



COLORADO
Transportation
Investment Office

2023 Express Lanes Driver Survey

Key Findings

Overview

CTIO retained Corona Insights to survey Front Range Drivers in fall 2023. The goals of this research were to:

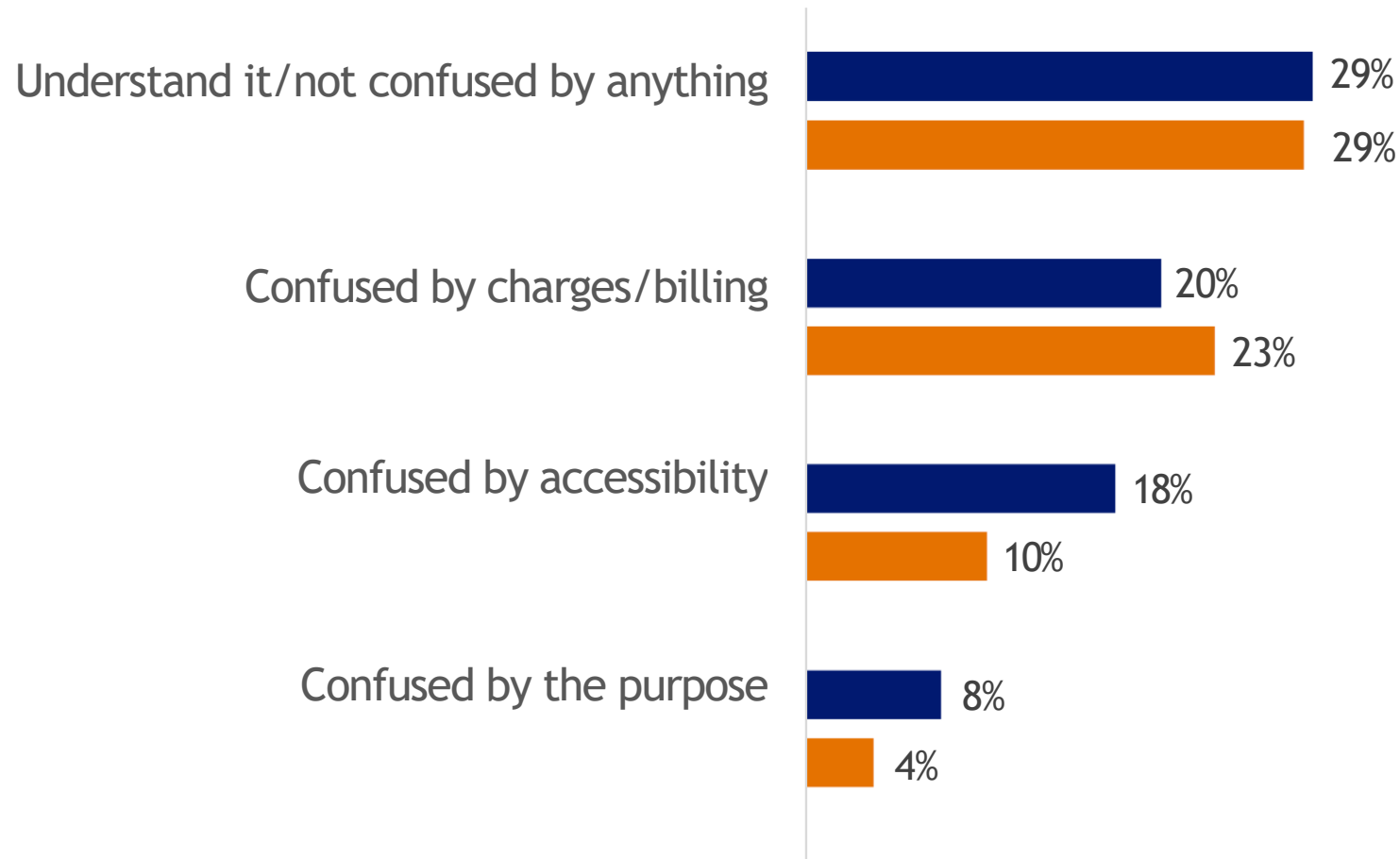
- Understand current attitudes toward Express Lanes.
- Discover what barriers to use exist for drivers.
- Compare perceptions between 2021 and 2023.
- Gauge awareness and support of safety enforcement efforts.

Attitudes and Perceptions

Positive Opinions of Express Lanes by Usage



Confusion with Aspects of Express Lanes



Other points of confusion:

- Carpooling requirements
- Signage
- Pass/renewal of pass
- General confusion/not familiar with the lanes

■ 2023

■ 2021

Driver Satisfaction with Experience of Using Express Lanes

Feeling safe while driving in the lanes next to the Express Lane

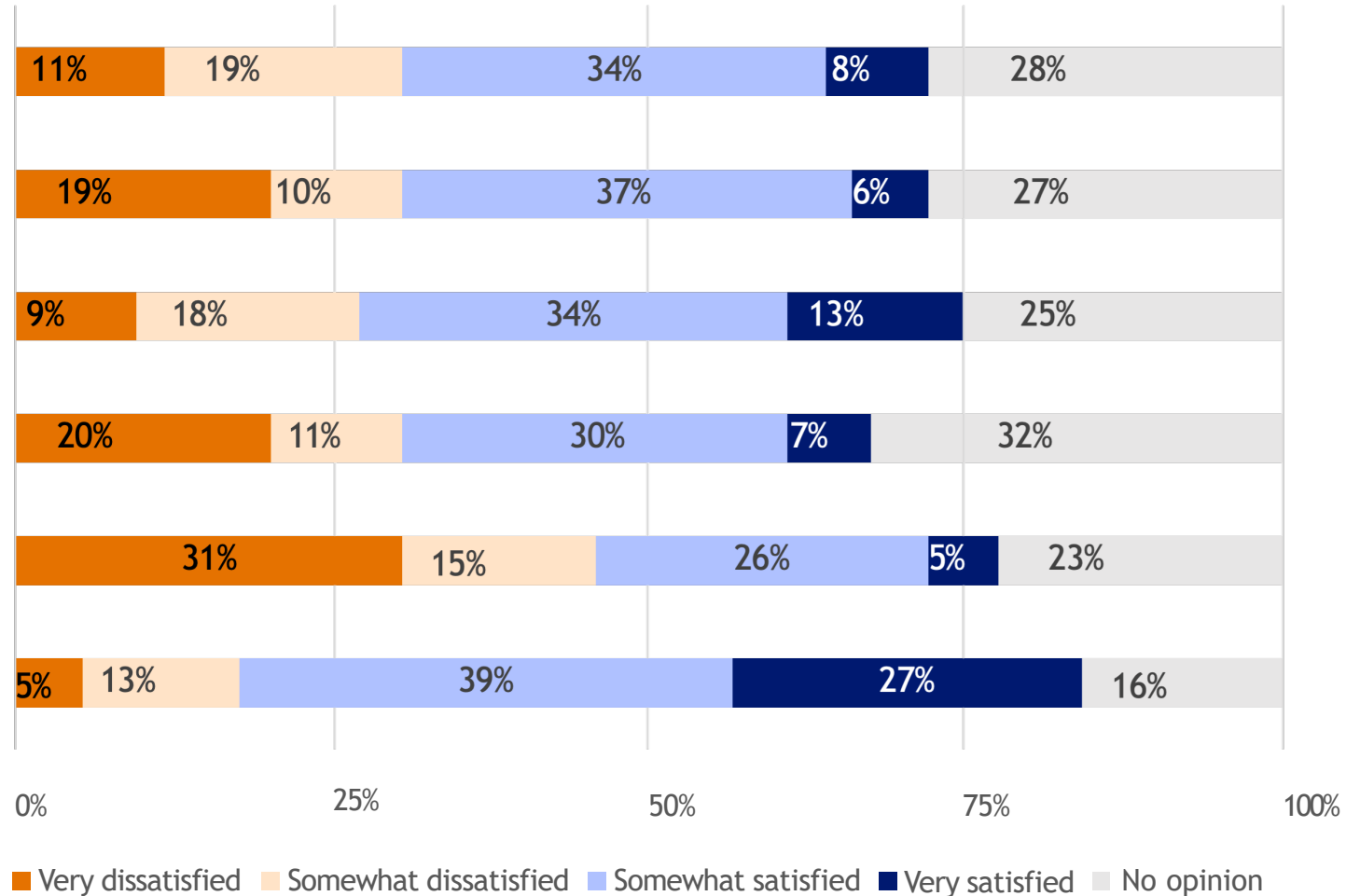
Feeling safe while driving in the Express Lane

Reducing congestion on highways

Options for paying, including by transponder, sticker, or license plate toll

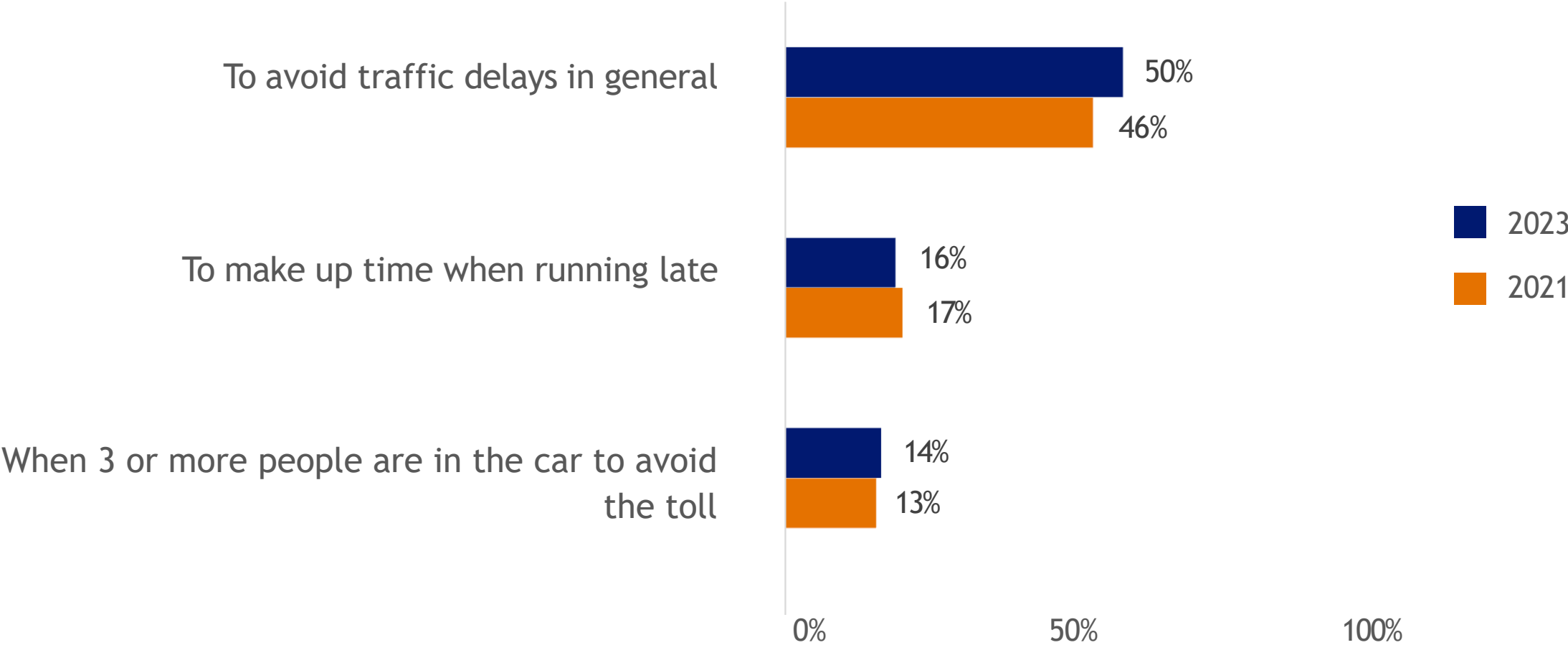
Hours of operation

Ease of using the Express Lanes



Express Lane Usage

Primary Reason for Using Express Lanes



Driver Satisfaction with Aspects of Express Lanes

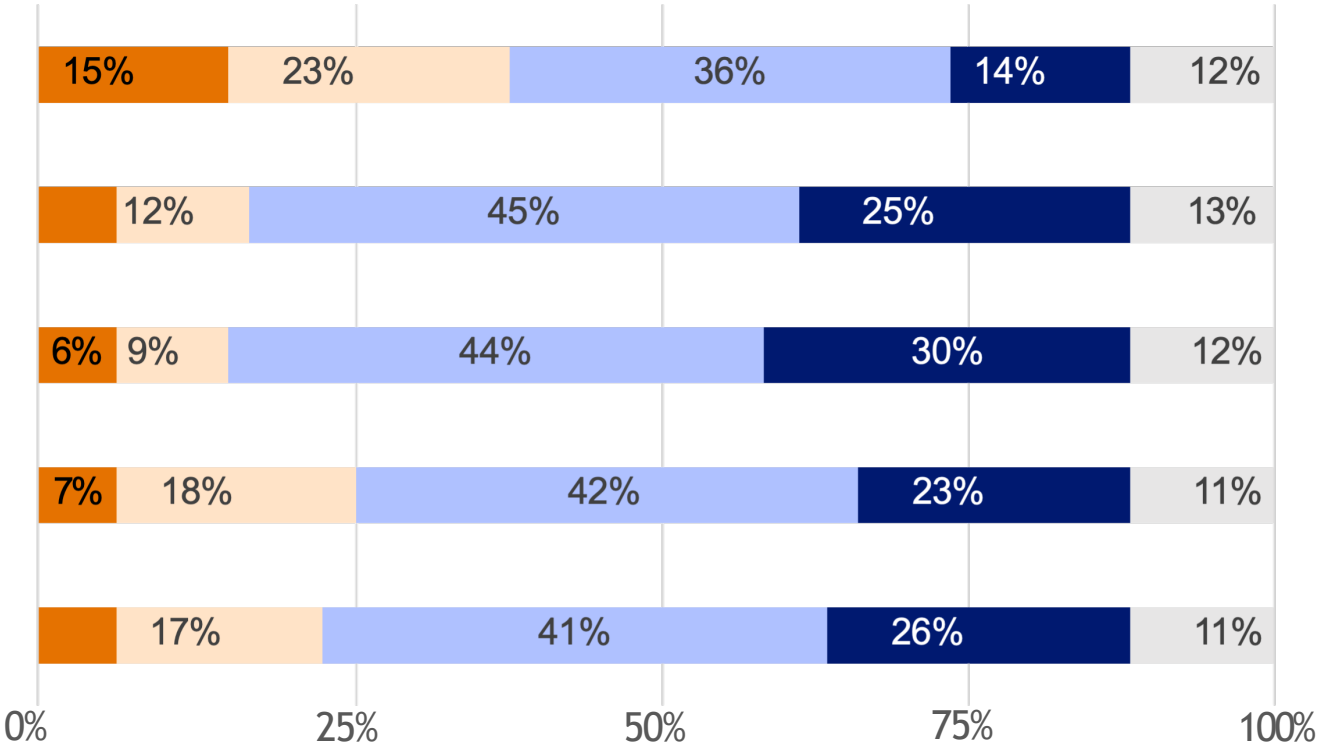
The overall value received vs. the toll cost

The predictability of travel times when using Express Lanes

Improving your overall travel experience

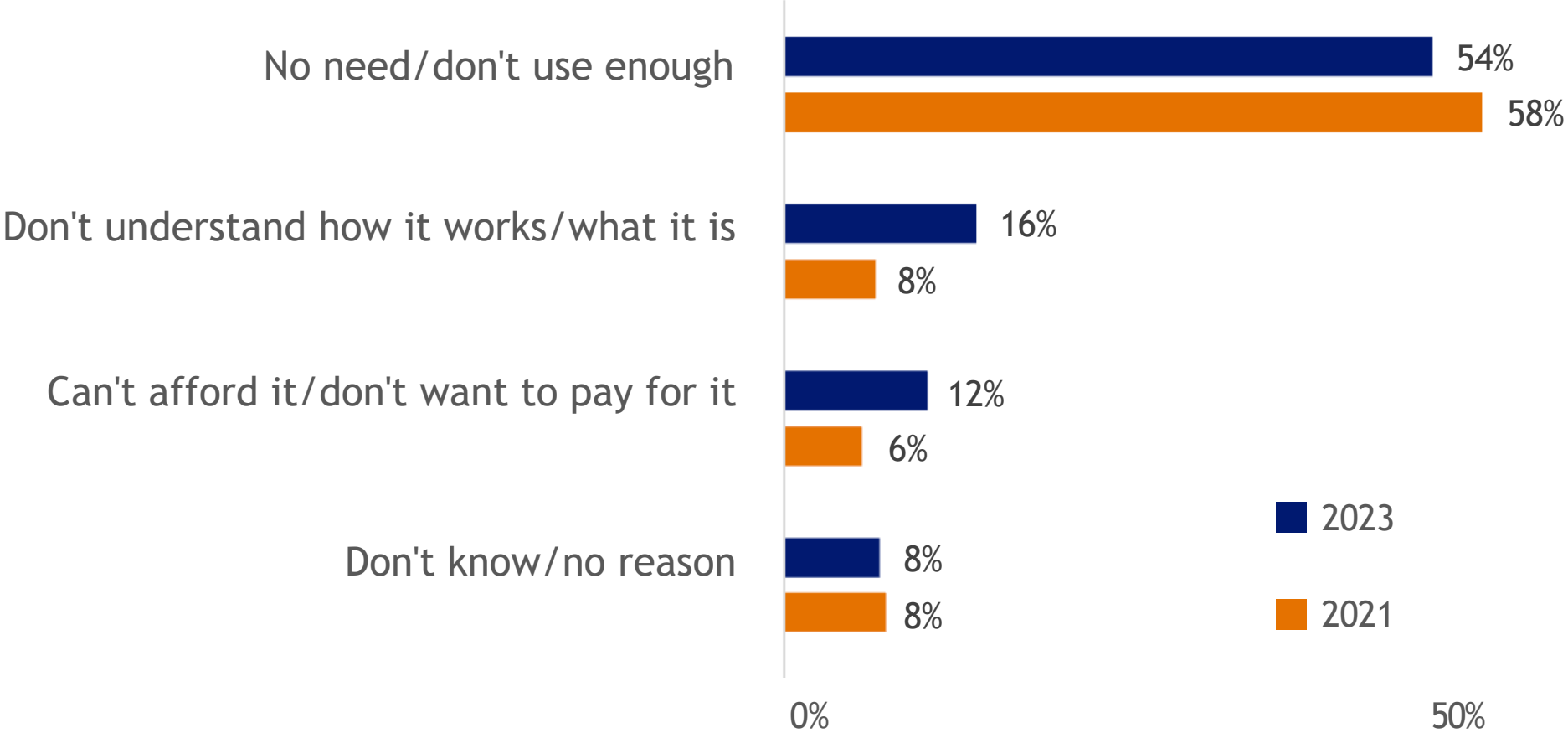
Convenience of Express Lane access points

Traffic volume in the Express Lanes



■ Very dissatisfied
 ■ Somewhat dissatisfied
 ■ Somewhat satisfied
 ■ Very satisfied
 ■ No opinion

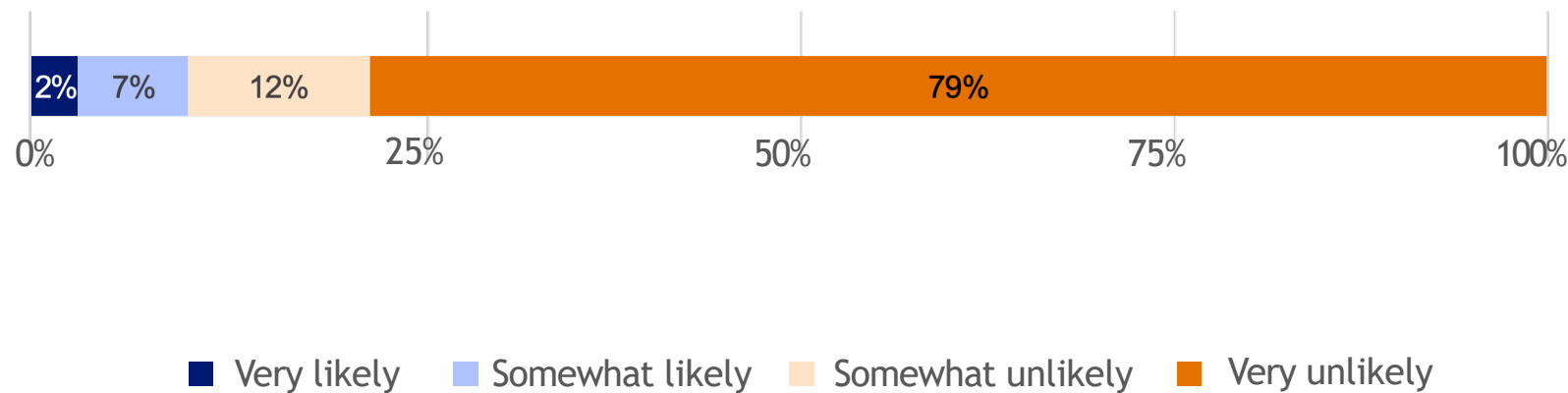
Reasons for Not Having a Transponder



Barriers to Express Lane Use

Most drivers who had never used an Express Lane are very unlikely to use one in the next month.

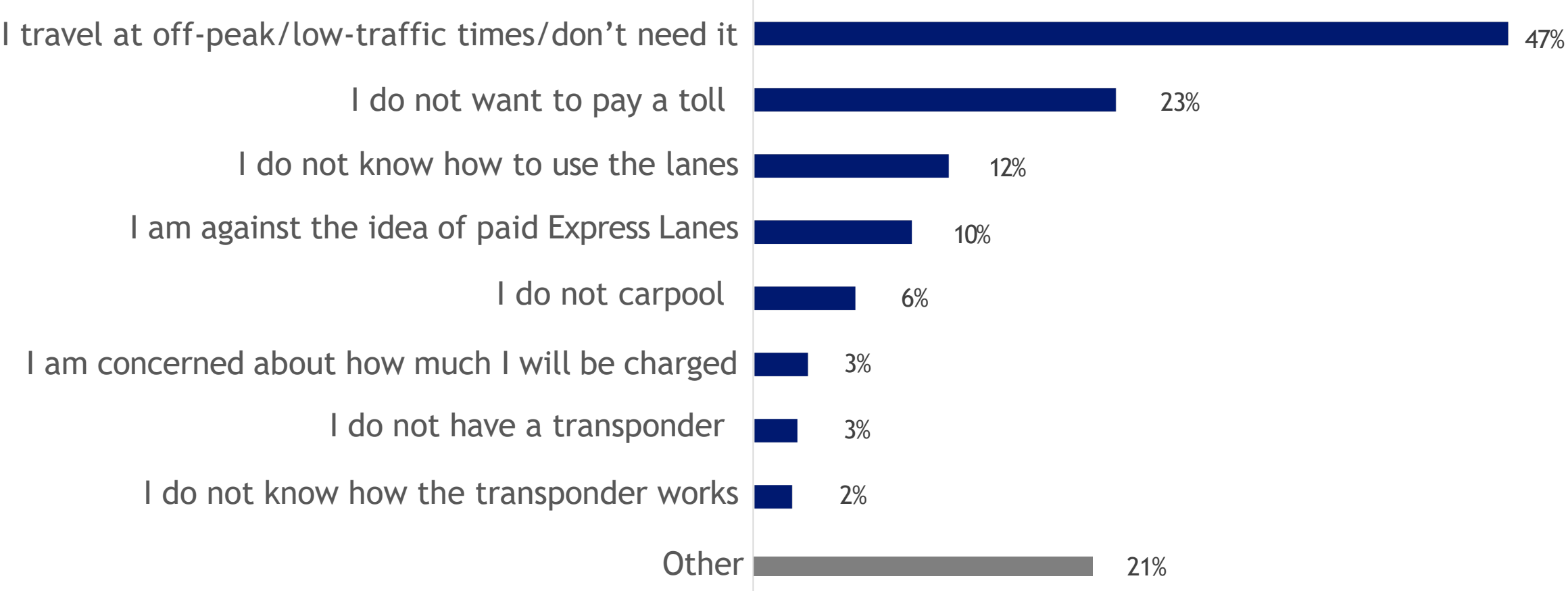
Likelihood to Use Express Lanes in the Next Month (non-users)



Reasons for trying an Express Lane:

- To avoid traffic delays
- When 3 or more people are in the car to avoid the toll
- To avoid other vehicles when conditions are poor
- To make up time when running late
- To have a more relaxing drive

Reasons Drivers Have Never Used the Express Lanes



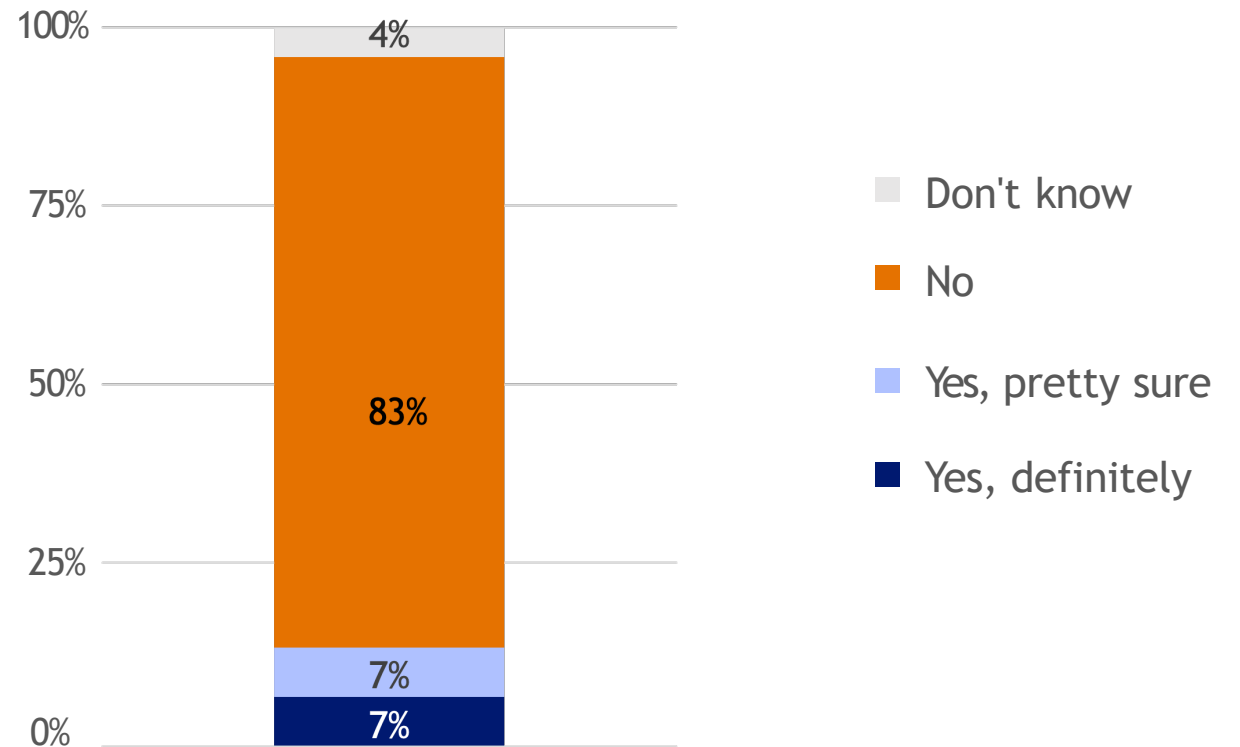
Enforcement of Express Lane Rules

Drivers in 2023 agree more strongly with all statements relating to enforcement.

Percentage of drivers who agreed that...	2021	2023
People weave in and out of Express Lanes to avoid the toll.	61%	68%
Express Lane rules should be more strictly enforced.	58%	72%
Photo enforcement increases safety of all drivers.	73%	79%
People will receive a fine if they misuse Express Lanes.	N/A	75%

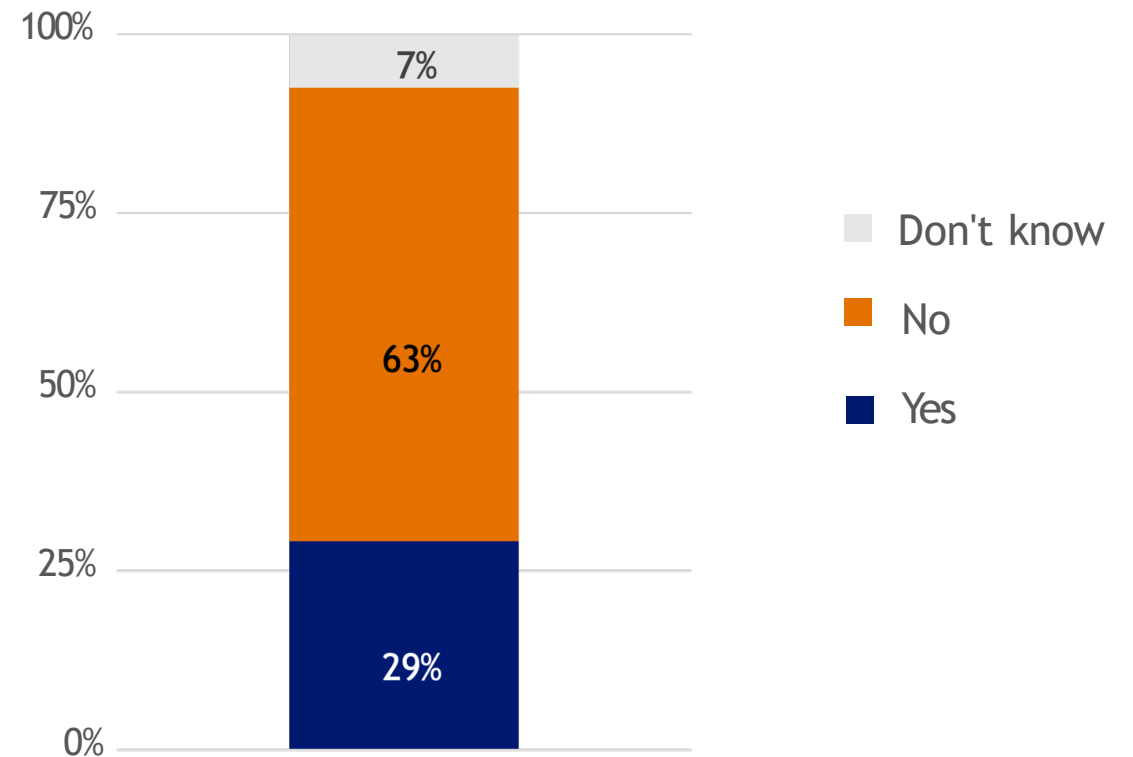
Most drivers have no experience with fines or warnings for Express Lane violations.

Have you or someone you know ever received a fine or warning for misusing Express Lanes?



Nearly a third of drivers have heard of efforts to fine drivers for Express Lane violations.

In the past 30 days, have you heard of any special efforts to fine drivers for Express Lanes violations?



Next Steps

Future Action Items

- Continue ongoing education on the Safety Enforcement Program to increase the number of drivers aware of the program.
- Focus education regarding tolling on what a transponder is and how it works.
- Continue the implementation of the Safety Enforcement program to increase safety in the Express Lanes.
- Review data on ingress/egress points and hours of operation for MEXL on a rolling basis to identify any proposed changes and address potential confusion on accessibility.

Questions?