

ODOT CONSTRUCTION SITE 1a SURVEY (HWY 30)

Summer 1996

HELLO

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 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?

KNOW

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

1 YES

2 NO--> SKIP TO NOQAL

COMMUN

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 SAINT HELENS

05 SCAPPOOSE

06 SPITZENBERG

07 WARREN

08 WATERVIEW

09 WEST SAINT HELENS

10 YANKTON

95 OTHER PLACE WITHIN 20 MILES OF ZONE

96 R LIVES IN NONE OF THE ABOVE --> SKIP TO NOQAL

HOWOFT

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

IF ZERO, SKIP TO GOODJOB

TRIPPUR

When you travel through the construction zone, are you usually going to and from work, shopping, recreation, errands, or a mix of purposes?

RECORD FIRST TWO MENTIONS, IN ORDER MENTIONED

1 WORK

2 SHOPPING

3 RECREATION

4 ERRANDS

5 MIX

6 OTHER

ALTROUT1

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 -->SKIP TO ALTROUT2

ALTEASY

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

ALTROUT2

Please take a minute 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 IT HAS VARIED

INFORM1

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--> SKIP TO INFORM3

INFORM2

Where do you get most of your information about the construction activities (such as road closures and delays)? (Television, radio, newspapers, word of mouth, signs on the road, leaflets, direct mail, the World Wide Web, or something else?)

- 01 TV
- 02 RADIO
- 03 NEWSPAPERS
- 04 WORD OF MOUTH
- 05 SIGNS
- 06 LEAFLETS
- 07 DIRECT MAIL
- 08 WWW/INTERNET
- 09 OTHER

INFORM3

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

NOTE: IF R ASKS, YOU MAY OFFER THE FOLLOWING:
INFORMATION HOTLINE (RECORDED MESSAGE) 543-4400
COMPLAINTS -- MERLE HILL 731-3257
INFORMATION -- DEBBY GUEVERA 731-8544
EMERGENCIES -- BILL BARNHART 397-9764

SIGNS

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

STRIPES

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

VISIBILITY

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

SURFACE

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

EASY1

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 --> SKIP TO EASY2

2 SOMEWHAT EASY --> SKIP TO EASY2

3 SOMEWHAT DIFFICULT

4 VERY DIFFICULT
5 IF VOLUNTEERED: IT HAS VARIED

EASY1A

What made it difficult for you (to travel safely)?

PROBE FOR SPECIFICS

OPEN-ENDED

EASY2

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 --> SKIP TO EASY3

2 SOMEWHAT EASY--> SKIP TO EASY3

3 SOMEWHAT DIFFICULT

4 VERY DIFFICULT

5 IF VOLUNTEERED: IT HAS VARIED

EASY2A

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

PROBE FOR SPECIFICS

OPEN-ENDED

EASY3

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 --> SKIP TO DELAY1

2 SOMEWHAT EASY --> SKIP TO DELAY1

3 SOMEWHAT DIFFICULT

4 VERY DIFFICULT

5 IF VOLUNTEERED: IT HAS VARIED

6 IF VOL: HAVE NOT GOTTEN ON OR OFF IN ZONE --> SKIP TO DELAY1

EASY3A

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

PROBE FOR SPECIFICS

OPEN-ENDED

DELAY1

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

1 YES

2 NO--> SKIP TO INCONV1

DELAY2

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

NOTE: NOT FOR THE TYPE OF WORK BEING DONE AT THE MOMENT, BUT FOR THE PROJECT'S OVERALL SIZE AND COMPLEXITY.

1 YES

2 NO

INCONV1

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

- 1 YES
- 2 NO--> SKIP TO INCONV2

INCONV1A

What (inconveniences) were those?

PROBE FOR SPECIFICS

OPEN-ENDED

INCONV2

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

INCONV3

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

1 YES

2 NO

SAFE1

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 --> SKIP TO SAFE2

2 SOMEWHAT SAFE--> SKIP TO SAFE2

3 NOT VERY SAFE

4 NOT AT ALL SAFE

5 IF VOLUNTEERED: IT HAS VARIED

SAFE1A

What has made it not safe for you?

PROBE FOR SPECIFICS

OPEN-ENDED

SAFE2

Please take a moment to think about Highway 30 before the construction project began (in comparison to now).

When you travel on Highway 30 now, in the construction area, 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

SAFE3

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

PROBE FOR SPECIFICS

OPEN-ENDED

FAULT

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

PROGRESS

Do you think that the Transportation Department is making reasonable progress on the (Highway 30) construction project?

1 YES

2 NO

3 IF VOLUNTEERED: IT DEPENDS

NEED

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

1 YES

2 NO

WISEUSE1

Overall, do you think that the Highway 30 construction project is a wise use of taxpayers' money?

1 YES --> SKIP TO WISEUSE2

2 NO --> SKIP TO WISEUSE3

WISEUSE2

Why?

OPEN-ENDED

WISEUSE3

Why?

OPEN-ENDED

GOODJOB

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

TRUST1

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 --> SKIP TO YRSRES

2 MOST OF THE TIME --> SKIP TO YRSRES

3 ONLY SOME OF THE TIME

4 ALMOST NEVER

TRUST2

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

OPEN-ENDED

YRSRES

I would like to end the survey by asking a few questions about yourself. First, how many years have you lived in the area where you live now (altogether)?

NOTE: NOT NECESSARILY IN THIS HOUSE. INCLUDE THE ENTIRE HIGHWAY 30 CONSTRUCTION AREA.

RECORD YEARS

HOWFAR

How many miles away from the Highway 30 construction project do you live?

RECORD NUMBER OF MILES, NO DECIMALS

NEIGH

How would you rate your feelings about the community where you live? Do you feel very positive, somewhat positive, somewhat negative or very negative?

1 VERY POSITIVE

2 SOMEWHAT POSITIVE

3 SOMEWHAT NEGATIVE

4 VERY NEGATIVE

CHILDREN

How many children age 17 or younger live in your home?

RECORD NUMBER

EDUC

What is the highest level of education you have completed?

STANDARD ANSWER CATEGORIES

EMPLOY

Are you currently working for pay, or something else?

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

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

2 KEEPING HOUSE --> SKIP TO AGE

3 GOING TO SCHOOL--> SKIP TO AGE

4 LOOKING FOR WORK--> SKIP TO AGE

5 UNABLE TO WORK, DISABLED--> SKIP TO AGE

6 RETIRED--> SKIP TO AGE

7 OTHER--> SKIP TO AGE

JOBTRIP1

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

PROBE FROM LIST

01 CAR, TRUCK, VAN

02 BUS, STREETCAR--> SKIP TO JOBTRIP3

03 RAILROAD, LIGHT RAIL, MAX--> SKIP TO JOBTRIP3

04 TAXI--> SKIP TO JOBTRIP3

05 MOTORCYCLE--> SKIP TO JOBTRIP3

06 BICYCLE--> SKIP TO JOBTRIP3

07 WALKED--> SKIP TO JOBTRIP3

08 WORKED AT HOME--> SKIP TO JOBTRIP3

09 EQUAL COMBINATION OF 2+ MODES--> SKIP TO JOBTRIP3

(e.g., bike+MAX or car+walk)

10 OTHER - SPECIFY--> SKIP TO JOBTRIP3

98 DON'T KNOW--> SKIP TO JOBTRIP3

99 NO ANSWER--> SKIP TO JOBTRIP3

JOBTRIP2

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

TYPE IN EXACT NUMBER

6 OR MORE

JOBTRIP3

How long did it usually take you to get from home to work last week?

TYPE IN EXACT NUMBER OF MINUTES, 2 DIGITS

96 96 MINUTES OR MORE

JOBTRIP4

Do you usually travel to or from work between four o'clock and six o'clock in the afternoon?

1 YES

2 NO

AGE

How old are you?

SEX

Are you male or female?

1 MALE

2 FEMALE

VOTE

How often do you vote - always, often, sometimes, rarely or never?

1 ALWAYS

2 OFTEN

3 SOMETIMES

4 RARELY

5 NEVER

ENDING1

That's the end of the survey! Is there anything else you would like to add about the Highway 30 construction project?

OPEN-ENDED

ENDING2

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

Thank you!

INTOBS

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