

# Austin CarShare Survey

Your completion of the survey indicates your willingness to participate in the study.

## **Section I. Demographics**

First, we would like a little information about you for our study. All your answers will be kept completely confidential.

1. Including yourself, how many persons usually live at your address?  
 One     Two     Three     Four     Five or more

2. How many persons under 16 years of age usually live at your address?  
 None     One     Two     Three     Four or more

3. Including yourself, how many workers usually live at your address?  
 None     One     Two     Three     Four or more

4. What types of vehicles are available at your address?

	<b>Make</b>	<b>Model</b>	<b>Year of Manufacture</b>
Example	Toyota	Camry	2004
Vehicle 1			
Vehicle 2			
Vehicle 3			
Vehicle 4			
Vehicle 5			
Vehicle 6			

5. Including yourself, how many people at your address have a driver's license?  
 None     One     Two     Three     Four    Other: \_\_\_\_\_

6. What is your gender?  
 Male     Female

7. What is your age? (If you check the "18-20" box, please complete the survey as if you are able to join the program.)  
 18-20     21-35     36-45     46-55     56-65     66 or older

8. Are you married?  
 Yes     No

9. What is your student status?  
 Enrolled full-time (15 credit hours or more this semester)  
 Enrolled part-time (Fewer than 15 credit hours this semester)  
 Not enrolled

10. What is your employment status?

- I work full-time. (35 hours or more per week)
- I work part-time. (Less than 35 hours per week)
- I am a homemaker. - *Please skip to **Question 13**.*
- I am unemployed, but looking for employment. - *Please skip to **Question 13**.*
- I am unemployed, and not looking for employment. - *Please skip to **Question 13**.*
- Retired - *Please skip to **Question 13**.*

11. Which of the following best describes your occupation?

- Office and administrative support
- Healthcare practitioners, technicians, and support
- Sales
- Installation, maintenance, and repair
- Management, business, and financial operations
- Building and grounds cleaning and maintenance
- Production, transportation, and material moving
- Professional (computer, legal, engineering, architecture, IT, etc.) <- this may be relevant
- Education, training, and library
- Protective services (firefighters, police officers, etc.)
- Construction and extraction
- Personal care and service
- Food preparation and serving
- Student
- Other (please specify): \_\_\_\_\_

12. What is the address of your workplace or school? For privacy reasons, you may wish to use XX to represent the last two digits of the street number. Also, please include your zip code. (Example: 12XX E. Dean Keaton St. 78722, instead of 1234 E Dean Keaton St. 78722.) If you don't know the exact address of your workplace or school, you may use a key point of reference. (For example, writing "UT Campus" is fine for those employed and/or studying on the campus.)

**(Location data is very important for the planning process. Please note that all information will be kept highly confidential.)**

13. What is the highest level of education you have completed?

- Less than high school
- High school (or equivalent)
- Associate's or technical degree (or equivalent)
- Bachelor's degree
- Master's degree or higher

14. Where do you currently live, here in Austin? (Again, for privacy reasons, you may wish to use XX to represent the last two digits of the street number. Also, please include your zip code. Example: 12XX E. Dean Keaton St. 78722, instead of 1234 E Dean Keaton St. 78722.)

**(Location data is very important for the planning process. Please note that all information will be kept highly confidential.)**

15. What is your household's approximate annual income (before taxes)? Please include income for **ALL PERSONS** living in your household.

(Income data is very important for the planning process. Please note that all information will be kept highly confidential.)

- Less than \$15,000
- \$15,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or more

## Section II. Current Travel Patterns

In this section, we ask for some information on your current transportation patterns.

1. Which of the following is your primary means of travel for the following seven trip types?

	Walk	Bicycle	Motorcycle	Drive Alone	Carpool	Bus	Taxi	Not Applicable
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Errand/Personal Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-door Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. When traveling from home, how long does it normally take you to travel **ONE-WAY** for following seven purposes?

	5 minutes or Less	5-15 minutes	16-30 minutes	31-45 minutes	46-60 minutes	61-89 minutes	90 minutes or More	Not Applicable
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Errand/Personal Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-door Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**For Questions 3-8, please answer for the one car you most frequently use.**

3. Over the past **6 MONTHS**, what did you spend on car insurance for your primary vehicle?

- Less than \$250
- \$250 - \$499
- \$500 - \$749
- \$750 - \$999
- \$1000 or more
- Not applicable

4. For the last **6 MONTHS**, what did you spend on your primary vehicle's maintenance?

- |                                         |                                         |                                        |
|-----------------------------------------|-----------------------------------------|----------------------------------------|
| <input type="checkbox"/> Less than \$50 | <input type="checkbox"/> \$50 - \$99    | <input type="checkbox"/> \$100 - \$199 |
| <input type="checkbox"/> \$200 - \$299  | <input type="checkbox"/> \$300 - \$399  | <input type="checkbox"/> \$400 - \$499 |
| <input type="checkbox"/> \$500 or more  | <input type="checkbox"/> Not applicable |                                        |

5. What's your current average **MONTHLY** expenditure on gasoline, for your primary vehicle?

- |                                         |                                        |                                         |
|-----------------------------------------|----------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Less than \$20 | <input type="checkbox"/> \$20 - \$49   | <input type="checkbox"/> \$50 - \$99    |
| <input type="checkbox"/> \$100 - \$199  | <input type="checkbox"/> \$200 or more | <input type="checkbox"/> Not applicable |

6. What's your current average **MONTHLY** expenditure on parking?

- |                                         |                                        |                                        |
|-----------------------------------------|----------------------------------------|----------------------------------------|
| <input type="checkbox"/> Less than \$20 | <input type="checkbox"/> \$20 - \$49   | <input type="checkbox"/> \$50 - \$99   |
| <input type="checkbox"/> \$100 - \$149  | <input type="checkbox"/> \$150 - \$199 | <input type="checkbox"/> \$200 or more |
| <input type="checkbox"/> Not applicable |                                        |                                        |

If you are leasing your car, how much do you spend each month on vehicle financing?

7. What's your average **MONTHLY** expenditure on car financing (if leasing)?

- |                                          |                                        |                                        |
|------------------------------------------|----------------------------------------|----------------------------------------|
| <input type="checkbox"/> Less than \$100 | <input type="checkbox"/> \$100 - \$249 | <input type="checkbox"/> \$250 - \$349 |
| <input type="checkbox"/> \$350 - \$449   | <input type="checkbox"/> \$450 - \$549 | <input type="checkbox"/> \$550 or more |
| <input type="checkbox"/> Not applicable  |                                        |                                        |

8. What's your current average **MONTHLY** expenditure on car financing (if you took out a loan to purchase the car)?

- |                                          |                                        |                                        |
|------------------------------------------|----------------------------------------|----------------------------------------|
| <input type="checkbox"/> Less than \$100 | <input type="checkbox"/> \$100 - \$249 | <input type="checkbox"/> \$250 - \$349 |
| <input type="checkbox"/> \$350 - \$449   | <input type="checkbox"/> \$450 - \$549 | <input type="checkbox"/> \$550 or more |
| <input type="checkbox"/> Not applicable  |                                        |                                        |

9. What's your current average **MONTHLY** expenditure on bus tickets?

- |                                        |                                         |                                      |
|----------------------------------------|-----------------------------------------|--------------------------------------|
| <input type="checkbox"/> Less than \$5 | <input type="checkbox"/> \$5 - \$9      | <input type="checkbox"/> \$10 - \$14 |
| <input type="checkbox"/> \$15 or more  | <input type="checkbox"/> Not applicable |                                      |

10. Are you satisfied with your current travel situation?

- |                                                |                                               |                                  |
|------------------------------------------------|-----------------------------------------------|----------------------------------|
| <input type="checkbox"/> Very satisfied        | <input type="checkbox"/> Somewhat satisfied   | <input type="checkbox"/> Neutral |
| <input type="checkbox"/> Somewhat dissatisfied | <input type="checkbox"/> Not at all satisfied |                                  |

11. Please rank the following aspects of your travel situation that you would like to change (1 being the most important to change):

- A. Travel cost
- B. Travel time
- C. Walking distance
- D. Difficulty in parking
- E. Inconvenience in car maintenance (e.g. You find it a hassle to take the car to a mechanic.)

	1 (Most important to change)	2	3	4	5 (Least important to change)
Letter	_____	_____	_____	_____	_____

12. How many **ONE-WAY** trips did you take yesterday?  2  2 - 3  
 4 - 5  6 or more

13. How many **ONE-WAY** trips did you take last Saturday? (Example: Going from home to work, and then to the grocery store on your way back home would be 3 one-way trips.)  
 2  2 - 3  4 - 5  6 or more

14. On average, how many times do you travel for the following purposes per **WEEK**?

	1 or less	2	3	4	5 or More
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Errand/Personal Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-door Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section III. Program Attributes

In this section, we would like to get your opinions on different aspects of the Austin CarShare program. The chart below and to the left contains the current CarShare pricing plans and the chart to the right is a sample of CarShare trip costs, based on a UT start location.

Austin CarShare Pricing Plans		
	Freedom Plan For Registered Use	Limited Plan For Very Occasional Use
Application Fee	\$25	\$25
Refundable Deposit	\$300	\$300
Membership Fee	\$10/month	\$50/year
Hourly Rate	\$4/hour	\$7/hour
Mileage Rate	44¢/mile	44¢/mile
Daily Rate Cap	Hourly Capped at \$48/day	None
Special Night Owl Rate	\$2/hour 11 p.m. - 7 a.m.	None

Cost of Trips with Austin CarShare Based on University Area Trip Origin			
	Miles	Hours	Cost
HEB Hancock Center	5	2.5	\$12
Barton Springs	6	2	\$10
Airport	20	1.5	\$15
Highland Mall	9	4	\$20
Home Depot (St. John's)	10	2	\$12
The Arboretum	18	4	\$24
Alamo Draffthouse-Village	14	3	\$18

1. Keeping your current travel expenses in mind, please rank the following CarShare “Freedom Plan” pricing categories in terms of your satisfaction (1 being the most satisfied):
- A. One time application fee: \$25
  - B. Refundable security deposit: \$300
  - C. Membership fee: \$10/month
  - D. Hourly rate: \$4/hour (capped at \$48/day)
  - E. Mileage rate: 44¢/mile
  - F. Night owl rate: \$2/hour (11pm-7am)

	1 (Most satisfied)	2	3	4	5	6 (Least satisfied)
Letter	_____	_____	_____	_____	_____	_____

2. Keeping your current travel expenses in mind, please rank the following CarShare “Limited Plan” pricing categories in terms of your satisfaction (1 being the most satisfied):
- A. One time application fee: \$25
  - B. Refundable security deposit: \$300
  - C. Membership fee: \$50/year
  - D. Hourly rate: \$7/hour (no rate cap)
  - E. Mileage rate: 44¢/mile
  - F. Night owl rate: None

	1 (Most satisfied)	2	3	4	5	6 (Least satisfied)
Letter	_____	_____	_____	_____	_____	_____

3. How would the presence of the following car features influence your decision to join the CarShare program?

	Much More Likely	Somewhat More Likely	No Difference	Less Likely	No Opinion
Manual transmission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automatic transmission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I-pod adaptor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satellite radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GPS navigation system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trailer hitch on pickup trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rooftop bicycle racks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child car seat(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pets allowed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Of the following, where do you have easy access to a computer for making on-line reservations? (Check all that apply)

- Home  
 Work  
 School  
 Other: \_\_\_\_\_

5. On average, how long could you wait to access your reserved vehicle, if your scheduled car were delayed?

- Cannot wait at all                       Less than 5 minutes                       5 - 10 minutes  
 11 - 20 minutes                       More than 20 minutes                       No idea

6. Since there are assigned parking spaces for the Austin CarShare fleet, what is the farthest distance you would be willing to walk to your reserved car?

- Less than ¼ mile     ¼ - ½ mile                       ½ - ¾ mile  
 ¾ - 1 mile                       1 - 5 miles                       5 or more miles     No opinion

7. As a continuation of Question 7, would taking the bus be acceptable to arrive at your reserved car, and, if so, what is the farthest distance you would be willing to bus to the car?

- Less than ¼ mile     ¼ - ½ mile                       ½ - ¾ mile                       Not acceptable  
 ¾ - 1 mile                       1 - 5 miles                       5 or more miles                       No opinion

8. How important are the various attributes when deciding on whether or not you wish to join the CarShare program?

	Very Important	Somewhat Important	Not too Important	Not at all Important	No Opinion
Scheduling reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition and type of vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental considerations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current gasoline prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What is the probability you'll join the **FREEDOM PLAN** portion of the Austin CarShare program within the next **6 MONTHS**? (Choose only **ONE**)

- Definitely (100% chance)                       Very likely (80-99%)                       Probably (51-79%)  
 Decent chance (30-50%)                       Maybe (20-30%)                       Probably Not (6-19%)  
 Definitely not (0-5%)

10. What is the probability you'll join the **LIMITED PLAN** portion of the Austin CarShare program within the next **6 MONTHS**? (Choose only **ONE**)

- Definitely (100% chance)                       Very likely (80-99%)                       Probably (51-79%)  
 Decent chance (30-50%)                       Maybe (20-30%)                       Probably Not (6-19%)  
 Definitely not (0-5%)

11. What would be your greatest impediment to your joining the Austin CarShare program?

(Choose only **ONE**)

- Can't sell a car because I need it too often
- Too costly
- Transit won't meet my needs
- Future needs are too uncertain
- Hate to walk
- Worried CarShare cars wouldn't be available at the last minute

### Section IV. Expected Changes in Travel Patterns

We would like to know if there would be any changes in your travel patterns, if you were to join the CarShare program. Please complete the following questions as **though you are a member of the CarShare program, and a car is available within 30 minutes of walking or a 20 minute bus trip.**

1. How would your car ownership change with your membership in the CarShare program?

- Keep all existing cars
- Sell 1 car immediately
- Sell 1 car eventually
- Sell 2 or more cars
- Do not know

2. Please rank how frequently you would use the Austin CarShare program for the following purposes per **WEEK** (1 being the most frequent):

- A. Work
- B. School
- C. Shopping Centers
- D. Errand/Personal Activity
- E. Social Activity
- F. Out-door Activity

	1 (Most frequent)	2	3	4	5	6 (Least frequent)
Letter	_____	_____	_____	_____	_____	_____

3. **PER RESERVATION**, what is the average **ROUND TRIP** distance you expect to travel with the CarShare program?

- Less than 5 miles
- 5 - 10 miles
- 11- 20 miles
- 21 - 30 miles
- More than 30 miles

4. **PER RESERVATION**, what is the average **ROUND TRIP** duration of trip you expect to undertake using the CarShare program?

- Less than 30 minutes
- 1/2 - 1 hour
- 2 - 4 hours
- 5 - 10 hours
- 11 - 24 hours
- More than 24 hours

5. How often do you think you would reserve the car?

- Daily
- 3-4 times a week
- Once a week
- Twice a month
- Once a month or less
- No opinion



6. For a normal **WEEKDAY**, in which time periods of the day would you use the CarShare program most? (Check all that apply)

- Early morning (before 7am)
- Morning (7 - 9am)
- Late morning (9 - 11am)
- Midday (11 - 2pm)
- Afternoon (2 - 4pm)
- Evening (4 - 7pm)
- Late evening (7 - 10pm)
- Late night (after 10pm)
- No opinion

7. For a normal **WEEKEND** day, in which time periods of the day would you use the CarShare program most? (Check all that apply)

- Morning (before 11am)
- Midday (11 - 4pm)
- Evening (4 - 10pm)
- Night (after 10pm)
- No opinion

8. On average, how many times would you use the Austin CarShare service to travel for the following purposes per **WEEK**?

	1 or less	2	3	4	5 or More
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping Centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Errand/Personal Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-door Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for taking the time to fill out the survey. We would appreciate any other feedback you may have, which you can include in the comment space below.

Comments:

In case we need to contact you for further information or to point you in the direction of our final research write-up, please include your email address. Again, all personal information will be kept highly confidential.

Email address:

---

Thanks very much for your time and cooperation!