

1991
CALIFORNIA
TRAVEL STUDY

Travel Diary

Name

Your selected travel day is:



CALIFORNIA DEPARTMENT OF TRANSPORTATION

IMPORTANT INSTRUCTIONS
ON BACK COVER

INSTRUCTIONS

This is your personal Trip Diary. In it, you should keep track of all the trips you make during the 24 hour period beginning 4:00 AM on your selected Travel Day. (See front cover.) Please carry this Diary with you all day, and record your trips as you make them. This will help insure an accurate survey.

A trip is defined as any one-way travel to any destination, for any purpose. Whenever you stop at a destination, that is the end of one trip. Some examples:

- From your home to your work (with no stops) is one trip.
- From your work back to your home (with no stops) is one trip.
- If you stop for gas on your way to work, record two trips.
- If you were to go from your home to the bank, then to the market, then to the cleaners, and then home again, record four trips.

Be sure to include all types of trips, including walking, biking, bus, car, train, airplane, etc.

However, it is not necessary to report trips which do not leave the premises, such as those within a shopping mall or on a school campus.

Whenever you change your means of travel, that is the end of one trip. For instance, if you ride in a car to a bus, and then travel by bus, that would be two trips (changed from a car to a bus).

Remember to record all of your trips, even those taken with other members of your household. For instance, if three of you go out to eat, all three of you should record that trip in your own diary.

Exact address information and trip times are extremely important to this survey! If you can't provide an exact street address for a stop, the street names of the nearest intersection are the next best thing. If you don't know the exact time of the trip, please be as accurate as you can in estimating it.

THANK YOU!

1. WHERE DID YOU BEGIN YOUR FIRST TRIP OF THE DAY?

A) WHERE DID YOU START FROM?

- () home
() work
() other (specify) _____

B) ADDRESS OR CROSS STREETS: _____ _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

2. WHERE DID YOU GO FIRST?

A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32, a.m.)

_____ a.m./p.m.

B) WHERE DID YOU GO?

- () home
() work
() school
() shopping
() other (specify) _____

C) ADDRESS OR CROSS STREETS: _____ _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

D) HOW DID YOU GET THERE: (Car, bus, train, airplane, walk, etc.)

E) WHAT TIME DID YOU GET THERE? _____ a.m./p.m.

3. WHERE DID YOU GO TO NEXT?

A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)

_____ a.m./p.m.

B) WHERE DID YOU GO?

- home
- work
- school
- shopping
- other (specify) _____

C) ADDRESS OR CROSS STREETS: _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

D) HOW DID YOU GET THERE: _____
(Car, bus, train, airplane, walk, etc.)

E) WHAT TIME DID YOU GET THERE?

_____ a.m./p.m.

4. WHERE DID YOU GO TO NEXT?

A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)

_____ a.m./p.m.

B) WHERE DID YOU GO?

- home
- work
- school
- shopping
- other (specify) _____

C) ADDRESS OR CROSS STREETS: _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

D) HOW DID YOU GET THERE: _____
(Car, bus, train, airplane, walk, etc.)

E) WHAT TIME DID YOU GET THERE?

_____ a.m./p.m.

5. WHERE DID YOU GO TO NEXT?

A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32, a.m.)

_____ a.m./p.m.

B) WHERE DID YOU GO?

- home
- work
- school
- shopping
- other (specify) _____

C) ADDRESS OR CROSS STREETS: _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

D) HOW DID YOU GET THERE: _____
(Car, bus, train, airplane, walk, etc.)

E) WHAT TIME DID YOU GET THERE?

_____ a.m./p.m.

6. WHERE DID YOU GO TO NEXT?

A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32, a.m.)

_____ a.m./p.m.

B) WHERE DID YOU GO?

- home
- work
- school
- shopping
- other (specify) _____

C) ADDRESS OR CROSS STREETS: _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

D) HOW DID YOU GET THERE: _____
(Car, bus, train, airplane, walk, etc.)

E) WHAT TIME DID YOU GET THERE?

_____ a.m./p.m.

7. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)
 _____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
 _____ a.m./p.m.

8. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)
 _____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
 _____ a.m./p.m.

9. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32, a.m.)
 _____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
 _____ a.m./p.m.

10. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32, a.m.)
 _____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
 _____ a.m./p.m.

11. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)
_____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
_____ a.m./p.m.

12. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)
_____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
_____ a.m./p.m.

13. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32, a.m.)
_____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
_____ a.m./p.m.

14. WHERE DID YOU GO TO NEXT?

- A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32, a.m.)
_____ a.m./p.m.
- B) WHERE DID YOU GO?
 home
 work
 school
 shopping
 other (specify) _____
- C) ADDRESS OR CROSS STREETS: _____

 CITY/TOWN: _____
 NAME OF THAT PLACE: _____
- D) HOW DID YOU GET THERE: _____
 (Car, bus, train, airplane, walk, etc.)
- E) WHAT TIME DID YOU GET THERE?
_____ a.m./p.m.

15. WHERE DID YOU GO TO NEXT?

A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)

_____ a.m./p.m.

B) WHERE DID YOU GO?

- home
- work
- school
- shopping
- other (specify) _____

C) ADDRESS OR CROSS STREETS: _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

D) HOW DID YOU GET THERE: _____

(Car, bus, train, airplane, walk, etc.)

E) WHAT TIME DID YOU GET THERE?

_____ a.m./p.m.

.....
16. WHERE DID YOU GO TO NEXT?

A) WHAT TIME OF DAY DID YOU BEGIN THIS TRIP? (Be exact, such as 4:32 a.m.)

_____ a.m./p.m.

B) WHERE DID YOU GO?

- home
- work
- school
- shopping
- other (specify) _____

C) ADDRESS OR CROSS STREETS: _____

CITY/TOWN: _____

NAME OF THAT PLACE: _____

D) HOW DID YOU GET THERE: _____

(Car, bus, train, airplane, walk, etc.)

E) WHAT TIME DID YOU GET THERE?

_____ a.m./p.m.



CALIFORNIA DEPARTMENT OF TRANSPORTATION

PLEASE POST THIS ON YOUR REFRIGERATOR DOOR AS A
REMINDER TO YOU AND YOUR HOUSEHOLD

DIARY DAY IS
TUESDAY

PLEASE TAKE YOUR ONE-DAY TRAVEL DIARY WITH YOU



CALIFORNIA DEPARTMENT OF TRANSPORTATION

Dear Fellow Resident:

Thank you for agreeing to take part in the survey on travel patterns and transportation needs for the California Department of Transportation.

We have been trying to reach you to collect the information from your One-Day Travel Diaries. We understand that you probably have a very busy schedule. Please call us at (. .) to schedule another appointment at a time more convenient for you.

Your participation in this survey is very important. The information gathered on this survey will help determine future changes/improvements to the transportation facilities in your community.

If you have any questions or concerns, please feel free to call. We would be most happy to assist you.

Thank you.



CALTRANS-USC PASSENGER SURVEY

This survey is part of a research project on transit fare cards being conducted by the University of Southern California and Caltrans. Please take a few minutes to complete the survey. Your answers are strictly confidential and will be used for statistical purposes only. We greatly appreciate your help. Please return your completed survey to the student assistant.

Please answer the following questions about the trip you are making now

1. Where are you going?

- ₁ to work
- ₂ to school
- ₃ to home
- ₄ other _____

2. Do you usually use the bus for this trip?

- ₁ yes
- ₂ no

3. About how many minutes does it usually take to make this trip, including the time it takes to get to and from the bus stop?

_____ minutes

4. How did you pay your fare for this trip?

- ₁ cash
- ₂ token
- ₃ bus pass
- ₄ SMARTCARD
- ₅ other



Please answer these questions about **how you usually travel**

5. How often do you travel by bus?

- ₁ less than once per week
- ₂ once or twice per week
- ₃ 3 to 5 days per week
- ₄ every day

6. What means of travel do you use **most often** for all the trips you make over a week's time? Check **one**

- ₁ drive alone
- ₂ drive with passengers
- ₃ ride with others
- ₄ bus or train
- ₅ walk
- ₆ bike
- ₇ other

Please answer these questions and follow the arrows to the next question you should complete.

7. Have you heard of the SMARTCARD?

- ₁ yes
- ₂ no

CONTINUE

please go to question 18



8. Are you aware that you can purchase the SMARTCARD to use for trips on this route?

- ₁ yes
- ₂ no

please go to question 18

9. Did you purchase the SMARTCARD?

- ₁ yes
- ₂ no → Why not?

Please check **all that apply**

- ₁ I do not regularly use the bus
- ₂ The SMARTCARD could not be used for my trips
- ₃ I do not know how to buy a SMARTCARD
- ₄ I do not want to buy a SMARTCARD
- ₅ Other _____

Please go to question 17

Please complete this section if you have purchased a SMARTCARD

10. When did you first purchase your SMARTCARD?

- ₁ July
- ₂ August
- ₃ September
- ₄ October



11. How much have you used the SMARTCARD since you purchased it?

- ₁ used it many times
- ₂ used it a few times
- ₃ used it only 1 time
- ₄ have not used it at all

12. Please answer the following questions about using your SMARTCARD

How easy is it to...

- | | Easy | OK | Difficult |
|------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| purchase the SMARTCARD? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ |
| use the SMARTCARD to pay bus fare? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ |
| renew the SMARTCARD? | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ |

13. Compared to the way you usually paid your bus fare before you had a SMARTCARD, would you consider the SMARTCARD easier, about the same, or harder to use?

- ₁ easier
- ₂ about the same
- ₃ harder



14. During the time that you have been using a SMARTCARD, have you ever experienced any of the following?

Check all that apply

- | | yes | no |
|---|---------------------------------------|---------------------------------------|
| My card was lost or stolen | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| My card was damaged | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| The card reader on the bus would not accept my card | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| The bus driver would not accept my card | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| The card reader deducted more than one trip for one ride | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| The bus driver allowed me to ride for free because of problems with my card | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |

15. Overall, how satisfied are you with the SMARTCARD?

- ₁ very satisfied
- ₂ satisfied
- ₃ not satisfied
- ₄ very unsatisfied

16. Are you interested in participating in additional SMARTCARD or other new technology trials?

- ₁ yes
- ₂ no

17. Please indicate whether you agree or disagree with each of the following statements

Agree Disagree

Having a personal credit or debit card like SMARTCARD for paying bus fares makes taking the bus easier ₁ ₂

Using a personal credit or debit card like SMARTCARD gives too much information about me to transit agencies ₁ ₂

Cards like SMARTCARD are easy to lose or have stolen ₁ ₂

Cards like SMARTCARD make taking the bus safer ₁ ₂

Cards like SMARTCARD are unreliable ₁ ₂

Cards like SMARTCARD make it harder for people to avoid paying their fare ₁ ₂

18. How old are you?

- | | |
|--|---|
| <input type="checkbox"/> ₁ less than 20 | <input type="checkbox"/> ₄ 40 - 49 |
| <input type="checkbox"/> ₂ 20 - 29 | <input type="checkbox"/> ₅ 50 - 59 |
| <input type="checkbox"/> ₃ 30 - 39 | <input type="checkbox"/> ₆ 60 or older |

19. Including yourself, how many people are there in your household?

_____ people

20. How many motor vehicles are available to members of your household?

_____ vehicles

21. Do you have a driver's license?

₁ yes ₂ no

22. Are you employed?

₁ yes → ₁ full time
₂ part time
₂ no

23. What is your home zip code?

24. What is your combined total household income?

- ₁ less than \$15,000
₂ \$15,000 to \$25,000
₃ \$25,000 to \$40,000
₄ \$40,000 to \$80,000
₅ \$80,000 or more

25. What is your gender?

₁ male ₂ female

THANK YOU FOR COMPLETING THE SURVEY
PLEASE FOLD AND RETURN IT TO THE
STUDENT ASSISTANT BEFORE LEAVING THE
BUS.

**SOUTHERN
CALIFORNIA**



State of California Department of Transportation

PICTURE YOURSELF A SMART TRAVELER

FOR SURVEYOR USE:

ORIGINAL DEPARTURE TIME

SURVEYOR NAMES
