

Case Western Reserve University Employee Commuter Survey Summary 2017

CWRU Summary

- 1 month online survey
- 18 questions
- 456 responses
- 86 unique home zip codes

Response by Home Zip Code (10 most common)

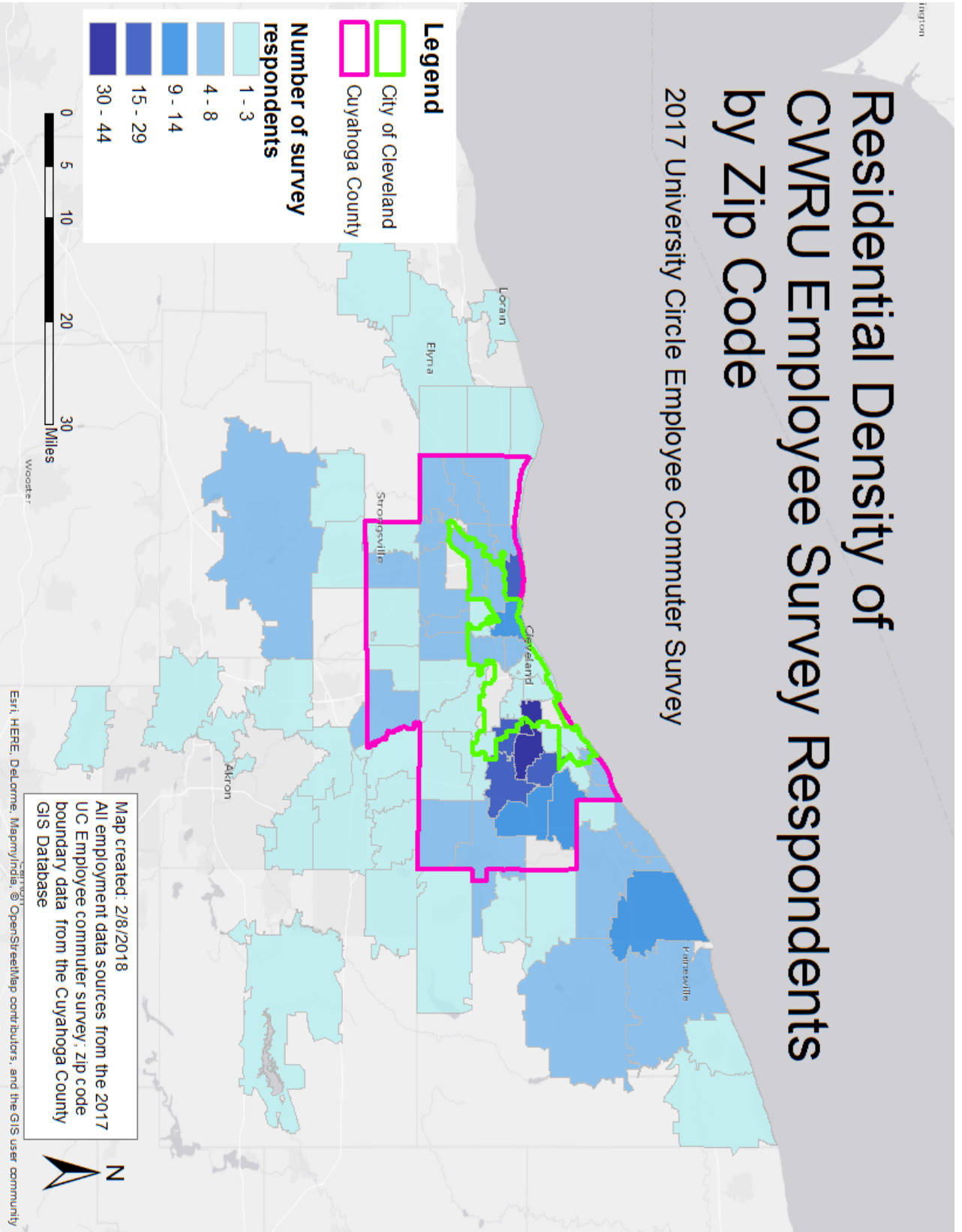
Home zip code	Neighborhood	Total number of Respondents
44106	University Circle/Cleveland Heights	123
44118	University Heights/Cleveland Heights	91
44120	Buckeye Shaker/Shaker Heights	90
44121	South Euclid/Cleveland Heights	84
44107	Lakewood	83
44122	Beachwood	76
44124	Mayfield Heights/Lyndhurst	73
44102	Cleveland (Detroit Shoreway/ Edgewater/Cudell/Stockyards)	58
44143	Mayfield/South Euclid	55
44060	Mentor/Kirtland Hills	45

Work Status of Respondents

Work Status	Percentage of Respondents
Full-time (35 hours or more per week)	96%
Part-time (20 to 34 hours per week)	3%
Part-time (less than 20 hours per week)	1%

Average distance to work = 13.6 miles (range: 0-75 miles)

Average commute time = 34 minutes (range: 0-95 minutes)



Mode Split

Q8: During your most recent full week of work, how did you travel TO work? If you used two modes in the same trip, select the mode by which you commuted the longest distance.

Trip Type	Percentage of Weekday Work Trips
Drive alone	71%
Carpool	7%
RTA rail	6%
RTA bus (including HealthLine)	5%
Walk	5%
Dropped off/picked up by someone else	3%
Bike	3%
Other	2%

n = 456

Mode split for employees who live within 5 miles of work

Trip Type	Percentage of Weekday Work Trips
Drive alone	55%
Walk	14%
RTA bus (including HealthLine)	9%
Bike	8%
Carpool	6%
Dropped off/picked up by someone else	5%
Non-RTA bus	2%
RTA rail	2%

n = 147 (32% of survey sample size)

Commute Satisfaction

Q11: How satisfied are you with your typical commute?

Very satisfied	19%
Satisfied	53%
Dissatisfied	22%
Very dissatisfied	6%

n = 452

See Appendix 2 for comments left on this question.

Satisfaction Level	Average distance to work (miles)
Very satisfied	5.8
Satisfied	12.7
Dissatisfied	19.7
Very dissatisfied	24.4

Household Size

Q12: How many people are in your household? Include yourself.

Household Size	Number of Respondents
1	22%
2	39%
3	17%
4	16%
5	5%
6+	1%

n = 453

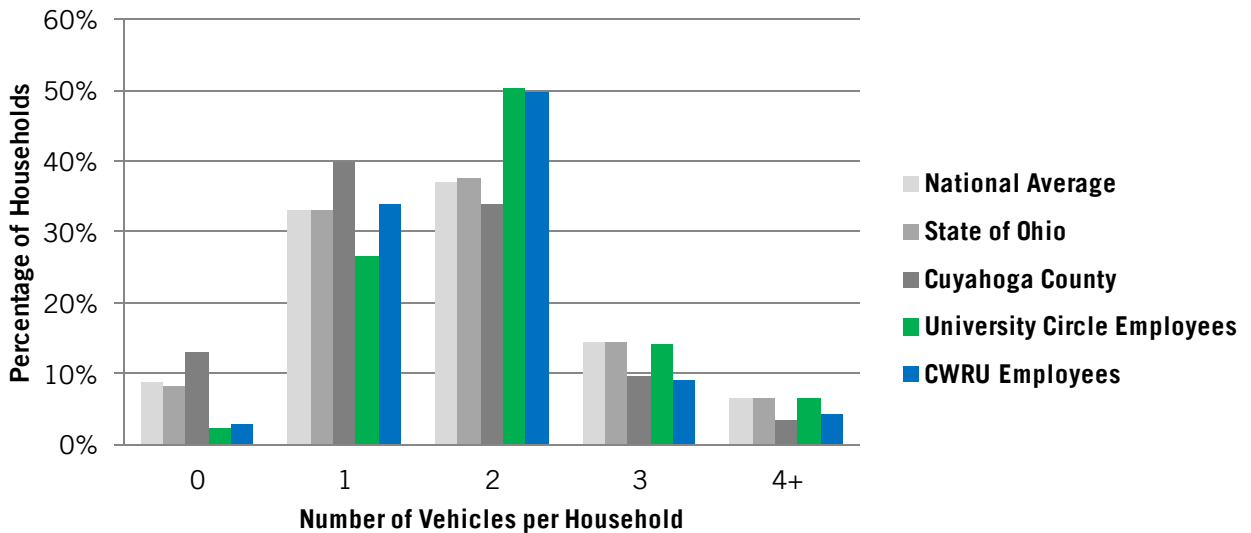
Automobile Ownership

Q13: How many cars does your household have?

No. of Cars per HH	Number of Respondents
0	3%
1	34%
2	50%
3	9%
4+	4%

n = 455

Vehicle Ownership per Household



All non-UC Employee survey data is based on 2016 ACS 1-year estimates.

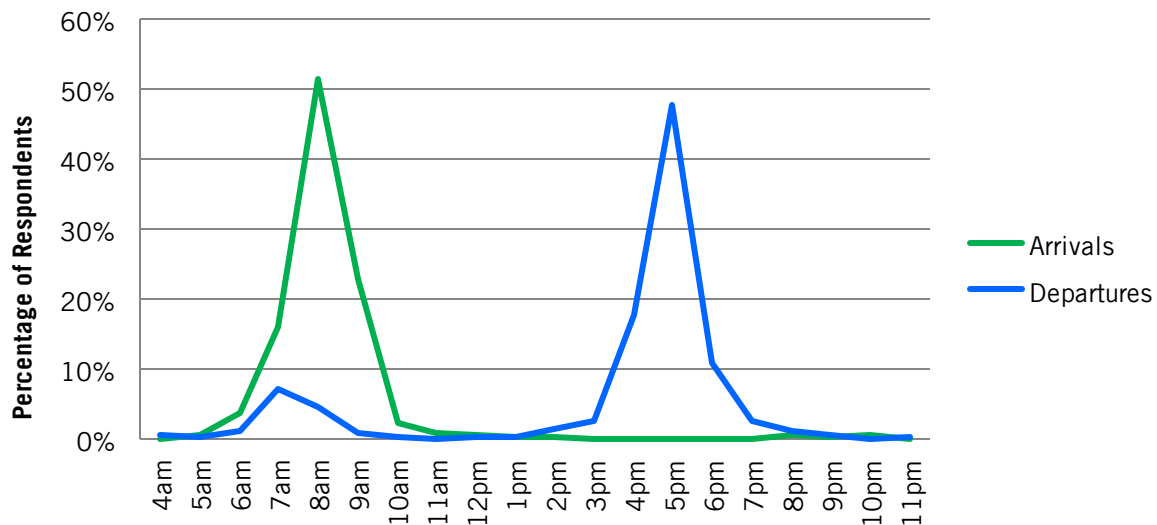
Employee Arrivals & Departures from Work

Q4: On a typical day, what time do you arrive at work?

Q7: On a typical day, what time do you leave work?

Time of Day	Arrivals	Departures
4am	0%	0%
5am	0%	0%
6am	4%	1%
7am	16%	7%
8am	52%	5%
9am	23%	1%
10am	2%	0%
11am	1%	0%
12pm	1%	0%
1pm	0%	0%
2pm	0%	2%
3pm	0%	3%
4pm	0%	18%
5pm	0%	48%
6pm	0%	11%
7pm	0%	3%
8pm	1%	1%
9pm	0%	1%
10pm	0%	0%
11pm	0%	0%

CWRU Peak Commute Times



N = 456

Q15*: Of the options below, which 3 factors most heavily impact your decision to travel by the mode(s) you selected? Please check only 3 boxes.

Travel time (duration)	166
Work/shift hours (time of day)	139
Travel distance	121
Availability of vehicle	112
Safety	67
Other (please explain)	56
Availability of transit service	49
Travel Experience	39
Reliability of transit service	25
Cost (expenses)	22
Environmental reasons	8
Health benefits	8
Physical ability	6
Commuter benefits provided by your employer	5

n = 288

*responses included are only those for drive alone commuters

See appendix 1 for more write-in responses for those who selected "Other."

Q16: Of the options below, which 3 factors would most heavily impact your decision to choose a different travel mode from those you selected? Please check only 3 boxes.

Availability of transit service	115
Cost (expenses)	113
Travel time (duration)	112
Reliability of transit service	77
Commuter benefits provided by your employer	71
Safety	66
Work/shift hours (time of day)	51
Travel distance	47
Other (please explain)	32
Travel Experience	27
Availability of vehicle	25
Environmental reasons	21
Physical ability	11
Health benefits	10

n = 288

*responses included are only those for drive alone commuters

Q17*: Regardless of how you typically get to work, what other options would you consider for your commute if the factors you selected in Question 16 were present? Check all that apply.

RTA Rail	17%
Carpool	16%
RTA/local bus/HealthLine	16%
Telework	15%
Drop off/pick up by someone else	12%
Bike	7%
Drive alone	6%
Vanpool	5%
Walk	3%
Other	2%

n = 288

*responses included are only those for drive alone commuters

Q18: Does your employer offer any of the following commuter benefits?

Live near your work assistance. You get financial assistance to purchase a home near your work.

	Responses
I don't know if my employer offers this benefit	36%
Not offered	20%
Offered and I participate	2%
Offered but I don't participate	42%

n = 445

Commuter Advantage Program. Option to purchase a pre-tax RTA monthly pass.

	Responses
I don't know if my employer offers this benefit	36%
Not offered	7%
Offered and I participate	9%
Offered but I don't participate	48%

n = 445

Free or subsidized shuttles. Include those to outside neighborhoods and remote parking shuttles.

	Responses
I don't know if my employer offers this benefit	29%
Not offered	10%
Offered and I participate	17%
Offered but I don't participate	43%

n = 445

Bikeshare. Free or subsidized membership and use of the bike share system.

	Responses
I don't know if my employer offers this benefit	57%
Not offered	30%
Offered and I participate	1%
Offered but I don't participate	12%

n = 441

Appendix 1

Q15*: Of the options below, which 3 factors most heavily impact your decision to travel by the mode(s) you selected? Please check only 3 boxes.

Those who are drive alone commuters and selected “Other” indicated the following reasons:

sometimes need my car for work so it has to be accessible; otherwise would use the rapid
I must drive SOME days (e.g. due to crosstown-meetings, etc.) and a monthly RTA pass is only worth it IF you use it daily. RTA also requires a long walk to catch a bus or transfer and has limited night service.
Commitments after work
Convenience
Convenience
Cannot take public transportation from my place of residence
Day Care drop off
Having car to run errands after work or go other places.
ease of coming and going
Required off campus meetings
convenience
commitments after work
the lack of rapid transit to Mentor or suburbs nearby. The LakeTran bus would take too long and doesn't come to Univ. Circle directly.
convenience, need vehicle after work for family obligations
I drive so that I can leave quickly if my child has an emergency at school.
No shower convenient to my campus office location
flexibility with small children
Need to pick up children after work
I have to drive my children to school before I come to work. If I didn't have to drive them, I would walk to work.
Family/ Personal reasons
I like having my car with me, not being dependent on a bus or other mass transit system or a group of people. If something comes up, or if I need my car for some reason, I have it. I can stay late or leave early. I like the independence.
Convenience
Too many items to bring on a run/bike commute
I need to be able to drive from work to pick up my daughter from sports practice.
Schedule-when do kids need to be picked up
No other viable options
family responsibilities
I have children to drop off first and these responses don't reflect that.

I drop off two children, each to a different school
Schedule, meaning, need to pick up/transport child (#1)
Flexibility
transport work supplies
No reliable public option from Akron to Case or to the sites where I train around the state.
Freedom to leave any time
Unavailability of child care near work
Convenience
I have young children; need personal vehicle in case I have to go get them/drop off, etc
need to be able to take and pick up children
I prefer to drive myself because I find it easier to be in charge of when I leave home or work.
I like to reflect by myself as I drive.
my choice
Ability to leave easily and quickly for child care concerns
necessity to drive solo due to getting to activities after work
i need my car during the day for meetings, so I have to drive it to work
It takes too long to commute by bicycle
independence
Convenience and in winter less exposure to germs
weather
Convenience
Flexibility to travel if/when needed (emergencies etc...)
If I tried to take the bus it would take me 3 & 1/2 hours to get to work
I have to commute for work purposes during work hours and need a car to do so
Need to be able to pick up kids.
Ability to quickly get to my disabled mother if needed.
Convenience - often have meetings or errands after work so it's easier to drive my car
Childcare and car seats

Appendix 2

Commuter Satisfaction

Q11: How satisfied are you with your typical commute?

Comments included for this question are indicated below:

Satisfaction level	Comments
Very satisfied	I used to live in Aurora, 26 miles each way, 47 minutes. I am much happier now.
Very satisfied	rtta is great
Very satisfied	Not much traffic
Very satisfied	I come early to 1-2-1 fitness to avoid the extra traffic
Very satisfied	I love the availability of bike racks across campus, makes my commute very convenient.
Satisfied	Rush hour traffic makes the commute a bit tough
Satisfied	The commute is very long and traffic is terrible, but it's the most time-efficient method.
Satisfied	would like not to drive but there are no bus stops by my house. and I am not a fan of driving on mayfield
Satisfied	I wish transportation cost were lower and a larger bus was offered on the 9 route. To many people have to stay on the bus and the buses need to be cleaned.
Satisfied	its annoying but I have to go to work
Satisfied	If there was an option for RTA rapid transit to the east side suburbs I would take it.
Satisfied	I would very much like to take the bus to work, but it triples my commute time.
Satisfied	I'd prefer to take public transportation
Satisfied	I wish the 9 bus ran more often, and didn't have to loop around Severance.
Satisfied	I enjoy taking the train some days, but it increases my travel time by as much as 30 minutes which makes it unable to fit into my schedule most days.
Satisfied	I wish shuttle service from the rapid station got me closer to my building and that there were occasional use parking permits for days when I need to drive
Satisfied	During the winter, I try to use Uber or Lyft because waiting in the cold is not ideal for me (health wise), and my response would be very satisfied. When I'm on the train and the bus, the experience is generally satisfactory (namely because of the length of time)
Satisfied	Would be more satisfied but often there are loud, inconsiderate passengers on the RTA
Satisfied	Lots of traffic on the Edgehill/Cedar Hill/MLK Hills due to construction makes for longer commute
Satisfied	The actual commute is generally fine but my parking garage is an additional 10-15 minute walk from my office.
Satisfied	However, lately there have been a lot of delays due to accidents on the

	Shoreway.
Satisfied	I park in CH city lot at overlook and kensington and walk down. Would be nice to have another mode when weather is bad. CWRU parking is too expensive.
Satisfied	I'm a trainer/consultant, travelling 1-3 days per week and 1-2 days per week I commute to CWRU.
Satisfied	I take the Blue Link shuttle. It's usually pretty reliable but understandably sometimes traffic varies and I spend 5-10 minutes each way waiting at the stop for the shuttle. Not a huge inconvenience.
Satisfied	i should be walking to work!
Satisfied	I'd like a more economical transportation option that does not increase my travel time
Satisfied	Relaxing and can de-stress usually
Satisfied	I wish the RTA buses would run a little more frequently.
Satisfied	depends on the day, driving conditions and other drivers
Dissatisfied	parking so far away adds so much time to my commute
Dissatisfied	doing it for 41 yrs
Dissatisfied	I tried the RTA (rail) for several months last winter, but it wasn't safe. The Gohio car pool has no options for me.
Dissatisfied	Wish RTA was more convenient, i.e. < 1 mile walking.
Dissatisfied	I would like to take a shuttle bus, but one does not come through the Larchmere or Shaker Square area
Dissatisfied	Too much traffic!
Dissatisfied	Traffic
Dissatisfied	Walk from parking garage to office is significant fraction of time (and distance) to garage from home.
Dissatisfied	There is almost a traffic delay every morning, plus I must factor in the time it takes to ride the shuttle.
Dissatisfied	Eagerly anticipating Opp. Corridor
Dissatisfied	RTA has cut many rush hour trips. The buses don't run as often as they used to which makes the commute frustrating if you are rushing and/or dealing with bad weather.
Dissatisfied	to far to drive - traffic unpredictable
Dissatisfied	20 minutes of communte involves waiting for & riding on shuttle
Dissatisfied	Once I leave the freeway, the city drive is long. Too many lights.
Dissatisfied	I'm annoyed by the traffic and pot holes/rough road on my commute.
Dissatisfied	I really don't like riding the bus at night too many dangerous people out.
Dissatisfied	I hate driving but train takes longer and it's impossible when I need to do errands or pick up child.
Dissatisfied	Construction zones add 10-30 min. per direction depending on when I travel
Dissatisfied	I drive past my office to park at lot 46 and catch a shuttle back to my office
Dissatisfied	I like the route, but wish it was shorter
Dissatisfied	Wish it was a shorter trip.
Dissatisfied	Traffic can be terrible

Dissatisfied	Traffic
Dissatisfied	The RTA is always under repair-- notice of this repair is short. For instance, when I bought my November pass for the train I didn't learn until 10/29 that for the month of November I would have to take the bus part of the commute. This will add anywhere from 30 minutes-to an hour to my commute. I would have drove if I hadnt' already bought pass
Dissatisfied	a lot of traffic especially on the way home
Dissatisfied	there is no direct route to campus. LOTS of stop light no matter which way I travel
Dissatisfied	traffic
Dissatisfied	It's hard to get here as there is no highway that drops you off in the circle from the south.
Dissatisfied	Because my parking lot is so far away from my work location, I have to leave more than a half hour before I need to get to work, even though I live very close. I also feel very unsafe at night because I have to walk to so far to get to my car.
Dissatisfied	Traffic in the past 6 months has increased. Seems to be more cars on the road
Dissatisfied	takes longer than it should
Dissatisfied	Too far, too much traffic, always an accident on the freeway
Dissatisfied	It's such a long drive
Dissatisfied	The distance between lot 46 and the BRB is along walk, but the new app for tracking shuttles has helped recently
Very dissatisfied	Very long; no freeway leading into University Cirde; Perhaps the Sustainability team can match employees up by location so we know who else on campus we may be able to carpool with?
Very dissatisfied	It take way to long to get here. Getting out of University Circle is a mess most days at 5 pm (which is why I try to leave earlier).
Very dissatisfied	Always a traffic problem
Very dissatisfied	Too cold, too long
Very dissatisfied	There's no fast way to get to campus from the west side. Construction has been especially bad over the last few years. If I could telecommute, I'd jump at the chance.
Very dissatisfied	Takes too long - too many lights on surface streets
Very dissatisfied	There is no easy way to get here, no highways. There is no public transportation option for where I live.
Very dissatisfied	Traffic navigating into the city is difficult almost every morning. Cleveland traffic lights are not "smart" and create long periods of waiting for those navigating towards the Cleveland Clinic, UH, CWRU, etc.
Very dissatisfied	It's honestly the worst part of the job. I HATE Cleveland traffic, it doubles my commute. Plus, having to pay to park and then park all the way across campus makes the commute longer to save money and that's stupid.
Very dissatisfied	Traffic congestion during the evening commute is awful. Traffic in the circle is getting more and more congested
Very dissatisfied	If more parking was available closer to the center of campus, I would shave 30 minutes from my commute each way, each day - saving me an hour. I

	have been on a wait list for 2 years.
Very dissatisfied	1.5+ hours of my day in a car=375 hours/year=15+ days/year spent driving to/from work
Very dissatisfied	It is the worst part of my life. It has cost me years of joy. I wish I was exaggerating.
Very dissatisfied	Laketran needs to offer service to UH/Case
Very dissatisfied	Too Much construction & Too many distracted drivers!
	Used to walk. Now drive to the area and walk in rest. Would prefer to walk all the way and may when weather permits. Not happy about having to drive now but glad I can still get in 30+ minutes of walking.
	Somewhat satisfied
	I have no options other than driving myself.