Guide to the Bicycle Friendly Community Feedback Report

The Feedback Report

The Bicycle Friendly Community Feedback Report is intended to give guidance on how your community can improve within the Bicycle Friendly Community program. This guide should answer questions about the Feedback Report and provide explanations of how to use the Feedback Report. If you have questions that are not answered by this guide then please contact ken@bikeleague.org.

How the Feedback Report was Generated

Feedback was generated by an automated process where the answers in your Bicycle Friendly Community application triggered feedback paragraphs. There were 210 data points that could potentially trigger feedback paragraphs out of over 500 possible data points that could in the Bicycle Friendly Community application. Most feedback was based upon answers in the Bicycle Friendly Community application that resulted in yes/no or checkbox data. There were a limited number of feedback paragraphs based upon open-ended and/or comparative data. In those cases a clear criteria was chosen to generate feedback based on that comparative data, based upon the data for all communities. (e.g. feedback to the on-street and off-street bicycle facility categories was based upon responses to open-ended questions, but feedback was only triggered in certain cases, such as a community having no protected bike lanes for either roads between 25 and 35 mph or roads over 35 mph.) There were also several feedback paragraphs that were calibrated based on community populations, with the same answer for different sized communities triggering different feedback based upon community size. (e.g. bike share system feedback was different based upon community population.)

How to Use Feedback

You should use this feedback as guidance. Hopefully it spurs discussion, helps you think about ways to improve conditions for people who bike that you have not considered in the past, and leads you to new resources that will help your community be a great place to bike.

If your community has a goal to be designated as a Bicycle Friendly Community or if you are looking to improve your award level there are two data points provided for each sub-category that you should pay particular attention to:

1) Your community's score as a percentage of the highest community score in each sub-category. This should be helpful for assessing your community's strengths and weaknesses.
2) The percentage of the overall category score that is comprised by each sub-category. This should be helpful for targeting your actions so that you are putting effort into the areas of the application that are most likely to lead to an improvement in your Bicycle Friendly Community application score. Our

award process looks at these automatically generated scores, personal review by an internal panel of judges, and feedback from local reviewers. We do not have hard point cutoffs for award levels or other designations, but the application score is the primary way that we differentiate between communities.

Feedback from Local Reviewers

This year we tried to do local review differently than we have in the past. In the past there were two groups that received local review surveys:

1) People who signed up as local reviewers using a google form available on our website, and
2) People who were part of advocacy organizations that were members of the League.

This year we expanded our outreach to two additional groups:

1) The public through a survey link that communities could choose to distribute, and
2) Individual members of the League who live in an applying community according to their current contact information.

The final page of each Feedback Report includes feedback from these local reviewers, including feedback from open-ended prompts about ways to improve your community. The responses from all survey respondents are also displayed in a separate Public Survey Results document.

Public Survey Results

All of the surveys that were distributed to the public, local reviewers and League members included the 10 questions included in the Public Survey Results document. The design of the survey was heavily based on the 2012 NHTSA Attitudes and Behavior Survey to ensure that there was a nationally comparable baseline of data for most questions. You can find all 10 questions as they were presented in the public survey at this link: https://drive.google.com/file/d/0B4qePqCkzyhaMDB3Qi16YWhvT2c/view?usp=sharing.

Limitations of Feedback

Feedback was only associated with 210 possible data points. Those data points were generally associated with higher points in our application scoring process, but were also chosen because of the clarity of the data provided and the likelihood that feedback would be applicable to most communities. Since feedback was automated, it is possible that feedback is not responsive to data provided in the open-ended portions of your Bicycle Friendly Community application or may not reflect existing or soon to be adopted bicycle planning and projects. The feedback is our best guess at how to give additional guidance to your community and you should treat it as guidance rather than a replacement for your own local bicycle planning.

Annotated Feedback Report Examples

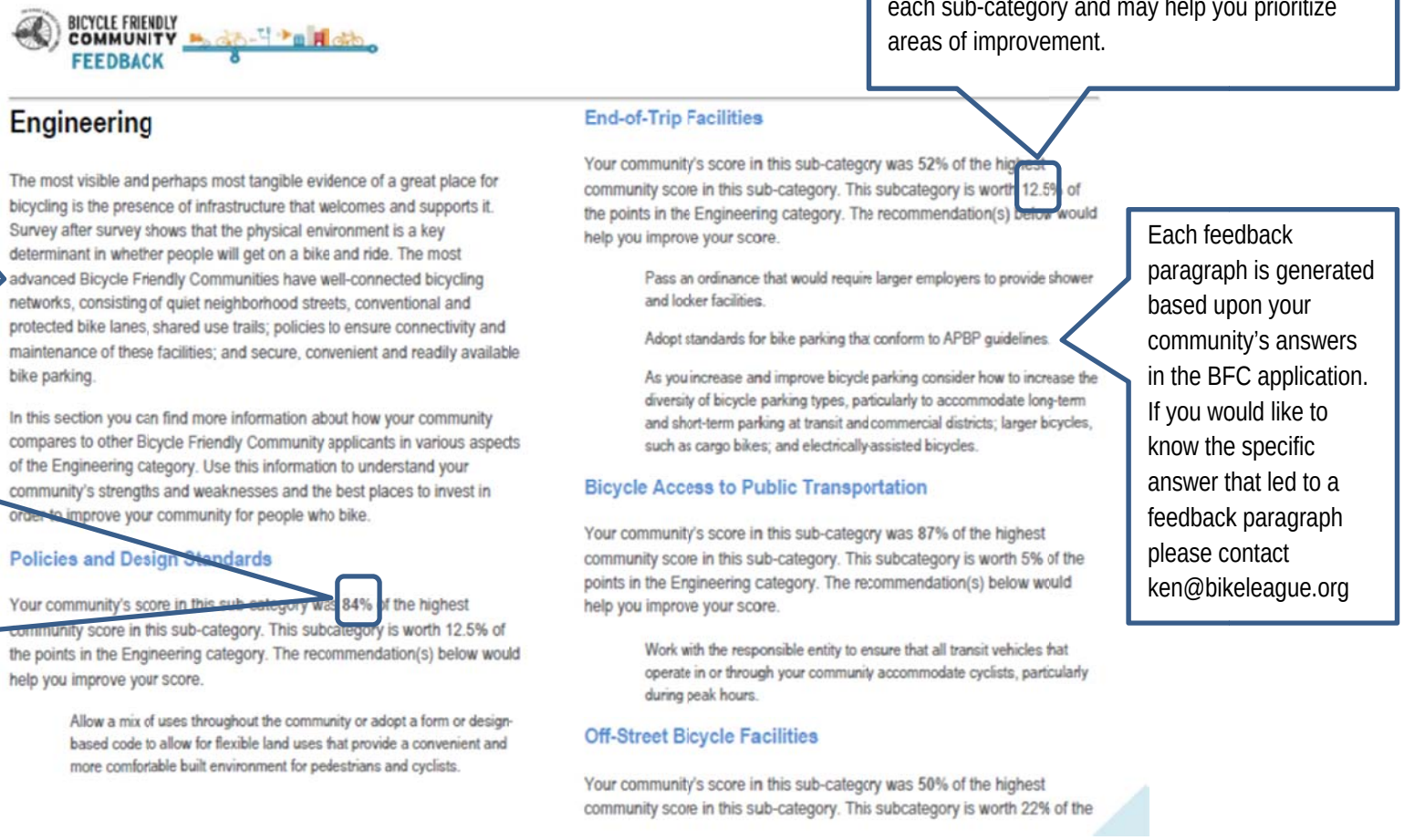
The annotations below are intended to help you understand the setup of the Feedback Report and provide context-sensitive explanations of the data presented in the Feedback Report.

Each category has an introductory paragraph. The introductory paragraph is a statement of values for the BFC program and not specific to your community.

Each sub-category includes the % of your community's score compared to the highest community score in the sub-category. We chose this relative metric because there are sub-categories where even the highest scoring community is not near 100% and this relative metric provides a better point of comparison.

Each sub-category says the % of available points in the category that are allocated to that sub-category. This tells you the relative importance of each sub-category and may help you prioritize areas of improvement.

Each feedback paragraph is generated based upon your community's answers in the BFC application. If you would like to know the specific answer that led to a feedback paragraph please contact ken@bikeleague.org



BICYCLE FRIENDLY COMMUNITY FEEDBACK

Engineering

The most visible and perhaps most tangible evidence of a great place for bicycling is the presence of infrastructure that welcomes and supports it. Survey after survey shows that the physical environment is a key determinant in whether people will get on a bike and ride. The most advanced Bicycle Friendly Communities have well-connected bicycling networks, consisting of quiet neighborhood streets, conventional and protected bike lanes, shared use trails; policies to ensure connectivity and maintenance of these facilities; and secure, convenient and readily available bike parking.

In this section you can find more information about how your community compares to other Bicycle Friendly Community applicants in various aspects of the Engineering category. Use this information to understand your community's strengths and weaknesses and the best places to invest in order to improve your community for people who bike.

Policies and Design Standards

Your community's score in this sub-category was 84% of the highest community score in this sub-category. This subcategory is worth 12.5% of the points in the Engineering category. The recommendation(s) below would help you improve your score.

> Allow a mix of uses throughout the community or adopt a form or design-based code to allow for flexible land uses that provide a convenient and more comfortable built environment for pedestrians and cyclists.

End-of-Trip Facilities

Your community's score in this sub-category was 52% of the highest community score in this sub-category. This subcategory is worth 12.5% of the points in the Engineering category. The recommendation(s) below would help you improve your score.

> Pass an ordinance that would require larger employers to provide shower and locker facilities.
>
> Adopt standards for bike parking that conform to APBP guidelines.
>
> As you increase and improve bicycle parking consider how to increase the diversity of bicycle parking types, particularly to accommodate long-term and short-term parking at transit and commercial districts; larger bicycles, such as cargo bikes; and electrically-assisted bicycles.

Bicycle Access to Public Transportation

Your community's score in this sub-category was 87% of the highest community score in this sub-category. This subcategory is worth 5% of the points in the Engineering category. The recommendation(s) below would help you improve your score.

> Work with the responsible entity to ensure that all transit vehicles that operate in or through your community accommodate cyclists, particularly during peak hours.

Off-Street Bicycle Facilities

Your community's score in this sub-category was 50% of the highest community score in this sub-category. This subcategory is worth 22% of the

There may be sub-categories where your answers did not trigger any feedback. When that was due to your community doing exceptionally well in a sub-category then you will receive a congratulatory paragraph.

points in the Education category. The recommendation(s) below would help you improve your score.

> Engage taxi drivers, and on-demand ride services, by distributing decals or other materials to remind those drivers of bicycle-vehicle collisions that are associated with taxis, such as dooring collisions with exiting taxi passengers.

Bicycle Safety Education Resources

Your community's score in this sub-category was **100%** of the highest community score in this sub-category. This subcategory is worth 5% of the points in the Education category. The recommendation(s) below would help you improve your score.

> Congratulations! Your responses did not trigger any feedback for this subcategory. Our feedback is based upon your answers in the application. Continue to be a leader in this subcategory of bicycle-friendly actions and let us know about any innovative efforts in your community.

Encouragement

Communities play a critical role in encouraging people to ride by giving them a variety of opportunities and incentives to get on their bikes. This can be done through the celebration of National Bike Month℠ and Bike to Work Day, producing community bike maps, route finding signage, bicycle-themed celebrations and rides and commuter challenges.

In this section you can find more information about how your community compares to other Bicycle Friendly Community applicants in various aspects of the Encouragement category. Use this information to understand your community's strengths and weaknesses and the best places to invest in order to improve your community for people who bike.

Encouragement Policies, Programs and Partnerships

Your community's score in this sub-category was **100%** of the highest community score in this sub-category. This subcategory is worth 10% of the points in the Encouragement category. The recommendation(s) below would help you improve your score.

> Congratulations! Your responses did not trigger any feedback for this subcategory. Our feedback is based upon your answers in the application. Continue to be a leader in this subcategory of bicycle-friendly actions and let us know about any innovative efforts in your community.

Route-Finding Support

Your community's score in this sub-category was **67%** of the highest community score in this sub-category. This subcategory is worth 5% of the points in the Encouragement category. The recommendation(s) below would help you improve your score.

> Your responses did not trigger anyfeedback for this subcategory. Our feedback is based upon your answers in the application. To improve your score for this subcategory please refer to your application and see where you may be able to improve or conact us at bfa@bikeleague.org with any questions.

Bicycle Culture and Promotion

Your community's score in this sub-category was **62%** of the highest community score in this sub-category. This subcategory is worth 75% of the

We did not create feedback for each data point in the BFC application. So there may be times where feedback was not triggered, but there is still significant room for improvement. For most sub-categories it is best to review your answers if feedback was not triggered, but your score is not near the highest score in that sub-category.

Feedback from Local Reviewers:

In this round we provided a survey that could be distributed by your community. This survey was entirely voluntary. If you chose to take advantage of it then you will receive additional information about how the public responded to that survey.

For all communities, we distributed surveys to organizations listed in your application and members of the League of American Bicyclists, both individuals and organizations, that our data indicated might be knowledgeable about your community. The information below reflects both the public survey distributed by your community and surveys distributed by the League.

Number of Local Respondents

74 people responded to surveys about your community

Top 3 Changes that local respondents would like to see in El Paso

1. More bike lanes - 37.8%
2. More bike paths - 10.8%
3. Increase education for drivers - 6.8%

Average Top 3 Changes from all Bicycle Friendly Community applicants (nationwide)

1. More Bike Lanes – 22.2%
2. More Bike Paths – 21.8%
3. Improved Public Decision-making processes for Transportation Improvements – 7.6%

Other Suggested Improvements

- "Fund El Paso Bike Plan"
- "Create pedestrian & bicycle coordinator and team that oversee all transportation implementation throughout region"
- "Install cost effective cycle track and shared path highways along all inter-network arterials, beginning with the city's core"

Barriers and Hazards

- "The eradication of the only north-south bus/bike route that ran along Oregon street. No cycling community vetting process occurred prior and no additional accommodations were made once the bike route was eliminated"
- "Bureaucratic process for installing bike parking"
- "Perception of Safety - as well over 95% of people in El Paso drive, they have come tobelieve the only safe way to get around is in a car - and without actual bike infrastructure (lanes, paths, signage) most people don't know they're allowed on the street"

Keep up the good work on…

- "ADA inventory & compliance of sidewalks & infrastructure"
- "Bicycle Advisory Committee - If the BAC is to be proactive and responsive to the needs of the community, this body needs to have a real voice."
- "Transportation department consulting with bike riders before planning construction on streets"

The number of respondents, to all surveys, appears here.

This shows the most common top ranked responses to question 8 for your community.

This shows the most common top ranked responses to question 8 for all communities. It is provided for comparative purposes to help you understand whether the top suggestions for your community are normal or perhaps reflect more specific issues in your community.

These suggested improvements come from surveys distributed to member organizations of the League of American Bicyclists. These open-ended suggestions are in response to the question "What should the community do to become more bicycle-friendly?"

These open-ended suggestions are in response to the prompt: "Please share your top 1-3 specific hazards or barriers to cycling that you are aware of that should be addressed immediately, e.g. an unsafe road/intersection…"

These open-ended suggestions are in response to the prompt: "Please share up to 3 current community efforts that should be reinforced."

Each page of your survey results includes the survey question and the question from the 2012 NHTSA Attitudes and Behavior Survey that the question was based on.

The key shows your community and how many responses to each question there were for your community.

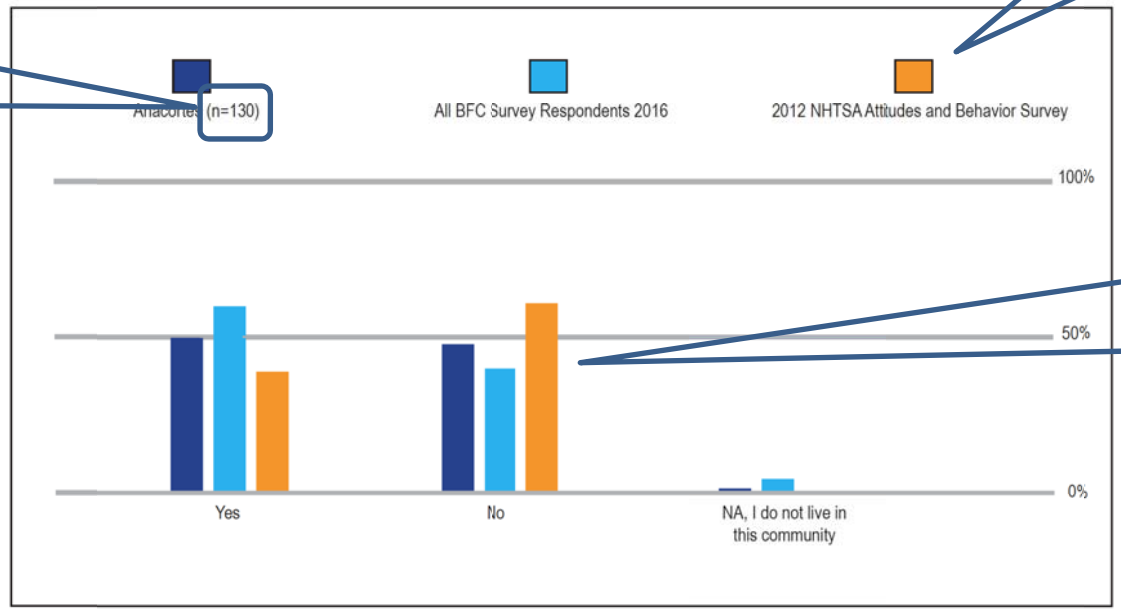
The key shows the color codes for:

- Your community
- All BFC Survey Respondents
- The 2012 NHTSA Attitudes and Behavior Survey

Each graph shows the results for your community. If you'd like to receive the raw data from your survey, then please contact ken @bikeleague.org

BICYCLE FRIENDLY COMMUNITY FEEDBACK

Q6: Are bike lanes, that is, marked lanes on a public road reserved for bikes to travel, available within a quarter mile of where you live?

This question approximates Question 34 from the 2012 NHTSA Attitudes and Behavior survey: "Are bike lanes available within a quarter mile of where you live?" with the answer options of:

» Yes
» No