

**ODOT Construction Site 1B (Highway 30) Survey
Ci3 Instrument**

cati on

Q:HELLO

T:

Hello. This is ____ calling from the University of Oregon Survey Research Laboratory. The Oregon Department of Transportation has asked us to conduct a 9-minute survey of adults age 18 and older who live near Highway 30, where the road is now being re-constructed. I want to assure you that I am not selling a thing, and that this survey is completely anonymous and voluntary. Please do not even tell me your name. Do you have any questions about the survey before we begin?

1 CONTINUE
CTRL-END R UNAVAILABLE, ETC.

T:14

Hello. This is _____ calling from the University of Oregon Survey Research Laboratory. I'm calling to complete a survey we started previously.

1 CONTINUE
CTRL-END R UNAVAILABLE, ETC.

I:
key 1

Q:KNOW

T:

Did you know that Highway 30 is in the process of being completely re-constructed (between Columbia City and Warren)?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9
QAL NOQAL
IF (ANS > 1)
SKIPTO NOQAL
ENDIF

Q:COMMUN

T:

Which community or town do you live in around Highway 30?

PROBE FROM LIST

PROBE: Do you live anywhere within 20 miles of the Highway 30 construction zone?

01 COLUMBIA CITY
02 DEER ISLAND
03 MCNULTY
04 RANIER
05 SAINT HELENS
06 SCAPPOOSE
07 SPITZENBERG
08 WARREN
09 WATERVIEW
10 WEST SAINT HELENS
11 YANKTON
12 OTHER PLACE WITHIN 20 MILES OF ZONE
13 R LIVES IN NONE OF THE ABOVE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
NUM 1 99 2 0 24 1
IF (ANS > 13)
IF (ANS < 97) REASK
ENDIF
IF (ANS > 12)
SKIPTO NOQAL
ENDIF

Q:HOWOFT

T:

How many times in the past four weeks have you traveled through the construction area on Highway 30, as a driver, a passenger or cyclist?

RECORD NUMBER OF TIMES

NOTE: A ROUND-TRIP IS 2 TIMES

96 96 OR MORE TIMES

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
NUM 0 99 2 0 13 1
IF (ANS = 0)
SKIPTO NOQAL
ENDIF
IF (ANS = 97)
SKIPTO NOQAL
ENDIF
IF (ANS = 99)
SKIPTO NOQAL
ENDIF

Q:ALTROUT1

T:

How often is it possible for you to take alternate routes to the places you need

to go, instead of traveling through the construction zone --
(can you take alternate routes) always, often, sometimes, rarely, or never?

1 ALWAYS
2 OFTEN
3 SOMETIMES
4 RARELY
5 NEVER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-5, 7-9

IF (Ans = 5)

SKIPTO ALTROUT2

ENDIF

Q:ALTEASY

T:

How easy or difficult is it for you to use an alternate route
(most of the time)? Would you say very easy, somewhat easy, somewhat difficult
or very difficult?

1 VERY EASY
2 SOMEWHAT EASY
3 SOMEWHAT DIFFICULT
4 VERY DIFFICULT
5 IF VOLUNTEERED: IT DEPENDS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-5, 7-9

Q:ALTROUT2

T:

Please take a moment to think about how much you use Highway 30 now
compared to how much you used it before construction began (in February 1996).
Do you use (it/Highway 30) more, less, or about the same?

1 MORE
2 LESS
3 ABOUT THE SAME
4 IF VOLUNTEERED: IT HAS VARIED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-4, 7-9

Q:INFORM1

T:

How good of a job has the Transportation Department done keeping you informed about the construction activities, such as road closures and delays on Highway 30? Would you say excellent, good, fair or poor?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

5 IF VOLUNTEERED: IT HAS VARIED

6 IF VOLUNTEERED: CANNOT JUDGE, HAVE RECEIVED NO INFO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-6, 7-9

If (Ans = 6)

 Skipto INFORM3

Endif

Q:INFORM3

T:

Do you know what number to call or who to ask for if you have any comments about the construction zone (on Highway 30)?

PROBE: Do you know exactly what number to call or specifically who to ask?

PROBE: By comments I mean questions, compliments, or complaints.

1 YES

2 NO

3 WOULD JUST CALL GENERAL ODOT NUMBER

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

NOTE: IF R ASKS, YOU MAY OFFER THE FOLLOWING:

 INFORMATION HOTLINE (RECORDED MESSAGE) 543-4400

 COMPLAINTS -- BILL BARNHART 397-9764

 INFORMATION -- JOHN THOMAS 731-8544

 EMERGENCIES -- BILL BARNHART 397-9764

I:

Key 1-3, 7-9

If (ans = 2)

 skipto SIGNS

Endif

If (ans > 3)

 skipto SIGNS

Endif

Q:INFORM4

T:

Have you ever called the Department of Transportation with comments about the construction project (on Highway 30)?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-2, 7-9

If (ans > 1)

 skipto SIGNS

Endif

Q:INFORM5

T:

How responsive was the Department of Transportation to your call?

Would you say very responsive, somewhat responsive, not very responsive, or not at all responsive?

1 VERY RESPONSIVE
2 SOMEWHAT RESPONSIVE
3 NOT VERY RESPONSIVE
4 NOT AT ALL RESPONSIVE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-4, 7-9

If (Ans = 3)

 skipto INFOR6B

Endif

If (Ans = 4)

 skipto INFOR6B

Endif

If (Ans = 8)

 skipto INFOR6B

Endif

If (Ans = 7)

 skipto SIGNS

Endif

If (Ans = 9)

 skipto SIGNS

Endif

Q:INFOR6A

T:

Why do you say that (they were/the Department of Transportation was) (very responsive/somewhat responsive)?

PROBE: How did the Department of Transportation handle your (comments/complaints/questions)?

I:

OPN 7 19 16 70 m n
y = ANSLEN ANS
IF (y < 2)
REASK
ENDIF
SKIPTO SIGNS

Q:INFOR6B

T:

Why do you say that (they were/the Department of Transportation was)
(not very responsive/not at all responsive)?

PROBE: How did the Department of Transportation handle your
(comments/complaints/questions)?

I:

OPN 7 19 16 70 m n
z = ANSLEN ANS
IF (z < 2)
REASK
ENDIF

Q:SIGNS

T:

How good of a job has the Transportation Department done with signs on
the road that keep you informed about road closures, traffic changes and
delays on Highway 30?

PROBE: Would you say excellent, good, fair or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR
5 IF VOLUNTEERED: IT HAS VARIED
6 IF VOLUNTEERED: CANNOT JUDGE, HAVE NOT SEEN SIGNS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-6, 7-9

Q:STRIPES

T:

How good of a job has the Transportation Department done maintaining
the stripes on Highway 30 that help you see where to go?

PROBE: (Would you say) excellent, good, fair or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR
5 IF VOLUNTEERED: IT HAS VARIED
6 IF VOLUNTEERED: HAVE NOT SEEN STRIPES

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-9

Q:VISIBLE

T:
What about nighttime visibility on Highway 30?
(How good of a job has the Transportation Department done maintaining lights, reflectors on barrels and cones, and traffic control devices at night so that you can see where to go?)

PROBE: (Would you say) excellent, good, fair or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR
5 IF VOLUNTEERED: IT HAS VARIED
6 IF VOLUNTEERED: DOESN'T DRIVE AT NIGHT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-6, 7-9

Q:SURFACE

T:
When you have traveled through the construction site, was the road surface very smooth, somewhat smooth, somewhat rough or very rough?

1 VERY SMOOTH
2 SOMEWHAT SMOOTH
3 SOMEWHAT ROUGH
4 VERY ROUGH
5 IF VOLUNTEERED: IT HAS VARIED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-5, 7-9

Q:EASY1

T:
Overall, how easy or difficult has it been for you to travel safely through the construction zone on Highway 30?

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
2 SOMEWHAT EASY
3 SOMEWHAT DIFFICULT
4 VERY DIFFICULT
5 IF VOLUNTEERED: IT HAS VARIED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-5, 7-9
if (key < 3)
SKIPTO EASY2
ENDIF
if (key > 6)
skipto EASY2
endif

Q:EASY1A

T:

What are the difficulties that have made (it/traveling through the Highway 30 construction area) unsafe for you?

PROBE FOR SPECIFICS (WHERE? WHEN?)

OPEN-ENDED

I:

OPN 7 19 16 70 m n
A = ANSLEN ANS
IF (A < 2)
REASK
ENDIF

Q:EASY2

T:

How easy or difficult has it been for you to understand where you were supposed to travel through the construction zone (on Highway 30)?

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

1 VERY EASY
2 SOMEWHAT EASY
3 SOMEWHAT DIFFICULT
4 VERY DIFFICULT
5 IF VOLUNTEERED: IT HAS VARIED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-5, 7-9
if (key < 3)
SKIPTO EASY3
ENDIF

if (key > 6)
 skipto EASY3
endif

Q:EASY2A

T:

What made it difficult for you (to understand where you were supposed to travel on Highway 30)?

PROBE FOR SPECIFICS (WHERE? WHEN?)

OPEN-ENDED

I:

OPN 8 19 21 70 m n

B = ANSLEN ANS

IF (B < 2)

 REASK

ENDIF

Q:EASY3

T:

How easy or difficult has it been for you to get on and off Highway 30 at intersections and driveways in the construction zone?

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

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

1 VERY EASY

2 SOMEWHAT EASY

3 SOMEWHAT DIFFICULT

4 VERY DIFFICULT

5 IF VOLUNTEERED: IT HAS VARIED

6 IF VOLUNTEERED: HAVE NOT GOTTEN ON OR OFF IN ZONE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-9

if (key < 3)

 SKIPTO DELAY1

ENDIF

if (key > 6)

 skipto DELAY1

endif

Q:EASY3A

T:

What has made it difficult for you (to get on and off Highway 30 at intersections and driveways)?

PROBE FOR SPECIFICS

OPEN-ENDED

I:
OPN 8 19 21 70 m n
c = anslen ANS
if (c < 2)
 reask
endif

Q:DELAY1

T:
Have you ever been delayed on Highway 30 because of the construction project?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2,7-9
If (Key = 2)
 skipto INCONV1
endif
if (Key > 6)
 skipto INCONV1
Endif

Q:DELAY2

T:
Do you think the delay was reasonable for the project size and complexity?

PROBE: Not for the type of work being done at the moment,
 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:INCONV1

T:
Have you experienced any other inconveniences around the Highway 30
construction zone, such as noise, dust, and rock chips?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2,7-9
If (Key = 2)

skipto INCONV2
endif
if (Key > 6)
 skipto INCONV2
Endif

Q:INCON1A

T:

What (inconveniences) were those?

PROBE FOR SPECIFICS (WHERE? WHEN?)

OPEN-ENDED

I:

OPN 8 19 21 70 m n

d = anslen ANS

if (d < 2)

 reask

endif

Q:INCONV2

T:

How good a job do you think the Transportation Department has done minimizing inconveniences on the Highway 30 construction project?

PROBE: Would you say excellent, good, fair or poor?

NOTE: THIS CAN INCLUDE INCONVENIENCE TO R OR THE PUBLIC IN GENERAL

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

5 IF VOLUNTEERED: IT HAS VARIED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

Q:INCONV3

T:

Do you think that the short-term inconveniences of this project will be worth the benefits of a better road in the long-run?

NOTE: EITHER TO R OR TO THE PUBLIC IN GENERAL

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1, 2, 7-9

Q:SAFE1

T:

Overall, when you are traveling through the Highway 30 construction area, do you feel very safe, somewhat safe, not very safe, or not at all safe?

1 VERY SAFE

2 SOMEWHAT SAFE

3 NOT VERY SAFE

4 NOT AT ALL SAFE

5 IF VOLUNTEERED: IT HAS VARIED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

if (key < 3)

SKIPTO SAFE2

ENDIF

if (key > 6)

skipto SAFE2

endif

Q:SAFE1A

T:

What has made it unsafe for you?

PROBE FOR SPECIFICS

OPEN-ENDED

I:

OPN 8 19 21 70 m n

e = anslen ANS

if (e < 2)

reask

endif

Q:SAFE2

T:

Please take a moment to think about Highway 30 before the construction project began (in comparison to now). When you travel in the Highway 30 construction area now, do you feel less safe, more safe, or about the same, compared to how the highway was before?

1 LESS SAFE

2 MORE SAFE

3 ABOUT THE SAME

4 IF VOLUNTEERED: IT HAS VARIED, IT DEPENDS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4, 7-9

Q:SAFE3

T:

How could (it/the Highway 30 construction zone) be made more safe for you?

PROBE FOR SPECIFICS

OPEN-ENDED

I:

OPN 8 19 21 70 m n

f = anslen ANS

if (f < 2)

reask

endif

Q:FAULT

T:

When there are safety problems (in the Highway 30 construction zone), are they due mainly to problems with the safety devices (such as signs, cones, stripes and flaggers), project management, or poor drivers?

1 DEVICES

2 MANAGEMENT

3 DRIVERS

4 IF VOLUNTEERED: A MIX

5 IF VOLUNTEERED: OTHER

6 IF VOLUNTEERED: R DOES NOT THINK THERE ARE ANY PROBLEMS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-9

Q:PROGRESS

T:

Do you think that reasonable progress is being made on the (Highway 30) construction project?

1 YES

2 NO

3 IF VOLUNTEERED: IT DEPENDS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3, 7-9

Q:NEED

T:

Do you think the (Highway 30) construction project is fixing a problem that needed to be fixed?

1 YES

2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1, 2, 7-9

Q:WISEUS1

T:
Overall, do you think that the Highway 30 construction project
is a wise use of taxpayers' money?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1, 2, 7-9
If (Key = 2)
 skipto WISEUS3
ENDIF
If (Key > 6)
 skipto GOODJOB
endif

Q:WISEUS2

T:
Why (do you think that the Highway 30 construction project is
a wise use of taxpayers' money)?

OPEN-ENDED

I:
OPN 6 19 21 70 m n
g = anslen ans
if (g < 2)
 reask
endif
Skipto GOODJOB

Q:WISEUS3

T:
Why (not/don't you think that the Highway 30 construction project
is a wise use of taxpayers' money)?

OPEN-ENDED

I:
OPN 6 19 21 70 m n
h = anslen ans
if (h < 2)
 reask
endif

Q:GOODJOB

T:

(We are over halfway done with the survey now, and I would like to thank you sincerely for taking part in this survey.) Please take a moment (now) to think about the Oregon Department of Transportation in general. How good a job do you think the department is doing maintaining highways, roads and bridges (in Oregon)?

PROBE: Would you say excellent, good, fair, or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR
5 IF VOLUNTEERED: IT VARIES

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-5, 7-9

Q:TRUST1

T:
How much of the time do you think you can trust the Transportation Department to do what is right to maintain highways, roads and bridges?
Just about always, most of the time, only some of the time or almost never?

1 JUST ABOUT ALWAYS
2 MOST OF THE TIME
3 ONLY SOME OF THE TIME
4 ALMOST NEVER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-4, 7-9
IF (KEY < 3)
 skipto TRAVTIM
endif
IF (KEY > 6)
 SKIPTO TRAVTIM
ENDIF

Q:TRUST2

T:
Why don't you trust them (some of the time)?

OPEN-ENDED

I:
OPN 6 19 21 70 m n
i = anslen ans
if (i < 2)
 reask
endif

Q:TRAVTIM

T:

I would like to end the survey by asking a few questions about yourself.

First, what time of day do you travel through the Highway 30 construction zone?

Thinking of normal working hours as 7:00 a.m. to 5:00 p.m. Monday through Friday, would you say that you travel through the construction zone always during normal working hours, mostly during normal working hours, never during normal working hours, or almost never normal working hours?

PROBE: Normal working hours are 7:00 am and 5:00 pm Monday through Friday.

PROBE FROM THE LIST

1 ALWAYS DURING NORMAL WORKING HOURS

2 MOSTLY DURING NORMAL WORKING HOURS

3 NEVER DURING NORMAL WORKING HOURS

4 ALMOST NEVER DURING NORMAL WORKING HOURS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-4, 7-9

Q:EMPLOY

T:

Are you currently working for pay, or are you doing something else?

PROBE: Are you keeping house, going to school, looking for work, unable to work, retired, or something else?

01 WORKING FOR PAY, ON VACATION OR SICK LEAVE FROM REGULAR JOB

02 KEEPING HOUSE

03 GOING TO SCHOOL

04 LOOKING FOR WORK

05 UNABLE TO WORK, DISABLED

06 RETIRED

07 OTHER

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 20 1

if (ans > 07)

if (ans < 97) reask

endif

If (ans > 1)

skipto AGE

endif

Q:JOBTRIP1

T:

What was your main source of transportation in getting to work last week?

PROBE FROM LIST

01 CAR, TRUCK, VAN
02 BUS, STREETCAR
03 RAILROAD, LIGHT RAIL, MAX
04 TAXI
05 MOTORCYCLE
06 BICYCLE
07 WALKED
08 WORKED AT HOME
09 EQUAL COMBINATION OF 2+ MODES (E.G., BIKE+MAX OR CAR+WALK)
10 OTHER - SPECIFY
11 DIDN'T GO TO WORK LAST WEEK

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:

num 1 99 2 0 23 1

if (ans > 11)

 if (ans < 97) reask

endif

If (ans = 1)

 skipto JOBTRIP2

endif

If (ans > 1)

 if (ans < 8) skipto JOBTRIP3

endif

IF (ANS = 8)

 SKIPTO JOBTRIP5

ENDIF

IF (ANS < 10)

 SKIPTO JOBTRIP3

ENDIF

Q:JOBTRIA

T:

OTHER - SPECIFY SCREEN:

(What (was/were) your main source(s) of transportation in getting to work last week?)

I:

Opn 6 20 8 60 m n

j = anslen ANS

if (j < 2)

 reask

endif

Q:JOBTRIP2

T:

How many people usually rode to work in the (car/van/truck), including yourself, last week?

TYPE EXACT NUMBER

6 6 OR MORE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER/NOT APPLICABLE (DIDN'T DRIVE/RIDE IN PRIVATE VEHICLE)

I:

Key 1-9

Q:JOBTRIP3

T:

How many miles is it from your home to the place where you work?

PROBE: Your main place of work.

RECORD WHOLE NUMBER OF MILES, NO DECIMALS

0 LESS THAN 1/2 MILE

96 96 OR MORE MILES

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

NUM 0 99 2 0 14 1

Q:JOBTRIP5

T:

Do you regularly drive through the Highway 30 construction zone as part of your job duties?

PROBE: As part of your job duties, not to get to work.

PROBE: By regularly I mean at least once a week.

1 YES

2 NO

7 DON'T KNOW

8 REFUSED

9 NO ANSWER

I:

KEY 1, 2, 7-9

Q:AGE

T:

How old are you?

TYPE IN AGE IN YEARS, NO DECIMALS

96 96 OR OLDER

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

Num 18 99 2 0 11 1

Q:SEX

T:

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:ENDING1

T:

That's the end of the survey! Do you have additional comments about the Highway 30 construction project?

OPEN-ENDED

I:

Opn 6 20 16 70 m n

k = anslen ANS

if (k < 2)

reask

endif

Q:ENDING2

T:

On behalf of the Oregon Department of Transportation, I would like to thank you sincerely for the time you took to answer these questions. If we conduct another survey about the Highway 30 project next year, would you be willing to be surveyed again?

1 YES

2 NO

3 HOSTILE - DON'T ASK

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

Thank you!

I:

Key 1-3, 7-9

Q:INTID

T:

Thank you very much! Have a nice (day/evening)!

INTERVIEWER: TYPE YOUR INTERVIEWER ID NUMBER BELOW

I:
num 1 999 3 0 7 1

Q:INTOBS
T:

INTERVIEWER: PLEASE RECORD ANY ADDITIONAL COMMENTS THE RESPONDENT HAD
OR YOUR
OWN OBSERVATIONS IN THIS SPACE.

I:
Opn 6 20 16 70 m n
DATE = SYSDATE
CPL
DISPOS = 26
ENDQUEST

Q:NOQAL
T:

I'm sorry, we can only interview people who (live in the areas around/know
about) the Highway 30 construction zone. I'm sorry to have bothered you.
Good-bye.

PRESS ANY KEY

I:
key
CTRLEND
DISPOS = 22