

#### **Report: Commuter Services Survey--Parking Passes & Ed-Pass (Spring 2012)**

EEB. 28TH 184

#### Date of Report: 5/9/2012

#### Total number of responses collected:

10,464 started the survey; 10,233 completed the entire survey and actually submitted their responses. On a question-byquestion basis, you will see percentages calculated against the "Total" (those who started the survey) and percentages calculated against "Valid" responses, which represent the actual number of respondents submitting an answer for a specific question. The number of "Valid" responses varies from question to question; some respondents did not answer a specific question.

Survey time period: from April 18, 2012 through May 4, 2012 (17 days)

## **1. Approximately how far do you live from the University of Utah campus?** (Respondents could only choose a **single** response)

| Response           | Chart | Valid % | Total S | %       | Sample % | Count |
|--------------------|-------|---------|---------|---------|----------|-------|
| 1 to 5 miles       |       | 28.3%   | 28.1%   |         | 27.8%    | 2910  |
| 11 to 20 miles     |       | 23.9%   | 23.7%   |         | 23.4%    | 2449  |
| More than 20 miles |       | 22.6%   | 22.4%   |         | 22.1%    | 2316  |
| 6 to 10 miles      |       | 16.1%   | 16.0%   |         | 15.8%    | 1652  |
| Less than 1 mile   |       | 9.1%    | 9.1%    |         | 9.0%     | 939   |
|                    |       |         |         | Valid R | esponses | 10266 |
|                    |       |         |         | Total R | esponses | 10341 |

**2:** On a typical workday, how do you get to the University of Utah? You may select more than one mode. In addition, indicate the number of trips for each mode selected [e.g., 1 trip is 1 way on a mode].

#### INTERPRETING RESPONSES TO QUESTION 2:

The next section of pages is devoted to analyzing question 2, which not only asked respondents to select which modes of transportation they used on a "typical workday," but also how many trips they made in that workday using a particular mode.

Respondents could select more than one mode. For that reason, many numbers and percentages won't always add up precisely. However, the response data shows clear tendencies.

- Most commuters used a mode of transportation **twice in a day**, presumably to commute to campus and return to their point of origin.
- The second most frequent response indicated that a particular mode of transportation was taken **once a day**, presumably because commuters used one mode to arrive at campus and another mode to return to home or work.
- Where respondents indicated daily trips of 7,8,9 or 10, we might assume that the question was misunderstood, and that respondents were answering for a week of trips, rather than for a single day.
- Respondents were given the opportunity to supply "Other" modes and comments. A total of 509 comments were made.
- In examining the comments, it becomes clear that many were attempting to clarify their answers for their selection of modes and associated number of trips. We cannot assume that any comments made for "Other" are mutually exclusive of the answers to the eight modes of transportation that were supplied in Question 2.
- Many comments showed that respondents were confused by the meaning of "trips" and were not sure how to answer that portion of the question. If this survey is repeated in the future, we should rewrite this question in order to...
  - Emphasize and clarify that we are asking for a single day of transportation, not a week, month, or semester's worth of trips.
  - Provide numerous examples, i.e., "if you travel by TRAX with your bicycle when coming to the University, this counts as one trip on TRAX. When you ride your bicycle home later in the day, this counts as one trip by bicycle." Or, "if you use multiple modes of transportation during the day to come to the University, travel within the campus, leave for work, return to the campus, and finally leave to go home, identify each mode of transportation you are using (Car to TRAX

station, TRAX, Campus Shuttle, and Bus) and the total number of trips you made that day for each mode."

- Based on numerous other comments, it becomes clear that respondents are using a healthy mix of transportation modes during the day. One respondent summed this up nicely by stating...
  - "This didn't make sense to answer 'a typical day' as I use multiple modes each week, and more biking summer, more walking winter. I bet a lot of U people mix it up every week, too. So I answered for a week instead since I could not use fractions. Almost never drive, unless I have to haul something. Cars are a drag, but sometimes a needed drag."
  - We may want to consider asking respondents to summarize transportation modes and number of trips for a typical week, in order to capture the variable types of trips and schedules many commuters use between Monday and Friday.
- Also, based on "Other" comments, we should probably add a few more modes to the identified list of options, perhaps including...
  - o Motorcycle/Scooter
  - o Campus Shuttle
  - Clarify that "Bus" means "UTA Bus," not a campus shuttle
  - Skateboard/Longboard
  - o Telecommute
  - Wheelchair or other specialized disability device

In presenting the data for Question 2, we start with a summary table of the selected modes of transportation and the number of trips made with each. The modes of transportation are presented in descending order with the most popular modes occupying the first set of rows.

|             |       | MODES                                 |      |       | NUM   | BER OF      | TRIPS BY | MODE I | Ν Α ΤΥΡΙ    |      | /    |      |             |
|-------------|-------|---------------------------------------|------|-------|-------|-------------|----------|--------|-------------|------|------|------|-------------|
|             |       | more than one<br>selection<br>allowed | 0    | 1     | 2     | 3           | 4        | 5      | 6           | 7    | 8    | 9    | 10          |
| Car         | Count | 7094                                  | 19   | 1648  | 3901  | 167         | 305      | 156    | 100         | 10   | 87   | 4    | 173         |
|             | %     | 68.6%                                 | 0.3% | 25.1% | 59.4% | 2.5%        | 4.6%     | 2.4%   | 1.5%        | 0.2% | 1.3% | 0.1% | 2.6%        |
| TRAX        | Count | 2766                                  | 15   | 651   | 1413  | 82          | 167      | 39     | 48          | 4    | 36   | 1    | 74          |
|             | %     | 26.7%                                 | 0.6% | 25.7% | 55.8% | 3.2%        | 6.6%     | 1.5%   | <b>1.9%</b> | 0.2% | 1.4% | 0%   | <b>2.9%</b> |
| Bus         | Count | 2402                                  | 14   | 685   | 1162  | 61          | 123      | 43     | 37          | 9    | 29   | 4    | 44          |
|             | %     | 23.2%                                 | 0.6% | 31.0% | 52.6% | 2.8%        | 5.6%     | 1.9%   | 1.7%        | 0.4% | 1.3% | 0.2% | 2.0%        |
| Walk        | Count | 1442                                  | 15   | 447   | 607   | 45          | 98       | 32     | 17          | 5    | 7    | 0    | 27          |
|             | %     | 13.9%                                 | 1.2% | 34.4% | 46.7% | 3.5%        | 7.5%     | 2.5%   | 1.3%        | 0.4% | 0.5% | 0%   | 2.1%        |
| Bicycle     | Count | 1058                                  | 21   | 294   | 506   | 33          | 53       | 14     | 17          | 2    | 5    | 0    | 9           |
|             | %     | 10.2%                                 | 2.2% | 30.8% | 53.0% | 3.5%        | 5.6%     | 1.5%   | 1.8%        | 0.2% | 0.5% | 0%   | 0.9%        |
| Carpool     | Count | 471                                   | 20   | 142   | 198   | 23          | 23       | 11     | 10          | 1    | 5    | 0    | 6           |
|             | %     | 4.6%                                  | 4.6% | 32.3% | 45.1% | 5.2%        | 5.2%     | 2.5%   | 2.3%        | 0.2% | 1.1% | 0%   | 1.4%        |
| FrontRunner | Count | 388                                   | 23   | 76    | 237   | 7           | 12       | 6      | 8           | 0    | 6    | 1    | 6           |
|             | %     | 3.8%                                  | 5.0% | 27.6% | 48.8% | 3.7%        | 8.6%     | 1.3%   | 1.7%        | 0%   | 1.0% | 0%   | 2.3%        |
| Express Bus | Count | 318                                   | 24   | 99    | 138   | 9           | 20       | 7      | 4           | 2    | 3    | 0    | 5           |
|             | %     | 3.1%                                  | 7.7% | 31.8% | 44.4% | <b>2.9%</b> | 6.4%     | 2.3%   | 1.3%        | 0.6% | 1.0% | 0%   | 1.6%        |
| Other       | Count | 389                                   | 15   | 83    | 147   | 11          | 26       | 4      | 5           | 0    | 3    | 0    | 7           |
|             | %     | 3.8%                                  | 6.0% | 19.9% | 62.0% | 1.8%        | 3.1%     | 1.6%   | 2.1%        | 0%   | 1.6% | 0.3% | 1.6%        |

A total of 10,341 respondents provided answers across different parts of Question 2.

The other part of analyzing responses to Question 2 examines the "Other" responses. **A total of 509 responses were provided.** To summarize these responses, a category was assigned to each of the responses that captured the essence of each respondent comment. The following table lists the categories that were culled from the responses, and how many comments were assigned to that category. The categories are listed with the most frequently associated comments occupying the top rows. Note that some comments were just explanations and did not fall into categories; those are not reported in the following table. Therefore, the total of "categorized responses" drops to 480. In the appendices to this document, all 509 comments are reported, batched according to their assigned category.

| CATEGORY                             | NUMBER OF ASSOCIATED<br>COMMENTS (total = 480) | PERCENTAGE |  |  |
|--------------------------------------|--|------------|--|--|
| Campus Shuttle                       | 157  | 32.7%      |  |  |
| Varied & Mix of Transportation Modes | 127  | 26.5%      |  |  |
| Motorcycle/Scooter                   | 98   | 20.4%      |  |  |
| Car                                  | 33   | 6.8%       |  |  |
| Bicycle-seasonal                     | 10   | 2.1%       |  |  |
| Carpool                              | 10   | 2.1%       |  |  |
| Skateboard/Longboard                 | 10   | 2.1%       |  |  |
| Bus                                  | 7  | 1.5%       |  |  |
| Walk/Run                             | 7  | 1.5%       |  |  |
| Telecommute                          | 5  | 1.0%       |  |  |
| TRAX-seasonal                        | 4  | 0.8%       |  |  |
| Bicycle                              | 2  | 0.4%       |  |  |
| Car-seasonal                         | 2  | 0.4%       |  |  |
| TRAX                                 | 2  | 0.4%       |  |  |
| Walk-seasonal                        | 2  | 0.4%       |  |  |
| Bus-seasonal                         | 1  | 0.2%       |  |  |
| Express Bus                          | 1  | 0.2%       |  |  |
| Airplane                             | 1  | 0.2%       |  |  |
| Wheelchair                           | 1  | 0.2%       |  |  |

#### OTHER MODES OF TRANSPORATION

#### 3. What type of University parking permit do you have?

(Respondents could only choose a **single** response)

| Response  | Chart | Valid % | Total S | %       | Sample %  | Count |
|-----------|-------|---------|---------|---------|-----------|-------|
| No permit |       | 46.3%   | 46.0%   | 6       | 45.4%     | 4755  |
| A permit  |       | 17.8%   | 17.7%   |         | 17.5%     | 1826  |
| U permit  |       | 17.1%   | 17.0%   |         | 16.8%     | 1759  |
| E permit  |       | 11.6%   | 11.5%   |         | 11.4%     | 1189  |
| R permit  |       | 1.7%    | 1.7%    |         | 1.7%      | 178   |
| T permit  |       | 4.6%    | 4.6%    |         | 4.5%      | 473   |
| M permit  |       | 0.9%    | 0.9%    |         | 0.8%      | 88    |
|           |       |         |         | Valid F | Responses | 10268 |
|           |       |         |         | Total F | Responses | 10341 |

NOTE: Based on comments scattered throughout the survey, many respondents actually have multiple passes, such as one for a car and another for a motorcycle. Perhaps the question can be adjusted in the future to allow respondents to select more than one type of permit.

Also, it emerged in comments that the "D" permit was not included in the list. Is there also a "BA" permit that should be included in the response options?

#### 4. How satisfied were you with parking during Spring Semester 2012?

| Response              | Chart | Valid % | Total % | 6               | Sample % | Count |
|-----------------------|-------|---------|---------|-----------------|----------|-------|
| Very dissatisfied     |       | 9.0%    | 8.7%    |                 | 8.6%     | 901   |
| Somewhat dissatisfied |       | 16.8%   | 16.3%   |                 | 16.1%    | 1686  |
| Neutral               |       | 17.7%   | 17.3%   |                 | 17.0%    | 1779  |
| Somewhat satisfied    |       | 17.2%   | 16.8%   |                 | 16.5%    | 1728  |
| Very satisfied        |       | 15.4%   | 15.0%   |                 | 14.8%    | 1544  |
| Not applicable for me |       | 23.8%   | 23.1%   | )               | 22.8%    | 2387  |
|                       |       |         |         |                 | esponses | 10025 |
|                       |       |         |         | Total Responses |          | 10313 |

## **5.** If parking permit prices increase modestly over the next three years, would you begin looking for other options to commute to the University?

| Response                                      | Chart | Valid % | Total % | Sample %  | Count |
|---|-------|---------|---------|-----------|-------|
| No, I will continue to drive                  |       | 22.9%   | 22.3%   | 22.0%     | 2299  |
| Maybe, depending on the price of the increase |       | 36.1%   | 35.2%   | 34.7%     | 3629  |
| Yes, I will look for other options            |       | 41.0%   | 40.0%   | 39.4%     | 4121  |
|   |       |         | Valid I | Responses | 10049 |
|   |       |         | Total I | Responses | 10313 |

#### 6. Which single category best describes your role at the University?

| Response             | Chart | Valid % | Total % | 6       | Sample % | Count |
|----------------------|-------|---------|---------|---------|----------|-------|
| Student              |       | 49.4%   | 49.3%   |         | 48.6%    | 5089  |
| Staff/Administration |       | 41.9%   | 41.9%   |         | 41.3%    | 4322  |
| Faculty              |       | 8.7%    | 8.7%    |         | 8.6%     | 900   |
|                      |       |         |         |         | esponses | 10311 |
|                      |       |         |         | Total R | esponses | 10313 |

#### 6a—If the respondent answered "Student" in Question 6.

#### Currently, parking passes for students range from \$40 to \$140 annually. What annual increase in parking permit prices would you pay before looking for other commuting options?

| Response   | Chart | Valid % | Total % | Sample %       | Count |
|------------|-------|---------|---------|----------------|-------|
| \$20 more  |       | 68.8%   | 66.9%   | 32.6%          | 3407  |
| \$40 more  |       | 16.6%   | 16.1%   | 7.8%           | 821   |
| \$60 more  |       | 7.4%    | 7.2%    | 3.5%           | 365   |
| \$80 more  |       | 2.1%    | 2.0%    | 1.0%           | 104   |
| \$100 more |       | 5.1%    | 5.0%    | 2.4%           | 252   |
|            |       |         | Va      | alid Responses | 4949  |
|            |       |         | Тс      | otal Responses | 5090  |

(Respondents could only choose a **single** response)

NOTE: In scattered comments throughout the survey, respondents wondered why another option wasn't included indicating "**No increase preferred**." Perhaps this option can be added to a future version of the survey.

#### 6b—If the respondent answered "Staff/Administration" in Question 6.

Currently, parking passes for Staff/Administration range from \$68 to over \$500 annually. What annual increase in parking permit prices would you pay before looking for other commuting options?

| Response   | Chart | Valid % | Total % | Sample %  | Count |
|------------|-------|---------|---------|-----------|-------|
| \$20 more  |       | 56.5%   | 53.1%   | 21.9%     | 2295  |
| \$40 more  |       | 17.7%   | 16.6%   | 6.9%      | 717   |
| \$60 more  |       | 10.2%   | 9.6%    | 4.0%      | 414   |
| \$80 more  |       | 3.6%    | 3.4%    | 1.4%      | 148   |
| \$100 more |       | 12.0%   | 11.3%   | 4.7%      | 487   |
|            |       |         | Valid   | Responses | 4061  |
|            |       |         | Total   | Responses | 4321  |

(Respondents could only choose a **single** response)

NOTE: In scattered comments throughout the survey, respondents wondered why another option wasn't included indicating "**No increase preferred**." Perhaps this option can be added to a future version of the survey.

#### 6c—If the respondent answered "Faculty" in Question 6.

#### Currently, parking passes for Faculty range from \$68 to over \$500 annually. What annual increase in parking permit prices would you pay before looking for other commuting options?

| Response   | Chart | Valid % | Total % | Sample %      | Count |
|------------|-------|---------|---------|---------------|-------|
| \$20 more  |       | 40.5%   | 37.0%   | 3.2%          | 336   |
| \$40 more  |       | 16.3%   | 14.9%   | 1.3%          | 135   |
| \$60 more  |       | 16.5%   | 15.1%   | 1.3%          | 137   |
| \$80 more  |       | 4.1%    | 3.7%    | 0.3%          | 34    |
| \$100 more |       | 22.6%   | 20.6%   | 1.8%          | 187   |
|            |       |         | Va      | lid Responses | 829   |
|            |       |         | То      | tal Responses | 908   |

(Respondents could only choose a **single** response)

NOTE: In scattered comments throughout the survey, respondents wondered why another option wasn't included indicating "**No increase preferred**." Perhaps this option can be added to a future version of the survey.

### 7. During Spring Semester 2012, did you utilize your UTA Ed-Pass for UTA Bus, TRAX, FrontRunner, or Express Bus service as a means of commuting to and from the University?

| Response        | Chart | Valid % | Total S | %       | Sample %  | Count |
|-----------------|-------|---------|---------|---------|-----------|-------|
| No              |       | 28.2%   | 28.2%   |         | 27.7%     | 2895  |
| Once or twice   |       | 13.3%   | 13.3%   |         | 13.1%     | 1369  |
| More than twice |       | 18.0%   | 18.0%   |         | 17.7%     | 1849  |
| Regular use     |       | 40.4%   | 40.4%   | 6       | 39.7%     | 4151  |
|                 |       |         |         | Valid R | Responses | 10264 |
|                 |       |         |         | Total R | Responses | 10280 |

## **8**. If you used any of the UTA modes of transportation to or from the University during Spring Semester 2012, how satisfied were you with their services?

| Response              | Chart | Valid % | Total % | Sample %  | Count |
|-----------------------|-------|---------|---------|-----------|-------|
| Very dissatisfied     |       | 2.9%    | 2.8%    | 2.7%      | 283   |
| Somewhat dissatisfied |       | 4.5%    | 4.3%    | 4.3%      | 447   |
| Neutral               |       | 7.2%    | 7.0%    | 6.8%      | 716   |
| Somewhat satisfied    |       | 21.3%   | 20.5%   | 20.1%     | 2103  |
| Very satisfied        |       | 41.5%   | 39.9%   | 39.2%     | 4101  |
| Not applicable for me |       | 22.5%   | 21.7%   | 21.3%     | 2227  |
|                       |       |         | Valid F | Responses | 9877  |
|                       |       |         | Total F | Responses | 10280 |

## **9.** When more people use alternatives to automobiles, it frees up parking spaces for others. What priority should the University give to the UTA Ed-Pass program as a way to open up more parking space?

| Response        | Chart | Valid % | Total % | Sample %  | Count |
|-----------------|-------|---------|---------|-----------|-------|
| No priority     |       | 3.4%    | 3.4%    | 3.3%      | 346   |
| Low priority    |       | 5.2%    | 5.2%    | 5.1%      | 532   |
| Medium priority |       | 33.4%   | 33.2%   | 32.7%     | 3418  |
| High priority   |       | 58.1%   | 57.8%   | 56.8%     | 5945  |
|                 |       |         | Valid   | Responses | 10241 |
|                 |       |         | Total   | Responses | 10280 |

## **10.** Currently the University of Utah offers a UTA Ed-Pass at no charge to students, faculty, and staff. If UTA were to increase their rates and the University were to charge for the Ed-pass, how much would you be willing to pay to keep your Ed-pass?

| Response   | Chart | Valid % | Total % | Sam             | ple % | Count |
|--|-------|---------|---------|-----------------|-------|-------|
| Nothing, not willing to<br>pay anything additional |       | 51.8%   | 51.6%   | 50.5            | 5%    | 5286  |
| \$20 annually                                      |       | 30.5%   | 30.4%   | 29.8            | %     | 3114  |
| \$40 annually                                      |       | 9.8%    | 9.8%    | 9.6%            | 6     | 1000  |
| \$60 annually                                      |       | 4.5%    | 4.5%    | 4.49            | 6     | 456   |
| \$80 annually                                      |       | 0.6%    | 0.6%    | 0.6%            | 6     | 64    |
| \$100 annually                                     |       | 2.8%    | 2.8%    | 2.79            | 6     | 286   |
|  |       |         | V       | Valid Responses |       | 10206 |
|  |       |         |         | Total Responses |       | 10239 |

# **11.** If the University were to increase parking permit prices *and* UTA Ed-pass prices modestly and equally, which of the following would you more likely choose as your primary form of transportation when commuting to campus?

| (Respondents could only choose a <b>single</b> response) |
|--|
|--|

| Response  | Chart | Valid % | Total % | <b>b</b>        | Sample %  | Count |
|---|-------|---------|---------|-----------------|-----------|-------|
| I would buy a parking<br>permit and use my vehicle<br>as my only form of<br>transportation to and<br>from campus                |       | 38.9%   | 38.6%   |                 | 37.8%     | 3957  |
| I would buy an Ed-pass and<br>use UTA as my primary mode<br>of transportation to and from<br>campus                             |       | 25.2%   | 25.1%   |                 | 24.5%     | 2568  |
| I would buy both a parking<br>permit and an Ed-pass and<br>continue using both as a<br>means of commuting to and<br>from campus |       | 13.9%   | 13.8%   |                 | 13.5%     | 1414  |
| I would opt out and find<br>another form of<br>transportation such as<br>walking, bicycle, etc., to and<br>from campus.         |       | 15.0%   | 15.0%   |                 | 14.6%     | 1532  |
| Other (please specify)  |       | 7.0%    | 6.9%    |                 | 6.8%      | 710   |
|   |       |         |         | Valid Responses |           | 10181 |
|   |       |         |         | Total F         | Responses | 10239 |

NOTE: Based on comments supplied to "Other," we may consider adding other options to Question 11. Many commuters use a variety and mix of modes when traveling to and from campus. Two new selectable option responses to the question may include...

- I would buy an Ed-pass, use UTA, but also use alternative modes of transportation other than a car (such as walk, bicycle, motorcycle/scooter, skateboard/longboard).
- I would buy both a parking permit and an Ed-Pass, continue using both, but also use alternative modes of transportation (such as walk, bicycle, motorcycle/scooter, skateboard/longboard).

A summary of all possible (future) response options, using short hand categories for this discussion, not narratives as should be displayed for respondents, reveals these variations:

- Parking Permit Only
- Ed-Pass Only
- Parking Permit + Ed-Pass
- Parking Permit + Ed-Pass + Alternative Modes
- Parking Permit + Alternative Modes
- Ed-Pass + Alternative Modes
- Opt Out + Use Alternative Modes

With regard to summarizing the responses offered to the "Other" option in Question 11, a total of 706 comments were registered. A full qualitative analysis has not been conducted for this report, but in scanning the responses, **several themes** emerged:

- Many reacted with a negative sentiment to the idea of raising prices for a Parking Permit or for an Ed-Pass. Although difficult to judge the seriousness of respondent assertions, a noticeable number indicated they would have to quit their jobs at the University and find employment closer to home. A few went so far as to say they would find another school to attend.
- Others have found alternatives to parking their cars, such as Research Park or the LDS Institute of Religion Parking Terrace, where regular University Parking Permits are not needed. Many park off campus and find alternative modes of transportation to finish "the last mile" to campus.

- Most respondents offered that they would find a different mix of transportation modes in order to compensate for any price increases in Parking Permits or charges for an Ed-Pass.
- Quite a number expressed a positive sentiment to keeping the Ed-Pass "free" for the individual user, and considered it a very powerful "benefit."

The appendices for this report list all 706 responses to the "Other" option in Question 11.

### **12.** Here's your chance to share any other thoughts you may have about commuting to campus, parking permits, and UTA passes.

A total of 5950 respondents offered additional comments through Question 12 (open-ended, unlimited text entry). A full qualitative analysis was not conducted for this question, but in scanning through the thousands of comments, similar themes emerged as found in the "Other" comments from Question 11.

These themes included:

- Many reacted with a negative sentiment to the idea of raising prices for a Parking Permit or for an Ed-Pass. Although difficult to judge the seriousness of respondent assertions, a noticeable number indicated they would have to quit their jobs at the University and find employment closer to home. A few went so far as to say they would find another school to attend.
- Others have found alternatives to parking their cars, such as Research Park or the LDS Institute of Religion Parking Terrace, where regular University Parking Permits are not needed. Many park off campus and find alternative modes of transportation to finish "the last mile" to campus.
- Most respondents offered that they would find a different mix of transportation modes in order to compensate for any price increases in Parking Permits or charges for an Ed-Pass.
- Quite a number expressed a positive sentiment to keeping the Ed-Pass "free" for the individual user, and considered it a very powerful "benefit."
- Numerous respondents expressed dismay about the UTA bus schedules, the removal or changeability of many routes, and the poor coordination between buses and TRAX connections.
- Not surprisingly, many respondents were frustrated that mass transit options did not fit directly with their own work schedules and found 15 minute waits for transit to be excessive.
- Also, not surprisingly, many expressed their frustration that they cannot find a parking space where and when they need it.

Because of their interesting perspectives on parking and public transportation, or as an expression of common concerns, a handful of comments to Question 12 are extracted and reported below, verbatim. These selections are fully the choice of the individual generating this report. However, all 5950 responses to Question 12 are included in the Appendices for individual review.

1. I work at the U and I reacted to the higher gas prices and all of the calls to take transit by making a big effort to do exactly that, and walk/bike when i can. So this survey seems really aimed at people who just drive all the time and refuse to make changes or help out with our air quality and traffic problems. As a UTA rider and walker/biker, I felt like this didn't even give me credit for my efforts or encourage others to do so for the right reasons, it just talked about the costs of permits (trivial). Parking passes have always been a steal and far too cheap! you can buy a pass for a year for less than a month of cell phone fees. Of course they should go up. Supply and demand, aren't we a free market country? But if someone asks me "hey, do you want a great service for cheap and should it stay cheap (despite whatever it really costs}?" with no list of tradeoffs or hard choices, won't they just say "I want my cheap parking and give me more!"? I say raise the prices a lot so people drive less, if that helps. Whatever you do, keep the great UTA passes with all the train access. That is really cheap too, compared to what it costs to buy monthly passes as a regular person. Comments about the survey questions: I did not know how to answer how satisfied I was with parking what was that supposed to mean? My E lot has spots always available when I need to drive (1x/month, about). And E passes might as well be free - what, about teh same as a 12-pack of diet coke? So yes, I am satisfied with that, it is cheap and works just fine. So cheap I feel guilty. But way too many students seem to just pony up and park in pay lots so visitors have no where to park, and too many people still drive. There are huge ugly parking lots everywhere that make walking and biking hard on campus and waste a lot of space. So am I satisfied? Yes with the E lot I use, NO with parking in general. And why do all those people in research park get free parking? That is just wrong if they work for the U. Everyone should pay, fair is fair. There was a question about what I would do if parking fees go up that said something like "I would keep driving." that didn't give enough choices for non-driving commuters so I think I had to say "maybe" because I already basically don't drive. This question made it seem like we are all expected to drive, not expected NOT to drive. As far as UTA, I love transit and do my best to like UTA but they keep cutting buses and cut the extra TRAX trains and changed the service so the Red train doesn't go all the way downtown so I really am frustrated. Plus, night/weekend service is terrible. The U should give a lot more to UTA to get better service and spend less on parking. Last point, the question about "buying a UTA pass" huh? don't we all pay a fee? Keep it that way, double or triple it if you need to, it is the best thing the U ever did for commuters. Many other schools do not even let students get parking passes, at least as freshman or campus residents. Consider this option. It is healthier for them not to drive and get in bad habits like their parents. You didn't even ask about shuttles. They are great! Drivers are awesome, sometimes they drive a bit fast though. Why don't they coordinate times better with the trax and buses, though?

2. Finding well located "U" parking is a frustrating joke and needs to be addressed. With all the construction going on why isn't there a new multilevel parking structure being built? The UofU is primarily a commuter school and always has been. Rather than making it more difficult for those of us that have to commute, why not look for ways to accommodate the reality of the need for additional well located student parking options. Yes, some people will use alternate methods of transportation and that's good to encourage; however, the large majority of students must commute for various reasons. It seems strange that the only alternative to convenient parking is the LDS Institute parking. Why not take ownership of this problem that has existed for many years and take steps toward solving it? Charging more for a parking pass doesn't solve the problem, it just adds higher levels of frustration especially when there are not feasible options to commuting.

3. I prefer to use trax as my main method of travel, but I drop my son off to be watched by family when I come to school. Some days I still have to drive and park depending on if I'm running behind or not. I definitely use trax more than parking, so I would certainly prefer the ED-pass remain free since I will almost definitely still buy a parking pass, but even if I had to pay some for the ED-pass I would still get it I think. There are times that trax can actually get very full with students as I get closer to the U. I don't think the trax capacity itself could handle it if many more students started using it. There simply might not even be standing room left between certain stops. Overall though I value being able to study while I travel to the U, so it's especially great to be able to do so for free.

4. I used to ride my bicycle to campus regularly, but my bicycle was stolen about a week ago. I had parked and locked it near the School of Medicine. Bicycle is my preferred means of transportation to and from campus. Please help ensure the security of bicycles on campus so that people feel safe riding them to campus. Other than bicycle, my next preferred means of transportation to and from campus is the UTA transit system. Please help the UTA pass to continue to be an easy option for university members. Thank you very much for all that you do for the University of Utah community!

5. I would definitely encourage the University to keep the UTA-Commuter pass for TRAX and buses free or at a very low cost. Faculty/Staff/Students who are trying to do their part in keeping the congestion away from campus should be encouraged and not penalized. I live 35 miles away from campus, so riding a bike is

NOT a reasonable option. Many commuters live too far away to consider biking to work. My second thought is that the parking permit rates charged here at the University of Utah are really quite low compared to parking permit rates that I paid while employed at Iowa State University. I would strongly suggest that the parking permit rates for Reserved, A and U parking be doubled or tripled during the next 5 years. Another thought is to encourage more car-pools and van-pools with a special parking pass rate in a more desirable parking lot area. Also, I would love to see the University build a parking garage that charged hourly rates for use (similar to the rates charged at the SLC Airport for parking in their garage). There are some days when a car is needed for a few hours on campus, and a parking garage that charged a sufficiently high dollar rate for this convenience would be wonderful.

6. Increasing prices to incentivize alternatives is not fair and should not be done. There are lots of reasons people don't use alternatives, and choices are important.

7. Keep the Ed Pass Free, its one of the greatist benefits at the U

8. I think public transportation should be encouraged as much as possible. Charging a fee for the UTA pass would not do this. Also, more bike racks should be placed on campus along with additional lockers for bike commuters throughout the year. People who ride their bikes and take public transportation should not be charged or otherwise penalized. A parking fee makes sense as there is limited parking available. Continuing to provide free public transportation over this transition will encourage more people to get in the habit of commuting this way which will benefit everyone at the U in the long term.

9. Please make a parking pass available for those of us who regularly bicycle or otherwise commute without a car, but who on occasion (2-3 times per month) need to drive on campus. Another university I was at called this an AT (alternative transportation) pass and allowed the user to park on campus 10 times per month. A selection of these spaces could be made available with a kiosk for scanning next to them.

10. The Ed-Pass is an enormously important benefit, particularly for lower-paid folks and for students. I actually use it quite a lot, although not typically for commuting from home except on days when I take the bus (days when I don't need a car at the University and when the weather is nasty enough so that walking isn't my first choice or when I have a lot of stuff to carry). I have a reasonable number of meetings downtown, in connection with my university activities and community service, and I take TRAX because

parking downtown is such a problem. I think for students with internships/community service downtown TRAX is wonderful too. My willingness to pay measure is because I value the EdPass program so much--if you are going to increase the cost, I would consider (1) continuing to have it free for students and (2) means-testing it for faculty and staff.

11. I live in Lehi and commute to research park via express bus five days a week, and I could not afford to keep this job and work for the University I love without the Ed-pass. It would be devastating to have to start paying for it, but I would rather pay for it annually than lose it altogether. I believe the U should continue to keep Ed-passes free to incentivize public transit and practice what they preach on the U being an environmentally conscious institution. I recently sat in on a meeting with Mike Perez on the status and future of parking on campus, and while our parking may someday grow, I believe we must make a concerted effort to cater to those using public transit, and make certain that those with the luxury of a vehicle will pay for the luxury of a parking spot. Also, why not charge a nominal fee for a parking spot in research park? Not like the cost of an E pass or anything, just a small fee to keep people from using RP as an extended free parking lot, and to create additional revenue. It's just that much more incentive for us to use public transit here, too. thank you for reading my comments, and best of luck in your survey!

12. It's important to prioritize the Ed-pass program, not only to free up parking spaces, but to encourage people to take advantage of the benefits of mass transit. An accessible public transportation system is a key component of a vibrant community--both city and University-wide. I truly, truly appreciate my pass as a primary staff benefit, and believe it improves my quality of life; I get exercise walking to TRAX, have time to read and think on my morning commute, and feel good about saving money on gas and parking while helping to keep the valley air a little bit cleaner by not driving. As an important and large entity in SLC, the U can contribute greatly to building a culture of public transportation, public health, and environmental stewardship. Actively promoting and developing the Ed-pass program, and keeping it free, are ways to do that. Thank you for this opportunity to contribute.