

# 2019 CATS RESIDENT-STAKEHOLDER SURVEY

## HIGHLIGHTS

### OVERALL

**17%** of respondents didn't know CATS service is available in their neighborhood

**44%** of residents have considered using public transit in Baton Rouge

**88%** of residents believe it is important to support and fund public transit

**74%** of residents believe public transit funding should **not** be reduced over the next 5 years

## STAKEHOLDERS

**89%** feel CATS provides a valuable service to the community



**86%** know where to get more information about CATS services

**71%** think CATS is safe to use

*The **TOP 3 THINGS** that would likely encourage Baton Rouge residents to use public transit are: if CATS is on time more often, if travel times were quicker or the same as travel by automobile, and if CATS provided faster service*

**98%** think public transportation is important for a thriving community

**69%** prefer to drive their own vehicle rather than use public transit

**59%** think that if buses ran every 10-15min, it would encourage more residents to use public transit at least once a week

**91%** think it is **VERY IMPORTANT** to fund public transit

**93%** of stakeholders believe public transit funding should **NOT** be reduced over the next 5 years

*The **MOST IMPORTANT** factors in choosing to use CATS as a transportation option would be where buses go, buses run frequently, and safety*

**68%** think CATS is fiscally responsible with its budget and funds

# RESIDENTS

**79%** feel CATS provides a valuable service to the community

**56%** have a poor opinion on the availability of public transit in Baton Rouge

**84%** think CATS currently provides transportation to take people to work

**The MOST IMPORTANT purpose of CATS services should be to provide alternative transportation to Baton Rouge area residents and create new access to jobs**

**65%** know where to get more information about CATS services

**55%** think CATS is safe to use

**86%** think public transportation takes too long compared to other modes of travel



**84%** think that public transportation is important for a thriving community



**82%** prefer to drive their own vehicle rather than use public transit

**The TOP 3 THINGS that would likely encourage Baton Rouge residents to use public transit are: the fact that using public transit would decrease traffic congestion, if transit stops were close to work or frequently visited destinations, and if buses arrived at stops more frequently**

**The MOST IMPORTANT factors in choosing to use CATS as a transportation option would be safety, cleanliness, and if the buses run on time**

**35%** think that if buses ran every 10-15min, it would encourage more residents to use public transit at least once a week



**60%** think it is VERY IMPORTANT to fund public transit

**74%** of residents believe public transit funding should NOT be reduced over the next 5 years