

2011

**South Texas Medical Center
Transportation Study**

Final Report

Submitted to the
**San Antonio-Bexar County
MPO**

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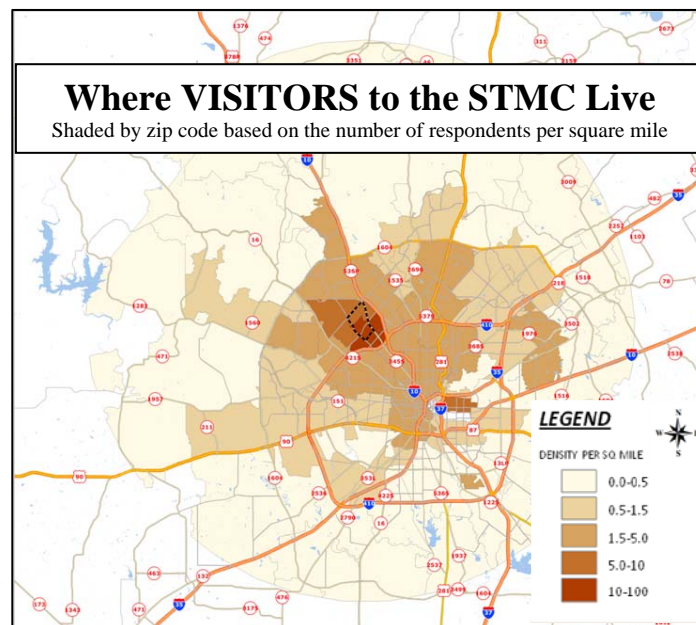
Overview of the Study

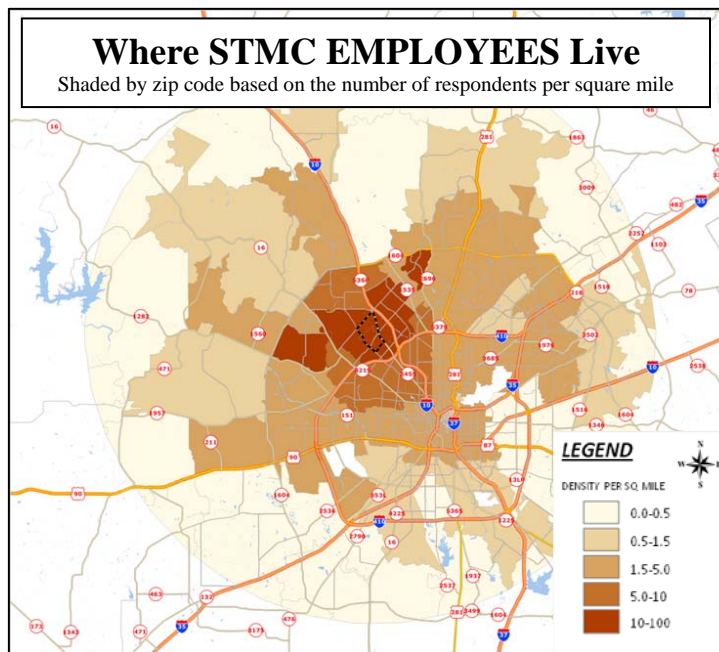
Purpose. ETC Institute conducted a survey of visitors and employees of the South Texas Medical Center (STMC). The purpose of the survey was to gather input from visitors and employees to help set long-range transportation priorities for the South Texas Medical Center (STMC) area.

Methodology. In September of 2011, ETC Institutes' field administration team traveled to the STMC to conduct the survey at various selected organizations. A total of 23 places were originally selected to participate. The goal was to complete 1,000 employee surveys and 800 visitor surveys. Additionally, 200 transit surveys were to be collected through the random sampling of the above two groups. The actual number of surveys completed within the STMC was 2,408 employee surveys and 1,095 visitor surveys. Among the 3,503 surveys completed 219 were transit surveys. In the end, data was collected at nearly double the original number of selected places.

The results for the random sample of 2,408 employees have a 95% level of confidence with a precision of at least +/- 2.0%. The results for the random sample of 1,094 visitors have a 95% level of confidence with a precision of at least +/- 2.9%.

In order to better understand the transportation needs of visitors and employees in different parts of the region, ETC Institute geo-coded the home address of respondents to the survey. The maps below and on the following page show the physical distribution of survey respondents based on the location of their home. Zip codes shaded in darkest colors have the greater concentrations of respondents to the survey.





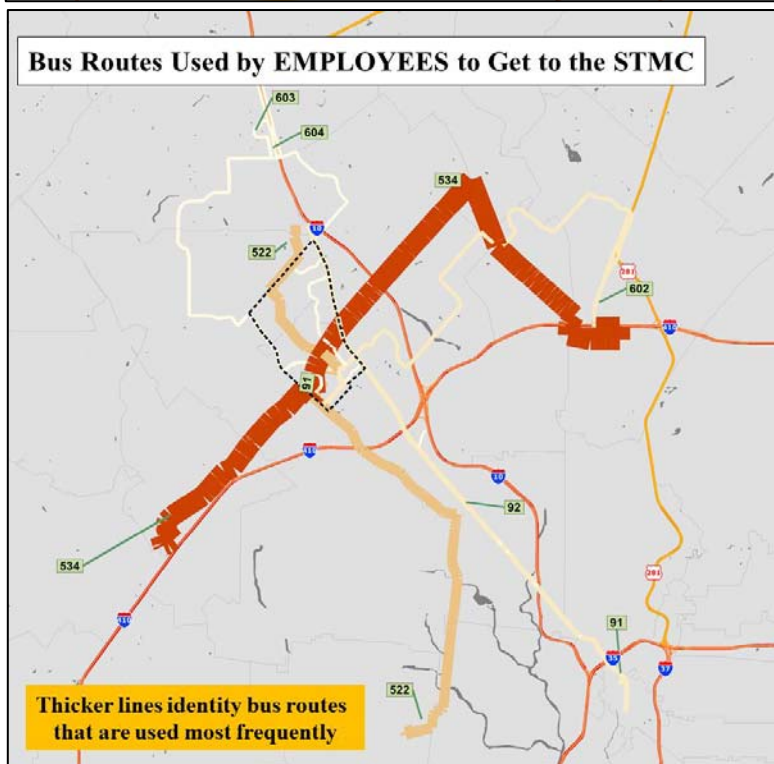
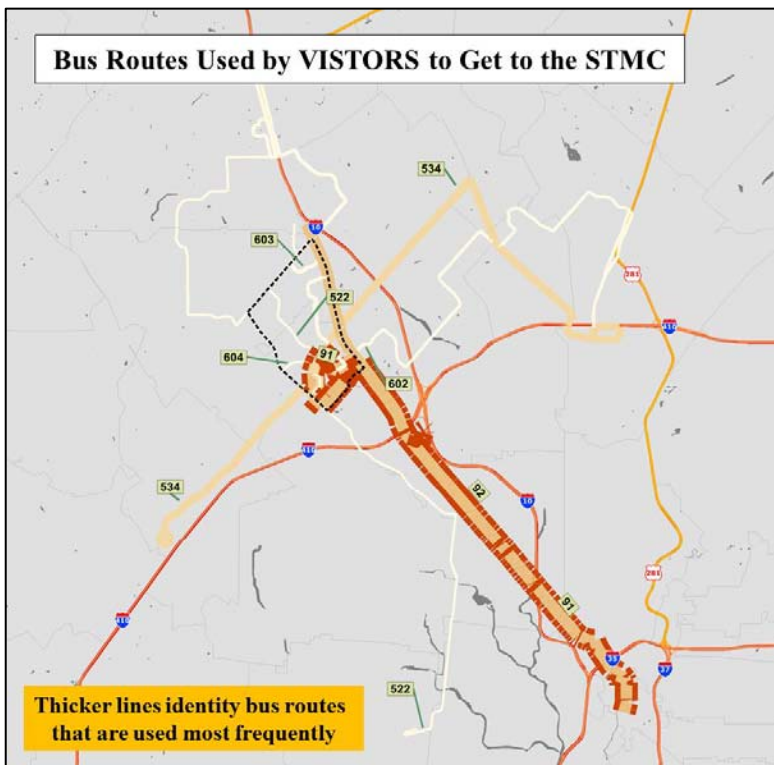
This report contains:

- A brief summary of the methodology and major findings
- Charts depicting the overall results of the visitor and employee survey
- GIS maps for selected questions on the survey
- Tables that show the results for all questions on the resident survey
- Survey instruments for both the employee and visitor survey
- Employee survey crosstabs by type of employee
- Visitor survey crosstabs by frequency of visiting (days per week)
- Workplace survey data
- Workplace survey maps and sampling plan

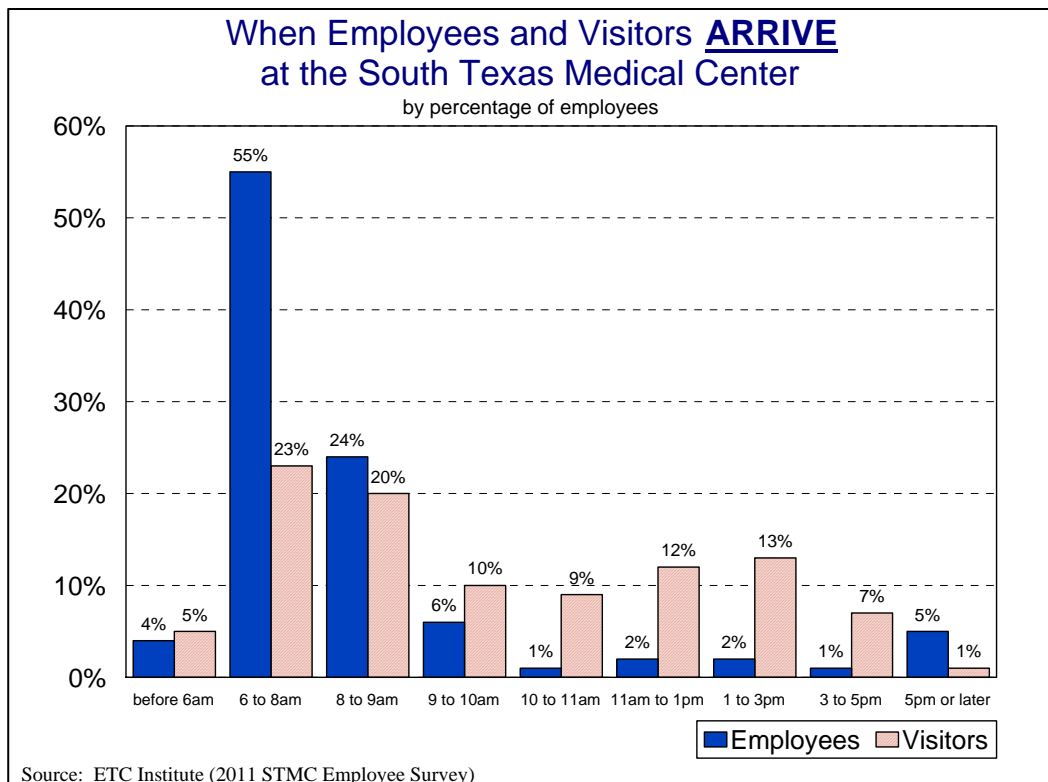
Characteristics of Travel Between the STMC and Other Destinations in the San Antonio Area

- **How Visitors and Employees Travel to Destinations within the STMC.** The majority of visitors and employees who travel to the STMC drive alone in a private vehicle. Seventy percent (70%) of the visitors surveyed indicated that they drove alone. A greater percentage (90%) of employees indicated that they drove alone. Fifteen percent (15%) of the visitors surveyed indicated that they carpooled/vanpooled compared to 6% of the employees surveyed. Only 4% of visitors and 2% of employees indicated that they used public transportation.

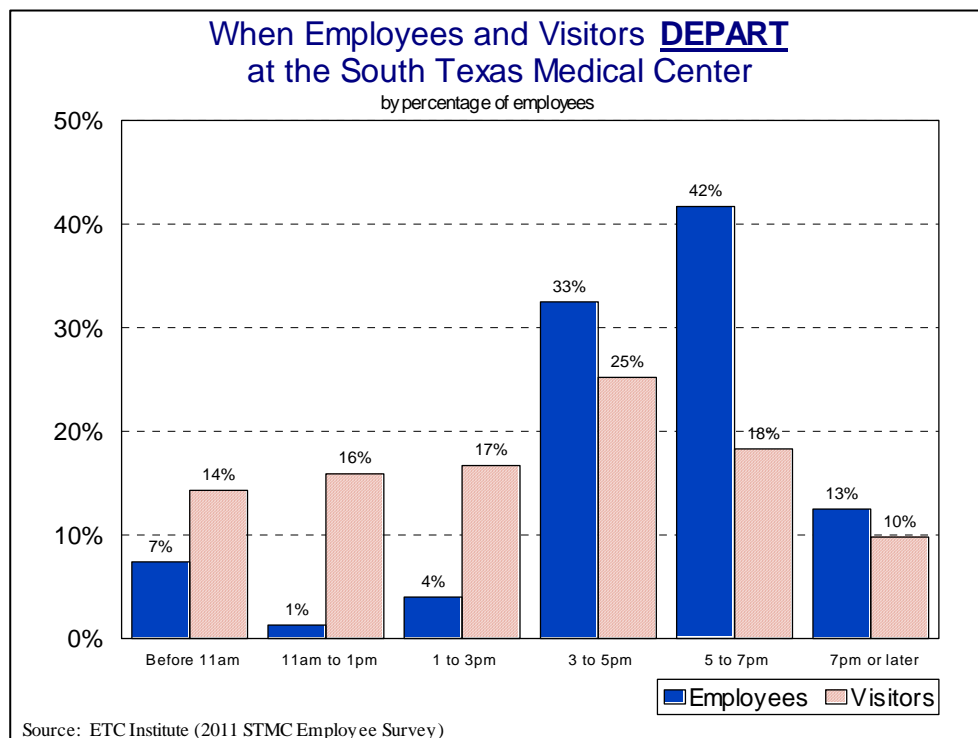
- **Bus Routes Used to Travel To and From the STMC.** Routes 92, 91, and 534 were the most frequently used bus routes by visitors and employees to travel to/from the STMC. Among the visitors and employees who used public transportation to get to and from the STMC, employees were more likely to use limited stop service while visitors were more likely to use local service. The maps below show the top ten bus routes that are used by visitors and employees to get to and from the STMC.



- Highways and Roads Used to Travel To and From the STMC.** Interstate 410, Interstate 10, and 1604 Loop are the highways that are most frequently used by visitors and employees to travel to/from the STMC. Huebner Road and Wurzbach Road are the streets that are most frequently used by visitors and employees to travel to/from the STMC. A list of the 10 most frequently used highways and streets is provided in Section 1 (Visitor results) and Section 2 (employee results) of this report.
- Length of Time To and From the STMC.** Thirty percent (30%) of the visitors surveyed indicated that it takes them approximately 15 minutes or less to travel from their home to the STMC. Twenty-six percent of the employees surveyed indicated it takes 15 minutes or less to travel from their home to the STMC. One fourth (25%) of the visitors surveyed indicated that it took more than 30 minutes to travel from their home to the STMC compared to 28% of employees. The average travel time for visitors between their home and the STMC was 32.2 minutes. The average travel time for employees was 27.3 minutes.
- Arrival Times of Visitors and Employees.** Seventy-nine percent (79%) of the employees surveyed indicated that they arrive within the STMC between 6 and 9 am compared to 43% of visitors. Visitors were more likely to arrive throughout the day as shown in the chart below.



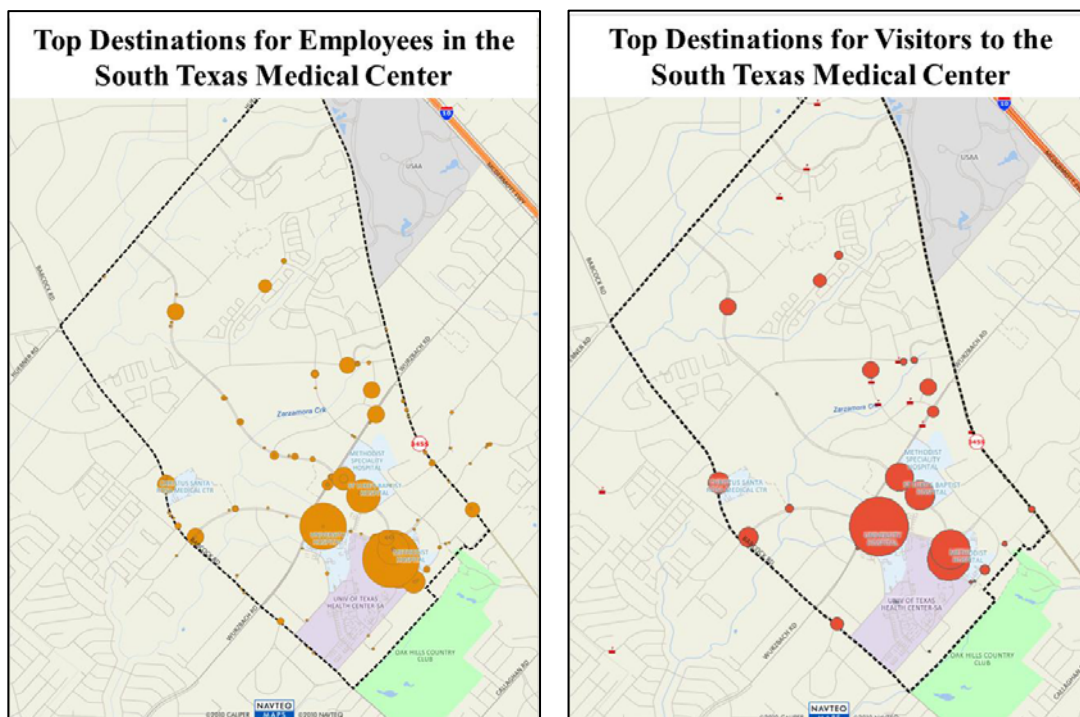
- **Departure Times of Visitors and Employees.** Forty-two percent (42%) of the employees surveyed indicated that they depart the STMC between 5 and 7 pm compared to 18% of visitors. Visitors were more likely to depart throughout the day as shown in the chart below.



- **Number of People in Party that Travel to the STMC.** Seventy-seven percent (77%) of the visitors surveyed travel to the STMC alone. Eleven percent (11%) travel with two total people in their party. Ninety-one percent (91%) of the employees surveyed travel to the STMC alone. Six percent (6%) travel with two total people in their party.
- **How Often Respondents Travel to the STMC.** Seventy-five percent (75%) of the employees surveyed indicated that they travel to the STMC at least five days per week. Only 27% of the visitors surveyed indicated that they travel to the STMC at least five days per week. Nearly half (49%) of the visitors surveyed indicated that they travel to the STMC one day per week or less.

Characteristics of Travel within the STMC

- Parking within the STMC.** Seventy-five (75%) of visitors surveyed and eighty-five percent (85%) of employees surveyed indicated that they drove a personal vehicle to the STMC and parked the vehicle at the South Texas Medical Center. Among those who parked a car within the STMC, 75% of visitors and 70% of employees indicated that they were able to walk from their vehicle to their destination in the STMC within five minutes or less.
- Top Destinations in the STMC.** The top destinations for employees and visitors in the STMC were: University Hospital, UT Health Science Center, and Methodist Hospital. The maps below show the top destinations for employees (left) and visitors (right). The size of the dots on the map reflects the number of survey respondents that were going to each3 destination.



- Travel within the STMC by employees during the work day.** Thirty-seven percent (37%) of the employees surveyed indicated that they typically leave and return to the facility where they work during the work day. Among those who typically leave during the work day, 60% traveled to other destinations within the STMC and 85% completed their trip by car.

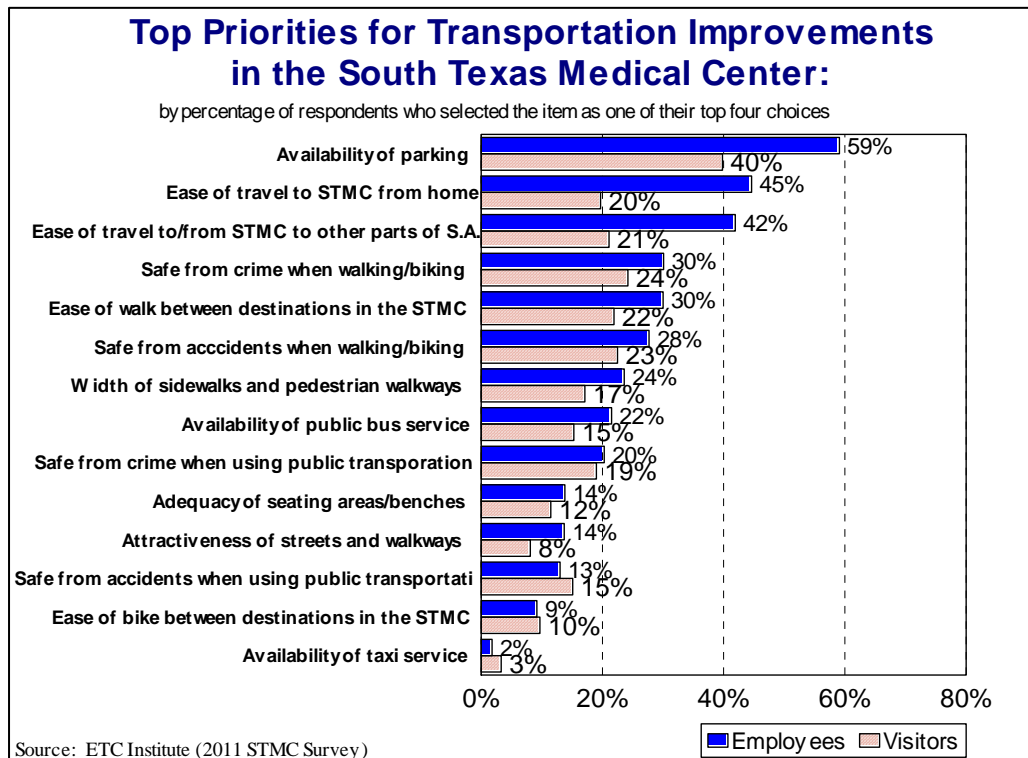
- **Number of Destinations Visited by Visitors to the STMC.** Twenty-six percent (26%) of the visitors surveyed indicated that they were visiting more than one destination in the STMC.

Perceptions of Existing Transportation Services in the STMC

- **Ease of Travel Between the STMC and other Areas in San Antonio.** Visitors were generally more satisfied than employees with the ease of travel between the STMC and other areas in San Antonio. Forty-two percent (42%) of visitors thought it was easy to travel between the STMC and other areas of San Antonio compared to just 26% of the employees surveyed. Employees may have a more negative perception than visitors about the ease of travel between the STMC and other areas of San Antonio because employees are more likely to be traveling to/from the STMC during rush hour.
- **Ease of Travel by Walking and Biking.** Only 20% of the employees surveyed thought it was easy to walk between destinations within the STMC, and just 14% thought it was easy to bike between destinations. The negative perception that employees have about the ease of walking and biking between destinations within the STMC may be one of the reasons that most employees choose to drive when they have to visit other destinations within the STMC during the day.
- **Feeling of Safety Using Various Forms of Transportation within the STMC.** Both visitors and employees surveyed had concerns with safety when walking or biking within the STMC. Nearly half (47%) of the employees surveyed and more than one-fourth (28%) of the visitors surveyed thought it was unsafe (because of accidents) to walk or bike between destinations in the STMC.
- **Perceptions of Streets and Walkways.** Only one-fourth (26%) of the employees surveyed rated the attractiveness of streets and walkways in the STMC as “good” or “excellent”. In addition, just 24% of the employees surveyed rated the width of sidewalks and pedestrian walkways in the STMC as “good” or “excellent”.
- **Adequacy of Benches and Seating Areas.** More than half (59%) of the employees surveyed and one-third (33%) of the visitors surveyed were dissatisfied with the number of seating areas and benches along sidewalks within the STMC.

Priorities for Transportation Improvements

- Top Overall Transportation Priority to Employees and Visitors.** Since 96% of the employees surveyed and 85% of the visitors surveyed drove alone or carpool to the STMC, it was not surprising that the availability of parking was selected as the top overall transportation priority by both employees and visitors as shown in the chart below.



- Opportunities to Meet Unmet Demand for Transportation Services.** Although the availability of parking was selected by the largest number of respondents, only 61% of the employees who currently drive alone or carpool and only 47% of the visitors who drive alone or carpool selected the availability of parking as one of the top four choices. The high percentage of employees and visitors who selected non-automobile improvements among their top four choices suggests that there is significant unmet demand for other transportation services, particularly those related to walking, biking, and bus/shuttle service improvements. For example, only 21% of employees who travel between destinations within the STMC during the day do so by walking, yet 30% of the employees surveyed picked the ease of walking between destinations within the STMC as one of their top priorities. In addition, only 9% of employees who travel between destinations within the STMC reported using the bus or a shuttle to complete their trip, yet 22% of those surveyed picked the availability of public bus service as one of their top priorities.

Likelihood of Using New Forms of Transportation That Could Be Developed in the STMC

- **Overall Interest in Alternative Forms of Transportation within the STMC.** The majority (57% of visitors and 51% of employees) of visitors and employees surveyed where either “very likely” or “likely” to use a free shuttle to move to and from destinations in the STMC. Walking and pedestrian facilities were mentioned second most often as a preferred form of transportation to move from destination to destination within the STMC. Traditional bus service had the lowest levels of interest among both visitors and employees as means of transportation within the STMC.

Overall Importance of Making Improvements to Transportation Services in the STMC

- **Importance of Enhancing Transportation Services within the STMC.** Fifty-nine percent (59%) of the visitors surveyed thought it was very important to enhance the quality of transportation services that are available within the STMC; 18% thought it was somewhat important, 2% not important, and 21% were not sure. Sixty-four percent (64%) of the employees surveyed thought it was very important to enhance the quality of transportation services that are available within the STMC; 24% thought it was somewhat important, 1% not important, and 11% were not sure.

Recommendations for Actions

Recommendations for Actions

Based on the results of the survey, ETC Institute recommends the following:

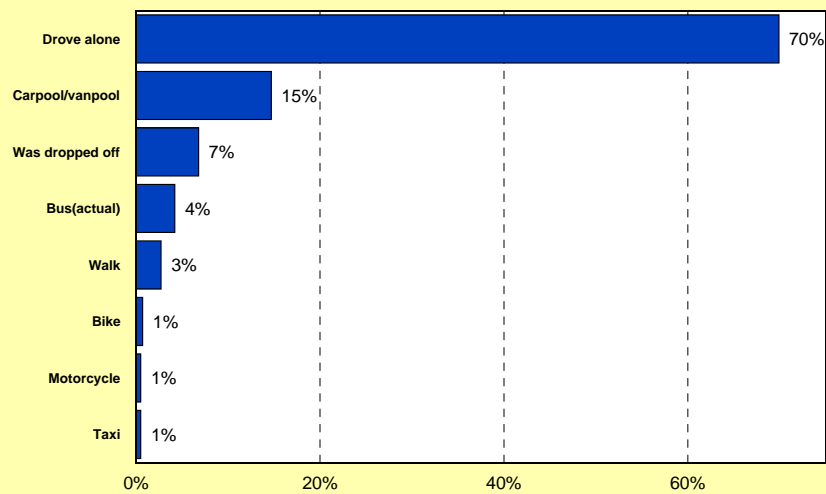
- **The STMC should continue to ensure that adequate parking facilities are available.** More than half of the employees and nearly half of the visitors surveyed indicated they would be unlikely to use any form of transportation other than a car to travel between their home and the STMC, which is probably the reason that the availability of parking was the top transportation priority for both visitors and employees.
- **The STMC should improve pedestrian facilities to make it easier and safer for visitors and employees to walk between destinations within in the STMC.** This would include adding amenities, such as seating or benches, and improving the attractiveness of walkways. Forty-seven percent (47%) of employees surveyed did not think it was safe to walk between destinations at the STMC, and 59% rated the adequacy of seating and benches along public walkways as poor. The negative perception that employees have of existing pedestrian facilities is one of the main reasons that only a limited number of employees are currently walking between destinations within the STMC.
- **The STMC should assess the feasibility of expanding shuttle service between key destinations within the STMC. The service would be available at no cost to employees and visitors, and shuttles would arrive at stops at least every 10 minutes.** Among seven alternative forms of transportation that were assessed on the survey, employees and visitors were most interested in using free shuttle service to travel between destinations within the STMC. Although a majority of both visitors and employees expressed interest in using free shuttle service, expectations for the level of service are high. For example, 61% of visitors and 56% of employees indicated they would use bus service if it came by stops at least every 10 minutes, but only 37% of visitors and 28% of employees would use bus service if it arrived every 15 minutes. If free shuttle service does not arrive at stops at least every 10 minutes, it will not be used by most visitors and employees.

- **The STMC should improve biking facilities to make it easier and safer for visitors and employees to travel by bike between destinations within in the STMC.** The survey results showed that negative perceptions of biking facilities are a major barrier to bike usage in the STMC. For example, 63% of employees and 48% of visitors thought it was difficult to bike between destinations within the STMC. Since students were the group that was most interested in biking, improvements to biking facilities should be targeted in areas that connect destinations that are visited by students.
- **The data from this study should be used to help assess the feasibility of expanding premium bus service and park-n-ride services along corridors that link the STMC with areas that have a high percentage of employees and visitor.** Home addresses data was collected from more than 3,500 visitors and employee who completed this survey. This information will allow regional planners to objectively assess the level of interest in transportation services that may be considered in specific corridors in the future.

Visitor Survey Charts

STMC Transportation Visitor Survey

Q1. Best describes the PRIMARY form(s) of transportation visitors used to travel to the South Texas Medical Center
by percentage of visitors (multiple responses allowed)



Source: ETC Institute (2011 STMC Visitor Survey)

1a. Top TEN bus routes used to get to/from the South Texas Medical Center by visitors.

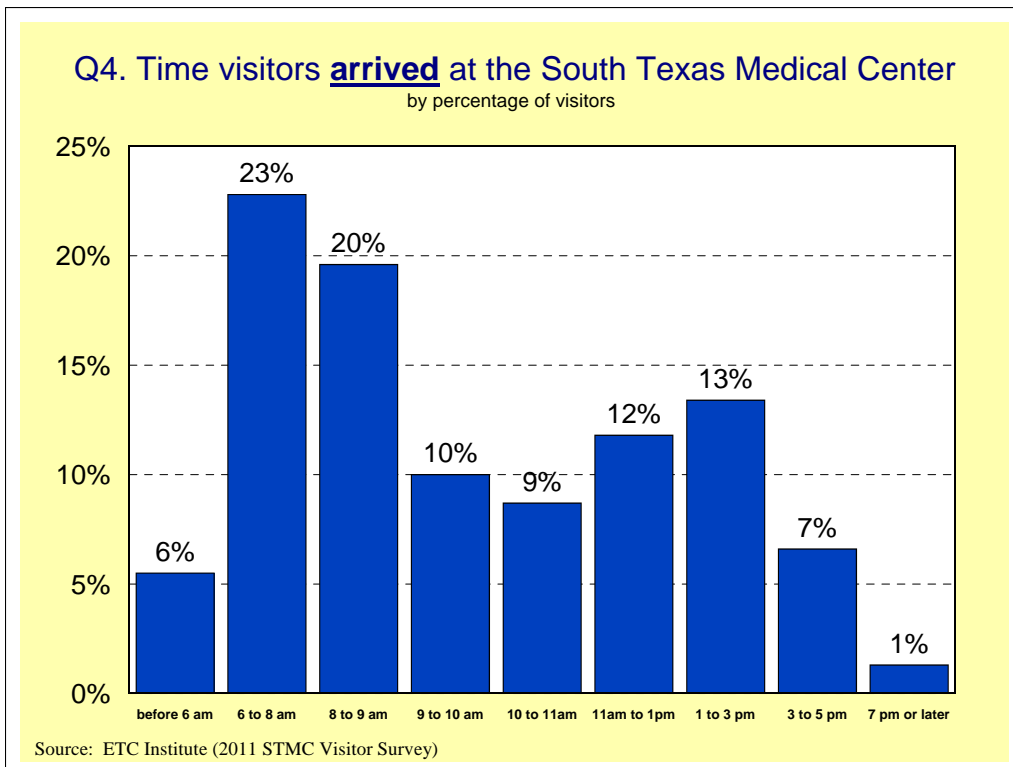
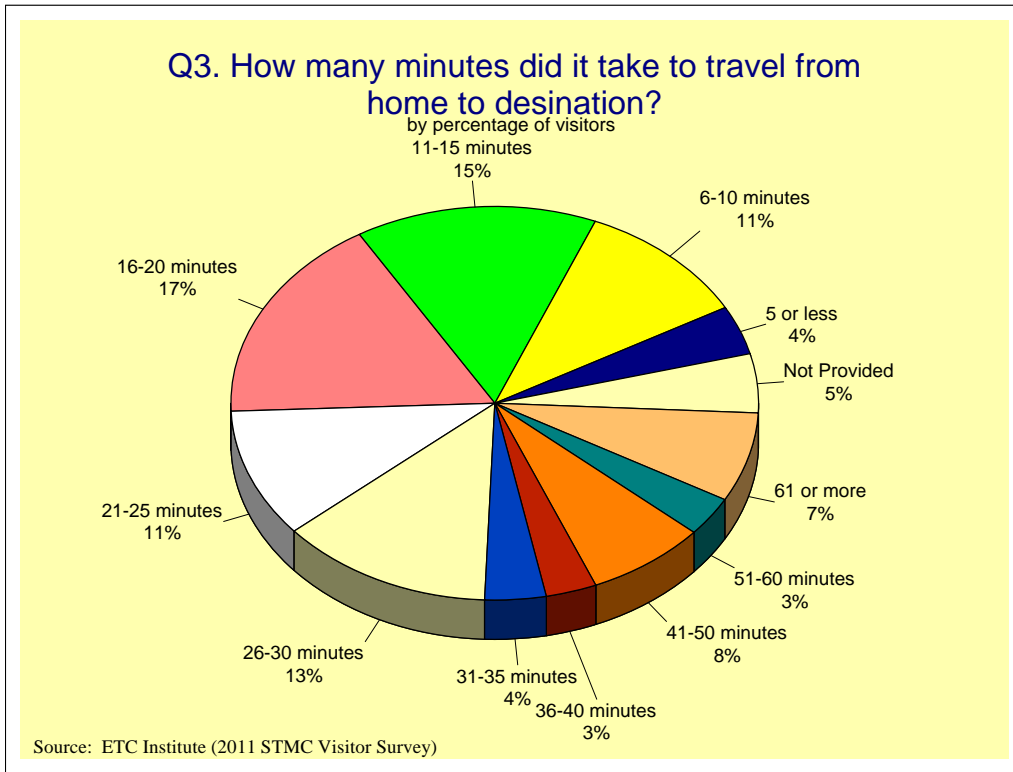
Rank	Bus Route
1	Route 92
2	Route 91
3	Route 534
4	Route 14
5	Route 21
6	Route 603
7	Route 602
8	Route 604
9	Route 522
10	Route 21

Source: ETC Institute (2011 STMC Visitor Survey)

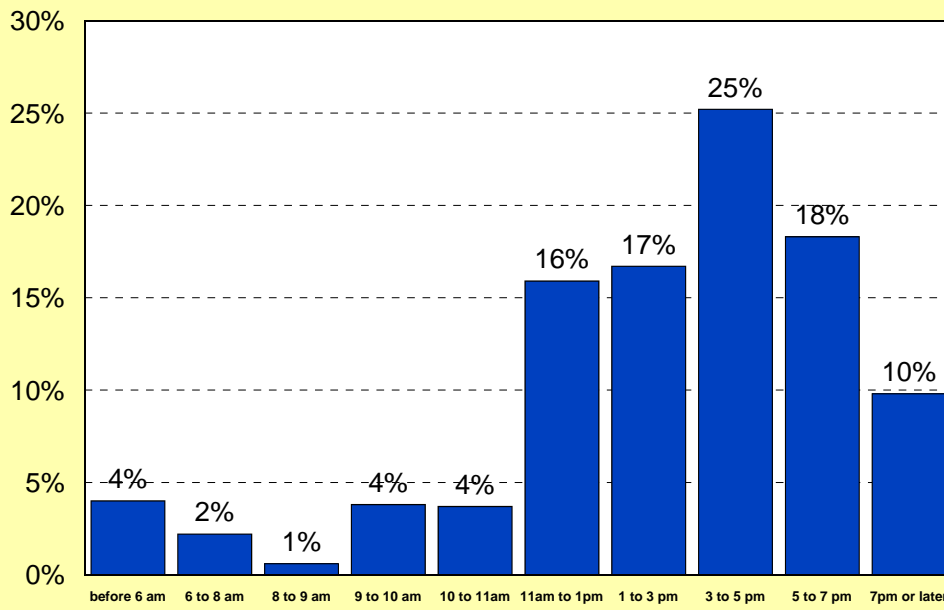
Q2. Top TEN highways and major roads visitors use to travel from home to the South Texas Medical Center.

Rank	Major Highways/Roads
1	I10
2	I410
3	1604
4	Huebner Rd
5	US 87
6	Wurzbach Rd
7	I35
8	Babcock Rd
9	Fredericksburg Rd
10	Medical Dr

Source: ETC Institute (2011 STMC Visitor Survey)

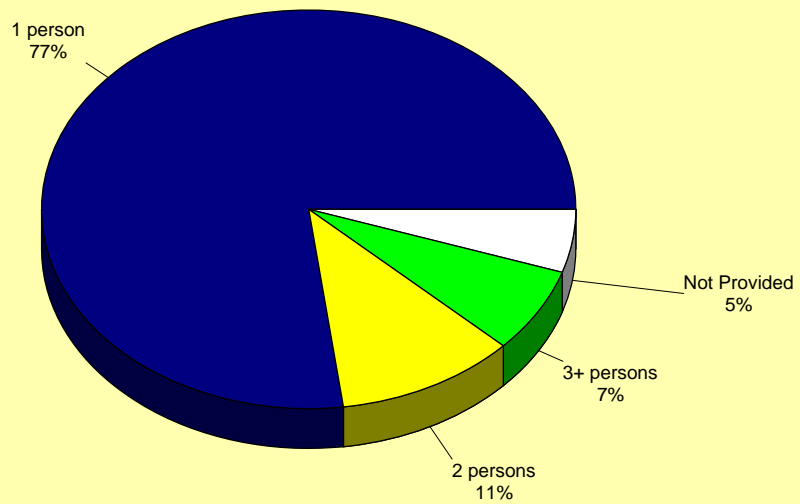


Q5. Time visitors departed the South Texas Medical Center
by percentage of visitors

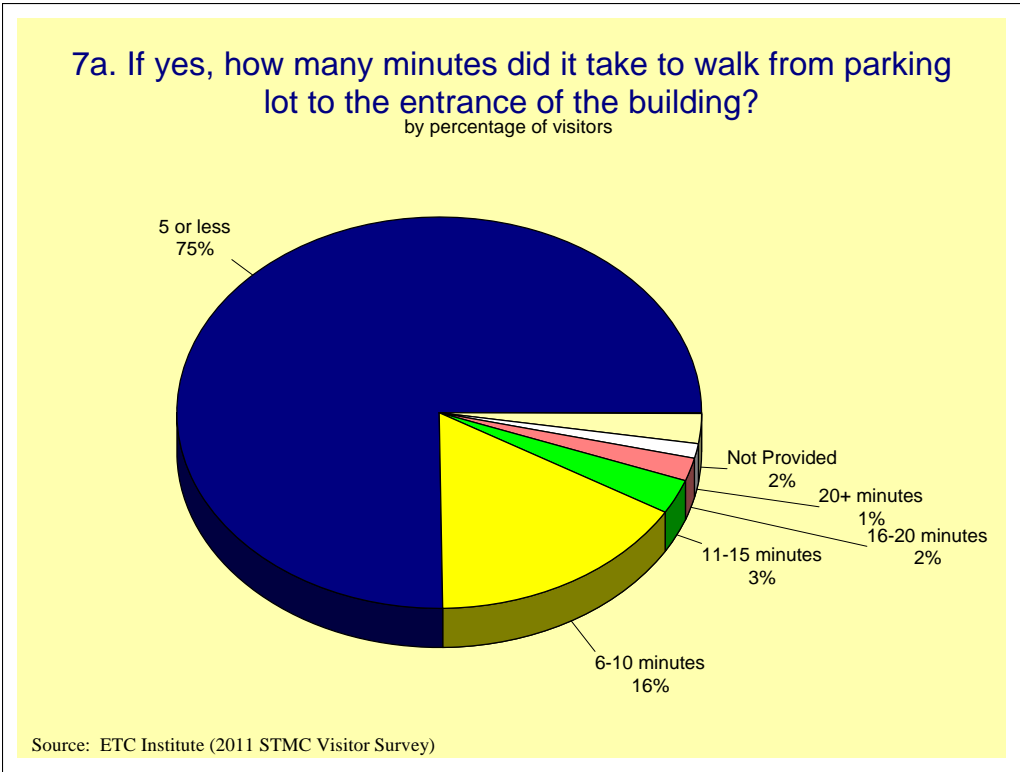
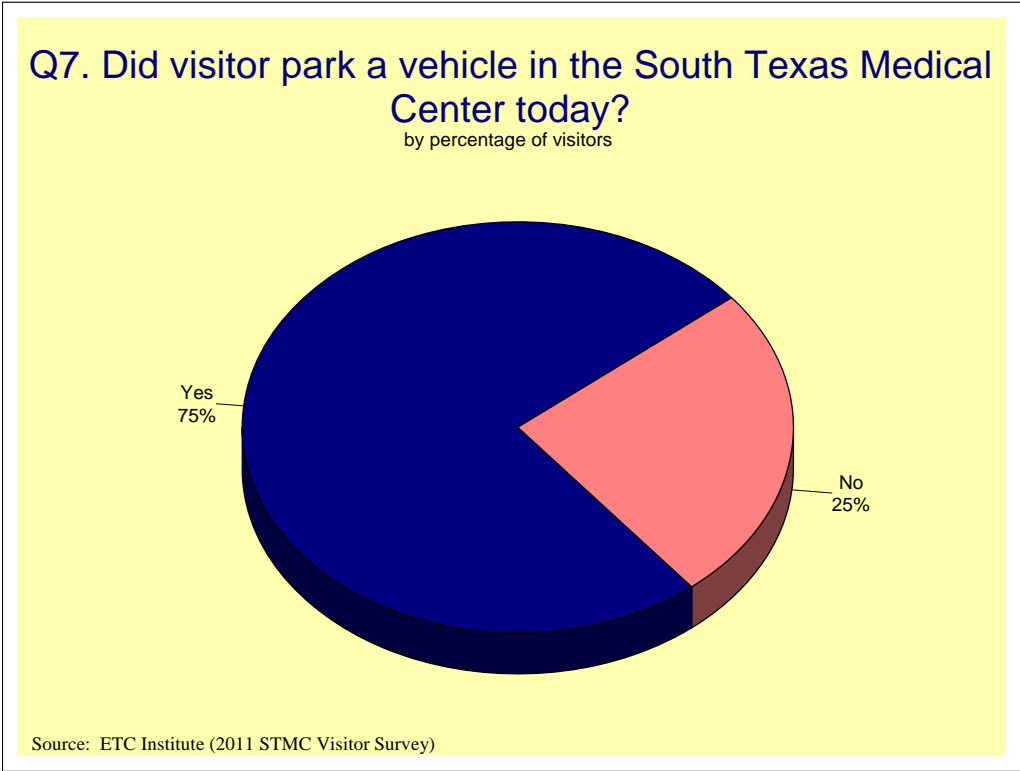


Source: ETC Institute (2011 STMC Visitor Survey)

Q6. Amount of people traveled with visitor to the South Texas Medical Center.
by percentage of visitors



Source: ETC Institute (2011 STMC Visitor Survey)

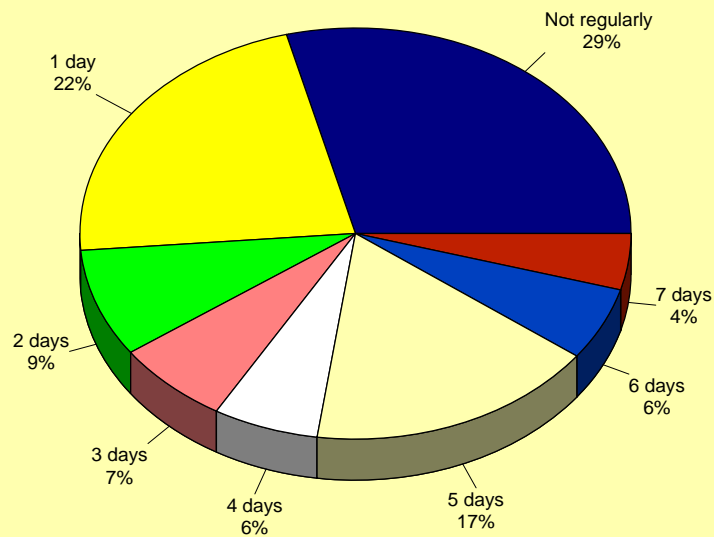


Q8. Top TWENTY of respondent's primary place of visit in the South Texas Medical Center:

Rank	Bus Route
1	University Hospital
2	UT Health Science Center
3	Methodist Hospital
4	University Health System
5	Methodist Children's Hospital
6	Methodist Speciality and Transplant
7	ST Luke's Baptist Hospital
8	Methodist Heart Hospital
9	Christus Santa Rosa Medical Center
10	Lifecare Hospitals
11	Clarity Child Guidance Center
12	Healthsouth Riosa
13	Trisun Helathcare
14	Easter Seal Rehab Center
15	Methodist Ambulatory Hospital
16	Oak Park Nursing and Rehab
17	Brookdale Senior Living
18	Urology, SA
19	Princeton Place Med Center
20	NISD Health Careers High School

Source: ETC Institute (2011 STMC Visitor Survey)

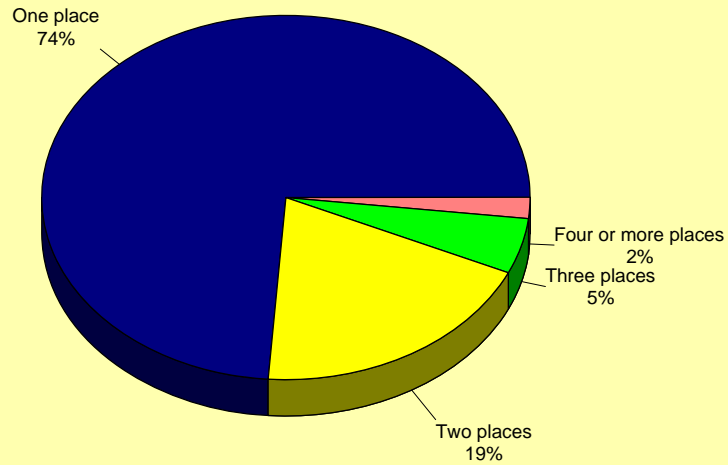
Q9. Days per week visitor visits the South Texas Medical Center:
by percentage of visitors



Source: ETC Institute (2011 STMC Visitor Survey)

Q10. Amount of different places in the South Texas Medical Center the visitor will visit in a day:

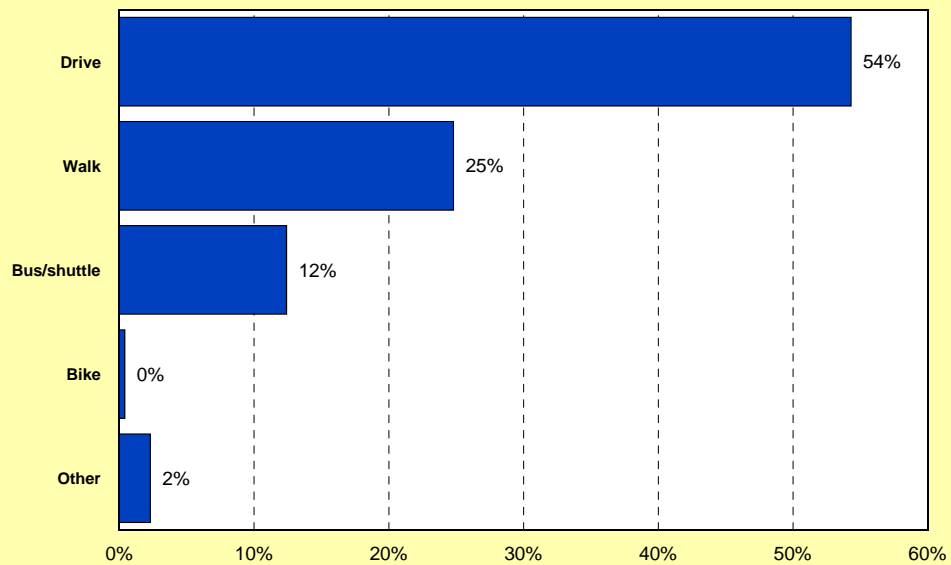
by percentage of visitors



Source: ETC Institute (2011 STMC Visitor Survey)

10a. Best describes the form(s) of transportation visitor will use to travel between primary destination in the South Texas Medical Center and other destinations in the South Texas Medical Center today?

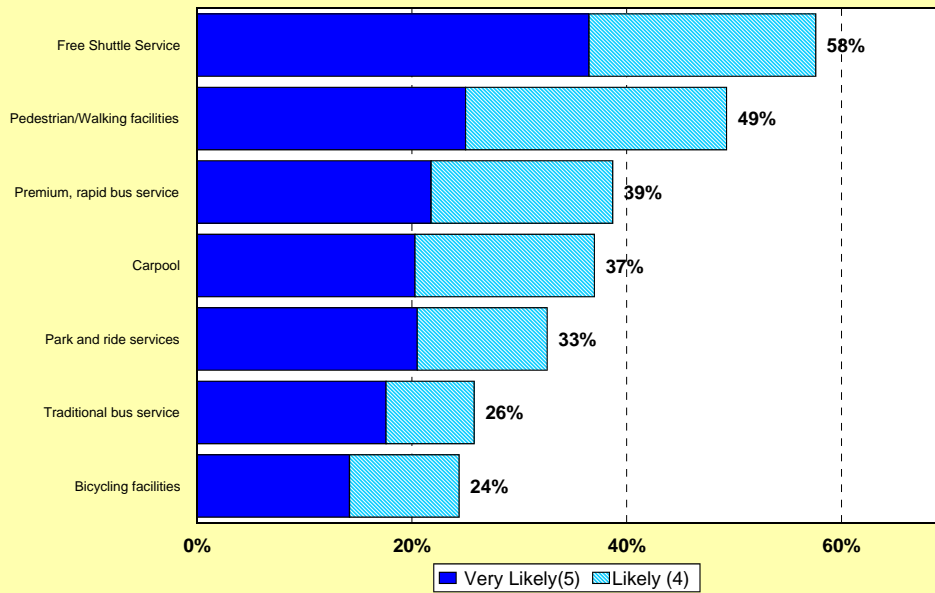
by percentage of visitors who traveled to other destinations in the STMC during the day. (multiple responses allowed)



Source: ETC Institute (2011 STMC Visitor Survey)

Q11. Overall interest in alternative forms of transportation:

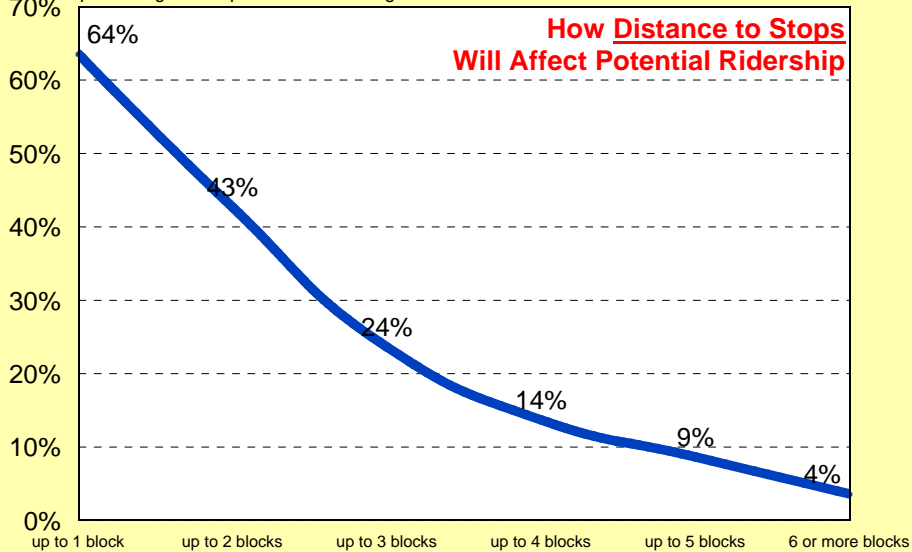
by percentage of visitors who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2011 STMC Visitor Survey)

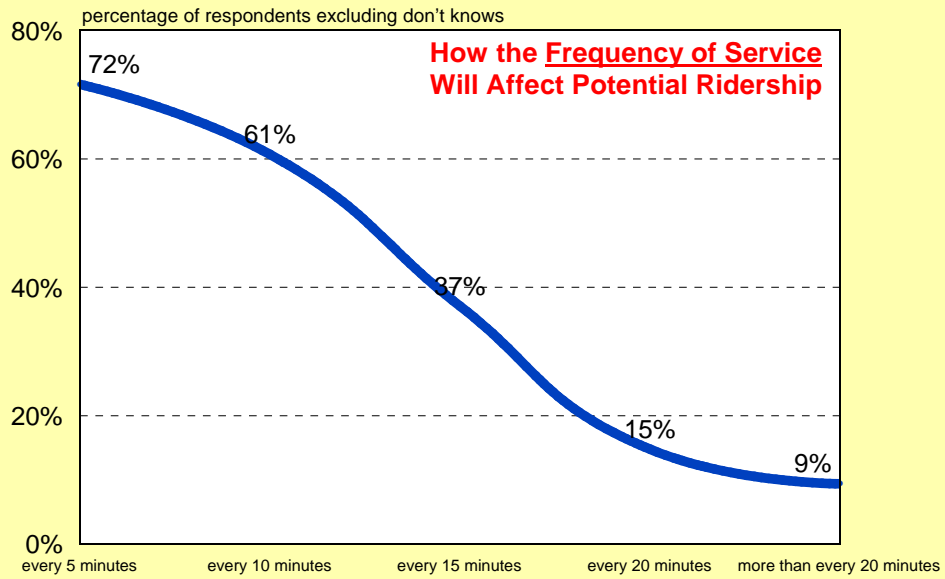
Q12. Percentage of VISITORS Who Would Use Public Transportation to travel to/from Their Home and the STMC if Bus Stops Were Located Various Distances From Their Home

percentage of respondents excluding don't knows



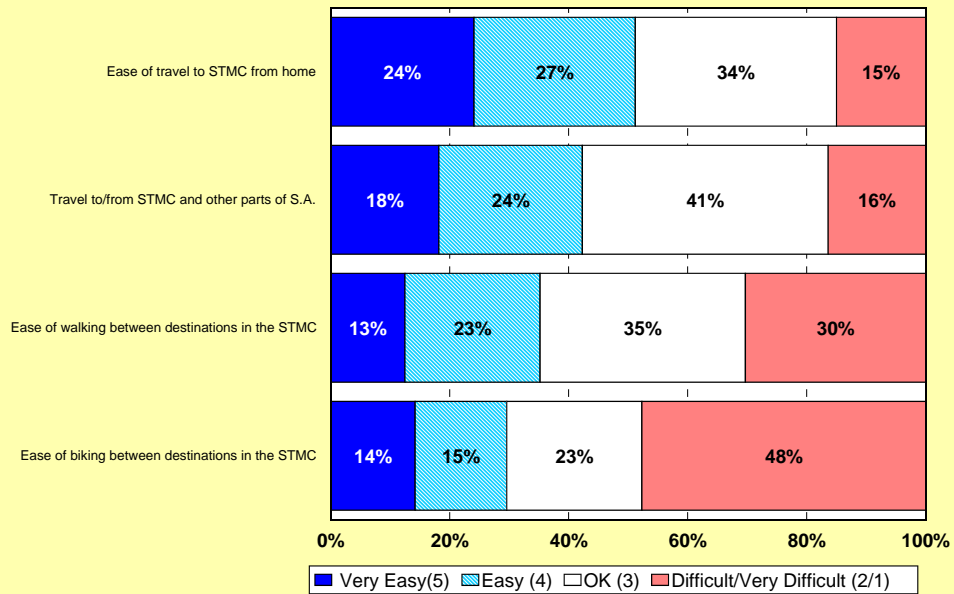
Source: ETC Institute (2011 STMC Visitor Survey)

Q13. Percentage of VISITORS Who Would Use Public Transportation to travel to/from Their Home and the STMC if Buses Arrived At Stops At Various Frequencies



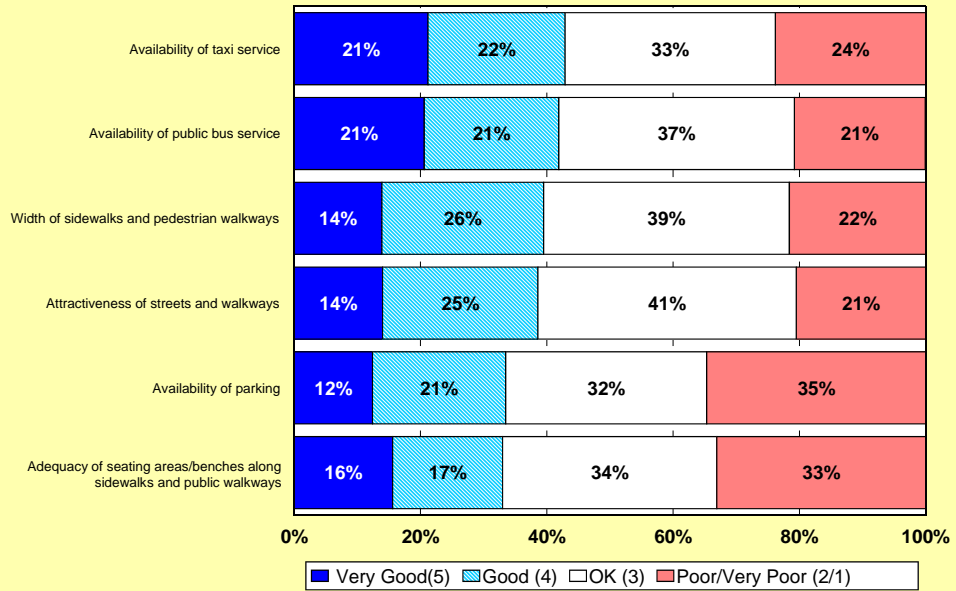
Q14. Overall perceptions of existing transportation services:

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



Q14 Overall perceptions of existing transportation services:

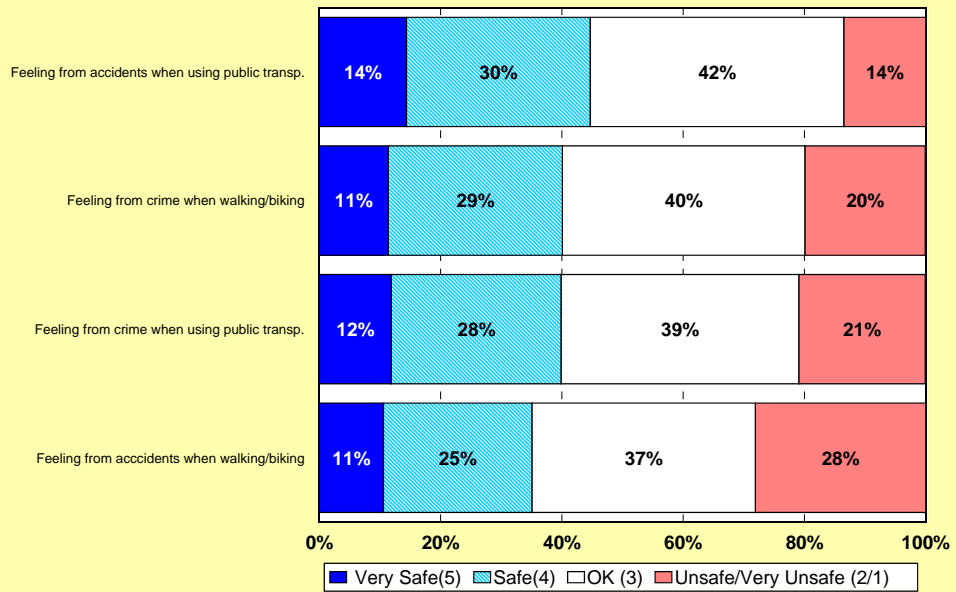
by percentage of visitors who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2011 STMC Visitor Survey)

Q14. Overall perceptions of existing transportation services:

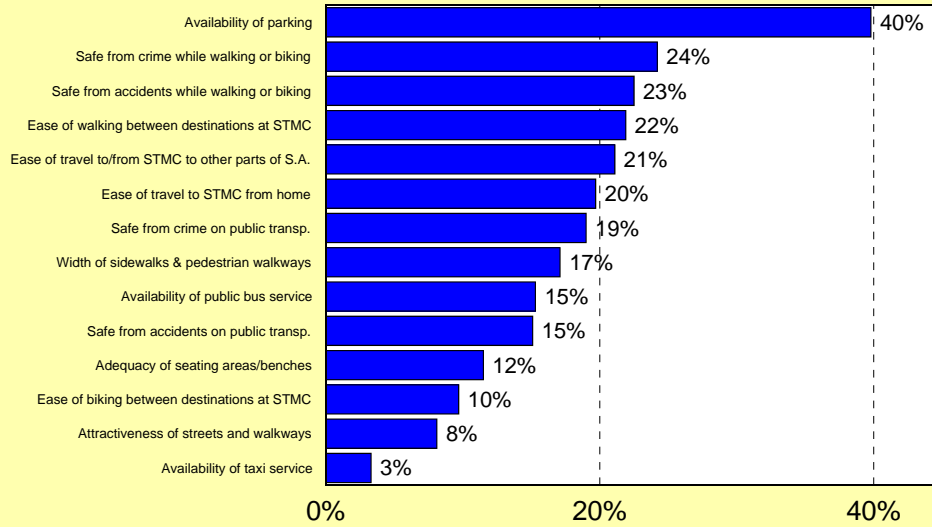
by percentage of visitors who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2011 STMC Visitor Survey)

Q15. Top FOUR items visitors think should be the top priorities for improvement to transportation in the South Texas Medical Center:

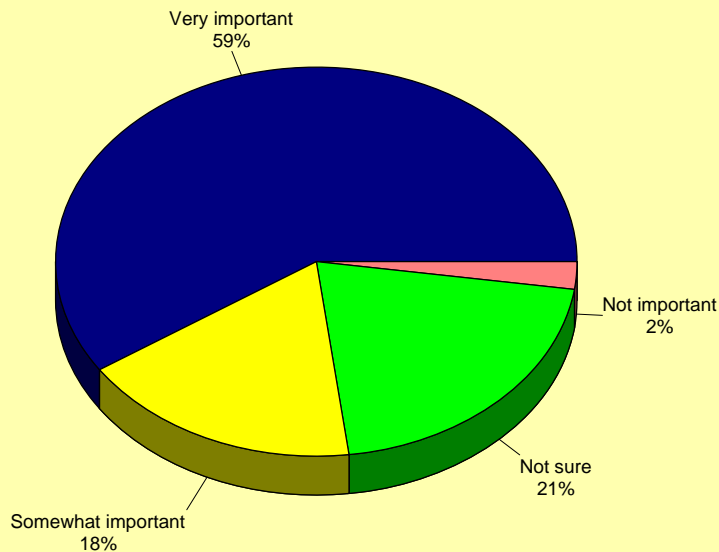
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2011 STMC Visitor Survey)

Q16. Overall importance to enhance the quality of transportation services that are available in the South Texas Medical Center:

by percentage of visitors



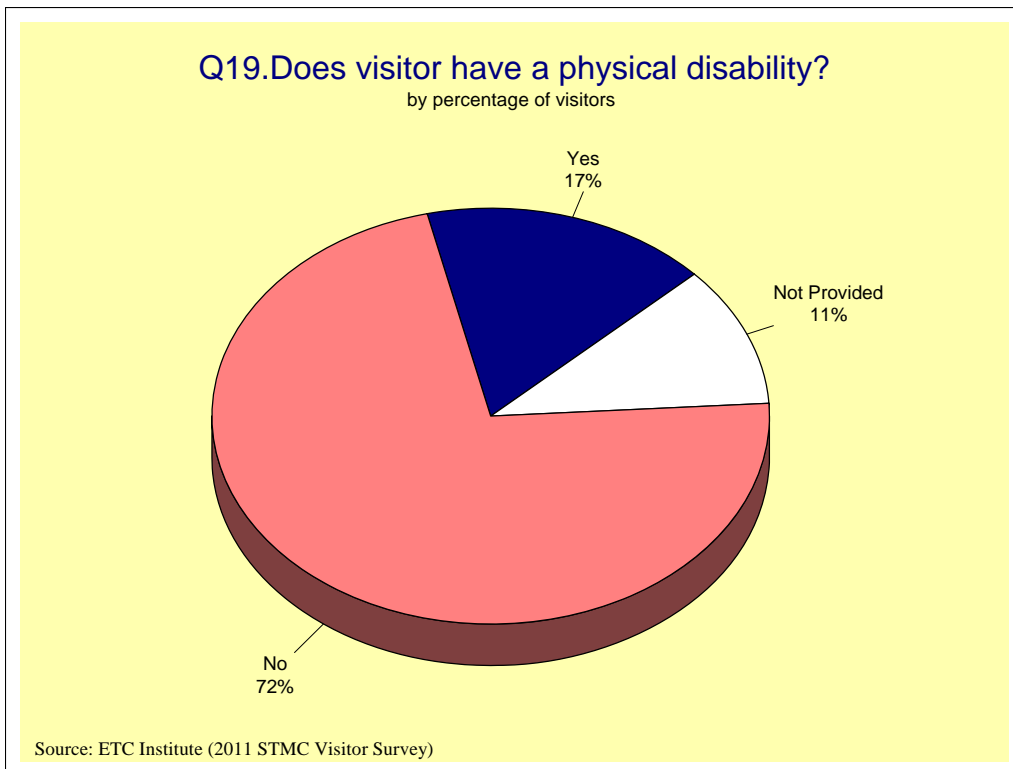
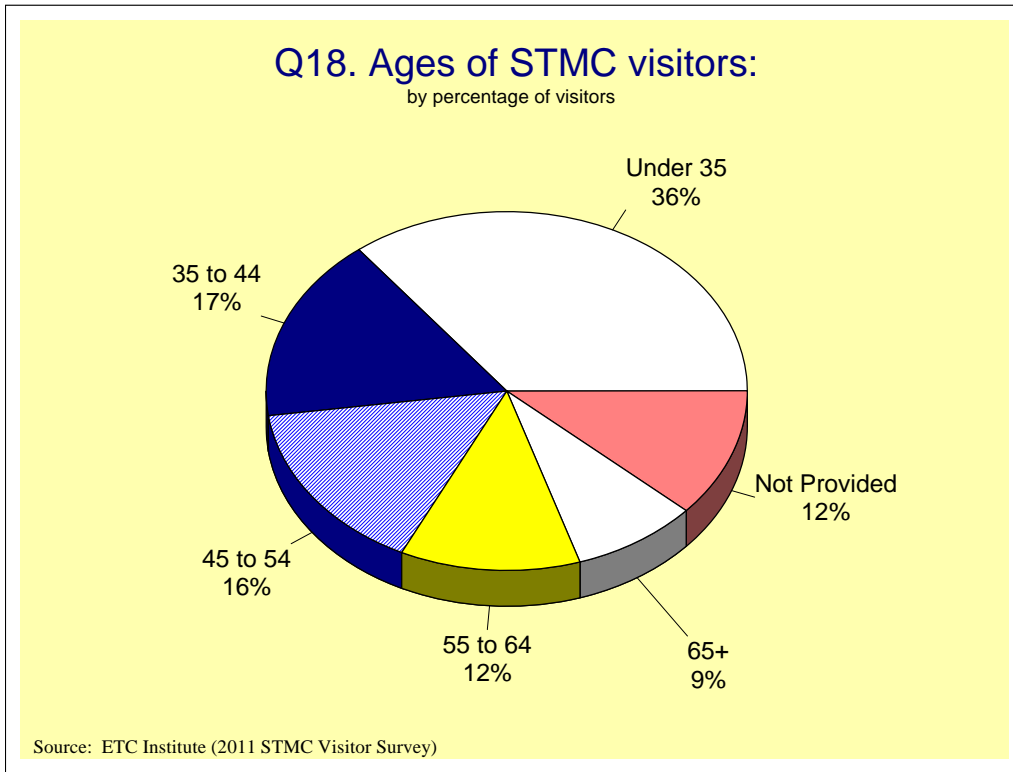
Source: ETC Institute (2011 STMC Visitor Survey)

Demographics

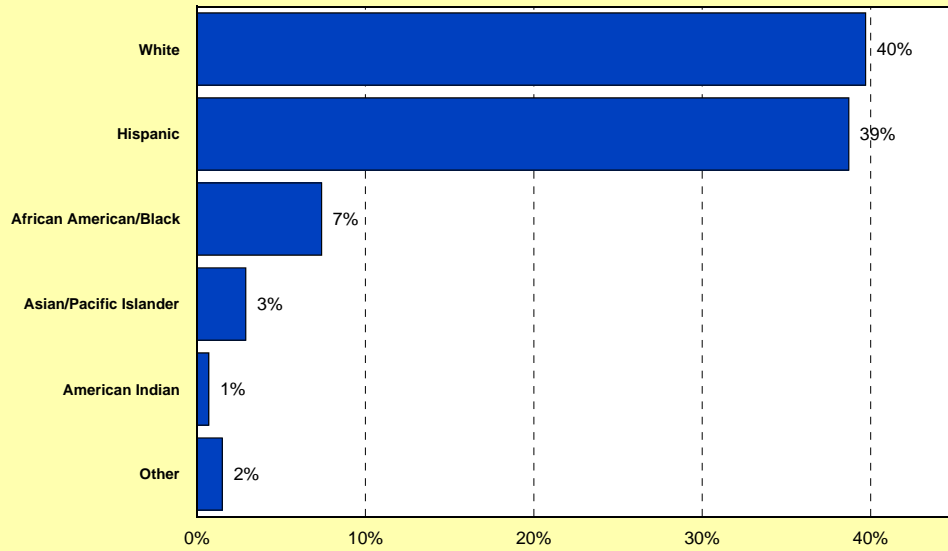
Q17. Top TWENTY zip codes of respondent's home :

Rank	Zip Code
1	78240
2	78229
3	78249
4	78228
5	78250
6	78230
7	78245
8	78216
9	78213
10	78251
11	78232
12	78254
13	78247
14	78256
15	78207
16	78212
17	78209
18	78202
19	78258
20	78238

Source: ETC Institute (2011 STMC Visitor Survey)



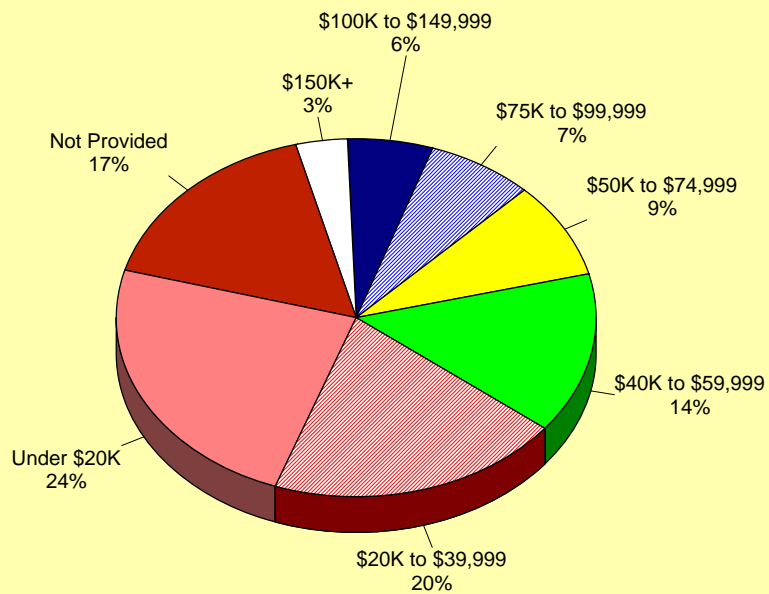
Q21. Following best describes visitors race/ethnicity:
by percentage of visitors



Source: ETC Institute (2011 STMC Visitor Survey)

Q22. Total Annual Household Income

by percentage of visitors

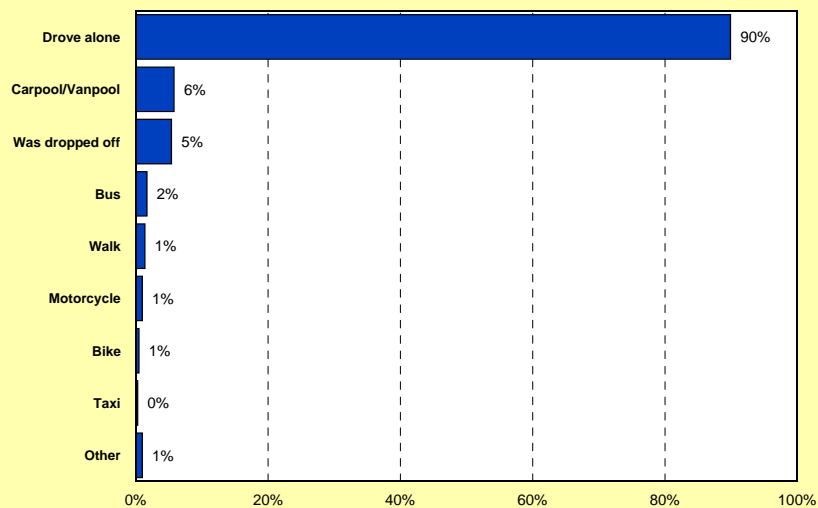


Source: ETC Institute (2011 STMC Visitor Survey)

Employee Survey Charts

STMC Transportation Employee Survey

Q1. Best describes the PRIMARY form(s) of transportation employees used to travel to the South Texas Medical Center
by percentage of employees (multiple responses allowed)



Source: ETC Institute (2011 STMC Employee Survey)

1a. Top TEN bus routes used to get to/from the South Texas Medical Center by employees.

Rank	Bus Route
1	Route 534
2	Route 522
3	Route 532
4	Route 91
5	Route 602
6	Route 604
7	Route 603
8	Route 92
9	Route 550
10	Route 97

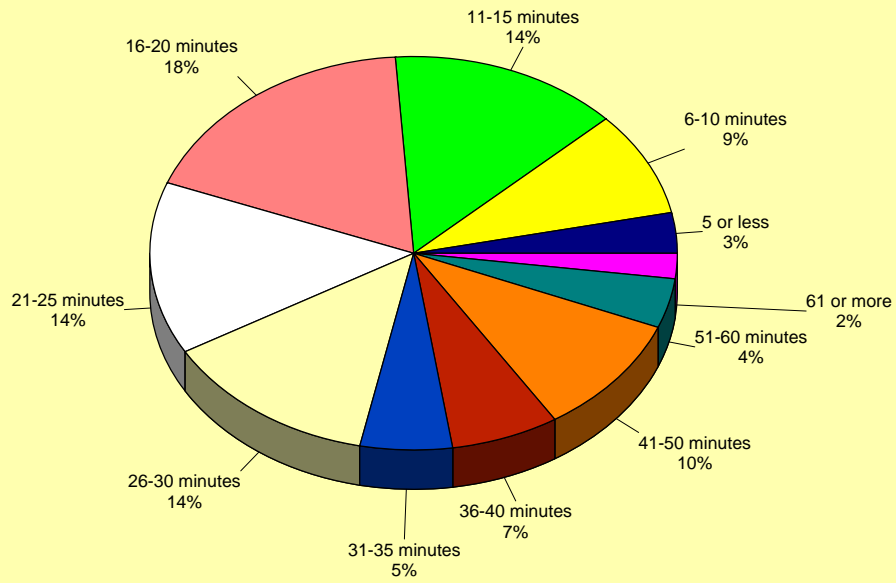
Source: ETC Institute (2011 STMC Employee Survey)

Q2. Top TEN highways and major roads employees use to travel from home to the South Texas Medical Center.

Rank	Major Highways/Roads
1	I410
2	I10
3	1604
4	I35
5	US 87
6	Huebner Rd
7	Babcock Rd
8	Wurzbach Rd
9	Fredericksburg Rd
10	Medical Dr

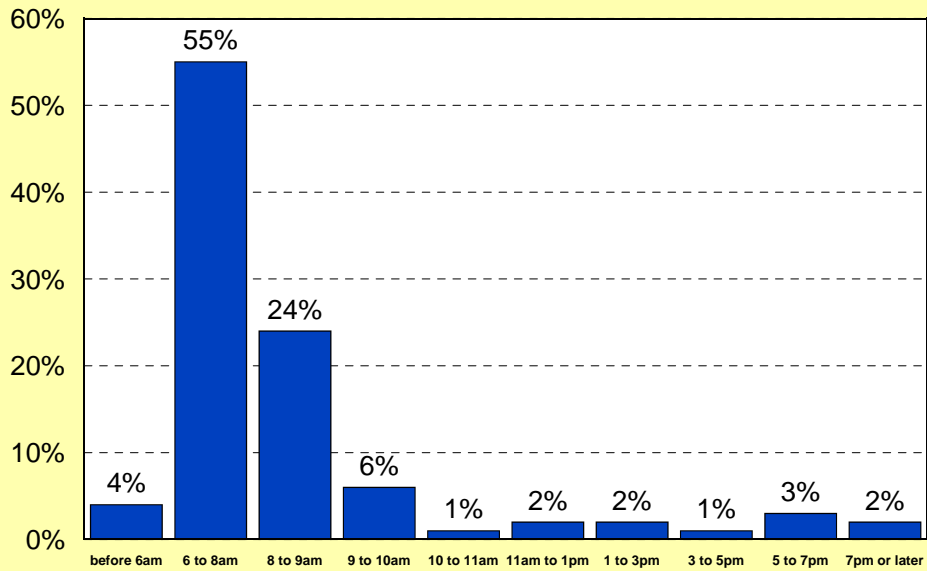
Source: ETC Institute (2011 STMC Employee Survey)

Q3. How many minutes did it take to travel from home to work?
by percentage of employees



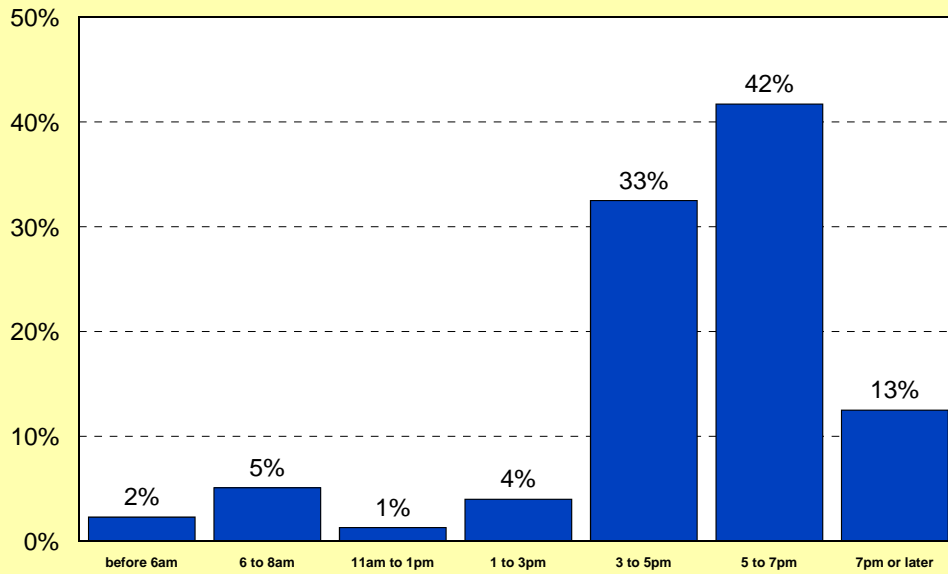
Source: ETC Institute (2011 STMC Employee Survey)

Q4. Time employees arrived at the South Texas Medical Center
by percentage of employees



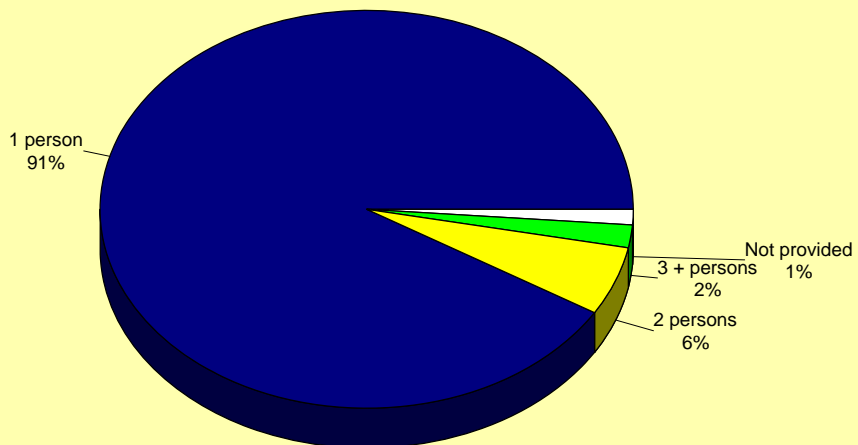
Source: ETC Institute (2011 STMC Employee Survey)

Q5. Time employees depart the South Texas Medical Center
by percentage of employees



Source: ETC Institute (2011 STMC Employee Survey)

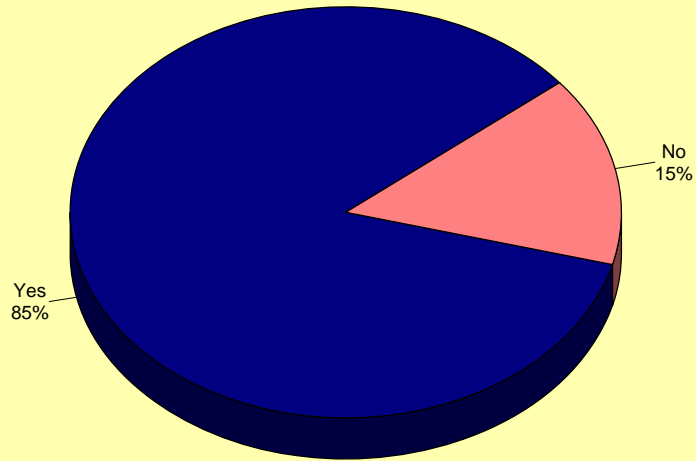
Q6. Amount of people traveled with employee to the South Texas Medical Center.
by percentage of employees



Source: ETC Institute (2011 STMC Employee Survey)

Q7. Did employee park a vehicle in the South Texas Medical Center while at work?

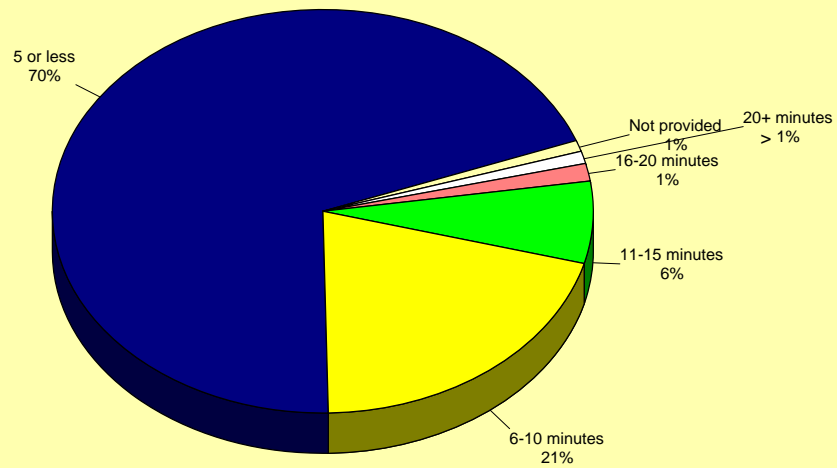
by percentage of employees



Source: ETC Institute (2011 STMC Employee Survey)

7a. If yes, how many minutes did it take to walk from parking lot to the entrance of the building?

by percentage of employees



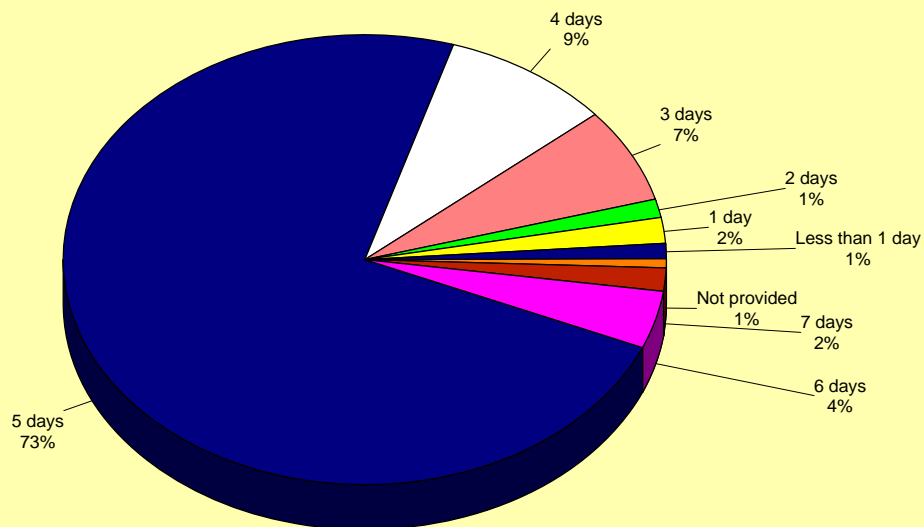
Source: ETC Institute (2011 STMC Employee Survey)

Q8. Top TWENTY of respondent's primary place of work in the South Texas Medical Center:

Rank	Bus Route
1	UT Health Science Center
2	University Hospital
3	University Health System
4	Methodist Hospital
5	ST Luke's Baptist Hospital
6	Methodist Speciality and Transplant
7	Methodist Children's Hospital
8	Methodist Heart Hospital
9	Clarity Child Guidance Center
10	Christus Santa Rosa Medical Center
11	Lifecare Hospitals
12	Healthsouth Riosa
13	Oak Park Nursing and Rehab
14	Princeton Place Med Center
15	Methodist Ambulatory Hospital
16	Easter Seal Rehab Center
17	Trisun Helathcare
18	Brookdale Senior Living
19	Urology, SA
20	NISD Health Careers High School

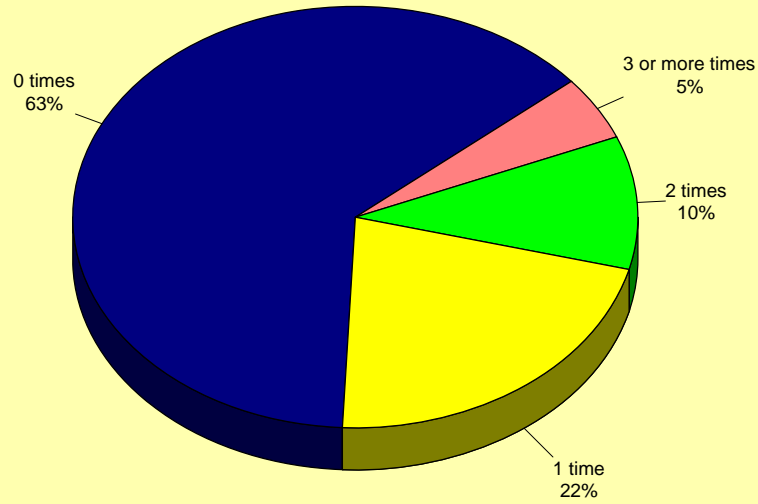
Source: ETC Institute (2011 STMC Employee Survey)

Q9. Days per week employee physically works in the South Texas Medical Center:
by percentage of employees



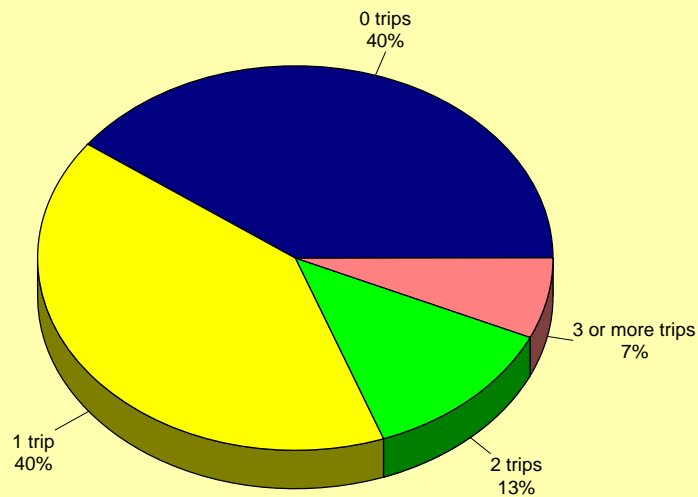
Source: ETC Institute (2011 STMC Employee Survey)

Q10. Between the time employee arrived at work and the time they will leave to return home, the number of times employee departs and returns to the building they work:
by percentage of employees



Source: ETC Institute (2011 STMC Employee Survey)

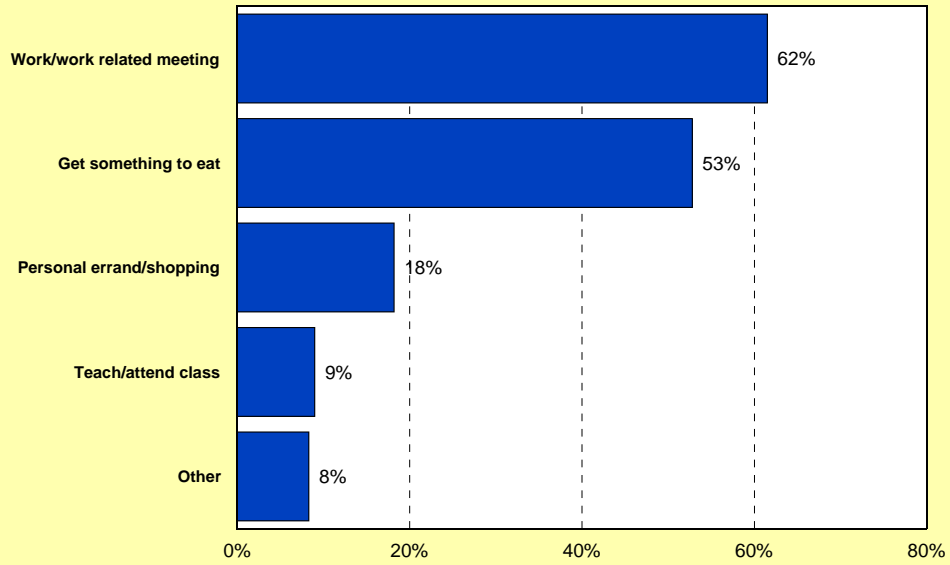
10a. Number of trips listed in Q10 that involved travel to other destinations in the South Texas Medical Center?
by percentage of employees who traveled more than 0 times during their work day.



Source: ETC Institute (2011 STMC Employee Survey)

10b. Reasons employees visited other destinations in the South Texas Medical Center:

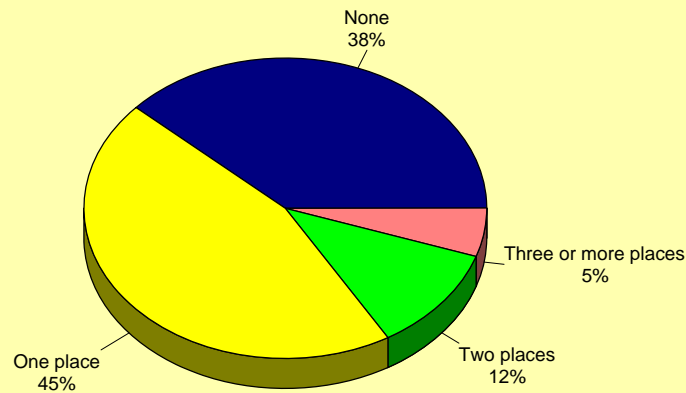
by percentage of employees who traveled to other destinations in the STMC during their work day. (multiple responses allowed)



Source: ETC Institute (2011 STMC Employee Survey)

10c. Amount of different places in the South Texas Medical Center that the employee will visit in a day:

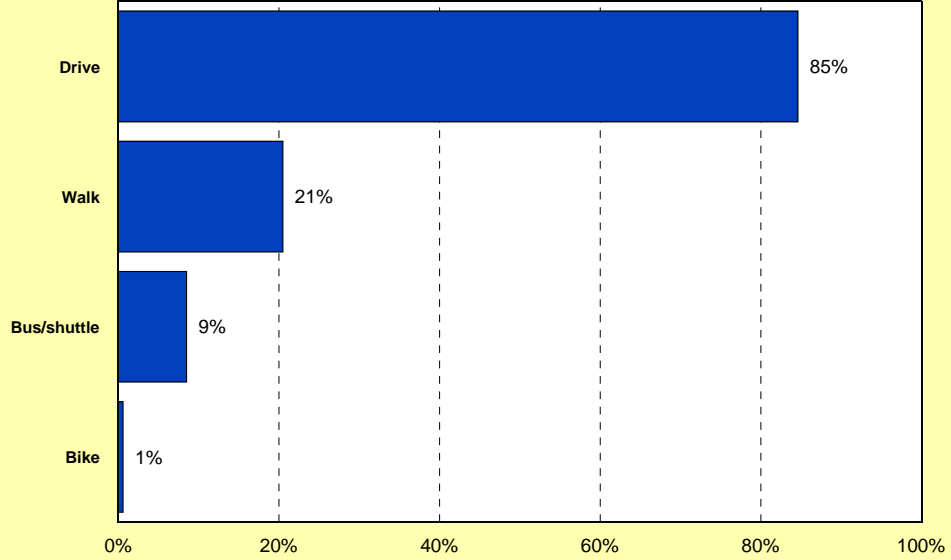
by percentage of employees who traveled to other destinations in the STMC during their work day.



Source: ETC Institute (2011 STMC Employee Survey)

10d. Best describes the form(s) of transportation employees used to travel between primary place of employment and other destinations in the South Texas Medical Center

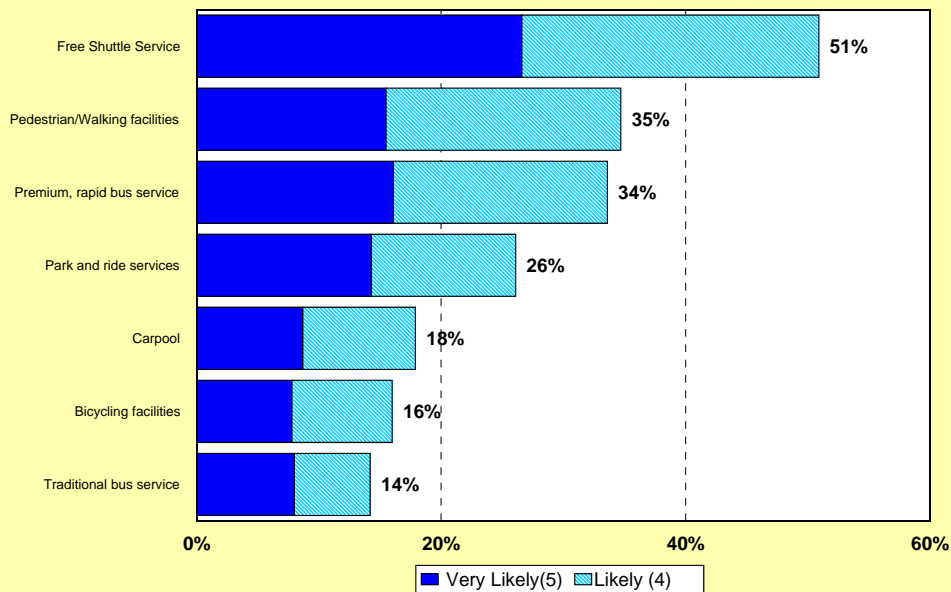
by percentage of employees who traveled to other destinations in the STMC during their work day. (multiple responses allowed)



Source: ETC Institute (2011 STMC Employee Survey)

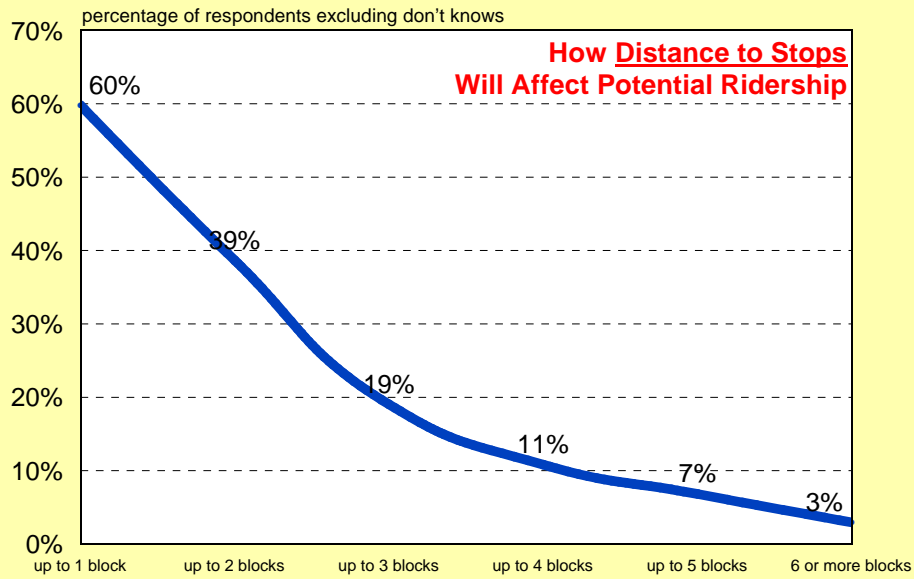
Q11. Overall interest in alternative forms of transportation:

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



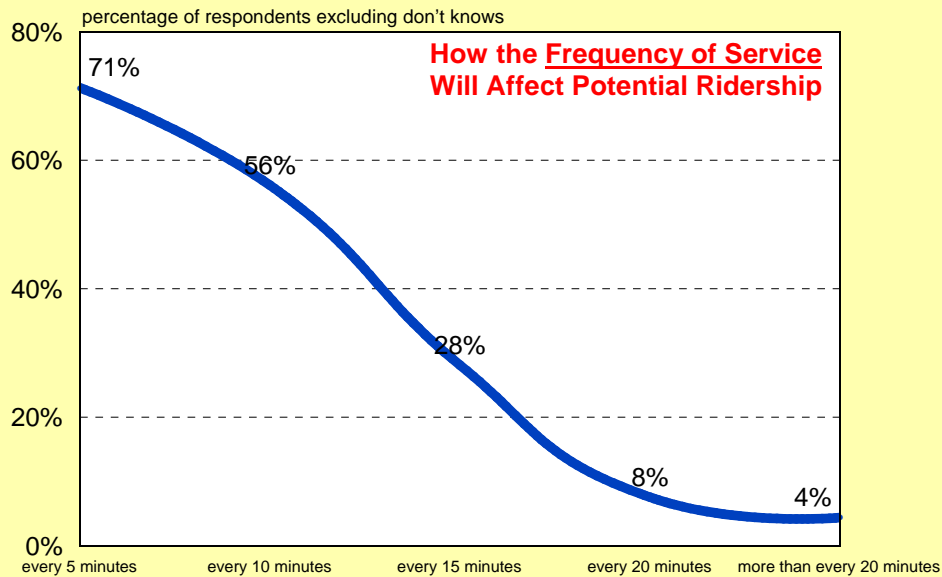
Source: ETC Institute (2011 STMC Employee Survey)

Q12. Percentage of EMPLOYEES Who Would Use Public Transportation to travel to/from Their Home and the STMC if Bus Stops Were Located Various Distances From Their Home



Source: ETC Institute (2011 STMC Employee Survey)

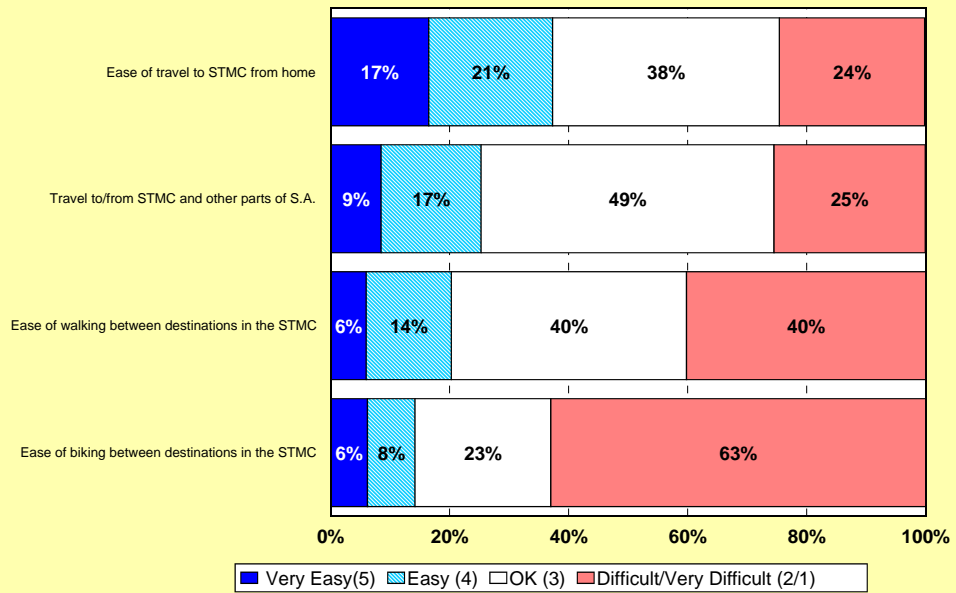
Q13. Percentage of EMPLOYEES Who Would Use Public Transportation to travel to/from Their Home and the STMC if Buses Arrived At Stops At Various Frequencies



Source: ETC Institute (2011 STMC Employee Survey)

Q14. Overall perceptions of existing transportation services:

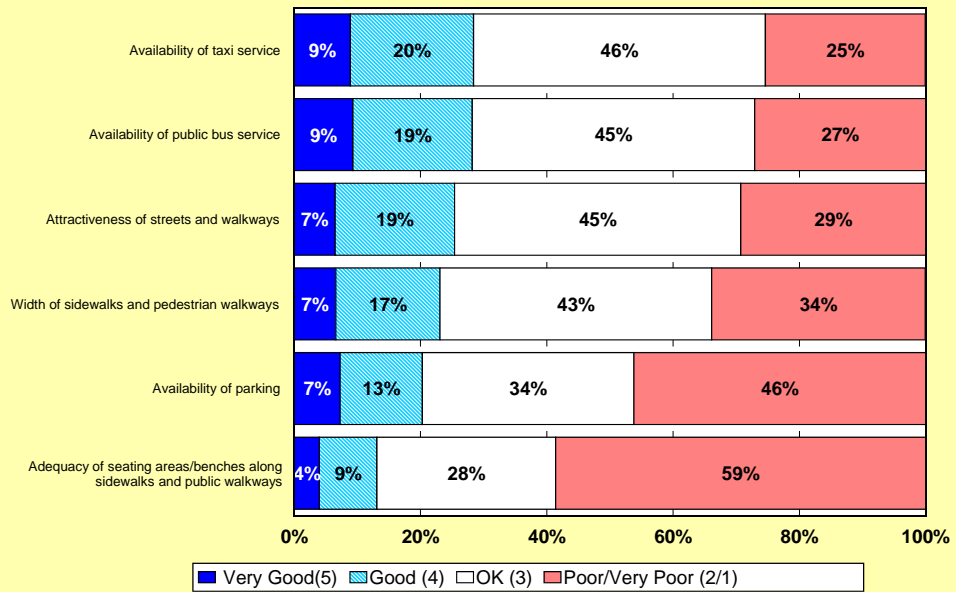
by percentage of employees who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2011 STMC Employee Survey)

Q14. Overall perceptions of existing transportation services:

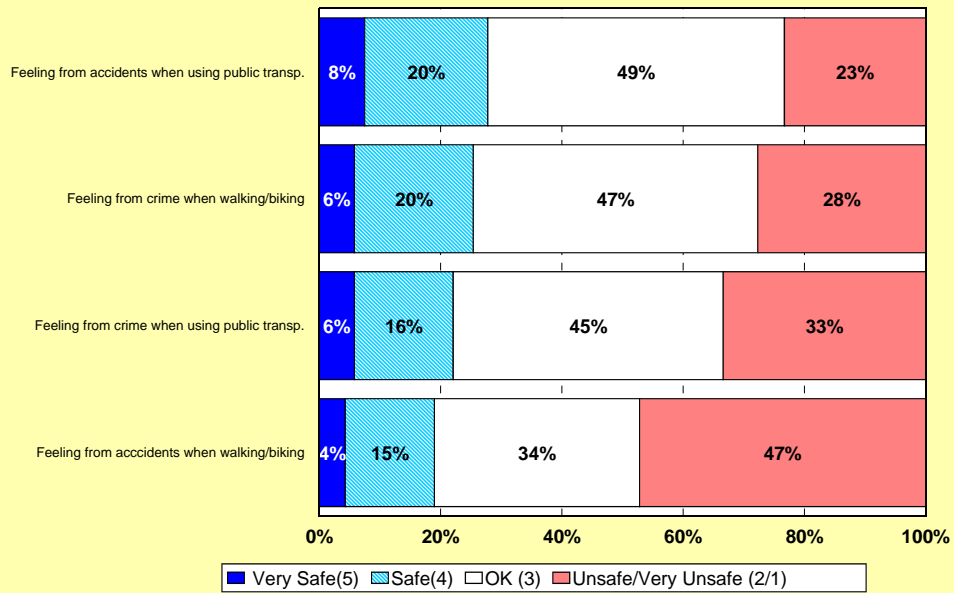
by percentage of employees who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2011 STMC Employee Survey)

Q14. Overall perceptions of existing transportation services:

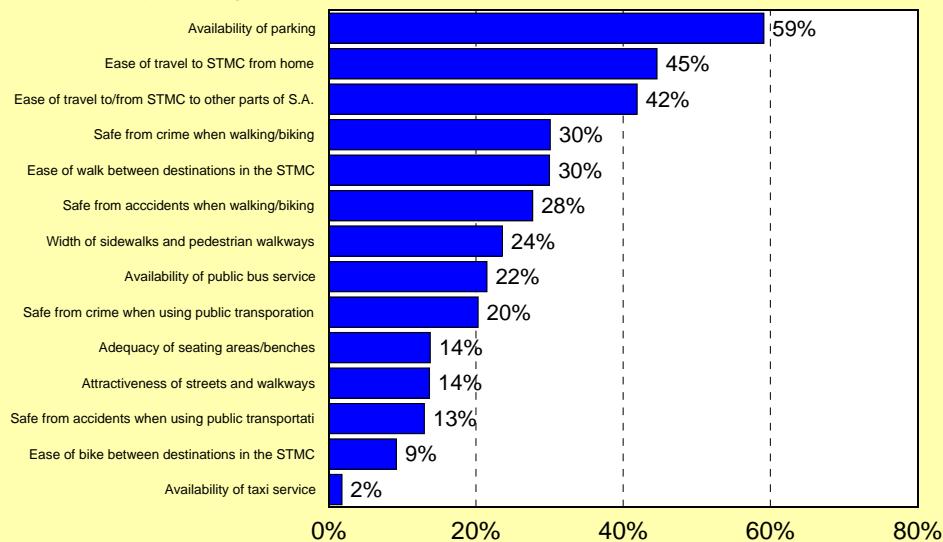
by percentage of employees who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2011 STMC Employee Survey)

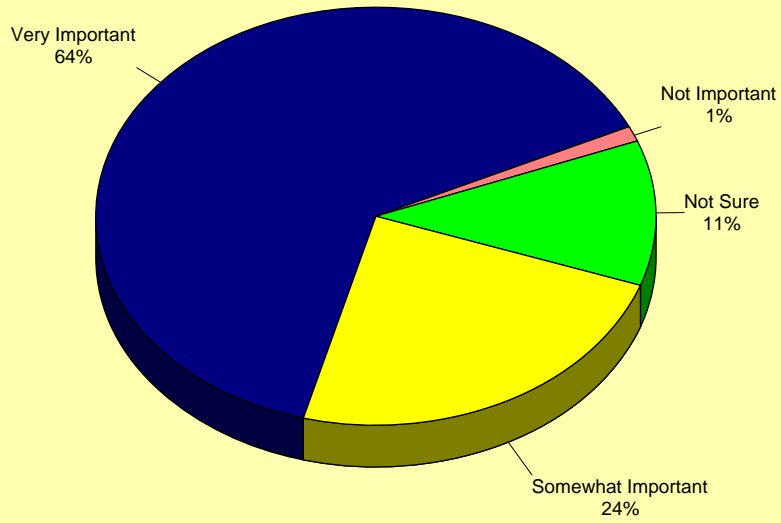
Q15. Top FOUR items employees think should be the top priorities for improvement to transportation in the South Texas Medical Center:

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



Source: ETC Institute (2011 STMC Employee Survey)

Q16. Overall importance to enhance the quality of transportation services that are available in the South Texas Medical Center:
by percentage of employees



Source: ETC Institute (2011 STMC Employee Survey)

Demographics

Q17. Top TWENTY zip codes of respondent's home :

Rank	Zip Code
1	78240
2	78250
3	78249
4	78230
5	78254
6	78229
7	78251
8	78228
9	78245
10	78258
11	78247
12	78201
13	78023
14	78238
15	78213
16	78227
17	78006
18	78232
19	78209
20	78248

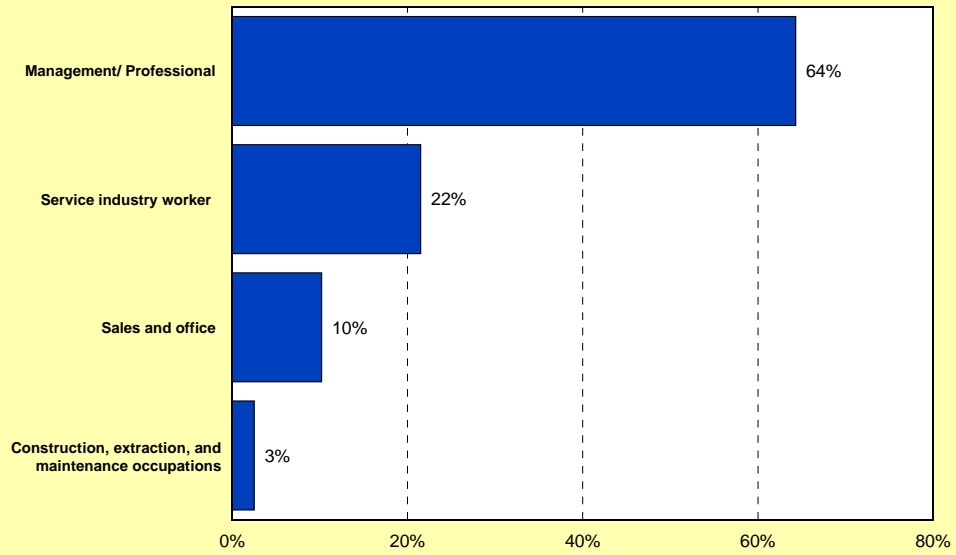
Source: ETC Institute (2011 STMC Visitor Survey)

Q18. Top TWELVE cities/towns where respondents live:

Rank	City/Town
1	San Antonio
2	Boerne
3	Helotes
4	Converse
5	Floresville
6	Leon Valley
7	Spring Branch
8	Fair Oaks Ranch
9	Lakehills
10	Cibolo
11	Live Oak
12	New Braunfels

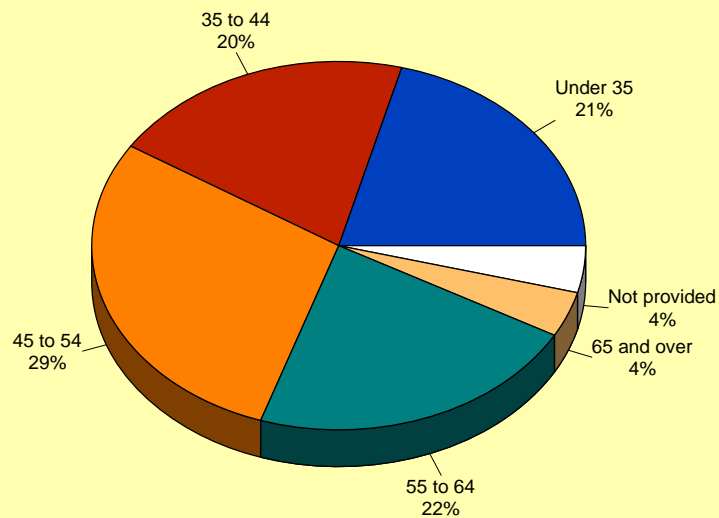
Source: ETC Institute (2011 STMC Visitor Survey)

Q19. Following best describes employees occupation:
by percentage of employees

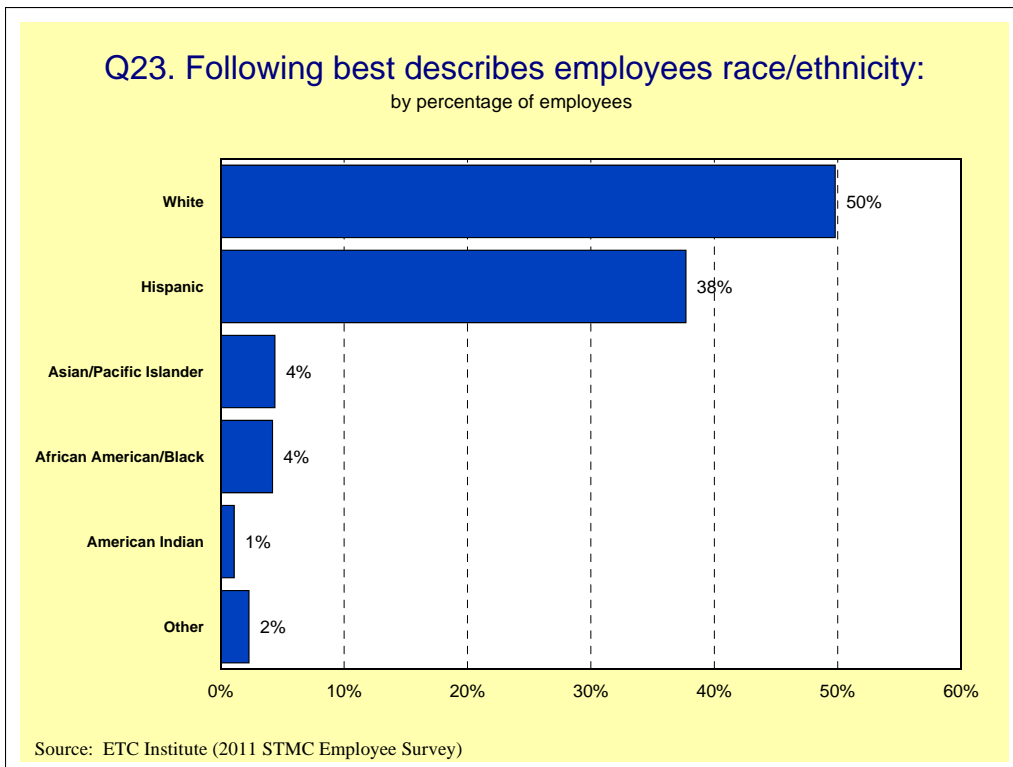
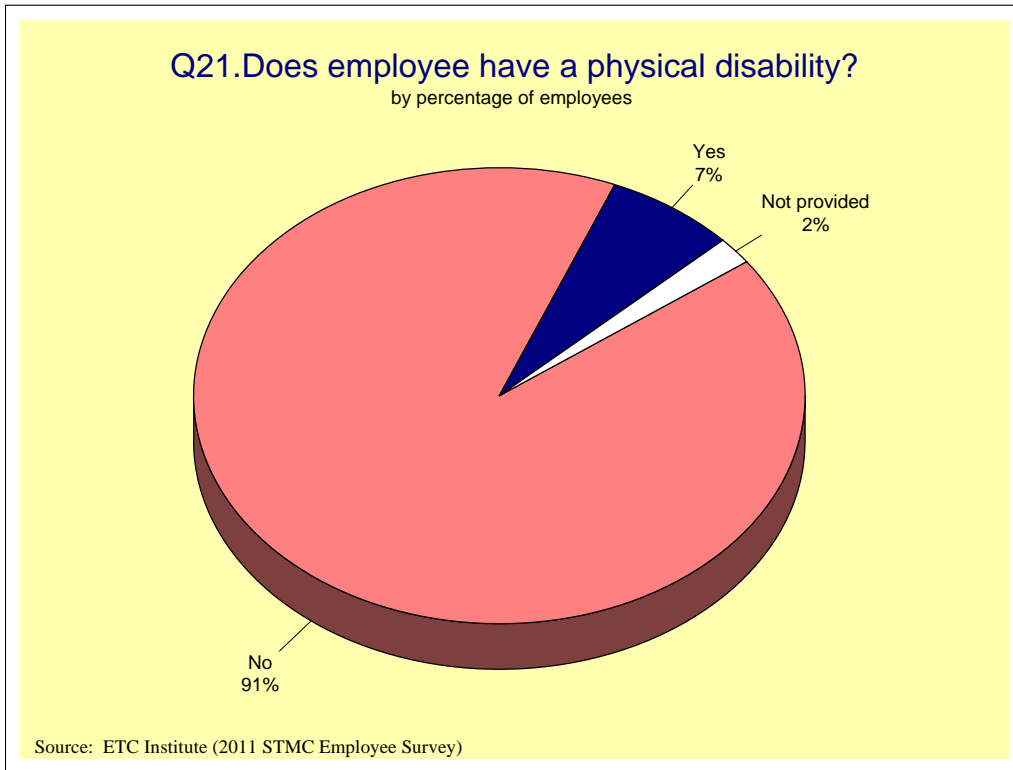


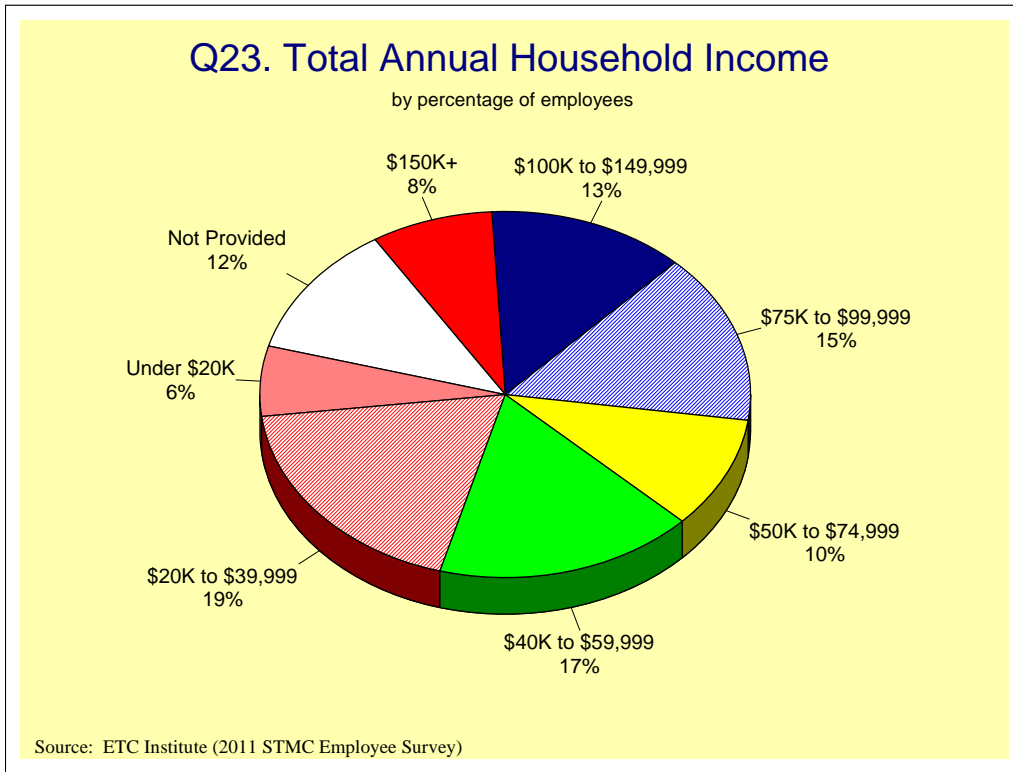
Source: ETC Institute (2011 STMC Employee Survey)

Q20. Ages of STMC employees:
by percentage of employees



Source: ETC Institute (2011 STMC Employee Survey)





Analysis to Identify Opportunities for Improvement

ANALYSIS TO IDENTIFY OPPORTUNITIES FOR IMPROVEMENT

In addition to the findings that have been presented in this report, the research team conducted quadrant assessments to identify opportunities for improvement. One method for using perceived quality data to help set transportation priorities involves an assessment of both the overall perceived quality ratings and how important the transportation activity is to respondents. The matrices following show the relative importance and perceived quality of each of the aspects of transportation that were rated on the survey.

- Importance: Items on the right side of the chart were generally more important. Items on the left side were generally less important.
- Perceived Quality: Items listed on the top of the chart rated above average. Items listed on the bottom of the chart rated below average.

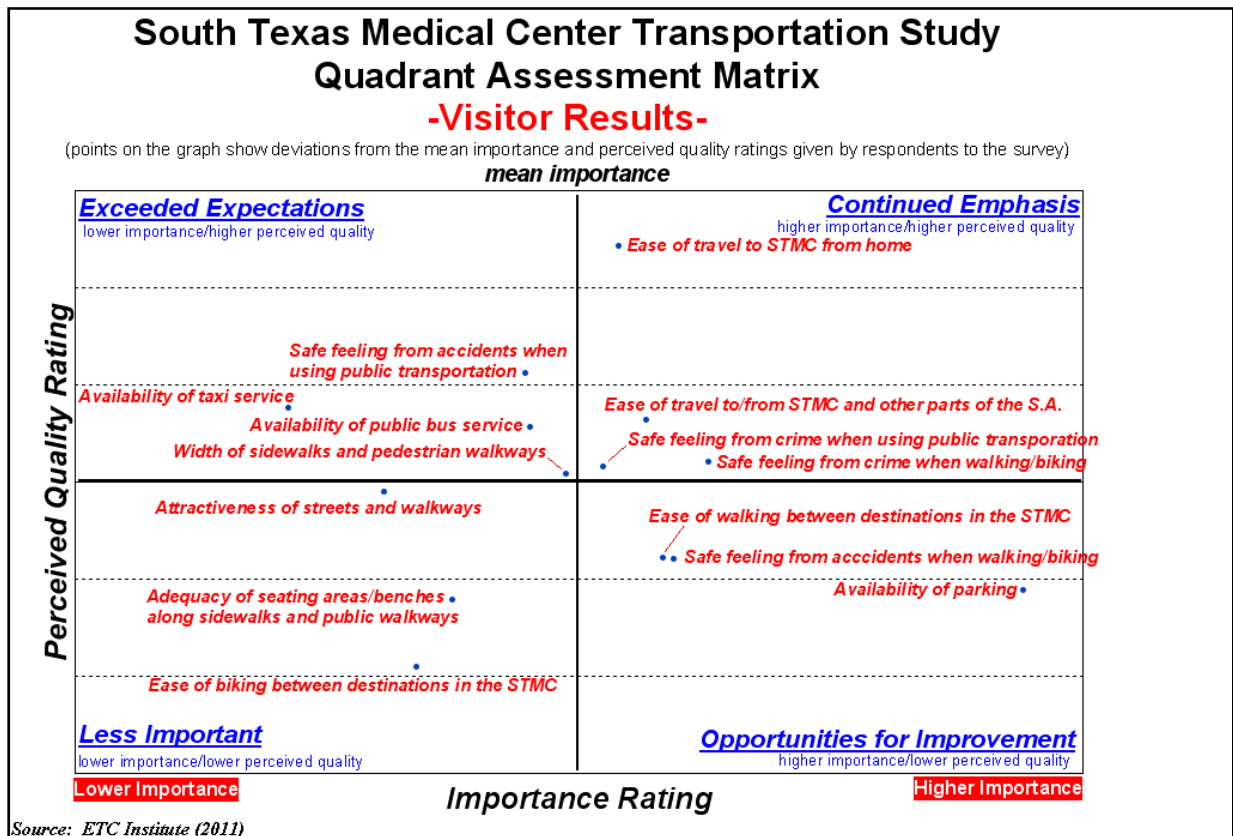
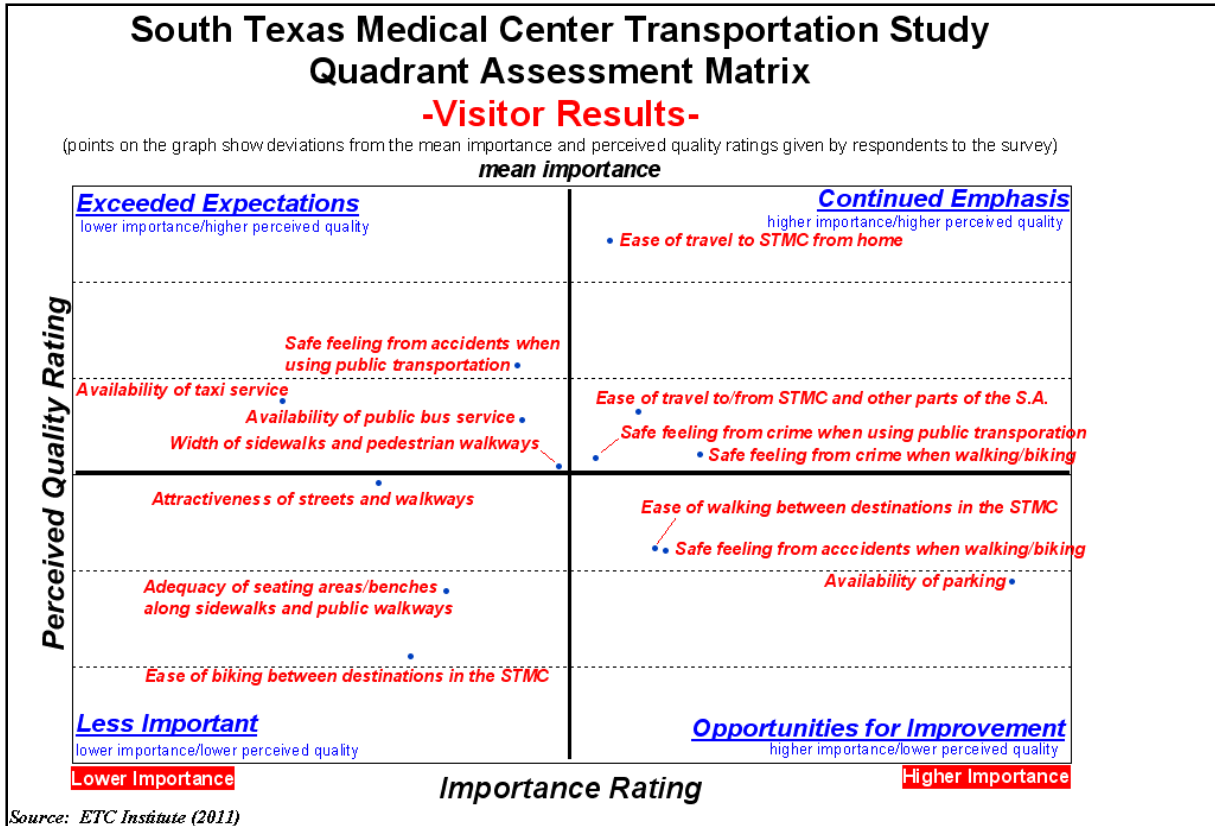
Based on the distribution in the charts, the areas that should receive the highest priority from the South Texas Medical Center (STMC) are those in the lower right quadrant labeled “opportunities for improvement.” The items in this quadrant are generally more important to respondents, but they feel the perceived quality of the item is below their expectations. Based on the results of this analysis, the South Texas Medical Center should maintain or increase its emphasis on:

Quadrant Assessment for the Visitor Survey

- Making parking more readily available
- Improving walking and biking facilities so users feel safer from accidents
- Making it easier for pedestrians to walk between destinations at the South Texas Medical Center (STMC)

Quadrant Assessment for the Employee Survey

- Making parking more readily available
- Improving walking and biking facilities so users feel safer from accidents
- Making it easier for pedestrians to walk between destinations at the South Texas Medical Center (STMC)



In addition to the quadrant assessment, the research team conducted analysis to identify which of the above transportation aspects had the highest “opportunity for improvement,” meaning which aspects should receive the highest level of emphasis to increase the perceived quality of transportation at the South Texas Medical Center (STMC). The methodology used to calculate this rating is described below.

The rating is calculated by summing the percentage of responses for items selected as the most important aspects for the STMC to emphasize. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the perceived quality of the item rated (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 that the perceived quality ratings among transportation aspects are comparable. [IP=Importance x (1-Perceived Quality)].

Example of the Calculation. Visitors were asked to identify the major categories of transportation aspects they thought were most important for the STMC to emphasize. Twenty-two percent (22%) ranked the ease of walking between destinations at the STMC as the most important aspect for the STMC to emphasize.

With regard to perceived quality, the ease of walking between destinations at the STMC was ranked tenth overall with 35% rating the ease of walking between destinations at the STMC as a “4” or a “5” on a 5-point scale excluding “Don't know” responses. The I-P rating for the overall ease of walking between destinations at the STMC was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the perceived quality percentages. In this example, 22% was multiplied by 65% (1-0.35). This calculation yielded an I-P rating of **0.1419**, which was ranked fourth out of fourteen overall transportation aspects. The results for both the visitor and employee survey are presented in tables on the following page. The transportation aspects are ranked 1 through 14 based on the I-P rating in the far right hand column.

Importance-Perceived Quality Rating South Texas Medical Center Transportation Study

Visitor Results

Category of Service	Most Important %	Most Important Rank	Perceived Quality %	Perceived Quality Rank	Importance-Satisfaction Rating	I-P Rating Rank
Availability of parking	40%	1	34%	12	0.2647	1
Safe feeling from accidents when walking/biking	23%	3	35%	11	0.1460	2
Safe feeling from crime when walking/biking	24%	2	40%	6	0.1450	3
Ease of walking between destinations in the STMC	22%	4	35%	10	0.1419	4
Ease of travel to/from STMC and other parts of the S.A.	21%	5	42%	4	0.1217	5
Safe feeling from crime when using public transportation	19%	7	40%	7	0.1142	6
Width of sidewalks and pedestrian walkways	17%	8	40%	8	0.1035	7
Ease of travel to STMC from home	20%	6	51%	1	0.0961	8
Availability of public bus service	15%	9	42%	5	0.0889	9
Safe feeling from accidents when using public trans	15%	10	45%	2	0.0835	10
Adequacy of seating areas/benches along sidewalks	12%	11	33%	13	0.0771	11
Ease of biking between destinations in the STMC	10%	12	30%	14	0.0683	12
Attractiveness of streets and walkways	8%	13	39%	9	0.0497	13
Availability of taxi service	3%	14	43%	3	0.0188	14

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Importance-Perceived Quality Rating South Texas Medical Center Transportation Study

Employee Results

Category of Service	Most Important %	Most Important Rank	Perceived Quality %	Perceived Quality Rank	Importance-Satisfaction Rating	I-P Rating Rank
Availability of parking	59%	1	20%	10	0.4710	1
Ease of travel to/from STMC and other parts of the S.A.	42%	3	25%	7	0.3130	2
Ease of travel to STMC from home	45%	2	37%	1	0.2796	3
Ease of walking between destinations in the STMC	30%	5	20%	11	0.2391	4
Safe feeling from crime when walking/biking	30%	4	25%	5	0.2245	5
Safe feeling from accidents when walking/biking	28%	6	19%	12	0.2244	6
Width of sidewalks and pedestrian walkways	24%	7	23%	8	0.1815	7
Safe feeling from crime when using public transportation	20%	9	22%	9	0.1581	8
Availability of public bus service	22%	8	28%	4	0.1544	9
Adequacy of seating areas/benches along sidewalks	14%	10	13%	14	0.1199	10
Attractiveness of streets and walkways	14%	11	25%	6	0.1022	11
Safe feeling from accidents when using public trans	13%	12	35%	2	0.0841	12
Ease of biking between destinations in the STMC	9%	13	14%	13	0.0789	13
Availability of taxi service	2%	14	28%	3	0.0129	14

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Tabular Data for Visitor Survey Results

Q1. Which of the following best describes the PRIMARY form of transportation you used to travel to the STMC today?

(multiple responses allowed)

Q1. Primary forms of transportation used to travel to South Texas Medical Center today.	Number	Percent
Drove alone	739	67.5 %
Carpool/vanpool	156	14.2 %
Was dropped off	72	6.6 %
Motorcycle	4	0.4 %
Taxi	4	0.4 %
Walk	29	2.6 %
Bike	8	0.7 %
Bus (this group was oversampled)	125	11.4 %
Total	1137	

Q1. Primary forms of transportation used to travel to South Texas Medical Center today.	Number	Percent
Drove alone	739	69.9 %
Carpool/vanpool	156	14.8%
Was dropped off	72	6.9 %
Motorcycle	4	0.6 %
Taxi	4	0.6 %
Walk	29	2.8 %
Bike	8	0.9 %
Bus (actual number in random sample)	45	4.2 %
Total	1057	

Q1. Which bus routes? Top Ten Bus Routes Used to Get to and from STMC by VISITORS

Rank 1)	92
Rank 2)	91
Rank 3)	534
Rank 4)	14
Rank 5)	21
Rank 6)	603
Rank 7)	602
Rank 8)	604
Rank 9)	522
Rank 10)	21

Q2. Which Highways/Roads Used to Get to and from STMC? Top 10 Highways/Roads Used to get to and from STMC by VISITORS

Rank 1)	I10
Rank 2)	I410
Rank 3)	1604
Rank 4)	Huebner Rd
Rank 5)	US 87
Rank 6)	Wurzbach Rd
Rank 7)	I35
Rank 8)	Babcock Rd
Rank 9)	Fredericksburg Rd
Rank 10)	Medical Dr

Q3. How many minutes did it take you to travel from your home to STMC today?

Q3. How many minutes did it take you to travel from your home to STMC today?	Number	Percent
5 or less	46	4.2 %
6-10 minutes	119	10.9 %
11-15 minutes	160	14.6 %
16-20 minutes	187	17.1 %
21-25 minutes	116	10.6 %
26-30 minutes	144	13.2 %
31-35 minutes	39	3.6 %
36-40 minutes	34	3.1 %
41-50 minutes	82	7.5 %
51-60 minutes	36	3.3 %
61 or more	80	7.3 %
Not Provided	52	4.7 %
Total	1095	100.0 %

Q4. What time did you arrive at the STMC today? Excluding Not Provided

Arrive Time	Number	Percent
1=before 6	57	5.5 %
2=6 to 8	236	22.8 %
3=8 to 9	203	19.6 %
4=9 to 10	103	10.0 %
5=10 to 11	90	8.7 %
6=11 to 1	122	11.8 %
7=1 to 3	139	13.4 %
8=3 to 5	68	6.6 %
9=5 to 7	3	0.3 %
10=7 or later	13	1.3 %
Total	1034	100.0 %

Q5. Approximately what time will you depart the STMC today? Excluding Not Provided

Depart Time	Number	Percent
1=before 6	35	4.0 %
2=6 to 8	19	2.2 %
3=8 to 9	5	0.6 %
4=9 to 10	33	3.8 %
5=10 to 11	32	3.7 %
6=11 to 1	139	15.9 %
7=1 to 3	146	16.7 %
8=3 to 5	221	25.2 %
9=5 to 7	160	18.3 %
10=7 or later	86	9.8 %
Total	876	100.0 %

Q6. Including yourself, how many people traveled with you (carpooled)to the South Texas Medical Center today?

Q6. Including yourself, how many people traveled with you to STMC today?	Number	Percent
1 (note: many of those who used the bus traveled alone)	849	77.5 %
2	119	10.9 %
3+	74	6.8 %
Not Provided	53	4.8 %
Total	1095	100.0 %

Q7. Did you park a vehicle in the STMC today?

<u>Q7. Did you park a vehicle in the STMC today?</u>	<u>Number</u>	<u>Percent</u>
1=Yes	782	75.5 %
2=No	254	24.5 %
Total	1036	100.0 %

Q7a. How many minutes did it take you to walk from the parking area to your primary destination in STMC?

<u>Q7a. How many minutes did it take you to walk from parking to your destination in STMC?</u>	<u>Number</u>	<u>Percent</u>
5 or less	588	75.2 %
6-10 minutes	128	16.4 %
11-15 minutes	23	2.9 %
16-20 minutes	15	1.9 %
20+ minutes	9	1.2 %
Not Provided	19	2.4 %
Total	782	100.0 %

Q7a. How many minutes did it take you to walk from the parking area to your primary destination in STMC?

Mean = 4.48 minutes

Median = 3 minutes

Q8. What is the name of the primary place you were visiting in the STMC today?

- Rank 1) University Hospital
- Rank 2) UT Health Science Center
- Rank 3) Methodist Hospital
- Rank 4) University Health System
- Rank 5) Methodist Children's Hospital
- Rank 6) Methodist Speciality and Transplant
- Rank 7) ST Luke's Baptist Hospital
- Rank 8) Methodist Heart Hospital
- Rank 9) Christus Santa Rosa Medical Center
- Rank 10) Lifecare Hospitals
- Rank 11) Clarity Child Guidance Center
- Rank 12) Healthsouth Riosa
- Rank 13) Trisun Helathcare
- Rank 14) Easter Seal Rehab Center
- Rank 15) Methodist Ambulatory Hospital
- Rank 16) Oak Park Nursing and Rehab
- Rank 17) Brookdale Senior Living
- Rank 18) Urology, SA
- Rank 19) Princeton Place Med Center
- Rank 20) NISD Health Careers High School

Q9. How many days per week do you typically visit the STMC?

Q9. How many days per week do you typically visit the STMC?	Number	Percent
Not regularly (less than 1)	317	28.9 %
1 day	244	22.3 %
2 days	93	8.5 %
3 days	76	6.9 %
4 days	68	6.2 %
5 days	186	17.0 %
6 days	64	5.8 %
7 days	47	4.3 %
Total	1095	100.0 %

Q9. How many days per week do you typically visit the STMC?

Mean = 2.62 days

Median = 2 days

Q10. Altogether, how many different places in the STMC will you visit today?

Q10a. How many different places in STMC will you visit today?	Number	Percent
One	811	74.1 %
Two	213	19.5 %
Three	52	4.7 %
Four or more	19	1.7 %
Total	1095	100.0 %

Q10b. Which of the following forms of transportation will you use to travel between your primary destination at STMC and other places you will be visiting in the STMC today?

(multiple responses allowed)

Q10b. Which form of transportation will you use to travel between places at STMC?	Number	Percent
1=Drive	595	54.3 %
2=Walk	272	24.8 %
3=Bike	4	0.4 %
4=Bus/shuttle	136	12.4 %
5=Other	25	2.3 %
Total	1032	

**Q11. Please indicate how likely you would be to use the following types of transportation:
(excluding "don't know" responses)**

Q11A. Park and ride services where you park your car & then take an express bus to get to the STMC

	Number	Percent
Very Likely	182	20.5 %
Likely	107	12.1 %
Neutral	77	8.7 %
Unlikely	133	15.0 %
Very Unlikely	388	43.7 %
Total	887	100.0 %

Q11B. Carpool (a shared ride) with other people who are traveling to the STMC

	Number	Percent
Very Likely	182	20.3 %
Likely	150	16.7 %
Neutral	114	12.7 %
Unlikely	132	14.7 %
Very Unlikely	318	35.5 %
Total	896	100.0 %

Q11C. Traditional bus service from your home to the STMC

	Number	Percent
Very Likely	154	17.6 %
Likely	72	8.2 %
Neutral	73	8.3 %
Unlikely	110	12.5 %
Very Unlikely	468	53.4 %
Total	877	100.0 %

Q11D. Premium, rapid bus service that would have modern buses arrive at stops every 10-12 minutes; the service would have fewer stops and move faster than traditional bus service

	Number	Percent
Very Likely	191	21.8 %
Likely	148	16.9 %
Neutral	99	11.3 %
Unlikely	95	10.8 %
Very Unlikely	343	39.2 %
Total	876	100.0 %

**Q11. Please indicate how likely you would be to use the following types of transportation:
(excluding "don't know" responses)**

Q11E. Bicycling facilities if there were safe routes between facilities at the STMC, good signage, and convenient storage areas for bikes

	Number	Percent
Very Likely	124	14.2 %
Likely	89	10.2 %
Neutral	77	8.8 %
Unlikely	112	12.8 %
Very Unlikely	474	54.1 %
Total	876	100.0 %

Q11F. Pedestrian/Walking facilities if there were safe walking routes between facilities at the STMC

	Number	Percent
Very Likely	220	25.0 %
Likely	214	24.3 %
Neutral	114	12.9 %
Unlikely	81	9.2 %
Very Unlikely	252	28.6 %
Total	881	100.0 %

Q11G. Free shuttle service that would take you to other destinations in the STMC

	Number	Percent
Very Likely	322	36.5 %
Likely	186	21.1 %
Neutral	107	12.1 %
Unlikely	52	5.9 %
Very Unlikely	216	24.5 %
Total	883	100.0 %

Q12. How far would you be willing to walk from the entrance of the place you are visiting in the STMC today to a bus stop where you could use public transportation to travel to/from STMC and your home?

Q12. How many blocks would you be willing to walk from STMC to a bus stop?	Number	Percent
would not use	277	25.3 %
1 block	159	14.5 %
2 blocks	144	13.2 %
3 blocks	76	6.9 %
4 blocks	38	3.5 %
5 blocks	38	3.5 %
6 or more blocks	27	2.5 %
Don't know	336	30.7 %
Total	1095	100.0 %

Q12. How far would you be willing to walk from the entrance of the place you are visiting in the STMC today to a bus stop where you could use public transportation to travel to/from STMC and your home? (excluding "don't know" responses)

Mean = 2.76 blocks

Median = 2 blocks

Q13. How frequently (in minutes) would a shuttle bus or other form of public transportation need to be scheduled to arrive at stops for you to consider using a free shuttle service to travel between destinations in the STMC?

Q13. How frequently would a shuttle bus need to be scheduled to arrive for you to travel between destinations in the STMC?

	Number	Percent
would not use	208	19.0 %
5 or less	80	7.3 %
6-10 minutes	173	15.8 %
11-15 minutes	163	14.9 %
16-20 minutes	39	3.6 %
21-25 minutes	4	0.4 %
26+ minutes	69	6.3 %
Don't Know	359	32.8 %
Total	1095	100.0 %

Q13. How frequently (in minutes) would a shuttle bus or other form of public transportation need to be scheduled to arrive at stops for you to consider using a free shuttle service to travel between destinations in the STMC? (for those willing to use shuttle service) (excluding "don't know" responses)

Mean = 10.48 minutes

Median = 10 minutes

Q14. Please rate the following aspects of transportation in the STMC by circling the number that corresponds to your rating. (excluding "don't know" responses)

Q14A. How easy it is to travel to/from STMC and other parts of the San Antonio area	Number	Percent
Very Easy	160	18.2 %
Easy	212	24.1 %
OK	364	41.3 %
Difficult	112	12.7 %
Very Difficult	33	3.7 %
Total	881	100.0 %

Q14B. How easy it is to travel to STMC from your home	Number	Percent
Very Easy	223	24.1 %
Easy	250	27.1 %
OK	312	33.8 %
Difficult	99	10.7 %
Very Difficult	40	4.3 %
Total	924	100.0 %

Q14C. How easy it is to walk between destinations in the STMC	Number	Percent
Very Easy	97	12.5 %
Easy	176	22.7 %
OK	267	34.5 %
Difficult	152	19.6 %
Very Difficult	83	10.7 %
Total	775	100.0 %

Q14D. How easy it is to bike between destinations in the STMC	Number	Percent
Very Easy	58	14.2 %
Easy	63	15.4 %
OK	93	22.7 %
Difficult	115	28.1 %
Very Difficult	80	19.6 %
Total	409	100.0 %

Q14. Please rate the following aspects of transportation in the STMC by circling the number that corresponds to your rating. (excluding "don't know" responses)

<u>Q14E. Availability of parking</u>	<u>Number</u>	<u>Percent</u>
Very Good	110	12.4 %
Good	187	21.1 %
OK	282	31.8 %
Poor	175	19.7 %
Very Poor	134	15.1 %
Total	888	100.0 %

<u>Q14F. Availability of public bus service</u>	<u>Number</u>	<u>Percent</u>
Very Good	108	20.6 %
Good	112	21.3 %
OK	196	37.3 %
Poor	71	13.5 %
Very Poor	38	7.2 %
Total	525	100.0 %

<u>Q14G. Availability of taxi service</u>	<u>Number</u>	<u>Percent</u>
Very Good	84	21.2 %
Good	86	21.7 %
OK	132	33.3 %
Poor	60	15.2 %
Very Poor	34	8.6 %
Total	396	100.0 %

<u>Q14H. Width of sidewalks and pedestrian walkways</u>	<u>Number</u>	<u>Percent</u>
Very Good	109	13.9 %
Good	201	25.6 %
OK	306	38.9 %
Poor	118	15.0 %
Very Poor	52	6.6 %
Total	786	100.0 %

<u>Q14I. Attractiveness of streets and walkways</u>	<u>Number</u>	<u>Percent</u>
Very Good	112	14.0 %
Good	197	24.6 %
OK	327	40.9 %
Poor	103	12.9 %
Very Poor	61	7.6 %
Total	800	100.0 %

<u>Q14J. Adequacy of seating areas/benches along sidewalks and public walkways</u>	<u>Number</u>	<u>Percent</u>
Very Good	95	15.6 %
Good	106	17.4 %
OK	206	33.9 %
Poor	142	23.4 %
Very Poor	59	9.7 %
Total	608	100.0 %

Q14. Please rate the following aspects of transportation in the STMC by circling the number that corresponds to your rating. (excluding "don't know" responses)

Q14K. How safe you feel from accidents when walking or biking in the STMC area	Number	Percent
Very Safe	78	10.6 %
Safe	181	24.5 %
OK	272	36.8 %
Unsafe	153	20.7 %
Very Unsafe	55	7.4 %
Total	739	100.0 %

Q14L. How safe you feel from crime when walking or biking in the STMC area	Number	Percent
Very Safe	83	11.4 %
Safe	209	28.7 %
OK	291	40.0 %
Unsafe	113	15.5 %
Very Unsafe	31	4.3 %
Total	727	100.0 %

Q14M. How safe you feel from crime when using public transportation in the STMC area	Number	Percent
Very Safe	68	11.9 %
Safe	160	28.0 %
OK	224	39.2 %
Unsafe	91	15.9 %
Very Unsafe	28	4.9 %
Total	571	100.0 %

Q14N. How safe you feel from accidents when using public transportation in the STMC area	Number	Percent
Very Safe	81	14.4 %
Safe	171	30.3 %
OK	236	41.8 %
Unsafe	53	9.4 %
Very Unsafe	23	4.1 %
Total	564	100.0 %

Q15. Which FOUR of the services listed above do you think should be the STMC's top priorities? (Top four)

<u>Q15. Sum of the Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Availability of parking	436	39.8 %
How safe you feel from crime while walking or biking	265	24.2 %
How safe you feel from accidents while walking or biking	246	22.5 %
Easy to walk between destinations at STMC	240	21.9 %
Easy to travel to/from STMC to other parts of San Antonio	231	21.1 %
Easy to travel to STMC from home	216	19.7 %
How safe you feel from crime on public transportation	208	19.0 %
Width of sidewalks & pedestrian walkways	187	17.1 %
Availability of public bus service	167	15.3 %
How safe you feel from accidents on public transportation	165	15.1 %
Adequacy of seating areas/benches along walkways	126	11.5 %
Easy to bike between destinations at STMC	106	9.7 %
Attractiveness of streets and walkways	89	8.1 %
Availability of taxi service	36	3.3 %
Total	2718	

Q16. Overall, how important do you think it is to enhance the quality of transportation services that are available in the STMC?

<u>Q16. How important is it to enhance the quality of transportation services at STMC?</u>	<u>Number</u>	<u>Percent</u>
Very important	649	59.3 %
Somewhat important	193	17.6 %
Not sure	229	20.9 %
Not important	24	2.2 %
Total	1095	100.0 %

Q17. In which zip code do you live? Top
20 Zipcodes where VISITORS Live

Rank 1)	78240
Rank 2)	78229
Rank 3)	78249
Rank 4)	78228
Rank 5)	78250
Rank 6)	78230
Rank 7)	78245
Rank 8)	78216
Rank 9)	78213
Rank 10)	78251
Rank 11)	78232
Rank 12)	78254
Rank 13)	78247
Rank 14)	78256
Rank 15)	78207
Rank 16)	78212
Rank 17)	78209
Rank 18)	78202
Rank 19)	78258
Rank 20)	78238

Q18. What is your age in years?

Q18. What is your age in years?	Number	Percent
Under 35	389	35.5 %
35 to 44	182	16.6 %
45 to 54	173	15.8 %
55 to 64	130	11.9 %
65+	94	8.6 %
Not Provided	127	11.6 %
Total	1095	100.0 %

Q19. Do you have a physical disability?

Q19. Do you have a physical disability?	Number	Percent
Yes	182	16.6 %
No	793	72.4 %
Not Provided	120	11.0 %
Total	1095	100.0 %

Q20. Which of the following describes your race/ethnicity?

Q20. Which of the following describes your race/ethnicity?

	Number	Percent
1=African American/Black	81	7.4 %
2=American Indian	8	0.7 %
3=Asian/Pacific Islander	32	2.9 %
4=Hispanic	424	38.7 %
5=White	435	39.7 %
6=Other	16	1.5 %
Total	996	

Q21. What is your total annual household income?

Q21. Would you say your total annual household income is:

	Number	Percent
Under \$20,000	261	23.8 %
\$20,000 to \$39,999	217	19.8 %
\$40,000 to \$59,999	158	14.4 %
\$50,000 to \$74,999	96	8.8 %
\$75,000 to \$99,999	80	7.3 %
\$100,000 to \$149,999	61	5.6 %
\$150,000 or more	37	3.4 %
Not Provided	185	16.9 %
Total	1095	100.0 %

Tabular Data for Employee Survey Results

Q1. Which of the following best describes the PRIMARY forms of transportation you used to travel to the South Texas Medical Center today?

(multiple responses allowed)

Q1. Primary forms of transportation used to travel to

STMC today	Number	Percent
Drove alone	2141	88.9 %
Carpool/Vanpool	122	5.1 %
Was dropped off	121	5.0 %
Motorcycle	22	0.9 %
Taxi	4	0.2 %
Walk	28	1.2 %
Bike	13	0.5 %
Bus (this group was oversampled)	94	3.9 %
Other	21	0.9 %
Total	2566	

Q1. Primary forms of transportation used to travel to

STMC today	Number	Percent
Drove alone	2141	89.9 %
Carpool/Vanpool	122	5.8 %
Was dropped off	121	5.4 %
Motorcycle	22	1.0 %
Taxi	4	0.3 %
Walk	28	1.4 %
Bike	13	0.5 %
Bus (actual number in random sample)	44	1.7 %
Other	21	1.0 %
Total	2516	

Q1. Which bus routes? Top Ten Bus Routes Used to Get to and from STMC by EMPLOYEES

Rank 1)	534
Rank 2)	522
Rank 3)	532
Rank 4)	91
Rank 5)	602
Rank 6)	604
Rank 7)	603
Rank 8)	92
Rank 9)	550
Rank 10)	97

Q2. Which Highways/Roads Used to Get to and from STMC? Top 10 Highways/Roads Used to get to and from STMC by EMPLOYEES

Rank 1)	I410
Rank 2)	I10
Rank 3)	1604
Rank 4)	I35
Rank 5)	US 87
Rank 6)	Huebner Rd
Rank 7)	Babcock Rd
Rank 8)	Wurzbach Rd
Rank 9)	Fredericksburg Rd
Rank 10)	Medical Dr

Q3. How many minutes did it take you to travel from your home to STMC today?

<u>Q3. How many minutes did it take you to travel to STMC</u>	<u>Number</u>	<u>Percent</u>
5 or less	77	3.2 %
6-10 minutes	210	8.7 %
11-15 minutes	336	14.0 %
16-20 minutes	437	18.1 %
21-25 minutes	335	13.9 %
26-30 minutes	325	13.5 %
31-35 minutes	131	5.4 %
36-40 minutes	158	6.6 %
41-50 minutes	241	10.0 %
51-60 minutes	97	4.0 %
61 or more	49	2.0 %
Not Provided	12	0.5 %
Total	2408	100.0 %

Mean = 27.31 minutes

Median = 25 minutes

Q4. What time did you arrive at the South Texas Medical Center today? Excluding Not Provided

Arrival time	Number	Percent
1=before 6	91	3.8 %
2=6 to 8	1308	54.9 %
3=8 to 9	575	24.1 %
4=9 to 10	138	5.8 %
5=10 to 11	35	1.5 %
6=11 to 1	39	1.6 %
7=1 to 3	60	2.5 %
8=3 to 5	14	0.6 %
9=5 to 7	76	3.2 %
10=7 or later	45	1.9 %
Total	2381	100.0 %

Q5. Approximately, what time will you depart the South Texas Medical Center today? Excluding Not Provided

Departure time	Number	Percent
1=before 6	53	2.3 %
2=6 to 8	120	5.1 %
3=8 to 9	6	0.3 %
4=9 to 10	7	0.3 %
5=10 to 11	3	0.1 %
6=11 to 1	31	1.3 %
7=1 to 3	95	4.0 %
8=3 to 5	765	32.5 %
9=5 to 7	981	41.7 %
10=7 or later	294	12.5 %
Total	2355	100.0 %

Q6. Including yourself, how many people traveled with you (carpooled) to the South Texas Medical Center today?

Q6. How many people traveled with you to STMC today	Number	Percent
1	2199	91.3 %
2	136	5.6 %
3+	43	1.8 %
Not Provided	30	1.2 %
Total	2408	100.0 %

Q7. Did you park a vehicle in the South Texas Medical Center while you were at work today? (without not provided)

Q7. Did you park in STMC today	Number	Percent
Yes	2038	85.2 %
No	353	14.8 %
Total	2391	100.0 %

Q7a. If YES to Question #7, how many minutes did it take you to walk from the parking area where you parked your car to the entrance of the building where you work?

Q7a. How many minutes did it take you to walk from parking area to entrance of building	Number	Percent
5 or less	1432	70.3 %
6-10 minutes	423	20.8 %
11-15 minutes	131	6.4 %
16-20 minutes	28	1.4 %
20+ minutes	6	0.3 %
Not Provided	18	0.9 %
Total	2038	100.0 %

Mean = 5.01 minutes

Median = 5 minutes

Q8. What is the name of the primary place were you work in the STMC?

- Rank 1) UT Health Science Center
- Rank 2) University Hospital
- Rank 3) Universtiy Health System
- Rank 4) Methodist Hospital
- Rank 5) ST Luke's Baptist Hospital
- Rank 6) Methodist Speciality and Transplant
- Rank 7) Methodist Children's Hospital
- Rank 8) Methodist Heart Hospital
- Rank 9) Clarity Child Guidance Center
- Rank 10) Christus Santa Rosa Medical Center
- Rank 11) Lifecare Hospitals
- Rank 12) Healthsouth Riosa
- Rank 13) Oak Park Nursing and Rehab
- Rank 14) Princeton Place Med Center
- Rank 15) Methodist Ambulatory Hospital
- Rank 16) Easter Seal Rehab Center
- Rank 17) Trisun Helathcare
- Rank 18) Brookdale Senior Living
- Rank 19) Urology, SA
- Rank 20) NISD Health Careers High School

Q9. How many days per week do you physically work in the South Texas Medical Center?

<u>Q9. How many days per week do you work in STMC</u>	<u>Number</u>	<u>Percent</u>
Less than one day	27	1.1 %
1 day	44	1.8 %
2 days	32	1.3 %
3 days	166	6.9 %
4 days	222	9.2 %
5 days	1765	73.3 %
6 days	99	4.1 %
7 days	38	1.6 %
Not Provided	15	0.6 %
Total	2408	100.0 %

Mean = 4.67 days
 Median = 5 days

Q10. Between the time you arrived at work today and the time you will leave to return home, how many times will you depart and return to the building where you work?

Q10. How many times will you depart & return to the building	Number	Percent
None	1522	63.2 %
One	526	21.8 %
Two	240	10.0 %
Three or more	120	5.0 %
Total	2408	100.0 %

Q10a. How many of the trips listed in Question #10 will involve travel to other destinations in the South Texas Medical Center?

Q10a. How many trips will involve travel to other destination	Number	Percent
None	354	40.0 %
One	359	40.5 %
Two	114	12.9 %
Three or more	59	6.7 %
Total	886	100.0 %

Q10b. For what reasons will you be visiting other destinations in the South Texas Medical Center today?

Q10b. Reasons for your visiting other destinations	Number	Percent
Get something to eat	281	52.8 %
Teach/attend class	48	9.0 %
Work/work related meeting	327	61.5 %
Personal errand/shopping	97	18.2 %
Other	44	8.3 %
Total	797	

Q10c. Altogether, how many different places in the South Texas Medical Center will you visit today?

Q10c. How many places in STMC will you visit today	Number	Percent
None	204	38.3 %
One	240	45.1 %
Two	61	11.5 %
Three or more	27	5.1 %
Total	532	100.0 %

Q10d. Which of the following forms of transportation will you use to travel between your primary place of employment and the other places you will be visiting at the South Texas Medical Center today?

Q10d. Forms of transportation will you use to travel to other places	Number	Percent
Drive	450	84.6 %
Walk	109	20.5 %
Bike	3	0.6 %
Bus/shuttle	45	8.5 %
Total	607	

Q11. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you would be to use the following types of transportation. (excluding "don't know" responses)

Q11a. Park & ride services where you park your car & then take an express bus to STMC	Number	Percent
5=Very Likely	327	14.3 %
4=Likely	271	11.8 %
3=Neutral	248	10.8 %
2=Unlikely	353	15.4 %
1=Very Unlikely	1089	47.6 %
Total	2288	100.0 %

Q11b. Carpool (a shared ride) with other people who are traveling to STMC	Number	Percent
5=Very Likely	200	8.7 %
4=Likely	211	9.2 %
3=Neutral	296	12.9 %
2=Unlikely	532	23.2 %
1=Very Unlikely	1059	46.1 %
Total	2298	100.0 %

Q11c. Traditional bus service from your home to STMC	Number	Percent
5=Very Likely	185	8.0 %
4=Likely	143	6.2 %
3=Neutral	181	7.8 %
2=Unlikely	415	18.0 %
1=Very Unlikely	1387	60.0 %
Total	2311	100.0 %

Q11d. Premium & rapid bus service that arrive at stops every 10-12 minutes & have fewer stops & move faster than traditional bus service	Number	Percent
5=Very Likely	370	16.1 %
4=Likely	402	17.5 %
3=Neutral	327	14.3 %
2=Unlikely	292	12.7 %
1=Very Unlikely	903	39.4 %
Total	2294	100.0 %

Q11e. Bicycling facilities if there were safe routes between facilities at STMC, good signage, & convenient storage areas for bikes	Number	Percent
5=Very Likely	179	7.8 %
4=Likely	189	8.2 %
3=Neutral	190	8.3 %
2=Unlikely	353	15.4 %
1=Very Unlikely	1383	60.3 %
Total	2294	100.0 %

Q11. Using a scale of 1 to 5, where 5 means "Very Likely" and 1 means "Very Unlikely," please indicate how likely you would be to use the following types of transportation. (excluding "don't know" responses)

Q11f. Pedestrian/Walking facilities if there were safe walking routes between facilities at STMC	Number	Percent
5=Very Likely	354	15.5 %
4=Likely	439	19.2 %
3=Neutral	296	13.0 %
2=Unlikely	265	11.6 %
1=Very Unlikely	931	40.7 %
Total	2285	100.0 %

Q11g. Free shuttle service that would take you to other destinations in STMC	Number	Percent
5=Very Likely	574	26.6 %
4=Likely	524	24.3 %
3=Neutral	292	13.5 %
2=Unlikely	200	9.3 %
1=Very Unlikely	566	26.3 %
Total	2156	100.0 %

Q12. How far would you be willing to walk from the entrance of the place where you work in the STMC to a bus stop where you could use public transportation to travel to/from the STMC and your home?

Q12. How far would you be willing to walk from where you work to a bus stop	Number	Percent
Would not use	823	34.2 %
1 blocks	434	18.0 %
2 blocks	403	16.7 %
3 blocks	169	7.0 %
4 blocks	83	3.4 %
5 blocks	80	3.3 %
6 blocks	16	0.7 %
7 blocks	1	0.0 %
8 blocks	3	0.1 %
9 blocks	1	0.0 %
10+ blocks	40	1.7 %
Don't know	355	14.7 %
Total	2408	100.0 %

Mean = 2.58 blocks
 Median = 2 blocks

Q13. How frequently (in minutes) would a shuttle bus or other forms of public transportation need to be scheduled to arrive at stops for you to consider using a free shuttle service to travel between destinations in the STMC?

Q13. How frequently would a shuttle bus or other public transportation need to be scheduled to arrive at stops

	Number	Percent
Would not use	568	23.6 %
5 or less	300	12.5 %
6-10 minutes	554	23.0 %
11-15 minutes	407	16.9 %
16-20 minutes	63	2.6 %
21-25 minutes	4	0.2 %
26+ minutes	81	3.4 %
<u>Don't know</u>	<u>431</u>	<u>17.9 %</u>
Total	2408	100.0 %

Mean = 12.09 minutes

Median = 10 minutes

Q14. Please rate the ease of using the following aspects of transportation in the South Texas Medical Center(STMC). (excluding "don't know" responses)

Q14a. How easy it is to travel to/from STMC & other parts of San Antonio area

	Number	Percent
5=Very Easy	195	8.5 %
4=Easy	384	16.8 %
3=OK	1123	49.2 %
2=Difficult	451	19.8 %
1=Very Difficult	128	5.6 %
Total	2281	100.0 %

Q14b. How easy it is to travel to STMC from your home

	Number	Percent
5=Very Easy	385	16.5 %
4=Easy	486	20.8 %
3=OK	889	38.1 %
2=Difficult	409	17.5 %
1=Very Difficult	162	6.9 %
Total	2331	100.0 %

Q14c. How easy it is to walk between destinations in STMC

	Number	Percent
5=Very Easy	125	6.0 %
4=Easy	297	14.3 %
3=OK	819	39.5 %
2=Difficult	618	29.8 %
1=Very Difficult	215	10.4 %
Total	2074	100.0 %

Q14d. How easy it is to bike between destinations in STMC

	Number	Percent
5=Very Easy	72	6.2 %
4=Easy	93	8.0 %
3=OK	266	22.8 %
2=Difficult	396	33.9 %
1=Very Difficult	340	29.1 %
Total	1167	100.0 %

Q14. Please rate the following aspects of transportation in the South Texas Medical Center(STMC). (excluding "don't know" responses)

<u>Q14e. Availability of parking</u>	<u>Number</u>	<u>Percent</u>
5=Very Good	167	7.3 %
4=Good	299	13.0 %
3=OK	768	33.5 %
2=Poor	708	30.9 %
1=Very Poor	352	15.3 %
Total	2294	100.0 %

<u>Q14f. Availability of public bus service</u>	<u>Number</u>	<u>Percent</u>
5=Very Good	140	9.3 %
4=Good	285	18.9 %
3=OK	674	44.7 %
2=Poor	296	19.6 %
1=Very Poor	113	7.5 %
Total	1508	100.0 %

<u>Q14g. Availability of taxi service</u>	<u>Number</u>	<u>Percent</u>
5=Very Good	106	8.9 %
4=Good	233	19.5 %
3=OK	551	46.2 %
2=Poor	210	17.6 %
1=Very Poor	92	7.7 %
Total	1192	100.0 %

<u>Q14h. Width of sidewalks & pedestrian walkways</u>	<u>Number</u>	<u>Percent</u>
5=Very Good	138	6.6 %
4=Good	345	16.5 %
3=OK	898	43.0 %
2=Poor	522	25.0 %
1=Very Poor	183	8.8 %
Total	2086	100.0 %

<u>Q14i. Attractiveness of streets & walkways</u>	<u>Number</u>	<u>Percent</u>
5=Very Good	143	6.5 %
4=Good	416	18.9 %
3=OK	999	45.3 %
2=Poor	487	22.1 %
1=Very Poor	159	7.2 %
Total	2204	100.0 %

<u>Q14j. Adequacy of seating areas/benches along sidewalks & public walkways</u>	<u>Number</u>	<u>Percent</u>
5=Very Good	67	4.0 %
4=Good	152	9.1 %
3=OK	475	28.3 %
2=Poor	717	42.7 %
1=Very Poor	268	16.0 %
Total	1679	100.0 %

Q14. Please rate the safety of using the following aspects of transportation in the South Texas Medical Center(STMC). (excluding "don't know" responses)

Q14k. How safe you feel from accidents when walking or biking in STMC area	Number	Percent
5=Very Safe	86	4.3 %
4=Safe	291	14.7 %
3=OK	672	33.8 %
2=Unsafe	652	32.8 %
1=Very Unsafe	285	14.4 %
Total	1986	100.0 %

Q14l. How safe you feel from crime when walking or biking in STMC area	Number	Percent
5=Very Safe	118	5.8 %
4=Safe	396	19.6 %
3=OK	948	46.9 %
2=Unsafe	412	20.4 %
1=Very Unsafe	148	7.3 %
Total	2022	100.0 %

Q14m. How safe you feel from crime when using public transportation in STMC area	Number	Percent
5=Very Safe	79	5.8 %
4=Safe	222	16.3 %
3=OK	606	44.5 %
2=Unsafe	342	25.1 %
1=Very Unsafe	112	8.2 %
Total	1361	100.0 %

Q14n. How safe you feel from accidents when using public transportation in STMC area	Number	Percent
5=Very Safe	103	7.5 %
4=Safe	280	20.3 %
3=OK	675	48.9 %
2=Unsafe	238	17.2 %
1=Very Unsafe	85	6.2 %
Total	1381	100.0 %

Q15. Which FOUR of the items above do you think should be the top priorities for improvements to transportation in the South Texas Medical Center? (top 4)

<u>Q15. Sum of Top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of parking	1424	59.1 %
How easy it is to travel to STMC from your home	1073	44.6 %
How easy it is to travel to/from STMC & other parts of San Antonio area	1008	41.9 %
How safe you feel from crime when walking or biking in STMC area	725	30.1 %
How easy it is to walk between destinations in STMC	723	30.0 %
How safe you feel from accidents when walking or biking in STMC area	668	27.7 %
Width of sidewalks & pedestrian walkways	568	23.6 %
Availability of public bus service	517	21.5 %
How safe you feel from crime when using public transportation in STMC area	489	20.3 %
Adequacy of seating areas/benches along sidewalks & public walkways	332	13.8 %
Attractiveness of streets & walkways	329	13.7 %
How safe you feel from accidents when using public transportation in STMC area	312	13.0 %
How easy it is to bike between destinations in STMC	222	9.2 %
Availability of taxi service	44	1.8 %
Total	8434	

Q16. Overall, how important do you think it is to enhance the quality of transportation services that are available in the South Texas Medical Center?(without don't knows)

<u>Q16. How important to enhance quality of transportation services</u>	<u>Number</u>	<u>Percent</u>
Very Important	1541	64.0 %
Somewhat Important	573	23.8 %
Not Sure	264	11.0 %
Not Important	30	1.2 %
Total	2408	100.0 %

Q17. In which zip code do you live? Top
20 Zipcodes where Employees Live

Rank 1)	78240
Rank 2)	78250
Rank 3)	78249
Rank 4)	78230
Rank 5)	78254
Rank 6)	78229
Rank 7)	78251
Rank 8)	78228
Rank 9)	78245
Rank 10)	78258
Rank 11)	78247
Rank 12)	78201
Rank 13)	78023
Rank 14)	78238
Rank 15)	78213
Rank 16)	78227
Rank 17)	78006
Rank 18)	78232
Rank 19)	78209
Rank 20)	78248

Q18. In which city do you live? Top 12
Cities where EMPLOYEES Live

Rank 1)	San Antonio
Rank 2)	Boerne
Rank 3)	Helotes
Rank 4)	Converse
Rank 5)	Floresville
Rank 6)	Leon Valley
Rank 7)	Spring Branch
Rank 8)	Fair Oaks Ranch
Rank 9)	Lakehills
Rank 10)	Cibolo
Rank 11)	Live Oak
Rank 12)	New Braunfels

Q19. Which is the following best describes your occupation?

<u>Q19. Your occupation</u>	<u>Number</u>	<u>Percent</u>
1=Management or professional occupation	1549	64.3 %
2=Service industry worker	518	21.5 %
3=Sales & office occupations	246	10.2 %
4=Construction, extraction, & maintenance occupations	59	2.5 %
Total	2372	

Q20. What is your age?

<u>Q20. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 35	499	20.7 %
35 to 44	493	20.5 %
45 to 54	689	28.6 %
55 to 64	535	22.2 %
65+	92	3.8 %
Not Provided	100	4.2 %
Total	2408	100.0 %

Q21. Do you have a physical disability?

<u>Q21. Do you have a physical disability</u>	<u>Number</u>	<u>Percent</u>
Yes	181	7.5 %
No	2185	90.7 %
Not Provided	42	1.7 %
Total	2408	100.0 %

Q22. Which of the following describe your race/ethnicity?

<u>Q22. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	102	4.2 %
American Indian	26	1.1 %
Asian/Pacific Islander	107	4.4 %
Hispanic	909	37.7 %
White	1199	49.8 %
Other	56	2.3 %
Total	2399	

Q23. Would you say your total annual household income is:

<u>Q23. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$20K	140	5.8 %
\$20K to \$39,999	462	19.2 %
\$40K to \$59,999	409	17.0 %
\$50K to \$74,999	254	10.5 %
\$75K to \$99,999	352	14.6 %
\$100K to \$149,999	308	12.8 %
\$150K+	199	8.3 %
Not Provided	284	11.8 %
Total	2408	100.0 %

Survey Instrument

STMC Transportation VISITOR Survey

Please take a few minutes to complete this survey. Your input is an important part of efforts to improve the transportation services in the South Texas Medical Center, which includes the area shown on the map you have been provided. THANK YOU in advance for your support of this important project.

1. Which of the following best describes the PRIMARY form of transportation you used to travel to the South Texas Medical Center today? (Check ONE)

- | | |
|--|---|
| <input type="checkbox"/> (1) Drove alone | <input type="checkbox"/> (6) Walk |
| <input type="checkbox"/> (2) Carpool/Vanpool | <input type="checkbox"/> (7) Bike |
| <input type="checkbox"/> (3) Was dropped off | <input type="checkbox"/> (8) Bus: which route(s)? _____ |
| <input type="checkbox"/> (4) Motorcycle | <input type="checkbox"/> (9) Other: _____ |
| <input type="checkbox"/> (5) Taxi | |

2. Which highways and major roads did you use to travel to from your home to the South Texas Medical Center today? (List up to two starting with the ones that are closest to the South Texas Medical Center)

1st major road/highway: _____

2nd major road/highway: _____

3. How many minutes did it take you to travel from your home to work today?

_____ minutes

4. What time did you arrive at the South Texas Medical Center today?

Arrival time: _____ am / pm

5. Approximately what time will you depart the South Texas Medical Center today?

Departure time: _____ am / pm

6. Including yourself, how many people traveled with you (carpooled) to the South Texas Medical Center today? (if you traveled alone, write "0"; Do not include passengers that you may have dropped off at destinations on the way to the South Texas Medical Center, such as children who were dropped off at school)

Vehicle occupancy: _____ persons

7. Did you park a vehicle in the South Texas Medical Center today?

- (1) Yes – answer #7a (2) No – go to #8

7a. How many minutes did it take you to walk from the parking area where you parked your car to the entrance of your primary destination in the South Texas Medical Center? (write "0" if less than 1 minute)

_____ minutes

8. What is the name and address of the primary place you were visiting in the South Texas Medical Center today?

Place name: _____

Street address: _____

9. How many days per week do you typically visit the South Texas Medical Center?

_____ days per week

TRAVEL CHARACTERISTICS DURING THE DAY

10a. Altogether, how many different places in the South Texas Medical Center will you visit today?
 _____ places

10b. Which of the following forms of transportation will you use to travel between your primary destination in the South Texas Medical Center and the other places you will be visiting in the South Texas Medical Center today? (Check all that apply)

(1) Drive
 (2) Walk
 (3) Bike
 (4) Bus/shuttle
 (5) Other: _____

INTEREST IN ALTERNATIVE FORMS OF TRANSPORTATION:

11. Using as scale of 1 to 5, where '5' means 'Very LIKELY' and '1' means "Very UNLIKELY," please indicate how likely you would be to use the following types of transportation.

	<u>Very Likely</u>	<u>Likely</u>	<u>Neutral</u>	<u>Unlikely</u>	<u>Very Unlikely</u>	<u>Don't Know</u>
(A) Park and ride services where you park your car & then take an express bus to get the the STMC	5	4	3	2	1	9
(B) Carpool (a shared ride) with other people who are traveling to the STMC.....	5	4	3	2	1	9
(C) Traditional bus service from your home to the STMC	5	4	3	2	1	9
(D) Premium, rapid bus service that would have modern buses arrive at stops every 10-12 minutes; the service would have fewer stops and move faster than traditional bus service	5	4	3	2	1	9
(E) Bicycling facilities if there were safe routes between facilities at the STMC, good signage, and convenient storage areas for bikes	5	4	3	2	1	9
(F) Pedestrian/Walking facilities if there were safe walking routes between facilities at the STMC..	5	4	3	2	1	9
(G) Free shuttle service that would take you to other destinations in the STMC.....	5	4	3	2	1	9

12. How far would you be willing to walk from the entrance of the place you are visiting in the STMC today to a bus stop where you could use public transportation to travel to/from the STMC and your home? [If you already use public transportation, please indicate how far you currently walk to get to the bus you use most. Circle "don't know" if you do not have an opinion or "would not use" if you would never use a public transportation]

_____ blocks **WOULD NOT USE** **DON'T KNOW**

13. How frequently (in minutes) would a shuttle bus or other form of public transportation need to be scheduled to arrive at stops for you to consider using a free shuttle service to travel between destinations in the STMC? Circle "don't know" if you do not have an opinion or "would not use" if you would never use a shuttle bus]

every _____ minutes **WOULD NOT USE** **DON'T KNOW**

PERCEPTIONS OF EXISTING TRANSPORTATION SERVICES

14. Please rate the following aspects of transportation in the South Texas Medical Center (STMC) by circling the number that corresponds to your rating. If you don't know, circle "9".

- | | <u>Very Easy</u> | <u>Easy</u> | <u>OK</u> | <u>Difficult</u> | <u>Very Difficult</u> | <u>Don't Know</u> |
|---|------------------|-------------|-----------|------------------|-----------------------|-------------------|
| (A) How easy it is to travel to/from STMC and other parts of the San Antonio area | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (B) How easy it is to travel to STMC from your home | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (C) How easy it is to walk between destinations in the STMC | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (D) How easy it is to bike between destinations in the STMC | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| | <u>Very Good</u> | <u>Good</u> | <u>OK</u> | <u>Poor</u> | <u>Very Poor</u> | <u>Don't Know</u> |
| (E) Availability of parking..... | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (F) Availability of public bus service | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (G) Availability of taxi service..... | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (H) Width of sidewalks and pedestrian walkways..... | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (I) Attractiveness of streets and walkways..... | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (J) Adequacy of seating areas/benches along sidewalks and public walkways..... | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| | <u>Very Safe</u> | <u>Safe</u> | <u>OK</u> | <u>Unsafe</u> | <u>Very Unsafe</u> | <u>Don't Know</u> |
| (K) How safe you feel from accidents when walking or biking in the STMC area..... | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (L) How safe you feel from crime when walking or biking in the STMC area..... | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (M) How safe you feel from crime when using public transportation in the STMC area | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |
| (N) How safe you feel from accidents when using public transportation in the STMC area | 5..... | 4..... | 3..... | 2..... | 1..... | 9..... |

15. Which **FOUR** of the items listed above do you think should be the top priorities for improvement to transportation in the South Texas Medical Center? [Write the letters for your top choices using the list in question #15A-L above]

1st. _____ 2nd. _____ 3rd. _____ 4th. _____

16. Overall, how important do you think it is to enhance the quality of transportation services that are available in the South Texas Medical Center?

- ___(1) Very important
- ___(2) Somewhat important
- ___(3) Not sure
- ___(4) Not important

DEMOGRAPHICS:

17. In which zip code do you live? _____

18. What is your age: _____ years

19. Do you have a physical disability?

- ___(1) Yes
- ___(2) No

20. Which of the following describe your race/ethnicity? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> (1) African American/Black | <input type="checkbox"/> (4) Hispanic |
| <input type="checkbox"/> (2) American Indian | <input type="checkbox"/> (5) White |
| <input type="checkbox"/> (3) Asian/Pacific Islander | <input type="checkbox"/> (6) Other: _____ |

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

- | | |
|---|---|
| <input type="checkbox"/> (1) Under \$20,000 | <input type="checkbox"/> (5) \$75,000 to \$99,999 |
| <input type="checkbox"/> (2) \$20,000 to \$39,999 | <input type="checkbox"/> (6) \$100,000 to \$149,999 |
| <input type="checkbox"/> (3) \$40,000 to \$59,999 | <input type="checkbox"/> (7) \$150,000 or more |
| <input type="checkbox"/> (4) \$50,000 to \$74,999 | |

22. Your gender:

- (1) Male
 (2) Female

**Thank you for completing this survey.
Please return your survey to the survey administrator.**

STMC Transportation Employee Survey

Please take a few minutes to complete this survey. Your input is an important part of efforts to improve the transportation services in the South Texas Medical Center, which includes the area shown on the map you have been provided. THANK YOU in advance for your support of this important project.

1. Which of the following best describes the PRIMARY form(s) of transportation you used to travel to the South Texas Medical Center today? (Check All that Apply)

- | | |
|--|--|
| <input type="checkbox"/> (1) Drove alone | <input type="checkbox"/> (6) Walk |
| <input type="checkbox"/> (2) Carpool/Vanpool | <input type="checkbox"/> (7) Bike |
| <input type="checkbox"/> (3) Was dropped off | <input type="checkbox"/> (8) Bus: which route(s)? _____ |
| <input type="checkbox"/> (4) Motorcycle | <input type="checkbox"/> (9) Other: _____ |
| <input type="checkbox"/> (5) Taxi | |

2. Which highways and major roads did you use to travel to from your home to the South Texas Medical Center today? (List up to two starting with the ones that are closest to the South Texas Medical Center)

1st major road/highway: _____

2nd major road/highway: _____

3. How many minutes did it take you to travel from your home to work today?

_____ minutes

4. What time did you arrive at the South Texas Medical Center today?

Arrival time: _____ am / pm

5. Approximately what time will you depart the South Texas Medical Center today?

Departure time: _____ am / pm

6. Including yourself, how many people traveled with you (carpooled) to the South Texas Medical Center today? (if you traveled alone, write "0"; Do not include passengers that you may have dropped off at destinations on the way to the South Texas Medical Center, such as children who were dropped off at school)

Vehicle occupancy: _____ persons

7. Did you park a vehicle in the South Texas Medical Center while you were at work today?

(1) Yes – answer #7a (2) No – go to #8

7a. How many minutes did it take you to walk from the parking area where you parked your car to the entrance of the building where you work? (write "0" if less than 1 minute)

_____ minutes

8. What is the name and address of your employer in the South Texas Medical Center?

Employer name: _____

Street address: _____

9. How many days per week do you physically work in the South Texas Medical Center?

_____ days per week

TRAVEL CHARACTERISTICS DURING THE DAY

10. Between the time you arrived at work today and the time you will leave to return home, how many times will you depart and return to the building where you work. (If you will not leave the building where you work until you return home at the end of the day, write "0")

_____ times - answer #10a if this value is greater than "0"

IF #10 is More than "0"

10a. How many of the trips listed in #10 will involve travel to other destinations in the South Texas Medical Center? (write "0" if none)

_____ trips

IF #10a is More than "0" – Answer 10b-d

10b. For what reasons will you be visiting other destinations in the South Texas Medical Center today? (Check all that apply)

- ___(1) Get something to eat ___(4) Personal errand/shopping
- ___(2) Teach/attend class ___(5) Other: _____
- ___(3) Work/work related meeting

10c. Altogether, how many different places in the South Texas Medical Center will you visit today?

_____ places

10d. Which of the following forms of transportation will you use to travel between your primary place of employment and the other places you will be visiting at the South Texas Medical Center today? (Check all that apply)

- ___(1) Drive ___(4) Bus/shuttle
- ___(2) Walk ___(5) Other: _____
- ___(3) Bike

INTEREST IN ALTERNATIVE FORMS OF TRANSPORTATION:

11. Using as scale of 1 to 5, where '5' means 'Very LIKELY' and '1' means "Very UNLIKELY," please indicate how likely you would be to use the following types of transportation.

	Very <u>Likely</u>	<u>Likely</u>	<u>Neutral</u>	<u>Unlikely</u>	Very <u>Unlikely</u>	Don't <u>Know</u>
(A) Park and ride services where you park your car & then take an express bus to get the the STMC	5	4	3	2	1	9
(B) Carpool (a shared ride) with other people who are traveling to the STMC.....	5	4	3	2	1	9
(C) Traditional bus service from your home to the STMC	5	4	3	2	1	9
(D) Premium, rapid bus service that would have modern buses arrive at stops every 10-12 minutes; the service would have fewer stops and move faster than traditional bus service	5	4	3	2	1	9
(E) Bicycling facilities if there were safe routes between facilities at the STMC, good signage, and convenient storage areas for bikes	5	4	3	2	1	9
(F) Pedestrian/Walking facilities if there were safe walking routes between facilities at the STMC..	5	4	3	2	1	9
(G) Free shuttle service that would take you to other destinations in the STMC	5	4	3	2	1	9

12. How far would you be willing to walk from the entrance of the place where you work in the STMC to a bus stop where you could use public transportation to travel to/from the STMC and your home? [If you already use public transportation, please indicate how far you currently walk to get to the bus you use most. Circle "don't know" if you do not have an opinion or "would not use" if you would never use a public transportation]

_____ blocks WOULD NOT USE DON'T KNOW

13. How frequently (in minutes) would a shuttle bus or other form of public transportation need to be scheduled to arrive at stops for you to consider using a free shuttle service to travel between destinations in the STMC? Circle "don't know" if you do not have an opinion or "would not use" if you would never use a shuttle bus]

every _____ minutes WOULD NOT USE DON'T KNOW

PERCEPTIONS OF EXISTING TRANSPORTATION SERVICES

14. Please rate the following aspects of transportation in the South Texas Medical Center (STMC) by circling the number that corresponds to your rating. If you don't know, circle "9".

- | | <u>Very Easy</u> | <u>Easy</u> | <u>OK</u> | <u>Difficult</u> | <u>Very Difficult</u> | <u>Don't Know</u> |
|---|------------------|-------------|-----------|------------------|-----------------------|-------------------|
| (A) How easy it is to travel to/from STMC and other parts of the San Antonio area | 5 | 4 | 3 | 2 | 1 | 9 |
| (B) How easy it is to travel to STMC from your home | 5 | 4 | 3 | 2 | 1 | 9 |
| (C) How easy it is to walk between destinations in the STMC | 5 | 4 | 3 | 2 | 1 | 9 |
| (D) How easy it is to bike between destinations in the STMC | 5 | 4 | 3 | 2 | 1 | 9 |
-
- | | <u>Very Good</u> | <u>Good</u> | <u>OK</u> | <u>Poor</u> | <u>Very Poor</u> | <u>Don't Know</u> |
|--|------------------|-------------|-----------|-------------|------------------|-------------------|
| (E) Availability of parking | 5 | 4 | 3 | 2 | 1 | 9 |
| (F) Availability of public bus service | 5 | 4 | 3 | 2 | 1 | 9 |
| (G) Availability of taxi service..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (H) Width of sidewalks and pedestrian walkways..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (I) Attractiveness of streets and walkways..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (J) Adequacy of seating areas/benches along sidewalks and public walkways..... | 5 | 4 | 3 | 2 | 1 | 9 |
-
- | | <u>Very Safe</u> | <u>Safe</u> | <u>OK</u> | <u>Unsafe</u> | <u>Very Unsafe</u> | <u>Don't Know</u> |
|---|------------------|-------------|-----------|---------------|--------------------|-------------------|
| (K) How safe you feel from accidents when walking or biking in the STMC area..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (L) How safe you feel from crime when walking or biking in the STMC area..... | 5 | 4 | 3 | 2 | 1 | 9 |
| (M) How safe you feel from crime when using public transportation in the STMC area | 5 | 4 | 3 | 2 | 1 | 9 |
| (N) How safe you feel from accidents when using public transportation in the STMC area | 5 | 4 | 3 | 2 | 1 | 9 |

15. Which FOUR of the items listed above do you think should be the top priorities for improvement to transportation in the South Texas Medical Center? [Write the letters for your top choices using the list in question #15A-L above]

1st. _____ 2nd. _____ 3rd. _____ 4th. _____

16. Overall, how important do you think it is to enhance the quality of transportation services that are available in the South Texas Medical Center?

- | | |
|----------------------------|-----------------------|
| ____(1) Very important | ____(3) Not sure |
| ____(2) Somewhat important | ____(4) Not important |

DEMOGRAPHICS:

17. In which zip code do you live? _____

18. What is the your home street address? (Please be specific – write 123 N. Main Street; not 123 main)

Street Address: _____

City: _____

19. Which of the following best describes your occupation?

- ___(1) Management or professional occupation
- ___(2) Service industry worker
- ___(3) Sales and office occupations
- ___(4) Construction, extraction, and maintenance occupations
- ___(5) Other

20. What is your age: _____years

21. Do you have a physical disability?

- ___(1) Yes
- ___(2) No

22. Your gender:

- ___(1) Male
- ___(2) Female

23. Which of the following describe your race/ethnicity? (check all that apply)

- ___(1) African American/Black
- ___(2) American Indian
- ___(3) Asian/Pacific Islander
- ___(4) Hispanic
- ___(5) White
- ___(6) Other: _____

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

- ___(1) Under \$20,000
- ___(2) \$20,000 to \$39,999
- ___(3) \$40,000 to \$59,999
- ___(4) \$50,000 to \$74,999
- ___(5) \$75,000 to \$99,999
- ___(6) \$100,000 to \$149,999
- ___(7) \$150,000 or more

Thank you for completing this survey.

Please return your survey to the survey administrator.