



Get to Know CARTS Outreach Program

May 2022

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Get to Know CARTS

Outreach Program Report – July 2021 – May 2022

Program Overview

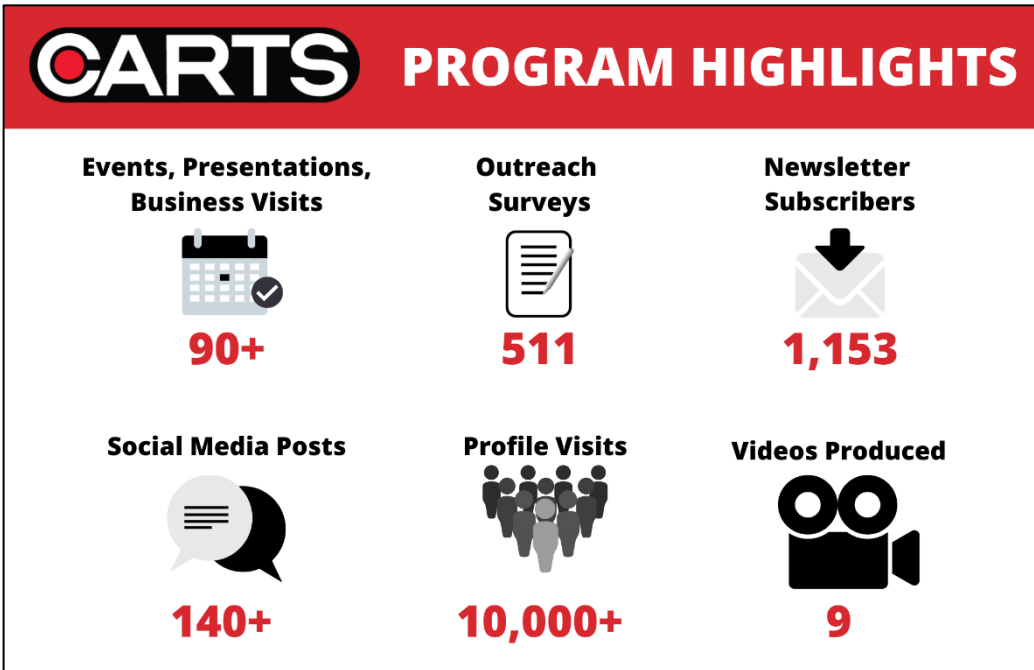
In July 2021, CARTS launched the *Get to Know CARTS* Outreach Program to build awareness of their variety of services, increase ridership, promote new and upcoming services and station locations, and collect community input to help guide future planning processes.

This program engaged communities throughout the entire CARTS District, including Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson counties. Strategies were tailored to reach transit-dependent and underserved communities, as well as potential future riders who are not currently using CARTS services.

Coordination between local government and community groups, social service organizations and local transit agencies played a key role in reaching targeted audiences and gathering community feedback.

Information and input opportunities were shared through a variety of methods to maximize participation across diverse communities in the CARTS region. Strategies included attending and hosting local events, social media and paid advertising, partnerships with local agencies and organizations, and the development and distribution of informational materials such as flyers, presentations, newsletters, and videos.

As a result of these combined efforts, the *Get to Know CARTS* Outreach Program heard from over **500 community members** representing **49 different cities** and towns in Texas. Additionally, the team distributed information at over **75 events**, and saw almost **9,500 profile visits** and over **1,000 email update subscribers** in a little over 6 months.



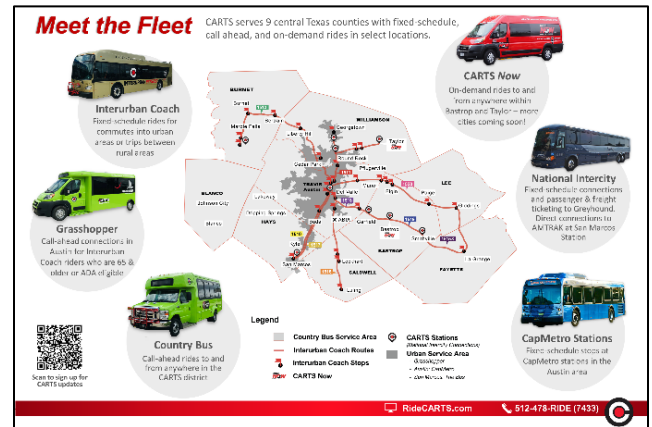
Community Partners

To educate and reach more community members, the outreach team partnered with **hundreds of community groups and leaders** including local elected officials, businesses, and social service agencies. These partners helped distribute information about CARTS services and launch efforts, with a particular focus on reaching those who not have access to information online, resulting in diverse engagement across a variety of demographics and geographic areas. A full list of community partners is included in the Appendix.

Outreach Strategies & Tools

Materials and Messaging

To help communities better understand CARTS services and promote ridership, several printed and digital informational materials were created to distribute throughout the CARTS service areas. These materials served as the basis of a thorough outreach toolkit with document templates and guidelines, event photos, flyers, videos and general CARTS assets to streamline future outreach efforts and ensure that outreach materials and efforts have a consistent look, style, and voice.



Meet the Fleet Board

Comprehensive Slide Deck

A pre-built, branded presentation meant to be tailored for specific audiences, service areas, or service types.

Meet the Fleet Board

Illustrates the difference in services offered and which CARTS vehicle provides each service.

1518 Interurban Coach Flyer

Provides route and schedule information for the 1518 Purple connection between Bastrop, Austin and the Austin Bergstrom International Airport.

CARTS District Routes Map

Shows all service areas, CARTS stations, CARTS Now locations, bus routes and stops. This map gives a birds-eye view of the wide reach of CARTS services.

Flyers

Two flyers with QR codes were developed to provide information about the e-newsletter and survey. The QR codes allowed community members to quickly scan the flyer to either sign-up for the e-newsletter or take the survey.

Video Series

To address commonly asked question and misconceptions about CARTS, the developed a series of videos to explain the different CARTS services, share vehicle features and amenities, and show how to schedule and pay for a ride. The videos can be viewed on the [CARTS YouTube channel](#).

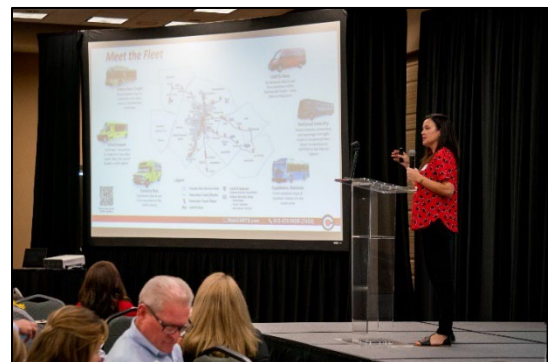
Community Partnerships

To educate and reach more community members, the outreach team partnered with local officials, businesses, and social service agencies to distribute information about CARTS, in particular community groups that may not have access to information online. Through these partnerships, the team was able to reach a wide variety of community members to share information about services.

Presentations, Events, & Community Visits

Information about relevant CARTS services was presented and promoted through a wide variety of events and presentations hosted by community partners and the CARTS team. In addition to formal events and presentations, the outreach team visited businesses, social and medical service providers, and community destinations in areas with a specific outreach focus or where participation and ridership was low.

The team attended or hosted more than **90 events and visits to local destinations** across all nine counties. A full list of events and community destination visits in available in the Appendix.



Bastrop Chamber Luncheon – September 2021



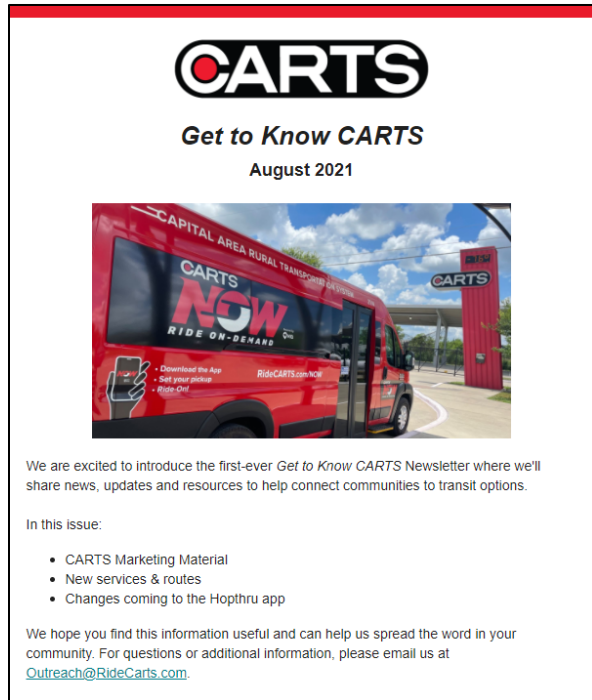
Flatonia Czihilspiel – October 2021



Taylor 4th of July Parade – July 2021

E-Newsletter

To share regular updates with the community, the outreach team developed a monthly e-newsletter with general information about services, route changes, holiday closures, and CARTS news. Since the newsletter started in August 2021, the team has distributed **7 e-newsletters** reaching over **1,000 subscribers**.



Help Your Community Get to Know CARTS

To help spread the word about CARTS Services, we've created an online space where partners and community members can download and share information like maps, schedules, flyers, and more.

[Get to Know CARTS](#)

CARTS Now offers new on-demand services in Bastrop and Taylor

CARTS Now is a low-cost, on-demand ride service that allows residents of Bastrop and Taylor to get from point A to point B on their own time. CARTS Now has no predetermined routes or schedules, and rides are available within 15 minutes of scheduling using the CARTS Now app or by calling 512-505-5666.

Bastrop welcomed CARTS Now on December 15, 2020 with an inaugural ride with Mayor Schroeder.

CARTS Now launched in **Taylor** on July 1 and had four rides scheduled before the ribbon cutting ceremony.

[Download the CARTS Now App in the Apple Store](#)

[Download the CARTS Now App on Google Play](#)

E-Newsletter - August 2021

Targeted Emails

The project team sent two tailored emails to the Bastrop OWLs organization and Caldwell County with specific updates related to each area including information on new services and fares, the 1518 Purple Route to the Austin airport, upcoming CARTS events, CARTS job postings and more.

- Tuesday, November 2, 2021: Bastrop Older Wise Leaders (OWLs) Email – 190 recipients
- Thursday, January 6, 2022: Caldwell County Email – 108 recipients

Social Media

Since this outreach effort began in July 2021, there has been a notable increase in engagement across CARTS social media platforms. CARTS gained over **260 followers** and Facebook page visits have **increased over 26%**.

Organic Social Media Campaigns

Social media posts were developed and shared via CARTS' Facebook, Instagram, and Twitter accounts. In addition to ongoing messages related to service interruptions, scheduling shifts,

and general reminders about CARTS service availability, specific campaigns were developed to promote several CARTS initiatives and developments:

- Eastside Bus Plaza opening
- New Interurban 1517 Purple Route to Austin Bergstrom International Airport
- Taylor CARTS Now launch and giveaway contest
- Outreach survey and giveaway contest
- CARTS Newsletter Sign Up
- Bastrop CARTS Now and eCab updates
- Transition to Passage: Transit Ticketing
- CARTS Now Fare Introduction and Day/Month Passes
- Holidays including September 11, Christmas, MLK Day, Valentine's Day
- CARTS employment opportunities
- Spring Break

Paid Social Media Campaigns

CARTS launched different paid social media campaigns to:

- Promote CARTS Now Taylor Launch
- Increase survey participation
- Free rides in Bastrop

Rural Transit Agencies Facebook Group

This group was created as space for Rural Transit Districts within Texas to come together and share information, current events, and ideas in order to improve public transit within Texas's rural communities.

Giveaway Contests

The team also coordinated giveaway campaigns to reach target areas and promote services and survey participation.

- July 2021 - CARTS Now Giveaway in Taylor; Plowman's Kitchen & Good Strangers gift cards
- January-February 2022: Outreach survey giveaway; \$25 HEB gift cards
- March 2022 - CARTS Now Spring Break giveaway; summer baskets (3)

Board Updates

The team provided regular updates at the board meetings to keep the CARTS board informed and allow for feedback on the outreach process. These updates included information about outreach efforts, upcoming events, and newsletter and social media analytics. A Board Update template is available in the Toolkit for future use.

CARTS Expansion Efforts

The *Get to Know CARTS* program aimed to improve community recognition and usage of CARTS services while also promoting major milestones in CARTS service expansion: the launch of CARTS Now microtransit services in the Cities of Taylor and Lockhart, and the opening of the Eastside Bus Plaza, a critical link between CapMetro and CARTS service lines that serves as a convenient hub in the historically underserved East Austin neighborhood.

CARTS Now Taylor Launch

Station Opening and Launch Event

On July 1, 2021, CARTS launched the on-demand CARTS Now service in Taylor and celebrated the opening of the new Taylor Station with a ceremonial ribbon-cutting event.

Around **25 people** attended the event including elected officials from the City of Taylor, the Taylor Chamber of Commerce, health care partners and local business owners. The celebration included remarks from Mayor Brandt Rydell; Tia Stone, Taylor Chamber of Commerce President; and David Marsh, CARTS General Manager.



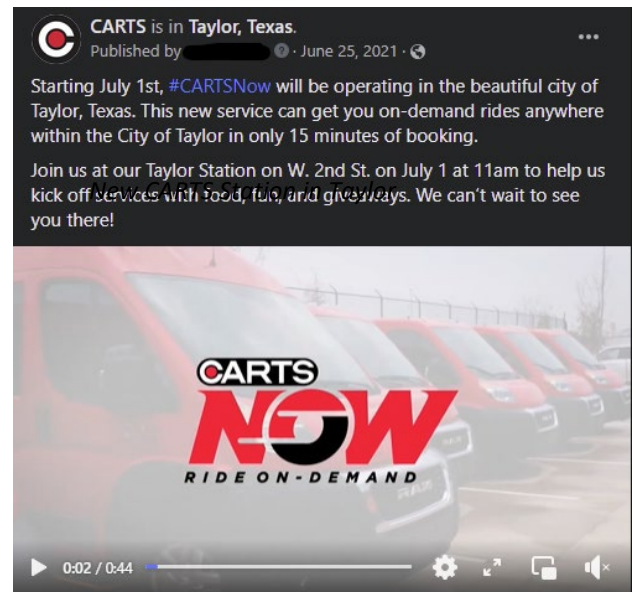
Promotion

Social Media & Email

The event was promoted through a variety of ways including two email invites and social media posts on CARTS Facebook, Twitter and Instagram platforms.

Giveaway Contest

The CARTS team held a giveaway contest throughout the first month of service from July 3 – August 1. Community members were asked to follow CARTS on Facebook or share a photo or video of them riding in a CARTS Now van. About **150 people participated** in the contest and two winners were selected to receive a gift card to a local business.



Social Media Post Promoting the Ribbon-Cutting in Taylor

Media

A media release announcing the new service and ribbon-cutting event was developed and shared with local news outlets in June 2021. The story was published by the Austin American Statesman and Taylor Press.

Publication	Date(s)	Article Link
Taylor Press	6/14/21	CARTS to offer new service
Austin American Statesman	6/25/21	On-demand van service arriving
Austin American Statesman	6/28/21	On-demand ride service available in Taylor
Taylor Press	6/30/21	CARTS new service starts Thursday

Business Outreach

The outreach team provided local Taylor businesses with CARTS Now flyers and promotional materials. Materials were shared with the following businesses:

Good Strangers	Tax Office/Driver's License Office
Plowman's Kitchen	PAI Automotive
Holiday Inn Express	Sandoval's Body & Paint
Baylor Scott & White	Taylor Housing Authority
SPJST Assisted Living	Bluebonnet Trails
Skyline Laundry	Sheppard's Heart
Taylor Post Office	Main Street Commons Senior Apartments

CARTS Now Taylor Materials

Several materials were developed to promote the new CARTS Now Taylor service and educate users on how to use the new on-demand service. All materials were available in both English and Spanish.

- **Flyer** - gives detailed instructions on how to download the CARTS Now app and schedule a ride and shows a map of popular destinations within the City of Taylor.
- **Rack card version** – shorter version of the flyer with quick and easy instructions on how to download the CARTS Now app and schedule a ride.
- **FAQ page** - was added to the CARTS website to give riders a go-to place for questions about new service, how to pay and schedule rides, and safety guidelines.
- **Introductory Video** - explaining the CARTS Now service, pricing, and instructions on how to use the new service was shared on the CARTS website, social media platforms, the e-newsletter, and on the Taylor Chamber of Commerce Website. [Video Link](#)

CARTS NOW
RIDE ON-DEMAND

HOW TO RIDE and be on your way lickety-split.

- 1. SEARCH**
CARTS Now on your phone App Store.
- 2. DOWNLOAD**
the CARTS Now App.
- 3. SIGN-UP**
enter your credit or debit card information.

• Descarge el App
• Decida su Recogida
• Listo!

Powered by VIO

RideCARTS.com/NOW 512-505-5666

CARTS Now Taylor Rack Card

Eastside Bus Plaza

Soft Opening Event

On June 28, 2021, CARTS celebrated the opening of the Richard A. Moya Eastside Bus Plaza, which serves as a central connector for nine CARTS routes and four Capital Metro routes. Over 25 community partners attended the event including representatives from entities that contributed to bringing the station to life including CARTS, Capital Metro, CAMPO, TxDOT, and the City of Austin. CARTS General Manager David Marsh and Capital Metro partners gave a brief press conference to discuss the importance and need of this new co-operated station.

Promotion

Media Coverage

To promote the new East Side Station, several local media outlets were invited to the event. KVUE News attended the event and published a feature story on their website. In addition, Community Impact published an article announcing the station opening.



KVUE News at Eastside Bus Plaza



CARTS GM Dave Marsh giving opening remarks

Publication	Date(s)	Article Link
KVUE	6/28/21	Transit options expand in Austin area as Eastside Bus Plaza opens
Community Impact	6/28/21	Capital Area Rural Transportation System, Capital Metro begin service out of new bus hub in East Austin

Eastside Bus Plaza Video

A video about the Eastside Bus Plaza was developed and shared on social media and the e-newsletter to encourage ridership and promote features and amenities including CapMetro connections and a route to the Austin-Bergstrom International Airport.

[View video here.](#)



Eastside Bus Plaza

CARTS Now Lockhart Launch

CARTS Now services launched in Lockhart on Monday, May 2, 2022. In partnership with the City of Lockhart and the Lockhart Chamber of Commerce, CARTS hosted a ceremonial ribbon cutting event at Lockhart City Hall. Guest speakers included CARTS General Manager Dave Marsh, Lockhart Mayor Lew White, and Via Partner Laney Cloud. The event brought out about 25-30 attendees including elected officials, health care partners, local residents and business owners.

Promotion

Online Promotion

The outreach team promoted the launch of CARTS Now through a variety of digital channels including Facebook, Twitter, and Instagram. A total of **14 posts** were published across the three accounts and posts were shared by partners. An announcement was included in the April 2022 Get to Know CARTS newsletter with over 1,000 subscribers and targeted email invitations were distributed to nearly 200 Lockhart residents and community groups.

CARTS social media accounts increased engagements between March and April, due to the high volume of promotion of the Lockhart CARTS Now launch. Partners and community leaders also engaged and shared posts through the launch of CARTS Now.



CARTS Now Lockhart Launch Event



713 profile visits



120 engagements

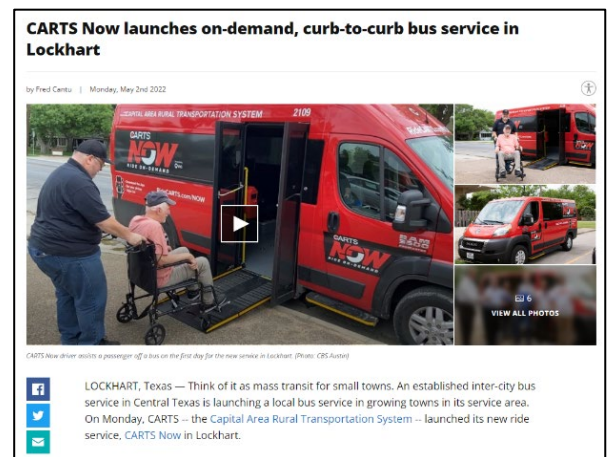


20 new followers

Media Coordination

A media advisory was distributed on Thursday, April 28 to invite the media to attend the ribbon cutting ceremony.

CBS Austin and the Lockhart Post Register attended the event. A press release was distributed on May 3 following the event and included a photo gallery. The launch of this innovative service even received national attention and media coverage from the [Southwest Transit Association](#) and the [Mass Transit Magazine](#). [View the launch photos here](#).



CARTS Now launches on-demand, curb-to-curb bus service in Lockhart

by Fred Cento | Monday, May 2nd 2022

LOCKHART AREA RURAL TRANSPORTATION SYSTEM 2109

LOCKHART, Texas — Think of it as mass transit for small towns. An established inter-city bus service in Central Texas is launching a local bus service in growing towns in its service area. On Monday, CARTS — the Capital Area Rural Transportation System — launched its new ride service, CARTS Now in Lockhart.

Publication	Date	Article
KXAN	May 2	New transit service launches in rural Central Texas town Monday
KVUE	My 2	CARTS announces new on-demand service in Lockhart
CBS Austin	May 2	CARTS Now launches on-demand, curb to curb bus service in Lockhart
San Marcos Corridor News	May 3	New on-demand transportation service has launched in Lockhart
Lockhart Post Register	May 4	CARTS Now available in Lockhart
Mass Transit Magazine	May 6	New on-demand transportation service powered by Via launches in Lockhart

Community Outreach

Leading up to the launch of CARTS Now in Lockhart, the outreach team attended **6 community events** and visited local business to promote the service.

Date	Activity
January 18, 2022	Lockhart City Council Presentation
February 21, 2022	Caldwell County Food Bank Pop-Up
March 15, 2022	Lockhart Public Library Pop-Up
April 25, 2022	Caldwell County Food Bank Pop-Up
April 25, 2022	Pre-Launch Presentation at First United Methodist Church of Lockhart
April 30, 2022	Día de Los Niños Celebration at Lockhart Public Library



Survey Summary

What We Heard

The outreach team conducted a regional survey across the entire CARTS service area to obtain information on community needs and preferences and how to improve CARTS services. The goal of the survey was to learn how CARTS can retain riders, gather new riders, spread awareness, and educate the communities served in the CARTS district.

The survey was available from September 2021 to February 2022. A total of 511 surveys were completed through in-person and online surveys. About 9 were not included in the survey analysis due to inconclusive information. Surveys were available in English and Spanish. A full report of survey results is available in the Appendix.

Survey Promotion

To promote the survey, CARTS developed several materials and conducted outreach throughout the region through visits to local businesses; food pantry pop-ups; community outreach events; organic social media promotion; paid social media posts with gift card giveaway; flyers and printed materials; signage on CARTS vehicles and inside stations; and through email updates and web content shared by CARTS and community partners.

The image shows a screenshot of a survey form titled "GETTING TO KNOW CARTS" with the CARTS logo. The form is titled "Community Survey" and contains seven numbered questions with various checkboxes and input fields. The questions cover topics such as home zip code, most frequent destination, how they heard about CARTS, primary mode of transportation, current relationship with CARTS, reasons for not using services, and familiarity with different CARTS services.

Key Takeaways

The survey results revealed several key takeaways:

- Most survey participants live in Elgin (20%), Taylor (15%), or Bastrop (13%).
- The most popular destinations people visit were Austin (23%), Bastrop (14%), and Taylor (14%).
- Nearly half (49%) of respondents do not use CARTS, however, about a quarter have used CARTS in the past (20%) or would like to in the future (5%).
- The most common reason for not using CARTS service was “I don’t need the service” (31%), however, a nearly equal amount of people answered “I don’t know how to use the service”(25%) or “I didn’t know about it” (6%).
- Respondents were the most familiar with the CARTS Now service (25%) followed by Country Bus (19%), Interurban Coach (18%), Grasshopper (5%), and National Intercity (3%). About 30% answered that they were not familiar with any CARTS services.
- When asked what transportation option they would use from CARTS, respondents commonly noted:
 - Connection to the Austin Bergstrom International Airport
 - Extended service hours to include weekends and earlier/later times, especially for CARTS Now services
 - More connections to Austin
 - More stops in Kyle/Buda/San Marcos area.

Appendix

Community Partners

Bastrop County

A3 Creative
Amerigroup
Any Baby Can
Arbors of Bastrop
Argent Court Assisted Living
Ascension
Bastrop Chamber of Commerce
Bastrop Children's Advocacy Center
Bastrop Christian Outreach Center
Bastrop City Council
Bastrop Community Senior Center
Bastrop County Cares
Bastrop County Emergency Food Pantry
Bastrop County Fire Department
Bastrop County Veterans Collaborative
Bastrop EDC
Bastrop Family Crisis Center
Bastrop Independent School District
Bastrop ISD
Bastrop Police Department
Bastrop Pregnancy Resource Center
Bastrop Speech Therapy
BCFS Health and Human Services
Bluebonnet Electric Cooperative
Blue Cross Blue Shield
Board of Counseling Association
Capital Area Council of Governments
CASA Bastrop
Casey Family Programs
Catholic Charities of Central Texas
Children's Advocacy Center
Christian Counselors of Texas
City of Bastrop
City of Elgin
City of Mustang Ridge
City of Smithville
Clear Impact
Communities in Schools of Central Texas
Cross Creek Hospital
CSR 2 - Outreach
Cen-Tex Family Services
David Goertz Homes
Department of State Health Services
Department of Family and Protective Services
Downhome Ranch

Electric Cab of North America
Elgin Chamber of Commerce
Elgin City Council
Elgin ISD
Family Crisis Center
FastMed Urgent Care
First National Bank Bastrop
FOUND
Foundation Communities
FranLan Multimedia
Habitat for Humanity
Health and Human Services
Hunters Crossing Apartments
Independence Title
Integral Care
Komen Austin
Literacy Bastrop
Little Sheep Learning Center
Lone Star Circle of Care
Main Street Program
MAXIMUS Bastrop
McDade ISD
MCNA Dental
Medicaid Filing
Military Veteran Peer Network
Mitchell Diaz Law
Nexus Health Systems
Oak Grove
Open Door Soup Kitchen
Owens Music
Pine Point Apartments
Piney Creek North Apartments
Raise Your Hand Texas
Red Rock Nutrition
Shiny-Squirrel Consulting
Smithville Courier Services
Smithville Food Pantry
Smithville ISD
St. David's Foundation
Superior Health Plan
Tahitian Village Apartments
Texas Chrome Transport
Texas Association for the Education of Young Children
Texas House of Representatives
Texas Local Food
Texas RX Card
Texas Workforce Commission

Training Wheels ABA
Universal Health Services
Veterans Affairs
Veterans Services
VIA Metropolitan Transit
Village of Webberville
Visit Bastrop
Walnut Ridge
Workforce Solutions
YMCA - Bastrop
YWCA Greater Austin

Blanco County

Blanco Chamber of Commerce
Blanco County News
Blanco Good Samaritan Center
City of Blanco
City of Round Mountain
Combined Community Action
Community Action
Gem of the Hills
Highland Lakes Family Crisis
Johnson City
Johnson City Chamber of Commerce
Johnson City Record Courier
Johnson City Senior Center
OARS of Blanco County
Old Blanco County Courthouse
Texas Department of Health and Human Services
Workforce Solutions Rural Capital Area, Blanco County
Yamhill Community Action Partnership

Burnet County

Burnet Bulletin
Burnet Chamber of Commerce
Burnet County Community Resource Center
Christian Women's Job Corps
Citizens Gazette
City of Bertram
City of Burnet
City of Cottonwood Shores
City of Granite Shoals
City of Highland Haven
City of Horseshoe Bay
City of Marble Falls
City of Meadowlakes
City of Sunrise Beach Village
Herman Brown Free Library
Highland Lakes Family Crisis
Highland Oaks Apartments FHA
Highlander News
Marble Falls Chamber of Commerce
Marble Falls Economic Development Corporation
Open Door Recovery House
Picayune Marble Falls Newspaper
Texas Academy of Career Training (ACT)
Texas Housing Foundation
The Vistas Apartments FHA
Williamson-Burnet County Opportunities
Workforce Solutions Rural Capital Area

Caldwell County

Alliance for African American Health in Central Texas: AAAHCT
Bluebonnet Trails
Bluebonnet Trails MHMR
Caldwell County
Caldwell County Interagency President
Centex Dispute Resolution
Central Baptist Church
Central Texas Advocates for Seniors
City of Lockhart
City of Lockhart Director of Library Services
City of Luling
City of Martindale
City of Niederwald
Community Health Centers of South-Central Texas
Family Link Kids
Grace Lutheran Church
Hays - Caldwell Women's Center
KFH Group
Lockhart Area Senior Citizen Activity Center
Lockhart Chamber of Commerce
Lockhart Housing Authority
Lockhart ISD
Lockhart Ministerial Alliance
Lockhart Post Register Newspaper
Lockhart Senior Nutrition Program
Luling Chamber of Commerce
Luling Housing Authority
Luling ISD
Luling Newsboy & Signal
Luling Senior Services Center
Martindale Nutrition Program
Mature and Senior Living Magazine
Meals on Wheels
Methodist Healthcare Ministries
Parents as Teachers (Community Action Subgroup)
Prairie Lea Senior Nutrition Services
Prairie Leah ISD
Prospera Housing and Community Services
Public Health Nursing- Texas Department of State Health
Seton Ascension
Seton Health Care
Texas A&M University

Colorado County

Weimar Chamber of Commerce

Fayette County

Carmine Chamber of Commerce
Carmine Senior Center
City of Carmine
City of Fayetteville
City of Flatonia
City of La Grange
City of LaGrange
City of Round Top
City of Schulenberg
City of Schulenburg
Community Action Partnership
Dept of Human and Human Services
Fayette County
Fayette County Record
Flatonia Chamber of Commerce
Flatonia Nutrition Program
Flatonia Rail Park Station
Housing Authority of La Grange
Housing Authority of Schulenburg
La Grange Head Start
La Grange VA Outpatient Clinic
LaGrange Chamber of Commerce
Round Top Area Chamber of Commerce
Round Top Historical Society
Salvation Army
Schulenburg City Hall
Schulenburg Community Center
Schulenburg Senior Center
The Greater Schulenburg Chamber of Commerce
Veterans of Foreign Wars #5254
Veterans Service Officer

Hays County

City of Buda
City of Dripping Springs
City of Kyle
City of Kyle
City of Mountain City
City of San Marcos
City of Uhland
City of Wimberley
City of Woodcreek
Communities in School
Commuter Rail District
Deer Creek of Wimberly
Dripping Springs Chamber of Commerce
Greater Austin/San Antonio Corridor Council
Hays Caldwell Council
Hays Caldwell Council on Drug and Alcohol Abuse
Hays Consolidated ISD
Hays Free Press
Hays-Caldwell Women's Center
Hill Country Citizens Senior Center
Kyle Senior Center
La Vista Apartments
Live Oak Health Partners
Martindale UMC
Odyssey Hospice a Gentiva Company
San Marcos Chamber of Commerce
San Marcos Daily Record
San Marcos Senior Center
Senior Activity Center
Senior Veteran Advisor
Sun Country Publications, Inc
Texas Department of State Health Services
Wimberley Senior Center
Wimberley Valley Chamber of Commerce
Wimberley View
Wimberly Library

Lee County

American Legion
Austin Health Resources
Bluebonnet Trails Community Services
Bluebonnet Trails-MHMR
Bread Ministry
Carmine Community Action
CASA of Bastrop, Fayette, and Lee Counties
Children's Advocacy Center
City of Giddings
City of Lexington
Disabled American Veterans
Feed the Need
Giddings Breakfast Lions Club
Giddings Chamber of Commerce
Giddings Economic Development Corporation
Giddings Noon Lions Club
Giddings Public Library
Giddings Public Library/Cultural Center
Giddings Rotary Club
Giddings Senior Center
Giddings Study Club
Joekel House Female Community
Lee County
Lee County (Giddings) Little League
Lee County Sheriff's Posse
Lehman Charitable Foundation
Lexington Chamber of Commerce
Lexington Chamber of Commerce
Rejuvenation Thrift Shop
Rural Capital Area Network and Workforce Solutions
Tejas Health Care
Texas Wendish Heritage Society

Travis County

Advocacy Outreach
Advocacy, Inc
American Gateways
Amtrak
ARCIL Austin
Area Agency on Aging
ATX Factory
Aunt Bertha
Austin City Council
Austin Resource Center for Independent Living
Austin-Travis County MHMR Center
Bluebonnet MHMR
CAMPO
CAMPO Transportation Policy Board
Capital Area Transportation Coalition
Capital Metropolitan Transportation Authority (Metro)
Capital Area Regional Transportation Planning Organization (CARTPO)
Chestnut Addition Neighborhood Assn. (C.A.N.A.)
Chestnut Neighborhood Revitalization Corporation
City of Austin
City of Bee Cave
City of Creedmoor
City of Jonestown
City of Lago Vista
City of Lakeway
City of Manor
City of Pflugerville
City of Sunset Valley
City of West Lake Hills
Community Action, Inc.
CRAFT
DARS- Division for Blind Services
Davis-Thompson Neighborhood Association
Delta Millworks
Department of Assistive and Rehabilitative Services
East Austin Conservancy
East Cesar Chavez Neighborhood Planning Team
East End IBIZ District
East Rural Community Center
East Town Lake Citizens Neighborhood Organization

El Concilio Mexican American Neighborhoods
Festival Beach Community Garden
Food Locker
Foster Heights Neighborhood Association
Friendly Fiends of Haskell Street
Friends of Chestnut Neighborhood Plan Contact Team
Gear Cameras and Lighting
George Cox Automotive
Govalle Neighborhood Association
Govalle/Johnston Terrace Neighborhood Plan Contact Team
Gracie Barra East Austin
Greater East Austin Neighborhood Association
Guadalupe Association for an Improved Neighborhood
HD Supply Whitecap
High Hat Public House
Hill Country Community MHMR Center
Holly Neighborhood Coalition
Homewood Heights Neighborhood Association
Hull Supply
Jacoby's Restaurant & Mercantile
Grizzelda's
Justine's Brasserie
Kealing Neighborhood Association
Lago Vista, Jonestown, Point Venture
Lake Travis Chamber of Commerce
Long Range Planning Manager
Manor Chamber of Commerce
Manor ISD
McKinley Heights Neighborhood Association
Mid-Town RV Park
Movability Austin
Oakwood Neighborhood Association
Older Adult Rural Services
Organization of Central East Austin Neighborhoods
Pedernales Neighborhood Association
People Organized in Defense of Earth and Her Resources
Resistencia Library
Robertson Hill Neighborhood Association
Rosewood Glen Oaks Neighborhood Association
Rosewood Neighborhood Plan Contact Team
Rural Capital Workforce Development Board
Sawyer and Company
Smith Robertson Attorneys at Law
Smokey Denmark Sausage Company

South Rural Community Center
State of Texas HHSC Medicaid/CHIP
Swede Hill Neighborhood Association
Tejano Town
Texas Department of Transportation
Texas Department of Transportation Austin District
Texas Medical Transportation Program
Texas State University
The Arc of Texas
The Arc of the Capital Area
The Central Texas Regional Mobility Authority
Tillery Square Neighborhood Assoc
Travis County
Travis County Community Center
United East Austin Coalition
United Way Capital Area
User of Public Transportation Rural
Village of Briarcliff
Village of Point Venture
Village of Volente
VWCA
Warbach Lighting and Design
West Austin Caregivers
West Rural Community Center
Westlake Chamber of Commerce
Williamson-Burnet County Opportunities, Inc.
Willow Spence Historic District Neighborhood Ass

Williamson County

AGE of Central Texas
American Legion
Ascension Seton
Austin Community College - Round Rock
Austin Groups for the Elderly
Bartlett Housing Authority
Bluebonnet Trails
Candidate for Justice of the Peace/Taylor Chamber
Cedar Park Council
Cedar Park Mayor
Christ Fellowship Church
City of Bartlett
City of Cedar Park
City of Cedar Park Staff
City of Florence
City of Georgetown
City of Granger
City of Hutto
City of Hutto Staff
City of Jarrell
City of Leander
City of Liberty Hill
City of Liberty Hill Staff
City of Round Rock
City of Taylor
City of Taylor Staff
City of Thrall
City of Weir
Community Action - CAP
Community Impact
Community Pathways
Community Resource Center
CommUnityCare
County Health & Human Services & Veteran Services
Coupland Civic Organization
Da Vita Dialysis
Dickey-Givens Community Center
Eastern Williamson County Coalition
Facilities Rehabilitation Inc.
Faith in Action
Fast Med Urgent Care
Florence Chamber of Commerce
Georgetown Behavioral Health Institute
Granger Housing Authority
Head Start - Opportunities for WBC

Heritage Park
Hope Alliance
Hutto Senior Day Center
Legacy Early College High School
Life Park Center
Life Steps Council
Lone Star Circle of Care
Main Street Commons
Medical Reserve Corps
Mental Health Management Services
Moody Museum
Murphy Park and Pool
Opportunities for Williamson & Burnet County
Pecos Apartments
St. Peter's Church Coupland
Senior Access - Round Rock
Shepard's Heart
SPJST Assisted Living
Taylor Activity Center
Taylor Airport
Taylor Fire Department
Taylor Housing Authority/Round Rock
Taylor Police Department
Taylor Press
Taylor Public Library
Taylor Senior Citizens Site (Meals on Wheels)
Temple College
Texas Beer Company
Texas Department of State Health Services
Texas Health and Human Services
United Way for Greater Austin
US Agriculture Department
US Government CCC DHS
Well Med Taylor
Wilco Expo Center
Williamson County Sun
Williamson County & Cities Health District

Various Counties

Texas Department of Transportation
CAMPO TAC
CapMetro Board
CapMetro Staff
Austin American Statesman
Austin Monthly
Daily Texan
Austin Business Journal
Austin Chronicle
Austin Monitor
KUT
La Voz
El Mundo
Univision 62
Telemundo
KVUE
KXAN
Spectrum News
Fox 7
KLBJ
KEYE/CBS
Texas Department of Public Safety

Community Events and Presentations

Date	Event	Organizer	Activity
6/19/2021	Juneteenth & Summer in the City	City of Bastrop	Event Attendance
6/28/2021	Richard Moya Eastside Bus Plaza Soft Opening	CARTS & Capital Metro	Event Host
7/1/2021	CARTS Now Launch	Taylor Chamber & CARTS	Event Host
7/3/2021	Patriotic Festival	City of Bastrop	Event Attendance
7/4/2021	Fourth of July Parade	Taylor Fire Department	Parade Participation
7/5/2021	Murphy Park	CARTS Outreach Team	Outreach Table
7/20/2021	SWTA Awards Presentation	Southwest Transit Association	Presentation
8/4/2021	Caldwell County Interagency Meeting	Caldwell County	Event Attendance
8/7/2021	Homecoming Parade	City of Bastrop	Parade Participation
8/26/2021	Eastern Williamson County Coalition	EWCC	Event Attendance
8/27/2021	Blanco Wheels and Feet	Blanco Wheels and Feet	Presentation
8/27/2021	Baylor Scott and White Transportation Discussion	Community Resource Centers of Texas	Event Attendance
8/27/2021	Capital Area Regionally Coordinated Plan Interview	Capital Area Regionally Coordinated Plan Interview	Event Attendance
8/31/2021	Bastrop Rotary Club Presentation	Bastrop Rotary Club	Presentation
9/1/2021	Bastrop Chamber Luncheon	Bastrop Chamber of Commerce	Presentation
9/4/2021	Oatmeal Festival and Parade	Burnet County	Parade Participation
9/4/2021	Fayette County Fair and Parade	Fayette County	Parade Participation
9/7/2021	AGE of Central Texas Presentation		Presentation
9/11/2021	Business Expo	Taylor Chamber	Outreach Table
9/23/2021	Eastern Williamson County Coalition Presentation	Eastern Williamson County Coalition	Presentation
9/27/2021	Coupland Civic Organization Meeting	Coupland Civic Organization	Presentation
10/6/2021	Caldwell County Interagency Meeting	Caldwell County	Event Attendance

10/13/2021	Resource Meet and Greet	Veterans Commission	Presentation
10/15/2021	CAMPO TDM Meeting	CAMPO	Presentation
10/16/2021	Taylor Fall Festival	Taylor Chamber of Commerce	Outreach Table
10/23/2021	Hogeye Festival	City of Elgin	Outreach Table
10/24/2021	Marigold Festival and Parade	Blanco County	Parade Participation
10/24/2021	Czhillispiel Parade	Fayette County	Parade Participation
10/28/2021	Bastrop Veterans Collaborative	Bastrop County Veterans Collaborative	Presentation
10/28/2021	EWCC Interagency Meeting	Williamson	Presentation
10/28/2021	Minority Veterans Board Meeting	Minority Veterans	Presentation
10/30/2021	Blanco Marigold Festival		Parade Participation
11/2/2021	Heart of Bastrop Show	Mayor of Bastrop	Interview
11/3/2021	Interagency Meeting	Caldwell County	Dana attended
11/4/2021	Bastrop County Cares	Bastrop	Dana attended
11/5/2021	CARTPO Presentation	Capital Area Regional Transportation Planning Organization	Presentation
11/13/2021	Taylor Health Fair	Williamson County and Cities Health District	Outreach Table
11/13/2021	Hays Community Resource Meet & Greet	Texas Veterans Commissioner - Vet. Employment Services	Outreach Table
11/15/2021	Taylor Chamber Luncheon Presentation	Taylor Chamber	Presentation
11/19/2021	Main Street Commons Presentation	Main Street Commons Senior living	Presentation
12/7/2021	Communities in Schools Central Texas Presentation	Communities in Schools	Presentation
12/13/2021	Bastrop Older Wise Leaders	Bastrop County Cares	Presentation
12/20/2021	Lockhart Food Pantry	Caldwell County Christian Ministries	Outreach Table
1/18/2022	Lockhart City Council	City of Lockhart	Presentation
2/21/2022	Lockhart Food Pantry	Caldwell County Christian Ministries	Outreach Table
3/11/2022	Luncheon Presentation	Lion's & Kiwana's Club	Presentation

3/15/2022	Pop-Up Event	CARTS, Lockhart Public Library	Outreach table at Lockhart Public Library
3/15/2022	Pop-Up Event	CARTS, Bastrop Public Library	Outreach table at Bastrop Public Library
3/17/2022	Truck Petting Zoo	Taylor Public Library	Outreach Table & CARTS Now van display
3/17/2022	Touch a Truck	Elgin Parks & Recreation	Country Bus display
4/25/2022	Food Pantry Pop-Up	CARTS, Caldwell County Christian Ministries	Outreach Table
4/25/2022	Pre-Launch Information Session	CARTS, First United Methodist Church of Lockhart	Meeting
4/30/2022	Dia De Los Niños Festival	Lockhart Public Library	Outreach Table
5/2/2022	CARTS Now Launch	CARTS, City of Lockhart, Lockhart Chamber	Event Host
5/6/2022	First Fridays	Lockhart Chamber of Commerce	Outreach Table
5/7/2022	Blackland Prairie Days	City of Lockhart	Outreach Table
5/10/2022	Meeting	CARTS, Bastrop OWLs	Meeting to discuss outreach opportunities
5/14/2022	Black's Anniversary	Black's BBQ	Promotion: Free CARTS Now rides
5/14/2022	Health Fair	Bastrop Senior Center	Outreach Table

Community Destination Visits

Service Area	Business/Organization
Bastrop County	Bastrop Chamber of Commerce
	Community Health Center of Bastrop; Lonestar Circle of Care
	CommUnityCare OB/GYN of Bastrop
	Austin Community College – Elgin Campus
	CARTS Bastrop Station
	CARTS Smithville Station
Burnet County	Burnet Chamber of Commerce
	Herman Brown Free Library – Burnet
	Marble Falls Library
	Marble Falls Visitors Center
Caldwell County	Lockhart Chamber of Commerce
	Chisolm Trail Nursing & Rehabilitation Center – Lockhart
	Chaparall Coffee on the Square – Lockhart
	Loop & Lil’s Pizzeria – Lockhart
	Golden Age Retirement Home – Lockhart
	Chisolm Trail B-B-Q – Lockhart
	Lockhart Public Library
	United Methodist Church of Lockhart
	Lockhart Family Practice Center
Hays County	Buda Chamber of Commerce
	Austin Community College – Hays Campus
	San Marcos Public Library
	CARTS San Marcos Station
Lee County	Giddings Public Library
	Combined Community Action – Giddings
Travis County	Travis County Community Center – Manor
Williamson County	Georgetown Visitors Center
	Round Rock Transit Center
	CARTS Taylor Station
	Plowman’s Kitchen - Taylor
	Good Strangers – Taylor
	Old Taylor High

Get to Know CARTS Survey Results

The outreach team conducted a regional survey across the entire CARTS service area to obtain information on community needs and preferences and how to improve CARTS services. The goal of the survey was to learn how CARTS can retain riders, gather new riders, spread awareness, and educate the communities served in the CARTS district.

The survey was available from September 2021 to February 2022. A total of 511 surveys were completed through in-person and online surveys. About 9 were not included in the survey analysis due to inconclusive information. Surveys were available in English and Spanish.

Survey Promotion

To promote the survey, CARTS developed several materials and had a robust outreach plan including:

- Visits to local businesses
- Food Pantry pop-ups
- Community outreach events
- Grassroots social media promotion
- Paid social media posts with gift card giveaway
- Flyers and printed materials
- Signage on CARTS vehicles and inside stations

Key Takeaways

The survey results revealed several key takeaways (See complete survey results below):

- Most survey participants live in Elgin (20%), Taylor (15%), or Bastrop (13%).
- The most popular destinations people visit were Austin (23%), Bastrop (14%), and Taylor (14%).
- Nearly half (49%) of respondents do not use CARTS, however, about a quarter have used CARTS in the past (20%) or would like to in the future (5%).

- The most common reason for not using CARTS service was “I don’t need the service” (31%), however, a nearly equal amount of people answered “I don’t know how to use the service” (25%) or “I didn’t know about it” (6%).
- Respondents were the most familiar with the CARTS Now service (25%) followed by Country Bus (19%), Interurban Coach (18%), Grasshopper (5%), and National Intercity (3%). About 30% answered that they were not familiar with any CARTS services.
- When asked what transportation option they would use from CARTS, respondents commonly noted:
 - Connection to the Austin Bergstrom International Airport
 - Extended service hours to include weekends and earlier/later times, especially for CARTS Now services
 - More connections to Austin
 - More stops in Kyle/Buda/San Marcos area



511
Survey Participants

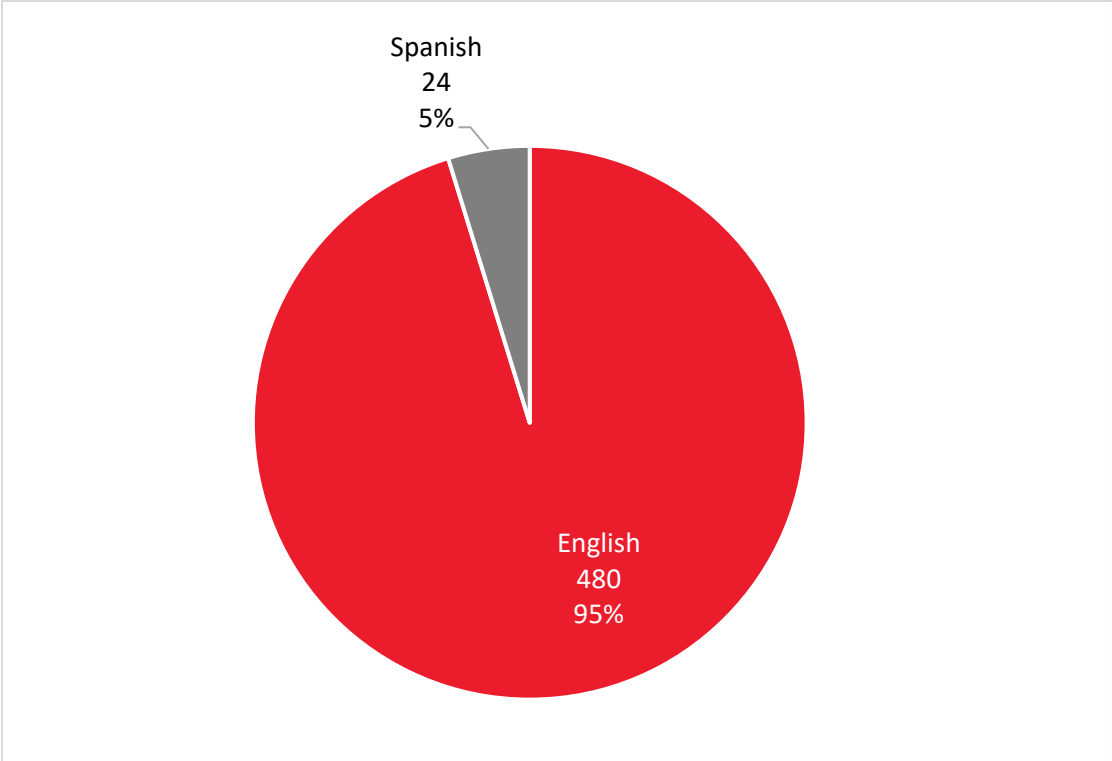


70%
Completion Rate

Survey Response Data

Prompt: Please select your language

504 Participants



Question 1: What is your home zip code?

412 Participants

ZIP Codes	Responses per ZIP Code
78621	82
76574	61
78602	54
78666	19
78644	18
78654	11
78611	8
78612	7
78616	7
78957	7
78606	6
78634	6
78617,78653,78702,78748	5
78610,78626,78640,78660,78665,78681,78741	4
76511,78633,78657,78669,78704,78722,78729,78737	3
60525,76530,76534,76578,78620,78628,78636,78747,78758,78947	2
72701,75666,76049,76504,76518,76537,76554,76577,77362,77964,78155,78413,78534,78574,78609,78613,78615,78632,78639,78650,78655,78656,78659,78661,78664,78676,78712,78727,78744,78745,78751,78757,78942,78963	1

Question 2: Please share the follow information about your most frequent destination.

- **2a: City/Town**
- **2b: ZIP Code**
- **2c: Destination Type**

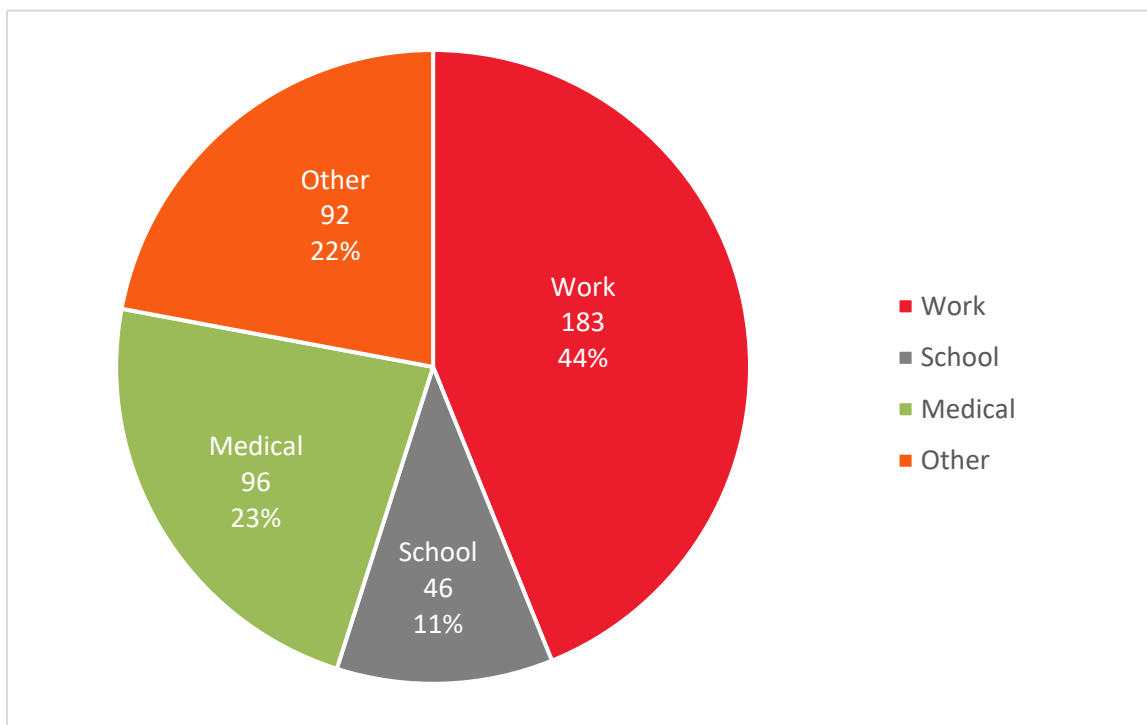
417 Participants

City/Town	No ZIP Code	ZIP Codes	Total Responses
Austin	45	78702 (7), 78704 (7), 78701 (5), 78705 (5), 78741 (4), 78744 (4), 78759 (2), 78703 (2), 78724 (2), 78729 (2), 78750 (2), 78751 (2), 78753 (2), 78727 (1), 78745 (1), 78747 (1), 78749 (1), 78754 (1), 78758 (1)	97
Bastrop	19	78602 (41)	60
Taylor	6	75674 (1),76564 (2),76574 (48),76575 (1),76754 (1)	59
Elgin	4	78621 (34)	38
San Marcos	4	75666 (1),78666 (26),78667 (1)	32
Round Rock	10	76574 (1),78665 (1),78681 (5),78687 (1)	18
Lockhart	1	78644 (13)	14
Marble Falls		78654 (9), 78657 (2)	11
Burnet	1	78611 (7)	8
Georgetown	2	78626 (3), 78628 (2), 78633 (1)	8
Cedar Creek	2	78612 (4)	6
Pflugerville	4	78660 (2)	6
Hutto	1	78634 (4)	5
Manor	1	78653 (4)	5
Del Valle	4	78617 (4)	4
Buda		78610 (1), 78758 (2)	3
Dripping Springs	1	78620 (2)	3
Kyle		78640 (3)	3
Blanco		78606 (2)	2
Granite Shoals		78654 (2)	2
Johnson city		78636 (1)	2
La Grange		60525 (2)	2
Smithville		78957 (2)	2
Thrall		76578 (2)	2
Bartlett		76511 (1)	1
Buckholts		76574 (1)	1
Bulverde	1		1
Cedar Park		78613 (1)	1

Corpus Christi	1		1
Cottonwood Shores		78757 (1)	1
Fayetteville		72701 (1)	1
Giddings	1		1
Granbury		76049 (1)	1
Granger		76530 (1)	1
Hallettsville		77964 (1)	1
Holland		76534 (1)	1
Horseshoe bay		78657 (1)	1
Jarrell		76537 (1)	1
Kileen	1		1
Kingsland		78639 (1)	1
Lakeway	1		1
Martindale		78655 (1)	1
Maxwell		78656 (1)	1
McDade		78650 (1)	1
Memphis	1		1
San Antonio		78249 (1)	1
Seguin		78155 (1)	1
Thorndale		76577 (1)	1
Uhland		78640 (1)	1

Question 2c: Destination Type

417 Participants

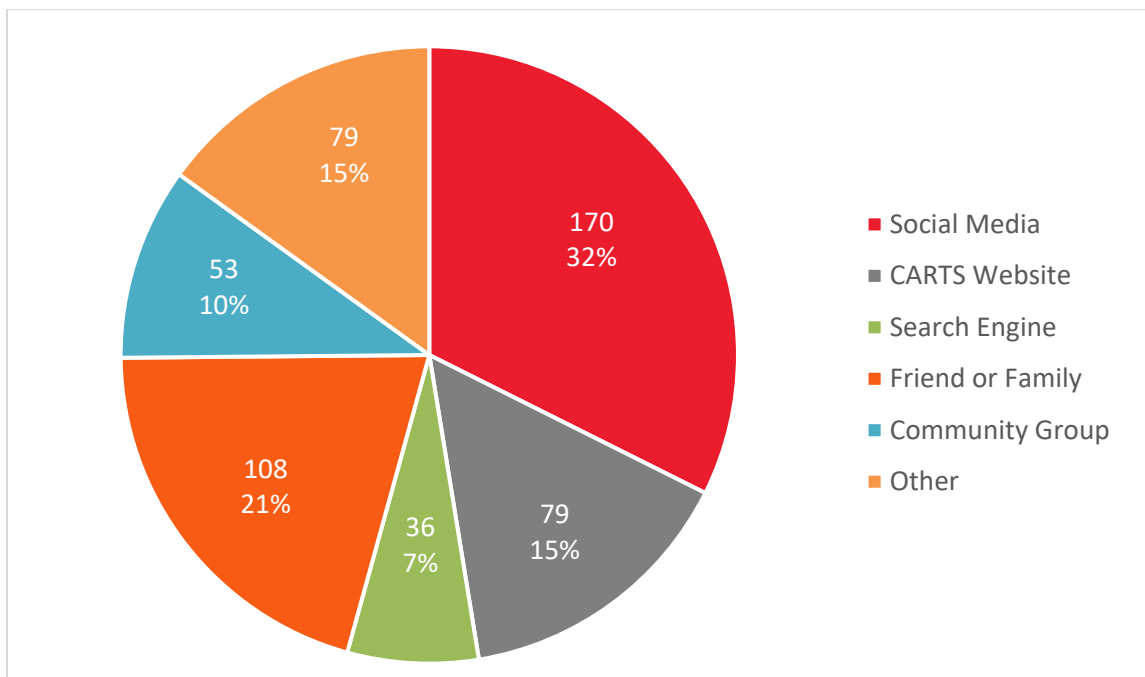


Question 2C. Other Responses			
1	ABIA	47	home, HEB
2	activities for child	48	Justice Center
3	Anywhere out of my house.	49	Laundry, day trip, eat
4	Austin	50	Leisure
5	Bastrop Museum	51	library or hair nail downtown shopping
6	Business Expo	52	Library, Post Office & HEB
7	Car issues	53	Live
8	Casa	54	medical
9	Church	55	Moving
10	Church and Football	56	Parks
11	Corner store,+bank.	57	Partner's house
12	Court	58	Pleasure and shopping
13	Court	59	Random shopping
14	Day hab	60	recreation
15	Day Program	61	Recreation/Shopping
16	Downtown	62	Recreational
17	downtown main street	63	Restaurant
18	Downtown, H-E-B, Bluebonnet Cafe, Walmart, super taco, ect.	64	Restaurant out of Elgin
19	Dr	65	Retired
20	Entertainment	66	Retired work projects, rental home, travel, etc.
21	Errands	67	Run errands around
22	Errands	68	Running errands
23	Errands, events	69	Shop
24	Family	70	Shop for grocery
25	For getting into Austin for social purposes, eating out, etc.	71	Shopping
26	Friends	72	Shopping
27	Fun	73	shopping/attractions
28	Get around town	74	Shopping/Library
29	golf	75	Store
30	Groceries	76	Store & library
31	Groceries	77	Stores
32	Groceries, coffee	78	Target
33	Groceries, etc.	79	To run errands in town
34	Grocery	80	Variety of errands, groceries, gas
35	Grocery	81	various shopping, library
36	Grocery shopping	82	Visit family n friends ,
37	Grocery store	83	Visit with family in another county
38	HEB	84	visiting friends
39	H-E-B	85	Volunteering

40	HEB -- Walmart	86	Volunteering & groceries
41	HEB gro, pay bills, meds.	87	Vonlane
42	Heb Walmart	88	Walmart
43	heb/Walmart	89	Walmart and HEB
44	HEB/Walmart/medical	90	Walmart,HEB, theater
45	Helping with transportation due to flat tire	91	Weekend
46	home	92	Work and medical

Question 3: How did you hear about CARTS? (Select all that apply)

376 Participants, 525 Responses (Each participant could select multiple options)



Question 3. Other Responses			
1	Around the town	41	Metro Bus
2	Around town	42	Nephew
3	Around town	43	Next door
4	Banner at Depot, vehicles, flyers	44	On the streets!
5	Bastrop bulletin board	45	Other users
6	Bluebonnet Trails	46	Paper at Elgin Rec Center
7	Business Expo	47	Paul Moon
8	Caldwell Cony	48	Public meetings
9	Cap Metro site	49	Saw in town

10	Capmetro	50	Saw the building
11	CapMetro	51	Saw the building
12	Central Texas Minority Veterans Committee	52	Saw the bus driving around
13	City Council meeting	53	Saw them
14	City of Bastrop	54	Saw them in town
15	City of Elgin	55	School website
16	Connie Caudillo - CARTS Employee	56	Searching for transportation from Bastrop to Airport
17	Co-worker	57	See CARTS around town
18	Driving by it as I go to Austin.	58	See it around town
19	Drove by buses on 71	59	See them on the road
20	En la parada del bus	60	Seeing cart vehicles
21	ETGLD	61	Seem around town
22	Event Taylor	62	Seen buses around town
23	expo	63	Seen buses in town
24	Flyer hanging at local gym.	64	Seen on road
25	Fresenius Kidney Care social worker	65	Sister work there.
26	Garfield Library	66	Taylor Expo
27	Google search	67	Texas State
28	Has a stop at my employment	68	The HQ is on my the street where I live.
29	Have ridden CARTS before when I lived in Taylor, TX.	69	The vehicle bus
30	Hogeye Festival	70	There is a station near my house
31	I do not remember, sorry	71	They came by The Lodge office
32	I live in Elgin and see we need one	72	Today
33	I walked past your old Austin depot, and went in.	73	University
34	Internet	74	Used to live near office on E 6th St, Austin TX
35	I've known about CARTS for years	75	Visibility
36	Job Fair	76	Walked past their Austin Station
37	Just driving around.	77	Wimberley Chamber of Commerce
38	Known about it from living in San Marcos	78	Work as an RN case manager
39	library	79	Workplace- CapMetro
40	Lo vi pasar en la calle		

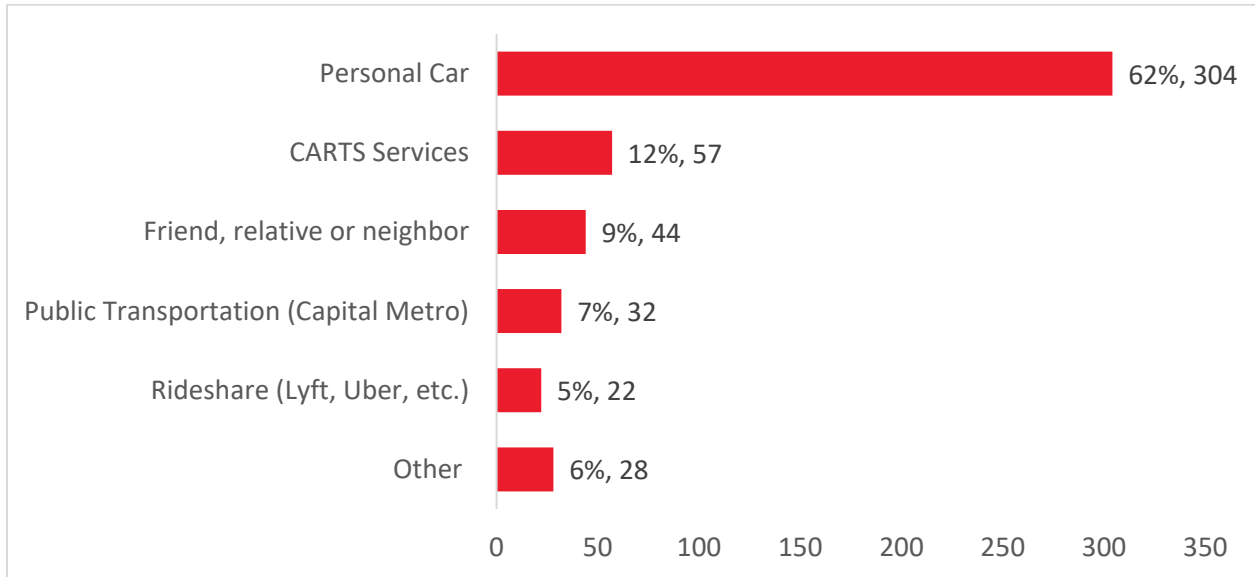
If you heard about CARTS through a community group, please include the name of the group here:

51 Participants

Group or Organization	Number of Responses
Facebook Group	9
Nextdoor	6
City of Elgin	5
City of Bastrop	3
Gem of the Hills	3
CARTS	2
Chamber of Commerce	2
East Williamson Community Collaborative	2
Medical Facility	1
City of Taylor	1
Grangers TX Networks	1
Johnson City Group	1
Neighborhood Commission	1
Rotary Club	1
Shepherd Pantry	1
SMCISD	1
Sunrise Village Apartments	1
Twitter	1
Uber/Rideshare Apps	1
City of Victoria	1
18+ Program EISD	1
Bastrop County Veterans Collaborative	1
CAMPO	1
Community Action	1
Private Group	1
Bastrop County Cares	1

Question 4: What is your primary mode of transportation? Check all that apply.

407 Participants, 487 Responses



Other – Common themes

28 total responses

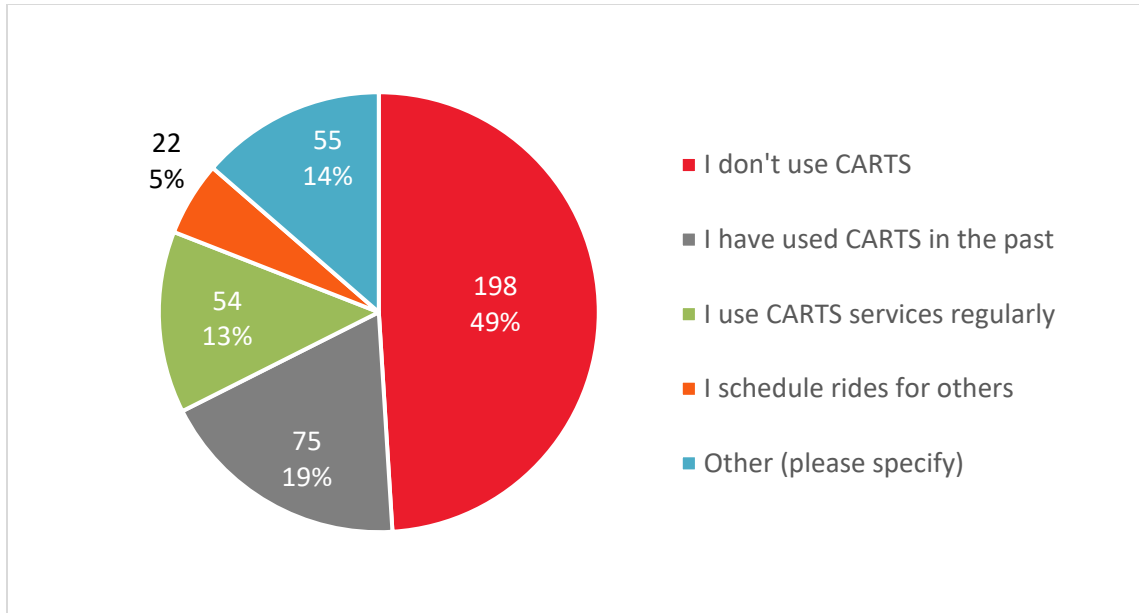
- Biking – 12 responses
- Walking – 8 responses
- Electric Vehicle/Work Vehicle – 3 responses
- Plane – 1 response

Question 4: Other (All Responses)	
1	air
2	bicycle
3	bicycle
4	bicycle
5	Bike
6	Bike
7	Bike
8	Carts to/from TXST. Car and bike around austin
9	For now. Will need CARTS in the future
10	Medical appointment
13	Skate
14	SR center

15	Transportation service
16	Walk
17	Walking
18	Walking
19	Walking
20	walking and bicycle
21	Walking and biking
22	Walking, cycling, electric car
23	Walking, cycling, electric car
24	Work Vehicle

Question 5: What is your current relationship with CARTS?

404 Participants



Other – Common themes

55 total responses

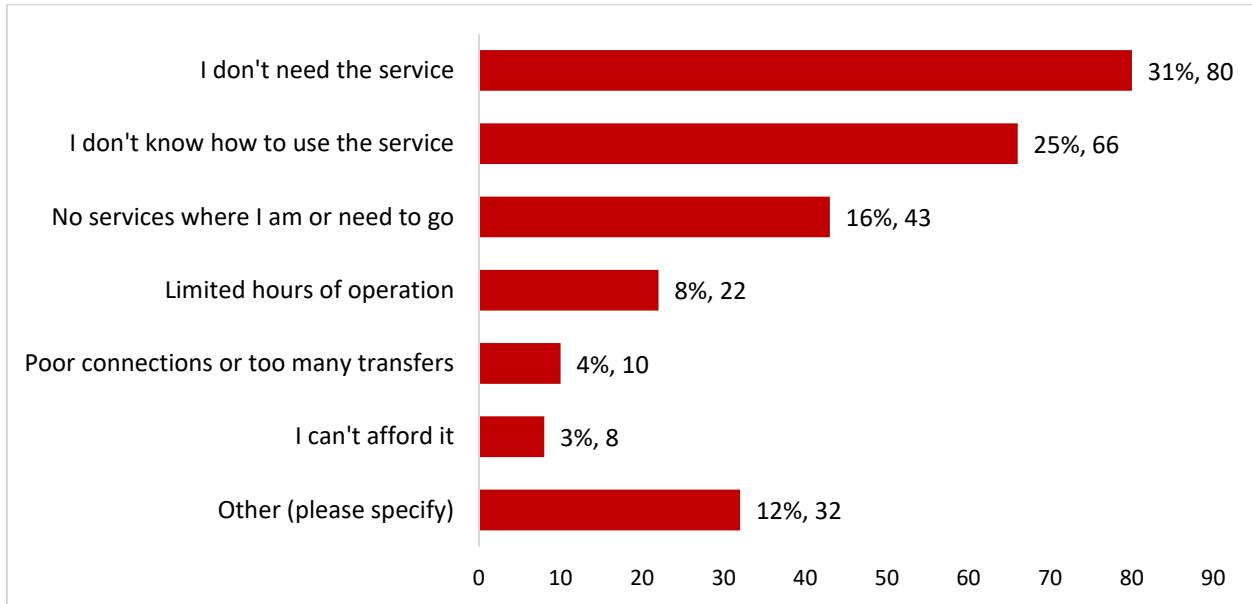
- Would like to use CARTS one day or more often – 24 responses
- Recommends CARTS to others – 12 responses
- Didn't know about CARTS/ How to use CARTS – 7 responses

Question 5: Other (All Responses)			
1	Business	29	I use to the route doesn't route I have to Uber to round rock to catch a route
2	All Appointments in Austin	30	I want to use carts
3	Burnet Chamber of Commerce	31	I want to use carts
4	Concerned neighbor	32	I was seeking CARTS service for my disabled son
5	Did not know CARTS existed	33	I wish we had Carts in our area.
6	Disabled vet living outside city	34	I work at the public libraries in Del Valle and our Garfield branch used to be a relatively active stop for CARTS.

7	Don't use but could be a great option for our employees	35	I would like to know the requirements for eligibility
8	Essential daily transportation	36	I've never used carts
9	First I've heard of Carts.	37	Just started/new to carts
10	gogeo	38	Limited to area
11	have never used but would like to	39	Looking forward to using CARTS
12	Haven't been able to use CARTS	40	May need in future when elderly parents visit
13	Helped student use	41	Mone
14	I don't know how to schedule CARTS.	42	My son will be needing a ride to Samsung for work
15	I don't use Carts, but I might.	43	Never used CARTS, but would LOVE to use a local bus service. I also have a big family in Shady Acres who would love to use CARTS going to Marble Falls.
16	I don't use CARTS yet	44	No puedo usar Carts en mi área porque no pasan por donde vivo.
17	I don't use CARTS, but I want to.	45	Not yet but will
18	I give others information about CARTS	46	Our students and staff use CARTS
19	I have never used carts... but definitely interested	47	Plan to use soon
20	I have not used Carts yet but may need to soon	48	recommend services to others
21	I haven't but might use CARTS.	49	Thinking about using for my elderly mother
22	I haven't used but have an old car, so may need to soon	50	This is my first time using carts
23	I may schedule rides for others in the future	51	Use for patients
24	I mention the CARTS service to patrons	52	Used ride-share van previously
25	I might someday	53	We give CARTS info to the public at the library
26	I need CARTS to service Thrall	54	When they are running
27	I provide information to veterans for using CARTS	55	Yall need to make it available for all of elgin, do yall care or not?
28	I use CARTS and I ride with my mom as her attendant.		

Question 6: If you have not used CARTS services, why not?

198 Participants, 261 Responses



Other – Common themes

32 total responses

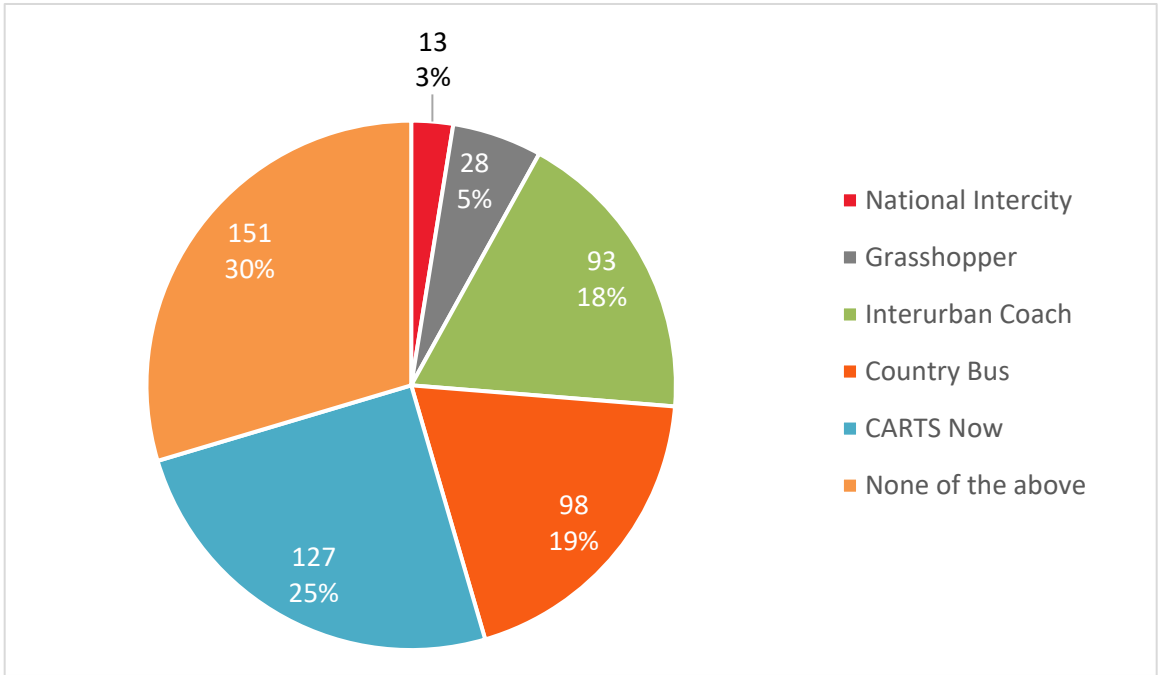
- Didn't know about CARTS – 16 responses
- Don't need it – 7 responses
- Scheduling/ route not offered – 3 responses
- Didn't need service, but might in the future – 3
- Knows other that may use CARTS - 2

Question 6: Other (All Responses)	
1	Did not know about it
2	Did not know about their service
3	Did not know what CARTS was
4	Didn't know it existed
5	Don't know a lot about it
6	don't think about it
7	Drive
8	employees can benefit from the service
9	First time hearing about it.

10	Had not found reason yet to use, but have referred others to the service!
11	Haven't needed it
12	I am a minor
13	I didn't know it existed
14	I don't know much about Carts.
15	I have no idea how it works
16	I haven't had a need for CARTS until now. It looks like I'll have to take Cap Metro to the south end, then bike 5 miles to reach Hays County, so I can get a ride to Kyle. Since I was hit by a car, biking hasn't seemed practical.
17	I know others in Bartlett that need it
18	I previously owned an automobile but no longer own one
19	I tried scheduling for my mom and the phone staff was unhelpful its been a few years!
20	I'm not sure on the eligibility
21	Just found this through social media
22	Live outside of city. Wasn't sure if service was available
23	Need service to Austin - Lighthouse for the Blind
24	Never heard of it
25	Never heard of them
26	No
27	Plan to take advantage of CARTS services. Had not previously considered until options were presented
28	Still have a car
29	The service is unreliable. Posted trips aren't accurate.
30	We have employees that would benefit from Killeen to Round Rock service.
31	Won't pick up at door
32	Work hours are odd from service hours

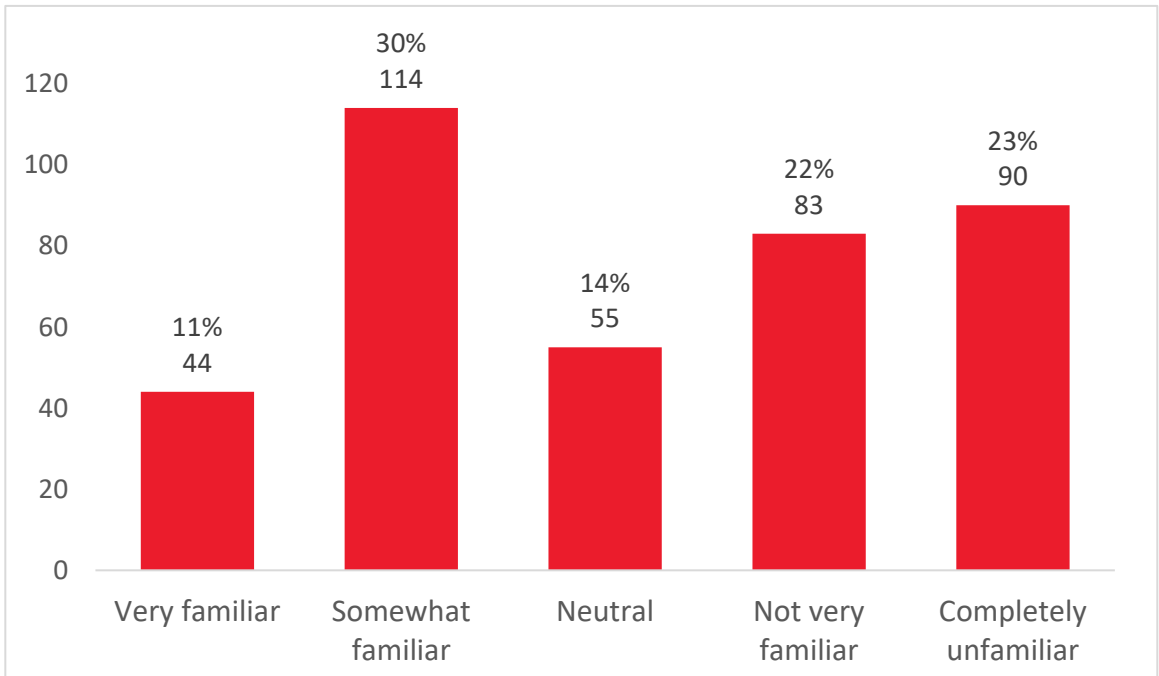
Question 7: Which of the following CARTS services are you familiar with?

383 Participants, 510 Responses



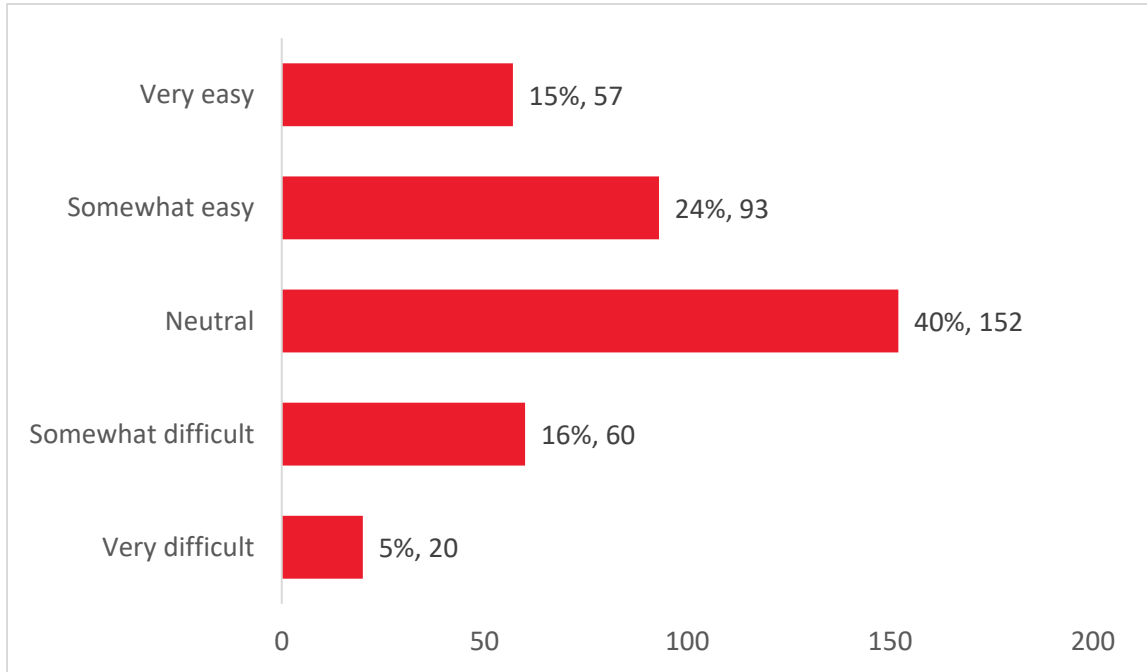
Question 8: How familiar are you with CARTS services?

386 Participants



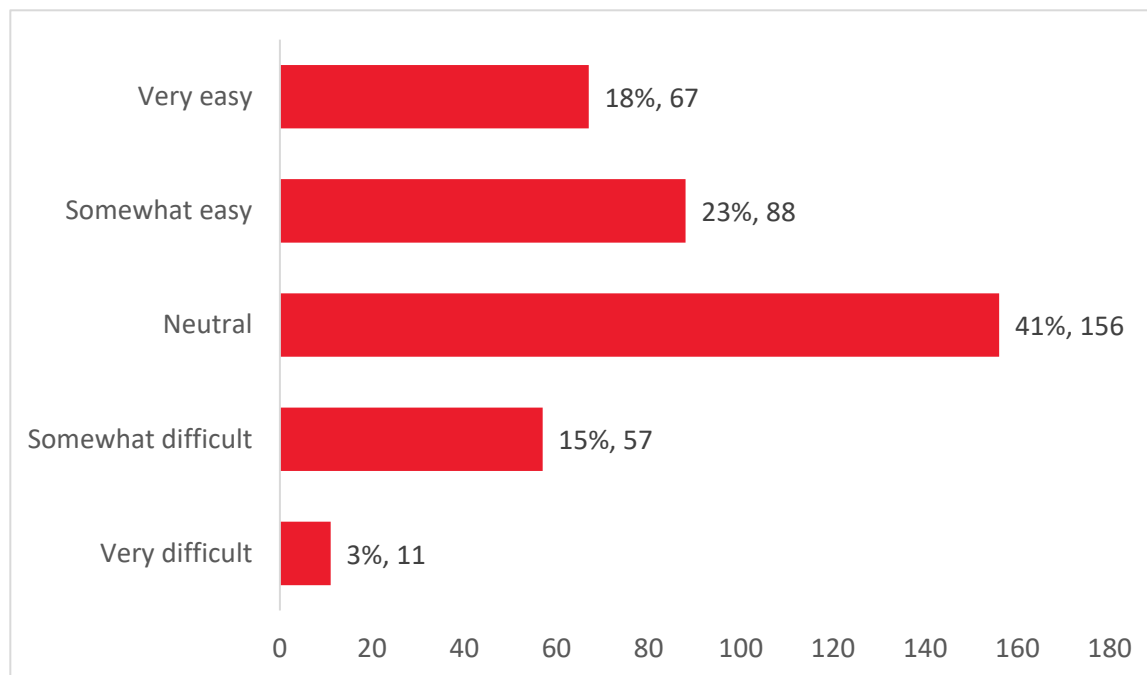
Question 9: How easy is it to find information about CARTS?

382 Participants



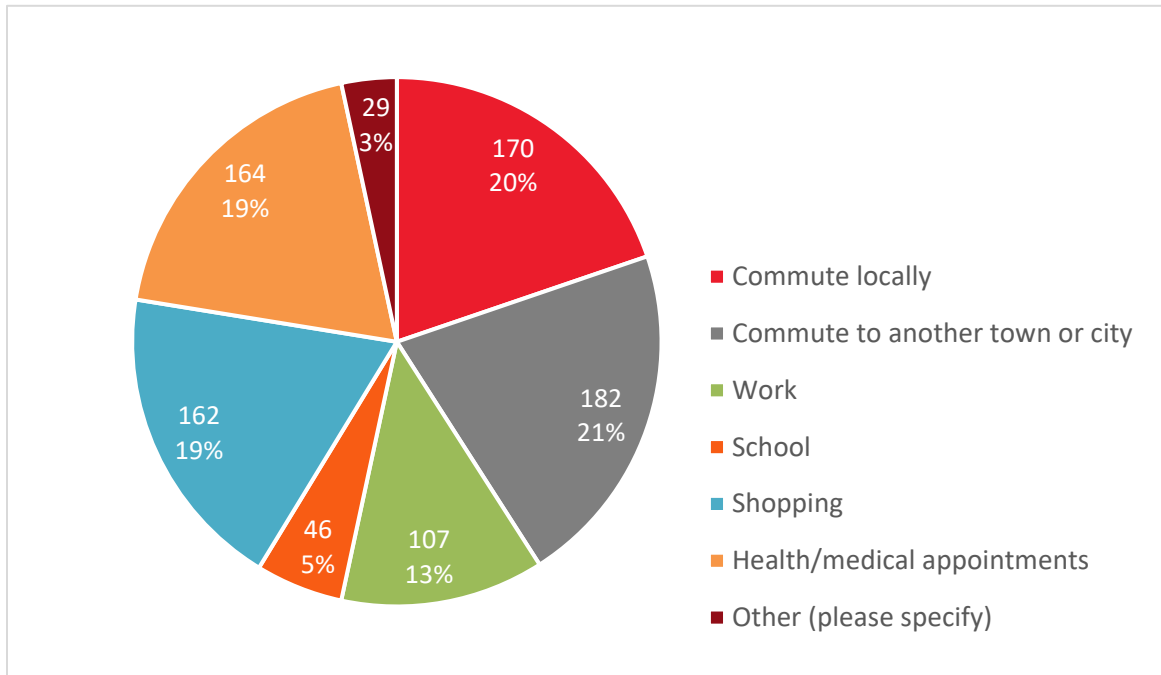
Question 10: How easy is it to understand information about CARTS?

379 Participants



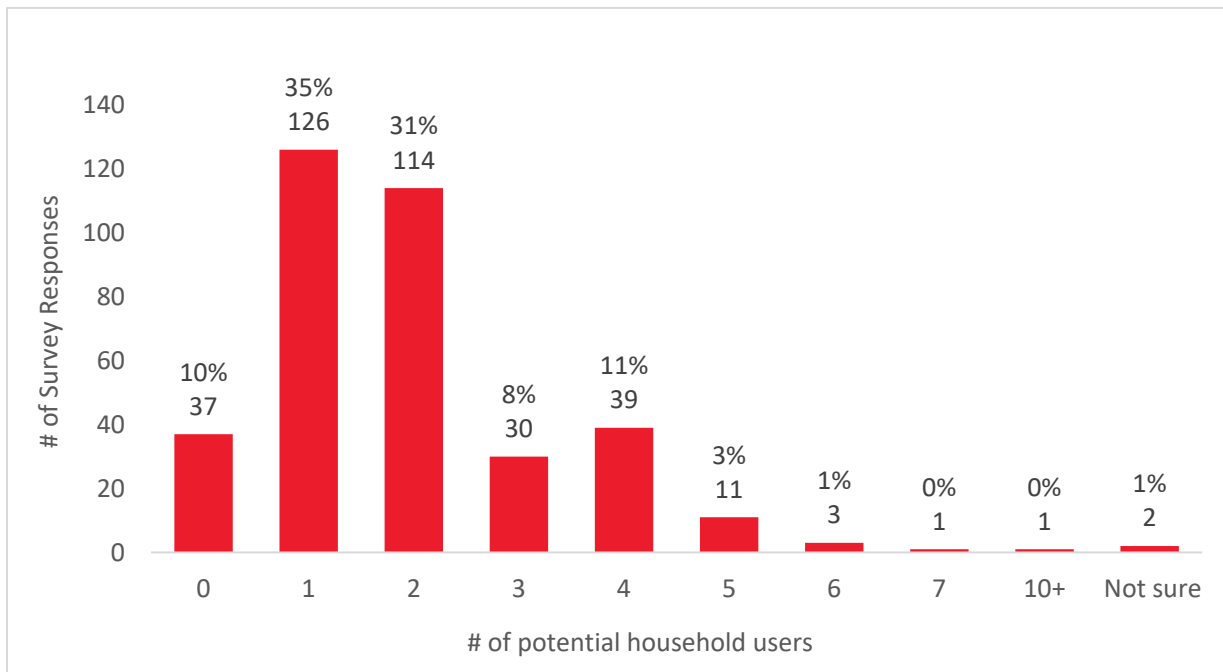
Question 11: If you were to use CARTS services, what types of trips would you take? (Select all that apply)

371 Participants, 860 Participants



Question 12: How many people in your household could potentially use CARTS services?

364 Participants



Question 13: If you could ask CARTS for any transportation option, what would it be?

235 Participants

Common themes:

- Respondents value a connection to the Austin Bergstrom International Airport
- Increasing service times to include weekends and earlier/later times, including CARTS Now
- More connections to Austin
- Medical appointments are a common destination
- More stops in Kyle/Buda/San Marcos area

Question 13: Open-ended (All Responses)			
1	7 days a week	119	Medical appointment
2	A better way to track transportation.	120	Medical appointments
3	A bus service connecting all major MF hubs would be amazing. Also bus routes connecting all small communities to MF.	121	Medical appt transport
4	A stop in downtown Austin for the Gold interurban route (like at Republic Park area).	122	Medical appts.
5	ability to transport a recumbent trike (bicycle, somewhat bulky)	123	Mesical
6	Access from our housing development to Hyatt Lost Pines or into downtown Bastrop	124	Metro Train to Austin with stop in Manor and Pflugerville. Another line into Taylor, Hutto & Round Rock
7	After 8pm pick-up and delivery	125	More drivers and buses so people don't wait so long for rides
8	After hours transportation home	126	More frequent service from Burnet
9	Airport	127	more frequent service. Service from Pflugerville to Austin.
10	Airport	128	More gold/yellow trips to San Marcos and/ or larger busses
11	Airport rides, commute to work	129	More hours of operation
12	Airport service	130	More local routes and stops
13	airport shuttle	131	More routes
14	airport transportation	132	More rural community stops throughout the hill country
15	An app with live tracking of each bus	133	MORE SERVICE DAYS FOR CEDAR CREEK
16	Any	134	More time for trips

17	Appointments	135	More time options between Austin SPM & Texas State.
18	Austin and San Antonio airports to and from Blanco	136	More variety in schedule
19	Austin, difficult to get to Dr. Appts.	137	My mom wants to come live with us in Smithville but all her doctors are at St Davids North. She has trouble driving and is worried that CARTS will not have a service to get her there and back since it is so far. She has tried to find specialist drs here in Bastrop but cannot.
20	Bigger area for pick up and drop off	138	Nights and weekends
21	bike rack on the vehicle	139	No
22	Broader availability	140	Non urban coach
23	Bus	141	None
24	Bus that gets to campus for 9 am class. Now it's only 8 or 10	142	None but have more times
25	Call it like a taxi	143	Not sure
26	Can i put a bike in front or in the back.	144	On call/scheduled drop offs and pick ups
27	Can we take carts to the airport?	145	On demand
28	Can't you run the Taylor connector one day (at least) a week? You could have one of the CARTSNOW drivers take 2 hours off from NOW in the early morning and late afternoon to do this.	146	On demand that pucks up more frequently were I live.
29	car	147	On line schedule
30	carpools for our employees	148	On-demand shuttles to smaller towns
31	Carro	149	Options from Dripping Springs
32	Carts country bus	150	Pick up and drop at later hours
33	CARTS functioning as neighborhood* circulators where residents live more than 1/2 mile from a bus stop and/or lost a route critical to their access to work/healthcare. *Neighborhoods in Austin: North Lamar, Georgian Acres, parts of North Austin Civic Assn, Dove Springs, etc	151	Pick up spot in our neighborhood and then various stops in Elgin, Manor and North Austin.
34	carts now to operate longer hours	152	Pickup from suburbs to downtown Bastrop
35	City to city	153	Pickup-type service in Georgetown
36	Close bus stops, schedules routes within walking distance.	154	Possibly pick ups for shopping at HEB or Walmart. Maybe transport to and from doctors appointments.

37	Come to El Camino river Rd., I'm a disabled vet and I need transportation	155	Rail service between Elgin and Austin. A stop at the UT stadium where there are other buses for transfers.
38	Commute	156	Reliable and predictable scheduling
39	commute to work	157	Reliable transportation from Taylor to Round Rock (and then sometimes down to Austin).
40	Connectivity to San Antonio	158	Replace Uber on list
41	country bus	159	Ride home after nights out (date night)
42	currently satisfied	160	Ride to VA at big
43	Direct route between Austin and Taylor	161	Rides directly to major employers.
44	Direct transportation from Hutto to other nearby cities; Taylor, Round Rock and/or Georgetown	162	Rides to Austin
45	Do you go to downtown Bastrop if so what are the times?	163	Rural transportation
46	Doctor	164	San Marcos
47	Doctor appointments Bank services Shopping	165	San Marcos and Kyle
48	Don't know	166	Saturday i will love to go to the public library or a local event.
49	don't know	167	Schedules, times etc
50	Don't know.	168	Service 10 miles outside of current town.
51	Door to door	169	Service hours on nights and weekends please!
52	Door to door on demand	170	Service to new Braunfels
53	Door to door service	171	Service to the Austin Airport
54	Dr office apt.	172	Service to TXST in the morning
55	Dr. Visit	173	Servicio al domicilio o por lo menos a la entrada de cada subdivisión.
56	drive me to work	174	Shopping
57	Earlier transportation to the Austin VA Outpatient Clinic in order to meet 8 am timing for departure of VA shuttle to the Temple VA Medical Center	175	Shopping
58	Easier trips to Austin from Elgin	176	Shopping for groceries
59	Electric buses	177	Shuttles to sport events
60	Electric cab	178	Sliding scale fares, free intro days, pay as able
61	Electric Cab.	179	Small bus or van
62	Events and games	180	Stops in Kyle near the Hays government offices on the San Marcos/Austin route (maybe some Express and some local)

63	Extend your city map inside of Bastrop. Have the drivers able to drop off at corners if possible when the map cuts the ride short.	181	Store, and school
64	For easy trips	182	Sunday service, even if only every 2 hours
65	For Martindale for residents to go to Walmart or HEB	183	Take me into round rock for doctor visits
66	Free public transportation	184	Take me to a medical appointment in Austin and bring me back to Bastrop
67	Frequent hours of transportation	185	The option to serve Elm Creek residents with RideNow or OnDemand option into Elgin and back to Elm Creek
68	Frequent stops around Del Valle!	186	The van bus
69	Getting to work and back home Job interviews Shopping	187	The way it is right now is good!
70	Go to Hutto from Taylor	188	They are awesome
71	Greater Frequency	189	Ticket sales at HEB!
72	Groceries	190	To and from Austin airport and around Bastrop County (e.g., for weddings/events)
73	Handicapped service from just outside town to appts in town.	191	To and from the High School. Coming from Austin I was surprised the kids had no public transportation options to take after a game or practice. It's unsafe to walk the highway and the school buses don't run at that time.
74	Have a designated bus stop in LBA.	192	To Austin, Bastrop, La Grange for medical appts
75	Have were you could go to 95 to catch rides like bus.	193	To be able to go to some other towns on the weekends
76	Help for elderly people in my neighborhood who could use a ride to appointments and the store.	194	To extend it to Saturday also
77	Help getting to appointments I. Austin TX	195	To extend service to Saturday
78	Home pick ups	196	to get to Round Rock and back from San Marcos
79	home pickup	197	To HEB
80	Home to work	198	To help my client get into carts bus.
81	House pick-up	199	To hospital and back
82	How about providing transportation on the weekends or at least on Saturday.	200	To medical appointments
83	How do you schedule a ride or is it like cap Metro where you have to be at a stop at certain times?	201	To school

84	How far do they travel?	202	to store
85	How to use to get from Bastrop to Austin for dr appointments	203	To store
86	I bigger area coverage in the city I live	204	To take me to work
87	I do not know.	205	To visit grandkids in Round Rock traffic is a nightmare
88	I don't know	206	To/from ABIA
89	I don't know they're all great!	207	Trabajo. Compras
90	I have no idea	208	Train to Austin
91	I like the Country bus would like to schedule it on line. Hard of hearing and difficult using telephone	209	transport our B&B guests to wedding venues or wineries
92	I love the local Taylor carts now but wish they could also do Austin trips even for a cost	210	Transport to & from Austin from Elgin on weekends & evenings leisure trips
93	I'm a double amputee living in an apt. I called once and was told carts would only go to the front office area to pick me up. That's quite a way for me to travel. Why can't they come to my building?	211	Transportation for patients to the office
94	I'd like the Austin to San Marcos bus to have a stop in Kyle. Any central location in town would be good enough for me to bike where I need to go. Assuming I'm brave enough or dumb enough to get back on a bike.	212	Transportation from my home to and from AIB, airport.
95	I'll ask the bus	213	Transportation from Smithville to Bastrop to attend events
96	In my town of Hallettsville, Texas	214	Transportation to places such as Walmart, friends house, or just to random locations if need to go.
97	Increased hours of operations on the interurban routes, specifically the Purple line.	215	Travel within Del Valle!
98	Intercity	216	Trips to Bryan-Collage Station
99	interurban carts now	217	UBER
100	Interurban coach	218	Unsure
101	Just work and back	219	Van
102	Keep on demand rides free or a dollar at most, electric full size buses and shuttles. Renewable diesel until then!	220	Van bus
103	L.E.D	221	Weekend and evening services because we do not have reliable rideshare.

104	later in the evening	222	Weekend bus routes!! Please! I end up using amtrack or spending \$\$\$ on lyft but would much prefer CARTS bus.
105	Light rail into austin, round rock, georgetown	223	Weekend buses to Austin or back to Elgin from Austin, late weeknight buses from Austin
106	Lighthouse for the Blind in South Austin	224	Weekend service
107	Local route	225	Weekend service- 990. Bus from Elgin to Bastrop and Lockhart. More bus departures Monday - Friday as well
108	Local shopping	226	Weekend service and easier place to look up event shuttles in advanced. Also the ability to recommend an event for a group shuttle.
109	Local shops and restaurants and work and school	227	Weekend Service on the Interurban Routes
110	Longer hours, real time bus tracking, and not having to walk in grass or mud to board at most stops.	228	What do you do?
111	Look at Title 1 school maps, underserved families may benefit	229	What's available
112	Love using carts	230	Wheel chair assessable?
113	Mainly for Medical reasons.	231	Wheelchair accessible vehicles to transport to Austin for Dr appointments.
114	Make it available for all Counties in elgin. Yall are restricting peope, that is not okay.	232	Work
115	Maybe being able to go to the library then to HEB I'm back home if they pass us let us get dropped off if we see a spot we need to go to. Otherwise I think y'all are doing awesome really I really don't have any complaints	233	Work Interviews Shopping Dr appointments
116	Medical	234	would like to try out
117	Medical	235	zero
118	Medical and to store		

Question 14: Is there anything else you would like to share?

120 Participants

Common themes:

- Overall appreciation for CARTS services and employees
- Extend service times and weekend service
- Education for drivers and better driver to passenger engagement
- Extend service radius
- The need for clear schedules and online accessibility

Question 14: Open-ended (All Responses)	
1	<p>1) Went to doctor appointment with husband and wrote on the reservation that she was going to go with him but the driver wouldn't let her on because she wasn't registered so they missed their doctor appointment and he carts driver left hem sitting on the curb.</p> <p>2)CARTS picked them up and took them to Georgetown, and they waited 5 hours after the appointment for CARTS to arrive. She had called them after waiting, and then they came because they did not wait for them to be done with their appointment. She was very upset. 3) Never went back after this. Went to doctor's appointment in the Hill Country, at 7:30 in the morning and didn't get home until 4:30 p.m. The driver wouldn't stop for them to get water and food but he stopped to get himself food. The CARTS rider is a diabetic and needed food and water. The driver dropped off everyone else first, and then dropped them off last in Lockhart. The customer was extremely upset.</p>
2	<p>am willing to use cart drop off & pick up</p>
61	<p>Looking forward to using the provided service</p>
62	<p>Love CARTS, I use it frequently, lots of people in Taylor don't know about CARTS but would use it if they did. Some people don't have the capability to use the app. or scan the QR code.</p>

3	As the mother of an adult with intellectual disabilities I have been hindered from allowing him the privilege of joining a normal workforce due to the lack of public transportation provided to our subdivision of Elm Creek. The program he is in thru EISD has CARTS listed as a resource but unfortunately CARTS denies these young adults this option due to being slightly in Travis County. We pay taxes for both Travis and Bastrop County for our residency in Elm Creek but yet the taxes paid to Bastrop county to be allowed CARTS services for disabled is denied as part of CARTS decision solely. Being only offered the option of using CARTS by dropping off at a bus stop defeats the purpose of assistance for us.	63	Love service I've used
4	Cargill facility in Round Rock operates 1st & 2nd shift. We have many employees from Austin/Killeen that would benefit from extended hours to & from those cities. If we have route information I could share with them.	64	Love the friendly bus drivers! (and the convenience)
5	CARTS have great drivers they should be able to accept tips!	65	Make it available for all Counties in elgin. Travis and bastrop. Yall make things complicated. And yall are leaving people out. Not right or fair.
6	CARTS in Smithville is very unfriendly	66	Más personas que hablen español por favor.
7	CARTS is very much needed in LBA. So many people do not have transportation.	67	More information about Carts.
8	CARTS Now service has allowed me to not be homebound	68	More option locations in dripping springs
9	Cheaper fares on the 990	69	More routes, maybe more times available to use transportation

10	could see this being used more when I am older and unable to drive. Currently, able to get around myself.	70	Most flights I catch out of ABIA are early, so I cannot use the Purple line to get to the airport. Regarding work commuting, when factoring in ~10 min of bicycling time, it's not really possible for me to use the Purple line, as it would need to arrive at the Eastside Bus Plaza by 8:30 am, and leave Eastside Bus Plaza well after 5:15 pm. It's especially challenging to use for work, as there's no way run errands or go to dinner in Austin after work, as I become stranded in Austin with no later buses headed east.
11	Curious as to an answer back on if family visits are acceptable	71	Movies Theater
12	Currently I am not on a municiple bus route. It would be more convenient.	72	My route is 1517 and would love for it to run on the weekends with the same schedule
13	Driver should be well-educated on policy regarding face coverings and those with breathing disabilities instead of rejecting them service. - persons whose disability would prevent the use of face coverings, or those with manifest breathing difficulties will be exempted from using a face covering but must maintain safe social distancing (6 ft.) during transport.	73	Need more information
14	Electric vehicles should reduce overhead and would be very innovative.	74	Need more options
15	Everyone is always nice and helpful and great way to get a ride to where you want to go.	75	Need transportation options less than 2 miles from home to work
16	Feel free to advertise more in Bartlett. I could see your services being used by many people who do not have transportation.	76	No I'm just going to tell you your drivers are so awesome they don't make you feel uncomfortable cuz I was scared when I first started riding
17	glad I know this service is available, I wouldn't have known had I not come today.	77	No thanks
18	Glad the service I take has late afternoon pickup an drop off times	78	No they do a awesome job for transportation. Senior Living
19	Hard for elderly to set up on their own	79	Not really

20	Have later or very early rides, pick up veterans at any bastrop county location	80	Not really, other than the fact that I still am able to drive myself where ever I need to go. I do think that you do provide a very valuable service to those people who do not drive.
21	Hoping carts expands!	81	Our community desperately needs public transportation. Ride shares rarely come out here. Elgin is quickly growing.
22	I am in my 50 and suffer from panic attacks. Driving to the airport is a long drive for me and I get anxious. I can only do short drives Hopefully CARTS will continue to operate because it helps me	82	Routes are missing on the ride the bus website. You can plan your route anymore.
23	I am very thankful with the service and Drivers.	83	Run special services during local street festivals
24	I appreciate the friendly carts staff and the pickup drop off locations right where I need to go!	84	Taylor and Bastrop have the services. Elgin has nothing besides flaky \$28 1.25 mule trips to work
25	I can use carts when Charlie is not fit to drive me from his diabetes and/or weather or if he is tired.	85	Thank you for more user raffles and for advertising at schools, senior places, low income places, services
26	I don't have a motor vehicle because I'm environmentally friendly. I'm not poor. I'm happy to pay for a ride when Cap Metro or my bike won't do. Uber is impossible because their surge prices can occur anytime. Zip Car isn't affordable either. I'm studying CARTS hoping to find another option.	86	Thank you for the opportunity to win!
27	I don't own a car, so when want to visit a nearby town on a Sunday with friends, I can't.	87	Thank you for the vital service you provide!
28	I have just started riding again after working at home since 3/2020	88	thank you this has been a great service for Taylor--especially our hospital
29	I hope that tall continue the local service as it's do very crucial to me to keep employment!! Ive been praying for this service from Carts!!!! Thank you so much ♡	89	Thank you!!! You make my life is better 😊
30	I just hope that y'all continue to offer the local service. It's been a lifesaver to many people and it was much needed!!! It will keep people employed and help with daily transportation needs. I'm so overjoyed!!!! Thank you!!!	90	Thanks for servicing Blanco

31	I like using the big bus to head into town. It's comfortable. The small bus is very bumpy and shaky and not so comfortable	91	Thanks!
32	I live in The Colony and per the app it does fall within service range. Wish I had some options to get to and from work. It's only 5 miles to work and or Bastrop but I feel stuck in my community.	92	The buses run late most of the time due to traffic and trains, it would be great to be able to track the bus to see when it would actually show up.
33	I love my drivers	93	The drivers and staff are nice and do their job well
34	I love the new red buses!	94	The drivers are amazing
35	I picked up a brochure at the Elgin Rec Center but the Carts central ride park in the Elgin is not open. It is hard to find out info	95	The drivers are wonderful
36	I really need this as I don't have a car!	96	The few times I did use their service it was easy and the driver was very helpful.
37	I ride with carts several times a week. The frequency of buses is terrible, but that combined with delays means I can be standing at a bus stop for upwards of an hour in the Texas sun without any shade or placed to sit. If there were real time tracking (like txst shuttle) I could make better decisions about when to go wait for the bus.	97	The names are really confusing. It's very difficult to understand the patterns of when the buses run, e.g. does a bus run everyday, does it run only during peak commute, is the time listed accurate or is it old or seasonal?
38	I see library users getting to the library thru CARTS	98	The need is great in Elgin, would like to understand the delay in services. Do we need to sign a petition for the City Council?
39	I think putting brochures on your different services around town would be great	99	The service outside the city.
40	I think we can go further	100	The van bus was really cool:)
41	I thought you used to have busses for group outings	101	They have been very good about taking me to places and picking me up. The transportation service is very good. Transportation is fast, and easy to get on and off.
42	I used your services weekly, but you changed your policies. Now I only seem to make it to half my appts.	102	This will be great for the community

43	I was surprised to find public transit available in Hill Country! It will make having elderly visitors mobile and independent!	103	Until this survey, and looking at website, my understanding was CARTS is only for transportation to medical appointments for those without own transportation.
44	I wish every small town had the service available.	104	Very nice staff and helpful. Have not used carts in past because of limited hours of operation.
45	I wish I could text directly with the driver. Knowing where they would pick me up at my apartment complex was confusing.	105	We don't need a superhighway between Elgin and Austin. We need public transportation that is convenient, affordable and trustworthy.
46	I wish there was high speed rail.	106	We have employees that travel from Killeen area that could benefit from service
47	I wish you could go back to your pre-pandemic level of services. I would like to take the Country Bus from Taylor to Round Rock. Also, I would like it if you could update your website more frequently.	107	We need busses from the Blanco Vista community to Texas State University
48	I've have few rides and I'm very disappointed on the lack of how much they are charging me too get to Elgin to Bastrop. Sometimes it's free sometimes times I'm paying 8 dollars to get there and back. Even worse I'm giving the driver direction to get to an address that is easy to find for a local driver with some kind of experience in that line of work. I'm never on time getting to court they could put out a warrant for things like that. I'm sure there's plenty of locals that would ride about 90% more if they knew it was to there advantage.	108	We own and operate a bed and breakfast in Wimberley, a tourist town. Transportation for guests for wineries and for weddings would be great.
49	I'd like a greater area of transportation	109	We would love a route from more populated parts of Del Valle to/from the Elroy and Garfield libraries.
50	I'm glad they have this service to our community. Although I do not need it, one day I may. Hope it will stay around for a long time.	110	WEEKEND RIDES !!!
51	I'm glad to know there are options.	111	What are the fees or charges to use the service?

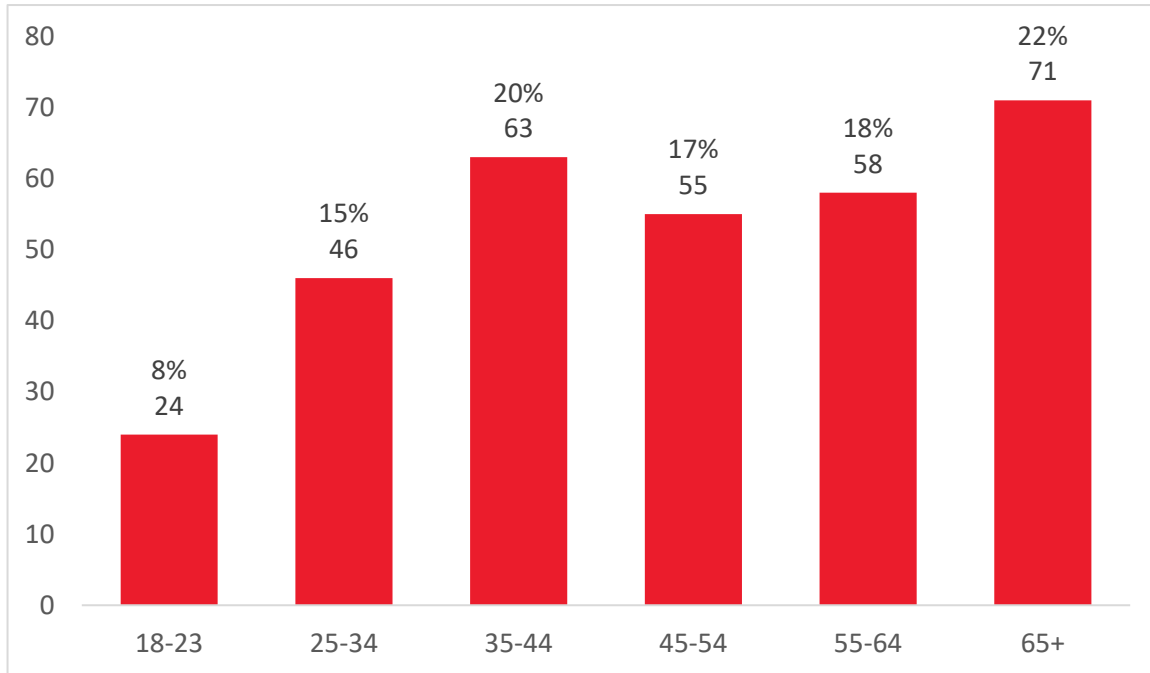
52	I'm really curious if anyone can take the interurban coach to another county	112	When I first starting riding the bus to school, the website was hard to read. The bus wasn't running until school started, but you didn't know that unless you clicked on the news page. I do like that should be highlighted next to the schedule.
53	It was such an asset when my husband was at heart hospital I rode interurban and Texas State buses	113	When I used to use CARTS, I had a very good experience with professionalism of drivers.
54	It would be great if you could partner with the high school	114	Why don't you advertise or put articles in the newspaper? You have spent all this money on buildings but no effort on attracting additional riders. No signage regarding schedules, pricing, the new app. Website is not user friendly. No response to emails or calling. Very limited customer service. If I didn't hate driving in Austin so much, I wouldn't use the service.
55	It would be great to be able to see real-time tracking of a bus. And to be able to sign up for notifications of changes to the schedule and routes. More advanced notice of planned variations of the schedule would be appreciated as well.	115	Will be good if able to bring folks from another WILCO city into Taylor! Possibility to serve the Taylor Airport to get traveling pilots to local restaurants!
56	Jerry is awesome compassionate driver. always safe	116	Will to use carts
57	Just that I love Carts and hope it stays in Taylor	117	Would be great to make it even more affordable to get to Austin!
58	Just that I love using carts.	118	Would LOVE a cheap and reliable way to get to Austin/Round Rock/Bee Cave. Would also bring big city folks to MF and promote tourism. Would love to talk more about future projects given the chance.
59	Keep up the great work to our comminutes in need.	119	Would love wifi on all buses
60	Local route would be helpful	120	You guys are awesome! Keep up the good work!

Demographic Questions

Participants were given the option to share their demographic information at the end of the survey. These questions were included to better understand the background of current and potential CARTS users.

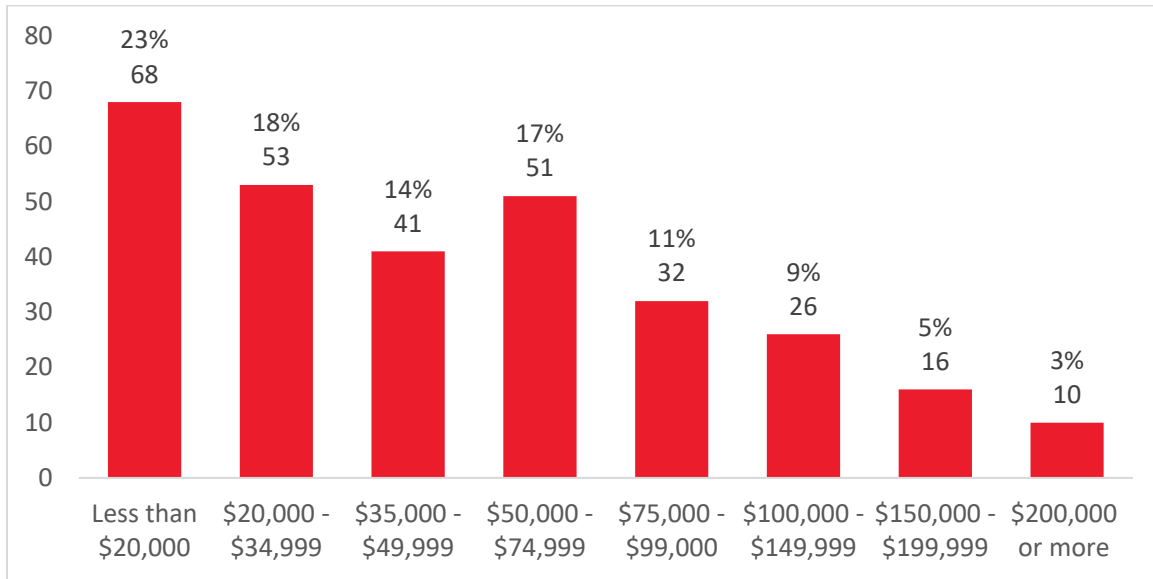
Question 16: What is your age range?

317 Participants



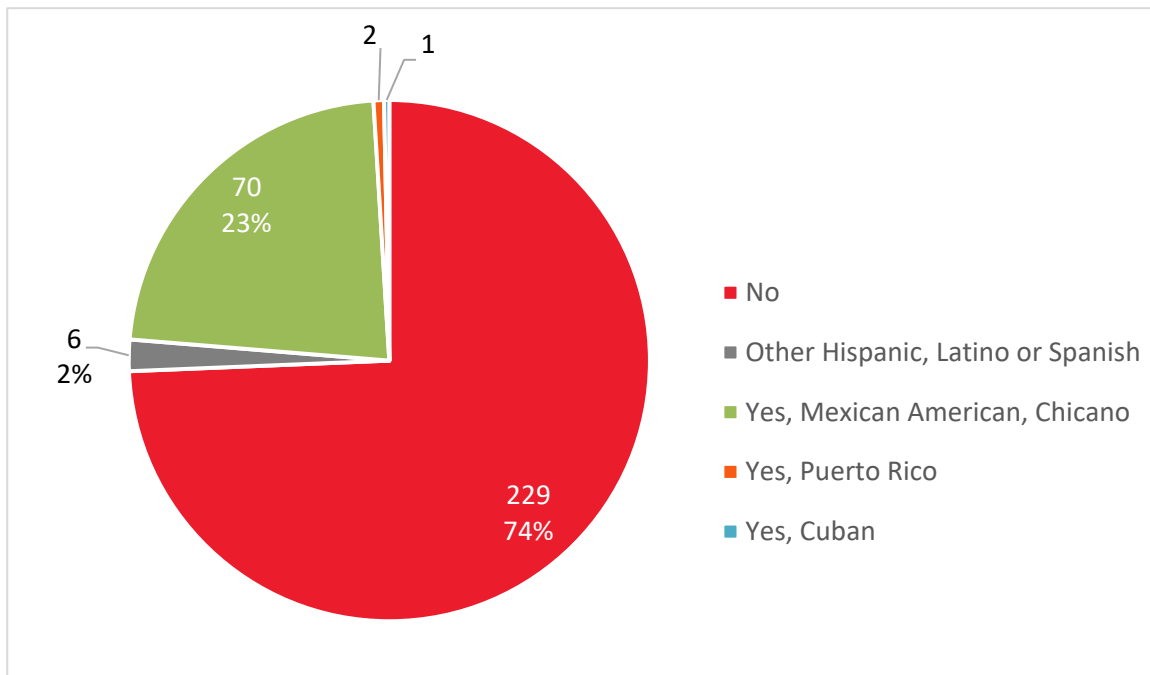
Question 17: What is your annual household income?

297 Participants



Question 18: Are you of Hispanic, Latino or Spanish origin?

308 Participants



Question 19: Please select your race. Check all that apply.
318 Participants

