

**FY 2015 OREGON TRANSPORTATION
NEEDS AND ISSUES**

FINAL REPORT



Oregon Department of Transportation

**FY 2015 OREGON
TRANSPORTATION NEEDS AND ISSUES SURVEY**

Summary of Statewide Results

SPR-043

by

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16. Abstract The Oregon Transportation Needs and Issues Survey was first conducted in 1993 and has been done roughly every two years. The latest survey was completed in the Autumn 2015 (State fiscal year (FY) 2015). This report summarizes the results of the FY 2015 survey. For some reoccurring questions, results are also compared to past surveys.			
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SI* (MODERN METRIC) CONVERSION FACTORS

APPROXIMATE CONVERSIONS TO SI UNITS					APPROXIMATE CONVERSIONS FROM SI UNITS				
Symbol	When You Know	Multiply By	To Find	Symbol	Symbol	When You Know	Multiply By	To Find	Symbol
<u>LENGTH</u>					<u>LENGTH</u>				
in	inches	25.4	millimeters	mm	mm	millimeters	0.039	Inches	in
ft	feet	0.305	meters	m	m	meters	3.28	feet	ft
yd	yards	0.914	meters	m	m	meters	1.09	yards	yd
mi	miles	1.61	kilometers	km	km	kilometers	0.621	miles	mi
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ft ²	square feet	0.093	meters squared	m ²	m ²	meters squared	10.764	square feet	ft ²
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mi ²	square miles	2.59	kilometers squared	km ²	km ²	kilometers squared	0.386	square miles	mi ²
<u>VOLUME</u>					<u>VOLUME</u>				
fl oz	fluid ounces	29.57	milliliters	ml	ml	milliliters	0.034	fluid ounces	fl oz
gal	gallons	3.785	liters	L	L	liters	0.264	gallons	gal
ft ³	cubic feet	0.028	meters cubed	m ³	m ³	meters cubed	35.315	cubic feet	ft ³
yd ³	cubic yards	0.765	meters cubed	m ³	m ³	meters cubed	1.308	cubic yards	yd ³
NOTE: Volumes greater than 1000 L shall be shown in m ³ .									
<u>MASS</u>					<u>MASS</u>				
oz	ounces	28.35	grams	g	g	grams	0.035	ounces	oz
lb	pounds	0.454	kilograms	kg	kg	kilograms	2.205	pounds	lb
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<u>TEMPERATURE (exact)</u>					<u>TEMPERATURE (exact)</u>				
°F	Fahrenheit	(F-32)/1.8	Celsius	°C	°C	Celsius	1.8C+32	Fahrenheit	°F

*SI is the symbol for the International System of Measurement

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**FY 2013 OREGON TRANSPORTATION NEEDS AND ISSUES
SURVEY: SUMMARY OF STATEWIDE RESULTS**

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1.0 INTRODUCTION

1.1 BACKGROUND AND PURPOSE OF THE SURVEY

The Oregon Department of Transportation (ODOT) collects data from Oregon residents through the Transportation Needs and Issues Survey to:

- assess perceptions about the transportation system;
- determine how the system is used; and
- identify transportation-related concerns.

The survey was first conducted in FY1993 and has been done roughly every two years. For each iteration, ODOT has contracted with a survey research center. In FY 1993, 1994, and 1995 ODOT worked with the Gallup Organization; in FY1998, 2001, 2003, and 2005 ODOT contracted with the Oregon Survey Research Laboratory at the University of Oregon; and the most recent surveys for fiscal years 2007, 2009, 2011, 2013, and 2015, ODOT worked with the Oregon State University Survey Research Center.

All of the surveys conducted through 2009 used a random digit dialing telephone survey method to achieve a sample of approximately 1,000 Oregon residents. In 2007 and 2009, with the growing popularity of caller identification and the increase in cell phone-only households, supplemental mail and web versions of the survey were also distributed. Analysis of the survey results from 2009 showed a potential bias in the telephone data, and it was determined that the phone survey mode should be discontinued. Therefore, since FY 2011, only web and mail survey modes were sent to over 5,000 households.

1.2 METHODOLOGY

The FY 2015 Needs and Issues Survey consisted of 55 questions, which represented 119 variables (Appendix A). Questions were selected by a project steering committee, which was comprised of representatives from each ODOT Division. The majority of questions have appeared on past Needs and Issues surveys, some dating as far back as 1996.

The FY 2015 survey was conducted by mail and web. Only adults (age 18 and over) were eligible to take the survey. The survey consisted of a stratified random sample, targeting a proportionate number of responses per ODOT Region (Figure 1.1). The sample size was selected in order to obtain 350 completed surveys per region, which is similar to the FY2013 survey. For the web mode, mailed letters introduced the survey and contained a personal



Figure 1.1: ODOT Region

access code and instructions for logging onto the survey website.

A total of 1,288 surveys were completed: 634 via the mail/web, and 654 by mail. Households in the mail group were contacted using the United States Post Office (USPS) and received paper questionnaire copies only, whereas households in the mail/web group were also recruited using the USPS, but were asked in the first and second postcards to complete the questionnaire online. The third and fourth contacts with this group contained paper questionnaires just like the mail group. The distribution of respondents by age, gender, education, income, and residence (urban/rural) was similar across both survey modes. Data from each survey mode (mail and web) were compiled and given a unique identification code. All data were then combined, cleaned, and weighted. The adjusted response rate was 23.9%. Although response rates have fallen overall for this study, the gap between web and mail response rates is closing.

1.2.1 Weighting

The sampling design was a stratified random sample. Therefore, the statewide weighted analyses for these data incorporate sampling weights to reflect the variable selection probabilities within each region. In addition to the sampling weight, a weighting was included to account for household nonresponse which varied slightly by region. Finally, a post-stratification adjustment was done to account for the imbalance due to differential nonresponse across demographic variables. The demographic variables obtained from the completed sample were compared to the latest available data from the 2012 American Community Survey population values for Oregon. As in the FY2013 and FY2011 analyses, age and education for the sample data appeared to be more out of line than other demographic variables with respect to population values (comparisons were made using chi-square tests). In addition, the responses to questions from the questionnaire showed differences across age and education levels. Therefore, these two variables were used to adjust the sample post-stratification.

1.3 ORGANIZATION OF THE RESULTS

The survey results are organized into two sections. Section 2.0 summarizes findings from the FY 2015 survey, and Section 3.0 presents trend analyses of select questions that have also been asked in preceding years.

2.0 SURVEY FINDINGS

This section of the report presents noteworthy results from the FY 2015 Oregon Transportation Needs and Issues Survey. Results are organized according to topic, such as satisfaction with ODOT services, transportation modes, spending, and funding. The average survey respondent is 49 years old, has lived in Oregon for 33 years and resides within the city limits.

2.1 SATISFACTION WITH ODOT SERVICES

Except where noted, those respondents who responded “do not know” or “no answer” were dropped from the analysis. The frequencies that are now reported are based on the respondents who had an opinion on this question. Due to rounding, not all percentages will sum to 100%. Survey questions regarding satisfaction with agency services were organized as follows: “very satisfied”, “somewhat satisfied”, “not very satisfied”, and “not at all satisfied”. The very or somewhat satisfaction ratings will be combined to indicate satisfaction or satisfied.

Respondents were prompted to indicate their level of satisfaction with select ODOT services. Results from these questions are highlighted below, and comparison results are shown in Figure 2.1.

Within the satisfaction categories, the following are notable:

- Seventy-four percent of all respondents used DMV services in the last year, of those, 87% were satisfied with the services.
- Sixty-eight percent of respondents were satisfied with ODOT’s efforts to make night-time driving safer.
- Bridge conditions were found more satisfactory by 77% of respondents, while only 66% were satisfied with pavement conditions.
- Sixty-six percent of respondents were satisfied with ODOT’s effort to expand and improve highways, roads, and bridges.
- People were most satisfied with the maintenance of road side rest areas, which earned an 87% satisfaction rating, and least satisfied about ODOT’s efforts to inform the public about new or changed traffic laws, which earned a 65% rating.
- Sixty-two percent of respondents felt ODOT’s overall job was excellent or good, while only 9% of respondents felt ODOT’s overall job was poor.

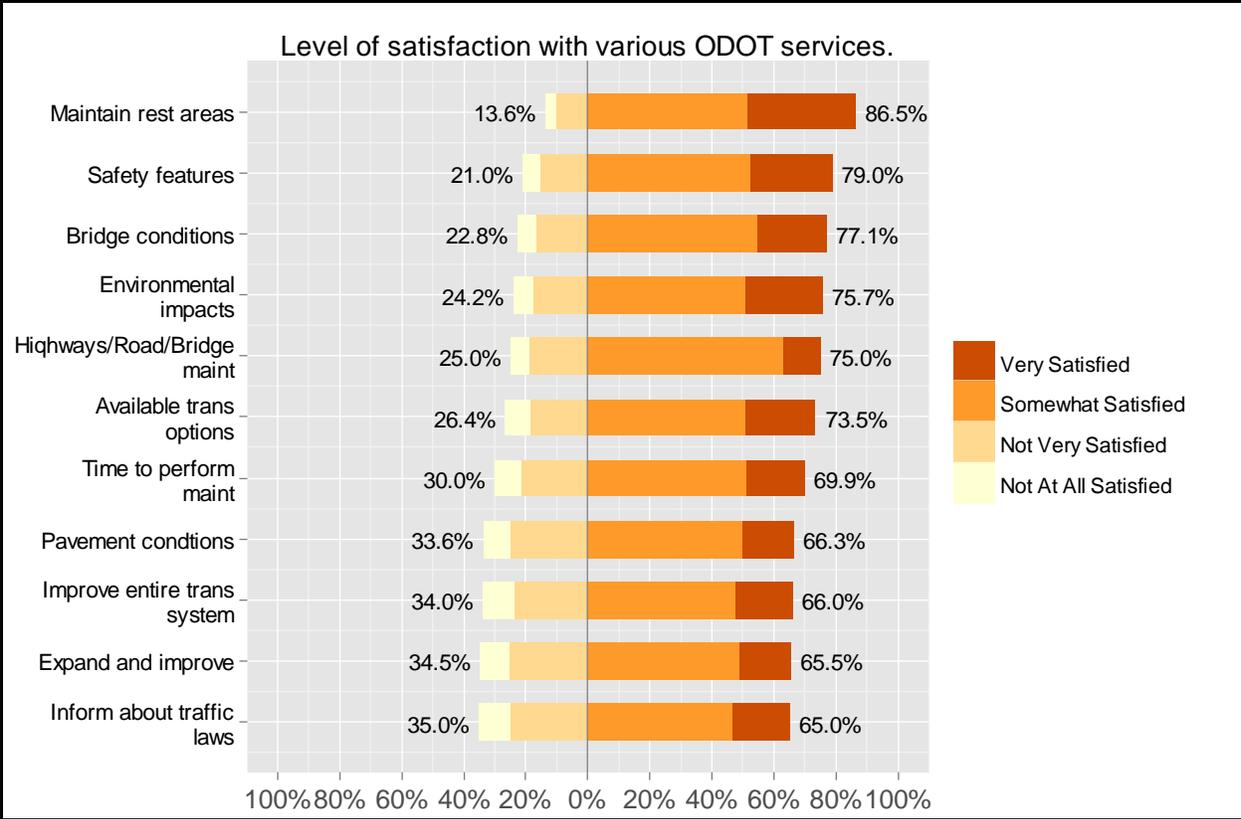


Figure 2.1: Satisfaction with ODOT’s services

2.2 PUBLIC TRANSPORTATION

A series of questions was asked regarding the use and satisfaction with select public transportation services. Respondents were first asked if they had used van pool/rideshare, community bus, and/or services for seniors and individuals with disabilities during the month prior to the survey (Figure 2.2). Only those who had used one or more of the services were asked about their level of satisfaction (Figure 2.3). Of people who had used transportation services:

- 4.7% used seniors and individuals with disabilities services. 98% were satisfied.
- 2.7% used vanpool/rideshare services. 81% were satisfied.
- 17% used the local community bus service. 81% were satisfied.

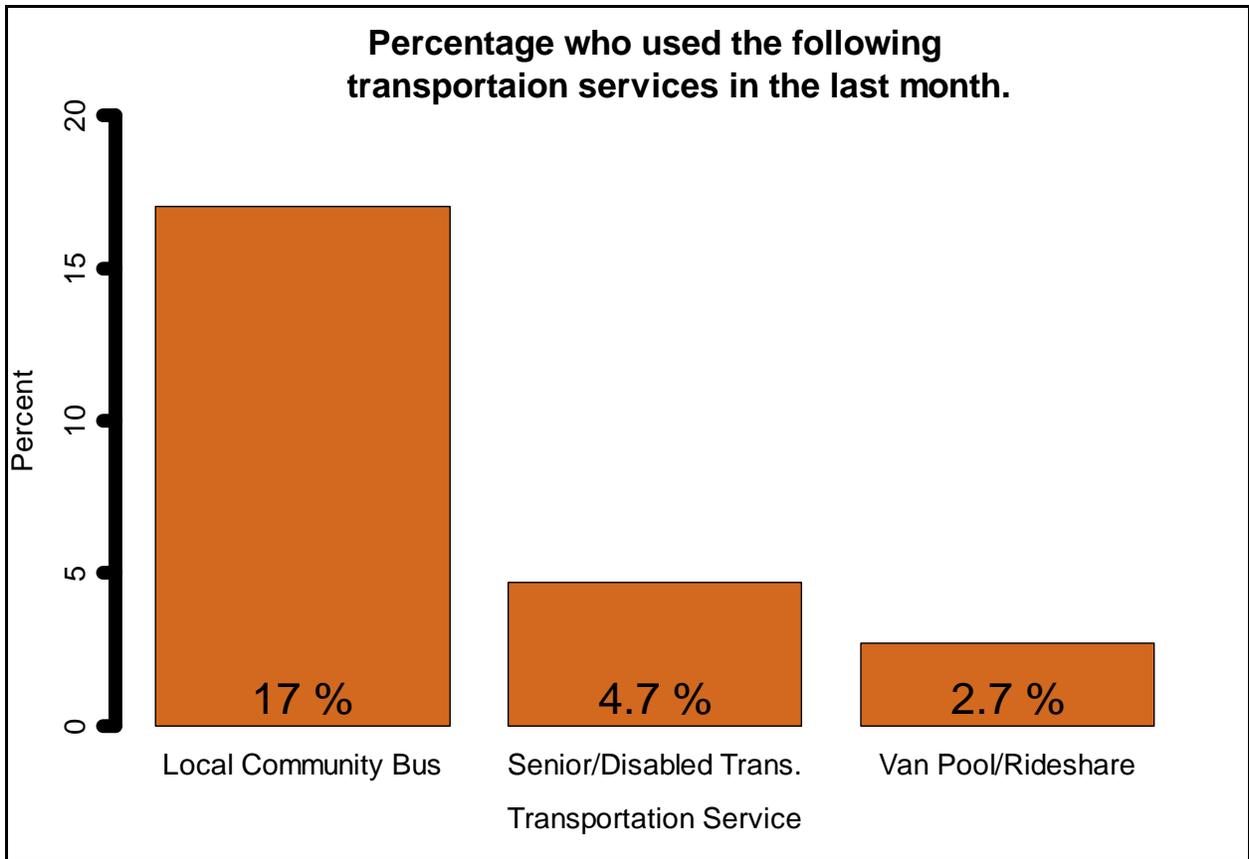


Figure 2.2: Ridership percentages for public transportation options

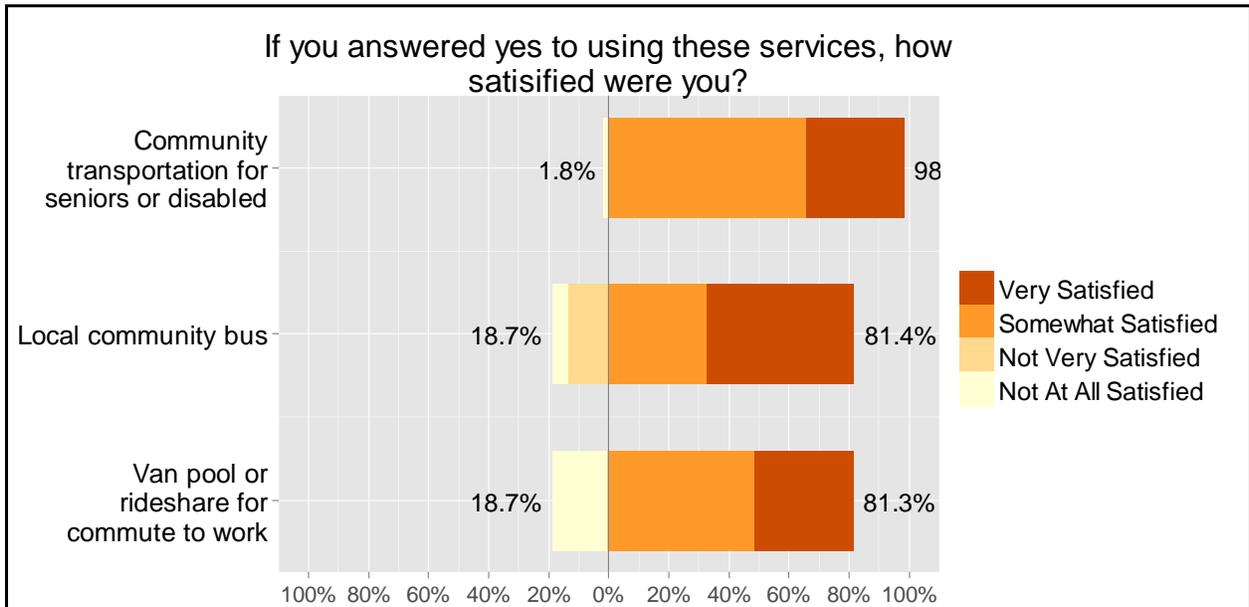


Figure 2.3: Satisfaction with public transportation options

2.2.1 Transportation Options Compared to Ten Years Ago

When asked to compare Oregon's transportation options (community bus, vanpool, and rideshare) to the options available ten years ago,

- Over half of the respondents (58%) thought they were better now.
- 36% thought they were about the same.
- 6% thought they were worse. There was a three percentage point decrease in the worse category from the FY2013 survey.

2.3 HIGHWAY

One of the Oregon Department of Transportation's responsibilities is to build and maintain the state highway system, which includes freeways, major roads, and bridges. The survey examined residents' overall satisfaction with these elements, as well as satisfaction in comparison to other states.

2.3.1 Highway and Bridge Conditions Compared to Other States

Comparing the overall condition of Oregon's roads, highways, and bridges to the current condition of those in other states:

- 49% of the respondents thought they were about the same.
- 29% thought Oregon's were better.
- 17% thought they were worse.
- 5% reported that they did not travel out of the state.

There was a five percentage point increase from the FY2013 survey in respondents who felt Oregon's roads were the same as other states.

2.3.2 Highway and Bridge Conditions Compared to Ten Years Ago

Comparing the overall condition of Oregon's roads, highways, and bridges to their condition ten years ago:

- 44% thought they were about the same.
- 37% thought they were better.
- 19% thought they were worse.

These numbers are essentially unchanged since the FY2013 survey.

2.3.3 Construction and Work Zones

Several questions were asked regarding satisfaction with the impact of road construction and safety in construction work zones. The results from these questions are shown in Figure 2.4.

Within the satisfaction categories, the highest proportions of respondents were found with the following areas:

- Respondents were most satisfied with the overall safety of work zones on major Oregon highways, with 92.2% responding favorably.
- The highest percent of those *least satisfied overall* (percent not very and not at all satisfied) was with the amount of time it takes to complete roadway construction on major Oregon highways, with 40% responding negatively.

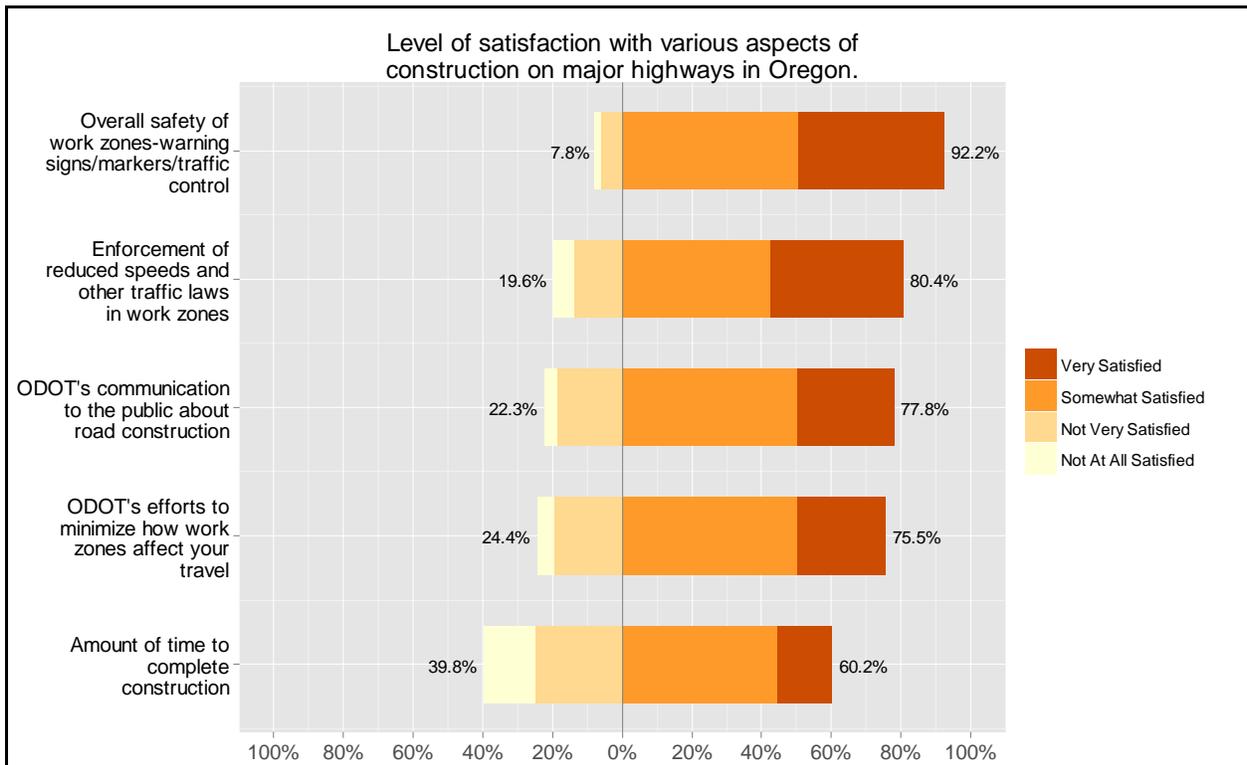


Figure 2.4: Levels of satisfaction with construction and work zones

2.3.4 Traveler Information

For information about traffic conditions, weather conditions, road construction, and road closures, Oregonians use the internet, specifically “TripCheck,” as their first choice for traveler information with 31% reporting its use, (Figure 2.5). Also popular were other internet sites (15%), TV channels (15%) and radio broadcasts (13%).

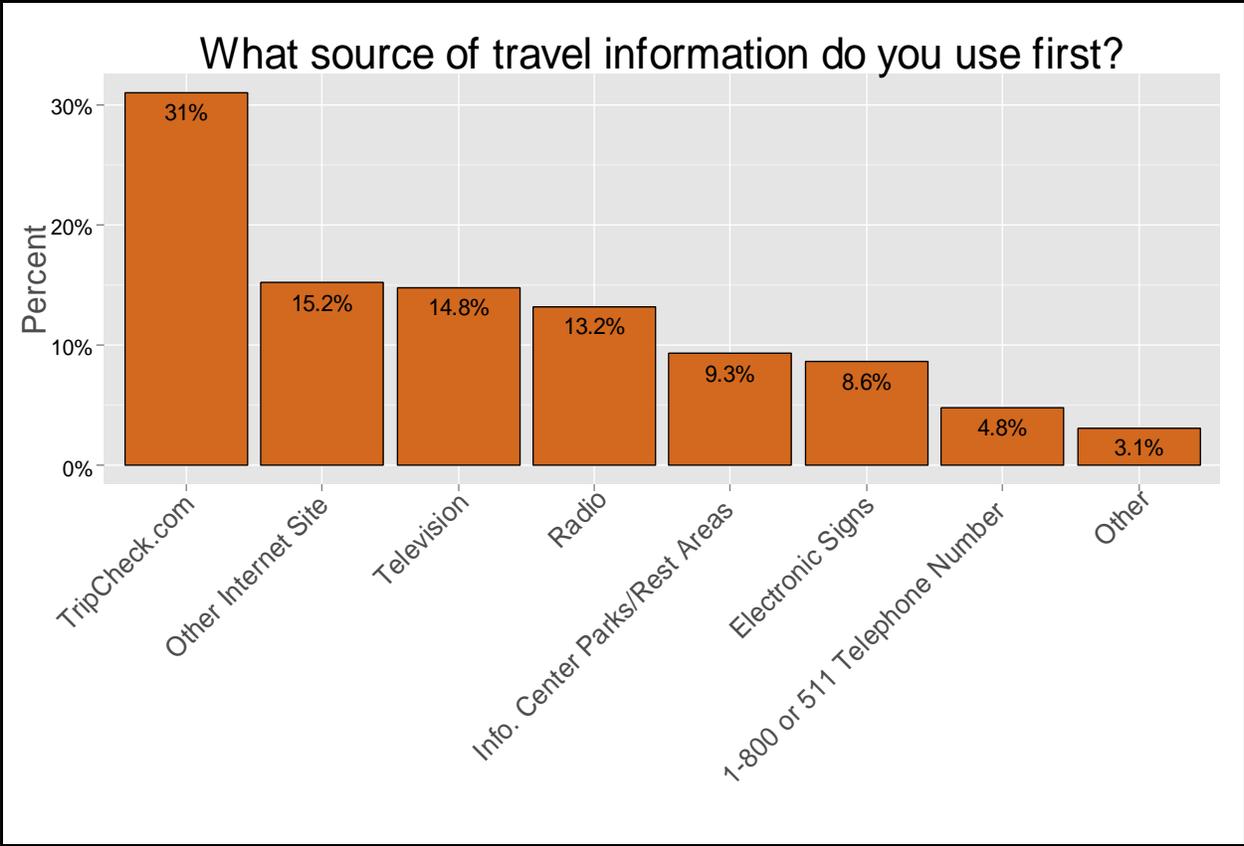


Figure 2.5: Respondents' choices for first source of traveler information

When asked which forms of communication respondents would like to have *available*, the top source was electronic signs/boards along highways (83%), followed by TripCheck.com (80%), as shown in Figure 2.6.

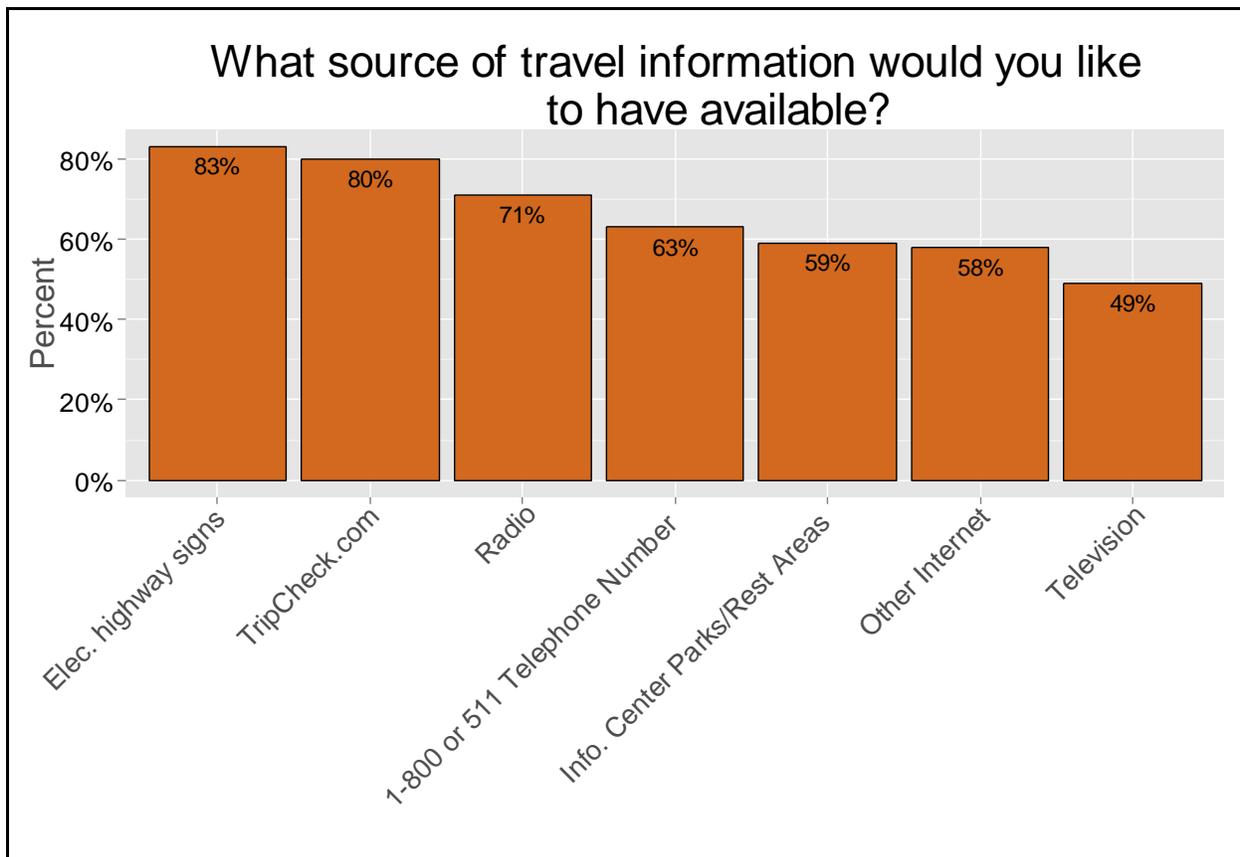


Figure 2.6: Traveler information sources respondents want to have available

2.3.5 Traffic Congestion

Respondents were asked to rate the seriousness of traffic congestion in their community. For the state as a whole:

- 19% did not think that it was a problem.
- 39% thought it was a minor problem.
- 32% saw it as a somewhat serious issue.
- 11% thought that their local traffic congestion was a very serious problem.

There was a seven percentage point increase over the FY2013 survey in people who thought traffic congestion was a somewhat or very serious problem. These results varied the most between Portland and other areas of the state (Figure 2.7). Portland metro residents who felt traffic congestion was very serious (18%), was higher than any other area.

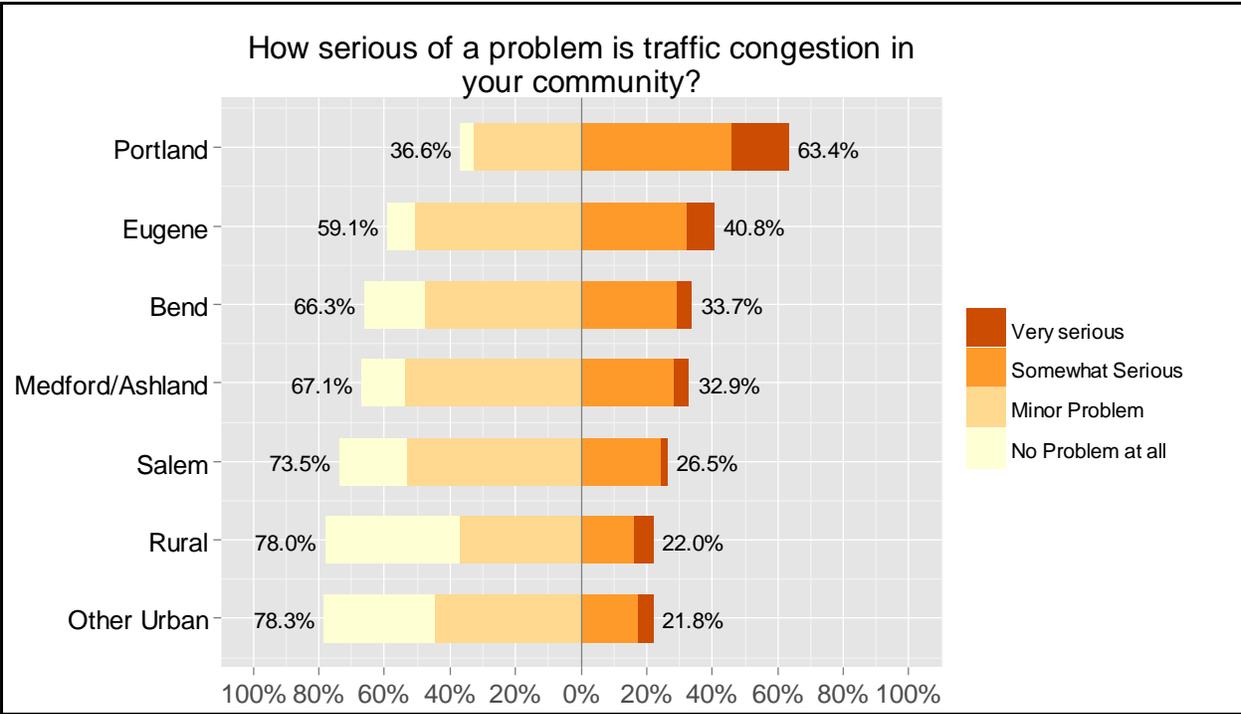


Figure 2.7: Seriousness of traffic congestion within communities, by metro, urban and rural

Next, respondents were asked to choose between the importance of *expanding* the highway system to reduce traffic congestion OR *preserving and maintaining* the highways Oregon already has. A majority of Oregonians, (63%) feel that the preservation and maintenance of existing roads is a higher priority than expanding the highway system to reduce congestion.

Portland metro residents were more in favor, (34%) of expanding highways to reduce congestion than other areas. Medford/Ashland residents were least in favor of expansion, (15%). Similar to the question on traffic congestion, the results varied noticeably between those living in the Portland area and those elsewhere in the state (Figure 2.8).

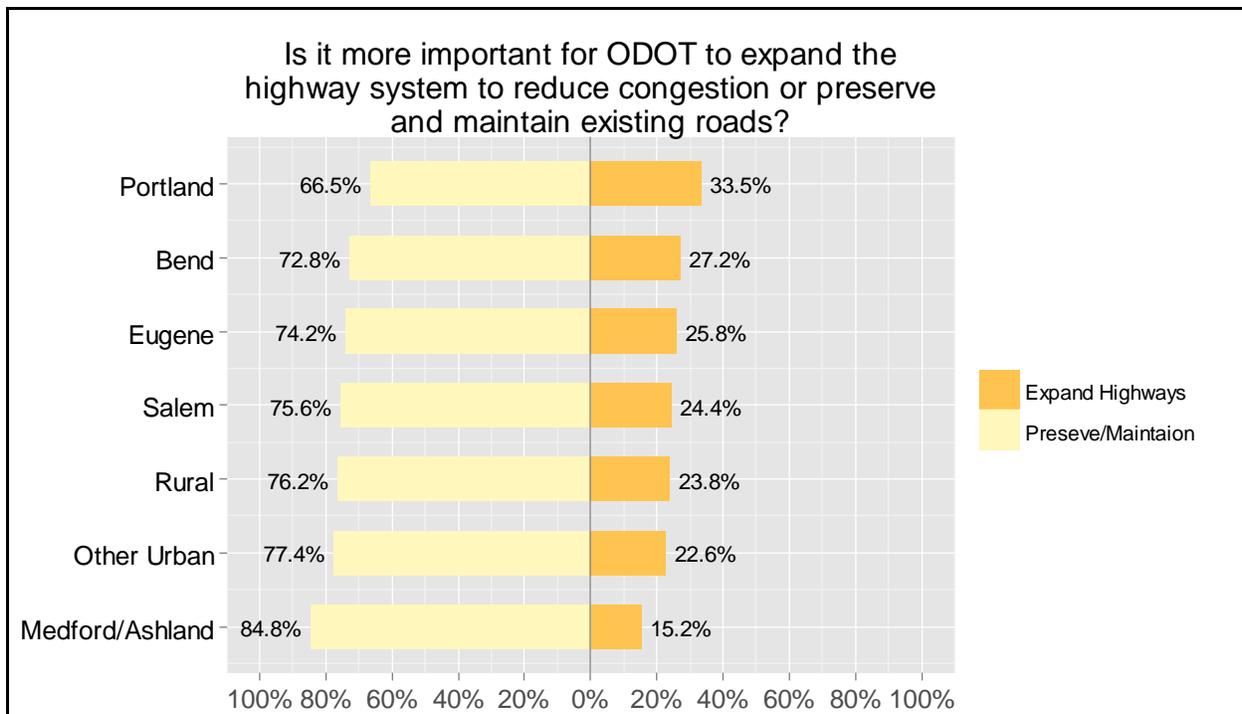


Figure 2.8: Preferences for expanding or preserving the highways by metro/urban/rural

2.3.6 Toll Roads

When asked if they would favor or oppose a road or bridge toll to reduce congestion in their area, 60% of respondents were opposed. In FY2013, 56% of respondents were opposed; this represents a 4 percentage point increase in Oregonians who are opposed to a road or bridge toll.

2.4 RAIL

A total of 14% of respondents reported that they had used Amtrak passenger-rail services in the year prior to the survey, which is the same percentage who reported they used it in the FY2013 survey. On average, people who used Amtrak took about 4 one-way trips that started or ended in Oregon.

Currently, Oregon law says that nearly all revenue raised through the Oregon gas tax and vehicle registration and licensing fees must be used to maintain the highway system. When asked if Oregon should develop other sources of funding to pay for passenger rail, 52% were in support of alternative funding. This question had a large “Don’t know” response of 21%, indicating that a sizeable number of Oregonians are unsure of the best way to fund rail. Of the people who had reported using Amtrak passenger-rail in the previous year, 54% supported alternative funding, which is a 4 percentage point increase from the FY2013 survey.

2.5 DRIVER AND MOTOR VEHICLE (DMV) SERVICES

Of the people surveyed, 74% had used a DMV service (licenses, registrations, etc.) in the year prior. Of those people, 87% were satisfied (either somewhat or very) with the service they received (Figure 2.9).

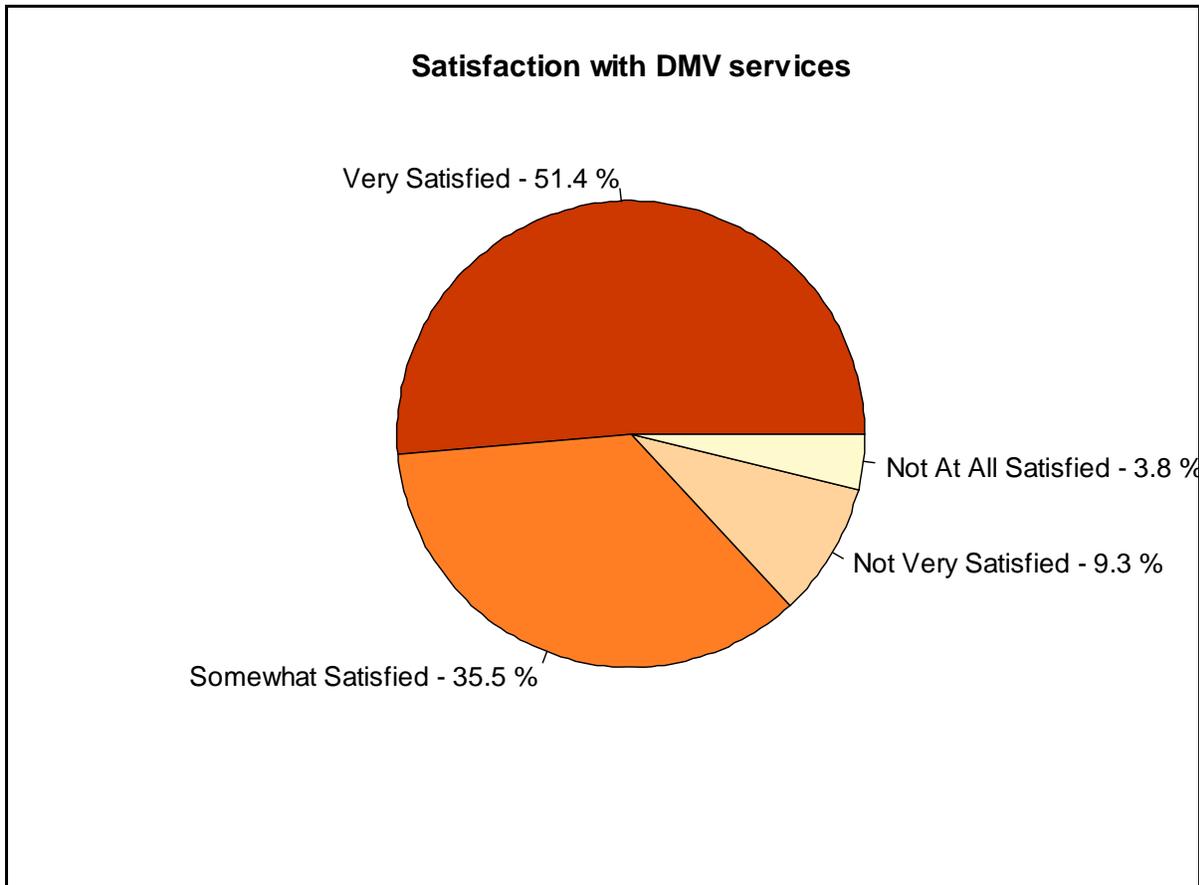


Figure 2.9: Satisfaction with DMV services

In addition to the use and satisfaction questions, a series of questions was asked about whether respondents were aware of DMV regulations and online services (Figure 2.10). The majority of respondents were aware of DMV regulations pertaining to notifying DMV of vehicle-related issues, however; 32% of respondents were not aware they could change their address online (a 20 percentage point decrease from the FY2013 survey) and 48% were not aware they could notify DMV online when they had sold their vehicle, an 11 percentage point decrease from the FY2013 survey.

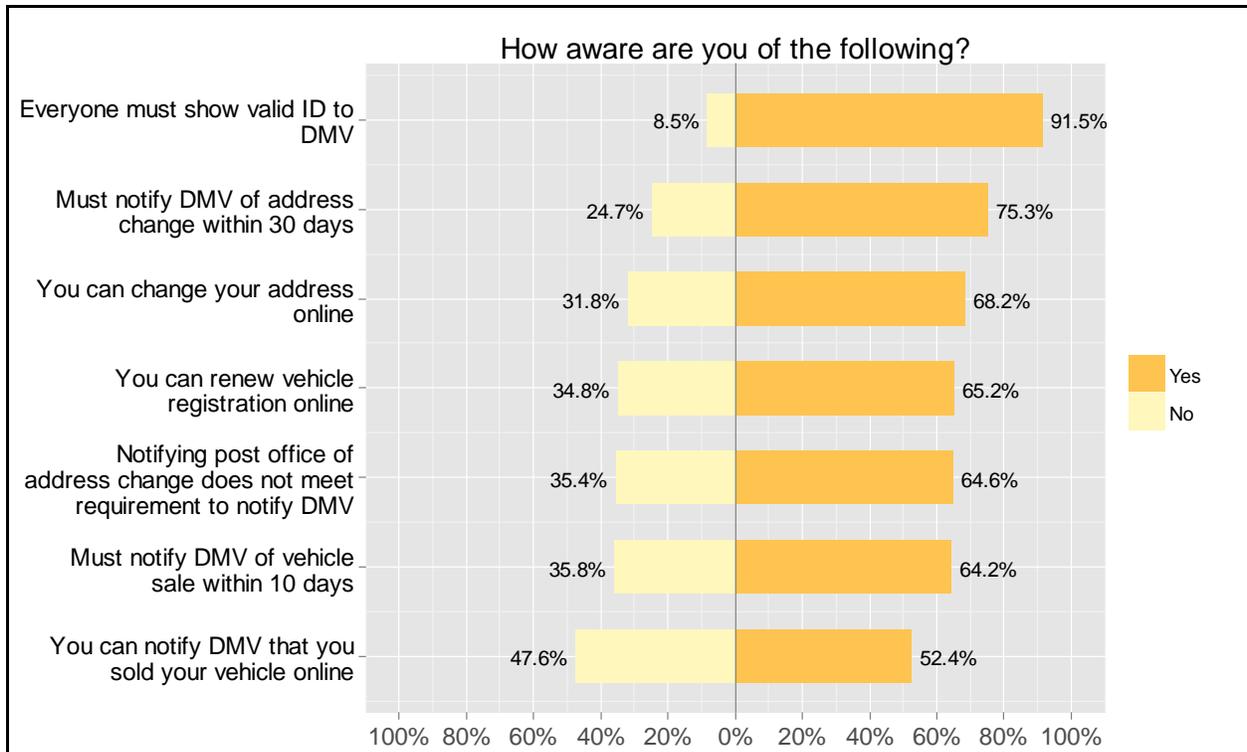


Figure 2.10: Awareness of DMV regulations and online services

2.6 TRAVEL CHOICES AND BEHAVIOR

2.6.1 Perceptions of Safety Using Various Modes of Transportation

The perceived level of safety using various modes (automobile, public transit, walking, and biking) was evaluated. For each mode, respondents were given the choice of: “yes” (I feel safe), “no” (I do not feel safe) or “I don’t drive/I don’t use” [auto/public transit/walk/bike] or “I don’t know” for “Sidewalk construction for Walkers/Wheelchairs/Canes/Scooters.” The results from these questions are shown in Figure 2.11. For all modes, a majority of those who used the mode felt safe. People felt most safe driving cars (90%) and least safe using public transportation (43%).

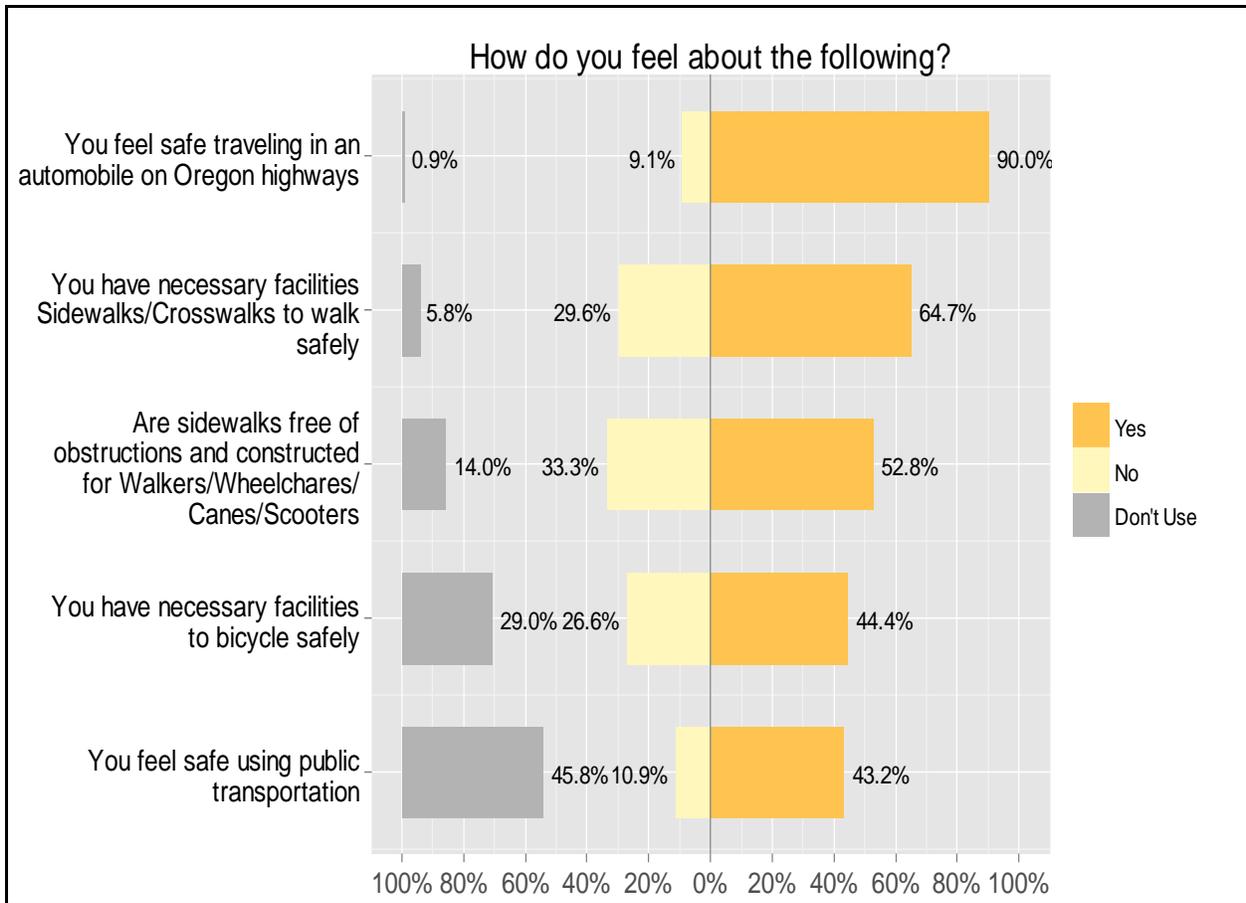


Figure 2.11: Perceived level of safety for travel by automobile, public trans., walking, and biking

2.6.2 Travel Behavior

Nearly all respondents reported that they were licensed drivers, (96%) and had access to at least one working vehicle, (97%). Those with licenses were asked to estimate the number of personal vehicle miles driven on the day prior to taking the survey. The mean number of miles driven during the previous day was twenty-seven, a four mile decrease from FY2013. Respondents on average drove more on Mondays, Fridays, and Saturdays, but the difference compared to the other days of the week was not large.

Mode choice and travel behavior was evaluated for commuting to work or school. The most common mode choice for commuting to work or school was car, truck, or van (88%), followed by bicycle (5%), (Figure 2.12).

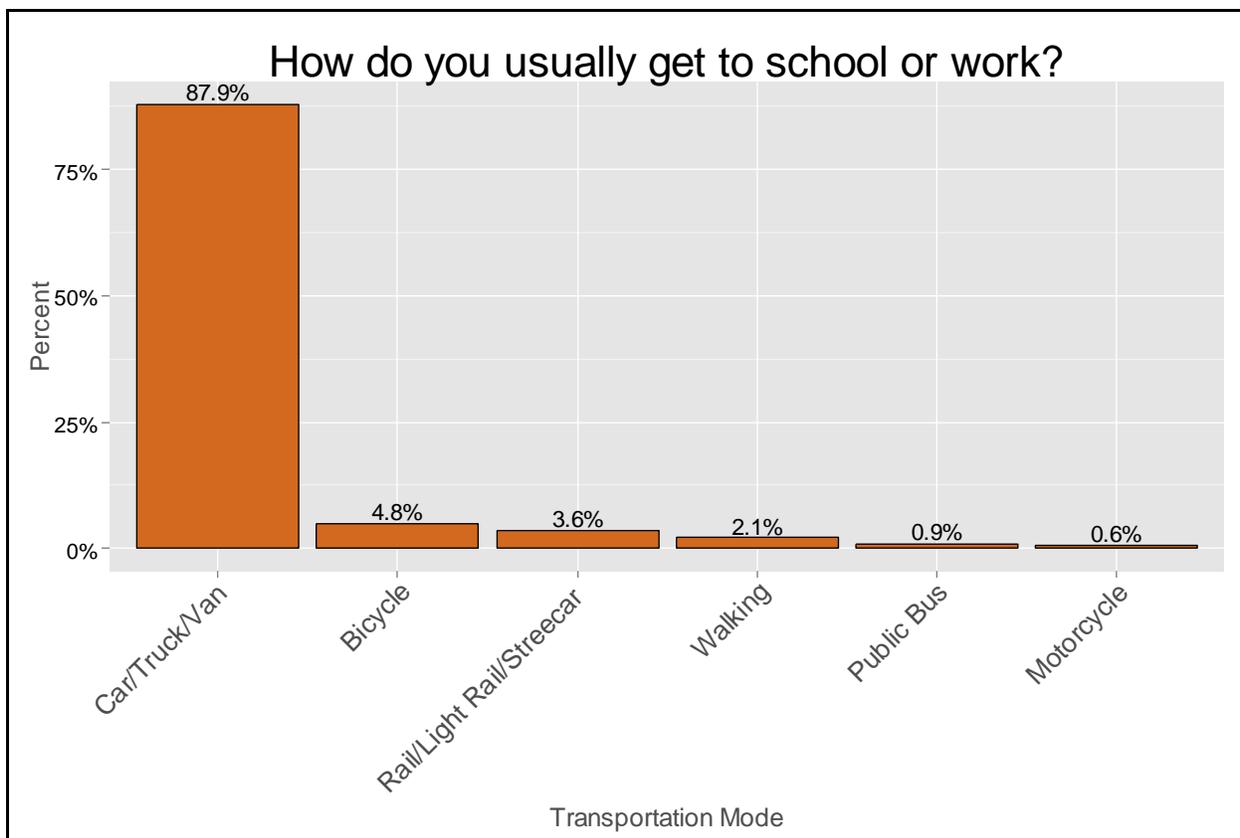


Figure 2.12: Commuter (work or school) mode choice

Mode choice did not vary by income group. Commuting alone was the predominant mode choice among all income groups. Of those commuting by car, truck, or van, most (86%) traveled alone, while 14% carpoolled. 67% of respondents reported commuting at peak hours (between 3 p.m. and 6 p.m.). This percentage is unchanged from the FY2013 survey. The average commute covered 13.5 miles and took 24 minutes to complete.

Respondents were asked whether or not they would change how or when they travel to work or school, based on changes to the transportation system (Figure 2.13). The majority of people, (63%) said they definitely or possibly would change if new tolls became required for roadways or bridges they currently use. About 43% of people responded that they would or might change if public transit options such as rail or bus-lines were added or improved in their area. When asked if they might change their commuting habits if biking or walking facilities (bike-lanes, sidewalks) were added or improved in their area, 35% of respondents said yes.

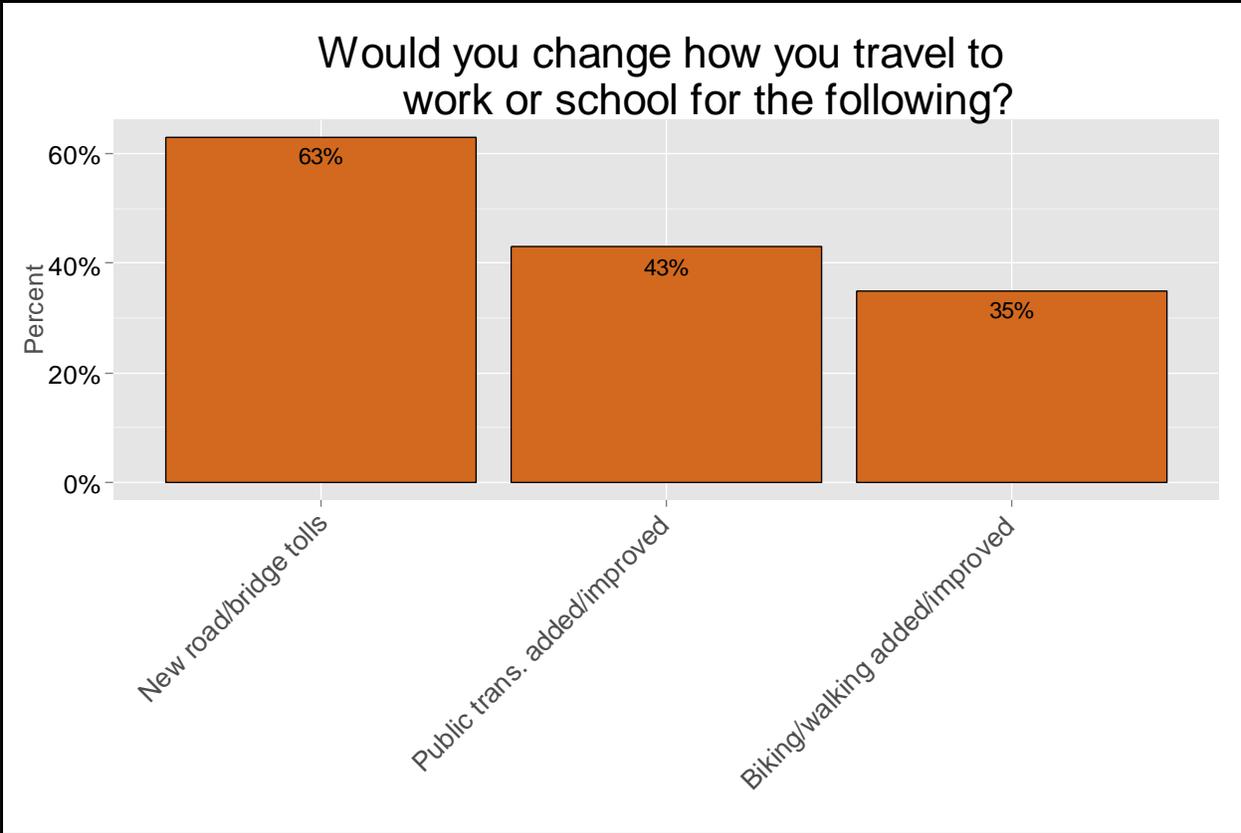


Figure 2.13: Commuting behavior change factors

2.6.3 Perceptions of Climate Change

ODOT is part of an integrated statewide effort to help the state meet its 2050 goal of reducing greenhouse gases. In response to the statement, “climate change is real,” 83% said they somewhat or strongly agreed. 77% agreed that transportation policies and choices can affect climate change.

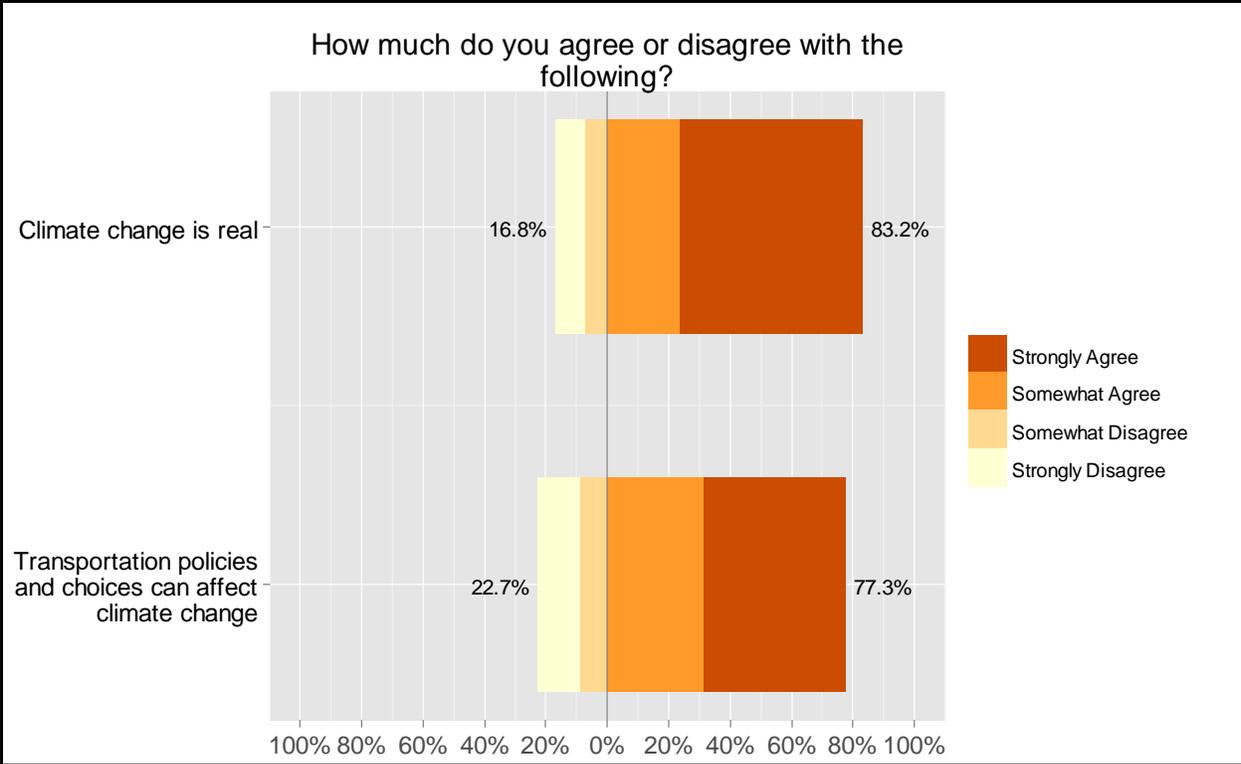


Figure 2.14: Respondents’ attitudes towards climate change

2.7 FUNDING

The Oregon DOT uses several revenue sources to fund the transportation system, with the gasoline tax being one of the predominant funding sources. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Respondents were asked if they felt they were getting a good value for their money from the gasoline tax. They were also asked if the funds collected were adequate for Oregon’s transportation needs. (Figure 2.15).

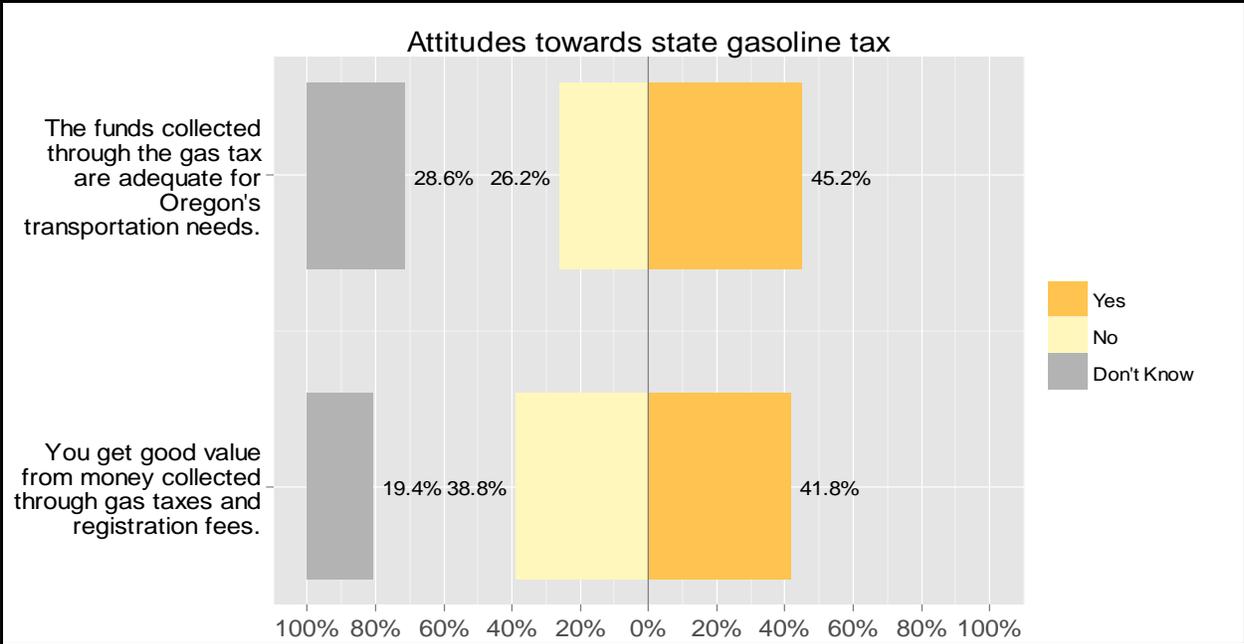


Figure 2.15: Value and adequacy of the Oregon gas tax

Of the respondents who answered the question, 42% thought the gas tax was a good value. When asked if respondents felt the gas tax was adequate for covering transportation costs, around 45% thought that it was and 29% were unsure. The uncertainty around this question is among the highest of any question in the survey.

Respondents were also asked, “If more funds had to be raised for transportation projects within the state, which method do you feel would be most fair: increasing the gasoline tax to pay for the facilities; OR charging users of certain facilities a toll that would fund the cost of building and maintaining the facilities; OR increasing vehicle registration fees” (Figure 2.16). Respondents favored charging users a toll over other sources, and the percentage was slightly less than the FY2013 survey; however, the percent that favored a gas tax increased six percentage points from the previous survey.

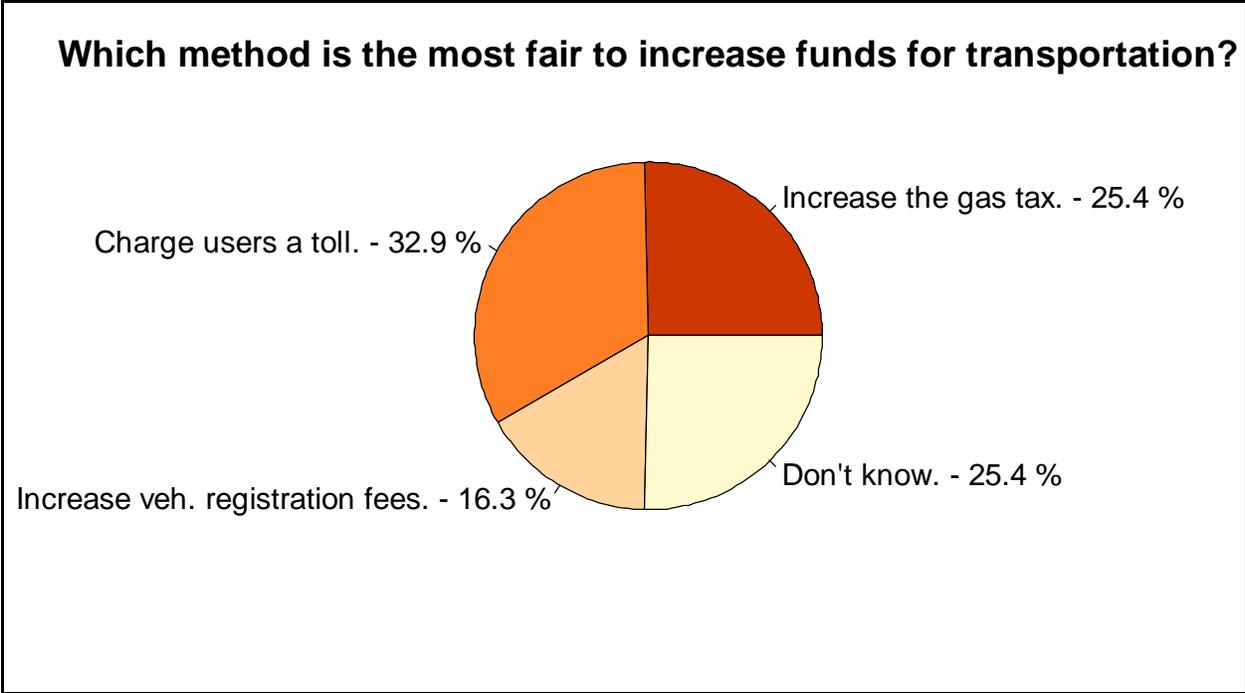


Figure 2.16: Preferred method for raising funds

Respondents were also asked whether they would support or oppose a mileage based usage fee imposed on electric vehicles, hybrid vehicles or all vehicles. Figure 2.17 indicates that Oregonians have more support for a mileage fee on electric vehicles, (51%) than on all vehicles, (27%).

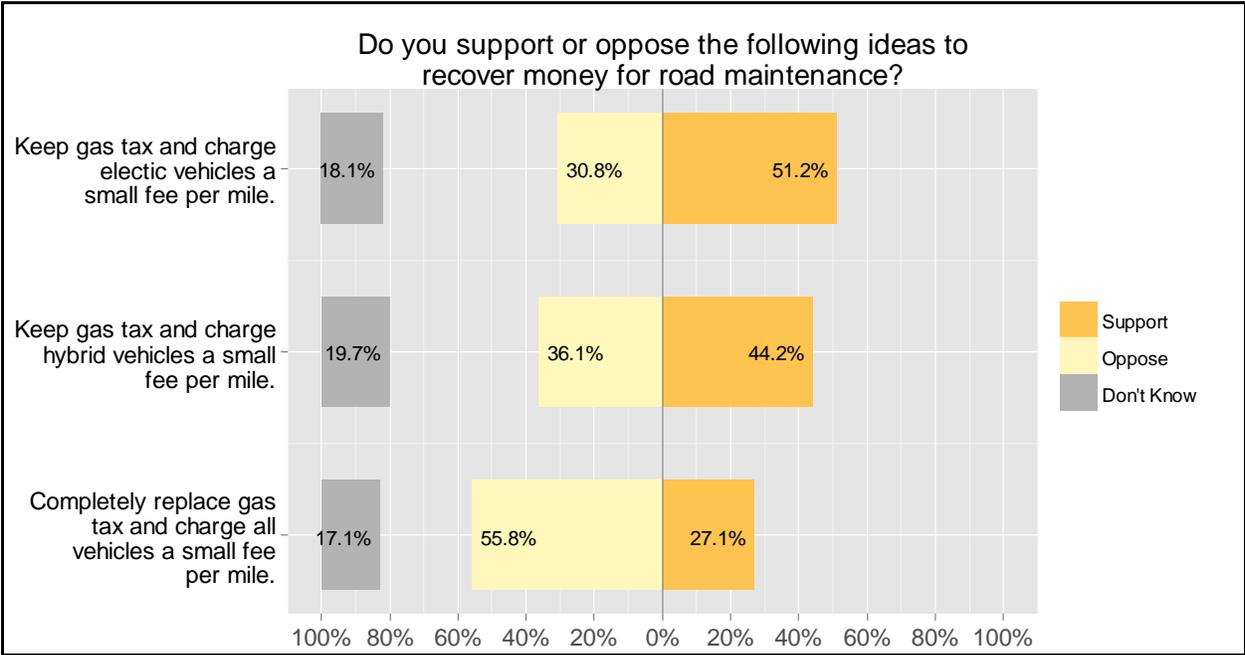


Figure 2.17: Attitudes towards the gas tax and mileage based usage fees

2.8 SPENDING

In addition to funding questions, the survey asked a series of questions to gauge public opinion on spending. The survey provided a list of several expenditure categories (e.g. reducing congestion, increasing bus services between cities, and protecting fish and wildlife habitat), and respondents were asked to rate the importance of spending for each category as “very important”, “somewhat important”, or “not at all important”. The results are shown in (Figure 2.18).

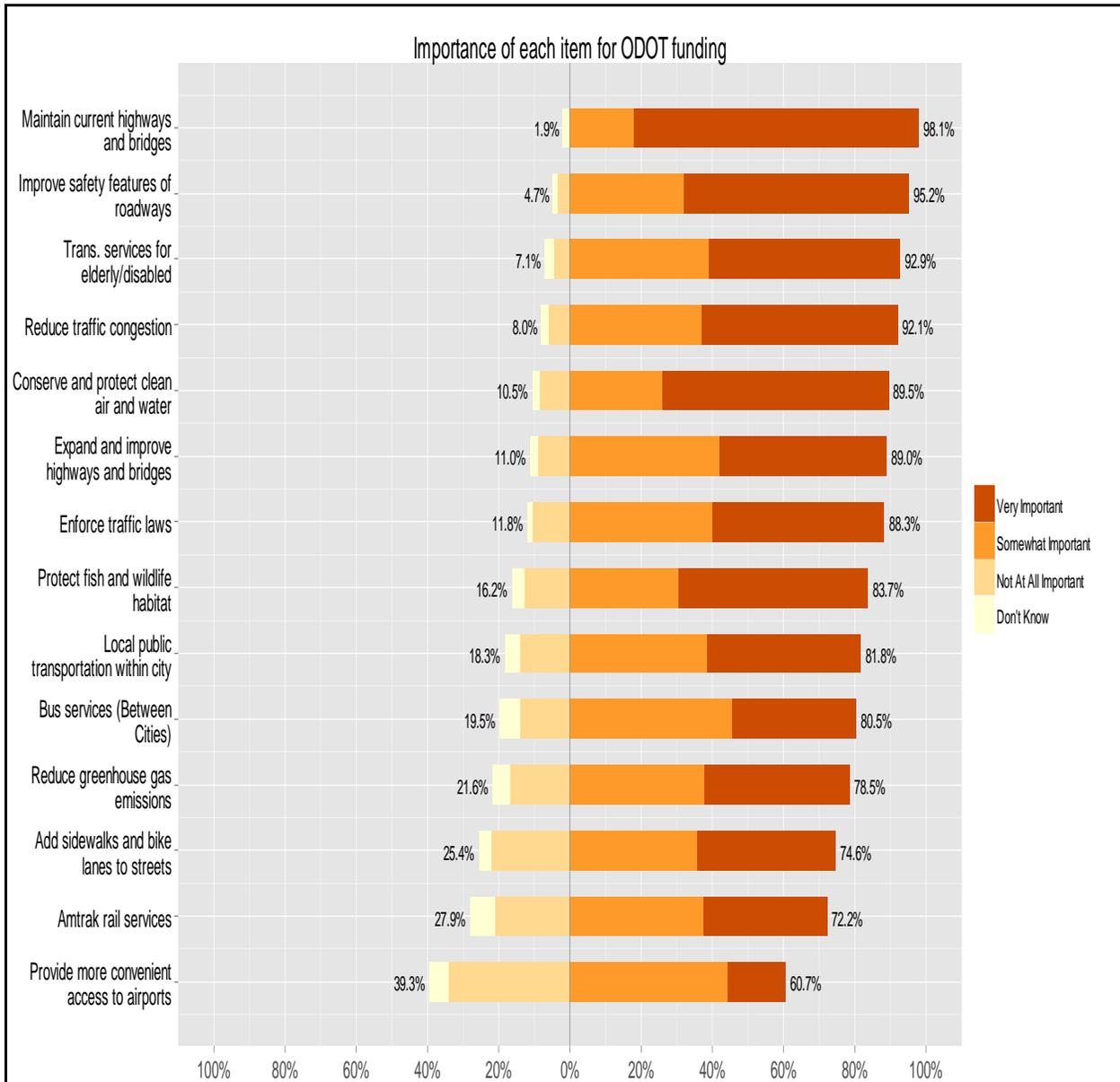


Figure 2.18: Importance of where ODOT funds should be spent

The highest proportions of satisfaction from respondents were found in the following areas of spending:

- The highest percent of *very important* responses was with spending funds on maintaining current highways, roads, and bridges (80%), followed by conserving and protecting clean air and water (64%), then improving safety features of roadways (63%).
- The highest percent of *important overall* (percent very and somewhat important) responses was with spending funds on maintaining current highways, roads, and bridges (98%), improving safety features on roadways (95%), and transportation service for the elderly and disabled (93%).
- The highest percent of *not at all important* responses was with funding convenient access to airports (34%), adding sidewalks and bike lanes to existing streets (22%), and Amtrak rail service between cities (21%).

2.9 OVERALL AGENCY PERFORMANCE

Respondents were asked to rate ODOT's overall performance: excellent, good, fair, or poor. The majority of Oregonians thought that ODOT was doing a good or excellent job (62%) (Figure 2.19). Although only 8.8% of respondents rated ODOT's overall performance as poor, this was a four percentage point increase from the FY2013 survey.

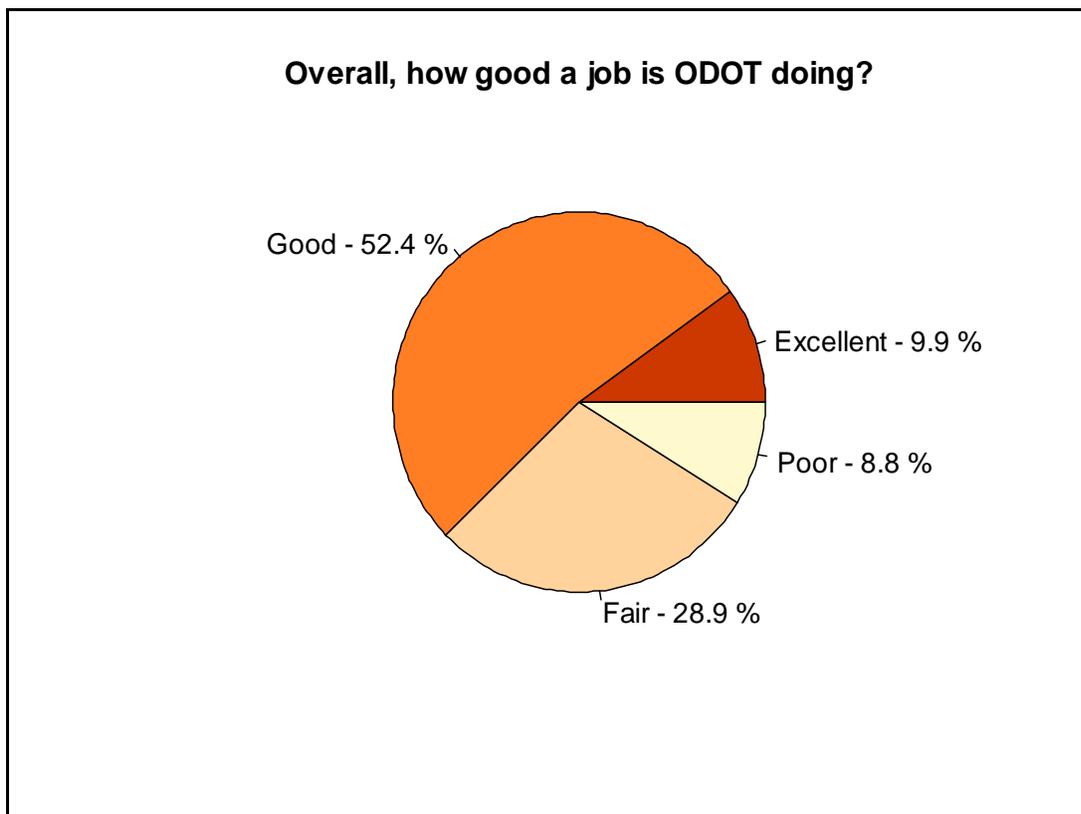


Figure 2.19: Rating of ODOT's overall performance

3.0 TREND RESULTS FOR FY 2007 – 2015

The following section examines how Oregonian’s opinions of the transportation system have varied over time. Although some survey questions date back to earlier iterations, the trend analysis uses FY 2007 data forward, as these surveys included comparable mail and web modes. In FY 2007 and FY 2009, the survey was also conducted by phone, but the phone data were not used in this analysis, as the phone survey mode was discontinued after FY 2009. The data presented below is weighted, and responses of “don’t know” or “no answer” have been dropped from the calculation.

3.1 SATISFACTION WITH ODOT SERVICES AND ACTIVITIES

The Transportation Needs and Issues Survey consistently asks a large number of questions about the level of satisfaction with a variety of ODOT services. Figure 3.1 shows the percentage of respondents who indicated they were “very satisfied” or “somewhat satisfied” with the particular activity in each year. It highlights four questions in which there appears to be large differences between the years.

In four cases, “Time to perform maintenance,” “Improving the transportation system,” “Expanding and improving the highways,” and “Addressing the environmental impacts of the transportation system,” the trend was flat or positive and this year saw a decrease in respondents’ satisfaction. For “Pavement conditions on Oregon highways,” the trend that was showing increasing dissatisfaction appears to have leveled off and may be slightly increasing.

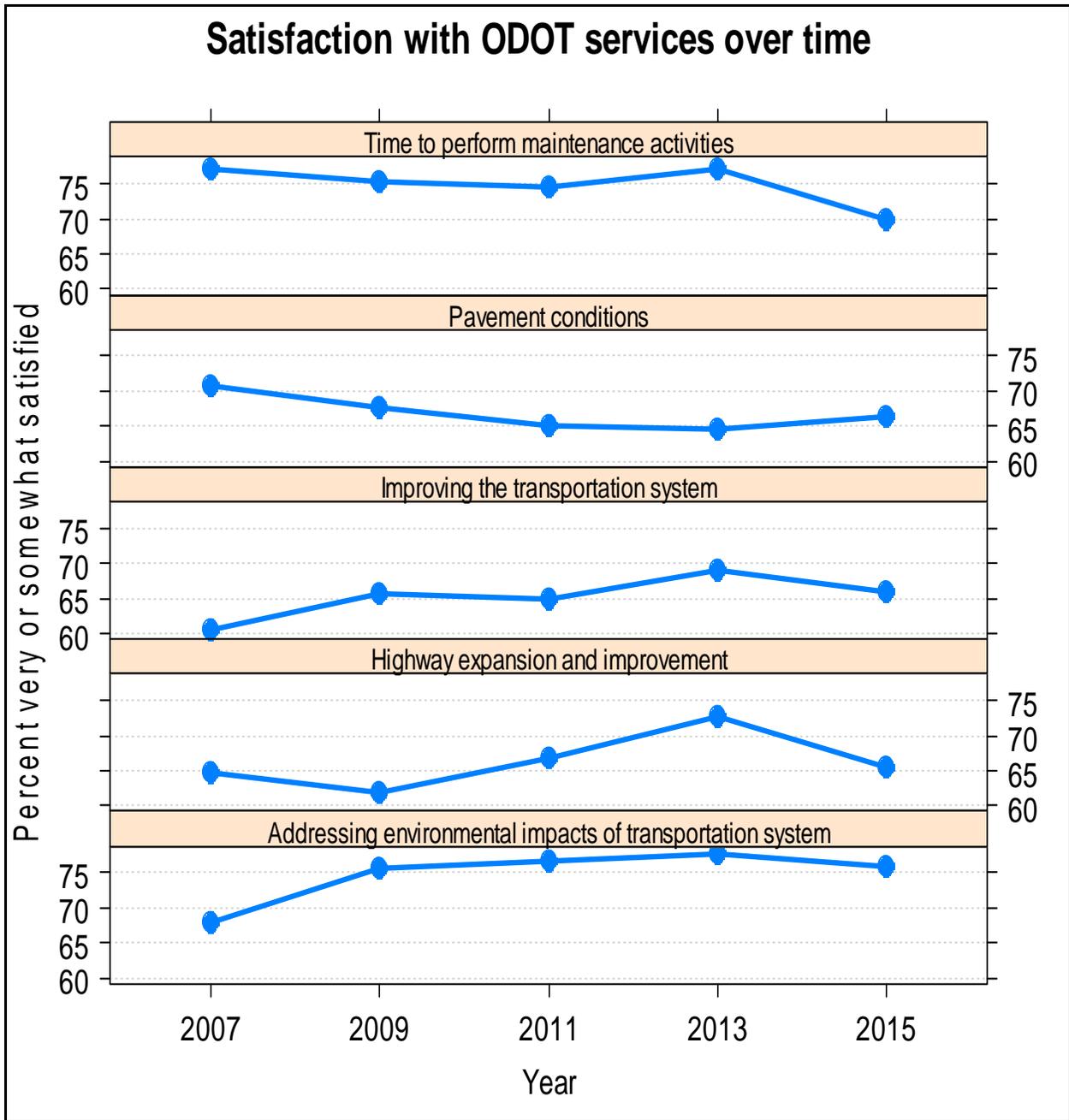


Figure 3.1: Opinion of ODOT services (FY2007-FY2015)

Respondents who had used DMV services in the past year were asked how satisfied they were with how the DMV provides driver licenses and other services. Figure 3.2 shows that satisfaction with DMV services continues to grow.

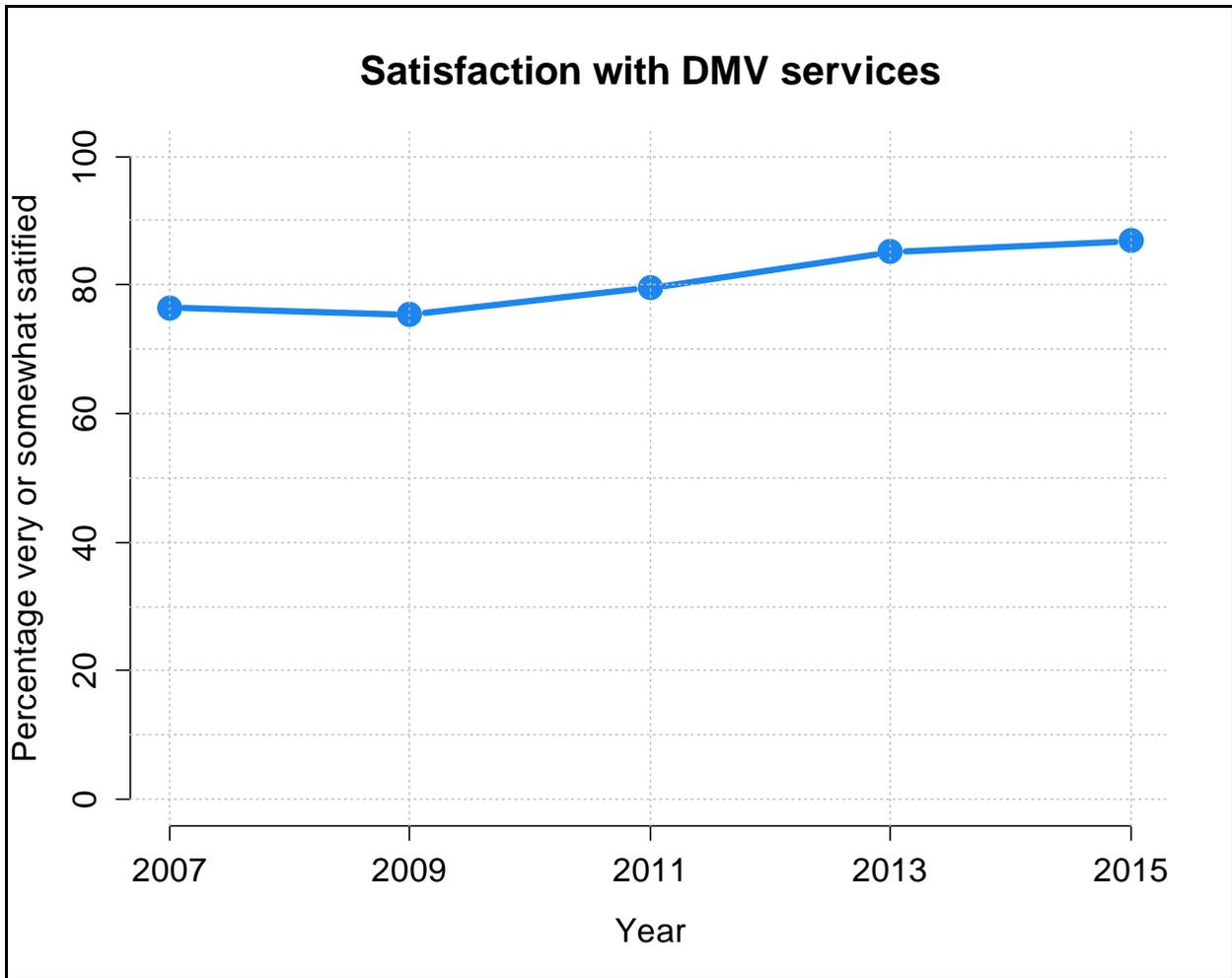


Figure 3.2: Satisfaction with DMV services (FY2007-FY2015)

3.2 FUNDING

Positive responses to the question “The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Do you feel that you get good value for your money?” continued to decline. Respondents who had an opinion in FY2007 and felt they got good value for their money was 71%. This sentiment has declined to 52% in FY2015 (Figure 3.3).

This question, along with the question of whether the gas tax and registration fees are adequate to fund the transportation system of Oregon, has the largest percentage of “Don’t Know” responses. Respondents don’t seem clear on how the gas tax and other fees are being used and the value that they derive from these funds.

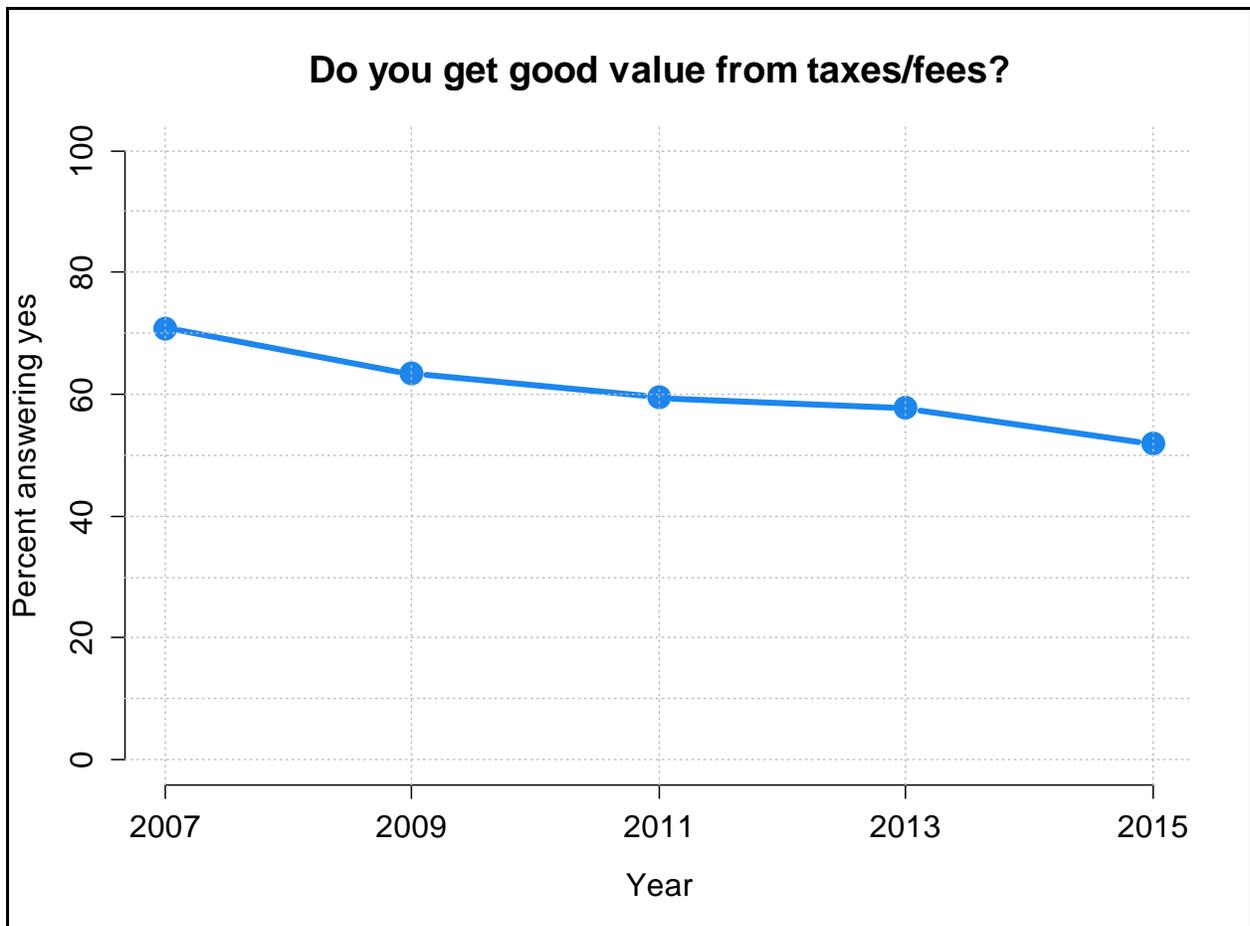


Figure 3.3: Opinion on value of paying gas tax and registration fees (FY2007-FY2015)

Respondents were asked where ODOT should spend its transportation funds and rated several funding options as “important”, “somewhat important”, or “not at all important”. Most questions were flat over the five surveys, but four showed larger changes or trends since FY2007.

“Expanding and improving highways and bridges” and “Bus service between cities” funding importance dropped from FY2009 to FY2011, but now appear to be trending upwards. For “Maintaining current highways and bridges” and “Funding Amtrak service between cities,” the importance of funding continues a gradual trend up over the survey years (Figure 3.4).

From section 2.4, only 52% of respondents in FY2015 felt there should be a separate funding source for Amtrak rail service between cities, yet 77% are of the opinion that funding Amtrak passenger service is very or somewhat important. The percentage of respondents who support separate funding for Amtrak was declining for several years, but increased slightly this year (Figure 3.5).

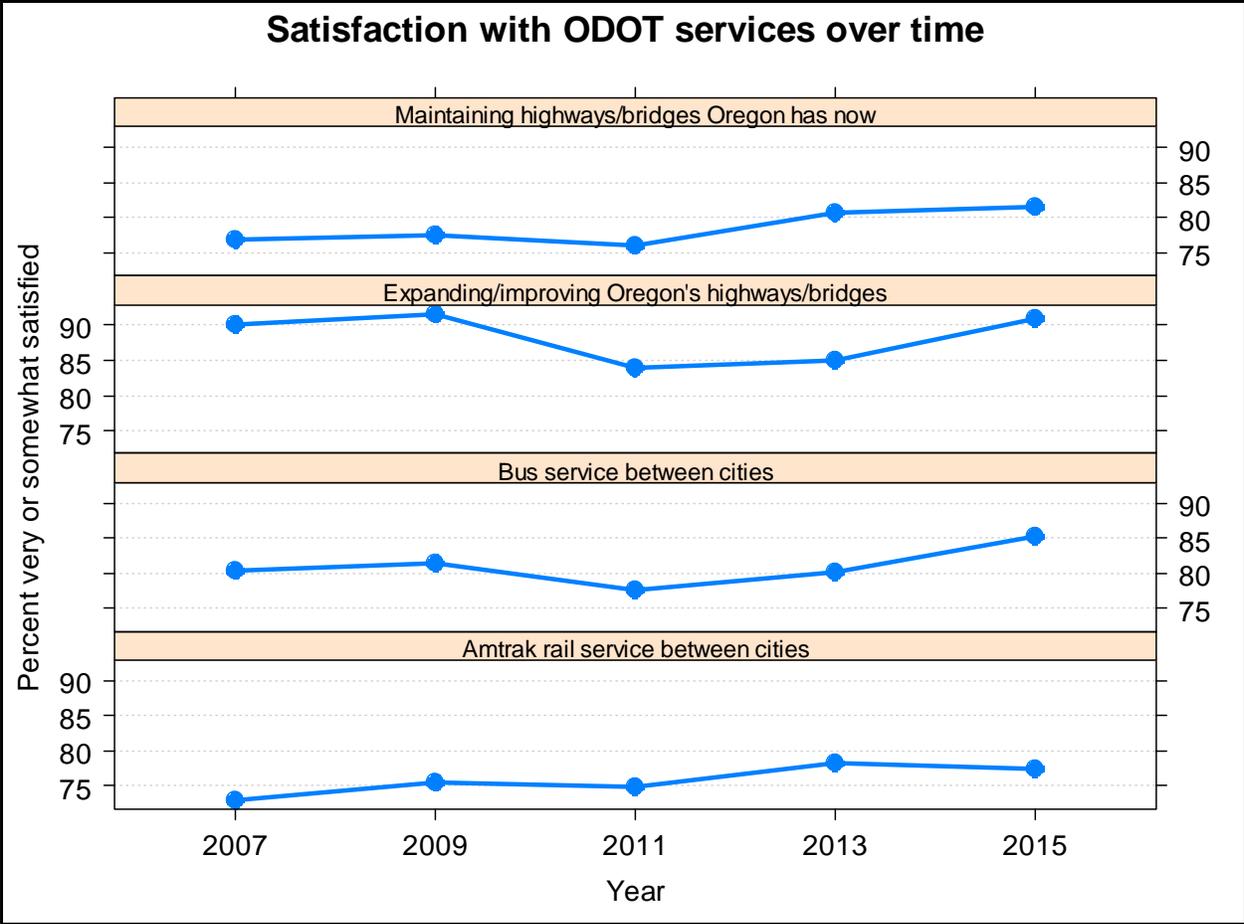


Figure 3.4: Importance of ODOT funding trend (FY2007-FY2015)

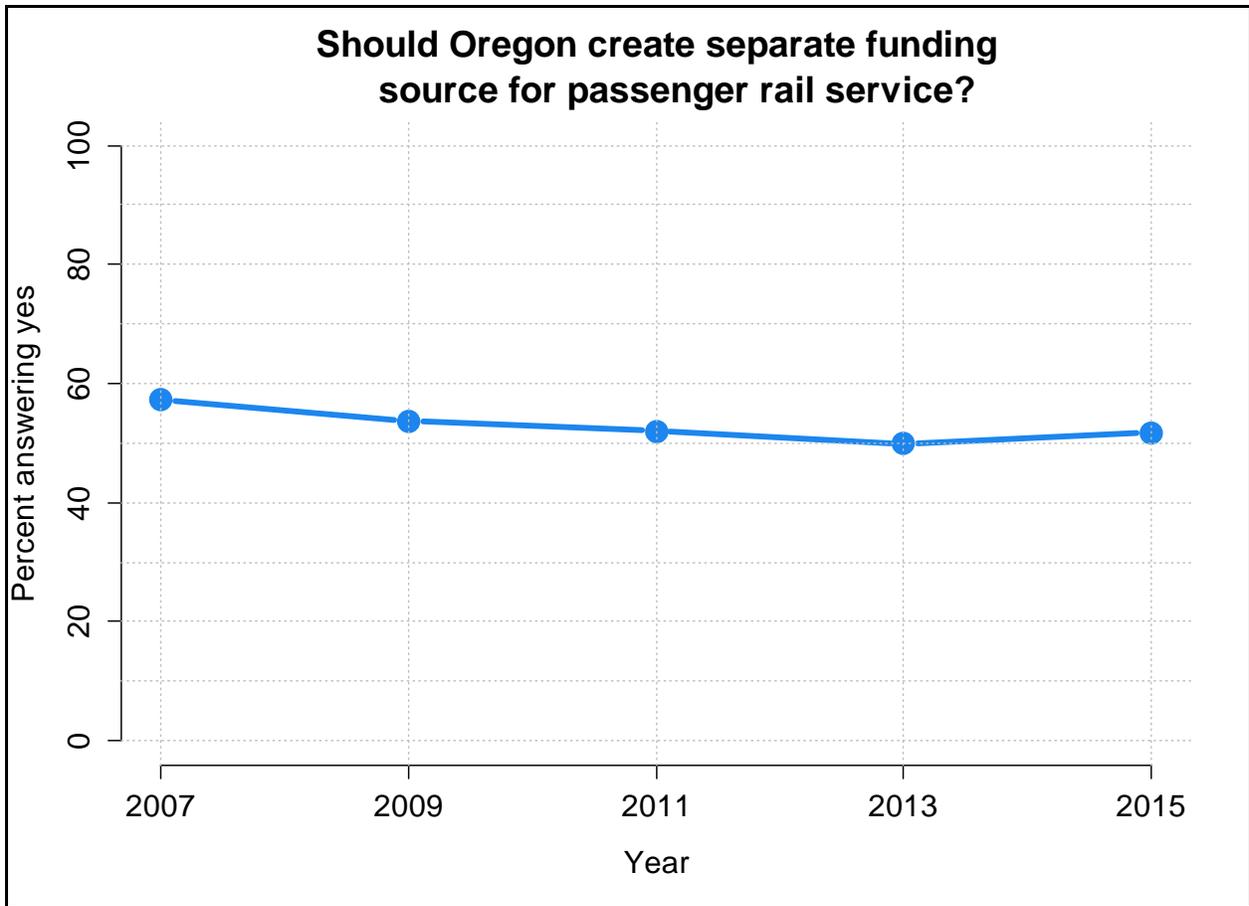


Figure 3.5: Separate funding outside of taxes and fees for passenger rail trend (FY2007-FY2015)

3.3 OVERALL AGENCY PERFORMANCE

Each Transportation Needs and Issues Survey has asked, “Overall, how good a job do you think the Oregon Department of Transportation is doing – excellent, good, fair, or poor?” Responses to the question have stayed fairly consistent over time, with the majority of people responding that they thought ODOT was doing either an ‘excellent’ or ‘good’ job. Figure 3.6 shows how responses have varied since the FY 2007 survey. The percentage who believed ODOT was doing an “excellent” or “good” job has declined an average of about 0.8 percentage points per year since 2007.

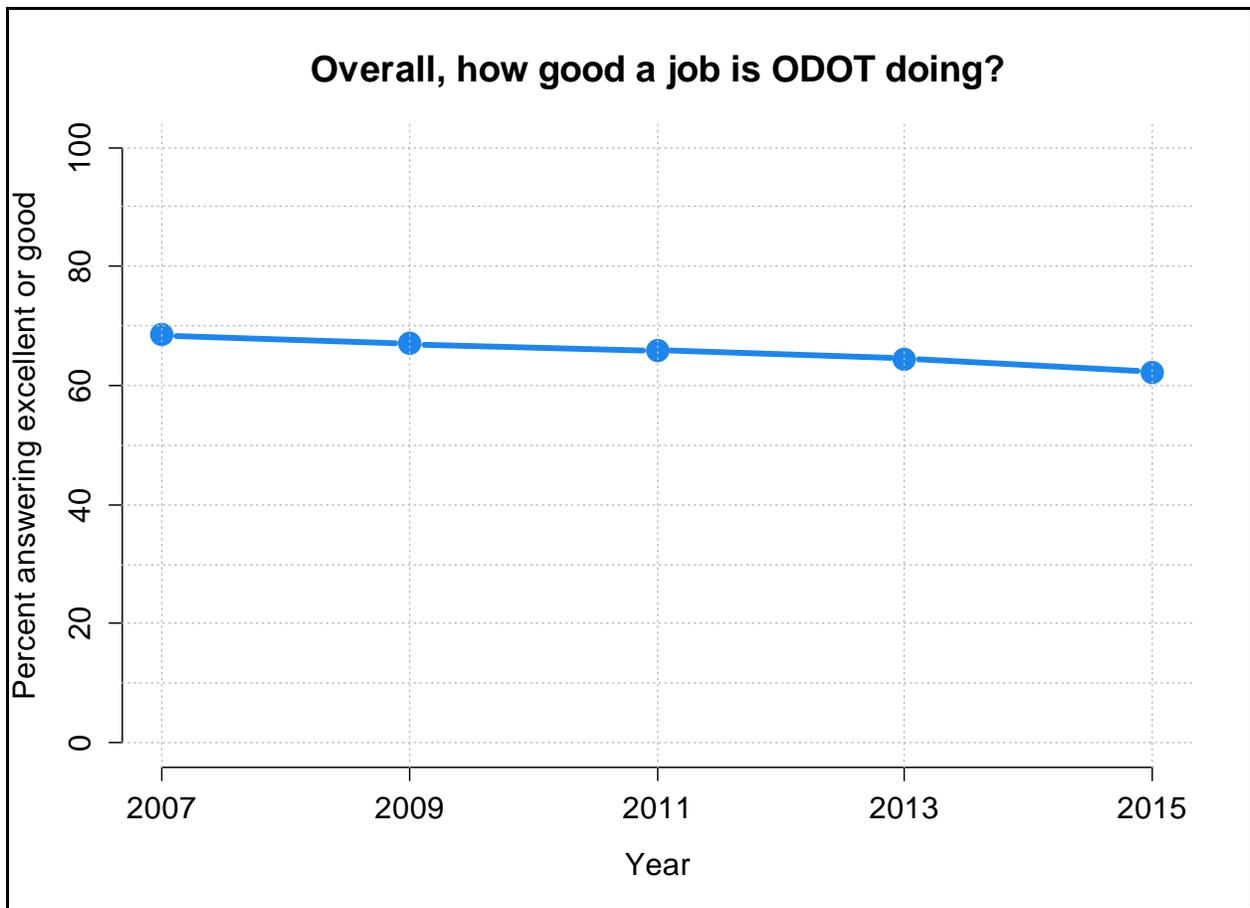


Figure 3.6: Rating of ODOT’s overall performance trend (FY2007-FY2015)

3.4 CONGESTION TRENDS

After declining for several years, the percentage of respondents who felt traffic congestion in their community was very or somewhat serious increased slightly from the FY2013 survey as seen in Figure 3.7. Along with that, Figure 3.8 shows a slight increase, after years of decreases, in the percentage of respondents who feel it is more important to expand highways than to maintain current roads. However, almost twice as many Oregonians still feel it is more important to maintain current highways than to expand them.

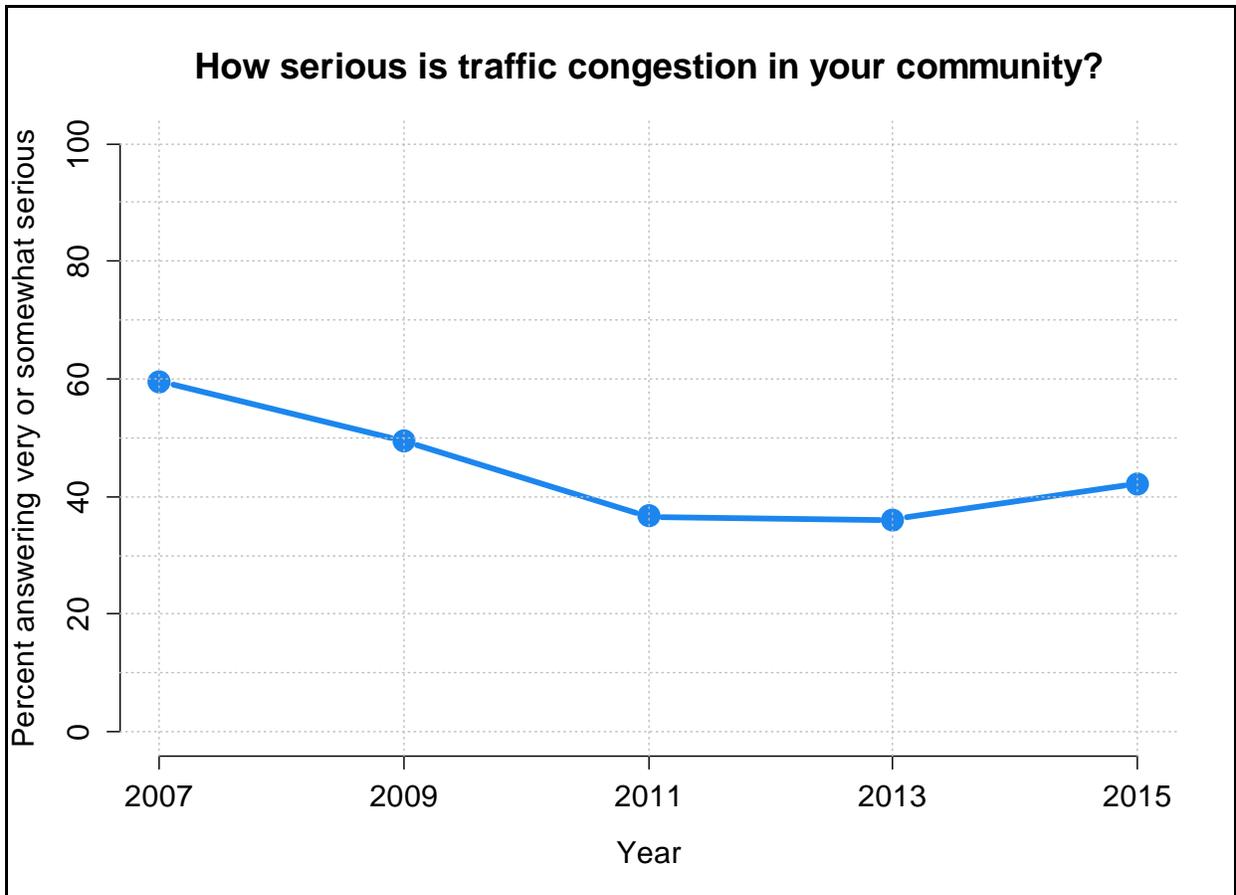


Figure 3.7: Congestion in your local community trend (FY2007-FY2015)

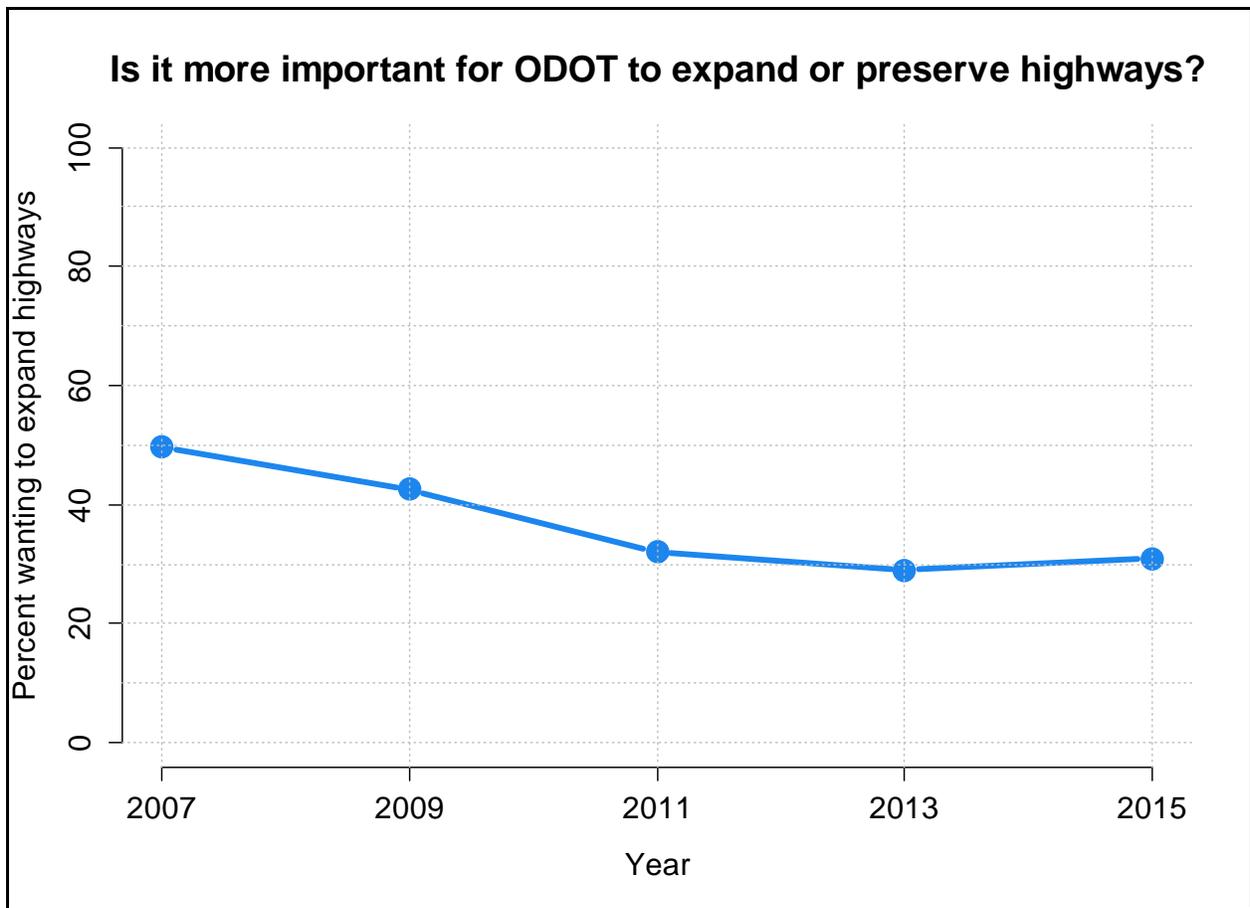


Figure 3.8: Opinion on expanding or preserving existing highways trend (FY2007-FY2015)

3.5 TRAVEL INFORMATION SOURCES TREND

The survey had two questions asking which sources respondents used to receive travel information. Figure 3.9 shows the trends for what source of travel information respondents used first when they wanted information about traffic and weather conditions and/or road construction and closures. For consistency across survey years, Tripcheck.com and other internet sites responses were combined. Clearly, ODOT’s Tripcheck.com and other internet sites have become the dominate source for most people. The use of Tripcheck.com and other internet sites as a source has come at the expense of radio and electronic highway signs or reader boards which have declining use.

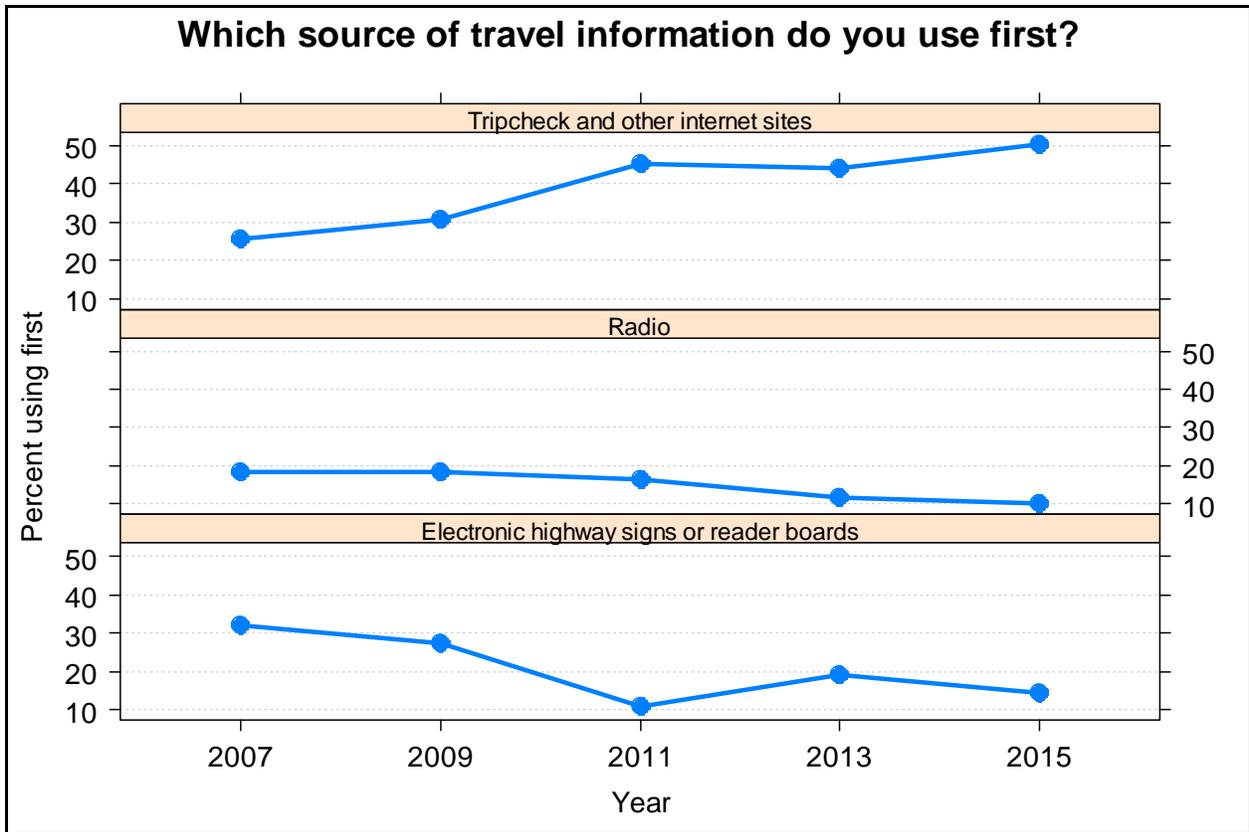


Figure 3.9: Source of travel information respondents go to first trend (FY2007-FY2015)

Next, respondents were asked which sources they would like to have available to them. The two sources with clear trends in Figure 3.10 were “Information centers at parks and rest area” and “Electronic signs or reader boards along the highway,” the latter of which seems to be increasing as a source that Oregonians would like to have available after a couple years of decline.

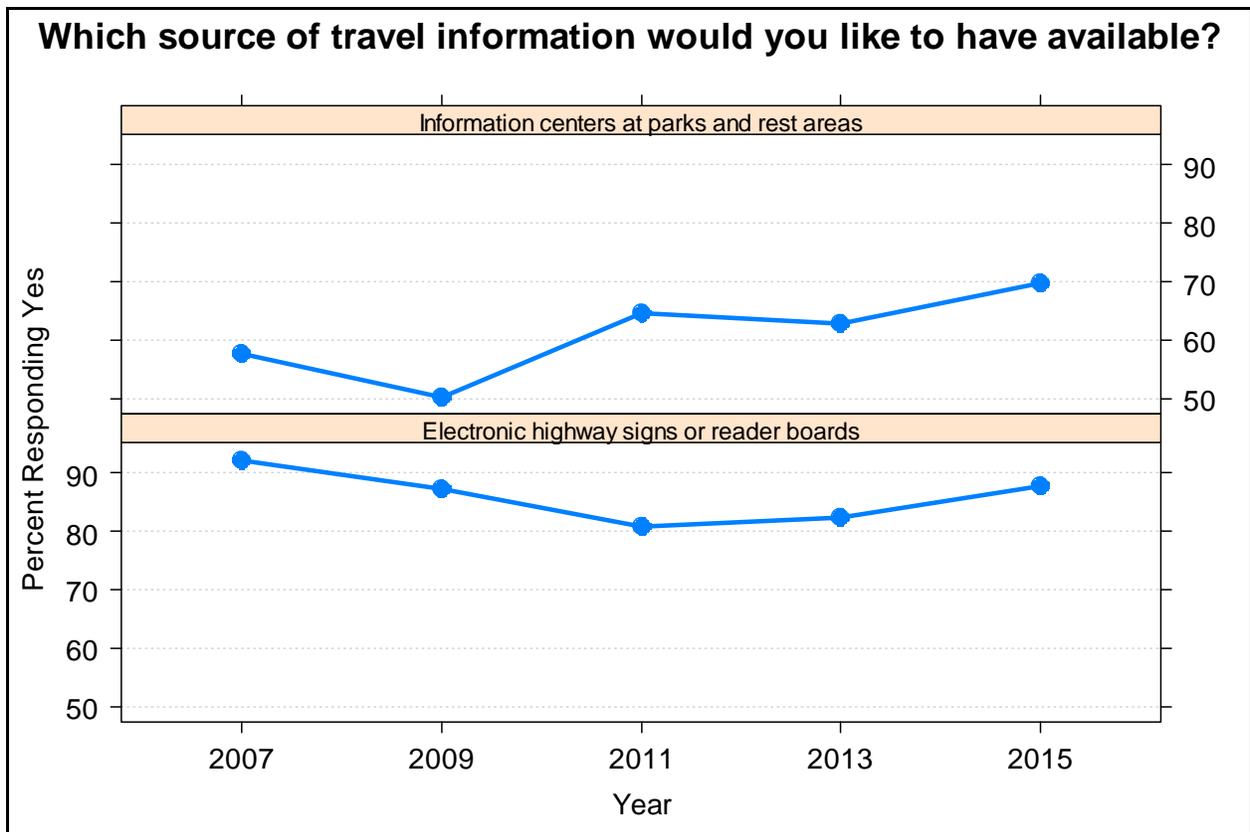


Figure 3.10: What travel source would respondents like to have trend (FY2007-FY2015)

3.6 PERCENT LICENSED DRIVERS

There have been several stories in the press recently about how fewer people are becoming licensed to drive, especially those in their late teens or twenties. This survey was given to licensed drivers 18 years or older, so licensed or unlicensed Oregonians under 18 are not represented in the sample. In Oregon, as seen in Figure 3.11, the percent of licensed drivers dropped from 98% to 96% from FY2007 to FY2013, but in FY2015 has rebounded to 97%.

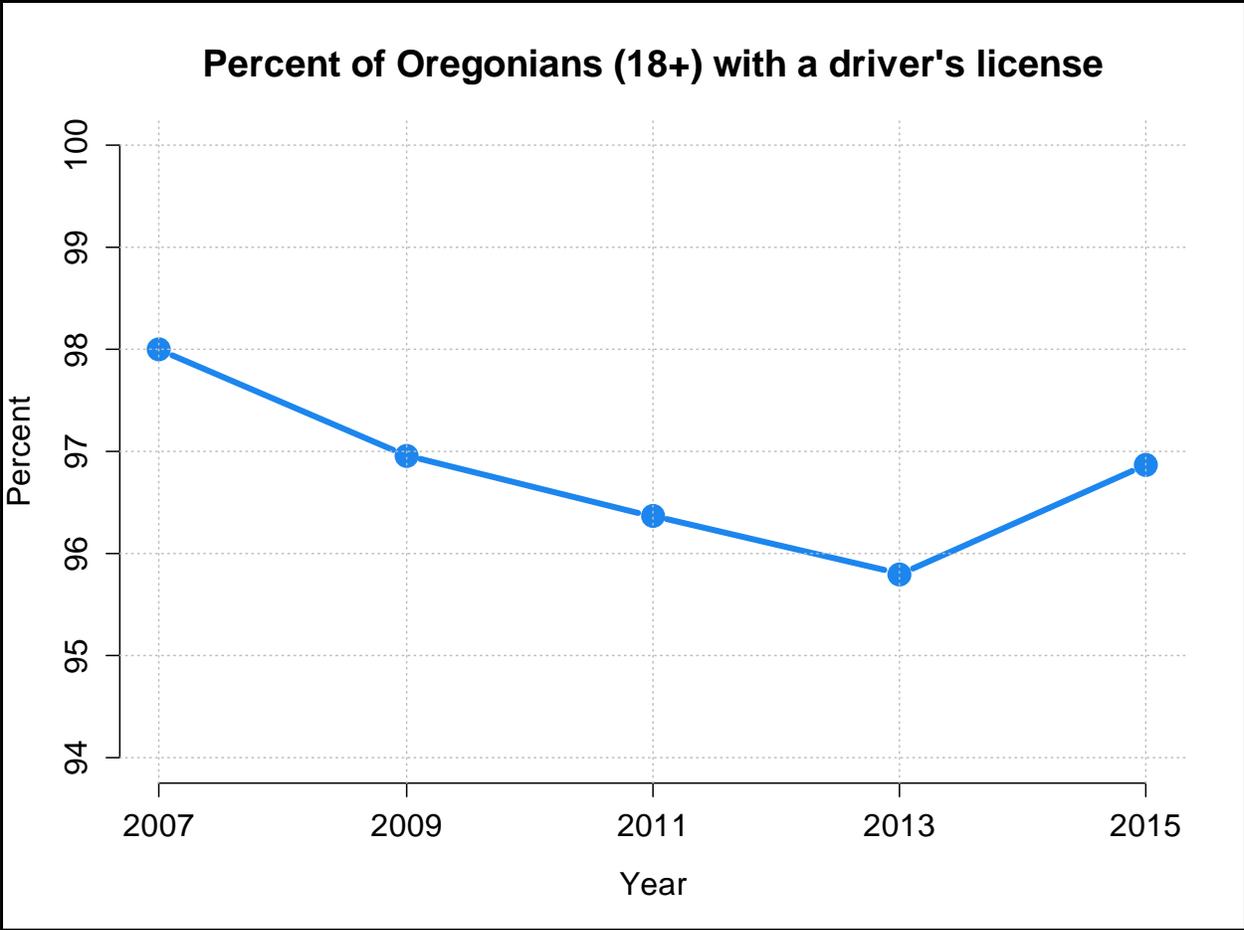


Figure 3.11: Percentage of respondents who have a driver's license trend (FY2007-FY2015)

CONCLUSION

The Transportation Needs and Issues Survey is conducted to assess the opinions of Oregonians regarding the state transportation system. The FY 2015 survey was the 12th iteration of survey in this series.

The FY 2015 survey results were fairly consistent with past Needs and Issues surveys and reflected mixed opinions. Similar to recent surveys was the ongoing and growing desire of Oregonians to prioritize the maintenance of the system over its expansion; however, there was also an increase in concerns about congestion. The 2015 survey did show changes in the use of alternative modes of transportation, with an increased interest in funding of both bus and passenger rail service between cities.

A majority of Oregonians felt ODOT was doing an excellent or good job overall, but that overall rating has continued to decline. There has also been a steady decline over the years in the number of respondents who feel they get good value from the gas tax and license/registration fees they pay. There is quite a bit of uncertainty about whether current funding is adequate to maintain the roads and the type of alternative funding that would be beneficial in the future with more electric and hybrid cars on the road.

The 2015 Transportation Needs and Issues Survey was scientifically conducted to gauge the opinions of adult Oregonians on many aspects of the transportation system managed by ODOT. As such, the results of this survey can be said to have a reasonable probability that they are representative of the views of Oregonians. It is a well known fact in survey research, however, that how a question is posed, as well as what questions are asked, can make a difference in people's responses. Thus it is advisable that the reader consider the results of this survey in concert with other information on people's views, rather than taking these results as the final word on how people view the transportation system and ODOT's role in managing it.

**APPENDIX A:
FY 2015 SURVEY INSTRUMENT**

Q1. How many years, altogether, have you lived in Oregon? (Please write a '0' if less than one year)

_____ YEARS

Q2. In which Oregon county do you live?

_____ COUNTY

Q3. Please indicate how satisfied or dissatisfied you are with each of the following services the Oregon Department of Transportation provides. (Circle one number for each item)

	VERY SATISFIED	SOMEWHAT SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW
	▼	▼	▼	▼	▼
a. ODOT's maintenance of Oregon's highways, roads, and bridges	1	2	3	4	DK
b. The time it takes ODOT to perform maintenance activities [such as removing litter and snow, repairing pavement, guardrails, and barriers]	1	2	3	4	DK
c. Pavement conditions on major Oregon highways [such as smoothness, quietness, durability, and appearance] ...	1	2	3	4	DK
d. Bridge conditions on major Oregon highways [such as smoothness, quietness, durability, and appearance] ...	1	2	3	4	DK
e. Safety features on major Oregon highways [such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines].....	1	2	3	4	DK
f. ODOT's expansion and improvement of highways, roads, and bridges to meet state residents' needs	1	2	3	4	DK
g. ODOT's efforts to improve Oregon's transportation system [including railroads, buses, and transit, in addition to highways].....	1	2	3	4	DK
h. ODOT's efforts to address the environmental impacts of the transportation system [such as automobile and truck pollution, storm water runoff, loss of wetlands]	1	2	3	4	DK
i. ODOT's efforts to ensure that transportation options [automobile, bus, rail, dial-a-ride] are available to you.....	1	2	3	4	DK
j. ODOT's maintenance of roadside rest areas	1	2	3	4	DK
k. ODOT's efforts to inform the public about new or changed traffic laws	1	2	3	4	DK

Q4. How satisfied or dissatisfied are you with how well ODOT communicates to the public about current road construction on state or U.S. highways or interstate freeways in Oregon?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q5. How satisfied or dissatisfied are you with each of the following aspects of construction on all major highways in Oregon, either freeways or highways? (Circle one number for each item)

	VERY SATISFIED	SOMEWHAT SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW
a. The enforcement of reduced speeds and other traffic laws in work zones on major Oregon highways	1	2	3	4	DK
b. The overall safety of the work zones on major Oregon highways. This could include warning signs, directional signs, highway markers, or other traffic control	1	2	3	4	DK
c. The amount of time it takes to complete roadway construction on major Oregon highways	1	2	3	4	DK

Q6. Overall, how satisfied or dissatisfied are you with ODOT's efforts to minimize how work zones affect your travel on major Oregon highways [such as work zone information, traffic enforcement, safety, delay, and the speed of road repair]? (Circle one number)

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q7. How satisfied or dissatisfied are you with ODOT's efforts to make night-time driving safer under all weather conditions by improving lane markings, signage, and lighting?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q8. Have you personally used a van pool or rideshare vehicle in the last month? (Circle one number then follow arrow to next question)

- 1 YES
- 2 NO → Skip to Q9
- 3 DON'T KNOW → Skip to Q9

Q8a. How satisfied or dissatisfied are you with the van pool or rideshare service?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q9. Have you personally used a local community bus service in the last month? (Circle one number then follow arrow to next question)

- 1 YES
- 2 NO → Skip to Q10 on the next page
- 3 DON'T KNOW → Skip to Q10 on the next page

Q9a. How satisfied or dissatisfied are you with the local community bus service?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q10. Compared to ten years ago, would you say that Oregon's transportation options [community bus, vanpool, and rideshare] are better, about the same, or worse?

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE
- 4 DON'T KNOW

Q11. Have you personally used community transportation for seniors or individuals with disabilities in the last month? (Circle one number then follow arrow to next question)

- 
- 1 YES
 - 2 NO → Skip to Q12
 - 3 DON'T KNOW → Skip to Q12

Q11a. How satisfied or dissatisfied are you with the transportation service for seniors or individuals with disabilities? (Circle one number)

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q12. Do you feel safe traveling in an automobile on Oregon highways?

- 1 YES
- 2 NO
- 3 I DON'T DRIVE OR TRAVEL OREGON HIGHWAYS

Q13. Do you feel safe using public transportation in your community [such as buses, light-rail, streetcar, etc.]?

- 1 YES
- 2 NO
- 3 I DON'T USE PUBLIC TRANSPORTATION IN COMMUNITY

Q14. Do you feel you have the necessary facilities [such as sidewalks and crosswalks] to walk safely in your community?

- 1 YES
- 2 NO
- 3 I DON'T WALK IN COMMUNITY

Q15. Do you feel you have the necessary facilities [such as bicycle lanes] to bicycle safely in your community?

- 1 YES
- 2 NO
- 3 I DON'T RIDE A BIKE IN COMMUNITY

Q16. Do you feel your community sidewalks are free of obstructions and are adequately constructed for people who use assistive mobility devices such as walkers, wheelchairs, canes, scooters, etc?

- 1 YES
- 2 NO
- 3 DON'T KNOW

Q17. How would you compare the current overall condition of Oregon's highways, roads, and bridges to the current condition of those in other states? Would you say Oregon's are better, about the same, or worse?

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE
- 4 DON'T KNOW
- 5 NEVER TRAVEL OUT OF STATE

Q18. Compared to ten years ago, would you say that Oregon's highways, roads, and bridges are better, about the same, or worse?

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE
- 4 DON'T KNOW

Q19. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Do you feel that you get good value for your money?

- 1 YES, GET GOOD VALUE
- 2 NO, DO NOT GET GOOD VALUE
- 3 DON'T KNOW

Q20. To the best of your understanding, do you think that funds collected through the gas tax are adequate or inadequate for Oregon's transportation needs?

- 1 ADEQUATE
- 2 INADEQUATE
- 3 DON'T KNOW

Q21. If more funds had to be raised for transportation maintenance, repair, and development within the state, which method do you feel would be most fair: increasing the gasoline tax; OR charging users of certain facilities a toll; OR increasing vehicle registration fees?

- 1 INCREASE THE GASOLINE TAX
- 2 CHARGE USERS A TOLL
- 3 INCREASE VEHICLE REGISTRATION FEES
- 4 DON'T KNOW

Q22. Electric and hybrid vehicles are becoming more popular among Oregon drivers. Drivers of these vehicles pay less gas tax to support road maintenance. Charging drivers based on how many miles they drive is one method Oregon could use to ensure that everyone pays for use of the roads. Would you support or oppose the following ideas to recover money for road maintenance?

	SUPPORT	OPPOSE	DON'T KNOW
a. Keep the gas tax and charge owners of electric vehicles a small fee per mile driven.	1	2	DK
b. Keep the gas tax and charge owners of hybrid vehicles a small fee per mile driven.	1	2	DK
c. Completely replace the gas tax with a small fee per mile driven on all vehicles.	1	2	DK

Q23. ODOT would like to know how its transportation funds should be spent. Please indicate whether it is very important, somewhat important, or not at all important for ODOT to spend its funding on each item listed. (Circle one number for each item)

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	DON'T KNOW
a. Local public transportation services <u>within cities</u>	1	2	3	DK
b. Bus services <u>between cities</u>	1	2	3	DK
c. Adding sidewalks and bike lanes to existing streets	1	2	3	DK
d. Transportation services for the elderly and disadvantaged	1	2	3	DK
e. Protecting fish and wildlife habitat	1	2	3	DK
f. Amtrak rail passenger service between cities	1	2	3	DK
g. Conserving and protecting clean air and water.....	1	2	3	DK
h. Providing more convenient access to airports	1	2	3	DK
i. Maintaining the highways, roads, and bridges Oregon has now	1	2	3	DK
j. Expanding and improving Oregon's highways, roads and bridges	1	2	3	DK
k. Reducing traffic congestion.....	1	2	3	DK
l. Enforcing traffic laws.....	1	2	3	DK
m. Improving safety features of roadways [such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines].....	1	2	3	DK
n. Reducing greenhouse gas emissions ..	1	2	3	DK

Q24. Charging drivers a fee (for example a toll) for their use of a road or bridge is one method Oregon could use to influence driver behavior and reduce congestion. Would you favor or oppose the use of tolls in your area to reduce traffic congestion?

- 1 I WOULD STRONGLY FAVOR
- 2 I WOULD SOMEWHAT FAVOR
- 3 I WOULD SOMEWHAT OPPOSE
- 4 I WOULD STRONGLY OPPOSE
- 5 DON'T KNOW

Q25. How serious of a problem is traffic congestion in your community: very serious, somewhat serious, a minor problem, or no problem at all?

- 1 VERY SERIOUS
- 2 SOMEWHAT SERIOUS
- 3 A MINOR PROBLEM
- 4 NO PROBLEM AT ALL
- 5 DON'T KNOW

Q26. Do you think it is more important for ODOT to expand the highway system to reduce traffic congestion OR to preserve and maintain the highways Oregon already has?

- 1 EXPAND HIGHWAY SYSTEM
- 2 PRESERVE AND MAINTAIN
- 3 DON'T KNOW

Q27. The Driver and Motor Vehicle Services Division of ODOT (usually referred to as DMV), provides driver licenses, vehicle registrations and other services. Have you used any DMV services in the past year?

- 1 YES
- 2 NO → Skip to Q28
- 3 DON'T KNOW → Skip to Q28

Q27a. How satisfied or dissatisfied are you with the way the DMV provides driver licenses and other services?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED

Q28. Before receiving this survey, were you aware that you could do each of the following online at the DMV Website (www.Oregondmv.com)?

	NO, WAS NOT AWARE	YES, WAS AWARE
a. Renew your vehicle registration	1	2
b. Change your address	1	2
c. Notify DMV that you sold your vehicle.....	1	2

Q29. Were you aware that the law requires you to notify DMV within 30 days when your residence address changes?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q30. Were you aware that notifying the post office about an address change does not meet the legal requirement to notify DMV?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q31. Were you aware that if you sell your vehicle, the law requires you to notify DMV within 10 days of the sale?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q32. Oregon law requires that everyone who wants a driver's license, permit, or ID card must show a US birth certificate, a current US passport, or an immigration document to the DMV. Before getting this survey, were you aware that everyone, not just non-citizens, must show at least one of these documents?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q33. How many one-way trips have you made by Amtrak that started or ended in Oregon in the past year? Travel to and from a destination would be considered two one-way trips.

_____ ONE-WAY TRIPS

Q34. Currently, Oregon law says that nearly all revenue raised through Oregon gasoline taxes and registration and licensing fees must be used to maintain the Oregon highway system. Do you think Oregon should develop some other funding source, separate from the current tax and vehicle fees, to pay for rail passenger service?

- 1 YES
- 2 NO
- 3 DON'T KNOW

Q35. How much do you agree or disagree with this statement: "Climate change is real."

- 1 STRONGLY AGREE
- 2 SOMEWHAT AGREE
- 3 SOMEWHAT DISAGREE
- 4 STRONGLY DISAGREE
- 5 DON'T KNOW

Q36. How much do you agree or disagree with this statement: "Transportation policies and choices can have an effect on climate change."

- 1 STRONGLY AGREE
- 2 SOMEWHAT AGREE
- 3 SOMEWHAT DISAGREE
- 4 STRONGLY DISAGREE
- 5 DON'T KNOW

Q37. From what sources do you commonly get information about the Oregon Department of Transportation? (Circle Yes, No or Don't Know for each)

	YES	NO	DON'T KNOW
a. Newspaper.....	1	2	DK
b. Television.....	1	2	DK
c. Internet.....	1	2	DK
d. Radio	1	2	DK
e. Word of mouth	1	2	DK
f. Other (Describe _____)			

Q38. When you need information about traffic conditions, weather conditions, road construction, and road closures, what source of travel information do you use first? (Circle one number)

- 1 ELECTRONIC SIGNS OR READER BOARDS ALONG THE HIGHWAY
- 2 RADIO BROADCASTS
- 3 INFORMATION CENTERS AT PARKS AND REST AREAS
- 4 TRIPCHECK.COM FOR LIVE CONDITIONS THROUGH ONLINE VIDEO CAMERAS
- 5 OTHER INTERNET SITE
- 6 FREE (1-800) OR THE 511 INFORMATIONAL TELEPHONE NUMBER
- 7 A TV CHANNEL
- 8 DON'T KNOW
- 9 OTHER (Describe _____)

Q39. Please indicate whether or not you would like to have available to you each of the following forms of travel information.

	YES	NO	DON'T KNOW
a. Electronic signs or reader boards along the highway	1	2	DK
b. Radio broadcasts	1	2	DK
c. Information centers at parks and rest areas	1	2	DK
d. Tripcheck.com for live conditions through online video cameras	1	2	DK
e. Other Internet sites	1	2	DK
f. Free (1-800) or the 511 informational telephone number	1	2	DK
g. A TV channel	1	2	DK
h. Other (<i>Describe</i> _____)			

Q40. Overall, how good a job do you think the Oregon Department of Transportation is doing: excellent, good, fair, or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 DON'T KNOW

The following and final questions are for statistical purposes only. They allow your responses to be grouped with those of others with similar backgrounds. Please remember that all the information you provide on this questionnaire will remain strictly confidential.

Q41. How many adults age 18 or older, including yourself, live in your household? Include all adults living there half-time or more.

_____ ADULTS IN HOUSEHOLD

Q42. How many dependents were you responsible for during 2013? Dependents include any qualifying child or relative for whom you paid at least 1/2 of their expenses. A qualifying child must have lived with you at least 6 months out of the 2013 year.

_____ DEPENDENTS IN 2013

Q43. Are you a licensed driver? (*Circle one number then follow arrow to next question*)

- 1 NO → Skip to Q44
- 2 YES

→ **Q43a. How many miles did you drive a personal vehicle yesterday, apart from any driving you did while on the job? Include any miles you drove to and from work, but do not include miles driven as part of your job. If you are not sure, please give your best estimate.**

_____ MILES DRIVEN YESTERDAY

Q43b. Please indicate the day of the week you are filling out this questionnaire.

- | | | | |
|-----------|-------------|------------|----------|
| 1 MONDAY | 3 WEDNESDAY | 5 FRIDAY | 7 SUNDAY |
| 2 TUESDAY | 4 THURSDAY | 6 SATURDAY | |

Q44. Including yourself, how many licensed drivers are living in your household?

_____ LICENSED DRIVERS IN HOUSEHOLD

Q45. How many motor vehicles [such as cars, vans, light trucks, and motorcycles] are available for members of your household to drive on a daily basis? Include borrowed vehicles but only include vehicles which operate.

_____ VEHICLES AVAILABLE FOR HOUSEHOLD

Q46. Have you used studded snow traction tires on your vehicle in the last 12 months?

- 1 YES
- 2 NO

Q47. Do you usually work from home, are not employed outside the home, or do you commute to work or school?

- 1 WORK FROM HOME → Skip to Q48 on the next page
- 2 NOT EMPLOYED OUTSIDE THE HOME OR RETIRED → Skip to Q48 on the next page
- 3 COMMUTE TO WORK OR SCHOOL



Q47a. How do you usually get to work or school? (Circle one number)

- 1 CAR, TRUCK, OR VAN →
- 2 PUBLIC BUS
- 3 RAILROAD, LIGHTRAIL, MAX, OR STREETCAR
- 4 TAXI
- 5 MOTORCYCLE
- 6 BICYCLE
- 7 WALK
- 8 OTHER (Describe _____)

Q47aa. How many people, including yourself, typically ride with you to work or school in this car, truck, or van?
 _____ PEOPLE → (Continue with Q47b)

Q47b. On average, how many minutes does it usually take you to get to work or school?

_____ MINUTES

Q47c. On average, how many miles do you travel to get to work or school?

_____ MILES

Q47d. Does your commute to or from work or school typically occur between 3 pm and 6 pm?

- 1 YES
- 2 NO

Q47e. Please indicate whether or not you would change how or when you travel to work or school if any of the following changed for you.

	DEFINITELY WOULD CHANGE	POSSIBLY WOULD CHANGE	WOULD NOT CHANGE	DON'T KNOW
a. New tolls became required for roadways or bridges that you currently use	1	2	3	DK
b. Biking or walking facilities (bike-lanes, sidewalks) were added or improved in your area	1	2	3	DK
c. Public transit options were added or improved in your area such as rail or bus-lines	1	2	3	DK

Q48. Would you consider the place you live as urban (within city limits) or rural?

- 1 URBAN, SUBURBAN (within city limits)
- 2 RURAL
- 3 DON'T KNOW
- 4 OTHER (*Describe* _____)

Q49. How old were you on your last birthday?

_____ YEARS

Q50. What is your gender?

- 1 MAN
- 2 WOMAN
- 3 TRANSGENDER
- 4 OTHER

Q51. Do you currently work for pay, or volunteer (15 hours or more per week) either full or part-time? Include active duty in the armed forces, delivering newspapers, and work with expectation of future pay. Exclude house work and school work.

- 1 YES
- 2 NO
- 3 DON'T KNOW

Q52. What is the highest level of education you have completed? (*Circle one number*)

- 1 0-8 YEARS, NO GED
- 2 9-12 YEARS, NO HIGH SCHOOL DIPLOMA OR GED
- 3 HIGH SCHOOL DIPLOMA OR GED
- 4 SOME COLLEGE, NO DEGREE
- 5 ASSOCIATES DEGREE (AA, AS)
- 6 BACHELOR'S DEGREE (BA, BS, AB, etc.)
- 7 MASTER'S DEGREE (MA, MS, MBA, etc.)
- 8 DOCTORATE OR PROFESSIONAL DEGREE (PhD, JD, EDD, MD, DDS, etc.)
- 0 OTHER (*Describe* _____)

Q53. Are you Hispanic or Latino?

- 1 YES
- 2 NO

Q54. What is your race? (*Circle all that apply*)

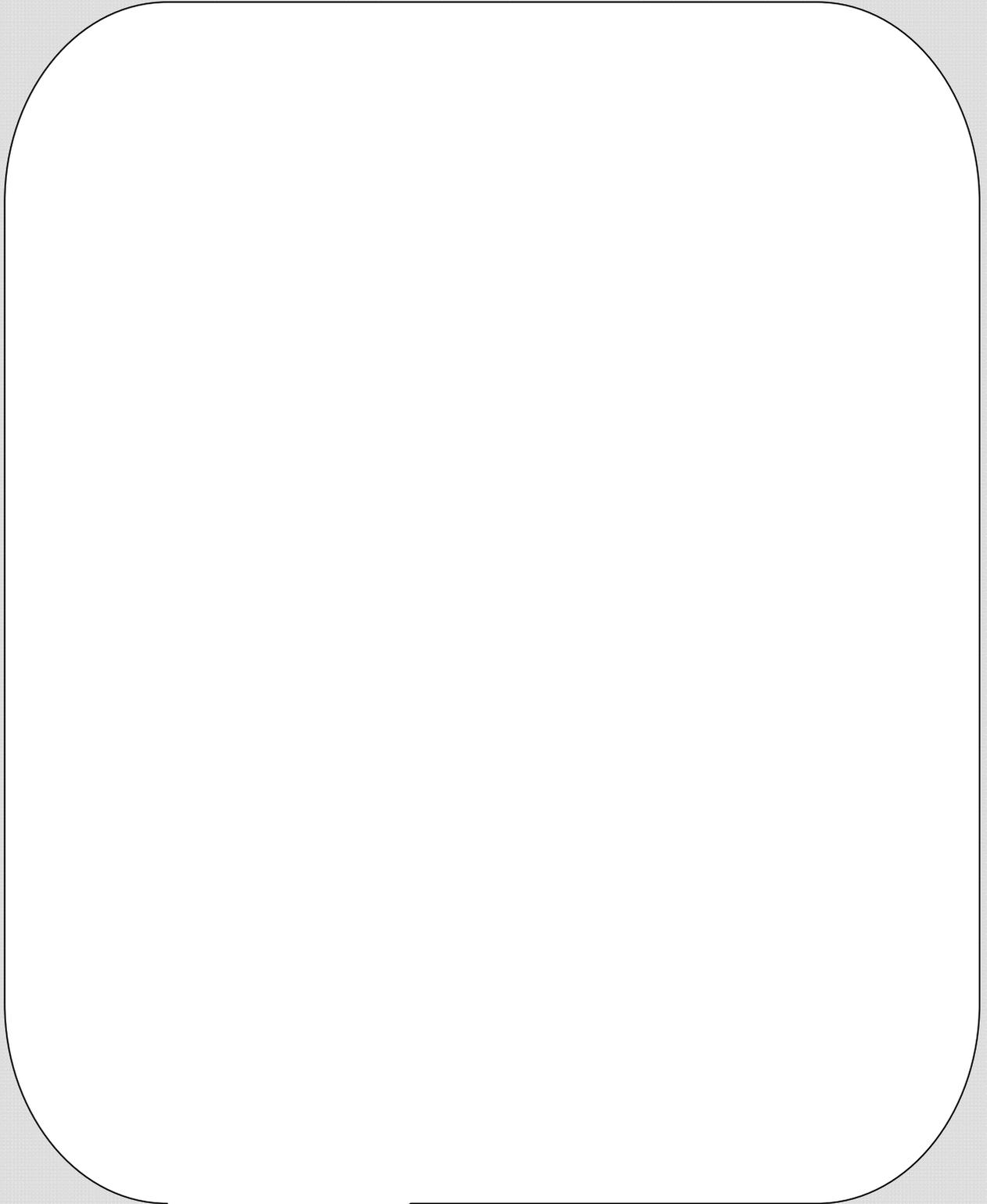
- 1 WHITE
- 2 BLACK/AFRICAN AMERICAN
- 3 ASIAN
- 4 AMERICAN INDIAN OR ALASKAN NATIVE
- 5 NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- 6 OTHER (*Describe* _____)

Q55. What is your total annual household income, from all sources, before taxes? Include money from jobs (wages, salary, tips, bonuses), interest, dividends, child support, alimony, welfare, social security, disability and retirement payments, net income from a business, farm or rent, or any other money income received by members of your family. Do not include lump-sum payments, such as money from an inheritance or sale of a home. (*Circle one number*)

- | | |
|------------------------|-------------------------|
| 1 Under \$15,000 | 5 \$50,000 to \$74,999 |
| 2 \$15,000 to \$24,999 | 6 \$75,000 to \$124,999 |
| 3 \$25,000 to \$34,999 | 7 \$125,000 or More |
| 4 \$35,000 to \$49,999 | 8 DON'T KNOW |

-More on the other side-

Q56. What else would you like to say about Oregon Department of Transportation and the services it provides?



Thank you for your time!

PLEASE RETURN YOUR COMPLETE SURVEY IN THE PRE-PAID ENVELOPE PROVIDED.

