

**Final Codebook (Public Use)  
and  
Technical Documentation**

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Survey Administration for the  
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Omnibus Survey

to the

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## 1. INTRODUCTION AND BACKGROUND

The Bureau of Transportation Statistics (BTS) has a requirement to conduct a national survey about satisfaction with transportation across all transportation modes. The information derived from this survey will be used as a primary source of data on satisfaction with travel and transportation, with a particular emphasis on highway-related travel. This survey also will serve as an information source for the modal administrators, both to support congressional requests, and to provide performance indicators for internal use by the U.S. Department of Transportation (DOT).

This study collected data for the Bureau of Transportation Statistics (BTS) Omnibus Survey during the summer of 2000. Data were collected from households in the U.S. using a random-digit-dialed telephone survey. The final completed sample size is 2,030 cases, and the total number of variables in the data set is 207. The data were collected by Battelle with assistance from Mathematica Policy Research, Inc. (MPR), under contract with the BTS.

This codebook provides technical documentation for this BTS Omnibus survey. Its primary goal is to document background information, sampling procedures, data collection, data elements and survey variables, response rates, and final weights. It also provides guidance on the selection of Form A and Form B versions of the questionnaire and the appropriate use of weights (also referred to as Survey A and Survey B).

This codebook contains the following information:

- Background on the survey initiative;
- Overview of how sample members were selected for the survey;
- Information regarding the data collection period and the number of completed interviews;
- Information on the number of cases in the file and guidance on the use of weights for analyses;
- Information about the number of surveys received, and the decision rules used to remove records from the survey file;
- An annotated questionnaire that provides the names of survey variables, their respective values, and their codes;
- Index of data elements by position in the data set and alphabetically;
- A list of variables in the data file generated from the SAS data set;
- The sampling plan used for the survey effort;
- Interviewer training materials.

The codebook includes eight appendices, as follows:

1. **Appendix A: Annotated Questionnaire.** This includes detailed information on all screening questions, the questions for which data have been collected from respondents using Form A and Form B, demographic questions asked of all respondents, and questions asked of respondents who received answering machine messages from the interviewer.
2. **Appendix B: Index of Data Elements by Position Order.** This is output from the SAS Contents Procedure (SAS® Proc Contents) that shows 207 variables ordered by position.
3. **Appendix C: Index of Data Elements by Alphabetic Order.** This is output from the SAS Contents Procedure (SAS® Proc Contents) that shows 207 variables ordered alphabetically.
4. **Appendix D: Documentation of Data Elements.** This is output from the SAS Frequencies Procedure (SAS® Proc Freq) that shows the marginal frequency distribution (counts and percentages for categorical variables) and from the SAS Univariate Procedure (SAS® Proc Univariate) that shows selected descriptive statistics (ranges or measures of central tendency and variability and quartiles for continuous variables) for all 207 variables in the survey data file, including weighting variables, variables that reflect characteristics of the respondents' telephone exchange area (as derived from the U.S. Census by GENESYS), additional SAS file variables, and other survey control variables, such as a flag for Form A and Form B (SUR\_FORM).
5. **Appendix E: SAS Format Library Program for Survey Data.** This appendix provides values for each of the questions in the codebook, along with the appropriate labels for the response categories.
6. **Appendix F: Final Sampling Plan.** This plan discusses procedures for selecting the sample and creating the sample weights and adjustments for non-response and undercoverage. This plan was prepared prior to data collection. The final sampling and weighting procedures are fully documented in this codebook.
7. **Appendix G: Telephone Interviewer Training Manual.** This is a copy of the final manual that was used by MPR to train their CATI interviewers for this survey. The manual covers everything from the purpose of the survey to how to conduct the interview and deal with difficult interview situations. Answers to commonly asked questions and objections are included.
8. **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.

A few brief guidelines to users of this codebook follow:

- Due to the large number of questions that were included in the survey questionnaire and the desire to keep the interview time below 20 minutes for the respondents, the respondents were randomly assigned either Form A or Form B. All Form A questions are designated with the letter “A” in the variable name; likewise, all Form B questions are designated with the letter “B” in the variable name. While all screening questions are designated with the letter “S” in the variable name, all core demographic questions are designated with the letter “D”. They are included in both Form A and Form B questionnaires.
- This public use data set contains 207 variables and 2,030 observations. There are 1,015 Form A observations and 1,015 Form B observations. The user will note that question D9 (Appendix H) asked for Zip Code. This variable had been removed from the final public use data set in conformance with the Privacy Act provisions.
- In Appendix D, Documentation of Data Elements, the specification of Missing Values reflects the aggregate effect of both the sample split across Form A and Form B, and the effect of the skip patterns. For example, variable A1 shows 1,067 missing values. This is composed of 1,015 respondents who responded to Form B, 50 who skipped past A1 because they answered “NO” in S7 to “a”, “b”, and “c”, and 2 respondents who answered "DON'T KNOW" to S7. Likewise, in question A2 there are 1,136 missing values. Again, as for all Form A questions, 1,015 of these missing are Form B respondents, 52 skipped from S7, and the remaining 69 answered other than “YES” to A1 and therefore skipped to A17. There are no other forms of missing values.
- Appendix F presents the final sampling plan, prior to any data collection. The actual procedures that were followed are fully documented in the technical documentation in this codebook. These procedures include the development of the sampling and analysis weights, and their derivation is described in detail. The first set of weights (defined on the last page of Appendix D and discussed in the codebook) are the sample weights, which adjust for the probability of selection of the phone number of the respondent. The second set of weights adjust for non-response and do not include post-stratification adjustments. The third set of weights incorporates the above adjustments, as well as the post-stratification adjustments. This is the recommended set of weights to use for most analyses with WEIGHT\_A for Form A, WEIGHT\_B for Form B, and WEIGHT for the questions administered to all respondents. Note that the sample weights and the non-response weights are provided for users who would like to generate their own post-stratification procedures and weights.
- Appendix D shows the marginal frequency distribution on responses to the questionnaire, coupled with variables that have been created in SAS and variables from the GENESYS file. These latter variables are contextual variables that describe characteristics of the telephone exchange areas in which a respondent is located. The sole purpose of presenting the data in this appendix in this way is to provide the analyst with a verification of all the data in the SAS data set.

## 2. SURVEY METHODOLOGY

This section presents the sampling design and overall methodology for the survey. The sampling design is probability based so that study results can be used to make inferences about adults in the U.S. household population. Steps involved in sample design and implementation include: (1) definition of the target population, (2) construction of the sampling frame, (3) specification of sample selection procedures, (4) evaluation of the precision of estimates, and (5) creation of sampling weights and adjustment for nonresponse and undercoverage.

### 2.1 THE TARGET POPULATION

The survey's *target population* is the entire set of population units about which the survey data are to be used to make inferences (Cox & Cohen, 1985)<sup>1</sup>. For this survey, the target population was all adults eighteen years of age or older in the fifty U.S. states and the District of Columbia. Further, the target population was constrained to adults in the civilian noninstitutionalized population.

### 2.2 THE SAMPLING FRAME

A survey's *sampling frame* is the list or mechanism used to enumerate these population units for sample selection purposes. The survey's sampling frame was derived from a list-assisted, random-digit-dialed (RDD) telephone sample approach. Of course, telephone frames exclude those households without telephones, but this source of undercoverage has been steadily declining over time. In 1963, only eighty percent of American households had telephones; by 1988 about ninety-three percent of all households had telephone service (Thornberry & Massey, 1988)<sup>2</sup>. The 1998 Current Population Survey, March Supplement, measured household telephone coverage at ninety-four percent.

This list-assisted RDD sampling frame provides an innovative solution to the operational problems commonly encountered in the more traditional Mitofsky-Waksberg telephone sampling approach (Waksberg, 1978)<sup>3</sup>. Commercial vendors construct these list-based RDD sampling frames by first obtaining a list of all working area code/exchange combinations allocated for residential service (Kulp, 1994)<sup>4</sup>. Adding all combinations of digits from 00 to 99 to these six-digit area code/exchange combinations creates all residential-service hundred-number banks. (These banks are called *hundred-number banks* because they represent the first eight digits of the ten-digit phone number and hence can be linked to one hundred unique potential phone numbers.) In the "list-assisted" step of frame building, all possible hundred-number banks are

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<sup>1</sup> Cox, Brenda G., and Steven B. Cohen (1985). *Methodological Issues for Health Care Surveys*, New York: Marcel Dekker Inc.

<sup>2</sup> Thornberry, Owen T., Jr., and Massey, James T. (1988). "Trends in United States Telephone Coverage Across Time and Subgroups," in R. M. Groves, P. P. Biemer, L. E. Lyberg, J. T. Massey, W. L. Nicholls, and J. Waksberg (eds.), *Telephone Survey Methodology*, New York: John Wiley & Sons, pp. 25-50.

<sup>3</sup> Waksberg, J. (1978). "Sampling Methods for Random Digit Dialing," *Journal of the American Statistical Association*, 73, 40-46.

<sup>4</sup> Kulp, Dale W. (1994). "Dynamics of 'List Assisted' Random Digit Dialing (RDD) Frame Coverage," *Proceedings of the American Statistical Association, Survey Research Methods Section*.

compared to a frame of listed telephone numbers, and the number of residential telephone listings associated with each hundred-number bank is recorded. Finally, geographic coordinates are used to associate location (such as county) and demographic characteristics (such as percent minority) to each hundred-number bank.

We included in the sampling frame all hundred-number banks that contained at least one listed residential telephone number. Hundred-number banks that had zero residential listings were excluded. This exclusion substantially reduced the incidence of nonworking numbers in the sampling frame, thereby increasing the efficiency of the RDD sampling process. Although some residential telephone numbers (for example, a few unlisted residential numbers) may be deleted by excluding hundred-number banks with no residential listings, studies have shown that excluding the zero listed hundred-number banks results in minimal undercoverage bias because few unlisted residential numbers are likely to arise in such banks (Brick, et al., 1995)<sup>5</sup>.

## 2.3 SAMPLE SELECTION

For this survey, sample selection procedures were developed and used in association with the truncated, list-based frame maintained by Genesys Sampling Systems<sup>6</sup>. The sample was selected systematically after sorting the frame by the nine Census divisions (New England, Middle Atlantic, East North Central, West North Central, South Atlantic, East South Central, West South Central, Mountain, and Pacific, which is divided between Alaska and Hawaii and all others) and by urban versus rural counties. Because the counties were divided by division and metropolitan status and carefully ordered, the systematic selection resulted in a sample that has the equivalent of 20 implicit strata. The underlying sampling frame structure can be conceptualized as a hierarchy. Within each Census division, urban counties were ordered from largest to smallest metropolitan area. Within each metropolitan area, exchanges were ordered by those serving the county containing the central city, followed by those serving the remaining non-central city counties. Within each division, rural counties were geographically ordered in serpentine fashion from north to south and from east to west. This implicit stratification imposed geographic representation and reduced the expected sampling variation for survey characteristics correlated with geography. The sample was created in-house on May 15, 2000.

A number of assumptions were made to determine the initial sample size. However, some of the assumptions may not be entirely accurate given the limited time frame for this project – a four-week data collection period. We present below the working residential hit rates and cooperation rates we encountered in this RDD telephone survey. Another unknown factor was the effect of screening half the sample using ID Plus, which could lead to a higher percent of working residential numbers. Therefore, we included a process that allowed us to test these assumptions and adjust the total sample size accordingly. First, an initial sample was selected based upon optimistic assumptions about response and eligibility rates. After Genesys prescreening excluded nonresidential, nonworking numbers, 9,089 potentially residential numbers remained. For methodological purposes, we divided 9,089 numbers into three approximately equal sized waves: Wave 1 contained 3,053 numbers, Wave 2 contained 2,984 numbers, and Wave 3 contained 3,052 numbers. Data collected from the first wave was used to refine our estimate for the

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<sup>5</sup> Brick, J. Michael, Joseph Waksberg, Dale Kulp, and Amy Starer (1995). "Bias in List-Assisted Telephone Samples". *Public Opinion Quarterly*. Vol 59: 218-235.

<sup>6</sup> Zero-listed banks are not included in the truncated frame.

response rate and other required assumptions. We then determined how much additional sample was necessary to reach the desired number of completed interviews. We had anticipated the possibility of adding a fourth wave to make up for any short fall associated with less than optimistic response or eligibility rates, but found a fourth wave unnecessary.

This survey required 2,000 completed interviews: 1,000 interviews with Survey A and 1,000 interviews with Survey B. To achieve this result, we screened 9,089 telephone numbers to determine if the number was a working residential number. We were able to determine the residential status for approximately 69 percent of these numbers or 6,303 numbers. Roughly 61 percent of these 6,303 numbers were identified as residential numbers for a total of 3,814 identified residential numbers. Having identified a number as residential, we then "rostered" adult household members. Approximately 64 percent of the identified residential numbers (2,436 households) provided the roster information. Of the 2,436 households completing the roster more than 99 percent had an eligible adult. Having completed the roster, we then randomly selected an adult from the list and randomly assigned them to Survey A or Survey B. From the 2,429 eligible sampled adults, 84 percent cooperated with the interview to yield 2,030 completed interviews, that is, 1,015 completed interviews for Survey A and 1,015 completed interviews for Survey B.

## **2.4 SURVEY WEIGHTS**

The sampling frame for this survey was derived from Genesys' list-assisted, random-digit-dialed (RDD) telephone sample approach. The sample was systematically selected after sorting the frame by the nine Census divisions (plus Alaska and Hawaii) and by urban versus rural counties. The sample of 12,008 selected numbers was selected in four equal-size replicates of 3,002 telephone numbers. Each replicate received a unique combination of questionnaire form and pre-screening procedure.

Two questionnaire forms (Survey A and Survey B) were used in data collection, with each form containing a common core of questions as well as questions unique to that form. They may be distinguished using the variable SUR\_FORM. Two replicates were designated for administration of Survey A and two for Survey B. In addition to two questionnaire forms, two different Genesys pre-screening methods were used to identify business and nonworking numbers: ID and IDplus. One replicate from each survey's pair of replicates was randomly assigned to receive each pre-screening method. The assignment was as follows:

Replicate 1:	Survey A and ID pre-screening
Replicate 2:	Survey A and IDplus pre-screening
Replicate 3:	Survey B and ID pre-screening
Replicate 4:	Survey B and IDplus pre-screening

Sampled telephone numbers were ineligible if they were not associated with a household or if the household contained no adults age eighteen years or older. Households were asked to provide a roster of adult members, which was used to select one adult for interview.

Two types of weights are discussed in the next sections: analysis weights and sampling weights. The analysis weight reflects all nonresponse, post-stratification, and within household selection



adjustments that have been made, and is the weight that should be used for the analysis of the data. The sampling weight reflects only the probability of selection; it is the inverse of the probability of selection.

### **2.4.1 Analysis Weights**

Analysis weights were developed for each replicate. These replicate analysis weights were combined to create:

- analysis weights for the combined sample (by dividing the replicate weights by 4), and
- analysis weights for separate analysis of the A Survey and the B Survey samples (by dividing the appropriate replicate weights by two).

Creation of these replicate analysis weights involved the following steps:

- calculation of the sampling weight for the telephone number,
- recognition of the results of pre-screening,
- adjustment to account for loss of information on residential status,
- adjustment to account for inability to collect roster information,
- calculation of a sampling weight for subsampled adults,
- adjustment for nonresponding adults, and
- standardization to the civilian, noninstitutionalized population.

The remainder of this section discusses these weighting steps.

### **2.4.2 Calculation of the Sampling Weight**

The first step in weighting the sample was to calculate the sampling weight for each sampled telephone number in each replicate. The sampling weight is the inverse of the telephone number's probability of selection for the replicate. The sample design used for the BTS Omnibus Survey was a replicated systematic sample. The four replicates were randomly assigned to the two questionnaires and to the two pre-screening procedures. The sampling weight  $W_s(ri)$  for telephone number  $i$  in replicate  $r$  was calculated as the inverse of its probability of selection for replicate  $r$  or:

$$W_s(ri) = \frac{N}{n_r}$$

where  $N$  is the total number of telephone numbers and  $n_r$  is the total number of sampled telephone numbers for replicate  $r$ . For this survey, the total number of telephone numbers in the sampling frame was 2,412,401,000.<sup>7</sup> The number of sampled telephone numbers was 12,008, divided into four sample replicate of 3,002 numbers each.

### 2.4.3 Nonresponse Adjustments

The next step was to adjust for the various levels of nonresponse. Nonresponse leads to differing amounts of data loss. Complete response for a sampled telephone number implies that we collected the following data:

- Residential Status: data that determined whether the telephone number was associated with a residence;
- Household Eligibility: for residential numbers, data that determined whether one or more adults were members of the household;
- Household Roster: for those households containing one or more adults, data listing adult members for use in sampling one adult member for interview; and
- Questionnaire: from sampled adults from each household who completed a roster, interview data.

Nonresponse adjustments were made to account for nonresponse at each step. These adjustments were made within weighting classes formed by the cross-classification of the replicate  $r$  with a classing variable  $c$  based upon metropolitan status (rural versus urban) and geographic area (Census division for urban areas and Census region for rural areas).

### 2.4.4 Genesys Pre-screening

By definition, no nonresponse occurred at this stage because pre-screening was completed for all numbers. Numbers identified in pre-screening as nonworking or nonresidential were ineligible for further data collection. The remaining sampled numbers were included in the next data collection step. Of the 12,008 sampled cases, Genesys prescreening removed 2,919 nonresidential, nonworking telephone numbers, leaving 9,089 numbers to be further screened and interviewed in CATI.

### 2.4.5 Residential Status Determination

The first step in data collection was to identify the status of the telephone numbers remaining after Genesys pre-screening operations were complete. For this adjustment, response was considered to have been obtained for the  $i$ th number from the  $r$ th replicate [ $\delta_{\text{res}}(ri)=1$ ] when we determined whether the number was either residential, nonresidential, or nonworking.

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<sup>7</sup> The total number of telephone numbers stated here is 10 times larger than the actual number of telephone numbers. This factor of 10 has no impact on the calculation of the final weight.

Nonresponse at this stage implied that we could not determine whether the number was working or residential [ $\delta_{res}(ri)=0$ ].

The residential-status, nonresponse adjustment adjusted the sampling weights to account for those sampled cases for which residential status could not be determined. The adjustment was done within classes formed by the cross of replicate  $r$  by a classing variable  $c_{res}$ . By definition, nonresponse could not occur for sampled numbers identified as ineligible during Genesys pre-screening. Such cases were segregated from the remaining cases in forming weighting classes for this adjustment ( $c_{res} = 100$  – eliminated in Genesys pre-screening). The remaining telephone numbers in each replicate  $r$  were assigned to weighting classes defined by metropolitan status and geographic area.

For weighting class  $rc_{res}$ , the residential-status nonresponse adjustment factor  $ADJ_{res}(rc_{res})$  was defined as:

$$ADJ_{res}(rc_{res}) = \frac{\sum_{i=1}^{n(rc_{res})} W_s(ri)}{\sum_{i=1}^{n(rc_{res})} d_{res}(ri) W_s(ri)}$$

where  $\delta_{res}(ri)$  is equal to 1 for those cases where status was asked and determined, and 0 otherwise. Because response status is automatically known for all sampled numbers eliminated in Genesys pre-screening, the residential-status adjustment factor for these weighting classes ( $c_{res} = 100$ ) is 1.

Next, the sampling weight of the  $i$ th telephone number from the  $r$ th replicate and the  $c_{res}$ -th weighting class was multiplied by the residential-status response indicator and the adjustment factor to derive the residential-status, nonresponse-adjusted weight  $W_{res}(ri)$  or

$$W_{res}(ri) = d_{res}(ri) ADJ_{res}(rc_{res}) W_s(ri) .$$

Note that this approach resulted in adjusted weights of zero for all telephone numbers where residential status was unknown [ $\delta_{res}(ri)=0$ ]. These telephone numbers were excluded from subsequent adjustments and instead had adjustment factors of 0 and weights of 0 assigned.

#### 2.4.6 Roster Completion

Next, adjustments were made to account for nonresponse to the roster of household members from telephone numbers identified as residential. Rosters were considered to have been completed [ $\delta_{ros}(ri)=1$ ] when we obtained a listing of adult household members or determined that the household contained no adult members. Nonresponse at this stage [ $\delta_{ros}(ri)=0$ ] implied that a roster of adult members was not obtained from a telephone number identified as residential and that we did not know whether the household contained one or more adult members.

The roster-completion, nonresponse adjustment adjusted the residential-status, nonresponse-adjusted weights to account for data loss from identified residences. By definition, nonresponse could not occur for sampled numbers identified as ineligible during Genesys pre-screening and for sampled numbers determined to be nonresidential during interviewing. Such cases were segregated from the remaining cases in forming weighting classes for this adjustment. Telephone numbers determined to be ineligible during Genesys pre-screening ( $c_{ros}=100$ ) and numbers identified as nonresidential during interviewing ( $c_{ros}=101$ ) had roster-completion indicators [ $\delta_{ros}(ri)$ ] of 1. Those remaining telephone numbers identified as residential were assigned to weighting classes defined by metropolitan status and geographic area.

For sampled telephone numbers within a given weighting class  $c_{ros}$ , the roster-completion adjustment factor  $ADJ_{ros}(rc_{ros})$  for weighting class  $rc_{ros}$  was defined as:

$$ADJ_{ros}(rc_{ros}) = \frac{\sum_{i=1}^{n(rc_{ros})} W_{res}(ri)}{\sum_{i=1}^{n(rc_{ros})} d_{ros}(ri) W_{res}(ri)}$$

where  $\delta_{ros}(ri)$  is equal to 1 for those cases where the roster was completed and 0 otherwise. Because complete roster information was obtained by definition from nonworking and nonresidential numbers, the roster-completion adjustment factor for these weighting classes ( $c_{ros} = 100, 101$ ) is 1. Next, the residence-status, nonresponse-adjusted weight of the  $i$ th telephone number from the  $r$ th replicate and the  $c_{ros}$ -th weighting class was multiplied by the roster-completion indicator and this adjustment factor to derive the roster-completion, nonresponse-adjusted weight  $W_{ros}(ri)$  or

$$W_{ros}(ri) = d_{ros}(ri) ADJ_{ros}(rc_{ros}) W_{res}(ri) .$$

Note that this approach resulted in adjusted weights of zero for all residential telephone numbers not completing rosters [ $\delta_{ros}(ri)=0$ ]. These telephone numbers were excluded from subsequent adjustments and instead had adjustment factors of 0 and weights of 0 assigned.

#### 2.4.7 Selection of an Adult for Interview

Only adults eighteen years or older were selected for interview from each household completing the roster of adult members. Thus, the conditional probability of selection of the  $j$ th adult member of responding household  $ri$  is  $1/N(ri)$ , where  $N(ri)$  is the number of adults rostered for household  $ri$ . The sampling weight for sampled adults<sup>8</sup> was calculated as the product of the roster-completion, nonresponse-adjusted weight times the conditional weight  $CW_{ind}(rij)$  associated with within-household selection from household  $ri$ , or

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<sup>8</sup> This sampling weight also includes adjustments to account for loss of roster data for nonresponding households, but does not include multiplicity adjustments needed for households with multiple phone lines.

$$W_{ind}(rij) = W_{ros}(ri)CW_{ind}(rij)$$

where

$$CW_{ind}(rij) = N(ri)$$

## 2.4.8 Unit NonResponse

The next step in creating analysis weights for sampled adults was to adjust for nonresponse to the questionnaire. This nonresponse adjustment was made using the same weighting classes as for the roster-completion adjustment, except that households with no adult members ( $c_{ind}=102$ ) were not included in the adjustment. For weighting class  $c_{ind}$ , the questionnaire-completion adjustment factor  $ADJ_{QC}(rc_{ind})$  was defined as:

$$ADJ_{QC}(rc_{ind}) = \frac{\sum_{i=1}^{n(rc_{ind})} W_{ind}(rij)}{\sum_{i=1}^{n(rc_{ind})} d_{QC}(rij) W_{ind}(rij)}$$

where  $d_{QC}(rij)$  is equal to 1 for those cases where the questionnaire was completed and 0 otherwise.

We then adjust the individual sampling weight by this factor to derive the nonresponse-adjusted person weight by multiplying the individual sampling weight by the questionnaire-completion indicator and the questionnaire-completion adjustment factor to derive the questionnaire-completion, nonresponse-adjusted weight  $W_{QC}(rij)$  or

$$W_{QC}(rij) = d_{QC}(rij) ADJ_{QC}(rc_{ind}) W_{ind}(rij) .$$

Note that this approach resulted in adjusted weights of zero for all sampled adults who did not complete the questionnaire [ $d_{QC}(rij)=0$ ]. These telephone numbers were excluded from subsequent adjustments and instead had adjustment factors of 0 and weights of 0 assigned hereafter.

## 2.4.9 Adjustment for Multiple Phone Numbers

The next adjustment factor considered was for multiple selection probabilities that occurred for households with more than one residential telephone number. The information indicating whether the household had multiple telephone lines was located in questions D9a and D9b, which were inadvertently excluded from the original questionnaire. These questions were added to the instrument midway through data collection. However, we were able to gather this information for only one-third of the respondents. A test was conducted for the significance of the effect with those households for which this information was obtained. First, we examined

the distribution of the average number of residential telephone lines of urban households within Census divisions and rural households within Census regions. We found that rural households tended to have fewer residential phone lines than urban areas. We also found that rural households in the Midwest and West had slightly more residential phone lines than did rural households in the Northeast and South. For urban households, no clear geographic pattern was found. The more important question was whether we would observe significant differences in selected key variables that could be attributed to the effect of having multiple phone lines in the household. For all households who received this question, we constructed weights with the phone line effect included and without that effect, and observed no significant differences in responses on such variables as overall satisfaction with highways, number of miles traveled, or respondent education. As a result, the presence of multiple phone lines was not considered further in the development or adjustment of final weights.

#### 2.4.10 Standardization Adjustment

The last step was to standardize the weights for Survey A and Survey B so that they summed to national projections of the civilian, noninstitutionalized population within poststrata  $p$  formed the cross-classification of age group by race by sex. We also accounted for nonresponse to the classification variables. We randomly imputed for each nonrespondent proportional to the respondents' distribution. For example, if 75 percent of respondents are white, then 75 percent of nonrespondents will be assigned as white. Moreover, respondents could select more than one race, but current population totals do not account for multiple race individuals. Therefore, if the respondent selected "black" and some other race, then we regarded this respondent as black. If the respondent selected any other combination of races, then we regarded the respondent as "Other race." This adjustment was independently made for each replicate  $r$ .

For responding persons from poststrata  $p$  and replicate  $r$ , the standardization adjustment factor  $ADJ_{st}(rp)$  was defined as:

$$ADJ_{st}(rp) = \frac{N(p)}{\sum_{i=1}^{n(rp)} W_{QC}(rij)}$$

where  $N(p)$  is the population count for poststratum  $p$ .

We then multiplied the questionnaire-completion, nonresponse-adjusted person weight by this factor to derive the standardized person weight  $W_{st}(rij)$  or

$$W_{st}(rij) = ADJ_{st}(rp) W_{QC}(rij) .$$

The standardized person weight was the final analysis weight for replicate  $r$ . These standardized replicate weights were used to derive the analysis weights for Survey A and Survey B and for the combined sample.

## 2.5 RESPONSE RATES

The procedure for response rate calculation are based on the guidelines established by the Council of American Survey Research Organizations (CASRO 1982)<sup>9</sup> in defining a response rate. The final response rate for the survey was obtained as the product of the residential determination completion rate, the roster completion rate, and the interview completion rate, or:

$$RR = CR_{residence} \times CR_{roster} \times CR_{interview}$$

We calculated the *residential determination completion rate*  $CR_{residence}$  as:

$$CR_{residence} = \frac{\text{Total Residential Status Determined}}{\text{Total Number Dialed}} = \frac{6,303}{9,089} = 0.69$$

that is, we completed the residential determination process for 69 percent of the numbers dialed.

We calculated the *roster completion rate*  $CR_{roster}$  as:

$$CR_{roster} = \frac{\text{Total Roster Completed}}{\text{Total Number Residential}} = \frac{2,436}{3,814} = 0.64$$

that is, we completed the roster with 64 percent of residences. We calculated the *interview completion rate*  $CR_{interview}$  as:

$$CR_{interview} = \frac{\text{Completed Interviews}}{\text{Total Roster Completed and Adult Present}} = \frac{2,030}{2,429} = 0.84$$

that is, we completed the interview with someone at 84 percent of rostered households. The count of completed interviews includes those households with no adults, which are not eligible for the survey. Therefore, the overall response rate for the survey was about 37 percent. Table 1 presents a summary of response rates by various subgroups.

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<sup>9</sup> CASRO (Council of American Survey Research Organizations), Report of the CASRO Completion Rates Task Force, New York, Audits and Surveys, Inc., unpublished report, 1982.

**Table 1. Summary of Response Rates by Population Subgroups**

Subgroup	Completion Rates			Response Rate
	Residence	Roster	Interview	
Survey Group				
Survey A (1015 completes)	69%	63%	86%	37%
Survey B (1015 completes)	70%	65%	82%	37%
Census				
New England	67%	68%	82%	37%
Mid-Atlantic	67%	59%	83%	33%
East North Central	68%	65%	84%	38%
West North Central	73%	76%	85%	47%
South Atlantic	68%	62%	83%	35%
East South Central	71%	75%	89%	48%
West South Central	73%	66%	81%	39%
Mountain	75%	67%	84%	42%
Pacific	68%	56%	82%	31%
Metropolitan Status Code				
In center city of an MSA	69%	60%	84%	35%
Outside center city inside county with center city	68%	62%	83%	35%
Inside a suburban county of the MSA	67%	64%	83%	36%
In an MSA that has no center city	67%	53%	85%	30%
Not in an MSA	75%	75%	84%	47%



## 3. SUMMARY OF SURVEY PROCEDURES

### 3.1 DATA COLLECTION SCHEDULE

This survey required that 2,000 interviews be completed in a four-week timeframe: 1,000 interviews with one version of the survey (Survey A) and 1,000 interviews with a second version of the survey (Survey B). Data collection began on May 31, 2000 at 4:00 p.m. EST and was completed on June 25, 2000, with 2,030 completed interviews (1,015 from Survey A and 1,015 from Survey B). At the start of data collection, (May 30 - 31, 2000), a total of forty-one interviewers were trained. A week later (June 7, 2000) an additional fifteen interviewers were trained for the project. Thus, a total of fifty-six interviewers were trained for the study.

### 3.2 INTERVIEW PROCEDURES

#### 3.2.1 Pretest

As part of the instrument design phase, seven interviewers were trained to conduct a pretest. The pretest allowed us to test the usability and timing of the two versions of the instrument and to test the training materials. We placed 189 random digit dial calls and completed thirty cases, fifteen from each questionnaire version. The pretest determined that Survey A took twenty-one minutes to administer while Survey B took seventeen minutes. The pretest report recommended shortening the questionnaires to fifteen minutes. The pretest report also recommended wording changes to questions that had not been fielded in previous BTS studies. No changes were recommended for questions that had been used on previous BTS surveys. Next, the pretest raised a sampling issue: should students living away from home be considered members of their parents' households or be eligible for sampling from their dormitory room telephone numbers?<sup>10</sup> The pretest also raised the issue of how best to obtain income information. An unfolding question sequence was decided upon to minimize the number of income questions a respondent was required to answer. Finally, the pretest raised the issue of the averting breakoffs during the roster, and we made a wording change that stressed the anonymity of the study.

#### 3.2.2 Interviewer Training

Each of the fifty-six telephone interviewers received a minimum of four hours of study-specific training that included instructions for administering Survey A and B. Recruiting and training qualified, diversified interviewers was a critical component to ensuring overall data quality and success for this project. Interviewers played a major role in encouraging the respondents to cooperate. The purposes of the training activities were to:

- Standardize the quality of the data collection techniques and procedures from the outset
- Increase the accuracy, quality, and relevance of data collected

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<sup>10</sup> Ultimately, it was determined that students residing away from home would not be eligible under their parents telephone number but would be eligible if they had their own phone.

- Provide explicit, nonjudgmental procedures for the data collection staff to follow

During and after training, we evaluated each interviewer's performance. Each interviewer had to display proficiency with the data collection instrument and procedures. Failure to exhibit the required skills resulted in additional training. We did not assign interviewers to this project until they demonstrated their ability to perform at an acceptable level. New-to-MPR interviewers attended MPR's standard twelve-hour general interviewer training program, conducted in three four-hour sessions. General training topics include gaining cooperation, understanding and avoiding bias, using appropriate probing methods, using the CATI software, and administrative issues. A variety of media and other methods were used in training, including videotape on the role of the interviewer. Also included were role playing and written exercises.

The BTS project-specific training agenda included:

- An introduction to the study, client, and sample
- Review of both survey instruments
- Review of special skills needed to conduct RDD surveys
- Review of introduction, screener, and refusal avoidance materials
- Hands-on practice and role-plays

As a final training and quality assurance step, MPR staff monitored each interviewer before he or she was permitted to begin live interviewing. Additionally, the first two interviews of each interviewer were unobtrusively monitored by project staff and telephone center staff. Monitoring involved listening to an interview while simultaneously observing on the monitoring screen the way the interviewer recorded a respondent's answers. This procedure permitted us to find and correct deficiencies quickly. MPR continued to monitor interviewers' work throughout the field period.

### **3.2.3 Scheduling Calls and Tracking Cases**

All survey data were collected using the computer-assisted interviewing program, CASES. In addition, the tracking software was customized to track the sample, produce daily cost and production reports, and a specialized sample report. These reports allowed the survey team to monitor survey results on a daily basis. The CATI computer-assisted scheduler controlled telephone number release for interviewing according to industry-standard scheduling algorithms. The scheduling program randomly assigned sampled telephone numbers to interviewers. Calls were scheduled based on optimal calling patterns, dispersed over different times of the day and different days of the week. Firm appointments were scheduled within a twenty-minute window; other 'soft' appointments were scheduled within a sixty-minute time period, based on information provided by the interviewer. We limited follow-up efforts to nine calls to determine whether a telephone number was residential (that is, we had never had verbal or voice mail

contact with a resident), and to sixteen calls to complete an interview (when we had ever had verbal or voice mail contact with a resident).

### **3.2.4 Household Screening and Rostering**

Once contact was made with the individuals at a dialed telephone number, interviewers screened for eligibility by verifying that the number belonged to a residence (not a business or institution) and that the residence contained at least one individual eighteen years or older. Adults (eighteen or older) in multi-person households were "rostered" and a respondent randomly selected by computer program. In one-adult households, that adult was automatically selected. After respondent selection, the interviewer attempted to conduct the interview with the selected household respondent.

### **3.2.5 Interviewing**

No incentives were offered to respondents for completing the interview. MPR conducted the survey only in English. The average length of the completed interview (based on 2,030 completes) was fourteen minutes. If the selected household member refused the interview, the interviewer recorded the reason for refusal. Often, this information helps a refusal converter to convert the case later on.

One strategy for decreasing nonresponse in RDD surveys is to leave a message on potential respondents' machine answering devices ("MAD"s) in hopes of enhancing the level of cooperation. Within this overall project, a small experiment was conducted to systematically test the results of this procedure. Households were randomly divided into a control group, not receiving answering machine messages and an experimental group receiving answering machine messages. The experimental group was left a MAD message on the first and fourth times an answering machine was encountered. The message for the experimental group was the following:

*Hello, I'm [INSERT INTERVIEWER FULL NAME] calling on behalf of the Department of Transportation. We are calling to invite you to participate in a brief survey to determine your satisfaction with your local community's transportation system. Could you please call our toll-free number 888-633-8349 and ask to speak with the study supervisor, Barbara Taylor. We look forward to speaking with you. Again, that toll free number is 888-633-8349. Thank you, good-bye.*

### **3.2.6 Refusal Conversion**

Refusal cases were assigned to a subgroup of particularly skilled interviewers known as "refusal converters." Refusal converters called refusing sample members as early as one week after the initial refusal. Refusal converters used information about the reason and intensity of the prior refusals (from the earlier interviewer's comments) in planning their calls. Due to the short field period, we retired a case after one refusal conversion attempt. Cases were coded as a final refusal if a second refusal was obtained when the refusal conversion attempt was made.

### 3.3 QUALITY CONTROL PROCEDURES AND REPORTING

Interviewer performance was evaluated on the basis of production reports and regular on-line monitoring. Interviewer conduct during interviews was evaluated primarily by supervisory monitoring of actual calls, supplemented by review of interviewer notes maintained in the CATI system (all calls and notes recorded about those calls are maintained by the CATI system).

MPR's silent monitoring system enables supervisors to listen to interviews without either the interviewers' or respondents' knowledge; it also allows supervisors to view interviewers' screens while the interview is in progress. Interviewers are informed they will be monitored but do not know when observations will take place. During monitoring, supervisors identify behavioral problems involving incorrect study presentation, errors in reading questions, biased probes, inappropriate use of feedback in answering respondent questions, and other unacceptable behavior, such as interrupting the respondent or offering a personal opinion about specific questions or about the survey. Supervisors review monitoring results with interviewers after the interviewer completes her or his shift.

Daily production reports provided information on several performance indicators, including completed interviews, calls made, refusals, refusal conversions, time per call, time per interview, and the ratio of completed interviews to time charged to interviewing. Progress reports were available daily to MPR staff to enable supervisors and project management staff to monitor production and performance continuously. Several reports were produced, including:

- ***Status disposition reports.*** These report daily and cumulative distributions of interim and final survey status codes (completions, various nonresponse and ineligibility dispositions, and current statuses for active cases). In these reports, the total sample is broken down by replicate wave releases. We also produced reports on the completion of Survey A and Survey B.
- ***Specialized weekly reports.*** These were used to monitor the results of the two experiments described above – 1) the mechanical answering devices (MAD) messages on response rates and 2) the Genesys ID or ID Plus sample on response rates and number of calls required before determining the number to be a residence.
- ***Daily interviewer performance reports*** to monitor last-day and cumulative performance statistics, including completions, refusals, number of calls per completed interview, number of calls per refusal, time per call, and time per completed interview.

### 3.4 SUMMARY OF DATA CLEANING

One of the most important advantages of computer-assisted surveys is that errors can be identified and averted during the interview by building logic, range, and consistency checks into the program. MPR's CATI system permits interviewers to back up and correct erroneous answers to previous questions without violating instrument logic.

Because of differences in design, separate instrument programs were written for the different survey versions A and B. Separate cleaning programs were written for each of the two survey instruments. The instrument cleaning programs enforced questionnaire logic strictly. An interview could not be certified as “clean” until all appropriate questions had either been answered or assigned an acceptable nonresponse value, and until the data record for each interview was consistent with the instrument program logic. Survey questions were all close-ended. Thus, no questions required manual coding.

A program was written to reformat the cleaned instrument responses. Analysis files were then prepared in SAS, and additional edits performed. The additional edits included checks on the number of missing values, assignment of additional nonresponse values, and some constructed variables. Weights were applied to the data files.

## **APPENDIX A: ANNOTATED QUESTIONNAIRE**

This appendix includes detailed information on all screening questions, the questions for which data have been collected from respondents using Form A and Form B, demographic questions asked of all respondents, and questions asked of respondents who received answering machine messages from the interviewer.

## SCREENING QUESTIONS

**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?**

- 1  SPEAKER IS 18 OR OLDER → GO TO S3
- 2  WILL CALL A PERSON 18 OR OLDER TO THE PHONE → GO TO S2
- 3  NO PERSON 18 OR OLDER HOME NOW → GO TO CALL BACK
- 4  NO PERSONS 18 OR OLDER IN THE HOUSEHOLD → GO TO INELIGIBLE SCREEN
- 5  PROBABLE MENTAL IMPAIRMENT → GO TO PROB
- 6  LANGUAGE BARRIER / HEARING IMPAIRMENT → GO TO LANG
- 7  HOUSEHOLD REFUSAL → GO TO [REF@NOTE1](#) and REF\_EXIT@AN1
- 8  NOT A RESIDENCE → GO TO INELIGIBLE SCREEN
- 9  WANTS MORE INFORMATION → GO TO INFORMATION SCREEN
- 0  WANTS TO BE CALLED BACK LATER

**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.**

- 1  WANTS MORE INFORMATION → GO TO INFORMATION SCREEN
- 2  HIT ENTER TO CONTINUE
- 0  WANTS TO BE CALLED BACK LATER

**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
- 0  WANTS TO BE CALLED BACK LATER
- R  REFUSAL

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

- 1  SPEAKER IS SELECTED RESPONDENT → GO TO S6
- 2  WILL CALL SELECTED RESPONDENT TO THE PHONE → GO TO S5
- 3  SELECTED RESPONDENT NOT HOME AT THIS TIME → GO TO CALLBACK
- 4  PROBABLE MENTAL IMPAIRMENT → PROB
- 5  LANGUAGE BARRIER / HEARING IMPAIRMENT → LANG
- 6  INSTITUTIONALIZED → GO TO INELIGIBLE SCREEN
- R  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.**

- 1  WANTS MORE INFORMATION → GO TO INFORMATION SCREEN
- 2  HIT ENTER TO CONTINUE
- 0  WANTS TO BE CALLED BACK LATER

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

- 1  YES → CONTINUE
- 2  NO, CAN'T PARTICIPATE NOW → GO TO CALLBACK
- R  REFUSAL → GO TO REFUSAL SCREEN
- D  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 .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
b. Automobile, sport utility vehicle, pickup truck, van, taxi or motorcycle .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
c. Bus (e.g., Greyhound).....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
d. Train (e.g., AMTRAK) .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
e. Plane .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
f. Ship or ferry .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
g. Riding a bicycle .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
h. Walking.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <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 (occurring before rostering household or selecting a respondent)
- Selected R refusal

Record reason for refusal:

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NOTE: There is no variable in the data set associated with this screen. This CATI screen tracks refusal during the screening process (see for example S4 “R” or S6 “R”), and the outcome is recorded in the disposition records (see variable LST\_CDSP in Appendix D).

## 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

NOTE: There is no variable in the data set associated with this screen. This CATI screen tracks the disposition of ineligible respondents during the screening process (see for example S3 “2” or S4 “6”), and the outcome is recorded in the disposition records (see variable LST\_CDSP in Appendix D).

## 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.]

- <sub>1</sub> YES
- <sub>0</sub> NO → GO TO A17
- <sub>D</sub> DON'T KNOW → GO TO A17
- <sub>R</sub> REFUSED → GO TO A17

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

- <sub>1</sub> DRIVER
- <sub>2</sub> PASSENGER
- <sub>3</sub> BOTH
- <sub>D</sub> DON'T KNOW
- <sub>R</sub> REFUSED

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

- <sub>1</sub> INTERSTATE [Probe: limited-access highways that connect two or more states and have route numbers printed on a blue shield.]
- <sub>2</sub> MULTI-LANE HIGHWAYS [Probe: expressways, freeways, tollroads]
- <sub>3</sub> MAJOR TWO-LANE HIGHWAYS
- <sub>D</sub> DON'T KNOW
- <sub>R</sub> REFUSED

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

- 1  Very satisfied
- 2  Satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Dissatisfied
- 5  Very dissatisfied
- D  DON'T KNOW
- R  REFUSED
- N  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? .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Work or business travel besides commuting to or from work or school? .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Shopping and errands? .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Travelling to or from recreational and social activities? .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Any other reasons than ones mentioned? .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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]**

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

A value of N = No more codes

A value of -2 is a nonresponse for this "code all that apply" question.

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>	<u>NEITHER</u> <u>SATISFIED</u> <u>NOR</u> <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. Roadway lighting .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Shoulder width, [Probe: a break-down lane or berm].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	05 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Safety barriers [Probe: guardrails, concrete or jersey barriers, crash cushions].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Lane width.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Hazard warning signs [Probe: yellow signs indicating sharp curves, lane ends, narrow bridges].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. Pavement markings [Probe: lines separating lanes or indicating passing zones].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
g. Pavement being skid resistant in wet weather conditions.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
h. The availability of emergency road information [Probe: call boxes, radio advisory stations, and emergency cell phone number signs].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Congestion around toll booths .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Congestion due to accidents and accident clean-up.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. High occupancy vehicle (HOV) or carpool lanes .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Your ability to predict or judge travel time .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. The availability of information about traffic delays on the TV, radio, or internet, or roadway message signs .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
g. Traffic signal timing .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Surface appearance [Probe: absence of surface defects like patches, rutting and ripples in the pavement].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Durability [Probe: doesn't require frequent repairs].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Quiet ride [Probe: absence of tire noise caused by pavement].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

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

		VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	REFUSED	N/A
a. Smoothness of the ride?.....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Visual appearance? .....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Durability? [Probe: doesn't require frequent repairs].....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

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

		VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	REFUSED	N/A
a. Outdoor advertisements and billboards.....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Amount of litter or trash.....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Appearance of sound barriers [Probe: Walls alongside highways to block sound from residential areas] .....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Landscaping.....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Design of rest areas .....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. Compatibility with the natural environment [Probe: highway blends well with natural surroundings].....	1	<input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Snow removal.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Pavement repairs .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Guardrail and barrier repairs .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Rest area cleaning .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Signs for motorist services and attractions .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Signs for mileage and destinations.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. <b>Number</b> of rest areas or service plazas .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. <b>Variety</b> of rest areas or service plazas .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

**A14. Thinking about WORK ZONES, how satisfied are you with the (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>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Orange signs indicating on-going construction? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Detour signs and directions? ....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Safety features such as visibility, lane width, signs, and speed of traffic? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Amount of traffic congestion in work zones? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. Amount of time you are delayed in work zones? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
g. Speed of road repair? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

• Note, there is no A14 item c.

**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)**

- 1  Safety
- 2  Traffic flow
- 3  Pavement conditions
- 4  Bridge conditions
- 5  Visual appeal
- 6  Maintenance response time
- 7  Travel amenities
- 10  Work zones
- D  DON'T KNOW
- R  REFUSED

**A16. How satisfied are you with the way major highways (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. Connect to other interstates?....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Connect to airports?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Connect to bus and subway systems?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Connect to passenger trains?....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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:**

	<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. Accessibility of roads and streets to major highways.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Amount of surface defects such as patches, rutting and ripples in the pavement.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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\_AN.** 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.]

- 1 DID NOT TRAVEL ON ANY HIGHWAYS OR ROAD → GO TO B8
- 2 \_\_\_\_\_# OF MILES PER YEAR
- D DON'T KNOW
- R REFUSED

**B1\_NUM.** Where B1\_AN = 2, the number of miles per year.

**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.]

- 1 URBAN/SUBURBAN
- 2 RURAL
- 3 BOTH
- D DON'T KNOW
- R 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.]

1 00 PERCENT OR NONE

2 01 – 20 PERCENT

3 21 – 40 PERCENT

4 41 – 60 PERCENT

5 61 – 80 PERCENT

6 81 – 100 PERCENT

D DON'T KNOW

R 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**

1 A big problem for you

2 Somewhat of a problem

3 Not much of a problem

4 Not a problem at all

D DON'T KNOW

R 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.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
b. When you travel or which roads you use.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
c. Which hours you work.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
d. Where you work.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <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?**

- 1  NEVER
- 2  ONCE
- 3  2 TO 4 TIMES
- 4  5 TO 7 TIMES
- 5  8 TIMES OR MORE
- D  DON'T KNOW
- R  REFUSED

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

- 1  All
- 2  Most
- 3  Some
- 4  None
- D  DON'T KNOW
- R  REFUSED
- N  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?**

- <sub>1</sub> A Great deal
- <sub>2</sub> Some
- <sub>3</sub> Little
- <sub>4</sub> Not at all
- <sub>D</sub> DON'T KNOW
- <sub>R</sub> REFUSED

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

- <sub>1</sub> A great deal
- <sub>2</sub> Some
- <sub>3</sub> Little
- <sub>4</sub> Not at all
- <sub>D</sub> DON'T KNOW
- <sub>R</sub> 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).]

- <sub>1</sub> LIVE IN SAME COMMUNITY
- <sub>2</sub> LIVE IN DIFFERENT COMMUNITY
- <sub>D</sub> DON'T KNOW
- <sub>R</sub> REFUSED

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

- 1  Very satisfied
- 2  Satisfied
- 3  Neither satisfied nor dissatisfied
- 4  Dissatisfied
- 5  Very dissatisfied
- D  DON'T KNOW
- R  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 .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. The availability of good public transportation .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. The availability of bikeways and pedestrian paths and sidewalks .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Helps make my local community a better place to live .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Contributes to the economic well-being of my community.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Contributes to the environmental well-being of my community .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <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.**

		STRONGLY		NEITHER AGREE		STRONGLY		DON'T		
		AGREE	AGREE	NOR	DISAGREE	DISAGREE	DISAGREE	KNOW	REFUSED	N/A
		1	2	3	4	5	D	R	N	
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"/>	<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"/>	<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"/>	<input type="checkbox"/>
d.	Existing public transportation services 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"/>	<input type="checkbox"/>
e.	New bikeways and sidewalks were 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"/>	<input type="checkbox"/>
f.	Better quality traffic information were made available .....	<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"/>

**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?**

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE
- D DON'T KNOW
- R 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?**

- 1 TOO LITTLE
- 2 JUST ABOUT RIGHT
- 3 MORE THAN ENOUGH
- D DON'T KNOW
- R 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.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
b. Toll money based on peak periods .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
c. General sales tax.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
d. Income tax.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
e. Vehicle registration money .....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <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?**

- 1 YES
- 0 NO
- D DON'T KNOW
- R 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 .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Amount of surface defects such as patches, rutting and ripples in the pavement.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

## Demographic Section

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

- 1 YES
- 0 NO
- D DON'T KNOW
- R REFUSED

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

- 1 Car
- 2 Van
- 3 Sport Utility Vehicle
- 4 Truck
- 5 Recreational Vehicle
- 6 Bus
- 7 Motorcycle
- D DON'T KNOW
- R 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?**

- 1 YES
- 0 NO
- D DON'T KNOW
- R REFUSED

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

- 1 18 - 24
- 2 25 - 34
- 3 35 - 44
- 4 45 - 54
- 5 55 - 64
- 6 65 or older
- D DON'T KNOW
- R REFUSED

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

- 1 MALE
- 2 FEMALE
- R REFUSED

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

- 1 8TH GRADE OR LESS
- 2 HIGH SCHOOL INCOMPLETE (GRADES 9, 10, 11)
- 3 HIGH SCHOOL COMPLETE (12TH GRADE)
- 4 SOME COLLEGE
- 5 COLLEGE GRADUATE
- 6 SOME GRADUATE SCHOOL
- 7 GRADUATE OR PROFESSIONAL DEGREE (M.S., M.D., J.D., Ph.D.)
- 8 TECHNICAL SCHOOL/PROFESSIONAL BUSINESS SCHOOL
- R REFUSED

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

- 1 YES
- 0 NO -> Goto D9
- D DON'T KNOW -> Goto D9
- R REFUSED -> Goto D9

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

- 1 YES
- 0 NO
- D DON'T KNOW
- R REFUSED

**D9a. Do you have any other telephone numbers in your household besides [fill phone number]?**

IF YES: How many?

**PROBE:** We need this information so that households are correctly represented in our sample.

**PROBE:** How many additional phone numbers do you have?

- 0 0 -> Goto D10
- 1 1 TELEPHONE NUMBER
- 2 2 TELEPHONE NUMBERS
- 3 3 TELEPHONE NUMBERS
- 4 4 TELEPHONE NUMBERS
- R REFUSED



**D9b. Is this (are these) other phone number (s) for...**

- 1  HOME USE
- 2  BUSINESS AND HOME USE, OR
- 3  BUSINESS USE ONLY
- D  DON'T KNOW
- R  REFUSED

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

- 1  Yes
- 0  No, not Spanish/ Hispanic/Latino
- R  REFUSED

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

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

A value of N = No more codes

A value of -2 is a nonresponse for this "code all that apply" question.

**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?

- 1  HEARD MESSAGE
- 2  HH MEMBER MENTIONED MESSAGE
- 3  DID NOT HEAR IT [END SURVEY]
- 4  DON'T KNOW / DON'T RECALL HEARING IT [END SURVEY]
- R  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?

- 1  A GREAT DEAL
- 2  SOME
- 3  NOT MUCH
- 4  NOT AT ALL
- D  DON'T KNOW
- R  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

- 1  DEPARTMENT OF TRANSPORTATION
- 2  800 # / TOLL FREE LINE
- 3  INTERVIEWER NAME
- 4  SUPERVISOR NAME
- 5  INTERESTING TOPIC
- 6  FRIENDLY / PROFESSIONAL, TONE
- 7  OTHER [SPECIFY: \_\_\_\_\_] \*
- D  DON'T KNOW
- R  REFUSED

\*There is no separate variable for this.

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

**GENESYS CODEBOOK FILE**

Count or percent variables represent the area code exchange combination corresponding to the respondent's telephone number. Person variables are based on total population and household variables are based on total number of households.

Variable	Variable label	Value
AGE0	Persons Age 0-17	Count
AGE18	Persons Age 18-24	Count
AGE25	Persons Age 25-34	Count
AGE35	Persons Age 35-44	Count
AGE45	Persons Age 45-54	Count
AGE55	Persons Age 55-64	Count
AGE65	Persons Age 65+	Count
AGE0_P	Percent of Persons Age 0-17	Percent
AGE18_P	Percent of Persons Age 18-24	Percent
AGE25_P	Percent of Persons Age 25-34	Percent
AGE35_P	Percent of Persons Age 35-44	Percent
AGE45_P	Percent of Persons Age 45-54	Percent
AGE55_P	Percent of Persons Age 55-64	Percent
AGE65_P	Percent of Persons Age 65+	Percent
BLACK_P	Percent of Persons — Black	Percent
CENSUS	Census division	1= New England 2= Mid-Atlantic 3= East North Central 4= West North Central 5= South Atlantic 6= East South Central 7= West South Central 8= Mountain 9= Pacific
FIPS	State and County Federal Information Processing Standards (FIP) code	
HISPAN_P	Percent of Persons — Hispanic	Percent
I0	Households with Income 0K – <10K	Count

I10	Households with Income 10K – <15K	Count
I15	Households with Income 15K – <25K	Count
I25	Households with Income 25K – <35K	Count
I35	Households with Income 35K – <50K	Count
I50	Households with Income 50K – <75K	Count
I75	Households with Income 75K+	Count
I0_P	% of Households Income 0K – <10K	Percent
I10_P	% of Households Income 10K – <15K	Percent
I15_P	% of Households Income 15K – <25K	Percent
I25_P	% of Households Income 25K – <35K	Percent
I35_P	% of Households Income 35K – <50K	Percent
I50_P	% of Households Income 50K – <75K	Percent
I75_P	% of Households Income 75K+	Percent
LISTEDHH	Listed Household	Count
MET CODE	Metropolitan Status Code	1= In the center city of an MSA (Metropolitan Statistical Area) 2= Outside center city of MSA inside county with a center city 3= Inside a suburban county of the MSA 4= In an MSA that has no center city 5= Not in an MSA
OWN_OC_P	Percent of Households Owner Occupied	Percent
STATE	State	
TOTALHH	Total Number of Households	Count
TZ	Time Zone	E= Eastern P= Pacific M= Mountain H= Hawaiian B= Bering for Alaska C= Central
WHITE_P	Percent of Persons — White	Percent

**ADDITIONAL SAS FILE VARIABLES (for completed cases)**

The interview date, time, and length of interview variables for completed cases will be included in the SAS data file.

INTM	Interview minutes for call
INTT	Cumulative interview minutes (includes time for call backs, refusals, etc.)
LDAT	Date Interview Completed
LTIM	Time Interview Completed
SUR_FORM	Indicates the survey version A or B
C_ADULTS	The number of adults listed on the roster
ACT_PHN	The total number of residential phone lines to the household

**ZERO RECORD (DISPOSITION) FILE (for all cases)**

CSID	Caseid
CDSP	The current CATI interim status code
FNL	This is a code that is assigned to only the FINAL status cases. This variable will remain blank unless a final status is applied. This variable will create a LST_ CDSP variable once FNL is applied. * Note, that when FNL is created it overwrites the CDSP with the FNL code.
LST_ CDSP	This is created when a FNL status is created. It shows the last interim status code before FNL was created.
TCNT	Number of Call Attempts
D9 a/b	See note in SAS codebook file above. These survey variables were added on June 15, 2000.
REF_LOQ	Location in Questionnaire where refusal given

**CASEID MAP**

The case id is an 8 digit id (for example 2-1-2-1-0353)

1 <sup>st</sup> Digit=	Wave	1=Wave 1 2=Wave 2 3=Wave 3
2 <sup>nd</sup> Digit=	Genesys Screen	1= Genesys 2= Genesys ID Plus
3 <sup>rd</sup> Digit=	Survey Version	1= A 2= B
4 <sup>th</sup> Digit=	Ans. Machine	0= Control Group 1= Experimental Group

5-8<sup>th</sup> Digits=

Consecutive Number

**WEIGHTING VARIABLES**

W_SAMPLE	Total sample sampling weight, inverse of the probability of selection
W_SAMP_A	Survey A sampling weight, inverse of the probability of selection
W_SAMP_B	Survey B sampling weight, inverse of the probability of selection
W_PERSON	Total sample nonresponse adjusted person weight, no poststratification adjustment
W_PER_A	Survey A nonresponse adjusted person weight, no poststratification adjustment
W_PER_B	Survey B nonresponse adjusted person weight, no poststratification adjustment
WEIGHT	Total sample analysis weight
WEIGHT_A	Survey A analysis weight
WEIGHT_B	Survey B analysis weight

## **Appendix B: Index of Data Elements by Position Order**

This is output from the SAS contents Procedure (SAS® Proc Contents) that shows 207 variables ordered by position.

The CONTENTS Procedure

Data Set Name:	SD2.PUBLIC	Observations:	2030
Member Type:	DATA	Variables:	207
Engine:	V6	Indexes:	0
Created:	17:32 Wednesday, August 2, 2000	Observation Length:	1644
Last Modified:	17:32 Wednesday, August 2, 2000	Deleted Observations:	0
Protection:		Compressed:	NO
Data Set Type:		Sorted:	NO
Label:			

-----Variables Ordered by Position-----

#	Variable	Type	Len	Format
1	CSID	Char	8	
2	TCNT	Num	8	
3	INTM	Num	8	
4	INTT	Num	8	
5	LDAT	Num	8	MMDDYY.
6	LTIM	Num	8	
7	D9A	Num	8	
8	D9B	Num	8	D9BF.
9	S1	Num	8	S1F.
10	S2	Num	8	S2F.
11	S3	Num	8	S3F.
12	S4	Num	8	S4F.
13	S5	Num	8	S5F.
14	S6	Num	8	S6F.
15	S7_A	Num	8	S7_AF.
16	S7_B	Num	8	S7_BF.
17	S7_C	Num	8	S7_CF.
18	S7_D	Num	8	S7_DF.
19	S7_E	Num	8	S7_EF.
20	S7_F	Num	8	S7_FF.
21	S7_G	Num	8	S7_GF.
22	S7_H	Num	8	S7_HF.
23	A1	Num	8	A1F.
24	A2	Num	8	A2F.
25	A3	Num	8	A3F.
26	A4	Num	8	A4F.
27	A5_A	Num	8	A5_AF.
28	A5_B	Num	8	A5_BF.
29	A5_C	Num	8	A5_CF.
30	A5_D	Num	8	A5_DF.
31	A5_E	Num	8	A5_EF.
32	A6_1	Num	8	A6F.
33	A6_2	Num	8	A6F.
34	A6_3	Num	8	A6F.
35	A6_4	Num	8	A6F.
36	A6_5	Num	8	A6F.
37	A6_6	Num	8	A6F.
38	A7_A	Num	8	A7_AF.
39	A7_B	Num	8	A7_BF.
40	A7_C	Num	8	A7_CF.
41	A7_D	Num	8	A7_DF.
42	A7_E	Num	8	A7_EF.



43	A7_F	Num	8	A7_FF.
44	A7_G	Num	8	A7_GF.
45	A7_H	Num	8	A7_HF.
46	A8_A	Num	8	A8_AF.
47	A8_B	Num	8	A8_BF.
48	A8_C	Num	8	A8_CF.
49	A8_D	Num	8	A8_DF.
50	A8_E	Num	8	A8_EF.
51	A8_F	Num	8	A8_FF.
52	A8_G	Num	8	A8_GF.
53	A9_A	Num	8	A9_AF.
54	A9_B	Num	8	A9_BF.
55	A9_C	Num	8	A9_CF.
56	A9_D	Num	8	A9_DF.
57	A10_A	Num	8	A10_AF.
58	A10_B	Num	8	A10_BF.
59	A10_C	Num	8	A10_CF.
60	A11_A	Num	8	A11_AF.
61	A11_B	Num	8	A11_BF.
62	A11_C	Num	8	A11_CF.
63	A11_D	Num	8	A11_DF.
64	A11_E	Num	8	A11_EF.
65	A11_F	Num	8	A11_FF.
66	A12_A	Num	8	A12_AF.
67	A12_B	Num	8	A12_BF.
68	A12_C	Num	8	A12_CF.
69	A12_D	Num	8	A12_DF.
70	A12_E	Num	8	A12_EF.
71	A13_A	Num	8	A13_AF.
72	A13_B	Num	8	A13_BF.
73	A13_C	Num	8	A13_CF.
74	A13_D	Num	8	A13_DF.
75	A13_E	Num	8	A13_EF.
76	A14_A	Num	8	A14_AF.
77	A14_B	Num	8	A14_BF.
78	A14_D	Num	8	A14_DF.
79	A14_E	Num	8	A14_EF.
80	A14_F	Num	8	A14_FF.
81	A14_G	Num	8	A14_GF.
82	A15	Num	8	A15F.
83	A16_A	Num	8	A16_AF.
84	A16_B	Num	8	A16_BF.
85	A16_C	Num	8	A16_CF.
86	A16_D	Num	8	A16_DF.
87	A17_A	Num	8	A17_AF.
88	A17_B	Num	8	A17_BF.
89	B1_AN	Num	8	B1_ANF.
90	B1_NUM	Num	8	
91	B2	Num	8	B2F.
92	B3	Num	8	B3F.
93	B4	Num	8	B4F.
94	B5_A	Num	8	B5_AF.
95	B5_B	Num	8	B5_BF.
96	B5_C	Num	8	B5_CF.
97	B5_D	Num	8	B5_DF.
98	B6	Num	8	B6F.
99	B7	Num	8	B7F.

100	B8	Num	8	B8F.
101	B9	Num	8	B9F.
102	B10	Num	8	B10F.
103	B11	Num	8	B11F.
104	B12_A	Num	8	B12_AF.
105	B12_B	Num	8	B12_BF.
106	B12_C	Num	8	B12_CF.
107	B13_A	Num	8	B13_AF.
108	B13_B	Num	8	B13_BF.
109	B13_C	Num	8	B13_CF.
110	B13_D	Num	8	B13_DF.
111	B14_A	Num	8	B14_AF.
112	B14_B	Num	8	B14_BF.
113	B14_C	Num	8	B14_CF.
114	B14_D	Num	8	B14_DF.
115	B14_E	Num	8	B14_EF.
116	B14_F	Num	8	B14_FF.
117	B15	Num	8	B15F.
118	B16	Num	8	B16F.
119	B17_A	Num	8	B17_AF.
120	B17_B	Num	8	B17_BF.
121	B17_C	Num	8	B17_CF.
122	B17_D	Num	8	B17_DF.
123	B17_E	Num	8	B17_EF.
124	B18	Num	8	B18F.
125	B19	Num	8	B19F.
126	B20	Num	8	B20F.
127	B21_A	Num	8	B21_AF.
128	B21_B	Num	8	B21_BF.
129	D1	Num	8	D1F.
130	D2	Num	8	D2F.
131	D3	Num	8	D3F.
132	D4	Num	8	D4F.
133	D5	Num	8	D5F.
134	D6	Num	8	D6F.
135	D7	Num	8	D7F.
136	D8	Num	8	D8F.
137	D10	Num	8	D10F.
138	D11	Num	8	D11F.
139	D11_1	Num	8	D11F.
140	D11_2	Num	8	D11F.
141	D11_3	Num	8	D11F.
142	D11_4	Num	8	D11F.
143	D11_5	Num	8	D11F.
144	MAD_1	Num	8	MAD_1F.
145	MAD_2	Num	8	MAD_2F.
146	MAD_3_1	Num	8	MAD_3F.
147	MAD_3_2	Num	8	MAD_3F.
148	MAD_3_3	Num	8	MAD_3F.
149	MAD_3_4	Num	8	MAD_3F.
150	MAD_3_5	Num	8	MAD_3F.
151	MAD_3_6	Num	8	MAD_3F.
152	MAD_3_7	Num	8	MAD_3F.
153	C_ADULTS	Num	8	
154	ACT_PHN	Num	8	
155	W_SAMPLE	Num	8	
156	W_SAMP_A	Num	8	

157	W_SAMP_B	Num	8	
158	W_PERSON	Num	8	
159	W_PER_A	Num	8	
160	W_PER_B	Num	8	
161	WEIGHT	Num	8	
162	WEIGHT_A	Num	8	
163	WEIGHT_B	Num	8	
164	SUR_FORM	Char	1	\$GROUP.
165	CDSP	Num	8	DISPF.
166	FNL	Num	8	DISPF.
167	LST_CDSP	Num	8	DISPF.
168	REF_LOQ	Char	16	\$CHAR6.
169	TZ	Char	1	\$TIMEF.
170	FIPS	Num	8	
171	STATE	Char	2	\$CHAR2.
172	I0_P	Num	8	
173	I0	Num	8	
174	I10_P	Num	8	
175	I10	Num	8	
176	WHITE_P	Num	8	
177	BLACK_P	Num	8	
178	HISPAN_P	Num	8	
179	OWN_OC_P	Num	8	
180	TOTALHH	Num	8	
181	LISTEDHH	Num	8	
182	AGE18_P	Num	8	
183	AGE25_P	Num	8	
184	MET_CODE	Num	8	METF.
185	I15_P	Num	8	
186	I15	Num	8	
187	I25_P	Num	8	
188	I25	Num	8	
189	I35_P	Num	8	
190	I35	Num	8	
191	I50_P	Num	8	
192	I50	Num	8	
193	I75_P	Num	8	
194	I75	Num	8	
195	AGE0_P	Num	8	
196	AGE0	Num	8	
197	AGE35_P	Num	8	
198	AGE35	Num	8	
199	AGE45_P	Num	8	
200	AGE45	Num	8	
201	AGE55_P	Num	8	
202	AGE55	Num	8	
203	AGE65_P	Num	8	
204	AGE65	Num	8	
205	CENSUS	Num	8	CENSUSF.
206	AGE18	Num	8	
207	AGE25	Num	8	

## **Appendix C: Index of Data Elements by Alphabetic Order**

This is output from the SAS contents Procedure (SAS® Proc Contents) that shows 207 variables ordered alphabetically.

The CONTENTS Procedure

Data Set Name:	SD2.PUBLIC	Observations:	2030
Member Type:	DATA	Variables:	207
Engine:	V6	Indexes:	0
Created:	17:32 Wednesday, August 2, 2000	Observation Length:	1644
Last Modified:	17:32 Wednesday, August 2, 2000	Deleted Observations:	0
Protection:		Compressed:	NO
Data Set Type:		Sorted:	NO
Label:			

-----Alphabetic List of Variables and Attributes-----

#	Variable	Type	Len	Pos	Format
23	A1	Num	8	176	A1F.
24	A2	Num	8	184	A2F.
25	A3	Num	8	192	A3F.
26	A4	Num	8	200	A4F.
82	A15	Num	8	648	A15F.
57	A10_A	Num	8	448	A10_AF.
58	A10_B	Num	8	456	A10_BF.
59	A10_C	Num	8	464	A10_CF.
60	A11_A	Num	8	472	A11_AF.
61	A11_B	Num	8	480	A11_BF.
62	A11_C	Num	8	488	A11_CF.
63	A11_D	Num	8	496	A11_DF.
64	A11_E	Num	8	504	A11_EF.
65	A11_F	Num	8	512	A11_FF.
66	A12_A	Num	8	520	A12_AF.
67	A12_B	Num	8	528	A12_BF.
68	A12_C	Num	8	536	A12_CF.
69	A12_D	Num	8	544	A12_DF.
70	A12_E	Num	8	552	A12_EF.
71	A13_A	Num	8	560	A13_AF.
72	A13_B	Num	8	568	A13_BF.
73	A13_C	Num	8	576	A13_CF.
74	A13_D	Num	8	584	A13_DF.
75	A13_E	Num	8	592	A13_EF.
76	A14_A	Num	8	600	A14_AF.
77	A14_B	Num	8	608	A14_BF.
78	A14_D	Num	8	616	A14_DF.
79	A14_E	Num	8	624	A14_EF.
80	A14_F	Num	8	632	A14_FF.
81	A14_G	Num	8	640	A14_GF.
83	A16_A	Num	8	656	A16_AF.
84	A16_B	Num	8	664	A16_BF.
85	A16_C	Num	8	672	A16_CF.
86	A16_D	Num	8	680	A16_DF.
87	A17_A	Num	8	688	A17_AF.
88	A17_B	Num	8	696	A17_BF.
27	A5_A	Num	8	208	A5_AF.
28	A5_B	Num	8	216	A5_BF.
29	A5_C	Num	8	224	A5_CF.
30	A5_D	Num	8	232	A5_DF.
31	A5_E	Num	8	240	A5_EF.
32	A6_1	Num	8	248	A6F.

33	A6_2	Num	8	256	A6F.
34	A6_3	Num	8	264	A6F.
35	A6_4	Num	8	272	A6F.
36	A6_5	Num	8	280	A6F.
37	A6_6	Num	8	288	A6F.
38	A7_A	Num	8	296	A7_AF.
39	A7_B	Num	8	304	A7_BF.
40	A7_C	Num	8	312	A7_CF.
41	A7_D	Num	8	320	A7_DF.
42	A7_E	Num	8	328	A7_EF.
43	A7_F	Num	8	336	A7_FF.
44	A7_G	Num	8	344	A7_GF.
45	A7_H	Num	8	352	A7_HF.
46	A8_A	Num	8	360	A8_AF.
47	A8_B	Num	8	368	A8_BF.
48	A8_C	Num	8	376	A8_CF.
49	A8_D	Num	8	384	A8_DF.
50	A8_E	Num	8	392	A8_EF.
51	A8_F	Num	8	400	A8_FF.
52	A8_G	Num	8	408	A8_GF.
53	A9_A	Num	8	416	A9_AF.
54	A9_B	Num	8	424	A9_BF.
55	A9_C	Num	8	432	A9_CF.
56	A9_D	Num	8	440	A9_DF.
154	ACT_PHN	Num	8	1224	
196	AGE0	Num	8	1548	
206	AGE18	Num	8	1628	
207	AGE25	Num	8	1636	
198	AGE35	Num	8	1564	
200	AGE45	Num	8	1580	
202	AGE55	Num	8	1596	
204	AGE65	Num	8	1612	
195	AGE0_P	Num	8	1540	
182	AGE18_P	Num	8	1436	
183	AGE25_P	Num	8	1444	
197	AGE35_P	Num	8	1556	
199	AGE45_P	Num	8	1572	
201	AGE55_P	Num	8	1588	
203	AGE65_P	Num	8	1604	
91	B2	Num	8	720	B2F.
92	B3	Num	8	728	B3F.
93	B4	Num	8	736	B4F.
98	B6	Num	8	776	B6F.
99	B7	Num	8	784	B7F.
100	B8	Num	8	792	B8F.
101	B9	Num	8	800	B9F.
102	B10	Num	8	808	B10F.
103	B11	Num	8	816	B11F.
117	B15	Num	8	928	B15F.
118	B16	Num	8	936	B16F.
124	B18	Num	8	984	B18F.
125	B19	Num	8	992	B19F.
126	B20	Num	8	1000	B20F.
104	B12_A	Num	8	824	B12_AF.
105	B12_B	Num	8	832	B12_BF.
106	B12_C	Num	8	840	B12_CF.
107	B13_A	Num	8	848	B13_AF.

108	B13_B	Num	8	856	B13_BF.
109	B13_C	Num	8	864	B13_CF.
110	B13_D	Num	8	872	B13_DF.
111	B14_A	Num	8	880	B14_AF.
112	B14_B	Num	8	888	B14_BF.
113	B14_C	Num	8	896	B14_CF.
114	B14_D	Num	8	904	B14_DF.
115	B14_E	Num	8	912	B14_EF.
116	B14_F	Num	8	920	B14_FF.
119	B17_A	Num	8	944	B17_AF.
120	B17_B	Num	8	952	B17_BF.
121	B17_C	Num	8	960	B17_CF.
122	B17_D	Num	8	968	B17_DF.
123	B17_E	Num	8	976	B17_EF.
89	B1_AN	Num	8	704	B1_ANF.
90	B1_NUM	Num	8	712	
127	B21_A	Num	8	1008	B21_AF.
128	B21_B	Num	8	1016	B21_BF.
94	B5_A	Num	8	744	B5_AF.
95	B5_B	Num	8	752	B5_BF.
96	B5_C	Num	8	760	B5_CF.
97	B5_D	Num	8	768	B5_DF.
177	BLACK_P	Num	8	1396	
165	CDSP	Num	8	1305	DISPF.
205	CENSUS	Num	8	1620	CENSUSF.
1	CSID	Char	8	0	
153	C_ADULTS	Num	8	1216	
129	D1	Num	8	1024	D1F.
130	D2	Num	8	1032	D2F.
131	D3	Num	8	1040	D3F.
132	D4	Num	8	1048	D4F.
133	D5	Num	8	1056	D5F.
134	D6	Num	8	1064	D6F.
135	D7	Num	8	1072	D7F.
136	D8	Num	8	1080	D8F.
137	D10	Num	8	1088	D10F.
138	D11	Num	8	1096	D11F.
139	D11_1	Num	8	1104	D11F.
140	D11_2	Num	8	1112	D11F.
141	D11_3	Num	8	1120	D11F.
142	D11_4	Num	8	1128	D11F.
143	D11_5	Num	8	1136	D11F.
7	D9A	Num	8	48	
8	D9B	Num	8	56	D9BF.
170	FIPS	Num	8	1346	
166	FNL	Num	8	1313	DISPF.
178	HISPAN_P	Num	8	1404	
173	I0	Num	8	1364	
175	I10	Num	8	1380	
186	I15	Num	8	1468	
188	I25	Num	8	1484	
190	I35	Num	8	1500	
192	I50	Num	8	1516	
194	I75	Num	8	1532	
172	I0_P	Num	8	1356	
174	I10_P	Num	8	1372	
185	I15_P	Num	8	1460	

187	I25_P	Num	8	1476	
189	I35_P	Num	8	1492	
191	I50_P	Num	8	1508	
193	I75_P	Num	8	1524	
3	INTM	Num	8	16	
4	INTT	Num	8	24	
5	LDAT	Num	8	32	MMDDYY.
181	LISTEDHH	Num	8	1428	
167	LST_CDSP	Num	8	1321	DISPF.
6	LTIM	Num	8	40	
144	MAD_1	Num	8	1144	MAD_1F.
145	MAD_2	Num	8	1152	MAD_2F.
146	MAD_3_1	Num	8	1160	MAD_3F.
147	MAD_3_2	Num	8	1168	MAD_3F.
148	MAD_3_3	Num	8	1176	MAD_3F.
149	MAD_3_4	Num	8	1184	MAD_3F.
150	MAD_3_5	Num	8	1192	MAD_3F.
151	MAD_3_6	Num	8	1200	MAD_3F.
152	MAD_3_7	Num	8	1208	MAD_3F.
184	MET_CODE	Num	8	1452	METF.
179	OWN_OC_P	Num	8	1412	
168	REF_LOQ	Char	16	1329	\$CHAR6.
9	S1	Num	8	64	S1F.
10	S2	Num	8	72	S2F.
11	S3	Num	8	80	S3F.
12	S4	Num	8	88	S4F.
13	S5	Num	8	96	S5F.
14	S6	Num	8	104	S6F.
15	S7_A	Num	8	112	S7_AF.
16	S7_B	Num	8	120	S7_BF.
17	S7_C	Num	8	128	S7_CF.
18	S7_D	Num	8	136	S7_DF.
19	S7_E	Num	8	144	S7_EF.
20	S7_F	Num	8	152	S7_FF.
21	S7_G	Num	8	160	S7_GF.
22	S7_H	Num	8	168	S7_HF.
171	STATE	Char	2	1354	\$CHAR2.
164	SUR_FORM	Char	1	1304	\$GROUP.
2	TCNT	Num	8	8	
180	TOTALHH	Num	8	1420	
169	TZ	Char	1	1345	\$TIMEF.
161	WEIGHT	Num	8	1280	
162	WEIGHT_A	Num	8	1288	
163	WEIGHT_B	Num	8	1296	
176	WHITE_P	Num	8	1388	
158	W_PERSON	Num	8	1256	
159	W_PER_A	Num	8	1264	
160	W_PER_B	Num	8	1272	
155	W_SAMPLE	Num	8	1232	
156	W_SAMP_A	Num	8	1240	
157	W_SAMP_B	Num	8	1248	



## Frequency Counts

This appendix contains output from the SAS Frequencies Procedure (SAS® Proc Freq) that shows the marginal frequency distribution (counts and percentages for categorical variables) and from the SAS Univariate Procedure (SAS® Proc Univariate) that shows selected descriptive statistics (ranges or measures of central tendency and variability and quartiles for continuous variables) for all 207 variables in the survey data file, including weighting variables, variables that reflect characteristics of the respondents' telephone exchange area (as derived from the U.S. Census by GENESYS), additional SAS file variables, and other survey control variables, such as a flag for Form A and Form B (SUR\_FORM). Note that any value in the data set with a count of zero is not shown.

### Frequency Counts

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>CSID (Case identification number)</b>		
Range	.	11100007-32210344

#### **TCNT (Total number of call attempts)**

N.	.	2,030
Mean	.	4
Standard Deviation	.	3
Minimum	.	1
25th Percentile	.	2
Median	.	3
75th Percentile	.	5
Maximum	.	17

#### **INTM (Interview minutes for call)**

N.	.	2,020
Mean	.	13
Standard Deviation	.	5
Minimum	.	1
25th Percentile	.	10
Median	.	12
75th Percentile	.	15
Maximum	.	52

#### **INTT (Cumulative interview minutes)**

N.	.	2,030
Mean	.	13
Standard Deviation	.	6
Minimum	.	1
25th Percentile	.	10
Median	.	12
75th Percentile	.	15
Maximum	.	69

#### **LDAT (Date interview completed)**

Range	.	5/31/2000-6/30/2000
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#### **LTIM (Time interview completed)**

N.	.	2,030
Mean	.	1,585
Standard Deviation	.	383
Minimum	.	0
25th Percentile	.	1,248
Median	.	1,542
75th Percentile	.	1,931
Maximum	.	2,349

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
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**D9A Do you have any other telephone numbers in your household besides [fill in phone number]?**

N.	.	728
Mean	.	0.227
Standard Deviation	.	0.503
Minimum	.	0
25th Percentile	.	0
Median	.	0
75th Percentile	.	0
Maximum	.	4

**D9B Is this (are these) other phone number(s) for . . . ?**

HOME USE	1	86 (4%)
BUSINESS AND HOME USE	2	29 (1%)
BUSINESS USE ONLY	3	28 (1%)
DO NOT KNOW	.D	1 (0%)
MISSING VALUE	.	1,886 (93%)

**S1.**

SPEAKER IS 18 OR OLDER	1	1,927 (95%)
WILL CALL A PERSON 18 OR OLDER TO THE PHONE	2	58 (3%)
PROBABLE MENTAL IMPAIRMENT	5	1 (0%)
LANGUAGE BARRIER / HEARING IMPAIRMENT	6	1 (0%)
HOUSEHOLD REFUSAL	7	2 (0%)
WANTS TO BE CALLED BACK LATER	0	11 (1%)
MISSING VALUE	.	30 (1%)

**S2**

HIT ENTER TO CONTINUE	2	95 (5%)
WANTS TO BE CALLED BACK LATER	0	15 (1%)
MISSING VALUE	.	1,920 (95%)

**S3**

SPEAKER IS ONLY PERSON 18 OR OLDER	1	1,011 (50%)
MORE THAN ONE PERSON 18 OR OLDER	3	1,016 (50%)
WANTS TO BE CALLED BACK LATER	0	3 (0%)

**S4**

SPEAKER IS SELECTED RESPONDENT	1	664 (33%)
WILL CALL SELECTED RESPONDENT TO THE PHONE	2	78 (4%)
SELECTED RESPONDENT NOT HOME AT THIS TIME	3	264 (13%)
PROBABLE MENTAL IMPAIRMENT	4	3 (0%)
LANGUAGE BARRIER / HEARING IMPAIRMENT	5	1 (0%)
REFUSED	.R	11 (1%)
MISSING VALUE	.	1,009 (50%)

**S5**

HIT ENTER TO CONTINUE	2	68 (3%)
WANTS TO BE CALLED BACK LATER	0	9 (0%)
MISSING VALUE	.	1,953 (96%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>S6</b>		
YES	1	1,647 (81%)
NO, CANNOT PARTICIPATE NOW	2	78 (4%)
REFUSAL	.R	21 (1%)
MISSING VALUE	.	284 (14%)

<b>S7_A</b>		
YES	1	475 (23%)
NO	0	1,550 (76%)
DO NOT KNOW	.D	3 (0%)
REFUSED	.R	2 (0%)
MISSING VALUE	.	

<b>S7_B</b>		
YES	1	1,884 (93%)
NO	0	144 (7%)
DO NOT KNOW	.D	1 (0%)
REFUSED	.R	1 (0%)

<b>S7_C</b>		
YES	1	212 (10%)
NO	0	1,814 (89%)
DO NOT KNOW	.D	2 (0%)
REFUSED	.R	2 (0%)

<b>S7_D</b>		
YES	1	160 (8%)
NO	0	1,866 (92%)
DO NOT KNOW	.D	1 (0%)
REFUSED	.R	3 (0%)

<b>S7_E</b>		
YES	1	786 (39%)
NO	0	1,239 (61%)
DO NOT KNOW	.D	2 (0%)
REFUSED	.R	3 (0%)

<b>S7_F</b>		
YES	1	207 (10%)
NO	0	1,817 (90%)
DO NOT KNOW	.D	4 (0%)
REFUSED	.R	2 (0%)

<b>S7_G:</b>		
YES	1	646 (32%)
NO	0	1,378 (68%)
DO NOT KNOW	.D	3 (0%)
REFUSED	.R	3 (0%)

<b>S7_H</b>		
YES	1	1,705 (84%)
NO	0	323 (16%)
DO NOT KNOW	.D	1 (0%)
REFUSED	.R	1 (0%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A1: In the past 12 months, have you have traveled on a major highway?</b>		
YES	1	894 (44%)
NO	0	69 (3%)
MISSING VALUE	.	1,067 (53%)

<b>A2: Were you primarily a driver, a passenger, or both?</b>		
DRIVER	1	353 (17%)
PASSENGER	2	137 (7%)
BOTH	3	403 (20%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A3: On which type of major highway do you travel the most miles? Would you say...</b>		
INTERSTATE	1	439 (22%)
MULTI-LANE HIGHWAYS	2	177 (9%)
MAJOR TWO-LANE HIGHWAYS	3	268 (13%)
DO NOT KNOW	.D	9 (0%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A4: Overall, how satisfied are you with the major highways you use most often? Are you:</b>		
Very satisfied	1	99 (5%)
Satisfied	2	493 (24%)
Neither satisfied nor dissatisfied	3	104 (5%)
Dissatisfied	4	147 (7%)
Very dissatisfied	5	44 (2%)
NOT APPLICABLE	.N	1 (0%)
DO NOT KNOW	.D	6 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A5_A: Do you use major highways for commuting (traveling) to or from work or school?</b>		
YES	1	411 (20%)
NOT APPLICABLE	.N	15 (1%)
NO	0	467 (23%)
DO NOT KNOW	.D	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A5_B: Do you use major highways for work or business travel besides commuting to or from work or school?</b>		
YES	1	399 (20%)
NOT APPLICABLE	.N	12 (1%)
NO	0	483 (24%)
MISSING VALUE	.	1,136 (56%)

<b>A5_C: Do you use major highways for shopping and errands?</b>		
YES	1	692 (34%)
NOT APPLICABLE	.N	3 (0%)
NO	0	199 (10%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A5_D: Do you use major highways for traveling to or from recreational and social activities?</b>		
YES	1	749 (37%)
NOT APPLICABLE	.N	4 (0%)
NO	0	140 (7%)
DO NOT KNOW	.D	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A5_E: Do you use major highways for any other reasons than the ones mentioned?</b>		
YES	1	140 (7%)
NOT APPLICABLE	.N	4 (0%)
NO	0	747 (37%)
DO NOT KNOW	.D	3 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A6_1: Do you usually commute (travel) to or from work or school by driving a private vehicle (ask type)?</b>		
Driving a private vehicle	1	479 (24%)
DO NOT KNOW	.D	6 (0%)
REFUSED	.R	2 (0%)
a nonresponse for this "code all that apply" question	-2	45 (2%)
MISSING VALUE	.	1,498 (74%)

<b>A6_2: Do you usually commute (travel) to or from work or school by traveling as a passenger in a private vehicle (ask type)?</b>		
Traveling as a passenger in a private vehicle	2	114 (6%)
DO NOT KNOW	.D	6 (0%)
REFUSED	.R	2 (0%)
a nonresponse for this "code all that apply" question	-2	410 (20%)
MISSING VALUE	.	1,498 (74%)

<b>A6_3: Do you usually commute (travel) to or from work or school by using public transportation (ask type)?</b>		
Using public transportation	3	50 (2%)
DO NOT KNOW	.D	6 (0%)
REFUSED	.R	2 (0%)
a nonresponse for this "code all that apply" question	-2	474 (23%)
MISSING VALUE	.	1,498 (74%)

<b>A6_4: Do you usually commute (travel) to or from work or school by walking?</b>		
Walking	4	93 (5%)
DO NOT KNOW	.D	6 (0%)
REFUSED	.R	2 (0%)
a nonresponse for this "code all that apply" question	-2	431 (21%)
MISSING VALUE	.	1,498 (74%)

<b>A6_5: Do you usually commute (travel) to or from work or school by bicycling?</b>		
Bicycling	5	36 (2%)
DO NOT KNOW	.D	6 (0%)
REFUSED	.R	2 (0%)
a nonresponse for this "code all that apply" question	-2	488 (24%)
MISSING VALUE	.	1,498 (74%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A6_6: Do you usually commute (travel) to or from work or school by another form of transportation?</b>		
Another form of transportation	6	22 (1%)
DO NOT KNOW	.D	6 (0%)
REFUSED	.R	2 (0%)
a nonresponse for this "code all that apply" question	-2	502 (25%)
MISSING VALUE	.	1,498 (74%)

**A7\_A: Thinking about SAFETY, in general, how satisfied are you with roadway lighting?**

VERY SATISFIED	1	94 (5%)
SATISFIED	2	509 (25%)
NEITHER SATISFIED NOR DISSATISFIED	3	103 (5%)
DISSATISFIED	4	126 (6%)
VERY DISSATISFIED	5	28 (1%)
N/A	.N	29 (1%)
DO NOT KNOW	.D	5 (0%)
MISSING VALUE	.	1,136 (56%)

**A7\_B: Thinking about SAFETY, in general, how satisfied are you with shoulder width?**

VERY SATISFIED	1	60 (3%)
SATISFIED	2	545 (27%)
NEITHER SATISFIED NOR DISSATISFIED	3	66 (3%)
DISSATISFIED	4	164 (8%)
VERY DISSATISFIED	5	31 (2%)
N/A	.N	15 (1%)
DO NOT KNOW	.D	13 (1%)
MISSING VALUE	.	1,136 (56%)

**A7\_C: Thinking about SAFETY, in general, how satisfied are you with safety barriers?**

VERY SATISFIED	1	62 (3%)
SATISFIED	2	586 (29%)
NEITHER SATISFIED NOR DISSATISFIED	3	76 (4%)
DISSATISFIED	4	104 (5%)
VERY DISSATISFIED	5	24 (1%)
N/A	.N	25 (1%)
DO NOT KNOW	.D	17 (1%)
MISSING VALUE	.	1,136 (56%)

**A7\_D: Thinking about SAFETY, in general, how satisfied are you with lane width?**

VERY SATISFIED	1	72 (4%)
SATISFIED	2	632 (31%)
NEITHER SATISFIED NOR DISSATISFIED	3	47 (2%)
DISSATISFIED	4	119 (6%)
VERY DISSATISFIED	5	17 (1%)
N/A	.N	3 (0%)
DO NOT KNOW	.D	4 (0%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A7_E: Thinking about SAFETY, in general, how satisfied are you with hazard warning signs?</b>		
VERY SATISFIED	1	79 (4%)
SATISFIED	2	670 (33%)
NEITHER SATISFIED NOR DISSATISFIED	3	47 (2%)
DISSATISFIED	4	61 (3%)
VERY DISSATISFIED	5	14 (1%)
N/A	.N	15 (1%)
DO NOT KNOW	.D	8 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A7_F: Thinking about SAFETY, in general, how satisfied are you with pavement markings?</b>		
VERY SATISFIED	1	77 (4%)
SATISFIED	2	596 (29%)
NEITHER SATISFIED NOR DISSATISFIED	3	56 (3%)
DISSATISFIED	4	120 (6%)
VERY DISSATISFIED	5	33 (2%)
N/A	.N	7 (0%)
DO NOT KNOW	.D	5 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A7_G: Thinking about SAFETY, in general, how satisfied are you with pavement being skid-resistant in wet weather conditions?</b>		
VERY SATISFIED	1	51 (3%)
SATISFIED	2	453 (22%)
NEITHER SATISFIED NOR DISSATISFIED	3	92 (5%)
DISSATISFIED	4	177 (9%)
VERY DISSATISFIED	5	44 (2%)
N/A	.N	28 (1%)
DO NOT KNOW	.D	48 (2%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A7_H: Thinking about SAFETY, in general, how satisfied are you with the availability of emergency road information?</b>		
VERY SATISFIED	1	45 (2%)
SATISFIED	2	410 (20%)
NEITHER SATISFIED NOR DISSATISFIED	3	80 (4%)
DISSATISFIED	4	195 (10%)
VERY DISSATISFIED	5	48 (2%)
N/A	.N	75 (4%)
DO NOT KNOW	.D	41 (2%)
MISSING VALUE	.	1,136 (56%)

<b>A8_A: Thinking about TRAFFIC FLOW, how satisfied are you with the overall level of congestion?</b>		
VERY SATISFIED	1	33 (2%)
SATISFIED	2	323 (16%)
NEITHER SATISFIED NOR DISSATISFIED	3	83 (4%)
DISSATISFIED	4	296 (15%)
VERY DISSATISFIED	5	143 (7%)
N/A	.N	9 (0%)
DO NOT KNOW	.D	7 (0%)
MISSING VALUE	.	1,136 (56%)



RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A8_B: Thinking about TRAFFIC FLOW, how satisfied are you with congestion around toll booths?</b>		
VERY SATISFIED	1	17 (1%)
SATISFIED	2	223 (11%)
NEITHER SATISFIED NOR DISSATISFIED	3	54 (3%)
DISSATISFIED	4	113 (6%)
VERY DISSATISFIED	5	54 (3%)
N/A	.N	410 (20%)
DO NOT KNOW	.D	23 (1%)
MISSING VALUE	.	1,136 (56%)

**A8\_C: Thinking about TRAFFIC FLOW, how satisfied are you with congestion due to accidents and accident clean-up?**

VERY SATISFIED	1	36 (2%)
SATISFIED	2	411 (20%)
NEITHER SATISFIED NOR DISSATISFIED	3	95 (5%)
DISSATISFIED	4	211 (10%)
VERY DISSATISFIED	5	87 (4%)
N/A	.N	33 (2%)
DO NOT KNOW	.D	21 (1%)
MISSING VALUE	.	1,136 (56%)

**A8\_D: Thinking about TRAFFIC FLOW, how satisfied are you with high occupancy vehicle (HOV) or carpool lanes?**

VERY SATISFIED	1	48 (2%)
SATISFIED	2	305 (15%)
NEITHER SATISFIED NOR DISSATISFIED	3	66 (3%)
DISSATISFIED	4	54 (3%)
VERY DISSATISFIED	5	15 (1%)
N/A	.N	369 (18%)
DO NOT KNOW	.D	37 (2%)
MISSING VALUE	.	1,136 (56%)

**A8\_E: Thinking about TRAFFIC FLOW, how satisfied are you with your ability to predict or judge travel time?**

VERY SATISFIED	1	93 (5%)
SATISFIED	2	584 (29%)
NEITHER SATISFIED NOR DISSATISFIED	3	52 (3%)
DISSATISFIED	4	114 (6%)
VERY DISSATISFIED	5	20 (1%)
N/A	.N	14 (1%)
DO NOT KNOW	.D	17 (1%)
MISSING VALUE	.	1,136 (56%)

**A8\_F: Thinking about TRAFFIC FLOW, how satisfied are you with the availability of information about traffic delays on the TV, radio, or internet, or roadway message signs?**

VERY SATISFIED	1	106 (5%)
SATISFIED	2	515 (25%)
NEITHER SATISFIED NOR DISSATISFIED	3	70 (3%)
DISSATISFIED	4	110 (5%)
VERY DISSATISFIED	5	23 (1%)
N/A	.N	51 (3%)
DO NOT KNOW	.D	19 (1%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A8_G: Thinking about TRAFFIC FLOW, how satisfied are you with traffic signal timing?</b>		
VERY SATISFIED	1	45 (2%)
SATISFIED	2	553 (27%)
NEITHER SATISFIED NOR DISSATISFIED	3	81 (4%)
DISSATISFIED	4	164 (8%)
VERY DISSATISFIED	5	25 (1%)
N/A	.N	20 (1%)
DO NOT KNOW	.D	6 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A9_A: Thinking about PAVEMENT CONDITIONS, how satisfied are you with smoothness of the ride?</b>		
VERY SATISFIED	1	68 (3%)
SATISFIED	2	406 (20%)
NEITHER SATISFIED NOR DISSATISFIED	3	77 (4%)
DISSATISFIED	4	260 (13%)
VERY DISSATISFIED	5	78 (4%)
N/A	.N	3 (0%)
DO NOT KNOW	.D	2 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A9_B: Thinking about PAVEMENT CONDITIONS, how satisfied are you with surface appearance?</b>		
VERY SATISFIED	1	44 (2%)
SATISFIED	2	463 (23%)
NEITHER SATISFIED NOR DISSATISFIED	3	88 (4%)
DISSATISFIED	4	238 (12%)
VERY DISSATISFIED	5	50 (2%)
N/A	.N	8 (0%)
DO NOT KNOW	.D	3 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A9_C: Thinking about PAVEMENT CONDITIONS, how satisfied are you with durability?</b>		
VERY SATISFIED	1	41 (2%)
SATISFIED	2	437 (22%)
NEITHER SATISFIED NOR DISSATISFIED	3	75 (4%)
DISSATISFIED	4	252 (12%)
VERY DISSATISFIED	5	53 (3%)
N/A	.N	10 (0%)
DO NOT KNOW	.D	25 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A9_D: Thinking about PAVEMENT CONDITIONS, how satisfied are you with quiet ride?</b>		
VERY SATISFIED	1	40 (2%)
SATISFIED	2	558 (27%)
NEITHER SATISFIED NOR DISSATISFIED	3	78 (4%)
DISSATISFIED	4	172 (8%)
VERY DISSATISFIED	5	26 (1%)
N/A	.N	9 (0%)
DO NOT KNOW	.D	11 (1%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A10_A: Thinking about BRIDGE CONDITIONS, how satisfied are you with smoothness of the ride?</b>		
VERY SATISFIED	1	63 (3%)
SATISFIED	2	542 (27%)
NEITHER SATISFIED NOR DISSATISFIED	3	72 (4%)
DISSATISFIED	4	121 (6%)
VERY DISSATISFIED	5	26 (1%)
N/A	.N	62 (3%)
DO NOT KNOW	.D	8 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A10_B: Thinking about BRIDGE CONDITIONS, how satisfied are you with visual appearance?</b>		
VERY SATISFIED	1	73 (4%)
SATISFIED	2	600 (30%)
NEITHER SATISFIED NOR DISSATISFIED	3	74 (4%)
DISSATISFIED	4	83 (4%)
VERY DISSATISFIED	5	11 (1%)
N/A	.N	44 (2%)
DO NOT KNOW	.D	8 (0%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A10_C: Thinking about BRIDGE CONDITIONS, how satisfied are you with durability?</b>		
VERY SATISFIED	1	57 (3%)
SATISFIED	2	553 (27%)
NEITHER SATISFIED NOR DISSATISFIED	3	68 (3%)
DISSATISFIED	4	108 (5%)
VERY DISSATISFIED	5	22 (1%)
N/A	.N	50 (2%)
DO NOT KNOW	.D	35 (2%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A11_A: Thinking about VISUAL APPEAL, how satisfied are you with outdoor advertisements and billboards?</b>		
VERY SATISFIED	1	51 (3%)
SATISFIED	2	415 (20%)
NEITHER SATISFIED NOR DISSATISFIED	3	146 (7%)
DISSATISFIED	4	193 (10%)
VERY DISSATISFIED	5	47 (2%)
N/A	.N	28 (1%)
DO NOT KNOW	.D	14 (1%)
MISSING VALUE	.	1,136 (56%)

<b>A11_B: Thinking about VISUAL APPEAL, how satisfied are you with amount of litter or trash?</b>		
VERY SATISFIED	1	66 (3%)
SATISFIED	2	397 (20%)
NEITHER SATISFIED NOR DISSATISFIED	3	72 (4%)
DISSATISFIED	4	276 (14%)
VERY DISSATISFIED	5	74 (4%)
N/A	.N	2 (0%)
DO NOT KNOW	.D	7 (0%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A11_C: Thinking about VISUAL APPEAL, how satisfied are you with appearance of sound barriers?</b>		
VERY SATISFIED	1	42 (2%)
SATISFIED	2	468 (23%)
NEITHER SATISFIED NOR DISSATISFIED	3	88 (4%)
DISSATISFIED	4	86 (4%)
VERY DISSATISFIED	5	22 (1%)
N/A	.N	168 (8%)
DO NOT KNOW	.D	20 (1%)
MISSING VALUE	.	1,136 (56%)

<b>A11_D: Thinking about VISUAL APPEAL, how satisfied are you with landscaping?</b>		
VERY SATISFIED	1	109 (5%)
SATISFIED	2	582 (29%)
NEITHER SATISFIED NOR DISSATISFIED	3	72 (4%)
DISSATISFIED	4	94 (5%)
VERY DISSATISFIED	5	12 (1%)
N/A	.N	15 (1%)
DO NOT KNOW	.D	10 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A11_E: Thinking about VISUAL APPEAL, how satisfied are you with design of rest areas?</b>		
VERY SATISFIED	1	112 (6%)
SATISFIED	2	561 (28%)
NEITHER SATISFIED NOR DISSATISFIED	3	48 (2%)
DISSATISFIED	4	60 (3%)
VERY DISSATISFIED	5	7 (0%)
N/A	.N	92 (5%)
DO NOT KNOW	.D	14 (1%)
MISSING VALUE	.	1,136 (56%)

<b>A11_F: Thinking about VISUAL APPEAL, how satisfied are you with compatibility with the natural environment?</b>		
VERY SATISFIED	1	81 (4%)
SATISFIED	2	618 (30%)
NEITHER SATISFIED NOR DISSATISFIED	3	64 (3%)
DISSATISFIED	4	92 (5%)
VERY DISSATISFIED	5	13 (1%)
N/A	.N	11 (1%)
DO NOT KNOW	.D	15 (1%)
MISSING VALUE	.	1,136 (56%)

<b>A12_A: Thinking about MAINTENANCE RESPONSE TIME, how satisfied are you with the time it takes for liter or trash removal?</b>		
VERY SATISFIED	1	66 (3%)
SATISFIED	2	444 (22%)
NEITHER SATISFIED NOR DISSATISFIED	3	79 (4%)
DISSATISFIED	4	191 (9%)
VERY DISSATISFIED	5	42 (2%)
N/A	.N	26 (1%)
DO NOT KNOW	.D	46 (2%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A12_B: Thinking about MAINTENANCE RESPONSE TIME, how satisfied are you with the time it takes for snow removal?</b>		
VERY SATISFIED	1	87 (4%)
SATISFIED	2	395 (19%)
NEITHER SATISFIED NOR DISSATISFIED	3	51 (3%)
DISSATISFIED	4	106 (5%)
VERY DISSATISFIED	5	31 (2%)
N/A	.N	214 (11%)
DO NOT KNOW	.D	10 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A12_C: Thinking about MAINTENANCE RESPONSE TIME, how satisfied are you with the time it takes for pavement repairs?</b>		
VERY SATISFIED	1	45 (2%)
SATISFIED	2	352 (17%)
NEITHER SATISFIED NOR DISSATISFIED	3	70 (3%)
DISSATISFIED	4	346 (17%)
VERY DISSATISFIED	5	58 (3%)
N/A	.N	8 (0%)
DO NOT KNOW	.D	15 (1%)
MISSING VALUE	.	1,136 (56%)

<b>A12_D: Thinking about MAINTENANCE RESPONSE TIME, how satisfied are you with the time it takes for guardrail and barrier repairs?</b>		
VERY SATISFIED	1	45 (2%)
SATISFIED	2	555 (27%)
NEITHER SATISFIED NOR DISSATISFIED	3	84 (4%)
DISSATISFIED	4	101 (5%)
VERY DISSATISFIED	5	16 (1%)
N/A	.N	47 (2%)
DO NOT KNOW	.D	46 (2%)
MISSING VALUE	.	1,136 (56%)

<b>A12_E: Thinking about MAINTENANCE RESPONSE TIME, how satisfied are you with the time it takes for rest area cleaning?</b>		
VERY SATISFIED	1	74 (4%)
SATISFIED	2	467 (23%)
NEITHER SATISFIED NOR DISSATISFIED	3	72 (4%)
DISSATISFIED	4	93 (5%)
VERY DISSATISFIED	5	13 (1%)
N/A	.N	117 (6%)
DO NOT KNOW	.D	57 (3%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A13_A: Thinking about TRAVEL AMENITIES, how satisfied are you with the patrol for roadside assistance?</b>		
VERY SATISFIED	1	83 (4%)
SATISFIED	2	378 (19%)
NEITHER SATISFIED NOR DISSATISFIED	3	87 (4%)
DISSATISFIED	4	131 (6%)
VERY DISSATISFIED	5	22 (1%)
N/A	.N	97 (5%)
DO NOT KNOW	.D	96 (5%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A13_B: Thinking about TRAVEL AMENITIES, how satisfied are you with the signs for motorist services and attractions?</b>		
VERY SATISFIED	1	84 (4%)
SATISFIED	2	663 (33%)
NEITHER SATISFIED NOR DISSATISFIED	3	48 (2%)
DISSATISFIED	4	59 (3%)
VERY DISSATISFIED	5	7 (0%)
N/A	.N	25 (1%)
DO NOT KNOW	.D	8 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A13_C: Thinking about TRAVEL AMENITIES, how satisfied are you with the signs for mileage and destinations?</b>		
VERY SATISFIED	1	124 (6%)
SATISFIED	2	656 (32%)
NEITHER SATISFIED NOR DISSATISFIED	3	27 (1%)
DISSATISFIED	4	66 (3%)
VERY DISSATISFIED	5	2 (0%)
N/A	.N	11 (1%)
DO NOT KNOW	.D	8 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A13_D: Thinking about TRAVEL AMENITIES, how satisfied are you with the NUMBER of rest areas or service plazas?</b>		
VERY SATISFIED	1	65 (3%)
SATISFIED	2	516 (25%)
NEITHER SATISFIED NOR DISSATISFIED	3	52 (3%)
DISSATISFIED	4	165 (8%)
VERY DISSATISFIED	5	13 (1%)
N/A	.N	65 (3%)
DO NOT KNOW	.D	17 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A13_E: Thinking about TRAVEL AMENITIES, how satisfied are you with the VARIETY of rest areas or service plazas?</b>		
VERY SATISFIED	1	50 (2%)
SATISFIED	2	510 (25%)
NEITHER SATISFIED NOR DISSATISFIED	3	81 (4%)
DISSATISFIED	4	132 (7%)
VERY DISSATISFIED	5	9 (0%)
N/A	.N	79 (4%)
DO NOT KNOW	.D	33 (2%)
MISSING VALUE	.	1,136 (56%)

<b>A14_A: Thinking about WORK ZONES, how satisfied are you with the orange signs indicating on-going construction?</b>		
VERY SATISFIED	1	126 (6%)
SATISFIED	2	587 (29%)
NEITHER SATISFIED NOR DISSATISFIED	3	49 (2%)
DISSATISFIED	4	106 (5%)
VERY DISSATISFIED	5	18 (1%)
N/A	.N	2 (0%)
DO NOT KNOW	.D	6 (0%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A14_B: Thinking about WORK ZONES, how satisfied are you with the detour signs and directions?</b>		
VERY SATISFIED	1	68 (3%)
SATISFIED	2	588 (29%)
NEITHER SATISFIED NOR DISSATISFIED	3	41 (2%)
DISSATISFIED	4	142 (7%)
VERY DISSATISFIED	5	31 (2%)
N/A	.N	16 (1%)
DO NOT KNOW	.D	8 (0%)
MISSING VALUE	.	1,136 (56%)

\* NOTE: There is no A14\_C.

**A14\_D: Thinking about WORK ZONES, how satisfied are you with the safety features such as visibility, lane width, signs, and speed of traffic?**

VERY SATISFIED	1	56 (3%)
SATISFIED	2	611 (30%)
NEITHER SATISFIED NOR DISSATISFIED	3	49 (2%)
DISSATISFIED	4	143 (7%)
VERY DISSATISFIED	5	23 (1%)
N/A	.N	3 (0%)
DO NOT KNOW	.D	9 (0%)
MISSING VALUE	.	1,136 (56%)

**A14\_E: Thinking about WORK ZONES, how satisfied are you with the amount of traffic congestion in work zones?**

VERY SATISFIED	1	20 (1%)
SATISFIED	2	376 (19%)
NEITHER SATISFIED NOR DISSATISFIED	3	84 (4%)
DISSATISFIED	4	316 (16%)
VERY DISSATISFIED	5	76 (4%)
N/A	.N	11 (1%)
DO NOT KNOW	.D	11 (1%)
MISSING VALUE	.	1,136 (56%)

**A14\_F: Thinking about WORK ZONES, how satisfied are you with the amount of time you are delayed in work zones?**

VERY SATISFIED	1	13 (1%)
SATISFIED	2	335 (17%)
NEITHER SATISFIED NOR DISSATISFIED	3	96 (5%)
DISSATISFIED	4	323 (16%)
VERY DISSATISFIED	5	79 (4%)
N/A	.N	33 (2%)
DO NOT KNOW	.D	15 (1%)
MISSING VALUE	.	1,136 (56%)

**A14\_G: Thinking about WORK ZONES, how satisfied are you with the speed of road repair?**

VERY SATISFIED	1	30 (1%)
SATISFIED	2	378 (19%)
NEITHER SATISFIED NOR DISSATISFIED	3	75 (4%)
DISSATISFIED	4	308 (15%)
VERY DISSATISFIED	5	84 (4%)
N/A	.N	5 (0%)
DO NOT KNOW	.D	13 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>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?</b>		
Safety	1	255 (13%)
Traffic flow	2	220 (11%)
Pavement conditions	3	204 (10%)
Bridge conditions	4	26 (1%)
Visual appeal	5	10 (0%)
Maintenance response time	6	57 (3%)
Travel amenities	7	13 (1%)
Work zones	10	82 (4%)
DO NOT KNOW	.D	26 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A16_A: How satisfied are you with the way major highways connect to other interstates?</b>		
VERY SATISFIED	1	145 (7%)
SATISFIED	2	621 (31%)
NEITHER SATISFIED NOR DISSATISFIED	3	44 (2%)
DISSATISFIED	4	59 (3%)
VERY DISSATISFIED	5	12 (1%)
N/A	.N	6 (0%)
DO NOT KNOW	.D	7 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A16_B: How satisfied are you with the way major highways connect to airports?</b>		
VERY SATISFIED	1	98 (5%)
SATISFIED	2	583 (29%)
NEITHER SATISFIED NOR DISSATISFIED	3	40 (2%)
DISSATISFIED	4	86 (4%)
VERY DISSATISFIED	5	8 (0%)
N/A	.N	41 (2%)
DO NOT KNOW	.D	37 (2%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A16_C: How satisfied are you with the way major highways connect to bus and subway systems?</b>		
VERY SATISFIED	1	33 (2%)
SATISFIED	2	290 (14%)
NEITHER SATISFIED NOR DISSATISFIED	3	79 (4%)
DISSATISFIED	4	92 (5%)
VERY DISSATISFIED	5	11 (1%)
N/A	.N	270 (13%)
DO NOT KNOW	.D	118 (6%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,136 (56%)

<b>A16_D: How satisfied are you with the way major highways connect to passenger trains?</b>		
VERY SATISFIED	1	26 (1%)
SATISFIED	2	294 (14%)
NEITHER SATISFIED NOR DISSATISFIED	3	69 (3%)
DISSATISFIED	4	72 (4%)
VERY DISSATISFIED	5	7 (0%)
N/A	.N	287 (14%)
DO NOT KNOW	.D	139 (7%)
MISSING VALUE	.	1,136 (56%)



RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>A17_A: Now lets talk about roads and streets that are not major highways. How satisfied are you with accessibility of roads and streets to major highways?</b>		
VERY SATISFIED	1	90 (4%)
SATISFIED	2	673 (33%)
NEITHER SATISFIED NOR DISSATISFIED	3	49 (2%)
DISSATISFIED	4	129 (6%)
VERY DISSATISFIED	5	13 (1%)
N/A	.N	5 (0%)
DO NOT KNOW	.D	4 (0%)
MISSING VALUE	.	1,067 (53%)

**A17\_B: Now lets talk about roads and streets that are not major highways. How satisfied are you with the amount of surface defects such as patches, rutting, and ripples in the pavement?**

VERY SATISFIED	1	34 (2%)
SATISFIED	2	322 (16%)
NEITHER SATISFIED NOR DISSATISFIED	3	76 (4%)
DISSATISFIED	4	414 (20%)
VERY DISSATISFIED	5	100 (5%)
N/A	.N	6 (0%)
DO NOT KNOW	.D	11 (1%)
MISSING VALUE	.	1,067 (53%)

**B1\_AN: During the past 12 months, approximately how many miles have you traveled altogether on any type of highway or road?**

DID NOT TRAVEL ON ANY HIGHWAYS OR ROAD	1	12 (1%)
# OF MILES PER YEAR	2	858 (42%)
DO NOT KNOW	.D	105 (5%)
MISSING VALUE	.	1,055 (52%)

**B1\_NUM: The number of miles the respondent traveled on any type of highway or road.**

N.	.	853
Mean	.	14,149
Standard Deviation	.	16,320
Minimum	.	2
25th Percentile	.	3,000
Median	.	10,000
75th Percentile	.	18,000
Maximum	.	100,000

**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?**

URBAN/SUBURBAN	1	270 (13%)
RURAL	2	186 (9%)
BOTH	3	501 (25%)
DO NOT KNOW	.D	6 (0%)
MISSING VALUE	.	1,067 (53%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>B3: During the past 12 months, approximately what percent of your travel miles did you spend traveling on major highways?</b>		
00 PERCENT OR NONE	1	52 (3%)
01 - 20 PERCENT	2	157 (8%)
21 - 40 PERCENT	3	145 (7%)
41 - 60 PERCENT	4	244 (12%)
61 - 80 PERCENT	5	196 (10%)
81 - 100 PERCENT	6	127 (6%)
DO NOT KNOW	.D	40 (2%)
REFUSED	.R	2 (0%)
MISSING VALUE	.	1,067 (53%)

**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...**

A big problem for you	1	165 (8%)
Somewhat of a problem	2	355 (17%)
Not much of a problem	3	250 (12%)
Not a problem at all	4	190 (9%)
DO NOT KNOW	.D	2 (0%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,067 (53%)

**B5\_A: Did the amount of traffic on the roads you travel affect your decision about where you live now?**

YES	1	285 (14%)
NO	0	672 (33%)
DO NOT KNOW	.D	6 (0%)
MISSING VALUE	.	1,067 (53%)

**B5\_B: Did the amount of traffic on the roads you travel affect your decision about when you travel or which roads you use?**

YES	1	606 (30%)
NO	0	351 (17%)
DO NOT KNOW	.D	6 (0%)
MISSING VALUE	.	1,067 (53%)

**B5\_C: Did the amount of traffic on the roads you travel affect your decision about which hours you work?**

YES	1	191 (9%)
NO	0	744 (37%)
DO NOT KNOW	.D	27 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,067 (53%)

**B5\_D: Did the amount of traffic on the roads you travel affect your decision about where you work?**

YES	1	177 (9%)
NO	0	758 (37%)
DO NOT KNOW	.D	27 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,067 (53%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
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**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	1	378 (19%)
ONCE	2	66 (3%)
2 TO 4 TIMES	3	228 (11%)
5 TO 7 TIMES	4	88 (4%)
8 TIMES OR MORE	5	181 (9%)
DO NOT KNOW	.D	22 (1%)
MISSING VALUE	.	1,067 (53%)

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

All	1	168 (8%)
Most	2	390 (19%)
Some	3	302 (15%)
None	4	70 (3%)
NOT APPLICABLE	.N	20 (1%)
DO NOT KNOW	.D	13 (1%)
MISSING VALUE	.	1,067 (53%)

**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	1	86 (4%)
Some	2	196 (10%)
Little	3	306 (15%)
Not at all	4	422 (21%)
DO NOT KNOW	.D	4 (0%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

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

A Great deal	1	118 (6%)
Some	2	210 (10%)
Little	3	291 (14%)
Not at all	4	387 (19%)
DO NOT KNOW	.D	9 (0%)
MISSING VALUE	.	1,015 (50%)

**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.**

LIVE IN SAME COMMUNITY	1	822 (40%)
LIVE IN DIFFERENT COMMUNITY	2	171 (8%)
DO NOT KNOW	.D	21 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>B11: How satisfied are you with the transportation system and the transportation options in your community?</b>		
VERY SATISFIED	1	110 (5%)
SATISFIED	2	463 (23%)
NEITHER SATISFIED NOR DISSATISFIED	3	196 (10%)
DISSATISFIED	4	137 (7%)
VERY DISSATISFIED	5	52 (3%)
DO NOT KNOW	.D	56 (3%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**B12\_A: In choosing where to live, how important was the ease of driving in getting to work, shopping, and recreation?**

VERY IMPORTANT	1	396 (20%)
SOMEWHAT IMPORTANT	2	364 (18%)
NOT AT ALL IMPORTANT	3	218 (11%)
N/A	.N	27 (1%)
DO NOT KNOW	.D	9 (0%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**B12\_B: In choosing where to live, how important was the availability of good public transportation in getting to work, shopping, and recreation?**

VERY IMPORTANT	1	237 (12%)
SOMEWHAT IMPORTANT	2	228 (11%)
NOT AT ALL IMPORTANT	3	453 (22%)
N/A	.N	91 (4%)
DO NOT KNOW	.D	5 (0%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**B12\_C: In choosing where to live, how important was the availability of bikeways and pedestrian paths and sidewalks in getting to work, shopping, and recreation?**

VERY IMPORTANT	1	254 (13%)
SOMEWHAT IMPORTANT	2	306 (15%)
NOT AT ALL IMPORTANT	3	370 (18%)
N/A	.N	72 (4%)
DO NOT KNOW	.D	13 (1%)
MISSING VALUE	.	1,015 (50%)

**B13\_A: The transportation system, including roads, public transportation, bikeways, and sidewalks, benefits my local community. Do you:**

STRONGLY AGREE	1	244 (12%)
AGREE	2	524 (26%)
NEITHER AGREE NOR DISAGREE	3	95 (5%)
DISAGREE	4	90 (4%)
STRONGLY DISAGREE	5	19 (1%)
N/A	.N	31 (2%)
DO NOT KNOW	.D	12 (1%)
MISSING VALUE	.	1,015 (50%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>B13_B: The transportation system, including roads, public transportation, bikeways, and sidewalks, helps make my local community a better place to live. Do you:</b>		
STRONGLY AGREE	1	276 (14%)
AGREE	2	541 (27%)
NEITHER AGREE NOR DISAGREE	3	74 (4%)
DISAGREE	4	61 (3%)
STRONGLY DISAGREE	5	14 (1%)
N/A	.N	33 (2%)
DO NOT KNOW	.D	16 (1%)
MISSING VALUE	.	1,015 (50%)

<b>B13_C: The transportation system, including roads, public transportation, bikeways, and sidewalks, contributes to the economic well-being of my community. Do you:</b>		
STRONGLY AGREE	1	204 (10%)
AGREE	2	562 (28%)
NEITHER AGREE NOR DISAGREE	3	84 (4%)
DISAGREE	4	88 (4%)
STRONGLY DISAGREE	5	12 (1%)
N/A	.N	31 (2%)
DO NOT KNOW	.D	31 (2%)
REFUSED	.R	3 (0%)
MISSING VALUE	.	1,015 (50%)

<b>B13_D: The transportation system, including roads, public transportation, bikeways, and sidewalks, contributes to the environmental well-being of my community. Do you:</b>		
STRONGLY AGREE	1	191 (9%)
AGREE	2	525 (26%)
NEITHER AGREE NOR DISAGREE	3	91 (4%)
DISAGREE	4	119 (6%)
STRONGLY DISAGREE	5	17 (1%)
N/A	.N	34 (2%)
DO NOT KNOW	.D	37 (2%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

<b>B14_A: The transportation system would serve my local community better if more highways were built. Do you:</b>		
STRONGLY AGREE	1	114 (6%)
AGREE	2	254 (13%)
NEITHER AGREE NOR DISAGREE	3	118 (6%)
DISAGREE	4	415 (20%)
STRONGLY DISAGREE	5	70 (3%)
N/A	.N	20 (1%)
DO NOT KNOW	.D	24 (1%)
MISSING VALUE	.	1,015 (50%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>B14_B: The transportation system would serve my local community better if existing highways were expanded. Do you:</b>		
STRONGLY AGREE	1	163 (8%)
AGREE	2	463 (23%)
NEITHER AGREE NOR DISAGREE	3	69 (3%)
DISAGREE	4	249 (12%)
STRONGLY DISAGREE	5	34 (2%)
N/A	.N	15 (1%)
DO NOT KNOW	.D	22 (1%)
MISSING VALUE	.	1,015 (50%)

**B14\_C: The transportation system would serve my local community better if new public transportation services were offered. Do you:**

STRONGLY AGREE	1	163 (8%)
AGREE	2	446 (22%)
NEITHER AGREE NOR DISAGREE	3	103 (5%)
DISAGREE	4	204 (10%)
STRONGLY DISAGREE	5	18 (1%)
N/A	.N	43 (2%)
DO NOT KNOW	.D	37 (2%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**B14\_D: The transportation system would serve my local community better if existing public transportation services were expanded. Do you:**

STRONGLY AGREE	1	155 (8%)
AGREE	2	466 (23%)
NEITHER AGREE NOR DISAGREE	3	79 (4%)
DISAGREE	4	169 (8%)
STRONGLY DISAGREE	5	12 (1%)
N/A	.N	90 (4%)
DO NOT KNOW	.D	44 (2%)
MISSING VALUE	.	1,015 (50%)

**B14\_E: The transportation system would serve my local community better if new bikeways and sidewalks were built. Do you:**

STRONGLY AGREE	1	190 (9%)
AGREE	2	470 (23%)
NEITHER AGREE NOR DISAGREE	3	100 (5%)
DISAGREE	4	193 (10%)
STRONGLY DISAGREE	5	5 (0%)
N/A	.N	32 (2%)
DO NOT KNOW	.D	24 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>B14_F: The transportation system would serve my local community better if better quality traffic information were made available. Do you:</b>		
STRONGLY AGREE	1	150 (7%)
AGREE	2	497 (24%)
NEITHER AGREE NOR DISAGREE	3	131 (6%)
DISAGREE	4	157 (8%)
STRONGLY DISAGREE	5	6 (0%)
N/A	.N	47 (2%)
DO NOT KNOW	.D	26 (1%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**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	1	98 (5%)
AGREE	2	486 (24%)
NEITHER AGREE NOR DISAGREE	3	137 (7%)
DISAGREE	4	205 (10%)
STRONGLY DISAGREE	5	50 (2%)
DO NOT KNOW	.D	39 (2%)
MISSING VALUE	.	1,015 (50%)

**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	1	141 (7%)
JUST ABOUT RIGHT	2	370 (18%)
MORE THAN ENOUGH	3	365 (18%)
DO NOT KNOW	.D	139 (7%)
MISSING VALUE	.	1,015 (50%)

**B17\_A: Do you think toll money should be used to provide more highway services and better maintenance of the current highway system.**

YES	1	608 (30%)
HAVE NO OPINION	3	26 (1%)
N/A	.N	49 (2%)
NO	0	282 (14%)
DO NOT KNOW	.D	50 (2%)
MISSING VALUE	.	1,015 (50%)

**B17\_B: Do you think toll money based on peak periods should be used to provide more highway services and better maintenance of the current highway system.**

YES	1	503 (25%)
HAVE NO OPINION	3	36 (2%)
N/A	.N	53 (3%)
NO	0	358 (18%)
DO NOT KNOW	.D	64 (3%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>B17_C: Do you think general sales tax should be used to provide more highway services and better maintenance of the current highway system.</b>		
YES	1	423 (21%)
HAVE NO OPINION	3	24 (1%)
N/A	.N	4 (0%)
NO	0	505 (25%)
DO NOT KNOW	.D	58 (3%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**B17\_D: Do you think income tax should be used to provide more highway services and better maintenance of the current highway system.**

YES	1	304 (15%)
HAVE NO OPINION	3	28 (1%)
N/A	.N	4 (0%)
NO	0	629 (31%)
DO NOT KNOW	.D	49 (2%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**B17\_E: Do you think vehicle registration money should be used to provide more highway services and better maintenance of the current highway system.**

YES	1	731 (36%)
HAVE NO OPINION	3	20 (1%)
N/A	.N	1 (0%)
NO	0	219 (11%)
DO NOT KNOW	.D	44 (2%)
MISSING VALUE	.	1,015 (50%)

**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	1	248 (12%)
NO	0	593 (29%)
DO NOT KNOW	.D	173 (9%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

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

YES	1	142 (7%)
NO	0	867 (43%)
DO NOT KNOW	.D	5 (0%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**B20: Were they helpful or responsive to your call?**

YES	1	106 (5%)
NO	0	33 (2%)
DO NOT KNOW	.D	3 (0%)
MISSING VALUE	.	1,888 (93%)



RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>B21_A: How satisfied are you with your ability to get to places using bikeways, sidewalks, and trails?</b>		
STRONGLY AGREE	1	115 (6%)
AGREE	2	390 (19%)
NEITHER AGREE NOR DISAGREE	3	120 (6%)
DISAGREE	4	164 (8%)
STRONGLY DISAGREE	5	53 (3%)
N/A	.N	170 (8%)
REFUSED	.R	3 (0%)
MISSING VALUE	.	1,015 (50%)

**B21\_B: How satisfied are you with amount of surface defects in bikeways, sidewalks, and trails, such as patches, rutting and ripples in the pavement?**

STRONGLY AGREE	1	40 (2%)
AGREE	2	340 (17%)
NEITHER AGREE NOR DISAGREE	3	91 (4%)
DISAGREE	4	319 (16%)
STRONGLY DISAGREE	5	107 (5%)
N/A	.N	117 (6%)
REFUSED	.R	1 (0%)
MISSING VALUE	.	1,015 (50%)

**D1: Are you a licensed driver?**

YES	1	1,859 (92%)
NO	0	171 (8%)

**D2: When you are on highways and roads, do you primarily travel by:**

Car	1	1,357 (67%)
Van	2	183 (9%)
Sport Utility Vehicle	3	170 (8%)
Truck	4	251 (12%)
Recreational Vehicle	5	12 (1%)
Bus	6	37 (2%)
Motorcycle	7	4 (0%)
DO NOT KNOW	.D	11 (1%)
REFUSED	.R	5 (0%)

**D3: Do you drive a commercial truck or commercial van as part of your job?**

YES	1	57 (3%)
NO	0	474 (23%)
DO NOT KNOW	.D	1 (0%)
MISSING VALUE	.	1,498 (74%)

**D4: Please stop me when I reach the category that best describes your age.**

18 – 24	1	203 (10%)
25 – 34	2	346 (17%)
35 – 44	3	459 (23%)
45 – 54	4	379 (19%)
55 – 64	5	247 (12%)
65 or older	6	390 (19%)
DO NOT KNOW	.D	1 (0%)
REFUSED	.R	5 (0%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>D5: I am required to ask if you are male or female.</b>		
MALE	1	826 (41%)
FEMALE	2	1,202 (59%)
REFUSED	.R	2 (0%)

<b>D6: What is the last grade of school you completed?</b>		
8TH GRADE OR LESS	1	69 (3%)
HIGH SCHOOL INCOMPLETE (GRADES 9, 10, 11)	2	145 (7%)
HIGH SCHOOL COMPLETE (12TH GRADE)	3	682 (34%)
SOME COLLEGE	4	458 (23%)
COLLEGE GRADUATE	5	411 (20%)
SOME GRADUATE SCHOOL	6	62 (3%)
GRADUATE OR PROFESSIONAL DEGREE (M.S., M.D., J.D.,	7	161 (8%)
TECHNICAL SCHOOL/PROFESSIONAL BUSINESS SCHOOL	8	34 (2%)
REFUSED	.R	8 (0%)

<b>D7: Did you ever serve in the U.S. Armed Forces?</b>		
YES	1	276 (14%)
NO	0	1,750 (86%)
DO NOT KNOW	.D	2 (0%)
REFUSED	.R	2 (0%)

<b>D8: Are you still in the U.S. Armed Forces?</b>		
YES	1	17 (1%)
NO	0	259 (13%)
MISSING VALUE	.	1,754 (86%)

\* NOTE: There is no D9.

<b>D10: Are you Hispanic or Latino?</b>		
Yes	1	142 (7%)
No, not Spanish/ Hispanic/Latino	0	1,874 (92%)
REFUSED	.R	14 (1%)

<b>D11: What is your race?</b>		
REFUSED	.R	75 (4%)
NO MORE CODES	.N	1,955 (96%)
<b>D11_1</b>		
WHITE	1	1,609 (79%)
REFUSED	.R	75 (4%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	346 (17%)
<b>D11_2</b>		
BLACK OR AFRICAN-AMERICAN	2	264 (13%)
REFUSED	.R	75 (4%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	1,691 (83%)
<b>D11_3</b>		
AMERICAN INDIAN OR ALASKA NATIVE	3	42 (2%)
REFUSED	.R	75 (4%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	1,913 (94%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>D11_4</b>		
ASIAN (E.G., ASIAN INDIAN, CHINESE, FILIPINO, JAPA	4	47 (2%)
REFUSED	.R	75 (4%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	1,908 (94%)
<b>D11_5</b>		
NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER (E.G., SAMOAN, GUAMANIAN, OR CHAMORRO)	5	18 (1%)
REFUSED	.R	75 (4%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	1,937 (95%)

**MAD\_1: Did you hear the answering machine message or did someone in your household MENTION the answering machine message to you?**

HEARD MESSAGE	1	228 (11%)
HH MEMBER MENTIONED MESSAGE	2	24 (1%)
DID NOT HEAR IT	3	143 (7%)
DO NOT KNOW / DO NOT RECALL HEARING IT	4	19 (1%)
MISSING VALUE	.	1,616 (80%)

**MAD\_2: How much do you think the answering machine message affected your decision to participate in this survey?**

A GREAT DEAL	1	73 (4%)
SOME	2	59 (3%)
NOT MUCH	3	36 (2%)
NOT AT ALL	4	79 (4%)
DO NOT KNOW	.D	5 (0%)
MISSING VALUE	.	1,778 (88%)

**MAD\_3\_1: What do you recall about the message that affected your decision to participate?**

DEPARTMENT OF TRANSPORTATION	1	55 (3%)
DO NOT KNOW	.D	16 (1%)
REFUSED	.R	3 (0%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	106 (5%)
MISSING VALUE	.	1,850 (91%)

**MAD\_3\_2: What do you recall about the message that affected your decision to participate?**

800 # / TOLL FREE LINE	2	14 (1%)
DO NOT KNOW	.D	16 (1%)
REFUSED	.R	3 (0%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	147 (7%)
MISSING VALUE	.	1,850 (91%)

**MAD\_3\_3: What do you recall about the message that affected your decision to participate?**

INTERVIEWER NAME	3	1 (0%)
DO NOT KNOW	.D	16 (1%)
REFUSED	.R	3 (0%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	160 (8%)
MISSING VALUE	.	1,850 (91%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>MAD_3_4: What do you recall about the message that affected your decision to participate?</b>		
SUPERVISOR NAME	4	1 (0%)
DO NOT KNOW	.D	16 (1%)
REFUSED	.R	3 (0%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	160 (8%)
MISSING VALUE	.	1,850 (91%)

<b>MAD_3_5: What do you recall about the message that affected your decision to participate?</b>		
INTERESTING TOPIC	5	30 (1%)
DO NOT KNOW	.D	16 (1%)
REFUSED	.R	3 (0%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	131 (6%)
MISSING VALUE	.	1,850 (91%)

<b>MAD_3_6: What do you recall about the message that affected your decision to participate?</b>		
FRIENDLY / PROFESSIONAL, TONE	6	26 (1%)
DO NOT KNOW	.D	16 (1%)
REFUSED	.R	3 (0%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	135 (7%)
MISSING VALUE	.	1,850 (91%)

<b>MAD_3_7: What do you recall about the message that affected your decision to participate?</b>		
OTHER	7	62 (3%)
DO NOT KNOW	.D	16 (1%)
REFUSED	.R	3 (0%)
NONRESPONSE FOR THIS <CODE ALL THAT APPLY> QUESTION	-2	99 (5%)
MISSING VALUE	.	1,850 (91%)

<b>C_ADULTS: The number of adults listed on the roster.</b>		
N.	.	2,030
Mean	.	2
Standard Deviation	.	1
Minimum	.	1
25th Percentile	.	1
Median	.	2
75th Percentile	.	2
Maximum	.	7

<b>ACT_PHN: The total number of residential phone lines to the household.</b>		
N.	.	727
Mean	.	1
Standard Deviation	.	0
Minimum	.	1
25th Percentile	.	1
Median	.	1
75th Percentile	.	1
Maximum	.	5

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>W_SAMPLE: Total sample sampling weight, inverse of the probability of selection.</b>		
N.	.	2,030
Mean	.	200,899
Standard Deviation	.	0
Minimum	.	200,899
25th Percentile	.	200,899
Median	.	200,899
75th Percentile	.	200,899
Maximum	.	200,899

<b>W_SAMP_A: Survey A sampling weight, inverse of the probability of selection.</b>		
N.	.	1,015
Mean	.	401,799
Standard Deviation	.	0
Minimum	.	401,799
25th Percentile	.	401,799
Median	.	401,799
75th Percentile	.	401,799
Maximum	.	401,799

<b>W_SAMP_B: Survey B sampling weight, inverse of the probability of selection.</b>		
N.	.	1,015
Mean	.	401,799
Standard Deviation	.	0
Minimum	.	401,799
25th Percentile	.	401,799
Median	.	401,799
75th Percentile	.	401,799
Maximum	.	401,799

<b>W_PERSON: Total sample nonresponse adjusted person weight, no poststratification adjustment.</b>		
N.	.	2,030
Mean	.	839,676
Standard Deviation	.	420,865
Minimum	.	324,012
25th Percentile	.	511,427
Median	.	718,746
75th Percentile	.	1,092,154
Maximum	.	3,000,099

<b>W_PER_A: Survey A nonresponse adjusted person weight, no poststratification adjustment.</b>		
N.	.	1,015
Mean	.	1,715,249
Standard Deviation	.	869,060
Minimum	.	648,025
25th Percentile	.	1,025,794
Median	.	1,476,787
75th Percentile	.	2,184,308
Maximum	.	5,813,711

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>W_PER_B: Survey B nonresponse adjusted person weight, no poststratification adjustment.</b>		
N.	.	1,015
Mean	.	1,643,456
Standard Deviation	.	812,328
Minimum	.	718,746
25th Percentile	.	1,009,692
Median	.	1,248,983
75th Percentile	.	2,201,080
Maximum	.	6,000,198

**WEIGHT: Total sample analysis weight.**

N.	.	2,030
Mean	.	98,386
Standard Deviation	.	53,853
Minimum	.	22,280
25th Percentile	.	57,498
Median	.	85,457
75th Percentile	.	124,751
Maximum	.	394,194

**WEIGHT\_A: Survey A analysis weight.**

N.	.	1,015
Mean	.	196,772
Standard Deviation	.	108,950
Minimum	.	57,766
25th Percentile	.	113,419
Median	.	169,378
75th Percentile	.	250,602
Maximum	.	736,515

**WEIGHT\_B: Survey B analysis weight.**

N.	.	1,015
Mean	.	196,772
Standard Deviation	.	106,500
Minimum	.	44,560
25th Percentile	.	116,003
Median	.	173,176
75th Percentile	.	247,898
Maximum	.	788,387

**SUR\_FORM: Flags survey Form A or Form B.**

Survey A	A	1,015 (50%)
Survey B	B	1,015 (50%)

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>CDSP: The current CATI interim status code</b>		
Complete	1	2,030 (100%)

<b>FNL Code assigned to only the FINAL status code</b>		
Complete	1	2,030 (100%)

<b>LST_CDSP Shows last interim status code before FNL was created</b>		
Complete	1	2 (0%)
Refusal	21	146 (7%)
Denial	29	2 (0%)
Funny signals	52	10 (0%)
No answer	60	8 (0%)
Answering Machine	61	7 (0%)
Busy	62	3 (0%)
Answering Machine-message	68	20 (1%)
Circuit problems	70	1 (0%)
Temporarily not in service	71	5 (0%)
CB-firm-screener	80	41 (2%)
CB-soft screener	81	106 (5%)
CB-other	82	1 (0%)
Language/disability	87	1 (0%)
Missing	.	1,677 (83%)

<b>REF_LOQ: Location in Questionnaire where refusal given</b>		
Missing	.	1,707 (84%)
dial	.	31 (2%)
s1	.	164 (8%)
s3	.	61 (3%)
s4	.	25 (1%)
s6	.	31 (2%)
s7	.	11 (1%)

<b>TZ: Time Zone</b>		
Bering for Alaska	.	3 (0%)
Central	.	606 (30%)
Eastern	.	1,012 (50%)
Hawaiian	.	7 (0%)
Mountain	.	124 (6%)
Pacific	.	278 (14%)

<b>FIPS: Federal Information Processing Standards code</b>		
Range	.	1003-56037

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>STATE: State</b>		
AK	.	3 (0%)
AL	.	38 (2%)
AR	.	20 (1%)
AZ	.	29 (1%)
CA	.	183 (9%)
CO	.	33 (2%)
CT	.	29 (1%)
DC	.	3 (0%)
DE	.	4 (0%)
FL	.	102 (5%)
GA	.	63 (3%)
HI	.	7 (0%)
IA	.	19 (1%)
ID	.	11 (1%)
IL	.	62 (3%)
IN	.	39 (2%)
KS	.	20 (1%)
KY	.	42 (2%)
LA	.	37 (2%)
MA	.	40 (2%)
MD	.	35 (2%)
ME	.	9 (0%)
MI	.	70 (3%)
MN	.	54 (3%)
MO	.	43 (2%)
MS	.	21 (1%)
MT	.	7 (0%)
NC	.	68 (3%)
ND	.	7 (0%)
NE	.	15 (1%)
NH	.	9 (0%)
NJ	.	50 (2%)
NM	.	16 (1%)
NV	.	15 (1%)
NY	.	142 (7%)
OH	.	101 (5%)
OK	.	22 (1%)
OR	.	30 (1%)
PA	.	101 (5%)
RI	.	9 (0%)
SC	.	27 (1%)
SD	.	11 (1%)
TN	.	52 (3%)
TX	.	139 (7%)
UT	.	17 (1%)
VA	.	53 (3%)
VT	.	7 (0%)
WA	.	48 (2%)
WI	.	51 (3%)
WV	.	12 (1%)
WY	.	5 (0%)



RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>I0_P: % Household Income 0K - &lt;10K</b>		
Range	.	0.6-40
<b>I0: Households with Income 0K - &lt;10K</b>		
Range	.	0-2,063
<b>I10_P: % Household Income 10K - &lt;15K</b>		
Range	.	0.7-20.7
<b>I10: Households with Income 10K - &lt;15K</b>		
Range	.	0-895
<b>WHITE_P: Percent of Persons – White</b>		
Range	.	0.5-99.8
<b>BLACK_P: Percent of Persons – Black</b>		
Range	.	0-97.9
<b>HISPAN_P: Percent of Persons – Hispanic</b>		
Range	.	0-90.9
<b>OWN_OC_P: Percent of Households Owner Occupied</b>		
Range	.	4.4-93.3
<b>TOTALHH: Total Number of Households</b>		
Range	.	6-8,291
<b>LISTEDHH: Listed Household</b>		
Range	.	1-6,450
<b>AGE18_P: Percent of Persons Aged 18-24</b>		
Range	.	1.4-39.5
<b>AGE25_P: Percent of Persons Aged 25-34</b>		
Range	.	5.2-24.9
<b>MET_CODE: Metropolitan Status Code</b>		
In the center city of an MSA	1	694 (34%)
Outside center city of MSA inside county with a center city	2	383 (19%)
Inside a suburban county of the MSA	3	409 (20%)
In an MSA that has no center city	4	82 (4%)
Not in an MSA	5	462 (23%)
<b>I15_P: % Household Income 15K - &lt;25K</b>		
Range	.	2-38.9
<b>I15: Households with Income 15K - &lt;25K</b>		
Range	.	0-1,841
<b>I25_P: % Household Income 25K - &lt;35K</b>		
Range	.	2.8-25.1
<b>I25: Households with Income 25K - &lt;35K</b>		
Range	.	0-1,658

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>I35_P: % Household Income 35K - &lt;50K</b>		
Range	.	5.8-32
<b>I35: Households with Income 35K - &lt;50K</b>		
Range	.	1-1,770
<b>I50_P: % Household Income 50K - &lt;75K</b>		
Range	.	2.9-35.7
<b>I50: Households with Income 50K - &lt;75K</b>		
Range	.	1-2,164
<b>I75_P: % Household Income 75K+</b>		
Range	.	0.5-71.5
<b>I75: Households with Income 75K+</b>		
Range	.	1-4,625
<b>AGE0_P: Percent of Persons Aged 0-17</b>		
Range	.	6.5-54.4
<b>AGE0: Persons Aged 0-17</b>		
Range	.	3-10,067
<b>AGE35_P: Percent of Persons Aged 35-44</b>		
Range	.	6.1-24.5
<b>AGE35: Persons Aged 35-44</b>		
Range	.	2-4,472
<b>AGE45_P: Percent of Persons Aged 45-54</b>		
Range	.	4.2-21.5
<b>AGE45: Persons Aged 45-54</b>		
Range	.	2-3,424
<b>AGE55_P Percent of Persons Aged 55-64</b>		
Range	.	1.2-20.3
<b>AGE55: Persons Aged 55-64</b>		
Range	.	1-2,628
<b>AGE65_P: Percent of Persons Aged 65+</b>		
Range	.	2.7-67.5
<b>AGE65: Persons Aged 65+</b>		
Range	.	2-8,053

RESPONSE CATEGORY DESCRIPTION	RESPONSE CATEGORY	COUNT/VALUE
<b>CENSUS: Census Division</b>		
New England	1	103 (5%)
Mid-Atlantic	2	293 (14%)
East North Central	3	323 (16%)
West North Central	4	169 (8%)
South Atlantic	5	367 (18%)
East South Central	6	153 (8%)
West South Central	7	218 (11%)
Mountain	8	133 (7%)
Pacific	9	271 (13%)

**AGE18: Persons Age 18-24**

Range	.	1-7,065
-------	---	---------

**AGE25: Persons Age 25-34**

Range	.	2-3,656
-------	---	---------

## **Appendix E: SAS Format Library Program for Survey Data**

This appendix provides values for each of the questions in the codebook, along with the appropriate labels for the response categories.

```
*PROC FORMAT for SURVEY DATA;
PROC FORMAT CNTLOUT=FMTOUT;
```

```
VALUE $ GROUP
```

```
'A'='Survey A'
'B'='Survey B';
```

```
VALUE S1F
```

```
1='SPEAKER IS 18 OR OLDER'
2='WILL CALL A PERSON 18 OR OLDER TO THE PHONE'
3='NO PERSON 18 OR OLDER HOME NOW'
4='NO PERSONS 18 OR OLDER IN THE HOUSEHOLD'
5='PROBABLE MENTAL IMPAIRMENT'
6='LANGUAGE BARRIER / HEARING IMPAIRMENT'
7='HOUSEHOLD REFUSAL'
8='NOT A RESIDENCE'
9='WANTS MORE INFORMATION'
0='WANTS TO BE CALLED BACK LATER';
```

```
VALUE S2F
```

```
1='WANTS MORE INFORMATION'
2='HIT ENTER TO CONTINUE'
0='WANTS TO BE CALLED BACK LATER';
```

```
VALUE S3F
```

```
1='SPEAKER IS ONLY PERSON 18 OR OLDER'
2='NO ONE 18 OR OLDER IN THE HOUSEHOLD'
3='MORE THAN ONE PERSON 18 OR OLDER'
0='WANTS TO BE CALLED BACK LATER'
.R='REFUSAL';
```

```
VALUE S4F
```

```
1='SPEAKER IS SELECTED RESPONDENT'
2='WILL CALL SELECTED RESPONDENT TO THE PHONE'
3='SELECTED RESPONDENT NOT HOME AT THIS TIME'
4='PROBABLE MENTAL IMPAIRMENT'
5='LANGUAGE BARRIER / HEARING IMPAIRMENT'
6='INSTITUTIONALIZED'
.R='REFUSED';
```

```
VALUE S5F
```

```
1='WANTS MORE INFORMATION'
2='HIT ENTER TO CONTINUE'
0='WANTS TO BE CALLED BACK LATER';
```

```
VALUE S6F
```

```
1='YES'
2='NO, CANNOT PARTICIPATE NOW'
.R='REFUSAL'
.D='DO NOT KNOW';
```

```
VALUE S7_AF
```

```
1='YES'
0='NO'
.D='DO NOT KNOW'
.R='REFUSED';
```

```

VALUE S7_BF
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE S7_CF
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE S7_DF
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE S7_EF
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE S7_FF
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE S7_GF
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE S7_HF
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE A1F
    1='YES'
    0='NO'
    .D='DO NOT KNOW'
    .R='REFUSED';

VALUE A2F
    1='DRIVER'
    2='PASSENGER'
    3='BOTH'
    .D='DO NOT KNOW'
    .R='REFUSED';

```

VALUE A3F  
 1='INTERSTATE'  
 2='MULTI-LANE HIGHWAYS'  
 3='MAJOR TWO-LANE HIGHWAYS'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE A4F  
 1='VERY SATISFIED'  
 2='SATISFIED'  
 3='NEITHER SATISFIED NOR DISSATISFIED'  
 4='DISSATISFIED'  
 5='VERY DISSATISFIED'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='NOT APPLICABLE';

VALUE A5\_AF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='NOT APPLICABLE';

VALUE A5\_BF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='NOT APPLICABLE';

VALUE A5\_CF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='NOT APPLICABLE';

VALUE A5\_DF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='NOT APPLICABLE';

VALUE A5\_EF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='NOT APPLICABLE';

VALUE A6F

1='DRIVING A PRIVATE VEHICLE'  
2='TRAVELING AS A PASSENGER IN A PRIVATE VEHICLE'  
3='USING PUBLIC TRANSPORTATION'  
4='WALKING'  
5='BICYCLING'  
6='ANOTHER FORM OF TRANSPORTATION'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='NO MORE CODES'  
-2='A NONRESPONSE FOR THIS "CODE ALL THAT APPLY"  
QUESTION';

VALUE A7\_AF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE A7\_BF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE A7\_CF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE A7\_DF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';



VALUE A7\_EF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A7\_FF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A7\_GF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A7\_HF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A8\_AF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A8\_BF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A8\_CF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A8\_DF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A8\_EF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A8\_FF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A8\_GF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A9\_AF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A9\_BF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A9\_CF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A9\_DF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A10\_AF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A10\_BF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A10\_CF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A11\_AF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A11\_BF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A11\_CF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A11\_DF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A11\_EF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A11\_FF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A12\_AF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A12\_BF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A12\_CF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A12\_DF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A12\_EF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A13\_AF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A13\_BF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A13\_CF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A13\_DF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A13\_EF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A14\_AF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A14\_BF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A14\_DF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A14\_EF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A14\_FF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE A14\_GF  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;



VALUE A15F

1='SAFETY'  
2='TRAFFIC FLOW'  
3='PAVEMENT CONDITIONS'  
4='BRIDGE CONDITIONS'  
5='VISUAL APPEAL'  
6='MAINTENANCE RESPONSE TIME'  
7='TRAVEL AMENITIES'  
10='WORK ZONES'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE A16\_AF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE A16\_BF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE A16\_CF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE A16\_DF

1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE A17\_AF  
 1='VERY SATISFIED'  
 2='SATISFIED'  
 3='NEITHER SATISFIED NOR DISSATISFIED'  
 4='DISSATISFIED'  
 5='VERY DISSATISFIED'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='N/A';

VALUE A17\_BF  
 1='VERY SATISFIED'  
 2='SATISFIED'  
 3='NEITHER SATISFIED NOR DISSATISFIED'  
 4='DISSATISFIED'  
 5='VERY DISSATISFIED'  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='N/A';

VALUE B1\_ANF  
 1='DID NOT TRAVEL ON ANY HIGHWAYS OR ROAD'  
 2='# OF MILES PER YEAR'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B2F  
 1='URBAN/SUBURBAN'  
 2='RURAL'  
 3='BOTH'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B3F  
 1='00 PERCENT OR NONE'  
 2='01 - 20 PERCENT'  
 3='21 - 40 PERCENT'  
 4='41 - 60 PERCENT'  
 5='61 - 80 PERCENT'  
 6='81 - 100 PERCENT'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B4F  
 1='A BIG PROBLEM FOR YOU'  
 2='SOMEWHAT OF A PROBLEM'  
 3='NOT MUCH OF A PROBLEM'  
 4='NOT A PROBLEM AT ALL'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B5\_AF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B5\_BF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B5\_CF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B5\_DF  
 1='YES'  
 0='NO'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B6F  
 1='NEVER'  
 2='ONCE'  
 3='2 TO 4 TIMES'  
 4='5 TO 7 TIMES'  
 5='8 TIMES OR MORE'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B7F  
 1='All '  
 2='Most '  
 3='Some '  
 4='None '  
 .D='DO NOT KNOW'  
 .R='REFUSED'  
 .N='NOT APPLICABLE';

VALUE B8F  
 1='A GREAT DEAL'  
 2='SOME'  
 3='LITTLE'  
 4='NOT AT ALL'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B9F  
 1='A GREAT DEAL'  
 2='SOME'  
 3='LITTLE'  
 4='NOT AT ALL'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B10F  
 1='LIVE IN SAME COMMUNITY'  
 2='LIVE IN DIFFERENT COMMUNITY'  
 .D='DO NOT KNOW'  
 .R='REFUSED';

VALUE B11F  
1='VERY SATISFIED'  
2='SATISFIED'  
3='NEITHER SATISFIED NOR DISSATISFIED'  
4='DISSATISFIED'  
5='VERY DISSATISFIED'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE B12\_AF  
1='VERY IMPORTANT'  
2='SOMEWHAT IMPORTANT'  
3='NOT AT ALL IMPORTANT'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B12\_BF  
1='VERY IMPORTANT'  
2='SOMEWHAT IMPORTANT'  
3='NOT AT ALL IMPORTANT'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B12\_CF  
1='VERY IMPORTANT'  
2='SOMEWHAT IMPORTANT'  
3='NOT AT ALL IMPORTANT'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B13\_AF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B13\_BF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B13\_CF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B13\_DF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B14\_AF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B14\_BF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B14\_CF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B14\_DF

1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B14\_EF

1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B14\_FF

1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B15F

1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE B16F

1='TOO LITTLE'  
2='JUST ABOUT RIGHT'  
3='MORE THAN ENOUGH'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE B17\_AF

1='YES'  
0='NO'  
3='HAVE NO OPINION'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A';

VALUE B17\_BF  
1='YES'  
0='NO'  
3='HAVE NO OPINION'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B17\_CF  
1='YES'  
0='NO'  
3='HAVE NO OPINION'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B17\_DF  
1='YES'  
0='NO'  
3='HAVE NO OPINION'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B17\_EF  
1='YES'  
0='NO'  
3='HAVE NO OPINION'  
.D='DO NOT KNOW'  
.R='REFUSED'  
.N='N/A' ;

VALUE B18F  
1='YES'  
0='NO'  
.D='DO NOT KNOW'  
.R='REFUSED' ;

VALUE B19F  
1='YES'  
0='NO'  
.D='DO NOT KNOW'  
.R='REFUSED' ;

VALUE B20F  
1='YES'  
0='NO'  
.D='DO NOT KNOW'  
.R='REFUSED' ;

VALUE B21\_AF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.R='REFUSED'  
.N='N/A';

VALUE B21\_BF  
1='STRONGLY AGREE'  
2='AGREE'  
3='NEITHER AGREE NOR DISAGREE'  
4='DISAGREE'  
5='STRONGLY DISAGREE'  
.R='REFUSED'  
.N='N/A';

VALUE D1F  
1='YES'  
0='NO'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE D2F  
1='CAR'  
2='VAN'  
3='SPORT UTILITY VEHICLE'  
4='TRUCK'  
5='RECREATIONAL VEHICLE'  
6='BUS'  
7='MOTORCYCLE'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE D3F  
1='YES'  
0='NO'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE D4F  
1='18 - 24'  
2='25 - 34'  
3='35 - 44'  
4='45 - 54'  
5='55 - 64'  
6='65 OR OLDER'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE D5F  
1='MALE'  
2='FEMALE'  
.R='REFUSED';



VALUE D6F

1='8TH GRADE OR LESS'  
2='HIGH SCHOOL INCOMPLETE (GRADES 9, 10, 11)'  
3='HIGH SCHOOL COMPLETE (12TH GRADE)'  
4='SOME COLLEGE'  
5='COLLEGE GRADUATE'  
6='SOME GRADUATE SCHOOL'  
7='GRADUATE OR PROFESSIONAL DEGREE (M.S., M.D., J.D.,  
Ph.D.)'  
8='TECHNICAL SCHOOL/PROFESSIONAL BUSINESS SCHOOL'  
.R='REFUSED';

VALUE D7F

1='YES'  
0='NO'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE D8F

1='YES'  
0='NO'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE D9BF

1='HOME USE'  
2='BUSINESS AND HOME USE'  
3='BUSINESS USE ONLY'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE D10F

1='Yes'  
0='No, not Spanish/ Hispanic/Latino'  
.R='REFUSED';

VALUE D11F

1='WHITE'  
2='BLACK OR AFRICAN-AMERICAN'  
3='AMERICAN INDIAN OR ALASKA NATIVE'  
4='ASIAN (E.G., ASIAN INDIAN, CHINESE, FILIPINO,  
JAPANESE, KOREAN, VIETNAMESE)'  
5='NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER  
(E.G., SAMOAN, GUAMANIAN, OR CHAMOR)'  
.R='REFUSED'  
.N='NO MORE CODES'  
-2='NONRESPONSE FOR THIS <CODE ALL THAT APPLY>  
QUESTION';

VALUE MAD\_1F

1='HEARD MESSAGE'  
2='HH MEMBER MENTIONED MESSAGE'  
3='DID NOT HEAR IT'  
4='DO NOT KNOW / DO NOT RECALL HEARING IT'  
.R='REFUSED';

VALUE MAD\_2F  
1='A GREAT DEAL'  
2='SOME'  
3='NOT MUCH'  
4='NOT AT ALL'  
.D='DO NOT KNOW'  
.R='REFUSED';

VALUE MAD\_3F  
1='DEPARTMENT OF TRANSPORTATION'  
2='800 # / TOLL FREE LINE'  
3='INTERVIEWER NAME'  
4='SUPERVISOR NAME'  
5='INTERESTING TOPIC '  
6='FRIENDLY / PROFESSIONAL, TONE'  
7='OTHER'  
.D='DO NOT KNOW'  
.R='REFUSED';

\*\*\* FORMATS FOR DISPOSITION DATA \*\*\*;

VALUE CENSUSF 1='New England'  
2='Mid-Atlantic'  
3='East North Central'  
4='West North Central'  
5='South Atlantic'  
6='East South Central'  
7='West South Central'  
8='Mountain'  
9='Pacific';

VALUE METF 1='In the center city of an MSA'  
2='Outside center city of MSA inside county with a  
center city'  
3='Inside a suburban county of the MSA'  
4='In an MSA that has no center city'  
5='Not in an MSA';

VALUE \$TIMEF E='Eastern'  
P='Pacific'  
M='Mountain'  
H='Hawaiaan'  
B='Bering for Alaska'  
C='Central';

```
VALUE DISPF      1='Complete'  
                 22='Refusal'  
                 30='Language/Disability'  
                 65='No Answer/Busy'  
                 66='Maximum calls'  
                 40='Ineligible'  
                 41='No one 18 or over'  
                 42='Institutionalized'  
                 50='Non-working number'  
                 21='Refusal'  
                 29='Denial'  
                 31='Mental Impairment'  
                 38='Sup Rev - Screener done'  
                 52='Funny signals'  
                 60='No answer'  
                 61='Ans. Machine'  
                 68='Ans. Machine-message'  
                 62='Busy'  
                 63='Two regular busies'  
                 70='Circuit problems'  
                 71='Temp not in service'  
                 73='Comp/fax/modem'  
                 80='CB-firm-screener'  
                 81='CB-soft screener'  
                 82='CB-other'  
                 84='Non-res/non bus/govt'  
                 85='No one over 18'  
                 86='Institutionalized'  
                 87='Language/disability';
```

```
RUN;
```

## **APPENDIX F: FINAL SAMPLING PLAN**

This plan discusses procedures for selecting the sample and creating the sample weights and adjustments for non-response and undercoverage. This plan was prepared prior to data collection. The final sampling and weighting procedures are fully documented in this codebook.

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## I. INTRODUCTION

This report presents the sampling plan for the BTS 2000 Omnibus Survey, which evaluates satisfaction with travel on the nation's highways. The sampling plan will be probability based so that study results can be used to make inferences about adults in the U.S. household population. Steps involved in sample design and implementation include: (1) definition of the target population, (2) construction of the sampling frame, (3) specification of sample selection procedures, (4) evaluation of the precision of estimates, and (5) creation of sampling weights and adjustment for nonresponse and undercoverage.

## II. THE TARGET POPULATION

The *target population* for a survey is the entire set of population units about which the survey data are to be used to make inferences (Cox & Cohen, 1985). For this survey, the target population is all adults 18 or older in the 50 states and the District of Columbia. We will also constrain the target population to adults in the civilian noninstitutionalized population. To ensure conformity to other national surveys such as the Current Population survey, this population will be defined based upon the definitions of the U.S. Bureau of the Census for the civilian noninstitutionalized population.

## III. THE SAMPLING FRAME

The *sampling frame* for a survey is the list or mechanism used to enumerate these population units for sample selection purposes. The sampling frame for this survey will be derived from a list-assisted, random-digit-dialed (RDD) telephone sample approach. Of course, telephone frames exclude those households without telephones, but this source of undercoverage has been steadily declining over time. In 1963, only 80 percent of American households had telephones; by 1988 about 93 percent of all households had telephone service (Thornberry & Massey, 1988). The 1998 Current Population Survey, March Supplement, measured household telephone coverage at 94 percent.

This list-assisted RDD sampling frame provides an innovative solution to the operational problems commonly encountered in the more traditional Mitofsky-Waksberg telephone sampling approach (Waksberg, 1978). Commercial vendors construct these list-based RDD sampling frames by first obtaining a list of all working area code/exchange combinations allocated for residential service (Kulp, 1994). Adding all combinations of digits from 00 to 99 to these six-digit area code/exchange combinations then creates all residential-service hundred-number banks. (These banks are called *hundred-number banks* because they represent the first eight digits of the ten-digit phone number and hence can be linked to 100 unique phone numbers.) In the "list-assisted" step of frame building, all possible hundred-number banks are compared to a frame of listed telephone numbers and the number of residential telephone listings associated with each hundred-number bank is recorded. Finally, geographic coordinates are used to associate location (such as county) and demographic characteristics (such as percent minority) to each hundred-number bank.

We will include in the sampling frame all hundred-number banks that contain at least one listed residential telephone number. Hundred-number banks that have zero residential listings will be

excluded. This exclusion will substantially reduce the incidence of nonworking numbers in the sampling frame. Studies have shown that excluding the zero listed hundred-number banks results in minimal undercoverage bias (Brick, et al., 1995).

#### **IV. SAMPLE SELECTION**

For this survey of adults, MPR will develop sample selection procedures that will be used in association with the truncated, list-based frame maintained by Genesys Sampling Systems.<sup>1</sup> The sample will be selected systematically after sorting the frame by the nine Census divisions (New England, Middle Atlantic, East North Central, West North Central, South Atlantic, East South Central, West South Central, Mountain, and Pacific, which is divided between Alaska and Hawaii and all others) and by urban versus rural counties. Because the counties are divided by division and metropolitan status and carefully ordered, the systematic selection results in a sample that has the equivalent of 20 implicit strata. The underlying sampling frame structure can be conceptualized as a hierarchy. Within each Census division, urban counties are ordered from largest to smallest metropolitan area. Within each metropolitan area, exchanges are ordered by those serving the county containing the central city, followed by those serving the remaining non-central city counties. Within each division, rural counties are ordered in serpentine fashion from north to south and from east to west. The imposition of this implicit stratification will impose geographic representation and reduce the expected sampling variation.

MPR creates RDD samples using an in-house software system developed by Genesys Sampling Systems, which allows us to specify complex sampling designs. The sample is created in-house and as close to the date of interviewing as possible to ensure timeliness. For analysis purposes we will also append a number of variables to the sample file (see Table F-1).

---

<sup>1</sup>Zero-listed banks are not included in the truncated frame.

**TABLE F-1. VARIABLES FROM SAMPLING FRAME.**

Income 0K - <10K	Income 0K - <10K%
Income 10K - <15K	Income 10K - <15K%
Income 15K - <25K	Income 15K - <25K%
Income 25K - <35K	Income 25K - <35K%
Income 35K - <50K	Income 35K - <50K%
Income 50K - <75K	Income 50K - <75K%
Income 75K+	Income 75K+%
Age 0 –17	Age 0 -17%
Age 18 – 24	Age 18 - 24%
Age 25 – 34	Age 25 - 34%
Age 35 – 44	Age 35 - 44%
Age 45 – 54	Age 45 - 54%
Age 55 – 64	Age 55 - 64%
Age 65+	Age 65+%
Metropolitan Status Code	Total Number of Households
Primary Zip Code	Percent Owner Occupied
Primary City	Race – Black %
State	Race – Hispanic %
State and County Federal Information	Race – White %
Processing Standards (FIPS) code	Listed Household
Time Zone	

MPR customarily screens all samples for business and nonworking numbers using Genesys’ IDS system. First, the file of sampled phone numbers is compared to two business databases and business numbers are removed. Next, the remaining numbers are processed through the dialer to identify nonworking intercept messages. The Genesys Sampling System recently developed an additional screener system, IDplus. The IDplus system starts with the same database comparison to identify known businesses. The remaining numbers are then processed using automated dialing equipment and the phone is allowed to ring up to two times. Specially trained agents are available to speak to anyone who might answer the phone and the number is identified appropriately. This process identifies many more nonresidential numbers and, therefore, could potentially reduce the interviewer time necessary for the survey. For a survey with a short field period, IDplus has the potential to reduce the calendar time needed to process the sample, which could have a beneficial effect on response rates. We propose using IDplus for half the sample and the usual ID operation for the remainder. This embedded experiment will allow us to determine the advantages that IDplus might have for future BTS Omnibus surveys in terms of the time to field the sample. We will also evaluate the consequence of IDplus on response rates. Both A and B questionnaires will have half of their samples prepared using both screening methods. Furthermore, both data collection centers will be administering both instruments so we will be balancing the sample across centers as well. This approach will allow us to determine whether the gains associated with the IDplus methodology warrant future consideration.

To determine the initial sample size, we have to make a number of assumptions. We present below the working residential hit rates and cooperation rates we typically encounter in an RDD telephone survey. However, these assumptions may not be accurate given the limited time frame for this project. Another



unknown factor is the effect of screening half the sample using IDplus, which could lead to a higher percent of working residential numbers. Therefore, we have included a process that will allow us to test these assumptions and adjust the total sample size accordingly. First, an initial sample will be selected based upon optimistic assumptions about response and eligibility rates. This sample will be divided into three replicate samples. Data collected from the first replicate sample will be used to refine our estimate for the response rate and other required assumptions. We can then determine how much additional sample will be necessary to reach the desired number of completed interviews. We anticipate adding a fourth replicate to make up for any short fall associated with less than optimistic response or eligibility rates.

This survey requires that a total of 2,000 completed interviews: 1,000 interviews with the A questionnaire and 1,000 interviews with the B questionnaire. Our previous experience indicates that to achieve this result, 8,045 telephone numbers will need to be screened to determine if the number is a working residential number. From past experience, we expect to be able to determine the residential status for approximately 90 percent of these numbers or 7,241 numbers. Generally, these indeterminable residency-status numbers are “ring no answer” cases (after 8 callbacks) and tend to be unassigned numbers. Again, our experience suggests that roughly 50 percent of these 7,241 numbers will be identified as residential numbers for a total of 3,620 identified residential numbers. Having identified a number as residential, we will need to “roster” adult household members. We anticipate that 90 percent of the identified residential numbers will provide the roster information or 3,258 households. We anticipate that of the 3,258 households completing the roster 99 percent will have an eligible adult or 3,226 households. Having completed the roster, we will then randomly select an adult from the list and randomly assign them to subgroup A or subgroup B. From the 3,226 eligible sampled adults, we expect that 62 percent will cooperate with the interview to yield the required 2,000 interviews, that is, 1,000 completed interviews for subgroup A and 1,000 completed interviews for subgroup B.

## V. PRECISION

Let us turn now to the precision anticipated under the proposed RDD design. To assess the efficiency of estimated percentages  $\hat{P}$ , it is useful to examine the half-length of confidence intervals around the estimate. For this application, the confidence interval can be approximated for design purposes as:

$$\hat{P} \pm z_{1-\alpha} \sqrt{\text{Var}(\hat{P})}.$$

Here  $z_{1-\alpha}$  is value of the critical point  $x$  at which the normal cumulative distribution function equals 1-% (i.e.,  $F(x)=\%$ ). The half-length  $HL$  is:

$$HL = z_{1-\alpha} \sqrt{\text{Var}(\hat{P})}.$$

That is,  $\hat{P}$  can be expected to fall within the range  $[P-HL, P+HL]$  with 95 percent confidence for the proposed sample sizes. Therefore with a sample size of 2,000 and  $P=50$  percent, the confidence

interval range would be  $[50 - 2.19, 50 + 2.19]$ . Table F-2 presents the half-length interval for domains of various sizes. A domain is a subgroup for which separate analyses will be made.

**TABLE F-2. THE HALF LENGTH OF 95% CONFIDENCE INTERVALS IN PERCENTAGE POINTS FOR VARIOUS PERCENTAGES BEING ESTIMATED FOR DOMAINS OF VARIOUS SIZES.**

<b>Percentage</b>	<b>Domain Sample Size</b>								
<i>P</i>	100	200	300	400	500	1000	1500	2000	3000
5	4.27	3.02	2.47	2.14	1.91	1.35	1.10	0.96	0.78
10	5.88	4.16	3.39	2.94	2.63	1.86	1.52	1.31	1.07
15	7.00	4.95	4.04	3.50	3.13	2.21	1.81	1.56	1.28
20	7.84	5.54	4.53	3.92	3.51	2.48	2.02	1.75	1.43
25	8.49	6.00	4.90	4.24	3.80	2.68	2.19	1.90	1.55
30	8.98	6.35	5.19	4.49	4.02	2.84	2.32	2.01	1.64
40	9.60	6.79	5.54	4.80	4.29	3.04	2.48	2.15	1.75
50	9.80	6.93	5.66	4.90	4.38	3.10	2.53	2.19	1.79
60	9.60	6.79	5.54	4.80	4.29	3.04	2.48	2.15	1.75
70	8.98	6.35	5.19	4.49	4.02	2.84	2.32	2.01	1.64
80	7.84	5.54	4.53	3.92	3.51	2.48	2.02	1.75	1.43
90	5.88	4.16	3.39	2.94	2.63	1.86	1.52	1.31	1.07
95	4.27	3.02	2.47	2.14	1.91	1.35	1.10	0.96	0.78

## VI. SAMPLING WEIGHTS AND ADJUSTMENTS

Probabilities of selection will be computed and maintained for each level of sampling. When data collection is complete, sampling weights will be calculated as the inverse of the probability of selection. The sampling weights will be adjusted to compensate for nonresponse at each stage of the selection and interviewing process. The extent to which members of the target population are missing from the survey frame is referred to as *undercoverage*. Poststratification adjustments will be made to the nonresponse-adjusted weights to compensate for undercoverage of nontelephone households. We will poststratify to the cross-classification of age, race, and sex for all adults using population projections derived from the 1990 Decennial Census and extrapolated to the present. For further information about the weighting process, see Cox and Cohen (1985, Chapter 7) or Cox, 1991. MPR will calculate weights for the total sample and each half sample, that is subgroup A and subgroup B.

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## **Appendix G: Telephone Interviewer Training Manual**

This is a copy of the final manual that was used by MPR to train their CATI interviewers for this survey. The manual covers everything from the purpose of the survey to how to conduct the interview and deal with difficult interview situations. Answers to commonly asked questions and objections are included.

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## **I. INTRODUCTION**

### **A. MATHEMATICA POLICY RESEARCH**

Mathematica Policy Research, Inc. (MPR) is a social research and evaluation company, with offices in Princeton, New Jersey (headquarters), Washington, DC, Columbia, Maryland, and Cambridge, Massachusetts. Founded in 1968, the company is known for its work on welfare, labor, housing, health, education, and transportation policy, and for national surveys on a wide range of critical policy issues. The company's staff of approximately 300 full-time regular employees includes economists, sociologists, political scientists, survey researchers, systems analysts, and programmers. They are augmented by an on-call staff of interviewers, coders, and data entry specialists.

### **B. OVERVIEW OF THE OMNIBUS 2000 SURVEY**

The Bureau of Transportation Statistics (BTS) is conducting this survey of satisfaction with the transportation system in response to the Government Performance Results Act (GPRA), which recommends that agencies measure customer satisfaction with their performance on a regular basis. The last BTS-sponsored survey regarding satisfaction with transportation issues was completed in early 1999 by the University of Maryland Joint Program in Survey Methods. This effort was a survey of 2,000 households in the U.S. Prior to that effort, the National Highway User Survey was conducted in the Fall of 1995. Results of this study were used to assess the quality of our nation's highways.

### **C. PURPOSE OF THE OMNIBUS SURVEY**

Battelle, under contract to BTS, has subcontracted with MPR to conduct the data collection activities for this project. The primary purpose of this survey is to assess customer satisfaction with transportation across all transportation modes, with an emphasis on highway related satisfaction. The results will be used to identify agency operations that need improvement, and areas where changes in existing operations might improve the delivery of services. This survey will also serve as an information source for DOT administrators to help them meet strategic goals and respond to requests for information from public and private resources.

### **D. SURVEY ADMINISTRATION**

All surveys for this study will be conducted by telephone using computer-assisted telephone interviewing (CATI). This is a random-digit-dial (RDD) project. Therefore, you will be calling phone numbers, and when you reach a residence, selecting a respondent as the household's sampled respondent (you will not know who the respondent is when you call the phone number). You will also schedule a call-back if the sampled household member is not home at the time of initial contact and sample selection.

## **E. SURVEY SCHEDULE**

Data collection for the Spring 2000 Survey will begin on May 30<sup>th</sup> and end on June 30<sup>th</sup>. You will be trained on two different surveys for this project. While the screener and demographic sections of Survey A and Survey B are the same, the content sections contain different questions about transportation items. Our goal is to complete 1,000 surveys with version A and 1,000 with version B. The computer will randomly select which survey you will be administering. Each version of the survey should last an average of 15 minutes from start to finish.

The telephone calls you make will be controlled by *the automatic scheduler*; a computer program that schedules interviews. The program ensures that the sample is allocated efficiently, that appointments are not missed, and that errors are not made in dialing telephone numbers.

## **F. USE OF THIS MANUAL**

This manual is designed to provide each interviewer with a detailed guide to his or her responsibilities and the procedures necessary for fulfilling them. It covers topics ranging from general survey issues and procedures (for example, confidentiality of data) to specific information about the administration of the instrument for this survey. This manual is designed to provide the interviewer with a framework within which to operate.

Before beginning to interview, the interviewer must be thoroughly familiar with this manual. Detailed in-person training will be provided, followed by paired role-play practice on the CATI, individual monitoring, and supervision as needed. This manual will serve as a reference to be used throughout the field period. In addition, supervisors who have had special training will be available to offer help and guidance.

## **G. KEY PROJECT AND SURVEY STAFF**

Key staff at MPR are assigned to the following project positions to manage the data collection.

- Project Director
- Survey Director
- Survey Manager
- Lead Supervisor
- Assistant Supervisors

## **H. THE PROJECT CHARGE NUMBER**

The project charge number for telephone interviewers and supervisors on this project is \_\_\_\_\_.

**I. THE 800# - PROJECT STUDY AND CONTACT NAMES**

The call-in number for this project is \_\_\_\_\_ and the call-in contact name is \_\_\_\_\_. The official name of the project is the Omnibus 2000 Study. Respondents who call in will be asked to reference their phone number for identification purposes.



## **II. CONDUCTING THE INTERVIEW**

### **A. CONFIDENTIALITY**

One of the most important duties of an interviewer (and all MPR employees) is to protect the confidentiality of data gathered during surveys. The responsibility starts with interviewers, but project and survey directors, principal investigators and senior company officials are just as obligated to the protection of sample member confidentiality. We at MPR, like others in the research community, feel strongly about the right to confidentiality of those who participate in our studies. MPR has a legal and moral obligation to assure respondents that the names of individuals and any information gathered about them will be held in the strictest confidence, will be used only for the purposes of the study, and will never be released in a form where individuals could be identified. A confidentiality pledge is signed by all employees to affirm that we accept the responsibility to protect confidentiality.

Protecting the confidentiality of respondents means that information about individual respondents is not made available to anyone outside the immediate research project. Within the research project, access to information identifying individuals is limited to those whose roles demand it and only for the period required. Physical safeguards such as locked file cabinets protect the data and prevent unauthorized access.

In this RDD project, you will not know the names of the household members when you initially call. During the screener you will ask for a roster of either each household member's first name or initials. This data will be used to select the respondent. The names or initials will remain confidential and it will not become part of the data file.

### **B. THE ROLE OF THE INTERVIEWER**

As an interviewer, you play a critical role in motivating respondents to participate and to provide accurate information. This is especially true for RDD projects! It is important to show interest in the study and enthusiasm for your work, as these will help gain the respondent's cooperation. During the first seconds of speaking with the household (HH) your main objective should be to convince respondents that the interview will be a worthwhile experience. In this particular study, you may be able to gain their cooperation by letting them know that their answers will help guide future efforts at improving the transportation system in their community.

#### **1. The BTS Pretest**

The integrity of this study rests primarily on the quality of survey data that you, as the interviewer, collect. Considerable effort goes into the development of questions that are neutral, accurate and understandable to respondents. Before questions were used in this study, MPR conducted a pretest study. The survey questions were pretested with actual respondents to identify and correct problems. Interviewer feedback was incorporated and the survey was made better due to this process.

## 2. Survey Standardization

To ensure that the data are reliable, it is essential that all respondents hear the same questions. This means that **all interviewers must ask the questions exactly as written, in the same order, and in the same way.** The tone of the interview should be conversational, but without introducing information that may change the meaning of a question or bias a response.

You will notice in this survey that many of the answer categories for each section are repeated. The general rule for this project is that for each section **all** answer categories must be read to the respondent **at least once.** Once the respondent “catches on” and understands the available answer options, then the interviewer does not need to repeat all the answer categories except as a prompt where the respondent seems to be hesitating over a response or is repeatedly selecting the same category.

All interviewers trained on this project are required to participate in general interview training (GIT). For specific guidelines on collecting the highest quality data, you are encouraged to review the techniques outlined in your GIT manual regarding accurate listening, effective probing, and avoiding bias. You will be required to use these techniques during the data collection process. In the sections that follow, we will review some specific techniques for establishing rapport and avoiding refusals.

### C. ESTABLISHING RAPPORT AND GAINING COOPERATION

#### 1. Preparing to Call

No advance letter will be sent to households selected for our sample, so respondents will have no prior knowledge of the study at the time of first phone contact. *As a result, gaining the respondent’s cooperation will depend heavily on your approach and ability to establish rapport with the person who answers the phone during the first few seconds of the call!* To help ensure a successful outcome, prepare yourself for the call before dialing the number. Put a smile in your voice. Sit upright in a comfortable position in your chair. If you are slouching in your seat, your voice will sound slouchy, too. Think positively. Always assume that the respondent will cooperate. If you don’t think that he or she will want to cooperate, you will communicate this message to him or her through the tone of your voice.

Here is the introduction that you will read to the respondent when he or she answers the phone.

**Hello, my name is \_\_\_\_\_.** 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?**

Throughout training you will be required to practice reading this introduction out loud to your role-play partner, until you feel comfortable with it. Learn where you need to take a breath, which words are the hardest for you to pronounce correctly, where to pause for good effect, and which parts of the introduction you are hesitating on. If you introduce the study smoothly and confidently, respondents will be more likely to cooperate. You will note in the introduction that the Department of Transportation's name is referenced. This is intended to lend credibility and integrity to the study.

## **2. Information Screen**

To assist you during the introduction / engagement process, we have included an "information screen" directly in the CATI. Following the introduction shown above, you will see this list of response options:

- <1> SPEAKER IS 18 OR OLDER
- <2> WILL CALL SOMEONE 18 OR OLDER TO THE PHONE
- <3> NO PERSON 18 OR OLDER HOME NOW
- <4> NO PERSONS 18 OR OLDER IN THE HOUSEHOLD
- <5> PROBABLE MENTAL IMPAIRMENT
- <6> LANGUAGE BARRIER / HEARING IMPAIRMENT
- <7> HOUSEHOLD REFUSAL
- <8> NOT A RESIDENCE
- <9> WANTS MORE INFORMATION

When you enter the number 9, three screens will display information about the study to help you engage with the respondent and answer questions. The screens provide the following information:

### **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 are 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.

### 3. Disposition Codes

When you use the "auto" dialer to call the household number, the following disposition codes will appear on the screen:

DIAL THIS NUMBER: \_\_\_\_\_

TIME: ()

RESPONDENT:

NEXT Q:

<d> AUTODIAL THE NUMBER

<1> SOMEONE ANSWERS

<2> NO ANSWER AFTER 6 RINGS

<3> ANSWERING MACHINE

<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; CHANGED TO  
NEW NUMBER
- <12> VOICE MAIL / ACCESS CODE NEEDED
- <13> HUDI – HUNG UP DURING INTRODUCTION
- <14> MISTAKE – DON'T WANT THIS CASE
- <15> BEEPER
- <h> DISPLAY HISTORY

Selecting the correct disposition code is essential because it will determine how the case will be handled from this point. For example, getting no answer is not the same as getting an answering machine, and different procedures will be followed for each of these two results. Please be sure to familiarize yourself with the full list of possible disposition codes to ensure accuracy when assigning a code.

#### **4. Determining Residence or Business Phones**

Most of the numbers you will call will be residences or people's homes. Occasionally you will get a business. Business numbers or other ineligible phone numbers must be coded appropriately. For instance, if you speak to someone who says, "Hello, this is [a business name]" you can say, "Sorry I've reached this number in error" then code <8> below.

- <1> SPEAKER IS 18 OR OLDER
- <2> WILL CALL SOMEONE 18 OR OLDER TO THE PHONE
- <3> NO PERSON 18 OR OLDER HOME NOW
- <4> NO PERSONS 18 OR OLDER IN THE HOUSEHOLD
- <5> PROBABLE MENTAL IMPAIRMENT
- <6> LANGUAGE BARRIER / HEARING IMPAIRMENT
- <7> HOUSEHOLD REFUSAL
- <8> NOT A RESIDENCE**
- <9> WANTS MORE INFORMATION Item: INEL

By coding an <8> you will get the INELIGIBLE SCREEN:

- <1> NO ONE 18 OR OVER

<2> INSTITUTIONALIZED

<3> PRISON/JAIL

NOT A HOUSEHOLD:

<4> BUSINESS

<5> GOVERNMENT OFFICE

<6> HOSPITAL/NURSING HOME/LONG TERM CARE FACILITY

<7> ROOMING HOUSE

<8> MILITARY BARRACKS

<9> DORMITORY WITH PHONE

Here you can code a <4> since it is a business.

You might also call a number that turns out to be a “non-household” residence, like a rooming house, military barracks or a dormitory. For the purposes of this study, we do not consider these places households. If you find you have reached a place that fits into one of these categories (e.g., nursing home, rooming house, barracks, dormitory), select the appropriate ineligible code listed on the screen.

It is also possible that you may call a household that is not eligible for the study. For example, if no one who lives in the household is 18 years of age or older, the household is ineligible for this study, and you should code <1>. Also, individuals who are institutionalized (e.g., in a hospital or nursing home) or who are in prison are not eligible for this study. Please be familiar with all codes since you must code each unique situation as applicable.

## **5. Rostering the Household**

For this project you will be interviewing a representative sample of adults (age 18 and over) living in households with working telephones. You will ask the person who answers the phone to list all members of the household starting with the oldest person and proceeding from oldest to youngest. You will list them by name or initials, as the speaker prefers. This process is known as “rostering the household”. The computer will randomly select one adult in each household to be interviewed. At that point, you will ask to speak with the selected individual.

## **6. Leaving Answering Machine Messages**

We are building an experiment into the study to learn if leaving answering machine messages helps increase our response rate. Therefore, in some cases the computer will indicate that an answering

machine message should be left and in other cases it will not. When you type in the answering machine code you may (or may not) see a script. The script is as follows:

Hello, I'm [INSERT INTERVIEWER NAME] calling on behalf of the Department of Transportation. We are calling to invite you to participate in a brief survey to determine satisfaction with your local communities transportation system. Could you please call our toll free number \_\_\_\_\_ and ask to speak with the study supervisor, \_\_\_\_\_. Please reference the phone number [INSERT NUMBER DIALED] when you call. We look forward to speaking with you. Again, that toll free number is \_\_\_\_\_. Thank you, good-bye.

If the script appears you will leave a message. We will not be leaving answering machine messages every time, so do not be alarmed if the script does not appear. Please remember that your voice is the first contact that the household has to the study. Thus, your voice should be friendly and clear. You want to make a good first impression with the respondent in hopes that he or she will call us back on the #800 toll free number.

## 7. Handling Objections

Since you are the first point of contact for this study, you need to be prepared to overcome initial objections. Often you will need to answer the respondents' questions before you can administer the interview. Five common reasons for not wanting to cooperate are:

- The respondent questions the **purpose of the study**
- The respondent questions the **legitimacy of the study**
- The respondent questions the **selection process** ("Why me?")
- The respondent is concerned about the **time** required
- The respondent has **fears about being interviewed**

When a respondent avoids the interview you might wonder why we don't just forget about him or her and go on to the next case. For the data to be valid, we must try to convince each respondent who is selected for the study to cooperate. Each respondent selected for the study represents many others of similar age and background. He or she can't be replaced. Therefore, we want to encourage each respondent to participate.

## 8. Answers to Commonly Asked Questions and Objections

### 1. Why is the Department of Transportation conducting this survey?

The Department of Transportation is conducting a brief survey to determine satisfaction with the nation's transportation system. The information you provide will be used to plan improvements in the nations' travel and transportation systems.

**2. Who do you work for?**

I work for Mathematica Policy Research, Inc. We were hired by The Department of Transportation to conduct the surveys.

**3. May I speak to someone else about the study?**

FIRST:

I can get my study supervisor, \_\_\_\_\_ or you can call \_\_\_\_\_ and ask to speak with \_\_\_\_\_, the study supervisor.

IF THEY WANT SOMEONE AT THE DEPARTMENT OF TRANSPORTATION:

I would be happy to have the Project Manager at the Department of Transportation call you directly. Please give me your name and phone number and I will be sure to have them call you back. Please tell me what your concerns are so that I can forward this information to the Project Manager.

COMPLETE A PROBLEM SHEET AND PROVIDE THIS INFORMATION TO YOUR SUPERVISOR (BE SURE TO INCLUDE: NAME, PHONE NUMBER, AND CONCERN).

**4. How did you get my phone number?**

Your number was randomly selected from a nationwide sample. This means it was “by chance” that your phone number was selected. We will also be collecting data from 2,000 other randomly selected households nationwide.

**5. Why do you need to talk to me (or this household)?**

Your opinions are very important. You can help us determine satisfaction with the transportation in your local community. The information obtained from this survey will be used in planning improvements in the nation’s travel and transportation systems.

**6. I don’t have time to participate in a survey.**

I can schedule the interview at any time that is convenient for you. Also, if you prefer, we can start the interview now and finish it later.

OR: Maybe I’ve caught you at a bad time. Would tomorrow or later today be a better time to call back? Would the weekend be better? When would be a good time to call back?

**7. How long is the survey going to take?**

This is a very brief survey that will only take about 15 minutes. Lets get started now.

**8. What happens to the information I give you? Where does it go? Who handles it?**

The only people who will have access to the information you give us are our own staff who have taken an oath of confidentiality. Even they will never see or hear your name or the names of anyone in your family. As added protection, I am required by law not to reveal any information other than to persons directly involved with the study. Each person associated with the study is



required to sign a promise that they will keep confidential all information provided by respondents. Survey results will be published only as statistical totals, and your name will not be associated with any of the data.

**9. I don't want to buy anything!**

I am not selling anything or soliciting money. This is an important study sponsored by the Department of Transportation. We are trying to gather information about people's satisfaction with various modes of transportation in the U.S. Let's start now. [QUICKLY ASK THE FIRST QUESTION]

**10. I don't do surveys.**

I'm sorry you may have had unpleasant experiences with other surveys. Your answers are extremely important and your participation is needed to make this survey a success. I think you'll find the questions in this survey interesting. Let's start and you can see.

**11. Can I refuse items in the survey?**

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 are complete and accurate. Your survey will be treated as confidential.

**12. Will you send me the study results?**

There is no plan to release the results to the individuals participating in the survey. The data will be analyzed and reports will be issued by other Department of Transportation offices.

**Table G-1: Refusal Conversions.**

<b>Reasons for Refusing</b>	<b>Ways To Gain Cooperation</b>
Too Busy/We are Calling at an Inconvenient Time	<p>This is the easiest refusal to convert. Give the respondent a choice of times that we can call back, for example, “I’m sorry I called you at an inconvenient time. Would it be better if I called you back (in the evening, morning, etc. or on the weekend)?</p> <p>Make sure the respondent knows that we have evening and weekend hours and that we can conduct the interview in segments.</p>
Misunderstanding of the Purpose of the Call/Thinks We are Selling Something/Says He is not Interested	Reinforce the name of the sponsor of the study/stress that we are not selling anything or soliciting funds.
Hostility Toward the Interviewer	Listen carefully in a neutral manner to the reasons the respondent is giving for refusing, appeal to the respondent’s pride by telling him his input is important to the subject matter of the study.
Invasion of Privacy	Assure respondent that all information we gather is confidential, that all persons that are associated with the data are bound by law to a promise of confidentiality.
Suspicious/Fearful About Study, Subject Matter, or the Way We Will Use the Data	Give more information about the subject matter, reinforce the name of the sponsor of the study, offer the toll-free number, allow respondent to speak to a supervisor.
Suspicious of Legitimacy of the Call	Reinforce the name of the sponsor of the study, allow respondent to speak to a supervisor.
Respondent Hangs up Without Saying Anything	You really don’t know the reason for the refusal/ it could be any of the other reasons listed. The way you deliver the study introduction to the respondent will lessen some of these types of refusals. We’ll talk about effective ways to “hook “ the respondent’s interest by using your voice and the way you express yourself as tools later on.

## **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.**

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**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

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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.

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**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:

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## 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Work or business travel besides commuting to or from work or school? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Shopping and errands? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Travelling to or from recreational and social activities? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Any other reasons than ones mentioned? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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. <b>Number</b> 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. <b>Variety</b> 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</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. 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Toll money based on peak periods .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. General sales tax.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Income tax.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Vehicle registration money .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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.