



FasTracks Monitoring Committee

Eagle P3 RFP Stakeholder Input Update



November 6, 2008

Eagle P3 Stakeholder Input Survey

- **Objectives**

- To obtain input from stakeholders that can be used to frame the Eagle P3 RFP
- To identify key issues of concern to stakeholders

- **Approach**

- Prepare a comprehensive questionnaire (copy attached)
- Circulate the questionnaire to key stakeholders
- Analyze results and review how to accommodate into the RFP
- Recommend how input can be used

Eagle P3 Stakeholder Input Survey

- **Process**

- Invitation to participate in online RFP input survey distributed on August 4
- Survey sent to 362 stakeholders including RTD Board, FasTracks Citizens Advisory Committee, elected officials, city/county staff members, FTA Region 8, CDOT, DRCOG, Downtown Denver Partnership, Transit Alliance, leaders of DBE/SBE community, chambers of commerce
- Deadline to respond was August 15

- **Response**

- 77 responses received
- 21% response rate

Survey Results

Question	Result
Question 1: Please check the box that most closely describes the stakeholder group you represent:	A good cross section of stakeholders responded, 31% indicated they were elected officials.
Question 2: RTD plans to provide basic designs for station treatments along the FasTracks corridors. RTD will negotiate a contract with the Public-Private Partnership team that includes these basic elements. If there is an opportunity to modify design elements with stakeholder input, rank the following design elements in order of importance to you.	76.8% indicated station canopies were either the most important or very important elements for stakeholder input.
Question 3: Since RTD will establish a basic design for station treatments such as canopies, windscreens and benches within the FasTracks budget, should communities be offered the opportunity to customize their station treatments if they can pay for such improvements through outside funding?	97.4% indicated that communities should be offered the opportunity to customize the station treatments if the community can pay for the work.
Question 4: What is the best way for the Public-Private Partnership (PPP) design team to interface with city/county staff on design reviews?	78.1% indicated that design review meetings were the best way for the P3 Concessionaire to interface with stakeholders.

Survey Results

Question	Result
Question 5: What is the best way for the PPP team to interface with city/county officials and staff regarding construction activities that will impact traffic operations?	94.4% indicated that a combination of stakeholder meetings and electronic newsletters were the best way to notify stakeholders of traffic impacts during construction.
Question 6: Would a regularly scheduled communiqué to city/county officials and staff, like a periodic e-mail update, be effective?	94.5% indicated regular electronic updates would be helpful for city and county officials.
Question 7: How much notice is appropriate for the contractor to give prior to construction activity beginning in a neighborhood or business area?	100% indicated a one-week notice of start of construction will be appropriate.
Question 8: During construction, what type of temporary notice works best to inform the public about traffic impacts?	92% indicated that a combination of variable message signs and email notices would be best to inform the public of traffic impacts.
Question 9: How would you like to be able to purchase passenger tickets? (Check all that apply)	85.3% indicated that passenger tickets should be available through a combination of TVMs using cash and credit/debit cards; online and at kiosks at major transit stations.

Survey Results

Question	Result
Question 10: RTD is required to provide recorded announcements on the trains for purposes related to the American with Disabilities Act. Rank in order of importance the following announcements?	89.2% indicated it was most important to make announcements of between stations and on arrival at a station.
Question 11: What information should be provided by recorded announcements?	98.6% indicated that announcements of next station should be provided.
Question 12: When making a bus/train or train/bus connection, what is a reasonable timeframe to wait for a connection?	97.3% indicated a wait of up to 15 minutes was reasonable for a connection.
Question 13: How long is unreasonable for making a connection?	89.7% indicated a delay of more than 15 minutes was unreasonable.
Question 14: How important is it to have baggage storage areas aboard commuter rail trains?	21.6% indicated that baggage storage on trains was very important.
Question 15: What specific commuter rail vehicle features are important for stakeholders to have an opportunity to provide input on? Please rank the following in order of importance to you (with 1 being “most important”).	66.2% indicated the most important feature on the trains for stakeholder input was hand rails and hand grips.

Survey Results

Question	Result
Question 16: Rank your preference for the manner RTD uses to inform stakeholders about the design of commuter rail vehicles.	80.9% indicated that corridor public information meetings were either very preferred or most preferred means of communicating about the commuter rail vehicle design.
Question 17: During the construction project, what are the three best ways for the contractor to communicate with the general public?	Public meetings, community presentations and electronic newsletters were indicated as the three best ways of communicating with the general public.
Question 18: How often should the project team communicate with city/county elected officials and staff through the following methods during construction?	<ul style="list-style-type: none">• 54.8% indicated that quarterly briefings would be sufficient.• 70.5% indicated that monthly electronic newsletter would be sufficient.• 55.5% indicated that mailed newsletters should be issued quarterly or less frequently.• 59.7% indicated that monthly or as needed email updates were sufficient.
Question 19: Please rank the following options in terms of the most effective ways to communicate with the business community about construction that will impact their area/access?	60.3% indicated that small business outreach meetings were the most effective or very effective means of communicating construction impacts to businesses.

Survey Results

Question	Result
Question 20: Please rank the following options in terms of the most effective ways for the project team to provide information to the general public and answer questions about the project during construction.	80.9% indicated open house meetings to be the most effective means of communicating construction impacts to the general public.
Question 21: How often should each communication tool listed above take place?	<ul style="list-style-type: none">• 82.5% indicated open houses need not be held more than quarterly.• 66.6% indicated a need for small group meetings less frequently than once per month.• 31.8% indicated on-line forums should be held when needed, 25% felt a forum should be open throughout the project.
Question 22: In a non-emergency situation, how important is it to be able to call a project hotline and connect to a “live” person?	80.8% indicated it was not extremely important for a hotline to reach a “live” person in a non-emergency situation.
Question 23: What is an acceptable timeframe for a member of the project team to return a phone call in a non-emergency situation?	71.6% indicated that a response within 24 hours to a non-emergency question was acceptable.
Question 24: Once construction is complete and operations begin, what are the three best ways to communicate about service with the general public?	Newsletters, a web site and community presentations were indicated as the best ways to communicate with the general public during operations.

Survey Results

Question	Result
Question 25: Please rank the following options in terms of the most effective to provide networking opportunities for Disadvantaged/Small Business Enterprise businesses?	Breakfast and evening meetings were indicated as the most effective networking opportunities for D/SBEs.
Question 26: How often is it appropriate and feasible to hold networking events.	64.7% indicated bi-annual or as-needed meetings were appropriate.
Question 27: Considering the PPP project in general, what is more important?	57.4% indicated accelerating the P3 schedule to be more important than including community funded improvements.
Question 28: If it were possible to have services available near transit stations to enhance the transit experience, rank the following services in order of importance to you.	Coffee shops and convenience stores were indicated as the most important services near a transit station.

Recommendations for RFP

- The RFP will include provisions to require that the concessionaire:
 - Provides an opportunity for the public and stakeholders to help select the design of hand rails and hand grips of the commuter rail cars
 - Follows the agreements reached through the EIS process on station canopy designs with further input on appearance during the Design/Build phase
- The RFP will require that “next station” announcements are made on the trains between stations and on arrival at a station
- The RFP will require the Concessionaire to hold design review meetings with stakeholders to inform them of design development
- The RFP will require the Concessionaire to provide a minimum of a one-week notice of start of construction
- The RFP will require the Concessionaire to utilize stakeholder meetings and electronic newsletters as the established methods of communication to notify elected officials and staff of traffic impacts
- The RFP will require that business outreach meetings be utilized to communicate with businesses about traffic and construction impacts

Questions?