

**ODOT Construction Site 10 (Pleasant Hill) Survey  
Ci3 Instrument**

CATI on  
C: ODOT Construction Site 10 Survey, Pleasant Hill  
REVIEW ctrlR  
SQN right

Q:HELLO1

T:  
Hello. This is \_\_\_\_\_ calling from the University of Oregon Survey Research Laboratory. The Oregon Department of Transportation has asked us to conduct a 5 minute survey of adults age 18 and older who live near Highway 58. I want to assure you that I am not selling a thing. The survey results will be used by ODOT to help them improve access to businesses during construction on future highway projects. It will also help ODOT determine the benefits and adverse effects of doing highway construction work at night. 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-- > NO QUESTIONS OR QUESTIONS ANSWERED  
HAS QUESTIONS-- > REFER TO INTERVIEWER INSTRUCTIONS  
CTRL+END-- > SCHEDULE CALLBACK

T14:

Hello. This is \_\_\_\_ calling from the University of Oregon Survey Research Laboratory. I'd like to complete the survey we began a day or two ago about the Oregon Department of Transportation.

1 --> R ON LINE  
CTRL-END --> R UNAVAILABLE, REFUSED, ETC.

I:  
Cmdl sample "sample" 1  
cmdl recnum "recordnumber"  
cmdl company "firmname"  
If (sample = 2) skipto HELLO2  
Key 1  
SKIPTO RES1

Q:HELLO2

T:  
Hello. This is \_\_\_\_\_ calling from the University of Oregon Survey Research Laboratory. The Oregon Department of Transportation (ODOT) has asked us to conduct a 5 minute survey of businesses in Pleasant Hill that are located near the construction on Highway 58. I want to assure you that I am not selling a thing, and that this survey is completely confidential and voluntary. The survey results will be used by ODOT to help them improve access to businesses during construction on future highway projects. May I please speak with the owner or manager of your business? (Repeat introduction if not manager/owner).  
Do you have any questions about the survey before we begin?

1-- > NO QUESTIONS OR QUESTIONS ANSWERED  
HAS QUESTIONS-- > REFER TO INTERVIEWER INSTRUCTIONS  
CTRL+END-- > SCHEDULE CALLBACK

I:  
Key 1  
skipto AWARE

Q:RES1

T:

Have you driven through Pleasant Hill in the last 2 months?

PROBE: Pleasant Hill is located along Highway 58.

1 YES

2 NO--> INELIGIBLE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

if (ans = 2) skipto NOQAL

Q:AWARE

T:

Are you aware that Highway 58 is being reconstructed through Pleasant Hill?

1 YES

2 NO--> INELIGIBLE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

QAL NOQAL

if (ans > 1) skipto NOQAL

IF (SAMPLE = 2) skipto BUSA

Q:RES3

T:

Approximately how many times have you (driven/gone) through the highway construction area in Pleasant Hill in the last 2 months?

PROBE: A one-way trip counts as one time through.

TYPE IN EXACT NUMBER (1-96)

96 96 OR MORE TIMES

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 15 1

Q:RES4

T:

Have you had difficulty getting into or out of any business in Pleasant Hill?

PROBE: Trouble using businesses because of the construction.

1 YES

2 NO-->SKIPTO RES6

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

if (ans > 1) skipto RES6

Q:RES5

T:

What was that difficulty (getting into or out of any business)?

OPEN-ENDED

I:

opn 5 1 25 65

Q:RES6

T:

Is the construction impact on access to Pleasant Hill businesses reasonable for the size and complexity of the project?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:RES7

T:

Have you noticed the blue tubular (markers/cones) and blue signs indicating "temporary business access" placed in front of the driveways to businesses during the construction?

1 YES

2 NO-->SKIPTO RES9

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

if (ans > 1) skipto RES9

Q:RES8

T:

Do you feel the blue tubular (markers/cones) and blue temporary business access signs have helped customers including yourself locate the driveways to businesses?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:RES9

T:

Do you feel that (ODOT/the Oregon Department of Transportation) could be doing more to help businesses with customer access during the highway construction?

1 YES

2 NO-->SKIPTO RES12

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

if (ans > 1) skipto RES12

Q:RES10

T:

What do you think ODOT could do to help customers access businesses during construction?

OPEN-ENDED

I:

opn 5 1 25 65

Q:RES12

T:

Have you driven through any nighttime construction areas in the last 4 months?

PROBE: Any construction area in Oregon.

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:  
Key 1,2,7-9

Q:RES13

T:  
Do you think you are more likely to be delayed by construction traveling during the day or at night?

1 DAYTIME  
2 NIGHTTIME  
3 IF VOL: SAME/NO DIFFERENCE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-3,7-9

Q:RES14

T:  
Did you feel safer traveling through construction sites during the day or at night?

1 DAYTIME  
2 NIGHTTIME  
3 IF VOL: SAME/NO DIFFERENCE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-3,7-9

Q:RES15

T:  
Would you prefer to travel through construction or maintenance projects during the day or at night?

1 DAYTIME  
2 NIGHTTIME  
3 IF VOL: SAME/NO DIFFERENCE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-3,7-9  
if (ans > 2) skipto ZIPCD

Q:RES16

T:

Why would you prefer travel?

OPEN ENDED

I:

if (RES15 = 1) show "daytime" 1 22 9 green c

if (RES15 = 2) show "nighttime" 1 22 9 green c

opn 5 1 25 65

skipto ZIPCD

Q:BUS A

T:

Prior to construction, did you have any contact with ODOT about the project?

PROBE: Any contact about the construction on Highway 58 such as phone calls or meetings.

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

if (ans > 1) skipto BUS1

Q:BUS B

T:

Did (ODOT/the Department of Transportation) address your concerns (about the construction along Highway 58)?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:BUS1

T:

How has the construction impacted your business?

TYPE EXACT RESPONSE BELOW

OPEN-ENDED

I:

opn 5 1 25 65

Q:BUS2

T:

Do you feel that customers are not stopping at your business because of the reduced access to your business (caused by construction)?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2,7-9

Q:BUS3

T:  
Do you feel that customers are not stopping at your business because of other reasons as a result of the construction?

1 YES --> SPECIFY: What other reasons are those?  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2, 7-9  
oth 1

Q:BUS4

T:  
Do you think that ODOT could be doing more to help provide better access to your business?

1 YES  
2 NO-->SKIPTO BUS6

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2,7-9  
if (ans > 1) skipto BUS6

Q:BUS5

T:  
What could ODOT do to help provide better access to your business?  
OPEN-ENDED

I:  
opn 5 1 25 65

Q:BUS6

T:  
Is the construction impact on your business reasonable for the size and complexity of the project?

1 YES

2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2,7-9

Q:BUS7

T:

Have you had blue tubular (markers/cones) and blue signs indicating "temporary business access" placed in front of one or more of the driveways to your business during the construction?

1 YES

2 NO-->SKIPTO BUS9

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2,7-9

if (ans > 1) skipto BUS9

Q:BUS8

T:

Do you feel the blue tubular (markers/cones) and temporary business access signs have helped customers locate the driveways to your business?

1 YES

2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2,7-9

Q:BUS9

T:

The Oregon Department of Transportation is interested in responding to businesses' concerns around the construction site.

May we identify your business when reporting this information back to ODOT (Oregon Department of Transportation)?

PROBE: Your business name would be linked to the answers you provide so that ODOT may follow-up on your concerns.

1 YES -->What is your business' name?

2 NO

7 REFUSED  
8 DON'T KNOW



9 NO ANSWER

I:

Key 1,2,7-9

oth 1

Q:ZIPCD

T:

What is your zipcode?

99997 REFUSED

99998 DON'T KNOW

99999 NO ANSWER

I:

zip 10 1

if (ans < 96999) reask

Q:END

T:

That is the end of the survey, on behalf of ODOT I would like to thank you for your time. Is there anything you would like to add about ODOT or the construction in Pleasant Hill?

(Thank-you/Good-bye).

I:

opn 6 1 25 65

Q:INTID

T:

GOOD JOB INTERVIEWER!!!

PLEASE ENTER YOUR I.D. # BELOW

I:

num 1 700 4 0 10 1

CPL

DISPOS = 26

ENDQUEST

Q:NOQAL

T:

I'm sorry we can only interview people who have driven through the construction site in Pleasant Hill (in the last 2 months).

Sorry to have bothered you. Good-bye.

---> PRESS '1' TO DISQUALIFY

I:

key 1

dispos = 22