

2018 Transportation and Parking Survey Washington State University



*Transportation Services
Washington State University*

Final

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To: WSU Pullman Campus Stakeholders

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Abstract

WSU Transportation Services is financially self-sustaining department and seeks to maximize value to its users and to steward its facilities and resources well. To aid in this effort, stakeholders were engaged to provide input through a 2018 update survey. This study investigates current (Fall 2018) WSU Pullman Campus constituent attitudes, opinions, and behaviors concerning their transportation to and from the WSU Pullman campus. This stakeholder survey update was undertaken in the Fall of 2018 to identify and estimate the effects of individual and sociodemographic factors on transportation mode decisions within the context of a land grant university located in rural eastern Washington. This study focuses on WSU Pullman campus stakeholders' perspectives with 2,800 responding individuals included in the study. First, stakeholder groups were identified for describing commute and campus commuter characteristics related to commuting mode, frequency of commute, distance traveled from where an individual lives to campus, zip code location, type of residence and from the area where an individual lives. Second, daily arrival and departure times to campus and modes of transportation were profiled. Third, the survey explores reasons and motives for commute choices and attitudes about the current transportation options, services, and service improvements. Personal reasons, preferences, attitudes, beliefs, behaviors, habits, and circumstances are main factors motivating individual commute behaviors. Students were significantly different compared to faculty/staff for many of the transportation and parking choices and reasons asked in the survey. Visitor and event parking was not directly evaluated in this survey.

Executive Summary

Overview

In 2018, Washington State University (WSU) Transportation Services funded a campus wide survey to update data regarding commuting and parking for the Pullman campus. The Pullman campus is a uniquely situated destination campus and research university (R01) located in rural eastern Washington. The city of Pullman has a relatively small population, and the university is one of the local area's largest employers with students also comprising a significant portion of the population. This situation in the community influences transportation and commute patterns and has an effect on the Pullman community at large. Student leaders, administrative leaders, and transportation leaders regularly seek to address contemporary mobility issues by monitoring changes in commute behaviors resulting from changes in land use, shifts in campus populations and densities, changes in commute travel patterns, changes in parking locations and availability, and other transportation and parking issues that affect the WSU Pullman campus. Data from this survey is one of the sources of information used to assess the effectiveness of transportation and commute options as well as a source for monitoring changes in commute mode choices on a periodic (biennial) basis.

As the Pullman campus grows and changes, WSU Transportation Services continues to seek ways to offer convenient and low cost transportation and parking alternatives and to slow the growth in single occupant vehicle trips (aka "drive alone" trips) and growth in parking demand. Transportation Services has identified reducing "driving alone to campus" as a priority. This survey also assesses the need for additional transit services that support students and identifies services that may require additional funding for meeting future needs that require planning. Access to transit services continues to be a critical asset for WSU students, staff, and employees who are eligible to ride Pullman Transit buses by presenting their valid WSU identification when boarding the bus¹.

Developing alternative commute options remains a priority, and WSU uses survey data to inform these developments. An overall goal remains (2016 to 2019) to decrease the number of commuters that drive alone to and from campus. Campus parking and traffic patterns are influenced by a number of factors such as cost, convenience, parking availability, class and work schedules, commute distance, life cycle and lifestyle, and availability of convenient, low cost alternatives to driving alone.

Since 2002, Transportation Services works with the 15-member, University Parking and Transportation Task Force², and the Transportation Advisory Group made up of various university groups and representatives, to review the transportation and parking system, its current efficiencies and to review financial plans for changes and improvements. WSU continues to seek innovative and best practice solutions and improvements that address current and future commuting needs for the Pullman campus. Visitor and event parking/transportation related issues were not addressed in the 2018 study.

Opinion on Transportation Planning

1. More than a third, 42.1% for students and 36.8% for faculty/staff recommend Transportation Services (TS) "Add more surface parking" as the leading planning approach to pursue.
2. Just less than third of students endorse "Add more transit service" as the second pursuit for TS

¹ Pullman Transit website: Fares & Passes [http:// www.pullman-wa.gov/departments/pullman-transit/52-departments/pullman-transit/1168-fares-passes](http://www.pullman-wa.gov/departments/pullman-transit/52-departments/pullman-transit/1168-fares-passes)

² WSU Transportation Services (Pullman): Task Force & Transit Advisory Group
<https://transportation.wsu.edu/task-force-transportation-advisory-group/>

planning.

3. Just about 32% of faculty/staff recommend “Add more garage parking” as the second most chosen planning approach.

Commute Behavior

1. Most, 88.9%, of faculty/staff and 60.5% of students, commute to campus daily.
2. For students, just about a quarter, 25.0%, live on campus.
3. The vast majority, 94.3%, of faculty/staff indicate for a typical day they make 1 to 2 round-trip commutes to campus, and 2% make more than this.
4. Almost three quarters, 72% of students, indicate for a typical day they make 1 to 2 round-trip commutes to campus. 9.3% make more round trips than this. Approximately, 19% do not commute.
5. 74.7% of students indicate 2 miles or less as the distance between “where they live and campus”.
6. 29.5% of faculty/staff report 2 miles or less as the distance between “where they live and campus”.
7. A majority, 94.4%, of students have a Pullman zip code.
8. Most, 62.3%, of faculty/staff have a Pullman zip code, 11.5% have a Moscow zip code, and 26.2% indicate “Other”.

Description of Where Stakeholders Live Relative to Campus

1. Just more than a third, 36.9%, of students are in very close proximity to or live on campus (residence hall, fraternity/sorority, or WSU-owned apartments).
2. 56.6% of students are in off-campus apartment complexes or off-campus residences in a neighborhood.
3. More than half, 57.7%, of faculty/staff live in Pullman neighborhood residences, off-campus apartments, WSU apartments or other Pullman area.
4. Just more than a third, 36.2%, of faculty/staff live outside of Pullman.

Timing of Commute, Arrival

1. For students, 8am to 9am is the most frequently reported hour of arrival on campus, Monday through Friday (31.5% is the average percentage across these days for this time.)
2. For faculty/staff, 7am to 8am is the most frequently reported hour of arrival on campus, Monday through Friday (48% is the average percentage across these days for this time.)
3. For students, more than 67.7% (average percent) arrive to campus between 7am and 10am, Monday through Friday.
4. For faculty/staff, more than 83.3% (average percent) arrive to campus between 7am and 10 am, Monday through Friday.
5. More than half of students (53%) and faculty/staff (56%) do not go to campus on Saturdays.
6. More than half of students (55.9%) and faculty/staff (65.1%) do not go to campus on Sundays.
7. Arrival time on campus on weekend days is spread across the hours with “after 11am” as the most reported time.

Departure Time

1. Most students leave campus on weekdays in the afternoon with no predominate hour. Departure times during weekdays are evenly spread across the afternoon hours, 2pm to 6pm.
2. Faculty/staff leave campus in a consistent pattern, weekdays, with the most concentration at the 5pm to 6pm time.
3. On Saturdays and Sundays, for students that come to campus, 2.5% to 8% report departing hourly, before 2pm to after 9pm to 10pm. The largest percentage reported departure time is after 10pm for 7.5% of students.
4. On Saturdays and Sundays, for faculty/staff that come to campus, 1.2% to 9% report departing hourly, before 2pm to after 10pm. The largest percentage of faculty/staff, 9%, reported departing 5pm to 6pm.

Travel Modes to Campus

1. A third of students, 33%, report the primary ways of usually getting to campus as walking. This is followed by 24.7% that drive alone in a vehicle, and 28.8% walking to a bus stop and taking a bus.
2. Faculty/staff are more reliant on single occupancy vehicles (compared to students) for their commute with most of the faculty/staff, 68.5%, reporting they usually drive alone in a vehicle. This is followed by carpool or rideshare at 11.5%, and walking at 5.4%.
3. Transit bus ridership as the primary usual way to get to campus is reported by 30.2% of students and 5.1% of faculty/staff.
4. Just less than 3% of students (2.4%) and faculty/staff (2.6%) bicycle to campus as their usual commute mode.
5. These patterns stay consistent across the days of the week as the way of commuting to campus.
6. For students that walk, the average time to campus is approximately 13.5 minutes.
7. For faculty/staff that walk the average time to campus destination is 21.7 minutes.
8. More than half, 63%, of students indicate “none” when asked how many times a week they stop on their way to campus. 21% report 1 to 2 stops as the most frequent number of stops made on the way to campus.
9. Just less than half, 54.8% of faculty report “none” as the number of times a week they stop on the way to campus. 15.3% report “one stop” as the most frequent number of stops on way to campus.
10. More than half (51.3%) of students report “one or more” as the number of times per week they make stops on their way home from campus.
11. Just about three fourths, 75%, of faculty/staff report “one or more” as the number of times per week they make stops on their way home from campus.

Reasons for Commute Mode Choice

1. Convenience, personal schedule, lowest cost, and only option are the main factors associated with commute mode choice for campus stakeholders.
2. For students, the three leading reasons (rated “Definitely a Reason”) for the way they commute to and from Pullman campus were most convenient (68%), lowest cost (51.4%), and your schedule (49%).
3. For faculty/staff, the three leading reasons (rated “Definitely a Reason”) for the way they commute

to and from campus were most convenient (82.5%), your schedule (70.7%), and the only option (55.5%).

Factors Influencing Driving Alone in a Vehicle to Commute

1. Of the 15 programs or amenities presented in the survey for encouraging student commuters to not drive alone, the leading three this group of stakeholders that drive alone reported as “Definitely Encouraging” were: “financial incentives” (38.5%), “need to save money” (30.7%), “available of on-campus shuttle” (30.2%) and “ability to telecommute” (29.8%).
2. Of these same 15 programs or amenities for encouraging faculty/staff commuters to not drive alone, the leading three for this group of stakeholders that drive alone reported as “Definitely Encouraging” were: “ability to telecommute” (43.9%), “financial incentives (27.8%), “guaranteed emergency ride home” (22.1%).
3. Of those that drive alone to campus for their commute, one consideration is to understand whether driving alone is tractable and can be influenced from the stakeholder perspective. Of those 1152 driving alone, most students (64%, n=339) and most faculty/staff (70.6%, n=813) indicated they “Somewhat/Very Much/Completely Agree” with the statement, “Nothing would alter my current choice of driving alone in a vehicle to commute to and from WSU.”
4. Just more than a third, 36%, of students and 29.4% of faculty/staff are more tractable with regard to transportation mode choice indicating they do not agree or slightly agree with the statement “Nothing would alter my current choice of driving alone in a vehicle to commute to and from WSU.”
5. If driving alone were not an option for those that currently drive alone, the bus becomes the next most viable choice for transportation to and from campus for 38% of students and 21.9% of faculty.
6. Just less than half of students (48.8%) and faculty/staff (61.2%) have “Never” had to consider a change to driving alone to campus.
7. For students, of the 7 factors asked in the survey, parking spaces are hard to find and parking prices increase were “Very/Completely Discouraging” to driving alone to campus (62.4% and 61.8%, respectively).
8. For faculty/staff, of the 7 factors asked in the survey, prices increase and parking spaces are hard to find were “Very/Completely Discouraging” to driving alone to campus (36.5% and 34.3%, respectively).
9. More than 40% of students and 24% of faculty/staff indicate the one factor that would most discourage driving alone to campus is when parking prices increase.

Transit Use and Ratings

1. 68.9% of students reported riding the bus and 31.1% say they do not ride the bus at all.
2. 48.9% of students reported their frequency of riding the bus as greater than monthly.
 - a. The mean number of times riding the bus one-way last week for those students that ride was 2.3 times.
3. 27.6% of faculty/staff ride the bus and 72.4% do not ride the bus at all.

4. 9.1% of faculty/staff reported their frequency of riding the bus as greater than monthly.
 - a. The mean number of times riding the bus one-way last week for those faculty/staff that ride was 0.43 times.
5. The two leading aspects of Pullman campus parking and transportation related to frustration for individuals personally on the Pullman campus are reported as: parking rates going up (38.5% students % and 44.2% faculty/staff) and inadequate parking supply on campus (31.2% students and 35.4% faculty/staff).
6. 73.8% of students Moderately/Very Much/Completely Agree that the transit system does a good job serving WSU students, faculty, staff and this is the attribute with highest rating.
7. 52.5% of faculty/staff “Moderately/Very Much/Completely Agree” that the transit system does a good job serving WSU students, faculty, staff and this is the attribute with the highest rating.
8. 60.4% of students and 51.6% of faculty/staff indicate “Moderate/Very Much/Completely” Agree the transit system needs improvements.
9. Overall, 74.6% of students and 61% of faculty/staff are satisfied (“Moderately/Very/Completely”) with the Pullman Transit system serving WSU.

Transit System Improvements

Opinions on transit use change as a result of various types of transit system improvements.

1. The leading system improvements students reported would “Probably/Definitely Increase” transit use were: “have buses run along routes more frequently” (71.1%) and “put more buses on the busiest routes” (70.5%).
2. The leading system improvements faculty/staff indicate would “Probably/Definitely increase” transit use were: “have more buses operate during peak commute times” (49.9%) and “have buses run along routes more frequently” (48.7%).

Parking

1. When driving to campus, the typical location for parking is: a WSU parking lot (36.4% for students and 70.6% for faculty/staff).
2. 36.2% of students report they use an “annual zone permit” when parking on campus
3. 81.2% of faculty report they use an “annual zone permit” when parking on campus.
4. For students with permits, the most frequently reported (33.9%) zone permit was the Green zone.
5. For faculty/staff with permits, the most frequently reported (48%) zone permit was the Green zone.
6. Of those with permits, the length of time to find a parking space in their permit zone was “One minute or two minutes” for 56.7% of students and 72.7% of faculty/staff.
7. Of those with permits, the leading one reason for purchasing their current zone was “It is close to the building where you work or attend class” with 38.1% of students and 61.8% of faculty/staff selecting this reason out of the 4 reasons offered.

8. If parking permit rates increased, 52.3% of students and 46.9% of faculty/staff indicated they would consider changing their permit zone.
9. Of those with permits, 36.1% of students and 33.4% of faculty/staff indicated that \$25 is the amount of price increase for their zone permit that would make them not drive to campus.
10. Overall, students and faculty/staff are significantly different in their use of parking products with the vast majority (87.3%) of faculty/staff relying on annual permits. Students have evenly distributed reliance between annual permits (37.8%), parking meters (31%), and WSU garage hourly parking (34.9%) products.
11. All 8 aspects of transportation services were rated with a high degree of value. (greater than 60% “Moderately/Very/Completely Valuable) by students and faculty/staff.
12. Customer service and information access are highly valued.
 - a. Students assigned “Moderately/Very/Completely Valuable” ratings most frequently to “safe and convenient pedestrian options” (88.3%) and “General information is easy to access online” (87.1%), and “safe and convenient access to public transportation” (87.1%) for aspects of transportation services valued.
 - b. Faculty/staff assigned “Moderately/Very/Completely Valuable” ratings most frequently to “friendly helpful staff” (83.8%), “general information is easy to access online” (80.5%), and “safe and convenient pedestrian options” (75%) for aspects of transportation valued.
 - c. The top-rated score “Completely Valuable” was most frequently assigned to two aspects, “general information is easy to access online” (30.2%) and “safe and convenient pedestrian options” (29.8%) by all respondents.

Agreement ratings of attitudes, behaviors, opinions that resemble habits related to parking and driving

1. The leading statements students “Very Much/Completely Agree” with were “I do automatically” (24.2%), “I do without having to consciously remember” (23.4%), and “that belongs to my daily routine” (20.8%).
2. Faculty/staff were most likely to “Very Much/Completely Agree” with “I do automatically” (65.7%), “I have been doing for a long time” (65.2%), “I do without having to consciously remember” (61.5%).

Survey Findings

Introduction and Background

Washington State University has routinely used surveys to evaluate transportation conditions, the awareness and use of transit and parking services, and the satisfaction among university students, faculty, and staff. The 2018 survey was administered using online and telephone methodologies. This study utilized a random probability survey of the population of all Washington State University undergraduate students, graduate and professional students, faculty, and staff affiliated with the Pullman campus. The 2018 research effort resulted in 2,800 completed questionnaires and interviews during the survey period: 1,018 undergraduate students, 549 professional and graduate students, 680 staff, and 553 faculty members. The sample error for the study overall was approximately 1.8%. The study design allowed for subgroups of respondents to be categorized and further analyzed. For ease of summary and for discussion purposes, student groups of undergraduate, graduate, and professional students were aggregated to one group. Faculty and staff were aggregated to a second group.

The main survey findings are presented and summarized towards the following objectives:

1. Understand and describe specific commuting and travel behaviors.
2. Ascertain commute modes used by stakeholders.
3. Learn the reasons behind the choice of commute mode.
4. Determine the attitudes, beliefs, and opinions that influence the behavior of driving alone in a vehicle and those associated with choosing alternative modes.
5. Describe transit bus ridership in terms of the attitudes, the behaviors, and the opinions that influence transit use.
6. Describe the extent of satisfaction with transportation options available, especially Pullman Transit services.
7. Establish stakeholder opinions and priorities for campus transportation system improvements.
8. Evaluate attributes of parking.

In 2018, Transportation Services of Washington State University commissioned the Social and Economic Sciences Research Center (SESRC) at Washington State University to design and implement a survey of stakeholders of transportation and parking services associated with the Pullman campus. These stakeholders included 8 groups including: undergraduate students (freshmen, sophomores, juniors, and seniors), professional students, graduate students, staff, and faculty. The purpose of the survey and study was to gather information from students, faculty and staff regarding their opinions and experiences commuting, parking, and using the transportation system for the Pullman campus. This is an important study to update transportation and parking benchmarks and to provide information for WSU decision makers for measuring commute trips, use of transit and other alternative modes of transportation. This study also provides critical input from undergraduate students, professional and graduate students, the faculty, and the staff affiliated with the Pullman Campus towards their experiences with transportation and parking services, and opinions on needs and transportation service improvements.

Mixed Survey Mode Implementation

The Social & Economic Sciences Research Center worked together with WSU Transportation Services representatives to finalize the survey questions, the instruments, and the final survey format. The final questionnaire had 50 main questions of which several had a number of sub-questions. There were a base set of questions from the 2016 survey. Questions asked about affiliation with the WSU Pullman campus, where on campus individuals spend most of their time, commuting behaviors and experiences--modes, timing, distance traveled, daily/weekly arrival and departure times to campus, attitudes, behaviors, beliefs, and use of the transit system. The questionnaire was designed to be a fifteen-minute survey administered by web or by telephone. The questions between the two modes were the same with the differences limited to transition phrases and prompts in the telephone script to make it easier for the respondent to understand and answer.

The survey was pretested first, by having SESRC staff and Transportation Services staff review questionnaires. Secondly, pretesting was performed in both survey modes—internet and phone instruments. Lastly, initial responses (first two days of data collection) to the survey were reviewed for branching and question completion. The survey procedures and layout of each question were designed using TDM (Tailored Design Method³, Dillman et. A. 2014) protocols for maximizing respondent cooperation, maximizing question comprehension and maximizing ease of navigation through the questions.

Web Survey Security

Internet access to sites at Washington State University was monitored via firewalls at the university hub and at the SESRC server to reduce undesirable access to survey pages. A unique access code was provided to each respondent that could be entered at the survey login screen in order to take the survey. The access code is no longer available and further access to the survey using that code was denied once a survey was completed.

Data Collection

The data collection contacting WSU Pullman campus students, faculty, and staff started in early September 2018, lasted a little more than 10 weeks, and ended in November 2018. A detailed description of the data collection protocol is provided under separate cover, SESRC Data Report 18-59. Data collection procedures are described in this report. The e-mailings were directed to individuals identified in the original sample frame (by subgroup) provided by Human Resources Department and Office of the Registrar after submission of requests and subsequent approval to the SESRC. As contacts were made, case information was updated with new contact information as a result of the emails, postal letter mailing, and telephone interactions. Final assignments to subgroups were based on main WSU affiliation in survey responses. WSU email addresses were used for initial email contacts unless respondents provided an alternative email. There was no incentive lottery in 2018. During phone calls, if a named respondent indicated they had left their WSU position, were no longer a student, or they had no affiliation with the Pullman campus, they were considered out of scope and ineligible for the study. The contact for the survey included sequential email contacts and a postal letter, all of which included a web link to the survey and a unique personal access code. Only student non-respondents received follow-up reminder telephone contacts.

³ Dillman, D.A., Smyth, J.D. and Christian, L.M. (2014) Fourth Edition, Internet, Phone, Mail, and Mixed Mode Surveys. John Wiley & Sons: Hoboken, N.J.

The WSU-SESRC takes extra care in securing and storing the survey data. Proper procedures for voluntary participation, informed consent, safeguards for confidentiality, and other human subject considerations were followed in implementing this survey. All survey data were backed-up and stored on secure file servers at WSU-SESRC but are available for immediate access, for data corrections if be needed. All data was stored in locked offices and password protected computers and files. Internet access to sites at Washington State University are monitored through firewalls implemented at the university hub, and at the SESRC server to reduce undesirable access to survey pages. In addition, each survey respondent was given a unique access code that could be entered at the survey login screen in order to take the survey. Once a survey was completed, that access code was no longer available and further access to the survey using that code was denied. Further security procedures to protect survey data include separation and storage of sample and survey responses. Data from interviewing is encrypted and stored in off-site servers owned and maintained solely SESRC WSU staff.

Data entry of survey responses was accomplished by respondents using SESRC's web survey software system (NetSurveyWorks) or by survey interviewers using the Computer Assisted Interviewing System (CATI) software. The questionnaires in both systems utilized a unified design. Both systems control entry with pre-coded categorical response answer option categories for questions and open-ended question field. Telephone interviewing included staff training (covering the basics of interviewing, SESRC protocols, and project specific training) to ensure standardized interviewing, monitoring for quality control, data confidentiality, and coding consistency. Data from both systems were merged. Data records were passed through a statistical (SAS) program to ensure that all data fields are readable, and that all fields are read in the format specified for that variable. A separate data cleaning step was also undertaken for the open-ended verbatim responses. All data analysis was completed using SAS version 9.4.

Sample and Response Rates

The survey methodology sought to secure participation from representative samples within the population that might vary in their commute mode and use of transportation services for the WSU Pullman campus. For this study, WSU provided, through an approval process with WSU Human Resources and WSU Office of the Registrar, lists of all Pullman campus affiliated students, faculty, and staff from administrative registries to the SESRC for the survey. Overall, this was a survey of the current 2018 population of WSU campus members affiliated with the Pullman campus and considered stakeholders of the WSU transportation and parking services, and the transit system that services the WSU Pullman campus, September 2018. From these lists, random probability samples were selected of 4,000 undergraduate students and approximately 1,333 for each of the subgroups of graduate and professional students, faculty, and staff (classified and administrative professional). The sample was provided by the Enterprise group, which was granted access by WSU Office of the Registrar and the Graduate School. The 2018 population count for WSU Pullman affiliation was not yet published at the time of this survey. The previous 2017 published numbers were overall, 24,724 individuals.

The data as presented is not weighted, as a main goal for the study was to evaluate survey results by subgroups of survey respondents. A common accuracy standard for surveys is to achieve +/-5% sample error or less. The sample error for the survey results overall for the WSU Pullman campus was +/-1.8%. If an individual had more than one affiliation (e.g., they were a student and they were also working as a staff member) they were asked during the survey to classify their main affiliation.

The response rate is the ratio of completed and partially completed interviews to the total eligible survey group. The formula for calculating the response rate is provided below. This formula is considered the

industry standard for calculating response rates and complies with AAPOR Standard Definitions (American Association for Public Opinion Research) Response Rate.

For the total fielded sample, 2,800 respondents completed or partially completed the survey. The response rate (RR2) for this study is 35.9%. Table 1 provides a breakdown of response outcomes and the response rate calculation.

Table 1. Survey sample disposition summary.

Disposition Category	Numbers
Completed Interviews (I)	2428
Partially completed (P)	372
Refusal and Breakoffs (R)	234
Non-respondents/non-contacts	2764
Other (O)	3
Unknown entity/household (UH)	1882
<i>e</i> estimated portion of cases of unknown that are eligible	0.967
Unknown other/not eligible (UO)	198
$= (I+P)/(I+P)+(R+NR+O)+e(UH+UO)$	35.9%

Note: The detailed disposition of sample cases is provided under separate cover in SESRC data report 18-59.

Survey Mode of Response

Of those Pullman campus respondents participating in the survey, the majority elected to fully complete (86.7%) or partially complete (13.2%) the survey. The survey was offered in two modes, web survey and telephone survey. Overall, most (88.9%) stakeholders responded through the online web survey and the remaining (11.1%) by telephone interview. Only students were followed-up by telephone. About 19.9% of students responded by telephone. Of those individuals completing on the web, the vast majority (80.0%) completed the survey from a computer, 18.3% used a mobile phone, and 1.6% used an I-pad or Tablet. Noteworthy, is 31.7% of students completed the survey using a mobile phone.

Main Findings

WSU Affiliation and Demographic Characteristics

Respondents to the survey indicated their primary affiliation with WSU Pullman campus and this is shown along with other characteristics in Table 2. Of the categories of affiliation, undergraduate students comprised 36.3% of responses and the remaining were associated with graduate and professional students at 19.6%, staff at 24.3%, and faculty at 19.8% of the responses. In total, 56% of survey respondents are students and 44% are faculty/staff. Slightly more than half, 53.9% of respondents were female, 44.5% were male, and 1.5% indicated transgender male, transgender female, or other. The largest age category of respondents was 17-24 years of age, 36.5%. 29.5% of respondents were between 25 and 39 years and 34% were over 39 years of age. The majority of respondents, 71.2%, indicated they were employed. 46.1% reported full-time and 24.1% reported part-time employment and just less than a third, 27.5%, indicated they were not employed, and 2.3% indicated other. The majority of respondents, 80%, completed the survey using a computer, 1.6% using an I-pad or tablet, and 18.3% by mobile phone.

Table 2. Characteristics of survey participants.

Demographic Characteristics	Number	%
WSU Pullman Affiliation¹:		
Freshman	244	8.7%
Sophomore	243	8.7%
Junior	265	9.5%
Senior	266	9.5%
Grad/prof	549	19.6%
Staff	680	24.2%
Faculty	<u>553</u>	<u>19.8%</u>
Total	2800	100.0%
Gender:		
Male	1032	44.5%
Female	1251	53.9%
Transgender or Other	31	1.5%
Total	2318	100.0%
Age:		
17-24 years	851	36.5%
25-29	302	13.0%
30-39	384	16.5%
40-49	285	12.2%
50-59	299	12.8%
60-69	194	8.3%
70 years and older	14	0.6%
Total	2329	100.0%
Employment:		
Full time (35 hrs per week or more)	1286	46.0%
Part time (\leq 35 hrs per week)	673	24.1%
Not employed	767	27.5%
Other	65	2.3%
Total	2791	100%
For Web Response, Technology for Completion of Survey:		
Computer	1668	80.0%
i-pad or tablet	34	1.6%
Mobile phone	382	18.3%
Total	2084	100.0%

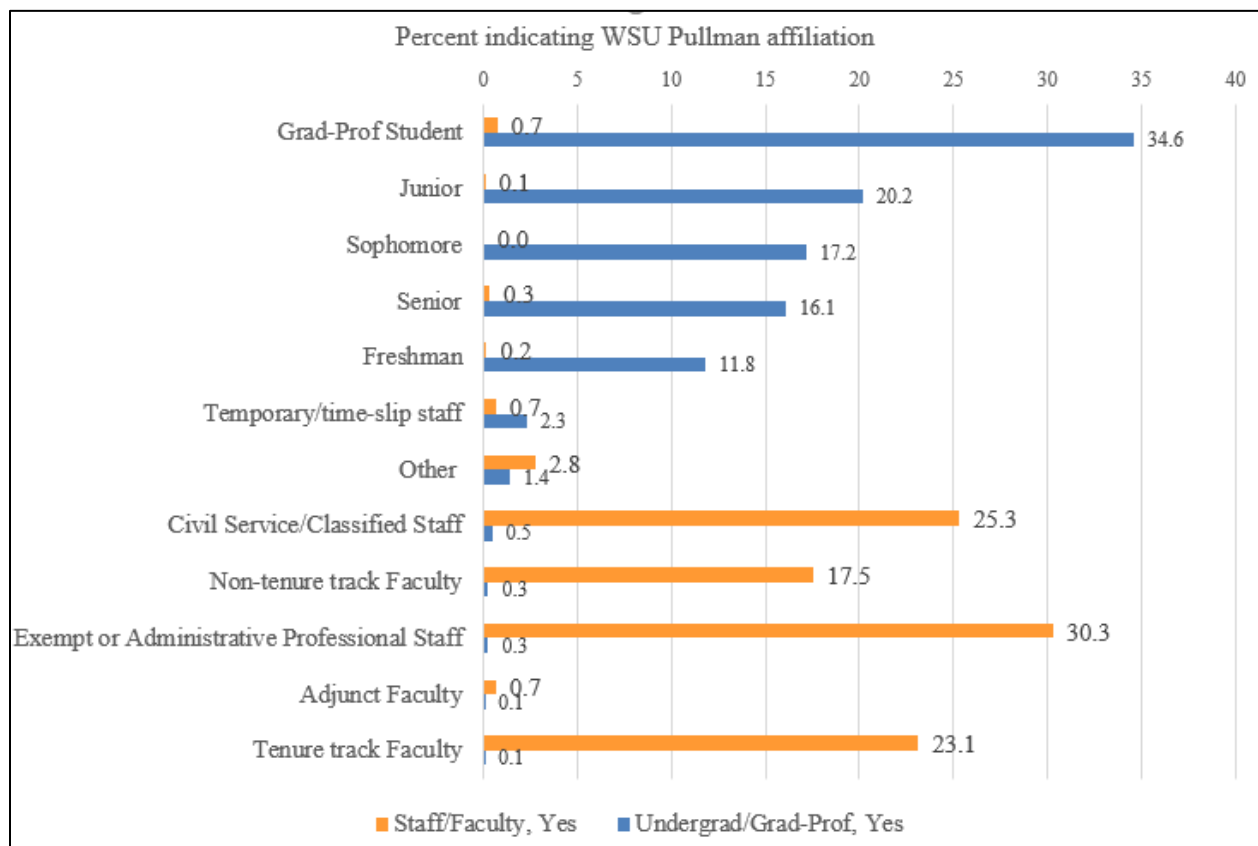
Note: Total numbers vary by question as response was voluntary.

WSU Pullman Current Affiliation

The affiliation of respondents to the WSU Pullman campus is based on self-reporting to survey questions and is shown in Figure 1 and Table 3. Respondents were asked to indicate those designations that matched their

circumstances and this allowed for more than one type of affiliation, if appropriate. As an example, a staff person could also be enrolled as a student. Or, a student could be working part time as a staff member or in a time slip position. For the 1,567 undergraduate and professional/graduate students, the largest reporting class was professional/graduate students at 35% and the least reporting category was freshman at 12%. The largest reporting category for faculty/staff subgroup was Exempt/Administrative professionals at 20.3% and the least category was Temporary/Time slip staff at 0.65%.

Figure 1. Percent indicating affiliations WSU Pullman campus by student or faculty/staff. (Q01A)



Source: 2018 WSU Transportation and Parking Survey.

Table 3. Percent of respondents indicating each type of current WSU Pullman affiliation. (Q01A)

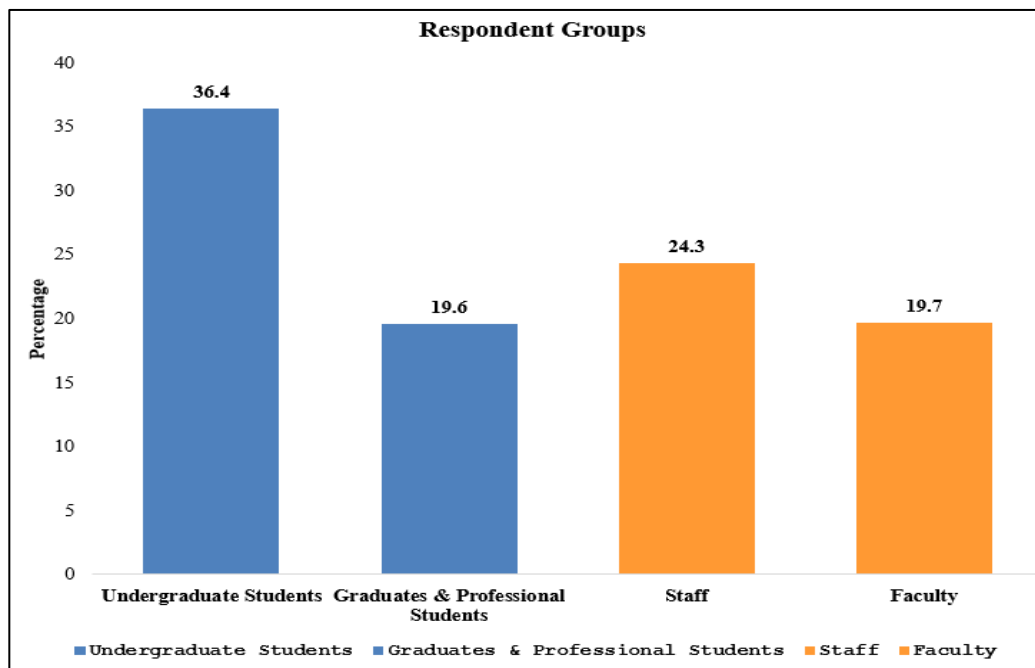
Affiliation code	Response	Undergrad Grad-Prof Students	Staff/Faculty	X ²	df	Pvalue
Freshman Undergrad	Yes	11.81	0.16	149.99	1	<.0001
	No	88.19	99.84			
Sophomore Undergrad	Yes	17.17	0.16	233.98	1	<.0001
	No	82.83	100			
Junior Undergrad	Yes	20.17	0.08	277.05	1	<.0001
	No	79.83	99.92			
Senior Undergrad	Yes	16.08	0.32	206.08	1	<.0001
	No	83.92	99.68			
Grad-Prof	Yes	34.59	0.73	500.10	1	<.0001
	No	65.41	99.27			
Civil service/classified staff	Yes	0.45	25.32	422.74	1	<.0001
	No	99.55	74.68			
Exempt/Admin Staff	Yes	0.26	30.28	533.35	1	<.0001
	No	99.74	69.72			
Tenure Track Faculty	Yes	0.06	23.13	400.12	1	<.0001
	No	99.94	76.87			
Non-Tenure Track Faculty	Yes	0.26	17.53	284.28	1	<.0001
	No	99.94	82.47			
Adjunct Faculty	Yes	0.06	0.65	7.37	1	.0066
	No	99.89	99.35			
Temporary/time slip	Yes	2.30	0.65	15.73	1	.0005
	No	97.70	99.35			
Other	Yes	1.40	2.76	6.46	1	.0110
	No	98.60	97.24			
Number		1567	1232			

Source: 2018 WSU Transportation and Parking Survey.

Consolidation of Responding Groups

For analysis and reporting, the subgroups (classes) of students were combined and faculty and staff were combined. Figure 2 and Table 4 display the subgroups that will be discussed and shown in this report. The subgroup of students includes all responding undergraduates, professional students, and graduate students. The faculty and staff are also combined and labeled fac/staff. 101 respondents indicated multiple affiliations, and they were asked to select the affiliation where the majority of their hours were spent to classify them to only one subgroup.

Figure 2. Subgroups of respondents.



Source: 2018 WSU Transportation and Parking Survey.

Table 4. Percent of respondents combined to the subgroup UG/Grad students and Faculty/Staff.

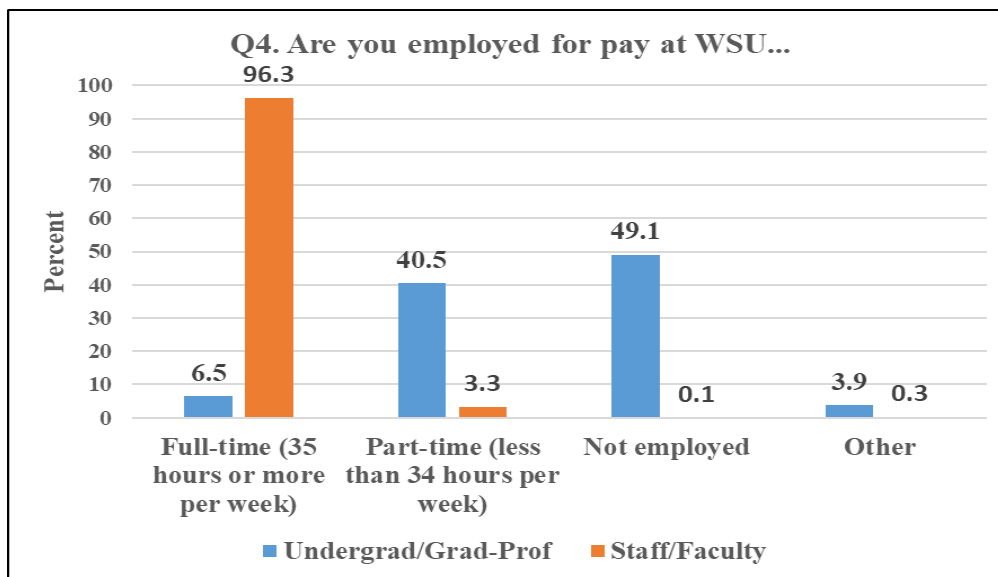
	Combined Students (UG/Grad/Prof)	Faculty/ Staff	Overall	Number
Undergraduate Students	64.96		36.4	1018
Graduates & Professional Students	31.82		19.6	549
Staff		55.15	24.3	680
Faculty		44.85	19.7	553
	100%	100%	100%	
Total Number	1567	1233	2800	2800

Source: 2018 WSU Transportation and Parking Survey.

Employment for Pay at WSU Pullman Campus

For the student subgroup (undergraduates and graduate-professionals), about half, 49.1%, were not employed (Figure 3 and Table 5). Approximately 6.5% of students work full time (35 hours or more per week) and 40.5% were employed part time (less than 34 hours per week). A small portion of students (3.9%) indicated some other situation with regard to employment. Staff and faculty were significantly different from students with their employment for pay at WSU. For the staff/faculty subgroup the vast majority, 96.3%, were employed full time for pay at WSU. Only a small percentage of faculty/staff (3.3%) indicated they were part time, 0.1% were not employed and 0.3% indicated other.

Figure 3. Employment of respondents. (Q04)



Source: 2018 WSU Transportation and Parking Survey.

Table 5. Employment status at WSU. (Q04)

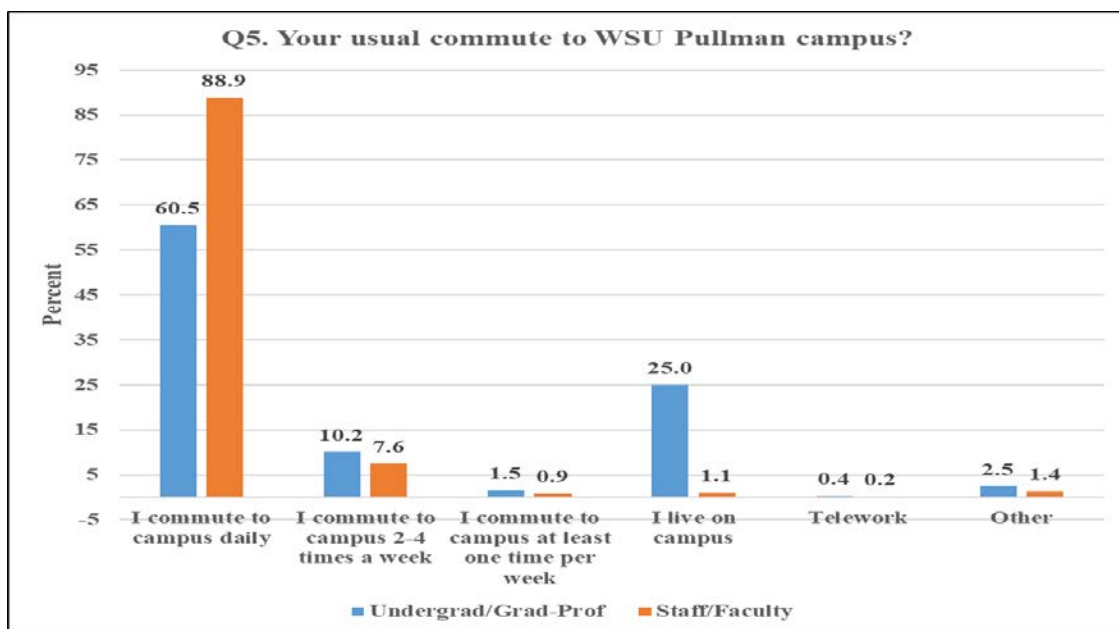
Q04 (Are you employed for pay at WSU?)	Percent Reporting		Total
	Undergrad/Grad-Prof	Staff/Faculty	
Full-time (35 hours or more per week)	6.5	96.3	
Part-time (less than 34 hours per week)	40.5	3.3	
Not employed	49.1	0.1	
Other	3.9	0.3	
	100.0	100.0	
Total Number	1560	1231	2791

Source: 2018 WSU Transportation and Parking Survey.

Commute Behavior

Figure 4 and Table 6 display the frequency or type of usual commute to the WSU Pullman campus. More than half, 60.5%, of the student subgroup indicate they commute to campus daily. The next largest reporting is “I live on campus” with 25.0% of students in this situation. Less than 2 in 10 students commutes less than daily. The least reported category is telework for students at 0.4%. Faculty/Staff were significantly different than students with a large majority, 88.8%, commuting to campus daily. Less than a tenth of faculty/staff commute 2-4 times per week and only a very small percentage commute less than 2-4 times per week or telework. Students were statistically significantly different than faculty/staff for the frequency of their commute to campus ($\chi^2 = 361.07.37$; $P < .0001$). Faculty/staff commute daily more frequently than students and students have a significant proportion that live on campus where as this is not the situation for most faculty/staff.

Figure 4. Usual commute to WSU Pullman campus. (Q05)



Source: 2018 WSU Transportation and Parking Survey.

Table 6. Percent reporting type of usual commute to WSU Pullman campus. (Q05)

	Undergrad/Grad-Prof	Staff/Faculty	Total	X ²	df	Pvalue
Commute to campus daily	60.5	88.9				
Commute to campus 2-4 times a week	10.2	7.6				
Commute to campus at least one time/week	1.5	0.9				
Live on campus	25.0	1.1				
Telework	0.4	0.2				
Other	2.5	1.4				
	100.0	99.99				
Total	1566	1231	2797	361.07	5	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Opinion on Transportation Planning (Q06 New in 2018)

Figure 5 and Table 7 show the approach that both students (42.1%) and faculty/staff (36.8%) most highly recommend for Transportation Services to pursue is “add more surface parking”. For students, the second recommended approach to pursue is “add more transit service”, 27%. For faculty/staff, the second recommended approach is “add more garage parking”, 31.7%.

Figure 5. Respondent opinions on planning approaches to pursue. (Q06 new).

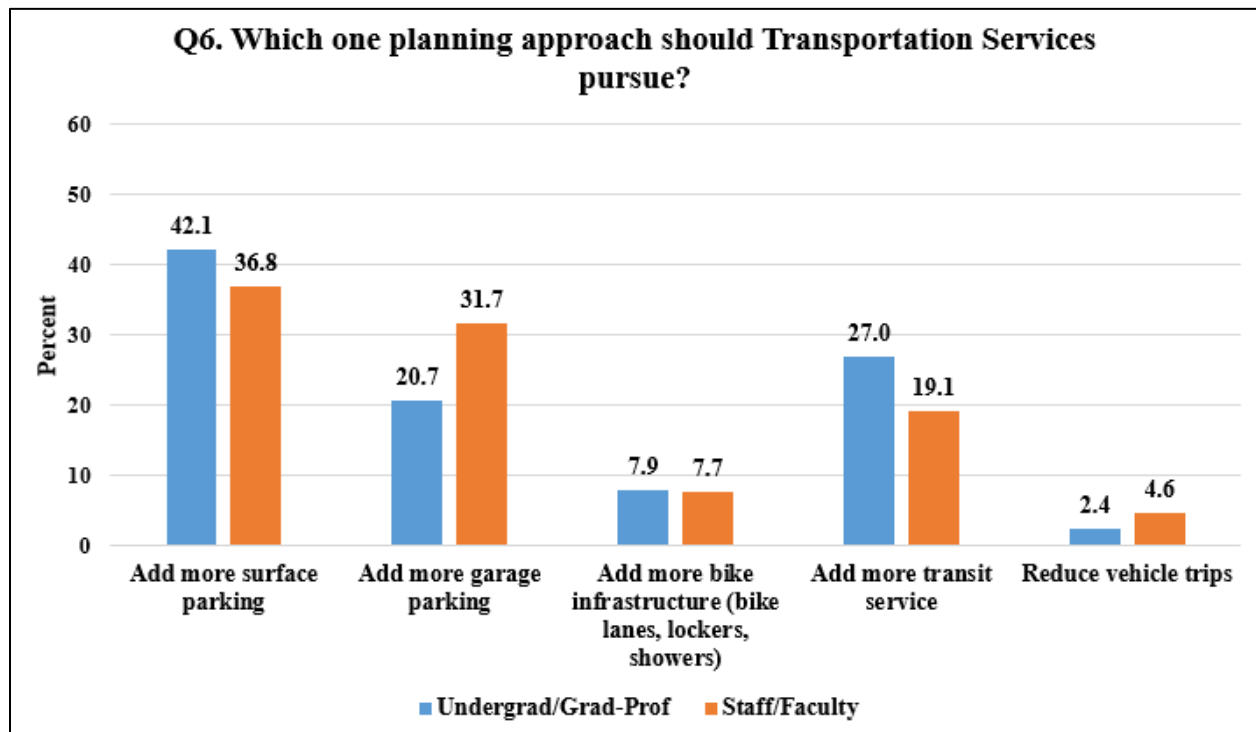


Table 7. Percent reporting the ONE planning approach Transportation Services should pursue. (Q06 new)

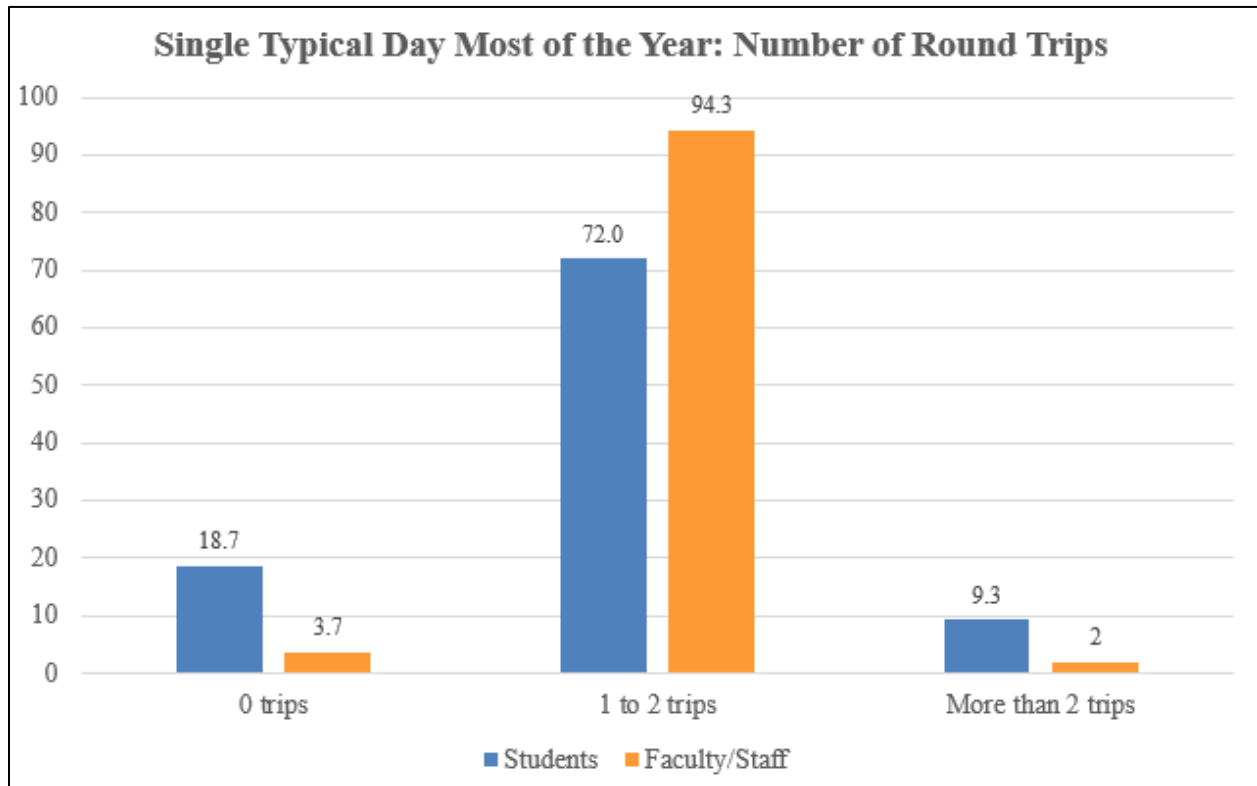
	Undergrad/ Grad-Prof	Staff/ Faculty	Total	X ²	df	Pvalue
Add more surface parking	42.1	36.8				
Add more garage parking	20.7	31.7				
Add more bike infrastructure (bike lanes, lockers, showers)	7.9	7.7				
Add more transit service	27.0	19.1				
Reduce vehicle trips	2.4	4.6				
	100.0	100.0				
Total	1517	1208	2725	64.28	5	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Number of Round Trips

For the Pullman campus in a typical day for most of the year, the average or mean number of round trips by undergraduate and professional/graduate students was 1.96 trips per day (Table 8). For faculty/staff the mean number of round trips was 1.67 per day. Figure 6 shows the percentage of respondents reporting categories of the number of round trips made in a single day (typical day for most of the year). Students tend to make slightly more round trips, on average, to campus than faculty/staff with a larger percentage of students reporting more than 3 trips in a single day, 9.3% compared to 2%, respectively.

Figure 6. Typical day, number of round trip commutes. (Q07)



Source: 2018 WSU Transportation and Parking Survey.

Table 8. Average number of round trip commutes to Pullman campus in a single day. (Q07)

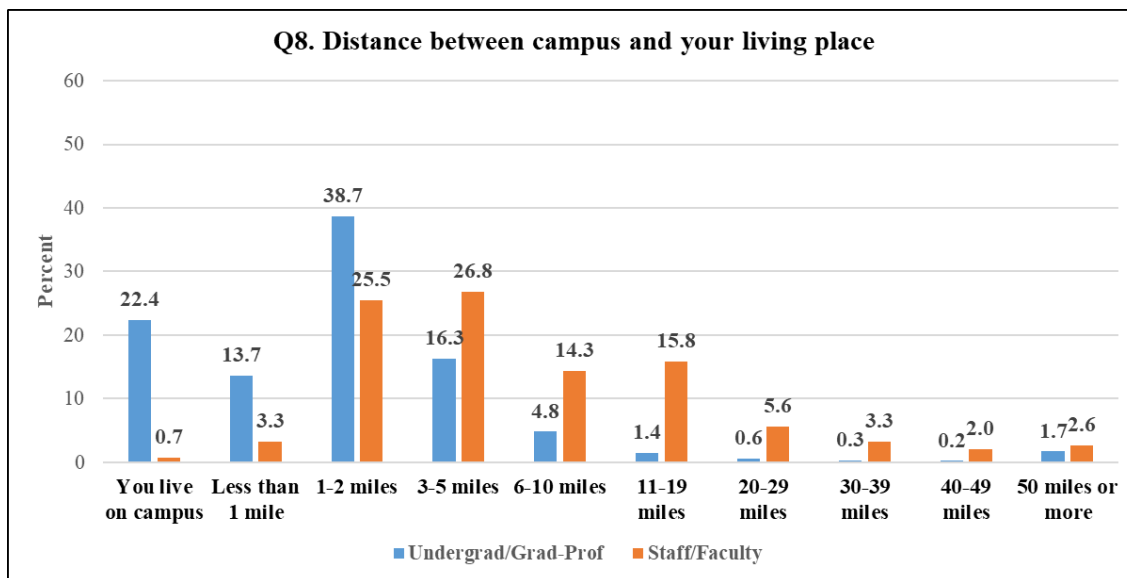
	Mean	Std dev	Min	Max
Undergrad/Grad-Prof	1.96	11.16	0	260
Staff/Faculty	1.67	12.32	0	365

Source: 2018 WSU Transportation and Parking Survey.

Distance From Campus for Commute

Information on what areas of Pullman and areas of housing are important for transit planning, determining bus stop locations, and allocating buses and their frequencies for routes. When asked how far from campus they live, just under a quarter (22.4%) of students live on campus. Figure 7 and Table 9 show the distribution of students and faculty staff with their distances from where they live to campus. Overall, Pullman campus based students reported 94.4% within Pullman zip codes, 1.47% in Moscow zip code(s), and 4.13% reported “other” WA/ID zipcodes. Faculty/staff reported Pullman zipcodes at a rate of 62.27%, Moscow ID zipcode at 11.53%, and “other” WA/ID zip codes at 26.2%. A larger portion of faculty/staff (37.7%) compared to students (5.6%) commute to Pullman campus from zip codes outside of Pullman. Compared to students, faculty/staff live farther from campus with 56.3% living ≤ 5 miles, whereas 91.0% of students live ≤ 5 miles from campus. The distance with the largest percentage of students is the 1 to 2 miles at 38.7%. The distance, 3 to 5 miles, is the most reported category for faculty/staff at 26.8%.

Figure 7. Distance respondents live from Pullman campus. (Q08)



Source: 2018 WSU Transportation and Parking Survey.

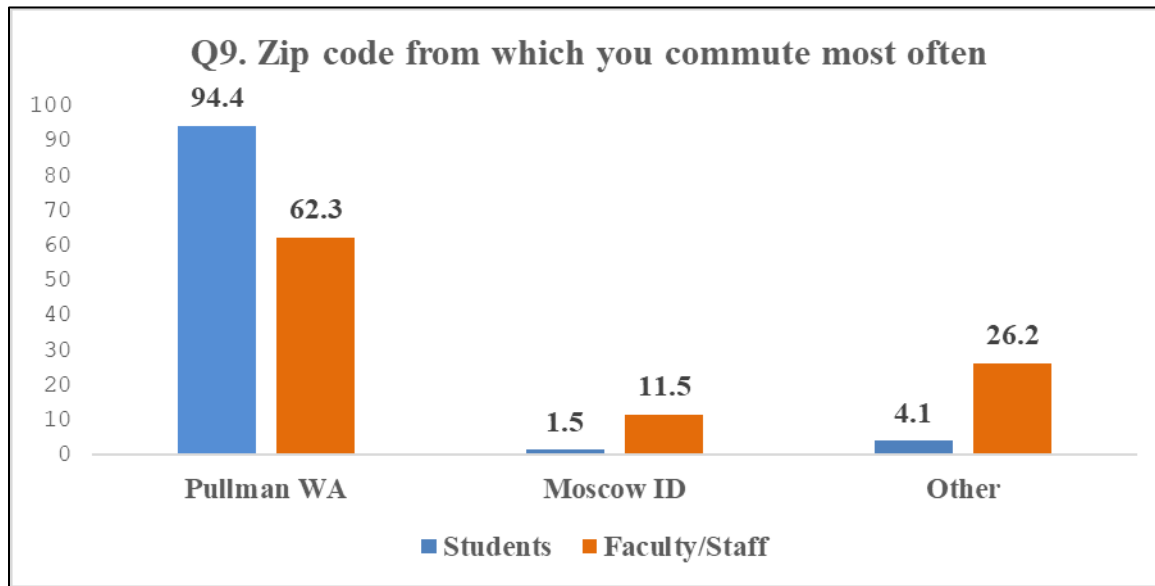
Table 9. Percentage of students and faculty/staff reporting distances they live from campus. (Q08)

	Undergrad /Grad-Prof	Staff/ Faculty	Total	X ²	df	Pvalue
You live on campus	22.4	0.7				
Less than 1 mile	13.7	3.3				
1-2 miles	38.7	25.5				
3-5 miles	16.3	26.8				
6-10 miles	4.8	14.3				
11-19 miles	1.4	15.8				
20-29 miles	0.6	5.6				
30-39 miles	0.3	3.3				
40-49 miles	0.2	2.0				
50 miles or more	1.7	2.6				
	100.0	100.0				
Total Number	1535	1227		777.78	9	<.0001

Source: 2018 WSU Transportation and Parking Survey.

The majority (94.4%) of students reported the most frequent US postal zip code from which they commute most often to the WSU Pullman campus is for Pullman, WA (Figure 8 and Table 10). The next most reported area was other (outside of Pullman and local areas) at 4.1%. Faculty/staff were more likely to live in nearby surrounding areas of WA and ID. 62.3% of faculty/staff reported Pullman, 11.5% reported Moscow ID, and 26.2% reported other (other than Pullman 99163, 99164, or Moscow 83843) zipcodes as those which they commute from most often to WSU Pullman campus.

Figure 8. Area (zipcode) from which you commute most often. (Q09)



Source: 2018 WSU Transportation and Parking Survey.

Table 10. Percent reporting a zip code from which they commute most often and the associated regional area. (Q09)

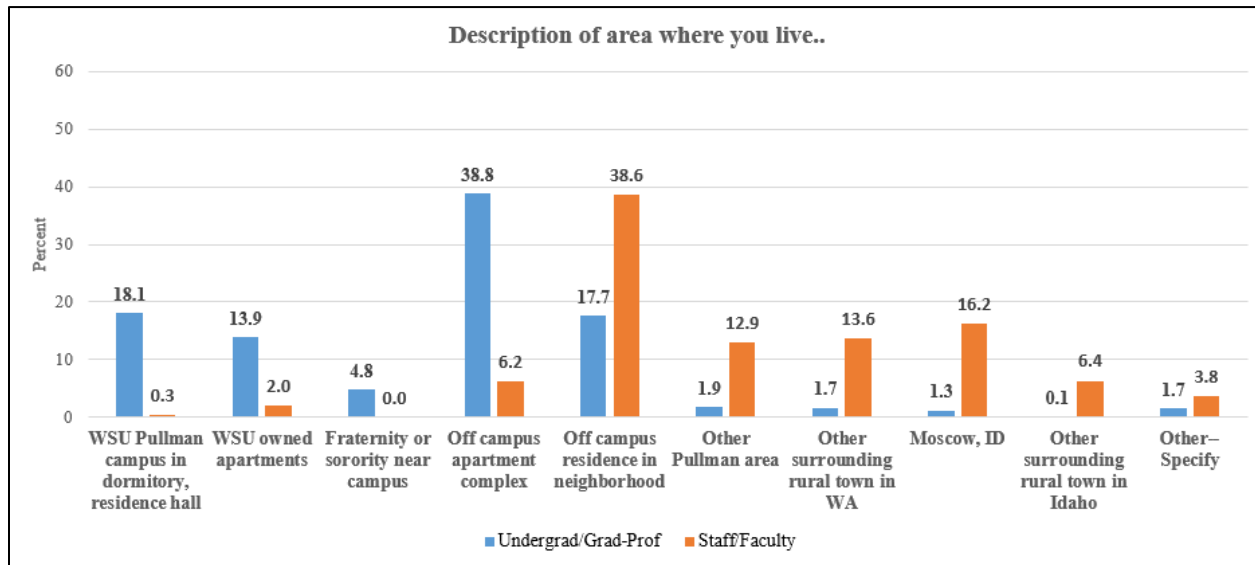
Zip code/Location	Students	Faculty/Staff
Pullman WA	94.4	62.3
Moscow ID	1.5	11.5
Other	4.1	26.2
Total Column Percent	100	100
Total Number	1501	1222

Source: 2018 WSU Transportation and Parking Survey.

Note: Numbers are rounded.

Figure 9 and Table 11 display the descriptions where respondents live. The largest percentage of students report they live in off-campus apartment complexes (38.8%), WSU dorms or residence halls (18.1%), and off-campus residence in a neighborhood (17.7%). For faculty and staff, the main descriptions where they live include off-campus residence in a neighborhood (38.6%), Moscow, ID (16.2%), and other surrounding rural town(s) in WA (13.6%).

Figure 9. Description of area where students and faculty/staff live. (Q10)



Source: 2018 WSU Transportation and Parking Survey

Table 11. Percentage reporting description of area where they live. (Q10)

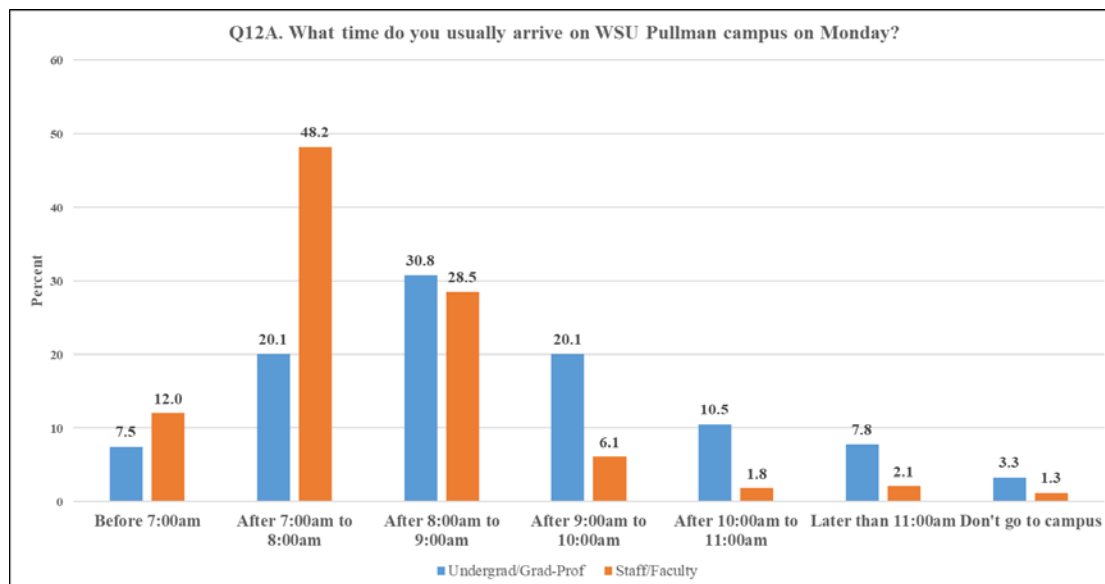
	Undergrad/ Grad-Prof Students	Staff/Faculty	Total	X ²	df	Pvalue
WSU dormitory, residence hall	18.1	0.33				
WSU owned apartments	13.9	2.0				
Fraternity or sorority near campus	4.8	0.0				
Off campus apartment complex	38.8	6.2				
Off campus residence in neighborhood	17.7	38.6				
Other Pullman area	1.9	12.9				
				1342.9	9	0001

Source: 2018 WSU Transportation and Parking Survey

Commute Times for WSU Pullman Campus

Mondays Arrival. Students and faculty/staff are significantly different for the usual times they arrive to campus on Mondays (Figure 10 and Table 12). The peak hour for students to arrive on campus is after 8:00am to 9:00am with 30.8% arriving at this hour. The next two leading but equivalent times for students to arrive on Mondays is after 9:00am to 10:00am (20.1%) and after 7:00am to 8:00am (20.1%). About 3.3% of students don't go to campus on Mondays. The peak hour for faculty/staff to arrive to campus is after 7:00am to 8:00am with 48.2% arriving at this hour. The next two prevalent time slots for faculty/staff are after 8:00am to 9:00am (28.5%) and before 7:00am (12.1%). About 1.25% of faculty/staff don't go to campus on Mondays.

Figure 10. Usual time to arrive on Pullman campus Mondays. (Q12A)



Source: 2018 WSU Transportation and Parking Survey.

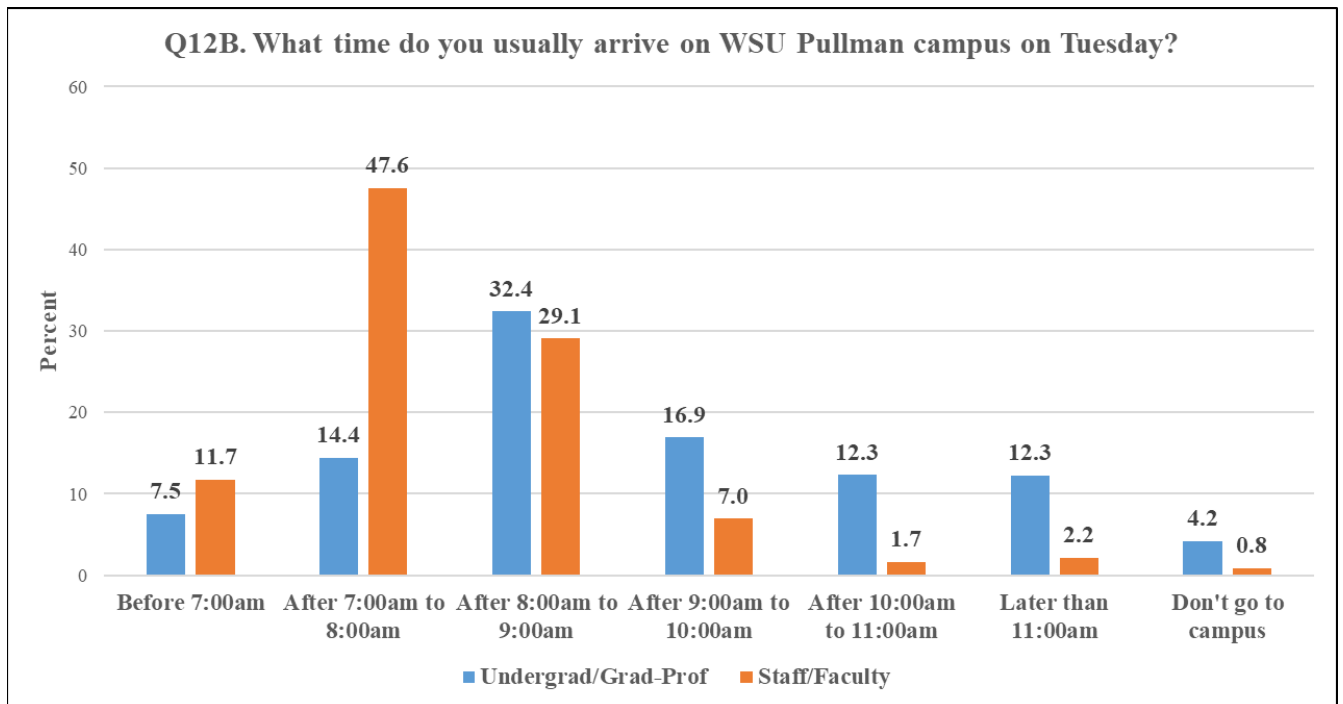
Table 12. Percent of respondents reporting usual time of arriving on campus for Mondays. (Q12A)

	UG/ Grad-Prof Students	Staff/Faculty	Total	df	X ²	Pvalue
Before 7:00am	7.5	12.0	9.5			
After 7:00am to 8:00am	20.1	48.2	32.7			
After 8:00am to 9:00am	30.8	28.5	29.8			
After 9:00am to 10:00am	20.1	6.1	13.8			
After 10:00am to 11:00am	10.5	1.8	6.6			
Later than 11:00am	7.8	2.1	5.2			
Don't go to campus	3.3	1.3	2.4			
Total	100	100	100			
Total Number	1466	1199	2665	6	396.4	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Tuesdays Arrival. Students and faculty/staff are significantly different for the usual times they arrive to campus on Tuesdays (Figure 11 and Table 13). The peak hour for students to arrive on campus is after 8:00am to 9:00am with 32.4% arriving at this hour. The next two leading times for students to arrive on Tuesday are after 9:00am to 10:00am (16.9%) and after 7:00am to 8:00am (14.4%). About 4.2% of students don't go to campus on Tuesdays. The peak hour for faculty/staff to arrive to campus is after 7:00am to 8:00am with 47.6% arriving at this hour. The next two prevalent time slots for faculty/staff are after 8:00am to 9:00am (29.1%) and before 7:00am (11.7%). Less than 1% of faculty don't go to campus on Tuesdays.

Figure 11. Usual time to arrive on Pullman campus Tuesdays. (Q12B)



Source: 2018 WSU Transportation and Parking Survey.

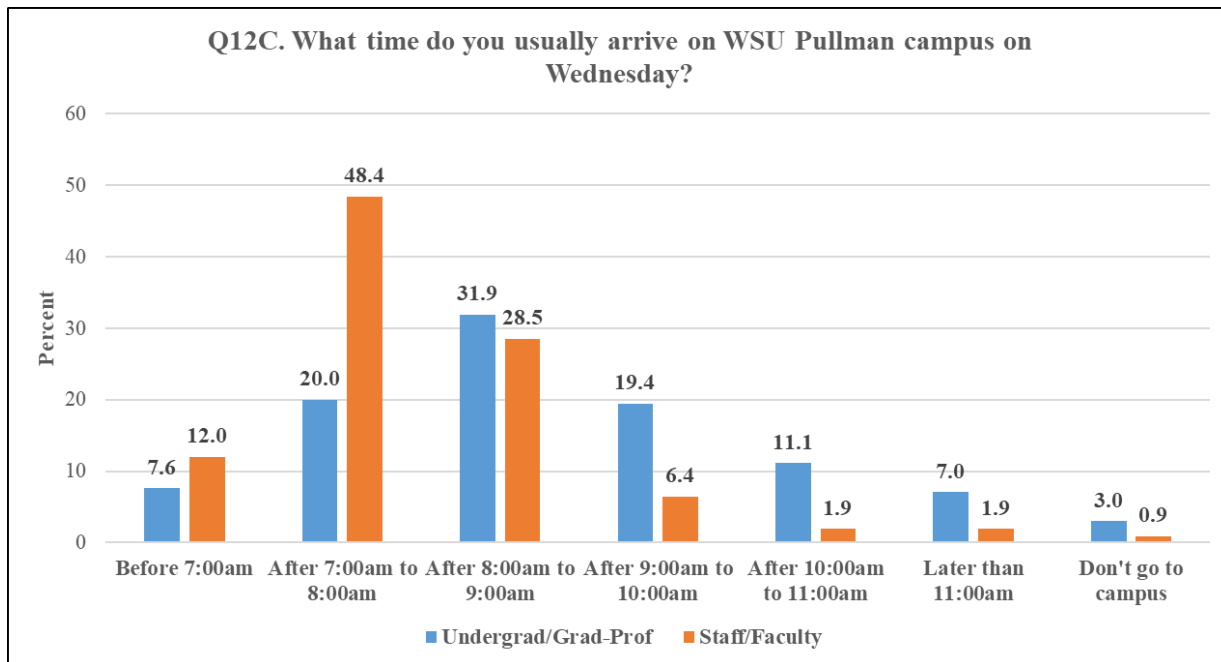
Table 13. Percent reporting usual time arriving on campus for Tuesdays. (Q12B)

	Undergrad/ Grad-Prof Students	Staff/Faculty	Total	df	X ²	Pvalue
Before 7:00am	7.5	11.7	9.4			
After 7:00am to 8:00am	14.4	47.6	29.4			
After 8:00am to 9:00am	32.4	29.1	30.9			
After 9:00am to 10:00am	16.9	7.0	12.4			
After 10:00am to 11:00am	12.3	1.7	7.5			
Later than 11:00am	12.3	2.2	7.7			
Don't go to campus	4.2	0.8	2.7			
Total	100.0	100.0	100.0			
Total Number	1461	1194	2655	6	525.4	<.0001

Source: 2018 WSU Transportation and Parking Survey

Wednesdays Arrival. Students and faculty/staff are significantly different for the usual times they arrive to campus on Wednesdays (Figure 12 and Table 14). The peak hour for students to arrive on campus is after 8:00am to 9:00am, with 31.9% arriving at this hour. The next two leading times for students to arrive on Wednesday are after 7:00am to 8:00am (20%) and after 9:00am to 10:00am (19.4%). About 3% of students don't go to campus on Wednesdays. The peak hour for faculty/staff to arrive to campus is after 7:00am to 8:00am with 48.4% arriving at this hour. The next two prevalent time slots for faculty/staff are after 8:00am to 9:00am (28.5%) and before 7:00am (12%). Less than 1% of faculty don't go to campus on Wednesdays.

Figure 12. Usual time to arrive on Pullman campus Wednesdays. (Q12C)



Source: 2018 WSU Transportation and Parking Survey.

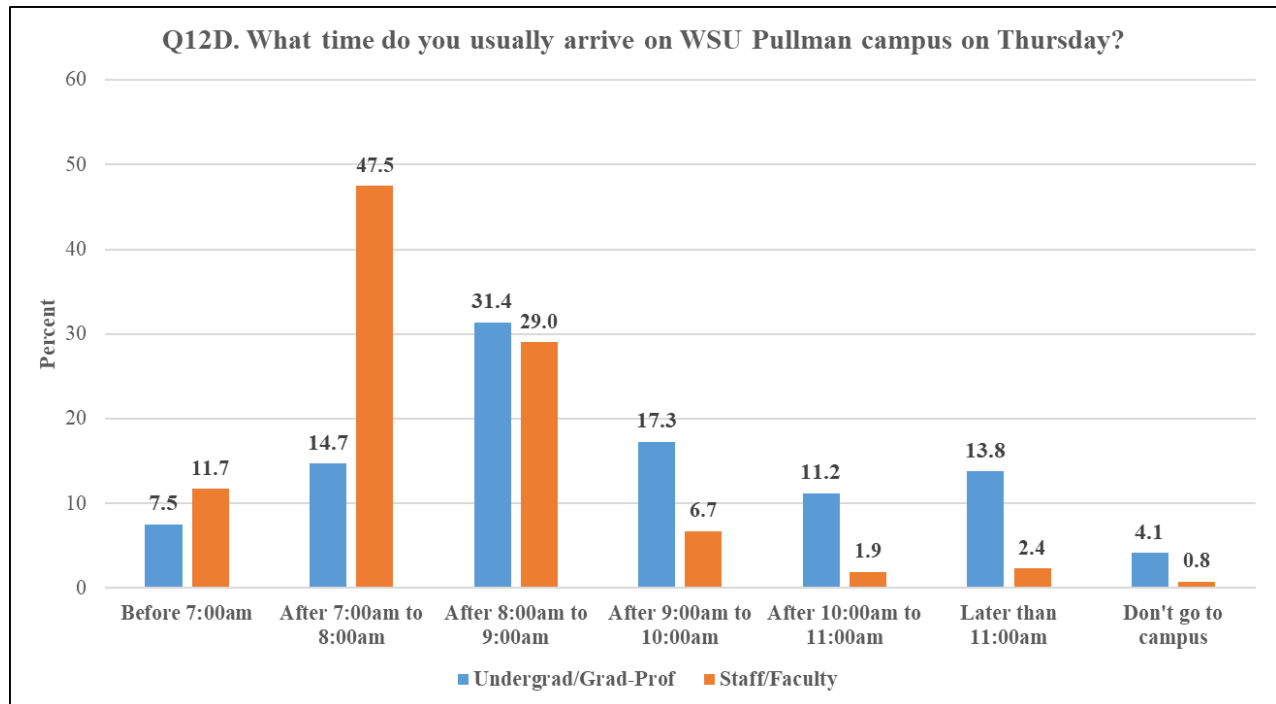
Table 14. Percent reporting usual time arriving on campus for Wednesdays. (Q12C)

	Undergrad/ Grad-Prof Students	Staff/Faculty	Total	df	X ²	Pvalue
Before 7:00am	7.6	12.0	9.6			
After 7:00am to 8:00am	20.0	48.4	32.8			
After 8:00am to 9:00am	32.0	28.5	30.4			
After 9:00am to 10:00am	19.4	6.4	13.6			
After 10:00am to 11:00am	11.1	1.9	7.0			
Later than 11:00am	7.0	1.9	4.7			
Don't go to campus	3.0	0.9	2.0			
Total	100	100	100			
Total Number	1464	1201	2665	6	391.78	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Thursdays Arrival. Students and faculty/staff are significantly different for the usual times they arrive to campus on Thursdays. (Figure 13 and Table 15). The peak hour for students to arrive on campus is after 8:00am to 9:00am with 31.4% arriving at this hour. The next two leading times for students to arrive on Thursday are after 9:00am to 10:00am (17.3%) and after 7:00am to 8:00am (14.7%). About 4.1% of students don't go to campus on Thursdays. The peak hour for faculty/staff to arrive to campus is after 7:00am to 8:00am with 47.5% arriving at this hour. The next two prevalent time slots for faculty/staff are after 8:00am to 9:00am (29.0%) and before 7:00am (11.7%). Less than 1% of faculty/staff don't go to campus on Thursdays.

Figure 13. Usual time to arrive on Pullman campus Thursdays. (12D)



Source: 2018 WSU Transportation and Parking Survey.

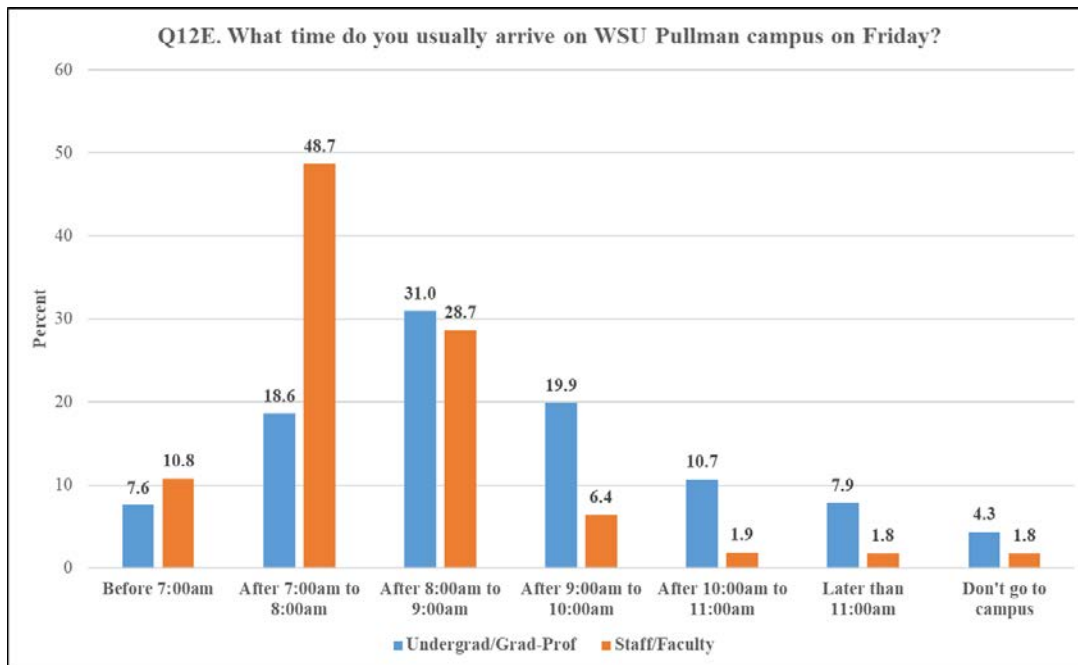
Table 15. Percent reporting usual time arriving on campus for Thursdays. (Q12D)

	Undergrad/ Grad-Prof Students	Staff/ Faculty	Total	df	X ²	Pvalue
Before 7:00am	7.5	11.7	9.4			
After 7:00am to 8:00am	14.7	47.5	29.5			
After 8:00am to 9:00am	31.4	29.0	29.0			
After 9:00am to 10:00am	17.3	6.7	12.5			
After 10:00am to 11:00am	11.2	1.9	7.0			
Later than 11:00am	13.79	2.4	8.6			
Don't go to campus	4.1	0.8	2.6			
Total	100	100	100			
Total Number	1450	1192	2642	6	518.63	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Fridays Arrival. Students and faculty/staff are significantly different for the usual times they arrive to campus on Fridays (Figure 14 and Table 16). The peak hour for students to arrive on campus is after 8:00am to 9:00am with 31% arriving at this hour. The next two leading times for students to arrive on Fridays are after 7:00am to 8:00am (18.6%) and after 9:00am to 10:00am (19.9%). About 4.3% of students don't go to campus on Fridays. The peak hour for Faculty/staff to arrive to campus is after 7:00am to 8:00am with 48.7% arriving at this hour. The next two prevalent time slots for faculty/staff are after 8:00am to 9:00am (28.7%) and before 7:00am (10.8%). About 1.8% of faculty/staff don't go to campus on Fridays.

Figure 14. Usual time to arrive on Pullman campus Fridays. (Q12E)



Source: 2018 WSU Transportation and Parking Survey.

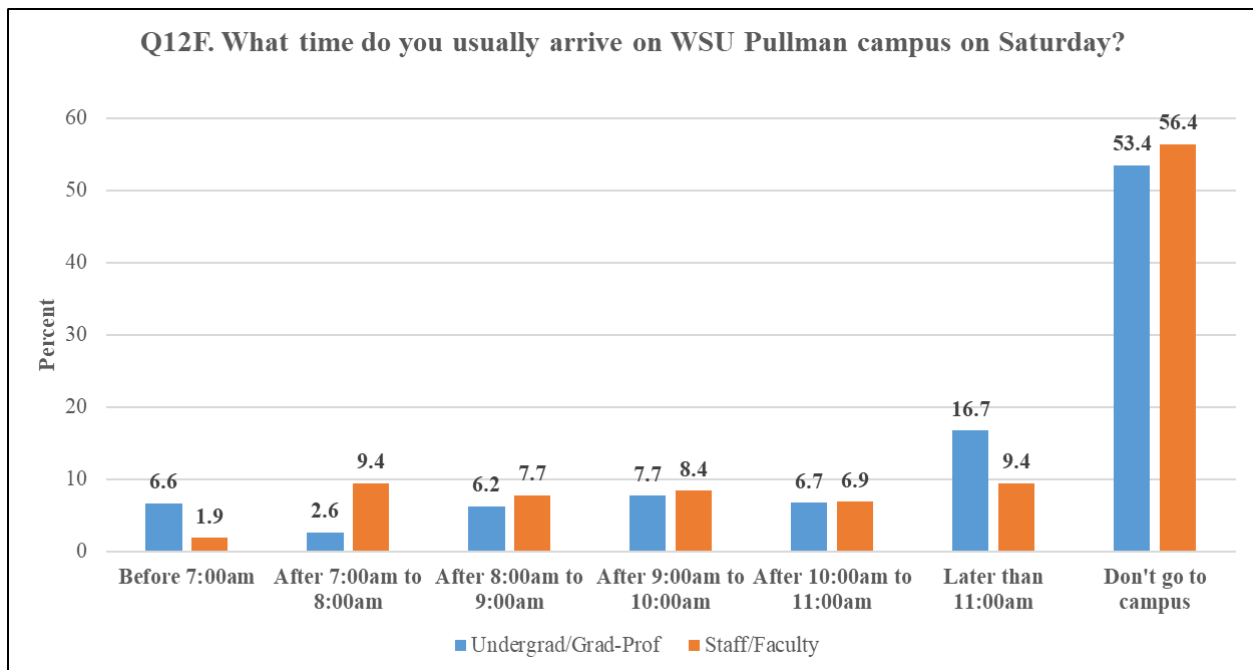
Table 16. Percent reporting usual time arriving on campus for Fridays. (Q12E)

	Undergrad/ Grad-Prof Students	Staff/Faculty	Total	df	X ²	Pvalue
Before 7:00am	7.6	10.8	9.0			
After 7:00am to 8:00am	18.6	48.7	32.0			
After 8:00am to 9:00am	31.0	28.7	29.9			
After 9:00am to 10:00am	19.9	6.4	13.9			
After 10:00am to 11:00am	10.7	1.9	6.8			
Later than 11:00am	7.9	1.8	5.2			
Don't go to campus	4.3	1.8	3.2			
Total	100	100	100			
Total Number	1450	1169	2619	6	409.6	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Saturdays Arrival. Students and faculty/staff are significantly different for the usual times they arrive to campus on Saturdays (Figure 15 and Table 17). More than half, 53.4%, of students don't go to campus on Saturdays. For those that go to campus on Saturdays, the peak time for students to arrive on campus is later than 11:00am with 16.7% arriving during this time. The next two leading times for students to arrive on Saturday are after 9:00am to 10:00am (7.7%) and after 10:00am to 11:00am (6.7%). More than half, 56.3%, of faculty/staff don't go to campus usually on Saturdays. The peak time for faculty/staff to arrive to campus is after 11:00am with 9.4% arriving during this time period. The next two prevalent time slots for faculty/staff are after 8:00am to 9:00am (7.7%) and after 9:00am to 10:00am (8.4%).

Figure 15. Usual time to arrive on Pullman campus Saturdays. (Q12f)



Source: 2018 WSU Transportation and Parking Survey.

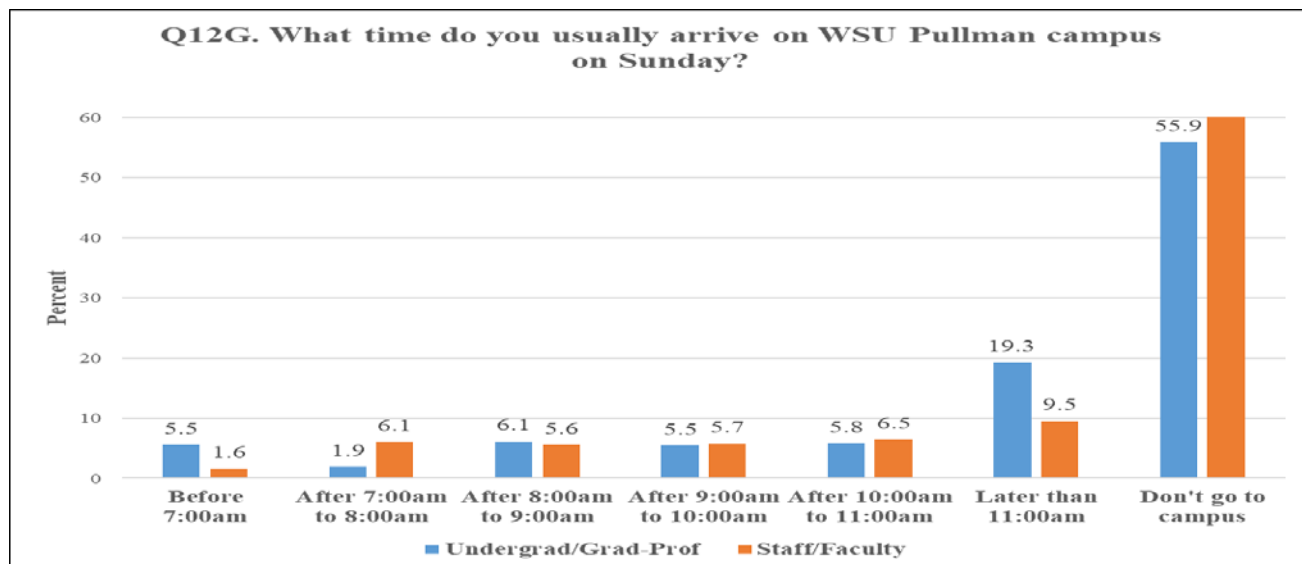
Table 17. Percent reporting usual time arriving on campus for Saturdays. (Q12F)

	Undergrad/Grad-Prof Students	Staff/Faculty	Total	df	X ²	Pvalue
Before 7:00am	6.6	1.9	5			
After 7:00am to 8:00am	2.6	9.4	5			
After 8:00am to 9:00am	6.2	7.7	6.75			
After 9:00am to 10:00am	7.7	8.4	7.65			
After 10:00am to 11:00am	6.7	6.9	6.6			
Later than 11:00am	16.7	9.4	13.8			
Don't go to campus	53.4	56.4	55.2			
Total	100	100	100			
Total Number	1177	596	1773	6	72.11	<0.0000

Source: 2018 WSU Transportation and Parking Survey.

Sundays Arrival. Students and faculty/staff are significantly different for the usual times they arrive to campus on Sundays (Figure 16 and Table 18). More than half, 55.9%, of students don't go to campus on Sundays. For those that go to campus on Sunday, the peak hour for students to arrive on campus is later than 11:00am with 19.3% arriving during this period. The next two leading times for students to arrive on Sundays are after 8:00am to 9:00am (6.1%) and after 10:00am to 11:00am (5.8%). More than half, 65.1%, of faculty/staff don't go to campus usually on Sundays. The peak hour for faculty/staff to arrive to campus is later than 11:00am with 9.5% arriving at this time period. The next two prevalent time slots for faculty/staff are 8:00am to 9:00am (5.6%) and 10:00am to 11:00am (6.5%).

Figure 16. Usual Time to arrive on Pullman campus Sundays. (Q12G)



Source: 2018 WSU Transportation and Parking Survey

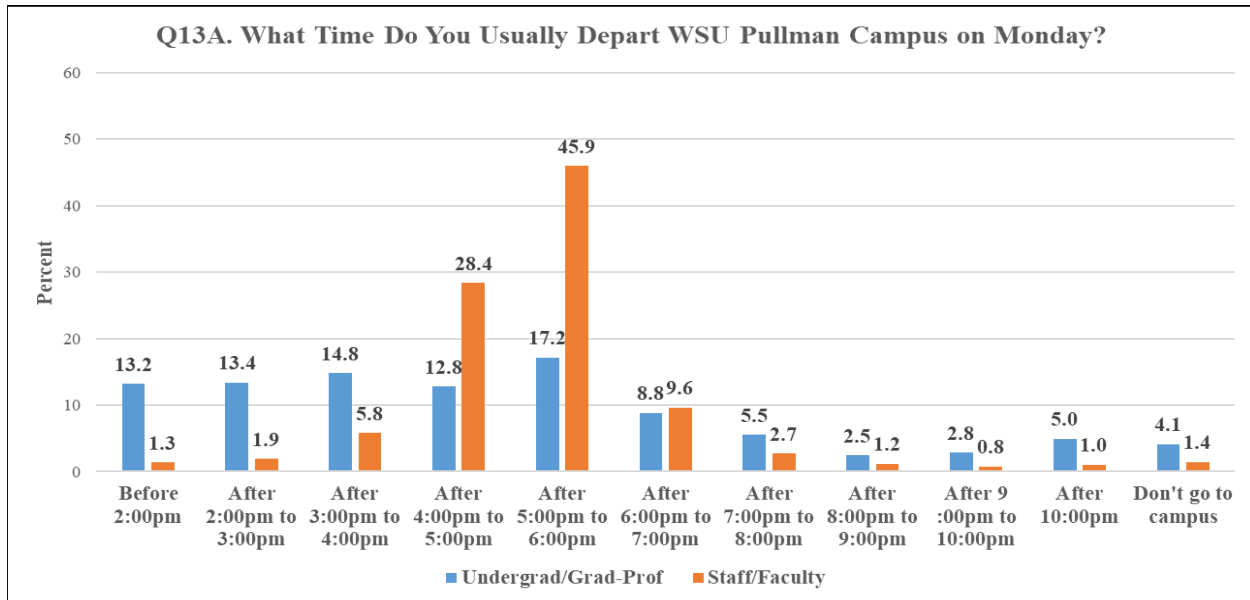
Table 18. Percent reporting usual time arriving on campus for Sundays. (Q12G)

	Undergrad/ Grad-Prof Students	Staff/Faculty	Total	df	X ²	Pvalue
Before 7:00am	5.5	1.6	4.3			
After 7:00am to 8:00am	1.9	6.1	6.1			
After 8:00am to 9:00am	6.1	5.6	6.0			
After 9:00am to 10:00am	5.5	5.7	5.5			
After 10:00am to 11:00am	5.8	6.5	6.0			
Later than 11:00am	19.3	9.5	16.1			
Don't go to campus	55.9	65.1	58.9			
Total	100	100	100			
Total Number	1157	558	1715	6	62.1	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Mondays Departure. Students and faculty/staff are significantly different for the usual times they depart campus on Mondays (Figure 17 and Table 19) . The peak hour for students to depart campus is after 5:00pm to 6:00pm with 17.2% departing at this hour. The next two leading times for students to depart on Mondays are after 3:00pm to 4:00pm (14.8%) and after 2:00pm to 3:00pm (13.4%). About 4.1% of students don't go to campus on Mondays. The peak hour for faculty/staff to depart from campus is after 5:00pm to 6:00pm with 45.9% departing at this hour. The next two prevalent time for faculty/staff departing are after 4:00pm to 5:00pm (28.4%) and after 6:00pm to 7:00pm (9.6%). About 1.4% of faculty/staff don't go to campus on Mondays.

Figure 17. Usual time to depart Pullman campus Mondays. (Q13A)



Source: 2018 WSU Transportation and Parking Survey.

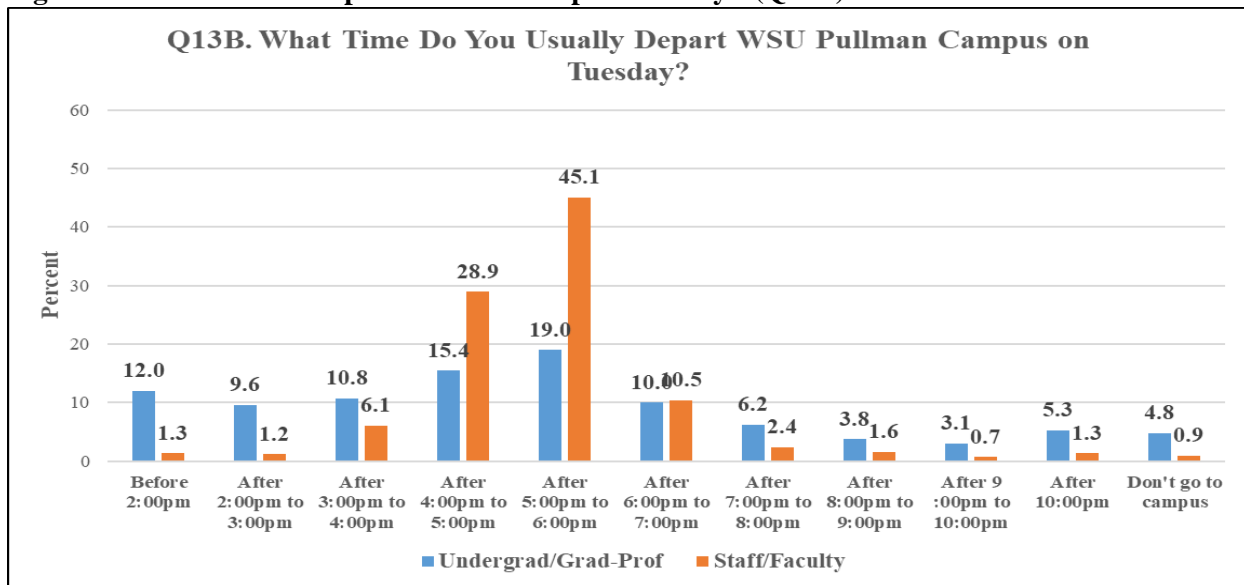
Table 19. Percent reporting usual time departing campus for Mondays. (Q13A)

	Undergrad/ Grad-Prof students	Staff/Faculty	Total	X ²	df	Pvalue
Before 2:00pm	13.2	1.4				
After 2:00pm to 3:00pm	13.4	1.9				
After 3:00pm to 4:00pm	14.8	5.8				
After 4:00pm to 5:00pm	12.8	28.4				
After 5:00pm to 6:00pm	17.2	45.9				
After 6:00pm to 7:00pm	8.8	9.6				
After 7:00pm to 8:00pm	5.5	2.7				
After 8:00pm to 9:00pm	2.5	1.2				
After 9 :00pm to 10:00pm	2.8	0.8				
After 10:00pm	5.0	1.0				
Don't go to campus	4.1	1.4				
Total	100	100				
Number Total	1415	1195	2610	608.24	10	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Tuesdays Departure. Students and faculty/staff are significantly different for the usual times they depart campus on Tuesdays (Figure 18 and Table 20) . The peak hour for students to depart campus is after 5:00pm to 6:00pm with 19% departing at this hour. The next two leading times for students to depart on Tuesdays are after 4:00pm to 5:00pm (15.4%) and before 2:00pm (12%). About 4.8% of students don't go to campus on Tuesdays. The peak hour for faculty/staff to depart campus is after 5:00pm to 6:00pm with 45.1% departing at this hour. The next two prevalent times for faculty/staff departing are after 4:00pm to 5:00pm (28.9%) and after 6:00pm to 7:00pm (10.5%). Less than 1% of faculty/staff don't go to campus on Tuesdays.

Figure 18. Usual time to depart Pullman campus Tuesdays. (Q13B)



Source: 2018 WSU Transportation and Parking Survey.

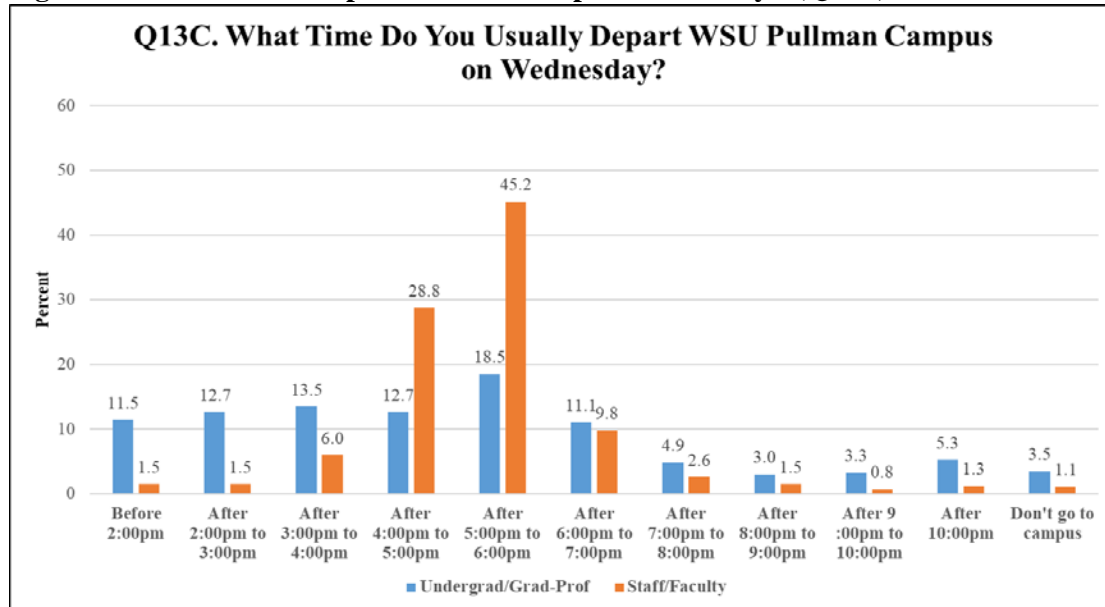
Table 20. Percent reporting usual time departing campus for Tuesdays. (Q13B)

	Undergrad/Grad-Prof Students	Staff/Faculty	Total	X ²	df	Pvalue
Before 2:00pm	12.0	1.4				
After 2:00pm to 3:00pm	9.6	1.2				
After 3:00pm to 4:00pm	10.8	6.1				
After 4:00pm to 5:00pm	15.4	28.9				
After 5:00pm to 6:00pm	19.0	45.1				
After 6:00pm to 7:00pm	10.0	10.5				
After 7:00pm to 8:00pm	6.2	2.4				
After 8:00pm to 9:00pm	3.8	1.6				
After 9:00pm to 10:00pm	3.1	0.7				
After 10:00pm	5.3	1.4				
Don't go to campus	4.8	0.9				
Total	100	100.01				
Number Total	1412	1196	2608	510.3	10	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Wednesdays Departure. Students and faculty/staff are significantly different for the usual times they depart campus on Wednesdays (Figure 19 and Table 21) . The peak hour for students to depart on campus is after 5:00pm to 6:00pm with 18.5% departing at this hour. The next two leading times for students to depart on Wednesdays are after 4:00pm to 5:00pm (12.7%) and after 3:00pm to 4:00pm (13.5%). About 3.5% of students don't go to campus on Wednesdays. The peak hour for faculty/staff to depart to campus is after 5:00pm to 6:00pm with 45.2% departing at this hour. The next two prevalent times for faculty/staff departing are after 4:00pm to 5:00pm (28.8%) and after 6:00pm to 7:00pm (9.8%). About 1.1% of faculty/staff don't go to campus on Wednesdays.

Figure 19. Usual time to depart Pullman campus Wednesdays. (Q13C)



Source: 2018 WSU Transportation and Parking Survey.

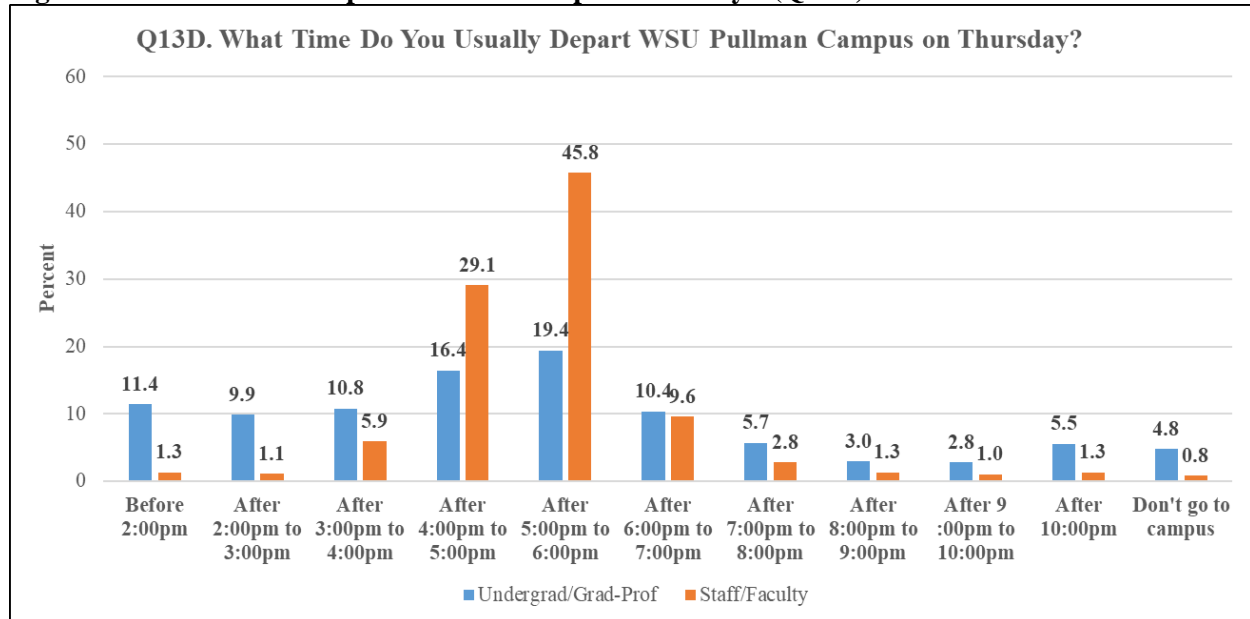
Table 21. Percent reporting usual time departing campus for Wednesdays. (Q13C)

	Undergrad/Grad-Prof Students	Staff/Faculty	Total	X ²	df	Pvalue
Before 2:00pm	11.5	1.5				
After 2:00pm to 3:00pm	12.7	1.5				
After 3:00pm to 4:00pm	13.5	6.0				
After 4:00pm to 5:00pm	12.7	28.8				
After 5:00pm to 6:00pm	18.5	45.2				
After 6:00pm to 7:00pm	11.1	9.8				
After 7:00pm to 8:00pm	4.9	2.6				
After 8:00pm to 9:00pm	3.0	1.5				
After 9:00pm to 10:00pm	3.3	0.8				
After 10:00pm	5.3	1.3				
Don't go to campus	3.5	1.1				
Total	100	100				
Number Total	1413	1199	2612	553.7	10	<.0001

Source: 2016 WSU Transportation and Parking Survey.

Thursdays Departure. Students and faculty/staff are significantly different for the usual times they depart campus on Thursdays (Figure 20 and Table 22) . The peak hour for students to depart on campus is after 5:00pm to 6:00pm with 19.4% departing at this hour. The next two leading times for students to depart on Thursdays are after 4:00pm to 5:00pm (16.4%) and before 2:00pm (11.4%). About 4.8% of students don't go to campus on Thursdays. The peak hour for faculty/staff to depart to campus is after 5:00pm to 6:00pm with 45.8% departing at this hour. The next two prevalent times for faculty/staff departing are after 4:00pm to 5:00pm (29.1%) and after 6:00pm to 7:00pm (9.6%). Less than 1% of faculty/staff don't go to campus on Thursdays.

Figure 20. Usual time to depart Pullman campus Thursdays. (Q13D)



Source: 2018 WSU Transportation and Parking Survey.

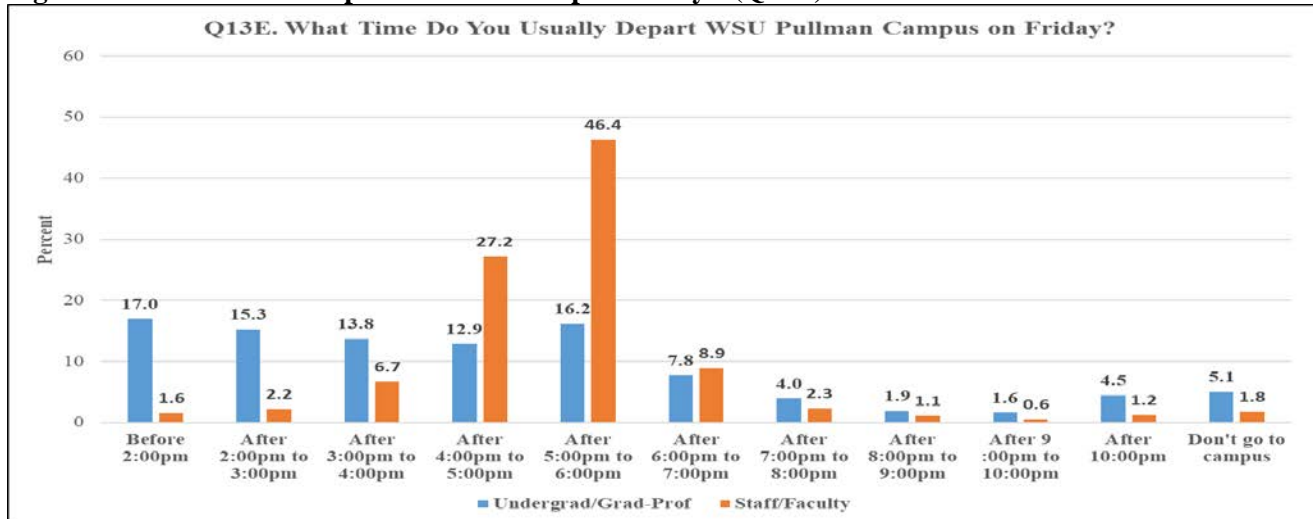
Table 22. Percent reporting usual time departing campus for Thursdays. (Q13D)

	Undergrad/Grad-Prof Students	Staff/Faculty	Total	X ²	df	Pvalue
Before 2:00pm	11.4	1.3				
After 2:00pm to 3:00pm	9.9	1.1				
After 3:00pm to 4:00pm	10.8	5.9				
After 4:00pm to 5:00pm	16.4	29.1				
After 5:00pm to 6:00pm	19.4	45.8				
After 6:00pm to 7:00pm	10.4	9.6				
After 7:00pm to 8:00pm	5.7	2.8				
After 8:00pm to 9:00pm	3.0	1.3				
After 9:00pm to 10:00pm	2.8	1.0				
After 10:00pm	5.6	1.3				
Don't go to campus	4.8	0.8				
Total	100	100				
Number Total	1408	1191	2599	484.67	10	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Fridays Departure. Students and faculty/staff are significantly different for the usual times they depart campus on Fridays (Figure 21 and Table 23) . The peak hour for students to depart on campus is before 2pm with 17% departing at this time. The next two leading times for students to depart on Fridays are after 5:00pm to 6:00pm (16.2%) and 2:00pm to 3:00 pm (15.3%). About 5.1% of students don't go to campus on Fridays. The peak hour for faculty/staff to depart to campus is after 5:00pm to 6:00pm with 46.4% departing at this hour. The next two prevalent times for faculty/staff departing are after 4:00pm to 5:00pm (27.2%) and after 6:00pm to 7:00pm (8.9%). About 1.8% of faculty/staff don't go to campus on Fridays.

Figure 21. Usual time to depart Pullman campus Fridays. (Q13E)



Source: 2018 WSU Transportation and Parking Survey.

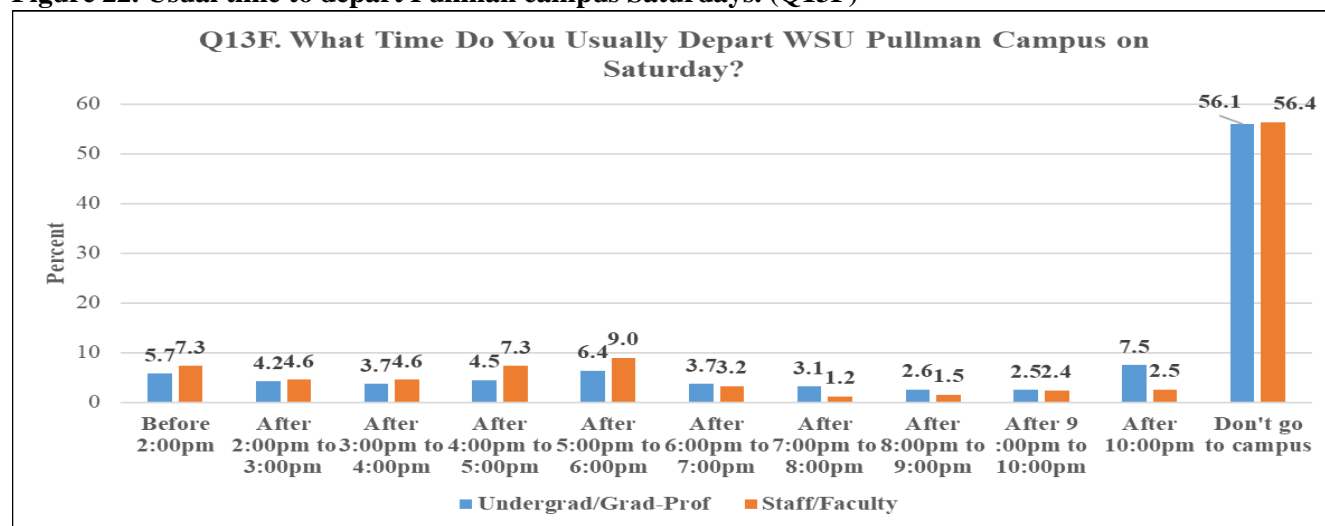
Table 23. Percent reporting usual time departing campus for Fridays. (Q13E)

	Undergrad/ Grad-Prof Students	Staff/ Faculty	Total	X ²	df	Pvalue
Before 2:00pm	17.0	1.6				
After 2:00pm to 3:00pm	15.3	2.2				
After 3:00pm to 4:00pm	13.8	6.7				
After 4:00pm to 5:00pm	12.9	27.2				
After 5:00pm to 6:00pm	16.2	46.4				
After 6:00pm to 7:00pm	7.8	8.9				
After 7:00pm to 8:00pm	4.0	2.3				
After 8:00pm to 9:00pm	1.9	1.1				
After 9:00pm to 10:00pm	1.6	0.6				
After 10:00pm	4.5	1.2				
Don't go to campus	5.1	1.8				
Total	100	100				
Number Total	1404	1165	2569	617.1	10	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Saturdays Departure. Students and faculty/staff are significantly different for the usual times they depart campus on Saturdays (Figure 22 and Table 24). Just more than half of students (56.1%) and more than half (56.4%) of faculty/staff don't go to campus on Saturdays. For those that do go to campus this day, the peak time for students to depart on campus is after 10pm with 7.5% departing at this time. The next two leading times for students to depart on Saturdays are after 5:00pm to 6:00pm (6.4%) and before 2:00pm (5.7%). The peak hour for faculty/staff to depart to campus is after 5:00pm to 6:00pm with about 9% departing at this hour. The next two prevalent times for faculty/staff departing are after 4:00pm to 5:00pm (7.3%) and before 2:00pm (7.3%).

Figure 22. Usual time to depart Pullman campus Saturdays. (Q13F)



Source: 2018 WSU Transportation and Parking Survey.

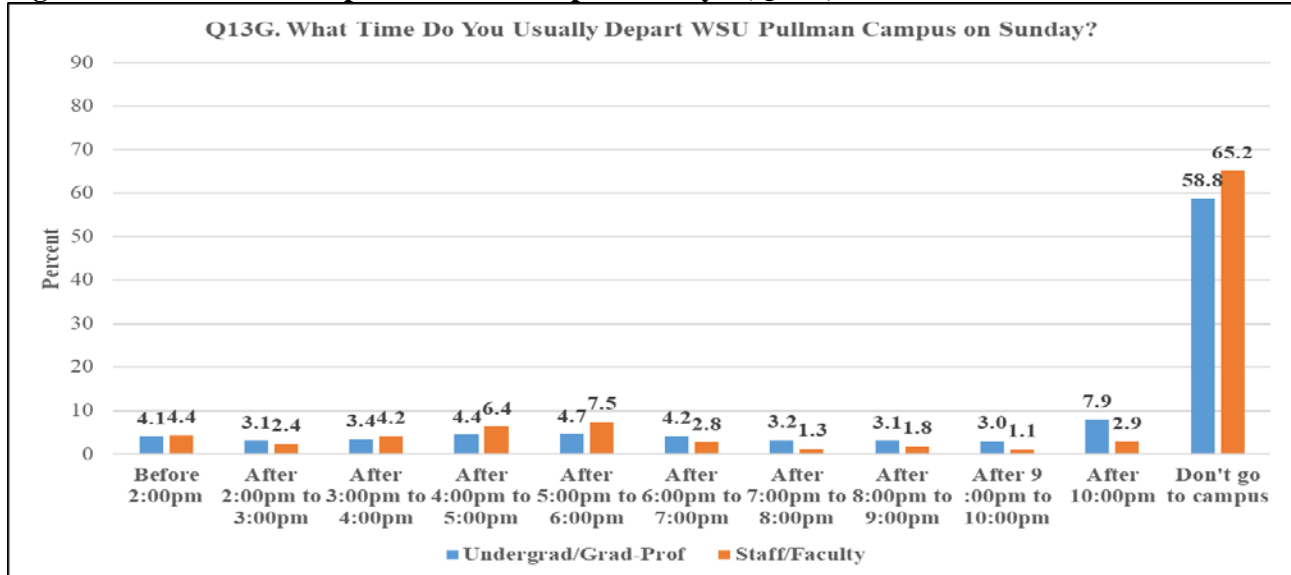
Table 24. Percent reporting usual time departing campus for Saturdays. (Q13F)

Before 2:00pm	5.7	7.3				
After 2:00pm to 3:00pm	4.2	4.6				
After 3:00pm to 4:00pm	3.7	4.6				
After 4:00pm to 5:00pm	4.5	7.3				
After 5:00pm to 6:00pm	6.4	9.0				
After 6:00pm to 7:00pm	3.7	3.2				
After 7:00pm to 8:00pm	3.1	1.2				
After 8:00pm to 9:00pm	2.6	1.5				
After 9 :00pm to 10:00pm	2.5	2.4				
After 10:00pm	7.5	2.5				
Don't go to campus	56.1	56.4				
Total	100	100				
Number Total	1115	590	1705	36.4	10	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Sundays Departure. Students and faculty/staff are significantly different for the usual times they depart campus on Sundays (Figure 23 and Table 25). Just more than half of students (58.8%) and more than half (65.2%) of faculty/staff don't go to campus on Sundays. For those that do go to campus this day, the peak time slot for students to depart on campus is after 10pm with 8% departing at this time. The next two leading times for students to depart on Sundays are after 5:00pm to 6:00pm (4.7%) and 4:00pm to 5pm (4.4%). The peak hour for faculty/staff to depart to campus is after 5:00pm to 6:00pm with 7.5% departing at this hour. The next two prevalent times for faculty/staff departing are after 4:00pm to 5:00pm (6.4%) and before 2:00pm (4.4%).

Figure 23. Usual time to depart Pullman campus Sundays. (Q13G)



Source: 2018 WSU Transportation and Parking Survey.

Table 25. Percent reporting usual time departing campus for Sundays. (Q13G)

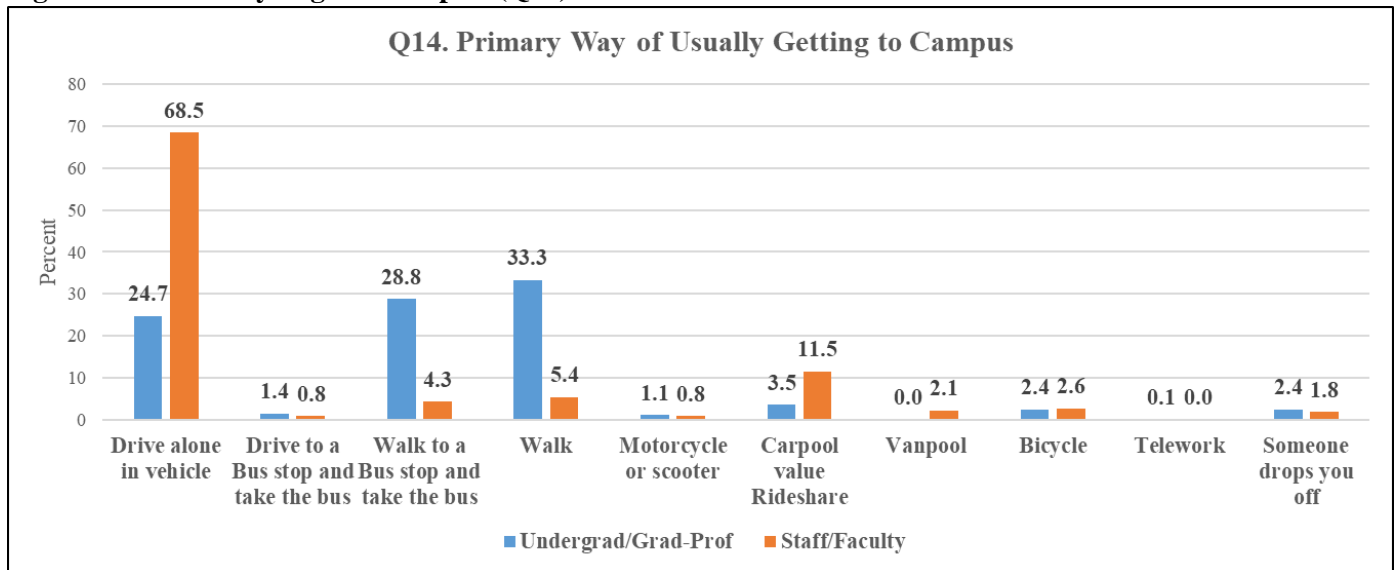
	Undergrad/ Grad-Prof Students	Staff/ Faculty	Total	X ²	df	Pvalue
Before 2:00pm	4.1	4.4				
After 2:00pm to 3:00pm	3.1	2.4				
After 3:00pm to 4:00pm	3.4	4.2				
After 4:00pm to 5:00pm	4.4	6.4				
After 5:00pm to 6:00pm	4.7	7.5				
After 6:00pm to 7:00pm	4.2	2.8				
After 7:00pm to 8:00pm	3.2	1.3				
After 8:00pm to 9:00pm	3.1	1.8				
After 9 :00pm to 10:00pm	3.0	1.1				
After 10:00pm	7.9	2.9				
Don't go to campus	58.8	65.2				
Total	100	100.0				
Number Total	1084	546	1630	41.6	10	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Commute Mode to Pullman Campus

As shown in Figure 24 and Table 26, students are statistically and significantly different compared to faculty/staff in the way they usually get to campus. Faculty/staff are much more likely (68.5%) to usually drive alone in a vehicle to campus as their way to commute as compared to students (24.7%). For students, the most frequent mode to commute to campus is to walk (33.3%). Over both groups, 1,195 individuals or 44.5% of all respondents say they drive alone in a vehicle as their primary way of usually getting to campus.

Figure 24. Usual way to get to campus. (Q14)



Source: 2018 WSU Transportation and Parking Survey.

Table 26. Rank order of percent reporting the primary way to usually get to campus. (Q14)

	Undergrad/Grad- Prof Students	Staff/ Faculty	Total	X2	df	PValue
Drive alone in vehicle	24.7	68.5				
Drive to a Bus stop and take the bus	1.4	0.8				
Walk to a Bus stop and take the bus	28.8	4.3				
Walk	33.3	5.4				
Motorcycle or scooter	1.1	0.8				
Carpool value Rideshare	3.5	11.5				
Vanpool	0.0	2.1				
Bicycle	2.4	2.6				
Telework	0.1	0.0				
Someone drops you off	2.4	1.8				
Other way get to campus	2.2	2.1				
Total	100	100				
Number Total	1473	1213	2686	850.5	10	<.00001

Source: 2018 WSU Transportation and Parking Survey.

Students (n=475) and faculty/staff (n=65) that indicated they usually walk to campus were asked how long it takes them to get to their destination on campus. Table 27 shows the average time was approximately 13.5 minutes for students and 21.7 minutes for faculty/staff who walk their commute. The longest walk reported for students and faculty/staff was 45 minutes to get to their destination on campus.

Table 27. Average time to walk to destination on campus. (Q15)

Category	Number	Mean	Median	Minimum	Maximum
Undergrad/Grad-Prof Students	475	13.5	12	0	45
Staff/Faculty	85	21.7	20	5	45

Source: 2018 WSU Transportation and Parking Survey.

Stops on the Way

Trip chaining may be an important factor associated with vehicle commuting. Commuters not walking were asked how many times a week (Monday through Friday) do you typically make a stop on your way to campus from home. For students just less than two thirds, 62.8% indicated they made no stops (Figure 25 and Table 28). The next two frequencies most reported by students were: one stop (11.2%) and two stops (10.2%). Likewise, for faculty/staff, more than half, 54.8%, reported no stops on the way to campus from home. Of those faculty/staff making stops, the most reported frequencies: one stop for 15.3% and two stops for 10.2%.

Figure 25. Number of stops to campus. (Q16 new in 2018)

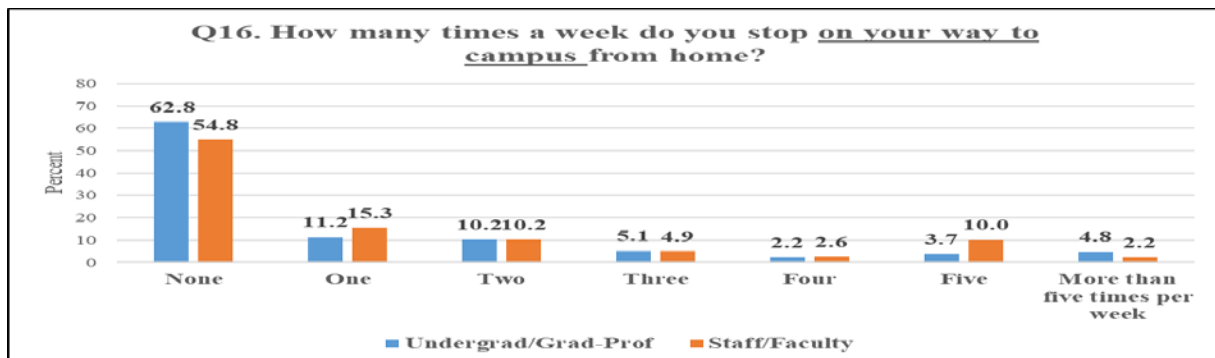


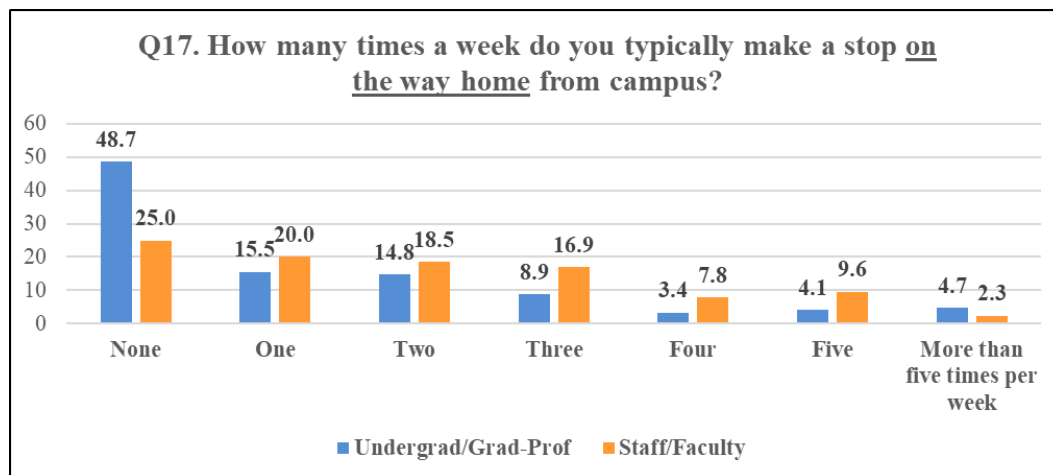
Table 28. Percent of non-walking commuters that make stops going to campus. (Q16 new in 2018)

Number Stops to campus	Undergrad/ Grad-Prof Students	Staff/Faculty	Total	X2	df	PValue
None	62.8	54.8				
One	11.2	15.3				
Two	10.2	10.2				
Three	5.1	4.9				
Four	2.2	2.6				
Five	3.7	10.0				
More than five per week	4.8	2.2				
Col. % Total	100	100				
Number Total	1446	1215	2661	66.77	6	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Making stops on the way home from campus is a common activity during the week for those not walking. Students and faculty/staff (Figure 26 and Table 29) were more likely to make stops on the way home than on the way to campus. Commuters not walking were asked how many times a week (Monday through Friday) do they typically make a stop on their way home from campus. For students just less than half, 48.7% indicated they made no stops. The next two frequencies most reported by students were: one stop (15.5%) and two stops (14.8%). Likewise, for faculty/staff, just less than a quarter, 24.9% reported no stops on the way home from campus. Of those faculty/staff making stops, the most reported frequencies: one stop for 20% and two stops for 18.5%. A higher number of faculty/staff than students made multiple stops (1 to 5 stops) on the way home from campus.

Figure 26. Percent reporting number of stops on way home from campus. (Q17 new in 2018)



Source: 2018 WSU Transportation and Parking Survey.

Table 29. Percent of non-walking commuters that make stops on way home from campus. (Q17 new)

Number Stops to campus	Undergrad/Grad-Prof		Total	X2	df	PValue
	Students	Staff/Faculty				
None	48.7	25.0				
One	15.5	20.0				
Two	14.8	18.5				
Three	8.9	16.9				
Four	3.4	7.8				
Five	4.1	9.6				
More than five times per week	4.7	2.3				
Col. % Total	100	100				
Number Total	1434	1210	2644	208.6	6	<.0001

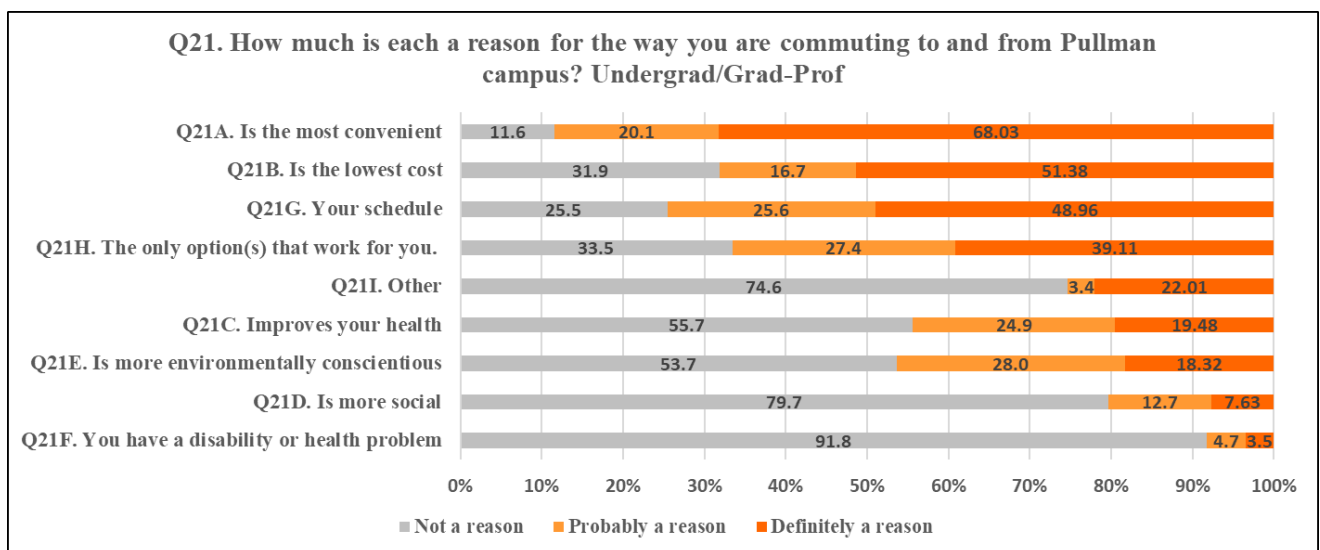
Source: 2018 WSU Transportation and Parking Survey.

(2016 questions removed/replaced Q18, Q19, and Q20 in 2018)

Reasons for Commute Mode Choice

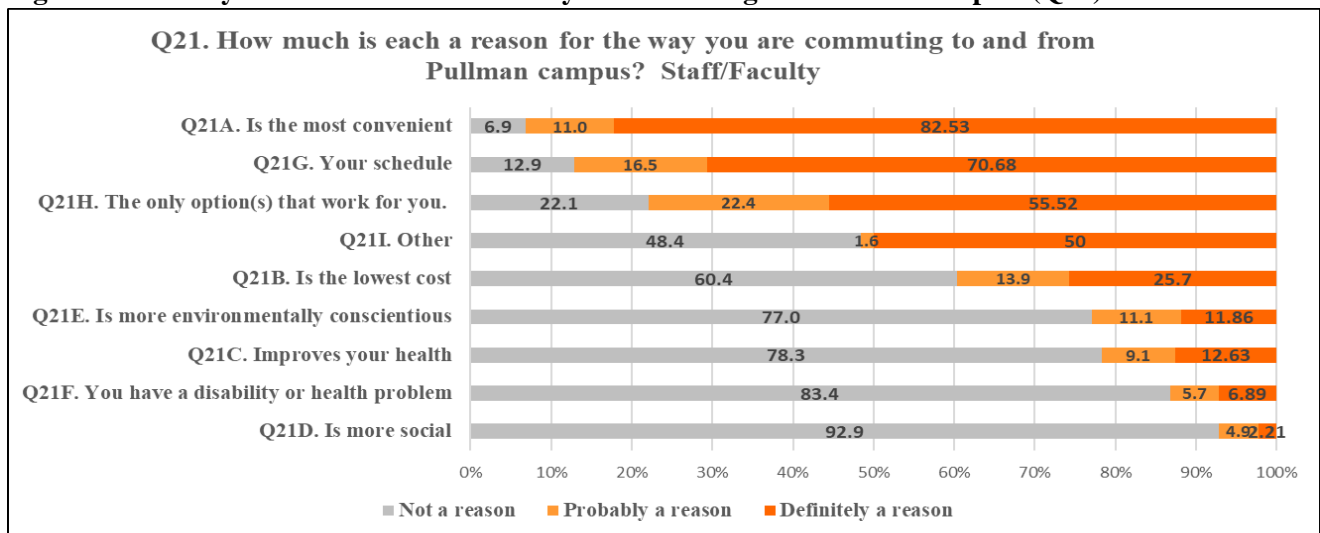
Respondents were asked about eight reasons for their choice of the way they commute to campus. On all items, students when compared to faculty/staff were statistically significantly different (P value $< .05$) on their extent of rating each reason (Table 30) as: “Not a Reason”, “Probably a Reason”, and “Definitely a Reason”. The comparisons for all reasons for students is shown graphically in Figure 27. For students the three most prevalent ratings for their choice of way of commuting to and from campus, based on top-notch scoring as “Definitely a Reason” were: 1) Most convenient 68%; 2) Lowest cost (51.4%); and 3) Your schedule (49%). For faculty/staff, the ordered rating (Figure 28) of “Definitely a Reason” are overlapping with students on two of the three leading reasons but varied in order and magnitude. For faculty/staff the leading reasons were: 1) Most convenient (82.5%); 2) Your schedule (70.7%); and 3) The only option (55.5%).

Figure 27. Student reasons for their way of commuting to and from campus. (Q21)



Source: 2018 WSU Transportation and Parking Survey.

Figure 28. Faculty/Staff reasons for their way of commuting to and from campus. (Q21)



Source: 2018 WSU Transportation and Parking Survey.

Table 30. Comparisons of faculty/staff and students and their reasons for their way of commuting to and from campus. (Q21)

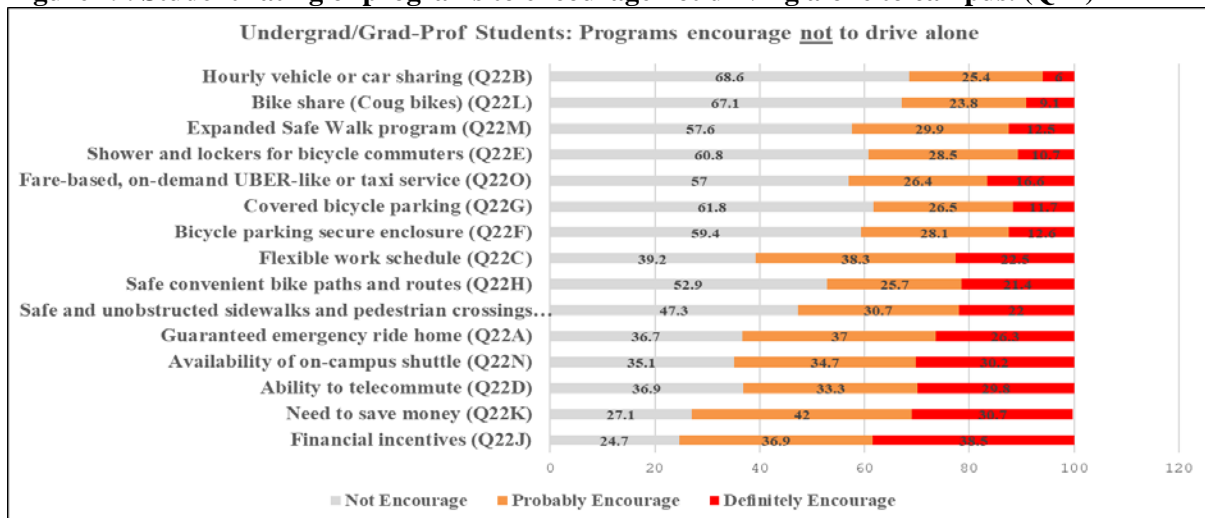
Reasons (Q21A-I)	Undergrad/ Grad-Prof Students			Faculty/staff					
	Not a reason	Probably a reason	Definitely a reason	Not a reason	Probably a reason	Definitely a reason	df	X2	PValue
A. Is the most convenient	11.6	20.1	68.0	6.9	11.0	82.5	2	70.18	<.0001
B. Is the lowest cost	31.9	16.7	51.4	60.4	13.9	25.7	2	209.80	<.0001
C. Improves your health	55.7	24.9	19.5	78.3	9.1	12.6	2	145.92	<.0001
D. Is more social	79.7	12.7	7.6	92.9	4.9	2.2	2	82.56	<.0001
E. Environ conscientious	53.7	28.0	18.3	77.0	11.1	11.9	2	147.56	<.0001
F. Disability/health problem	91.8	4.7	3.5	83.4	5.7	6.9	2	15.80	.0004
G. Your schedule	25.5	25.6	49.0	12.9	16.5	70.7	2	121.47	<.0001
H. Only option(s) that work for you.	33.5	27.4	39.1	22.1	22.4	55.5	2	67.55	<.0001
I. Other	74.6	3.4	22.0	48.4	1.6	50.0	2	60.93	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Programs that Would Encourage Not Driving Alone to Campus

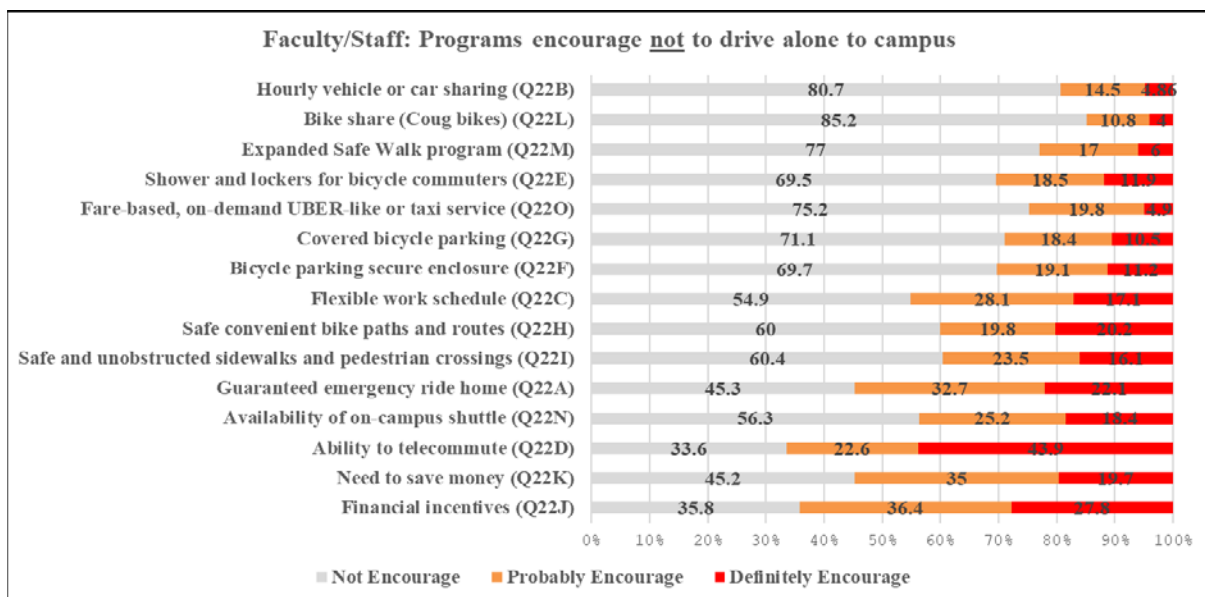
Fifteen types of possible programs were asked about that could encourage individuals to not drive alone to campus. Figure 29 and Figure 30 display for students and faculty/staff the ordered ranking of the programs based on students' rating of "Definitely Encourage." Students were significantly statistically different on ratings of 13 of the 15 programs (Table 31). For students, the leading four programs to "Definitely Encourage" not driving alone to campus were: 1) financial incentives (38.5%); 2) need to save money (30.7%); 3) availability of on-campus shuttle (30.2%), and 4) ability to telecommute (29.8%). For faculty/staff, the leading four reasons that would "Definitely Encourage" included: 1) ability to telecommute (43.8%); 2) financial incentives (27.8%); 3) guaranteed emergency ride home (23.1%); and 4) safe convenient bike paths and routes (20.2%).

Figure 29. Student rating of programs to encourage not driving alone to campus. (Q22)



Source: 2018 WSU Transportation and Parking Survey.

Figure 30. Faculty/staff ratings to encourage not driving alone to campus. (Q22)



Source: 2018 WSU Transportation and Parking Survey.

Table 31. Comparisons of students and faculty/staff on programs to encourage to not drive alone to campus. (Q22).

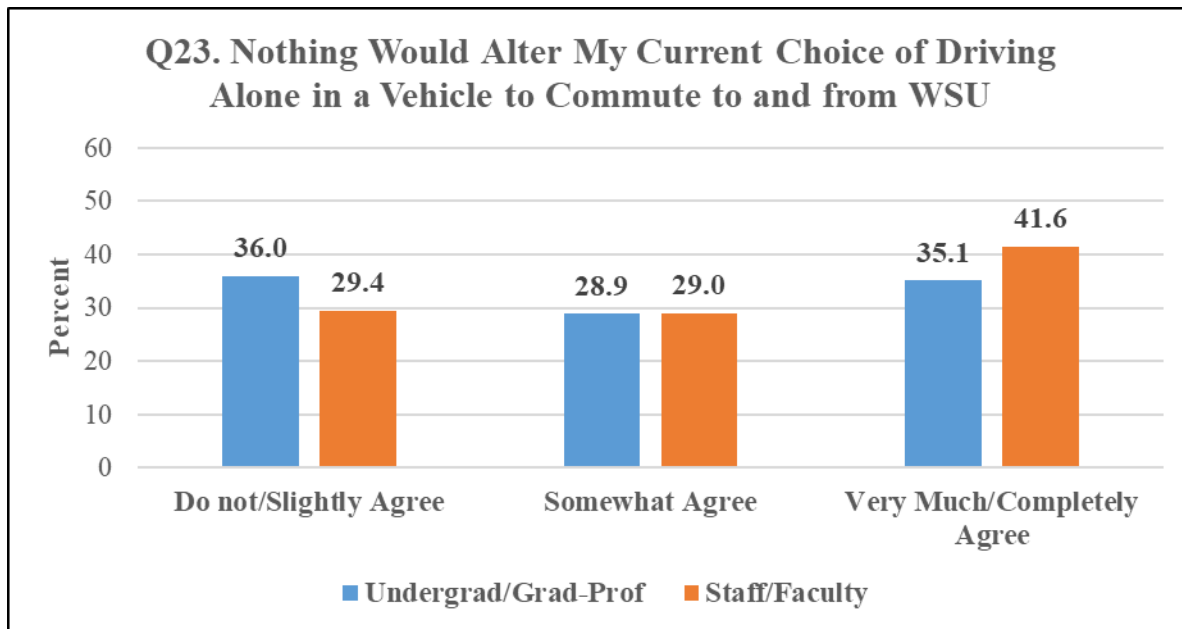
	Undergrad/ Grad-Prof Students			Staff/Faculty					
	Not Encourage	Probably Encourage	Definitely Encourage	Not Encourage	Probably Encourage	Definitely Encourage	df	X ²	Pvalue
Financial incentives (Q22J)	24.7	36.9	38.5	35.8	36.4	27.8	2	16.69	0.0002
Need to save money (Q22K)	27.1	42.0	30.7	45.2	35.0	19.7	2	33.37	<.0001
Ability to telecommute (Q22D)	36.9	33.3	29.8	33.6	22.6	43.9	2	21.69	<.0001
Availability of on-campus shuttle (Q22N)	35.1	34.7	30.2	56.3	25.2	18.4	2	40.83	<.0001
Guaranteed emergency ride home (Q22A)	36.7	37.0	26.3	45.3	32.7	22.1	2	6.79	0.0335
Safe and unobstructed sidewalks and pedestrian crossings (Q22I)	47.3	30.7	22.0	60.4	23.5	16.1	2	15.58	0.0004
Safe convenient bike paths and routes (Q22H)	52.9	25.7	21.4	60.0	19.8	20.2	2	5.51	0.0635
Flexible work schedule (Q22C)	39.2	38.3	22.5	54.9	28.1	17.1	2	21.69	<0.0001
Bicycle parking secure enclosure (Q22F)	59.4	28.1	12.6	69.7	19.1	11.2	2	12.16	0.0023
Covered bicycle parking (Q22G)	61.8	26.5	11.7	71.1	18.4	10.5	2	10.04	0.0066
Fare-based, on-demand UBER-like or taxi service (Q22O)	57.0	26.4	16.6	75.2	19.8	4.9	2	50.22	<.0001
Shower and lockers for bicycle commuters (Q22E)	60.8	28.5	10.7	69.5	18.5	11.9	2	13.02	0.002
Expanded Safe Walk program (Q22M)	57.6	29.9	12.5	77.0	17.0	6.0	2	40.69	<.0001
Bike share (Coug bikes) (Q22L)	67.1	23.8	9.1	85.2	10.8	4.0	2	44.88	<.0001
Hourly vehicle or car sharing (Q22B)	68.6	25.4	6.0	80.7	14.5	4.9	2	19.93	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Note : Statistically significant $P \leq .05$

Students and faculty/staff that drive alone in a vehicle (n=1195), (from previous Table 26, Q14), about 45% of respondents, were further asked to indicate how much they would agree or disagree with the following statement; “Nothing would alter my current choice of driving alone in a vehicle to commute to and from WSU.” Shown in Figure 31 and Table 32 students and faculty/staff that responded to the question were not significantly statistically different and align closely in the extent of their ratings across the categories of “Do Not Agree” to “Completely Agree” with this statement ($X^2=6.55$, $P=.1616$) (Table 33 and Figure 32). These results show for both students and faculty/staff that drive alone to campus the larger proportion are committed to this opinion. When compared, slightly less than a third, (31.3%), in of all respondents “Do Not Agree/Slightly Agree” with the statement. And just more than two-thirds, (68.7%), are “Somewhat/Very much/Completely” in agreement with this statement.

Figure 31. Level of agreement with statement concerning driving alone to WSU. (Q23)



Source: 2018 WSU Transportation and Parking Survey.

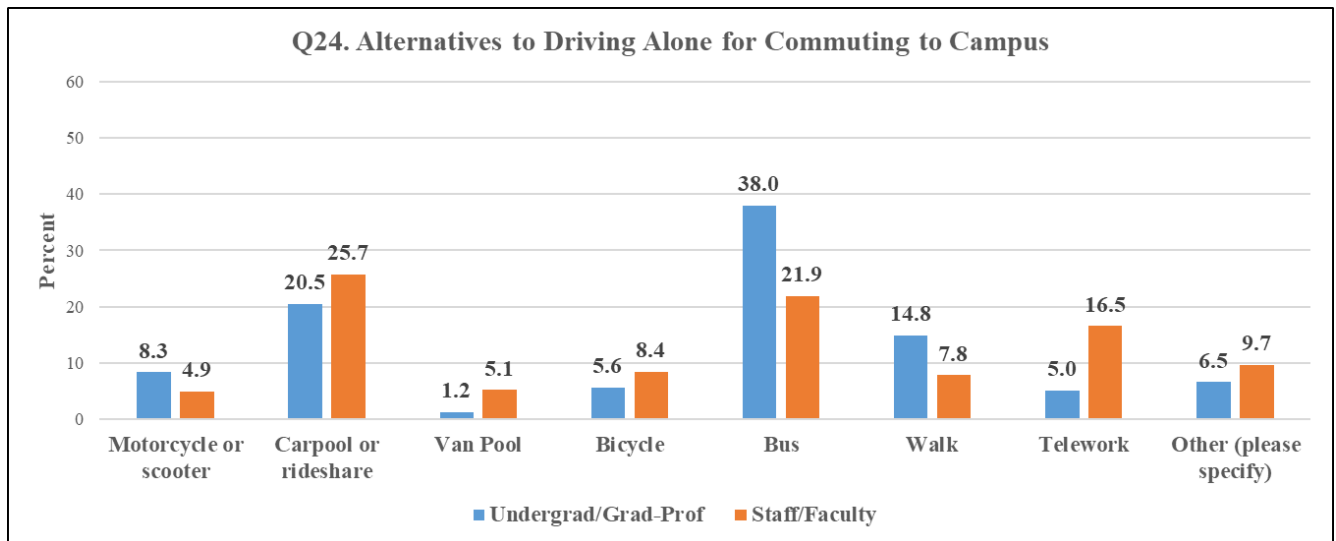
Table 32. Percentage of students and faculty/staff rating levels of agreement with “nothing would alter my current choice of driving alone in a vehicle to commute to and from WSU.” (Q23)

	Undergrad/ Grad-Prof Students	Staff/Faculty	Total	X ²	df	Pvalue
Do not Agree	19.5	15.6				
Slightly Agree	16.5	13.8				
Somewhat Agree	28.9	29.0				
Very Much Agree	18.9	21.17				
Completely Agree	16.2	17.3				
Total	100.0	100.0				
Number Total	339	813	1152	6.55	4	0.1616

Source: 2018 WSU Transportation and Parking Survey.

Students and faculty/staff were asked the hypothetical situation “If driving alone was not an option, what would be your choice for an alternative commute option to get to campus?” Students are significantly different from faculty/staff in their choices for alternatives (X^2 80.44 and $P > .0001$) with students more likely to chose bus at a higher rate than faculty/staff (38% compared to 21.9%, respectively). Faculty/staff were more likely to chose carpool/rideshare (25.7%). Figure 32 and Table 33 report that for students, just more than a third, (38%), would take as their alternative the bus, 20.5% would carpool/ride share, 14.8% would choose to walk, and 5.6% would bicycle. Faculty/staff would select as their alternative: carpool/rideshare (25.7%), take the bus (21.9%), telework (16.5%), and bicycle (8.4%).

Figure 32. Alternatives to driving alone, if driving alone to WSU was not an option (Q24)



Source: 2018 WSU Transportation and Parking Survey.

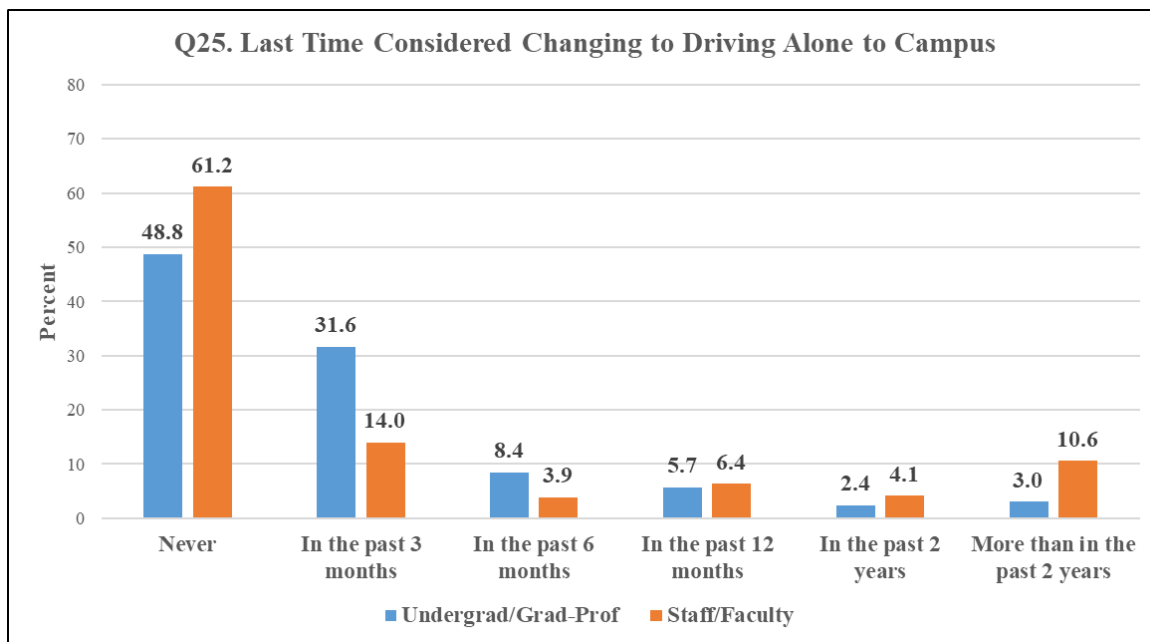
Table 33. Percentage of Students and Faculty/Staff selecting alternative commute modes to WSU if driving was not an option. (Q24)

	Undergrad/ Grad-Prof Students	Faculty/Staff
Motorcycle or scooter	8.3	4.9
Carpool or rideshare	20.5	25.7
Van Pool	1.2	5.1
Bicycle	5.6	8.4
Bus	38.0	21.9
Walk	14.8	7.8
Telework	5.0	16.5
Other (please specify)	6.5	9.7
Total	100	100
Number Total	337	798
	1135	80.44
	7	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Generally, respondents to the survey did not think often about a need to changing the behavior of driving alone to campus (Figure 33 and Table 34). Just less than half of students (48.8%) and faculty/staff (61.2%) have not felt they had to consider a change to driving alone to campus. Of these that had thought about this, the most frequently reported time period was in the last three months for both groups, with more than a quarter of students (31.6%) and 14% of faculty/staff.

Figure 33. When was the last time you felt you had to consider a change to driving alone to campus. (Q25)



Source: 2016 WSU Transportation and Parking Survey.

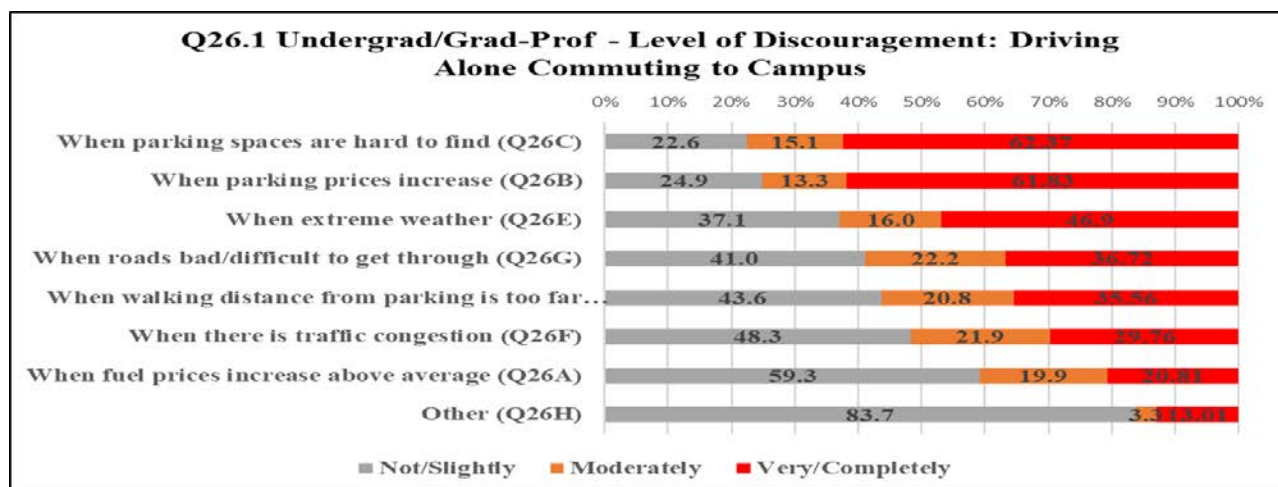
Table 34. Percent reporting “when was the last time you felt you had to consider a change to driving alone to campus.” (Q25)

	Undergrad/ Grad-Prof Students	Staff/ Faculty	Total	X ²	df	Pvalue
Never	48.8	61.2				
In the past 3 months	31.6	14.0				
In the past 6 months	8.4	3.9				
In the past 12 months	5.7	6.4				
In the past 2 years	2.4	4.1				
More than in the past 2 years	3.0	10.6				
Total	100	100				
Number Total	332	803	1135	72.2	5	<.0001

Source: 2016 WSU Transportation and Parking Survey.

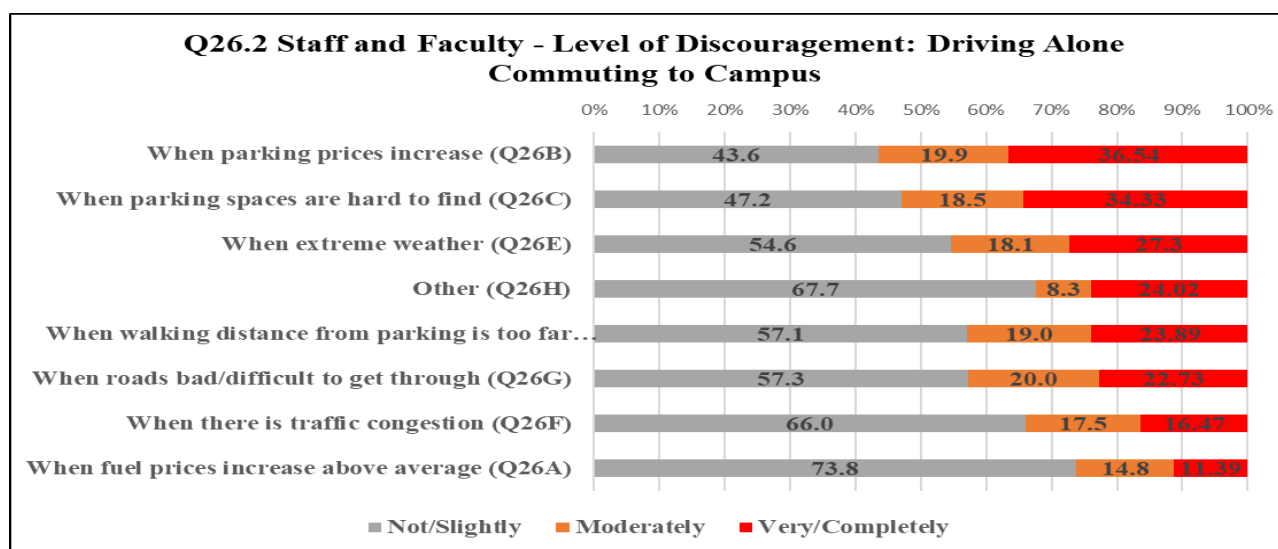
Students and faculty/staff were asked to rate each factor separately as to how discouraging it would be towards their driving alone commuting to campus. The seven factors independently rated are shown in Figures 34, Figure 35, and Table 35. Students and faculty/staff were significantly different on each item rated. For students, the three leading factors when rank ordered as “Very/Completely Discouraging” to commuting to campus alone in a vehicle were: 1) when parking spaces are hard to find (62.4%), when parking prices increase (61.8%), and 3) when there is extreme weather (46.9%). For faculty/staff, the leading three factors “Very/Completely Discouraging” were: 1) when parking prices increase (36.5%), 2) when parking spaces are hard to find (34.3%), and 3) when extreme weather (27.3%). The least discouraging factor, rated “Not Slightly Discouraging”, was: When fuel prices are above average; 59.3% of students and 73.8% of faculty/staff gave this rating.

Figure 34. Students: Impact of factors discouraging driving alone to campus. (Q26)



Source: 2018 WSU Transportation and Parking Survey.

Figure 35. Faculty/staff: Impact of factors discouraging driving alone to campus. (Q26)



Source: 2018 WSU Transportation and Parking Survey.

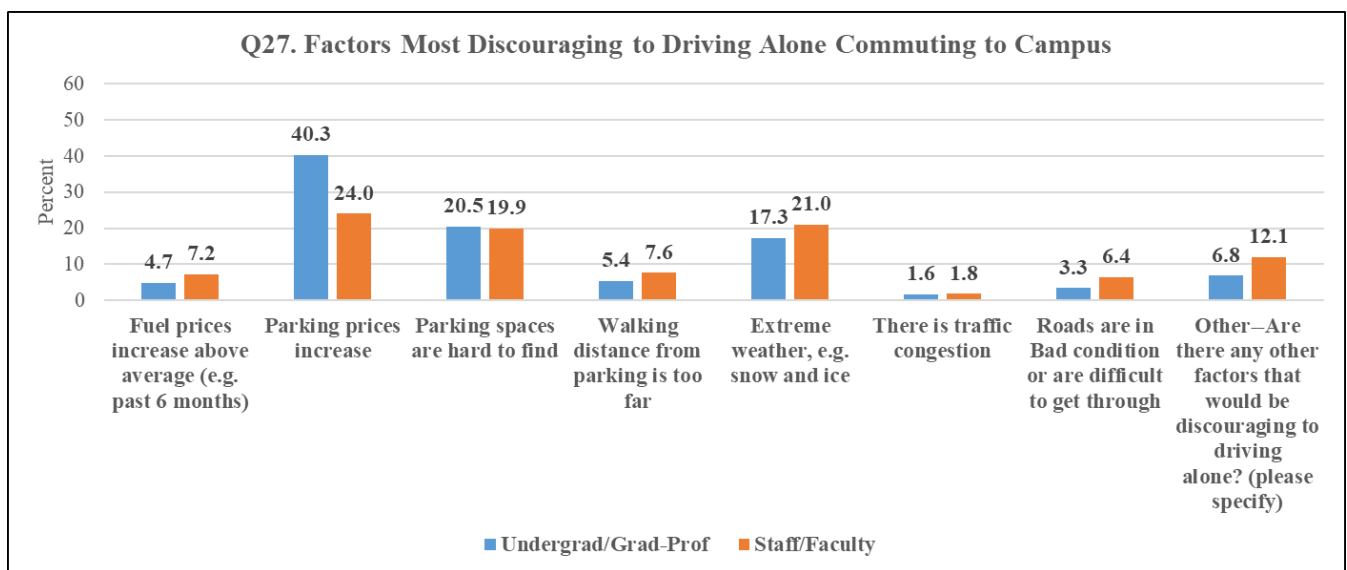
Table 35. Percent of students and faculty/staff reporting factors as discouraging to their driving alone commuting to campus. (Q26)

Level of Discouragement					
Undergrad/Grad-prof Students	Not/ Slightly	Moderately	Very/ Completely	Percent Total	Total Number
When parking spaces are hard to find (Q26C)	22.6	15.1	62.4	100	1273
When parking prices increase (Q26B)	24.9	13.3	61.8	100	1268
When extreme weather (Q26E)	37.1	16.0	46.9	100	1275
When roads bad/difficult to get through (Q26G)	41.0	22.2	36.7	100	1250
When walking distance from parking is too far (Q26D)	43.6	20.8	35.6	100	1257
When there is traffic congestion (Q26F)	48.3	21.9	29.8	100	1250
When fuel prices increase above average (Q26A)	59.3	19.9	20.8	100	1259
Other (Q26H)	83.7	3.3	13.0	100	515
Faculty/Staff	Not/ Slightly	Moderately	Very/ Completely	Percent Total	Total Number
When parking prices increase (Q26B)	43.6	19.9	36.5	100	1139
When parking spaces are hard to find (Q26C)	47.2	18.5	34.3	100	1133
When extreme weather (Q26E)	54.6	18.1	27.3	100	1128
Other (Q26H)	67.7	8.3	24.0	100	229
When walking distance from parking is too far (Q26D)	57.1	19.0	23.9	100	1126
When roads bad/difficult to get through (Q26G)	57.3	20.0	22.7	100	1122
When there is traffic congestion (Q26F)	66.0	17.5	16.5	100	1123
When fuel prices increase above average (Q26A)	73.8	14.8	11.4	100	1133

Source: 2018 WSU Transportation and Parking Survey.

All respondents were asked to think about the factors and to select the one factor “Most Discouraging” towards driving alone commuting in a vehicle to campus. This second rating was consistent with the single item ratings. Students and faculty/staff are significantly different in their ratings of factors ($X^2=93.7$ $P\leq.0001$), as shown in Figure 36 and Table 36. For students, the leading factors “Discouraging” towards driving alone to campus are: 1) parking prices increase 40.3%, 2) parking spaces are hard to find (20.5%), and 3) extreme weather, e.g., snow and ice (17.2%). For faculty/staff, the leading factors are closer together for selection and are: 1) parking prices increase (24%), 2) parking spaces are hard to find (20.5%), and extreme weather (21%).

Figure 36. Students and Faculty/Staff: Which ONE factor would most discourage driving alone commuting to campus. (Q27)



Source: 2018 WSU Transportation and Parking Survey.

Table 36. Percent of students and faculty/staff selecting the one factor as most discouraging to driving alone to campus. (Q27)

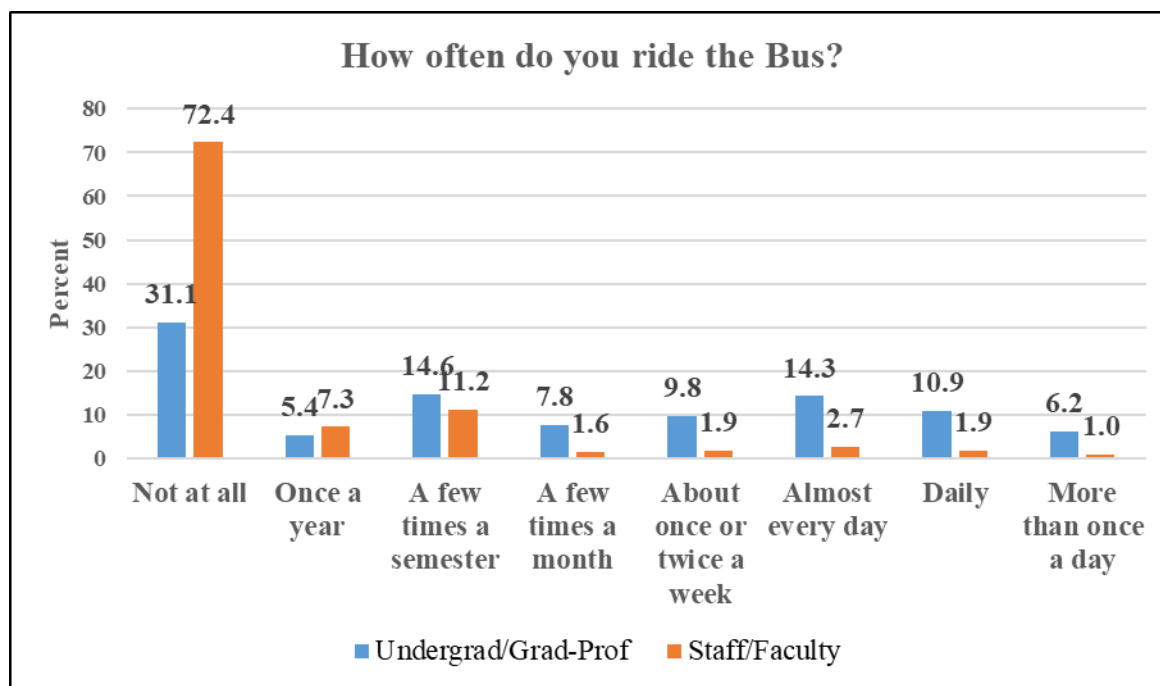
Students	Percent
Parking prices increase	40.3
Parking spaces are hard to find	20.5
Extreme weather, e.g. snow and ice	17.3
Other--Are there any other factors that would be discouraging to driving alone? (please specify)	7.1
Walking distance from parking is too far	5.4
Fuel prices increase above average (e.g. past 6 months)	4.7
Roads bad/difficult to get through	3.3
There is traffic congestion	1.6
Number students	1287
Staff/Faculty	Percent
Parking prices increase	24.0
Parking spaces are hard to find	19.9
Extreme weather, e.g. snow and ice	21.0
Other--Are there any other factors that would be discouraging to driving alone? (please specify)	12.0
Walking distance from parking is too far	8.4
Fuel prices increase above average (e.g. past 6 months)	7.2
Roads are in Bad condition or are difficult to get through	6.4
There is traffic congestion	1.8
Number Faculty/staff	1120

χ^2 93.7, 7 degrees freedom, $P < .0001$.

Source: 2018 WSU Transportation and Parking Survey.

Students and faculty/staff are significantly different in their frequencies for riding the bus. Figure 37 and Table 37 show how often students and faculty/staff ride the bus. Most students (69%) report they ride the bus. While just less than a third of students (31.1%) say “Not at All”. Almost three quarters (72.4%) of faculty/staff say “Not at All” as the frequency for riding the bus to campus. Riders for both groups are split across the categories. 31.3% of student report “Almost daily/daily/more than once a day” whereas only 5.6% of faculty/staff indicate these categories of frequent ridership.

Figure 37. How often students and faculty/staff ride the bus. (Q28)



Source: 2018 WSU Transportation and Parking Survey.

Table 37. Percent of students and faculty/staff reporting how often they ride the bus. (Q28)

	Undergrad/ Grad-Prof Students	Staff/ Faculty	Total	X ²	df	Pvalue
Not at all	31.1	72.4				
Once a year	5.4	7.3				
A few times a semester	14.6	11.2				
A few times a month	7.8	1.6				
About once or twice a week	9.7	1.9				
Almost every day	14.2	2.6				
Daily	10.9	1.9				
More than once a day	6.21	1.0				
Total	100	100				
Number Total	1353	1166	2519	546.9	7	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Respondents were asked about last week and how many times they rode the bus one way. The average number of times riding the bus for students was 2.28 one-way trips, while the average for faculty/staff was 0.42 one-way trips. Table 41 show these measures.

Table 38. Average number of times using the bus one way last week (Monday to Sunday). (Q30)

Category	Number	Mean	Median	Range	
				Minimum	Maximum
Undergrad/Grad-Prof Students	1328	2.23	0	0	40
Staff/Faculty	1126	0.43	0	0	26
Total	2454				

Source: 2018 WSU Transportation and Parking Survey.

Main Reasons: Not Currently Using the Transit System

Respondents that used don't use or use the transit system less than once or twice a week, were asked the main reasons that [they] don't use the Pullman transit system more often. 1,039 individuals gave comments. Table 39 is a random sample of comments from Q36, and these comments have not been edited. Frequently mentioned issues include: bus to Moscow, parking concerns, wait times, crowded/full buses, number of buses on specific routes and bus frequencies, bus times, nearest stops to where they live are far, not liking to ride buses, liking to ride but buses full, have own car or personal transportation, walking is faster, Transit App issues, bus time inconsistency/unreliability, lack of familiarity with buses/routes/stops, have a disability, bus does not come to area where they live.

Table 39. Random sample of comments, reasons for not using transit. (Q36)

- Consider the employees that work on campus, and address the perspective of COMMUNITY in addition to the student population. It is unacceptable to charge employees to park at their own place of employment, and then ask how to discourage them from the use of their car when the transit system is obviously dedicated to students' class times and locations. Route? to work. Day? Monday through Friday. Time? 7 am to 4 pm.*
- Q36** *I am insulted to asked to pay for lot maintenance costs of my own employer.*
- I would like to see a good sized, FREE Faculty/Staff parking lot with a FREE shuttle from the lot to multiple locations on campus. This shuttle would run every ten minutes from 7am-9:30am and from 3pm-5:30pm, as well as, 2-3 times per hour during the rest of the work day. For Pete's sake, the University has been talking about this option since AT LEAST the early 1990s. It shocks me that this option has never been tried.*
- Q36** *More busses. I'm pretty sure this has been an obvious problem for years.*
- Q36** *For the most part, the frequency of buses to and from WSU is adequate, but I think it would be great to have more buses running on the loop route so that it is easier to get to Walmart and Safeway.*
- I would 100% commute via bus if I could catch a but every 15 minutes for so at peak hours (8-9:30 AM and 3:30-5:30pm) between campus and Sunnyside Hill (Crestview Street) & and if the ride could be 20 minutes or shorter (as it is now, the route I need takes a long roundabout way from campus to Crestview St. & I don't have that much time to commute).*
- Q36** *Connection between WSU and anywhere in Moscow or UI.*
- I can really only use the loop route to get to work each day. The silver and loop routes are convenient for getting me home, but in the morning the commute is much longer. I can only go from the post office to the intersection of stadium way and main street in the morning. i still have to walk to Clark hall from stadium way. the longer commute discourages me from using the bus in the morning, so i drive.*
- Q36** *None*

Q36 Not sure

Manage the rush hours, by increasing the number of trips during morning and gradually increase the rotation of trips after 10 am and then decreasing the duration of trips of each bus after 2 pm. Later after 5, you can increase the duration of rotation as well as number of buses on each route to and from campus. Basically, i would suggest managing the rush hours. I have noticed that people miss the bus at bus stops near to shopping malls after work hours, this can be addressed by 5 minutes stop over time at walmart and safeway.

Q36

Q36 Merman and Terre View, Crimson and Grey

The path from the play fields to the rec center needs to be replaved. It's hard to ride bikes from graduate student housing to campus bc there are no bike lanes and the side walk is roughly paved.

Q36

Q36 None

Q36 Run a bus service to and from Moscow

Q36 More buses that run to the non-apartment land areas. Longer hours for downtown service.

The Grey Express is the only one I ride. I get off work at 7, walk to Martin Stadium & freeze to death waiting for 30 mins because I've just missed the 7pm pass. They need to be every 10-15 minutes from 7am-8pm or 9pm. Also, sometimes I have to cover my co-worker's shift until 11pm, and I make my sister pick me up so I don't have to stand in the cold waiting/not sure if there's going to be another bus.

Q36

Q36 re-establish the Moscow-Pullman bus.

Q36 No

Q36 More enforcement of orange lots.

Have a bus to Moscow. Have flexible Vanpool options. I do not go to work or leave work at the same time every day and therefore need an option for commuting that is flexible, allowing me to work around my work schedule.

Q36

Q36 As an employer on campus for a late night venue, busses running later/ and Sunday would help my employees to and from work.

Q36 Have more routes. Shorter routes, especially to residential areas.

Q36 None.

Q36 No, i don't use the transit system.

Q36 make so there is more than one bus on Saturdays and Sundays for going to downtown

Q36 increase frequency to sunnyside hill

Q36 Earlier bus service to campus.

Q36 More routes so that commute is more direct and less time consuming.

Q36 reinstitute Wheatland Express from/to Moscow--Pullman. used that all the time!

Q36 None, I don't really ever use the transit service.

Hard to explain; I LOVE taking the bus, as I hate driving. But the "FULL" risk makes it rough, as I can't get stuck in the cold due to a lung issue.

Q36

Q36 I wish the Saturday/Sunday route was the Loop, not North/South (or Wheat/Lentil).

Q36 early morning (5:30-7:00) service from northern military hill to campus

Q36 Walkways to bus stops should be clear of plant overgrowth.

Q36 More busses going out to apartment land

Q36 NA

I prefer getting to campus by 7 using the Silver route. If that were possible and it didn't take 30-40 minutes to get there, I would definitely start taking the bus again. I think the Silver route covers too much area. If it were split in half and a bus only serviced, for example, the bishop and crestview areas, that could expedite the route.

Q36

Q36 Bus service to and from Moscow.

Q36 Please have a bus that goes to Moscow!!

Why the focus on transit? Encourage bike paths and walking for those that live in the community. For students, maybe transit is a preferred mode other than walking but I don't know any of my neighbors - most of which work at WSU, that use or would use a bus. Most drive but some walk and some ride bikes.

Q36

- Q36 *What ever it takes to get students who live on Greek Row and College Hill to either walk of ride the bus.*
- Q36 *Buses from Moscow, ID to Campus*
- Q36 *more buses lunch time for staff*
- Q36 *No*
- Sunnyside Hill needs a stop near the top of the hill (Meyer Dr., Campus View and top of Crestview)M - F. The route needs to run more frequently (every 15 min) from 7 - 8 in the am and 4 - 6 pm. Buses need more seats and less "standing room".*
- Q36 *NA*
- Q36 *Early morning between 7:30-9:30am every day*
- Q36 *Route to Moscow and back: before 8am, and return after 4pm.*
- For my schedule an early morning (around 5:00) would be nice for my schedule but this is probably not cost efficient.*
- Last year when the buses were on every 45 minute routes, they were very difficult to use. Putting routes on an every 30-minute schedule is a big improvement.*
- Q36 *None*
- Q36 *bus to Moscow*
- The buses are ALWAYS late. The times listed on the transit website don't accurately reflect when they show up (not talking about express routes). Then the transit department failed on the first week of school when dealing with construction (prior planning could of avoided this). I missed classes and was forced to pay to park.*
- Q36 *I get frustrated when the transit app shows incorrect times. Sometimes it does not refresh and I have to restart the app to get the correct time. It's a workaround, but it needs a refresh button built in. I would love to see more grey/coug express buses run during peak times (8-10am, 2-4pm-ish). I get frustrated when a bus comes in the morning and it is too full.*
- Q36 *Uncover the windows.*
- The stop at providence court apartment complex is one of the busiest stops as it serves multiple complexes . However, when the bus get to this stop it's full already and just few people could ride the bus . I think this stop need a bus that starts from this stop to campus .*
- Q36 *Add more routes to cover on-campus housing that are not appropriately serviced by the existing bus routes.*
- Q36 *No.*
- Q36 *Bus to/from Moscow*
- Blue route has been getting to stops at random times lately. I also would like to see the hours of Blue route extended later into the night, or that lentil and wheat be more usable. Right now lentil and wheat seem like a mess, I can usually walk somewhere faster than riding them. I feel more people would use them if they were shorter routes that didn't do so many loops. I think this would discourage car use.*
- Q36 *Offer closer affordable parking for students with health conditions!*
- Q36 *NO*
- Get rid of the fences left over from construction. The construction is over on troy hall, why is there still fencing around fulmer? all this does is make it difficult to get by.*
- Q36 *Put E Route again!! Buses should be on time!! specifically Blue and Loop routes*
- 1-Increase the frequency and have end of service later for the Silver line. There are a lot of staff and faculty that live on Sunnyside Hill that might consider using the bus if the schedule was better. 2- Service between Pullman and Moscow.*
- Q36 *No*
- Q36 *No*
- Q36 *Don't currently use service so don't have any specific recommendations for improvements.*
- After 4 pm Gray and Crimson should keep their normal frequencies at least until 6pm. And would be specially relevant if buses were pet friendly.*
- Q36 *Please add more bus schedules at weekends.*

Q36 *bus in weekends specific, more routes*

Q36 *Put more bus and extend bus hour on snowy days.*

Q36 *Need more gray express at 8am to 9am*

Q36 *Later buses during finals*

Q36 *No*

Q36 *Add more buses, add a RELIABLE BUS TRACKING APP, more buses during peak hours such as 7am-10am.*

Q36 *A route between Moscow and Pullman*

Q36 *Cars students can rent to take home for the weekend. A lot of students dont have cars and dont have a way to get home*

Q36 *No*

Q36 *No*

Q36 *Many people living in residential areas in pullman would ride buses to work if they were more frequent and direct. Don't base cutting routes off of current numbers. They are low only because workers know it takes too long to use the bus.*

Q36 *We need a bus to be able to pick us up from Neil Public Library, and have it drop us off to Gannon/Goldsworthy within a reasonable range of time near 6:30 am.*

Q36 *There are no other specific improvements that I would like to add.*

Q36 *I would like to see more options for buses running after normal working hours (around 8 and 9 pm mostly), as sometimes I need to go home a bit later than usual.*

Q36 *The last two questions prior to this should be only for transit users or have a, "not applicable." I cannot provide answers about the transit system if I never use it. The next question is for Pullman residents only and does not apply to others who do not reside in Pullman.*

Q36 *Shuttle service for Brandy Way west*

Q36 *The Transportation Services administrators are out-of-touch with real people. They ride around on Segways and say things like "its a good thing our license recognition system only cost \$150,000 so we didn't have to raise the price of parking permits this year." This reminds me of the phrase "let them eat cake" by someone so pampered and ignorant they didn't know better, just Chris Boyan and his senile boss.*

Q36 *Nope*

Q36 *parking on outer campus with buses running to campus. This would be we pay zero except to ride the bus. Plus this is flexible. And decreases traffic on and around campus. This idea has been proposed, what happened?*

Q36 *Increase the frequency of buses that ply on Walmart/Safeway route.*

Q36 *no.*

Q36 *Publish a clear schedule and comprehensible maps; I've worked in graphic design for decades and never have I seen worse information design than Transit's materials*

Q36 *Increasing summer service.*

Q36 *Increased promotion to faculty/staff of the routes that serve residential areas (along with increased service during peak commute times) might increase the number of people who would use public transportation.*

Q36 *Ma*

Q36 *An App with real time tracking and ability to set alarms (ie "You set an alarm to tell you when your bus to go [Location:Home] would be arriving, closest to 6pm. The Lilac Route Bus# will be arriving at X Bus Stop in 10 minutes")*

Q36 *No*

Q36 *Na*

- The Paradise route goes quickly and directly from my house at the Cityview and James stop to campus, which is wonderful. But, it takes a half hour plus to get back to my house from campus. I have to be somewhere fast after classes (pick up my daughter from daycare) and can't afford to wait that long. If there was a faster way home, a more direct route from campus to Sunnyside Hill, or some other way to get from campus home without paying (parking on campus is so expensive, I would rather NOT park there). In the past few days I've resorted to parking on the free side streets above downtown and walking to campus, because walking to my car is faster than taking the bus home.*
- Classes let out at specific times of the day, and it would be nice if the arrival of Paradise route on campus corresponded with that. For the most part, the buses arrive at Bustad Hall and Vogel about five minutes before my classes get out, which means I have to wait another half hour for the next bus, and then another half hour to get home on the bus. If they were just ten minutes later and corresponded with class times (classes usually get out on the hour, so bus arrival at 10 after would make more sense than 5 till.)*
- Q36** *Also, I work early mornings (4:30 am), it would be handy to have a bus going at that time but I know that's improbable.*
- Q36** *Better training for drivers as to not make driving on the road with buses more dangerous than it already is.*
- Q36** *routes are messy, often is slower or take the same time compare to just walk to class. i mean to class, not to the bus stop*
- Have more buses for Gray and Crimson Express during 8-10am since during the times because the buses are always full during these times. For the 5-7pm bus runs, there are times after waiting for 10-12 minutes, Gray or Crimson buses are "Out of Service" when it pass by bus stops in Martin Stadium or Vogel. The bus app should reflect which bus runs are already "Out of Service" so that commuters still have options which bus routes to pursue. This happened to me once or twice a week that I would just end-up walking.*
- Q36** *Make some buses do inverse loop routes. For example, going from point A to point B, and from point B to point A. (Loop and Blue)*
- More bus stops and considerate drivers who are not in a big hurry. Transit schedules should not need to rush and knock passengers over while they are getting up to exit. We are all in a hurry but we need our transit drivers to help slow us down and take our time. One year a student or WSU employee was run over by a bus trying to cross the snowy streets. SLOW DOWN bus drivers.*
- Q36** *I have a lab that ends at 10 pm and I need buses to run more frequently after 10 pm*
- Q36** *I live on military hill. Be at stops when you say you will be*
- The prices have got to be cheaper, it is catering to the rich kids and not the student body as a whole. On top of that, there needs to be more public parking for people in general that is closer to campus...*
- Q36** *The parking passes definitely deter students from driving, and the parking meters suck, plus it is difficult to add more money while in class or at work.*
- Have a route that goes directly to campus from the south side of town such as bishop Blvd. this used to be a route a couple years ago. Silver does give general access from campus but there is no good way to get to campus*
- Q36** *Nah*
- Q36** *Not applicable to me.*
- simply prioritizing peak usage times and offering later service to help accommodate staff who normally work far later in the evening than students take classes.*
- Q36** *I would like the Sliver route to increase the number of buses available throughout the day and be in operation longer in the evening to allow me to take the bus home if I have to work late but my husband does not or vice versa.*
- Dedicated bike lanes on campus. Even with sharrows on Stadium Way, cyclists are in danger of being hit by cars. We need dedicated bike lanes that link up neatly with all other bike paths in the community.*
- Also, if I saved money each time I carpooled or rode my bike, e.g. on the days where it does work in my family's schedule to do so, this would incentivize the decision.*
- Q36** *None.*
- Q36** *I live in Moscow. I do not use the WSU/Pullman transit system. You should have N/A on some of your questions.*
- Q36** *Get the express routes to take 5-8 minutes between buses rather than 12-20 minutes. Need more consistency at Terre View & Cougar Ridge.*

Q36 Please increase on-campus parking meters to allow up to 4 hours max. Meters were convenient to use if I didn't have time to walk, but my class was 3 hours long, so the 2 hour max on the meter did not work for me.

Weekends are bad for my roommate to get to work. There are a lot less busses. Monday through Friday when clubs are in, often clubs get out as the bus routes stop/slow. I have one class that gets out at 6pm on Mondays, and then pre-vet club gets out at 6 every other (Tuesday?). I use Crimson, Gray, Cougar, or Wheat, to get to my home (Birch hills apartments, Pine Ridge or Birch Hills stop). Wheat doesn't start till later, Crimson does its last loop at 6:10, and gray drops to one bus. The other night I missed the Gray bus by 3 stops. It took about 20-25 minutes to get back to the stop I was waiting at and then another 15-20 minutes to get me home. Which means it took me 40 minutes to get home. Because it was cold and I was waiting outside (I hadn't brought a coat because I usually don't need one) I got so cold I was shaking and my arms and face were cold to the touch. It took about 10 minutes for me to stop shaking. It was the closest bus stop and I had (still have) a torn hamstring, so I couldn't really walk to a different stop. (Spokane and Washington Blue).

The other major improvement needed is the PTBusBeacon App. It doesn't tell me anything about when buses are starting their last loop and during construction it's wrong. My boyfriend was going to work on the weekend, because my car's alternator is dead, and we waited at the bus stop where the app said the bus should have been there, but we watched it go off route. He had to call a cab which cost him 20\$, but at least he wasn't late to work. In the buses are pamphlets that have all the route times and end times and start times etc etc. That should be available in the app. It would also be nice if I could put in the app that I need this stop, I'm near these stops, which bus will get me there the fastest?

Q36 Yes, I would like to see service every 1/2 to 1 hour between Moscow and the WSU campus.

Q36 More neighborhood options

Please consider reinstating the bus service to/from Moscow or at least from the boarder of Washington on to WSU if there is an interstate issue.

Q36 None.

Q36 put more stop stations

Q36 You asked these same questions last year, and my answers have not changed.

Q36 cheaper parking passes (they cost way too much money for what we get), buses end up full very quickly

Q36 No

Q36 Buses to and from Moscow

More park and ride areas. There is only 1 that I know of right now. That would be a very convenient service for those living outside of town (as I live on Airport Rd, closer to Moscow).

Q36 Already included in my previous statement I think running the buses every half hour from Moscow - Pullman from 6am-8:30am and in the afternoons from 3:30pm - 9:00pm would be a very smart choice to beta test. I think picking up at the University of Idaho rec center area near that large parking lot and dropping off at the normal bus stop right in front of the CUB would be a centralized improvement.

Q36 No

Q36 Rout to Moscow.

Q36 Electric Bikes please

Q36 From Downtown to campus, particularly during Foundation Development Cabinet meetings.

Q36 No

Q36 Does not apply. I live in the country.

Q36 Provide service later in the day. My employees get off work at 1:30am and they are forced to walk home in the dark and cold.

Vet students shouldn't be allowed to get parking passes in the main vet school lot. These should be for faculty (as other schools do). Vet students should be encouraged to bus in.

Q36 The new bus routes are a great addition to servicing the grove and brandi way. It was much needed. But more buses that hit around campus as classes are getting over would be much appreciated because its hard to find a seat on the bus after class ends

Q36 More buses running between 12pm-5pm and make buses run later besides just the wheat route

Q36 Have the Paradise route convenient for people starting work at 8:00 am.

Q36 *Don't have any experience with other transit options*

What about a more extensive "park and ride" arrangement, with shuttles running to and from a remote parking facility? One could also offer the possibility of riding bicycles (like Coug Bikes) from the facility to campus.

Q36 *In the winter, better clearing of roads; more meter parking/parking options for those who only need to park occasionally on campus and for short periods of time.*

Q36 *If there was a way for me to park my car for free and have a transit pass for less than what I pay for parking each year I would probably use this service. Oh and also if you had any buses that were in operation before 6am.*

Q36 *During winter, some lines may add more buses to decrease the waiting time.*

Q36 *Add 4 routes to Moscow 2 in the mornings about 5:30 to 7:00 and 2 in the afternoon around 4:30 to 5:30.*

Q36 *Ni*

1. Please run 3 buses at least during the day on the Crimson Route.

2. Please extend evening bus times.

Q36 *3. Please give the Crimson and Gray routes different paths. All buses (Crimson, Gray, Coug A, and Coug B) run behind Beasley, please move one to run along the road in front of the hotel like last year.*

Q36 *change the blue route so it is not so long.*

Q36 *I would like there to be a bus route between Moscow and Pullman, specifically in the mornings and afternoons.*

Q36 *No, but the fact that parking meters only allow payment for 2 hours when 3 hour classes are offered is nonsensical. Also, payment for meters through an app would bring the campus into current times.*

Q36 *Increase the time of the day, particularly late time of the day*

Q36 *Loop can have a stop in lower brandi way.*

Q36 *I want to see more availability for university vehicles to park longer on campus than 15 minutes. I do work multiple times per week in buildings that are not the one that my office is located in and the ability to only park for 15 minutes is completely unrealistic of my needs to help the university. A lot my work also requires other equipment, and to be told that I can drive over, unload my equipment, drive back to somewhere legal for me to park, and walk myself back, and then have to reverse the process once I am done is such a waste of my and university time. PLEASE FIND A WAY TO HELP STAFF MEMBERS WHO ARE WORKING IN OTHER BUILDINGS WORK TO THEIR FULL POTENTIAL TO BENEFIT THE UNIVERSITY.*

Q36 *More buses or operation times from 6 am to 8am and 5pm to 6pm*

Q36 *Go greener buses*

Q36 *Add more busses to the further away stops that walking takes more than 15 minutes to get there*

Q36 *Restart the old J Route, at least from 6 a.m. until 10 a.m. Those buses used to be pretty packed in the mornings as students, faculty and staff used to ride it into campus.*

Q36 *First and foremost - better planning by the capital planners to maintain central campus parking. Secondly, return of the Moscow bus.*

Q36 *Touching every area in Pullman and not having such a strong emphasis on WSU and serving the students.*

Q36 *Go to Moscow.*

A route that serves Military Hill that is actually faster than walking on the way home around 5 pm. Basically, a reverse direction Blue route would be ideal. Both blue and loop are great for getting to campus, but getting back is abysmal.

Q36 *The other bus route that I would personally like to see is a way to get downtown from around Dissmores and back without having to go around half the town first, preferably in the evenings. Although this is less important.*

Have buses or vans go to neighboring towns (even just once in the morning and once after work).

Q36 *Create a bike path from Pullman to Albion and on to Colfax.*

Q36 *Crimson express needs to have more buses in the evenings. Waiting 30 minutes for a Crimson Express is ridiculous.*

Q36 *STOP CHARGING SO MUCH FOR A PARKING PASS. Also, if you increased or lowered parking rates maybe there wouldn't be as many tickets*

- Improve the accuracy of the phone App. It is constantly inaccurate and has days where some routes dont show up while others seem to have 3 to four busses. The times that state when each bus will approximately arrive at a stop are wrong a lot.*
- Q36** *When I lived on college hill there were lines at the corner mart. I always felt bad for the students there and farther along who wouldn't get on the bus.*
- Again, year-round bus service between Moscow and WSU campus. Having service just during the school year is not helpful to those of us who work full time full year, not just on the academic calendar.*
- Q36** *Residential pick-up*
- Currently, Blue Route is supposed to be a 35 minute loop but currently runs at 40-45 minutes, meaning buses are consistently 15-30 minutes late and entire loops have been cancelled to try and get back on schedule (very frustrating if you were waiting on a cancelled run).*
- Running slightly extended hours (until 7pm) for blue route would be very helpful for those finishing work at 6pm on campus. (Wheat runs at that time but is a 40 minute trip from campus to my apartment)*
- Q36** *Route stops during peak commute times should have more frequency, routes should have fewer stops.*
- Q36** *Add more bus stops, especially in residential neighborhoods where many staff, faculty, and graduate students live*
- Q36** *Please make more parking lots for students that are accessible to main buildings on campus (CUB, CUE, Todd)*
- Q36** *I would use the transit system if they had a parking lot off of campus for the commuters.*
- Q36** *No*
- Q36** *Saturday and Sunday route; if we could have one gray or one crimson it would be great!*
- Q36** *Blue route timing is almost always off. Having more than just blue route down in SEL and neighborhoods.*
- Q36** *extend the routes and service. Too long walking distance from home to bus station and vice versa.*
- Q36** *N/A*
- Put the Crimson Express back on its previous route. Any person in the buildings on the west side of campus is put out from this bus not being set apart like it was before.*
- Q36** *More busses for certain routes to make sure people can get to class or work on time*
- Arrival and departure frequency increased around the beginning and end of the work day. Currently the arrival and departure times are not what would make sense for any variation of an 8 to 5 job. Buses often show up just after would make sense for the start of the day, and just before would make sense for the end. It's frustrating. They are also often late, so more buses on the road during the peak times would be wonderful. Add something like the coffee route from 4 to 7 would help me immensely.*
- Q36** *None*
- Q36** *Silver, blue and loop should run more frequently. The coffee route is perfect in the morning and should also run later.*
- Q36** *regarding my case, If there are extra bus services for non-business hours I will definitely use it more frequently.*
- Q36** *More Cougar bikes*
- Possibly, if there were more routes running starting around 4 until around 7 for routes such as Silver and Loop, this would help keep them on time during the commute home at the end of the day.*
- Q36** *don't crowd too many people on the bus, its uncomfortable and frustrating for those who have to be squished and stand up*
- Automated stoplights that react to bikes as well as cars, or biker-accessible pushbuttons to trigger lights*
- Covered Bike parking, more bike parking in front of buildings*
- Safe and separate bike lanes on and off campus*
- Well lighted roads and bike lanes*
- Q36** *Better road surfaces for safe biking (repair potholes and cracks, fix gutter grates for safe riding)*

Q36 *Have a transit between Moscow and Pullman*

Q36 *Just a rout that services sunny side better. For some reason it was taken away this year.*

Q36 *Buses should be running every 15-30 minutes during peak time. Bus service should begin earlier in the morning hours.*

Q36 *-*

Q36 *not at all*

Q36 *Not that I can think of at this juncture.*

Q36 *Create a route that run down Grimes Way to Terre View*

I think that the student activity fees need to start funding the transit department instead of funding failed entertainment/arts projects that are not a necessity to getting students to school who can't afford to live in a dorm. Most people stare at a cell phone now instead of read the Evergreen.

Q36 *It's that simple. More buses in the morning to handle the overflow of persons trying to get to school. There's nothing the transit department can do without the funds unfortunately.*

I put hours that I arrive and leave versus when I am suppose to arrive and want to leave. There is about an hour where it is anyone's guess when I am going to arrive and I live in an apartment complex that is next to one of the most served stops. But between just being 5 mins too late for a bus, the bus being crowded that day etc. it becomes really hard. And the summer is worst there are phantom buses that never come but the app says they are coming, and they stop right at the end of WSU work day and start only right at the beginning so you have to arrive ASAP and have to leave the office ASAP. Also there is no consideration for super low level (low pay) employees who have to do grunt work like buy a cake for an office party to be able to park on campus that day. For my office to save \$10 I paid \$15 dollars (as the \$7 parking was on opposite side of campus) that day to park and carry a cake in, and there was absolutely no way to go to Surplus for my job. I ended up working from home that day just so I could go to Surplus for an hour. If offices could request day passes for their employees who take the bus to do official office stuff I would maybe consider this option again or if I could get a discount on the 10-day pass offered because I ride the bus (or even just make that cheaper for everyone)I would consider riding the bus next year but as of now I am getting a parking pass next time around. Also the pictures over the bus windows gives everyone motion sickness and we all have to stare at our GPSs (I've seen pokemon, Google maps, even the Pullman Transit app running) to find out where I am because the announcements are sometimes blocked by people or they are delayed. And if your phone died that day your SOL or cannot reach it because it is crowded you just got to hope you can count bus stops. I do like how its "free" even as a student where I am sure my fees/tuition were part of it, I really liked not being worried about change or paying towards my card etc. I would be annoyed as staff member though, as being a WSU staff member is already expensive enough even the slightest fee for the bus would push me towards getting a parking permit.

Q36 *Have one earlier in the morning. Student employees who's jobs begin at 7 can't ride the bus because it isn't early enough.*

Q36 *None. Thanks*

Q36 *Slow down traffic near crosswalks during the busiest time of the day (around 3pm-5pm).*

Q36 *I would have more buses, especially running late 10pm-12am to and from Walmart and downtown. On the weekends main,y!*

Q36 *When the bus is packed and you have to stand, it's very scary to have to stand and have no where to hang on. I'm too short for the upper bar and have been stuck in a position where I had nothing to hang on to.*

Q36 *seating is set up poorly*

Q36 *Shorter routes/express service might influence my decision (but probably not).*

Crimson route extended after 6 PM as I get on from in front of vogel and usually the buses either has been dropped to one or none left. Grey express extended to 9 PM as labs and exams can run that late. Have another bus stop for the crimson route by the transportation office as the stops would be by bohler gym and then on greek row, too far away from each other. A crimson stop going up stadium way parallel to where flix cafe is as the one on Washington and the other by Bustad is too far away from each other. Same can be said for going down stadium, between Neil and on Spokane street

Q36 *would love if there are buses frequently on sat and sunday also. because it is hard to get to work*

Q36 *More buses during work time*

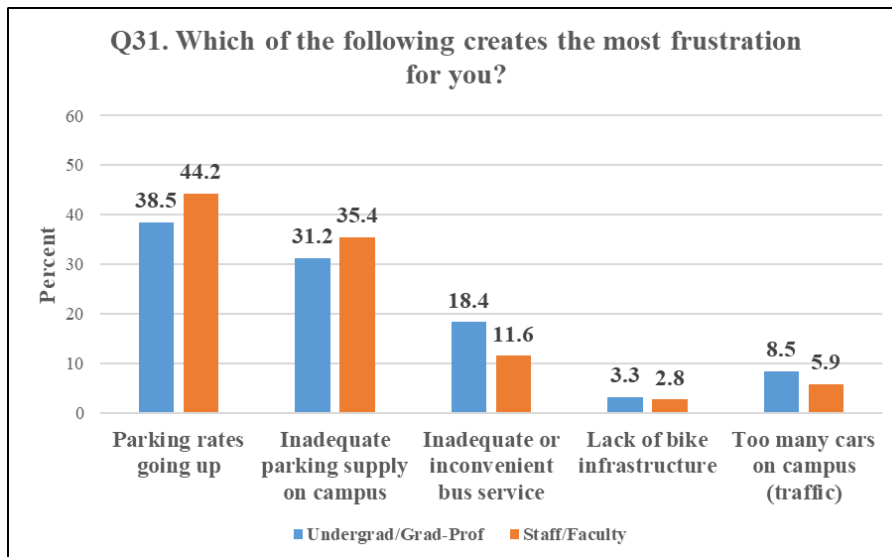
Q36 *Maximize parking space by creating 'lids' and other sort of partial garage systems where you can make use of space. Also, why not put a legit, tall parking garage over by the new Multicultural center? those gravel lots are awful, and that is space where you could create a multi-story garage that would service a wide variety of student, faculty, and staff needs.*

- Q36 *Punctuation*
- Q36 *Continue Express routes (crimson/gray) later into the evening.*
- Park and ride south of Walmart
- Q36 *-Automatic Payroll deduction/reduction*
- More direct routes to and from Pioneer Hill (i.e. a route that doesn't circle the hill twice, sit at a transit center for 10-15 minutes midway through the route, etc.*
- Offer an incentive program for those who almost exclusively use public transit to be able to access parking near their workplaces on campus for the rare occasions they have to bring a vehicle (e.g. doctor appointments, transporting bulky items, using personal vehicle for work, school child activities (mid-day concerts & etc...)). This could include some sort of token/pass allowing one day use of a garage - especially one of the non-hourly garages which don't suffer from the periodic long egress periods around class periods. Using a low-cost blue or red day pass typically means a much longer absence for work for simple things like doctor appointments which impacts overall employee productivity. The alternative of hourly garage parking is great on a time basis, but a single day can cost more than a year's worth of parking in a red/blue lot with a daily pass (or ten-pack). The opportunity for those who routinely use public transit to park near the center of campus on rare occasions could provide significant incentive to reduce total on-campus vehicle load.*
- Q36 *reduce total on-campus vehicle load.*
- Q36 *Nope*
- Van service or carpool to Albion and other outlying communities.*
- Q36 *Rebates for parking lots affected by football games.*
- I do not live or work in Pullman. I have been to Pullman only once. This survey is wasted on me, but after ignoring the electronic invitation to participate, I have been sent a letter. So here is my filled out survey*
- Q36 *Provide a way for people to better understand how to use it that have never used the bus before*
- Q36 *You shouldn't be asking me these questions because I marked that I do not ride the bus ever.*
- Q36 *I'm not sure. I haven't thoroughly investigated current transit service options.*
- Q36 *Easier to read routes*
- Routing system on the App for Pullman Transit where you can put in the address you are at (or a set of cross streets) and where you want to go and have it tell you exactly which routes to get on, where to change busses, etc. (Like TriMet does in Portland, OR)*
- Q36 *OR)*
- Q36 *Convenient Bus to and from moscow*
- More services in the evenings. For evening services to be in line with when evening classes are dismissed. Sometimes class is dismissed at 7 and the earliest bus is at 7:45pm.*
- Q36 *Mid-day service from Moscow to Pullman (between 11-1)*
- Late afternoon service from Pullman to Moscow (around 5:30pm)*
- Early evening service from Pullman to Moscow (between 6:30-8:30pm)*
- Q36 *One late night emergency bus from Pullman to Moscow (midnight)*
- Q36 *Figure out ways to get buses to go to Moscow*
- Q36 *It is easy to get to campus, but getting home often takes 30+ minutes. Maybe run some reverse routes.*
- Q36 *Transportation to downtown*
- Q36 *No, I do not use it*
- Q36 *Yes, bring back the Pullman to Moscow bus service.*
- Q36 *Yes, off campus routes, increase them and make them more useful.*
- Q36 *More buses in the morning, especially near apartments on the edge of campus.*
- Since we live in Idaho and out in the country, WSU transit will never expand to our area so transit service is not applicable to us. If I lived in Pullman, I would use the transit service at least some.*
- Q36 *a bus going back and forth to campus from Colfax, leaving at 7:15am and going back to Colfax at 6pm*

- Have a route that picks up along Bishop and then turns right up into campus on Stadium rather than passing it and going down into downtown.*
- Q36 *Safer bike paths free from debris. I ride up through greek row and the glass and trash in the bike lane make it so I need to ride in the street.*
- Nothing you can do about it perhaps but WSU is one of the most dangerous campuses I have seen to drive. Having the university crammed on College Hill has not been a good idea.*
- Q36 *Bus service to Moscow*
- Q36 *No*
- Q36 *Walkways to bus stops should be clear of plant overgrowth.*
- Q36 *No*
- Q36 *The parking fee*
- Q36 *I would like to see the buses go downtown and have more stops than just Walmart.*
- Q36 *How about...Hey! Here's a wild idea, a bus service to Moscow?*
- Q36 *employees with 20 or more years get a free green pass.*
- Q36 *I don't use the transit system so I can't respond.*
- Q36 *None*
- A bus between Moscow and Pullman would be great! It'd allow students to get to WinCo for groceries and to the farmers market on Saturdays.*
- Q36 *During peak riding time add a few busses so that busses are less crowded. Example add a few more grey express around 4 or 5*
- Q36 *Time between the buses could be shorter*
- Q36 *Bus to and from Moscow.*
- Including a few routes to and from Moscow, Monday through Friday, between 7:00am and 9:00am and the again between 4:00pm and 6:00pm*
- Q36 *if there is anything that could be done to improve the quality of sidewalks for walking to campus, esp. B-street and around Greek Row, eliminating cracked/wonky sidewalks and trimming/enforcing trimming of trees, or even widening sidewalks if it's possible, it would make the walk to campus safer (less tripping, sliding)*
- Q36 *Having more buses be on popular routes, and bus routes be longer than 6:30pm maybe till 10:00pm?*
- Q36 *Expand routes. More direct routes to campus*
- Q36 *Cheaper parking.*
- Have the buses staggered so you don't have every bus coming at the same time. For instance, at Cougar Ridge, if the Gray bus has just arrived, then the Crimson should come around 5 minutes later, instead of immediately. Then, the Coug B is five minutes after that. That way, you don't have to wait more than five minutes to get a bus to come, unless you are waiting for a specific bus, though the wait is still a maximum of 10-15 minutes.*
- Q36 *More of the blue or wheat line*
- Establish a frequent public transportation system between a parking hub in Moscow and the Pullman campus that extends to 10:00pm.*
- Q36 *Add a daily shuttle to and from Airport. Like 2 times a day, morning and afternoon.*
- I live near Lincoln Middle School and I would be more inclined to use transit service if there were less stops getting to/from campus. I work in Thompson Hall and live within 3 miles of work. I would be inclined to walk to work 2 days a week and take transit 3 days a week if transit was more convenient. If I wasn't feeling well and didn't want to walk home, it would be nice to know that transit was always available and within a short distance from Thompson Hall.*
- Q36
- Source 2018 Transportation and Parking Survey

As shown in Figure 38 and Table 40, respondents were asked which ONE of the following [statements] creates the most frustration for you? The leading frustrations align for students and faculty/staff and these include: 1) parking rates going up (38.5% students and faculty/staff 44.2%), 2) inadequate parking supply on campus (31.2% students and 35.4% faculty/staff), and 3) inadequate or inconvenient bus service (18.4% students and 11.6% faculty/staff).

Figure 38. Frustrations with aspects of parking and transportation. (Q31 new)



Source: 2018 WSU Transportation and Parking Survey.

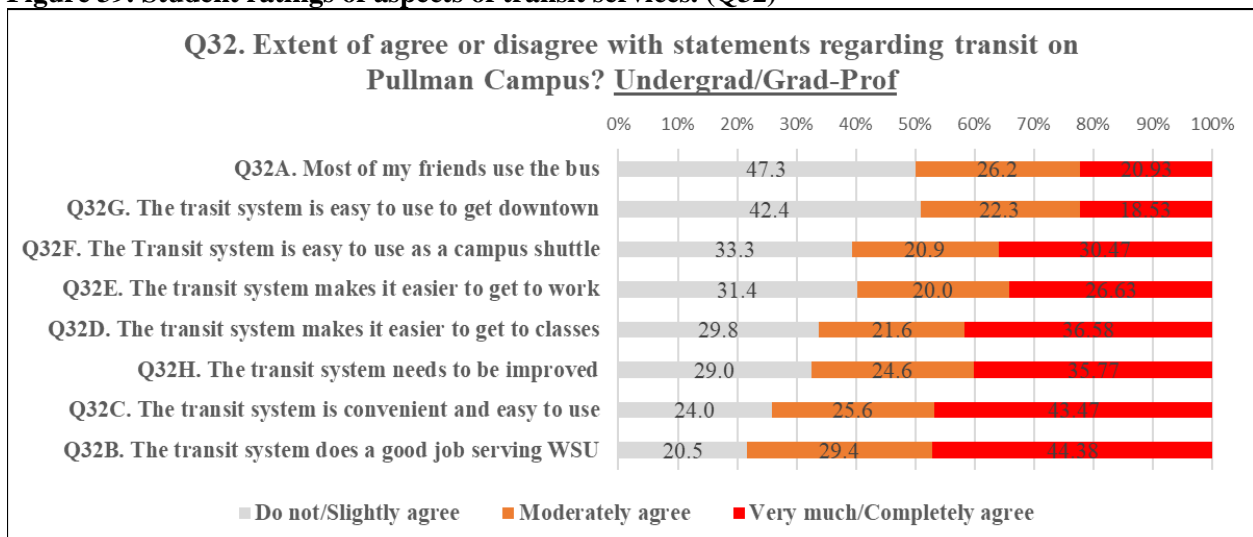
Table 40. Percent reporting aspects of parking and transportation related to frustration on the Pullman Campus. (Q31 new in 2018)

	Undergrad/Grad-Prof Students	Staff/Faculty	Total Number
Parking rates going up	38.5	44.2	
Inadequate parking supply on campus	31.2	35.4	
Inadequate or inconvenient bus service	18.4	11.6	
Lack of bike infrastructure	3.3	2.8	
Too many cars on campus (traffic)	8.5	5.9	
	100.0	100.0	
Total Number	1316	1146	2462

Source: 2018 WSU Transportation and Parking Survey.

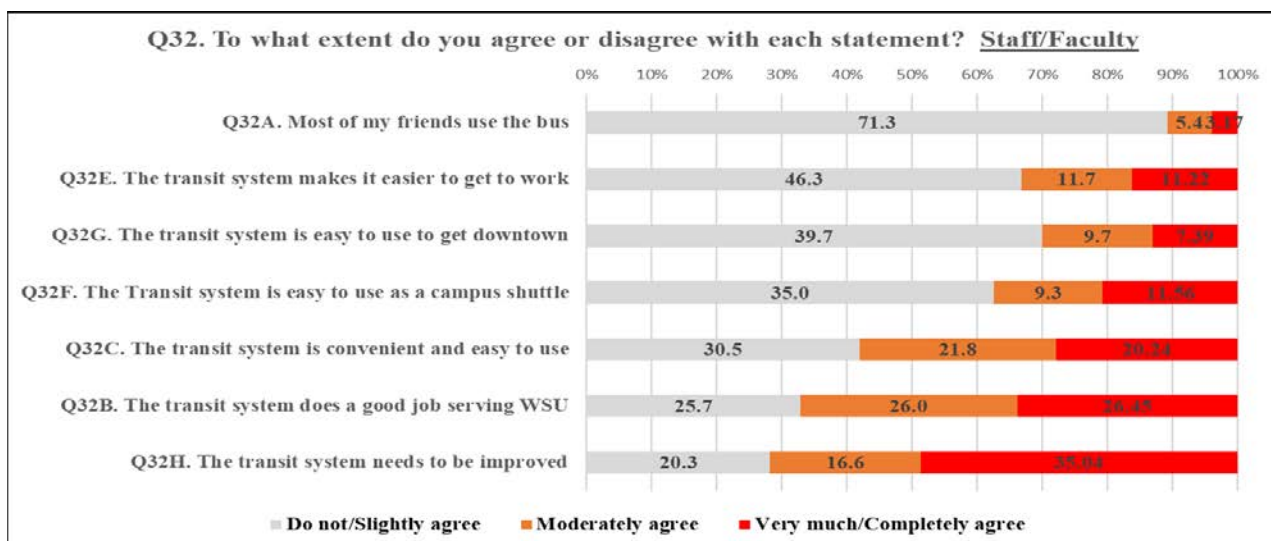
Figure 39 displays the level of student agreement and Figure 40 shows faculty/staff agreement with statements about transportation and transit services for the Pullman campus. Table 41 presents combined students and faculty/staff for extent of agreement on aspects of transit. The aspect with “Very Much/Complete Agreement” for “the transit system does a good job serving WSU Students, faculty and staff” is first for students at 44.4% and second for faculty/staff with a 35% rating. For students, the second and third statements they rate as “Very Much/Completely Agree” is “the transit system is convenient and easy to use” (43.5%) and “the transit system makes it easier to get to classes” (6.6%). For Faculty/Staff the leading statement with highest level of agreement of —“Very Much/Completely”—is “the transit system needs to be improved” (35%). Faculty/staff rated “the transit system is convenient and easy to use” (20.2%) as their third aspect. Table 43 displays the ordered ratings of both students and faculty/staff for comparisons.

Figure 39. Student ratings of aspects of transit services. (Q32)



Source: 2018 WSU Transportation and Parking Survey.

Figure 40. Faculty/staff ratings of aspects of transit services. (Q32)



Source: 2018 WSU Transportation and Parking Survey.

Table 41. Percent of students and faculty/staff rating extent of agreement with various statements on aspects of transit and transportation services. (Q32)

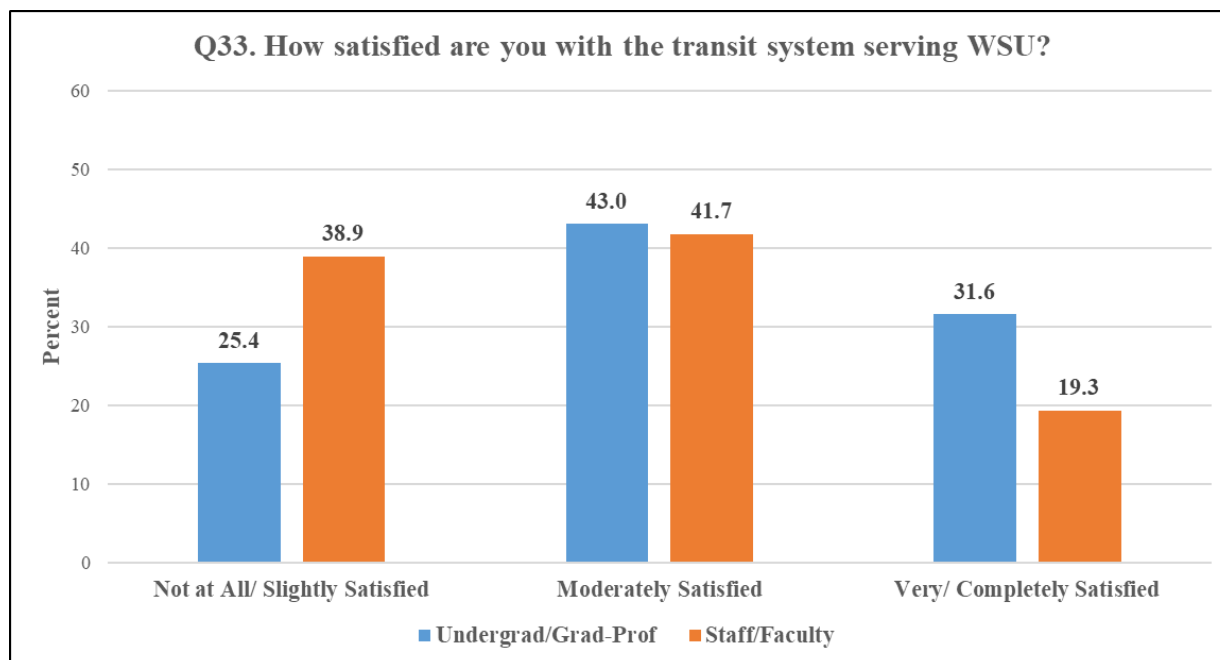
Undergrad/ Grad-Prof Students	Do not/ Slightly Agree	Moderately Agree	Very Much/ Completely Agree
		Percent	
Q32B. The transit system does a good job serving WSU	20.5	29.4	44.4
Q32C. The transit system is convenient and easy to use	24.0	25.6	43.5
Q32D. The transit system makes it easier to get to classes	29.8	21.6	36.6
Q32H. The transit system needs to be improved	29.0	24.6	35.8
Q32F. The Transit system is easy to use as a campus shuttle	33.3	20.9	30.5
Q32E. The transit system makes it easier to get to work	31.4	20.0	26.6
Q32A. Most of my friends use the bus	47.3	26.2	20.9
Q32G. The transit system is easy to use to get downtown	42.4	22.3	18.5

Faculty/ Staff	Do not/ Slightly Agree	Moderately Agree	Very Much/ Completely Agree
		Percent	
Q32H. The transit system needs to be improved	20.3	16.6	35.0
Q32B. The transit system does a good job serving WSU	25.7	26.0	26.5
Q32C. The transit system is convenient and easy to use	30.5	21.8	20.2
Q32D. The transit system makes it easier to get to classes	18.7	9.2	11.7
Q32F. The Transit system is easy to use as a campus shuttle	34.9	9.3	11.6
Q32E. The transit system makes it easier to get to work	46.3	11.7	11.2
Q32G. The transit system is easy to use to get downtown	39.7	9.7	7.4
Q32A. Most of my friends use the bus	71.3	5.4	3.2

Source: 2018 WSU Transportation and Parking Survey.

As shown in Figure 41 and Table 42, students and faculty/staff rate the level of satisfaction with Pullman Transit system most frequently as “Moderately Satisfied” with just better than four of ten assigning this rating—students 43% and faculty/ staff 41.7%. At the low end of the scale more faculty/staff (38.9%) than students (25.4%) rate they are “Not at All Satisfied”. At the top end, 31.6% of students say they are “Very/Completely Satisfied” and 19.3% of faculty staff rate they are “Very/Completely Satisfied”.

Figure 41. Percent of stakeholder satisfaction with Pullman Transit system serving WSU. (Q33).



Source: 2018 WSU Transportation and Parking Survey.

Table 42. Percent of stakeholder groups reporting satisfaction with Pullman Transit System serving WSU. (Q33)

	Undergrad/Grad-Prof Students	Staff/Faculty	Total	X ²	df	Pvalue
Not at All Satisfied	6.3	18.9				
Slightly Satisfied	19.1	20.0				
Moderately Satisfied	43.0	41.7				
Very Satisfied	25.5	15.4				
Completely Satisfied	6.1	3.9				
Total	100.0	99.99				
Number Total	1302	999	2300	109.3	4	<.0001

Source: 2018 WSU Transportation and Parking Survey. (numbers are rounded)

Those respondents that indicated a level of dissatisfaction with Pullman Transit System who gave “Not at All Satisfied” or “Slightly Satisfied” ratings, were given the opportunity to provide reasons for their dissatisfaction. 602 individuals gave open responses. Table 43 (Q34) is a random sample of comments (verbatim). Issues raised include: bus schedule frequencies, crowded at peak times, availability, hours of operation, inadequate parking or parking concerns, lack of service outlying areas (e.g. Moscow), neighborhood penetration in areas of Pullman, inconvenience, unreliability for both directions (to and from) campus, delays, time on bus, and bus route change impacts.

Table 43. Random sample of comments related to dissatisfaction with Pullman Transit System. (Q34)

Q34	<i>The only convenient routes are swamped at peak times with huge lines of students waiting to get on and if it's some other time there aren't enough buses running to make it worth waiting. To walk to a bus stop that has a bus going my way and then wait for the bus and then actually ride will take as long, or longer, than just walking where I'm going.</i>
Q34	<i>Not enough busses and busses being to full. Y'all removed the bus stop in front of the Cougar Market.</i>
Q34	<i>Not adequate. Too many cars on campus. Especially those of students who live close to campus.</i>
Q34	<i>far away from my house</i>
Q34	<i>Buses are often full by the time they reach the closest stop, which is still a bit of a walk from my apartment. It's very discouraging when shuttles and standard route buses pass me after I've been waiting 15 - 20 minutes for one to arrive.</i>
Q34	<i>The times and number of buses doesn't work for my work schedule</i>
Q34	<i>not dissatisfied with service.</i>
Q34	<i>There is no system from Spokane to Pullman and back</i>
Q34	<i>Inconvenient, crowded, cannot easily carry materials I need at work.</i>
Q34	<i>Limited bus service. No guaranteed employee parking.</i>
Q34	<i>Not enough going through my neighborhood. Have to wait over an hour at one time.</i>
Q34	<i>I currently live in the Pro Mall area of Pullman. There are limited routes that service this area and most take you around Pullman before taking you to campus. To get relatively close to a class at 9 am, I must catch Silver at 8:20, then take loop transfer, and hopefully make it to the chinook area before 9:10. There need to be more options servicing the other side of Pullman, going directly into campus instead of needing to ride all the way around Pullman before going to campus. It should be a 15 maybe 20 minute ride, but it turns out being 45-50. It would be faster for people in my area to get to campus in the morning if the Lentil route actually ran in the morning hours and not the evening. I was very disappointed upon discovering the lentil route does not service in the morning because that would have been an ideal route for me and people in my area to take. I hope that you are able to utilize this information and provide better routes to students that DONT live in Apartment land.</i>
Q34	<i>It was kind of confusing and one bus didn't show up</i>
Q34	<i>The Crimson Express bus does not run when school is not in session.</i>
Q34	<i>I do not use the transit system. If there was a bus stop near to my house and buses could be counted on to arrive at regular intervals, then I would consider using it.</i>
Q34	<i>because i don't use it and the buses are the majority of the problem when it comes to congestion</i>
Q34	<i>The focus is primarily on students (which makes sense) but when you don't live in town and you have to deal with meeting a work schedule that doesn't match up with the bus schedule it makes it difficult to utilize the public transit system. Also keep in mind that some of us have families that we need to drop off and pick up from all around town and the buses are not convenient for families.</i>
Q34	<i>I don't use it. The transit system doesn't go to my house and it is more convenient to walk around campus than take the transit system.</i>

Q34 *blocked/covered windows*

Q34 *the buses take way too long to get you anywhere.*

Limited parking space

Q34 *Parking permits- no priority for faculty*

Q34 *There are no gray stops near Cleveland; without walking up a large hill*

Q34 *I am not. I just do not use it as it does not go to Yakama village so I use my own car.*

Q34 *Transit buses run to infrequently*

1-Buses are not working every day. During weekend is terrible to take a bus.

2-Sometimes they are super crowded and when bus is full, you can not get to your work on time. Pullman needs more buses.

3-The working hours for buses are limited. They work only during day time. Not everybody here has a car to drive in the evening!

4- I have to work whole year, even in summer. But in summer there is no bus available! I always walk to and from campus! That is annoying. I have a car, but as I mentioned before, I can not afford parking permit to drive my car to campus.

5-There should be an App for the transit system that you can easily find the schedule for any time you wanna have a ride. The current App only shows the buses on the road and the time of arrival (that most of time is not accurate at all). A good App (for example) should show the time of bus movement for the next 3 days at a certain time.

Q34 *App (for example) should show the time of bus movement for the next 3 days at a certain time.*

Q34 *timing - takes too long to get to campus*

Q34 *Bus frequency is too low and during pick hours all the buses are full.*

The rerouting of the Express routes has resulted in reduced service. Instead of buses coming every 5-10 minutes, they typically come in clusters every 30 minutes, and at that point, it becomes more convenient to drive or walk.

Q34 *Inconvenient*

Not enough routes and frequency to serve the students' need. There are so many students drive to campus because of the less frequent bus schedule and/or unavailable bus from where they live. For faculty/staff, because of family reasons (e.g., dropping off/picking up kids from school), riding a bus is not an option and we have to drive and park on campus. It is so difficult to find a parking space close to my building.

Q34 *Options/times offered. For parking on campus, prices keep rising and lots keep changing to higher costs and I have to park where I can easily access my vehicle to transport guests and run errands around campus.*

Q34 *Parking is expensive and scarce, need more lots. Bus transit hard to track and understand which bus to get on.*

Q34 *No service to rural communities such as Albion Washington*

As with the previous free-answer on the biggest reason why I don't use the transit system, there are no close transit stops near Yakama Village Apartments, which makes usage of the transit system unfeasable. I have no reason to use the transit for grocery shopping or commuting, if I have to walk half a mile or more uphill to get to the closest stop.

Q34 *It would be ideal if they went longer in the evening for those who work slightly later than 5:00 pm most nights.*

Q34 *The new bus routes this year make the ride longer and more crowded. Please go back to the old gray and crimson routes.*

They are almost never on time, and I know that sometimes the drivers will let people on the bus even if it's really full. They also take forever to get from place to place.

Q34 *Buses are always full and have to wait long time for another in the morning.*

Q34 *Buses constantly full at peak times , Uncertainty with the app, bus drivers breaking really hard to the point people fall*

Q34 *Parking rates should be much lower.*

Q34 *I explained it before: schedule, routes, and location of bus stops.*

Q34 *Number of busses in use and where the stops/drop off locations are*

Q34 *Travel time/waiting at bus stops*

- I am dissatisfied with the transit system because there is no support for those people commuting from Moscow to Pullman...and there are a lot of us. A lot. I used to live in Spokane and commute everyday to Cheney for school. The route was used very frequently and was very popular for students. Moscow/Pullman is another college town and the number of people, especially young people trying to get home late at night or even just going to school could greatly benefit from an improved transit system between the two schools. Housing costs are considerably more reasonable in Moscow Id, and the atmosphere is more conducive to a family environment which make it a popular place for age groups of all kind to live there. That being said WSU is the Central Hub that keeps this city going. If you have a large portion of society living outside of the central hub, public transit is extremely important to serving your community. We can do better :) Lets improve the transit system, improve safety (driving in inclement weather and under the influence), and mitigate the carbon foot print on our region.*
- Q34 *Unreliable times that cause students to be late for classes*
- Q34 *No bus to Moscow*
- Q34 *I don't know much about it*
- Because there are no routes from my neighborhood that don't involve waits at the transfer station, it takes longer to bus than to walk the mile+ to campus, and the new route names are completely opaque as to where they go. "South," "North," etc are MUCH MUCH easier to deal with. I've given up on trying to figure out the new system since I so rarely use it anyway.*
- Q34 *It isn't worth my time.*
- It might work for the routes that have freq. bus service or multiple buses that stop near by...during rush hours the services is not that great*
- Q34 *I can't get downtown from apartment land without changing buses*
- The app tells you the bus arrives a specific time, yet they arrive way later. For example today the crimson express said it was going to be at my stop at 9:40. That bus didn't come until 9:55*
- Q34 *As mentioned earlier, the bus stop is too far away from my home on Meyer Drive. Otherwise the transit would be a viable option.*
- Same as my previous comments - inconvenient schedules (too much time between buses). Had to use bus for a week when car was being repaired - amount of time wasted transferring from bus to bus when trying to go anywhere other than straight to campus to home was ridiculous.*
- Q34 *Bus is not always the best and efficient resource*
- Q34 *Busses do not run often enough.*
- The times reported by the app are frequently wrong. Buses are not on time. Today a bus door closed in my face when I was trying to get on the bus.*
- Sometimes at peak times several full buses go past my stop.*
- Inconsistency of timing means I am sometimes late for work or it takes me a very time to get home.*
- Q34 *While roads were closed the app was still reporting that buses would be at closed stops in a few minutes.*
- When the buses come they come at the almost same time after waiting for any buses to come. They should arrive one after the other not the same time. In this case we won't have to for almost half for any of the buses to come together.*
- Q34 *1) Not enough space for parking
2) Too expensive
3) Most parking spots are Green (expensive...)
4) Faculty does not get guaranteed parking (bus is ALWAYS late)
5) On game days, we get kicked out without a reimbursement
6) On game days, there is no alternative parking space (I work until 8pm some days)*

- Q34 *Our bus system does the best it can with what it has. The problem is that it is too small given the ridership. There needs to be twice as many regular lines (i.e., not Express lines) as there are. If most riders are using the system to get to and from campus, which makes it a de facto shuttle system for the university, we should invest in buses and drivers for the city.*
- Q34 *Disgustingly expensive, letting RV's park on Thursday so NO AVAILABLE parking on Friday when classes and work business hours in effect!!! I drove stound for 40 minutes!! Looking for parking on Friday last week because of RVs taking up 6 spaces a piece. Staff and students need more affordable parking!*
- Q34 *Being on a college campus, it needs to run 24/7. Also, you need to consider faculty/staff living on Military Hill with physical disabilities that can't get to the bus stops. If you want people to use the bus system you have to make it convenient. And not just for students.*
- Q34 *busses are always super packed and its hard to find a bus after 5pm*
- Q34 *The transit system is great, if you live in Pullman. For those of us who do not it is useless and only contributes to traffic congestion during the rare times that I must drive downtown or on campus. People who live in town should be encouraged to use the transit system perhaps by increased parking fees or decreased availability. Do not apply these increased fees or decreased parking availability uniformly as has been done in the past. Target those who have ready alternatives. people who live a long commute from campus have no option and continue to get screwed by parking/transportation services. There is little reason for a healthy, twenty-something student living on campus to drive to class/work but I see it daily. Why should these individuals even have access to a parking permit?*
- Q34 *I've never used it, not applicable*
- Q34 *Times on stops are not accurate.*
- Q34 *The times*
- Q34 *Not good enough*
- Q34 *Lack of routes, lack of operating times, unclean/unsanitary buses and or bus stops.*
- Q34 *1. Buses are too full during work hours.
2. Bus schedules do not line up with work hours. (too much waiting)*
- Q34 *Transit system works for students however for staff is more difficult. Takes way to long for people living off campus. Also hard for people with children who have more than one stop each day.*
- Q34 *Not enough buses - each one takes too long*
- Q34 *The transit system primarily serves the students, doesn't work as well for those of us living in residential areas.*
- Q34 *The transit system in my opinion is usually not on time, and drops you off in the vacinity of your destination but usually not that close so a lot of times it is way more effective to just walk.*
- Q34 *I am a staff member living in the Pullman community. I do not like taking the transit as it makes too many stops. I'd like a shorter commute time from my home to campus.*
- Q34 *i don't use it*
- Q34 *Because sometimes it just passed through us*
- Q34 *I live in a residential area and there is one bus route to the campus(Blue route). Also, it is working time is limited to 6 PM. Somedays I have classes up to 7:00 PM.*
- Q34 *It serves the student population well but not as effective for permanent residents*
- Q34 *No pick ups anywhere near me on Sunnyside Hill. The routes and times are very confusing.*
- Q34 *Busses in past came every 15 minutes, now its like you wait a half hour minimum. Sucks. Plus parking is hella overpriced and with a chronic injury but not classified disability I depend on parking when my injury is inflamed.*
- Q34 *challenging at first to figure out what bus color(crimson, grey etc) to take*

- Q34 *Inability to use after work on weekdays and not available at all on the weekends for students who work at Old European or McDonalds where they open very late and students have always had to work or take a cab during winter months when it is snowing the transit does not run at all in the evenings and weekends when people need access to transportation. Not just during the school semesters, summers are when Pullman needs transportation in the hot heat too~*
- Q34 *The campus shuttles are great, but I used to be able to use it for my daily commute and to run errands during the workday. The changes to the bus schedules over the last few years that bias service towards apartment land and away from the rest of town make it very difficult for me to continue to use the bus as I did because of the amount of time I waste waiting for a bus. A few years ago when the A/E and I/J buses ran in essentially opposite routes with staggered timing, I could ride the bus to anywhere in town and be sure of getting a 20 minute trip back to campus, regardless of the direction of circulation of the next bus (I or J for example). Now, that time is somewhat less predictable and much longer (35-45 minutes) because there's only one bus going in one direction on a 35 minute loop that may or may not be running on time.*
- Q34 *There are not enough busses and we are forced to squeeze a lot of people in a bus making the mornings very hectic. I wish there were more busses as there clearly isn't enough especially during the peak morning and afternoon hours. I think the shuttles to Martin stadium have helped but I wish there was a bus every 3-5 minutes and not every 7-10. I also wish there were more busses working later in the evenings in school nights because of late classes, sorority meetings, and other club activities. It's very awful to wait for a bus every 40 minutes just for a 5 minute ride to apartment land. I also wish there were shuttles that go straight to Walmart/Safeway from the school as that would make the trip faster.*
- Q34 *Moscow commuters don't get to use.*
- Q34 *It is not available from our neighborhood. My kids end up walking or asking for rides.*
- Q34 *No matter what bus stop you get off at, you are still required to walk up hill. It would be nice if there was one that drove up to the small parking lot behind the CUB or some other more central location than College Ave. or Stadium Way.*
- Q34 *Either doesn't go to Moscow*
- Q34 *NO MOSCOW-PULLMAN BUS SERVICE.*
- Q34 *Reasons given earlier. Students cannot rely on the transit system because they will wait for a bus to get to their class, but when the bus arrives is too full to allow all students for board.*
- Q34 *I need to walk half way to campus to get to a bus stop so I am better off just driving*
- Q34 *Few buses*
- Q34 *I think it does a good job servicing Greek Row and Apartment Land, but servicing Military Hill is extremely slow.*
- Q34 *the routes take too long and try to cover too far in one route. We need multiple systems--concentric circles or intersecting systems.*
- Q34 *The transit system only suits people who are able to get to work after 6 and leave work by 5. Options to take the bus after 5 are very limited and usually require people to walk a long ways to get home from the nearest bus stop. Some areas of pullman are poorly serviced by the transit system. The transit system does not go to Moscow, where a large number of faculty live.*
- Q34 *It is not fast and convenient enough for me to use routinely.*
- Q34 *Need more parking*
- Q34 *some bus routes end 6:30pm. Some do not run on weekend. My job requires early arrival and several evening events per week, plus frequent travel to and from the airport. Grocery shopping can only be done on weekends. Therefore, I must take taxi or walk to get my groceries.*
- Q34 *It's always full, never on time, the routes changed. The names of the routes are different on the app then they are on the actual bus. One of the bus driver's is very rude (most are not though, most of the drivers are very nice). Only two routes run on Saturday...like what the hell. And they are the longer routes so if I go to walmart it's a 5 minute bus ride to, but a 45 minute bus ride back. Which is ridiculous. They were very reliable last year but this year sometimes they won't even stop because they are too full. I've been late to classes because the bus didn't stop. I live off campus so this is a resource that I want fixed immediately. Change it back to the way it was. There wasn't as many problems as there is now. I dread going shopping and now I have to wake up and leave at least 45 minutes earlier because I can't count on the stupid bus system.*

Q34 *It doesn't exist for ppl going to and from Moscow and is inadequate for ppl who live off campus n Pullman*

Q34 *Limited route times*

Q34 *They can take too long to get to point A to point B*

Q34 *I am satisfied, but not satisfied.*

Frequency of buses and coverage of residential areas.

It is understandable that buses cannot get into all residential streets since there will not be much demand for it in all areas of town.

Q34 *because the routes of the buses are limited. we need more.*

Q34 *don't use it. you should have NA option for these questions*

Q34 *I have never used a transit system, and hope I never have too.*

Q34 *I can only park in one spot on campus. The lots need to be doubled so on both sides of campus you are able to park*

Q34 *Time waiting and riding is excessive for the size of Pullman*

The buses are often way off schedule and the routes do not serve people from the Bishop Rd. side of town who need to get up to campus quickly.

Q34 *Infrequent buses when I'm able to leave campus and go home*

As said: drivers don't stop when I am at a designated bus stop in my neighborhood; drivers are rude; buses don't run on published schedule and are, due to the lam "loop" system, impossible to track with the barely functional app

Q34 *It is extremely confusing*

I think it's excellent for the students, but not so great for everyone else living in town. The bus options are not frequent enough, and it takes too long to either get from home to work or work to home (due to the looping routes and the waits at the Transit Center). For me to use the bus, I'd need it to come more frequently and take me more directly to campus (or bring me home more directly). I live up a giant hill, so I'm unlikely to bike to campus, where I would arrive all sweaty (not conducive to teaching).

Q34 *There are obviously more students here at WSU this semester and all of us are forced to pay the fee to use the bus whether we actually use it or not. It is discouraging that Pullman Transit has done next to nothing to accommodate this problem. Buses are routinely full during the morning hours and it is difficult to even catch a bus because they are so slow (e.g. Cougar Express and Gray Express) near apartment land. Why do we have to pay for something that is so low in service for the community? I don't blame the drivers for this, but the company itself should stop asking for more money if they can't improve services.*

Q34 *It takes a long time to wait for one bus, and most of the time the buses are full anyway (especially around 8 or 9 am, and around 4 or 5 pm). I also think that some of the bus stops are not conveniently located.*

Q34 *Not on time. Often buses are too crowded and so you will then have to wait for the next bus, hence you arrive late.*

Q34 *Same reasons as mentioned for why I don't take the bus - student-centric planning and schedules.*

Q34 *Timing, # of bus stops, # of people on the bus, germs*

Q34 *just the morning hours don't work for me. they are too late. i can't get to where I need to be in the morning*

There is no transit to and from Moscow. This would decrease parking congestion and open spaces if there was a convenient transit system for employees outside of Pullman.

Q34 *There needs to be much more busses on the Cougar and Grey routes. People cannot get to campus when every bus is full already.*

Q34 *I'm literally mad at you for making me take this survey all my answers were out of spite*

Q34 *I have heard a lot about how it is never on time and people are most of the time late for school*

Q34 *In mornings, the buses are really crowded, so we can miss the classes.*

Q34 *Hard to return late (after 4 pm) from work/campus or going to downtown*

Q34 *Long wait lines for the CUE parking lot. Waiting up to 40 minutes just to check out with a parking pass..*

It does not work with my schedule and my location in town. A couple years ago my wife took the bus since she didn't need to be to work until 8am. When the routes were changed/cut back it took so long for her to get the work on the bus it no longer made sense.

Q34 *With my work schedule the only feasible option is to drive alone.*

Q34 *Does not stop close to my residence.*

Q34 *There isn't a service to Moscow*

The schedule is very inconvenient. As previously stated, it takes me ~40 minutes to travel ~3 miles to work. The sporadic schedule going into work makes returning by bus not possible since I don't have another way to arrive on campus without safer bike routes.

Q34 *Can't get a seat. Am disabled and still forced to stand. Long walk to my office from the stop.*

Q34 *The information on how to ride the bus, what it costs and where it goes is not very informative.*

Q34 *I hear from everybody it sucks so I'm taking their word for it*

It just doesn't work for me. I moved to Pullman partly because the commute would be less than ten minutes door to door. I'm not going to wait through multiple bus stops.

Q34 *It does not work for me. I would not get my work done when commuting and using the transit system*

It's too difficult to figure out the routes. It's faster for me to just walk to the place i want to go than search the transit website for 20 minutes on what route to take

Q34 *I am not*

Unreliable buses, over-crowding. Express buses that don't have a definite schedule because they are supposed to arrive often enough but are then late. Routes that have completely shut down for construction when detours were available. Notices of routes not running posted at bus stops and nowhere online. Intercom systems that don't function, forcing drivers to yell out important information / directions that those in the back can't hear. Covered bus windows.

Q34 *Buses on campus are full while buses off campus only come every half-hour and are sometimes late; I would like a more consistently available bus system.*

Because there is no Transit Options for those of us who live in Idaho for commuting to work. Also, since we live in Idaho and mainly shop in Moscow, we have no reason to use the transit system in Pullman.

Q34 *Timing and how full the buses get*

Q34 *Lack of routes, and infrequent buses*

Q34 *I really don't use it as I live in Colfax*

The buses run in one direction. For example from Campus to Walmart takes ten minutes to get there but an hour to get back because you have to ride the entire loop.

Buses do not drive by my area of campus in the AM or PM.

Buses are filled in the AM at the Bus transit area (near steptoe and outer fields) and can't stop to pick people up. The transit area is poorly lit at night.

Q34 *When it snows, the bus system appears to have no plan and is unreliable for times and pickups.*

Routes are completely unreliable. I have to leave almost an hour and a half BEFORE my class starts just to ensure I can get on a bus. It is absolutely ridiculous that we pay so much into the transit system and it has been this screwed for YEARS and no visible improvement. I cant imagine why this is so hard to fix.

Q34

- I don't drive (although sometimes I use zipcar) so the questions in that section are hypothetical. Transit system is what it is in Pullman. To get to 9 am class at Sloan Hall I have to walk because there is no reliable bus to get in. When it arrives to Meridian and Valley is full, this even discourages me going to lecture.*
- I had to ride the bus with a knee injury for two weeks, (I ride at least twice the bus a day) only three times the drivers actually used the kneeling bus function. Plus there is no civic education within students to actually enforce the priority seats. For groceries, the weekend buses quit having the Walmart stop (Wheat) which makes it very difficult to get around. Buses on Sunday are almost a joke there is no early or late service. And there is no way to get to Moscow, which seriously is very close from Pullman.*
- Q34 *The Blue Route is 10-30 minutes late every day because the route is too long to make a 35 minute loop.*
- Q34 *In addition, the Blue Route going home in the evening takes a roundabout route and I could walk home almost as quickly.*
- Q34 *I am not necessarily dissatisfied with the transit system, I wish I knew how to use it better.*
- Because it is designed to service undergraduate students living in apartment land and not graduate and professional students who often live further away from campus in more residential neighborhoods, but who would rely just as heavily on public transit if it were managed the way it is in apartment land.*
- Q34 *Needs a better tracking system and should have more buses after 10pm*
- Q34 *It does not cover all Pullman Area*
- Q34 *Bus schedule could be increased. Especially in the weekend.*
- Q34 *Because there is none between Moscow and WSU.*
- Buses need to be more frequent and run a longer schedule. I have to be at WSU at 5:30 AM Monday through Friday but the buses don't run then.*
- Q34 *Students often late to class because of the bus.*
- I'm dissatisfied with this survey because you don't take into account the people who don't, can't and have never used the transit system.*
- Q34 *Not convenient hours. No transport to University of Idaho or Moscow*
- Q34 *confusing trying to determine which routes go where*
- Q34 *They do not have timely bus times to make it easy for students to get to classes on time*
- Q34 *Not enough buses on routes and buses end up full very quickly and not available where I get on*
- Buses are infrequent and always full, unpredictable arrival times, and there are two bus routes that can take me directly to campus but none that can take me directly home.*
- Q34 *The blue route was quite unreliable. This is the major issue that I experienced. I can't speak of any of the other aspects of the transit system.*
- I would ride my bike to work, but there are not safe bike lanes and I get bothered for riding on the sidewalks. I would take the bus but there aren't rides that are adequate for my very long work days. I bought a parking permit, but I couldn't get one close to the vet school so I end up walking 10 minutes in the dark alone each way, which isn't safe, and parking is expensive for the horrible parking lot that I got. However, I am going to drive since I am not paying all this money for a parking permit only to not use it. I wish there were a parking permit that was cheap and would allow some uses but not all year (when the snow comes, I don't want to be stranded without a method of transport) - I would most likely bike the rest of the time if there was that financial incentive. I would be even more likely to bike if I felt there was a financial incentive AND bike paths to support me. Take a leaf out of Oregon State University's book - biking was my primary transport there and I was almost the exact same distance from work (1.8 miles)*
- Q34 *I dislike public transportation as a general rule, but when I have taken it in the past, it's been inconvenient with regard to my schedule.*
- I think it's probably more my fault than anything else, but the routes on the app can be hard to understand and identify departure times*
- Q34 *long routes, inaccurate bus schedule/lack of online or app, real-time tracking*

Q34 *There are not enough busses.*

Q34 *too crowded*

Q34 *During the weekend, it is harsh without the bus to ride.*

Q34 *It doesn't transit us at the time we'd need to make it to work on time.*

Q34 *I only used it once -on the fourth of July - and I found it extremely difficult to discern when a bus was going to arrive and where I had to go to pick up the return bus.*

Q34 *it is overpriced, and parking spots are not guaranteed! if i am going to pay hundreds of dollars for a parking spot in a beat up gravel lot, i expect an actual spot to be there! there are nowhere near enough meters and the spread across campus is horrible.*

Q34 *Because it doesn't take me anywhere my car can't take me.*

Q34 *It serves only Pullman and mostly students. Half or more of the work force lives in Moscow or other outlying regions. Some van service is available, but is limited, and not flexible like a bus service can be.*

Q34 *I said I was slightly satisfied, there was no option for dissatisfied. The transit system is inconvenient because whenever I need to use it, the wait (and time walking from the nearest bus stop to my destination) is the same or greater than just walking.*

Q34 *The buses don't run late at night where I need to get home. Or they don't run more routinely.*

Q34 *Not enough stop*

Q34 *It has limited range*

Q34 *It isn't a good option for me to get to work, since it is so infrequent and doesn't have a direct route to work*

Q34 *Poor route options for me. Not convenient at all for where I might need to travel to. Faster and easier to walk across campus.*

Q34 *The buses run late and the information about the bus routes are hard to navigate. The app and website do not have an intuitive design, it takes a while to get the hang of using them. To find out how to get somewhere, I have to:*

1. use google maps to find the nearest bus stop to my destination and the nearest bus stop to me
2. then go to the Pullman Transit app to enter in the stop near my destination
3. then remember or write down all the routes listed that service that stop
4. then I have to go onto the Pullman Transit website and look at the routes for all of those routes. I have to make sure the route has both stops i'm looking for before I can even look at the times.

Q34 *There are too many steps and it is too complicated and time consuming to find which bus to take.*

Q34 *I know nothing about the transit system in Pullman except that it picks up students from apartment buildings and brings them to campus. I don't know how much it costs to ride, what the schedule is, who can use it, where the stops are, etc.*

Q34 *Odd hours*

Q34 *Doesn't run often enough*

Q34 *Forces you to plan your schedule around it*

Q34 *I think more frequent buses in non college hill routes would be helpful*

Q34 *The schedule of bus is always not at time. The numbers of buses are limited, especially in traffic hours.*

Q34 *It is slow! It's so much faster to drive to where you need to go, or even bike or walk.*

Q34 *Times of running in the AM and PM of routes to and from my neighborhood and to WSU. I typically am working getting to work before 7 AM until after 6 PM or later and the route provided by PRT does not run late enough to conveniently catch or take the bus. The stops are not very conveniently located in my neighborhood or close to my building. Also, student ridership has increased over the last several years and I find it difficult to crowd into the bus with a ton of people.*

Q34 *I don't use it.*

Q34 *The stops by my house only come once an hour and if I'm late I miss class completely. Sometimes when I am on time to the bus stop my bus is so late that it makes me miss class. I need more reliability especially since I am paying so much to go to school I should be able to get to my classes on time, and since part of my tuition is paying for transit.*

- Q34 *I've heard many of my friends be late too class because the buses get very full in the morning. And they have to wait in a very long line especially at apartment land.*
- Q34 *There needs to be more frequent service*
- Q34 *I don't use the transit system.*
- Q34 *Parking passes are ungodly expensive, not enough parking, and you shut down parking lots earlyfor football games. Where am I supposed to park my car if the whole lot is taken up by RV's?*
- Q34 *As a Seattle native, I have experienced a well established transit system and see much needed improvement here in schedules, wait stations and posting of the limited routes and schedules. I am over 60 and wonder if anyone knows how difficult it is to see the tiny print at your bus stops.*
- Q34 *Not convenient for my circumstance*
- Q34 *It's too hard to figure out what's running where*
- Q34 *The bus routes are confusing on the app*
- Q34 *not reliable.*
- Q34 *Buses are always late or wait at stops for several minutes making everyone on the bus late to their classes.*
- Q34 *(previously stated) I gave up my parking permit and rode transit for years, even though the routes weren't completely convenient with my schedule and if I missed the bus after class I was late picking up my daughter from school. But when I switched offices I couldn't find a route that would get me to and from work in a reasonable time (45 minutes to get to my house from campus is too long) so I re-purchased a permit about 3 years ago.*
- Q34 *The lack of extended hours on the weekends when I would like to go grocery shopping, and how fast the buses fill up during the weeks is a nightmare. To catch the bus I would need to walk 10 min to the bus stop at least 1 hour before I needed to be on campus and then coming home it takes 1 hour to actually get back to my apartment when taking the bus. Driving my own car I can leave 20 min before my class starts, park, and then walk 8-15 min to get to class.*
- Q34 *The transit system is always "BUS FULL" at my stop which makes me late to class. Literally, 3 buses will pass by and not stop for the people that have been waiting for 10 minutes.*
- Q34 *Inconvenient schedule*
- Q34 *not convenient to my purposes*
- Q34 *It takes too long to get to campus or to get home after work. There is only one route that goes by my home where there used to be two.*
- Q34 *For out of town commuters, it doesn't really apply unless it was offered as an alternative to get from outside Pullman city limits. It has no daily use for us.*
- Q34 *Once again, it's never on time, it's never consistant, it's always full, the app that tells you were the buses are are ALWAYS WRONG, and they are always late. There needs to be buses coming every 15 minutes ON TIME so people can make it to class on time, and they need to add more buses in general*
- Q34 *I do not use the transit system and you give no option for not applicable.*
- Q34 *Need service to Moscow.*
- Q34 *always late*
- Q34 *Makes my graduate students late because it is unreliable.*

Buses are not enough. Most of the time I have to miss 3 to 4 buses because they come to my stop full. Their app to track the bus sucks big time. It does not show buses correctly. The routes for each of the buses are not good either. Almost all buses run late and does not match with the schedule they provide. Since their arrivals cannot be predicted correctly, I either get late to class or I end up waiting for the bus for a long time. Some of the drivers are not good at interacting with international students. I feel racially discriminated some time. they would wait for a white person get in the bus, but won't stop if they see a international student running to catch a bus.

Q34 *There should be a bus from Pullman to Moscow. It is really inconvenient to go to Winco to grocery shop cheaply.*

They do not run often enough and their routes are too large for one bus to make it back to campus in a timely manner.

Q34 *Expand the number of routes to cut travel time.*

Q34 *not enough routes and infrequency of buses*

Q34 *The cost associated with the result burdens the Students first and the employees secondly.*

Don't live near a route. As an older person, schlepping a mile in winter on a road with no sidewalks that people ignore the speed limit and road conditions to then wait on a bus would be foolish. As it's a 24/7 on call job, never knowing if I'd be getting home after midnight, to again walk that road would end my WSU career. You folks do know we're in a rural area with hills, winter and mostly no sidewalks, right?

Q34

RV parking is ridiculous and transit not enforcing the rule that RVs shouldn't have their overhangs extended on Fridays is causing a lot of negative feelings toward transit, the "guests" whop take up our parking spaces, and the football games themselves. One RV shouldn't take up three spaces if they've only paid for one.

Q34

Q34 *Not usable for me*

Q34 *The bus routes need to go to other places, more parking garages should be implemented, or parking areas.*

Q34 *It doesn't provide benefits for me to get back and forth to campus. Without that ability, it isn't practical for me to use at all.*

Q34 *It has to do with where I live on the route, not necessarily anything wrong with the system itself.*

Q34 *Does not provide service between Moscow and Pullman*

it is inconvenient from where I live.

Q34 *If this survey continues to be so redundant, I will stop*

Q34 *Not enough buses during peak hours, often have to wait close to 20 minutes at certain stops/during certain times*

Q34 *Takes too long, too packed*

Q34 *Bus takes too long, and it gives me motion sickness.*

Q34 *One of the least friendly bike cities. Difficult walks and distances.*

Q34 *Because it only works for people that live on campus and I have to pay for it.*

Q34 *available at night and weekend*

There are not frequent enough buses to make this a feasible option for WSU faculty to get on and off of campus, particularly those of us with kids.

Q34

Because they start too late in the morning... Parking caters to the elite and if you can't afford a good spot they put you on the edge of campus. If you need to be to work at 6 you are out of luck (you get to make a 20 + minute walk to work. If parking is going to continue to push the poor out to the fields, the buses need to start earlier because it takes longer to get to work. Same with the evening if you off later than 6 you get to make that same walk back to your car. Yippie.

Q34

Q34 *Too less*

Q34 *I wish there was transit from Moscow to Pullman*

Q34 *It only serves Pullman*

Q34 *The buses are always full and I can never get on them in order to get to my destination.*

Q34 *Doesn't apply to me*

I cannot really comment on whether or not if the transit system works well on campus or not, but I am disappointed that we cannot have a system in place from Moscow to Pullman and back. A bus that leaves Moscow at 530AM and then leaves Pullman campus at 430PM. To and from the McClusky Facilities.

Q34 *I can't use it.*

Q34 *Does not serve my needs AT ALL*

Q34 *not wide enough range to outlying areas*

Depending on where you live, it's either great and consistent, or you have to get on the bus an hour and a half before your class because your route is super long

Q34 *I have never used the transit system. It might be ok.*

As I said before, it does not come all the way up Sunnyside Hill. By the time I get to a bus stop (where there is not place to park my car if I drove in the rain) I am half way to campus.

Q34 *It does not run during normal working hours to get to work.*

Q34 *Walking is a faster alternative.*

I currently get on and off the gray and crimson buses at Valley and Merman, and it appears as though this bus stop is a very popular pick up spot and drop off. Last year, there were 3 gray buses and 3 crimson buses making it extremely easy and convenient to get picked up within around 7-10 minutes.

This year, the transit system incorporated a new plan in which instead of having 3 gray and 3 crimson buses, there are now 2 gray, 2 crimson, and 2 cougar buses. The two cougar buses now do not pick up at Valley and Merman, decreasing last year's pick up rate by 33% at Valley and Merman, 2/6 buses which were picking up students at valley and merman are now not.

Because two fewer buses are picking up at Valley and Merman, waiting times at this bus stop have increased. In fact, just today when I was waiting for the next crimson or gray bus, I waited for 16 minutes (I have waited as long as 21 minutes) for the bus to come when the sign posted at the Valley and Merman pick up stop states that a bus will come by within 7-9 minutes. This "claim" of waiting only 7-9 minutes for the next stop, of course, does not make any sense because last year at this same bus stop (Valley and Merman) there were 6 buses (3 gray and 3 crimson) that would stop at Valley and Merman, and it took roughly 7-9 minutes for the next bus to stop. This year, there are as I have said 33% fewer buses (now 4: 2 gray and 2 crimson) stopping at Valley and Merman pick up stop and yet the waiting times of 7-9 minutes are the same????

Additionally, if Crimson and gray busses are synchronized to arrive at Valley and Merman pick up stop at the same time, then essentially there are only 2 buses that pick up at Valley and Merman.

Although I am speculating here, it appears as though the Pullman bus transit system focused their attention on other routes and stops (that the cougar buses now pick up and drops off) and these stops appear to be less popular than Valley and Merman (pick up stop). If this is the case, which I think it is, then it seems as though the Pullman Transit System focus their attention to a minority number of passengers to satisfy their wants and desires which has caused longer wait times for many other passengers from the previous year.

I believe the major problem occurred because there were too many changes to the bus system, including the night buses. To me, I think Pullman transit had a very successful 2017-2018 academic year. So, it is perplexing why Pullman Transit made so many changes this academic year (2018-2019).

Let's look at it from a business perspective: if a person owns a successful business and this business satisfies the majority of customers, does the business want to risk losing these loyal customers at the expense of a minority view. For instance, suppose at a successful restaurant, there were a few complaints made about the menu (yet most people at the restaurant view the menu favorably). If the owner decides to dramatically change the menu by including newer items and taking out certain entries, this could backfire and loyal customers may not return. But what the owner could do is make simple changes to the menu by taking out maybe 2-3 items and including 2-3 items that may be suggested by complaints from customers. Then test this change to see what the perceptions of his customers are with regards to the changes.

I believe some of the changes made this year were good changes and they should have been made (Such as changing Crimson's route to going behind the Rec Center instead of in front, since there are a lot of people who get off at Valley and Merman. Last year, I took the crimson bus to Valley and Merman (even though it was longer), and it was still a good route.

Q34 *But, many other changes were not as good, as you can tell from asking riders for feedback and then making changes to 3 of*

the buses.

My recommendation is this: I would return to the original setup of 3 gray and 3 crimson buses, and eliminate the cougar buses. The routes of these buses can stay the same as they currently are set. It appears as though Gray buses are more often full to capacity than Crimson. Thus, it may be best considering a fourth gray bus or having 2 crimson and 4 gray buses. This brings up another major issue which is the amount of times a bus is full to capacity. If a bus is full to capacity and an unfortunate crash occurs between this full to capacity bus and another vehicle, many more injuries could result leaving a huge stain on Pullman Transit System. It appears that the gray buses are more often full to capacity than the crimson buses. I have to admit, I am very impressed by your bus drivers as they are some of the friendliest people you will meet, but you can tell when a bus is full to capacity that they are unnerved by the situation, just by looking at their facial expressions.

What can be done with the other routes that are much further out than the gray and crimson routes but have fewer people (i.e. Hopkins CT? Another bus line (such as the blue bus can cover these destinations).

I sincerely hope that you will take this as some feedback and not some harsh criticism. The experience this year has been rather frustrating at times, but I hope some of the suggestions I have given you are followed through.

*Sincerely,
Pullman Transit Bus Service Passenger.*

Q34 *It's typically late and the schedule isn't consistent ever.*

Q34 *It is always late and the app always spazes out*

Q34 *too many detours, too time-consuming, bad frequency in off-hours and summer time.*

Q34 *Not enough parking*

Q34 *The lack of downtown access*

Routes are not convenient. I live in Military Hill, so to get to campus works very well. However, getting back is very frustrated. It makes a long route to get back to home. Long time ago there was an E Route. This route was very good because it take you from campus to Military Hill. It was fantastic; now, the Blue Route is really bad since it is too long. It is faster to walk from campus to home than riding the blue route. Blue route it is not convenient. I wish they can do the E route again. Also, Blue and Loop routes are not on time. We are always late.

Q34 *No other available selection on survey. I don't ride bus*

Q34 *No one even knows it exists. Lack of clarity in use.*

Q34 *It's confusing to use*

Q34 *Because I do not live in Pullman*

The service in the CUE is horrible, they never tell how much do I need to pay per hours and when I parking after 5 pm, they accept prepaid, I don't know how to do it, the person who sits in the room is looking at his iPhone and ignore my ask! lucky, there is a person to help me, he teaches me how to pay the parking fee after 5 pm.

Q34 *Not convenient and poorly resourced.*

Q34 *Too confusing*

Q34 *There are way too many students for the number of buses.*

Even through it has improved this year, its still not very good. Up in apartment land they only loop in one direction so if I get on the bus I have to ride for over five minutes around the loop instead of having some buses go the opposite way.

Q34 *There are not enough buses going to each spot at peak times.*

Less frequency of bus on weekend and I liked the last year transit bus like north and south. Also the frequency discourage me to use transit after 6pm and on weekend

Q34 *I explained in a previous question, but the transit system only does circle routes, which confuses me. All other transit systems I have used have busses that go both ways. It takes only 10 minutes to get to campus but 45-50 minutes to get home. The transit system is also extremely limited in the summer when I still have to work and often need to stay past 6pm. I would have no way to get home besides walking for 50 minutes.*

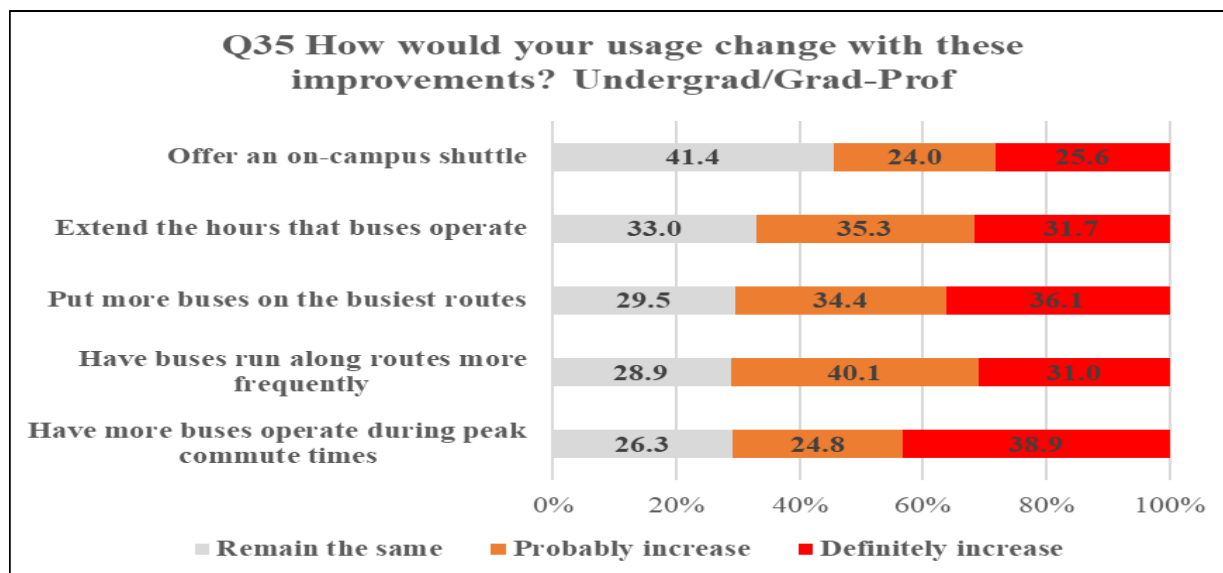
Q34 *The schedule is hard to find, the bus is very crowded, the reputation is that the bus is unreliable. So I don't ride it.*

- Q34 *The buses are always crowded.*
- Q34 *There needs to be more routes at peak times available, and potentially more express routes at peak times.*
- Q34 *I live in Moscow. Wheatland Express used to provide rides for commuters living in Moscow and going to WSU, then back to Moscow in the late afternoon/evening. I used it before it was discontinued. There is nothing that has come along to take its place.*
- Q34 *It doesn't really apply to me since I live outside of Pullman*
- Q34 *Times and pickup and drop off locations*
- Q34 *Students seem unable to use it to make it to class on time.*
- Q34 *It's just not that convenient to use. And I save myself way more time just driving myself.*
- Q34 *No bus stop on my street - nearest stop is several hundred yards away. Nor is there a direct route to/from work - the bus routes swing through side roads. Combined, those two factors mean I have never taken a bus in Pullman.*
- Q34 *They are trying. They change their routes, but I have a very particular schedule and it doesn't always fit around bus schedules.*
- Q34 *Transit is great for me to get from home to campus in the winter. It is not at all convenient for evening trips to downtown and really wish it could go to Winco in Moscow (the only functional grocery store in the area).*
- Q34 *Main issue for me with the bus is the times of buses aren't reliable. Way too crowded at times too. GPS App isn't reliable (bus GPS will be turned off sometimes). From where I live, evening and weekend buses aren't convenient to go downtown (I have to transfer). I'm sure it's incredibly difficult to make everybody happy, but these are my issues.*
- Q34 *Personally, I'd rather drive because I have to exchange with motor pool and come in and out for travel, pack things in and out of the office, but there isn't any affordable or convenient parking for me (not to mention spots available), making a lot of my experience around travel quite challenging logistically.*
- Q34 *not enough hours available when I need it.*
- Q34 *The bus is always full when it arrives to the bus stop next where I live making this service useless for me ,and encourage me to drive to school*
- Q34 *Doesn't go to campus destinations, only outside of it. Not a lot of stops on Grimes way.*
- Q34 *N/A*
- Q34 *Fuck football. It's not okay that I can't get a spot for school work or when I am going home during game weekends.*
- Q34 *The schedule*
- Q34 *Too few Buses and stops local to work.*
- Q34 *The routes are always changing. Hard to know if the bus will be on time or not. Buses run on loops, not both ways, so it might take you 45min to go where you want depending on where you live.*
- Q34 *For my personal experience: I go to the gym at 5:30am (when it opens) but buses don't start till 6:30am...*
- Q34 *Just talking to people I know they all seem dissatisfied by the new choices made to "improve" the system.*
- Q34 *It doesn't serve my needs at all. Even if it did, previous experience with public transportation in another city was negative. I don't see myself ever using it. At the university I went to school at, freshman were required to live on campus and thus denied parking passes. I would suggest something similar to relieve the pressure on faculty and staff.*
- Q34 *Not familiar with it*

Source: 2018 Transportation and parking survey. Random selection from Q34 comments,

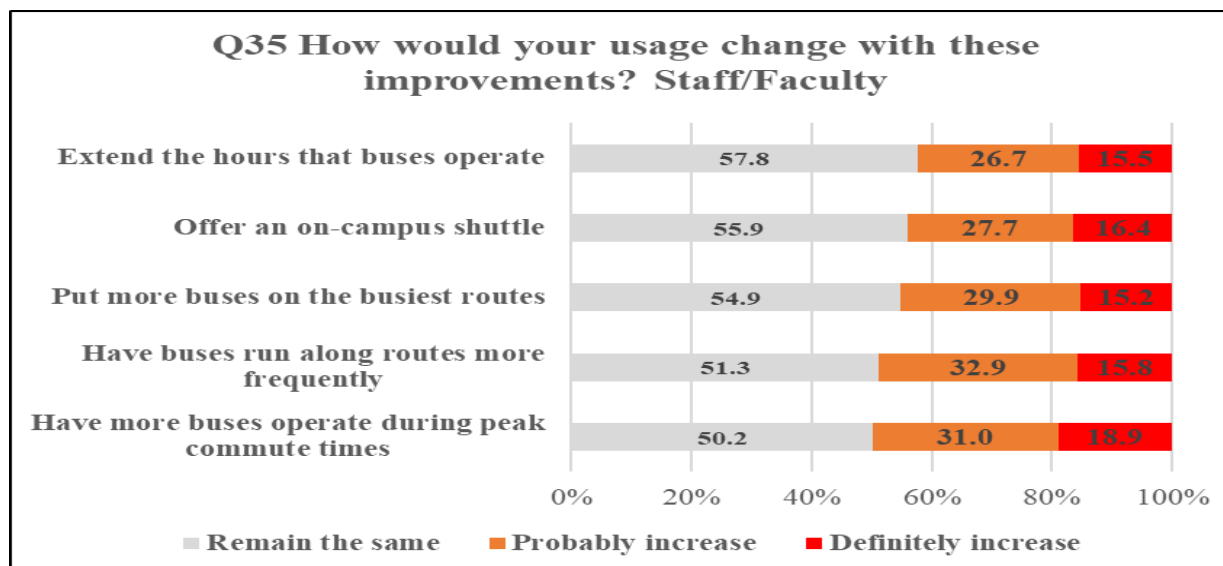
Respondents were asked various types of transit service improvements and how each would impact transit use. Figure 42, Figure 43 and Table 44 display the ratings for students and faculty/staff use, respectively for the various changes proposed. Most definite increase is associated with: “have more buses operate during peak commute times” for 38.9% of students and 18.9% for faculty/staff Table 43 shows students are statistically significantly different compared to faculty/staff for use on all factors.

Figure 42. Change in student use of transit services based on types of improvements. (Q35)



Source: 2018 WSU Transportation and Parking Survey.

Figure 43. Change in faculty/staff use of transit services for various improvements. (Q35)



Source: 2018 WSU Transportation and Parking Survey.

Table 44. Percent reporting their change in use of the transit system for specific types of improvements, rank ordered on student rating of “Definitely Increase”. (Q35)

	Undergrad Grad Prof Students			Faculty/ Staff			Total	X2	df	Pvalue
	Remain the same	Probably increase	Definitely increase	Remain the same	Probably increase	Definitely increase				
Have more buses operate during peak commute times (Q35E)	26.3	24.8	38.9	50.2	31.0	18.9	2232	160.7	2	<.0001
Have buses run along routes more frequently (Q35A)	28.9	40.1	31.0	51.3	32.9	15.8	2252	131.8	2	<.0001
Put more buses on the busiest routes (Q35D)	29.5	34.4	36.1	54.9	29.9	15.2	2241	180.0	2	<.0001
Extend the hours that buses operate (Q35B)	33.0	35.3	31.7	57.8	26.7	15.5	2239	148.7	2	<.0001
Offer an on-campus shuttle (Q35C)	41.4	24.0	25.6	55.9	27.7	16.4	2238	50.8	2	<.0001

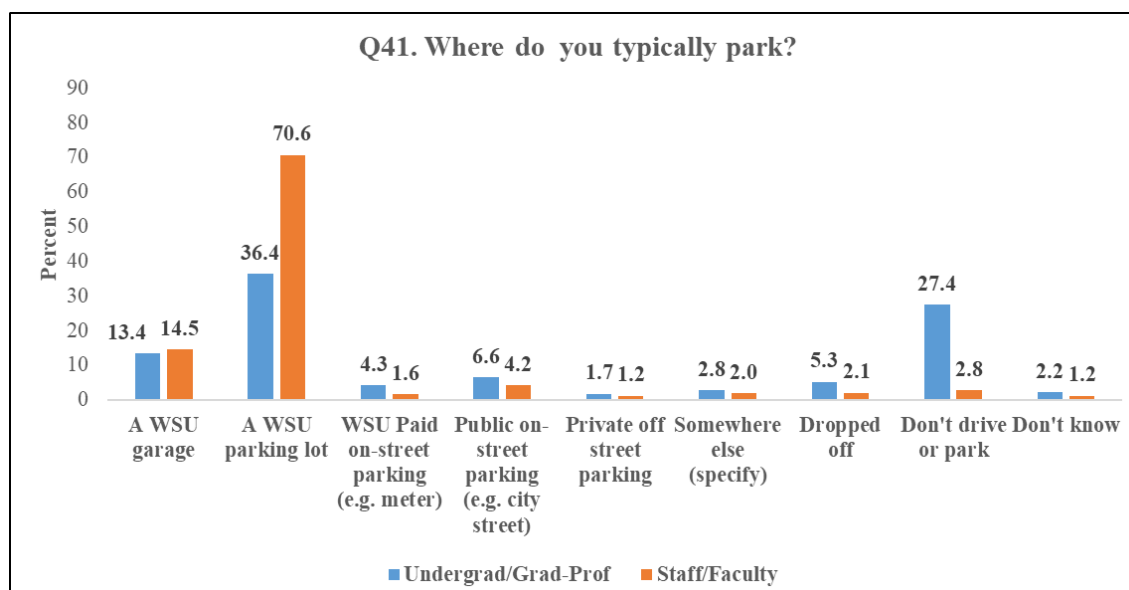
Source: 2018 WSU Transportation and Parking Survey.

(2016 Q37, Q38, Q39 removed for 2018)

When asked about, “What are the two nearest cross streets to where you live in Pullman”, as shown in Figure 43, 51.2% of respondents indicated a cross street. 1,349 of 2,800 (48.2%) respondents did not indicate any cross streets. Of those not indicating a cross street in Pullman, 847 checked an alternative situation check box. Of those indicating an alternative situation, 24.8% lived on campus, 56.3% live outside Pullman, and 18.9% reported “don’t know”. 502 were missing responses. The cross streets are summarized in Appendix A.

Student respondents were significantly different from faculty/staff where they typically park on campus (Table 45). Figure 44 shows that the majority of faculty/staff, 70.6%, park in a WSU parking lot whereas just more than a third, 36.4% of students use this option. For students, just less than a third, 27.4%, don't drive or park on campus. For faculty/ staff the next most frequent parking is a WSU garage at 14.5%. Approximately 13.4% of students park in a WSU garage.

Figure 44. Typical Choice of Parking. (Q38)



Source: 2018 WSU Transportation and Parking Survey.

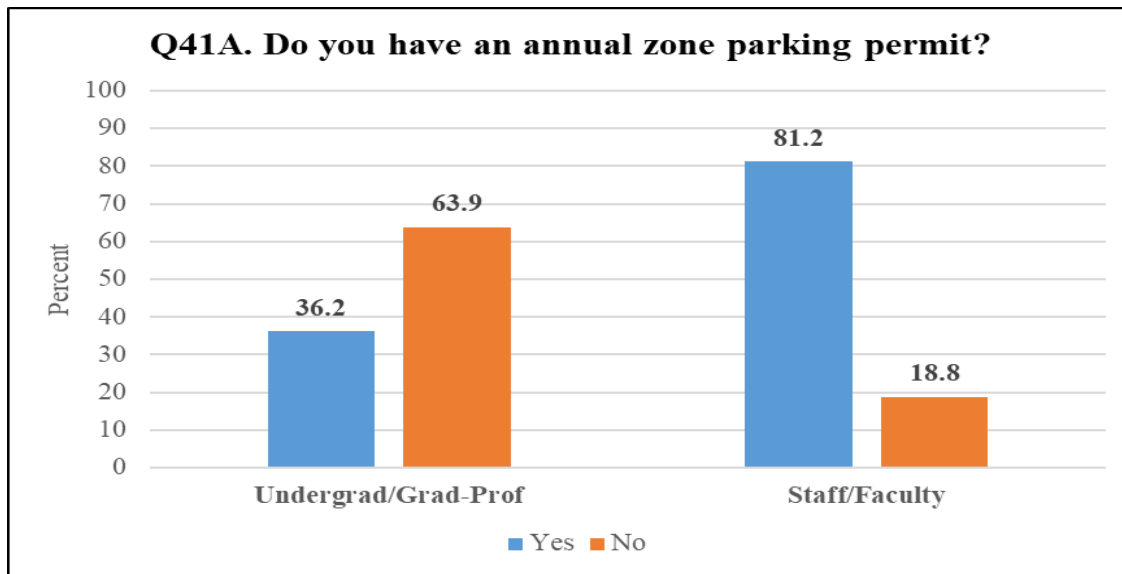
Table 45. Percent of student and faculty/staff indicating where they typically park. (Q41)

	Undergrad/ Grad-Prof	Staff/ Faculty	Total Number	X ²	df	PValue
A WSU garage	13.41	14.51				
A WSU parking lot	36.36	70.61				
WSU Paid on-street parking (e.g. meter)	4.26	1.60				
Public on-street parking (e.g. city street)	6.55	4.19				
Private off street parking	1.74	1.16				
Somewhere else (specify)	2.76	1.96				
Dropped off	5.28	2.05				
Don't drive or park	27.44	2.76				
Don't know	2.21	1.16				
Column percent	100.0	100.0				
Total Number	1268	1123	2391	406.1	8	<.0001

Source: 2018 WSU Transportation and Parking Survey.

All respondents were asked whether they have an annual zone parking permit (Figure 45 and Table 46). Students were significantly different from faculty/staff with their estimated frequency of use of zone parking permits with 36.2% of students and 81.2% of faculty/staff affirmative for permits.

Figure 45. Estimated On-campus shuttle usage. (Q39)



Source: 2018 WSU Transportation and Parking Survey.

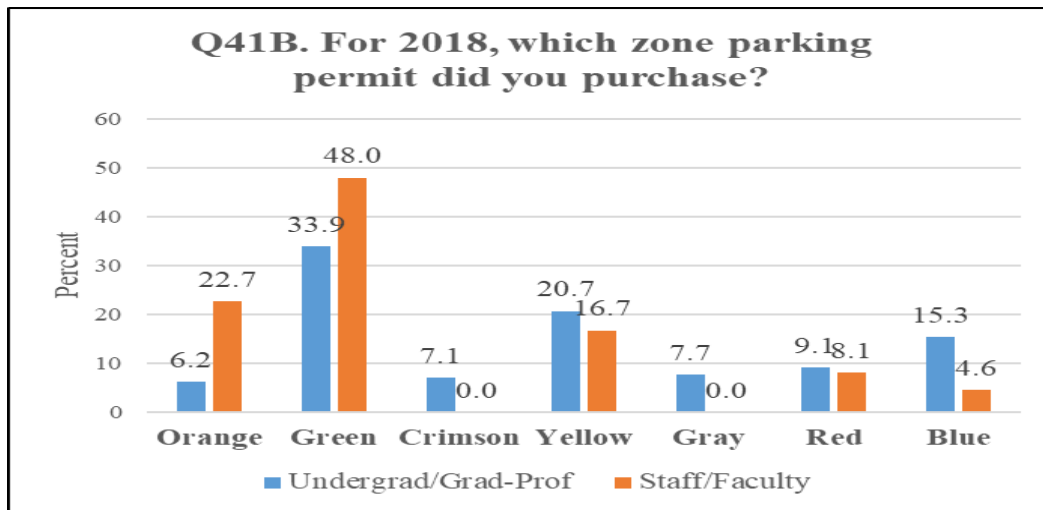
Table 46. Percent of students and faculty/staff reporting use of annual zone parking permit. (Q41a)

	Undergrad/ Grad- Prof Students	Staff/Faculty	Total	X ²	df	Pvalue
Yes	36.2	81.2				
No	63.8	18.8				
Column Total	100	100				
Number Total	946	1103	2049	432.8	1	<.0001

Source: 2018 WSU Transportation and Parking Survey.

One interest in this study, is to evaluate parking changes. Just about 1,238 respondents or 60.4% report using zone parking permits (Table 47). One area of pressure for transportation services is providing sufficient parking to meet user demand. Approximately 4 of 10 respondents, 44.1% or 543 indicated they purchase green zone permits and this is the most frequent zone demand. Figure 46 displays the frequency of respondent reported zone permits. For those with purchased permits, more than half, 56.7% of students and 72.7% of faculty/staff indicate it takes one to two minutes to find a parking space in their permit zone (Figure 47). Students and faculty/staff indicate it takes an average of 8.4 minutes and 5.6 minutes, respectively, to walk to their final destination.

Figure 46. Zone parking permit purchase. (Q41B)



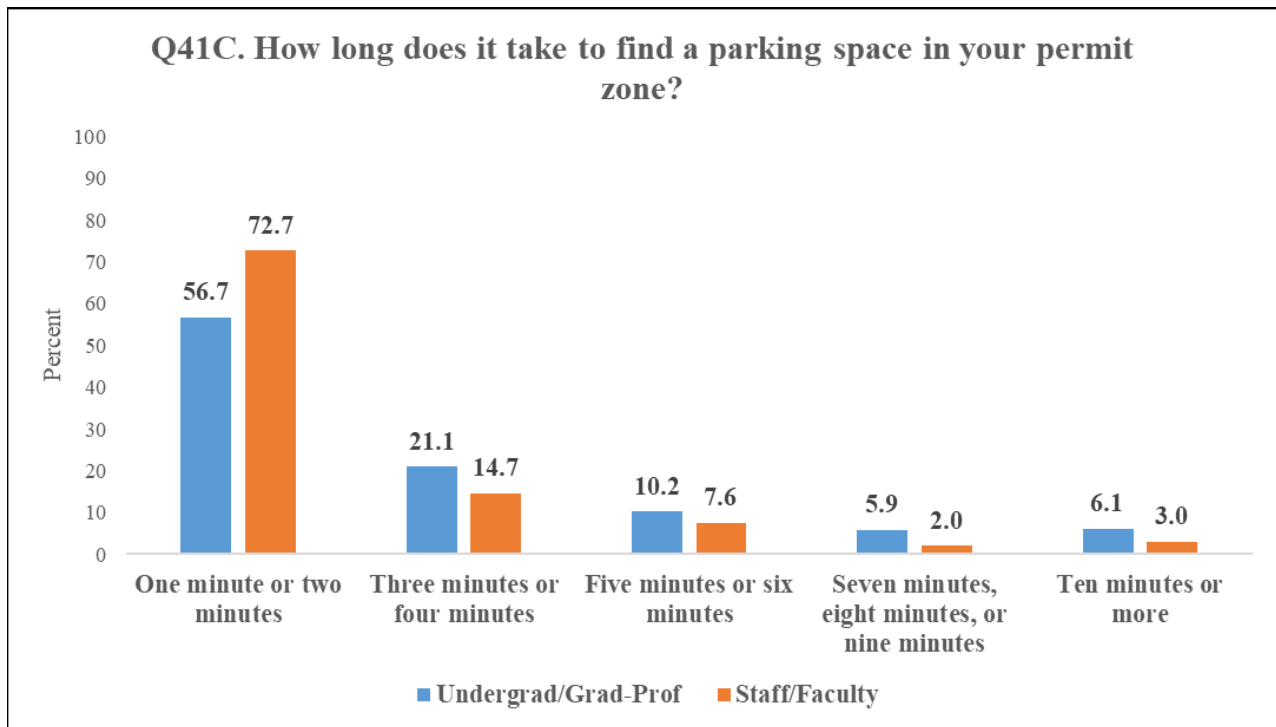
Source: 2018 WSU Transportation and Parking Survey.

Table 47. Percent frequency of annual zone permits on Pullman Campus (Q41B new)

	Undergrad/ Grad-Prof	Staff/ Faculty	Total	X ²	df	Pvalue
Orange	6.2	22.7				
Green	33.9	48.0				
Crimson	7.1	0.0				
Yellow	20.7	16.7				
Gray	7.7	0.0				
Red	9.1	8.1				
Blue	15.3	4.6				
Total Column Percent	100	100				
Total Number	339	892	1231	219.3	6	<.0001

Source: 2018 WSU Transportation and Parking Survey.

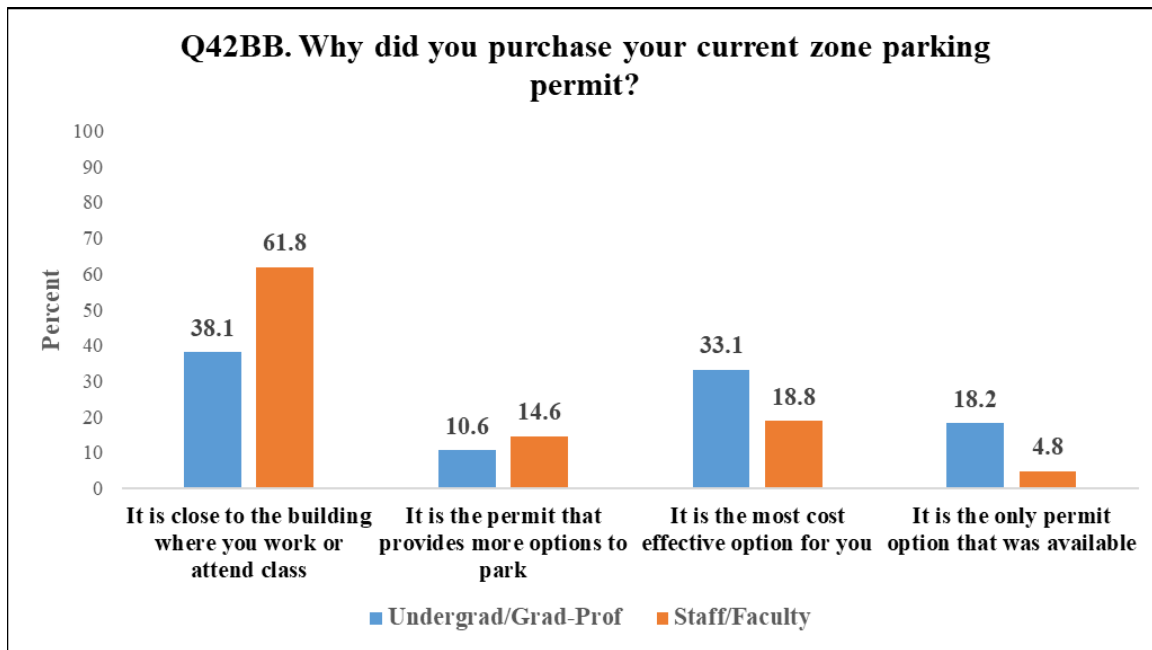
Figure 47. Length of time to find a parking space in permit zone. (Q41C)



Source: 2018 WSU Transportation and Parking Survey.

Respondents were asked the reasons why they purchased their current Zone parking permit. The reasons are shown in Figure 48 and Table 48. The most predominant reason selected was “it is close to the building where you work or attend class with 38.1% of students and 61.8% of faculty/staff reporting this reason. The most important reason for 33.1% of students and 18.8% of faculty/satff was “it is the most cost effective option for you”. Table 48 provides responses for all reasons, and shows that students were significantly different than faculty/staff for reason why they purchase their current zone permit (X^2 101.9 and PValue <.0001).

Figure 48. Reasons for purchasing zone parking permit. (Q42BB new)



Source: 2018 WSU Transportation and Parking Survey.

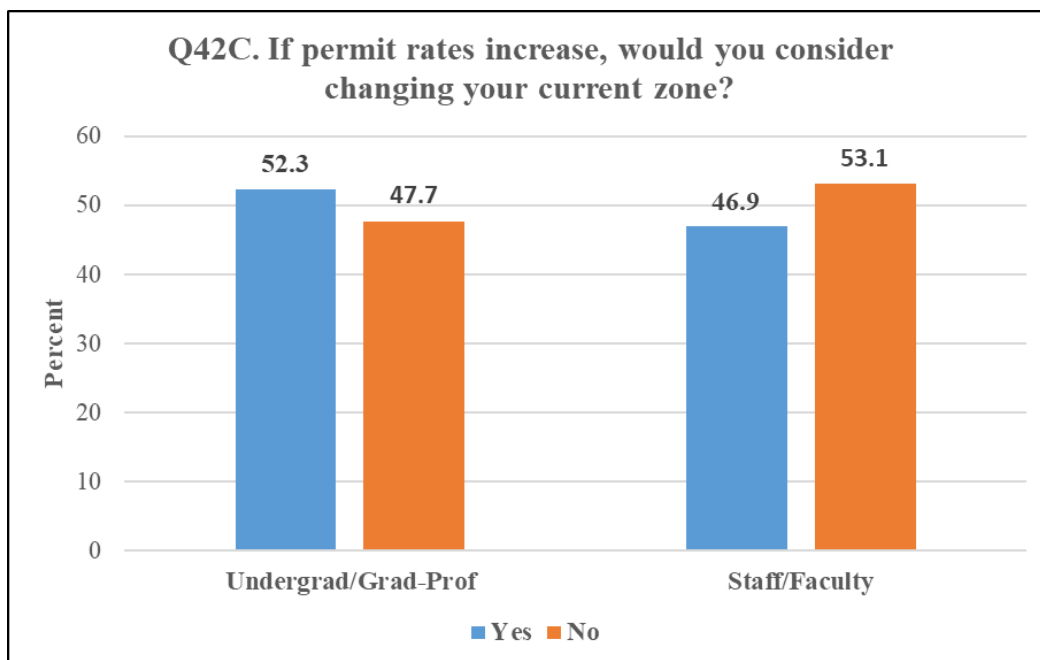
Table 48. Percent reporting reasons for purchasing their current zone parking permit. (Q42BB)

Reasons	Undergrad/ Grad-Prof	Staff/ Faculty	Total	X ²	df	Pvalue
It is close to the building where you work or attend class	38.1	61.8				
It is the permit that provides more options to park	10.6	14.6				
It is the most cost effective option for you	33.1	18.8				
It is the only permit option that was available	18.2	4.8				
Total column percent	100.0	100.0				
Total Number	341.0	890.0	1231.0	101.9	3	<.0001

Source: 2018 WSU Transportation and Parking Survey.

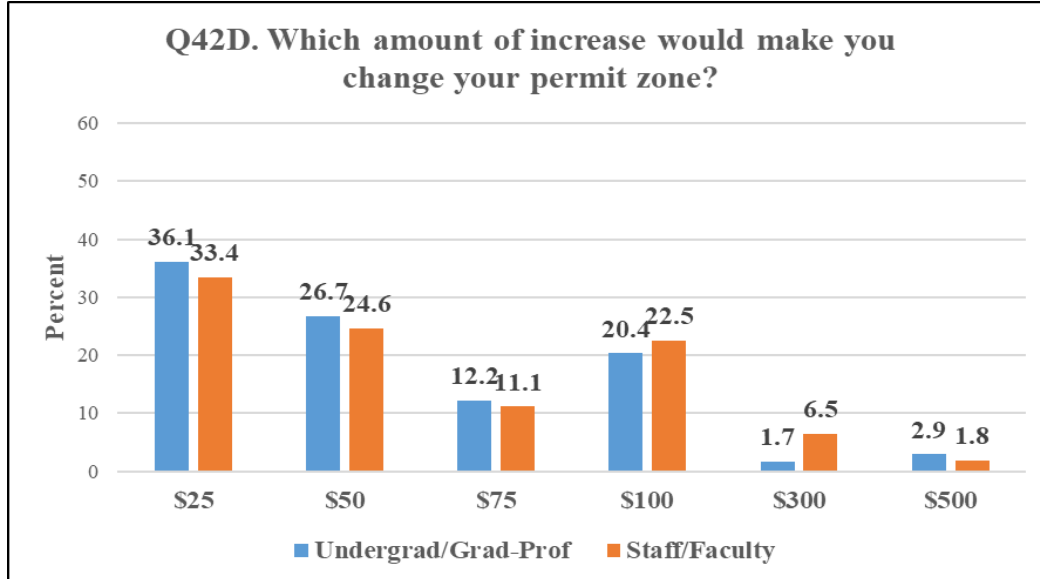
Respondents were asked in 2018, if parking permit rates increased would they consider changing their current permit zone. Figure 49 (Q42C) displays 52.3% of students and 46.9% of faculty/staff indicating affirmatively, “Yes”. Students and faculty/staff were not statistically different in this response (X^2 2.95, 1 df, PValue 0.0866). Respondents were asked “Which amount of an increase for your current zone parking permit would make you consider changing your permit zone?” Respondents selected from 6 offered amounts of increase (\$25, \$50, \$75, \$100, \$500). As shown in Figure 50 (Q42D) and Table 49, a \$25 increase in permit price is the amount that the largest frequency of respondents report that would motivate them to change their current parking zone. For all respondents, more than 70% indicate that a \$75 or less permit price increase would make them change their current zone. Students and faculty/staff are not significantly different in their responses to permit price increases and follow a similar trend of responses across rate changes. For just more than a quarter of all responding to the question (29%) it would take \$100 or greater increase in zone permit price for them to consider changing permit zones. Students were significantly more likely (X^2 57.5, $P < .0001$) than faculty/staff to respond affirmatively to consideration of not driving to campus if permit rates increase, 46.1% compared to 23.8%, respectively (Figure 51 (Q42E)). Students are significantly different (X^2 13.74, $P .0174$) than faculty/staff in the reported amount of increase (in parking permit cost) that would make them not drive to campus. For students the most frequent reported amount of increase that would make them not drive to campus was \$25 (Table 50 (Q42F)). For faculty/staff the most frequent reported amount of increase that would make them not drive to campus was \$100 (Table 49 (Q42F))

Figure 49. Percent considering changing their current zone if permit rates were to increase. (Q42C)



Source: 2018 WSU Transportation and Parking Survey.

Figure 50. Percent of students and faculty/staff reporting that \$dollar amount would make them change current permit zone. (Q42D)



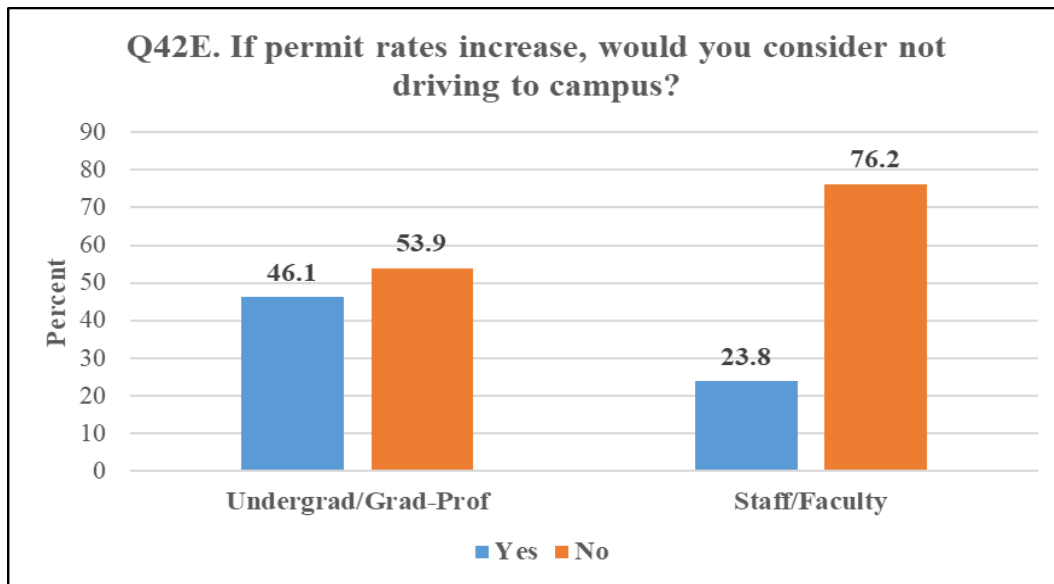
Source: 2018 WSU Transportation and Parking Survey.

Table 48. Percent of respondents reporting price (\$) amount that would make them consider changing their current zone parking permit. (Q42D)

Permit Price increase for zone	Undergrad/ Grad-Prof	Staff/ Faculty	Total	X ²	df	Pvalue
\$25	36.1	33.4				
\$50	26.7	24.6				
\$75	12.2	11.1				
\$100	20.4	22.5				
\$300	1.7	6.5				
\$500	2.9	1.8				
Total column percent	100.0	100.0				
Total Number	172	386	558	6.8	5	.2355

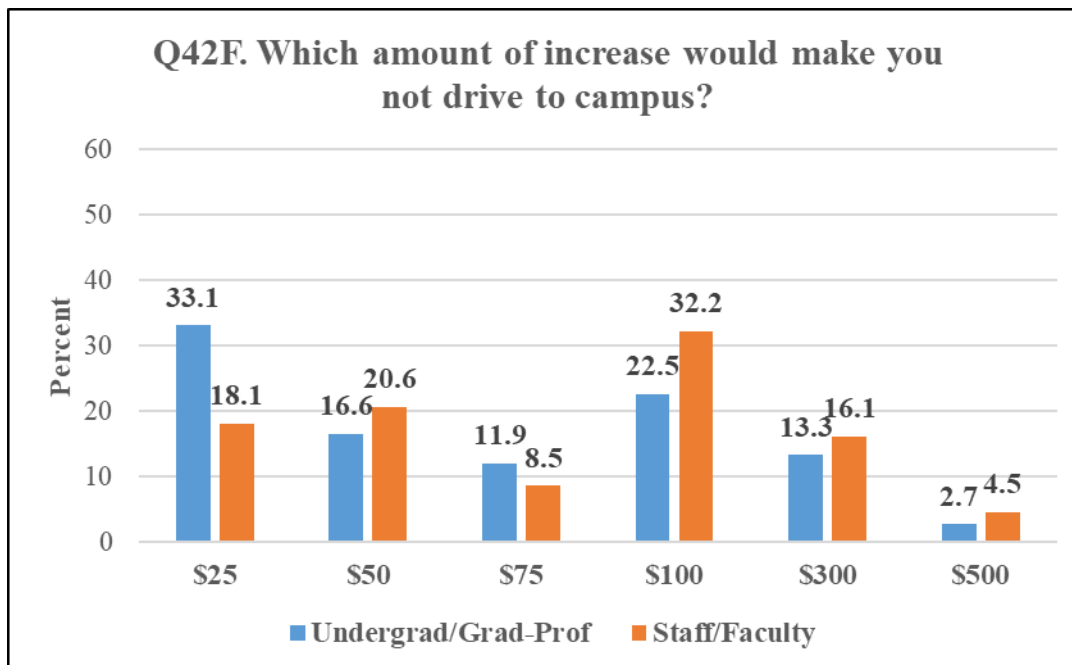
Source: 2018 WSU Transportation and Parking Survey.

Figure 51. Percent reporting consideration for not driving to campus. (Q42E)



Source: 2018 WSU Transportation and Parking Survey.

Figure 52. Percent reporting whether amounts of increase in parking zone permit would make them not drive to campus (Q42F).



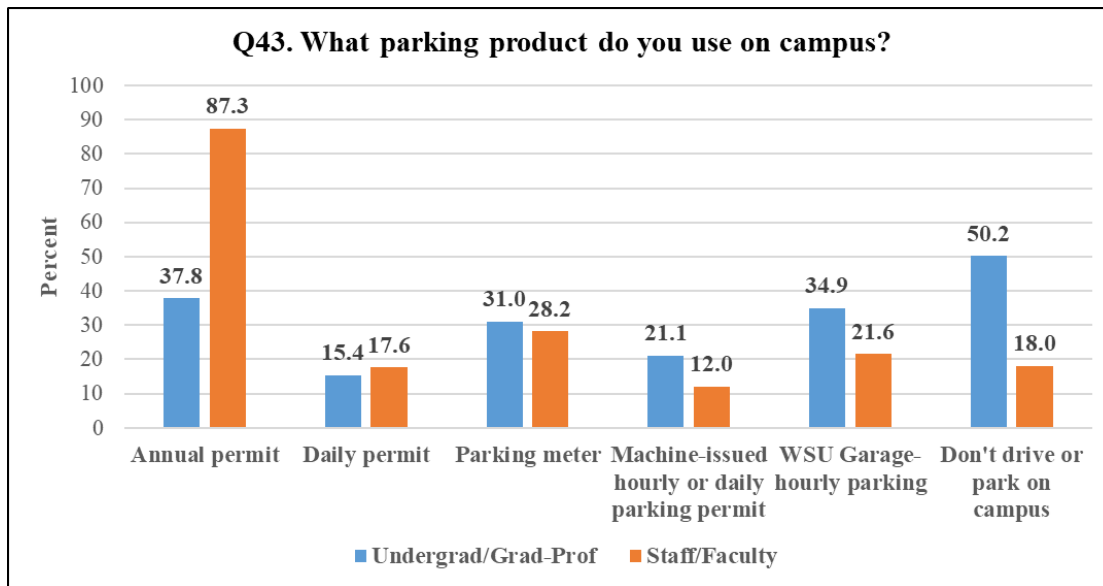
Source: 2018 WSU Transportation and Parking Survey.

Table 50. Percent of respondents reporting price (\$) increase amount that would make them not drive to campus. (Q42F)

Permit Price increase for zone	Undergrad/ Grad-Prof	Staff/ Faculty	Total	X²	df	Pvalue
\$25	33.1	18.1				
\$50	16.6	20.6				
\$75	11.9	8.5				
\$100	22.5	32.2				
\$300	13.3	16.1				
\$500	2.7	4.5				
Total column percent	100.0	100.0				
Total Number	151	199	350	13.7	5	.0174

Source: 2018 WSU Transportation and Parking Survey.

Figure 53. Frequency of parking products used on campus. (Q43)



Source: 2018 WSU Transportation and Parking Survey.

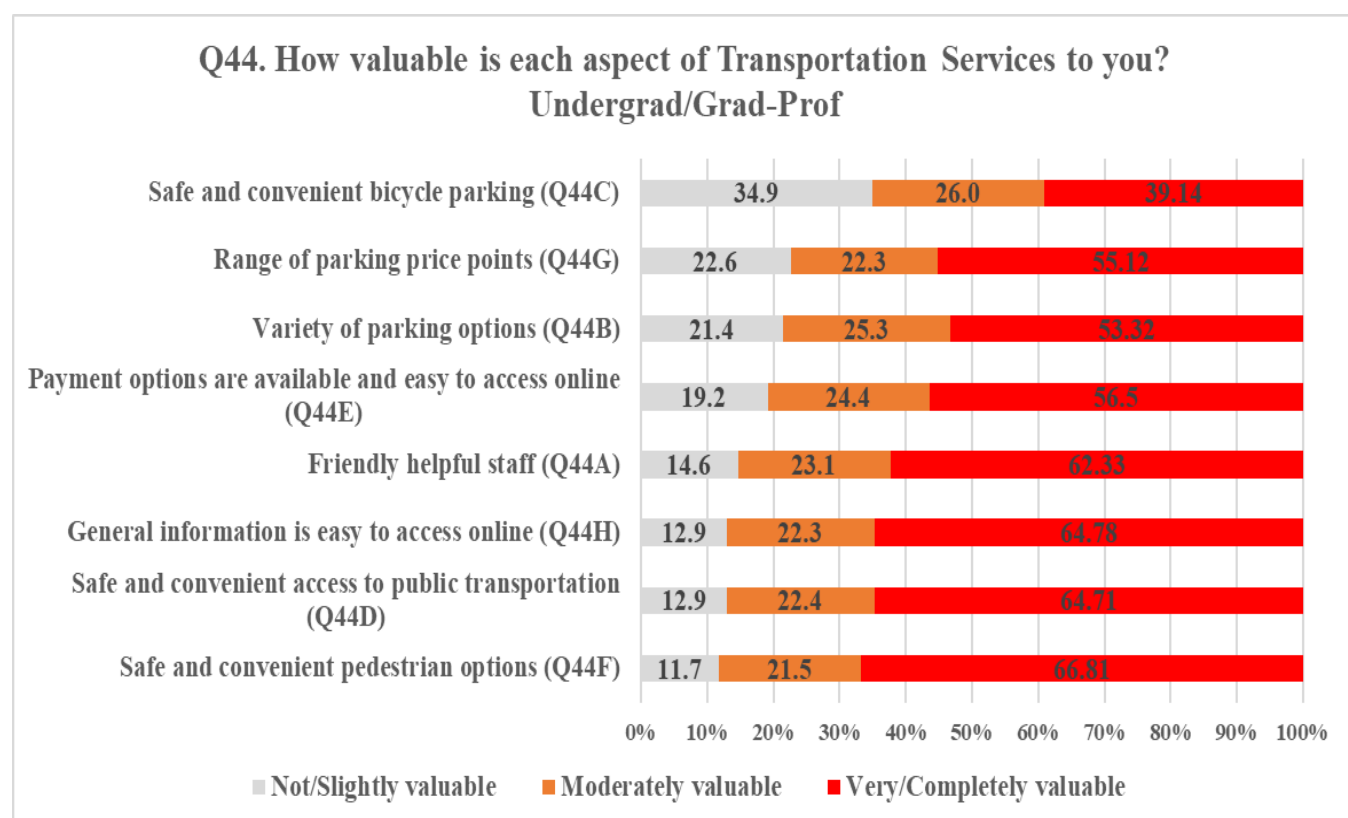
Table 51. Percent reporting parking products used. (Q43)

Parking Products:	Undergrad/ Grad-Prof Students		Staff/ Faculty		Total All	X²	df	Pvalue
	Number	%	Number	%	Number			
Annual permit	1019	37.8	1026	87.3	2045	536.3	1	<.0001
Daily permit	937	15.4	649	17.6	1586	1.4	1	0.2451
Parking meter	945	31.0	660	28.2	1605	1.5	1	0.2238
Machine-issued hourly or daily parking permit	921	21.1	618	12.0	1539	21.3	1	<.0001
WSU Garage-hourly parking	941	34.9	640	21.6	1581	32.4	1	<.0001
Don't drive or park on campus	1025	50.2	483	18.0	1508	141.4	1	<.0001

Source: 2018 WSU Transportation and Parking Survey.

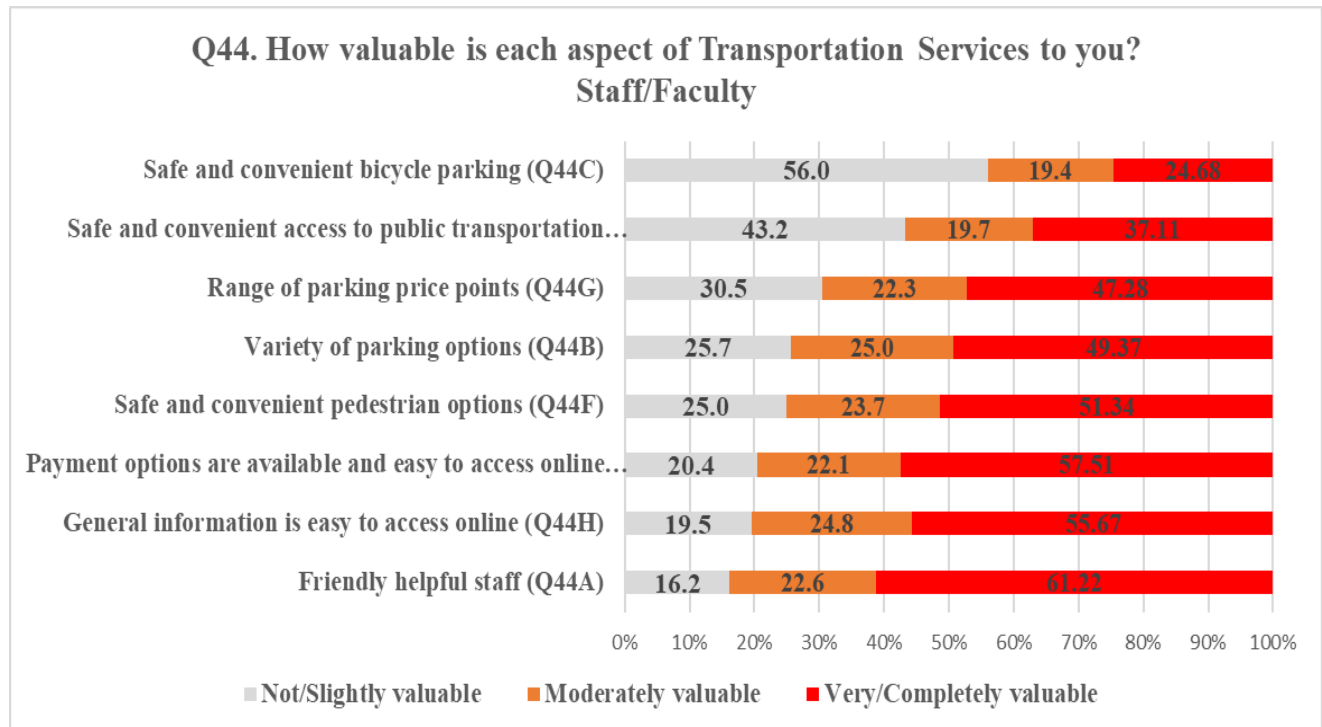
Students and faculty/staff were asked how valuable various aspects of transportation services were to them. Table 52 (Q44A-Q44H), Figure 54, and Figure 55 show the ordered ratings of services for students and faculty/staff. The aspects of service were ordered based on the highest rating of “Very/Completely Valuable” for students. The most “Very/Completely Valuable” rated services by students were: “Safe and convenient pedestrian options” (66.8%), “Safe and convenient access to public transportation” (64.7%), and “General information is easy to access online” (64.8%). Faculty/staff, while similar, are significantly different in their ratings with the most “Very/Completely Valuable” rated services options were: “Friendly helpful staff (61.2%); “General information is easy to access online” (57.5%) and “Payment options are available and easy to access on-line” (57.5%). Table 52 displays a side-by-side item “Very/Completely Valuable” comparison for students and faculty/staff on ordered ratings of the value of transportation services. Students and faculty/staff are significantly different on five of services (PValue \leq .05).

Figure 54. Percent of Undergrad/ Grad-Prof students reporting value of aspects of Transportation Services. (Q44A-Q44H)



Source: 2018 WSU Transportation and Parking Survey.

Figure 55. Percent of faculty/staff reporting value of aspects of Transportation Services. (Q44A-Q44H).



Source: 2018 WSU Transportation and Parking Survey.

Table 52. Percent rating the value of various aspects of Transportation Services for the Pullman campus (Q44A-Q44G)

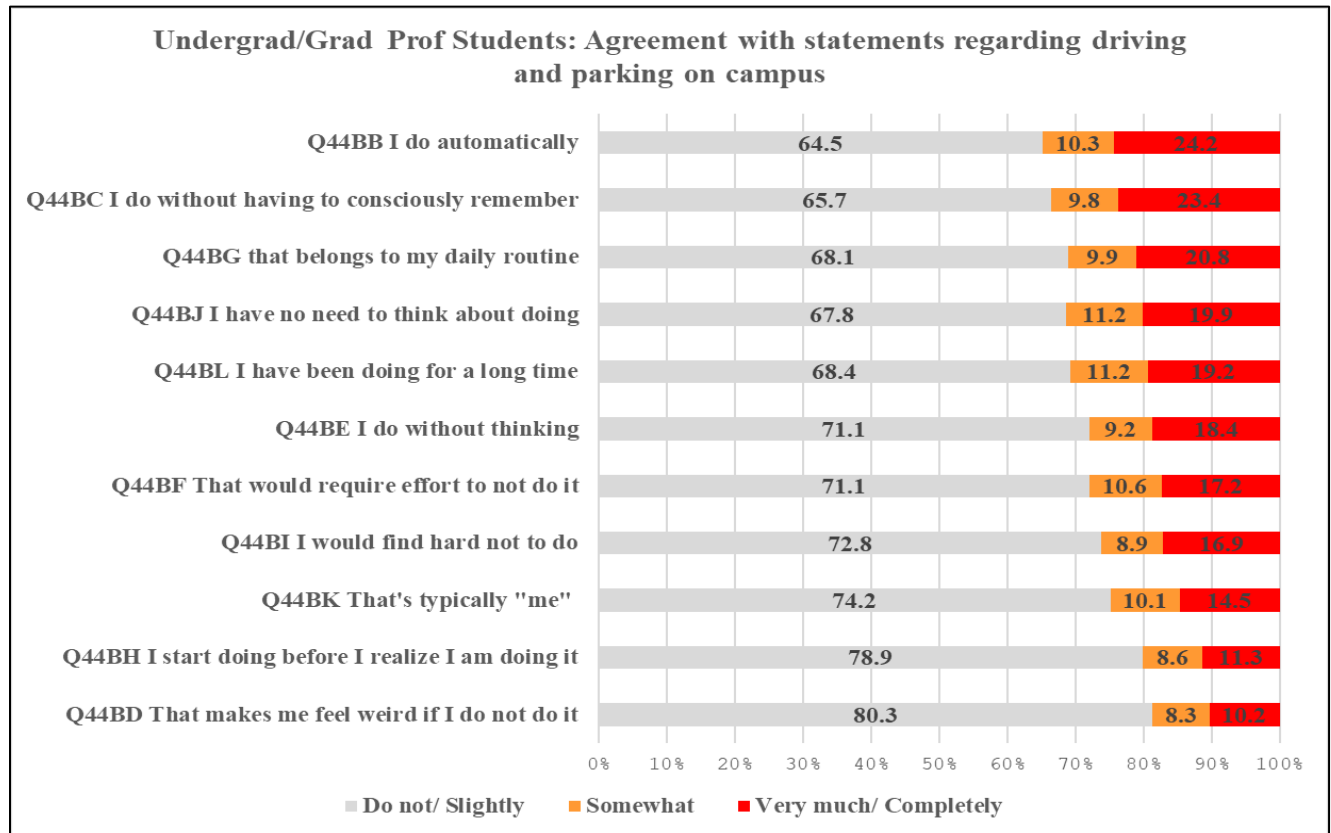
Undergrad/Grad-Prof Students					Faculty/Staff						
Aspects of Transportation Services	Valuable			No.	Valuable				X ²	df	Pvalue
	Not/ Slightly	Moderately	Very/ Completely		Not/ Slightly	Moderately	Very/ Completely	No.			
Safe and convenient pedestrian options (Q44F)	11.7	21.5	66.8	1181	24.98	23.68	51.3	1005	89.2	4	<.0001
General information is easy to access online (Q44H)	12.9	22.3	64.8	1167	19.51	24.83	55.7	1015	29.8	4	<.0001
Safe and convenient access to public transportation (Q44D)	12.9	22.4	64.7	1176	43.18	19.7	37.1	1005	278.9	4	<.0001
Friendly helpful staff (Q44A)	14.6	23.1	62.3	1184	16.15	22.63	61.2	1034	5.17	4	0.2699
Payment options are available and easy to access online (Q44E)	19.2	24.4	56.5	1170	20.36	22.13	57.5	1012	2.9	4	0.5785
Range of parking price points (Q44G)	22.6	22.3	55.1	1172	30.46	22.26	47.3	1011	26.4	4	<.0001
Variety of parking options (Q44B)	21.4	25.3	53.3	1174	25.65	24.98	49.4	1033	8.2	4	0.0814
Safe and convenient bicycle parking (Q44C)	34.9	26.0	39.1	1165	55.97	19.35	24.7	1013	139.7	4	<.0001

Source: 2018 WSU Transportation and Parking Survey.

Agreement with descriptions of behaviors that resemble habits

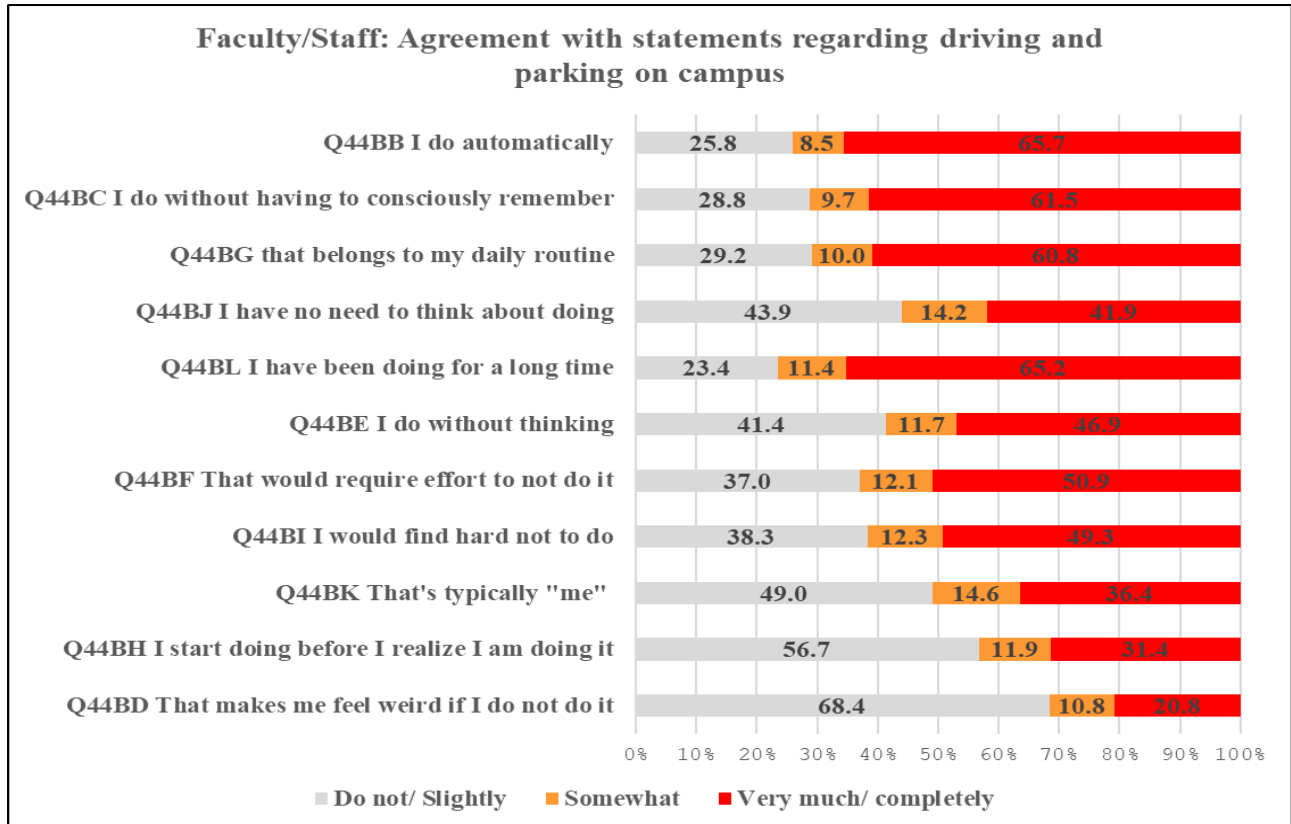
Respondents were asked their agreement with statements regarding perceptions of their behaviors related to driving and parking on campus (Table 53, Figure 56, and Figure 57). For students the leading statements most frequently “Very much/Completely Agree were: 1) “driving and parking on campus is something...I do automatically” (24.2%), 2) “driving and parking on campus is something... I do without having to consciously remember’ (23.4%, and 3) “driving and parking on campus is something... that belongs to my daily routine” (20.8%). Faculty and staff are significantly different from students, however, their responses follow a similar pattern of response but with larger proportions (greater than 60%) having a greater extent of agreement with: 1) “driving and parking on campus is something...I do automatically” (65.7%), 2) “driving and parking on campus is something... I have been doing for a long time” (65.2%), and 3) “driving and parking on campus is something...that belongs to my daily routine’ (60.8%). Responses to these questions related to parking and driving on campus suggest that for some it is routine verging on habitual, and the results show some of these habitual aspects of behavior were more pronounced for faculty/staff.

Figure 56. Extent of undergraduate and graduate/professional student agreement with behaviors. (Q44Ba-Q44BL)



2018 WSU Transportation and Parking Survey.

Figure 57. Extent of faculty/staff agreement with behaviors. (Q44Ba-Q44BL)



2018 WSU Transportation and Parking Survey.

Table 52. Percentage reporting extent of agreement with statements about behaviors and perceptions of habit regarding driving and parking on Pullman campus. (Q44BA-Q44BL)

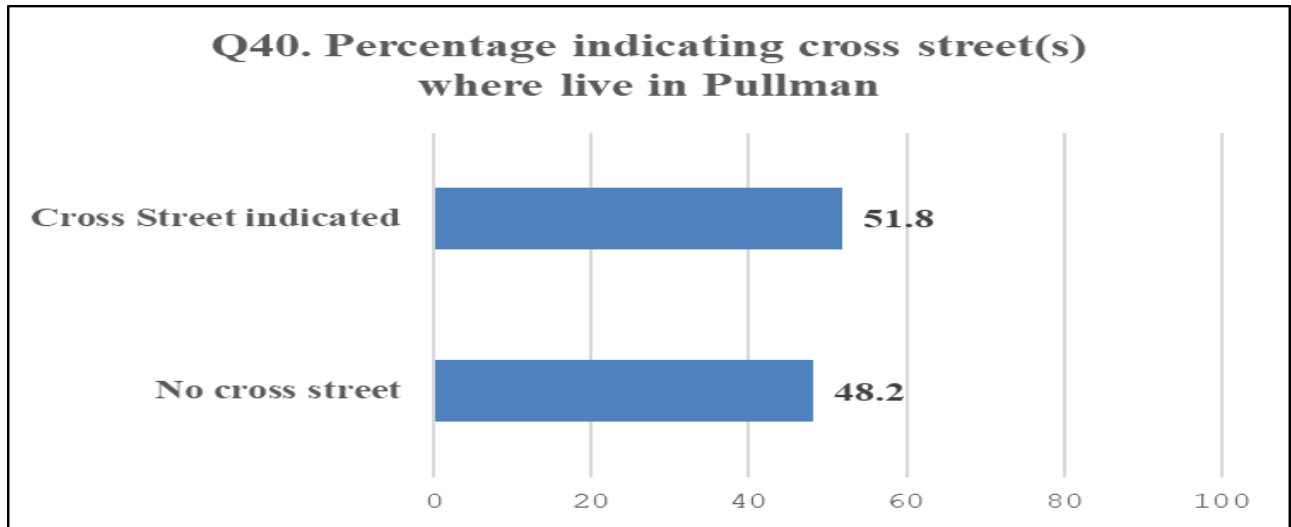
Extent of Agreement											
Driving and parking on campus is something....	Undergrad/ Grad-prof					Faculty/Staff					Total Number
	Number	Do not/ Slightly	Somewhat	Very much/ Completely	Not appl.	Number	Do not/ Slightly	Somewhat	Very much/ Completely	Not appl.	
Q44BB I do automatically	1142	64.5	10.3	24.2	1.1	1014	25.8	8.5	65.7	0.0	2156
Q44BC I do without having to consciously remember	1133	65.7	9.8	23.4	1.2	1000	28.8	9.7	61.5	0.0	2133
Q44BG that belongs to my daily routine	1128	68.1	9.9	20.8	1.2	988	29.2	10.0	60.8	0.0	2116
Q44BJ I have no need to think about doing	1112	67.8	11.2	19.9	1.2	954	43.9	14.2	41.9	0.0	2066
Q44BL I have been doing for a long time	1117	68.4	11.2	19.2	1.3	978	23.4	11.4	65.2	0.0	2095
Q44BE I do without thinking	1129	71.1	9.2	18.4	1.2	978	41.4	11.7	46.9	0.0	2107
Q44BF That would require effort to not do it	1119	71.1	10.6	17.2	1.2	976	37.0	12.1	50.9	0.0	2095
Q44BI I would find hard not to do	1123	72.8	8.9	16.9	1.3	965	38.3	12.3	49.3	0.0	2088
Q44BK That's typically "me"	1112	74.2	10.1	14.5	1.3	955	49.0	14.6	36.4	0.0	2067
Q44BH I start doing before I realize I am doing it	1116	78.9	8.6	11.3	1.2	957	56.7	11.9	31.4	0.0	2073
Q44BD That makes me feel weird if I do not do it	1126	80.3	8.3	10.2	1.2	966	68.4	10.8	20.8	0.0	2092

2018 WSU Transportation and Parking Survey

Appendix A. Respondent Reported Cross Streets Summary

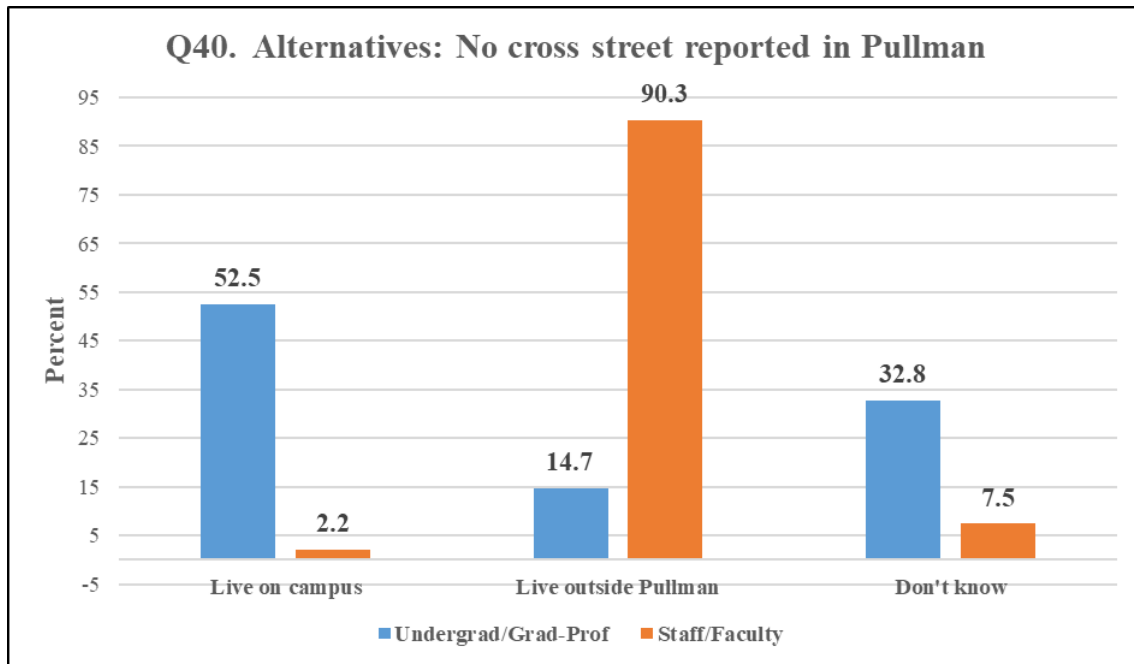
The percentage of respondents indicating whether they had a cross street where they live in Pullman is shown in Figure A1, slightly more than half of all respondents indicated any cross street(s). If respondents did not report a cross street (n=1349 or 48.2%) , they were given the opportunity to indicate their situation as “Live on campus”, “Live outside of Pullman”, or “Don’t know” and this is shown in Figure A2.

Figure A1. Percentage of respondents indicating cross streets.



Source: 2018 WSU Transportation and Parking Survey.

Figure A2. Alternatives: No cross streets reported in Pullman.



Source: 2018 WSU Transportation and Parking Survey.

Respondents were asked to indicate the two nearest cross streets to where they live in Pullman. Just more than half of respondents reported at least one cross street. All reported streets were aggregated across street one and street two. Figure A3. Displays this combined response and shows the most frequently reported street names. Seventeen named streets account for slightly more than half (50.8%) of all responses for cross streets.

Figure A3. Percentage of most frequently reported “nearest cross-streets” to where respondent lives in Pullman.

```
..... Descending frequency order where x street not missing
..... Street A and Street B combined into Street ALL for an overall street frequency
..... The FREQ Procedure
```

street ALL	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Terra View Dr	250	8.93	250	8.93
Norman Dr	203	7.25	453	16.18
Valley Rd	168	6.00	621	22.18
Stadium Way	155	5.54	776	27.71
Grand Ave	94	3.36	870	31.07
Brandi Way	91	3.25	961	34.32
Main St	65	2.32	1026	36.64
Crestview St	59	2.11	1085	38.75
Larry St	49	1.75	1134	40.50
State St	46	1.64	1180	42.14
Spring St	42	1.50	1222	43.64
Center St	40	1.43	1262	45.07
Westwood Dr	37	1.32	1299	46.39
Golden Hills Dr	33	1.18	1332	47.57
B St	32	1.14	1364	48.71
Bishop Blvd	29	1.04	1393	49.75
Turner Dr	29	1.04	1422	50.79

Source: 2018 WSU Transportation and Parking Survey.