SURVEY RESULTS
November 2014
Connect Hampton Roads is an effort to shape a new plan to support economic prosperity and quality of life for communities across Hampton Roads by improving regional mobility. It will have the potential to transform how we connect people and places across the region.

To gather public input on the development of the preliminary Connect Hampton Roads plan, a survey was conducted between June and October 2014.
Survey items included:

- Demographic information
- Transportation used
- Ratings of transportation services and options
- Factors that prevent the use of public transit
- Type and degree of impact of public transit improvements on local economic growth
- Prioritization of transportation improvements
Hampton Roads and extended area.

This is the area of focus for the survey.
A total of **13,830** participants took part in the survey (as of November 2, 2014). This represents the most public involvement for a transportation-related survey and multimodal planning initiative in the history of Hampton Roads.

Survey results reported here are based on responses through October 2, 2014 (n = 13,231).
This table shows distribution of results across cities where the majority of participants reside.

Table 1

<table>
<thead>
<tr>
<th>City</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virginia Beach</td>
<td>4,337</td>
</tr>
<tr>
<td>Norfolk</td>
<td>3,354</td>
</tr>
<tr>
<td>Portsmouth</td>
<td>915</td>
</tr>
<tr>
<td>Williamsburg</td>
<td>172</td>
</tr>
<tr>
<td>Yorktown</td>
<td>128</td>
</tr>
<tr>
<td>Chesapeake</td>
<td>1705</td>
</tr>
<tr>
<td>Hampton</td>
<td>737</td>
</tr>
<tr>
<td>Newport News</td>
<td>849</td>
</tr>
<tr>
<td>Suffolk</td>
<td>333</td>
</tr>
</tbody>
</table>

n = 12,530
Responses by zip code.

Figure 2

Figure 3
Which of the following describes you? (Check all that apply)

- Live in Hampton Roads or extended area*: 97.9%
- Work in Hampton Roads or extended area*: 68.8%
- Student in Hampton Roads or extended area*: 15.4%
- Other reasons for being in Hampton Roads or extended area* (Thinking of moving here,...): 2.0%
In a typical week, what types of transportation do you use to get around Hampton Roads (for work, school, shopping, leisure, medical, and other reasons)? *(Check all that apply)*

- **Personal motorized vehicle (automobile, scooter or motorcycle)**: 78.5%
- **Walk**: 43.9%
- **Bus (inter/intra city and multiple stops)**: 20.4%
- **Bicycle**: 18.9%
- **Light Rail**: 17.9%
- **Carpool**: 11.2%
- **Ferry**: 6.6%
- **Taxi services**: 6.2%
- **Express Bus (limited stops)**: 5.0%
- **Paratransit services (Service for qualified disabled persons)**: 1.3%
- **Other**: 5.0%
What prevents you from using public transit at all or more often? (Check all that apply)

- Does not make my commute any more convenient: 33.1%
- Long travel times: 28.1%
- I need the control that comes with using my own vehicle: 27.9%
- Too much time waiting at stops/stations for vehicle to arrive: 26.4%
- Doesn’t serve my neighborhood: 24.9%
- Travel times/schedules are inconsistent/unreliable: 22.7%
- Inconvenient hours of service (not early or late enough): 22.0%
- Inconvenient stops (not the best locations): 21.0%
- Prefer to walk or use my own vehicle or bicycle: 20.6%
- Too many transfers needed to get to my destination: 20.2%
- I don’t know the routes or where the buses go: 18.8%
- Nothing, I use transit regularly: 14%
- Too many stops on route: 13.3%
- Safety concerns at stops or on transit vehicles: 13.1%
- It’s too difficult to get to the bus stop or station (inaccessible): 12.5%
- I don’t know how to use the system or how to ride a bus: 9.3%
- Cost: 8.2%
- Uncomfortable using transit: 8.1%
- Crowded transit: 6.1%
- I am concerned I won’t be able to get my bike on the bus: 2.7%
- Other preventing factors (Please specify): 14.2%
Among factors that prevent them from using public transit, respondents most often cited:

- Commutes that are not more convenient compared to other modes
- Long travel times
- Frequency and availability of services that are not sufficient
How important to you is it that the following public transit services or options are provided? (0 = Not at all important, 100 = Extremely important)
Participants rated a variety of factors as important, including:

- Safety at transit stops and safe, clean and reliable transit vehicles
- Wide range and consistent days, hours and frequency of service across region, and travel times equal or better compared to other commuting options
- Routes that connect multiple cities and desired stops
- Customer amenities like real-time information, benches and covered waiting areas
- Light rail or similar service in areas throughout Hampton Roads
How much of a priority are the following transportation improvements?

(0 = Not a priority, 100 = Highest priority)

- Add public transit options (light rail or similar service, bus, ferry, bike paths, etc.): 72.5
- Increase and expand public transit routes: 70.8
- Integrate transit into major road, bridge and tunnel projects: 67.8
- Improve bridges: 65.0
- Widen highways and tunnels: 61.9
- Add more bridges and tunnels: 53.5
How much of an impact do you believe an improved public transit system would have on local economic growth?

\(0 = \text{Extremely negative impact}, \ 50 = \text{No impact}, \ 100 = \text{Extremely positive impact}\)
Thank you