a network of bicycle lanes to make commuting by bicycle a better option	15	3.7 %
Building overpasses or underpasses at railroad crossings to improve safety & traffic flow in major streets	10	2.5 %
Building "High Occupancy Vehicle" (HOV) lanes on freeways for buses & carpools	18	4.4 %
Expanding public transit with more bus routes, expanded service hours, & more frequent services	114	28.1 %
Building light rail to carry commuters to major activity centers	17	4.2 %
Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	15	3.7 %
Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	17	4.2 %
Reducing congestion in area where I live	12	3.0 %
Building or widening sidewalks	20	4.9 %
Building shelters, benches, & other pedestrian amenities	27	6.7 %
Expanding carpool & vanpool programs to reduce number of vehicles on roads	3	0.7 %
Building a system of remote Park & Ride lots with express service to major activity centers	2	0.5 %
Using information technology to enhance driver safety & improve traffic flow	7	1.7 %
Acquiring land for traffic corridors & roads in future growth areas	4	1.0 %
Improving transportation services for seniors & persons with disabilities	30	7.4 %
Improving access to San Antonio International Airport (SAT)	11	2.7 %
None chosen	70	17.3 %
Total	405	100.0 %

**Q5. Which FOUR of the transportation issues listed in Question 4 do you think should be MOST IMPORTANT?**

Q5. 2nd choice	Number	Percent
Widening freeways by adding lanes	9	2.2 %
Building a network of bicycle lanes to make commuting by bicycle a better option	12	3.0 %
Building overpasses or underpasses at railroad crossings to improve safety & traffic flow in major streets	18	4.4 %
Building "High Occupancy Vehicle" (HOV) lanes on freeways for buses & carpools	16	4.0 %
Expanding public transit with more bus routes, expanded service hours, & more frequent services	41	10.1 %
Building light rail to carry commuters to major activity centers	42	10.4 %
Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	18	4.4 %
Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	21	5.2 %
Reducing congestion in area where I live	16	4.0 %
Building or widening sidewalks	33	8.1 %
Building shelters, benches, & other pedestrian amenities	37	9.1 %
Expanding carpool & vanpool programs to reduce number of vehicles on roads	8	2.0 %
Building a system of remote Park & Ride lots with express service to major activity centers	11	2.7 %
Using information technology to enhance driver safety & improve traffic flow	10	2.5 %
Acquiring land for traffic corridors & roads in future growth areas	3	0.7 %
Improving transportation services for seniors & persons with disabilities	22	5.4 %
Improving access to San Antonio International Airport (SAT)	5	1.2 %
None chosen	83	20.5 %
Total	405	100.0 %

**Q5. Which FOUR of the transportation issues listed in Question 4 do you think should be MOST IMPORTANT?**

Q5. 3rd choice	Number	Percent
Widening freeways by adding lanes	9	2.2 %
Building a network of bicycle lanes to make commuting by bicycle a better option	7	1.7 %
Building overpasses or underpasses at railroad crossings to improve safety & traffic flow in major streets	13	3.2 %
Building "High Occupancy Vehicle" (HOV) lanes on freeways for buses & carpools	9	2.2 %
Expanding public transit with more bus routes, expanded service hours, & more frequent services	42	10.4 %
Building light rail to carry commuters to major activity centers	26	6.4 %
Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	21	5.2 %
Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	18	4.4 %
Reducing congestion in area where I live	19	4.7 %
Building or widening sidewalks	32	7.9 %
Building shelters, benches, & other pedestrian amenities	45	11.1 %
Expanding carpool & vanpool programs to reduce number of vehicles on roads	10	2.5 %
Building a system of remote Park & Ride lots with express service to major activity centers	13	3.2 %
Using information technology to enhance driver safety & improve traffic flow	13	3.2 %
Acquiring land for traffic corridors & roads in future growth areas	5	1.2 %
Improving transportation services for seniors & persons with disabilities	23	5.7 %
Improving access to San Antonio International Airport (SAT)	11	2.7 %
None chosen	89	22.0 %
Total	405	100.0 %

**Q5. Which FOUR of the transportation issues listed in Question 4 do you think should be MOST IMPORTANT?**

Q5. 4th choice	Number	Percent
Widening freeways by adding lanes	11	2.7 %
Building a network of bicycle lanes to make commuting by bicycle a better option	10	2.5 %
Building overpasses or underpasses at railroad crossings to improve safety & traffic flow in major streets	26	6.4 %
Building "High Occupancy Vehicle" (HOV) lanes on freeways for buses & carpools	6	1.5 %
Expanding public transit with more bus routes, expanded service hours, & more frequent services	22	5.4 %
Building light rail to carry commuters to major activity centers	16	4.0 %
Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	23	5.7 %
Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	18	4.4 %
Reducing congestion in area where I live	18	4.4 %
Building or widening sidewalks	26	6.4 %
Building shelters, benches, & other pedestrian amenities	34	8.4 %
Expanding carpool & vanpool programs to reduce number of vehicles on roads	9	2.2 %
Building a system of remote Park & Ride lots with express service to major activity centers	15	3.7 %
Using information technology to enhance driver safety & improve traffic flow	17	4.2 %
Acquiring land for traffic corridors & roads in future growth areas	10	2.5 %
Improving transportation services for seniors & persons with disabilities	30	7.4 %
Improving access to San Antonio International Airport (SAT)	10	2.5 %
None chosen	104	25.7 %
Total	405	100.0 %

**Q5. Which FOUR of the transportation issues listed in Question 4 do you think should be MOST IMPORTANT? (top 4)**

Q5. Sum of top 4 choices	Number	Percent
Widening freeways by adding lanes	42	10.4 %
Building a network of bicycle lanes to make commuting by bicycle a better option	44	10.9 %
Building overpasses or underpasses at railroad crossings to improve safety & traffic flow in major streets	67	16.5 %
Building "High Occupancy Vehicle" (HOV) lanes on freeways for buses & carpools	49	12.1 %
Expanding public transit with more bus routes, expanded service hours, & more frequent services	219	54.1 %
Building light rail to carry commuters to major activity centers	101	24.9 %
Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	77	19.0 %
Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	74	18.3 %
Reducing congestion in area where I live	65	16.0 %
Building or widening sidewalks	111	27.4 %
Building shelters, benches, & other pedestrian amenities	143	35.3 %
Expanding carpool & vanpool programs to reduce number of vehicles on roads	30	7.4 %
Building a system of remote Park & Ride lots with express service to major activity centers	41	10.1 %
Using information technology to enhance driver safety & improve traffic flow	47	11.6 %
Acquiring land for traffic corridors & roads in future growth areas	22	5.4 %
Improving transportation services for seniors & persons with disabilities	105	25.9 %
Improving access to San Antonio International Airport (SAT)	37	9.1 %
None chosen	70	17.3 %
Total	1344	

**Q6. How do you think the current level of funding for road and highway improvements in the metropolitan San Antonio/Alamo region should change over the next FIVE years?**

Q6. How should current level of funding for road & highway improvements in metropolitan San Antonio/Alamo region change over next five years

	Number	Percent
Should be reduced	32	7.9 %
Should stay the same	122	30.1 %
Should be somewhat greater than it is now	159	39.3 %
Should be much greater than it is now	87	21.5 %
Don't know	5	1.2 %
Total	405	100.0 %

**WITHOUT "DON'T KNOW"**

**Q6. How do you think the current level of funding for road and highway improvements in the metropolitan San Antonio/Alamo region should change over the next FIVE years? (without "don't know")**

Q6. How should current level of funding for road & highway improvements in metropolitan San Antonio/Alamo region change over next five years

	Number	Percent
Should be reduced	32	8.0 %
Should stay the same	122	30.5 %
Should be somewhat greater than it is now	159	39.8 %
Should be much greater than it is now	87	21.8 %
Total	400	100.0 %

**Q7. How do you think the current level of funding for public transportation (e.g. bus, rail) in the metropolitan San Antonio/Alamo region should change over the next FIVE years?**

Q7. How should current level of funding for public transportation in metropolitan San Antonio/Alamo region change over next five years

	Number	Percent
Should be reduced	27	6.7 %
Should stay the same	101	24.9 %
Should be somewhat greater than it is now	144	35.6 %
Should be much greater than it is now	127	31.4 %
Don't know	6	1.5 %
Total	405	100.0 %

**WITHOUT "DON'T KNOW"**

**Q7. How do you think the current level of funding for public transportation (e.g. bus, rail) in the metropolitan San Antonio/Alamo region should change over the next FIVE years? (without "don't know")**

Q7. How should current level of funding for public transportation in metropolitan San Antonio/Alamo region change over next five years

	Number	Percent
Should be reduced	27	6.8 %
Should stay the same	101	25.3 %
Should be somewhat greater than it is now	144	36.1 %
Should be much greater than it is now	127	31.8 %
Total	399	100.0 %

**Q8. Six major categories of transportation funding for the metropolitan San Antonio Alamo region are listed below. For each \$100 spent on transportation, please indicate how many dollars you would spend in EACH of the six categories.**

	Mean
Building new or adding capacity to existing streets & highways in the region	\$12.73
Maintaining existing streets & highways in the region	\$15.31
Building/improving bicycle & pedestrian facilities	\$17.73
Expanding/improving public bus service	\$34.89
Expanding/improving passenger rail (light rail, commuter rail, hi-speed rail) service	\$12.91
Improving airport & freight rail facilities in the area	\$6.43

**Q9. Employment and School Related Travel: Which ONE of the following BEST describes your current employment status?**

<u>Q9. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	175	43.2 %
Employed part time	73	18.0 %
Student	37	9.1 %
Unemployed, seeking work	33	8.1 %
Homemaker	9	2.2 %
Retired/disabled	70	17.3 %
Other	8	2.0 %
Total	405	100.0 %

**Q10. During the past six months, have you used any of the following services?**

(N=405)

	Yes	No	Don't know
Q10-1. VIA regular bus service	93.6%	6.2%	0.2%
Q10-2. VIA special event Park & Ride	20.2%	78.0%	1.7%
Q10-3. VIATrans service	26.9%	69.4%	3.7%
Q10-4. Park & Ride service	34.3%	63.5%	2.2%
Q10-5. Alamo Regional Transit	8.9%	87.2%	4.0%
Q10-6. Uber or Lyft	39.8%	58.8%	1.5%

**WITHOUT "DON'T KNOW"****Q10. During the past six months, have you used any of the following services? (without "don't know")**

(N=405)

	Yes	No
Q10-1. VIA regular bus service	93.8%	6.2%
Q10-2. VIA special event Park & Ride	20.6%	79.4%
Q10-3. VIATrans service	27.9%	72.1%
Q10-4. Park & Ride service	35.1%	64.9%
Q10-5. Alamo Regional Transit	9.3%	90.7%
Q10-6. Uber or Lyft	40.4%	59.6%

**Q11. Which of the following sources would be the BEST way to keep you informed about planned transportation improvements in the metropolitan San Antonio/Alamo region?**

Q11. Best way to keep you informed about planned transportation improvements in metropolitan San Antonio/Alamo region

	Number	Percent
Television	267	65.9 %
Local newspaper	102	25.2 %
Radio announcement	121	29.9 %
A website	182	44.9 %
Public meetings/forums	86	21.2 %
Brochures	138	34.1 %
Newsletters	80	19.8 %
Social media (Facebook, etc.)	188	46.4 %
Word of mouth	147	36.3 %
Other	6	1.5 %
Total	1317	

**Q11. Other**

Q11. Other	Number	Percent
Apps	1	16.7 %
Ads on buses	1	16.7 %
Email	1	16.7 %
Billboards	1	16.7 %
Phone calls	1	16.7 %
Signs	1	16.7 %
Total	6	100.0 %

**Q12. Including yourself, how many persons in each of the following age groups are currently living in your household?**

	Mean	Sum
number	2.4	934
Under age 10	0.3	103
Ages 11-19	0.3	104
Ages 20-44	1.1	436
Ages 45-64	0.6	226
Ages 65+	0.2	65

**Q13. Would you say your total annual household income is...**

Q13. Your total annual household income	Number	Percent
Under \$35K	250	61.7 %
\$35K to \$74,999	116	28.6 %
\$75K to \$119,999	13	3.2 %
\$120K+	1	0.2 %
Not provided	25	6.2 %
Total	405	100.0 %

**WITHOUT "NOT PROVIDED"****Q13. Would you say your total annual household income is... (without "not provided")**

Q13. Your total annual household income	Number	Percent
Under \$35K	250	65.8 %
\$35K to \$74,999	116	30.5 %
\$75K to \$119,999	13	3.4 %
\$120K+	1	0.3 %
Total	380	100.0 %

**Q14. Which of the following best describes your race?**

Q14. Your race	Number	Percent
Black/African American	91	22.5 %
American Indian	9	2.2 %
Asian/Pacific Islander	5	1.2 %
White/Caucasian	160	39.5 %
Other	129	31.9 %
Total	394	

**Q14. Other**

Q14. Other	Number	Percent
Hispanic	116	89.9 %
Mexican	4	3.1 %
Mixed	3	2.3 %
Latino	3	2.3 %
Mexican/Hispanic	1	0.8 %
Turkish	1	0.8 %
Polish/Italian	1	0.8 %
Total	129	100.0 %

**Q15. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q15. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	243	60.0 %
No	160	39.5 %
Not provided	2	0.5 %
Total	405	100.0 %

**WITHOUT "NOT PROVIDED"****Q15. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

Q15. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	243	60.3 %
No	160	39.7 %
Total	403	100.0 %

**Q16. Your gender:**

<u>Q16. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	197	48.6 %
Female	208	51.4 %
Total	405	100.0 %

**Q17. Your home zip code:**

<u>Q17. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
78201	29	7.5 %
78240	27	7.0 %
78207	24	6.2 %
78216	22	5.7 %
78130	16	4.1 %
78229	16	4.1 %
78228	15	3.9 %
78213	14	3.6 %
78218	14	3.6 %
78230	13	3.4 %
78221	13	3.4 %
78249	12	3.1 %
78210	11	2.8 %
78212	11	2.8 %
78220	8	2.1 %
78222	8	2.1 %
78214	8	2.1 %
78227	7	1.8 %
78242	6	1.6 %
78250	6	1.6 %
78224	6	1.6 %
78245	5	1.3 %
78217	5	1.3 %
78237	5	1.3 %
78209	5	1.3 %
78244	5	1.3 %
78208	5	1.3 %
78232	5	1.3 %
78203	5	1.3 %
78238	4	1.0 %
78202	4	1.0 %
78148	4	1.0 %
78154	3	0.8 %
78225	3	0.8 %
78251	3	0.8 %
78223	3	0.8 %
78226	2	0.5 %
78006	2	0.5 %
78132	2	0.5 %
78156	2	0.5 %
78155	2	0.5 %
78239	2	0.5 %
78112	2	0.5 %
78211	2	0.5 %
78233	2	0.5 %
78123	2	0.5 %

**Q17. Your home zip code:**

<u>Q17. Your home zip code</u>	<u>Number</u>	<u>Percent</u>
78231	1	0.3 %
78016	1	0.3 %
78256	1	0.3 %
78247	1	0.3 %
78261	1	0.3 %
78109	1	0.3 %
78252	1	0.3 %
78064	1	0.3 %
78254	1	0.3 %
78027	1	0.3 %
78133	1	0.3 %
78255	1	0.3 %
78270	1	0.3 %
78272	1	0.3 %
78219	1	0.3 %
78204	1	0.3 %
Total	386	100.0 %

# Section 4

## *Survey Instrument*

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## 2017 Regional Transportation Attitude Survey

Please take a few minutes to complete this survey. Your input will be used to help set transportation priorities for the metropolitan San Antonio/Alamo region. If you have questions, please call Jeanne Geiger at 210-227-8651.

### PERCEPTIONS OF TRAVEL IN THE REGION

1. Using a scale of 1 to 5, where 5 means “very satisfied” and 1 means “very dissatisfied”, please rate your satisfaction with following aspects of transportation in the metropolitan San Antonio/Alamo region by circling the corresponding number below.

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Ease of travel by bicycle	5	4	3	2	1	9
2.	Ease of travel by walking	5	4	3	2	1	9
3.	Ease of travel by public transportation	5	4	3	2	1	9

### NON-AUTOMOBILE TRANSPORTATION

2. Using a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” please rate your satisfaction with the following:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about public transportation services in the region	5	4	3	2	1	9
2.	Number of destinations served by public transportation	5	4	3	2	1	9
3.	Distance to the nearest bus stop from your home	5	4	3	2	1	9
4.	The frequency of bus service where you live	5	4	3	2	1	9
5.	Hours and days bus service is provided	5	4	3	2	1	9
6.	Availability of safe sidewalks & pedestrian facilities where you live	5	4	3	2	1	9
7.	Availability of safe biking facilities/lanes where you live	5	4	3	2	1	9
8.	Availability of transportation services for seniors and persons with disabilities	5	4	3	2	1	9
9.	Availability of public transportation services on weekends	5	4	3	2	1	9
10.	Availability of carpooling service	5	4	3	2	1	9
11.	Availability of vanpooling service	5	4	3	2	1	9
12.	Availability of park and ride facilities	5	4	3	2	1	9
13.	Speed of travel by bus in the region	5	4	3	2	1	9

3. Which **THREE** of the transportation issues listed above do you think should be most important? [Write the numbers for your top choices using the list in question #2 above]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

**REGIONAL TRANSPORTATION INVESTMENT PRIORITIES**

**4. Using a scale of 1 to 10, where 10 means “highest priority” and 1 means “lowest priority”, please indicate what priority should be placed on the following transportation improvements in the metropolitan San Antonio/Alamo region.**

Improvement	Highest Priority					Lowest Priority					Don't Know
	10	09	08	07	06	05	04	03	02	01	
1. Widening freeways by adding lanes	10	09	08	07	06	05	04	03	02	01	99
2. Building a network of bicycle lanes to make commuting by bicycle a better option	10	09	08	07	06	05	04	03	02	01	99
3. Building overpasses or underpasses at railroad crossings to improve safety and traffic flow in major streets	10	09	08	07	06	05	04	03	02	01	99
4. Building “High Occupancy Vehicle” (HOV) lanes on freeways for buses and carpools	10	09	08	07	06	05	04	03	02	01	99
5. Expanding public transit with more bus routes, expanded service hours, and more frequent service	10	09	08	07	06	05	04	03	02	01	99
6. Building light rail to carry commuters to major activity centers	10	09	08	07	06	05	04	03	02	01	99
7. Developing Bus Rapid Transit which operates like light rail using rubber tired vehicles	10	09	08	07	06	05	04	03	02	01	99
8. Rerouting truck traffic or finding another solution to keep freight traffic separate from local traffic on freeways	10	09	08	07	06	05	04	03	02	01	99
9. Reducing congestion in the area where I live	10	09	08	07	06	05	04	03	02	01	99
10. Building or widening sidewalks	10	09	08	07	06	05	04	03	02	01	99
11. Building shelters, benches, and other pedestrian amenities	10	09	08	07	06	05	04	03	02	01	99
12. Expanding carpool and vanpool programs to reduce the number of vehicles on the road	10	09	08	07	06	05	04	03	02	01	99
13. Building a system of remote Park and Ride lots with express service to major activity centers	10	09	08	07	06	05	04	03	02	01	99
14. Using information technology to enhance driver safety and improve traffic flow	10	09	08	07	06	05	04	03	02	01	99
15. Acquiring land for traffic corridors and roads in future growth areas	10	09	08	07	06	05	04	03	02	01	99
16. Improving transportation services for seniors and persons with disabilities	10	09	08	07	06	05	04	03	02	01	99
17. Improving access to the San Antonio International Airport (SAT)	10	09	08	07	06	05	04	03	02	01	99

**5. Which FOUR of the transportation issues listed above do you think should be most important?** [Write the letters for your top choices using the list in question #4 above]

1<sup>st</sup>: \_\_\_\_\_2<sup>nd</sup>: \_\_\_\_\_3<sup>rd</sup>: \_\_\_\_\_4<sup>th</sup>: \_\_\_\_\_

**FUNDING ISSUES**

6. How do you think the current level of funding for road and highway improvements in the metropolitan San Antonio/Alamo region should change over the next five years?

- \_\_\_(1) Should be *reduced*
- \_\_\_(2) Should *stay the same*
- \_\_\_(3) Should be *somewhat greater* than it is now
- \_\_\_(4) Should be *much greater* than it is now

7. How do you think the current level of funding for public transportation (e.g., bus, rail) in the metropolitan San Antonio/Alamo region should change over the next five years?

- \_\_\_(1) Should be *reduced*
- \_\_\_(2) Should *stay the same*
- \_\_\_(3) Should be *somewhat greater* than it is now
- \_\_\_(4) Should be *much greater* than it is now

8. Five major categories of transportation funding for the metropolitan San Antonio Alamo region are listed below. For each \$100 spent on transportation, please indicate how many dollars you would spend in EACH of the five categories. [Your Allocation MUST ADD UP TO \$100].

***How much of that \$100 would you spend on .....***

- (A) Building new or adding capacity to existing streets and highways in the region .....\$ \_\_\_\_\_
  - (B) Maintaining existing streets and highways in the region.....\$ \_\_\_\_\_
  - (C) Building/improving bicycle and pedestrian facilities ..... \$ \_\_\_\_\_
  - (D) Expanding / improving public BUS service .....\$ \_\_\_\_\_
  - (E) Expanding / improving passenger rail (light rail, Commuter rail, hi speed rail) service .....\$ \_\_\_\_\_
  - (F) Improving airport and freight rail facilities in the area .....\$ \_\_\_\_\_
- TOTAL SHOULD ADD TO:     \$     100

**EMPLOYMENT AND SCHOOL RELATED TRAVEL**

9. Which ONE of the following BEST describes your current employment status?

- \_\_\_(1) Employed Full Time
- \_\_\_(2) Employed Part Time
- \_\_\_(3) Student
- \_\_\_(4) Unemployed, seeking work
- \_\_\_(5) Homemaker
- \_\_\_(6) Retired/Disabled
- \_\_\_(7) Other: \_\_\_\_\_

10. During the past six months, have you used any of the following services?

- (1) VIA Regular bus service .....YES ..... NO ..... Don't Know
- (2) VIA Special event Park and Ride .....YES ..... NO ..... Don't Know
- (3) VIATrans service.....YES ..... NO ..... Don't Know
- (4) Park and Ride service.....YES ..... NO ..... Don't Know
- (5) Alamo Regional Transit.....YES ..... NO ..... Don't Know
- (6) Uber or Lyft .....YES ..... NO ..... Don't Know

**PUBLIC INFORMATION AND OUTREACH**

11. Which of the following sources would be the best way to keep you informed about planned transportation improvements in the metropolitan San Antonio/Alamo region? (check all the apply)
- |   |  |
|---|--|
| <input type="checkbox"/> (1) Television             | <input type="checkbox"/> (6) Brochures                     |
| <input type="checkbox"/> (2) Local newspaper        | <input type="checkbox"/> (7) Newsletters                   |
| <input type="checkbox"/> (3) Radio announcement     | <input type="checkbox"/> (8) Social Media (facebook, etc.) |
| <input type="checkbox"/> (4) A website              | <input type="checkbox"/> (9) Word of mouth                 |
| <input type="checkbox"/> (5) Public meetings/forums | <input type="checkbox"/> (0) Other: _____                  |

**DEMOGRAPHICS**

12. How many persons, including yourself, are currently living in your household? (write the number of people in each age group in the space provided)

Under age 10: \_\_\_\_\_      Ages 20-44: \_\_\_\_\_      Ages 65+: \_\_\_\_\_  
 Ages 11-19: \_\_\_\_\_      Ages 45-64: \_\_\_\_\_

13. Would you say your total annual household income is:

(1) Under \$35,000  
 (2) \$35,000 to \$74,999  
 (3) \$75,000 to \$119,999  
 (4) \$120,000 or more

14. Which of the following best describes your race? (Check all that apply)

(1) Black/African American  
 (2) American Indian  
 (3) Asian/Pacific Islander  
 (4) White/Caucasian  
 (9) Other: \_\_\_\_\_

15. Are you of Hispanic, Latino, or other Spanish ancestry?

(1) Yes       (2) No

16. Your gender:  (1) Male      .  (2) Female

17. Your home zip code: \_\_\_\_\_

**This concludes the survey.  
 Thank you for your time!**

**Please Return Your Completed Survey to the Person Who Gave it to You.**