### Administrative Survey Report Form

**Date of Report:** 1/9/2014  
**Title:** Transportation Survey

**Purpose:** This survey will be used to assess students’ attitudes, knowledge, and usage patterns regarding transportation services at Texas State University, with a focus on the utilization of the Bobcat Shuttle. Information provided on this survey will be used to form recommendations that will be incorporated in future modifications in the routes, stops, and schedules of the Bobcat Shuttle.

<table>
<thead>
<tr>
<th>Semester conducted:</th>
<th>☒ Fall</th>
<th>☐ Spring</th>
<th>☐ Summer</th>
<th>Year: 2013</th>
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**Brief description of sample** *(Include information about how the survey was distributed; to whom it was sent; how many were included in the final sample and how many responded):*

Invitations to complete the survey were e-mailed to a random sample of 5,000 students on November 11, reminder messages were sent to non-respondents on November 18, and the survey closed on November 22. A total of 652 responses were received.

**Overall response rate achieved (report percentage):** 13%

**Key findings:** 62% of respondents gave the Bobcat Shuttle a positive rating, with the large block rating satisfaction as 8/10. The Bobcat shuttle is primarily used by students commuting to and from campus (81%), with a majority of students (62%) choosing to walk as their primary intra-campus transportation. Dissatisfaction with the shuttle was focused on crowding (20%), on-time performance (15%), and scheduling (10%)

**Actions planned or taken as a result of findings:** Transportation Services will use the results of the survey to evaluate and make recommendations for any supported alterations to the current routes, stops, and schedules of the Bobcat Shuttle. Data will also be used to improve performance with the current contractor, and will be utilized during the contractor transition in fall of 2014.

**Person to contact for more information**

<table>
<thead>
<tr>
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<th>Stephanie Daniels</th>
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</table>

*Please return this completed form to Susan Thompson, Institutional Research Office, susan@txstate.edu.*