



# FY 2009 Oregon Transportation Needs and Issues Survey



## Summary of Statewide Results

December 2009



**FY 2009 OREGON  
TRANSPORTATION NEEDS AND ISSUES SURVEY**

**Summary of Statewide Results**

**SPR-043**

by

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16. Abstract  The Oregon Transportation Needs and Issues Survey was first conducted in 1993 and has been done roughly every two years. The latest survey was completed in the fall of 2008 (State fiscal year (FY) 2009). This report summarizes the results of the FY 2009 survey. For some reoccurring questions, results are also compared to past surveys.					
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## SI\* (MODERN METRIC) CONVERSION FACTORS

APPROXIMATE CONVERSIONS TO SI UNITS					APPROXIMATE CONVERSIONS FROM SI UNITS				
Symbol	When You Know	Multiply By	To Find	Symbol	Symbol	When You Know	Multiply By	To Find	Symbol
<b><u>LENGTH</u></b>					<b><u>LENGTH</u></b>				
in	inches	25.4	millimeters	mm	mm	millimeters	0.039	inches	in
ft	feet	0.305	meters	m	m	meters	3.28	feet	ft
yd	yards	0.914	meters	m	m	meters	1.09	yards	yd
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mi <sup>2</sup>	square miles	2.59	kilometers squared	km <sup>2</sup>	km <sup>2</sup>	kilometers squared	0.386	square miles	mi <sup>2</sup>
<b><u>VOLUME</u></b>					<b><u>VOLUME</u></b>				
fl oz	fluid ounces	29.57	milliliters	ml	ml	milliliters	0.034	fluid ounces	fl oz
gal	gallons	3.785	liters	L	L	liters	0.264	gallons	gal
ft <sup>3</sup>	cubic feet	0.028	meters cubed	m <sup>3</sup>	m <sup>3</sup>	meters cubed	35.315	cubic feet	ft <sup>3</sup>
yd <sup>3</sup>	cubic yards	0.765	meters cubed	m <sup>3</sup>	m <sup>3</sup>	meters cubed	1.308	cubic yards	yd <sup>3</sup>
NOTE: Volumes greater than 1000 L shall be shown in m <sup>3</sup> .									
<b><u>MASS</u></b>					<b><u>MASS</u></b>				
oz	ounces	28.35	grams	g	g	grams	0.035	ounces	oz
lb	pounds	0.454	kilograms	kg	kg	kilograms	2.205	pounds	lb
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°F	Fahrenheit	(F-32)/1.8	Celsius	°C	°C	Celsius	1.8C+32	Fahrenheit	°F

\*SI is the symbol for the International System of Measurement

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## **DISCLAIMER**

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# FY 2009 OREGON TRANSPORTATION NEEDS AND ISSUES SURVEY: SUMMARY OF STATEWIDE RESULTS

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# 1.0 INTRODUCTION

## 1.1 BACKGROUND AND PURPOSE OF THE SURVEY

The Oregon Transportation Needs and Issues Survey was conducted by the Oregon Department of Transportation (ODOT). The purpose of the statewide survey was to:

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

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

All surveys have consistently used a random digit dialing telephone method to sample Oregon residents, each time resulting in approximately 1,000 responses statewide. The method relies on a list of landline phone numbers to select a sample with random probability. In recent years, with the advent of caller identification and the growing number of cell phone-only households, concerns have arisen about reaching a true sample of residents. Thus, in fiscal years (FY) 2007 and 2009, mail and web versions of the survey were also distributed as a supplement to the phone sample.

## 1.2 METHODOLOGY

The FY 2009 Needs and Issues Survey consisted of 55 questions, which represented 108 variables (Appendix A). Questions were selected by the project steering committee, which was comprised of representatives from each ODOT Division. The majority of questions have appeared on past Needs and Issues surveys, some dating as far back as 1996.

The 2009 survey was conducted by mail, web and telephone. Only adults (age 18 and over) were eligible to take the survey. The survey consisted of a stratified random sample, targeting a proportionate number of responses per ODOT Region (Figure 1.1). In the mail mode, paper surveys were sent along with a posted return envelope. For the web mode, letters were sent which contained a personal access code and instructions for logging onto the survey website. For both the mail and web modes, a delivery sequence file, with all Oregon U.S. Postal Service addresses, was utilized to randomly sample residents throughout the state. In the telephone mode, households were reached by phone using a random digit dialing method.

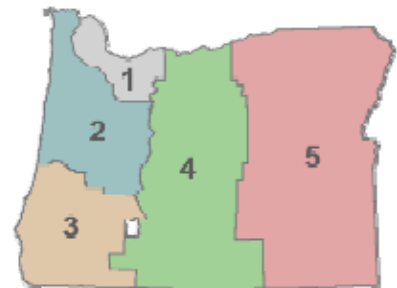


Figure 1.1: ODOT Region Map

The survey was conducted from September to early November 2008. A total of 1,818 surveys were completed: 644 by mail, 152 by via the web, and 1,022 by phone. The distribution of respondents by age, gender, education, income, and residence (urban/rural) was relatively proportionate and was similar across all survey modes. In each mode, the majority of respondents (~88%) identified themselves as White/Caucasian. This ratio aligns with U.S. Census Bureau statistics, citing 86.2% of the Oregon population as White/Caucasian (2009).

### 1.2.1 Data Processing

Data from each survey mode (mail, web, and phone) were compiled and given a unique identification code. All data were then combined, cleaned and weighted.

A weight was applied to the data to reflect the variance in population sizes within each region. In addition, weights were also applied to account for the following: household non-response; the variable number of landlines within a household; the number of adults in the household; and population characteristics of gender, age, and race/ethnicity.

The weighting was applied to normalize responses. Thus, any differences seen in the responses were not a result of *who* answered the survey, but *how* they answered the survey. This distinction was particularly important given the fact that significant differences were found between responses from the telephone survey and the mail and web surveys (which is discussed in more detail in Section 1.2.2 below).

### 1.2.2 Data Differences by Survey Mode

Preliminary analysis of the survey data revealed variance between the telephone survey responses and the mail and web responses. In general, the telephone results tended to be much more positive, and were consistently more positive on satisfaction questions (Figure 1.2). On several questions, these differences were statistically significant.

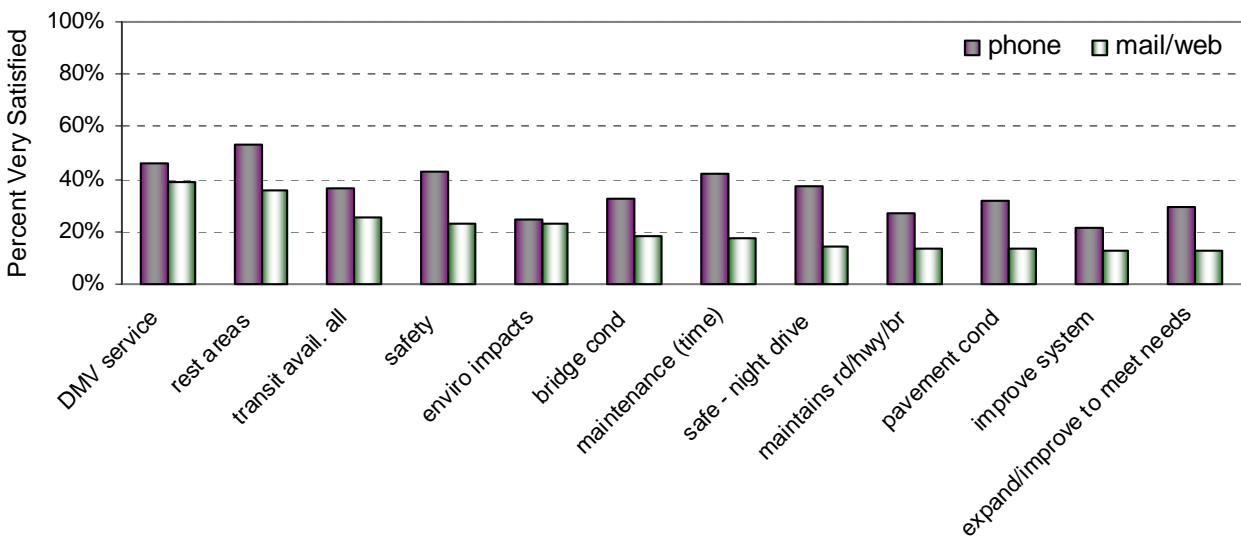


Figure 1.2: Comparison of mail/web and phone responses on a series of satisfaction questions.

Conversely, comparison of the mail and web data showed parallel results. Thus, differences seen in the telephone data were probable to be a result of bias. Two primary factors were likely responsible for this bias:

- Respondents tend to be more positive when providing answers to an interviewer.
- Respondents tend to select the first variable they hear in order to speed through the survey. For each question, the first option given was the positive variable.

To account for this bias, the telephone data were investigated and compared to the mail/web data to determine a correction factor. Unfortunately, a factor could not be applied since the degree of variance differed from question to question. Thus, it was determined that the telephone data could not be combined with the mail/web data.

#### ***1.2.2.1 Decision to Discontinue the Survey by Telephone***

Based on the potential bias of telephone data results (as well as the likelihood that telephone is not reaching a true sample of residents), it was determined that future surveys should not be conducted by phone, but by web and mail only. This report thus serves as a transition from phone survey results (historically used) to mail/web only results (available for 2007 and 2009).

### **1.2.3 Data Analysis**

The mail and web survey data were combined for analysis and the telephone data were analyzed separately. Data from previous surveys were pulled and similar questions were compared. Given the data differences (see Section 1.2.2), the mail/web data were only compared to the mail/web data in previous years (2007), and the phone data were only compared to the phone data in previous years (1996, 1998, 2001, 2003, 2005 and 2007). By completing separate trend analyses for the phone (Section 3.0) and mail/web (Appendix C), the degree of variance between survey modes can be compared. This was important for transitioning away from the telephone mode, which has consistently been more positive, and will help to explain why the results drastically changed in 2009 and subsequent years.

Because the phone data was un-weighted in 1996-2005, the weights for the 2007 and 2009 phone data were not applied in the trend analysis. The weights for mail/web data in 2007 and 2009 were applied.

## **1.3 ORGANIZATION OF THE RESULTS**

The survey results are organized into two sections. The first section summarizes findings from the FY 2009 survey using mail/web results only (Section 2.0). The other section includes trend analysis of select reoccurring questions using un-weighted data from past phone surveys.



## **2.0 SUMMARY OF RESULTS FROM THE FY 2009 SURVEY**

This section of the report highlights results from the FY 2009 Oregon Transportation Needs and Issues Survey. Responses from the mail and web surveys were used in this analysis. Results are organized by topic, such as ODOT services, and funding.

### **2.1 SATISFACTION WITH ODOT SERVICES**

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

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

Within the satisfaction categories, the highest proportion of respondents were:

- *very satisfied* with the way the DMV provides driver licenses and other services (39%);
- *most satisfied overall* (percent very and somewhat satisfied) with ODOT's maintenance of roadside rest areas (86%);
- *least satisfied overall* (percent not very and not at all satisfied) with ODOT's expansion and improvement of highways, roads, and bridges to meet state residents' needs (41%); and
- *not at all satisfied* with the agency's efforts to improve the entire transportation system (highways, transit, and rail) (13%).

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

#### **2.1.1 Pavement and Bridge Conditions**

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

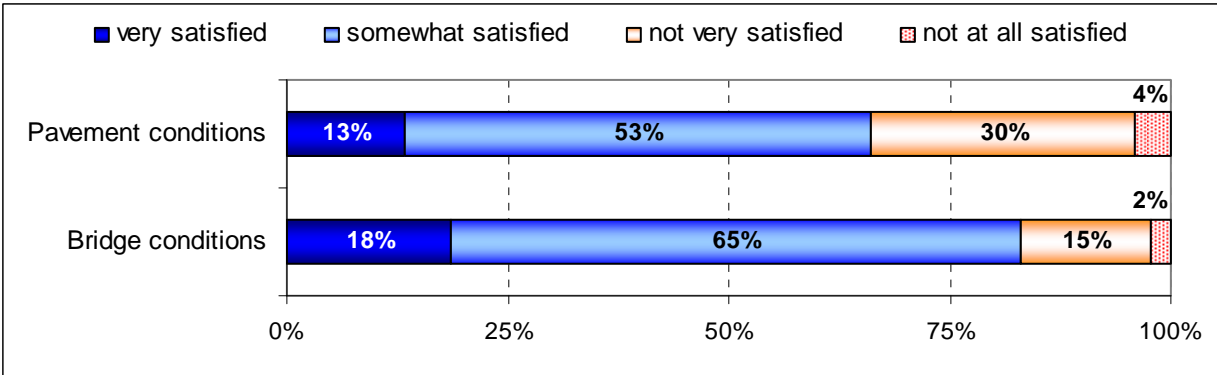


Figure 2.1: Satisfaction with the condition of pavements and bridges on major Oregon highways.

Results showed that respondents were more satisfied with the condition of bridges (83% very/somewhat satisfied) than with the condition of pavements (66% very/somewhat satisfied). The level of satisfaction with pavement conditions varied between ODOT regions (Figure 2.2).

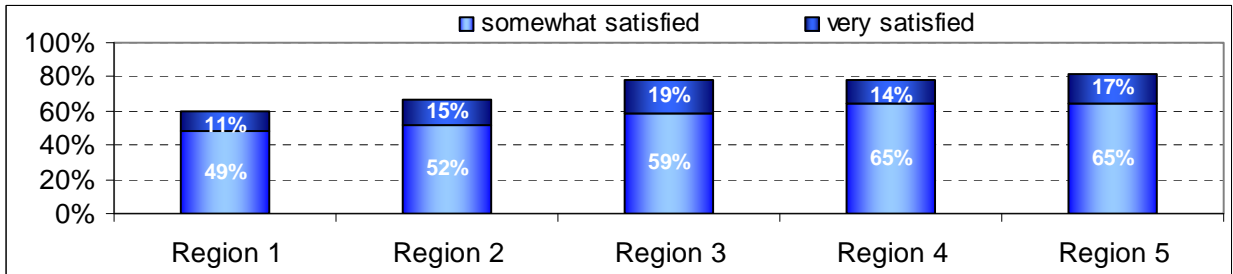


Figure 2.2: Regional differences in the level of satisfaction with the condition of pavements on major Oregon highways.

In Region 5, for example, approximately four in five respondents (81%) were satisfied with the condition of pavements, compared to three in five respondents (60%) in Region 1. While regional differences were identified, significant differences did not exist between urban and rural areas.

### 2.1.2 Expansion and Improvement of Roads

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

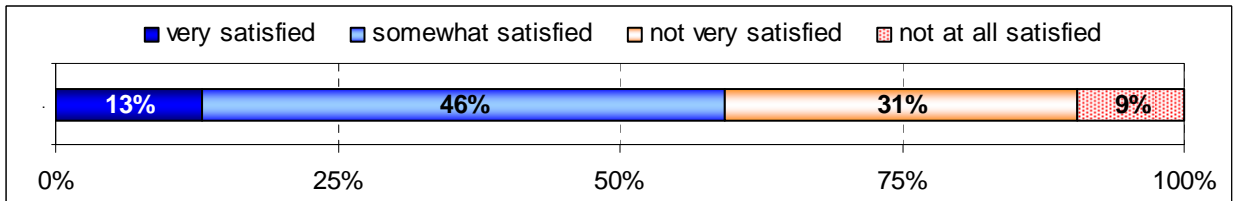


Figure 2.3: Satisfaction with ODOT’s efforts to expand and improve highways, roads, and bridges to meet state residents’ needs.



According to the survey results, two in five Oregonians (40%) were not very or not at all satisfied with ODOT’s efforts to expand and improve roads to meet their needs. In the Portland metropolitan area, one in two Portlanders (50%) were not satisfied, compared to 32% in other parts of the state. Results also differed by ODOT region, as shown in Figure 2.4.

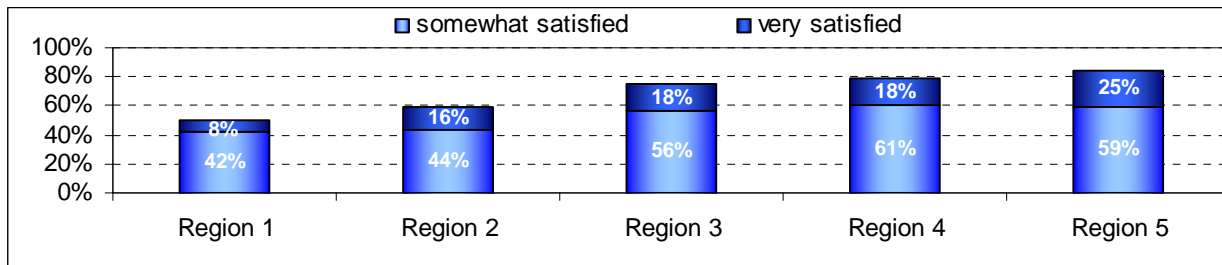


Figure 2.4: Regional differences in the level of satisfaction with ODOT’s efforts to expand and improve highways, roads, and bridges to meet state residents’ needs.

The average level of satisfaction in ODOT Regions 3, 4, and 5 (40%), was higher than that of Regions 1 and 2 (27%). Differences did not correlate to rural and urban respondents.

### 2.1.3 Availability of Transportation Options

A quarter of respondents (25%) were very satisfied with ODOT’s efforts to make transportation options (buses, dial-a-ride, and lower fares) available to all (including non-drivers, seniors, disabled, the poor and students), while nearly the same amount (23%) were not very satisfied and 6% were not at all satisfied (Figure 2.5).

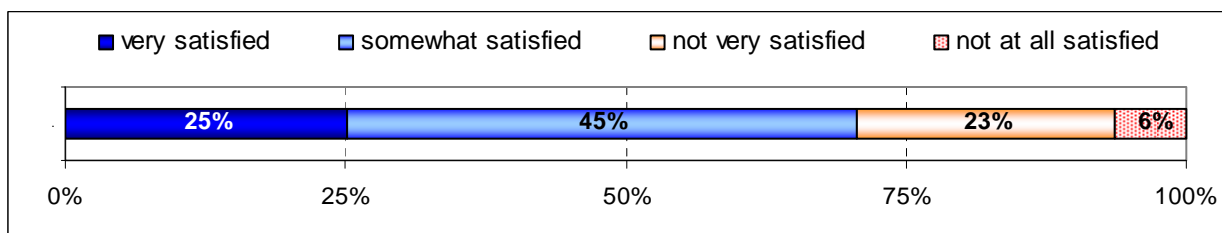


Figure 2.5: Satisfaction with ODOT’s efforts to make transportation options available to all.

Respondents of all ages, including seniors, responded similarly to this question, as did all income groups. Significant differences were seen, however, between the responses of drivers and non-drivers (Table 2.1). While licensed drivers were mostly satisfied (71% very/somewhat satisfied) with the availability of transit options, non-drivers were not. A majority of non-drivers (59%) were not very or not at all satisfied with the options available to them.

**Table 2.1: Satisfaction with ODOT’s efforts to make transportation options available to all, comparing responses of drivers (licensed) to non-drivers.**

	Are you a licensed driver?	
	No	Yes
very satisfied	33%	25%
somewhat satisfied	8%	46%
not very satisfied	13%	23%
not at all satisfied	46%	5%

Differences were also seen between respondents living in urban/suburban and rural areas (Figure 2.6). Individuals living in urban/suburban areas tended to be more satisfied with the available transportation options, than people in rural areas.

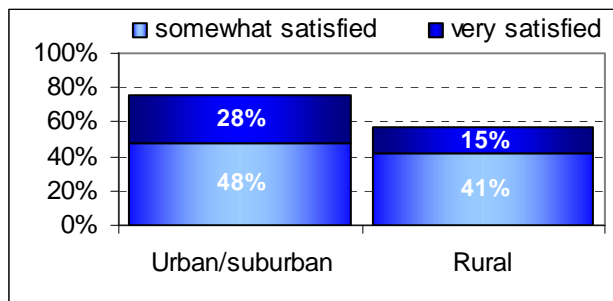
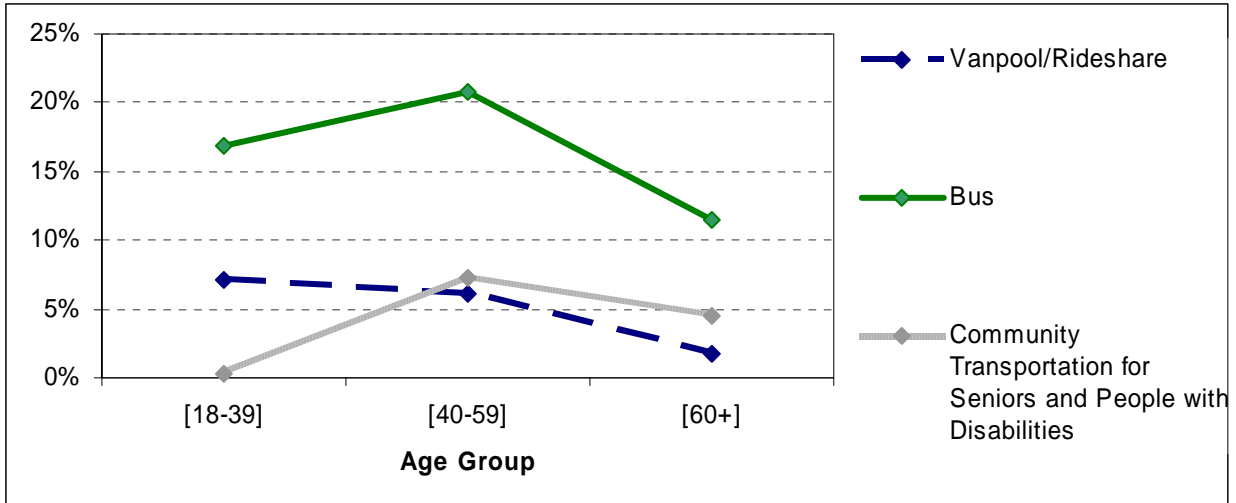


Figure 2.6: Satisfaction with ODOT’s efforts to make transportation options available to all, comparing responses of urban/suburban to rural residents.

## 2.2 PUBLIC TRANSPORTATION

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

A total of 27% of respondents had used vanpool, community bus, and/or services for seniors and the disabled during the month prior to the survey. The local community bus was the most highly used service (18%), and the least was transportation services for the elderly and disabled (4%). The use of vanpool was found to diminish with age (Figure 2.7). Higher proportions of people age 40-59 used the bus and/or community transportation for seniors and people with disabilities than did other age groups.



Note: scale is to 25%.

Figure 2.7: Use of various public transportation services by age group.

Each person who had used a particular public transportation service was asked to rate their level of satisfaction with that service (Figure 2.8).

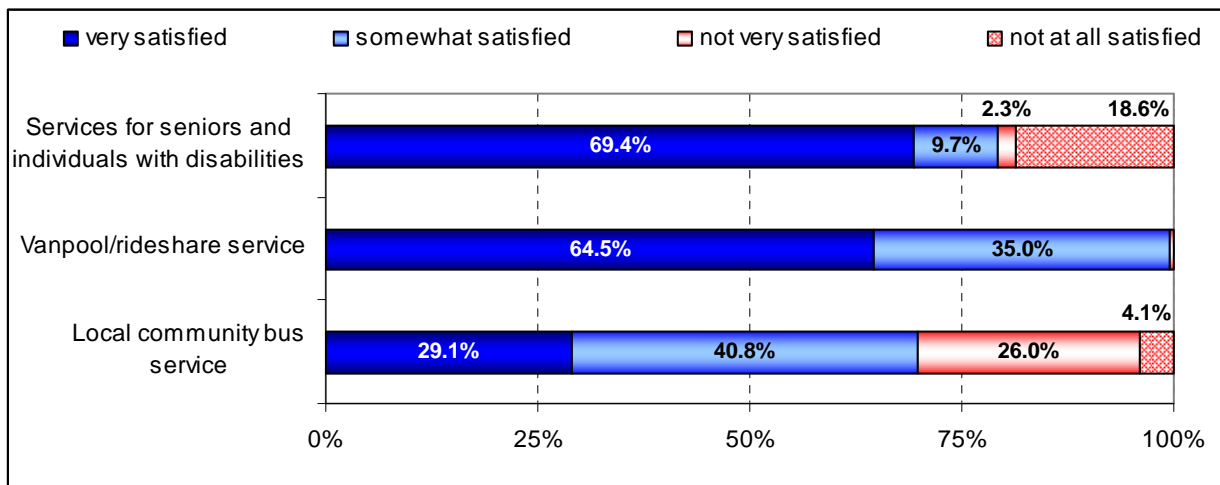


Figure 2.8: Levels of satisfaction with community bus service, van pool/rideshare, and services for seniors and disabled.

Of the people who used vanpool or rideshare in the month prior to the survey (6% of respondents), nearly all (99.5%) were satisfied (either somewhat or very). The service with the highest proportion of people very satisfied (senior/disabled transportation; 69%) was also the one with the highest proportion of people not at all satisfied (19%).

## 2.3 HIGHWAY

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

### 2.3.1 Highway and Bridge Conditions Compared to Other States

Comparing the overall condition of Oregon’s roads, highways and bridges to the current condition of those in other states, about half of the respondents (49%) thought they were the same, 33% thought Oregon’s were better, and 15% thought they were worse; the remaining 3% reported that they did not travel out of the state.

### 2.3.2 Construction and Work Zones

Several questions were asked regarding satisfaction with the impact of road construction and safety in construction work zones. The results from these questions are shown in Figure 2.9 and highlights are summarized below.

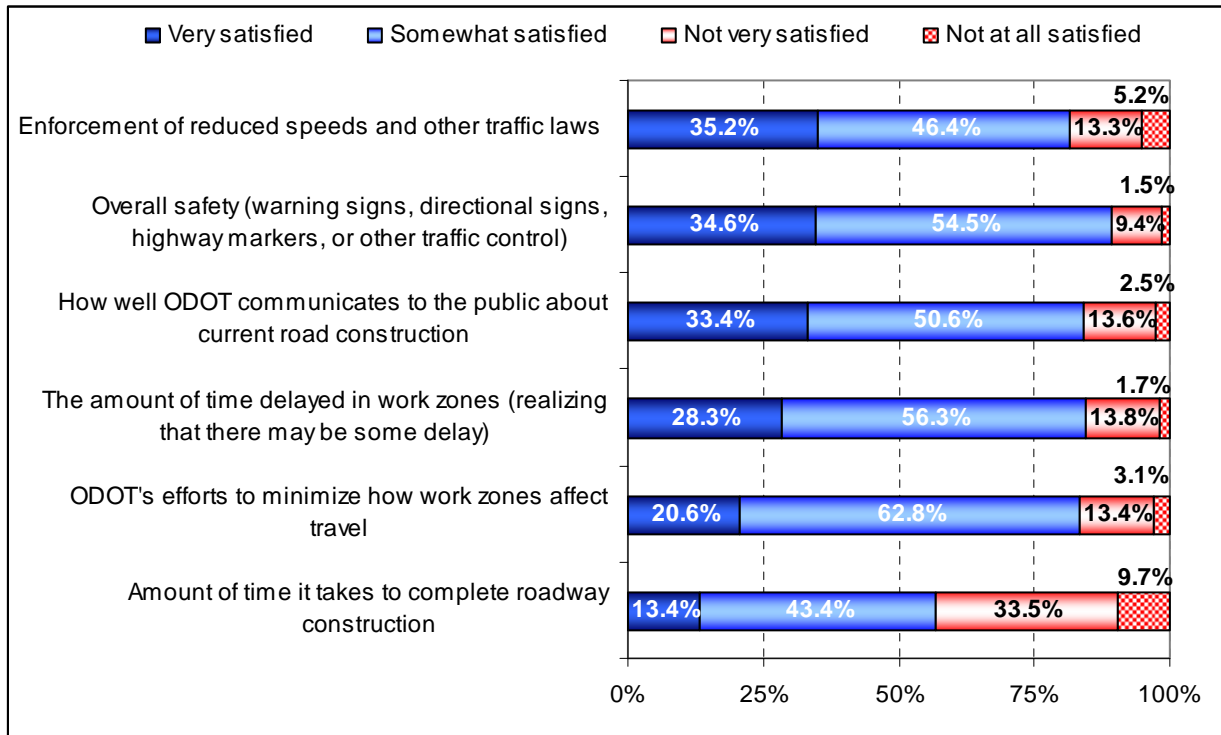


Figure 2.9: Levels of satisfaction with construction and work zones.

The highest proportion of respondents were:

- *very satisfied* with the enforcement of reduced speeds and other traffic laws in work zones on major Oregon Highways (35%);

- *most satisfied overall* (percent very and somewhat satisfied) with the overall safety of the work zones on major Oregon Highways (89%);
- *least satisfied overall* (percent not very and not at all satisfied) with the amount of time it takes to complete roadway construction on major Oregon Highways (43.2%); and
- *not at all satisfied* with the amount of time it takes to complete roadway construction (realizing that there may be some delay in work zones) (10%).

### 2.3.3 Traveler Information

For information about traffic conditions, weather conditions, road construction, and road closures, Oregonians use the internet, specifically Trip Check, as their first choice for traveler information (34%) (Figure 2.10). Also popular were electronic signs and billboards (27%) and radio broadcasts (19%).

When asked which forms of communication respondents would like to have *available*, the top source was electronic signs and billboards (83%), followed by ODOT Trip Check (78%) (Figure 2.11).

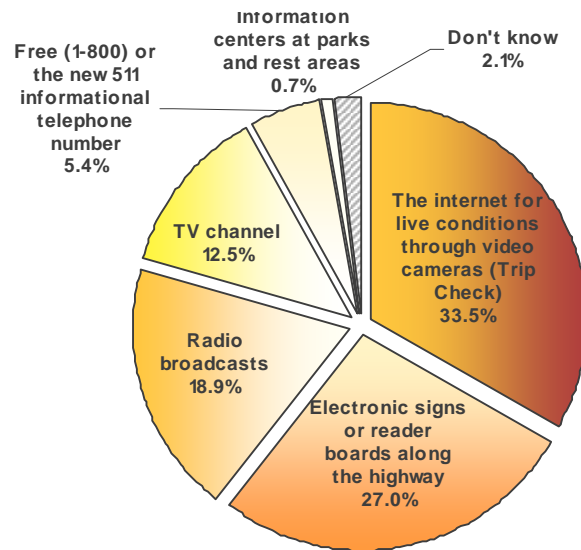


Figure 2.10: Respondents choices for first source for traveler information

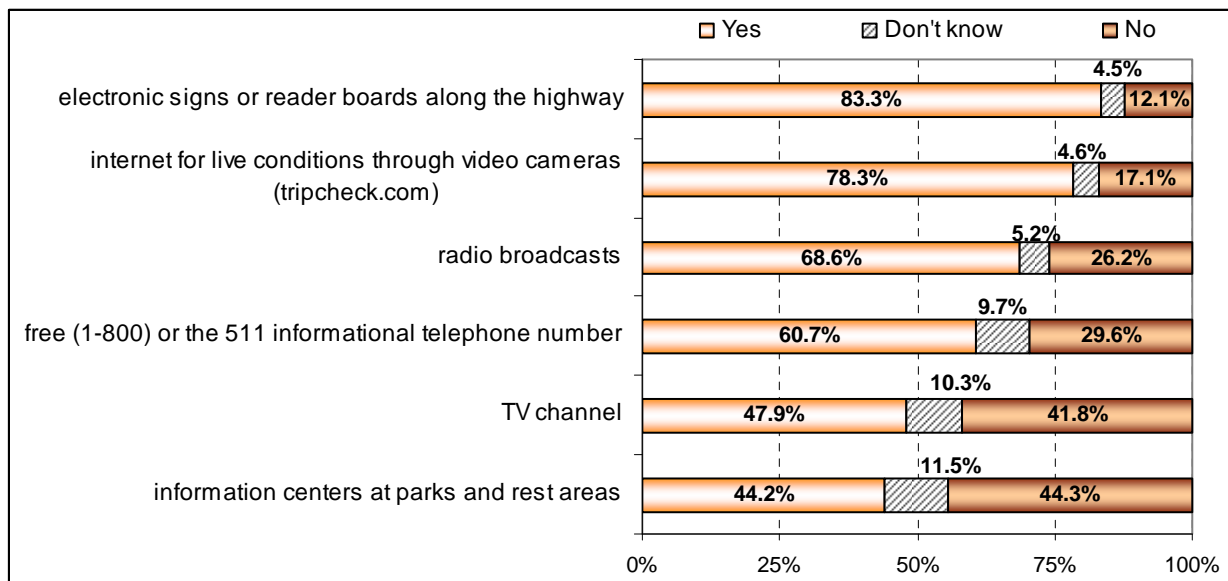


Figure 2.11: Traveler information sources respondents want to have available.

### 2.3.4 Traffic Congestion

Respondents were asked to rate the seriousness of traffic congestion in their community. Overall, 17% did not think that it was an issue, 31% thought it was a minor problem, 39% saw it as a somewhat serious issue, and 13% thought that their local traffic congestion was a very serious problem. These results varied between rural and urban/suburban respondents and between those living in the Portland area and other urban/suburban centers (Figure 2.12).

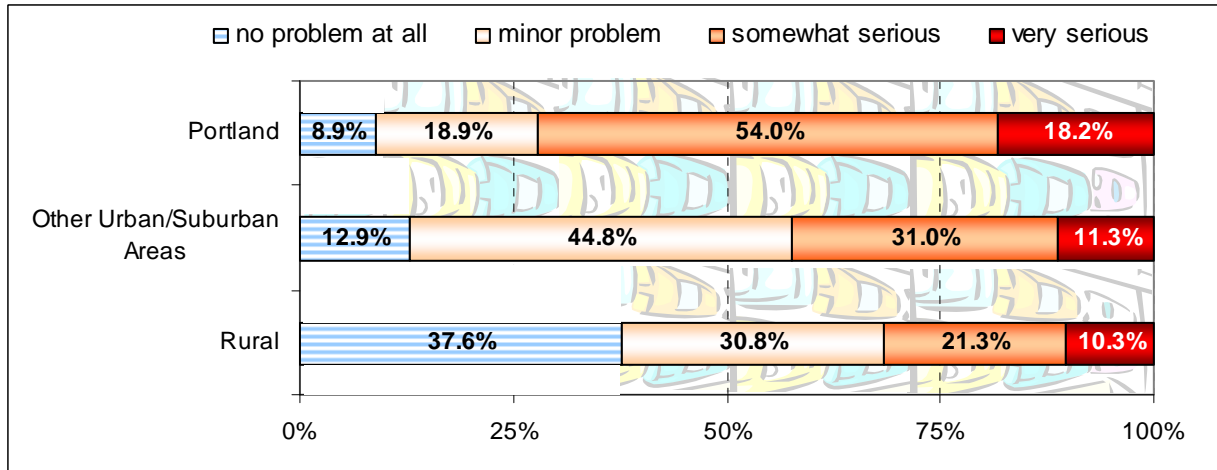


Figure 2.12: Seriousness of traffic congestion within communities, differentiated by the Portland area, other urban/suburban centers and rural areas.

Next, respondents were asked to choose between the importance of *expanding* the highway system to reduce traffic congestion OR *preserving and maintaining* the highways Oregon already has. Oregonians were divided on the issue with 47% prioritizing the expansion of the highway system and 53% prioritizing the preservation and maintenance of existing roads. Similar to the question on traffic congestion, the results varied between rural and urban/suburban respondents and between those living in the Portland area and other urban/suburban centers (Figure 2.13).

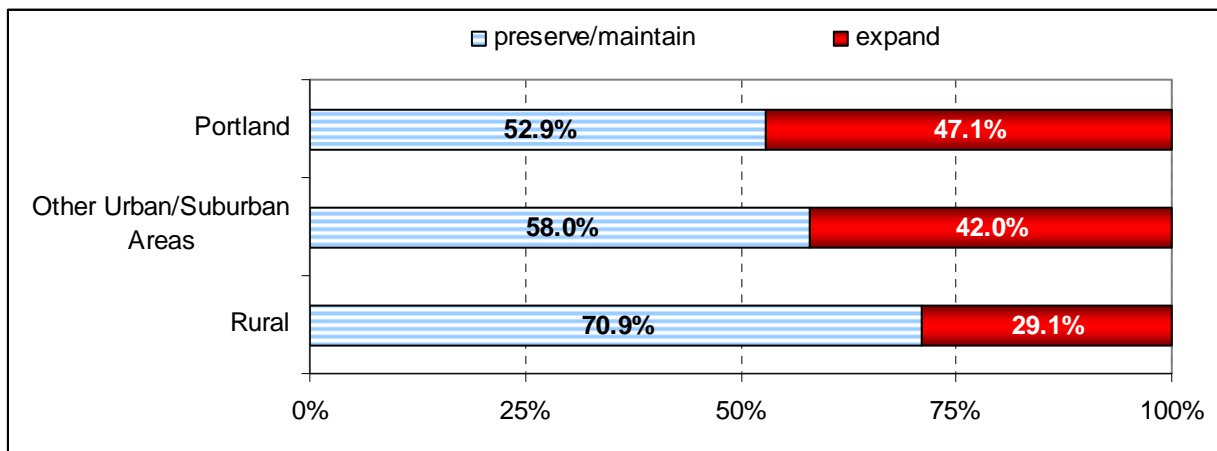


Figure 2.13: Preferences for expanding the highway system to reduce traffic congestion vs. preserving and maintaining the highway system, differentiated by the Portland area, other urban/suburban centers, and rural areas.

## 2.4 RAIL

A total of 16% of respondents reported that they used Amtrak passenger-rail services in the year prior to the survey. The majority of the users (67%) reported that they had taken 1-2 one-way trips in that time period.

A series of questions were asked to determine interest for expansion of the rail system. The expansion questions and results are listed below.

- Efforts to develop intercity rail passenger services have been focused on the rail corridor between Portland-Salem-Albany-Eugene. Do you think Oregon should consider ways to expand passenger services to other segments of the rail system in the state?
  - Yes.....56.7%
  - No.....25.9%
  - Don't know...17.4%
  
- Passenger rail service in Oregon thus far has been operated by Amtrak. 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?
  - Yes.....53.4%
  - No.....28.0%
  - Don't know...18.6%



When given the choice of either spending funds on reducing travel time between Portland and Eugene OR expanding services, the majority of respondents (65%) preferred for funds to be expended on the expansion of services.

Currently, Oregon law says that nearly all revenue raised through the Oregon gas tax and vehicle registration and licensing fees must be used to maintain the highway system. When asked if Oregon should develop other sources of funding to pay for passenger rail, three in seven respondents (44%) were in support of alternative funding.

## 2.5 DRIVER AND MOTOR VEHICLE SERVICES (DMV)

Of the people surveyed, 64% had used a DMV service in the year prior. Of those people, three in four (75%) were satisfied (either somewhat or very) with the service they received.

In addition to the use and satisfaction questions, a series of questions were asked about proof of legal presence. In July of 2008, proof of legal presence went into effect, requiring Oregonians to show documentation of citizenship or permanent legal residence in order to obtain a driver license, permit, or identification card.

A majority of respondents (67%) were aware of proof of legal presence requirements, and most (71%) also understood that it applied to everyone, not just “non-citizens.” Respondents were asked about their ability to produce certain documents (e.g. passport, naturalization card, etc.) in order to verify “proof” of legal presence (Figure 2.14).

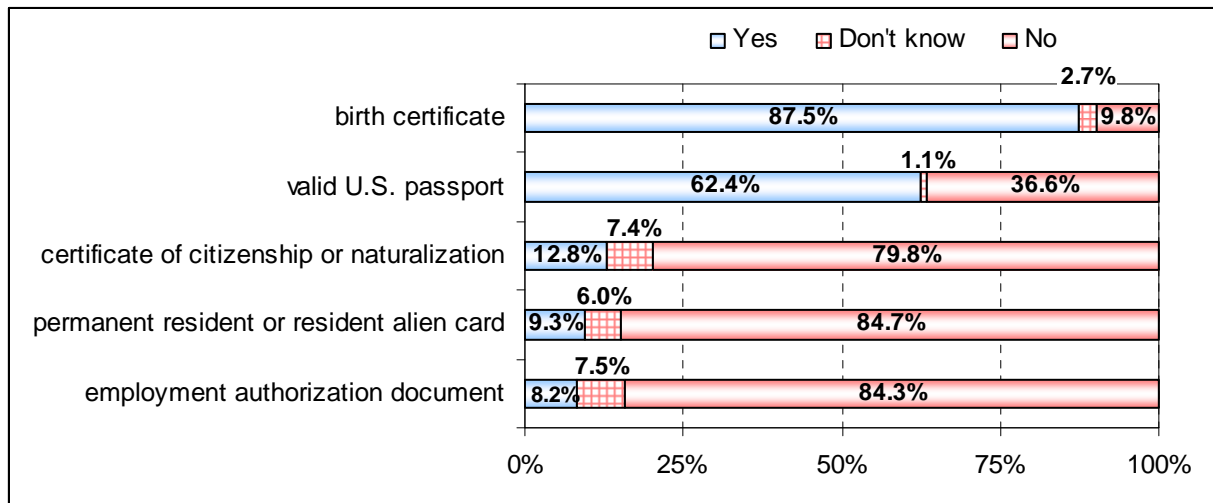


Figure 2.14: Ability to produce proof of various legal presence documents.

According to the results, a total of 3% of respondents cannot show any of the forms of identification listed above. The most common form of identification available was birth certificate (88%), followed by a valid U.S. passport (62%). Only small differences were evident between age groups. The sample size within each race (ethnic) group was too small to determine statistically valid differences.

## 2.6 TRAVEL CHOICES AND BEHAVIOR

### 2.6.1 Perceptions of Safety Using Various Modes of Transportation

The perceived level of safety using various modes (automobile, public transit, walking, and biking) was evaluated. For each mode, respondents were given the choice of: “yes” (I feel safe), “no” (I do not feel safe) or “I don’t drive/use public transit/walk/bike.” The results from these questions are shown in Figure 2.15.



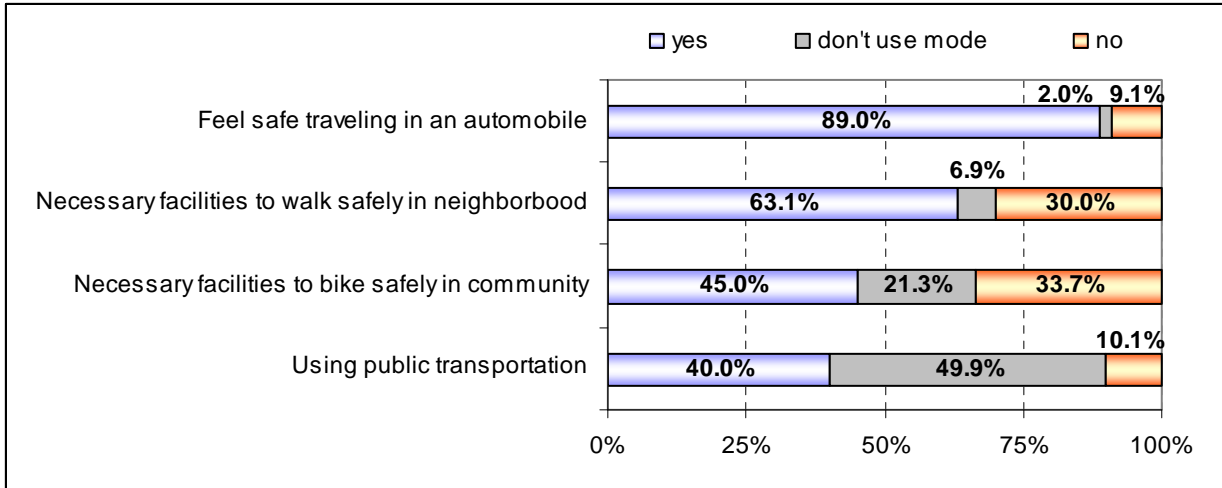


Figure 2.15: Perceived level of safety for travel by automobile, public transportation, walking and biking.

Slight variations were noted between gender and age for all modes. Significant differences were seen between self-identified urban and rural respondents in relation to pedestrian and bike safety (Figure 2.16). The facilities for both bicyclists (e.g. bike lanes) and pedestrians (e.g. sidewalks and crosswalks) were viewed as safer in urban/suburban areas than in rural areas.

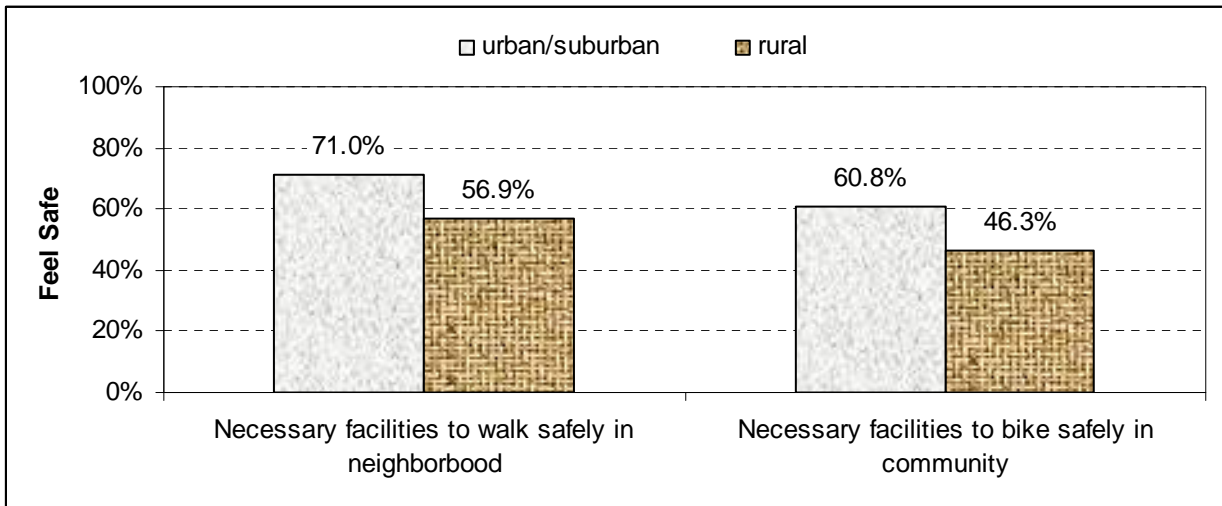


Figure 2.16: Urban and rural differences in the perception of the necessary facilities to walk and bike safely.

## 2.6.2 Travel Behavior

Nearly all respondents (96%) reported that they were licensed drivers and had access to at least one working vehicle (98%). Those with licenses were asked to estimate the number of personal vehicle miles driven on the day prior to taking the survey (Figure B-2 in Appendix B). The average number of miles driven was 31 and the median was 18. There was no correlation between distance and day of the week.

Mode choice and travel behavior was evaluated for commute to work or school. The most common mode choice (85%) was car, truck, or van, followed by bicycle (6%). Of those commuting by car, truck, or van, most (73%) traveled alone and 12% carpooled (Figure 2.17).

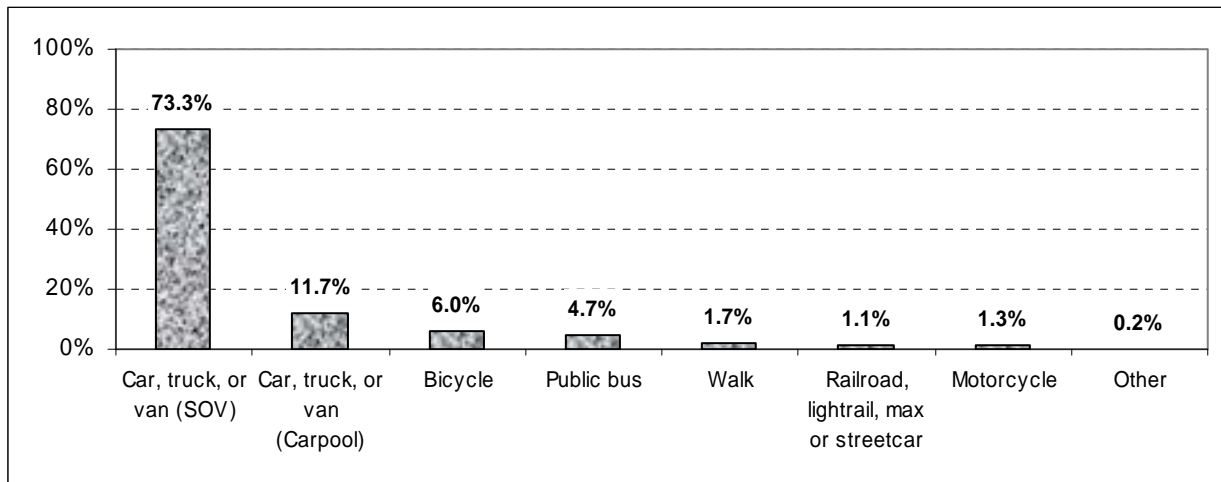


Figure 2.17: Commuter (work or school) mode choice.

Mode choice varied by income group (Figure 2.18). For comparison purposes, bike, bus, walk, rail and other mode types were combined into the category “alternative mode.” Income groups were combined for validation. Alternative mode use was most prevalent among the lowest income group, and least prevalent among the highest income group. Commuting alone was the predominant mode choice among all income groups, and use increased with income.

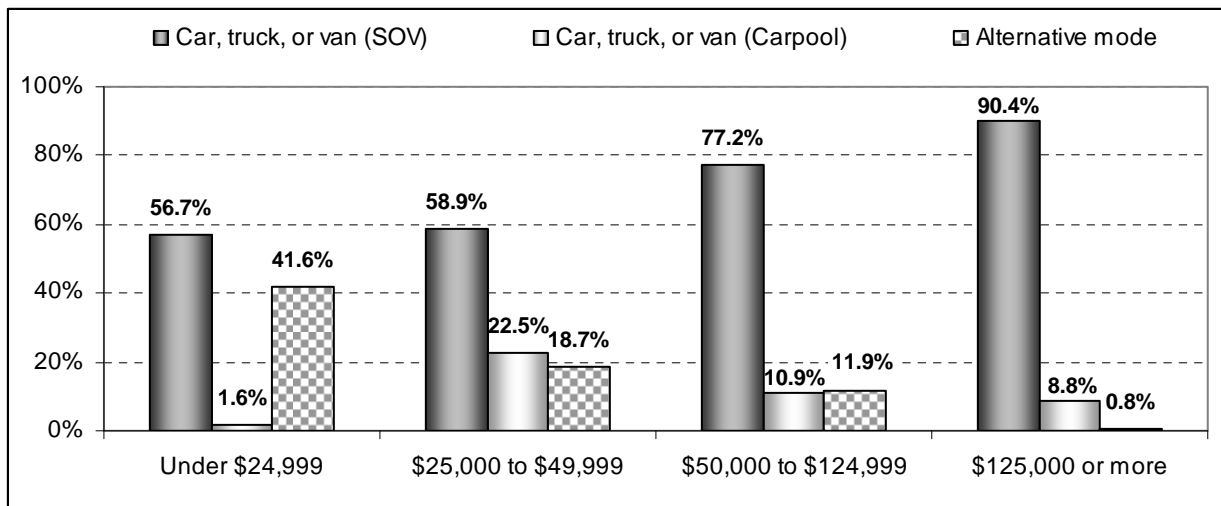


Figure 2.18: Commuter (work or school) mode choice by income group.

On average, 76% of respondents reported commuting at peak hours (between 3 pm and 6 pm). The proportion of single occupancy vehicle (SOV) commuters was found to be slightly higher during peak hours (77%), as compared to non-peak hours (68%).

## 2.7 FUNDING

The Oregon DOT uses several revenue sources to fund the transportation system. The gasoline tax is one of the predominant funding sources, comprising approximately 63% of ODOT's budget. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Compared to other services paid, such as electricity, water, telephone, and garbage collection, respondents were asked if they felt that they were getting a good value for their money from the gasoline tax (Figure 2.19).

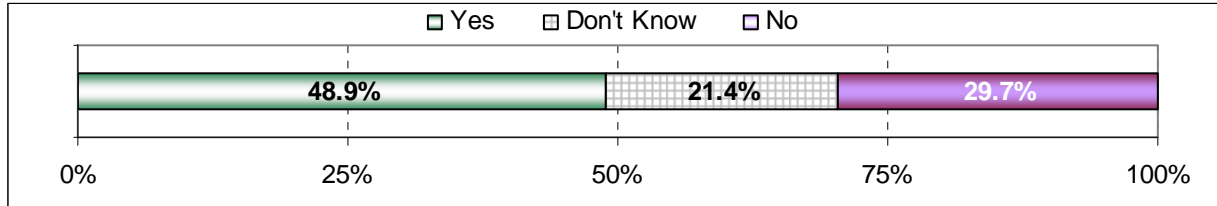
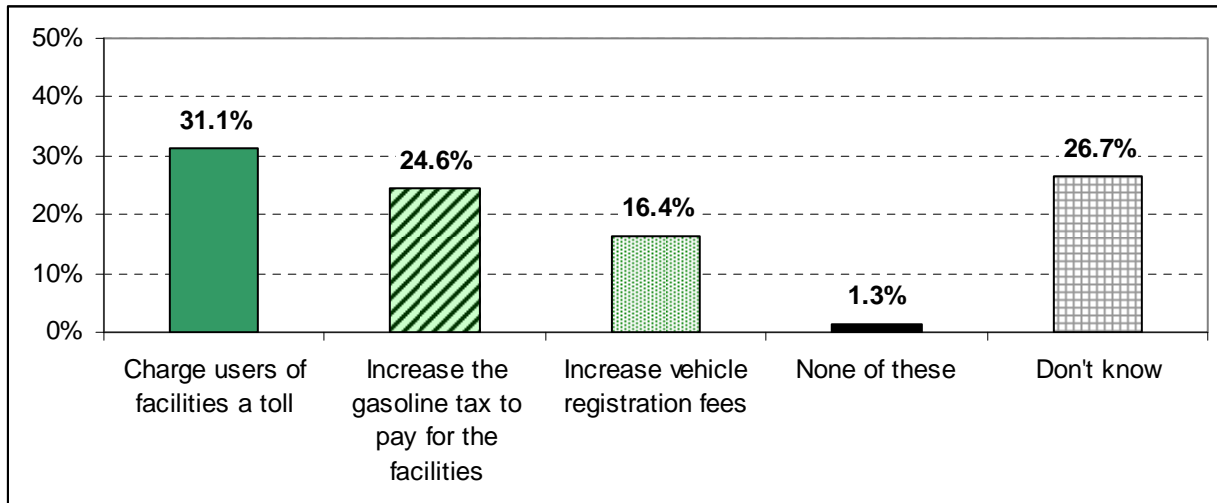


Figure 2.19: Value of gas tax.

About half of the respondents (49%) thought the gas tax was a good value, nearly one-third (30%) did not. When asked if respondents felt the gas tax was adequate for covering transportation costs, around half (48%) replied that it was, 27% felt it was inadequate, and the rest were unsure.

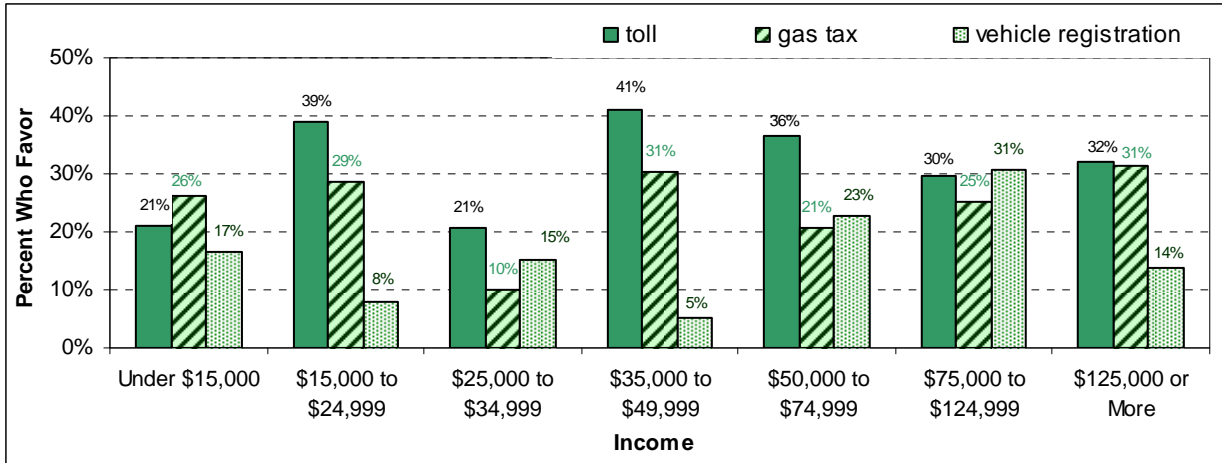
Respondents were also asked, “if more funds had to be raised for transportation projects within the state, which method do you feel would be most fair: increasing the gasoline tax to pay for the facilities; OR charging users of certain facilities a toll that would fund the cost of building and maintaining the facilities; OR increasing vehicle registration fees” (Figure 2.20).



Note: scale is to 50%.

Figure 2.20: Preferred method for raising funds.

The favorability of funding mechanisms varied by income group (Figure 2.21).



Note: scale is to 50%.

Figure 2.21: Preferred method for raising funds, aggregated by income group.

A separate question asked respondents when tolls should be considered: as a general source of revenue, only on a project-by-project basis, or never (Figure 2.22). A majority of respondents (55%) felt that tolls should be considered only in special, project-by-project situations.

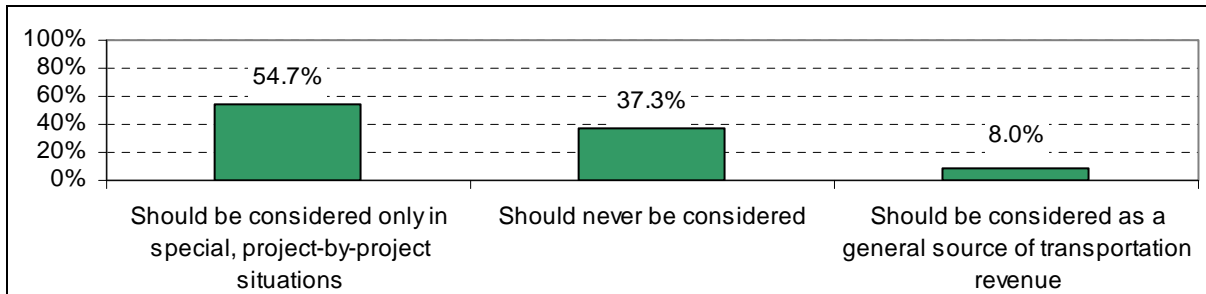


Figure 2.22: Preferred method for raising funds, aggregated by income group.

Recognizing that the current funding for bridges does not keep pace with the number of aging bridges, respondents were asked, if additional funding were needed, which approach they would most likely support: moving funds, temporary tax increase, or making do with the status quo (Figure 2.23).

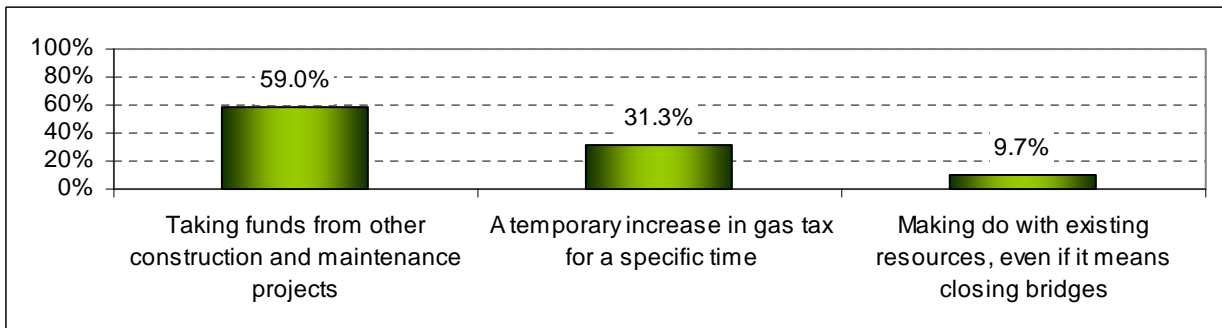


Figure 2.23: Support for additional funding for bridges.

## 2.8 SPENDING

In addition to funding questions, a series of questions were asked to gauge public opinion on spending. A list of several expenditure categories (e.g. reducing congestion, increasing bus services between cities, and protecting fish and wildlife habitat) was provided and respondents were asked to rate the importance of spending for each category as very important, somewhat important, or not at all important (Figure 2.24).

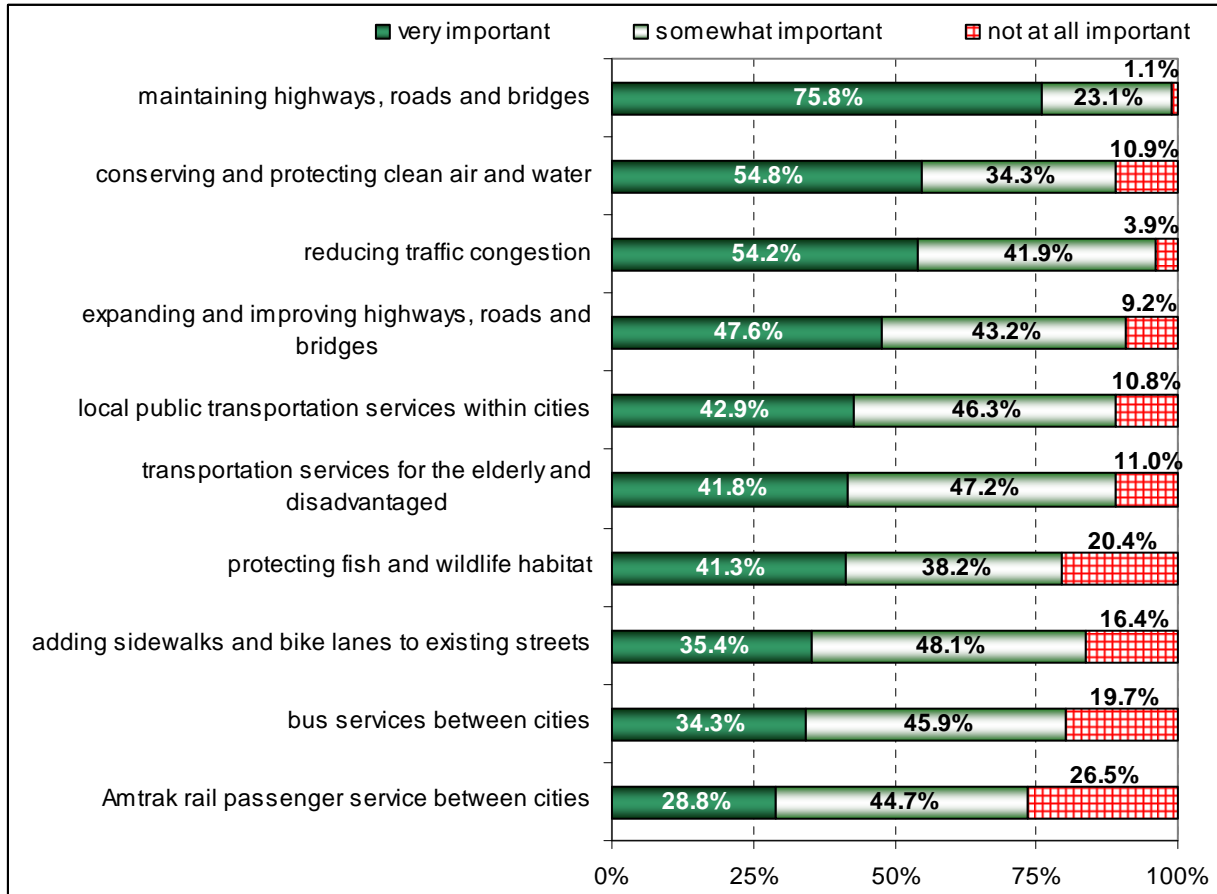


Figure 2.24: Importance of where funds should be spent.

The results showed that highest proportion of respondents thought it was:

- *very important* to spend funds on maintaining highways, roads and bridges (76%);
- *important overall* (percent very and somewhat important) to spend funds on maintaining highways, roads and bridges (99%), and reducing traffic congestion (96%); and
- *not at all important* to fund Amtrak passenger rail service between cities (27%).

## 2.8.1 Adding Sidewalks and Bike Lanes to Existing Streets

In a set of questions unrelated to funding, respondents were asked if they walked or biked in their community and if they had, were asked if they had the necessary facilities to do so safely. Using these earlier questions to filter the results, it was found that people who felt they did not have the necessary facilities to walk/bike safely were twice as likely (53%) to think that it was very important to spend funds on adding sidewalks and bike lanes, as compared to all other respondents (27%) (Figure 2.25).

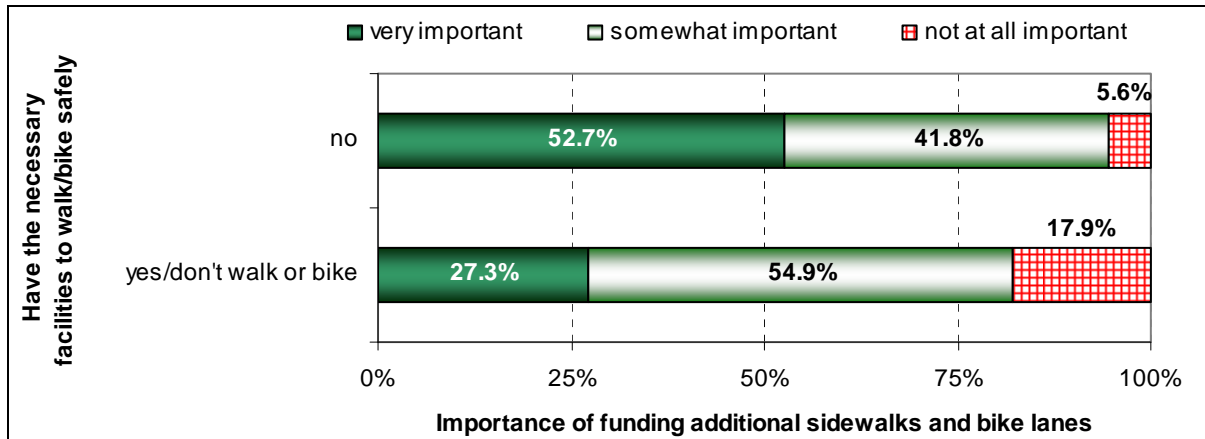


Figure 2.25: Importance of funding additional sidewalks and bike lanes between respondents who did not feel they had the necessary facilities to walk/bike safely in their community and those who did or did not walk/bike.

## 2.8.2 Transportation Services for the Elderly and Disabled

Similar to the questions related to the use and sense of safety walking or biking, an earlier question was also asked about the use and sense of safety with transportation services for the elderly and disabled. Using this earlier question to filter the results, it was found that all people who had used transportation services for the elderly and disabled (in the month prior to the survey) thought that it was either very or somewhat important to spend funds on these types of services (Figure 2.26).

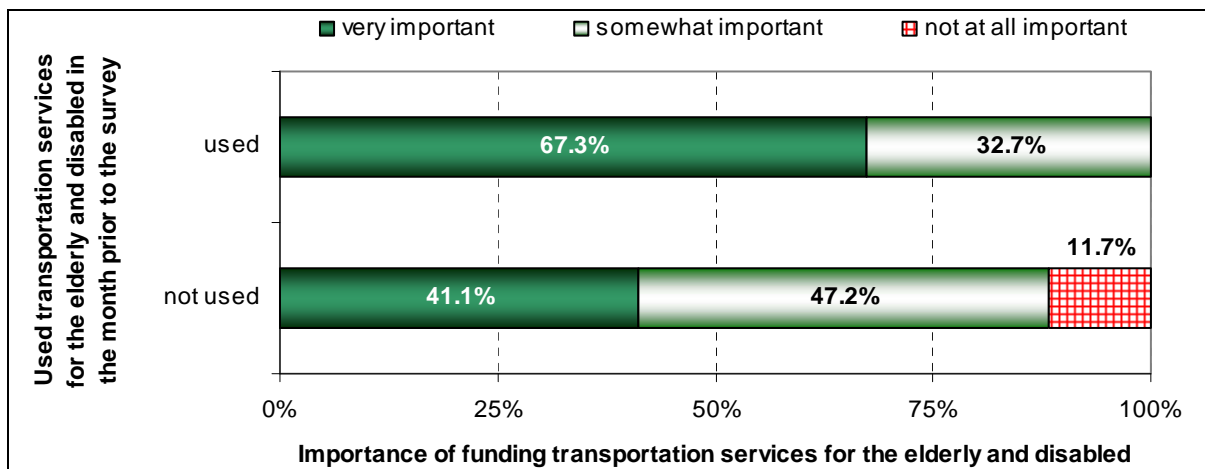


Figure 2.26: Importance of funding transportation services for the elderly and disabled between respondents who used and did not use those types of services in the month prior to the survey.

The importance of spending funds on transportation services for the elderly and disabled was strongly correlated to age, showing a trend of increasing importance with age (Figure 2.27).

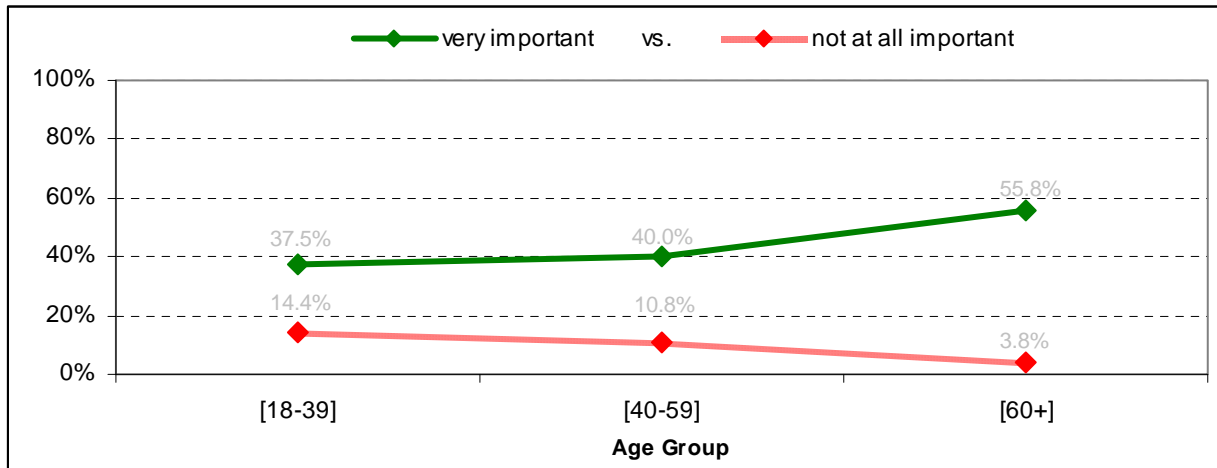


Figure 2.27: Importance of funding transportation services for the elderly and disabled by age group. Showing very important against not at all important.

## 2.9 OVERALL AGENCY PERFORMANCE

Respondents were asked to rate ODOT's overall performance. The variables included excellent, good, fair, or poor. Overall, the majority of Oregonians thought that ODOT was doing a good job (58%) (Figure 2.28).

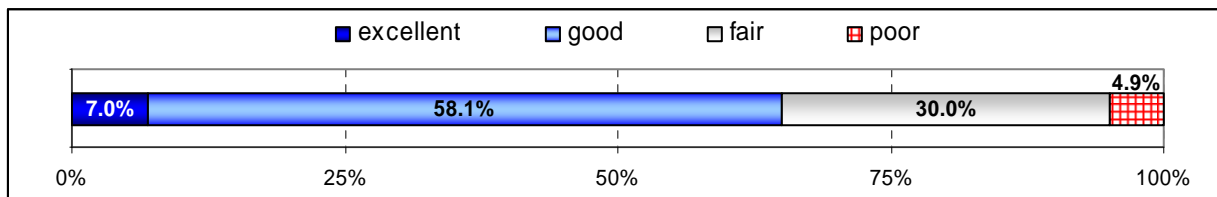


Figure 2.28: Rating of ODOT's overall performance.





### 3.0 TREND ANALYSIS OF PHONE DATA (1996-2009)

This section of the report highlights results from past and recent Oregon Transportation Needs and Issues Surveys (1996-2009). Contrary to the previous section, which relied on weighted mail and web data, only responses from phone surveys were used in the analysis in this section and no weight factors were applied. Thus, results from Section 2.0 are not comparable with results from Section 3.0.

For the questions highlighted below, results are shown for the years the question was asked. Where data is not shown for a particular year, the question was not asked. Not all reoccurring questions are shown.

#### 3.1 SATISFACTION WITH ODOT SERVICES

Maintenance of Oregon’s roads, highways, and bridges is one of ODOT’s services which has been consistently evaluated since 1996. Results show that the level of satisfaction has remained constant over the years, with an average of 27% very satisfied, 58% somewhat satisfied, 12% not very satisfied, 3% not at all satisfied, and 1% stating that it varied (Figure 3.1).

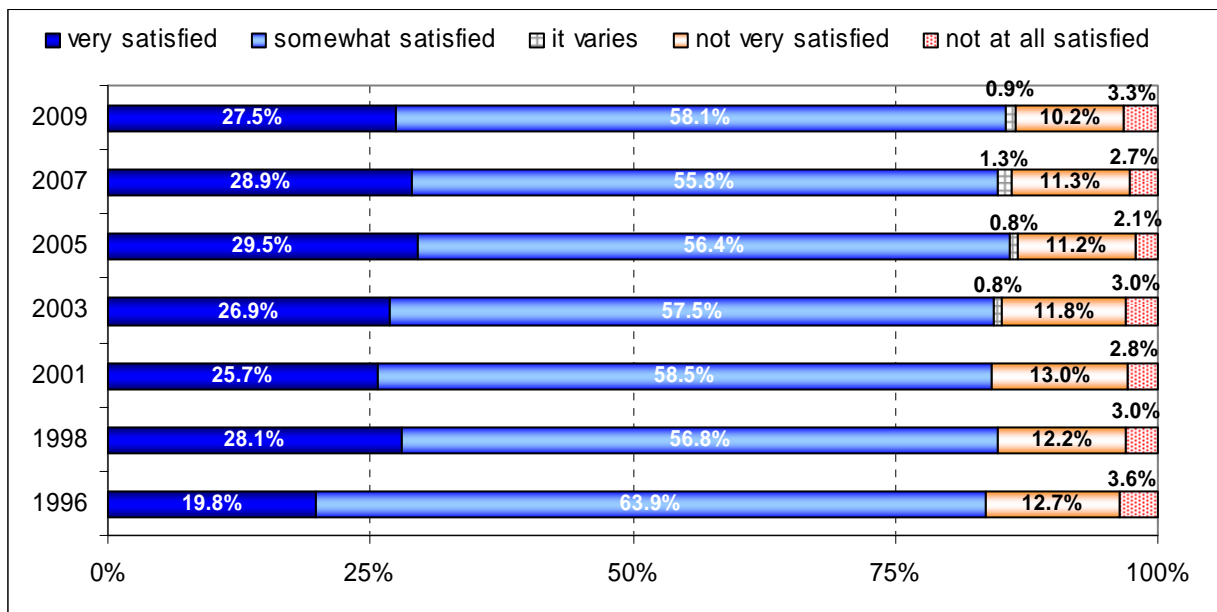


Figure 3.1: Satisfaction with the maintenance of Oregon’s roads, highways, and bridges (1996-2009).

Several other ODOT services were evaluated in the 2005, 2007, and 2009 surveys. Similar to the level of satisfaction with maintenance through the years, results from the other satisfaction questions showed little variability in responses between years.

### 3.2 HIGHWAY

Since 1996, respondents of the Transportation Needs and Issues Survey have been asked to compare the current condition of Oregon’s roads, highways, and bridges to the condition in other states (Figure 3.2). On average, 36% of respondents thought the condition of Oregon’s roads were better, 43% thought they were the same, 15% felt they were in worse condition, and 6% reported that they did not travel out of state. Proportionally, the percentage of respondents viewing the condition of Oregon’s roads and bridges as better has remained relatively constant, increasing slightly in recent years (from 33% in 2001 to 43% in 2009).

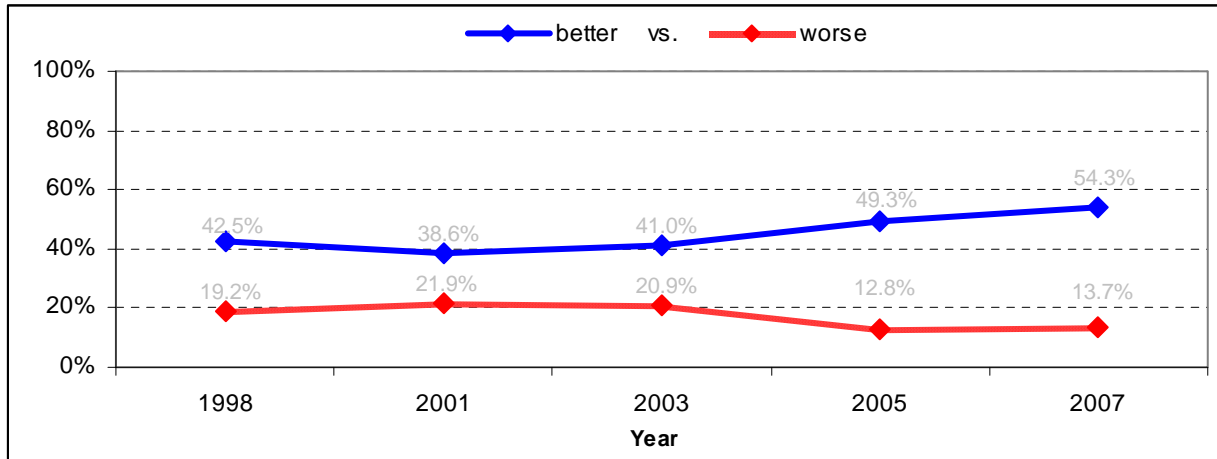


Figure 3.2: Condition of Oregon’s roads, highways, and bridges compared to other states (1996-2009).

From 1998 to 2007 respondents were also asked to judge the condition of Oregon’s roads, highways, and bridges in comparison to conditions 10 years prior (Figure 3.3). The variables were *better*, *worse*, and *about the same*. On average, about 45% of respondents thought the road conditions had improved, 37% thought they were the same, and 18% thought they were worse.

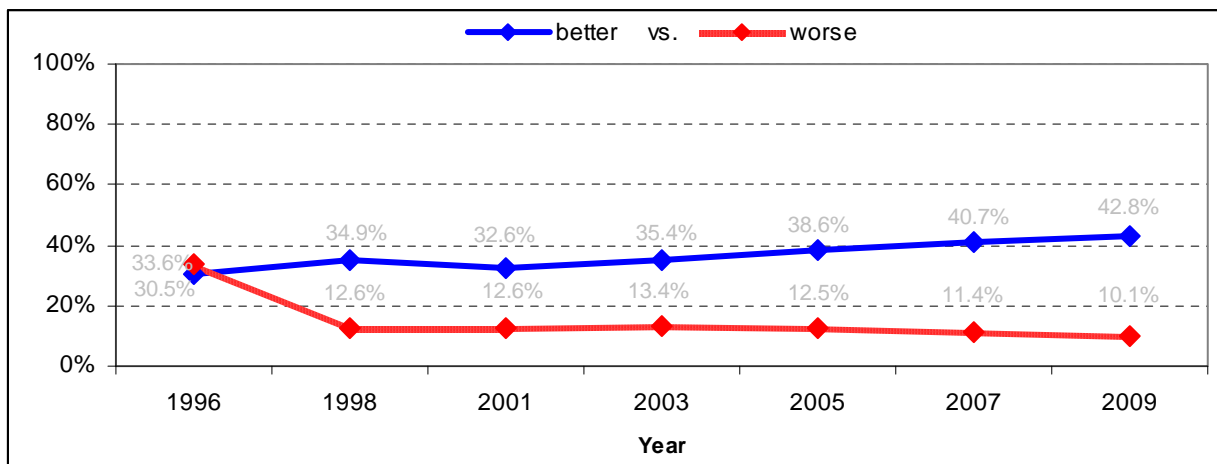


Figure 3.3: Condition of Oregon’s roads, highways, and bridges compared to conditions 10 years ago (1998-2007).

### 3.2.1 Traffic Congestion

In 1998, and in subsequent surveys (except 2003), respondents have been asked to evaluate the seriousness of traffic congestion in their community. In each progressive survey, the perceived seriousness of traffic congestion has declined (Figure 3.4). Results show that 49% of respondents in 1998 viewed congestion as a very serious issue, compared to 8% by 2009.

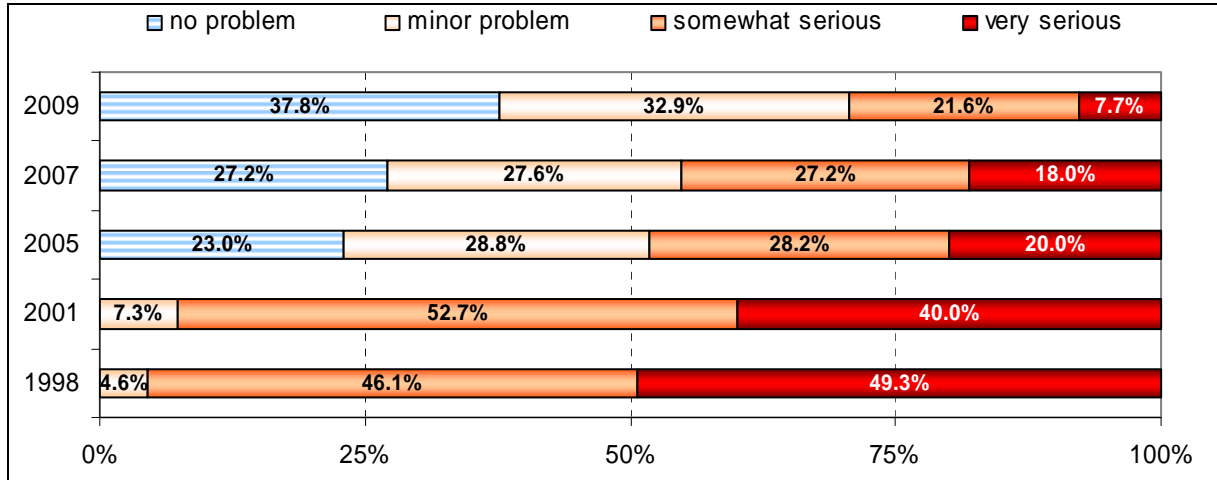


Figure 3.4: Seriousness of traffic congestion within community (1998-2009).

For each year, these results varied between rural and urban/suburban respondents and between those living in the Portland area and other urban/suburban centers (Figure 3.5). The figure below shows the proportion of respondents viewing traffic congestion as a *very serious* problem. Data for 1998 is not shown because distinctions were not made between urban/suburban and rural respondents.

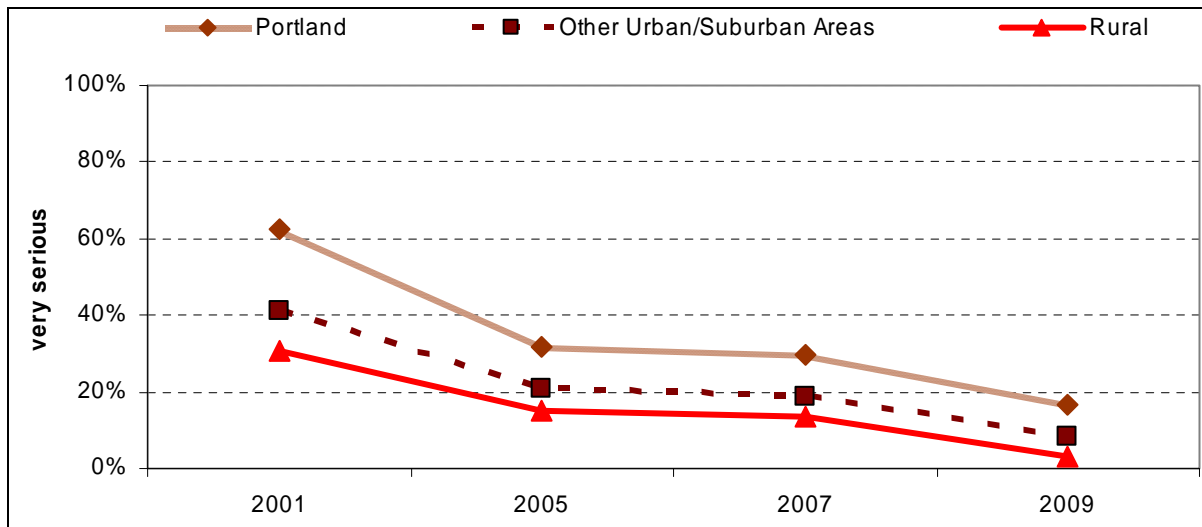


Figure 3.5: Seriousness of traffic congestion within communities, differentiated by the Portland area, other urban/suburban centers and rural areas (2001-2009).

Consistently the proportion of respondents viewing congestion as a very serious issue has declined. In Portland, for example, those viewing congestion as very serious dropped from 63% in 2001 to 17% in 2009. While attitudes have changed regarding the seriousness of congestion, the total number of hours delayed in the Portland area has increased steadily, from 25 million hours in 1998 to 34 million in 2007 (*TTI 2009*).

### 3.3 OVERALL AGENCY PERFORMANCE

The overall evaluation of agency performance has remained relatively constant over the past 10 years (Figure 3.6). On average, 18% of respondents thought ODOT was doing an excellent job, 61% agreed the agency was doing a good job, 18% thought fair and 3% felt the agency’s performance was poor.

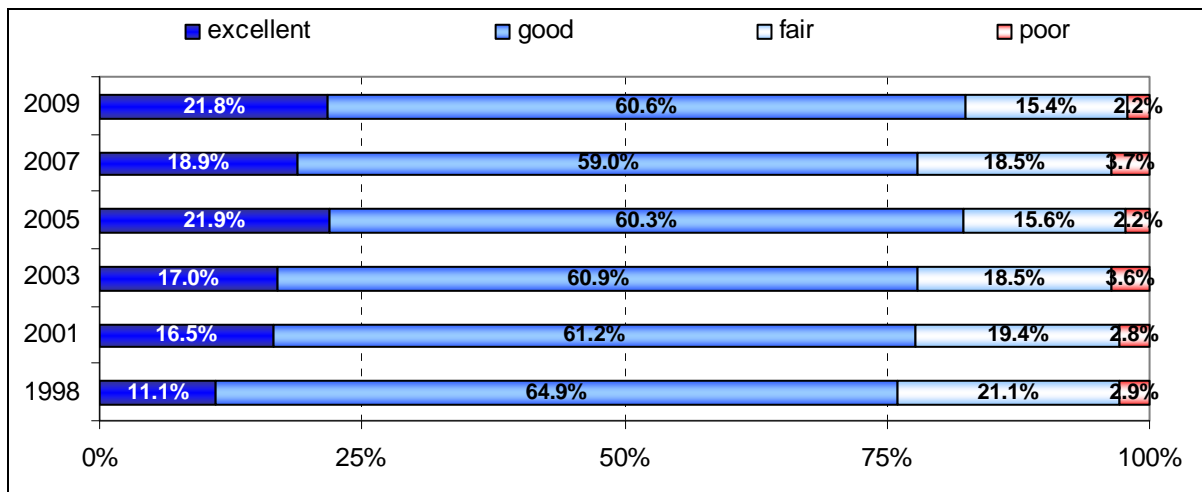


Figure 3.6: Rating of ODOT’s overall performance (1998-2009).

There was a strong correlation between positive performance ratings and satisfaction with ODOT services, and conversely, negative performance ratings and dissatisfaction with ODOT services.

### 3.4 SUMMARY OF TREND ANALYSIS

Un-weighted phone data were used in the trend analysis. The trend analysis revealed similar results between years, with little variation. For this reason, only results from a few of the reoccurring questions were highlighted above.

Results from these questions from the 2007 and 2009 weighted mail and web surveys are provided in Appendix C for comparison purposes.

For the phone data, the greatest variation between survey years, for any one question, was seen for the seriousness of traffic congestion, where the view of congestion as a serious problem has diminished over time. For a few questions, consistent demographic differences were evident. For example, the perception of safety using public transportation consistently differed between those living in the Portland area, those in other urban/suburban area and those in rural areas. Between years, these differences were consistent.

## 4.0 CONCLUSION

The FY 2009 Oregon Transportation Needs and Issues Survey was conducted in the fall of 2008 using phone, mail, and web data collection modes. It was found that the results from the phone collection mode differed significantly from the results of data collected through the mail and web modes. Ultimately, it was determined that mail and web surveys produced more representative data, and thus future surveys will use mail and web collection modes and phone data collection will be discontinued.

In accordance, results from the FY 2009 survey were derived from mail and web data only. The data were weighted to account for variance in population sizes within each region; household non-response; number of adults in the household; and population characteristics of gender, age, and race/ethnicity. The FY 2009 results showed a mixture of opinions. Most residents reported that they were satisfied with ODOT's maintenance of roadside rest areas, as well as other services such as the condition of bridges, safety features on highways, and the maintenance of Oregon's roads, highways and bridges. Oregonians were much less satisfied with ODOT's efforts to expand and improve roads to meet residents' needs, as well as other services such as efforts to improve the entire transportation system, the condition of pavements, and efforts to make transportation options available to all. In rating overall agency performance, the majority of Oregonians thought that ODOT was doing a good job.

Results from FY 2009 provided value in assessing ODOT and the transportation system, but represented only a snapshot in time. To gauge the relationship of the FY 2009 results to previous years, trend analysis were performed. For the mail and web results, data were only available for FY 2007 and FY 2009. Thus, un-weighted data from phone surveys were used in the trend analysis. The analysis showed very little variability in results between survey years. The greatest variation in results was noted for the question evaluating the seriousness of traffic congestion within communities. Over time, the perceived seriousness of traffic congestion diminished. This trend was evident statewide, in Portland, in other urban/suburban areas, as well as in rural areas.

Phone survey data, as well as the mail and web data, were collected using scientifically valid methods 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.



## 5.0 REFERENCES

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U.S. Census Bureau. *Oregon Fact Sheet*. U.S. Census Bureau, 2005-2007 American Community Survey. 2009. Accessed at: [http://factfinder.census.gov/servlet/ACSSAFFacts?\\_event=Search&geo\\_id=&\\_geoContext=&street=&county=&cityTown=&state=04000US41&zip=&lang=en&sse=on&pctxt=fph&pgsl=010](http://factfinder.census.gov/servlet/ACSSAFFacts?_event=Search&geo_id=&_geoContext=&street=&county=&cityTown=&state=04000US41&zip=&lang=en&sse=on&pctxt=fph&pgsl=010) on March 31, 2009.





**APPENDIX A:  
FY 2009 SURVEY INSTRUMENT**



**Q1. How many years altogether have you lived in Oregon?**

\_\_\_\_\_ YEARS

**Q2. In what Oregon county do you live?**

\_\_\_\_\_ COUNTY

**Q3. Please indicate how satisfied you are, if at all, with each of the following services the Oregon Department of Transportation provides. (Circle one number for each item)**

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

**Q4. Have you driven through a highway construction area on a state or U.S. highway (such as Highway 99 or 22, or U.S. 101 or 97), or interstate freeway (such as I-5, I-205, or I-84) in Oregon in the past 12 months? (Circle one number then follow arrow to next question)**

- 1 YES
- 2 NO → Skip to Q5
- 3 DON'T KNOW → Skip to Q5

**Q4A. Realizing that there may be some delay in highway work zones, how satisfied are you, if at all, with the amount of time you are delayed in work zones on state or U.S. highways or interstate freeways in Oregon? (Circle one number)**

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

**Q5. How satisfied or dissatisfied are you with how well ODOT communicates to the public about current road construction on state or U.S. highways or interstate freeways in Oregon? (Circle one number)**

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


**Q6. How satisfied or dissatisfied are you with each of the following aspects of construction on all major highways in Oregon, either freeways or highways? (Circle one number for each item)**

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

**Q7. Overall, how satisfied or dissatisfied are you with ODOT's efforts to minimize how work zones affect your travel on major Oregon highways [such as work zone information, traffic enforcement, safety, delay, and the speed of road repair]? (Circle one number)**

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

**Q8. Have you had to drive through a roadway construction site to get into or out of any businesses on a major Oregon highway within the last 12 months? (Circle one number then follow arrow to next question)**

- 1 YES
  - 2 NO → Skip to Q9
  - 3 DON'T KNOW → Skip to Q9
- 


**Q8A. Did you happen to notice the blue signs indicating “temporary business access” placed in front of the driveways to businesses during construction?**

- 1 YES, AT SOME UNDER CONSTRUCTION
- 2 YES, AT ALL UNDER CONSTRUCTION
- 3 NO, NOT AT ANY UNDER CONSTRUCTION
- 4 DON'T KNOW

**Q9. How satisfied or dissatisfied are you with ODOT’s efforts to make nighttime driving safer under all weather conditions by improving lane markings, signage, and lighting? (Circle one number)**

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


**Q10. Have you personally used a van pool or rideshare vehicle to get to or from work in the last month? (Circle one number then follow arrow to next question)**

- 1 YES
  - 2 NO → Skip to Q11
  - 3 DON'T KNOW → Skip to Q11
- 

**Q10A. How satisfied or dissatisfied are you with the van pool or rideshare service? (Circle one number)**

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


**Q11. Have you personally used a local community bus service in the last month? (Circle one number then follow arrow to next question)**

- 1 YES
  - 2 NO → Skip to Q12 on the next page
  - 3 DON'T KNOW → Skip to Q12 on the next page
- 

**Q11A. How satisfied or dissatisfied are you with the local community bus service? (Circle one number)**

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

**Q12. Have you personally used community transportation for seniors or individuals with disabilities in the last month? (Circle one number then follow arrow to next question)**

- 1 YES
  - 2 NO → Skip to Q13
  - 3 DON'T KNOW → Skip to Q13
- 

**Q12A. How satisfied/dissatisfied are you with the transportation service for seniors or individuals with disabilities? (Circle one number)**

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

**Q13. Do you feel safe traveling in an automobile on Oregon highways?**

- 1 YES
- 2 NO
- 3 I DON'T DRIVE OR TRAVEL OREGON HIGHWAYS
- 4 OTHER (Describe \_\_\_\_\_)

**Q14. Do you feel safe using public transportation in your community [such as buses]?**

- 1 YES
- 2 NO
- 3 I DON'T USE PUBLIC TRANSPORTATION
- 4 OTHER (Describe \_\_\_\_\_)

**Q15. Do you feel you have the necessary facilities [such as sidewalks and crosswalks] to walk safely in your neighborhood?**

- 1 YES
- 2 NO
- 3 I DON'T WALK IN NEIGHBORHOOD
- 4 OTHER (Describe \_\_\_\_\_)

**Q16. Do you feel you have the necessary facilities [such as bicycle lanes and sidewalks] to bicycle safely in your community?**

- 1 YES
- 2 NO
- 3 I DON'T RIDE A BIKE IN COMMUNITY
- 4 OTHER (Describe \_\_\_\_\_)

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

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

**Q18. The Driver and Motor Vehicle Services Division of ODOT (usually referred to as DMV), provides drivers licenses, vehicle registrations and other services. Have you used any DMV services in the past year?**

- 1 YES
- 2 NO → Skip to Q19
- 3 DON'T KNOW → Skip to Q19

**Q18A. How satisfied or dissatisfied are you with the way the DMV provides drivers licenses and other services? (Circle one number)**

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

**Q19. A new Oregon law changes the eligibility requirements for getting or renewing a driver's license, permit, or ID card. Before getting this survey, were you aware that requirements have changed?**

- 1 YES
- 2 NO

**Q20. People now need to show proof of legal status in the United States before getting or renewing a driver's license, permit, or ID card. A person may prove legal status by providing one of the documents listed below to the DMV. Please indicate which of the following documents you currently have.**

	YES	NO	DON'T KNOW
a. Birth certificate .....	1	2	DK
b. Valid U.S. passport .....	1	2	DK
c. Certificate of citizenship or naturalization .....	1	2	DK
d. Permanent Resident or Resident Alien card.....	1	2	DK
e. Employment Authorization Document .....	1	2	DK

**Q21. The new requirements state that everyone who wants a driver's license, permit or ID card must show one of the above documents to the DMV. Before getting this survey, were you aware that everyone, not just "non-citizens," must show at least one of these documents?**

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

**Q22. Do you think it is likely or unlikely that your neighbor will stop driving if your neighbor is unable to meet the new license requirements?**

- 1 LIKELY
- 2 UNLIKELY
- 3 DON'T KNOW

**Q23. Do you think that a person who is unable to get a driver's license because they can't prove legal status should be eligible to receive a "driving only" license with an identifier on it that states it is not a valid proof of identity?**

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

**Q24. Oregonians now pay 24 cents per gallon in state gasoline tax. (Gas taxes make up about 63% of ODOT's budget.) 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 this gasoline tax?**

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 4 OTHER (*Describe* \_\_\_\_\_)

**Q25. To the best of your understanding, do you think that funds collected through the gas tax are adequate or inadequate for our transportation needs?**

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

**Q26. If more funds had to be raised for transportation projects within the state, which method do you feel would be most fair: increasing the gasoline tax to pay for the facilities; OR charging users of certain facilities a toll that would fund the cost of building and maintaining the facilities; OR increasing vehicle registration fees?**

- 1 INCREASE THE GASOLINE TAX TO PAY FOR THE FACILITIES
- 2 CHARGE USERS OF FACILITIES A TOLL
- 3 INCREASE VEHICLE REGISTRATION FEES
- 4 DON'T KNOW
- 5 OTHER (*Describe* \_\_\_\_\_)

**Q27. In general, 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? (*Circle one number*)**

- 1 SHOULD BE CONSIDERED AS A GENERAL SOURCE OF TRANSPORTATION REVENUE IN OREGON
- 2 SHOULD BE CONSIDERED ONLY IN SPECIAL, PROJECT-BY-PROJECT SITUATIONS
- 3 SHOULD NEVER BE CONSIDERED
- 4 DON'T KNOW

**Q28. How serious a problem is traffic congestion in your community: very serious, somewhat serious, a minor problem, or no problem at all? (*Circle one number*)**

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

**Q29. Do you think it is more important for ODOT to expand the highway system to reduce traffic congestion OR to preserve and maintain the highways Oregon already has?**

- 1 EXPAND HIGHWAY SYSTEM
- 2 PRESERVE AND MAINTAIN
- 3 DON'T KNOW
- 4 OTHER (*Describe* \_\_\_\_\_)



**Q30. Many Oregon bridges were built fifty years ago or more, when traffic, traffic loads, and design standards were much different than today. Have you seen, read, or heard about the projects taking place to repair bridges on major Oregon highways?**

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

**Q31. 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? (Circle one number)**

- 1 A TEMPORARY INCREASE IN GAS TAX FOR A SPECIFIC TIME
- 2 TAKING FUNDS FROM OTHER CONSTRUCTION AND MAINTENANCE PROJECTS
- 3 MAKING DO WITH EXISTING RESOURCES, EVEN IF IT MEANS CLOSING BRIDGES
- 4 DON'T KNOW
- 5 OTHER (*Describe*  
\_\_\_\_\_ )

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

\_\_\_\_\_ ONE WAY TRIPS

**Q33. 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?**

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

**Q34. Passenger rail service in Oregon thus far has been operated by Amtrak, the national rail passenger system. (Amtrak trains currently serve Portland, Oregon City, Salem, Albany, Eugene, Chemult, and Klamath Falls.) 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?**

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

**Q35. Currently, Oregon law says that nearly all revenue raised through Oregon gasoline taxes and registration and licensing fees must be used to maintain the Oregon highway system. Do you think Oregon should develop some other funding source, separate from the current tax and vehicle fees, to pay for rail passenger service?**

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

**Q36. The current travel time by passenger rail between Portland and Eugene is about 2 ½ hours. With current resources, ODOT expects to be able to reduce this travel time to about 2 hours. However, ODOT could reduce the travel time to even less than 2 hours but it would require a lot more money. 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 (e.g., Beaverton, Hillsboro, McMinnville, Corvallis, Lake Oswego, Woodburn, and Stayton)?**

- 1 REDUCE TRAVEL TIME TO LESS THAN 2 HOURS
- 2 EXPAND RAIL SERVICE TO OTHER PARTS OF THE WILLAMETTE VALLEY
- 3 DON'T KNOW

**Q37. Following is a table that asks you where transportation funds should be spent. Please indicate whether it is very important, somewhat important, or not at all important for ODOT to spend its funding on each item listed. (Circle one number for each item)**

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	DON'T KNOW
a. Local public transportation services within cities .....	↓	↓	↓	↓
	1-----	2-----	3-----	DK
b. Bus services <u>between</u> cities.....	1-----	2-----	3-----	DK
c. Adding sidewalks and bike lanes to existing streets.....	1-----	2-----	3-----	DK
d. Transportation services for the elderly and disadvantaged.....	1-----	2-----	3-----	DK
e. Protecting fish and wildlife habitat .....	1-----	2-----	3-----	DK
f. Amtrak rail passenger service between cities .....	1-----	2-----	3-----	DK
g. Conserving and protecting clean air and water .....	1-----	2-----	3-----	DK
h. Maintaining the highways, roads and bridges Oregon has now.....	1-----	2-----	3-----	DK
i. Expanding and improving Oregon's highways, roads and bridges .....	1-----	2-----	3-----	DK
j. Reducing traffic congestion .....	1-----	2-----	3-----	DK

**Q38. 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? (Circle one number)**

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

**Q39. Please indicate whether or not you would like to have available to you each of the following forms of travel information.**

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

**Q40. Overall, how good a job do you think the Oregon Department of Transportation is doing: excellent, good, fair, or poor?**

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

**Q41. The Highway Division is a part of Oregon Department of Transportation and is in charge of building and maintaining state highways which includes freeways, major roads, and bridges. Please rate each of the following aspects of the Highway Division as excellent, good, fair, or poor.**

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

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

**Q42. How many adults age 18 or older live in your household, including yourself? Include all adults living there half-time or more.**

\_\_\_\_\_ ADULTS

**Q43. Are you a licensed driver? (After circling your answer, please follow arrow to next question)**

- 1 NO → Skip to Q44
- 2 YES

→ **Q43a. How many miles did you drive a personal vehicle yesterday, apart from any driving you did while on the job? Include any miles you drove to and from work, but do not include miles driven as part of your job. If you are not sure, please give your best estimate.**

\_\_\_\_\_ MILES DRIVEN YESTERDAY

**Q43b. Please write in the day of the week you are filling out this questionnaire.**

TODAY IS \_\_\_\_\_

**Q44. Including yourself, how many licensed drivers are living in your household?**

\_\_\_\_\_ LICENSED DRIVERS IN HOUSEHOLD

**Q45. How many motor vehicles [such as cars, vans, light trucks and motorcycles] are available for members of your household to drive on a daily basis? Include borrowed vehicles but only include vehicles which operate.**

\_\_\_\_\_ VEHICLES AVAILABLE FOR HOUSEHOLD

**Q46. Do you usually work from home, are not employed outside the home, or do you commute to your job or school?**

- 1 WORK FROM HOME → Skip to Q47
- 2 NOT EMPLOYED OUTSIDE THE HOME OR RETIRED → Skip to Q47
- 3 COMMUTE TO MY JOB

→ **Q46a. How do you usually get to work or school? (Circle one number)**

- 1 CAR, TRUCK, OR VAN →

**Q46aa. How many people, including yourself, typically ride with you to work or school in this car, truck, or van?**

\_\_\_\_\_ PEOPLE → (Continue with Q46b)

- 2 PUBLIC BUS
- 3 RAILROAD, LIGHTRAIL, MAX, OR STREETCAR
- 4 TAXI
- 5 MOTORCYCLE
- 6 BICYCLE
- 7 WALK
- 8 OTHER (*Describe*

\_\_\_\_\_ )

**Q46b. On average, how many minutes does it usually take you to get to work or school?**

\_\_\_\_\_ MINUTES

**Q46c. Does your commute to or from work or school typically occur between 3 pm and 6 pm?**

- 1 YES
- 2 NO

**Q47. How many miles is the nearest public bus stop from your home? Not a Greyhound stop or bus station, but a location where public buses stop.**

\_\_\_\_\_ MILES TO NEAREST PUBLIC BUS STOP

**Q48. Do you live in an urban area or a rural area?**

- 1 URBAN, SUBURBAN
- 2 RURAL
- 3 DON'T KNOW
- 4 OTHER (*Describe* \_\_\_\_\_)

**Q49. How old were you on your last birthday?**

\_\_\_\_\_ YEARS

**Q50. Are you male or female?**

- 1 MALE
- 2 FEMALE

**Q51. Do you currently work for pay, or volunteer (15 hours or more per week) either full or part-time? Include active duty in the armed forces, delivering newspapers, and work with expectation of future pay. Exclude house work, and school work.**

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

**Q52. Do you have more than one landline telephone number for your household? Do not include cell phone numbers, business lines, or ones that are part of a fax or computer. (*After circling your answer, follow arrow to next question*)**

- 1 NO
- 2 YES

**Q52a. If yes, how many different landline telephone numbers do you have in your household?**

\_\_\_\_\_ DIFFERENT PHONE NUMBERS IN OUR HOUSE

**Q53. What is the highest level of education you have completed? (*Circle one number*)**

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

**Q54. What is your race (or ethnicity)? (Circle one number)**

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

**Q55. What is your total annual household income, from all sources, before taxes? Include money from jobs (wages, salary, tips, bonuses), interest, dividends, child support, alimony, welfare, social security, disability and retirement payments, net income from a business, farm or rent, or any other money income received by members of your family. Do not include lump-sum payments, such as money from an inheritance or sale of a home. (Circle one number)**

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

**Q56. What else would you like to say about the Oregon Department of Transportation and the services it provides?**

**APPENDIX B:  
SELECT RESULTS FROM FY 2009 WEIGHTED MAIL/WEB DATA**





# SATISFACTION QUESTIONS

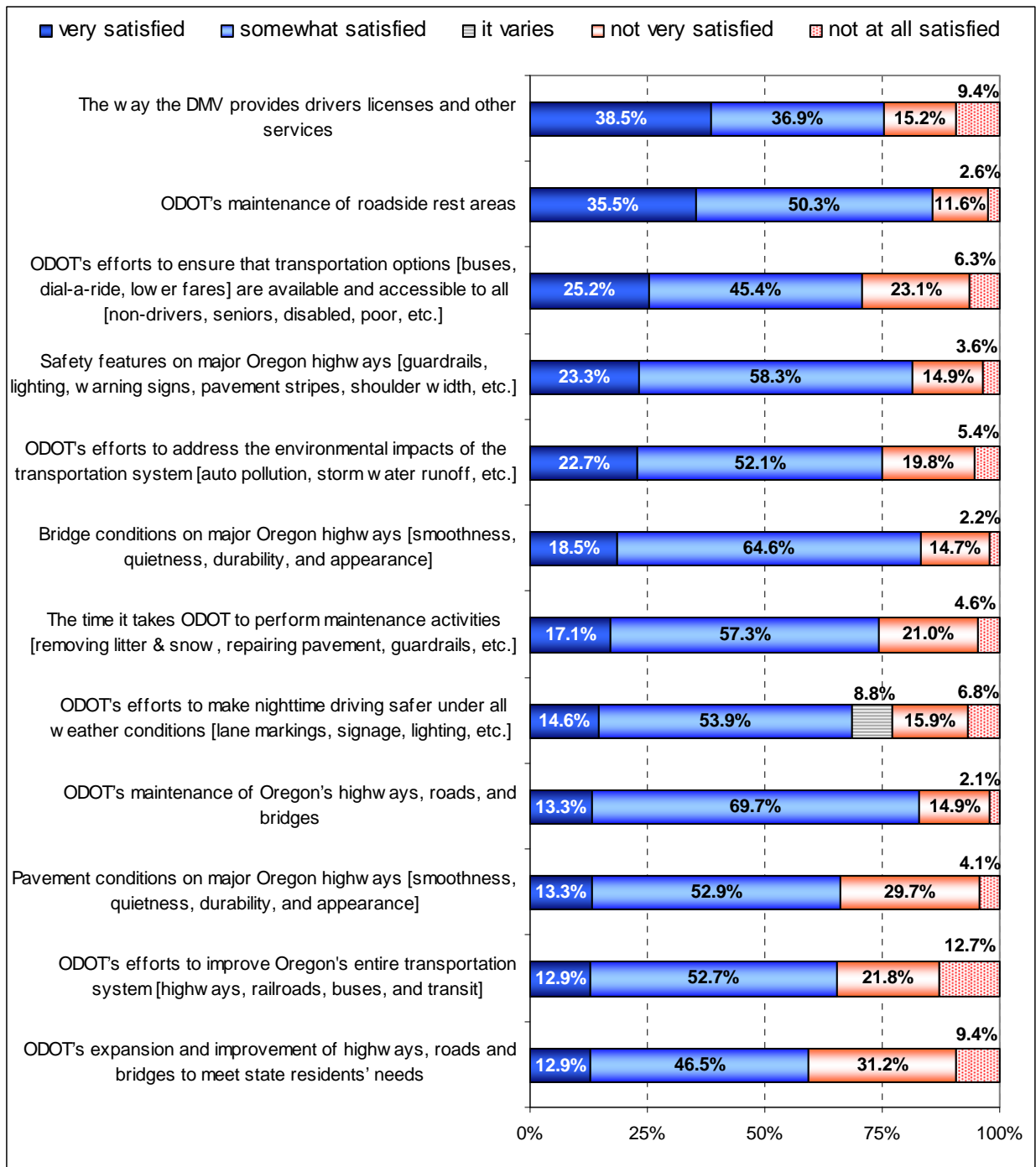


Figure B-1: Chart comparing the level of satisfaction with select transportation services and aspects of the transportation system.

## MILES DRIVEN ON DAY PRIOR TO RESPONDING TO THE SURVEY

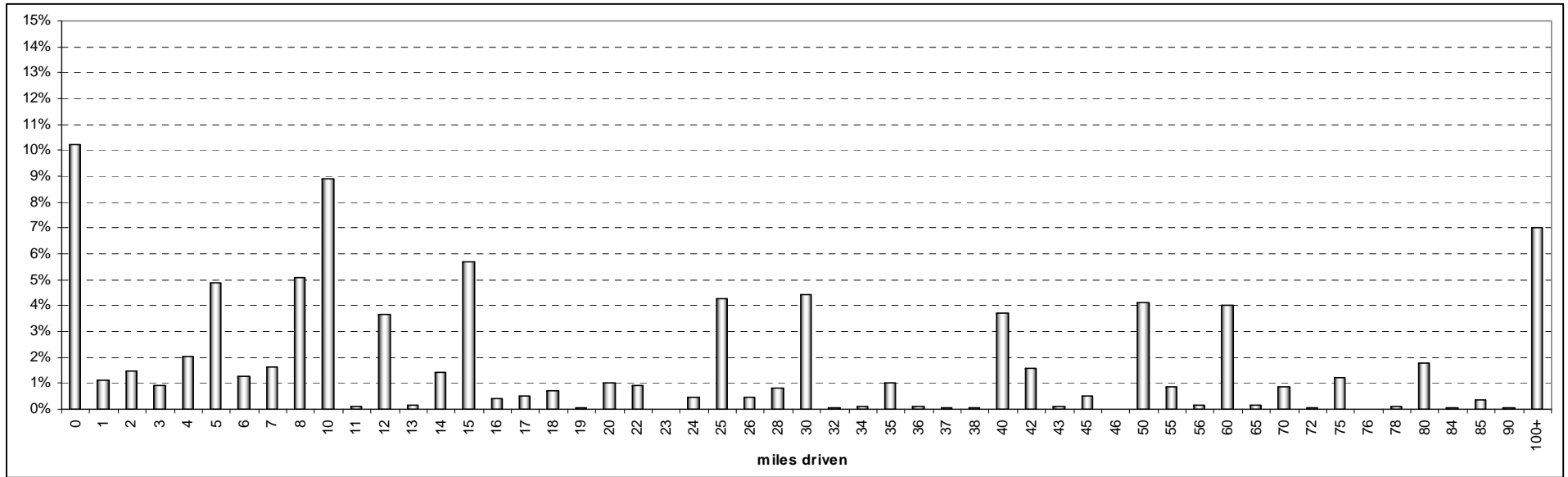


Figure B-2: Personal vehicle miles driven on day prior to survey.

**APPENDIX C:  
TREND RESULTS FOR FY 2007 AND FY 2009 WEIGHTED MAIL/WEB  
DATA**



## SELECT QUESTIONS FOR COMPARISON WITH SECTION 3.0

Trend results from select questions were shown in Section 3.0. The results highlighted in that section were derived from data collected from historic Transportation Needs and Issues phone surveys. The data were un-weighted. In FY 2007 and FY 2009 data were also collected using mail and web survey collection modes. It was found that the results from these modes differed significantly from results of data collected through the telephone mode. Ultimately, it was determined that the mail and web surveys likely produced more accurate results and thus phone data collection will be discontinued for future surveys.

The following appendix section shows results from the FY 2007 and FY 2009 mail and web surveys. The data were weighted. The results highlighted in this section represent the same questions highlighted in Section 3.0, and are shown for comparison purposes.

### Maintenance of Oregon's Roads, Highways and Bridges

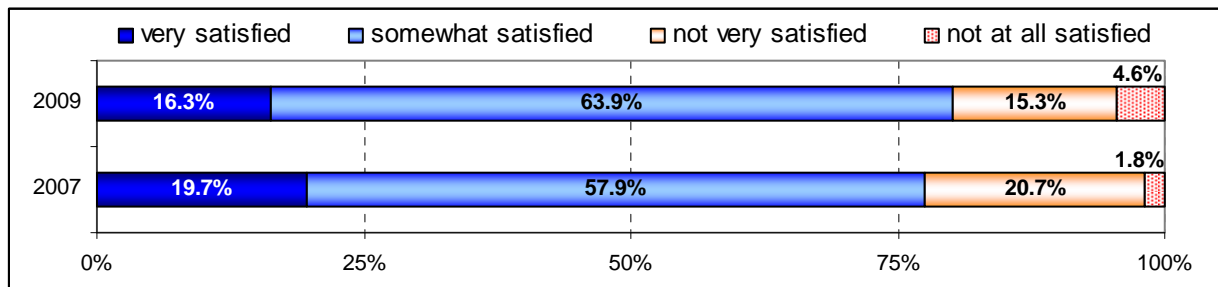


Figure C-1: Satisfaction with the maintenance of Oregon's roads, highways, and bridges (2007-2009).

The average results from the phone data trend analysis were much more positive than those shown above, with an average of 27% very satisfied (compared to 18%), 58% somewhat satisfied (compared to 61%), 12% not very satisfied (compared to 18%), 3% not at all satisfied (same) and 1% stating that it varied (compared to 0%).

## Condition of Oregon's Roads, Highways and Bridges Compared to Other States

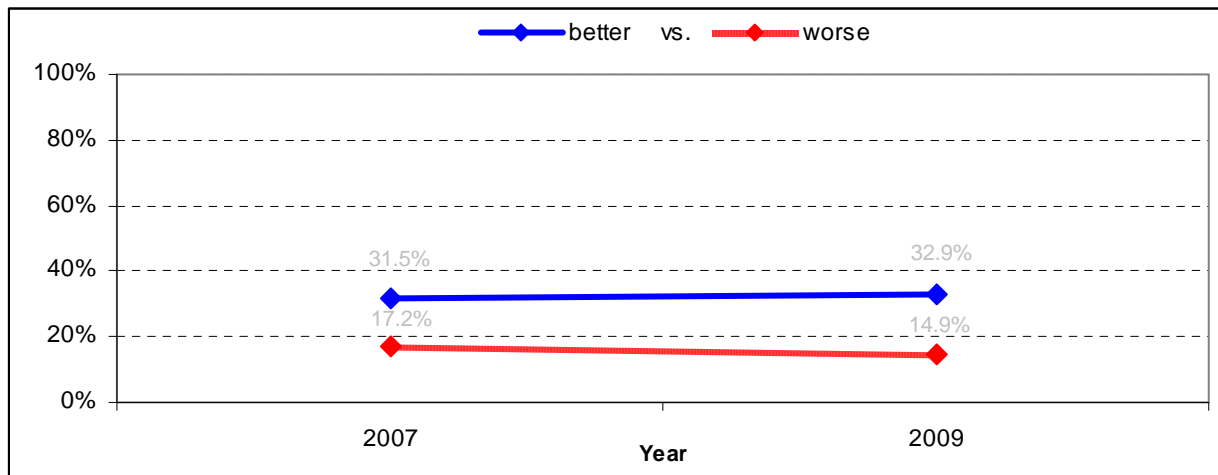


Figure C-2: Condition of Oregon's roads, highways, and bridges compared to other states (2007-2009).

Unlike the differences seen for the satisfaction question above, results from the phone surveys in comparison to results from the mail and web surveys were fairly similar. The results from trend analysis of the phone data show, on average, that 36% of respondents thought the condition of Oregon's roads were better (compared to 32%), 43% thought they were the same (compared to 50%), 15% felt they were in worse condition (compared to 16%), and 6% reported that they did not travel out of state (compared to 1.5%).

## Seriousness of Traffic Congestion within Community

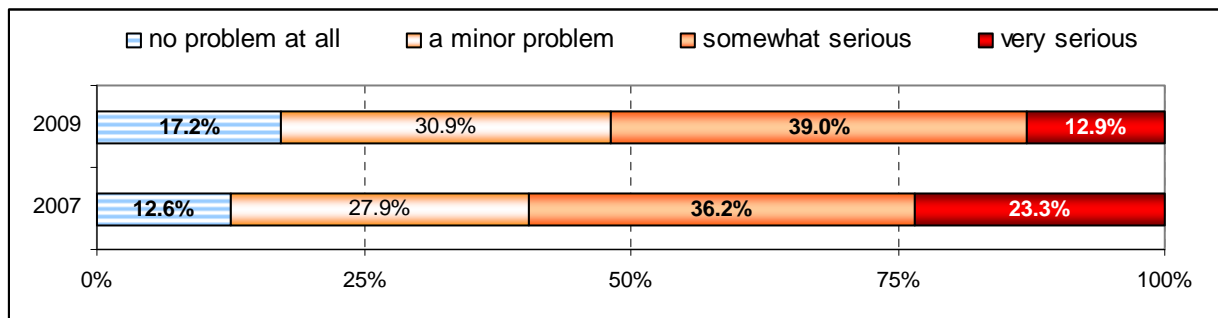


Figure C-3: Seriousness of traffic congestion within community (2007-2009).

Similar to indications shown by the phone data trend analysis, it appears as though the proportion of respondents viewing traffic congestion as a serious problem has dropped in recent years. The phone results differed from the web and mail results. Analysis of the phone data showed, that by 2009, 38% of respondents did not see congestion as a problem (compared to 18%), 33% saw it as a minor problem (compared to 31%), 22% thought that it was a somewhat serious problem (compared to 39%) and 8% thought that it was a very serious problem (compared to 13%).

## Overall Agency Performance

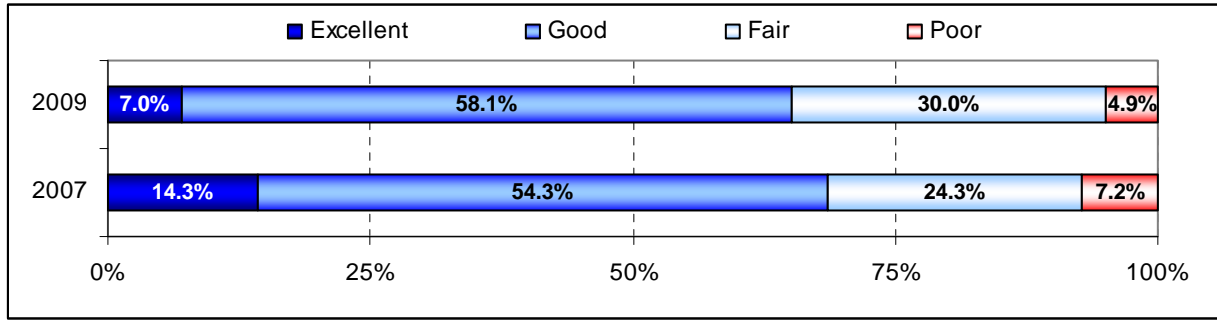


Figure C-4: Rating of ODOT's overall performance (2007-2009).

In comparison to the results of the phone survey, the results from the mail and web data were less positive. The following chart (Figure C-5) shows a comparison of the mail/web results to the phone results.

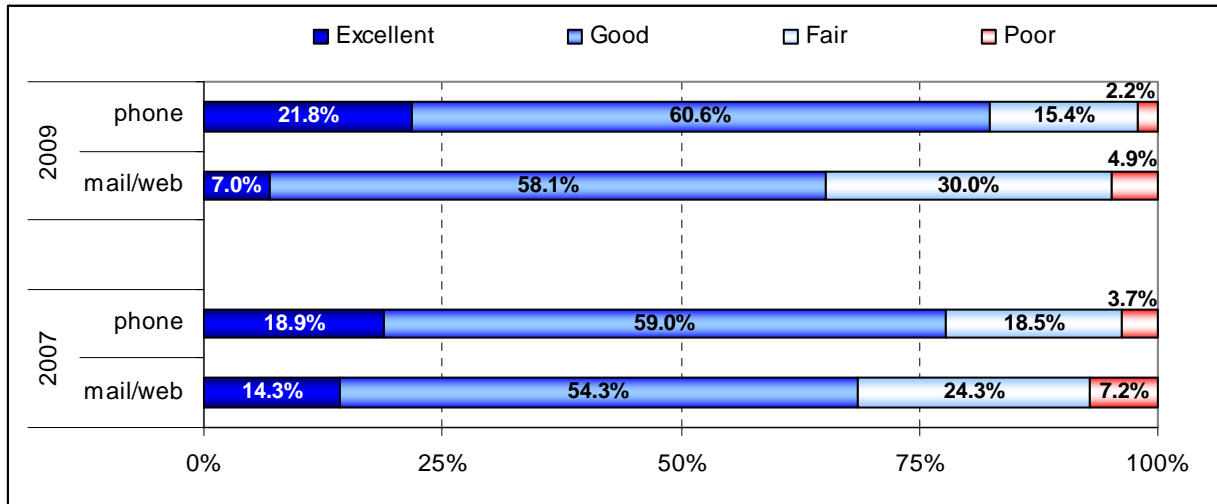


Figure C-5: Comparison of overall performance rating between phone survey mode and mail/web survey mode (2007-2009).