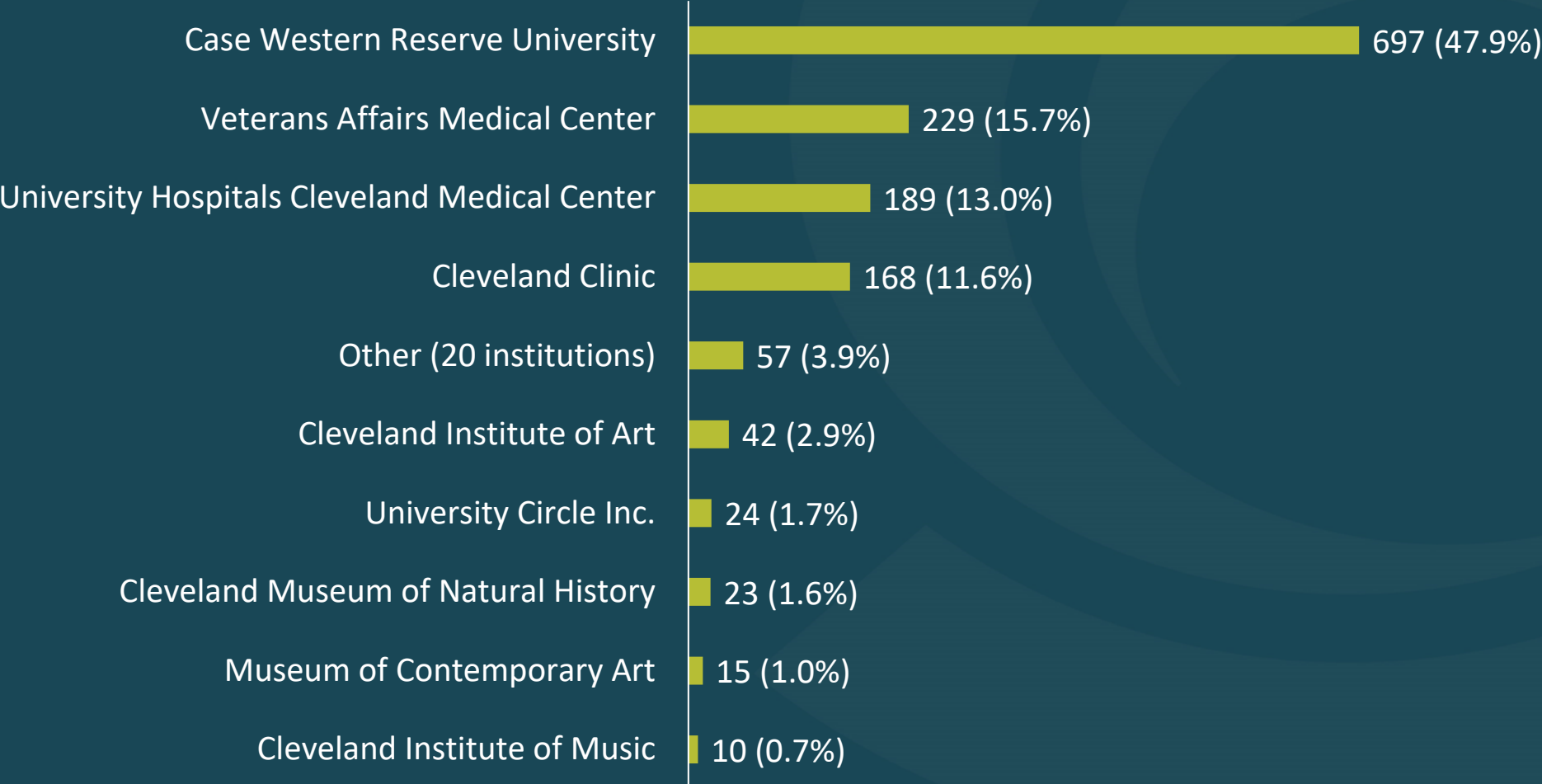# University Circle's

2023 Commuter Survey

Results Summary
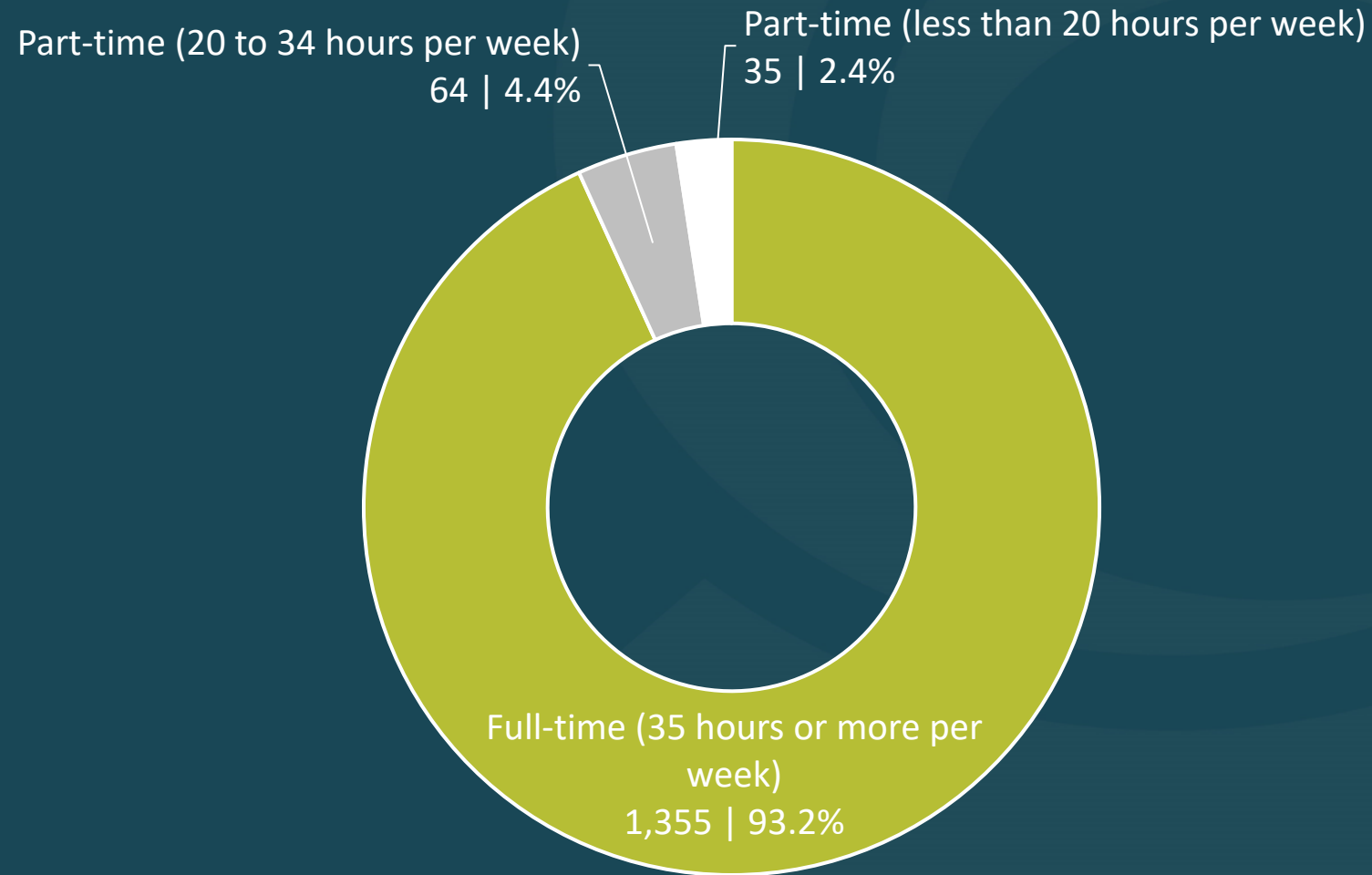
2023 Commuter Survey Overview

- 3-month survey (October – December, 2023)
- 26 survey questions asked
- 1,454 responses received
  - Including 243 paper survey responses
- Representing 29 workplaces
- Representing 124 unique home zip codes

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What is your home zip code?
Residential Density of Survey Respondents by Zip Code

University Circle

LEGEND
- City of Cleveland
- Cuyahoga County

Zip Codes with Responses
- 1 - 10
- 11 - 40
- 41 - 70
- 71 - 100
- 101 - 113
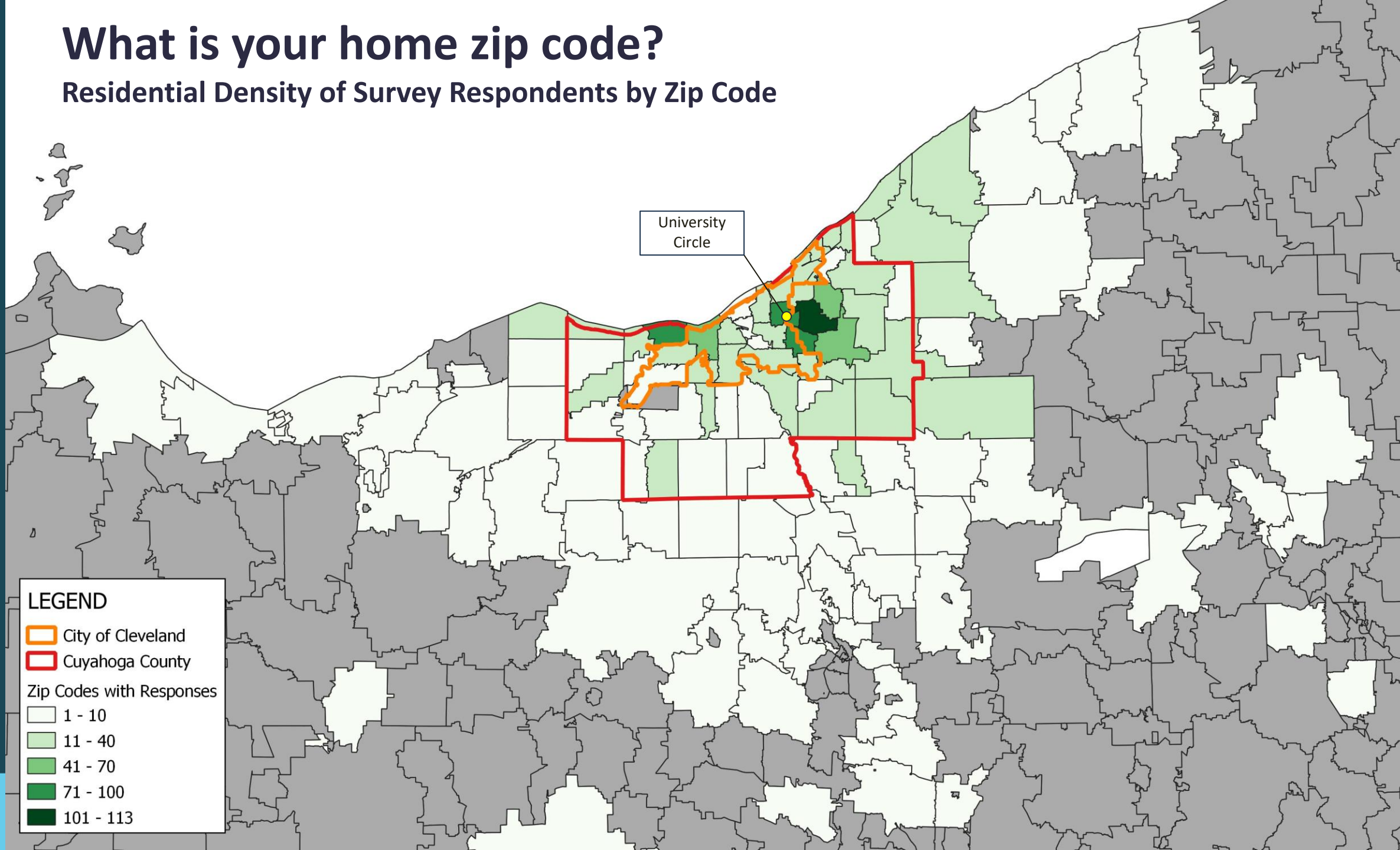
When you commute to work, how many miles are in your one-way trip to work?

Category	Value
over 100 miles	3 (0.2%)
91 - 100 miles	1 (0.1%)
81 - 90 miles	1 (0.1%)
71 - 80 miles	1 (0.1%)
61 - 70 miles	7 (0.5%)
51 - 60 miles	21 (1.4%)
41 - 50 miles	29 (2.0%)
31 - 40 miles	94 (6.5%)
21 - 30 miles	228 (15.7%)
11 - 20 miles	406 (27.9%)
5 - 10 miles	310 (21.3%)
Less than 5 miles	347 (23.9%)
0 miles (100%...	6 (0.4%)

N = 1,454

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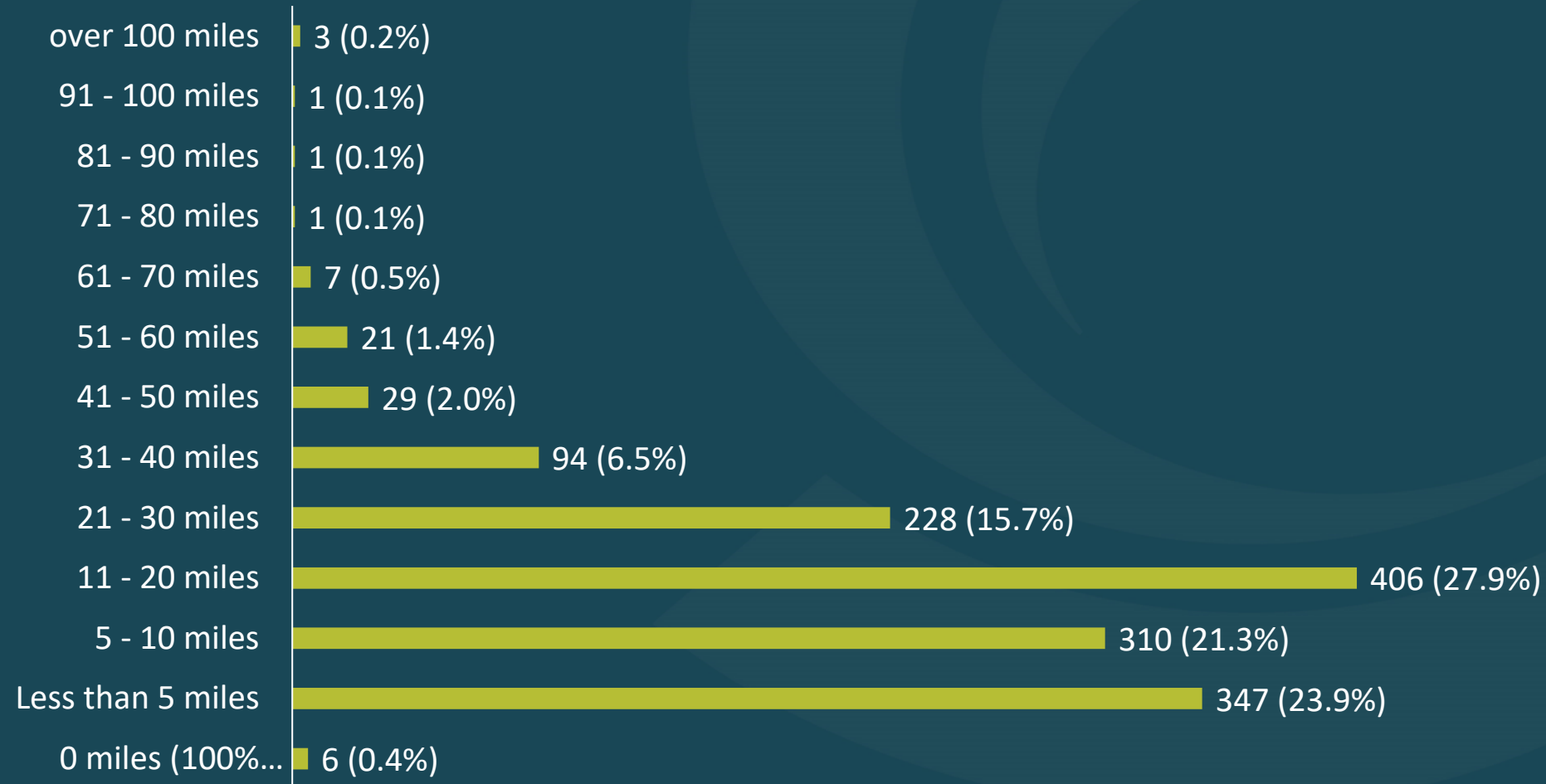
On a typical day, how many minutes does your commute (one-way) from home to work take?

Category	Value
Over 100 minutes	3 (0.2%)
91 - 100 minutes	3 (0.2%)
81 - 90 minutes	4 (0.3%)
71 - 80 minutes	7 (0.5%)
61 - 70 minutes	32 (2.2%)
51 - 60 minutes	73 (5.0%)
41 - 50 minutes	197 (13.5%)
31 - 40 minutes	270 (18.6%)
21 - 30 minutes	335 (23.0%)
11 - 20 minutes	363 (25.0%)
5 - 10 minutes	134 (9.2%)
Less than 5 minutes	29 (2.0%)
0 minutes (100% telecommute)	4 (0.3%)

N = 1,454

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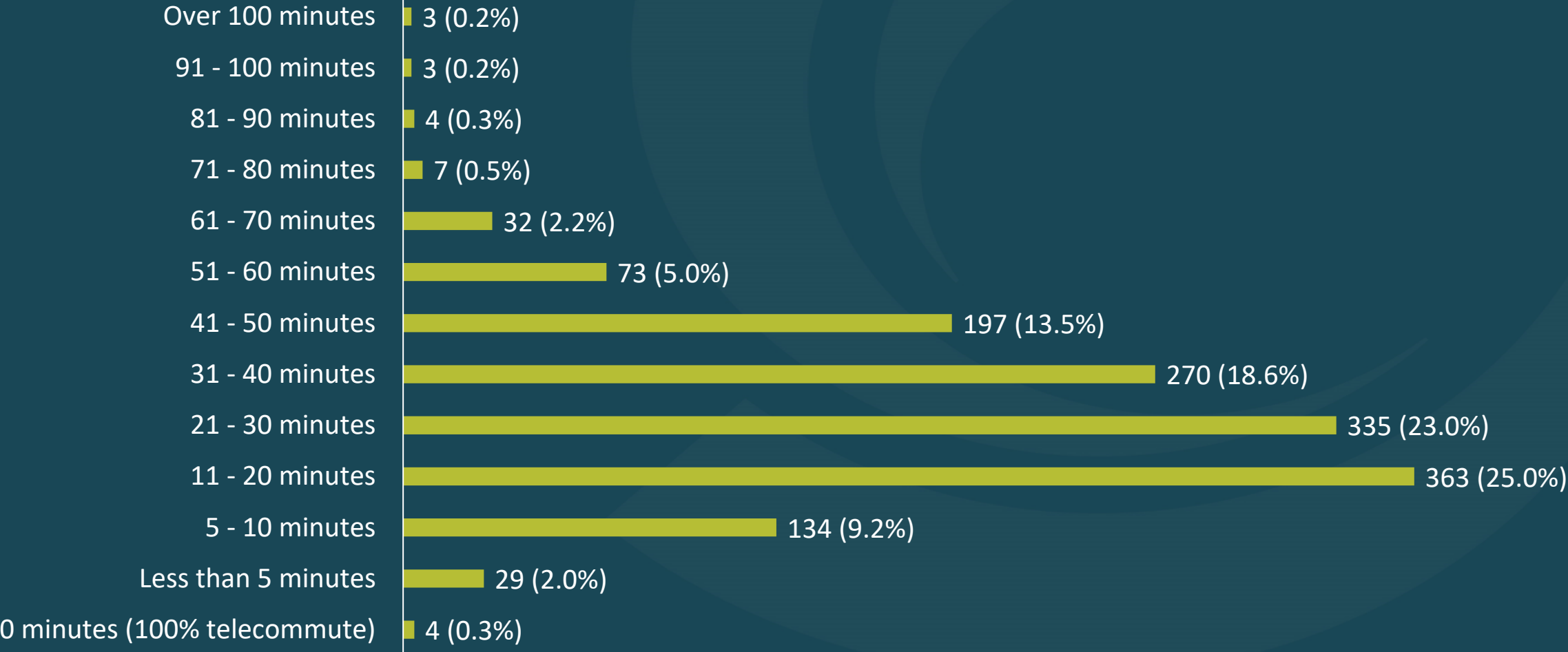
Many commuting patterns have changed due to the COVID-19 pandemic. Which best describes your current situation?
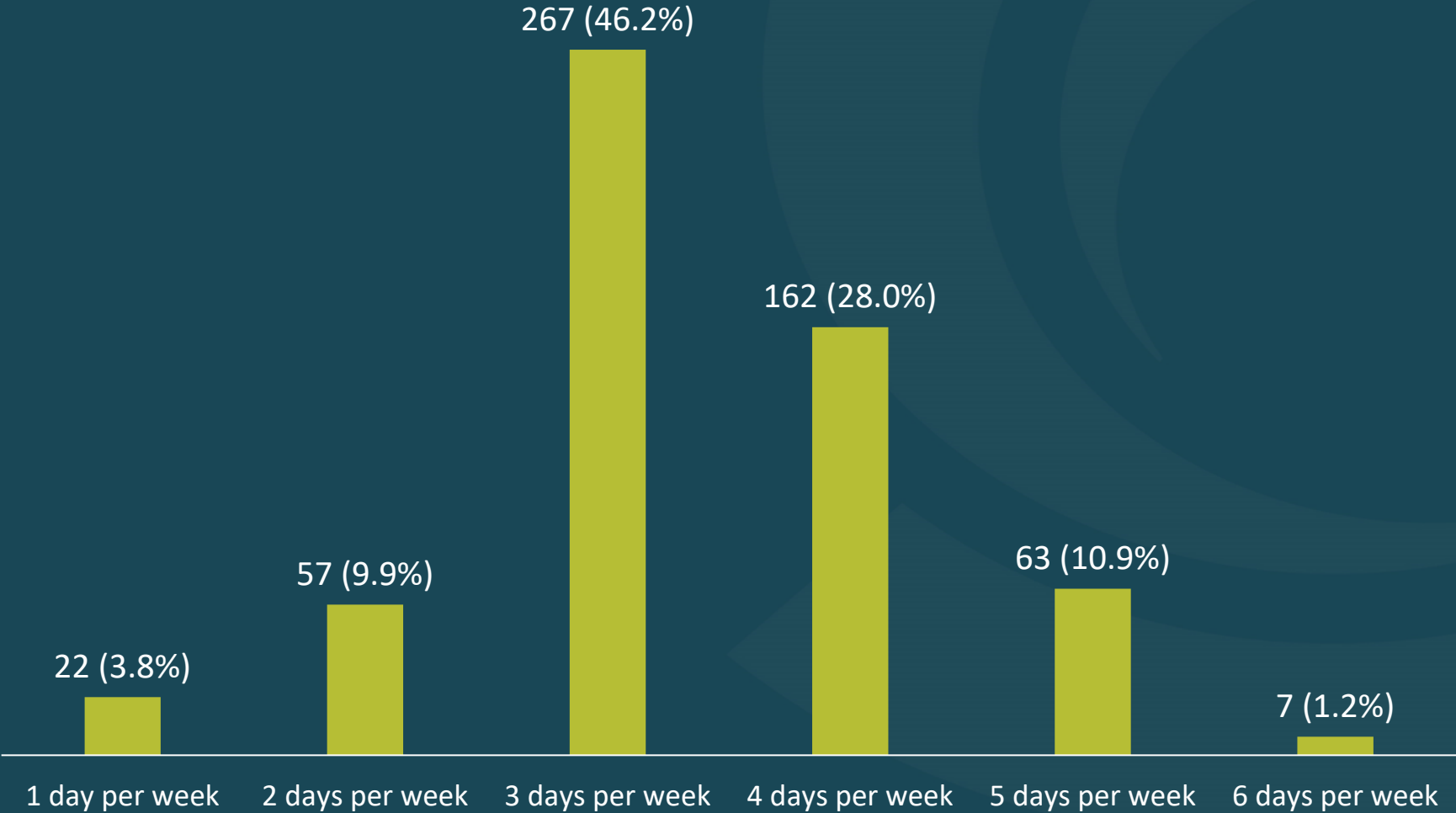

I always work from home
9 | 0.6%

I always work at my physical workplace
916 | 63%

I work a hybrid schedule
513 | 35.3%
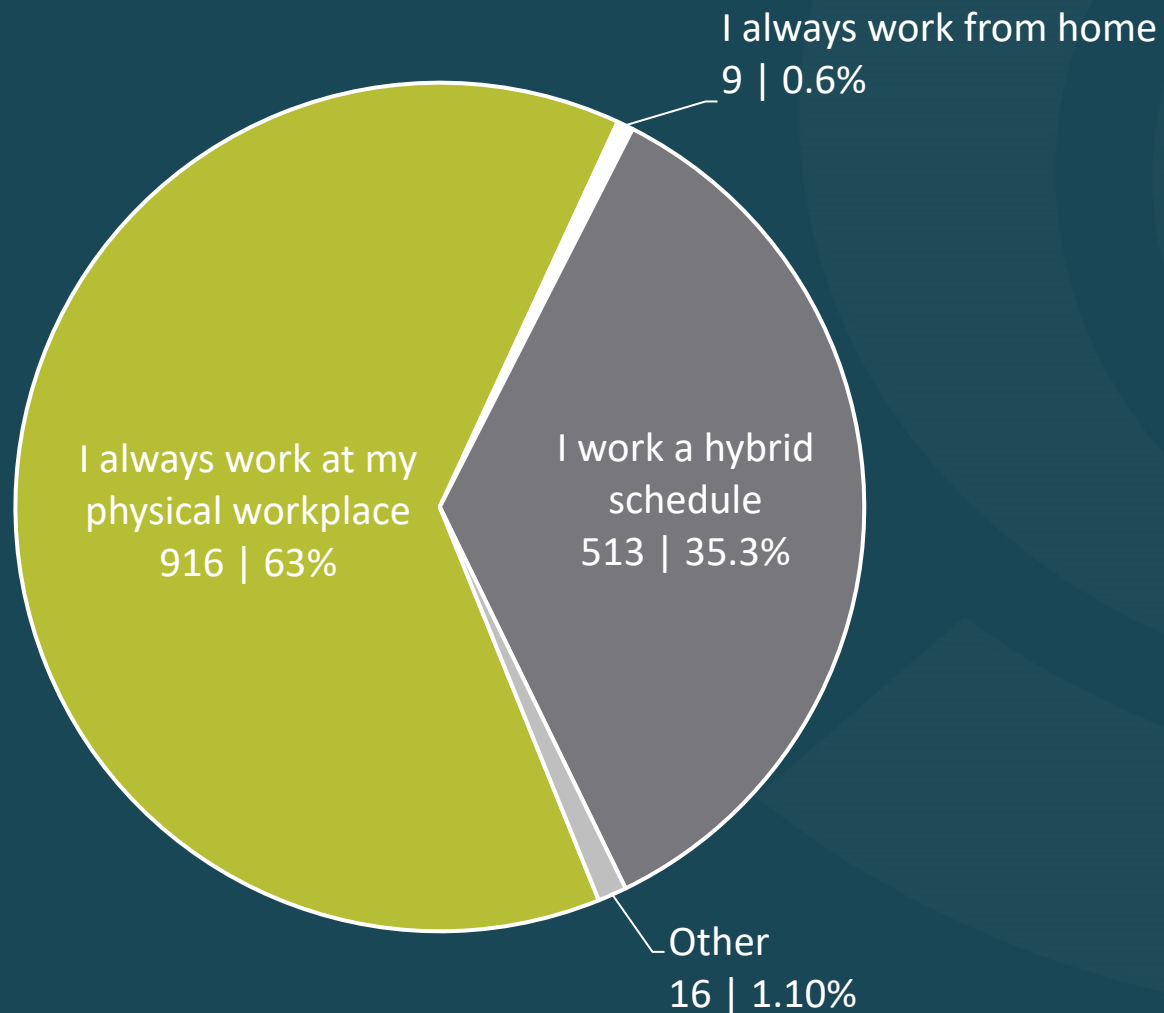
Other
16 | 1.10%

Note: "Other" responses were most commonly described as employees who do not have a singular physical workplace (i.e., their work involves traveling or they work at multiple sites/campuses)

N = 1,454

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2023 Mode Split by Month – All Responses

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Work From Home	7.6%	7.3%	7.2%	6.9%	7.2%	8.8%	8.9%	8.0%	6.6%	5.8%	6.1%	6.8%
Walk	3.1%	3.1%	3.3%	3.3%	3.3%	3.0%	2.9%	3.2%	3.3%	3.3%	3.3%	3.3%
Personal Bike	0.8%	0.8%	1.0%	1.5%	1.9%	2.0%	2.0%	2.2%	2.1%	1.5%	1.1%	0.7%
RTA Bus	6.4%	6.4%	6.3%	6.0%	6.1%	6.2%	6.2%	6.0%	6.1%	6.1%	6.2%	6.4%
RTA Rail	1.9%	1.9%	1.9%	1.9%	1.7%	1.7%	1.7%	1.7%	1.8%	2.0%	2.2%	2.0%
Drive Alone	72.0%	72.7%	72.4%	72.4%	72.2%	70.9%	70.6%	71.1%	72.0%	73.0%	72.7%	72.2%
University Circle Shuttle	2.2%	2.2%	2.1%	2.0%	2.0%	1.9%	1.8%	2.1%	2.3%	2.3%	2.4%	2.4%
Carpool or Vanpool	4.3%	4.2%	4.2%	4.3%	3.9%	3.6%	3.9%	3.8%	3.9%	3.9%	4.0%	4.1%
Rideshare (Uber, Lyft, etc.)	1.5%	1.3%	1.3%	1.5%	1.4%	1.6%	1.5%	1.6%	1.4%	1.5%	1.5%	1.6%
Shared Mobility Devices	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.3%	0.4%	0.4%	0.4%	0.4%

N = 1,454

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2023 Mode Split – Paper Survey Responses

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Walk	1.3%	1.8%	1.8%	1.8%	1.8%	1.7%	1.7%	2.1%	2.1%	2.5%	2.5%	2.5%
Personal Bike	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%
RTA Bus	26.0%	26.0%	26.0%	25.6%	25.6%	25.1%	25.0%	25.1%	24.7%	24.5%	24.0%	24.0%
RTA Rail	3.1%	3.1%	3.1%	3.1%	3.1%	3.0%	3.0%	3.0%	3.3%	3.3%	3.7%	3.7%
Drive Alone	49.8%	49.8%	50.2%	50.7%	50.7%	50.6%	50.0%	50.2%	49.8%	50.2%	50.4%	50.0%
University Circle Shuttle	3.1%	3.1%	2.6%	2.6%	2.6%	3.0%	3.0%	2.6%	2.9%	2.9%	2.9%	2.9%
Carpool or Vanpool	7.9%	1.8%	1.8%	1.8%	1.3%	1.3%	1.7%	1.3%	2.1%	2.1%	2.1%	2.1%
Rideshare (Uber, Lyft, etc.)	3.1%	3.1%	2.6%	2.6%	2.6%	3.1%	3.1%	2.6%	3.1%	3.1%	3.1%	3.1%
Shared Mobility Devices	3.1%	3.1%	3.1%	3.1%	3.1%	3.0%	3.0%	3.0%	3.3%	3.3%	3.7%	3.7%

N = 243

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Mode Split Comparison from Previous Years

	2016 Averages	2017 Averages	2020 Averages	2023 Averages
Work From Home	0.5%	-	17.3%	7.3%
Walk	2.1%	2.3%	2.0%	3.2%
Personal Bike	1.4%	1.2%	1.4%	1.5%
RTA Bus	1.9%	3.0%	3.3%	6.2%
RTA Rail	1.1%	2.0%	1.3%	1.9%
Drive Alone	87.8%	84.0%	69.4%	72.0%
University Circle Shuttle	0.2%	-	1.2%	2.2%
Carpool or Vanpool	2.3%	6.4%	3.2%	4.0%
Rideshare (Uber, Lyft, etc.)	0.2%	-	-	1.5%
Shared Mobility Devices	-	-	-	0.3%
Furloughed	-	-	0.4%	-
Other	-	1.1%	-	-

*Note that the transportation mode options provided in the survey varied by year.

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Do you have a car available to you for your commute to work?

- 1,271 — 87.41% (Yes, always)
- 98 — 6.74% (No, Never)
- 85 — 5.85% (Sometimes)
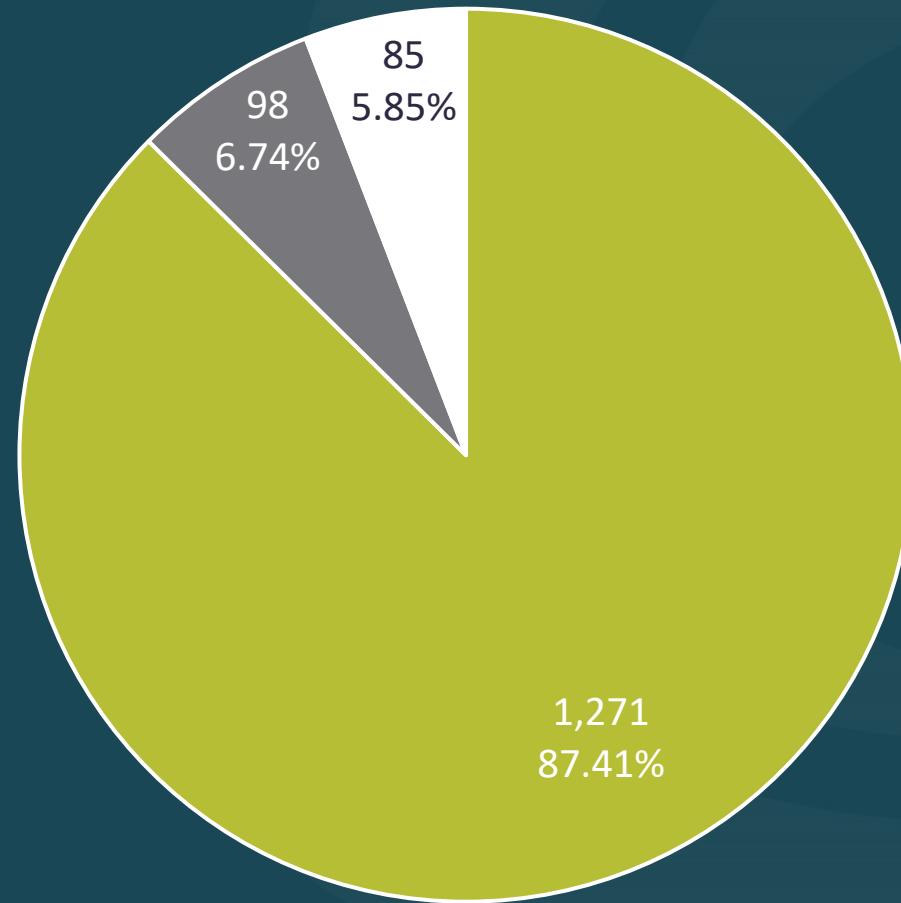
Legend: ■ Yes, always ■ No, Never ■ Sometimes

N = 1,454

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Mode Split for Individuals with No Car Access

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Walk	8.7%	8.8%	8.8%	8.8%	7.6%	7.5%	7.6%	8.5%	8.4%	10.3%	10.3%	10.4%
Personal Bike	1.1%	1.1%	1.1%	2.2%	3.3%	3.2%	2.2%	2.1%	2.1%	2.1%	1.0%	1.0%
RTA Bus	53.3%	53.8%	53.8%	53.8%	52.2%	51.6%	52.2%	52.1%	51.6%	50.5%	50.5%	52.1%
RTA Rail	9.8%	9.9%	9.9%	8.8%	8.7%	8.6%	8.7%	8.5%	8.4%	9.3%	10.3%	9.4%
University Circle Shuttle	3.3%	3.3%	3.3%	3.3%	3.3%	3.2%	3.3%	3.2%	3.2%	3.1%	3.1%	3.1%
Carpool or Vanpool	9.8%	9.9%	8.8%	8.8%	8.7%	8.6%	8.7%	8.5%	8.4%	8.2%	8.2%	8.3%
Rideshare (Uber, Lyft, etc.)	12.0%	12.1%	13.2%	13.2%	13.0%	14.0%	14.1%	13.8%	14.7%	14.4%	14.4%	14.6%
Shared Mobility Devices	1.1%	0.0%	0.0%	0.0%	1.1%	1.1%	1.1%	1.1%	1.1%	0.0%	0.0%	0.0%

N = 98

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Do you have an electric vehicle?

65
4.47%

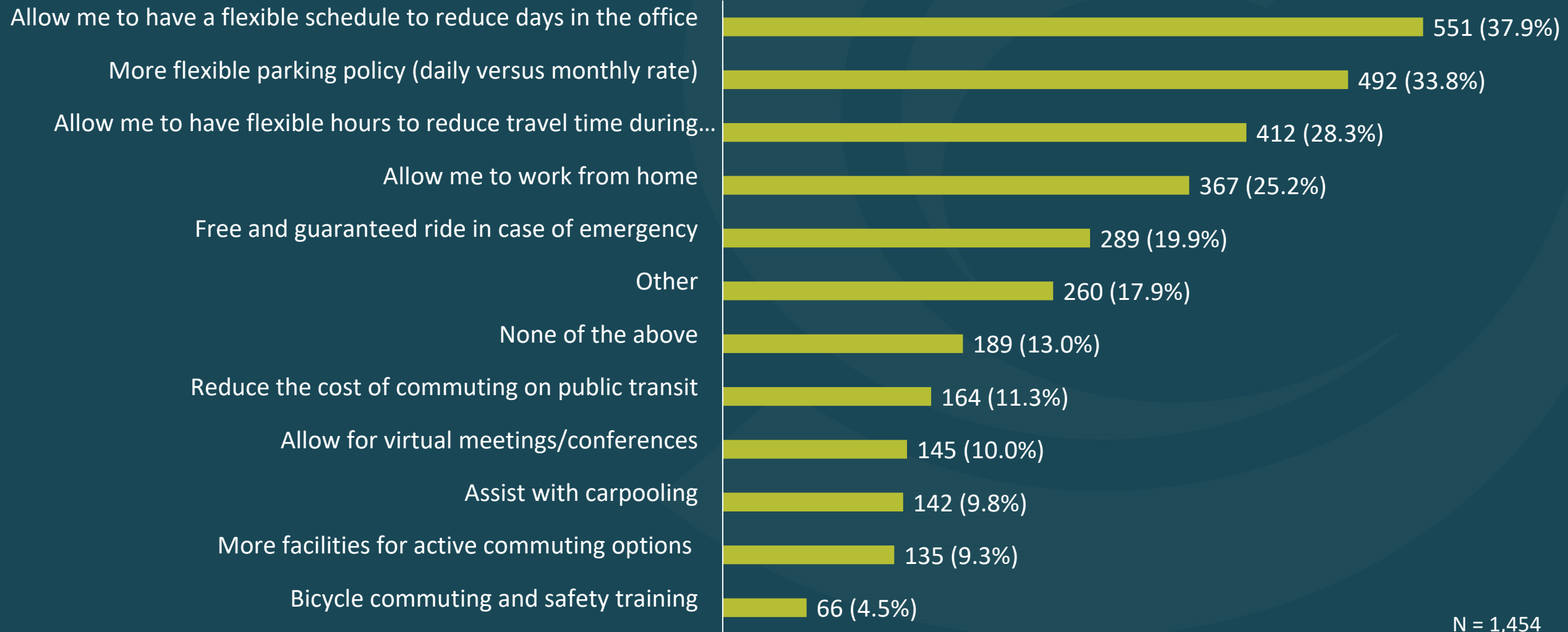1,146
78.89%

☐ No   ☐ Yes
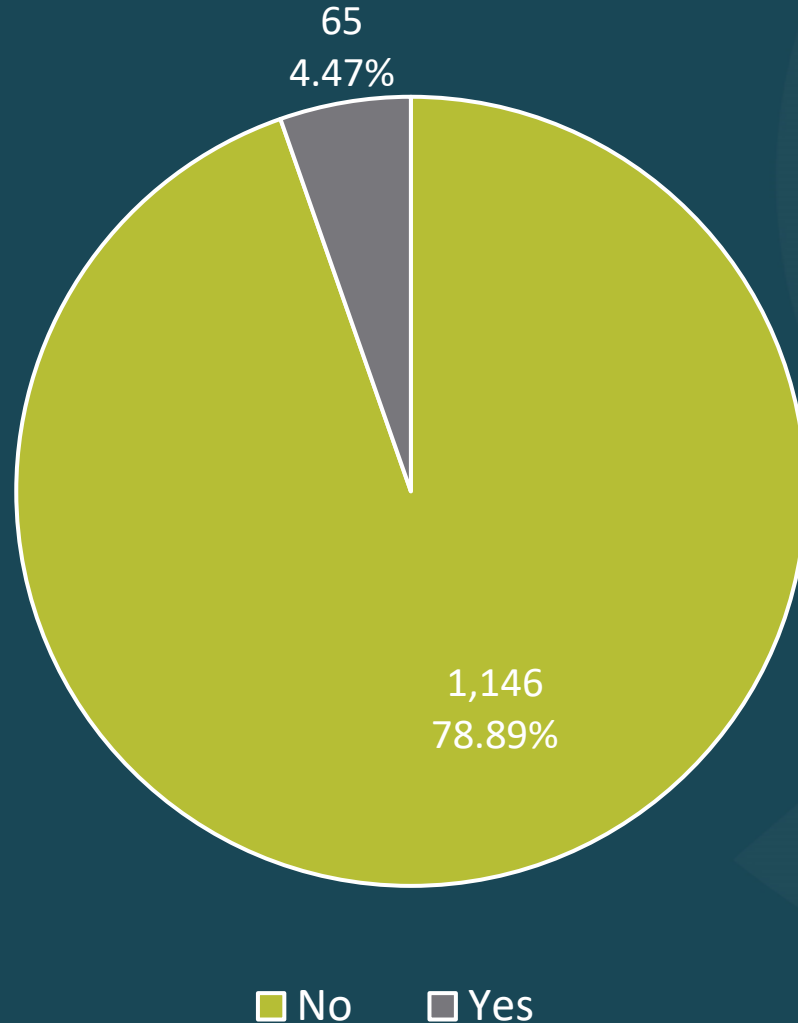
20% of EV owners charge their car at work

23% of EV owners don't know whether their employer offers charging stations

N = 1,211

*Note that this question was excluded from the paper survey

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What could your employer do to improve your transportation situation?

Response	Count (%)
Allow me to have a flexible schedule to reduce days in the office	551 (37.9%)
More flexible parking policy (daily versus monthly rate)	492 (33.8%)
Allow me to have flexible hours to reduce travel time during…	412 (28.3%)
Allow me to work from home	367 (25.2%)
Free and guaranteed ride in case of emergency	289 (19.9%)
Other	260 (17.9%)
None of the above	189 (13.0%)
Reduce the cost of commuting on public transit	164 (11.3%)
Allow for virtual meetings/conferences	145 (10.0%)
Assist with carpooling	142 (9.8%)
More facilities for active commuting options	135 (9.3%)
Bicycle commuting and safety training	66 (4.5%)

N = 1,454

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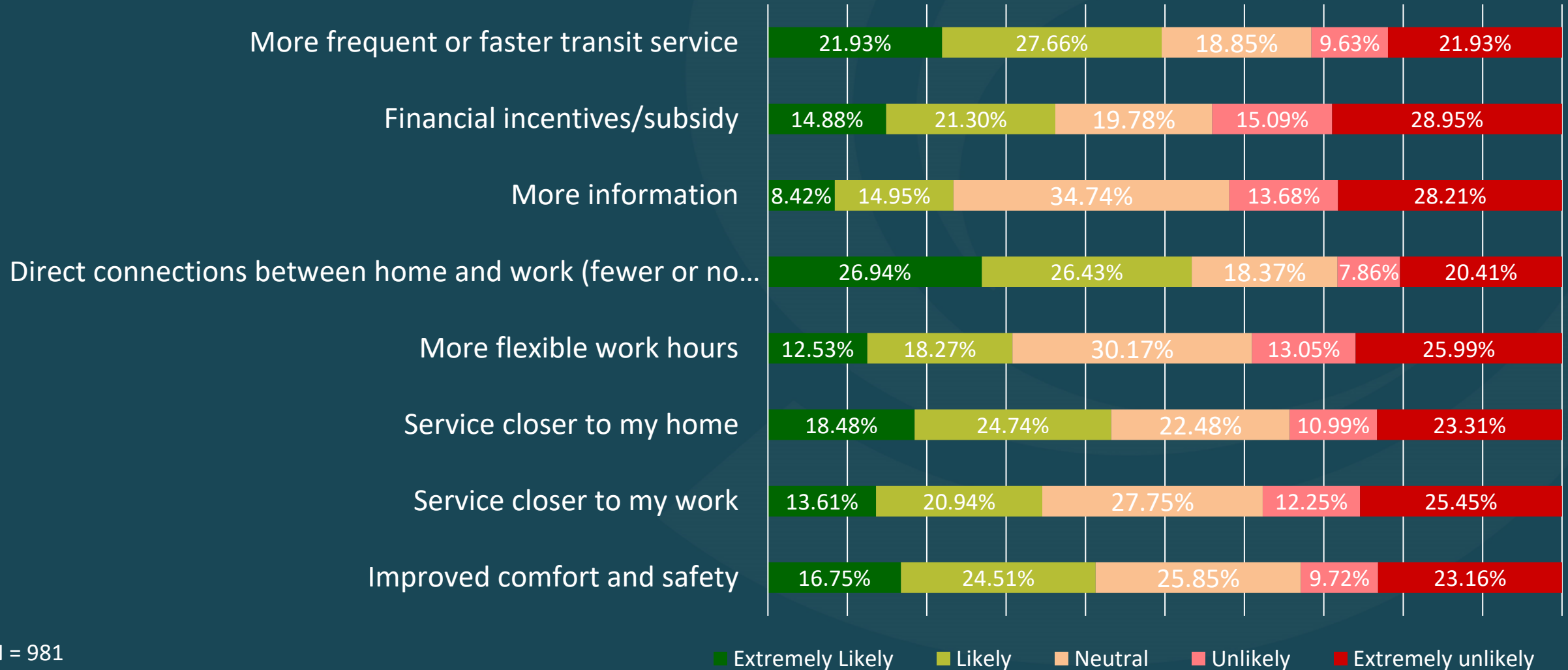
What could your employer do to improve your transportation situation? "Other" Core Themes:

- Grace period for transit riders – many front-line employees noted that they are written up if the bus/train/shuttle is delayed

- Gas cards

- Free or subsidized parking

- More EV charging stations

- Better transit connections & more frequent service

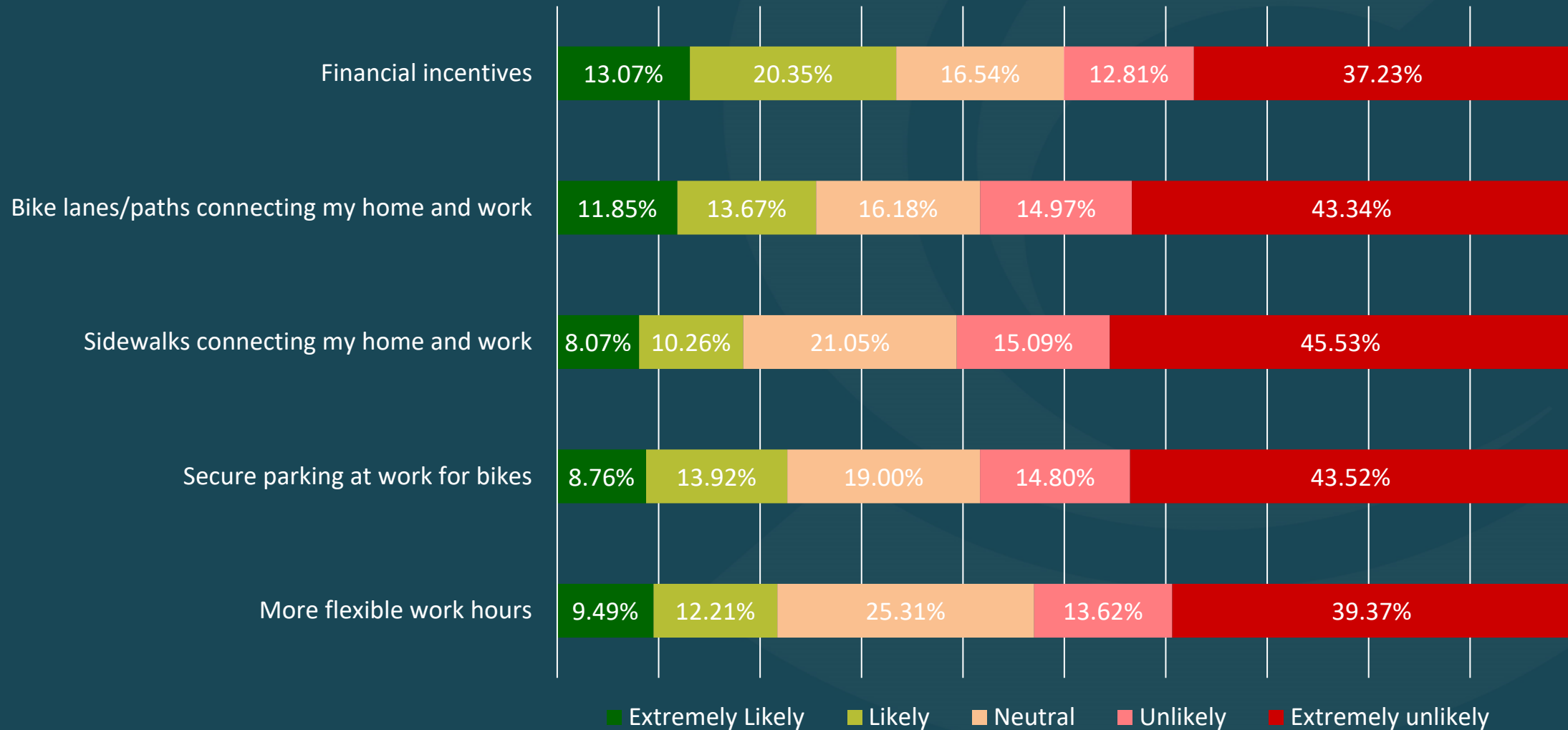- Better shuttle reliability & more frequent service

N = 258

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How likely would each of the following influence your decision to ride (or continue riding) public transit to work in the future?

	Extremely Likely	Likely	Neutral	Unlikely	Extremely unlikely
More frequent or faster transit service	21.93%	27.66%	18.85%	9.63%	21.93%
Financial incentives/subsidy	14.88%	21.30%	19.78%	15.09%	28.95%
More information	8.42%	14.95%	34.74%	13.68%	28.21%
Direct connections between home and work (fewer or no...	26.94%	26.43%	18.37%	7.86%	20.41%
More flexible work hours	12.53%	18.27%	30.17%	13.05%	25.99%
Service closer to my home	18.48%	24.74%	22.48%	10.99%	23.31%
Service closer to my work	13.61%	20.94%	27.75%	12.25%	25.45%
Improved comfort and safety	16.75%	24.51%	25.85%	9.72%	23.16%

N = 981

*Note that this question was excluded from the paper survey

How likely would each of the following influence your decision to walk, bike, or take shared mobility devices (or continue to use these modes) to work in the future?

	Extremely Likely	Likely	Neutral	Unlikely	Extremely unlikely
Financial incentives	13.07%	20.35%	16.54%	12.81%	37.23%
Bike lanes/paths connecting my home and work	11.85%	13.67%	16.18%	14.97%	43.34%
Sidewalks connecting my home and work	8.07%	10.26%	21.05%	15.09%	45.53%
Secure parking at work for bikes	8.76%	13.92%	19.00%	14.80%	43.52%
More flexible work hours	9.49%	12.21%	25.31%	13.62%	39.37%

N = 1,156

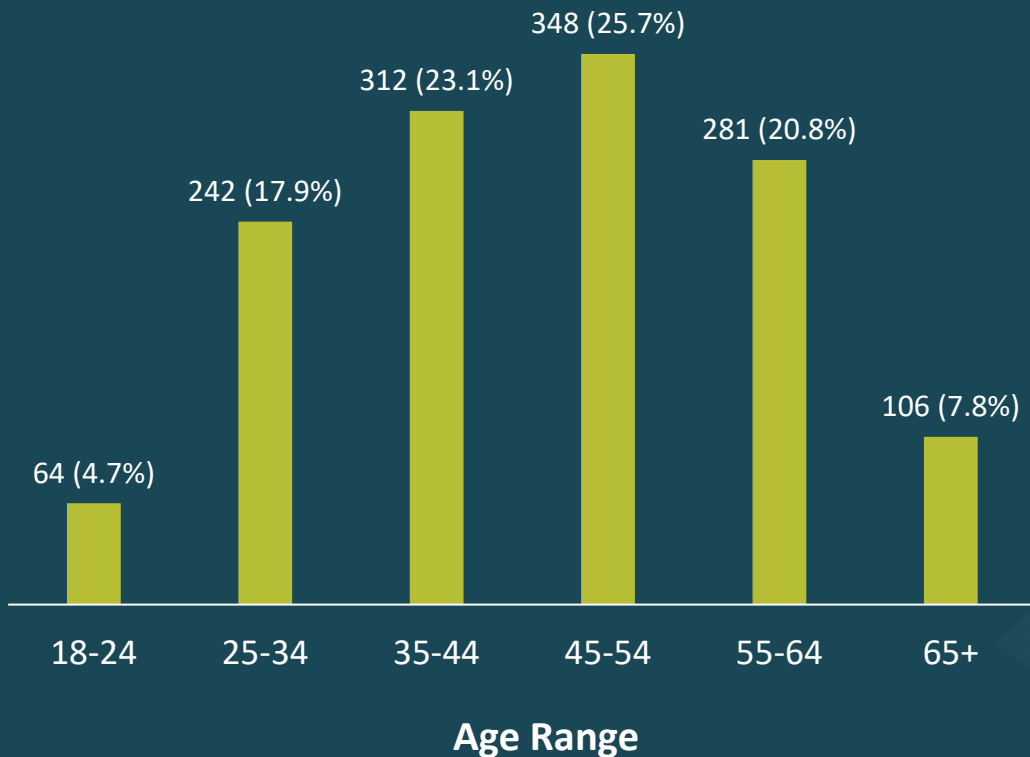*Note that this question was excluded from the paper survey

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Please share any additional information or comments about your commute. Core Themes:

- There are many concerns regarding safety, cleanliness, and reliability for public transit.

- Respondents noted that alternative options are challenging if they need to drop off children at school/childcare, travel off-site during the work day, or frequently carry around supplies

- Many respondents desire better transit connections between University Circle and near east side communities.

- Many respondents desire more flexible work schedules (primarily to avoid rush hour times) and remote work opportunities.

- Respondents noted that parking is expensive, but many feel they do not have an alternative based on where they live (or alternatives like transit and biking would take too long).

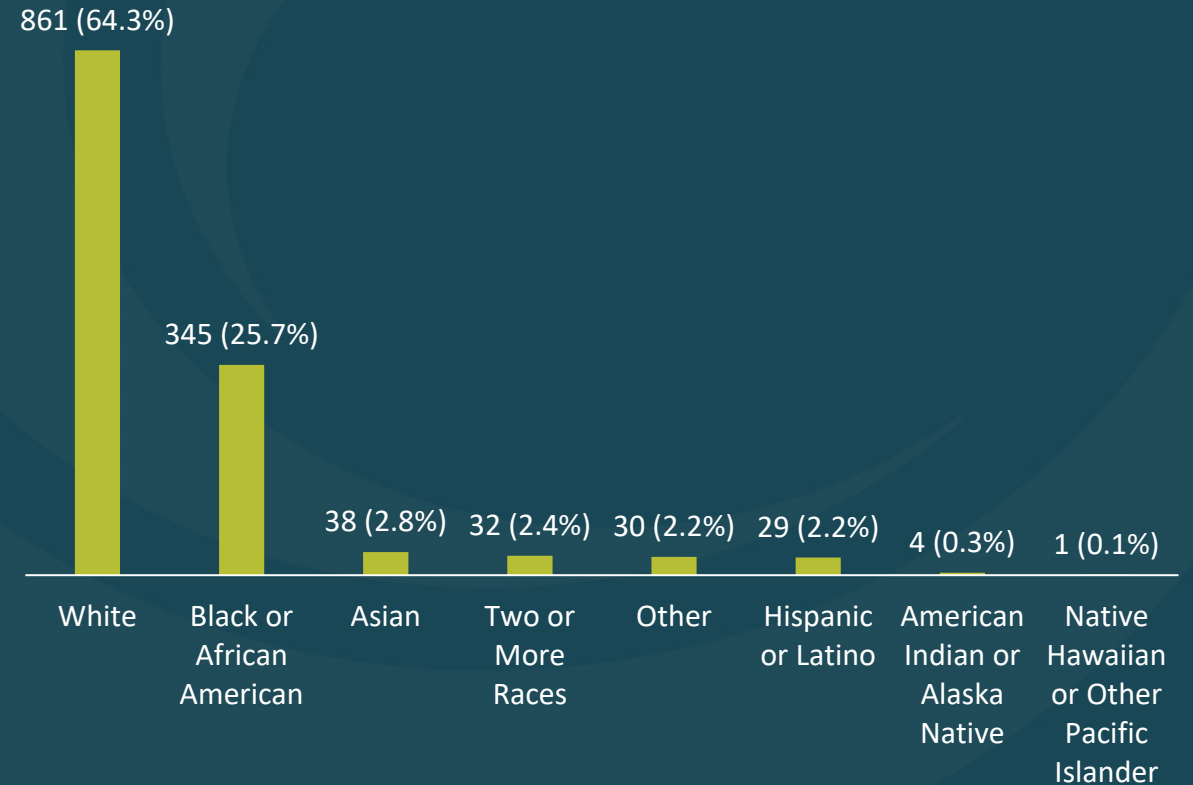- There are many requests for infrastructure safety improvements.

N = 328

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Optional Demographic Questions

Which of the following best describes your age?

- 18-24: 64 (4.7%)
- 25-34: 242 (17.9%)
- 35-44: 312 (23.1%)
- 45-54: 348 (25.7%)
- 55-64: 281 (20.8%)
- 65+: 106 (7.8%)

Age Range

N = 1,353

Which of the following best describes you?

- White: 861 (64.3%)
- Black or African American: 345 (25.7%)
- Asian: 38 (2.8%)
- Two or More Races: 32 (2.4%)
- Other: 30 (2.2%)
- Hispanic or Latino: 29 (2.2%)
- American Indian or Alaska Native: 4 (0.3%)
- Native Hawaiian or Other Pacific Islander: 1 (0.1%)

N = 1,340
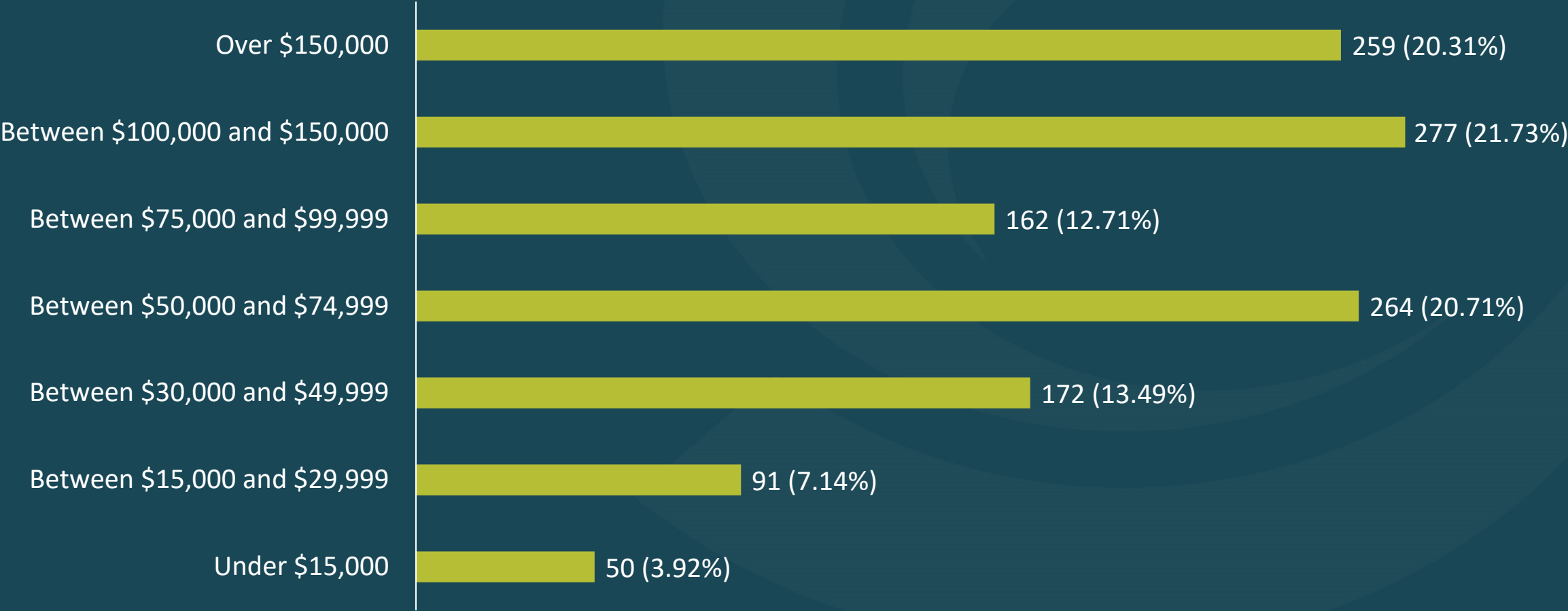
*Note demographic questions were optional and not answered by all respondents

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