ODOT Assessing Public Inconvenience on Highway and
Construction Projects—Trucker Survey
Ci3 Instrument

CATI ON

SQN Right
REVIEW CtrlR

Q:HELLO1
T:
Hello, this is _____ calling from the University of Oregon Survey
Research Laboratory.

PRESS 1

    1 --> TO CONTINUE
I:
key 1

Q:HELLO1A
T:
The Oregon Department of Transportation has asked us to conduct a 13 minute
survey with truck drivers (age 18 or older) about your experiences
driving through construction zones on state highways and bridges. I want to
assure you that I am not selling a thing, and that this survey is completely
confidential and voluntary.

PROBE: We would like to speak to any truck driver who has driven through Oregon
in the past eight weeks.

PROBE: The first two or three questions will tell us whether you are eligible
to take part in this survey.

 1 R ON TELEPHONE
 2 IF NO TRUCKERS IN FIRM HAVE DRIVEN THROUGH OREGON IN PAST EIGHT
    WEEKS-->SKIPTO NOQAL, DISQUALIFIED, END SURVEY

        IF TRUCK DRIVER NOT AVAILABLE NOW, SCHEDULE CALLBACK --> CTRL/END

I:
Key 1-2
if (ans = 2) skipto NOQAL

Q:HELLO2
T:
Do you have any questions about the survey before we begin?

  1 NO QUESTIONS OR QUESTIONS ANSWERED, OK TO BEGIN SURVEY
   HAS QUESTIONS REFER TO INTERVIEWER INSTRUCTIONS

I:
Key 1

Q:COOPERAT
T:
We appreciate your cooperation. (I'd like to begin the survey now.)

   1 OK
   CTRL/END NO

I:
Key 1

Q:ZONE
T:
In the past eight weeks, have you traveled through an Oregon state highway
construction zone as a truck driver?

PROBE: We need to learn about your experiences as a truck driver
driving through highway construction zones,
for example, Interstate 5, State Highway 22,
Highway 99E, or Highway 97.

PROBE: Please think about *state* highway construction zones.

PROBE: Please do not think about road construction or repair in your
local neighborhood or due to utility work.

         1 YES
         2 NO-->SKIPTO NOQAL, DISQUALIFIED, END SURVEY

         7 REFUSED-->SKIPTO NOQAL, DISQUALIFIED, END SURVEY
         8 DON'T KNOW-->SKIPTO NOQAL, DISQUALIFIED, END SURVEY
         9 NO ANSWER-->SKIPTO NOQAL, DISQUALIFIED, END SURVEY
I:
key 1-2, 7-9
if (ans > 1) skipto NOQAL

QAL NOQAL

Q:ZONE1
T:
In the past eight weeks, how many times have you traveled through
an (Oregon state highway) construction zone as a truck driver?
Would you say one to two times, three to five times, six to ten times,
eleven to twenty times, twenty one to one hundred times,
or over one hundred times?

PROBE: Please consider all (Oregon state highway) construction zones
that you travel through. I will ask about specific zones next.

   1 1-2 TIMES
   2 3-5 TIMES
   3 6-10 TIMES
   4 11-20 TIMES
   5 21-100 TIMES
   6 > 100 TIMES

   7 REFUSED

8 DON'T KNOW
9 NO ANSWER

I:
Key 1-9
cmdi FIRMNAM "FirmName"
cmdi STATE "STATE"
cmdi ATTNUM "ATTNUM" 1
cmdi NFFCODE "NFFCODE" 1
cmdi PDISPOS "PDISPOS" 1

Q:ZONE2
T:
Which (Oregon) state highway construction zone did you travel
through *most* often (as a truck driver)(in the past eight weeks)?

PROBE: On what highway is that construction zone?
(For example, State Highway 22, Highway 99E, Highway 97 .....)

PROBE: Where was that?

OPEN-ENDED, RECORD EXACTLY WHAT R SAYS

   TYPE EXACT RESPONSE BELOW

I:
opn 11 5 24 70

Q:ZONE3
T:
How many times have you traveled through that construction zone (as a
truck driver)(in the past eight weeks)? Would you say less than once a week,
about once a week, two to four times per week, once a day, twice a day,
or more than twice a day?

PROBE: By number of times, I mean how many one-way trips.

PROBE: A round trip is two trips.

  1 LESS THAN ONCE A WEEK
  2 ABOUT ONCE A WEEK
  3 TWO TO FOUR TIMES PER WEEK
  4 ONCE A DAY
  5 TWICE A DAY
  6 MORE THAN TWICE A DAY

  7 REFUSED-->SKIPTO DELAY1
  8 DON'T KNOW-->SKIPTO DELAY1
  9 NO ANSWER-->SKIPTO DELAY1

I:
Key 1-9
if (ans > 6) skipto DELAY1

Q:ZONE4
T:
What type of construction is taking place in that area?

OPEN-ENDED, RECORD EXACTLY WHAT R SAYS

   TYPE EXACT RESPONSE BELOW

I:
opn 11 5 24 70

Q:ZONE5
T:
If there was one thing you could change or improve about
your experiences traveling through that construction zone,
what would it be?

PROBE: As a truck driver.

OPEN-ENDED, RECORD EXACTLY WHAT R SAYS

   TYPE EXACT RESPONSE BELOW

I:
opn 11 5 24 70

Q:ALTROUT
T:
Is it possible for you to avoid that construction zone by taking an
alternate route (to the places you need to go)?

   1 YES
   2 NO
   3 OTHER (SPECIFY)

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
num 1 9 1 0 25 40
oth 3 15 15 24 70
if (ans >3)
          if (ans <7)reask
endif

Q:DELAY1
T:
In the past eight weeks, have you ever been delayed in any way
because of this construction project?

PROBE: (For example, have you been delayed) by slower speeds,
having to stop, or having to take an alternate route?

NOTE: INCLUDES SLOWING DOWN AND SLOWED TRAVEL.

  1 YES
  2 NO---> SKIPTO DELAY7B

  7 REFUSED---> SKIPTO DELAY7B
  8 DON'T KNOW---> SKIPTO DELAY7B
  9 NO ANSWER---> SKIPTO DELAY7B

I:
Key 1,2,7-9
If (ans > 1) skipto DELAY7B

Q:DELAY2
T:
How often have you been delayed (at *this* construction zone) --
always, often, sometimes, or rarely?

  1 ALWAYS
  2 OFTEN
  3 SOMETIMES
  4 RARELY

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
Key 1-4,7-9

Q:DELAY3
T:
How many minutes have you been delayed usually at *this*
construction zone?

PROBE: On average.

OPEN-ENDED NUMBER, 1-96

  96 96 OR MORE MINUTES

  97 REFUSED
  98 DON'T KNOW
  99 NO ANSWER

I:
num 1 99 2 0 20 10

Q:DELAY4
T:
What is the longest number of minutes that you have been delayed at *this*
construction zone?

OPEN-ENDED NUMBER, 1-96

96 96 OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 20 10

Q:DELAY5
T:
What caused that longest delay?

OPEN-ENDED

   TYPE EXACT RESPONSE BELOW

I:
opn 11 5 24 70

Q:DELAY6
T:
Do you think that delay was reasonable for the project size and
complexity (at *this* construction zone)?

PROBE: Not for the type of work being done at the time, but
for the project's overall size and complexity.

   1 YES
   2 NO

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
Key 1,2, 7-9

Q:DELAY7B
T:
Thinking about construction zones in general,
if you know in advance that a delay is possible, what is the longest number
of minutes of delay that you think is acceptable?

PROBE: ON AVERAGE
NOTE: INCLUDE SLOWING DOWN AND SLOWED TRAVEL.

OPEN-ENDED NUMBER, 0-96

  96 96 OR MORE MINUTES

  97 REFUSED

98 DON'T KNOW
    99 NO ANSWER

I:
num 0 99 2 0 20 10

Q:DELAY8B
T:
If you do not know in advance that a delay is possible,
what is the longest (number of minutes of) delay that you think is acceptable?

PROBE: ON AVERAGE

NOTE: INCLUDE SLOWING DOWN AND SLOWED TRAVEL.

OPEN-ENDED NUMBER, 0-96

   96 96 OR MORE MINUTES

   97 REFUSED
   98 DON'T KNOW
   99 NO ANSWER

I:
num 0 99 2 0 20 10

Q:INCONV1
T:
Have you experienced any other inconveniences around *that* construction
zone, such as noise, dust, asphalt on vehicles, glare from construction
lighting, or rock chips?

        1 YES
        2 NO-->SKIPTO EASY1A

        7 REFUSED-->SKIPTO EASY1A
        8 DON'T KNOW-->SKIPTO EASY1A
        9 NO ANSWER-->SKIPTO EASY1A

I:
key 1-2, 7-9
if (ans > 1) skipto EASY1A

Q:INCONV1A
T:
What (inconveniences) were those?

PROBE: Please tell me more specifically about that, if you can.

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:
opn 11 5 24 70

Q:EASY1A
T:
How easy or difficult has it been for you to understand where you were
supposed to travel through that construction zone? Would you say very
easy, somewhat easy, somewhat difficult or very difficult?

PROBE: The construction zone you travel through most often.

PROBE: Did you get confused or lost?

   1 VERY EASY--> SKIPTO EASY2A
   2 SOMEWHAT EASY--> SKIPTO EASY2A
   3 SOMEWHAT DIFFICULT
   4 VERY DIFFICULT
   5 (IF VOLUNTEERED) IT HAS VARIED

   7 REFUSED--> SKIPTO EASY2A
   8 DON'T KNOW--> SKIPTO EASY2A
   9 NO ANSWER--> SKIPTO EASY2A

I:
key 1-5, 7-9
if (ans <3)skipto EASY2A
if (ans >5) skipto EASY2A

Q:EASY1AA
T:
What made it difficult for you (to understand where you were supposed
to travel in that construction zone)?

PROBE: The construction zone you travel through most often.

PROBE: Please tell me more specifically about that, if you can.

OPEN-ENDED

TYPE EXACT RESPONSE BELOW

I:
opn 10 5 24 70

Q:EASY2A
T:
How easy or difficult has it been for you to get on and off the highway
at interchanges, on ramps, off ramps and rest areas in that construction zone?

PROBE: The construction zone you travel through most often.

PROBE: Would you say very easy, somewhat easy, somewhat difficult or

very difficult?

PROBE: For example, getting home, to work, and to local businesses.

  1 VERY EASY --> SKIPTO EASY3A
  2 SOMEWHAT EASY --> SKIPTO EASY3A
  3 SOMEWHAT DIFFICULT
  4 VERY DIFFICULT
  5 (IF VOLUNTEERED) IT HAS VARIED
  6 (IF VOLUNTEERED) DOESN'T APPLY, R HASN'T GOTTEN ON OR
    OFF IN ZONE --> SKIPTO EASY3A

  7 REFUSED-->SKIPTO INFORM
  8 DON'T KNOW-->SKIPTO INFORM
  9 NO ANSWER-->SKIPTO INFORM

I:
key 1-9
if (ans <3) skipto EASY3A
if (ans =6) skipto EASY3A
if (ans >5) skipto INFORM

Q:EASY2AA
T:
What has made it difficult for you (to get on and off at interchanges,
on ramps, off ramps, and rest areas) (in that construction zone)?

PROBE: The construction zone you travel through most often.

PROBE: Please tell me more specifically about that, if you can.

OPEN-ENDED

  TYPE EXACT RESPONSE BELOW

I:
opn 10 5 20 70

Q:EASY3A
T:
Overall, how easy or difficult has it been for you to travel safely
through that construction zone?

PROBE: The construction zone you travel through most often.

PROBE: Would you say very easy, somewhat easy, somewhat difficult
or very difficult?

PROBE: Think about the signs, stripes, visibility, surface, and things
like that.

      1 VERY EASY-->SKIPTO INFORM
      2 SOMEWHAT EASY-->SKIPTO INFORM
      3 SOMEWHAT DIFFICULT

4 VERY DIFFICULT
5 IF VOLUNTEERED - IT HAS VARIED
6 OTHER (SPECIFY)

7 REFUSED-->SKIPTO INFORM
8 NO ANSWER-->SKIPTO INFORM
9 DON'T KNOW-->SKIPTO INFORM

I:
num 1 9 1 0 25 40
oth 6 15 15 24 70
if (ans <3) skipto INFORM
if (ans >5) skipto INFORM

Q:EASY3AA
T:
What made it difficult for you (to travel safely)?

PROBE: Through the construction zone you travel through most often.

PROBE: Please tell me more specifically about that, if you can.

OPEN-ENDED

   TYPE EXACT RESPONSE BELOW

I:
opn 10 5 20 70

Q:INFORM
T:
As a truck driver, from which source do you get
the *most* information about state highway construction work,
such as road closures and delays?
PROBE: Which *one* source do you get the most information from?

NOTE:PROBE FROM LIST IF R GIVES AMBIGUOUS SOURCE
         1 TELEVISION
         2 RADIO
         3 NEWSPAPERS

         5 READER BOARDS, ELECTRONIC OR CHANGEABLE MESSAGE SIGNS
         6 ORANGE CONSTRUCTION SIGNS
         7 FLAGGERS
         8 LEAFLETS
         9 MAIL TO HOME OR WORKPLACE
         10 INTERNET OR WORLD WIDE WEB
         11 WORD OF MOUTH - FRIENDS, FAMILY, COWORKERS, NEIGHBORS
         12 NEIGHBORHOOD OR PUBLIC MEETINGS
         13 PLACE OF WORK OR VOLUNTEER
         14 CABLE TELEVISION
         15 TELEPHONE CALLS TO ODOT
         16 GLOBAL POSITIONING SYSTEM
         17 CB RADIO'S   97 REFUSED

I:
num 1 99 2 0 24 32
oth 19 15 15 24 70
if (ans = 4) reask
if (ans >19)
  if (ans <97)reask
endif

Q:LISCEYRS
T:
How many years have you been driving as a licensed truck driver?
OPEN-ENDED YEARS
OPEN-ENDED NUMBER, 0-84

 0 -> LESS THAN ONE YEAR
84 -> 84 OR MORE YEARS

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

   TYPE EXACT RESPONSE BELOW

I:
num 0 99 2 0 20 10
If (ANS > 84)
   If (ANS < 97) reask
EndIf

Q:DRIVOFT
T:
How many days per week do you drive your truck, on average?

OPEN-ENDED NUMBER, 0-7

  97 REFUSED
  98 DON'T KNOW
  99 NO ANSWER

I:
num 0 99 2 0 20 10
If (ANS > 7)
   If (ANS < 97) reask
EndIf

Q:DRIVMIL

T:
How many miles per day do you drive your truck, on average?

CODE ACTUAL MILES, 1-995, NO DECIMALS

 996 996 MILES OR MORE

997 REFUSED
998 DON'T KNOW
999 NO ANSWER

I:
num 1 999 3 0 20 10
if (ans >999) reask

Q:DRIVEORG
T:
In the last three months what percentage of your truck driving
was in the State of Oregon?

NOTE: CODE IN NUMBERS

I:
num 1 999 3 0 20 10
if (ans >999) reask

Q:COMMKTS
T:
Does your firm haul any commodities such as sand, gravel,
logs, or wood chips?

         1 YES
         2 NO --> SKIPTO PAYLOAD

         7 REFUSED--> SKIPTO PAYLOAD
         8 DON'T KNOW--> SKIPTO PAYLOAD
         9 NO ANSWER--> SKIPTO PAYLOAD

I:

key 1-2, 7-9
if (ans >1) skipto PAYLOAD

Q:WHATCOMM
T:
What commodities does your firm haul?

PROBE: Please tell me specifically what the commodities are.

OPEN-ENDED

   TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:PAYLOAD
T:
What is the approximate gross vehicle weight of your truck
if operating at full capacity?

PROBE: This includes operating with a full payload and the
weight of your truck (in pounds).

NOTE: ONE TON EQUALS 2000 POUNDS

   TYPE EXACT RESPONSE BELOW

 99996 99996 POUNDS OR MORE

 99997 REFUSED
 99998 DON'T KNOW
 99999 NO ANSWER

I:
num 0 99999 5 0 20 10
if (ans >99999) reask

Q:SCENARIO
T:
ODOT plans to repair a bridge next year and is considering two different
ways to do it. Which of the following projects would you prefer (as a truck
driver)? The first (bridge) project would close the bridge, require
a 20 mile detour, and finish the project in two months,
while the second (bridge) project would partially close lanes every day
for 6 months, with up to 15 minute delays? (Which project would you prefer?)

PROBE: This is a hypothetical scenario

1 FIRST PROJECT - DETOUR WITH SHORTER PROJECT
2 SECOND PROJECT - LONGER PROJECT WITH NO DETOUR
3 NO PREFERENCE
4 OTHER - SPECIFY

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9
oth 4 15 15 24 70
if (ans >9) reask

Q:ALMSTFIN
T:
(Thank you.) We are almost finished with the survey now.

-->PRESS '1' TO CONTINUE
I:
key 1

Q:SEX
T:
(This may sound silly but) are you male or female?

```
  1 MALE
  2 FEMALE

  7  REFUSED
  8  DON'T KNOW
  9  NO ANSWER
```

I:
Key 1,2,7-9

Q:AGE
T:
How old are you?

OPEN-ENDED, ENTER EXACT AGE 18-96

```
  96  96 OR MORE

  97  REFUSED
  98  DON'T KNOW
  99  NO ANSWER
```

I:
num 18 99 2 0 20 10

Q:ENDING1
T:
That is the end of the survey for the Oregon Department of
Transportation. If you are willing, I have two more questions
for another research project we are conducting.

PROBE: Are you willing to answer two more questions?

1 R IS WILLING
2 R IS NOT WILLING--> SKIPTO ENDING4

I:
Key 1,2
if (ans = 2) skipto ENDING4

Q:ENDING2
T:
Do you believe that participating in telephone surveys like the one
you just completed is very important, somewhat important, or not important?

1 VERY IMPORTANT
2 SOMEWHAT IMPORTANT
3 NOT IMPORTANT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3,7-9

Q:ENDING3
T:
Do you believe that participating in telephone surveys like the one
you just completed, will impact your life a great deal, some, a little,
or not at all?

1 A GREAT DEAL
2 SOME
3 A LITTLE
4 NOT AT ALL

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4,7-9

Q:ENDING4
T:
That is the end of the survey. Thank you very much
for your time and participation.

-->PRESS '1' TO CONTINUE
I:
key 1

Q:INTOBS
T:
INTERVIEWER: PLEASE RECORD ANY COMMENT RELEVANT TO THE SURVEY
PURPOSES HERE.

   TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:INTID
T:
CONTGRATULATIONS, BRAVE INTERVIEWER, YOU HAVE COMPLETED YOUR QUEST!
THE GOLDEN CHALICE IS YOURS. NOW CONTINUE ON WITH YOUR JOURNEY AND
SEE IF YOU CAN SLAY THE MIGHTY DRAGON!

OH, AND WOULD YOU BE SO KIND AS TO ENTER YOUR ID NUMBER.

MANY THANKS!
I:
num 1 725 3 0 20 10
CPL
DISPOS = 26
ENDQUEST

Q:NOQAL
T:

I can only interview truck drivers who have traveled through a highway construction zone regularly in the past eight weeks. I am sorry to have bothered you. Good-bye.

I:
Key 1
DISPOS = 22