

## Share your ideas on the RTD customer panel

We are looking for enthusiastic, interested RTD customers who are team players and want to make their ideas and opinions heard by actively participating on the RTD customer panel! If you ride RTD buses or light rail and want to share your ideas to help improve RTD, and if you can commit to attending four evening panel meetings a year, please complete the panel application in this month's Read-n-Ride. The RTD customer panel is a year-long discussion group on RTD policies, procedures, products and services. By joining RTD's 2010 Customer Panel, you can help us shape the future of public transit and allow our agency to respond more effectively to customer needs.

This year's panel members have learned about the RTD transit system and discussed a variety of topics, including marketing programs such as rider etiquette and bike-n-Ride, RTD's proposed new web site, the FasTracks project, and customer survey results.

The 15-member panel meets four times a year for two hours on Wednesday evenings starting at 5:15 p.m. at the RTD Administration Building at 1600 Blake Street in Downtown Denver. In return for their participation, panel members receive a **FREE** buffet dinner at each meeting and a **FREE** Regional monthly pass for each month they attend a meeting. Panel members who attend all four meetings receive a **FREE** annual Eco Pass for the following year.

You can apply to become a member of the RTD Customer Panel by faxing this completed application to RTD to **303.299.2163** by **December 15, 2009**. RTD employees and their family members cannot be considered for this panel. If you are selected as a candidate, a copy of the Panel Meeting Guidelines will be sent to you by January 5, 2010 to review before you make a final decision to become a panel member.

Name \_\_\_\_\_

Home address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Daytime phone number \_\_\_\_\_

Email address \_\_\_\_\_

1. How often do you ride RTD buses (including skyRide and call-n-Ride)?

- 5 days a week or more                       Less than once a week  
 2-4 days a week                                 Never (Skip to Question 3.)  
 Once a week

2. What bus route(s) do you primarily use? \_\_\_\_\_

3. How often do you ride the RTD light rail?

- 5 days a week or more                       Less than once a week  
 2-4 days a week                                 Never (Skip to Question 5.)  
 Once a week

4. What light rail line(s) do you primarily use?

- C                       D                       E                       F                       H

5. Is a car or other motor vehicle usually available to you at the time you ride RTD?  
 Yes       No (Skip to Question 7.)       Sometimes
6. Do you park at a light rail station or park-n-Ride when you ride the bus or light rail?  
 Yes       No       Sometimes
7. How long have you been riding RTD?  
 Less than 1 year       1-2 years       3 or more years
8. What category best describes your current occupation? (One response only.)  
 Professional/managerial       Homemaker  
 Sales/clerical/service       Retired  
 Laborer/craftsman/foreman       Disabled (unable to work)  
 Student/employed       Unemployed/looking for work  
 Student (only)       Other (specify): \_\_\_\_\_
9. What is the highest level of education you have completed?  
 Some high school       College graduate  
 High school graduate       Post graduate degree  
 Some college
10. Your gender:  
 Female       Male
11. What group best describes your ethnic background?  
 Caucasian/White       Asian/Pacific Islander  
 Hispanic/Latino       Native American/Indian  
 African American/Black
12. What is your age?  
 Under 18       45-54  
 18-24       55-64  
 25-34       65 or older  
 35-44
13. Please tell us briefly why you would like to serve on the RTD Customer Panel:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
14. What general area or topic most concerns you about RTD?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
15. Have you ever served on an RTD customer panel before?  
 Yes (If yes, what year? \_\_\_\_\_)  
 No