

**SPRING 2014 TAMU-CC
RTA FOCUS STUDY
REPORT**

MOMENTUM SHUTTLE BUS

- Park & Ride Shuttle service began Monday, September 16, 2013
- Meant to alleviate the lack of parking spaces as a result of closed parking lots due to on-campus construction projects.
- Two buses serve this shuttle.
- Shuttle schedule is Monday-Friday at the following times:
 - From 7:30 AM – 1:00 PM two buses run every 10 minutes
 - From 1:00 PM – 6:00 PM one bus runs every 20 minutes
 - The shuttle does not run after 6:00 PM

METHODOLOGY

- Responses were gathered via personal interviews between a surveyor (Assessment Graduate Assistant) and respondent while riding the Momentum Shuttle Bus.
- Surveyor rode the bus on three occasions:
 - February 19, 2014 from 7:40-9:40 AM (9 responses)
 - February 27, 2014 from 5:00-6:00 PM (2 responses)
 - March 20, 2014 from 7:30-8:30 AM (1 response)

1. HOW SATISFIED ARE YOU WITH THE FOLLOWING ASPECTS OF OUR SERVICE:

Question	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Total Responses
Frequency of the route	0	0	0	0	3	9	12
Length of time to campus from starting point	0	0	0	0	3	9	12
General condition of bus	0	0	0	0	6	6	12
Reliability of service	0	0	0	0	3	9	12

2. WHAT IS THE CLOSEST CITY STREET INTERSECTION WHERE YOU FIRST CAUGHT THE BUS?

12 Text Responses

Airline/McArdle

Lives on campus (athletic trainer)

N/A

Airline/Holly

Roddfield/Williams

Greenwood/Wespoint

Violet/Leopard

N/A

N/A

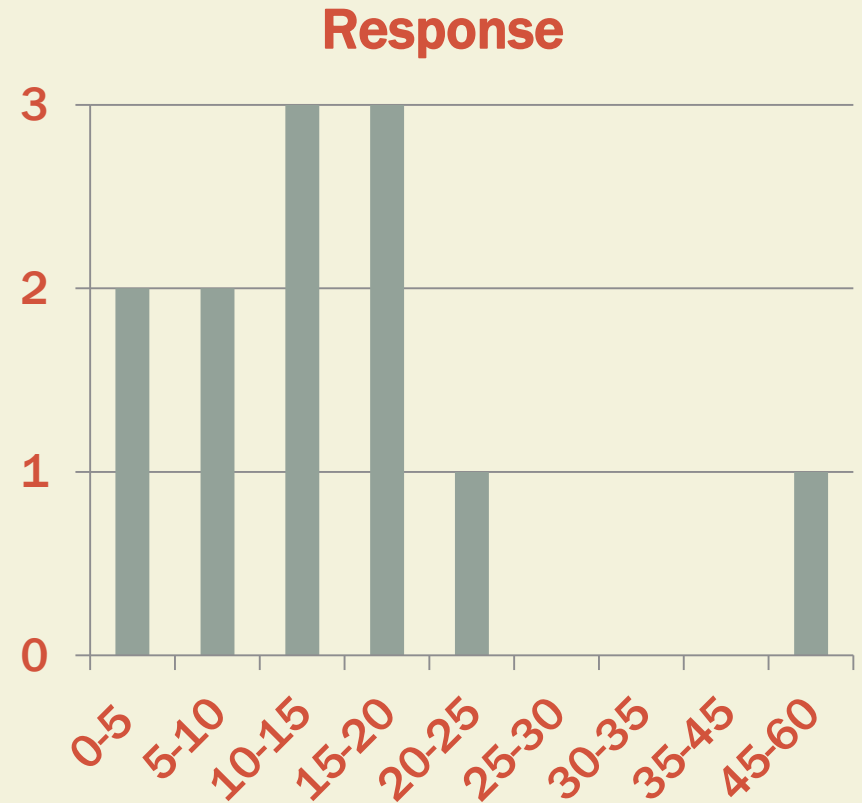
Nile/Williams

Gollihar/Kostoryz

Ennis Joslin

3. HOW LONG DOES IT TAKE TO GET TO TAMU-CC FROM YOUR POINT OF ORIGIN(FROM HOME)?

Answer	Response	%
0-5 Minutes	2	17%
5-10 Minutes	2	17%
10-15 Minutes	3	25%
15-20 Minutes	3	25%
20-25 Minutes	1	8%
25-30 Minutes	0	0%
30-35 Minutes	0	0%
35-45 Minutes	0	0%
45-60 Minutes	1	8%
Total	12	100%



4. HOW CAN THE RTA/TAMU-CC BUS SERVICE IMPROVE?

Text Response

N/A

N/A

Started driving to Momentum instead of catching the bus at the Staples Center Bus Station because the bus only arrived once an hour.

Get rid of traffic.

Don't get rid of the bus service.

N/A

Improve parking on campus.

N/A

N/A

Advertise the bus service more.

Lower the cost of parking permits for the garage.

n/a

OBSERVATIONS FROM SURVEYOR

- General consensus among bus riders was positive.
- There was a consensus among riders that no additional bus stop is necessary from RTA because the wait for a bus is too long (approx. one hour). Students would rather park & ride at Momentum than have a two hour long commute using only RTA buses as a means of transportation.
- Shuttle users commented that they utilize the service as a way to avoid purchasing a parking pass and to guarantee a parking spot.
- Service needs to receive more marketing.
- Ridership increases between mid-morning to mid-afternoon when students know parking spots on campus have become scarce.