



## Online Survey Summary

<b>DATE:</b>	December 7, 2018
<b>TO:</b>	Stacey Proctor and Angel Bond
<b>FROM:</b>	Leah Langerman and Hannah Polow, AICP
<b>SUBJECT:</b>	Community Survey Summary
<b>PROJECT:</b>	Boulder County Transportation Master Plan Update

### INTRODUCTION

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Growing population, rising construction costs, and technologies have changed transportation in Boulder County and the Transportation Master Plan (TMP) is being updated for the current 25-year planning horizon. Boulder County started the TMP Update process in summer 2018. In order to adequately plan for a sustainable and inclusive multimodal transportation network, community members were involved in the planning process.

A survey was developed to engage the general public during the early stages of the TMP update (see **Appendix A**), and was distributed in multiple ways. The purpose of the survey was to gather input regarding thoughts and opinions on transportation needs and priorities for current and future transportation funding. The comments and ideas presented will be considered by the project team as the 2040 Transportation Plan is developed.

This document summarizes the survey effort, including methods of distribution, availability, and responses received.

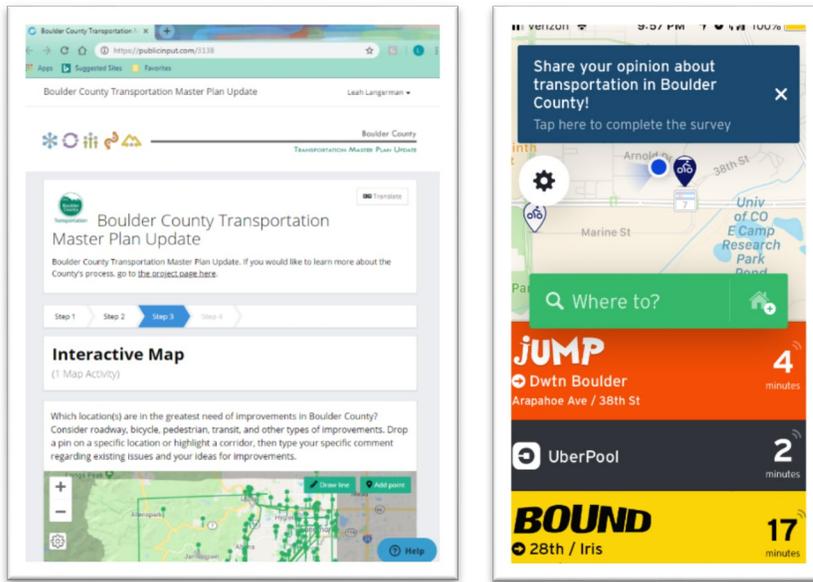
### SURVEY DISTRIBUTION AND ADVERTISEMENT

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The survey was available in electronically, in paper copy, and via telephone. The county used a variety of forums to initially distribute and advertise the survey, including:

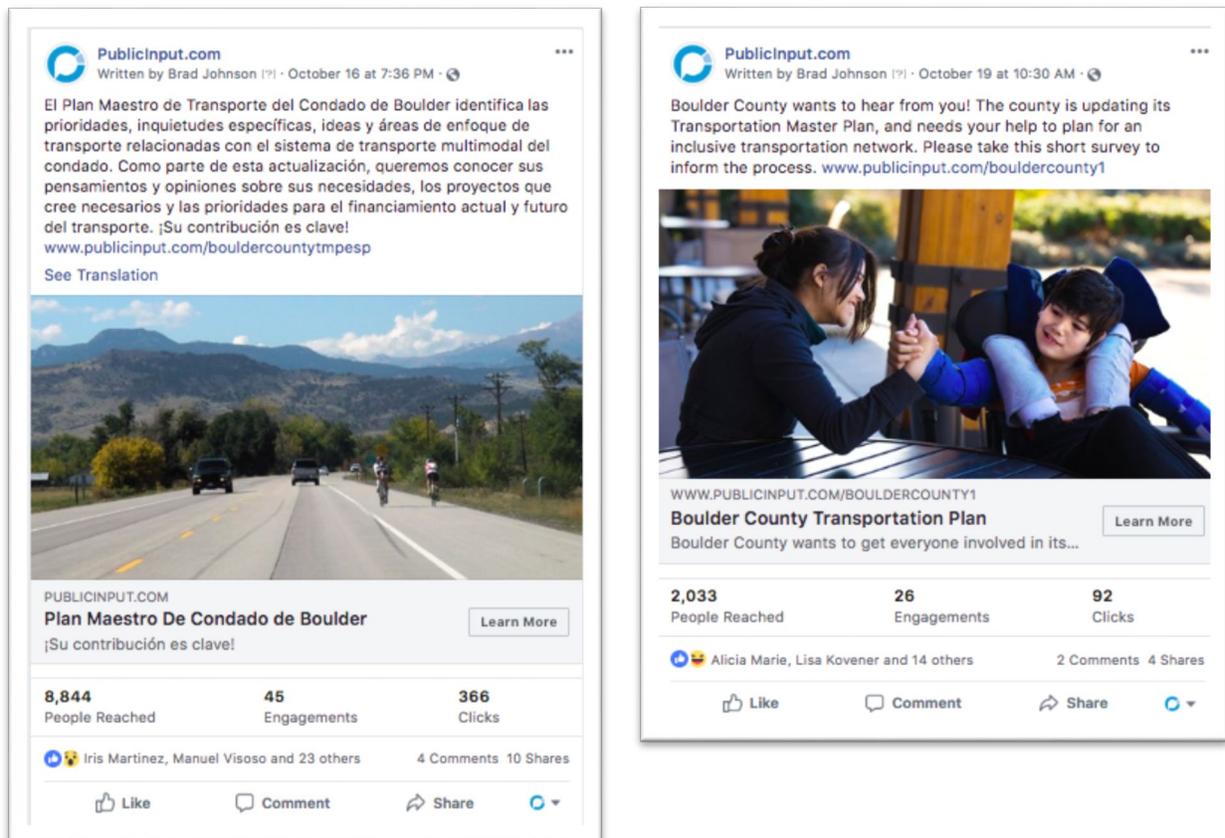
- ✦ News releases on September 10 and October 23
- ✦ Email to the county's list of interested citizens through GovDelivery
- ✦ Availability on the TMP Update page on the county's website ([www.BoCoTMP.com](http://www.BoCoTMP.com))
- ✦ Distribution to project partner agencies and organizations with a request to forward to their contacts
- ✦ Inclusive Planning Steering Committee meeting, and member distribution to their organizations
- ✦ Link in banner within Transit App, which appeared for anyone opening the application within Boulder County during the survey timeframe (**Figure 1**)
- ✦ Outreach on social media platforms, including delivery to 79,251 NextDoor members
- ✦ Article on Boulder County Connect

FIGURE 1: SCREENSHOT OF ONLINE SURVEY FROM THE WEBSITE (LEFT) AND TRANSIT APP (RIGHT)



To increase the number of responses from underrepresented groups, Facebook advertisements targeting Spanish speakers and people with disabilities (**Figure 2**) in Boulder County ran between October 15 and October 22.

FIGURE 2: FACEBOOK ADS



Spanish speaking focused advertisements had the following impact:

- ✦ Impressions (views): 31,954
- ✦ Reach (unique views): 9,564
- ✦ Clicks: 427

Disability focused advertisements had the following impact:

- ✦ Impressions (views): 11,546
- ✦ Reach (unique views): 3,666
- ✦ Clicks: 149

The number of impressions was much higher than the reach, which indicates there was a relatively small Facebook-assumed user audience size for these populations within Boulder County. Therefore, the advertisement appeared in the news feed of the target population multiple times to increase the chance they would complete the survey. The number of clicks indicates the number of people who chose to click the link to view the survey.

## **SURVEY AVAILABILITY**

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### **ONLINE**

The survey was made available through an interactive online platform hosted by PublicInput.com. A link to the user-friendly online survey was placed on the county's TMP Update web page and was available from September 10 through October 24.

The Spanish language version of the survey was available online between September 21 and October 24. To increase Spanish-speaker response rates and to provide them a better understanding of the TMP background, current update, and public participation opportunities before they completed the survey, the project web page was made available in Spanish on October 11.

### **IN-PERSON**

#### **PUBLIC MEETINGS**

A series of three project kick-off meetings were held in late September and early October 2018 to introduce the TMP Update, present information, and gather feedback. The survey was available in hard copy and on laptops provided at the meetings.

- ✦ Louisville at the Kestrel Housing Community Room – September 25
- ✦ Longmont at the St. Vrain Community Hub – September 26
- ✦ Boulder at the Chamber of Commerce – October 5

In addition to these public meetings, the TMP was discussed with the general public at other meetings, listed below. The survey was advertised to attendees and available during the meetings:

- ✦ Planning Commission – October 17
- ✦ Community Conversation at the Longmont Senior Center – October 23

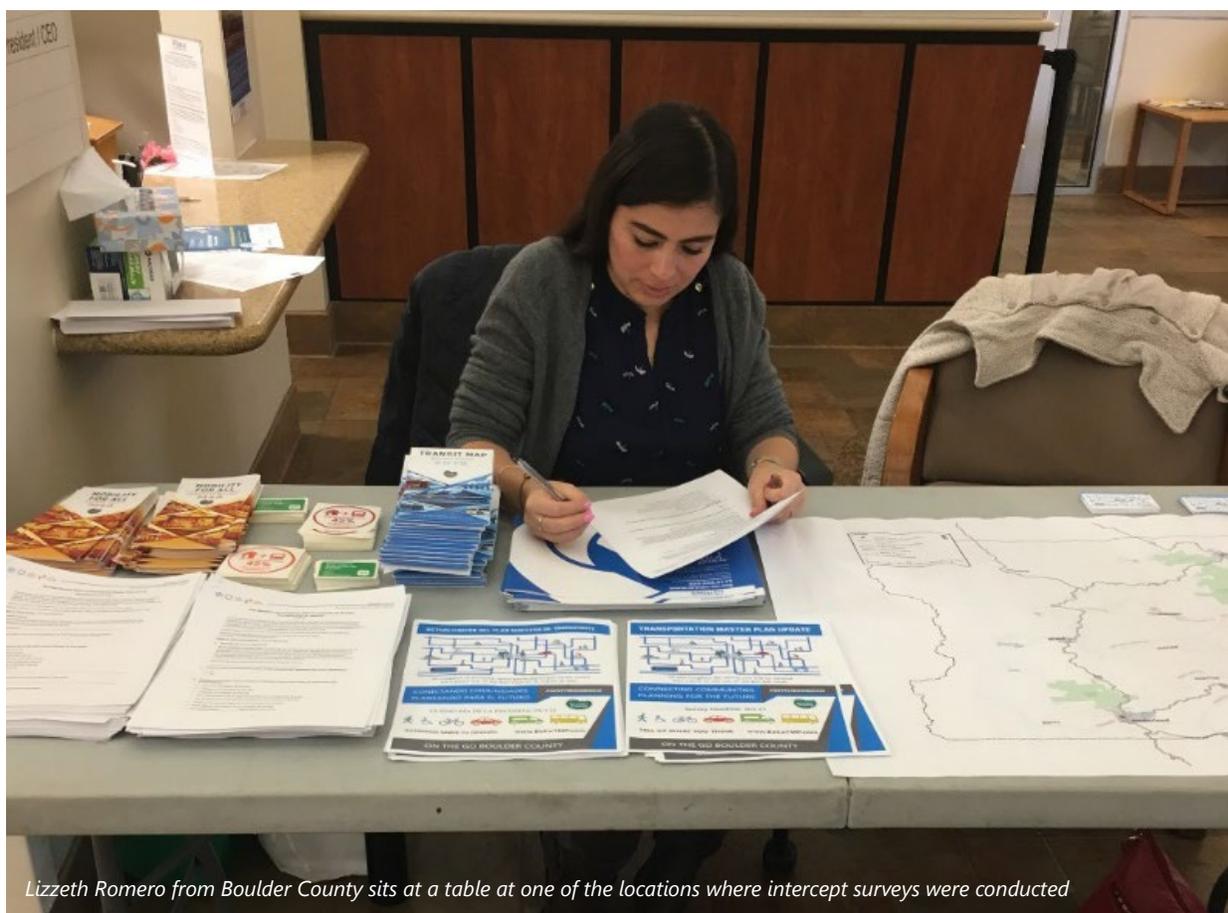
## TELEPHONE

Via Mobility Services partnered with Boulder County to conduct surveys of their past customers over the phone. Four staff members of Via's call center placed calls between September 24 and October 10. Each of the Via staff members placing calls were bilingual and could translate into Spanish as needed. Most of Via's riders are at least 60 years old, low income, and have a range of disabilities. Efforts were made to achieve geographic and demographic diversity with the customers surveyed.

## INTERCEPT SURVEYS

In an effort to capture feedback from people who may have missed the other opportunities to provide feedback. Bilingual staff visited two different locations to capture more individuals, primarily Spanish speaking:

- ✦ Salud Health Center – October 9
- ✦ Sister Carmen – October 10
- ✦ Lafayette – October 30

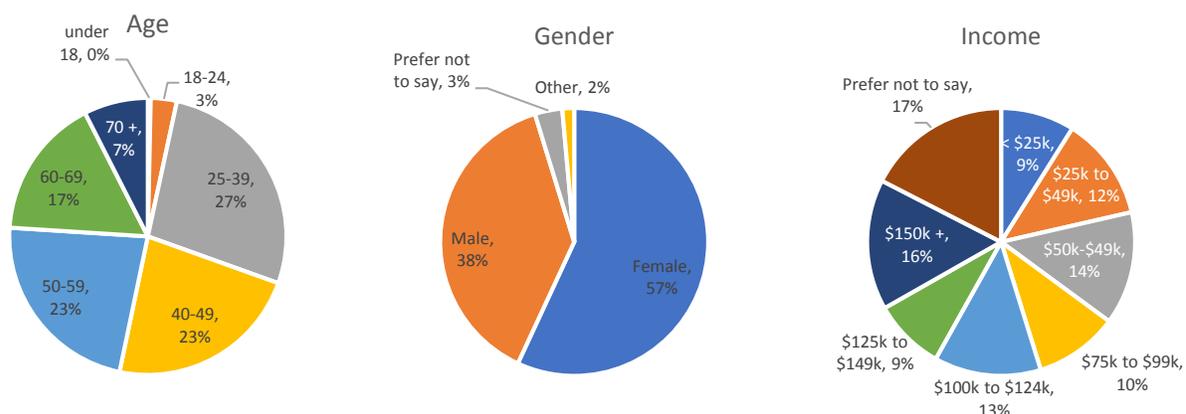


*Lizzeth Romero from Boulder County sits at a table at one of the locations where intercept surveys were conducted*

## RESPONDENT DEMOGRAPHICS

A total of 1,955 respondents completed the English or Spanish survey. Most respondents completed English surveys, with 76 surveys in Spanish completed. Every effort was made to capture input from as many population groups as possible. Respondents represented all age categories, with the under 18 category under representing the actual population present in Boulder County with only five respondents<sup>1</sup>. About half of all respondents were 50 years old or older. Slightly more females responded to the survey than are represented in Boulder County. Based on Census information, approximately 50 percent of the Boulder County population is female<sup>1</sup>. All income levels were represented, with about 45 percent making a household income of less than \$100k. **Figure 3** shows the pie charts for age, gender and income for respondents. **Figure 3** shows the overview of respondent demographic information.

**FIGURE 3: RESPONDENT AGE, GENDER, AND INCOME**



## DISADVANTAGED POPULATIONS

As part of the inclusive planning grant received by the county, additional efforts were made to receive feedback from people with disabilities, older adults, and Hispanic or Latinos. Ensuring the voices of these individuals were heard and their needs were understood was a critical component of the initial public outreach for the TMP Update.

Although efforts were not made to specifically encourage people with low incomes to participate, the survey results do contain that information for respondents who answered the income question.

### PEOPLE WITH DISABILITIES

Approximately 150 people (144) completed the survey who identified as having a disability, or about 7 percent of the respondents. Sixty-three respondents identified as being a caretaker of someone with a disability.

<sup>1</sup> Boulder County QuickFacts. US Census Bureau. Accessed November 2018 from: <https://www.census.gov/quickfacts/fact/table/bouldercountycolorado/RHI725217>

## OLDER ADULTS

Older adults was defined as those over 60 years old for the purposes of this survey. Over 350 respondents (353) identified as an older adult. This represents 18 percent of the respondents. Ninety-four respondents identified as being a caretaker of an older adult.

## HISPANIC OR LATINOS

Via staff completed 80 surveys of their past riders via phone calls. Despite efforts to engage Spanish speakers, only 15 Spanish speaking individuals completed Via's phone survey. Via reported that many Spanish-speaking riders didn't wish to participate in the survey. In total, 76 people completed the Spanish language version of the survey. One hundred thirty five respondents self-identified as being Hispanic or Latino across both the English and Spanish surveys.

## PEOPLE WITH LOW INCOMES

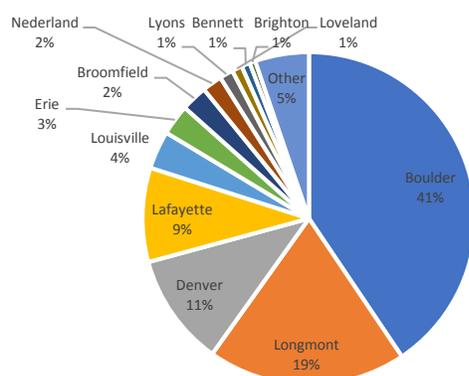
For respondents who selected their household income, 350 respondents indicated that their yearly household income is less than \$50k. While this is not a direct measure of poverty, it does provide some insights on people who are "low-income".

## RESPONDENT INFORMATION

### HOME LOCATION

Most respondents live in Boulder (41 percent of respondents who gave their home location). Longmont was the second most frequent home location, encompassing 19 percent of respondents. Other Boulder County communities Lafayette, Louisville, Erie, and Lyons also participated with at least one percent of all respondents. Lafayette represented 9 percent of all respondents. People from outside Boulder County also responded to the survey, with 11 percent from Denver and 3 percent from Broomfield. **Figure 4** shows all home locations for communities with at least 1 percent of respondents.

**FIGURE 4: RESPONDENTS HOME LOCATION**



## CONNECTION TO BOULDER COUNTY

When asked about the connection to Boulder County, most respondents identified as a resident (90 percent). The next most popular answer is as a recreator at 73 percent. The two next most popular answers are employee and business visitor (both at 67 percent). A lower percentage of respondents identify as a traveler through Boulder County or a property owner (56 percent and 54 percent, respectively). Only 13 percent of respondents are business owners. **Figure 5** shows the breakdown of respondents by connection.

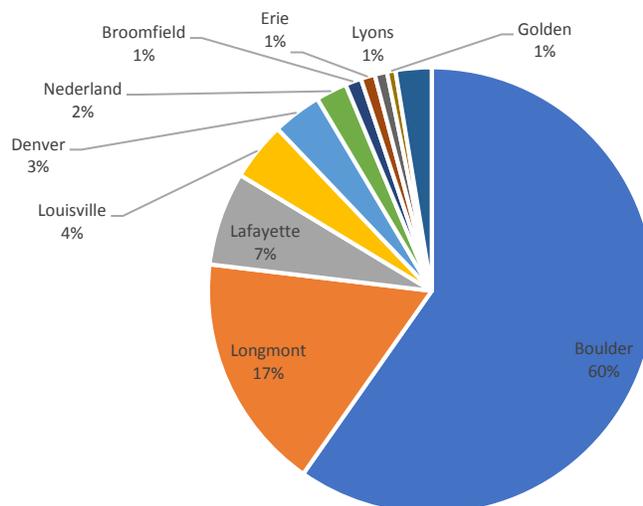
**FIGURE 5: CONNECTION TO BOULDER COUNTY**



## WORK/SCHOOL LOCATION

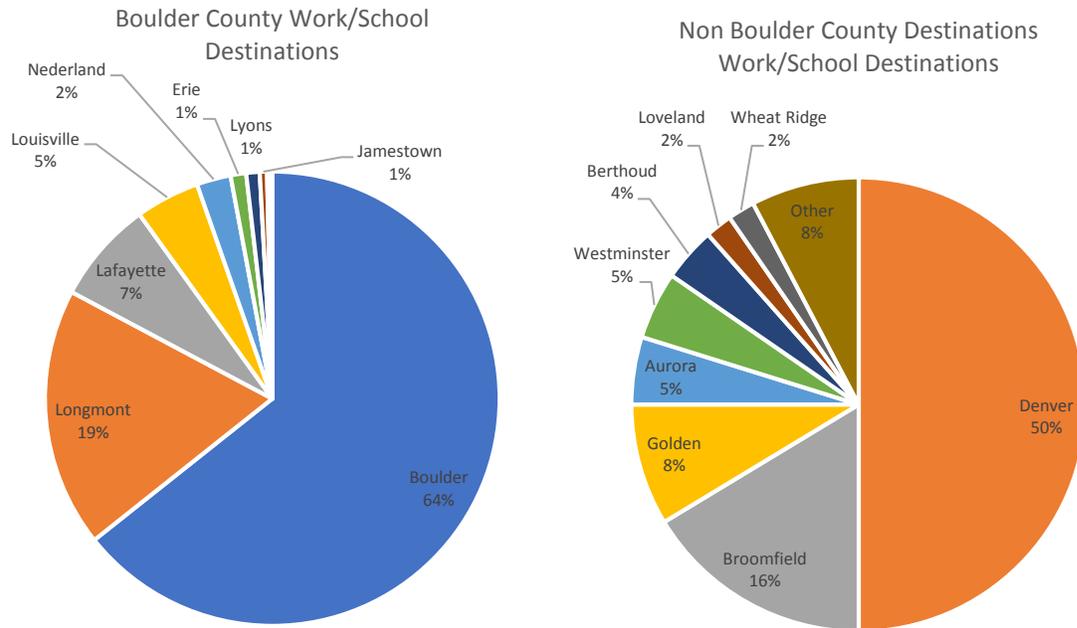
Overall, 60 percent of respondents claimed Boulder as their main work or school destination. The next three most popular cities are also within Boulder County (Longmont, Lafayette, and Louisville). The remaining cities that have at least 1 percent are within Boulder County as well as the surrounding area (Denver, Broomfield, and Golden). The breakout for all communities that have at least 1 percent of respondents is shown in **Figure 6**.

**FIGURE 6: OVERALL WORK/SCHOOL DESTINATIONS**



When separated by Boulder County destinations and non-Boulder County destinations, Boulder remains the most popular destination for Boulder County destinations and Denver is the most popular non-Boulder County destination (**Figure 7**).

**FIGURE 7: BOULDER COUNTY DESTINATIONS VS. NON BOULDER COUNTY DESTINATIONS**



## CURRENT MODE

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Respondents were asked to select all transportation modes they regularly use at least once per week. Approximately 80 percent of all respondents indicate that they drive alone at least once per week (**Figure 8**). Other modes involving personal vehicles were also popular, with carpool/vanpool at 11 percent, getting a ride at 20 percent, and ridehailing at 10 percent. The next two most popular options are walk (43 percent) and bike (39 percent). Thirty-six percent of respondents indicate that they use transit at least once a week.

## POPULATION GROUPS

### PEOPLE WITH DISABILITIES

A little over half of respondents with disabilities drive alone at least once a week. A high percentage of respondents also indicated that they carpool/vanpool, get a ride, ridehail, ride transit, or use paratransit at least once a week. When compared to other population groups, respondents with disabilities get a ride, ridehail, and use paratransit more.

### OLDER ADULTS

While older adult respondents are similar to the rest of the population in the highest mode being drive alone, they are less likely to carpool/vanpool or ridehail. Approximately a quarter of older adult respondents claim that they get a ride at least once a week.

### HISPANIC OR LATINO ETHNICITY

A little over 65 percent of respondents who identified as Hispanic or Latino drive alone at least once a week. A high percentage of respondents also get a ride and ride transit at least once a week.

### PEOPLE WITH LOW INCOMES

For respondents who have a household income of less than \$50k, a little over 60 percent of respondents indicate they drive alone at least once a week. This population group also has high percentages for getting a ride, ridehailing, riding transit, and using paratransit.

## ASSOCIATION WITH BOULDER COUNTY

Similar to the breakout of population groups, regardless of respondents' association with Boulder County, the highest mode used at least one day a week is drive alone. Business owners are the most likely to drive alone at least one day a week, at 86 percent. Respondents who only work in Boulder County and business owners in Boulder County differ the most. Respondents who only work in Boulder County are less likely than other groups to get a ride, ridehail, use paratransit, bike, or walk. Respondents who are business owners in Boulder County are most likely to get a ride and less likely to ride transit. **Figure 9** shows the breakout by multiple associations with Boulder County.

FIGURE 8: MODE BY POPULATION GROUP

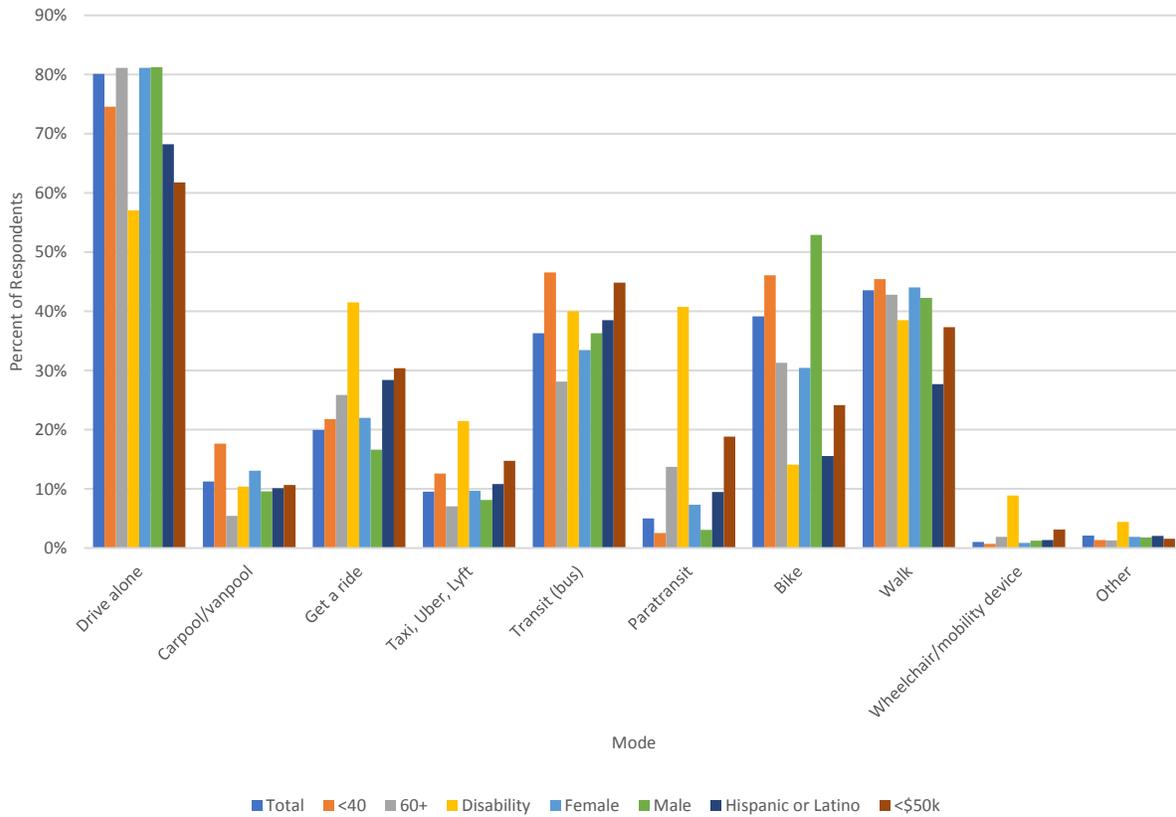
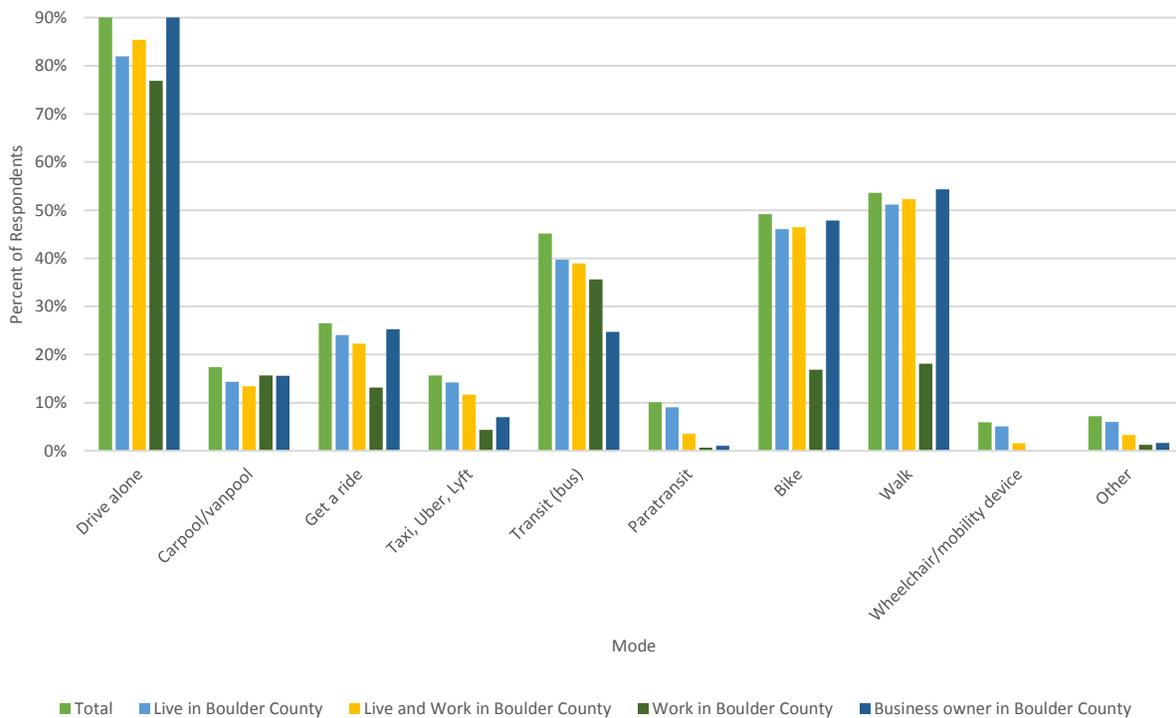


FIGURE 9: MODE BY CONNECTION TO BOULDER COUNTY



## NEW TRANSPORTATION TECHNOLOGY

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Respondents were asked about their willingness to use new transportation technologies (e-bike, electric car, autonomous car, autonomous bus). Respondents indicated their willingness based on the following categories: very interested, interested, neutral, not interested, or not sure/don't know. When asked about willingness<sup>2</sup> for future transportation modes, the most popular answer was the electric car. Respondents under 40 and males are the two most interested population groups for all new transportation technologies. Full details can be seen in **Figure 10**.

### POPULATION GROUPS

#### PEOPLE WITH DISABILITIES

A low percentage of respondents with disabilities are interested in new transportation technologies. For every mode except the electric car, less than 30 percent of respondents claim they are interested.

#### OLDER ADULTS

Similar to people with disabilities, most older adult respondents are not interested in new transportation technologies. About 30 percent or less of respondents claim they are interested in using that mode (except the electric car).

#### HISPANIC OR LATINO ETHNICITY

Hispanic or Latino respondents also indicate the highest interest for electric cars, and a lower interest for e-bikes, autonomous cars, and autonomous buses. More Hispanic or Latino respondents are interested in autonomous cars and autonomous buses than the other population groups summarized here.

#### PEOPLE WITH LOW INCOMES

Similar to people with disabilities and older adults, most respondents with low incomes are not interested in new transportation technologies with the exception of the electric car.

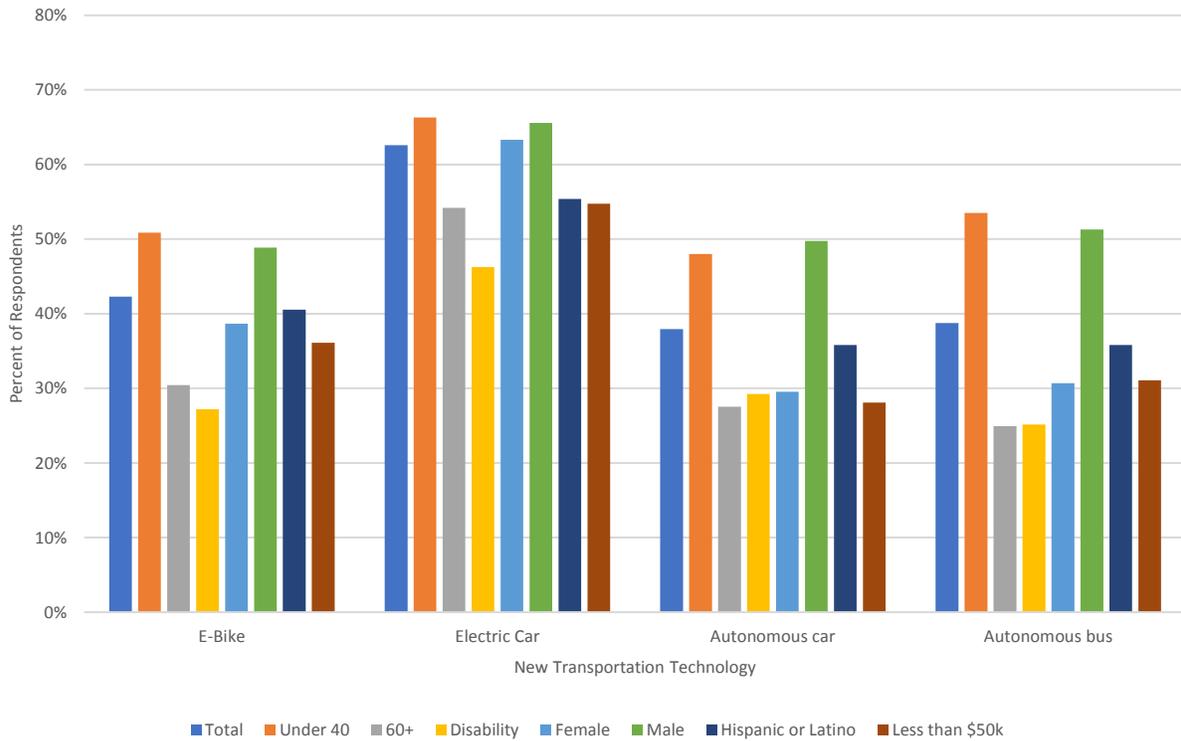
### CONNECTION TO BOULDER COUNTY

A similar trend occurs with respondents most interested in electric cars when the data is grouped by connection to Boulder County. While all groups are similarly interested in autonomous cars and autonomous buses, respondents who only work in Boulder County are less interested in e-bikes and electric cars. **Figure 11** shows the breakout detail associated with association with Boulder County.

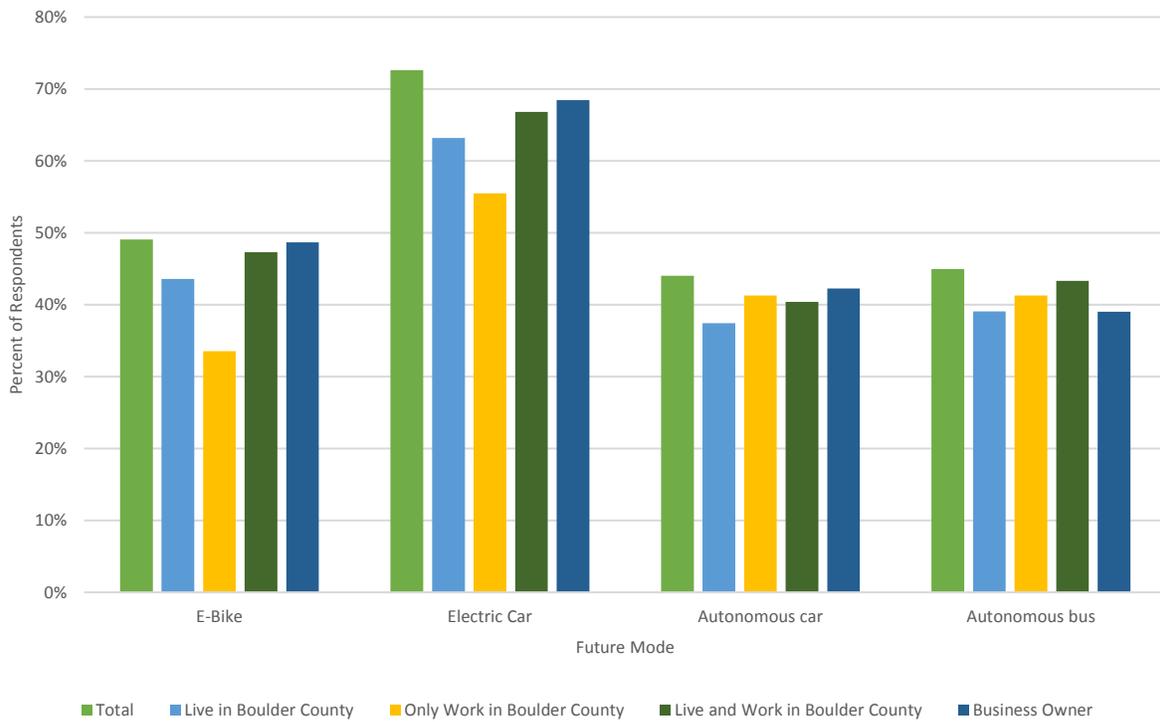
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<sup>2</sup> For the analysis purposes here, responses for "Very interested" and "Interested" have been combined to be considered "Interested".

**FIGURE 10: NEW TRANSPORTATION MODES BY POPULATION GROUP**



**FIGURE 11: NEW TRANSPORTATION MODES BY CONNECTION TO BOULDER COUNTY**



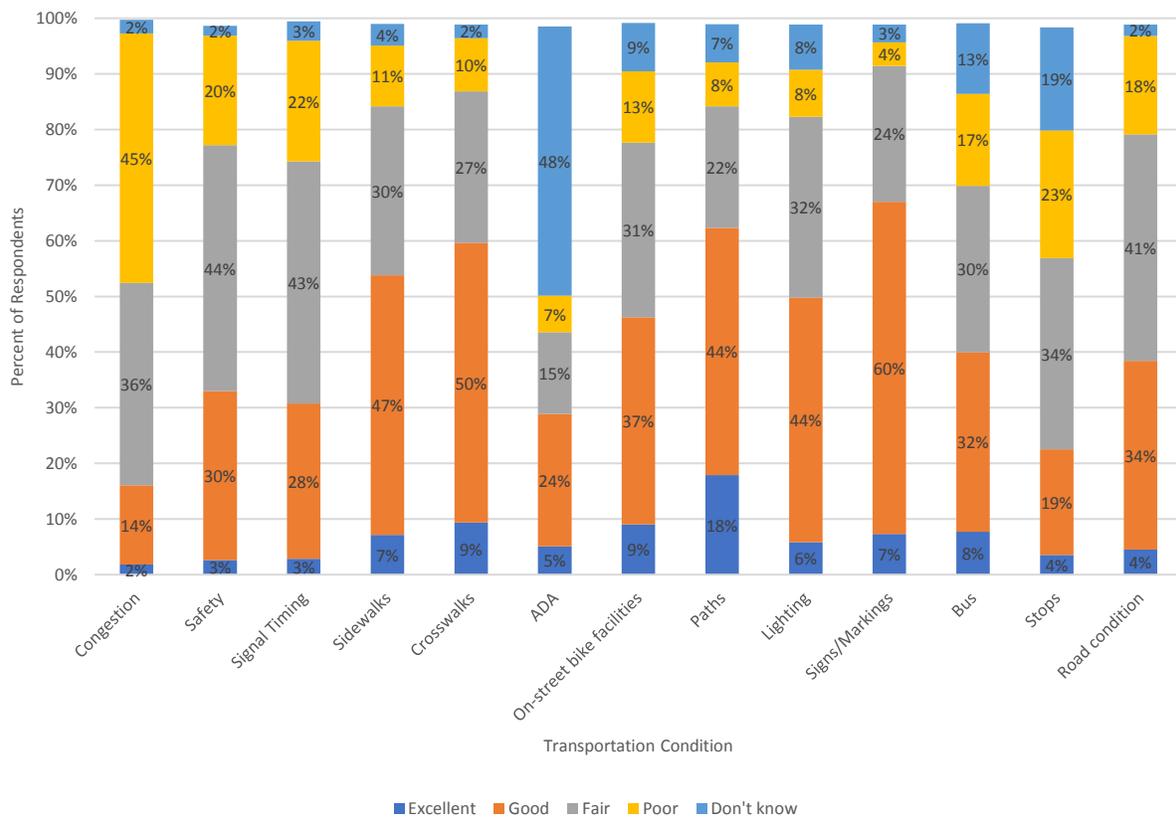
## TRANSPORTATION CONDITIONS

Respondents were asked to rate transportation conditions excellent, good, fair, poor, or don't know (**Figure 12**). Many respondents gave transportation conditions a score of good or fair, but top ratings and low ratings emerged:

- ✦ Five Top Ratings
  - Signs/Markings
  - Paths
  - Crosswalks
  - Sidewalks
  - Lighting
- ✦ Five Low Ratings
  - Congestion
  - Stops
  - Signal Timing
  - Safety
  - Road Condition

Although the question specifically asks respondents about the county's transportation system, respondents could have been thinking about a specific part of the county that may or may not actually be unincorporated Boulder County. The responses for this question provide insight on opinions about the current transportation system, but it is important to note the limitations of the data.

**FIGURE 12: TRANSPORTATION CONDITIONS OVERALL RATING**



## TOP PRIORITIES

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Respondents were asked to select their top three priorities for improving transportation in Boulder County. Overall, almost 60 percent of respondents indicated reducing traffic congestion as a top priority. The next most popular answers were enhance transit services (approximately 40 percent) and enhance walking and biking facilities (just over 30 percent). The next priorities were selected by about a quarter of respondents: reliability, maintenance, safety, and signals. **Figure 13** shows full details.

### POPULATION GROUPS

#### PEOPLE WITH DISABILITIES

Respondents with disabilities indicated reducing congestion, enhancing transit services and improving safety as the top priorities. Lowest priorities include: improve compatibility with surrounding land uses, improve bike/pedestrian access to bus stops, and improve driving access to park and rides.

#### OLDER ADULTS

Older adult respondents indicated reducing congestion, maintaining the existing system, and enhancing transit service as the top priorities. Lowest priorities include: creating roadway connections, improve compatibility with surrounding land uses, and improve driving access to park and rides.

#### HISPANIC OR LATINO ETHNICITY

Hispanic or Latino respondents indicated reducing congestion, enhancing transit service, and improving safety as the top priorities. Lowest priorities include: improve driving access to park and rides, improvements compatible with new technology, and reduce wildlife collisions.

#### PEOPLE WITH LOW INCOMES

Respondents with low incomes indicated reducing congestion, enhancing transit service, and improving safety as the top priorities. Lowest priorities include: improve compatibility with surrounding land uses, improvements compatible with new technology, and improve driving access to park and rides.

### CONNECTION TO BOULDER COUNTY

The biggest differences arise in the respondents based on whether they only work in Boulder County or if they live and work in Boulder County. Respondents who only work in Boulder County indicate the following as top priorities: reducing congestion, increase travel time reliability, and enhance transit services. A higher percentage of respondents selected these as top priorities than other population groups. **Figure 14** shows full details.

FIGURE 13: TOP PRIORITIES BY POPULATION GROUP

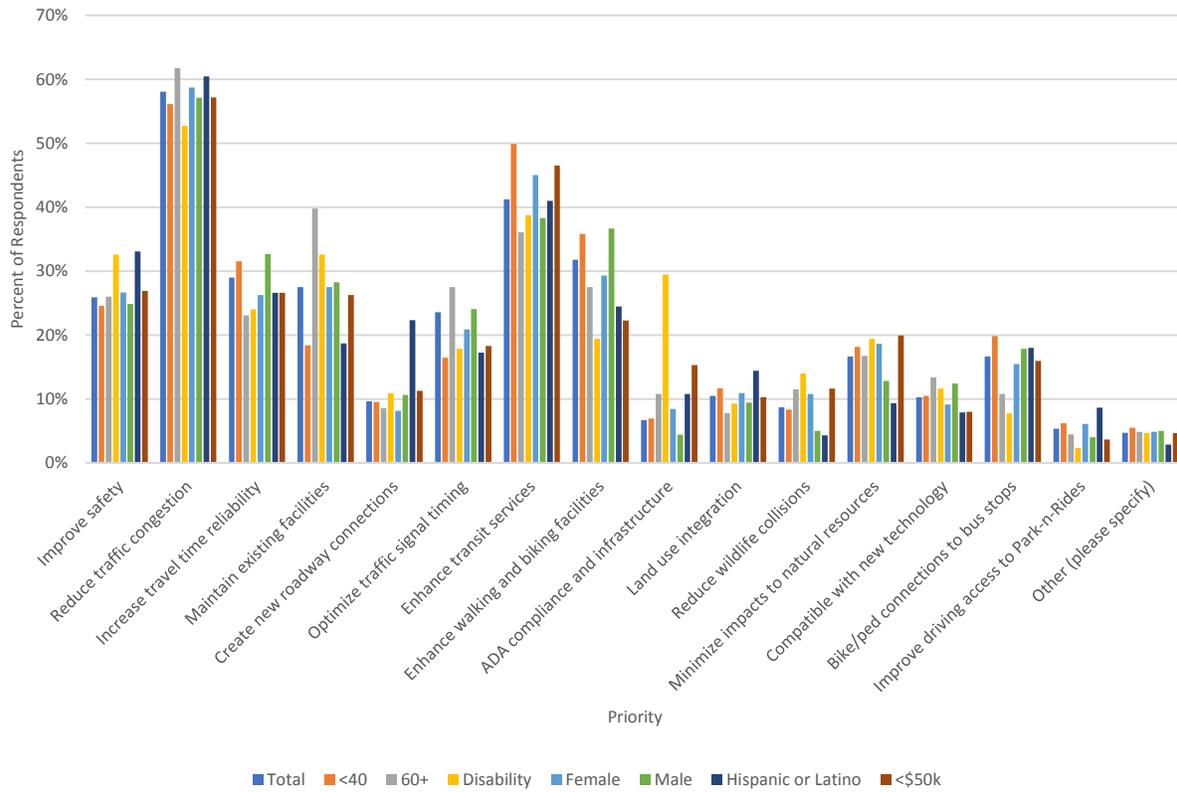
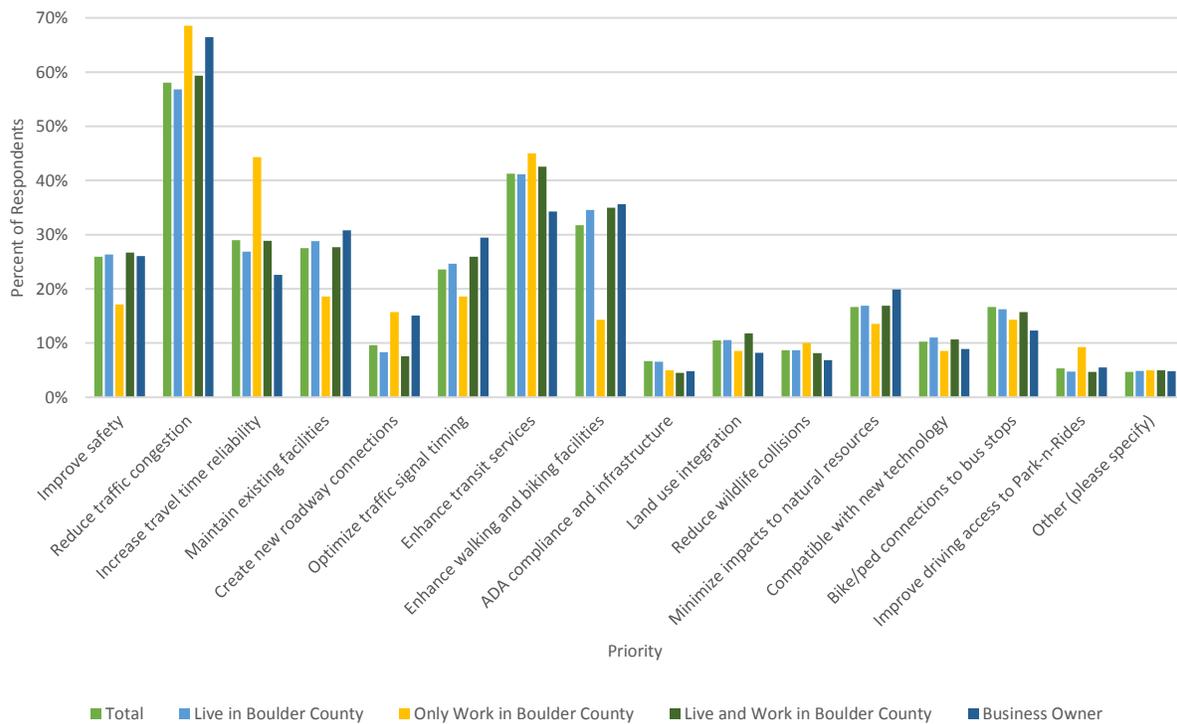


FIGURE 14: TOP PRIORITIES BY CONNECTION TO BOULDER COUNTY



## TRANSIT PRIORITIES

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Respondents were asked to select their top three priorities for improving transit in Boulder County. The top priority identified by respondents was increased frequency. Expand service area was a close second top priority. A little over a quarter of all respondents identified the next top priorities: faster travel time, more evening/weekend service, and cheaper fares/more access to passes. **Figure 15** shows full details.

### POPULATION GROUPS

#### PEOPLE WITH DISABILITIES

Respondents with disabilities indicated expand service area, increase frequency, and more evening/weekend service as the top priorities. Lowest priorities include: speeding up the boarding process, more park and ride capacity, and more bus stop amenities.

#### OLDER ADULTS

Older adult respondents indicated expand service area, increase frequency, and more evening/weekend service as the top priorities. Lowest priorities include: speeding up the boarding process, more park and ride capacity, and more bus stop amenities.

#### HISPANIC OR LATINO ETHNICITY

Respondents with Hispanic or Latino indicated increase frequency, expand service area, and more evening/weekend service as the top priorities. Lowest priorities include: more paratransit, speeding up the boarding process, and more park and ride capacity.

#### PEOPLE WITH LOW INCOMES

Respondents with low incomes indicated increase frequency, more evening/weekend service, and expand service areas as the top priorities. Lowest priorities include: speeding up the boarding process, more bus stop amenities, and more park and ride capacity.

### CONNECTION TO BOULDER COUNTY

The biggest differences arise in the respondents based on whether they only work in Boulder County or if they live and work in Boulder county. Respondents who only work in Boulder County indicate the following as top priorities: faster travel times, increased frequency, and expand service area. Respondents who only work in Boulder County rate faster travel times as a top priority more than other populations. Reliability is also more important to this population group than others. Full details can be seen in **Figure 16**.

FIGURE 15: TRANSIT PRIORITIES BY POPULATION GROUP

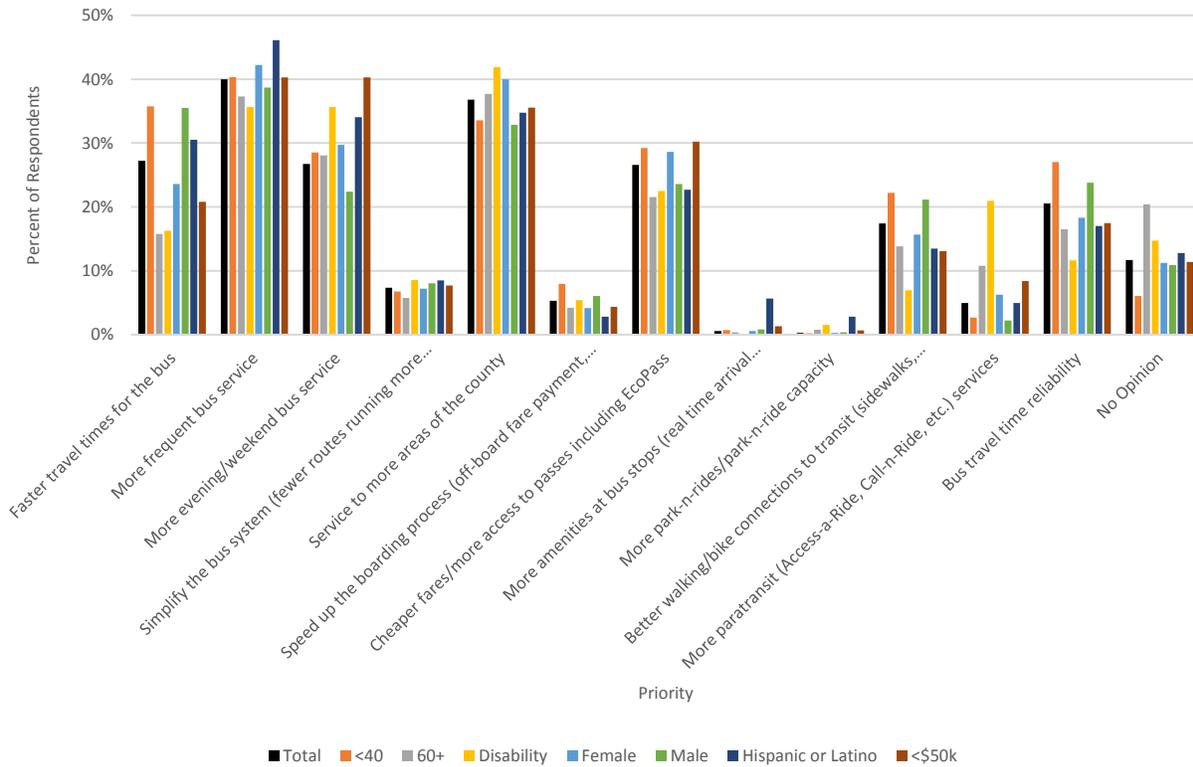
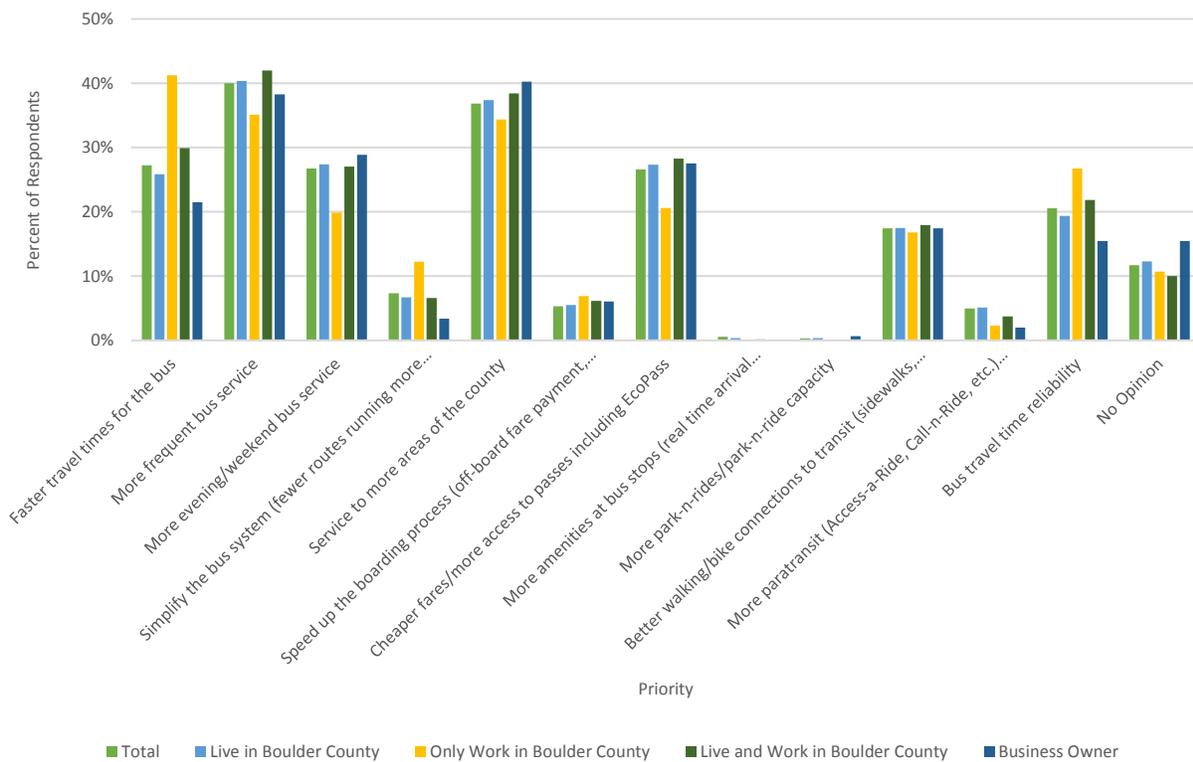


FIGURE 16: TRANSIT PRIORITIES BY CONNECTION TO BOULDER COUNTY



## BICYCLING PRIORITIES

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Respondents were asked to select their top three priorities for improving bicycling in Boulder County. Over half of respondents selected adding bikeable shoulders or increasing the number of separated facilities as one of their top three priorities. The next top priority is improving intersection safety and improving maintenance. Increasing the number of soft-surface trails ranked a close fifth. Full details can be seen in **Figure 17**.

### POPULATION GROUPS

#### PEOPLE WITH DISABILITIES

Respondents with disabilities indicated add bikeable shoulders, increase separated facilities, improve maintenance, and improve intersection safety as top priorities. Lowest priorities include: expand bike share, improve bike parking, and improve bicycle/transit connections.

#### OLDER ADULTS

Older adult respondents indicated the same top priorities as people with disabilities (add bikeable shoulders, increase separated facilities, improve maintenance, and improve intersection safety). Lowest priorities were also the same (expand bike share, improve bike parking, and improve bicycle/transit connections).

#### HISPANIC OR LATINO ETHNICITY

Hispanic or Latino respondents identified add bikeable shoulders, improve intersection safety, and increase separated facilities as their top priorities. Lowest priorities are similar to people with disabilities and older adults: promote e-bikes, expand bike share, and improve bike parking.

#### PEOPLE WITH LOW INCOMES

Respondents with low incomes indicated the same top priorities as people with disabilities and older adults (add bikeable shoulders, increase separated facilities, and improve intersection safety). Lowest priorities include: improve bicycle/transit connections, expand bike share, and improve bike parking.

### CONNECTION TO BOULDER COUNTY

The biggest differences arise in the respondents based on whether they only work in Boulder County or if they live and work in Boulder County. Respondents who only work in Boulder County did select add bikeable shoulders and increase separated facilities as the top two priorities, but a lower percentage of respondents have indicated this than other population groups (and thus a higher percentage of respondents indicated that they have no opinion). Full details can be seen in **Figure 18**.

FIGURE 17: BICYCLING PRIORITIES BY POPULATION GROUP

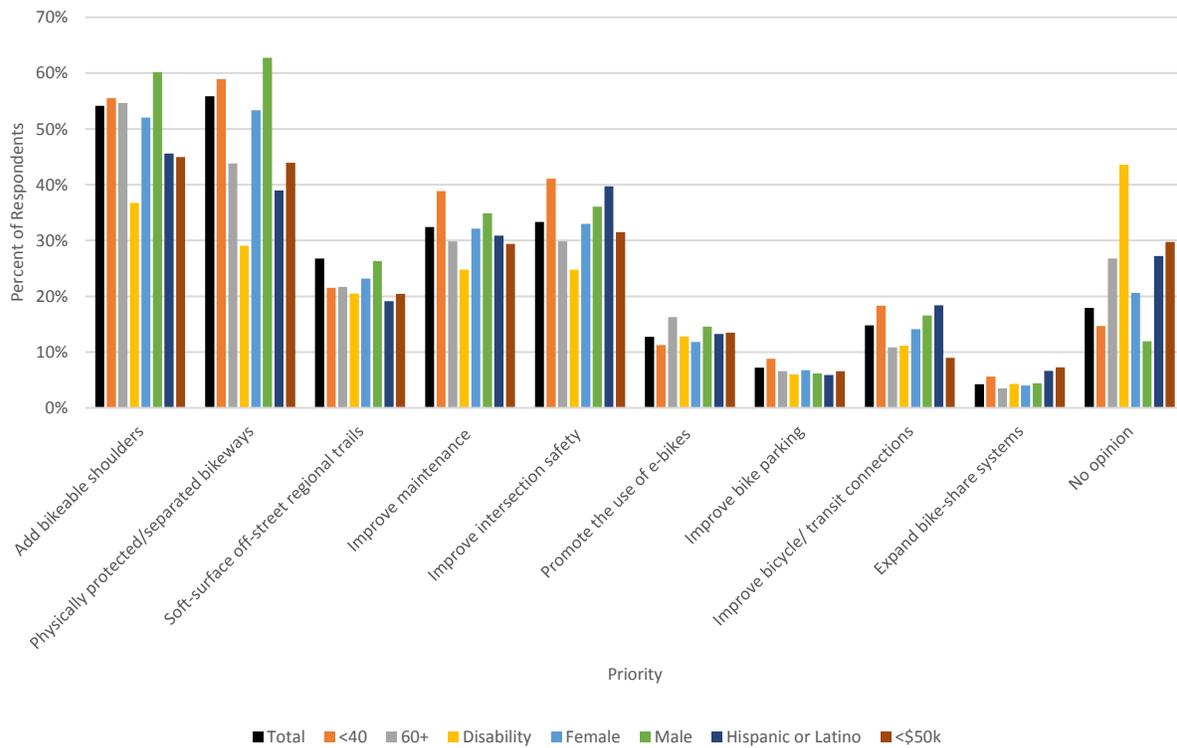
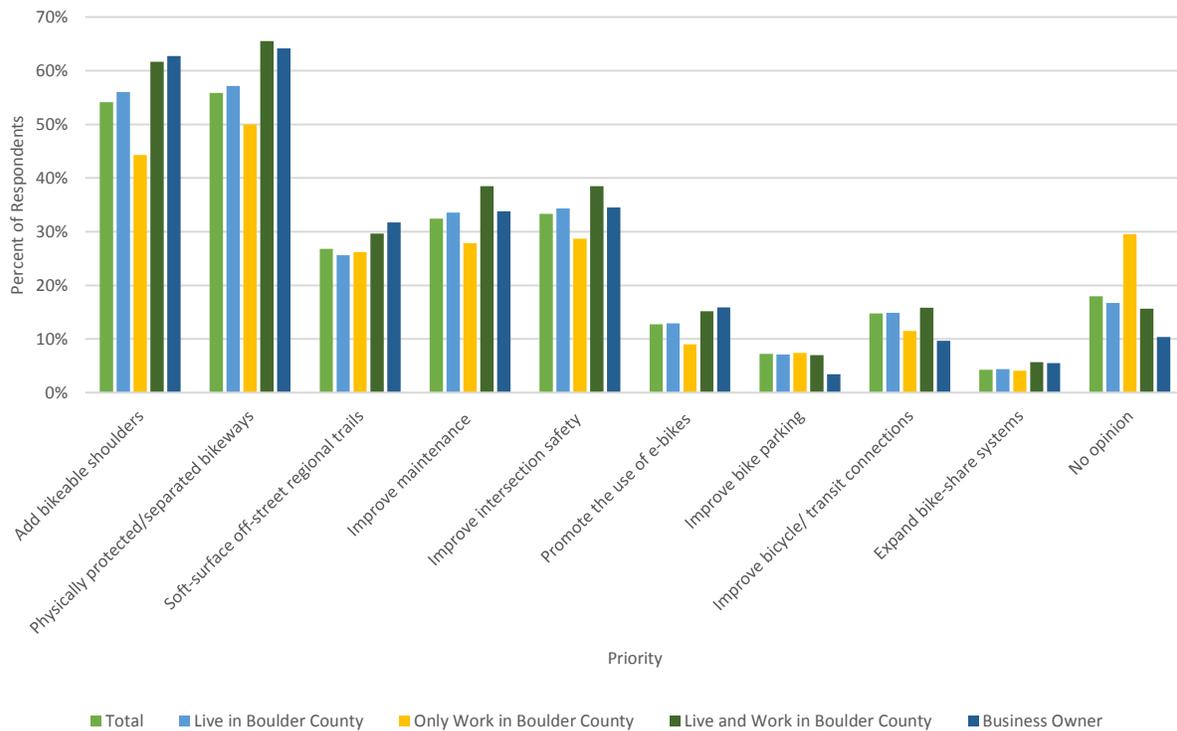


FIGURE 18: BICYCLING PRIORITIES BY CONNECTION TO BOULDER COUNTY





## OVERALL THEMES

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While there are common trends and popular answers from all respondents, nuances about different population groups can assist in the implementation actions that will be considered for the TMP Update. A number of themes became apparent within the online survey and can be carried forward into the next phase of the TMP Update project in data analysis and identifying draft implementation actions.

- ✦ Future Modes
  - Across population groups, the highest percentage of respondents are interested electric cars, with lower percentages of respondents interested in using e-bikes, autonomous cars and buses.
  - Over 40 percent of respondents who work but don't live in Boulder County are interested in autonomous cars and buses.
- ✦ Lowest Five Transportation Conditions Ratings
  - Congestion, Bus Stops, Signal Timing, Safety, Road Condition
- ✦ Highest Five Transportation Conditions Ratings
  - Signs/Markings, Paths, Crosswalks, Sidewalks, Lighting
- ✦ Top Transportation Priorities
  - Across population groups, the highest priority is reducing traffic congestion. Enhancing transit is the second most likely condition respondents selected.
- ✦ Top Transit Priorities
  - The top priority identified by respondents was frequency. Expand service area was a close second. A little over a quarter of all respondents identified the next top priorities: faster travel time, more evening/weekend service, and cheaper fares/passes.
- ✦ Top Bicycling Priorities
  - Two very clear priorities from respondents: shoulder improvements and separated facilities. Intersection safety and improving maintenance were also top priorities from a higher percentage of respondents.



## APPENDIX A: ONLINE SURVEY

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## Boulder County 2040 Transportation Master Plan Survey

September/October 2018

The Boulder County Transportation Master Plan identifies transportation priorities, specific concerns, ideas and areas of focus related to the county’s multimodal transportation system. As part of this update, we want to hear your thoughts and opinions on your needs; projects you think are needed; and priorities for current and future transportation funding. Your input is key!

Please contact us if you have any concerns about this survey or the master plan study.

Boulder County Transportation Department 303-441-3900 or bouldercountytmp@publicinput.com.

### Part 1: Overview (12 questions)

#### 1. Email address

Providing your email is not required. Of course, if you want us to add it to our email list for this project, just mark “Yes” below and we’ll update you on public meetings, draft reports, etc. Your email will not be used for any other purposes.

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

#### 2. Would you like to receive email updates on the Transportation Master Plan?

- Yes
- No

#### 3. What is your connection to Boulder County? (Select all that apply)

- I live in Boulder County
- I work in Boulder County
- I travel through Boulder County
- I am a business owner in Boulder County
- I am a property owner in Boulder County
- I frequent businesses in Boulder County
- I recreate in Boulder County
- Other (please specify) \_\_\_\_\_

#### 4. Where do you live? (Please provide your home address or zip code)

\_\_\_\_\_

#### 5. Work/school zip code (or most frequented destination) \_\_\_\_\_



**6. What modes of transportation do you regularly use (at least once per week) when you travel to/from or within Boulder County? (Select all that apply)**

- Drive alone in a personal vehicle
- Walk
- Bike
- Transit (bus)
- Carpool/Vanpool
- Get a ride from friend, family member, or caregiver
- Paratransit (Access-a-Ride, Via Mobility Services, Call-n-Ride)
- Taxi, Uber, Lyft
- Wheelchair/mobility device
- Other \_\_\_\_\_

**7. My transportation choices are based on (Choose up to three)**

- Travel time
- Options that are available
- Sustainability/environmental impact
- Cost
- Physical accessibility
- Comfort
- Safety
- Reliability

**8. How willing are you to use the following modes of transportation, if it were available?**

	Very interested	Interested	Neutral	Not interested	Not sure/ Don't know
E-bike					
Electric car					
Autonomous (driverless) car					
Autonomous (driverless) bus					



**9. How do you rate the following components of the county’s current transportation system?**

	Excellent	Good	Fair	Poor	Don't know
Traffic congestion					
Traffic safety					
Traffic signal timing					
Sidewalks					
Crosswalks					
Americans with Disabilities Act (ADA) compliance and infrastructure					
On-street bike facilities (bike lanes, shoulders)					
Bicycle/pedestrian multi-use paths					
Roadway lighting					
Signs/roadway markings					
RTD public transit (bus)					
RTD bus stop amenities					
Road condition (maintenance)					

**10. Please select your top priorities for improving transportation in Boulder County (Choose up to three):**

- Improve safety
- Reduce traffic congestion
- Increase travel time reliability
- Maintain existing facilities (sweeping, plowing, striping, repaving, and miscellaneous repairs)
- Create new roadway connections
- Optimize traffic signal timing and progression
- Enhance transit services
- Enhance walking and biking facilities
- Americans with Disabilities Act (ADA) compliance and infrastructure
- Improve compatibility between transportation systems and surrounding land uses
- Minimize impacts to natural resources
- Reduce wildlife collisions by creating crossings
- Implement improvements that will be compatible with new technology (i.e. smart cars)
- Improve bicycle/pedestrian connections to bus stops
- Improve driving access to Park-n-Rides
- Other (please specify) \_\_\_\_\_

**11. What are the most important ways to improve bus/transit service in Boulder County? (Choose up to three)**

- Faster travel times for the bus
- More frequent bus service
- More evening/weekend bus service
- Simplify the bus system (fewer routes running more frequently)
- Service to more areas of the county
- Speed up the boarding process (off-board fare payment, low floor buses, etc.)
- Cheaper fares/more access to passes including EcoPass
- More amenities at bus stops (real time arrival information, bus shelters, etc.)
- More park-n-rides/park-n-ride capacity
- Better walking/bike connections to transit (sidewalks, crosswalks, bike lanes, bike parking, etc.)
- More paratransit (Access-a-Ride, Call-n-Ride, etc.) services
- Bus travel time reliability
- No opinion



**12. What are the most important ways to improve bicycling conditions in Boulder County? (Choose up to three)**

- Add bikeable shoulders to roads that currently do not have them
- Increase the number of physically protected/separated bikeways (like the US 36 Bikeway) that connect regional destinations
- Increase the number of soft-surface off-street regional trails (i.e. Rock Creek, Coal Creek, LoBo Trail, etc.)
- Improve maintenance of the county's bike facilities
- Improve intersection safety for cyclists
- Promote the use of e-bikes (policies, discounts, e-bike share, etc.)
- Improve bike parking
- Improve bicycle/ transit connections
- Expand bike-share systems
- No opinion

**Part 2: About You (10 questions)**

Please note that Boulder County will not share any personal information of any survey respondent. We will only use this data in the aggregate to help inform the Master Plan, ensure we reach a diversity of voices, and for grant reporting purposes. Answering questions is voluntary. You may decide not to answer any specific question.

**1. Do you have access to a credit/debit card?**

- Yes
- No

**2. Do you have a smartphone?**

- Yes
- No

**3. Where do you typically access the internet? (Check all that apply)**

- Mobile phone
- Home
- Work
- Library
- Café
- Friend's or family's house
- Public WiFi
- Other



**4. Age**

- Under 18
- 18-24
- 25-39
- 40-49
- 50-59
- 60-69
- 70+
- Prefer not to say

**5. Do you identify as someone with a disability?**

- Yes
- No
- Prefer not to say

**6. Are you a caregiver of: (check all that apply)**

- Someone with a disability
- Someone over 60 years of age
- None of the above

**7. Please self-identify your gender identity**

- Female
- Male
- Transgender Female
- Transgender Male
- Nonbinary
- Genderqueer
- Genderfluid
- Agender
- Another identity not listed here
- Prefer not to answer

**8. Please self-identify your ethnicity**

- Hispanic or Latino
- Not Hispanic or Latino
- Prefer not to answer

**9. Please self-identify your race**

- American Indian or Native Alaskan
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Pacific Islander
- Two or more races
- White
- Not listed



**10. What was your total household income last year?**

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$124,999
- \$125,000 to \$149,999
- \$150,000 or more
- Prefer not to say

**Part 3: Need for Improvements (1 question)**

**Which location(s) are in the greatest need of improvements in Boulder County? Consider roadway, bicycle, pedestrian, transit, and other types of improvements. Please note specific location(s) associated with your comment(s) regarding existing issues and your ideas for improvements.**

**Part 4: Additional Comments (3 questions)**

- 1. Please share additional comments regarding the existing Boulder County transportation system and improvements most important to you.**



**2. Thank you for completing this survey! Boulder County values your input, and would like to thank you by entering you into a drawing to win one (1) of ten (10) \$50 gift cards. Would you like to be entered into the drawing?**

- Yes
- No

**3. If you would like to be entered into the drawing, please provide your contact information below. (Providing this information does not require you to be added to the project mailing list.):**

Name \_\_\_\_\_

Phone number \_\_\_\_\_

E-mail \_\_\_\_\_

Please contact us if you have any questions or concerns about this survey or the master plan study.  
Boulder County Transportation Department 303-441-3900 or [bouldercountytmp@publicinput.com](mailto:bouldercountytmp@publicinput.com).