



City of Austin
Transportation Department
P.O. Box 1088
Austin, TX 78767

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THANK YOU FOR
PARTICIPATING IN
SMART TRIPS:
CENTRAL AUSTIN!

**Take our
survey
inside.**

Adam Coppola Photography

Please share your thoughts by
taking this survey, or go online
to smartripsaustin.org/survey.

*Smart Trips
Austin wants to
hear from you!*

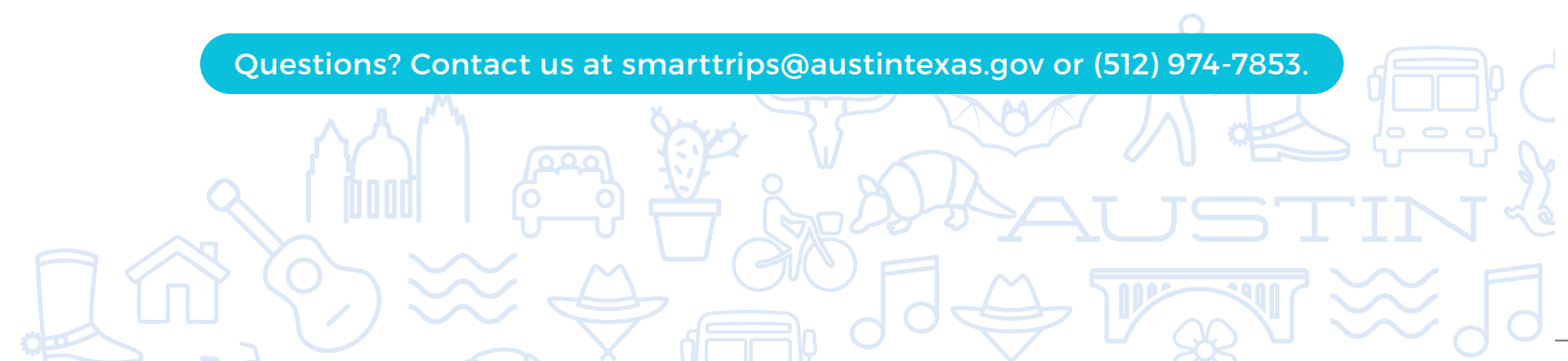
**Your feedback will help us evaluate the program's effectiveness
and improve it for the future. We greatly appreciate your thoughts.**

You may have completed a similar survey in
the spring when you ordered your customized
transportation toolkit. If you did, thank you!
We ask that you please take it again to share
your current experiences and opinions.

*You can also take
the survey online at
smartripsaustin.org/survey.*

Complete and mail this postage-paid survey by **September 2, 2016.**

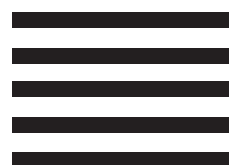
Questions? Contact us at smartrips@austintexas.gov or (512) 974-7853.



CITY OF AUSTIN TRANSPORTATION DEPT.
C/O ACTIVE TRANSPORTATION PROGRAM
P.O. BOX 1088
AUSTIN TX 78767-9834

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UNITED STATES



STEP 1: Take the Survey

If you would like to take the survey online, go to smartripsaustin.org/survey.

1 Today's Date

/

/ 2016

MONTH

DAY

2 Which of the following statements best describes your driving habits? (Choose the best option.)

- ☐ I currently drive. In the next 6 months, I hope to drive more often.
- ☐ I currently drive. In the next 6 months, I hope to drive less often.
- ☐ I currently drive, and I do not plan to change my driving habits in the next 6 months.
- ☐ I do not currently drive.
- ☐ Don't know

3 Think about all of the trips you made yesterday, even if it was not a typical day for you. How many separate one-way trips did you take by each of the following?

(Count all the places you went, including returning home. For example, going to the store would be one trip. Coming home would be a second trip.)

OF TRIPS

Driving alone

Carpool*

Transit (bus or train)

OF TRIPS

Bicycling

Walking

Other

*Carpool = more than one person of driving age in car. Count as "driving alone" if driving with kids only.

4 Looking ahead to the next week, how many days do you plan to walk, bike, bus or carpool to any of your destinations? (Choose one.)

- ☐ 0 days☐ 1 day☐ 2 days☐ 3 days
- ☐ 4 days☐ 5 days☐ 6 days☐ 7 days

5 Did you try a new transportation option (e.g., biking, walking, carpooling and/or transit) while you participated in the Smart Trips Austin program?

- ☐ Yes☐ No☐ I already regularly use transportation options☐ Don't know

6 Do you think there is value for Austin residents in continuing programs like Smart Trips Austin?

- ☐ Yes☐ No☐ Maybe☐ Don't know

7 How confident are you using the following transportation options? (Circle one option per row using a scale of 1-5, where 5 = very confident and 1 = not at all confident.)

	VERY CONFIDENT		NEUTRAL		NOT AT ALL CONFIDENT	
Bus	5	4	3	2	1	NOT SURE OR N/A
Train	5	4	3	2	1	NOT SURE OR N/A
Walking	5	4	3	2	1	NOT SURE OR N/A
Bicycling	5	4	3	2	1	NOT SURE OR N/A
Sharing rides/ carpool/vanpool	5	4	3	2	1	NOT SURE OR N/A
Taxi (or other vehicles for hire)	5	4	3	2	1	NOT SURE OR N/A
Carshare (such as Zipcar or Car2Go)	5	4	3	2	1	NOT SURE OR N/A
Bikeshare (such as Austin B-Cycle)	5	4	3	2	1	NOT SURE OR N/A

8 Do you have access to a personal vehicle (car/truck/SUV/van) most days?

- ☐ Yes☐ No☐ Not sure

9 Do you have access to a working bicycle most days?

- ☐ Yes☐ No☐ Not sure

10 How did you hear about the Smart Trips Austin program? (Check all that apply.)

- ☐ Mail (e.g., order form, newsletter)
- ☐ Community activity (e.g., Transit Adventure to Blues on the Green, City Cycling class)
- ☐ Word of mouth (e.g., friend, family member, neighbor, co-worker)
- ☐ Facebook
- ☐ Twitter
- ☐ Next Door
- ☐ E-Newsletter
- ☐ Smart Trips Austin website
- ☐ Other blog or website. Please specify:
- ☐ Other. Please specify:

11 Please indicate your level of agreement with the following statements. (Choose one answer per row.)

	STRONGLY AGREE		NEUTRAL		STRONGLY DISAGREE	
I use transportation options (e.g., walk, bike, bus, carpool, vanpool, carshare and/or bikeshare) more often now because of the program.	5	4	3	2	1	NOT SURE OR N/A
The customized toolkit I received, filled with Austin transportation information (guides, maps, tips, incentives, etc.), was helpful to me.	5	4	3	2	1	NOT SURE OR N/A
I found the community map with bus, bike and walking routes in my neighborhood useful.	5	4	3	2	1	NOT SURE OR N/A
I appreciated the personal delivery of my toolkit and interaction with the Options Team.	5	4	3	2	1	NOT SURE OR N/A
I feel more connected to my community because of the program.	5	4	3	2	1	NOT SURE OR N/A
I feel more aware of transportation options in Austin because of the program.	5	4	3	2	1	NOT SURE OR N/A

12 Please select the reasons you decided to participate in the Smart Trips Austin program. (Select all that apply.)

- ☐ To learn more about transportation options
- ☐ To explore your neighborhood
- ☐ To improve personal health
- ☐ To reduce pollution
- ☐ To meet your neighbors/community groups
- ☐ To obtain a free gift
- ☐ To decrease personal transportation costs
- ☐ To avoid driving a motor vehicle in traffic
- ☐ To avoid having to find parking
- ☐ To decrease stress
- ☐ To have fun
- ☐ Other. Please specify:
- ☐ Not sure/don't remember

13 We'd love to hear any stories you have about how Smart Trips Austin may have helped you walk, bike, take transit or carpool more. Please leave any stories as well as additional comments or feedback on the program overall.

STEP 2: To help us better serve the community, please tell us a little about yourself.

What is your age?

- ☐ Under 20☐ 40 to 49☐ 70 to 79
- ☐ 20 to 29☐ 50 to 59☐ 80 and over
- ☐ 30 to 39☐ 60 to 69☐ Prefer not to say

With which gender do you identify? (Choose all that apply.)

- ☐ Male☐ Female☐ Transgender
- ☐ Gender non-conforming☐ Prefer not to say

Are you of hispanic origin?

- ☐ Yes☐ No☐ Prefer not to say

With which race(s) do you identify? (Choose all that apply.)

- ☐ White☐ Native Hawaiian or Pacific Islander
- ☐ Black or African American☐ Prefer not to say
- ☐ American Indian or Alaska Native☐ Other:
- ☐ Asian



STEP 3:
INSTRUCTIONS
FOR MAILING

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FREE!

- Close this page and fold the outside so the Business Reply Mail panel faces out.
- Seal with tape in all the locations marked. DO NOT STAPLE.
- DO NOT COVER BARCODE