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# Bicycle Commuter Support Services in Eastern Boulder County

A project of: Community Cycles, Boulder County  
Transportation Department, Boulder County Housing  
and Human Services Department

## **Project Impact and Evaluation**

**December, 2016**

## I. Key Findings

- According to the survey respondents, there were many obstacles to biking on a regular basis at the beginning of the program. ***This program removed the barriers to biking for low-income participants.***
- Boulder County Housing Association (BCHA) residents need bicycles. Six out of seven participants in the program indicated in the pre-program survey that their primary need, in order to bicycle more, was a bicycle.
- With greater access to bicycles, people ride their bikes more. In the post-program survey, 70% of respondents indicated that they now use their bicycle to get to work or school.
- In the post-survey, 20% of respondents needed a repair on their bicycle, namely flat tires. This speaks to the importance of a local, neighborhood Community Bike Expert who can help Boulder County Housing residents keep their bicycle in safe, road-worthy, functional condition, and assist residents with any bicycle-related needs residents they may have. The needed repairs were made.
- All survey and class participants spoke English, but the workshop materials, including registration and information forms, as well as surveys, were available in Spanish.
- In the pre-survey, residents indicated a high interest in using bicycles, or bicycles plus public transit (Question 7). This interest was realized, with 70% of post-program survey respondents indicating that they now ride their bicycle to school or work.

## II. Program Implementation

Boulder County and Community Cycles developed the Boulder County Bike Days project in order to increase transportation options available to low-income residents. Providing bicycles extends resident's ability to commute via transit as well as by bicycle. Our goal was increase low-income residents' ability to commute to employment in a manner that is affordable and sustainable, supporting Boulder County's vision for equitable access to sustainable, multimodal transportation.

Bicycles are a cost-effective means of personal transportation; this can be especially important and effective for low-income people who reside in Boulder County. The average annual cost of owning, using, and maintaining an automobile is estimated by the American Automobile Associate to be \$8,500 or more per year: this amount is simply not an option for the 64,000 County residents living at or below the poverty line. Providing a low-income person with a bicycle, skills and support for bike care and

repair, and education on safe commuting to employment or transit – this creates a reliable and environmentally sustainable means of transportation.

In cooperation with Boulder County Transportation Department and Boulder County Housing and Human Services Department, Community Cycles implemented the Boulder County Bike Days program in October 2016. We provided bicycles to 6 adult residents and 1 school-aged youth, and provided a full-day Saturday class at the Sunnyside residence in Louisville, Colorado. The class focused on bicycle care and repair, in order to increase working adults' ability to commute to work by bike. All participants were income-qualified as low-income residents through BCHA.

Community Cycles evaluated the program's impact with pre-and post-surveys. Pre-surveys were conducted at the workshop and classes, and post-surveys were conducted through email and phone interviews. Community Cycles guaranteed that a minimum of 30% of participants respond to the post-survey. Community Cycles received 6 post-surveys, over 62% of total participants in the program. We feel confident in the number of post-survey responses we received in using the data to determine whether the program was effective.

As detailed in our scope of work, at the completion of this phase of the project, Community Cycles is providing Boulder County with the following programmatic information:

- Total participants: 7
- Total number of primary Spanish-speakers served: 0
- Total number of adult commuters served: 6
- Estimated total number of work-related trips supported (per week or month): 7.9/month per respondent
- Total number of children served: 1
- Total number of bikes provided: 7

### **III. Survey Questions**

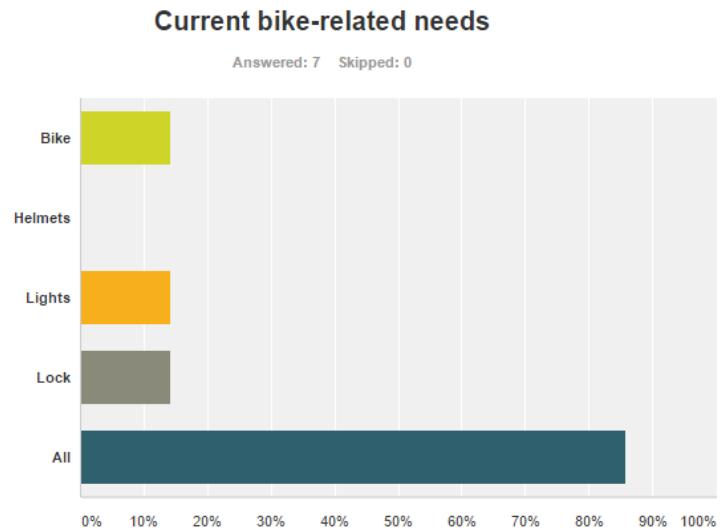
Pre- and post-surveys included the following information:

- Name
- Primary Language – Spanish, English or both
- Current bike-related needs (bike, helmets, lights, lock)
- Additional or future bike-related needs (bike parking at work, secure bike storage at transit locations, secure bike parking near their home)

- How they currently get to work or to a job training program & how often they use each mode
  - Bike
  - Public Transit (including route and stop information)
  - A combination of biking and transit
  - Walk
  - Drive alone
  - Carpool or Vanpool
  - Telework
- How far the participant currently travels to get to work or a job training program
- Once they have a working bike, how do they expect they will get to work or to a job training program? How often will they use these modes?
  - Bike
  - Public Transit
  - A combination of biking and transit
  - Walk
  - Drive alone
  - Carpool or Vanpool
  - Telework
- Other possible obstacles participants have for getting to work, such as a bus schedule that doesn't run late enough, a bus stop that isn't close enough to their job location, etc.

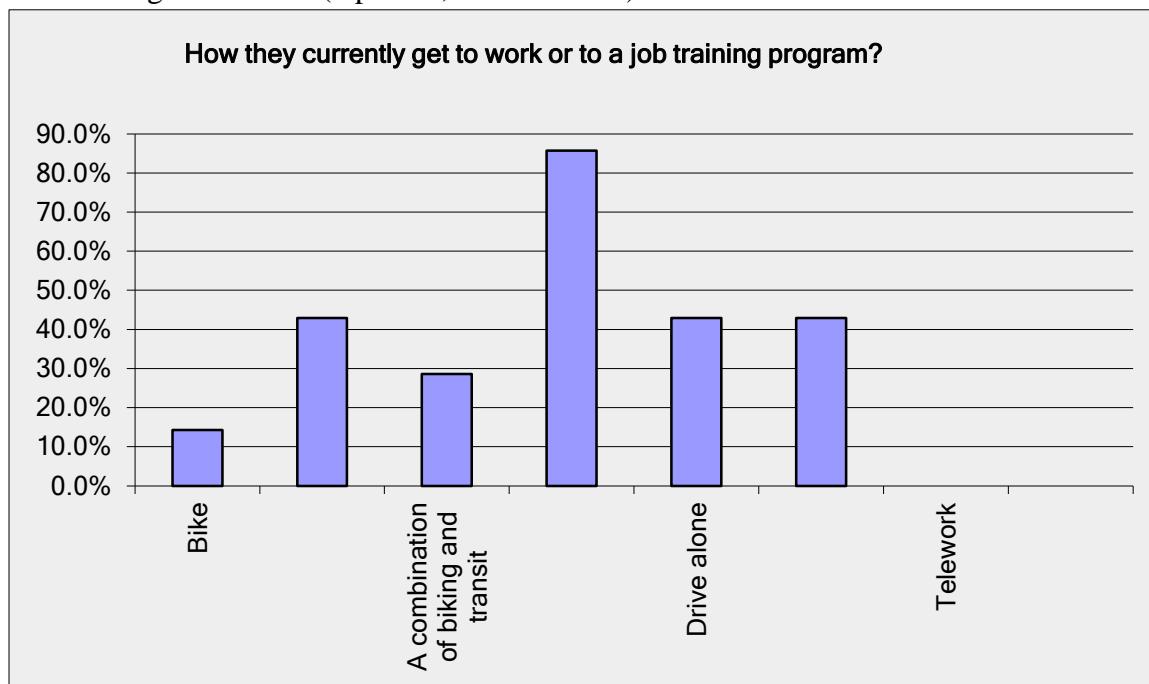
#### IV. Pre-Survey Results

- Residents indicated that they need bicycles (7/7) and other equipment (helmets, locks, and lights) for safe and consistent bicycle riding.
- Although outreach materials were available in Spanish and English, residents who participated in the program were English-speaking.
- Residents have experienced bicycle theft.
- In order to bicycle more often, residents need secure parking for their bicycles (6/7 responses indicated this would help them bicycle more.)
- Seven respondents indicate that they commute to work, school, or job training, with commutes from 0.75 – 21 miles (one way 0.38, 1, 2, 4, 7, 10.5). Commutes of ten miles or less are



considered possible on a routine basis for people riding bicycles; commutes of 5 miles or less are even more achievable.

- In the pre-program survey, important facts are revealed including:
    - very few BCHA residents commute by bicycle (2 people, 3-4 times week).
    - Residents also commute by bus (4 people, 3-5 times week),
    - bus and bicycle (1 person, 3 times/week).
- Other modes include:
- walking (2 people, 2-3 times/week),
  - driving alone (6 people, 1 – 5 times/week),
  - carpool/vanpool (1 person, 5 times/week), and
  - working from home (1 person, 2 times/week).



Course participants anticipated using their bicycles to commute, or bus and bicycle, much more, with 60% expecting to use their bicycle at least two days/week. BCHA residents indicate that they are interested in, and anticipate, using bicycles and public transit much more, if given the opportunity, is a positive sign for our program.

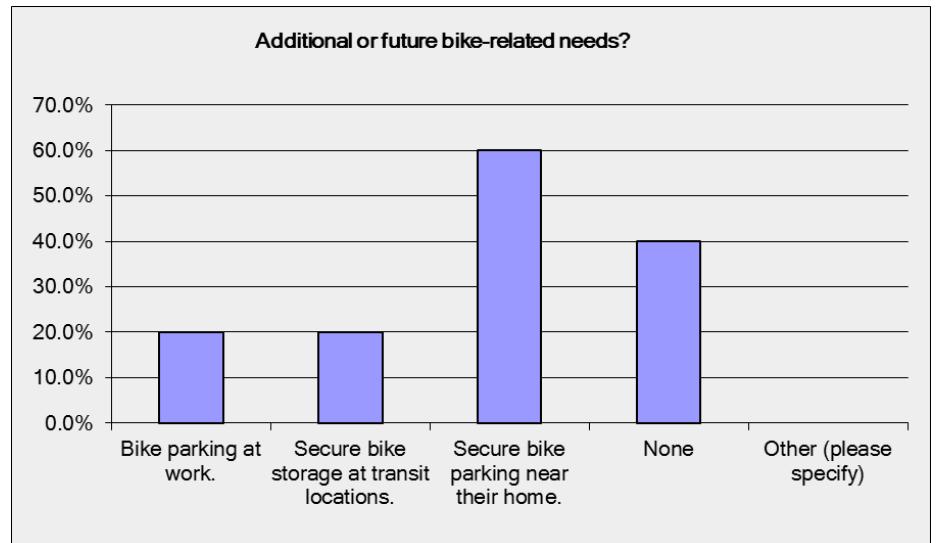
## V. Post-Survey Results

Question 3 asked program participants what they need in order to bicycle more safely and/or use your bike more. Two people responded that they had lost their light and still needed a bicycle light. These lights were provided to them. No one needed a helmet or a lock; these needs were met through the program. “Other” comments including the need for more room for bicycles on buses.

Question 4 explored what would lead to BCHA residents using their bicycles even more. “Other” comments included:

*Bigger lanes for bikers or wider sidewalks if no lanes; Clearer road conditions for bicycles; A place to lock my bike that isn't in the middle of my living room.*

One respondent mentioned a specific safety concern: *Some streets seem unsafe for biking, for me E. Baseline in some spots. Very narrowly escaped being hit at E. Baseline and Public couple weeks ago, left me quite shaky.*



The post-survey indicates that 30% of respondents use their bicycle to get to work or school, and 80% use it for errands.

Question 7 highlights the dramatic change the survey shows in additional bicycle use, with 70% of respondents reported using their bicycle at least once a week, and 50% using it 3 or more times per week.

In further questions, 80% of respondents indicated their bicycle was still in good shape.

A majority of respondents offered suggestions for future bicycle workshops:

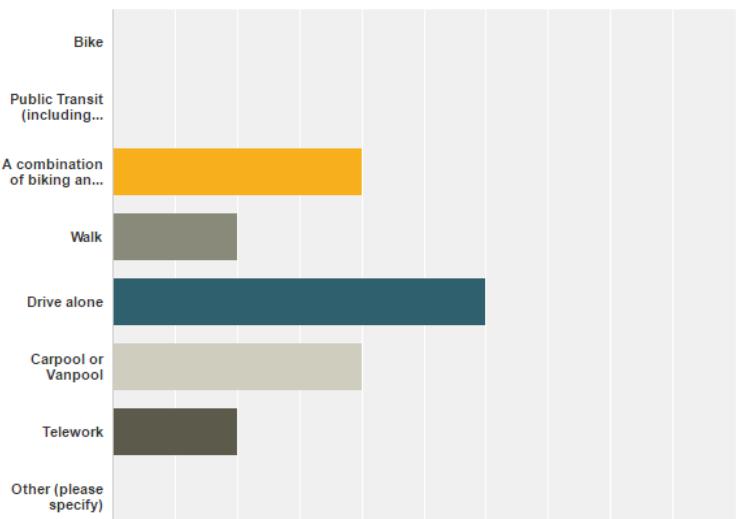
- *This was a great workshop and program. I don't have any suggestions to offer.*
- *I learned a lot and am just so grateful to have the opportunity to resume bike riding.*
- *Better sizing and help figuring out the right height for the bike. there were a lot of bikes for smaller people but not as many for tall people.*
- *More hands-on teaching.*
- *Only some of the bikes had missing parts- mine doesn't have a kickstand, couple other neighbors mentioned some issues as well.*
- *No, you are awesome!*

## VI. Conclusions

Comparing the pre- and post-survey, **the number of respondents commuting to work and school increased significantly.**

### How do you currently get to work or to a job training program?

Answered: 5 Skipped: 0



We also noticed that some residents also described their need for a non-traditional bicycle, a “step-through.” This is an important option for people with back injuries or other limits on mobility. Step-through bicycles were provided to BCHA residents through this program. Electric bicycles and other mobility options can be considered in future projects of this type.

Outlying communities bus then bike, additional bicycle capacity on buses, and secure storage options, important in building mobility that includes bicycles.

In conclusion, based on survey analysis and cost analysis of this program, Community Cycles feels that this program is a necessary and viable option for creating more daily bike commuters. For each person that takes one less car trip in Boulder, greenhouse gas emissions are reduced by 1 pound of CO<sub>2</sub> per mile.<sup>1</sup>

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<sup>1</sup> United States Environmental Protection Agency. [Greenhouse Gas Emissions from a Typical Passenger Vehicle](#). Ann Arbor, May 2014.

# BIKE CARE AND REPAIR



# BIKE DAYS

## NEED A BIKE? •••

Sign up to receive a FREE bicycle!  
or Fix Up Your Bike! •••

Join us to:

Receive a FREE 'RE-US ED' bike, for working adults.

Learn bike care and repair.

Get safe riding tips ... and a custom travel plan that shows you how to use your new bike to get to work.

**Pizza lunch!**

Saturday **October 15th**, 9:30 am - 3 pm

**Sunnyside Place**

401 East St., Louisville, CO 80027

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**Bicycling** saves money, provides exercise and health benefits, and is good for the environment!



## Space is limited, Sign Up Now, Deadline October 1!

**Contact your Property Manager to Sign Up!**

- Enrollment open to working adults, ages 16 and up. •
- Childcare will be provided for the children of registered participants. •

**Victoria Collins**, Property Manager, Boulder County Housing Authority  
720-564-2275 Cell, 720-564-2283 FAX, [vcollins@bouldercounty.org](mailto:vcollins@bouldercounty.org)



# DÍAS DE BICI

## ¿NECESITA BICI?

¡Inscríbase para recibir una bicicleta!  
o arreglar su bici GRATIS!

Venga si quiere:

Recibir una bici reacondicionada **GRATIS** (si es adulto y está trabajando).

Aprender cuido y mantenimiento de bici.

Educarse sobre cómo correr con seguridad.

Recibir un plan específico sobre como viajar al trabajo por bicicleta

¡Pizza!

Sábado 15 de octubre, 9:30 am - 3:00 pm

Sunnyside Place

401 East St., Louisville, CO 80027

¡Correr bici le ahorra dinero, es ejercicio, saludable y protege al medioambiente!



**Cupo limitado. Inscríbase antes del viernes 10/1!**

**¡Contacte a su Gerente de Propiedad para inscribirse!**

- Inscripciones abiertas para los adultos que trabajan, 16 años y mayores.
- Habrá cuidado de niños para los hijos de los participantes registrados.

**Victoria Collins**, Gerente de Propiedad, Boulder County Housing Authority  
720-564-2275 Cell, 720-564-2283 FAX, [vcollins@bouldercounty.org](mailto:vcollins@bouldercounty.org)





## EARN – A – BIKE Sign-up Form!

**Get a free refurbished bike or learn how to repair your current bike!**

**Saturday, October 15<sup>th</sup>**

**9:30 am - 4 pm at**

**Sunnyside, 401 East St.  
Louisville, CO, 80027**

**Space is limited so first come first served!**

This class will include information about bike care and repair, and includes a pizza lunch. Enrollment is open to working adults, ages 16 and up. Childcare for participants' will be available for children over 3 (must be potty-trained).

Please return this form by **October 1<sup>st</sup>** to your Property Manager or mail in the envelope provided.

Victoria Collins, Property Manager  
Boulder County Housing Authority  
Phone: (720) 564 - 2275  
Email: [vcollins@bouldercounty.org](mailto:vcollins@bouldercounty.org)

**Today's date:** \_\_\_\_\_

Questions? Contact:

Jennifer Shriver  
Community Cycles  
Phone: (303) 641-2749  
Email: [Jennifer@CommunityCycles.org](mailto:Jennifer@CommunityCycles.org)

Andrew Rasmussen  
Boulder County Transportation  
Phone: (303) 441 – 1367  
Email: [anrasmussen@bouldercounty.org](mailto:anrasmussen@bouldercounty.org)

### Tell Us About You

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Would you prefer training in English or Spanish?

English  Spanish

### Your Bicycle

Do you need a bicycle? Yes  No

If yes, please tell us your height and weight so we can get you the right bicycle: Height  Weight

We will give you a bike to help you commute to work. To help us pick the right bike for you, please let us know:

How many miles is your commute? \_\_\_\_\_

Do you ride on bike lanes, on trails, or on roads?  
\_\_\_\_\_

Do you need to bring your bike on the bus? \_\_\_\_\_

### Children

Do you have any children who will need childcare while you are at the bike class? Children are invited to join their parent for lunch.

If yes, please tell us:

Childs Name: \_\_\_\_\_

\_\_\_\_\_

Childs Age: \_\_\_\_\_



## Inscribese en los Dias de Bicicleta!

**Reciba una bicicleta gratis (las bicis son usadas pero en buena condicion) O aprende a arreglar su propia bicicleta!**

Esta clase le enseñará a mantener y reparar su bicicleta, también incluye un almuerzo de pizza.

Si ud es adulto (mayor de 16 años) y esta trabajando, o buscando trabajo, puede inscribirse. Cuidado de los niños para los niños participantes estará disponible para niños mayores de 3, que deben ir al baño por su cuenta.

Por razones de espacio, la inscripción es limitada - primero llegado, primero servido.

**La fecha de hoy:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Por favor, complete y envíe este formulario a su Administrador de la Propiedad por Viernes, 16 de septiembre (o por correo en el sobre adjunto).

### Victoria Collins

Gerente de Propiedad,  
Boulder County Housing Authority  
720-564-2275 Cell  
720-564-2283 FAX  
[vcollins@bouldercounty.org](mailto:vcollins@bouldercounty.org)

### Sección 1. La Fecha y El Lugar:

\_\_\_\_ Sábado 15 de Octubre  
9:30 am - 3:00 pm

**Sunnyside Place**  
401 East St.  
Louisville, CO 80027

### Sección 2: Su Información

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_  
\_\_\_\_\_

Número de teléfono: (\_\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

Prefiere ud una clase en español o en inglés?:

Inglés       Español

### Sección 3: Su bicicleta

Necesita de una bicicleta? Si  No

Si su respuesta es "sí", podemos dar una bicicleta para usted para el viaje al trabajo.

Para que te hagas una moto que te sirve bien, por favor nos da esta información:

Altura \_\_\_\_\_ Peso \_\_\_\_\_

¿Cuál es su total de millas por día para el viaje de la bicicleta?

\_\_\_\_\_

¿Alguno de el viaje será en autobús? Si  No

### Sección 4: Niños

Tiene ud niños que necesitan cuidado durante la clase?

Si  or No

Si es así, por favor díganos el nombre (s) y la edad (s) de la siguiente manera:

Nombre: \_\_\_\_\_ Edad: \_\_\_\_\_

Nombre: \_\_\_\_\_ Edad: \_\_\_\_\_

Nombre: \_\_\_\_\_ Edad: \_\_\_\_\_

Los niños también pueden participar en el almuerzo (pizza) con sus padres.

¿Preguntas? Llame a Jennifer en Community Cycles.  
303-641-2749 o email [Jennifer@CommunityCycles.org](mailto:Jennifer@CommunityCycles.org)