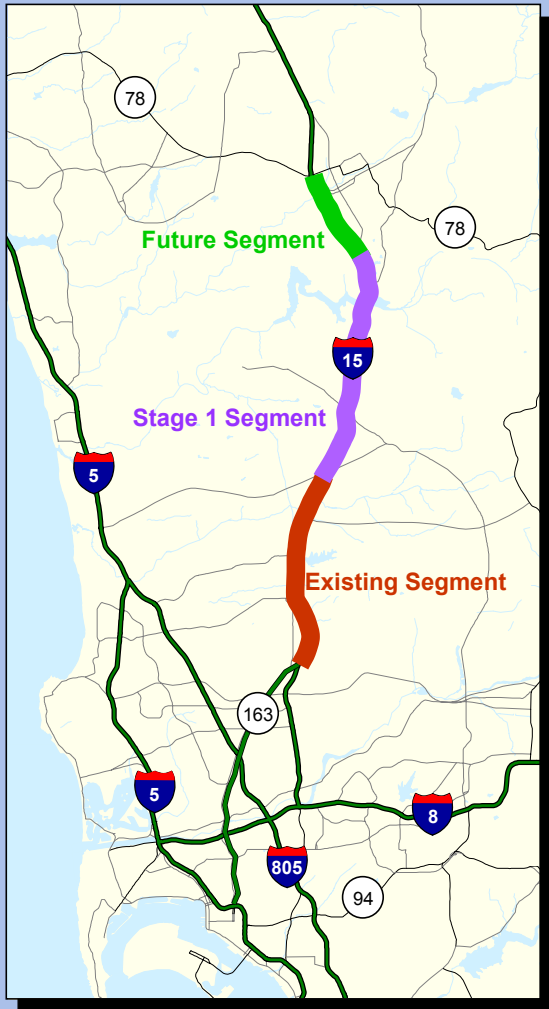


Concept Plan



Volume 2 Public Outreach

I-15 MANAGED LANES VALUE PRICING PROJECT PLANNING STUDY



Wilbur Smith Associates

In association with

- FPL and Associates
- Judith Norman Transportation Consultant
- Fairfax Research
- Frank Wilson Associates
- ESTC
- ALESC



**San Diego
ASSOCIATION OF
GOVERNMENTS**

IV. DETAILED RESULTS

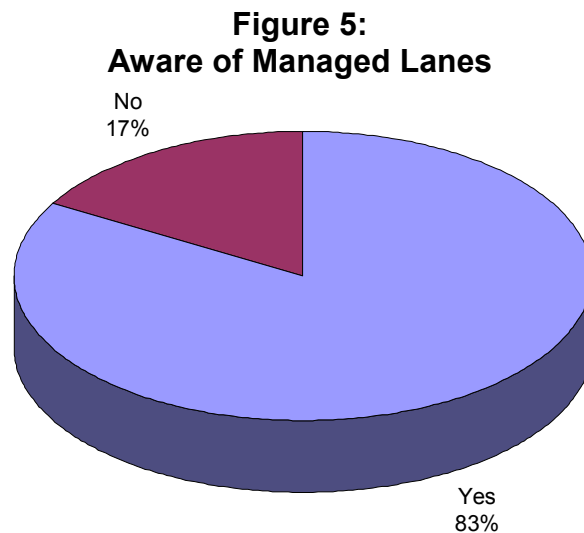
This section of the report presents a more detailed analysis of the findings.

A. Attitudes Towards FasTrak

This section reports the results to a series of attitudinal questions about the FasTrak program.

Awareness of FasTrak

While not universal, awareness of the Managed Lanes is fairly high among respondents in the study. The respondents were asked: "There is a section of the I-15 freeway between Ted Williams Parkway and the I-15/163 split that includes lanes that allow people on buses and in cars with more than one occupant to drive free and cars with only one occupant to drive for a fee. Were you aware of these lanes before this interview?" As Figure 5 shows, 83 percent of the respondents had heard of the existing I-15 Managed Lanes.



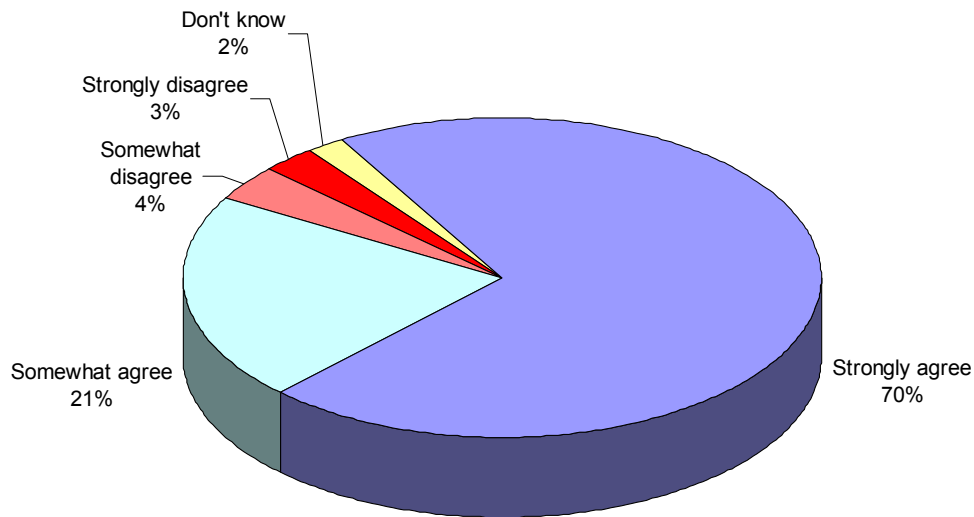
In particular,

- Awareness of the Managed Lanes is lower among respondents 18-to-24 years old (66 percent), those with only one vehicle in the household (68 percent), and those earning under \$40,000 a year (69 percent).
- Not surprisingly, FasTrak customers are more aware of the Managed Lanes than are those respondents who do not have a transponder.

Perceptions of FasTrak

Experienced veterans of the congestion on the I-15, the respondents in the study revealed nearly universal interest in some type of a time saving option on the I-15—something the Managed Lanes offer to them. Respondents were asked to agree or disagree with the statement: “It’s a good idea to have a time saving option on the I-15 always available.” In agreeing with this statement, 92 percent of the respondents expressed support for this concept. Just 6 percent of the respondents in the survey disagreed with this statement. As Figure 6 illustrates, 70 percent of the respondents in the study “strongly” agreed that a time saving option on the I-15 is a good idea.

**Figure 6:
Good Idea to Have Time Saving Option on I-15**



As the results in Table 8 indicated, support for a time saving option cuts across all demographic groups, including income and ethnicity.

**Table 8:
Good Idea to Have Time Saving Option on I-15**

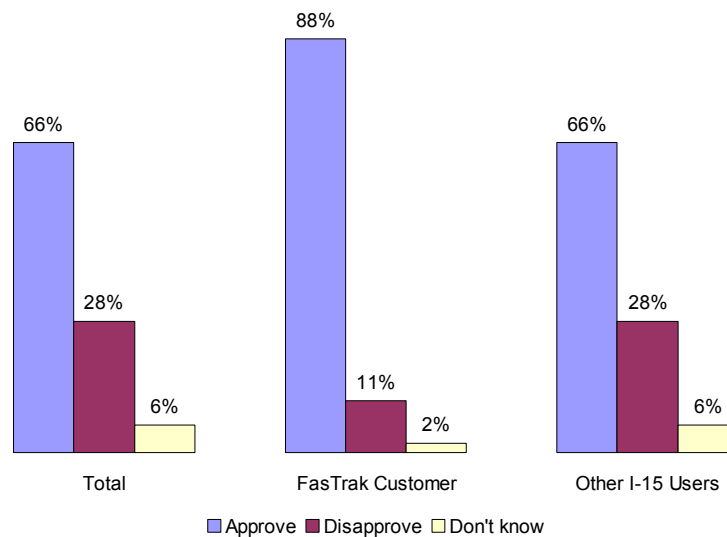
	Agree	Disagree	Don't know
Total	92%	6%	2%
Age			
18-to-24 years old	97%	3%	0%
25-to-34 years old	96%	3%	1%
35-to-44 years old	92%	7%	1%
45-to-54 years old	89%	8%	3%
55 and older	86%	8%	6%
Ethnicity			
Asian	94%	2%	4%
Hispanic	90%	9%	2%
Caucasian	93%	5%	2%
Income			
Less than \$40,000	89%	8%	3%
\$40,000 to \$70,000	93%	5%	2%
\$70,000 to \$100,000	94%	5%	1%
More than \$100,000	93%	6%	1%
Gender			
Men	90%	8%	2%
Women	93%	5%	2%
Household size			
1 person	90%	6%	4%
2 people	91%	7%	2%
3 or more	93%	6%	2%
Licensed drivers			
1	92%	4%	4%
2	91%	7%	1%
3 or more	93%	5%	2%
Children			
None	91%	7%	2%
1 child	92%	7%	1%
2 or more children	94%	3%	3%
Education			
H.S. degree	97%	3%	*%
Some College/Vocational	92%	5%	3%
College graduate	91%	7%	2%
Postgraduate degree	90%	9%	1%
Base: 800			

* Denotes less than 0.5%

A majority of the respondents expressed approval of the FasTrak program. Respondents were asked: “The FasTrak program allows motorists who are driving alone to travel in the Express Lanes for a fee that is charged electronically each time they use the lanes. The price varies with the amount of traffic in the Express Lanes. From what you know about the FasTrak program, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of it?” Two-thirds (66 percent) of the respondents said they approved of the FasTrak program. Thirty-one percent (31 percent) of them “strongly” approved of it while 35 percent “somewhat” approved of it. By contrast, 28 percent of the respondents expressed disapproval of the FasTrak program. Seventeen percent (17 percent) of them “strongly” disapproved of it and 11 percent “somewhat” disapproved of it.

As Figure 7 shows, significantly more FasTrak customers approved (88 percent) of the program than do those respondents who do not have a FasTrak account (66 percent).

**Figure 7:
Approve/Disapprove of FasTrak Program**



As the numbers in Table 9 indicate,

- ❑ Approval of FasTrak decreases with an increase in the age of the respondents. Respondents 18-to-24 years of age voiced the highest approval of the program while those 55 or older expressed the lowest levels of approval.
- ❑ The respondents' ethnicity had no significant impact on their approval of the FasTrak program.
- ❑ Respondents with household incomes of \$70,000 or more voiced higher levels of approval of the FasTrak program than did respondents with household incomes of less than \$70,000.

**Table 9:
Approve/Disapprove of FasTrak Program**

	Approve	Disapprove	Don't know
Total	66%	28%	6%
Age			
18-to-24 years old	79%	21%	0%
25-to-34 years old	70%	22%	8%
35-to-44 years old	67%	28%	5%
45-to-54 years old	66%	30%	4%
55 and older	56%	36%	9%
Ethnicity			
Asian	61%	25%	14%
Hispanic	67%	24%	9%
Caucasian	68%	28%	4%
Income			
Less than \$40,000	60%	29%	11%
\$40,000 to \$70,000	59%	29%	12%
\$70,000 to \$100,000	72%	27%	2%
More than \$100,000	70%	27%	3%
Base: 800			

In addition to gauging their approval or disapproval of the FasTrak program, the respondents were asked to agree or disagree with the statement: "People who drive alone should be allowed to use the I-15 Express Lanes for a fee." Interestingly, more of the respondents agreed with this statement (77 percent) than approved of the FasTrak program itself (66 percent). Some 53 percent of the respondents "strongly" agreed that SOV drivers should have access to the Managed Lanes for a fee. Another 24 percent of them "somewhat" agreed with this concept. These findings suggest support for the FasTrak program and, more particularly, for the concept of SOV drivers paying a fee for access to the Managed Lanes.

- ❑ Fully 96 percent of all FasTrak customers in the study agreed that fee-paying SOV drivers be allowed to use the I-15 Managed Lanes. Seventy-nine percent (79 percent) of them "strongly" agreed with this concept.

- As Table 10 confirms, neither ethnicity nor income factor into the respondents' position on the concept of SOV drivers buying access to the Managed Lanes. Agreement does not vary significantly by ethnicity or income.

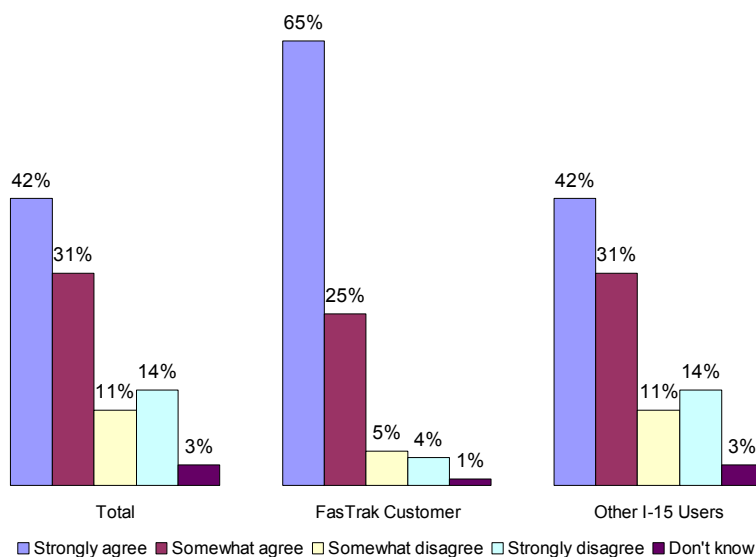
**Table 10:
Agree/Disagree SOV Drivers Allowed to Use I-15
Managed Lanes for a Fee**

	Agree	Disagree
Total	77%	21%
Ethnicity		
Asian	85%	15%
Hispanic	79%	21%
Caucasian	78%	22%
Income		
Less than \$40,000	78%	18%
\$40,000 to \$70,000	77%	23%
\$70,000 to \$100,000	79%	21%
More than \$100,000	78%	22%
Base: 800		

FasTrak Reduces Traffic Congestion

Respondents were asked to agree or disagree with the statement: “FasTrak helps reduce traffic congestion on the I-15.” Seventy-three percent (73 percent) of the respondents agreed that the FasTrak program reduces congestion on the I-15. As Figure 8 indicates, significantly more FasTrak customers (90 percent) than non-customers (72 percent) agreed that FasTrak helps to reduce congestion on the I-15. A sizeable 65 percent of FasTrak customers “strongly” agreed that FasTrak reduces congestion on the I-15.

**Figure 8:
FasTrak Program Reduce Traffic Congestion on the I-15**



In addition,

- More respondents residing in zip codes West of the I-15 than living in the zip codes East of the I-15 agreed that FasTrak reduces congestion on the I-15.
- More of the respondents who live alone, particularly those who are widowed, divorced, or separated disagreed that FasTrak reduces congestion on the I-15.
- No significant differences exist based on income and ethnicity.

Tolls Manage Demand

As a general concept, the respondents in the study believed that tolls effectively manage demand for the Managed Lanes. The respondents were asked to agree or disagree with the statement: “The toll is a good way to keep the Express Lanes moving quickly.” Seventy-one percent (71 percent) of the respondents agreed with this statement—41 percent “strongly” agreed and 30 percent “somewhat” agreed. Just over one-quarter (26 percent) of the respondents disagreed that tolls effectively manage demand on the Managed Lanes. Table 11 shows a breakdown of the findings by age, education, and income. Each of the demographic subgroups in the table expressed majority agreement with the concept of tolls as effective demand managers.

Table 11:
Agree/Disagree Toll Good Way Keep Managed Lanes Moving

	Agree	Disagree	D.K
Total	71%	26%	3%
Age			
18-to-24 years old	88%	12%	0%
25-to-34 years old	78%	20%	2%
35-to-44 years old	69%	27%	4%
45-to-54 years old	64%	32%	4%
55 and older	66%	32%	2%
Education			
H.S. degree	81%	16%	3%
Some College/Vocational	73%	26%	1%
College graduate	67%	30%	3%
Postgraduate degree	70%	25%	6%
Income			
Less than \$40,000	75%	22%	2%
\$40,000 to \$70,000	65%	30%	4%
\$70,000 to \$100,000	71%	27%	2%
More than \$100,000	75%	20%	5%
Base: 800			

- Agreement with this concept tends to decline with an increase in the age of the respondent or an increase in the educational attainment of the respondent. Respondents 18-to-24 years old or those with only a high school degree evidenced the highest levels of agreement with this concept.

- Respondents earning between \$40,000 and \$70,000 voiced less agreement with the statement than other respondents.
- Agreement did not vary significantly by ethnicity.

Use of FasTrak Revenues

Respondents were asked two questions about the revenue collected from FasTrak. They were first asked the question: "To the best of your knowledge, how do you think the money collected from FasTrak is being spent?" Wave 5 of the Attitudinal Panel Study conducted in the fall of 1999 asked the same question. As Table 12 shows, fewer I-15 corridor users today than in 1999 know how the revenues from FasTrak are spent. At least half of the respondents (57 percent) volunteered that they did not know. Those respondents with at least some knowledge said that the revenues collected from FasTrak are used to improve and maintain the I-15 and other San Diego freeways. Specifically, they volunteered that the revenues from FasTrak are used to improve and maintain the I-15 regular lanes (15 percent), improve and maintain all San Diego freeways (15 percent), and improve and maintain the I-15 Managed Lanes (12 percent).

In particular, the findings indicate significant erosion in awareness among FasTrak customers of revenue expenditures on the Inland Breeze express bus service. Evidently, with little or no information on the allocation of FasTrak revenues reaching them, their awareness of expenditures on the Inland Breeze has declined noticeably over the past two years from 34 percent to 5 percent. Few of the I-15 regular lane users ever knew that the FasTrak revenues were spent on the Inland Breeze Bus service (7 percent in 1999 and 2 percent in 2001).

**Table 12:
How FasTrak Revenues are Spent**

	Total	FasTrak Customer		I-15 Regular Lane	
	Fall 2001	Fall 1999	Fall 2001	Fall 1999	Fall 2001
Improve/Maintain I-15 regular lanes	15%	12%	16%	16%	15%
Improve/Maintain all San Diego freeways	15%	14%	13%	24%	15%
Improve/Maintain I-15 Express Lanes	12%	21%	16%	24%	12%
Add more/Extend I-15 Express Lanes	4%	6%	2%	7%	4%
Add more I-15 regular lanes	3%	1%	2%	2%	3%
Add more regular freeway lanes to all San Diego	3%	3%	2%	5%	3%
Add carpool lanes to other San Diego freeways	3%	1%	2%	2%	3%
Inland Breeze Bus	2%	34%	5%	7%	2%
Other express bus service	1%	12%	2%	2%	1%
Inefficiently/Improperly	1%	-%	1%	-%	2%
Police/CHP/Enforcement	1%	-%	0%	-%	1%
Other	3%	41%	4%	43%	3%
Don't know	57%	-%	52%	-%	57%
Base	800	300	200	245	600

- Respondents 55 years of age or older evidenced a very low awareness of how FasTrak revenues are spent. Seventy-four percent (74 percent) of them said they did not know how the monies from FasTrak were spent.

Respondents were then asked: “In your opinion, how *should* the money collected from FasTrak be spent?” Table 13 displays the respondents’ preferences. Principally, the respondents prefer spending the FasTrak revenues to improve and maintain existing freeways and Managed Lanes. Secondly, they favor funding new Managed Lane and regular lane construction (both the I-15 and all San Diego freeways) with the FasTrak revenues. Specifically, 15 percent of them suggested allocating these funds to extend the I-15 Managed Lanes. Few of them elected to spend FasTrak monies to fund the Inland Breeze express bus (2 percent) or any other express bus service (6 percent).

Two noteworthy differences appeared in the spending preferences the respondents identified in this study and those they identified in the 1999 study. More of them now compared to two years ago would apportion the FasTrak revenues to improve and maintain all San Diego freeways and the I-15 regular lanes.

**Table 13:
How Should Spend FasTrak Revenues**

	Total	FasTrak Customer		I-15 Regular Lane	
	Fall 2001	Fall 1999	Fall 2001	Fall 1999	Fall 2001
Improve/Maintain all San Diego freeways	31%	16%	22%	17%	31%
Improve/Maintain I-15 regular lanes	28%	18%	27%	18%	28%
Improve/Maintain I-15 Express Lanes	20%	21%	20%	19%	20%
Add more/Extend I-15 Express Lanes	15%	23%	23%	16%	15%
Add more I-15 regular lanes	12%	9%	8%	12%	12%
Add more regular freeway lanes to all San Diego	8%	5%	6%	5%	9%
Other express bus service	6%	3%	5%	2%	6%
Add carpool lanes to other San Diego freeways	6%	3%	9%	4%	6%
Police/CHP/Enforcement	2%	-%	1%	-%	2%
Inland Breeze Bus	2%	9%	2%	2%	2%
Trolley/Rail	1%	-%	1%	-%	1%
Other	3%	46%	5%	49%	3%
Don't know	9%	-%	6%	-%	9%
Base	800	441	200	527	600

Other findings revealed that,

- Respondents with annual incomes of \$70,000 or more a year expressed more interest in using the FasTrak funds to extend the I-15 Managed Lanes than did respondents earning less than \$70,000 a year.
- More Asian Americans (21 percent) than either Hispanics (10 percent) or Caucasians (8 percent) expressed uncertainty about how to use the FasTrak revenues.

Safety of Managed Lanes

Addressing concerns about safety, the respondents were asked to compare the safety of traveling in the Managed Lanes to the safety of traveling in the regular freeway lanes. Specifically, they were asked: “How would you compare the safety of traveling in the Express Lanes to the safety of the regular freeway lanes ...

Much less safe than the regular freeway lanes
Somewhat less safe than the regular freeway lanes
About as safe as the regular freeway lanes
Somewhat safer than the regular freeway lanes
Much safer than the regular freeway lanes?”

Most of the respondents consider travel in the I-15 Managed Lanes as safe or safer than travel in the regular lanes of the I-15. In Table 14, 24 percent of the respondents think the Managed Lanes are “somewhat safer” and 39 percent considered them “much safer” than the regular lanes of the I-15. Twenty-two percent (22 percent) of them considered the Managed Lanes “about as safe” as the regular Lanes. This compares with 4 percent who deemed them “somewhat less safe” and 3 percent who felt they are “much less safe” than the regular lanes.

Table 14:
Safety of Managed Lanes Compared to the Regular I-15 Freeway Lanes

	Much Less Safe	Somewhat Less Safe	About as Safe	Somewhat Safer	Much Safer	Don't Know
Total	3%	4%	22%	24%	39%	7%
Age						
18-to-24 years old	7%	7%	26%	26%	34%	0%
25-to-34 years old	2%	2%	30%	25%	37%	5%
35-to-44 years old	2%	5%	21%	21%	41%	10%
45-to-54 years old	4%	4%	21%	29%	34%	8%
55 and older	5%	1%	17%	19%	51%	8%

Base: 800

- In Particular, respondents 55 years of age or older said that travel in the Managed Lanes was “much safer” than travel in the regular lanes.
- Not surprisingly, more FasTrak customers (79 percent) than I-15 regular lane travelers (64 percent) consider traveling in the Managed Lanes safer than traveling in the regular lanes. Interestingly, 8 percent of the FasTrak customers do not deem the Managed Lanes as safe as the regular lanes.
- No significant differences exist based on income and ethnicity.

Enforcement of Managed Lanes

The respondents were also asked their opinion about the enforcement of the Managed Lanes eligibility requirements. They were asked the question: “The California Highway Patrol provides enforcement for the Managed Lanes to make sure only carpoolers and toll payers who are driving alone use the Managed Lanes. Do you think the enforcement is very effective, somewhat effective, somewhat ineffective, or very ineffective?” Few of the respondents expressed displeasure with the CHP’s enforcement of FasTrak—14 percent considered the enforcement ineffective. Rather than judging it effective or ineffective, a significant proportion of the respondents (29 percent) said they could not evaluate the efficacy of the enforcement. Perhaps lacking information on the enforcement policies and procedures of the Managed Lanes, they felt unable to express an opinion. As Figure 9 depicts, 57 percent of the respondents (25 percent very effective and 32 percent “somewhat” effective) think that the CHP effectively enforces FasTrak eligibility requirements.

**Figure 9:
Effectiveness of Managed Lane Enforcement**

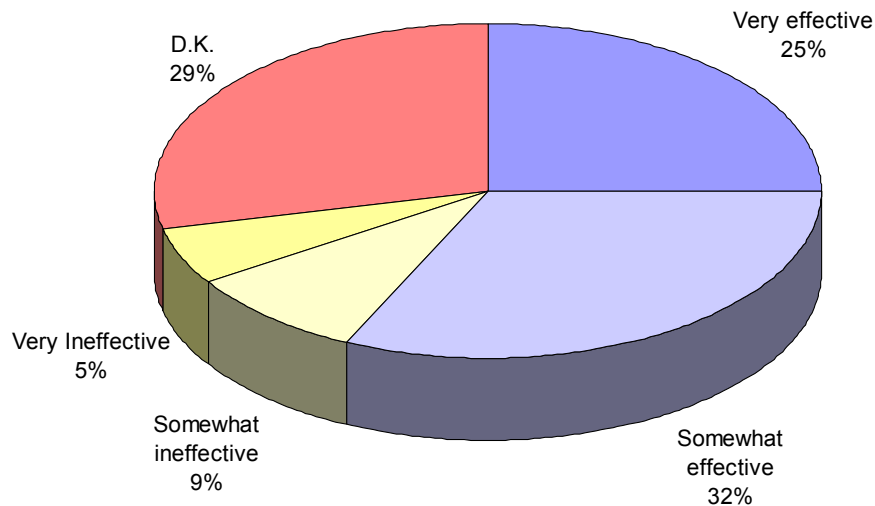


Table 15 shows the following.

- Respondents 45 years of age and older knew less about the effectiveness of the enforcement than respondents under age 45 did.
- No important differences exist in perceptions of the efficacy of the enforcement between different income and ethnic groups.

**Table 15:
Effectiveness of Managed Lane Enforcement**

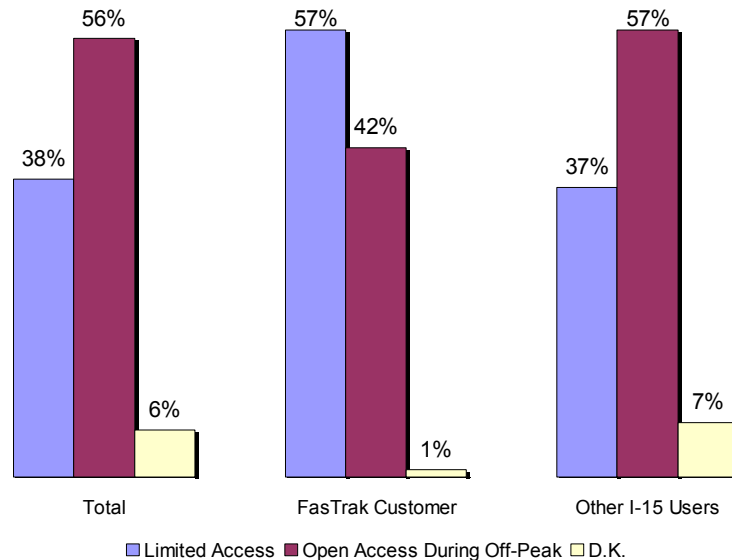
	Effective	Ineffective	Don't know
Total	57%	14%	29%
Ethnicity			
Asian	65%	19%	16%
Hispanic	64%	14%	22%
Caucasian	55%	15%	30%
Income			
Less than \$40,000	52%	21%	27%
\$40,000 to \$70,000	54%	10%	36%
\$70,000 to \$100,000	65%	13%	22%
More than \$100,000	56%	16%	28%
Age			
18-to-24 years old	66%	12%	22%
25-to-34 years old	64%	16%	20%
35-to-44 years old	62%	13%	25%
45-to-54 years old	52%	14%	33%
55 and older	46%	15%	40%
Base: 800			

Managed Lane Operational Preferences

Currently, the reversible Managed Lanes operate in one direction only during the peak commute times. Only carpools, transit riders, and SOV drivers who pay a toll can access the Managed Lanes during these limited hours of operation. The survey tested the operational concept of opening the Managed Lanes to all drivers during off-peak commute times. The respondents were asked the question, "Which of the following statements comes closest to your own opinion: The Express Lanes should *only* be used by carpools, buses, and people who drive alone who pay a fee to use the lanes, or during the peak commute times in the morning and afternoon the Express Lanes should only be used by carpools, buses, and people who drive alone who pay a fee to use the lanes. The rest of the time the lanes should be open for anyone to use them without paying a fee." The results in Figure 10 indicate that more of the respondents (56 percent) preferred expanding access to the Managed Lanes to all I-15 travelers during off-peak periods. Thirty-eight percent (38 percent) of them opted for the more limited access of the current system.

Opinions on the question of access differed markedly between FasTrak customers and I-15 regular lane users. A majority of the respondents with a FasTrak account preferred to limit access to the Managed Lanes. By contrast, respondents without a FasTrak account preferred opening access to all I-15 travelers during off-peak commute times.

**Figure 10:
Managed Lane Operational Preferences**



- Preferences in the operation of the Managed Lanes do not vary by income or ethnicity.
- More 35-to-44 year old respondents (48 percent) than respondents in other age groups favored retaining limited access to the Managed Lanes.
- Respondents with only one vehicle in the household (66 percent) and respondents with no children under age 16 living in the household (61 percent) voiced support for opening the Managed Lanes to all travelers during non-peak operating hours.

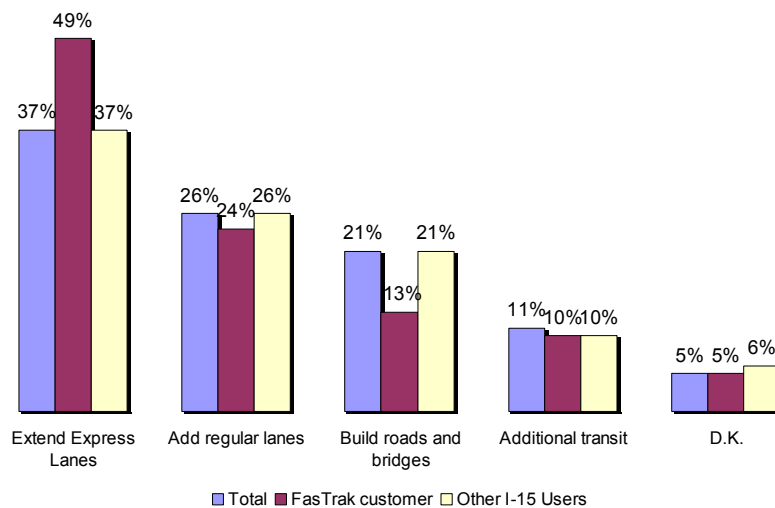
B. Attitudes Towards Managed Lanes Extension

This section reports the results to a series of attitudinal questions about the proposed extension of the Managed Lanes.

Solutions to Reduce Congestion on I-15

Respondents were asked the question, “Which of the following do you think would be the single most effective way to reduce existing and future congestion on this section of the I-15 between 5:45 and 9:15 a.m.?” The interviewers then read them the following list of options to reduce congestion: add additional regular lanes to the I-15, provide additional transit service, build additional roads and bridges over the I-15 that would allow drivers to make local trips without getting on the I-15, or extend the Managed Lanes to Escondido. In Figure 11, none of the options presented to the respondents attracted clear majority support. A plurality of the respondents (37 percent) opted to extend the Managed Lanes to Escondido as the most effective way to reduce congestion on the I-15 during the peak morning commute. However, constructing additional regular lanes and building additional roads and bridges over the I-15 attracted noteworthy interest from the respondents.

**Figure 11:
Single Most Effective Way to Reduce Congestion on I-15**



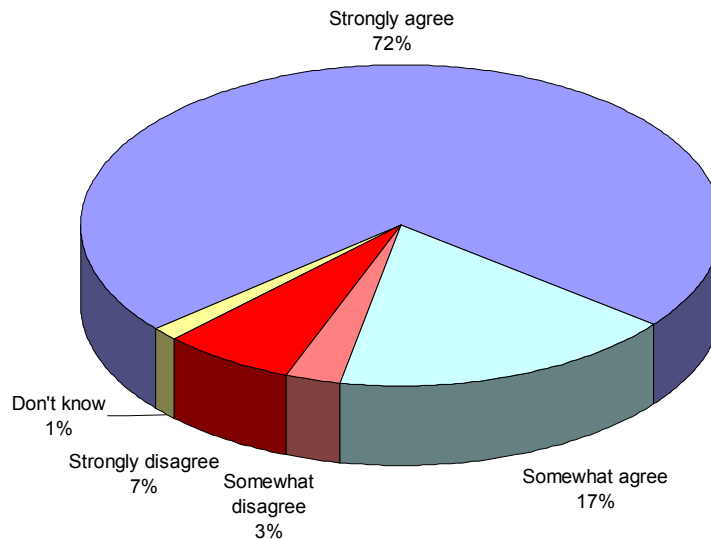
In addition,

- More FasTrak customers (49 percent) than regular lane users (37 percent) selected the Managed Lanes Extension as the best solution to the congestion problem.
- Respondents 18-to-24 years old expressed significant interest in constructing additional regular lanes.
- Interest in providing additional transit is notably lower among respondents with only a high school diploma.
- Preferences for the best alternative to reduce congestion on the I-15 during the peak morning commute do not significantly vary by ethnicity or income.

Perceptions of Need for Extension

Respondents were asked to agree or disagree with the statement, “There is a need to extend the Express Lanes.” Eighty-nine percent (89 percent) of the respondents agreed that there is a need to extend the Managed Lanes. As Figure 12 indicates, 72 percent of the respondents “strongly” agreed with this statement.

**Figure 12:
There is a Need to Extend the Managed Lanes**



- Agreement cuts across all demographic groups.
- Ninety-five percent (95 percent) of the respondents living in Escondido expressed the need to extend the Managed Lanes.
- Both FasTrak customers (95 percent) and regular lane users (89 percent) overwhelmingly agreed with the need to extend the Managed Lanes.

Favor or Oppose the Managed Lanes Extension

The respondents in the study favored extending the Managed Lanes. They were asked: “Now I would like to read you a brief description of a project that will extend the existing Express Lanes on the I-15 freeway. When completed, the project will provide four lanes that will extend from SR 163 in Kearny Mesa north to SR 78 in Escondido. The project will have multiple access points and be open in both directions all day long. Carpoolers will continue to travel free, there will be new rapid express bus service, and people who are driving alone can pay a toll to use the Express Lanes. Based just on this information, do you strongly favor, somewhat favor, somewhat oppose, or strongly oppose this project?” Fully 84 percent of the respondents said they favored the Managed Lanes Extension compared to 13 percent of them who opposed it. A majority of the respondents (59 percent) indicated that they “strongly” favored building the extension. Another 25 percent of them “somewhat” favored extending the Managed Lanes to SR 78. Just 7 percent of the respondents expressed strong opposition to the project.

A telephone survey cannot convey the complete details of a project like the proposed Managed Lanes extension. The findings in Table 16 show extensive, broad based support for the Managed Lanes extension project as outlined in the question. At least 50 percent of every demographic subgroup displayed in the table said that they “strongly” favored extending the Managed Lanes to SR 78 in Escondido. Even 73 percent (34 percent “strongly” favored) of the respondents who indicated that they were unlikely to use the extension expressed support for it.

**Table 16:
Favor or Oppose the Managed Lanes Extension**

	Strongly Favor	Somewhat Favor	Somewhat Oppose	Strongly Oppose	D.K.
Total	59%	25%	6%	7%	3%
Ethnicity					
Asian	55%	33%	6%	6%	0%
Hispanic	66%	24%	5%	3%	2%
Caucasian	62%	24%	5%	7%	3%
Income					
Less than \$40,000	59%	23%	9%	5%	4%
\$40,000 to \$70,000	54%	30%	6%	8%	2%
\$70,000 to \$100,000	66%	21%	3%	6%	4%
More than \$100,000	67%	20%	5%	5%	3%
Age					
18-to-24 years old	54%	34%	3%	5%	4%
25-to-34 years old	63%	27%	5%	2%	2%
35-to-44 years old	61%	26%	7%	6%	1%
45-to-54 years old	55%	24%	8%	11%	3%
55 and older	62%	18%	2%	12%	6%
Household size					
1 person	51%	25%	7%	13%	3%
2 people	55%	26%	6%	10%	4%
3 or more	63%	25%	5%	5%	2%
Licensed drivers					
1	52%	25%	9%	9%	4%
2	61%	24%	5%	7%	3%
3 or more	60%	27%	4%	7%	1%
Children					
None	56%	25%	6%	9%	3%
1 child	56%	29%	4%	6%	4%
2 or more children	72%	21%	5%	3%	0%
Education					
H.S. degree	63%	28%	4%	5%	0%
Some College/Vocational	55%	31%	5%	7%	2%
College graduate	64%	20%	5%	8%	3%
Postgraduate degree	51%	26%	10%	8%	5%
Base: 800					

Like and Dislike about the Managed Lanes Extension

Recognizing that they only possessed a limited understanding of the project, yet desiring to better understand their likes and dislikes about the proposed Managed Lanes Extension, the respondents were asked two open-end questions about the project. First, they were asked: “What do you *like most* about the extension, that is, what do you think would be the benefits?” Then they were asked, “What do you *like least* about the extension, that is, what do you think would be the drawbacks?”

Like Most About Extension

As the numbers in Table 17 indicate, two related reasons manifestly drive their support for the Managed Lanes extension. The respondents firmly believe that extending the Managed Lanes will reduce congestion and save them time. Every demographic subgroup in the sample voiced the same feelings in the same proportions. Very few of the respondents (5 percent) insisted that there was nothing they liked about the extension.

**Table 17:
What Like Most About Extension**

	Total
Reduce Traffic Congestion on I-15/Regular lanes	64%
Save Time/Faster Commute/Faster in Emergency/Less Waiting	21%
Extends Further North/Length/Faster Commute for Northern Commuters	7%
Fewer Accidents/Safer/Optional Route Around Accidents	6%
Provide Multiple Access Points	6%
Encourage Carpooling	5%
Give More Commuters Access to Express Lanes	4%
Adds Options to Commute/Can Opt to Pay	2%
Reduce Emissions/Less Gas Use	2%
Commuters Bypass Traffic	2%
Open 24 Hours Both Directions	1%
Less Frustration/Road Rage/Happier Commuters	1%
Improve Business Climate/More Inviting to Industry/Benefits	1%
Reduce Traffic on Surface Streets and Ramps	*%
Other	4%
No Benefits/Nothing	5%
Don't Know	2%
Base: 800	

* Denotes less than 0.5%

- In particular, respondents 18-to-34 years of age liked the prospect of saving time with the extension.
- The further north the respondent lives, the more they felt the extension would shorten the time it takes for them to make their commute.

Like Least About Extension

The respondents cited a number of issues they least liked about the proposed extension of the Managed Lanes. Table 18 details the respondents' concerns. The principal concern they mentioned actually complements what they like about the extension. They fear more delays resulting from construction of the extension. Their other major concern is also construction related. They expressed concerns about the cost of construction and the source of those construction funds—the taxpayers. They also listed concerns about the expense of the tolls, the possibility that the extension will actually increase congestion, and doubts about the sufficiency of the access points. A few considered the extension a temporary fix to the congestion problems. Twenty-one percent (21 percent) of the respondents volunteered that nothing about the proposed extension bothered them.

**Table 18:
What Like Least About Extension**

	Total
Construction Related Congestion/Construction Time Too Long	21%
Expensive to Build/Taxes Pay for Construction	17%
Expensive to Use/Don't Like Paying Tolls	8%
Increase Congestion General	6%
Not Enough Access Points	4%
Unfair/Benefits the Rich	4%
Too Little/Temporary Fix	4%
Prefer Build Train/Trolley	3%
Too Much Development/Too Many People	3%
Traffic Jams at Entrances/Merging Problems	2%
No Room for New Lanes	2%
Negative Environmental Impact/Natural Habitats Affected	2%
People Will Not Carpool	2%
Not Enough People Would Use It	1%
Double Taxation	1%
Noise Pollution/Traffic Noise	1%
More Accidents	1%
Difficulty Enforcing Legitimate Access	1%
Increase Congestion on Surface Streets	*%
Nothing	21%
Other	7%
Don't Know	5%
Base: 800	

* Denotes less than 0.5%

Among the sample subgroups,

- Younger respondents 18-to-24 years old expressed more concern about construction-related delays and general increases in congestion resulting from the extension.
- More respondents with a college or postgraduate degree than those with less formal education wondered whether the project included enough access points.

- Single respondents 55 year of age or older who are widowed, divorced, or separated wondered about the cost of construction and the source of the funds for the construction.

Managed Lanes: Time Savings or Trip Reliability

Many respondents suggested that they think in terms of saving time as opposed to consistency in arrival time. The respondents were asked the question, “What would be more important to you saving the 40 minutes or knowing when you will arrive at your destination?” As the results in Table 19 indicate, two-thirds (65 percent) of the respondents think about saving time. Twenty-seven percent (27 percent) of the respondents think in terms of arriving at a consistent time.

**Table 19:
Managed Lanes: Time Savings or Trip Reliability**

	Time Saving	Consistent Arrival	D.K.
Total	65%	27%	8%
Ethnicity			
Asian	81%	15%	4%
Hispanic	59%	31%	11%
Caucasians	65%	27%	8%
Income			
Less than \$40,000	61%	36%	2%
\$40,000 to \$70,000	58%	29%	13%
\$70,000 to \$100,000	69%	24%	7%
More than \$100,000	68%	25%	7%
Base: 800			

- Significantly more Asians in the study valued saving time than either Hispanics or Caucasians.
- More respondents with annual household incomes over \$70,000 than respondents earning under \$70,000 a year placed importance on saving time rather than on a consistent arrival time.
- Saving time is particularly important to respondents 35-to-44 years old (74 percent).

Transit on the Managed Lanes

Express bus service does not interest the vast majority of the sample. While not unimportant, particularly if they all started using the express bus rather than drive their cars, just 11 percent of the respondents see additional transit as the solution to the peak morning commute problem (See Figure 11). When asked what they liked most about the proposed extension, none of the respondents mentioned the “new rapid express bus service.” Including the express bus in the extension package persuades between 5 percent and 8 percent of the respondents to support the extension. These respondents might otherwise oppose extending the Managed Lanes.

The proposed extension of the Managed Lanes contains provisions for expanded express bus service. The 11 percent of the respondents who felt that additional transit was the most

effective approach to reducing congestion were asked the question: “If you learned that the Express Lanes project includes high quality rapid transit service that would run every 15 minutes with only limited stops and that would not leave the Express Lanes, which do you then think would be the best way to reduce existing and future congestion?” As Figure 13 indicates, 21 percent of these respondents, given this reminder, supported the Managed Lanes Extension as the best solution to reducing congestion. However, 51 percent of these respondents persisted in their preference for additional transit without extending the lanes. These strong transit-only advocates represent 5 percent of the total sample. While the small sample size constrains any in-depth analysis of this group, two noteworthy observations bear mentioning: 1) none of them currently ride the bus (they generally drive alone in the regular lanes) and 2) over half of them live in the zip codes 92126, 92131, and 92129.

Figure 13
If Learn Extension Include High Quality Rapid Transit
Single Most Effective Way to Reduce Congestion on I-15

