

## APPENDIX D: RESIDENT SURVEY

# RESIDENT SURVEY

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### **Introduction**

In response to suggestions made by the public at open houses and other venues, a telephone survey of a random sample of study area residents was conducted. CJ Olson Research Inc., an independent market research firm, conducted a survey of residents in the cities of Eden Prairie, Minnetonka, Hopkins, St. Louis Park, and Minneapolis concerning their perspectives on traffic congestion, the current transportation system, and rail transit. Appendix C contains a copy of the questionnaire for the Southwest Resident Survey

### Methodology

The probability sampling method was used to survey a representative sample of the general public, which allows for projecting the views of the population at large. Telephone interviews were completed with adults from 650 randomly selected households in the southwest metro area cities of Minneapolis, St. Louis Park, Hopkins, Minnetonka, Eden Prairie, Edina, and Chanhassen. Completing 650 interviews resulted in overall statistical reliability at the 95% confidence level of  $\pm 3.8\%$ .

### Survey Respondents

Of the 650 survey respondents, 113 reside in Minneapolis, 113 reside in St. Louis Park, 111 reside in Hopkins, 113 reside in Minnetonka, 125 reside in Eden Prairie, 38 reside in Edina, and 37 reside in Chanhassen. Seventy percent of the survey respondents were employed full-time, part-time or were self-employed. The majority (86%) of respondents worked at locations other than their homes. The roadways most often used on a daily basis include I-494, Crosstown 62, Excelsior Boulevard, Highway 7, and Highway 100. The majority of survey participants said their usual travel mode was driving alone.

#### Employment Status (Q13)

Of all respondents, 52% classify themselves as employed full-time, 14% as retired, 9% as self-employed, 8% as homemaker, 4% as unemployed, 2% as student, 1% as disabled, and 1% refused to answer. Male respondents were more likely than female respondents to be employed full-time (64% vs. 43%). Respondents from Eden Prairie (55%), St. Louis Park (59%) and Hopkins (61%) were more likely to be employed full-time than were respondents from Edina (26%).

#### Primary Workplace (Q14)

Of those respondents who worked full-time, part-time or were self-employed 86% stated that they work at a location other than their home, 9% from their home and 5% both from home and away from home equally.

#### Location Of Work Or School (Q15)

Of those who identified themselves as students or working away from home at least part of the time 25% percent travel to Minneapolis, 10% travel to Eden Prairie, 9% travel to Minnetonka, 8% travel to Edina, 8% travel to St. Louis Park, 7% travel to Bloomington, and the remaining 34% travel to various other locations.

#### Major Southwest Roadways Used (Q1)

Of all 650 survey participants, 70% stated these use I-494, 70% TH 62, 69% Excelsior Boulevard, 63% TH 7, 55% TH 100, 39% TH 5, 31% Eden Prairie Road, 29% Baker Road, 27% TH 169, 20% I-394 on a regular basis.

#### Mode Of Transportation (Q2)

Of all survey respondents, 86% drive alone, 7% van or carpool, 5% use the bus, 1% bike, and 1% use another transportation mode for their daily travel. Residents of Eden Prairie (94%), St. Louis

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Park (90%) and Minnetonka (88%) were more likely than were Minneapolis (71%) residents to drive alone.

### Traffic Congestion (Q3)

Of all survey respondents, 92% expect traffic congestion to increase either greatly or somewhat over the next five years. Only 2% stated that they believe traffic congestion will decrease either somewhat or a lot over the next five years.

### Best Solutions For Congestion (Q4)

When survey respondents were asked the open ended question of what they thought would be the best solution to traffic congestion in the southwest metro area:

- 41% said light rail transit
- 39% said add more lanes/widen highways/build roads
- 34% said operate more buses more often
- 9% said more carpooling
- 4% said build subways
- 3% said more carpool lanes
- 3% said operate commuter trains, and
- 2% said reduce stop signs and signals.

### Preferred Improvements (Q5)

When respondents were asked what they believed was the best solution to traffic congestion: highway improvements (adding lanes), transit improvements (buses and light rail transit), or a combination of both:

- 66% stated both
- 19% stated highways only, and
- 14% stated transit only.

The following table documents the results segmented by city of residence.

<u>CITY</u>	<u>BOTH</u>	<u>HIGHWAYS ONLY</u>	<u>TRANSIT ONLY</u>	<u>DON'T KNOW</u>
Chanhassen	73%	24%	3%	0%
Eden Prairie	61%	30%	8%	2%
Edina	68%	24%	8%	0%
Hopkins	71%	16%	13%	0%
St. Louis Park	66%	17%	14%	3%
Minneapolis	59%	12%	28%	1%
Minnetonka	68%	19%	12%	1%

### SUPPORT OR OPPOSE LIGHT RAIL (Q9)

When respondents were asked if they supported or opposed a light rail transit option running through Eden Prairie, Minnetonka, Hopkins, and St. Louis Park to downtown Minneapolis:

- 71% support LRT
- 16% oppose LRT
- 7% neutral/ no feelings regarding LRT
- 6% don't know/ can't decide/ depends

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The following table documents the results segmented by city of residence.

<u>CITY</u>	<u>SUPPORT</u>	<u>OPPOSE</u>	<u>NEUTRAL</u>	<u>CAN'T DECIDE</u>	<u>REFUSED</u>
Chanhausen	57%	22%	8%	14%	0%
Eden Prairie	66%	21%	6%	6%	1%
Edina	66%	16%	10%	5%	3%
Hopkins	75%	14%	5%	6%	0%
St. Louis Park	73%	11%	10%	7%	0%
Minneapolis	79%	9%	6%	6%	0%
Minnetonka	73%	21%	4%	2%	0%

### Reasons For Support of LRT (Q10)

Those respondents (71%) who indicated support a light rail transit option in the southwest metro area were asked their reasons. A wide variety of responses were given, and those mentioned most often are in the table below.

<u>REASON</u>	<u>PERCENT</u>
BASE FOR PERCENT	464
Roads are congested/ would lessen traffic	63%
Environmentally-friendly/ would cut pollution	22%
Faster commute/ faster than driving/ than bus	17%
Good alternative/ another option	16%
Don't have to find parking/ don't have to pay	15%
Wouldn't have to drive/ could avoid traffic	8%
It's needed/ something has to be done	8%
More would take advantage of shopping/ activities/ events/ would make downtown more accessible	8%
Good for people who don't drive/ can't/ seniors	6%
Run on time/ timeliness	6%
Cheaper than driving/ save on gas, insurance, maintenance	5%
Works well elsewhere	5%
Fuel savings/ fuel efficiency	5%
Efficient/ good way to move a lot of people	4%
I'd feel safer than in a car/ less risky	4%

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### Reasons For Opposition to LRT (Q10)

Those respondents (16%) who indicated opposition to a light rail transit option in the southwest metro area were asked their reasons. A wide variety of responses were given, and those mentioned most often are in the table below.

<u>REASON</u>	<u>PERCENT</u>
BASE FOR PERCENT	101
Cost/ too expensive/ costs taxpayers	35%
People won't use it/ not enough will use it	32%
Doesn't go to all the places people go/ prefer it on another route	18%
Money better spent on roads	15%
Don't want it in my backyard/ goes through residential neighborhoods/ noisy	12%
Would lose bike trails/ reduce use of trails	6%
Other*	59%

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CJ OLSON MARKET RESEARCH, INC.  
MINNEAPOLIS, MN 55413

22095  
SW CORRIDOR

FINAL			
START: _____	END: _____	STATION: _____	SAMPLE PAGE: _____
FIRST NAME: _____		PHONE: _____	
GENDER: 1...FEMALE	2...MALE		
INTERVIEWER: _____	SUP: _____	DATE: _____	

(ASK FOR MALE/ FEMALE HEAD OF HOUSEHOLD)

Hello, this is \_\_\_\_\_ calling from CJ Olson Market Research in Minneapolis. We are conducting a short study regarding transportation options in your area for the Hennepin County Rail Authority and would like to include your opinions. Your name will not be attached to your answers and this will only take about 10 minutes of your time, depending on how much you have to say.

A. First of all, we're talking with people in certain cities today. Do you live in...? (READ LIST. CIRCLE CODE)

- Chanhassen..... 1
- Eden Prairie ..... 2
- Edina..... 3
- Hopkins..... 4
- St. Louis Park ..... 5
- Minneapolis, or ..... 6
- Minnetonka ..... 7
- OTHER ..... 97 (THANK, TALLY AS QA, TERM)
- DK/ REFUSED..... 99 (THANK, TALLY AS QA, TERM)

1. Thinking about your usual travel patterns in the southwest part of the metro area that we define as Eden Prairie, Minnetonka, Hopkins and St. Louis Park, which of the following roadways do you use on a regular basis? (READ LIST AND CIRCLE CODES)

	<u>YES</u>	<u>NO</u>	<u>DK/REF</u>
Highway 100.....	1	2	9
Highway 7.....	1	2	9
Excelsior Boulevard.....	1	2	9
Crosstown Highway 62.....	1	2	9
Highway 5.....	1	2	9
Eden Prairie Road.....	1	2	9
494.....	1	2	9
Baker Road.....	1	2	9
Or another main road (WRITE IN)			
_____	..... 1	..... 2	..... 9

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2. What is your usual mode of transportation for daily travel? (READ LIST AND CIRCLE CODE)

- Drive alone..... 1
- Vanpool or carpool..... 2
- Bus..... 3
- Bike..... 4
- OTHER (WRITE IN)
- \_\_\_\_\_ 7
- DK/ REFUSED..... 9

3. Over the next five years, do you expect that traffic levels on the roadways you use will..... (ROTATE ORDER OF RESPONSE CHOICES)

- Decrease a lot..... 1
- Decrease somewhat..... 2
- Stay the same..... 3
- Increase somewhat..... 4
- Greatly increase..... 5
- DK/ REFUSED..... 9

4. In your opinion, what is the best solution to traffic congestion in the southwest metro area? (RECORD WORD FOR WORD, PROBE AND CLARIFY)

5. In the next questions we'll be talking about transit options like buses and light rail transit, and about highway changes like adding lanes.

In general, what do you believe is the best solution to traffic congestion in the Southwest part of the Metro area--highway improvements, transit improvements or a combination of both? (CIRCLE CODE)

- HIGHWAYS ONLY ..... 1 (SKIP TO Q6)
- TRANSIT ONLY..... 2 (CONTINUE)
- BOTH..... 3 (CONTINUE)
- OTHER (WRITE IN)
- \_\_\_\_\_ 7 (CONTINUE)
- DK/ REFUSED..... 9 (CONTINUE)

5a. Thinking about a 5-point scale, where 1 means not at all important and 5 means very important, please tell me how important each of the following features are for improving transit in the southwest metro area. (READ EACH, ROTATING ORDER, CIRCLE CODE)

	NOT AT ALL IMPT					VERY IMPT	DK/REF				
a. More frequent service .....	1	.....	2	.....	3	.....	4	.....	5	.....	9
b. Evening and weekend service .....	1	.....	2	.....	3	.....	4	.....	5	.....	9

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- c. Heated, lighted transit stations..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9
- d. Depart and arrive on time ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9
- e. More Park & Ride lots ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9
- f. Direct ride to destinations, like the Mall of America, airport, and U of M ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9
- g. Carpool lanes ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9

6. As you may have heard, there currently is a study being conducted that looks at the possibility of a light rail transit option running diagonally from downtown Minneapolis through St. Louis Park, Hopkins, and Minnetonka to Eden Prairie. Have you heard or read anything about this idea? (CIRCLE CODE)

- YES..... 1 (CONTINUE)
- NO..... 2 (SKIP TO Q8)
- DON'T KNOW/ REFUSED ..... 9 (SKIP TO Q8)

7. What, specifically, have you heard or read before this interview? (DO NOT READ LIST. CIRCLE CODES. PROBE. CLARIFY OTHERS)

- NOTHING SPECIFIC/ CAN'T RECALL/ DON'T KNOW ..... 1
  - OLD/ ABANDONED RAIL LINES/ TRACKS PURCHASED/ USED ..... 2
  - THREE RIVERS PARK INVOLVED/ COLLABORATION ..... 3
  - GETTING RID OF THE HIKING/ BIKING TRAILS/ WILL REPLACE THE TRAILS ..... 4
  - WILL HAVE BOTH TRAILS AND TRANSIT/ TRAINS/ RAILS ..... 5
  - WILL RUN TO DOWNTOWN MINNEAPOLIS/ U OF M..... 6
  - IT'S UNSAFE TO HAVE TRAILS NEXT TO RAILS ..... 7
  - BEING DONE BY HENNEPIN COUNTY ..... 8
  - THEY'RE ADDING RAIL TRANSIT/ LIGHT RAIL THROUGH EDEN PRAIRIE/ MINNETONKA/ ST. LOUIS PARK/ HOPKINS/ TO MPLS ..... 9
  - WILL BE ABLE TO GO TO MALL OF AMERICA..... 10
  - WILL BE ABLE TO GO TO THE AIRPORT ..... 11
  - OTHER (WRITE IN & CLARIFY)
- 
- 97
- 
- REFUSED..... 99

8. If a light rail line were developed with service in the southwest metro to downtown Minneapolis, with stations in each city along the way, how likely would you be to take the train for each of the following occasions? Please use a 5-point scale where 1 means you definitely would not take the train and 5 means you definitely would take the train. (READ EACH, ROTATING ORDER, CIRCLE CODE)

	DEFINITELY WOULD NOT		DEFINITELY WOULD	DK/REF
a. To commute to work or school during nice weather.....	1	..... 2..... 3..... 4	..... 5.....	..... 9
b. To commute to work or school during inclement weather.....	1	..... 2..... 3..... 4	..... 5.....	..... 9
c. To go shopping, to a movie or out to eat .	..... 1	..... 2..... 3..... 4	..... 5.....	..... 9

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- d. To go to University of Minnesota ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9
- e. To go to sports events or entertainment  
in downtown Minneapolis ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9
- f. For fun, just to try it or to see what it's  
like ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9
- g. To go to the airport ..... 1 ..... 2 ..... 3 ..... 4 ..... 5 ..... 9

9. Overall, do you support or oppose a light rail transit option running through Eden Prairie, Minnetonka, Hopkins, and St. Louis Park to downtown Minneapolis? (DO NOT READ LIST. CIRCLE CODE)

- SUPPORT ..... 1 (CONTINUE)
- OPPOSE ..... 2 (CONTINUE)
- NEUTRAL/ NO FEELINGS ..... 3 (SKIP TO Q11)
- REFUSED ..... 8 (SKIP TO Q11)
- DON'T KNOW/ CAN'T DECIDE/ DEPENDS ..... 9 (SKIP TO Q11)

10. Why do you (SUPPORT/ OPPOSE) this option? (RECORD WORD FOR WORD, PROBE AND CLARIFY)

11. What information would you like to receive about the proposed Southwest Corridor rail line? (DO NOT READ LIST. CIRCLE CODES)

- CONSTRUCTION COST / OPERATION COST/ TAX ISSUES ..... 1
- FARES / COST TO RIDE ..... 2
- NOISE EXPECTATIONS / ENVIRONMENTAL ISSUES ..... 3
- OVERALL PLANS/ WHAT'S GOING TO HAPPEN ..... 4
- ROUTES/ LOCATION OF STOPS/ STATIONS ..... 5
- SAFETY PLANS ..... 6
- SCHEDULE/ WHEN TRAINS WILL RUN/ COMMUTE TIME ..... 7
- STATUS REPORTS/ PROGRESS ..... 8
- TIMELINE FOR CONSTRUCTION ..... 9
- NOTHING/ CAN'T THINK OF ANYTHING ..... 96 (SKIP TO Q13)
- OTHER (WRITE IN + CLARIFY) ..... 97

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- REFUSED ..... 99 (SKIP TO Q13)

12. From which of the following sources would you most prefer to receive additional information on the proposed Southwest Corridor rail line? (READ LIST. ROTATE ORDER. CIRCLE CODES)

- Newsletters ..... 1
- Local community newspapers ..... 2
- The Minneapolis StarTribune ..... 3
- Direct mail to your home ..... 4
- Internet/website/e-mail ..... 5



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Public meetings ..... 6  
 Displays at malls, city halls and other public places..... 7  
 OTHER (WRITE IN AND CLARIFY) ..... 8  
 \_\_\_\_\_  
 DON'T KNOW/ REFUSED ..... 9

Finally, I have just a few questions to group your answers...

13. Which of the following best describes your current employment status? (READ LIST. CIRCLE CODE)

Employed full-time ..... 1 (CONTINUE)  
 Employed part-time..... 2 (CONTINUE)  
 Self-employed..... 3 (CONTINUE)  
 Student ..... 4 (SKIP TO Q15)  
 Homemaker ..... 5 (SKIP TO Q16)  
 Retired ..... 6 (SKIP TO Q16)  
 Unemployed..... 7 (SKIP TO Q16)  
 OTHER (WRITE IN) ..... 97 (SKIP TO Q16)  
 \_\_\_\_\_  
 DK/ REFUSED..... 99 (SKIP TO Q16)

14. Do you work primarily...? (READ LIST. CIRCLE CODE)

At a location other than your home..... 1  
 From your home ..... 2 (SKIP TO Q16)  
 BOTH EQUALLY ..... 3  
 DON'T KNOW / REFUSED ..... 9 (SKIP TO Q16)

15. In what city is your (WORK/SCHOOL) located? (READ LIST. CIRCLE CODE)

CHANHASSEN..... 1  
 EDEN PRAIRIE ..... 2  
 EDINA..... 3  
 HOPKINS..... 4  
 MINNEAPOLIS ..... 5  
 MINNETONKA..... 6  
 ST. LOUIS PARK..... 7  
 ST. PAUL..... 8  
 OTHER (WRITE IN) ..... 97  
 \_\_\_\_\_  
 VARIES..... 98  
 REFUSED..... 99

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16. Which of the following categories contains your age? (READ LIST. CIRCLE CODE)

- 18 – 24 ..... 1
- 25 – 34 ..... 2
- 35 – 44 ..... 3
- 45 – 54 ..... 4
- 55 – 64 ..... 5
- 65 – 74 ..... 6
- 75 or older ..... 7
- REFUSED ..... 9

17. Which of the following categories best describes your household makeup? (READ LIST. CIRCLE CODE)

- One income, no children under 18 ..... 1
- One income, with children under 18 ..... 2
- More than one income, no children under 18 ..... 3
- More than one income, with children under 18 ..... 4
- REFUSED ..... 9

18. How many working vehicles, such as cars, trucks, vans or motorcycles, are there in your household? (WRITE IN)

\_\_\_\_\_ VEHICLES  
REFUSED ..... 99

19. Which of the following categories includes your total household income for last year, before taxes? (READ LIST. CIRCLE CODE)

- Under \$25,000 ..... 1
- \$25,000 - \$49,999 ..... 2
- \$50,000 - \$74,999 ..... 3
- \$75,000 - \$99,999 ..... 4
- \$100,000 or higher ..... 5
- REFUSED ..... 9

**THANK RESPONDENT. RECORD ALL FRONT BOX INFORMATION.**