



General Public Survey Results

To better understand mobility needs within Matagorda County, TGC distributed a ten-question survey in both English and Spanish to area residents. In total, 157 surveys were returned.

Survey Period

The survey was open from Monday, March 1, to Friday, April 16. The deadline was originally March 31 but it was extended to generate a higher return.

Distribution of Survey

The survey was made available in hard copy and electronically. Paper-based copies of the survey were available to attendees of the public meetings held in Bay City on March 16 and in Palacios on March 17. Electronic copies of the survey were sent to the following organizations which helped distribute paper copies: the Economic Action Committee of the Gulf Coast; Matagorda United Way which assisted in distribution to Our Lady of Guadalupe church; Holy Cross Church; Church of Christ; local businesses including the Wal-Mart Supercenter, HEB; and the Bay City Workforce Solutions Center. Lastly, 4,500 paper copies were included as an insert into the Matagorda Advocate, which has a county-wide distribution. In total, 90 paper-based surveys were returned.

A link to the electronic survey was included in advertisements to promote Transit Plan public meetings. These advertisements were displayed in the Matagorda Advocate (March 11), Bay City Tribune (March 7 and 14), and Palacios Beacon (March 10 and 17). A link to the survey was also provided on the study website, www.matagordacountytransitplan.com. Study stakeholders were encouraged to provide links to the study's website from their agencies. In total, 67 web-based surveys were returned.

Spanish Surveys: The survey was translated into Spanish. Links to the Spanish survey were posted on the project website. There were two responses to the web-based survey. Paper-based copies of the survey were provided to local churches with predominantly Hispanic congregations. With the assistance of the Matagorda County United Way, these surveys were distributed to the Bay City Our Lady of Guadalupe Church. Surveys were also sent to Holy Cross Catholic Church. Five, paper-based Spanish surveys were returned.

Synopsis of Results

Survey Respondents: Most respondents to the survey were between the ages of 51 and 65 and reside in the Bay City (77414) zip code. Most reported to be employed or retired, which corresponds to the age demographic. Places of employment that were most frequently cited are



located in or near Bay City and include Matagorda Regional Hospital, self-employed, STPNOC, and United Way.

Service Needs: It is likely due to the high number of Bay City respondents that the highest need is demonstrated in Bay City. Questions related to Need for Service show a potential demand for bus service on a daily or weekly basis within Bay City for work and shopping trips. Bus trips outside of Bay City to other areas within the county or to other counties are limited to interest on a monthly basis. Some of these trips may be able to be accommodated within RTransit vehicles that are currently making regular trips to Houston and Galveston.

Respondents also indicated that demand for medical and shopping trips would be frequented on a weekly and monthly basis. Bus trips related to school showed the least interest; this is largely due to the type of respondent (older and working or retired). The leading attributes for bus service is distance to bus stop, fare price, and frequency of service. In comparison, respondents felt service after 5:00 pm or on the weekends was not an important attribute of the system.

Availability of Service: About 60 percent of respondents indicated that they were not aware that local bus service is available in Matagorda County. This result is similar to one reached for the 2006 Gulf Coast Regional Transportation Coordination Plan where a lack of awareness of service was cited as a need to be addressed.

These General Public survey results are presented in the following section. Refer to Exhibit A for additional survey comments.



What is your age? There were 152 responses to this question. Approximately 36 percent were over 66 years of age, representing the majority of respondents. While 29 percent were between 51 and 65 years of age and 21 percent were between 36 and 50 years of age. Only three respondents were in the 17 to 25 years of age group.

Question #1: What is your age?

Answer Options	Response Percent	Response Count
0 - 16	0.0%	0
17 - 25	2.0%	3
26 - 35	11.2%	17
36 - 50	21.1%	32
51-65	29.6%	45
Over 66	36.2%	55
<i>Answered question</i>		152
<i>Skipped question</i>		2

What zip code do you live in? Of the 144 responses, 112 cited Bay City’s 77414 zip code and 20 cited Palacios’ 77465 zip code.

Question #2: What zip code do you live in?

Answer Options	Response Percent	Response Count
77465	13.9%	20
77414	77.8%	112
77482	2.8%	4
77419	1.4%	2
77420	0.7%	1
77457	0.7%	1
77483	0.7%	1
77488	0.7%	1
77548	0.7%	1
77027	0.7%	1
<i>Answered question</i>		144
<i>Skipped question</i>		0



What is your work status? Fifty-three percent of respondents are currently employed; 49 percent are retired; and 17 percent are unemployed. Only 27 respondents answered the second part of this question, which asked “if employed or student, where do you work or go to school?” Of these, 21 cited Bay City as either the location of their work or school.

Question #3: What is your work status?

Answer Options	Response Percent	Response Count
Employed	53.7%	79
Student	0.7%	1
Retired	33.3%	49
Unemployed	11.6%	17
Disabled	0.7%	1
<i>Answered question</i>		147
<i>Skipped question</i>		10

Question #3.1: If employed or a student, where do you work or go to school?

Answer Options	Response Percent	Response Count
STP	7.4%	2
Bay City	77.8%	21
Blessing	3.7%	1
Palacios	3.7%	1
Point Comfort	3.7%	1
Wharton	3.7%	1
<i>Answered question</i>		27
<i>Skipped question</i>		130

Optional: What is the name of your employer? Due to multiple employers being cited per individual, only the top four employers with the highest number of responses were represented in the results. Matagorda Regional Hospital was cited by seven individuals. United Way received the second highest responses with six. STPNOC (South Texas Nuclear Project) and Self-Employed each had four responses.

Question #4: Optional: What is the name of your employer?

Answer Options	Response Percent	Response Count
Matagorda Regional Hospital	33.3%	7
United Way	28.6%	6
Self-Employed	19%	4
STPNOC	19%	4
<i>Answered question</i>		21
<i>Skipped question</i>		136



How likely are you to use a bus to take a trip? There were 134 respondents to this question. On average, 16 percent of respondents (21 respondents) indicated they would never use a bus to take a trip regardless of location.

- Daily Service:** Daily service is most highly indicated within Bay City with 45 percent of respondents (60 respondents) to this question indicating they would use a bus on a daily basis. Outside of Bay City, the indicated need is less than 12 percent, except for service from Matagorda County to another county, with 16.7 percent (22 respondents) indicating they would use the service on a daily basis.
- Weekly Service:** The need for weekly service is more evenly distributed than daily service. For this question, 27 percent of respondents (36 respondents) indicated they would take a bus within Bay City on a weekly basis. Weekly trips within other Matagorda County destinations and other counties ranged from 15.3 percent (20 respondents) to 18.4 percent (25 respondents).
- Monthly Service:** On a monthly basis, the need for service is indicated more heavily for Matagorda County and inter-county trips, and less for Bay City trips. Between 18.6 percent (25 respondents) and 22.5 percent (30 respondents) indicated a need for inter- and intra-county trips.
- Less than Monthly:** The highest interest for “less than monthly” service was indicated for inter-county trips. Twenty six percent (35 respondents) indicated an interest in bus trips from Matagorda to another county.

Question #5: How likely are you to use a bus to take a trip?

Answer Options	Within Bay City	To and from Bay City and Palacios	To and from Bay City and other places in the county	To and from other places in the county	From Matagorda to another county	Other
Never	17.8%	19.1%	18.8%	18.4%	17.4%	8.6%
Daily	45.2%	7.1%	9.5%	11.9%	16.7%	9.5%
Weekly	27.6%	15.3%	18.4%	16.3%	15.3%	7.1%
Monthly	13.7%	21.6%	18.6%	22.5%	18.6%	4.9%
Less Than Monthly	14.5%	18.8%	16.7%	17.4%	26.8%	5.8%



How likely are you to take a bus to make these kinds of trips? There were 136 respondents to this question. On average 20 percent (27 respondents) would not consider taking a bus regardless of trip type.

Daily Trips: Approximately 38 percent (51 respondents) would take a bus on a daily basis for work. A smaller number of trips would be made for shopping (32 percent or 44 respondents) and school (28.5 percent or 20 respondents).

Weekly Trips: Forty-six percent (63 respondents) indicated they would use the service on a weekly basis for shopping trips.

Monthly Trips: Medical trips received the highest percentage on a monthly basis and less than monthly basis.

Question #6: How likely are you to use a bus to make these kinds of trips?

Answer Options	Work	School	Medical	Shopping	Other
Never	24.1%	28.5%	17.0%	18.5%	11.9%
Daily	38.2%	14.7%	8.8%	32.4%	5.9%
Weekly	14.1%	3.1%	23.4%	46.9%	12.5%
Monthly	8.6%	8.6%	50.0%	28.6%	4.3%
Less Than Monthly	14.8%	6.6%	39.3%	26.2%	13.1%

How important are these attributes to you when deciding to take a bus? There were 132 respondents to this question. Fare price, frequency of service and distance to bus stops were all ranked as very important. Approximately 22 percent of respondents (29 respondents) felt distance to bus stops was an important attribute when considering taking a bus. Fare price and frequency of service came in close second generating 21 percent (27 respondents) in terms of highest importance. Service after 5:00 pm and service on weekends were cited as the attributes of least importance.

Question #6: How important are these attributes to you when deciding to take a bus?

Answer Options	1 Not Important	2	3	4	5 Very Important
Fare Price	13.5%	20.7%	25.0%	19.4%	21.9%
Frequency of Service	13.5%	10.3%	15.9%	26.2%	21.9%
Service after 5 PM	26.9%	27.6%	28.4%	18.4%	15.4%
Service on Weekends	25.0%	27.6%	18.2%	19.4%	18.2%
Distance to Bus Stops	21.2%	13.8%	12.5%	16.5%	22.5%
Other	1.0%	0.0%	2.3%	1.9%	5.6%



Are you aware that local bus service is currently available in Matagorda County? There were 143 respondents to this question. Results of the survey show 87 respondents are not aware of bus service in Matagorda County, in contrast to the 56 respondents that were aware.

Question #7: Are You Aware that Local Bus Service is Available in Matagorda County?

Answer Options	Response Percent	Response Count
Yes	39%	56
No	61%	87
	<i>Answered question</i>	143
	<i>Skipped question</i>	14