

Appendix H: Final Survey Questionnaire

This is a hard copy of the final survey questionnaire that was used to collect the data by CATI telephone interviews. Note that question D9 (Zip Code) is not reflected in the data set in conformance with Privacy Act provisions.

OMNIBUS SURVEY – BTS (Spring 2000)

Screening Questions

E1. INTERVIEW TYPE:

INTERVIEWER: ARE YOU CALLING OUT OR DID THE RESPONDENT CALL IN ON THE 800 NUMBER?

1. CALLING OUT
2. R CALLED IN ON 800 NUMBER → GO TO S2

E_DIAL DIAL THIS NUMBER:

RESPONDENT TIME:

D. AUTODIAL THE NUMBER

1. SOMEONE ANSWERS → CONTINUE
 2. NO ANSWER
 3. ANSWERING MACHINE → GOES TO “MACHINE”; INTERVIEWER. RECORD TYPE OF ANSWERING MACHINE (3=RESIDENCE,4=BUSINESS, 5=UNKNOWN)
 6. BUSY
 7. COMPUTER MODEM OR FAX LINE
 8. TEMPORARILY NOT IN SERVICE
 9. CIRCUIT PROBLEMS: CIRCUITS OVERLOADED
 10. FAST BUSY; FAST RING; NO RING
 11. NOT IN SERVICE; DISCONNECTED; NON-WORKING
 12. VOICE MAIL
 13. HUDI → REF@note1
 14. MISTAKE → EXIT THIS CASE
 15. BEEPER → LEAVE 800-NUMBER TO CALL MPR
 16. CELL PHONE → LEAVE 800-NUMBER TO CALL MPR
- H SHOW HISTORY

S1. Hello, my name is [INTERVIEWER'S FULL NAME]. I am calling on behalf of the U.S. Department of Transportation. We are conducting a brief survey to make sure the nation's transportation system meets the needs of your community. We would like to include the opinion of a member of your household who is 18 or older.

May I please speak to a household member who is 18 years or older?

- SPEAKER IS 18 OR OLDER → GO TO S3
- WILL CALL A PERSON 18 OR OLDER TO THE PHONE → GO TO S2
- NO PERSON 18 OR OLDER HOME NOW → GO TO CALL BACK
- NO PERSONS 18 OR OLDER IN THE HOUSEHOLD → GO TO INELIGIBLE SCREEN
- PROBABLE MENTAL IMPAIRMENT → GO TO PROB
- LANGUAGE BARRIER / HEARING IMPAIRMENT → GO TO LANG
- HOUSEHOLD REFUSAL → GO TO [REF@NOTE1](#) and REF_EXIT@AN1
- NOT A RESIDENCE → GO TO INELIGIBLE SCREEN
- WANTS MORE INFORMATION → GO TO INFORMATION SCREEN

S2. Hello, my name is [INTERVIEWER'S FULL NAME]. I am calling on behalf of the U.S. Department of Transportation. We are conducting a brief survey to make sure the nation's transportation system meets the needs of your community. We would like to include the opinion of a member of your household who is 18 or older.

- WANTS MORE INFORMATION → GO TO INFORMATION SCREEN
- HIT ENTER TO CONTINUE

S3. Before we continue, my computer will select a member of your household who is 18 years or older to complete the interview. Please tell me the initials or first name of each person 18 or older, starting with the oldest person first. Do not include anyone away at school or in a nursing home or hospital. [IF ASKED: We are not including people in jails or prisons. Also, by household members I mean all persons who think of your house or apartment as their primary residence, that is, where they keep their belongings and receive their phone calls.]

1. SPEAKER IS ONLY PERSON 18 OR OLDER → GO TO S6
2. NO ONE 18 OR OLDER IN THE HOUSEHOLD → GO TO INELIGIBLE SCREEN
3. MORE THAN ONE PERSON 18 OR OLDER
- r. REFUSAL

S3a. INTERVIEWER: LIST ALL HOUSEHOLD MEMBERS WHO ARE 18 OR OLDER. START WITH THE OLDEST MEMBER AND PROCEED TO YOUNGEST.

S4. The computer has selected [NAME OR INITIALS] as the survey participant. May I please speak to [FILL]?

- SPEAKER IS SELECTED RESPONDENT → GO TO S6
- WILL CALL SELECTED RESPONDENT TO THE PHONE → GO TO S5
- SELECTED RESPONDENT NOT HOME AT THIS TIME → GO TO CALLBACK
- PROBABLE MENTAL IMPAIRMENT → PROB
- LANGUAGE BARRIER / HEARING IMPAIRMENT → LANG
- INSTITUTIONALIZED → GO TO INELIGIBLE SCREEN
- REFUSED → GO TO REFUSAL SCREEN

S5. Hello, my name is [INTERVIEWER'S FULL NAME]. I am calling on behalf of the U.S. Department of Transportation. We are conducting a brief survey to make sure the nation's transportation system meets the needs of your community. We would like to include the opinion of a member of your household who is 18 or older.

- WANTS MORE INFORMATION → GO TO INFORMATION SCREEN

S6. The interview will take about 15 minutes, and all responses will be confidential. Let's begin the survey now.

- YES → CONTINUE
- NO, CAN'T PARTICIPATE NOW → GO TO CALLBACK
- REFUSAL → GO TO REFUSAL SCREEN
- DON'T KNOW → SUPERVISOR REVIEW

S7. During the past 12 months, have you used any of the following types of transportation?

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. Public transportation such as a subway, bus or light rail/commuter rail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Automobile, sport utility vehicle, pickup truck, van, taxi or motorcycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Bus (e.g., Greyhound).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Train (e.g., AMTRAK)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Plane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ship or ferry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Riding a bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Walking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Form A: If R answers No to a,b,and c, go to Demographic questions.

Form B: If R answers No to a,b,and c, go to B8

INFORMATION SCREEN

The Department of Transportation has a contract with Mathematica, a policy research company in Washington, D.C., to conduct the survey.

Authority for the BTS 2000 Omnibus Survey

In accordance with the Privacy Act of 1974 (Public Law 93-579), this notice informs you of the purpose of the survey and how the findings will be used.

AUTHORITY: The 2000 Omnibus Survey is being conducted in response to the Government Performance and Results Act (CPRA) which recommends that agencies measure customer satisfaction with their performance on a regular basis.

PRINCIPAL PURPOSE: The Spring 2000 Omnibus survey is a continuation of surveys on customer satisfaction with the transportation system, with a particular focus on highway related satisfaction. This survey is intended to identify agency operations that need quality improvement, provide an early detection of problems, and focus on areas where changes in existing operations might improve the delivery of services. This survey will also serve as an information source for the DOT modal administrators that can be utilized to help them meet their strategic goals and respond to requests for information from public and private sources.

ROUTINE USES: The information obtained from this survey will be used by private, state government, and federal government agencies in planning improvements in the Nation's travel and transportation systems. Some findings may be presented in publications, journals or conferences.

DISCLOSURE: Providing information on this survey is voluntary, and there is no penalty if you choose not to respond. However, you are encouraged to participate to insure that the data collected is complete and accurate. Your survey instrument will be treated as confidential.

Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget (OMB). The OMB control number for this collection is 2139-0007 and it expires 08/31/2000.

REFUSAL SCREEN

- Household refusal
- Selected R refusal

Record reason for refusal:

INELIGIBLE SCREEN

NO ONE 18 OR OVER

INSTITUTIONALIZED

PRISON / JAIL

NOT A HOUSEHOLD:

BUSINESS

GOVERNMENT OFFICE

HOSPITAL/NURSING HOME/LONG TERM CARE FACILITY

ROOMING HOUSE

MILITARY BARRACKS

DORMITORY WITH PHONE

Survey Questions (Form A)

If any question I ask you does not apply to your situation or you don't know the answer, please let me know.

A1. In the past 12 months, have you have traveled on a major highway? [Probe: By major highways, I mean interstate highways; multi-lane highways such as expressways, freeways, or tollways; or major two-lane highways; or roads that have speed limits of 55 miles an hour or faster. By interstate highways, I mean limited-access highways that connect two or more states and have route numbers printed on a blue shield.]

- YES
- NO → GO TO A17
- DON'T KNOW → GO TO A17
- REFUSED → GO TO A17

A2. Were you primarily a driver, a passenger, or both?

- DRIVER
- PASSENGER
- BOTH
- DON'T KNOW
- REFUSED

A3. On which type of major highway do you travel the most miles? Would you say...

- INTERSTATE [Probe: limited-access highways that connect two or more states and have route numbers printed on a blue shield.]
- MULTI-LANE HIGHWAYS [Probe: expressways, freeways, tollroads]
- MAJOR TWO-LANE HIGHWAYS
- DON'T KNOW
- REFUSED

A4. Overall, how satisfied are you with the major highways you use most often? Are you (READ LIST)?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- DON'T KNOW
- REFUSED
- NOT APPLICABLE

A5. Do you use major highways for [INSERT a – e]?

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>NOT APPLICABLE</u>
a. Commuting (traveling) to or from work or school?	<input type="checkbox"/>				
b. Work or business travel besides commuting to or from work or school?	<input type="checkbox"/>				
c. Shopping and errands?	<input type="checkbox"/>				
d. Travelling to or from recreational and social activities?	<input type="checkbox"/>				
e. Any other reasons than ones mentioned?	<input type="checkbox"/>				

**A6. [IF A5a AND A5b = NO, DON'T KNOW, REFUSED, OR NOT APPLICABLE, GO TO A7.]
Do you usually commute (travel) to or from work or school by[READ LIST AND CODE ALL THAT
APPLY]**

- Driving a private vehicle [PROBE: car, motorcycle, SUV, van, pick-up truck]
- Traveling as a passenger in a private vehicle [PROBE: car, motorcycle, SUV, van, pick-up truck]
- Using public transportation [PROBE: bus, train, subway, trolley, ferry boat]
- Walking
- Bicycling
- Another form of transportation
- DON'T KNOW
- REFUSED

Now, lets discuss your satisfaction with specific characteristics of the major highways travel.

A7. Thinking about SAFETY, in general, how satisfied are you with (INSERT a-h)? Would you say (INSERT CATEGORIES).

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Roadway lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Shoulder width, [Probe: a break-down lane or berm]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Safety barriers [Probe: guardrails, concrete or jersey barriers, crash cushions]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Lane width	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Hazard warning signs [Probe: yellow signs indicating sharp curves, lane ends, narrow bridges]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Pavement markings [Probe: lines separating lanes or indicating passing zones]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Pavement being skid resistant in wet weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. The availability of emergency road information [Probe: call boxes, radio advisory stations, and emergency cell phone number signs]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A8. Thinking about TRAFFIC FLOW, how satisfied are you with (INSERT a-g)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. The overall level of congestion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Congestion around toll booths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Congestion due to accidents and accident clean-up.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. High occupancy vehicle (HOV) or carpool lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Your ability to predict or judge travel time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. The availability of information about traffic delays on the TV, radio, or internet, or roadway message signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Traffic signal timing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A9. Thinking about PAVEMENT CONDITIONS, how satisfied are you with (INSERT a-d)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Smoothness of the ride.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Surface appearance [Probe: absence of surface defects like patches, rutting and ripples in the pavement].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Durability [Probe: doesn't require frequent repairs].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Quiet ride [Probe: absence of tire noise caused by pavement].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A10. Thinking about BRIDGE CONDITIONS, how satisfied are you with (INSERT a-c)? Would you say (READ CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Smoothness of the ride?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Visual appearance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Durability? [Probe: doesn't require frequent repairs].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A11. Thinking about VISUAL APPEAL, how satisfied are you with (INSERT a-f)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Outdoor advertisements and billboards.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Amount of litter or trash.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Appearance of sound barriers [Probe: Walls alongside highways to block sound from residential areas]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Landscaping.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Design of rest areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Compatibility with the natural environment [Probe: highway blends well with natural surroundings].....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A12. Thinking about MAINTENANCE RESPONSE TIME, how satisfied are you with the time it takes for (INSERT a-e)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	<u>NEITHER</u> <u>SATISFIED</u> <u>NOR</u> <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Litter or trash removal.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Snow removal.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Pavement repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Guardrail and barrier repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Rest area cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A13. Thinking about TRAVEL AMENITIES, how satisfied are you with the (INSERT a-e)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	<u>NEITHER</u> <u>SATISFIED</u> <u>NOR</u> <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Patrol for roadside assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Signs for motorist services and attractions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Signs for mileage and destinations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Number of rest areas or service plazas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Variety of rest areas or service plazas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A14. Thinking about WORK ZONES, how satisfied are you with the (INSERT a-f)? Would you say (INSERT CATEGORIES)?

	<u>VERY SATISFIED</u>	<u>SATISFIED</u>	<u>NEITHER SATISFIED NOR DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY DISSATISFIED</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Orange signs indicating on-going construction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Detour signs and directions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Safety features such as visibility, lane width, signs, and speed of traffic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Amount of traffic congestion in work zones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Amount of time you are delayed in work zones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Speed of road repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A15. Now I'll read a list of highway characteristics. Please tell me which ONE should receive the most attention and resources for improvement for the major highways you travel on? (READ LIST AND CODE ONE ONLY)

- Safety
- Traffic flow
- Pavement conditions
- Bridge conditions
- Visual appeal
- Maintenance response time
- Travel amenities
- Work zones
- DON'T KNOW
- REFUSED

A16. How satisfied are you with the way major highways (INSERT a-d)? Would you say (INSERT CATEGORIES)?

		VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	REFUSED	N/A
a. Connect to other interstates?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Connect to airports?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Connect to bus and subway systems?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Connect to passenger trains?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A17. Now lets talk about roads and streets that are not major highways. How satisfied are you with (INSERT a-b)? Would you say you are:

		VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	REFUSED	N/A
a. Accessibility of roads and streets to major highways.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Amount of surface defects such as patches, rutting and ripples in the pavement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey Questions (Form B)

If any question I ask you does not apply to your situation or you don't know the answer, please let me know.

B1. During the past 12 months, approximately how many miles have you traveled altogether on any type of highway or road? [Probe: Please give me your best estimate.]

- DID NOT TRAVEL ON ANY HIGHWAYS OR ROAD → GO TO B8
- _____# OF MILES PER YEAR
- DON'T KNOW
- REFUSED

B2. Of the miles you've traveled in the past 12 months, would you say that most of your mileage was in urban or rural areas or both? [Probe: Urban areas include cities, towns, and suburbs. Rural areas include country or agricultural areas, and towns of less than 2,500 persons.]

- URBAN/SUBURBAN
- RURAL
- BOTH
- DON'T KNOW
- REFUSED

B3. During the past 12 months, approximately what percent of your travel miles did you spend traveling on major highways? [Probe: By major highways, I mean interstate highways; multi-lane highways such as expressways, freeways, or tollways; or major two-lane highways; or roads that have speed limits of 55 miles an hour or faster. By interstate highways, I mean limited-access highways that connect two or more states and have route numbers printed on a blue shield.]

- 00 – PERCENT OR NONE
- 01 – 20 PERCENT
- 21 – 40 PERCENT
- 41 – 60 PERCENT
- 61 – 80 PERCENT
- 81 – 100 PERCENT
- DON'T KNOW
- REFUSED

B4. The following questions focus on the overall congestion or the amount of traffic on ALL roads that you travel. Is the amount of traffic... READ RESPONSE CATEGORIES AND CODE ONE ONLY

- A big problem for you
- Somewhat of a problem
- Not much of a problem
- Not a problem at all
- DON'T KNOW
- REFUSED

B5. Did the amount of traffic on the roads you travel affect your decision about (INSERT a-d)?

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. Where you live now.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. When you travel or which roads you use.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Which hours you work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Where you work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B6. In the past month, how frequently have you taken a different route from your intended route based on information about congestion due to heavy traffic, an incident, construction, or adverse weather?

- NEVER
- ONCE
- 2 TO 4 TIMES
- 5 TO 7 TIMES
- 8 TIMES OR MORE
- DON'T KNOW
- REFUSED

B7. How many of the traffic lights are well-timed on the roads you travel?

- All
- Most
- Some
- None
- DON'T KNOW
- REFUSED
- NOT APPLICABLE

B8. The next few questions ask about your experience with transportation in your community. In general, how much are you bothered by noise from cars, buses or other motor vehicles?

- A Great deal
- Some
- Little
- Not at all
- DON'T KNOW
- REFUSED

B9. In general, how much are you bothered by air pollution from cars, buses or other motor vehicles?

- A great deal
- Some
- Little
- Not at all
- DON'T KNOW
- REFUSED

B10. Based on your experience with the transportation system in your local community, would you choose to live in the same community again or in a different community with more transportation options? More options could include, for example, more public transportation choices, or more bicycle and pedestrian paths.

[Probe: The local community includes your immediate neighborhood (urban) or town (rural).]

- LIVE IN SAME COMMUNITY
- LIVE IN DIFFERENT COMMUNITY
- DON'T KNOW
- REFUSED

B11. How satisfied are you with the transportation system and the transportation options in your community?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- DON'T KNOW
- REFUSED

B12. In choosing where to live, how important was (INSERT a-c) in getting to work, shopping, and recreation? Would you say (INSERT CATEGORIES)?

	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not at all Important</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. The ease of driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The availability of good public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The availability of bikeways and pedestrian paths and sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B13. Please listen to the following statements:
The transportation system, including roads, public transportation, bikeways, and sidewalks (INSERT a-d).
Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.**

[Probe: Local community includes your immediate neighborhood (urban) or town (rural).]

	<u>STRONGLY AGREE</u>	<u>AGREE</u>	<u>NEITHER AGREE NOR DISAGREE</u>	<u>DISAGREE</u>	<u>STRONGLY DISAGREE</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Benefits my local community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Helps make my local community a better place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Contributes to the economic well-being of my community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Contributes to the environmental well-being of my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B14. Here are some more statements. The transportation system would serve my local community better if (INSERT a-f). Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

	<u>STRONGLY AGREE</u>	<u>AGREE</u>	<u>NEITHER AGREE NOR DISAGREE</u>	<u>DISAGREE</u>	<u>STRONGLY DISAGREE</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. More highways are built	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Existing highways were expanded.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. New public transportation services were offered.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- d. Existing public transportation services were expanded.....
- e. New bikeways and sidewalks were built
- f. Better quality traffic information were made available

B15. Overall, the transportation system meets the travel and safety needs of everyone in my local community. Would you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with that statement?

- STRONGLY AGREE
- AGREE
- NEITHER AGREE NOR DISAGREE
- DISAGREE
- STRONGLY DISAGREE
- DON'T KNOW
- REFUSED

B16. Historically, the primary funding source for highway maintenance work has been motor fuel taxes. The current combined Federal and State motor fuel tax nationally averages about 38 cents per gallon of fuel. Do you think this current level of funding is too little, just about right, or more than enough to adequately maintain the highway system?

- TOO LITTLE
- JUST ABOUT RIGHT
- MORE THAN ENOUGH
- DON'T KNOW
- REFUSED

B17. For each of the following funding sources, tell me if you think it should be used to provide more highway services and better maintenance of the current highway system.

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>HAVE NO OPINION</u>	<u>N/A</u>
a. Toll money.....	<input type="checkbox"/>	<input type="checkbox"/>				
b. Toll money based on peak periods	<input type="checkbox"/>	<input type="checkbox"/>				
c. General sales tax.....	<input type="checkbox"/>	<input type="checkbox"/>				
d. Income tax.....	<input type="checkbox"/>	<input type="checkbox"/>				
e. Vehicle registration money	<input type="checkbox"/>	<input type="checkbox"/>				

B18. In addition to the funding sources I've mentioned, are there any others that could be used to provide a higher level of highway service?

- YES
- NO
- DON'T KNOW
- REFUSED

B19. In the past year, have you contacted the Federal Highway Administration, State Department of Transportation, or local transportation agency?

- YES
- NO → GO TO B21
- DON'T KNOW → GO TO B21
- REFUSED → GO TO B21

B20. Were they helpful or responsive to your call?

- YES
- NO
- DON'T KNOW
- REFUSED

**B21. Now lets talk about bikeways, sidewalks, and trails.
How satisfied are you with (INSERT a-b)? Would you say (INSERT CATEGORIES)?**

	<u>STRONGLY AGREE</u>	<u>AGREE</u>	<u>NEITHER AGREE NOR DISAGREE</u>	<u>DISAGREE</u>	<u>STRONGLY DISAGREE</u>	<u>REFUSED</u>	<u>N/A</u>
a. Your ability to get to places using bikeways, sidewalks, and trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Amount of surface defects such as patches, rutting and ripples in the pavement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Demographic Section

D1. The final few questions are about you. Are you a licensed driver?

- YES
- NO
- DON'T KNOW
- REFUSED

**D2. When you are on highways and roads, do you primarily travel by (READ LIST)?
(CODE ONLY ONE RESPONSE)**

- Car
- Van
- Sport Utility Vehicle
- Truck
- Recreational Vehicle
- Bus
- Motorcycle
- DON'T KNOW
- REFUSED

**D3. [IF A5a AND A5b = NO, DON'T KNOW OR REFUSED, GO TO D4.]
Do you drive a commercial truck or commercial van as part of your job?**

- YES
- NO
- DON'T KNOW
- REFUSED

D4. Please stop me when I reach the category that best describes your age. (READ LIST)

- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or older
- DON'T KNOW
- REFUSED

D5. I am required to ask if you are male or female.

- MALE
- FEMALE
- REFUSED

D6. What is the last grade of school you completed? (CODE ONE ONLY)

- 8TH GRADE OR LESS
- HIGH SCHOOL INCOMPLETE (GRADES 9, 10, 11)
- HIGH SCHOOL COMPLETE (12TH GRADE)
- SOME COLLEGE
- COLLEGE GRADUATE
- SOME GRADUATE SCHOOL
- GRADUATE OR PROFESSIONAL DEGREE (M.S., M.D., J.D., Ph.D.)
- TECHNICAL SCHOOL/PROFESSIONAL BUSINESS SCHOOL
- REFUSED

D7. Did you ever serve in the U.S. Armed Forces?

- YES
- NO -> Goto D9
- DON'T KNOW -> Goto D9
- REFUSED -> Goto D9

D8. Are you still in the U.S. Armed Forces?

- YES
- NO
- DON'T KNOW
- REFUSED

D9. What is your zipcode?

- SPECIFY (ALLOW 9 DIGITS) _____ - _____
- DON'T KNOW
- REFUSED

D10. Are you Hispanic or Latino? (This includes being of Spanish origin.)

- Yes
- No, not Spanish/ Hispanic/Latino
- REFUSED

D11. What is your race? (CODE ALL THAT APPLY)

- WHITE
- BLACK OR AFRICAN-AMERICAN
- AMERICAN INDIAN OR ALASKA NATIVE
- ASIAN (E.G., ASIAN INDIAN, CHINESE, FILIPINO, JAPANESE, KOREAN, VIETNAMESE)
- NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER (E.G., SAMOAN, GUAMANIAN, OR CHAMORRO)
- REFUSED

RESPONDENTS WHO RECEIVED ANSWERING MACHINE MESSAGES WILL BE ASKED:

MAD_1. Our records indicate that we left a message about this survey on your answering machine. Did you **hear the answering machine message?** Or did someone in your household **mention** the answering machine message to you?

- HEARD MESSAGE
- HH MEMBER MENTIONED MESSAGE
- DID NOT HEAR IT [END SURVEY]
- DON'T KNOW / DON'T RECALL HEARING IT [END SURVEY]
- REFUSED

MAD_2. How much do you think the answering machine message affected your decision to participate in this survey? Would you say a great deal, some, not much, or not at all?

- A GREAT DEAL
- SOME
- NOT MUCH
- NOT AT ALL
- REFUSED

MAD_3. ASK ONLY IF MAD_1=1

What do you recall about the message that affected your decision to participate?
CODE ALL THAT APPLY

- DEPARTMENT OF TRANSPORTATION
- 800 # / TOLL FREE LINE
- INTERVIEWER NAME
- SUPERVISOR NAME
- INTERESTING TOPIC
- FRIENDLY / PROFESSIONAL, TONE
- OTHER [SPECIFY: _____]
- REMEMBERS NOTHING
- REFUSED

This completes our survey. Thank you again for your time. Goodbye.