University of Utah

Commuter Survey Report – 2023

ADMINISTRATION & ANALYSIS

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Preface

This report was made possible with assistance from Facilities Management and the Sustainability Office. They provide ongoing support for reporting commuter survey data, as it is applicable to the research, infrastructure planning, and sustainability goals that define our campus as a living lab. Special thanks to the Sustainability Office for sponsoring incentives via gift cards to the Campus Store.

The partners below report these findings to various benchmarking organizations to track progress toward the University's goals.

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Highlights

About 43% of survey respondents travel 8 miles or less to their campus destination.

- 79% of commuters report a one-way commute of 24 miles or less.

Active transportation (walking, biking, rolling, etc.) amounts to 9% of commuting trips (excludes respondents working 100% remote).

- The remaining mode split is 65% private vehicles, followed by 23% public transit.
- Seven percent (7%) of respondents (n=277) reported working remotely 100% of the time.
- Forty three percent (43%) of respondents (n=1793) indicated working remotely at least one day of the week.

Faculty and staff reported the highest percentage of private vehicle use (71% and 79%, respectively). University of Utah Hospitals and Clinics (UUHC) staff and Health Sciences faculty reported the highest private automobile use among all categories (85% and 82%, respectively).

- Freshmen, graduate students, and faculty reported the highest percentage of active transportation use (25%, 11%, and 14% respectively).

Respondents travel 13.5 miles one-way on average per day.

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

The five most common reasons respondents chose to drive alone were:

- lack of carpooling options or inability to carpool,
- general ease and convenience,
- unpredictable work hours,
- feeling that public transit is not frequent or reliable enough, and
- inaccessible options.

Comments with suggestions to improve commuting focused on improvements to:

- Utah Transit Authority (UTA) (bus routes, reliability, barriers, and safety concerns),
- parking (cost, availability, traffic, permits, and events),
- U of U Shuttles (stops, reliability, and safety),
- active transportation (infrastructure, bike paths, incentives, and carpools), and
- alternative work/school solutions.

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 of Utah and within the campus. The 2017 Commuter Survey was directed by Facilities Management. The 2021 survey was directed by Commuter Services at the University of Utah and analyzed by researchers at the Kem C. Gardner Policy Institute. Commuter Services contracted with the Gardner Institute to design, administer, and analyze the 2023 Commuter Survey. The analysis includes details related to commute length, origin, destination, time, mode, and emissions for faculty, staff, and students at the University of Utah, including University of Utah Hospitals and Clinics. 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 open-ended questions.

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. In 2023, Gardner Institute staff re-designed the survey to reduce the amount of time to complete the survey while maintaining consistency in the information collected.

Gardner Institute staff programmed the survey into Qualtrics and conducted extensive beta testing prior to data collection. The average survey length was 2-5 minutes. A copy of the 2023 questionnaire is included in Appendix A.

Sample

The Office of Budget and Institutional Analysis (OBIA) provided the Gardner Institute with a random sample of email addresses. The OBIA generated random lists at two separate time points: cohort one and cohort two. The first random list (cohort one) was stratified by first year undergraduate students (referred to as Freshmen), undergraduate students (exclusive of first-year students), graduate students, academic faculty, academic staff, and University of Utah Hospitals and Clinic (UUHC) staff. Two weeks later, OBIA generated a second random list (cohort two) with email addresses for freshmen, undergraduate (exclusive of first-year students), staff (excluding UUHC), and UUHC staff (see Table 1).

In a random sample, margin of error rates would be +/- 4% for freshmen, +/- 3% for undergraduate students, +/- 4% for graduate students, +/- 6% for faculty, and +/- 3% for staff. 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 of Utah data, survey responses reflect a slight overrepresentation of freshmen students and a slight underrepresentation of undergraduates. Please see Appendix B for University of Utah's 2023 Fast Facts.

Table 1: 2023 Commuter Sample and Response by University Affiliation

	2023 Estimated Population	2023 % of Population	1st Mailing	2nd Mailing	# Survey Responses	% Survey Response
First Year Students	5044	7.4%	1554	1000	500	11%
Undergraduate Students (excluding first-year)	18051	26.4%	4620	1000	945	21%
Graduate Students	7436	11%	1600	-*	463	10%
Faculty	4032	6%	900	-*	294	6%
Staff (excluding UUHC)	18497	27%	3794	1000	1284	28%
UUHC Staff	15295	22%	3136	1000	1052	23%

*No second mailing for graduate students and faculty given adequate number of responses from first mailing.

Data Collection

The Gardner Institute used the Qualtrics email distribution and anonymous link to administer the survey. The survey was opened on September 12 and concluded on October 11. Qualtrics email invitations included a letter signed by university leadership. Each email recipient received one reminder email two-weeks after receiving their first invitation. University of Utah Health Sciences faculty and staff and UUHC staff received a separate survey link to complete a separate, but identical, survey. In addition to direct email distribution, an anonymous link was made available for all students, faculty or staff on the following mediums: University of Utah social media, the University of Utah Commuter Services website, the University of Utah Staff Council newsletter, and a university wide @theU article describing the survey.

Cohort One:
- September 12: Initial mailing of the survey invitation
- September 19: Reminder email

Cohort Two:
- September 26: Initial mailing of the survey invitation
- October 3: Reminder email

Anonymous Link:
- September 25: @theU article and anonymous survey link published.
- October 2, 4, 6: anonymous link posted on social media and Commuter Services website.

Recoding

The 2023 survey did not include an option for respondents to choose "commuter rail" or "FrontRunner" as a commute mode. Instead, the 2023 survey included two options for light rail: "TRAX" and "Light Rail." In 2021, Frontrunner averaged 32 miles and TRAX averaged 12.4. This year, 2023 raw data showed "Light Rail" mileage averaged 28.27 and "TRAX" averaged 17.6. As a result, Gardner Institute staff concluded that many respondents reported Light Rail, when they intended to select "commuter rail" (or "Front Runner") had this option been made available. Gardner Institute staff filtered for "Light Rail" responses that were >=28 and recoded these as "commuter rail."

Analysis and Reporting

Gardner Institute staff conducted quantitative analysis using SPSS analytic software. University of Utah Records and Work Management assisted with GIS mapping. The Office of Sustainability and Energy conducted the analysis to estimate vehicle- related greenhouse gas emissions. Gardner Institute staff coded qualitative comments until saturation was reached. In qualitative coding, saturation is "the point in coding when you find that no new codes occur in the data" (Urquhart, 2013, p. 194)[1].

1 Urquhart C. (2013). *Grounded Theory for Qualitative Research: A Practical Guide.* Thousand Oaks: Sage.

Analysis

Distance Traveled

Of those who reported a commuting distance for work or school (n=3638), they reported commuting an average of 13.5 miles one-way, per day. Approximately 7% (n=277) of respondents reported working 100% remote work. When determining each respondent's maximum distance, the average among maximum distance commuting was 14.57 (Figure 1).

Figure 1 shows the frequency of respondent's maximum commuting distances. Approximately 43% (n=1548) of surveyed commuters travel eight miles or less to their campus destination. Seventy-nine percent (n=2886) 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 C.

Figure 1: Simple Histogram of Maximum One-Way Distance

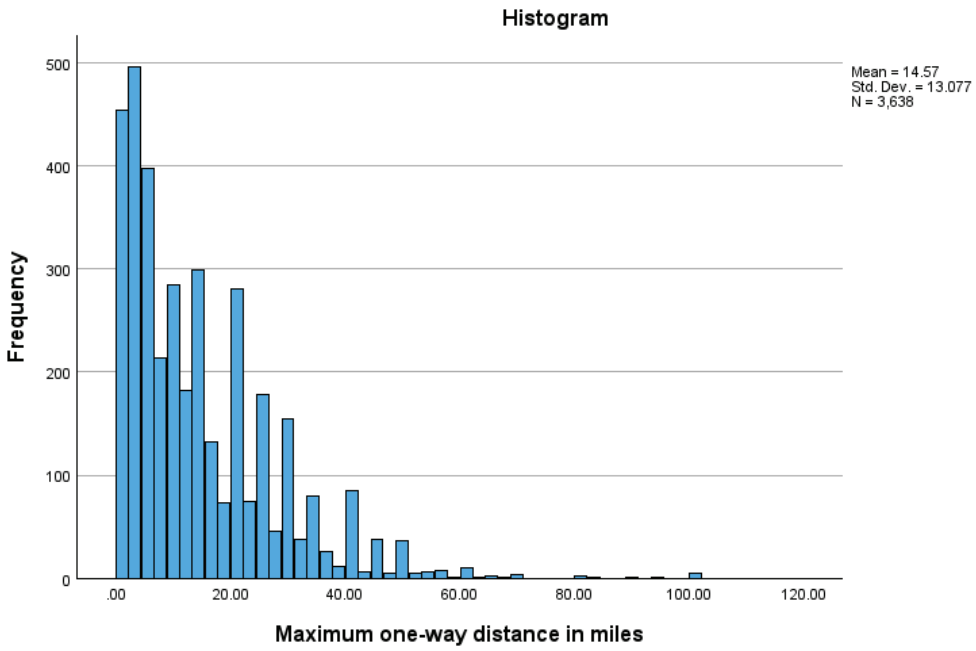
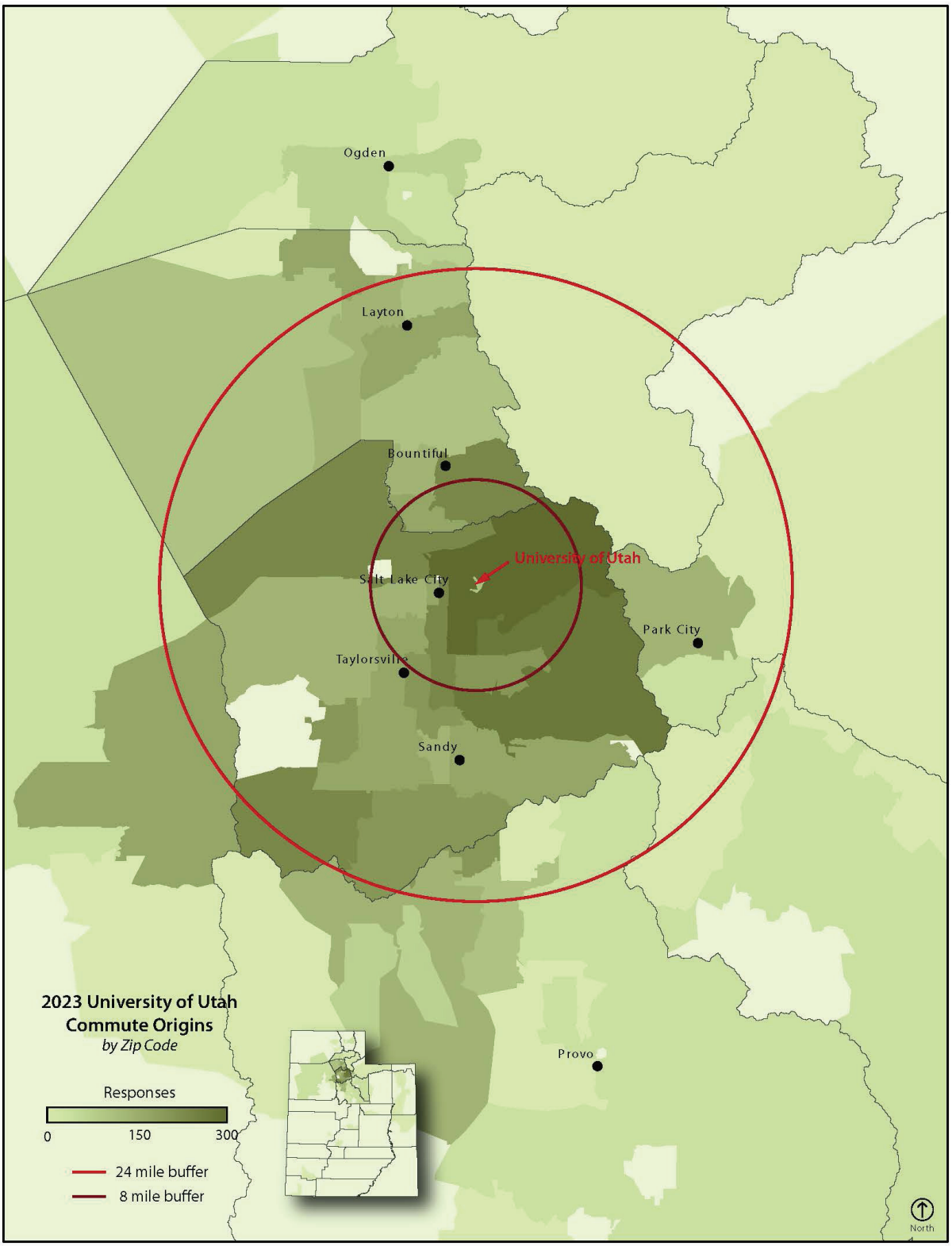


Figure 2: Maximum Distance Traveled



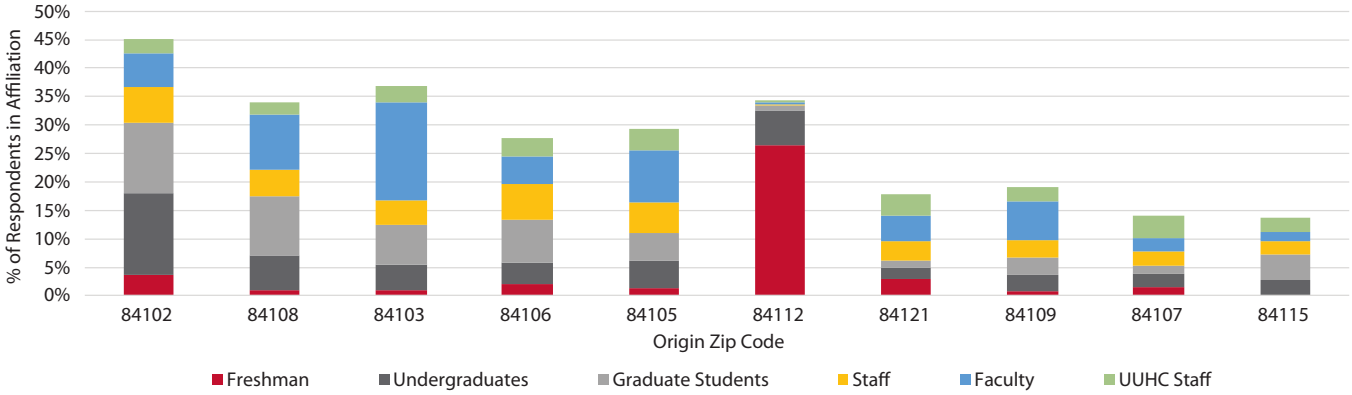
Commute Origin

Approximately 63% of commuters arrive from 21 zip codes. Table 2 details the cities included in the 21 most frequently mentioned origin zip codes. Over 40% of surveyed commuters begin their commute from within 10 zip codes, with 84102 being the most popular origin zip code (8%, n=277) (Figure 3). Appendix D also shows state maps of commuter origin zip code by affiliation. A comparison of these maps shows some variation in origin zip codes by University of Utah affiliation.

Table 2: Top Respondent Origin Zip Codes

Zip code	City/Cities in the Zip Code	Number Responding
84102	Salt Lake City	277
84108	Salt Lake City	185
84103	Salt Lake City	179
84106	Salt Lake City, South Salt Lake, Millcreek	172
84105	Salt Lake City	171
84112	Salt Lake City	156
84121	Holladay, Cottonwood Heights, Murray, Salt Lake City, Brighton, Solitude	109
84109	Salt Lake City, Millcreek	107
84107	South Salt Lake, Millcreek, Murray	93
84115	Salt Lake City, South Salt Lake	90
84010	Bountiful, West Bountiful, Woods Cross	82
84111	Salt Lake City	78
84096	Herriman, Riverton, Lark	76
84116	Salt Lake City	76
84047	Midvale, Cottonwood Heights	64
84020	West Valley	62
84081	West Jordan, West Valley City, Oquirrh	62
84124	Holladay, Millcreek	61
84065	Riverton, Bluffdale, Draper	55
84117	Holladay, Murray, Millcreek	55
84123	Taylorsville, Murray, West Jordan, West Valley City, Millcreek	54
84054	North Salt Lake	51

Figure 3: Top 10 Zip Code Origins by Affiliation



Campus Destination

Figures 4 and 5 show the primary commute destinations for University of Utah student and employee (staff and faculty) respondents. Main Campus South is the most common primary destination for student respondents (50%), followed by Main Campus North (30%). In contrast, the Health Sciences campus was the most common primary commute destination selected by employee respondents (including UUHC staff) (34%), followed by Main Campus South with 12%. Tables 3–6 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 E .

Figure 4: Map of Campus Destinations

Figure 5: Campus Destinations by Student and Employee Responses

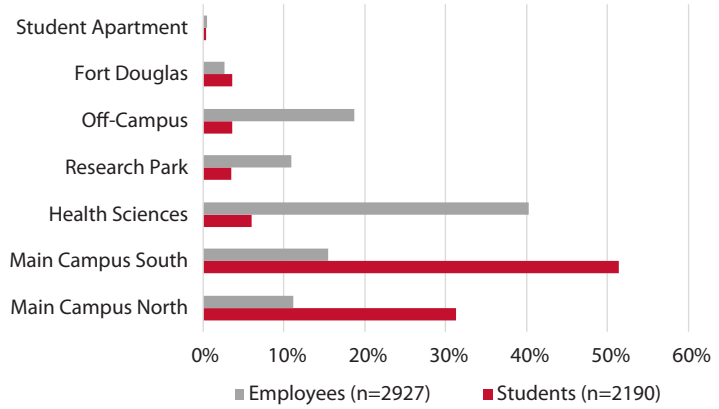


Table 3: Student Destinations: Freshmen, Undergraduate (post-freshmen), and Graduate

Freshmen (n=1147)

	First	Second	Third
Primary Destinations	Main Campus South	Main Campus North	Fort Douglas
Secondary Destinations*	Main Campus South	Main Campus North	Health Sciences

*No Secondary n=86 (7.5%)

Undergraduate (post-freshmen) Students (n=2206)

	First	Second	Third
Primary Destinations	Main Campus South	Main Campus North	Health Sciences
Secondary Destinations*	Main Campus South	Main Campus North	Fort Douglas

*No Secondary n=193 (8.7%)

Graduate Student (n=1010)

	First	Second	Third
Primary Destinations	Main Campus South	Main Campus North	Health Sciences
Secondary Destinations*	Main Campus South	Main Campus North	Fort Douglas

*No Secondary n=157 (15.5%)

Table 4: Full-Time Staff Destinations (n=5319)

	First	Second	Third
Primary Destinations	Health Sciences	Main Campus South	Research Park
Secondary Destinations*	Health Sciences	Main Campus South	Research Park

*No Secondary n=916 (17.2%)

Table 5: Part-Time Staff Destinations (n=138)

	First	Second	Third
Primary Destinations	Health Sciences	Main Campus North	Main Campus South
Secondary Destinations*	Health Sciences	Main Campus North	Main Campus South

*No Secondary n=25 (18.1%)

Table 6: Faculty Destinations (n=627)

	First	Second	Third
Primary Destinations	Health Sciences	Main Campus South	Main Campus North
Secondary Destinations*	Health Sciences	Main Campus South	Main Campus North

*No Secondary n=92 (14.7%)

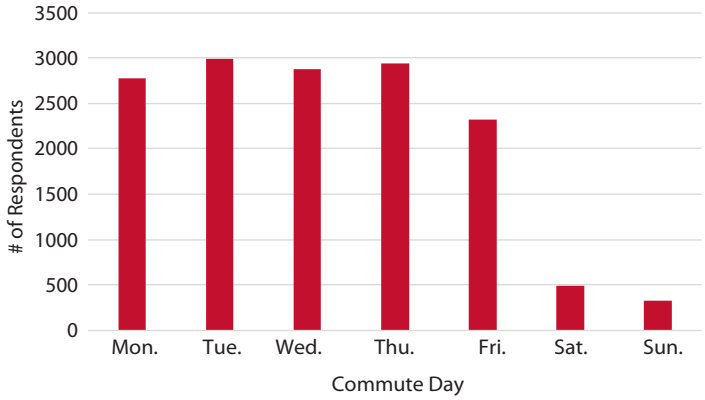
Commute by Days of the Week

As shown in Figure 6 and Table 7, 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 (n=14724) ranges from 2320 (16%) on Friday to 2996 (20%) on Tuesday.

Table 7: Number of Respondents Commuting Inbound by Day of the Week

	Inbound
Monday	2774
Tuesday	2996
Wednesday	2873
Thursday	2938
Friday	2320
Saturday	494
Sunday	329
Total Inbound Trips/Week	14724

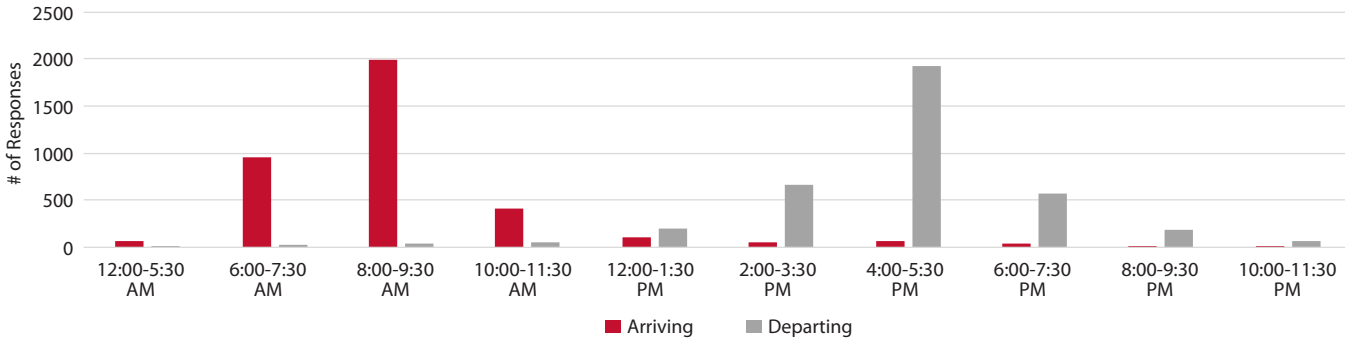
Figure 6: Number of Respondents Commuting by Day of Week



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: Arrival and Departure Times



Commute Mode Split

Private vehicles were reported as the most used mode of transportation to primary destinations for all student and staff respondent subgroups (65% of all commuting trips). Staff (including UUHC) reported highest private vehicle use (79% of all commuting trips), followed by faculty (71%), undergraduates excluding freshmen (55%), and graduate students (51%). UTA-related transportation (UTA Bus lines, UTA FrontRunner, and UTA TRAX or S-line) was more popular with students (freshmen, undergraduate, and graduate) than with faculty and staff. Whereas less than 15% of faculty and staff respondents reported using a UTA-related mode of transportation, 45% of freshmen, 31% of undergraduate respondents, and 34% of graduate respondents selected this as their primary mode of transportation. Active transportation modes (walking and biking) were most popular with freshmen students (25% of all commuting trips). Similarly, whereas only 4% of staff respondents used an active mode of transportation for their primary destination commute, 14% of faculty, 11% of graduate students, and 9% of undergraduate students reported using active transportation.

Faculty and staff respondents were more likely to report working remotely at least one day in the week (51% and 48% respectively) than graduate, undergraduate, and freshmen students (35%, 37%, and 29%, respectively).

Seven percent of respondents reported working remotely 100% of their time. Figures 8-12 define the commute mode split by university affiliation, including remote work into the percentage of trips.

Figure 8: All Respondents

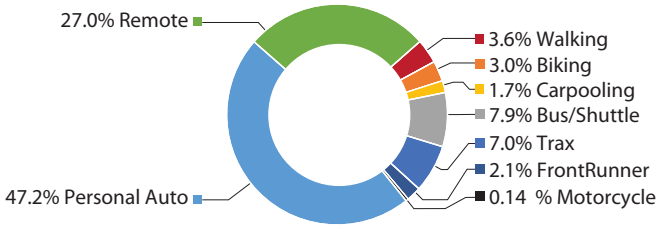


Figure 9: Freshmen

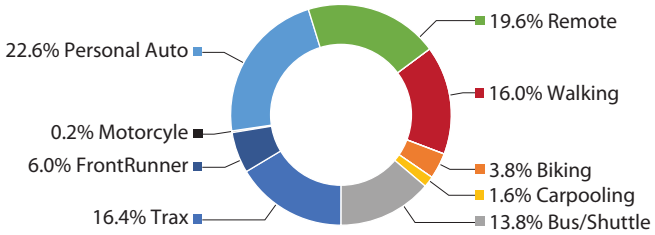


Figure 10: Undergraduates (Excluding Freshmen)

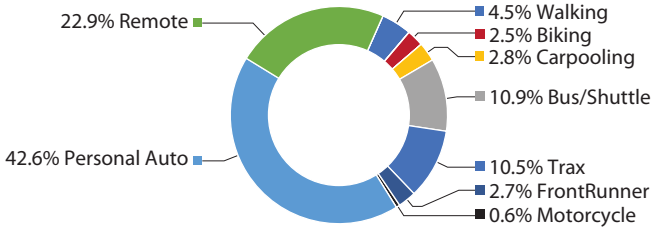


Figure 11: Graduate Students

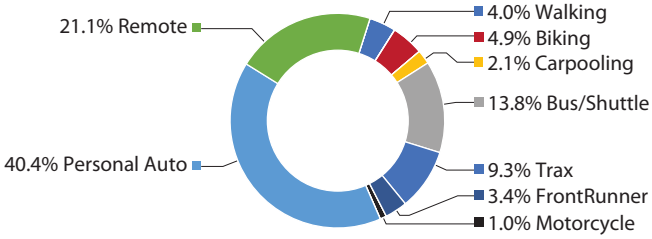


Figure 12: Staff Respondents

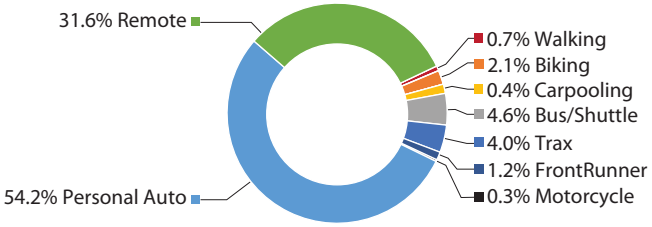
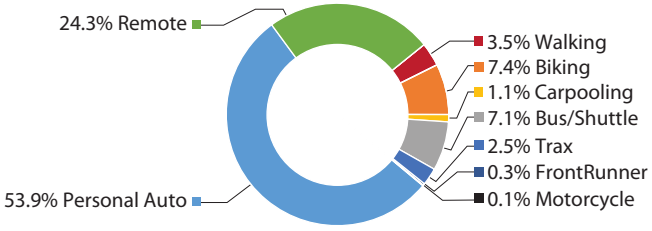


Figure 13: Faculty Respondents



Figures 14-19 compare commute modes distributions from 2021 to 2023 surveys. In each case, respondents reported an increase in remote work and a slight decrease in active transportation and carpooling (aside from freshmen who reported a slight increase in biking) from 2021 to 2023. When all responses are aggregated, public transportation use is slightly increased, however this is variable when responses are segmented across affiliations.

Figure 14: Commute Mode All Respondents

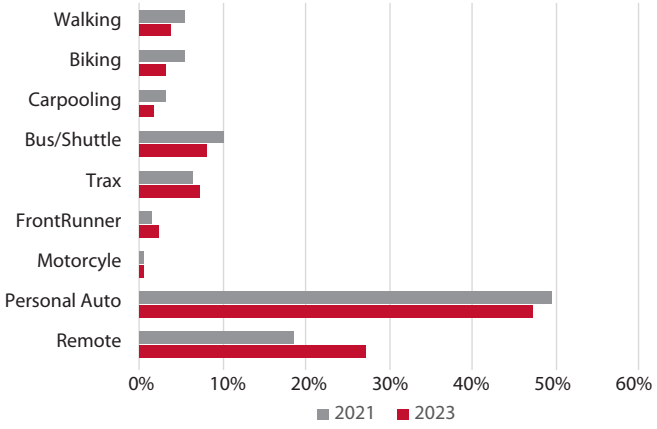


Figure 15: Freshmen Respondents

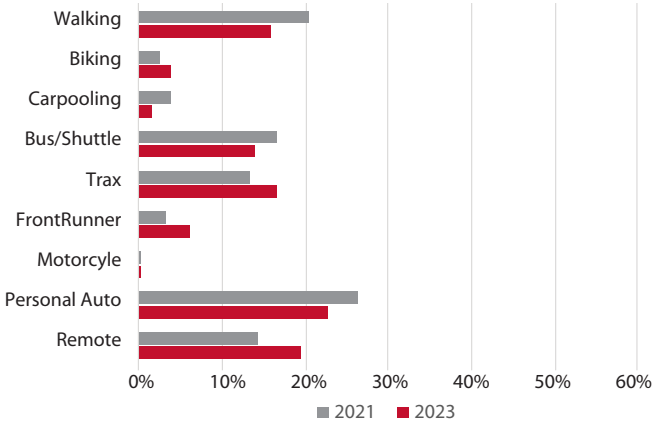


Figure 16: Undergraduates (Excluding Freshmen)

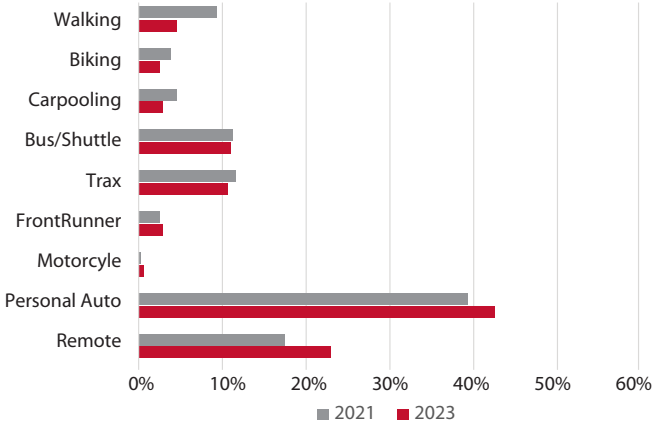


Figure 17: Graduate Students

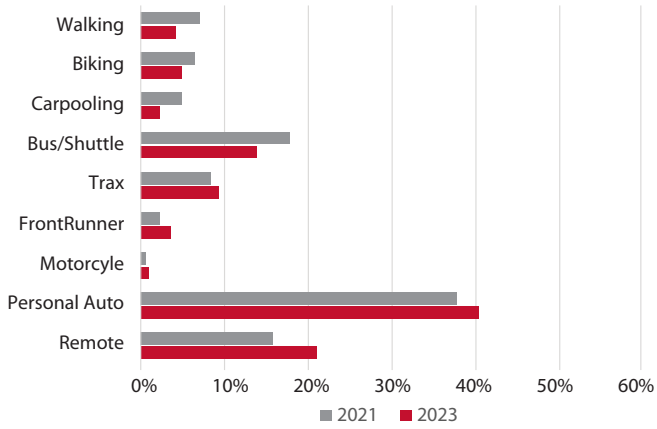


Figure 18: Faculty

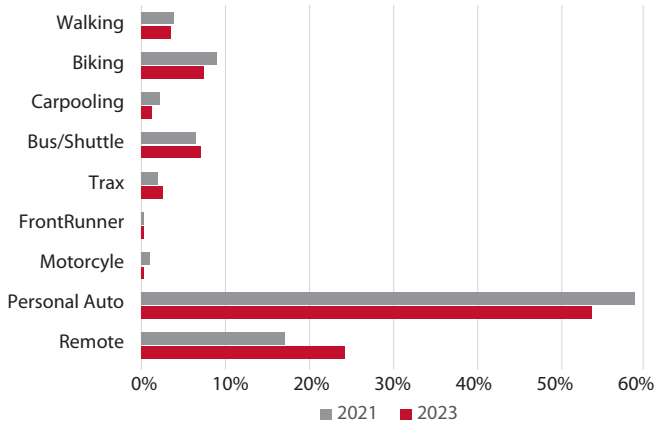
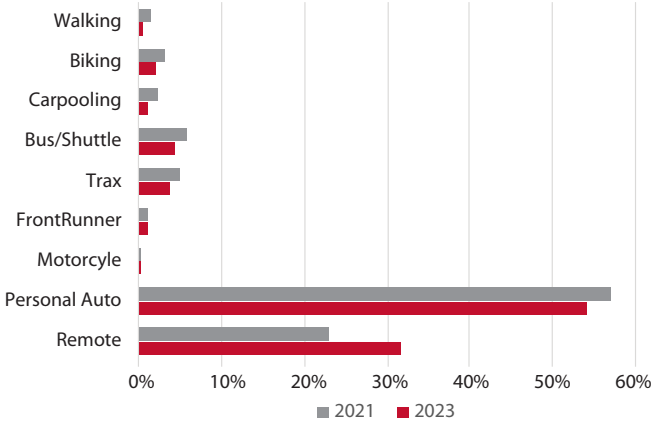


Figure 19: Staff



Average One-Way Distance Traveled by Mode

The longest one-way average distance by mode was UTA FrontRunner with 37 miles on average (see Table 8). Driving alone had the second highest average distance at 15 miles.

Table 8

Mode of Transportation	Average
FrontRunner	36.9
Personal Automobile	15.2
Carpool/Vanpool	12.3
TRAX	12.3
Motorcycle/Moped	12.2
Bus/Shuttle	7.1
Bike	3.6
Walk	2.3

One-Way 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 one-way distance by week. For example, only 15,076 miles were traveled by FrontRunner compared to 136,630 miles for Personal Automobile (73% of total miles traveled), reflecting the greater number of commuter respondents selecting a private vehicle for transportation. Further illustrating the impact of the popularity of TRAX, accounting for almost 10% of total mileage traveled yet averaging 12 miles in distance.

Table 9

Mode	Total Distance in the Week	% of Total Miles Traveled
Personal Automobile	136630.26	73%
TRAX	15954.4	9%
FrontRunner	15076.1	8%
Bus/Shuttle	10930	6%
Carpool/Vanpool	4203.8	2%
Bike	2160.4	1%
Walk	1590.8	1%
Motorcyle/Moped	938.3	1%

Type of Vehicle Used (Carpool/Personal Vehicle)

The vast majority of respondents (90%) commuting by vehicle (private or carpool) use a gasoline or diesel vehicle. Six percent commute using a conventional hybrid vehicle (Figure 18).

Primary mode of transportation while on campus

When traveling on campus, over half of respondents (56%) walk, run, or wheel. Using a personal vehicle (16%) or bus/shuttle (12%) to get around campus were the second and third most common modes of transportation while on campus.

On-Campus Mode	% of respondents
Walk/run/wheelchair	56%
Personal Vehicle	16%
Bus/Shuttle	12%
UTA TRAX	5%
Non-electric bike, scooter, skateboard, etc.	3%
Electric bike, scooter, skateboard, etc.	2%
Other	2%
University-owned car/truck	2%
University-owned golf cart or similar	1%

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 12 is the reported metric tons of carbon dioxide equivalents (MTCDE) emitted from students, faculty, and staff commuting to the University of Utah.

Table 12: Reported and Projected Metric Tons of Co2 Emissions

Year	Faculty Commuting	Staff Commuting	Student Commuting	Grand Total
2007	3,069.89	36,148.74	43,664.25	82,882.88
2008	3,078.65	34,485.65	38,736.08	76,300.38
2009	3,223.20	36,649.75	39,984.08	79,857.03
2010	2,911.37	38,135.21	41,290.46	82,337.04
2011	3,120.26	28,784.28	40,444.05	72,348.59
2012	3,638.75	30,932.48	39,715.34	74,286.57
2013	1,894.42	35,128.68	37,580.72	74,603.82
2014	4,561.19	30,472.00	37,433.18	72,466.37
2015	4,540.83	30,499.61	33,135.65	68,176.09
2016	3,454.62	25,372.19	32,308.86	61,135.67
2017	3,589.69	26,820.88	19,365.35	49,775.92
2018	3,632.15	27,864.08	19,434.19	50,930.42
2019	2,778.04	19,984.31	19,081.36	41,843.71
2020	3,909.59	36,993.92	22,155.27	63,058.78
2021	4,346.24	35,435.51	24,412.54	64,194.29
2022	5,435.71	31,449.78	27,460.81	64,346.30

Suggestions to Improve Commute

Approximately 2,666 respondents submitted suggestions regarding how to improve the commuting experience to and from the University of Utah. Despite knowing respondents' primary and secondary destinations as defined by the six campus areas included in earlier survey questions, there are several 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 five themes: Utah Transit Authority (UTA), Vehicles/Parking, Active Transportation, University of Utah Campus Shuttle, Hybrid/Remote Option, Accessibility, and Carpools/Rideshares.

The following concerns emerged under each theme:

- Utah Transit Authority (UTA)
  - Bus routes
  - Barriers to using UTA
  - Reliability
  - Safety and security
- Personal Vehicles/Parking
  - Parking cost/availability
  - Traffic concerns and construction
  - Parking permits
  - Game and event days
- Active
  - Infrastructure
  - Incentives
- University of Utah Shuttles
  - Stops and service
  - Reliability and accessibility
  - Safety
- Hybrid/Remote Option
  - Work
  - School
- Accessibility
- Carpools/Rideshares
- Miscellaneous

The miscellaneous section summarizes less frequently mentioned themes. See Appendix F for comments related to the three most mentioned themes: UTA, Personal Vehicles/Parking, and Active Transportation.

Utah Transit Authority (UTA)

Bus Routes: Respondents were very concerned with both the quality and quantity of bus and train routes in and around the university. Many respondents shared ideas for specific new routes and changes to existing routes. Many also asked for more routes, more cars on trains for existing routes, and off-hour and weekend routes.

Reliability: Respondents reported UTA reliability to be a primary concern. Late busses and trains, or those that never showed up without a way of notifying riders, were common responses. Public transit that breaks down or does not adhere to the listed schedule were also reported as areas where improvements could be made.

Safety and Security: Respondents reported feeling unsafe on public transit due to other passengers. Some listed concerns of the unhoused community riding public transit, lack of security presence generally, and having to wait for public transit for extended periods at night as primary concerns.

Personal Vehicles and Parking

Parking Cost and Availability: By far the most frequent concern was parking cost and availability, with close to 800 responses. While people differed on suggested solutions, the general sense is that more parking is needed and that it needs to be more affordable for students. Many staff indicated being required to pay for parking at their job as a reason for their own burnout and as a primary reason coworkers leave the job. This was also cited as a primary reason they've considered leaving their job. Many felt they are being overcharged for parking, and then had to pay for hourly parking after not being able to find a parking spot. This was a particularly important issue for hospital staff who are required to work at the hospital as a matter of client care and safety, as well as students that cannot afford parking or the time commitment of public transportation.

Traffic Concerns and Construction: Many of the respondents felt that traffic in and around the university is one of the biggest issues that needs to be addressed. Foothill Drive and Mario Capecchi were specifically mentioned as roads that need to be reworked, and pedestrian and bike safety were cited as major concerns. The interconnection of traffic causing private transit to be too slow and the cost of parking were consistent themes.

Parking Permits: Parking permits were mentioned as an issue separately from parking availability and cost. Concerns of parking spots available for each kind of permit, hybrid permits that are available for part-time or hybrid workers on certain days, and restricting the number of permits sold were consistent themes.

Game and Event Days: Interrelated with the issue of parking availability, football games and events as well as Red Butte Gardens events were consistently mentioned as exacerbating factors to the parking issue. Employees and students took issue with having to pay for hourly parking during event days in addition to being overcharged for parking permits.

Active Transportation

Infrastructure (paths, EV charging, bike lockers, etc.): The most common concern for active transportation was infrastructure. Lack of bike lockers, bike elevators, bike racks on public transit, shower and locker facilities, commuter education about bike lane use, signage along paths, electric bike and scooter availability, and electric vehicle charging stations were the main concerns raised.

Biker safety and access to pathways in general and during construction were consistent themes. Road crossings at major intersections, road and sidewalk maintenance of potholes, and more pathways off major roads were also mentioned.

Incentives: Many respondents felt incentivizing active transit would help alleviate parking and traffic concerns. Examples included free access to electric bike and scooter rentals, discounted or free rideshare systems, electric vehicle use, and disincentivizing personal vehicle use. Another common response was to compensate employees and/or students for travel time or miles due to the long commute times taking away from work hours.

U of U Shuttles

Stops and Service: Many responses separated U of U shuttle service availability and UTA services. Some respondents requested the on-demand shuttle to begin service again, and generally more shuttles are needed. A consistent request was to have shuttles running from parking to major employee centers like the hospital and HMHI. Another common request was to have direct park and ride shuttles from major employee residence areas outside of Salt Lake City.

Reliability and Accessibility: Generally, the issues of accessibility and reliability for the U of U shuttles mirrored the UTA concerns. Lack of awareness around how to use the shuttles and when they run were mentioned as were having shuttles be more consistent and have more shuttles.

Safety: Issues of safety were also a concern on the U of U shuttle. High usage leading to overcrowding and subsequent safety issues as a result, issues of employees being on shuttles with patients they just treated, and upkeep of buses were concerns raised by respondents.

Hybrid/Remote Option

Work: One of the more common responses to the pandemic is remote work, and many employees felt this would not only help alleviate issues of traffic and parking, but also help alleviate staff burnout causes by traffic and parking issues. Some respondents mentioned supervisor or team resistance to remote work, and suggested university policies on hybrid work schedules for programs and teams where it makes sense, such as non-client or student facing positions.

School: Students also felt hybrid and remote options would benefit commuter services and help alleviate commuting issues. More diverse class times and locations, lowering pricing of other parts of student life like meal plans and housing, and offering more classes at satellite university locations were also mentioned.

Accessibility

Another important issue that was brought up had to do with accessibility for people with injuries, physical disabilities, and pregnant women. Specifically, safety issues in the winter, parking spot availability, elevator maintenance gaps, and length of walking times for public transit were cited as barriers to accessibility.

Carpooling and Ridesharing

Respondents described improvements to a carpooling or ridesharing program. Some referenced developing a carpool registry or other means to connect with folks from their area, specifically mentioning Park City and other major commuter areas as points of interest. Others described designating parking spots for carpooling vehicles. Others referenced incentivizing carpooling through others means besides reserved parking spots.

Miscellaneous

There were some comments that were not included in the other categories but were not mentioned enough to warrant their own category. Some examples include regulations for noise, driver speed and safety, the discontinuation of natural gas purchasing to the public at the university, separating the hospital campus from the university campus, and housing affordability being too high compared to staff compensation.

Reasons for Driving Alone

Participants were asked to describe their top reasons for choosing to drive alone to a university location. The five most common reasons respondents chose to drive alone were:

- lack of carpooling options or inability to carpool,
- general ease and convenience,
- unpredictable work hours,
- feeling that public transit is not frequent or reliable enough, and
- inaccessible options.

The most common reason reported for choosing to drive alone was not having someone to drive or carpool with. Many respondents noted different schedules from those in their household and not living near co-workers. Respondents also described the general ease and convenience of driving alone. This ease and convenience included the ability to ability to run errands and make an extra stop either in to or away from campus. It also included the impact of schedules on choosing to drive alone, as many respondents described unpredictable work hours as a reason for driving alone. Participants also described their need to have independence with their commute (specifically not having to rely on or wait for others).

Many respondents felt that public transit was not reliable or frequent enough. They also describe driving as being the fastest and most reliable option for them. Some respondents also described public transit or active transportation (walk, bike, or role) as being inaccessible or not an option for them. Some shared that public or active transportation was not an option due to their distance or location in relation to work. Others cited their physical or mental health as making it difficult or impossible to use public or active transportation. See Appendix G for a sampling of verbatim comments related to lack of carpooling options and general convenience.

Increasing Use of Public Transportation

Participants were asked to describe what would increase their use of public transportation. Many of these themes are interrelated. The most common themes among responses to increase use of public transportation were the following:

- Routes closer to home, work, or other
- Increased frequency
- Faster commute times
- Times aligning with schedules
- Improved reliability

Many respondents also replied that nothing would increase their use of public transportation. A number also said they are already using public transportation and did not offer suggestions to increase their use.

Regarding improving routes, many respondents reported that if a TRAX or bus route was closer to their home, they would consider using public transportation. Respondents also suggested routes stop closer to their workplace or other points of interest, such as their child's school or directly to Park City. Finally, some respondents mentioned more direct routes to improve their commute time while others shared that more stops would increase their use of public transportation.

Participants also described increased frequency as a way to increase their use of public transportation. They described offering more times and more trains or busses. They suggested asked for a wider range of times to align schedules. Increased frequency was also tied to decreasing overcrowded trains or buses.

Respondents reported that faster commute times would increase their use of public transportation. Many said that if the commute on public transportation were faster than their commute with personal vehicle, they would be more inclined to use public transportation. They also suggested making routes more efficient, such as more direct routes with fewer stops. Some participants reported that public transportation can double or triple their commute time.

Respondents shared that more aligned schedules would increase their use of public transit. They shared that if there were more times, if these times were later in the day, if they aligned with work schedules, or aligned with class schedules, they'd be more likely to use public transit.

Improving reliability could also increase the use of public transportation for many respondents. Many reported that public transit is currently unreliable, oftentimes running late. Some participants reported that there would need to be a dramatic improvement in buses' timeliness and reduced wait times to increase their use. See Appendix H for a sample of verbatim responses related to routes closer to home/work/other and increased frequency.

Limitations and Recommendations

Gardner Institute staff designed and administered the University of Utah Commuter Survey for the first time in 2023. Changes were made to the survey to reduce survey completion time and increase users ease of access. While Gardner Institute staff made efforts towards standardization from prior surveys, survey methodology, question type, order, and response options changed slightly. Observing trends over time remains limited.

The OBIA generated the first random email list three days before the term census. As a result, there is a rare chance that some students received the survey who were not currently enrolled in courses at the University.

There is potential for response bias, despite efforts to reach the entire university community, as expected in a large survey. While the dataset includes a representative sample, not all members participated, which could lead to a skewed representation of opinions. Factors such as time constraints, disinterest, or survey fatigue may have influenced the demographic makeup of respondents, affecting the generalizability of the findings.

The survey adopts a cross-sectional approach, capturing a snapshot of commute patterns at a specific point in time. As a result, survey findings may not reflect complex commuting patterns that vary week-to-week or based on destination.

To increase response rates, an anonymous link was distributed to the University community in addition to respondent-specific email generated links. As a result, staff were unable to track duplicate entries.

Finally, commute mode options did not include an option for "commuter rail" or "FrontRunner" but rather included two options for light rail ("light rail" and "TRAX"). While attempts were made to identify "commuter rail" as a mode of transportation in responses, these estimates may not accurately represent the number of commuters using "commuter rail" as a mode of transportation.

Gardner Institute staff recommend the following actions in an effort to improve survey administration and data analysis. In general, changes to the survey should be limited to improve the opportunity to measure trends over time. A response option for "commuter rail" should be added to questions on commute mode while combing "light rail" and "TRAX" into one option. When administering the survey, Gardner Institute staff should ensure that email generated survey invitations contain personal email links to reduce opportunities for duplicate entries. The anonymous survey link can still be distributed across campus after personal emails with personal links are distributed.

Appendix A: 2023 University of Utah Commuter Survey

Branching logic and response piping are not reflected here. For complete survey flow, please contact Solomon Brumbaugh at the University of Utah (s.brumbaugh@utah.edu)

Thank you for participating in the 2023 University of Utah Commuter Survey. Whether faculty, staff, or student, your responses are very important. The purpose of this survey is to track and project greenhouse gas emissions related to University of Utah work and student commuting. The survey aims to capture commuting patterns from August through December 2023 (or Fall semester). This survey should take less than 10 minutes to complete. Participation is voluntary, and responses are confidential and anonymous. At the end of the survey, you may enter a drawing for one of twenty $50 or ten $100 Campus Store gift cards. Let's get started!

IMPORTANT NOTE: This survey is intended for University of Utah faculty, staff, and students, including University of Utah Health Hospitals and Clinics. Please respond to all questions regarding commuting from August through December 2023 (or Fall semester). If your survey patterns vary, please describe a week that represents a typical commuting pattern.

"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. "Remote" refers to the practice of employees or students doing University work or taking University classes from home or elsewhere for part, or all, of their regular work schedule.

1. What is your primary affiliation with the University?
   Please choose the role that you most closely identify with.
   - Freshman Student
   - Undergraduate Student (post Freshman year)
   - Graduate Student (non-Health Sciences)
   - Graduate Student (Health Sciences)
   - Full-time staff
   - Part-time staff
   - Faculty
   - Academic Health Sciences Faculty*
   - Academic Health Sciences Full-time Staff*
   - Academic Health Sciences Part-time Staff*
   - UU Health – Hospitals and Clinics Staff*

*UUHC Health Sciences survey only.

2. Have you lived in University housing this semester? (August-December 2023)
   - Yes
   - No

3. Please enter the postal code of your current living space.

4. For this semester (Aug - Dec 2023), what is your most common arrival destination for University work or classes?
   This is the area where you work/take classes, not necessarily where you park/transit.
   - Main Campus North – green
   - Main Campus South – red
   - Health Sciences – blue
   - Fort Douglas – brown
   - Student Apartments – yellow
   - Research Park – Purple
   - Off Campus

5. Please indicate which OFF CAMPUS location is your most common destination.
   - Centerville Health Center
   - Farmington Health Center
   - Greenwood Health Center
   - HR Offices - 250 E Tower
   - Midvalley Health Center
   - Monson Center
   - Parkway Health Center
   - Redstone Health Center
   - Redwood Health Center
   - South Jordan Health Center
   - South Ogden Health Center
   - Stansbury Health Center
   - Sugar House Health Center
   - UHC BSB Complex - buildings UBSB, 484, 483
   - UIT building - 102 Tower
   - University Neighborhood Partners
   - Westridge Health Center
   - My primary destination is not listed.

6. For this semester (Aug - Dec 2023), what is your second most common arrival destination for University work or classes? This is the area where you work/take classes, not necessarily where you park/transit.
   - Main Campus North – green
   - Main Campus South – red
   - Health Sciences – blue
   - Fort Douglas – brown
   - Student Apartments – yellow
   - Research Park – Purple
   - Off Campus
   - I do not have a secondary location.

7. Please indicate which OFF CAMPUS location is your second most common destination.
   - Centerville Health Center
   - Farmington Health Center
   - Greenwood Health Center
   - HR Offices - 250 E Tower
   - Midvalley Health Center
   - Monson Center
   - Parkway Health Center
   - Redstone Health Center
   - Redwood Health Center
   - South Jordan Health Center
   - South Ogden Health Center
   - Stansbury Health Center
   - Sugar House Health Center
   - UHC BSB Complex - buildings UBSB, 484, 483
   - University Neighborhood Partners
   - UIT building - 102 Tower
   - Westridge Health Center
   - My secondary destination is not listed.

8. Your University commuting patterns may vary week to week. Please answer these questions to represent a typical commuting pattern for this semester (Aug - Dec 2023). Understanding your pattern is more important than understanding specific days.

9. Remote work/school: For this semester (Aug - Dec 2023), what days do you solely take class or work for the University remotely? If your patterns vary week to week, please describe a week that represents your commuting pattern.
   - None. I do not solely telecommute any days of the week.
   - Monday
   - Tuesday
   - Wednesday
   - Thursday
   - Friday
   - Saturday
   - Sunday

10. Are you 100% remote? For this fall semester (Aug - Dec 2023), do you work for the University/take all classes 100% remote (not commuting in for University work/ school)?
    - Yes
    - No

11. For this fall semester (Aug - Dec 2023), please identify the days that you commute to a physical University location (on or off campus) for school or work. If your patterns vary week to week, please describe a week that represents your commuting pattern.
    - Monday
    - Tuesday
    - Wednesday
    - Thursday
    - Friday
    - Saturday
    - Sunday

12. Regardless of whether your commute modes vary day-to-day, do your modes of transportation typically stay the same going to and from your University destination? e.g., If you bike in, you typically bike home. If you drive in, you typically drive home.
    - Yes (most of the time)
    - No

13. For this fall semester (Aug - Dec 2023), please select your primary INBOUND mode of transportation for the days you commute to a University location for work/school. If your patterns vary week to week, please describe a week that represents your commute patterns. If you use more than one mode, please choose the mode for the longest distance.

Monday	• Walk/Wheelchair... Personal Automobile
Tuesday	• Walk/Wheelchair... Personal Automobile
Wednesday	• Walk/Wheelchair... Personal Automobile
Thursday	• Walk/Wheelchair... Personal Automobile
Friday	• Walk/Wheelchair... Personal Automobile
Saturday	• Walk/Wheelchair... Personal Automobile
Sunday	• Walk/Wheelchair... Personal Automobile

14. For this fall semester (Aug - Dec 2023), please select your primary OUTBOUND mode of transportation for the days you commute to a University location for work/school. If your patterns vary week to week, please describe a week that represents your commute patterns. If you use more than one mode, please choose the mode for the longest distance.

Monday	• Walk/Wheelchair... Personal Automobile
Tuesday	• Walk/Wheelchair... Personal Automobile
Wednesday	• Walk/Wheelchair... Personal Automobile
Thursday	• Walk/Wheelchair... Personal Automobile
Friday	• Walk/Wheelchair... Personal Automobile
Saturday	• Walk/Wheelchair... Personal Automobile
Sunday	• Walk/Wheelchair... Personal Automobile

15. You indicated that you drive to a University location (alone/carpool). What type of vehicle do is used for your commute?
    - Gasoline or diesel vehicle
    - Conventional hybrid vehicle (not plug-in)
    - Plug-in hybrid vehicle
    - Full electric vehicle

16. When you commute to a University location, do the number of miles traveled typically stay the same regardless of the day of the week?
    - Yes
    - No
    - Unsure

17. When you commute, approximately how many miles is your daily one-way commute? If you have multiple trips, please describe mileage for your longest commute.

18. On the days you commute, how many miles is your one-way commute? If you have multiple trips in a day, please describe your longest commute.
    - Monday (1) _____
    - Tuesday (2) _____
    - Wednesday (3) _____
    - Thursday (4) _____
    - Friday (5) _____
    - Saturday (6) _____
    - Sunday (7) _____

19. On the days you commute, what time do you typically arrive at your University destination? We realize your travel times may vary. Please choose your most common arrival time for a typical week.
    - 12:00 AM... 11:30 PM

20. On the days you commute, what time do you typically depart your University destination? We realize your travel times may vary. Please choose your most common arrival time for a typical week.
    - 12:00 AM... 11:30 PM

21. What are the top three reasons you choose to drive alone to a University location?
    - Reason 1 _____
    - Reason 2 _____
    - Reason 3 _____

22. While on campus, how do you typically move between destinations?
    - Bus/Shuttle
    - UTA Trax
    - Personal Vehicle
    - Non-electric bike, scooter, skateboard, etc.
    - Electric bike, scooter, skateboard, etc.
    - Walk/run/wheelchair
    - University-owned car/truck
    - University-owned golf cart or similar
    - Other _____

23. What would increase your use of TRAX, Frontrunner, or the public bus system?

24. Do you have suggestions to improve your commuting experience to and from the University location?

    _____

25. Do you work/attend class at the University during the summer?
    - Yes
    - No
    - Unsure

26. Which modes of transportation, if any, are you unable to utilize due to a physical/mental health condition?
    - I do not have a condition that would limit my use of any of these modes of transportation.
    - Drive
    - Walk
    - Bike
    - Public Transit
    - Prefer not to disclose
    - Other_____

27. Gender Identity (select all that apply)
    - Male
    - Female
    - Non-binary / third gender
    - Transgender
    - Prefer not to disclose
    - Self-identify _____

28. Are you of Hispanic, Latino, or Spanish origin?
    - Yes
    - No
    - Prefer not to disclose

29. What is your race? (select all that apply)
    - American Indian or Native
    - Asian
    - Black or African American
    - Native Hawaiian or Pacific Islander
    - White
    - Prefer not to disclose
    - Multiple Races
    - Other not listed (fill in below) _____

30. What was your gross individual income in 2022?
    - $0-$9,999... Prefer not to disclose

31. What is your highest level of education completed to date?
    - Less than high school diploma... Prefer not to disclose

Thank you for your participation.

If you would like to be entered into a drawing for one of ten $100 gift cards or one of 20 $50 gift cards to the Campus Bookstore, please provide your name, UNID, and valid email.

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

Name _____
UNID _____
Email _____

Appendix B: University of Utah Fast Facts 2023

UNIVERSITY OF UTAH | OFFICE OF BUDGET & INSTITUTIONAL ANALYSIS

FAST FACTS 2023

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

34 average undergraduate class size

$686 million research funding received in fiscal year 2022

FALL 2022 ENROLLMENT

	HEADCOUNT	% FEMALE	% FULL-TIME	% RESIDENT
UNDERGRAD	26,355	48%	81%	73%
GRADUATE	8,350	51%	81%	63%
TOTAL	34,705	49%	81%	71%
FRESHMEN	5,520	50%	96%	57%

Includes all credit-taking students

FALL 2022 ENROLLMENT BY RACE/ETHNICITY

	FIRST-TIME FRESHMEN	UNDERGRAD STUDENTS	GRADUATE STUDENTS
WHITE	63.2%	62.5%	57.4%
HISPANIC/LATINX	14.4%	13.8%	9.2%
ASIAN	7.4%	7.8%	5.1%
TWO OR MORE RACES	6.3%	5.9%	3.4%
INTERNATIONAL	5.7%	6.1%	17.3%
BLACK / AFRICAN AMERICAN	1.1%	1.4%	1.1%
UNKNOWN	1.1%	1.5%	6.1%
PACIFIC ISLANDER	0.5%	0.5%	0.3%
AMERICAN INDIAN	0.3%	0.4%	0.3%

- 32% of domestic incoming freshmen are students of color, up from 18% in 2009.
- 73% of undergraduates are Utah residents.

GRADUATION RATES

67% within 6 years

77% within 8 years

- 67% of freshmen graduate within 6 years, the highest graduation rate of any public university in the state.

RETENTION RATE

87% 1st to 2nd Fall

DEGREES AWARDED

JULY 1, 2021—JUNE 30, 2022

BACHELOR'S	5,498
MASTER'S	2,265
DOCTORATE PROFESSIONAL	470
DOCTORATE RESEARCH	468

TUITION

Average undergraduate rates, per year

RESIDENT	$7,749
NON-RESIDENT	$27,201
AVG PEER* RESIDENT	$10,922
AVG PEER* NON-RESIDENT	$34,709

**Pac12 public institutions*

Among its Pac12 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

UNIVERSITY OF UTAH | OFFICE OF BUDGET & INSTITUTIONAL ANALYSIS

FAST FACTS 2023

REVENUES & EXPENSES

FISCAL YEAR ENDED JUNE 30, 2022

SELECTED SOURCES OF REVENUE
(Not all inclusive, for operations, in thousands)

TUITION & FEES	$376,295
PATIENT SERVICES	$3,000,434
GRANTS & CONTRACTS	$566,240
SALES & SERVICES	$634,033
INDEPENDENT OPERATIONS	$1,108,370
STATE APPROPRIATIONS	$374,253
GIFTS	$56,315
INVESTMENT INCOME	$297,953

CLASSIFICATION OF OPERATING EXPENSES (Not all inclusive, in thousands)

INSTRUCTION	$492,607
RESEARCH	$392,505
PUBLIC SERVICE	$889,727
ACADEMIC SUPPORT	$178,429
STUDENT SERVICES	$67,171
INSTITUTIONAL SUPPORT	$187,466
PLANT MAINTENANCE	$95,690
OTHER	$420,047
HOSPITAL	$2,346,261

VALUE OF ENDOWMENT ASSETS

ENDOWMENT VALUE	$1,362,088,000

FACULTY & STAFF

FACULTY HEADCOUNT (FALL 2022)

	FULL-TIME	PART-TIME
TENURE-LINE	1,550	159
CAREER-LINE*	1,738	244
VISITING	61	3
ADJUNCT	63	249

**Includes Clinical, Research, and Lecturer faculty*

STAFF HEADCOUNT (NOV 2022)

	FULL-TIME*	PART-TIME*
CAMPUS	6,749	3,191
SCHOOL OF MEDICINE	3,254	770
HOSPITAL & CLINICS	12,423	2,054

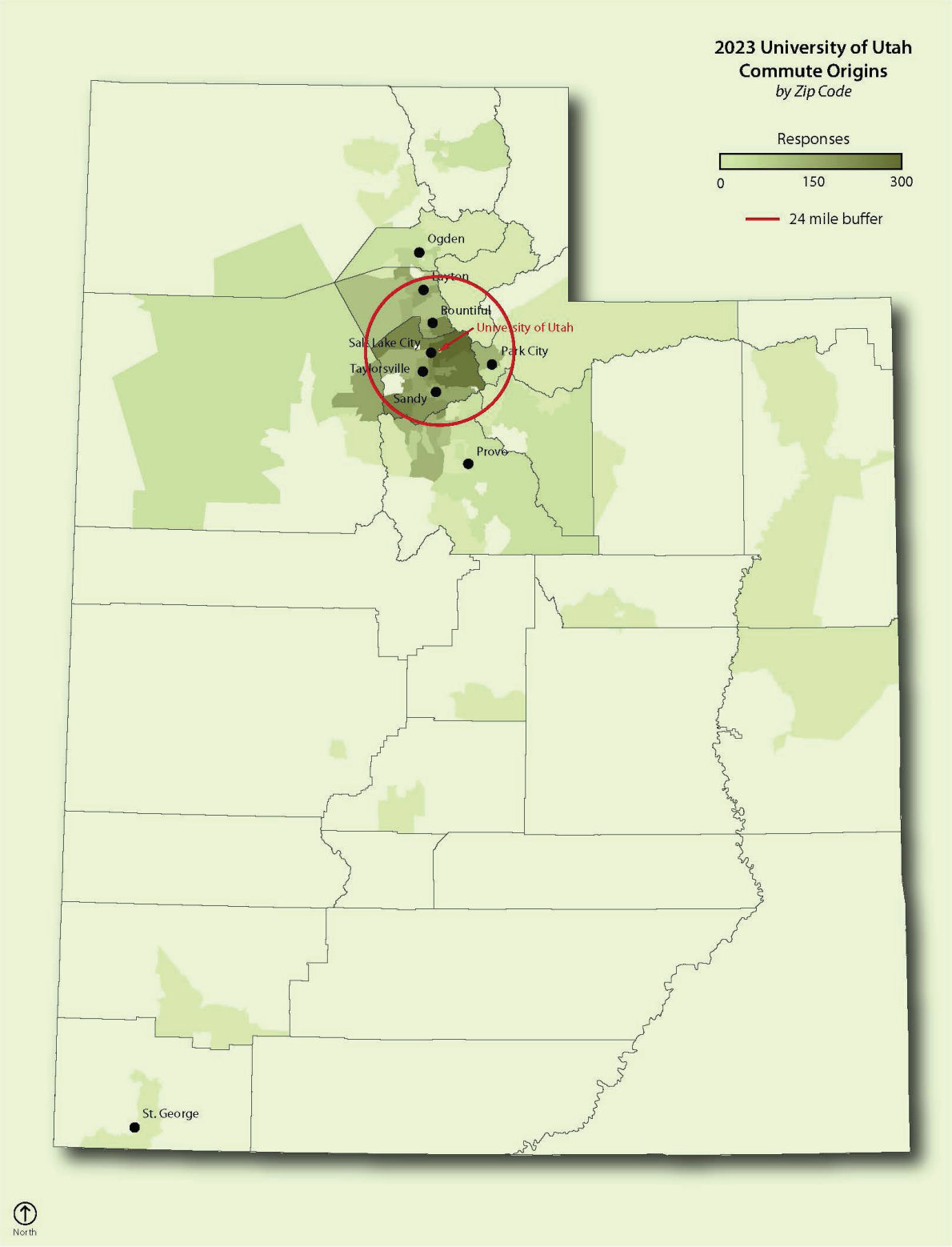
**Full- & part-time status are determined based on individual's status across all jobs held.*

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

THE UNIVERSITY OF UTAH
Institutional Analysis

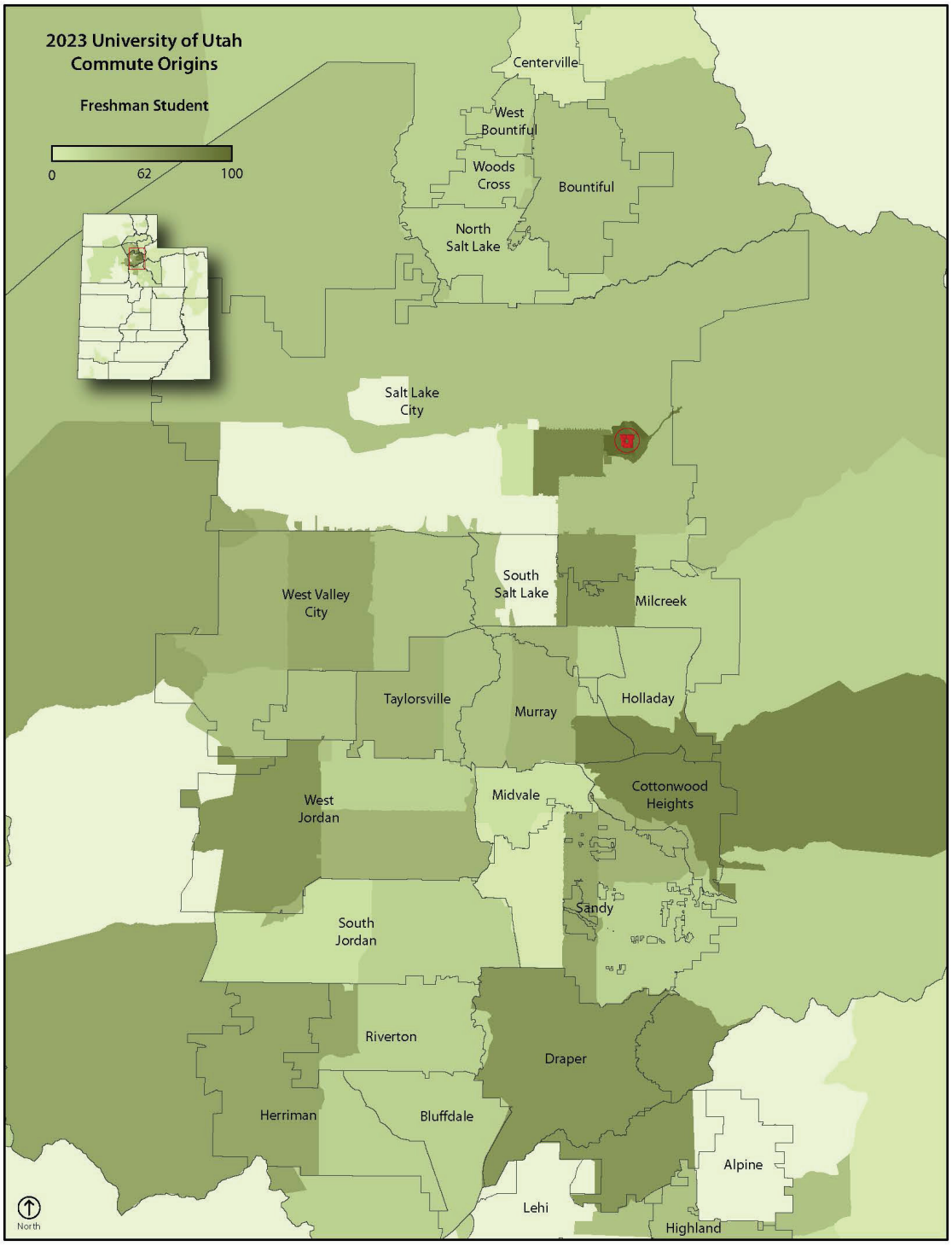
For more information, visit
www.obia.utah.edu

Appendix C: Statewide Commute Origins

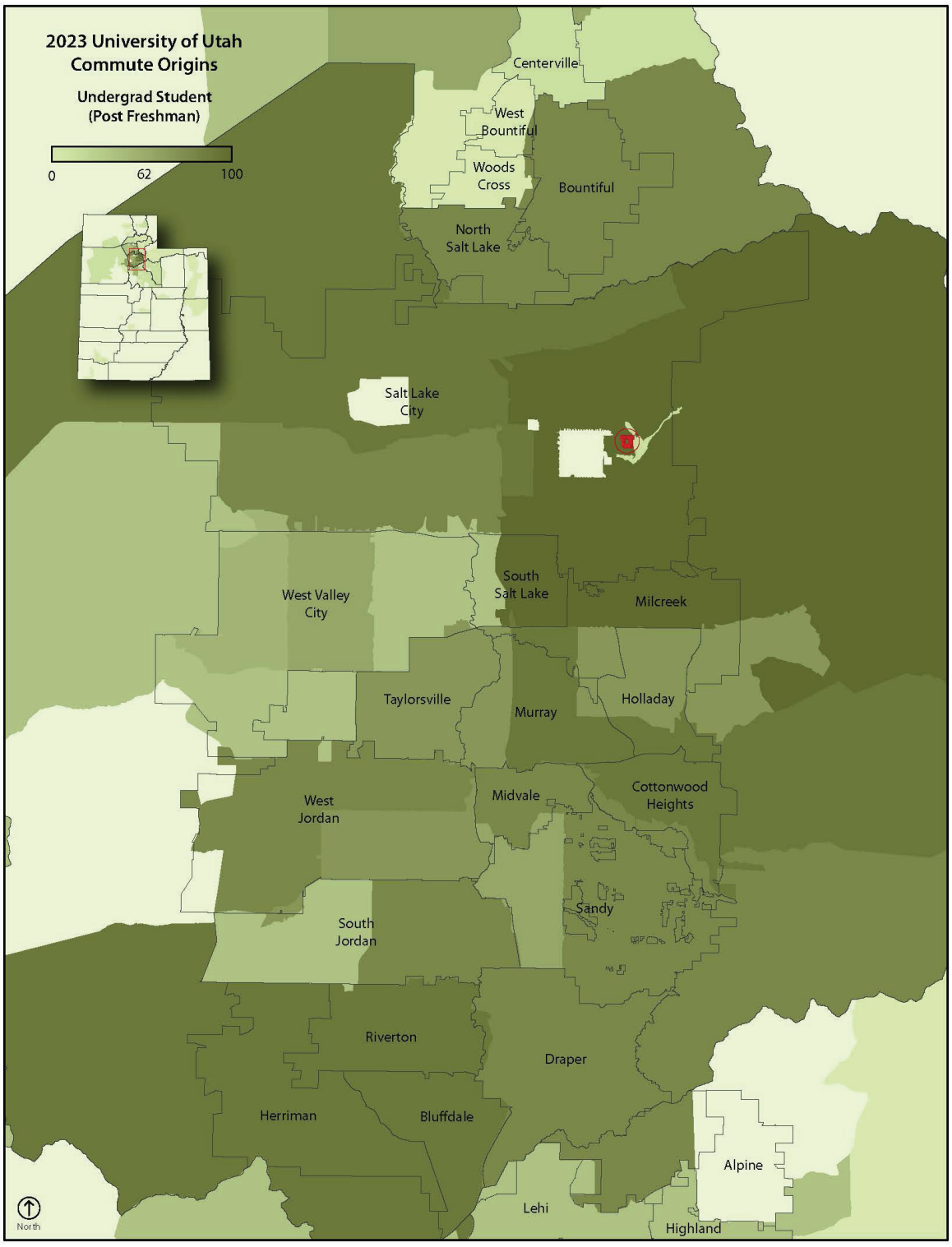


Appendix D: Commute Origin by Affiliations

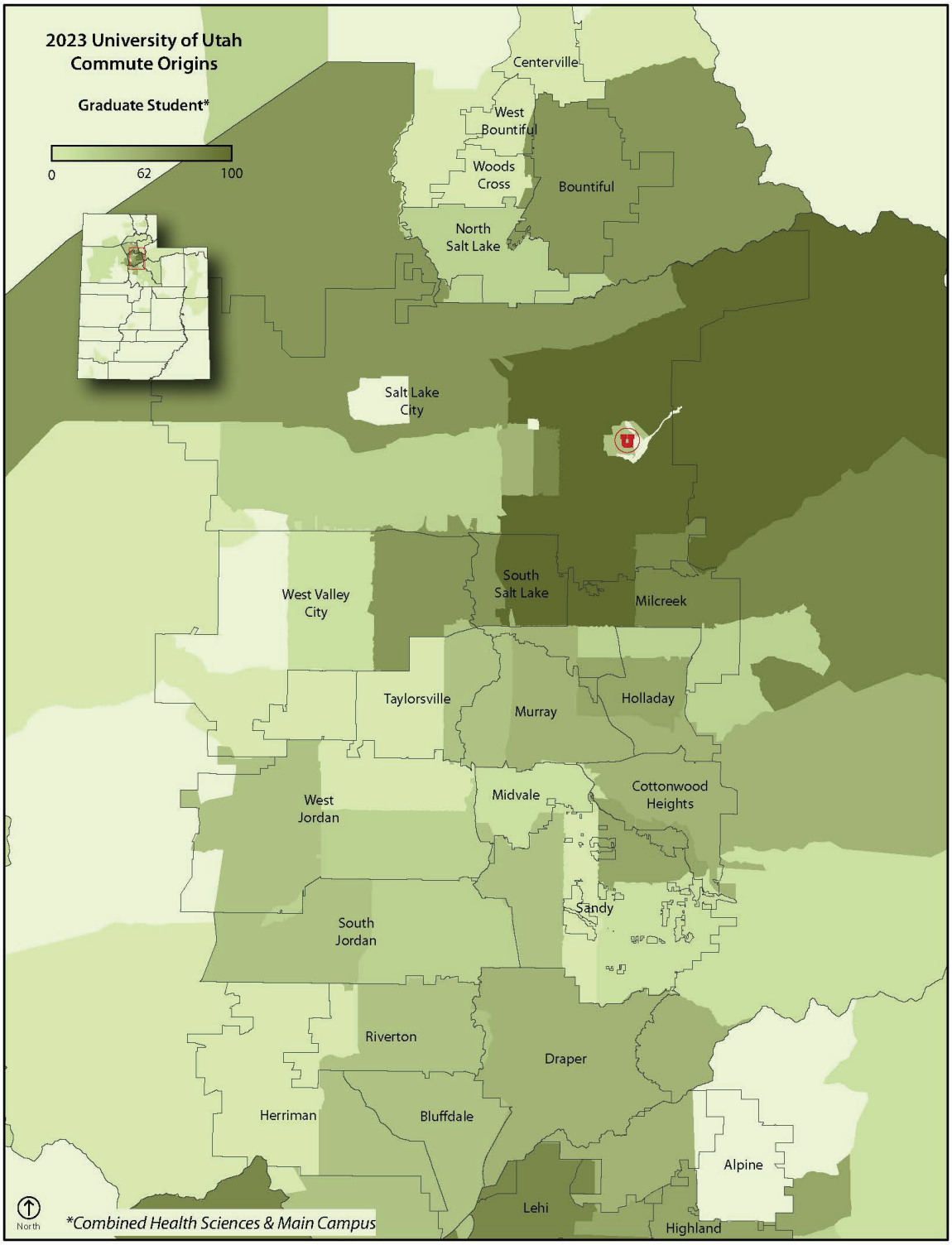
Freshmen Students



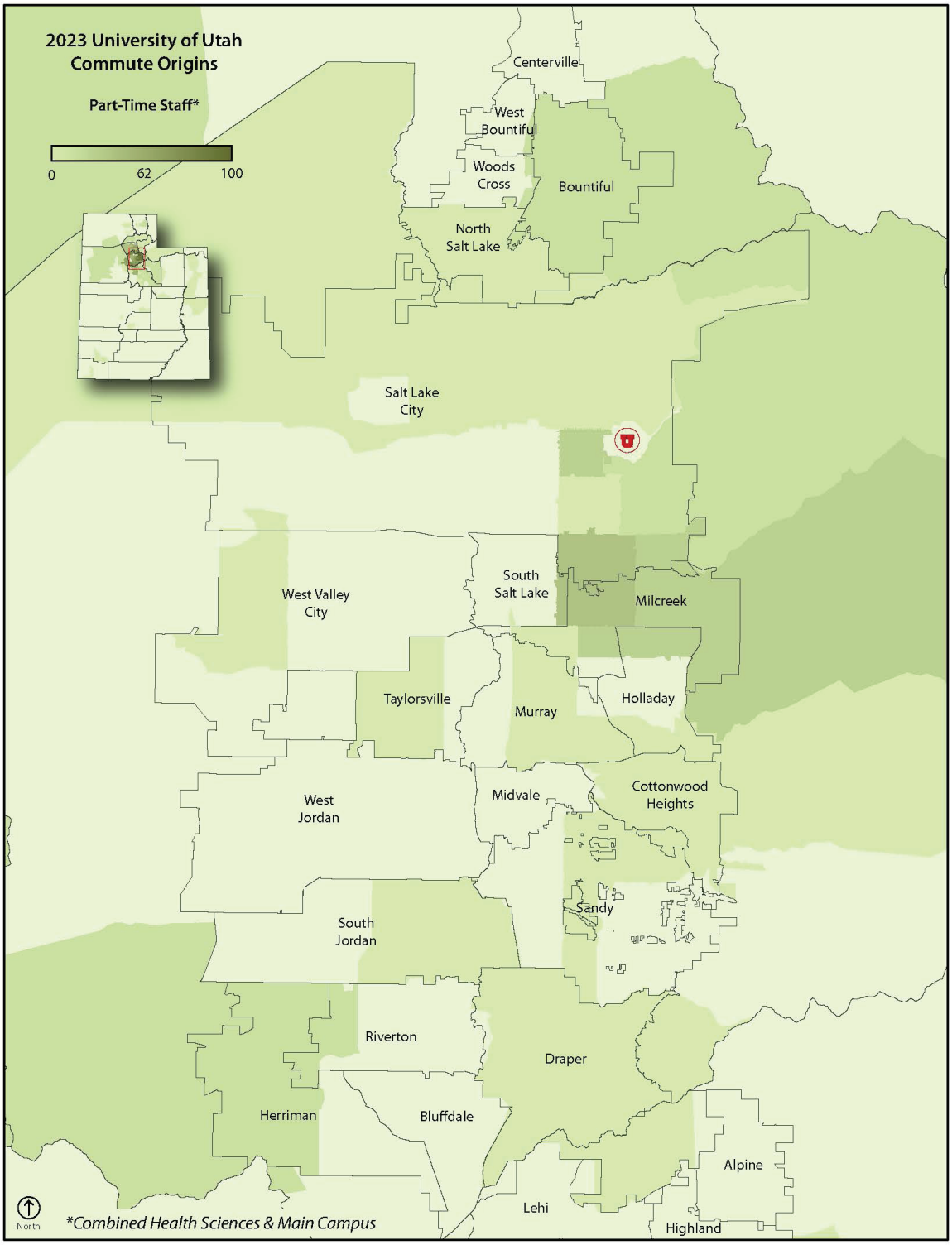
Undergraduate Students (Post-Freshmen)



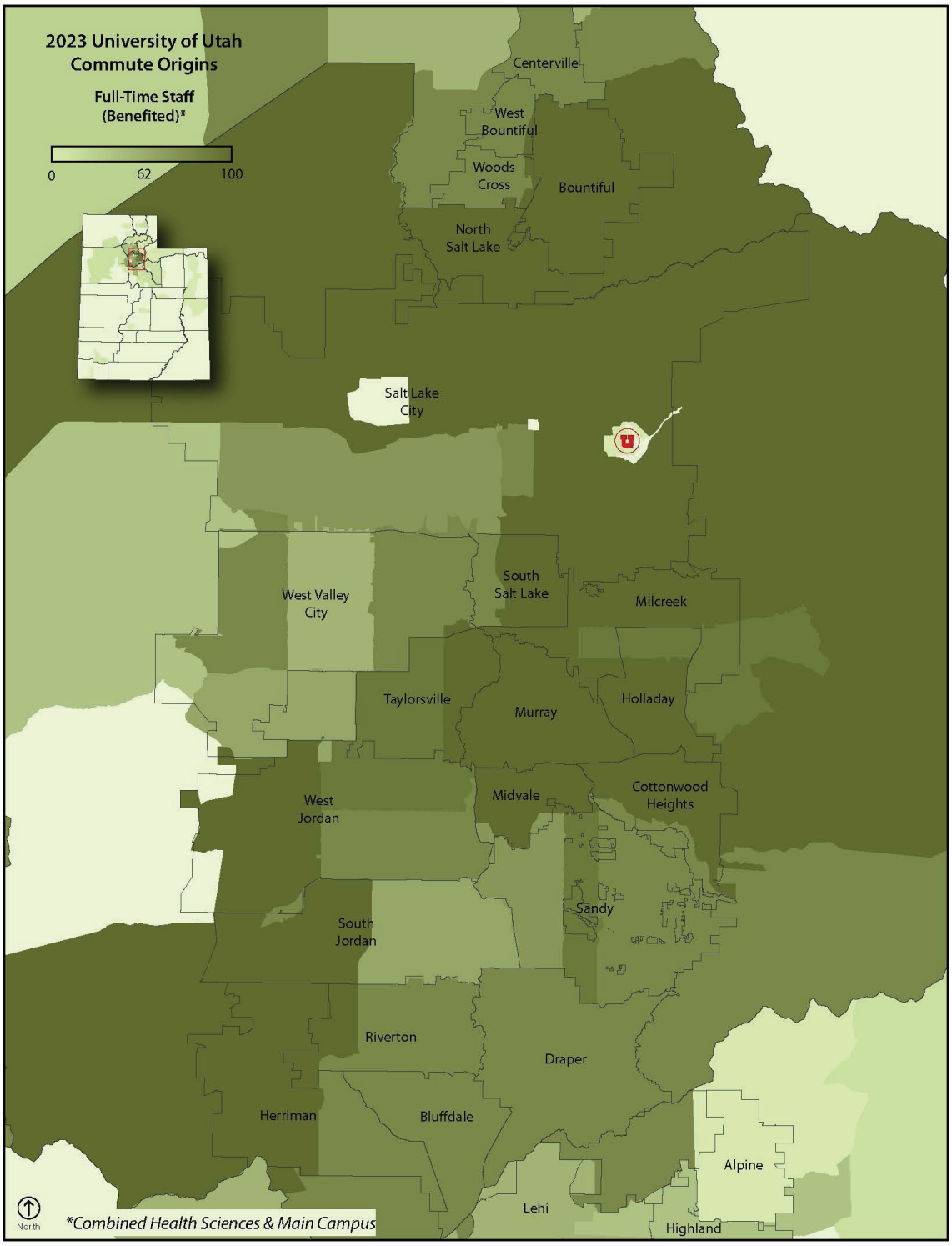
Graduate Students



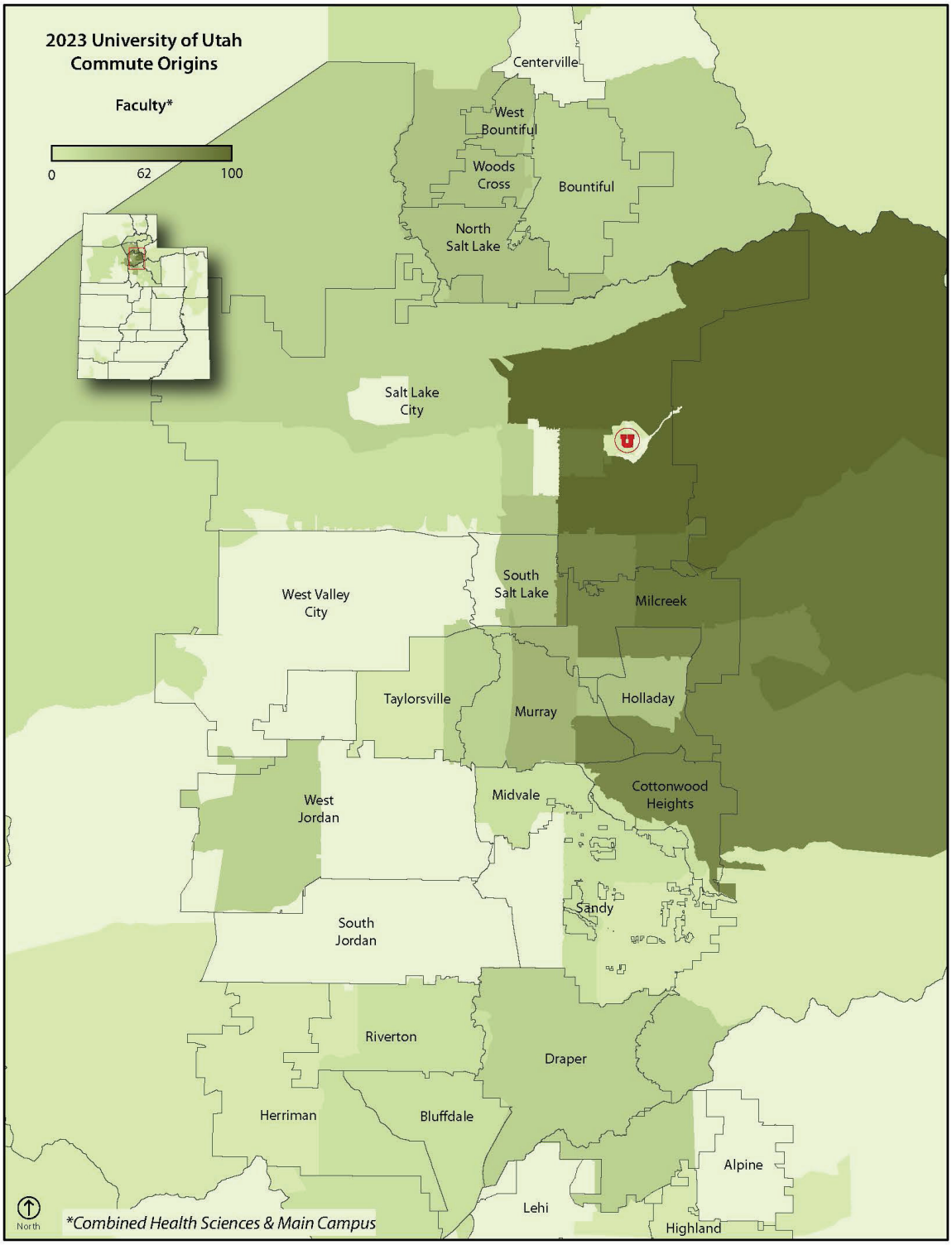
Part-Time Staff



Full-Time Staff



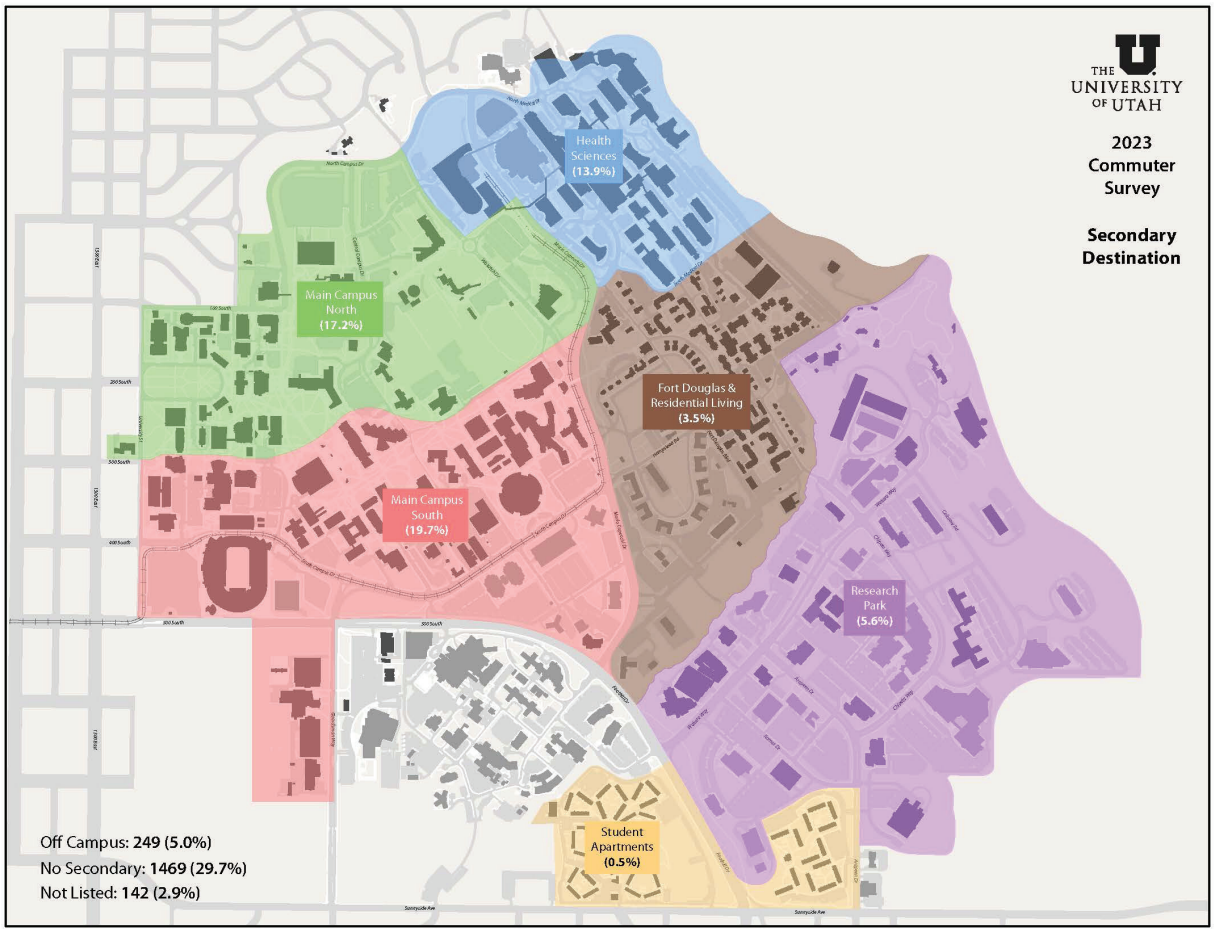
Faculty


2023 University of Utah
Commute Origins
Faculty*
0
62
100
Centerville
West
Bountiful
Woods
Cross
Bountiful
North
Salt Lake
Salt Lake
City
West Valley
City
South
Salt Lake
Milcreek
Taylorsville
Murray
Holladay
West
Jordan
Midvale
Cottonwood
Heights
Sandy
South
Jordan
Riverton
Draper
Herriman
Bluffdale
Alpine
Lehi
Highland
North
*Combined Health Sciences & Main Campus

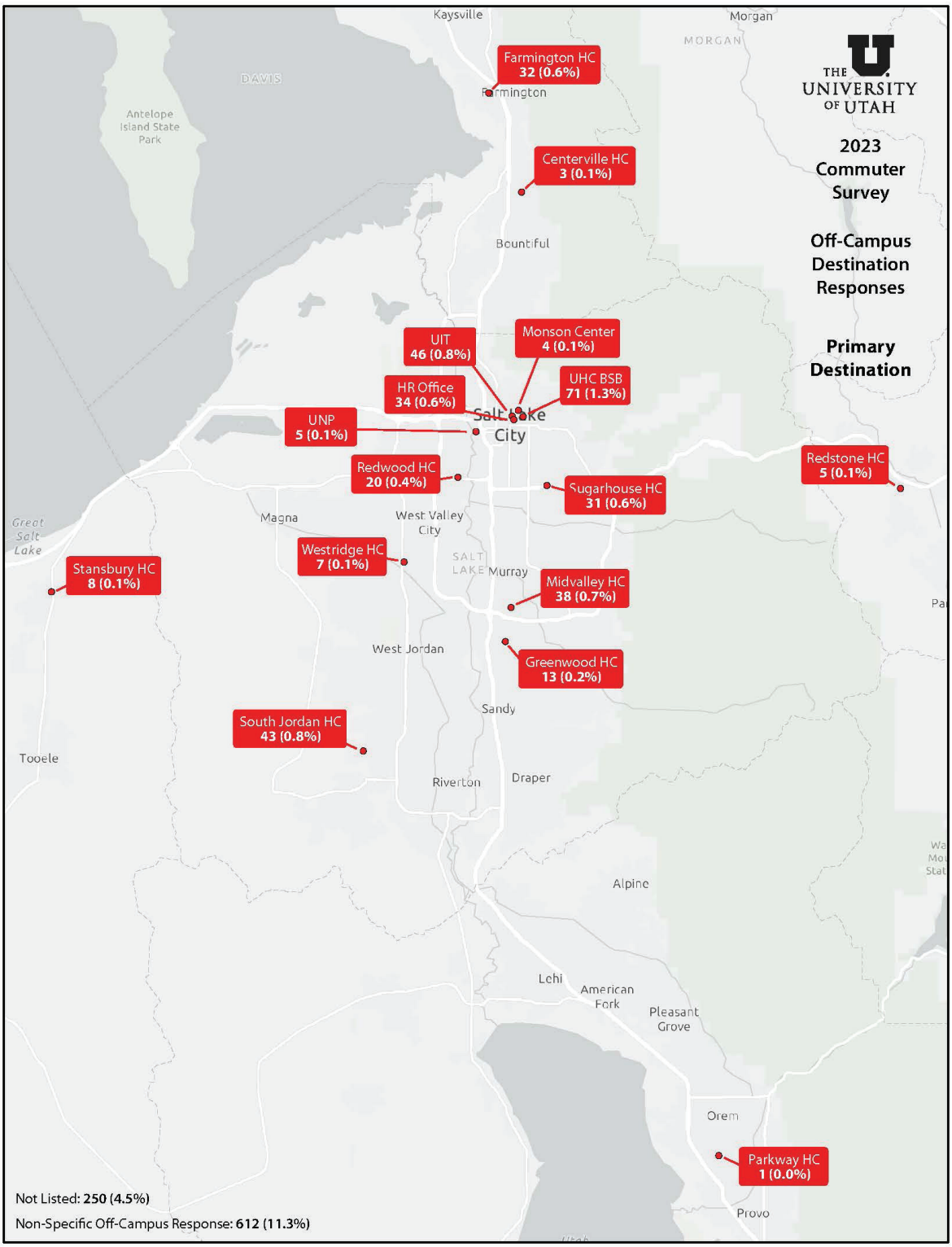
Appendix E: Secondary and Off-Campus Destinations

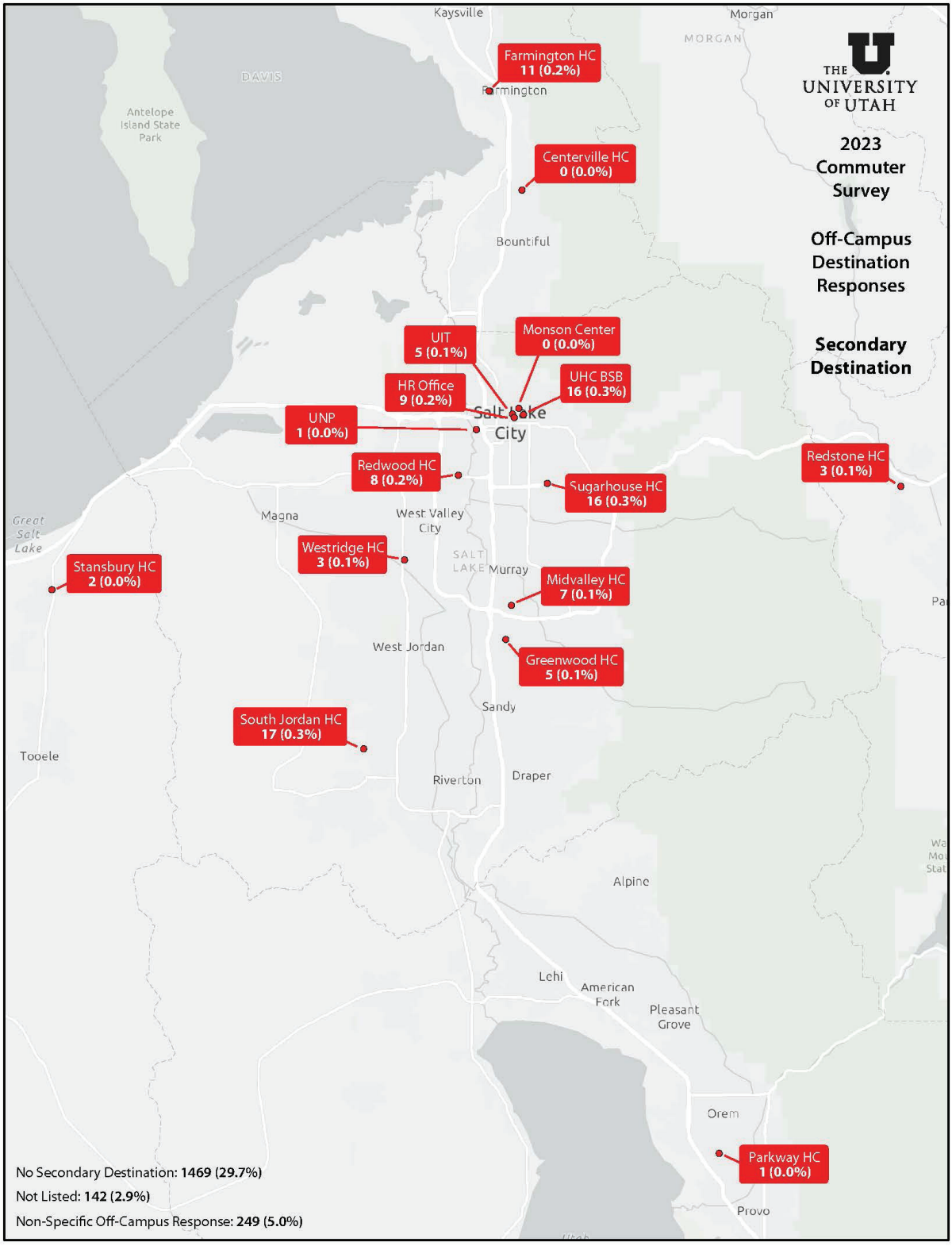
Primary Off-Campus Location	N
UHC BSB Complex	71
UIT Building 102 Tower	46
South Jordan Health Center	43
Midvalley Health Center	38
HR Offices	34
Farmington Health Center	32
Sugar House Health Center	31
Redwood Health Center	20
Greenwood Health Center	13
Stansbury Health Center	8
Westridge Health Center	7
Redstone Health Center	5
University Neighborhood Partners	5
Monson Center	4
Centerville Health Center	3
Parkway Health Center	1

Secondary Off-Campus Location	N
South Jordan Health Center	17
Sugar House Health Center	16
UHC BSB Complex	16
Farmington Health Center	11
HR Offices	9
Redwood Health Center	8
Midvalley Health Center	7
Greenwood Health Center	5
UIT Building 102 Tower	5
Redstone Health Center	3
Westridge Health Center	3
Stansbury Health Center	2
Parkway Health Center	1
University Neighborhood Partners	1
Centerville Health Center	0
Monson Center	0



Off-Campus Destination Responses




THE UNIVERSITY OF UTAH
2023 Commuter Survey
Off-Campus Destination Responses
Secondary Destination
Kaysville
Morgan
MORGAN
DAVIS
Farmington HC 11 (0.2%)
Farmington
Antelope Island State Park
Centerville HC 0 (0.0%)
Bountiful
UIT 5 (0.1%)
Monson Center 0 (0.0%)
UHC BSB 16 (0.3%)
HR Office 9 (0.2%)
Salt Lake City
UNP 1 (0.0%)
Redwood HC 8 (0.2%)
Redstone HC 3 (0.1%)
Sugarhouse HC 16 (0.3%)
Great Salt Lake
Magna
West Valley City
Westridge HC 3 (0.1%)
SALT LAKE
Murray
Stansbury HC 2 (0.0%)
Midvalley HC 7 (0.1%)
West Jordan
Greenwood HC 5 (0.1%)
Sandy
South Jordan HC 17 (0.3%)
Tooele
Riverton
Draper
Alpine
Lehi
American Fork
Pleasant Grove
Orem
Parkway HC 1 (0.0%)
Provo
No Secondary Destination: 1469 (29.7%)
Not Listed: 142 (2.9%)
Non-Specific Off-Campus Response: 249 (5.0%)

Appendix F: Sampling of Verbatim Responses

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

Utah Transit Authority

Bus Routes

- A bus that runs stops at a higher frequency than now, every 30 mins as versus 1 hour.
- A express UTA bus to the university with fewer stops. It could go directly from main trax or frontrunner stops to the university.
- A lot of times the Red Line is not busy outside of peak times. If there were a way to increase capacity during peak times that would be helpful.
- a subway system underground!
- A Trax line from the frontrunner station at Salt Lake Central or North Temple up to campus.
- A trax stop near north campus
- Bus route 9 should have a stop closer to the campus gym
- A more direct bud line route from Millcreek to research park
- A more direct route from Frontrunner (North Temple or SL Central) between the those stations & the U would drastically reduce the transit time and number of transfers.
- A shuttle from Murray central station to Fashion Place Mall. Maybe an additional stop for one of the bus routes already in the area
- A more direct trax line route from the west side of the valley to the U of U.
- "5 minute Trax service during morning and afternoon rush hour
- dedicated bus lanes"
- A closer trax stop to the main campus

Reliability

- Honestly, I'd be taking the bus every day if that were a better option to the avenues. The flex f11 bus does not work well for me and there have been times that it just doesn't come.
- I have no idea when there are delays, schedule changes to routes, etc and UTA is not a great resource for check U of U related issues
- I honestly would use public transport if it was efficient but it is not efficient.
- I think it's mostly just an issue with bus frequency and accuracy. I've also tried taking the bus from where I live and the bus was really late, making me late for meetings, so it's hard to have it not be super dependable. At my old school, I only ever took the bus, but the frequency everywhere was usually 15 minute intervals. Thanks for working on this!
- I think working with Google to ensure pickup times on the sign at the bus stop matches the Google Maps pickup times may help
- I tried taking the bus, but it was often late and if I missed it I was stuck waiting 30 minutes for the next one. It just felt like a waste of time.
- I wished that the time frame for the trax system would be more consistent as it varies a lot day by day.
- The busses seem to be late frequently, if possible that would help.
- The public transportation needs to be run on a much tighter schedule. When I have taken it, I have experienced delays that have caused me to be late even with a 30-minute buffer.

- There is not a reliable way to make it to campus on time—whether searching for a parking space or waiting for a bus that doesn't come, it is difficult to be reliably on time. This is particularly a problem for classes I teach—graduate students who are teaching should be granted more options for getting to campus.
- To have more accurate routes especially when detours are in effect.
- Trax and frontrunner always stick to schedule.
- Trax is almost always at least a few minutes late when I'm going to campus. It would be nice if that arrival time was more consistent.
- try to have shuttles on a schedule so that they are reliable
- wish the busses were better at being on time and faster stops, would love if there was a

Safety

- I'd like to suggest to keep the bus 205 running till 10:30, so commuting can be easier and safer for me, as I have to walk 20 minutes home every night from the 209 bus stop.
- more security on trains would be nice. especially on high traffic days like UU football game days. a direct bus near where I live would be great.
- more security sometimes there are rowdy people and I don't feel safe. I've been catcalled many times.
- and security (there's always sketchy people that choose to sit right next to you)
- "Not for me, but I've heard women say they don't feel safe on the Murray frontrunner platform late at night while waiting out their transfer from the redline to the frontrunner (red line is every 15 minutes, frontrunner is ever 60 that late in the day). So they take other transportation if they're going to be at school late.
- Bathroom accessibility along the Trax and Frontrunner routes, specifically at the Murray Station."
- Safety, sometimes coming onto campus late and completing a midshift I am walking long distances to my car alone in the dark.
- Safety
- Safety for women; security on-board
- Safety improvements - perhaps increased police presence
- Safety is another concern I didn't address previously. I work in the downtown area and if I take Trax I have to walk 3 blocks where the homeless population is rampant. And although most homeless are not dangerous, I have unfortunately been violently approached by one and quite honestly, as a small, single woman I am terrified to walk in that area
- Unsure how many parking lots near a trax station have cameras. I've heard a lot of cars have had part stolen when parked in a general public lot.
- Leaving later at night in the dark, the walk is long, safety is a concern, and if you missed the train it was another 15 minutes until the next one. Interesting people on the train later at night.
- When taking Trax I have had too many instances of feeling unsafe from other passengers.
- Yes, safe buses. Staff lives are sometimes at risk with these unsafe (slick seats, poorly trained drivers) buses. My partner broke her clavicle on shuttle. I got slammed in a door and knocked down. Many people have hit the ground. In my opinion it's a matter of time until someone gets really hurt.
- You will have an issue if there is ever a disaster and people need to get out of this area. It will be a jam packed area, might want to come up with a plan.
- Security on and around early morning trains

Parking

Parking cost/availability

- Add more parking
- Adding more parking. If I don't show up 2 hours early I will miss my entire class.
- Parking is not ideal. Maybe more park and ride locations further out from the hospital
- Another suggestion is to take away parking on 100 South for the fraternity and sorority houses. The road is so congested and leaves no extra space for emergency or larger vehicles to navigate safely.
- Allow for specified parking for EHS. Our jobs are time sensitive and require emergency access sometimes. Only nearby U lot (reasonably priced pass) is Stillwell Field that is full 90% of the time from students. Limit student parking to housing and only certain areas of campus. Most student needs are on campus, so no need to always have your car directly outside.
- Allow part time employees who have been with the organization over 10 years to have an A parking permit as U parking frequently is full and it makes me want to leave the organization when I have to pay for parking and cannot find parking.
- Prioritizing parking for hospital employees near the hospital.
- Allow the Eccles Broadcast Center parking be specifically for the employees who work in that building.
- Allow U permits to park in the large, EMPTY LDS Institute lot next to the the parking garage on South Campus Drive. Use that large, EMPTY LDS Institute lot for sports, crimson club, high school events, etc. instead of taking the U spots for those events.
- As a full time faculty member with an A pass to park, I shouldn't have to fight for parking, especially against dorm student vehicles that rarely move. We are charged a significant amount of money to have a chance of parking sort of close to where we work.
- I also need to use disabled parking sometimes. There are very few disabled spots close to where I work. The point of the disabled spot is to decrease the distance I walk and not add obstacles like stairs.
- The U can't fix the public transit issues, but could certainly do a better job of providing parking availability.
- Ban parking of personal vehicles in President's Circle. When the area is overrun with rushed people driving badly, it's an impediment and a menace to all other users of the space. This should be the focal point of our campus, not an accident-prone parking lot, so it's an embarrassment in its current state. And in the grand scheme of things, there's not much parking there anyway. I would enjoy walking to and from work a lot more if this was implemented.
- Having the option to pay and use the central parking garage on campus is what we'd like and should be available to students. There are hardly any cars using this and it's the perfect location for my brother and I. We had a hard time paying for the central garage but we did because we wanted the ease of driving in and having a close location to classes.
- I just want more parking available so I have more flexibility in my schedule. Buses arent always reliable, the UTRAX doesn't go along Foothill, and I arrive when the library opens so Im guaranteed a stress-free spot.
- more parking
- I know the university wants to curb personal vehicle use, but for a good amount of folks, public transit isn't feasible for distance or health reasons. It feels a bit unfair to punish students with increasing fees and decreasing parking in a car-designed city.
- STOP CHARGING FOR PARKING!!!!

Traffic concerns and construction

- better timed traffic lights
- Better traffic control/ patterns,
- Block left turn access across Foothill. Examples are in front of Dan's shopping center and most or all of the residential streets. These mid-block crossings are a bottle neck and hazard. Folks can U-turn at the next block. All of this and/or flex lanes in Foothill!!!!!! Also, re-adjust traffic light durations on Foothill. This was optimized very very nicely about a year ago, then somehow it all went to hell.
- Bus only or reversible lanes on Foothill during peak times would make transit more appealing.
- Change the Foothill traffic patterns like they do in the western part of the valley with a Flex lane that changes direction dependent on time of day.
- Adjusting the traffic lights - left turns lights tend to be too short and not enough time to turn left (example the intersection turning into the business school).
- get everyone else to take public transport so i can drive happily.
- Get rid of the traffic flaggers. Complete construction
- Get the city to add an additional right hand turn lane at Foothill and Mario Capecchi.
- Get the construction completed! Too much time spent with not moving.
- Getting up the hill is awful. My commute time is doubled depending on the time of day, just getting up the hill onto campus. Construction also is terrible. Love my job. Dislike the commute.
- Have more lanes going in the direction of traffic on foothill and then flip on commute home.
- I just wish there was less traffic and . I know you can't really help the amount of traffic but at the times I'm going to and from school, Foothill drive is horrible.
- I only have 2 ways to get to work and they are always clogged coming and going to work when i drive.
- I mean, construction on campus can be a bear, esp at peak times.
- I suggest road construction/maintenance be limited to summers, weekends, off-business hours so the impact on traffic is not as great.

Parking permits

- Being more strict on the use of an LDS institute parking pass. Everyone seems to find a roundabout way to get them when it should only be for legitimate students who attend that building in person on a weekly basis.
- Better parking for U Pass
- , limited number of parking passes.
- decrease the amount of parking passes you sell.
- Change the Helix garage to all "A" passes, not enough parking and too many unused T and Reserved spots
- Cheaper parking passes :)
- cheaper parking passes for people who work hybrid. I only come in 2 days a week so I would be willing to pay for just those two days and pay less, and not have the pass for other days.
- We purchased the semester permit and it was then revoked because we were told the University "oversold" the permits and are reconfiguring their parking for "staff" for those returning back from remote work and we were also told it was going to be used for "MUSS members". Regardless of "what" is really happening to that location, we want/wanted to park there. It's frustrating because we were set with our drive and location to park- it made our plans and parking time easier. Then we were told

we'd receive our money back because of the mix up and it wasn't returned to us and then we called parking services and decided for the U commuter parking services to just keep our money incase availability for the central garage opens and we could have the parking permit again. The price is high but since my brother and I share the pass, we felt it was fair and we split the cost. We also feel safe in that structure and the location was perfect for our classes. We were then given only the option to have the U parking pass and we do not prefer that. We are also 518 on the wait list to get the central parking garage permit for the future. That's insanity! When will that even happen? You have that many people wanting that garage and no one is currently parking there.

- I beg of you to lower the parking permit prices and create more parking.
- I also believe that there is no need for permit prices increases due to the fact that permits are already expensive in and of themselves.
- I had a parking pass last year and elected not to buy one this year because it is very expensive. With only being on campus two days a week, it did not make financial sense for me to spend $170 on parking when I can carpool with my roommate one day and TRAX the other day. My suggestion would be to lower to the cost of the parking permit and create an AY long pass. The University of Utah has the highest parking pass cost in the state of Utah by far and that is simply unaffordable for many students. Luckily, I am living at a TRAX stop that is only 30-35 minutes to campus, but many students are not.
- parking permit options for certain times of day
- Yes. Be selective the Employees or U permit spots. There are not many. We need more.

Game and Event Days

- Traffic is absolutely terrible on days when there are concerts at Red Butte Garden, and I usually have to park on a lower level of the parking garage because everything is full before 9am. Leaving campus on concert days also means it will take me twice as much time to drive home because it takes so long just to get off campus. Maybe the university could consider having officers direct traffic when there are events like this to help keep everyone moving.
- and not taking away all parking for football games
- and concerts at Red Butte in the summer consistently make the problem worse.
- Stop using the central garage for activities for non-students. It is frustrating when you have paid extra for a covered, central parking lot and cannot find parking due to other activities that have taken over the garage, and you have to find parking at other locations. Place emphasis on academics and parking, NOT athletics. Stop closing parking lots for non-academic reasons (tail gating at Guardsman way...)
- I also HATE that many of the lots are often closed for reasons other than classes. The other events that are happening at the U should not take precedent over students. Football games bring diesel and large vehicles to the campus. These are the group that should be expected to commute.
- It is ridiculous that there are days when parking is closed due to sporting events. As a student, I had to pay $180 for a parking permit and when events happen, I'm not allowed to use the major lots. When this does happen, there are very few parking spots available, and nothing near my classes. The University should prioritize education over sports.
- Games or events impact commuting too.
- Not closing parking lots on school days for foot ball
- It's a university not a sport club

Active Transportation

Infrastructure

- I walk or bike down BST some days. I have to cross north Campus drive near the main entrance to the hospital, which has heavy car traffic. It would be preferable to have a protected crossing, such as a crosswalk or bridge.
- I walk to campus through the Avenues neighborhood. Enforcement of the 20-mph speed limit would make me feel safer during my walking commute.
- Also, there is no crosswalk in front of 421 wakara way to reach the bus stop on the other side of the street.
- More bike storage on campus.
- More EV charging stations."
- Install EV chargers. I would pay the charging cost
- Create covered bike locking stations.
- It is very frustrating that the elevator between the rec center and the bridge over Mario Capecchi is often out of service, with no sign on it to indicate that it isn't working, or when it might be working again. Carrying a bike up and down those stairs is super annoying. There is a tiny ramp at the edge of the stairs, but that doesn't work well for larger e-bikes.
- There are not enough bike racks at the Orthopedic Center. Also, there is a huge bike room in Helix that could easily hold another rack for bikes.
- Keep the bike lane in good condition
- Many students pass near the corner of lot 12 and the central garage that blocks traffic. It would be nice to have traffic lights for pedestrians to cross safely.
- more charging stations on campus near the hospital (free like IHC would be even better)

Incentives

- Rebates for driving electric vehicles/riding bikes to work.
- More broadly, it's a shame how much of the campus is taken up by parking. I feel that the university still prioritizes drivers excessively, in a way that's unsustainable - you have already paved over just about every square inch of open space on campus, so I don't see where new parking would even go. It's already convenient, and free, to get to most campus destinations by public transit. So the university needs to stop pouring money into car-centric commuting and get serious about incentivizing people to use other modes.
- Give employees and U of U students E-bike discounts
- Creating an incentive for people who don't drive their car.
- I wish there were free bikes that students could use...not scooters. I have had 2 bikes stolen on campus and I haven't bought one since. It would make getting to school easier and in between classes quicker.
- I would perhaps ride my bike more if I would get a benefit for doing so. I had to rent a bike locker on main campus as well as paying for a parking permit for the days I couldn't bike. It make it MORE expensive to bike than if I didn't
- Any improvement for active transportation commuters in this area would be very welcome.
- Provide free e-scooter/e-bike access or provide a program where students can get e-scooters/e-bikes to own for a very low rate (affordable enough o be accessible to a college budget)

Appendix G: Sampling of Verbatim Responses

"What are the top three reasons you chose to drive alone to a university location?"

Lack of Carpooling Options

- I don't live near anyone to carpool with
- I don't live near anyone who is in my classes
- I don't live near coworkers to carpool
- in training right now and schedule doesn't match co workers
- Inconsistent scheduling with fellow employees who I can carpool with.
- It's hard to find someone with the same schedule as me
- Know no one
- Knowing someone
- Lack of carpool associates
- Lack of Carpool Companions
- Lack of carpool options
- lack of contact with coworkers
- lack of coordination of end time with colleagues in my neighborhood
- Lack of co-workers around me to carpool
- lack of people to carpool with
- Lack of people who live near me
- Lack of schedule coordination with friends
- Less coordination for carpooling
- live alone and cannot carpool
- Me and my roommates have different schedules
- Most of my coworkers start at 6 am and are already here when I get here.

General Convenience

- easier for me
- Easier for me to coordinate my time rather than waiting on someone else
- easier for me.
- Easier just to get going
- Easier than public transportable
- Easier to come and go
- easier to control when I get to campus
- Easier to get around.
- Easier to get places
- Easier to get to and from school
- Easier to get to places I need to be on campus
- easier to get to work without dealing with inconsistent public transport
- Easier to have my own schedule.
- Easier to leave in my car than a bus
- Easier to leave when I need too especially with having work at the hospital
- Easier to use my car than figure out trax and buses because it's so far
- Flexibility needed to care for children
- Flexibility of arrival and departure time
- Flexibility of coming and going at different times

- flexibility of having car available
- flexibility of having my own vehicle
- Flexibility of Schedule - I don't have to consider anyone else's needs
- flexibility of time of arrival/departure
- Flexibility of time that I arrive or leave on different days and not needing to worry about missing public transit
- Flexibility of when I need to come and go
- flexibility on leaving during the day to take dog out
- Flexibility since I arrive and leave at inconsistent times
- flexibility to arrive / leave at varied time
- Flexibility to combine trips
- Flexibility to come/leave as needed
- Flexibility to get home to family
- flexibility to head home when needed
- Flexibility to leave whenever I need to
- Flexibility to leave work early if possible or stay later if needed
- Flexibility to offer rides to coworkers
- Flexibility to stay late if needed,
- Flexibility w/ Young Children as it relates to coming into the office.
- Flexibility with my schedule
- Flexibility with my schedule
- flexibility, since I may need to leave clinic to go to the hospital

Appendix H: Sampling of Verbatim Responses

"What would increase your use of TRAX, Frontrunner, or the public bus system?"

See Appendix I for a sample of verbatim responses related to routes closer to home/work/other and increased frequency.

Increased Frequency

- Frequency of service, living near a stop
- Frequent schedule
- higher frequency of red-line trains, trains need to have the appropriate # of cars to accommodate ridership
- higher frequency; better routes; greater coverage of campus and city
- I already use it quite often, but maybe if it came more often
- If buses came more frequently instead of every hour and if the bus dropped off at a closer location
- If it came more often and took less time to get to where i wanted to go
- If it ran more often, had larger cars, and was faster
- increased frequency of services
- Increased frequency of trips
- increased frequency or reliability of connections
- Increased frequency.
- Increased service
- It being more frequent
- Less crowded, smelled cleaner, came around more often.
- less time intervals in between trax
- More and late running times
- More buses in circulation
- More buses, if I miss a bus I want to wait 10 or 15 mins not 30

Routes Closer to Home/Work/Other

- A better route to East Village for childcare drop-off.
- a better route, takes too long currently
- a bus going by my house,
- a bus route that serves NHMU and RBG
- A bus stop by the dorms up at fort douglas
- A bus that stops by my house, ukids at guardsman, and the Helix building.
- A bus top closer to where I live
- A class that takes more than 10 minutes to walk to AND is in a convenient location for trax/busses.
- A closer station
- a closer station to where i live. and it not smelling like pee
- A closer station. I have to drive to the daybreak station. Also the travel time, i have to wake up really early to get there on time and it's a very long ride.
- a closer stop to my house
- a closer trax station
- a convenient and close bus stop
- A convenient rail or express bus from Cottonwood Heights to the U.
- A couple of things, first if the stop nearest my home was closer to my actual home, if it was more

reliable in timing, and it actually proved to be faster/ the same amount of time as taking a personal vehicle (the commute would take nearly two hours one way to get to my house using public transit currently)

- stops closer to where I live
- stops near my home and office. currently there aren't any
- Study section on trax. Desks available
- The location of my housing
- The Trax doesn't reach my home, the nearest station is 15 min away
- There are no convenient bus stops near my house and the public system often takes double or more time to commute in by the time I do childcare drop off.
- There is no public transportation serving my neighborhood.
- This is not an option for me due to where I live
- too far
- TRAX station nearby to where I am living that goes to campus directly
- When I commute to non-university destinations