

ONLINE MEETING SUMMARY

Project: Front Range Passenger Rail Service Development Plan and National Environmental Policy Act (NEPA)

Date: Thursday, August 13, 2020

Subject: Online Meeting Summary

ONLINE MEETING SUMMARY

OVERVIEW

The Front Range Passenger Rail online meeting platform provided the opportunity for the public to learn more about the project and share their input. The online meeting operated as a web-based platform to allow interested members of the public to view information and comment on project elements. Online meeting attendees were able to access the online meeting just as one would access any URL online, from their computers, phones, or tablets.

The primary objectives of the online meeting include: to share background information, update attendees on the current project status, and ask the public meeting attendees to contribute their feedback through interactive comment maps, surveys and/or comment forms.

The following questions were asked of the online meeting participants:

- What are the most important operational considerations to you?
- Where would you most want the alignment of Front Range Rail to go?
- What would be your primary purpose for using Front Range Passenger Rail?
- Where would you be most likely to go on Front Range Passenger Rail?
- Do you have any other thoughts/concerns as it relates to the potential routes?

The meeting was open from June 29, 2020 – July 31, 2020.

While the team planned to utilize an online meeting before COVID-19 became a reality, this digital method of outreach proved to be of critical value as in-person options became non-feasible.

Archived URL - <u>https://frontrangepassengerrailmeeting.com/index.html</u> (see PDF version in Appendix I)

ANALYTICS/OUTCOMES

Total users to visit the online meeting: 8,279 (Colorado: 6,662)

Total sessions on the online meeting: 9,678 (Colorado: 7,834)

Please note that the goal was to inform and involve as many community members along the Colorado Front Range as possible. While the response to the online meeting is important and useful in the development of the project, it is worth clarifying that the results are non-scientific and limited to those who self-selected to participate and had access to digital tools.

The following numbers reflect the sessions by device (Colorado only):

- Mobile: 4,424
- Desktop: 3,021
- Tablet: 389

The following numbers reflect the amount of responses received Feedback Questions:

- Questionnaire: 1,951 submissions
- Zip code entries: 3,838
- Open ended feedback: 503 submissions

PROMOTION

In an effort to inform community members along the Front Range of their opportunity to engage with the Front Range Passenger Rail Project, the project team utilized a variety of outreach tactics. The following tools were used to promote participation in the Front Range Passenger Rail online meeting.

NEWS/PRINT MEDIA

The project team utilized news coverage in the form of earned media. The team developed press releases and leveraged existing relationships to pitch the story. The following news outlets published articles covering the opportunity for public input. You may click each outlet for a link to the article covering the FRPR online meeting.

- <u>The Daily Camera</u>
- The Coloradoan
- <u>The Colorado Sun</u>
- Loveland Reporter-Herald
- Estes Park Trail-Gazette
- The Denver Post
- Fox21 News
- North Denver News

- Pueblo Chieftain
- Mass Transit Magazine
- Out There Colorado
- <u>Colorado Politics</u>
- The Chronicle News
- <u>Colorado Springs Gazette</u>
- Progressive Railroading
- <u>KRDO</u>

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SOCIAL MEDIA

Social media promotion of the online meeting included two major components. The first included leveraging our Stakeholder Coalition members by asking that they post the online meeting information to their respective organizations' social media accounts. Outlets included Facebook, LinkedIn, and Twitter.

The second was in the form of targeted, paid advertisements. This allowed for us to aim our promotions geographically via Facebook by "boosting" content posted by CDOT's Facebook page. The outcome proved to be a worthwhile ROI.

Impressions (the number of times the post was displayed): 315,110

Reach (the number of unique people who saw the post): 306,128

350 users visited the online meeting via the social media advertisements.



Colorado Department of Transportation 26 mins -

Help shape the future of transportation in Colorado! The Front Range Passenger Rail project is looking for your input. The project aims to provide a safe, efficient and reliable transportation option from Fort Collins to Pueblo.

Learn more and make sure your voice is heard by visiting our Online Public Meeting at https://frontrangepassengerrailmeeting.com/

We appreciate your feedback by July 31.



A Share

EBLASTS

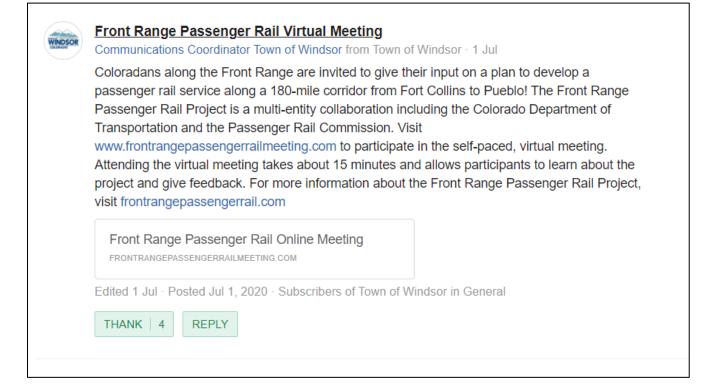
Utilizing our existing email contact database, which includes contact information for all who have participated in the project to date, the project team sent two rounds of notification that the online meeting was live and included the ability to provide comment. At the time of distribution, the contact database consisted of approximately ~5000 recipients. The email included a direct link to the online meeting URL. Recipients of the email were encouraged to share with their neighbors and fellow community members.

RAIL COMMISSION EXISTING NETWORKS

The project team supplied a promotional toolkit with the Rail Commission members who were willing to help promote the project through their channels, as well as through their connections with local media.

STAKEHOLDER COALITION EXISTING NETWORKS

The project team asked that Stakeholder Coalition members utilize their existing networks of community members, employees, etc. by informing them of the project and online meeting. They were provided content to post to social media and/or distribute through community-based E-newsletters. Here is just a sampling of the stakeholder-managed posts the project team was able to capture:





Front Range Passenger Rail

As Colorado continues to grow, what does our transportation future look like along the Front Range? Coloradans along the Front Range are invited to learn more and give their input on the project through the online public meeting, which opens June 29 and will be available through the end of July. Please visit <u>frontrangepassengerrailmeeting.com</u> for more information.

Your feedback is important for moving this project forward!

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FRONT RANGE PASSENGER RAIL COALITIONS

It is estimated that by the year 2045, an additional 3 million people will be living and commuting along the Front Range! As the need for a transportation solution continues to increase, the Rail Commission and Colorado Department of Transportation (CDOT) are working to develop a plan for a Front Range Passenger Rail. Learn more about the project and provide your feedback at the project's online public meeting, any time beginning June 29 through the end of July.

We are excited to announce the launch of the Front Range Passenger Rail online public meeting! This meeting is critical for sharing project information with Front Range communities and gathering their input.

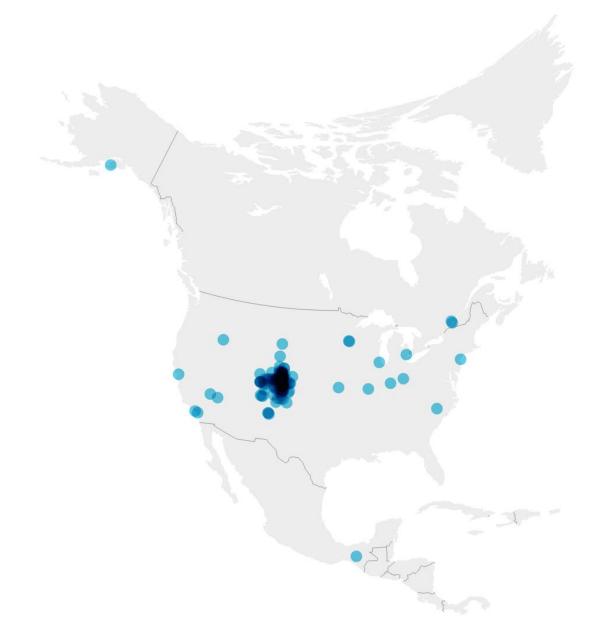
The meeting will be available June 29 through the end of July via the following link: frontrangepassengerrailmeeting.com

We have included in this email social media content and kindly ask that you leverage your respective organization and agency's social media accounts and other existing networks to spread the word of this opportunity for the public to share their feedback. We appreciate your involvement in this project and look forward to sharing the feedback we receive in this online meeting with you!

INPUT RECEIVED

INPUT BY LOCATION

Reaching communities across the entire Front Range was a goal of the project team. The following map reflects the geographic location of those who participated in the online meeting, based on the optional 'enter your zip code' button at the top right of the meeting screen. Along with input in Canada and Mexico, the meeting also received optional zip code entries from Europe and Australia.





Top Cities by Session

In addition to the optional zip code inputs, the following locations were identified by Google Analytics using IP address of the device used to access the meeting.

- 1. Colorado Springs: 2,399
- 2. Denver: 1,757
- 3. Fort Collins: 743
- 4. Pueblo: 385
- 5. Aurora: 159
- 6. Lakewood: 146
- 7. Loveland: 128
- 8. Boulder: 125
- 9. Greeley: 117
- 10. Longmont: 97
- 11. Trinidad: 94
- 12. Woodmoor: 89

- 13. Arvada: 76
- 14. Broomfield: 74
- 15. Westminster: 69
- 16. Thornton: 64
- 17. Highlands Ranch: 60
- 18. Ken Caryl: 57
- 19. Breckenridge: 51
- 20. Castle Rock: 49
- 21. Parker: 46
- 22. Pueblo West: 41
- 23. Monument: 35
- 24. Canon City: 32

FEEDBACK RECEIVED VIA INPUT SURVEY

WHAT ARE THE MOST IMPORTANT OPERATIONAL CONSIDERATIONS TO YOU?

Most selected:

- TOP CHOICE (22.16%): Station locations close to my origin and destination
 SECOND TOP CHOICE (18.92%):
 - Ability to interconnect with other modes (existing or planned transit)
- **THIRD TOP CHOICE (18.78%):** Reasonable travel times

Most popular lists:

189/1,917 responses

- Reasonable travel times
- Affordability or cost
- Station locations close to my origin and destination

185/1,917 responses

- Reasonable travel times
- Shifting people from cars to reduce congestion
- Affordability or cost

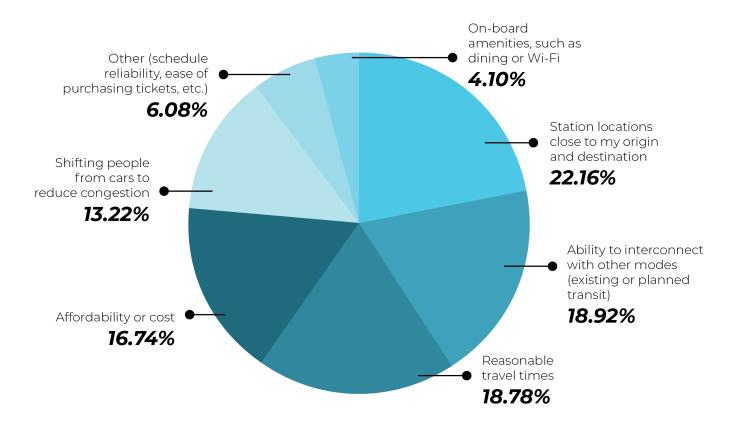
For Most Selected Data: Of the 1,917 surveys completed, these were the three operational considerations selected most among participants.

For Most Popular Lists Data: Of the 1,917 surveys completed, these two sets of 'pick-your-top-three-choices' were the most popular groupings of the same three operational considerations.



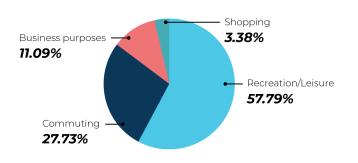
WHAT ARE THE MOST IMPORTANT OPERATIONAL CONSIDERATIONS TO YOU?

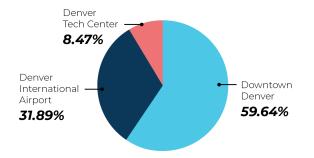
7,003 total selections



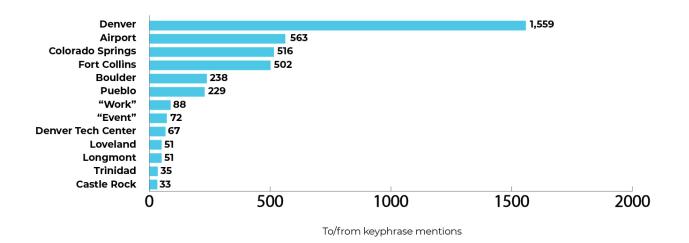


WHAT WOULD BE YOUR PRIMARY PURPOSE FOR USING FRONT RANGE PASSENGER RAIL? WHERE WOULD YOU MOST WANT THE ALIGNMENT OF FRONT RANGE RAIL TO GO?





WHERE WOULD YOU BE MOST LIKELY TO GO ON FRONT RANGE PASSENGER RAIL?



DOWNTOWN DENVER

The 59.64% of respondents that said they would be most likely to go to downtown Denver indicated the following purposes of travel:

- 1. Recreation/Leisure: 61%
- 2. Commuting: 27%
- 3. Business purposes: 8%
- 4. Shopping: 4%



DENVER INTERNATIONAL AIRPORT

The 31.89% of respondents that said they would be most likely to go to DEN airport indicated the following purposes of travel:

- 1. Recreation/Leisure: 55%
- 2. Commuting: 24%
- 3. Business purposes: 17%
- 4. Shopping: 2%

DENVER TECH CENTER

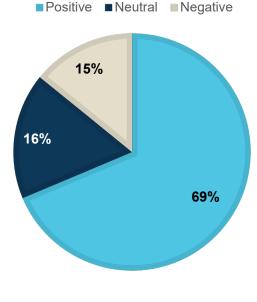
The 8.47% of respondents that said they would be most likely to go to Denver Tech Center indicated the following purposes of travel:

- 1. Commuting: 44%
- 2. Recreation/Leisure: 41%
- 3. Business purposes: 11%
- 4. Shopping: 4%

OPEN-ENDED FEEDBACK PROVIDED

The online public meeting also asked participants: "Do you have any other thoughts/concerns as it relates to the potential routes?" The following information reflects a summary of the 503 comments provided via this open-ended option.

The data below reflects the general sentiment for the open-ended comments:



GENERAL SENTIMENT OF OPEN-ENDED COMMENTS

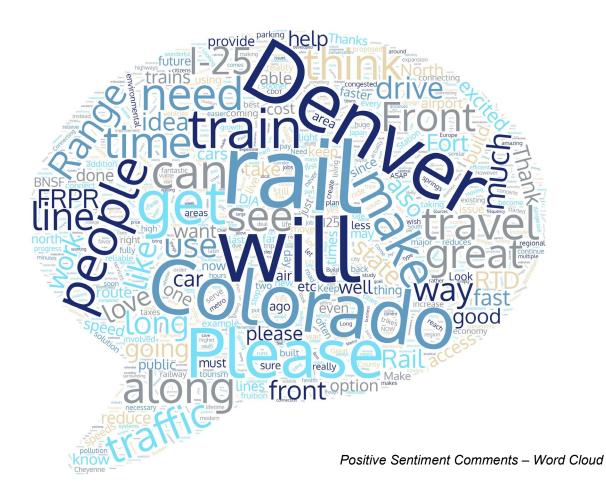
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Positive-Sentiment Comments

Of the 69% of comments that had a positive sentiment, the primary themes included:

- 1. General Support (56% of the positive sentiment comments)
- 2. Alignment/Route (11% of the positive sentiment comments)
- 3. Train Technology/Type/Speed (6% of the positive sentiment comments)

The following word cloud is illustrative of the words used most often throughout comments that communicated a positive-sentiment.



Negative-Sentiment Comments

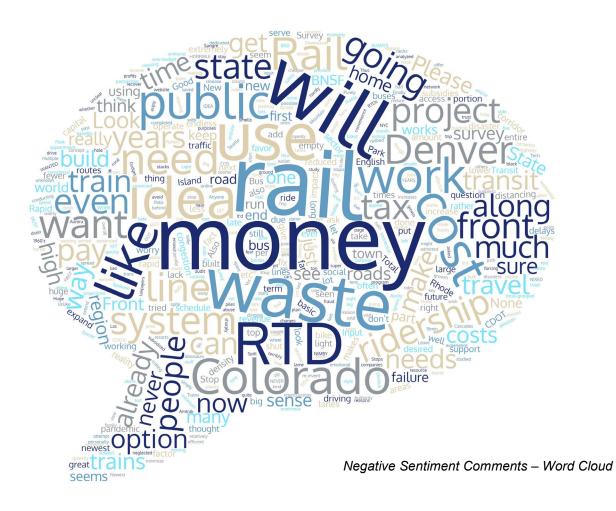
Of the 15% of comments that communicated a negative-sentiment, the primary concerns or points of disagreement included:

- 1. Construction Costs/Funding (44% of the negative sentiment comments)
- 2. General Non-support (19% of the negative sentiment comments)
- 3. Alignment/Route (15% of the negative sentiment comments)



- 4. Public Involvement Non-Support (8% of the negative sentiment comments) NOTE: There was a glitch in the survey on July 18-20, in which it did not appear available to meeting attendees. Majority of this percentage were related to this outage and therefore classified as negative.
- 5. RTD-related (5% of the negative sentiment comments)

The following word cloud is illustrative of the words used most often throughout comments that communicated a negative-sentiment.



Neutral-Sentiment Comments

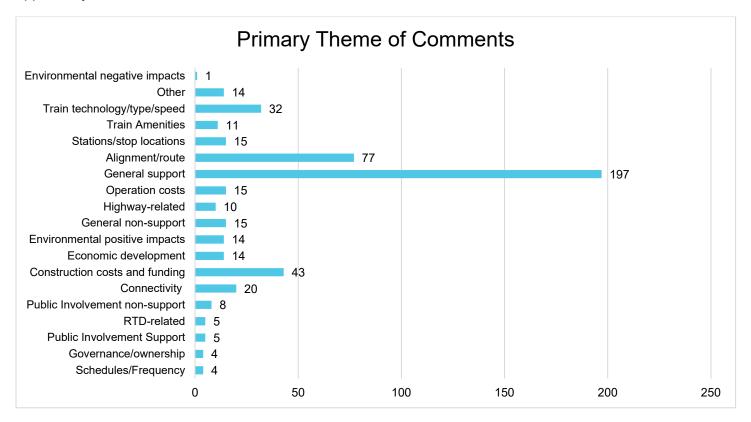
Of the 15% of comments that were of neutral sentiment, the primary theme referenced was Alignment at 32% of all neutral comments. Meaning these comments were largely considerations that respondents would like the project team to keep in mind.



Primary Themes

The three primary themes of open-ended comments included: General Support; Alignment/route; and Construction costs/funding, respectively.

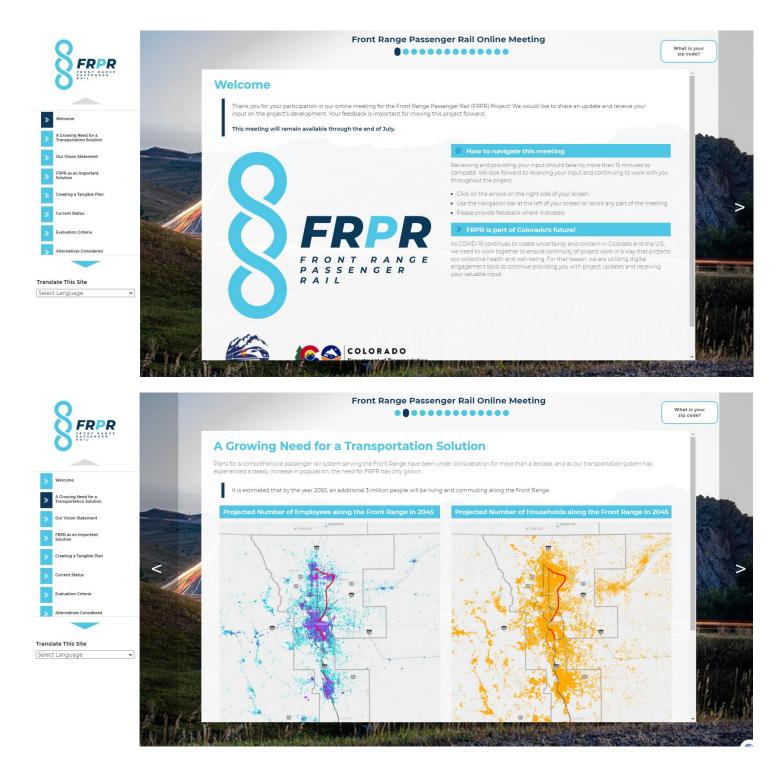
Additional information on the primary themes of the comments provided in the open-ended comment opportunity are reflected in the chart below.



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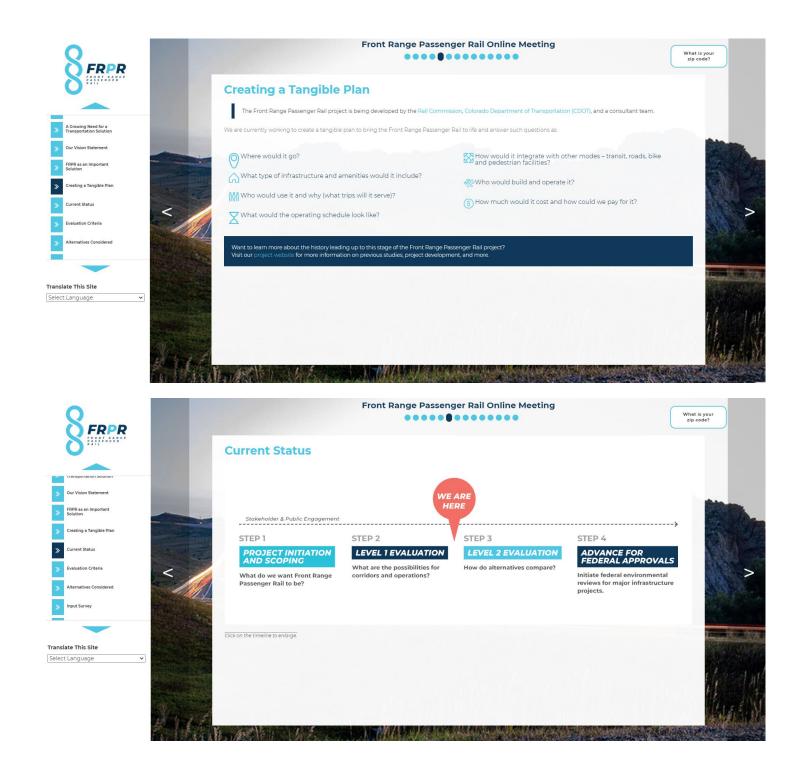
APPENDIX I



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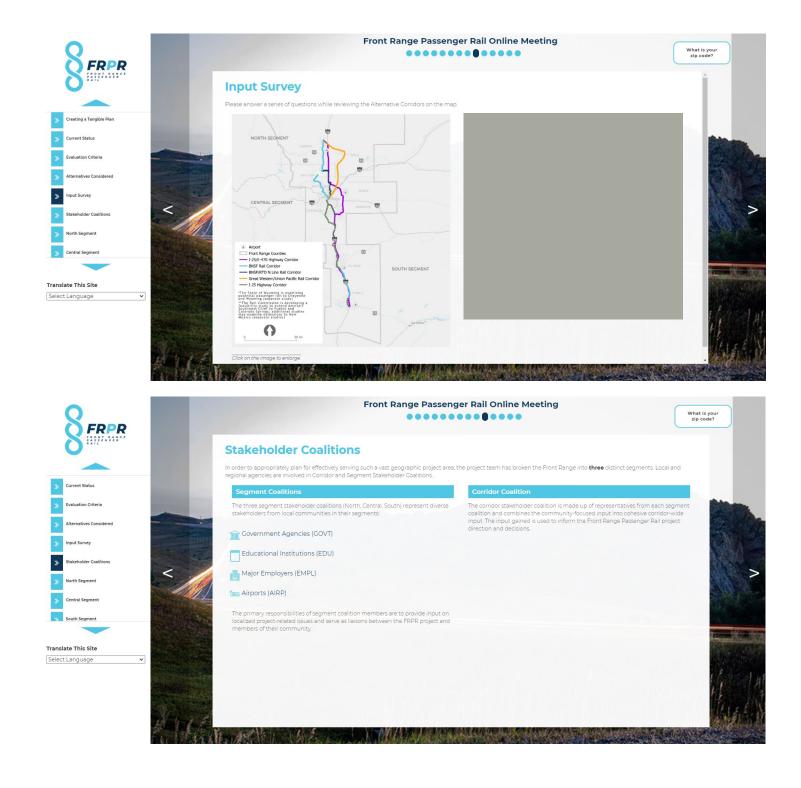
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