

Survey #1 Summary

As part of the public engagement process for Connect Dallas, the City's first-ever five-year strategic transportation vision, the public was given the opportunity to weigh-in on their travel priorities and major goals for the project via an online or paper survey. This survey was the first major touchpoint between Connect Dallas and the public. Both paper and online surveys were provided in English and Spanish. The online survey, which was live from August 20, 2019 to November 30, 2019, received 4,387 responses. Of these, 4,371 were English responses and 16 were Spanish responses. Paper surveys, which were handed out during several community events, received 219 responses.

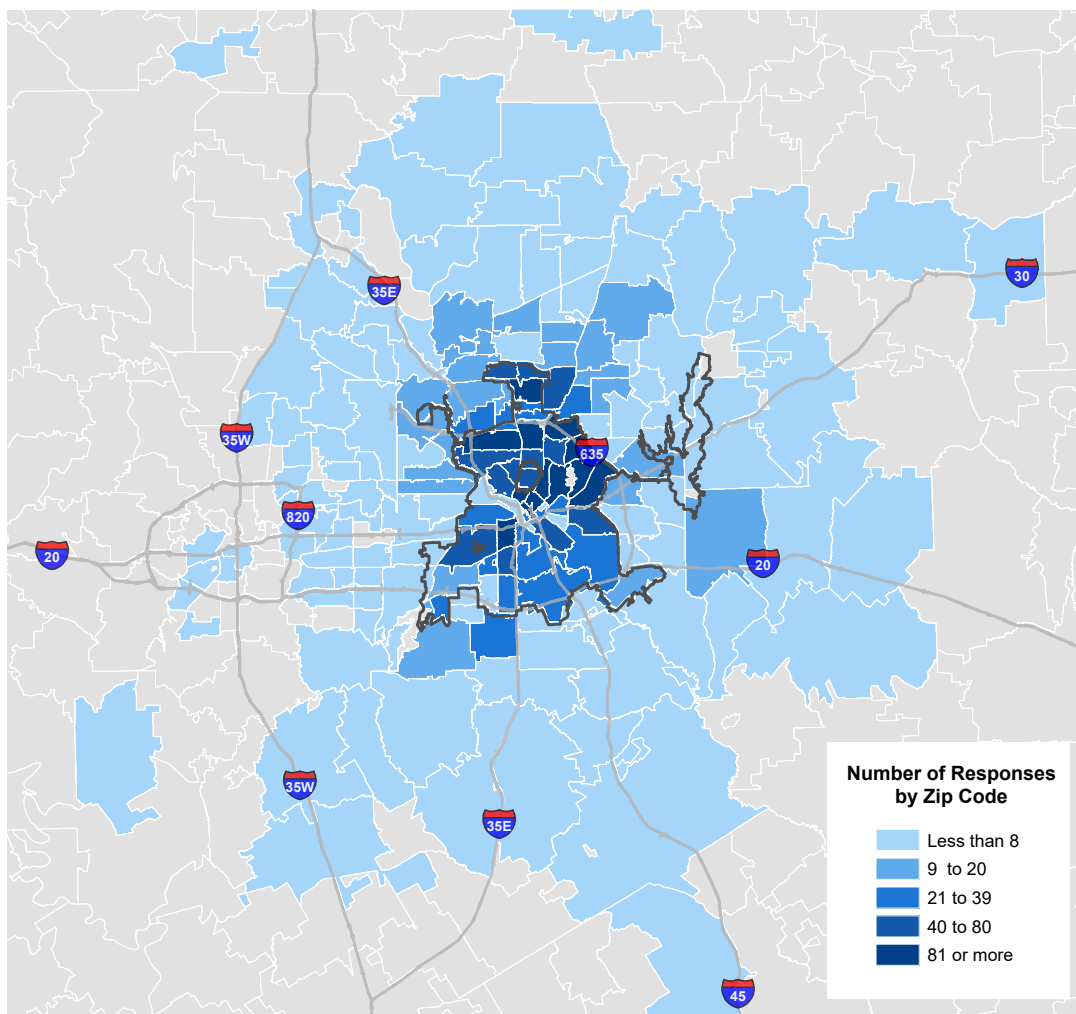


4,387
ONLINE RESPONSES



219
PAPER RESPONSES

What is the ZIP code where you live?



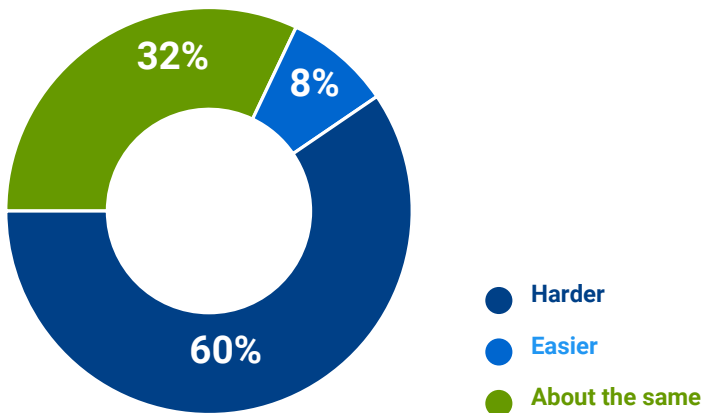
Responses from the survey were geographically distributed with the largest concentrations of respondents living in the 75206 and 75204 zip codes.



Survey Results

Survey questions were mostly multiple choice. For some questions, respondents could select multiple choices or add their own. A full list of respondents' comments is shown in the Appendix of Comments provided at the end of the document. Please note that the paper version of the survey included fewer questions than the online surveys. We have noted where certain questions or answer choices were included or excluded from a particular version of the survey.

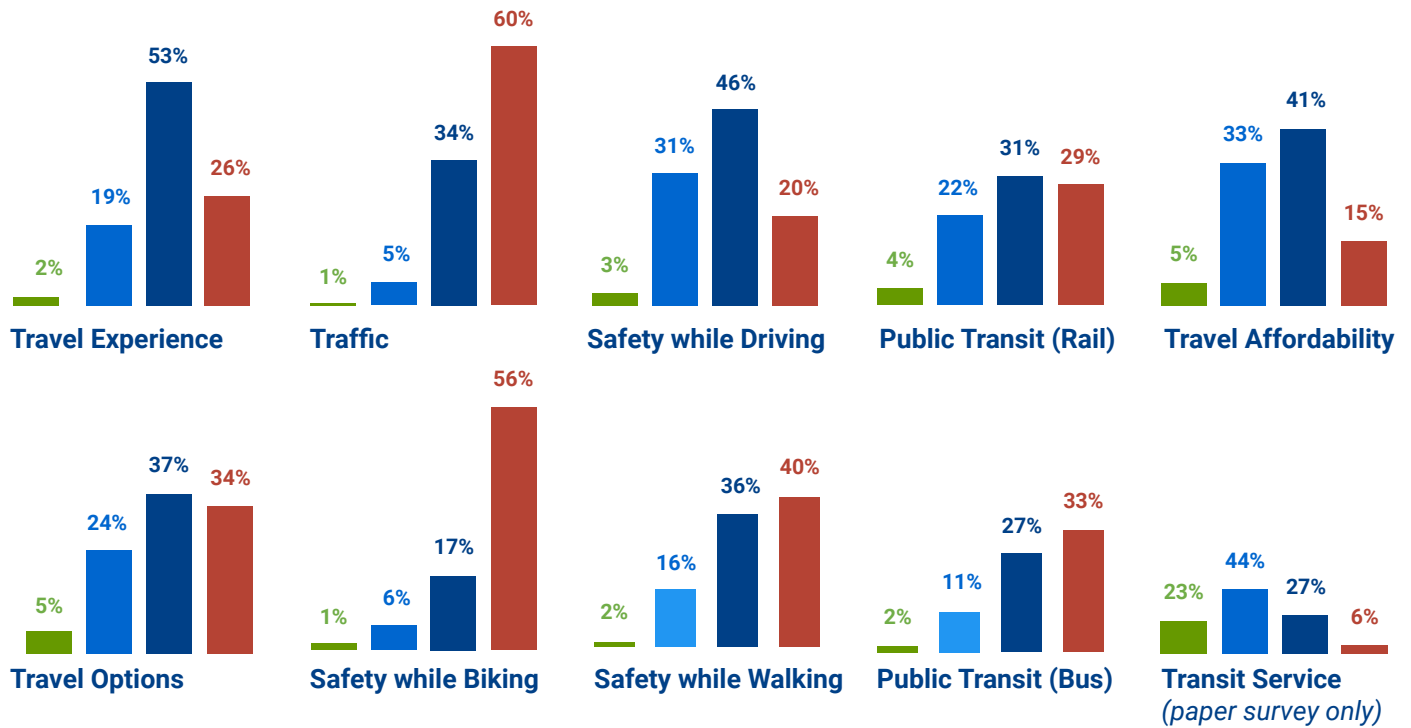
Over the last few years, is getting around Dallas easier, about the same, or harder?



The majority of respondents feel that getting around Dallas has gotten *harder* over the last few years.

How would you rate the following in Dallas?

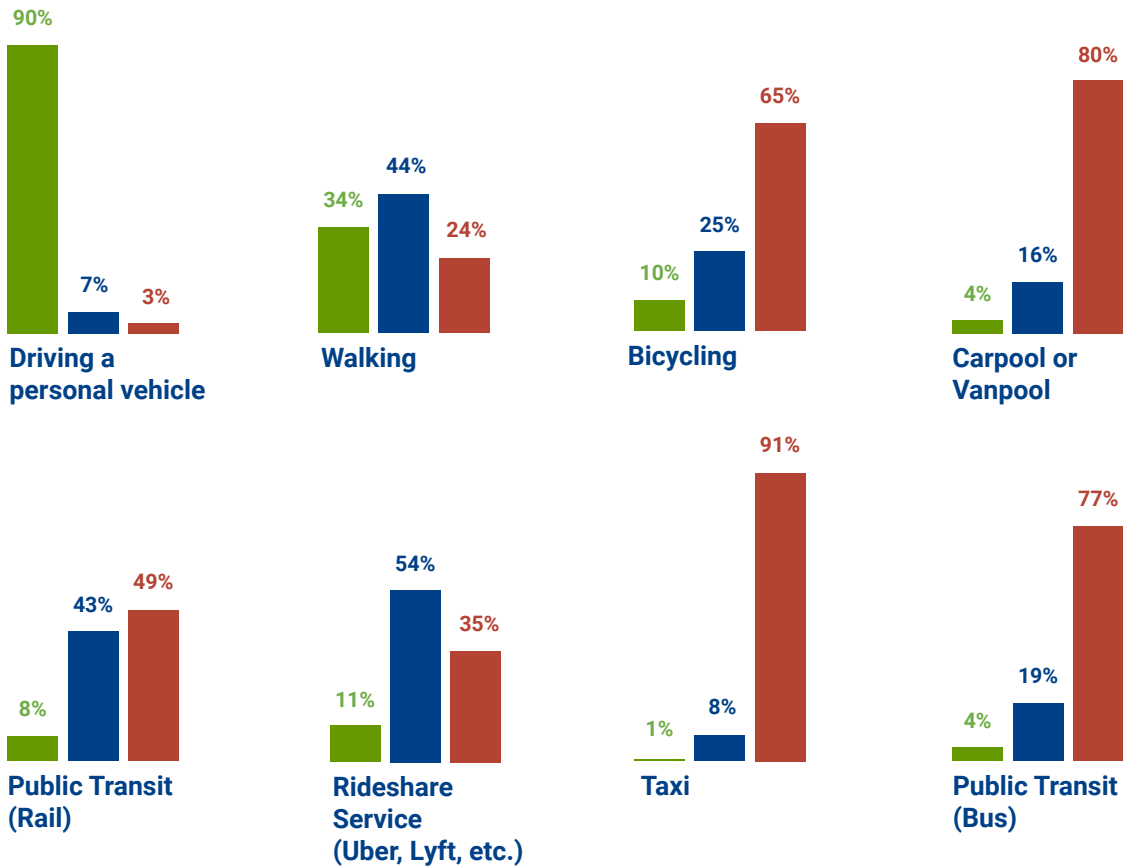
● Excellent
 ● Good
 ● Fair
 ● Poor



This question asked respondents their opinion on a variety of different travel characteristics. Of the answer choices, respondents rated *travel affordability, travel options, and rail transit highly*, while *traffic, safety while biking, and safety while walking* were among the worst.

How often do you travel by...?

● Frequently ● Infrequently ● Never

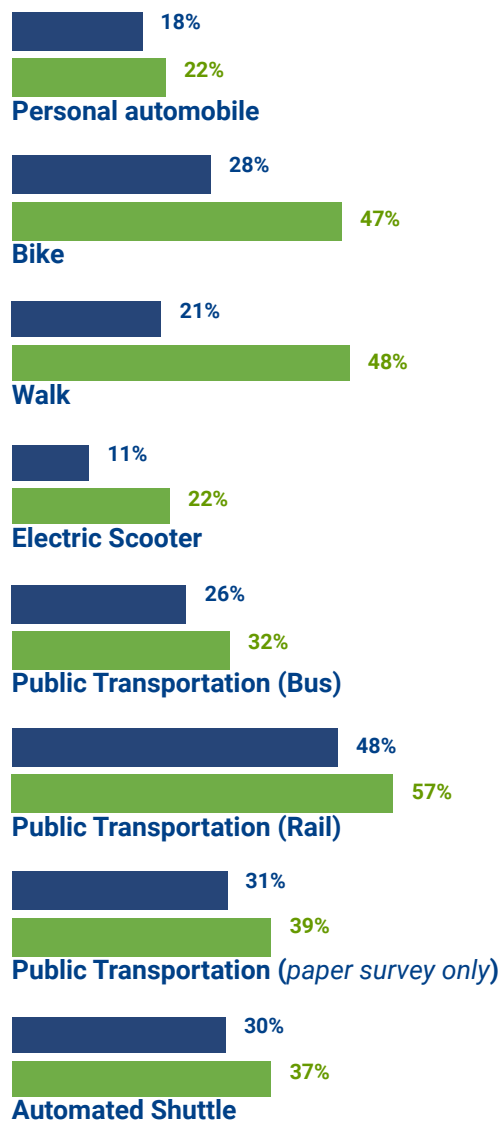


Most respondents said they travel frequently by personal vehicle, but never travel by bicycle, public transportation, carpool/vanpool, or taxi.

***We received 189 Other comments. Of these, 104 mentioned travel by electric scooter. To view all comments, see the Appendix of Comments in the back.**

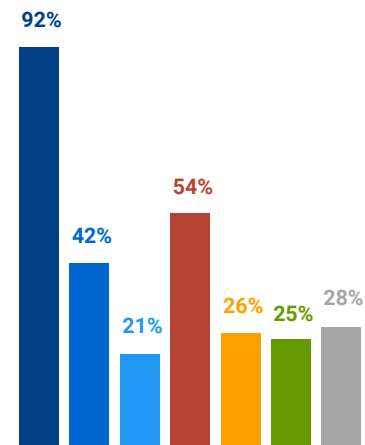
Which ways would you like to travel but are currently unable to?

● From home to work ● From home to other places



- 2,433 respondents said they would like to travel by public transportation (rail) from home to other places.
- 1,920 respondents said they would like to travel by bike from home to other places.

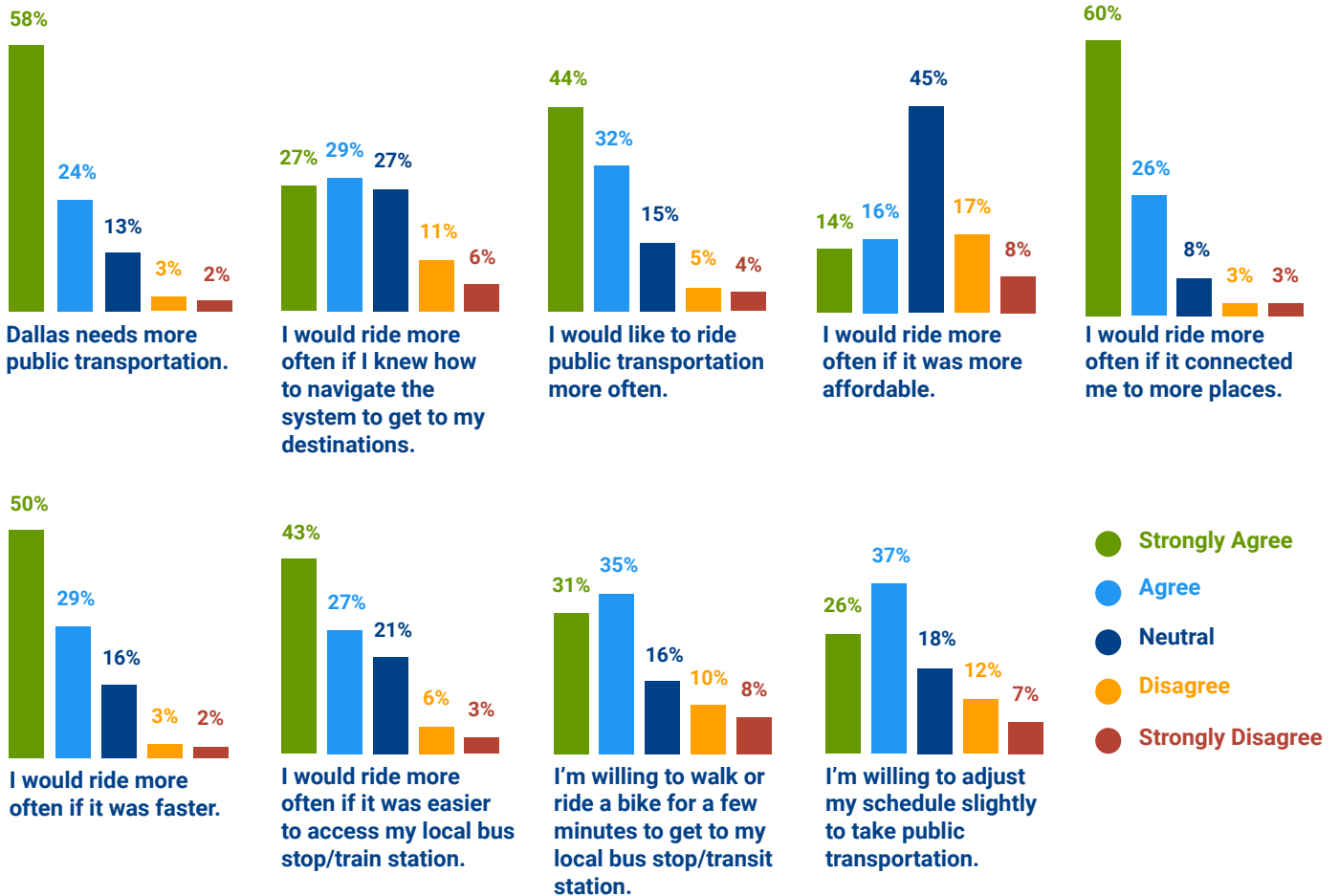
How do you make decisions about how to travel in Dallas?



- How quickly I can get there/ Convenience
- Cost
- Family needs (not included on Spanish survey)
- Ease of parking
- What's most enjoyable
- To get exercise
- To protect the environment

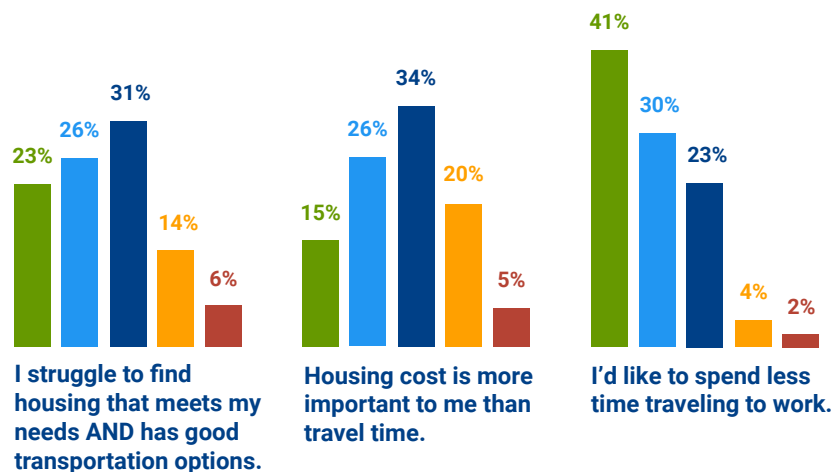
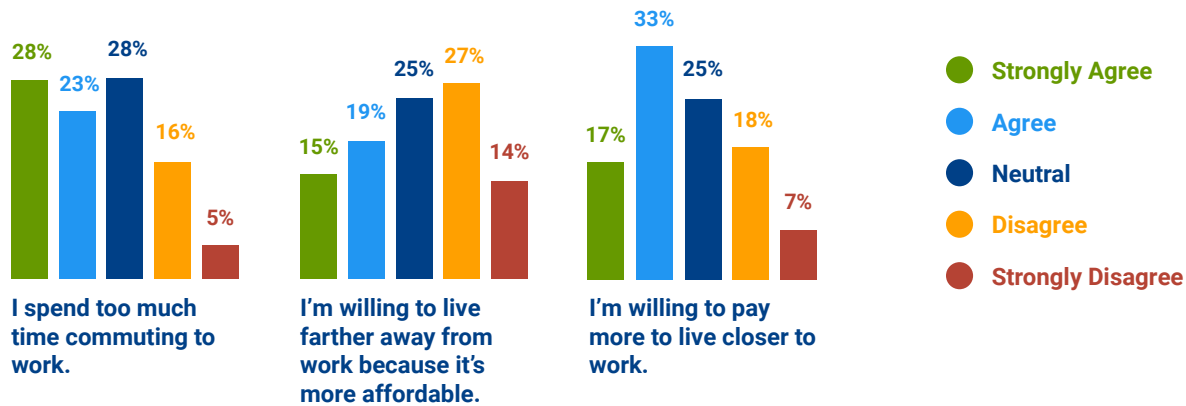
Most respondents make decisions about how to travel based on how quickly they can get to their destination and ease of parking there. Exercise, sustainability, and enjoyability do not register as major factors.

Please indicate how much you agree or disagree with the following statements (regarding public transportation).



Many people say Dallas needs more public transportation, and that they would ride more if it *connected them to more places and were faster*. Affordability is *not* a barrier to public transportation, and most are *unwilling to adjust their schedules and walk or bike a short distance to use public transit*.

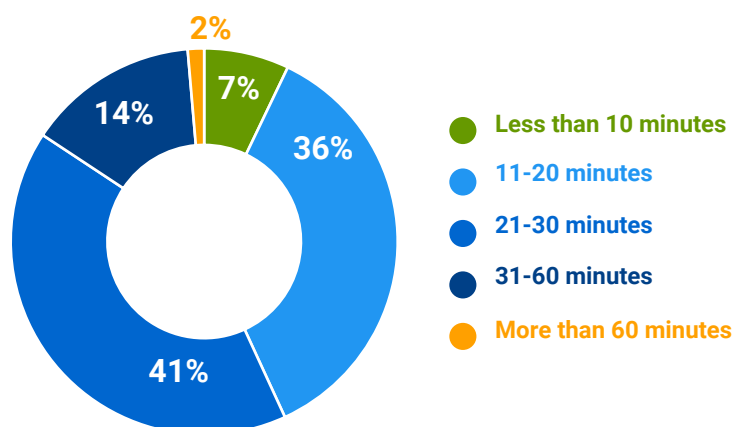
Please indicate how much you agree or disagree with the following statements.



41% of respondents strongly agree that they'd like to spend less time commuting, and 50% of respondents agree or strongly agree that they'd pay more to live closer to work.

How much time are you willing to spend commuting one-way to work?

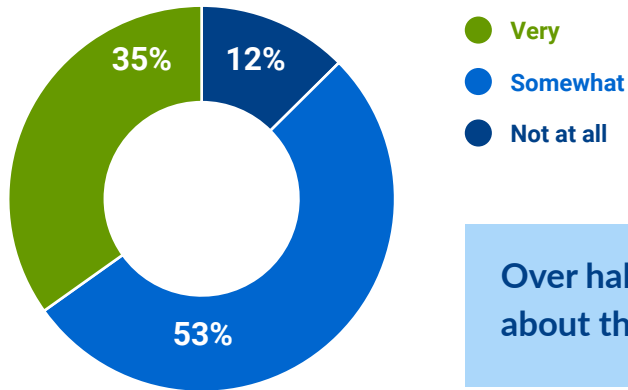
Note: This question was not included on the paper survey.



On average, Dallas residents spend 27 minutes commuting one way to work each day.

How informed do you feel about the travel options available to you in Dallas?

Note: This question was not included on the paper survey.

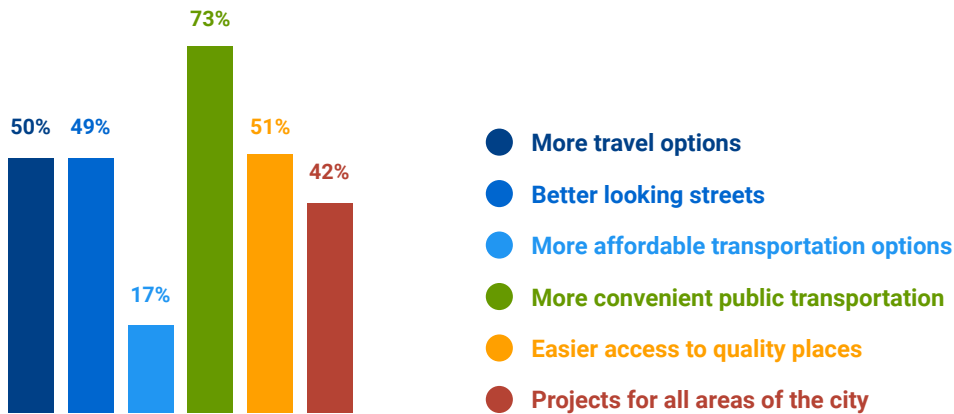


- Very
- Somewhat
- Not at all

Over half of respondents only feel *somewhat* informed about the travel options available to them.

What THREE changes would you like to see through the Connect Dallas process?

(Pick three!) Note: This question was not included on the paper survey.



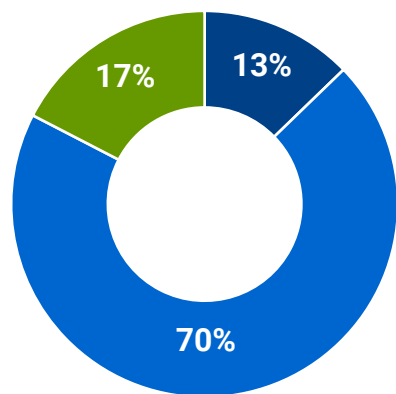
- More travel options
- Better looking streets
- More affordable transportation options
- More convenient public transportation
- Easier access to quality places
- Projects for all areas of the city

More convenient public transportation was the favorite choice for a change respondents would like to see.

*We recieved 1 Other response on the Spanish survey. See the Appendix of Comments in the back.

What types of trips do you find most challenging in Dallas?

Note: This question was not included on the paper survey.

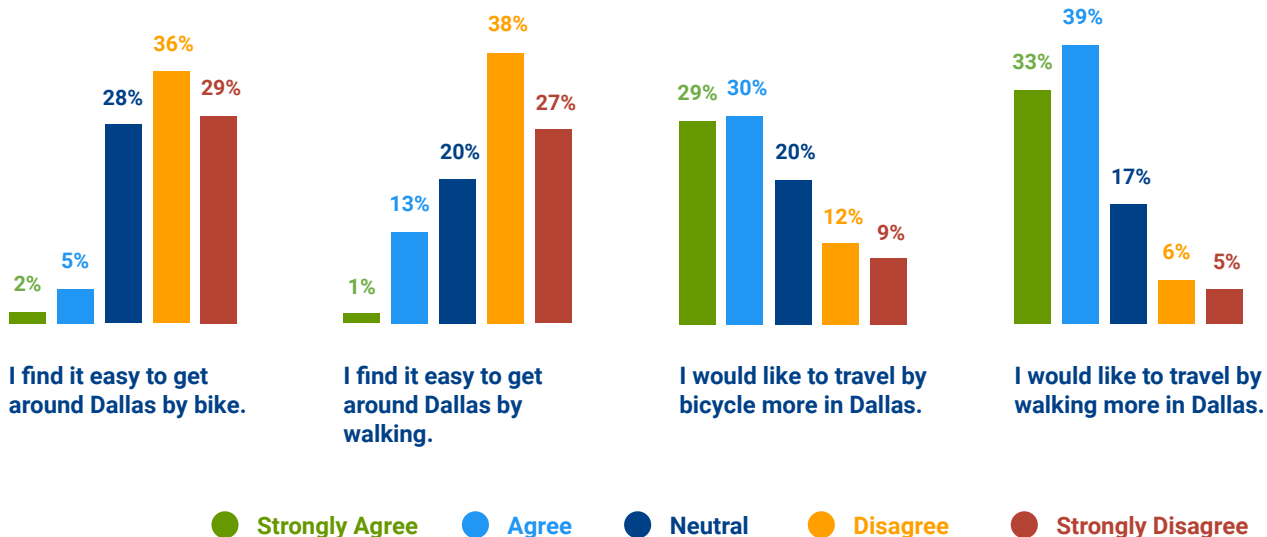


The vast majority of respondents feel that taking trips to places across town are the most challenging.

- To nearby places
- To places across town
- To places elsewhere in the region

How much do you agree or disagree with the following statements?

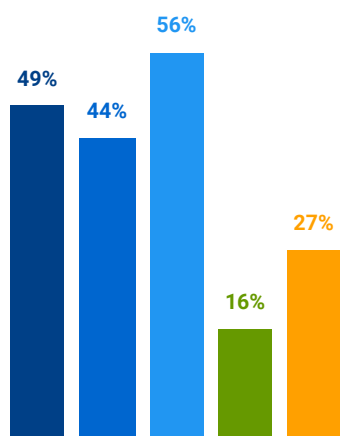
Note: This question was not included on the paper survey.



Most respondents feel that it is not easy to walk or bike in Dallas, but they would like to be able to travel more by walking and biking.

What are the TWO things that prevent you from WALKING in Dallas?

(Pick two!) Note: This question was not included on the paper survey.



- Sidewalks are not connected
- Sidewalks do not feel safe
- Destinations are too far
- Streets are not comfortable or interesting
- Weather

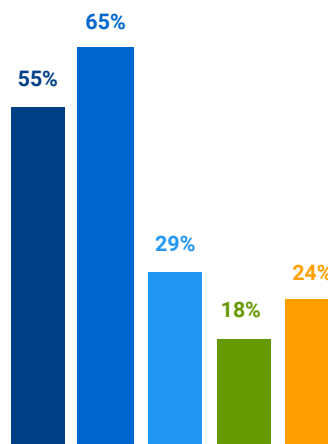
The top 2 things that prevent people from walking:

- Destinations are too far
- Sidewalks are not connected

Major improvements to the sidewalk system would greatly improve the walking experience.

What are the TWO things that prevent you from BICYCLING in Dallas?

(Pick two!) Note: This question was not included on the paper survey.



- Not enough bikeways
- Bikeways do not feel safe or comfortable
- Destinations are too far
- Limited bike parking, showers, etc.
- Weather

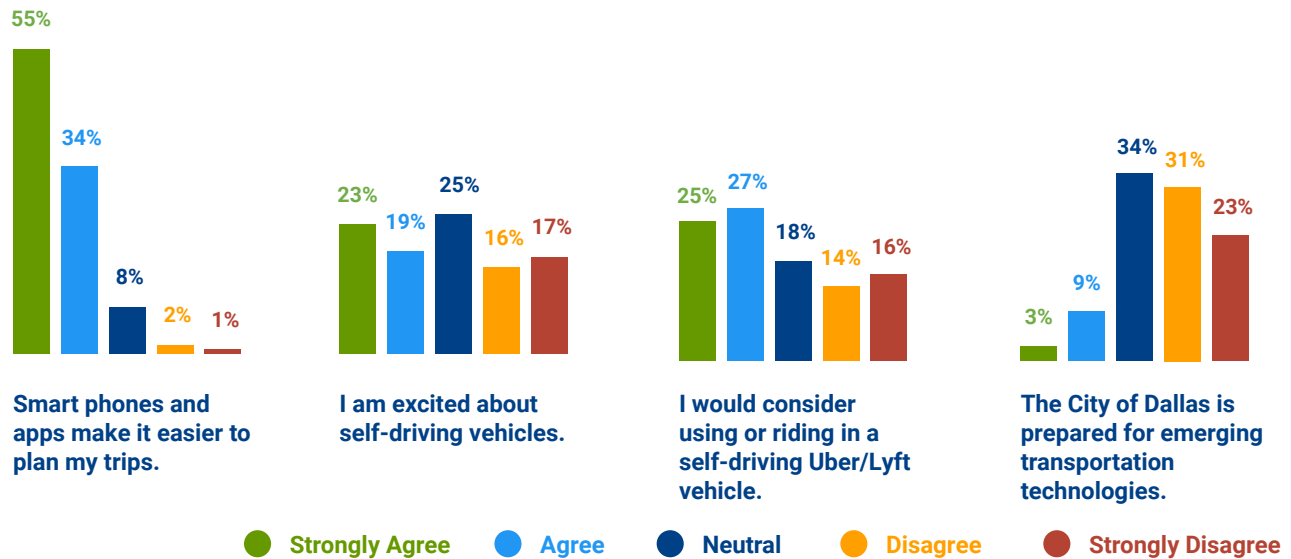
The top 2 things that prevent people from biking:

- Bikeways do not feel safe or comfortable.
- Not enough bikeways.

Continuous investment in safe and comfortable bike facilities would improve residents' ability to travel by bike.

Please indicate how much you agree or disagree with the following statements.

Note: This question was not included on the paper survey.



55% of respondents *strongly agree*:

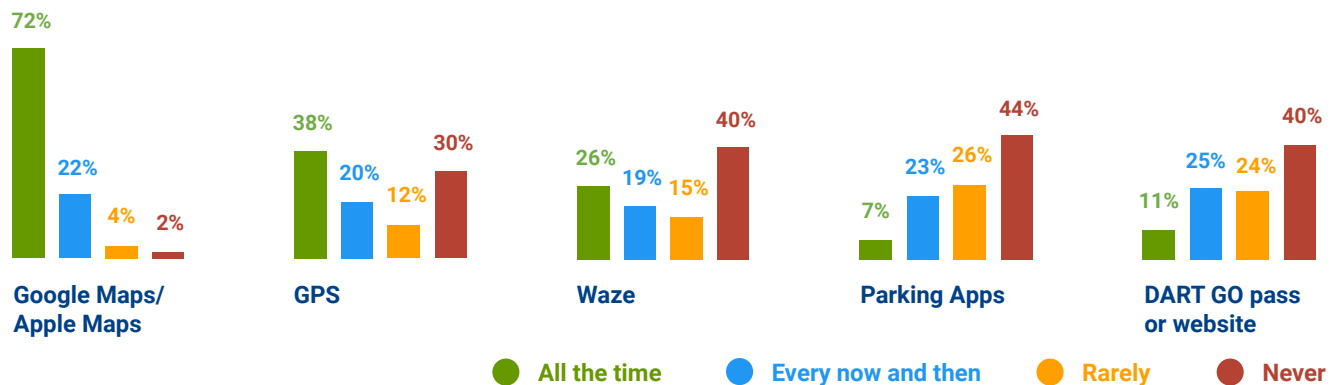
- Smart phones and apps make it easier to plan trips.

Many respondents do not feel that:

- The City of Dallas is prepared for emerging transportation technologies.

How often do you use technology to plan your daily trips?

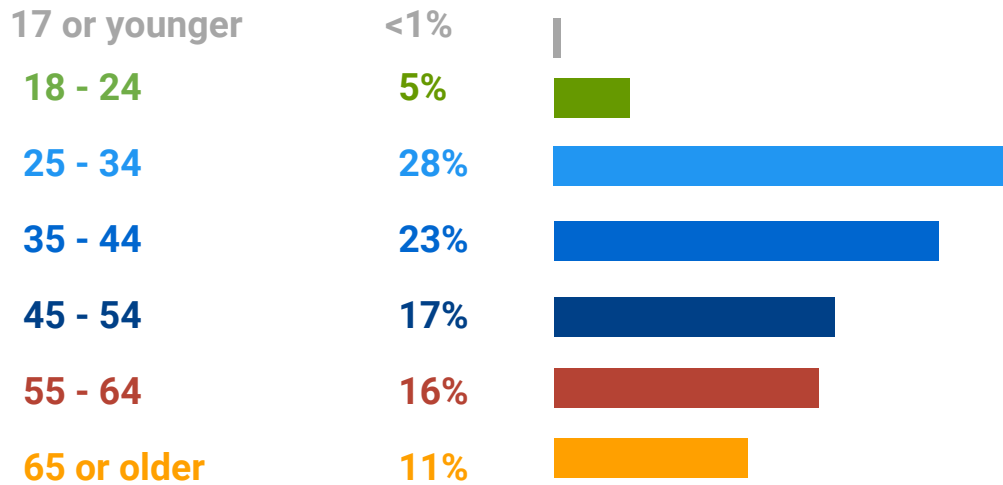
Note: This question was not included on the paper survey.



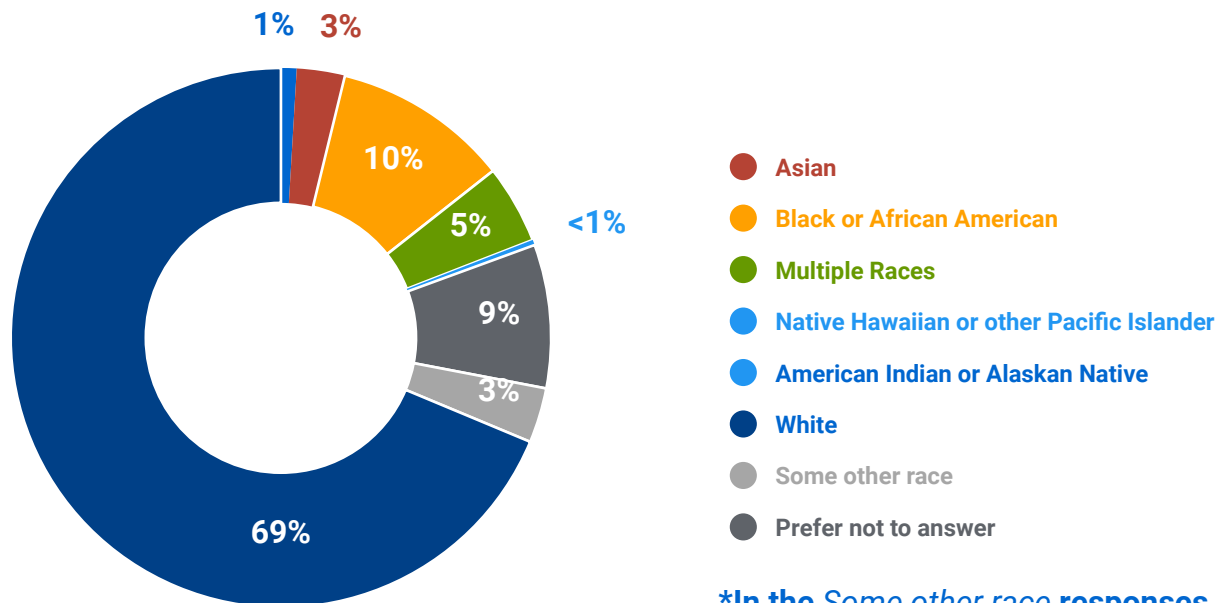
72% of respondents use Google Maps/Apple Maps *all the time*.

Many respondents *rarely* or *never* use Waze, Parking apps, or the DART GO pass or website.

Which category includes your age?



Are you White, Black or African American, American Indian or Alaskan Native, Asian, Native Hawaiian or other Pacific Islander, or some other race?

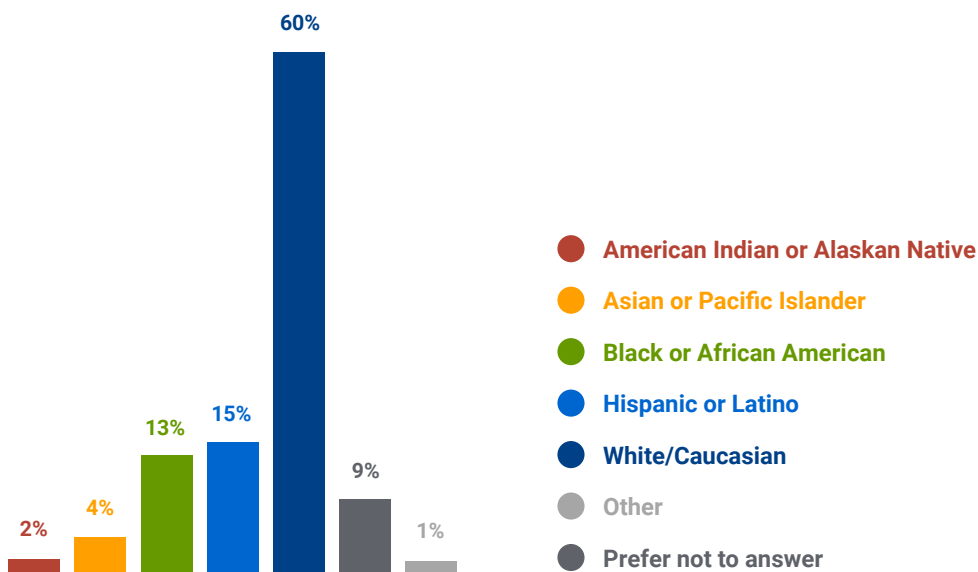


***In the Some other race responses, 95 respondents noted Hispanic or Latino.**

What is your gender?

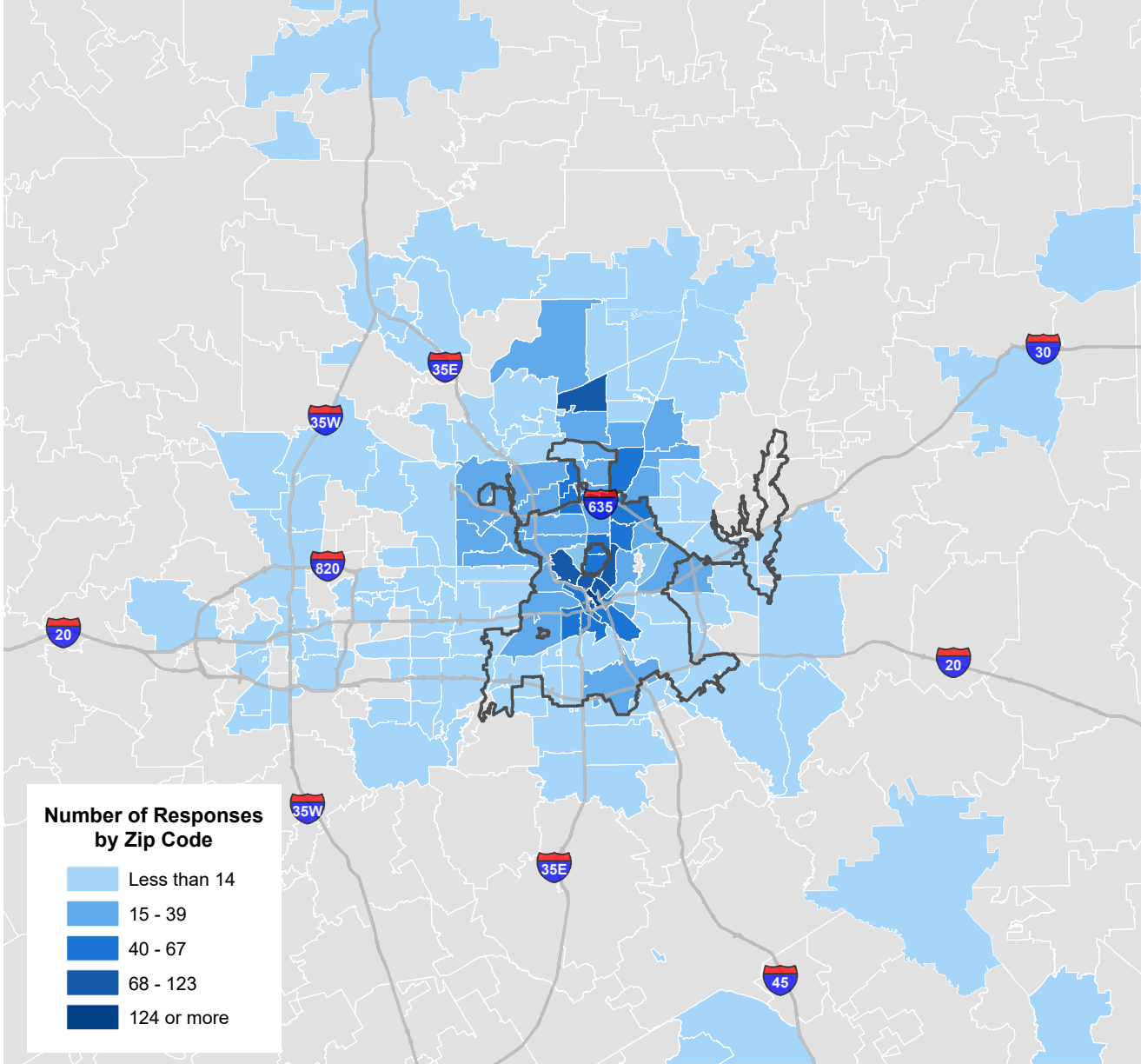


What is your ethnicity? (Please select all that apply.) Note: This question was initially excluded from the English online survey and added after the survey went live. It was not included on the Spanish online survey.



What is the ZIP code where you work or go to school? (enter 00000 if not applicable)

We received 263 unique ZIP codes.



The largest concentrations of respondents go to school or work in the 75201, 75202, and 75235 zip codes.

Survey Limitations

- Between each version of the survey – paper, English online, and Spanish online – there are discrepancies in which questions and answer choices were included. We have noted on which version of the survey a particular question or answer choice was included/excluded. As this may impact the total number of responses for a given question or answer choice, please keep this in mind when analyzing the results.
- Question 11 – *What is your ethnicity?* – was initially featured on the paper survey only. This question was later added to the English online survey (after the survey had gone live). For this reason, Question 11 has a lower response rate than other questions featured on the online survey.
- For this survey we engaged with many people of different races and ethnicities. However some populations are under-represented and do not mirror the larger demographic composition of the city of Dallas, including African-American or Black and Hispanic or Latino communities.

Appendix of Comments

How often do you travel by....?

Open-ended responses:

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Combination biking and rail system, usually • Scooter • Uber or bird scooters • Scooter • Scooters • Scooter • Scooter • I commute to Ft Worth via the TRE and it is EXPENSIVE • Shared/rental scooter • Paratransit • Uber occasionally • Only time to Uber, taxi, Lyft is when going to hospital for surgery and to get home. 1-2 times a year. • Relative drives me • Friend • Uber/Lyft = frequently • Scooters • Trolley! Scooters • Scooter or bike share program • Scooter • DART Taxi Subsidy | <ul style="list-style-type: none"> • Scooter / bike rental • Rental Scooter • Scooter • Scooter • Electric scooter • Golf cart around the neighborhood • Scooter • Scooter, Infrequently • Scooter (infrequently) • Electric scooters • Scooter • Electric Scooter (last mile) -frequently • Scooter / Bike Share • Scooter • Scooters! • E-Scooter to connect between home/work and dart rail stations. • Scooter • Uber • Scooter every day • Used to use LimeBike etc. then they all disappeared. • Train and bus take twice as long to get to work because it goes | <ul style="list-style-type: none"> downtown first and I drive East to west • Skateboard • Scooter Sharing Service • Scooters • Scooter infrequently • Electric Scooter • Scooters Once a week • Electronic scooters • Mostly bike to avoid car traffic • Scooters • Electric Scooter - frequently • Shared ride Scooter (Bird) - infrequently • Electric scooter • Biking • Scooter • I travel for work long distances around DFW where public transportation is not available. • Streetcar (2 or less) • Skateboard infrequently • Scooter rental • Scooter! • Scooters! Dallas saving grace to the |
|--|---|---|

- parking shortage. (And awful public transportation)
- McKinney Ave Trolley!
 - Electric scooter
 - I commute via motorcycle and fear for my life every day. Texas needs to legalize land splitting so I do not have to worry about getting rear ended.
 - Scooter
 - Scooter
 - I will occasionally (once or twice a month) take a scooter from my apartment to dinner.
 - Uber/Lyft frequently
 - Scooter
 - Electric Scooter
 - No Rail or Bus from McKinney, Traffic keeps suffocating
 - E-Scooter weekly
 - Scooter
 - Scooter
 - Uber once or twice a year, at the most.
 - Streetcars!! Need more. West DALLAS?
 - Uber
 - Scooter
 - My personal vehical
 - eScooters
 - Generally, when I ride the train, I must walk more than I have time to do so (particularly during the work week). Therefore, I drive more than I desire/should.
 - UBER
 - Uber
 - I live 45 miles from Dallas, and the closest public transportation is 25 miles away from my home.
 - Scooter
 - I live outside of the City of Dallas
- nothing available
 - Personal vehicle
 - Scooter Rental, Infrequently
 - Electric scooter
 - Scooter
 - Ride share - Uber or Lyft
 - Child uses school bus for transport to magnet school.
 - I take M-Line Trolley frequently-- multiple times a week.
 - DART Paratransit
 - I want to walk to my area businesses more, but its not safe with speeding cars and no crosswalks!! Add signals and stop signs to make gaps in the traffic, slow down cars, and allow safe crosswalks! Speeding traffic is unsafe for everyone!
 - How did you leave out the scooters?
 - Uber
 - I have driven small cyclinder hybrid cars for over a decade to contribute to transportation pollution reduction.
 - Downtown scooters
 - Scooter
 - Streetcar
 - Electric Scooter
 - Uber/lyft
 - My personal vehicle is a small motorcycle
 - Scooters. Get rid of them
 - Light Rail to DFW
 - Scooter
 - Dallas Motor scooters
 - Uber
 - Uber, Lyft
 - UBER
 - Uber
 - Scooter
 - Transportation Network Provider
- Hyperloop, high speed rail, air travel
 - I only take uber and lyft if I can't drive - like too airport, or maybe to get car work done
 - Scooter
 - Bird scooter
 - Scooter (Lime, Bird)
 - Scooter - infrequently
 - Scooter
 - Have not tried scooters but think they should be on here, don't you think?
 - Rail, Rideshare, and Taxi should have a "rarely" option as the choice restrict for actual use.
 - Scooter
 - Scooter
 - I'd EXCLUSIVELY take rail IF I didn't have to connect to busses. Buses are horribly SLOW, inconsistent on arrivals and departures and poorly maintained. My PREFERENCE is to walk and take public transport.
 - Both personal bike and bikeshare
 - Scooter
 - Everything cost so much. There needs to be affordable rides for low income at a monthly pads. I spend my whole check getting rides in advanced i cant pay my bills. It needs to ne free some sort of training to train a service dog. O became homelees with nonid thanks to the failer of they system.....i guess being jack kovorkian was bad he shoulda changed his name to a girls name like angela or janine. Im disables and i had zero protection
 - N/a
 - Taxi service and DART are horrible
 - Scooters
 - Scooter - frequently (need bike lanes)
 - Scooter

- Sr citizen living in State Thomas. travel nontraffic rush
- Scooters like Bird and Jump are awesome for trips within a couple miles.
- Scooter 1-2 times per week
- I never use those deathtrap scooters. Trolley unfortunately doesn't go where I need or I'd use that.
- As needed
- Scooter
- Rent scooter
- Scooter infrequently
- Scooter
- A limo driver to and from airports
- Scooter ~3x week
- Scooters
- I am so sad the electric bikeshares are no longer available!
- Scooter
- I do take DART and like it, but it doesn't go where I need it to.
- Hitch hiking
- Scooters very often
- Trolley
- Trolley - about once a week
- Scooter
- Scooter
- Scooter - 2 or less/week
- Hard to answer since I may not ride anything every week. Should have made this a monthly metric to capture more data. Unless you are just concerned about people downtown.
- Super Shuttle to airports, but it is increasingly EXPENSIVE.
- Scooters, often
- Ride from Family/Friends
- None available
- Electric scooters
- Electric Bike
- Paratransit
- Uber
- Scooter
- Have used rail or bus for sporting events. Bus schedules are inefficient taking too long with many transfers
- scooter
- Scooters
- Bird scooter, infrequently
- Moto scooter.
- Do not live close to Dart rail. Bus service in east Dallas is confusing, i.e. Abrams Rd. buses have different names (on Abrams, Matilda, etc. Renumbering about a year ago confused finding the routes needed.
- Uber
- Airport Shuttle
- Electric Scooter
- Scooter
- Light rail is no where near where I live
- Southwest has VERY POOR public transportation
- Scooters, Tram
- I would use rail if it was better
- Electric Scooter (Transportation Litter)
- Scooter!
- I would go by bus if the bus were efficient.
- Husband drives me
- If going to airport, then we have used Uber or Taxi. In looking at travel by train for job opportunities the train end locations are not convenient to work locations. How would I get to an office location from DFW, rely on a cab everyday? Why when I can drive. Dallas Metroplex isn't NYC where a train stop or Ferry ride puts you into city locations. The city would have to expand the subway all over to make it feasible then the frequent stops and transfers may make it less efficient than taking a car.
- In some cases I choose infrequently 1 or 2 times a month, bot a week. If there were adequate sidewalks, I would walk to places more.
- Rent a scooter
- You need another choice, periodically instead of never
- Bicicleta

An aerial photograph of the Dallas skyline, showing a dense cluster of skyscrapers and buildings. The image is overlaid with a semi-transparent blue filter. The text 'Connect Dallas' is prominently displayed in the upper left quadrant.

Connect Dallas

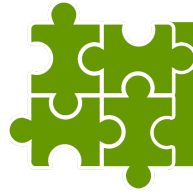
MetroQuest Survey | Final Results
April 15, 2020

At a Glance



2,500+

participants



36,000+

individual data points



650+

written comments

What is MetroQuest?

An online survey designed to educate the public about the project and collect feedback using five interactive and visual screens

How long was the survey active?

February 11, 2020 to March 31, 2020

How was it advertised?

Official city social media channels

Rack cards at local events

Word of mouth

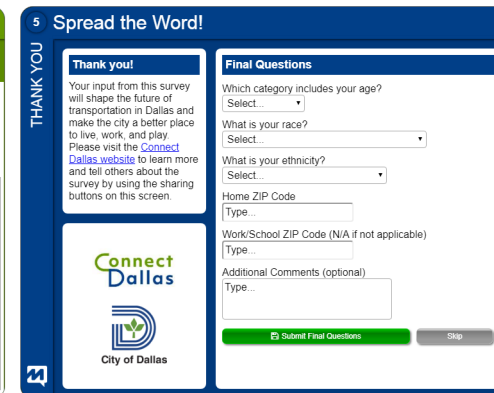
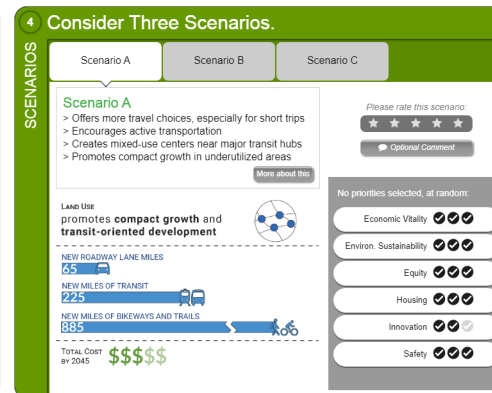
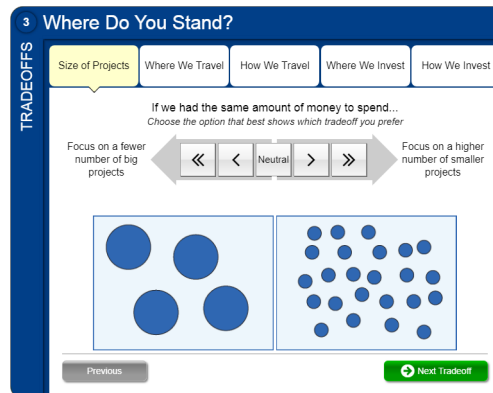
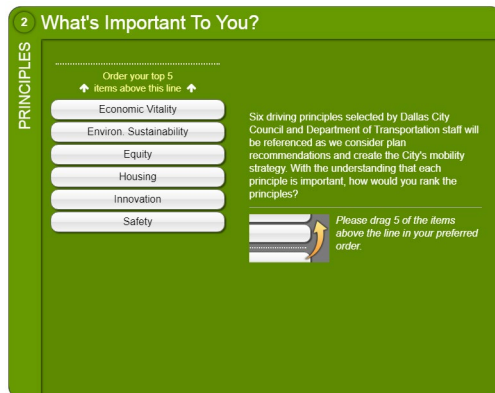
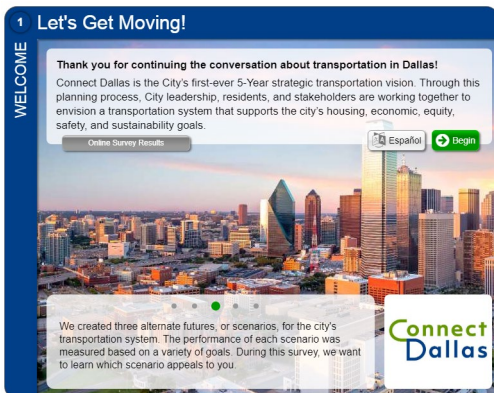
In person promotion at stakeholder events and neighborhood groups

What were participants asked?

1) Prioritize six driving principles

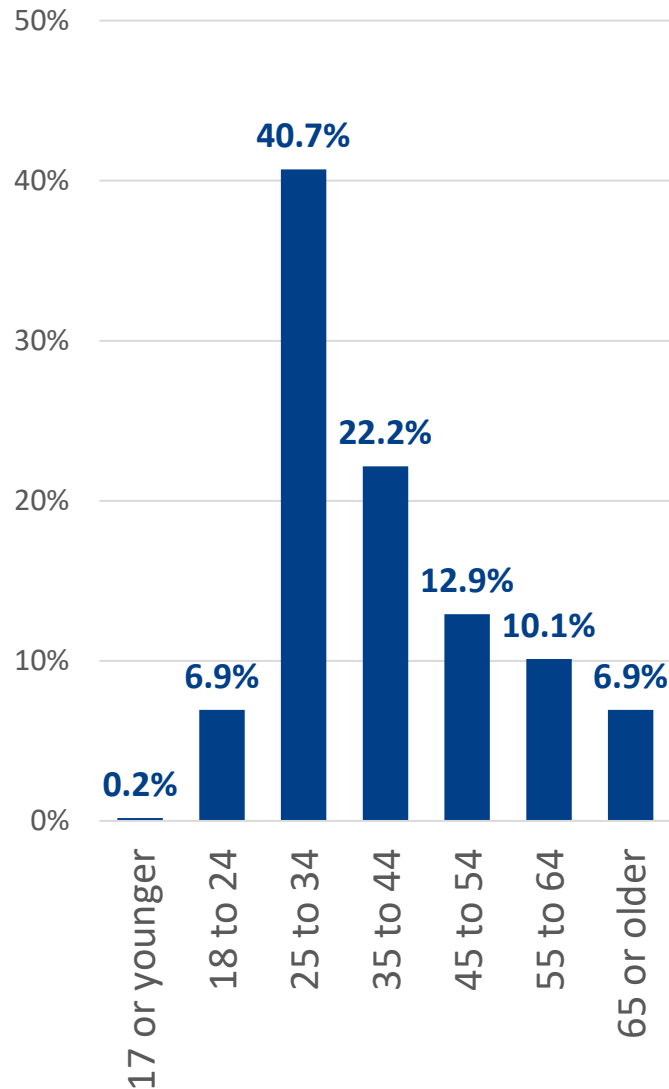
2) Consider tradeoffs associated with limited transportation resources

3) Rate three land use and transportation scenarios

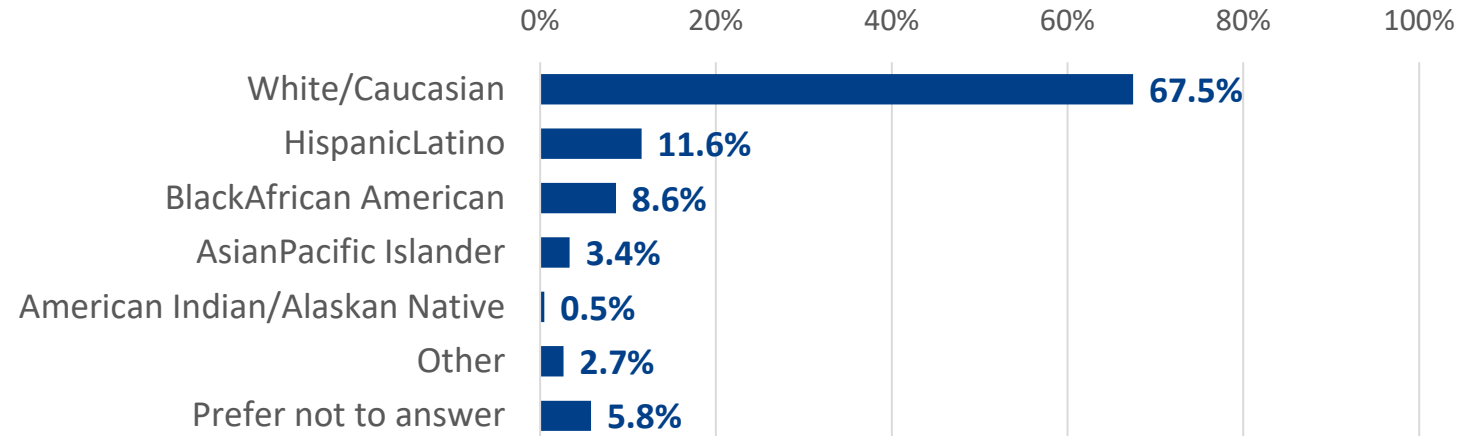


Participant Profile

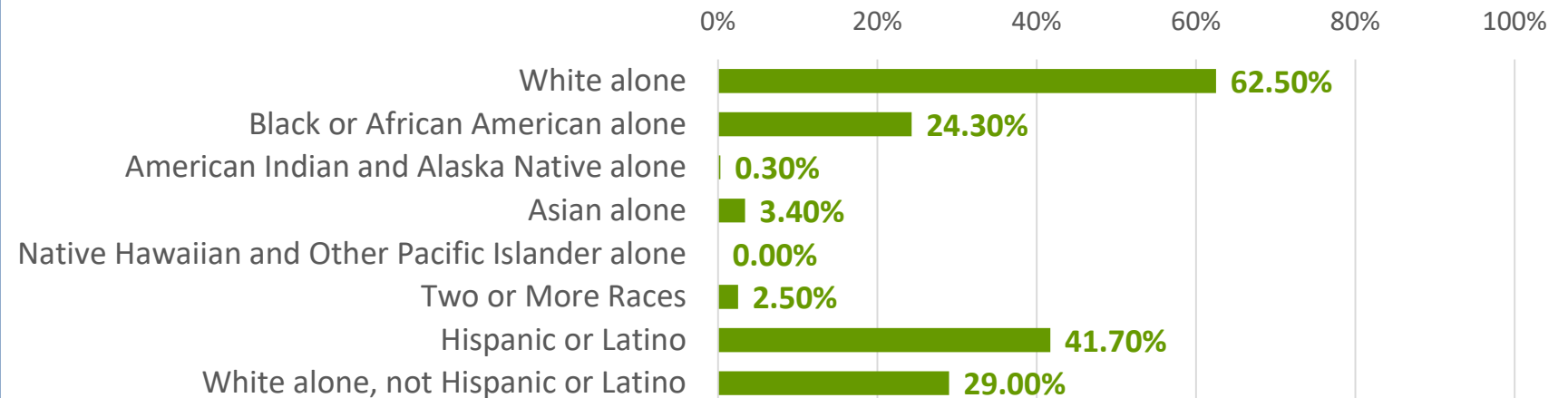
Age



Ethnicity

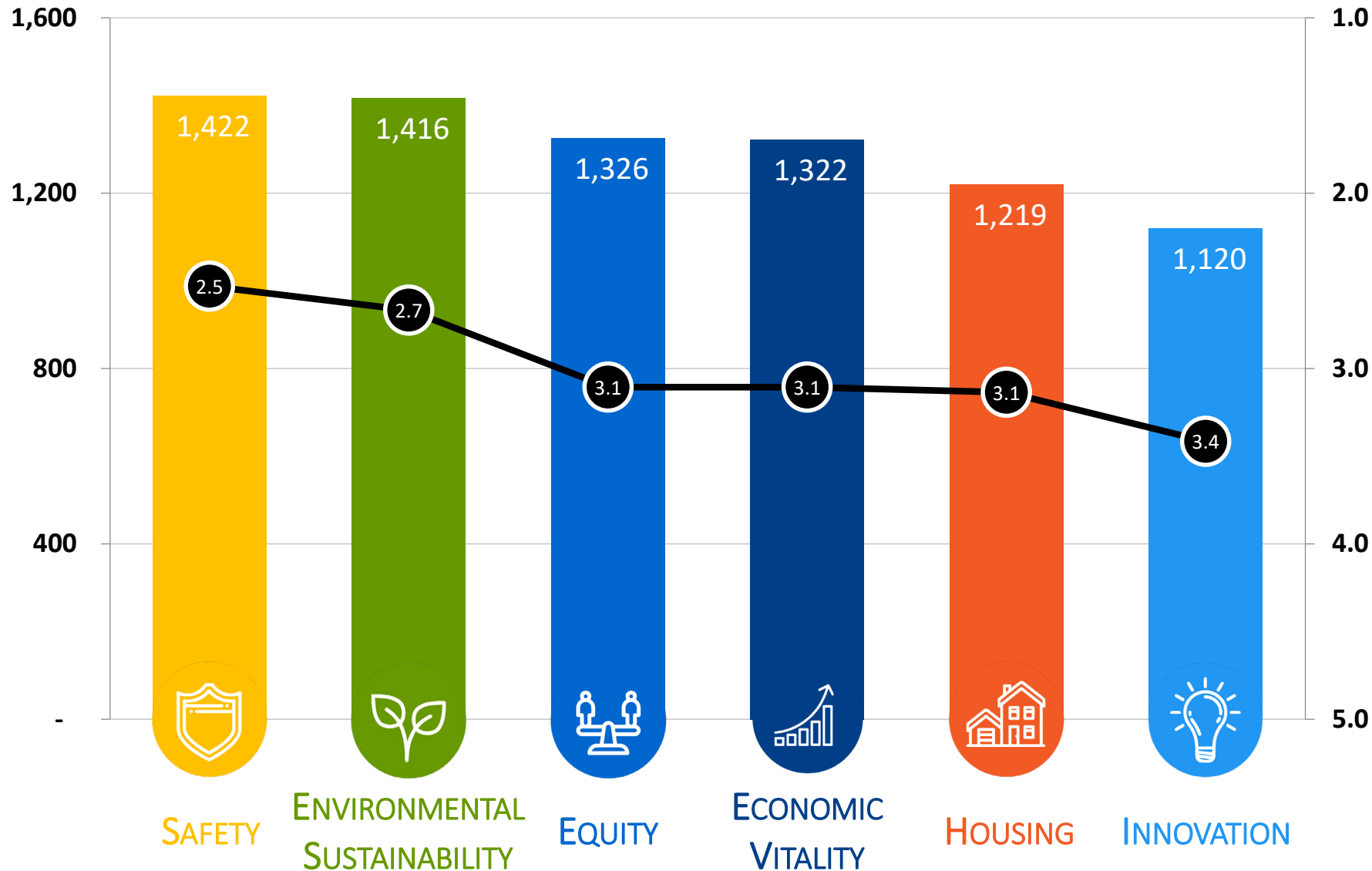


Race and Hispanic Origin - 2019 Estimate - US Census



Driving Principles

Participants were asked to rate the importance of six driving principles selected by Dallas City Council and Department of Transportation staff. These principles will be referenced throughout the plan.



FREQUENCY refers to how often a principle was ranked in the top five. It is shown in the multicolored bar chart.

■ Times Ranked (Bars)

INTENSITY is the average ranking when ranked in the top five. It is shown in the black line chart.

●—Average Rank (Lines)

Safety and Environmental Sustainability were ranked in the top 5 by 90% of participants.

The relatively flat chart reinforces the importance of each of the driving principles.

Tradeoffs

Setting a course for mobility in Dallas will require thoughtful consideration of various tradeoffs, especially because we have limited resources. Participants indicated their position on each tradeoff by selecting one of five buttons on the spectrum.

If we had the same amount of money to spend, should we...

Size of Projects

Focus on big projects

OR

Focus on small projects

Where We Travel

Make it easier to travel within Dallas

OR

Make it easier to travel beyond Dallas

How We Travel

Add space for cars

OR

Add space for bikes, pedestrians, and transit

Where We Invest

Spread transportation investments around

OR

Focus where the need is greatest

How We Invest

Maintain the existing transportation system

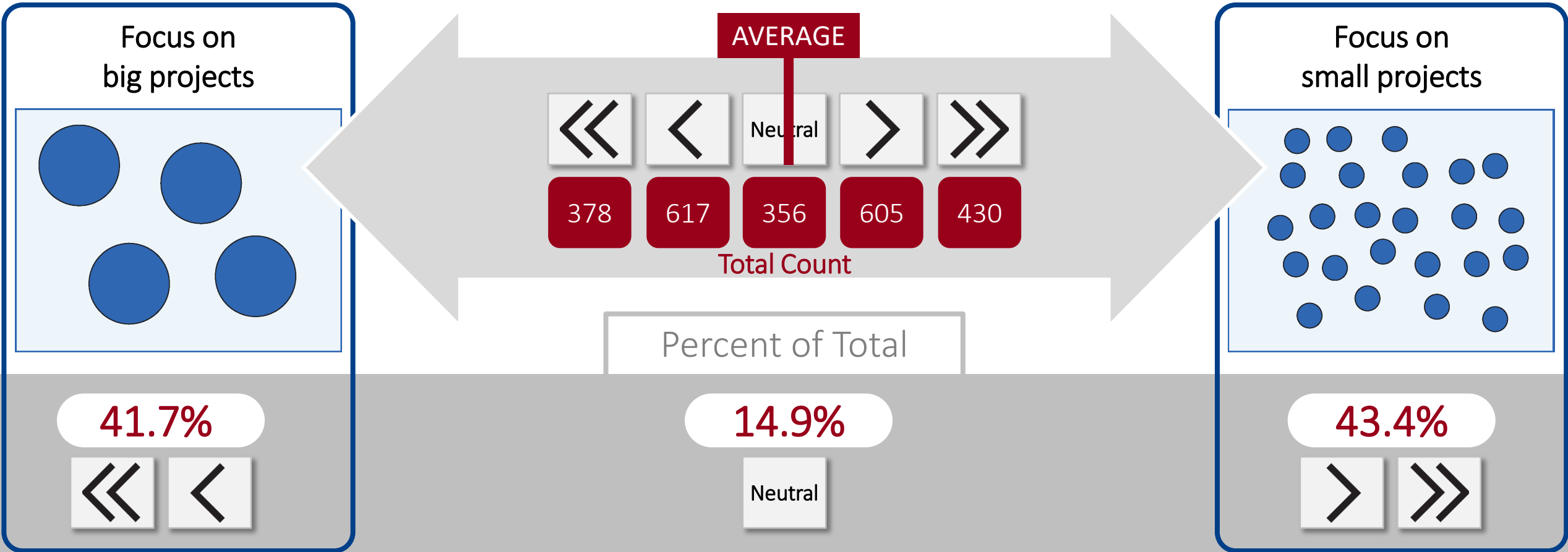
OR

Expand the transportation system

Tradeoffs

Size of Projects

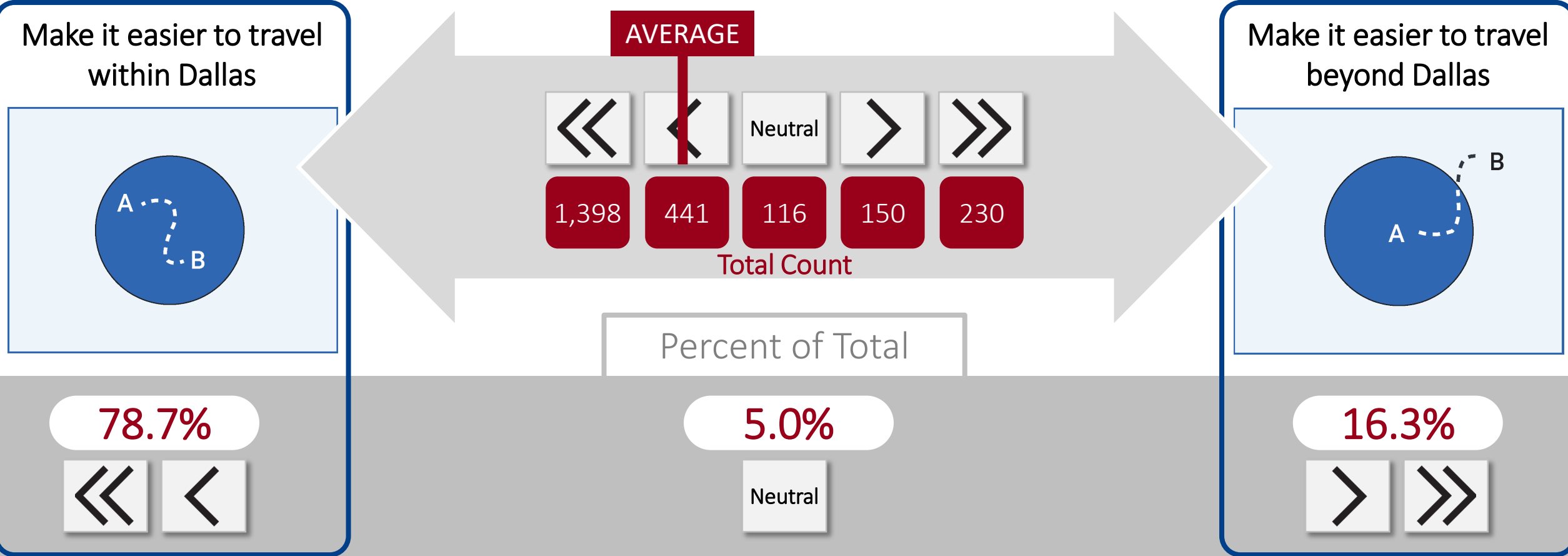
If we had the same amount of money to spend, should we spend it on big projects or small projects?



Tradeoffs

Where We Travel

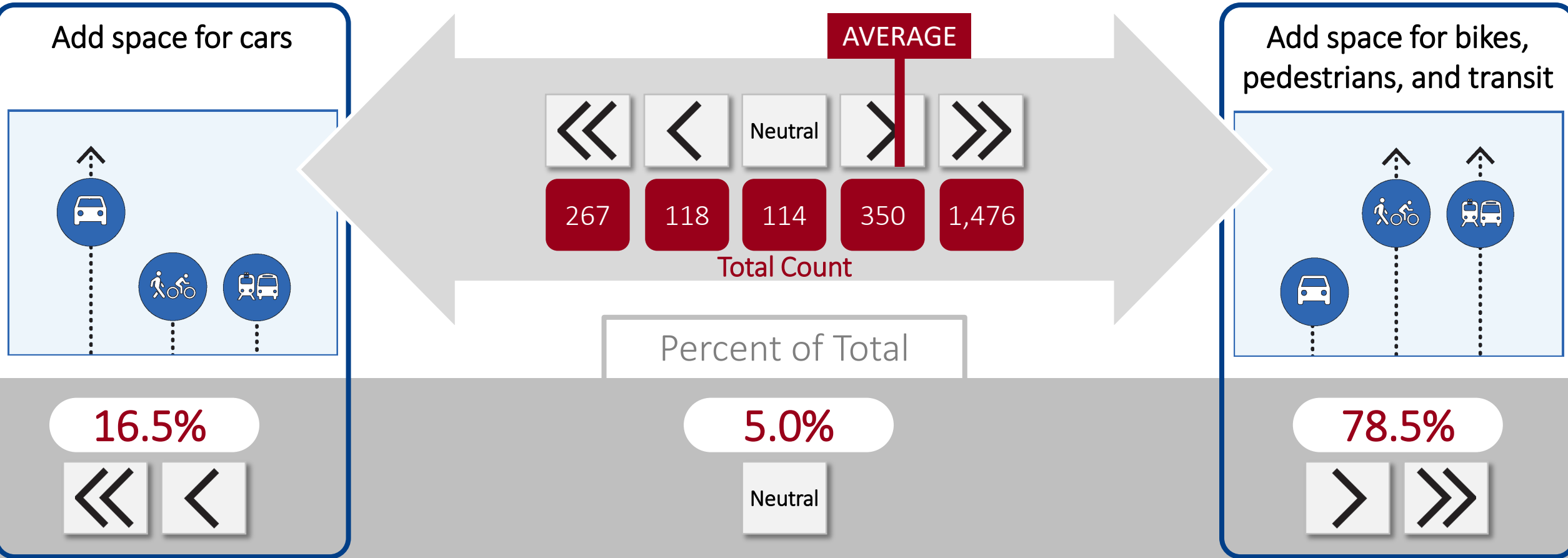
If we had the same amount of money to spend, should we focus on travel within Dallas or to places outside of Dallas?



Tradeoffs

How We Travel

If we had the same amount of money to spend, should we focus on adding space for cars or space for other ways to travel?

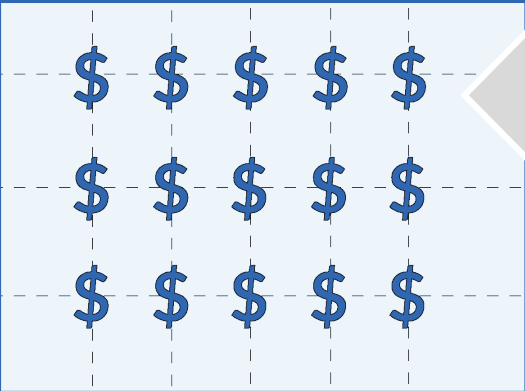


Tradeoffs

Where We Invest

If we had the same amount of money to spend, should we spread investments around or focus where the need is greatest?

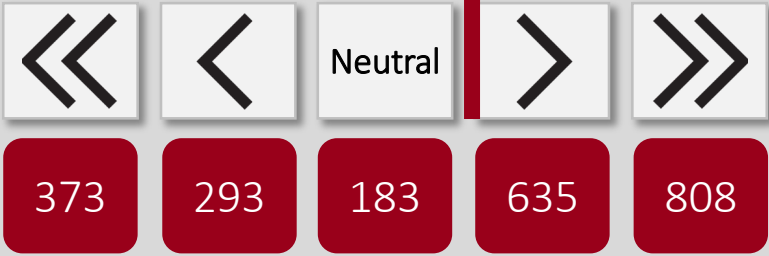
Spread transportation investments around



29.0%



AVERAGE



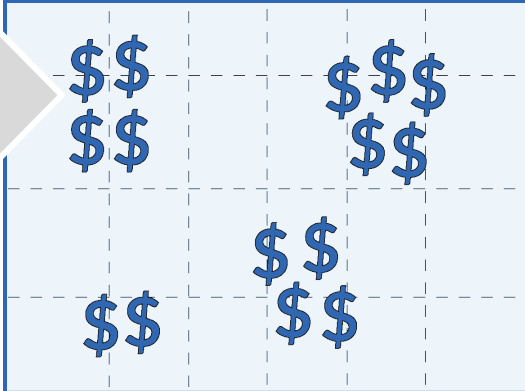
Total Count

Percent of Total

8.0%



Focus where the need is greatest



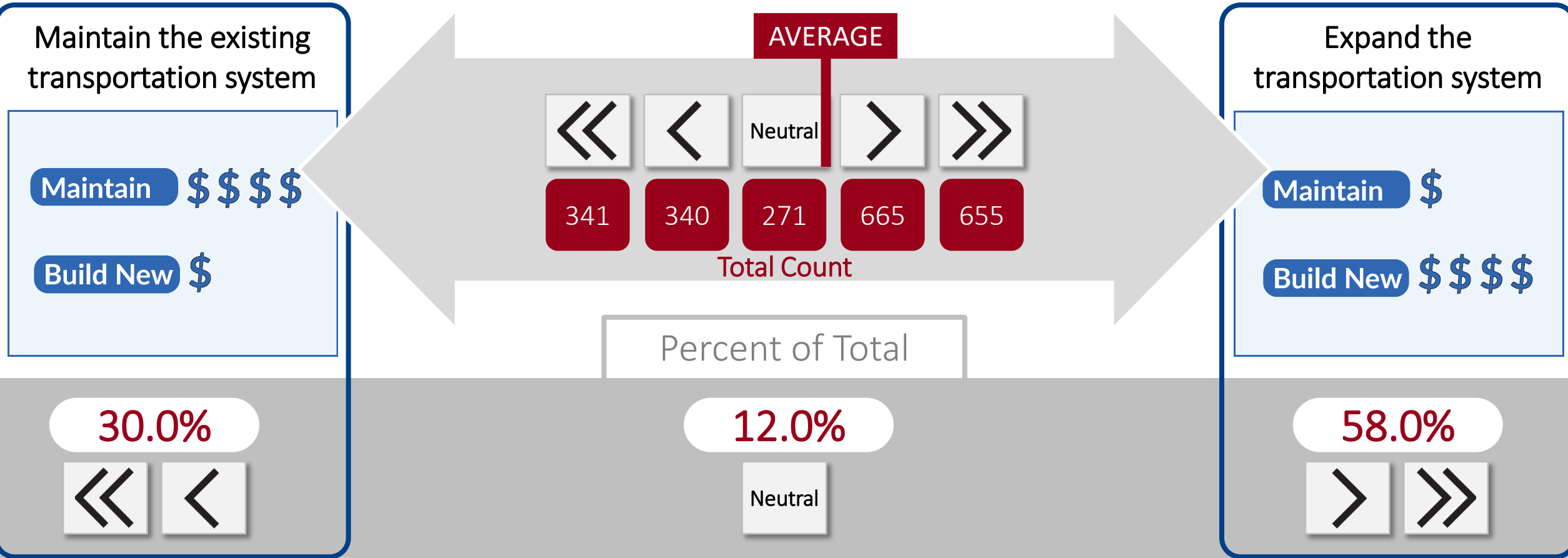
63.0%



Tradeoffs

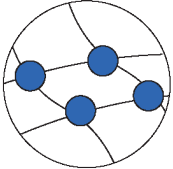



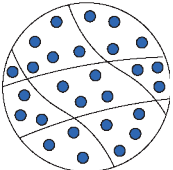



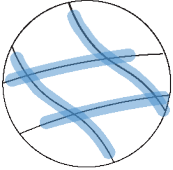



How We Invest

If we had the same amount of money to spend, should we focus on maintaining or expanding the transportation system?



Scenarios

We created three scenarios that vary in the type and level of new transportation investments and how we accommodate future growth. Based on the information provided, participants rated each scenario on a 1 to 5 star scale and left an optional comment.

Scenario A	TOTAL COST BY 2045 \$\$\$\$\$	Land Use Promotes compact growth and transit-oriented development 	Transportation
<ul style="list-style-type: none"> Offers more travel choices, especially for short trips Encourages active transportation Creates mixed-use centers near major transit hubs Promotes compact growth in underutilized areas 			<p>NEW ROADWAY LANE MILES 65 </p> <p>NEW MILES OF TRANSIT 225 </p> <p>NEW MILES OF BIKEWAYS AND TRAILS 885 </p>
Scenario B	TOTAL COST BY 2045 \$\$\$\$\$	Land Use Maintains current growth patterns 	Transportation
<ul style="list-style-type: none"> Maintains current transportation funding levels Considers needs identified in previous plans Emphasizes priority projects from previous plans Mirrors current growth trends and patterns 			<p>NEW ROADWAY LANE MILES 463 </p> <p>NEW MILES OF TRANSIT 48 </p> <p>NEW MILES OF BIKEWAYS AND TRAILS 273 </p>
Scenario C	TOTAL COST BY 2045 \$\$\$\$\$	Land Use Promotes growth along highway corridors and regional development 	Transportation
<ul style="list-style-type: none"> Enhances regional transit, including buses and rail Includes the 50-mile commuter/recreation trail loop Improves major highways to improve regional travel Focuses development along major roads 			<p>NEW ROADWAY LANE MILES 541 </p> <p>NEW MILES OF TRANSIT 74 </p> <p>NEW MILES OF BIKEWAYS AND TRAILS 307 </p>

Scenarios

REPORT CARD	Scenario A	Scenario B	Scenario C
 SAFETY	  	  	  
 ENVIRONMENTAL SUSTAINABILITY	  	  	  
 EQUITY	  	  	  
 ECONOMIC VITALITY	  	  	  
 HOUSING	  	  	  
 INNOVATION	  	  	  
AVERAGE RATING	 4.28 Stars	 2.29 Stars	 2.99 Stars