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Department
of Transportation**

2007 Transportation Needs and Issues Survey

Summary of Statewide Results



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16. Abstract The Transportation Needs and Issues Survey was conducted in October and November of 2006 by the Survey Research Center at Oregon State University. The survey used a random digit dialing telephone survey method and completed a total of 1,013 interviews. The random sample was stratified by ODOT Region and contained at least 200 completed interviews per region. The statewide data was weighted to reflect the different population sizes within each region, household non-response by region, the variable number of landlines within a household, the number of adults in the household, and population characteristics of gender, age, and race/ethnicity. Notable highlights from the survey findings are as follows: <ul style="list-style-type: none"> • About three-fourths of respondents statewide feel that ODOT is doing a good or excellent job overall. • Highest levels of satisfaction with transportation services are with how ODOT maintains roadside rest areas; the way the DMV provides driver licenses and other services; and how well ODOT communicates to the public about current road construction on freeways. • More than 8 out of 10 respondents feel they are safe traveling in an automobile on Oregon highways. • Among those who use public transportation, about 7 out of 10 respondents feel safe using it. • About half of all respondents statewide see congestion as a somewhat serious or very serious problem. • Spending resources to maintain the existing highways, roads and bridges in Oregon is generally seen as more important than expanding and improving them. • Among the various transportation modes and services, spending resources for transportation services for the elderly and disadvantaged is seen as very important by 7 out of 10 respondents. • Spending resources on conserving and protecting clean air and water is seen as very important by 8 out of 10 respondents. • If more funds need to be raised for transportation projects, neither raising the gas tax nor charging user tolls is widely supported. A majority of respondents feels that tolling should only be considered in special, project-by-project situations. • Nearly two-thirds of the respondents feel that the state should explore ways to expand passenger rail services to segments of the rail system beyond the rail corridor between Portland, Salem, Albany and Eugene. Respondents are about evenly divided, however, on whether the state should develop some other funding source to pay for rail passenger service. 					
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2007 Transportation Needs and Issues Survey – Summary Report

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1.0 INTRODUCTION

1.1 BACKGROUND AND PURPOSE OF THE SURVEY

Every two years the Oregon Department of Transportation (ODOT) conducts the Transportation Needs and Issues Survey, for the purpose of collecting data from Oregon residents to:

- Assess their perceptions on the current transportation system;
- Determine their current transportation use; and
- Identify the transportation-related concerns most in need of future focus.

The survey began in 1993. It was conducted in 1993, 1994, and 1995 by the Gallup Organization. In 1998, 2001, 2003 and 2005 the survey was conducted by the Oregon Survey Research Laboratory at the University of Oregon. The most recent survey in 2007 was conducted by the Oregon State University Survey Research Center. All of the surveys have consistently used a random digit dialing telephone survey method, sampling approximately 1,000 Oregon residents.

1.2 METHODOLOGY

Using a Random Digit Dialing (RDD) system, a random probability sample was obtained for each of the five ODOT administrative regions. RDD is a common approach to obtain the most complete coverage of households with landline telephones. This approach includes both listed and unlisted telephone numbers and ensures an equal and known probability of selection for every residential telephone number in Oregon.

A total of 1,013 interviews were completed in the survey. The random sample was stratified by ODOT Region and contained at least 200 completed interviews per Region. This sample size is cost efficient and gives a reasonable representation of the opinions of residents statewide at an acceptable margin of error. The Needs and Issues Survey was conducted in October and November of 2006. Any adult member (18 years of age or over) was eligible to be interviewed for the survey. The average length of time it took to complete the interview by telephone was 21 minutes.

Since the sampling design was a stratified random sample, the statewide data was weighted to reflect the different population sizes within each region. In addition, weights were also applied to account for the following: household non-response, which varied by region; the variable number of landlines within a household; the number of adults in the household; and population characteristics of gender, age, and race/ethnicity.

As part of the 2007 Needs and Issues Survey, two other sampling methods were tested for comparison with the telephone survey method. In the first, a sample of household addresses was obtained from the US Postal Service and a mail survey was sent to those addresses. In the second, a combination mail notification and internet survey was tested. The response rates from these methods proved to be no better than those from the telephone survey. The findings discussed in this report are based only on the telephone survey results.

In addition to producing statewide tabulations of the survey results, the survey data were analyzed to determine if there were differences between respondents based on where they lived in the state. As mentioned above, Oregon is divided into five ODOT Regions,¹ in which Region 1 comprises the Portland Metro area, Region 2 comprises the west-central (Willamette Valley) area, Region 3 comprises the southwestern part of the state, Region 4 comprises the central area of the state from north to south, and Region 5 comprises the eastern part of the state. These regions roughly correspond to the urban-rural distribution of the state population, or population density. Table 1.1 illustrates this, showing how the survey respondents in each region characterized the area in which they lived.

Table 1.1: Perceptions of urban or rural location by ODOT Region

Question: “Do you live in an urban area or a rural area?”	ODOT Region				
	1	2	3	4	5
Urban/Suburban	80%	54%	35%	41%	21%
Rural	20%	46%	65%	59%	79%
Total	100%	100%	100%	100%	100%

Region 1 respondents were much more likely to consider location as urban or suburban. Region 2 respondents in the Willamette Valley were next most likely to consider themselves as urban or suburban dwellers. Respondents in Region 5, the eastern most area of the state, were much more likely to be rural residents. This, to those familiar with Oregon’s population distribution, would come as no surprise. Region 4 residents were slightly more likely to consider themselves as urban/suburban residents than those in Region 3, despite larger populations in Region 3 counties.

¹ Region 1 contains all or major parts of the counties of Clackamas, Columbia, Hood River, Multnomah, and Washington. Region 2 contains all or major parts of the counties of Benton, Clatsop, Lane, Lincoln, Linn, Marion, Polk, Tillamook, and Yamhill. Region 3 contains all or major parts of the counties of Coos, Curry, Douglas, Jackson, and Josephine. Region 4 contains all or major parts of the counties of Crook, Deschutes, Gilliam, Jefferson, Klamath, Lake, Sherman, Wasco, and Wheeler. Region 5 contains all or major parts of the counties of Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union, and Wallowa.

2.0 SURVEY HIGHLIGHTS

The Needs and Issues Survey covered a wide range of issues, and the statewide results are summarized in several sections below, which reflect the various topics and types of questions posed in the survey. Additional information on specific regions of the state is available upon request. Notable highlights from the survey findings are as follows:

2.1 SATISFACTION WITH TRANSPORTATION SERVICES AND PROGRAMS

- About three-fourths of respondents statewide feel that ODOT is doing a good or excellent job overall.
- Highest levels of satisfaction with transportation services are with how ODOT maintains roadside rest areas; the way the DMV provides driver licenses and other services; and how well ODOT communicates to the public about current road construction on freeways.
- The highest level of dissatisfaction is with the traffic flow in people's communities.
- Among those who use van pool or rideshare vehicles to get to or from work, about 95% are generally satisfied with the service.
- Among those who use a local community bus service, almost 9 out of 10 are generally satisfied with the service.
- Among those who use community transportation for seniors or individuals with disabilities, almost 9 out of 10 are generally satisfied with the service.
- Nearly half of respondents believe that Oregon's highways, roads, and bridges are better than they were ten years ago. Over three-fourths believe they are the same or better.

2.2 HIGHWAY CONSTRUCTION

- The highest satisfaction levels with highway construction are in how well ODOT communicates to the public about current road construction on freeways, and the overall safety of the work zones on major Oregon highways.
- More than 8 out of 10 respondents report they have had no significant difficulty getting into or out of any businesses in a roadway construction area on major Oregon highways.

2.3 TRAFFIC CONDITIONS

- About half of all respondents statewide see congestion as a somewhat serious or very serious problem.
- The internet is a popular source of travel information about traffic conditions, weather conditions, road construction, and road closures.

2.4 SAFETY OF TRANSPORTATION MODES

- More than 8 out of 10 respondents feel they are safe traveling in an automobile on Oregon highways.
- Among those who use public transportation, about 7 out of 10 respondents feel safe using it.
- Among those who walk in their community, about 7 out of 10 feel they have the necessary facilities to do so safely.
- Among those who bicycle in their community, a little over half feel they have the necessary facilities to do so safely.

2.5 PASSENGER RAIL SERVICES

- Nearly two-thirds of survey respondents feel that the state should explore expanding passenger services beyond the rail corridor between Portland, Salem, Albany and Eugene.
- About 7 out of 10 responding to the survey also feel that if funds were available, ODOT should expand rail service to other parts of the Willamette Valley.
- Respondents are sharply divided, though, on developing a funding source specifically dedicated for rail passenger service.

2.6 DMV SERVICES

- DMV services are among the highest rated ODOT services in the survey.
- To comply with a new federal law requiring proof of legal presence in the U.S., more than 9 out of 10 respondents say they could provide the necessary identification at a DMV office. Seven out of ten are open to longer waits and a more complex process at DMV to make it harder to obtain an Oregon driver license or ID card under false pretenses.

2.7 SPENDING AND FUNDING FOR TRANSPORTATION SERVICES

- Spending resources to maintain the highways, roads and bridges Oregon has now is generally seen as more important than expanding and improving them.
- There is no clear preference for sources of additional funding for repairing aging bridges.
- Among the various transportation modes and services, spending resources for transportation services for the elderly and disadvantaged is seen as very important by 7 out of 10 respondents, and local public transit within cities is seen as very important by nearly 6 out of 10 respondents.
- Spending resources on conserving and protecting clean air and water is seen as very important by 8 out of 10 respondents.
- Respondents feel that the gasoline tax is a good value for their money and that it is adequate to meet the state's transportation needs. If more funds need to be raised, neither raising the gas tax nor charging user tolls is widely supported. A majority of respondents feels that tolling should only be considered in special, project-by-project situations.

3.0 ODOT ACTIVITIES AND SERVICES

3.1 SATISFACTION WITH TRANSPORTATION SERVICES

The 2007 Needs and Issues Survey posed a series of questions on how satisfied Oregon residents were with various transportation services and ODOT activities. Figure 1 summarizes the survey results for each question, listed from the highest percentage ‘very satisfied’ to the lowest. The services that received the highest ratings of ‘very satisfied’ were as follows:

- How ODOT maintains roadside rest areas [54.3%]
- The way the DMV provides driver licenses and other services (This question was only answered by those who had used any DMV services in the past year.) [53.3%]
- How well ODOT communicates to the public about current road construction on freeways (such as I-5, I-205, or I-84) [47.9%]

The highest levels of general satisfaction (‘very satisfied’ plus ‘somewhat satisfied’) were with the following services:

- The overall safety of work zones on major Oregon highways [89.9%]
- Safety features on major Oregon highways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines) [87.0%]
- The amount of time you are delayed in work zones on freeways in Oregon (such as I-5, I-205, or I-84) (This question was only answered by those who had driven through a freeway construction area in the past year.) [86.5%]
- ODOT's efforts to minimize how work zones affect your travel on major highways [85.6%]
- How ODOT maintains Oregon's highways, roads, and bridges [85.2%]

The highest levels of general dissatisfaction (over 20% ‘not very satisfied’ plus ‘not at all satisfied’) were with the following services:

- The traffic flow in your community area [41.4%]
- The amount of time it takes to complete roadway construction on major Oregon highways [29.4%]
- How ODOT is expanding and improving highways, roads and bridges to meet state residents’ needs [26.4%]
- Efforts to improve Oregon's entire transportation system (including railroads, buses, and transit, in addition to highways) [24.7%]
- Enforcement of reduced speeds and other traffic laws in work zones on major Oregon highways [23.2%]

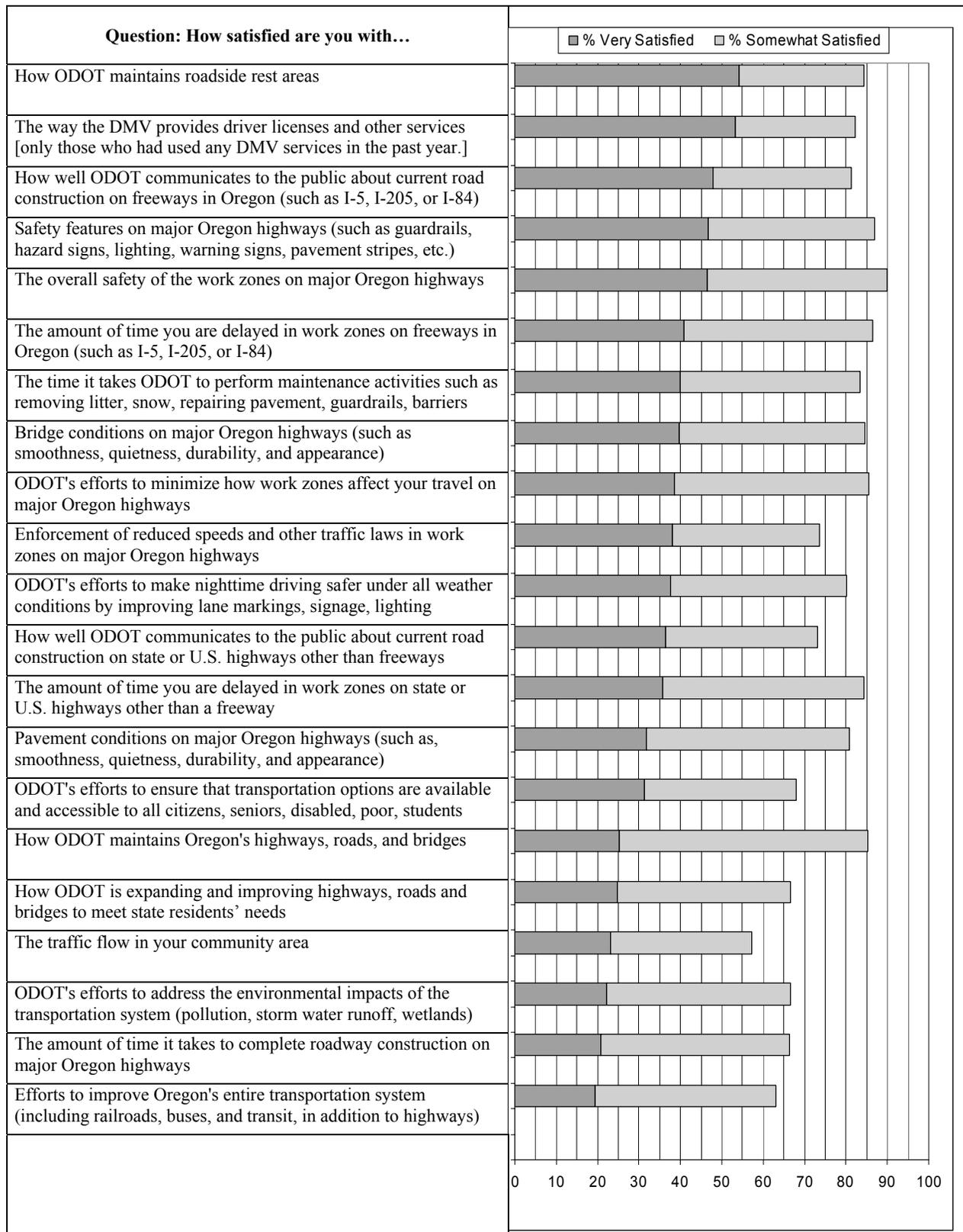


Figure 3.1: Levels of satisfaction with aspects of the transportation system and services

3.1.1 Regional differences in satisfaction levels

Regional differences were found for several of the questions listed above. As might be expected, on the question, “How satisfied are you with the traffic flow in your community area?” satisfaction levels in Regions 3, 4 and 5 were higher than the statewide percentage, and those in Region 1 were somewhat lower, as shown in Table 3.1 below. For example, the percentage ‘very satisfied’ or ‘somewhat satisfied’ for the whole state was 58%; the comparable percentages in Regions 3, 4 and 5 were 67%, 63% and 89% respectively; the comparable percentage in Region 1 was 53%.

Table 3.1: Regional differences in satisfaction with traffic flow

How satisfied are you with the traffic flow in your community area?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied	19%	22%	26%	28%	57%	24%
Somewhat satisfied	34%	32%	41%	35%	32%	34%
Not very satisfied	31%	28%	21%	20%	7%	27%
Not at all satisfied	16%	17%	11%	17%	4%	15%
Total†	100%	99%	99%	100%	100%	100%

†Totals may vary from 100% due to rounding

On the question, “How satisfied are you with how ODOT is expanding and improving highways, roads and bridges to meet state residents’ needs?” satisfaction levels in Regions 3, 4 and 5 were higher than the statewide average, and those in Region 1 were lower, as shown in Table 3.2 below. The statewide percentage ‘very satisfied’ or ‘somewhat satisfied’ was 72%; percentages in Regions 3, 4 and 5 who were ‘very satisfied’ or ‘somewhat satisfied’ were 79%, 80% and 83% respectively; only 67% were ‘very satisfied’ or ‘somewhat satisfied’ in Region 1.

Table 3.2: Regional differences in satisfaction with expanding highways to meet needs

How satisfied are you with how ODOT is expanding and improving highways, roads and bridges to meet state residents’ needs?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied	20%	31%	36%	30%	39%	27%
Somewhat satisfied	47%	42%	43%	50%	44%	45%
Not very satisfied	23%	17%	15%	14%	12%	19%
Not at all satisfied	10%	11%	6%	5%	6%	9%
Total†	100%	101%	100%	99%	101%	100%

†Totals may vary from 100% due to rounding

On the question, “How satisfied are you with efforts to improve Oregon's entire transportation system (including railroads, buses, and transit, in addition to highways)?” respondents in Regions 3 and 5 diverged in their opinions from the statewide average. As shown in Table 3.3, only 59% of those in Region 3 were ‘very satisfied’ or ‘somewhat satisfied’ compared to the statewide average of 72%. Region 5 respondents showed higher satisfaction levels, with 81% ‘very satisfied’ or ‘somewhat satisfied.’

Table 3.3: Regional differences in satisfaction with efforts to improve Oregon's entire transportation system

How satisfied are you with efforts to improve Oregon's entire transportation system (including railroads, buses, and transit, in addition to highways)?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied/Somewhat satisfied	72%	75%	59%	70%	81%	72%
Not very satisfied/Not at all satisfied	28%	24%	41%	30%	19%	28%
Total [†]	100%	99%	100%	100%	100%	100%

[†]Totals may vary from 100% due to rounding

Table 3.4 shows that views among Region 3 respondents also diverged from those elsewhere in the state on the question, “How satisfied are you with ODOT's efforts to ensure that transportation options are available and accessible to all citizens, including non-drivers, seniors, the disabled, the poor, and students (such as accessible buses, dial-a-ride, lower fares)?” The percentage ‘very satisfied’ or ‘somewhat satisfied’ in Region 3 was 61%, which was significantly lower than the statewide average of 75%.

Table 3.4: Regional differences in satisfaction with accessibility of transportation options to all citizens

How satisfied are you with ODOT's efforts to ensure that transportation options are available and accessible to all citizens, including non-drivers, seniors, the disabled, the poor, and students (such as accessible buses, dial-a-ride, lower fares)?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied/Somewhat satisfied	77%	76%	61%	72%	75%	75%
Not very satisfied/Not at all satisfied	23%	24%	40%	27%	25%	25%
Total [†]	100%	100%	101%	99%	100%	100%

[†]Totals may vary from 100% due to rounding

Table 3.5 shows the regional differences on the question, “How satisfied are you with ODOT's efforts to address the environmental impacts of the transportation system (such as automobile and truck pollution, storm water runoff, loss of wetlands)?” The percentages of respondents who were ‘very satisfied’ were higher than the statewide percentage in Regions 2, 4 and 5, and the percentage in Region 1 was lower.

Table 3.5: Regional differences in satisfaction with efforts to address environmental impacts

How satisfied are you with ODOT's efforts to address the environmental impacts of the transportation system (such as automobile and truck pollution, storm water runoff, loss of wetlands)?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied	20%	33%	26%	34%	40%	26%
Somewhat satisfied	57%	49%	50%	47%	47%	53%
Not very satisfied	18%	10%	20%	10%	11%	15%
Not at all satisfied	5%	7%	4%	10%	3%	6%
Total†	100%	99%	100%	101%	101%	100%

†Totals may vary from 100% due to rounding

3.2 OVERALL VIEW OF ODOT PERFORMANCE

In the latter part of the survey respondents were asked, “Overall, how good a job do you think the Oregon Department of Transportation is doing – excellent, good, fair, or poor?” Table 3.6 shows the statewide responses. About three-fourths (74.4%) of respondents statewide felt that ODOT was doing a good or excellent job overall. Only four percent of respondents felt that ODOT was doing a poor job overall. There were no significant differences among regions on this question.

Table 3.6: Overall assessment of ODOT performance

Response Category	% Response
Excellent	17%
Good	57%
Fair	20%
Poor	4%
Don't Know/No Answer	2%
Total	100%

3.3 BETTER OR WORSE?

The Needs and Issues Survey posed two questions, asking respondents to rate Oregon highways, roads and bridges compared to the past, and compared to other states. Table 3.7 shows the survey results for each question. Over three-fourths of Oregonians felt that Oregon's highways, roads, and bridges are the same as or better than they were ten years ago, with more indicating they think they are better. Likewise, over three-fourths felt that the current overall condition of Oregon's highways, roads, and bridges is the same as or better than the current condition of those in other states.

Table 3.7: Comparison questions

Question	Better	About the same	Worse	Don't know/no answer	Total
Compared to ten years ago, would you say that Oregon's highways, roads, and bridges are better, about the same, or worse (than they were ten years ago)?	47%	31%	14%	8%	100%
How would you compare the current overall condition of Oregon's highways, roads, and bridges to the current condition of those in other states?	38%	38%	11%	12%*	100%

* Also includes 6% who said they never travel out of state

On the question of whether highways, roads and bridges are better or worse than they were ten years ago, there were differences among regions. Compared to the statewide percentages, in Regions 3, 4 and 5 larger percentages felt that they are better than they were ten years ago. These findings are shown in Table 3.8 below.

Table 3.8: Regional differences in opinions on current conditions versus ten years ago

Compared to ten years ago, would you say that Oregon's highways, roads, and bridges are better, about the same, or worse (than they were ten years ago)?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Better	46%	49%	68%	58%	61%	51%
About the same	36%	35%	26%	31%	30%	34%
Worse	18%	15%	6%	11%	9%	15%
Total [†]	100%	99%	100%	100%	100%	100%

[†]Totals may vary from 100% due to rounding

4.0 HIGHWAY CONSTRUCTION

As shown in Figure 3.1 on page 8, the Needs and Issues Survey included several questions about satisfaction with highway construction zones. These results are repeated in Table 4.1 below, listed in order of highest to lowest ratings of ‘very satisfied.’

Table 4.1: Satisfaction with issues related to work zones

Question: How satisfied are you with...	Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	Don't know; it varies; it depends; no answer	Total†
How well ODOT communicates to the public about current road construction on freeways in Oregon (such as I-5, I-205, or I-84)	48%	33%	11%	3%	5%	100%
The overall safety of the work zones on major Oregon highways	46%	44%	7%	2%	2%	101%
The amount of time you are delayed in work zones on freeways in Oregon (such as I-5, I-205, or I-84) <u>[This question was only answered by those who had driven through a freeway construction area in the past year.]</u>	41%	46%	9%	4%	1%	101%
ODOT's efforts to minimize how work zones affect your travel on major Oregon highways	39%	47%	9%	3%	2%	100%
Enforcement of reduced speeds and other traffic laws in work zones on major Oregon highways	38%	35%	16%	8%	3%	100%
How well ODOT communicates to the public about current road construction on state or U.S. highways other than freeways in Oregon (e.g. Hwy 99, Hwy 22, US 101, US 97)	36%	37%	14%	3%	10%	100%
The amount of time you are delayed in work zones on state or U.S. highways other than a freeway in Oregon (such as Highway 99, Highway 22, U.S. 101, or U.S. 97) <u>[This question was only answered by those who had driven through a state hwy construction area in the past year.]</u>	36%	49%	11%	4%	1%	101%
The amount of time it takes to complete roadway construction on major Oregon highways	21%	46%	21%	9%	4%	101%

†Totals may vary from 100% due to rounding

General satisfaction levels were high statewide, with the highest ‘very satisfied’ responses on the following topics:

- How well ODOT communicates to the public about current road construction on freeways in Oregon (47.9%); and
- The overall safety of the work zones on major Oregon highways (46.4%).

The highest levels of dissatisfaction (‘not very satisfied’ plus ‘not at all satisfied’) were on the following topics:

- The amount of time it takes to complete roadway construction on major Oregon highways (29.4%)
- Enforcement of reduced speeds and other traffic laws in work zones on major Oregon highways (23.2%)

Compared to the statewide totals, a lower percentage of respondents in Region 1 were ‘very satisfied’ with the amount of time they are delayed in work zones on freeways (such as I-5, I-205, or I-84), while higher percentages of respondents from the other regions were ‘very satisfied.’ These differences are shown in Table 4.2. The parallel question on delay in work zones related to state highways also resulted in same differences among regions.

Table 4.2: Regional differences in satisfaction with delay in freeway work zones

Question: How satisfied are you with the amount of time you are delayed in work zones on freeways in Oregon (such as I-5, I-205, or I-84)?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied	33%	50%	51%	50%	56%	41%
Somewhat satisfied	54%	35%	42%	42%	34%	46%
Not very satisfied/Not at all satisfied*	14%	14%	8%	8%	11%	13%
Total†	101%	99%	101%	100%	101%	100%

*Categories have been collapsed for this analysis due to the small number of cases in some regions

†Totals may vary from 100% due to rounding

Opinions also varied among regions on how well ODOT communicates to the public about current road construction on state or U.S. highways other than a freeway (such as Highway 99, Highway 22, U.S. 101, or U.S. 97). These results are shown in Table 4.3. The percentage of respondents who were ‘very satisfied’ tended to be somewhat lower in Regions 1 and 5, and somewhat higher in Region 3.

Table 4.3: Regional differences in satisfaction with communication about state highway work zones

Question: How satisfied are you with how well ODOT communicates to the public about current road construction on state or U.S. highways other than freeways in Oregon (e.g. Hwy 99, Hwy 22, US 101, US 97)?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied	35%	50%	44%	41%	36%	40%
Somewhat satisfied	45%	32%	37%	46%	49%	41%
Not very satisfied/Not at all satisfied*	20%	18%	18%	13%	16%	19%
Total†	99%	100%	99%	100%	101%	100%

*Categories have been collapsed for this analysis due to the small number of cases in some regions

†Totals may vary from 100% due to rounding

4.1 CONSTRUCTION ZONES AND BUSINESS ACCESS

In addition to the satisfaction questions, respondents were asked two other questions related to their experience with construction zones and business access, as shown in Table 4.4. More than eight out of ten respondents indicated they had had no significant difficulty with business access in roadway construction areas. Of the 18% who did have difficulty, about six in ten felt that the impact of the construction was reasonable. Thus, among all respondents, only about 6% (33% of 18% – see arrows) reported difficulty and an unreasonable impact of roadway construction areas on business access.

Table 4.4: Difficulty accessing businesses in a construction zone

Question	Yes, have had difficulty	No, have not had difficulty	Don't know; no answer	Total
Have you had any significant difficulty getting into or out of any businesses in a roadway construction area on major Oregon highways?	18%	82%	0%	100%
Question (to those who did have difficulty)	Yes, reasonable	No, unreasonable	Don't know; no answer	Total
Did you feel the impact the construction had on your access to the businesses was reasonable for the size of the project? [This question was only answered by 18% who reported difficulty with business access.]	61%	33%	6%	100%

The above question also showed some regional differences, as shown in Table 4.5 below.

Table 4.5: Regional differences in opinions on the impact of construction

Did you feel the impact the construction had on your access to the businesses was reasonable for the size of the project? [This question was only answered by 18% who reported difficulty with business access.]	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Reasonable	62%	84%	64%	56%	38%	65%
Unreasonable	38%	16%	36%	44%	62%	35%
Total	100%	100%	100%	100%	100%	100%

Respondents in Regions 4 and 5 were more likely to feel that the impact of the construction on access to businesses was unreasonable, while respondents in Region 2 were the most likely to feel that the impact of construction was reasonable. There is no way of knowing from these data if these differences are the result of different practices in the regions or if they occur for some other reason.

4.2 ROAD CONDITION INFORMATION SOURCES

Respondents were asked about their primary sources of information for traffic, weather, road construction and closures. Table 4.6 shows the results. Over 70% of respondents said they use the Internet (34%) or radio (24%) or television broadcasts (15%) as their first sources of travel information. The Internet is used more often than other sources of travel information and almost as often as radio and television combined.

Table 4.6: Primary sources of travel information

Question: ODOT is thinking about a number of new ways to deliver travel information to road users. When you need information about traffic conditions, weather conditions, road construction, and road closures, what source of travel information do you use first?	% Response
The internet for live conditions through video cameras (tripcheck.com)	34%
Radio broadcasts	24%
A TV channel	15%
Free (1-800) or the new 511 informational telephone number	8%
Electronic signs or reader boards along the highway	6%
Information centers at parks and rest areas	0.1%
Other	9%
Do not know	3%
No answer	1%
Total	100%

5.0 CONGESTION ISSUES

In the series of satisfaction questions posed in the survey, one of them dealt with the traffic flow in respondents' communities. Table 5.1 shows the results. Most respondents indicated they were 'somewhat satisfied' or 'not very satisfied' with the traffic flow. Among all of the satisfaction questions, this issue prompted the highest levels of dissatisfaction.

Table 5.1: Level of satisfaction with traffic flow

Question: How satisfied are you with...	Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	Don't know; it varies; it depends; no answer	Total†
The traffic flow in your community area	23%	34%	26%	15%	1%	99%

†Total varies from 100% due to rounding

The survey also posed a question on how serious a problem traffic congestion is in the community. The results are shown in Table 5.2. Overall, about half of the respondents statewide felt that congestion is a 'very serious' or 'somewhat serious' problem in their community. These results are consistent with those in the preceding table.

As one might expect, this question relating to congestion also showed significant regional differences. The more rural the region, the less likely the respondents were to view congestion as a problem.

Table 5.2: Seriousness of congestion

Question	Very serious	Somewhat serious	A minor problem	No problem at all	Don't know/ no answer	Total
How serious a problem is traffic congestion in your community?	21%	31%	28%	20%	0%	100%

6.0 PERCEPTIONS OF SAFETY

Respondents were asked a question about their satisfaction with safety features on major Oregon highways. Table 6.1 shows these results. Nearly half (47%) of all respondents were ‘very satisfied’ with safety features, and nearly nine out of ten respondents were ‘very satisfied’ or ‘somewhat satisfied.’

Table 6.1: Satisfaction with safety features on Oregon highways

Question: How satisfied are you with...	Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	Don't know; it varies; it depends; no answer	Total†
Safety features on major Oregon highways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines)	47%	40%	11%	2%	1%	101%

†Total varies from 100% due to rounding

Survey respondents were also asked a series of questions on their perceptions of their safety while using various transportation modes. As shown in Table 6.2, about eight out of ten respondents statewide felt that the highways are safe for automobile travel, which is consistent with the responses on the satisfaction question above.

Table 6.2: Perception of safety traveling by auto on Oregon highways

Question	Yes	No	Other/ it depends, sometimes/ don't know/ no answer	Total
Do you feel safe traveling in an automobile on Oregon highways?	81%	7%	12%*	100%

* About 0.1% in this group indicated that they do not drive or travel on Oregon highways.

On the question of whether respondents felt safe using public transportation, many indicated that they either did not use public transportation or had no public transportation available in their communities. Table 6.3 shows the results both including and excluding those groups. Removing those who either had no public transportation or did not use it, the percentage of those who felt that using public transportation is safe was 78%.

Table 6.3: Perception of safety using public transportation

Question	Yes	No	I do not use public transportation	No public transportation in community	Other/ it depends, sometimes/ don't know/ no answer	Total
Do you feel safe using public transportation in your community (such as buses)?	63%	6%	15%	4%	12%	100%
	78%	7%			15%	100%

As shown in Table 6.4, about seven in ten respondents felt that they have the necessary facilities to walk safely in their community.

Table 6.4: Perception of safety walking in the community

Question	Yes	No	I do not walk in the neighborhood	Other/ it depends, sometimes/ don't know/ no answer	Total
Do you feel you have the necessary facilities – such as sidewalks and crosswalks – to walk safely in your community?	70%	23%	1%	6%	100%

As shown in Table 6.5, the lowest proportion of respondents in this series of questions – just over half – felt that they have the necessary facilities to bicycle safely in their community; that percentage rises to 57% if those who do not ride a bike are removed.

Table 6.5: Perception of safety bicycling in the community

Question	Yes	No	I do not ride a bike in the community	Other/ it depends, sometimes/ don't know/ no answer	Total [†]
Do you feel you have the necessary facilities – such as bicycle lanes and sidewalks – to bicycle safely in your community?	55%	33%	3%	9%	100%
	57%	34%		9%	101%

[†]Totals may vary from 100% due to rounding

There were no statistically significant differences among regions in this series of questions.

7.0 ALTERNATIVES TO AUTO TRAVEL

Survey respondents were asked about their use of various alternative transportation modes within the past month, including van pool or rideshare vehicles, local community bus services, and transportation for seniors or persons with disabilities. Not surprisingly, the percentages of those who had used these alternative modes were small. **Only those who had used a particular service were also asked about their satisfaction with the service.** Tables 7.1, 7.2 and 7.3 show the results. The general satisfaction level with van pool/rideshare services was very high, with overall satisfaction approaching 95%. The general satisfaction levels with community bus service and community transportation for seniors or people with disabilities were also high, with overall satisfaction approaching 90%. These responses are consistent with the opinions reported above concerning the safety of public transportation.

Table 7.1: Use and satisfaction with van pool or rideshare vehicle

Question	Yes	No	Don't know; no answer	Total†
Have you personally used a van pool or rideshare vehicle to get to or from work in the past month?	8%	92%	1%	101%
Question: If yes...	Very satisfied; Somewhat satisfied*	Not very satisfied; Not at all satisfied*	Don't know; Other	Total
How satisfied are you with the van pool or rideshare service?	94%	2%	4%	100%

†Total varies from 100% due to rounding

*Response categories have been collapsed together in this table because of the very small number of respondents in some of the individual categories.

Table 7.2: Use and satisfaction with local community bus service

Question	Yes	No	Don't know; no answer	Total
Have you personally used a local community bus service in the last month?	18%	82%	0%	100%
Question: If yes...	Very satisfied; Somewhat satisfied*	Not very satisfied; Not at all satisfied*	Don't know; Other	Total
How satisfied are you with the local community bus service?	89%	10%	1%	100%

*Response categories have been collapsed together in this table because of the very small number of respondents in some of the individual categories.

Table 7.3: Use and satisfaction with community transportation for seniors or individuals with disabilities

Question	Yes	No	Don't know; no answer	Total†
Have you personally used community transportation for seniors or individuals with disabilities in the last month?	3%	96%	0%	99%
Question: If yes...	Very satisfied; Somewhat satisfied*	Not very satisfied; Not at all satisfied*	Don't know; Other	Total
How satisfied are you with the transportation service for seniors or individuals with disabilities?	88%	4%	8%	100%

†Total varies from 100% due to rounding

*Response categories have been collapsed together in this table because of the very small number of respondents in some of the individual categories.

The number of respondents in each region was too small to allow comparisons of satisfaction levels among regions in this series of questions.

8.0 PASSENGER RAIL SERVICES

The Needs and Issues Survey asked how many one-way trips respondents had made by Amtrak originating or ending in Oregon in the past year. (Travel to and from a destination would be considered two trips.) The mean number of trips varied widely from one region to another: Region 1 was 0.9; Regions 2 and 5 were 0.3; and Regions 3 and 4 were 0.2.

The survey respondents were also asked to consider several questions related to the future of passenger rail services in the state. The results of these questions are shown in Tables 8.1-8.4 below. Table 8.1 shows that nearly two-thirds of the respondents felt that the state should explore ways to expand passenger services to segments of the rail system beyond the rail corridor between Portland, Salem, Albany and Eugene. As shown in Table 8.2, a majority also felt that the state should develop and operate passenger rail service to places other than those served by Amtrak. Table 8.3 shows that expanding service to other parts of the Willamette Valley was greatly preferred over reducing the rail travel time to less than 2 hours between Portland and Eugene. As shown in Table 8.4, respondents were about evenly divided, however, on whether the state should develop some other funding source to pay for passenger rail service. Thus, while respondents appeared to favor increased passenger rail service, support for the state to take a role and to raise funds for such service was mixed.

Table 8.1: Expansion of rail service

Question	Yes	No	Don't know; no answer	Total
Efforts to develop intercity rail passenger services have thus far been focused on just one rail corridor between Portland-Salem-Albany-Eugene. Do you think Oregon should be considering ways to expand passenger services to other segments of the rail system serving the state?	65%	26%	9%	100%

Table 8.2: State development and operation of rail service

Question	Yes	No	Don't know; no answer	Total
Passenger rail service in Oregon thus far has been operated by Amtrak, the national rail passenger system. Do you think the State of Oregon should develop and operate passenger service to other places in the state, other than those served by Amtrak?	53%	37%	10%	100%

Table 8.3: Priorities for improving rail service

Question	Reduce Portland-Eugene travel time	Expand service to other parts of Willamette Valley	Do not know	Other/ no answer	Total
If the money were available, do you think that ODOT should use it to reduce the rail travel time to less than 2 hours between Portland and Eugene OR do you think it should be spent on expanding the rail service to other parts of the Willamette Valley such as Beaverton, Hillsboro, McMinnville, Corvallis, Lake Oswego, Woodburn, and Stayton?	14%	69%	15%	2%	100%

Table 8.4: Funding for passenger rail

Question	Yes	No	Don't know; no answer	Total
Currently, Oregon law says that nearly all revenue raised through Oregon gasoline taxes and registration and licensing fees has to 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 or not?	44%	47%	9%	100%

Differences in responses to these questions among the various regions of the state were not statistically significant.

9.0 DRIVER AND MOTOR VEHICLE SERVICES

A series of questions related to Driver and Motor Vehicle (DMV) services was asked in the Needs and Issues Survey. The first one asked if respondents had used DMV services in the past year; 75% of respondents indicated that they had. These respondents were then asked about their satisfaction with DMV services. Table 9.1 shows the results. Overall, 53% of the respondents were ‘very satisfied’ with the way DMV provides services, and 82% were either ‘very satisfied’ or ‘somewhat satisfied.’

Table 9.1: Satisfaction with DMV services

Question: How satisfied are you with...	Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	Don't know; it varies; it depends; no answer	Total†
The way the DMV provides driver licenses and other services [This question was only answered by those who had used any DMV services in the past year.]	53%	29%	9%	9%	1%	101%

†Total varies from 100% due to rounding

This question also showed some differences by region, compared to the statewide percentages. As shown in Table 9.2, Region 3 showed a larger percentage of respondents who were ‘very satisfied;’ Region 4 had larger percentages who were ‘very satisfied’ and who were ‘not at all satisfied;’ and Region 5 had a larger percentage who were ‘not very satisfied’ with DMV services.

Table 9.2: Regional differences in satisfaction with DMV services

Question: How satisfied are you with the way the DMV provides driver licenses and other services [This question was only answered by those who had used any DMV services in the past year.]	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very satisfied	52%	53%	61%	60%	51%	54%
Somewhat satisfied	29%	37%	25%	17%	23%	29%
Not very satisfied	9%	6%	8%	8%	20%	9%
Not at all satisfied	11%	5%	6%	15%	7%	9%
Total†	101%	101%	100%	100%	101%	101%

†Totals may vary from 100% due to rounding

In addition to this question, the survey included two questions related to implementing new federal requirements for getting a driver license or ID card. These questions and the results are shown in Table 9.3 below. The overwhelming majority of respondents (95%) indicated that they could provide proof of legal presence in the United States before getting a driver license or ID card. About seven out of ten respondents indicated that they would be willing to wait longer and go through a more complex process at a DMV office in order to make it harder to obtain an Oregon driver license or ID card under false pretenses.

Table 9.3: Opinions on new requirements for obtaining a driver license or ID card

Question	Yes	No	Don't know; no answer	Total
Oregon may adopt the requirements of a federal law that requires proof of legal presence in the United States before getting a driver license or ID card. Would you be able to provide either a birth certificate, a current U.S. passport, certificate of citizenship, Resident Alien Card, or visa to the DMV?	95%	3%	2%	100%
Would you be willing to wait longer and go through a more complex documentation process at a DMV office in order to make it harder to obtain an Oregon driver license or ID card under false pretenses?	71%	25%	4%	100%

Responses to this last question, which asked about a longer waiting process, varied among regions, as shown in Table 9.4. Compared to the statewide percentages, respondents in Region 1, the most urban area of the state, were somewhat less willing to endure a longer processing period, while those in Regions 2 and 4 were somewhat more willing.

Table 9.4: Regional differences in willingness to go through a more complex ID process

Question: Would you be willing to wait longer and go through a more complex documentation process at a DMV office in order to make it harder to obtain an Oregon driver license or ID card under false pretenses?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Yes	67%	84%	75%	80%	77%	74%
No	33%	16%	25%	20%	23%	26%
Total	100%	100%	100%	100%	100%	100%

10.0 SPENDING AND FUNDING FOR TRANSPORTATION

10.1 SPENDING RESOURCES ON HIGHWAY TRANSPORTATION

Several questions were asked about the importance of spending Oregon resources on various elements of the highway transportation system. Table 10.1 shows the results, listed in order of highest to lowest percentages of ‘very important.’ While a large majority of respondents believed that spending resources on all elements listed was important to some degree, there were marked differences in opinions about what had the highest importance. Eight out of ten respondents felt that maintaining the current infrastructure was ‘very important’ for spending, while only about half felt that expanding the infrastructure was ‘very important.’

Respondents appeared more divided on the issue of enforcing traffic laws, with a high percentage saying it is ‘very important,’ but relative to the other items, the percentage saying ‘not at all important’ was notable as well.

Table 10.1: Importance of spending resources on highway transportation

Question	Very important	Somewhat important	Not at all important	Don't know/ no answer	Total†
Maintaining the highways, roads and bridges Oregon has now	83%	16%	1%	0%	100%
Enforcing traffic laws	72%	14%	14%	1%	101%
Reducing traffic congestion	60%	35%	4%	1%	100%
Expanding and improving Oregon's highways, roads and bridges	49%	42%	8%	1%	100%

†Totals may vary from 100% due to rounding

Respondents were also asked to choose between spending resources for expansion of the highway system and maintaining the current infrastructure. Table 10.2 shows that they were sharply divided as to whether it is more important ‘to expand the highway system to reduce traffic congestion,’ or ‘to preserve and maintain the highways Oregon already has,’ with those favoring preservation and maintenance over expansion by an 11% margin. This finding appears consistent with the contrast noted in Table 10.1 above.

Table 10.2: Expansion versus maintenance of the highway system

	Expand highway system	Preserve and maintain	Don't know/ other/ it depends/ don't know/ no answer	Total†
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?	39%	50%	10%	99%

†Total varies from 100% due to rounding

10.2 SPENDING RESOURCES FOR BRIDGE PROJECTS

To gauge the awareness of bridge projects funded under the Oregon Transportation Investment Act (OTIA), respondents were asked about their knowledge of new bridge repair and improvement projects. Table 10.3 shows that about three-fourths of the respondents had seen, read or heard about these projects.

Table 10.3: Respondents' awareness of bridge repair projects

Question	Yes	No	Don't know; no answer	Total†
Many Oregon bridges were built fifty years ago or more, when traffic, traffic loads, and design specifications were much different than today. Have you seen, read, or heard about the projects taking place to repair bridges on major Oregon highways?	74%	25%	0%	99%

†Total varies from 100% due to rounding

Respondents were also asked about how additional funding should be provided, if needed, for repairing aging bridges. Table 10.4 shows the results. The first three categories were given as choices for the respondents. Only 36% supported a temporary increase in the gas tax. Half that number (18%) supported moving funds from other projects. A small percentage (8%) supported making do with existing funds, even if it meant closing some bridges. About three out of ten respondents (29%) indicated a variety of other sources for additional funds.

Table 10.4: Preferred sources for additional funds for bridge repairs

The 2003 Oregon legislature approved the sale of bonds to fix the most urgent bridge problems, but this does not keep pace with the number of aging bridges. If additional funding were needed, which approach would you support the most?

Response Category	% Response
“A temporary increase in gas tax for a specific time”	36%
“Taking funds from other construction and maintenance projects”	18%
“Making do with existing resources, even if it means closing bridges”	8%
[Respondent gave another source for additional funds]	29%
Don’t know	7%
No answer	2%
Total	100%

10.3 SPENDING RESOURCES ON VARIOUS MODES

Respondents were asked a series of questions about the importance of spending resources on specific transportation modes or services. Table 10.5 shows the results, listed in order of the percentage of those who believe spending for the service is ‘very important.’ Clearly, transportation services for the elderly and disadvantaged were considered more important than all other services, with over 70% of respondents considering these services to be ‘very important’ for spending. Local public transportation services within cities were also rated high in importance by respondents, with a majority indicating they are ‘very important’ for spending. A majority also considered adding sidewalks and bike lanes to existing streets to be ‘very important.’

Opinions on the importance of spending resources for Amtrak passenger rail service appeared consistent with respondents’ views on funding for passenger rail discussed in Chapter 8 above.

Table 10.5: Importance of spending resources on various transportation modes and services

Question: How important is it (for spending state resources and money) on ...	Very important	Somewhat important	Not at all important	Don’t know/ no answer	Total
Transportation services for the elderly and disadvantaged	71%	26%	3%	1%	101%
Local public transportation services within cities	58%	34%	8%	1%	101%
Adding sidewalks and bike lanes to existing streets	51%	33%	15%	1%	100%
Bus services between cities	41%	47%	10%	1%	99%
More convenient access to airports	29%	48%	21%	2%	100%
Amtrak rail passenger service between cities	26%	54%	19%	1%	100%

[†]Totals may vary from 100% due to rounding

The only significant regional differences were on the issue of spending funds for local public transportation services within cities. As Table 10.6 indicates, a larger percentage of Region 1 respondents felt that spending was ‘very important,’ compared to the statewide totals; support for spending was lower among Region 5 respondents; and opinions in Regions 2, 3 and 4 fell in between.

Table 10.6: Regional differences in importance of spending funds for local public transportation services within cities

Question: How important (for spending state resources and money) is local public transportation services within cities?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Very important	65%	52%	51%	50%	42%	58%
Somewhat important	29%	40%	39%	39%	47%	35%
Not at all important	6%	8%	10%	11%	11%	8%
Total [†]	100%	100%	100%	100%	100%	101%

[†]Totals may vary from 100% due to rounding

10.4 SPENDING RESOURCES ON ENVIRONMENTAL ISSUES

The survey contained a pair of questions about the importance of spending Oregon resources on environmental issues. Table 10.7 shows the results for these questions. Clear majorities considered spending on these issues to be ‘very important.’ Conserving and protecting clean air and water was particularly favored, with over 80% of respondents indicating this issue to be ‘very important’ for spending.

Table 10.7: Importance of spending resources on environmental issues

Question: How important is it (for spending state resources and money) on ...	Very important	Somewhat important	Not at all important	Don't know/ no answer	Total[†]
Protecting fish and wildlife habitat	66%	29%	6%	0%	101%
Conserving and protecting clean air and water	81%	16%	2%	1%	100%

[†]Totals may vary from 100% due to rounding

10.5 SOURCES OF TRANSPORTATION FUNDING

Oregonians were asked several questions about how they think transportation facilities and services should be funded. Tables 10.8-10.11 summarize the results. Table 10.8 shows that seven out of ten respondents felt that the gasoline tax is a good value for their money. As shown in Table 10.9, a bare majority believed that the gas tax is adequate to meet the state's transportation needs. If more funds needed to be raised, Tables 10.10 shows that neither raising the gas tax nor charging user tolls was supported by a majority, although an increase in the gas tax was slightly favored over tolling. As shown in Table 10.11, a majority of respondents felt that tolling should only be considered in special, project-by-project situations. Most of the remaining percentage felt that tolling should never be considered.

Table 10.8: Value of the gas tax

Question	Yes	No	Don't know	Other/ about the same/ don't ever drive, buy gas, or pay the tax/ no answer	Total
Oregonians now pay 24 cents per gallon in state gasoline tax. 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 you pay for, such as electricity, water, telephone, and garbage collection, do you feel that you get good value for your money from the gasoline tax?	69%	23%	6%	2%	100%

Table 10.9: Adequacy of the gas tax

Question	Adequate	Inadequate	Don't know/ no answer	Total [†]
To the best of your understanding, do you think that funds generated by the gas tax are adequate or inadequate for Oregon's transportation needs?	53%	34%	12%	99%

[†]Total varies from 100% due to rounding

Table 10.10: Additional sources of funds

Question	Increase the gasoline tax to pay for the facilities	Charge users of facilities a toll	Don't know	Other/ neither one/no answer	Total
If more funds had to be raised for transportation within the state, which method do you feel would be more fair – increasing the gasoline tax to pay for the facilities –or– charging users of the facilities a toll that would fund the cost of building and maintaining them?	45%	34%	8%	13%	100%

Table 10.11: Tolling as a source of revenue

Question	Should be considered as a general source of transportation revenue in Oregon	Should be considered only in special, project-by-project situations	Should never be considered	Don't know/ no answer	Total [†]
As a general matter, do you feel that tolls – should be considered as a general source of transportation revenue in Oregon, – should be considered only in special, project-by-project situations, –or– should never be considered?	6%	54%	38%	3%	101%

[†]Total varies from 100% due to rounding

Regional differences were found for two of the above questions. Respondents in the more rural areas of the state (Regions 3, 4 and 5) were somewhat more likely say that funds generated by the current gas tax were adequate for the state’s needs. These differences are shown in Table 10.12 below.

Table 10.12: Regional differences in opinions on the adequacy of the gas tax

Question: To the best of your understanding, do you think that funds generated by the gas tax are adequate or inadequate for Oregon’s transportation needs?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Adequate	57%	60%	70%	65%	79%	61%
Inadequate	43%	40%	30%	35%	21%	39%
Total	100%	100%	100%	100%	100%	100%

In Regions 1, 2 and 3 more than 50% of respondents supported raising the gas tax over charging users of facilities a toll. In Regions 4 and 5, however, over 50% of respondents were in favor of charging users of facilities a toll rather than raising the gas tax. Table 10.13 shows these findings.

Table 10.13: Regional differences in opinions on meeting additional funding needs

Question: If more funds had to be raised for transportation within the state, which method do you feel would be more fair – increasing the gasoline tax to pay for the facilities –or– charging users of the facilities a toll that would fund the cost of building and maintaining them?	Region 1	Region 2	Region 3	Region 4	Region 5	Total
Increase the gasoline tax to pay for the facilities	61%	51%	66%	49%	43%	57%
Charge users of facilities a toll	39%	49%	34%	51%	57%	43%
Total	100%	100%	100%	100%	100%	100%

A similar regional difference was found on the following question: “The 2003 Oregon Legislature approved the sale of bonds to fix the most urgent bridge problems, but this does not keep pace with the number of aging bridges. If additional funding were needed, which approach would you most likely support?” The response choices were ‘a temporary increase in the gas tax for a specific time,’ ‘taking funds from other construction and maintenance projects,’ or ‘making do with existing resources even if it means closing bridges.’ In this case Region 1 was significantly more in favor of using a temporary increase in the gas tax, while those in Regions 3, 4 and 5 were more in favor of either taking funds from other construction and maintenance projects or making due with existing resources.

11.0 CONCLUSION

The 2007 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.

It is not uncommon for the findings of an opinion survey to lead to more questions about people's views. In the Needs and Issues Survey, for example, it is apparent that people's views on Oregon's transportation system tend to be generally positive in many respects. One may be prompted to ask, however, what are the concerns of the minority of respondents who expressed dissatisfaction with various services and programs? Are there any common themes in their dissatisfaction that might point to needed improvements? Are there specific areas of the state where problems are perceived more often? Are there specific types of customers who express more dissatisfaction? These are the kinds of questions that further analysis of the data may help address.

The ODOT Research Unit can provide additional analyses of the survey data to help address additional questions that ODOT personnel may have about the views of Oregonians about various aspects of the transportation system. The feasibility of these analyses will depend upon having a sufficient the number of respondents in a given subgroup or area of the state. Requests for additional analysis of the survey data should be directed to the ODOT Research Unit, 200 Hawthorne Avenue SE, Salem, OR 97301-5192; telephone 503-986-2700.

