Household Survey Results
October 2000

Omnibus Survey
Household Survey Results
General Methodology
August 2000 to March 2001

Introduction and Background

The Bureau of Transportation Statistics (BTS)—the federal statistical agency for the United States Department of Transportation (USDOT) charged with improving the knowledge base for public decision making—coordinates the Omnibus Survey program. The survey is a ONEDOT effort to collect information about the transportation system, how it is used, and how it is viewed by the users. Through Omnibus Household Surveys, BTS gathers data each month on a random basis from 1,000 households to determine the general public's perception of, expectations from, and satisfaction with the nation's transportation system and to prioritize improvements to the transportation system.

Each of the monthly surveys contains a set of core questions based on critical information needs within DOT. In addition, supplemental questions are included each month that correspond to one of DOT's five strategic goals: safety, mobility, economic growth, human and natural environment, and security. Finally, specific questions posed by the various DOT modes are included on each survey.

Notes for the User

Data collected from completed interviews, for each month, is provided in following file formats:

1. Comma-delimited ASCII (CSV file extension)
2. Microsoft Excel 97 (XLS file extension)
3. SAS Transport (ZIP file extension)

The tables of results are presented in two different formats:

1. Hypertext Markup Language (HTML file extension)
2. Adobe Acrobat (PDF file extension)

Survey Methodology

This section describes the overall survey methodology, including the identification of the target population, the selection of the sample, the calculation of the survey weights, and variance estimation procedures.

The Target Population

The target population for Omnibus Household Survey comprises the non-institutionalized population, aged 18* years or older who live in the United States at the time of the interview. This is the population about which inferences are to be made.

*For the months of August, September, and October 2000, the target population included the non-institutionalized population, aged 16 years or older who lived in the United States at the time of the interview.

Sample Selection

From August 2000 to March 2001, the GENESYS sampling system, developed and maintained by the Marketing Systems Group (Fort Washington, PA), was used to draw the samples for the monthly surveys. This system employs list-assisted random digit dialing. List-assisted refers to the use of commercial lists of directory-listed telephone numbers to increase the likelihood of dialing household residences. This method gives unlisted telephone numbers the same chance to be selected as directory-listed numbers.

Banks of 100 consecutive telephone numbers (e.g., 301-475-8100 to 301-475-8199) were constructed and compared to a database containing the count of directory-listed residential telephone numbers in each bank. The banks that contain zero directory-listed telephone numbers were deleted from the sampling frame. This greatly increases the chance of dialing residential households. Obviously, the deleted banks contain some residential telephone numbers. However, recent research has shown that less than 2 percent of the residential telephone numbers nationally are located in 100-banks with zero directory-listed numbers.

Prior to sample selection, GENESYS imposed an implicit stratification on the telephone prefixes using the U.S. Census divisions and metropolitan status. Within each U.S. Census division, counties and their associated prefix areas located in metropolitan statistical areas (MSAs) were ordered by the size of the MSA. Counties and their associated prefix areas within a U.S. Census division that are located outside of MSAs were first sorted by state. Within each state, the counties and their associated prefix areas were ordered by geographic location. This implicit stratification ensured that the sample of telephone numbers was geographically representative.

After the prefixes were stratified by U.S. Census division and metropolitan status, a single-stage equal-probability sample of telephone numbers was drawn. The total number of ten-digit telephone numbers in the universe was 100 times the total number of working banks in the universe. The selection interval was calculated by dividing the total number of ten-digit telephone numbers by the designated sample size. To identify the first sample telephone number, a random number between 0 and 1 was generated and multiplied by the selection interval. The integer part of this product divided by 100 identified the sequential working bank where the first sample number was located. The fractional portion of this product, truncated to two digits, provided the suffix. To identify the second sample number, a new random number was generated and was multiplied by the selection interval. This product was added to the selection interval, and the result was divided by 100. The suffix of the sample number was identified in the same way as the suffix of the first sample number. This process continued until all sample telephone numbers were determined.

Each month GENESYS-ID Plus was used to detect non-working numbers before the sample was released. This system actually dials the telephone number. If the telephone number starts to ring, GENESYS-ID Plus hangs up immediately. If the system detects non-working intercept signals, the telephone number being dialed is excluded from the sample. Non-residential telephone numbers also were excluded from the sample by comparing them to a database of Yellow Pages listings.

Survey Weights

This section discusses the development of the survey weights. The final analysis weight reflects all adjustments for non-response, multiple telephone lines, persons per household, and post-stratification and is the weight that should be used for the analysis of the data. The sampling weight, which represents the inverse of the probability of selection, is the starting point for the calculation of the final analysis weight.

The final analysis weights for each month were developed using the following steps:

- calculation of the sampling weight
- adjustment for non-response
- adjustment for multiple telephone lines

- adjustment for selecting a random, adult household member
- post-stratification adjustment to the target population

The product of all of the above quantities represented the final analysis weight. Extreme values of the final analysis weight were then reduced using standard weight-trimming procedures.

Calculation of the Sampling Weight

The first step in weighting each month's sample is to calculate the sampling weight for each sampled telephone number. The sampling weight W_S for each telephone number was calculated as the inverse of its probability of selection or

$$W_S = \frac{N}{n}$$

where N is the total number of telephone numbers in the population and n is the total number of telephone numbers in the sample.

Adjustment for Non-Response

The non-response adjustment was based on U.S. Census division and metropolitan status (inside or outside an MSA) classification of the telephone numbers. The adjustment method for non-response was changed after October 2000.

From August 2000 through October 2000, the non-response adjustment factor for all telephone numbers in each U.S. Census division c by metropolitan status s combination was calculated as follows:

$$ADJ_{NR} = \frac{(R_{cs} + NR_{cs})}{R_{cs}}$$

where R_{CS} is the total number of responding households in U.S. Census region c and metropolitan status s and NR_{CS} is the total number of non-responding households in Census region c and metropolitan status s. The non-response adjusted weight W_{NR} is the product of the sampling weight W_S and the non-response adjustment factor ADJ_{NR} within each Census region/metropolitan status combination.

For data collected from November 2000 through March 2001, the non-response adjustment factor for all telephone numbers in each U.S. Census division c by metropolitan status $s$combination, was calculated using the Council of American Survey Research Organization (CASRO) definition:

$$ADJ_{NR} = \frac{1}{\text{CASRO response rates}}$$

where the denominator is the CASRO response rate for U.S. Census division c and metropolitan status s. The non-response adjustment factor for a specific cell (defined by metropolitan status and U.S. Census division) is a function of the response rate, which is given by the ratio of the estimated number of telephone households to the number of completed surveys. The estimated number of telephone households is the sum of the responding households, non-responding households, and the estimate of telephone households among unresolved numbers. The non-response adjusted weight W_{NR} is the product of the sampling weight W_S and the non-response adjustment factor ADJ_{NR} within each U.S. Census division/metropolitan status combinations.

Adjustment for Multiple Telephone Lines

This adjustment will take into account the multiple chances of selection of households with multiple telephone lines used primarily for voice communication. The adjustment for multiple telephone lines is the inverse of the smallest of either 3 or the number of telephone lines:

$$ADJ_{MT} = \frac{1}{Min.(\#\ telephone\ lines, 3)}$$

For respondents that did not provide this information, it was assumed that the household contained only one telephone line. The non-response adjusted weight W_{NR} is then multiplied by the adjustment factor for multiple telephone lines ADJ_{MT} to create a weight that is adjusted for non-response and for multiple probabilities of selection due to multiple telephone lines W_{NRMT}.

Adjustment for Selecting a Random, Adult Household Member

The probability of selecting an individual respondent depends upon the number of eligible respondents in the household. Therefore, it is important to account for the total number of eligible household members when constructing the sampling weights. The adjustment used for selecting a random, adult household member is:

$$ADJ_{RA} = the\ number\ of\ eligible\ household\ members$$

For respondents that did not provide this information, a value for ADJ_{RA} was imputed according to the distribution of the number of people in a household (from responding households) within the age, gender, and education cross-classification cell matching that of the respondent for which the value is being imputed. The weight that is adjusted for non-response and for multiple probabilities of selection due to multiple telephone lines W_{NRMT} is then multiplied by ADJ_{RA}, resulting in W_{NRMTRA}, a weight that is adjusted for non-response, for multiple probabilities of selection, and for selecting a random, adult household member.

Post-Stratification Adjustment to Target Population

The final adjustment to the survey weights is a post-stratification adjustment that would allow the weights to sum to the target population, i.e., U.S. non-institutionalized persons 18 years (16 years or older for surveys conducted prior to November 2000) of age or older by age, gender, and education. The method of adjustment that was used is called Iterative Proportional Fitting (IPF) or Raking[a] . The outcome of that procedure is a multiplier*M* that scales W_{NRMTRA} within each age/gender/education cell so that weighted marginal sums for age, gender, and education agree with the corresponding Census Bureau distributions for these characteristics. Respondents who did not supply the demographic information necessary to categorize their age, gender, and/or education were excluded from the Raking procedure and were assigned a value of 1 for *M*. The multiplier *M* was then applied to W_{NRMTRA} to create $W_{NRMTRAPS}$. Finally, a deflation factor was applied to the value of $W_{NRMTRAPS}$ for the respondents who were included in the calculation. This deflation factor denotes the proportion of the target population represented by respondents with non-missing demographic information, and adjusts for the portion of the sample that was not included in the calculation of the post-stratification adjustment due to missing demographic information. The scaled value of $W_{NRMRATPS}$ is the final analysis weight W_{final}.

[a]SAS Institute, Inc. (1990), SAS/IML *Software Usage and Reference, Version 6* , First Edition, pp. 355-358, Cary, North Carolina: SAS Institute, Inc.

Trimming Final Analysis Weights

Extreme values of W_{final} were trimmed to avoid over inflation of the sampling variance. In short, the trimming procedure limits the relative contribution of the variance associated with the k^{th} unit to the overall variance of the weighted estimate by comparing the square of each weight to a threshold value determined as a multiple of the sum of the squared weights. Letting $W_1, W_2, \ldots\ldots, W_n$ denote the final analysis weights for the *n* completed interviews, the threshold value was calculated using the following formula:

$$\left(10 * \sum_{j=1}^{n} w_j^{\,2} \Big/ n\right)^{\frac{1}{2}}$$

Each household having a final analysis weight that exceeded the determined threshold value was assigned a trimmed weight equal to the threshold. Next, the age/gender/education cell used in the post-stratification was identified for each household with a trimmed weight. To maintain the overall weighted sum within the cell, the trimmed portions of the original weights were re-assigned to the cases whose weights were unchanged in the trimming process. For cases having trimmed weights but missing age, gender, and/or education information, the trimmed portions of the original weights were assigned to all remaining cases whose weights were unchanged in the trimming process.

The entire procedure was then repeated on the new set of weights: a new threshold value was re-calculated and the new extreme values were re-adjusted. The process was repeated until no new extreme values were found.

Variance Estimation for the Omnibus Household Survey

Introduction. The data collected in the Omnibus Household Survey are obtained through a complex sample design involving stratifications, and the final weights are subject to several adjustments. Any variance estimation methodology must involve some simplifying assumptions about the design and weighting. Some simplified conceptual design structures that allow users of these data to compute reasonably accurate standard errors are provided in this section.

At BTS, the software package SUDAAN (Research Triangle Institute, Research Triangle Park, NC) has been used to produce standard errors. An example of SUDAAN computer code is provided, but without guarantees of any kind. The computer code and methods used are subject to change without notification to the user. The entire risk as to the results and performance is assumed by the user. BTS recommends that any analysis of Omnibus Household Survey data be done under the supervision of a statistician who understands the implications of complex sample design surveys.

Sample Design. The Omnibus Household Survey uses random digit dialing (RDD). Sample telephone numbers were obtained from the GENESYS sampling systems. The standard GENESYS RDD sample methodology produces a strict single-stage equal probability sample of residential telephone numbers. In other words, a GENESYS RDD sample ensures an equal and known probability of selection for every residential telephone number in the sample frame.

Randomly generated telephone numbers were produced within the Master Exchange Database (MED) which consists of more than 48,000 residential area code/exchange combinations.

- The MED is structured using twenty independent strata: ten divisions of the United States split by metro and non-metro county definitions. The ten divisions are approximately equivalent to the U.S. Census definition of nine divisions. The tenth division in the GENESYS sampling design is made up of Alaska and Hawaii (which are in U.S. Census division nine).
- Within each of the ten division/metro strata, counties are ordered from those serving the largest MSA/Primary Metropolitan Statistical Area (PMSA) to those serving the smallest.

- Within each rank-ordered MSA/PMSA, exchanges are ordered by those serving the county(s) containing the central city(s), followed by those serving each of the remaining non-central city county(s).
- Within each county, exchanges and their associated working banks are ordered numerically, lowest to highest.
- For the ten division/non-metro strata, counties are ordered in a geographic serpentine pattern within each state.
- Within each county, exchanges are again ordered numerically.

The rationale for sorting the MED in such a fashion is to ensure strict geographic representation and to increase the homogeneity within the implicit strata created by the GENESYS sampling procedures.

Given this sample design, a one-stage sample should be specified and final sampling weights (adjusted by post stratification) used. The user should note that one simplifying procedure is used by BTS for variance estimation in SUDAAN. Whereas the GENESYS sample uses ten divisions as a sort criterion, BTS has used the U.S. Census definition of nine divisions. The rationale for this is that few respondents are interviewed in Alaska and Hawaii. Thus, these states are collapsed back into nine divisions.

Design Information for Variance Estimation. Three variables, DIVISION, METRO, and FINALWGT, are needed for variance estimation in SUDAAN. The variable DIVISION is not included in the data files of August 2000 through January 2001. For these months, the DIVISION variable has to be constructed from the variable FIPSCODE using the U.S. Census classification of states within divisions. To construct the variable DIVISION:

1. Use only the first 2 digits in the variable FIPSCODE (a 5-digit number where, from left to right, the first two digits are the state identifier and the last three digits represents a county).
2. Use the information in Table 1 to recode the 2 digits from FIPSCODE into the variable DIVISION.

Table 1. State Codes Within Each of the Nine Divisions

State Code from Variable FIPSCODE	DIVISION Code
09, 23, 25, 33, 44, and 50	1
34, 36, and 42	2
18, 17, 26, 39, and 55	3
19, 20, 27, 29, 31, 38, and 46	4
10, 11, 12, 13, 24, 37, 45, 51, and 54	5
01, 21, 28, and 47	6
05, 22, 40, and 48	7
04, 08, 16, 35, 30, 49, 32, and 56	8
02, 06, 15, 41, and 53	9

Variance Estimation Method. This method uses the DIVISION and METRO variables to create 18 strata, a single-stage selection with replacement procedure, and the final weight. This method provides somewhat conservative standard errors estimates. Assuming a simplified sample design structure, the following SUDAAN statements may be used (Note that the data file must first be sorted by DIVISION and METRO variables before using it in SUDAAN).

```
PROC ... DESIGN = STRWR;
NEST DIVISION METRO ;
```

WEIGHT FINALWGT ;

A typically used rule-of-thumb for degrees of freedom associated with a standard error is the quantity (number of unweighted records - number of strata) in the dataset. The rule-of-thumb degrees of freedom for the method above would fluctuate from month to month depending on the number of records in each monthly dataset. Most monthly dataset would yield degrees of freedom of around 1000. For practical purposes, any number of degrees of freedom exceeding 120 can be treated as infinite, i.e., one uses a normal *Z*-statistic instead of a *t*-statistic for testing.

Note that a one-tailed critical *t* at 120 degrees of freedom is 1.98 while at infinite degrees of freedom (a 0.025 *z*-value) is 1.96. If a variable of interest covers most of the sample strata, this limiting value would probably be adequate for analysis. Users should consult mathematical statisticians for discussion of degrees of freedom.

Subsetted Data Analysis. Frequently, analytical studies are restricted to select sub-domains, e.g., persons aged 65 and older. To save on storage, some users delete all records outside the domain of interest. This procedure of keeping only select records is called subsetting the data. With a subsetted data set, variance estimates sometimes cannot be computed. When data are collected using a complex survey design, and the data are then subsetted, it is likely that sample design structures could be compromised where complete design information is not available, for example, in all strata. Subsetting data may delete important design information needed for variance estimation.

If records are deleted in the Omnibus Household Survey where only one respondent is left in a particular stratum, variance estimates cannot be computed. When using subsetted data in SUDAAN, the MISSUNIT option can be added to the NEST statement to correct for possible missing design information. For example:

NEST DIVISION METRO / MISSUNIT ;

SUDAAN's MISSUNIT option performs a fix-up that produces variance estimates identical to that achieved when using a full data set.

Response Rates

The procedures for response rate calculation for the monthly surveys are based on the guidelines established by CASRO in defining a response rate. The final response rate for the survey was obtained using the following formula:

$$\text{Response Rate} = \frac{\text{Completed HH Interviews}}{\left(\text{HHs In Scope} + \left[\text{Scope Undetermined} * \frac{\text{HHs In Scope}}{\text{HHs In \& Out of Scope}}\right]\right)}$$

The distribution of household telephone numbers by disposition categories is shown in the methods section specific to each month. The number of household cases in each category was used in the above formula to calculate an overall response rate for each month.

Treatment of Missing Values

The Omnibus Household Survey, by design, contains questions that are not asked of certain respondents based on their response(s) to other questions. In addition, there will always be some respondents who do not know the answer to or choose not to answer some items in the survey. Each of these responses can have a different meaning to the data user. While each of these response categories is important in characterizing the results of the survey, they are often removed from certain analyses, particularly those

involving percentages. Therefore, the categories were given standard codes for easy identification. Table 2 below presents the response categories and how they are represented in each data file.

Data have not been imputed to account for missing values in specific questions, except during the weighting process. Those values were imputed only for the purpose of weighting the data and were not included in the final data files.

Table 2. Summary of Codes for Missing Value Response Categories by Type of Data File

Response Category	Data Set Value		
	SAS Transport[1]	Microsoft Excel	ASCI
Appropriate Skip	.S	-7	-7
Refused	.R	-8	-8
Don't Know	.D	-9	-9

[1]All codes represent special cases of SAS missing values and are treated as such in SAS procedures.

Summary of Survey Procedures

Scheduling Calls and Tracking Cases

All survey data were collected using computer-assisted telephone interviewing (CATI) program. Also, CATI was used to schedule calls and track cases. It was programmed to release telephone numbers for calling based on standard and project-specific scheduling algorithms. Calls were scheduled based on optimal calling patterns and dispersed over different times of the day. Calls also were prioritized based upon their case status. For example, a telephone number for a household where a respondent had already agreed to participate was given a higher priority in the scheduler than a number where no contact had been made.

Follow-up efforts were limited to 15 attempts to determine whether a telephone number was residential, an additional ten attempts to identify an eligible respondent, and a final ten attempts to secure a completed interview or refusal. Therefore, the maximum number of call attempts to any household was 35. Once contact was made with a household, follow-up attempts followed a loose callback schedule established at the initial contact. That is, good times and days to callback were requested at the initial contact, but follow-up calls also were attempted before these appointment times, unless otherwise told not to do so by the household. This allowed for making the maximum number of attempts within the study period.

Household Screening

Once contact was made with individuals at a dialed telephone number, interviewers screened for eligibility by verifying that the number belonged to a residence (not a business or institution). An adult household member was then asked to identify the individual 18 years or older (16 years or older for surveys conducted prior to November 2000) in the household who would have the next birthday. The method preserved the randomness of the selection without requiring the time and effort to acquire a household roster and helps to avoid a potential break-off. If the respondent was available, the interviewer immediately attempted to complete the interview. If the selected respondent was not available, the interviewer asked for a good time to call back. In order to preserve respondent anonymity in the latter case, the interviewer asked for and recorded only the potential respondent's first name or initial.

Interviewing

No incentives were offered to respondents for completing the interview, and the survey was conducted only in English. If the selected household member refused the interview, the interviewer recorded the reason for refusal. The average length of the completed interview was approximately 15 minutes. Additionally, about 3-5 minutes were needed to recruit/screen potential respondents.

Once contact was made with the eligible respondent, the interviewer briefly explained the purpose of the survey and asked for the respondent's cooperation. The respondent was assured that the survey responses were being provided anonymously; that the respondent would not be asked for his/her full name, address, or other identifying information. Verbal consent to participate in the survey was asked of all respondents.

The interviews were completed in one telephone call. If a respondent started, but refused to complete an interview in one phone call, the session was broken off and the interview was coded as a refusal. No attempts were made to weight these data.

Quality Control Procedures and Reporting

Interviewer performance was evaluated on the basis of production reports and regular on-line monitoring. Interviewer conduct during interviews was evaluated primarily by supervisory monitoring of actual calls, supplemented by review of interviewer notes maintained in the CATI system (all calls and notes recorded about those calls are maintained by the CATI system).

Summary of Data Cleaning

The CATI code was written to strictly enforce questionnaire logic. An interview could not be certified as "clean" until all appropriate questions had either been answered or assigned an acceptable non-response value, and until the data record for each interview was consistent with the instrument program logic.

A program was written to reformat the cleaned responses from the instrument into files that could be used for analytical purposes. Additional edits were performed in SAS. The additional edits included checks on the number of missing values, assignment of additional non-response values, and some constructed variables. Weights were also applied to the data files.

Omnibus Survey
Household Survey Results
Specific Methodology
October 2000

Introduction

Data collection for October 2000 Omnibus Household Survey began on October 4, 2000, and continued until October 10, 2000. Calls were placed between 9:00 a.m. and 9:00 p.m. local time in all regions of the country. Approximately 90 interviewers were trained for the study. Data was collected from households in the U.S. using a random-digit-dialed telephone survey method. The final data set includes 1,269 completed cases and a total of 147 variables. Battelle collected the data under contract with the Bureau of Transportation Statistics.

For this survey, 15,519 telephone numbers (in replicates of approximately 500) were purchased from Marketing Systems Group's (Ft. Washington, PA) GENESYS Sampling System. Of these, 10,000 were identified as working, residential telephone numbers. Five of the sample replicates were not needed, resulting in 7,525 numbers being released for use by the telephone interviewers. For this survey, the total number of telephone numbers in the sampling frame was 246,870,500.

Response Rates

The procedure for response rate calculation is based on the guidelines established by the Council of American Survey Research Organizations (CASRO). The final response rate for the survey was obtained using the following formula:

$$Response\ Rate = \frac{Completed\ HH\ Interviews}{\left\{HHs\ In\ Scope + \left[Scope\ Undetermined * \frac{HHs\ In\ Scope}{HHs\ In\ \&\ Out\ of\ Scope}\right]\right\}}$$

Distribution of household telephone numbers by disposition categories is presented in Table 1 below. The number of household cases in each category was then used in the above formula to calculate an overall response rate of approximately 24 percent.

Table 1. Distribution of Household Cases by Disposition Code

Household Level	Results
Number of Telephone Numbers Released	7,525
Number of Pending Cases (Number not Dialed)	0
Number of HH Cases Worked	7,525
Number of Out of Scope Numbers (ineligible)	1,769
Number of No Contact (Scope Undetermined)	1,408
Number of Households in Scope	4,348
Number of Completes	1,269
Number of Partial Completes	51

Number of Language Problem	217
Number of Not Screened	173
Number of Refusal	2,129
Number of Parental Refusal	6
Number of Respondent Identified, Case not Finalized	305
Number of Unavailable During Study Period	198
Household Response Rate	23.7%

Follow-up efforts were limited to six attempts to determine whether a telephone number was residential, an additional five attempts to identify an eligible respondent, and a final five attempts to secure a completed interview or refusal. Therefore, the maximum number of call attempts to any household was sixteen. Once contact was made with a household, follow-up attempts followed a loose call-back schedule established at the initial contact. That is, good times and days to call back were requested at the initial contact, but follow-up calls also were attempted before these appointment times, unless told otherwise not to do so by the household. This allowed for making the maximum number of attempts within the study period.

The October Survey employed a limited experiment during the period of October 6-8, 2000 to examine methodologies to increase response rates. Three highly experienced refusal conversion specialists attempted to complete the interview with 256 households that had previously refused to participate. From those attempts, three households completed the survey.

Pretest

Prior to the start of actual data collection, a pretest was conducted to test the usability of the survey instrument. Particular focus was placed on testing questions that were new to the October survey. Qualified data collection and data preparation staff performed this pretest by first reviewing the questionnaire and then using it in simulated data collection situations. They looked for vague or confusing instructions, inconsistent questions or answer categories, incomplete or redundant sections, and poor pace, tone, flow, and format of questions. They also tested the interview length and determined that the survey questionnaire could be administered in approximately 15 minutes.

Pre-Contact Letter

No pre-contact letter was mailed for the October survey.

Omnibus Survey
Household Survey Results
Summary Report
October 2000

Introduction

The Bureau of Transportation Statistics - the federal statistical agency for the Department of Transportation charged with improving the knowledge base for public decision making - is coordinating the Omnibus Survey program. The survey is a ONEDOT effort to collect information about the transportation system, how it is used, and how it is viewed by the users.

BTS is gathering data each month on a random basis from 1,000 households to determine the general public's satisfaction with the nation's transportation system and to prioritize improvements to the transportation system. Each month the survey contains a set of core questions about transportation system use, as well as questions posed by the various operating administrations within the Department. Finally, each month the survey asks questions relating to one of the following DOT strategic goals: safety, mobility, human and natural environment, or national security.

These monthly surveys are designed to measure Americans' satisfaction with the transportation system and the Department of Transportation. They are not intended nor designed to measure characteristics of the transportation system. The data concerning characteristics of transportation are collected to enhance understanding of the customer satisfaction measures and the concerns respondents express regarding the transportation system.

Estimates such as the number of Americans traveling by air, the availability of public transportation, use of car pools, and the like may not match data from other sources because of sampling variability and methodological limitations of the survey. For example, the survey covers only people in households with a telephone. Characteristics related to the lack of a telephone will be estimated with imperfect accuracy. For example, estimates of households having no licensed motor vehicles are likely understated because the sample does not include households without telephones.

Another source of possible disagreement with other estimates occurs because the Omnibus survey does not use official definitions of transportation concepts in the interview. Due to time constraints, the survey often provides no definitions, but allows the respondent to interpret terminology in the question. Estimates based on respondent reports from the Omnibus Survey could differ from estimates obtained through different methods. For example, when the Omnibus asks respondents about the availability of public transportation, it does not specify, "within a quarter mile." Nor does it define "public transportation." Without precise definitions, respondents may consider charter buses, for example, to be "public transportation."

The findings provided by the Omnibus Survey program will provide a valuable framework for the Secretary and senior officials in DOT operating administrations to make measurable improvements in our transportation system, the security of our nation, and the quality of American life.

For More Information

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Major Findings

The focus of October Household Survey was on human and natural environment. This report summarizes the major findings of the survey. More detailed results and the data are available on the BTS Omnibus website at www.bts.gov/omnibus.

Transportation System User Trends

- Approximately 20 million Americans traveled in a car pool or van pool in the past 30 days. More than half of these, 54 percent, did so for more than ten of the past 30 days.
- Almost one-third of all American households (32 percent) have three or more licensed vehicles available for residents' use.
- The number of Americans flying commercial airlines in the past 30 days increased from 22.5 million in September to 27.3 million in October.
- The number of Americans using recreational boats in the past 30 days declined from 27.7 million in September to 17.5 million boaters in October.
- 5.3 million Americans used intercity buses in the past 30 days.

Use of Public Transportation and Car and Van Pools

- More than two-thirds of all Americans have public transportation available in their area (71%). Fewer Americans, 44 percent, have car or van pools available in their area. (Note: assumes respondents who used public transportation or car/van pools in the past 30 days have these services available in their area.)
- The most common reason cited for not using public transportation among those who live in areas where it is available and have not used it in the past 30 days is that it is more convenient to drive (71 percent). The most common reason cited for not using car or van pools among those who live in areas where they are available and have not used them in the past 30 days is that it is more convenient to drive oneself (53 percent).
- Twenty-seven percent of Americans with no licensed vehicles in their household live in areas where no public transportation is available. (Note: assumes respondents who used public transportation in the past 30 days have these services available in their area.)

NHTSA Safety Programs

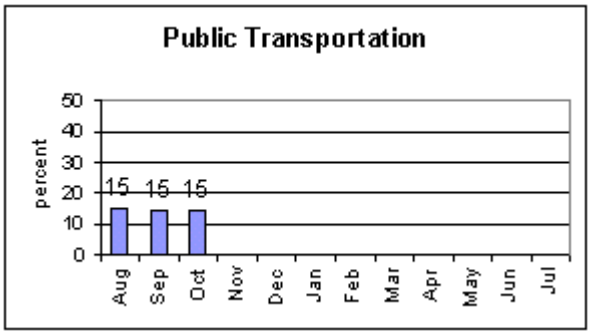
- Sixteen percent of Americans who have at least one licensed vehicle are aware that NHTSA has a toll-free Auto Safety Hotline. Twenty percent know that NHTSA has a web site for receiving reports of vehicle safety problems and safety defects from consumers.
- Americans who have three or more licensed vehicles in their household or drive alone in a private vehicle more often are more likely to be aware of the NHTSA web site than those Americans who have only one or two licensed vehicles or drive less frequently.

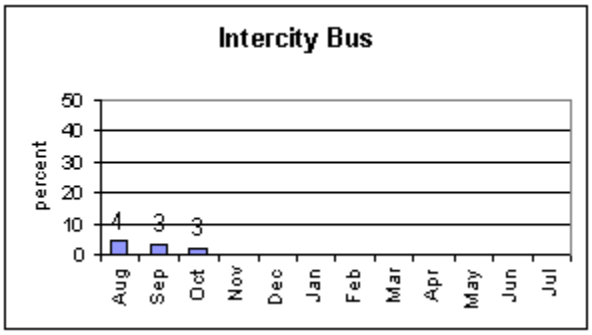
Human and Natural Environment

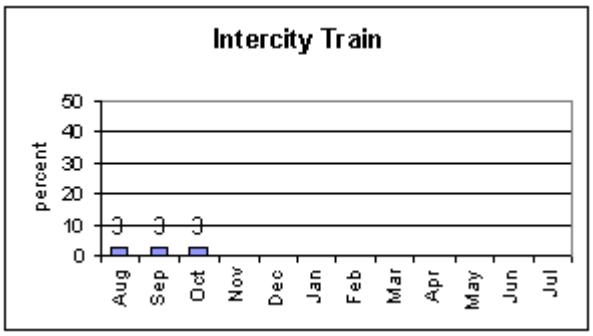
- Half of all Americans believe that cars, SUVs, pickups, and vans are the primary cause of air pollution while almost one in ten believe large trucks are the primary cause. Sixteen percent believe the primary cause of air pollution is factories.
- Fifty-four percent of Americans are concerned about air pollution from transportation sources in their community, 45 percent are concerned about water pollution from transportation sources in their community, and 59 percent are concerned about the effect of vehicle emissions on global weather patterns. Satisfaction with the Federal government's efforts to minimize air and water pollution from transportation sources is 66 percent, while satisfaction with the Federal government's efforts in enforcing standards for vehicle emission is 70 percent.
- Almost half of all Americans, 48 percent, are concerned about the availability of information on how vehicle emissions affect air quality, and 32 percent are dissatisfied with the Federal government's efforts to make this information available.
- More than 65 percent of Americans are concerned about traffic congestion, and 48 percent are dissatisfied with the Federal government's efforts in addressing this issue. Similarly, 57 percent of Americans are concerned about having a say about transportation projects in their community, and 37 percent are dissatisfied with the Federal government's efforts in ensuring the public has a say.
- Ease of driving to work, shopping, and recreation is very important in choosing where to live for three out of every five Americans. The availability of good public transportation is not at all important for almost half (48 percent), and the availability of bikeways, walking paths, and sidewalks is very important to about one-third of all Americans (38 percent) in making this choice.
- Seventy-one percent or more Americans agree that the transportation system, including roads, public transportation, bikeways, and sidewalks, benefits their community, helps make their community a better place to live, and contributes to the economic well-being of their community. Sixty percent agree that the transportation system contributes to the environmental well-being of their community.

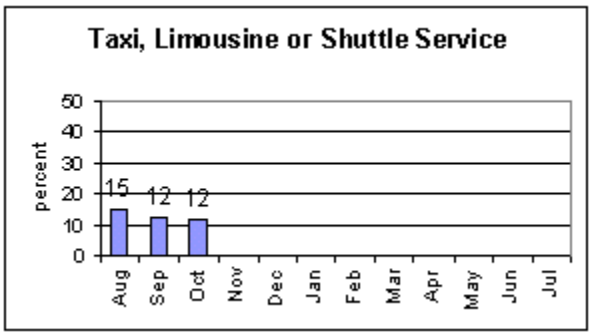
Transportation User Trends -

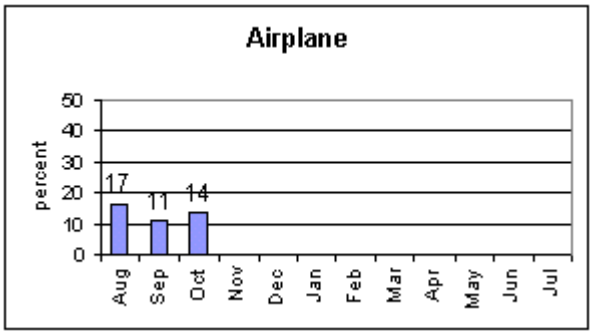
The following tables show the percent of adult population who used the transportation system in the last 30 days

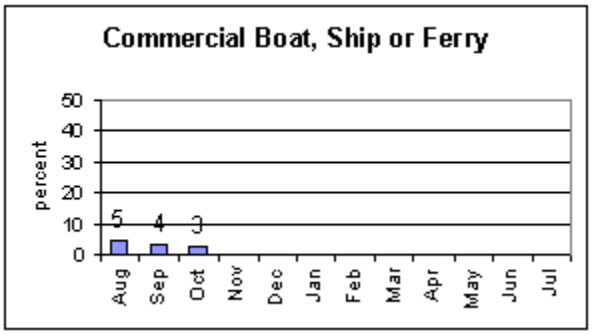


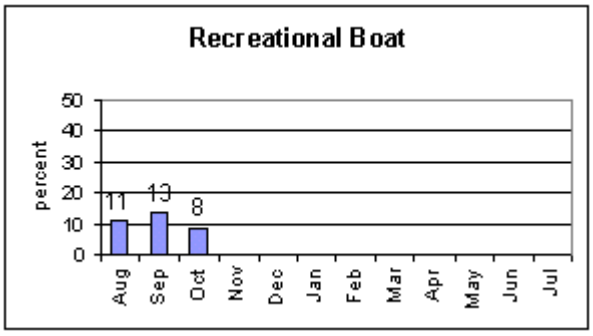


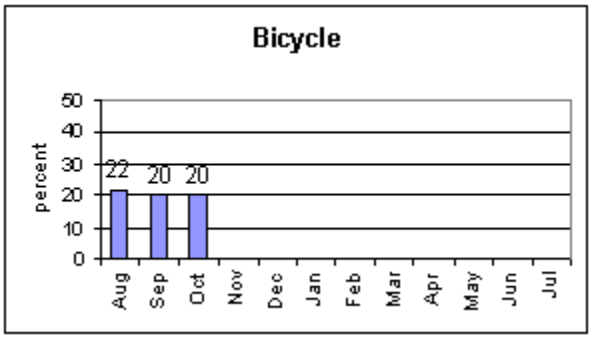








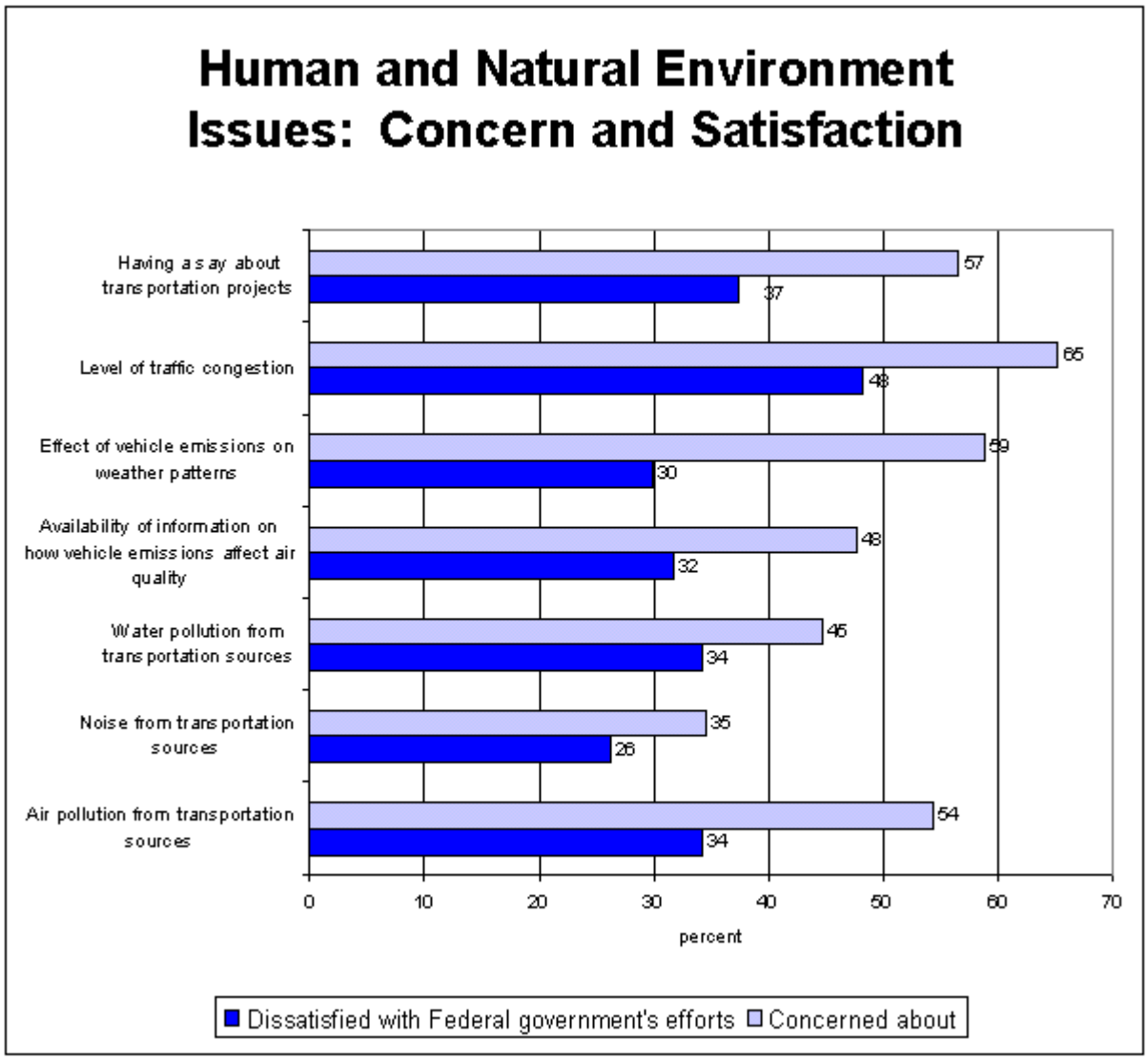




Frequency of Transportation Use in Last 30 Days - October

Mode of transportation	Total number (millions)	Percent who used mode in last 30 days by number of times used			
		1 or 2 times	3 to 5 times	6 to 10 times	More than 10 times
Drive alone in private vehicle	182.2	2.3%	6.2%	7.2%	84.3%
Drive or ride with others	137.4	13.9%	25.8%	14.9%	45.5%
Bicycle	41.3	37.9%	26.4%	13.4%	22.3%
Local bus, subway rail	30.8	26.9%	18.1%	9.0%	46.0%
Commercial airliner	27.3	77.1%	15.6%	2.5%	4.9%
Taxi, limo or shuttle	24.6	50.5%	28.1%	4.9%	16.5%
Car pool or van pool	19.9	17.4%	21.4%	6.8%	54.4%
Recreational boat	17.5	41.2%	35.5%	10.7%	12.5%
Commercial boat	6.1	61.2%	21.4%	14.4%	3.1%

Intercity train	6.1	51.6%	37.5%	3.5%	7.5%
Intercity bus	5.3	71.5%	27.0%	-	1.6%
Private or charter airplane	2.7	81.4%	6.6%	2.1%	10.0%



Omnibus Survey
Household Survey Results
Marginal Frequency Distributions
October 2000

Questionnaire Item	Count	Percentage (Standard Error)
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
a. Local public bus, subway, or commuter rail		
Yes	30,764,571	15 (2.54)
No	177,093,747	85 (2.54)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
a. Local public bus, subway, or commuter rail		
1-2	8,227,424	27 (3.48)
3-5	5,557,008	18 (2.44)
6-10	2,753,680	9 (0.87)
More than 10 Days	14,102,523	46 (5.53)
Subtotal Valid Responses	30,640,634	100
Don't Know	123,937	
Appropriate Skip	177,093,747	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
b. Driving alone in a private vehicle (such as a car, sport utility vehicle, pickup truck, van or motorcycle		
Yes	182,212,049	88 (1.47)
No	25,646,269	12 (1.47)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
b. Driving alone in a private vehicle (such as a car, sport utility vehicle, pickup truck, van or		

motorcycle		
1-2	4,141,971	2 (0.54)
3-5	11,305,428	6 (0.71)
6-10	13,180,059	7 (1.30)
More than 10 Days	153,584,592	84 (1.93)
Subtotal Valid Responses	182,212,049	100
Appropriate Skip	25,646,269	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
c. Traveling in an organized carpool or vanpool		
Yes	19,894,038	10 (0.95)
No	187,964,280	90 (0.95)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
c. Traveling in an organized carpool or vanpool		
1-2	3,455,576	17 (2.70)
3-5	4,265,152	21 (4.83)
6-10	1,353,293	7 (1.98)
More than 10 Days	10,820,018	54 (3.76)
Subtotal Valid Responses	19,894,038	100
Appropriate Skip	187,964,280	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
d. Traveling with others in a private vehicle		
Yes	137,390,058	66 (1.35)
No	70,468,260	34 (1.35)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
d. Traveling with others in a private vehicle		
1-2	18,989,186	14 (1.82)

3-5	35,298,543	26 (0.73)
6-10	20,383,117	15 (1.69)
More than 10 Days	62,342,387	46 (2.92)
Subtotal Valid Responses	137,013,232	100
Don't Know	376,826	
Appropriate Skip	70,468,260	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
e. City to city bus, such as Greyhound or Charter		
Yes	5,349,175	3 (0.64)
No	202,509,143	97 (0.64)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
e. City to city bus, such as Greyhound or Charter		
1-2	3,822,968	71 (4.57)
3-5	1,443,072	27 (5.51)
More than 10 Days	83,134	2 (1.03)
Subtotal Valid Responses	5,349,175	100
Appropriate Skip	202,509,143	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
f. City to city train, such as AMTRAK		
Yes	6,086,117	3 (1.48)
No	201,772,201	97 (1.48)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
f. City to city train, such as AMTRAK		
1-2	3,080,290	52 (9.58)
3-5	2,242,094	38 (8.46)
6-10	206,074	3 (2.27)

More than 10 Days	445,407	7 (1.75)
Subtotal Valid Responses	5,973,864	100
Don't Know	112,253	
Appropriate Skip	201,772,201	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
g. Taxi, limousine, or shuttle service		
Yes	24,583,509	12 (2.55)
No	183,274,809	88 (2.55)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
g. Taxi, limousine, or shuttle service		
1-2	12,408,082	50 (10.30)
3-5	6,907,667	28 (6.12)
6-10	1,205,527	5 (1.66)
More than 10 Days	4,062,232	17 (3.75)
Subtotal Valid Responses	24,583,509	100
Appropriate Skip	183,274,809	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
h. Commercial airplane		
Yes	27,328,325	13 (1.66)
No	180,529,993	87 (1.66)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
h. Commercial airplane		
1-2	21,062,350	77 (4.23)
3-5	4,271,839	16 (4.75)
6-10	669,043	2 (0.72)
More than 10 Days	1,325,094	5 (1.78)

Subtotal Valid Responses	27,328,325	100
Appropriate Skip	180,529,993	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
I. Private or charter airplane		
Yes	2,710,458	1 (0.19)
No	205,147,860	99 (0.19)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
I. Private or charter airplane		
1-2	2,205,799	81 (13.20)
3-5	178,033	7 (6.25)
6-10	56,108	2 (1.97)
More than 10 Days	270,518	10 (7.57)
Subtotal Valid Responses	2,710,458	100
Appropriate Skip	205,147,860	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
j. Commercial boat, ship, or ferry		
Yes	6,116,063	3 (0.54)
No	201,742,255	97 (0.54)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
j. Commercial boat, ship, or ferry		
1-2	3,742,420	61 (7.19)
3-5	1,309,172	21 (7.92)
6-10	877,892	14 (3.70)
More than 10 Days	186,580	3 (2.65)
Subtotal Valid Responses	6,116,063	100
Appropriate Skip	201,742,255	

Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
k. Recreational boat		
Yes	17,537,063	8 (1.01)
No	190,321,255	92 (1.01)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
k. Recreational boat		
1-2	7,227,973	41 (5.78)
3-5	6,225,967	36 (3.47)
6-10	1,883,192	11 (2.90)
More than 10 Days	2,199,931	13 (4.08)
Subtotal Valid Responses	17,537,063	100
Appropriate Skip	190,321,255	
Total	207,858,318	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
l. Bicycle		
Yes	41,342,359	20 (1.30)
No	166,515,959	80 (1.30)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
A1a. On how many days did you use this type of transportation?		
l. Bicycle		
1-2	15,656,267	38 (4.62)
3-5	10,915,474	26 (4.53)
6-10	5,557,907	13 (2.14)
More than 10 Days	9,212,711	22 (3.49)
Subtotal Valid Responses	41,342,359	100
Appropriate Skip	166,515,959	
Total	207,858,318	

A1La. Did you use your bicycle primarily for . . .		
Commuting to Work	2,931,402	7 (1.74)
Recreation	22,409,336	54 (2.93)
Exercise	14,549,838	35 (2.28)
Some Other Purpose	1,451,782	4 (1.60)
Subtotal Valid Responses	41,342,359	100
Appropriate Skip	166,515,959	
Total	207,858,318	
D1. How many licensed vehicles are owned, leased, or available for regular use by members of your household?		
0	8,388,023	4 (0.96)
1	49,022,760	24 (1.51)
2	83,694,783	40 (1.39)
3	36,544,657	18 (1.29)
4	21,098,138	10 (1.60)
5 or More	9,109,957	4 (0.53)
Subtotal Valid Responses	207,858,318	100
Average (Arithmetic Mean)		2.2 (0.08)[a]
Total	207,858,318	
M29. Were you aware that the National Highway Safety Administration has . . .		
1. A toll-free Auto Safety Hotline (1-888-327-4236)		
Yes	32,454,614	16 (0.35)
No	165,806,789	84 (0.35)
Subtotal Valid Responses	198,261,402	100
Don't Know	398,814	
Appropriate Skip	9,198,102	
Total	207,858,318	
M29. Were you aware that the National Highway Safety Administration has . . .		
2. A website (www.nhtsa.dot.gov) for receiving reports from consumers of vehicle safety problems and safety defects		
Yes	39,638,684	20 (1.73)
No	158,684,773	80 (1.73)
Subtotal Valid Responses	198,323,457	100
Don't Know	336,760	
Appropriate Skip	9,198,102	

Total	207,858,318	
M24a. Is public transportation available in your area?		
Yes	114,659,323	66 (5.65)
No	60,383,415	34 (5.65)
Subtotal Valid Responses	175,042,738	100
Don't Know	2,051,008	
Appropriate Skip	30,764,571	
Total	207,858,318	
M24b. Please tell me the main reason you had for not using public transportation in the past 30 days.		
It Doesn't Go Where Respondent Needs to Travel	6,979,096	6 (0.53)
It is More Convenient to Drive	80,872,485	71 (2.86)
It is Too Far to a Bus Stop or Subway Station	4,103,495	4 (1.14)
A Typical Trip is Too Complicated/Requires Too Many Transfers	2,800,299	2 (0.76)
Doesn't Like Riding with Strangers	958,483	1 (0.24)
It Takes Too Long	2,443,595	2 (0.98)
It is Hard To Get Information on Schedules or Stops	593,361	1 (0.19)
It Costs Too Much	533,348	0 (0.33)
It is Unreliable	1,850,621	2 (0.35)
Other	13,198,281	12 (2.00)
Subtotal Valid Responses	114,333,064	100
Don't Know	326,259	
Appropriate Skip	93,198,995	
Total	207,858,318	
M25a. Are organized car or vanpools available in your area?		
Yes	63,393,073	38 (3.38)
No	104,501,647	62 (3.38)
Subtotal Valid Responses	167,894,720	100
Don't Know	20,069,560	
Appropriate Skip	19,894,038	
Total	207,858,318	
M25b. Please tell me the main reason you had for not using an organized carpool or vanpool in the past 30 days.		

It Is More Convenient To Drive Self	33,622,397	53 (1.89)
Need The Flexibility To Make Stops	1,888,641	3 (0.61)
Prefers Riding Alone	1,860,025	3 (0.33)
It Takes Too Long	1,124,372	2 (0.58)
It is Hard To Find Car Or Vanpools that Fit Schedule	5,976,787	9 (2.32)
It is Unreliable	66,103	0 (0.09)
Not Applicable To Respondent's Situation/Doesn't Commute	6,613,649	10 (1.05)
Flexibility in When Respondent Can Come and Go	3,078,286	5 (1.26)
Other	9,162,813	14 (1.58)
Subtotal Valid Responses	63,393,073	100
Appropriate Skip	144,465,245	
Total	207,858,318	
M26. What do you think is the primary cause of air pollution in your community?		
Power Plants	8,147,485	4 (1.35)
Semis/Large Trucks	19,238,858	10 (0.51)
Dust	4,012,532	2 (0.42)
Cars/Suvs/Pickups/Vans	98,950,079	50 (4.93)
Pollen	3,456,595	2 (0.16)
Factories	31,355,184	16 (2.42)
Something Else	13,953,769	7 (1.30)
Don't Have Air Pollution Where I Live	19,766,950	10 (3.20)
Subtotal Valid Responses	198,881,452	100
Don't Know	8,731,256	
Refused	245,610	
Total	207,858,318	
C9. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
a. The level of air pollution from transportation sources in your community		
Not Concerned	48,119,640	23 (3.14)
Neutral	46,729,326	23 (2.15)
Concerned	112,334,407	54 (4.69)
Subtotal Valid Responses	207,183,374	100
Don't Know	674,944	
Total	207,858,318	

C9. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
b. The level of noise from transportation sources in your community		
Not Concerned	92,769,985	45 (3.23)
Neutral	42,974,697	21 (1.88)
Concerned	71,630,464	35 (2.57)
Subtotal Valid Responses	207,375,146	100
Don't Know	483,172	
Total	207,858,318	

C9. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
c. The level of water pollution from transportation sources in your community		
Not Concerned	72,343,073	35 (3.64)
Neutral	41,280,409	20 (1.18)
Concerned	92,302,296	45 (4.12)
Subtotal Valid Responses	205,925,778	100
Don't Know	1,759,695	
Refused	172,845	
Total	207,858,318	

C9. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
d. The availability of information on how vehicle emissions affect air quality		
Not Concerned	55,715,712	27 (1.58)
Neutral	52,033,297	25 (1.15)
Concerned	98,080,109	48 (2.54)
Subtotal Valid Responses	205,829,118	100
Don't Know	2,029,200	
Total	207,858,318	

C9. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
e. The effect vehicle emissions might have on global weather patterns		
Not Concerned	44,393,651	22 (1.95)
Neutral	40,428,846	20 (1.16)
Concerned	121,154,026	59 (1.49)
Subtotal Valid Responses	205,976,523	100
Don't Know	1,806,588	

Total	207,858,318	
C9. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
f. The level of traffic congestion on the roads in your community		
Not Concerned	47,156,968	23 (4.70)
Neutral	25,167,858	12 (1.79)
Concerned	135,419,461	65 (5.87)
Subtotal Valid Responses	207,744,286	100
Don't Know	114,032	
Total	207,858,318	
C9. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
g. Having a say about transportation projects in your community		
Not Concerned	41,071,022	20 (3.09)
Neutral	48,804,489	24 (1.73)
Concerned	117,134,048	57 (3.54)
Subtotal Valid Responses	207,009,559	100
Don't Know	729,825	
Refused	118,934	
Total	207,858,318	
C10. I just asked how concerned you are with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
a. Minimizing air pollution from transportation sources		
Dissatisfied	70,222,064	34 (1.42)
Neutral	80,570,493	39 (1.28)
Satisfied	54,132,514	26 (1.07)
Subtotal Valid Responses	204,925,070	100
Don't Know	2,933,248	
Total	207,858,318	
C10. I just asked how concerned you are with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
b. Minimizing noise from transportation sources		
Dissatisfied	53,809,214	26 (2.45)

Neutral	89,593,568	44 (2.79)
Satisfied	61,519,232	30 (0.80)
Subtotal Valid Responses	204,922,014	100
Don't Know	2,852,466	
Refused	83,837	
Total	207,858,318	
C10. I just asked how concerned you are with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
c. Minimizing water pollution from transportation sources		
Dissatisfied	69,848,399	34 (1.33)
Neutral	81,056,296	40 (1.10)
Satisfied	52,516,541	26 (1.70)
Subtotal Valid Responses	203,421,236	100
Don't Know	4,232,951	
Refused	204,131	
Total	207,858,318	
C10. I just asked how concerned you are with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
d. Making information available on how vehicle emissions affect air quality		
Dissatisfied	64,738,174	32 (1.27)
Neutral	73,299,926	36 (1.51)
Satisfied	66,103,424	32 (0.90)
Subtotal Valid Responses	204,141,523	100
Don't Know	3,716,795	
Total	207,858,318	
C10. I just asked how concerned you are with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
e. Enforcing standards for vehicle emissions		
Dissatisfied	61,197,443	30 (1.29)
Neutral	61,739,902	30 (1.42)
Satisfied	81,132,489	40 (1.75)
Subtotal Valid Responses	204,069,834	100
Don't Know	3,594,929	

Refused	193,556	
Total	207,858,318	
C10. I just asked how concerned you are with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
f. Reducing traffic congestion on the roads in your community		
Dissatisfied	99,528,548	48 (3.90)
Neutral	50,524,760	25 (1.98)
Satisfied	55,488,658	27 (2.25)
Subtotal Valid Responses	205,541,967	100
Don't Know	2,316,351	
Total	207,858,318	
C10. I just asked how concerned you are with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
g. Ensuring that you can have a say about transportation projects in your community		
Dissatisfied	76,591,524	38 (1.55)
Neutral	70,052,300	34 (1.17)
Satisfied	56,987,724	28 (1.57)
Subtotal Valid Responses	203,631,548	100
Don't Know	3,890,010	
Refused	336,760	
Total	207,858,318	
C11. In choosing where to live, how important to you was the ease of driving in getting to work, shopping, and recreation? Would you say not at all important, somewhat important, or very important?		
Not at All Important	26,122,749	13 (1.76)
Somewhat Important	57,752,306	28 (1.91)
Very Important	122,506,229	59 (2.42)
Subtotal Valid Responses	206,381,284	100
Don't Know	1,477,034	
Total	207,858,318	
C12. In choosing where to live, how important to you was the availability of good public transportation in getting to work, shopping, and recreation? Would you say not at all important, somewhat important, or very important?		
Not at All Important	99,470,623	48 (2.96)

Very Important	67,215,425	33 (1.94)
Subtotal Valid Responses	206,427,181	100
Don't Know	1,350,472	
Refused	80,665	
Total	207,858,318	
C13. In choosing where to live, how important to you was the availability of bikeways, walking paths, and sidewalks in getting to work, shopping, and recreation? Would you say not at all important, somewhat important, or very important?		
Not at All Important	72,516,166	35 (2.45)
Somewhat Important	55,519,602	27 (2.57)
Very Important	79,110,278	38 (1.67)
Subtotal Valid Responses	207,146,047	100
Don't Know	655,977	
Refused	56,294	
Total	207,858,318	
C14. Please tell me whether you disagree, agree, or feel neutral about the following statements: The transportation system, including roads, public transportation, bikeways, and sidewalks . . .		
a. Benefits my community		
Disagree	21,533,816	10 (1.81)
Neutral	38,565,304	19 (1.83)
Agree	146,234,242	71 (2.95)
Subtotal Valid Responses	206,333,362	100
Don't Know	1,524,956	
Total	207,858,318	
C14. Please tell me whether you disagree, agree, or feel neutral about the following statements: The transportation system, including roads, public transportation, bikeways, and sidewalks . . .		
b. Helps make my community a better place to live		
Disagree	18,349,723	9 (1.05)
Neutral	34,133,407	17 (1.12)
Agree	154,128,630	75 (1.11)
Subtotal Valid Responses	206,611,760	100
Don't Know	1,246,558	
Total	207,858,318	

C14. Please tell me whether you disagree, agree, or feel neutral about the following statements: The transportation system, including roads, public transportation, bikeways, and sidewalks . . .		
c. Contributes to the economic well-being of my community		
Disagree	23,258,482	11 (0.45)
Neutral	36,870,948	18 (1.25)
Agree	146,569,861	71 (1.65)
Subtotal Valid Responses	206,699,290	100
Don't Know	1,159,028	
Total	207,858,318	
C14. Please tell me whether you disagree, agree, or feel neutral about the following statements: The transportation system, including roads, public transportation, bikeways, and sidewalks . . .		
d. Contributes to the environmental well-being of my community		
Disagree	32,213,518	16 (0.69)
Neutral	51,443,594	25 (1.37)
Agree	122,626,949	59 (1.65)
Subtotal Valid Responses	206,284,062	100
Don't Know	1,574,256	
Total	207,858,318	
B4a. In the past year, have you requested a product or service from an agency of the U.S. Department of Transportation?		
Yes	10,809,341	5 (0.80)
No	196,941,770	95 (0.80)
Subtotal Valid Responses	207,751,111	100
Refused	107,207	
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
1. the National Highway Traffic Safety Administration		
Yes	2,310,219	1 (0.42)
No	205,548,099	99 (0.42)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
2. U.S. Coast Guard		

Yes	481,941	0 (0.09)
No	207,376,377	100 (0.09)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
3. Federal Aviation Administration		
Yes	579,855	0 (0.09)
No	207,278,463	100 (0.09)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
4. Maritime Administration		
Yes	222,417	0 (0.04)
No	207,635,901	100 (0.04)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
5. Federal Highway Administration		
Yes	2,433,298	1 (0.30)
No	205,425,020	99 (0.30)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
6. Federal Railroad Administration		
Yes	276,500	0 (0.05)
No	207,581,818	100 (0.05)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
7. Federal Transit Administration		
Yes	1,057,167	1 (0.13)
No	206,801,151	99 (0.13)
Subtotal Valid Responses	207,858,318	100

B4b. Which of the following agencies did you contact?		
8. Federal Motor Carrier Safety Administration		
Yes	1,218,020	1 (0.23)
No	206,640,298	99 (0.23)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
9. Research and Special Programs Administration		
Yes	83,443	0 (0.04)
No	207,774,875	100 (0.04)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
10. Bureau of Transportation Statistics		
Yes	656,728	0 (0.08)
No	207,201,590	100 (0.08)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
11. St. Lawrence Seaway Development Corporation		
Yes	83,443	0 (0.04)
No	207,774,875	100 (0.04)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
12. Office of the Secretary of Transportation		
Yes	664,732	0 (0.09)
No	207,193,586	100 (0.09)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
13. Some other way-SPECIFY		

No	203,915,652	98 (0.16)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
Appropriate Skip		
Yes	196,941,770	95 (0.81)
No	10,916,548	5 (0.81)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B4b. Which of the following agencies did you contact?		
Refused/Don't Know		
No	207,858,318	100 (0.00)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
B5. How did you first contact the Department of Transportation?		
Telephone	5,072,259	68 (2.91)
Internet/World Wide Web	1,163,153	16 (5.28)
(Regular) Mail	580,841	8 (3.03)
In Person	474,234	6 (2.85)
Other	142,363	2 (1.62)
Subtotal Valid Responses	7,432,850	100
Don't Know	260,550	
Appropriate Skip	200,164,918	
Total	207,858,318	
B6. On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied, please rate your overall satisfaction with the level of service you received.		
Very Dissatisfied	2,005,697	26 (7.13)
Dissatisfied	669,472	9 (2.13)
Neither Satisfied nor Dissatisfied	1,845,323	24 (12.30)
Satisfied	1,200,238	16 (3.35)
Very Satisfied	1,972,669	26 (5.08)
Subtotal Valid Responses	7,693,400	100
Appropriate Skip	200,164,918	
Total	207,858,318	

M11. When is it considered trespassing if you are on railroad tracks other than at a posted crossing?		
Never	23,712,460	12 (1.06)
Always	106,987,663	55 (1.73)
Only when "No Trespassing" Signs are Posted	62,502,264	32 (1.01)
Subtotal Valid Responses	193,202,387	100
Don't Know	14,228,031	
Refused	427,900	
Total	207,858,318	
B3. Do you currently have a disability or health problem that makes it difficult for you to travel outside the home?		
Yes	16,365,955	8 (0.41)
No	191,079,049	92 (0.41)
Subtotal Valid Responses	207,445,004	100
Don't Know	88,258	
Refused	325,056	
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
a. By car as a driver		
Yes	8,443,875	4 (0.38)
No	199,414,443	96 (0.38)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
b. By car as a passenger		
Yes	3,748,057	2 (0.70)
No	204,110,261	98 (0.70)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
c. By public transportation		

Yes	6,914,215	3 (0.60)
No	200,944,103	97 (0.60)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
d. By bicycle		
Yes	7,908,776	4 (0.45)
No	199,949,542	96 (0.45)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
e. As a pedestrian		
Yes	7,669,967	4 (0.59)
No	200,188,351	96 (0.59)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
f. By airplane		
Yes	4,314,137	2 (0.29)
No	203,544,181	98 (0.29)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
g. By other		
Yes	3,290,138	2 (0.40)
No	204,568,180	98 (0.40)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		

Refused/Don't Know		
No	207,858,318	100 (0.00)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
Appropriate Skip		
Yes	191,079,049	92 (0.42)
No	16,779,269	8 (0.42)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
D2. Are you a licensed commercial transportation operator?		
Yes	26,231,301	13 (0.86)
No	181,133,131	87 (0.86)
Subtotal Valid Responses	207,364,432	100
Refused	493,886	
Total	207,858,318	
D3. Do you own or operate a business from your home?		
Yes	16,178,271	8 (1.17)
No	191,202,125	92 (1.17)
Subtotal Valid Responses	207,380,396	100
Refused	477,922	
Total	207,858,318	
D4. Please stop me when I reach the category that best describes your age.		
Less than 18	5,232,455	3 (0.91)
18 - 24	28,115,265	14 (0.44)
25 - 34	36,219,539	17 (1.03)
35 - 44	44,115,260	21 (0.99)
45 - 54	36,846,620	18 (1.44)
55 - 64	24,075,956	12 (1.37)
65 or Older	32,964,526	16 (1.28)
Subtotal Valid Responses	207,569,621	100
Refused	288,697	
Total	207,858,318	

D5. Are you male or female?		
Male	99,112,678	48 (0.84)
Female	108,745,640	52 (0.84)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
D6. What is the last grade of school you completed?		
Less than High School	29,289,213	14 (1.14)
High School Graduate/GED	80,746,272	39 (2.77)
Some College	38,692,727	19 (1.14)
Community College Graduate (AA: Associate of Arts Degree)	10,042,012	5 (0.60)
College Graduate (BA Or BS: Bachelor of Arts or Sciences Degree)	30,320,495	15 (1.54)
Post-Graduate Degree (Masters, Ph.D., Lawyer, Medical Doctor)	13,948,560	7 (0.77)
Technical School/Professional Business School	4,063,215	2 (0.30)
Subtotal Valid Responses	207,102,495	100
Don't Know	265,373	
Refused	490,450	
Total	207,858,318	
D7. Are you of Hispanic origin?		
Yes	11,514,715	6 (1.39)
No, not Spanish/Hispanic/Latino	194,584,617	94 (1.39)
Subtotal Valid Responses	206,099,332	100
Don't Know	83,882	
Refused	1,675,103	
Total	207,858,318	
D8. What is your race?		
1. White		
Yes	164,282,612	79 (2.95)
No	43,575,706	21 (2.95)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	

D8. What is your race?		
2. Black or African-American		
Yes	21,927,256	11 (1.99)
No	185,931,062	89 (1.99)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
D8. What is your race?		
3. American Indian or Alaska Native		
Yes	3,689,828	2 (0.65)
No	204,168,490	98 (0.65)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
D8. What is your race?		
4. Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)		
Yes	4,018,921	2 (0.66)
No	203,839,397	98 (0.66)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
D8. What is your race?		
5. Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian, or Chamorro)		
Yes	728,335	0 (0.27)
No	207,129,983	100 (0.27)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
D8. What is your race?		
6. Other Race		
Yes	10,089,848	5 (1.11)
No	197,768,470	95 (1.11)
Subtotal Valid Responses	207,858,318	100
Total	207,858,318	
D8. What is your race?		
Refused/Don't Know		
No	207,858,318	100 (0.00)

Total	207,858,318	
D9. Do you have any other telephone lines in your house that someone would answer? This does not include dedicated computer or fax lines or cellular phones.		
Yes	15,844,492	8 (1.14)
No	190,948,990	92 (1.14)
Subtotal Valid Responses	206,793,482	100
Don't Know	83,882	
Refused	980,954	
Total	207,858,318	
D9a. How many other telephone lines are there?		
1	12,006,038	76 (4.04)
2	3,130,442	20 (1.98)
3	251,841	2 (1.10)
4	342,771	2 (1.32)
5 or More	113,399	1 (0.45)
Subtotal Valid Responses	15,844,492	100
Average (Arithmetic Mean)		1.3 (0.08)[a]
Appropriate Skip	192,013,826	
Total	207,858,318	
D9b. What is the primary use of this (these) phone lines?		
Home Use Only	12,141,475	78 (2.00)
Business and Home Use	2,148,165	14 (2.08)
Business Use Only	1,334,685	9 (2.43)
Subtotal Valid Responses	15,624,325	100
Refused	220,166	
Appropriate Skip	192,013,826	
Total	207,858,318	
D12. How many people 16 years or older live in your household?		
1	37,577,674	18 (0.48)
2	101,445,644	49 (2.98)
3	37,796,701	18 (1.87)
4	16,496,440	8 (1.28)
5 or More	14,541,860	7 (0.66)
Subtotal Valid Responses	207,858,318	100

Average (Arithmetic Mean)		2.4 (0.05)[a]
Total	207,858,318	
D8RACE.		
NonHispanic White	163,749,317	85 (2.35)
NonHispanic Black	21,803,277	11 (2.19)
NonHispanic Indian	3,418,796	2 (0.67)
NonHispanic Asian	3,983,441	2 (0.72)
NonHispanic Pacific Island	625,530	0 (0.25)
Subtotal Valid Responses	193,580,361	100
Total	193,580,361	

[a] The values presented are the mean and its associated standard error, rather than the percent that is presented in the majority of the cells.