

University of Utah

Commuter Survey Report – 2022

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Preface

This biennial report was only possible with the assistance from the Facilities and the Sustainability Office teams. Their ongoing support and feedback makes the data gathered by the commuter survey applicable to the research, infrastructure planning, and sustainability goals that define our campus as a living lab. Special thanks are due to the team from the Sustainability Office for briefing me on the previous survey efforts, and sponsoring incentives to increase response rate via gift cards to the Campus Store.

The people below contributed countless hours easing the transition and navigating the complexities of survey administration.

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Highlights

Over half of all survey respondents travel 8 miles or less to their campus destination.

- 85% of commuters report a one-way commute of 24 miles or less.

Active transportation is 11% of all commute trips.

- The remaining mode split is 49% private vehicle, followed by 16% public transit.
- Private company workers, faculty, full-time staff, and part-time staff respondents reported the highest percentage of private vehicle use (74%, 59%, 57%, and 56% respectively)
- Freshmen, undergraduate (post-freshmen), and graduate student respondents reported the highest percentage of active transportation use (24%, 14%, and 14% respectively).

Respondents reported a total of 207,662 miles traveled one-way Monday through Friday. Respondents travel 9.8 miles on average.

- Respondents' most popular campus destinations are Main Campus South, Main Campus North, and the Health Sciences campus.

The top three reasons respondents reported driving alone are:

- It's the fastest way,
- It offers travel flexibility, and
- To run errands.

Comments describing the commute experience primarily discuss parking on campus, use of UTA, and biking support.

Greenhouse gas emissions from student and employee commuting to the University of Utah was lower in 2021 likely due to the pandemic resulting in more online courses and remote work.

Introduction

The purpose of the Commuter Survey is to help the University of Utah achieve its long-term sustainability goals. The survey gathers data to measure Scope 3 emissions related to commuter travel as well as provide information on how students, faculty, and staff move to and from the University and within the campus. This study will serve as a baseline for longitudinal research that tracks O2 emissions over time and pinpoints changes in commuting patterns.¹ While the 2017 Commuter Survey was directed by Facilities Management, this 2021 survey was directed by Commuter Services at the University of Utah. Commuter Services contracted with the Kem C. Gardner Policy Institute to provide an initial questionnaire review and analyze the data after it had been collected.

Survey responses discussed in this report provide details relating to commute length; origin and destination; time; mode; and emissions for several population subsets at the University of Utah. Some of these figures are reported by the University as part of its sustainability efforts through SIMAP (Sustainability Indicator Management and Analysis Platform) and AASHE STARS (Sustainability Tracking Assessment and Rating System) reporting. Survey respondents also shared concerns and suggestions for commute improvement in their responses to an open-ended question.

Methodology

Questionnaire

After the 2017 Commuter survey was administered, a graduate student was hired by the Sustainability Office to standardize the questionnaire format as a basis for consistent tracking and reporting. This tested questionnaire was used for the 2021 Commuter Survey administered by Commuter Services. Commuter Services staff programmed the survey into the Qualtrics online survey platform and Gardner Institute staff reviewed the Qualtrics survey. Commuter Services conducted internal testing prior to data collection. The average survey length was approximately 7-9 minutes. A copy of the 2021 questionnaire is included in Appendix A.

Sample

The Office of Budget and Institutional Analysis (OBIA) provided Commuter Services with a random sample of email addresses for the survey. The sample was stratified by undergraduate student, graduate students, staff, and faculty with information from OBIA's Fast Facts 2022 sheet (Appendix B). Details of the email sampling method and responses are shown in Tables 1 and 2 below. Further stratification during analysis allowed for observation of responses from freshmen, all other undergraduates, full-time, and part-time staff. Later in the data collection process, OBIA provided additional email addresses from each survey subgroup to bolster the number of completed interviews and representativeness of the sample. Finally, an open response link to the survey was made available for all students, faculty or staff through flyers distributed on campus by interns. The link was also shared in department newsletters and on social media. Data for the surveys collected via the open response link distribution do not appear in Tables 1 and 2.

In a random sample, margin of error rates would be 4% for undergraduate students and 3% for graduate students, faculty, and staff (7% for freshmen alone). The margin of error rates for these groups could differ slightly given the open link distribution methodology used to collect some of the data. The open link also allowed for the potential of respondents submitting the survey more than once. When compared to University data, survey responses reflect an overrepresentation of graduate students and faculty, and an

¹ This baseline should be considered atypical, as data was collected during Covid-related protocols and public health recommendations that likely influenced commute and workplace choices for many staff and students.

underrepresentation of undergraduates and staff. This is an important to consideration for aggregate data points.

No employee list was available for the Research Park sample, so a survey link was given to businesses in Research Park to distribute to their employees. The number Research Park employees who completed the survey (49) is too small to be representative of this survey subgroup.

Table 1: 2021 Commuter Sample and Response by University Affiliation

	2021 Population	2021 Population (%)	Emailed Sample Size*	# Survey Responses	% total Survey Response
Undergrad Students (all)	25,826	40%	3066	758	21%
Graduate Students	8,598	13%	2811	896	24%
Faculty	3,918	6%	2535	780	21%
Staff (all)	26,902	41%	3096	1198	33%
Private company/Research Park	NA**	NA**	NA**	49	1%

*Includes both the original sample and the added sample.

**Information not available.

Table 2: 2021 Commuter Survey – Additional Breakdown of Sample and Response

	2021 Population	2021 Population (%)	Email Sample Size	# of Survey Responses	% of total Survey Response
Freshmen (only)	5,361	8%	NA*	195	5%
Undergrad Students (excluding freshmen)	20,465	31%	NA*	583	16%
Staff Full-time	21,467	33%	NA*	1133	31%
Staff Part-time	5,435	8%	NA*	65	2%

*Information not available for this breakdown

Data Collection

Commuter Services administered the survey using the online Qualtrics platform. Email invitations signed by the departmental partners at the University were sent to the randomly selected individuals in each university-affiliated survey subgroup. Multiple reminder emails were sent to encourage survey response. The following shows distribution dates for the survey and reminder emails:

First Distribution

- Sep 21 – Initial mailing of the survey invitation
- Oct 12, 21 – Reminder emails

Second Distribution

- Oct 21 – Initial mailing of survey invitation
- Oct 29, Nov 4, 18, 22 – Reminder emails

Copies of distribution emails and reminders are included in Appendix C.

Research Park employee survey distribution differed from other survey distribution because it required businesses located in Research Park to send the survey invitation and link to their employees. Some variation may have occurred in the number of Research Park employee invitations and reminders sent.

An open response survey link to the survey was made available for all students, faculty or staff through flyers distributed on campus, in department newsletters, and on social media. Surveys were collected between August 18 - December 16, 2021.

Data Preparation

A complete data file was sent to the Gardner Institute for analysis. The institute cleaned the data by identifying and removing responses that failed to provide sufficient or quality data for analysis.

Responses to the open-ended question were grouped into common themes that are detailed in this report.

Analysis and Reporting

The Gardner Institute was instructed to prepare a report like the 2017 report document and conducted the analysis using SPSS analytic software. Commuter Services provided descriptions of questionnaire development, sampling methods, and data collection. Additionally, Commuter Services assisted with the GIS mapping for the report. The Office of Sustainability and Energy conducted the analysis to estimate vehicle-related greenhouse gas emissions.

Limitations

In interpreting the data, it is important to keep in mind limitations that may have influenced data collection. 14% of respondents did not complete the survey once they started it.

One data limitation to keep in mind is that many respondents selected multiple primary and secondary destinations, indicating varying commuting schedules on different days of the week - or at different times of the same day - due to classes or workplace sites. Thus, the numbers associated with primary and secondary destinations are frequencies and do not reflect the number of respondents. Moreover, respondents were not specifically asked to think of a parking lot as their typical arrival destination if they were taking a car. It is possible some of the primary destinations are related to a campus building where the respondent works or takes a class rather than the parking lot at the end of the commute. Some discrepancy in campus destination areas may be indicated.

Additionally, since the survey was in the field for extended period of time (September to December) some changes to commute characteristics may have changed and differently impacted earlier and later responses. Also, lower numbers of outbound estimates than inbound estimates in this survey may reflect respondents' fatigue with reporting travel mode and destination details, or fatigue with survey time. Moreover, while the sample of each group was random, completed surveys reflect self-selection. It is unknown if certain types of students/faculty/staff were less likely to complete the survey and therefore are represented insufficiently in the sample. Survey respondents are not proportional to actual subpopulation universe (staff, faculty, students/grad students) of potential respondents.

The open response link distributed on campus, via departmental news letters, and on social media provided the potential for a respondent to complete the survey twice.

The survey was conducted during a peak period of COVID pandemic (Fall 2021), though the University was mandated to provide at least 75% of the number in-person classes it would have during a previous analogous semester. Consequently, fewer students, staff, and faculty were traveling to campus. Future studies will help determine the extent of variation in responses from other survey collection years.

Analysis

Distance Traveled

On average, the distance surveyed commuters travel one-way is 5.97 miles (Table 3). Excluding surveyed commuters who report traveling zero miles, the average (mean) distance traveled one-way is 6.27.

Table 3: Median and Mean Distance Traveled

	Number Responding	Median Distance	Mean Distance
All respondents	2614	3.57	6.27
Respondents – excluding those who didn't commute in a week	2489	3.50	5.97

Figure 1: Simple Histogram of Maximum Distance

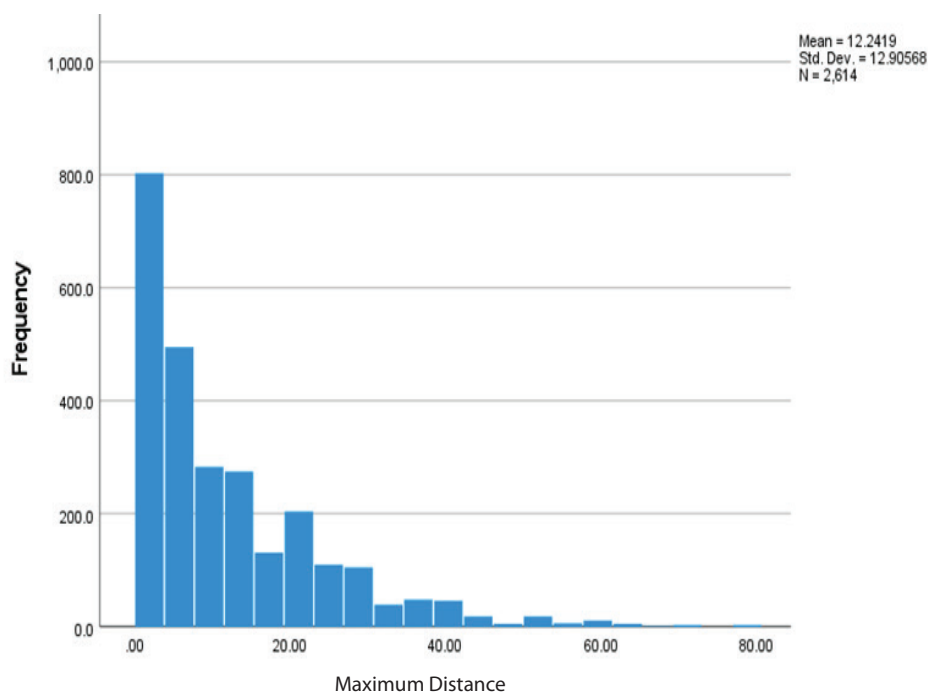
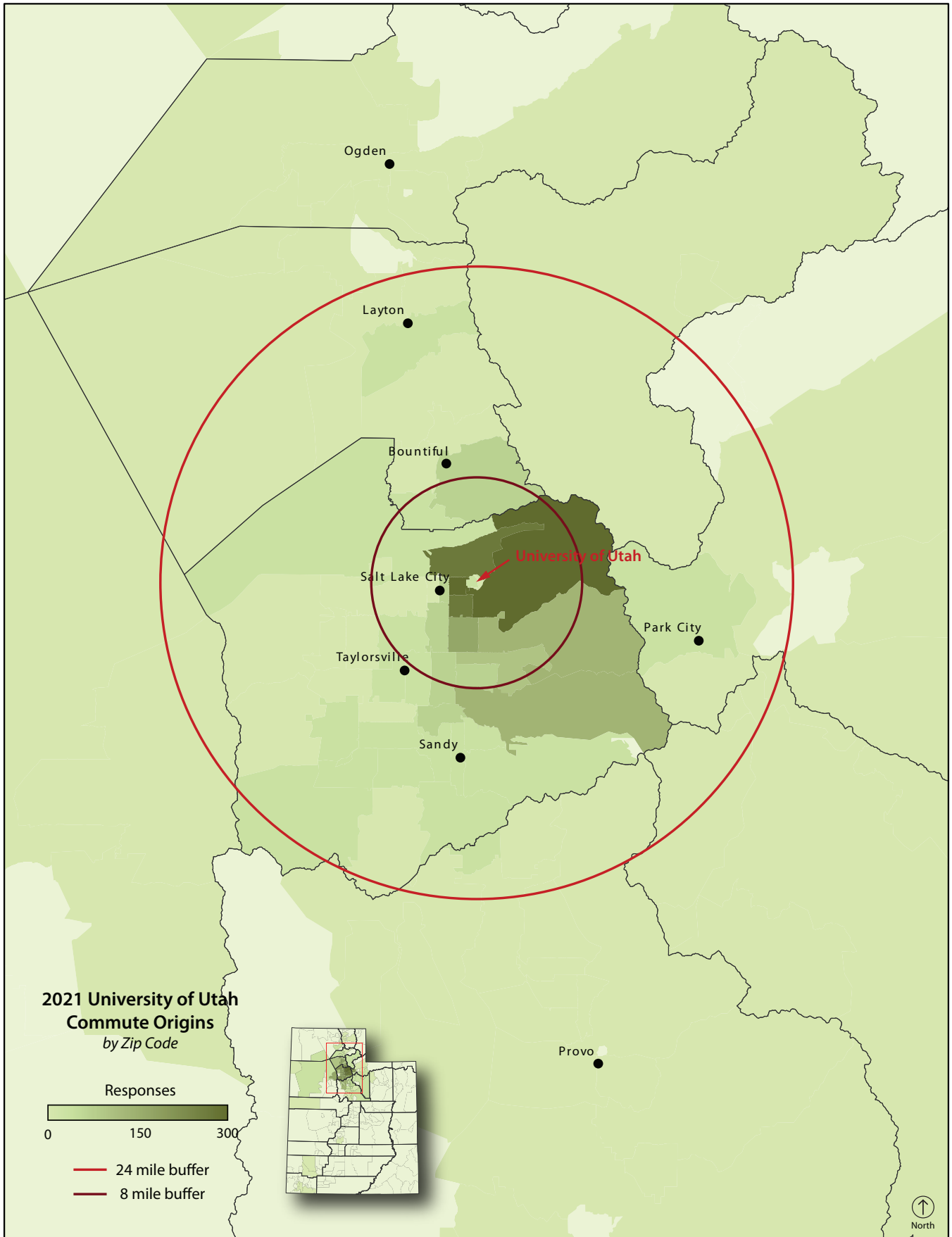


Figure 1 shows the frequency of respondent commuting distances. Over half of surveyed commuters travel eight miles or less to their campus destination. Eighty-five percent of surveyed commuters report a one-way commute of 24 miles or less. Figure 2 shows a map of an 8-mile and 24-mile radius commute distance from the University of Utah. The zip code coloration provides additional information about which areas have the most commuters, with the darkest areas being the origin zip code for the highest number of respondent commuters. A map showing statewide origin of commute is found in Appendix D.

Figure 2: Maximum Distance Traveled



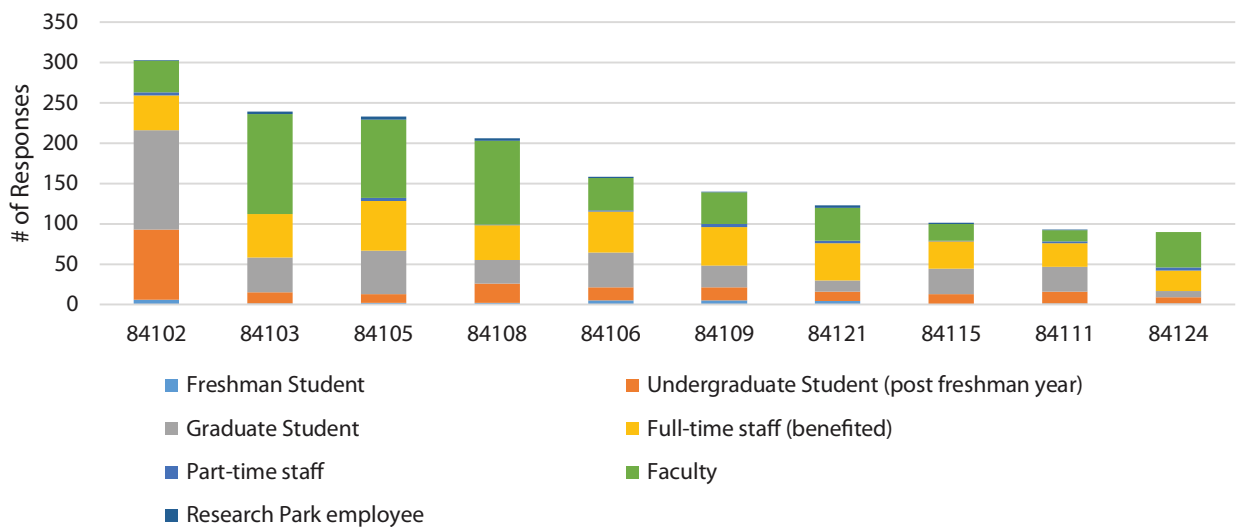
Commute Origin

Approximately 65% of commuters arrive from 18 zip codes. Table 4 details the cities included in the 18 most frequently mentioned origin zip code. Over half (51%) of surveyed commuters begin their commute from within 10 zip codes, with 84102 being the most popular origin zip code (Figure 3). Appendix E also shows state maps of commuter origin zip code by subgroup. A comparison of these maps shows some variation in origin zip codes by subgroup population.

Table 4: Top 18 Respondent Origin Zip Codes Defined by City

Zip code	City	Number Responding
84102	Salt Lake City	303
84103	Salt Lake City	239
84105	Salt Lake City	233
84108	Salt Lake City	206
84106	Salt Lake City, South Salt Lake, Millcreek	158
84109	Salt Lake City, Millcreek	140
84121	Holladay, Cottonwood Heights, Murray, Salt Lake City, Brighton, Solitude	123
84115	Salt Lake City, South. Salt Lake	101
84111	Salt Lake City	93
84124	Holladay, Millcreek	90
84010	Bountiful, West Bountiful, Woods Cross	67
84020	West Valley	62
84107	South Salt Lake, Millcreek, Murray	61
84117	Holladay, Cottonwood, Millcreek, Murray	59
84047	Midvale, Cottonwood Heights	54
84098	Summit County – Park City	54
84093	Sandy City, Cottonwood Heights	51
84116	Salt Lake City	51

Figure 3: Top 10 Zip Codes of Respondent Living Space by University Affiliation



Campus Destination

Figures 4 and 5 show the primary commute destinations for University student and employee (staff and faculty) respondents. Main Campus South is the most common primary destination for student respondents (38%), followed by Main Campus North (31%). In contrast, the Health Sciences campus was the most common primary commute destination selected by employee respondents (34%), followed by Main Campus South with 20%. Tables 5–8 show the primary and secondary destinations for the different groups including students (all levels combined), full-time staff, part-time staff, and faculty.

For a list of respondents' secondary destinations and off campus destination locations see Appendix F.

Figure 4: Map of Campus Destinations (Employees and Students)

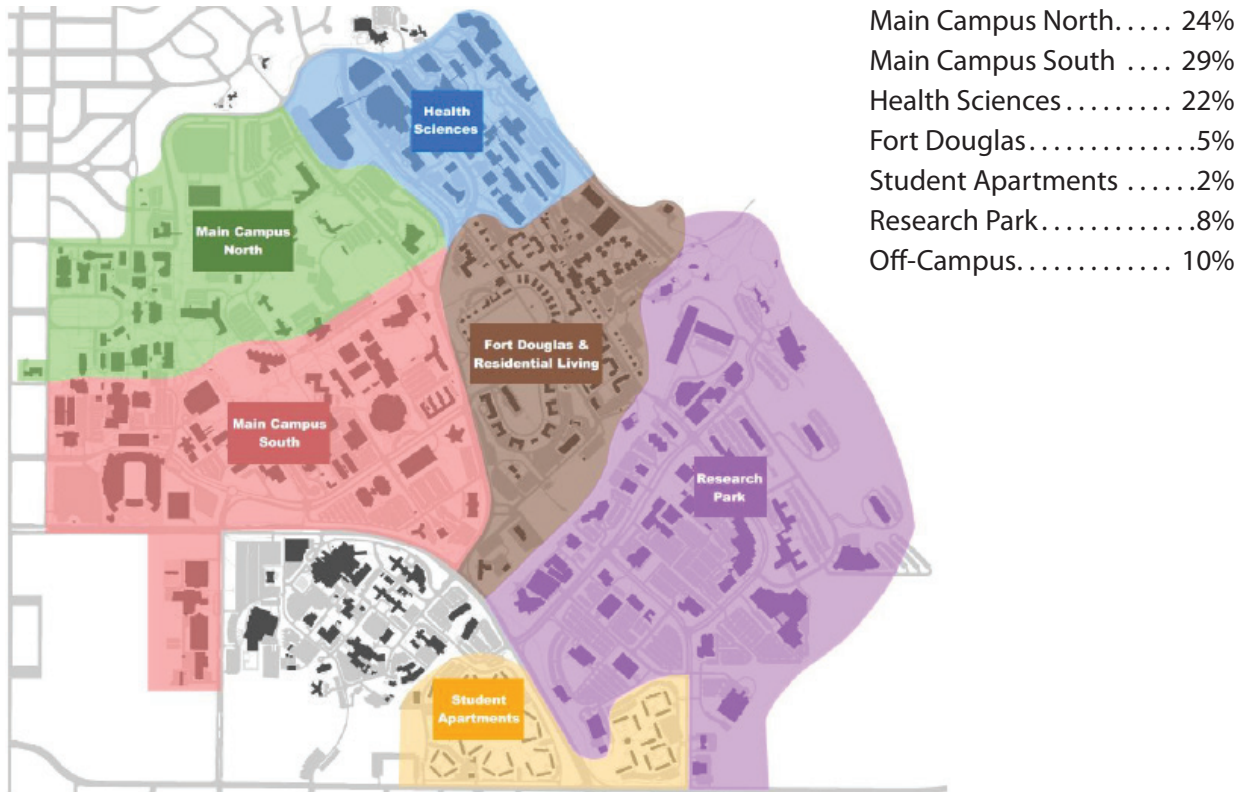


Figure 5: Campus Destinations by Students and Employee Responses

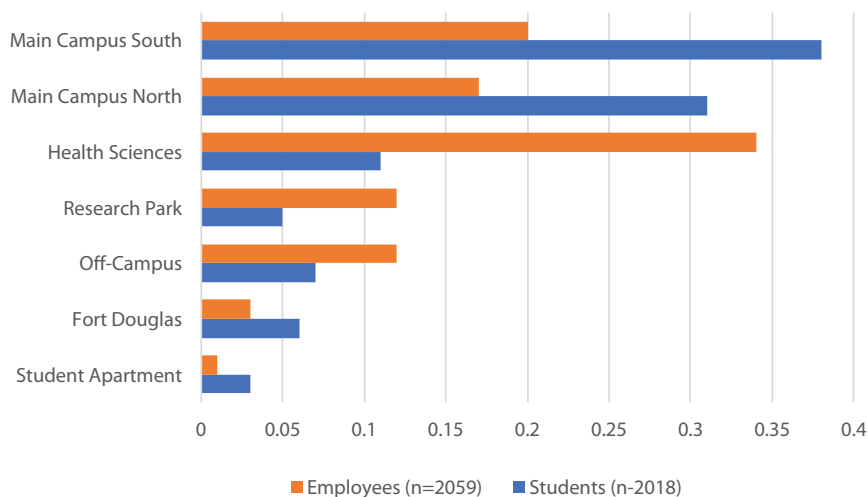


Table 5: Student Destinations: Freshmen, Undergraduate (post-freshmen), and Graduate

	Main Campus North	Main Campus South	Health Sciences	Fort Douglas	Student Apartment	Research Park	Off-Campus
Primary Destination Totals	662	791	226	132	53	95	149
Secondary Destination Totals	374	363	206	216	70	128	186
Sum Primary & Secondary	1036	1154	432	348	123	223	335

Table 6: Full-Time Staff Destinations

	Main Campus North	Main Campus South	Health Sciences	Fort Douglas	Student Apartment	Research Park	Off-Campus
Primary Destination Totals	190	194	414	53	12	150	195
Secondary Destination Totals	157	144	181	80	19	118	69
Sum Primary & Secondary	347	338	595	133	31	268	264

Table 7: Part-Time Staff Destinations

	Main Campus North	Main Campus South	Health Sciences	Fort Douglas	Student Apartment	Research Park	Off-Campus
Primary Destination Totals	10	14	24	3	0	6	12
Secondary Destination Totals	7	8	7	4	1	10	5
Sum Primary & Secondary	17	22	31	7	1	16	17

Table 8: Faculty Destinations

	Main Campus North	Main Campus South	Health Sciences	Fort Douglas	Student Apartment	Research Park	Off-Campus
Primary Destination Totals	155	210	263	3	2	99	50
Secondary Destination Totals	96	83	142	20	1	100	54
Sum Primary & Secondary	251	293	405	23	3	199	104

Commute by Days of the Week

As shown in Figure 6 and Table 9, the number of respondents commuting is relatively similar Monday through Friday, but much lower Saturday and Sunday. The number of respondents indicating they were inbound commuters from Monday – Friday ranges from 3210 on Friday to 3303 on Wednesday.

Figure 6: Number of Inbound and Outbound Respondents by Day of Week

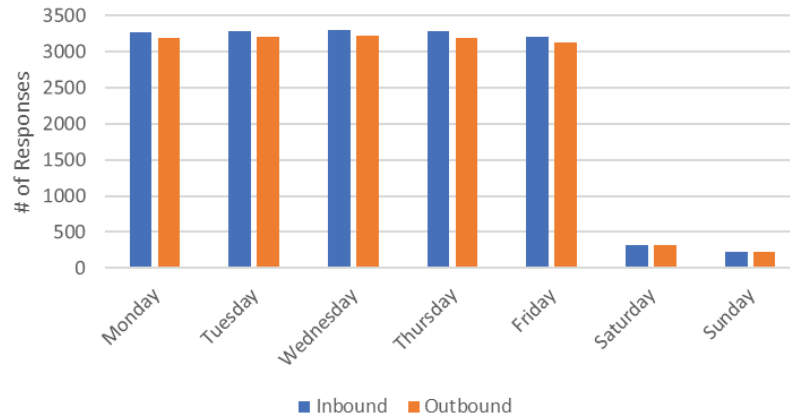


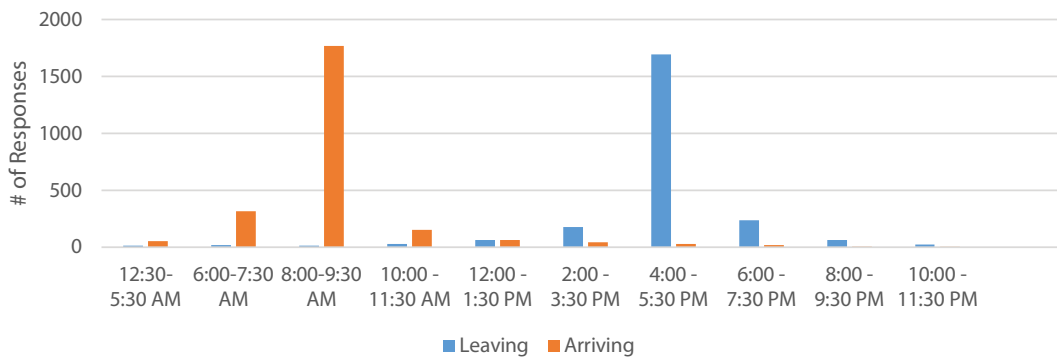
Table 9: Number of Respondents Commuting Inbound by Day of the Week

	Inbound
Monday	3269
Tuesday	3290
Wednesday	3303
Thursday	3278
Friday	3210
Saturday	322
Sunday	225
Total Inbound Trips/Week	16,897

Time of Arrival and Departure

Respondents were asked to indicate their inbound arrival times and outbound departure times to the nearest half-hour. Figure 7 shows that the peak arrival time is between 8:00 and 9:30, and the peak departure time is between 4:00 and 5:30.

Figure 7: Respondent Arrival and Departures by Time



Commute Mode Split

Private vehicles are the most commonly used mode of transportation to primary destinations for all student and staff respondent subgroups (49% overall). The percentage of staff reporting private vehicle use (57%) was the highest, followed by relatively even percentages of graduate and undergraduate students (37% and 36% respectively). UTA-related transportation (UTA Bus lines, UTA FrontRunner, and UTA TRAX or S-line) and active transportation modes (bicycles, electric bicycles, scooters, electric scooters, skateboard/longboard and electric skateboard/longboard) were more popular with undergraduate and graduate students than with staff. Whereas 11% of staff respondents said they used a UTA-related mode of transportation, 22% undergraduate respondents and 26% of graduate respondents did. Similarly, whereas only 6% of staff respondents used an active mode of transportation for their primary destination commute, only 17% of undergraduate students and 14% of graduate students did. Staff respondents were more likely to report telecommuting (23%) than graduate and undergraduate students (both 16%). Figures 8-12 define the commute mode split by University affiliation.

Figure 8: Commute Mode - All Respondents

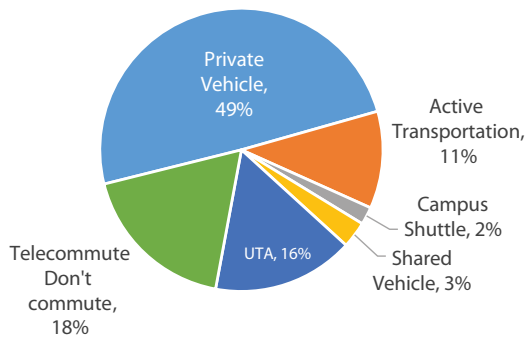


Figure 9: Commute Mode - Undergraduate Students

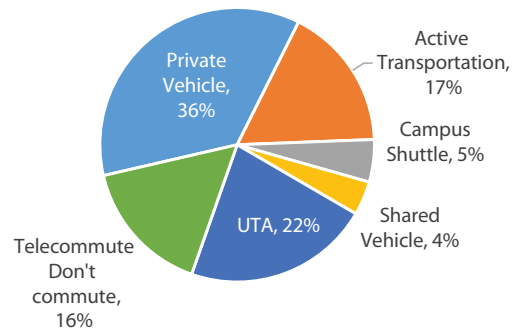


Figure 10: Commute Mode - Graduate Students

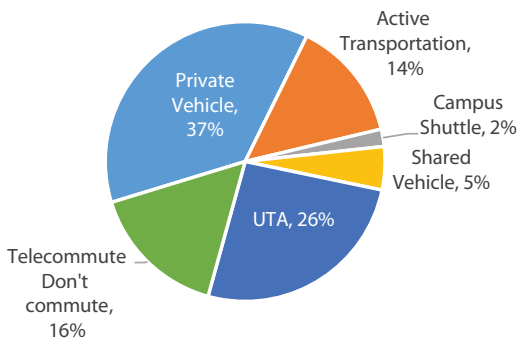


Figure 11: Commute Mode - Staff

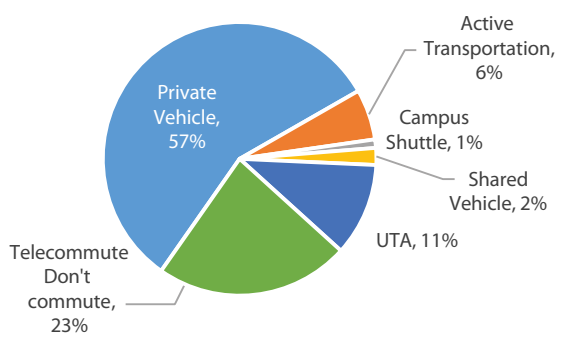
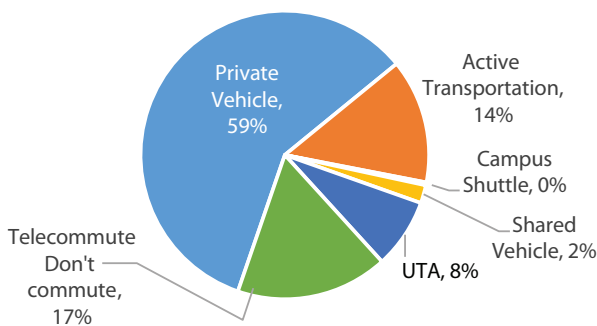


Figure 12: Commute Mode - Faculty



Figures 13-17 compare commute mode by University affiliation for the 2017 and 2020 surveys. In each case, an increase in the number of telecommuters in 2020 has resulted in a decrease in all other commuter types. Future surveys will establish a baseline for commuting in post-pandemic times, when Covid protocol is no longer a large factor in commuter mode choice, but telecommuting remains a more common work choice.

Figure 13: Commute Mode - All Respondents

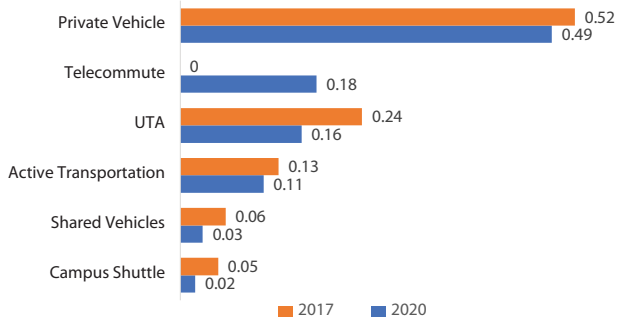


Figure 14: Commute Mode - Undergraduate Students

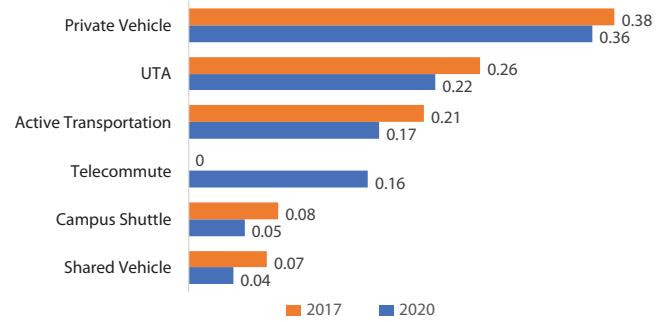


Figure 15: Commute Mode - Graduate Students

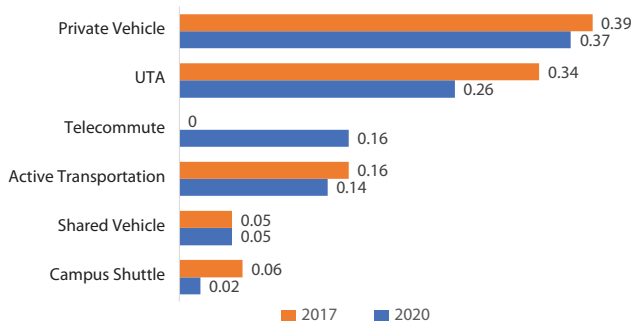


Figure 16: Commute Mode - Staff

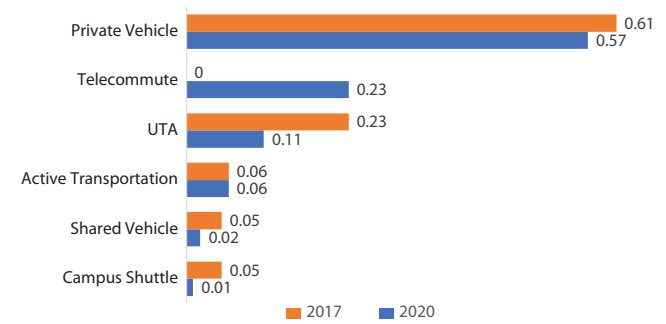
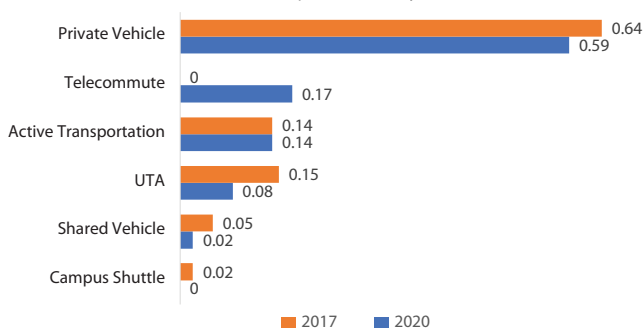


Figure 17: Commute Mode - Faculty



Average Distance Traveled by Mode

The longest distance respondents traveled for their commute when broken down by mode was “UTA FrontRunner” with 32 miles on average. “Drive alone or with kids,” “Carpool/Vanpool” and “UTA TRAX Line or S-Line” were the second, third, and fourth longest distances with 13.1, 12.6, and 12.4 miles respectively (Table 10). Thus, motorized modes were associated with longer commute distances than active transportation modes.

Table 10: Average Distance Traveled by Mode of Transportation (Monday through Friday)

Mode of Transportation	Average
UTA FrontRunner	32
Drive alone or with kids	13.1
Carpool/vanpool	12.6
UTA TRAX or S-line	12.4
Motorcycle or licensed scooter	9.84
UTA Bus lines	6.0
Electric scooter (not street legal)	3.9
Electric Bicycle	3.8
Bicycle	3.3
Skateboard/longboard	2.8
Scooter	2.7
Campus Shuttle	2.4
Ride Hailing (Uber, Lyft, etc.)	2.3
Walk	1.4
Electric skateboard or similar	0.1

Distance Traveled by mode and Percent of Total Miles

The modes of transportation that had the longest average commutes were not always the same modes that showed the most total travel distance by week. For example, only 6,143 miles were traveled by FrontRunner compared to 77,546.7 miles for “drive alone or with kids,” reflecting the greater number of commuter respondents selecting a private vehicle for transportation. Further illustrating the impact of the popularity of transportation mode, total bicycle miles traveled was almost 1,400 miles despite only a 3.3 miles average distance traveled. Table 11 shows that adding Saturday and Sunday respondent commutes increases the overall miles traveled but does not notably change the percentage of overall miles used by any particular mode.

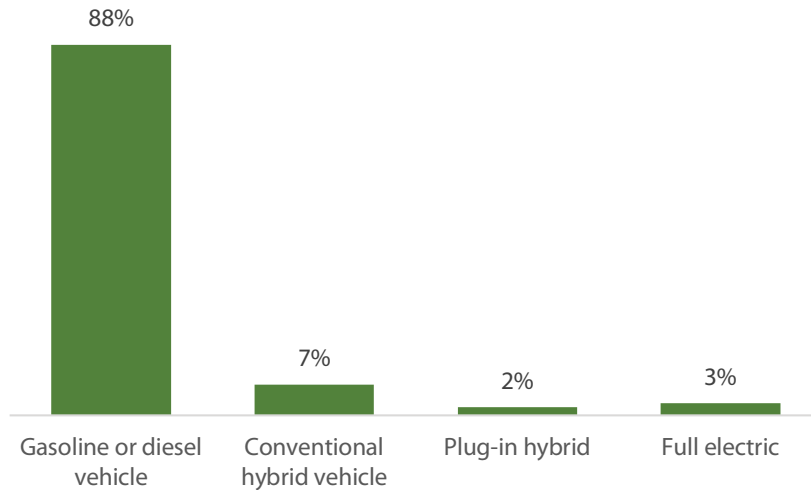
Table 11: Total Distance Traveled and Percent of Total Miles (Monday through Sunday)

	Monday - Friday		Monday - Sunday	
	Total Distance	% of Total Miles Traveled	Total Distance	% of Total Miles Traveled
Drive alone or with kids	77546.7	72.38%	82087.5	72.99%
UTA TRAX or S-line	8716	8.13%	8955	7.96%
UTA FrontRunner	6143	5.73%	6144	5.46%
UTA Bus lines	5901.4	5.51%	6028.3	5.36%
Carpool/vanpool	4462.3	4.16%	4640.8	4.13%
Bicycle	1399.05	1.31%	1468.45	1.31%
Walk	891.9	0.83%	974.3	0.87%
Motorcycle or licensed scooter	758.4	0.71%	818.8	0.73%
Electric Bicycle	773.8	0.72%	783.6	0.70%
Campus Shuttle	334.3	0.31%	334.3	0.30%
Electric scooter (not street legal)	66	0.06%	67	0.06%
Skateboard/longboard	65	0.06%	65	0.06%
Electric skateboard or similar	32.6	0.03%	38.6	0.03%
Scooter	29.25	0.03%	32.25	0.03%
Ride Hailing (Uber, Lyft, etc.)	23	0.02%	24	0.02%

Change this to Type of Vehicle Used (Personal or Carpool)

The vast majority of respondents (88%) commuting by vehicle (private or carpool) use a gasoline or diesel vehicle. Seven percent commute using a conventional hybrid vehicle (Figure 18).

Figure 18: Type of Vehicle Used for Commute



Reason for Transportation Mode Choice

Respondents were asked why they chose to use the various modes in their commute. The following table shows the top three reasons mentioned for each mode (respondents could choose up to five). Personal Vehicle commuters selected “It is the fastest way to get to my destination,” “I can travel when I want,” and “I run other errands before, during, or after my school/work day” as the top reasons to drive alone. Those taking public transit mentioned the inclusion of the transit pass on the U card, no parking expense, and the convenience of transit relative to their home and/or destination as primary reasons for using transit. Active commuters mentioned exercise and environmental concerns for climate and air quality as reasons for an active commute. Table 12 show the three most mentioned reasons for using their commute mode. The complete list of reasons by mode is found in Appendix G.

Table 12: Average Distance Traveled by Mode of Transportation (Monday through Sunday)

Top reasons why someone...	Most mentioned	Second most mentioned	Third most mentioned
Drives alone (n-1795)	Fastest way	Travel flexibility	To run errands
Takes public transit (n-214)	Transit included with U card	Don't have to pay to park	Transit located near home or destination
Actively commutes (n-145)	Exercise	Climate change concerns	Air quality concerns

Greenhouse Gas Emissions

Regular commuting to and from the university by students and employees is part of the Scope 3 greenhouse gas (GHG) emissions which are indirect emissions from sources that are not owned or controlled by the university. The Scope 3 emissions reported to AASHE STARS are based on mode split/mile from the commuter survey, plus the addition of weighted campus users as defined by STARS Technical Manual 2.1 (2017), and GHG from the University of New Hampshire Carbon Calculator.

Table 13 is the reported and projected megatons of CO2 emitted from student and employee commuting to the University of Utah.

Table 13: Reported and Projected Megatons of CO2 Emissions*

Year	Faculty Commuting	Staff Commuting	Student Commuting	Grand Total
2007	2302.99	33375.87	32755.44	68434.3
2008	2309.43	31838.44	29056.59	63204.46
2009	2417.11	33826.74	29984.96	66228.81
2010	2184.13	35212.09	30976.07	68372.29
2011	2339.42	26563.82	30326.02	59229.26
2012	2722.75	27984.66	29150.3	59857.71
2013	1412.13	32200.47	27904.4	61517
2014	3421.58	28133.21	28080.02	59634.81
2015	3486.12	28760.75	25286.47	57533.34
2016	2664.36	16557.68	24724.81	43946.85
2017	2793.89	25692.23	14973.14	43459.26
2018	2848.74	26897.41	15205	44951.15
2019	2868.12	29877.72	19486.03	52231.87
2020	2587.75	24089.61	14161.71	40839.07
2021	2519.06	22886.11	10526.16	35931.33

* Reported and Projected Megatons of CO2 Emissions were recalculated to ensure accuracy moving forward and may differ from previous reports.

Respondent Suggestions to Improve Commute

A total of 3,203 respondents submitted suggestions regarding how to improve the commuting experience to and from the University of Utah. This was the only open-ended question in the survey.

Despite knowing respondents' primary and secondary destinations as defined by the six campus areas included in earlier survey questions, each area has a multitude of possible commuter routes, and most comments do not mention specific areas, buildings, or roads. Consequently, while specific locations are noted when mentioned, most feedback is organized by four themes: Vehicles, UTA, U Campus Shuttle, and Active Transportation. Table 14 shows the key concerns for each theme. Direct quotations are provided in the discussion to highlight the most salient concerns provided for each theme. The miscellaneous section summarizes less frequently mentioned themes. See Appendix H for comments related to the three most mentioned themes - bikes, parking and UTA.

Table 14 Respondents' Commuting Concerns

Vehicles	UTA	U Campus Shuttle	Active Transportation	Miscellaneous
Lack of parking, cost of parking	Issues with the number of bus services/routes offered	Increase services/stops	Lack of bike paths/accessibility	Construction
Game Days	Barriers to utilizing transit (time constraints, no stops near their home/destination, safety, lack of coordination between class times and bus times)	Safety	Better infrastructure (covered bike parking, access to showers and lockers, lighting, and walkways)	Amenities & Accommodations
Traffic concerns (congestion, specifically Foothill Drive)	Reliability			

PERSONAL VEHICLE COMMUTE

Parking:

Nearly 20% of respondents' comments related to parking at the University of Utah, and over half of parking-related comments requested more parking. Commenters requested more parking generally, but also frequently requested more parking spaces at the hospital, Research Park, the health sciences campus, and main campus. Additionally, multiple respondents mentioned the lack of availability of U permit parking, and a perception of an excess of A permit spots. Respondents suggested reducing the number of A permit spots, allowing graduate students to purchase A spot permits, and creating more hybrid U/A spots. A significant number of respondents requested more affordable parking - many mentioning a desire for free parking, or a lower cost of parking permits. Several respondents noted that given the lack of available and accessible parking, permits should not be so costly. Others suggested more flexible parking options, such as short-term parking (15–30-minute parking), and month-by-month parking permits.

"...I pay more for parking than health insurance for my family of four, which is truly unbelievable and unacceptable."

"Build a parking structure. The number one reason nurses leave the University of Utah hospital is pay. The number two reason is a lack of parking."

"I can only speak on behalf of staff at the U, but parking is just too expensive. What I pay a year in parking (~\$700) can cover two months of childcare. Or two months of groceries. Or medical bills. Everyone that I mention this too is blown away that the U charges its employees to park."

Game Days:

Multiple comments remarked on of the difficulty of parking on game days. Multiple respondents made the point that despite having paid for parking passes, it is nearly impossible to find a parking spot on game days, which many viewed as an unfair inconvenience. Respondents to the 2017 survey report raised this concern as well.

"...Also, it is very wrong to sell parking passes to faculty, staff, and students then sell the parking lot again to the general public for football games. We need to be in our office and labs to work and yet several times per year the lot I pay to park is closed to me, affecting my work."

"Please, for the love of God, make parking accessible for STUDENTS during sporting events. There have now been MULTIPLE occasions where I head to class over an hour early to find parking during these events and it has always taken me way too long to find parking. I have missed my required lab twice due to there being no parking in U stalls during these events, which I find absolutely ridiculous because I PAY for my parking and I do not go to this university for sporting events, I go to attend mandatory classes!..."

Traffic Concerns:

Traffic was an important personal vehicle commute theme. Specifically, 79 respondents mentioned concerns or suggestions regarding Foothill Drive. Foothill Drive was consistently described as congested, with proposed solutions including adding more lanes, creating additional campus entry points, and improving traffic signal timing. Respondents repeatedly suggested more entry points around campus areas such as at the hospital, the health sciences campus, and Research Park.

"Change Foothill Drive to be three lanes coming into campus in the a.m. and three lanes going out from campus in the evenings."

"Provide two lanes to turn right off of Foothill Drive on to Mario Capecchi Drive, continue to encourage telecommuting, encourage staggering start of shifts and, if possible, coordinate with lower campus for class start times to stagger as well."

UTA

Number of services and routes:

The most commonly mentioned UTA-related concern mentioned by respondents was that there are not enough services, particularly with many services being discontinued due to COVID-19. Specific routes mentioned were 213, 2X, 354, and 17, with requests for increased services on those routes, or bringing back discontinued routes. Many respondents suggested UTA expanding services by offering earlier and later routes for TRAX and buses. In addition to increased frequency of services, respondents suggested expanded routes and increased number of bus stops and TRAX stations. Additionally, many suggested for more direct services, as multiple TRAX/bus transfers are considered a barrier to utilizing public transportation.

"It takes me twice as long to commute as it does to drive using public transport. More express buses with fewer stops from So. Ogden would be helpful. An express bus from So. Ogden to the FrontRunner station in Farmington would also help. With all the stops on 89, I usually drive to Farmington to get on the train."

"It would be amazing if the 223 bus came every 30 minutes rather than every hour. Once an hour makes it much less convenient, but I'm committed to using the bus so I make it work. Because of my teaching time in the spring, I'm going to have to leave to get to the bus around 6:50 am, yet I don't teach until 9. It sure would be nice to be leaving at 7:20/7:30 instead."

Barriers to utilizing UTA:

The most consistently mentioned barrier to utilizing UTA is the amount of time it adds to a commute. Respondents stated that utilizing the bus/TRAX/FrontRunner changed a 10-minute commute into an hour, which was not feasible for those commuters. This extra commute time was defined as time spent on the bus/TRAX, time spent waiting at stops, and time spent walking to and from stops to the desired destination. Safety was another concern, including unsafe drivers, feeling unsafe on the bus/TRAX due to other riders' behaviors, and personal safety while waiting at stops. Several respondents suggested coordinating class start and end times with bus/TRAX schedules. A lack of coordination between bus/TRAX times and class start and end times makes it difficult for students to utilize UTA to commute to and from classes, as it requires students to leave significantly earlier for class and/or return from class much later than if they had driven themselves.

"I did try using TRAX, but it took me an extra hour in the morning and evening, that's 2 hours a day. I work back-to-back and I need that extra 2 hours for sleep."

"I'd ride TRAX often if it didn't take so long to get to my destination. It's taken me 45 minutes to go 3 blocks riding TRAX. Complete waste of my time. There needs to be more operating TRAX trains along with more FrontRunner trains."

Reliability:

Respondents repeatedly mentioned the problem of buses failing to arrive and depart on time. Bus commuters cited issues of buses arriving late, impacting their arrival time to work or class. Similarly, departure times were unreliable, with buses sometimes leaving early or late, causing missed connections. In some cases, commuters reported their buses never arrived and they had to identify another form of transportation to get home. Some respondents indicated they would be more likely to utilize UTA if the schedule discrepancies could be resolved.

"UTA bus schedule is very unreliable in the evenings for getting me back to Sugarhouse. Sometimes I have been waiting for the bus to go home and it never shows up, so I have to call an Uber."

"Bus times aren't very reliable - I have also found discrepancies in the transit app stated time chart and what is printed at bus stops (or the actual consistent time the bus arrives. For instance, a 455 bus by HMHI says it departs at 10:57am, but the bus comes at 11:05-11:10 every single day)"

U CAMPUS SHUTTLE

Increase services/stops:

The challenges respondents encountered with the campus shuttle services were similar to their challenges with UTA services, including a need for expanded routes, more service hours, and more stops. Research Park and the health campus/hospital area were specifically mentioned as needing more frequent shuttle service. Respondents also suggested more direct routes to destinations on campus to reduce commute and waiting times.

"The university campus shuttle (Circulator) is the only shuttle that goes to/through university apartments (East and West Village). It takes longer (~30-40 minutes) to get to the University hospital or health sciences building. It would be useful to add an additional campus shuttle that goes in the opposite directions."

Safety:

Respondents observed shuttle drivers who drove recklessly on campus, including driving above the speed limit and taking turns too quickly.

"I have been using the shuttle service to the CNC for three months now. I have seen two people literally fall out of their seat onto the center floor of the Shoreline (Guardzman previously) Shuttle because the driver was taking turns too quick and sharp. Why are they driving like it's a race? Why are there not seatbelts? Why is the seating facing each other?..."

ACTIVE TRANSPORTATION

Lack of bike paths/accessibility:

Biking is the most common form of active transport, and many active transport comments related to biking. Similar to sentiments in the 2017 report, many respondents expressed a need to increase bike lanes and routes on campus, with specific mention of 500 South. Several respondents voiced concern about navigating campus safely on a bike due to heavy traffic, rough road conditions (i.e., potholes, and roads in need of repaving), being forced to drive on the shoulder of the road, and a lack of safe areas to cross major roads and intersections.

"Please build safe roads for people who walk bike and run. I have almost been hit so many times on my bike by people speeding and no cops enforce the speed limit. I was hit by a university employee a few years ago on a sidewalk and nothing has changed."

"Safety is my number one issue. If there was anything that could be done to increase the safety of bike transit lanes, that would be it. But there are just always those drivers who get upset when I am in a lane, acting like a vehicle. I get a lot of honks and drivers speeding up to get around me, especially when there is traffic."

Better infrastructure:

Some active transportation commuters expressed a need for a place to shower and clean up after their commute. Some also requested better storage facilities for bikes and e-scooters, and for other active transportation accommodations such as lockers and covered parking areas dedicated to bikes. Several active commuters feel unsafe walking and biking in some areas due to a lack of well-lit paths.

"Walking back in the dark can be a little sketchy, so maybe better-advertised safety escorts and better-lit side paths."

"Increased showering facilities to improve options for active transport. Frequent winter snow shoveling of bike/walk routes. Increase secured bicycle parking. Increased separated bike paths from vehicular traffic."

MISCELLANEOUS

Construction

Nearly 100 comments mentioned construction, with multiple areas called out around campus. The hospital area was the most common problem spot mentioned, with construction impacting vehicle and active commuters. Respondents complained of a lack of communication surrounding upcoming construction projects, and many felt that construction should be commenced during summer months, rather than the

busier fall and spring semesters. While many commuters said they felt construction was necessary to improve road and traffic conditions, they also felt the timing of construction was inconvenient and made their commute much more difficult and dangerous.

"The construction along N. Medical Drive has SIGNIFICANTLY worsened the commute via bike. I have nearly been hit by cars multiple times. The traffic control construction workers don't seem to have a clue about bikes on the roadway and have put me into dangerous situations more than once. I would STRONGLY RECOMMEND that bike commuters and their safety are taken into account as you plan and build the new roadway system around the JCC / main hospital / new HCl parking and building going up."

"Be better at construction and directing traffic. Sometimes we sit outside of the hospital in the parking garage for 20-30 mins before we can even move down away from the hospital."

Amenities and Accommodations

Respondents identified several additional campus services to address commute issues. Suggested commute support services for those who utilize a personal vehicle included free electric vehicle charging stations and carpool information/networking opportunities. Commuters also requested access to bike share, scooter share, and discounts to ride share programs to make traveling around campus easier. Respondents with children also suggested that some form of childcare should be available on campus.

"Please help fund more charging stations to be built alongside the new USA housing. We are already have more EV vehicles in the West Village than one charging station can supply."

"Employers sharing information about commuting options or public transportation."

COVID-19 and commuting

This survey was administered in 2021, amidst notable COVID-19 safety protocols that likely influenced commuter choices. COVID-19 protocol had a significant impact on commuting, including a reduction in bus services and an increase in telecommuting. Some respondents lamented the lack of mask enforcement on public transport and listed it as a barrier to utilizing public transport. Others stated they were simply uncomfortable utilizing public transport and were unwilling to potentially expose themselves to the virus. Commuters used the virus as an argument for more telecommuting opportunities for work and school.

"Really take a hard look at why people need to be on campus, work to provide as much flex in education as possible. With COVID-19, the traffic and pollution in SLC, and time waste, we need to use virtual work more often."

"I think what the university offers is great! Providing transit passes for staff and students is a great perk. I tried to start commuting by bus this year now that a new line comes through my neighborhood. Unfortunately, I was too frustrated with lack of enforcement of masks on the bus, so my only real issue is with UTA. I plan to try commuting via public transit again in the future if COVID becomes less of a threat."

Limitations and Recommendations

Combined with surveys conducted in 2013/2014 and 2017, this report continues a basic understanding of University staff and student commute characteristics and emissions. However, it is difficult to compare trends over time as the raw data from surveys prior to 2017 are not available, and reporting and measuring methodologies vary within each survey. Standardization efforts have been made, and uniform data collection and reporting is needed to substantiate accurate commuting snapshots and trends. Additionally, more detail regarding specific commute routes and campus destinations is needed going forward to better understand commuter concerns and to identify changes that may reduce emissions associated with commuting to and from the University. In some cases, addressing commuter concerns and reducing emissions may be in conflict (such as when commuters request additional or reduced fare parking), but in other cases both goals may benefit from the same policy (such as improving shuttle bus stop and en route safety, and providing additional bike racks). Given that 49% of commuters use a private vehicle, and 88% of those vehicles are gasoline or diesel, there is also substantial room for emissions reduction in terms of commuter choice of transportation mode.

Future survey distribution should aim to collect survey responses proportionate to subgroup populations, including increased efforts to reach Research Park area commuters. Moreover, any existing traffic projections data for major University commuter routes shared with non-University commuters (such as Foothill Drive) could further inform efforts to reduce use of non-private vehicle transportation. Ideally, future survey data would provide a link between clearly defined destinations, routes, and time of day to allow for consideration of targeted efforts to make more sustainable choices appealing to commuters.

Appendix A: University of Utah Fast Facts 2021

UNIVERSITY OF UTAH | OFFICE OF BUDGET & INSTITUTIONAL ANALYSIS



FAST FACTS 2022

PROFILE

Founded in 1850, the University of Utah is the state's public flagship institution and top-tier research university. The U is classified by the Carnegie Foundation among the 137 research universities with the "highest research activity" in the nation and is a member of the Association of American Universities (AAU).

By nearly every measure, the University of Utah is on the rise—from graduation rates to research project funding and prestigious national rankings and recognitions.

#2

in Innovation Impact Productivity from the George W. Bush Institute

18:1

student-to-faculty ratio, the lowest among Utah public institutions

\$641 million

research funding received in fiscal year 2021

FALL 2021 ENROLLMENT

	HEADCOUNT	% FEMALE	% FULL-TIME	% RESIDENT
UNDERGRAD	25,826	48%	79%	78%
GRADUATE	8,598	50%	80%	66%
TOTAL	34,424	49%	79%	75%
FRESHMEN	5,361	49%	95%	59%

Includes all credit-taking students

FALL 2021 ENROLLMENT BY RACE/ETHNICITY

	FIRST-TIME FRESHMEN	UNDERGRAD STUDENTS	GRADUATE STUDENTS
WHITE	64%	63.5%	61%
HISPANIC/LATINX	14%	14%	8.7%
ASIAN	7%	6.3%	5.1%
TWO OR MORE RACES	5.9%	5.8%	3.3%
INTERNATIONAL	5.7%	6.6%	14.2%
BLACK / AFRICAN AMERICAN	1.3%	1.4%	1%
UNKNOWN	1.1%	1.5%	6.1%
PACIFIC ISLANDER	0.7%	0.4%	0.3%
AMERICAN INDIAN	0.4%	0.4%	0.3%

- 31% of domestic incoming freshmen are students of color, up from 18% in 2009.
- 78% of undergraduates are Utah residents.

GRADUATION RATES

70%

within 6 years

79%

within 8 years

- 70% of freshmen graduate within 6 years, the highest graduation rate of any public university in the state.

RETENTION RATE

89%

1st to 2nd

DEGREES AWARDED

JULY 1, 2020—JUNE 30, 2021

BACHELOR'S	5,437
MASTER'S	2,283
DOCTORATE PROFESSIONAL	355
DOCTORATE RESEARCH	460

TUITION

Average undergraduate rates, per year

RESIDENT	\$7,412
NON-RESIDENT	\$26,017
AVG PEER* RESIDENT	\$11,347
AVG PEER* NON-RESIDENT	\$36,153

*Pac12 & Big10 public institutions

Among its Pac12 and Big10 public peers, the University of Utah's in-state tuition is the lowest. Second lowest for out-of-state tuition.



THE UNIVERSITY OF UTAH
Institutional Analysis

For more information, visit
www.obia.utah.edu



FAST FACTS 2022

REVENUES & EXPENSES

FISCAL YEAR ENDED JUNE 30, 2020

SELECTED SOURCES OF REVENUE (Not all inclusive, for operations, in thousands)	
TUITION & FEES	\$377,951
PATIENT SERVICES	\$2,547,953
GRANTS & CONTRACTS	\$540,716
SALES & SERVICES	\$638,115
INDEPENDENT OPERATIONS	\$958,793
STATE APPROPRIATIONS	\$353,874
GIFTS	\$165,736
INVESTMENT INCOME	\$83,088
VALUE OF ENDOWMENT ASSETS	
ENDOWMENT VALUE	\$1,071,908,000

CLASSIFICATION OF OPERATING EXPENSES (Not all inclusive, in thousands)	
INSTRUCTION	\$492,066
RESEARCH	\$396,984
PUBLIC SERVICE	\$736,140
ACADEMIC SUPPORT	\$191,957
STUDENT SERVICES	\$80,434
INSTITUTIONAL SUPPORT	\$169,834
PLANT MAINTENANCE	\$104,607
OTHER	\$174,749
HOSPITAL	\$2,234,180

FACULTY & STAFF

FACULTY HEADCOUNT (FALL 2021)

	FULL-TIME	PART-TIME
TENURE-LINE	1,549	150
CAREER-LINE*	1,672	219
VISITING	59	3
ADJUNCT	66	200

*Includes Clinical, Research, and Lecturer faculty

STAFF HEADCOUNT (NOV 2021)

	FULL-TIME*	PART-TIME*
CAMPUS	6,378	3,068
SCHOOL OF MEDICINE	3,121	689
HOSPITAL & CLINICS	11,968	1,678

*Full- & part-time status are determined based on individual's status across all jobs held.

- 13 National Academy of Science Members
- 13 National Academy of Arts & Sciences Members
- 12 Guggenheim Foundation Fellows
- 8 Howard Hughes Medical Institute Fellows
- 6 National Endowment of Humanities Fellowship Awardees
- 5 National Academy of Engineering Members
- 5 American Council of Learned Societies Members
- 1 Nobel Prize Winner

Appendix B: Questionnaire

2021 University of Utah Transportation Survey - Copy

University of Utah Commuter Survey

Purpose

Thank you for participating in this commuter survey. The survey should take less than 20 minutes to complete. Participation is voluntary, and will be used to track and project greenhouse gas emissions, improve campus transportation services, and guide campus development and planning

All responses are confidential and anonymous. The results are only published in aggregate, without any connection to any individual. To thank you for your time you will have the opportunity to enter a drawing for a prize at the end of the survey.

Lets get started!

IMPORTANT NOTE:

For the purpose of this survey, 'University' is used to represent any destination or property owned or operated by the University of Utah or its divisions, regardless of the physical location.

Q1 What is your primary affiliation with the University? Pick the role that you most closely identify with.

- Freshman Student (1)
- Undergraduate Student (post freshman year) (2)
- Graduate Student (3)
- Full-time staff (benefited) (4)
- Part-time staff (5)
- Faculty (6)
- I work at a private company in Research Park (7)

Q2 Have you lived in University housing this semester? (August-December 2021)

- Yes (1)
- No (2)

Q3 What is the address of your current living space? Your address will not be shared and you will receive no solicitations from your response to this survey.

- Street (1) _____
- City (2) _____
- State (3) _____
- Postal code (4) _____
- Country/Region (5) _____

Q4 For this semester, Fall 2021 (August-December), what is (are) your **typical arrival destination(s)** when commuting to work or school?

Prioritize from your most often destination to least often if you have multiple. See map below for reference.

	Primary destination (1)	Secondary destination(s) (2)	Least often destination(s) (3)
Main Campus North - green (1)			
Main Campus South - red (2)			
Health Sciences - blue (3)			
Fort Douglas - brown (4)			
Student Apartments - yellow (5)			
Research Park - purple (6)			
Off Campus location (7)			

Campus destinations:



Off Campus destinations:

Q5 You indicated that one of your destinations is an off campus University location. Please indicate which location is your destination:

- Block 44 (1)
- Centerville Health Center (2)
- Farmington Health Center (3)
- Greenwood Health Center (4)
- HR Offices - 250 E Tower (5)
- Midvalley Health Center (6)
- Monson Center (7)
- Parkway Health Center (8)
- Redstone Health Center (9)
- Redwood Health Center (10)
- South Jordan Health Center (11)
- South Ogden Health Center (12)
- Stansbury Health Center (13)
- Sugar House Health Center (14)
- UHC BSB Complex - buildings UBSB, 484, 483 (15)
- UIT building - 102 Tower (16)
- Westridge Health Center (17)

Now we are going to ask you about your travel patterns.

Q6 How do you travel to/from your primary destinations? You chose these destinations previously:

Primary destination:

Secondary destination:

- Walk (1)
- Drive alone or with passengers under age 16 (2)
- Carpool/vanpool with passengers age 16 or older (3)
- Ride in carpool/vanpool with passengers age 16 or older (4)
- UTA Bus lines (5)
- UTA TRAX or S-line (6)
- UTA FrontRunner (7)
- Campus Shuttle (8)
- Ride Hailing (Uber, Lyft, etc.) (9)
- Motorcycle or licensed scooter (10)
- Bicycle (11)
- Electric Bicycle (12)
- Scooter (13)
- Electric scooter (not street legal) (14)
- Skateboard/longboard (15)
- Electric skateboard or similar (onewheel, hover board, etc.) (16)
- Other (specify) (17) _____

Q7 In the table below, describe how you typically get to **to the University campus (inbound)** each day.

If you use more than one mode of transportation for your commute, choose the mode that you use to travel the longest distance. Use [this link to Google Maps](#) if you need help calculating the distance of any of the legs of your trip.

If you telecommute or do not commute to the University on a given day, please indicate that in the first column, and enter 0 (zero) in the mileage area.

You chose these as your primary modes previously:

	Transportation Mode	Distance travelled Miles (1)	Typical Arrival Time
Monday (1)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Tuesday (2)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Wednesday (3)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Thursday (4)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Friday (5)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Saturday (6)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Sunday (7)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)

Q8 In the table below, describe how you typically **leave the University campus (outbound)** each day.

If you use more than one mode of transportation for your commute, choose the mode that you use to travel the longest distance. Use [this link to Google Maps](#) if you need help calculating the distance of any of the legs of your trip.

If you telecommute or do not commute to the University on a given day, please indicate that in the first column, and enter 0 (zero) in the mileage area.

You chose these as your primary modes previously:

	Transportation Mode	Distance travelled Miles (1)	Typical Arrival Time
Monday (1)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Tuesday (2)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Wednesday (3)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Thursday (4)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Friday (5)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Saturday (6)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)
Sunday (7)	▼ Walk (1 ... Telecommute/ Do not commute (16)		▼ 12:00 AM (1 ... 11:30 PM (48)

Q9 You indicated that you drive to campus either alone or a carpool previously, what type of vehicle do is used for your commute?

- Gasoline or diesel vehicle (1)
- Conventional hybrid vehicle (not plug-in) (2)
- Plug-in hybrid vehicle (3)
- Full electric vehicle (4)

Q10 When you usually choose to **drive alone** any day of the week, what are the top 2-5 reasons why?

- It is the fastest way to get to my destination (1)
- I can travel when I want (2)
- Parking is free (3)
- I run other errands before, during, or after my school/work day (4)
- I have to haul bulky items (5)
- I need my car in case of emergency (6)
- I do not have anyone to carpool with (7)
- There is no transit service near my home/destination (8)
- Transit service is not frequent/reliable enough (9)

- Driving minimizes my exposure to bad weather (10)
- I feel safer driving than using other modes (11)
- I do not have a place to shower and change after an active commute (biking, walking, etc.) (12)
- I can afford to drive my car and pay for parking (13)
- Other (14) _____

Q11 You indicated that you choose to **ride public transit** (bus, train, shuttle), what are the top 2-5 reasons why?

- It is the fastest way to get to my destination (1)
- I can travel when I want (2)
- I do not have to pay to park (3)
- I don't have to spend time looking for parking (4)
- I like the free time while riding to study, read, etc. (5)
- I am concerned about climate change (6)
- I am concerned about air quality (7)
- I cannot afford owning a car and paying for parking (8)
- There is transit service near my home/destination (9)
- Public transit is included with my Ucard (10)
- Transit service is frequent and reliable (11)
- Public transit minimizes my exposure to bad weather (12)
- Other (13) _____

Q12 You indicated that you choose to **actively commute** (bike, walk, roll), what are the top 2-5 reasons why?

- It is the fastest way to get to my destination (1)
- I can travel when I want (2)
- I do not have to pay to park (3)
- I don't have to spend time looking for parking (4)
- I feel more energetic and productive during the day (5)
- I am concerned about climate change (6)
- I am concerned about air quality (7)
- I cannot afford owning a car and paying for parking (8)
- I like to exercise during my commute (9)
- I have a place to shower and change after my commute (10)
- There is no transit near my home/destination (11)
- Transit is not frequent or reliable enough (12)
- Other (13) _____

Q13 Do you have suggestions to improve your commuting experience to and from the University?

This last part of the survey asks a few more questions about you.

Q14 Do you currently have any temporary or permanent conditions that limit your ability to drive, walk, bike, or use public transit?

	Yes (1)	No (2)	Prefer not to disclose (3)
Drive (1)			
Walk (2)			
Bike (3)			
Public Transit (4)			

Q15 Gender Identity (select all that apply)

- Male (1)
- Female (2)
- Non-binary / third gender (3)
- Transgender (4)
- Prefer not to disclose (5)
- Self-identify (fill below) (6) _____

Q16 Are you of Hispanic, Latino, or Spanish origin?

- Yes (1)
- No (2)
- Prefer not to disclose (3)

Q17 What is your race? (select all that apply)

- American Indian or Native (1)
- Asian (2)
- Black or African American (3)
- Native Hawaiian or Pacific Islander (4)
- White (5)
- Prefer not to disclose (6)
- Other not listed (fill in below) (7) _____

Q18 What was your gross individual income in 2020? Your gross income is the amount of money you earn before taxes and other deductions are taken out.

- \$0-\$9,999 (1)
- \$10,000-\$24,999 (2)
- \$25,000-\$49,999 (3)
- \$50,000-\$74,999 (4)
- \$75,000-\$99,999 (5)
- \$100,000-\$124,999 (6)
- \$125,000-\$149,999 (7)
- \$150,000 or higher (8)
- Prefer not to disclose (9)

Q19 What is your highest level of education completed to date?

- Less than high school diploma (1)
- High school diploma/GED (2)
- Associate's degree (3)
- Bachelor's degree (4)
- Post-graduate degree (Master's, Professional, Doctorate) (5)
- Prefer not to disclose (6)

Q20 Thank you for your survey responses. Do you wish to be entered into an drawing? We are giving away gift cards to the Campus store valued from \$50 to \$100

- Yes (1)
- No (2)

Q21 Please provide your name, and a valid email address so we may contact you if you are selected from the drawing.

Your contact information is used solely for the drawing and is **not** used in correlation to your survey responses.

- Name (1) _____
- Email (2) _____

Appendix C: Distribution – Email Invitations and Reminders

FIRST EMAIL - FIRST DISTRIBUTION 9/21/2021:

Dear University Colleagues,

You've been selected to represent the University of Utah in our biennial commuter survey. Every other year Commuter Services in collaboration with the Sustainability Office randomly selects members of the University community to report their commuting modes, habits, and satisfaction levels. **This includes interest and current telework, virtual classes, and preferences for these options.**

Your participation is the driving force to change on campus. The data collected from this survey will help us improve current commuter programs and plan for future initiatives. The survey will take approximately 10 minutes to complete. Please take the time right now to fill it out, the deadline for the survey is 10/29

To show our appreciation, all participants will be entered to win a \$50 or \$100 gift card to the Campus Store!

Follow this link to the Survey:

(Link: Take the Survey}

Or copy and paste the URL below into your internet browser:

(SurveyURL)

First reminder - first distribution 10/12/2021:

REMINDER - Commuter Survey Response

We are counting on you to fill out the transportation survey! Your voice was chosen to represent the University and without your help we will have a limited view of the transportation needs of our campus community.

The survey should take less than 10 minutes to fill out, and you will have the opportunity to enter to win a gift card to the Campus Store. Please take the time so that we can plan a better future for parking and transportation at the U!

Follow this link to the Survey:

(Link: Take the Survey}

Or copy and paste the URL below into your internet browser:

(SurveyURL)

Second reminder - first distribution 10/21

REMINDER - Survey Response

Even if you are taking online classes or work completely from home, we are counting on you to fill out this survey! Your voice was chosen to represent the University and without your help we will have a limited view of how working and learning at the University takes place. The deadline for response is 10/29!

The survey should take less than 10 minutes to fill out, and you will have the opportunity to enter to win a gift card to the Campus Store. Please take the time so that we can plan a better future for parking and transportation at the U!

Follow this link to the Survey:

(Link: Take the Survey}

Or copy and paste the URL below into your internet browser:

(SurveyURL)

FIRST EMAIL - SECOND DISTRIBUTION 10/21/2021:

Dear University Colleagues,

You've been selected to represent the University of Utah in our biennial commuter survey. Every other year Commuter Services in collaboration with the Sustainability Office randomly selects members of the University community to report their commuting modes, habits, and satisfaction levels. This includes interest and current telework, virtual classes, and preferences for these options.

Your participation is the driving force to change on campus. The data collected from this survey will help us improve current commuter programs and plan for future initiatives. The survey will take approximately 10 minutes to complete. Please take the time right now to fill it out, the deadline for the survey is 10/29

To show our appreciation, all participants will be entered to win a \$50 or \$100 gift card to the Campus Store!

Follow this link to the Survey:

(Link: Take the Survey}

Or copy and paste the URL below into your internet browser:

(SurveyURL)

GO UTES!

First reminder - second distribution 10/29/2021:

REMINDER - Transportation Survey Response

Even if you are taking online classes or work completely from home, we are counting on you to fill out this survey! Your voice was chosen to represent the University. As a student at the University your voice is needed, you speak for the majority of our campus population!

Students we need your response, you can still enter to win a \$50 or \$100 gift card to the Campus Store by responding to the survey! The drawing will be taking place the week after Thanksgiving, so get your survey filled out now!

The survey takes less than 10 minutes to fill out. Enter to win a gift card to the Campus Store at the end. Please take the time so that we can plan a better future for parking and transportation at the U!

Follow this link to the Survey:

(Link: Take the Survey}

Or copy and paste the URL below into your internet browser:

(SurveyURL)

Thank you for your time, and we look forward to your response.

Sustainability Office

Sustainability & Energy

Planning Design & Construction

Auxiliary Services

University of Utah

Second reminder - second distribution 11/4/2021:

(Same wording as first reminder – second distribution – see above)

Third reminder - second distribution 11/18/2021:

(Same wording as first reminder – second distribution – see above)

Fourth reminder - second distribution 11/22/2021:

REMINDER - Transportation Survey Response

Even if you are taking online classes or work completely from home, we are counting on you to fill out this survey! Your voice was chosen to represent the University. As a student at the University your voice is needed, you speak for the majority of our campus population!

Students we need your response, you can still enter to win a \$50 or \$100 gift card to the Campus Store by responding to the survey! The drawing will be taking place the week after Thanksgiving, so get your survey filled out now!

The survey takes less than 10 minutes to fill out. Enter to win a gift card to the Campus Store at the end. Please take the time so that we can plan a better future for parking and transportation at the U!

Follow this link to the Survey:

(Link: Take the Survey}

Or copy and paste the URL below into your internet browser:

(SurveyURL)

Thank you for your time, and we look forward to your response.

Sustainability Office

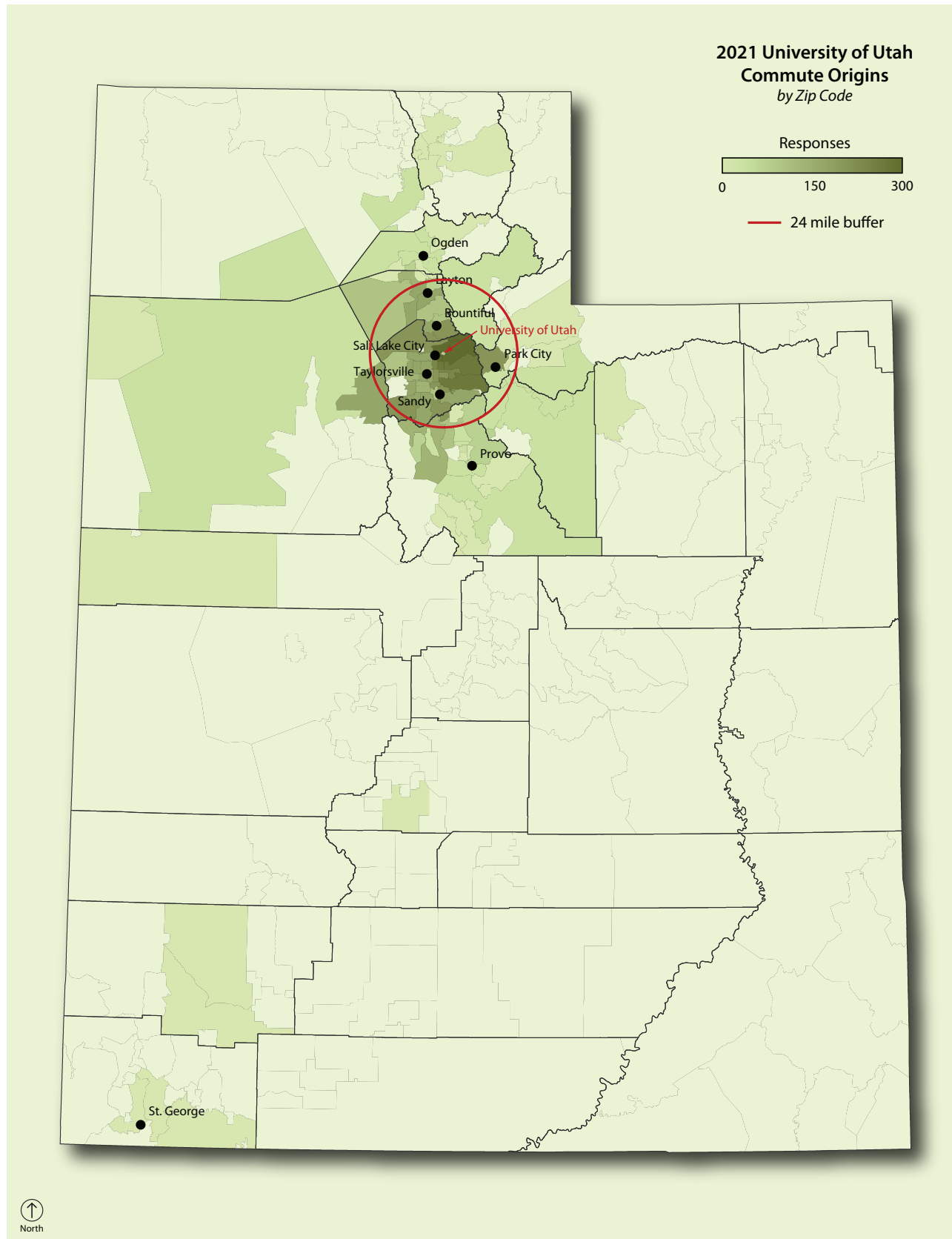
Sustainability & Energy

Planning Design & Construction

Auxiliary Services

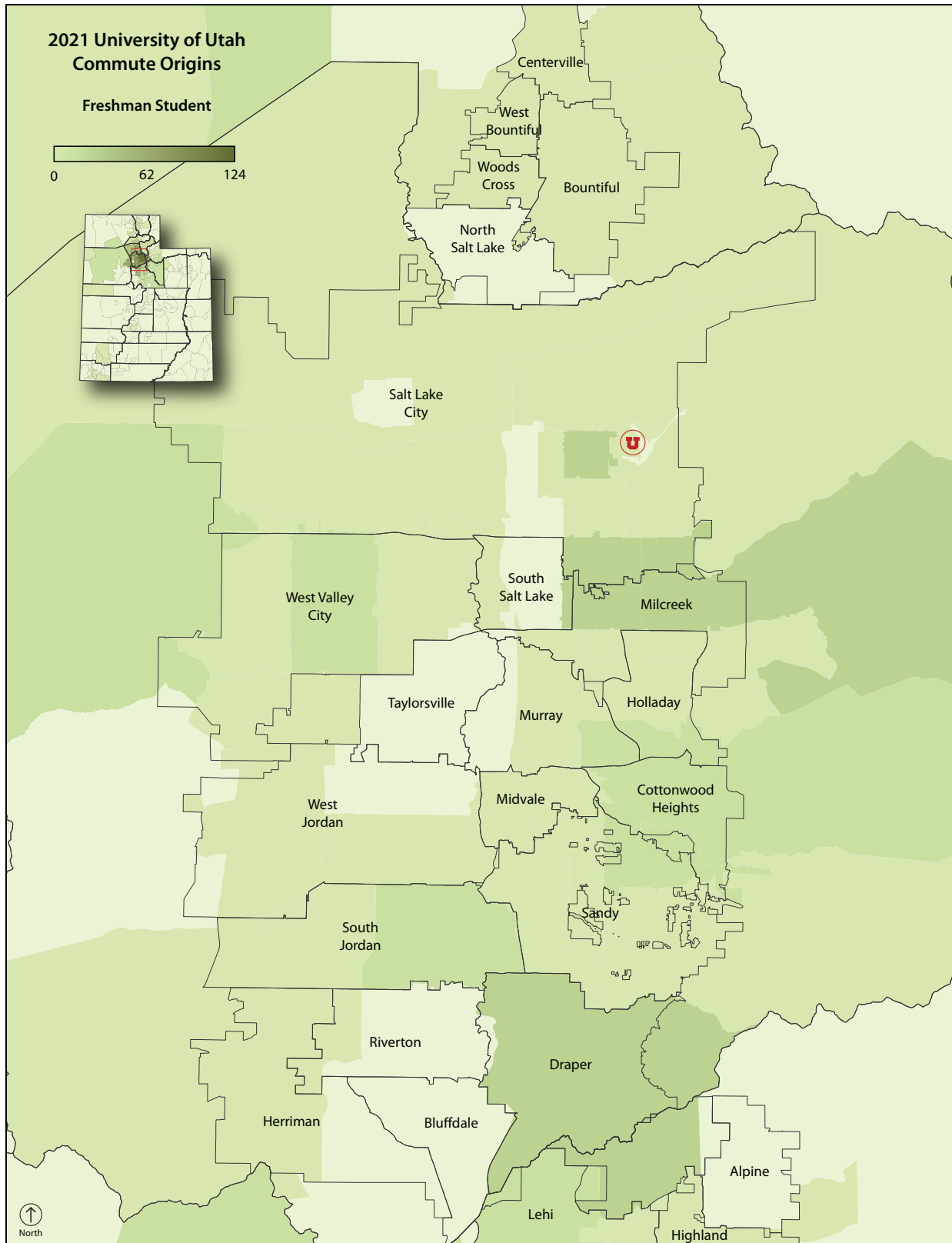
University of Utah

Appendix D: Maps of Commute Origin: Full State with 24 Mile Buffer Zone

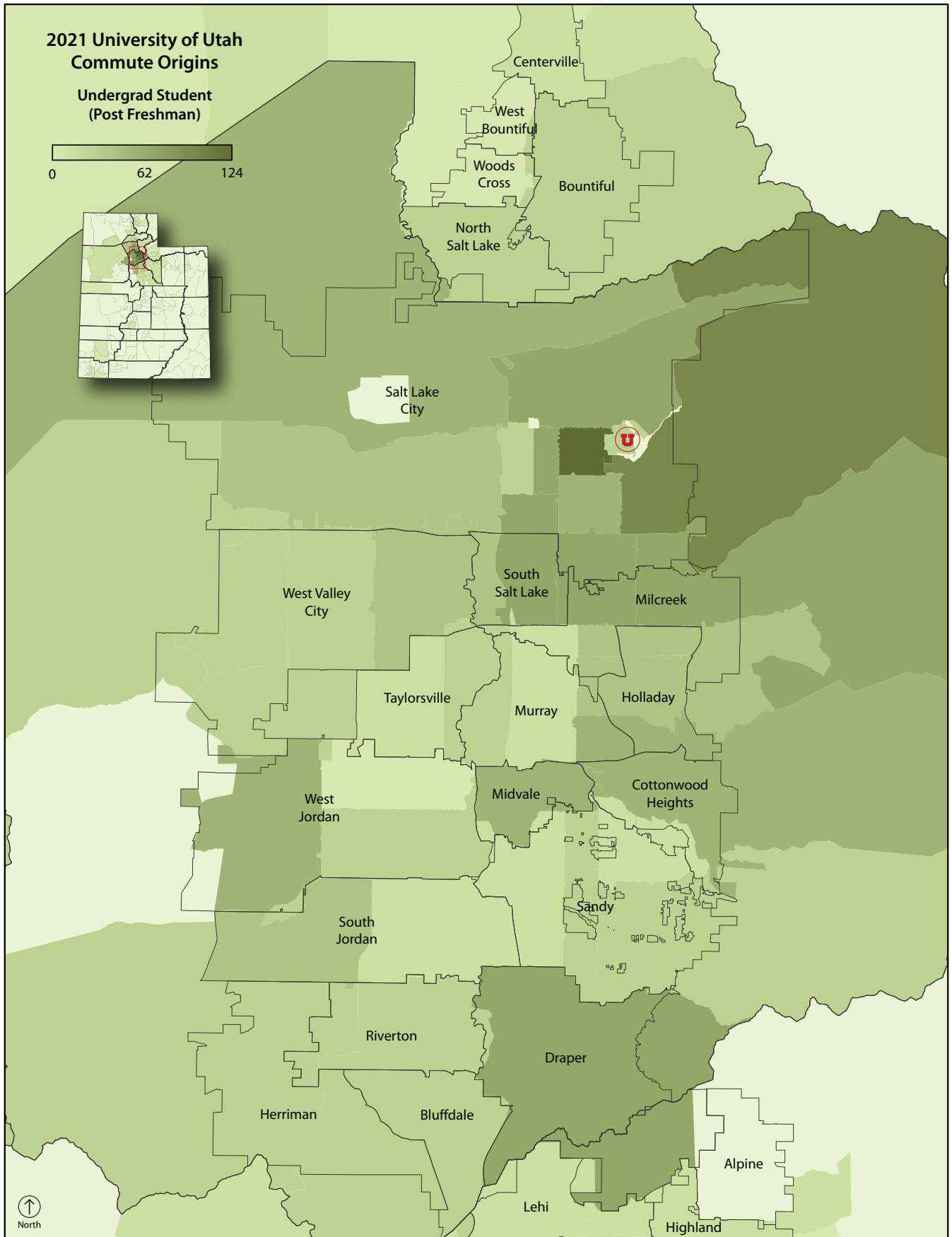


Appendix E: Maps of Commute Origin by University Affiliation

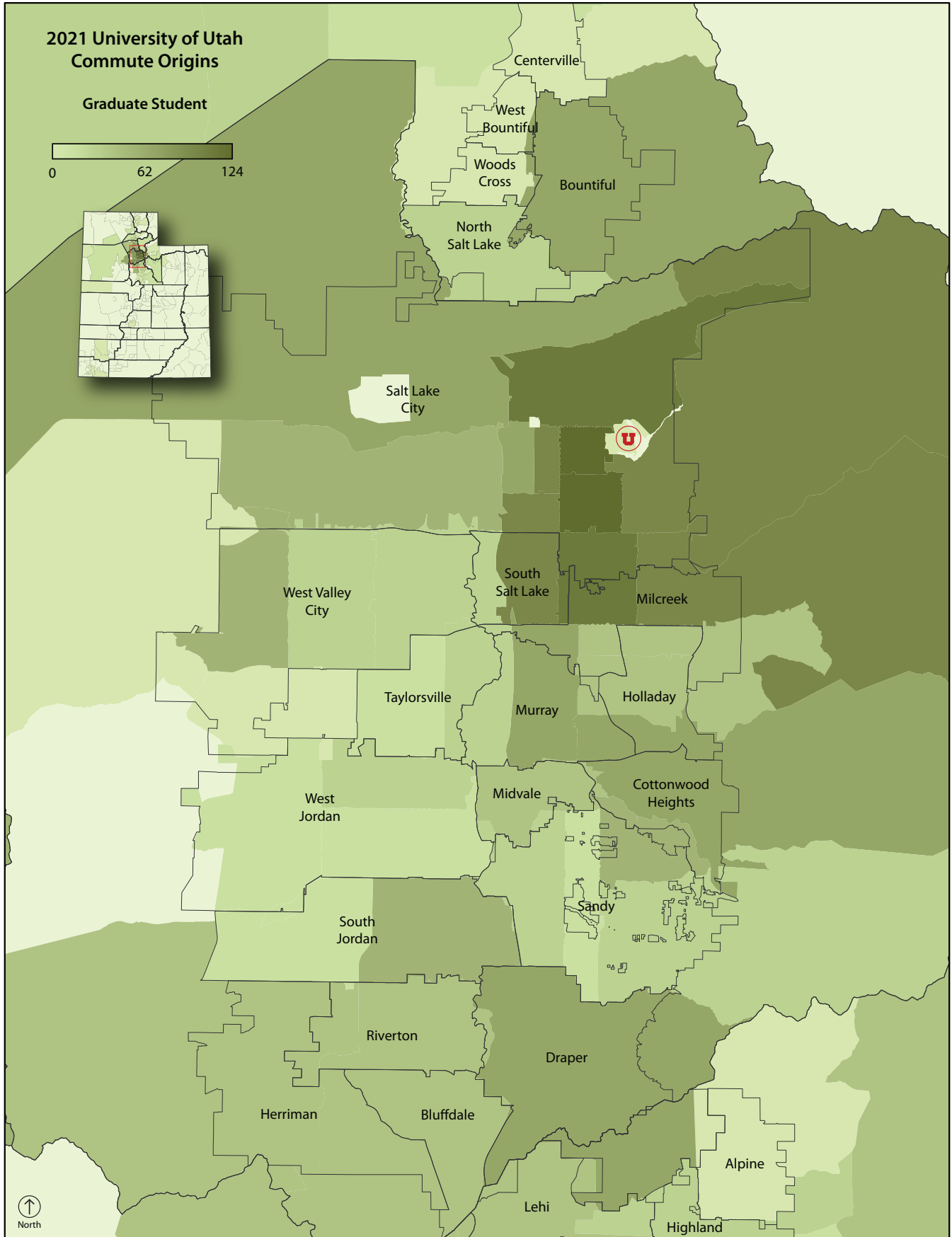
Freshman Student



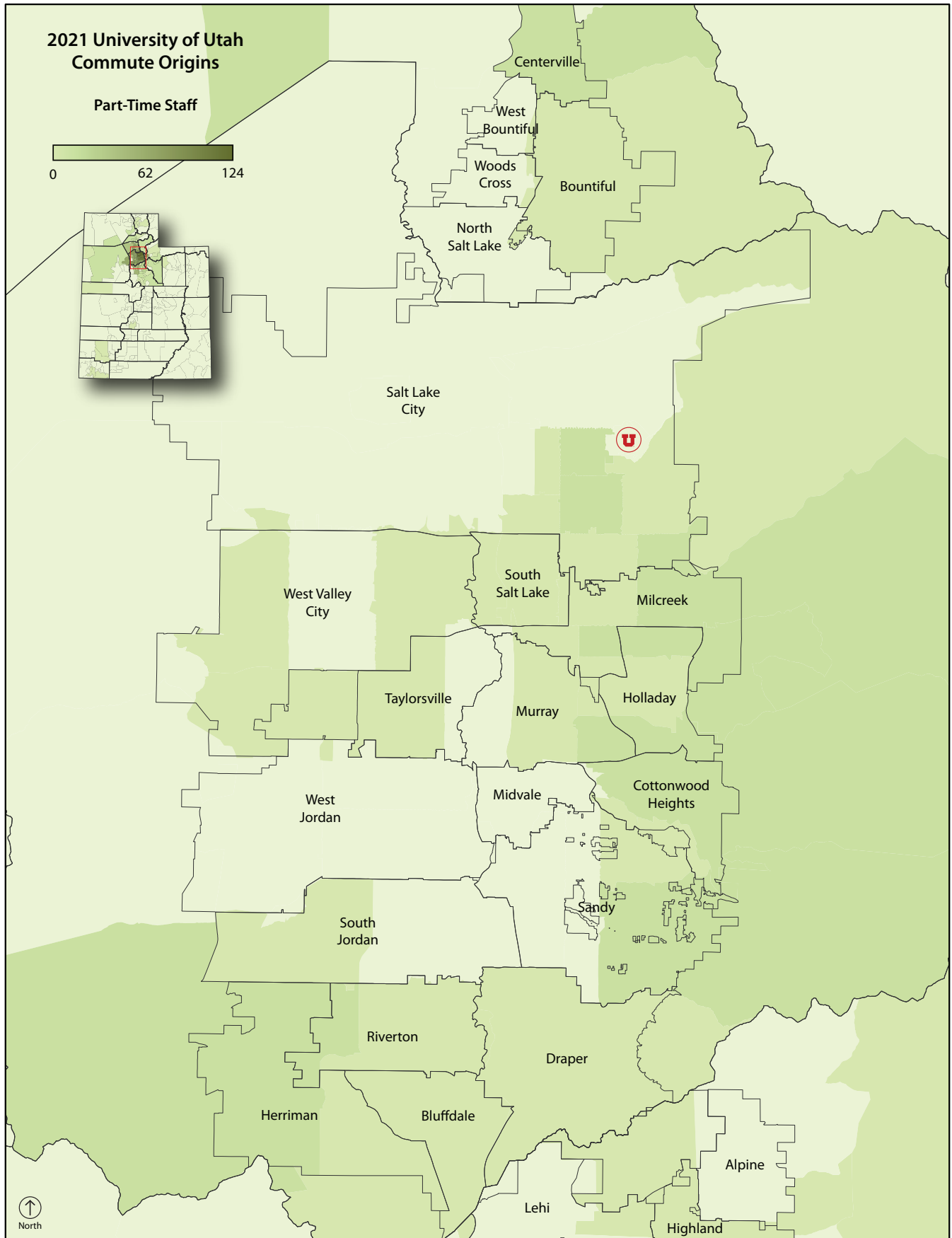
Undergraduate Student (Post Freshman)



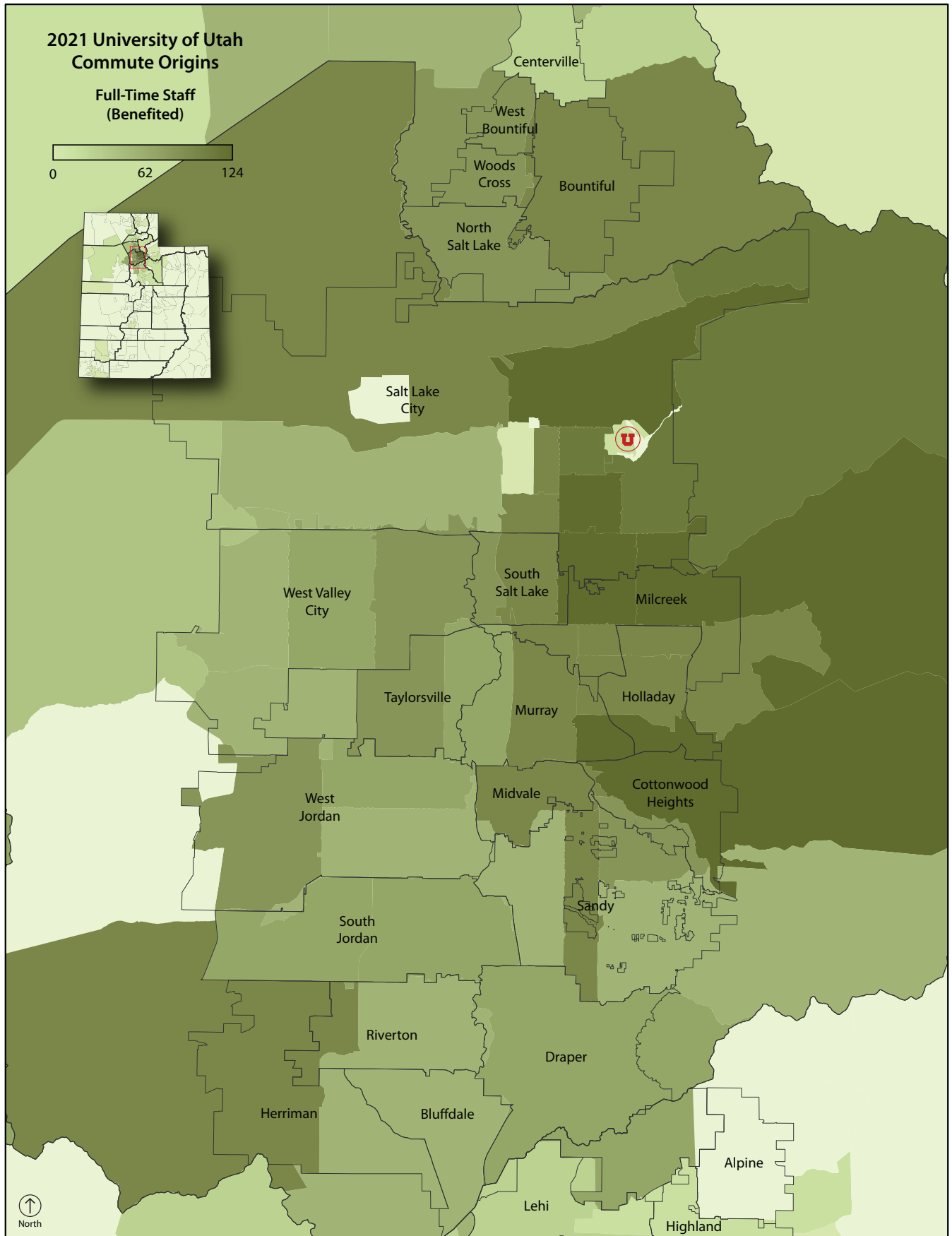
Graduate Student



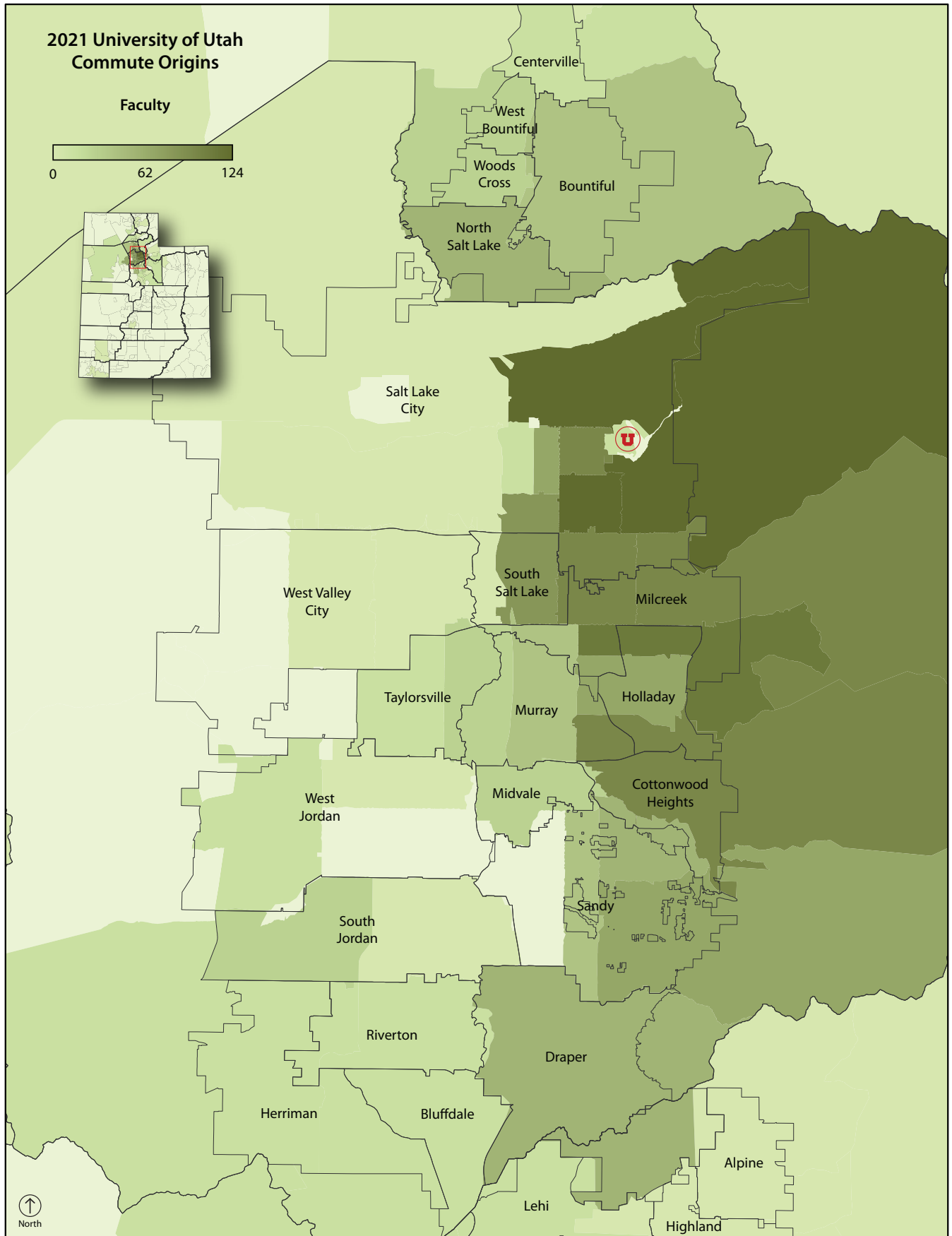
Part-Time Staff



Full-Time Staff



Faculty

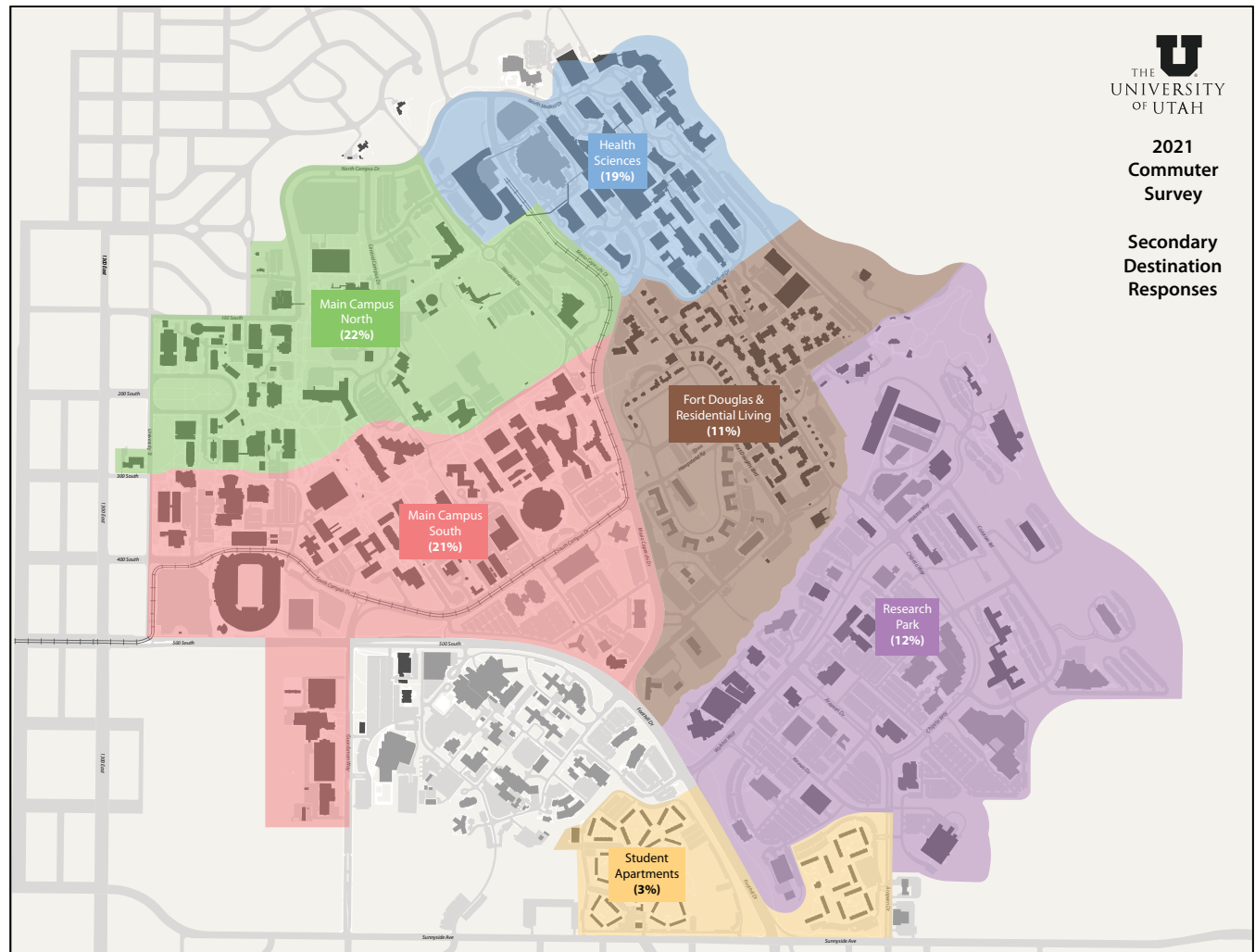


Appendix F: Secondary Campus Destinations and Off Campus Destinations

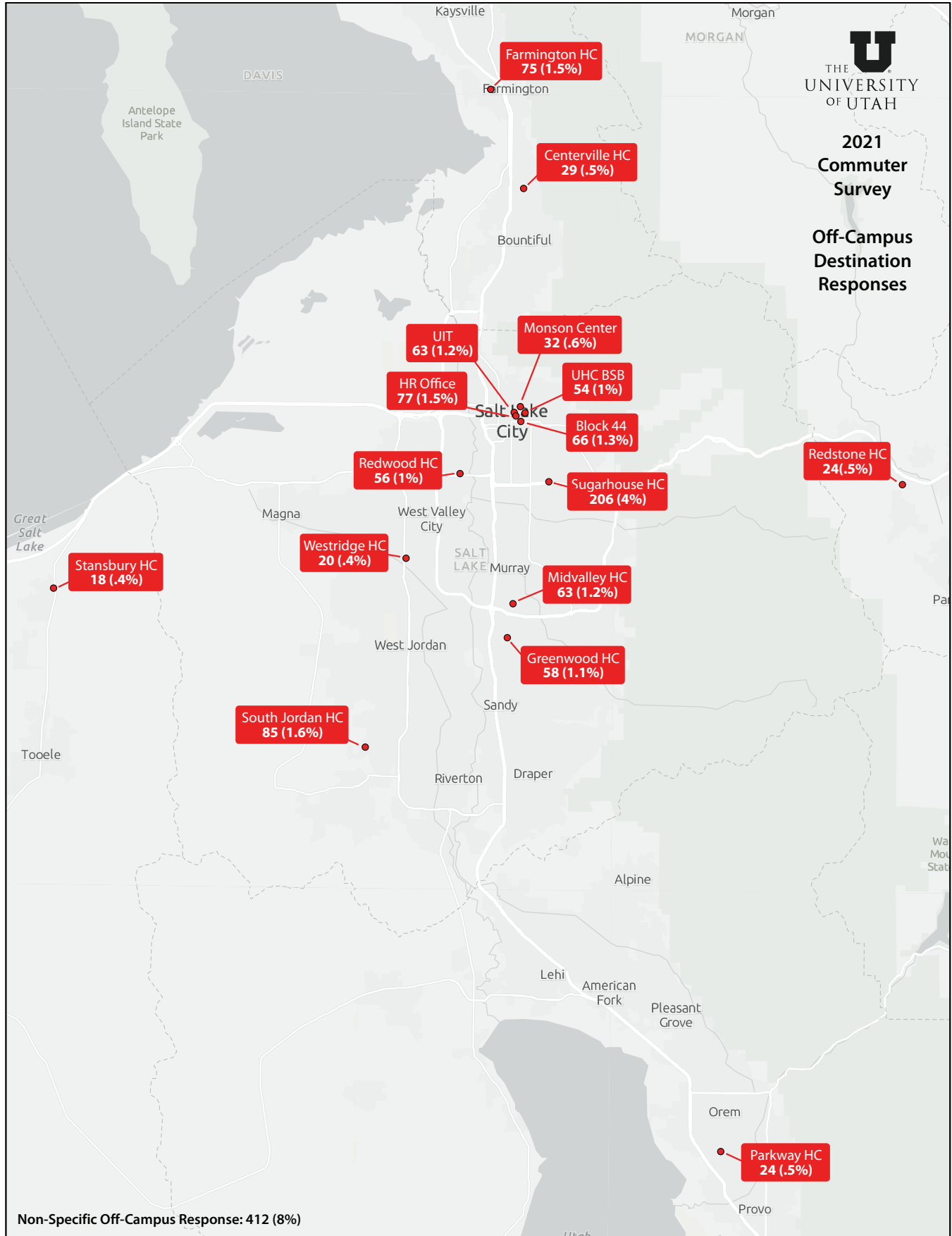
Off Campus Destinations	n=
Block 44	67
Centerville Health Center	29
Farmington Health Center	75
Greenwood Health Center	58
HR Offices - 250 E Tower	77
Midvalley Health Center	63
Monson Center	32
Parkway Health Center	24
Redstone Health Center	24

Off Campus Destinations	n=
Redwood Health Center	56
South Jordan Health Center	85
South Ogden Health Center	10
Stansbury Health Center	18
Sugar House Health Center	206
UHC BSB Complex - buildings UBSB, 484, 483	54
UIT building - 102 Tower	63
Westridge Health Center	20

Secondary Destination Responses



Off-Campus Destination Responses



Appendix G: Reasons for Choice of Transportation by Mode

Drive Alone Reasons	n-7971
Fastest way	1795
Travel flexibility	1329
To run errands	1064
Transit not frequent/reliable enough	584
No one to carpool with	577
In case of emergencies	484
I can afford to drive/pay to park	403
No transit near home/destination	376
Driving feels safer	347
Minimize bad weather exposure	304
Free parking	207
I have to haul bulky items	161
No place to shower/change after active commute	134
Other	206

Public Transit Reasons	n-3599
Transit included with Ucard	800
Don't have to pay to park	612
Transit located near home/destination	514
No time to look for parking	478
Air quality concerns	463
Climate change concerns	435
More free time	408
Transit service is frequent/reliable	233
Can't afford a car/parking	216
Fastest	214
Minimize exposure to bad weather	142
Flexibility	71
Other	82

Actively Commute Reasons	n= 936
Exercise	283
Climate change concerns	267
Air quality concerns	251
More energy	199
Don't have to pay to park	198
No time to look for parking	186
Flexibility	177
Fastest	145
Transit not frequent/reliable enough	56
I have a place to shower/change after commute	54
Can't afford a car/parking	49
No transit near home/destination	43
Other	28

Appendix H: Sampling of Verbatim Responses for Three Most Mentioned Comment Topics: Bikes, Parking, and UTA

BIKE-RELATED

- Commuter Services should coordinate with the bike sharing program (GreenBike) to have some bike stations on campus - Buses should be more frequent from 7.30 AM - 8.30 AM. The bus route 2 is always packed with students around that time with few seats left.
- 1. Could you please for god's sake introduce bicycle pumping stations? Really? 2. I think that all the campus shuttles need to be updated to the New Flyer models, as they are more stylish and larger. Also allows for:
3. Public transit integration with biking. Using level boarding and a new configuration with the New Flyer campus shuttles, you could allow bikes to be transported inside VIA the campus shuttle system effectively. This helps not only lazy people like me, but also allows an integrated transit option when just plain old biking is too slow. I Personally think that orienting public transit to commuting bikers is the future of transportation. Maybe the U could be the one to introduce it?
- Better parking for bicycles. Bus service on Sunday. More frequently buses during peak times.
- Bike lockers.
- Bike-specific cars on the TRAX. (similar to FrontRunner)
- Bike storage, place to shower/change. Lockers for staff.
- Can shared bikes be available on campus to save walking time?
- Consider cycling if a locker is available.
- Covered bike parking or to protect bike from elements while at school. Helmet gets soggy and gross when it's rained on and takes a while to drive. Covered bike lockers would be even better since more secure than traditional racks, protected from elements and users don't need to carry their own locks. There should be bike lanes around campus, especially on University street. Cars drive very fast there and people are constantly pulling in and out of the parking areas. Protected lane on 200 S would also be beneficial so people have a safe way to get to and from downtown. That street has a ton of traffic and they fly by you, especially when going slowly uphill.
- Covered bike racks would be awesome, but I think commuting with a bike at the U is already pretty convenient!
- E-bike supplement program.
- I do wish there were showers nearby (I'm at Main Campus North) so that I can bike all the way to campus without worrying about feeling sweaty upon arrival. Right now, I take the bus most of the way to campus because of this.
- I have considered getting an e-bike but even with those you will still get sweaty, and I have to pick my child up from school so it will be a few years before they can come home without my transport; but the biggest blocker to e-bike is lack of facilities to shower/change when I arrive, and bike storage. Even then, most of the school year the weather is very cold and dark in the morning so bikes really aren't a realistic option probably.

- I have looked into public transportation to Midvalley. Options available would add too much time to my day (1-2 extra hours). Interested in biking. Only a few bike lockers that historically filled up and not a good location to change/shower if needed.
- I live in Roy. There is a train station in Roy, but the train only comes every hour or so and its more convenient for me to be able to simply get in my vehicle and drive down to SLC. I also work in South Salt Lake (close to Murray) and need to get to my job quickly after my classes are finished. I can just about make it to my shift on time if I bike from the U's campus to my part-time job, but, as the weather is getting worse, I fear that it will become more and more difficult for me to travel that way. There is also no way for me to shower and clean myself up after an hour of biking once I arrive, so I would rather drive. I am aware that driving gasoline powered vehicles does have its effects on the environment, but my current condition has me in a bind. Maybe I will reevaluate my values and try to just deal with the biking... Also, an hour of biking is an hour I could use for studying or completing college work! Decisions, decisions...
- I would LOVE it if we had Green Bike memberships as well as our UTA access. Downtown offices are all handy to Green Bike and it would allow much greater flexibility than the BSB shuttle service. (Though I love using the BSB shuttle to get up to campus)
- If I had secure storage for my bike, plus showering/changing facilities I would ride my bike when weather permitted.
- If the University had secure bike storage, I would commute by bike.
- Improved bike storage facilities would encourage more biking poor road conditions (potholes, etc.) also discourage biking (esp. at night).
- Increased showering facilities to improve options for active transport. Frequent winter snow shoveling of bike/walk routes. Increase secured bicycle parking. Increased separated bike paths from vehicular traffic.
- Indoor or secure bike lockers with limited access (people steal components off of bikes, so just having a fixed structure to lock your bike too is not secure enough anymore) and increased availability of showers and changing rooms would be very helpful. Improved bike lanes on Arapeen Drive in Research Park would make me feel like I can commute by bicycle more safely. I have been working remotely full-time since March 2020, however it is anticipated that we will start working on campus again this fall. At that time, we will start using a hybrid schedule (working on campus 3 days per week and remotely 2 days), which I think will solve a lot of problems such as decreased demand on parking and other university resources, decreased commuter traffic (arriving and departing), decreased emissions. Encouraging the University (on whole) to adopt and expand a hybrid type of work schedule for those who can work remotely at least one day a week would make for improvement in all of those areas. It would be so transformative to have a secure place to put my e-bike with the baby trailer, and to be able to shower. For public transit, honestly, the closest bus stop is a full mile from my house, so it's just hard to imagine ever using that reliably to get to campus, especially when I need to get my child to daycare (which is on the other side of campus from my office). It would take at least 40 extra minutes each way, probably longer.
- Make sure every building has bike locks.
- More accessible showers & lockers at university hospital more bike racks.
- MORE and IMPROVED bike lockers and bike-friendly infrastructure (lanes, paths, etc.).
- More bike racks.
- More bike racks.

- More cameras by bike racks.
- More covered bike locks. More bike parking in the hospital.
- More covered bike parking for wet days would be nice; I've REALLY appreciated the addition of bike-dedicated lanes on campus that remedy previous stairs-only paths. Please keep that up! I also would love to see another e-Bike discount purchasing program through the Sustainability Office (though I know supply chain & outsized demand make this hard right now). Crossing fingers that the Infrastructure bill gets passed and a tax credit for e-Bike purchases goes through
- More covered bike racks for winter bike commuters.
- More covered or indoor bike storage and locking locations.
- More inside bike lockers/cages and locker rooms.
- More options for secure bike parking (badge access area with bike racks to lock on) on health campus or near TRAX or shuttle to health campus, better bike lanes away from heavy traffic to medical campus (esp. for those of us who have to come up from Foothill/Wasatch, navigating around 800s and Mario Capecchi is tough), clean shower facilities and rentable lockers nearby. I would pay for all of this like I would for parking, esp. if I could pay for the day (like for a bike valet and shower token).
- More places to lock up bike on campus.
- More secure places to place bikes.
- My only suggestion is unfortunately outside the University's capabilities - I wish UTA had a commuter bus that came through Emigration Canyon twice in the morning and twice in the evening. I'd stop driving altogether. I would bike more frequently if it felt like I had a place to shower upon arrival. I don't have time to bike to the Student Life Center, shower, change, and then walk to my office.
- One of my primary destinations is 383 Colorow Drive. It would be really nice if there was a bike rack on the West side of the building so you didn't have to ride quite as far up the hill. The bike rack at the Williams building is also very inconvenient since you then have to walk up several flights of stairs to get to the main entrance. In general, though, I love bike commuting to work and am glad that Research Park prioritizes it.
- Please add showers to every building. Right now I have to walk all the way to Gardner Commons for a shower and then it is like an 8 step process to go get a key (Have to walk up the stairs, fill out paperwork-sometimes the desk isn't even staffed, and then get a key, shower, come back up the stairs, return the key and sign paperwork, leave)- can't we just have swipe card access to showers? Who is abusing the showers, especially if the building is locked during the weekend? I also think that connectivity from South Salt Lake and anywhere west of 700 East is severely lacking- my bus only comes once an hour and I have to bike 2 miles to get to it. The only reason I continue to take public transit is because I am EXTREMELY dedicated to stopping climate change. However, I feel like I have to fight against the grain at every turn to not drive to campus.
- Rentable e-bikes.
- Safe parking for expensive bike would enable me to bike.
- Secure bike storage.
- Shower and bike lockers.
- Showers, changing facilities and improved bike lockup would increase bike and e-bike commuting.

- Stagger work hours for hospital employees to address the 8:00 am gridlock on Foothill Blvd. Stop adding buildings to the hospital complex and spread new buildings out across the valley. The concentration of traffic caused by very limited access (only two roads in) to the hospital complex is very poor planning and is made worse by the ongoing hospital expansion. Bring back fast bus route 354 and retain the stop at President's circle. I have considered riding my road bike to work in non-winter months but the only bike storage/locker room/shower facility is always sold out. More capacity is needed.
- To go to my lab I don't have issues, but the gym is not really well accessible by bus, and by bike we can only park our bike outside and I'm scared to get my bike stolen.
- Waiting for a bus to travel from Research Park (INC) to Health Sciences campus is not very time efficient. The OnDemand bus is pretty good, but it can be meandering so it's hard to estimate how long it will take you to get from point A to point B. So instead, I drive between these two destinations at least 3x a week. I would love to have a shared bike system between Health Science upper campus, through Fort Douglas, and Research Park.
- We need COVERED bike racks! Cyclists use so little space and we save the university from building more wasteful parking. Please give us this small expense.
- Would love more locations to shower and change, especially on health sciences campus, so that bicycling was an easier option to choose.
- Yes! The showers and bike storage in Gardner are great, but the day-use only policy for lockers isn't amenable to true bike commuting.

PARKING-RELATED

- \$88 for parking is a bit steep (per month).
- 102 Tower should have free parking for U employees to match our other downtown offices
- A free parking lot for students that are willing to walk farther or park and get on TRAX. I only go to campus one day a week for a meeting that is 1.5 hours, so I don't want to pay for a parking pass. I usually park in a nearby neighborhood and take a short walk into campus. It would be nice if there was an official lot or place set up for this.
- Affordable and coinvent parking.
- Allow departments to help with parking costs as an employee benefit/incentive
- Annual parking fee for faculty is too high! Since I need my car at least a couple days per week since my office is on main campus but I have meetings in Research Park, I have to buy a pass. However, I am less motivated to walk since I am already paying so much for a parking pass.
- As a graduate student I would like not to have to pay for parking.
- Build a free parking zone. As students we are already paying tuition and books and housing those fees are already expensive. If that free parking zone full all the time it's ok, it can be first come first serve.
- Cheaper and more widely available parking options.
- Cheaper or more parking would make it easier to drive a car. The cost of parking is the primary reason I rode the train, until I found free parking. At which point, I started driving again.

- Cheaper parking.
- Cheaper parking options for graduate students - parking pass options could be cheaper for students who carpool or only come to campus a couple of days a week -housing has gotten much more expensive, forcing many students to live farther from campus and thus making public transportation less of an option. for students that live close to the TRAX (which is expensive), the free TRAX is a great option. but for those of us who cannot afford to live near the TRAX, we then also must figure out ways to afford getting to campus. One option could be free park and rides near TRAX stops so we could utilize that transportation option. Another option could be subsidized bike or scooter scholarships or semester-long rentals.
- Cheaper parking passes.
- Cheaper parking passes or build another parking garage.
- Cheaper parking passes would be nice.
- Cheaper parking please.
- Cheaper parking, fix 100 South.
- Cheaper parking. don't raise the per paycheck price of parking without letting us know. widen road or increase lanes on Mario Capecchi. have 4 Wasatch express shuttles in the afternoon & make sure they stagger their departure times appropriately.
- Create more free parking for employees that allow them to park closer to where they work without having to take additional transit.
- Decrease the rate of paid parking.
- Don't change us out the ass for parking and also not have accessible parking. I have to drive, hunt for a space, and then still walk 3/4 of a mile to my class. The campus is not accessible for commuter students.
- Don't charge healthcare workers for parking.
- Don't charge us to Park at the school we already pay to attend.
- Don't Charge EMPLOYEES for parking.
- Don't charge me to park at work when I have kids and don't have the extra 75 minutes to take the bus.
- Don't charge such exorbitant rates for on-campus parking, especially when there are so few spots available.
- Don't charge/ticket for parking after 5 pm unless on a game night.
- Don't make employees pay for parking in U lots and provide a shuttle system to/from them when the weather is bad.
- Don't make parking so expensive especially if we only have to be on campus twice a week.
- Don't require parking passes after 3pm for any lots. I hate blowing that much money to come to campus once a week during the semester.
- Easier for parking.
- Employees of the University need free parking that is not accessible to students. Employees pay for parking that is at least a 10-minute walk from our workplace. This parking that we pay for is sparse and hard to find many days after 8 am, so if you have an 11 am shift good luck finding parking and getting to work on time. If the weather is bad, we get to walk to our cars or work in bad weather, and know that we are paying for

this experience. Instead of being treated with respect and dignity by being provided free, safe parking, we are treated like insignificant jerks. If the University is going to treat their “heroes” this way pls take down the heroes work here sign because it’s an insult every time we drive to our crappy paid parking to walk a mile to work.

- EMPLOYEES SHOULD 100% RECEIVE FREE PARKING!! WE WORK HERE!! WE SAVE LIVES!!
- Employer paid parking at 102 Tower would allow commuters options other than public transportation which contributes to transmission of COVID-19 during the pandemic.
- First, I would like to suggest free parking for students who do not come up to campus often to justify a parking pass. It takes me an hour to and from campus riding public transit versus 30 minutes to and from via car. Timewise, public transit is not preferred. Second, I would like to suggest a mode of public transportation that would take U students all the way up to campus without the frequent stops of UTA TRAX. This would save students valuable time and perhaps encourage more riders who are deciding between riding public transit versus driving a vehicle based on the time factor to ride public transit (a win for the environment).
- Free 2-hour parking, I only have one in-person class and do not like paying \$5 dollars every time.
- Free covered parking for hospital staff.
- Free employee parking.
- Free or cheaper parking.
- Free or cheaper parking for employees.
- Free parking (5).
- Free parking. Closer parking.
- Free parking at 102.
- Free parking during non-peak times.
- Free parking for employees and more incentives to use public transportation.
- Free parking for employees, closer to our workplace. Traffic mitigation on routes to the hospital.
- Free parking for faculty.
- Free parking for night classes.
- Free parking for nursing staff.
- Free parking for paying students.
- Free parking for staff!
- Free parking for staff. Let us park in the shoreline garage-- that thing is never even close to full. Also-- I don't even have the option to buy an A pass since I am part-time. I park in the east lots way over near Red Butte— my walk into the Huntsman Building alone is over 10 minutes! And I have to PAY for this!!
- Free parking for students.
- Free parking for teachers/ professors/adjuncts.
- free parking options for infrequent use.

- FREE PARKING WOULD BE NICE FOR EMPLOYEES.
- Free parking!
- Getting a parking pass isn't worth the money for students who aren't on campus frequently. Additionally, paying for parking when driving your own vehicle is a hassle, especially when you have to stop at the pay station on your way to class.
- Give Employees free parking and you might stop loading so many to IHC hospitals. I get that you make money off of it, but it seems like you don't actually need it, and your employees feel like you don't really care about them.
- Give students more access to parking and cheaper fines
- Have free parking available for staff who occasionally travel to the Main Hospital for work meetings. I carpool with others when I do have to travel to the main, but parking is difficult. It takes less time to drive than to ride TRAX.
- I can only speak on behalf of staff at the U, but parking is just too expensive. What I pay a year in parking (~\$700) can cover two months of childcare. Or two months of groceries. Or medical bills. Everyone that I mention this too is blown away that the U charges it's employees to park. It's absurd. We need more parking lots, not less. I know you try to encourage public transit and model the institution after other PAC-12 schools, but the U is not a typical campus. We are a commuter campus. We live in Utah; We have families and more children than other PAC-12 institutions. The model being used does not fit our campus.
- I don't get why parking it an additional expense to tuition.
- I don't park after 3 p.m. all the time. Any discounts?
- I hate having to pay for parking when I am only on campus for a few hours less than once a week.
- I have to drive far and public transport isn't easily accessible near my home. I also have to leave at odd/late hours and can't rely on the bus/train. Parking permits for staff should be cheaper or non-existent. Other colleges do not make staff/faculty pay.
- I rarely visit the University in person. When I do, I always attempt to find free parking. More free parking would be good.
- I still pay for a parking pass (T) for the random days I use my car. I wish there was a way to keep my terrace pass, but not pay full price. I drive about 80-days a year. I do appreciate I could share my pass by registering someone else's vehicle on my pass. This is tricky if I have to drive randomly and need to remember to tell the other person (I have forgotten and we've received tickets). Plus, that person usually maintains a full pass too, just an A or U.
- I wish that rather than pay for the expensive all-the-time parking pass we could choose our scheduled days and get daily permits for those as payroll deduction. I don't have a coworker who could share a pass with me and because of my kids I need my car on campus.
- I wish there were more options for staff parking. Free parking. Parking prices are outrageously high and even with passes, there is no room to park a lot of the time. I used to take TRAX but I have had numerous inconvenient experiences that make it not worth it. Taking TRAX really decreased my mental health. Commuting in general effects my mental wellness and I would prefer working from home every day if given the option. I am more productive at home, my mental health is significantly better, and I save money.

- I wish there were parking passes available for cheaper rates, for students that don't live on campus specifically.
- I would like to not have to pay for parking as a full-time benefited staff who does not have the option to work from home.
- I would love to buy a parking pass, but I can't because I am a part-time adjunct faculty member. It is quite expensive to park in the pay lot twice a week.
- I would prefer to drive here to reduce my time commuting. Public transportation is slow and not always reliable. And you are waiting out in the elements if there is inclement weather. I wish there was more low/no cost parking options available on campus.
- I would suggest that parking rates be lower for students, especially since I have to pay the fee for the U permit each semester rather than the rate covering the whole year.
- If I do need to drive directly to the campus during the week, it would be nice to have a lot for health care workers to park in and pay a cheaper rate, this would be for workers who are potentially running late but provide patient care and need to get there quickly. It could be an area with a daily or hourly fee that is less expensive than some of the other pay lots but would get the worker there quickly.
- In my opinion, The University should lower costs of parking passes because there is not enough parking to make it worth purchasing. If they would like to keep the price the same, then they should increase parking lots so students who do purchase them are guaranteed parking.
- Increase parking pass prices to balance supply and demand
- It's ridiculous to charge staff to park at their place of work simply because it's a college campus. If the bus was more convenient, I would take it every day but I have to walk 15 min to get to a bus stop, take two buses, then I'm either super early for the work or I'm late. I pay for the convenience but it adds up over time.
- Just the parking needs to be made cheaper. The U passes are way too expensive.
- Less expensive parking
- Less expensive parking permits.
- Less expensive parking. More U lots and spaces.
- Less expensive, guaranteed, and closer parking facilities. The fees you charge for a 'nonguaranteed' parking spot for full-time staff and students, etc. are outrageous
- Let staff that doesn't need to be in the office work full-time remote! Provide more parking options for University Health staff. The price for a pass is so expensive, that it is cheaper for my husband to pick and drop me off, which is beneficial for the university, but takes extra time, money and patience on mine and my husband's part. Also, there is nowhere to park anywhere close to the school of medicine, unless I pay \$2,000 for a good parking pass. Also, the bus routes from the school of medicine to my house are horrible. The 905 would be perfect, except it doesn't travel to the Mario Capecchi stop often (only a few times a day and never during normal business hours). Also, the 4 I have to walk all the way down to Foothill, as it does not go to Mario Capecchi every hour. So, either way you look at it, it is not beneficial for me in any way to commute.
- Limit parking more rigorously by reducing available parking and charging more to park. Improve bus and train service to make it easier to get from anywhere in the SL Valley to anywhere on campus.

- limit the use of car transportation by increasing parking permit pricing and relocating parking outside of campus perimeter. Improve the commuting services and active travel infrastructure
- Low-cost parking for career-line faculty and for staff. Allow discounted parking for carpool/rideshare employees.
- Lower costs for parking.
- Lower parking cost.
- Lower parking costs.
- Lower parking fees. Stop ticketing. Literally any kind of relief for students.
- Lower the cost of passes for employees of the University.
- Lower the price of parking passes for faculty. I need to potentially leave campus during the day to attend to my child's health needs, making public transportation untenable. I feel it is unfair to have to pay a large portion of my salary just to park at my place of employment.
- Lower U parking pass prices.
- MTA routes take 3X as long to use. Makes no sense with circuitous routes. Stop raising parking rates at such high levels. None of us get raises at these percentages. Those of us working here daily throughout Covid continue to pay commuter fees like parking, fuel, maintenance while those "working from home" have seen a huge pay increase for not covering the above. This is completely unfair and has not been answered. The cost discrepancy is also causing those working here to pay higher and higher rates.
- Nope. Maybe 2-hour free parking. Sometimes I come for one class twice a week. I don't want to pay so much for a parking pass for four hours in the week. I try to come by bike or walking because it is healthier, but when it rains and snows I would like the option to come by car. So maybe temporary passes, hourly passes, or discounted prices in winter...
- Nope. But employees should get free parking passes.
- Not charge so much for parking.
- Not having to pay for parking where I am employed. Having adequate parking for employees. Taking up the majority of a parking lot for a construction project. Shuttle drivers drive so unsafe that I walk up to work and am still charged a shuttle fee each paycheck. The parking situation is the worst and shouldn't be that way for employees.
- Not having to pay so much for parking would be great.
- Not paying for hospital parking Moving the parking closer to the hospital, not a 10-minute walk away. More frequent red line stops.
- Offer steeply discounted rates or free parking for employees of university.
- One time the \$4 parking spots were all taken and I had to park in an A spot and I got a ticket, even when I paid for the \$4 spot in advance earlier that day. That was not my fault that it was full and was so unfair to get a \$25 ticket on top of that. At the very least, I should have gotten those \$4 back that I paid earlier.
- Parking at the U of U is expensive relative to how much I was paying for parking when I was working downtown before I came to the U for graduate studies. I also was frustrated about the central garage wait list given how many open spots that parking garage has at any given time. For graduate business students,

we spend most our time at Spencer Fox Eccles and Garff, both of which are close to the central garage. Finding U parking near those buildings is a huge stress, especially in the morning where spots fill up quickly from undergrad students.

- Parking at the University is too expensive.
- Parking fees are so expensive. I had to buy a parking pass as an unpaid intern for one day a week.
- Parking for full-time commuter services should be free. It is hard paying for that on top of school/tuition fees while working full-time to stay afloat.
- Parking for Staff should not cost money. Definitely the worst part about working for the University and is why I wouldn't recommend working for the University to others.
- Parking is a nightmare, and parking passes are way too expensive.
- Parking is expensive.
- Parking is extremely expensive at the U, but traveling on TRAX where people do not wear masks is unsafe for people with compromised immune systems or at high risk of COVID complications. Having a less expensive parking option that is within a reasonable walking distance would be much appreciated.
- Parking is astronomically expensive for students, staff, and faculty alike. It's pretty nuts that employees are expected to pay -- and to pay a lot! -- for the right to park at their workplace.
- Parking is not free.
- Parking is so expensive! Please make this more affordable for the little people!
- Parking is too expensive.
- Parking is too expensive to drive and park for such a short amount of time on campus.
- Parking is too expensive; it should have a way to pay less if working many days from home.
- Parking passes are expensive, especially for low-income students.
- Parking passes being less expensive so I could drive if I wanted to.
- Parking passes for part-time faculty should allow A parking and cost less than for someone who needs to park on campus every day.
- Parking passes need to be more affordable for at least students who have student/staff classification. I work 3 jobs on campus totaling about 32 hours/week and I still cannot afford a parking pass.
- Parking my car is expensive, which bothers me that I have to pay to park my car to go to work. Parking options are not great. I have to walk far for the cheaper parking pass.
- Parking prices are ridiculous for students. And public transit is only reliable for those who live near TRAX lines. Busses are too infrequent and require too many transfers to get where you need to go.
- Parking prices are too high! Seriously! I should have a private underground garage for how much I pay. Spots are not large enough, they are too small. This causes hazardous conditions for pedestrians and vehicles.
- Parking should be either free or discounted for students.
- Parking should be free for all hospital employees. We make money for the University system. AND it takes 10 mins to walk. It's not like you have to pay for large garages or headed streets to house our cars. It's a slap

in the face to employees to make us pay for parking that's not convenient

- Parking should be free for full-time healthcare employees.
- Parking should be included in staff benefits.
- Paying for parking is a constant source of irritation and conveys a sense that the university does not care about its employees. It's the equivalent of being asked to pay for utility fees if you use a bathroom at work.
- Paying for parking is literally my biggest dis-satisfier for me working at the hospital. Even shuttle parking costs money. And the free lots are so far away it's unreasonable to expect a person to add that amount of time onto a 13-hour shift. No one should have to pay to come to work.
- Paying the price, I had to for a student parking pass and having to walk 3/4 of a mile to get to the research park is ridiculous. There's probably 20 U parking spots to accommodate the entire dental, PT and OT programs that are close to that lot. Very frustrating I have to pay so much for a pass and it really encourages us to just park where we aren't supposed to (patient parking, faculty parking, Marriott lot).
- Please keep the free parking for those of us that aren't paid enough in our jobs to afford paid parking. Also, we need some kind of close parking for those that are handicapped or recently been in a hospital as a patient, but don't qualify for disabled parking. When I had kidney stones and then a stroke, I had to walk a LONG way to my office without any help. It about put me back into the hospital.
- Program with free parking passes for emergencies for those who walk/bike commute regularly.
- Provide parking for faculty and staff closest to their work area without charging them.
- Provide some free parking places for students.
- Providing free parking is very helpful.
- Providing ways to only pay for parking on the days I come in.
- Reduce fee for medical staff to park and then have to be shuttled in to work.
- Reduce parking costs,
- Reduce parking price.
- Reduce the cost of parking passes for employees.
- Reduce the number of parking lots.
- Reduce the price of parking permits.
- Reduced parking fees for faculty and staff.
- Shared parking for hybrid telecommuting to reduce parking costs.
- Since I arrived on campus in 2005 as a PhD student, my parking cost has risen about 250% and convenience has declined significantly. It is really difficult to see what I get (or anyone else) for this increase.
- Stop charging for parking. It is a corrupt system.
- STOP CHARGING SO MUCH FOR PARKING PASSES. And stop giving out so many tickets.
- Stop making students pay so much for parking. It is absolutely absurd that I pay hundreds of dollars to park for one semester at a university I attend every day as a student and employee. I drive 20 minutes to get here and then have to walk an additional 20 minutes from the parking lot to the buildings in which my classes

are held. Also, the parking spaces in some lots are too small. Big trucks park over the line and then it is impossible to even get into a spot sometimes, let alone be able to open your door once you have parked.

- Students should get free parking.
- The fact that faculty and, more importantly, staff have to pay for parking at their place of employment is a little ludicrous. I understand the goal is to get more people to take public transit, but public transit in this city isn't good enough to really make that a realistic goal. And staff in particular can really no longer easily afford to live around campus, where the transit is the best/most functional.
- The high costs of parking are not fair.
- We pay thousands in fees already, parking passes are much too expensive.
- We should offer free or discounted parking passes for faculty.
- Yes, for full-time nursing and HCA provide either free parking pass or allow free parking where it is reasonably close to the hospital. I know nurses who refuse to work at the U just due to parking nightmare. The last thing we can afford are parking permit and many live all over the state. So when you have to be at work at 7am and work for 12 1/2 hours having to leave at 3-4am just to allow enough time for public transportation is hard to do... it means that even if I go to bed at 10pm I only get 6hrs of sleep if I'm lucky. No sleep and taking care of PT's is dangerous as well.
- Yes. Please provide free parking or a reasonable mode of transportation that doesn't take triple the time of driving a vehicle. Thanks.
- You guys make it so hard to drive to campus on "critical" days. The increase of pricing for the day U permit has been ridiculous.
- You probably get this a lot, but employees should not have to pay for a parking permit to come to work.
- Your parking pass costs are getting out of hand, especially for employees who are paying to come to work.
- Encourage the use of electric vehicles by either providing subsidies or free/reduced parking and/or charging stations. It's ludicrous that my terrace lot doesn't have any.
- For staff who as a part of their position have to travel, they should get a free parking pass or a number of free days to use a year.
- For students who live off campus pls don't make parking and parking passes a barrier to getting to school. Throughout my time here I will never be able to have on campus housing and I will not be able to take public transit to get to campus. Driving is my only option and parking is the most stressful part of my day.
- I AM PLANNING TO START TAKING TRANSIT STARTING IN OCTOBER BECAUSE PARKING IS NOT FREE WHERE I WORK AND THE INCREASED TRAFFIC/CONSTRUCTION IS CAUSING STRESS. MY COMMUTE WILL BE LONGER BUT AT LEAST I HAVE A DIRECT ROUTE WITH NO TRANSFERS.
- I enjoy the bus most of the time, but there are days when it is not an option due to necessary errands before/after class. Free parking is a very long walk from my building, but since I ride the bus most of the time it does not seem worth it to buy a pass. Parking passes are extremely expensive, and finding a spot near your destination is still not guaranteed. That is my biggest complaint about the U- so many buildings, yet very limited parking options.
- I have night classes from 6 pm - 10 pm two nights a week. Since there is no UTA service that leaves the University after 10 pm which goes near my home, I'm required to drive to campus. I understood that I

would need to pay to park my car on campus, but I was frustrated to learn that part of what makes up the required fees is a \$58 transportation fee that helps pay for “free” use of UTA TRAX and buses, which I cannot use. So I cannot rely on UTA, but I have to pay the required fee for UTA, and then I have to pay for parking in addition to the “Transportation” fee I am already paying. Can I allocate my unused UTA service fee to offset my parking costs at least?

- I leave early to be to work before rush hour. I choose to be there after Nursing at 0700 and before downtown rush hour. Leaving in the afternoon at 1500 is very busy. Parking is VERY expensive for hospital employees! It should not be so much for the parking spots that are close enough to shuttle or walk to the U.
- I only commute to campus twice a week but have to pay for parking. Other major universities in our state all pay for employee parking.
- I use the bike locker in the basement of the school of medicine parking. Free bike parking in the cages would incentivize bike riders. It would be nice to not have to pay for this service. It is almost always empty. It bothers me that employees have to pay to park where we work. The employer should provide free parking. There is no other hospital in the state that charges employees to park. I know the argument is always that parking services are separate from the University or the hospital, but some arrangement should be made so employees don't have to pay to park. At least make the cage parking for bikes free, please.
- I wish I did. It's hard to find parking near my classes. It takes me 5-10ish minutes to get to campus but then I have a 20-minute walk to get to class. I want to get paid to NOT park on campus because that would be incentive to use the TRAX station or bus. My commuter experience would be improved if the U permit parking lots didn't make you pay before 3pm. I have to find a lot that is free U permit parking the whole day and if the library and union parking lots were free U permit parking all day that would make my commute better.
- Improve pathways to commute to work for bicyclists. Charge less for parking bikes in lockers and provide incentives to promote more biking versus driving. For poor weather days consider free parking for cars for those that do commute by bike. Safety is an issue especially when biking in snow/rain with dangerous vehicles on the roads.
- It is not safe for me as a girl to be biking during the fall and winter in the early hours of the morning before 7 because it is still dark out. However, there are limited options that feel safe at the early hours of the morning or in the evening. Maybe offer discounted parking options for those of us having to arrive or leave after it is dark.
- My commute is greatly complicated by the parking situation on campus. Despite the fact that I both work here and am a graduate student (and so am here all the time), I have to pay for parking that I cannot afford (because staff are not paid well here, and the parking passes are expensive) in order to park at my job. I have a U pass and end up circling parking lots like a vulture every morning hoping for a spot and am often late to work because of that. Then I walk past many, many empty A parking spots in the 5 lots I pass on my way into my building. Its infuriating and it directly impacts my job performance. It would also be nice if the U would coordinate with UDOT to do construction in university down times instead of starting it up when folks are returning to campus. We have 2 in routes and when one of them is slowed or shut down by construction, it impacts commutes dramatically.
- Not really. The multitude of different parking plans and their relative inconvenience and cost regarding where in relation to my lab the cheaper plans are dissuades me from parking on campus, so walking from somewhere along Foothill in the neighborhoods is preferred.

- Offer more free parking for hospital.
- Parking at the main hospital is a nightmare. It was one of my top reasons for transferring to South Jordan. Parking is not affordable or accessible.
- Parking has been terrible since I first came to the U in 1992. Everyone I know thinks parking is terrible. Everyone I know has given that feedback multiple times. I've given that feedback multiple times. The administration needs to stop building more buildings without considering adequate parking, period. It's super clear that the administration is all about making money and not about taking care of their employees - from expensive and inconvenient parking to inadequate locker rooms and office space to the scrub machines in the health sciences areas, the message is that employees don't matter, only the bottom-line matters. I've had to be a patient here and the parking situation for patients is only marginally better than that for employees (although the valet service has worked very well at the main University Hospital).
- Parking in closer proximity to work for employees that is FREE! You could help retain more staff and help us feel SAFE getting to our cars after work!!!! This is a huge problem for many employees and is horrible that we are made to pay to go to work!
- Please consider going back to offering the year-long parking pass in order for us to save at least some money, rather than buying two semester passes.
- Prorated parking passes and cheaper passes more parking. Or better yet, lobby for UTA to have more trains running.
- Provide more stations that are closer to main campus without having to walk 10 minutes. Parking prices are extremely expensive considering we're students and pay thousands of dollars every year for tuition.
- Stop closing off so many parking lots for other construction projects. Sometimes people spend more time idling around looking for a parking spot than actually commuting to work. Also, make the parking options more affordable. It seems unreasonable for someone to pay so much to park only to find that lots are closed for this and that reason and they are told they can't park somewhere they paid an arm and a leg for.
- Stop making employees of the hospital pay to park. NOT FAIR that primary Children's employees don't have to pay to park.
- Stop making employees of the University pay to go to work.
- Stop making parking lots into Crimson Club areas.
- Stop ticketing.
- The parking should be free to the students because it's a lot of money for tuition.
- Make parking cheaper (3).
- Make parking cheaper and stop the crimson days where you can't park on campus during the week. People have classes and don't care if there's a football game. It's absolutely absurd that you can't park on certain weekdays.
- Make parking cheaper and year based, not semester. Allow multiple vehicles on the same parking pass to be on campus at the same time.
- Make parking closer and free.
- Make parking for all staff free. Paying just to park near, but not close to the hospital is not ideal.

- Make parking for employees free.
- Make parking less expensive.
- Make parking less expensive. I have free parking at my office but have to go to other building for a few hours here and there and I do not want to spend huge amounts of money on parking for a few hours here and there.
- Making parking passes less expensive to help financially struggling students have a concrete way of transportation. The price of tuition is expensive already and now with the rising gas prices, it makes it difficult to attend classes in person.
- I use the bike locker in the basement of the school of medicine parking. Free bike parking in the cages would incentivize bike riders. It would be nice to not have to pay for this service. It is almost always empty. It bothers me that employees have to pay to park where we work. The employer should provide free parking. There is no other hospital in the state that charges employees to park. I know the argument is always that parking services are separate from the University or the hospital, but some arrangement should be made so employees don't have to pay to park. At least make the cage parking for bikes free, please.

UTA-related

- Bus times aren't very reliable - I have also found discrepancies in the Transit app stated time chart and what is printed at bus stops (or the actual consistent time the bus arrives. For instance, a 455 bus by HMHI says it departs at 10:57am, but the bus comes at 11:05-11:10 every single day).
- Buses are often late.
- Buses keeping to time on the map.
- Buses on time (not sooner or later than indicated in schedule).
- Busses showing up at the correct time. More coverings for inclement weather.
- Figure out how to have the 2 and 220 bus routes from campus to Salt Lake Central station be more consistent in their arrival times at SLC; about half the time, the bus arrives at the station about 2-5 minutes after the southbound frontrunner departs SLC, leaving commuters stranded for an hour before the next departure.
- FrontRunner is great, but getting from it to my office is frustrating. Either poor timing or long travel with lots of stops.
- Frontrunner is never on time, but I don't know if the University can do anything about that.
- I meant 28 miles total* 14 here, 14 back. I wish that the TRAX line near my house was more user friendly and reliable. It takes me 20 minutes to drive and an hour-hour and a half to take TRAX. I tried to take the bus once when my car died and the bus never showed up. Now I just Uber if I don't have a working car. I also now have someone that I could carpool with if I had to. I also don't feel very safe getting on the train alone in my neighborhood, the crime in the area where the stop is on north temple near 1000 w at the state fair is pretty frequent and often violent. So to be stuck on a train or waiting for one alone isn't great. But I would use it if the crime went down some. :)
- I often take the shuttle from TRAX to Huntsman and sometimes this shuttle is not there. It would be nice if it were more reliable.

- I tried TRAX and it was late more than it was on time. With COVID it is now not safe.
- I tried UTA a while back, but it was so unreliable it wasted too much of my time.
- I used to take a UTA bus but it got so unreliable (breaking down) I went back to driving.
- I used to take the UTA bus before I started working night shifts (I can park for free on night shifts). It was really frustrating to take the bus since it would often come early or late so I was never sure if I had missed it or if I needed to wait longer (but waiting longer would mean I would miss my other opportunities to get a ride). A few times I had the bus pass right by me even though I was earlier than the posted time, yards away from the bus stop, and flagging them down. I think if the bus is ever early they should wait at the stop until the designated time. Additionally, the bus stop (the one on foothill going north) did not have a walkway leading to it so I would have to walk through snow or wet grass.
- I used to use UTA, but it was too infrequent and added too much time to my journey.
- I wish there were closer transit services that are SAFER and more frequent near my home and my destinations.
- I wish there were less delays. I have taken UTA TRAX since 2002. The last year has been very difficult with delays. I know it is challenging to prepare for them. It takes a long time to get a bus bridge up and running. I think it would be nice to tap into Lyft, Uber or Via to assist riders. It would also help to have a direct shuttle from downtown to the U of U Health during a delay. WIFI access on TRAX would be nice.
- I wish UTA was better at handling transfers from different lines/buses. I am tired of one vehicle arriving late and making me miss the next vehicle.
- I would commute via public transportation if it were more reliable and if there was a stop near my destination in Research Park.
- I would take the SLC-PC bus but there is not a reliable time in the morning.
- If FrontRunner/TRAX was more reliable I would consider using it to commute to campus.
- If UTA was more reliable and faster, I would commute on public transit.
- It would be helpful to have more designated bike paths on campus. I have also had some difficulty with my buses not being on time and almost missing class.
- Keeping the bus on time would greatly improve the quality. It is so difficult to rely on the bus when it can be up to 10 minutes behind on every 15 min schedule. Also requiring masks has really helped me feel safe enough to ride the bus when before they were required, I did not feel safe.
- N/A, Northbound trains are always having delays, but that is UTA's problem.
- No, nothing really, the bus is always late but that is not the school's fault and I have let my professors know why I am tardy.
- Nothing the U can do! Just wish the UTA buses were more reliable.
- Sometimes buses are like 3 minutes ahead of schedule and I have missed a bus because of that. I think maybe they should wait to leave until their programmed departure time.
- Sometimes the bus does not come on scheduled time. It would be nice if that aspect is improved.
- Sometimes the TRAX times do not properly catch the Frontrunner times. I have had to have family members come get me on 5 occasions this semester because the FR did not wait for the TRAX.

- The bus is not a reliable system. It shows up late almost every day and sometimes it shows up too early. It never arrives on time and has caused several issues.
- The bus that runs only a block away from my house is early to the nearest stop, so I end up frustrated and don't ride the bus anymore. If there is a solution, I would ride the bus more.
- The buses can be pretty late sometimes, if there was a UTA bus tracking app, it would help a lot.
- TRAX reliability.
- UTA bus schedule is very unreliable in the evenings for getting me back to Sugarhouse. Sometimes I have been waiting for the bus to go home and it never shows up, so I have to call an Uber.
- UTA has its own share of problems, unreliable (specifically FrontRunner in the winter or bad weather), etc. also does not service a lot of areas, not very frequent schedule in "off hours". When I use UTA, generally, I will bike and UTA... Also, lately I have been carpooling a lot, but parking is still a problem... parking fees are quite high limited parking access. driving access to the University Campus is terrible, but not much you can do about the roads, etc.
- Wish UTA was more reliable.
- Work with UTA to make bus arrivals/departures more reliable.

