



**FY 2013 OREGON TRANSPORTATION
NEEDS AND ISSUES**

FINAL REPORT



Oregon Department of Transportation

**FY 2013 OREGON
TRANSPORTATION NEEDS AND ISSUES SURVEY**

Summary of Statewide Results

SPR-043

by

Myra Sperley

Oregon Department of Transportation
Research Section
200 Hawthorne Ave. SE, Suite B-240
Salem OR 97301-5192

for

Oregon Department of Transportation
Research Section
555 13th St. NE
Salem OR 97301

July 2013

1. Report No. FHWA-OR-PR-14-03		2. Government Accession No.		3. Recipient's Catalog No.	
4. Title and Subtitle FY 2013 Oregon Transportation Needs and Issues Survey				5. Report Date July 2013	
				6. Performing Organization Code	
7. Author(s) Myra Sperley				8. Performing Organization Report No.	
9. Performing Organization Name and Address Oregon Department of Transportation Research Section 555 13 th St. Salem, OR 97301				10. Work Unit No. (TRAIS)	
				11. Contract or Grant No. SPR 043 RS 500-160	
12. Sponsoring Agency Name and Address Oregon Department of Transportation Research Section 555 13 th St. NE Salem, OR 97301				13. Type of Report and Period Covered Summary Report	
				14. Sponsoring Agency Code	
15. Supplementary Notes					
16. Abstract The Oregon Transportation Needs and Issues Survey was first conducted in 1993 and has been done roughly every two years. The latest survey was completed in the summer of 2012 (State fiscal year (FY) 2013). This report summarizes the results of the FY 2013 survey. For some reoccurring questions, results are also compared to past surveys.					
17. Key Words PUBLIC OPINION, CUSTOMER SATISFACTION, TRANSPORTATION PLANNING, TAXES, TOLLS			18. Distribution Statement Copies available from NTIS, and online at http://www.oregon.gov/ODOT/TD/TP_RES/		
19. Security Classification (of this report) Unclassified		20. Security Classification (of this page) Unclassified		21. No. of Pages 53	22. Price

SI* (MODERN METRIC) CONVERSION FACTORS

APPROXIMATE CONVERSIONS TO SI UNITS					APPROXIMATE CONVERSIONS FROM SI UNITS				
Symbol	When You Know	Multiply By	To Find	Symbol	Symbol	When You Know	Multiply By	To Find	Symbol
<u>LENGTH</u>					<u>LENGTH</u>				
in	inches	25.4	millimeters	mm	mm	millimeters	0.039	inches	in
ft	feet	0.305	meters	m	m	meters	3.28	feet	ft
yd	yards	0.914	meters	m	m	meters	1.09	yards	yd
mi	miles	1.61	kilometers	km	km	kilometers	0.621	miles	mi
<u>AREA</u>					<u>AREA</u>				
in ²	square inches	645.2	millimeters squared	mm ²	mm ²	millimeters squared	0.0016	square inches	in ²
ft ²	square feet	0.093	meters squared	m ²	m ²	meters squared	10.764	square feet	ft ²
yd ²	square yards	0.836	meters squared	m ²	m ²	meters squared	1.196	square yards	yd ²
ac	acres	0.405	hectares	ha	ha	hectares	2.47	acres	ac
mi ²	square miles	2.59	kilometers squared	km ²	km ²	kilometers squared	0.386	square miles	mi ²
<u>VOLUME</u>					<u>VOLUME</u>				
fl oz	fluid ounces	29.57	milliliters	ml	ml	milliliters	0.034	fluid ounces	fl oz
gal	gallons	3.785	liters	L	L	liters	0.264	gallons	gal
ft ³	cubic feet	0.028	meters cubed	m ³	m ³	meters cubed	35.315	cubic feet	ft ³
yd ³	cubic yards	0.765	meters cubed	m ³	m ³	meters cubed	1.308	cubic yards	yd ³
NOTE: Volumes greater than 1000 L shall be shown in m ³ .									
<u>MASS</u>					<u>MASS</u>				
oz	ounces	28.35	grams	g	g	grams	0.035	ounces	oz
lb	pounds	0.454	kilograms	kg	kg	kilograms	2.205	pounds	lb
T	short tons (2000 lb)	0.907	megagrams	Mg	Mg	megagrams	1.102	short tons (2000 lb)	T
<u>TEMPERATURE (exact)</u>					<u>TEMPERATURE (exact)</u>				
°F	Fahrenheit	(F-32)/1.8	Celsius	°C	°C	Celsius	1.8C+32	Fahrenheit	°F

*SI is the symbol for the International System of Measurement

ACKNOWLEDGEMENTS

The author wishes to thank the members of the Needs and Issues Steering Committee, who provided the oversight and guidance for this project:

- Scott Bassett, Central Services Division
- Dave Thompson, Communications Division
- Lana Cully, Driver and Motor Vehicle Services Division
- Scott Chalkley, Highway Division
- Jim Brock, Motor Carrier Division
- Dinah Van Der Hyde, Public Transit Division
- Bob Melbo, Rail Division
- Walt McAllister, Transportation Safety Division
- Lisa Nell, Transportation Development Division

The author also thanks Virginia Lesser and Lydia Newton of the Oregon State University Survey Research Center for their contribution and expertise in designing and conducting the survey as well as compiling the data.

DISCLAIMER

This document is disseminated under the sponsorship of the Oregon Department of Transportation and the United States Department of Transportation in the interest of information exchange. The State of Oregon and the United States Government assume no liability of its contents or use thereof.

The contents of this report reflect the view of the author who is solely responsible for the facts and accuracy of the material presented. The contents do not necessarily reflect the official views of the Oregon Department of Transportation or the United States Department of Transportation.

The State of Oregon and the United States Government do not endorse products of manufacturers. Trademarks or manufacturers' names appear herein only because they are considered essential to the object of this document.

This report does not constitute a standard, specification, or regulation.

**FY 2013 OREGON TRANSPORTATION NEEDS AND ISSUES SURVEY:
SUMMARY OF STATEWIDE RESULTS**

TABLE OF CONTENTS

1.0 INTRODUCTION..... 3

1.1 BACKGROUND AND PURPOSE OF THE SURVEY 3

1.2 METHODOLOGY 3

1.3 ORGANIZATION OF THE RESULTS 4

2.0 SURVEY HIGHLIGHTS..... 5

2.1 SATISFACTION WITH ODOT SERVICES 5

2.1.1 *Pavement and Bridge Conditions*5

2.1.2 *Expansion and Improvement of Roads*.....6

2.1.3 *Availability of Transportation Options*.....7

2.2 PUBLIC TRANSPORTATION 7

2.2.1 *Transportation Options Compared to Ten Years Ago*8

2.3 HIGHWAY 8

2.3.1 *Highway and Bridge Conditions Compared to Other States*8

2.3.2 *Highway and Bridge Conditions Compared to Ten Years Ago*9

2.3.3 *Construction and Work Zones*9

2.3.4 *Traveler Information*.....10

2.3.5 *Traffic Congestion*11

2.4 RAIL..... 12

2.5 DRIVER AND MOTOR VEHICLE (DMV) SERVICES..... 12

2.6 TRAVEL CHOICES AND BEHAVIOR 13

2.6.1 *Perceptions of Safety Using Various Modes of Transportation*.....13

2.6.2 *Travel Behavior*14

2.6.3 *Perceptions of Climate Change*16

2.7 FUNDING..... 16

2.8 SPENDING 18

2.9 OVERALL AGENCY PERFORMANCE..... 19

3.0 TREND RESULTS FOR FY 2007 – FY 2013 21

3.1 SATISFACTION WITH ODOT SERVICES AND ACTIVITIES 21

3.2 HIGHWAY 23

3.3 OVERALL AGENCY PERFORMANCE..... 24

4.0 CONCLUSION 27

APPENDICES

APPENDIX A: FY 2013 SURVEY INSTRUMENT

APPENDIX B: SATISFACTION QUESTION RESULTS COMPARISON FROM FY 2013

LIST OF FIGURES

Figure 1.1: ODOT Region	3
Figure 2.1: Satisfaction with the condition of pavements and bridges on major Oregon highways	6
Figure 2.2: Regional differences in the level of satisfaction with the condition of pavements on major Oregon highways	6
Figure 2.3: Satisfaction with ODOT’s efforts to expand and improve highways, roads, and bridges to meet state residents’ needs	6
Figure 2.4: Regional differences in the level of satisfaction with ODOT’s efforts to expand and improve highways, roads, and bridges to meet state residents’ needs	7
Figure 2.5: Satisfaction with ODOT’s efforts to make transportation options available to all.....	7
Figure 2.6: Levels of satisfaction with community bus service, van pool/rideshare, and services for seniors and disabled	8
Figure 2.7: Levels of satisfaction with construction and work zones	9
Figure 2.8: Respondents’ choices for first source for traveler information	10
Figure 2.9: Traveler information sources respondents want to have available	11
Figure 2.10: Seriousness of traffic congestion within communities, differentiated by the Portland area, other urban/suburban centers, and rural areas.....	11
Figure 2.11: Preferences for expanding the highway system to reduce traffic congestion vs. preserving and maintaining the highway system, in the Portland area, other urban/suburban centers, and rural areas	12
Figure 2.12: Satisfaction with DMV services.....	13
Figure 2.13: Awareness of DMV regulations and online services.....	13
Figure 2.14: Perceived level of safety for travel by automobile, public transportation, walking, and biking	14
Figure 2.15: Commuter (work or school) mode choice	14
Figure 2.16: Commuter (work or school) mode choice by income group	15
Figure 2.17: Commuting behavior change factors.....	15
Figure 2.18: Value of gas tax.....	16
Figure 2.19: Preferred method for raising funds.....	17
Figure 2.23: Importance of where funds should be spent.....	18
Figure 2.24: Rating of ODOT’s overall performance.....	19
Figure 3.1: Trends comparing the levels of satisfaction with select transportation services (FY 2007 – FY 2011).....	22
Figure 3.2: Condition of Oregon’s roads, highways, and bridges compared to other states (FY 2007 – FY 2013).....	23
Figure 3.3: Preserve and maintain vs. expand the highway system to reduce congestion (FY 2007 – FY 2013).....	23
Figure 3.4: Seriousness of traffic congestion within community (FY 2007 – FY 2013).....	24
Figure 3.5: Opinion of ODOT’s overall performance (FY 2007 – FY 2011).....	24
Figure 3.6: Breakdown of ODOT’s overall performance rating (FY 2007 – FY 2013)	25

1.0 INTRODUCTION

1.1 BACKGROUND AND PURPOSE OF THE SURVEY

The Oregon Department of Transportation collects data from Oregon residents through the Transportation Needs and Issues Survey to:

- assess perceptions about the transportation system;
- determine how the system is used; and
- identify transportation-related concerns.

The survey was first conducted in 1993 and has been done roughly every two years. For each iteration, ODOT has contracted with a survey research center. In 1993, 1994, and 1995 ODOT worked with the Gallup Organization; in 1998, 2001, 2003, and 2005 ODOT contracted with the Oregon Survey Research Laboratory at the University of Oregon; and the most recent surveys (2007, 2009, 2011 and 2013) the Oregon State University Survey Research Center.

All of the surveys conducted through 2009 used a random digit dialing telephone survey method to achieve a sample of approximately 1,000 Oregon residents. In 2007 and 2009, with the growing popularity of caller identification and the increase in cell phone-only households, supplemental mail and internet “web” versions of the survey were also distributed. Analysis of the survey results from 2009 showed a potential bias in the telephone data, and it was determined that the phone survey mode should be discontinued. Therefore in FY 2011 and FY2013, only web and mail survey modes were used to obtain a sample of over 1500 residents.

1.2 METHODOLOGY

The FY 2013 Needs and Issues Survey consisted of 52 questions, which represented 107 variables (Appendix A). Questions were selected by a project steering committee, which was comprised of representatives from each ODOT Division. The majority of questions have appeared on past Needs and Issues surveys, some dating as far back as 1996.

The FY 2013 survey was conducted by mail and web. Only adults (age 18 and over) were eligible to take the survey. The survey consisted of a stratified random sample, targeting a proportionate number of responses per ODOT Region (Figure 1.1). For the web mode, mailed letters introduced the survey and contained a personal access code and instructions for logging onto the survey



Figure 1.1: ODOT Region Map

website. For both the mail and web modes, a delivery sequence file, with all Oregon U.S. Postal Service addresses, was utilized to randomly sample residents throughout the state.

A total of 1,654 surveys were completed: 306 via the web, and 1348 by mail. The distribution of respondents by age, gender, education, income, and residence (urban/rural) was relatively similar across both survey modes. Data from each survey mode (mail and web) were compiled and given a unique identification code. All data were then combined, cleaned and weighted.

A weight was applied to the data to reflect the variance in population sizes within each region. In addition, weights were also applied to account for the following: household non-response; the variable number of landlines within a household; the number of adults in the household; and population characteristics of gender, age, and race/ethnicity. The weighting was applied to normalize responses. Thus, any differences seen in the responses would not be a result of *who* answered the survey, but *how* they answered the survey.

1.3 ORGANIZATION OF THE RESULTS

The survey results are organized into two sections. Section 2.0 summarizes findings from the FY 2013 survey, and Section 3.0 presents trend analyses of select questions that have also been asked in preceding years.

2.0 SURVEY HIGHLIGHTS

This section of the report highlights results from the FY 2013 Oregon Transportation Needs and Issues Survey. Results are organized by topic, such as ODOT services, various transportation modes, and funding.

2.1 SATISFACTION WITH ODOT SERVICES

The satisfaction questions were organized on a five-point scale from ‘very satisfied’ to ‘not at all satisfied.’ The variable options were as follows: very satisfied, somewhat satisfied, it varies/it depends, not very satisfied, and not at all satisfied.

Respondents were asked to indicate their level of satisfaction with select ODOT services. Results from these questions are highlighted below, and comparison results are shown in the figure in Appendix B.

Within the satisfaction categories, the highest proportions of respondents were found with the following services:

- The highest percent of those *very satisfied* as well as most satisfied overall (percent very and somewhat satisfied) was with the way the DMV provides driver licenses and other services (47%).
- The highest percent of those *least satisfied overall* (percent not very and not at all satisfied) was with the agency’s efforts to make nighttime driving safer under all weather conditions (32%)
- The highest percent of those *not at all satisfied* was with the agency’s efforts to inform the public about new or changed traffic laws (9%).

Notable differences in the level of satisfaction between certain ODOT services are summarized in the following sub-sections.

2.1.1 Pavement and Bridge Conditions

Respondents were asked to rate their level of satisfaction with the condition (smoothness, quietness, durability and appearance) of bridges and pavements on major Oregon highways (Figure 2.1).

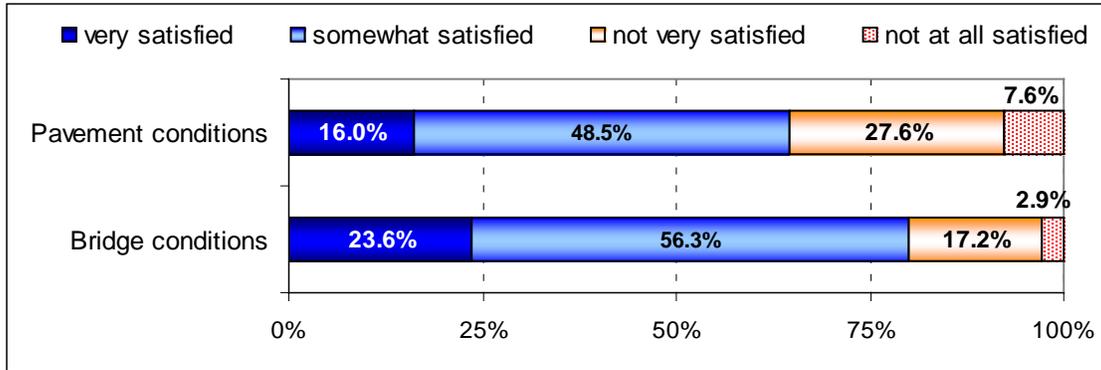


Figure 2.1: Satisfaction with the condition of pavements and bridges on major Oregon highways

Results showed that respondents were more satisfied with the condition of bridges (80% very/somewhat satisfied) than with the condition of pavements (65% very/somewhat satisfied). The level of satisfaction with pavement conditions varied between ODOT regions (Figure 2.2).

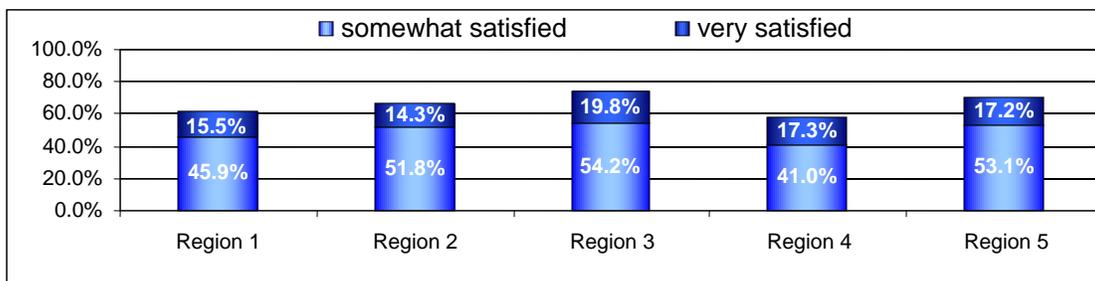


Figure 2.2: Regional differences in the level of satisfaction with the condition of pavements on major Oregon highways

2.1.2 Expansion and Improvement of Roads

Respondents were asked to rate their level of satisfaction with ODOT’s efforts to expand and improve highways, roads, and bridges to meet state residents’ needs (Figure 2.3).

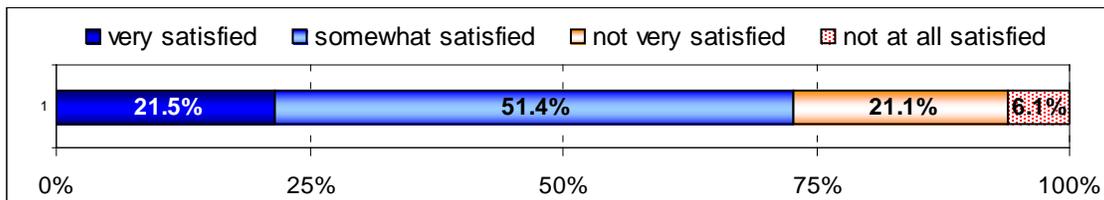


Figure 2.3: Satisfaction with ODOT’s efforts to expand and improve highways, roads, and bridges to meet state residents’ needs

According to the survey results, about two in three Oregonians are satisfied with ODOT’s efforts to expand and improve roads to meet their needs. Results also differed by ODOT region, as shown in Figure 2.4.

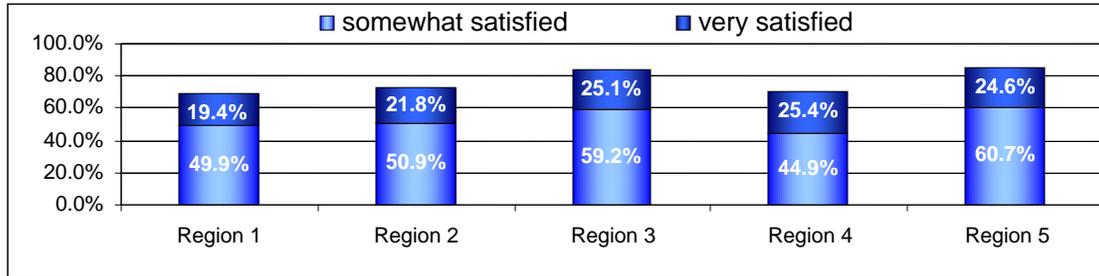


Figure 2.4: Regional differences in the level of satisfaction with ODOT’s efforts to expand and improve highways, roads, and bridges to meet state residents’ needs

2.1.3 Availability of Transportation Options

Approximately 76% of respondents were very satisfied or somewhat satisfied with ODOT’s efforts to make transportation options (buses, dial-a-ride, and lower fares) available to all (including non-drivers, seniors, disabled, the poor, and students), while 22% were not very satisfied and 8% were not at all satisfied (Figure 2.5).

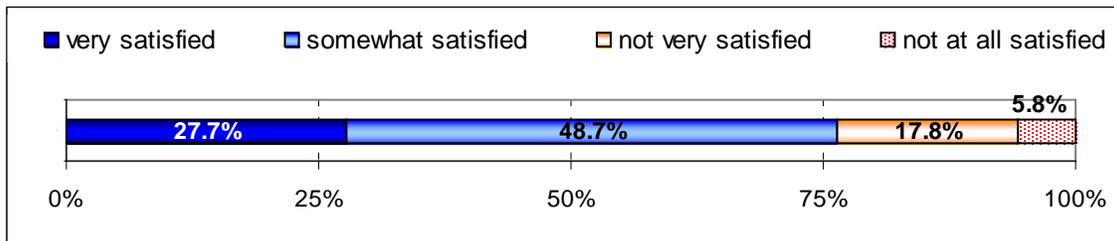


Figure 2.5: Satisfaction with ODOT’s efforts to make transportation options available to all

2.2 PUBLIC TRANSPORTATION

A series of questions was asked regarding the use and satisfaction with select public transportation services. Respondents were first asked if they had used van pool/rideshare, community bus, and/or services for seniors and disabled during the month prior to the survey. Only those who had used the service were asked about their level of satisfaction.

Each person who had used a particular public transportation service was asked to rate their level of satisfaction with that service (Figure 2.6).

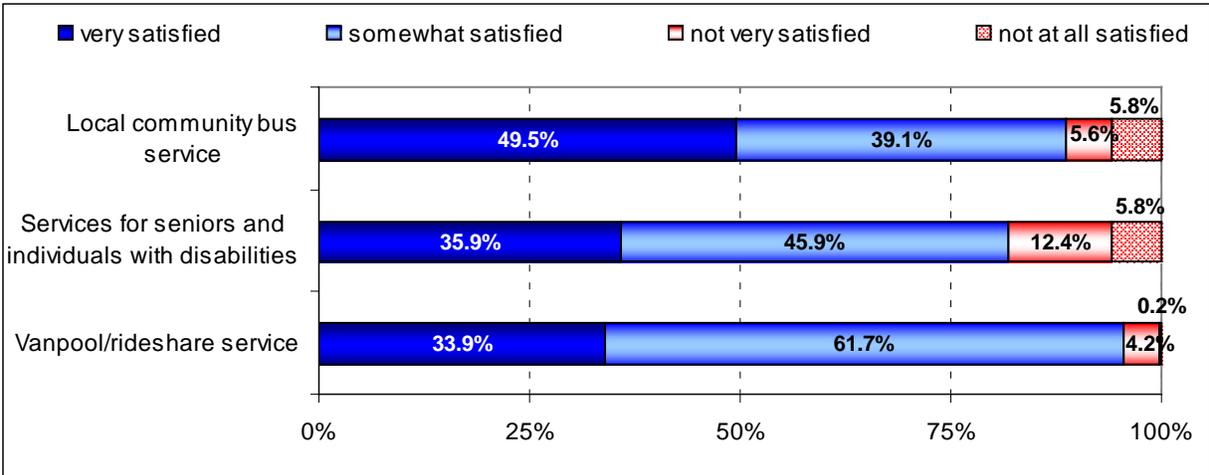


Figure 2.6: Levels of satisfaction with community bus service, van pool/rideshare, and services for seniors and disabled

Of the people who had used transportation services for seniors and individuals with disabilities in the month prior to the survey (4% of respondents), the majority (81%) were satisfied (very or somewhat). Of people who had used vanpool/rideshare services (4% of respondents), nearly all were satisfied (very or somewhat) (96%). Nearly 16% of respondents reported using the local community bus service in the month prior to the survey; 87% were very or somewhat satisfied with the service.

2.2.1 Transportation Options Compared to Ten Years Ago

When asked to compare Oregon’s transportation options (community bus, vanpool, and rideshare) to the options available ten years ago, over half of the respondents (57%) thought they were better, 34% thought they were about the same, and 9% thought they were worse.

2.3 HIGHWAY

One of the Oregon Department of Transportation’s responsibilities is to build and maintain the state highway system, which includes freeways, major roads, and bridges. The survey examined residents’ overall satisfaction with these elements as well as satisfaction in comparison to other states.

2.3.1 Highway and Bridge Conditions Compared to Other States

Comparing the overall condition of Oregon’s roads, highways and bridges to the current condition of those in other states, approximately 44% of the respondents thought they were about the same, 31% thought Oregon’s were better, and 19% thought they were worse; the remaining 6% reported that they did not travel out of the state.

2.3.2 Highway and Bridge Conditions Compared to Ten Years Ago

Comparing the overall condition of Oregon’s roads, highways and bridges to their condition ten years ago, about half of the respondents (46%) thought they were about the same, 37% thought they were better, and 18% thought they were worse.

2.3.3 Construction and Work Zones

Several questions were asked regarding satisfaction with the impact of road construction and safety in construction work zones. The results from these questions are shown in Figure 2.7, and highlights are summarized below.

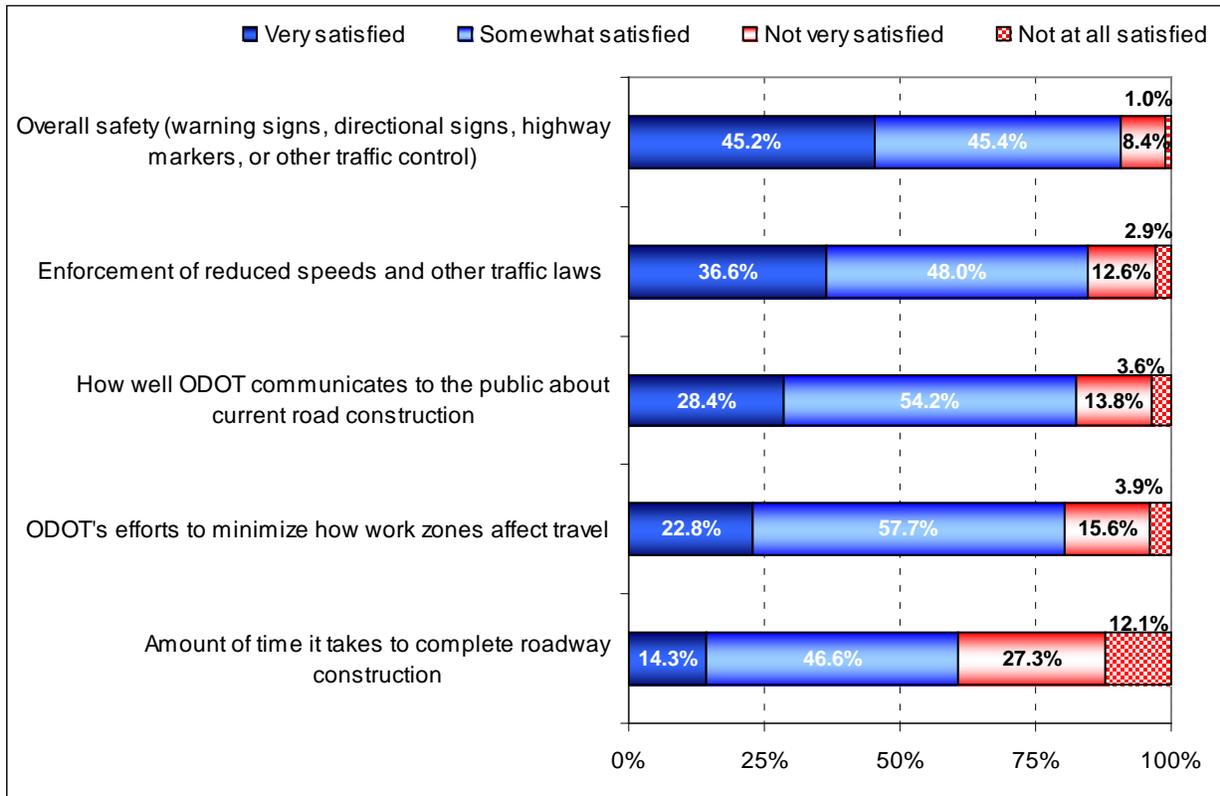


Figure 2.7: Levels of satisfaction with construction and work zones

Within the satisfaction categories, the highest proportions of respondents were found with the following areas:

- The highest percent of those *very satisfied* was with the overall safety of the work zones on major Oregon Highways (45%).
- The highest percent of those *most satisfied overall* (percent very and somewhat satisfied) was also with the overall safety of the work zones on major Oregon Highways (91%) and with the amount of time delayed in work zones (85%).

- The highest percent of those *least satisfied overall* (percent not very and not at all satisfied) was with the amount of time it takes to complete roadway construction on major Oregon Highways (39%).
- The highest percent of those *not at all satisfied* was also with the amount of time it takes to complete roadway construction (12%).

2.3.4 Traveler Information

For information about traffic conditions, weather conditions, road construction, and road closures, Oregonians use the internet, specifically “TripCheck,” as their first choice for traveler information (43%) (Figure 2.8). Also popular were TV channels (18%) and radio broadcasts (12%).

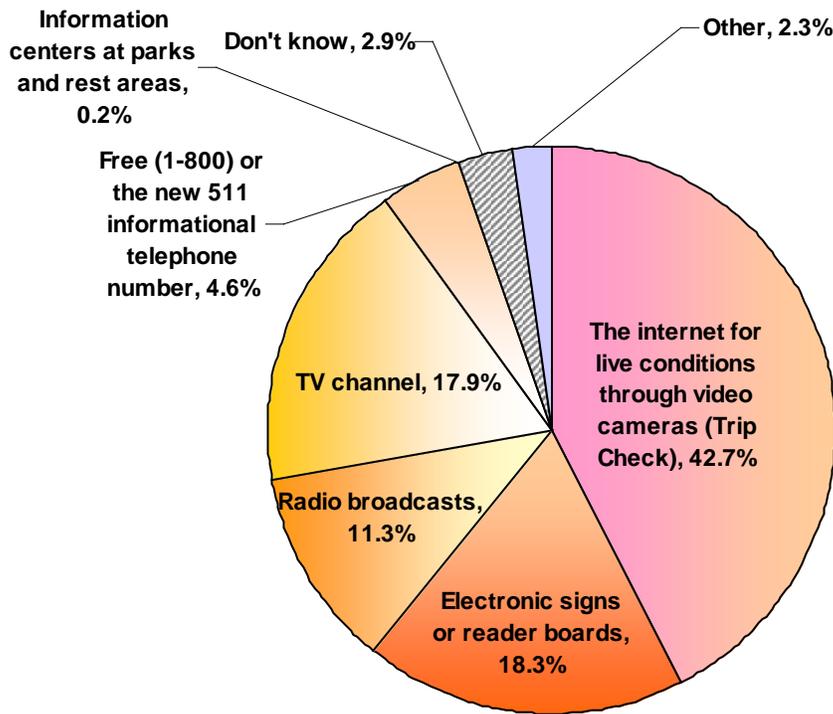


Figure 2.8: Respondents' choices for first source for traveler information

When asked which forms of communication respondents would like to have *available*, the top source was ODOT TripCheck (79%), followed by electronic signs or reader boards (78%), as shown in Figure 2.9.

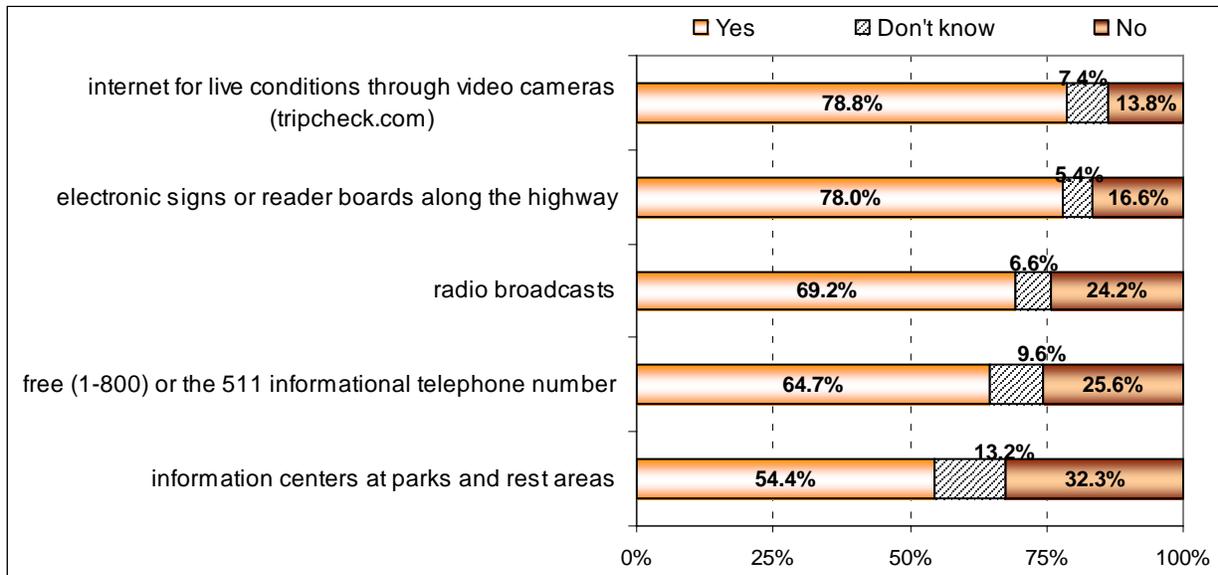


Figure 2.9: Traveler information sources respondents want to have available

2.3.5 Traffic Congestion

Respondents were asked to rate the seriousness of traffic congestion in their community. Overall, 22% did not think that it was a problem, 42% thought it was a minor problem, 26% saw it as a somewhat serious issue, and 10% thought that their local traffic congestion was a very serious problem. These results varied dramatically between rural and urban/suburban respondents and less so between those living in the Portland area and other urban/suburban centers (Figure 2.10).

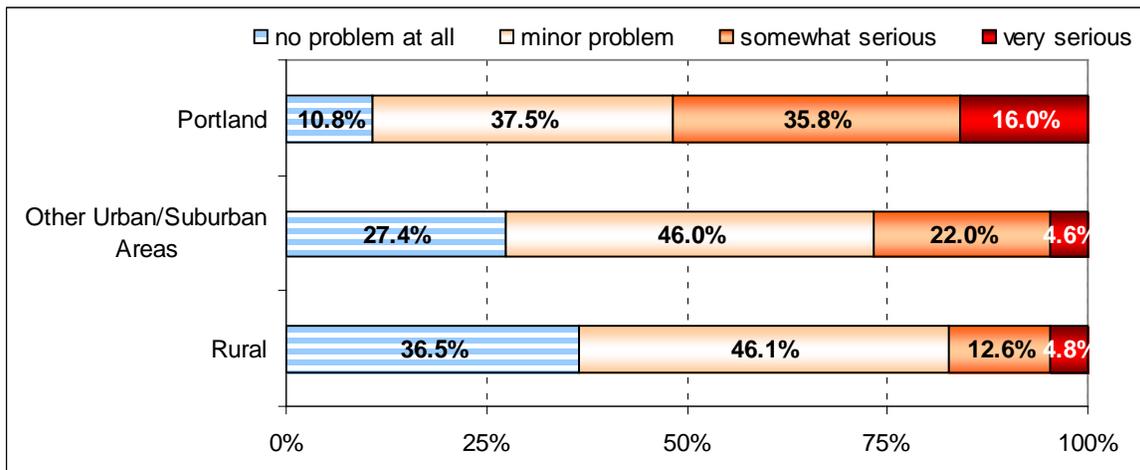


Figure 2.10: Seriousness of traffic congestion within communities, differentiated by the Portland area, other urban/suburban centers, and rural areas

Next, respondents were asked to choose between the importance of *expanding* the highway system to reduce traffic congestion OR *preserving and maintaining* the highways Oregon already has. A large majority of Oregonians (71%) felt that the preservation and maintenance of existing roads was a higher priority while 29% prioritized the expansion of the highway system. Similar to the question on traffic congestion, the results varied noticeably and between those living in the Portland area and those elsewhere in the state (Figure 2.11).

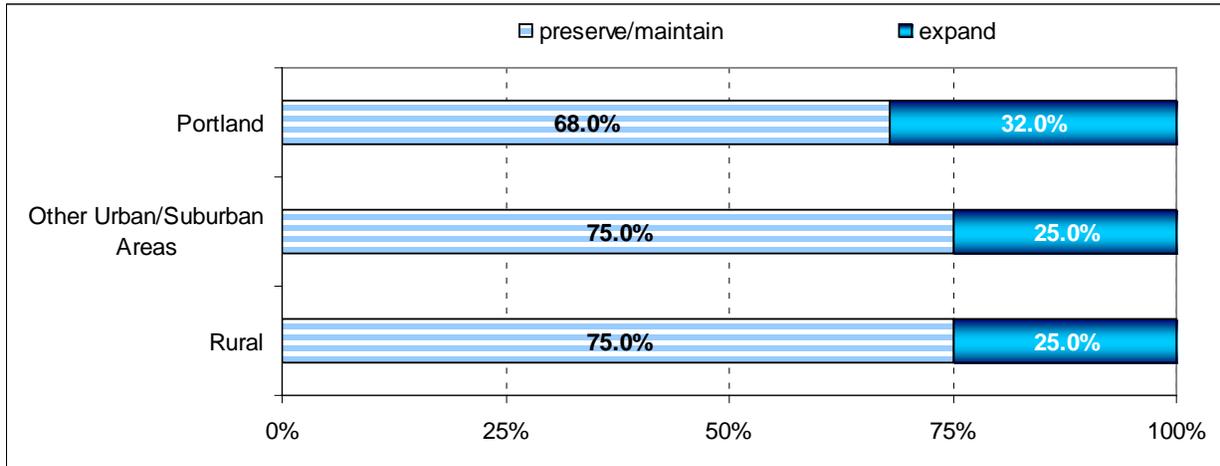


Figure 2.11: Preferences for expanding the highway system to reduce traffic congestion vs. preserving and maintaining the highway system, in the Portland area, other urban/suburban centers, and rural areas

2.4 RAIL

A total of 14% of respondents reported that they had used Amtrak passenger-rail services in the year prior to the survey, which is a 5% increase from the 9% who reported they used it in the 2011 survey. The majority of the users (64%) reported that they had taken 1-2 one-way trips in that time period.

Currently, Oregon law says that nearly all revenue raised through the Oregon gas tax and vehicle registration and licensing fees must be used to maintain the highway system. When asked if Oregon should develop other sources of funding to pay for passenger rail, 39% were in support of alternative funding. Of the people who had reported using Amtrak passenger-rail in the previous year, 50% supported alternative funding while 38% of people reporting zero trips in the past year were in support.

2.5 DRIVER AND MOTOR VEHICLE (DMV) SERVICES

Of the people surveyed, 76% had used a DMV service in the year prior. Of those people, four in five (85%) were satisfied (either somewhat or very) with the service they received (Figure 2.12).

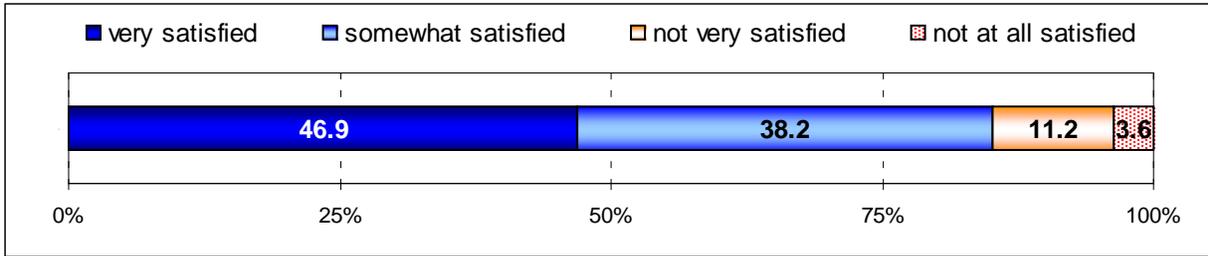


Figure 2.12: Satisfaction with DMV services

In addition to the use and satisfaction questions, a series of questions was asked about whether respondents were aware of some of DMV’s regulations and online services (Figure 2.13). The majority of respondents were aware of DMV regulations pertaining to notifying DMV of vehicle-related issues. However, 56% of respondents were not aware they could change their address online and 59% were not aware they could notify DMV online when they had sold their vehicle.

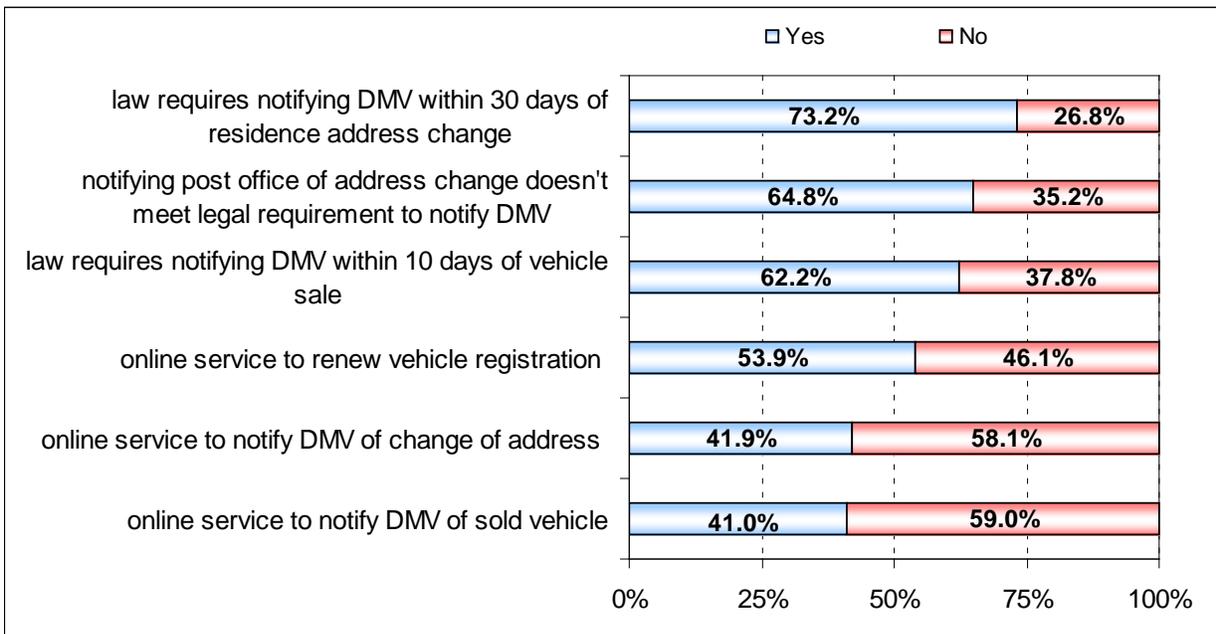


Figure 2.13: Awareness of DMV regulations and online services

2.6 TRAVEL CHOICES AND BEHAVIOR

2.6.1 Perceptions of Safety Using Various Modes of Transportation

The perceived level of safety using various modes (automobile, public transit, walking, and biking) was evaluated. For each mode, respondents were given the choice of: “yes” (I feel safe), “no” (I do not feel safe) or “I don’t drive/I don’t use” [auto/public transit/walk/bike]. The results

from these questions are shown in Figure 2.14. For all modes, a majority of those who used the mode felt safe.

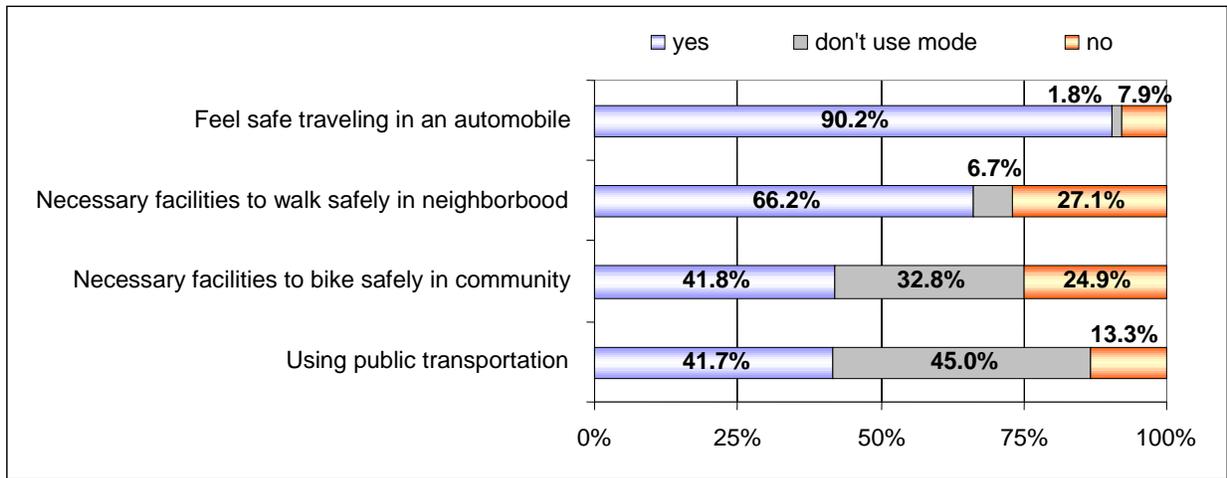


Figure 2.14: Perceived level of safety for travel by automobile, public transportation, walking, and biking

2.6.2 Travel Behavior

Nearly all respondents reported that they were licensed drivers (96%) and had access to at least one working vehicle (96%). Those with licenses were asked to estimate the number of personal vehicle miles driven on the day prior to taking the survey. The mean number of miles driven during the previous day was 30 and the median was 20.

Mode choice and travel behavior was evaluated for commuting to work or school. The most common mode choice for commuting to work or school was car, truck, or van (89%), followed by bicycle (3%). Of those commuting by car, truck, or van, most (72%) traveled alone and 15% carpooled (Figure 2.15).

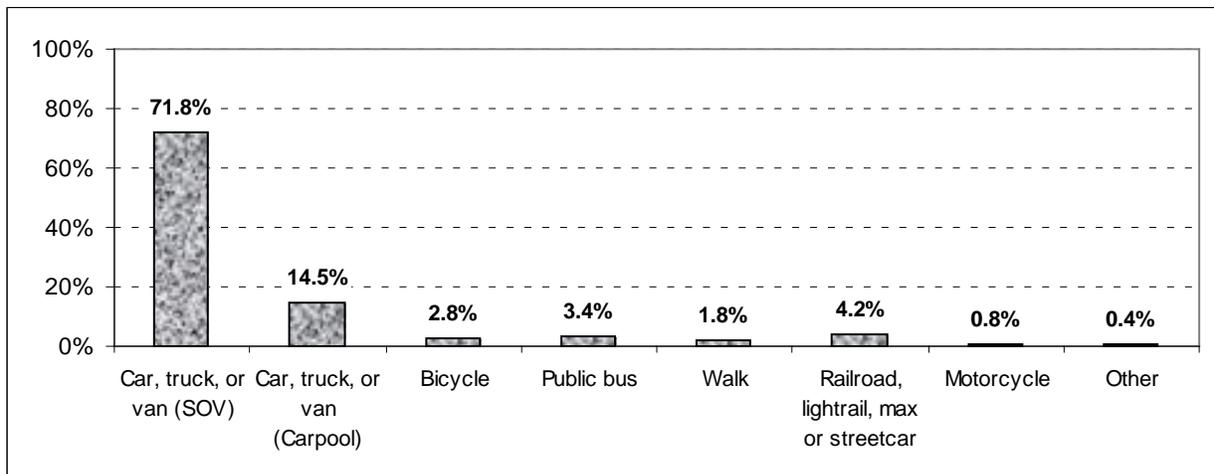


Figure 2.15: Commuter (work or school) mode choice

Mode choice varied by income group (Figure 2.16). For comparison purposes, bike, bus, walk, rail, and other mode types were combined into the category “alternative mode.” Income groups were combined for statistical validation. Alternative mode use was most prevalent among the lowest income group (28%) followed by the highest income group (21%). The highest percentage of carpool users fell in the middle income groups. Commuting alone was the predominant mode choice among all income groups. On average, 67% of respondents reported commuting at peak hours (between 3 p.m. and 6 p.m.).

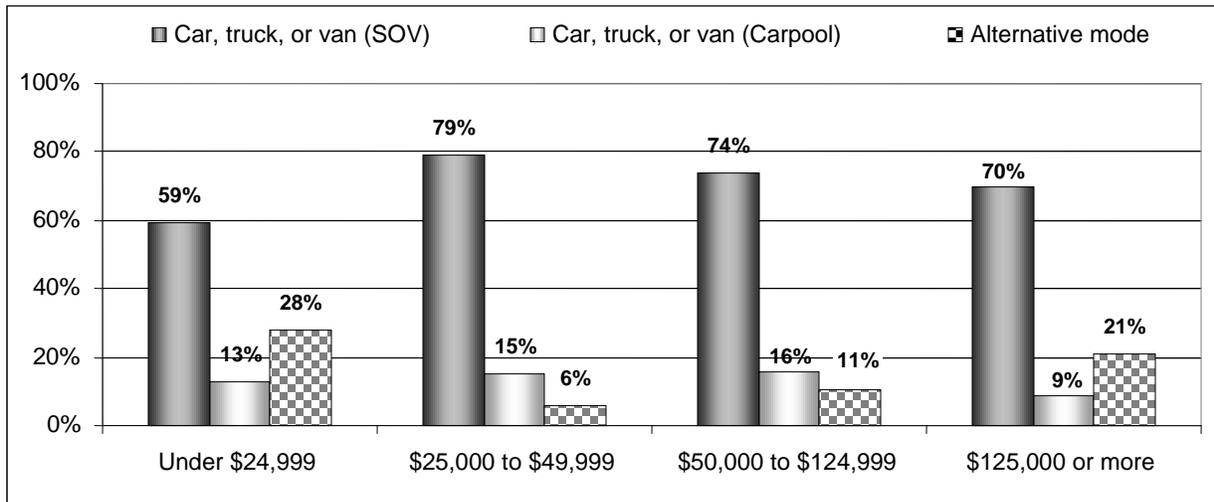


Figure 2.16: Commuter (work or school) mode choice by income group

Respondents were asked whether or not they would change how or when they travel to work or school, based on changes to the transportation system (Figure 2.17). The majority of people (56%) said they definitely or possibly would change if new tolls became required for roadways or bridges they currently use. About a third of people responded that they would or might change if public transit options such as rail or bus-lines were added or improved in their area. The least number of people (27%), responded their commuting behavior would or might change if biking or walking facilities (bike-lanes, sidewalks) were added or improved in their area.

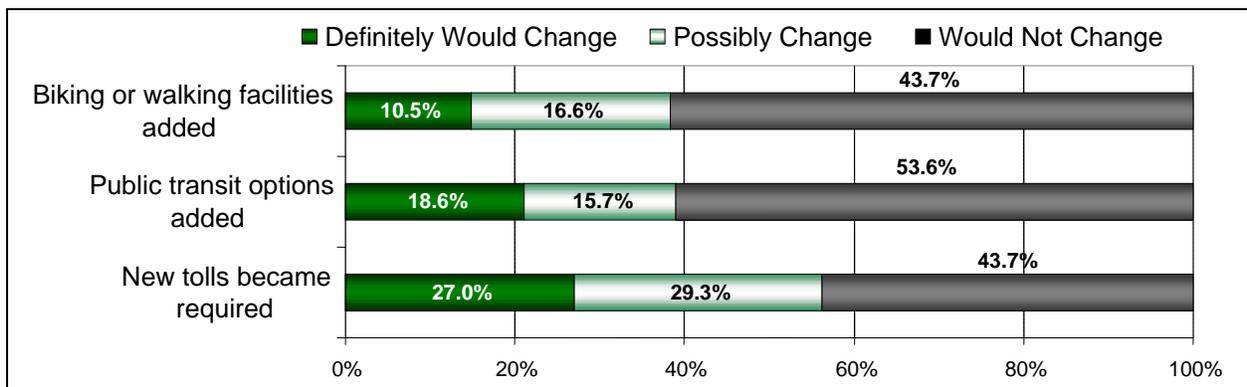


Figure 2.17: Commuting behavior change factors

2.6.3 Perceptions of Climate Change

ODOT is part of an integrated statewide effort to help the state meet its 2050 goal of reducing greenhouse gasses. In questions new to the survey, respondents were asked how much they agreed or disagreed with a number of statements about climate change. In response to the statement, “climate change is real”, 83% said they somewhat or strongly agreed.

When asked about the cause of climate change, the highest percentage of people (46%) strongly agreed that climate change is due to a combination of natural occurrences and human causes, while 9 % strongly agreed that climate change was due to natural occurrences only and 6% strongly agreed that climate change was due to human activity only. A separate question asked respondents whether they thought it was important for ODOT to spend money on reducing greenhouse gasses. The majority responded that it was very or somewhat important (79%) while 21% said it was not at all important. Overall, spending money on reducing greenhouse gasses ranked near the middle of other ODOT expenditure categories in terms of what people felt was important (Figure 2.23).

2.7 FUNDING

The Oregon DOT uses several revenue sources to fund the transportation system, with the gasoline tax being one of the predominant funding sources. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Compared to other services paid, such as electricity, water, telephone, and garbage collection, respondents were asked if they felt that they were getting a good value for their money from the gasoline tax (Figure 2.18).

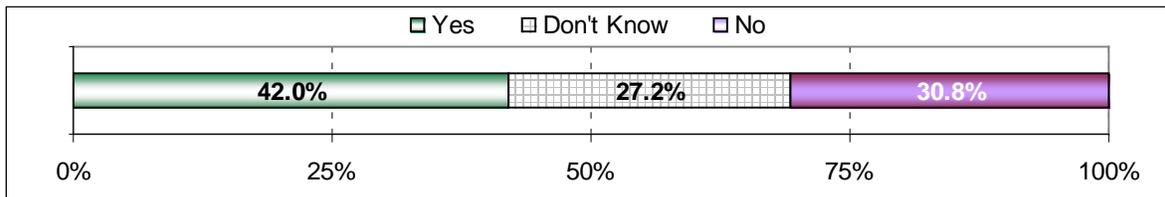
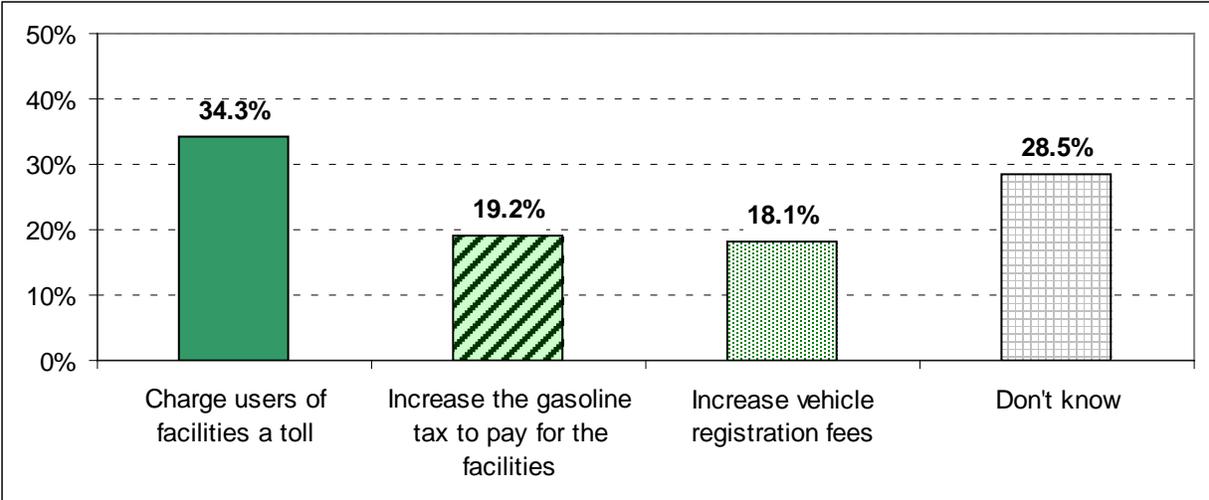


Figure 2.18: Value of gas tax

About half of the respondents (42%) thought the gas tax was a good value, and nearly one-third (31%) did not. When asked if respondents felt the gas tax was adequate for covering transportation costs, around 40% thought that it was, 27% felt it was inadequate, and the rest were unsure.

Respondents were also asked, “If more funds had to be raised for transportation projects within the state, which method do you feel would be most fair: increasing the gasoline tax to pay for the facilities; OR charging users of certain facilities a toll that would fund the cost of building and maintaining the facilities; OR increasing vehicle registration fees” (Figure 2.19).



Note: scale is to 50%.

Figure 2.19: Preferred method for raising funds

2.8 SPENDING

In addition to funding questions, the survey asked a series of questions to gauge public opinion on spending. The survey provided a list of several expenditure categories (e.g. reducing congestion, increasing bus services between cities, and protecting fish and wildlife habitat), and respondents were asked to rate the importance of spending for each category as ‘very important,’ ‘somewhat important,’ or ‘not at all important.’ The results are shown in Figure 2.23.

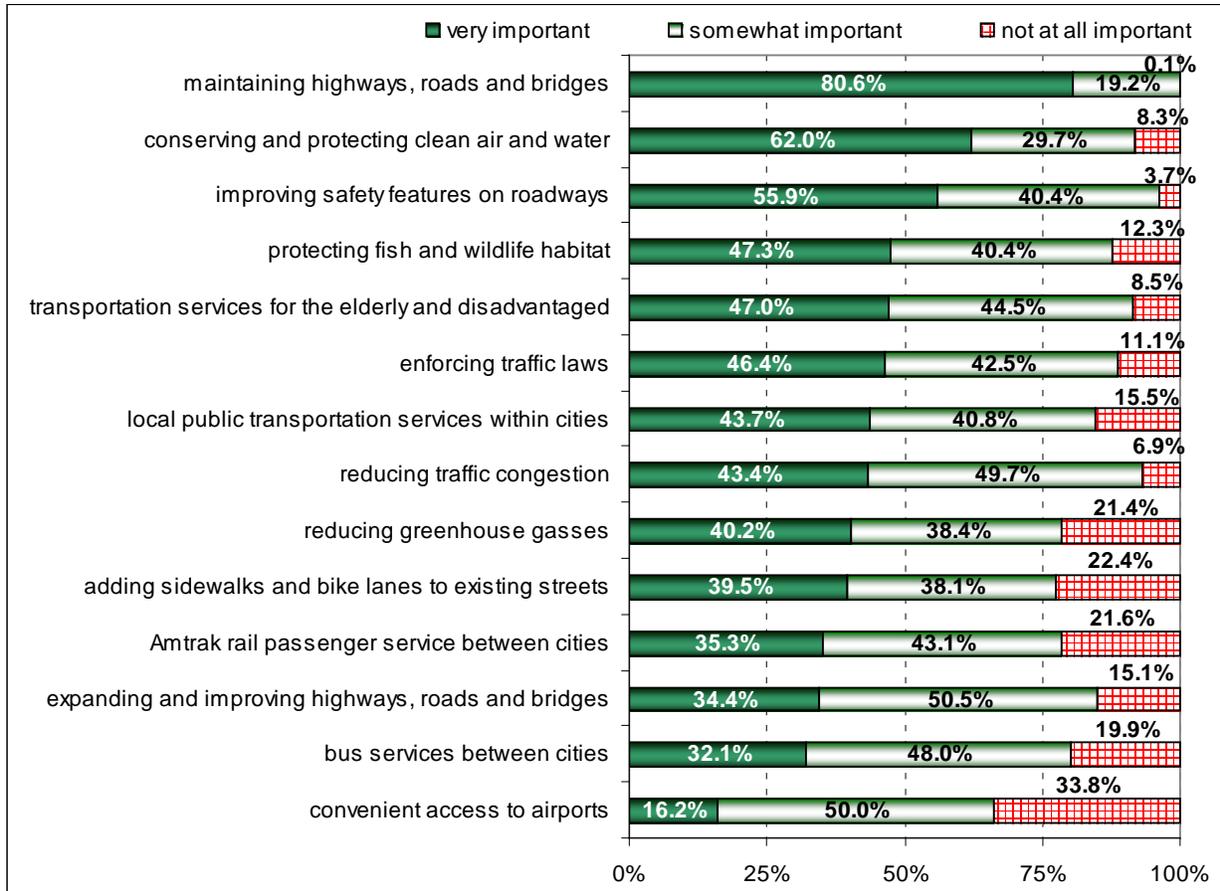


Figure 2.23: Importance of where funds should be spent

The highest proportions of satisfaction from respondents were found in the following areas of spending:

- The highest percent of *very important* responses was with spending funds on maintaining highways, roads and bridges (81%).
- The highest percent of *important overall* (percent very and somewhat important) responses was with spending funds on maintaining highways, roads and bridges (99%), improving safety features on roadways (96%), reducing traffic congestion (93%), conserving and protecting clean air and water (92%), and transportation services for the elderly and disadvantaged (92%).

- The highest percent of *not at all important* responses was with funding convenient access to airports (34%).

2.9 OVERALL AGENCY PERFORMANCE

Respondents were asked to rate ODOT's overall performance. The choices included excellent, good, fair, or poor. Overall, the majority of Oregonians thought that ODOT was doing a good job (54%), and approximately two out of three respondents rated ODOT's performance as good or excellent (Figure 2.24).

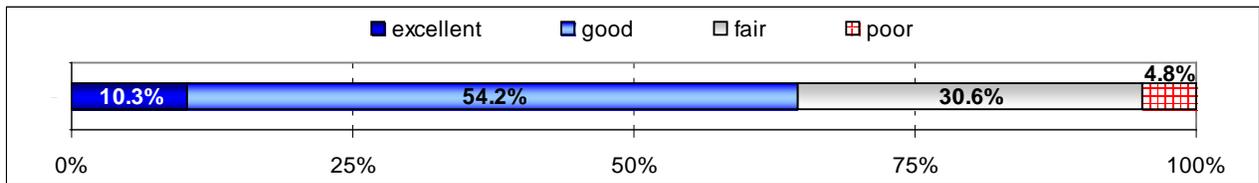


Figure 2.24: Rating of ODOT's overall performance

3.0 TREND RESULTS FOR FY 2007 – FY 2013

The following section examines how Oregonians' opinions of the transportation system have varied over time. While some survey questions date back to earlier iterations, the trend analysis uses FY 2007 data forward, as these surveys included comparable mail and web modes. In FY 2007 and FY 2009, the survey was also conducted by phone; but these data were not used in this analysis, as the phone survey mode was discontinued after FY 2009. The data presented below is weighted, and responses of 'don't know' or 'no answer' have been dropped from the calculation.

3.1 SATISFACTION WITH ODOT SERVICES AND ACTIVITIES

The Transportation Needs and Issues Survey consistently asks a large number of questions about the level of satisfaction with a variety of ODOT services. Figure 3.1 shows the percentage of respondents who indicated they were 'very satisfied' or 'somewhat satisfied' with the particular activity in each year. It highlights nine questions in which there appears to be differences between the years. The average of the overall satisfied ('very satisfied' and 'somewhat satisfied') was taken for the four survey iterations. The order of the questions in Figure 3.1 reflects the changes in responses over time in comparison to the average, with the first question having the most positive change and the last question listed reflecting the most negative shift.

No consistent trend was observed over time across all service areas. However, for all but one question the percentage of respondents who were very satisfied were higher than in the FY 2011 survey. Additionally, for seven out of nine questions, the total percentage of respondents either very or somewhat satisfied was higher than the average total of the previous years. A strong positive trend was observed with ODOT's expansion and improvement of highways, roads and bridges; with 21.5% reporting they were 'very satisfied', up from 12.9% in FY 2009. Respondents were also more satisfied with the way DMV provides driver licenses and other services, with a 5.5% increase in the number of people reporting they were very satisfied or somewhat satisfied.

Another large positive shift in the 'very satisfied' category was in ODOT's efforts to address the environmental impacts of the transportation system, where the proportion of respondents who were very satisfied in FY 2013 (24.6%) exceeded that of FY 2011 by 5.6%.

The only area in which overall satisfaction levels ('very satisfied' and 'somewhat satisfied') appeared to be trending downward (-1.5%) from FY 2011 was in the satisfaction of the overall safety of the work zones on major Oregon highways. It is interesting to note that in both of these cases the number of respondents who were very satisfied rose slightly (2.7%) in comparison to previous years.



Figure 3.1: Trends comparing the levels of satisfaction with select transportation services (FY 2007 – FY 2011)

3.2 HIGHWAY

When asked to compare the condition of Oregon’s roads, highways and bridges to other states (Figure 3.2), respondents to the FY 2013 survey were more positive than in FY 2011 and more consistent with the responses from previous surveys.. The percentage of people who judged Oregon’s roads to be better than other states increased by 4% from FY 2011 to FY 2013; and the percentage of those who judged Oregon’s roads to be worse than other states decreased by 2.4% over the same period.

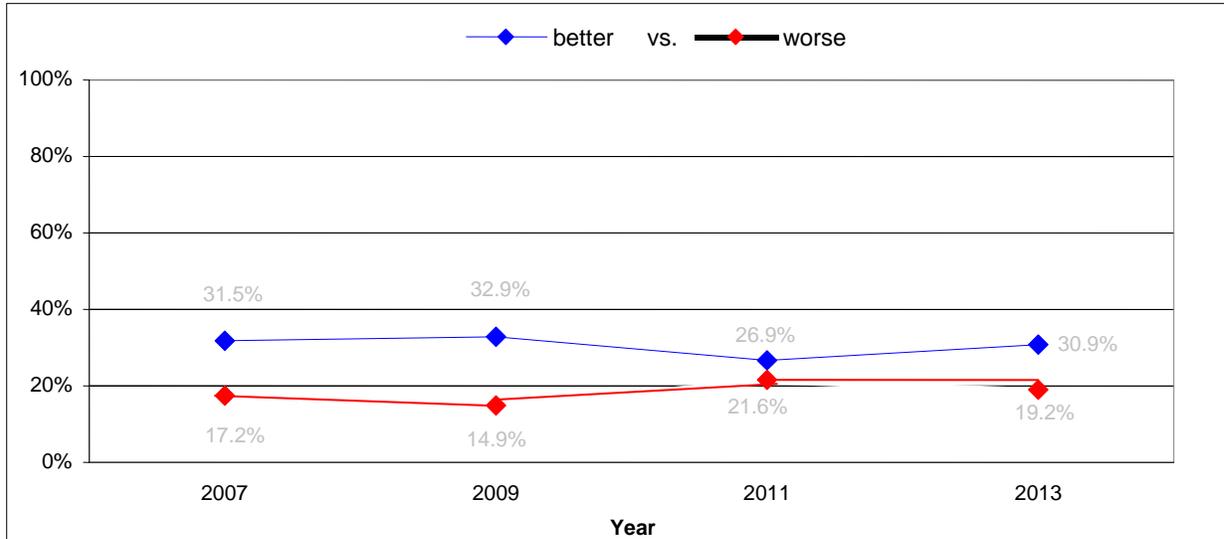


Figure 3.2: Condition of Oregon’s roads, highways, and bridges compared to other states (FY 2007 – FY 2013)

Respondents were also asked whether they felt it was more important to preserve and maintain the highway system or expand it to reduce traffic congestion. Figure 3.3 shows that public perception has been shifting over each of the past three surveys towards placing more importance on preserving and maintaining the highway and less on expansion. The 20.8% increase from FY 2007 to FY 2013 in favoring preservation and maintenance over expansion represents one of the most dramatic changes in opinion seen in the survey results over this six -year period.

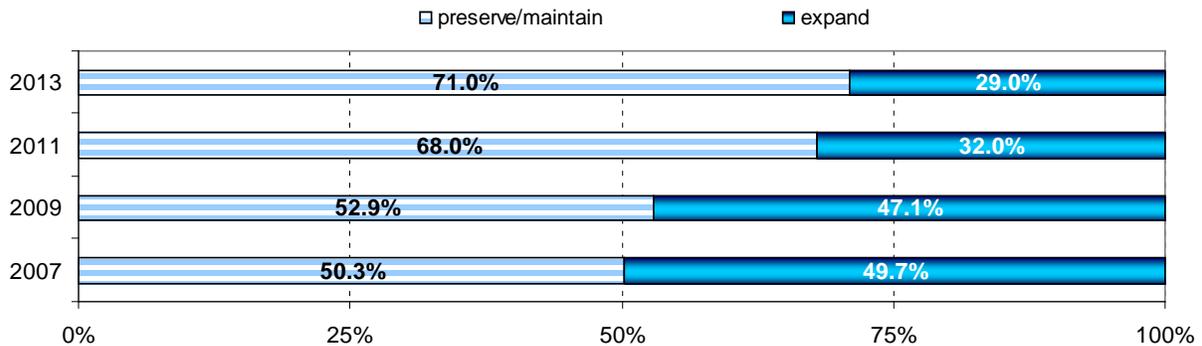


Figure 3.3: Preserve and maintain vs. expand the highway system to reduce congestion (FY 2007 – FY 2013)

Another area where opinions have been shifting over the years is the perceived level of traffic congestion within the community. Figure 3.4 shows that while perceived seriousness of traffic congestion was trending towards being considered less of a problem from 2007-2011, in 2013 the numbers seem to plateau with the exact same percentage of respondents (10%) rating congestion as ‘very serious’ and 2.1% less people saying it was ‘no problem at all’.

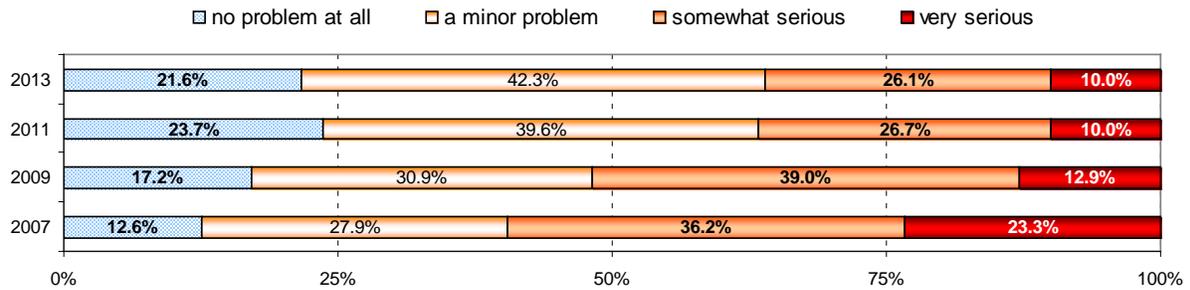


Figure 3.4: Seriousness of traffic congestion within community (FY 2007 – FY 2013)

3.3 OVERALL AGENCY PERFORMANCE

Each Transportation Needs and Issues Survey has asked, “Overall, how good a job do you think the Oregon Department of Transportation is doing – excellent, good, fair, or poor?” Responses to the question have stayed fairly consistent over time, with the majority of people responding that they thought ODOT was doing either an ‘excellent’ or ‘good’ job. Figure 3.5 shows how responses have varied since the FY 2007 survey. The percentage who believed ODOT was doing an excellent or good job has declined only slightly.

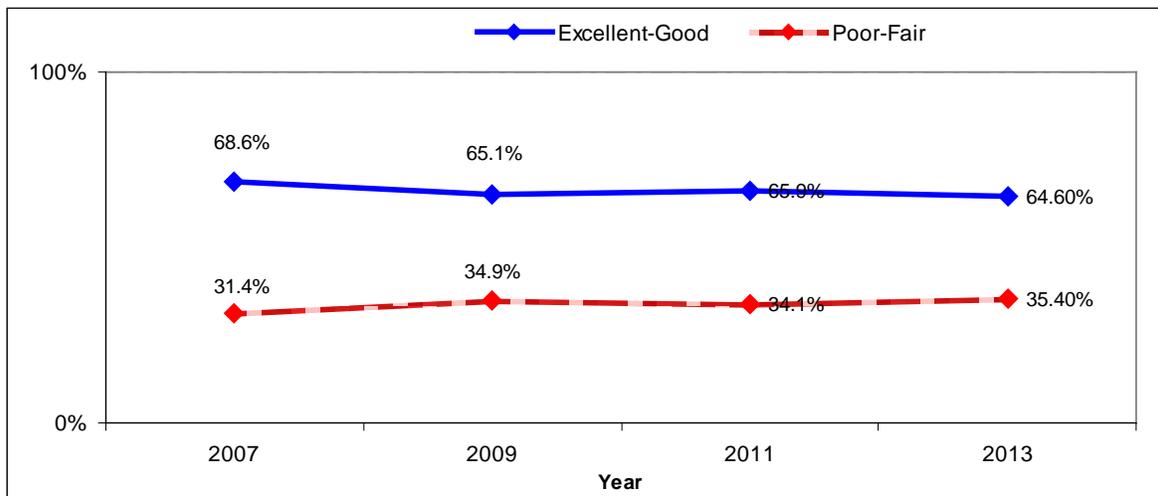


Figure 3.5: Opinion of ODOT’s overall performance (FY 2007 – FY 2011)

A more detailed breakdown of the distribution is presented in Figure 3.6. Despite percentages that are fairly consistent with past years, in FY 2013 more respondents appeared to trend toward the middle ratings with fewer respondents selecting excellent or poor than in FY 2011. FY 13 numbers were most similar with the FY 2009 survey results, however in FY 2013 the percentage of respondents selecting a rating of excellent was higher (3.3%) despite being 0.7% down from the previous survey iteration.



Figure 3.6: Breakdown of ODOT's overall performance rating (FY 2007 – FY 2013)

4.0 CONCLUSION

The Transportation Needs and Issues Survey was conducted in order to assess the opinions of Oregonians regarding the state transportation system. The FY 2013 survey was the 11th iteration of survey in this series.

The FY 2013 survey results were fairly consistent with past Needs and Issues surveys and reflected mixed opinions. Similar to recent surveys was the ongoing and growing desire of Oregonians to prioritize the maintenance of the system over its expansion. The 2013 survey did show changes however in use of alternative modes, with an increase of both local community bus and rail trips. Additionally, more respondents reported being satisfied with ODOT's efforts to make transportation options available to all.

The 2013 Transportation Needs and Issues Survey was scientifically conducted to gauge the opinions of adult Oregonians on many aspects of the transportation system managed by ODOT. As such, the results of this survey can be said to have a reasonable probability that they are representative of the views of Oregonians. It is a well known fact in survey research, however, that how a question is posed, as well as what questions are asked, can make a difference in people's responses. Thus it is advisable that the reader consider the results of this survey in concert with other information on people's views, rather than taking these results as the final word on how people view the transportation system and ODOT's role in managing it.

**APPENDIX A:
FY 2013 SURVEY INSTRUMENT**

Q1. How many years, altogether, have you lived in Oregon? (Please write a '0' if less than one year)

_____ YEARS

Q2. In what Oregon county do you live?

_____ COUNTY

Q3. Please indicate how satisfied or dissatisfied you are with each of the following services the Oregon Department of Transportation provides. (Circle one number for each item)

	VERY SATISFIED	SOMEWHAT SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW
	↓	↓	↓	↓	↓
a. ODOT's maintenance of Oregon's highways, roads, and bridges.....	1-----	2-----	3-----	4	DK
b. The time it takes ODOT to perform maintenance activities such as removing litter and snow, repairing pavement, guardrails, and barriers	1-----	2-----	3-----	4	DK
c. Pavement conditions on major Oregon highways [such as smoothness, quietness, durability, and appearance]	1-----	2-----	3-----	4	DK
d. Bridge conditions on major Oregon highways [such as smoothness, quietness, durability, and appearance]	1-----	2-----	3-----	4	DK
e. Safety features on major Oregon highways [such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines]	1-----	2-----	3-----	4	DK
f. ODOT's expansion and improvement of highways, roads, and bridges to meet state residents' needs.....	1-----	2-----	3-----	4	DK
g. ODOT's efforts to improve Oregon's transportation system [including railroads, buses, and transit, in addition to highways]	1-----	2-----	3-----	4	DK
h. ODOT's efforts to address the environmental impacts of the transportation system [such as automobile and truck pollution, storm water runoff, loss of wetlands]	1-----	2-----	3-----	4	DK
i. ODOT's efforts to ensure that transportation options [automobile, bus, rail, dial-a-ride] are available to you	1-----	2-----	3-----	4	DK
j. ODOT's maintenance of roadside rest areas.....	1-----	2-----	3-----	4	DK
k. ODOT's efforts to inform the public about new or changed traffic laws	1-----	2-----	3-----	4	DK

Q4. How satisfied or dissatisfied are you with how well ODOT communicates to the public about current road construction on state or U.S. highways or interstate freeways in Oregon?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q5. How satisfied or dissatisfied are you with each of the following aspects of construction on all major highways in Oregon, either freeways or highways? (Circle one number for each item)

	VERY SATISFIED	SOMEWHAT SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW
	↓	↓	↓	↓	↓
a. The enforcement of reduced speeds and other traffic laws in work zones on major Oregon highways.....	1	2	3	4	DK
b. The overall safety of the work zones on major Oregon highways. This could include warning signs, directional signs, highway markers, or other traffic control.....	1	2	3	4	DK
c. The amount of time it takes to complete roadway construction on major Oregon highways.....	1	2	3	4	DK

Q6. Overall, how satisfied or dissatisfied are you with ODOT's efforts to minimize how work zones affect your travel on major Oregon highways [such as work zone information, traffic enforcement, safety, delay, and the speed of road repair]? (Circle one number)

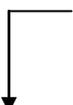
- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q7. How satisfied or dissatisfied are you with ODOT's efforts to make night-time driving safer under all weather conditions by improving lane markings, signage, and lighting?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q8. Have you personally used a van pool or rideshare vehicle in the last month? (Circle one number then follow arrow to next question)

- 1 YES
- 2 NO → Skip to Q9 on the next page
- 3 DON'T KNOW → Skip to Q9 on the next page



Q8a. How satisfied or dissatisfied are you with the van pool or rideshare service?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q9. Have you personally used a local community bus service in the last month? (Circle one number then follow arrow to next question)

- 
- 1 YES
 - 2 NO → **Skip to Q10**
 - 3 DON'T KNOW → **Skip to Q10**

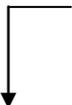
Q9a. How satisfied or dissatisfied are you with the local community bus service?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q10. Compared to ten years ago, would you say that Oregon's transportation options [community bus, vanpool, and rideshare] are better, about the same, or worse?

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE
- 4 DON'T KNOW

Q11. Have you personally used community transportation for seniors or individuals with disabilities in the last month? (Circle one number then follow arrow to next question)

- 
- 1 YES
 - 2 NO → **Skip to Q12**
 - 3 DON'T KNOW → **Skip to Q12**

Q11a. How satisfied or dissatisfied are you with the transportation service for seniors or individuals with disabilities? (Circle one number)

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 5 DON'T KNOW

Q12. Do you feel safe traveling in an automobile on Oregon highways?

- 1 YES
- 2 NO
- 3 I DON'T DRIVE OR TRAVEL OREGON HIGHWAYS

Q13. Do you feel safe using public transportation in your community [such as buses, light-rail, streetcar, etc.]?

- 1 YES
- 2 NO
- 3 I DON'T USE PUBLIC TRANSPORTATION IN COMMUNITY

Q14. Do you feel you have the necessary facilities [such as sidewalks and crosswalks] to walk safely in your community?

- 1 YES
- 2 NO
- 3 I DON'T WALK IN COMMUNITY

Q15. Do you feel you have the necessary facilities [such as bicycle lanes] to bicycle safely in your community?

- 1 YES
- 2 NO
- 3 I DON'T RIDE A BIKE IN COMMUNITY

Q16. Do you feel your community sidewalks are free of obstructions and are adequately constructed for people who use assistive mobility devices such as walkers, wheelchairs, canes, scooters, etc?

- 1 YES
- 2 NO
- 3 DON'T KNOW

Q17. How would you compare the current overall condition of Oregon's highways, roads, and bridges to the current condition of those in other states? Would you say Oregon's are better, about the same, or worse? (Circle one number)

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE
- 4 DON'T KNOW
- 5 NEVER TRAVEL OUT OF STATE

Q18. Compared to ten years ago, would you say that Oregon's highways, roads, and bridges are better, about the same, or worse?

- 1 BETTER
- 2 ABOUT THE SAME
- 3 WORSE
- 4 DON'T KNOW

Q19. The Driver and Motor Vehicle Services Division of ODOT (usually referred to as DMV), provides driver licenses, vehicle registrations and other services. Have you used any DMV services in the past year?

- 1 YES
- 2 NO → Skip to Q20
- 3 DON'T KNOW → Skip to Q20



Q19a. How satisfied or dissatisfied are you with the way the DMV provides driver licenses and other services? (Circle one number)

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED

Q20. Before receiving this survey, were you aware that you could do each of the following online at the DMV Website (www.Oregondmv.com)?

	NO, WAS NOT AWARE	YES, WAS AWARE
--	-------------------	----------------

- a. Renew your vehicle registration . 1 2
- b. Change your address 1 2
- c. Notify DMV that you sold your vehicle 1 2

Q21. Were you aware that the law requires you to notify DMV within 30 days whenever your residence address changes?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q22. Were you aware that notifying the post office about an address change does not meet the legal requirement to notify DMV?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q23. Were you aware that if you sell your vehicle, the law requires you to notify DMV within 10 days of the sale?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q24. Oregon law requires that everyone who wants a driver's license, permit, or ID card must show a US birth certificate, a current US passport, or an immigration document to the DMV. Before getting this survey, were you aware that everyone, not just "non-citizens," must show at least one of these documents?

- 1 NO, WAS NOT AWARE
- 2 YES, WAS AWARE

Q25. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Do you feel that you get good value for your money?

- 1 YES, GET GOOD VALUE
- 2 NO, DO NOT GET GOOD VALUE
- 3 DON'T KNOW

Q26. To the best of your understanding, do you think that funds collected through the gas tax are adequate or inadequate for Oregon's transportation needs?

- 1 ADEQUATE
- 2 INADEQUATE
- 3 DON'T KNOW

Q27. If more funds had to be raised for transportation maintenance, repair, and development within the state, which method do you feel would be most fair: increasing the gasoline tax; OR charging users of certain facilities a toll; OR increasing vehicle registration fees?

- 1 INCREASE THE GASOLINE TAX
- 2 CHARGE USERS A TOLL
- 3 INCREASE VEHICLE REGISTRATION FEES
- 4 DON'T KNOW

Q28. Charging drivers a fee (for example a toll) for their use of a road or bridge is one method Oregon could use to influence driver behavior and reduce congestion. Would you favor or oppose the use of tolls in your area to reduce traffic congestion?

- 1 I WOULD STRONGLY FAVOR
- 2 I WOULD SOMEWHAT FAVOR
- 3 I WOULD SOMEWHAT OPPOSE
- 4 I WOULD STRONGLY OPPOSE
- 5 DON'T KNOW

Q29. How serious a problem is traffic congestion in your community: very serious, somewhat serious, a minor problem, or no problem at all?

- 1 VERY SERIOUS
- 2 SOMEWHAT SERIOUS
- 3 A MINOR PROBLEM
- 4 NO PROBLEM AT ALL
- 5 DON'T KNOW

Q30. Do you think it is more important for ODOT to expand the highway system to reduce traffic congestion OR to preserve and maintain the highways Oregon already has?

- 1 EXPAND HIGHWAY SYSTEM
- 2 PRESERVE AND MAINTAIN
- 3 DON'T KNOW

Q31. ODOT would like to know how its transportation funds should be spent. Please indicate whether it is very important, somewhat important, or not at all important for ODOT to spend its funding on each item listed. (Circle one number for each item)

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	DON'T KNOW
	↓	↓	↓	↓
a. Local public transportation services <u>within cities</u>	1 -----	2 -----	3 -----	DK
b. Bus services <u>between cities</u>	1 -----	2 -----	3 -----	DK
c. Adding sidewalks and bike lanes to existing streets.....	1 -----	2 -----	3 -----	DK
d. Transportation services for the elderly and disadvantaged.....	1 -----	2 -----	3 -----	DK
e. Protecting fish and wildlife habitat ..	1 -----	2 -----	3 -----	DK
f. Amtrak rail passenger service between cities	1 -----	2 -----	3 -----	DK
g. Conserving and protecting clean air and water	1 -----	2 -----	3 -----	DK
h. Providing more convenient access to airports.....	1 -----	2 -----	3 -----	DK
i. Maintaining the highways, roads, and bridges Oregon has now.....	1 -----	2 -----	3 -----	DK
j. Expanding and improving Oregon's highways, roads and bridges	1 -----	2 -----	3 -----	DK
k. Reducing traffic congestion	1 -----	2 -----	3 -----	DK
l. Enforcing traffic laws.....	1 -----	2 -----	3 -----	DK
m. Improving safety features of roadways [such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines]	1 -----	2 -----	3 -----	DK
n. Reducing greenhouse gas emissions	1 -----	2 -----	3 -----	DK

Q32. How many one-way trips have you made by Amtrak that started or ended in Oregon in the past year? Travel to and from a destination would be considered two trips.

_____ ONE WAY TRIPS

Q33. Currently, Oregon law says that nearly all revenue raised through Oregon gasoline taxes and registration and licensing fees must be used to maintain the Oregon highway system. Do you think Oregon should develop some other funding source, separate from the current tax and vehicle fees, to pay for rail passenger service?

- 1 YES
- 2 NO
- 3 DON'T KNOW

Q34. Climate change is a term used to describe changes in the earth's climate. Please read the following statements and indicate how much you agree or disagree with each.

	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW
	↓	↓	↓	↓	↓
a. Climate change is real.....	1	2	3	4	DK
b. There is no real evidence that climate change is happening.....	1	2	3	4	DK
c. Climate change is due to a combination of natural occurrences and human activity.....	1	2	3	4	DK
d. Climate change is due to natural occurrences only.....	1	2	3	4	DK
e. Climate change is due to human activity only.....	1	2	3	4	DK

Q35. When you need information about traffic conditions, weather conditions, road construction, and road closures, what source of travel information do you use first? (Circle one number)

- 1 ELECTRONIC SIGNS OR READER BOARDS ALONG THE HIGHWAY
- 2 RADIO BROADCASTS
- 3 INFORMATION CENTERS AT PARKS AND REST AREAS
- 4 THE INTERNET FOR LIVE CONDITIONS THROUGH VIDEO CAMERAS (TRIPCHECK.COM)
- 5 FREE (1-800) OR THE NEW 511 INFORMATIONAL TELEPHONE NUMBER
- 6 A TV CHANNEL
- 7 DON'T KNOW
- 8 OTHER (*Describe* _____)

Q36. Please indicate whether or not you would like to have available to you each of the following forms of travel information.

	YES	NO	DON'T KNOW
a. Electronic signs or reader boards along the highway.....	1	2	DK
b. Radio broadcasts.....	1	2	DK
c. Information centers at parks and rest areas	1	2	DK
d. The internet for live conditions through video cameras (tripcheck.com).....	1	2	DK
e. Free (1-800) or the new 511 informational telephone number.....	1	2	DK
f. A TV channel.....	1	2	DK
g. Other (<i>Describe</i> _____)			

Q37. Overall, how good a job do you think the Oregon Department of Transportation is doing: excellent, good, fair, or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 DON'T KNOW

Q38. The Highway Division is a part of Oregon Department of Transportation and is in charge of building and maintaining state highways which includes freeways, major roads, and bridges. Please rate each of the following aspects of the Highway Division as excellent, good, fair, or poor.

	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW
a. The timeliness of services provided.....	1 -----	2 -----	3 -----	4 -----	DK
b. The ability to provide services correctly the first time	1 -----	2 -----	3 -----	4 -----	DK
c. The usefulness of the services provided	1 -----	2 -----	3 -----	4 -----	DK
d. The knowledge or expertise of Highway Division employees based on the services they provide..	1 -----	2 -----	3 -----	4 -----	DK
e. The availability of information at the Highway Division office or web site	1 -----	2 -----	3 -----	4 -----	DK
f. The overall quality of service provided by the Highway Division	1 -----	2 -----	3 -----	4 -----	DK

The following and final questions are for statistical purposes only. They allow your responses to be grouped with those of others with similar backgrounds. Please remember that all the information you provide on this questionnaire will remain strictly confidential.

Q39. How many adults age 18 or older, including yourself, live in your household? Include all adults living there half-time or more.

_____ ADULTS IN HOUSEHOLD

Q40. How many dependents were you responsible for during 2011? Dependents include any qualifying child or relative for whom you paid at least 1/2 of their expenses. A qualifying child must have lived with you at least 6 months out of the 2011 year.

_____ DEPENDENTS IN 2009

Q41. Are you a licensed driver? (Circle one number then follow arrow to next question)

- 1 NO → Skip to Q42
- 2 YES



Q41a. How many miles did you drive a personal vehicle yesterday, apart from any driving you did while on the job? Include any miles you drove to and from work, but do not include miles driven as part of your job. If you are not sure, please give your best estimate.

_____ MILES DRIVEN YESTERDAY

Q41b. Please circle the day of the week you are filling out this questionnaire.

MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY SUNDAY

Q42. Including yourself, how many licensed drivers are living in your household?

_____ LICENSED DRIVERS IN HOUSEHOLD

Q43. How many motor vehicles [such as cars, vans, light trucks, and motorcycles] are available for members of your household to drive on a daily basis? Include borrowed vehicles but only include vehicles which operate.

_____ VEHICLES AVAILABLE FOR HOUSEHOLD

Q44. Do you usually work from home, are not employed outside the home, or do you commute to work or school?

- 1 WORK FROM HOME → **Skip to Q45**
- 2 NOT EMPLOYED OUTSIDE THE HOME OR RETIRED → **Skip to Q45**
- 3 COMMUTE TO WORK OR SCHOOL



Q44a. How do you usually get to work or school? (Circle one number)

- 1 → CAR, TRUCK, OR VAN **Q44aa. How many people, including yourself, typically ride with you to work or school in this car, truck, or van?**
 → _____ PEOPLE (Continue with Q44b)
- 2 PUBLIC BUS
- 3 RAILROAD, LIGHTRAIL, MAX, OR STREETCAR
- 4 TAXI
- 5 MOTORCYCLE
- 6 BICYCLE
- 7 WALK
- 8 OTHER (*Describe* _____)

Q44b. On average, how many minutes does it usually take you to get to work or school?

_____ MINUTES

Q44c. On average, how many miles do you travel to get to work or school?

_____ MILES

Q44d. Does your commute to or from work or school typically occur between 3 pm and 6 pm?

- 1 YES
- 2 NO

Q44e. Please indicate whether or not you would change how or when you travel to work or school if any of the following changed for you.

	DEFINITELY WOULD CHANGE	POSSIBLY CHANGE	WOULD NOT CHANGE	DON'T KNOW
a. New tolls became required for roadways or bridges that you currently use	1	2	3	DK
b. Biking or walking facilities (bike-lanes, sidewalks) were added or improved in your area.....	1	2	3	DK
c. Public transit options were added or improved in your area such as rail or bus-lines.....	1	2	3	DK

Q45. Would you consider the place you live in as urban (within city limits) or rural?

- 1 URBAN, SUBURBAN (within city limits)
- 2 RURAL
- 3 DON'T KNOW
- 4 OTHER (*Describe* _____)

Q46. How old were you on your last birthday?

_____ YEARS

Q47. Are you male or female?

- 1 MALE
- 2 FEMALE

Q48. Do you currently work for pay, or volunteer (15 hours or more per week) either full or part-time? Include active duty in the armed forces, delivering newspapers, and work with expectation of future pay. Exclude house work and school work.

- 1 YES
- 2 NO
- 3 DON'T KNOW

Q49. What is the highest level of education you have completed? (Circle one number)

- 1 0-8 YEARS, NO GED
- 2 9-12 YEARS, NO HIGH SCHOOL DIPLOMA OR GED
- 3 HIGH SCHOOL DIPLOMA OR GED
- 4 SOME COLLEGE, NO DEGREE
- 5 ASSOCIATE'S DEGREE (AA, AS)
- 6 BACHELORS DEGREE (BA, BS, AB)
- 7 MASTERS DEGREE (MA, MS, MBA)
- 8 DOCTORATE OR PROFESSIONAL DEGREE (PHD, JD, EDD, MD, DDS)
- 9 OTHER (*Describe* _____)

Q50. What is your race (or ethnicity)? (Circle one number)

- 1 WHITE/CAUCASIAN
- 2 BLACK/AFRICAN AMERICAN
- 3 ASIAN AMERICAN/PACIFIC ISLANDER
- 4 LATINO, HISPANIC
- 5 AMERICAN INDIAN/NATIVE AMERICAN
- 6 MIXED RACE OR ETHNICITY
- 7 OTHER (*Describe* _____)

Q51. What is your total annual household income, from all sources, before taxes? Include money from jobs (wages, salary, tips, bonuses), interest, dividends, child support, alimony, welfare, social security, disability and retirement payments, net income from a business, farm or rent, or any other money income received by members of your family. Do not include lump-sum payments, such as money from an inheritance or sale of a home. (Circle one number)

- | | |
|------------------------|-------------------------|
| 1 Under \$15,000 | 5 \$50,000 to \$74,999 |
| 2 \$15,000 to \$24,999 | 6 \$75,000 to \$124,999 |
| 3 \$25,000 to \$34,999 | 7 \$125,000 or More |
| 4 \$35,000 to \$49,999 | 8 DON'T KNOW |

Q52. What else would you like to say about Oregon Department of Transportation and the services it provides?

**APPENDIX B:
SATISFACTION QUESTION RESULTS COMPARISON FROM FY 2013**

SATISFACTION QUESTIONS

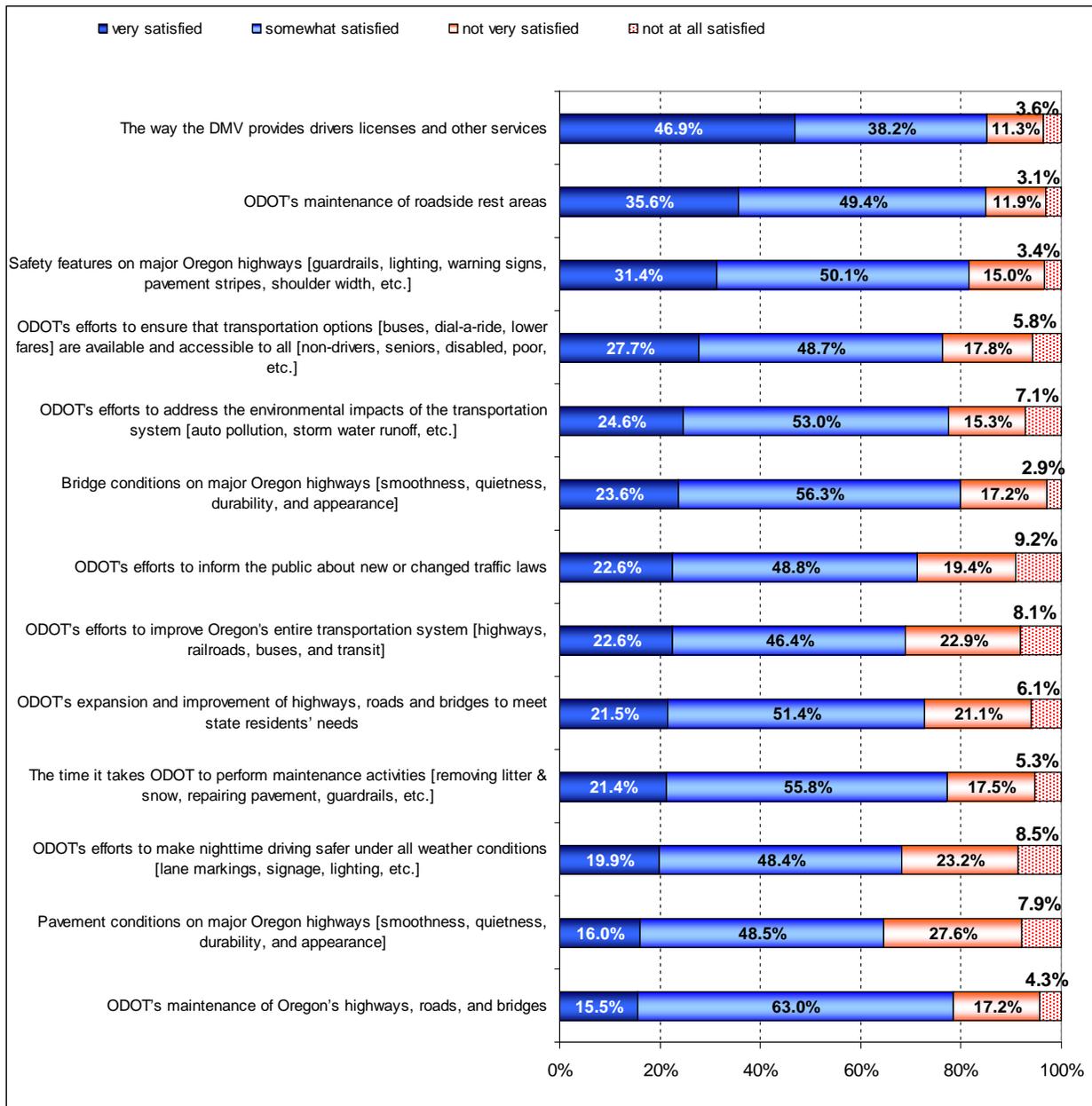


Figure B-1: Chart comparing the level of satisfaction with select transportation services and aspects of the transportation system.