

Bureau of Transportation Statistics

**Survey Documentation for the
Bureau of Transportation Statistics
Omnibus Survey Program**

(Public Use)

December 2002

**SURVEY DOCUMENTATION FOR THE
BUREAU OF TRANSPORTATION STATISTICS
OMNIBUS SURVEY PROGRAM**

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1. INTRODUCTION AND BACKGROUND

The Bureau of Transportation Statistics (BTS) is conducting a series of monthly surveys to monitor expectations of and satisfaction with the transportation system and to gather event, issue, and mode-specific information. The surveys will serve as an information source for the U.S. Department of Transportation (DOT) modal administrators, who can use them to support congressional requests and for internal DOT performance indicators. Overall, the surveys will support the collection of information on a wide range of transportation-related topics.

This report presents the results of the December 2002 Household Survey, the seventeenth of the monthly household surveys that will be conducted. Each of these monthly surveys will contain a set of core questions that are based on critical information needs within DOT. In addition, supplemental questions will be 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 will be included in each survey.

The December 2002 survey collected data from December 7, 2002 through December 22, 2002. Data were collected from households in the U.S. using a Random-Digit-Dialed telephone methodology. The final completed sample size is 1,125 cases, and the total number of variables in the public-use dataset is 178. The data were collected by M. Davis and Company (MDAC), under contract with the BTS.

This report provides technical documentation for the December 2002 Household Survey. Its primary goal is to document background information, sampling procedures, data collection, data elements and survey variables, response rates, final weights and standard errors estimation.

This report contains the following information:

- Background of the survey initiative;
- A detailed description of how sample respondents were selected for the survey;
- Information regarding the data collection period, the number of completed interviews, and response rates;
- Information on interviewer training, pre-testing, interviewing methods, household screening methods and methods for call attempts and callbacks;
- Information on the number of cases in the file;
- Guidance on the use of weights for analyses;
- Instructions for calculating standard error estimates;
- The final survey questionnaire;

- A data dictionary that provides the names of survey variables, their codes, labels and the associated response categories; and
- A SAS formats library.

2. SAMPLE DESIGN

2.1 Target Population

The target population is the United States non-institutionalized adult population (18 years of age or older).

2.2 Sampling Frame and Selection

To ensure that the monthly Omnibus Survey conducted in December 2002 and thereafter is comparable to past Omnibus Surveys (March, 2001 and earlier) the previous methodology was replicated. The methodology was used to achieve a random sample of non-institutionalized adults 18 years and older in the fifty states of the United States and the District of Columbia. A national probability sample of households using list-assisted random digit dialing (RDD) methodology was employed for the survey. The sample was purchased from GENESYS, a firm that provides sample for numerous government agencies and the private sector. In summary, GENESYS initiated a sample development process by first imposing an implicit stratification on the telephone prefixes using the Census Bureau divisions and metropolitan status (See the Census Bureau regions and divisions below).

Table 2-1: Census Bureau Regions and Divisions

REGION	DIVISION	STATES
Northeast	New England	CT, ME, MA, NH, RI, VT
	Middle Atlantic	NJ, NY, PA
Midwest	E. North Central	IN, IL, MI, OH, WS
	W. North Central	IA, KS, MN, MO, NE, ND, SD
South	South Atlantic	DE, DC, FL, GA, MD, NC, SC, VA, WV
	E. South Central	AL, KY, MS, TN
	W. South Central	AR, LA, OK, TX
West	Mountain	AZ, CO, ID, NM, MT, UT, NV, WY
	Pacific	AK, CA, HI, OR, WA

Within each Census Bureau division, counties and their associated prefix areas located in Metropolitan Statistical Areas (MSA) were sorted by the size of the MSA. Counties and their associated prefix areas within a Census Bureau division that are located outside of MSAs were first sorted by state. Within each state, the counties and their associated prefix areas were sorted by geographic location. This implicit stratification ensures that the sample of telephone numbers is geographically representative.

The resulting sample of telephone numbers was address-matched for subsequent mailing of a pre-contact letter to each address.

M. Davis and Company purchased 8,200 telephone numbers for the December 2002 survey. A total of 5,227 of these numbers were identified as working residential numbers and were divided into 104 replicates. Each of the 62 fielding replicates released initially contained approximately 50 households. Two additional replicates were released during Fielding. Eight (8) unused replicates from December's sample were used to conduct a pretest. Each pretest replicate had approximately 50 households. Thirty-two (32) of the 104 December replicates were not utilized in the actual interviewing, resulting in 3,208 numbers being released for use by the telephone interviewers.

2.2.1 RDD Sample

To generate the sample the GENESYS System employs list-assisted random digit dialing methodology. 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.

The system utilizes a database consisting of all residential telephone exchanges, working bank information, and various geographic service parameters such as state, county, Primary ZIP code, etc. In addition, the database provides working bank information at the two-digit level – each of the 100 banks (i.e., first two digits of the four-digit suffix) in each exchange is defined as "working" if it contains one or more listed telephone households. On a National basis, this definition covers an estimated 96.4% of all residential telephone numbers and 99.96% of listed residential numbers. This database is updated on a quarterly basis.

The sample frame consists of the set of all telephone exchanges that meet the geographic criteria. This geographic definition is made using one or more of the geographic codes included in the database. Following specification of the geographic area, the system selects all exchanges and associated working banks that meet those criteria.

Based on the sample frame defined above, the system computes an interval such that the number of intervals is equivalent to the desired number of sample pieces. The interval is computed by dividing the total possible telephone numbers in the sample frame (i.e., # of working banks X 100) by the number of RDD sample pieces required. Within each interval a single random number is generated between 1 and the interval size; the corresponding phone number within the interval is identified and written to an output file.

The result is that every potential telephone number within the defined sample frame has a known and equal probability of selection.

2.2.2 ID-PLUS

This process is designed to purge about 75% of the non-productive numbers (non-working, businesses and fax/modems). Since this process is completed after the sample is generated, the statistical integrity of the sample is maintained.

The Pre-Dialer Phase – The file of generated numbers is passed against the ID database, comprised of the GENESYS-Plus business database and the listed household database. Business numbers are eliminated while listed household numbers are set aside, to be recombined after the active Dialer Phase.

The Dialer Phase – The remaining numbers are then processed using automated dialing equipment – actually a specially configured PROYTYS Telephony system. In this phase, the dialing is 100% attended and the phone is allowed to ring up to two times. Specially trained agents are available to speak to anyone who might answer the phone and the number is dispositioned accordingly. Given this human intervention in evaluating all call results, virtually all remaining businesses, non-working and non-tritone intercepts, compensate for differences in non-working intercept behavior. The testing takes place during the restricted hours of 9 a.m. – 5 p.m. local time, to further minimize intrusion since fewer people are home during these hours.

The Post-Dialer Phase – The sample is then reconstructed, excluding the non-productive numbers identified in the previous two phases.

2.2.3 Address Matching

The InfoBase TeleSource database from Acxiom Corporation was used for residential reverse matches (name and address). This file contains approximately 164 million names and addresses, of which 151 million have an identified name and 90 million have a phone number. This file is white-page based and has NCOA updates applied to it monthly. Each month, TeleSource creates a new database from scratch incorporating adds (connects), deletes (disconnects) and name and address changes brought together from multiple sources. Over 90% of the TeleSource file is updated and/or verified monthly.

TeleSource is run through extensive address hygiene processes to verify addresses at the zip +6 level, provide more unit designators, provide more complete and deliverable addresses, and apply 95% of the file with Zip+4 codes. In addition, all TeleSource phone numbers are sent through an area code correction process prior to releasing the database in order to incorporate the most recent area code/prefix (NPA/NXX) changes.

2.3 Precision of Estimates

The precision of estimated frequencies can be assessed by evaluating the width of the 95 percent confidence interval around the estimates. For this application, the confidence interval can be *approximated* for design purposes as:

$$p_s \pm Z\sqrt{Var(p_s)}$$

Where p_s is the estimated (sample) proportion;

Z is the 5 percent critical value of the normal distribution; and

$Var(p_s)$ is the variance of p_s .

The calculation of the end points of the confidence interval can be re-written as:

$$p_s \pm Z\sqrt{\frac{p_s(1-p_s)}{n}}$$

Or

$$p_s - Z \sqrt{\frac{p_s(1-p_s)}{n}} \leq P \leq p_s + Z \sqrt{\frac{p_s(1-p_s)}{n}}$$

Where P is the true population value of the proportion; and
 n is the sample size.

Therefore, with a sample size of 1,125 and $p_s = 50$ percent, the confidence interval range would be 47 P 53, *approximately*.¹

¹ This method of confidence interval calculation is conservative.

3. SAMPLING WEIGHTS AND ADJUSTMENTS

This section discusses the development of survey weights. Two types of weights were used in the present survey: inverse-probability weights (to correct for unequal selection probabilities) and post-stratification (to correct for known discrepancies between the sample and the population). The final analysis weight reflects both types of adjustments, i.e., adjustment for non-response, multiple telephone lines, and persons-per-household, and post-stratification adjustments. The final analysis weight is the weight that should be used for analyzing the survey data.

The final analysis weight was developed using the following steps:

- Calculation of the base sampling weights;
- Adjustment for unit non-response;
- Adjustment for households with multiple voice telephone numbers;
- Adjustment for selecting an adult within a sampled household; and
- Post-stratification adjustments to the target population.

The product of all the above variables represents the final analysis weight. If needed, extreme values of the final analysis weight can be reduced (or trimmed) using standard weight trimming procedures.

3.1 Base Sampling Weights

The first step in weighting the sample is to calculate the sampling weight for each telephone number in the sample. The sampling rate is the inverse of the telephone number's 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. For this survey, the total number of telephone numbers in the sampling frame, N, is 266,879,000. The total number of telephone numbers in the sample (numbers dialed) is 3,208.

3.2 Adjustment for Unit Non-Response

Sampled telephone numbers are classified as responding or non-responding households according to Census division and metropolitan status (inside or outside a Metropolitan Statistical Area). The non-response adjustment factor for all telephone numbers in each Census division (*c*) by metropolitan status (*s*), is calculated as follows:

$$ADJ_{NR} = \frac{1}{CASRO \text{ response rate}_{(c, s)}}$$

Where the denominator is the CASRO response rate for Census division c and metropolitan status s . The non-response adjustment factor for a specific cell (defined by metropolitan status and 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 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 division / metropolitan status combination.

3.3 Adjustment for Households with Multiple Telephone Numbers

Some households have multiple telephone lines for voice communication. Thus, these households have multiple chances of being selected into the sample and adjustments must be made to their survey weights. The adjustment for multiple telephone lines is:

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

As shown in the formula, the adjustment is limited to a maximum factor of three. In other words, the adjustment factor ADJ_{MT} will be one over two (0.50) if the household has two telephone lines, and one over three (0.33) if it has three *or more*.

The table below provides summary statistics for the number of telephone lines in the monthly sampled households.

Table 3-1: Number of Telephone Lines per Household

	Value
Mean	1.148
Standard deviation	0.442
Minimum	1
25th percentile	1
Median	1
75th percentile	1
Maximum	5

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

3.4 Adjustment for Number of Eligible Household Members

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 for selecting a random adult household member is:

$$ADJ_{RA} = \text{Number of Eligible Household Members}$$

The table below provides summary statistics for the number of eligible members in the monthly sampled households.

Table 3-2: Number of Eligible Household Members

	Value
Mean	1.929
Standard deviation	0.800
Minimum	1
25th percentile	1
Median	2
75th percentile	2
Maximum	6

For respondents that did not provide this information, a value for ADJ_{RA} is imputed according to the distribution of the number of eligible persons in a household (from responding households) within the age, gender, and race/ethnicity cross-classification cell matching that of the respondent for which the value is being imputed.

The weight adjusted for non-response and for multiple probabilities of selection (W_{NRMTR}) is then multiplied by ADJ_{RA} , resulting in W_{NRMTRA} , a weight adjusted for non-response, multiple probabilities of selection, and for selecting a random, household member.

3.5 Post-Stratification Adjustments

Adjusting weighted survey counts so that they agree with population counts provided by the Census Bureau can compensate for different response rates by demographic subgroups, increase the precision of survey estimates, and reduce the bias present in the estimates resulting from the inclusion of only telephone households. The final adjustment to the survey weight is a post-stratification adjustment that allows the weights to sum to the target population (i.e., U.S. non-institutionalized persons 18 years of age or older) by age, gender and race/ethnicity.

The outcome of post-stratification is a factor or multiplier (M) that scales W_{NRMTRA} within each age/gender/race cell, so that the weighted marginal sums for age, gender and race/ethnicity agree with the corresponding Census Bureau distribution for these characteristics. The method used in the post-stratification adjustment is a simple ratio adjustment applied to the sampling weight

using the appropriate national population total for a given cell defined by the intersection of age, gender, and race/ethnicity.² The general method for ratio adjusting is:

- A table of the sum of the weights for each cell denoted by each age, gender, and race/ethnicity combination is created. Each cell is denoted by $S(i,j,k)$, where i is the indicator for age, j is the indicator for gender, and k is the indicator for race/ethnicity;
- A similar table of national population controls is created, where each cell is denoted by $P(i,j,k)$;
- The ratio $R(i,j,k) = P(i,j,k) / S(i,j,k)$ is calculated; the cell ratio $R(i,j,k)$ is denoted as the multiplier M ;
- Each weight, at the record level, is multiplied by the appropriate cell ratio of $R(i,j,k)$ to form the post-stratification adjustment.

Again, cells used in the post-stratification are defined by the combination of age, gender, and race/ethnicity. With two categories for gender, six for age and four for race/ethnicity,³ a total of 48 (2x6x4) cells can be used. In any month, some race/ethnicity or, preferably, age categories may be merged if the number of completed interviews within the corresponding cells falls below thirty.

For this survey, many of the cells had less than thirty observations. After grouping, and to remain consistent with what was done in the previous months, a total of 19 cells were used for post-stratification. The cells, used to construct post-stratification adjustments for December 2002, together with the number of sample observations and the national population estimates from the Census Bureau are shown in the table on the next page.

² The Census Bureau provides a detailed breakdown of population count by age, gender and race/ethnicity.

³ The four race/ethnicity categories used for post-stratification purposes are: Hispanic (any race), Non-Hispanic Black, Non-Hispanic White, and Non-Hispanic Other.

Table 3-3: Post-Stratification Cells

CELL	DESCRIPTION	SAMPLE SIZE	POPULATION
1	Male - Hispanic (Any Race)	51	10,167,034
2	Male - Non-Hispanic Black	36	9,883,467
3	Male - Age 18 – 24 - Non-Hispanic White	32	8,635,241
4	Male - Age 25 – 34 - Non-Hispanic White	51	11,985,017
5	Male - Age 35 – 44 - Non-Hispanic White	98	15,833,339
6	Male - Age 45 – 54 - Non-Hispanic White	75	14,165,493
7	Male - Age 55 – 64 - Non-Hispanic White	51	9,215,914
8	Male - Age 65 or older - Non-Hispanic White	65	11,755,768
9	Male - Non-Hispanic Other	26	4,146,032
10	Female - Hispanic (Any Race)	55	10,625,145
11	Female - Age 18 – 44 - Non-Hispanic Black	36	7,307,267
12	Female - Age 45 or older - Non-Hispanic Black	32	5,144,462
13	Female - Age 18 – 24 - Non-Hispanic White	26	8,531,226
14	Female - Age 25 – 34 - Non-Hispanic White	72	12,373,489
15	Female - Age 35 – 44 - Non-Hispanic White	88	16,061,583
16	Female - Age 45 – 54 - Non-Hispanic White	96	14,513,973
17	Female - Age 55 – 64 - Non-Hispanic White	58	9,837,412
18	Female - Age 65 or older - Non-Hispanic White	106	15,762,147
19	Female - Non-Hispanic Other	23	4,762,691
N/A	Missing Demographic Information	48	N/A
	TOTAL	1,125	200,706,700

Those respondents who did not supply the demographic information necessary to categorize their age, gender and/or race/ethnicity are excluded from the post-stratification process and assigned a value of 1 for M .

The multiplier M is then applied to W_{NRMTRA} to create $W_{NRMTRAPS}$. However, $W_{NRMTRAPS}$ is overstated because a portion of the sample is not included in the calculation of the post-stratification adjustment. Therefore, a deflation factor is applied to the value of $W_{NRMTRAPS}$. The deflation factor DEF is calculated as follows:

$$DEF = \frac{\sum_{i=1}^6 \sum_{j=1}^2 \sum_{k=1}^4 P(i, j, k)}{TW_{NRMTRA_NA} + \sum_{i=1}^6 \sum_{j=1}^2 \sum_{k=1}^4 P(i, j, k)}$$

Where:

$P(i, j, k)$ is the national population count for cell (i, j, k) ; and

TW_{NRMTRA_NA} is the sum of the W_{NRMTRA} weights for respondents with missing demographic information.

This deflation factor denotes the proportion of the target population represented by respondents with non-missing demographic information. The final analysis weight, W_{FINAL} , is the scaled value of $W_{NRMTRAPS}$, calculated as:

$$W_{FINAL} = DEF \times W_{NRMTRAPS}$$

W_{FINAL} can be viewed as the number of population members that each respondent represents.

3.6 Trimming of Final Analysis Weights

Extreme values of W_{FINAL} are trimmed to avoid over-inflation of the sampling variance. In short, the trimming process 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, \dots, w_j , denote the final analysis weights for the n completed interviews, the threshold value is calculated using the following formula:

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

Each household having a final analysis weight that exceeds the determined threshold value is assigned a trimmed weight equal to the threshold. Next, the age/gender/race cell used in the post-stratification is identified for each household with a trimmed weight. To maintain the overall weighted sum within the cell, the trimmed portions of the original weights are reassigned to the cases whose weights are unchanged in the trimming process.

For cases having trimmed weights but missing age, gender, and/or race/ethnicity information, the trimmed portions of the original weights are assigned to all remaining cases whose weights are unchanged in the trimming process.

The entire trimming procedure is repeated on the new set of weights: a new threshold value is recalculated and the new extreme values are re-adjusted. The process is repeated until no new extreme values are found.

4. VARIANCE ESTIMATION

The data collected in the Omnibus Household Survey was obtained through a complex sample design involving stratification, and the final weights were subject to several adjustments. Any variance estimation methodology must involve some simplifying assumptions about the design and weighting. Some simplified conceptual design structures are provided in this section.

4.1 Variance Estimation Methodology

The software package SUDAAN® (Software for the Statistical Analysis of Correlated Data) Version 8.0.0 was used for computing standard errors.

4.1.1 Software

SUDAAN® is a statistical software package developed by Research Triangle Institute to analyze data from complex sample surveys. SUDAAN® uses advanced statistical techniques to produce robust variance estimates under various survey design options. The software, in particular, can handle stratification and the numerous adjustments associated with weights subject to multiple adjustments.

4.1.2 Methods

Overall, three variables, CENDIV (Census Division), METRO (metropolitan status), and FNLWGT (final analysis weights), are needed for variance estimation in SUDAAN®. The method used in the present survey utilizes the variables CENDIV and METRO to create 18 (9x2) strata, a single stage selection with replacement procedure, and the final analysis weights. This method provides somewhat conservative standard error estimates.

Assuming a simplified sample design structure, the following SUDAAN® statements can be used (note that the data file first must be sorted by the variables CENDIV and METRO before using it in SUDAAN®):

```
PROC ... DESIGN = STRWR;  
NEST CENDIV METRO;  
WEIGHT FNLWGT;
```

More precisely, the following code is used to produce un-weighted and weighted frequency counts, percentages and standard errors (the variable of interest here is "var1", a categorical variable with seven levels):

```
PROC CROSSTAB DATA = datafile DESIGN=STRWR;  
WEIGHT FNLWGT;  
NEST CENDIV METRO;  
SUBGROUP var1;  
LEVELS 7;  
TABLE var1;  
PRINT nsum wsum totper setot / STYLE=nchs;  
RUN;
```

When sampling weights are post-stratified, the variance of an estimate is reduced since the totals are known without sampling variation.⁴ Using SUDAAN® without any modifications produces standard errors of estimates that do not reflect this reduction in variance. The estimates of the standard errors can be improved by using SUDAAN® post-stratification option (POSTVAR and POSTWGT). This option reflects the reduction in variance due to adjustment to control totals in one dimension. However, this approach still does not reflect the full effect of post-stratification, as the other post-stratification dimensions are ignored.⁵

4.2 Degrees of Freedom and Precision

A typically used rule-of-thumb for degrees of freedom associated with a standard error is the quantity: number of un-weighted records in the dataset *minus* number of strata. The rule-of-thumb degrees of freedom for the method above will fluctuate from month to month depending upon the number of records in each monthly dataset. Most monthly dataset will yield degrees of freedom of around 1,000.

For practical purposes, any degrees of freedom exceeding 120 is treated as infinite, i.e., if 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 an 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 probably will be adequate for analysis.

⁴ For a discussion of the impact of poststratification on the variance of survey estimates see, in particular, "Sampling and Weighting in the National Assessment", Keith F. Rust and Eugene G. Johnson, *Journal of Educational Statistics*, 17(2): 111-129, Summer 1992.

⁵ For a presentation of SUDAAN®'s handling of poststratification adjustments see "1999 Variance Estimation," *National Survey of America's Families Methodology Report*, 1999 Methodology Series, Report No. 4, prepared by J.M. Brick, P. Broene, D. Ferraro, T. Hankins, C. Rauch and T. Strickler, November 2000.

5. DATA COLLECTION PLAN

5.1 Expert Panel

The following panelists participated in the review of the December 2002 draft survey questionnaire: Thomas Hillegass, Brian McCollom, and Jim Beckwith.

Panelists were sent a copy of the December 2002 draft survey on October 25, 2002. Additionally, a link to the BTS website was sent to panelists to provide information about the purpose and history of the Omnibus Household Survey Program. Panelists were instructed to prioritize their comments about the draft survey. On October 29, 2002 a conference call was conducted among the panelists to identify problems and issues, reach consensus, where possible, on the most significant problems and associated recommendations. The discussion and associated recommendations were summarized and distributed to the panelists to review for accuracy. Edits and modifications were then incorporated into the document and distributed to the panelists.

5.2 Cognitive Interviews

A total of twenty (20) cognitive interviews are to be conducted each month. Twenty-six (26) cognitive interviews were conducted for the December 2002 draft survey questionnaire on October 29, 2002 at the Cherry Hill, NJ mall. The interviewing was conducted between 10 a.m. and 3 p.m. to broaden the distribution of participants that could participate. Recruiters intercepted individuals in the mall and screened based on race, gender, age and income to ensure the ending sample of respondents were reflective of the United States population regarding the aforementioned characteristics. They were also screened for no personal experience and/or close relationship with someone working in any of the sensitive occupations (transit agency, market research, advertising or public relations) and their non-participation in any survey initiative in the past six (6) months. Respondents were paid \$10 for their participation in the cognitive interview.

Respondents who agreed to participate were escorted to an interviewing facility in the mall and were administered the cognitive interview by MDAC personnel. Interviewers were required to compile results from their interviews and develop a summary of noteworthy issues and any suggested solutions by the end of the next day.

5.3 Data Collection Schedule

Starting this month, the length of the survey period is not fixed *ex-ante*, but depends on the CASRO response rate. The response rate is estimated daily. The survey continues as long as the response rate is less than 50 percent.

This month, the survey was conducted over a sixteen-day period, from December 7 through December 22. At the end of the survey period, on December 22, the CASRO response rate was about 52 percent (see Section 5.8 for details).

5.4 Interview Procedures

The following outlines the key phases of the interviewing procedures utilized in the survey.

5.4.1 Pre-Testing

A Pre-Test was conducted prior to the initiation of actual calling. The Pre-Test was used to replicate the data collection process and identify any problem areas related to the process, the survey instrument in total, specific questions, answer choices, questionnaire instructions or question format. It was also used to test the interview length.

Telephone supervisors conducted a total of 27 pre-test interviews (Wats Room - 17 interviews, and MDAC - 10 interviews) of the draft survey instrument. All problematic questions, issues and recommendations resulting from the pre-test were included in the list of problematic issues.

5.4.2 Interviewer Training

All new interviewers initially completed a generic two-day (approximately 12 hours) classroom training on general interviewing skills. Additionally, each month all interviewers will complete approximately four to six hours of classroom training on specific aspects of the Omnibus Household Survey. In response to normal interviewer turnover and/or increased staffing needs, all interviewers new to the project will receive the full complement of training prior to beginning their interviewing for this study.

An outline of the generic two-day training is below. This generic training included these topics as well as Asking questions as worded (Verbatim Reading and Recording), use of bold type on the screen, use of light type on the screen, use of ALL CAPS on the screen (Maneuvering through CfMC: Start Interviewing, Meaning/Significance of font style (e.g., bold) and text effects (e.g., all caps). Also, interviewers were provided with a list of Frequently Asked Questions so they were ready to counter a respondent's potential refuse to participate in the study.

I. ORIENTATION

Introduction to M. Davis and Company, Inc.

Welcome

MDAC Way

Organizational Chart

Your Job Description/Responsibilities

Policies and Procedures

II. TRAINING

***Includes Excerpts from the Market Research Association (MRA) Training Manual

A. Introduction to the Marketing and Opinion Research Industry

What is marketing and opinion research?

Types of interviews

Techniques used in data collection

Survey settings

Overview of the marketing and opinion research process
Key Terms

B. The Interviewer's Role

Appropriate Attitude
Characteristics of a successful interviewer
Recruiting Respondents
The "Art" of Interviewing
Key Terms

C. Respondents

Relating to Respondents
"Training" Respondents
Building and Maintaining Rapport
"Active Listening"
Callback Scenarios and Procedures
Terminations

D. Questions and Answers Plus Other Topics

The One Unbreakable Rule
Types of Questions
The Interviewing Process
Paperwork
Quality Assurance
Dos and Don'ts
Conducting the Interview
Editing the Interview
Monitoring (includes Quotas)
Validation

E. Bias, Probing and Clarifying

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Good Feedback
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Avoid Bias
Verbatim Reading and Recording
Open-end Questions and Probing
Additional Section, "Bias, Probing and Clarifying"

F. Objections and Refusal Conversion

Nine Most Common Objections and Reasons for Refusal
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Soft Refusal Conversion

G. Getting Familiar With The Computer

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Keyboard
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H. Maneuvering through CfMC

Keyboard Commands
Introduction to CfMC Phone System
Starting the Interviewing
Interviewing with SURVENT
Responding to Different Question Types
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More About CfMC
Role Playing

I. Open Discussion

Additional questions

Each survey month, a questionnaire update training is conducted to discuss the questionnaire changes. An updated interviewer training manual specific to the new month is developed and distributed to the interviewers. An outline of the approximately four-to-six hour training includes:

- A review of last month's results;
- Feedback from interviewers, supervisors;
- Problems and issues emerging from last month's data collection;
- An Overview of changed sections from last month (Sections B, S and M);
- Question-by-Question Training for New Sections.

In addition to the initial (generic) training and monthly refresher (survey-specific) training, interviewer re-training is conducted on an "as-needed" basis – that is, as interviewers are replaced or the survey instrument changes. Also, interviewers are evaluated and retrained as needed for improvement or changes in work habits as identified by our monitoring and editing control procedures.

On a monthly basis MDAC reviews the new questionnaire for changes, incorporates any changes approved by BTS emanating from the Expert Panel Review, the Cognitive Interviews and the Pretest. MDAC re-issues a new manual to each interviewer with the changes.

5.4.3 Pre-Contact Letter

Eight (8) calendar days prior to the start of data collection a BTS-approved pre-contact letter is sent to sample numbers with an address. The intent is for each household with an address to receive the pre-contact letter several days before they receive a call to conduct the interview.

There were 3,018 advance letters sent out on November 27, 2002 out of a total sample of 5,227 cases. The percentage of addresses available for the total sample was 57.7 percent.

An “800” number is listed in each letter with the specific times to call (M-F, 9 a.m. – 11 p.m. EST; Sat and Sun, 1 p.m. to 9 p.m. EST). The letters are categorized by call center and each call center’s “800” number. Should the respondent call outside the times listed above they will receive a phone message asking them to leave their name and number and someone will contact them as soon as possible to conduct the interview.

The toll free number is also mentioned at the first, seventh, fourteenth and every nth attempt in messages left for potential respondents with an answering machine in cases where we are unable to make contact with a member of the household. Additionally, the 1-800 number is left to arrange an appointment for an interview.

A message is not left after each attempt when encountering an answering machine due to concern that people might avoid the call or feel “harassed” if they were away for a few days and find four to six messages on their answering machine upon returning home. Given that a household with an answering machine is called two to three times per day during the Omnibus Household Survey there must be a balance between perceived harassment and encouraging participation, particularly given the limited duration of fielding.

A study of telephone practices published in January 2000 by the Council for Marketing and Opinion Research (CMOR) found no conclusive data showing that leaving a message on an answering machine for a respondent is effective. This study states that only 17% of the telephone centers surveyed left a message on the answering machine. Of the call centers which did leave a message 75% left an 800 number, 71% left a message on the first call and 62% left a message on subsequent calls.

Given the short time frame for data collection, the potential perception of harassment and prior research results, MDAC believes the best approach is to leave the toll free 800 number at the first, seventh, fourteenth and twentieth calls.

5.4.4 Call Attempts and Callbacks

The interviews are conducted using CfMC computer assisted telephone interviewing software. At a minimum, one thousand (1,000) interviews are completed each month. The interviewing is distributed between two call facilities, the Wats Room and MDAC.

The Wats Room has two shifts from Monday through Friday (9 a.m. – 4: 30 p.m. and 5 p.m. – Midnight), a shift from 9 a.m. until Midnight on Saturday and a shift from 10 a.m. until Midnight on Sunday. MDAC has three shifts on Monday through Friday (9 a.m. – 2 p.m., 2 p.m. – 6 p.m. and 6 p.m. – 12 midnight) and two shifts on Saturdays (11 a.m. – 4 p.m. and 4 p.m. – 9 p.m.) and Sundays (1 p.m. – 5 p.m. and 5 p.m. – 9 p.m.). Monday through Friday, 9 a.m. to 2 p.m., only callbacks (scheduled and non-scheduled) are initiated at both the Wats Room and at MDAC due to historically documented significantly lower completion rates during this time period. In addition, calls after 9 p.m. local time are for scheduled callbacks only. No non-scheduled callbacks are conducted after 9 p.m. local time.

In 2001, numbers were sent to each call center to initiate the calling. Each month the amount of numbers released initially by each call center was based on the calling experiences of previous months related to improving the response rate. Additional numbers released during the ten day calling period was based upon past calling history, the quantity of numbers determined to be ineligible, and projection of completes based upon past and current experience, number of callbacks achieved and refusal conversion rates.

In January 2002, the number release protocol was modified. Since that month, all the numbers to be dialed in a month are released on the first day of calling, and no additional numbers are released during the calling period. This revised protocol facilitates more dials per number released and has in part contributed to the higher response rates experienced since January 2002 compared to previous months of calling.

When a phone number is called initially, the interviewer determines that it is a household. Then the interviewer requests to speak with an adult 18 years of age or older (if the person on the phone is not an adult). Once an adult is on the line, then the interviewer randomly selects the actual survey respondent by asking for the adult in the household who had a birthday most recently. When the adult with the most recent birthday comes onto the phone line the interviewer conducts the survey. Should the interviewer not be able to complete the survey the following dispositions are recorded:

Do-Not-Call dispositions are for households that request their number not be called in the future. This disposition ensures compliance with the respondent's request.

Refusals are defined as when a person refuses to participate in the survey at all. Someone who breaks off the interview or refuses because s/he doesn't have time or says s/he is busy is considered a callback. Refusals are routed to supervisors and selected interviewers capable of converting refusals into completions or other disposition. Interviewers experiencing a refusal enter the appropriate refusal code. Supervisors review refusals the next day and assign the refusal numbers to the appropriate personnel to initiate callbacks with a refusal script. Refusal households are called twice a day, once during the time period contact was initially made and one other time period. The refusal callback is rotated between the morning and late afternoon time periods from Monday through Friday.

Callbacks are scheduled and prioritized by the CfMC software. The callbacks are prioritized based upon the following criteria: first priority – scheduled callback to qualified household member; second priority – scheduled callback to “qualify” household (includes contact with Spanish language barrier households); third priority – callback to make initial contact with household (includes answering machine, busy, ring no answer); and fourth priority – callbacks that are the seventh or higher attempts to schedule interview.

An interview is considered “complete” only if all questions are answered. A refusal to answer an individual question meets the definition of, and counts as, an “answered” question.

Should the interviewer not be able to complete the interview the following procedures will be followed:

Scheduled callbacks can be dialed at anytime during calling hours and as frequently as requested by the callback household up to seven times. Callback attempts in excess of seven are at the discretion of the interviewer based upon his/her perception of the likelihood of completing the interview. The basis of the interviewer's perception, in part, is determined by how vigorously the interviewer is being encouraged to call back to complete the interview by the potential respondent or another member of the household. The interviewer then confers with a supervisor and a final determination is made as to if the interviewer continues calling.

Callbacks to Spanish language households are conducted by Spanish-speaking interviewers. Interviewers who identify a household as Spanish speaking alert the supervisor a Spanish-speaking interviewer is needed to handle the phone call. If the Spanish interviewer is not available, the interviewer will inform the respondent someone will call back, then record as CBS (Callback Spanish). If the person is not available within the next hour a callback will be scheduled, if possible.

Those records identified as Spanish will be routed to a Spanish-speaking interviewer. The Spanish Interviewer makes the call and follows the standard protocol for all English calls.

Callbacks for initial contact with potential respondents are distributed across the various calling time periods and weekday/weekend to ensure that a callback is initiated during each time period each day. Two (Saturday and Sunday) to three (Monday through Friday) callbacks per number are initiated per day assuming the number retains a callback status during the calling. There are up to twenty (20) callback attempts. This protocol is designed for ring no answer and answering machines. When an interviewer reaches a household with an answering machine during the seventh, fourteenth or twentieth time calling the interviewer leaves a message with the respective appropriate 800 number.

Callbacks to numbers with a **busy signal** are scheduled every 30 minutes until the household is reached, disposition is modified, maximum callbacks are achieved or the study is completed.

In July 2002, six codes were added to the In-Scope section, and will be kept for future months. These codes are: NAQ - No Answer Qualified, BZQ - Busy Qualified, AMQ - Answering Machine Qualified, LMQ - Left Message Qualified, CCQ - Cannot Complete Call Qualified, and PMQ - Privacy Manager Qualified. These codes were added to ensure that In-Scope Callbacks remain in the In-Scope category even when subsequent calls led to dispositions such as No Answer, Busy, Answering Machine, Left Message, Cannot Complete Call and Privacy Manager.

5.4.5 Disposition Codes

The following are the disposition codes used for each call outcome:

Out-of-Scope Numbers:

- BG – Business (The number dialed is a non-residential phone number. The call is terminated and the number resolved.)
- CF – Computer/Fax (The number dialed has led to a modem, fax, pager, or cell phone.)
- DS – Disconnected number (The number dialed is disconnected. The call is terminated and the number resolved.)

- NC – Number change (The call yielded a recording that the number was changed, with or without a change in the area code.)
- NQ – No one 18 years old or older in household
- UNB – Unavailable before and during study period

Scope Undetermined:

- NA – No answer (The phone is not answered within 5 rings.)
- BZ – Busy (busy signal)
- AM – Answering machine (The call has led to an answering machine or voicemail.)
- LM – Left message (on the 7th, 14th and 20th calls)
- CCC – Cannot complete call (The message “Your call cannot be completed at this time” is received. This is a message provided by the local telephone company when there is a line problem in the local area. These calls are dialed on another day.)
- PM – Privacy manager (Privacy manager is a feature provided by local telephone companies that requires incoming callers to identify themselves, before the household will accept the call.)
- NQL – Eligibility undetermined because of language problems or deafness
- RFI – Refused to speak with interviewer (screening incomplete) If the respondent refuses to speak with interviewer prior to answering F0250 (screening incomplete) and, if asked, F0200 responded “no”
- HRI – Requests their name be removed from calling list or if the respondent refuses to speak with interviewer for second time prior to answering F0250 (screening incomplete) and, if asked, F0200 responded “no”
- OD – The maximum number of call attempts is reached before being able to determine eligibility
- CBU – Callback (The respondent has asked that we call them back at another time.)
- CSU – Callback Spanish

In-Scope Numbers:

- YES – Yes (Respondent has agreed to be screened and is eligible, 18 years old or older.)
- DIP – Reinterview deletion, ineligible person in household interviewed
- DDA – Reinterview deletion, discrepancy in answers during reinterview
- NAQ – No answer qualified
- BZQ – Busy qualified
- AMQ – Answering machine qualified
- LMQ – Left message qualified
- CCQ – Cannot complete call qualified
- PMQ – Privacy manager qualified
- CB – Callback (The respondent has asked that we call them back at another time.)
- CBS – Callback Spanish
- DL – Deaf/Language (The respondent is eligible but is hard of hearing, or cannot speak English fluently to complete the interview.)
- RFQ – Respondent refusal (Respondent refuses after establishing there is a qualified household member by answering F0351 or a later appearing question, or after answering F0200 “yes”.)

- UN – Unavailable (Was available when study began or unable to determine.)
- DR – Respondent deceased prior to completion of interview
- AC – The area code is changed but not the number
- HRQ – Requests their name be removed from calling list or respondent refusal for second time after establishing there is a qualified household member by answering F0351 or a later appearing question, or after answering F0200 "yes"

5.4.6 Household Screening

Qualified respondents are at least 18 years of age or older and must be the household member with the next birthday. If the household member is not available at the time of the call a callback is scheduled to screen and/or interview the respondent.

5.4.7 Interviewing Methods

Incentives were not offered to potential respondents in exchange for their participation in the survey. Surveys were conducted in both English and Spanish. If the potential respondent refuses to be interviewed the reason for refusal is recorded. The average length of the interview was 10 to 12 minutes and an additional 3 to 5 minutes to screen and recruit potential respondents.

Generally, interviewers introduced themselves, who they worked for, the purpose of the survey, and assured the potential respondent this was not a sales call. Interviewer then determined whether there was an eligible person in the household. Once contact was made with the eligible household member the interviewer they reintroduced themselves when necessary, explained the purpose of the survey, that it is a voluntary study, indicates the survey takes only 10 minutes, indicated all information would remain confidential and they can refuse to answer any question.

If the potential respondent agrees to participate the interviewer provides the respondent an opportunity to ask any questions, addresses their questions and the interview is conducted. However, if it is not a convenient time then a callback is scheduled.

5.5 Data Quality Control Procedures

A key component to successful data quality control procedures is a well-trained and experienced interview staff. All potential interviewers underwent intensive training and orientation regardless of their level of experience prior to being hired for this project. New hires were first screened on their voice quality, diction, and their ability to administer a simple test questionnaire.

Our interviewer training for administering telephone surveys included:

- Orientation on the purpose and importance of marketing research, company policies, and quality standards including viewing Market Research Association (MRA) training videotapes;
- Testing on material developed by the Market Research Association;
- Background and purposes of the survey;
- Procedure for selection of correct respondent for the interview;

- Intensive hands-on training on the "basics" of interviewing itself- the handling of skip patterns, probing and clarify techniques, sample administration, Computer Assisted Telephone Interviewing (CATI), overcoming refusals, etc.;
- Observing and listening to experienced interviewers conducting actual interviews during which each trainee's performance is closely monitored and evaluated under actual interviewing conditions;
- Constant reference on the importance of accuracy, quality and courtesy; and
- Successful completion of a total of approximately eight hours of training during the different sessions.

5.5.1 Interviewer Performance

Ongoing monitoring of every interviewer is undertaken throughout the BTS Omnibus Survey. Fifteen (15%) to twenty (20%) percent of all calls are monitored. An interviewer evaluation form is completed for each monitored contact with a household. Additionally, the evaluation forms includes two to three evaluations of a completed interview per hour. The evaluation forms are paper hard copy forms and are available for review by BTS at the offices of M. Davis and Company, Inc. in Philadelphia.

5.5.2 Other Procedures

The initial two days of interviews by each interviewer are checked to identify any problems administering the survey. The objective is to identify problems, if any, correct the errors and take action so that the problems do not reappear. Before beginning the second day of work all interviewers are alerted to their problems, if any, and the interviewers review how to ensure the problem does not recur. Interviews that were completed during the second day are checked to see that the first day's errors are not repeated. If errors were repeated and dependent upon the significance of the error, the interviewer is retrained and/or removed from the project for that month of calling.

Newer interviewers are monitored at a higher rate regardless of their level of experience until their first performance evaluation. Additionally, reinterviewing is performed on 10% - 20% of each interviewer's work through actual callbacks to respondents to verify responses to key questions. The reinterviewing is initiated on the second day of interviewing to ensure early detection of problems and to avoid a backlog of calls. Reinterviewing is performed for both new and experienced interviewers.

5.6 Summary of Data Cleaning

On a daily basis, the data file is checked as a standard to maintain quality. The CfMC utility called SCAN, allows for checking the data, to be sure that all questions are being asked in accordance with the skip patterns on the final questionnaire. The file is also checked for missing codes.

This survey contains "other specify" questions. These questions allow the interviewer to record text responses that do not appear on the pre-listed set of responses. "Other specify" responses are edited to determine if responses entered in "other specify" appear on the pre-listed set of responses. Upon review of the "other specify" responses, it may be necessary to "code-back" a

response to the pre-list. This occurs when an interviewer recorded a response as “other”, although one of the pre-listed responses matched the “other” response.

5.7 Treatment of Missing Values

As with any survey, the BTS Omnibus 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 chose not to answer some questions 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. The table below presents the response categories and how they are represented in each data file.

Table 5-1: Summary of Codes for Missing Values by Data File Format

Response Category	Dataset Formats			
	SAS ® Version 8.2	SAS ® Transportable	Microsoft Excel	Text Comma Delimited
Appropriate skip	.S	.S	-7	-7
Refused	.R	.R	-8	-8
Don't know	.D	.D	-9	-9

5.8 Response Rates

The procedures for response rate calculation are based on the guidelines established by the Council of American Survey Research Organizations (CASRO) in defining a response rate.

5.8.1 Number of Completed Interviews

A total of 1,125 interviews were completed during the survey period.

5.8.2 Calculation of Response Rates

The final response rate for the survey is 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 table below presents the distribution of household telephone numbers by disposition categories. The number of household cases in each category was then used in the above formula to calculate an overall response rate of 52.22 percent.

Table 5-2: Distribution of Household Cases by Disposition

Disposition Category	Number of Households
Telephone Numbers Available	4,906
Telephone Numbers Released	3,208
Telephone Numbers Not Dialed	0
Telephone Numbers Dialed	3,208
Out-of-Scope Numbers (Ineligible)	960
BG - Business	230
CF - Computer/Fax	282
DS - Disconnected number	405
NC - Number change	23
NQ - No one 18 years old or older in household	7
UNB - Unavailable before and during study period	13
Scope Undetermined	285
NA - No answer	182
BZ - Busy	4
AM - Answering machine	43
LM - Left message	0
CCC - Cannot complete call	2
PM - Privacy manager	23
NQL - Eligibility undetermined because of language problems or deafness	9
RFI - Refused to speak with interviewer (screening incomplete)	1
HRI - Hard refusal *	1
OD - Maximum call attempts reached	0
CBU - Callback undetermined	20
CSU - Callback Spanish undetermined	0
In-Scope Numbers	1,963
Complete	1,125
Partial complete	9
DIP - Reinterview deletion, ineligible person in household interviewed	0
DDA - Reinterview deletion, discrepancy in answers during reinterview	0
CB - Callback	219
CBS - Callback Spanish	0
NAQ - No answer qualified	193
BZQ - Busy qualified	24
AMQ - Answering machine qualified	136
LMQ - Left message qualified	0
CCQ - Cannot complete call qualified	3
PMQ - Privacy manager qualified	28
DL - Deaf/Language	61
RFQ - Respondent refusal	11
UN - Unavailable	45
DR - Respondent deceased prior to completion of interview	0
AC - The area code is changed but not the number	0
HRQ - Hard refusal *	109
CASRO Response Rate	52.22%

* Note: Beginning in March 2002, and for all future months, to more accurately reflect the breadth of cases that fall within the HRI and HRQ categories the words "Hard Refusal" have replaced the words "Requested name be removed from calling list".

For the Omnibus survey the following is undertaken to maximize the response rate:

1. Matching sample telephone numbers against commercial file against residential directory-listed numbers.
2. Advance letter stating clearly the aims, objectives and importance of the survey, with toll free number to callback. MDAC will collaborate with BTS to create a BTS approved advance letter.
3. Coordination of the mailing of advance letters with the interview calling.
4. Develop answers for the questions and objections that may arise during the interview.
5. Leaving message on answering machine with a toll free number.
6. Having multi-lingual interviewers to reduce language barriers.
7. Elimination of non-residential numbers from sample.
8. Callbacks of respondents who initially refused or broke-off interview.
9. Minimizing turnover of key and non-key personnel.

5.8.3 Reasons for Non-Response

As with any survey, the BTS Omnibus Survey, by design, contains questions that ask respondents to supply the demographic information necessary to categorize their age, gender, and/or education. There will always be some respondents who do not choose to answer some questions in the survey. For respondents that did not want to provide this information, the most common reasons for non-responses are: *I don't like giving my age, I would rather not say, I don't like to be labeled, and that is personal information.*

Common reasons for non-responses when asked questions regarding contacts they may have had with any government agencies and/or why they contacted the agencies are: *I don't want to say because I don't trust the government, I don't want to answer because I have an issue pending, and I would rather not say.*

APPENDIX A: FINAL ANNOTATED SURVEY QUESTIONNAIRE

Professional interviewers administer this questionnaire using computer-assisted telephone interviewing (CATI). In addition to the answer categories displayed for each question, the interviewer has the option to enter “don’t know” or “refused” but these categories are not displayed on-screen.

The questionnaire consists of eight sections: an introduction section, followed by six “subject matter” sections and an interviewer close-out section:

Section	Topics	Periodicity
F	Introduction and Respondent Selection Questions	Identical series each month
G	General Transportation Core Questions	Identical series each month
B	BTS Topical Transportation Questions	Change each month to address topical issues. This month: commuting and air travel
SS	Strategic Goal Questions	Rotate three times per year by goal area. Bold type denotes area addressed this month: Month 1 - Safety (SS) Month 2 - Mobility (SM) Month 3 - Environment (SE) Month 4 - National Security (SN)
T	USDOT Services Satisfaction Questions	None this month
M	Operating Administration Modal Questions	TSA
D	Demographic Questions	Identical series each month
I	Interviewer Close Out Questions	Identical series each month

Formatting conventions for this document:

- **Question/answer text in boldface type** displays verbatim text to read to respondent. Within such text, words or phrases enclosed in brackets [], such as in Question F0080, will change depending upon time frames or respondent responses to previous items. Words or phrases enclosed in parentheses (), such as in Question F0456, are optional and should be read to respondent as part of the question only when needed.
- Answer text in regular type is not read aloud to respondent. Instead, the interviewer will wait for response and categorize it into one of the listed categories.
- **TEXT IN ALL CAPS** displays on-screen instructions to the interviewer or questions that the interviewer answers.
- *Text in italics* provides CATI system instructions or options, such as skips or fills.

Section F - Introduction and Respondent Selection

CATI system will generate and dial telephone number. When someone answers, interviewer begins.

F0054. **Hello, my name is _____, and I'm calling on behalf of the United States Department of Transportation about a national study on transportation issues. In the aftermath of the terrorist attacks on September 11, 2001, transportation has become a more critical issue in our society.**

HIT "RETURN" TO CONTINUE

F0080. **Have I reached [telephone number]?**

- 1) Yes
- 2) No - **Sorry, I must have dialed incorrectly. Goodbye.**

THANK RESPONDENT AND TERMINATE. HIT "RETURN" TO CONTINUE.

F0066. **Your household has been selected for this study, and we are very interested in your transportation use and opinions. Please remember that your input will help strengthen our nation's transportation system.**

HIT "RETURN" TO CONTINUE

F0100. **Is this phone for a home, a business, or both?**

- 1) Home - *go to F0200*
- 2) Business
- 3) Both home and business - *go to F0200*

F0150. **Sorry, I'm trying to reach a residence. Goodbye.**

HIT "RETURN" TO CONTINUE

F0200. **Are you a household member who is at least 18 years old?**

- 1) Yes - *go to F0351*
- 2) No

F0250. **May I please speak to a household member who is at least 18 years old?**

- 1) Yes - *go to F0351*
- 2) No

F0300. **When would be a good time to call back to speak with someone who is at least 18 years old?**

HIT "RETURN" TO SCHEDULE CALLBACK

F0351. IF INTERVIEWER IS SPEAKING WITH A NEW RESPONDENT, BEGIN BY REPEATING F0054. THEN SAY...

This study is designed to select one household adult to answer the questions. We choose that person based on birthdays, so I need to talk with the person living there now, aged 18 years or older, who will have a birthday next. What is the first name of that person?

Name _____ TYPE IN PERSON'S FIRST NAME

F0400. **May I please speak with [insert name]?**

- 1) Yes
- 2) No - *go to F0500*

F0400A. INTERVIEWER: IS THE ELIGIBLE RESPONDENT ON THE PHONE, OR IS THE ELIGIBLE RESPONDENT COMING TO THE PHONE?

- 1) Eligible respondent on phone (*Skip to F0420B*)
- 2) Eligible respondent coming to the phone (*Skip to F0420A*)
- 3) Eligible respondent unable/not coming to phone (*Skip to F0500*)

F0420A. **Hello, my name is _____ and I am calling on behalf of the United States Department of Transportation about a national study on transportation issues. I need to talk with the person living there now, aged 18 or older, who will have a birthday next. I was informed that would be you; is that correct?**

- 1) Yes (*Skip to F0456*)
- 2) No INTERVIEWER: ASK "Who then is the person who will have a birthday next?" HIT RETURN TO RE-ENTER NAME OF ELIGIBLE RESPONDENT

F0420B. **So you are the person who will have a birthday next?**

- 1) Yes (*Skip to F0456*)
- 2) No INTERVIEWER: ASK **“Who then is the person who will have a birthday next?”** HIT RETURN TO RE-ENTER NAME OF ELIGIBLE RESPONDENT

F0456. INTERVIEWER NOTE: READ THE FOLLOWING PARENTHETICAL ONLY IF RESPONDENT ASKS FOR ADDITIONAL DETAILS. REPEAT F0351 IF NECESSARY. THEN SAY...

I have some questions about your transportation use, and about your opinions on important transportation issues such as safety, mobility, commuting and air travel. Your participation in this voluntary study (there is no penalty for refusing to answer any question) will take only about 10 minutes, and your answers will be used only for statistical summaries. The study is authorized by law (Title 49, Section 111c2 of the United States Code).

HIT “RETURN” TO CONTINUE

Skip to F0550

F0500. **When would be a good time to call back to speak to [insert name]?**

HIT “RETURN” TO SCHEDULE CALLBACK

F0550. ADDRESS QUESTIONS OR USE REFUSAL CONVERSION TECHNIQUES. IS RESPONDENT WILLING TO CONTINUE?

- 1) Yes
- 2) No - THANK RESPONDENT AND TERMINATE

HIT “RETURN” TO CONTINUE

F0601. **For quality purposes, my supervisor may monitor this call.**
ENTER “1” TO PROCEED, OR ENTER “2” TO SCHEDULE CALLBACK

- 1) PROCEED - *go to G0051*
- 2) SCHEDULE CALLBACK

ARRANGE A CALLBACK. HIT “RETURN” TO CONTINUE.

Section G - General Transportation Core Questions

G0051. **First I need to ask about all the kinds of transportation you used either for personal or for business travel last month.**

HIT "RETURN" TO CONTINUE

G0103. **During November, did you drive or ride in a personal vehicle? (Examples of personal vehicles include a car, van, SUV, pickup truck, RV.)**

- 1) Yes
- 2) No (*Skip to G0150*)

G0851A. **How many days did you drive or ride? (ENTER NUMBER)**

____days

G0150. **During November, did you drive or ride in an organized carpool or vanpool?**

- 1) Yes
- 2) No (*Skip to G0302*)

G0851B. **How many days did you drive or ride? (ENTER NUMBER)**

____days

G0302. **During November, did you ride on any public transit within a city or metropolitan area? Examples of public transit include a bus, rapid rail (subway, surface or elevated), light rail, commuter bus or rail from suburb to city.**

- 1) Yes
- 2) No (*Skip to G0201*)

G0851C. **How many days did you use it? (ENTER NUMBER)**

____days

G3001. **As opposed to other means of transportation, please tell me the main reason you used public transit last month. (CODE THE FIRST REASON GIVEN) (DO NOT READ LIST)**

- 01) Have no vehicle available
- 02) Cheaper/Costs less/Saves money/Parking too expensive
- 03) Faster than other means of transportation
- 04) More convenient than other means of transportation
- 05) Less impact on the environment than other means of transportation
- 06) Parking not available
- 07) Away from home on business or pleasure travel
- 97) Other - SPECIFY _____

G3051. **Consider your most recent trip using public transit. What was the primary purpose of the trip? (CODE PRIMARY PURPOSE) (DO NOT READ LIST)**

- 1) Work/Work-related
- 2) Shopping
- 3) College/Other school
- 4) Medical services
- 5) Social, religious worship, personal business
- 7) Other - SPECIFY _____

G0201. **During November, did you ride on a city-to-city bus, such as Greyhound?**

- 1) Yes
- 2) No (*Skip to G0210*)

G0851D. **How many days did you ride on it? (ENTER NUMBER)**

_____ days

G0902B. **And of these days, how many were for business or work? (INTERVIEWER: PREVIOUS ANSWER WAS _____)**

_____ days

G0210. **During November, did you ride on a charter or tour bus line?**

- 1) Yes
- 2) No (*Skip to G0251*)

G0851O. **How many days did you ride on it? (ENTER NUMBER)**

_____ days

G0251. **During November, did you ride on a city-to-city train, such as AMTRAK?**

- 1) Yes
- 2) No (*Skip to G0880*)

G0851E. **How many days did you ride on it?** (ENTER NUMBER)

____days

G0902C. **And of these days, how many were for business or work?** (INTERVIEWER:
PREVIOUS ANSWER WAS ____)

____ days

Skip to G0350

G0880. **In your area, do you have long distance, city-to-city train service such as AMTRAK?**

- 1) Yes
- 2) No

G0350. **During November, did you fly on a commercial airline?**

- 1) Yes
- 2) No (*Skip to G0401*)

G0851F. **How many days did you fly on a commercial airline?** (ENTER NUMBER)

____days

G0902D. **And of these days, how many were for business or work?** (INTERVIEWER:
PREVIOUS ANSWER WAS ____)

____ days

G0401. **During November, did you fly on a charter, private, or corporate airplane or helicopter?**

- 1) Yes
- 2) No (*Skip to G0453*)

G0851G. **How many days did you fly on a charter, private, or corporate airplane or helicopter?** (ENTER NUMBER)

____days

G0902E. **And of these days, how many were for business or work? (INTERVIEWER: PREVIOUS ANSWER WAS ____)**

_____ days

G0453. **During November, did you drive or ride on a motorcycle, a motorized scooter, motorized bicycle, moped or all terrain vehicle?**

- 1) Yes
- 2) No (*Skip to G0501*)

G0851H. **How many days did you drive or ride one of these vehicles? (ENTER NUMBER)**

_____days

G0501. **During November, did you ride a bicycle? Please do not include stationary bicycles.**

- 1) Yes
- 2) No (*Skip to G0551*)

G0852I. **How many days did you ride a bicycle? (ENTER NUMBER)**

_____days

G0952. **Primarily for what purpose did you use it? (DO NOT READ LIST)**

- 1) Commuting to work or school,
- 2) Recreation,
- 3) Exercise/for my health,
- 4) Personal errands, (to the store, post office, and so on)
- 5) Required for my job
- 7) Some other purpose - SPECIFY _____

G1002. **And on a typical day that you rode a bicycle, about how much time did you spend bicycling?**

_____ hours and _____ minutes

CATI system must ensure an entry for both hours and minutes

G1052. **Did you bicycle mostly on: (READ LIST)**

- 01) Paved roads (not on shoulders of paved roads),
- 02) Shoulders of paved roads,
- 03) Bike lanes on roads,
- 05) Bike paths, walking paths or trails,
- 06) Unpaved roads (for example dirt, gravel, sand),
- 04) Sidewalks,
- 07) Grass, or,
- 97) Other - SPECIFY _____

G0551. **During November, did you walk, run, or jog at least one time outside for 10 minutes or more? (such as to work, to a store or to a park)**

- 1) Yes
- 2) No (*Skip to G0702*)

G0851J. **How many days did you walk, run or jog? (ENTER NUMBER)**

____days

G1102. **Primarily for what purpose did you walk, run, or jog? (DO NOT READ LIST)**

- 1) Commuting to work or school,
- 2) Recreation,
- 3) Exercise/for my health,
- 4) Personal errands, (to the store, post office, walking the dog, and so on)
- 5) Required for my job
- 7) Some other purpose - SPECIFY _____

G1151. **And on a typical day that you walked, ran, or jogged, about how much time did you spend walking, running, or jogging?**

____ hours and ____ minutes

CATI system must ensure entry for both hours and minutes

G1203. **Did you walk, run, or jog mostly on: (READ LIST)**

- 01) **Paved roads (not on shoulders of paved roads),**
- 02) **Shoulders of paved roads,**
- 03) **Bike lanes on roads,**
- 05) **Bike paths, walking paths or trails,**
- 06) **Unpaved roads (for example dirt, gravel, sand),**
- 04) **Sidewalks,**
- 07) **Track,**
- 08) **Grass, or**
- 97) **Other - SPECIFY _____**

G0702. **During November, did you operate or ride on a recreational boat such as a motorboat, canoe, rowboat or sailboat?**

- 1) Yes
- 2) No (*Skip to G0652*)

G0852M. **How many days did you use a recreational boat? (ENTER NUMBER)**

____ days

G1259. **On a typical day that you went recreational boating, about how much time did you spend using the recreational boat?**

____ hours and ____ minutes

CATI system must ensure entry for both hours and minutes

G0652. **During November, did you operate or ride on a personal watercraft such as a jetski, skidoo or waverunner?**

- 1) Yes
- 2) No (*Skip to G0601*)

G0852L. **How many days did you use a personal watercraft? (ENTER NUMBER)**

____ days

G1252. **On a typical day that you went personal watercrafting, about how much time did you spend using the personal watercraft?**

____ hours and ____ minutes

CATI system must ensure entry for both hours and minutes

G0601. **During November, did you ride on a commercial boat, ship, or ferry?**

- 1) Yes
- 2) No (*Skip to G0555*)

G0851K. **How many days did you ride on a commercial boat, ship, or ferry? (ENTER NUMBER)**

____days

G0555. **During November, did you ride as a passenger on a cruise ship?**

- 1) Yes
- 2) No (*Skip to G0752*)

G0851P. **How many days did you ride as a passenger on a cruise ship? (ENTER NUMBER)**

____days

G0752. **During November, did you use any other means of transportation? For example a taxi, limousine, hotel or airport shuttle, or any other means of transportation that I may not have mentioned to you. (BEFORE CODING, ENSURE THAT ANSWER CANNOT BE INCLUDED IN ONE OF THE OTHER CATEGORIES)**

- 1) Yes
- 2) No (*Skip to G2001*)

G0780. **What other means of transportation did you use?**

G2001. **Now I would like you to compare your perceptions and/or experiences using [CATI system enter number] major modes of transportation in November with your perceptions and/or experiences using those modes a year ago.**

HIT "RETURN" TO CONTINUE

If G0103 = 2 then skip to instruction before G2101

- G2005. **You said you drove or rode in a personal vehicle last month. Did you also drive or ride in a personal vehicle a year ago?**
- 1) Yes
 - 2) No (*Skip to instructions before G2101*)
- G2012. **Considering all the costs associated with driving or riding in a personal vehicle, would you say it cost more or less in November than it did a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]
- 1) Cost less
 - 2) Cost the same
 - 3) Cost more
- G2021. **In terms of security from crime or terrorism, did you feel more secure or less secure driving or riding in a personal vehicle in November than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]
- 1) Less secure
 - 2) Same
 - 3) More secure
- G2041. **In terms of safety from accidents, did you feel more safe or less safe driving or riding in a personal vehicle in November than you did a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]
- 1) Less safe
 - 2) Same
 - 3) More safe
- G2061. **In terms of travel time, would you say you were more likely or less likely to get where you wanted to go in a reasonable length of time in November than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]
- 1) Less likely
 - 2) Same
 - 3) More likely

G2081. **In terms of convenience, would you say it was more convenient or less convenient to drive or ride in a personal vehicle in November than it was a year ago?**

[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]

- 1) Less convenient
- 2) Same
- 3) More convenient

G2092. **Now please tell me, when you travel by personal vehicle, which one of the following is most important to you? [READ LIST]**

- 1) **The cost of the travel**
- 2) **Your safety from terrorism or crime**
- 3) **Your safety from accidents**
- 4) **The amount of time it takes to complete the travel**
- 5) **The convenience of traveling by personal vehicle**

If G0302 = 2 then skip to instruction before G2201

G2101. **Now I would like you to compare your perceptions and/or experiences using public transit in November with your perceptions and/or experiences using public transit a year ago.**

G2105. **You said you used public transit in November. Did you use public transit a year ago?**

- 1) Yes
- 2) No (*Skip to instructions before G2201*)

G2111. **Considering the cost of using public transit, would you say it cost more or less in November than it did a year ago?**

[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]

- 1) Cost less
- 2) Cost the same
- 3) Cost more

- G2121. **In terms of security from crime or terrorism, did you feel more secure or less secure using public transit in November than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS “THE SAME”, ACCEPT RESPONSE.]
- 1) Less secure
 - 2) Same
 - 3) More secure
- G2141. **In terms of safety from accidents, did you feel more safe or less safe using public transit in November than you did a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS “THE SAME”, ACCEPT RESPONSE.]
- 1) Less safe
 - 2) Same
 - 3) More safe
- G2162. **In terms of travel time, would you say you were more likely or less likely to get where you wanted to go in a reasonable length of time using public transit in November than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS “THE SAME”, ACCEPT RESPONSE.]
- 1) Less likely
 - 2) Same
 - 3) More likely
- G2181. **In terms of quality of service, would you say the quality of service you received using public transit in November was better or worse than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS “THE SAME”, ACCEPT RESPONSE.]
- 1) Worse
 - 2) Same
 - 3) Better

G2192. **Now please tell me, when you use public transit, which one of the following is most important to you?**
[READ LIST]

- 1) **The cost of the travel**
- 2) **Your safety from terrorism or crime**
- 3) **Your safety from accidents**
- 4) **The amount of time it takes to complete the travel**
- 5) **The convenience of traveling by public transit**
- 6) **The level of customer service you receive**

If G0350 = 2 then skip to B0051

G2201. **Finally I would like you to compare your perceptions and/or experiences flying on a commercial airline in November with your perceptions and/or experiences flying on a commercial airline a year ago.**

G2205. **You said you flew in November. Did you fly a year ago?**

- 1) Yes
- 2) No (*Skip to B0051*)

G2211. **Considering the cost of flying on a commercial airline, would you say it cost more or less in November than it did a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]

- 1) Cost less
- 2) Cost the same
- 3) Cost more

G2221. **In terms of security from crime or terrorism, did you feel more secure or less secure flying on a commercial airline in November than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]

- 1) Less secure
- 2) Same
- 3) More secure

- G2241. **In terms of safety from accidents, did you feel more safe or less safe flying on a commercial airline in November than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]
- 1) Less safe
 - 2) Same
 - 3) More safe
- G2261. **In terms of travel time, would you say you were more likely or less likely to get where you wanted to go in a reasonable length of time in November than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]
- 1) Less likely
 - 2) Same
 - 3) More likely
- G2281. **In terms of quality of service, would you say the quality of service you received flying on a commercial airline in November was better or worse than a year ago?**
[DO NOT READ LIST. RECORD ONLY ONE ANSWER. IF THE RESPONDENT SAYS "THE SAME", ACCEPT RESPONSE.]
- 1) Worse
 - 2) Same
 - 3) Better
- G2292. **Now please tell me, when you travel by commercial airline, which of the following is most important to you?**
[READ LIST]
- 1) **The cost of the travel**
 - 2) **Your safety from terrorism or crime**
 - 3) **Your safety from accidents**
 - 4) **The amount of time it takes to complete the travel**
 - 5) **The convenience of traveling by air**
 - 6) **The level of customer service you receive**

Section B - BTS Topical Transportation Questions

B0051. **The next questions are about commuting to work.**

HIT "RETURN" TO CONTINUE

B0103. **Last month did you commute, that is, travel routinely from home to work?**
(INTERVIEWER: EXCLUDE TELECOMMUTING; COMMUTING MAY INCLUDE ANY TYPE OF TRANSPORTATION.)

- 1) Yes
- 2) No (*Skip to B0370*)

B0153. **Altogether, about how many days did you commute to work last month?**
(INTERVIEWER: REMIND THE RESPONDENT HOW MANY WEEKDAYS WERE IN LAST MONTH ALONG WITH ANY MAJOR HOLIDAYS) (ENTER NUMBER)

_____ days

B0310. **Did you work at the same location on most days?**

- 1) Yes (*Skip to B0352*)
- 2) No

B0315. **Did you work at more than one location on a typical day?**

- 1) Yes
- 2) No (*Skip to B0352*)

B0320. **On a typical day, how much time did you spend traveling from worksite to worksite?**

_____ hours and _____ minutes (*go to B0370*)

CATI system must ensure entry for both hours and minutes

B0352. **On a typical day, how much time did a one-way, door-to-door trip from home to work take?**

THE TIME RECORDED FOR COMMUTING TO WORK ON A TYPICAL DAY SHOULD BE THE TIME IT TOOK TO COMMUTE USING ALL MODES OF TRANSPORTATION USED ON A TYPICAL DAY.

_____ hours and _____ minutes

CATI system must ensure entry for both hours and minutes

B0370. **Do you ever telecommute? That is, do you ever work at home for pay for your employer instead of working at the office? (This does not include taking work home at night or over the weekend or self-employed persons who work at home.)**

- 1) Yes
- 2) No (*Skip to B0365*)

B0361. **Do you telecommute occasionally, on a regular basis or fixed schedule, or full time?**

- 1) Occasionally
- 2) On a regular basis or fixed schedule
- 3) Full time

B0362. **About how many days did you telecommute in the past month?**

_____ days

B0365. **Do you ever work at a telework center or satellite office? That is, do you ever work at an office other than your regular office to reduce your commute?**

[INTERVIEWER: FOCUS IS ON WORKING SOMEWHERE OTHER THAN ONE'S "NORMAL" WORKPLACE FOR THE PURPOSE OF REDUCING COMMUTE TIME.

SATELLITE OFFICE: ALTERNATE WORK SITE THAT IS IN A SEPARATE LOCATION OTHER THAN YOUR PRIMARY WORK SITE.

TELEWORK CENTER: ALTERNATE WORK SITE, COULD POSSIBLY HOUSE WORKERS FROM MANY DIFFERENT BUSINESSES.]

- 1) Yes
- 2) No (*Skip to B2300*)

B0366. **How often do you work at a telework center or satellite office? Would you say [READ LIST]**

- 1) Occasionally
- 2) On a regular basis or fixed schedule
- 3) Full time

B0368. **About how many days did you work at a telework center or satellite office in the past month?**

_____ days

B2300. **My next group of questions is about commercial air travel.**

HIT "RETURN" TO CONTINUE

B2311. **In what month and year was your most recent commercial airline flight?**
(INTERVIEWER: PLEASE PROMPT FOR MONTH AND YEAR.)

- 1) Enter month and year
- 5) Have never flown on a commercial airline (*Skip to B3001*)

If 1) is greater than one year ago skip to B3001 (Note: Remember we are collecting data for the month of November, one year ago would be November 2001 not December 2001)

B2321. **Now, I'd like you to think of your most recent commercial airline flight. Was the primary purpose of your trip business or work related? (IF NECESSARY, GIVE EXAMPLES SUCH AS PROFESSIONAL CONFERENCE, MEETING WITH CLIENTS.)**

- 1) Yes, business/job related
- 2) No

B2333. **Still thinking of your most recent flight in which of the following sections was your seat located: (READ ENTIRE LIST EXCEPT DON'T KNOW)**

- 1) **Economy or coach section (also sometimes called the main cabin)**
- 2) **First class section**
- 3) **There were no sections in the plane; all seats were in the same section**
- 7) **Other**

If B2333=1, 2 or 3 skip to B2341

B2334. **Was your seat located in any of the following areas: (READ LIST)**

- 1) **Business class section**
- 2) **Flight attendant's**
- 3) **Flight crew section or "cockpit"**
- 4) **None of the sections**

B2341. **Did the price paid for the airline ticket carry any restrictions? For example, did you have to book your trip two weeks in advance, were you required to stay overnight on a Friday or Saturday, or were you prohibited from changing your ticket without paying a penalty?**

- 1) Yes
- 2) No

B2601. **How soon before your most recent flight did you arrive at the airport?**

_____ hours and _____ minutes

IF MORE THAN 5 HOURS, CODE AS 5

B2701. **How long did you wait in line to go through the passenger screening checkpoint for your most recent flight? The checkpoint we are referring to is the only one where you must walk through a metal detector and your carry-on items are x-rayed. How long did you wait?**

_____ hours and _____ minutes

IF MORE THAN 5 HOURS, CODE AS 5

CATI system must ensure entry for both hours and minutes

B2751. **How did you feel about the amount of time spent waiting in line at the passenger screening checkpoint? Did you feel the amount of time was (READ LIST)**

- 1) Less than you expected
- 2) About what you expected
- 3) More than you expected

B2801. **How would you rate the thoroughness of the screening process? Would you rate it (READ LIST)**

- 1) Inadequate
- 2) Adequate
- 3) Excessive

B2852. **How would you describe your level of confidence in the ability of the passenger screeners to keep air travel secure from individuals with hostile intentions? (READ LIST)**

- 1) No confidence**
- 2) A small amount of confidence**
- 3) A moderate amount of confidence**
- 4) A great deal of confidence**
- 5) Total confidence**

B2900. **How satisfied were you with the courtesy of the screeners at the passenger screening checkpoint? Were you (READ LIST)**

- 1) Very unsatisfied**
- 2) Somewhat unsatisfied**
- 3) Neither unsatisfied nor satisfied**
- 4) Somewhat satisfied**
- 5) Very satisfied**

B2950. **How satisfied were you overall with your experience at the passenger screening checkpoint? Were you (READ LIST)**

- 1) Very unsatisfied**
- 2) Somewhat unsatisfied**
- 3) Neither unsatisfied nor satisfied**
- 4) Somewhat satisfied**
- 5) Very satisfied**

B2977. **How consistent have screening procedures been in airports you have departed from? Have they been (READ LIST)**

- 1) Very inconsistent**
- 2) Somewhat inconsistent**
- 3) Somewhat consistent**
- 4) Very consistent**

If B2311= 1) is less than or equal to one year ago go to B3100 (Note: one year ago is November 2001 which is our reference month even though we are interviewing in December)

B3001. **How would you describe your level of confidence in the ability of the passenger screeners to keep air travel secure from individuals with hostile intentions? (READ LIST)**

- 1) No confidence**
- 2) A small amount of confidence**
- 3) A moderate amount of confidence**
- 4) A great deal of confidence**
- 5) Total confidence**

B3100. **Have the changes in passenger screening procedures since September 11th made you (READ LIST)**

- 1) Less inclined to travel by commercial airline**
- 3) Have had no effect on your commercial airline travel**
- 2) More inclined to travel by commercial airline**

Section SS - Strategic Goal Questions

SS0050. Now I want to ask your opinion on some safety-related transportation issues.

HIT "RETURN" TO CONTINUE

SS0101. Using a scale from 1 to 5 where "1" means not at all concerned and "5" means very concerned, please tell me how concerned you are about the following risks to your personal safety. Consider all the types of transportation.

		Not at All Concerned			Very Concerned	
		1	2	3	4	5
SS0401.	The risk of being in any kind of transportation accident.	1	2	3	4	5
SS0151.	Safety risks associated with unskilled or impaired pilots, drivers, or other transportation operators.	1	2	3	4	5
SS0252.	Safety risks due to mechanical equipment failure.	1	2	3	4	5
SS0201.	Safety risks due to the dangerous behavior of others (such as aggression, road rage, air rage, and drunk driving).	1	2	3	4	5
SS0450.	Safety risks due to the poor condition of roads, runways, or rail lines.	1	2	3	4	5
SS0301.	Safety risks from hazardous chemicals released in a transportation accident.	1	2	3	4	5
SS0500.	Safety risks from large fuel or natural gas pipelines in your community.	1	2	3	4	5

SS1000. I just asked about your concern with various transportation issues.

HIT "RETURN" TO CONTINUE

SS1010. Now, using a scale from 1 to 5 where "1" means very dissatisfied and "5" means very satisfied, please tell me how satisfied you are about what the Federal government is doing to address the following transportation safety issues:

		Very Dissatisfied			Very Satisfied	
SS1050.	Establishing effective passenger vehicle safety standards.	1	2	3	4	5
SS1100.	Establishing effective safety standards for large trucks.	1	2	3	4	5
SS1300.	Establishing effective safety standards for airport security.	1	2	3	4	5
SS1150.	Ensuring the safe take-off and landing of aircraft through the air traffic control system.	1	2	3	4	5
SS1350.	Ensuring the safety of commercial aircraft passengers.	1	2	3	4	5
SS1250.	Ensuring the safe transportation of hazardous chemicals.	1	2	3	4	5
SS1200.	Assuring the safety of large fuel and natural gas pipelines in your community.	1	2	3	4	5

Section M - Operating Administration Modal Questions

Transportation Security Administration (TSA) questions have been incorporated into Section B.

MNH0510. Have you driven a vehicle in the last twelve months?

- 1) Yes
- 2) No (*Skip to D0050*)

MNH0580. In the last 12 months, have you been involved in a crash in a vehicle where you were the driver?

- 1) Yes
- 2) No

MNH0600. In the last 12 months, have you been involved in a near miss in a vehicle where you were the driver?

- 1) Yes
- 2) No

Section D - Demographic Questions

D0050. **This final section asks for information to help us summarize the study results. No identifying information about you or your household will ever be released or published.**

HIT "RETURN" TO CONTINUE

D0061. **How many registered road vehicles are available for regular use by members of your household?**

ENTER NUMBER _____

(IF RESPONDENT ANSWERS 10 OR MORE, RECORD AS 10)

D0104. **Do you have any kind of disability or health impairment?**

- 1) Yes (*If B2311 = 1 is less than 09 2001 or B2311 = 5 or 9 then go to D0110*)
- 2) No (*Skip to D0110*)

D1101. **Have air travel passenger screening procedures changed for you since September 11, 2001?**

- 1) Yes
- 2) No (*Skip to D0110*)

D1102. **How have they changed?**

D0110. **Does anyone else currently living in your household, including children, have any kind of disability or health impairment?**

- 1) Yes
- 2) No

If D0104 = 2 and D0110 = 2 go to D0251. If D0104 = 1 and D0110 = 2 go to D0106.

D0105. **How many other people (besides yourself)?**

D0106. **Does anyone in the household use adaptive equipment in any motor vehicle (for example hand controls, modified foot pedals, or a wheelchair lift)?**

- 1) Yes
- 2) No

D0107. **We may conduct another study soon that focuses on transportation use among persons with disabilities or health impairments. Your household's experience and opinions on this critically important topic would be of great value. May we contact your household for this study?**

- 1) Yes
- 2) No

D0251. **How many people aged 18 or older live in your household, including yourself? (ENTER NUMBER)**

_____ people

INTERVIEWER: REPEAT ANSWER TO RESPONDENT: **Including yourself, _____ people aged 18 or older live in your household?**

D0300. **Please stop me when I reach the category that includes your age: (READ LIST UNTIL RESPONDENT STOPS YOU TO SELECT A CATEGORY)**

- 1) **18 to 24 years**
- 2) **25 to 34**
- 3) **35 to 44**
- 4) **45 to 54**
- 5) **55 to 64**
- 6) **65 to 74**
- 7) **75 or older**

D0350. (RECORD GENDER; ASK ONLY IF NECESSARY) **Are you male or female?**

- 1) Male
- 2) Female

D0404. **Do you consider yourself to be Hispanic or Latino?**

- 1) Yes
- 2) No

D0402. **Is the racial group that best describes you... (READ ENTIRE LIST. READ PARENTHETICAL ONLY IF RESPONDENT ASKS FOR CLARIFICATION.) (RECORD ALL THAT APPLY)**

- 1) **American Indian (Native American) or Alaska Native,**
- 2) **Asian (e.g., Chinese, Filipino, Japanese, Korean, Vietnamese),**
- 3) **Black or African-American,**
- 4) **Native Hawaiian or other Pacific Islander (e.g., Samoan or Chamorro),**
- 5) **White (Caucasian, Anglo), or**
- 7) **Other - SPECIFY _____**

D0450. **What is the highest level of education you've completed? (DO NOT READ LIST) (RECORD ONLY ONE)**

- 1) **Less than high school graduate**
- 2) **High school graduate (or GED)**
- 3) **Some college (or technical vocational school/professional business school)**
- 4) **Two-year college degree (AA: Associate in Arts)**
- 5) **Four-year college degree (BA or BS: Bachelor of Arts/Science degree)**
- 6) **Graduate degree (Master's, Ph.D., Lawyer, Medical Doctor)**

D0501. **Please stop me when I reach the category that includes your household's total annual income for last calendar year, that is, 2001: (READ LIST UNTIL RESPONDENT STOPS YOU TO SELECT A CATEGORY)**

- 1) **Under \$15,000**
- 2) **From \$15,000 to less than \$30,000**
- 3) **From \$30,000 to less than \$50,000**
- 4) **From \$50,000 to less than \$75,000**
- 5) **From \$75,000 to less than \$100,000**
- 6) **\$100,000 or more**

D0900. **Last month, did you do any work for pay or profit?**

- 1) **Yes**
- 2) **No**

D0553. **Not including the telephone number which I called you on, how many additional phone numbers do you have in your household? Please do not count numbers for cellular phones, or phone lines that are exclusively for computer or fax use.**

- 0) None (*Skip to D0801*)
- 1) One
- 2) Two
- 3) Three
- 4) Four or more

READ AFTER RESPONDENT HAS GIVEN ANSWER: **So, you have _____ additional phone numbers that are not used exclusively for fax machine, computer or cellular phone?**

D0751. **Is the primary use of the additional phone number(s) for household use, business use, or both?**

- 1) Household use only
- 2) Business use only
- 3) Both household and business use

D0801. **In order to classify your household for statistical purposes, what is your ZIP code? (ENTER NUMBER)**

— — — — —

D0810. **Did your household receive an advance notice in the mail concerning this study?**

- 1) Yes
- 2) No

D0850. **This concludes the study questions. On behalf of the Department of Transportation, I thank you for your time. Goodbye.**

HIT "RETURN" TO CONTINUE

Section I - Interviewer Close Out Questions

I0050. THESE QUESTIONS ARE ANSWERED BY THE INTERVIEWER AFTER THE RESPONDENT HANGS UP.

HOW WELL DID THE RESPONDENT UNDERSTAND THE QUESTIONS?

- 1) Not at all
- 2) Not very well
- 3) Well
- 4) Very well

I0100. HOW COOPERATIVE WAS THE RESPONDENT IN ANSWERING THE QUESTIONS?

- 1) Not at all cooperative
- 2) Not very cooperative
- 3) Cooperative
- 4) Very cooperative

I0150. IN WHAT LANGUAGE WAS THE INTERVIEW CONDUCTED?

- 1) English
- 2) Spanish
- 3) Both English and Spanish
- 7) Other - SPECIFY _____

I0200. PLEASE NOTE ANYTHING ELSE YOU FEEL IS HELPFUL OR IMPORTANT ABOUT THIS INTERVIEW.

- 11) CONTINUE TO ENTER TEXT OF RESPONSE
- 99) No notes to add

APPENDIX B: DATA DICTIONARY

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
	CASEID	Case Identification Number			Char	6	\$TEXTVAR
	STATE	State			Char	2	\$TEXTVAR
	METRO	MSA Inside Outside	1	Inside an MSA	Num	8	MSAINOUT
			2	Outside an MSA			
	CREGION	Census Region	1	Northeast	Num	8	CENSREG
			2	Midwest			
			3	South			
			4	West			
	CENDIV	Census Division	1	New England	Num	8	CENSDIV
			2	Middle Atlantic			
			3	East North Central			
			4	West North Central			
			5	South Atlantic			
			6	East South Central			
			7	West South Central			
			8	Mountain			
			9	Pacific			
	DVERSION	Database Version		Year - Quarter	Char	6	\$TEXTVAR
	STARTIM	Interview Start Time			Char	8	\$TEXTVAR
	ENDTIME	Interview End Time			Char	8	\$TEXTVAR
	INLNGTH	Interview Length			Num	8	FORNUM
	TIMEZONE	Time Zone	C	Central time	Char	1	\$TZONE
			E	Eastern time			
			M	Mountain time			
			P	Pacific time			
			A	Alaska time			
			H	Hawaii time			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
G0103	G0103	Use - Personal Vehicle	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851A	G0851A	Personal Vehicle - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0150	G0150	Use - Carpool/Vanpool	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851B	G0851B	Carpool/Vanpool - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0302	G0302	Use - Public Transit	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851C	G0851C	Public Transit - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G3001	G3001A	Public Transit - Reason for Using	01	Have no vehicle available	Num	8	USEPTWHY
			02	Cheaper/Costs less/Saves money/Parking too expensive			
			03	Faster than other means of transportation			
			04	More convenient than other means of transportation			
			05	Less impact on the environment than other means of transportation			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			06	Parking not available			
			07	Away from home on business or pleasure travel			
			97	Other			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G3001	G3001B	Public Transit - Other Reason for Using	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			
G3051	G3051A	Public Transit - Trip Purpose	1	Work/Work-related	Num	8	PTPURP
			2	Shopping			
			3	College/Other school			
			4	Medical services			
			5	Social, religious worship, personal business			
			7	Other			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G3051	G3051B	Public Transit - Other Trip Purpose	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			
G0201	G0201	Use - Bus	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851D	G0851D	Bus - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0902B	G0902B	Bus - Days - Business		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.S	Appropriate skip			
G0210	G0210	Use - Charter or Tour Bus	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851O	G0851O	Charter or Tour Bus - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0251	G0251	Use - Train	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851E	G0851E	Train - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0902C	G0902C	Train - Days - Business		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0880	G0880	AMTRAK - Available	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0350	G0350	Use - Commercial Airline	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.R	Refused			
G0851F	G0851F	Commercial Airline - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0902D	G0902D	Com Airline - Days - Business		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0401	G0401	Use - Other Aircraft	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851G	G0851G	Other Aircraft - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0902E	G0902E	Other Aircraft - Days - Business		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0453	G0453	Use - Motorcycle	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851H	G0851H	Motorcycle - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
G0501	G0501	Use - Bicycle	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0852I	G0852I	Bicycle - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0952	G0952A	Bicycle - Purpose	1	Commuting to work or school	Num	8	COMUWYA
			2	Recreation			
			3	Exercise/for my health			
			4	Personal errands (to the store, post office, and so on)			
			5	Required for my job			
			7	Some other purpose			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0952	G0952B	Bicycle - Other Purpose	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			
G1002	G1002A	Bicycle - Time Spent - Hours		_____ hours	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1002	G1002B	Bicycle - Time Spent - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1002	G1002C	Bicycle - Time Spent - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.R	Refused			
			.S	Appropriate skip			
G1052	G1052A	Bicycle - Type of Road	01	Paved roads (not on shoulders of paved roads)	Num	8	ROADTYPA
			02	Shoulders of paved roads			
			03	Bike lanes on roads			
			05	Bike paths, walking paths or trails			
			06	Unpaved roads (for example dirt, gravel, sand)			
			04	Sidewalks			
			07	Grass			
			97	Other			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1052	G1052B	Bicycle - Other Type of Road	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			
G0551	G0551	Use - Walk	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851J	G0851J	Walk - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1102	G1102A	Walk - Purpose	1	Commuting to work or school	Num	8	COMUWYA
			2	Recreation			
			3	Exercise/for my health			
			4	Personal errands (to the store, post office, walking the dog, and so on)			
			5	Required for my job			
			7	Some other purpose			
			.D	Don't know			
			.R	Refused			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.S	Appropriate skip			
G1102	G1102B	Walk - Other Purpose	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			
G1151	G1151A	Walk - Time Spent - Hours		_____ hours	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1151	G1151B	Walk - Time Spent - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1151	G1151C	Walk - Time Spent - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1203	G1203A	Walk - Type of Road	01	Paved roads (not on shoulders of paved roads)	Num	8	ROADTYPB
			02	Shoulders of paved roads			
			03	Bike lanes on roads			
			05	Bike paths, walking paths or trails			
			06	Unpaved roads (for example dirt, gravel, sand)			
			04	Sidewalks			
			07	Track			
			08	Grass			
			97	Other			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1203	G1203B	Walk - Other Type of Road	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
G0702	G0702	Use - Recreational Boat	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0852M	G0852M	Recreational Boat - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1259	G1259A	Recreational Boat - Time Spent - Hours		_____ hours	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1259	G1259B	Recreational Boat - Time Spent - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1259	G1259C	Recreational Boat - Time Spent - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0652	G0652	Use - Watercraft	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0852L	G0852L	Watercraft - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1252	G1252A	Watercraft - Time Spent - Hours		_____ hours	Num	8	FORNUM

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1252	G1252B	Watercraft - Time Spent - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G1252	G1252C	Watercraft - Time Spent - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0601	G0601	Use - Commercial Boat	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851K	G0851K	Commercial Boat - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0555	G0555	Use - Cruise Ship	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
G0851P	G0851P	Cruise Ship - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G0752	G0752	Use - Other Means of Transportation	1	Yes	Num	8	YESNO
			2	No			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.D	Don't know			
			.R	Refused			
G0780	G0780	Use - Other Means of Transportation - Text	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			
G2005	G2005	Personal Vehicle - 2001	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2012	G2012	Personal Vehicle - Costs	1	Cost less	Num	8	TRANCOST
			2	Cost the same			
			3	Cost more			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2021	G2021	Personal Vehicle - Security	1	Less secure	Num	8	TRANSEC
			2	Same			
			3	More secure			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2041	G2041	Personal Vehicle - Safety	1	Less safe	Num	8	TRANSAFE
			2	Same			
			3	More safe			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2061	G2061	Personal Vehicle - Travel Time	1	Less likely	Num	8	TRANTIME
			2	Same			
			3	More likely			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2081	G2081	Personal Vehicle - Convenient	1	Less convenient	Num	8	TRANCONV
			2	Same			
			3	More convenient			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2092	G2092	Personal Vehicle - Most Important Thing	1	The cost of the travel	Num	8	VEHIMPO
			2	Your safety from terrorism or crime			
			3	Your safety from accidents			
			4	The amount of time it takes to complete the travel			
			5	The convenience of traveling by personal vehicle			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2105	G2105	Transit - 2001	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2111	G2111	Transit - Costs	1	Cost less	Num	8	TRANCOST
			2	Cost the same			
			3	Cost more			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2121	G2121	Transit - Security	1	Less secure	Num	8	TRANSEC
			2	Same			
			3	More secure			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2141	G2141	Transit - Safety	1	Less safe	Num	8	TRANSAFE
			2	Same			
			3	More safe			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2162	G2162	Transit - Travel Time	1	Less likely	Num	8	TRANTIME
			2	Same			
			3	More likely			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2181	G2181	Transit - Quality of Service	1	Worse	Num	8	TRANQUAL
			2	Same			
			3	Better			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2192	G2192	Transit - Most Important Thing	1	The cost of the travel	Num	8	TRAIMPO
			2	Your safety from terrorism or crime			
			3	Your safety from accidents			
			4	The amount of time it takes to complete the travel			
			5	The convenience of traveling by public transit			
			6	The level of customer service you receive			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2205	G2205	Com Airline - 2001	1	Yes	Num	8	YESNO

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2211	G2211	Com Airline - Costs	1	Cost less	Num	8	TRANCOST
			2	Cost the same			
			3	Cost more			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2221	G2221	Com Airline - Security	1	Less secure	Num	8	TRANSEC
			2	Same			
			3	More secure			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2241	G2241	Com Airline - Safety	1	Less safe	Num	8	TRANSAFE
			2	Same			
			3	More safe			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2261	G2261	Com Airline - Travel Time	1	Less likely	Num	8	TRANTIME
			2	Same			
			3	More likely			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2281	G2281	Com Airline - Quality of Service	1	Worse	Num	8	TRANQUAL
			2	Same			
			3	Better			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
G2292	G2292	Com Airline - Most Important Thing	1	The cost of the travel	Num	8	AIRIMPO
			2	Your safety from terrorism or crime			
			3	Your safety from accidents			
			4	The amount of time it takes to complete the travel			
			5	The convenience of traveling by air			
			6	The level of customer service you receive			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0103	B0103	Commute	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
B0153	B0153	Commute - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0310	B0310	Commute to Work - Same Location	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0315	B0315	Commute to Work - Several Locations	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
B0320	B0320A	Commute to Work - Svrl Loc - Time Spent - Hours		_____ hours	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0320	B0320B	Commute to Work - Svrl Loc - Time Spent - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0320	B0320C	Commute to Work - Svrl Loc - Time Spent - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0352	B0352A	Commute to Work - Trip Time - Hours		_____ hours	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0352	B0352B	Commute to Work - Trip Time - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0352	B0352C	Commute to Work - Trip Time - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0370	B0370	Telecommute	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
B0361	B0361	Telecommute - Frequency	1	Occasionally	Num	8	TELEFREQ
			2	On a regular basis or fixed schedule			
			3	Full time			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0362	B0362	Telecommute - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0365	B0365	Telework Center	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0366	B0366	Telework Center - Frequency	1	Occasionally	Num	8	TELEFREQ
			2	On a regular basis or fixed schedule			
			3	Full time			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B0368	B0368	Telework Center - Days		_____ days	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
B2311	B2311A	Com Airline - Most Recent Flight - When	1	Enter month and year	Num	8	TRIPTIME
			2	Less than three months ago			
			3	More than three months ago but less than one year ago			
			6	One year ago			
			4	More than one year ago			
			5	Have never flown on a commercial airline			
			.D	Don't know			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.R	Refused			
B2311	B2311B	Com Airline - Most Recent Flight - Month		Month _____	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2311	B2311C	Com Airline - Most Recent Flight - Year		Year _____	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2321	B2321	Com Airline - Most Recent Flight - Purpose	1	Yes, business/job related	Num	8	TRIPURP
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2333	B2333	Com Airline - Most Recent Flight - Section	1	Economy or coach section (also sometimes called the main cabin)	Num	8	TRIPSECT
			2	First class section			
			3	There were no sections in the plane; all seats were in the same section			
			7	Other			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2334	B2334	Com Airline - Most Recent Flight - Section - Area	1	Business class section	Num	8	TRIPAREA
			2	Flight attendant's			
			3	Flight crew section or "cockpit"			
			4	None of the sections			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
B2341	B2341	Com Airline - Most Recent Flight - Price Restrictions	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2601	B2601A	Com Airline - Most Recent Flight - Time Before Flight - Hours		_____ hours	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2601	B2601B	Com Airline - Most Recent Flight - Time Before Flight - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2601	B2601C	Com Airline - Most Recent Flight - Time Before Flight - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2701	B2701A	Com Airline - Most Recent Flight - Screening - Time - Hours		_____ hours	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2701	B2701B	Com Airline - Most Recent Flight - Screening - Time - Minutes		_____ minutes	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
B2701	B2701C	Com Airline - Most Recent Flight - Screening - Time - Decimal Hours		Calculated	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2751	B2751	Com Airline - Most Recent Flight - Screening - Time - Satisfaction	1	Less than you expected	Num	8	SCRETIME
			2	About what you expected			
			3	More than you expected			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2801	B2801	Com Airline - Most Recent Flight - Screening - Intensity	1	Inadequate	Num	8	SCREINTE
			2	Adequate			
			3	Excessive			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2852	B2852	Com Airline - Most Recent Flight - Screening - Confidence	1	No confidence	Num	8	SCRECONF
			2	A small amount of confidence			
			3	A moderate amount of confidence			
			4	A great deal of confidence			
			5	Total confidence			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2900	B2900	Com Airline - Most Recent Flight - Screening - Courtesy - Satisfaction	1	Very unsatisfied	Num	8	SCRESATI
			2	Somewhat unsatisfied			
			3	Neither unsatisfied nor satisfied			
			4	Somewhat satisfied			
			5	Very satisfied			
			.D	Don't know			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.R	Refused			
			.S	Appropriate skip			
B2950	B2950	Com Airline - Most Recent Flight - Screening - Satisfaction	1	Very unsatisfied	Num	8	SCRESATI
			2	Somewhat unsatisfied			
			3	Neither unsatisfied nor satisfied			
			4	Somewhat satisfied			
			5	Very satisfied			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B2977	B2977	Com Airline - Screening - Consistent	1	Very inconsistent	Num	8	SCRECONS
			2	Somewhat inconsistent			
			3	Somewhat consistent			
			4	Very consistent			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B3001	B3001	Com Airline - Screening - Confidence	1	No confidence	Num	8	SCRECONF
			2	A small amount of confidence			
			3	A moderate amount of confidence			
			4	A great deal of confidence			
			5	Total confidence			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
B3100	B3100	Com Airline - Screening - Recent Changes	1	Less inclined to travel by commercial airline	Num	8	AIRIMPCT
			3	Have had no effect on your commercial airline travel			
			2	More inclined to travel by commercial airline			
			.D	Don't know			
			.R	Refused			
SS0401	SS0401	Concern - Safety Risks - Accident	1	Not at all concerned	Num	8	CONCERN

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			2				
			3				
			4				
			5	Very concerned			
			.D	Don't know			
			.R	Refused			
SS0151	SS0151	Concern - Safety Risks - Unskilled/Impaired Operators	1	Not at all concerned	Num	8	CONCERN
			2				
			3				
			4				
			5	Very concerned			
			.D	Don't know			
			.R	Refused			
SS0252	SS0252	Concern - Safety Risks - Mechanical Equipment Failure	1	Not at all concerned	Num	8	CONCERN
			2				
			3				
			4				
			5	Very concerned			
			.D	Don't know			
			.R	Refused			
SS0201	SS0201	Concern - Safety Risks - Dangerous Behavior of Others	1	Not at all concerned	Num	8	CONCERN
			2				
			3				
			4				
			5	Very concerned			
			.D	Don't know			
			.R	Refused			
SS0450	SS0450	Concern - Safety Risks - Poor Condition of Infrastructures	1	Not at all concerned	Num	8	CONCERN
			2				
			3				
			4				
			5	Very concerned			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.D	Don't know			
			.R	Refused			
SS0301	SS0301	Concern - Safety Risks - Hazardous Chemicals	1	Not at all concerned	Num	8	CONCERN
			2				
			3				
			4				
			5	Very concerned			
			.D	Don't know			
			.R	Refused			
SS0500	SS0500	Concern - Safety Risks - Large Pipelines	1	Not at all concerned	Num	8	CONCERN
			2				
			3				
			4				
			5	Very concerned			
			.D	Don't know			
			.R	Refused			
SS1050	SS1050	Satisfaction - Safety - Passenger Vehicle	1	Very dissatisfied	Num	8	SATISFY
			2				
			3				
			4				
			5	Very satisfied			
			.D	Don't know			
			.R	Refused			
SS1100	SS1100	Satisfaction - Safety - Large Trucks	1	Very dissatisfied	Num	8	SATISFY
			2				
			3				
			4				
			5	Very satisfied			
			.D	Don't know			
			.R	Refused			
SS1300	SS1300	Satisfaction - Safety - Airport Security	1	Very dissatisfied	Num	8	SATISFY

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			2				
			3				
			4				
			5	Very satisfied			
			.D	Don't know			
			.R	Refused			
SS1150	SS1150	Satisfaction - Safety - Takeoff/Landing of Aircraft	1	Very dissatisfied	Num	8	SATISFY
			2				
			3				
			4				
			5	Very satisfied			
			.D	Don't know			
			.R	Refused			
SS1350	SS1350	Satisfaction - Safety - Commercial Aircraft	1	Very dissatisfied	Num	8	SATISFY
			2				
			3				
			4				
			5	Very satisfied			
			.D	Don't know			
			.R	Refused			
SS1250	SS1250	Satisfaction - Safety - Hazardous Chemicals	1	Very dissatisfied	Num	8	SATISFY
			2				
			3				
			4				
			5	Very satisfied			
			.D	Don't know			
			.R	Refused			
SS1200	SS1200	Satisfaction - Safety - Large Pipelines	1	Very dissatisfied	Num	8	SATISFY
			2				
			3				
			4				
			5	Very satisfied			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.D	Don't know			
			.R	Refused			
MNH0510	MNH0510	Driving	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
MNH0580	MNH0580	Driving - Crash	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
MNH0600	MNH0600	Driving - Near Miss	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
D0061	D0061	Registered Vehicles		_____	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
D0104	D0104	Disability	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D1101	D1101	Disability - Screening - Change	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
D1102	D1102	Disability - Screening - Change - Text	Text	Verbatim response	Char	250	\$TEXTVAR

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.S	Appropriate skip			
D0110	D0110	Disability - Other HH Members	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0105	D0105	Disability - Nb of Other HH Members		_____	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
D0106	D0106	Disability - Adaptive Equipment	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
D0107	D0107	Disability - Contact Again	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
D0251	D0251	Nb of People 18+ in HH		_____ people	Num	8	FORNUM
			.D	Don't know			
			.R	Refused			
D0300	D0300	Age Category	1	18 to 24 years	Num	8	AGE
			2	25 to 34			
			3	35 to 44			
			4	45 to 54			
			5	55 to 64			
			6	65 to 74			
			7	75 or older			
			.D	Don't know			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			.R	Refused			
D0350	D0350	Gender	1	Male	Num	8	GENDER
			2	Female			
			.D	Don't know			
			.R	Refused			
D0404	D0404	Hispanic or Latino	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0402	D0402A	Group - American Indian or Alaska Native	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0402	D0402B	Group - Asian	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0402	D0402C	Group - Black or African-American	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0402	D0402D	Group - Native Hawaiian or Other Pacific Islander	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0402	D0402E	Group - White	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
D0402	D0402F	Group - Other	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0402	D0402G	Group - Other - Text	Text	Verbatim response	Char	250	\$TEXTVAR
			.S	Appropriate skip			
D0450	D0450	Education Level	1	Less than high school graduate	Num	8	EDUC
			2	High school graduate (or GED)			
			3	Some college (or technical vocational school/professional business school)			
			4	Two-year college degree (AA: Associate in Arts)			
			5	Four-year college degree (BA or BS: Bachelor of Arts/Science degree)			
			6	Graduate degree (Master's, Ph.D., Lawyer, Medical Doctor)			
			.D	Don't know			
			.R	Refused			
D0501	D0501	HH Income	1	Under \$15,000	Num	8	INCOME
			2	From \$15,000 to less than \$30,000			
			3	From \$30,000 to less than \$50,000			
			4	From \$50,000 to less than \$75,000			
			5	From \$75,000 to less than \$100,000			
			6	\$100,000 or more			
			.D	Don't know			
			.R	Refused			
D0900	D0900	Work	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
D0553	D0553	Additional Phone Lines - Number	0	None	Num	8	ADPHONE
			1	One			

Question Code	Variable Name	Variable Label	Response Category	Response Category Description	Type	Length	Format
			2	Two			
			3	Three			
			4	Four or more			
			.D	Don't know			
			.R	Refused			
D0751	D0751	Additional Phone Lines - Primary Use	1	Household use only	Num	8	ADPHOUSE
			2	Business use only			
			3	Both household and business use			
			.D	Don't know			
			.R	Refused			
			.S	Appropriate skip			
D0810	D0810	Advance Notice	1	Yes	Num	8	YESNO
			2	No			
			.D	Don't know			
			.R	Refused			
	BASEWGT	Base Weight			Num	8	FORNUM
	NR_FACT	Nonresponse Adjustment Factor			Num	8	FORNUM
	PER_FACT	Adjustment for Nb of Eligible HH Members			Num	8	FORNUM
	PHN_FACT	Multiple Phone Lines Adjustment Factor			Num	8	FORNUM
	CEN_FACT	Census Population Adjustment Factor			Num	8	FORNUM
	WD_FACT	Weighted Deflation Adjustment Factor			Num	8	FORNUM
	FNLWGT	Final Weight			Num	8	FORNUM
	BTRIWGT	Weight Before Trimming			Num	8	FORNUM
	ISTRIM	Weight was Trimmed			Num	8	FORNUM

APPENDIX C: SAS FORMATS LIBRARY

```
PROC FORMAT cntlout=fmtout;

  value msainout
    1='Inside an MSA'
    2='Outside an MSA';

  value censreg
    1='Northeast'
    2='Midwest'
    3='South'
    4='West';

  value censdiv
    1='New England'
    2='Middle Atlantic'
    3='East North Central'
    4='West North Central'
    5='South Atlantic'
    6='East South Central'
    7='West South Central'
    8='Mountain'
    9='Pacific';

  value $tzone
    'C'='Central time'
    'E'='Eastern time'
    'M'='Mountain time'
    'P'='Pacific time'
    'A'='Alaska time'
    'H'='Hawaii time';

  value fornum
    .d='Do not know'
    .r='Refused'
    .s='Skip';

  value yesno
    1='Yes'
    2='No'
    .d='Do not know'
    .r='Refused'
    .s='Skip';
```

```

value useptwhy
1='Have no vehicle available'
2='Cheaper/Costs less/Saves money/Parking too expensive'
3='Faster than other means of transportation'
4='More convenient than other means of transportation'
5='Less impact on the environment than other means of
transportation'
6='Parking not available'
7='Away from home on business or pleasure travel'
97='Other'
.d='Do not know'
.r='Refused'
.s='Skip';

value ptpurp
1='Work/Work-related'
2='Shopping'
3='College/Other school'
4='Medical services'
5='Social, religious worship, personal business'
7='Other'
.d='Do not know'
.r='Refused'
.s='Skip';

value comuwya
1='Commuting to work or school'
2='Recreation'
3='Exercise/for my health'
4='Personal errands'
5='Required for my job'
7='Some other purpose'
.d='Do not know'
.r='Refused'
.s='Skip';

value roadtypa
1='Paved roads'
2='Shoulders of paved roads'
3='Bike lanes on roads'
4='Sidewalks'
5='Bike paths, walking paths or trails'
6='Unpaved roads'
7='Grass'
97='Other'
.d='Do not know'
.r='Refused'
.s='Skip';

```

```

value roadtypb
  1='Paved roads'
  2='Shoulders of paved roads'
  3='Bike lanes on roads'
  4='Sidewalks'
  5='Bike paths, walking paths or trails'
  6='Unpaved roads'
  7='Track'
  8='Grass'
  97='Other'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value trancost
  1='Cost less'
  2='Cost the same'
  3='Cost more'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value transec
  1='Less secure'
  2='Same'
  3='More secure'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value transafe
  1='Less safe'
  2='Same'
  3='More safe'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value trantime
  1='Less likely'
  2='Same'
  3='More likely'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value tranconv
  1='Less convenient'
  2='Same'
  3='More convenient'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

```

```

value vehimpo
  1='The cost of the travel'
  2='Your safety from terrorism or crime'
  3='Your safety from accidents'
  4='The amount of time it takes to complete the travel'
  5='The convenience of traveling by personal vehicle'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value tranquil
  1='Worse'
  2='Same'
  3='Better'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value trainpo
  1='The cost of the travel'
  2='Your safety from terrorism or crime'
  3='Your safety from accidents'
  4='The amount of time it takes to complete the travel'
  5='The convenience of traveling by public transit'
  6='The level of customer service you receive'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value airimpo
  1='The cost of the travel'
  2='Your safety from terrorism or crime'
  3='Your safety from accidents'
  4='The amount of time it takes to complete the travel'
  5='The convenience of traveling by air'
  6='The level of customer service you receive'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value telefreq
  1='Occasionally'
  2='On a regular basis or fixed schedule'
  3='Full time'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

```

```

value triptime
1='Enter month and year'
2='Less than three months ago'
3='More than three months ago but less than one year ago'
4='More than one year ago'
5='Have never flown on a commercial airline'
6='One year ago'
.d='Do not know'
.r='Refused'
.s='Skip';

value tripurp
1='Yes, business/job related'
2='No'
.d='Do not know'
.r='Refused'
.s='Skip';

value tripsect
1='Economy or coach section'
2='First class section'
3='There were no sections in the plane; all seats were in the
same section'
7='Other'
.d='Do not know'
.r='Refused'
.s='Skip';

value triparea
1='Business class section'
2='Flight attendant'
3='Flight crew section or cockpit'
4='None of the sections'
.d='Do not know'
.r='Refused'
.s='Skip';

value scretime
1='Less than you expected'
2='About what you expected'
3='More than you expected'
.d='Do not know'
.r='Refused'
.s='Skip';

value screinte
1='Inadequate'
2='Adequate'
3='Excessive'
.d='Do not know'
.r='Refused'
.s='Skip';

```



```

value screconf
  1='No confidence'
  2='A small amount of confidence'
  3='A moderate amount of confidence'
  4='A great deal of confidence '
  5='Total confidence'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value scresati
  1='Very unsatisfied'
  2='Somewhat unsatisfied'
  3='Neither unsatisfied nor satisfied'
  4='Somewhat satisfied'
  5='Very satisfied'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value screcons
  1='Very inconsistent'
  2='Somewhat inconsistent'
  3='Somewhat consistent'
  4='Very consistent'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

value airimpct
  1='Less inclined to travel by commercial airline'
  2='More inclined to travel by commercial airline'
  3='Have had no effect on your commercial airline travel'
  .d='Do not know'
  .r='Refused';

value concern
  1='Not at all concerned'
  2='Somewhat unconcerned'
  3='Neither concerned nor unconcerned'
  4='Somewhat concerned'
  5='Very concerned'
  .d='Do not know'
  .r='Refused';

value satisfy
  1='Very dissatisfied'
  2='Somewhat dissatisfied'
  3='Neither satisfied nor dissatisfied'
  4='Somewhat satisfied'
  5='Very satisfied'
  .d='Do not know'
  .r='Refused';

```

```

value age
  1='18 to 24 years'
  2='25 to 34'
  3='35 to 44'
  4='45 to 54'
  5='55 to 64'
  6='65 to 74'
  7='75 or older'
  .d='Do not know'
  .r='Refused';

value gender
  1='Male'
  2='Female'
  .d='Do not know'
  .r='Refused';

value educ
  1='Less than high school graduate'
  2='High school graduate'
  3='Some college'
  4='Two-year college degree'
  5='Four-year college degree'
  6='Graduate degree'
  .d='Do not know'
  .r='Refused';

value income
  1='Under $15,000'
  2='From $15,000 to less than $30,000'
  3='From $30,000 to less than $50,000'
  4='From $50,000 to less than $75,000'
  5='From $75,000 to less than $100,000'
  6='$100,000 or more'
  .d='Do not know'
  .r='Refused';

value adphone
  0='None'
  1='One'
  2='Two'
  3='Three'
  4='Four or more'
  .d='Do not know'
  .r='Refused';

value adphouse
  1='Household use only'
  2='Business use only'
  3='Both household and business use'
  .d='Do not know'
  .r='Refused'
  .s='Skip';

```

```
RUN;
```

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