



2007 Public Opinion Survey Top-Level Responses by Question

Hello My name is _____ I'm with TKG Research... a national public opinion research firm. We're conducting a brief opinion survey in your area this evening ... and I was hoping I could ask you a few quick questions. We are not selling anything ... we are simply conducting research.

- 1 First. . . do you or does anyone in your household work for the media or for state or local government (television, radio, newspaper)**

No	CONTINUE
Yes	TERMINATE
DK/NA	TERMINATE

- 2 Generally speaking How do you feel things are going in the Denver metro area these days? Do you feel things are headed in the right direction? Or do you have the sense that things are heading in the wrong direction?**

Right direction	68%
Wrong direction	17%
DK/NA	15%

- 3 What do you believe to be the most important issue facing the Denver Metro Area today? (open-ended question)**

Top responses

1) Transportation/affordable transportation	14%
2) Too much growth/development	10%
3) Traffic congestion	9%
4) Immigration	8%
5) Education/schools	7%
6) More mass transit/Light rail	6%
7) Housing/real estate issues	5%
8) Improve roads/highways	5%



4 I'm going to read you a list of public people and organizations, please rate your opinion of each one I read as very favorable, somewhat favorable, somewhat unfavorable, or very unfavorable. If you are not familiar with any single one, please just say so. [ROTATE]

	<u>FAVORABLE</u>	<u>UNFAVOR.</u>	<u>DK/NA</u>
Governor Bill Ritter	75%	14%	11%
Denver Mayor John Hickenlooper	81%	10%	9%
Colorado State Legislature	55%	21%	24%
RTD	72%	16%	12%
CDOT	68%	15%	18%

COMMUTING

5 Do you currently have a full-time or part time job outside of the home?

Yes	54%
NO => SKIP TO Q11	45%
DK/NA	> 1%

6 Based on the choices I provide, please tell me the general location of your full-time or primary job. [Respondents w/ full time or part-time job outside home]

Downtown Denver/central Denver	26%
Denver Tech Center	9%
Boulder	9%
US36/Boulder Turnpike	4%
Northeast Metro Area (East I-70 corridor)	7%
Southeast Metro Area (I-225 corridor)	8%
West Denver (Jefferson County)	11%
Aurora	5%
Other _____	20%
DK/NA	1%

7 On average, how many minutes, one-way, is your current commute to work?

[Respondents w/ full time or part-time job outside home]

0-15 minutes	39%
15-25 minutes	23%
25-40 minutes	23%
40+ minutes	12%
DK/NA	3%

8 On a typical day, how do you currently commute to work?

[Respondents w/ full time or part-time job outside home]

1) Drive alone	81%
2) Walk	4%
3) Carpool	4%
4) Local/regional bus	3%
5) Bicycle	2%
6) Light rail	2%
7) Mixed-modes (bus/drive/bike) to light rail	2%
8) Vanpool	< 1%
9) DK/NA	2%

9 How frequently do you use RTD to commute to and from work?

[Respondents w/ full time or part-time job outside home]

1) Rarely	40%
2) Never => skip to Q11	38%
3) Couple times per month	14%
4) At least 1x per week	5%
5) Every day	2%
6) DK/NA	1%



10 When you use RTD services to commute to and from work, which type of transit do you ride? [Respondents w/ full time or part-time job outside home] [PROVIDE LIST]

Only local bus	40%
Only light rail	29%
Only regional bus	14%
A combination of local bus and light rail	8%
A combination of local bus and regional bus	2%
A combination of regional bus and light rail	1%
DK/NA	5%

10.5 When you take bus or light rail to work, how frequently do you use RTD's Park-n-Ride lots to park your car before taking transit? [Respondents w/ full time or part-time job outside home]

Every time	35%
Frequently	13%
Once in a while	8%
Never	39%
DK/NA	4%

11 How often do you use RTD services for purposes other than commuting to work – such as going to a sporting event, out for entertainment, shopping or to school?

Every day	2%
At least once per week	5%
Couple times per month	14%
Rarely	40%
Never ride RTD to for non-commuting	38%
DK/NA	1%



12 Whether you use RTD services or not, in what is your impression of the quality of services provided by RTD?

Excellent	19%
Good	50%
Fair	17%
Poor	4%
Very Poor	2%
DK/NA	8%

13 [answered excellent, good or fair in Q12] Why do you rate your opinion of RTD services as "Excellent," "Good," or "Fair?" [OPEN END]

Top responses

1) Reliable/on time	28%
1) Good service, provides transit	22%
2) Personal experience	13%
3) Clean	8%
4) Convenience	8%

[answered poor or very poor in Q12] Why do you rate RTD services "poor" or "very poor"? [open-ended question, all survey respondents]

Top responses

1) Not reliable/not on time	23%
2) Doesn't service my area	19%
3) Not convenient	10%
4) Don't like it	8%
5) Service isn't logical	8%
6) Room for improvement	6%

FASTRACKS

14 How familiar are you with FasTracks?

Very Familiar	12%
Somewhat Familiar	41%
Somewhat Unfamiliar	16%
Not familiar at all	29%
DK/NA	2%

15 And based upon what you know – is your impression of FasTracks very positive, somewhat positive, somewhat negative or very negative?

Very Positive	24%
Somewhat Positive	44%
Somewhat Negative	10%
Very Negative	3%
DK/NA	19%

16 In 2004 voters approved a plan called FasTracks to expand rail and bus service throughout the Denver Metro area. Looking back ... can you recall whether you voted For or Against FasTracks?

Voted For	62%
Voted Against	10%
Didn't Vote	8%
Can't recall	18%
DK/NA	2%

17 And regardless of how you voted in that election ... looking back with the benefit of hindsight ... do you believe approval of FasTracks was a good decision ... or a bad decision?

Good decision	79%
Bad decision	9%
DK/NA	12%

18 Since the election ... now that FasTracks is in the planning and design phase... How informed do you feel you are regarding the current plans for FasTracks? Do you feel you are:

Highly informed	6%
Somewhat informed	43%
Somewhat uninformed	26%
Not informed at all	23%
DK/NA	2%



19 Based on what you currently know, how good of a job has RTD done implementing the FasTracks plan that was approved by voters?

Very good	11%
Fairly good	40%
Fairly poor	13%
Very poor	7%
DK/NA	29%

20 [answered very good, fairly good in Q19] And what is the reason you feel RTD has done a "Good" job implementing FasTracks? [Open end]

Top responses

1) Good job/on schedule	26%
2) What I've seen/read	11%
3) Good idea/plan	7%
4) Good organization/planning	6%
5) Informative/plenty of info	5%

[answered very poor, somewhat poor in Q19] And what is the reason you feel RTD has done a "Poor" job implementing FasTracks? [Open end]

Top responses

1) Bad job/behind schedule/move slowly	19%
2) Too expensive	15%
3) Poor organization/planning	14%
4) Not communicating	10%
5) Runs slowly/poorly	10%
6) Doesn't serve all areas/my area	5%
7) Still using diesel	5%



21 In your opinion, what will make FasTracks successful? [Open end]

Top responses

1) People use it, increased ridership	16%
2) Increased routes	14%
3) Complete it, get it done	13%
4) Accessibility, availability	11%
5) Economical, stay w/in budget	8%
6) Good service	6%
7) Consistency/being on time	6%
8) Better planning	5%

22 Do you expect construction of FasTracks to directly impact your usual commute to work? [SKIP TO 23 IF ANSWER TO Q5 WAS "NO"]

Very significant impact	4%
Somewhat of an impact	11%
Not much of an impact	11%
No impact at all	64%
DK/NA	11%

23 Once FasTracks is completed how often do you expect you will use the rail system to commute to or from work?

Every day	4%
Fairly often	9%
Not very often	14%
Never	60%
DK/NA	14%

24 Once FasTracks is completed how often do you expect you will use rail to travel to entertainment, sports events, shopping or to school?

Every day	2%
Fairly often	26%
Not very often	45%
Never	22%
DK/NA	6%



25 As RTD continues its planning and design for FasTracks... how much confidence do you have in RTD to complete the FasTracks plan that voters approved?

Great deal of confidence	20%
Fair amount of confidence	55%
Not that much confidence	13%
No confidence at all	5%
DK/NA	8%

FASTRACKS COMMUNICATION

26 How well do you feel RTD has communicated about FasTracks?

Extremely well	6%
Well	35%
Neither well nor poorly	22%
Poorly	23%
Extremely poorly	6%
DK/NA	8%

27 How are you currently getting information about FasTracks? [DO NOT PROMPT. CHECK ALL THAT APPLY]

Newspaper articles	55%
Watch network TV news	31%
Newspaper advertisements	6%
Radio Broadcasts	4%
Community/cable access TV	4%
RTD website	3%
Word of mouth	3%
Other websites	2%
Newsletters from RTD and FasTracks	1%
Email from RTD	1%
FasTracks Website	1%
One-on-one meetings	1%
Homeowners publications/meetings	1%
Presentations from FasTracks project	1%
Information from local, state government	> 1%
Other	6%
Not getting any FasTracks information	14%
DK/NA	4%



28 How would you prefer to receive information about FasTracks? [DO NOT PROMPT. CHECK ALL THAT APPLY]

Newspaper articles	45%
Watch network TV news	34%
Newsletters from RTD and FasTracks	8%
Newspaper advertisements	7%
Community/cable access TV	5%
Radio Broadcasts	4%
Email from RTD	4%
RTD website	4%
Other websites	2%
FasTracks Website	2%
Word of mouth	1%
Information from local, state government	1%
One-on-one meetings	> 1%
Presentations from FasTracks project	> 1%
Denver Regional Council of Governments	> 1%
Homeowners Association publications/meetings	> 1%
Other	10%
Not getting any FasTracks information	3%
DK/NA	7%

29 As a taxpayer, how involved do you want to be with FasTracks?

Just tell me when it's done	49%
I would like to receive regular updates	32%
I would like to attend regular public meetings	6%
I would love to sit down and design it with RTD and the FasTracks team if I could	4%
DK/NA	10%



FASTRACKS BUDGET AND OUTLOOK

30 As you may know, RTD is facing some challenges that have increased the cost of building FasTracks. These challenges include inflation and the rising cost of construction materials. How familiar are you with these issues — are you very familiar, somewhat familiar, or not familiar?

Very Familiar	18%
Somewhat familiar	38%
Not familiar	41%
DK/NA	3%

31 How concerned are you personally about the issue of rising costs of building FasTracks?

Very concerned	22%
Somewhat concerned	42%
Not very concerned	20%
Not concerned at all	12%
DK/NA	4%

32 How confident are you that RTD can overcome these challenges of rising costs and deliver FasTracks as approved by voters?

Very confident	15%
Somewhat confident	50%
Not very confident	20%
Not confident at all	9%
DK/NA	7%

33 To help cut costs, RTD is considering working with private companies to design, build, finance and operate some of the rail lines. Generally speaking do you believe this concept of partnering with private sector companies is a good idea or a bad idea?

Very good idea	27%
Somewhat good idea	37%
Somewhat bad idea	12%
Very bad idea	10%
DK/NA	14%

34 [answered very good, somewhat good in Q33] And, generally, why do you think it is a Good idea? [open-ended question]

Top responses

1) Private co.'s are better, more competitive	40%
2) Saves money/cheaper	15%
3) More efficient/speed things up	11%
4) More knowledge/do a better job	10%
5) Gets more people involved/more ideas	13%

[answered somewhat bad or very bad in Q33] And, generally, why do you think it is a Bad idea? [open-ended question]

Top responses

1) Government is better/gov't issue	31%
2) Private sector easy for corruption/errors	22%
3) Costs will go up	20%
4) Contractors are greedy/difficult	12%