

Assessing the transit needs of Concho Valley residents



Prepared for the Concho Valley Transit District (CVTD)

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By

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EXECUTIVE SUMMARY

Community Development Initiatives (CDI) at Angelo State University conducted a secure online survey of the residents of the Concho Valley including individuals residing on Goodfellow AFB between April 24, 2012 and August 1, 2012. The Concho Valley Transit District (CVTD) publicized the project through the San Angelo Standard Times, the department's web page, and at various civic meetings. The project also received publicity support from organizations such as the Texas Silver Hair Legislature and Texas Work Force Development.

We used two survey instruments to collect information. We used a general survey to gather data from the Concho Valley populace at-large. We administered our second survey to individuals attending technical school at Goodfellow AFB (GAFB). This survey differs from the general survey because we tailored it to a very specific population. In addition, it does not include demographic questions. Collectively, 1316 people responded to the surveys of which 71.7 percent were GAFB residents.

In general, respondents to the general survey belong to an older and higher educated group that has some residential stability within the community. Specifically, more than 41 percent of the respondents were 51 or older, more than 7 in 10 have some college, and 69 percent have lived in the Concho Valley for more than 10 years. In addition, almost 69 percent of the respondents are female and 63.8 percent do not have children under the age of 16 living at home.

Principle findings

- Transit users reported that they are, for the most part, satisfied with transportation services. More specifically, users are most impressed with the courtesy of the transit drivers, transit rates, and their security while riding in transit vehicles.
- The more important concerns across the city are the need for convenient routes and convenient and consistent scheduling.
- Possible new users of public transit imply that they would use transit to commute to and from their workplace.
- Convenient routes, reasonable fares, consistent scheduling, and reasonable travel time, are important factors for possible users.
- The primary reason for eschewing transit was the preference to use personal transportation.
- Respondents have different perceptions about factors that would persuade them to use CVTD transit, their satisfaction with services, and reasons for using and

not using services.

- Many of the current survey respondents echoed concerns in previous surveys that there are not enough routes and time schedules to meet their particular transit needs.
- The GAFB trolley test project was a magnet for positive comments.

Key recommendations

- The CVTD needs to adopt a creed that stresses flexibility and nimbleness in policy and organization as it plans to meet disparate demands.
- Planners will need to explore more flexible “on-demand” or “just-in-time” routing and scheduling innovations.
- Planners need to initiate flexible marketing efforts to attract additional riders to the transit system.
- CVTD planners need to develop a flexible and continuous process for monitoring public sentiment and input through routine, as well as target, satisfaction surveys and focus group sessions that provide a level of insight rarely derived from surveys alone.
- Transit planners should develop the necessary partnerships and capacities to make the GAFB trolley a permanent and sustainable service.
- CVTD administrators should consider designing and contracting for other potential “customized” transport plans to serve students from Howard College and Angelo State University; large-scale special events such 4th of July celebrations, rodeo or boat races; or transportation of work groups and teams to rural places of employment or work sites.

In sum, the CVTD should develop greater policy and organizational flexibility and nimbleness in its regularly scheduled services, in customizing new services, in effective marketing of services, and in mentoring and responding to diverse and changing public input and sentiment.

INTRODUCTION

Rising prices at the gas pumps, the nuisance of rush hour traffic, and the clamor to reduce program costs, are some of the concerns that have shaped a demanding transit policy background for local governments across the country.

Transit planners are also concerned about the courtesy of their drivers and the cleanliness of vehicles and waiting areas. They fret about the conundrum that ridership creates. For example, peak hour usage often results in congestion and rider complaints about the slow response of transit systems.

Conversely, low ridership makes many systems financially unsustainable. Despite subsidies, many public transit systems cannot generate sufficient income to cover its operating and capital costs. In the past, many planners deemed such deficits acceptable because of the essential service public transit provided for many residents. Today, however, with the need to stretch limited dollars and respond to increased demands for efficient investment from all sectors, the financial burden of a public transit system is increasingly controversial.

In addition, planners worry about the personal safety of their riders while waiting for and using public transit. While such fears are common in most cities, it may be more acute in a sprawling one such as San Angelo where riders must walk further to pickup points. For seniors who have a choice about whether to drive or take the bus, the thought of dark sideways and transit stops may be enough to keep them from using public transit.

Current CVTD Transportation Director, Sean Scott and Transportation Planner Jessica Pena are no different from transit planners in other communities. While their foremost objective is to find out what San Angelo and Concho Valley residents think about the CVTD, they are also concerned that residents believe that some neighborhoods of San Angelo receive more attention and service from their department than other neighborhoods.

Believing this at some intuitive level is one thing, but actually measuring the difference in the city's neighborhoods is another matter. Therefore, under their direction, they commissioned the Community Development Initiatives (CDI), a unit of the Angelo State University Center for Community Wellness, Engagement, and Development, to conduct a project to assess citizen perceptions about CVTD transit services.

THE PROJECT

The CVTD publicized the project through the San Angelo Standard Times, the department's web page, and at various civic meetings. The project also received publicity support from organizations such as the Texas Silver Hair Legislature and Texas Work Force Development.

CDI started the project with a web-based survey. While efficient¹, this limited the opportunity for residents without computer access to participate. To address this problem, neighborhood action groups such as the West Texas Organizing Strategies administered paper surveys in the neighborhoods and rural areas not adequately represented by the on-line responses. In addition, Goodfellow AFB administrators collected surveys from personnel attending technical school at the base. We also wanted to enhance neighborhood participation and representation so that the CVTD could compare and contrast perceptions across neighborhoods and rural communities. After all, we cannot assume that perceptions about transit services are common throughout the Concho Valley.

We used two survey instruments to collect information. We used a general survey to gather data from the Concho Valley populace at-large (**Attachment 2**). The survey includes questions that cover a respondent's main mode of travel, use of CVTD services, satisfaction with CVTD services, reasons for not using CVTD services, and factors necessary to meet a possible user's transit needs. The survey also asks several demographic questions such as race, age, gender, number of children younger than 16 years of age in the household, county of residence, and how long the respondent has lived in the Concho Valley.

We administered our second survey to individuals attending technical school at Goodfellow AFB (**Attachment 3**). The survey differs from the general survey because we tailored it to a very specific population. In addition, it does not include demographic questions.

This report describes the responses to the surveys. CVTD planners can use this report to ensure their transit system is meeting the needs of current and prospective users, provide a safer transit environment, and offer a better public transit system for people living in the Concho Valley including military people living on Goodfellow AFB. CVTD can also use results to link transportation with other Texas cities and support funding requests.

THE INDEX

From the survey data, we used 38 numerical indicators to create five indices the CVTD can use to evaluate and compare the perceptions respondents have about the public transit system. Based on a scale where "5" means that a respondent had a great deal of agreement with a statement and "1" means that a respondent had no agreement at all with a statement, we asked respondents to rate their satisfaction with CVTD transit services, reasons for not using services, and factors that would influence respondents

¹ Research shows that response rates on private networks are higher with electronic surveys than with paper surveys or interviews. Research also shows that respondents tend to answer questions more honestly than with paper surveys or interviews. Due to the speed of online networks, participants can answer a questionnaire quicker, coverage can be community-wide, and data input is more efficient. In addition, it is less expensive to administer a web page survey than to pay for postage or interviewers.

to use public transit. We used the same method to identify preferred times and days for using services.

For each ranking, we used the indicators to calculate ratios by summing the number of responses for the lowest ratings (1 & 2) and the number of responses for the highest ratings (4 & 5). Next, we subtracted the number of low values from the number of high values. The difference was a numerator that we divided by the summation of high values and low values. This methodology produced a ratio ranging in value from -1 to +1. Both scores indicate respondents were unanimous about their perception of a statement. The former score, however, indicates that they were in complete disagreement about a statement while the latter score indicates that they were in complete agreement with a statement.

The CVTD can use these ratio scores to determine the level of agreement respondents have for each statement, with higher scores indicating more agreement. (Note: A zero value for an indicator occurs when there are as many high scores as low scores).

The indices are:

1. **Satisfaction with CVTD transit services (Satisfaction Index):** This set uses eight indicators to rank factors contributing to the level of satisfaction transit users have toward CVTD transit services.
2. **Reasons for not using services (Reasons against Index):** This set uses 10 indicators to rank reasons respondents do not use public transit services.
3. **Reasons for using services (Reasons for Index):** This set uses six indicators to rank the reasons for using transit services.
4. **Primary day and time of possible use (Primary day/time Index):** This set uses six indicators to rank the optimal day and time respondents would possibly use CVTD transit services.
5. **Important factors to attract new users (Important Factors Index):** This set uses eight indicators to rank factors that would motivate respondent to use public transit.

DATA PRESENTATION

After we calculated the ratio scores, we created several tables that reflect the scores for each index and its component indicators. The first table depicts the index rankings, index high scores and low scores by zip code, and index citywide averages. Table 2 depicts the statements having the most agreement and the least agreement for each set. Table 3 depicts the citywide average ratio score for the 38 indicators, average ratio scores for each set, and the ratio score for each indicator. Tables 4-7 depict the overall average and ranking, index averages and rankings, and indicator averages and

rankings, for the neighborhoods we grouped by zip code. These tables also present the citywide averages. Tables 8-12 compare the index statements by zip code. The CVTD can use these tables to compare the level of support neighborhood respondents have for each indicator and for each index. The tables will also help CVTD planners to address the concern that some neighborhoods of San Angelo receive more attention and service from the CVTD than other neighborhoods. Table 13 presents the results collected from the GAFB respondents. The table also compares GAFB results with citywide results for the common indices and indicators². Table 14 depicts the primary day and time that a base resident would use CVTD transit services. We also included graphics that summarize the survey responses.

² The GAFB survey and citywide survey, while similar, were also different in some respects. For example, we did not pose questions on the GAFB survey dealing with a respondent's satisfaction with CVTD transit services. There were two reasons for not asking such questions. First, our GAFB population for the questionnaire is personnel attending training school. Because they are in class and formation throughout their duty day, they cannot make use of a city bus service that does not run past 5:00 p.m. or during the weekends. In addition, we launched the survey prior to the implementation of the temporary CVTD trolley service project that provides service from Friday evenings throughout the weekend. However, we can use several responses and the comments section to gain insight about the trolley service and its possible use.

INDEX COMPARISONS

Table 1: Index Comparisons	Rank	High Score	Zip Code	Low Score	Zip Code	Citywide
Important factors to attract new users	1	0.88	76903	0.75	76904	0.79
Primary day/time of possible use	2	0.66	76905	0.36	76901	0.52
CVTD satisfaction	3	0.68	76904	0.10	76901	0.47
Reasons for using services	4	0.45	76903	-0.02	76905	0.16
Reasons for not using services	5	-0.19	76905	-0.30	76901	-0.26

Table 1 depicts the index rankings, index high scores and low scores by zip code, and index citywide averages. The table shows that respondents have different perceptions about factors that would persuade them to use CVTD transit, their satisfaction with services, and reasons for using and not using services. In addition, there are also differences regarding the primary day and time of possible use.

The Important Factors Index is the highest ranked index. The table shows that, on the average, zip code 76903 respondents are more in agreement with factors than the other zip code areas. On average, there are 79 percent more high scores than there are low scores citywide for the index.

The Primary Day/Time Index is the second highest ranked index. The table shows that, on the average, zip code 76905 respondents are more concerned about scheduling than are respondents living in the other neighborhoods (0.66). Zip code 76901 recorded the lowest score amongst the neighborhoods (0.36). On the average, there are 52 percent more high scores than there are low scores citywide for the index.

The CVTD Satisfaction Index, the third highest index, indicates that respondents living in the southwest neighborhoods are more positive about CVTD services than respondents living in other areas of San Angelo are (0.68). On the other hand, centrally located respondents are less satisfied (0.10). On the average, there are 47 percent more high scores than there are low scores citywide for the index.

The Reasons for Using Services Index is the fourth highest ranked index. Transit users living in zip code 76903 neighborhoods such as Lake view, Reagan, and Riverside, for example, recorded a higher percentage of high responses for using transit services (0.45) than other neighborhoods. Conversely, on average, Belaire and Paulann respondents recorded slightly lower scores than higher scores (-0.02). On the average, there are 16 percent more high scores than there are low scores citywide for the index.

The Reasons for not Using Services Index is the lowest ranked index. No zip code recorded a positive score for the index. For this index, however, low scores can indicate positive feelings. For instance, respondents reported that personal safety, service rates, driver courtesy, and conditions making it difficult to ride the bus, were not factors that influenced their decision to refuse to use public transit.

INDICATOR COMPARISONS

Table 2: Indicator Comparisons	Score
CVTD Satisfaction	0.47
High Score: The drivers are very courteous	0.80
Low Score: The services are easy to get to	0.02
Reasons for not using services	-0.26
High Score: I prefer to provide my own transportation	0.46
Low Score: I have a condition that makes it difficult to ride the bus	-0.86
Reasons for using services	0.16
High Score: To go to work	0.42
Low Score: To go to church	-0.10
Primary day/time of possible use	0.52
High Score: During the week	0.76
Low Score: Sunday	0.03
High Score: 3:01 p.m. to 6:00 p.m.	0.67
Low Score: 12:01 p.m. to 3:00 p.m.	0.52
Important factors to attract new users	0.79
High Score: Convenient routes	0.89
Low Score: Accessibility to CVTD services	0.54

Table 2 depicts the statements having the most agreement and the least agreement for each set of indicators. The table shows that survey respondents strongly agreed about the important factors to attract new users (0.79). Specifically, convenient routes were the most important factor when attracting new users (0.89).

On the other hand, the citywide average scores for the statements dealing with reasons for not using CVTD services are negative. Thus, there is consensus amongst the respondents that

fares are reasonable and they have a sense of security when riding and waiting for transit, for example. Of note, is the fact that respondents overwhelmingly stated that they did not have a condition that would make difficult for them to ride the bus. In addition, respondents agreed or strongly agreed that they wanted to use their own transportation in lieu of CVTD transit.

One observation that should delight CVTD decision makers is the fact that there was a strong consensus that the drivers were very courteous (0.80). Conversely, few reported that the services were easy to access (0.02).

Based on responses addressing the primary day and time of possible use, planners should consider expanding routes during the week and late afternoon. In addition, there was weak support for Sunday transit service. These results tend to correlate with the fact that most respondents would use services to go to work (0.42) and few (-.10) would use public transit to go to church.

CITYWIDE SCORES

Table 3: Citywide Scores	Scores
CVTD Scores (38 Indicators)	0.20
Satisfaction Index (8 Indicators)	0.47
The drivers are courteous	0.80
I feel safe on the vehicles	0.66
The rates are reasonable	0.64
The waiting areas are clean	0.56
I feel safe waiting for the vehicles	0.47
The vehicles are very clean	0.32
The bus schedules meet my transportation needs	0.24
The services are easy to get to	0.02
Reasons Against Index (10 Indicators)	-0.26
I prefer to provide my own transportation	0.46
I am not familiar with the available services	0.22
It takes too long to travel when I use services	0.15
There are not enough routes	0.03
Pickup points are too far away	-0.08
I do not feel safe waiting for the vehicles	-0.57
I do not feel safe on the vehicles	-0.68
The service is too expensive	-0.74
The drivers are rude	-0.83
I have a condition that makes it difficult to ride the bus	-0.86
Reasons For Index (6 Indicators)	0.16
to go to work	0.42
for social or recreational reasons	0.27
to go shopping or run errands	0.17
to go to medical appointments	0.13
to go to school	-0.10
to go to church	-0.10
Primary Day/Time Index (6 Indicators)	0.52
Monday - Friday	0.76
Saturday	0.50
Sunday	0.03
from 7:00 a.m. to noon	0.59
from 12:01 to 3:00 p.m.	0.52
from 3:01 to 6:00 p.m.	0.67
Important Factors Index (8 Indicators)	0.79
convenient routes	0.89
reasonable rates and fares	0.88
convenient and consistent scheduling	0.86
reasonable length of travel time	0.86
guaranteed ride back to residence	0.83
having a sense of safety and security	0.79
awareness of available services	0.65
accessible services	0.54

Table 3 depicts the citywide average ratio score for the 38 indicators, average ratio scores for each index, and the ratio score for each indicator. The overall CVTD Index Score of 0.20 shows that there are 20 percent more high responses, on average, than low responses for the 38 indicators citywide.

The 0.47 score for the Satisfaction Index reflects that respondents have a positive impression about the transit district. More specifically, on average, there are almost twice as many high scores for the index than low scores. The highest ranked indicator for the index measures the perception transit users have about a driver's dealings with them when riding transit (0.80). In addition, there were 66 percent more high responses concerning safety on the vehicles than low responses and there were 50 percent more high responses than low responses concerning safety at pickup points. On the other hand, there was little difference between high and low responses regarding the ease of access to CVTD transit services (0.02).

The score for the Reasons Against Index shows that, on average, there are 26 percent more low responses than high responses concerning attitudes toward factors for not using transit services. As expected, the number one reason for eschewing transit was the preference to use personal transportation. In addition, the 0.22 score associated with familiarity with available services suggests a need for more marketing of

transit services.

The table also depicts the main reasons that respondents would possibly use CVTD transit. The top ranked reason for possible use is to go to work (0.42). In addition, there would be use of services to attend social or recreational events and go to medical appointments. Scores also reflect that there would be little use of transit to go to school or to church (-0.10).

Respondents agreed that the primary days and times they would possibly use CVTD transit was during the workweek (0.76) and in the late afternoon (0.67). In addition, there is substantial support for Saturday transit service (0.50). There is negligible support for Sunday scheduling (0.03).

The 0.79 score for the Important Factors Index suggests that possible users are in agreement about the factors that would entice them to use transit services. Convenient routes (0.89), reasonable fares (0.88), consistent scheduling (0.86), and reasonable travel time (0.86), are important factors for possible users. Thus, the index gives CVTD planners a clear idea about the needs of possible users.

NEIGHBORHOOD TABLES

The tables in this section depict individual indicator ratio scores, index ratio scores, and the overall ratio score and rankings for each zip code. These tables enable the CVTD to compare scores and rankings for each zip code and to compare scores across the city³.

Table 4: Zip Code 76901	Rank	Scores	Citywide
CVTD Scores (38 Indicators)	4	0.10	0.20
Satisfaction Index (8 Indicators)	4	0.10	0.47
The bus schedules meet my transportation needs	4	-0.20	0.24
The drivers are courteous	4	0.60	0.80
The vehicles are very clean	2	0.50	0.32
The rates are reasonable	4	0.00	0.64
The services are easy to get to	4	-0.20	0.02
The waiting areas are clean	4	0.00	0.56
I feel safe on the vehicles	4	0.20	0.66
I feel safe waiting for the vehicles	4	0.00	0.47
Reasons Against Index (10 Indicators)	4	-0.30	-0.26
I am not familiar with the available services	4	0.09	0.22
Pickup points are too far away	2	-0.12	-0.08
It takes too long to travel when I use services	3	0.08	0.15
The service is too expensive	2	-0.71	-0.74
There are not enough routes	4	-0.13	0.03
I do not feel safe on the vehicles	2	-0.64	-0.68
I do not feel safe waiting for the vehicles	1	-0.44	-0.57
The drivers are rude	1	-0.76	-0.83
I have a condition that makes it difficult to ride the bus	4	-0.91	-0.86
I prefer to provide my own transportation	3	0.37	0.46
Reasons For Index (6 Indicators)	3	0.03	0.16
to go to work	1	0.48	0.42
to go to medical appointments	4	-0.14	0.13
for social or recreational reasons	2	0.43	0.27
to go to school	2	-0.27	-0.10
to go shopping or run errands	3	-0.13	0.17
to go to church	4	-0.44	-0.10
Primary Day/Time Index (6 Indicators)	4	0.36	0.52
Monday - Friday	3	0.75	0.76
Saturday	3	0.39	0.50
Sunday	4	-0.10	0.03
from 7:00 a.m. to noon	3	0.54	0.59
from 12:01 to 3:00 p.m.	4	-0.05	0.52
from 3:01 to 6:00 p.m.	4	0.48	0.67
Important Factors Index (8 Indicators)	3	0.77	0.79
convenient and consistent scheduling	4	0.86	0.86
having a sense of safety and security	2	0.78	0.79
awareness of available services	2	0.68	0.65
accessible services	2	0.65	0.54
reasonable length of travel time	3	0.86	0.86
reasonable rates and fares	4	0.79	0.88
convenient routes	4	0.79	0.89
guaranteed ride back to residence	3	0.76	0.83

ZIP CODE 76901

There are five census tracts, or neighborhoods, within this zip code number including Angelo Heights, the Bluffs, Blackshear-downtown, Central, and Santa Rita.

Collectively, these neighborhoods have the lowest ranking amongst the zip codes for the 38 indicators. The citywide average exceeds the zip code average by 10 points. Clearly, the respondents from these neighborhoods agree less with the survey statements than do the respondents residing in other areas of San Angelo.

76901 respondents are not that satisfied with CVTD services. Seven of the eight indicator scores are below the citywide scores. It is interesting to note that while respondents report that transit vehicles are very clean they have mixed views about the cleanliness of waiting areas. There is also concern about their personal safety when riding transit vehicles and waiting for transit.

The major reason respondents within this zip code, do not use CVTD transit, was the desire to use their own transportation (0.37). Other factors were their unfamiliarity with transit services

³ Attachment 1 presents the neighborhoods by zip code.

(0.09) and lengthy travel time on transit vehicles (0.08).

The primary reason respondents would use services is to go to work (0.48). This correlates with the higher scores associated with weekday travel and early morning and late afternoon travel. In addition, Respondents see convenient and consistent scheduling (0.86) and a reasonable length of travel time (0.86), as major factors that would influence their willingness to use CVTD transit services.

ZIP CODE 76903

Table 5: Zip Code 76903	Rank	Scores	Citywide
CVTD Scores (38 Indicators)	2	0.31	0.20
Satisfaction Index (8 Indicators)	3	0.45	0.47
The bus schedules meet my transportation needs	2	0.37	0.24
The drivers are courteous	3	0.68	0.80
The vehicles are very clean	4	0.16	0.32
The rates are reasonable	1	0.71	0.64
The services are easy to get to	1	0.11	0.02
The waiting areas are clean	1	0.68	0.56
I feel safe on the vehicles	3	0.56	0.66
I feel safe waiting for the vehicles	3	0.30	0.47
Reasons Against Index (10 Indicators)	2	-0.24	-0.26
I am not familiar with the available services	3	0.11	0.22
Pickup points are too far away	3	-0.15	-0.08
It takes too long to travel when I use services	1	0.35	0.15
The service is too expensive	1	-0.55	-0.74
There are not enough routes	2	0.15	0.03
I do not feel safe on the vehicles	1	-0.53	-0.68
I do not feel safe waiting for the vehicles	2	-0.50	-0.57
The drivers are rude	2	-0.78	-0.83
I have a condition that makes it difficult to ride the bus	1	-0.71	-0.86
I prefer to provide my own transportation	4	0.22	0.46
Reasons For Index (6 Indicators)	1	0.45	0.16
to go to work	4	0.39	0.42
to go to medical appointments	1	0.50	0.13
for social or recreational reasons	1	0.52	0.27
to go to school	1	0.54	-0.10
to go shopping or run errands	1	0.66	0.17
to go to church	1	0.00	-0.10
Primary Day/Time Index (6 Indicators)	2	0.55	0.52
Monday - Friday	4	0.68	0.76
Saturday	1	0.61	0.50
Sunday	1	0.13	0.03
from 7:00 a.m. to noon	4	0.50	0.59
from 12:01 to 3:00 p.m.	2	0.61	0.52
from 3:01 to 6:00 p.m.	1	0.72	0.67
Important Factors Index (8 Indicators)	1	0.88	0.79
convenient and consistent scheduling	2	0.89	0.86
having a sense of safety and security	1	0.94	0.79
awareness of available services	1	0.71	0.65
accessible services	1	0.71	0.54
reasonable length of travel time	1	0.89	0.86
reasonable rates and fares	1	0.95	0.88
convenient routes	1	1.00	0.89
guaranteed ride back to residence	2	0.95	0.83

There are six census tracts, or neighborhoods, within this zip code number including the Ft. Concho neighborhoods, Lake View, Glenmore, Reagan, and Riverside.

Zip code 76903 neighborhoods have the second highest ranking amongst all neighborhoods for all indicators and its overall score (0.31) is 11 percentage points higher than the citywide average of 0.20. The areas within the zip code also attained the top ranking for the Reasons for Index (0.45) and the Important Factors Index (0.88).

The overall Satisfaction Index score (0.45) approximates the citywide average of 0.47. The table shows that respondents believe the rates are reasonable (0.71). On the other hand, there is concern about accessibility of CVTD services (0.11).

The major reason respondents within this zip code, do not use CVTD transit, is their perception that transit travel time is lengthy (0.35). Other factors were the preference to use private transportation (0.22) and their unfamiliarity with transit services (0.11).

The primary reason respondents would use transit service is to go

shopping or to run errands (0.66). In addition, the neighborhoods are the only ones across the city not to have a negative score for the go to church indicator. These scores correlate with the higher scores associated with the need to travel on weekends.

The neighborhoods within this zip code attained the highest ranking for the Important Factors Index. In addition, they ranked first for six of the eight indicators. Thus, residents are adamant about factors that would influence their willingness to use transit services. Specifically, respondents see convenient routes (1.00)⁴, guaranteed return transportation to their residence (0.95), and a sense of security as the more important factors that would influence their willingness to use CVTD transit services.

⁴ Note: A ratio score of 1.00 or -1.00 indicates that respondents were in complete agreement about a statement or complete disagreement with a statement.

ZIP CODE 76904

Table 6: Zip Code 76904	Rank	Scores	Citywide
CVTD Scores (38 Indicators)	3	0.19	0.20
Satisfaction Index (8 Indicators)	1	0.68	0.47
The bus schedules meet my transportation needs	1	0.67	0.24
The drivers are courteous	1	1.00	0.80
The vehicles are very clean	1	0.69	0.32
The rates are reasonable	3	0.63	0.64
The services are easy to get to	3	-0.08	0.02
The waiting areas are clean	2	0.67	0.56
I feel safe on the vehicles	1	0.76	0.66
I feel safe waiting for the vehicles	1	0.88	0.47
Reasons Against Index (10 Indicators)	3	-0.29	-0.26
I am not familiar with the available services	1	0.36	0.22
Pickup points are too far away	4	-0.29	-0.08
It takes too long to travel when I use services	4	-0.05	0.15
The service is too expensive	4	-0.88	-0.74
There are not enough routes	3	0.02	0.03
I do not feel safe on the vehicles	4	-0.76	-0.68
I do not feel safe waiting for the vehicles	3	-0.59	-0.57
The drivers are rude	4	-0.93	-0.83
I have a condition that makes it difficult to ride the bus	3	-0.90	-0.86
I prefer to provide my own transportation	1	0.66	0.46
Reasons For Index (6 Indicators)	2	0.12	0.16
to go to work	1	0.48	0.42
to go to medical appointments	3	0.00	0.13
for social or recreational reasons	3	0.33	0.27
to go to school	3	-0.45	-0.10
to go shopping or run errands	3	0.25	0.17
to go to church	3	-0.28	-0.10
Primary Day/Time Index (6 Indicators)	3	0.51	0.52
Monday - Friday	2	0.79	0.76
Saturday	2	0.50	0.50
Sunday	3	0.00	0.03
from 7:00 a.m. to noon	2	0.61	0.59
from 12:01 to 3:00 p.m.	3	0.33	0.52
from 3:01 to 6:00 p.m.	2	0.70	0.67
Important Factors Index (8 Indicators)	4	0.75	0.79
convenient and consistent scheduling	1	0.91	0.86
having a sense of safety and security	3	0.77	0.79
awareness of available services	4	0.60	0.65
accessible services	4	0.37	0.54
reasonable length of travel time	4	0.85	0.86
reasonable rates and fares	2	0.90	0.88
convenient routes	3	0.86	0.89
guaranteed ride back to residence	4	0.72	0.83

There are seven census tracts, or neighborhoods, within this zip code number including southwest neighborhoods such as Bonham and Bentwood-Nasworthy. Other neighborhoods within the zip code are ASU-College Hills and Rio Vista.

Zip code 76904 neighborhoods have the third highest ranking amongst the city zip codes for all indicators and its overall score (0.19) is slightly lower than the citywide average of 0.20.

Interestingly enough, however, the neighborhoods have the highest ranking for the Satisfaction Index. While they extol the courtesy of the drivers (1.00), they show concern about the accessibility of transit services (-0.08).

The need to provide their own transportation (0.66) is the major reason non-transit users do not use transit. More concerning for CVTD planners, however, is the high score associated with the non-familiarity of available services indicator (0.36).

Possible transit users report that they would primarily use transit to go to work (0.48) or for social or recreational reasons (0.33). On the other hand, few would use transit to go to church (-0.28) or to school (-0.45). In addition,

possible users would use services during the week and late afternoons.

While 76904 neighborhoods had the lowest ranking for the Important Factors Index (0.75), they were the more adamant neighborhoods about the need for convenient and

consistent scheduling (0.91). At the same time, they were not as resolute as other neighborhoods were about the other indicators.

ZIP CODE 76905

Table 7: Zip Code 76905	Rank	Scores	Citywide
CVTD Scores (38 Indicators)	1	0.33	0.20
Satisfaction Index (8 Indicators)	2	0.57	0.47
The bus schedules meet my transportation needs	4	-1.00	0.24
The drivers are courteous	1	1.00	0.80
The vehicles are very clean	3	0.00	0.32
The rates are reasonable	1	1.00	0.64
The services are easy to get to	1	0.33	0.02
The waiting areas are clean	1	1.00	0.56
I feel safe on the vehicles	1	1.00	0.66
I feel safe waiting for the vehicles	1	1.00	0.47
Reasons Against Index (10 Indicators)	1	-0.19	-0.26
I am not familiar with the available services	2	0.26	0.22
Pickup points are too far away	1	0.00	-0.08
It takes too long to travel when I use services	2	0.33	0.15
The service is too expensive	2	-0.69	-0.74
There are not enough routes	1	0.82	0.03
I do not feel safe on the vehicles	3	-0.67	-0.68
I do not feel safe waiting for the vehicles	4	-0.80	-0.57
The drivers are rude	3	-0.86	-0.83
I have a condition that makes it difficult to ride the bus	2	-0.88	-0.86
I prefer to provide my own transportation	2	0.44	0.46
Reasons For Index (6 Indicators)	4	-0.02	0.16
to go to work	3	0.47	0.42
to go to medical appointments	1	0.50	0.13
for social or recreational reasons	4	-0.45	0.27
to go to school	4	-0.50	-0.10
to go shopping or run errands	4	-0.27	0.17
to go to church	2	-0.20	-0.10
Primary Day/Time Index (6 Indicators)	1	0.66	0.52
Monday - Friday	1	1.00	0.76
Saturday	4	0.33	0.50
Sunday	2	0.08	0.03
from 7:00 a.m. to noon	1	1.00	0.59
from 12:01 to 3:00 p.m.	1	0.69	0.52
from 3:01 to 6:00 p.m.	3	0.69	0.67
Important Factors Index (8 Indicators)	2	0.79	0.79
convenient and consistent scheduling	2	0.89	0.86
Having a sense of safety and security	4	0.63	0.79
awareness of available services	3	0.67	0.65
accessible services	3	0.43	0.54
reasonable length of travel time	2	0.88	0.86
reasonable fares and rates	3	0.87	0.88
convenient routes	1	1.00	0.89
guaranteed ride back to residence	1	1.00	0.83

Belaire and Paulann are the only census tract neighborhoods in this zip code. Collectively, these neighborhoods attained the highest overall ranking for all indicators. The 0.33 overall score exceeds the citywide average by 13 percentage points.

Belaire and Paulann respondents had the second highest ranking for six of the eight indicators making up the Satisfaction Index. However, they also showed they were very concerned that the bus schedules did not meet their transportation needs (-1.00).

When looking at the Reasons against Index it is obvious that 76905 respondents believe that there needs to be more routes (0.82). This observation strongly correlates with their demand for more routes as a major factor to compel them to ride our public buses (1.00).

Similar to respondents living in the other zip codes, a good number of 76905 respondents would use the bus to go to work (0.47). The main reason, however, for possibly using public transit is to go to medical appointments (0.50). In addition, possible users would use services during the week (1.00) and mornings (1.00).

Belaire and Paulann respondents had the second highest ranking for the Important Factors Index (0.79). In addition, they were in complete agreement about the need for convenient routes (1.00) and a guaranteed ride back to their residence (1.00).

INDEX STATEMENTS BY ZIP CODE

The following tables compare the index statements by zip code. The CVTD can use them to compare neighborhood ratios with the citywide averages. This will help agency planners to address the concern that some neighborhoods of San Angelo receive more attention and service from the CVTD than other neighborhoods.

Table 8: Satisfaction Index by Zip Code	76901	76903	76904	76905
The bus schedules meet my transportation needs	-0.20	0.37	0.67	0.24
The drivers are courteous	0.60	0.68	1.00	0.80
The vehicles are very clean	0.50	0.16	0.69	0.32
The rates are reasonable	0.00	0.71	0.63	0.64
The services are easy to get to	-0.20	0.11	-0.08	0.02
The waiting areas are clean	0.00	0.68	0.67	0.56
I feel safe on the vehicles	0.20	0.56	0.76	0.66
I feel safe waiting for the vehicles	0.00	0.30	0.88	0.47
Overall Score	0.10	0.45	0.68	0.57
Rank	4	3	1	2

Table 8 compares neighborhood perceptions about CVTD services. A look at the table shows that the neighborhoods that make up zip code 76901, have for the most part lower perceptions

about transit service delivery than do the other neighborhoods across the city. In fact, the overall score for this zip code is 35 percentage points lower than the 76903 neighborhoods, which have the third lowest ranking. In addition, when comparing the scores with the 76904 neighborhoods there is a 58 percent difference in the overall scores. In particular, there is an 87 percent difference for the *schedules* indicator and

an 88 percent difference for the *safety* indicator.

Table 9: Reasons Against Index by Zip Code	76901	76903	76904	76905
I am not familiar with the available services	0.09	0.11	0.36	0.26
Pickup points are too far away	-0.12	-0.15	-0.29	0.00
It takes too long to travel when I use services	0.08	0.35	-0.05	0.33
The service is too expensive	-0.71	-0.55	-0.88	-0.69
There are not enough routes	-0.13	0.15	0.02	0.82
I do not feel safe on the vehicles	-0.64	-0.53	-0.76	-0.67
I do not feel safe waiting for the vehicles	-0.44	-0.50	-0.59	-0.80
The drivers are rude	-0.76	-0.78	-0.93	-0.86
I have a condition that makes it difficult to ride the bus	-0.91	-0.71	-0.90	-0.88
I prefer to provide my own transportation	0.37	0.22	0.66	0.44
Overall Score	-0.30	-0.24	-0.29	-0.19
Rank	4	2	3	1

Table 9 compares neighborhood support for statements that address reasons for not using CVTD services. Zip code 76905 respondents, the neighborhoods with the highest scores, are mainly

concerned about the scarcity of routes (0.82) and the travel time when using services (0.33). This zip code also has more indicators with high scores (5) than do the other zip code neighborhoods.

Indicators with negative scores suggest that there is disagreement with the statements. Therefore, across the city, respondents reported that personal safety, service rates, driver courtesy, and conditions making it difficult to ride the bus, were not factors influencing their decision not to utilize public transit. In fact, the only two statements with positive scores across zip codes are the *familiarity* and *own transportation* indicators.

Table 10: Reasons For Index by Zip Code	76901	76903	76904	76905
to go to work	0.48	0.39	0.48	0.47
to go to medical appointments	-0.14	0.50	0.00	0.50
for social or recreational reasons	0.43	0.52	0.33	-0.45
to go to school	-0.27	0.54	-0.45	-0.50
to go shopping or run errands	-0.13	0.66	0.25	-0.27
to go to church	-0.44	0.00	-0.28	-0.20
Overall Score	0.03	0.45	0.12	-0.02
Rank	3	1	2	4

Table 10 compares neighborhood support for the statements that address reasons for possibly using public transit. Zip code 76903 respondents, the

neighborhoods with the highest average score, are the only ones reporting that they would possibly use public transit for all indicators. What is interesting is the fact that the other neighborhood respondents would use transit to go to work more frequently than would 76903 respondents. On the other hand, 76903 respondents would use transit to shop or run errands and to go to school much more than respondents residing in the other zip codes.

Table 11: Primary Day/Time Index by Zip Code	76901	76903	76904	76905
Monday - Friday	0.75	0.68	0.79	1.00
Saturday	0.39	0.61	0.50	0.33
Sunday	-0.10	0.13	0.00	0.08
from 7:00 a.m. to noon	0.54	0.50	0.61	1.00
from 12:01 to 3:00 p.m.	-0.05	0.61	0.33	0.69
from 3:01 to 6:00 p.m.	0.48	0.72	0.70	0.69
Overall Score	0.36	0.55	0.51	0.66
Rank	4	2	3	1

Table 11 compares neighborhood support for the statements that address the days and times possible users would use CVTD transit services. Across

the city, zip code 76901 is the only zip code with negative scores. Collectively, possible users would ride the bus during the workweek (0.81 average) and, by implication, to work (0.66 average) and from work (0.65).

Table 12: Important Factors Index by Zip Code	76901	76903	76904	76905
convenient and consistent scheduling	0.86	0.89	0.91	0.89
having a sense of safety and security	0.78	0.94	0.77	0.63
awareness of available services	0.68	0.71	0.60	0.67
accessibility to services	0.65	0.71	0.37	0.43
reasonable length of travel time	0.86	0.89	0.85	0.88
reasonable rates and fares	0.79	0.95	0.90	0.87
convenient routes	0.79	1.00	0.86	1.00
guaranteed ride back to residence	0.76	0.95	0.72	1.00
Overall Score	0.77	0.88	0.75	0.79
Rank	3	1	4	2

Table 12 compares neighborhood support for the statements that address the important factors possible users would use public transit services. Jointly, the more important factors across the

city are the need for convenient routes (0.91 average) and convenient and consistent scheduling (0.89 average).

Goodfellow Air Force Base

GAFB respondents completed 943 surveys. Of this number, 96.1 percent resided on the base. Thanks to Mr. Kent Cummins, the GAFB Training Wing’s Chief of Public Affairs, and Suzanne Torres the base Director of Marketing, we surpassed our goal to attain at least 400 surveys from base residents. Table 13 presents the results. The table also compares the results with the citywide results for common indices and indicators.

Table 13: GAFB	Score	Rank	Citywide
Reason For Index (3 Indicators)	0.31	2	0.16
for social and/or recreational reasons	0.79	1	0.27
to go shopping or run errands	0.63	2	0.17
to go to church	-0.60	3	-0.10
Important Factors Index (7 Indicators)	0.81	1	0.79
convenient and consistent scheduling	0.87	1	0.86
reasonable rates	0.85	2	0.88
guaranteed ride back to GAFB	0.85	2	0.83
reasonable length of travel	0.84	4	0.86
convenient routes	0.81	5	0.89
awareness of available services	0.78	6	0.65
having a sense of safety and security	0.69	7	0.79

The GAFB results for this index are quite different from the citywide results. While there are on-base social and recreational activities and shopping venues, respondents stated that, they would primarily use CVTD transit to frequent similar off base spots. In addition, respondents would not extensively use public transit to attend off

base religious services. After all, there are various religious services held on base.

As for the Important Factors Index, there is negligible difference between the GAFB results and the citywide results. Possible users, regardless of where they live, want public transit to satisfy the factors listed in the table.

Primary day and time of possible use

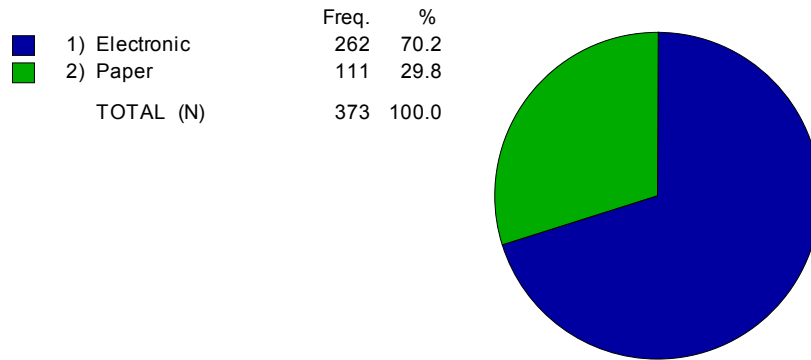
Table 14: Willing to use CVTD services (%)	Yes
Workweek	20.2
Saturday	77.9
Sunday	1.9
7:00 a.m. to noon	7.9
12:01 p.m. to 3:00 p.m.	22.9
3:01 p.m. to 6:00 p.m.	24.0
6:01 p.m. 10:00 p.m.	44.3
10:00 p.m. to 2:00 a.m.	0.9

Previously we noted that the CVTD implemented a temporary project that provides trolley service from Friday evenings throughout the weekend. The results depicted in Table 14 suggest that CVTD transit planners should continue the service.

GRAPHICS

The following graphics depict the responses to the individual questions posed in our surveys.

Source of Survey Data

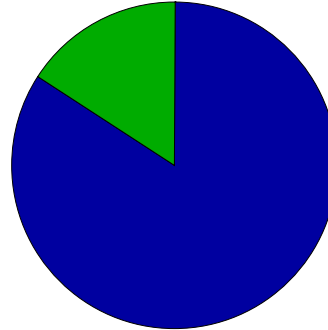


We collected 70.2% of the surveys electronically. Because of concerns about computer and internet access for low-income individuals, we administered paper surveys in areas of lower socio-economic status. With the invaluable assistance from WTOS and Reverend Craig Meyers, we collected 76 paper surveys. The other respondents completed their paper surveys at CVTD facilities.

Personal Transportation

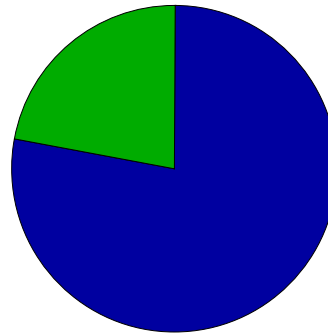
Do you have a license to drive a car, truck, or motorcycle?

	Freq.	%
1) Yes	314	84.2
2) No	59	15.8
TOTAL (N)	373	100.0



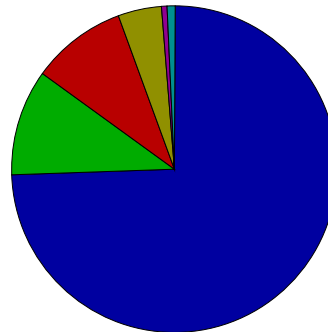
Do you have a car, truck, or motorcycle to use?

	Freq.	%
1) Yes	291	78.0
2) No	82	22.0
TOTAL (N)	373	100.0



Which mode best describes the main way you travel?

	Freq.	%
1) I Drive	278	74.5
2) Other car	39	10.5
3) Bus	35	9.4
4) I walk	16	4.3
5) Motorcycle	2	0.5
7) bicycle	3	0.8
TOTAL (N)	373	100.0



It is not surprising that more than 74 percent of the respondents reported that they use their private vehicles as their usual mode of transportation. Like most Americans, San Angelo's residents prefer the independence they experience when using their own vehicles.

Table 15		
Vehicle by License	Yes	No
Yes	90.4	11.9
No	9.6	88.1
Total (N)	314	59
Mode by License	Yes	No
I Drive	86.9	8.5
Other car	5.1	39.0
Bus	5.1	32.2
I walk	1.6	18.6
Motorcycle	0.6	0.0
bicycle	0.6	1.7
Total (N)	314	59

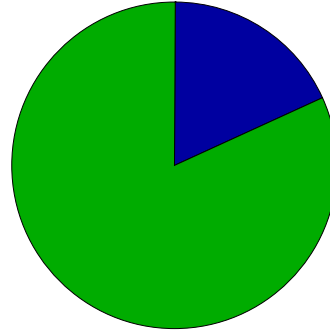
The table depicts the extent to which licensed respondents have a personal vehicle and the mode of transportation they most often use.

While a little over 90 percent of the respondents have a license to drive a car, truck, or motorcycle, about 10 percent of those respondents do not have personal transportation. In addition over 32 percent of those that do not have a license use public transit.

Use of CVTD services

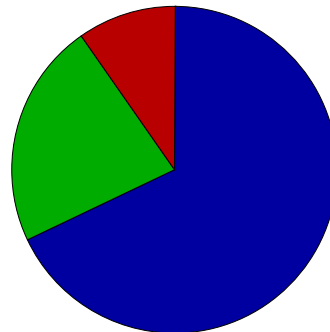
Do you use Concho Valley Transit District services?

	Freq.	%
1) Yes	64	18.1
2) No	290	81.9
TOTAL (N)	354	100.0



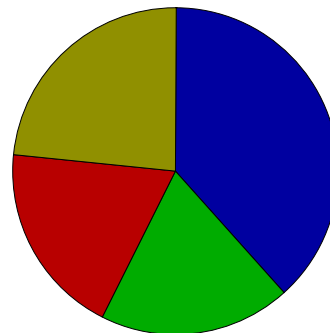
Which type of CVTD transit service do you use?

	Freq.	%
1) City Bus	49	68.1
2) Tbird	16	22.2
3) Both	7	9.7
TOTAL (N)	72	100.0

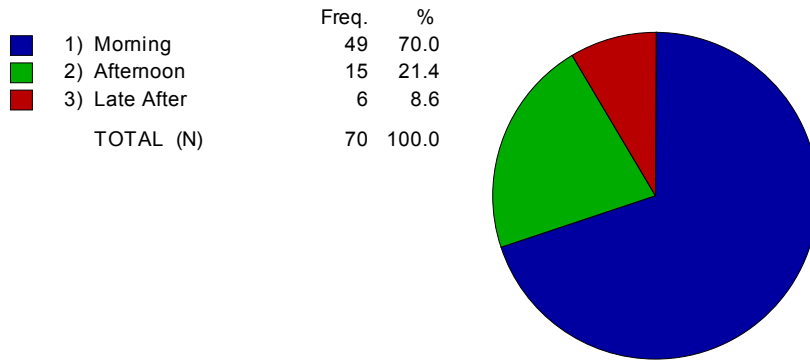


How often do you use CVTD transit services a month?

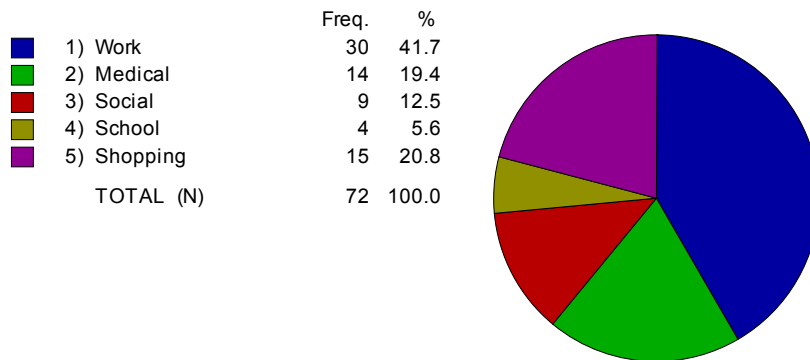
	Freq.	%
1) < 5 times	28	38.4
2) 6-10 times	14	19.2
3) 11-20 times	14	19.2
4) >20 times	17	23.3
TOTAL (N)	73	100.0



What time of day do you mainly use CVTD transit services?



What is your main reason for using CVTD transit services?

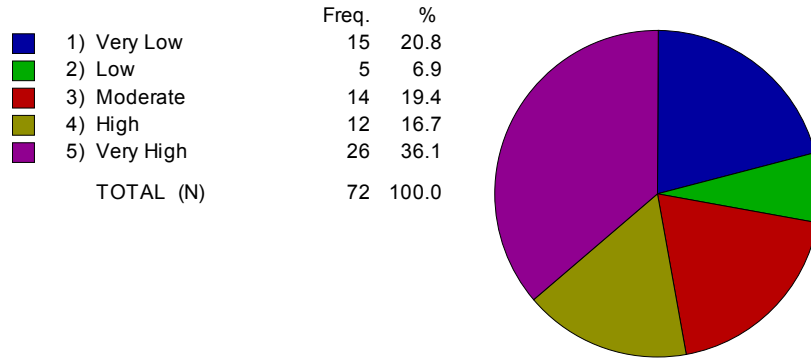


The figures show that about one in five respondents use CVTD services, and when they do, it is to ride the bus. However, over 23 percent said they use transit service more than 20 times a month. Transit users primarily ride the bus to go to work during the morning hours.

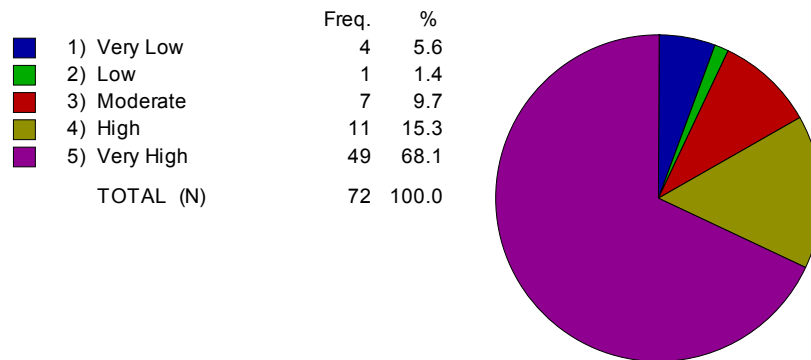
Level of satisfaction with CVTD services

The following graphics reflect the level of agreement survey respondents had with the statements addressing their level of satisfaction with CVTD services.

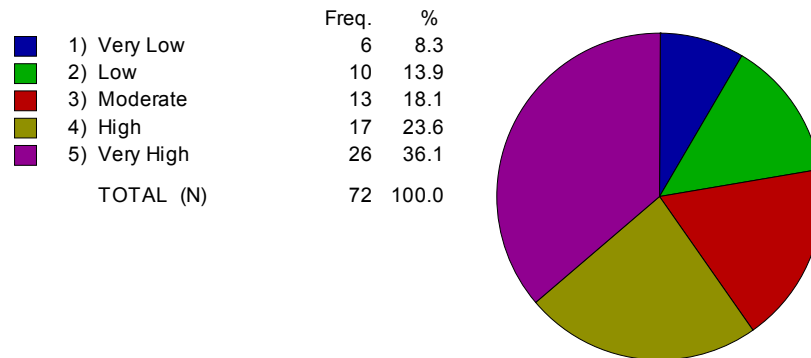
The bus schedules meet my needs



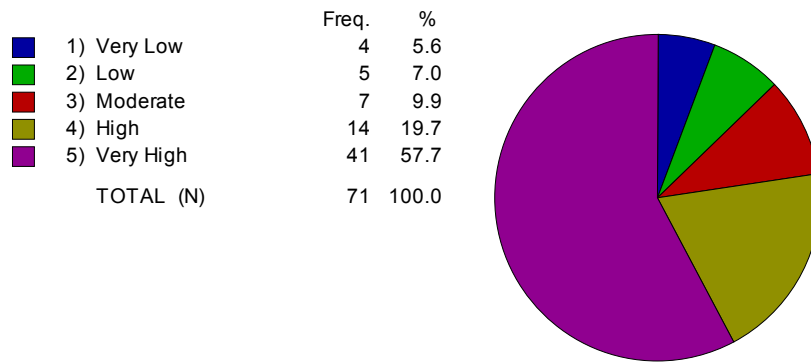
The drivers are courteous



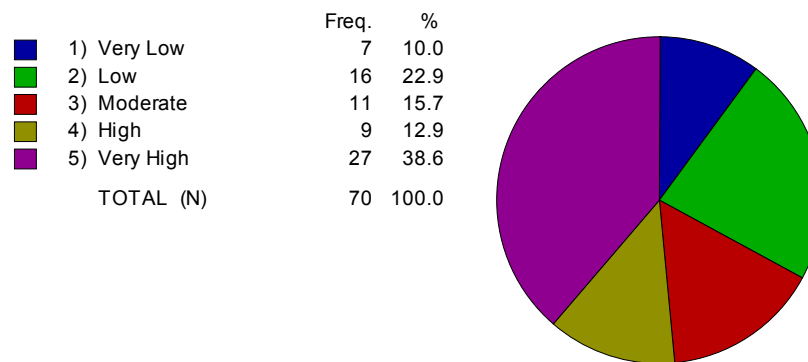
The vehicles are very clean



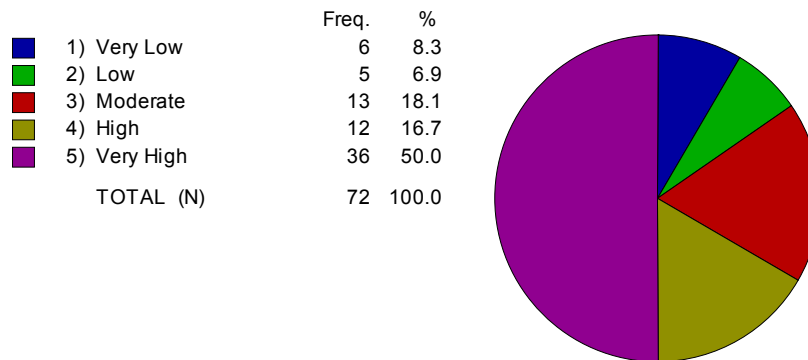
The rates are reasonable



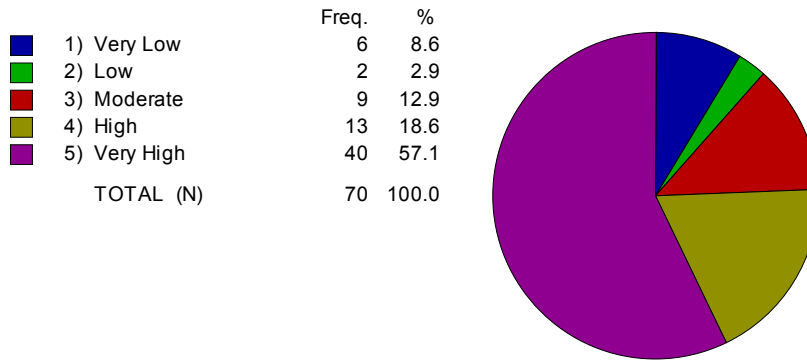
The services are easy to get to



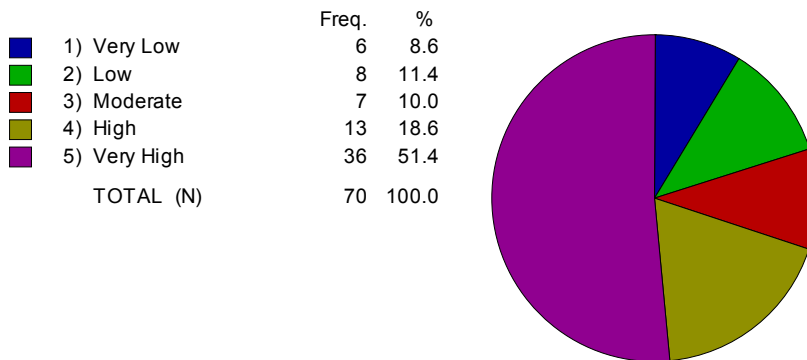
The waiting areas are clean



I feel safe on the vehicles



I feel safe waiting at pickup points for the vehicles



The table depicts the level of satisfaction transit users have with the available services.

Table 16: User satisfaction with CVTD services (%)	Agree
The bus schedules meet my transportation needs	51.8
The drivers are courteous	85.8
The vehicles are very clean	57.1
The rates are reasonable	76.3
The services are easy to get to	50.9
The waiting areas are clean	66.0
I feel safe on the vehicles	76.0
I feel safe waiting at pickup points for the vehicles	72.2

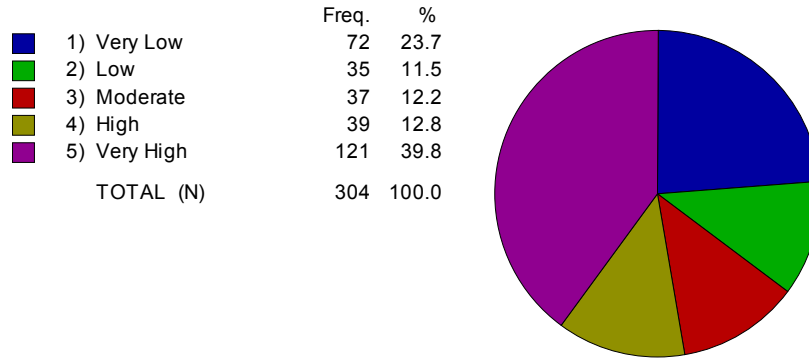
Clearly, the users are most impressed with the courtesy of the transit drivers. However, CVTD planners should take steps to enhance rider accessibility to services and more convenient scheduling. Users

are also concerned about the cleanliness of transit vehicles.

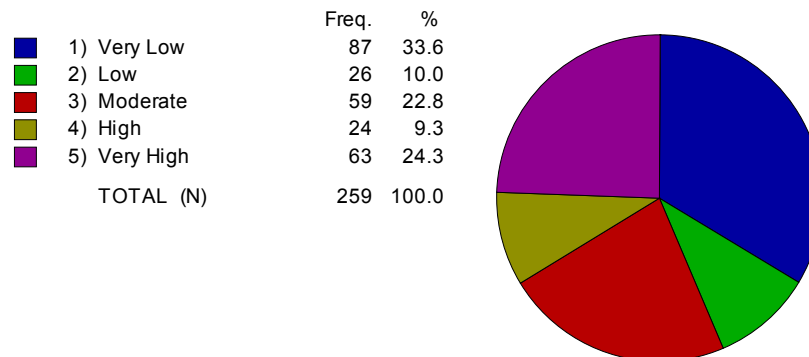
Reasons for not using CVTD services

The following graphics reflect the level of agreement survey respondents had with the statements addressing their non-use of CVTD transit services.

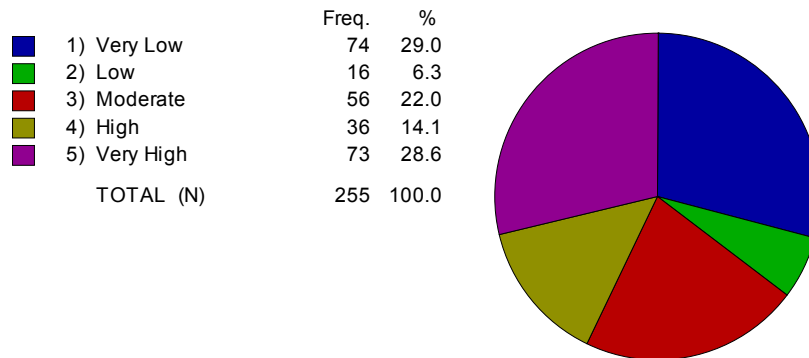
I am not familiar with the available transportation services



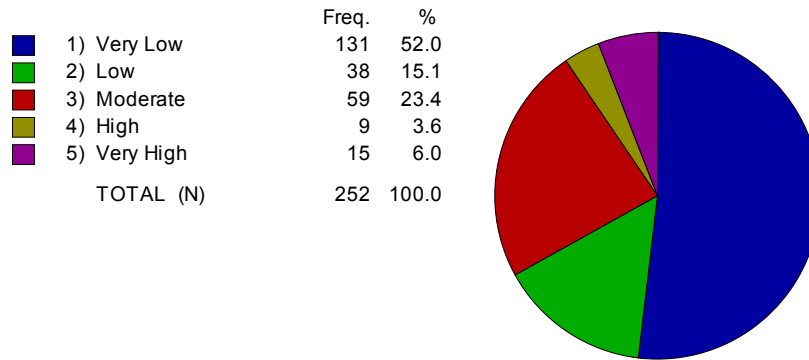
The pickup points are too far from my residence or destination



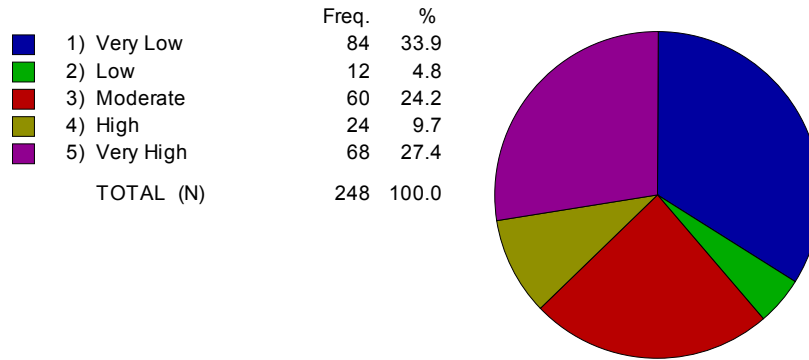
It takes too long to travel when I use transit services



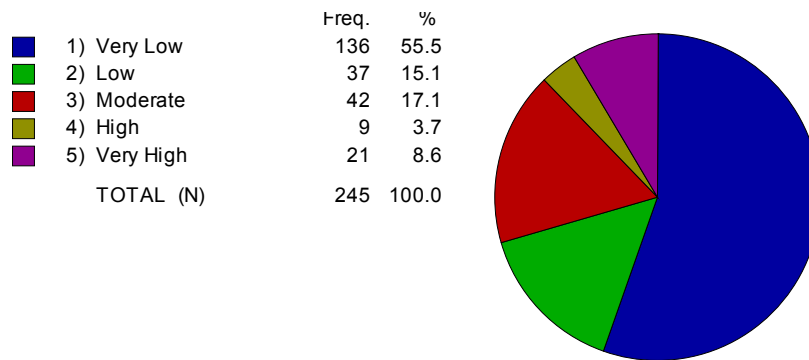
The service is too expensive



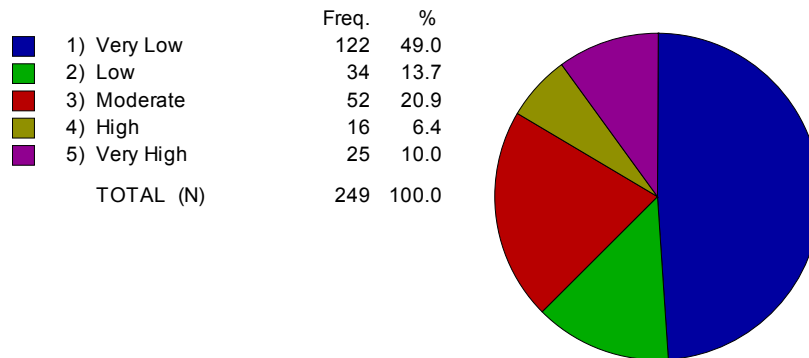
There are not enough routes



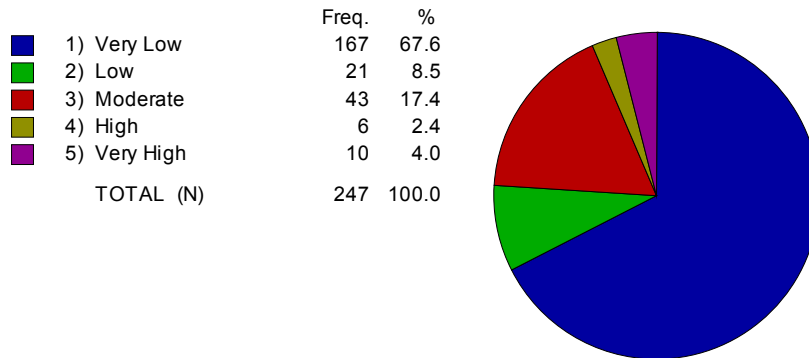
I do not feel safe on the vehicles



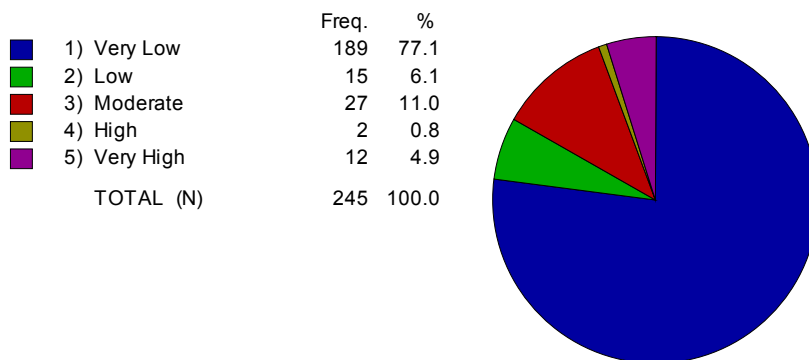
I do not feel safe waiting at pickup points for the vehicles



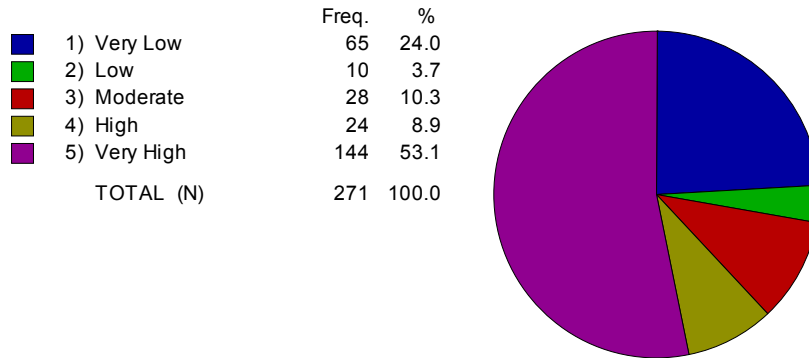
The drivers are rude



I have a condition that makes it difficult for me to ride the bus



I prefer to provide my own transportation



The table depicts the reasons non-users gave for not using CVTD transit services. The

Table 17: Reasons for not using CVTD services (%)	Agree
I am not familiar with the available transportation services	57.8
The pickup points are too far from my residence of destination	34.4
It takes too long to travel when I use transportation services	40.5
The service is too expensive	8.1
There are not enough routes	33.5
I do not feel safe on the vehicles	12.5
I do not feel safe waiting at pickup points for the vehicles	17.2
The drivers are rude	5.6
I have a condition that makes it difficult to understand how to ride the	5.7
I prefer to provide my own transportation	70.7

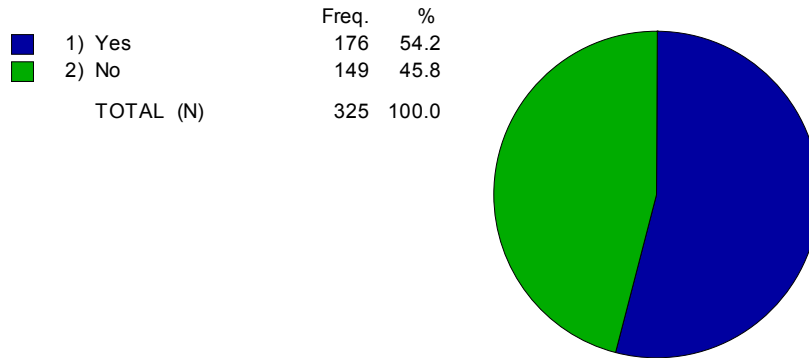
primary reason is the feeling of independence respondents have when they provide their own transportation. However, CVTD planners should take steps to market their services and

consider additional routes.

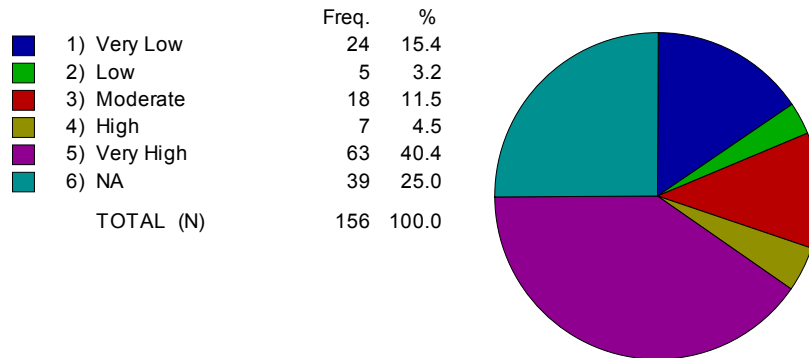
Reasons for using services

The following graphics reflect the level of agreement survey respondents had with the statements addressing their possible use of transit services.

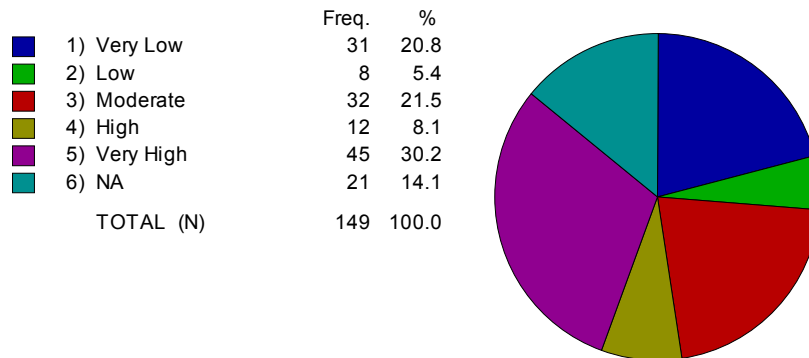
Would you use CVTD transit services if the services met your needs?



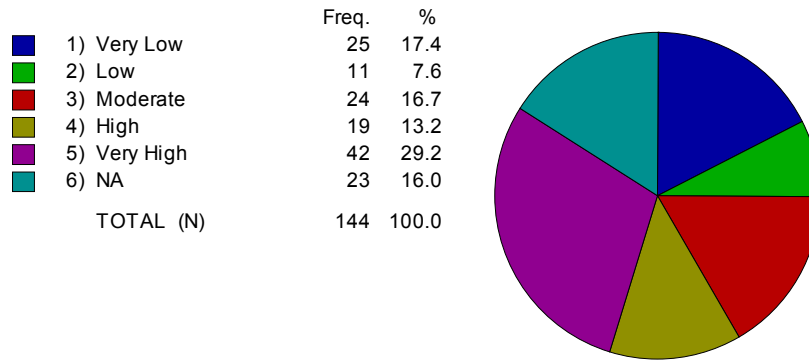
My main purpose for using CVTD transit services would be to go to work



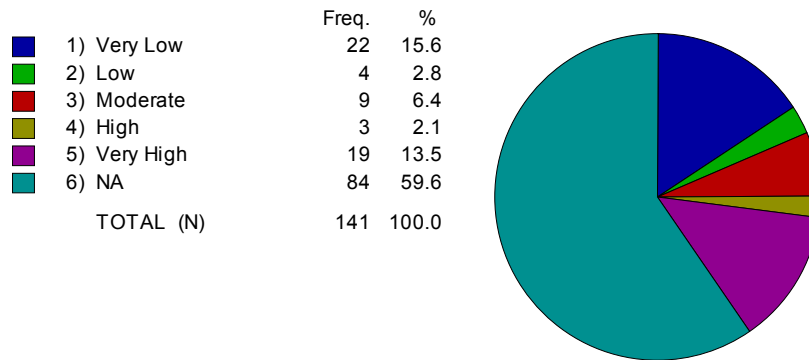
My main purpose for using CVTD transit services would be to go to medical appointments



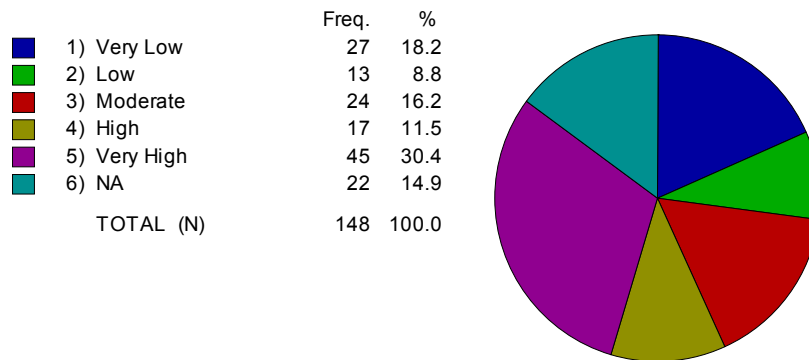
My main purpose for using CVTD transit services would be for social reasons



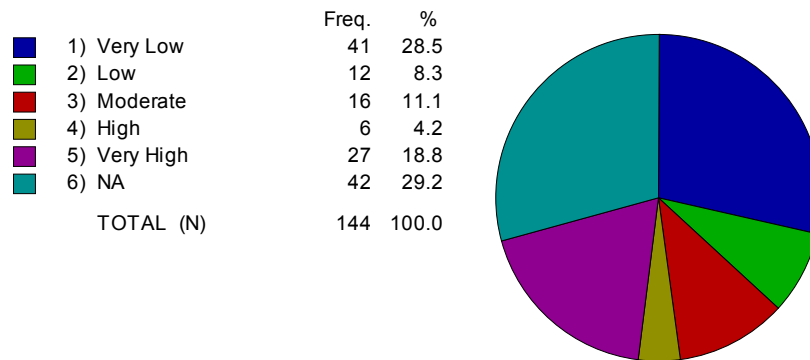
My main purpose for using CVTD transit services would be to go to school



My main purpose for using CVTD transit services would be to go shopping



My main purpose for using CVTD transit services would be to go to church



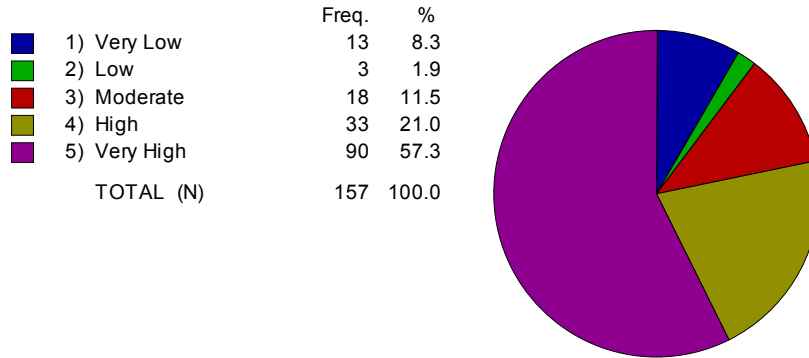
The table depicts the primary destinations for possible transit users. While possible users place little importance for using public transit to go to school, CVTD planners should consider trolley service to Howard Community college. Several comments from respondents addressed the need for such service.

Table 18: Willing to use CVTD services (%)	Yes
to go to work	45.4
to to medical appointments	39.6
to go to social events	43.9
to go to school	16.2
to go shopping	42.7
to go to church	23.7

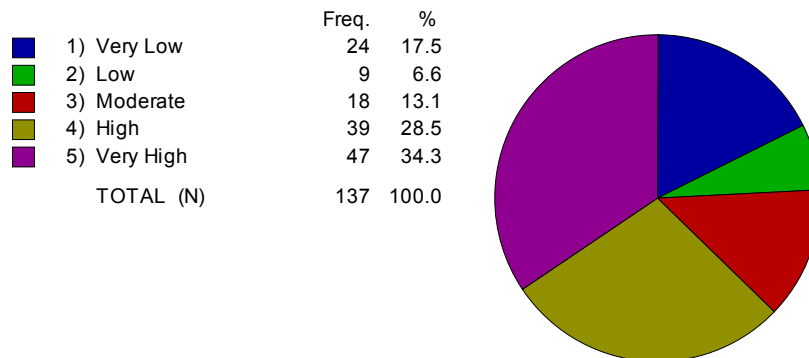
Primary day and time of possible use

The following graphics reflect the level of agreement survey respondents had with the statements addressing possible days and time they would use transit services.

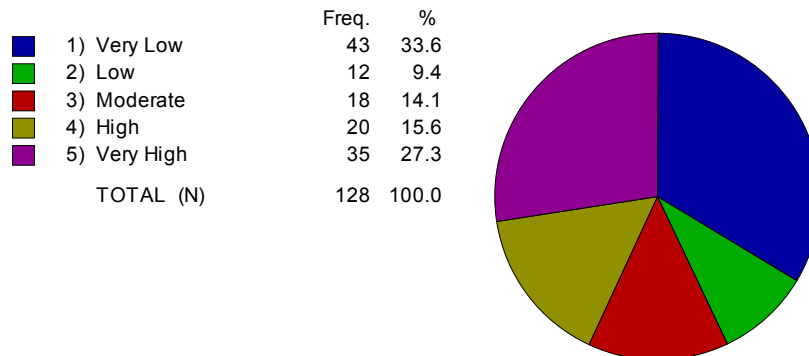
If I were to use transit services, I would primarily use it during the week



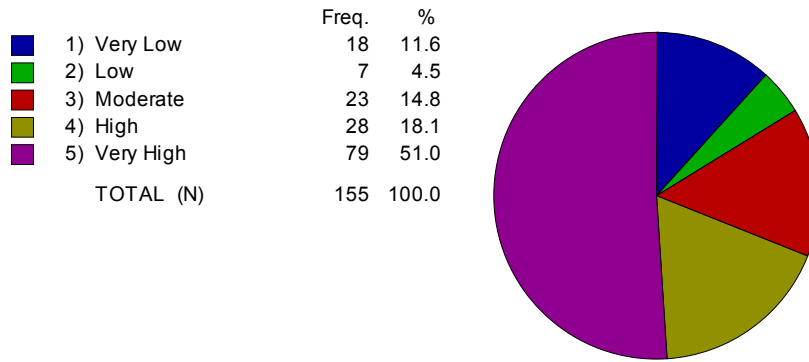
If I were to use transit services, I would primarily use it on Saturdays



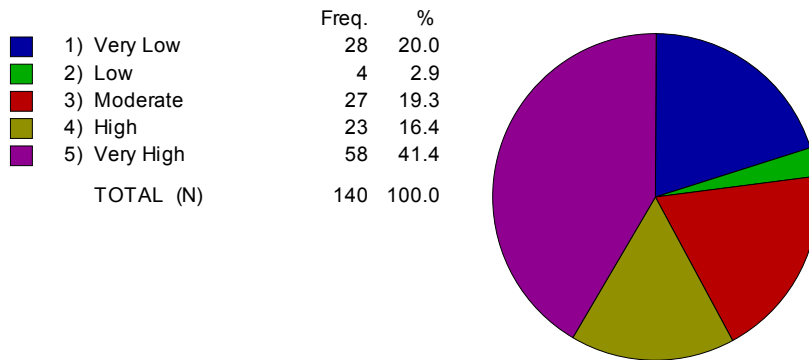
If I were to use transit services, I would primarily use it on Sundays



If I were to use transit services, I would primarily use it from 7:00 am to noon



If I were to use transit services, I would primarily use it from 12:01 pm to 3:00 pm



If I were to use transit services, I would primarily use it from 3:01 pm to 6:00 pm

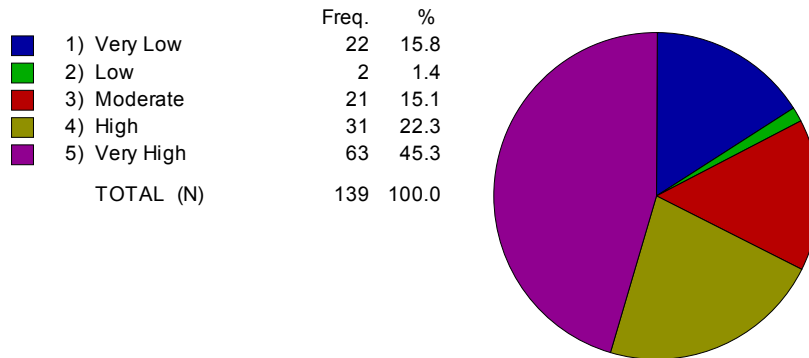


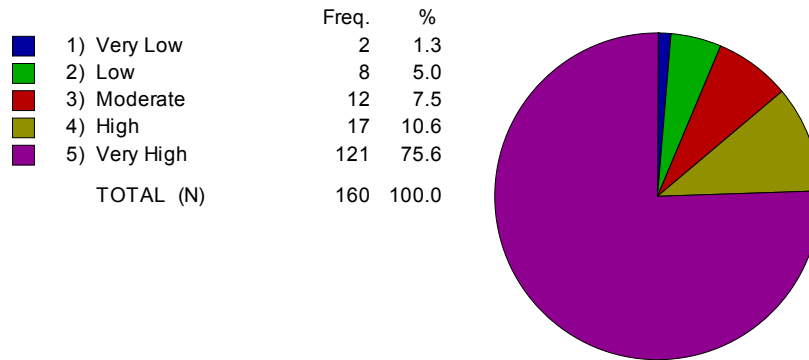
Table 19: Willing to use CVTD services (%)	Yes
Workweek	80.3
Saturday	64.4
Sunday	43.9
7:00 a.m. to noon	71.8
12:01 p.m. to 3:00 p.m.	58.5
3:01 p.m. to 6:00 p.m.	69.4

The table suggests that possible users would use public transit to commute to work and to return home. There is also strong support for weekend service.

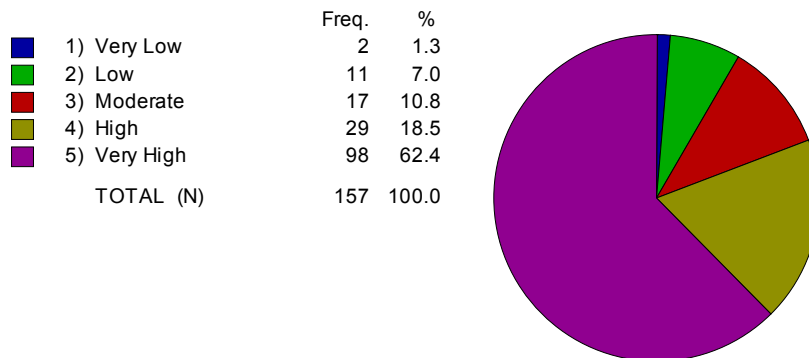
Important factors for attracting new users

The following graphics reflect the level of agreement survey respondents had with the statements addressing their reasons for possibly using transit services.

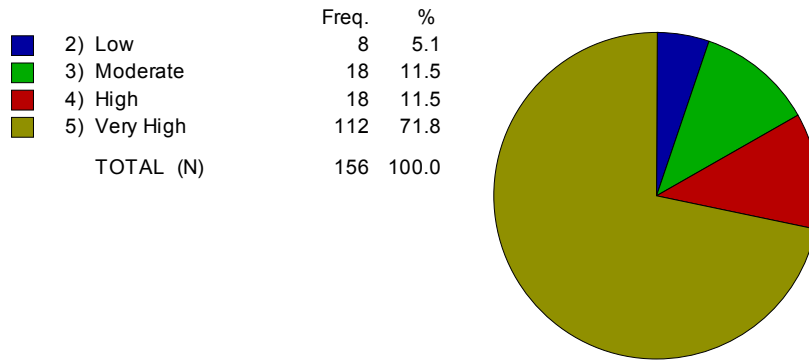
Convenient and consistent scheduling is an important reason for me to use CVTD transit services



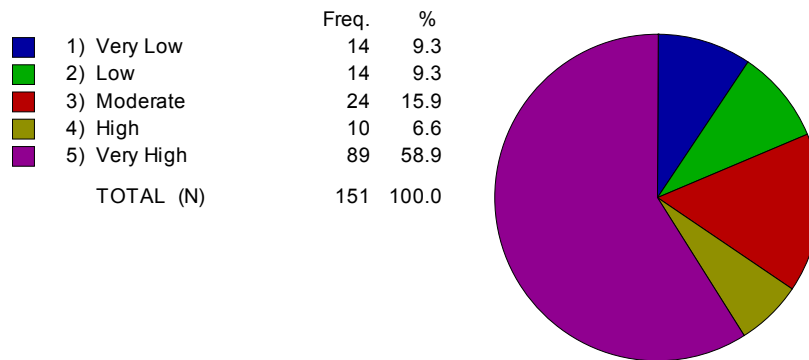
Having a sense of security is an important reason for me to use CVTD transit services



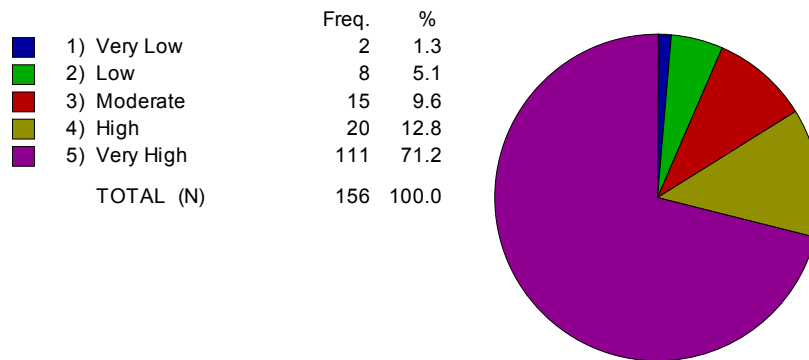
Awareness of available services is an important reason for me to use CVTD transit services



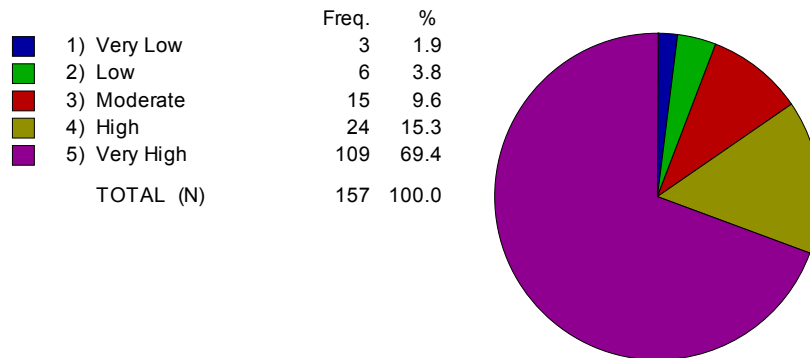
Accessibility to CVTD transit services is an important reason for me to use CVTD transit services



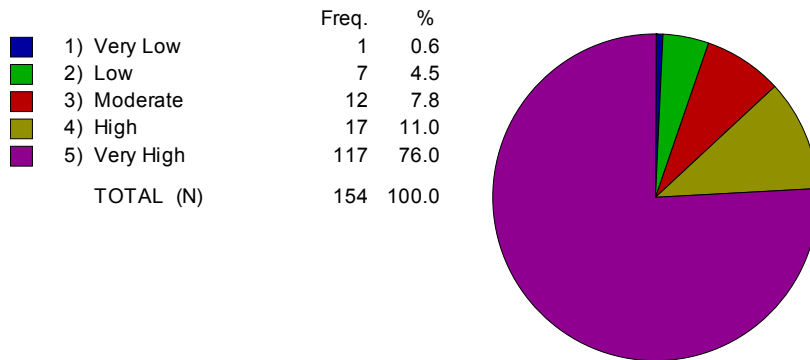
The length of travel is an important reason for me to use CVTD transit services



Reasonable rates is an important reason for me to use CVTD transit service



The availability of convenient routes is an important reason for me to use CVTD transit service



A guaranteed ride back to my residence is an important reason for me to use CVTD transit service

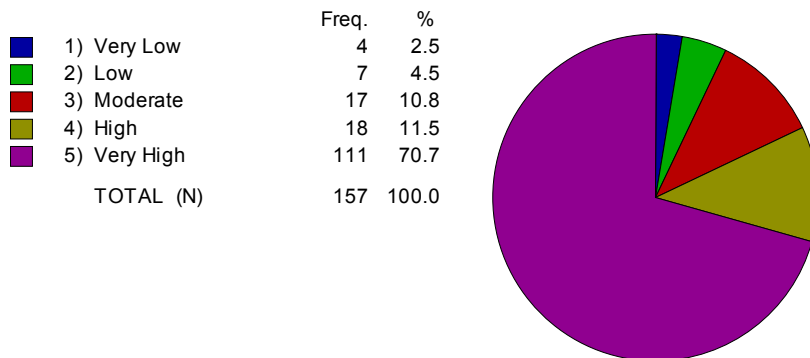


Table 20: Willing to use CVTD services (%)	Important
Convenient and consistent scheduling	87.0
Having a sense of safety and security	82.1
Awareness of available services	85.3
Accessibility to CVTD services	76.2
Reasonable length of travel time	85.3
Reasonable rates and fares	86.1
Convenient routes	88.5
Guaranteed ride back to residence	82.2

and create more routes if they want to increase ridership.

The table depicts the important factors that would entice someone to make use of transit services. Based on the results, CVTD planners have a clear picture of the demands of possible users. That is, planners must improve scheduling

Satisfaction of CVTD services by type of service

The table suggests that there are significant differences between the perception about CVTD services and a respondent's mode of public transit. Across the board, for

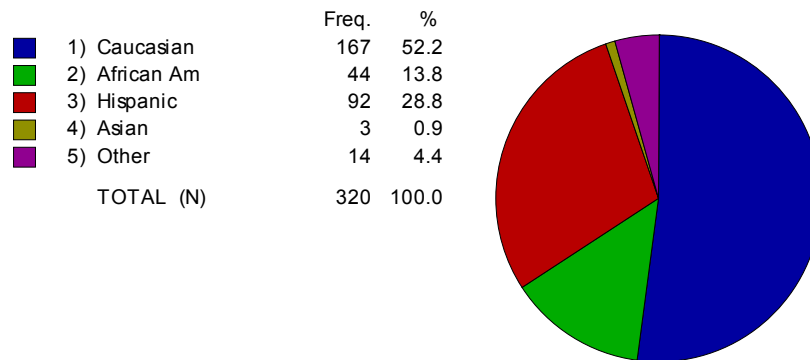
Table 21: Satisfaction of CVTD services (%)	City Bus	Thunderbird
The bus schedules meet my transportation needs	48.0	68.8
The drivers are courteous	79.2	100.0
The vehicles are very clean	50.0	87.6
The rates are reasonable	68.7	100.0
The services are easy to get to	39.1	87.6
The waiting areas are clean	60.4	87.5
I feel safe on the vehicles	70.2	93.4
I feel safe waiting at pickup points for the vehicles	61.7	100.0

example, Thunderbird users are more satisfied with CVTD services than respondents who ride the city bus. Indeed, much

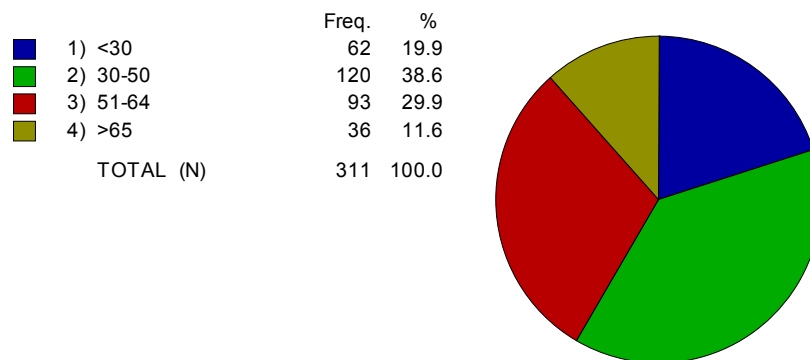
of this could be a result of the personalized service they receive. However, city bus riders and Thunderbird users share the concern that transit schedules do not meet their transportation needs.

Demographic Questions

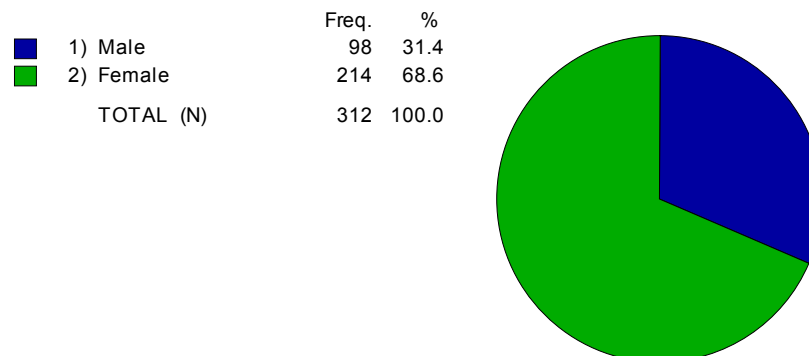
Respondent's Race/Ethnicity



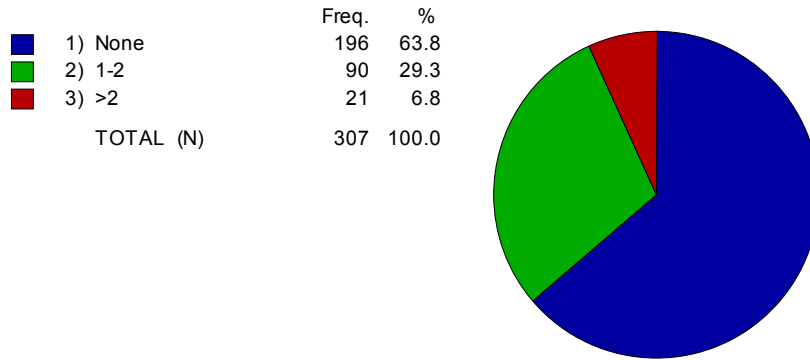
Respondent's Age



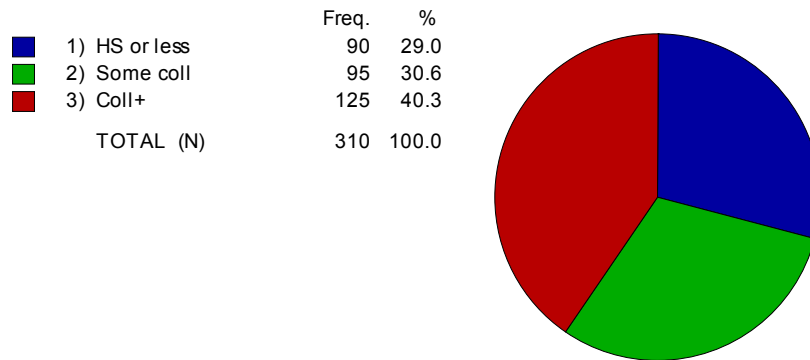
Respondent's Gender



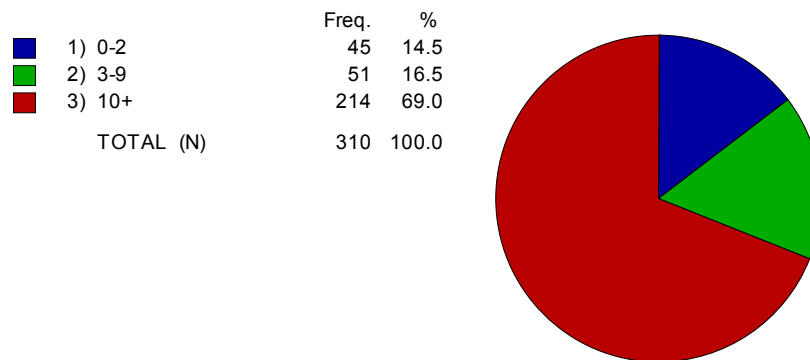
Number of Children under 16 Living at Home



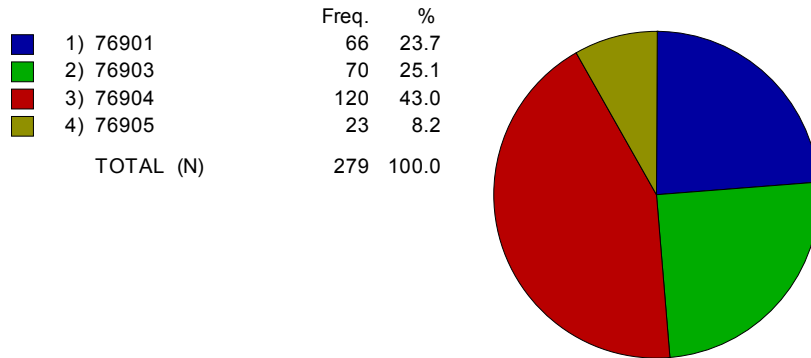
Level of Education



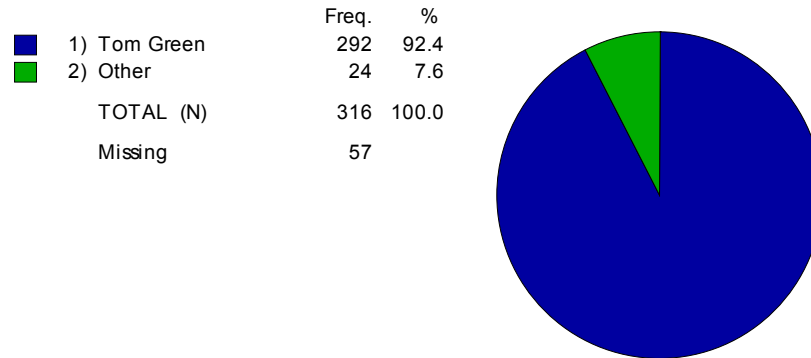
Length of Time Living in the Concho Valley



Zip Code



County of Residence



In general, respondents to the general survey belong to an older and higher educated group that has some residential stability within the community. Specifically, more than 41 percent of the respondents were 51 or older, more than 7 in 10 have some college, and 69 percent have lived in the Concho Valley, and more specifically Tom Green County, for more than 10 years. In addition, almost 69 percent of the respondents are female and 63.8 percent do not have children under the age of 16 living at home.

Respondent Demographics by Zip Code

The table and the synopses that follow pertain to the demographics of the survey respondents.

Table 22: Demographics by Zip Code												
Zip Code	Race	%	Age	%	Gender	%	Kids	%	Education	%	Residence	%
76901												
	Caucasian	57.1	<30	24.6	Male	32.8	None	60.0	H.S. or less	25.0	0 - 2 yrs	12.9
	African American	11.1	30-50	40.0	Female	67.2	1 to 2	32.3	Some college or vocational degree	25.0	3 - 9 yrs	22.6
	Hispanic	31.7	51-65	29.2			> 2	7.7	College graduate or higher	50.0	10 yrs +	64.5
			>65	6.2								
76903												
	Caucasian	42.4	<30	19.1	Male	33.8	None	64.2	H.S. or less	35.3	0 - 2 yrs	18.8
	African American	15.2	30-50	47.1	Female	66.2	1 to 2	28.4	Some college or vocational degree	30.9	3 - 9 yrs	10.1
	Hispanic	42.4	51-65	26.5			> 2	7.5	College graduate or higher	33.8	10 yrs +	71.0
			>65	7.4								
76904												
	Caucasian	61.1	<30	17.8	Male	25.2	None	65.5	H.S. or less	23.5	0 - 2 yrs	11.9
	African American	16.8	30-50	36.4	Female	74.8	1 to 2	29.3	Some college or vocational degree	34.5	3 - 9 yrs	19.5
	Hispanic	22.1	51-65	31.4			> 2	5.2	College graduate or higher	42.0	10 yrs +	68.6
			>65	14.4								
76905												
	Caucasian	69.6	<30	26.1	Male	43.5	None	63.6	H.S. or less	17.4	0 - 2 yrs	17.4
	African American	17.4	30-50	30.4	Female	56.5	1 to 2	31.8	Some college or vocational degree	34.8	3 - 9 yrs	13.0
	Hispanic	13.0	51-65	39.1			> 2	4.5	College graduate or higher	47.8	10 yrs +	69.6
			>65	4.3								

Race/Ethnicity: Neighborhoods within zip codes 76901 and 76903 have the most diversity with regard to race and ethnicity. However, zip code 76903 neighborhoods have a greater percentage of minority residents (57.6%). Conversely, zip code 76905 neighborhoods reflect the most homogeneity with regard to race and ethnicity.

Age: A little more than 14 percent of the residents living in zip code 76904 neighborhoods are senior citizens. They also have the lowest percentage of residents who have not reached their 30th birthday. On the other hand, zip code 76905 neighborhoods have the highest percentage of the age group living within the zip code.

Gender: Across the city, there were a higher percentage of female respondents to our survey. Zip code 76904 had the highest percentage (74.8) while zip code 76905 had the greatest percentage of male respondents (43.5).

Number of children under 16 residing in the home: Zip code 76901 respondents have the highest percentage of children residing in the home (40.0%) while 76905 respondents having the lowest percentage (34.5)

Level of education: Half of the respondents living in zip code 76901 neighborhoods said that they have a college degree or higher. At the same time, only a little more than a third of zip code 76903 respondents reported having a college degree or higher.

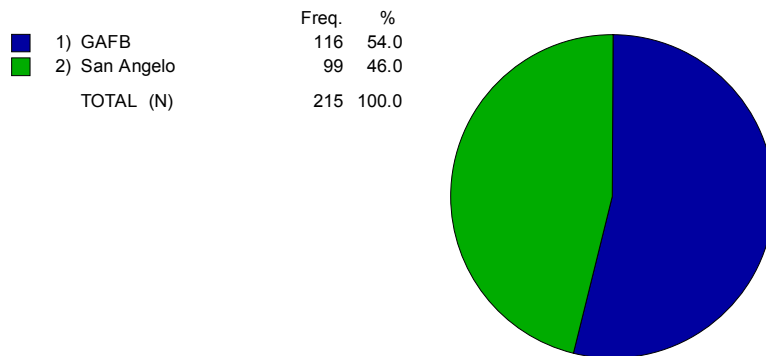
Length of residence:

A little more than seven in ten respondents residing in the 76903 neighborhoods have resided in San Angelo longer than 10 years. Interestingly, the zip code also has the greatest percentage of new comers to the city (18.8%).

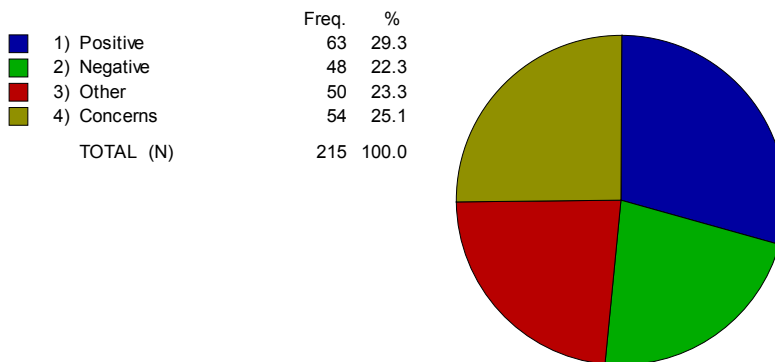
COMMENTS

We coded the comments into four categories, *positive comments/acclaim about CVTD*, *negative comments/criticism about CVTD*, *concerns/requests/suggestions*, and *other comments*. Comments posted by a single respondent may include multiple categories. We assigned corresponding codes for each categorical type represented.

Source of Input



Comment Type



A little more than 29 percent of all comments are positive or express acclaim for CVTD services. Of special note is the fact that the GAFB trolley test project received 89 percent of the positive comments. This represents overwhelming support for the project. Consequently, CVTD administrators should consider making the trolley a permanent service.

Half of the *Other* comments concerned non-CVTD transit services. Several comments also clarified reasons respondents did not use CVTD transit.

Examples of comments (Comments are verbatim):

Positive Comments/Acclaim

- The cost of trolley service is a Godsend. It saves me \$8/ roundtrip to downtown SA and makes me more willing to spend \$ off post.
- My experiences with the trolley system have been excellent. I look forward to utilizing their services more in the future.
- I am very satisfied with current transportation arrangements. Thank you.
- Services are good. There are many options.
- I am satisfied with the transportation from GAFB and throughout San Angelo.
- CVTD seems to be providing a good service in a professional manner.
- I have not used CVTD services before, however I do hear good things about them. I'd say keep going as you are.
- Outreach and awareness to get Transit out to others is very good in the Concho Valley, I've learned a lot due to outreach.
- New trolley service rocks!
- The trolley is the best thing since sliced bread.
- The trolley is great and convenient.

Negative Comments/Criticism

- Need more trolleys. The trolley is too slow.
- If this is a public service, I disagree with it. I don't think the people of San Angelo should have to subsidize my transportation.
- Bus stops are fine. The drivers are rude and we waste at least an hour waiting in route. Please lower prices, or make all day passes.
- Bus drivers are getting bad about running stoplights trying to keep on schedule.
- I wish the Trolley would come more often.
- Always takes too long to get to the destination areas.

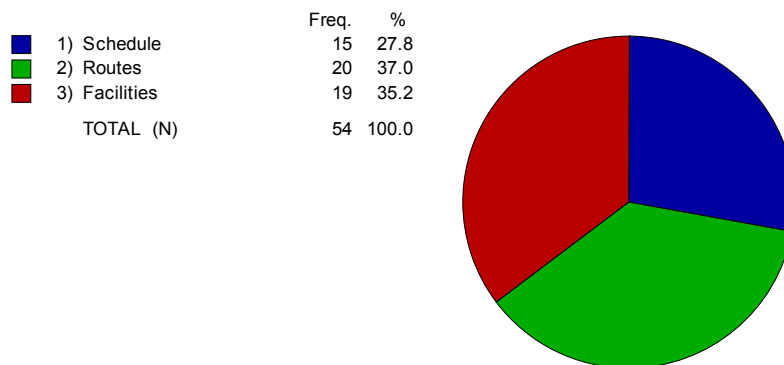
- Current routes and schedule of services make the system unusable for most people that would use it to work. . . .
- Having lived in several metropolitan areas (DC metro area, Honolulu, etc) CVTD does not offer any comparable services that entice me to use them.
- I currently walk about 30 minutes each way to my job at ASU because it seems faster than taking the bus, which always seems to be heading in a direction perpendicular to where I need to go.
- I have had very limited experience with the bus system here but others I know have to use it daily, and have had several issues with the bus getting to their destination on time.

Other Comments

- I need the independence of having my own transportation.
- The . . . is constantly late and pricey.
- Need to be somewhat more punctual. Please don't say it will be 15 min when it takes an hour and a half.
- The taxi services were great until I had to go somewhere like the airport (\$15) and an apartment (\$10).
- Put more bike lanes onto our city streets please.
- There should be a study of transporting workers to the oil fields [Irion and Reagan Counties]. There is a tremendous amount of traffic through Irion County and a lot of one person vehicles. . . .
- \$10 to/from base adds up quick. Keeps me on base. Getting back to base is always difficult and time consuming. Consistent times and locations would help a lot.
- I don't like taxi, they are too expensive.
- As I understand it, the CVTD runs at a loss as it is. If the CVTD were to become profitable, I would consider changes in the program but I cannot support any additional spending.

Concern/Requests/Suggestions: We further analyzed comments that reflect concerns, requests, and suggestions. We categorized comments into three categories

- **Schedule/rate concerns:** this category includes comments about familiarity with scheduling and recommendations to expand schedules.
- **Route concerns:** this category includes comments about the expansion of current routing.
- **Facility/vehicle concerns:** this category includes comments about the need to improve existing facilities and vehicles.



Examples of comments (Comments are verbatim):

Schedule/rate concerns:

- Please provide service from mall / College Hills Blvd to TX Workforce Solutions. How does one find out schedule & prices? Thank you.
- A Sunday service would make getting into town an enormously easier process.
- Have a little printout of times and routes.
- Buses do not run early enough on weekends. The scheduling is appalling. Would pay extra for "on-demand" service.
- I believe San Angelo is very fortunate to have public transportation. However, I believe the system should operate 7 days per week and until at least 10:00 pm. People who work retail or fast food don't work Monday through Friday from 8-5.
- it needs extended hours and holiday runs for retail workers
- Need more hours in order for me to take the bus. i work late and on weekends.

- We need transportation after 5 p.m. and before 7 a.m. It would be nice on Sundays. . . .
- More flexible with fares and times please and thank you.

Route concerns:

- Definitely think additional routes are needed as well as REAL bus stops--they are few and far between in San Angelo.
- Needs more routes, 15 or 20 minutes between pickup times. However, besides that, great!
- Do believe more routes are necessary to serve all that need transportation. There is too long a ride or wait to ride to different places thru out the city and could be left stranded depending upon the time of day.
- Express routes (Southland to St. John's for example) could make TRANSA more convenient, more attractive, and less expensive than private conveyance.
- I believe it would be a great service if it were available to Grape Creek, TX, which is in Tom Green county.
- I have night classes @ Howard and don't get out till after 9 pm and have no way home. . . .
- Longer hours of service and additional routes are needed to make the bus service a viable option for me and many others like me in the area.
- It takes a minimum of 20 minutes to walk to the nearest bus stop. If the bus route would go up and down the length of Southwest Blvd. perhaps to Lamar Elementary School once an hour I would ride the bus frequently. . . .
- Longer hours of service and additional routes are needed to make the bus service a viable option for me and many others like me in the area.
- More service from Angelo State University to the downtown area.
- Routes don't cover enough areas at all.

Facility/vehicle concerns:

- We need to get rid of the ranger [ringer]. If there are more than one person at the same place at the same time, the same bus needs to do that to save gas and

time. There's no need to send 2 different busses to pick up the people going to the same place.

- Air Conditioning on trolley.
- Need 2 Trolleys on the weekend because it's always crowded. . . .
- We live at Alamo Village Apts and the bus stops are so far away from where we are. . . .
- There needs to be residential bus stops. There needs to be covered/weatherproof/shaded bus stops.
- There is a great need for additional bus stops that are covered to protect people from the elements. There is also a need for additional routes and handicap equipped buses. The return trip time is also an issue.
- Provide information at the Texas workforce solutions and at Medicaid department so we can be informed what the costs are and the bus routes, to find employment, to get jobs and then when we get jobs provide us with transportation to and from work.
- Maps and timetables are not easily accessible online. . . .
- Make it convenient for riders to store bicycles on the bus when they ride. Make sure the bikes are securely attached and will not get damaged in transit. More frequent routing would also be very helpful.
- Bus stops need signs and benches so people know where they are. Plus, online maps and schedules. Do you provide service on weekends or after six?

POLICY IMPLICATIONS

The CVTD is doing many things that satisfy the Concho Valley community. Transit users reported that they are, for the most part, satisfied with transportation services. More specifically, users are most impressed with the courtesy of the transit drivers, transit rates, and their security while riding in transit vehicles. Analysis of respondent input and comment, however, leads to several implications for regional transit policy. Most basic is that an increasingly diverse set of demands for public transit service appear to be emerging in the region. The CVTD will need to adopt a creed that stresses flexibility and nimbleness in policy and organization as it plans to meet disparate demands.

Some of the emerging demands for regional public transit are well known. For instance, many of the current survey respondents echoed concerns in previous surveys that there are not enough routes and time schedules to meet their particular transit needs. Individuals holding service-oriented jobs at convenience stores, the mall, or numerous other retail and personal service establishments require transit on intervals that do not conform to the traditional eight-to-five workday or five-day workweek. Transit planners will undoubtedly experience increased demand for expanded schedules and additional routes. To meet these emerging demands efficiently and effectively, planners may need to explore more flexible “on-demand” or “just-in-time” routing and scheduling innovations.

Attracting additional riders to the transit system will also require enhanced and more flexible marketing efforts. Many possible users in the current survey stated that they would use public transit but they were not familiar with available services. New and better services to meet emerging demands will require a parallel marketing effort with the flexibility to leverage the available multiple media channels (traditional TV, radio, newspapers, posters, fliers, plus internet, and social media).

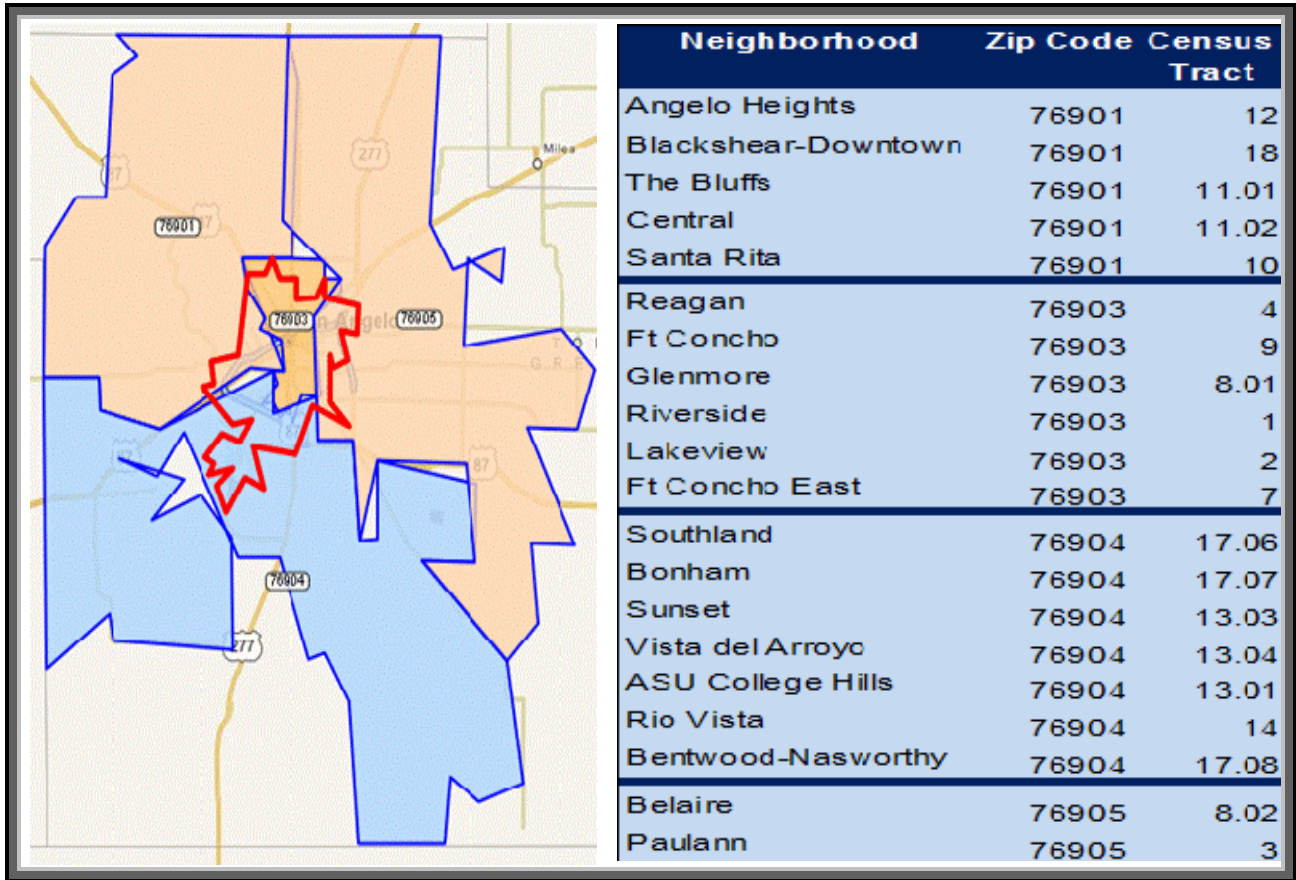
The GAFB trolley test project was a magnet for positive comments in this survey. The overwhelmingly positive support for the project points to another window of emerging demands. Transit planners should develop the necessary partnerships and capacities to make the GAFB trolley a permanent and sustainable service. Beyond that, moreover, the CVTD administrators should consider designing and contracting for other potential “customized” transport plans to serve students from Howard College and Angelo State University; large-scale special events such 4th of July celebrations, rodeo or boat races; or transportation of work groups and teams to rural places of employment or work sites.

The fact that the current survey results show different perceptions amongst respondents in the various neighborhoods points to a final area of need for flexibility and nimbleness at CVTD. For example, the current findings show that zip code 76901 respondents are the most dissatisfied with scheduling, their ability to access services, and having a sense of security while waiting for public transportation. Obviously, CVTD leaders should take steps to alleviate some of these concerns as they pop-up in various neighborhoods. A key to such responsiveness, however, is to develop a flexible and

continuous process for monitoring public sentiment and input through routine, as well as target, satisfaction surveys and focus group sessions that provide a level of insight rarely derived from surveys alone.

The hallmark policy implication for the 2012 Transit Survey is flexibility and nimbleness. The survey results challenge the CVTD to develop greater policy and organizational flexibility and nimbleness in its regularly scheduled services, in customizing new services, in effective marketing of services, and in mentoring and responding to diverse and changing public input and sentiment.

Attachment 1: The Neighborhoods



Attachment 2: Assessing the transit needs of Concho Valley Residents

We are doing this survey to make sure we meet your transportation needs. We will use the results to offer a better bus system for people living in the Concho Valley including military people living on Goodfellow AFB. We will also use results to link transportation with other Texas cities and support funding requests. Thank you for completing the survey.

Note: Your responses are private. We will not use the information to identify you.

1. Do you have a license to drive a car, truck, or motorcycle?

- Yes
- No

2. Do you have a car, truck, or motorcycle to use?

- Yes
- No

3. Which of the following statements best describes the main way that you travel?

- I drive myself
- Someone drives me in their vehicle
- I ride on the bus
- I walk
- I ride a motorcycle
- I use a taxi
- I ride a bicycle

4. Please mark the main way that you travel for each trip.

	Drive Myself	Ride With Others	Bus	Motor cycle	Walk	Taxi	Bicycle	Not Applica ble
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social/Recreational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping/Errands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Church	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you use Concho Valley Transit District transportation bus services? (Note: if you answer "NO", please skip to Question 12).

- Yes
- No

6. Which type of Concho Valley Transit District transportation service do you use?

- Only bus service in San Angelo
- Only the rural Thunderbird bus service

Both

7. How often do you use Concho Valley Transit District transportation services?

- Less than 5 times a month
- 6 to 10 times a month
- 11 to 20 times a month
- More than 20 times a month

8. What days do you mainly use Concho Valley Transit District transportation services?

- Monday - Friday
- Saturday

9. What time of day do you mainly use Concho Valley Transit District transportation services?

- 7:00 a.m. to Noon
- 12:01 pm to 3:00 pm
- 3:01 pm to 6:00 pm

10. What is your main reason for using Concho Valley Transit District transportation services?

- To go to work
- To go to medical appointments
- For social or recreational reasons
- To go to school
- To go shopping or to run errands

11. What is your level of agreement with each of the following statements? (1 = No Agreement; 5 = Great Deal of Agreement)

	1	2	3	4	5
The bus schedules meet my transportation needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The drivers are courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The vehicles are very clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The rates are reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The services are easy to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting areas are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe on the vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe waiting at pickup points for the vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What is your level of agreement with each of the following statements? (1 = No Agreement; 5 = Great Deal of Agreement)

	1	2	3	4	5
I am not familiar with the available transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The pickup points are too far from my residence or destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It takes too long to travel when I use transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service is too expensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are not enough routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I do not feel safe on the vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I do not feel safe waiting at pickup points for the vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The drivers are rude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a condition that makes it difficult to understand how to ride the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I prefer to provide my own transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Would you use Concho Valley Transit District transportation services, if the services met your transportation needs? (Note: if you answer "NO", please skip to Question 18).

- Yes
- No

14. What is your level of agreement with each of the following statements? (1 = No Agreement; 5 = Great Deal of Agreement)

If I were to use Concho Valley Transit District transportation services, my main purpose would be

	1	2	3	4	5	Not Applicable
to go to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to go to medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
for social or recreational reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to go to school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to go shopping or run errands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
to go to church	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. If I were to use Concho Valley Transit District transportation services, I would primarily use it (1=No Agreement; 5=Great Deal of Agreement)

	1	2	3	4	5
Monday - Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. If I were to use Concho Valley Transit District transportation services, I would primarily use it between the hours of (1=No Agreement; 5=Great Deal of Agreement)

	1	2	3	4	5
7:00 a.m. to noon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:01 pm to 3:00 pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3:01 pm to 6:00 pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Please rate the importance of the following based on your willingness to use Concho Valley Transit District transportation services (1 = Not Very Important; 5 = Very Important)

	1	2	3	4	5
Convenient and consistent scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a sense of safety and security when using services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Awareness of available services and options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility to CVTD services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasonable time and length of travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasonable rates/fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenient routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guaranteed ride back to my residence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. What is your race/ethnicity?

- Caucasian
- African American
- Hispanic
- Asian
- Other

19. What is your age? _____

20. What is your gender?

- Male
- Female

21. How many children under 16 years old live in your household? _____

22. What is the highest level of education you completed?

- Elementary school only
- Some high school
- High school diploma
- Some college
- College degree
- Vocational/Technical school
- Graduate or professional degree

23. How long have you lived in the Concho Valley area?

- Less than 6 months
- 6 months to 1 year
- More than 1 year but less than 3 years
- More than 3 years but less than 5 years
- More than 5 years but less than 10 years
- More than 10 years

24. What county do you live in?

- Coke
- Concho
- Crockett
- Irion
- Kimble
- Mason
- McCulloch
- Menard
- Reagan
- Schleicher
- Sterling
- Sutton
- Tom Green

25. Do you reside on Goodfellow AFB?

- Yes
- No

26. What is your zip code? _____

27. Comments: Please comment about Concho Valley Transit District transportation services such as the need for additional routes, bus stops, etc.

Attachment 3: Assessing the transit needs of GAFB residents

Welcome to San Angelo, Texas and to Goodfellow AFB. We are conducting this survey to make sure we meet your local transportation needs. Thank you for taking the time to complete it.

Note: Your responses are private. We will not use the information to identify you.

1. Which of the following statements best describes the main way that you travel?

- I drive myself
- Someone drives me in their vehicle
- I ride on the bus
- I walk
- I ride a motorcycle
- I use a taxi
- I ride a bicycle

2. Do you reside on Goodfellow AFB?

- Yes
- No

3. How often do you use public transportation to go to downtown San Angelo?

- Less than 5 times a month
- 6 to 10 times a month
- 11 to 20 times a month
- More than 20 times a month

4. What days do you mainly travel to downtown San Angelo?

- Monday – Friday
- Saturday
- Sunday

5. What time of day do you mainly travel to downtown San Angelo?

- 0700 to 1200
- 1201 to 1500
- 1501 to 1800
- 1801 and later

6. What is your level of agreement with each of the following statements? (1 = No Agreement; 5 = Great Deal of Agreement)

- I am not familiar with the available transportation services for GAFB personnel
- The services are too expensive
- There are not enough routes
- I do not feel safe on the vehicles

- I do not feel safe waiting at pickup points for the vehicles
- I prefer to provide my own transportation

7. Would you use transportation services, if the services met your needs?

- Yes
- No

What is your level of agreement with each of the following statements? (1 = No Agreement; 5 = Great Deal of Agreement)

8. My would primarily use transportation services

- for social and/or recreational reasons
- to go shopping or run errands
- to go to church

9. I would primarily use transportation services

- Monday – Friday
- Saturday
- Sunday

10. I would primarily use transportation services from

- 0700 to 1200
- 1201 to 1500
- 1501 to 1800
- 1801 to 2200
- 2201 to 0200

11. Please rate the importance of the following based on your willingness to use transportation services (1 = Not Very Important; 5 = Very Important)

- Convenient and consistent scheduling
- Having a sense of safety and security when using services
- Awareness of available services and options
- Reasonable time and length of travel
- Reasonable rates/fares
- Convenient routes
- Guaranteed ride back to GAFB

12. What is your age? _____

13. Comments: Please comment about Concho Valley Transit District transportation services such as the need for additional routes, bus stops, etc.