

## Colorado Transportation Investment Office Memorandum

**To:** CTIO Board of Directors

**From:** Tim Hoover, Deputy Director of Communications, CDOT

**Date:** Dec. 11, 2025

### **Subject:** December Communications Update - Express Lanes Survey: Key Findings and Next Steps

#### **Purpose:**

To provide an update to the CTIO Board of Directors on the key findings and year over year data from the Express Lane survey that was conducted in the fall of 2025.

#### **Requested Action:**

No action is requested at this time. This item is informational only, and the materials presented are intended to provide an update on the public's perception of Express Lanes and the communication team's plans for future outreach efforts.

#### **2025 Express Lane Survey:**

- Goals & Overall Key Findings
- Express Lane Usage
  - Primary reason for using Express Lanes
  - Driver satisfaction
  - Transponder ownership
    - Reported motivators for getting a transponder
- Barriers to Express Lane use
  - Reported likelihood to use the Express Lanes
  - Reasons drivers have never used the Express Lanes
- Safety and Toll Enforcement Program (STEP) in the Express Lanes
  - Drivers agree that STEP increases safety
  - A quarter of drivers have received a warning or fine or know someone who has
- Next Steps
  - Ongoing education on STEP
  - Education regarding tolling and the eventual back office transition
  - Continue the implementation of the Safety and Toll Enforcement Program

#### **Attachments**

Attachment A: 2025 December Communications Update: Express Lanes Survey: Key Findings and Next Steps