

CASTLE ROCK TRANSIT FEASIBILITY STUDY

STAKEHOLDER & COMMUNITY ENGAGEMENT
SUMMARY REPORT

APRIL 2020



LET'S TALK TRANSIT



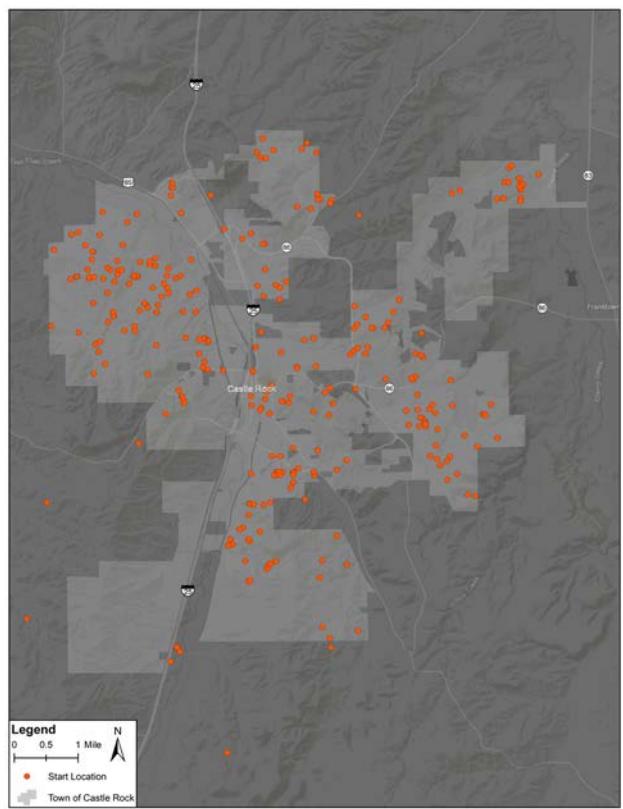
ALTHOUGH NO PATTERN EMERGES FROM THE ORIGINS MAP, IT DOES APPEAR COMMENTS WERE PROVIDED BY RESIDENTS FROM A WIDE RANGE OF COMMUNITIES WITHIN THE TOWN.

Recent findings from the 2017 Transportation Master Plan (TMP) indicate a renewed interest by the residents of the Town of Castle Rock in expanding mobility options within the Town. Based on this community interest, the Town conducted a comprehensive engagement process, as part of a Transit Feasibility Study, to further understand gaps, needs, potential alternatives, and future funding strategies. This engagement effort, which started in November 2019 and concluded in January 2020, included three key steps to gather input from elected officials, stakeholders, and community members. Many of the input opportunities were hosted on the project website, however in-person input opportunities were also provided.

TRAVEL PATTERNS & KEY DESTINATIONS

An online commenting map, hosted by Social Pinpoint, was created that allowed stakeholders and community members to identify their travel patterns. Respondents were asked to identify their start location and their destination(s); each destination was categorized as recreation/social, shopping, work/commute/school, or medical. Approximately 1,400 pins were placed on the map; this number represents both origin and destination pins and cannot be interpreted as 1,400 unique individuals providing feedback. The end result is a map that provides insights into the origins and destinations of Castle Rock residents and informs overall travel patterns within the Town.

Online Map Comment Origins/Home Locations



200+

KEY DESTINATIONS BY TRIP TYPE

MAP PINS WERE PLACED NORTH OF CASTLE ROCK IN THE DENVER METRO AREA



THE DESTINATION POINTS GIVE
INSIGHT TO WHERE RESIDENTS
TRAVEL TO MOST FREQUENTLY.
THESE KEY DESTINATIONS
RECEIVED THE HIGHEST
CONCENTRATION OF PINS.



THE SOCIAL PINPOINT WEBPAGE HOSTED AN IDEA WALL THAT ENCOURAGED RESIDENTS TO PROVIDE THEIR THOUGHTS AND SUGGESTIONS ON HOW TO IMPROVE MOBILITY AROUND CASTLE ROCK.

COMMENTS WERE VISIBLE TO ALL WHO VIEWED THE PAGE AND PEOPLE COULD SHOW THEIR SUPPORT OR DISLIKE OF A POST BY "VOTING."

315 IDEA WALL COMMENTS RECEIVED

Participants engaged with one another by liking and disliking each other's comments.

278 LIKES
 275 DISLIKES

IDEA WALL

Castle Rock needs a bus to transport from the Ridgegate Parkway RTD Station to downtown Castle Rock. The frequency of the bus should be no longer than 30 minutes between 6:00 to 9:00 and from 4:00 pm and 8:00 pm. The frequency of the buses should be no longer than an hour between rides from 9:00 and 4:00 pm.

Like +3Dislike -1

2 months ago

Those suggesting RTD/Lightrail - horribly managed organization and not an option for this town's tax base. Do your homework. Most of you have not lived here long enough to know that. While it seems cute and shiny - it is NOT!

Like +5Dislike -1

2 months ago

So many valid concerns. Please do something to dispel the erroneous information and provide information regarding items that people have mentioned that already exist. As for downtown traffic jam concerns, good luck with the planned expansion of the population of 140,000. (Realizing that the town includes areas no where near downtown that have not noticed the growth.)

Like +1Dislike -1

2 months ago

KEY THEMES

Regional Connections

Support **Innovation**
Disabled **Joint RTD**
Crime **Senior**
No New Taxes **Low Income**
Opposed **RidgeGate**
Technology **Reduce Congestion**

PUBLIC AND STAKEHOLDER INPUT COMMON THEMES

The Transit Feasibility Study team held a series of stakeholder interviews and a public open-house meeting to seek input about the community's interest, need, and vision for public transit. The goal was to understand realistic options considering the Town's finite revenue resources and if implemented, what the most important characteristics of a transit service would be. Although feedback from each meeting was unique, each conversation asked the three same questions. Below are the themes that emerged for the stakeholder and public engagement efforts.

When you think of the **future of transit** in Castle Rock, what does it look like?

- » The future of transit should be light rail.
- » Transit should be a mixture of options and solutions to meet the community's needs; this should include micro transit options.
- » Transit options need to be affordable, reliable, easy to use, and safe.
- » Transit options need to help reduce congestion and overall emissions.
- » Collaborate with other programs to build on their success. For example, Windcrest senior housing Uber/Lyft voucher program.
- » Transit travel times need to be competitive with vehicle drive times.
- » There need to be different solutions for peak vs. non-peak hours.

Where should service be provided or what other services should be connected?

- » It is important to service local, high density areas (both residential and commercial).
- » It is important to provide connections to Downtown; it could serve as a "transit hub."
- » Bustang is needed and can help serve regional connections.
- » Regional options need to connect with the RidgeGate light rail station.

What are the **highest priority populations** we should be serving with transit?

- » Transit should serve all people within the Town.
- » Castle Rock should focus services for no-vehicle households, youth and vulnerable populations.
- » It is challenging to get entry-level workers into town.
- » Options need to be ADA accessible.
- » Extended hours of operation—into the evening—is needed to serve workers who work non-traditional hours.

PUBLIC OUTREACH & STAKEHOLDER ENGAGEMENT ACTIVITIES



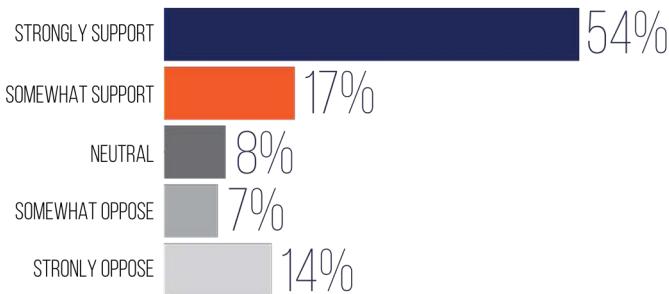
2019	
NOVEMBER	• FOCUS GROUP MEETING #1 • TOWN-WIDE POSTCARD MAILING • PUBLIC OPEN HOUSE • DOWNTOWN DEVELOPMENT AUTHORITY • STARLIGHTING
DECEMBER	• CASTLE ROCK PLANNING COMMISSION • CITY OF LONE TREE • VIA TRANSPORTATION SERVICES • METRO TAXI OF DENVER • CASTLE ROCK MOBILITY HUB, BUSTANG AND CDOT • METRO TAXI • SENIOR CENTER
2020	
JANUARY	• PUBLIC WORKS COMMISSION • RTD • MILLERS LANDING AND BUSTANG • DOUGLAS COUNTY TRANSIT SOLUTIONS
FEBRUARY	• TOWN COUNCIL OPEN HOUSES • OUTLETS AT CASTLE ROCK • OAKWOOD SENIOR CENTER • FOCUS GROUP MEETING #2



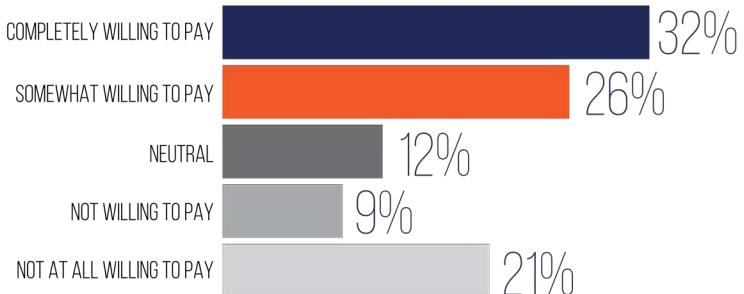
WHAT WE HEARD

THE TRANSIT FEASIBILITY STUDY QUESTIONNAIRE WAS HOSTED ON THE SOCIAL PINPOINT WEBSITE FOR THREE MONTHS AND INCLUDED QUESTIONS RELATED TO THE COMMUNITY'S POTENTIAL SUPPORT FOR A FUTURE TRANSIT SYSTEM, UNDER WHAT CIRCUMSTANCES THEY WOULD USE THE SYSTEM, AND THEIR CURRENT TRAVEL PATTERNS. THE FOLLOWING INSIGHTS WERE PROVIDED BY THE COMMUNITY AND REFLECT APPROXIMATELY 400 RESPONSES.

Would you support or oppose the Town investing in public transportation services within the Town limits of Castle Rock?



Would you be willing to pay an additional tax so that the Town can develop a public transportation system within the Town of Castle Rock?



While the questionnaire was not statistically valid, the responses provide insight into resident perceptions and feelings about transit. Residents were asked if they would support or oppose the Town investing in public transit services within the Town limits of Castle Rock. Approximately 71% of respondents would strongly or somewhat **support** a future transit investment and 21% of respondents would strongly or somewhat **oppose** the future investment.

Of the respondents who would **support** a future transit investment, 81% would be completely or be somewhat willing to pay an additional tax so that the Town could develop a public transportation system within the town of Castle Rock.

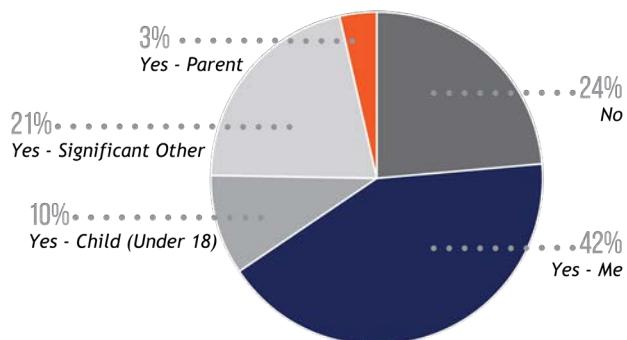
If transit was available what would be most important when deciding to use the service?



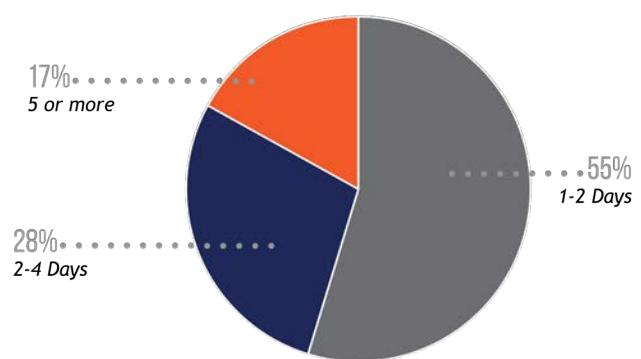
- I WOULD NOT USE TRANSIT BECAUSE I NEED MY CAR DURING THE WORK/SCHOOL DAY FOR MEETINGS OR OTHER TRAVEL
- I WOULD NOT USE TRANSIT BECAUSE I HAVE TO MAKE OTHER STOPS ON MY WAY TO/FROM WORK/SCHOOL (E.G. DROP OFF/PICK UP CHILD)
- FREE WI-FI
- DOOR TO DOOR SERVICE
- ABILITY TO SCHEDULE A RIDE ON MY SCHEDULE (E.G. SEVERAL HOURS AHEAD OF TIME)
- ABILITY TO ORDER A RIDE FROM CELL PHONE OR COMPUTER
- APPEARANCE AND CLEANLINESS OF VEHICLE
- COST
- KNOWING EXACT TIME WHEN MY RIDE IS TO ARRIVE
- SERVICE HOURS (E.G. EVENINGS AND WEEKENDS)
- STOP LOCATIONS (E.G. WITHIN 3 BLOCKS OF MY DESTINATION)

"ADDING A FREE SHUTTLE SYSTEM TO THE RTD RIDGEGATE STATION WOULD BE VERY BENEFICIAL. BECAUSE MOST OF CASTLE ROCK IS NOT WITHIN THE RTD BOUNDARIES, WE HAVE TO PAY \$4/DAY TO PARK AT THE RTD RIDGEGATE STATION." - QUESTIONNAIRE RESPONDENT

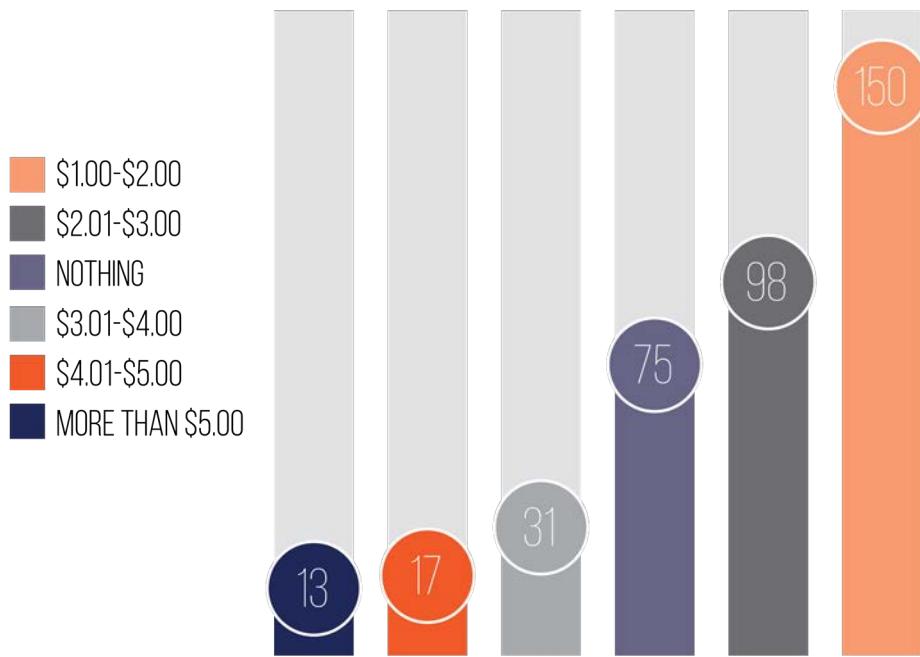
Would you or a member of your household use transit?



How many days a week would you use transit?



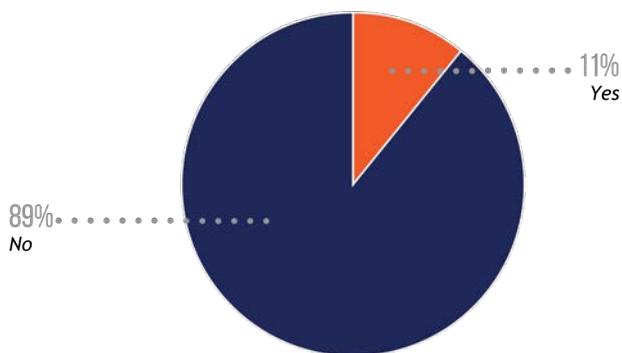
How much would you be willing to pay for a one-way trip?



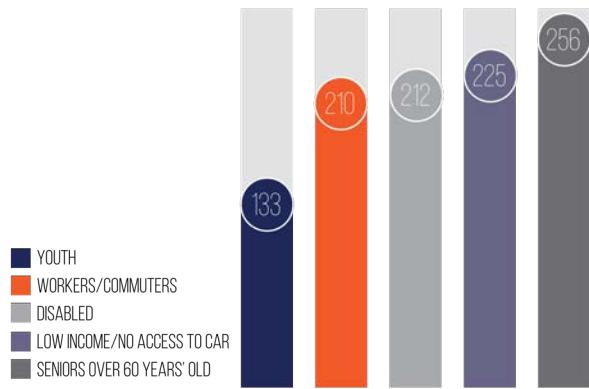
Of the approximately 400 individual questionnaire responses, 24% said they would not use transit. However, 76% of respondents identified that either they or someone in their family would use transit. Fifty-five percent said they would use transit 1-2 days per week and 55% would be willing to pay up to \$3.00 for a one-way trip.

"I CURRENTLY DRIVE BUT I AM 84 AND KNOW THAT THE TIME WILL SOON COME WHEN THAT WILL NO LONGER BE AN OPTION. ADDITIONALLY, I SEE MANY FOLKS WALKING LONG DISTANCES TO BUY GROCERIES...I TRULY BELIEVE PUBLIC TRANSPORTATION WOULD BENEFIT US ALL AND THEREFORE I AM MORE THAN WILLING TO PAY EXTRA TAXES". - QUESTIONNAIRE RESPONDENT

Does anyone in your household have a physical, sensory, or cognitive impairment that affects their mobility or ability to drive?



What population groups are the most important for transit to serve?

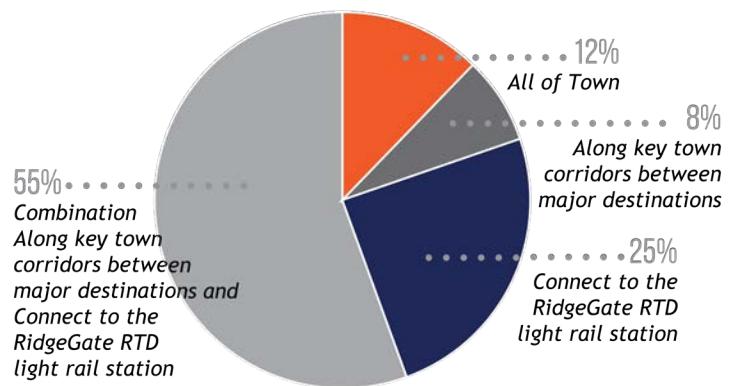


Seventy-six percent of respondents said transit would not be their primary way to get around Town and 95% of respondents said that a car is usually available to them for commuting or other travel needs. However, if transit was provided, it would be most important that it **serve major destinations along key town corridors and connect to the RidgeGate RTD light rail station.**

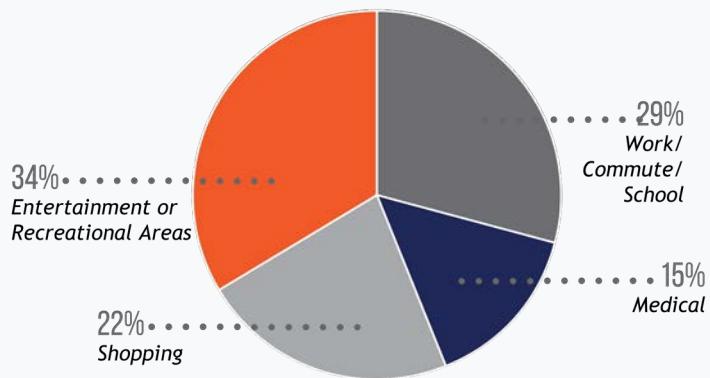
- In open-ended questions, respondents identified the Denver Tech Center, RidgeGate light rail station, and Denver International Airport as the top regional destinations.

164 respondents said that they only use their personal motor vehicle to get where they need to go. However, many respondents currently use other forms of transportation and for 21% of respondents, the lack of a transit system prevents them from traveling more often.

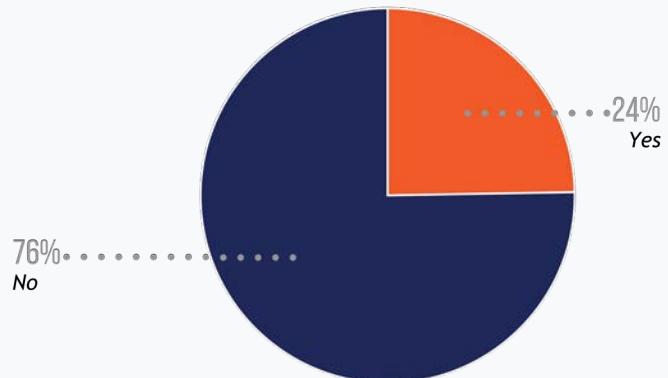
If transit was provided, where would transit be most beneficial?



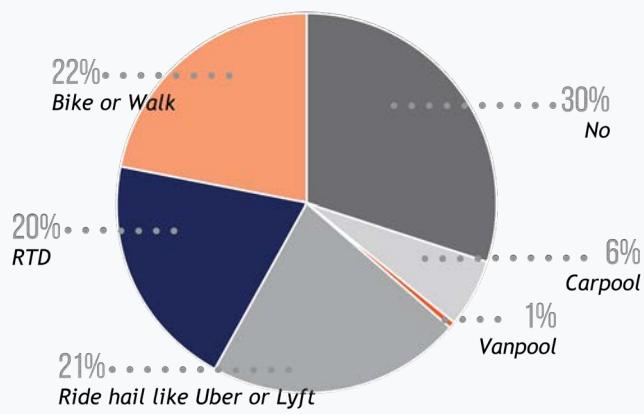
Which types of trips would you use transit for?



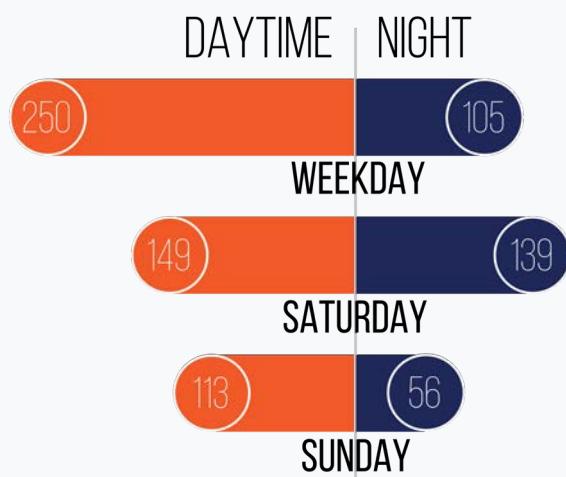
If transit was available, would transit be your primary way to get around Town?



Do you currently use other forms of transportation, other than a personal motor vehicle? If yes, what form(s)?

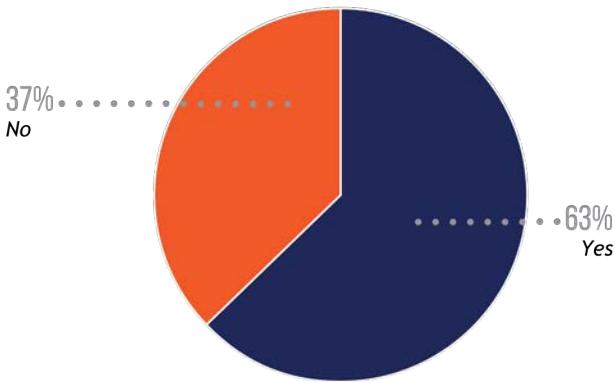


If transit was available when would you use it?

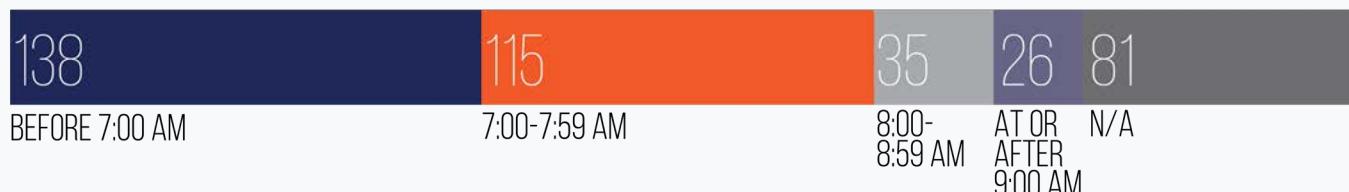


THE MAJORITY (63%) OF RESPONDENTS COMMUTE OUTSIDE OF THE TOWN FOR WORK AND/OR SCHOOL. 64% OF THOSE WHO COMMUTE LEAVE THEIR HOME BEFORE 8:00 A.M. TO GET TO WORK/SCHOOL AND 70% LEAVE WORK BETWEEN 4:00 TO 6:00 P.M.

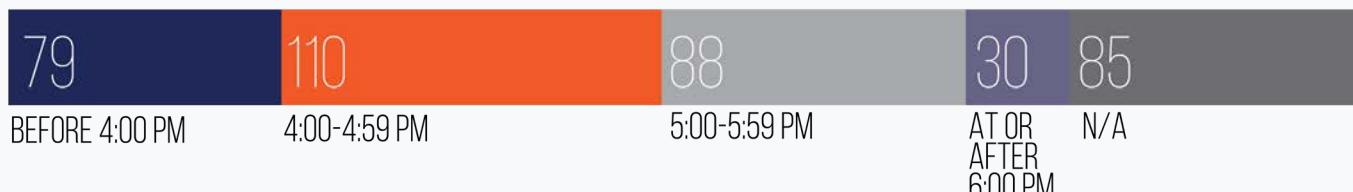
Do you commute outside Town for work/school?



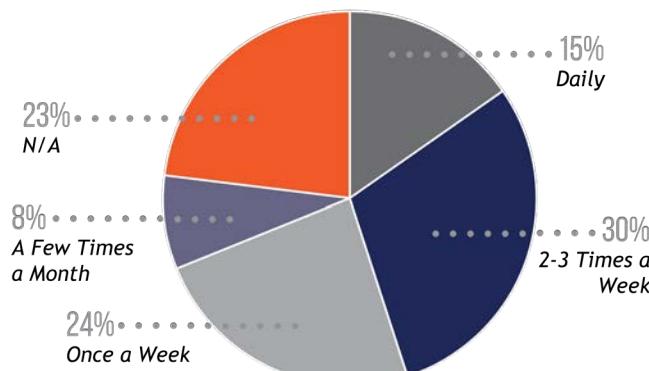
When do you typically have to leave home to get to work/school?



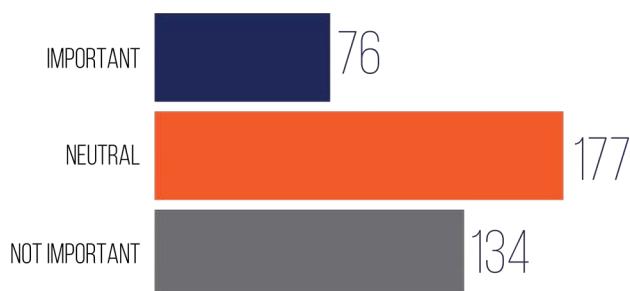
When do you typically leave work/school?



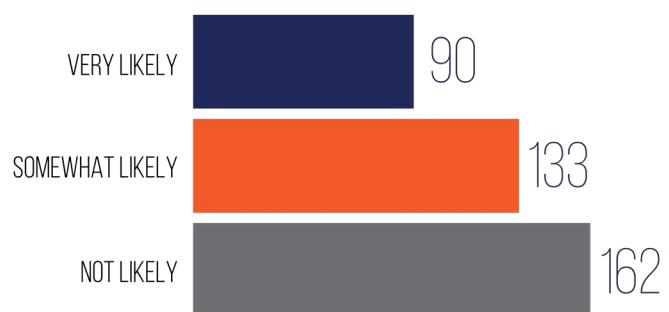
How often do you make stops on your way to or from work/school? (e.g. drop off/pick up child or run errands)



How important is it that the transit service have a call center to schedule rides?



If you had to schedule a ride the day before, how likely would you use transit service?



If the Bustang regional bus service had a stop in Town would you use it to commute to Denver or Colorado Springs?



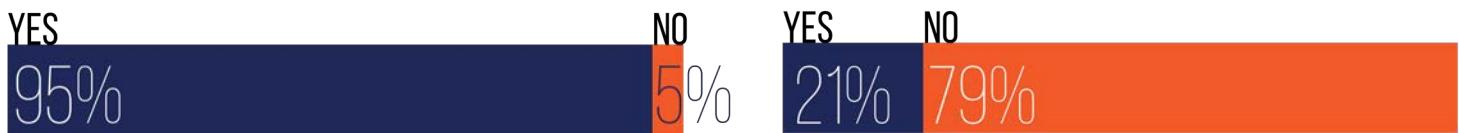
If Bustang regional bus service had a stop in Town, respondents were split on if they would use it to commute to Denver or Colorado Springs. However, for those who would use the service, most would choose to drive alone to a park-n-ride instead of finding alternative ways to get to the station. Of note, many respondents identified the cost of parking at a park-n-ride lot as a concern and one of the reasons they chose to not use RTD transit services.

If you chose to use the Bustang service in the future, how would you get to the Bustang Stop/Park-n-Ride?

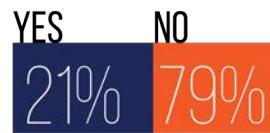


“THE RTD BOUNDARIES MAP SHOULD BE REDRAWN TO INCLUDE ALL OF CASTLE ROCK AND INCLUDE FREE PARKING AT THE RIDGEGATE RTD STATION. CASTLE ROCK RESIDENTS SHOULD NOT HAVE TO PAY A \$4/DAY FEE TO PARK.” - QUESTIONNAIRE RESPONDENT

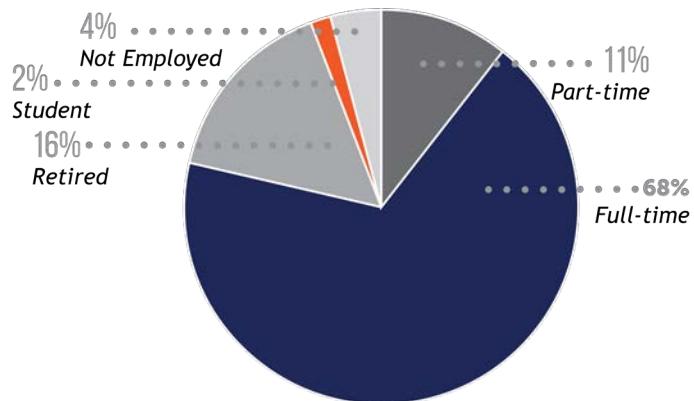
In general, is a car usually available to you for commuting or other travel needs?



Does the lack of transit prevent you from traveling more often?

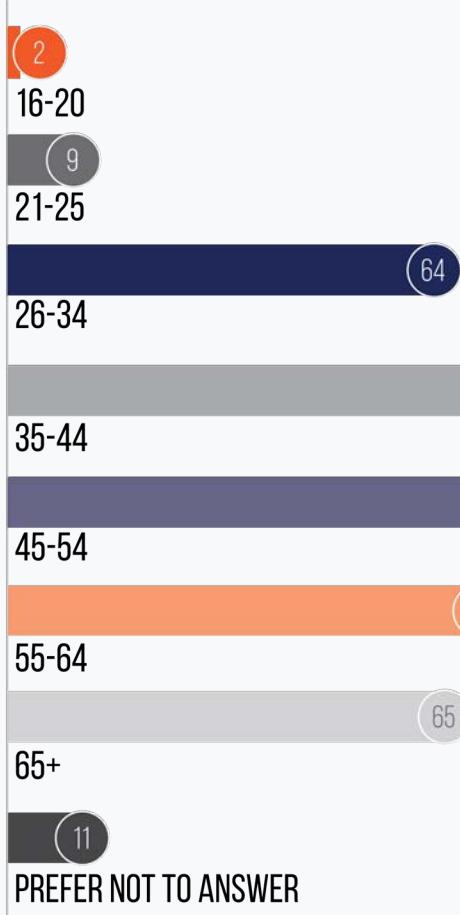


What is your work status?

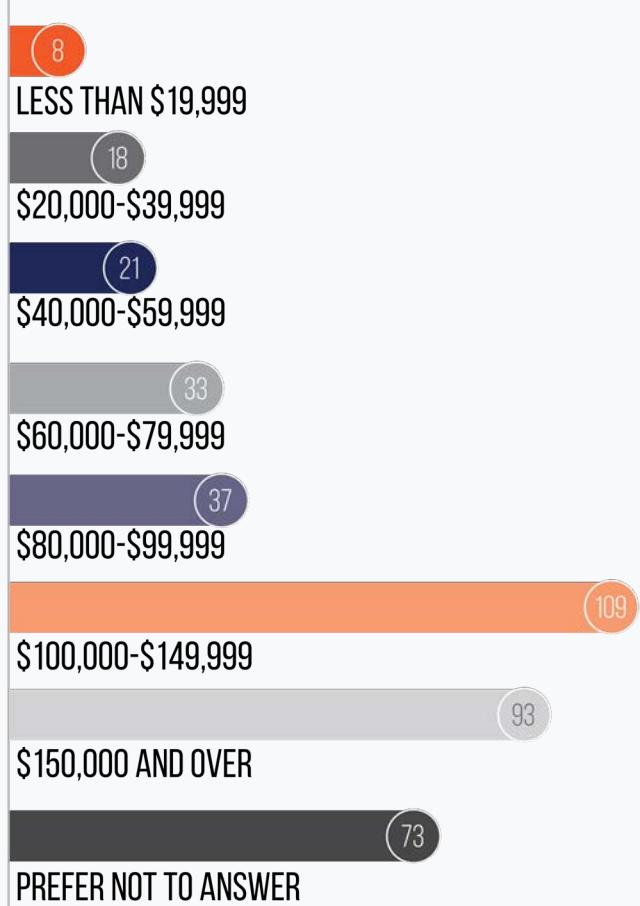


DEMOGRAPHICS OF RESPONDENTS

What category best describes your age?



What is your average household income before taxes?



GETTING TO KNOW THOSE WHO WOULD SUPPORT A FUTURE TRANSIT SYSTEM

Of the almost 300 people who strongly or somewhat support investing in a future public transit services, 81% would be willing to pay up to \$4.00 for one-way service and 170 of those respondents commute outside of town.

Supporters would use transit to get to

Commute to School/Work

157

Medical

85

Shopping

129

Entertainment/Recreation

177

They would most use transit services during daytime hours both during the week and on weekends

Daytime Weekday

218

Nighttime Weekday

93

Daytime Saturday

132

Nighttime Saturday

119

Daytime Sunday

104

Nighttime Sunday

52

The most important service characteristics include

Stop Locations

232

Service Hours

218

Knowing the exact time when my ride is to arrive

164

Cost

149

Appearance and cleanliness of vehicle

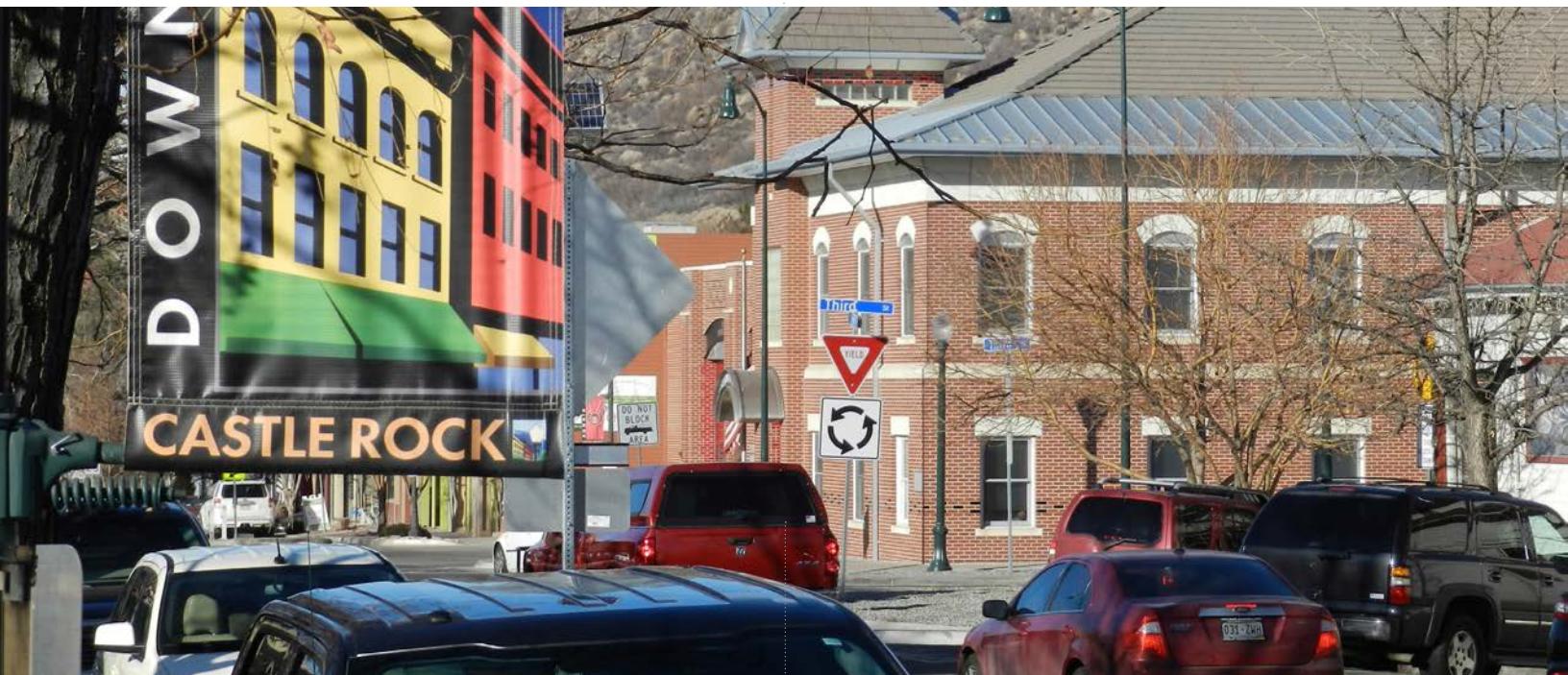
104

All other options*

241

*Question 19 of questionnaire

"WORK AT A SCHOOL IN DENVER AND COMMUTE UP TO 5 DAYS A WEEK. I CATCH A RIDE TO RIDGEgate WITH A FRIEND, BUT THAT SOMETIMES MAKES ME LATE. RELIABLE TRANSIT WOULD MAKE ME HAPPIER BECAUSE I'D BE MORE ON TIME MORE OFTEN. IT'S ALSO MORE CONVENIENT TO BE ABLE TO GET TO THE STORE WITHOUT HAVING TO BOTHER MY FRIEND FOR A RIDE OR HAVING TO WAIT UNTIL SHE'S ABLE TO TAKE ME." - QUESTIONNAIRE RESPONDENT



"TRANSIT IS REALLY IMPORTANT AND A MUST FOR SMART GROWTH. WITH ALL OF THE NEW GROWTH IN CASTLE ROCK (CR) WE HAVE CONSIDERED MOVING AWAY AND GETTING CLOSER TO THE RTD LINE. PLEASE GIVE CR RESIDENTS TRANSIT OPTIONS. IT MAKES SENSE." - QUESTIONNAIRE RESPONDENT

GETTING TO KNOW THOSE WHO WOULD NOT SUPPORT A FUTURE TRANSIT SYSTEM

Although these residents do not support the development of a future transit system, they do feel it is important to provide transit options to certain population groups.

Age 60+ population

50%

Disabled

44%

Low income/no access to a car

28%

Youth

12%

Workers/Commuters

21%

Of the 82 people who strongly or somewhat oppose investing in a future public transit services, 37% identified that they need their car during the day and 29% said they make stops on their way to and from work/school 2-3 times per week.

Of the respondents that do not support a future transit system, 40% are not willing or not at all willing to pay new taxes to support the development of a public transportation system within the Town of Castle Rock.



"AROUND TOWN, I CAN'T SEE MY FAMILY USING PUBLIC TRANSPORTATION. LIGHT RAIL IS TOO EXPENSIVE AND NOT DEPENDABLE IN THIS AREA, THEREFORE I WOULDN'T USE IT EVEN IF CASTLE ROCK HAD TRANSIT GOING TO THE STATION." - QUESTIONNAIRE RESPONDENT

"IF I WANTED PUBLIC TRANSPORTATION, I WOULD HAVE MOVED TO A DIFFERENT COMMUNITY WHERE MY TAXES WOULD ALREADY SUPPORT SERVICES LIKE RTD. MY TAXES ARE ALREADY TOO HIGH." - QUESTIONNAIRE RESPONDENT

"DO NOT WANT LIGHT RAIL AS IT WILL BRING IN CRIME EASILY INTO THE AREA. NOR DO WE THINK IT'S A GOOD IDEA TO HAVE BUS STOPS COMING INTO NEIGHBORHOODS. MOST PEOPLE IN THIS AREA ARE ABLE TO TRANSPORT THEMSELVES AROUND!" - QUESTIONNAIRE RESPONDENT



LET'S TALK TRANSIT

CRGOV.COM/TRANSITSTUDY

