



SLC *West* ↔ *East* **CONNECTIONS**

**Community Survey #1 Summary
Report**

July 10, 2025

Community Survey #1 Summary Report

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CONTENTS

1. Survey Background.....	6
1.1. Executive Summary	6
1.2. Who participated	7
2. What we heard.....	10
2.1. Travel patterns.....	10
2.1.1. Crossing the divide	10
2.1.2. Delays and disruptions.....	12
2.1.3. Preferred modes	14
2.2. Access to goods and services.....	15
2.3. Impact and experiences crossing the divide.....	18
2.3.1. Choices.....	18
2.3.2. Impact on life, family and community	20
2.3.3. Experiences walking, riding your bike, or using transit.	21
2.3.4. Experiences crossing I-15 and/or the railroads at existing crossing locations.....	23
2.4. Study goals	24
2.5. Past participation and perception	25
3. Demographic Profile	27
3.1. Neighborhood	27
3.2. ZIP Code	28
3.3. Age	29
3.4. Race/Ethnicity.....	30
3.5. Gender.....	31
3.6. Income.....	32
3.7. Disability	33
3.8. Housing	34

List of Figures

Figure 1 - Participation by SLC ZIP codes.....	9
Figure 2 - Study focus neighborhoods.....	9
Figure 3 - Travel patterns.....	10
Figure 4 - Motivation for travel.....	11
Figure 5 - Delays and disruptions.....	12
Figure 6 - Preferred crossings.....	13
Figure 7 - Preferred modes	14
Figure 8 - Goods and services	15
Figure 9 - Travel to other neighborhoods	16
Figure 10 - Travel choices.....	18
Figure 11 - Study goals	24
Figure 12 – Representation in planning efforts.....	25
Figure 13 - Past study participation	26
Figure 14 - Demographics, Neighborhood.....	27
Figure 15 - Demographics, ZIP code.....	28
Figure 16 - Demographics, Age	29
Figure 17 - Demographics, Race/ethnicity.....	30
Figure 18 - Demographics, Gender.....	31
Figure 19 - Demographics, Income	32
Figure 20 - Demographics, Disability.....	33
Figure 21 - Demographics, Housing.....	34

List of Tables

<i>Table 1 - Demographic characteristics</i>	8
<i>Table 2 - Neighborhoods within Study Area</i>	8
<i>Table 3 - Frequently mentioned neighborhoods</i>	17
<i>Table 4 - Travel choice key themes.....</i>	19
<i>Table 5 - Key themes describing impact of the divide.....</i>	20
<i>Table 6 - Pedestrian cyclist experiences</i>	21
<i>Table 7 - Experiences crossing the divide</i>	23

1. SURVEY BACKGROUND

Salt Lake City has begun the **West-East Connections** (WEConnect) Study to evaluate transportation needs and identify potential solutions to improve west-east connectivity for people driving, walking, bicycling, and using public transit across the divide caused by I-15 and the railroad tracks.

A survey was distributed to the public in May 2025. This survey was the first of several input opportunities planned throughout the study. The intent of this engagement opportunity was to learn more about the real impacts of the west-east divide on those who travel to, from and within westside communities. The survey was intended to inform a larger conversation and contribute to the development of the problem statement that will guide the solutions development in later phases.

A total of 1,051 individuals participated in the survey - 1,028 surveys were completed online, and 23 surveys were completed on paper during the open house event on May 21, 2025.

Salt Lake City used a variety of methods to advertise the survey including posting flyers at community spaces around the westside, an email to the project contact list, social media on SLC Moves and through City and Community Council pages and newsletters, press release, yard signs placed at crossing locations around the westside and 27,600 postcard mailers delivered around the project area. The survey was also publicized by Community Advisory Board (CAB) members and in [several media articles](#).

The survey was offered in both English and Spanish. 1,020 surveys were submitted in English and 31 submitted in Spanish.

1.1. EXECUTIVE SUMMARY

Survey input from the public aligns informed the Foundations Report and added nuance as to the respective impacts on quality of life for study area residents. There was not a significant difference in input gained from respondents living in the study area versus other respondents who live outside of the study area.

Travel Delay: Of the 67% of respondents that indicated they live in the study area, 81% cross the divide either multiple times per day or daily for activities such as work (63%), shopping or errands (63%) and recreation or social activities (63%). 71% of respondents indicated that their travel is delayed multiple times per day, daily, or weekly.

Access: Respondents reported feeling dissatisfied with services and amenities on the westside and many reported traveling for quality food, better shopping, health care and recreation. Of respondents who indicated they live in a neighborhood within the study area, 48% reported they could not access the goods and services that they need and specifically reported a lack of restaurants, retail shops, and services on the westside, as well as the poor quality of area grocery stores. Some respondents reported traveling to downtown, but 13 other locations were listed where respondents travel to meet their daily needs, including three outside of Salt Lake City.

Housing: Some respondents shared they chose to live on the westside because of community ties, while many reported living on the westside because of the affordability of housing, despite the transportation challenges. Several free response comments indicated that people were unaware of the impacts of the divide before moving to the westside while several others indicated that people moved out of the area because of those impacts.

Travel Choices: Respondents prefer using grade-separated crossings and use the following to avoid delay caused by trains: 1300 South (52%), 400 South (51%), North Temple (50%), 900 South (47%) and 800 South (45%). Most respondents (92%) reported using a personal vehicle to get around. 48% reported using a form of public transit and 38% reported that they walk. Many free responses indicated that people would bike or walk more if delays did not occur or were more predictable, grade-separated crossings were more comfortable, and detours were not as long.

Overall Impact: Residents on the westside reported feeling that the divide has a negative impact on their daily lives ranging from travel delays and being late for work, school and appointments to feeling disconnected from the rest of the city. Overall, quality of life on the westside is negatively impacted due to these daily inconveniences, loss of time, disruption of routine, lack of amenities, safe crossings, slower emergency response times, and poorer air quality.

“... choices are far more desirable on the other side of the tracks. It's almost like we're "stuck" with what's offered on the west and south sides. Much like a "take it or leave it" situation. While we can find what we need, why should our neighborhood have to settle for less-than appealing options.”

1.2. WHO PARTICIPATED

Most survey participants (73%) reported being between the ages of 25 to 50. More than half (66%) of participants reported earning an annual household income of \$60,000 or higher. 76% of respondents identify as white and 47% identify as male. 84% of participants do not identify as a person with a disability. Most survey participants (72%) identified as homeowners.

Table 1 summarizes demographic characteristics of the respondents that may be underrepresented relative to the city's population composition¹.

For detailed information about the participant demographics, see Section 3, Demographic Profile.

¹ Source: American Community Survey 2024

Table 1 - Demographic characteristics

Characteristics	Citywide population (217,783)	Survey participants (1,051)
Under 18 years old	17%	0.9%
Over the age of 60	16.8%	9.74%
Live with a disability	12.1%	10%
Hispanic or Latina/o/e	20.8%	11%
Black or African American	2.7%	
Asian or Asian American	5.4%	3%
Pacific Islander	1.4%	1%
Native American	1.2%	
Annual household income is less than \$75,000	50.1%	35.2%
Renters	53.2%	25.16%

Of the 743 survey participants that shared their ZIP code, 67% (498 participants) said they live within the study area (within ZIP Codes 84101, 84103, 84104, 84115, 84116). **Figure 1** visually shows the distribution of respondents by zip code.

Figure 2 shows the study area focus neighborhoods. Of the 768 survey participants that shared the neighborhood they live in the study area, 412 reported living in a focus neighborhood identified for the study, as outlined in **Table 2**. Of those responses, the majority of responses were submitted from participants living in Rose Park, Poplar Grove, and Glendale.

Table 2 - Neighborhoods within Study Area

Neighborhood	Number of Responses
Westpointe	18
Rose Park	103
Jordan Meadows	7
Fairpark	64
Poplar Grove	100
Glendale	104
Ballpark	16

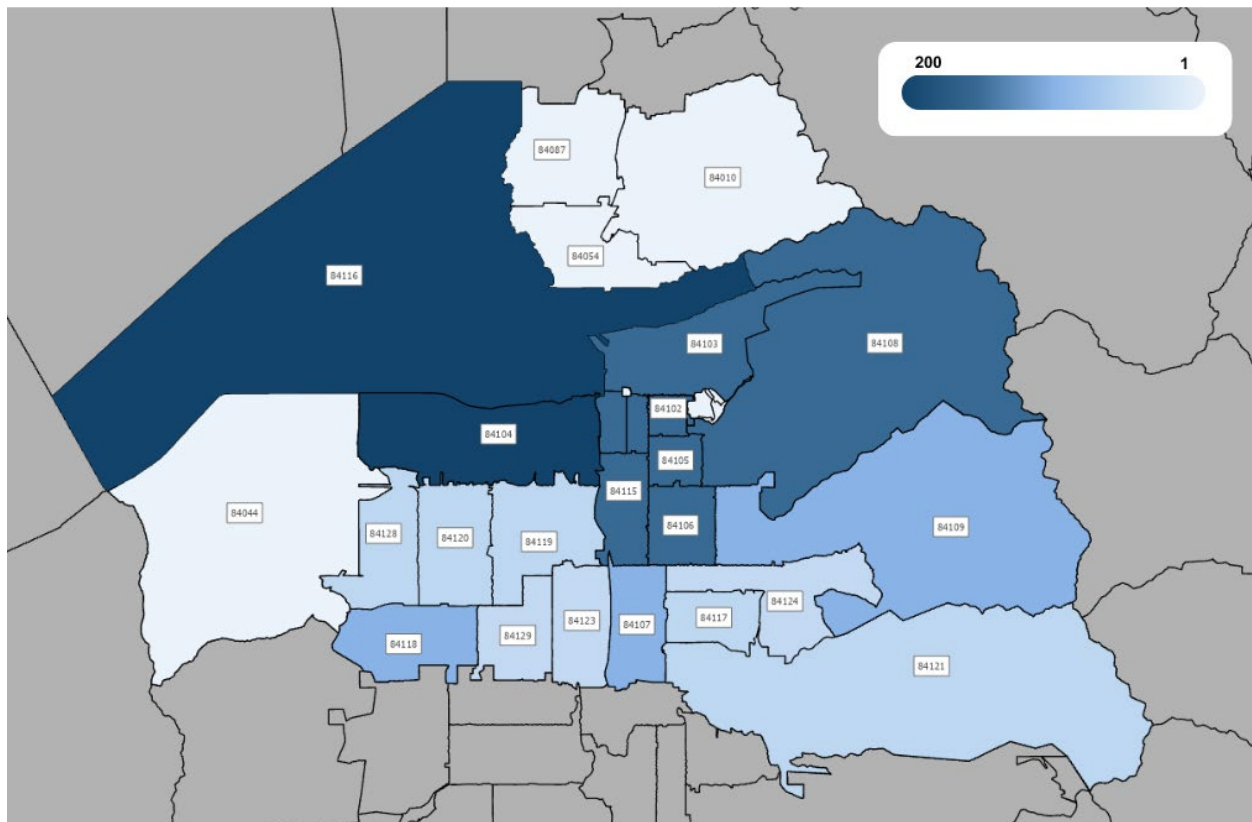


Figure 1 - Participation by SLC ZIP codes

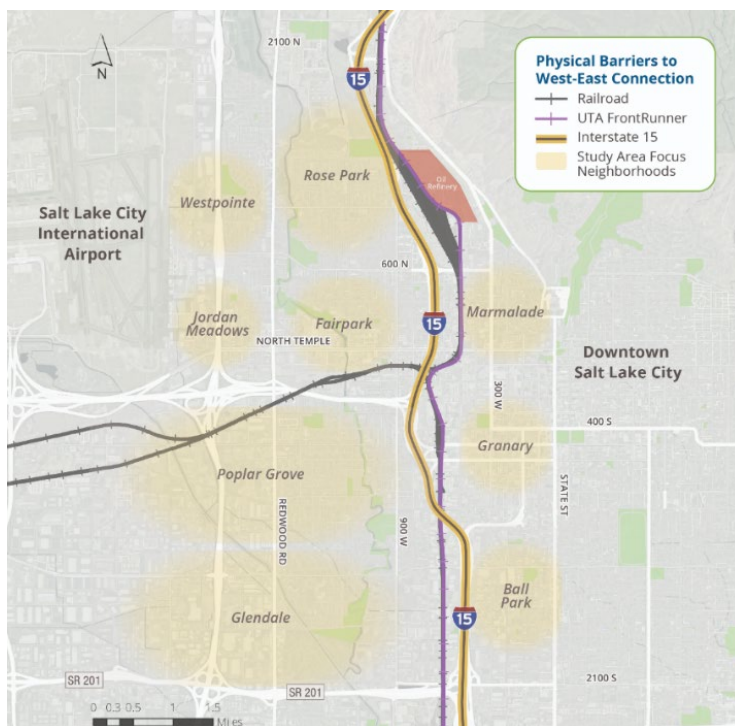


Figure 2 - Study focus neighborhoods

2. WHAT WE HEARD

This section summarizes the survey feedback received. Responses included both multiple choice and open-ended questions.

2.1. TRAVEL PATTERNS

Some survey questions were designed to get a better idea of how often respondents cross the divide, the modes they use and preferred crossings.

2.1.1. Crossing the divide

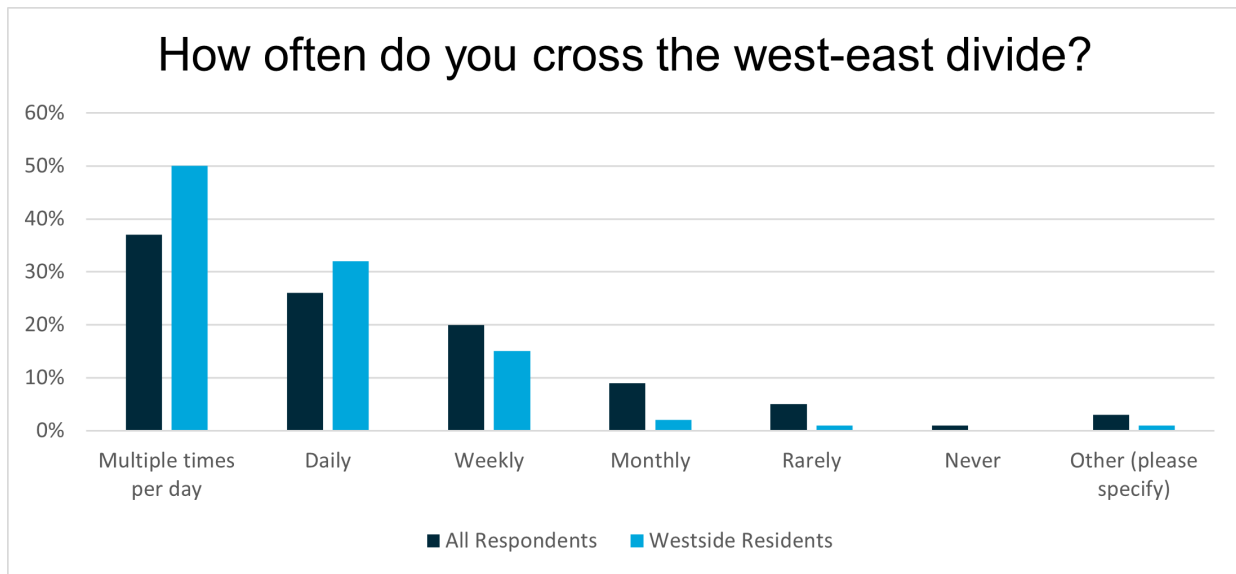


Figure 3 - Travel patterns

- 1,042 responses
- Most respondents (over 63% combined) cross the divide either multiple times per day or daily. 20% of respondents reported crossing the west-east side divide at least once a week.
- Of the respondents who indicated they live in a neighborhood within the study area, 81% cross the divide either multiple times per day or daily.

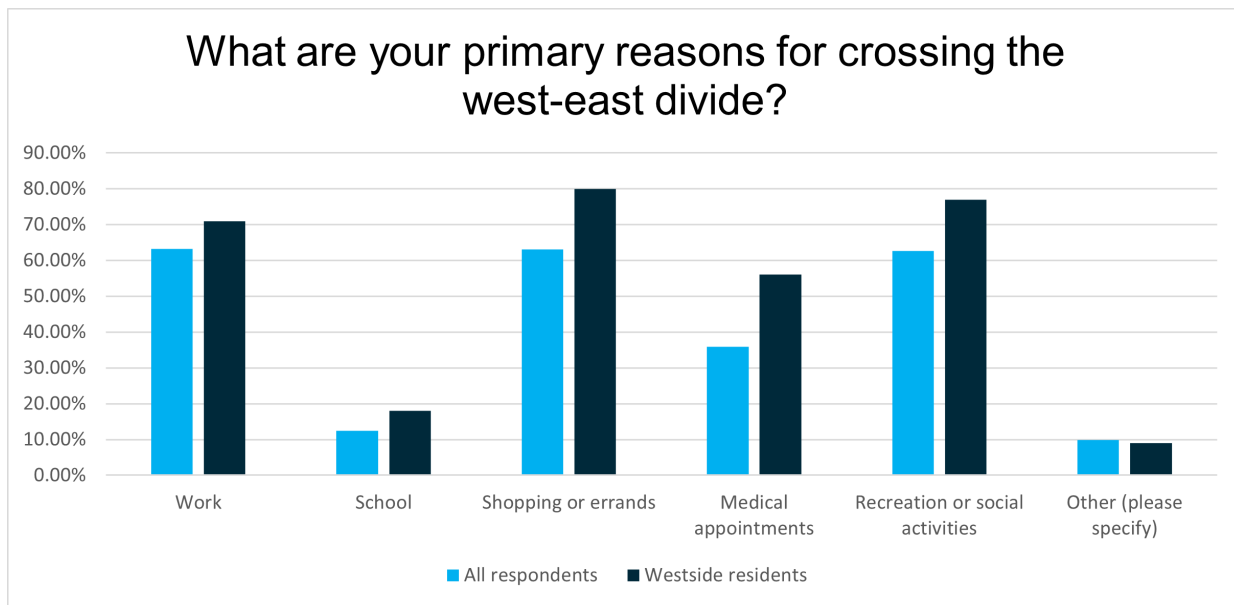


Figure 4 - Motivation for travel

- 1,038 responses
- Responses indicated that crossing the divide is essential for many activities, such as work (63%), shopping or errands (63%) and recreation or social activities (63%).
- Other responses included: visiting family, church, getting to the airport, getting to public transit, accessing “better” options.

2.1.2. Delays and disruptions

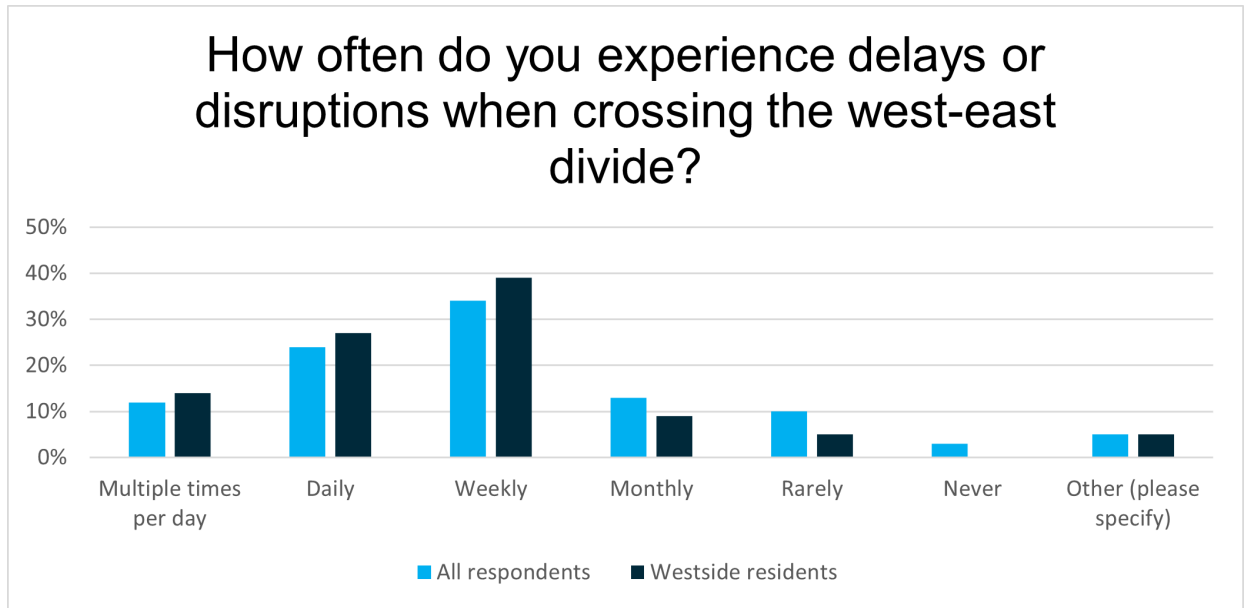
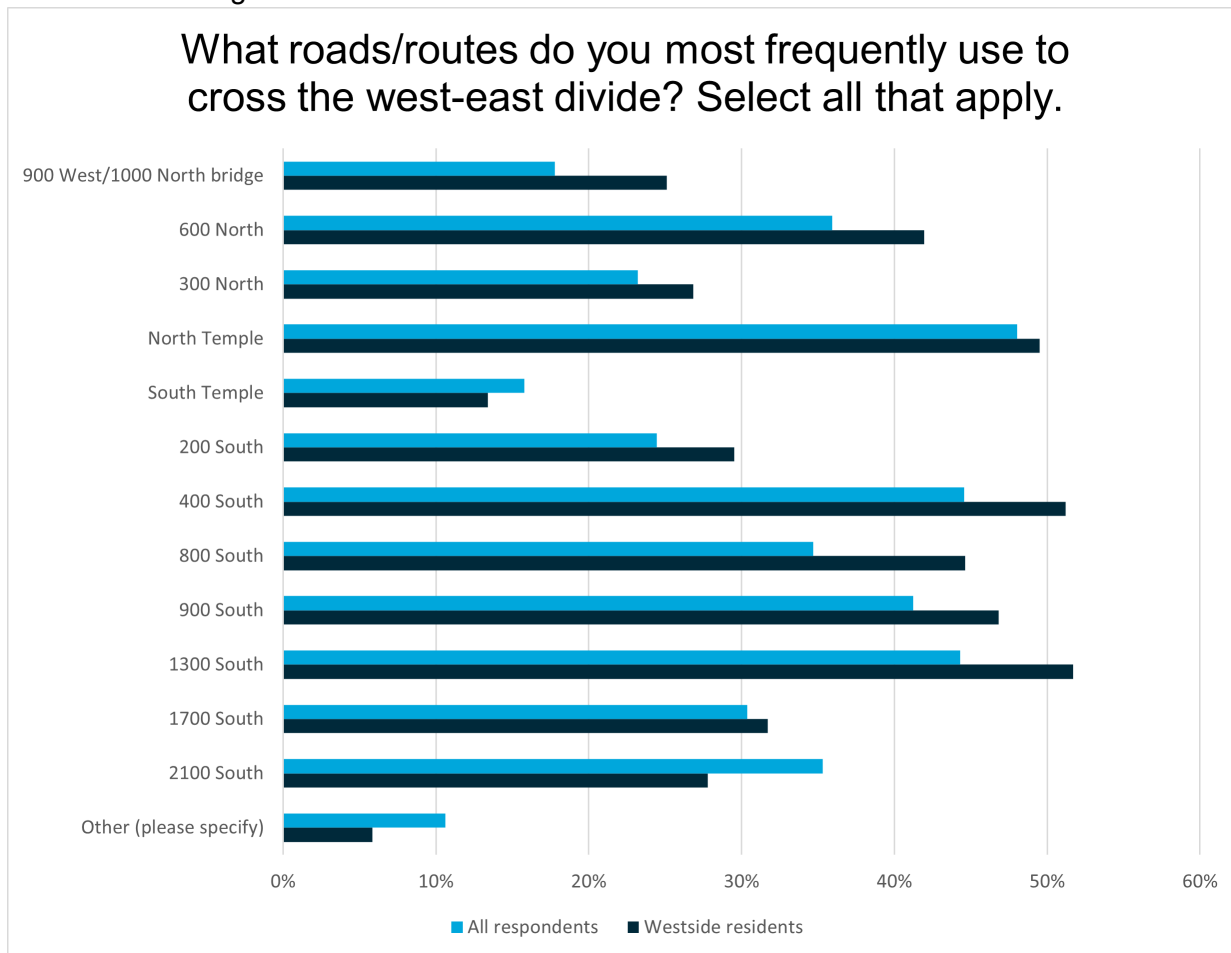


Figure 5 - Delays and disruptions

- 1,039 responses
- Respondents reported that they are often delayed when crossing the divide. Many respondents reported experiencing delays multiple times a day or daily (36%) and weekly (35%).
- Of respondents who indicated they live in a neighborhood within the study area, 42% reported experiencing delays multiple times a day or daily.

Preferred crossings

*Figure 6 - Preferred crossings*

- 810 responses
- Four of the five most frequently used crossings are grade separated (bridges that travel above the rails instead of crossing them). They are North Temple (48%), 400 South (44%), 1300 South (44%), 900 South (41%) and 600 North (36%).
- Of the respondents who indicated they live in a neighborhood within the study area, three of the five most frequently used crossings are grade separated. They are 1300 South (52%), 400 South (51%), North Temple (50%), 900 South (47%) and 800 South (45%).

2.1.3. Preferred modes

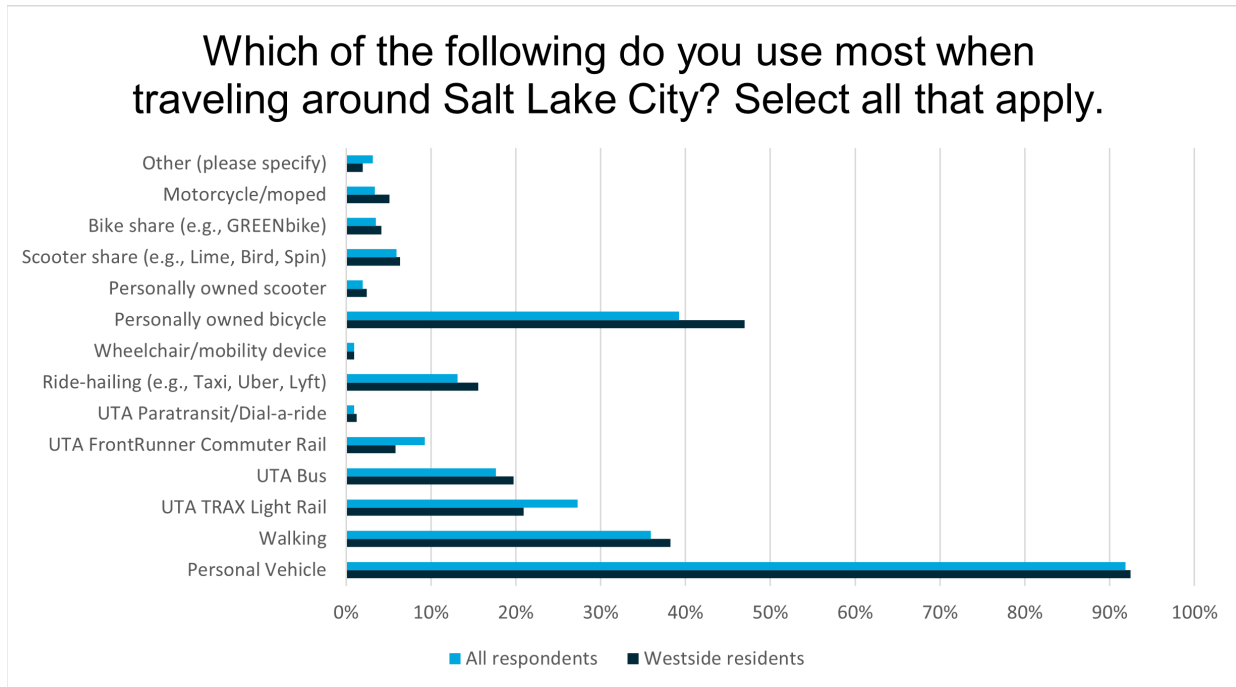


Figure 7 - Preferred modes

- 821 responses
- Most respondents (92%) reported using a personal vehicle to get around. 55% of respondents indicated they use public transit (TRAX, Bus, FrontRunner or Paratransit). 39% of respondents reported using a personal bicycle and 36% reported that they walk.
- Of the respondents who indicated they live in a neighborhood within the study area, most reported using a personal vehicle to get around (92%). 48% reported using public transit and 38% reported that they walk.

2.2. ACCESS TO GOODS AND SERVICES

Some survey questions aimed to assess the perception about the availability and suitability of goods and services on the westside.

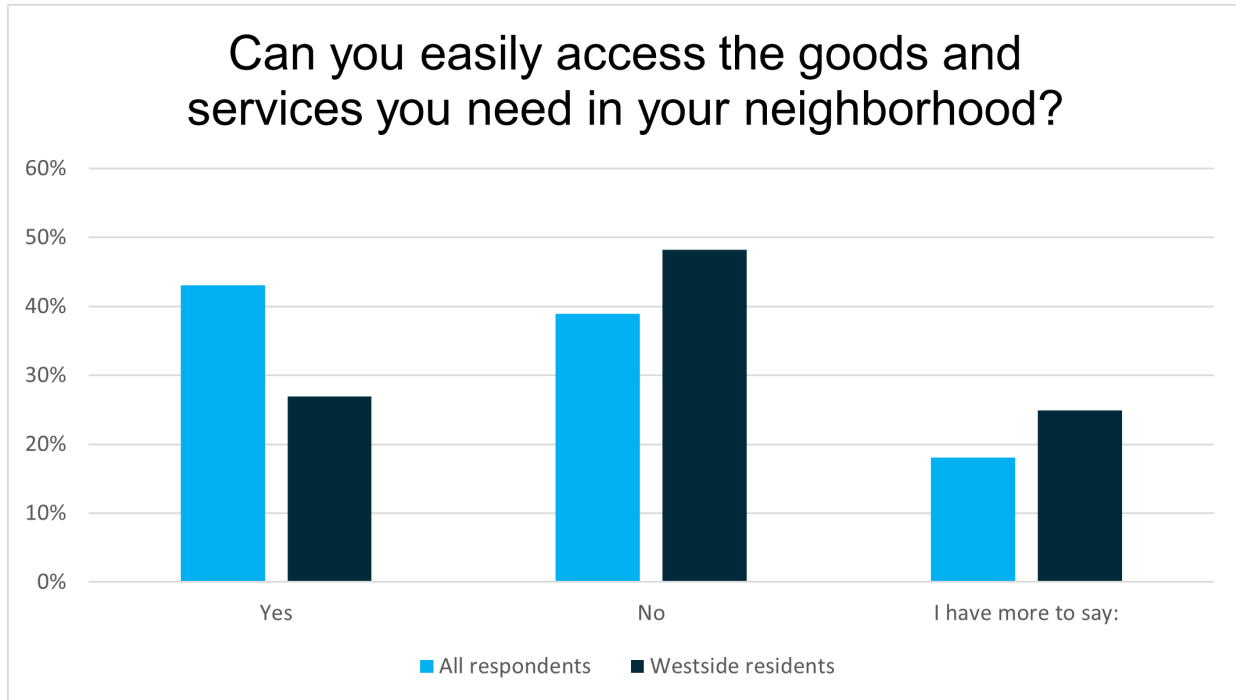


Figure 8 - Goods and services

- 1,031 responses
- 39% of respondents felt they could not access the goods and services they need on the west side.
- Of the respondents who indicated they live in a neighborhood within the study area, 48% reported they could not access the goods and services that they need.
- Some of the additional feedback includes:
 - Residents report frequently needing to cross train tracks, often facing delays or unpredictable travel time due to train stops.
 - Respondents noted that they need to cross the divide to access common necessities such as grocery stores, pharmacies, dining options, and quality produce.
 - Many respondents noted that even if they are near a grocery store, they travel elsewhere to get better quality food.
 - Respondents reported a lack of restaurants, retail shops, and services on the westside.

"I can easily access some goods and services, but want to be able to easily access multiple areas of the city"

"The goods and services in my neighborhood are a victim of historic redlining so my answer to you would be what goods and services"

"Most of the time, yes. If I have time sensitive appointments sometimes it is safer to drive than to bike"

Respondents who shared they are not able to access the goods and services they need in their neighborhood were asked to share the neighborhoods to which they travel.

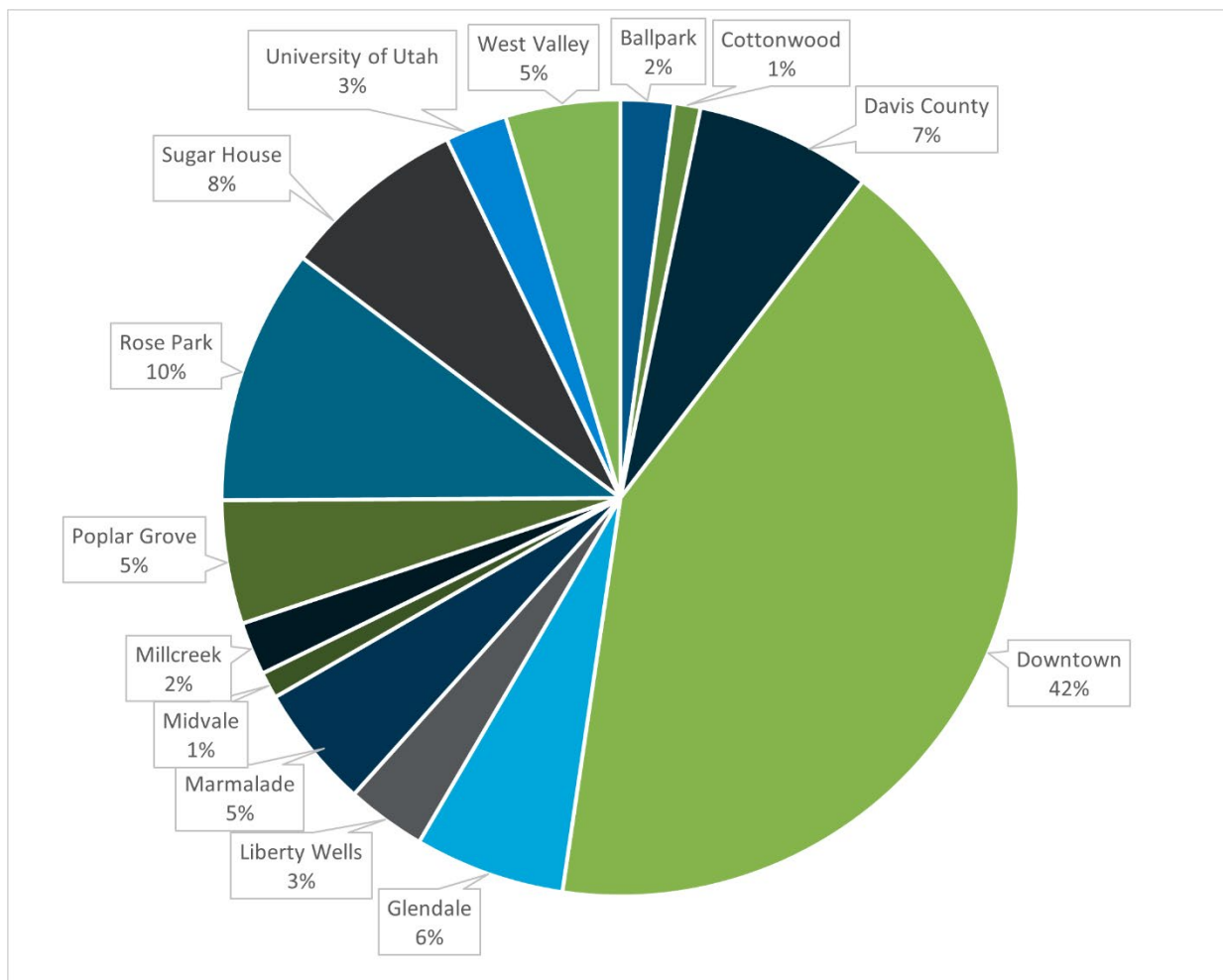


Figure 9 - Travel to other neighborhoods

- 280 responses
- Respondents reported feeling dissatisfied with services and amenities on the westside, and many report traveling for better shopping, health care and recreation.
- Many respondents felt there is a gap in the quality and access to amenities on the westside compared to the eastside, particularly grocery stores and restaurants.

Frequently mentioned neighborhoods are summarized in **Table 3**.

Table 3 - Frequently mentioned neighborhoods

Neighborhood	Mentions	Reasons for travel
Downtown	117	Shopping, dining, work, and events
Rose Park	29	Groceries and a few other shopping options
Sugar House	21	Dining, recreation, better amenities
Glendale	17	Limited grocery options, proximity to Poplar Grove
Poplar Grove	14	Limited services, train delays, proximity to Glendale
Marmalade	14	Some services and restaurant options, recreation
West Valley	13	Alternative to eastside for shopping, work
Liberty Wells	9	Recreation, shopping, social activities
University of Utah	7	Medical care, work, school
Millcreek	6	Grocery, recreation
Ballpark	6	Gym, groceries, nightlife
Midvale	3	Shopping, dining, recreation
Cottonwood	3	Medical appointments, recreation, shopping
Davis County	20	Grocery trips, better stocked stores, recreation, medical appointments

“I live in Rose Park, which I love, but most of the restaurants, cafes, grocery stores I frequent are on the east side.”

“We have no where to buy make up. I have to get to a drug store or City Creek. Our grocery stores suck.”

“Live in poplar grove and there aren’t many gyms on this side of town. I cross to go to the gym multiple times a week and have been late to a class because of it.”

2.3. IMPACT AND EXPERIENCES CROSSING THE DIVIDE

Some survey questions were designed to gain insight into the lived experiences of westside residents crossing the westside. These questions aimed to understand how it changes behavior, choices and understand the overall impact on quality of life.

2.3.1. Choices

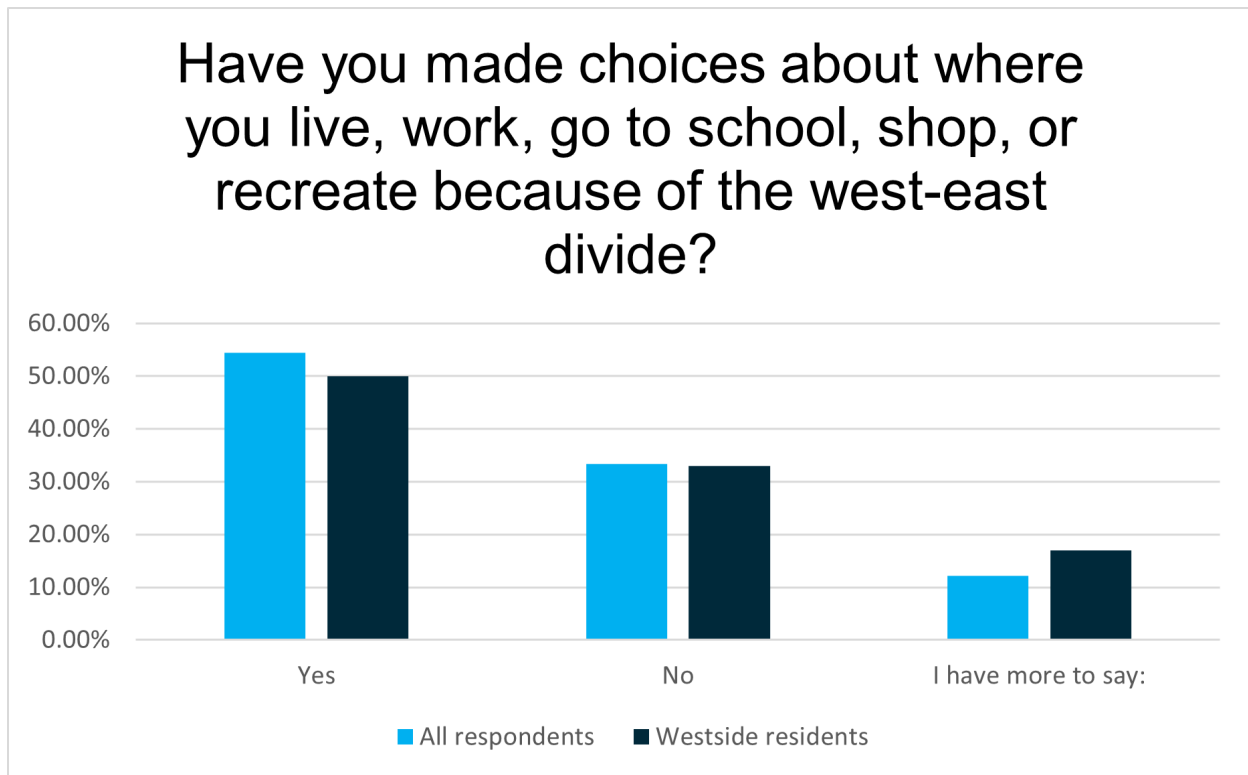


Figure 10 - Travel choices

- 1,031 responses
- 126 respondents submitted an open-ended comment on this question. Table 2-2 describes common themes identified from the responses.

Table 4 - Travel choice key themes

Key theme	Number of mentions	Description
Transportation Barriers	32	Experiences with long delays at crossings and time spent rerouting which alter choices.
Neighborhood Preference	18	Some respondents shared they choose the westside because of community ties, despite the challenges.
Affordability	13	Many respondents reported living on the westside because of the affordability of housing, despite the transportation challenges.
Access to Services	9	Respondents shared they had to choose amenities, opportunities and recreation in other parts of the city.
Quality of Life	5	Respondents reported choosing to move to different parts of the city for a better quality of life.

“Yes I avoid going down certain streets because of the train.”

“We do most of our shopping on the East side.”

“My choice of living was limited to the availability of affordable housing...”

“We chose to live on the west side because we love the community.”

“Chose to live in Sugarhouse so my daily life isn’t spent interacting with the divide.”

2.3.2. Impact on life, family and community

- 728 responses
- Residents on the westside report feeling that the divide has an impact on their daily lives. **Table 5** describes common themes identified from the responses:

Table 5 - Key themes describing impact of the divide

Theme	Number of Mentions	Description
Transportation Barriers	359	Impacts related to train delays, limited safe crossings, and unpredictable travel times, being late for work, school and appointments.
Community Division and Isolation	47	Impacts related to feeling disconnected from the rest of the city, having a lack of amenities and gathering spaces.
Economic Impacts	58	Impacted related to businesses and amenities, issues attracting customers due to transportation barriers reduced economic opportunities.
Social Impacts	67	Impacts due to delays when attending family or social events, limited social and recreation activities.
Health and Safety	40	Impacts related to crime, air quality, noise pollution, cyclist and pedestrian safety, poor infrastructure, and slower response times for emergency services,
Overall Impact on Daily Life	51	Impacts related to daily inconveniences and loss of time, emotional toll due the unproductivity, and disruption of routines.

“Huge traffic delays leading to more time in my car and away from my family.”

“There is less community in the west side because there are not many places to gather or meet.”

“Limits the safety and viability of starting a family anywhere near I-15...”

“Deprived connections, reduced economic prosperity for the city...”

“There are 27 ways to enter or leave Rose Park. 3 don't require a crossing of a freeway overpass or freight rail line.”

2.3.3. Experiences walking, riding your bike, or using transit.

- 689 responses
- Respondents cited long delays caused by stopped trains, unsafe and poorly maintained crossings, and limited alternative routes, especially for pedestrians and cyclists. Locations like the 9-Line and 300 N were identified as useful crossings, while 800 South and 900 West were repeatedly criticized for being unreliable and hazardous.
- **Table 6** summarized the key locations identified in the responses for experiences for pedestrian and cyclists.

Table 6 - Pedestrian cyclist experiences

Location	Number of Mentions	Description
300 N	30	Appreciate updated pedestrian infrastructure, frequently experience delays and congestion.
1300 S	23	Commonly used crossing because it is an overpass, respondents report heavy traffic and confusing intersections.
600 N	21	Feels unsafe for biking and walking due to conditions like poor lighting, speeding cars, and debris.
400 S	19	Key crossing but difficult for pedestrians to use.
800 S	18	Long train delays and rough crossings.
900 S	17	Favored crossing for cyclists but there are frequent train blockages and unpredictable delays.
North Temple	15	A major corridor but feels unwelcoming and unsafe for pedestrians and cyclists.
900 W	11	Poor road conditions and frequent train blockages.
1700 S	9	Long train delays and few alternate routes.
9-Line	9	Good bike infrastructure, but still impacted by train delays.

"Rough, when on my bike there's no way I am going over 600N, North Temple, 400S or 1300S. Those viaducts are too dangerous for cyclists"

"I do not bike in this area because of the lack of safe crossings over I-15 and the railroad tracks where I need them to be."

"I have waited for 30 minutes trying to bike across the train tracks on a stopped train. I have about a 25/75 chance of getting stuck behind a train."

"I only use my car!"

2.3.4. Experiences crossing I-15 and/or the railroads at existing crossing locations.

- 681 responses
- Respondents often mentioned long and unpredictable delays, missing appointments, safety concerns for pedestrians and cyclists, limited alternate routes, traffic congestion.
- Respondents report that they would like more under and overpasses, real-time updates, and expanded public transit.
- **Table 7** summarizes the experiences shared about the experiences of respondents crossing the divide.

Table 7 - Experiences crossing the divide

Location	Number of Mentions	Description
I-15	82	I-15 crossing mentioned frequently at different locations. Commonly cited frequent delays, congestion, noise, pollution, unsafe crossings, and limited pedestrian access.
North Temple	18	Steep grade, blocked crossings, detours, and safety concerns for pedestrians and cyclists.
1300 S	24	Preferred overpass, heavy traffic, detours, and mixed experiences with accessibility.
600 N	29	Dangerous for bikes, congestion, poor lighting, and pedestrians feel unsafe.
800 S	13	Long train delays, rough crossings, and frequent blockages.
400 S	14	Often used as a detour route and frequent traffic congestion.
300 N	15	Appreciation for updated bike lanes and the pedestrian bridge.
900 S	14	Frequent train stops, long waits, and detours to 1300 S or 400 S.
900 W	11	Blocked by trains, long delays, and limited alternate routes.

"I am frequently late to my weekly shift on the westside due to trains at the crossing on 800 South."

“Better to drive a bit longer/further to ensure I don’t get stuck at that train.”

“There are few easily-accessible alternatives during high traffic congestion times.”

“1300 S is the only reasonable crossing, but it gets problematic because it has to carry all the load.”

2.4. STUDY GOALS

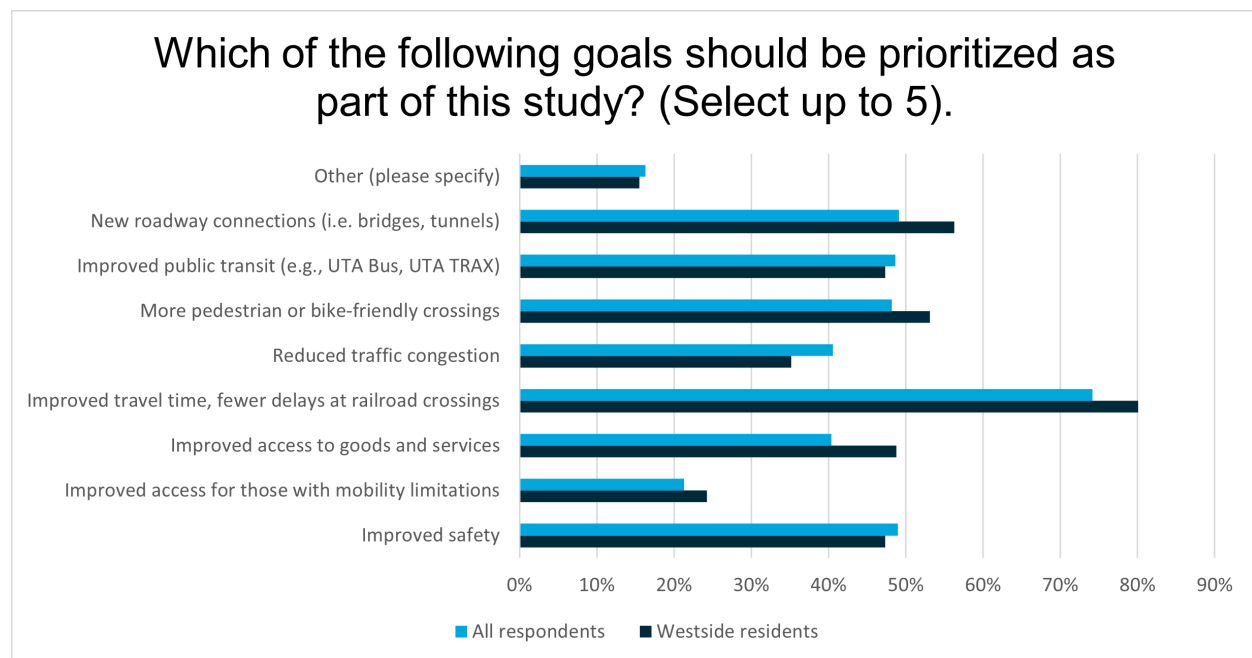


Figure 11 - Study goals

Participants were asked to identify the goals they feel the project team should prioritize as part of the study.

- 845 responses
- Improved travel time, and fewer delays at railroad crossings was the most important goal for respondents.
- New roadway connections, improved safety, improved public transit and more pedestrian or bike-friendly crossings were of similar importance for respondents.
- Other goals identified by respondents included aesthetic improvements, emergency services response times, better maintenance, support for the Rio Grande Plan, clear notifications/signage of current train delays.
- Improved travel time, and fewer delays at railroad crossings was the most important goal to respondents who reported living within the study area.
- Improved safety, improved access to goods and services, more pedestrian or bike-friendly crossings and new roadway connections were the most important goals for respondents who reported living within the study area.

2.5. PAST PARTICIPATION AND PERCEPTION

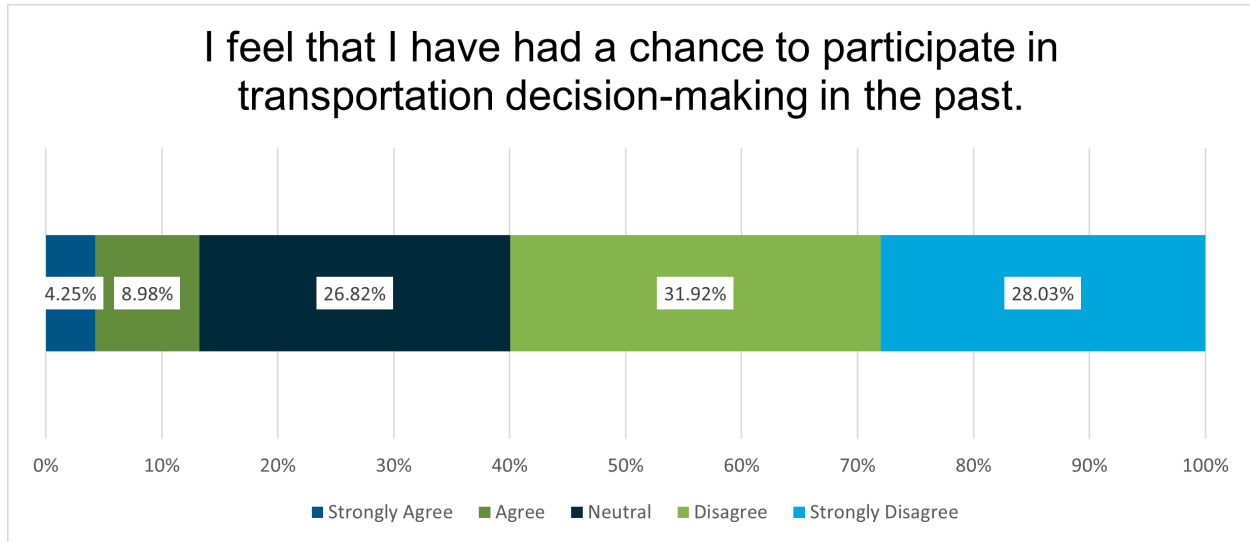


Figure 12 – Representation in planning efforts

Some survey questions were designed to gauge if the respondents have participated in planning studies in the past and understand if they feel they are represented in the subsequent decisions.

- 824 responses
- Only 13% of respondents strongly agreed or agreed with the statement “I feel I have had a chance to participate in transportation decision making in the past.”
 - 14% of respondents who reported living within the study area strongly agreed or agreed with that statement.
- Most respondents, both within the study area and the wider area indicated they did not feel they have had a chance to participate in transportation decision making.

Several survey questions aimed to understand if participants have participated in planning studies in the past and if they felt their input what used.

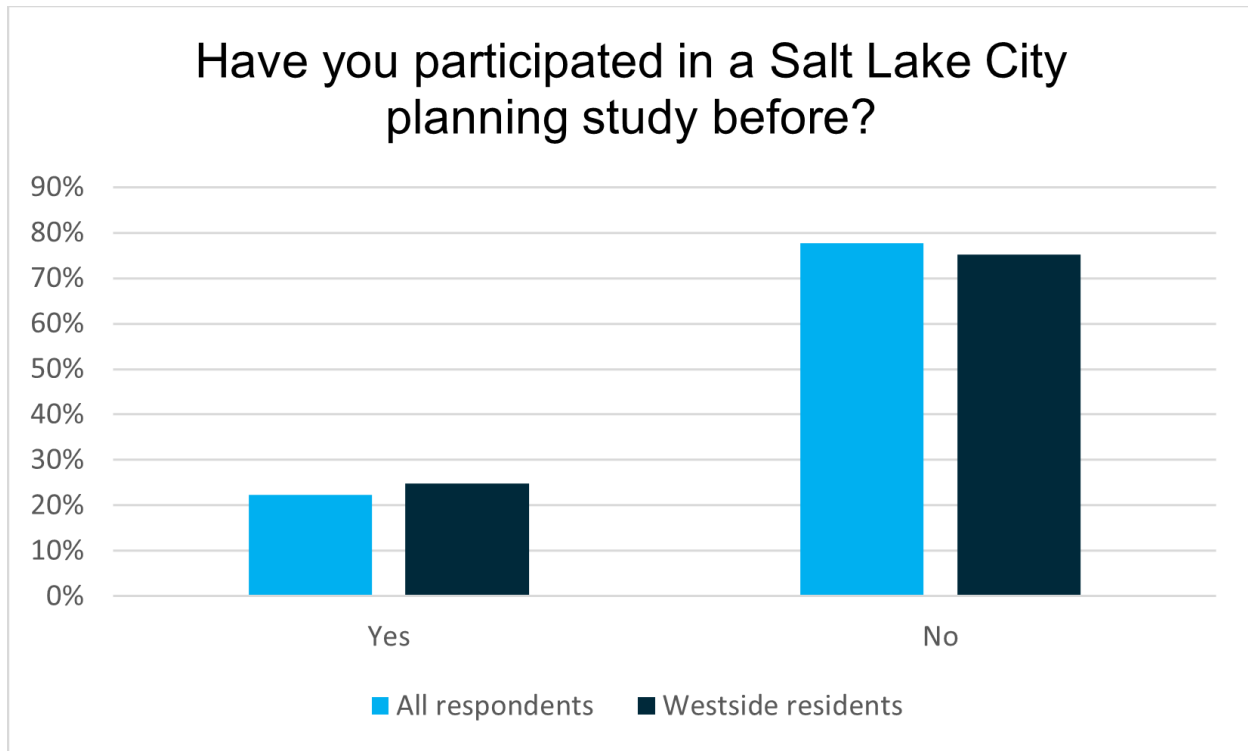


Figure 13 - Past study participation

- 824 responses
- 76% of respondents indicated they have not participated in a Salt Lake City planning study before.
- Most respondents, both within the study area (75%) and the wider area (76%) indicated they have not participated in a planning study before.
- Of the 22% of respondents that indicated they have participated in a planning study in the past, most participated in the Citywide Transportation Plan (45%) or 600/700 North Mobility, Safety, and Transit Improvements (37%).
- Of that group who has participated in a planning study, only 20% reported feeling that their perspective is reflected in major transportation decisions.

3. DEMOGRAPHIC PROFILE

This survey included several optional demographic questions that were intended to help Salt Lake City better understand who was participating in the study. This section summarizes the self-reported demographic data from the survey responses.

3.1. NEIGHBORHOOD

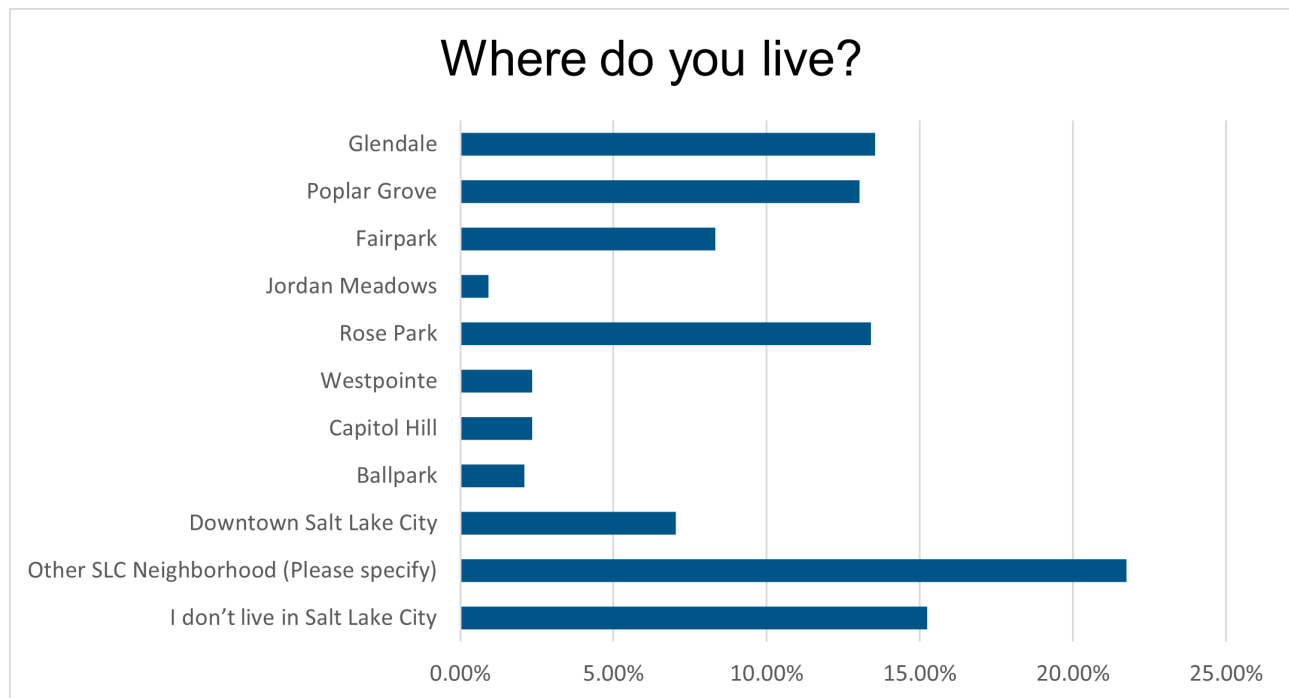


Figure 14 - Demographics, Neighborhood

- 768 responses
- Other SLC Neighborhoods frequently identified:
 - Sugarhouse, Liberty Wells, Marmalade, Millcreek, West Valley, West Jordan

3.2. ZIP CODE

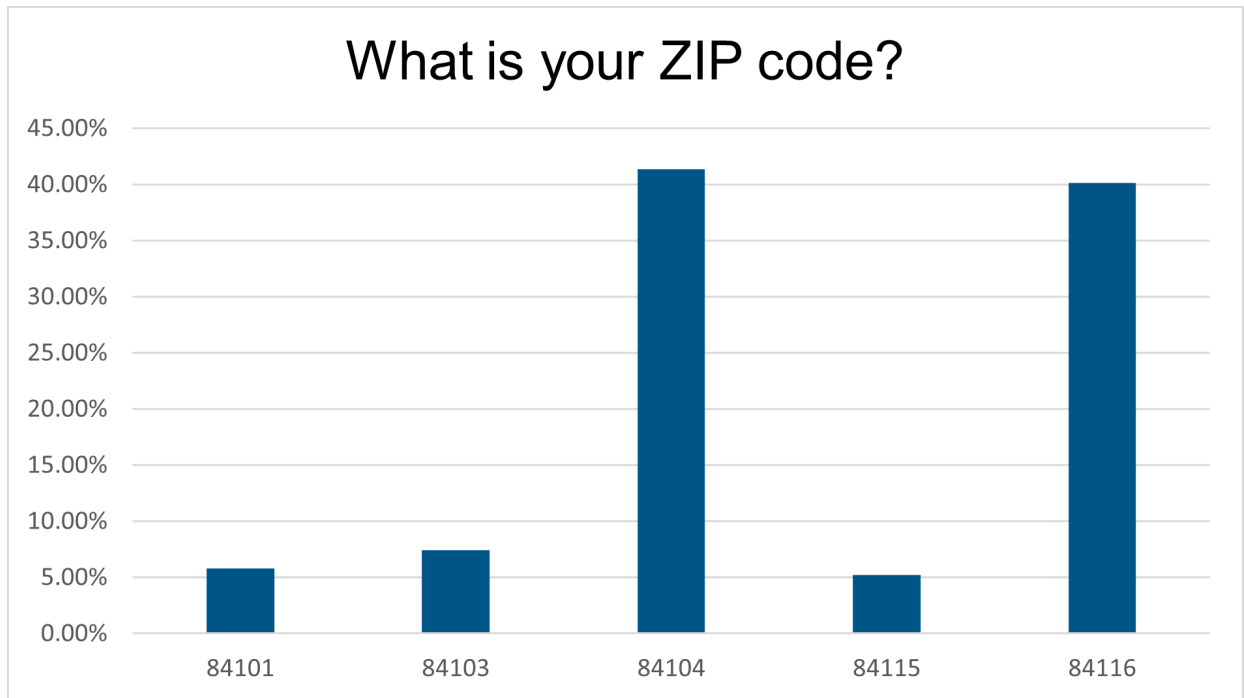


Figure 15 - Demographics, ZIP code

- 743 responses
- Most frequently represented postal codes
 - 84104: 206
 - 84116: 200
- Other notable postal codes
 - 84101: 29
 - 84103: 37
 - 84115: 26
 - 84105: 32

3.3. AGE

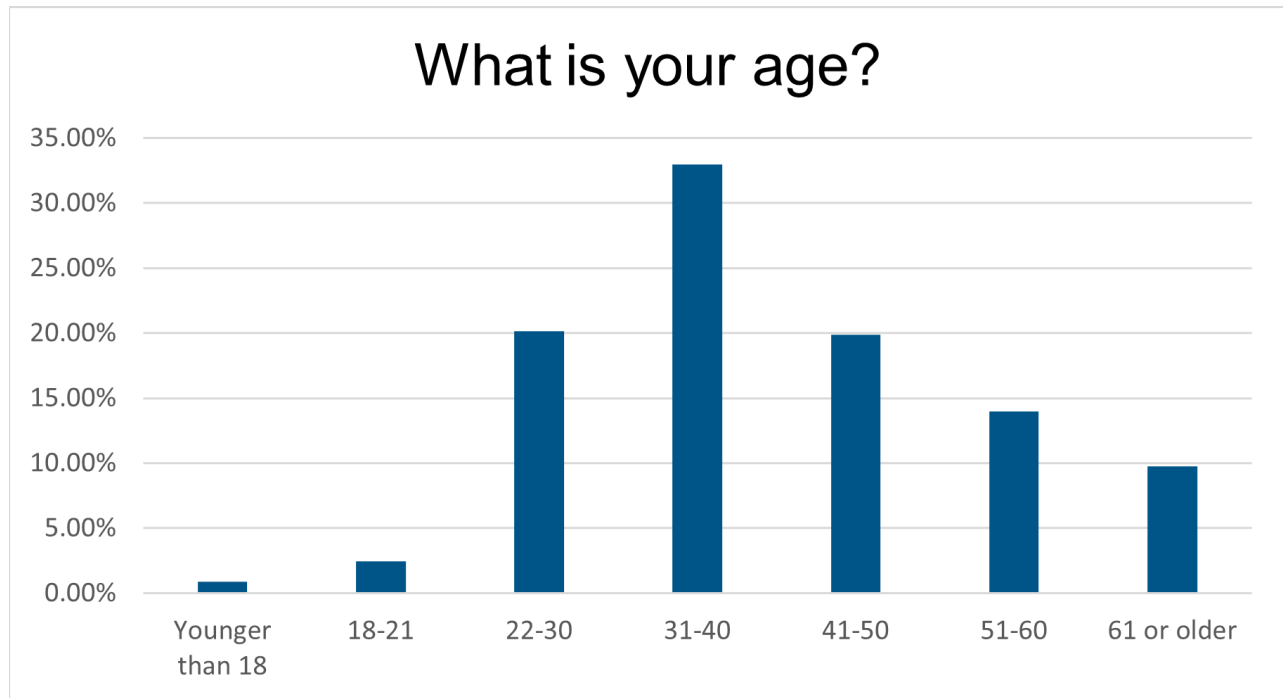


Figure 16 - Demographics, Age

- 780 responses

3.4. RACE/ETHNICITY

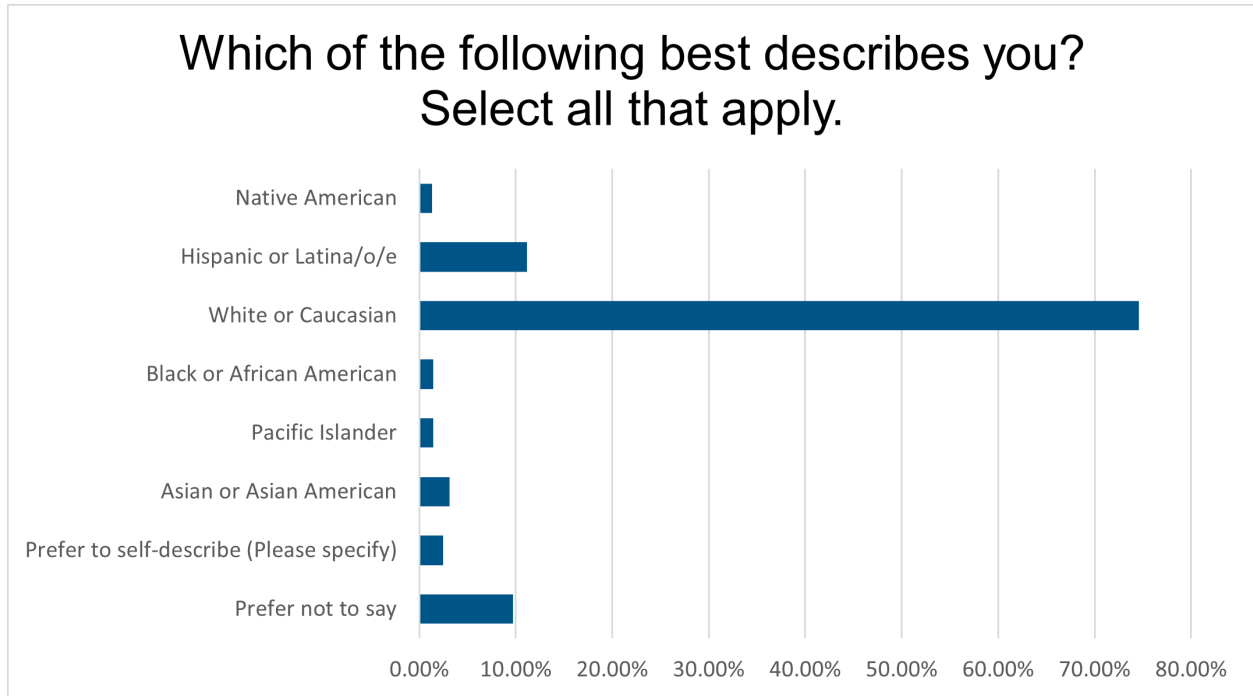


Figure 17 - Demographics, Race/ethnicity

- 771 responses
- 27 respondents selected multiple options

3.5. GENDER

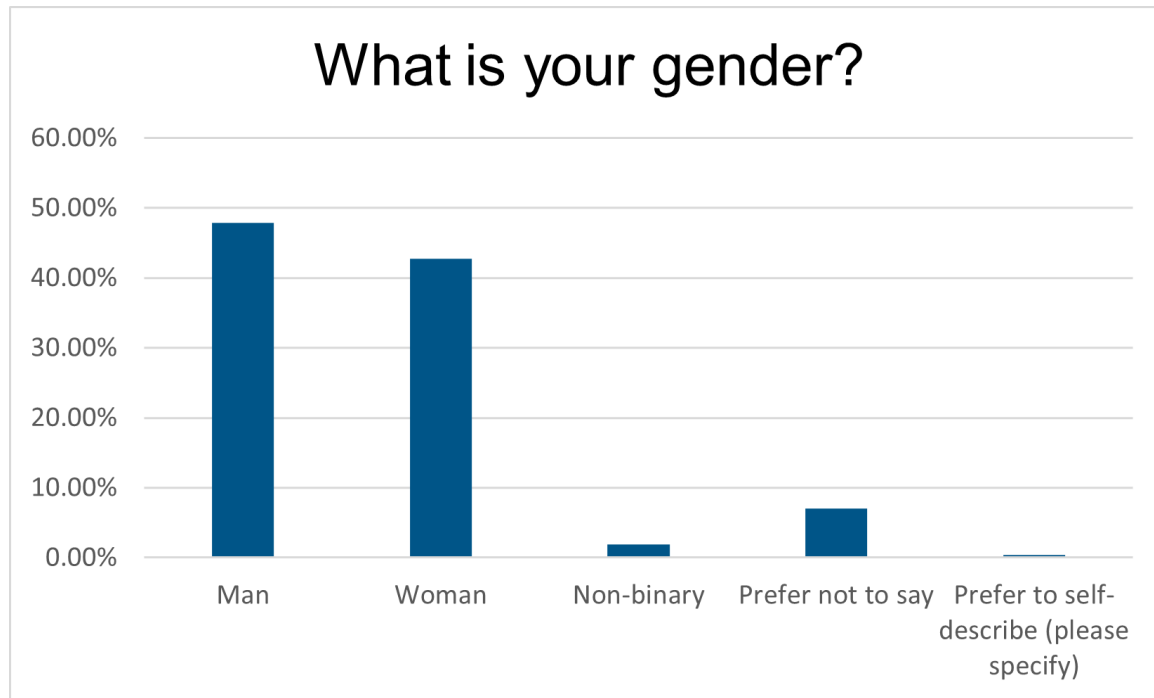


Figure 18 - Demographics, Gender

- 770 responses

3.6. INCOME

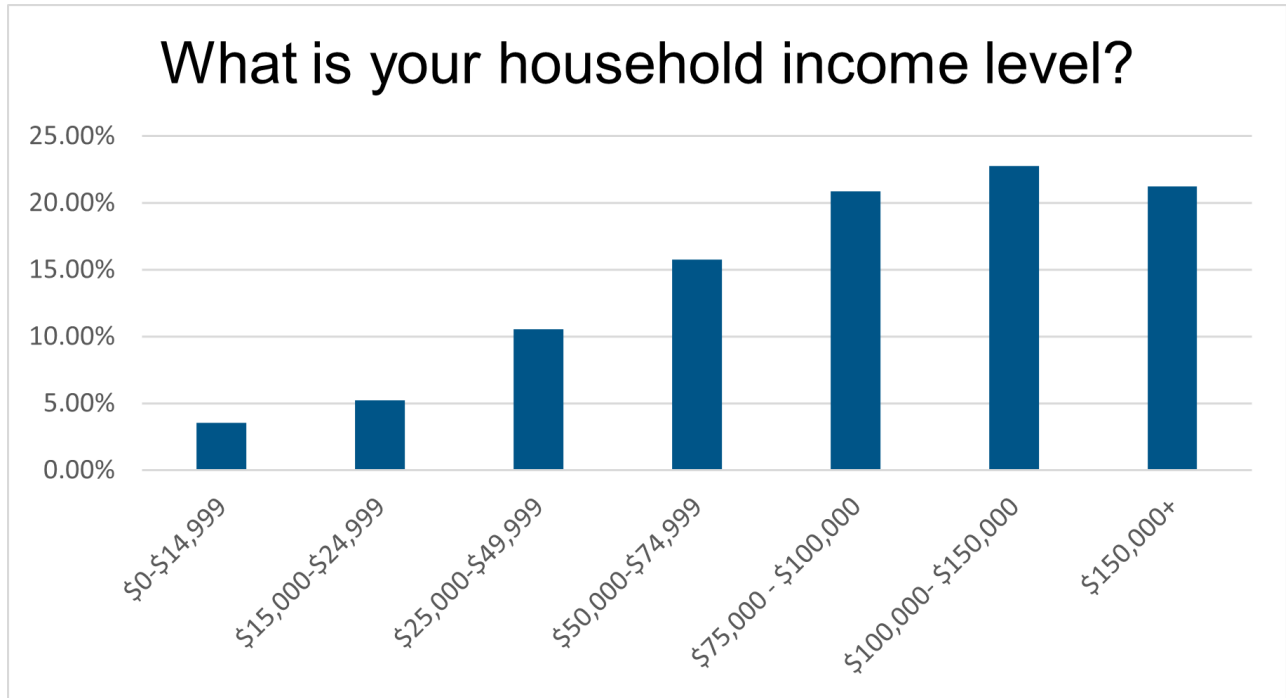


Figure 19 - Demographics, Income

- 729 responses

3.7. DISABILITY

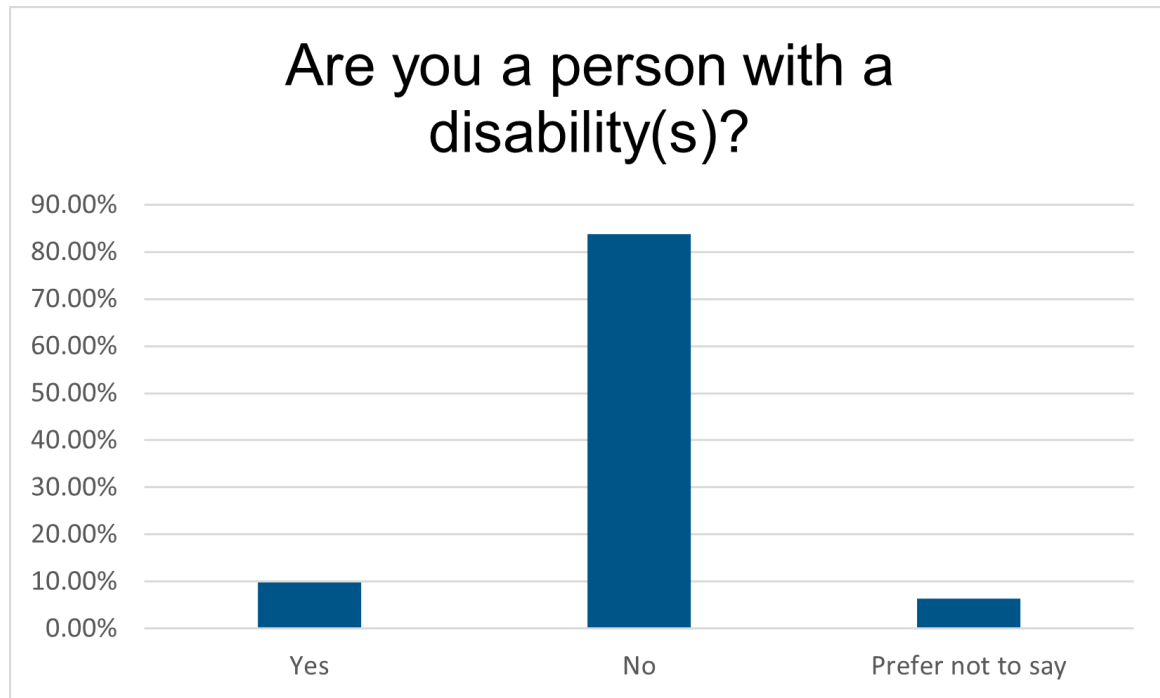


Figure 20 - Demographics, Disability

- 770 responses

3.8. HOUSING

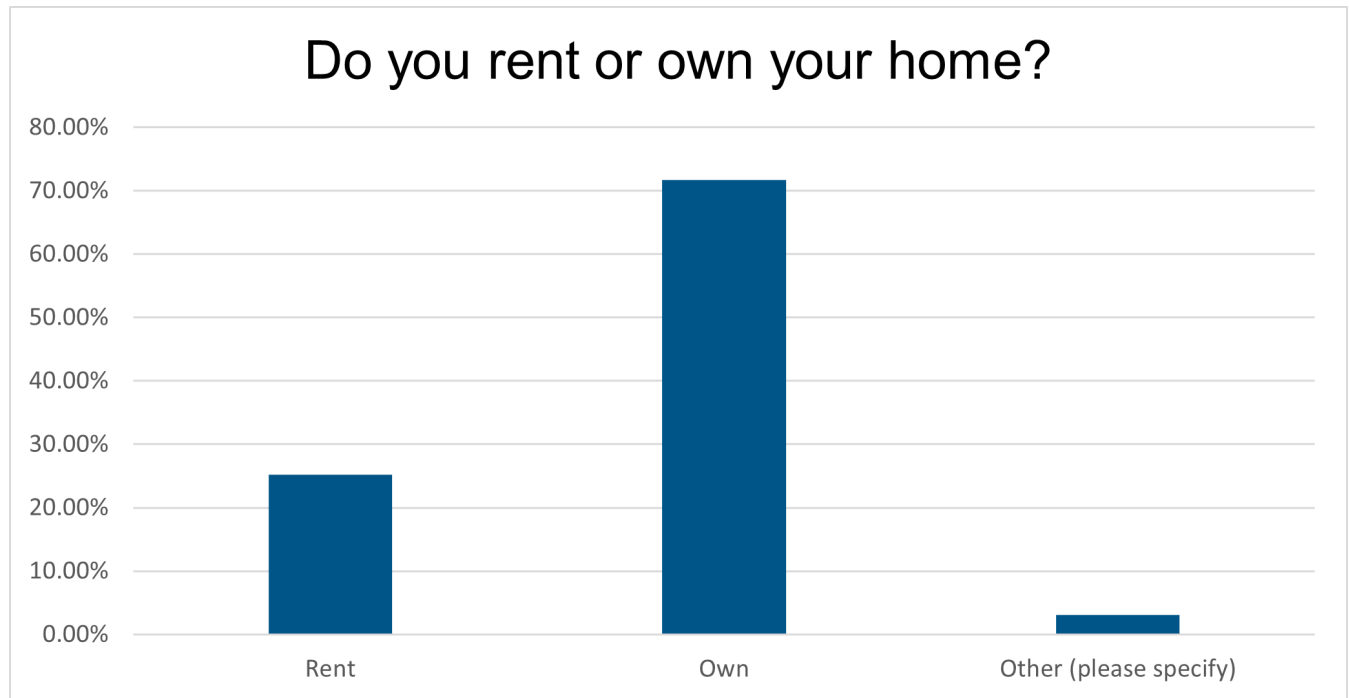


Figure 21 - Demographics, Housing

- 771 responses
- 14 “other” responses indicated they live with a relative (parents, child or other family member).