

**Texas State University
Bobcat Tram Interurban**

**2012 On-Board Survey
Methodology & Summary**



February 14, 2013

Prepared by Texas A&M Transportation Institute, Transit Mobility Program



ACKNOWLEDGEMENTS

Texas State University (Texas State) sponsored the on-board survey and Texas A&M Transportation Institute (TTI) provided technical assistance to develop the survey instrument and administer the on-board survey fieldwork. TTI recommended a methodology for selecting a survey sample, trained the surveyors, administered the two-day survey effort according to established procedures, data-entered all survey responses, post-processed the survey data, and created this report documentation. Any errors are the responsibility of the authors.

This report documents the responses from Bobcat Tram Interurban (BTI) riders by question by direction (Austin or San Antonio) and by type of respondent (student, staff, faculty, other).

PURPOSE OF SURVEY

Texas State worked with TTI to conduct an on-board transit passenger survey in November 2012. The intent of the survey was to gather information about BTI passengers and the nature of trips on the service. Transit agencies, and universities, use this type of passenger survey (often called an origin/destination survey) to gather information about transit passengers, trip characteristics, travel patterns, customer satisfaction, and rider.

SURVEY INSTRUMENT

Texas State and TTI staff reviewed several example survey instruments from other transit agencies and universities. The goal was to select a limited number of key questions that could capture the most critical information in a brief survey. TTI also worked with Texas State staff to identify any additional questions necessary to meet specific information needs of the university in light of the forthcoming need to re-compete the contract for services.

The survey instrument contained English on one side and Spanish on the opposite side; was printed on 11"x17" white card stock using Texas State colors.

A sample of the English survey instrument is on the next page (the Spanish language version is similar).

The survey included a total of 20 questions; with a pattern to track a person's trip from the point of origin to the final destination. TTI printed 800 surveys in bundles of 50. The survey medium was white card-stock heavy enough for respondents to pencil in answers directly on the survey while riding the BTI bus. Each survey included a stamped five-digit serial number from between 1,000 and 1,800. The serial number is the control number that allows for identifying each survey's day, time, and trip number.



Bobcat Tram
2012 Survey

BT Interurban
Austin - San Marcos - San Antonio

How are we doing? We hope you will tell us what you think about the transit service you are using. Your opinion is important to us! Texas State University, the operator of BT Interurban, will use the information from this survey to evaluate and improve services.

This is a voluntary survey for transit riders who are 18 years of age or older. If you agree to take the survey, please answer all questions and return the form to the surveyor today or to your bus driver on your next ride!

Thank you for your help!

The following questions are about the *one-way* trip you are making now!

Example of a one-way trip:

CLASS WALK (start) → BUS → DRIVE → HOME (end)

1. How are you affiliated with Texas State University (Texas State)?

Student Staff Faculty Not affiliated with Texas State

2. What type of place are you COMING FROM now? Mark one box

Class at Texas State Work at Texas State

Home Work other

Personal / social Medical

Other: _____

3. What is the ADDRESS of the PLACE you are COMING FROM now?

Address: _____ & _____

Or nearest intersection: _____ & _____

In the city of: _____ Zip code: _____

Name of place or building: _____

4. How did you GET FROM that place to the BT Interurban bus stop where you boarded this bus?

Walked / wheelchair / other device Bicycled

Drove myself Rode with someone else

Rode another Texas State bus route Dropped off or taxi

Rode a different transit service

5. Where did you GET ON the bus you are riding now?

Please give the location of the bus stop or name of the transit facility.

Nearest intersection: _____

Transit center or park & ride: _____

Name of nearest place or building: _____

6. Where will you GET OFF the bus you are riding now?

Please give the location of the bus stop or name of the transit facility.

Nearest intersection: _____

Transit center or park & ride: _____

Name of nearest place or building: _____

7. What type of place are you GOING TO now? Mark one box

Class at Texas State Work at Texas State

Home Work other

Personal / social Medical

Other: _____

8. What is the ADDRESS of the PLACE you are GOING TO now?

Address: _____ & _____

Or nearest intersection: _____ & _____

In the city of: _____ Zip code: _____

Name of place or building: _____

9. How will you GET FROM the BT Interurban bus stop to the place you are GOING TO now?

Walk / wheelchair / other device Bicycle

Drive myself Ride with someone else

Ride another Texas State bus route Take a taxi

Ride a different transit service

10. How many working vehicles (cars, trucks, and motorcycles) are available in your household? Mark one box

0 1 2 3 or more

11. Could you have used one of these vehicles to make THIS TRIP today, instead of riding BT Interurban?

No Yes

12. If BT Interurban was NOT AVAILABLE, how would you make THIS TRIP?

Drive Ride with someone else

Another transit provider Intercity bus (Greyhound)

Taxi I would not make this trip

13. How long have you been riding BT Interurban? Mark one box

Less than 6 months 1 to 2 years

6 to 12 months More than 2 years

14. How often do you ride BT Interurban? Mark one box

5 days per week 1 to 3 days per month

3 or 4 days per week Less than once per month

1 or 2 days per week This is my first time

15. How do you usually pay your fare? Mark one box

Cash Multi-Ride Ticket

16. In which BT Interurban fare zones do you typically ride? Mark all that apply

North Austin (Highland Mall or Greyhound) to Central Austin

Central Austin to Kyle

Kyle to San Marcos

San Marcos to New Braunfels

New Braunfels to San Antonio

17. How do you rate the value of the fare you typically pay to ride the BT Interurban?

Excellent Value Good Value Fair Value Poor Value

18. Do you agree or disagree with the following statements about route and schedule information for the BT Interurban?

| | Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Route / schedule information is easy to access. | <input type="checkbox"/> |
| The University App is dependable and accurate. | <input type="checkbox"/> |
| NextBus web information is dependable and accurate. | <input type="checkbox"/> |

19. Do you agree or disagree with the following statements about your experience riding the BT Interurban?

| | Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I feel safe riding the bus. | <input type="checkbox"/> |
| Buses are clean and comfortable. | <input type="checkbox"/> |
| Drivers are helpful and friendly. | <input type="checkbox"/> |
| Buses are on time. | <input type="checkbox"/> |

20. Please provide any comments you have about the BT Interurban service.

SURVEY EFFORT ORGANIZATION AND DISTRIBUTION

TTI staff conducted the survey fieldwork on Wednesday, November 28 and Thursday, November 29, 2012. Every boarding passenger riding the BTI after 11 a.m. each day was offered a survey. Participation was entirely voluntary—but kindly encouraged. Surveyors rode each BTI bus trip departing the Lyndon B. Johnson (LBJ) Student Center Bus Loop from Texas State campus: surveyors returned to the LBJ bus loop at the end of each bus trip and prepared to survey another bus trip (if scheduled to).

Respondents were asked to complete the survey one time as the target was to obtain a response from each unique rider. However, it is possible that the results documented on the following pages contain multiple responses from one rider as names or identifying information were not documented to keep each response confidential.

Surveyor Training

TTI conducted several hours of surveyor hands-on training before sending surveyors out on assignments. Training included detailed discussion of the survey purpose, best practices, policies, and logistics. Six surveyors received training and each completed one assignment on each day of fieldwork.

As part of the training, surveyors received a quick reference guide tailored to the BTI 2012 on-board survey effort. The intent of the guide was to acquaint surveyors with essential knowledge and background to aid them in their understanding, motivation, and professionalism. Surveyors are the single-most critical element for quality survey results.

The surveyor's quick reference guide included the following information:

- Introduction
- Terminology/Glossary
- Surveyor Candidate Responsibilities and Qualifications
 - Surveyor Responsibilities
 - Surveyor Performance
- Survey Procedures
 - Survey Assignment Bags
 - Getting To and From Your Survey Assignment
- Data Collection Procedures
 - Beginning of Assignment
 - Beginning of Trip
 - End of Trip
 - Beginning of Next Trip
 - Interlined Routes
- Goals for Passenger Response
- Tips on Getting People to Fill Out the Survey Form
- Protocol for Privacy of Information
- Frequently Asked Questions
- Surveyors Must be Prompt Reliable and Professional
- Hard to Survey Passengers
 - Language and Cultural Barriers
 - Age Bias
 - Literacy and Disability Barriers
 - Adults Traveling with Children and Packages

Surveyor Assignments

TTI staff members managed the survey effort as well as administering the survey in the field. Survey administration included creating surveyor assignments, organizing materials, and managing survey logistics. The first surveyor typically reported between 10:30 and 11:00 A.M. and the last surveyor returned between 9:30 and 10:30 P.M. Every surveyor received an assignment both days of the fieldwork. Surveyor materials included a clipboard, assignment sheets for each trip during assignment (example at right), note paper, nail [pencil] apron, golf pencils, rubber bands, badge (example next page), and two survey return boxes (example next page).

Surveyor assignments included sampling either two or three bus trips during about 6-8 hours on-board the BTI bus service. The assignment sheet for each bus trip contained the information the surveyor needed to find the correct bus and when to start and stop handing out surveys. The assignment sheet (example at right) contained the following information:

- Assignment number
- Assignment date
- Surveyor name
- Serial number of survey decks
- Check-in location and time for overall daily assignment
- Check-out location and time for overall daily assignment
- BTI trip number and route description
- Trip start location
- Scheduled start time
- Space to record survey serial number at top of deck at start of trip
- Space to record actual start and end times
- Spaces to record boarding and alighting volume by bus stop
- Space to record survey serial number at top of deck at end of trip

TTI recorded assignment sheet information in a trip log database and used the information to tie each returned survey to the appropriate bus trip.

Page: 1 of 3

Assignment: One Date: Thursday, November 29, 2012
 Surveyor: _____ Supervisor: Jonathan Brooks, Cell (805)440-2462

Starting Serial Number of Decks: 1600 1750

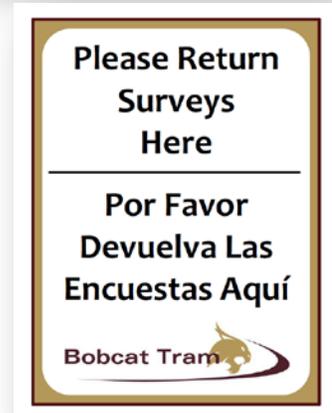
Check-in: Mathews St Parking Garage Time: 10:50 AM
 Check-out: Mathews St Parking Garage Time: 7:30 PM

First Bus Trip to Survey: #216, SM-Aus NB, Aus-SM SB

Trip Start Location: Student Center Bus Loop
 Scheduled Start Time: 11:05 AM Actual Time: 11:05
 Survey # on Top of Deck at Start: 1600

| Bus Stop | # ON | # OFF | Sched Time | Actual (if late) |
|-------------------------|-----------|-----------|------------|------------------|
| Student Center Bus Loop | <u>18</u> | | 11:05 AM | |
| Admissions Center | <u>1</u> | <u>0</u> | 11:08 AM | <u>11:10</u> |
| San Marcos Station | | | 11:10 AM | |
| Slaughter/Congress | <u>1</u> | <u>16</u> | 11:35 AM | <u>11:40</u> |
| Trinity/2nd | <u>1</u> | <u>2</u> | 11:50 AM | <u>11:54</u> |
| Waterloo Park | <u>2</u> | <u>7</u> | 11:58 AM | <u>12:03</u> |
| Slaughter/Congress | <u>11</u> | <u>0</u> | 12:15 PM | <u>12:19</u> |
| Kyle | | | 12:27 PM | |
| San Marcos/Garcia's | | | 12:40 PM | |
| City Park | | | 12:42 PM | |
| Sewell Park | <u>3</u> | <u>1</u> | 12:44 PM | <u>12:49</u> |
| Quad Bus Loop | <u>0</u> | <u>10</u> | 12:48 PM | <u>12:55</u> |
| Student Center Bus Loop | | <u>9</u> | 12:54 PM | <u>12:59</u> |

Survey # on Top of Deck at End: 1620
 Scheduled End Time: 12:54 PM Actual Time: 12:56



Survey Field Administration

Surveyors encouraged BTI riders to voluntarily complete the survey and return the form either to them or in one of the boxes near the bus doors. Surveyor training emphasized the importance of only surveying riders that had not previously completed a survey as the intent of the survey was to capture unique riders and not a statistical sample of every trip both days. Surveyors approached each boarding rider and requested their participation: all riders willing to accept the survey form could choose to complete the form of their own accord. The survey form did not collect any personal identification information; it is possible some riders chose to accept and return more than one survey form.

The survey fieldwork spanned two weekdays:

- Wednesday, November 28, 2012
- Thursday, November 29, 2012

Survey Participation

TTI endeavored to sample all BTI bus trips after 11:00 A.M. on both days of fieldwork. The primary goal of the survey was to obtain clear information about each BTI riders – specifically students. It is highly unlikely that many students would travel to and away from campus before 11:00 A.M because of university course schedules. In addition, sampling riders on the way to campus is less effective due to students preparing for class or resting. Therefore, Texas State and TTI assumed the most effective time to obtain BTI survey responses was after 11:00 A.M.

Sample of BTI Bus Trips

The bulleted lists below summarize the planned and actual sample of bus trips by day with notes to explain challenges. A bus trip is the one-way movement of a bus from the beginning of a route to the end of the route.

Wednesday, November 28th

- BTI bus trips in sample plan: 15
 - San Marcos to/from Austin: 10
 - San Marcos to/from San Antonio: 5
- BTI bus trips successfully sampled: 15
 - Trip #226 to Austin combined with #227
 - Trip #235 to Austin was cancelled; surveyor distributed survey to waiting passengers and received fifteen completed surveys in return
 - Trip #237 to Austin passengers were split with trip #235 due to bus capacity; TTI had surveyors on both trips and so successfully surveyed both trips

Thursday, November 29th

- BTI bus trips in sample plan: 15
 - San Marcos to/from Austin: 10
 - San Marcos to/from San Antonio: 5
- BTI bus trips successfully sampled: ~14, explanation below
 - Trip #223 to Austin ended mid-trip due to collision; surveyor collected most completed surveys prior to service disruption and so trip sample was salvaged
 - Trip #415 to San Antonio not sampled; surveyor unable to make connection from previous trip due to late arrival back to LBC bus loop

Survey Response

The survey effort successfully sampled 29 of 30 bus trips and obtained more than 500 raw responses. The following lists detail ridership, surveys handed out, surveys returned, and surveys in database by day and total.

Wednesday, November 28th

- Ridership: 468
- Surveys handed out: 364
 - 78 percent of riders
- Surveys returned: 335
 - 72 percent of riders
 - 92 percent of surveys handed out
- Surveys in database after processing: 321
 - 69 percent of riders
 - 96 percent of surveys returned

Thursday, November 29th (riders asked to complete survey only if had not before)

- Ridership: 417
- Surveys handed out: 187
 - 45 percent of riders
- Surveys returned: 180
 - 43 percent of riders
 - 96 percent of surveys handed out
- Surveys in database after processing: 171
 - 41 percent of riders
 - 95 percent of surveys returned

TOTAL (remember, riders asked to complete survey only once)

- Ridership: 885
- Surveys handed out: 551
 - 62 percent of riders
- Surveys returned: 515
 - 58 percent of riders
 - 93 percent of surveys handed out
- Surveys in database after processing: 492
 - 56 percent of riders
 - 89 percent of surveys returned

SURVEY DATA PROCESSING

Data processing refers to the process by which transportation planners prepare data for analysis. BTI riders provided 515 raw survey responses.

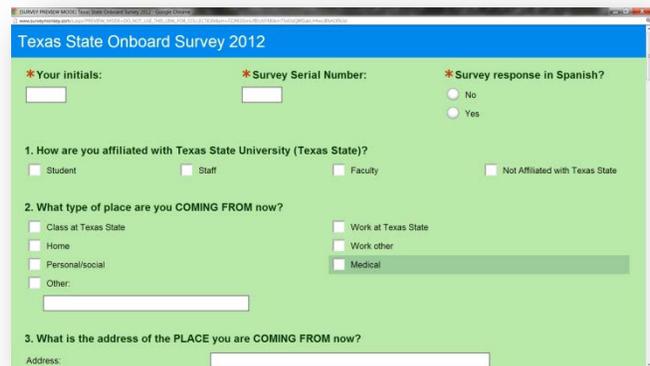
TTI used a four-step process to prepare the responses for analysis and use by Texas State University:

1. Data entry
2. Geocode addresses
3. Create database
4. Clean survey responses

The following four sub-sections describe the data processing steps.

Step 1. Data Entry

The first step in preparing the physical survey forms for use by Texas State was to create electronic versions of the data in a usable format. The basic components of this first step included digitally recording each survey response, documenting surveyor assignments, and merging the two types of data.

A screenshot of a web-based survey form titled "Texas State Onboard Survey 2012". The form is green and white. It contains several sections: 1. "Your initials:" with a text input field. 2. "Survey Serial Number:" with a text input field. 3. "Survey response in Spanish?" with radio buttons for "No" and "Yes". 4. "1. How are you affiliated with Texas State University (Texas State)?" with checkboxes for "Student", "Staff", "Faculty", and "Not Affiliated with Texas State". 5. "2. What type of place are you COMING FROM now?" with checkboxes for "Class at Texas State", "Home", "Personal/social", "Other:" (with a text input field), "Work at Texas State", "Work other", and "Medical". 6. "3. What is the address of the PLACE you are COMING FROM now?" with a text input field labeled "Address:". The form is displayed in a browser window.

Data entry involved systematically entering each survey response verbatim into

SurveyMonkey. Every survey was marked with a serial number between 1,000 and 1,800. The serial number allowed TTI to link each survey response to additional information recorded by surveyors on assignment sheets. The result was two interim datasets: one for assignment information and another for electronic survey data.

- **Assignment Database** is the master record for assignment sheets, including the range of serial numbers distributed on each bus trip. The survey supervisors created the assignment record database during the fieldwork in San Marcos, Texas in November 2012.
- **Survey Record Database** is the record of survey responses for each completed survey.

TTI merged the assignment and survey record databases in order to have both the survey respondent's answers and assignment records in the same database. Individual survey serial numbers matched a survey to the appropriate assignment record. The process of merging was successful for all surveys.

Step 2. Geocode Addresses

The second step in data processing was to attempt to geocode each address provided by a respondent. Geocoding is the process of taking raw address information and identifying the location. The four location questions included in the survey were:

- Origin
- Boarding location
- Alighting location
- Destination

Respondents had the opportunity to indicate one or more different pieces of information, such as place name, address, and/or nearest intersection, which identified their trip origin or destination. For boarding and alighting locations, respondents had the opportunity to indicate nearest intersection, transit center or park-and-ride, and name of place or building. TTI did not seek to geocode each address to a fine degree, such as to specific street address, because the information was not necessary. TTI initially used www.batchgeo.com to geocode the origin and destination locations of respondents. Batchgeo.com is an online tool available to the public. The maps in the report are a direct product of the web tool. The locations on the maps in the report and shared elsewhere are geocoded locations using the address, city, zip code, or nearest intersection fields of survey responses for origin and destination.

The survey database contains geocoded origin and destination locations generalized to zip code geographies to protect the identity of individual survey respondents. The survey database contains boarding and alighting locations generalized to formal bus stops along the BTI routes. Not all location survey responses resulted in a geocode match.

The total number of geocoded locations (origin, destination, boarding, alighting) in the survey database is 1,839 - 93 percent of the total possible if all respondents provided four geocodable locations. TTI staff successfully geocoded both origin and destination locations for 425 survey records – an 86 percent success rate.

Step 3. Create Database

Step 1 saw surveys converted into electronic form. Step 2 identified the origin and destination locations of respondents' trips. Step 3 documents the creation of the survey database. The final product of the survey effort is a database with both assignment-based information and rider response information for surveys. The database design allows for varied types of analysis and maximizes the utility of survey respondents' will participation. The purpose of the survey effort was not to create a statistically representative sample of all BTI ridership by trip by direction by time-of-day—which is often the case with on-board surveys of metropolitan transit authority ridership. Texas State University engaged the services of TTI to investigate the general nature of BTI ridership by surveying unique bus riders instead of all riders on each trip.

Step 4. Clean Survey Responses

Transportation planners clean raw survey responses to ensure that anomalies and inconsistencies do not adversely affect later analysis using the data. A self-administered survey has a risk of responses to questions that do not necessarily seem logical. Errors in response can be due to (1) passenger misunderstanding of the question or choice of response, (2) inadvertent error by the passenger, and/or (3) intentional answering questions incorrectly.

TTI wrote the specifications described in this section to ensure data cleaning was systematic and uniform. The specifications resulted in a clean database suitable for analysis by TTI and later by Texas State University. The following steps document the process that TTI used to prepare the raw data entered survey responses for further cleaning:

1. All questions, replaced text string answers with "1" placeholders
2. All questions, added a "Q?_NoResponse" column for each question and then marked each record with no response to the respective question with a "1"
3. Remove all survey records with no response to 5 or more questions

Some survey respondents provided multiple responses to questions specifically asking for one answer. Leaving records with multiple responses skews analysis results due to the miss-application of survey weights and factors. For example, if a customer satisfaction question asks for one response and one person provides one response (value of 1) but another provides two (a value of 1+1=2) then later analysis does not accurately represent the first respondents opinion. Multiple responses could not be allowed to weight one respondent's opinion above another's. Therefore, it was necessary for TTI to employ the following cleaning process to refine survey records in the database:

1. Questions 1-12 (trip details and vehicle availability):
 - a. Processed records with multiple responses based on answer priority as listed below (if multiple responses were present the answer with highest priority was preserved):
 - i. Affiliation with Texas State University (Q1)
Student, Staff, Faculty, Not affiliated with Texas State
 - ii. Origin/Destination Purpose (Q2 and Q7)
Class at Texas State, Work at Texas State, Work other, Medical, Personal/social, Other, Home
 - iii. Access/Egress Mode and Distance (Q4 and Q9)
Bicycle, Walk, Drove self, Rode with someone else, Rode another Texas State bus route, Dropped off or taxi, Rode a different transit service
 - iv. Working Vehicles in Household (Q10)
3 or more, 2, 1, 0
 - v. Could Use Vehicle to Make Trip (Q11)
No, Yes
 - vi. No Bus Service, Available Options (Q12)
I would not make this trip, Drive, Ride with someone else, Another transit provider, Intercity bus (Greyhound), Taxi
2. Questions 13-19 (customer experience and service questions):
 - a. Processed records with multiple responses using one of three methods:
 - i. If two responses marked, use an alternating pattern of selecting a higher value and then a lower value
 - ii. If three responses marked, select the middle response based on the order of possible responses to the question
 - iii. If four or more answers or all answer choices are marked then clear all responses and mark the survey record as 'no response'

The final database as delivered to Texas State and documented in the following pages includes 492 responses—91 percent of which are from students. No respondents used the Spanish version of the survey.

DATABASE VARIABLE DICTIONARY

The final survey database contains 167 column variables. This section is a database dictionary that defines each variable. Variables are in the exact order as in the database; categories are included to clarify the meaning of groups of variables. The following is an example of the pattern of data dictionary entries:

Name of Group of Columns: Wording of Question

Column_Name – definition and/or description (description of value in cell)

Column_Name – definition and/or description (description of value in cell)

List of Variables

Survey Assignment Variables

SurveyID – SN*****, where ***** is the survey serial number (survey identifier)

BusTrip – number of bus block (number)

Route – bus route pattern (text)

Date – date survey distributed to rider (date)

ScheduledStartTime – time bus trip scheduled to start (time or blank)

ActualStartTime – time bus trip actually started as recorded by surveyor (time or blank)

StartLocation – location for first pickup of bus trip (text)

ScheduledEndTime – time bus trip scheduled to end (time or blank)

ActualEndTime – time bus trip actually ended as recorded by surveyor (time or blank)

EndLocation – location of last stop on bus route (text)

Notes – note by survey administrator about assignment (text or blank)

Spanish – indicates response language (Yes or No)

Category – indicates affiliation with Texas State based on Q1 (text)

Question 1: How are you affiliated with Texas State University (Texas State)?

Q1_Affiliation_Student – student (1 or blank)

Q1_Affiliation_Staff – staff (1 or blank)

Q1_Affiliation_Faculty – faculty (1 or blank)

Q1_NotAffiliated – not affiliated with Texas State (1 or blank)

Question 2: What type of place are you COMING FROM now? Mark one box

Q2_PlaceComingFrom_ClassTexasState – class at Texas State (1 or blank)

Q2_PlaceComingFrom_Home – Home (1 or blank)

Q2_PlaceComingFrom_Personal – personal / social (1 or blank)

Q2_PlaceComingFrom_WorkTexasState – work at Texas State (1 or blank)

Q2_PlaceComingFrom_Work Other – work other (1 or blank)

Q2_PlaceComingFrom_Medical – medical (1 or blank)

Q2_PlaceComingFrom_Other – other: (1 or blank)

Q2_PlaceComingFrom_OtherText – text response to Other: (1 or blank)

Q2_NoResponse – marks survey records with no response (1 or blank)

Question 3: What is the ADDRESS of the PLACE you are COMING FROM now?

Q3_Origin_ZipCode – zip code of origin location (text or blank)

Question 4: How did you GET FROM that place to the BT Interurban bus stop where you boarded this bus?

- Q4_Walked/wheelchair/other device – walked / wheelchair / other device (1 or blank)
- Q4_DroveMyself – drove myself (1 or blank)
- Q4_Rode_TexasState_bus – rode another Texas State bus route (1 or blank)
- Q4_RodeDifferentTransitService – rode a different transit service (1 or blank)
- Q4_Bicycled – bicycled (1 or blank)
- Q4_Rode_With_Someone – rode with someone else (1 or blank)
- Q4_Droppedoff_taxi – dropped off or taxi (1 or blank)
- Q4_NoResponse – marks survey records with no response (1 or blank)

Question 5: Where did you GET ON the bus you are riding now? Please give the location of the bus stop or name of the transit facility.

- Q5_Boarding_Stop – boarding BTI bus stop (text or blank)

Question 6: Where will you GET OFF the bus you are riding now? Please give the location of the bus stop or name of the transit facility.

- Q6_Alighting_Stop – alighting BTI bus stop (text or blank)

Question 7: What type of place are you GOING TO now? Mark one box

- Q7_ClassTexasState – class at Texas State (1 or blank)
- Q7_Home – home (1 or blank)
- Q7_PersonalSocial – personal / social (1 or blank)
- Q7_WorkTexasState – work at Texas State (1 or blank)
- Q7_WorkOther – work other (1 or blank)
- Q7_Medical – medical (1 or blank)
- Q7_Other – other: (1 or blank)
- Q7_OtherText – text response to Other: (text or blank)
- Q7_NoResponse – marks survey records with no response (1 or blank)

Question 8: What is the ADDRESS of the PLACE you are GOING TO now?

- Q8_Destination_ZipCode – zip code of destination location (text or blank)

Question 9: How will you GET FROM the BT Interurban bus stop to the place you are GOING TO now?

- Q9_WalkWheelchairDevice – walk / wheelchair / other device (1 or blank)
- Q9_DriveMyself – drive myself (1 or blank)
- Q9_RideTexasStateBus – ride another Texas State bus route (1 or blank)
- Q9_RideDifferentTransit – ride a different transit service (1 or blank)
- Q9_Bicycle – bicycle (1 or blank)
- Q9_RideSomeone – ride with someone else (1 or blank)
- Q9_Taxi – take a taxi (1 or blank)
- Q9_NoResponse – marks survey records with no response (1 or blank)

Question 10: How many working vehicles (cars, trucks, and motorcycles) are available in your household? Mark one box

- Q10_Vehicles_0 – 0 (1 or blank)
- Q10_Vehicles_1 – 1 (1 or blank)
- Q10_Vehicles_2 – 2 (1 or blank)

Q10_Vehicles_3ormore – 3 or more (1 or blank)

Q10_NoResponse – marks survey records with no response (1 or blank)

Question 11: Could you have used one of these vehicles to make THIS TRIP today, instead of riding BT Interurban?

Q11_UseVehicleThisTrip_No – no (1 or blank)

Q11_UseVehicleThisTrips_Yes – yes (1 or blank)

Q11_NoResponse – marks survey records with no response (1 or blank)

Question 12: If BT Interurban was NOT AVAILABLE, how would you make THIS TRIP?

Q12_BTINotAvailable_Drive – drive (1 or blank)

Q12_BTINotAvailable_AnotherTransitService – another transit provider (1 or blank)

Q12_BTINotAvailable_Taxi – taxi (1 or blank)

Q12_BTINotAvailable_RideSomeoneElse – ride with someone else (1 or blank)

Q12_BTINotAvailable_IntercityBus – intercity bus (Greyhound) (1 or blank)

Q12_BTINotAvailable_NotMakeTrip – I would not make this trip (1 or blank)

Q12_NoResponse – marks survey records with no response (1 or blank)

Question 13: How long have you been riding BT Interurban? Mark one box

Q13_Less6Months – less than 6 months (1 or blank)

Q13_6to12months – 6 to 12 months (1 or blank)

Q13_1to2years – 1 to 2 years (1 or blank)

Q13_MoreThan2years – more than 2 years (1 or blank)

Q13_NoResponse – marks survey records with no response (1 or blank)

Question 14: How often do you ride BT Interurban? Mark one box

Q14_Frequency_5daysperweek – 5 days per week (1 or blank)

Q14_Frequency_3or4daysperweek – 3 or 4 days per week (1 or blank)

Q14_Frequency_1or2daysperweek – 1 or 2 days per week (1 or blank)

Q14_Frequency_1to3dayspermonth – 1 to 3 days per month (1 or blank)

Q14_Frequency_LessOncePerMonth – less than once per month (1 or blank)

Q14_Frequency_FirstTime – this is my first time (1 or blank)

Q14_NoResponse – marks survey records with no response (1 or blank)

Question 15: How do you usually pay your fare? Mark one box

Q15_UsualFare_Cash – cash (1 or blank)

Q15_UsualFare_MultiRide – multi-ride ticket (1 or blank)

Q15_NoResponse – marks survey records with no response (1 or blank)

Question 16: In which BT Interurban fare zones do you typically ride? Mark all that apply

Q16_FareZone_NAtoCA – North Austin (Highland Mall or Greyhound) to Central Austin (1 or blank)

Q16_FareZone_CAtokyle – Central Austin to Kyle (1 or blank)

Q16_FareZone_KyletoSM – Kyle to San Marcos (1 or blank)

Q16_FareZone_SMtoNB – San Marcos to New Braunfels (1 or blank)

Q16_FareZone_NBtoSA – New Braunfels to San Antonio (1 or blank)

Q16_NoResponse – marks survey records with no response (1 or blank)

Question 17: How do you rate the value of the fare you typically pay to ride the BT Interurban?

- Q17_FareValue_Excellent – excellent (1 or blank)
- Q17_FareValue_Good – good (1 or blank)
- Q17_FareValue_Fair – fair (1 or blank)
- Q17_FareValue_Poor – poor (1 or blank)
- Q17_NoResponse – marks survey records with no response (1 or blank)

Question 18a: Do you agree or disagree with the following statements about route and schedule information for the BT Interurban?

Route / schedule information is easy to access.

- Q18a_RouteScheduleInformationEasyAccess_StronglyAgree – strongly agree (1 or blank)
- Q18a_RouteScheduleInformationEasyAccess_Agree – agree (1 or blank)
- Q18a_RouteScheduleInformationEasyAccess_NoOpinion – no opinion (1 or blank)
- Q18a_RouteScheduleInformationEasyAccess_Disagree – disagree (1 or blank)
- Q18a_RouteScheduleInformationEasyAccess_StronglyDisagree – strongly disagree (1 or blank)
- Q18a_NoResponse – marks survey records with no response (1 or blank)

Question 18b: Do you agree or disagree with the following statements about route and schedule information for the BT Interurban?

The University App is dependable and accurate.

- Q18b_UniversityAppDependableAccurate_StronglyAgree – strongly agree (1 or blank)
- Q18b_UniversityAppDependableAccurate_Agree – agree (1 or blank)
- Q18b_UniversityAppDependableAccurate_NoOpinion – no opinion (1 or blank)
- Q18b_UniversityAppDependableAccurate_Disagree – disagree (1 or blank)
- Q18b_UniversityAppDependableAccurate_StronglyDisagree – strongly disagree (1 or blank)
- Q18b_NoResponse – marks survey records with no response (1 or blank)

Question 18c: Do you agree or disagree with the following statements about route and schedule information for the BT Interurban?

NextBus web information is dependable and accurate.

- Q18c_NextBusWebInformationDependableAccurate_StronglyAgree – strongly agree (1 or blank)
- Q18c_NextBusWebInformationDependableAccurate_Agree – agree (1 or blank)
- Q18c_NextBusWebInformationDependableAccurate_NoOpinion – no opinion (1 or blank)
- Q18c_NextBusWebInformationDependableAccurate_Disagree – disagree (1 or blank)
- Q18c_NextBusWebInformationDependableAccurate_StronglyDisagree – strongly disagree (1 or blank)
- Q18c_NoResponse – marks survey records with no response (1 or blank)

Question 19a: Do you agree or disagree with the following statements about your experience riding the BT Interurban?

I feel safe riding the bus.

- Q19a_FeelSafeRidingBus_StronglyAgree – strongly agree (1 or blank)
- Q19a_FeelSafeRidingBus_Agree – agree (1 or blank)
- Q19a_FeelSafeRidingBus_NoOpinion – no opinion (1 or blank)
- Q19a_FeelSafeRidingBus_Disagree – disagree (1 or blank)
- Q19a_FeelSafeRidingBus_StronglyDisagree – strongly disagree (1 or blank)
- Q19a_NoResponse – marks survey records with no response (1 or blank)

Question 19b: Do you agree or disagree with the following statements about your experience riding the BT Interurban?

Buses are clean and comfortable.

Q19b_BusesCleanComfortable_StronglyAgree – strongly agree (1 or blank)

Q19b_BusesCleanComfortable_Agree – agree (1 or blank)

Q19b_BusesCleanComfortable_NoOpinion – no opinion (1 or blank)

Q19b_BusesCleanComfortable_Disagree – disagree (1 or blank)

Q19b_BusesCleanComfortable_StronglyDisagree – strongly disagree (1 or blank)

Q19b_NoResponse – marks survey records with no response (1 or blank)

Question 19c: *Do you agree or disagree with the following statements about your experience riding the BT Interurban?*

Drivers are helpful and friendly.

Q19c_DriversHelpfulFriendly_StronglyAgree – strongly agree (1 or blank)

Q19c_DriversHelpfulFriendly_Agree – agree (1 or blank)

Q19c_DriversHelpfulFriendly_NoOpinion – no opinion (1 or blank)

Q19c_DriversHelpfulFriendly_Disagree – disagree (1 or blank)

Q19c_DriversHelpfulFriendly_StronglyDisagree – strongly disagree (1 or blank)

Q19c_NoResponse – marks survey records with no response (1 or blank)

Question 19d: *Do you agree or disagree with the following statements about your experience riding the BT Interurban?*

Buses are on time.

Q19d_BusesOnTime_StronglyAgree – strongly agree (1 or blank)

Q19d_BusesOnTime_Agree – agree (1 or blank)

Q19d_BusesOnTime_NoOpinion – no opinion (1 or blank)

Q19d_BusesOnTime_Disagree – disagree (1 or blank)

Q19d_BusesOnTime_StronglyDisagree – strongly disagree (1 or blank)

Q19d_NoResponse – marks survey records with no response (1 or blank)

Question 20: *Please provide any comments you have about the BT Interurban service:*

Q20_Comments_Text – text comment of rider (text or blank)

Q20_WithResponse – marker for records with a comment present (1 or blank)

Q20_NoResponse – marks survey records with no response (1 or blank)

SURVEY RESULTS SUMMARY TABLES

The remainder of this report contains summary tables by question; results are organized by route and respondent category as follows:

- Route:
 - San Marcos to/from Austin
 - San Marcos to/from San Antonio
- Respondent Category
 - Student
 - Staff
 - Faculty
 - Not affiliated with Texas State (hereafter referred to as “Other”)

How are you affiliated with Texas State University?

| | Total | Percent |
|---|--------------|----------------|
| San Marcos to/from Austin | | |
| Student | 343 | 92% |
| Staff | 7 | 2% |
| Faculty | 11 | 3% |
| Other (not affiliated with Texas State) | 10 | 3% |
| Total | 371 | 100% |
| Percent | 75% | |
| San Marcos to/from San Antonio | | |
| Student | 103 | 85% |
| Staff | 6 | 5% |
| Faculty | 3 | 2% |
| Other (not affiliated with Texas State) | 9 | 7% |
| Total | 121 | 100% |
| Percent | 25% | |
| BT Interurban - total | | |
| Student | 446 | 91% |
| Staff | 13 | 3% |
| Faculty | 14 | 3% |
| Other (not affiliated with Texas State) | 19 | 4% |
| Total | 492 | 100% |
| Percent | 100% | |

What type of place are you coming from now?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Class at Texas State | 274 | 1 | 1 | | 276 | 74% |
| Home | 56 | 1 | 3 | 3 | 63 | 17% |
| Personal / social | 2 | | | 1 | 3 | 0.8% |
| Work at Texas State | 4 | 5 | 7 | | 16 | 4% |
| Work other | 3 | | | 2 | 5 | 1.3% |
| Medical | | | | | | |
| Other | 2 | | | 4 | 6 | 1.6% |
| <i>No response</i> | 2 | | | | 2 | 0.5% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Class at Texas State | 81 | | | | 81 | 67% |
| Home | 14 | 1 | 1 | 2 | 18 | 15% |
| Personal / social | | | | | | |
| Work at Texas State | 2 | 5 | 2 | | 9 | 7% |
| Work other | 4 | | | 3 | 7 | 6% |
| Medical | | | | 1 | 1 | 0.8% |
| Other | 2 | | | 3 | 5 | 4% |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Class at Texas State | 355 | 1 | 1 | | 357 | 73% |
| Home | 70 | 2 | 4 | 5 | 81 | 16% |
| Personal / social | 2 | | | 1 | 3 | 0.6% |
| Work at Texas State | 6 | 10 | 9 | | 25 | 5% |
| Work other | 7 | | | 5 | 12 | 2.4% |
| Medical | | | | 1 | 1 | 0.2% |
| Other | 4 | | | 7 | 11 | 2.2% |
| <i>No response</i> | 2 | | | | 2 | 0.4% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Question three queried trip origin. A vast majority of respondents indicated Texas State as their origin: surveyors sampled all outbound trips after 11 am each day of the survey and therefore expected most respondents' origin to be the university.

How did you get from that place to the BT Interurban bus stop where you boarded this bus?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Walked / wheelchair / other device | 215 | 4 | 6 | 6 | 231 | 62% |
| Drove myself | 57 | 2 | 2 | | 61 | 16% |
| Rode another Texas State bus route | 17 | | | | 17 | 5% |
| Rode a different transit service | 18 | 1 | 1 | 2 | 22 | 6% |
| Bicycled | 16 | | 2 | 1 | 19 | 5% |
| Rode with someone else | 10 | | | 1 | 11 | 3.0% |
| Dropped off or taxi | 9 | | | | 9 | 2.4% |
| <i>No response</i> | 1 | | | | 1 | 0.3% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Walked / wheelchair / other device | 68 | 5 | 2 | 3 | 78 | 64% |
| Drove myself | 20 | | 1 | | 21 | 17% |
| Rode another Texas State bus route | 7 | | | | 7 | 6% |
| Rode a different transit service | 2 | 1 | | 5 | 8 | 7% |
| Bicycled | 2 | | | | 2 | 1.7% |
| Rode with someone else | 2 | | | | 2 | 1.7% |
| Dropped off or taxi | 2 | | | 1 | 3 | 2.5% |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Walked / wheelchair / other device | 283 | 9 | 8 | 9 | 309 | 63% |
| Drove myself | 77 | 2 | 3 | | 82 | 17% |
| Rode another Texas State bus route | 24 | | | | 24 | 5% |
| Rode a different transit service | 20 | 2 | 1 | 7 | 30 | 6% |
| Bicycled | 18 | | 2 | 1 | 21 | 4.3% |
| Rode with someone else | 12 | | | 1 | 13 | 2.6% |
| Dropped off or taxi | 11 | | | 1 | 12 | 2.4% |
| <i>No response</i> | 1 | | | | 1 | 0.2% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

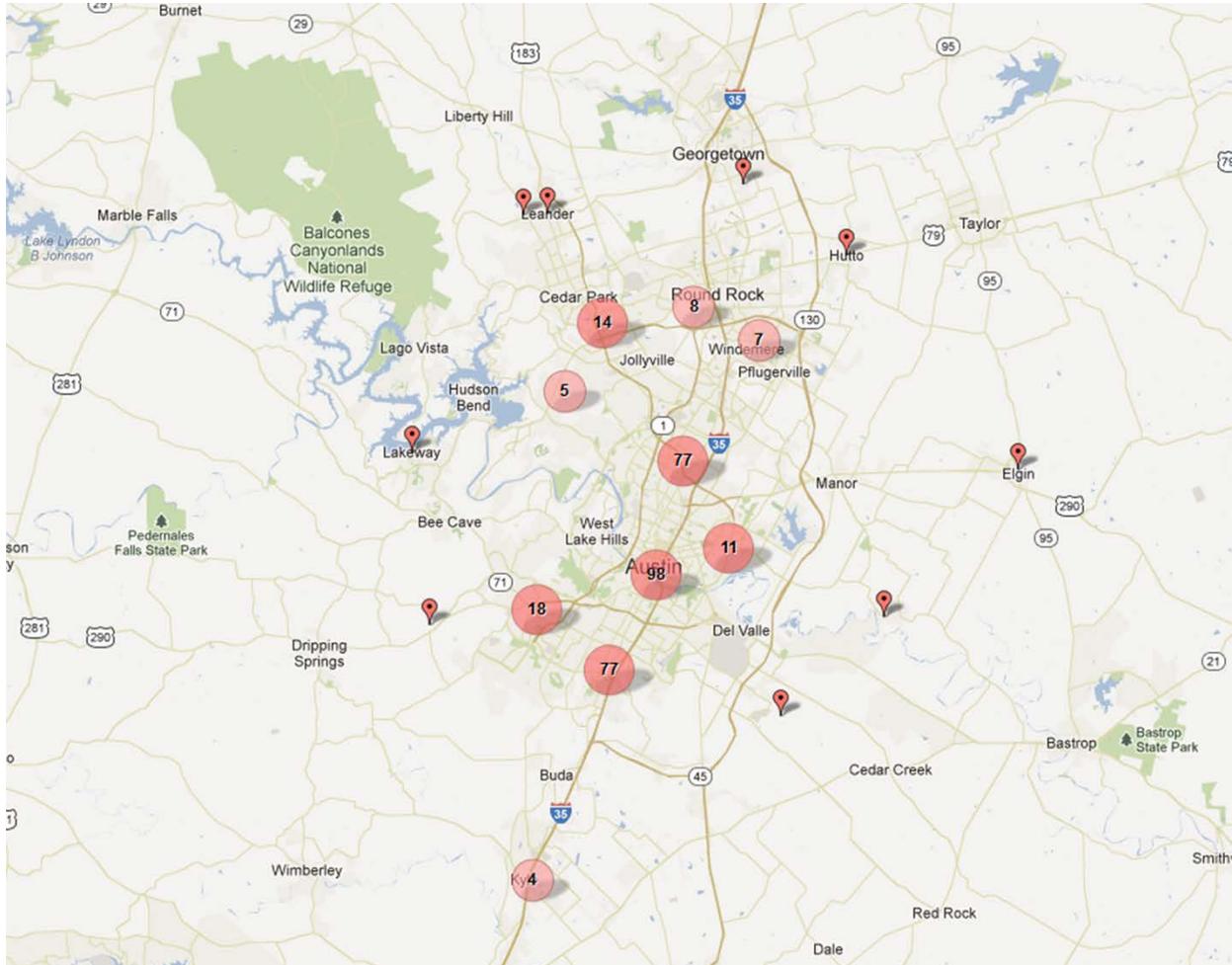
Question five and six asked for respondents boarding and alighting locations. A vast majority of respondents indicated Texas State as their boarding location: surveyors sampled all outbound trips after 11 am each day of the survey and therefore expected boarding to be primarily Texas State. The alighting location varies according to respondent.

What type of place are you going to now?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Class at Texas State | 47 | | | | 47 | 13% |
| Home | 268 | 7 | 9 | 5 | 289 | 78% |
| Personal / social | 4 | | | 5 | 9 | 2.4% |
| Work at Texas State | 2 | | 2 | | 4 | 1.1% |
| Work other | 17 | | | | 17 | 5% |
| Medical | | | | | | |
| Other | 3 | | | | 3 | 0.8% |
| No response | 2 | | | | 2 | 0.5% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Class at Texas State | 13 | 1 | | | 14 | 12% |
| Home | 80 | 3 | 2 | 8 | 93 | 77% |
| Personal / social | 1 | 1 | | | 2 | 1.7% |
| Work at Texas State | | | | | | |
| Work other | 6 | | | | 6 | 5.0% |
| Medical | 1 | | | | 1 | 0.8% |
| Other | 1 | 1 | 1 | 1 | 4 | 3.3% |
| No response | 1 | | | | 1 | 0.8% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Class at Texas State | 60 | 1 | | | 61 | 12% |
| Home | 348 | 10 | 11 | 13 | 382 | 78% |
| Personal / social | 5 | 1 | | 5 | 11 | 2.2% |
| Work at Texas State | 2 | | 2 | | 4 | 0.8% |
| Work other | 23 | | | | 23 | 4.7% |
| Medical | 1 | | | | 1 | 0.2% |
| Other | 4 | 1 | 1 | 1 | 7 | 1.4% |
| No response | 3 | | | | 3 | 0.6% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

What is the address you are going to now?

The two maps below depict the destination of student BTI riders in both the Austin area and the San Antonio area—students constituted 91 percent of survey respondents.



How will you get from the BT Interurban bus stop to the place you are going to now?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Walked / wheelchair / other device | 81 | 1 | 2 | 2 | 86 | 23% |
| Drove myself | 137 | 3 | 4 | 1 | 145 | 39% |
| Rode another Texas State bus route | 7 | | | 4 | 11 | 3.0% |
| Rode a different transit service | 45 | 3 | | 1 | 49 | 13% |
| Bicycled | 17 | | 2 | 1 | 20 | 5% |
| Rode with someone else | 54 | | 3 | 1 | 58 | 16% |
| Dropped off or taxi | | | | | | |
| <i>No response</i> | 2 | | | | 2 | 0.5% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Walked / wheelchair / other device | 20 | 1 | 1 | 4 | 26 | 21% |
| Drove myself | 54 | 4 | | 4 | 62 | 51% |
| Rode another Texas State bus route | | | | | | |
| Rode a different transit service | 9 | | | | 9 | 7% |
| Bicycled | 3 | 1 | | | 4 | 3.3% |
| Rode with someone else | 17 | | 2 | 1 | 20 | 17% |
| Dropped off or taxi | | | | | | |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Walked / wheelchair / other device | 101 | 2 | 3 | 6 | 112 | 23% |
| Drove myself | 191 | 7 | 4 | 5 | 207 | 42% |
| Rode another Texas State bus route | 7 | | | 4 | 11 | 2.2% |
| Rode a different transit service | 54 | 3 | | 1 | 58 | 12% |
| Bicycled | 20 | 1 | 2 | 1 | 24 | 5% |
| Rode with someone else | 71 | | 5 | 2 | 78 | 16% |
| Dropped off or taxi | | | | | | |
| <i>No response</i> | 2 | | | | 2 | 0.4% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

**How many working vehicles (cars, trucks, and motorcycles)
are available in your household?**

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| 0 vehicles | 43 | 1 | 1 | 3 | 48 | 13% |
| 1 vehicle | 129 | 1 | 6 | 1 | 137 | 37% |
| 2 vehicles | 99 | 5 | 4 | 4 | 112 | 30% |
| 3 or more vehicles | 72 | | | 2 | 74 | 20% |
| <i>No response</i> | | | | | | |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| 0 vehicles | 10 | | | 1 | 11 | 9% |
| 1 vehicle | 31 | 2 | | 4 | 37 | 31% |
| 2 vehicles | 44 | | 2 | 3 | 49 | 40% |
| 3 or more vehicles | 18 | 4 | 1 | 1 | 24 | 20% |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| 0 vehicles | 53 | 1 | 1 | 4 | 59 | 12% |
| 1 vehicle | 160 | 3 | 6 | 5 | 174 | 35% |
| 2 vehicles | 143 | 5 | 6 | 7 | 161 | 33% |
| 3 or more vehicles | 90 | 4 | 1 | 3 | 98 | 20% |
| <i>No response</i> | | | | | | |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Could you have used one of these vehicles to make this trip today, instead of riding BT Interurban?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| No | 167 | 2 | 6 | 8 | 183 | 49% |
| Yes | 168 | 5 | 5 | 2 | 180 | 49% |
| <i>No response</i> | 8 | | | | 8 | 2.2% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| No | 48 | 2 | 1 | 5 | 56 | 46% |
| Yes | 54 | 4 | 2 | 4 | 64 | 53% |
| <i>No response</i> | 1 | | | | 1 | 0.8% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| No | 215 | 4 | 7 | 13 | 239 | 49% |
| Yes | 222 | 9 | 7 | 6 | 244 | 50% |
| <i>No response</i> | 9 | | | | 9 | 1.8% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

If BT Interurban was not available, how would you make this trip today?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Drive | 167 | 6 | 7 | 1 | 181 | 49% |
| Another transit provider | 13 | | 0.3 | 0.3 | 14 | 3.7% |
| Taxi | 2 | | 0.3 | 0.3 | 3 | 0.7% |
| Ride with someone else | 58 | | 3 | 4 | 65 | 18% |
| Intercity bus (Greyhound) | 12 | | 0.3 | 1 | 13 | 3.5% |
| I would not make this trip | 88 | 1 | | 3 | 92 | 25% |
| <i>No response</i> | 3 | | | | 3 | 0.8% |
| Total | 342 | 7 | 11 | 10 | 370 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Drive | 47 | 3 | 3 | 3 | 55 | 46% |
| Another transit provider | 3 | | | 1 | 4 | 3.2% |
| Taxi | 1 | | | | 1 | 0.4% |
| Ride with someone else | 20 | 3 | | 1 | 24 | 20% |
| Intercity bus (Greyhound) | 3 | | | 1 | 4 | 3.5% |
| I would not make this trip | 28 | 1 | | 3 | 33 | 27% |
| <i>No response</i> | 1 | | | | 1 | 0.8% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Drive | 214 | 9 | 10 | 4 | 236 | 48% |
| Another transit provider | 16 | | 0.3 | 1 | 17 | 3.5% |
| Taxi | 3 | | 0.3 | 0.3 | 3 | 0.6% |
| Ride with someone else | 78 | 3 | 3 | 6 | 89 | 18% |
| Intercity bus (Greyhound) | 15 | | 0.3 | 2 | 17 | 3.5% |
| I would not make this trip | 117 | 2 | | 6 | 125 | 25% |
| <i>No response</i> | 4 | | | | 4 | 0.8% |
| Total | 445 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Note: summary includes multiple responses from some respondents, but weights each respondents' answer equally.

How long have you been riding BT Interurban?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Less than 6 months | 115 | | 3 | 7 | 125 | 34% |
| 6 to 12 months | 48 | | 2 | 1 | 51 | 14% |
| 1 to 2 years | 123 | 5 | 2 | 2 | 132 | 36% |
| More than 2 years | 57 | 2 | 4 | | 63 | 17% |
| <i>No response</i> | | | | | | |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Less than 6 months | 44 | 3 | | 2 | 49 | 40% |
| 6 to 12 months | 8 | 1 | | 4 | 13 | 11% |
| 1 to 2 years | 41 | 1 | | 2 | 44 | 36% |
| More than 2 years | 10 | 1 | 3 | 1 | 15 | 12% |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Less than 6 months | 159 | 3 | 3 | 9 | 174 | 35% |
| 6 to 12 months | 56 | 1 | 2 | 5 | 64 | 13% |
| 1 to 2 years | 164 | 6 | 2 | 4 | 176 | 36% |
| More than 2 years | 67 | 3 | 7 | 1 | 78 | 16% |
| <i>No response</i> | | | | | | |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

How often do you ride BT Interurban?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| 5 days per week | 77 | 2 | 1 | 1 | 81 | 22% |
| 3 or 4 days per week | 152 | 2 | 4 | 2 | 160 | 43% |
| 1 or 2 days per week | 101 | 2 | 5 | 5 | 113 | 30% |
| 1 to 3 days per month | 9 | 1 | | 1 | 11 | 3.0% |
| Less than once per month | 3 | | 1 | | 4 | 1.1% |
| This is my first time | 1 | | | 1 | 2 | 0.5% |
| <i>No response</i> | | | | | | |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| 5 days per week | 30 | 4 | 1 | 4 | 39 | 32% |
| 3 or 4 days per week | 50 | 1 | | 3 | 54 | 45% |
| 1 or 2 days per week | 20 | | 1 | 1 | 22 | 18% |
| 1 to 3 days per month | 1 | | 1 | 1 | 3 | 2.5% |
| Less than once per month | 1 | | | | 1 | 0.8% |
| This is my first time | 1 | 1 | | | 2 | 1.7% |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| 5 days per week | 107 | 6 | 2 | 5 | 120 | 24% |
| 3 or 4 days per week | 202 | 3 | 4 | 5 | 214 | 43% |
| 1 or 2 days per week | 121 | 2 | 6 | 6 | 135 | 27% |
| 1 to 3 days per month | 10 | 1 | 1 | 2 | 14 | 3% |
| Less than once per month | 4 | | 1 | | 5 | 1.0% |
| This is my first time | 2 | 1 | | 1 | 4 | 0.8% |
| <i>No response</i> | | | | | | |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

How do you usually pay your fare?

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Cash | 18 | | 1 | 7 | 26 | 7% |
| Multi-ride ticket | 321 | 7 | 10 | 3 | 341 | 92% |
| <i>No response</i> | 4 | | | | 4 | 1.1% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Cash | 7 | 1 | | 2 | 10 | 8% |
| Multi-ride ticket | 95 | 5 | 3 | 7 | 110 | 91% |
| <i>No response</i> | 1 | | | | 1 | 0.8% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Cash | 25 | 1 | 1 | 9 | 36 | 7% |
| Multi-ride ticket | 416 | 12 | 13 | 10 | 451 | 92% |
| <i>No response</i> | 5 | | | | 5 | 1.0% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

The intent of the question was to gather information about rider's use of fare zones to include in fare-related analysis. TTI found that, although respondents answered the question as expected, the information was not useful for fare analysis.

In which BT Interurban fare zones do you typically ride the BT Interurban?

Mark all that apply

| | Student | Staff | Faculty | Other | Total | Percent |
|--|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| North Austin (Highland Mall or Greyhound) to Central Aus | 160 | 4 | 3 | 5 | 172 | 29% |
| Central Austin to Kyle | 206 | 4 | 7 | 7 | 224 | 38% |
| Kyle to San Marcos | 149 | 3 | 7 | 6 | 165 | 28% |
| San Marcos to New Braunfels | 5 | | | 1 | 6 | 1% |
| New Braunfels to San Antonio | 2 | | | | 2 | 0.3% |
| No response | 23 | | 1 | | 24 | 4.0% |
| Total | 545 | 11 | 18 | 19 | 593 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| North Austin (Highland Mall or Greyhound) to Central Aus | 7 | | 1 | 1 | 9 | 4% |
| Central Austin to Kyle | 17 | 1 | 1 | 3 | 22 | 11% |
| Kyle to San Marcos | 11 | | 1 | 3 | 15 | 7.3% |
| San Marcos to New Braunfels | 73 | 5 | 1 | 3 | 82 | 40% |
| New Braunfels to San Antonio | 65 | 3 | 1 | 5 | 74 | 36% |
| No response | 3 | | | | 3 | 1% |
| Total | 176 | 9 | 5 | 15 | 205 | 100% |
| Percent | 86% | 4% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| North Austin (Highland Mall or Greyhound) to Central Aus | 167 | 4 | 4 | 6 | 181 | 23% |
| Central Austin to Kyle | 223 | 5 | 8 | 10 | 246 | 31% |
| Kyle to San Marcos | 160 | 3 | 8 | 9 | 180 | 23% |
| San Marcos to New Braunfels | 78 | 5 | 1 | 4 | 88 | 11% |
| New Braunfels to San Antonio | 67 | 3 | 1 | 5 | 76 | 9.5% |
| No response | 26 | | 1 | | 27 | 3.4% |
| Total | 721 | 20 | 23 | 34 | 798 | 100% |
| Percent | 90% | 3% | 3% | 4% | 100% | |

How do you rate the value of the fare you typically pay to ride the BT Interurban?

| | Faculty | Other | Staff | Student | Total | Percent |
|---------------------------------------|-----------|-----------|-----------|------------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Excellent value | 1 | 2 | | 14 | 17 | 4.6% |
| Good value | 1 | 3 | 1 | 53 | 58 | 16% |
| Fair value | 7 | 3 | 3 | 137 | 150 | 40% |
| Poor value | 2 | 2 | 3 | 132 | 139 | 37% |
| No Response | | | | 7 | 7 | 1.9% |
| Total | 11 | 10 | 7 | 343 | 371 | 100% |
| Percent | 3% | 3% | 2% | 92% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Excellent value | | 3 | 2 | 9 | 14 | 12% |
| Good value | 1 | 1 | 1 | 29 | 32 | 26% |
| Fair value | 2 | 4 | 3 | 47 | 56 | 46% |
| Poor value | | 1 | | 17 | 18 | 15% |
| No Response | | | | 1 | 1 | 0.8% |
| Total | 3 | 9 | 6 | 103 | 121 | 100% |
| Percent | 2% | 7% | 5% | 85% | 100% | |
| BT Interurban - total | | | | | | |
| Excellent value | 1 | 5 | 2 | 23 | 31 | 6.3% |
| Good value | 2 | 4 | 2 | 82 | 90 | 18% |
| Fair value | 9 | 7 | 6 | 184 | 206 | 42% |
| Poor value | 2 | 3 | 3 | 149 | 157 | 32% |
| No Response | | | | 8 | 8 | 1.6% |
| Total | 14 | 19 | 13 | 446 | 492 | 100% |
| Percent | 3% | 4% | 3% | 91% | 100% | |

Do you agree or disagree with the following statements about route and schedule information for the BT Interurban?

Route / schedule information is easy to access.

| | Student | Staff | Faculty | Other | Total | Percent |
|----------------------------------|------------|----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Strongly Agree | 110 | 2 | 6 | 3 | 121 | 33% |
| Agree | 164 | 4 | 3 | 7 | 178 | 48% |
| No opinion | 17 | | | | 17 | 5% |
| Disagree | 45 | 1 | 2 | | 48 | 13% |
| Strongly disagree | 6 | | | | 6 | 1.6% |
| No response | 1 | | | | 1 | 0.3% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |

| | | | | | | |
|---------------------------------------|------------|----------|----------|----------|------------|------|
| San Marcos to/from San Antonio | | | | | | |
| Strongly Agree | 32 | 3 | | 3 | 38 | 31% |
| Agree | 63 | 3 | 3 | 5 | 74 | 61% |
| No opinion | 1 | | | 1 | 2 | 1.7% |
| Disagree | 7 | | | | 7 | 6% |
| Strongly disagree | | | | | | 0% |
| No response | | | | | | 0% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |

| | | | | | | |
|------------------------------|------------|-----------|-----------|-----------|------------|------|
| BT Interurban - total | | | | | | |
| Strongly Agree | 142 | 5 | 6 | 6 | 159 | 32% |
| Agree | 227 | 7 | 6 | 12 | 252 | 51% |
| No opinion | 18 | | | 1 | 19 | 4% |
| Disagree | 52 | 1 | 2 | | 55 | 11% |
| Strongly disagree | 6 | | | | 6 | 1.2% |
| No response | 1 | | | | 1 | 0.2% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Do you agree or disagree with the following statements about route and schedule information for the BT Interurban?

The University App is dependable and accurate.

| | Student | Staff | Faculty | Other | Total | Percent |
|----------------------------------|------------|----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Strongly Agree | 36 | 1 | 2 | | 39 | 11% |
| Agree | 54 | 2 | 1 | 2 | 59 | 16% |
| No opinion | 175 | 2 | 6 | 7 | 190 | 51% |
| Disagree | 60 | 2 | 1 | | 63 | 17% |
| Strongly disagree | 14 | | 1 | 1 | 16 | 4% |
| No response | 4 | | | | 4 | 1.1% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |

| | | | | | | |
|---------------------------------------|------------|----------|----------|----------|------------|------|
| San Marcos to/from San Antonio | | | | | | |
| Strongly Agree | | | | | 10 | 8% |
| Agree | 17 | 2 | 1 | 3 | 23 | 19% |
| No opinion | 56 | 3 | | 4 | 63 | 52% |
| Disagree | 15 | 1 | 2 | 2 | 20 | 17% |
| Strongly disagree | 4 | | | | 4 | 3.3% |
| No response | 1 | | | | 1 | 0.8% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |

| | | | | | | |
|------------------------------|------------|-----------|-----------|-----------|------------|------|
| BT Interurban - total | | | | | | |
| Strongly Agree | 46 | 1 | 2 | | 49 | 10% |
| Agree | 71 | 4 | 2 | 5 | 82 | 17% |
| No opinion | 231 | 5 | 6 | 11 | 253 | 51% |
| Disagree | 75 | 3 | 3 | 2 | 83 | 17% |
| Strongly disagree | 18 | | 1 | 1 | 20 | 4.1% |
| No response | 5 | | | | 5 | 1.0% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Do you agree or disagree with the following statements about route and schedule information for the BT Interurban?

NextBus web information is dependable and accurate.

| | Student | Staff | Faculty | Other | Total | Percent |
|----------------------------------|------------|----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Strongly Agree | 35 | | 2 | 1 | 38 | 10% |
| Agree | 74 | 2 | 1 | 4 | 81 | 22% |
| No opinion | 161 | 2 | 7 | 3 | 173 | 47% |
| Disagree | 46 | 2 | 1 | | 49 | 13% |
| Strongly disagree | 22 | | | 2 | 24 | 6% |
| No response | 5 | 1 | | | 6 | 1.6% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |

| | | | | | | |
|---------------------------------------|------------|----------|----------|----------|------------|------|
| San Marcos to/from San Antonio | | | | | | |
| Strongly Agree | 13 | | | | 13 | 11% |
| Agree | 25 | 3 | 1 | 4 | 33 | 27% |
| No opinion | 50 | 3 | 1 | 2 | 56 | 46% |
| Disagree | 13 | | 1 | 3 | 17 | 14% |
| Strongly disagree | 1 | | | | 1 | 0.8% |
| No response | 1 | | | | 1 | 0.8% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |

| | | | | | | |
|------------------------------|------------|-----------|-----------|-----------|------------|------|
| BT Interurban - total | | | | | | |
| Strongly Agree | 48 | | 2 | 1 | 51 | 10% |
| Agree | 99 | 5 | 2 | 8 | 114 | 23% |
| No opinion | 211 | 5 | 8 | 5 | 229 | 47% |
| Disagree | 59 | 2 | 2 | 3 | 66 | 13% |
| Strongly disagree | 23 | | | 2 | 25 | 5% |
| No response | 6 | 1 | | | 7 | 1.4% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

**Do you agree or disagree with the following statements
about your experience riding the BT Interurban?**

I feel safe riding the bus.

| | Student | Staff | Faculty | Other | Total | Percent |
|----------------------------------|------------|----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Strongly Agree | 148 | 5 | 6 | 7 | 166 | 45% |
| Agree | 161 | 2 | 4 | 3 | 170 | 46% |
| No opinion | 14 | | 1 | | 15 | 4% |
| Disagree | 16 | | | | 16 | 4% |
| Strongly disagree | 4 | | | | 4 | 1.1% |
| No response | | | | | | |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |

| | | | | | | |
|---------------------------------------|------------|----------|----------|----------|------------|------|
| San Marcos to/from San Antonio | | | | | | |
| Strongly Agree | 36 | 2 | 1 | 4 | 43 | 36% |
| Agree | 58 | 4 | 1 | 5 | 68 | 56% |
| No opinion | 6 | | | | 6 | 5% |
| Disagree | 2 | | 1 | | 3 | 2.5% |
| Strongly disagree | | | | | | |
| No response | 1 | | | | 1 | 0.8% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |

| | | | | | | |
|------------------------------|------------|-----------|-----------|-----------|------------|------|
| BT Interurban - total | | | | | | |
| Strongly Agree | 184 | 7 | 7 | 11 | 209 | 42% |
| Agree | 219 | 6 | 5 | 8 | 238 | 48% |
| No opinion | 20 | | 1 | | 21 | 4% |
| Disagree | 18 | | 1 | | 19 | 4% |
| Strongly disagree | 4 | | | | 4 | 0.8% |
| No response | 1 | | | | 1 | 0.2% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

**Do you agree or disagree with the following statements
about your experience riding the BT Interurban?
*Buses are clean and comfortable.***

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Strongly Agree | 121 | 4 | 3 | 5 | 133 | 36% |
| Agree | 154 | 3 | 7 | 4 | 168 | 45% |
| No opinion | 20 | | | | 20 | 5% |
| Disagree | 44 | | 1 | 1 | 46 | 12% |
| Strongly disagree | 4 | | | | 4 | 1.1% |
| <i>No response</i> | | | | | | |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Strongly Agree | 38 | 1 | 2 | 4 | 45 | 37% |
| Agree | 56 | 5 | 1 | 5 | 67 | 55% |
| No opinion | 3 | | | | 3 | 2.5% |
| Disagree | 6 | | | | 6 | 5.0% |
| Strongly disagree | | | | | | |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Strongly Agree | 159 | 5 | 5 | 9 | 178 | 36% |
| Agree | 210 | 8 | 8 | 9 | 235 | 48% |
| No opinion | 23 | | | | 23 | 5% |
| Disagree | 50 | | 1 | 1 | 52 | 11% |
| Strongly disagree | 4 | | | | 4 | 0.8% |
| <i>No response</i> | | | | | | |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Do you agree or disagree with the following statements about your experience riding the BT Interurban?

Drivers are helpful and friendly.

| | Student | Staff | Faculty | Other | Total | Percent |
|----------------------------------|------------|----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Strongly Agree | 171 | 3 | 6 | 5 | 185 | 50% |
| Agree | 134 | 3 | 5 | 4 | 146 | 39% |
| No opinion | 28 | 1 | | | 29 | 8% |
| Disagree | 6 | | | | 6 | 1.6% |
| Strongly disagree | 3 | | | | 3 | 0.8% |
| No response | 1 | | | 1 | 2 | 0.5% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |

| | | | | | | |
|---------------------------------------|------------|----------|----------|----------|------------|------|
| San Marcos to/from San Antonio | | | | | | |
| Strongly Agree | 48 | | 1 | 3 | 52 | 43% |
| Agree | 45 | 6 | 2 | 5 | 58 | 48% |
| No opinion | 9 | | | 1 | 10 | 8% |
| Disagree | | | | | | |
| Strongly disagree | 1 | | | | 1 | 0.8% |
| No response | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |

| | | | | | | |
|------------------------------|------------|-----------|-----------|-----------|------------|------|
| BT Interurban - total | | | | | | |
| Strongly Agree | 219 | 3 | 7 | 8 | 237 | 48% |
| Agree | 179 | 9 | 7 | 9 | 204 | 41% |
| No opinion | 37 | 1 | | 1 | 39 | 8% |
| Disagree | 6 | | | | 6 | 1.2% |
| Strongly disagree | 4 | | | | 4 | 0.8% |
| No response | 1 | | | 1 | 2 | 0.4% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Do you agree or disagree with the following statements about your experience riding the BT Interurban?

Buses are on time.

| | Student | Staff | Faculty | Other | Total | Percent |
|----------------------------------|------------|----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Strongly Agree | 40 | 1 | 4 | 1 | 46 | 12% |
| Agree | 128 | 4 | 6 | 5 | 143 | 39% |
| No opinion | 32 | 1 | | 1 | 34 | 9% |
| Disagree | 96 | | 1 | 1 | 98 | 26% |
| Strongly disagree | 46 | 1 | | 2 | 49 | 13% |
| <i>No response</i> | <i>1</i> | | | | <i>1</i> | 0.3% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |

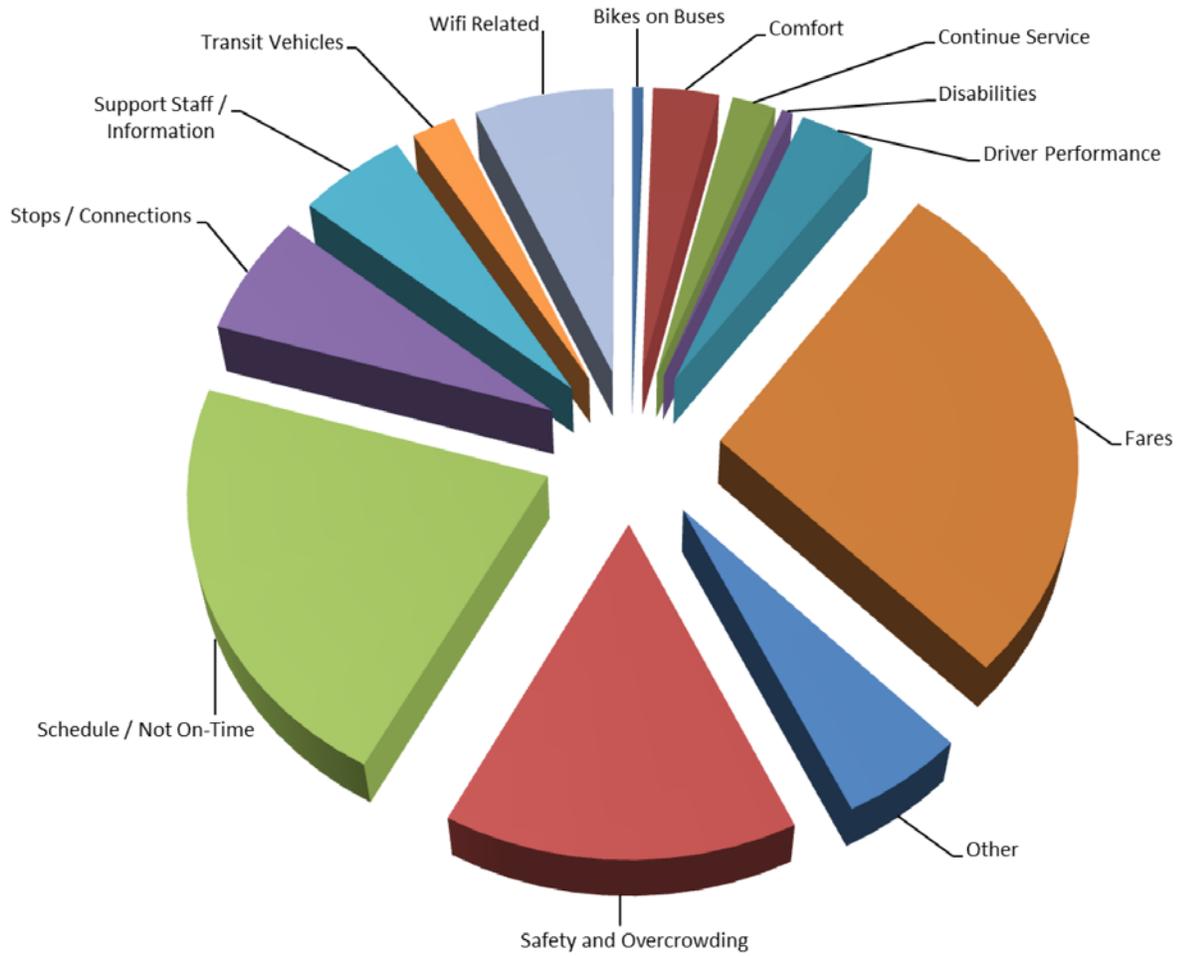
| | | | | | | |
|---------------------------------------|------------|----------|----------|----------|------------|------|
| San Marcos to/from San Antonio | | | | | | |
| Strongly Agree | 16 | | | 2 | 18 | 15% |
| Agree | 50 | 5 | 2 | 5 | 62 | 51% |
| No opinion | 11 | | | | 11 | 9% |
| Disagree | 23 | | 1 | 2 | 26 | 21% |
| Strongly disagree | 3 | 1 | | | 4 | 3.3% |
| <i>No response</i> | | | | | | |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |

| | | | | | | |
|------------------------------|------------|-----------|-----------|-----------|------------|------|
| BT Interurban - total | | | | | | |
| Strongly Agree | 56 | 1 | 4 | 3 | 64 | 13% |
| Agree | 178 | 9 | 8 | 10 | 205 | 42% |
| No opinion | 43 | 1 | | 1 | 45 | 9% |
| Disagree | 119 | | 2 | 3 | 124 | 25% |
| Strongly disagree | 49 | 2 | | 2 | 53 | 11% |
| <i>No response</i> | <i>1</i> | | | | <i>1</i> | 0.2% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Please provide any comments you have about the BT Interurban service:

| | Student | Staff | Faculty | Other | Total | Percent |
|---------------------------------------|------------|-----------|-----------|-----------|------------|---------|
| San Marcos to/from Austin | | | | | | |
| Respondent provide comments | 230 | 5 | 6 | 8 | 249 | 67% |
| <i>No response</i> | <i>113</i> | <i>2</i> | <i>5</i> | <i>2</i> | 122 | 33% |
| Total | 343 | 7 | 11 | 10 | 371 | 100% |
| Percent | 92% | 2% | 3% | 3% | 100% | |
| San Marcos to/from San Antonio | | | | | | |
| Respondent provide comments | 73 | 6 | 3 | 9 | 91 | 75% |
| <i>No response</i> | <i>30</i> | | | | 30 | 25% |
| Total | 103 | 6 | 3 | 9 | 121 | 100% |
| Percent | 85% | 5% | 2% | 7% | 100% | |
| BT Interurban - total | | | | | | |
| Respondent provide comments | 303 | 11 | 9 | 17 | 340 | 69% |
| <i>No response</i> | <i>143</i> | <i>2</i> | <i>5</i> | <i>2</i> | 152 | 31% |
| Total | 446 | 13 | 14 | 19 | 492 | 100% |
| Percent | 91% | 3% | 3% | 4% | 100% | |

Subject Category of Respondents' Comments



| Category | Number | Percent of Total Respondents |
|-----------------------------|--------|------------------------------|
| Bikes on Buses | 3 | 1% |
| Comfort | 18 | 5% |
| Continue Service | 12 | 3% |
| Disabilities | 3 | 1% |
| Driver Performance | 21 | 6% |
| Fares | 156 | 45% |
| Other | 30 | 8% |
| Safety and Overcrowding | 85 | 24% |
| Schedule / Not On-Time | 123 | 35% |
| Stops / Connections | 36 | 10% |
| Support Staff / Information | 30 | 9% |
| Transit Vehicles | 12 | 3% |
| Wifi Related | 38 | 11% |

Please note the following list of open-ended responses is not edited; contains raw respondent comments.

Please provide any comments you have about the BT Interurban service:

- 1 - [buses are not comfortable] when there are so many riders standing! - Occasionally early buses arrive a few minutes before posted departure time and leave (have been racing to catch early bus & been left... when it's still before posted departure time) - Please add more Friday routes! Love the direct 8:20 to San Marcos. Thanks!
- 2 - 9:35 PM bus to Austin is often overcrowded, especially early in semester. - I have labs scheduled until 9:50 PM so a 10:00 PM bus would be appreciated. As it is now I have to leave early. -Wireless is unreliable, usually doesn't work.
- 3 - Add more times, like a 7:00 bus - Try to lower the price of a multi-ride card(s) or reduce fare
- 4 - Appreciate how it is on time. - Appreciate there is a phone number that someone answers. - Please lower the fare to Fall 2011 rates, please.... can some money from total student tuition subsidize the cost of tram fares?
- 5 - Better deal on multi-ride ticket.
- 6 - Bus driver on Tuesday & Thursday 5 PM shift to San Antonio is an impatient, aggressive driver. Nice guy, but no need to honk 4 times in one trip and swerve. - 5 PM - 9 PM is a huge gap for the San Antonio bus; Austin comes every hour. - \$40 for multi-ride was more reasonable.
- 7 - Bus is frequently late in afternoon 5 PM - 7 PM. NB: San Marcos to Austin - It's not fair to pay full price as sitting passengers - you should discount standing passengers.
- 8 - Buses are NEVER on time. 2 weeks ago they forgot to send the bus from San Marcos to Austin. It has happened before. It was 1 hour late. - Heater doesn't work in some buses as well as internet. - Some of the drivers are nice and friendly. There is one that is not. - The people who answer the phone when we call to ask for info on bus schedule have no clue. They are rude.
- 9 - Calling for call stops and not having the people and the phone center not patch it through - had some problems few times. Sometimes the people at the phone center are rude. The drivers are amazing. They are doing a great job.
- 10 - Drivers vary wildly: Some are FANTASTIC. Others rude and irresponsible. - WiFi unreliable, often doesn't work for entire trip. - Generally really like & appreciate the service. Thanks for providing it.
- 11 - I feel that a yearly or semesterly bus pass option is needed. - More bus pick-up drop-off times are needed. - The 2nd & Trinity stop should be on the North Austin bus, not South Austin.
- 12 - Lower bus fare - Schedule more buses where there are time gaps between one bus to the next
- 13 - Lower the price of the bus passes - Provide more times to access the bus - Lower the zone fare price - Drivers are doing a fine job
- 14 - More available times to ride the bus from San Antonio to San Marcos! - The commuter bus pass cost should be decreased!
- 15 - More capacity / frequency during peak hours of ridership would be welcomed. - Better deals for buying multi-passes would make it more affordable/reasonable for students.
- 16 - More seats needed / room - Bus fare too expensive - Need better WiFi - Need a stop near Riverside & Oltorf - Need to be able to buy tickets at all city locations (Austin, Kyle, San Antonio) - Access to bus stop time info needs improvement - More buses & more frequent pick-ups needed
- 17 - Need to ask passengers when full or close to it, if they are hot or cold (mainly the back rows) - Need to be updated about route traffic (like if a train is stop on route) - Need to have a 8 PM bus because if students miss 7:10 PM bus they would wait 1 hour 30 minutes for the last bus of the day
- 18 - Normally good service, it's hard to beat traffic but almost always late - Buses are cold.
- 19 - Please provide an 8:10 PM route from San Marcos to Austin - Don't allow bus drivers to say that passengers are lucky to at least be standing on the bus because they could easily leave people at the stop
- 20 - Please talk to drivers about AC & heat too hot/too cold - Stress stopping on schedule - Great job overall. I've see a lot of improvements.
- 21 - Should mark handicap accessible clearly on front seats. - Think they should allow elderly and/or disabled patrons first (no respect from other fellow students on our behalf). - Heel/kneel bus
- 22 - Some drivers need more practice driving to San Antonio. Divers also need to practice keeping the bus steadier on the highway. -We need to try and add more route times for San Antonio. Our routes in the evening could use another bus because of overcrowding and having students standing.
- 23 - Sometimes at night it is very crowded perhaps 2 buses would fix this? - No problems otherwise

Please provide any comments you have about the BT Interurban service:

- 24 - The price is too high - next semester I have to pay \$50 every week!! I have classes everyday - There should be more times to get the bus and be dropped off at Trinity & 2nd is Central!
- 25 - Too many people, too less seats - Paying more money but the service is not improving
- 26 - Wireless internet is either not working or very, very slow always. - Temperature on buses is bad. During hot weather sometimes the A/C doesn't work. - Need more times traveling to Highland Mall - Sooooo expensive to go to school every week when my tuition covers Bobcat Transit is San Marcos the I never use! - Allow tuition to cover BT Interurban!!!!
- 27 - Wish staff/faculty could be free for riding the bus - On time. For sake of catching the last train to Austin - Add on more South Austin 4:50 PM
- 28 \$16 per day is outrageous, but of course so is parking on Texas State Campus.
- 29 1) Bus rides are too expensive 2) Bus is never on time.
- 30 1) I am thankful you (BT) are available. Having public transportation allows many people to attend college that otherwise couldn't. 2) I would like to suggest that we sync up bot the BT schedule with the Austin Metro Rail late night schedule on Fridays. The price increase was a bit hard to adjust to; with another it's certain I will have to go to Plan B.
- 31 1.The lady that drivers the San Antonio route in the morning is fantastic. 2. Very helpful the service is around, love the WiFi. 3. I wish the bus schedule make more sense. It is inconvenient that the bus get on campus at 9:33 and a lot of buses at 9:30.
- 32 14.) I'd use the bus more if there were a park n' ride available (where parking is free) in San Marcos. 12.) I would use multiple other modes of transport but I wouldn't like any of them. 17.) I'd rather pay more (just a little) if it would keep service from San Marcos to Central Austin going. 19.) The reason I didn't check any "Strongly Agree" is 1. Buses in the morning are timely; not so in afternoon - LIKE EVER OTHER BUS LINE EVER 2. 99% of drivers are awesome; 1% are so bad it reflects poorly on others (sorry) 3. Buses need hammocks 4. I don't feel safe with the 1% of the drivers. AND more Wifi Please
- 33 3 tickets to get to and from Texas State is entirely too expensive for a college student. They should limit it down to one punch (ticket). I spend \$50 every week and a half just to ride to the LBJ twice a week. Can't really afford it next semester.
- 34 A 12 PM stop at Highland Mall would be nice
- 35 A later time for Friday evenings would help.
- 36 A route is needed between 3-5 pm and 5-9 pm.
- 37 A year ago the buses were much more affordable, at \$4 for commuting from San Antonio (one way). Now the buses are much too expensive to take on a daily basis, and because of this I will have to find a new way to come to school next year.
- 38 AC is sometime wonky. Very crowded.
- 39 Add a stop between Slaughter Ln. & Downtown Austin. Probably at St. Edward's University. You will find more customs for your service.
- 40 After about 8 AM buses are consistently late. There should be another bus to San Antonio between 5:10 & 9:35 PM. The schedules on the website could be easier to access as well (meaning that fewer clicks should be needed to view them).
- 41 All is good. I will keep on riding TSU bus till I graduate with MSW degree. Thank you.
- 42 AM bus from Southpark Meadows is often too full for all who need ride. \$8 each way seems like a high price considering part of student fees already include bus services.
- 43 Awesome! No issue with parking at South Park, no traffic, no road rage, save gas, save money, SAVE TIME and/or GAINS TIME! No parking at TSU! No walking! Awesome service!
- 44 Bad WiFi isn't selling point. Buses can be too crowded and ditch people. Kyle is a waste of time (sorry Kyle).
- 45 Besides being on time, the WiFi doesn't work usually & that is one of the main reason I take the bus, that and of course to be on time.
- 46 BT Interurban is a great service for Texas State students. Makes coming to and from San Marcos a lot easier. One thing that could be changed is the frequency of the routes. Because sometimes students have to wait hours between routes for the next bus. Other than that everything is great.
- 47 BT Interurban service should be provide free service for students of Texas State University.

Please provide any comments you have about the BT Interurban service:

- 48 Bus are not always on time. They leave before the time and get there before the stop time and still leave early. Customer service (control) are very rude and not willing to help. Bus prices are extremely expensive for a poor service.
- 49 Bus costs way too much for college students paying high tuition. Need increased service. Bus temperatures always uncomfortable. Stupid punch cards rose in cost from last year. WiFi works less that half the time.
- 50 Bus drivers are soo nice. However buses are very full and I have to stand the entire 30-hour ride and still pay \$15. Very expensive.
- 51 Bus fares are too high! Eliminate Kyle service! Only one person gets off in Kyle, too much time and gas for one person.
- 52 Bus leaving school is always on time. YAY! Bus going to school is often late. 9:11 AM at stops at 9:28 this morning, 9:35 was WITH it! I was late to class. For about the 4th time because of the bus. Highland Mall stop... absolutely will not leave my car there!
- 53 Bus never came. It's broken down 3 times before. The price went up. So crowded when everyone decides to come to school (2 PM. 7:45 AM). I can understand sometimes but ALL the time \$50 a week to stand. Always have to stand.
- 54 Bus often late; like 2-3 times a month. Have had one driver hit another car & one hit curb resulting in flat tire.
- 55 Bus pass prices are too expensive.
- 56 Bus service is good. Lower the price if possible y'all are really breaking my pocket. (smiley face) Happy Holidays, S
- 57 Bus temperature is cold!!
- 58 Buses are frequently late and overcrowded. WiFi works on the same odds as lightning strikes and you raised the fares and still didn't do the minimum service that is supposed to be provided. For these prices, you should stop at my house at my back and call. I don't know of anyone who takes these buses and has the option to get between Austin and San Marcus another way. This service is beyond awful and is an embarrassment.
- 59 Buses are only comfortable when not overcrowded. Only reliable 80% of the time. Schedules available but not reliable. Dissatisfied with service provided. Not on time, no seats, internet does not work. Why are rates increasing? First half of semester is a mess should consider traffic on schedules.
- 60 Buses are usually a few minutes late as to be expected, but there have been times when it has been almost 20-30 minutes late.
- 61 Buses are usually overcrowded on early & late routes. Standing room only on late routes. Fares make it difficult to afford the bus as well as basic lost of living.
- 62 Buses come very late. Prices are too high, buses get crowded. You guys need to get more buses.
- 63 Buses do not accommodate large amount of people ex. people sit on floor of bus. University App does not incorporate traffic therefore it is not always accurate.
- 64 Buses need to be maintained better. Several times the heat has not worked (driver reported it was inoperational). More buses need to be added to San Antonio route at 6:45 AM and 5:10 PM due to bus being at full capacity and passengers having to stand entire route. The drive on the T/TR at 5:10 doesn't keep the bus steady, lots of swaying. The driver at 6:45 AM, Peter, is the best!!
- 65 Buses to Austin are almost always crowded to the point of turning people away. Most drivers are wonderful but one talks incessantly about nothing. People read/sleep/study on the bus. Be quiet.
- 66 Buses to Slaughter usually too crowded and sometimes have sit on floor. Would like to see more buses scheduled to Austin, Slaughter, etc.
- 67 CARTS interurban are cheaper.
- 68 Certain routes that I ride get too overcrowded and people must stand in the aisles.
- 69 Cheaper bus passes.
- 70 Cheaper fare y'all rob everyday riders blind. Thanks.
- 71 Cheaper for students: riding in a car cost less than riding bus (sad face)
- 72 Check buses before departing
- 73 Clean but sometimes very, very crowded. Need more space. I also take classes at Round Rock. Bus service for that campus would be awesome.
- 74 Clean but very uncomfortable seating. Too warm.
- 75 Cost is a big deal to me. At first the multi-ride ticket was \$40 then it went up to \$50? This is too much! Please lower the price. There have been times when I have not had enough money to pay \$50. Getting to school is great, buses are always clean and on time. I feel very safe.

Please provide any comments you have about the BT Interurban service:

- 76 Costs too much!
- 77 Could be more affordable. Maybe more rides than 5 a week on the multi-ride card. I suggest a semester pass, that last a semester, instead of buying two every two weeks. I AM BROKE!!
- 78 Could you match the bus times with the train or other Capital Metro routes.
- 79 Don't let guys with red hats ride!
- 80 Driver for the 11:17 route on M&W is awesome driver so nice.
- 81 Drivers are very excellent and very helpful and never never tired to answer to all questions patiently. One question: could you please add two or three more bus stops Downtown Austin on (1st - 7th - 51st). Thanks.
- 82 During the beginning of the semester the standing room only situation was unacceptable. Also there have been rumors that the current AUX director wants to discontinue service. I moved to Austin before I was done with school BECAUSE there is this service. If it were to discontinue it would negatively impact MANY students.
- 83 Each semester I pay more for a service that in increasingly undependable.
- 84 Everything is great, except for the price. Texas State students shouldn't have to pay this much.
- 85 Fare is expensive and bus is late.
- 86 Fare ticket too high. \$60 per week in just 4 days.
- 87 Fare to get on bus is high. \$8 one way is too much! 8:30 bus MWF is always late.
- 88 Fares are exorbitant, passengers often must stand due to high occupancy.
- 89 Fares are increasing to the point where it doesn't make economic sense to ride. Drivers are uniformly great.
- 90 Find a San Antonio pickup/dropoff location where riders are not required to cross a busy street in order to access vehicles or next bus. People have come close to being hit by cars!
- 91 Fix WiFi
- 92 For day of 27 Nov. 2012 my bus this morning #201 leaving at 6:38 was late. That bus has not left on time for many weeks, due to the driver incompetency. Tonight the 6:10 PM bus was canceled without warning and the 7:10 replacement was overpacked and late.
- 93 For the bus at 7:15 am from New Braunfels to San Marcos has series overcrowding problem. By the time the bus gets there the seats are full and there are several older people who ride who never get seats. Then the people standing and up standing for a little over 30 mins. In practice on Tuesday and Thursday the 7:15 is doubly full simply because the students mostly have class at 9:30 but the bus after the 7:15 only arrives after, sometimes well after 9:30. These buses fail to account for class ending times so often students will wait a full 2 hours after their last class to go home. Otherwise the occasion loss of schedule is annoying. But I find the bus drivers very helpful. It accommodating. Particularly the regular drivers of 715 bus & the 315 bus.
- 94 Getting expensive - soon I'll just drive myself
- 95 Go to Highland Mall more often. example: the 11:05 that goes to 15th & Trinity. Add a twitter to say when and why a bus will be late or a time will be skipped.
- 96 Good services and useful for students. Only one problem: the cost of tickets are little high (spend a lot of money each semester (sad face)...)
- 97 Got too expensive really quick. Maybe charging \$45 would have not been so bad since tuition went up too. And most of the time I have to STAND!
- 98 Great service going from University to University. Like all the hourly stops so if I do miss the bus I'm guaranteed another fairly quickly. Wish they could incorporate a direct route onto UT Campus, but is is close enough that the walk isn't much of a hassle. Also staff is super friendly and will go out of their way to help.
- 99 Great service, a little pricey if you ride 5 days a week through more than one zone. Occasionally late or stuck in traffic but that's understandable due to driving on IH-35. (smiley face)
- 100 Great service, just overpriced
- 101 Handy, when auto is being repaired
- 102 Help students with prices. I commute from Leander I also ride the Capital Metro Rail and these prices are crazy! It's hard enough paying tuition, books, rent, and the train, especially when prices are increasing and I have to stand up to ride 30 minutes and paying \$12!

Please provide any comments you have about the BT Interurban service:

- 103 Hope the morning bus can arrive on schedule. Morning bus from Central Austin to San Marcos (8:55) is always late for 10 to 30 minutes.
- 104 I am a neat freak and I dislike most public places/ transportation, so I don't know if my input on the cleanliness of buses is useful. (sorry for bad handwriting) During peak times, I wish there was 2 buses, it's not safe to stand for an hour, especially if the driver brakes hard & suddenly. WiFi is great! Need consistent pricing during non-class days and summer. Luggage storage would be a nice commodity, too.
- 105 I am a PhD student and have no car. This is the only transportation I can use to come to Texas State. There is class at 9 AM Saturday. I am not able to take it since no transportation are available Saturday mornings. Please add Saturday bus arriving San Marcos early.
- 106 I am unaware of the University App.
- 107 I am very grateful for the BTI. Thank you.
- 108 I can't stay late for study groups or lectures without planning to stay basically ALL day. Anything after 12:30 leaves me stuck at Texas State. It's only comfortable at the half-capacity. Rider over 5'9" have no knee-space / put into both seats. Can there be an Austin retailer for cards? I've run out of punches and overpaid.
- 109 I don't think people should pay if they are forced to stand up.
- 110 I feel fare for riding bus is very expensive. Please start multi-ride cards at discounted rate.
- 111 I feel safe - no because no seat belts more seat need. Bus fare too much for fact of tuition goes to buses already then to pay additional to ride. Some drivers are rude. Buses never fill on time especially on evenings. I've been late to work & class.
- 112 I feel that the buses are WAY too expensive given that you are not guaranteed a seat and has an inconvenient schedule (not a bus every hour) not really worth \$50 a week
- 113 I feel that the prices of bus passes are a bit expensive. But I do like that there is a bus waiting at North Austin for the morning routes.
- 114 I feel the bus should have a wait time limit if they arrive on time, because usually the students who arrive 5 minutes late, miss the bus. Plus I think the bus service should be free.
- 115 I feel the prices are a bit high, as I pay \$200/monthly for my bus fare alone. Too pricey, Thomas and Mo Jones are by far the best and friendliest drivers.
- 116 I find it unsafe to pile people in the aislesways to ride a bus to/from Austin. In the event of an accident, the students left standing would be severely injured. Please only allow amount of seats available to the amount of riders allowed on bus.
- 117 I get out of class at 6:20 so when the 6:10 bus is late (it usually is) I am able to go home early.
- 118 I have been riding the BT bus for almost 2 years now and I like it because it's convenient. However, the price was "do-able" at \$40 per pass and now it's almost too expensive at \$50. I drive a nice car with good gas mileage, but it's still cheaper (barely) to take the bus. I've never had problems with the bus being late except in the past 3 weeks it's been late consistently.
- 119 I have called many times about a bad driver who will end up getting in a wreck and have us sue you! NO ONE should have to stand when going 70 MPH! I have called & complained to the Department of Public Safety and they are fully aware now of the hazard your company is in & all of the students who ride. Something needs to change!!
- 120 I have had to wait up to an hour for a bus and still not gotten on it because there were so many people that had also been waiting for the next bus. They need more buses.
- 121 I have waited an hour for BT bus to Austin with my bicycle and board the bus last. While people without a bicycle arrive late were still in front of the line. There is no cohesion in boarding the tram at the LBJ Center but a mass of people all at once trying the bus door.
- 122 I just wish we could arrive to Austin promptly and as scheduled, some people have kids and jobs to get to and depend on the bus arriving, departing, and dropping off on time. However, I do realize that things happen (traffic, wrecks, etc.).
- 123 I like riding the bus and its convenient because I moved back home with my parents and am commuting my last semester til graduating in December. Unfortunately, I still have to drive close to 30 minutes to catch the bus. Wish there was a closer stop.
- 124 I like the service. I would like to see a return of the stop at the I-35 access road just north of Oltorf.
- 125 I mostly ride the 5:10 from San Marcos to Austin, and it is sometimes late and overcrowded, I think the fare is too high for struggling College Students.

Please provide any comments you have about the BT Interurban service:

- 126 I rely on the bus to get to school, but it is too expensive for buses that are increasingly late. Lower the fares slightly and improve reliability for customers. Try to schedule bus routes with class times. Far more people will ride if you make these adjustments.
- 127 I think \$14 is a lot for a standing ride to Austin. Multiple times. Not really a fan of service at all. Cost crazy, dependability poor. One really nice driver.
- 128 I think that paying \$24 a day is way too much round trip. Since I ride this bus so often it adds up fast so if you can maybe lower the prices that would be great!
- 129 I think the buses are late quite often and if they are late I believe they shouldn't charge full price because some of us have work and rely on bus service.
- 130 I think the fare should be lower for students because most of student do not have a job or have financial problem. Also, it is not fair for student who pay the same amount but have to stand while the bus is in service. I never have to stand, but seeing other students who pay the same amount of fee have to stand. Rate should be lower!
- 131 I think the service is great for the most part. Buses should run in between 7:30-9:30 at night, a more Central South Austin stop would be great (Congress & Oltorf?), and the fare should be reduced by half. The WiFi service is also usually quite poor.
- 132 I understand the punch ticket but it should be 1 punch instead of 2 or 3, the cost is too high for then for how long they last. I'm 22, I have a part time job, and I pay \$50 every week. There should be an option in tuition for those who live outside San Marcos and commute so the bus would be free. I never use the trams on campus yet I pay for them. I just don't see why it can't be factored in our tuition. It's very expensive but better then driving an hour a day and wasting gas. I hope this is taken into consideration.
- 133 I use the information desk personnel. I do not use the internet or App services. I am visually impaired. Transportation service is doing a good job.
- 134 I usually carpool because the fares are very expensive and the buses are often uncomfortably overcrowded.
- 135 I was really disappointed with the bus service today because the 6:10 bus to Austin never showed up and I had been waiting in line for an hour to ride it, where I could have been working. Buses are too crowded, break down somewhat often, not reliable on schedule. Bus drivers are friendly, though.
- 136 I wasn't allowed to ride a bus from Austin to San Marcos once because the bus was all out of seats and the driver was not allowing any more passengers. However most drivers are usually really nice.
- 137 I wish bus fare was included in our tuition for commuting students, or, what if we could put transit \$ on our TX State ID and we could just slide the card for a set price even if you are going to Highland.
- 138 I wish it cost a little less, but I can't control the cost of gas. (sad face)
- 139 I wish the buses got to the campus more quickly.
- 140 I wish the buses showed up at more frequent intervals.
- 141 I wish there were more buses to ride on because sometimes the bus gets packed around rush hour and they are not on time.
- 142 I wish you can keep the time. Buses are not on time most of time.
- 143 I would appreciate if the rates were lowered. Considering I am unable to live in San Marcos, and am a full-time student, it would help me want to come to school, and not stress about money.
- 144 I would be extremely unhappy if the service for this bus was stopped. People rely on this service. At the beginning of the semester it would be beneficial to have two buses running in the morning at 5:10 PM. Especially Tuesday / Thursday!
- 145 I would be nice to have another bus come between the times 7:10 and 9:35 PM to dropoff students from LBJ to Austin routes. The WiFi on the buses has weak signal. The drivers are very friendly.
- 146 I would be VERY unhappy if this service was discontinued. It would be a huge dis-service to students and staff. In fact, it would be beneficial at the beginning of Fall & Spring if there were 2 buses on Tuesday & Thursday because they are so crowded.
- 147 I would like more often stops downtown 2nd Street at least, available for a "call stop". I think the fare this semester is too high, we already pay a "bus fee" the ride should be \$2-3 a leg.
- 148 I would like more routes and a better choice on when I can ride. If I miss a bus, I either have to wait a couple of hours for the next one, or not go at all.

Please provide any comments you have about the BT Interurban service:

- 149 I would like to see our fare being paid like they do in Austin with Capital Metro. That way we can get on the bus more quickly and efficiently.
- 150 I would like to see that the vehicles provided for this service are gained proper maintenance. We pay a considerable amount to ride these buses and some of us wonder what exactly are we paying for. I like that this service is provided because without it, I wouldn't be able to attend this school.
- 151 I would relocate the stop in Kyle near HEB Plus. Traffic flow should improve now that Kyle is putting one way access roads.
- 152 If I would have known about the service that BT Interurban offered sooner, I would have ridden the bus for all 4 years of Texas State college, and not just 2 1/2 years.
- 153 If not for the buses I would not be able to live at my apartment in Austin. However, the \$50 fee for a multi-ride ticket is far too much for a student budget. I'm hoping this can be lowered some!
- 154 If the bus is stopped behind a train for 30 minutes the driver should let the passengers know what's going on and if another bus will be sent for us. Communicate to passengers.
- 155 If there are changes to the price and schedule, we should be notified by the drivers and the website.
- 156 If we are paying for the complete bus service, the WiFi connection should be available. It only works half of the time and it is very frustrating when needing to finish a project. Also, I believe, as many others do, that the bus pass is WAY overpriced. It should go lower in price.
- 157 Improve the questions on the questionnaire, I was a bit confused.
- 158 In morning no heat, WiFi only works sometimes. Need an 8:00 PM route from San Antonio to San Marcos.
- 159 Internet connection works only 1/2 the time. Please fix this. I consider the internet connection to be a big factor on why I ride the bus.
- 160 Internet connectivity is always a problem. Please fix routers.
- 161 It is great.
- 162 It is much too expensive, should be included in tuition or way less expensive. We need more buses which come more frequently (like 8 PM). You cannot turn people away. Why can the rest of the buses be for free?
- 163 It took a while for the buses to start running on time. The buses are too full and you have to get to the bus stop early if you want a seat. Also, it seems that the routes are not scheduled to get you to class on time unless you leave an hour early. For example, I have to take the 7:45 AM bus if I want to get to my 9:30 class on time because the 8:45 bus doesn't arrive until 9:25. A ten minute difference would give me an extra hour in my day!
- 164 It would be an excellent value if the WiFi worked more than 50% of my rides.
- 165 It would be nice if there was a bus between 5:10 PM & 9:38 PM. Strange and inconvenient gap there, even though I realize it's rush hour. Other than that, the service and other times are great.
- 166 It would be nice to get a few more buses for South Austin to prevent overcrowding. Also lowering the fare would be appreciated.
- 167 It would help if buses weren't so crowded in the morning.
- 168 It's cheaper to drive or car pool... It's very obvious money is getting lost in the system, needs to be a non-profit.
- 169 It's really expensive. If I had a parking permit I would drive (would be about the same price).
- 170 It's too expensive
- 171 It's too expensive. And the buses are always uncomfortably full.
- 172 It's too expensive. I pay more to travel farther to go to Texas State class. It is \$50 every 6-7 days of class; That is more per-month than my RENT! It's ridiculous.
- 173 It's very hard to work my schedule to be able to take the bus. They have not many buses and they are never reliable. They are always late even when there is not traffic. If there is an accident, they don't count wee a plan B to get the people around. They have a very bad route hours and schedule.
- 174 I've taken both the San Antonio and Austin buses. The morning schedules usually run smooth, but lately the afternoon buses have been coming almost 20 minutes late. It's real inconvenient since the price went up and I can't afford to drive my car. Since I have no other option, I feel taken advantage of.
- 175 Just waited over 1.5 hours at stop. First schedule bus never came. 2nd bus was late. Phone call to number on bus stop sign provided little useful info.

Please provide any comments you have about the BT Interurban service:

- 176 Keep this service! Also a bus departing San Marcos around 7 PM (between the 5:10 PM and 9:35 PM) would be nice. If it wasn't for this bus route I would have to withdraw from school and quite my job due to lack of transportation.
- 177 Last spring semester (2012) 8:00 AM bus from Slaughter. There was no room on the bus. Bus arrives late thanks to traffic.
- 178 Like the bike racks on the bus; you should consider a rack at the South Park stop as this is the only Austin stop without a place to secure a bike at the bus stop. Buses often have no rack space in good weather and this would be a good addition. Since you raised fare to Highland Mall, why not consider more downtown links to Red Line train; it would be just as fast and would cost both you and your customers less. P.S. I do love the service (read more, drive less)
- 179 Lower the rate. This should be a part of our tuition! Y'all are robbing us and we are doing the University a favor by not filling their parking lots. Stop taking advantage of students.
- 180 Lower the fare. We're broke college kids.
- 181 Lower the price on bus passes, \$50 is way too much.
- 182 Make better price for students that take the bus oftenly.
- 183 More available times to ride the bus
- 184 More buses on time in the morning and evening. Idea: Text message alerts to bus riders when buses are late.
- 185 More BUSES!!!! Heck yeah!!!!
- 186 More frequent services would be beneficial for commuting students. The buses are not large enough to accommodate. The number of students who need to ride, esp, the mid-afternoon service to Austin.
- 187 More San Marcos to Austin times.
- 188 More than one bus for 6 AM - 7 AM time frame
- 189 Multi-ride tickets are way too expensive. 2 punches for Austin is too much considering driving to campus or transferring to UT Austin to save money
- 190 N/A thanks for the service good really like the \$35 or \$40 tickets to be back.
- 191 Need a bus between 5:10 & 9:35. Not clear on why there is not one service at 6:30 or 7 PM. Very dangerous for people to stand in bus on IH-35.
- 192 Need bigger buses
- 193 Need more buses. It is dangerous to allow people to stand in the aisle. I believe this bus system is important to Austin commuter students that attend TSU. Greed and profits is the only reason to squeeze too many people onto these buses. Please work it out for next semester.
- 194 Need more or bigger buses.
- 195 Need to adjust the amount of stamps per ride to one stamp again, the costs went up, but they do not seem like. It benefits the passengers for the price.
- 196 NEED weekend schedule!! WiFi never works!
- 197 Negatives: - Prices are pretty high - Doesn't seem to have any "Plan 13" or "contingency" plans for when things go wrong - When you are standing out some place waiting for a bus it is 25-30 minutes later, you really don't want your call to go to "voice mail" - WiFi working at least 50% of time Positives: - Drivers are friendly - perhaps not all as helpful as they could be - but you have some great drivers
- 198 Next semester I have a 9:00 AM class and right now the only bus to get on is one that arrives on campus at 8:20 AM and starts in North Austin which leaves few seats for the people at Slaughter. I suggest a bus that begins at Slaughter and arrives to campus at 8:45.
- 199 Nice to have public transportation option for travel to/from Austin.
- 200 No Bus - No Texas State
- 201 No courtesy from riders when forming a line to board bus. Only 9:35 pm to Austin makes an orderly line. Drivers should discourage havoc when accepting passengers.
- 202 No opinion.
- 203 Not a fan of the price hike. Expensive to be left on the outskirts of San Antonio.
- 204 Not all tram times are listed properly. Some drivers (like the Old Dude who drives from San Marcos to South Austin - Slaughter) is a jerk, and needs to check his attitude. Suggest Prozac

Please provide any comments you have about the BT Interurban service:

- 205 One of the drivers has given me attitude when I took long placing my bike on the rack. The fare is RIDICULOUS!!! WHY ISN'T THERE A 7:00 PM BUS??? For the fare that we are paying, shouldn't we get a seat? I shouldn't have to stand.
- 206 Overcrowding is a big issue. We have people always standing during the busy times (7-9 AM) (2-5 PM) even leaving people behind. We pay (too much) for a service that's not meeting our needs. Contracting the company doesn't seem to resolve the issue. I have many times
- 207 Paying \$8 to sit on the floor of stand up for 45 minute-1 hour when bus is full is a rip.
- 208 Paying \$90 sucks and people have to stand or be denied 'cause of no room all the time. That sucks, too.
- 209 People ride bus to avoid gas use if price remains up a decrease in riders will happen and driving can be more convenient in every way. Prices were fine last year cheaper is better
- 210 People standing should do one less punch.
- 211 Personally, I feel students are taken advantage of because this is our main way to get to campus from Austin. The bus pass is expensive! Buses are sometimes late, WiFi doesn't work well, people have to stand up, etc. I wish price would be lowered a bit; we're students, we barely have money!
- 212 Please improve WiFi on the bus. The speed is very slow! The Randolph Park & Ride stop is dangerous because riders must cross busy street (cars exiting highway). I do appreciate that it's near a park & ride. I feel safe leaving my car there. Regarding Q17, it cheaper than driving but still costly from San Antonio.
- 213 Please look into providing a bus that travels farther than Highland Mall. It's not fair for us students that don't live in Austin. Start putting a bus at your RR campus and punch ticket once to and from this location. I drive to Slaughter from Round Rock in order to save punches on my multi-ride ticket, some students (me) cannot afford to have to buy more than one at a time.
- 214 Please lower the fare.
- 215 Please make bus fare cheaper, or at least don't make it higher
- 216 Possibly make more than one trip. The bus is very full after picking up people in San Antonio. I have to stand almost every morning.
- 217 Price too high. Willing to drive if price increases or doesn't change
- 218 Prices may be a little high but it is awesome not having to use gas or put wear and tear on my car from Austin
- 219 Prices need to be brought down if there aren't going to be more buses and time available!!!
- 220 Quit going to Kyle, it's a waste of time. Quit raising rates on bus passes.
- 221 Raising multi-ride ticket price may yield a small percentage increase in revenue generated from the Bobcat tram but what is a small percent to the bus company translates to a week's worth of groceries or gas or bills to a student. Why's it always about the money? Quit raising prices.
- 222 Rate has doubled since the last time I used it, two years ago. Need to have change because change ticket is inconvenient.
- 223 Riding on the bus is becoming cost prohibitive. \$50 per ticket is about \$150 per month for me. Less expensive to drive. Will drive next semester if prices stay the same or go up.
- 224 Safety: Bus stop is dangerous to get to. Also, one of the drivers yells at traffic and drives a little erratically. Bus comfort: Sometimes the heater is broken when it's cold. Bus timeliness: Later buses are predictably late. Typically, many riders have to stand for at least half of the trip, which can be up to 30 minutes. Paying \$10 to stand on the bus seems like a rip-off. HYBRID BUSES PLEASE!!!
- 225 San Antonio needs a 7 PM bus as well. 7 PM and a 11 PM bus to San Antonio/San Marcos is needed. Please consider these buses. Thank you.
- 226 Saves me 8 hours a week (gain) in study time (cannot read and drive). Saves me \$30-\$50 a week in gas. No road rage, no parking in commuter lot, no walk lanes. Great service, awesome, love me some BT.
- 227 Should be about getting us to class, not about making profit. Also, if kids are not going to be able to stand, there should be more buses available.
- 228 Should have a monthly pass. Should spread the cost among other free buses to cut cost per individual. Have more buses during the morning would stop many students from being left behind. More frequent times as well. Thank you.
- 229 Should have more buses available for student. ADA compliance standards needed at bus stops & disability friendly
- 230 Should have senior citizen fare.

Please provide any comments you have about the BT Interurban service:

- 231 Since the beginning of the semester, I have been riding the bus everyday. I take the 1st bus leaving San Antonio and go back with either 3:15 pm or 5:10 pm. Early mornings, the bus get so full since San Antonio that people spend the whole time standing. It has been over 2 months. Why not send 2 buses of busy times like that. The fare might be fair (even that is getting more expensive), but I pay to have a seat and ride, not to stand up for 1 hour. Thank you.
- 232 So far, I have no problem ridding BTI from home/school to work.
- 233 Some days at particular times the buses can get very full. Not enough seats. And because of that reason I have to leave my class at Jowers really really to make it all the way to LBJ to get there in time to get a seat. 5:10 PM Bus.
- 234 Sometimes buses are jam-packed, so maybe invest in more buses.
- 235 Sometimes I have to stand and I don't feel safe. I'm too short to reach the bars. Please add more 7:00 AM buses and 2:45 buses
- 236 Standing on a bus on the interstate at speed is not acceptable to me. Capacity needs to be increased, as well as frequency.
- 237 Stops need signage & bike racks with map & full schedule.
- 238 Strident passengers that demand control of the air conditioning should be ignored. It should be up to the driver. Also, there should be a bus between the 7:10 PM and 9:35 PM.
- 239 Thanks
- 240 Thanks for the bus service. Yet, it's too expensive now you can't raise tuition and bus fare the same year.
- 241 Thanks! You are awesome (smiley face)
- 242 The 11:17 AM M&W from Slaughter & I-35 is ridiculously packed. I always have to stand. Seems unsafe and unfair. Maybe more buses and times would help out.
- 243 The 9:35 bus from San Marcos to Austin is way too packed. Not only is it an inconvenience, it is a safety issue. There needs to be an additional bus or an alternative bus at an earlier time (8:35?)
- 244 The Africa American bus driver on the 5:10 pm route from San Marcos to San Antonio needs to drive more carefully. The bus always sways on the highway and I usually do not feel safe taking that bus. Offer than that, the other drivers are great and friendly. I like this service.
- 245 The air conditioning is regularly set way too cold. I bring coat, hat, and gloves even in late April or early September in case the bus is cold. But the buses are clean and safe.
- 246 The amount \$ per ride is more expensive than driving from South Austin to San Marcos. I will not be using the bus system after this semester.
- 247 The BT costs way more than gas money. I didn't have to pay \$50 a week in gas when I had a car. This ride is too expensive.
- 248 The BT Interurban service is excellent.WiFi works fair enough, thank you!
- 249 The BT Interurban service is great. Even though I am able to drive myself to school, the interurban is certainly my first choice of transportation to and from Texas State.
- 250 The BTI saves me gas! The downfall is that prices went up on multi-ride tickets, or rather the punches don't last as long as they used to but I'm glad I have time to do homework.
- 251 The bus at 6:45 AM from San Antonio to San Marcos is a bit crowded. Most days, anyone from New Braunfels has to stand up. Sometimes there are so many that some from San Antonio have to stand. Maybe it would be possible to have a second location? Sort of like the way Austin does.
- 252 The bus fare is extremely expensive for a college students tight budget and often very crowded. The rates go up too frequently.
- 253 The bus fare is too high. It needs to be reduced.
- 254 The bus gets crowded at times at Slaughter stop.
- 255 The bus is tardy & late often. We are not notified if there is an hour delay. This makes it hard to go to school well. Thanks for the survey!
- 256 The bus is too expensive. We as students already pay for bus fees within our tuition that many of us don't use (local buses). This service should be "free" for students. And by free I mean, a part of tuition. The environmental savy bear the economical cost. Not fair.

Please provide any comments you have about the BT Interurban service:

- 257 The bus service doesn't reflect the revenue gained. 40 students at \$12 = \$480 - (gas + maintenance + drivers + cost of bus) does not = cost of travel; it is far lower. So, service should reflect that which provided since the buses don't have working WiFi, aren't on time to their stops, and do not charge effectively.
- 258 The bus system needs serious work so that it can keep to its schedule. Traffic delays need to be either anticipated and accounted for, or alternate routes should be mapped. The bus always arrives late, and almost always it makes stops 30-plus minutes late.
- 259 The buses are convenient and as long as I have been riding haven't had much complaint other than fare. I appreciate the service.
- 260 The buses are great option to use. Need to have one that goes to Round Rock Campus.
- 261 The buses are usually late for the most part, only 5-10 minutes late. Today 1 hour late kinda ridiculous. These types of situation fare should be free.
- 262 The chairs hurt my back and the buses are too crowded coming from Austin to San Marcos in the mornings, especially at the beginning of the year. Not all the reading lights work.
- 263 The customer service is terrible. The people that answer the phone are always rude, people at LBJ desk are ALWAYS rude. I have other people get my tickets so I don't have to deal with them. Overall the Bus is great - the People suck!
- 264 The driver who picks up at the Convention Center in Austin on Fridays at 8:45 AM (Route 209 I think) is extremely rude & unpleasant. One time I saw him refuse service to a girl and then radio his dispatcher to lie about what happened (as if he knew she would call in to complain). He give the company an unprofessional image.
- 265 The drivers are always friendly and helpful. It would be nice to have more departure times- especially ones that correspond to class schedules. Example --> Class ends at 10:50 am, but bus leaves at 10:20 am. Class ends at 3:20 pm, bus leaves at 3:15 pm. Also, it would be great to purchase a bus card for whole semester. Thanks for the service.
- 266 The fair is way too expensive. Moreover, as a Texas State student I already pay for local buses I do not use via my tuition. All students should have to pay for all buses via tuition. The environmentally savvy are bearing the economic cost, and that is unfair to students. Aren't college costs high enough?
- 267 The fare continues to increase, yet the service is not dependable.
- 268 The fare for the bus is too much. 2nd & Trinity should have more stops for those of us who take the train.
- 269 The fare is far too expensive. You need to make more buses available of more times.
- 270 The fare is overpriced and buses are more often late arriving to destinations that not. While the bus is clean, it is not comfortable.
- 271 The Friday bus which corresponds to my class schedule does not go all the way to Highland so I have to ride Metro bus or train the rest of the way. We have not met the stated arrival time to downtown Austin but once in the last 2 months. This means I miss my train and my commute hour takes up to an extra hour. When I went to your office to file a complaint was given the impression that I should just deal with it because you cannot change the schedule, can't quickly enough to accommodate the reality of the situation. Additionally, when you cannot maintain staff to maintain the number of buses you claim to offer, perhaps you should not charge us to stand at the ride. This also makes your time tables completely wrong and means I get home 30 mins to an hour later than I plan. Finally, the cost is ridicules, it costs we \$250 or more just to get myself to school.
- 272 The more routes would be nice. The unannounced/ unadvertised changes to the bus schedule last semester were inconvenient. Some advanced notice would have been appreciated. Lack of heat in the mornings (6:45) recently have made the ride uncomfortable. The driver of the 5:10 bus to San Antonio is erratic and often uses the horn. I am glad I only take that bus once a week.
- 273 The multi-ride tickets are quasi expensive. The bus schedule online should be updated. The schedule is easily available online but is currently not updated.
- 274 The multi-ride tickets are somewhat pricey for me considering I use the bus so often. I would rather pay a general fee in my tuition and not worry about the ticket. Also, crossing the street from the Park & Ride to the bus stop can be risky in the morning when it's dark and traffic is plowing through the streets.
- 275 The phone number doesn't work very often. I enjoy the ease of travel wish it went a bit further north (Pflugerville)
- 276 The price is really high and it should be easier to purchase a pass in the Austin area. Drivers are well, but the seats are cramped and confounding and the bus can get overcrowded easily. There should be more buses in the morning and afternoon.
- 277 The punching system is ridiculous.

Please provide any comments you have about the BT Interurban service:

- 278 The rates should be cheaper when you buy multiple ticket cards.
- 279 The San Antonio bus route schedule is horrible and pathetic. There must be a time between 5:00 PM and 9:35 PM; having to wait that long is ridiculous. Charging a fare from San Antonio to New Braunfels is also pathetic. The people in charge of scheduling and the bus service on campus are never available to speak with - typical. All in all, I have this bus service. There needs to be another pick-up/drop-off point in San Antonio that is more central instead of the far north side. This is a disservice to everyone who does not live in the immediate area. The current location is very dangerous because we have no protection from traffic or the weather.
- 280 The scheduling doesn't always fit the class ending schedule making it hard to take the bus. Also the price rising plus the cost of paying for the city bus makes it undesirable.
- 281 The service is great, but the price does not compete with the cost of gas if I were to drive myself. Also, I have been on multiple trips where the bus broke down and our arrival was delayed by at least half an hour.
- 282 The system to pick up in Kyle is very unreliable. Either it's late or full and I am unable to get to campus only every other hour. How much are you raising the fare next semester?
- 283 The WiFi never works doesn't matter the bus. Significantly cuts back the value of the bus ride inconveniences students when it's supposed to work & doesn't. (about 20% of the time it works). Need a stop at Congress & Oltokr!
- 284 The WiFi on the bus is typically slow or not working.
- 285 The WiFi provided is a joke. I mean I'd rather there was none at all so I wouldn't be disappointed every day. I get on at a call stop, and several times this semester I've called in and no bus has arrived. This is infuriating. And when I call dispatch they don't offer to do anything about it. Also, when buses are extremely late nothing is done either. I mean a discounted ride at least would be fair. Also, bus schedules and routes have been cut back, but prices have gone up. Unfair.
- 286 There have been several time the bus is extremely later & times that people have been left at Texas State because there isn't even standing room.
- 287 There is a significant gap in evening to San Antonio 5:10 is last one til 9:35 (I understand if its based off demand)
- 288 There needs to be a San Marcos to San Antonio bus between 5:15 PM and 9:30 PM.
- 289 There seems to be a problem when a bus breaks down and a replacement can't be sent. This seems to happen somewhat frequently and a replacement isn't sent, usually the customers know there is an issue with the route before dispatch, and the drivers are never apologetic. Also it is comparatively expensive for the schedule.
- 290 There should be an 8:00 or 8:30 bus so that the 9:35 bus is not so crowded. Also, if a bus is early at a bus stop, they should not depart until the departure time on the schedule.
- 291 There should be more frequent bus times, more often than every 3 hrs. Also another bus between the 5:10 & 9:30 pm bus. Should not be as expensive. The reason most ride is b/c they can't afford to drive in the 1st place. Don't we already pay enough in tuition?
- 292 These rides are super helpful and convenient. I just wish the fare went back to \$6 instead of \$8 for Waterloo Park.
- 293 They should have more buses going to San Marcos from San Antonio like the weekends.
- 294 They will leave you if you miss the bus by 1 minute (even if you call) and sometimes wait for 45 minutes - they won't wait on you (we wait for them, they should wait for us).
- 295 Think the bus should run to North Austin more frequently.
- 296 This bus is way too expensive. \$100 per month for 3 days per week is not very cost effective. With the number of people who ride I don't understand why it is so steep. Also, there have been many occasions when people are left at the bus stop because there is no more room. Sucks.
- 297 This is a great service for Texas State students in Austin and San Antonio.
- 298 This is a great service that helps many people, saves money, and is environmentally friendly. A lot of people use it please don't get rid of it.
- 299 This is a great service to help commuters as well as students. Internet access is extremely unreliable. May be a good idea to have driver reset router on a regular basis.
- 300 This is a valuable service for those commuting from Austin to San Marcos. Please continue it and don't hike the prices anymore. (smiley face) My drivers the last 1.5 years - Moe, Ollie, & Oliver - have been awesome! Please let them know they are appreciated. (smiley face)

Please provide any comments you have about the BT Interurban service:

- 301 This is a valuable service. It affords people to attend a University where otherwise they may not. It's eco-friendly, less cars on the road. Having WiFi is great addition. Convenient less cars, less accidents. Help my cost lout through graduation.
- 302 This is the only way I can get to school. We need some solution to having standing room only on every bus coming and going from Austin to San Marcos. In the mornings and afternoons, please don't raise the fare. We can barely afford these rates.
- 303 Though the price fare is fair, amount sometimes its hard to come up with the amount, especially if your multi-ride ticket only last a week, I think that they should turn the multi-ride ticket into a semester pass. The bus driver can just swipe it. Sometimes 5:10 bus is crowded.
- 304 Ticket is a little expensive. Semester ticket for \$400-300 would be better. S Ticket = 300 + N Ticket = 400
- 305 Timing is a big issue. Seems like drivers don't have "freedom" to look for alternatives when there is an issue on the route. Also, service saving cap. Metro Rail in Austin is a joke. No point on having it if bus arrives after trains has left every time.
- 306 Today I was to get on the 6:05 PM bus but ran late with another bus, had to wait 3 hours for net ride... but other than that, it's good.
- 307 Too crowded and too expensive
- 308 Too crowded at certain times sometimes run late
- 309 Too expensive
- 310 Too expensive and the 6:10 and 7:10 buses at Texas State are almost always extremely late!
- 311 Too expensive.
- 312 Too pricey for students. In tuition we pay for buses, they are charged \$50/week to ride.
- 313 Traffic can be detrimental in buses timing
- 314 Trash is hidden in side of seats that is looked over. Seen people sit in aisle all the way to Austin & seems unsafe. The WiFi works like 1% of the time. This is very important to me.
- 315 Traveling from Austin to San Marcos adds up. Plus we pay for transportation in school fees so I don't like that we have to pay double and that prices keep adding up. I've spent over \$500 this semester to take bus. It's not fair for us to pay so much.
- 316 Use twitter t warn about extremely late buses. That would be useful and quick to access.
- 317 Very unorganized system of students getting on bus on campus. There is no line and students push in front of people. I have been pushed away and then not been able to ride the bus because it was full.
- 318 Way too expensive (\$50) for one ticket lasts one week. We are students and poor enough not to afford food not transportation
- 319 Way too expensive to ride the bus. Need more bus times in the morning for pick up at Slaughter.
- 320 We need a better place to get on and off the bus in San Antonio. We heard at one time the VIA Park & Ride was going to work out. It is dangerous where we board the bus now, especially in the dark; uneven pavement, across the road to our cars.
- 321 We need a safe and clean bus stop in San Antonio instead of having to cross 4 lanes of traffic! I would ride more often if you had a bus that left Texas State at 6:30 or 7:00 PM.
- 322 We need more bus departure times from Texas State back to San Antonio, or more buses. Preferably more times, because of the inconvenience of buses leaving 5 minutes before all my classes end.
- 323 We need more buses! People are routinely denied access at Slaughter because there is not enough room.
- 324 When arriving to San Marcos, people at the control base should let driver know of any accidents/traffic going on and give an alternate route for the bus driver to take to avoid delays.
- 325 When buses are late coming in, there should be an e-mail or something... to notify 8 AM class - professions that there was a problem/delay - you only plan for the bus schedules but not for the riders when traffic was BAD. It would be good P.R.
- 326 When contacting to address a concern, and due to the price high, I often feel like someone who is ungrateful for a favor rather than a dissatisfied customer. By the way non-driver employees treat me.
- 327 When you have a bus that is routinely packed, send another bus. I have arthritis and it really sucks to have to stand all the way to Austin. Plus, I hate to think what will happen if there's a wreck with 25 people standing.

Please provide any comments you have about the BT Interurban service:

- 328 Why on Earth is this service so expensive? There are few buses with many passengers, yet we are never on time.
- 329 WiFi could be better
- 330 Wifi doesn't always work; only about 25% of the time, regardless of which bus it is.
- 331 WiFi is faulty at best. I am sometimes concerned with the amount (large!) of passengers allowed on the bus, and wish it was smaller. I wish the multi-ride ticket fee (\$50) could be reduced. I lost my wallet on this bus one time, and went to the San Marcos Mass Transit lost-and-found, but I never got it back...
- 332 WiFi is the worst in the world. I could do better with \$25 at Fry's. I would have never sold my cars if I had known your biggest selling point was a lie.
- 333 WiFi is unreliable. That is my biggest complaint; also my biggest reason to ride. Being able to do school work/study on the ride to/from is main selling point. Fare is not.
- 334 Wish more of my student fees covered this rather than tram.
- 335 Wish one could go a bit closer to Dallas ha
- 336 Wish the multi-ride tickets were less expensive. Thank you!
- 337 Wish the WiFi was more reliable.
- 338 With expansion of university, there should be more buses. Most days, buses are full and riding standing up is not safe. Also, there are no signs where the stops are.
- 339 Would appreciate if the apps one modified so that they can track the location of BT Interurban routes.
- 340 You guys need to work on having the buses arrive to LBJ on time and having two buses for the north and south Austin routes. Some of us rely on this bus to get to work. If there's one bus when two are scheduled, it throws everyone off and makes us late. Changing us in full when you are late is also absurd. Work on consistency and stop showing up late!! Also, internet only works on some buses, please fix! Take today for example, one bus arrived when there was supposed to be two. If left LBJ 5 mins late. Now we have to stop in Kyle and Slaughter making us even more late to Highland. This has happened many times this semester.