



PHASE 1

PUBLIC INVOLVEMENT SUMMARY

ARAPAHOE COUNTY

BICYCLE & PEDESTRIAN MASTER PLAN



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1. PHASE 1 PUBLIC INVOLVEMENT APPROACH

Phase 1 of the public outreach process for the Arapahoe County Bicycle and Pedestrian Master Plan (BPMP) was focused on information gathering and talking to the public about existing conditions, gaps and needs, and to inform community values and desired elements of a future network of bicycle and pedestrian facilities. A thorough and wide-ranging outreach approach for this phase was critical, as the findings will support the draft network development. Another component of Phase 1 was simply to establish an awareness throughout the community that the BPMP is under development by the County and that interested members of the public will have ample opportunities throughout the planning process to actively participate and have their voices heard.

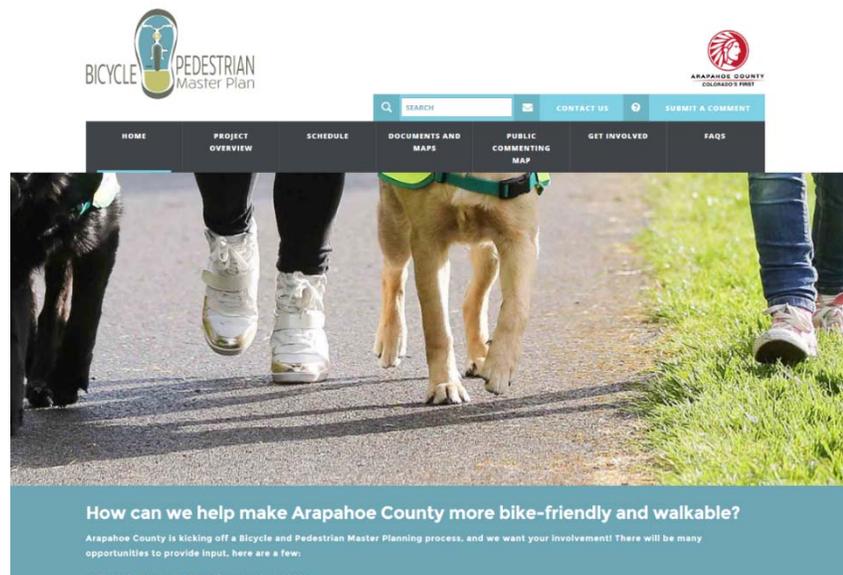
2. PUBLIC INVOLVEMENT TOOLS

A variety of tools, some online and others tangible, were used to conduct Phase 1 of the public outreach process. They were chosen to maximize the degree of public exposure for the project and give as large and diverse a portion of the public as possible the opportunity to get involved and provide their input.

Project Website

The project website, www.arapahoebikeped.com, is the primary portal of information for members of the public looking to learn more about the BPMP and to stay informed. Information provided includes an overview of the project and the anticipated schedule for completion, relevant documents and maps and contact information.

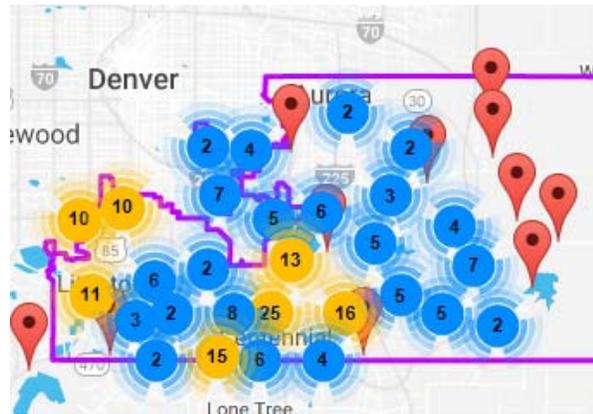
Additionally, the “Get Involved” page highlights past and upcoming opportunities for public involvement, and the “Submit a Comment” feature allows site visitors to leave direct feedback and have their names added to a project contact list.





Public Commenting Map

The public commenting map is hosted on the project website and provides an opportunity for the public to submit geocoded comments about bicycle and pedestrian improvements. This mapping tool provides an easy way for the public to provide location-specific input and results in a visual representation of hot spots and areas of concern. Once submitted and approved, all comments are visible to everyone that visits the commenting map on the project website.



Survey

A project survey was developed in order to discern and analyze the major trends and issues related to walking and bicycling in Arapahoe County, to identify key community values and priorities and provide initial guidance towards establishing a vision and ultimate development of a countywide bicycle and pedestrian network. The survey, which was made available both online and in hard copy form at events and County offices, included six questions specific to bicycling and walking, as well as a few demographic questions and an open-ended question seeking any additional input. The survey questions focused primarily on users' current bicycling and walking habits and what influences them. A summary of survey results can be found in Section 4 of this document.



Arapahoe County Bicycle & Pedestrian Master Plan

DEMOGRAPHIC INFORMATION

The following questions are to ensure that we receive input from a broad range of th response is optional.

- 11 What is your age?
- Under 18
 - 18-24
 - 25-29
 - 30-39
 - 40-49
 - 50-59
 - 60-69
 - 70+
 - I prefer not to answer



Arapahoe County Bicycle & Pedestrian Master Plan

WALKING IN ARAPAHOE COUNTY

- 1 How often do you WALK to get to work, school, events, activities or to run errands in Arapahoe County?
- Daily
 - A few times/week
 - Weekly
 - Bi-weekly
 - Monthly
 - I don't walk



Collateral Materials

A number of tangible project materials - posters, flyers/literature displays, project business cards - were created to further develop the project brand, to assist with the dissemination of information and to provide additional publicity for other public involvement activities and tools (e.g., online survey and public commenting map).

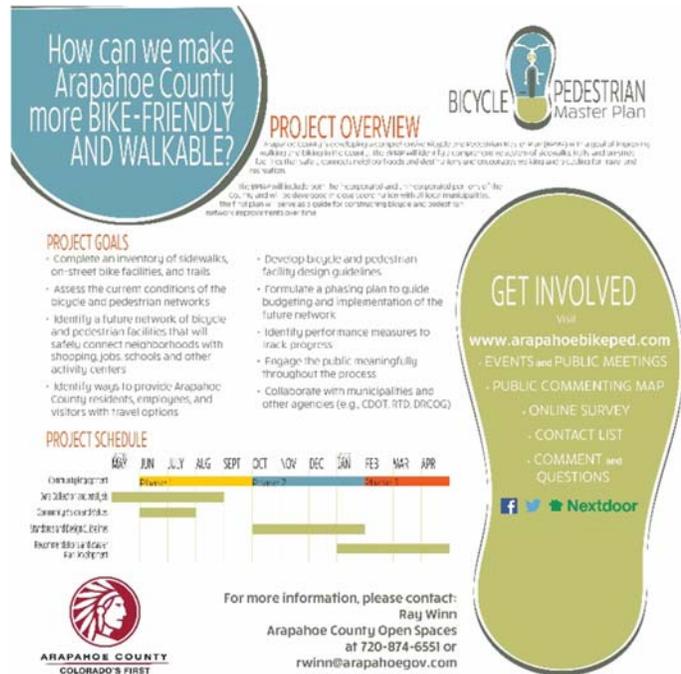
Project business cards with a brief project overview and links to the project website and survey were developed for distribution at various events throughout the County. These cards were also left at key locations such as bicycle shops and County offices. Larger project flyers containing more information than the business cards were also created and distributed as appropriate.



Project Business Card



Literature Display Flyer



Project Overview Board



Social Media and Press Releases

Social media platforms including Facebook, Twitter, and NextDoor were utilized as a means for connecting quickly to large audiences. Through the County's existing social media accounts, information was pushed out relating to the kick-off of the project, the online survey, and upcoming events where information would be available about the BPMP. Additionally, the project team drafted a press release that was distributed by the County to the local and regional news outlets. The press release included information and background about the project and provided details about the BPMP Telephone Town Hall and Bike to Work Day stations where the public could provide input. The press release can be found at <http://www.arapahoe.gov/ArchiveCenter/ViewFile/Item/1631> and is included below.

For release: July 14, 2016

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Arapahoe County Kicks-off Development of Bicycle and Pedestrian Master Plan

Project Team Seeks Public Input to Inform Vision

LITTLETON, CO – Arapahoe County recently kicked off the process to develop a comprehensive Bicycle and Pedestrian Master Plan (BPMP) with a goal of improving walking and biking in the County. The BPMP will identify a comprehensive system of on-street and trail facilities that safely connect neighborhoods and destinations and encourages walking and bicycling for travel and recreation. The BPMP will include both the incorporated and unincorporated portions of the County and will be developed in close coordination with all local municipalities. The final plan will serve as a guide for constructing bicycle and pedestrian network improvements over time.

The planning process kicked off in May 2016 and the Plan will be developed over a one-year period with anticipated adoption by the Arapahoe County Commissioners in April 2017. During this time, the project team will inventory and analyze existing bicycle and walking facilities; develop a future network of bicycle and pedestrian facilities that will safely connect neighborhoods and activity centers; develop design guidelines; and identify performance measures to track progress.

For the BPMP to be successful, it is critical that the County hear from the community about your vision for biking and walking in the county and to understand the gaps and needs in the existing bicycle and pedestrian network. There will be a number of ways for the public to engage in the process including several near-term opportunities.



The project team conducted a Telephone Town Hall on June 21, hosted Bike to Work Day stations on June 22, and has distributed materials to area bike shops to promote the project and to garner initial public input. The project team will also be at a variety of upcoming events such as the County Fair July 28-31 and Pop-Up Trail Days to collect input. After the initial public outreach, additional public meetings will be held to identify community values and to solicit input on the draft bicycle and pedestrian network developed throughout the process.

Visit www.arapahoebikeped.com to learn more about the project, complete an online survey, join the project mailing list and provide your input. The website includes an interactive map-based commenting tool so that you can tell us exactly what you think and pinpoint specific issues and ideas for key locations.

Whether you visit with the project team at community events or engage online, we hope that you will participate in the process so that your opinions and ideas can help inform the future of these amazing amenities in Arapahoe County.

For more information about the Arapahoe County Bicycle and Pedestrian Master Plan, please contact the County's Project Manager, Ray Winn, Arapahoe County Open Spaces, at rwinn@arapahoe.gov or 720-874-6551.

3. COMMUNITY OUTREACH EVENTS AND MEETINGS

To obtain a broad cross section of input from across the County, the team participated in a number of community events and meetings. The approach of "going to the people" is being used more and more as way to increase awareness and participation in community projects. The following provides a summary of the events, meetings and outreach that took place in June, July and August of 2016.

Telephone Town Hall

On June 21, from 7:00 – 8:00 pm, the project team conducted a Telephone Town Hall that was focused specifically on biking and walking in Arapahoe County. Arapahoe County Commissioners, county staff and city representatives were on hand to answer questions, with Commissioner Nancy Doty serving as the host of the call. Participants could also participate via web. During the call, the team provided an overview of the Bicycle and Pedestrian Master Plan, fielded live questions, and polled participants about personal bicycling and walking habits





and desired improvements. Over 4,500 residents answered the call, with nearly 1,500 of those residents participating in the call for five or more minutes. The average participant stayed on the line for 13.2 minutes. Thirty-four residents participated via web. Sixteen questions were answered live during the Telephone Town Hall, and all other questions were directed to voicemail for County staff to respond to.

Bike to Work Day

Arapahoe County hosted two Bike to Work Day stations on June 22, providing a great opportunity to inform the public about the BPMP and to begin to solicit input. The stations were located at:

- Wabash Trailhead – Mile Marker 9.2 on the Cherry Creek Trail
- Riverside Downs on the Mary Carter Greenway Trail



The County also partnered with the Denver South Transportation Management Association to have BPMP materials at two additional Bike to Work Day stations. The stations were located at the Arapahoe and Dry Creek Light Rail Stations. Project boards were displayed along with project business cards and hard-copy surveys.

Arapahoe County Fair

Project overview boards, hard copy surveys, project business cards, flyers and bike lights were distributed at the Arapahoe County Fair, July 28-31. More than 25,000 people attended the fair.

Project Information Displays

A combination of project overview boards, hard copy surveys, project business cards and flyers were distributed at the following locations in Phase I of the project.

- I-25/Dry Creek Road Interchange and Corridor Study Public Meeting (July 28)
- Arapahoe County Public Works events (Aug. 2 and Aug. 9)
- Arapahoe County Land Use Code Open Houses (Aug. 2 and Aug. 9)
- Division of Motor Vehicles branches across County
- Bike shops (12 locations)
- Open Spaces Office
- County Administration Building
- Public Works Office
- A/D Works! Workforce Center

4. ONLINE SURVEY

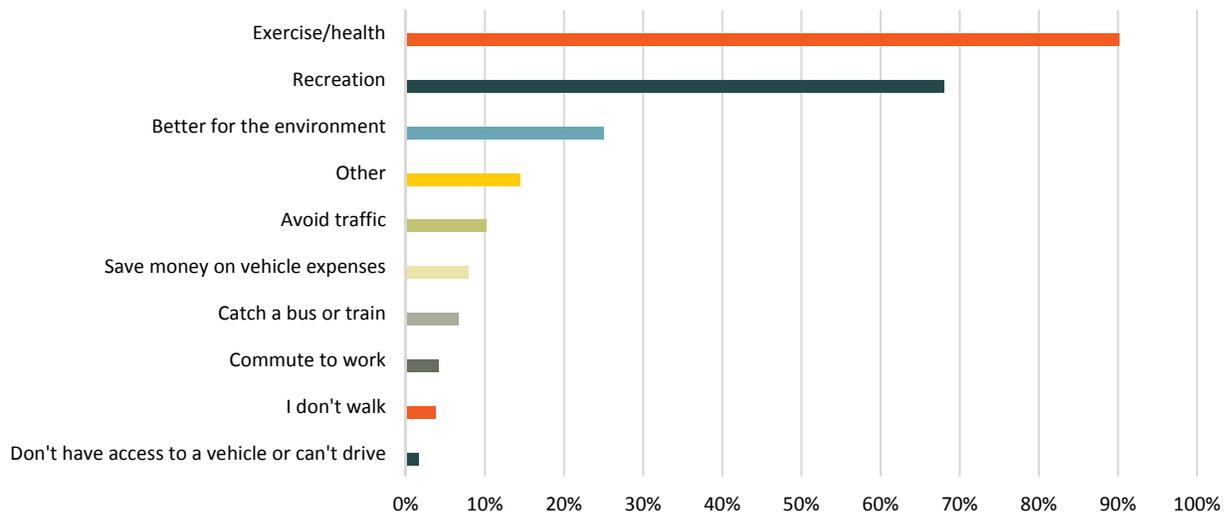
An online survey for Phase 1 of the public outreach process was developed using the SurveyMonkey platform (www.surveymonkey.com/r/arapahoebikeped). Hard copies of the survey were also distributed at County offices and events. The survey included questions specific to bicycling and walking, as well as a few demographic questions and an open-ended question seeking additional input. The survey questions focused primarily on users' current bicycling and walking habits and what influences them, asking how often, how long, where and why people walk and bike in Arapahoe County. Survey respondents were also asked to rank the top five bicycle and pedestrian improvements that would encourage them to walk and bike more. The survey was completed a total of 863 times. The results highlight the current state of active transportation in Arapahoe County and suggest potential avenues for improvements in the future.

Pedestrian

The first half of the survey addressed the walking habits and preferences of the respondents. From the results, it is clear that walking for recreational purposes is much more common in Arapahoe County than walking for utilitarian purposes such as going to work or running errands. About 25% of respondents reported never walking for utilitarian purposes, while only 5% reported never walking for recreational purposes. Almost 80% of respondents reported walking for recreation or exercise multiple times per week, about twice as many as reported walking for utilitarian purposes multiple times per week. These trends are apparent in Figure 1, below, which depicts the percentage of respondents' response to the survey's third question, "What are the top 3 reasons you walk in Arapahoe County?".

Figure 1: Survey Question 3 Results

What are the top 3 reasons you walk in Arapahoe County?



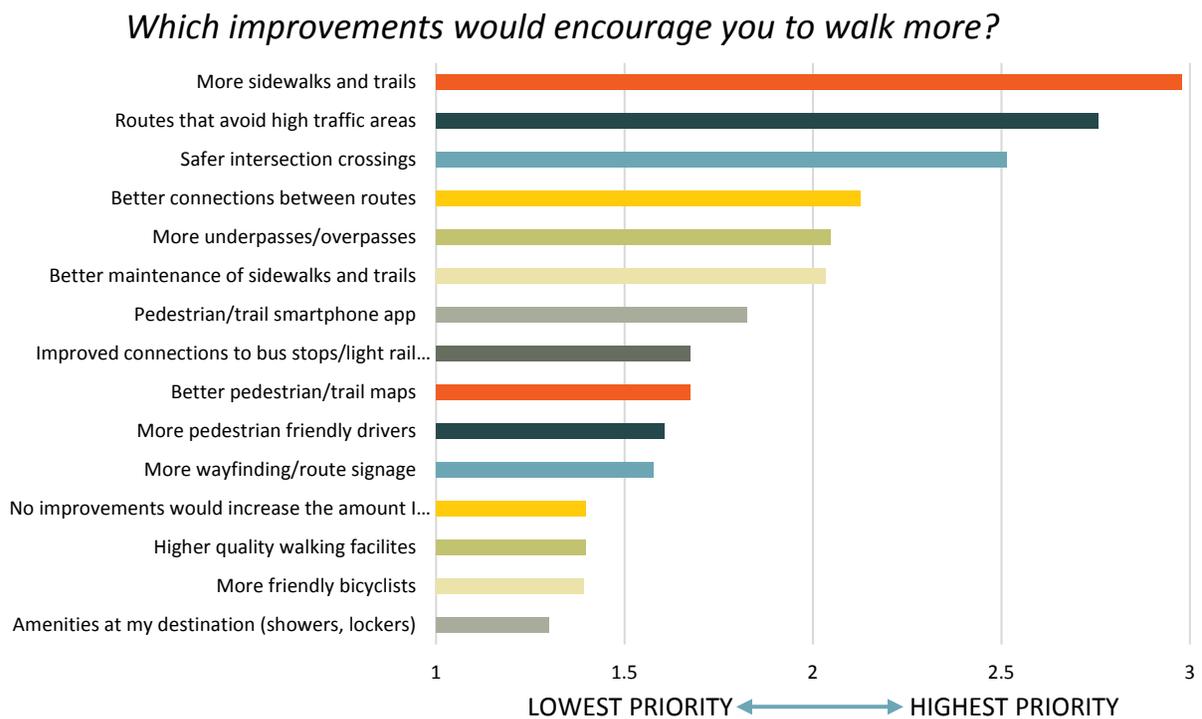
As shown, the most popular reasons were:

- Exercise/health
- Recreation
- Better for the environment

With ‘Better for the environment’ showing up third, it suggests that sustainability is a consideration that a significant portion of Arapahoe County residents make when choosing a mode of transportation. At the other end of the spectrum, a surprisingly small proportion of people are walking to access transit, and ‘Commute to work’ hardly registers at all as a reason for walking. The results for Question 4, “Where do you go most often when you walk in Arapahoe County”, further support the conclusion that walking is primarily a recreational mode in the county, with nearly 75% of respondents choosing ‘Parks/trails’ and ‘Around my neighborhood’ but fewer than 10% choosing transit stations and work.

The sixth question of the survey asked respondents to rank the five improvements to the pedestrian network that would most encourage them to walk more. The results of this question provide valuable insight into which components of the network should be prioritized by the County for improvement in order to most effectively and efficiently enhance the pedestrian experience. **Figure 2**, below, presents the various improvements that could be selected in order from highest to lowest priority among all respondents.

Figure 2: Survey Question 6 Results





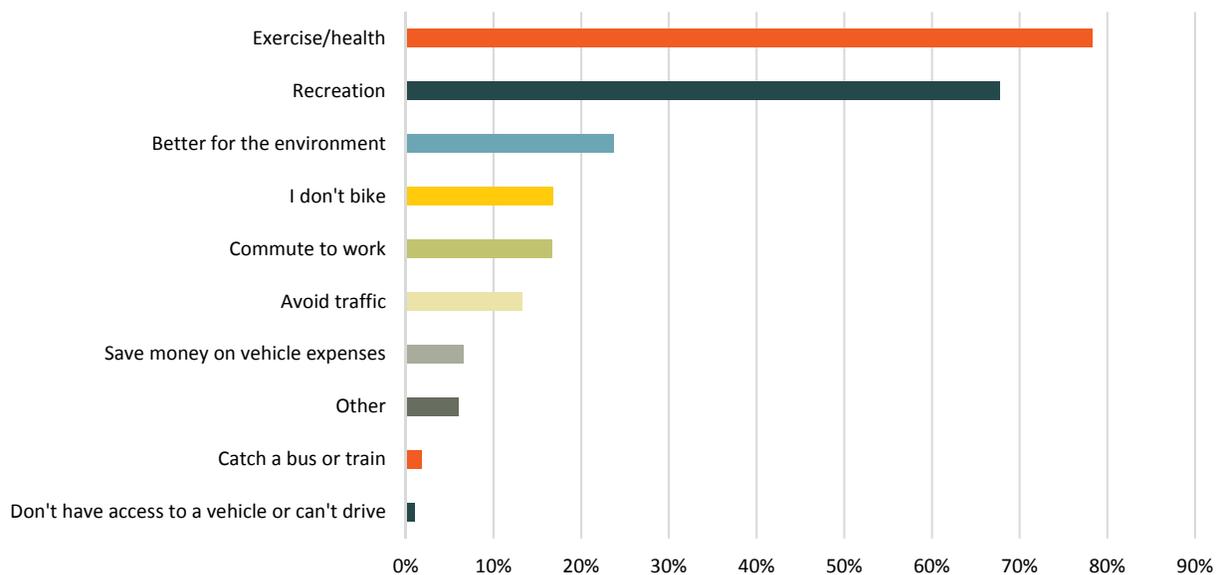
The most highly-prioritized improvement among all respondents was more sidewalks and trails. About 55% of all respondents chose this option as one of their five answers, the highest proportion of any choice. Other highly prioritized improvements to the pedestrian networks were safer crossings, routes that avoid high traffic areas, and more grade-separated crossings, indicating that safety is of primary concern to a lot of people within the County. The other improvement in the top five was better connectivity, suggesting that many residents feel there are still important missing links and gaps in the pedestrian network. Somewhat surprisingly, better pedestrian connections to transit was only the eighth most prioritized improvement, perhaps suggesting that there is a lot of untapped demand for walking to transit beyond the 7% of respondents who already do it frequently.

Bicycle

The second half of the survey addressed the biking habits and preferences of the respondents with a set of six questions identical to those focused on walking. The results from the cycling portion of the survey were similar to those from the walking portion, showing that biking for recreation and exercise is much more common in the county than biking for utilitarian purposes. Over one third of respondents reported never biking for utilitarian trips and another third reported only doing so on a weekly basis or less. The proportion of respondents who reported never biking for recreation and exercise was only 18%, while over half of respondents reported doing so multiple times per week. The results from Question 9 of the survey, “What are the top 3 reasons that you bike in Arapahoe County?”, presented in **Figure 3** below, are very similar to those from Question 3.

Figure 3: Survey Question 9 Results

What are the top 3 reasons you bike in Arapahoe County?





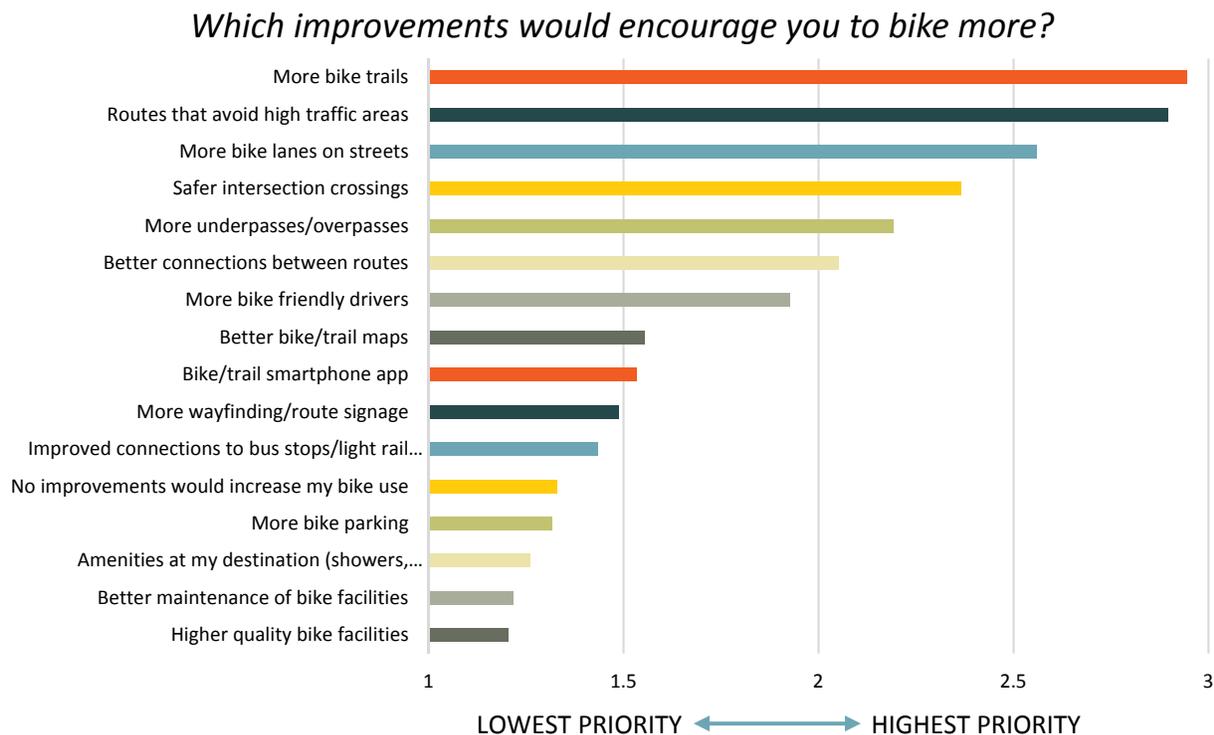
The top three reasons respondents are currently biking in Arapahoe County are:

- Exercise and health
- Recreation
- Environmental consciousness

These responses are identical to the top three reasons shown for walking in **Figure 1**. The percentage of respondents using bicycles for commuting purposes is higher than the percentage of people walking to work, at about 16%, but commuting and reaching transit, at under 2%, still lag substantially behind the top two reasons for biking in the county. The observation that biking, like walking, is still a predominantly recreational mode of transportation in Arapahoe County, is further enforced by the results from Question 10, “Where do you go most often when you bike in Arapahoe County?”. Over two thirds of respondents selected parks and trails and 40% chose, “Around my neighborhood”, while work was chosen by only about 20% and transit stops by about 5%.

Similar to Question 6, Question 12 asked respondents to rank the five improvements to the bicycle network that would most encourage them to bike more. **Figure 4**, below, presents the various improvements that could be selected in order from highest to lowest priority (3 being low priority and 5 being high priority) among all respondents.

Figure 4: Question 12 Survey Results





The most highly-prioritized bicycle network improvement among all respondents was more bike trails, the same as with Question 6 for walking improvements. Similar to the highly prioritized improvements to the pedestrian network, safety features prominently among the most desired bicycle network enhancements, with routes avoiding high traffic areas, safer crossings and more grade-separated crossings all ranking among the top five improvements. Adding more on-street bike lanes was the third most prioritized improvement, which, when combined with more bike trails being the top priority, indicates significant pent-up demand for additional bike lanes and trails across the county. Amenities, maintenance and facility quality were the three least prioritized improvements among all 16 options, suggesting that people are generally content with the facilities that do exist.

Respondent Demographic Snapshot

Three questions were included at the end of the survey to capture the demographic makeup of the pool of respondents. Specifically, respondents were asked to indicate their age, gender and place of residence. About half of the respondents were between the ages of 40 and 59 with another 21% between the ages of 30 and 39. Less than 4% were 70 or older, and about 6% were younger than 30. The gender makeup of the group was about 60% female and 40% male. With regards to place of residence, Centennial and Aurora were each home to about one quarter of the respondents, and Littleton, Englewood and Greenwood Village collectively accounted for another quarter of the respondents among the three of them. About 2% of the respondents reported living outside of Arapahoe County, mostly in Denver.

5. SUMMARY OF FINDINGS

In addition to the survey, input was gathered during Phase 1 of the public outreach process via comments from a number of other platforms, including: the project website's public commenting map and open-ended comment feature, the Telephone Town Hall, the survey's open-ended final question, and the County's Facebook, Twitter and NextDoor accounts. Each of these platforms provided opportunities for members of the public to leave comments related to any aspect of the bicycle and pedestrian network they wished to address. Throughout Phase 1, a total of 651 comments were gathered. These comments varied widely in tone and specificity, but after review and analysis, a series of common themes arose. In order to analyze the large body of comments, a list of the 14 most distinct and prevalent themes was developed and each comment was assigned to one of them as its primary theme. Comments that touched upon multiple issues were also given secondary and tertiary themes.



The 14 common themes that emerged were:

- Amenities
- Better Connectivity
- Bicycle and Pedestrian Separation
- Facility Design Issue
- Maintenance
- New Bicycle Facility
- New Pedestrian Facility
- Other
- Positive Feedback
- Signage
- Unsafe Crossing
- User Etiquette/Rules
- Underpass/Overpass
- Unsafe Street

Table 1: Phase 1 Public Input presents the results of the theme-based analysis of the public comments. Each of the percentage values represents the portion of comments from each platform that addressed a certain theme, with the overall totals shown at right. Within each platform’s column, the three most prevalent themes have been highlighted.

Table 1: Phase 1 Public Input Key Themes

	Comment Map	Next Door	Online Comment	Survey Responses	Town Hall	Overall
<i>Amenities</i>	0.7%	8.5%	7.1%	5.0%	2.9%	3.9%
<i>Better Connectivity</i>	15.0%	15.5%	4.8%	12.6%	17.6%	13.5%
<i>Bike/Ped Separation</i>	0.7%	2.8%	4.8%	2.7%	5.9%	2.3%
<i>Facility Design Issue</i>	8.9%	0.0%	4.8%	2.3%	0.0%	4.3%
<i>Maintenance</i>	9.6%	7.0%	9.5%	7.3%	2.9%	8.0%
<i>New Bike Facility</i>	13.7%	12.7%	28.6%	11.0%	17.6%	13.1%
<i>New Pedestrian Facility</i>	3.1%	4.2%	4.8%	4.6%	2.9%	4.0%
<i>Other</i>	0.7%	19.7%	9.5%	7.3%	14.7%	6.5%
<i>Positive Feedback</i>	3.1%	5.6%	11.9%	17.8%	0.0%	10.9%
<i>Signage</i>	13.0%	0.0%	0.0%	3.4%	0.0%	6.0%
<i>Unsafe Crossing</i>	15.0%	8.5%	0.0%	6.4%	5.9%	9.1%
<i>User Etiquette/Rules</i>	2.0%	5.6%	4.8%	7.6%	17.6%	5.8%
<i>Underpass/Overpass</i>	11.6%	2.8%	0.0%	4.6%	5.9%	6.6%
<i>Unsafe Street</i>	3.1%	7.0%	9.5%	7.3%	5.9%	5.9%
<i>Total</i>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



Overall, the most prevalent themes among the comments were related to better connectivity and a desire for new bicycle facilities, either at specific locations or in general. “New Bicycle Facility” was one of the top three themes in all of the commenting platforms, while better connectivity was in the top three for all but the website’s commenting feature. The “New Bicycle Facility” comments generally were focused on specific streets in need of bicycle facilities. The “Better Connectivity” comments varied in their specificity, with some pointing out specific areas that are not well connected to the overall bicycle and pedestrian network and others advocating for better connectivity in general.

Aside from those “New Bicycle Facility” and “Better Connectivity” comments, the prevalence of different themes varied based on the comment platform. On the public commenting map, unsafe crossings, signage, and grade separation all came up in more than 10% of the comments, while none of those themes garnered that much attention on any of the other platforms. Among the open-ended survey question responses, a significant portion were positive reactions to the project, with many people thanking the County for taking it on and/or proclaiming their affinity for a particular trail or the network as a whole. Many of the comments provided during the Telephone Town Hall centered around user etiquette and rules of the road for drivers, cyclists and pedestrians. These comments generally focused on concerns about network users behaving improperly or rudely. The safety concerns related to biking and walking in the County apparent from the survey results were noticeable in all of the commenting platforms, as about 15% of the comments addressed unsafe streets and crossings for cyclists and pedestrians.

A large portion of the comments are complaints about one or more aspects of the bicycle and pedestrian network, both specific and general. Among the most common complaints cited are rude drivers and cyclists, poor connectivity, unsafe cycling and walking conditions, poor maintenance, lack of amenities, traffic signals being unresponsive to bicycles and unsafe street crossings. However, as mentioned previously there was also a considerable amount of positive feedback towards both the project and the existing bicycle and pedestrian network.

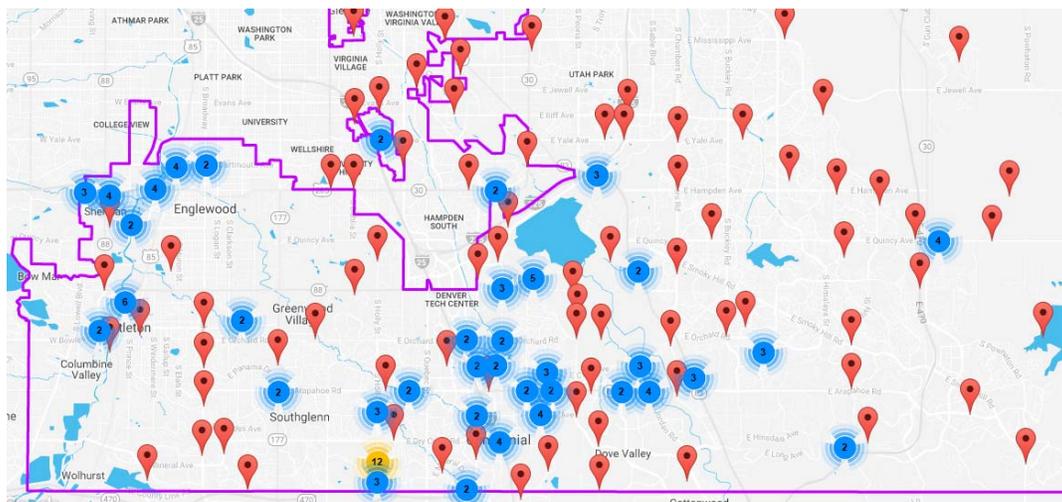
The bike network received considerably more attention than the pedestrian network, as evidenced by the fact that there were more than three times as many comments advocating for new bike facilities as there were asking for new pedestrian facilities. Cyclists themselves were noted in many of the “User Etiquette/Rules” themed comments, with commenters asserting that a lot of cyclists do not obey traffic laws or properly share lanes and trails with other cyclists and pedestrians. Some comments, though not many, advocated for greater separation of cyclists and pedestrians throughout the network.

Maintenance and amenities are two themes that were mentioned fairly consistently across all of the platforms. A majority of the maintenance-related comments singled out specific bike or pedestrian facilities where overgrown vegetation and debris present a hazard or where snow removal in the winter is insufficient. Frequently flooded underpasses were another common complaint. The amenity-related comments typically involved the writers asking for additional amenities such as drinking fountains, trash cans and benches to be installed along certain trails.

“Facility Design Issue” and “User Etiquette/Rules” were two of the less common themes, but the comments associated with each of them varied significantly in their specific topics. Some of the specific topics grouped into the “Facility Design Issue” theme included traffic signals that do not recognize cyclists, poorly lit facilities, unpaved trails and bike lanes that end abruptly before major intersections. As mentioned previously, many of the “User Etiquette/Rules” comments addressed improper behavior by cyclists. Other topics included within this theme were failure of drivers to properly yield to cyclists and pedestrians, illegal parking in bike lanes and requests for better education for all network users.

A useful feature of the public commenting map was that it allowed people to “pin” their comment to a specific location within Arapahoe County. These pinned comments allowed for easy identification of “hot spots” throughout the county that received a high degree of input from the public. **Figure 5**, below, shows the locations of pinned comments in the western half of Arapahoe County. The blue and yellow circles indicate areas with multiple comments close to one another. Only a handful of comments were pinned to the rural portions of the county outside of this figure’s extents.

Figure 5: Public Commenting Map



Many of the comments left on other platforms such as the online survey and NextDoor, mentioned specific locations as well. These locations were combined with the geo-coded information available from the public commenting map in order to develop a comprehensive list of the most commonly cited locations within the County in need of bicycle and pedestrian network improvements. As is apparent in **Figure 5**, specific locations mentioned varied considerably and were well-dispersed throughout the county. However, a few broader areas did come up in a significant number of comments.



Five of the areas mentioned most frequently on the Public Commenting Map were:

- The intersection of Quincy Avenue and Gun Club Road in Aurora
- Intersections of the High Line Canal Trail and major streets
- The portion of Greenwood Village between I-25 and Cherry Creek State Park
- The Southlands part of Aurora
- All crossings along Arapahoe Road

At Quincy and Gun Club, the specific concern was primarily a lack of pedestrian and bicycle connections from one side of E-470 to the other. With the High Line Canal Trail, several commenters stated that its intersections with major streets including Yale, Broadway and Hampden were unsafe for cyclists and pedestrians. The segment of Greenwood Village between the Tech Center and Cherry Creek State Park, particularly around Belleview Avenue, was another area with a lot of safety concerns and several commenters stressed the need for additional bike facilities there. The Southlands region of Aurora was an area singled out as being isolated from the rest of the county by E-470. Finally, Arapahoe Road in general, both the street itself and its intersections with other major streets, was often identified as particularly unsafe and unsuitable for both cyclists and pedestrians.