

STATE HIGHWAY 119 BUS SURVEY

Dear RTD Customer:

RTD is evaluating route options for riders who travel within the State Highway 119 corridor. Please take a few minutes to complete this questionnaire. There are no right or wrong answers; we simply want your opinion. Please be candid, as your feedback will guide our decision-making.

Please return your completed survey to RTD in the enclosed, postage-paid envelope by November 6, 2018.

If you return your completed survey by November 6, 2018 you will be entered in a random drawing to win one of three \$100 King Soopers gift cards. To enter the drawing, please print your name and address in the space provided on the last page of the questionnaire. This information will be used only for purposes of selecting winners of the gift cards. Your survey responses will be kept strictly confidential and will not be shared with or sold to any third party.

If you have any questions regarding this survey, please call 303-299-6000.

Si prefiere completar una versión en español de la encuesta, pregunte a su conductor.

Thank you for your time and feedback.

The RTD Market Research Team
1660 Blake Street
Denver, CO 80202

1. Which of the following RTD services were you riding when you received this survey?








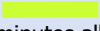


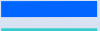


- ☐ BOLT
☐ J

2. Using the list below, please tell us the three most important aspects you consider when choosing to ride the bus.

- ☐ Availability of seats on bus
☐ On-time performance of bus
☐ Total travel time to my destination
☐ Frequency of service
☐ Availability of bike space on bus
☐ Availability of transfers to other routes
☐ Feeling of personal safety at stops/stations
☐ Feeling of personal safety on bus
☐ Reliability of transfer connections
☐ Wait time when you transfer to another bus
☐ Availability of weekend service (Saturday and Sunday)
☐ Availability of evening service (after 6pm)
☐ Other (Please specify)
- _____

RTD is considering several options for bus patterns and service along State Highway (SH) 119. Please review each of the following carefully and tell us the option you prefer most.

NOTE: MAPS FOR EACH OPTION ARE AVAILABLE ON THE NEXT PAGE.

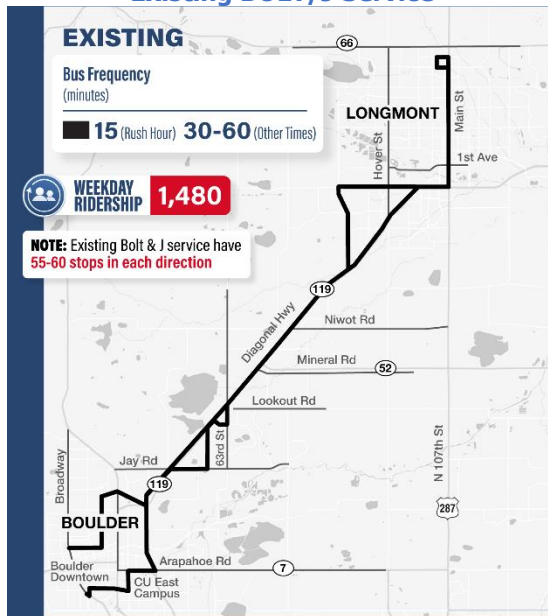
	Existing BOLT/J Service	Expanded BOLT/J Service	Alternative Option A	Alternative Option B	Alternative Option C
Option Description	Existing BOLT and J service	Increased service to BOLT and J	BRT - 1 Pattern	BRT - 2 Patterns	BRT - 4 Patterns
Route	BOLT and J Routes	BOLT and J Routes	 SH66 & Main Street to Downtown Boulder Transit Station	 SH66 & Main Street to Downtown Boulder Transit Station  SH66 & Main Street to CU East Campus	 SH66 & Main Street (via Coffman) to Downtown Boulder Transit Station  SH66 & Main Street (via Coffman) to CU East Campus  SH66 & Main Street (via Hover) to Downtown Boulder Transit Station  SH66 & Main Street (via Hover) to CU East Campus
Number of Stops/Stations	55-60	55-60	10	13	13
Estimated Travel Time from Beginning of Route to End of Route	66 minutes	66 minutes	40 minutes	40 minutes	40 minutes
Service Frequency (Weekdays)	15 minutes during rush hours in peak direction 30-60 minutes during other times	15 minutes during rush hours in both directions 30 minutes during other times	 15 minutes all day	 15 minutes all day  30 minutes all day	 15 minutes all day  30 minutes all day  30 minutes all day
Travel Time Savings of Proposed Option vs. Current Service	N/A	0 minutes	20-30 minutes saved	20-30 minutes saved	20-30 minutes saved

3. Which of the options listed above do you prefer most?

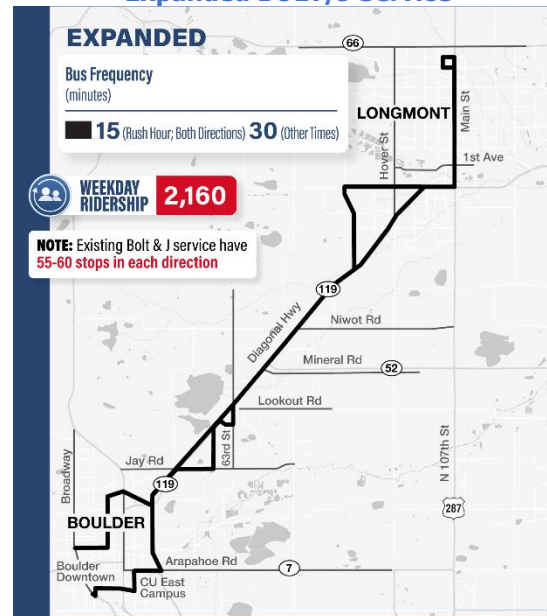
- ☐ Existing BOLT/J Service
- ☐ Expanded BOLT/J Service
- ☐ Alternative Option A
- ☐ Alternative Option B
- ☐ Alternative Option C
- ☐ No preference
- ☐ Not sure

NOTE: MAPS FOR EACH OPTION ARE AVAILABLE ON THE NEXT PAGE.

Existing BOLT/J Service



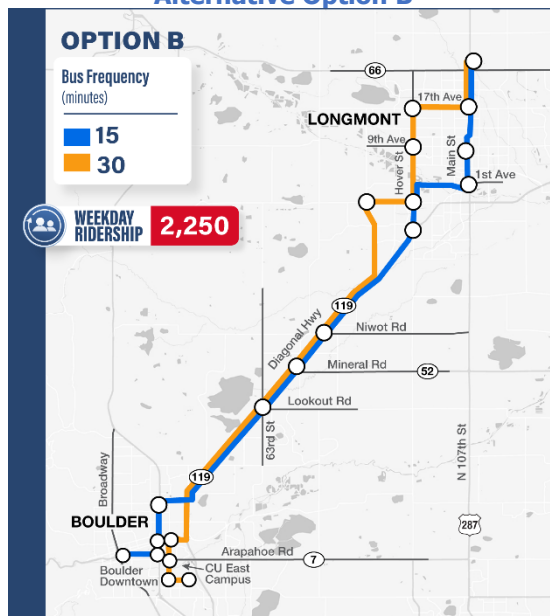
Expanded BOLT/J Service



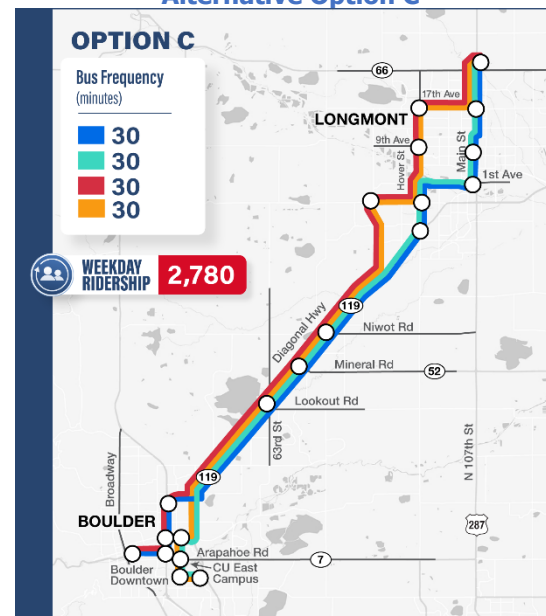
Alternative Option A



Alternative Option B



Alternative Option C



Thank you for your feedback! For the final set of questions, please refer to the trip you were on when you received this survey.

4. What time did you begin this trip?

- ☐ 3:00am-5:59am
☐ 6:00am-8:59am
☐ 9:00am-2:59pm
☐ 3:00pm-5:59pm
☐ 6:00pm-2:59am

5. What is the primary purpose of this trip?

- ☐ Commuting to/from work ☐ Traveling to/from a medical appointment
☐ Traveling to/from school/college ☐ Other (Please specify)_____

6. Approximately how long will it take you to travel from your origin to your final destination? Please provide your total one-way travel time in minutes.

Total One-Way Travel Time in Minutes: _____

7. How did you pay your fare for this trip? (Select all that apply.)

- ☐ Cash/Credit one-way fare (Ticket Vending Machine or Farebox)
☐ Cash/Credit Day Pass (Ticket Vending Machine or Farebox)
☐ Day pass from Day Pass book
☐ Day pass from Mobile Tickets App
☐ 10-Ride ticket
☐ Monthly pass
☐ ValuPass
☐ MyRide Stored Value Smart Card
☐ Business EcoPass
☐ Neighborhood EcoPass
☐ CollegePass (CU-Boulder, University of Denver, Auraria, etc.)
☐ Transfer
☐ Other (Please specify)_____
☐ Not sure

8. Which fare level did you use for this trip?

- ☐ Local ☐ Regional ☐ Airport ☐ Not sure

9. Which of the following special fare discounts, if any, did you use for this trip? (One response only, please.)

- ☐ Senior (65+) ☐ Access-a-Ride card
☐ Disabled ☐ None of these
☐ Student (High school or lower, **not CollegePass**)

10. Did your employer pay all or part of your fare? (e.g., through EcoPass, FlexPass, or other means)

- ☐ Yes, my employer pays my fare in full ☐ No, I paid for all of my fare ☐ Not sure
☐ Yes, my employer pays part of my fare ☐ Not applicable - I am currently unemployed

11. How did you get to the first RTD vehicle you boarded for this trip? (Select all that apply.)

- ☐ Walked ☐ Bikeshare (e.g., B-Cycle)
☐ Drove alone ☐ Rideshare (e.g., Uber, Lyft)
☐ Picked up/Dropped off ☐ Carshare (e.g., Zipcar, Enterprise, etc.)
☐ Carpooled ☐ Other (Please specify)_____
☐ Bicycled

12. Thinking about your last RTD stop on this trip, how will you get to your final destination? (Select all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Bikeshare (e.g., B-Cycle) |
| <input type="checkbox"/> Drive alone | <input type="checkbox"/> Rideshare (e.g., Uber, Lyft) |
| <input type="checkbox"/> Pick up/Drop off | <input type="checkbox"/> Carshare (e.g., Zipcar, Enterprise, etc.) |
| <input type="checkbox"/> Carpool | <input type="checkbox"/> Other (Please specify)_____ |
| <input type="checkbox"/> Bicycle | |

13. If you used a bike during any part of your trip today, which of the following best describes what you did with your bike?

- ☐ I parked my bike at a stop/station/Park-n-Ride
☐ I took my bike with me on the bus
☐ Not applicable/I did not use a bike

14. If you took your bike on the bus, were you able to bring your bike on the first bus that arrived?

- ☐ Yes, I was able to bring my bike on the first bus that arrived
☐ No, I waited for multiple buses before I could take my bike
☐ Not applicable/I did not use a bike

15. Thinking about the route you were on when you received this survey, about how frequently have you used this route in the past 12 months?

- ☐ Once in the past 12 months
☐ A few times in the past 12 months
☐ Once every few months
☐ Once every month
☐ A few times every month
☐ Once every week
☐ A few times every week
☐ Almost every day
☐ Every day
☐ Not sure

16. Do you have a valid driver's license?

- ☐ Yes ☐ No

17. Do you currently have a disability or medical condition that prevents you from driving a vehicle?

- ☐ Yes ☐ No

18. In which county do you currently live?

- | | | |
|--------------------------------|----------------------------------|---|
| <input type="radio"/> Adams | <input type="radio"/> Broomfield | <input type="radio"/> Jefferson |
| <input type="radio"/> Arapahoe | <input type="radio"/> Denver | <input type="radio"/> Weld |
| <input type="radio"/> Boulder | <input type="radio"/> Douglas | <input type="radio"/> Other (Please specify)_____ |

19. With which gender do you identify?

- ☐ Male ☐ Female ☐ Other

20. What is your age?

- ☐ Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older

21. Which of the following categories best describes your racial/ethnic background? (One response only, please.)

- | | |
|--|---|
| <input type="radio"/> African-American/Black | <input type="radio"/> Hispanic/Latino |
| <input type="radio"/> Asian/Pacific Islander | <input type="radio"/> Native American/Indian |
| <input type="radio"/> Caucasian/White – not of Hispanic origin | <input type="radio"/> Other (Please specify)_____ |



22. Please provide any other comments or suggestions in the space below.

If you wish to be entered into the drawing to win one of three \$100 King Soopers gift cards, please fill out the form below. This information will only be used for purposes of selecting a winner. It will not be sold to or shared with any third party.

Please complete if you wish to enter the drawing.	
Name:	
Address:	
City:	
Zip:	
Phone:	
Email:	

THANK YOU FOR TAKING TIME TO COMPLETE THIS IMPORTANT SURVEY!

**PLEASE RETURN THIS QUESTIONNAIRE TO RTD
IN THE ENCLOSED POSTAGE-PAID ENVELOPE.**

RTD Market Research
1660 Blake Street
BLK-44
Denver, CO 80202