Program Purpose:
- Identify and measure the changes to the Denver Metro region throughout the life of the FasTracks program at three scales:
  - Regional
  - Transit corridor
  - Station area

Program developed based on three FasTracks core goals:
- Provide improved transportation choices and options to the citizens of the Regional Transportation District
- Increase transit mode share during peak travel times
- Support regional growth by supplying a robust transit system

Measures Development Process:
1. Define goals and objectives
2. Generate management support
3. Identify internal users, stakeholders, and constraints
4. Select performance measures and develop consensus
5. Test and implement the program
6. Monitor and report performance
7. Integrate results into agency decision-making
8. Review and update the program

QoL Program Development Steps:
1. Goals came directly from the FasTracks plan; objectives were developed from the plan’s desired outcomes
2. QoL Program has been a function of the FasTracks Quality Management process from the beginning
3. Steering committee formed of RTD staff and FasTracks project staff to advise and carry out the study
4. At least one measure tentatively identified for each objective (with data source); iterative process through the steering committee to develop the final list
5. Pilot test underway based on the November 2006 Southeast Corridor light rail opening
6. Program includes annual reporting of 12 high-level measures, biennial monitoring reports, and before and after corridor studies
7. Results will be used for a “lessons learned” for future local and/or national transit projects
8. Program will be periodically reviewed to ensure it is meeting its intended purpose