



**COLORADO**  
Department of Transportation  
Division of Accounting and Finance

4201 East Arkansas Avenue, Room 262  
Denver, CO 80222

**MEMORANDUM**

**TO: HIGH PERFORMANCE TRANSPORTATION BOARD**  
**FROM: MEGAN CASTLE, CDOT COMMUNICATIONS MANAGER**  
**CC: DAVID SPECTOR, DIRECTOR OF HIGH PERFORMANCE TRANSPORTATION ENTERPRISE**  
**DATE: MAY 17, 2016**  
**SUBJECT: NORTH I-25 EXPRESS LANES SEGMENT 2 TOLL RATE PUBLIC OUTREACH SUMMARY**

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Purpose

At the January 2016 HPTE Board meeting, staff presented a tolling schedule range and operations plan to the Board for consideration as well as a schedule of public outreach to be completed on those topics. This memo contains details on HPTE's outreach events for the North I-25 Express Lanes (Segment 2).

Action

This item is informational only and no Board action is required.

Background

CDOT and HPTE hosted a telephone town hall meeting May 2, 2016, on the North I-25 Express Lanes (Segment 2) proposed toll rates and operations.

Details

About the May 2, 2016 Telephone Town Hall (TTH):

- The TTH hosted 3,099 participants
- Outbound calls were made to Front Range communities and counties along the North I-25 corridor
- 26 questions answered live and 9 voicemails received with questions or comments following the live call

On Monday, May 2, 2016, Kathy Gilliland (HPTE Board Chair/ Transportation Commissioner member), David Spector (HPTE Director), Randy Aherns (NATA Chair and Mayor of Broomfield), Megan Castle (CDOT Express Lanes/HPTE Communications Manager) facilitated a telephone town hall with residents in the Front Range along the North I-25/ North metro area to provide an overview of how to use the Express Lanes, discuss the proposed toll rates schedule, take comments and answer questions.

**Telephone Town Hall Participation**

Approximately 3,090 households participated with 9 participating as "inbound" callers. These in-bound callers used a 1-800 number that was publicized in all public notifications of the event.

The average minutes spent on the TTH by participants was 14 minutes, and the peak level participation was 424 persons.

**Question and Comments**

The panel responded to 26 questions during the 60-minute telephone town hall. Another 9 participants left questions and comments via voicemail recording at the conclusion of the town hall.

The most frequent questions and comments presented live during the call, via email and in voicemail messages related to the following topics: hours of use, tolling rates, operation and how to use the lanes



(add in HOV 2+3 change, noise walls and comments on how well the lanes work, reliable travel time; funding and funding constraints).

#### Interactive Survey Questions

The telephone town hall also included the following three live survey questions and the results:

Q1: “What is your level of support for a Public-Private Partnership (P3), where CDOT works with the private sector, to finance and deliver future transportation projects across the state?”

Responses: Strongly support: 19%; Somewhat support: 28%; Do not support: 53%

Q2: What would help you meet the new carpool requirement to travel in the HOV Express Lanes for free?

Responses: Carpool matching services: 3%; Carpool incentives: 2%; Employer education programs to help find passengers at work: 3%; All of the above: 30%; None of the above: 61%

Q3: What do you see as the biggest benefit to the Express Lanes?

Responses: Time savings and better commutes: 19%; Having a choice: 6%; Less traffic in the general purpose lanes: 28%; All of the above: 32%; None of the above: 15%.

Information provided for the calls included the proposed toll rates from the January 2016 Board meeting, the North I-25 Express Lanes Tolling Fact Sheet, the May 2 TTH Audio File and a website for information on the new procedures for motorcycles and carpoolers has been posted on the HPTE website.

#### Key Policy Considerations

HPTE’s outreach at the public event was helpful in educating the public on CDOT and HPTE’s North I-25 Express Lanes (Segment 2). The telephone town hall format allowed CDOT and HPTE to reach thousands of residents along the corridor, directly and /or through media coverage. Though the TTH, CDOT, HPTE and its partners were able to answer questions, provide explanations and information regarding:

- Operations, hours and usage
- Proposed toll rates

How to get a pass: instructions on how to get a pass, set up an ExpressToll account and information on new ways CDOT and HPTE are working to help carpoolers and motorcycles travel for free on CDOT’s HOV Express Lanes.

The Telephone Town Hall followed HPTE’s protocol on toll rates and approval process and this information will be shared with the HPTE Board prior to action taken on tolls.

#### Commission Options/Decision Matrix

1) **Staff Recommendation:** Review and acknowledge the memo. Staff will present the Proposed Toll Rates for action this month.

2) Review the memo, but with instructions or questions for additional outreach to be conducted if deemed necessary. Staff would return after completing additional next steps as determined and this could delay the approval of rates to be set prior to toll commencement date for these Express Lanes in early summer.

#### Next Steps

The North I-25 Express Lanes (Segment 2) will begin toll commencement in summer 2016. If the HPTE Board takes action to approve the tolling schedule proposed, it will be communicated to the public, stakeholders, elected officials and media, including, when know the date that tolling shall commence. The tolling information will be part of the CDOT Express Lanes education campaign and efforts.

