

THE SOCIAL AND ECONOMIC EFFECTS OF RELOCATION
DUE TO HIGHWAY TAKINGS

by

Michael A. Perfater
Highway Research Analyst

(The opinions, findings, and conclusions expressed in this report are those of the author and not necessarily those of the sponsoring agencies.)

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PREFACE

A study of this type deserves preliminary comment. The study did not set out to find only what was wrong with the relocation procedures. Indeed, it is felt that more "rights" were found than "wrongs." It should also be kept in mind that, when given the opportunity, people more often tend to be negative than positive in their opinions concerning any state operated program. It is very difficult to get comments concerning the "positive side" and the "good things". Thus, in many instances it is possible that persons giving negative views on certain facets of the relocation program may have overreacted. On the other hand, many of the complaints are probably legitimate. It is almost impossible to separate the two.

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SUMMARY

Of late, in the early stages of highway planning, consideration has been given the potential noncompensable losses or social costs of relocating people displaced by highway construction. Instead of being concerned merely with the dollars and cents costs of highway construction, engineers and highway planners are now also considering the social and personal economic costs.

The purpose of this study was to obtain firsthand information on the social disruption caused by the construction of selected highway projects in Virginia. Through interviews and questionnaires, information was obtained from 98 individuals who had been relocated by the Virginia Department of Highways under the provisions of the Federal Aid Highway Act of 1968. It was felt that only through firsthand information could the attitudes, feelings, and desires of those who had undergone the relocation procedure be ascertained.

Of the 156 persons in the total study sample, 98 were contacted sometime within 15 months after their relocation. Twenty-nine of these agreed to personal interviews concerning their relocation, and the remaining 69 completed and returned questionnaires on the subject. It was found that only 6% of those returning questionnaires were white-collar or professional workers, over half were blue-collar workers, 19% were retired, 14.5% were housewives, 4% were students, and

4% were unemployed. The mean age of these individuals was 49, with 37% being over 60 years of age. The mean total family income was \$4,900 per year, with over 53% reporting incomes of less than \$5,000 per year (27% reported incomes below \$3,000). The mean educational level was seventh to eighth grade. Of those responding, 56% had a ninth grade education or less and only 15% had any college training. If the above data are representative of individuals relocated in Virginia, the majority are middle-aged or elderly, have relatively low incomes, are blue-collar workers, and have attained only a junior high school level of education.

FINDINGS

1. More than half the respondents who indicated they had incurred problems during relocation experienced difficulty in finding replacement housing within the time allowed. The adequacy of this time allowed, or lead time, appears to be a function of the age and income of the relocatee as well as the number of persons in his family.
2. Only about 14% of the respondents indicated having attended a public hearing concerning the highway project that caused their relocation.
3. Almost 70% of the total study sample seemed satisfied with the relocation payments they received.
4. Some indications were found that at times individuals were forced to move into housing undesirable to them to avoid being without housing altogether. It is conceivable, however, that the overall bitterness resulting from the forced move distorted the responses in this subject area.
5. Fifteen percent of those relocated indicated they had not been offered relocation assistance by the Department. While this was certainly not the case, an impression was made and it is possible that certain individuals do not fully understand the provisions and means of assistance to which they are entitled. Moreover, 25% of those respondents reporting difficulty indicated that the information they had been supplied was vague or incorrect.
6. Over 90% of those questioned indicated that they felt the treatment they had received from the Department was, in general, quite fair. This finding

indicates that there was little animosity towards the entire overall procedure or towards individual right-of-way agents.

7. Relocation did not appear to have any devastating effect upon friendship ties or participation in neighborhood organizations for the majority of the respondents. Where all friendship ties reportedly were broken due to a relocation, all the individuals involved were elderly and had low incomes.

8. Over half the individuals questioned felt that as a result of their relocation they occupied "better" dwellings. Of those who felt their dwellings were inferior to their previous one (18%), all were either over 60 years of age, had low incomes, or had sentimental ties to the old home.

9. Indications are that the effect of relocation upon employment or accessibility to employment was minimal.

10. Relocation had relatively no effect upon the cost of living of those relocated except in very rare cases. Where a cost of living rise was reported, it usually could not be attributed to relocation itself but to a general rise in the overall cost of living.

11. Relocation did not adversely affect the education level of the children involved.

12. Relocation, on the whole, seemed to be adequate for the majority.

The study was primarily concerned, however, with the minority that were adversely affected. By dealing with this minority and its problems the majority will become larger and the hardships presently incurred by the

minority will become less and less a problem and, hopefully, soon disappear.

13. The social, economic, and psychological impacts of relocation were relatively more severe upon the poor, the elderly, and the poorly educated.

RECOMMENDATIONS

1. The social costs of relocation due to highway construction should be given equal weight with engineering costs.
2. Consideration of the nature, scope, and impact of relocation problems must be introduced at the earliest possible stage in the planning process.
3. As part of the planning process, a survey should be made to determine the age and income of the relocatees as well as the number of individuals who must be relocated. Utilizing this information, Department negotiators should give special attention to the elderly, those having low incomes and those families containing more than three members. In those types of cases, lead time should be flexible rather than a rigidly observed time interval.
4. Efforts should be heightened to impress upon potential relocatees the importance of the public hearing process as well as the importance of their attendance at hearings. This information should be relayed to the potential relocatees upon first contact with them.
5. In reference to housing, the term "desirable" should be in the relocation provisions alongside such terms as "adequate", "comparable" and "decent, safe and sanitary". At no time should individuals or families be forced to relocate into housing they feel is totally undesirable, even if it is viewed by the Department to be comparable, adequate, and decent, safe, and sanitary.
6. The relocation assistance provisions should be explained in such a manner

that they can be understood, regardless of the age or education level of the relocatee. A series of informal meetings involving only right-of-way negotiators and potential relocatees would aid all relocatees to understand the provisions and would also eliminate any feelings of preferential treatment which might be inferred by extended meetings with individual relocatees. Such informal meetings would be especially helpful to the elderly, the poor, and the uneducated.

7. Special attention should be given to elderly and low income individuals. It is these individuals who report the most hardships resulting from relocation. Specifically, in the case of the elderly and low income groups, it is very important that relocation be made into a neighborhood acceptable to the relocatees — a neighborhood to which they can easily adapt. A sudden change in environment and surroundings can have devastating social, psychological, and sometimes even physical effects, especially on elderly individuals.

8. In the case of dwellings whose occupants are elderly or have occupied them for a great length of time, the feasibility of moving the dwellings or altering the project if at all possible should be given serious consideration.

9. Consideration should be given to providing some compensation to those individuals who experience a loss in net income due to an increased cost of transportation to work.

10. Special attention should be given to preventing the necessity for children

to drop back in school due to differences in school systems.

11. Extra care should be taken not to move an individual into facilities that he is unable to afford either on a short- or long-term basis.

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INTRODUCTION

It is inevitable that when new transportation facilities are constructed, some of the space required will be occupied in some way by people on some sort of a permanent basis. Needless to say, these people must be removed. It is imperative that those removed, and those even the least bit affected by such a facility, be compensated so that they are no worse off than they were before.

Historically, transportation corridors have been planned in response to increased user demands. As implied by Colony,^{1/} until recently highway planners have been satisfied that they have contributed to the social welfare by improving travel between geographical points. There has been a tendency, however, to define highway costs merely in terms of dollars and cents. Little attention has been given to people affected by the construction of the highway facilities. Of late, however, consideration is being given to the potential noncompensable losses or

^{1/}

Colony, David C., "A Study of the Impact Upon Housing of Relocation From a Highway Right-of-Way," Toledo University, 1971.

social costs in the early stages of highway planning. Instead of placing sole emphasis on low construction costs by minimizing right-of-way costs, engineers working with persons in other disciplines, including social scientists and economists, have been moved by constant legislation to consider the social and personal economic costs associated with the social disruption that occurs. In the past, cost-benefit analyses of engineering costs and user benefits have been used to justify the need for a transportation corridor. This approach is no longer acceptable because, as Colony^{2/} points out, it is difficult to state that those individuals living in the area surrounding the new facility will be the ones to benefit. Oftentimes they, in fact, do not benefit because the areas contain low cost housing inhabited by people with low incomes who do not even own automobiles. It is obvious then that there exists the possibility that the ordeal of relocation must be endured by a segment of the population least likely to benefit from the highway improvement that displaces them.

Upon the initiation of the Interstate Highway System in 1956, little or nothing beyond fair market value was provided to the thousands of households displaced by the highway construction. The 1962 Federal Aid Highway Act authorized a limited program of specific relocation assistance to all owners and tenants moved from rights-of-way. Moving costs of up

^{2/}

Ibid.

to \$200 were provided for moving a residence and up to \$3,000 for dislocating a business. Implementation of this provision was left up to the individual states however. The Federal Highway Act of 1968 was the first substantial legislative effort to alleviate the economic impacts of forced relocation. This Act provided a broad program of relocation assistance under which additive payments^{*} over and above the fair market value of the property were authorized. Payments of up to \$5,000 were authorized for replacement housing and up to \$1,500 was allowed for rental housing. This Act did much to relieve the financial burdens upon relocatees but left much to be desired concerning other types of hardships associated with forced relocation. There is also a necessity for social and psychological adjustment to new surroundings, especially among the elderly.

The Federal Aid Highway Act of 1970 contained several provisions for alleviating many of those "other types of hardships." The replacement housing additive payment was increased to \$15,000 and the rental housing additive to \$4,000. In addition, provisions were made for the payment of recording fees, closing costs, and mortgage interest increases. Moreover,

*

Additive payment is defined as the amount which, when added to the acquisition cost of the dwelling acquired, equals the reasonable cost of a comparable replacement dwelling which is a decent, safe, and sanitary dwelling adequate to accommodate the displaced person.

provisions were made for relocation advisory assistance to persons occupying property immediately adjacent to the real property acquired, when the acquisition causes them substantial economic injury; and highway departments were authorized to provide replacement (sale or rental) housing in the event that no comparables are available. The 1970 Act represents another step towards alleviating the problems accompanied by relocation. The assault must continue if more of the social, economic, and psychological problems associated with relocation are to be solved.

With the assistance provided by federal legislation many of the problems associated with relocation have been alleviated, but there is a need for an advance determination of the economic, social, and psychological effects of relocation. Indeed, these considerations must be included in the accounting of project costs and benefits. Social costs must continually have equal consideration in highway engineering decisions. An evaluation of the adverse social effects of proposed projects must be incorporated into the planning process so that alternatives can be compared on the basis of social as well as economic costs. In other words, consideration of the nature, scope and impact of relocation must be introduced at the earliest possible stage in the planning process.

The most obvious questions at this point are: (1) How can we

know what the specific problems are? and (2) How do we know what parts of the current program are adequate? One of the ways of determining answers is to confer with individuals who have undergone the ordeal of relocation. In this way, the impact of relocation can be evaluated from the viewpoint of those affected rather than from that of the planner. Thus, the type of study reported here has the potential of providing valuable information for evaluating the alternatives implied by the sentiment of those who have experienced the relocation process.

STUDY METHODOLOGY

This study sought to evaluate, from the relocated individuals' standpoint, the effectiveness of the relocation procedures used by the Virginia Department of Highways through an analysis of the attitudes and responses of those who have been affected by the relocation process in a major manner. It is obvious that when people are continually forced to move, many problems will continue to arise. It was felt that the best method with which to come to grips with many of the key problems was through direct contact with individuals who had experienced a forced move. The researcher thus sought to determine what problems exist from the relocatee's point of view, and following this determination to recommend improvements and considerations which should be added to the current relocation procedures.

Household Sample

Research has indicated that the most difficult time for relocatees is the period immediately following relocation — the period during which families must adjust to new surroundings. For the purposes of research aimed at obtaining their viewpoints, then, it would appear desirable to contact them during this period. For this reason, it was decided that the persons to be contacted would be restricted to those relocated after February 26, 1970 (the effective date of the 1968 Act). Most of the contacts were made during the late spring and early summer of 1971; therefore, all of the relocatees contacted had lived in their new dwellings a maximum of only 15 months at the time.

A list of all persons relocated since February 26, 1970 was compiled utilizing the files in the Highway Department's Right-of-Way Division in Richmond, Virginia. These files were also used to obtain their current addresses. After the list was compiled, the households were grouped numerically according to the numbers assigned to the highway construction projects that caused their displacement. After elimination of the households whose cases had not been successfully negotiated with the Department, the sample consisted of 156 households.

Data Collection

Each household was assigned a number and, utilizing a table

of random numbers, 30 were selected and contacted for the purpose of scheduling a personal interview. The contact was in the form of a letter with a self-addressed stamped postcard enclosed. Upon receipt of each affirmative response concerning an interview, an appointment would be scheduled. If a negative response was received, a replacement household was then picked randomly from the 126 households originally designated to be questionnaire respondents to fill the vacant space. Approximately 2 weeks following initial contact a follow-up letter was sent which included another stamped self-addressed postcard, a stamped self-addressed envelope and a questionnaire. The respondent was given a choice as to whether he would consent to an interview or send the completed questionnaire. This cycle was continued until a total of 30 respondents indicated a willingness to be interviewed, whereupon the remainder of the total sample were mailed questionnaires. The questionnaire contained questions identical to those on the interview schedule. When no response was made to the mailed questionnaire, the household was contacted twice by mail and then once by telephone. Interview requests were followed up once by mail and once by telephone. In the event that total refusal was indicated through any one of these follow-ups, the matter was dropped. In the event that correspondence was returned due to an incorrect address, every effort was made to determine the correct one. If no address could be ascertained, the household was placed in a "no response" category.

The interview was a structured one in which the interviewer utilized a detailed schedule of questions, both open and closed. It is felt that this type facilitates analysis and limits the amount of time required for each interview. The personal interview was used in conjunction with the mailed questionnaire in order to assure the validity of the study. An interview tends to facilitate the recall of relevant material and secure more informative responses than does a questionnaire. It is also felt that the structured interview helps reduce the tendency for the human element to distort the returns by eliminating the tendency for the interviewer to unconsciously ask questions so as to secure confirmation of his views. Due to the cost of transportation, time, and the cooperation of the sample (or lack of it) it was necessary to limit the number of planned personal interviews to 30.

The contacts with the relocatees yielded 29 interviews and 69 questionnaires, which represent 98 data responses from the 156 households in the original sample, or a return of 62.8%. A 30th interview was conducted but the form was misplaced during the course of the analysis and it was decided not to reinterview the household since the data might be swayed by the point in time which the interview would have to have been conducted (some 6 months later).

Of the 58 members in the sample who chose not to reply, 2 were deceased and 5 had moved out of the state of Virginia. Five of those

contacted totally refused to cooperate in any way and the remainder merely chose not to reply.

Characteristics of the Sample

The first 9 questions in the questionnaire referred to certain personal information about the respondent and his or her family. Table 1 summarizes the information obtained on the age, income, and educational level of the respondents, and Table 2 gives a breakdown of their occupations.

Table 1
Mean & Modal Distribution of Age, Income, and Education of Sample ^{a/}

	Age	Total Family Income	Education(highest grade completed)
Mean	49 years	\$4,900	7 - 8th grade
Mode	60 years	2,000	7 - 9th grade

^{a/}
The median was not used due to the wide range indicated by the data.

Table 2
Grouping of Occupations of Sample ^{a/}

Category	% of Sample	Number
Professional person	0	0
Farm owners	0	0
Clerks, businessmen	2.2	2
Skilled workers	4.3	4
Semiskilled workers	31.7	30
Unskilled workers	20.0	19
Retired	19.0	18
Housewife	14.2	14
Student	4.3	4
Unemployed	4.3	4
Total	100.0	95

^{a/}
Represents 95 responses from a total sample of 98. Response rate was 96.9%.

It appears from the data in these tables that the individuals most often having to bear the burden of relocation in Virginia are middle-aged, low income, semiskilled workers who have maybe a seventh or eighth grade education. Though not shown in the tables, 60% of the respondents were male. Sixty-five of the 96 respondents (67.7%) indicated that they owned automobiles and 69.9% indicated that they were homeowners. Very few of the respondents (only 25%) were involved in community, civic, or national organizations. Studies have indicated that the potential impact of relocation on the disadvantaged and aged is greater than on any other group. It appears that this sample very closely follows that description and should thus be a good one for study. Each significant question and response to it will now be presented. Any questions omitted were deemed by the researcher to be not useful to the intentions and/or final analysis of the study.

ANALYSIS OF RESPONSES

I. How were you first notified that you would have to move?

This question was asked in order to ascertain what sort of procedures the Department follows concerning notification. From Table 3, indications are that either the respondents were confused as to how they were first notified or there is no procedure for notifying persons of their impending relocation. In addition, the amount of lead time is not constant. This influenced 23% of the respondents to indicate that their lead time was less than adequate (see Tables 4 and 5).

Table 3
Method of Notification

	%	Number
Letter	28.4	28
Telephone call	0.0	0
Visit	66.4	65
Other (secondhand)	5.1	5
Total	99.9	98

Table 4
Length of Time Between First Contact by
Department and Actual Move ^{a/}

Mean	6 months
Mode	3 months

^{a/} Based on 83 responses.

Table 5
Was This Enough Lead Time?

	%	Number
Yes	77	74
No	23	22
Total	100	96

It appears, however, that in most cases the time interval between notification and moving day is adequate. However, it is interesting to look at some of the characteristics of those who said they did not feel that they had had enough time between notification and relocation. Eleven of these respondents reported that they had more than 3 persons in their family (3 of these had 7 members). Two of the respondents giving negative answers were over 60 years of age, and 3 were in the \$0-3,000 total family income range. One of these over 60 respondents reported that both he and his wife were over 60 years of age and disabled, and that moving had been extremely hard on them. The remaining few who felt the lead time to be inadequate had one trait in common; all appeared totally dissatisfied with the entire procedure. This finding indicates the possibility of a bitterness bias in the answers to all questions permitting negative responses.

This brief profile indicates that there are several traits common to those answering negatively to the question on lead time. All were either members of an above average size family, were elderly, had an extremely low income, or were merely displeased with the entire ordeal (see Table 6).

Table 6
Negative Responses to Lead Time Questions

Dollar Income	Age	Number in Family	Comments Shown Elsewhere
0-3,000	NA ^{a/}	NA	Total dissatisfaction with relocation program
3,000-5,000	51-60	3	
3,000-5,000	over 60	NA	
5,000-7,000	51-60		
7,000-9,000	31-40	7	Indicated much difficulty finding replacement housing
5,000-7,000	51-60	4	
3,000-5,000	NA	3	
7,000-9,000	41-50	5	
5,000-7,000	31-40	5	Unemployed Dissatisfied with new home, payments and assistance
NA	21-30	6	
3,000-5,000	41-50	3	
3,000-5,000	over 60	NA	
0-3,000	31-40	7	Indicated much difficulty finding replacement housing
5,000-7,000	31-40	7	
9,000-11,000	51-60	2	
3,000-5,000	51-60	2	
0-3,000	51-60	2	Building a new home and three months' lead time was not enough to finish it
0-3,000	31-40	2	
0-3,000	51-60	2 ^{b/}	
11,000-13,000	41-50	3	
over 15,000	41-50	2	

^{a/} NA means no response

^{b/} These two individuals were also disabled

It appears then that the adequacy of lead time is related to age, income, and the number of persons in the family to be relocated. In addition, dissatisfaction with any one facet of the program might lead to bitterness concerning the entire program. Thus, individuals dissatisfied with a certain portion of the program may have indicated dissatisfaction with the amount of lead time given to them merely because they are totally embittered and want to show that bitter feeling whenever and wherever given the opportunity. This is merely speculation on the researcher's part, however.

II. Did you go to the public hearing concerning this project?

It was believed that the responses to the question would indicate the amount of information the relocated individuals had received prior to relocation negotiations. The opportunity to attend the hearing was given in all cases. However, as can be seen by Table 7, that opportunity was rarely taken. Judging from these figures it appears that the Department

Table 7
Attendance at Public Hearing

	% of sample	Number
Did Attend	14.5	14
Did Not Attend	85.4	82
Total	99.9	96

should make a greater effort to get more information to these types of people through some sort of public information process instead of or in addition to a public hearing.

III. What problems, if any, did you have before or during the move?

Respondents were asked to either reply "none" or to list their problems in a space provided. Ninety-one individuals responded to this question. Table 8 shows the distribution of their answers.

Table 8
Frequency of Problems Encountered Due to the Move

	%	Number
Experienced none	57.1	52
Experienced problems	42.9	39
Total	100.0	91

As can be seen, a sizable number in the sample experienced some sort of problem. This phenomenon is expected to be encountered in any program which forces individuals to move, however. The goal is to keep the problems to a minimum. Of the 39 individuals experiencing problems, 20 related that they either could not locate a substitute facility or substitute land on which to build one. Perhaps additional lead time was needed to grant adequate time for a search for replacement housing. Finding replacement housing has been an enormous problem in the past. The 1970 Act will hopefully help to alleviate this problem, with Section 206 calling for the construction of new housing where adequate replacement housing cannot be found. This section of the Act naturally has implications and problems of its own, but it at least provides a means for providing replacement housing where there is none.

Five of the individuals cited compensation as their problem. Two of these complaints involved interest differences on a mortgage. This hardship has since been covered by Section 203 B of the 1970 Act. The remaining problems included disability, old age, illness, and various small difficulties too numerous to mention. These difficulties were of a more personal nature and could have been handled only on a face-to-face basis between the right-of-way negotiator and the relocatee.

The main emphasis here should be placed on available replacement housing. It appears that oftentimes individuals are forced to move into undesirable housing just to get a roof over their heads. Such a move into undesirable surroundings could have a devastating sociopsychological effect upon certain individuals. Extra care should be taken to move people into replacement housing that is both comparable to what they are used to and desirable. If a facility is not desirable, comparability might make no difference to many individuals. Thus, the term "desirable" should also be included in the relocation provisions along with such terms as "comparable," "decent, safe, and sanitary," and "adequate to accommodate."

IV. Were you satisfied with the payments which you received?

Of the 96 persons responding to this question, 68.8% indicated that relocation payments were adequate. The remainder, for various reasons, replied that payments were inadequate. Table 9 shows a response frequency for those feeling that payments were inadequate.

Table 9
Response Frequency of Those Dissatisfied with Payments ^{a/}

Response	% of those answering negatively	Number	% of total sample
Original appraisal too low	23.3	7	7.2
Additive not sufficient	40.0	12	12.5
Didn't want to sell	6.7	2	2.1
"No" response with no explanation	30.0	9	9.4
Total	100.0	30	31.2 *

^{a/} 96 out of 98 households responded to this question either positively or negatively.

As can be seen, approximately one-third* of the individuals in the sample indicated that the compensation they received was inadequate. This researcher feels that human nature may be the dictator here because the tendency for one to ask for more than he receives is a dominant human trait, thus any causal relationship between compensation and actual need should be played down. On the other hand, however, 9 of the 30 relating dissatisfaction had total family incomes of \$3,000 or less a year, while 16 of the 66 who said they were satisfied with the payments were in the payments were in the same income range. Table 10 shows the relationship between annual income and satisfaction with monetary compensation.

Table 10
Income as Related to Satisfaction with Compensation

Income Range	% Dissatisfied	Number	% Satisfied	Number	Total No.
\$0-2,999	36	9	64	16	25
3,000-4,999	24	6	76	19	25
5,000-6,999	31.5	6	68.5	13	19
7,000-8,999	40	2	60	3	5
9,000-10,999	0.0	0	100	5	5
11,000-12,999	28.5	2	71.5	5	7
13,000-14,999	0.0	0	100	2	2
over 15,000	100	2	0	0	2
Total		27		63	90

Of the people in the lower salary ranges who answered the question, the majority were satisfied. Those in the middle salary ranges were satisfied on the whole. It is interesting to note that the 2 respondents classifying themselves in the "over \$15,000" total family income range were not satisfied with relocation payments.

V. Were you satisfied with the help the Highway Department gave you in finding a new home? If you weren't, why not?

Ninety-three individuals responded to this question. Of these, 73% indicated that they were either satisfied with the assistance given or that assistance wasn't necessary. Twenty-five individuals (or the remaining 27%) said they were not satisfied. Table 11 is indicative of the reasons for the dissatisfaction.

Table 11
Reasons for Dissatisfaction with Relocation Assistance

Reason Given	% of those dissatisfied	Number	% of total sample
Moved home	4	1	1.1
Forced to find home themselves	16	4	4.3
Housing offered was too expensive	12	3	3.2
Dept. didn't offer any help	56	14	15.1
Housing offered was inadequate	4	1	1.1
No explanation	8	2	2.2
Total	100	25	27.0

The most significant fact in this table is that 14 individuals related that the Department did not offer relocation assistance. While this was probably not the case, the impression was made and it will more than likely be a lasting one. This finding implies that 15% of the people relocated may not understand the provisions involved in relocation assistance. The problem here is possibly one of communication. However, since today there is considerable ill will towards highways in general anyway, every effort should be made to eliminate any breakdown in communication between negotiator and relocatee.

VI. Do you think you were treated fairly during the entire procedure?

This was probably one of the most important questions asked in the survey. Respondents were also asked how they felt the Highway Department treated them in general. Along these same lines, the respondents were asked to list any difficulties that they had or any additional kinds of help

that they felt could or should have been given. Ninety-five individuals responded to the first part of the question and 23, or roughly one-fourth of these, replied that they had not been treated fairly. Thus, roughly three-fourths of those removed felt that they had negotiated a fair deal. When asked how they felt the Highway Department treated them in general (at a later point in the questionnaire) 88 responded, and 80 of them replied in a positive manner. This satisfaction is possibly a direct reflection of the manner in which the right-of-way agent conducted negotiations. It appears that there is little or no problem with animosity towards the overall procedure (see Table 12).

Table 12
Responses to the question:
"How did the Department treat you in general?"

Response	%	No.
Satisfactory, fair, no complaint, etc.	55.7	49
Very fair, very courteous, very...	29.5	26
Excellent, wonderful	5.7	5
Total	90.9	80

Of those responding negatively (8) the most typical comment was that not enough compensation was paid. The great majority of those responding negatively reflected an ill will against the Department throughout the questionnaire. All stated in answer to a previous question that they had not been treated fairly.

The respondents were asked to list the difficulties they had encountered and any additional help they felt could have been given. Twenty-five individuals responded unfavorably to this question, which again indicates that roughly one-fourth (25.5%) of those relocated experienced some sort of difficulty or required additional help. It is this 25% which tend, at times, to make the relocation program look bad. Thus, it behooves the Department to endeavor to eliminate these types of difficulties. Table 13 shows the frequency with which these difficulties were reported.

Table 13
Difficulties Encountered in Conjunction with Relocation ^{a/}

Response	%	Number	% of total sample
Inadequate payments	40	10	10.2
Information was vague or incorrect	24	6	6.1
Inconvenience during highway construction	12	3	3.1
Physical difficulties in moving	12	3	3.1
Too old or disabled ^{b/}	8	2	2.0
Suffered sentimental loss	4	1	1.0
Total	100	25	25.5

^{a/}

Based on 25 responses out of a sample of 98 members.

^{b/}

Total sample included 2 disabled respondents. Only one of these expressed difficulty.

When looking at the total sample the individual difficulties do not appear to be that devastating. It should be noted that almost half of those listing a difficulty listed inadequate payments. Only 1 respondent indicated that a sentimental loss occurred. About one-fourth of those reporting difficulty complained that information supplied to them was vague or incorrect. Again, there appears

to be a communication problem between the relocatee and the Department in a few cases.

VII. Did you have many friends in your former neighborhood? How did your relocation affect these friendships in your old neighborhood? Have you made many new friends in your new neighborhood?

Eighty-two percent of those returning a questionnaire or participating in an interview indicated that they had made friends in their former locations. Sixty-three individuals (or 68% of those) said that moving had no effect upon these friendships. About 20% of those replying reported to have ended some of those friendships because of the move. Thus, only 5 individuals out of the entire sample indicated an extreme loss of friendship ties due to their relocation. It is to be expected that some friendship ties will be broken when individuals move. However, these 5 individuals reported that all of their friendships were ended because of relocation. A close look at the individual questionnaires revealed that 4 of these individuals were over 55 years of age (3 were over 60); 3 of them listed themselves in the \$0-3,000 income bracket; 1 was retired; and 1 had moved out of the state. Incidentally, the 1 who had moved out of the state fell in neither the \$0-3,000 income bracket nor in the over 55 age bracket. It can be inferred from the foregoing that the elderly may be more susceptible to being forced to break friendship bonds than others. Such a phenomenon would most likely be due to their limited mobility. Coupled with a low income this lack of mobility would certainly hinder the maintenance of friendships

after the individuals are forced to move from their old neighborhoods.

The members of the sample were also asked whether or not they had established new friendships in their new locations. The majority of those who reported to have ended some or all of their friendships also reported making new friendships in their new surroundings. The evidence is that social ties in the form of personal friendships are not broken for the majority. Where they are broken, new ties are often made after relocation. When all friendship ties are broken due to a relocation, the individuals involved are elderly and have low incomes.

VIII. Did you belong to any type of neighborhood organizations in your old neighborhood? If so, did you remain in these organizations after you moved? Have you joined any organizations in your new neighborhood?

Seventy-one individuals reported that they had belonged to no organizations prior to moving and had not joined any after they moved. Fourteen individuals reported that they had belonged to organizations in their former neighborhoods and had remained in them after moving. Only 1 respondent in the entire sample ended his membership in an organization after moving. On the other hand, 2 individuals reported that they had not belonged to any neighborhood organizations prior to moving but had joined one after relocation. The responses to this question indicate that while relocation does not promote participation in neighborhood organizations it certainly does not cause individuals to cease their participation. These findings as well as those

concerning friendship ties represent two facets of the social impact of relocation which, on the whole, appear to be non-negative. There were isolated cases in which social damage occurred, but in general the damage was minimal.

IX. How do you like your new home? What is different?

Respondents were asked to reply to this question by checking 1 of 3 categories: better, same, or worse. Table 14 shows the response rate and frequency for this question.

Table 14
How do you like your new home? ^{a/}

Category	%	Number
Better	53.4	47
Same	28.4	25
Worse	18.4	16
Total	100.0	88

^{a/}

Total response was 88 for this particular question.

Over half of those answering this question (53.4%) felt they lived in a better home as a result of their relocation. Only 18.2% felt their dwellings were inferior to their previous ones, and the remainder felt no better or worse off than before. Some of the more frequently made comments concerning why they felt their new homes were better than the old ones were: more room....newer....nicer....more convenient.

It is interesting to look closely at the responses of the individuals who felt that their new homes were worse than their old ones. Of these

16 individuals, 4 commented that they "liked their old home much better"; 3 said that "the new home is not as convenient as the old one"; 1 claimed that the "new home is too small"; 1 said that it was "too noisy"; 1 said that it was "too expensive"; and 1 that it "needs repair". These individuals have some characteristics in common. Nine were over 60 years of age; 5 were widows; 4 were retired; and 1 was disabled. Six listed their total family income per year as being less than \$3,000. Three of the 16 related that they had suffered a severe sentimental loss. All 3 were over 50 years of age and had lived in their houses for most of their lives (as indicated elsewhere on the questionnaire). One elderly couple indicated that they chose to move their home but even at that the procedure was such a hardship that one of them suffered a nervous breakdown. Again, a reoccurring pattern shows itself in the area of hardship. Where hardship occurs it usually concerns those individuals who are elderly, retired, or widowed of low income. It seems that adaptation to a new home is most difficult for individuals meeting 2 or more of these criteria.

X. How do you like your new neighborhood? What is different?

The findings here give the same indications as do those for the previous item. It is very important that people be relocated into acceptable neighborhoods and that relocatees be able to easily adapt themselves to their new surroundings. Where this adaptation is very difficult, the psychological impact could be

devastating, especially upon the elderly. Table 15 indicates the response rate and frequency for this particular item.

Table 15
How do you like your new neighborhood? ^{a/}

Response	%	Number
Better	34.2	28
Same	54.8	45
Worse	11.0	9
Total	100.0	82

^{a/}

Total response for this item was 82 from a total sample of 98.

It appears that fewer people were displeased with their new neighborhoods than were displeased with their new homes (compare Tables 14 and 15). Over half the individuals sampled appeared to like their new neighborhoods about the same as they had their former ones. The remainder, of course, like their new surroundings better. Respondents were also asked to list the reasons for their responses to the first part of the question. The most frequent positive response was that there were more neighbors with which to have contacts. Other responses were:

closer to town — 4
nice neighborhood — 3
better place — 2
better scenery — 2

Of the 9 individuals reporting that they disliked their new surroundings, the most frequent response was that they "just didn't like it as well as their old neighborhood". Again, there are certain characteristics common

to the negative responding group. All except 2 of these respondents were over 50 years of age (5 were over 60). Four were retired, 2 were widows and 7 reported total family incomes of less than \$5,000 per year (4 reported less than \$3,000). Obviously due to the small size of this cohort the findings are of limited validity. However, as was the case in many of the previous items discussed, where a hardship was borne, it was the elderly, low income individuals who seem to have gotten hurt the most.

XI. Does it cost more, less, or the same to live where you are now compared with where you lived before? What costs more? What costs less?

Ninety-one individuals responded to this question. Of these, 67% reported an increase and about 4.5% reported a decrease. The remainder said they had experienced no difference. These percentages are about what were anticipated, since the cost of living tends to rise over time. When asked what they attributed the increase in living costs to, most respondents said taxes and utilities. These 2 cost of living items are constantly on the rise and would probably not vary much from locality to locality. If there is indeed a variance here, it would not be one of great magnitude. In only rare cases did respondents indicate variables which increased cost-wise which could be directly attributed to relocation. For example, only 2 cases of increases in transportation costs were reported. Of the individuals reporting an increase, 30% mentioned increased rent as

being the primary cause. This increase in rent was due to displacement in most all cases. In most relocations where tenants have been involved, the rent has increased more often than not. Formerly, under the provisions of the 1968 Act, the relocatee was compensated for this increase by a lump sum check covering the additional rent incurred over a 2-year period, or \$1500, whichever was less. The tendency was for the tenant to spend this money on something other than rent, thus the possible reason for certain respondents being concerned about the rent increase. The 1970 Act should help to alleviate this problem because this supplementary rent payment now takes into account the rent increase over a 4-year period. The 4-year increase, or \$4000, whichever is less, is now to be paid in installments rather than in a lump sum.

In no case did a respondent indicate that he was forced to change jobs due to relocation. In fact, over 85% of those responding reported no change. Only 6 out of 86 respondents reported they were making less money than they had prior to relocation. However, none intimated that this decrease was due to relocation. Eighty percent of those responding indicated that they were making the same amount of money that they had made prior to relocating. There is no way of knowing, due to the scope of the questionnaire, whether or not relocation was the direct cause of a salary increase or decrease. However, one facet of the occupational impact of relocation that needs attention is that of accessibility to work. It is not difficult for one to

speculate that relocation would hamper an individual's mobility to and from his place of work. There are several examples of this that might occur: Individuals might be moved from within walking distance of their place of employment; the place of employment itself might be moved too, so as to make it inaccessible to the employee; a different mode of transportation might have to be used due to the new location of the employee; and the employee may be forced into unemployment or a new occupation, perhaps at a lower pay rate, due to the fact that his former job is not accessible at all. This phenomenon has both social and economic implications and should be studied in depth in any type of relocation survey. For these reasons, respondents were asked to respond to the following question concerning accessibility to their place of employment: Is it just as easy to get to work? Only 65 individuals responded. The main reason for this somewhat low response rate is the fact that a number of individuals in the sample were either retired or not in the labor force, so the question simply did not apply. Of those responding, however, 46, or 70%, replied that it was just as easy for them to get to work as it had been before; 10 replied that it was easier for them to get to work than it had been before; and 9 responded that it was not as easy. Of these 9, only 1 was forced to change his mode of transportation to work. Whereas this individual had walked to work from his old location he was forced to use an automobile after relocation. It is in an instance such as this that an

individual's expenditure is increased and he should thus be given some sort of compensation. All 9 of these individuals indicated that their jobs had not changed because of relocation. It appears, then, that as far as this study is concerned the negative impact upon employment and accessibility to work has been minimal.

Respondents were also asked to relate what impact they felt relocation had had upon their children's schooling. In all but one instance, the response was "no effect." In this particular instance, the family in question had moved from a town to a city and the grade levels were different. The child was forced to drop back a grade. The Department should take special care in looking into this sort of phenomenon so that such an occurrence does not happen often. An occurrence such as this can often embitter a family (or even an entire community) towards the Department and its relocation procedures.

Near the end of the questionnaire respondents were given an opportunity to make suggestions as to possible shortcomings in the relocation program by answering the following question: If you were asked to move again by the Highway Department, would you handle it any differently? Eighty-nine individuals responded to this question. Of these, 61 replied negatively. However, 28 individuals representing 21% of those responding and 29% of the entire sample did have something to say.

It should be kept in mind that not all 28 persons who replied "yes" commented or made suggestions. Many of them merely felt that yes would suffice or that their grievances were too numerous to list. Table 16 indicates the types of comments made.

Table 16
Means of handling another relocation by the Highway Department differently

Means	Frequency
Seek additional time in moving--this was a sentimental loss	2
Go to court or seek legal counsel	6
Seek more money	6
Would move dwelling	1
Would ask for more assistance in finding replacement dwelling	2
Desire opinion of an independent appraiser	1
Would ask the Department to explain the procedure much more clearly than before	2

As might be expected, a large percentage of these 28 reported they would seek additional compensation. The same number indicated that they would go to court or seek legal counsel. This occurrence again indicates that a certain percentage of individuals are totally unhappy with their relocation. Not all involved in such a program can be made happy, but that, in theory, should be the ultimate goal. A valid case against the program cannot be made from the above responses, because the sample is too small to be representative. However, if these opinions are now held by a few persons over time they might be held by many. Therefore, the problem should be solved before it gains magnitude.

There has been speculation that many times individuals are forced to

vacate one dwelling and move into another without the second dwelling actually being adequate and/or accommodating. For this reason, one final question was asked. If any individuals had moved out of the relocation housing found for them by the Department, they were asked their reasons for doing so.

A total of 96 individuals replied to this question (98% of the entire sample of 98). Only 12 stated that they had moved from their original relocation housing. In only 3 instances did it appear that this move was due to dissatisfaction with their relocation housing. For example, 1 respondent merely commented that he "didn't like the other place." Another related that the relocation housing was too expensive to maintain. In no case should this type of phenomenon occur. If compensation has not been adequate the individual should never have been relocated into that dwelling in the first place. A situation that should never be allowed to occur deserves comment. In this instance the individual related that he had been forced to vacate into housing that was not suitable and had moved out when he located more acceptable housing. This researcher found this to be the case with several of the members of the sample whom he interviewed. These individuals felt that they had had to vacate within 90 days and did not want to cause any trouble for anyone, so many of them moved into dwellings that were not totally acceptable to them. They needed a roof over their heads, so they found housing. However, many were awaiting the day that they could find a place that was more comfortable and suitable for their particular style of life.

ACKNOWLEDGMENTS

This study was initiated by and conducted under the direction of L. E. Walton, Jr. , Head of the Environmental Management and Economics Section of the Virginia Highway Research Council. His encouragement and help throughout the duration of the study are greatly appreciated. Appreciation is also extended to A. S. Mattox, Head of the Right-of-Way Division of the Virginia Department of Highways, and to R. L. Wright, W. P. Tucker and L. S. Hester of the same Division for providing information and guidance concerning the relocation process.

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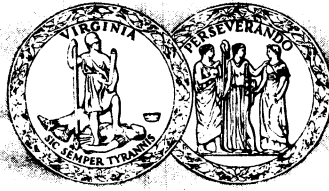
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APPENDICES

COMMONWEALTH OF VIRGINIA



DEPARTMENT OF HIGHWAYS
DOUGLAS B. FUGATE, COMMISSIONER

J. E. HARWOOD
DEPUTY COMMISSIONER AND
CHIEF ENGINEER

W. S. G. BRITTON
DIRECTOR OF PROGRAMMING AND PLANNING

UNIVERSITY OF VIRGINIA
EDGAR F. SHANNON, JR., PRESIDENT
SCHOOL OF ENGINEERING & APPLIED SCIENCE
LAWRENCE R. QUARLES, DEAN
CHARLES N. GAYLORD, CHAIRMAN
DEPARTMENT OF CIVIL ENGINEERING

HIGHWAY RESEARCH COUNCIL

JACK H. DILLARD
STATE HIGHWAY RESEARCH ENGINEER

BOX 3817 UNIVERSITY STATION
CHARLOTTESVILLE, VIRGINIA 22903

IN REPLY PLEASE REFER TO FILE NO. 9-47-23

APPENDIX A

Dear

The Virginia Highway Research Council in Charlottesville would like very much to get your opinions on the Highway Department's relocation assistance program for persons moved because of highway construction. We are interested in improving the program if improvement is necessary. I would like to talk with you in your home for about half an hour in the future at a time convenient with you. We feel that by talking with those who have actually been relocated, we can determine how well the relocation program serves the public.

Enclosed is a self-addressed, stamped postcard on which we wish you would indicate whether or not you are willing to be interviewed on this subject. Please return it at your earliest convenience and I will contact you later concerning the visit. Thank you for your cooperation and assistance in this matter.

Very truly yours,

Mike Perfater
Graduate Assistant

MP/lak

CC: J. H. Dillard

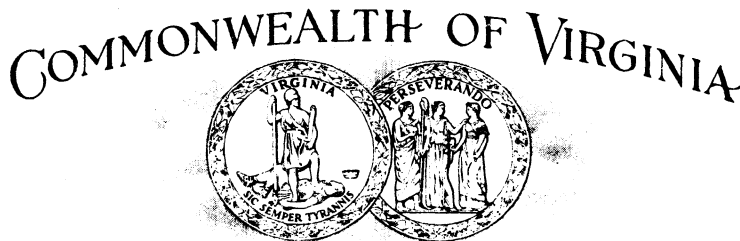
Enclosure

458

DEPARTMENT OF HIGHWAYS
DOUGLAS B. FUGATE, COMMISSIONER

J. E. HARWOOD
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BOX 3817 UNIVERSITY STATION
CHARLOTTESVILLE, VIRGINIA 22903

IN REPLY PLEASE
REFER TO FILE NO. 9-47-23

APPENDIX A (continued)

Dear

This is the final follow-up of a relocation survey being conducted by the Virginia Highway Research Council. In our original inquiry we enclosed a postcard requesting an interview, to be scheduled at your convenience, concerning your recent relocation.

We have not received your reply to date and thus assume that you would rather not be involved in a personal interview. If our assumption is wrong, please return the enclosed postcard at your earliest convenience so that we may schedule the interview. If you would rather not participate in a personal interview, please fill out and return the enclosed questionnaire at your convenience.

Thank you for your cooperation and assistance.

Very truly yours,

Mike Perfater
Graduate Assistant

CC: Mr. J. H. Dillard

MP/lak

Enclosure

COMMONWEALTH OF VIRGINIA

459

DEPARTMENT OF HIGHWAYS
DOUGLAS B. FUGATE, COMMISSIONER

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IN REPLY PLEASE
REFER TO FILE NO. _____

9-47-23

APPENDIX A (continued)

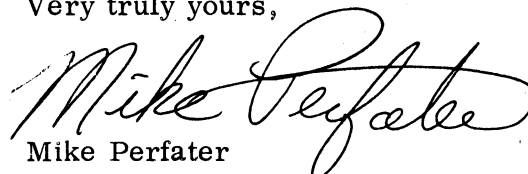
Dear

The Virginia Highway Research Council is helping the State Highway Department evaluate its program of assistance to people relocated because of highway construction. As one of the persons who was recently relocated under the program, your opinion is important to us. So to enable you to express your opinion, we are furnishing you the enclosed questionnaire.

We request that you please fill out this questionnaire to the best of your ability. Since this is a limited survey, your opinion will be of great value in determining what changes, if any, in the current relocation program need to be presented to the state legislature. A self-addressed envelope is enclosed for your convenience.

We appreciate your cooperation and assistance in this matter.

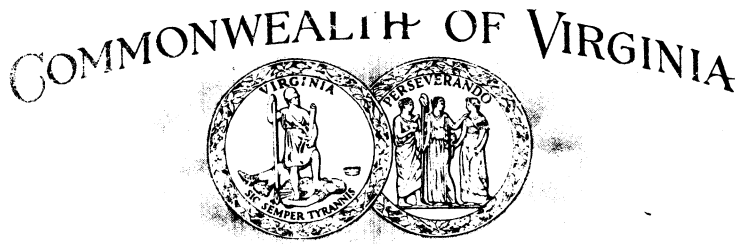
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Mike Perfater
Graduate Assistant

MP/lak

Enclosure
CC-Mr. Jack Dillard

DEPARTMENT OF HIGHWAYS
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IN REPLY PLEASE
REFER TO FILE NO.

9-47-23

APPENDIX A (continued)

Dear

This is the final follow-up of a relocation survey being conducted by the Virginia Highway Research Council. In our original inquiry we enclosed a questionnaire to be filled out and returned to us at your convenience.

We have not received your questionnaire, and thus assume you do not wish to be involved in the study. If our assumption is wrong, please fill out and return the enclosed questionnaire at your earliest convenience.

Thank you for your cooperation and assistance.

Very truly yours,

Mike Perfater
Graduate Assistant

MP/lak

CC: Mr. J. H. Dillard

Enclosure

APPENDIX B

INTERVIEW SCHEDULE

(The interview schedule will be seen only by the interviewer, thus the abbreviated form in which it is presented here.)

1. (a) What is your occupation?

- (b) What is your spouse's occupation?

2. What is your sex? Male () Female ()

3. Please check your age group.

- | | |
|-----------------|----------------|
| A. Under 21 () | D. 41-50 () |
| B. 21-30 () | E. 51-60 () |
| C. 31-40 () | F. Over 60 () |

4. What was the highest grade in school or college you completed?

- | | |
|---------------------|----------------------------|
| A. 0-6 () | E. College Graduate () |
| B. 7-9 () | F. Graduate School () |
| C. 10-12 () | G. Professional Degree () |
| D. Some college () | H. Other <hr/> |

5. What was your total family income before taxes in 1970?

- | | |
|------------------------|--------------------------|
| A. 0 - \$2,999 () | E. \$ 9,000 - 10,999 () |
| B. \$3,000 - 4,999 () | F. \$11,000 - 12,999 () |
| C. \$5,000 - 6,999 () | G. \$13,000 - 14,999 () |
| D. \$7,000 - 8,999 () | H. Over \$15,000 () |

6. A. Are you head of household? Yes () No ()
 B. Counting yourself, how many people are living with you now?

7. Do you own an automobile? Yes () No ()

8. Do you own or rent your present home? Own () Rent ()

APPENDIX B (continued)

9. How long have you lived at this location? Years () Months ()
10. Please list all organizations, local or national, to which you belong.

11. (a) How were you first notified you would have to move?

Letter () Personally ()
Telephone () Other ()

- (b) How much in advance of your move were you notified?

Years () Months () Weeks ()

- (c) Do you feel that you were notified far enough in advance?

Yes () No ()

12. Had you ever been relocated before, prior to this particular move, either by the Highway Department or by any other program?

Yes () No ()

13. How did you feel at first about having to move? That is, were you opposed or didn't it matter?

Opposed () Eager () Indifferent ()

14. A public hearing was held concerning this project. Did you attend?

Attended () Did not attend ()

- (a) Did you voice your opinion at this hearing? Yes () No ()

15. What problems, if any, did you encounter before or during the move?

(a) None () (b) _____

16. Were you satisfied with the payments given to you?

Yes () No () If not, explain _____

17. Were you satisfied with the help you received in finding a new home?

Yes ()

No ()

If not, explain _____

18. (a) Do you think you were treated fairly during the entire procedure?

Yes ()

No ()

(b) Were there difficulties which you had which you would like to talk about? _____

(c) Do you feel that any additional help could have been given you by anyone other than the Highway Department?

Yes ()

No ()

(If yes, by whom?) _____

19. Did you have many friends in your former neighborhood?

Yes ()

No ()

(b) How did your relocation affect these friendships in your old neighborhood?

No effect ()

Ended some ()

Ended all ()

(c) Have you made many new friends in your new neighborhood?

Yes ()

No ()

20. (a) Did you belong to any type of neighborhood organizations in your old neighborhood?

Yes () _____

No ()

(b) Did you remain in these organizations after you moved?

Yes ()

No ()

I remained in some of them ()

(c) Have you joined any organizations in your new neighborhood?

Yes ()

No ()

21. (a) How do you like your new home compared with the one you lived in before?

Better () Same () Worse ()

(b) What is different? _____

22. How do you like your new neighborhood compared with the one you lived in before?

Better () Same () Worse ()

(b) What is different? _____

23. (a) Does it cost more to live where you are now than where you lived before?

More () Less () Same ()

(b) What costs more? _____

(c) What costs less? _____

24. How did your relocation affect your employment or the employment of other members of your family?

(a) Job the same? Yes () No ()

(b) Are you making more money? Yes () No ()

(c) Is it just as easy to get to work? Yes () No () Easier ()

(d) How do you get to work now?

Bus () Car () Walk () Bicycle ()

Motorcycle () Other ()

(e) How did you get to work before you moved?

Bus () Car () Walk () Bicycle ()

Motorcycle () Other ()

25. How do you like living where you are now?

Strongly like () Like () Indifferent ()

Dislike () Strongly dislike ()

26. (a) Since moving, have you or your spouse undertaken any new education?

Yes () No ()

(b) If yes, in what form?

A. Technical School () D. Graduate School ()
 B. High School () E. Other () _____
 C. College () _____

(c) Have you been forced to discontinue any part of your education since you moved?

Yes () No () If yes, why? _____

27. How has your moving affected your children's education?

Not at all () Put them behind () Caused them to fail ()

Forced to discontinue () Explain _____

28. (a) How do you feel the Highway Department treated you in general?

(b) If you were ever asked to move again by the State Highway Department, would you handle it any differently?

Yes () No () If yes, how? _____

29. (For those who have moved after they were relocated by the Department.)

(a) How long did you remain in the home which you were first relocated into? _____

(b) Why did you move? _____

APPENDIX C

A SURVEY OF THE RELOCATION AND ASSISTANCE PROGRAM OF THE VIRGINIA DEPARTMENT OF HIGHWAYS

This information will be kept strictly confidential.

1. What is your occupation? _____ What is your spouse's occupation? _____
2. What is your sex? Male _____ Female _____
3. Please check your age group? A. Under 21 _____ B. 21-30 _____ C. 31-40 _____ D. 41-50 _____ E. 51-60 _____ F. Over 60 _____
4. What was the highest grade in school you completed? A. 0-6 _____ B. 7-9 _____ C. 10-12 _____ D. Some College _____
E. College Graduate _____ F. Graduate School _____ G. Professional Degree _____
H. Other _____
5. What was your total family income before taxes in 1979? A. 0-\$2,999 _____ B. \$3,000-4,999 _____ C. \$5,000-6,999 _____
D. \$7,000-8,999 _____ E. \$9,000-10,999 _____ F. \$11,000-12,999 _____
G. \$13,000-14,999 _____ H. Over \$15,000 _____
6. (a) Are you the head of the household? Yes _____ No _____
(b) Counting yourself, how many people are living in your home? _____
7. Do you own an automobile? Yes _____ No _____
8. Do you own or rent your present home? Own _____ Rent _____
9. How long have you lived in your present home? Years _____ Months _____
10. Please list all clubs, civic organizations, etc. to which you belong? _____

11. (a) How were you first told you would have to move? Letter _____ Telephone call _____ Visit _____ Other _____
(b) How much notice were you given? Years _____ Months _____ Weeks _____
(c) Was this enough time? Yes _____ No _____
12. Had you ever been relocated before either by the Highway Department or by any other program? Yes _____ No _____
13. How did you feel at first about having to move? Against it _____ Didn't matter _____ Was eager to move _____
14. (a) Did you go to the public hearing concerning this project? Yes _____ No _____
(b) Did you speak your mind there? Yes _____ No _____
(c) What was your opinion about your moving after the hearing? Still against it _____ Didn't matter _____
(d) Do you feel what you said made any difference? Yes _____ No _____
15. What problems, if any, did you have before or during the move? None _____ Other _____
16. Were you satisfied with the money given to you because you had to move? Yes _____ No _____ If you weren't, why not? _____

17. Were you satisfied with the help the Highway Department gave you in finding a new home? Yes _____ No _____
If you weren't, why not? _____

18. (a) Do you think you were treated fairly during the entire procedure? Yes _____ No _____
- (b) If there were any difficulties you had or any additional help you feel you could have been given, please list them here. _____
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19. (a) Did you have many friends where you used to live? Yes _____ No _____
- (b) How did your moving affect these old friendships? No effect _____ Ended some of these friendships _____
- Ended all of the friendships _____
- (c) Have you made many new friends in your new neighborhood? Yes _____ No _____
20. (a) Did you belong to any type of neighborhood organizations before you moved? Yes _____ No _____
- (b) Did you remain in these same clubs after you moved? Yes _____ No _____ I remained in some of them _____
- (c) Have you joined any neighborhood organization since you moved into your new neighborhood? Yes _____ No _____
21. How do you like your new home compared with the one you lived in before? Like it better _____ Like it about the same _____
- Don't like it _____ What is different? _____
22. How do you like your new neighborhood compared with the one you lived in before? Like it better _____ Like it about the same _____
- Don't like it _____ What is different? _____
23. (a) Does it cost more to live where you are now than where you lived before? It costs more _____ It costs about the same _____
- It costs less _____
- (b) What costs more? _____
- (c) What costs less? _____
24. (a) Since moving is your job the same as it was before? Yes _____ No _____
- (b) How has your income changed since you moved? Making more _____ Making less _____ Making about the same _____
- (c) Is it just as easy to get to work? Yes _____ No _____ Easier _____
- (d) How do you get to work now? Bus _____ Car _____ Walk _____ Bicycle _____ Motorcycle _____ Other _____
- (e) How did you get to work before you moved? Bus _____ Car _____ Bicycle _____ Motorcycle _____ Walk _____ Other _____
25. (a) Since moving, have you or your spouse gone to a school of any kind? Yes _____ No _____
- (b) If yes, what kind of school?
- A. Technical School _____ B. High School _____ C. College _____ D. Graduate School _____ E. Other _____
- (c) Has your moving forced you to stop any part of your schooling? Yes _____ No _____
26. How has your moving affected your childrens' schooling? Not at all _____ They got behind _____ Caused them to fail _____
- Forced them to stop school _____
- Explain: _____
27. (a) How do you feel the Highway Department treated you in general? _____
- (b) If you were asked to move again by the Highway Department, would you handle it any differently? Yes _____ No _____
- If yes, how? _____
28. (a) Is this the only home you have lived in since the Highway Department moved you? Yes _____ No _____
- (b) If not, why did you move again? _____