Appendix A
Employee Survey Results

The written employee survey was completed in June, 1998 by employees within the downtown study area. A total of 2010 surveys were mailed to 24 employers in the downtown study area. Employers distributed and collected the surveys. We received 449 surveys for processing yielding a response of 22.3%. An additional 92 forms were received after processing, and are not included in this summary.

Geographically, the distribution and return was this:

Area	# Surveys Distributed	# Surveys Received & Processed
Core	1280	328
Loft District	40	10
Other West of Tucker	470	28
Riverfront	220	83
Total	2010	449

Key findings include:

- Mode of travel is similar to the downtown as a whole:

Mode	% of Employees
Drove Alone	66%
MetroLink	15%
Carpool or Vanpool	7%
Bus	7%
Dropped Off	4%
Walk/Bike	1%
Total	100%

MetroLink usage among responding employees is higher than the 9% for all of downtown and may reflect responses from work sites proximate to the MetroLink line.

- An average car occupancy of 1.15 persons for the drive to work.
- Employees walk an average of only 1 block from transit or parking to their work site. Only 10% walk more than 3 blocks.
- Employees pay an average of $3 per day to park.
- Free parking was provided to 39% of workers by their employers.
- Only 15% of employees have a transit pass. Of those employees with a pass, less than half (46%) have a reduced-price pass.
- Only about 25% of employees make a mid-day trip for either personal or work reasons. Most walk or drive when making mid-day trips. The bus was the least used mode for mid-day trips.

- Employees travel 16 miles on average from home to work. Trip time averages 30 minutes, for an average travel speed of 31 miles per hour. This performance closely matches national averages for journeys to work. Little difference (about 2 minutes) was evident in average morning and afternoon commute times, indicative of a reliable transportation system with minimal (or at least consistent levels of) congestion.
- Employees were positive about downtown with typically 60-70% agreeing that downtown is walkable, safe, and a good place for locating businesses, shops, housing and entertainment. They were split over whether downtown is attractive and well maintained.
- The overall profile of employees is this:
  - 54% are married
  - A majority (56%) have children at home, with an average of 1.93 children.
  - Average age of employees is 40 years.
  - 64% of respondents were female.

FINDINGS

Table 1.

How did you get to work today?		
Mode	Responses	%
Drove Alone	296	66.07%
MetroLink	66	14.73%
Rode with Others	34	7.59%
Bus	31	6.92%
Dropped Off	18	4.02%
Walked	2	0.45%
Other	1	0.22%
Total	448	100.00%

A number of respondents indicated that they used multiple modes to reach downtown. We have listed only the final mode as the means of entering downtown.

Table 1A.

Average Vehicle Occupancy for Employees driving to work		
Number of Persons/Vehicle	Vehicles	Persons
1	296	296
2	28	56
3	3	9
4	2	8
9	1	9
Total	330	378
Average # Persons/Vehicle =		1.15

Table 2.

How far did you walk to enter your building?		
Distance	Responses	%
Parked in Building	98	22.22%
Less than one block	174	39.46%
One block	51	11.56%
Two blocks	52	11.79%
Three blocks	20	4.54%
More than three blocks	46	10.43%
Total	441	100.00%

The average distance walked is 1.02 blocks per person.

Table 3.

If you drove, where did you park?		
Location	Responses	%
Garage	193	56.43%
Off-Street lot	142	41.52%
Free On-Street	6	1.75%
Metered On-Street	1	0.29%
Total	342	100.00%

Table 4.

If you drove. how did you pay?		
Payment Status	Responses	%
I pay full cost	194	56.40%
My employer pays full cost	135	39.24%
I found free parking	11	3.20%
I split the cost with my employer	4	1.16%
Total	344	100.00%

The average daily price paid for parking was $3.07.

Table 5.

Do you have special transportation needs based on a physical impairment?		
Answer	Responses	%
No	435	99.32%
Yes	3	0.68%
Total	438	100.00%

Table 6.

Do you have a transit pass?		
Answer	Responses	%
No	375	85.23%
Yes	65	14.77%
Total	440	100.00%

If yes, is it a reduced-price pass?		
Answer	Responses	%
No	19	32.76%
Yes	39	67.24%
Total	58	100.00%

It appears that just over two-thirds (68.2%) of transit riders have a transit pass. However, less than half (45.9%) of transit riders have a reduced-price pass. Overall, about one in ten commuters has a reduced-price transit pass.

Table 7A.1

How many personal trips do you make outside of the office during the workday?		
Number of Trips	Responses	%
Almost None	318	74.65%
One	82	19.25%
Two	17	3.99%
Three	5	1.17%
More than three	4	0.94%
Total	426	100.00%

Table 7A.2

How many work-related trips do you make outside of the office during the workday?		
Number of Trips	Responses	%
Almost None	329	77.23%
One	48	11.27%
Two	16	3.76%
Three	3	0.70%
More than three	8	1.88%
Total	404	94.84%

Table 7B.1.

Mode of Travel for Personal Trips		
Mode	Responses	%
Walk	255	62.20%
Drive	97	23.66%
MetroLink	47	11.46%
Bus	11	2.68%
Total	410	100.00%

Many respondents entered multiple modes; we have grouped responses by the highest-level mode. Walking predominates while the bus seems to serve few personal trip needs downtown.

Table 7B.2.

Mode of Travel for Work-Related Trips		
Mode	Responses	%
Walk	153	37.32%
Drive	146	35.61%
MetroLink	15	3.66%
Bus	17	4.15%

Total	331	80.73%

Walking and driving are nearly equal in meeting work-related, midday trip needs. Transit carries few of these trips, perhaps because of business schedule requirements and longer travel distances which put transit at a disadvantage.

Table 8A.

Arrival Time at Work		
Time	Responses	%
before 6:00 am	15	3.4%
6:00 - 7:00 am	75	17.0%
7:00 - 8:00 am	179	40.6%
8:00 - 9:00 am	99	22.4%
9:00 - 10:00 am	39	8.8%
10:00 am - Noon	19	4.3%
Afternoon	15	3.4%
Total	441	100.0%

Table 8B

Departure Time From Work		
Time	Responses	%
before 6:00 am	13	2.9%
6:00 - Noon	5	1.1%
Noon - 3:00 pm	15	3.4%
3:00 - 4:00 pm	60	13.6%
4:00 - 5:00 pm	128	29.0%
5:00 - 6:00 pm	124	28.1%
6:00 - 7:00 pm	58	13.2%
7:00 - Midnight	38	8.6%
Total	441	100.0%

Table 9A.

Travel Time to Work		
Minutes	Responses	%
less than 10	7	1.6%
10 to 20	91	20.6%
20 to 30	112	25.3%
30 to 40	110	24.9%
40 to 50	79	17.9%
50 to 60	12	2.7%
60 to 70	24	5.4%
70 to 80	4	0.9%
80 to 90	3	0.7%
Total	442	100.0%

The average travel time to work is 29.85 minutes.

Table 9B

Travel Time from Work		
Minutes	Responses	%
less than 10	6	1.4%
10 to 20	70	15.8%
20 to 30	112	25.2%
30 to 40	112	25.2%
40 to 50	90	20.3%
50 to 60	12	2.7%
60 to 70	30	6.8%
70 to 80	8	1.8%
80 to 90	2	0.5%
90 to 100	2	0.5%
Total	444	100.0%

The average time to travel home from work was 31.93 minutes.

Table 10.

Road Miles to Work		
Miles	Responses	%
less than 10	92	22.7%
10 to 20	175	43.1%
20 to 30	90	22.2%
30 to 40	37	9.1%
40 to 50	7	1.7%
50 to 60	2	0.5%
60 to 70	2	0.5%
70 to 80	1	0.2%
Total	406	100.0%

On average, downtown employees travel 16.62 miles from home to work. Given the reported trip times, overall commute speed averages 33.4 miles per hour for the morning commute and 31.2 miles per hour for the afternoon commute.

Table 11A.

Downtown is a pleasant and easy place to walk.		
Answer	Responses	%
Somewhat Agree	254	57.7%
Somewhat Disagree	74	16.8%
Strongly Agree	72	16.4%
Strongly Disagree	29	6.6%
No Opinion	11	2.5%
Total	440	100.0%

Table 11B

Downtown is a safe place to work, visit and live.		
Answer	Responses	%
Somewhat Agree	228	52.1%
Somewhat Disagree	114	26.0%
Strongly Agree	47	10.7%
Strongly Disagree	35	8.0%
No Opinion	14	3.2%
Total	438	100.0%

Table 11C

Downtown has adequate opportunities to shop and dine.		
Answer	Responses	%
Somewhat Agree	178	40.8%
Somewhat Disagree	117	26.8%
Strongly Agree	79	18.1%
Strongly Disagree	55	12.6%
No Opinion	7	1.6%
Total	436	100.0%

Table 11D

Downtown would be a good location for more Businesses and Shops		
Answer	Responses	%
Strongly Agree	200	45.8%
Somewhat Agree	178	40.7%
Somewhat Disagree	42	9.6%
Strongly Disagree	10	2.3%
No Opinion	7	1.6%
Total	437	100.0%

Table 11E

Downtown is a good location for more office buildings		
Answer	Responses	%
Somewhat Agree	172	38.9%
Strongly Agree	143	32.4%
Somewhat Disagree	86	19.5%
Strongly Disagree	32	7.2%
No Opinion	9	2.0%
Total	442	100.0%

Table 11F

Downtown is a good location for cultural and entertainment uses		
Answer	Responses	%
Strongly Agree	216	49.5%
Somewhat Agree	174	39.9%
Somewhat Disagree	28	6.4%
Strongly Disagree	9	2.1%
No Opinion	9	2.1%
Total	436	100.0%

Table 11G

Downtown has important businesses and Institutions that can help attract other institutions		
Answer	Responses	%
Somewhat Agree	210	47.7%
Strongly Agree	146	33.2%
Somewhat Disagree	58	13.2%
Strongly Disagree	9	2.0%
No Opinion	17	3.9%
Total	440	100.0%

Table 11H

Downtown is a good place to build new housing for people desirous of urban living		
Answer	Responses	%
Somewhat Agree	155	35.1%
Strongly Agree	108	24.5%
Somewhat Disagree	107	24.3%
Strongly Disagree	45	10.2%
No Opinion	26	5.9%
Total	441	100.0%

Table 11I

Downtown is well maintained and attractive		
Answer	Responses	%
Somewhat Disagree	164	37.4%
Somewhat Agree	159	36.3%
Strongly Disagree	58	13.2%
Strongly Agree	47	10.7%
No Opinion	10	2.3%
Total	438	100.0%

A slight majority of employees believe that downtown is neither well maintained nor attractive.

Table 12

Marital Status		
Answer	Responses	%
Married	239	53.8%
Single	189	42.6%
Other	16	3.6%
Total	444	100.0%

Table 13

How many children do you have at home?		
Answer	Responses	%
0	196	44.2%
1	99	22.3%
2	92	20.8%
3	38	8.6%
4	10	2.3%
5	8	1.8%
Total	443	100.0%

For the nearly 56% of employees who have children at home, the average number of children is 1.93.

Table 14A

Age		
Years	Responses	%
under 20	2	0.5%
20 to 30	96	22.1%
30 to 40	144	33.2%
40 to 50	112	25.8%
50 to 60	74	17.1%
60 to 70	5	1.2%
over 70	1	0.2%
Total	434	100.0%

The average age of downtown employees surveyed is 39.82 years.

Table 14B

Gender		
Answer	Responses	%
Female	284	63.8%
Male	161	36.2%
Total	445	100.0%