

2015

City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey



Intentionally Left Blank

City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey

A Report Based on Results of the Annual Bicycle and
Pedestrian Program Survey Conducted During Bike Month
2015

Staff:

Lenny Hulme - Transportation Department Director

Erik Guderian - Deputy Transportation Director

Al Zubi - Transportation Planning Supervisor/Senior Transportation Engineer

Mark Venti - Senior Transportation Engineer

Jim Hash - Senior Planner (SA)/Bicycle and Pedestrian Program Coordinator

Ashley Barinka - Marketing and Communications Specialist I

June 2015

Table of Contents

Summary of Findings:	4
Introduction	5
General Information.....	6
The Mesa Bike Map	9
Bicycle Facilities and Improvements	11
Bike Parking	13
Commuting.....	14
Walking	20
Appendices	27
City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey.....	28
Individual Reponses	40

Summary of Findings:

1. Most cyclists ride for recreation.
2. Most cyclists wear a helmet.
3. Most cyclists are not aware of the Mesa Bike Map.
4. Most cyclists are unaware of Mesa's education programs.
5. When riding on the street, the majority of riders prefer streets with bike lanes that are separated from automobile traffic.
6. Cyclists rank bike lanes with buffers and greenways as the most important designs to be implemented.
7. Majority of cyclists want more bike parking racks.
8. The most common reason that non-commuting cyclists do not commute by bike is because of driver behavior.
9. The most common reason commuter cyclists do commute by bike is because it is healthy/good exercise and because it is good for the environment.
10. Bicycle commuters in Mesa have been commuting by bike for 1-5 years.
11. Commuting cyclists most often encounter problems with vehicles not sharing the roadway and conflicts with right turning vehicles.
12. The majority of commuters ride round trip three or more times per week.
13. Few bicycle commuters connect with other modes of transportation to reach their destination.
14. Majority of people that walk do so for exercise/leisure and health.
15. Majority of people feel safe while walking in Mesa.
16. Sixty nine percent of people would like to see more lighting along routes and better connectivity.

Introduction

The City of Mesa Transportation Department - Bicycle and Pedestrian Program created and implemented the program's Customer Satisfaction Survey for Valley Bike Month 2015. This report presents major findings of the online survey and their implications for the bicycle and pedestrian program in the City. The survey, an annual sampling of residents in Mesa, is twofold: to promote bicycling and walking as a viable, healthy, and affordable form of transportation in Mesa; and to collect data and public feedback from Mesa residents about bicycle and pedestrian infrastructure and programs. The City of Mesa Transportation Department - Bicycle and Pedestrian Program Customer Satisfaction Survey builds on previous research and data collected during the writing of the 2012 City of Mesa Bicycle Master Plan. The 2012 City of Mesa Bicycle Master Plan was a comprehensive and collaborative effort that was designed to evaluate what was currently in place and working well, as well as what improvements were needed to propel Mesa towards Bicycle Friendly Community Platinum status with the League of American Bicyclists.

The Customer Satisfaction Survey was posted online starting April 1, 2015. The survey was active for the entire month of April. A total of 178 people took the survey. The survey was designed to ask a wide array of questions in order to gather information from cyclists and walkers about their age, gender, confidence level, reasons for or for not riding or walking, preference to the type of facility that was preferred, commutation patterns, etc. (The complete survey is available in the appendix.) The responses were compiled and analyzed and are presented graphically in this document with descriptive analysis. The survey was not intended to be a rigorous mathematical or scientifically correct study, but simply a tool suggesting trends and an overall profile of the cycling and walking community, as well as key issues for future planning.

General Information

One hundred seven men and 71 women (Figure 1) completed the survey. They were given four choices to classify their riding confidence level: Strong and Fearless; Confident and Enthused; Interested but Concerned; and No Way No How. They self-identified as 56% Confident and Enthused, 27% Interested but Concerned, and 15% Strong and Fearless (Figure 2). The relatively small percentage of respondents that identified themselves as No Way No How (2%) suggests very few people have little to no confidence on a bicycle.

Q2 What is your gender?

Answered: 178 Skipped: 0

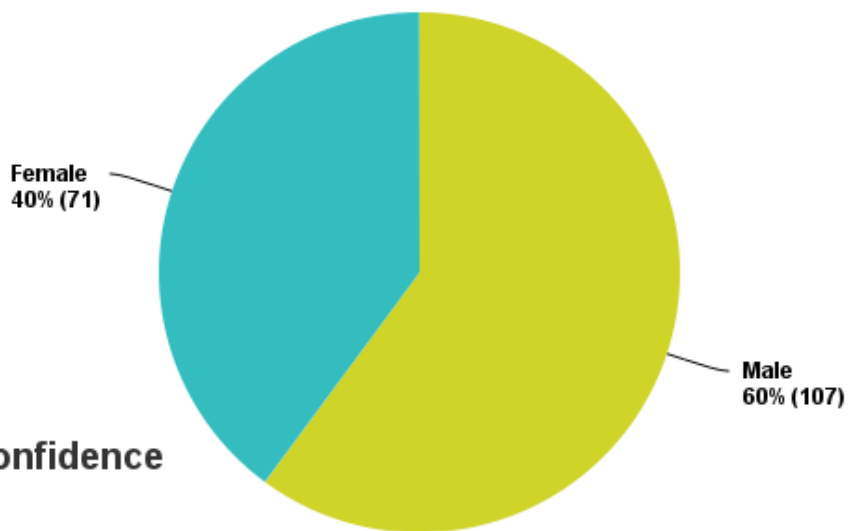


Figure 1

Q7 Which best describes your confidence level as a cyclist?

Answered: 177 Skipped: 1

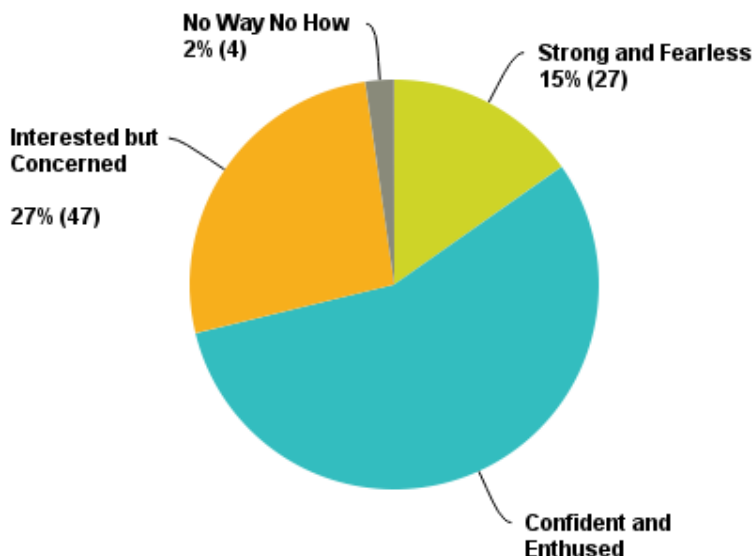


Figure 2

A majority of people who took the survey (76%) were between the ages of 26 and 60 and within those limits, approximately half of those cyclists were between the ages of 46-60 as depicted in Figure 3.

Q1 What is your age?

Answered: 177 Skipped: 1

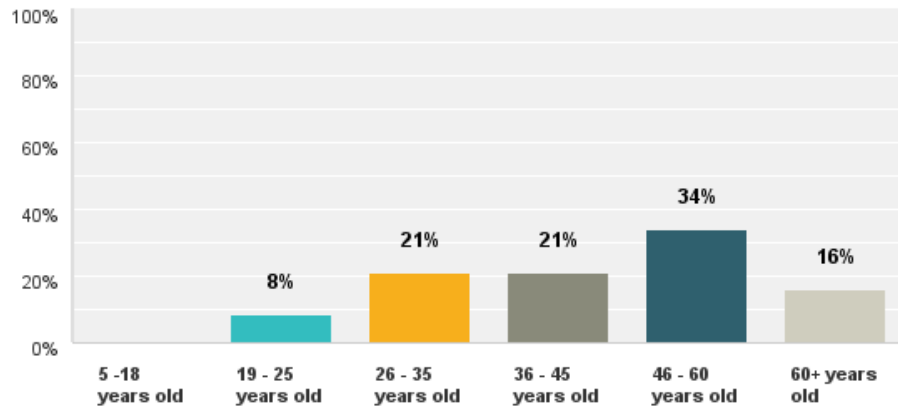


Figure 3

People were asked the question, *In General, what type of riding do you do?* Four broad options were given to choose from: Primary Transportation; Commuting (School or Work); Recreation; and Errands. Respondents were given the option to check more than one category. Recreation received the highest positive response at 72% and Commuting followed in the distance at 17% (Figure 4).

Q5 In general, what type of riding do you do?

Answered: 176 Skipped: 2

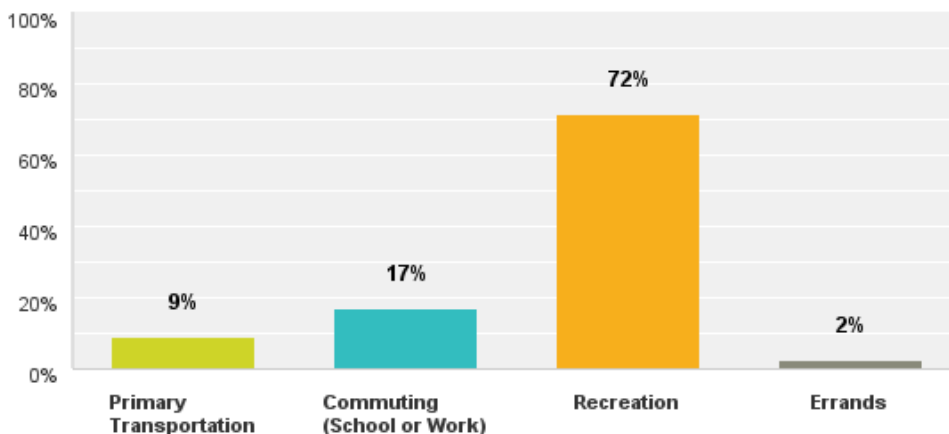


Figure 4

When people were asked what their primary mode of transportation was, the majority reported their primary source of transportation as being the automobile (77%). Twenty percent of people reported that they used their bicycle.

People were asked to tell a little bit about their riding preferences. They were given four categories to choose from: *Do you prefer to ride off-street (shared use paths)?*; *When riding on-street, do you prefer to ride on streets with bike lanes that are separated from automobile traffic?*; *Do you plan your route based on availability of off-street and or bike lanes?*; *Will you detour your route to a longer route if it is off-street?* All four categories rated very high with 96% responding that when riding on-street, they preferred streets with bike lanes that are separated from

Q3 What is your primary mode of transportation?

Answered: 178 Skipped: 0

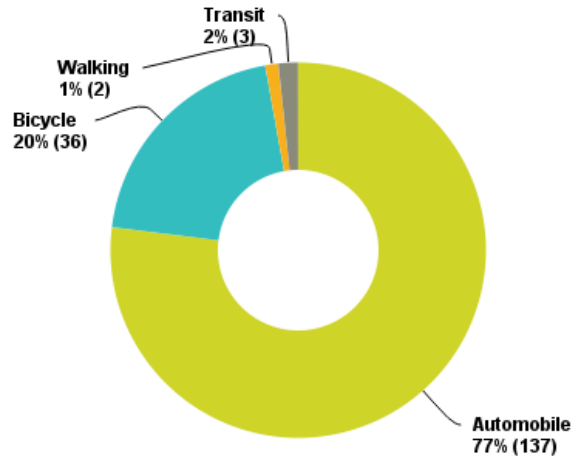


Figure 5

Q13 Please tell us a little bit about your riding preferences.

Answered: 176 Skipped: 2

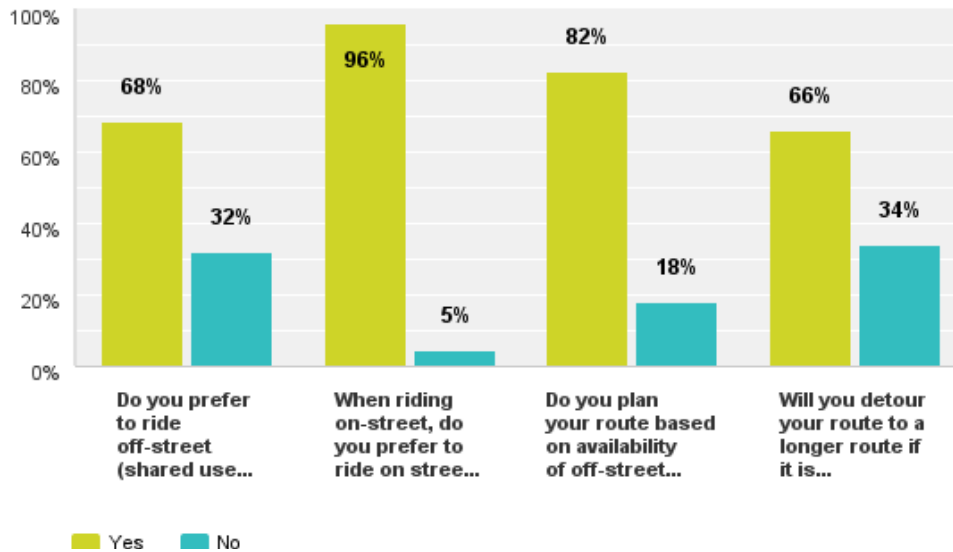


Figure 6

automobile traffic and 82% plan their route based on availability of off-street and/or bike lanes. Additionally, of the 176 people that responded to this question, 34% stated that they would not detour their route to a longer route in order to utilize an off-street facility (Figure 6).

The Mesa Bike Map

One set of questions in the survey addresses the Mesa Bike Map. Each year at the beginning of April and Bike Month, the City of Mesa Transportation Department produces and releases a new updated version of the Mesa Bike Map. The map shows all the City cycling facilities including bike lanes, bike routes, off-street paved and non-paved shared-use pathways, and featured, numbered bike routes. Last year the City of Mesa distributed over 8,000 free maps throughout the City as well as at all City events and open forums. The City of Mesa Bike Map is also available online in digital format through the City webpage. People taking the survey were asked, “Do you use the Mesa Bike Map to plan your rides?” An astonishing 74% of respondents did not use the map (Figure 7).

Q10 Do you use the Mesa Bike Map to plan your rides?

Answered: 177 Skipped: 1

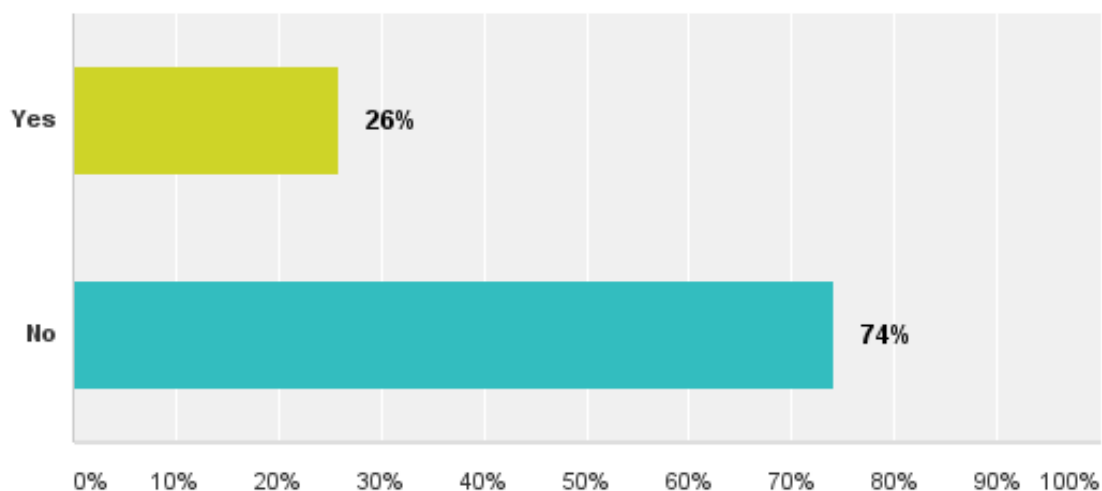


Figure 7

When asked the usefulness of the map on a scale of 1 to 5 (5 being the most useful and 1 being the least useful), a majority of people (74%) gave a positive rating of 5, 4, or 3 (Figure 8).

Q11 How would you rate the usefulness of the Mesa Bike Map on a scale of 1 to 5?

Answered: 141 Skipped: 37

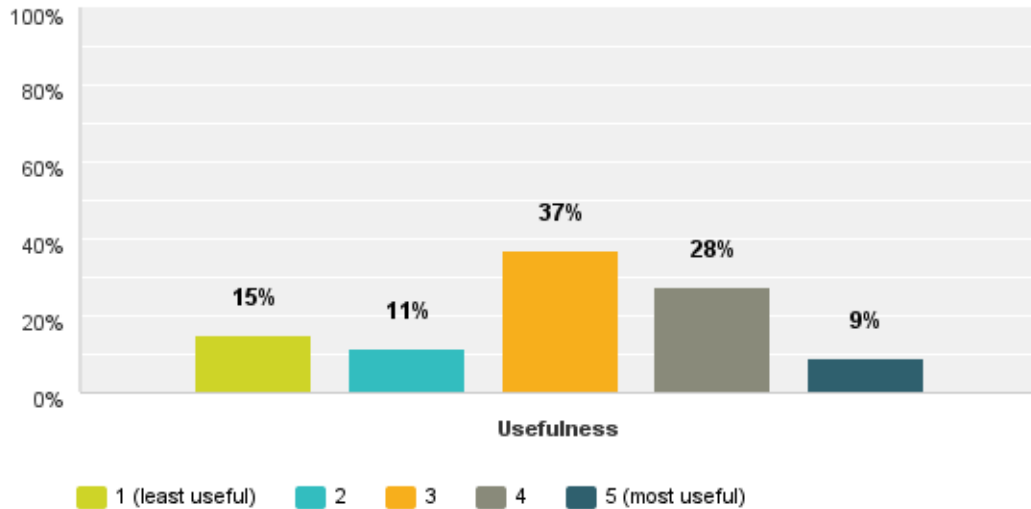


Figure 8

Even among people who did not use the bike map to plan their rides, the majority still found it to be relatively useful. Having such a large percentage of people rating the bike map as useful, Mesa Bicycle and Pedestrian Program staff will work to provide increased awareness of the maps existence and promotion of the bike map for trip planning.

Bicycle Facilities and Improvements

Survey respondents were asked a series of questions about bicycle facilities and improvements that they felt would be necessary to enhance rider comfort. The first question asked was *Why should bike facilities be improved and expanded?* Six categories were listed and people were asked to rank them from least useful (1) to most useful (5). The results below in Figure 9 indicated the highest ranking at 73% and most important reason for improving bike facilities is to *Encourage cycling in general as a more active form of exercise*. Better access to neighborhood destinations like, shopping areas/banks/post office/parks ranked second with 59%. These two categories had the highest average rankings.

Q14 Why should bike facilities be improved and expanded? Rank your answer on a scale of 1 to 5.

Answered: 176 Skipped: 2

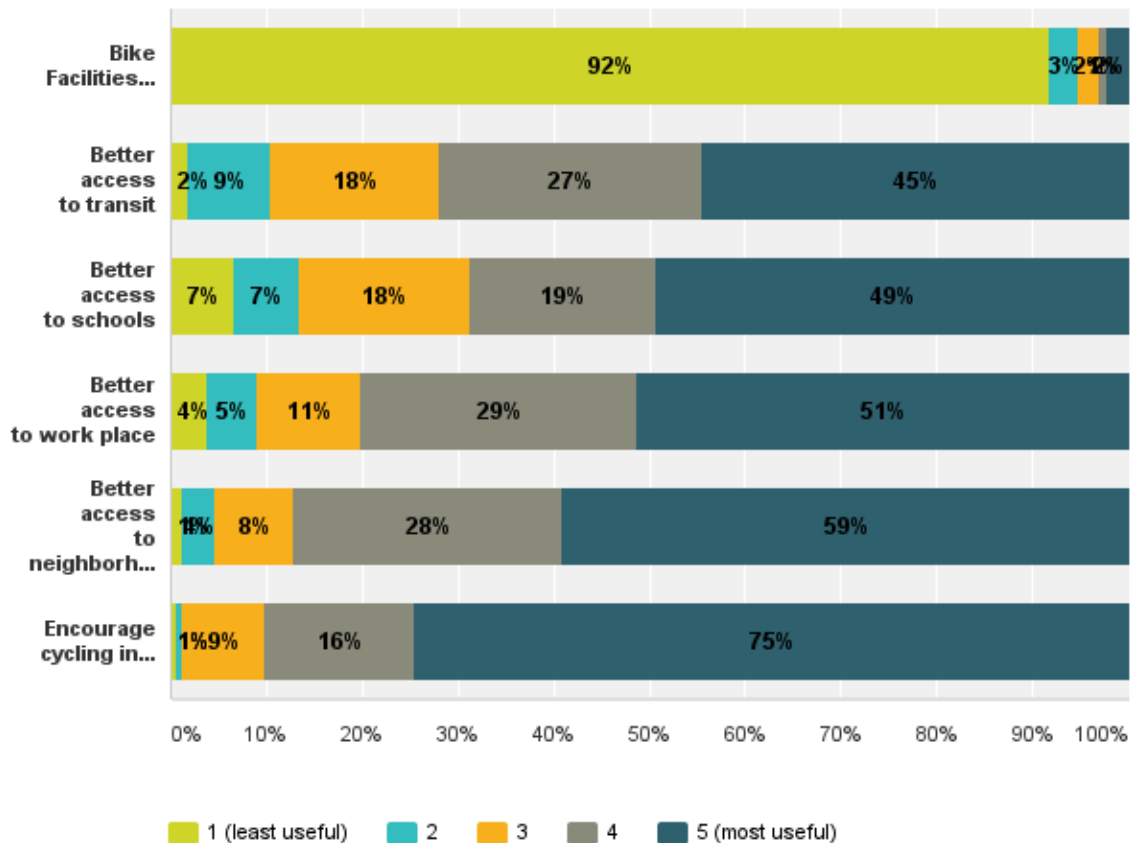


Figure 9

Looking across all six categories shows that an average in each category rated very highly suggesting that riders want better bicycle facilities in general. The lowest ranked category *Better access to transit*, still had 72% of respondents ranking it as a 4 or 5 in usefulness.

People were then asked about design features that they would like to see implemented in the City. Eight design options were listed and participants were asked to rank their usefulness on a scale from 1 to 5 (Figure 10). *Bike lanes buffered/separated from automobile traffic* was overwhelmingly the most popular choice. The vast majority of people (87%) ranked its usefulness as a 4 or 5.

Q15 What design features would you like to see implemented? Rank your answers on a scale of 1 - 5.

Answered: 176 Skipped: 2

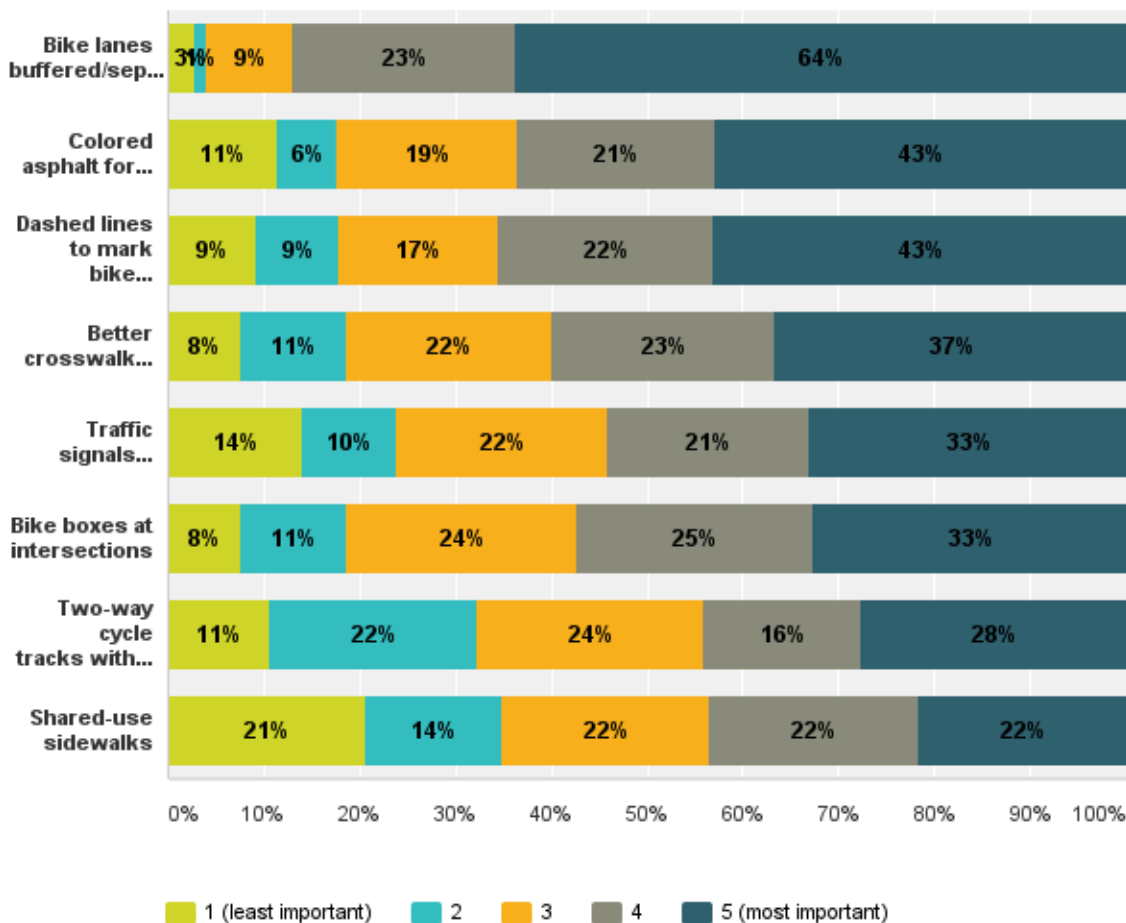


Figure 10

A combined 65% gave *Dashed lines to mark bike lanes through intersections* a usefulness of 4 or 5, and 64% gave *Colored asphalt for designated bike lanes* a usefulness ranking of 4 or 5. Taken together, the very high ranking of all of these features suggests that Mesa’s bicycling residents are decidedly interested in demarcation, differentiated, or otherwise dedicated bike lanes along roadways. Being that all of the categories listed in Figure 10 scored well is a strong indicator that there is a general need for all of these types of bicycle facilities.

Bike Parking

People were asked a series of questions about bike parking. The Mesa Bicycle and Pedestrian Program provides free bicycle parking on sidewalks throughout the Downtown, at all public facilities, buildings, and parks. The City of Mesa Bicycle and

Q16 Do you park at bike racks provided by the City?

Answered: 177 Skipped: 1

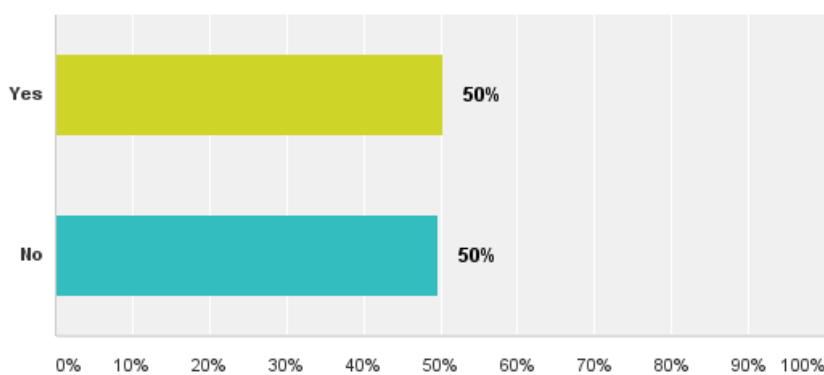


Figure 11

Q17 Where else do you park your bicycle?

Answered: 120 Skipped: 58

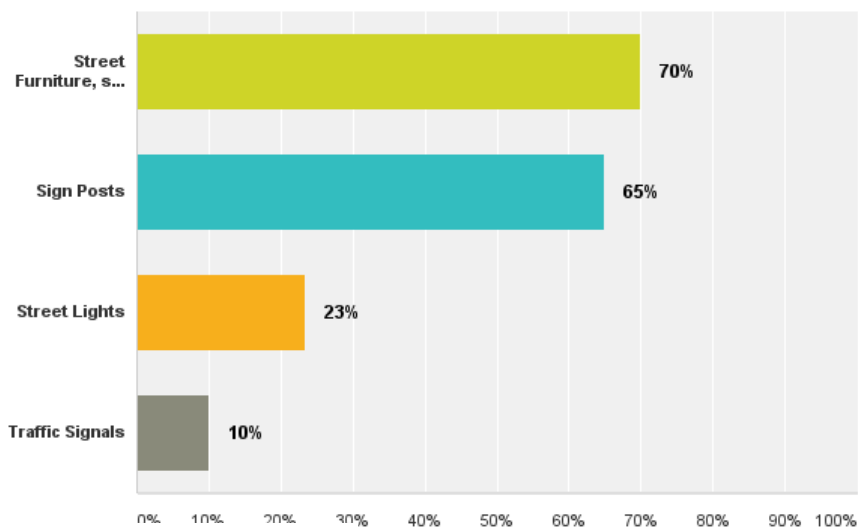


Figure 12

Pedestrian Program is looking to expand this program to include bicycle parking facilities throughout the entire City. When asked, survey respondents indicated that exactly 50% of them currently utilize parking racks provided by the City (Figure 11).

When asked about where else respondents parked their bicycle, 70% said

Q18 Would you like more bike racks?

Answered: 168 Skipped: 10

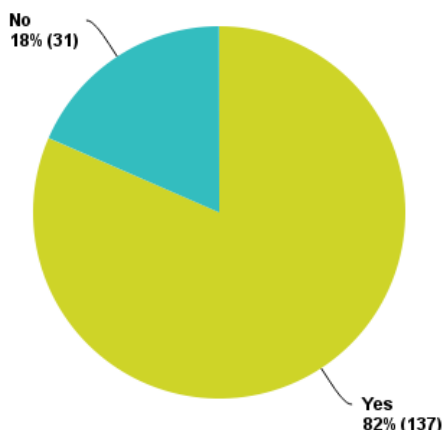


Figure 13

that they utilized street furniture such as benches and 65% used signposts suggesting that there are not enough public parking racks within the public right-of-way throughout the City. (Figure 13).

Of the 82% of respondents that answered that, they would like more bike racks as shown in Figure 14. 70% of those people would like to see them at parks, 63% along shared-use paths, 60% at light rail stations, and the lowest two, curbside along arterials and in parking garages scored 57% and 47% respectively (Figure 14).

Q19 If yes, where? Choose all the apply.

Answered: 139 Skipped: 39

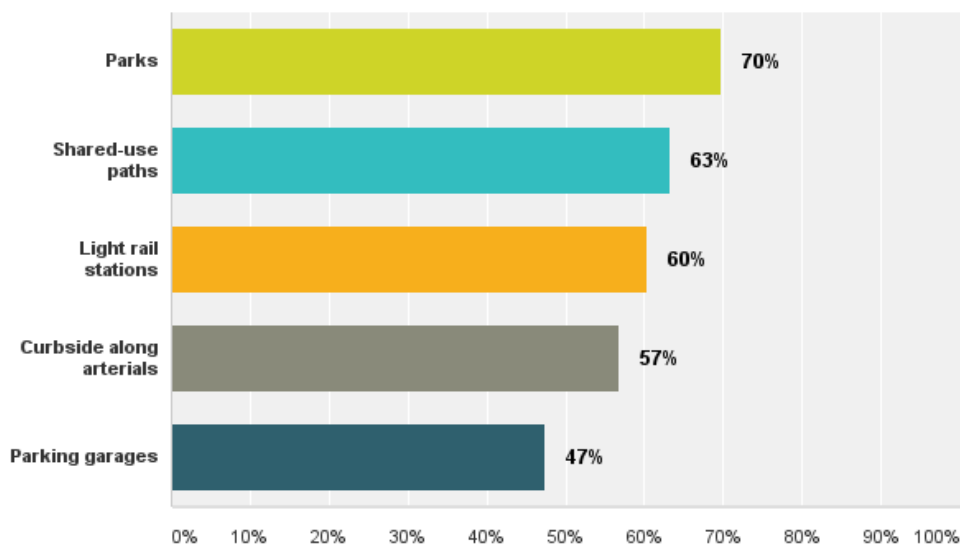


Figure 14

Commuting

Questions regarding commuting comprised the majority of attention in the survey. The first question was *If you do NOT commute by bicycle or by walking to work, why not?* Seven options

were available to be ranked on a scale of 1 to 5 (5 being the most important and 1 being the least important). Two categories depicted in Figure 15 show that the factors that most influenced non-commuters were *Too much traffic/Driver behavior* (47%) and *I live too far from my workplace* (39%).

Q20 If you do NOT commute by bicycle or by walking to work, why not? Choose all that apply.

Answered: 119 Skipped: 59

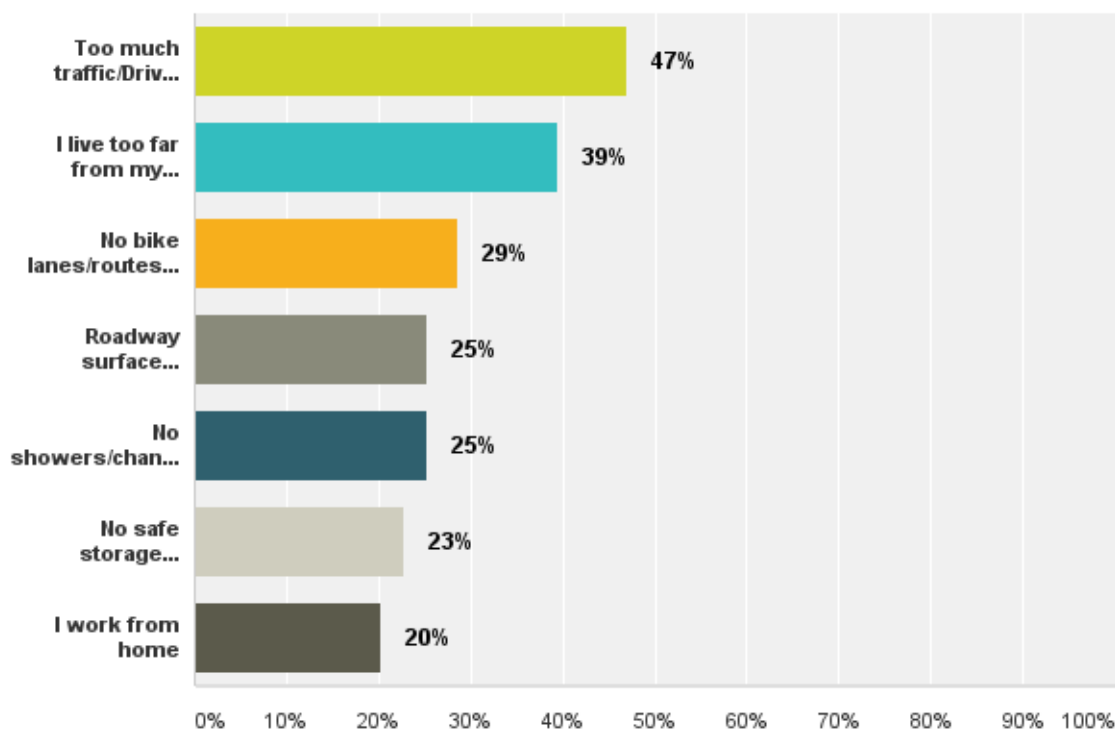


Figure 15

For those respondents that said they DO commute by bicycle or by walking to work as shown in Figure 16, the major reason indicated for that decision stems from the fact that *It is healthy and good exercise* (89%), *It is environmentally-friendly* (75%), and *It is economically beneficial* (73%). These people have very little concern about the speed of the trip (17%) and the use of end-of-line facilities (18%) as shown by low reporting importance.

Q21 If you DO commute by bicycle or by walking to work, why? Choose all that apply.

Answered: 83 Skipped: 95

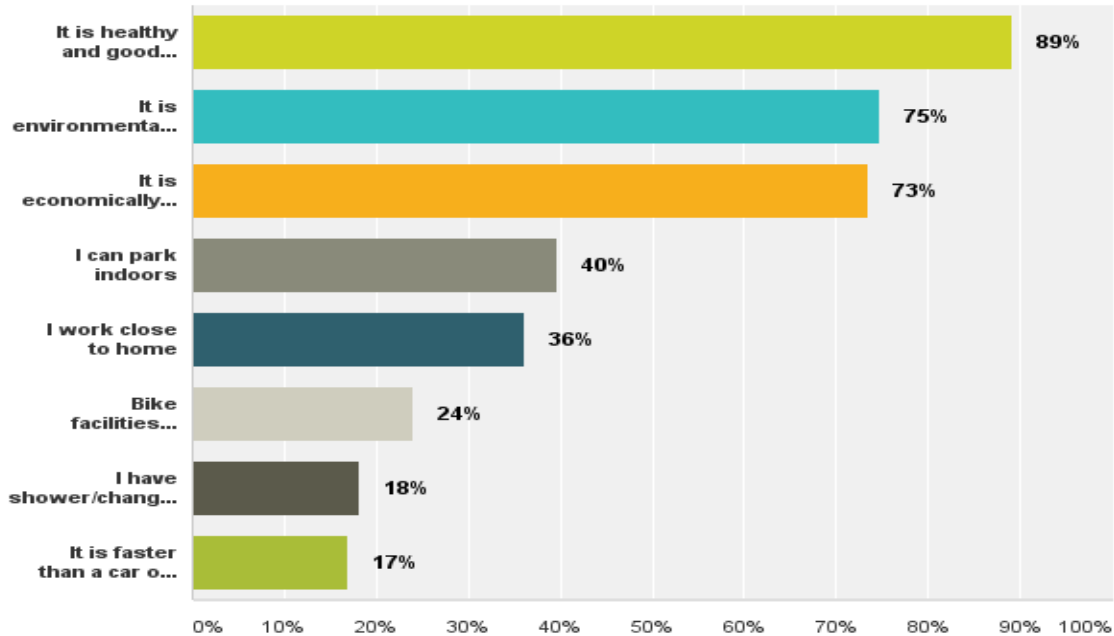


Figure 16

The majority of respondents that are commuting to work by bicycle have an average commute of 11 miles one way (Figure 17), have been commuting by bicycle for less than five years (62%), and are electing to ride to work an average of three days a week (Figure 18).

Q23 How many miles, one-way, does it take you to commute to work/school using an alternate mode?

Answered: 112 Skipped: 66

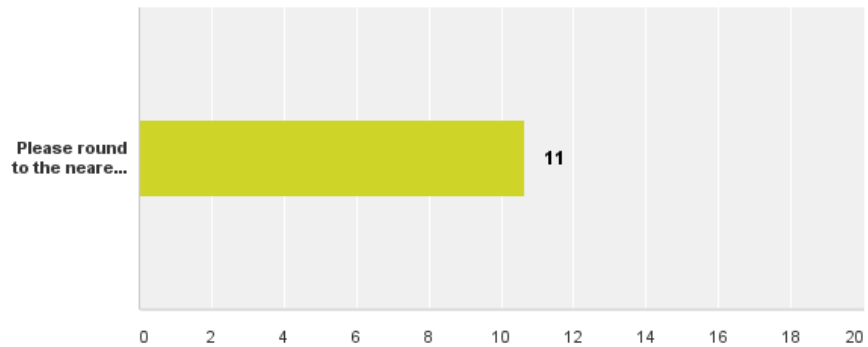
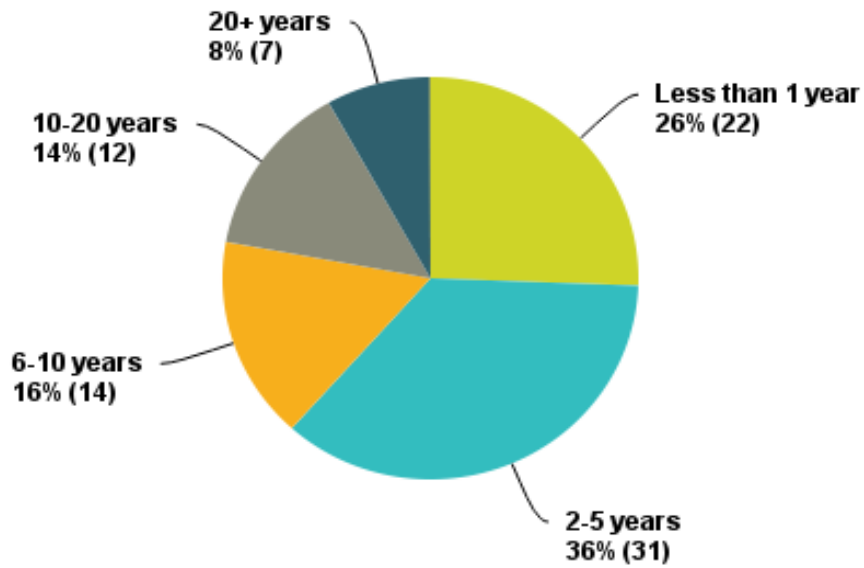


Figure 17

Q22 Please tell us a little about your commutation patterns.

Answered: 86 Skipped: 92

How many years/months



Frequency (in round trips/week)

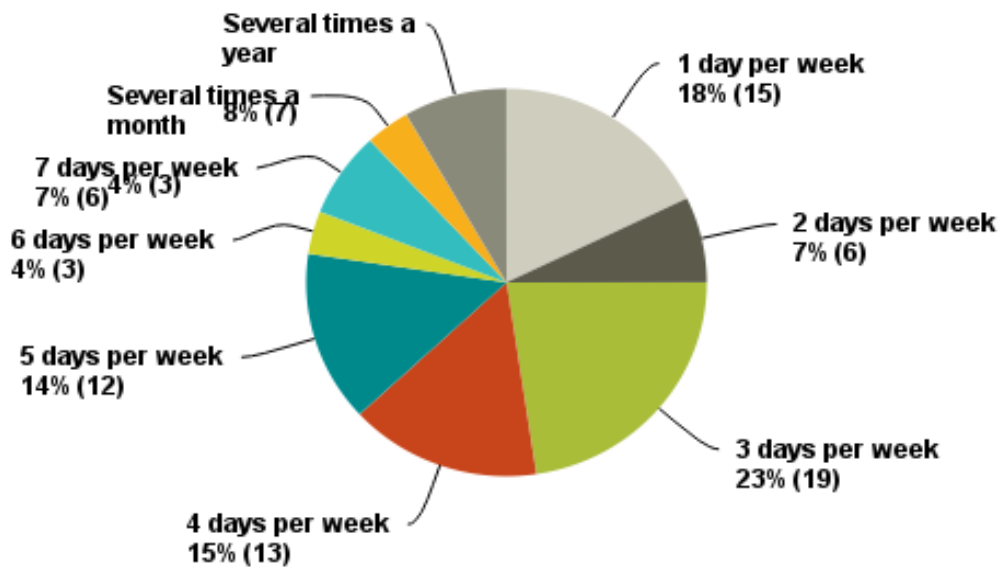


Figure 18

Q24 Do you bicycle to other transportation modes (bus, light rail) to reach your destination?

Answered: 165 Skipped: 13

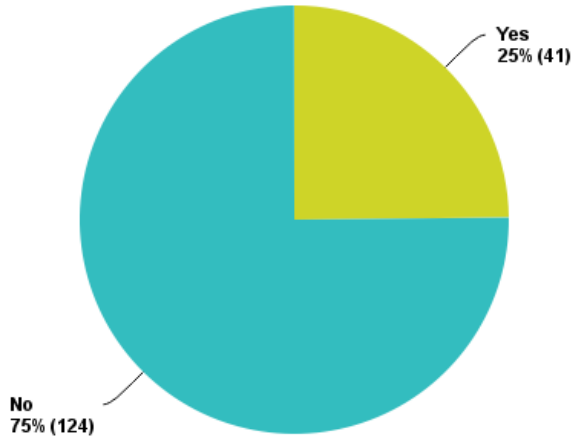


Figure 19

Figure 19 focuses on whether bicycle commuters use multiple modes of transportation to get to their destinations. The results show that three quarters of bicycle commuters do NOT combine other transportation modes with their daily trips to reach their destination.

Q25 If yes, is this transit connection essential to your ability to commute by bicycle?

Answered: 74 Skipped: 104

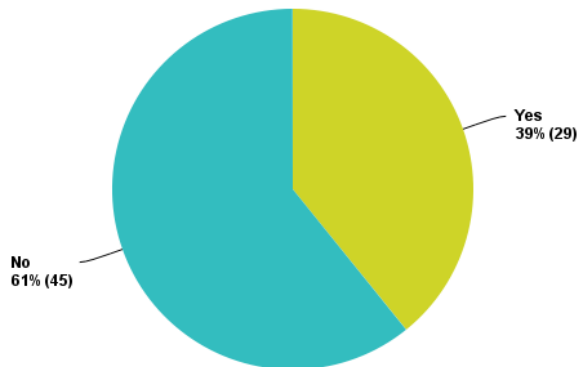


Figure 20

Among the 25% of respondents that replied that they DO bicycle to other transportation modes to reach their destination, 61% of those individuals answered that the connection was not essential to their ability to commute by bicycle (Figure 20).

People were then asked a bicycle-commuting question focused on problems riders come across enroute to and from their destination. Respondents were asked to rank the importance of eight potential problems that they may encounter during their bicycle commute on a scale from 1 to 5 (with 5 being the most important and 1 being the least). The majority of potential problems that concerned riders dealt with motor vehicle conflicts and traffic behavior as depicted in Figure 21. *Vehicles not sharing the roadway* and *Conflicts with right turning vehicles* received the most ratings of 5 with 52% and 46% respectively.

Q26 While commuting, what particular problems do you regularly encounter on your route? Rank your answers on a scale of 1 to 5.

Answered: 135 Skipped: 43

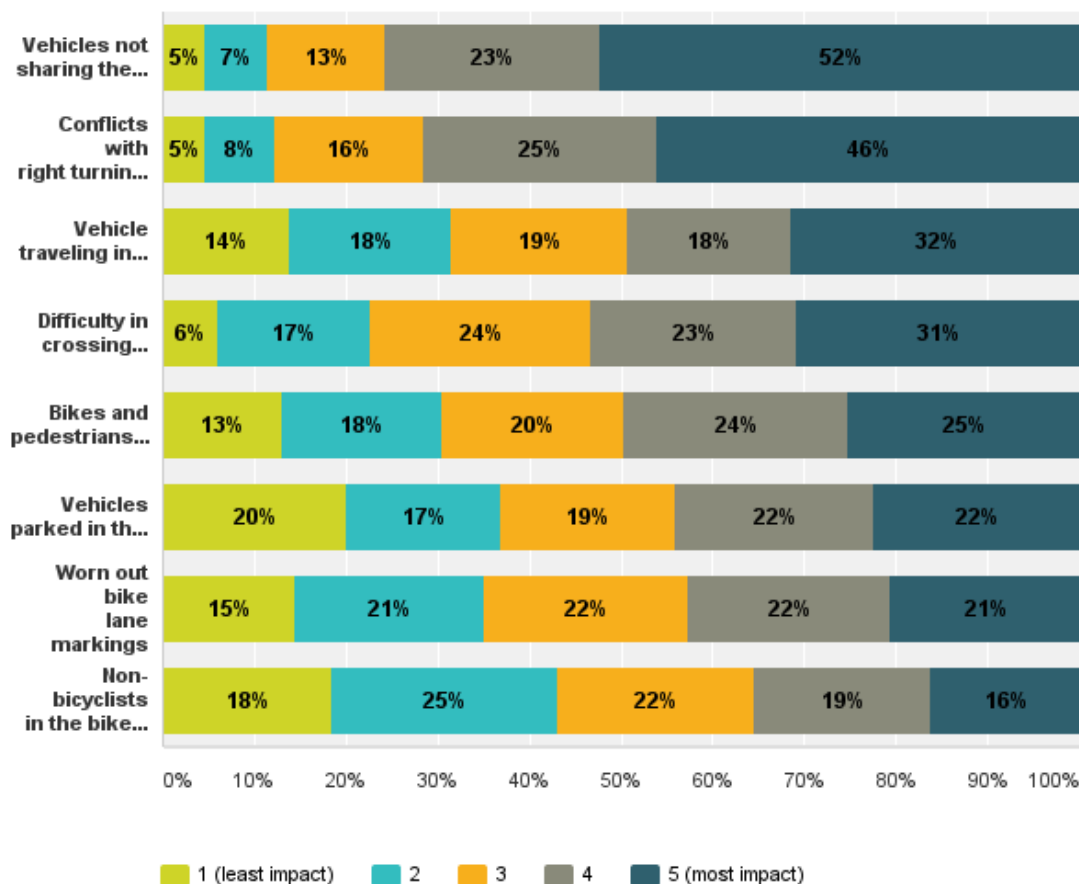


Figure 21

Vehicles traveling in the bike lane and *Difficulty in crossing intersections*, both of which are automobile-related issues were next with 32% and 31%.

These findings are consistent with data presented in Figure 15 regarding the reason why respondents do not commute. Figure 15 shows that the category with the highest response percentage at 47% was: *Too much traffic/Driver behavior*. For both the commuter cyclists and cyclists that choose not to commute by bike, cooperation and coordination with motor vehicle drivers and the roadway system is vital to encouraging increased biking.

Walking

Respondents were asked about their walking behavior and consistency. The walking resident in Mesa is essentially to the roadway network what the canary is to the coalmine. Pedestrians are a fragile species and require four main components to favor a walk over another mode of transportation. For a walk to be favored over another mode of transportation it must be: Useful, Safe, Comfortable, and Interesting.

The first question asked: *On average, how often do you walk instead of traveling by other modes?* Out of the 163 responses that we received, 39% rarely chose walking over another mode of transportation even though in Mesa we have over 350 days of

sunshine. Twenty-two percent of people responded that they walk once a week followed by only 15% responding that they walk almost daily (Figure 22).

Q27 On average, how often do you walk instead of traveling by other modes? (Such as motor vehicle, bicycle, bus, etc)

Answered: 163 Skipped: 15

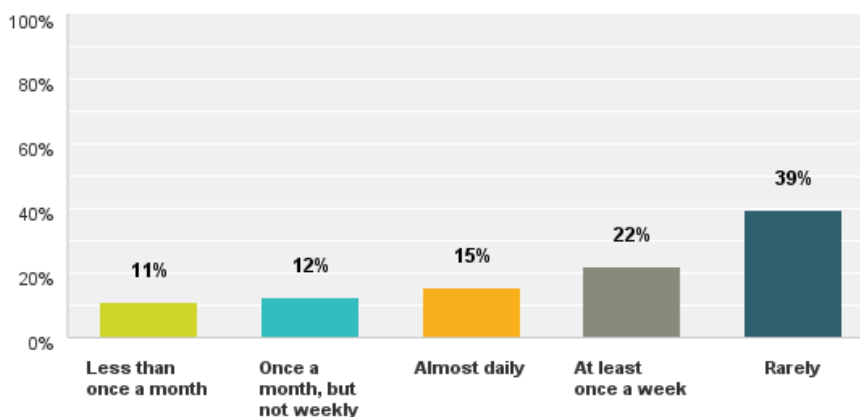


Figure 22

Respondents were then asked to look back over the past 30 days at their walking patterns. During that 30-day period, *About how many of those days did you walk?* (Figure 23) then compare that number to a year ago. *Compared to a year ago, would say you are now walking more often, less often, or the same amount* (Figure 24).

Q28 Thinking about the past 30 days, about how many of those days did you walk?

Answered: 167 Skipped: 11

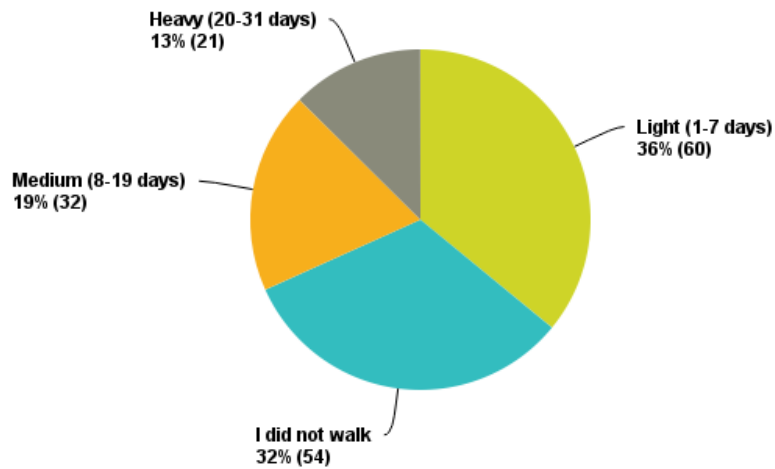


Figure 23

Q29 Compared to a year ago, would say you are now walking...

Answered: 169 Skipped: 9

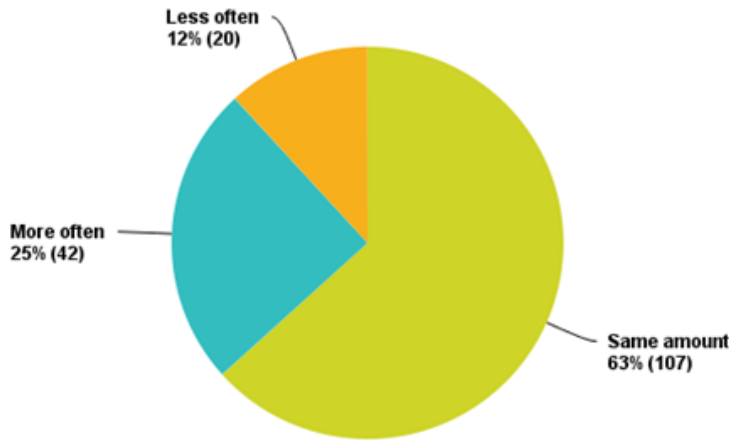


Figure 24

When respondents were asked the main reason for their walking trips it was evident that due to the suburban nature of Mesa the majority of the trips (73%) were for Exercise/Leisure and Health. Conversely, only 3% of all walking trips were for commuting to work or school (Figure 25).

Q30 What is the main reason for your walking trips? Choose only one.

Answered: 148 Skipped: 30

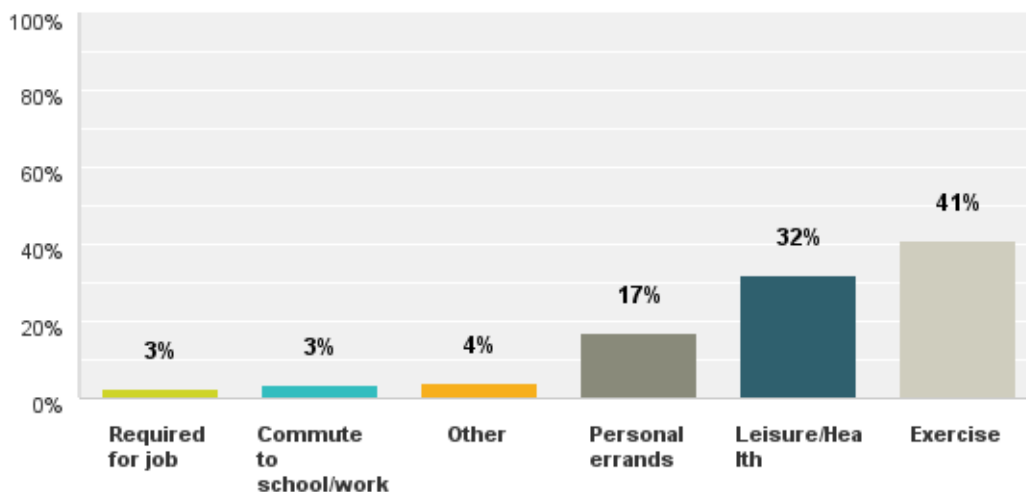


Figure 25

Q31 Do you feel threatened for your personal safety at any time when you walk?

Answered: 162 Skipped: 16

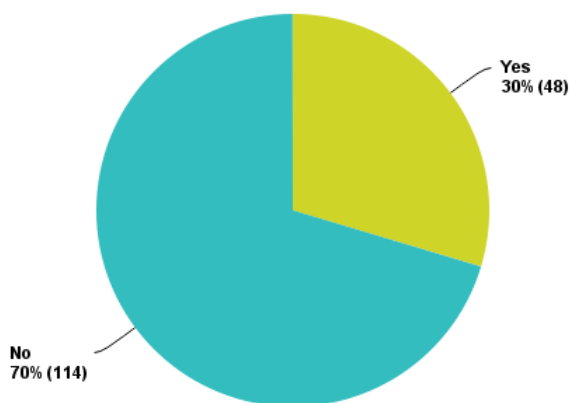


Figure 26

The majority of respondents (70%) do not feel threatened for their personal safety when walking in Mesa (Figure 26). The

next question asked about personal safety while walking was *Did you feel threatened for your personal safety because of any of the following?* Five categories were given to choose from and respondents were asked to choose all that apply. While 45% of

people stated that they did not feel threatened, 43% of people indicated that the biggest threat perceived while walking was motorists (Figure 27).

Q32 Did you feel threatened for your personal safety because of any of the following...? Chose all that apply.

Answered: 150 Skipped: 28

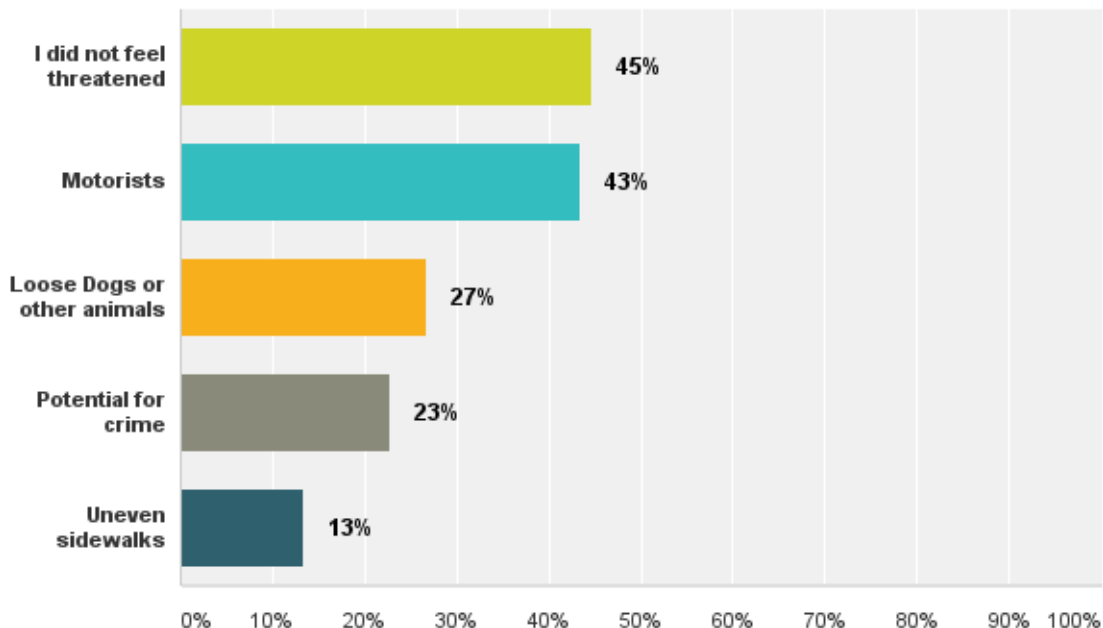


Figure 27

Lastly, people were asked what pedestrian improvements they would like to see in Mesa. Five choices were given and respondents were asked to pick all that apply. While all categories scored well, it was very apparent that respondents would like to have additional miles of pathway (39%), with better connectivity (35%), and more lighting along their routes (34%), (Figure 28).

Q35 What pedestrian improvements would you like to see...? Chose all that apply.

Answered: 151 Skipped: 27

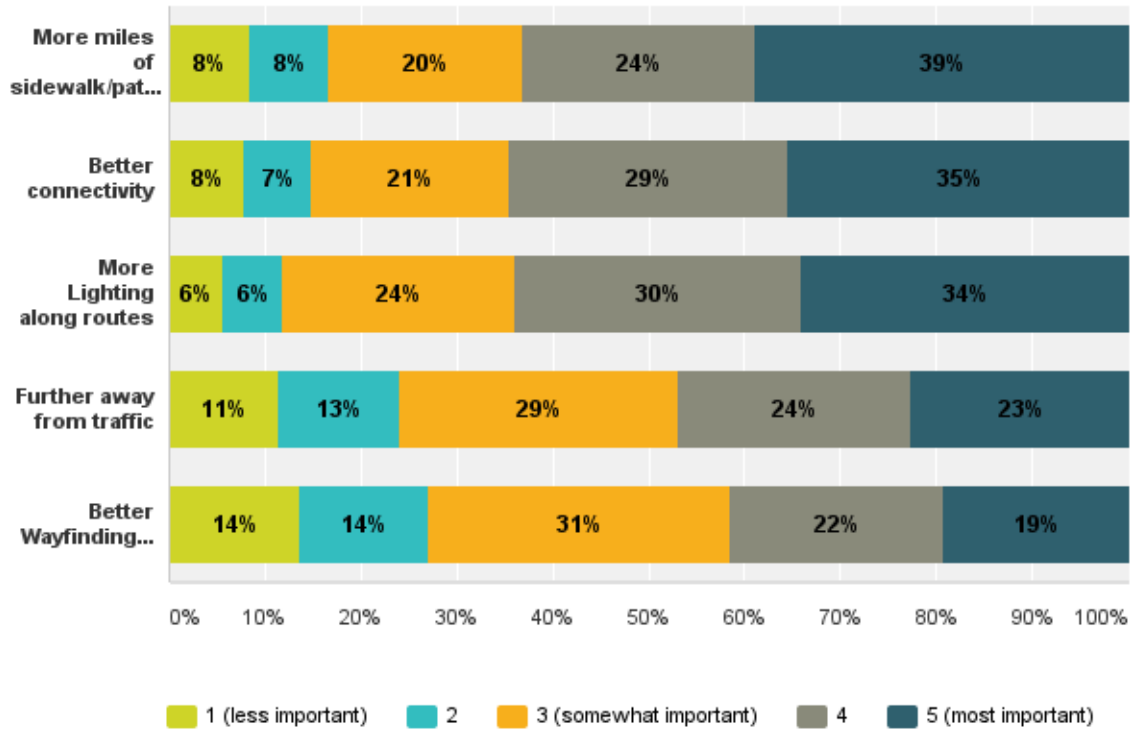


Figure 28

Intentionally Left Blank

Appendices

City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey

1. What is your age?

- 5 -18 years old
- 19 - 25 years old
- 26 - 35 years old
- 36 - 45 years old
- 46 - 60 years old
- 60+ years old

2. What is your gender?

- Male
- Female

3. What is your primary mode of transportation?

- Automobile
- Bicycle
- Walking
- Transit

4. Do you often ride a bicycle in Mesa?

- Yes
- No

5. In general, what type of riding do you do?

- Primary Transportation
- Commuting (School or Work)
- Recreation
- Errands

6. Do you wear a bicycle helmet when riding a bicycle?

- Yes
- No
- Sometimes

7. Which best describes your confidence level as a cyclist?

- Strong and Fearless
- Confident and Enthused
- Interested but Concerned
- No Way No How

8. How do you rate your level of knowledge of the services, activities and information provided by the City of Mesa Transportation Department- Bike and Pedestrian program?

- | | | | | |
|---|-------------------------|-------------------------|-------------------------|--|
| 1 (not knowledgeable) | 2 | 3 | 4 | 5 (very knowledgeable) |
| <input type="radio"/> 1 (not knowledgeable) | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 (very knowledgeable) |

9. Are you aware of or ever utilized our website (<http://www.mesaaz.gov/transportation/>) and/or Facebook page (<https://www.facebook.com/TheGreatArizonaBicycleFestival/>)?

- Yes
- No

10. Do you use the Mesa Bike Map to plan your rides?

- Yes
- No

11. How would you rate the usefulness of the Mesa Bike Map on a scale of 1 to 5?

- | | | | | |
|--|-------------------------|-------------------------|-------------------------|---------------------------------------|
| 1 (least useful) | 2 | 3 | 4 | 5 (most useful) |
| <input type="radio"/> 1 (least useful) | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 (most useful) |

12. Have you attended any free bicycle education classes offered by the City of Mesa?

- Yes
- No

13. Please tell us a little bit about your riding preferences.

	Yes	No
<p>Do you prefer to ride off-street (shared use pathways)?</p>	<input type="checkbox"/> Do you prefer to ride off-street (shared use pathways)? Yes	<input type="checkbox"/> Do you prefer to ride off-street (shared use pathways)? No
<p>When riding on-street, do you prefer to ride on streets with bike lanes that are separated from automobile traffic?</p>	<input type="checkbox"/> When riding on-street, do you prefer to ride on streets with bike lanes that are separated from automobile traffic? Yes	<input type="checkbox"/> When riding on-street, do you prefer to ride on streets with bike lanes that are separated from automobile traffic? No
<p>Do you plan your route based on availability of off-street and or bike lanes?</p>	<input type="checkbox"/> Do you plan your route based on availability of off-street and or bike lanes? Yes	<input type="checkbox"/> Do you plan your route based on availability of off-street and or bike lanes? No
<p>Will you detour your route to a longer route if it is off-street?</p>	<input type="checkbox"/> Will you detour your route to a longer route if it is off-street? Yes	<input type="checkbox"/> Will you detour your route to a longer route if it is off-street? No

14. Why should bike facilities be improved and expanded? Rank your answer on a scale of 1 to 5.

	1 (least useful)	2	3	4	5 (most useful)	N/A
<p>Better access to work place</p>	<input type="radio"/> Better access to work place	<input type="radio"/> Better access to	<input type="radio"/> Better access to	<input type="radio"/> Better access to	<input type="radio"/> Better access to work place	<input type="radio"/> Better access to

	1 (least useful)	2	3	4	5 (most useful)	N/A
Better access to neighborhood destinations like, shopping areas/banks/post office/parks	<input type="radio"/> Better access to neighborhood destinations like, shopping areas/banks/post office/parks 1 (least useful)	<input type="radio"/> Better access to neighborhood destinations like, shopping areas/banks/post office/parks 2	<input type="radio"/> Better access to neighborhood destinations like, shopping areas/banks/post office/parks 3	<input type="radio"/> Better access to neighborhood destinations like, shopping areas/banks/post office/parks 4	<input type="radio"/> Better access to neighborhood destinations like, shopping areas/banks/post office/parks 5 (most useful)	<input type="radio"/> Better access to neighborhood destinations like, shopping areas/banks/post office/parks N/A
Better access to transit	<input type="radio"/> Better access to transit 1 (least useful)	<input type="radio"/> Better access to transit 2	<input type="radio"/> Better access to transit 3	<input type="radio"/> Better access to transit 4	<input type="radio"/> Better access to transit 5 (most useful)	<input type="radio"/> Better access to transit N/A
Better access to schools	<input type="radio"/> Better access to schools 1 (least useful)	<input type="radio"/> Better access to schools 2	<input type="radio"/> Better access to schools 3	<input type="radio"/> Better access to schools 4	<input type="radio"/> Better access to schools 5 (most useful)	<input type="radio"/> Better access to schools N/A
Encourage cycling in general as a more active form of exercise	<input type="radio"/> Encourage cycling in general as a more active form of exercise 1 (least useful)	<input type="radio"/> Encourage cycling in general as a more active form of exercise 2	<input type="radio"/> Encourage cycling in general as a more active form of exercise 3	<input type="radio"/> Encourage cycling in general as a more active form of exercise 4	<input type="radio"/> Encourage cycling in general as a more active form of exercise 5 (most useful)	<input type="radio"/> Encourage cycling in general as a more active form of exercise N/A
Bike Facilities should NOT be improved	<input type="radio"/> Bike Facilities should NOT be improved 1	<input type="radio"/> Bike Facilities should NOT be improved 2	<input type="radio"/> Bike Facilities should NOT be improved 3	<input type="radio"/> Bike Facilities should NOT be improved 4	<input type="radio"/> Bike Facilities should NOT be improved 5	<input type="radio"/> Bike Facilities should NOT be improved N/A

1 (least useful)	2	3	4	5 (most useful)	N/A
1 (least useful)				5 (most useful)	

15. What design features would you like to see implemented? Rank your answers on a scale of 1 - 5.

	1 (least important)	2	3	4	5 (most important)
Bike lanes buffered/separated from automobile traffic	<input type="radio"/> Bike lanes buffered/separated from automobile traffic 1 (least important)	<input type="radio"/> Bike lanes buffered/separated from automobile traffic 2	<input type="radio"/> Bike lanes buffered/separated from automobile traffic 3	<input type="radio"/> Bike lanes buffered/separated from automobile traffic 4	<input type="radio"/> Bike lanes buffered/separated from automobile traffic 5 (most important)
Colored asphalt for designated bike lanes	<input type="radio"/> Colored asphalt for designated bike lanes 1 (least important)	<input type="radio"/> Colored asphalt for designated bike lanes 2	<input type="radio"/> Colored asphalt for designated bike lanes 3	<input type="radio"/> Colored asphalt for designated bike lanes 4	<input type="radio"/> Colored asphalt for designated bike lanes 5 (most important)
Two-way cycle tracks with barriers	<input type="radio"/> Two-way cycle tracks with barriers 1 (least important)	<input type="radio"/> Two-way cycle tracks with barriers 2	<input type="radio"/> Two-way cycle tracks with barriers 3	<input type="radio"/> Two-way cycle tracks with barriers 4	<input type="radio"/> Two-way cycle tracks with barriers 5 (most important)
Shared-use sidewalks	<input type="radio"/> Shared-use sidewalks 1 (least important)	<input type="radio"/> Shared-use sidewalks 2	<input type="radio"/> Shared-use sidewalks 3	<input type="radio"/> Shared-use sidewalks 4	<input type="radio"/> Shared-use sidewalks 5 (most important)
Bike boxes at intersections	<input type="radio"/> Bike boxes at intersections 1 (least important)	<input type="radio"/> Bike boxes at intersections 2	<input type="radio"/> Bike boxes at intersections 3	<input type="radio"/> Bike boxes at intersections 4	<input type="radio"/> Bike boxes at intersections 5 (most important)

	1 (least important)	2	3	4	5 (most important)
Traffic signals dedicated to bicycles	<input type="radio"/> Traffic signals dedicated to bicycles 1 (least important)	<input type="radio"/> Traffic signals dedicated to bicycles 2	<input type="radio"/> Traffic signals dedicated to bicycles 3	<input type="radio"/> Traffic signals dedicated to bicycles 4	<input type="radio"/> Traffic signals dedicated to bicycles 5 (most important)
Better crosswalk designs	<input type="radio"/> Better crosswalk designs 1 (least important)	<input type="radio"/> Better crosswalk designs 2	<input type="radio"/> Better crosswalk designs 3	<input type="radio"/> Better crosswalk designs 4	<input type="radio"/> Better crosswalk designs 5 (most important)
Dashed lines to mark bike lanes through intersections	<input type="radio"/> Dashed lines to mark bike lanes through intersections 1 (least important)	<input type="radio"/> Dashed lines to mark bike lanes through intersections 2	<input type="radio"/> Dashed lines to mark bike lanes through intersections 3	<input type="radio"/> Dashed lines to mark bike lanes through intersections 4	<input type="radio"/> Dashed lines to mark bike lanes through intersections 5 (most important)

16. Do you park at bike racks provided by the City?

- Yes
- No

17. Where else do you park your bicycle?

- Sign Posts
- Street Lights
- Traffic Signals
- Street Furniture, such as benches

18. Would you like more bike racks?

- Yes
- No

19. If yes, where? Choose all the apply.

- Curbside along arterials
- Light rail stations
- Parking garages
- Parks
- Shared-use paths

20. If you do NOT commute by bicycle or by walking to work, why not? Choose all that apply.

- I work from home
- Roadway surface conditions are poor
- No safe storage facility for my bicycle
- Too much traffic/Driver behavior
- No showers/changing facility at work
- No bike lanes/routes/shared-use paths near my home connecting to my workplace
- I live too far from my workplace

21. If you DO commute by bicycle or by walking to work, why? Choose all that apply.

- I work close to home
- It is healthy and good exercise
- It is environmentally-friendly
- It is faster than a car or transit
- I have shower/changing facilities at work
- I can park indoors
- Bike facilities provide direct routes between work/home
- It is economically beneficial

22. Please tell us a little about your commutation patterns.

	How many years/months	Frequency (in round trips/week)
I have been commuting by walking or bicycling to work/school for:	<input type="text"/> I have been commuting by walking or bicycling to work/school for: How many years/months menu	<input type="text"/> I have been commuting by walking or bicycling to work/school for: Frequency (in round trips/week) menu

23. How many miles, one-way, does it take you to commute to work/school using an alternate mode?

Please round to the nearest mile. (one way miles)

24. Do you bicycle to other transportation modes (bus, light rail) to reach your destination?

- Yes
- No

25. If yes, is this transit connection essential to your ability to commute by bicycle?

- Yes
- No

26. While commuting, what particular problems do you regularly encounter on your route?

Rank your answers on a scale of 1 to 5.

	1 (least impact)	2	3	4	5 (most impact)
Vehicles parked in the bike lane	<input type="radio"/> Vehicles parked in the bike lane 1 (least impact)	<input type="radio"/> Vehicles parked in the bike lane 2	<input type="radio"/> Vehicles parked in the bike lane 3	<input type="radio"/> Vehicles parked in the bike lane 4	<input type="radio"/> Vehicles parked in the bike lane 5 (most impact)
Vehicle traveling in the bike lane	<input type="radio"/> Vehicle traveling in the bike lane 1 (least impact)	<input type="radio"/> Vehicle traveling in the bike lane 2	<input type="radio"/> Vehicle traveling in the bike lane 3	<input type="radio"/> Vehicle traveling in the bike lane 4	<input type="radio"/> Vehicle traveling in the bike lane 5 (most impact)

	1 (least impact)	2	3	4	5 (most impact)
Vehicles not sharing the roadway	<input type="radio"/> Vehicles not sharing the roadway 1 (least impact)	<input type="radio"/> Vehicles not sharing the roadway 2	<input type="radio"/> Vehicles not sharing the roadway 3	<input type="radio"/> Vehicles not sharing the roadway 4	<input type="radio"/> Vehicles not sharing the roadway 5 (most impact)
Non-bicyclists in the bike lane	<input type="radio"/> Non-bicyclists in the bike lane 1 (least impact)	<input type="radio"/> Non-bicyclists in the bike lane 2	<input type="radio"/> Non-bicyclists in the bike lane 3	<input type="radio"/> Non-bicyclists in the bike lane 4	<input type="radio"/> Non-bicyclists in the bike lane 5 (most impact)
Bikes and pedestrians traveling the wrong way in the bike lane	<input type="radio"/> Bikes and pedestrians traveling the wrong way in the bike lane 1 (least impact)	<input type="radio"/> Bikes and pedestrians traveling the wrong way in the bike lane 2	<input type="radio"/> Bikes and pedestrians traveling the wrong way in the bike lane 3	<input type="radio"/> Bikes and pedestrians traveling the wrong way in the bike lane 4	<input type="radio"/> Bikes and pedestrians traveling the wrong way in the bike lane 5 (most impact)
Worn out bike lane markings	<input type="radio"/> Worn out bike lane markings 1 (least impact)	<input type="radio"/> Worn out bike lane markings 2	<input type="radio"/> Worn out bike lane markings 3	<input type="radio"/> Worn out bike lane markings 4	<input type="radio"/> Worn out bike lane markings 5 (most impact)
Conflicts with right turning vehicles	<input type="radio"/> Conflicts with right turning vehicles 1 (least impact)	<input type="radio"/> Conflicts with right turning vehicles 2	<input type="radio"/> Conflicts with right turning vehicles 3	<input type="radio"/> Conflicts with right turning vehicles 4	<input type="radio"/> Conflicts with right turning vehicles 5 (most impact)
Difficulty in crossing intersections	<input type="radio"/> Difficulty in crossing intersections 1 (least impact)	<input type="radio"/> Difficulty in crossing intersections 2	<input type="radio"/> Difficulty in crossing intersections 3	<input type="radio"/> Difficulty in crossing intersections 4	<input type="radio"/> Difficulty in crossing intersections 5 (most impact)

27. On average, how often do you walk instead of traveling by other modes? (Such as motor vehicle, bicycle, bus, etc)

- Almost daily
- At least once a week
- Once a month, but not weekly

- Less than once a month
- Rarely

28. Thinking about the past 30 days, about how many of those days did you walk?

- Light (1-7 days)
- Medium (8-19 days)
- Heavy (20-31 days)
- I did not walk

29. Compared to a year ago, would say you are now walking...

- More often
- Same amount
- Less often

30. What is the main reason for your walking trips? Choose only one.

- Personal errands
- Exercise
- Leisure/Health
- Commute to school/work
- Required for job
- Other

Other (please specify)

31. Do you feel threatened for your personal safety at any time when you walk?

- Yes
- No

32. Did you feel threatened for your personal safety because of any of the following...?

Chose all that apply.

- Motorists
- Uneven sidewalks
- Loose Dogs or other animals

- Potential for crime
- I did not feel threatened

33. When walking in the street/on the side walk, do you typically walk...?

- Facing Traffic (walking against)
- With traffic (walking in the same direction)
- Varies/Depends
- N/A (never walk)

34. How satisfied are you with how your local community is designed for making walking safe?

- | | | | | |
|---|-------------------------|--|-------------------------|--|
| 1 (not satisfied) | 2 | 3 (somewhat satisfied) | 4 | 5 (very satisfied) |
| <input type="radio"/> 1 (not satisfied) | <input type="radio"/> 2 | <input type="radio"/> 3 (somewhat satisfied) | <input type="radio"/> 4 | <input type="radio"/> 5 (very satisfied) |

35. What pedestrian improvements would you like to see...? Chose all that apply.

- | | 1 (less important) | 2 | 3 (somewhat important) | 4 | 5 (most important) |
|--|--|---|--|---|--|
| More miles of sidewalk/path way | <input type="radio"/> More miles of sidewalk/path way 1 (less important) | <input type="radio"/> More miles of sidewalk/path way 2 | <input type="radio"/> More miles of sidewalk/path way 3 (somewhat important) | <input type="radio"/> More miles of sidewalk/path way 4 | <input type="radio"/> More miles of sidewalk/path way 5 (most important) |
| Further away from traffic | <input type="radio"/> Further away from traffic 1 (less important) | <input type="radio"/> Further away from traffic 2 | <input type="radio"/> Further away from traffic 3 (somewhat important) | <input type="radio"/> Further away from traffic 4 | <input type="radio"/> Further away from traffic 5 (most important) |
| Better connectivity | <input type="radio"/> Better connectivity 1 | <input type="radio"/> Better connectivity 2 | <input type="radio"/> Better connectivity 3 | <input type="radio"/> Better connectivity 4 | <input type="radio"/> Better connectivity 5 |

	1 (less important)	2	3 (somewhat important)	4	5 (most important)
	(less important)		(somewhat important)		(most important)
Better Wayfinding signs	<input type="radio"/> Better Wayfinding signs 1 (less important)	<input type="radio"/> Better Wayfinding signs 2	<input type="radio"/> Better Wayfinding signs 3 (somewhat important)	<input type="radio"/> Better Wayfinding signs 4	<input type="radio"/> Better Wayfinding signs 5 (most important)
More Lighting along routes	<input type="radio"/> More Lighting along routes 1 (less important)	<input type="radio"/> More Lighting along routes 2	<input type="radio"/> More Lighting along routes 3 (somewhat important)	<input type="radio"/> More Lighting along routes 4	<input type="radio"/> More Lighting along routes 5 (most important)

36. Please provide additional comments if any.

37. Please enter your name and phone number or email address for a chance to win a Downtown Mesa gift certificate for completing the survey!

Individual Responses

City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey

SurveyMonkey

Q36 Please provide additional comments if any.

Answered: 58 Skipped: 120

#	Responses	Date
1	Complete the Tempe Canal shared-use path behind Banner Desert	5/2/2015 10:58 AM
2	The new fractured asphalt being used is horrid for cycling. It makes the surface uneven and dangerous and wears out your tires very quickly. (It also causes faster wear on automobile tires).	4/29/2015 10:17 AM
3	No bike lanes downtown was a major mistake.	4/28/2015 3:11 PM
4	What was done on Southern at MCC is useless and very dangerous to cyclists. Please follow the Guide for Development of Bicycle Facilities by AASHTO.	4/19/2015 5:44 PM
5	Really enjoy riding along the canals and wish they were all better connected, especially across municipalities	4/12/2015 7:53 PM
6	Thank you for taking the time to send the survey and solicit our opinions. I seems ridiculous that with 300+ days of dry roads and sunshine that we do not already have a robust bicycle lane system. More people on bikes means LESS pollution and Less traffic jams.	4/12/2015 7:58 AM
7	bike lanes desperately need to be cleaned. all the road garbage gets pushed into the bike lane.	4/8/2015 1:02 PM
8	bike lanes desperately need to be cleaned. all the road garbage gets pushed into the bike lane.	4/8/2015 1:02 PM
9	stop the wrong way riders on side walks and bike lanes please	4/7/2015 10:46 PM
10	Don't walk	4/6/2015 1:16 PM
11	looking forward to a bike lane that connect McDowell to Usery	4/5/2015 7:51 PM
12	Repair recessed Manhole/access covers in bike lanes	4/4/2015 7:43 PM
13	please don't spend my tax dollars on this!!!!!!!	4/4/2015 12:23 PM
14	More bike lanes and wider bike lanes. More frequent street sweepers in bike lanes.	4/3/2015 10:04 PM
15	Please get started on the paths promised from the parks bond of the 2012 election. Also please redirect some unused funds from the Buckhorn Baths project to more shared multi-use paths along canals.	4/2/2015 4:53 PM
16	Biking in general, especially in local circumstances needs to be future concerns for Mesa. It is the most efficient mode of transportation, much investment and projects need to be planned on biking. US 60 canal MUST have a path soon. It is smart to invest in these practices.	4/2/2015 4:12 PM
17	i'm retired	4/2/2015 2:33 PM
18	I'm retired so biking/walking is mostly for exercise.	4/1/2015 12:55 PM
19	I would love a bike/pedestrian path along the canal on power road, the tunnels are already there , it runs along the freeway and the quality of life in east mesa would improve dramatically if the city would build a path there. We would be completely removed from traffic	4/1/2015 9:40 AM
20	In Mesa, they need to open up behind the Country Club to Riverview along the canal. Please!	4/1/2015 1:30 AM
21	would like to ride more but not enough bike lanes ... sidewalk is safer but I think illegal and walkers don't like it .. more shade trees would help if possible	3/31/2015 12:13 PM
22	Mesa is great, moved here for the bike lanes, keep up the good work and I'll keep riding!	3/29/2015 11:23 AM
23	I think there should be more maps printed visually at bus/light rail stops for more familiarity with routes and navigation. There should be more public parks, botanical gardens, run ways, dog parks available to go walking, jogging, running and biking. There should be more nature reserves for wilderness walks in Mesa, this would preserve the local flora and fauna in way that would ensure generations of species. There should be available restrooms and purified drinking water fountains at available recreation parks, zones. There should be more benches, tables, outdoor living room furniture for leisure and recreation at public spaces. More edible vegetation, fruit trees that can feed people, gardens and wilderness areas.	3/27/2015 12:05 PM

City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey
 City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey

SurveyMonkey
 SurveyMonkey

Q36 Please provide additional comments if any.

Answered: 58 Skipped: 120

#	Responses	Date
1	Complete the Tempe Canal shared-use path behind Banner Desert	5/2/2015 10:58 AM
2	The new fractured asphalt being used is horrid for cycling. It makes the surface uneven and dangerous and wears out your tires very quickly. (It also causes faster wear on automobile tires).	4/29/2015 10:17 AM
3	No bike lanes downtown was a major mistake.	4/28/2015 3:11 PM
4	What was done on Southern at MCC is useless and very dangerous to cyclists. Please follow the Guide for Development of Bicycle Facilities by AASHTO.	4/19/2015 5:44 PM
5	Really enjoy riding along the canals and wish they were all better connected, especially across municipalities	4/12/2015 7:53 PM
6	Thank you for taking the time to send the survey and solicit our opinions. I seems ridiculous that with 300+ days of dry roads and sunshine that we do not already have a robust bicycle lane system. More people on bikes means LESS pollution and Less traffic jams.	4/12/2015 7:58 AM
7	bike lanes desperately need to be cleaned. all the road garbage gets pushed into the bike lane.	4/8/2015 1:02 PM
8	bike lanes desperately need to be cleaned. all the road garbage gets pushed into the bike lane.	4/8/2015 1:02 PM
9	stop the wrong way riders on side walks and bike lanes please	4/7/2015 10:46 PM
10	Don't walk	4/6/2015 1:16 PM
11	looking forward to a bike lane that connect McDowell to Usery	4/5/2015 7:51 PM
12	Repair recessed Manhole/access covers in bike lanes	4/4/2015 7:43 PM
13	please don't spend my tax dollars on this!!!!!!!	4/4/2015 12:23 PM
14	More bike lanes and wider bike lanes. More frequent street sweepers in bike lanes.	4/3/2015 10:04 PM
15	Please get started on the paths promised from the parks bond of the 2012 election. Also please redirect some unused funds from the Buckhorn Baths project to more shared multi-use paths along canals.	4/2/2015 4:53 PM
16	Biking in general, especially in local circumstances needs to be future concerns for Mesa. It is the most efficient mode of transportation, much investment and projects need to be planned on biking. US 60 canal MUST have a path soon. It is smart to invest in these practices.	4/2/2015 4:12 PM
17	i'm retired	4/2/2015 2:33 PM
18	I'm retired so biking/walking is mostly for exercise.	4/1/2015 12:55 PM
19	I would love a bike/pedestrian path along the canal on power road, the tunnels are already there , it runs along the freeway and the quality of life in east mesa would improve dramatically if the city would build a path there. We would be completely removed from traffic	4/1/2015 9:40 AM
20	In Mesa, they need to open up behind the Country Club to Riverview along the canal. Please!	4/1/2015 1:30 AM
21	would like to ride more but not enough bike lanes .. sidewalk is safer but I think illegal and walkers don't like it .. more shade trees would help if possible	3/31/2015 12:13 PM
22	Mesa is great, moved here for the bike lanes, keep up the good work and I'll keep riding!	3/29/2015 11:23 AM
23	I think there should be more maps printed visually at bus/light rail stops for more familiarity with routes and navigation. There should be more public parks, botanical gardens, run ways, dog parks available to go walking, jogging, running and biking. There should be more nature reserves for wilderness walks in Mesa, this would preserve the local flora and fauna in way that would ensure generations of species. There should be available restrooms and purified drinking water fountains at available recreation parks, zones. There should be more benches, tables, outdoor living room furniture for leisure and recreation at public spaces. More edible vegetation, fruit trees that can feed people, gardens and wilderness areas.	3/27/2015 12:05 PM

City of Mesa Transportation Department- Bicycle and Pedestrian Program Customer Satisfaction Survey

SurveyMonkey

47	Road crossings are frequently absent or unsafe. Lack of marked crosswalks, or even signalized crossings. Many streets are too wide and cars operating too fast for the safety of children, pets and adults. Lane sizes are abnormally large, leading to unsafe driving habits, higher speeds and increased perception (and reality) of unsafe streets. Deaths and injuries from car/people crashes lead to general feeling that it is not safe to walk in the overall community. Downtown Mesa on Main Street is the exception.	3/23/2015 8:27 PM
48	Education of motorists with respect to pedestrian right of way rules are CRITICAL. It's easier to walk in Chicago! Motorists in Arizona seem to not know, not care or largely just be in too much of a hurry to wait a few seconds for a pedestrian to reach the curb or the yellow line, depending on the situation.	3/23/2015 8:22 PM
49	Thank you for this survey. I love biking and am happy to see City of Mesa asking those of us who bicycle what the needs are.	3/23/2015 7:28 PM
50	Cyclists were totally forgotten during the downtown redesign. Bike paths exist all over Mesa EXCEPT downtown	3/23/2015 10:24 AM
51	bike lanes should go bothways on each side of the road	3/22/2015 10:06 PM
52	Please fix the Main Street bike lane problem, its a huge issue and only a matter of time before a biker is hurt. Remove the parking, bring back the bike lane. Follow your words in the general plan to move away from car culture.	3/22/2015 12:35 PM
53	On street parking through downtown is a mess with the removal of the bicycle lanes. There are no east/west bike lanes through downtown. Motorists are not encouraged or educated to share the road with bicyclists.	3/22/2015 7:53 AM
54	No consideration was given to cyclists during the downtown redesign. Bike paths were even removed. Cycling to a businesses downtown has become dangerous unless you know where you're going and enter through the rear.	3/16/2015 10:47 AM
55	city of mesa needs to improve and add bike lanes for road cyclists for recreational purposes and educate motorists on the laws that give cyclists the right to use the roadway and give cyclists 3 feet of passing safety. I ride my road bike approx 60 -100 miles per week and altercation with unsafe motorist behavior occurs every ride.	3/10/2015 2:34 PM
56	Thank you!	3/10/2015 1:08 AM
57	I commute by bike, train and walk part of the way, so all means are used.	3/9/2015 1:34 PM
58	Bike lanes are MOST important on our roads!	3/9/2015 10:48 AM