



**Capital Area RTCC  
Results of Transportation Needs Survey Conducted February 2011  
April 26, 2011**

**Introduction and Background**

The Regional Transportation Coordination Committee (RTCC) represents more than 25 organizations that are responsible for providing public transportation services or health and human services, or are interested in the coordination of public transit and client transportation services in the 10-County Capital Area region. The goal of the RTCC is to develop and implement a plan for the seamless transportation system that achieves efficiencies, eliminates duplication, increases coordination, and addresses service gaps.

A needs survey was developed by the RTCC to assess the current public transportation system. This results of this survey are being used in the development of a Coordinated Plan for Public Transit-Health and Human Services Transportation. The survey was open for response from February 4, 2010 to February 25, 2010. The final results are described in this report; specific questions asked on the survey are also included.

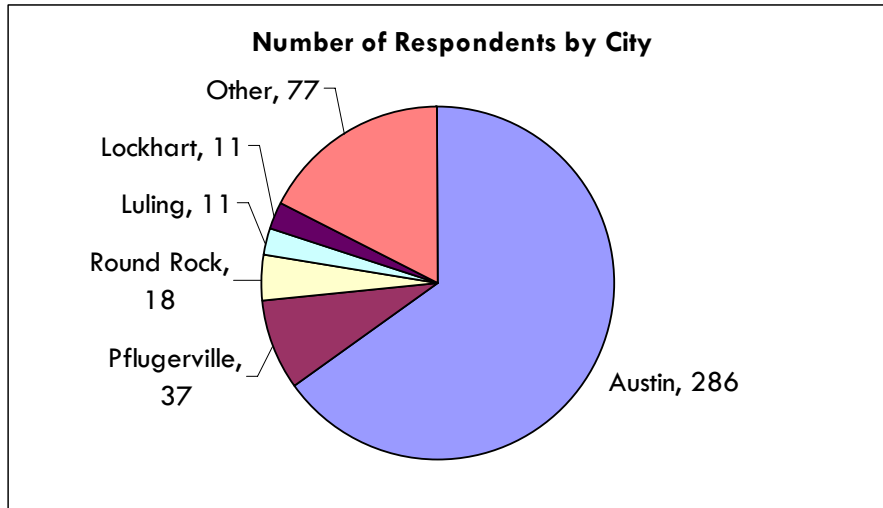
**Distribution of the Survey**

The survey had several target audiences, including Capital Metro Fixed Route riders, CARS riders, MetroAccess riders, health and human service agency clients, rural residents, and the general public. The survey was distributed to Capital Metro Fixed Route riders at stops; to CARS riders on board; to MetroAccess riders via telephone; to HHS clients via case managers and participating organizations. A hard copy of the survey was provided to head elected officials throughout the 10-county area. The survey was also made available to the general public via newsletters, press releases, websites, and Survey Monkey.

**Survey Results**

The following is a list of questions asked on the Needs Survey and a summary of the responses. In total, 508 individual survey responses were returned to the RTCC both online through Survey Monkey and via hard copy mail or fax. The survey was made available in both English and Spanish. Approximately 98% of respondents responded in English.

**1. Where do you live?**



**Other:**

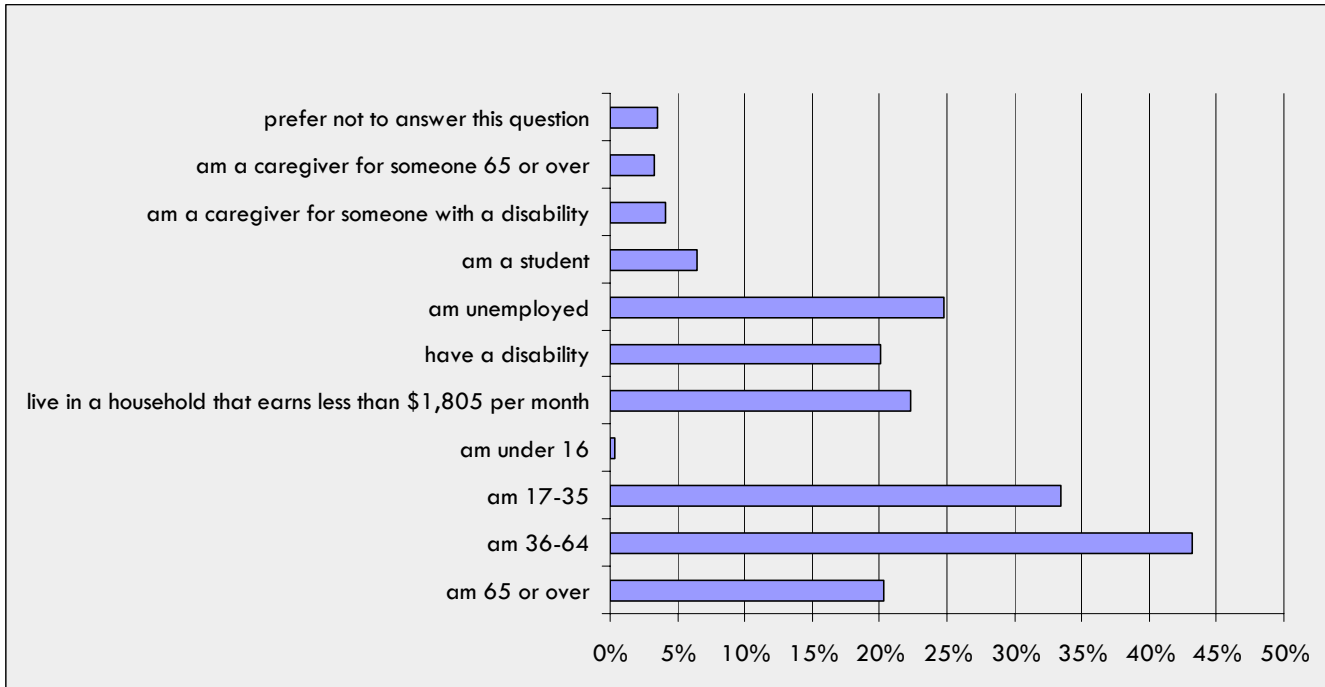
- Leander
- Lytton Springs
- Smithville
- Del Valle
- La Grange
- Lago Vista
- Jonestown
- Cedar Creek
- Cedar Park
- Hyde Park
- Bastrop
- Kyle
- Marble Falls
- Granite Shoals, Spicewood
- Tobyville
- Paige
- Burnet
- Llano
- Point Venture
- Granger
- Taylor
- Horseshoe Bay
- Georgetown
- Travis
- Manor
- Garfield
- Dale
- San Marcos
- Hilo
- Dallas

**2. What is your zip code?**

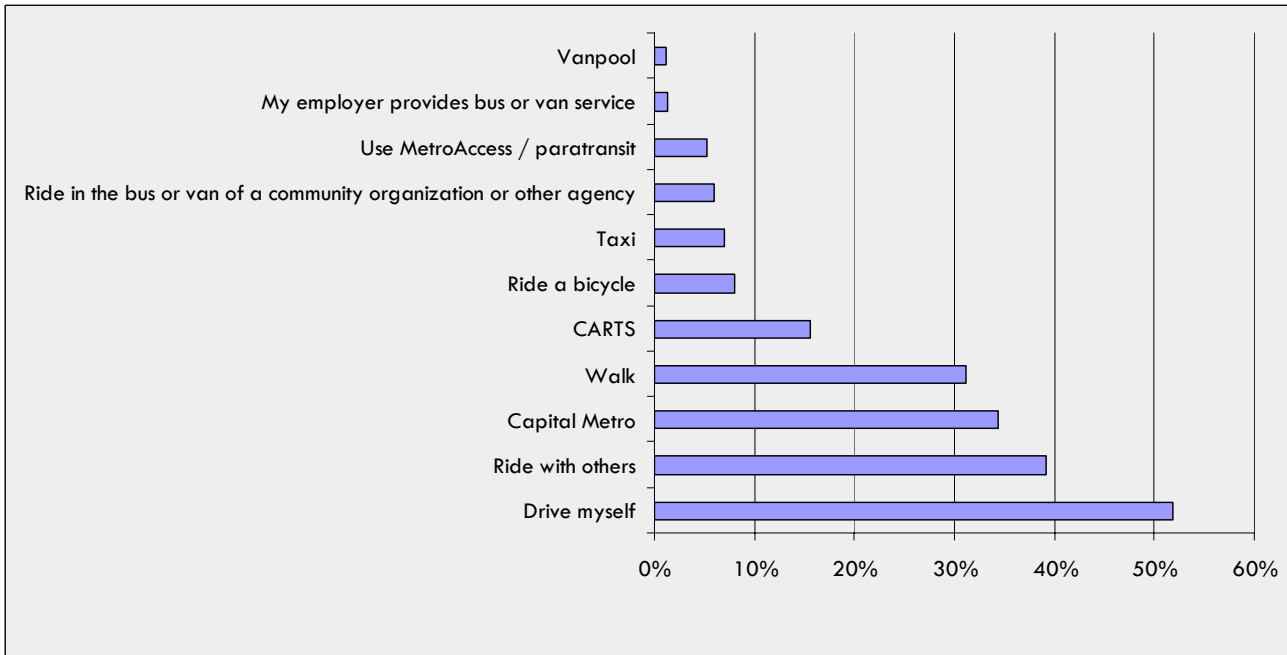
**Number of Responses by Zip Code**

Zip Code	Count	Zip Code	Count	Zip Code	Count	Zip Code	Count	Zip Code	Count	Zip Code	Count	Zip Code	Count
76530	1	78748	10	78245	1	78645	10	78957	5	78752	5	78611	6
76574	1	78745	32	78731	4	78758	20	78945	1	78721	5	78756	7
78724	4	78741	12	78727	8	78757	7	78640	1	78735	7	78736	1
78749	6	78705	3	78726	2	78738	2	78669	1	78644	10	78666	1
78660	36	78704	16	78613	2	78616	4	78659	1	78785	1	78653	2
78665	6	78746	3	78717	4	78617	9	78959	1	78751	7	78621	1
78725	2	78759	9	78657	1	78750	2	78643	1	78744	11	78730	1
78703	4	78701	15	78729	4	78612	5	78664	7	78723	23	78626	1
78753	10	78702	13	78602	7	78747	3	78739	2	78722	5	78728	3
78768	2	78641	8	78654	5	78719	3	78681	3	78648	11	78754	6

**3. I...**



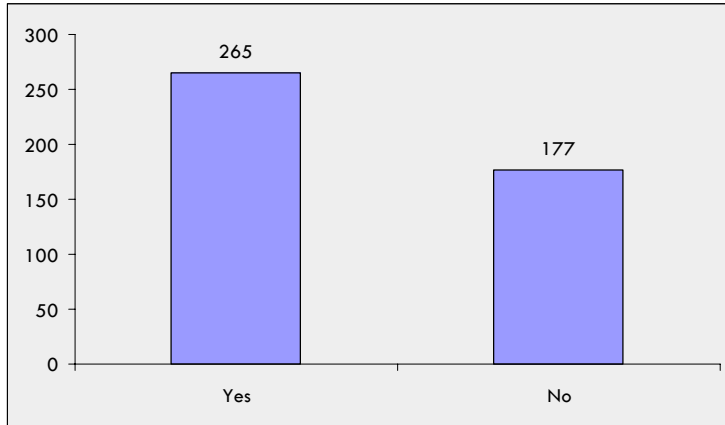
**4. How do you usually get where you need to go?**



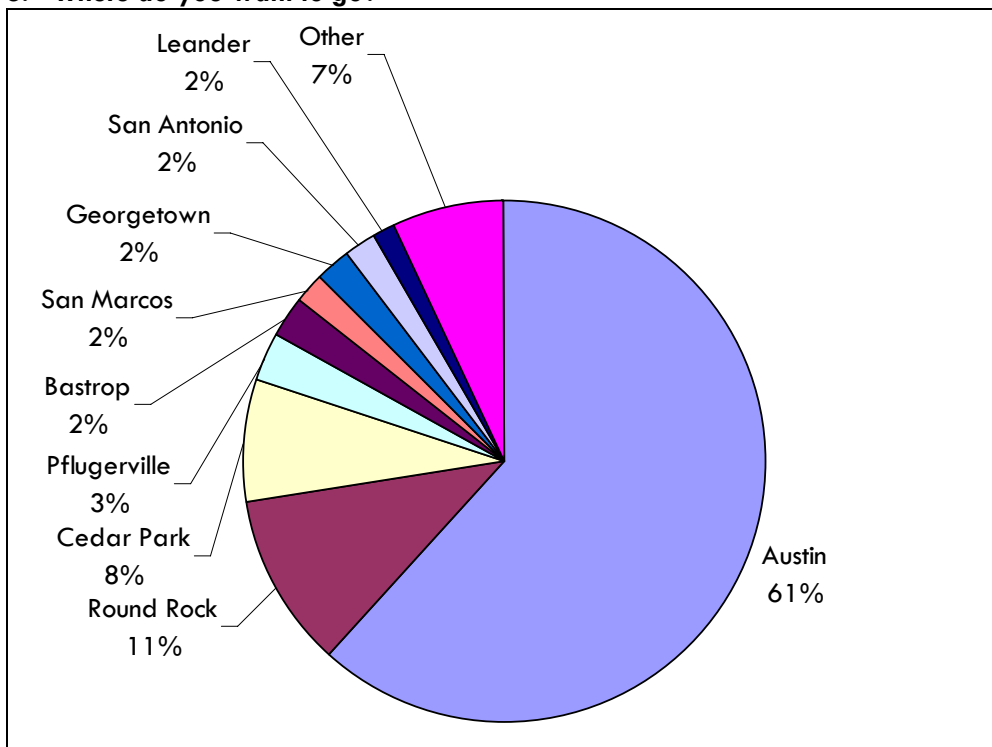
**Other:**

- Scooter
- MetroRail
- door pick-up service
- wheelchair
- car2go

**5. Is there anywhere within the Capital Area that you want to get to without driving but can't because there isn't transportation that works for you?**



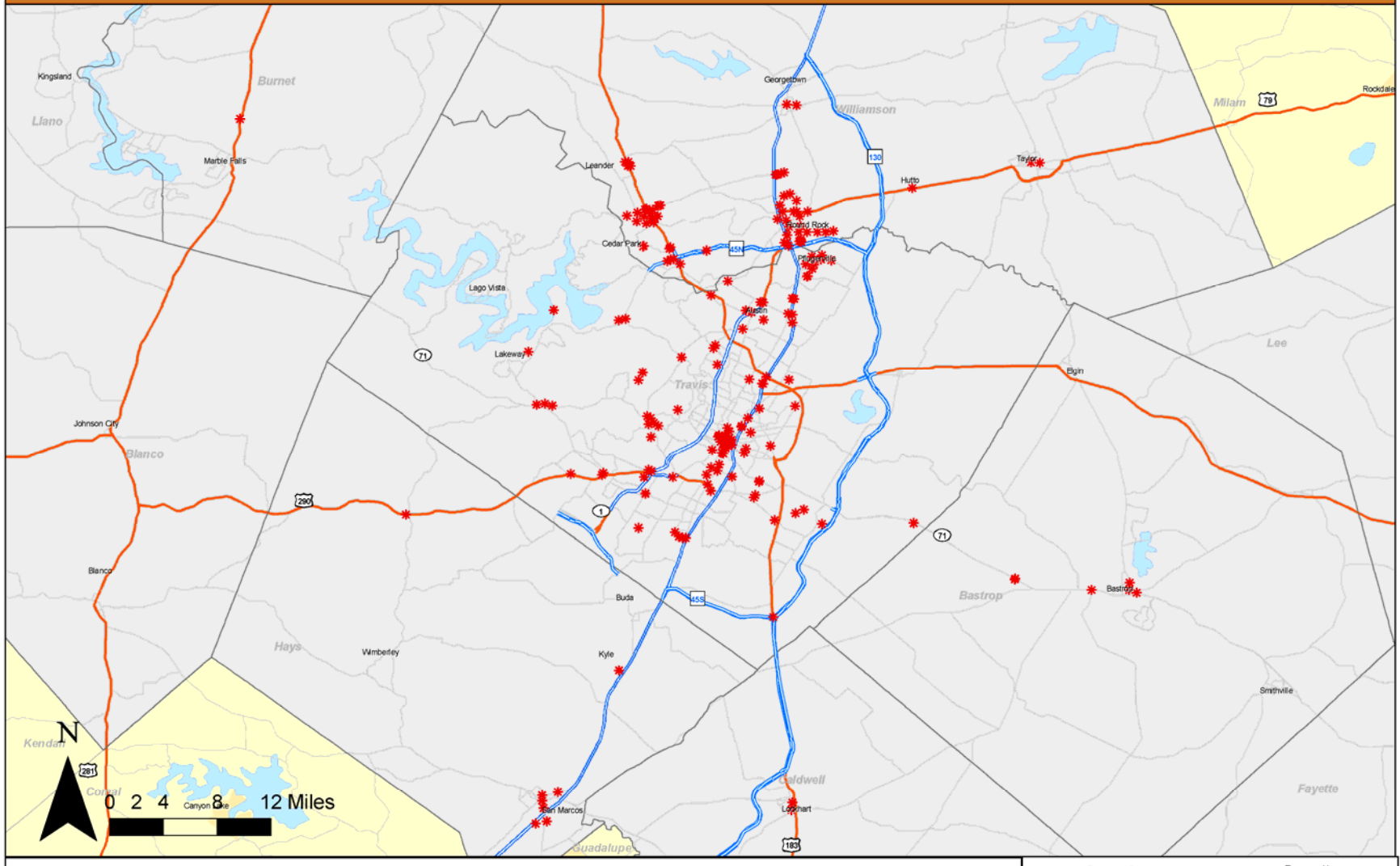
**6. Where do you want to go?**



**Other:**

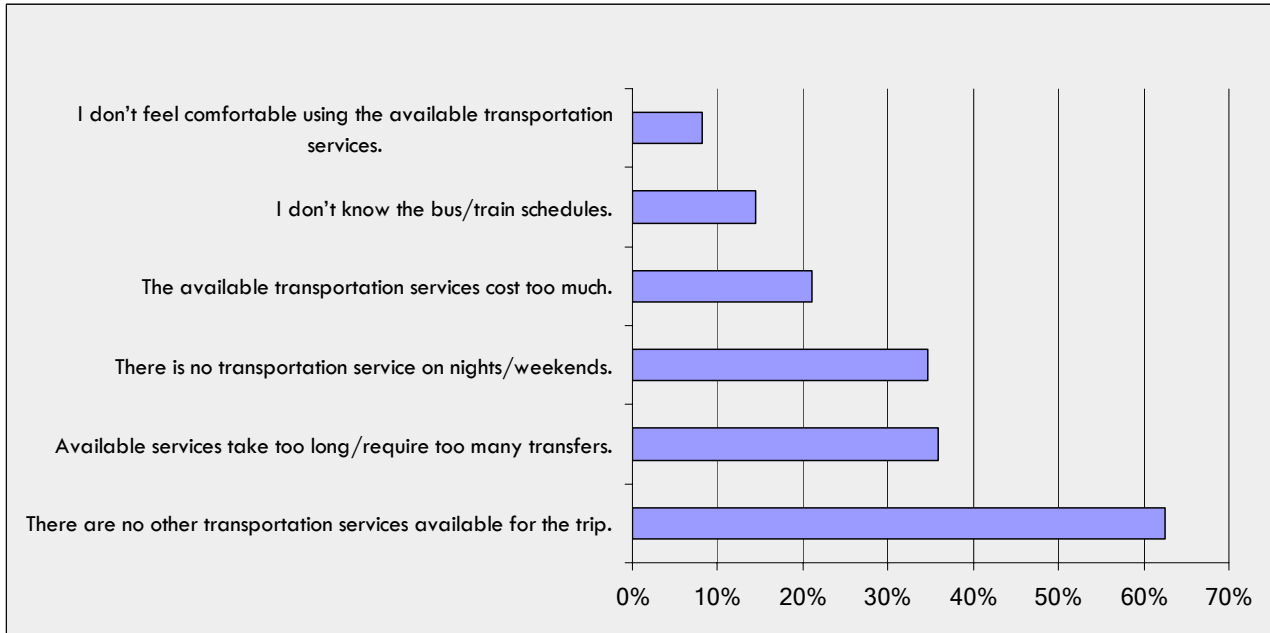
- Jonestown
- Lockhart
- Marble Falls
- Cedar Creek
- Valiant Circle
- Del Valle
- La Victoria
- Hutto
- Taylor
- Lakeway
- Temple
- Houston
- Corpus Christi
- Rollingwood
- Garfield
- Wyldwood
- Lake Travis

**FIGURE 4-24:  
RTCC 10 COUNTY REGION:  
UNMET OR UNDERSERVED DESTINATIONS**



Prepared for: Prepared by:

**7. What keeps you from getting there without driving?**



**Other:**

- Lack of reliable bus timing
- lack of safe bicycle lanes
- limited number of stops on certain routes
- lack of reliable parking
- limited number of transit options with a lift like CARTS provides

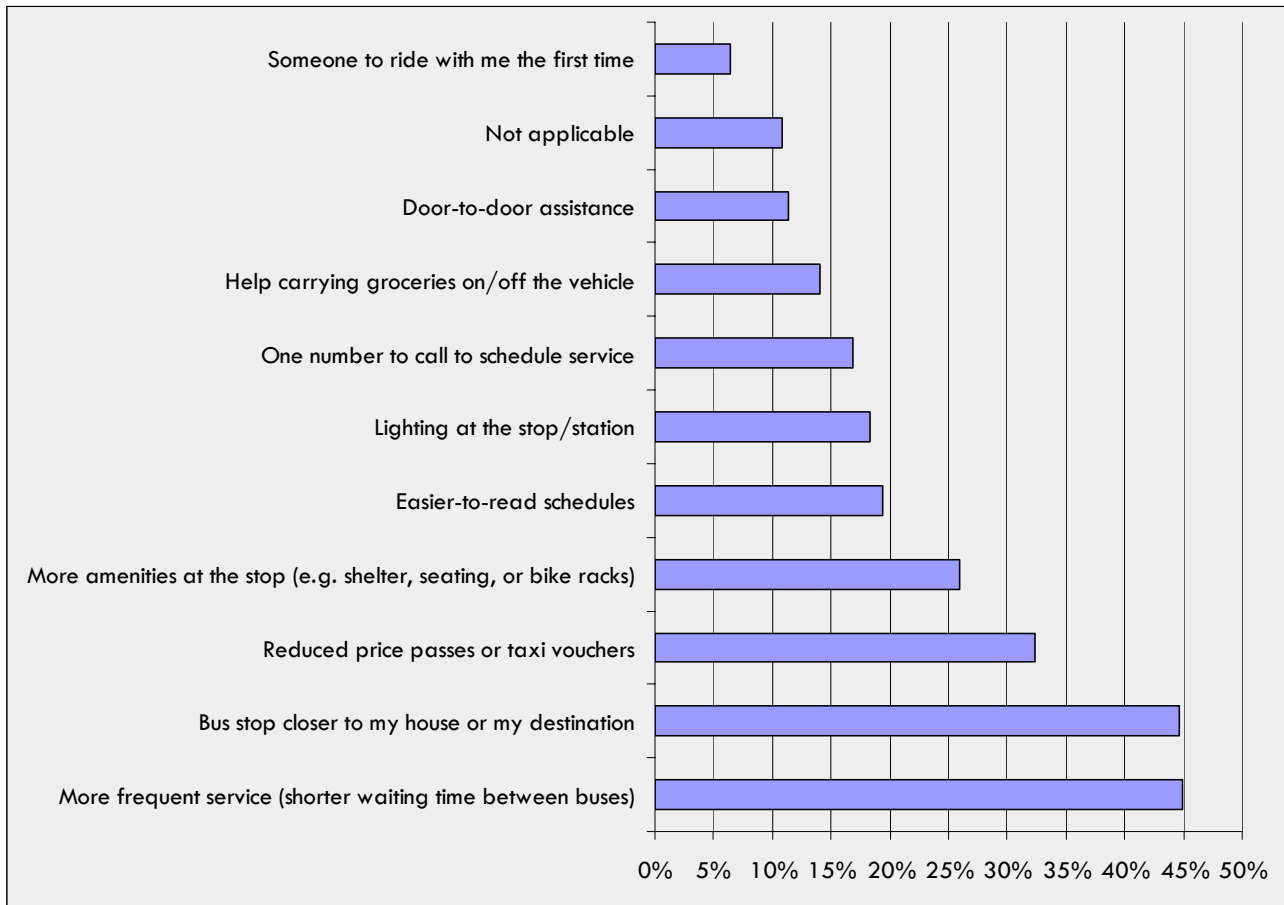
**8. Are there problems in your neighborhood that make getting to/from the nearest bus stop or train station difficult?**



**Other:**

- Lack of a park-and-ride option
- lack of bicycle lanes near stop
- lack of connecting transit
- constant construction at or near stop
- steep hills leading up to bus/train route
- perceived danger of pedestrian rail crossings

**9. What kinds of assistance would make it easier for you to use the bus or other transportation services?**



**Other:**

- Greater number, and safety, of bicycle lanes
- reduced fares for State employees
- an increased number of bicycle racks, space, and accommodation
- more parking at Metro Stations
- expanded train schedule
- weekend and night hours for MetroRail
- better brailled bus number signage
- increased number of rail lines
- GPS real-time (with cell phone application) for bus service
- ability to bring coffee on the bus and coffee offered at bus stops
- faster speed getting downtown
- better voice recognition software for information hotline

## 10. Additional comments:

- Thank you;
- There is no reliable public transportation in the east Williamson County area that would take a person to a destination inside or outside of Williamson County. CARTS is unreliable and unavailable to most persons;
- I am disabled and I use the disability fare card. However, now I need to start paying the \$0.50 cent fares and I can't afford them because I only get \$692 (the standard disability check), and must pay for rent, utilities, food, and doctors visits. Now I am having to not go to my doctor's visits anymore because it costs me \$1 each time and I cannot afford this. Also- I think that it is unfair that you use the same standards to get the disability fare card as the STS Access system. This just doesn't make sense to me. I understand that you need to prove that you cannot use the fixed bus route system to get the STS Access. However, it seems that you must also prove that you cannot use the fixed route system in order to get the disability fare card. What? This seems illogical. I thought the purpose of the Disability Fare Card was to help people with disabilities be able to afford and use the fixed route system. So, why do the questions keep so many people with disabilities from being able to qualify for the Disability Fare Card??;
- I am a proponent of mass transit (I am partial to rail), bicycle lanes, sidewalks, speed bumps, narrow roads, and other traffic calming measures. Greater infrastructure for bicycle commuting and walking will lead to greater use - "build it and they will come";
- I live in Elgin and would like to have transit options to get to Austin. The new metro bus is really nice but I need to get to south Austin near St Edwards. On weekends I need to get to Tech Ridge area;
- Maybe lower the monthly cost to ride the express bus. it is \$64.00. but many people on the bus get to ride for free. even if everyone was charged \$10 a month, that would reduce the monthly fare enough to where I could afford it. \$40 would be a great monthly fare rate that I could manage in my household. I ride the bus because I can't afford gas;
- Currently there is no public transportation in Round Rock and it makes it difficult for those that don't drive or have a vehicle. My daughter attends a class in Round Rock and doesn't have transportation and has to depend on a ride. I work in Austin and am unable to take her. She doesn't drive so it makes it very difficult when she doesn't have a ride;
- Please add commuter service leaving central Austin in the early morning, going
- to the Southwestern Univ. campus and returning in the late afternoon;
- Pflugerville needs public transportation. Citizens cannot use local services (food pantries, job programs, the community centers, etc) unless they have access to their own transportation;
- To get from my house at 8304 Coriander Cove to the intersection of Far West and Mopac (where I work) would take a Park and Ride + 3 buses, for a total travel time of a lot more than one hour. I can drive in 15-20 minutes. If the buses weren't so slow, I'd consider using them;
- Create a bus service along FM 620;
- No public transportation in Round Rock is a HUGE issue. We have families that could have been employed and/or not lost employment or housing but did because they had no transportation. CARTS is basically the only thing available and since many times this is prioritized for clients with medical issues, relying on that to get to and from work is not appropriate. Without transportation in RR, it is hard to maintain everything from childcare, to employment, to housing. HELP!;
- SouthPark Meadows is a destination for many who live on Slaughter Lane. There should be a bus that takes you there at least once every one or two hours;
- More east/west services would be helpful as well;
- The Red line train in Leander, where I live, would be very convenient to take. However, there is no bus service from Howard Lane (the nearest train stop) to the Dell Campus in Round Rock;
- Capital Metro to commute to Austin employers;
- I support public transportation and will probably ride the bus more if gasoline keeps rising in cost;

- I would love to ride the train from downtown Austin to Dell, Inc. headquarters in Round Rock. The closest train stop is on Howard Ln. which is too far of a walk to Dell. What about a bus from the Howard Ln. train station to Dell HQ?;
- Except for some areas I'm satisfied with Cap Metro bus service. What we really need is serious urban passenger rail;
- It would be nice to have some type public transportation in and around Round Rock;
- There is a railroad between Elgin and Aujstin owned by Capital Metro that could easily be converted to light rail between Elgin and Austin. I would use it frequently but I need a schedule throughout the day, not just at rush hour;
- Please add a Tech Ridge express to Mueller! Or a Round Rock express to Mueller! I live in RR and don't mind driving to Tech Ridge, but I tried the commute by bus for a while, and it is a huge time investment. A stop at Mueller would solve the problem;
- How about special taxi service for Fri/Sat nights to help avoid drunk driving. Dedicated service with advertising for those two nights;
- my church and friends are all I need...I moved out here from the city to get away from the government using taxpayers money and trying to find another way to spend it;
- The metro trains need to operate during nights and weekends to the north. This would drastically cut down on drunk driving! There also needs to be parking at metro stations. If there is no parking, how are people supposed to get to these stations?;
- I rely on my church and friends not on a service that takes money from taxpayers and even has to look for services on which to spend money that is not theirs to spend!!;
- CARTS current pricing structure does not in line with what a daily commuter line would need to cost. Since the proposed plan is set to run olny from a central point in Round Rock to Techridge and does not change the need for a monthly buss pass from Capital Metro, I am hoping this will be affordable;
- Cap Metro needs to ensure that the engine is powerful enough to carry the train itself as well as the passengers on board, so stops can be made on time;
- Getting north to south or vice versa can be done, but it's almost impossible to get from east to west, or west to east without going well out of your way;
- So many people live in Austin and work at Dell; how about something for the reverse commuters? 4. Get some new blood and new ideas into Cap Metro; it has been a failed system and has wasted our tax dollars needlessly;
- Good luck with this, and thanks. Changes in mass transit are much needed. Try cheap, practical solutions for people who are already here. There are many people in Harris Branch who would ride a bus to Tech Ridge to do shopping, but there is no route that has identified and met that need, even though there is a CAP Metro park and ride at Tech Ridge. Millions are being spent on hike and bike routes near to but not connecting with this neighborhood. We don't even have contiguous sidewalk and the sidewalk that is there is crumbling; funding is not geared towards improving existing infrastructure in older neighborhoods. Such failures to serve what is there versus what is projected for the future show a rather abysmally compartmentalized and rigid type of thinking that has prevailed in the past;
- When I need assistance I rely on family, friends or church members. I don't think that the majority of people who really need this service even have computers to take your survey;
- The Little Walnut Creek system in the Quail Creek Neighborhood would provide for a great hike/bike trail to the Metrorail along with Rails with Trails north of 183;
- Over all it seems that travel from North to South is good, East to West, less so. I have no objection to paying a bus fair because I am employed. Thanks for gathering this information;
- Consider creative methods, such as funiculars and passenger ferries, for transporting people;
- Why will you take someone out to the end of the line (Leander, Lago Vista, etc) but not let anyone ride the bus that is going back into Austin anyway? I have had to hitchhike with a baby in the dark back into town from Leander when the driver would not bring me back in;
- Because fixed route buses of Capital Metro don't come within 3/4 mile of my home at 4608 Whirlaway Dr in Del Valle, I also cannot use Metro Access;

- I am totally blind and ride the bus to a wide variety of places daily. The mainline bus service is great as far as it goes, but there are regions such as Westlake and Northwest Hills where there is little or no bus service;
- There is no transportation from Leander to Round Rock;
- The auditory announcements in buses are extremely helpful, but many times the driver has turned them off or turned them so low they can no longer be heard. This means that I am totally dependent on the driver to remember my stop. Often they do remember, but I have also been forgotten, which is very stressful and leads to a much longer commute;
- I have a wheelchair that needs to go with me, as I can't walk;
- I have no desire to ride public transportation. PLEASE build more roads;
- Please extend the train. Go ahead and connect it to San ANTONIO;
- Fair and reasoned responses to complaints and concerns when problems are reported to Cap Metro complaint and comment line;
- More audible signals at major intersections to help visually impaired such as myself cross streets safely to get to a bus stop. Also, in years past, bus drivers would stop if you waited at the corner just before the intersection, but now, many bus stops are located in the middle of the block and are extremely difficult to find;
- Build roads;
- I was riding the #29 and even that was hard to catch and the wait between each bus was way too long. Now you put route 30 in its place and there is NO time that I can catch the bus and make it to work anywhere near the time I start. You went from a huge gap between busses to a enormous gap between busses. I have been talking to people in the area and they all say the same. It was hard enough with the 29 and impossible with the 30 to get anywhere on time. There isn't even a chance I could ride the bus and now I am left frantically trying to figure out how to get to work every day due to it;
- I have to drive 2.7 miles from my house to the Lakeline Bus Station. It would be much better if a bus would stop in my neighborhood, then take me to the Lakeline Station. I have been taking the express bus to work (26 miles one way) for over a year now and plan to continue doing so;
- City of Round Rock's upcoming transit service to Tech Ridge Park & Ride is way too time consuming and too costly. Need express service directly from the City of Round Rock to downtown Austin, AND at a reasonable cost. Capital Metro penalizes express bus riders by charging them more to ride than other riders. That is why I stopped riding the express bus route 935. Cheaper to drive and not so time consuming!;
- Austin needs more rail lines 1) going to airport 2) going to southwest Austin 3) going to Georgetown/Dell 4) going to San Antonio. We also need safe bicycle lanes (protected from traffic) that are fully developed and do not disappear as one approaches a busy and dangerous intersection;
- Was looking forward to coordinating car or vanpool opportunities from Georgetown to south Austin via your services; however, was told by your rep that you do not offer this service. I have 3 people ready for vanpool with CAPMetro working 9:30-6:00 at I-35 and Hwy 71, was hoping to coordinate with your ridership to begin those services again. We are already registered with CapMetro for rideshare/vanpool and I have driven a van for them during the past year. I hoped you would have some way for riders to contact each other - like CapMetro's registration system – most people in Georgetown would not think of registering with CapMetro since they don't use CapMetro's services otherwise;
- 14 miles -- light rail is the optimal solution;
- Please reinstated the bus line that when from Enfield to Travis Heights. I think it might have been number 19;
- Genuine thanks for the opportunity to be heard. For me, a good centralized light rail system would make the most sense, but I'm visually impaired and have grown up in a few cities like DC and Tokyo who invested in good transportation infrastructure decades ago. It's hard to see a solution for Texas, unless light rail was to be built over highways. And funded w/ what money? Ultimately no-one wants to pay for a system whose benefits and reliability are uncertain to them;
- You also need buses that access the Loop 360 area;

- The owners of Austin Cab, and any board members who aren't disabled, should not serve on the CapMetro Board of Directors, because they do not use STS, and basically don't have to deal with the day to day transportation issues that the disabled community has to deal with. Too much "conflict of interest";
- Need to expand service area and services;
- I am totally blind, and one of the things I liked when I first came to Austin was its transportation system. I stopped riding the bus for three reasons: 1. It involves transfers and lots of walking and way-finding, and so I must be taught each and every route to every single place exclusively. I would get lost. 2. I am afraid to practice the routes I used to use, because I might get kicked off STS. 3. The bus used to be free but is no longer so. I now rely primarily on STS for all transportation. Unfortunately, all the "changes" to the service are eroding my independence and potential to be a contributing member of society;
- I don't like the 15 minute wait;
- IT SEEMS THAT TRANSPORTATION IS ONLY TAKEN INTO CONSIDERATION FOR THE CORRECTIONAL FACILITY AND TRANSITIONAL HOUSING CENTER BUT DOES NOT TAKE THE RESIDENTS OF DEL VALLE INTO CONSIDERATION, WHEN MAKING THE BUS ROUTE DECISIONS. THERE ARE QUITE A FEW SUBDIVISIONS IN THE AREA BUT HAVING TO WALK FOR THREE MILES TO GET TO IT IS NOT IDEAL;
- We need better and more robust transportation options;
- Again have swipe for your buses and you will get more riders that might be downtown or other areas that don't have cash. Just another way to make more money.
- Several reasons we have so many DWI's in Travis county are that alternatives to driving are cumbersome, expensive, towing companies are allowed to tow and charge exorbitant fees for impounding so they do so early and often, and intoxicated people are incapable of making sound decisions and further lack the technology to measure blood alcohol levels as the police do. Manhattan does not have a DWI problem. Go figure;
- Blind people need extra assistance at stops and to get them from stops to their destinations. People who use wheelchairs must have a way to get on when in either a hand-powered or electric wheelchair or scooter. Some have mental issues such as anxiety disorders. They need consistent, reliable scheduling and help. Cap Metro should design and implement a comprehensive transportation plan for the region. The plan should consider the facts that would drive people various modes of transportation. For example, there are large numbers of people who arrive at ABIA with luggage and no car. A train with a way to show bags makes excellent sense for this group. Downtown, there are lots of people who have short-distance travel needs. Taxis, SMART cars, and scooters make good sense there. Increasingly, there is a need for travel to East Austin. Finally, Cap Metro should bite the bullet on elevated electric monorail. Monorail is more expensive to start, but less expensive when it comes to maintenance. The ground impact is less. Construction can occur around a monorail column without interfering with monorail service. That enables more flexibility. Monorail is safer for passengers and public. There are no crossings at grade. There is a monorail in Belgium that has operated for more than a century with no fatalities. Monorail can pass through a building with minimum disruption to the structure. Interior stations above ground level have zero ground-level footprint and enable large people flows to move without disrupting surface traffic. We need that kind of transportation to remain the entertainment destination we have become. Envision SXSW or ACL where few streets are blocked, yet we move more people into a venue quicker than ever. Commerce and entertainment interests would not have to battle for street access;
- We live in a rural community with no regular bus service or trains. We do have limited HOP service;
- More slots on bus;
- Needs transportation to VA in San Antonio;
- Austin is continuing to grow. I have noticed in other cities the bus services are prompt and the wait time is less than 15 minutes. I do not understand how Austin can even mention that we have bus service. The hours that the bus runs are not durable to meet the needs of the people;
- Can't think right now [of places in Capital Area where can't get to] but would be nice to go other places when need to;
- I am so grateful for CARTS!;
- CARTS provides a great service;

- Shorter wait time. Bus driver needs help! Another driver;
- Service would be improved if kept on schedule and running on time;
- Too large to ride bus comfortably;
- Often unable to get through to schedule MetroAccess ride; computer doesn't understand and have to repeat request. MetroAccess bus or car goes all over town before getting to destination even when no other riders;
- Afraid to ride bus because almost fell down steps getting off. Used to ride STS, but had to wait too long to be picked up;
- Bus delays for a variety of alleged reasons (i.e., mechanical problems, traffic, or route detours);
- Dependable and faster wi-fi;
- Bus drivers could be more proactive and call on people who are not waiting on the bus only loitering. And the rail should run evenings and weekends;
- Northwest Travis residents must travel thru another county to reach our courthouse, unless a boat is used;
- People like me who have no transportation or money to get where we can have a job;
- Not knowledgeable of transportation needs of non-auto travelers;
- No not at this time. One thing would like to say is that thank you for taking the time in considering our needs and concerns;
- Benches, shelter to keep out of harsh summer and winter weather. Would help a lot. More frequent service. I would like to go to every zip code in Austin. Its better to know that if I have to get to another part of town that I don't know and have to walk more than ride a bus because there is no bus route;
- Hope bus/train to cover every main street;
- Better customer service from drivers. Get rid of IVR;
- Maps are horrible!;
- I would like to see continual increase/expansion of metro-rail services;
- We need bathrooms!! Also, priority seating for unaccompanied minors;
- I like the new route times from CP to downtown Austin;
- Only use one train cab for lightly-used routes;
- More stops and more trips to Leander;
- The train is great; we need more of them! Better connection from Kramer Station home to Rail Station. Passes cost a lot. Marshall 512.699.4039;
- I don't feel comfortable using the available transportation services;
- Wm Cannon & Congress has no/few sidewalks. Scary walking!!;
- Trip planner does not recognize my street address;
- Take some buses off 17 route; put elsewhere;
- Buses need to arrive on time- buses that see you coming won't stop;
- Some drivers are truly wonderful. I enjoy my travels on the bus;
- Want to travel to Houston;
- I've never had a bad experience on the bus. All the bus drivers are employees are kind and helpful;
- You can usually get where you need, but it may take 4-5 busses & 2+ hrs. Need more #1 buses during daytime when #101 only goes to SC Transit Center. On NUMEROUS occasions, I have seen several #101 buses follow back to back EMPTY! (Obviously a waste of resources);
- Please stop changing the routes all the time for your convenience without considering your customers!!;
- It would be great if there were more buses and more routes. I have been late to work many times because of slow drivers and long waiting times;
- Bus drivers could be more friendly and not be mad at the world most of the time;
- Seriously need a bus near or @ Valiant Circle (78749);
- Would love to smoke at bus stops;
- I think Cap Metro is overall doing a good job;

- good service;
- Cap Metro overall meets my needs. I am a single mom with a 3 year old so bus pass price is high for me!;
- I would use the Airport 350 bus in late evenings (10-11pm);
- They need to have service 24/7 like they do in NYC;
- better bus shelter;
- Good part is smoke free place now- smoke real bad people who'd smoke;
- I missed my transfer because the first bus was late. Now I'm half an hour late;
- I like the service in general;
- doing a great job. keep it up. Peace;
- more security at Lamar station, shelter from weather at stops, easier for people with baby strollers;
- Quit making things that are simple too damn complicated. Keep things as is. Scrap the metro rail, use the metal from it to build more buses. Period. Metro Rail created more problems than it is solving. That's the bottom line;
- I get to ride free as a UT employee, but the route I take is often standing room only. I am also so tall so forward facing seats are too close together;
- need to lower bus prices;
- want fare to be free for disabled people;
- The bus is nice and feels safe;
- I have no other kind of transportation in Travis County. I need the lift to board the Bus;
- outside of city, no bus lines, handicapped;
- I do most of my shopping in the Cedar Park Area!;
- Many in my community unable to access grocery shopping/medical appts/employment opportunities in the towns closest to us due to lack of service;
- I live four miles from the nearest bus stop and it would require several transfers to get to my doctor's office or other destinations in Austin. CARTS is my only option.

### **Observations**

The following section provides a highlight of notable survey responses by question.

### ***Demographics***

- One out of five of the respondents identifies as being 65 years of age or older;
- One out of four of the respondents identifies as being unemployed;
- One out of five of the respondents has a disability.

### ***Residential Location***

Approximately 65% of the survey respondents reside within the City of Austin.

### ***Primary Mode of Transportation***

Over half of the respondents drive themselves to their destinations regularly. Other popular means of getting around include riding with others (40%), using Capital Metro (35%), and walking (32%).

### ***Unmet or Underserved Destinations***

60% of the respondents indicated that there was someplace they had trouble getting to without driving. Many of the locations cited were in the vicinity of Round Rock, Cedar Park, and Pflugerville and other urbanized areas outside of Capital Metro's service area. However, respondents also indicated trouble getting to and from rural destinations as well as urban destinations served by Capital Metro.

**Barriers and Assistance Needed**

The most cited factors that kept people from going where they want to without driving/by using public transportation were the lack of transportation services available (60%), especially on nights and weekends (35%), as well as transportation services taking too much time or requiring too many transfers (35%). In addition, 33% of respondents indicated that reduced price passes or taxi vouchers would make it easier for them to use the bus or other transportation services.

**An Observation Regarding Spanish Surveys**

12 respondents (or approximately 2% of the total respondent group) filled out the survey in Spanish. The responses from the Spanish cohort of surveys differed significantly from the English cohort: while English survey responses identified the largest barrier to public transportation use as the distance of a stop from their home (40%), Spanish-speaking respondent's largest concern was that of personal safety (55%). (By comparison, just over 15% of English-speaking respondents identified personal safety as a concern of or barrier to use of public transportation.) Among Spanish-speaking respondents, the most popular means of transportation identified is using Capital Metro (60%).