ODOT Customer-Based Peformance Measures Survey
Ci3 Instrument

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 survey about the services
they perform for the public and how well you think they do them.
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. I need to speak to a person aged 18 or
older in your household. (Is that you?)

1   R ON LINE
CTRL-END R NOT AVAILABLE (RESCHEDULE)/REFUSED/ETC.

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 Transportaion.

1   CONTINUE
CTRL-END R UNAVAILABLE, REFUSED, ETC.

I:
key 1

Q:QUEST

T:

Do you have any questions about the survey before we begin?

PROBE: This survey takes about 10-16 minutes, depending on your
answers.

PROBE: Your telephone number was chosen randomly from all
possible telephone numbers in Oregon.
R HAS QUESTIONS ----> REFER TO INTERVIEWER INSTRUCTIONS

  1 CONTINUE

I:
key 1

Q:COUNTY

T:

To begin the survey, in what county (in Oregon) do you live?

1 BAKER	13 HARNEY	25 MORROW
2 BENTON	14 HOOD RIVER	26 MULTNOMAH
3 CLACKAMAS	15 JACKSON	27 POLK
4 CLATSOP	16 JEFFERSON	28 SHERMAN
5 COLUMBIA	17 JOSEPHINE	29 TILLAMOOK
6 COOS	18 KLAMATH	30 UMATILLA
7 CROOK	19 LAKE	31 UNION
8 CURRY	20 LANE	32 WALLOWA
9 DESCHUTES	21 LINCOLN	33 WASCO
10 DOUGLAS	22 LINN	34 WASHINGTON
11 GILLIAM	23 MALHEUR	35 WHEELER
12 GRANT	24 MARION	36 YAMHILL

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   97  REFUSED
   98  DON'T KNOW
   99  NO ANSWER
I:
num 1 99 2 0 20 10
If (ANS > 36)
  If (ANS < 97) reask
ENDIF
IF (Ans > 96) skipto NOQAL
xMETRO = 2
if (Ans = 3) xMETRO = 1
if (Ans = 26) xMETRO = 1
if (ANS = 34) xMETRO = 1

Q:METRO
T:



I:
if xMETRO = 1
  SHOW "PORTLAND METRO AREA--PRESS 1" 8 1 80 GREEN ON BLUE C
  key 1
endif
if xMETRO = 2
  SHOW "NON PORTLAND METRO AREA--PRESS 2" 8 1 80 RED ON BLUE C
  key 2
endif
QAL NOQAL

Q:GOODJOB2
T:
```

Overall, how good a job do you think Oregon is doing maintaining
existing highways, roads and bridges? Do you think Oregon is doing a
very good job, somewhat good job, somewhat bad job, or very bad
job?

PROBE: Oregon roads in general. The Transportation Department only
maintains some Oregon roads (The first few questions are about Oregon
roads in general.)

1 VERY GOOD JOB
2 SOMEWHAT GOOD JOB
3 SOMEWHAT BAD JOB
4 VERY BAD JOB

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:GOODJOB7

T:

(Overall,) how good a job do you think Oregon is doing planning to
meet the state's future transportation needs?

PROBE: (Do you think they are doing) a very good job, somewhat
good job, somewhat bad job, or very bad job?

1 VERY GOOD JOB
2 SOMEWHAT GOOD JOB
3 SOMEWHAT BAD JOB
4 VERY BAD JOB

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:GOODJOB8

T:

(Overall,) how good a job do you think Oregon is doing constructing
new highways, roads, and bridges?

PROBE: (Do you think they are doing) a very good job, somewhat
good job, somewhat bad job, or very bad job?

1 VERY GOOD JOB
2 SOMEWHAT GOOD JOB
3 SOMEWHAT BAD JOB
4 VERY BAD JOB

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:GOODJOB3

T:

(Overall), how good a job do you think Oregon is doing developing mass transit?

PROBE: (Do you think Oregon is doing) a very good job, somewhat good job, somewhat bad job, or very bad job?

   1 VERY GOOD JOB
   2 SOMEWHAT GOOD JOB
   3 SOMEWHAT BAD JOB
   4 VERY BAD JOB

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:GOODJOB4
T:

(Overall,) how good a job do you think Oregon is doing providing easy access to work, shopping, and recreation?

PROBE: (Do you think Oregon is doing) a very good job, somewhat good job, somewhat bad job, or very bad job?

   1 VERY GOOD JOB
   2 SOMEWHAT GOOD JOB
   3 SOMEWHAT BAD JOB
   4 VERY BAD JOB

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:GOODJOB5
T:

In your opinion, are the state highways and bridges better, about the same, or worse than they were about ten years ago?

   1 BETTER
   2 ABOUT THE SAME
   3 WORSE

   7 REFUSED
   8 DON'T KNOW

9 NO ANSWER

I:
key 1-3, 7-9

Q:GOODJOB6
T:

 How would you rate the overall condition of Oregon's highways
 compared to other states? Would you say that (they/the condition of
 Oregon's highways) are much better, somewhat better, the same,
 somewhat worse or much worse than other states you have visited?

    1 MUCH BETTER
    2 SOMEWHAT BETTER
    3 ABOUT THE SAME
    4 SOMEWHAT WORSE
    5 MUCH WORSE

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-5, 7-9

Q:SAFE1
T:

 Now I am going to ask you some questions having to do with highway
 safety. As I read each question please think about the
 conditions of Oregon's highways, not the streets in the city where you
 live. For each question, please tell me if it is very important, somewhat
 important, not very important or not at all important to you. First, how
 important is it to you to improve signs, stripes, reflectors and signals on
 Oregon's highways?

 PROBE: Do you think it is very important, somewhat important, not
 very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:SAFE2
T:

 (What about improving/ How important is it to you to improve)

night time visibility on Oregon highways?

PROBE: Do you think it is very important, somewhat important, not very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:SAFE3
T:

 (What about improving/ How important is it to you to improve)
 traffic flow in road work zones?

PROBE: Do you think it is very important, somewhat important, not very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:SAFE4
T:

 (What about improving/ How important is it to you to improve)
 safety in road work zones?

PROBE: Do you think it is very important, somewhat important, not very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:SAFE5
T:

 (What about improving/ How important is it to you to improve)
 law enforcement on Oregon highways?

 PROBE: Do you think it is very important, somewhat important, not
 very important, or not at all important?

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

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:SAFE6
T:

 (What about improving/ How important is it to you to improve)
 the way the state decides whether or not someone is qualified to drive?

 PROBE: Do you think it is very important, somewhat important, not
 very important, or not at all important?

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

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:SAFE7
T:

 (What about improving/ How important is it to you to improve)
 the removal of snow and ice from Oregon's highways?

 PROBE: Do you think it is very important, somewhat important, not
 very important, or not at all important?

   1 VERY IMPORTANT
   2 SOMEWHAT IMPORTANT

3 NOT VERY IMPORTANT
   4 NOT AT ALL IMPORTANT

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:SAFERANK
T:

  Of those seven items I just read to you, which one do you think is most
  important?

  PROBE FROM LIST

  PROBE: Can you choose just one for me?

   1 SIGNS, STRIPES,REFLECTORS AND SIGNALS
   2 NIGHT TIME VISIBILITY
   3 TRAFFIC FLOW IN ROAD WORK ZONES
   4 SAFETY IN ROAD WORK ZONES
   5 LAW ENFORCEMENT
   6 DRIVER QUALIFICATIONS
   7 SNOW AND ICE REMOVAL

   97 REFUSED
   98 DON'T KNOW
   99 NO ANSWER

I:
num 1 99 2 0 20 10
If (ANS > 7)
  If (ANS < 97) reask
ENDIF

Q:TIME1
T:

  The next set of questions is about some other transportation issues.
  To start, how important is it to you to maintain and repair existing
  highways, roads and bridges?

  PROBE: Do you think it is very important, somewhat important, not
  very important, or not at all important?

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

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:TIME2

T:

(What about building/How important is it to you to build)
more highways?

PROBE: Do you think it is very important, somewhat important, not
very important, or not at all important?

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

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:TIME3

T:

(What about widening/How important is it to you to widen)
roads?

PROBE: Do you think it is very important, somewhat important, not
very important, or not at all important?

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

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:TIME4

T:

(What about reducing/How important is it to you to reduce)
the number of cars on the road?

 PROBE: Reducing the number of cars on the road could be done by

promoting measures such as mass transit, bike lanes, and car pooling.

PROBE: Do you think it is very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-4, 7-9

Q:TIME5

T:

(What about reducing/How important is it to you to reduce)
the number of heavy trucks on the road?

PROBE: Do you think it is very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-4, 7-9

Q:TIME6

T:

(What about speeding up/How important is it to you to speed up)
road construction projects?

PROBE: Do you think it is very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW

  9 NO ANSWER

I:
key 1-4, 7-9

Q:TIMERANK

T:

Of those six items I just read to you, which one do you think is most
important?

PROBE FROM LIST

PROBE: Can you choose just one for me?

  1 MAINTAIN EXISTING HIGHWAYS
  2 BUILD MORE HIGHWAYS
  3 WIDEN ROADS
  4 REDUCE NUMBER CARS ON ROADS
  5 REDUCE NUMBER HEAVY TRUCKS ON ROADS
  6 SPEED CONSTRUCTION PROJECTS

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-9

Q:ENV1

T:

Now I am going to ask you some questions about some other
transportation issues.
First, how important is it to you to reduce air pollution from cars and
trucks?

PROBE: (Do you think it is) very important, somewhat important, not
very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-4, 7-9

Q:ENV2

T:

(What about encouraging people to /How important is it to you to encourage people to) carpool?

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-4, 7-9

Q:ENV3

T:

(What about encouraging people to use /How important is it to you to encourage people to use) bicycles as a means of transportation?

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-4, 7-9

Q:ENV4

T:

(What about encouraging people to use /How important is it to you to encourage people to use) public buses and light rail within cities?

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

7 REFUSED
      8 DON'T KNOW
      9 NO ANSWER

I:
key 1-4, 7-9

Q:ENV5

T:

 (What about encouraging people to use/How important is it to you to
 encourage people to use) trains, vans, and buses to travel between
 cities?

 PROBE: (Do you think it is) very important, somewhat important, not
 very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:ENV6

T:

 How important is it to you that roads and highways be constructed in
 such a way that they minimize noise and damage to the environment?

 PROBE: (Do you think it is) very important, somewhat important, not
 very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:ENV7

T:

How important is it to you that the Transportation Department work to make sure the litter along Oregon's highways is picked up?

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

key 1-4, 7-9
Q:ENVRANK

T:

Of those seven items I just read to you, which one do you think is most important?

PROBE FROM LIST

PROBE: Can you choose just one for me?

1 REDUCE AIR POLLUTION
2 ENCOURAGE CARPOOLING
3 ENCOURAGE BICYCLES
4 ENCOURAGE BUSES AND LIGHT RAIL WITHIN CITIES
5 ENCOURAGE BUSES, VANS AND TRAINS BETWEEN CITIES
6 MINIMIZE NOISE AND ENVIRONMENTAL DAMAGE WHEN
  BUILDING NEW ROADS
7 MAKING SURE LITTER IS PICKED UP

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 22 10
If (ANS > 7)
  If (ANS < 97) reask
ENDIF

Q:SERV1

T:

The next questions are about a different set of transportation issues.
To start, how important is it to you to improve transportation services
to specific groups of people, such as senior citizens and people who are
handicapped or disabled?

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-4, 7-9

Q:SERV2

T:

(What about increasing/How important is it to you to increase) mass transit within cities?

PROBE: Such as buses and light rail.

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-4, 7-9

Q:SERV3

T:

(What about increasing/How important is it to you to increase) bus, van and train services between cities and in rural areas?

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

  7 REFUSED

8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:SERV4

T:

(What about reducing/How important is it to you to reduce) the price of
gasoline?

PROBE: Do you think it is very important, somewhat important, not
very important, or not at all important?

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

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:SERV5

T:

(What about reducing/How important is it to you to reduce) the price of
public transportation on buses, light rail and trains?

PROBE: (Do you think it is) very important, somewhat important, not
very important, or not at all important?

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

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:SERV6

T:

(What about providing/How important is it to you to provide) more
information to travelers on road conditions, weather, and congestion?

PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:SERV7

T:
 (What about providing/How important is it to you to provide) safe and clean rest areas along Oregon's highways?

 PROBE: (Do you think it is) very important, somewhat important, not very important, or not at all important?

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

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:SERVRANK

T:

 Of those seven items I just read to you, which one do you think is most important?

 PROBE FROM LIST

 PROBE: Can you choose just one for me?

    1 IMPROVE SERVICES TO SENIOR CITIZENS AND THE DISABLED
    2 IMPROVE MASS TRANSIT WITHIN CITIES
    3 MORE BUS SERVICE BETWEEN CITIES AND IN RURAL AREAS
    4 CHEAPER GAS
    5 CHEAPER PUBLIC TRANSPORTATION
    6 MORE TRAVELLER INFORMATION
    7 SAFE AND CLEAN REST AREAS

97　REFUSED
　　98　DON'T KNOW
　　99　NO ANSWER

I:
num 1 99 2 0 20 10
If (ANS > 7)
　If (ANS < 97) reask
ENDIF

Q:PRIORITY

T:

　Of all of the items we have just talked about, which one do you think
　should be the top priority?

　PROBE: The top priorities you already chose are [READ FROM SCREEN]
　PROBE: Can you choose just one for me?

　　97　REFUSED
　　98　DON'T KNOW
　　99　NO ANSWER

I:

if (SAFERANK = 1) show "1 SIGNS, STRIPES,REFLECTORS AND SIGNALS" 8 4 80 31 L
if (SAFERANK = 7) show "7 SNOW AND ICE REMOVAL" 8 4 80 31 L
if (SAFERANK = 2) show "2 NIGHT TIME VISIBILITY" 8 4 80 31 L
if (SAFERANK = 3) show "3 TRAFFIC FLOW IN ROAD WORK ZONES" 8 4 80 31 L
if (SAFERANK = 4) show "4 SAFETY IN ROAD WORK ZONES" 8 4 80 31 L
if (SAFERANK = 5) show "5 LAW ENFORCEMENT" 8 4 80 31 L
if (SAFERANK = 6) show "6 DRIVER QUALIFICATIONS" 8 4 80 31 L
if (SAFERANK = 97) show "SAFERANK: NO RESPONSE" 8 3 80 GREEN ON BLUE L
if (SAFERANK = 98) show "SAFERANK: NO RESPONSE" 8 3 80 GREEN ON BLUE L
if (SAFERANK = 99) show "SAFERANK: NO RESPONSE" 8 3 80 GREEN ON BLUE L
if (TIMERANK = 1) show "8 MAINTAIN EXISTING HIGHWAYS" 9 4 80 31 L
if (TIMERANK = 2) show "9 BUILD MORE HIGHWAYS" 9 4 80 31 L
if (TIMERANK = 3) show "10 WIDEN ROADS" 9 3 80 31 L
if (TIMERANK = 4) show "11 REDUCE NUMBER OF CARS ON ROADS" 9 3 80 31 L
if (TIMERANK = 5) show "12 REDUCE NUMBER OF HEAVY TRUCKS ON ROADS" 9 3 80 31 L
if (TIMERANK = 6) show "13 SPEED UP CONSTRUCTION PROJECTS " 9 3 80 31 L
if (TIMERANK = 7) show "TIME RANK: NO RESPONSE" 9 3 80 GREEN ON BLUE L
if (TIMERANK = 8) show "TIME RANK: NO RESPONSE" 9 3 80 GREEN ON BLUE L
if (TIMERANK = 9) show "TIME RANK: NO RESPONSE" 9 3 80 GREEN ON BLUE L
if (ENVRANK = 1) show "14 REDUCE AIR POLLUTION" 10 3 80 31 L
if (ENVRANK = 2) show "15 ENCOURAGE CARPOOLING" 10 3 80 31 L
if (ENVRANK = 3) show "16 ENCOURAGE USE OF BICYCLES" 10 3 80 31 L
if (ENVRANK = 4) show "17 ENCOURAGE BUSES/LIGHT RAIL IN CITIES" 10 3 80 31 L

if (ENVRANK = 5) show "18 ENCOURAGE BUSES/TRAINS BETWEEN CITIES" 10 3 80 31 L
if (ENVRANK = 6) show "19 MINIMIZE DAMAGE WHEN BUILDING ROADS" 10 3 80 31 L
if (ENVRANK = 7) show "20 MAKING SURE TRASH IS PICKED UP" 10 3 80 31 L
if (ENVRANK = 97) show "ENVRANK: NO RESPONSE" 10 3 80 GREEN ON BLUE L
if (ENVRANK = 98) show "ENVRANK: NO RESPONSE" 10 3 80 GREEN ON BLUE L
if (ENVRANK = 99) show "ENVRANK: NO RESPONSE" 10 3 80 GREEN ON BLUE L
if (SERVRANK = 1) show "21 IMPROVE SERVICES TO SENIORS & DISABLED" 11 3 80 31 L
if (SERVRANK = 2) show "22 IMPROVE MASS TRANSIT WITHIN CITIES" 11 3 80 31 L
if (SERVRANK = 3) show "23 MORE BUSES BETWEEN CITIES/RURAL AREAS" 11 3 80 31 L
if (SERVRANK = 4) show "24 CHEAPER GAS " 11 3 80 31 L
if (SERVRANK = 5) show "25 CHEAPER PUBLIC TRANSPORTATION" 11 3 80 31 L
if (SERVRANK = 6) show "26 MORE TRAVELLER INFORMATION" 11 3 80 31 L
if (SERVRANK = 7) show "27 SAFE AND CLEAN REST AREAS" 11 3 80 31 L
if (SERVRANK = 97) show "SERVRANK: NO RESPONSE" 11 3 80 GREEN ON BLUE L
if (SERVRANK = 98) show "SERVRANK: NO RESPONSE" 11 3 80 GREEN ON BLUE L
if (SERVRANK = 99) show "SERVRANK: NO RESPONSE" 11 3 80 GREEN ON BLUE L

num 1 99 2 0 24 60
If (ANS > 27)
  If (ANS < 97) reask
ENDIF

Q:GOODJOB1

T:

  We are over halfway done with the survey and I would like to
  thank you sincerely for your help. Now please take a moment to think
  about the Oregon Department of Transportation. When you think
  about (it/the Oregon Department of Transportation), are your feelings
  generally positive, generally negative, or are they neutral?

    1 POSITIVE
    2 NEGATIVE
    3 NEUTRAL

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-3, 7-9

Q:GOODJOB9

T:

  Overall, how good a job do you think the Oregon Department of
  Transportation is doing issuing drivers licenses, vehicle titles and other
  services through the Department of Motor Vehicles? Do you think they
  are doing a very good job, somewhat good job, somewhat bad job,
  or very bad job?

  PROBE: The Department of Motor Vehicles is part of the Department
  of Transportation.

1 VERY GOOD JOB
      2 SOMEWHAT GOOD JOB
      3 SOMEWHAT BAD JOB
      4 VERY BAD JOB

      7 REFUSED
      8 DON'T KNOW
      9 NO ANSWER

I:
key 1-4, 7-9

Q:GDJOB10

T:

 Overall, how good a job do you think (they are/the Oregon Department
 of Transportation is) doing reducing traffic accidents, injuries and
 deaths?

 PROBE: (Do you think they are doing) a very good job, somewhat good
 job, somewhat bad job, or very bad job?

   1 VERY GOOD JOB
   2 SOMEWHAT GOOD JOB
   3 SOMEWHAT BAD JOB
   4 VERY BAD JOB

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:GDJOB11

T:

 Overall, how good a job do you think (they have done/the Oregon
 Department of Transportation has done) adapting to inadequate funds?

 PROBE: (Do you think they have done) a very good job, somewhat
 good job, somewhat bad job, or very bad job?

   1 VERY GOOD JOB
   2 SOMEWHAT GOOD JOB
   3 SOMEWHAT BAD JOB
   4 VERY BAD JOB

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:

key 1-4, 7-9

Q:FUNDS

T:

Where do you think the Oregon Department of Transportation gets
most of its funding -- truck user fees, licensing fees, other federal
taxes, other state taxes, gasoline taxes, or something else?

    5 TRUCK USER FEES
    4 LICENSING FEES
    3 OTHER FEDERAL TAXES
    2 OTHER STATE TAXES
    1 GASOLINE TAXES
    6 SOMETHING ELSE

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-9

Q:ODOT1

T:

Many people do not know what the Oregon Department of
Transportation is actually responsible for. I am going to read a short
list of things related to transportation and traveling. For each one,
please answer yes, no, or not sure. Do you believe that the
Transportation Department is responsible for highway rest areas?

    1 YES
    2 NO
    3 NOT SURE

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOT2

T:

(Do you believe that the Transportation Department is responsible
for/What about) policing roads and highways?

    1 YES
    2 NO
    3 NOT SURE

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

I:
key 1-3, 7-9

Q:ODOT3

T:

  (Do you believe that the Transportation Department is responsible
  for/What about) licensing and regulating airplane pilots?

     1 YES
     2 NO
     3 NOT SURE

     7  REFUSED
     8  DON'T KNOW
     9  NO ANSWER

I:
key 1-3, 7-9

Q:ODOT4

T:

  (Do you believe that the Transportation Department is responsible
  for/What about) licensing and regulating truck drivers?

     1 YES
     2 NO
     3 NOT SURE

     7  REFUSED
     8  DON'T KNOW
     9  NO ANSWER

I:
key 1-3, 7-9

Q:ODOT5

T:

  (Do you believe that the Transportation Department is responsible
  for/What about) licensing and regulating car drivers?

     1 YES
     2 NO
     3 NOT SURE

     7  REFUSED
     8  DON'T KNOW
```

9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOT6

T:

(Do you believe that the Transportation Department is responsible
for/What about) constructing and maintaining light rail trains in
Portland?

  1 YES
  2 NO
  3 NOT SURE

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOT7

T:

(Do you believe that the Transportation Department is responsible
for/What about) weighing trucks along highways?

  1 YES
  2 NO
  3 NOT SURE

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOT8

T:

(Do you believe that the Transportation Department is responsible
for/What about) building and maintaining airports?

  1 YES
  2 NO
  3 NOT SURE

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOT9

T:

(Do you believe that the Transportation Department is responsible
for/What about) maintaining Oregon State Parks and campgrounds?

   1 YES
   2 NO
   3 NOT SURE

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOT10

T:

(Do you believe that the Transportation Department is responsible
for/What about) helping to manage the way land is used in Oregon?

   1 YES
   2 NO
   3 NOT SURE

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOT11

T:

(Do you believe that the Transportation Department is responsible
for/What about) helping to manage the growth of the cities in Oregon?

   1 YES
   2 NO
   3 NOT SURE

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:

key 1-3, 7-9

Q:KNOW

T:

Now, please think about the road in front of the grocery store where you usually shop. Do you know for sure who is responsible for maintaining it?

PROBE: This is a yes/no question
PROBE: Please just answer yes or no.

   1 YES
   2 NO
   3 NOT SURE

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-3, 7-9

Q:TRUST1

T:

How much do you think you can trust the Transportation Department to do what is right? Just about always, most of the time, or only some of the time?

   1 JUST ABOUT ALWAYS --> SKIP TO GALL29A
   2 MOST OF THE TIME --> SKIP TO GALL29A
   3 ONLY SOME OF THE TIME
   4 IF VOLUNTEERED: NEVER

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9
if (ANS < 3) skipto GALL29A
if (ANS > 6) skipto GALL29A

Q:TRUST2

T:

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

OPEN-ENDED

   TYPE IN EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:GALL29A

T:

  All things considered, how satisfied are you with how well the Oregon
  Department of Transportation is doing in the following areas? For
  each, please tell me if you are very satisfied, somewhat satisfied,
  somewhat dissatisfied, or very dissatisfied. How satisfied are you with
  how well the department of transportation is planning to meet the
  future transportation needs of Oregonians?

  PROBE: Are you very satisfied, somewhat satisfied, somewhat
  dissatisfied, or very dissatisfied?

    1 VERY SATISFIED
    2 SOMEWHAT SATISFIED
    3 SOMEWHAT DISSATISFIED
    4 VERY DISSATISFIED

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:GALUP29B

T:

  How satisfied are you with how well the department of transportation is
  maintaining the state's highways, bridges and roadside rest areas?

  PROBE: Are you very satisfied, somewhat satisfied, somewhat
  dissatisfied, or very dissatisfied?

    1 VERY SATISFIED
    2 SOMEWHAT SATISFIED
    3 SOMEWHAT DISSATISFIED
    4 VERY DISSATISFIED

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-4, 7-9

Q:GALUP29C

T:

  How satisfied are you with how well the department of transportation is

constructing highways and bridges to meet the needs of state residents?

PROBE: Are you very satisfied, somewhat satisfied, somewhat
dissatisfied, or very dissatisfied?

   1 VERY SATISFIED
   2 SOMEWHAT SATISFIED
   3 SOMEWHAT DISSATISFIED
   4 VERY DISSATISFIED

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:GALUP29D

T:

How satisfied are you with how well the department of transportation is
licensing and servicing through the department of motor vehicles?

PROBE: Are you very satisfied, somewhat satisfied, somewhat
dissatisfied, or very dissatisfied?

   1 VERY SATISFIED
   2 SOMEWHAT SATISFIED
   3 SOMEWHAT DISSATISFIED
   4 VERY DISSATISFIED

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-4, 7-9

Q:DRIVER

T:

I'd like to end the survey by asking a few questions about yourself.
First, do you have a valid driver's license?

   1 YES
   2 NO

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1,2, 7-9

Q:YRSRES

T:

How many years have you lived in Oregon (altogether)?

RECORD YEARS

  0 LESS THAN 1 YEAR

 96 96 OR MORE
 97 REFUSED
 98 DON'T KNOW
 99 NO ANSWER

I:
num 0 99 2 0 14 10

Q:ZIPCODE

T:

What is your zip code?

  99997 REFUSED
  99998 DON'T KNOW
  99999 NO ANSWER

I:
num 97000 99999 5 0 14 10

Q:RURAL

T:

Do you live in a rural area?

  1 YES
  2 NO

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1,2, 7-9

Q:MASSTRAN

T:

How many blocks do you live from the nearest bus or mass transit stop?
CODE ACTUAL NUMBER, 1 - 96

96 OR MORE
    97 REFUSED
    98 DON'T KNOW
    99 NO ANSWER

I:
num 1 99 3 0 14 10

Q:TRAFFIC

T:

  In your opinion, how serious a problem is automobile traffic
  congestion in your community -- very serious, somewhat serious,
  a moderate problem, a small problem, or not a problem at all.

    1 VERY SERIOUS
    2 SOMEWHAT SERIOUS
    3 MODERATE PROBLEM
    4 A SMALL PROBLEM
    5 NOT A PROBLEM AT ALL

    7 REFUSED
    8 DON'T KNOW
    9 NO ANSWER

I:
key 1-5, 7-9

Q:TRIP1

T:

  How many one-way trips of 3 blocks or more did you make yesterday
  (even if yesterday was unusual)?

  PROBE: A trip is defined as one-way travel to a destination that is
  three or more blocks, or more than a five-minute walk away. Traveling
  to and from work would be considered two trips.
  CODE ACTUAL NUMBER

    96 96 OR MORE
    97 REFUSED
    98 DON'T KNOW
    99 NO ANSWER

I:
num 0 99 2 0 14 10
if (ans = 0) skipto TRIP3

Q:TRIP2A

T:

  What sources of transportation did you use?

SELECT UP TO THREE FROM LIST

PROBE: Anything else?

   10 CAR, TRUCK, VAN
   11 BUS, STREETCAR
   12 RAILROAD, LIGHT RAIL, MAX
   13 TAXI
   14 MOTORCYCLE
   15 BICYCLE
   16 WALKED
   17 WORKED AT HOME
   18 COMBINATION OF 2+ MODES IN ONE TRIP
   19 OTHER
   20 **NO OTHER - SELECT HERE TO GO TO NEXT QUESTION**
   97 REFUSED
   98 DON'T KNOW
   99 NO ANSWER

I:
loc 7 14 1 n
sel 14 0 4 4 off enter
if (TRIP2A.1 <> 10)
 if (TRIP2A.2 <> 10)
  if (TRIP2A.3 <> 10)
    skipto TRIP3
  endif
 endif
endif

Q:TRIP2B

T:

  How many people rode in the (car/van/truck), including yourself?

  PROBE IF DIFFERENT NUMBERS AT DIFFERENT TIMES: What
  was the most number of people you had in the (car/van/truck),
  including yourself, yesterday?
  TYPE IN EXACT NUMBER

   6 OR MORE

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
num 1 9 2 0 20 10

Q:TRIP3

T:

Do you usually travel during morning or evening rush hours?

  1 YES
  2 NO
  3 IF VOLUNTEERED: NO RUSH HOURS IN R'S COMMUNITY

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1-3, 7-9

Q:HHNUM

T:

How many people, including yourself, live in your home (usually)?
CODE ACTUAL NUMBER
IF 1, SKIPTO EDUC

  97 REFUSED
  98 DON'T KNOW
  99 NO ANSWER

I:
num 1 99 2 0 22 7
if (ANS = 1) skipto EDUC

Q:CHILDREN

T:

How many children age 15 and younger live in your home?

  RECORD NUMBER

  97 REFUSED
  98 DON'T KNOW
  99 NO ANSWER

I:
num 0 99 2 0 20 10

Q:EDUC

T:

What is the highest level of education you have completed?

PROBE: Have you completed/do you have a (degree/diploma)?
IF YES: Which one?

NOTE: BUSINESS/SECRETARIAL SCHOOL/OTHER
"CERTIFICATE" PROGRAMS DO NOT COUNT

01 DOCTORATE (PhD, EdD) or PROFESSIONAL (MD, JD, DVM, DDS)
02 MASTERS (MA, MS, MBA, MEd)
03 BACHELORS (BA, BS, AB)
04 ASSOCIATES
05 SOME COLLEGE, NO DEGREE
06 HIGH SCHOOL DIPLOMA or GED
07 9th - 12th GRADE, NO DIPLOMA
08 8th GRADE OR LESS

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 23 7
If (ANS > 8)
   If (ANS < 97) reask
ENDIF
if (ANS > 3) skipto EMPLOY

Q:MSE1

T:

 Are you employed in a high tech industry?

   1 YES
   2 NO

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1, 2, 7-9

Q:MSE2

T:

 The state of Oregon is considering offering continuing
 education courses to people who are highly educated,
 such as you.

 If courses in software engineering were easily
 accessible to you, would you be very likely, somewhat
 likely or not at all likely to take such a course?

   1 VERY LIKELY
   2 SOMEWHAT LIKELY
   3 NOT AT ALL LIKELY

   7 REFUSED
   8 DON'T KNOW

9 NO ANSWER

I:
key 1-3, 7-9
if (ANS > 2) skipto EMPLOY

Q:MSE3

T:

 If a masters degree program in software engineering was
 easily accessible to you, would you be very likely, somewhat
 likely or not at all likely to enroll in the masters degree
 program?

   1 VERY LIKELY
   2 SOMEWHAT LIKELY
   3 NOT AT ALL LIKELY

   7 REFUSED
   8 DON'T KNOW
   9 NO ANSWER

I:
key 1-3, 7-9

Q:EMPLOY

T:

 Are you currently working for pay, 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
   3 GOING TO SCHOOL
   4 LOOKING FOR WORK
   5 UNABLE TO WORK, DISABLED
   6 RETIRED
   7 OTHER

   97 REFUSED
   98 DON'T KNOW
   99 NO ANSWER

I:
num 1 99 2 0 20 10
If (ANS > 7)
  If (ANS < 97) reask
ENDIF

Q:AGE

T:

How old are you?

  96 96 OR OLDER
  97 REFUSED
  98 DON'T KNOW
  99 NO ANSWER

I:
num 18 99 2 0 14 10

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:DISAB

T:

Do you or does any member of your household have a disability that
affects their ability to use transportation?

PROBE: That may be a physical, developmental, emotional or other
type of disability.

  1 YES
  2 NO

  7 REFUSED
  8 DON'T KNOW
  9 NO ANSWER

I:
key 1,2, 7-9

Q:VOTE

T:

How often do you vote - 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

Q:INCOME

T:

 Approximately how much is your household income this year from all
 sources?

 PROBE: I will read the answer categories and you can just tell me to
 stop when I reach the one that best fits your household income.

 NOTE: INCLUDE CHILD SUPPORT, WELFARE, SOCIAL
 SECURITY, RENTAL INCOME, INTEREST, ETC.

   1 LESS THAN <$15,000
   2 $15 to 20,000
   3 $20 to 30,000
   4 $30 to 40,000
   5 $40 to 50,000
   6 $50 to 70,000
   7 $70 to 90,000
   8 $90,000 OR MORE

   97 REFUSED
   98 DON'T KNOW
   99 NO ANSWER

I:
num 1 99 2 0 23 10
If (ANS > 8)
  If (ANS < 97) reask
ENDIF

Q:ENDING1

T:

 That's the end of the survey! Is there anything else you would like to
 add about the Oregon Department of Transportation?

 OPEN-ENDED

   TYPE IN EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

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.
  Thank you!

  PRESS ANY KEY
I:
key

Q:INTIDNO

T:

  INTERVIEWER PLEASE ENTER YOUR ID NUMBER

I:
num 0 999 3 0 14 10

Q:INTOBS

T:

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

I:
opn 13 5 22 60 m n
CPL
DISPOS = 26
ENDQUEST

Q:NOQAL

T:

  I'm sorry, we already have enough interviews in your area. I'm sorry
  to have bothered you.

  PRESS 1 TO TERMINATE CALL

I:
key 1
dispos = 22