

SJSU Associate Students Transportation Solutions Fall 2019 Employee Survey Data



1. Introduction

Transportation Solutions (TS) completed its first employee survey administered at the end of the fall semester of 2019. This was TS's first employee online survey and it was administered by Qualtrics. The survey was carried out from October 28th through November 8th. The survey's link was sent to 1,400 employees (Part-time and Full-time) 1,100 participated at a response rate of 78.57%.

2. Analysis

2.1 Overall Mode Breakdown

The overall alternative transportation usage was at 26.36%. Extrapolated over the population of 5,850 total employees, the total alternative transportation users were estimated at 1546 employees. Of the surveyed population, Transit/Rail fall 2019 ridership was 16.82% or 184 (Table. 1) and ridership for the Santa Clara Valley Transportation Authority (VTA) was 3.73% or 41 employees (Bus Only) and 4.00% or 44 employees (Light Rail Only). The rate for walk/Bicycle (only) was at 5.18% or 57 employees.

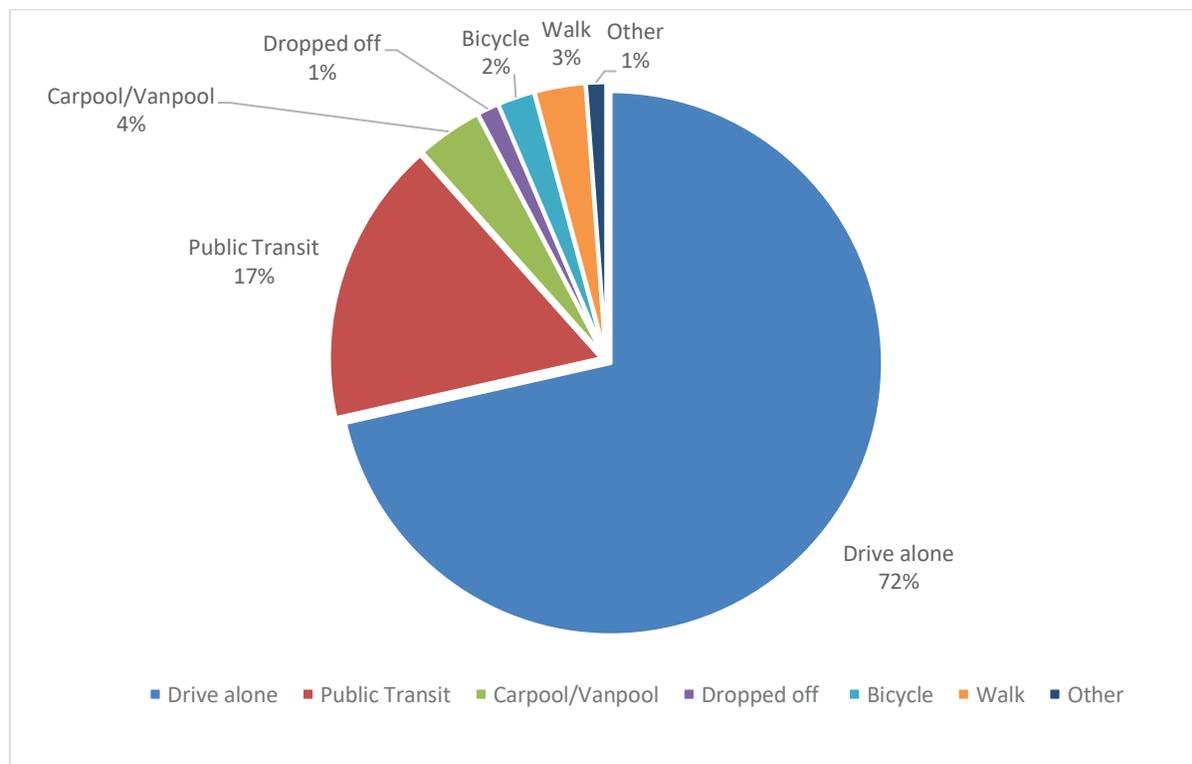


Figure 1. Overall Fall 2019 SJSU Employee Commute Mode Breakdown.

Figure 1 Notes:

- “Other” represents Ride Service (2 people), electric scooter (4 people), and motorcycle (7 people).
- Public Transit Groups represents the following breakdown:

Table 1. Public Transit Grouping Breakdown

Mode	People	Percentage
Drive alone, then take public transportation	60	5.45%
Walk, then take public transportation	82	7.45%
Share Ride/dropped off, then take public transportation	20	1.82%
Bicycle and take public transportation	24	2.18%

2.2 SJSU Alternative Transportation Usage Trends

The Employee Survey asked participants to record their primary mode of transportation (Q7) and their Public Transportation Option (Q9). A cross-tabulation of these two questions showed a total of 185 riders used public transit or 16.82% of surveyed employees. VTA ridership consisted of (8.82% or 97 employees) and regional transit ridership consisted of (8.00% or 88 employees).

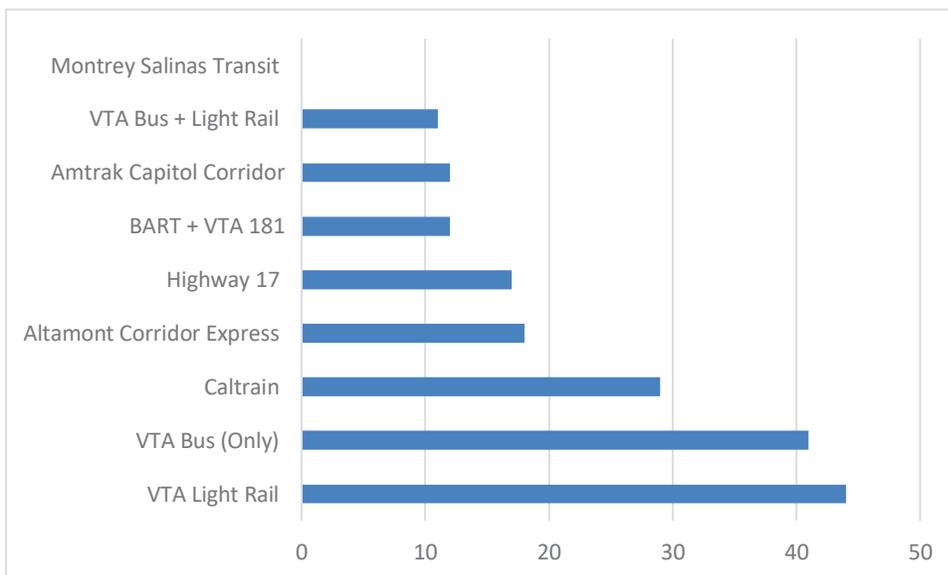


Figure 2. Public transit user breakdown (Q7 & Q9).

Other significant findings are as follows:

- a) The average frequency of travel to/from campus was 4.25 days per week, from the results of Question 4
- b) The average time of commute was 9.36 min (Q12).
- c) The overall average frequency of travel using alternative transportation was 4.31 days/week.

2.3 Commute Count: Average Days a Week and Days per Year

Table 2-5. Average alternative transportation days per week and year (Estimated 42 weeks) by mode (Q4xQ7).

Bicycle	4.50	189.00
Bicycle and take public transportation	3.96	166.25
Carpool/Vanpool	4.53	190.47
Drive alone, then ta...SJSU Park & Ride lot	4.33	182.00
Drive alone, then take public transportation	4.25	178.50
Electric Scooter	4.75	199.50
Share Ride/dropped off, then take public transportation	4.15	174.30
Walk	4.45	187.09
Walk, then take public transportation	4.24	178.24

- d) Average Drive-alone and Drive to SJSU Park & Ride days are as follows:

Drive alone the entire way	4.21	177.02
Drive alone, then ta...SJSU Park & Ride lot	4.33	182.00

- e) Average walking, e-scooter days:

Electric Scooter	4.75	199.50
Walk	4.45	187.09

- f) Other

Motorcycle	4.43	186.00
Take Taxi or ride service (e.g., Uber, Lyft)	3.50	147.00

2.4 Other Observations

g) The responses from Question 5 provide the percentages for all the commute modes. Based on the 1,400 employees, the numbers for non-transit commuters are extrapolated:

- Drive-alone plus Drive to SJSU Park & Ride was at 71.47% or 4180 employees
- Carpool, drop off, and Uber/ Lyft at 5.38% or 315 employees
- Bike was at 2.19% or 128 employees
- Electric scooter was at .36% or 21 employee
- Walk/ skateboard/ manual scooter at 3.01% or 176 employees
- Motorcycle was at 0.64% or 37 employees

h) A cross tabulation between commute choice prior to TS (Q18) and primary mode of choice (Q7) shows 69 or 6.27% of surveyed employees commuted to campus alone via car. Extrapolated to the entire employee population 6.27% is 367 employees.

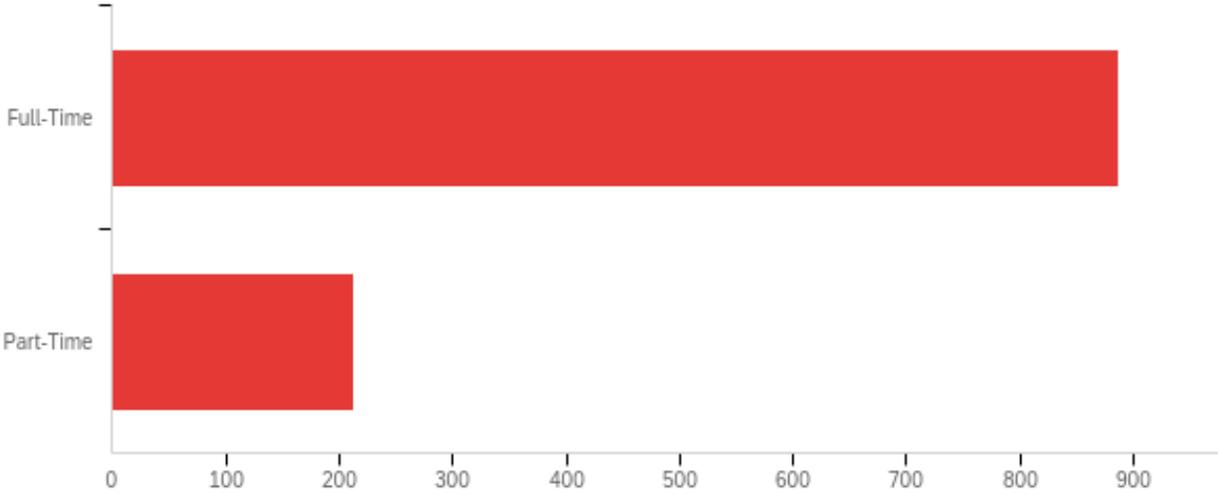
Table 6. Mode Change After TS

Mode After TS (Current Primary)	I drove alone to the garage or SchoolPark & Ride	% of Surveyed	Extrapolated
Bicycle	2	0.18%	11
Bicycle and take public transportation	5	0.45%	27
Carpool/Vanpool	5	0.45%	27
Drive alone, then take public transportation	27	2.45%	144
Dropped off at work	2	0.18%	11
Electric Scooter	0	0.00%	0
Motorcycle	0	0.00%	0
Share Ride/dropped o...ublic transportation	4	0.36%	21
Take Taxi or ride service (e.g., Uber, Lyft)	0	0.00%	0
Walk	1	0.09%	5
Walk, then take public transportation	20	1.82%	106
Total Count	66	6.00%	351

Table 7. Mode Change After TS Percentages

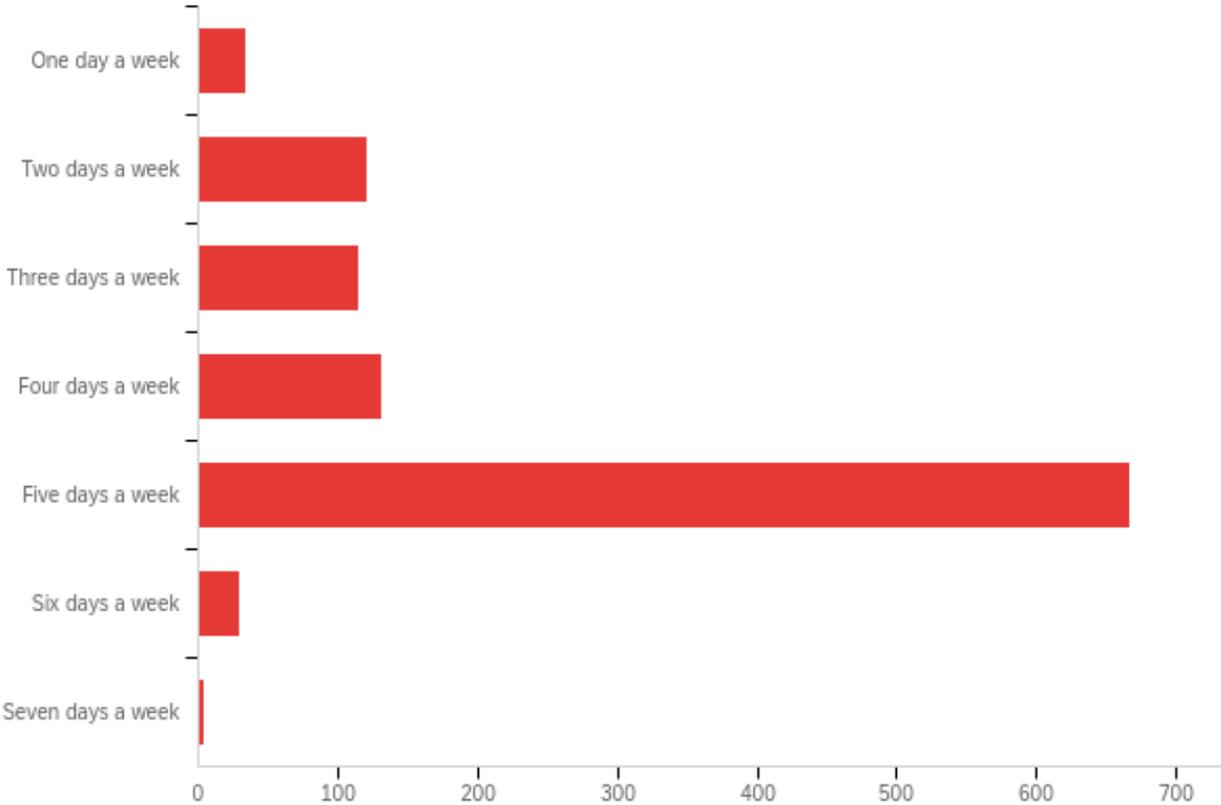
Commute Mode	Commute Mode Split Before TS Service Usage	Commute Mode Split After TS Service Usage	Net Change
I was taking VTA bus/ light rail/ Access	15.82%	18.09%	2.27%
I got dropped off	1.09%	1.28%	0.19%
I drove alone (including to SJSU Park & Ride and motorcycle)	71.27%	71.47%	0.20%
I lived near to campus, so I walked/ skateboard/ manual scooter	2.91%	3.01%	0.10%
Regional train/ bus (including Caltrain, BART, Hwy 17 Express, ACE, Amtrak, MST)	10.36%	13.18%	2.82%
Bicycle	2.00%	2.19%	0.19%
Carpool	3.45%	3.92%	0.47%
Uber/Lyft	0.18%	0.18%	0.00%
Electric Scooter/E-bike	0.36%	0.36%	0.00%

Q2 - Are you a Full-time or Part-time Employee?



#	Answer	%	Count
1	Full-Time	80.73%	888
2	Part-Time	19.27%	212
	Total	100%	1100

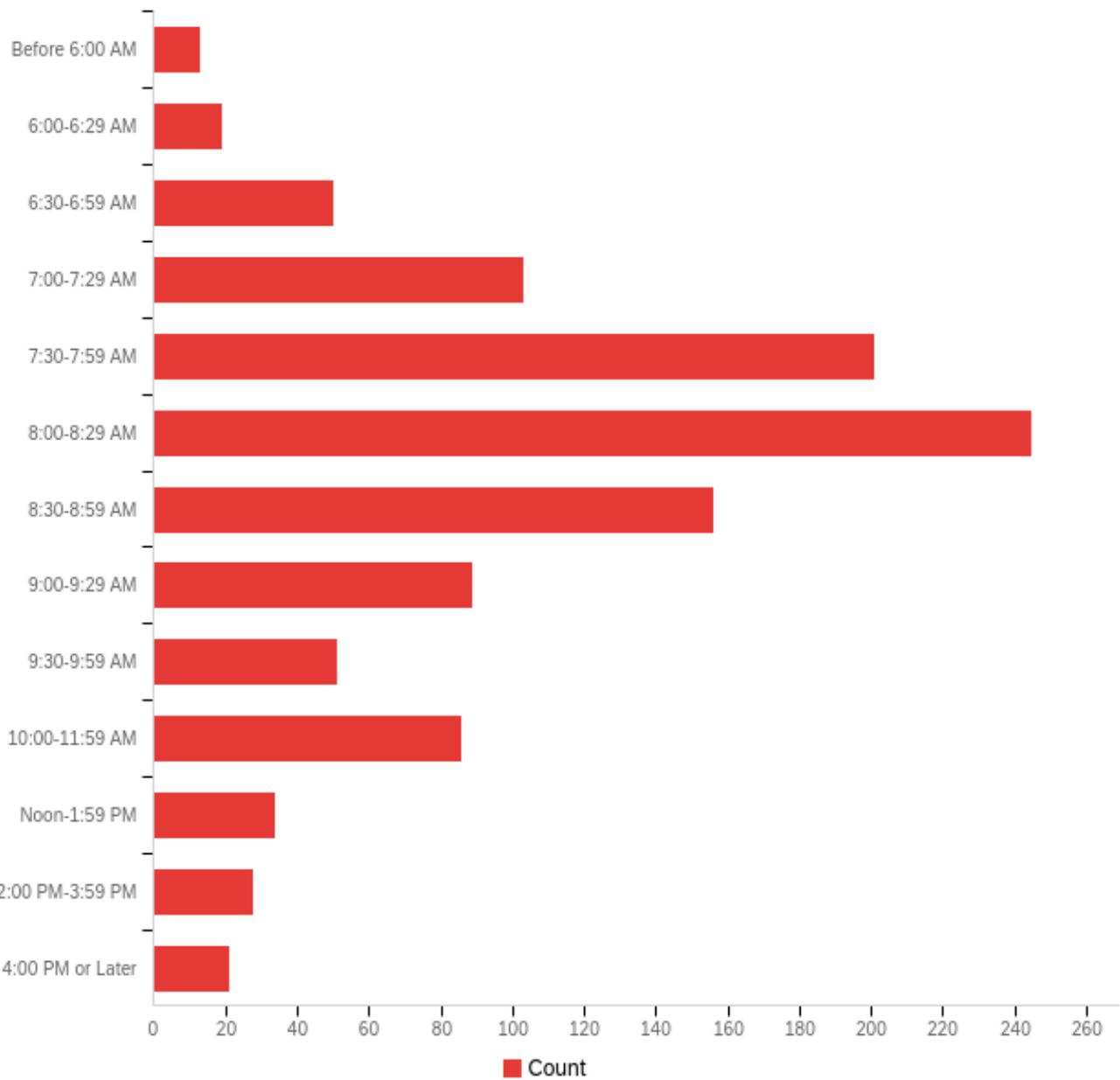
Q4 - In a typical week, how many days do you commute to work?



#	Answer	%	Count
1	One day a week	3.09%	34
2	Two days a week	11.00%	121
3	Three days a week	10.45%	115
4	Four days a week	11.91%	131
5	Five days a week	60.64%	667
6	Six days a week	2.64%	29
7	Seven days a week	0.27%	3
	Total	100%	1100

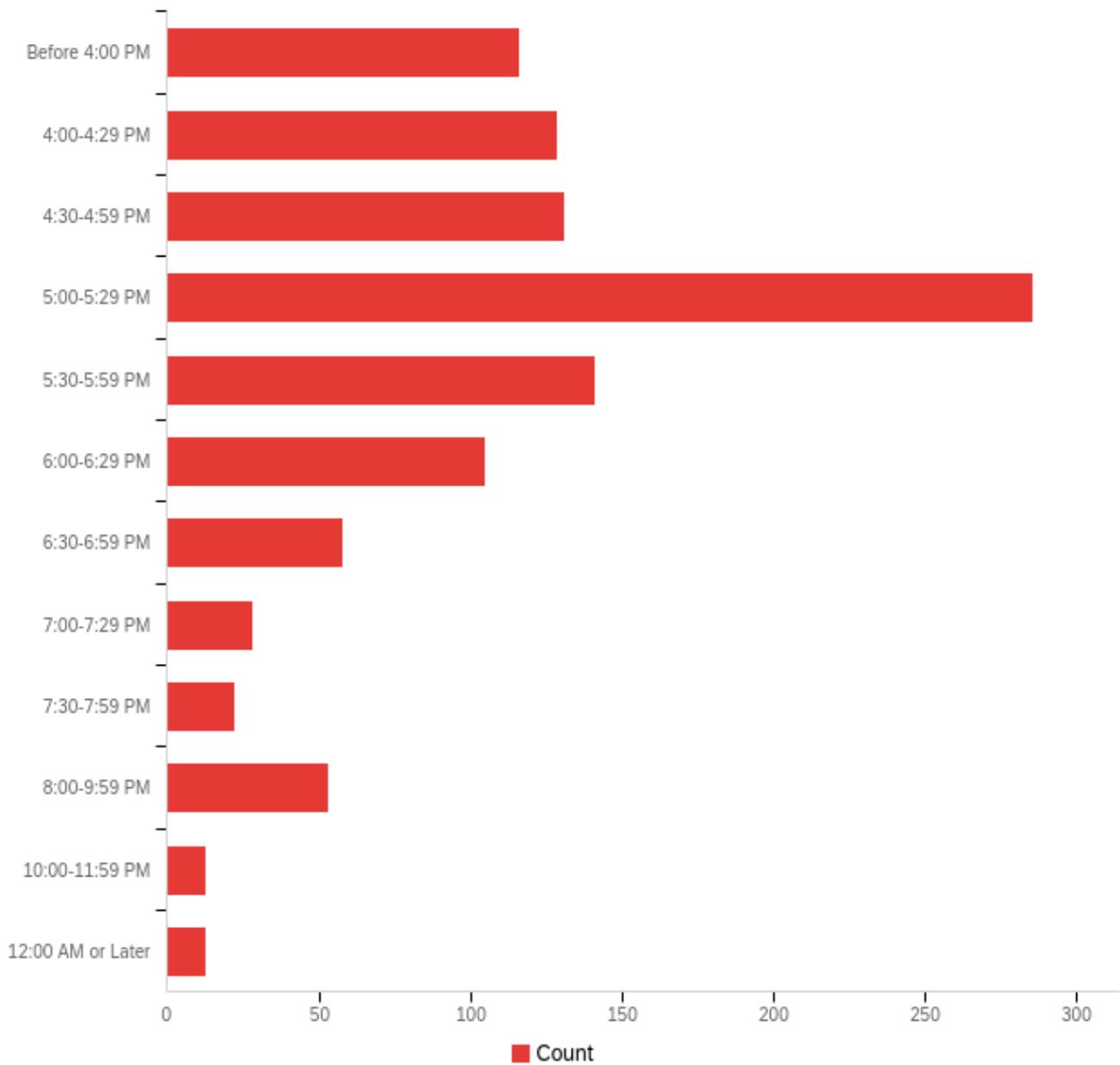
Q5 - What time do you usually arrive to campus?

#	Answer	%	Count
1	Before 6:00 AM	1.19%	13
2	6:00-6:29 AM	1.73%	19
3	6:30-6:59 AM	4.56%	50
4	7:00-7:29 AM	9.40%	103
5	7:30-7:59 AM	18.34%	201
6	8:00-8:29 AM	22.35%	245
7	8:30-8:59 AM	14.23%	156
8	9:00-9:29 AM	8.12%	89
9	9:30-9:59 AM	4.65%	51
10	10:00-11:59 AM	7.85%	86
11	Noon-1:59 PM	3.10%	34
12	2:00 PM-3:59 PM	2.55%	28
13	4:00 PM or Later	1.92%	21
	Total	100%	1096

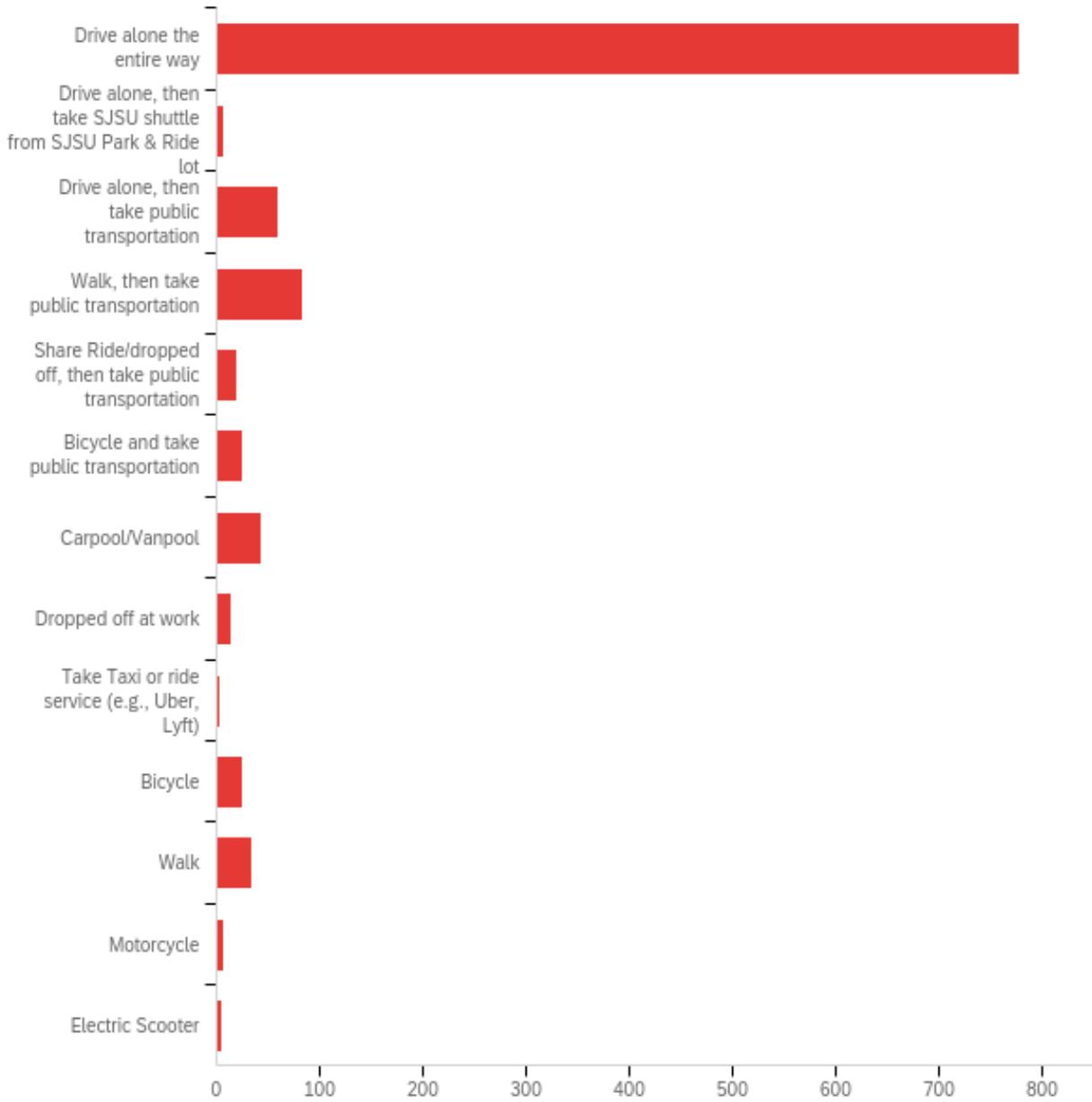


Q6 - What time do you usually depart from campus?

#	Answer	%	Count
1	Before 4:00 PM	10.59%	116
2	4:00-4:29 PM	11.78%	129
3	4:30-4:59 PM	11.96%	131
4	5:00-5:29 PM	26.12%	286
5	5:30-5:59 PM	12.88%	141
6	6:00-6:29 PM	9.59%	105
7	6:30-6:59 PM	5.30%	58
8	7:00-7:29 PM	2.56%	28
9	7:30-7:59 PM	2.01%	22
10	8:00-9:59 PM	4.84%	53
11	10:00-11:59 PM	1.19%	13
12	12:00 AM or Later	1.19%	13
	Total	100%	1095



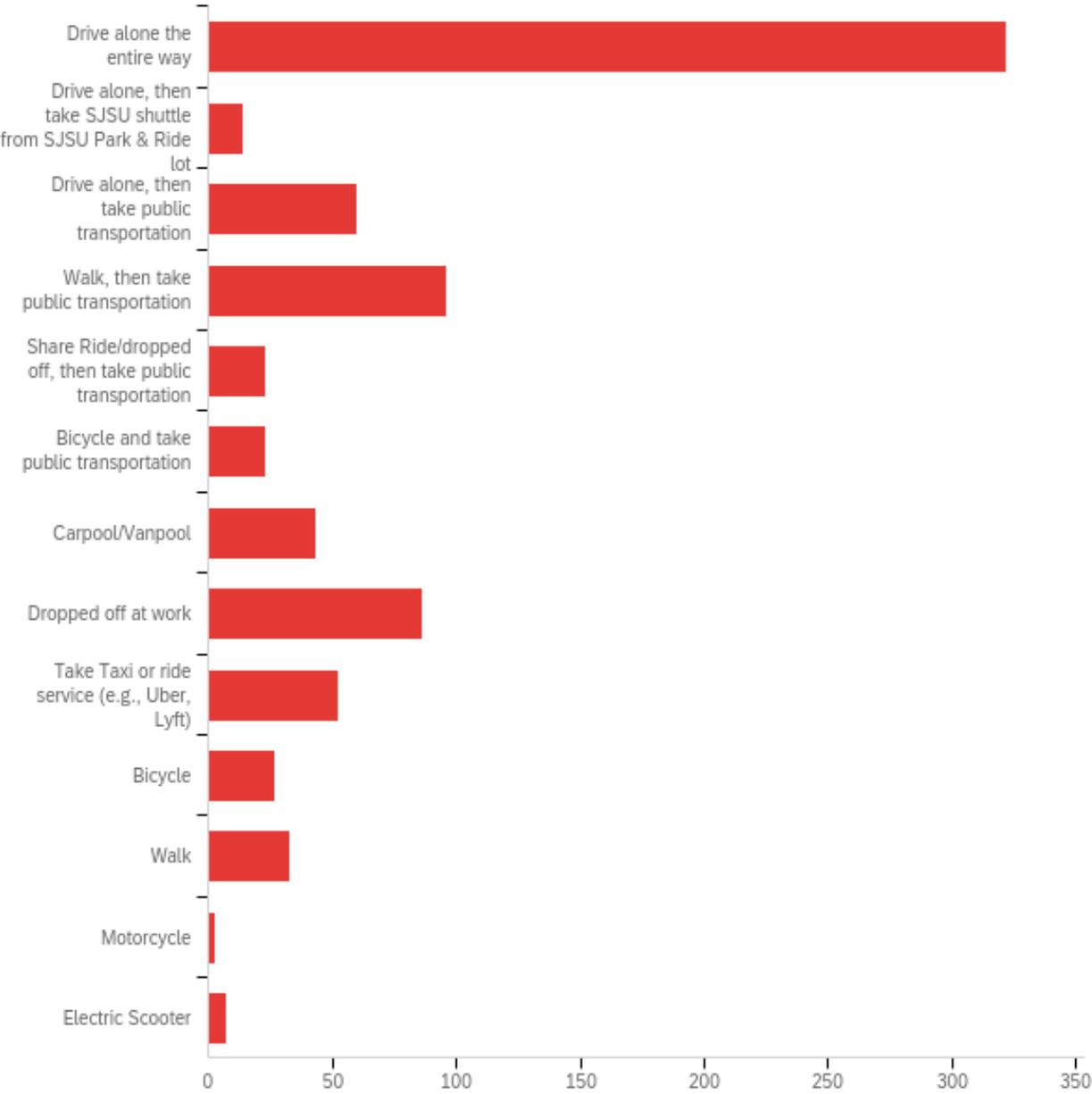
Q7 - What are your CURRENT commuting method(s) to SJSU



#	Answer	%	Count
1	Drive alone the entire way	70.92%	778
2	Drive alone, then take SJSU shuttle from SJSU Park & Ride lot	0.55%	6
3	Drive alone, then take public transportation	5.47%	60
4	Walk, then take public transportation	7.47%	82
5	Share Ride/dropped off, then take public transportation	1.82%	20

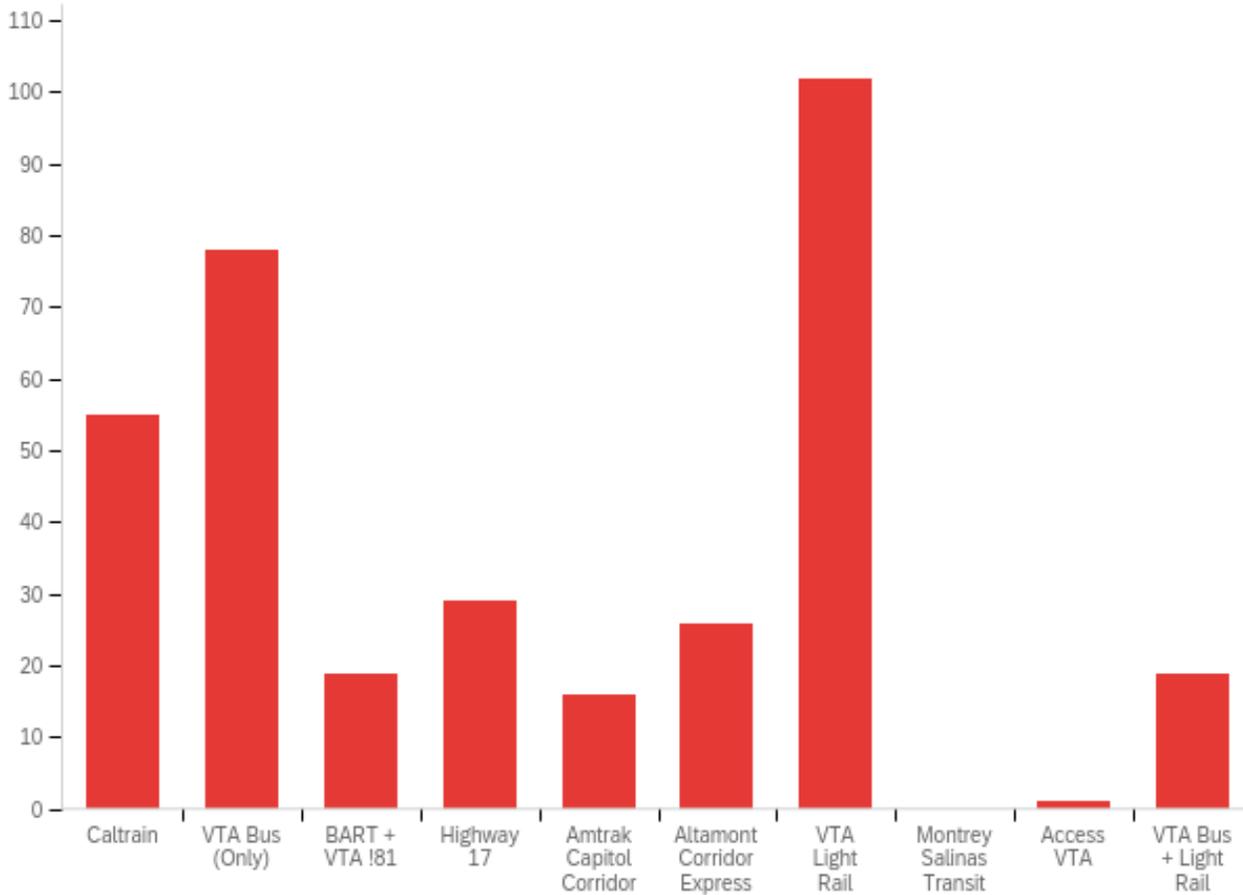
6	Bicycle and take public transportation	2.19%	24
7	Carpool/Vanpool	3.92%	43
8	Dropped off at work	1.28%	14
9	Take Taxi or ride service (e.g., Uber, Lyft)	0.18%	2
10	Bicycle	2.19%	24
11	Walk	3.01%	33
12	Motorcycle	0.64%	7
13	Electric Scooter	0.36%	4
	Total	100%	1097

Q8 - What is your SECONDARY commuting method(s) to SJSU (If Applicable)



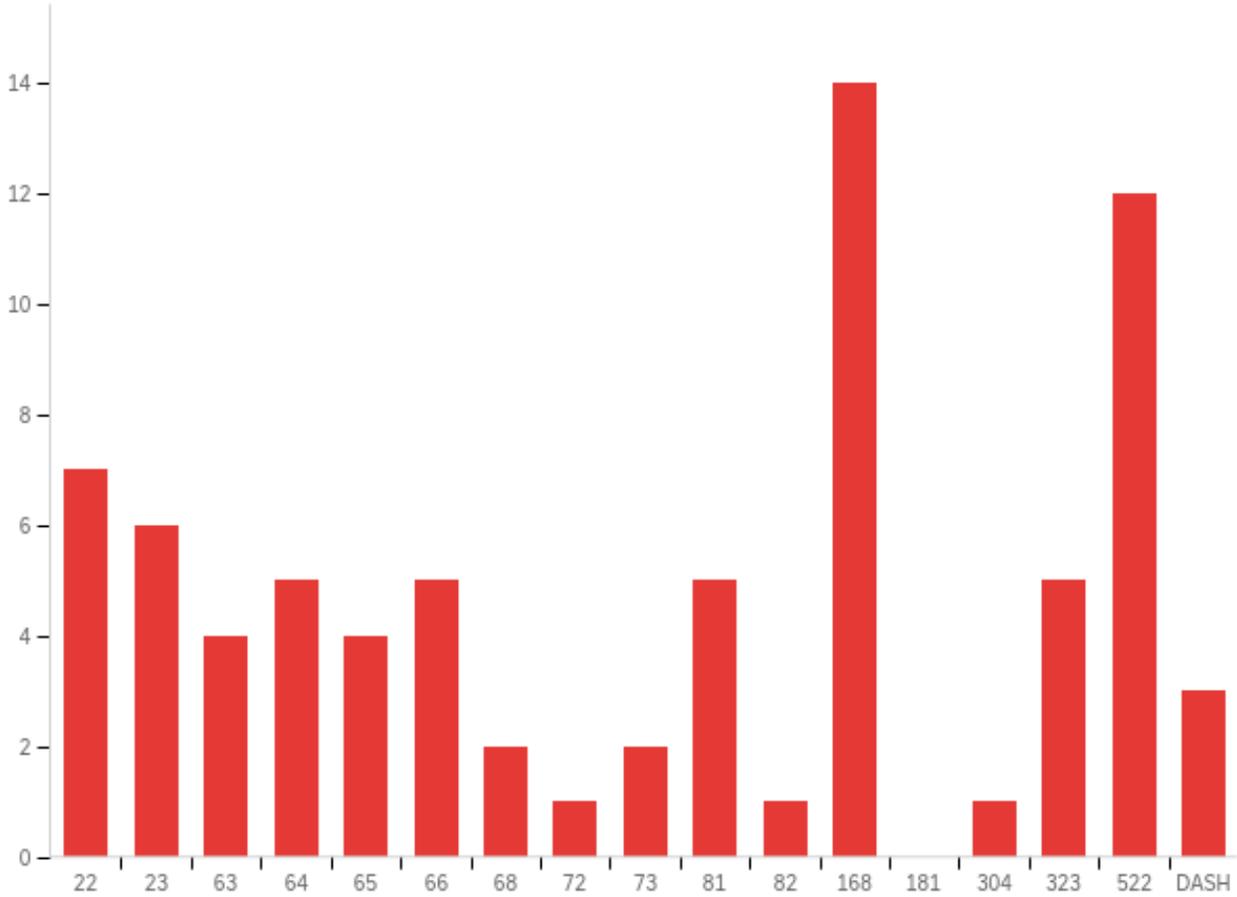
#	Answer	%	Count
1	Drive alone the entire way	40.81%	322
2	Drive alone, then take SJSU shuttle from SJSU Park & Ride lot	1.77%	14
3	Drive alone, then take public transportation	7.60%	60
4	Walk, then take public transportation	12.17%	96
5	Share Ride/dropped off, then take public transportation	2.92%	23
6	Bicycle and take public transportation	2.92%	23
7	Carpool/Vanpool	5.45%	43
8	Dropped off at work	10.90%	86
9	Take Taxi or ride service (e.g., Uber, Lyft)	6.59%	52
10	Bicycle	3.42%	27
11	Walk	4.18%	33
12	Motorcycle	0.38%	3
13	Electric Scooter	0.89%	7
	Total	100%	789

Q9 - What public transportation service do you use to commute to campus



#	Answer	%	Count
1	Caltrain	15.94%	55
2	VTA Bus (Only)	22.61%	78
3	BART + VTA 181	5.51%	19
4	Highway 17	8.41%	29
5	Amtrak Capitol Corridor	4.64%	16
6	Altamont Corridor Express	7.54%	26
7	VTA Light Rail	29.57%	102
8	Montrey Salinas Transit	0.00%	0
9	Access VTA	0.29%	1
10	VTA Bus + Light Rail	5.51%	19
	Total	100%	345

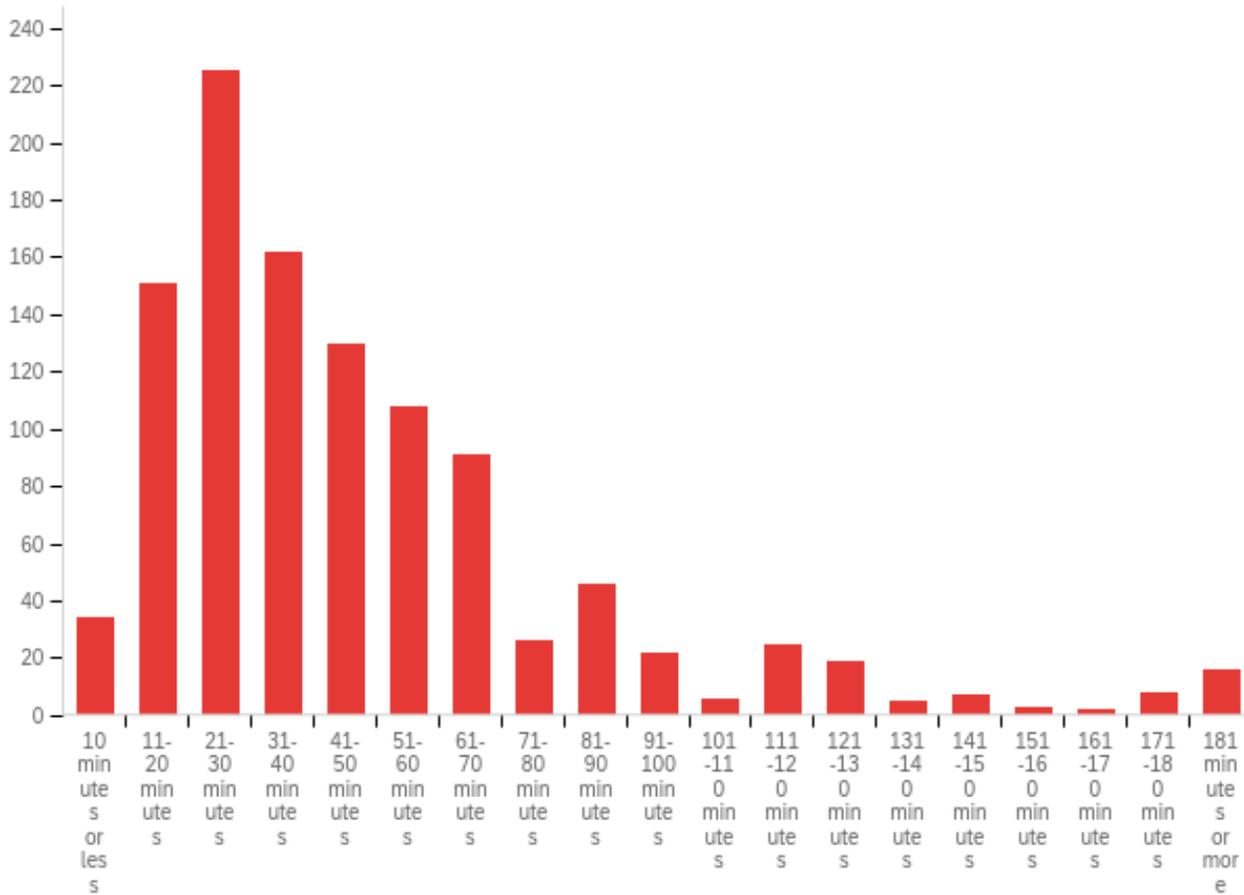
Q10 - Which VTA Bus do you take?



#	Answer	%	Count
17	DASH	3.90%	3
16	522	15.58%	12
15	323	6.49%	5
14	304	1.30%	1
13	181	0.00%	0
12	168	18.18%	14
11	82	1.30%	1
10	81	6.49%	5
9	73	2.60%	2
8	72	1.30%	1

7	68	2.60%	2
6	66	6.49%	5
5	65	5.19%	4
4	64	6.49%	5
3	63	5.19%	4
2	23	7.79%	6
1	22	9.09%	7
	Total	100%	77

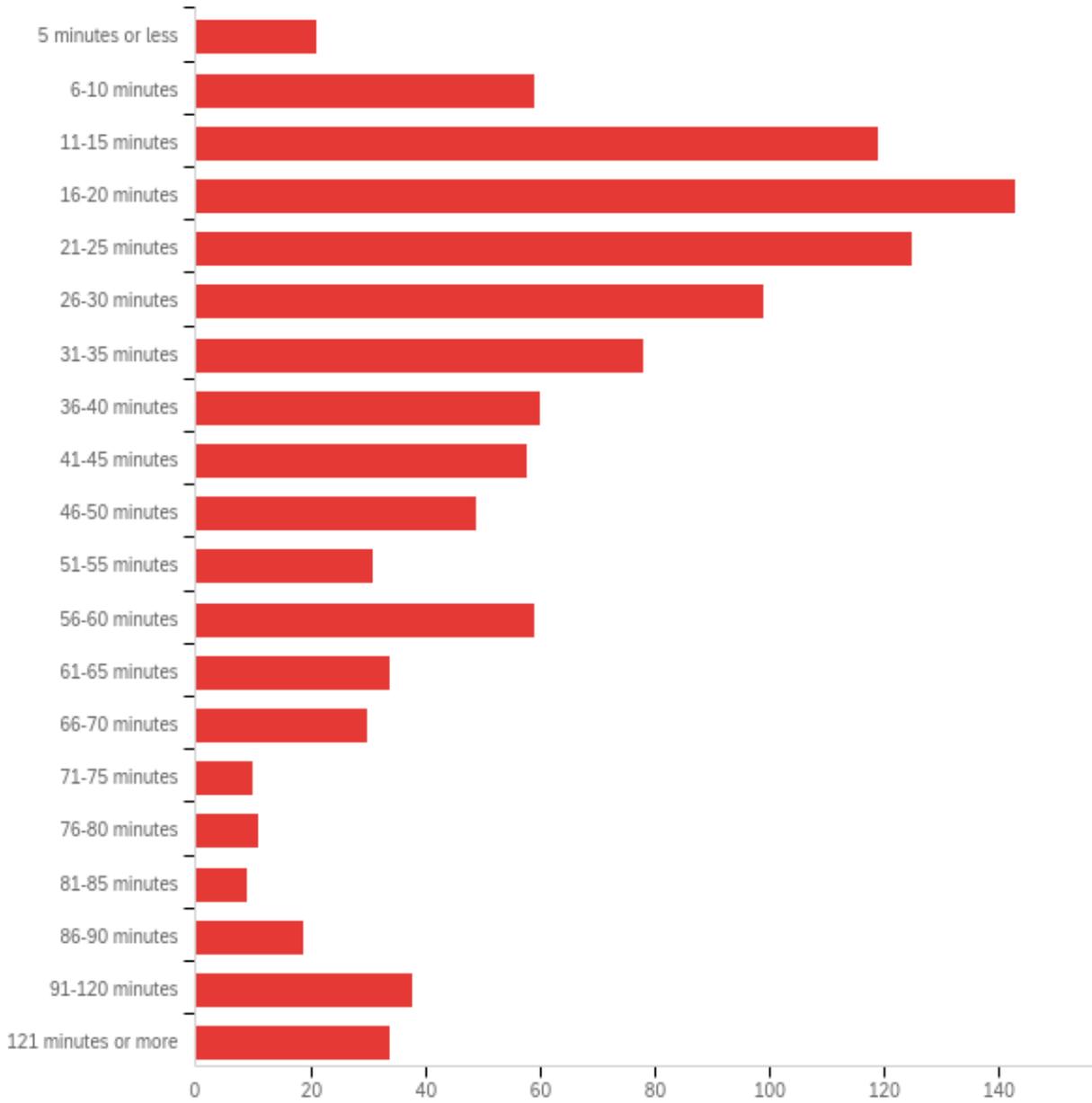
Q11 - How much time do you usually allocate for your commute to SJSU?



#	Answer	%	Count
1	10 minutes or less	3.13%	34
6	11-20 minutes	13.90%	151
2	21-30 minutes	20.72%	225
3	31-40 minutes	14.92%	162
4	41-50 minutes	11.97%	130
5	51-60 minutes	9.94%	108
7	61-70 minutes	8.38%	91
8	71-80 minutes	2.39%	26
9	81-90 minutes	4.24%	46
10	91-100 minutes	2.03%	22

11	101-110 minutes	0.55%	6
12	111-120 minutes	2.30%	25
13	121-130 minutes	1.75%	19
14	131-140 minutes	0.46%	5
15	141-150 minutes	0.64%	7
16	151-160 minutes	0.28%	3
17	161-170 minutes	0.18%	2
18	171-180 minutes	0.74%	8
19	181 minutes or more	1.47%	16
	Total	100%	1086

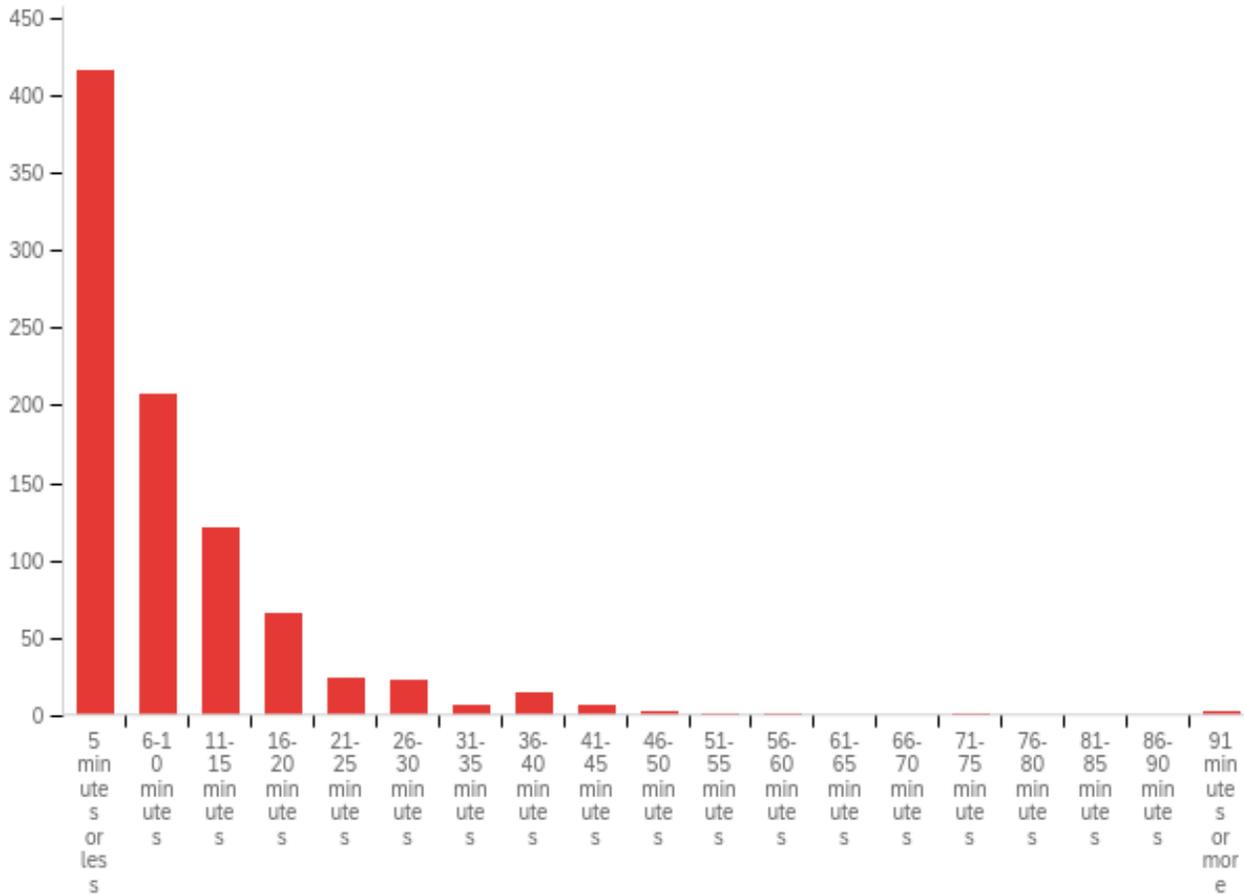
Q12 - How long is your commute to SJSU (not including time spent looking for parking)



#	Answer	%	Count
1	5 minutes or less	1.93%	21
4	6-10 minutes	5.43%	59
5	11-15 minutes	10.96%	119
6	16-20 minutes	13.17%	143
7	21-25 minutes	11.51%	125

8	26-30 minutes	9.12%	99
9	31-35 minutes	7.18%	78
10	36-40 minutes	5.52%	60
11	41-45 minutes	5.34%	58
12	46-50 minutes	4.51%	49
13	51-55 minutes	2.85%	31
14	56-60 minutes	5.43%	59
15	61-65 minutes	3.13%	34
16	66-70 minutes	2.76%	30
17	71-75 minutes	0.92%	10
18	76-80 minutes	1.01%	11
19	81-85 minutes	0.83%	9
20	86-90 minutes	1.75%	19
21	91-120 minutes	3.50%	38
2	121 minutes or more	3.13%	34
	Total	100%	1086

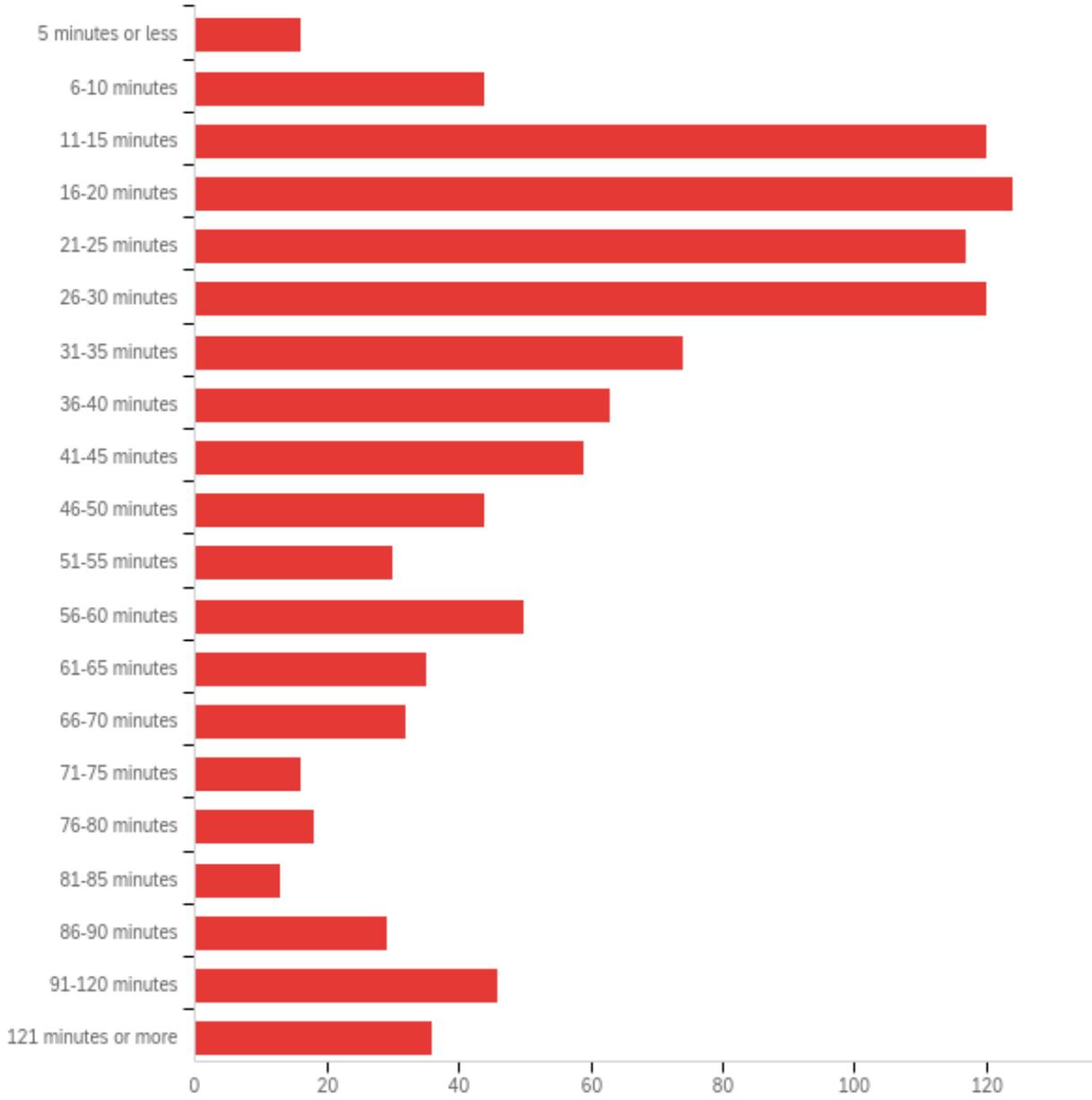
Q13 - On a typical day, how long does it takes to get a parking spot (Entrance-to-spot)



#	Answer	%	Count
21	91 minutes or more	0.22%	2
1	5 minutes or less	46.64%	416
20	86-90 minutes	0.00%	0
19	81-85 minutes	0.00%	0
18	76-80 minutes	0.00%	0
17	71-75 minutes	0.11%	1
16	66-70 minutes	0.00%	0
15	61-65 minutes	0.00%	0
14	56-60 minutes	0.11%	1
13	51-55 minutes	0.11%	1

12	46-50 minutes	0.22%	2
11	41-45 minutes	0.67%	6
10	36-40 minutes	1.57%	14
9	31-35 minutes	0.78%	7
8	26-30 minutes	2.58%	23
7	21-25 minutes	2.69%	24
6	16-20 minutes	7.40%	66
5	11-15 minutes	13.57%	121
4	6-10 minutes	23.32%	208
	Total	100%	892

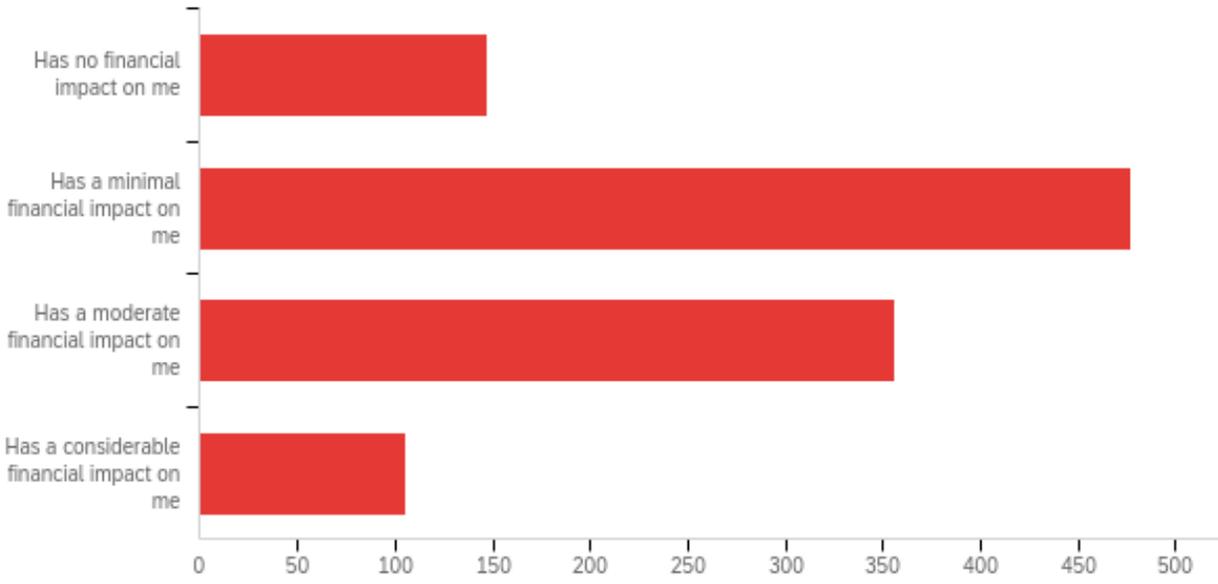
Q14 - How long is your commute to get to home from SJSU



#	Answer	%	Count
1	5 minutes or less	1.47%	16
4	6-10 minutes	4.05%	44
5	11-15 minutes	11.05%	120
6	16-20 minutes	11.42%	124
7	21-25 minutes	10.77%	117

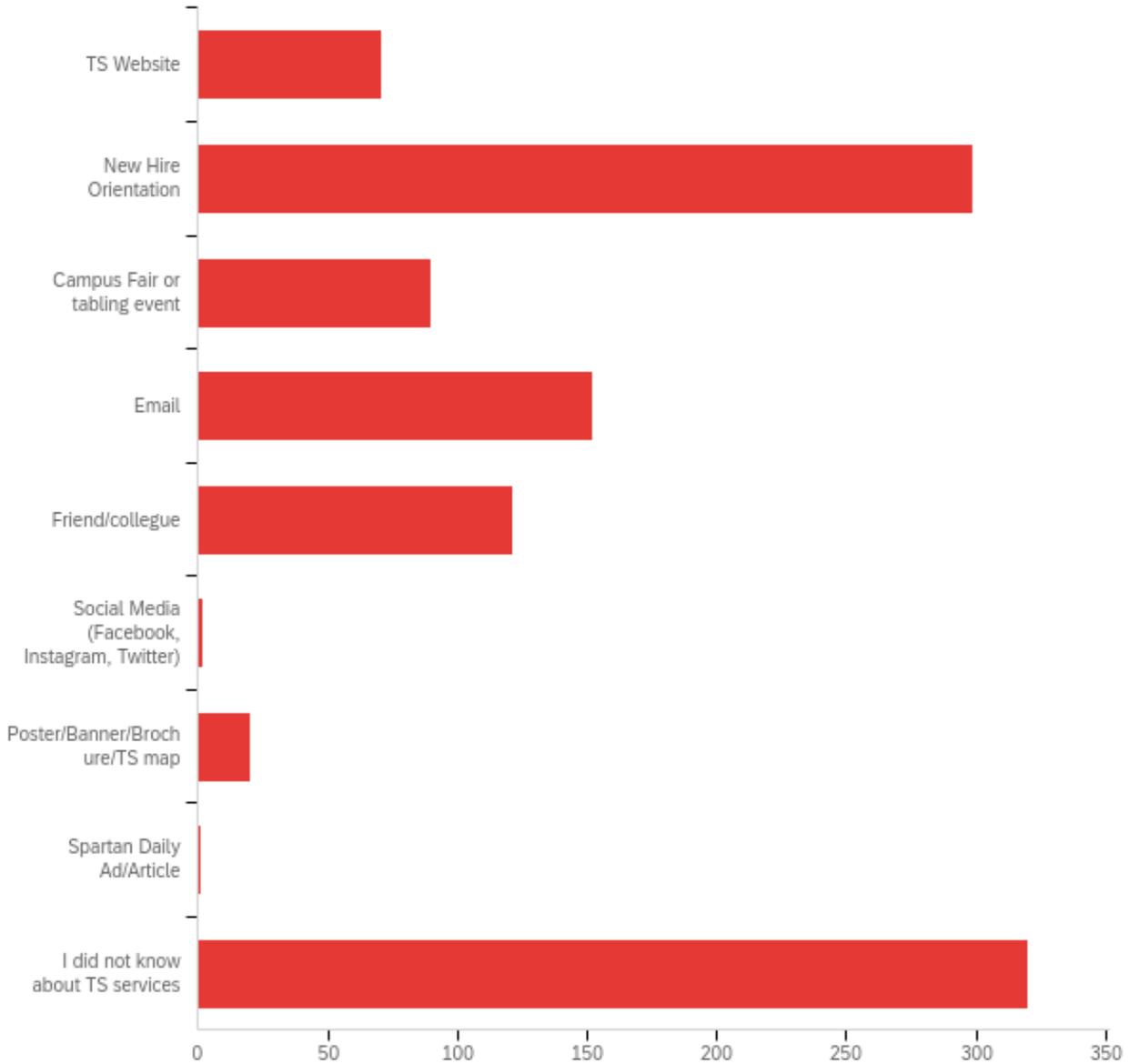
8	26-30 minutes	11.05%	120
9	31-35 minutes	6.81%	74
10	36-40 minutes	5.80%	63
11	41-45 minutes	5.43%	59
12	46-50 minutes	4.05%	44
13	51-55 minutes	2.76%	30
14	56-60 minutes	4.60%	50
15	61-65 minutes	3.22%	35
16	66-70 minutes	2.95%	32
17	71-75 minutes	1.47%	16
18	76-80 minutes	1.66%	18
19	81-85 minutes	1.20%	13
20	86-90 minutes	2.67%	29
21	91-120 minutes	4.24%	46
2	121 minutes or more	3.31%	36
	Total	100%	1086

Q15 - In general, my primary commuting method to/from campus...



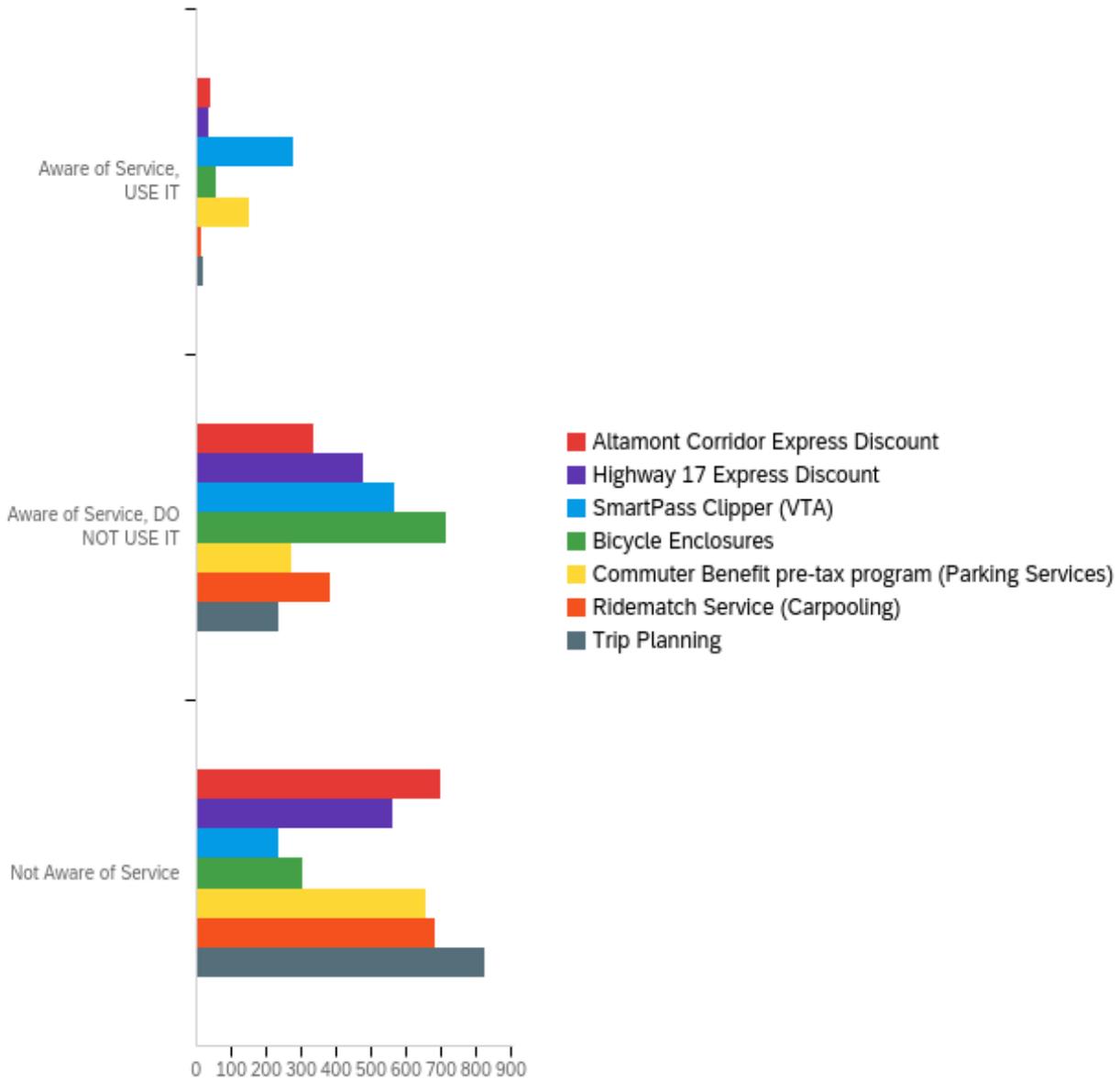
#	Answer	%	Count
1	Has no financial impact on me	13.54%	147
2	Has a minimal financial impact on me	43.92%	477
3	Has a moderate financial impact on me	32.78%	356
4	Has a considerable financial impact on me	9.76%	106
	Total	100%	1086

Q16 - How did you first learn about Transportation Solutions (TS) services?



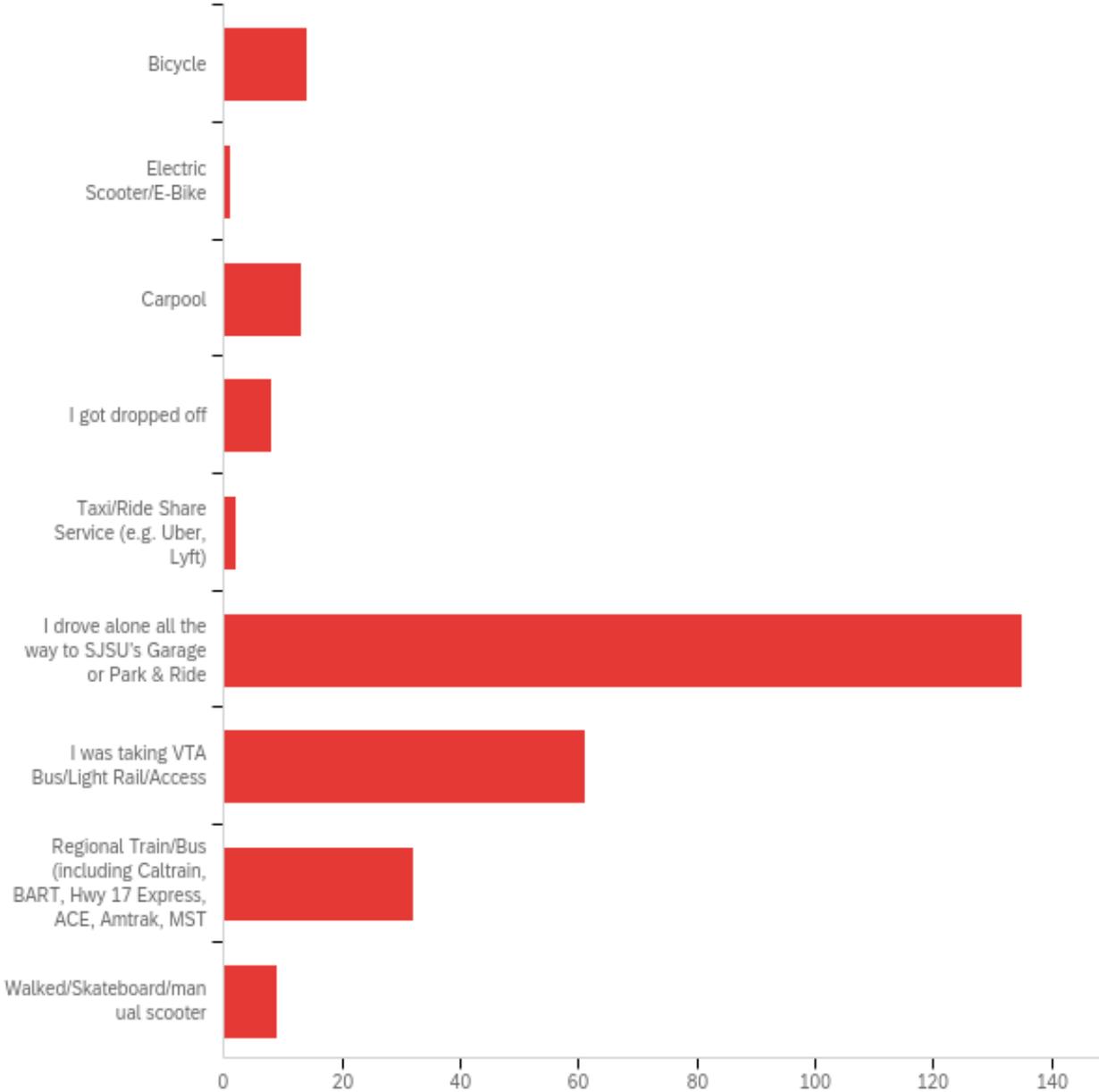
#	Answer	%	Count
1	TS Website	6.60%	71
4	New Hire Orientation	27.79%	299
5	Campus Fair or tabling event	8.36%	90
6	Email	14.13%	152
7	Friend/colleague	11.25%	121
8	Social Media (Facebook, Instagram, Twitter)	0.19%	2
9	Poster/Banner/Brochure/TS map	1.86%	20
10	Spartan Daily Ad/Article	0.09%	1
11	I did not know about TS services	29.74%	320
	Total	100%	1076

Q17 - Please indicate if you have used or are aware of the following TS services:



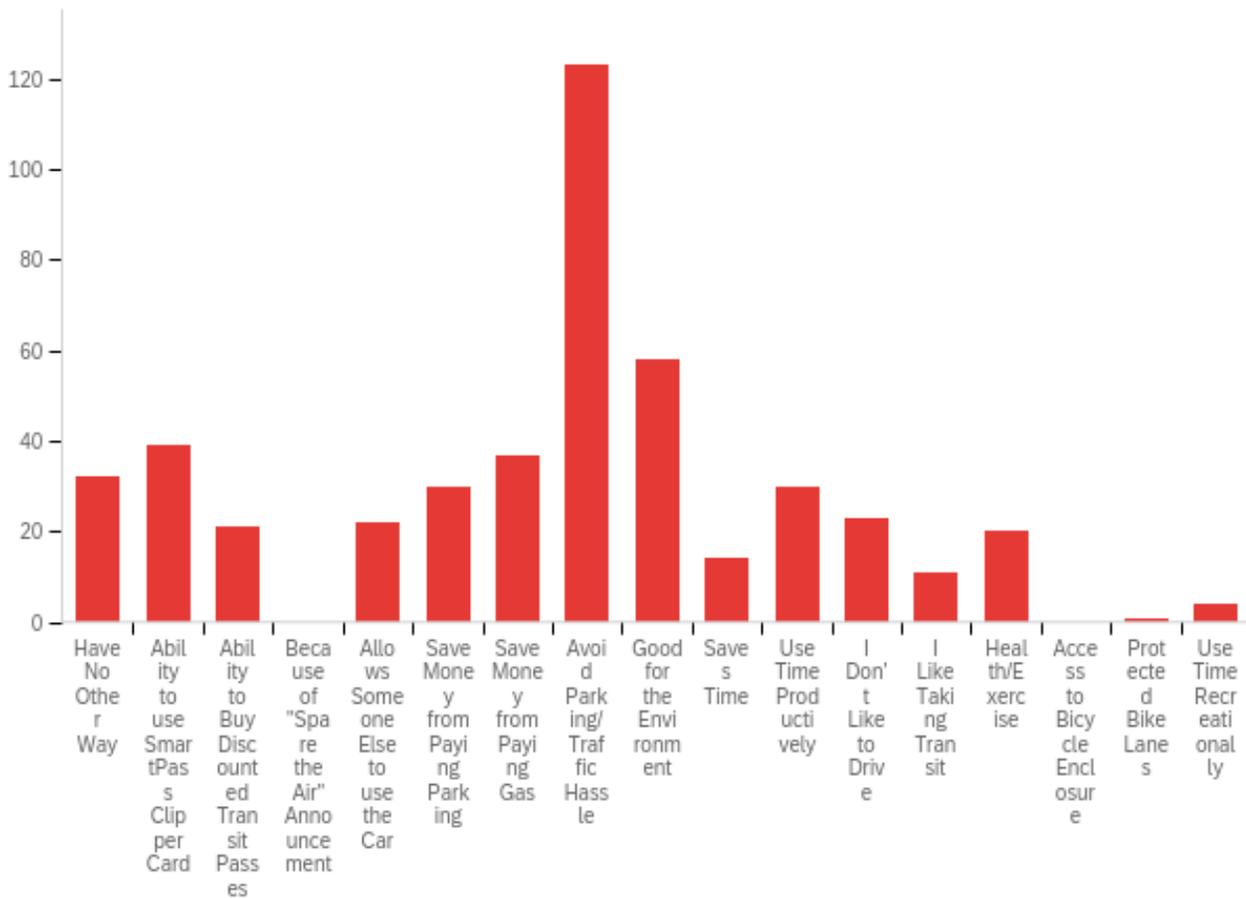
#	Question	Aware of Service, USE IT		Aware of Service, DO NOT USE IT		Not Aware of Service		Total
1	Altamont Corridor Express Discount	3.81%	41	31.23%	336	64.96%	699	1076
2	Highway 17 Express Discount	2.97%	32	44.52%	479	52.51%	565	1076
3	SmartPass Clipper (VTA)	25.74%	277	52.60%	566	21.65%	233	1076
	Bicycle Enclosures	4.93%	53	66.64%	717	28.44%	306	1076
	Commuter Benefit pre-tax program (Parking Services)	13.94%	150	25.09%	270	60.97%	656	1076
	Ridematch Service (Carpooling)	1.02%	11	35.41%	381	63.57%	684	1076
	Trip Planning	1.49%	16	21.75%	234	76.77%	826	1076

Q18 - If you currently use TS services to commute to campus, please indicate how were you commuting before?



#	Answer	%	Count
1	Bicycle	5.09%	14
4	Electric Scooter/E-Bike	0.36%	1
5	Carpool	4.73%	13
6	I got dropped off	2.91%	8
7	Taxi/Ride Share Service (e.g. Uber, Lyft)	0.73%	2
2	I drove alone all the way to SJSU's Garage or Park & Ride	49.09%	135
3	I was taking VTA Bus/Light Rail/Access	22.18%	61
8	Regional Train/Bus (including Caltrain, BART, Hwy 17 Express, ACE, Amtrak, MST	11.64%	32
9	Walked/Skateboard/manual scooter	3.27%	9
	Total	100%	275

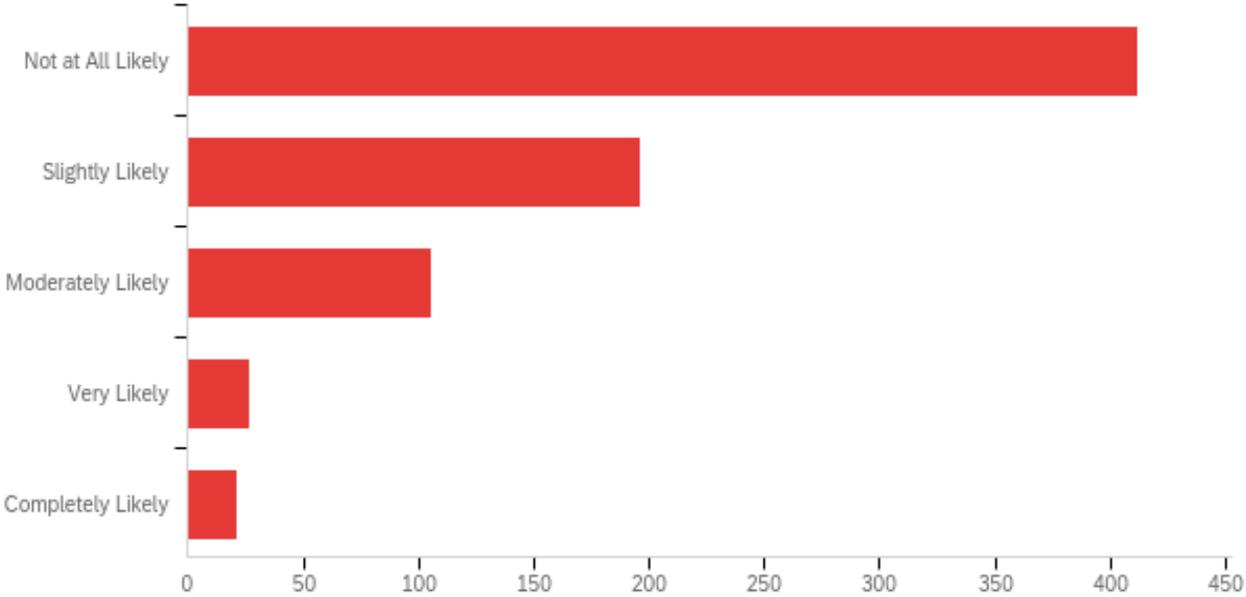
Q19 - If you commute by an alternative transportation, what are your top reasons for choosing so (Maximum: 3 choices)



#	Answer	%	Count
1	Have No Other Way	6.88%	32
5	Ability to use SmartPass Clipper Card	8.39%	39
2	Ability to Buy Discounted Transit Passes	4.52%	21
6	Because of "Spare the Air" Announcement	0.00%	0
7	Allows Someone Else to use the Car	4.73%	22
8	Save Money from Paying Parking	6.45%	30
3	Save Money from Paying Gas	7.96%	37
20	Avoid Parking/Traffic Hassle	26.45%	123
9	Good for the Environment	12.47%	58

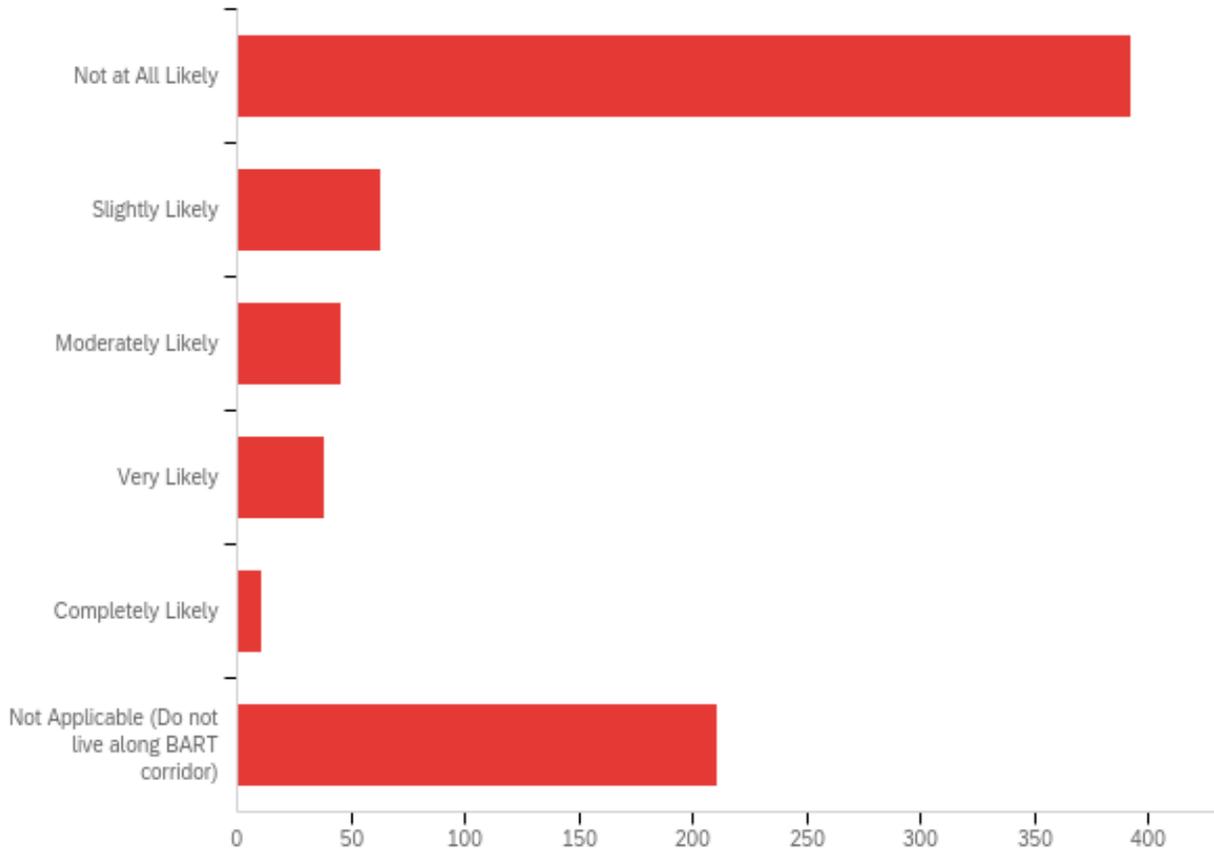
10	Saves Time	3.01%	14
11	Use Time Productively	6.45%	30
12	I Don't Like to Drive	4.95%	23
13	I Like Taking Transit	2.37%	11
14	Health/Exercise	4.30%	20
15	Access to Bicycle Enclosure	0.00%	0
16	Protected Bike Lanes	0.22%	1
23	Use Time Recreationally	0.86%	4
	Total	100%	465

Q21 - If there were dedicated premier carpool parking spaces in the garages (first floor, near entrances/exits) how likely would you choose to carpool with another SJSU employee



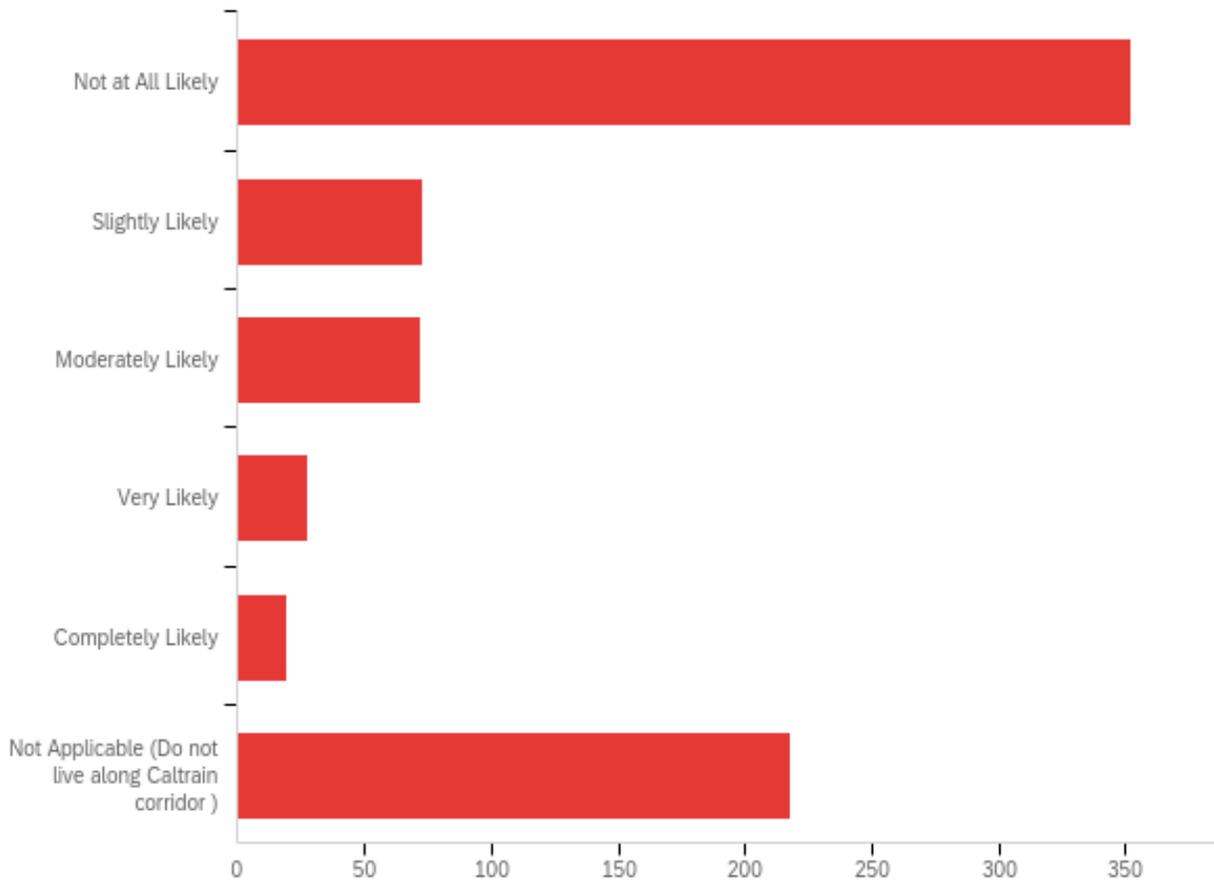
#	Answer	%	Count
1	Not at All Likely	54.07%	412
2	Slightly Likely	25.72%	196
3	Moderately Likely	13.91%	106
4	Very Likely	3.54%	27
5	Completely Likely	2.76%	21
	Total	100%	762

Q27 - Once BART begins servicing the San Jose Berryessa station, how likely would you switch commute modes



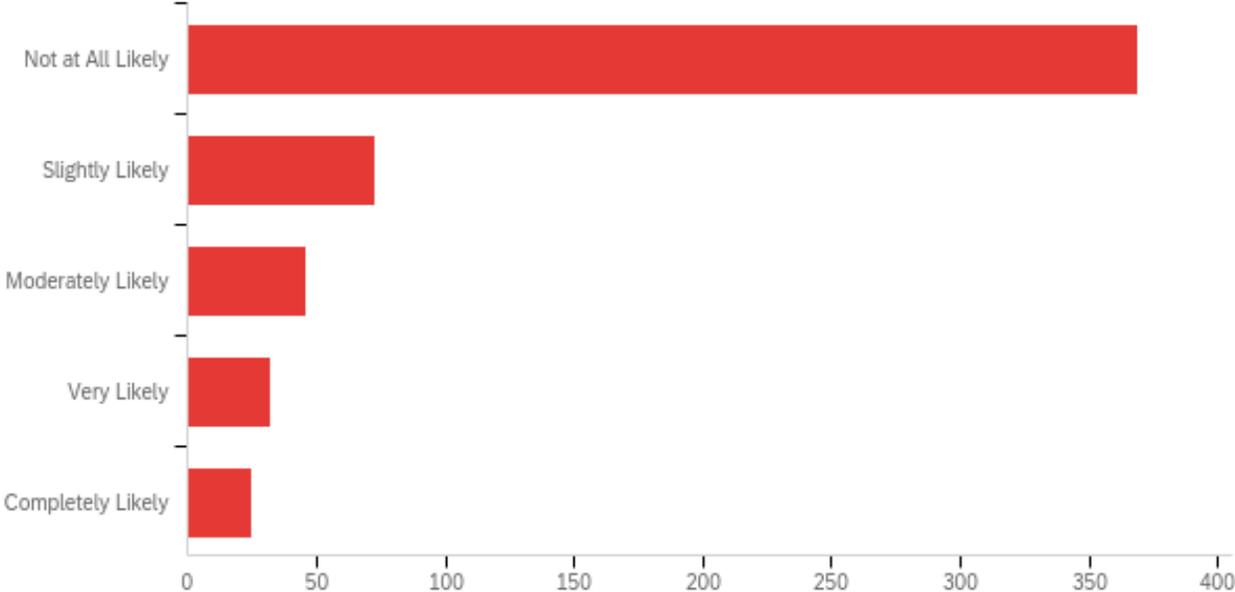
#	Answer	%	Count
1	Not at All Likely	51.58%	392
2	Slightly Likely	8.29%	63
3	Moderately Likely	5.92%	45
4	Very Likely	5.00%	38
5	Completely Likely	1.45%	11
8	Not Applicable (Do not live along BART corridor)	27.76%	211
	Total	100%	760

Q22 - If +20% discount was available for Caltrain, how likely would you switch commute modes



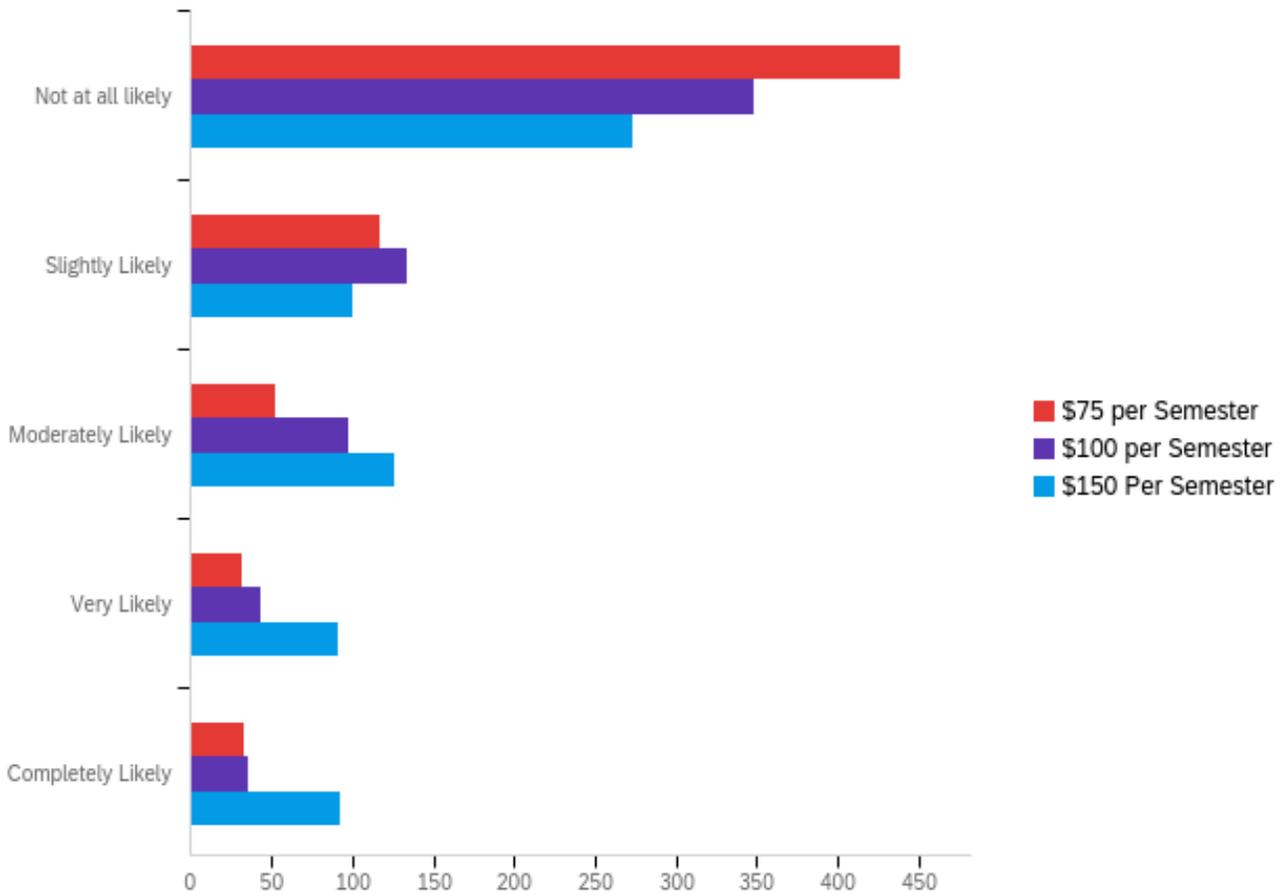
#	Answer	%	Count
1	Not at All Likely	46.19%	352
2	Slightly Likely	9.58%	73
3	Moderately Likely	9.45%	72
4	Very Likely	3.67%	28
5	Completely Likely	2.49%	19
6	Not Applicable (Do not live along Caltrain corridor)	28.61%	218
	Total	100%	762

Q23 - If +20% discount was available for BART, how likely would you switch commute modes



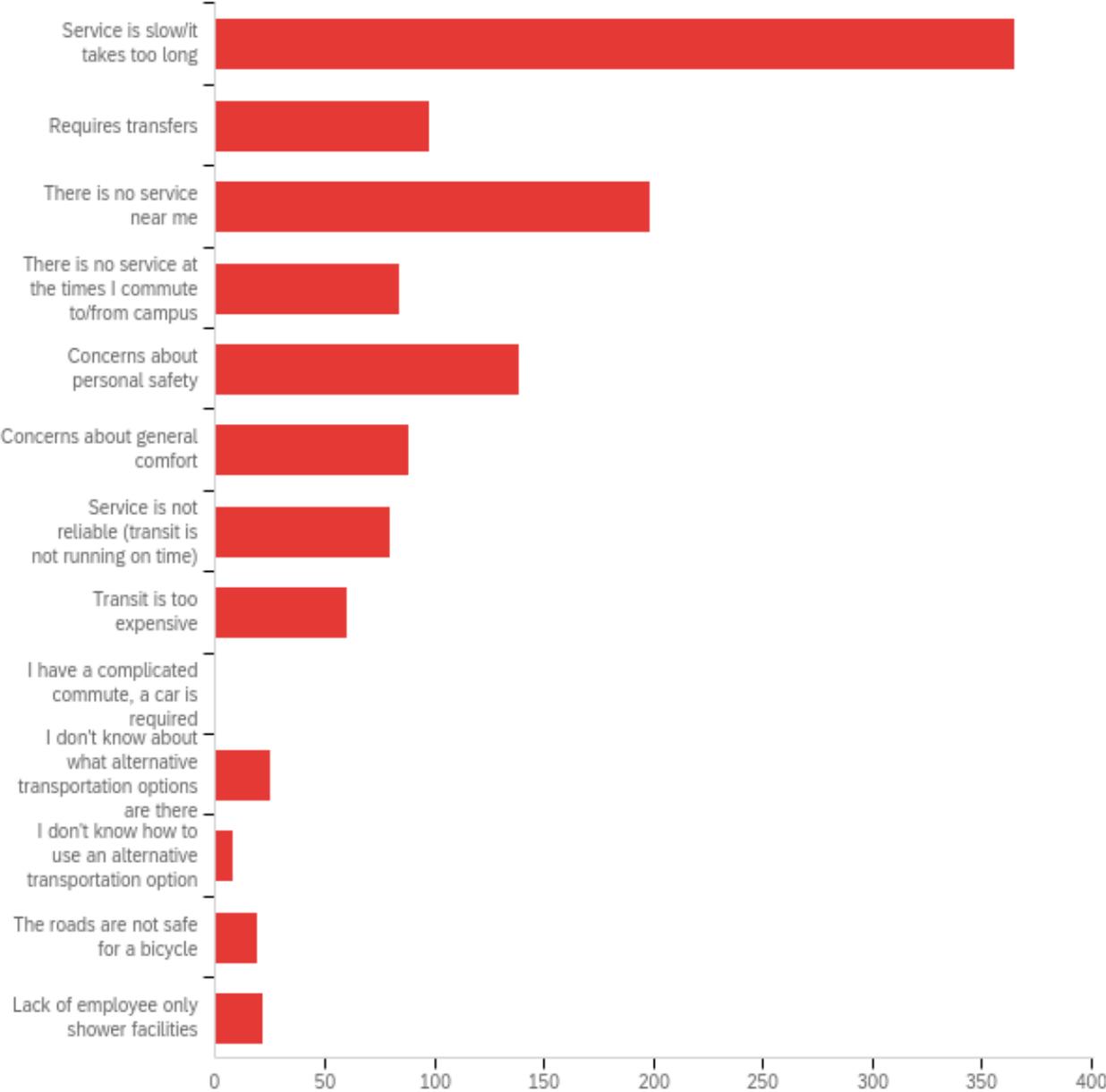
#	Answer	%	Count
1	Not at All Likely	67.71%	369
2	Slightly Likely	13.39%	73
3	Moderately Likely	8.44%	46
4	Very Likely	5.87%	32
5	Completely Likely	4.59%	25
	Total	100%	545

Q33 - If there was a program offered where you received a cash incentive at the end of each semester for not purchasing a long-term parking permit (You can still buy daily permits for days you need to drive), how likely are you to sign-up for the program?



#	Question	Not at all likely	Slightly Likely	Moderately Likely	Very Likely	Completely Likely	Total
1	\$75 per Semester	65.23% 439	17.38% 117	7.73% 52	4.75% 32	4.90% 33	673
2	\$100 per Semester	52.81% 348	20.33% 134	14.87% 98	6.53% 43	5.46% 36	659
3	\$150 Per Semester	40.03% 273	14.66% 100	18.48% 126	13.34% 91	13.49% 92	682

Q28 - If you do not commute by an alternative transportation option, rank the top 3 reasons for why not.



#	Answer	%	Count
1	Service is slow/it takes too long	30.75%	365
4	Requires transfers	8.26%	98
5	There is no service near me	16.76%	199
6	There is no service at the times I commute to/from campus	7.08%	84
7	Concerns about personal safety	11.71%	139
8	Concerns about general comfort	7.41%	88
2	Service is not reliable (transit is not running on time)	6.74%	80
3	Transit is too expensive	5.05%	60
9	I have a complicated commute, a car is required	0.00%	0
10	I don't know about what alternative transportation options are there	2.11%	25
11	I don't know how to use an alternative transportation option	0.67%	8
12	The roads are not safe for a bicycle	1.60%	19
14	Lack of employee only shower facilities	1.85%	22
	Total	100%	1187