

FY 2019 OREGON TRANSPORTATION NEEDS AND ISSUES

Summary of Statewide Results



Oregon Department of Transportation

FY 2019 OREGON TRANSPORTATION NEEDS AND ISSUES OF SURVEY

Summary of Statewide Results

by

Anthony Knudson
Oregon Department of Transportation
Research Section
555 13th St NE
Salem, OR 97301

for

Oregon Department of Transportation
Research Section
555 13th Street NE, Suite 1
Salem OR 97301

January 2019

1. Report No. FHWA-OR-PR-19-08		2. Government Accession No.		3. Recipient's Catalog No.	
4. Title and Subtitle FY 2019 Oregon Transportation Needs and Issues Survey				5. Report Date -January 2019-	
				6. Performing Organization Code	
7. Author(s) Anthony Knudson				8. Performing Organization Report No.	
9. Performing Organization Name and Address Oregon Department of Transportation Research Section 555 13 th Street NE, Suite 1 Salem, OR 97301				10. Work Unit No. (TRAIS)	
				11. Contract or Grant No. 19RFTNIS	
12. Sponsoring Agency Name and Address Oregon Dept. of Transportation Research Section 555 13 th Street NE, Suite 1 Salem, OR 97301				13. Type of Report and Period Covered Summary Report	
				14. Sponsoring Agency Code	
15. Supplementary Notes					
16. Abstract The Oregon Transportation Needs and Issues Survey was first conducted in 1993 and has been done roughly every two years. The latest survey was completed in Summer 2018 (State fiscal year (FY) 2019). This report summarizes the results of the FY 2019 survey. For some reoccurring questions, results are also compared to past surveys.					
17. Key Words PUBLIC OPINION, CUSTOMER SATISFACTION, TRANSPORTATION PLANNING, TAXES, TOLLS			18. Distribution Statement Copies available from NTIS, and online at www.oregon.gov/ODOT/TD/TP_RES/		
19. Security Classification (of this report) Unclassified		20. Security Classification (of this page) Unclassified		21. No. of Pages 74	22. Price

SI* (MODERN METRIC) CONVERSION FACTORS

APPROXIMATE CONVERSIONS TO SI UNITS					APPROXIMATE CONVERSIONS FROM SI UNITS				
Symbol	When You Know	Multiply By	To Find	Symbol	Symbol	When You Know	Multiply By	To Find	Symbol
<u>LENGTH</u>					<u>LENGTH</u>				
in	inches	25.4	millimeters	mm	mm	millimeters	0.039	inches	in
ft	feet	0.305	meters	m	m	meters	3.28	feet	ft
yd	yards	0.914	meters	m	m	meters	1.09	yards	yd
mi	miles	1.61	kilometers	km	km	kilometers	0.621	miles	mi
<u>AREA</u>					<u>AREA</u>				
in ²	square inches	645.2	millimeters squared	mm ²	mm ²	millimeters squared	0.0016	square inches	in ²
ft ²	square feet	0.093	meters squared	m ²	m ²	meters squared	10.764	square feet	ft ²
yd ²	square yards	0.836	meters squared	m ²	m ²	meters squared	1.196	square yards	yd ²
ac	acres	0.405	hectares	ha	ha	hectares	2.47	acres	ac
mi ²	square miles	2.59	kilometers squared	km ²	km ²	kilometers squared	0.386	square miles	mi ²
<u>VOLUME</u>					<u>VOLUME</u>				
fl oz	fluid ounces	29.57	milliliters	ml	ml	milliliters	0.034	fluid ounces	fl oz
gal	gallons	3.785	liters	L	L	liters	0.264	gallons	gal
ft ³	cubic feet	0.028	meters cubed	m ³	m ³	meters cubed	35.315	cubic feet	ft ³
yd ³	cubic yards	0.765	meters cubed	m ³	m ³	meters cubed	1.308	cubic yards	yd ³
~NOTE: Volumes greater than 1000 L shall be shown in m ³ .									
<u>MASS</u>					<u>MASS</u>				
oz	ounces	28.35	grams	g	g	grams	0.035	ounces	oz
lb	pounds	0.454	kilograms	kg	kg	kilograms	2.205	pounds	lb
T	short tons (2000 lb)	0.907	megagrams	Mg	Mg	megagrams	1.102	short tons (2000 lb)	T
<u>TEMPERATURE (exact)</u>					<u>TEMPERATURE (exact)</u>				
°F	Fahrenheit	(F-32)/1.8	Celsius	°C	°C	Celsius	$\frac{1.8C+32}{2}$	Fahrenheit	°F

*SI is the symbol for the International System of Measurement

ACKNOWLEDGEMENTS

The author wishes to thank the members of the Needs and Issues Steering Committee, who provided the oversight and guidance for this project:

- Tony Knudson, ODOT Research Section (chair)
- Travis Brouwer, ODOT Assistant Director
- Tom Fuller, ODOT Communications
- Ken Franklin, ODOT Highway Division
- Matthew Barnes, ODOT Public Transit Division
- Bob Melbo, ODOT Rail Division
- Amanda Pietz, ODOT Transportation Development Division
- Collen O'Hogan, ODOT Transportation Safety Division
- Kathryn Ryan, ODOT Driver and Motor Vehicles Division
- Phillip Kase, ODOT Office of the Director
- Maureen Bock, ODOT OReGO Program Manager
- David Thompson, ODOT Communications Manager

In addition, the author would like to acknowledge Dr. Virginia Lesser and Lydia Newton of the Oregon State University Survey Research Center for their contribution and expertise in designing and conducting the survey and compiling the data.

DISCLAIMER

This document is disseminated under the sponsorship of the Oregon Department of Transportation and the United States Department of Transportation in the interest of information exchange. The State of Oregon and the United States Government assume no liability of its contents or use thereof.

The contents of this report reflect the view of the authors who are solely responsible for the facts and accuracy of the material presented. The contents do not necessarily reflect the official views of the Oregon Department of Transportation or the United States Department of Transportation.

The State of Oregon and the United States Government do not endorse products of manufacturers. Trademarks or manufacturers' names appear herein only because they are considered essential to the object of this document.

This report does not constitute a standard, specification, or regulation.

TABLE OF CONTENTS

1.0	INTRODUCTION.....	1
1.1	BACKGROUND AND PURPOSE OF THE SURVEY.....	1
1.2	METHODOLOGY	1
1.2.1	<i>Weighting</i>	2
1.3	ORGANIZATION OF THE RESULTS.....	3
2.0	SURVEY FINDINGS.....	5
2.1	FUNDING.....	5
2.1.1	<i>Fuel Taxes</i>	5
2.1.2	<i>Toll Roads</i>	6
2.2	SPENDING.....	8
2.3	SATISFACTION WITH ODOT SERVICES.....	9
2.4	PUBLIC TRANSPORTATION	10
2.5	HIGHWAY	12
2.5.1	<i>Highway and Bridge Conditions Compared to Other States</i>	12
2.5.2	<i>Highway and Bridge Conditions Compared to Ten Years Ago</i>	13
2.5.3	<i>Construction and Work Zones</i>	14
2.5.4	<i>Traffic Congestion</i>	17
2.6	RAIL.....	19
2.7	DRIVER AND MOTOR VEHICLE (DMV) SERVICES	20
2.8	TRAVEL CHOICES AND BEHAVIOR.....	21
2.8.1	<i>Travel Behavior</i>	21
2.8.2	<i>Commuting Behavior</i>	22
2.9	OVERALL AGENCY PERFORMANCE.....	25
3.0	OPINION TRENDS 2006-2018	27
3.1	SATISFACTION WITH ODOT SERVICES AND ACTIVITIES.....	27
3.2	FUNDING	29
3.3	OVERALL AGENCY PERFORMANCE.....	31
3.4	CONGESTION TRENDS	31
3.5	ALTERNATIVE TRANSPORTATION	33
4.0	RESPONDENTS' COMMENTS.....	37
5.0	CONCLUSION	39
	APPENDIX A: RESPONDENT DEMOGRAPHICS.....	A-1
	APPENDIX B: FY 2019 SURVEY INSTRUMENT	B-1

LIST OF TABLES

Table 2.1: Cross Table of Gas Tax Value and Adequacy.....	6
Table 2.2: Cross Table of Road Conditions Compared to Other States and 10 Years Ago	14
Table 2.3: Cross Table of Expand Vs. Preserve and Seriousness of Traffic Congestion.....	19
Table A.1: Percent Urban, Rural or Other	A-2

Table A.2: Work and Commuting Percentages	A-2
Table A.3: Percent Respondents who are disabled.....	A-3
Table A.4: Percent of Respondents who Work or Volunteer More Than 15 Hours.....	A-3
Table A.5: Respondents’ Race.....	A-4
Table A.6: Respondents’ Total Household Income.....	A-4

LIST OF FIGURES

Figure 1.1: ODOT Regions.....	2
Figure 2.1: Value and adequacy of the gas tax	5
Figure 2.2: Which funding is most fair?	6
Figure 2.3: Support for tolls by area	7
Figure 2.4: Travel behavior change	7
Figure 2.5: Importance of where ODOT funds are spent	8
Figure 2.6: Level of satisfaction with ODOT services	10
Figure 2.7: Condition of public transportation compared to ten years ago	11
Figure 2.8: Perception of safety using public facilities.....	12
Figure 2.9: ODOT’s roads and bridges compared to other states.....	13
Figure 2.10: Condition of ODOT’s roads and bridges compared to ten years ago	14
Figure 2.11: Levels of satisfaction with construction and work zones.....	15
Figure 2.12: When should ODOT use salt to address icy/snowy conditions?.....	16
Figure 2.13: Use of salt by Region for icy/snowy conditions.....	16
Figure 2.14: Work zone highway closure preference	17
Figure 2.15: Seriousness of traffic congestion by area	18
Figure 2.16: Preferences for expanding or preserving the highways by area.....	19
Figure 2.17: Reasons for not using Amtrak Cascades in the last two years	20
Figure 2.18: Attitudes toward current and future DMV services	21
Figure 2.19: Miles driven distribution	22
Figure 2.20: Commute mile’s distribution.....	23
Figure 2.21: Commute minute’s distribution.....	23
Figure 2.22: Commuter (work to school) mode choice	24
Figure 2.23: Commuting behavior change factors.....	25
Figure 2.24: Rating of ODOT’s overall performance.....	25
Figure 2.25: Attitude towards ODOT’s overall performance by region.....	26
Figure 2.26: ODOT approval by geographic area	26
Figure 3.1: Opinion of ODOT maintenance (2006-2018)	27
Figure 3.2: Satisfaction with ODOT’s expansion and improvement of roads (2006-2018).....	28
Figure 3.3: Opinion on condition of roads compared to other states (2006-2018).....	28
Figure 3.4: Satisfaction with ODOT’s effort to minimize work zone disruption (2006-2018)....	29
Figure 3.5: Opinion of gas tax adequacy and value over time (2006-2018).....	30
Figure 3.6: Importance of ODOT funding expansion trend (2006-2018)	30
Figure 3.7: Rating of ODOT’s overall performance trend (2006-2018)	31
Figure 3.8: How serious is traffic congestion trend (2006-2018).....	32
Figure 3.9: Importance of expanding highways trend (2006-2018)	32
Figure 3.10: Importance of preserving what we have trend (2006-2018)	33
Figure 3.11: Perception of safety for public transportation trends (FY 2007 – FY 2017)	33

Figure 3.12: Satisfaction with local bus service trend (2006 - 2018)	34
Figure 3.13: Percent who don't use of public transportation trend (2006 - 2018).....	35
Figure 3.14: Percent who don't use bicycles trend (2006 - 2018).....	35
Figure A.1: Respondents' age distribution by gender	A-1
Figure A.2: Distribution graph of years resident in Oregon	A-2
Figure A.3: Distribution of respondents' education level.....	A-3

1.0 INTRODUCTION

1.1 BACKGROUND AND PURPOSE OF THE SURVEY

The Oregon Department of Transportation (ODOT) collects data from Oregon residents through the Transportation Needs and Issues Survey to:

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

The survey was first conducted in FY 1993 and has been done roughly every two years. For each iteration, ODOT has contracted with a survey research center. In FY 1993, 1994, and 1995 ODOT worked with the Gallup Organization; in FY 1998, 2001, 2003, and 2005 ODOT contracted with the Oregon Survey Research Laboratory at the University of Oregon; and the most recent surveys for every other fiscal year from 2007 to 2019, ODOT worked with the Oregon State University Survey Research Center.

All of the surveys conducted through 2009 used a random digit dialing telephone survey method to achieve a sample of approximately 1,000 Oregon residents. In 2007 and 2009, with the growing popularity of caller identification and the increase in cell phone-only households, supplemental mail and web versions of the survey were also distributed. Analysis of the survey results from 2009 showed a potential bias in the telephone data, and it was determined that the phone survey mode should be discontinued. Therefore, since FY 2011, only web and mail survey modes were sent to over 5,000 households.

1.2 METHODOLOGY

The FY 2019 needs and issues survey consisted of 53 questions, which represented 101 variables (Appendix B). Questions were selected by a project steering committee, which was comprised of representatives from each ODOT Division. The majority of questions have appeared on past needs and issues surveys, some dating as far back as 1996.

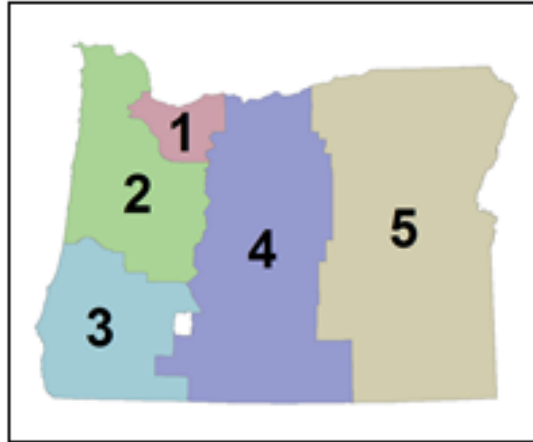


Figure 1.1: ODOT Regions

The FY 2019 survey was conducted by mail and web. Only adults (age 18 and over) were eligible to take the survey. The survey consisted of a stratified random sample, targeting a proportionate number of responses per ODOT Region (Figure 1.1). The sample size was selected in order to obtain 350 completed surveys per region, which is similar to past surveys. For the web mode, mailed letters introduced the survey and contained a personal access code and instructions for logging onto the survey website.

A total of 1,582 surveys were completed: 432 via the Web, and 1,150 by paper mail in. Households in the mail group were contacted using the United States Post Office (USPS) and received paper questionnaire copies only, whereas households in the mail/web group were also recruited using the USPS, but were asked in the first and second postcards to complete the questionnaire online. The third and fourth contacts with this group contained paper questionnaires just like the mail group. Data from each survey mode (mail and web) were compiled and given a unique identification code. All data were then combined, cleaned, and weighted. The adjusted response rate was 21.1%, a 5.1 percentage point decrease from the FY 2017 survey. Region 4 once again had the best adjusted response rate of 22.9%.

1.2.1 Weighting

The sampling design was a stratified random sample. Therefore, the statewide weighted analyses for these data incorporate sampling weights to reflect the variable selection probabilities within each region. In addition to the sampling weight, a weighting was included to account for household nonresponse which varied slightly by region. Finally, a post-stratification adjustment was done to account for the imbalance due to differential nonresponse across demographic variables. The demographic variables obtained from the completed sample were compared to the latest available data from the 2016 American Community Survey population values for Oregon. As in the past three surveys, age and education for the sample data appeared to be more out of line than other demographic variables with respect to population values (comparisons were made using chi-square tests). In addition, the responses to questions from the questionnaire showed differences across age and education levels. Therefore, these two variables were used to adjust the sample post-stratification.

1.3 ORGANIZATION OF THE RESULTS

The survey results are organized into two sections. Section 2.0 summarizes findings from the FY 2019 survey, and Section 3.0 presents trend analyses of select questions that have also been included in preceding years. Section 4.0 contains a representative sample of respondents' comments. Appendix A shows respondent demographics that did not appear elsewhere in the report. Appendix B is the survey instrument that was sent out.

2.0 SURVEY FINDINGS

This section of the report presents noteworthy results from the FY 2019 Oregon Transportation Needs and Issues Survey. Results are organized according to topic, such as satisfaction with ODOT services, transportation modes, spending, and funding. Some of the demographics of the respondents can be found in (Appendix A). Except where noted, those respondents who responded “no answer” were dropped from the analysis. The frequencies that are now reported are based on the respondents who had an opinion on the question. Due to rounding, not all percentages will sum to 100%.

2.1 FUNDING

2.1.1 Fuel Taxes

The Oregon DOT uses several revenue sources to fund the transportation system, with the gasoline tax being one of the predominant funding sources. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Respondents were asked if they felt they were getting a good value for their money from the gasoline tax. They were also asked if the funds collected were adequate for Oregon’s transportation needs (Figure 2.1).

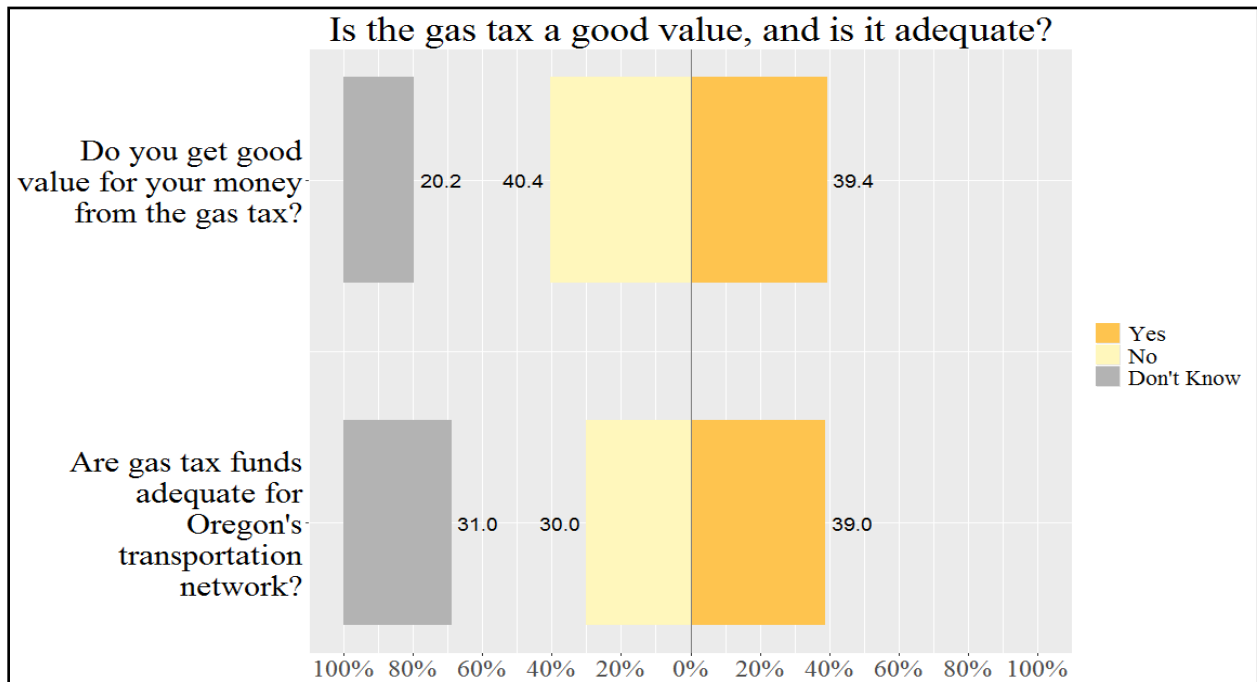


Figure 2.1: Value and adequacy of the gas tax

Of the respondents who answered the question, 39% thought the gas tax was a good value. When asked if respondents felt the gas tax was adequate for covering transportation costs, around 39%

thought that it was and 31% were unsure. The uncertainty around this question is among the highest of any question in the survey. Compared to the last survey conducted, there was a five percentage point decrease for both perceptions of value and adequacy of the gasoline fuel tax.

Table 2.1 below shows how Oregonians felt for both value and adequacy. Of those who felt the gas tax was adequate, 19% felt they didn't get value while 17% felt they did, a fairly even split.

Table 2.1: Cross Table of Gas Tax Value and Adequacy

		Do you get good value from gas tax?		
Is gas tax adequate?		Yes	No	Don't Know
	Yes	16.7	18.9	3.4
	No	13.1	11.3	5.6
	Don't Know	9.8	10.0	11.3

2.1.2 Toll Roads

Respondents were also asked, “If more funds had to be raised for transportation projects within the state, which method do you feel would be most fair: increasing the gasoline tax to pay for the facilities; OR charging users of certain facilities a toll that would fund the cost of building and maintaining the facilities; OR increasing vehicle registration fees” (Figure 2.2). Respondents didn't really favor one method more than another; this question also had a large percentage of respondents who didn't have a strong opinion.

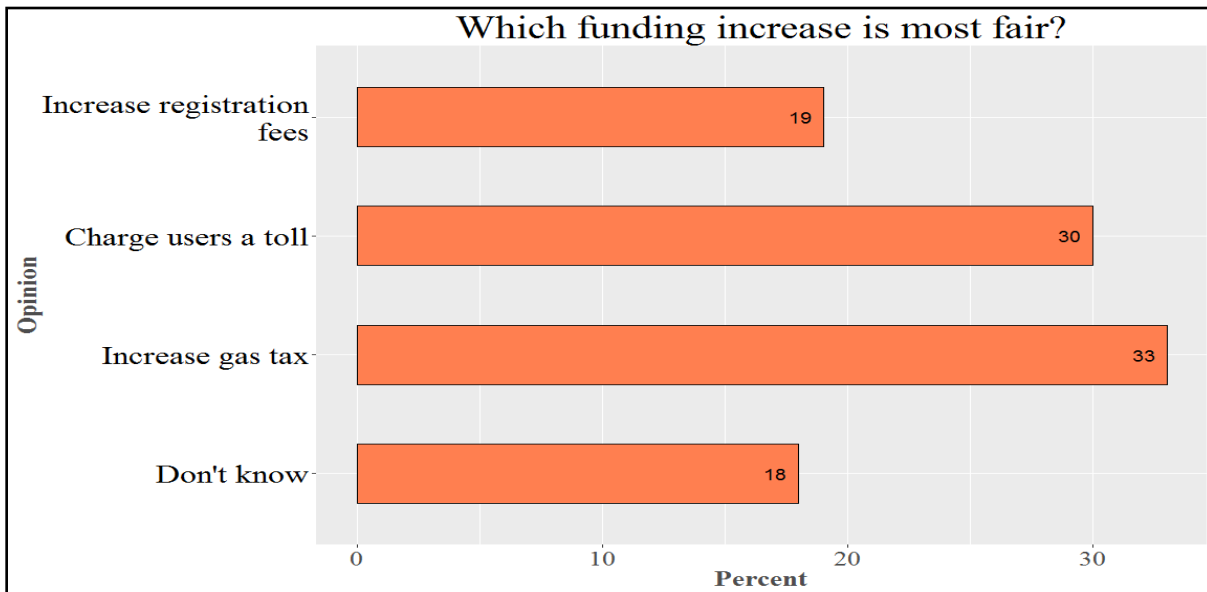


Figure 2.2: Which funding is most fair?

Respondents were also asked if they would favor or oppose tolls in their area to reduce congestion. Broken out by metro area and rural shows that Portland and Salem residents are favor tolls the most, with the Rogue Valley MPO favoring them the least as seen in Figure 2.3.

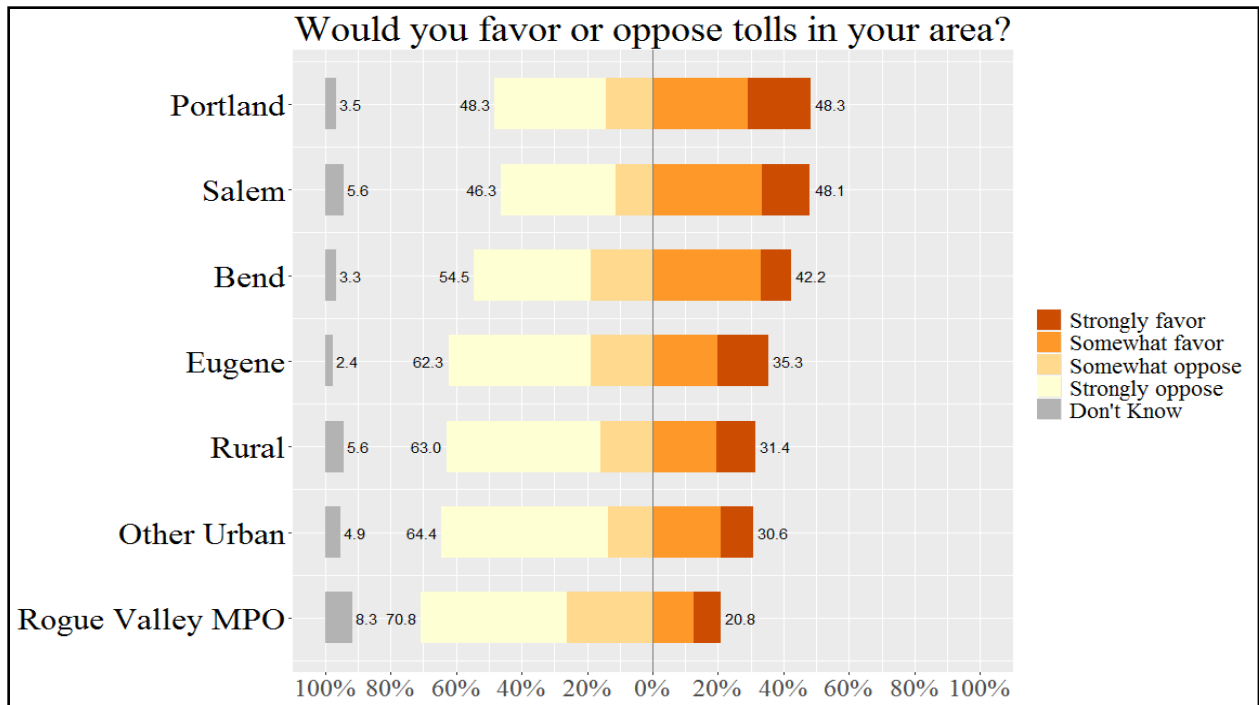


Figure 2.3: Support for tolls by area

Oregonians were also asked if they would change their travel behavior if tolls were required or if public transit improved in your area or if bike lanes and sidewalks improved. Respondents were most likely to change behavior if tolls became required, and least likely to change behavior if bike lanes were improved as seen in Figure 2.4.

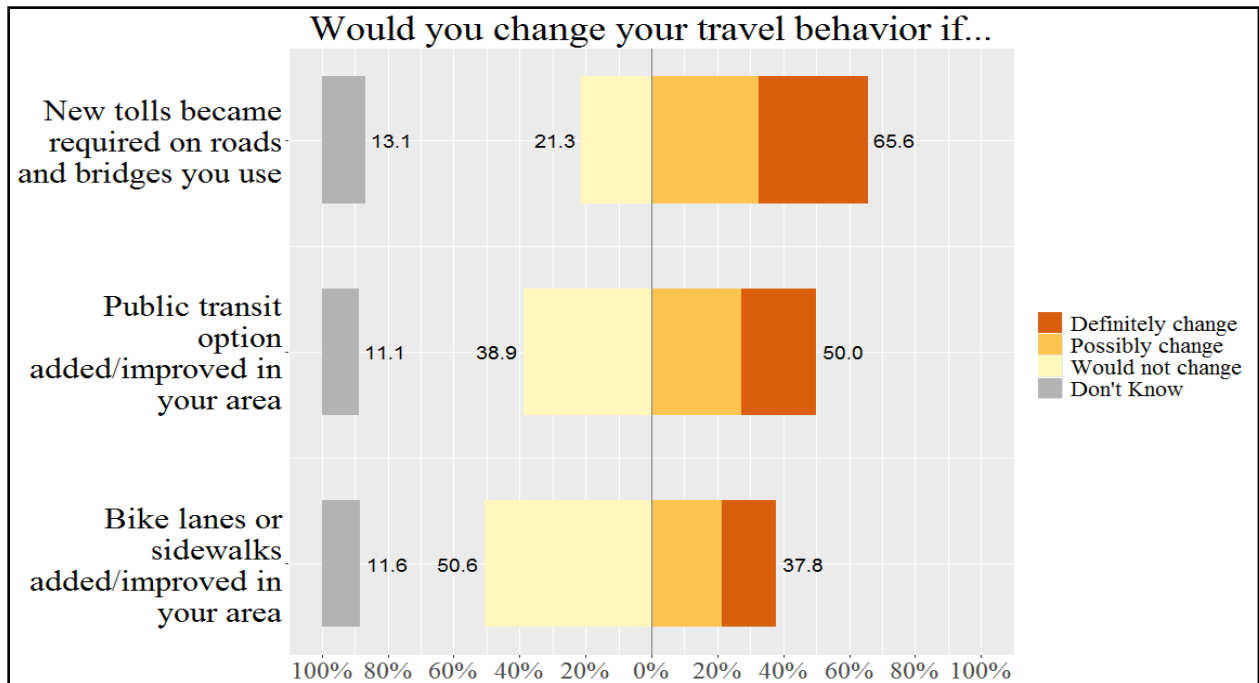


Figure 2.4: Travel behavior change

2.2 SPENDING

In addition to transportation funding questions, the survey asked a series of questions to gauge public opinion on transportation spending. The survey provided a list of several expenditure categories (e.g. reducing congestion, increasing bus services between cities, and protecting fish and wildlife habitat), and respondents were asked to rate the importance of spending for each category as “very important,” “somewhat important,” or “not at all important.” The results are shown in (Figure 2.5).

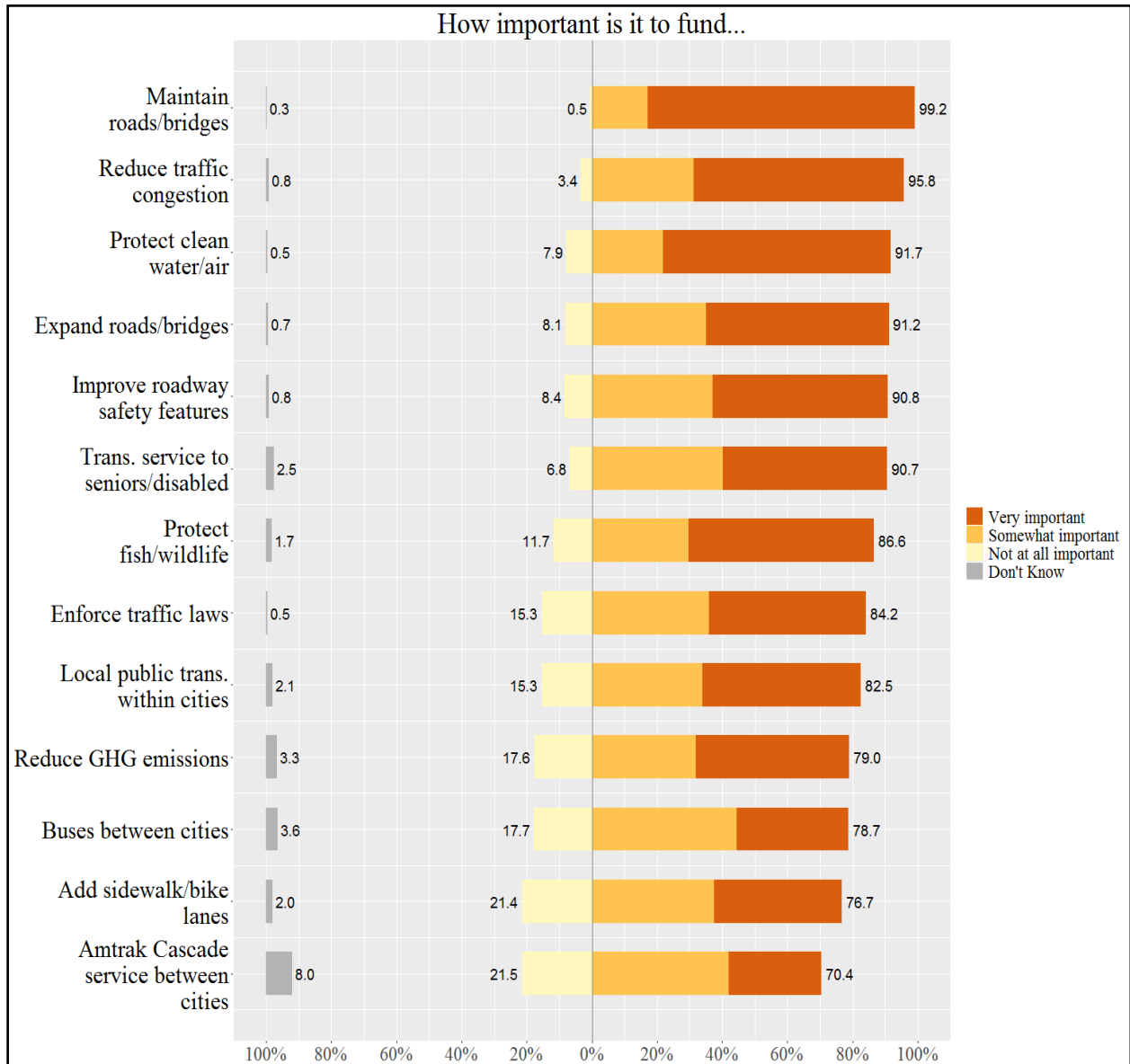


Figure 2.5: Importance of where ODOT funds are spent

The highest proportions of satisfaction from respondents were found in the following areas of spending:

- The highest percent of very important responses was with spending funds on maintaining current highways, roads, and bridges (81%), followed by conserving and protecting clean air and water (70%), then reducing traffic congestion (65%).
- The highest percent of important overall (percent very and somewhat important) responses was with spending funds on maintaining current highways, roads, and bridges (99%), reducing traffic congestion (96%), and protecting clean water/air (92%).
- The highest percent of not at all important responses was with funding to add sidewalks and bike lanes to existing streets (21%), and Amtrak rail service between cities (22%).

2.3 SATISFACTION WITH ODOT SERVICES

Survey questions regarding satisfaction with agency services were organized as follows: “very satisfied,” “somewhat satisfied,” “not very satisfied,” and “not at all satisfied”. The very or somewhat satisfied ratings will be combined to indicate overall satisfaction.

Respondents were prompted to indicate their level of satisfaction with select ODOT services. Results from these questions are highlighted below, and comparison results are shown in Figure 2.6.

Within the satisfaction categories, the following are notable:

- Bridge conditions (smoothness, quietness, durability, and appearance) were found more satisfactory by 73% of respondents – a three percentage point drop from 2016, while 61% - a seven percentage point drop from 2016, were satisfied with pavement conditions.
- People were most satisfied with the safety of Oregon highways (such as guardrails, hazard signs, lighting, lane width, warning signs, pavement stripes, shoulder width, and fog lines), which earned an 77% satisfaction rating - though this is an eight percentage point drop from the last survey, and least satisfied about ODOT’s efforts to improve the overall transportation system, including railroads, buses, and transit, which earned a 51% satisfaction rating, a five percentage point drop from two years ago.
- Respondents were the most dissatisfied with ODOT’s expansion and improvement of highways, roads and bridges to meet state residents’ needs with a 42% unsatisfactory rating – this is an eight percentage point increase in dissatisfaction from the 2016 survey.

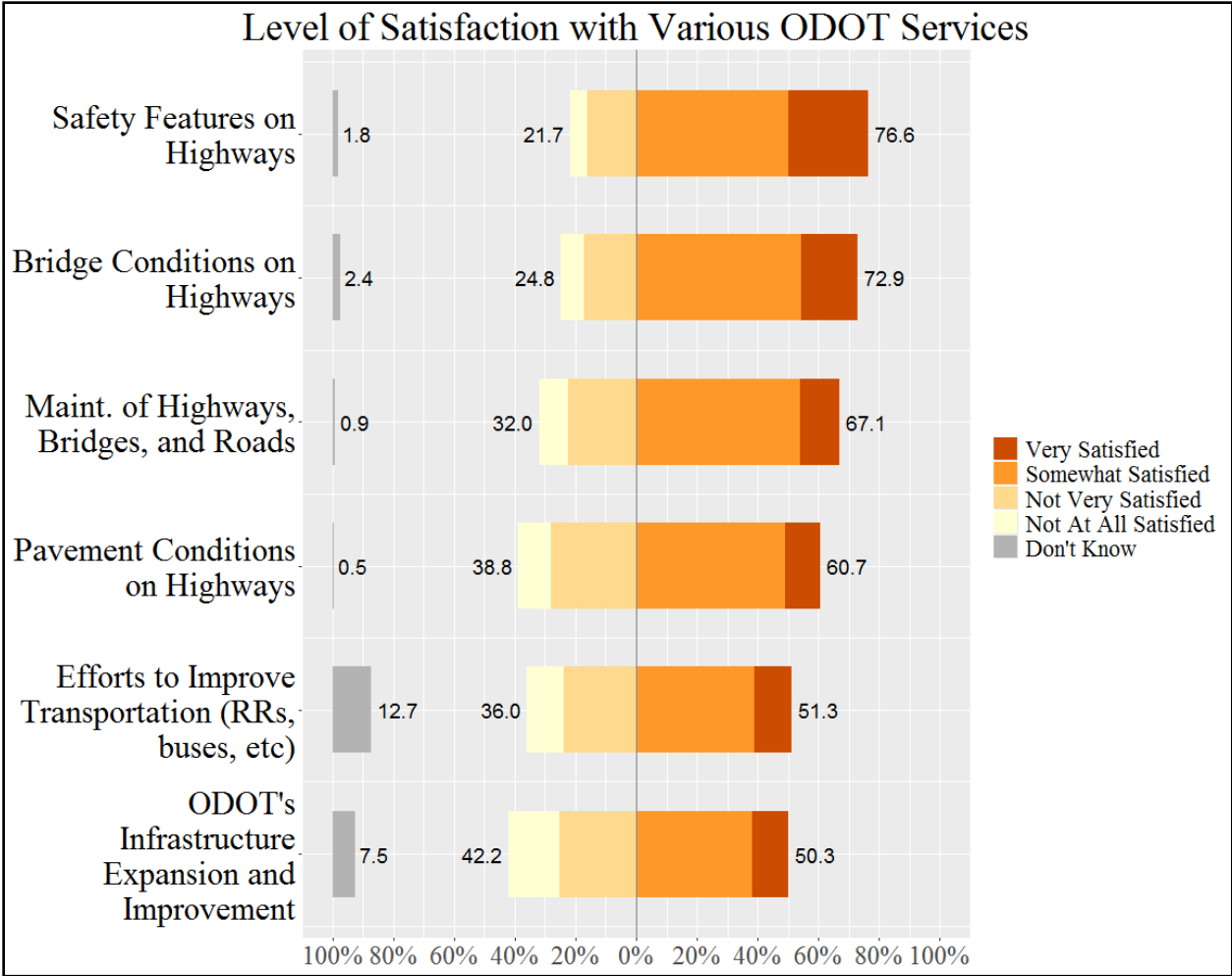


Figure 2.6: Level of satisfaction with ODOT services

2.4 PUBLIC TRANSPORTATION

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

- 2.4% of Oregonians used a community transportation service for senior or individuals with a disability in the last month and 65% were somewhat or very satisfied with the service.
- 17% of Oregonians used a local community bus in the last month, and 86% were somewhat or very satisfied with the service.

A little over half of Oregonians feel that Oregon's public transportation is the same or better than ten years ago as shown in Figure 2.7 below. 51% percent felt public transportation was the same or better than ten years ago, 11% percent felt it was worse.

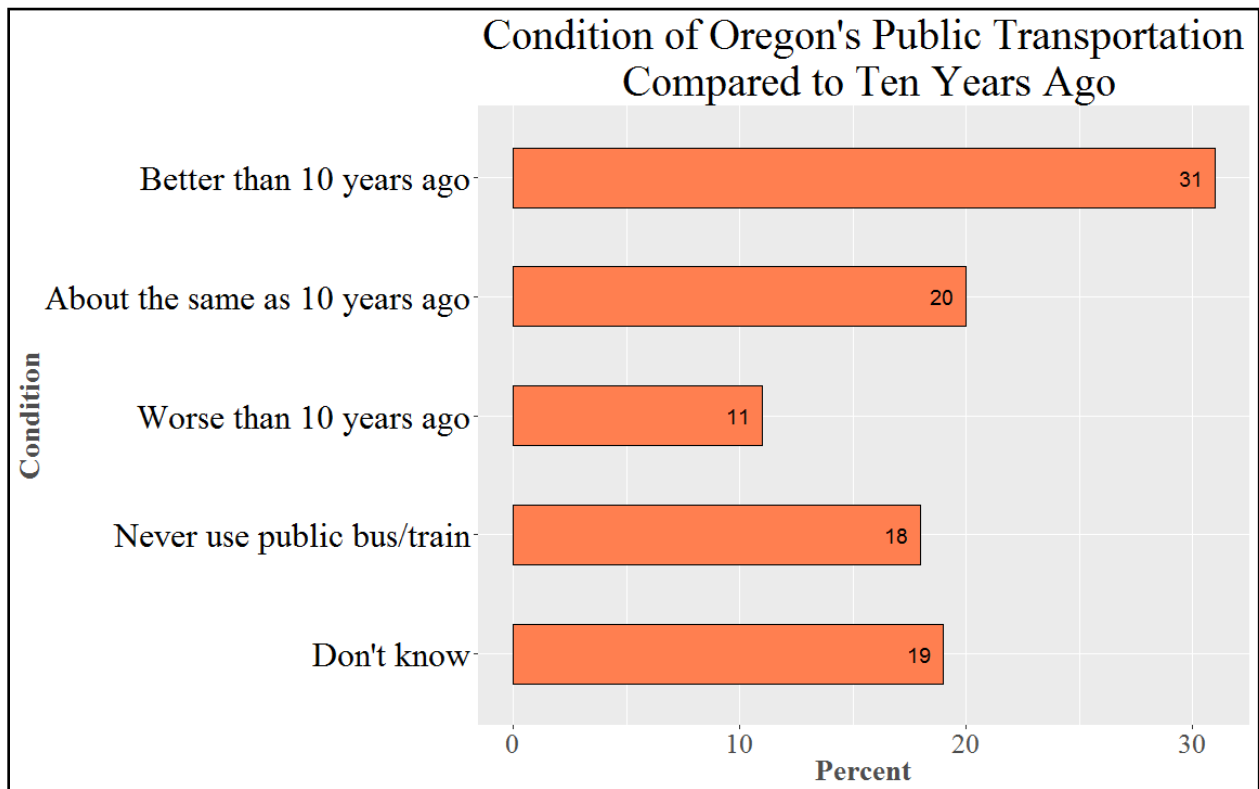


Figure 2.7: Condition of public transportation compared to ten years ago

Next, people were asked for their perception of safely walking, biking, or taking public transportation. 64% of Oregonians felt they had the necessary sidewalks to walk safely. While only 40% felt safe taking public transportation, this is an 8 percentage point drop from the last survey. If we only look at those who utilize public transportation, then 68% felt safe. This is reflected in the graphs found in Figure 2.8.

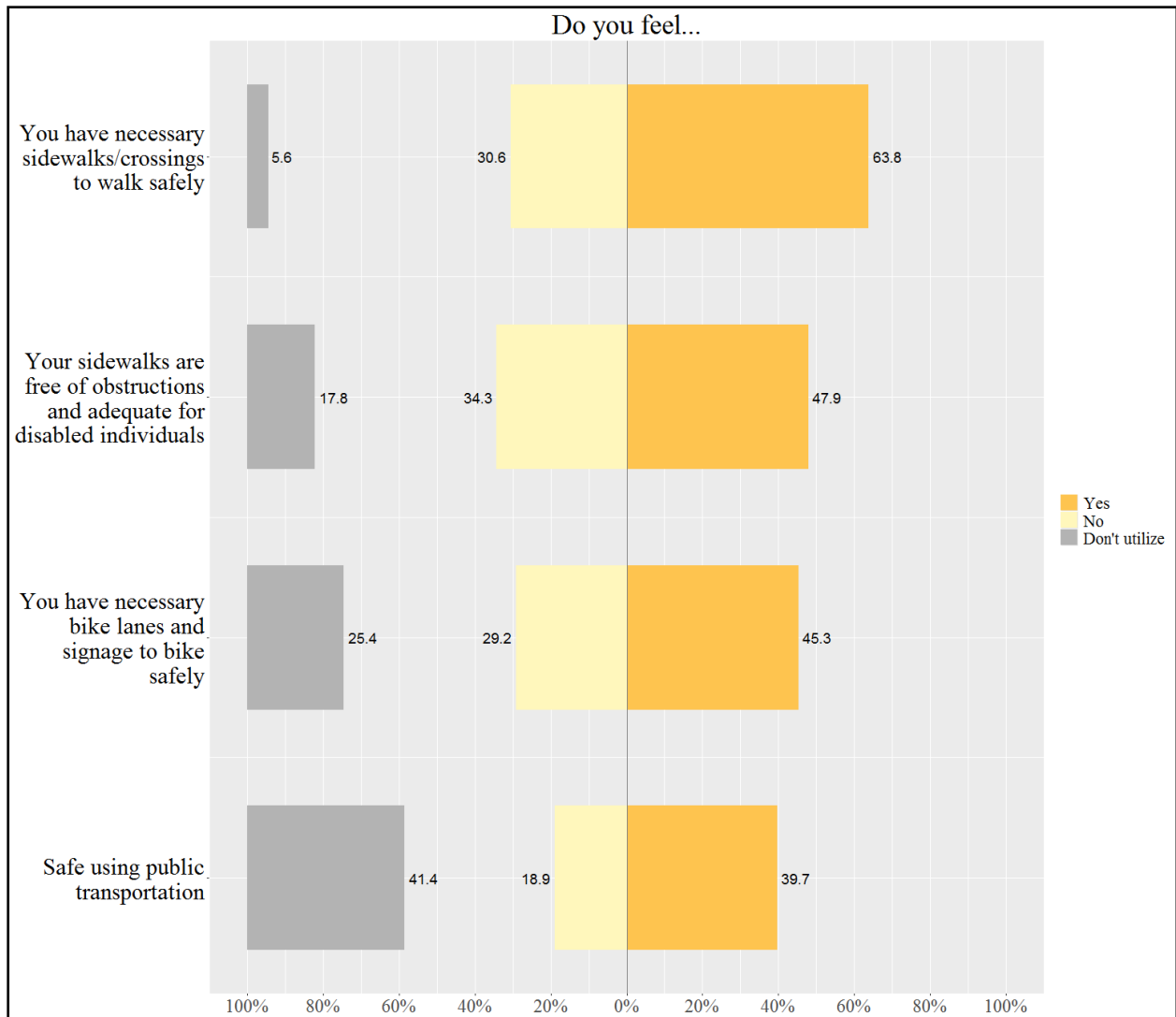


Figure 2.8: Perception of safety using public facilities

2.5 HIGHWAY

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

2.5.1 Highway and Bridge Conditions Compared to Other States

Comparing the overall condition of Oregon’s roads, highways, and bridges to the current condition of those in other states (Figure 2.9):

- 37% of the respondents thought they were about the same.

- 19% thought Oregon's were better, compared to 28% on the last survey.
- 23% thought they were worse, up from 18% in the last survey.
- 4% reported that they never travel out of the state.

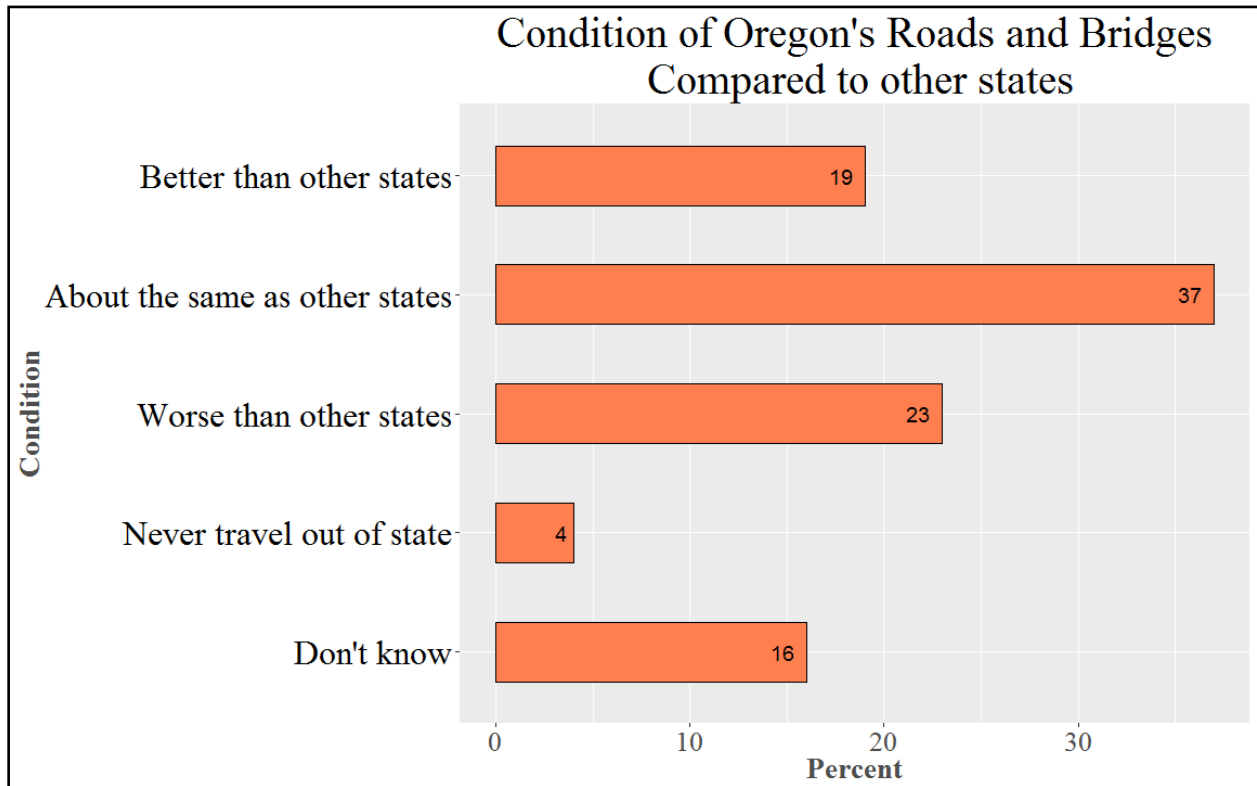


Figure 2.9: ODOT's roads and bridges compared to other states

2.5.2 Highway and Bridge Conditions Compared to Ten Years Ago

Comparing the overall condition of Oregon's roads, highways, and bridges to their condition ten years ago (Figure 2.10):

- 32% thought they were about the same.
- 20% thought they were better.
- 32% thought they were worse, up from 25% in the last survey.

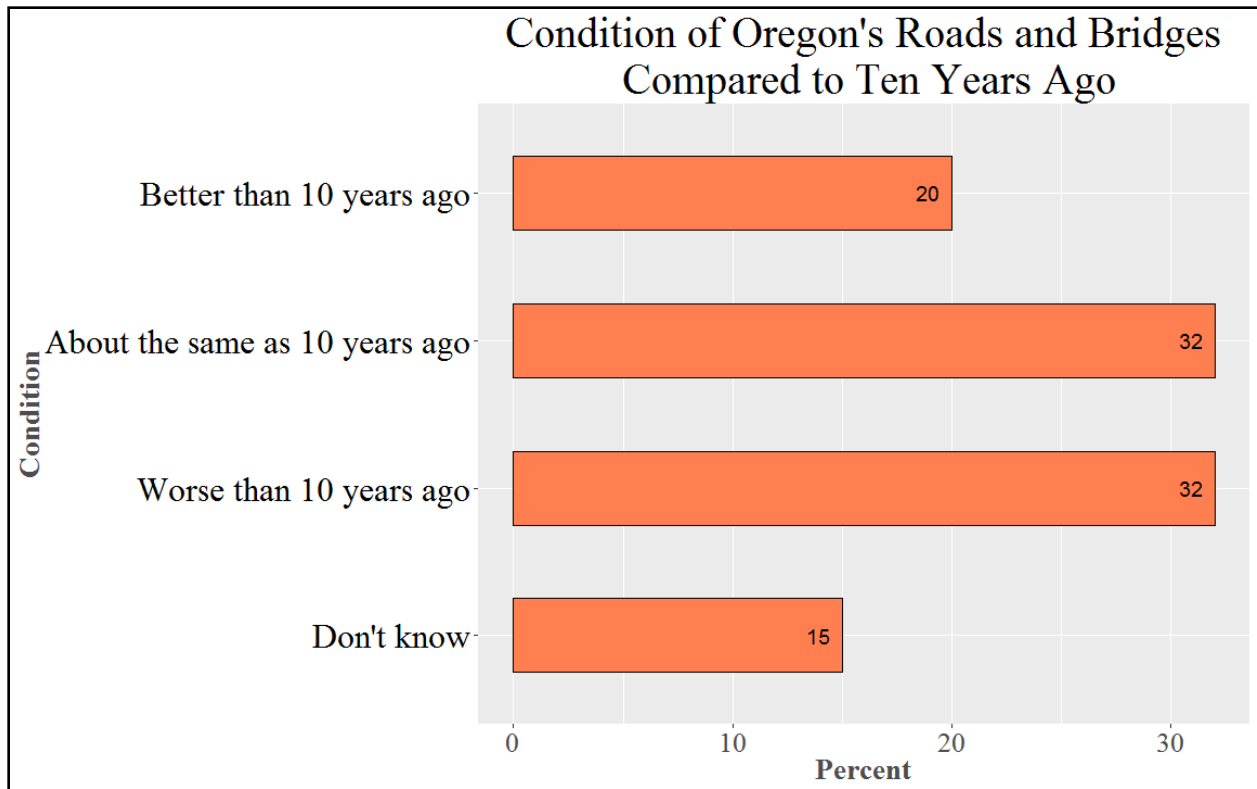


Figure 2.10: Condition of ODOT’s roads and bridges compared to ten years ago

Table 2.2 shows that respondents who felt road conditions were worse than other states, 14% also felt they are worse than ten years ago, while only 6% felt they are better or the same as ten years ago.

Table 2.2: Cross Table of Road Conditions Compared to Other States and 10 Years Ago

Road conditions compared to 10 years ago				
Road conditions compared to other states	Better than 10 years ago	About the same as 10 years ago	Worse than 10 years ago	Don't know
Better than other states	8.1	8.1	1.3	2.0
About the same as other states	7.0	13.5	8.3	8.0
Worse than other states	1.5	4.2	13.6	4.0
Don't know	2.2	4.9	7.7	1.3
Never travel out of state	1.2	1.6	1.2	0.1

2.5.3 Construction and Work Zones

Several questions were asked regarding satisfaction with the impact of road construction and safety in construction work zones. The results from these questions are shown in Figure 2.11

Within the satisfaction categories, the highest proportions of respondents were found within the following areas:

- Respondents were most satisfied with the overall safety of work zones on major Oregon highways, with 91% responding favorably.
- The highest percent of those least satisfied overall (percent not very and not at all satisfied) was with the amount of time it takes to complete roadway construction on major Oregon highways, with 38% responding negatively.

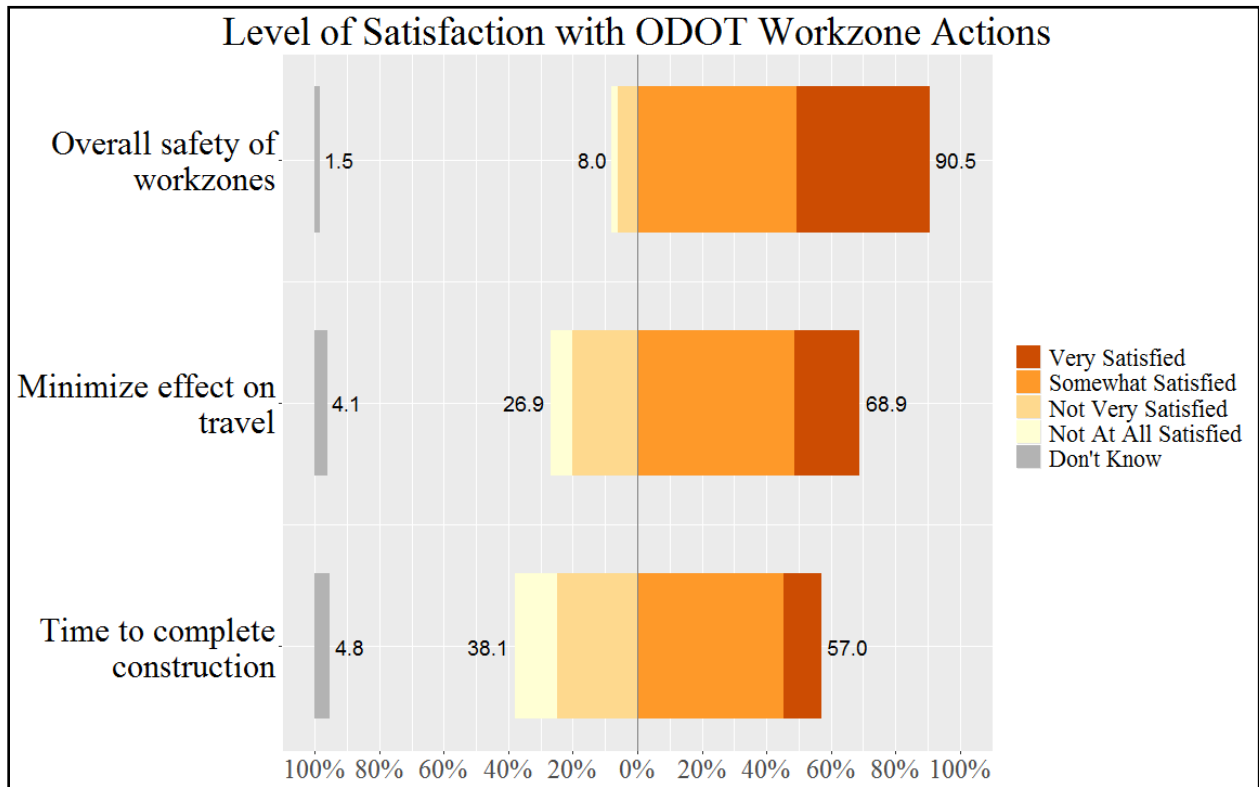


Figure 2.11: Levels of satisfaction with construction and work zones

A new question asked this year was when ODOT should use salt on state highways to reduce travel-related impacts of ice and snow. As shown in Figure 2.12, 23% of Oregonians felt ODOT should always use salt, while 12% said it should never be used.

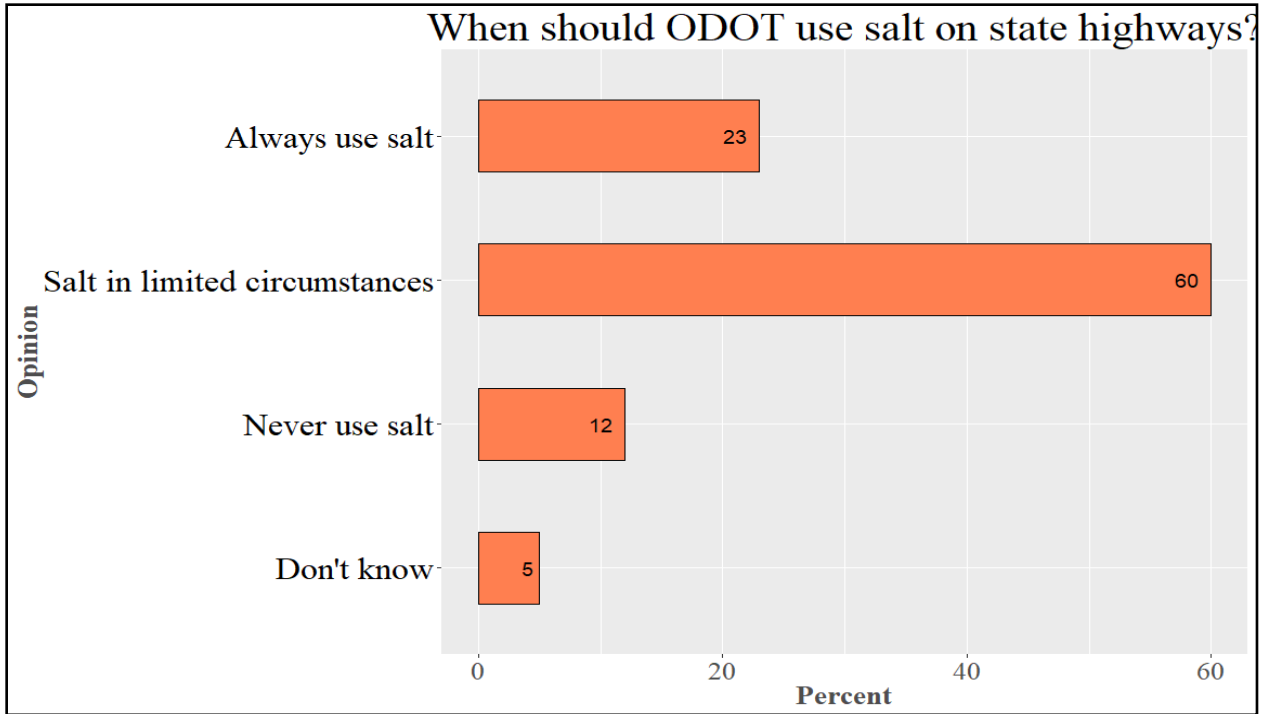


Figure 2.12: When should ODOT use salt to address icy/snowy conditions?

Figure 2.13 shows that Region 1 (Portland area) is most in favor of always using salt - 27%, while 14% of Region 4 (Central Oregon) respondents are in favor of always using salt, that Region also has the highest percentage of stating to never use salt at 22%.

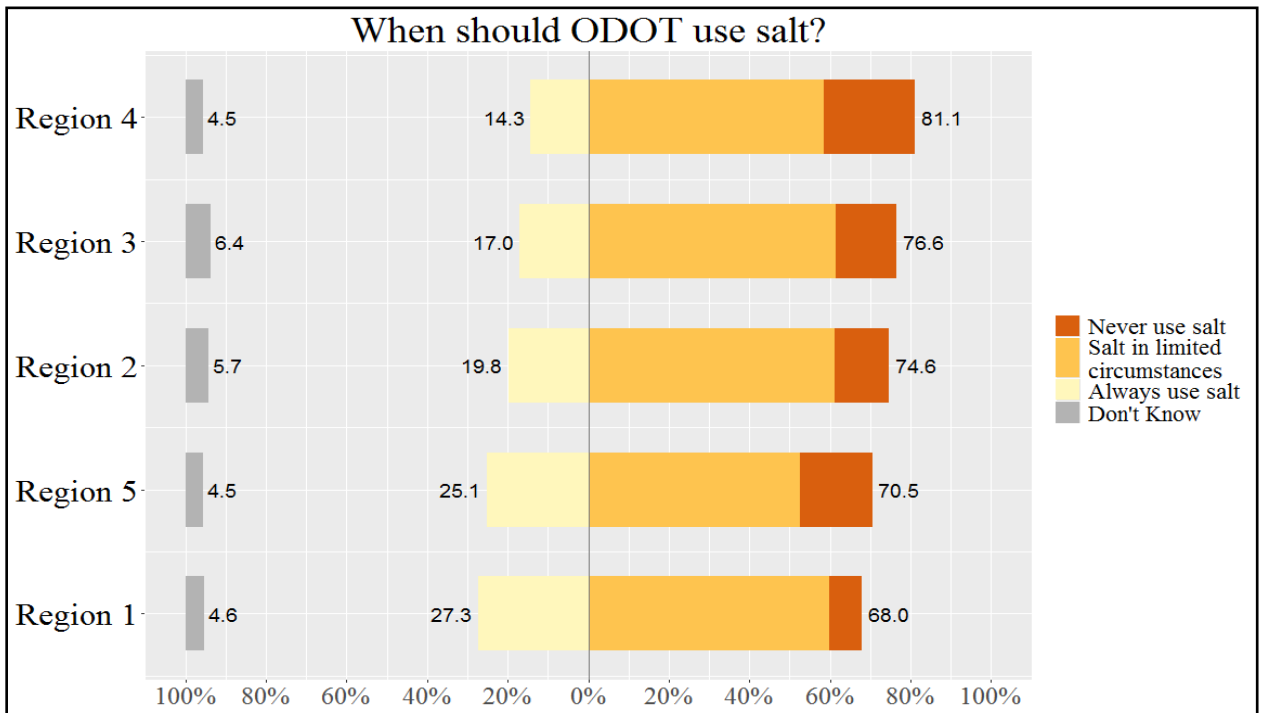


Figure 2.13: Use of salt by Region for icy/snowy conditions

Another new question asked this year was if ODOT needed to close a highway for maintenance, would you prefer it to be closed for part of a day (nights/weekend) but have the maintenance take longer to complete or is it better to shut the highway down all day, but complete the task in fewer days. Oregonians felt strongly that closing the highway temporarily over more days is preferable as shown in Figure 2.14.

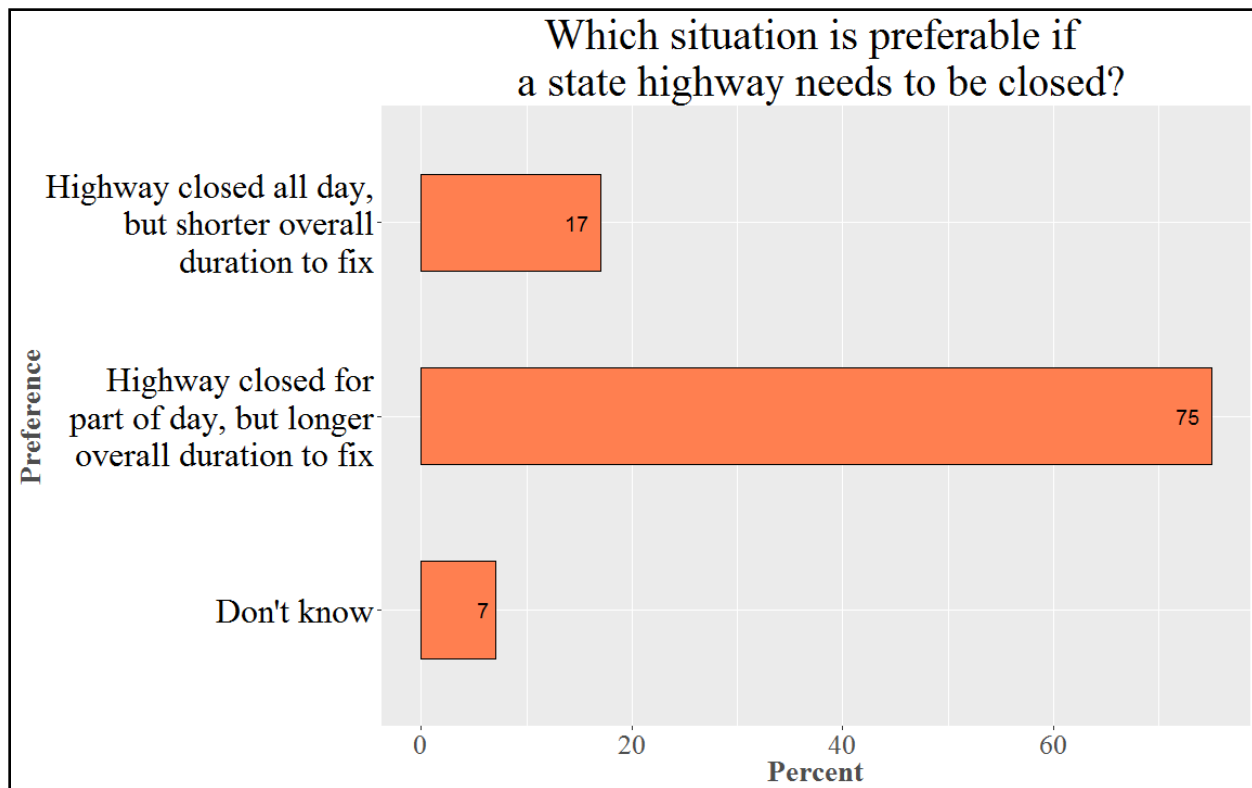


Figure 2.14: Work zone highway closure preference

2.5.4 Traffic Congestion

Respondents were asked to rate the seriousness of traffic congestion in their community. For the state as a whole:

- 11% did not think that it was a problem at all.
- 29% thought it was a minor problem.
- 35% saw it as a somewhat serious issue.
- 24% thought that their local traffic congestion was a very serious problem.

There was a thirteen percentage point increase over the FY 2015 survey in people who thought traffic congestion was a very serious problem. These results varied the most between Portland and other areas of the state (Figure 2.15). Portland metro residents who felt traffic congestion

was very serious (35%), was higher than any other area, this is almost twice as many as in the FY 2015 survey.

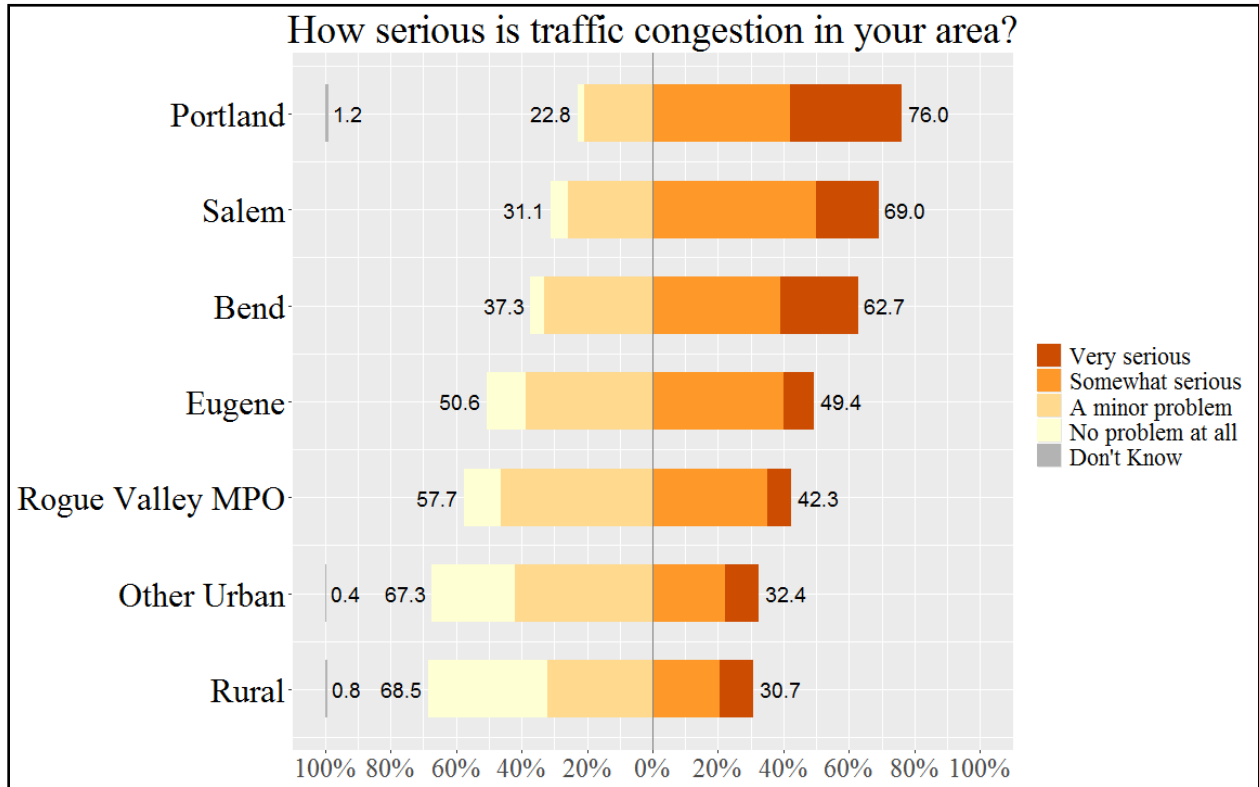


Figure 2.15: Seriousness of traffic congestion by area

Next, respondents were asked to choose between the importance of expanding the highway system to reduce traffic congestion or preserving and maintaining the highways Oregon already has. Slightly less than half of Oregonians (48%) feel that the preservation and maintenance of existing roads is a higher priority than expanding the highway system to reduce congestion. In the FY 2015 survey, 63% felt this way, and in FY 2017 52% felt this way so over time Oregonians are moving towards the opinion that expanding highways is more important than just preserving and maintaining what we have. These trends are explored further in Figures 3.8 – 3.10.

Salem metro residents were more in favor (48%) of expanding highways to reduce congestion than other areas. Rogue Valley residents were least in favor of expansion (64%). Similar to the question on traffic congestion, the results varied noticeably between those living in the larger metro areas and those elsewhere in the state (Figure 2.16).

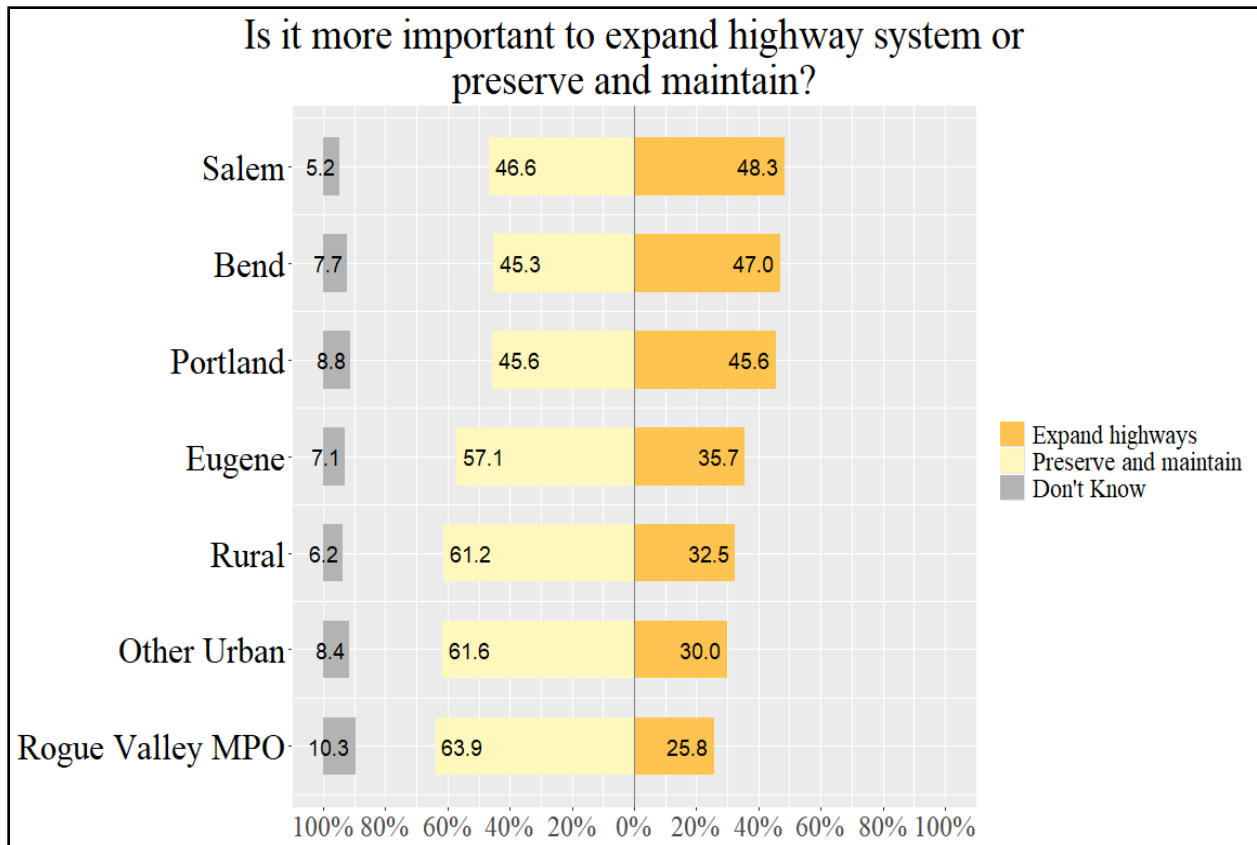


Figure 2.16: Preferences for expanding or preserving the highways by area

Table 2.3 shows that of Oregonians who felt traffic congestions was very serious in their area 41% it was more important to expand highways, versus 11% who felt it more important to preserve and maintain.

Table 2.3: Cross Table of Expand Vs. Preserve and Seriousness of Traffic Congestion

How serious is traffic congestion in your area?				
Better to expand or preserve?	Very serious	Somewhat serious	A minor problem	No problem at all
Expand highways	41.2	30.3	21	7.5
Preserve highways	10.7	39.0	35	15.3

2.6 RAIL

A total of 14% of respondents, a drop of 4 percentage points from the last survey reported that they had used Amtrak passenger-rail services in the last two years. Of those who had used Amtrak Cascades train service, 73% stated their ridership increased or stayed the same.

Respondents who stated they hadn't used Amtrak Cascades service (between Portland and Eugene), were given a list of reasons of why they would not use it. Figure 2.17 shows most

people did not utilize the service due to not being familiar with Amtrak Cascades (34%). The least important reason was that arrival and departure times to not fit their needs (12%).

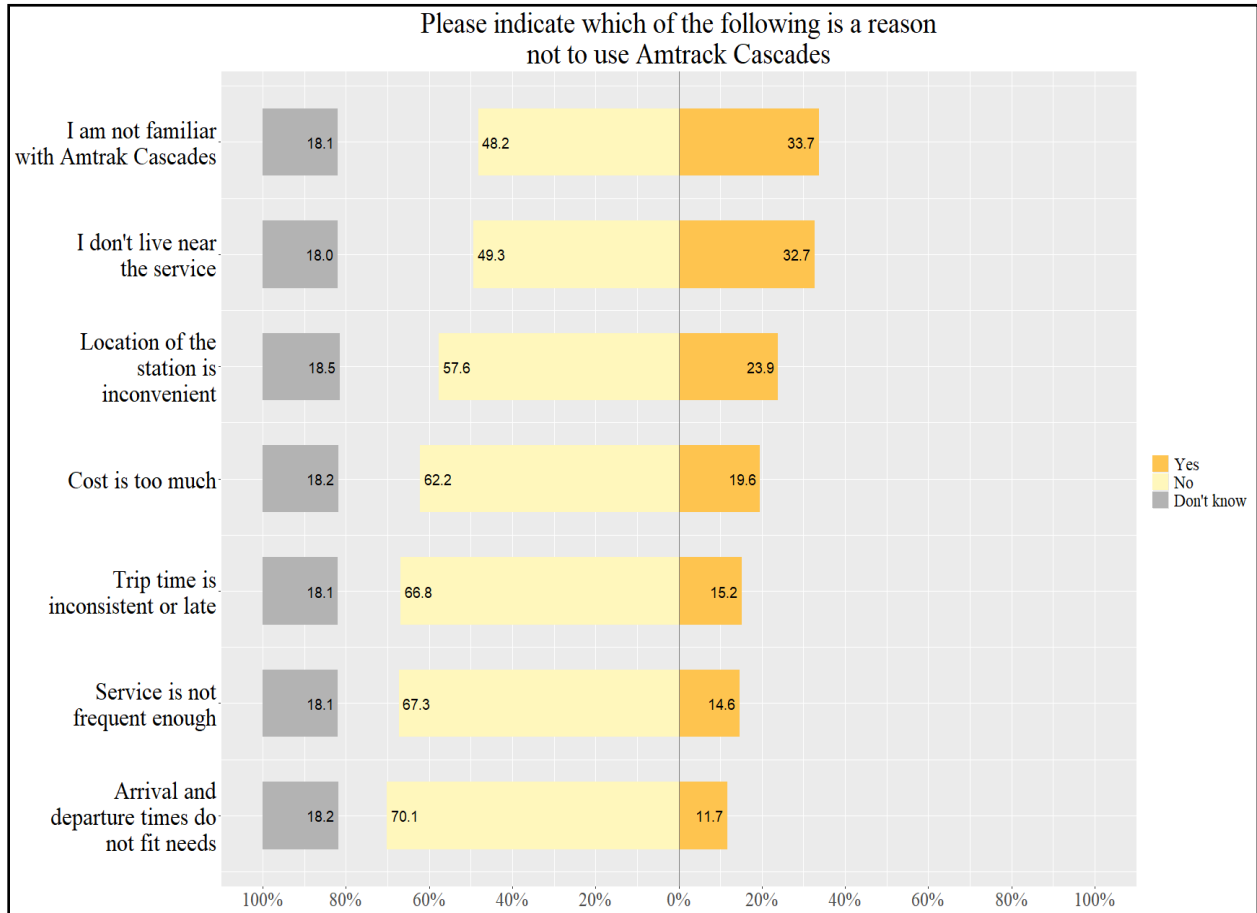


Figure 2.17: Reasons for not using Amtrak Cascades in the last two years

2.7 DRIVER AND MOTOR VEHICLE (DMV) SERVICES

A series of questions was asked about whether respondents who used the internet were aware of DMV online services, as well as potential future services (Figure 2.18). More Oregonians (42%) had used the DMV website to renew a vehicle’s registration, than had used the DMV to record a sold vehicle (19%). A clear majority of respondents (80%) and (73%) said they would use self-service kiosks or do more online if services were available respectively.

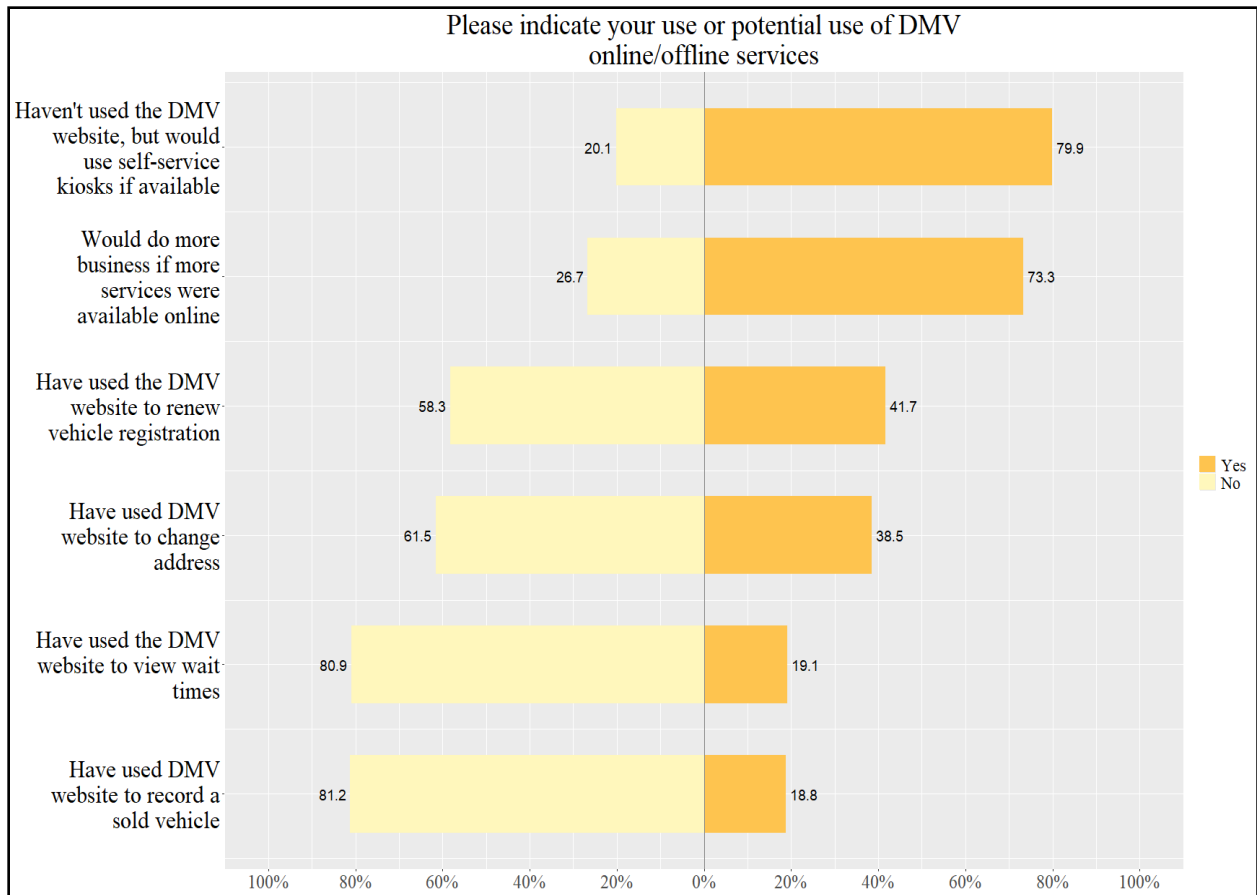


Figure 2.18: Attitudes toward current and future DMV services

2.8 TRAVEL CHOICES AND BEHAVIOR

2.8.1 Travel Behavior

Nearly all respondents reported that they were licensed drivers (95%) and had access to at least one working vehicle (98%), the median number of vehicles at home was two. Those with licenses were asked to estimate the number of personal vehicle miles driven on the day prior to taking the survey excluding miles they drove on the job. The mean number of miles driven during the previous day was twenty-nine, a two mile increase from the 2016 survey. Rural residents tended to drive on average 9 more miles than urban residents, thirty-five versus twenty-six. Figure 2.19 shows the distribution of the amount of miles driven the day previous to the survey, the dashed red line is the median miles driven, which was sixteen.

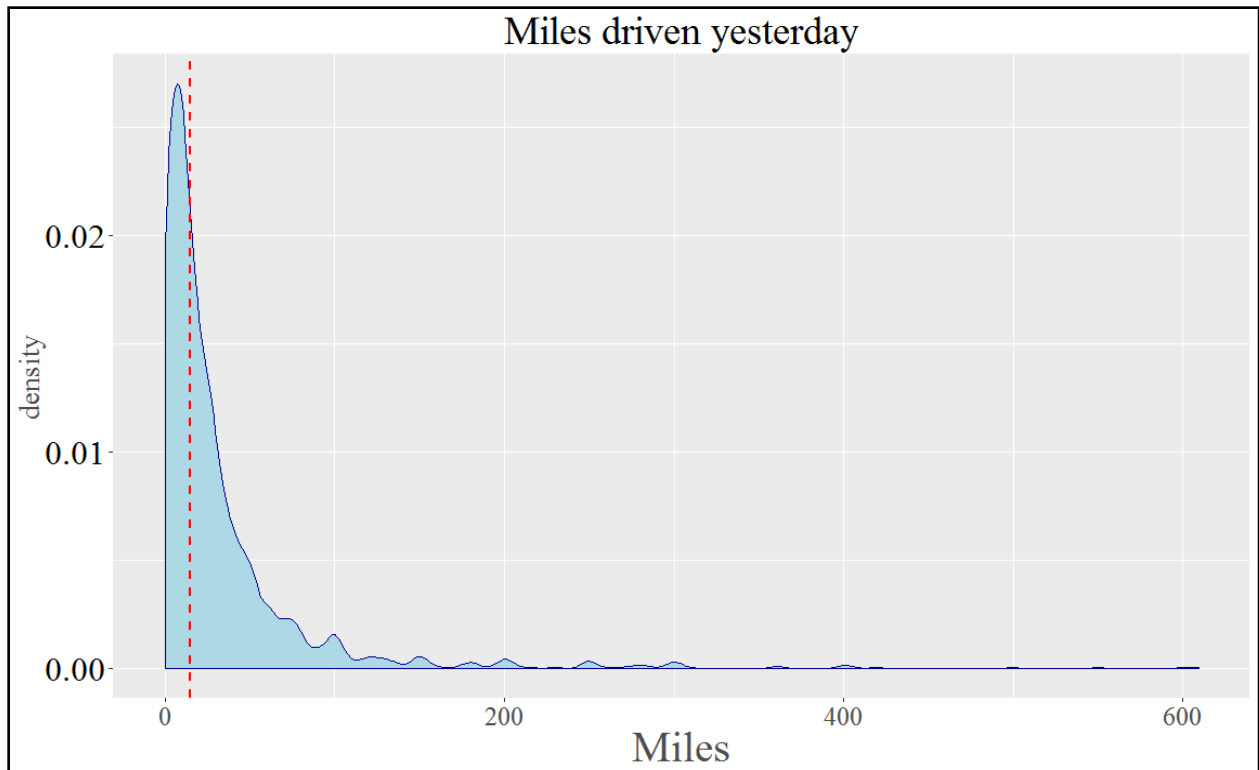


Figure 2.19: Miles driven distribution

2.8.2 Commuting Behavior

Of respondents who had an opinion, 63% said they commuted to work or school, 10% said they worked from home and 27% were retired.

The average Oregonian traveled 12 miles to get to work or school one-way and it took them 24 minutes, Figure 2.20 shows the distribution of the number of miles to commute, and Figure 2.21 is the distribution of minutes to commute. The dashed red lines are the median number of miles to commute (8 miles) and median minutes to commute (20 minutes).

Commuting times between urban and rural were not very different, with rural commutes about one minute longer. Commuting miles were also similar with the rural residents having a commute of about a half mile more.

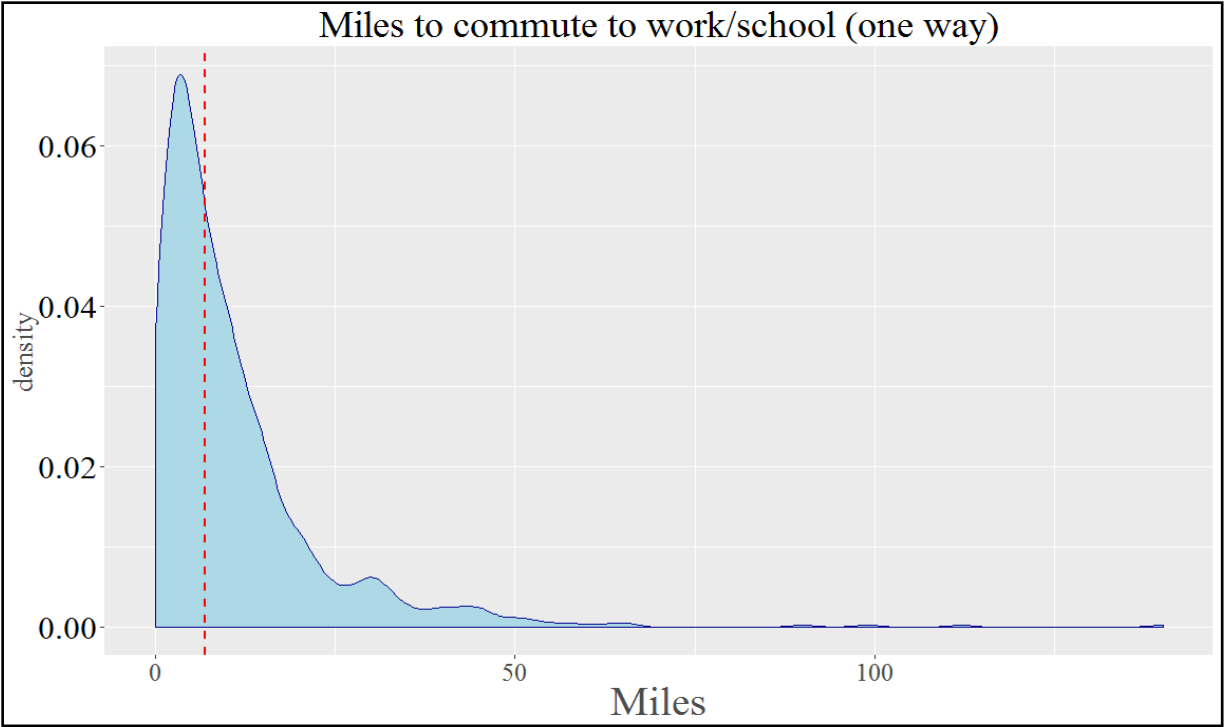


Figure 2.20: Commute mile’s distribution

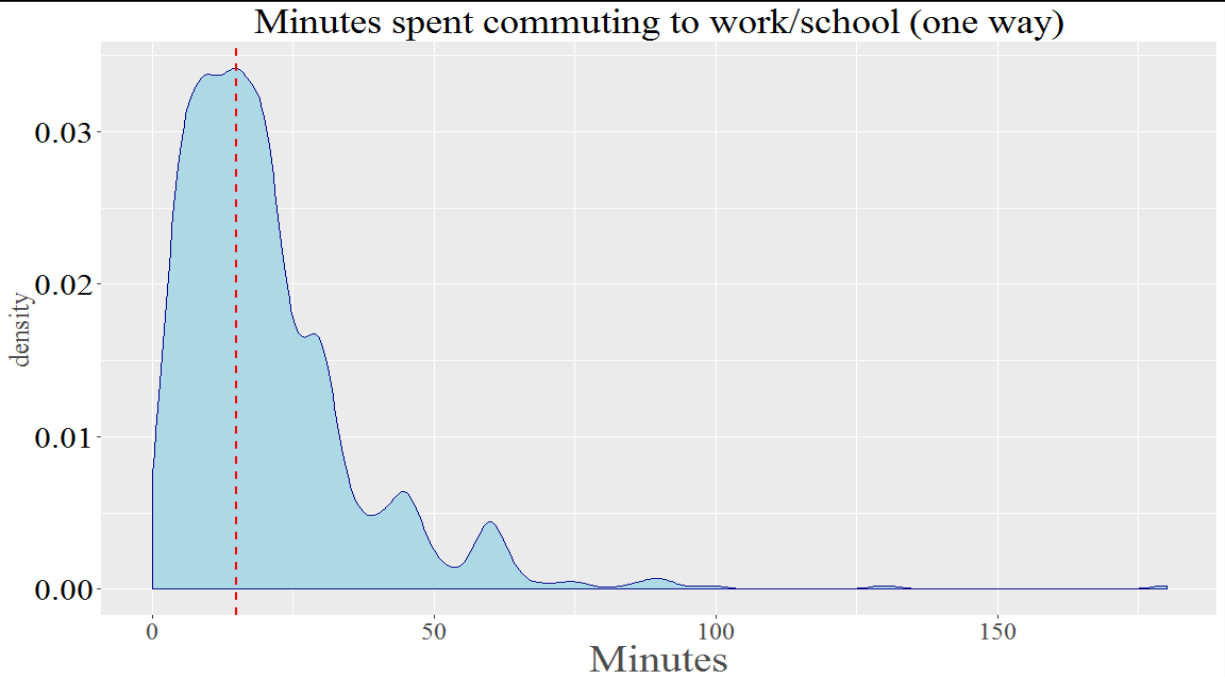


Figure 2.21: Commute minute’s distribution

When asked if their commute occurred during 3pm and 6pm – typical afternoon peak time, 68% said yes.

Mode choice and travel behavior was evaluated for commuting to work or school. The most common mode choice for commuting to work or school was car, truck, or van (83%) which is a four percentage point decrease from the previous survey, followed by public bus (6%), which gained 2 percentage points and then bike 3.5%, similar to the previous survey and then walk at 3.1% which is an increase of 1.5 percentage points from the previous survey conducted in 2016 (Figure 2.22).

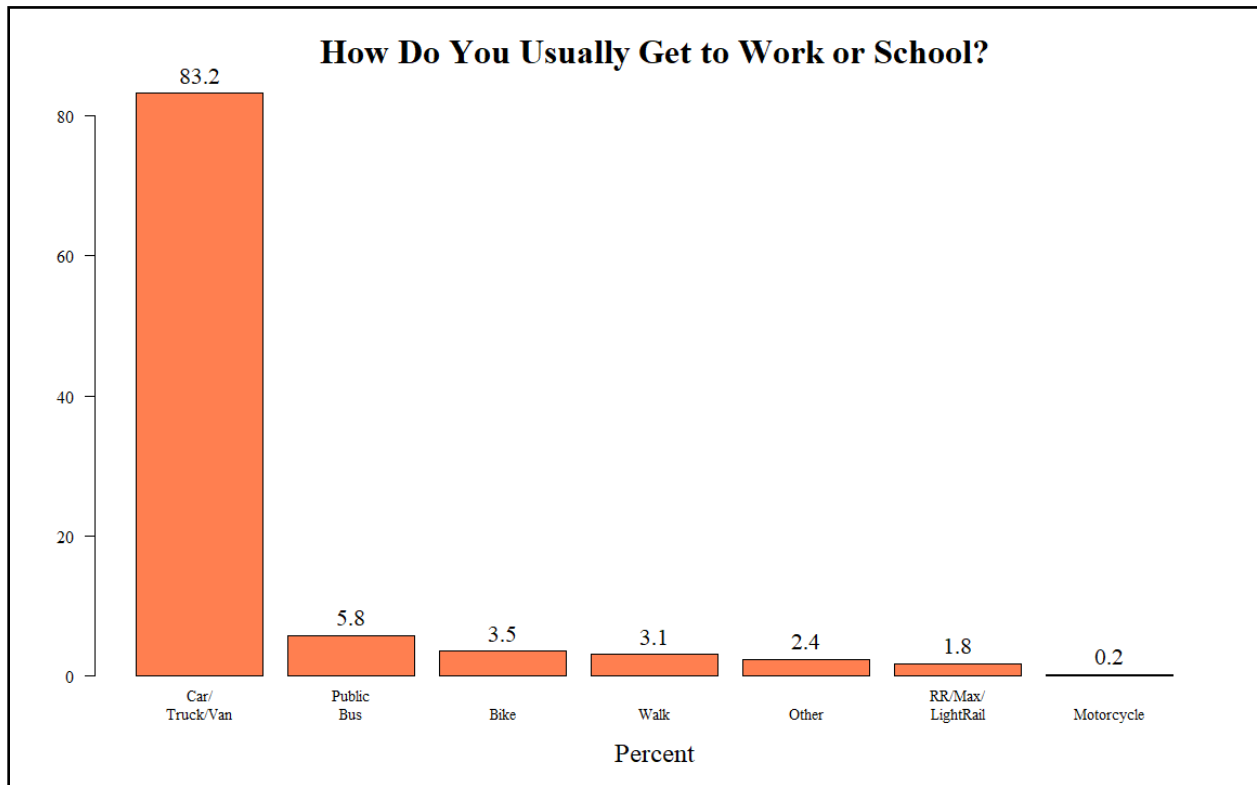


Figure 2.22: Commuter (work to school) mode choice

Commuting alone was the predominant mode choice among all income groups. Of those commuting by car, truck, or van, most (85%) traveled alone.

Respondents were asked whether or not they would change how or when they travel to work or school, based on changes to the transportation system (Figure 2.23). The majority of people (66%) said they definitely or possibly would change their behavior if new tolls became required for roadways or bridges they currently use, this is a thirteen percentage point increase from the last survey.

About 50% of people responded that they would or might change if public transit options such as rail or bus-lines were added or improved in their area, a seven percent increase from the last survey. When asked if they might change their commuting habits if biking or walking facilities (bike-lanes, sidewalks) were added or improved in their area, 51% of respondents said they would not, a fourteen percentage point decrease from the previous survey.

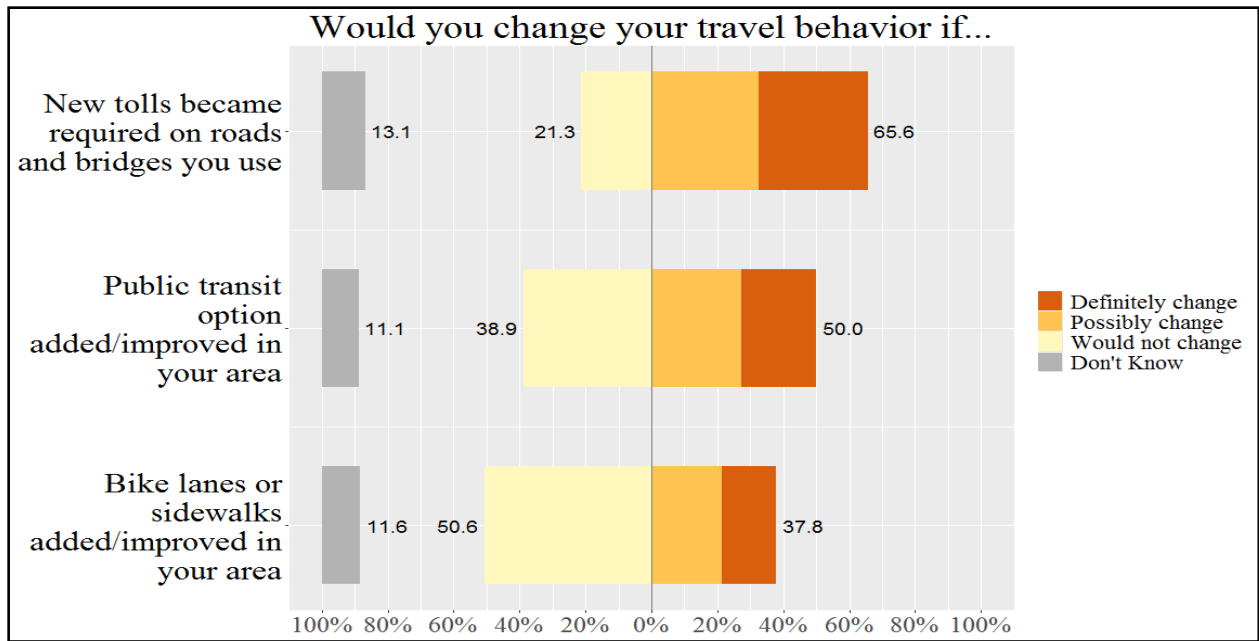


Figure 2.23: Commuting behavior change factors

2.9 OVERALL AGENCY PERFORMANCE

Respondents were asked to rate ODOT’s overall performance: excellent, good, fair, or poor. The majority of Oregonians thought that ODOT was doing a good or excellent job (54%) (Figure 2.24), a six percentage point drop from two years ago. Although only 12% of respondents rated ODOT’s overall performance as poor, this was an eight percentage point increase from the survey done in 2014.

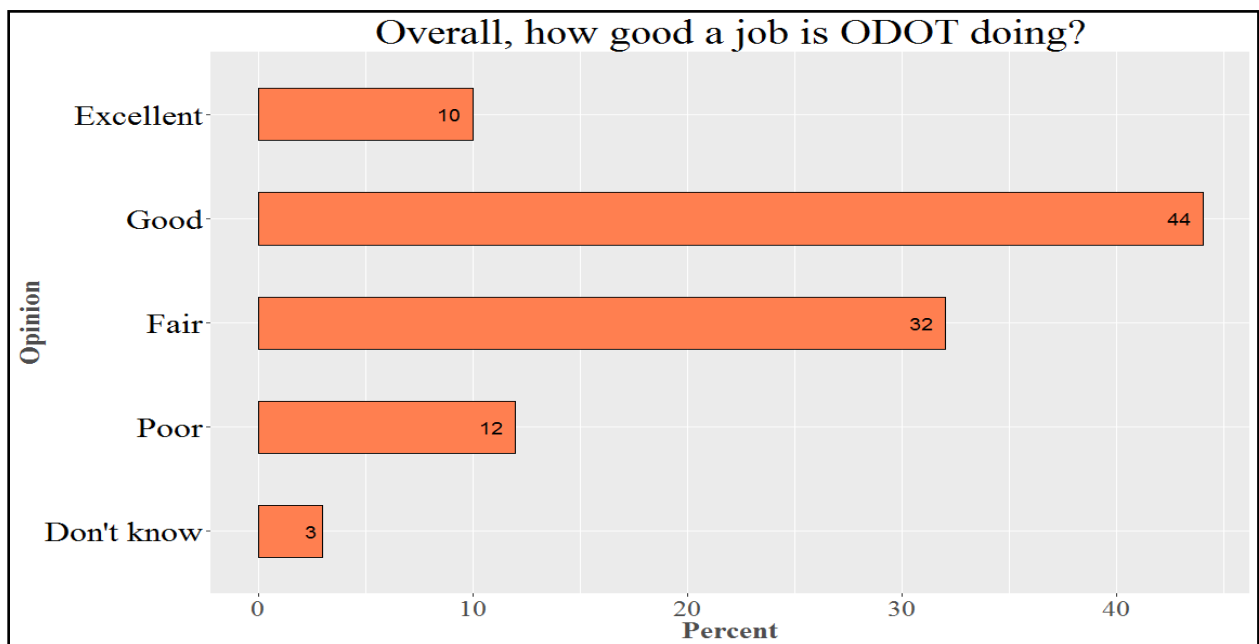


Figure 2.24: Rating of ODOT’s overall performance

Figure 2.25 shows how each region feels about the overall job ODOT is doing. Region 3 gave ODOT the highest marks (72%), while Region 1 gave the lowest opinion with (44%), this is a 16 percentage point drop in approval from the previous survey for that region. Figure 2.26 shows the approval rating by area, and shows Portland has the lowest opinion on ODOT job performance.

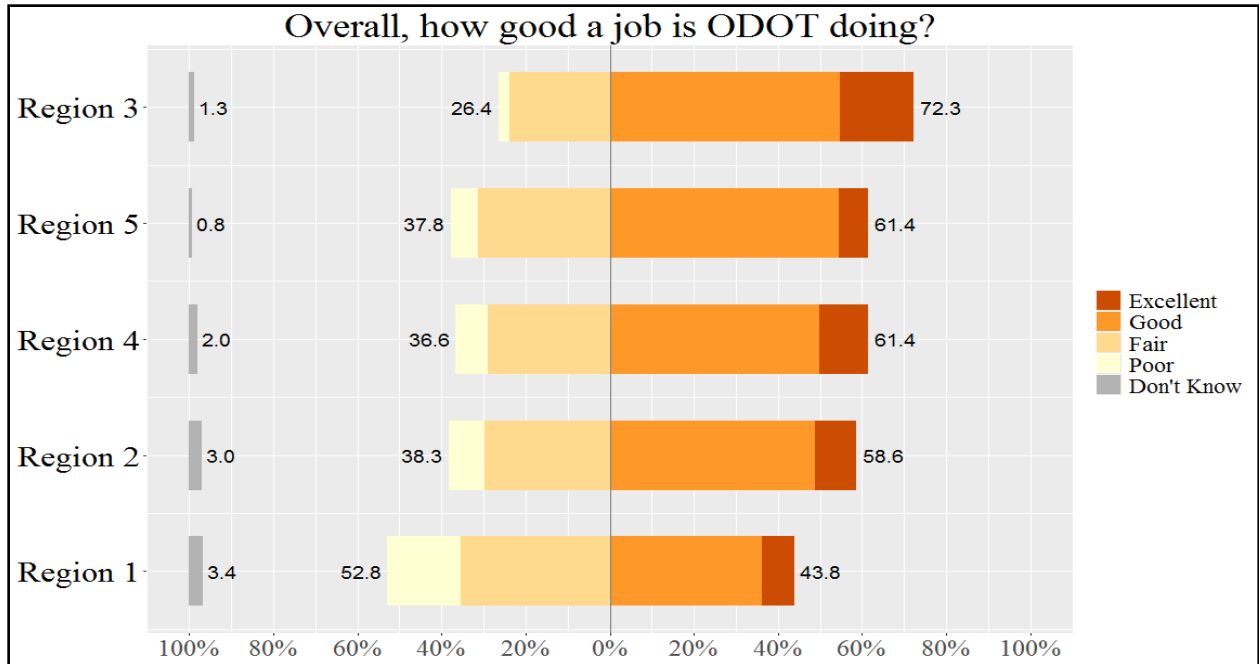


Figure 2.25: Attitude towards ODOT’s overall performance by region

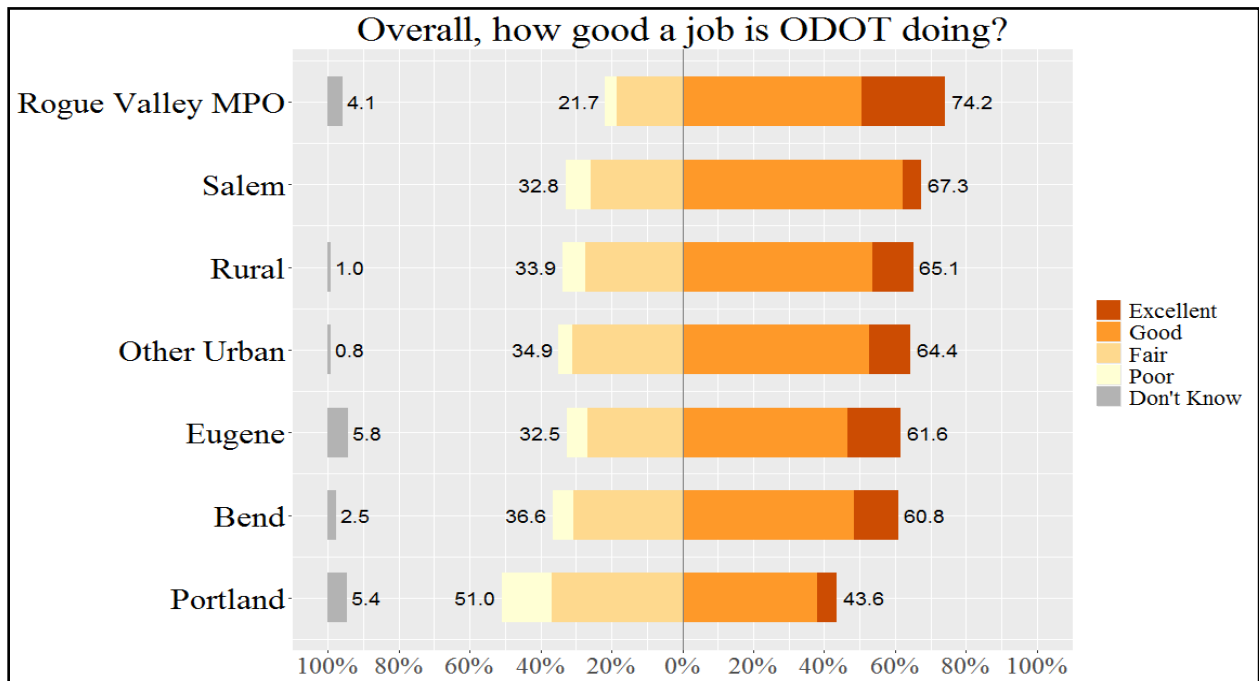


Figure 2.26: ODOT approval by geographic area

3.0 OPINION TRENDS 2006-2018

The following section examines how Oregonian’s opinions of the transportation system have varied over time. Although some survey questions date back to earlier iterations, the trend analysis uses FY 2007 data forward, as these surveys included comparable mail and web modes. In FY 2007 and FY 2009, the survey was also conducted by phone, but the phone data were not used in this analysis, as the phone survey mode was discontinued after FY 2009.

The data presented below is weighted, and percentages may differ from previous graphs since “no answer” is included in the analysis, whereas in previous graphs it was excluded. This was done to provide consistency across the biennial surveys. These trends were selected since they showed significant changes between years.

3.1 SATISFACTION WITH ODOT SERVICES AND ACTIVITIES

The Transportation Needs and Issues Survey consistently asks a large number of questions about the level of satisfaction with a variety of ODOT services. Figure 3.1 shows the percentage of respondents who indicated they were “very satisfied” or “somewhat satisfied” with the particular activity in each year.

Satisfaction with ODOT’s maintenance has been on an overall downward trend over time (Figure 3.1), satisfaction with ODOT’s expansion and improvement efforts had been rising until the 2012 survey, but has dropped off since then (Figure 3.2).

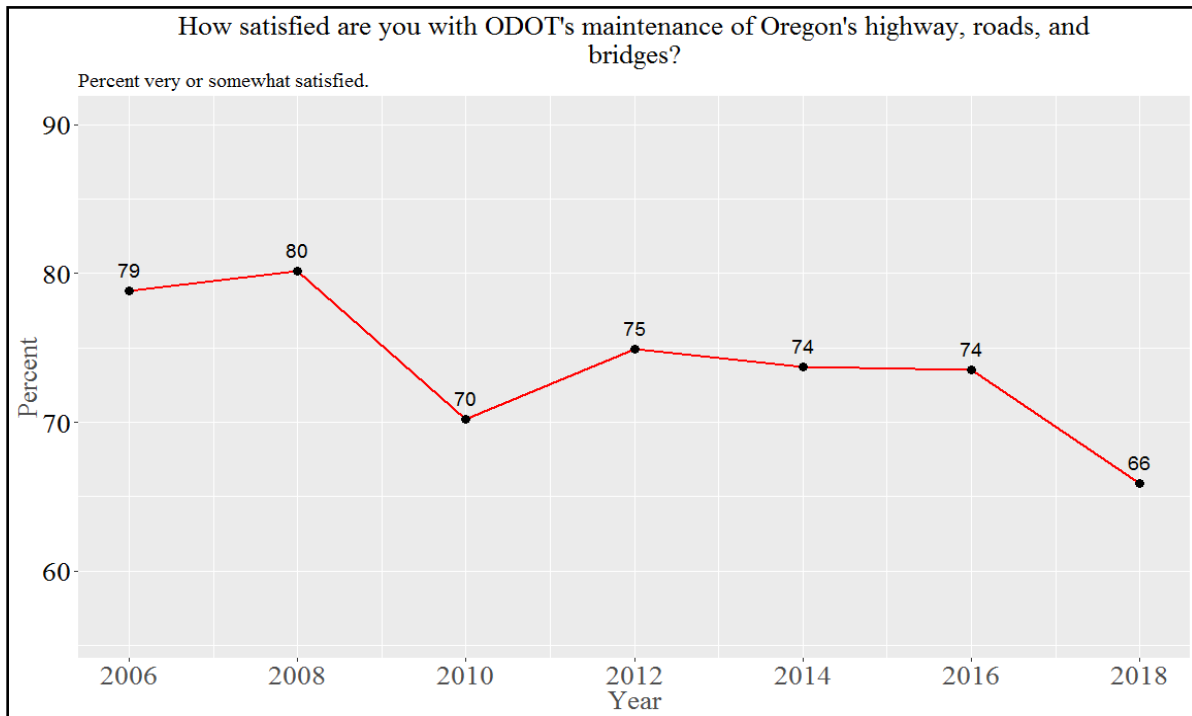


Figure 3.1: Opinion of ODOT maintenance (2006-2018)

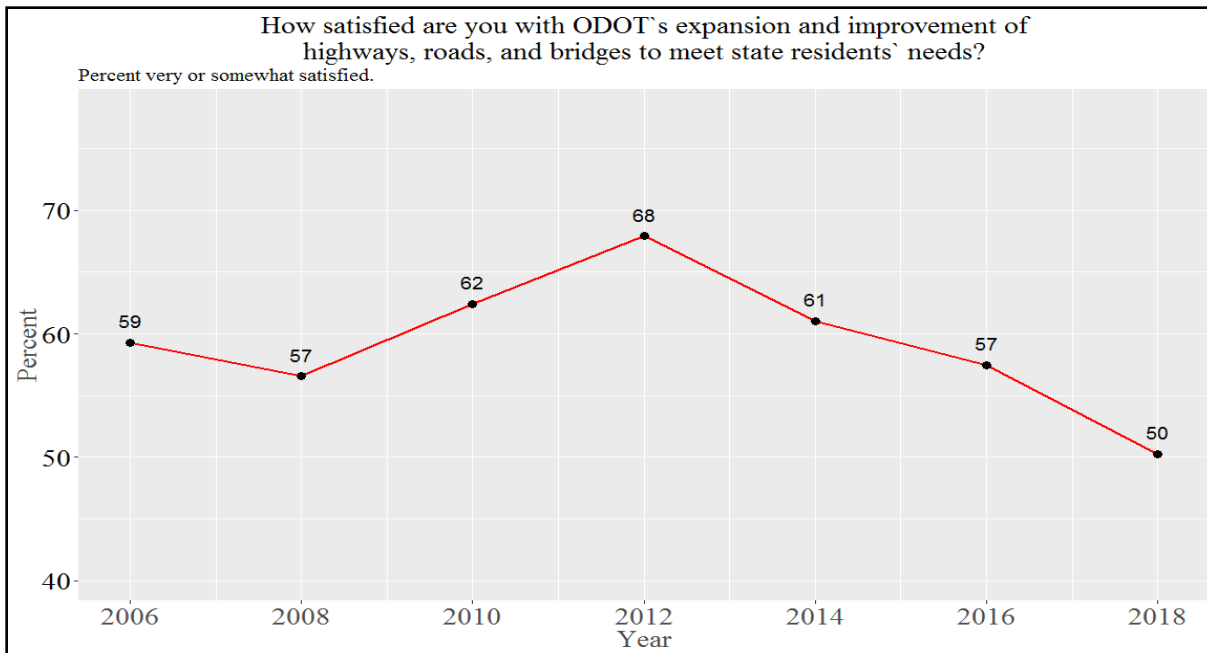


Figure 3.2: Satisfaction with ODOT's expansion and improvement of roads (2006-2018)

Respondents who felt Oregon's roads were the same or better as other states was fairly flat over time, but has dropped off the last two years, (Figure 3.3).

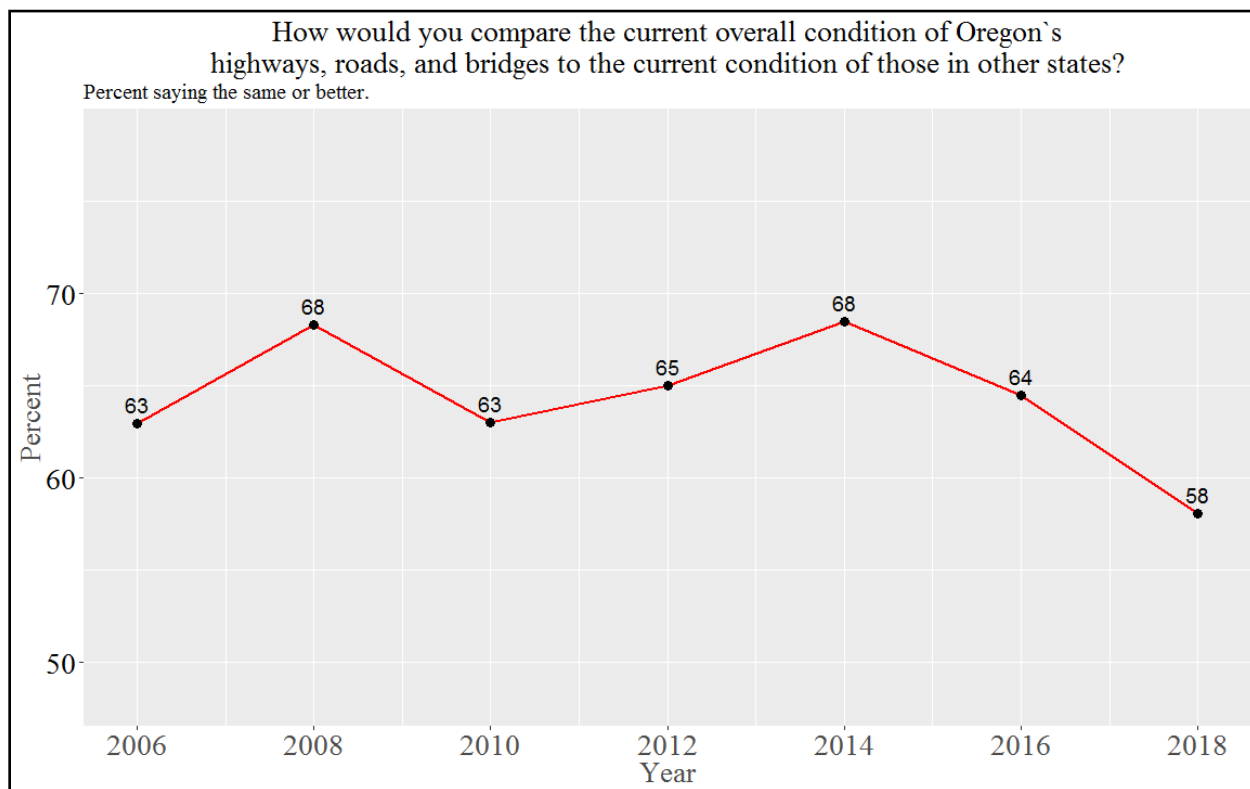


Figure 3.3: Opinion on condition of roads compared to other states (2006-2018)

Satisfaction with ODOT's efforts to minimize work zone travel impacts while initially rising from 2006 to 2010 has since then gradually declined as seen in (Figure 3.4).

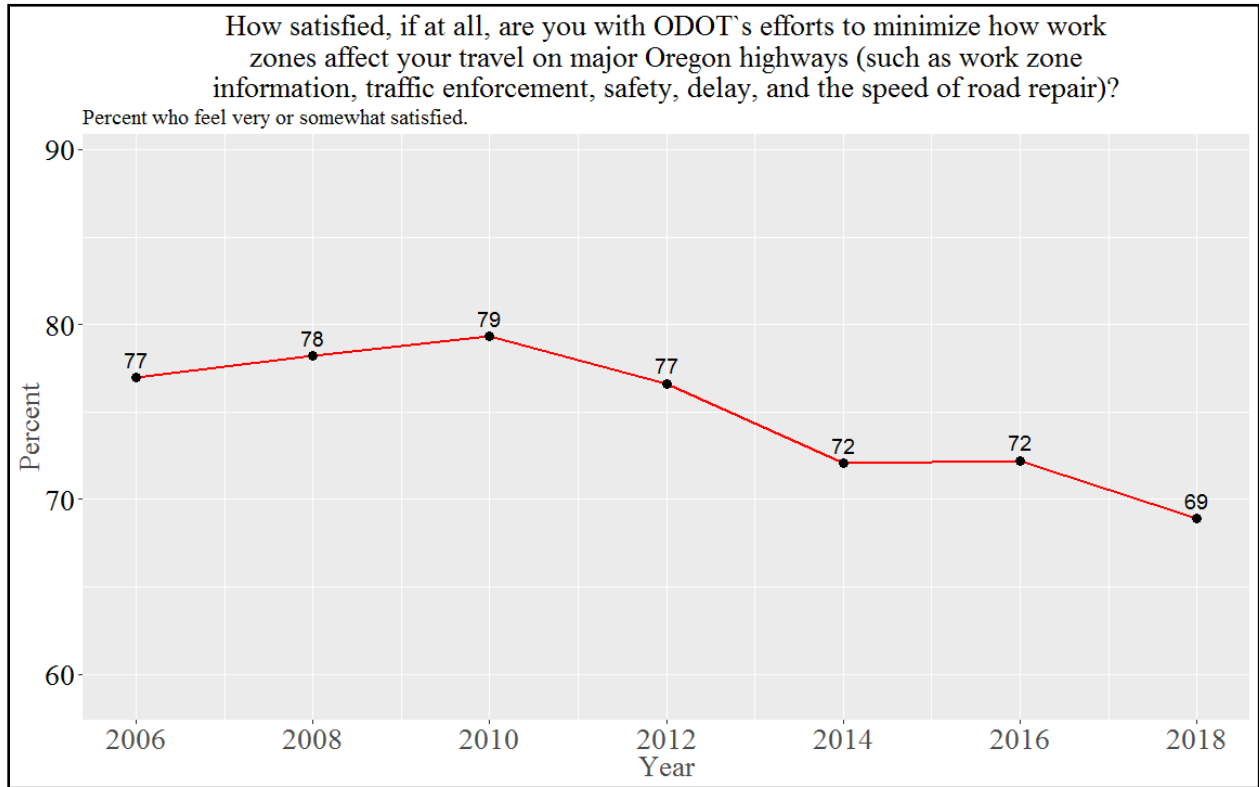


Figure 3.4: Satisfaction with ODOT's effort to minimize work zone disruption (2006-2018)

3.2 FUNDING

Figure 3.5 shows respondents who said they get good value from the gas tax has declined every year but the 2016 survey. It started out at 59% in 2006 and has now declined to 39% in the most recent survey.



Figure 3.5: Opinion of gas tax adequacy and value over time (2006-2018)

When asked if funding expansion and improvement was very or somewhat important, respondents reacted to the 2008 recession by saying it was less important, but in the times since then it has grown in importance and is now at 89%, (Figure 3.6).

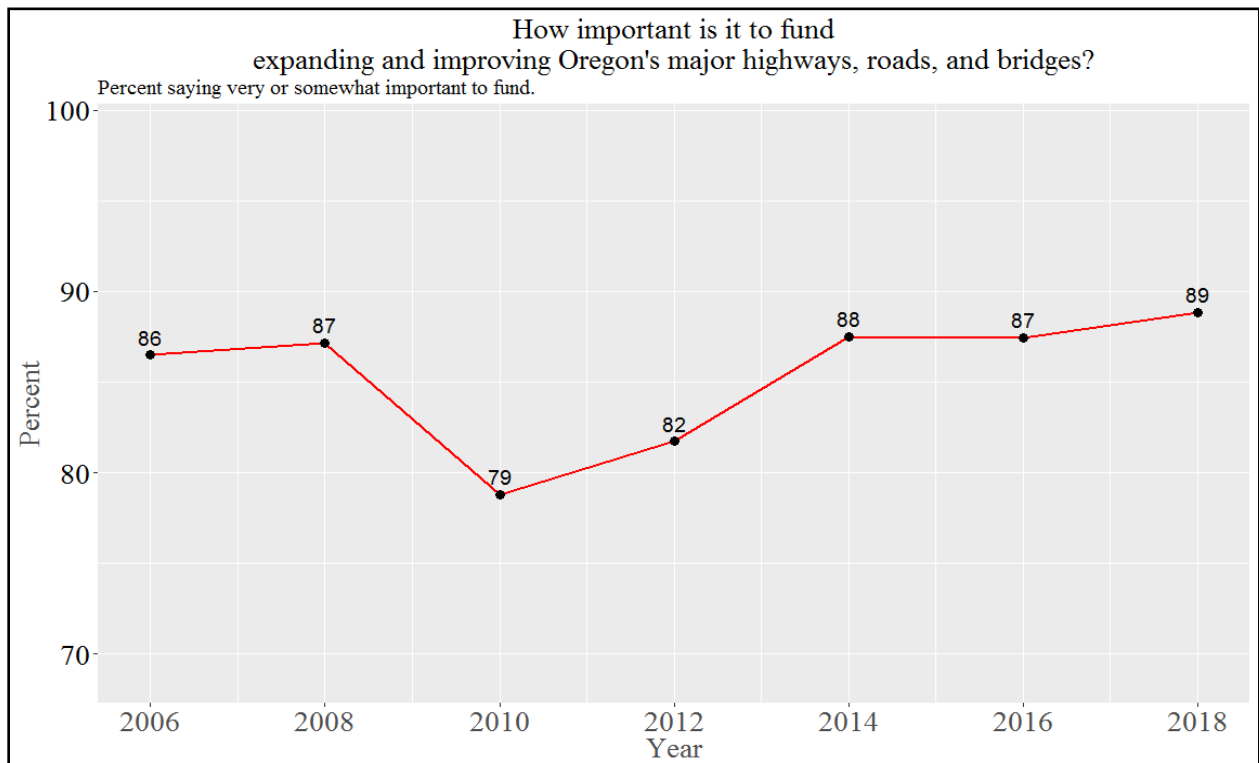


Figure 3.6: Importance of ODOT funding expansion trend (2006-2018)

3.3 OVERALL AGENCY PERFORMANCE

Each Transportation Needs and Issues Survey has asked, “Overall, how good a job do you think the Oregon Department of Transportation is doing – excellent, good, fair, or poor?” Responses to the question have stayed fairly consistent over time, with the majority of people responding that they thought ODOT was doing either an “excellent” or “good” job. Figure 3.7 shows how responses have varied since the 2006 survey. The percentage who believed ODOT was doing an “excellent” or “good” job was declining gradually each year, but in the latest survey has dropped seven percentage points.

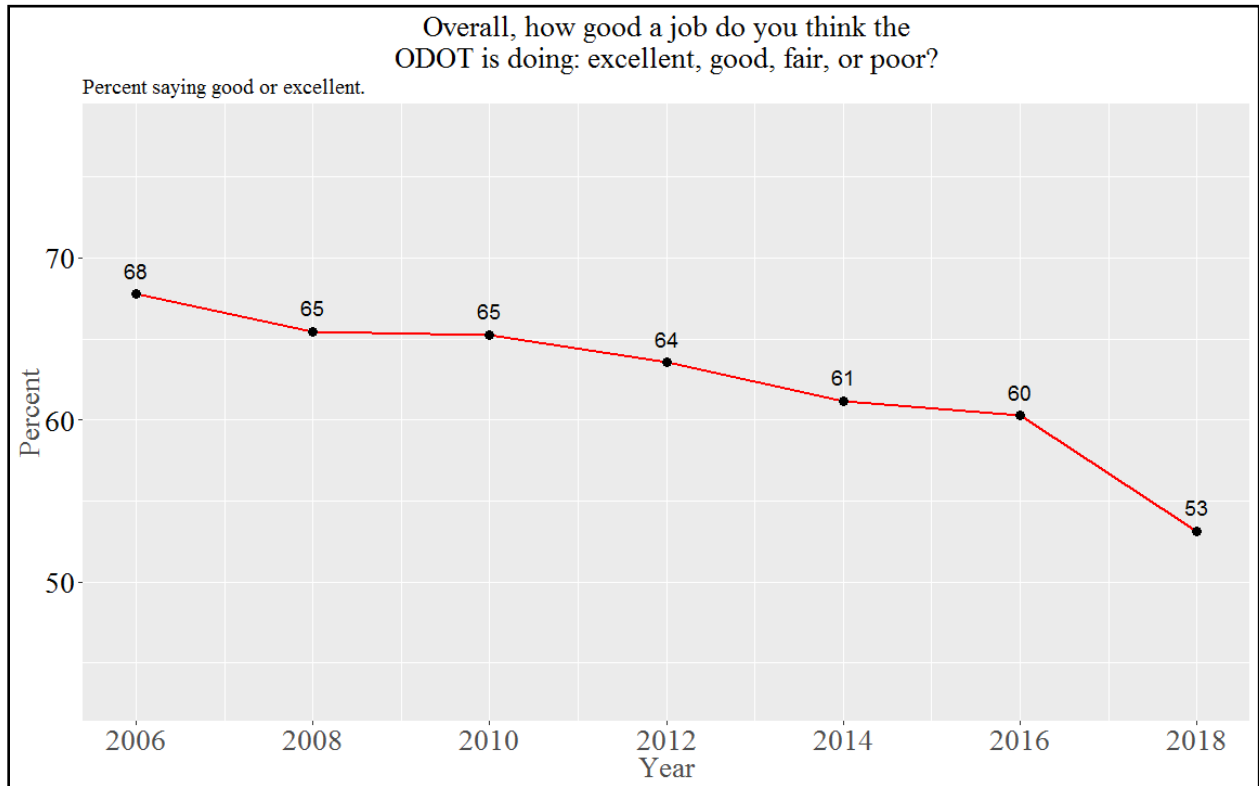


Figure 3.7: Rating of ODOT’s overall performance trend (2006-2018)

3.4 CONGESTION TRENDS

After declining for several years, the percentage of respondents who felt traffic congestion in their community was very or somewhat serious increased for the third straight year as seen in Figure 3.8. A majority of respondents have now felt that way for two years in a row.

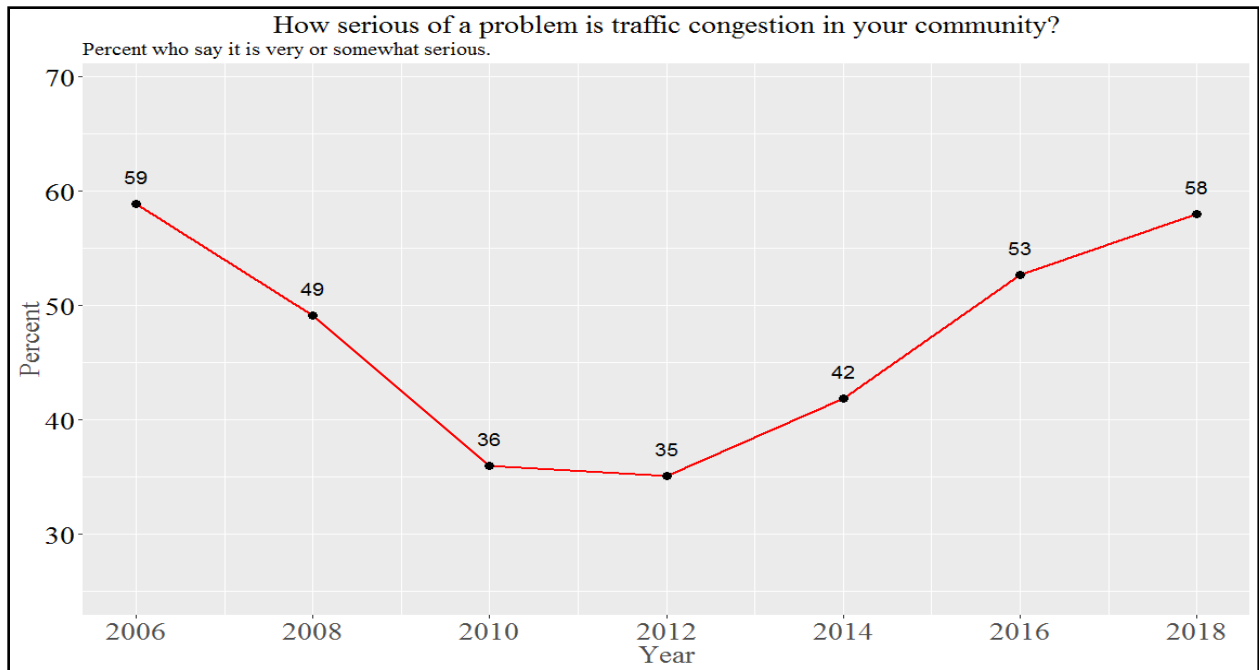


Figure 3.8: How serious is traffic congestion trend (2006-2018)

Oregonians were asked if they felt it was more important to expand the highway system to reduce congestion, or preserve and maintain the highways Oregon already has. Figure 3.9 shows that over the last several years Oregon residents felt it is of increasing importance to expand the highway system. Figure 3.10 shows a corresponding drop in the percent of respondents who feel it is more important to preserve the highways we already have. At this point, Oregonians are almost evenly split on this question.

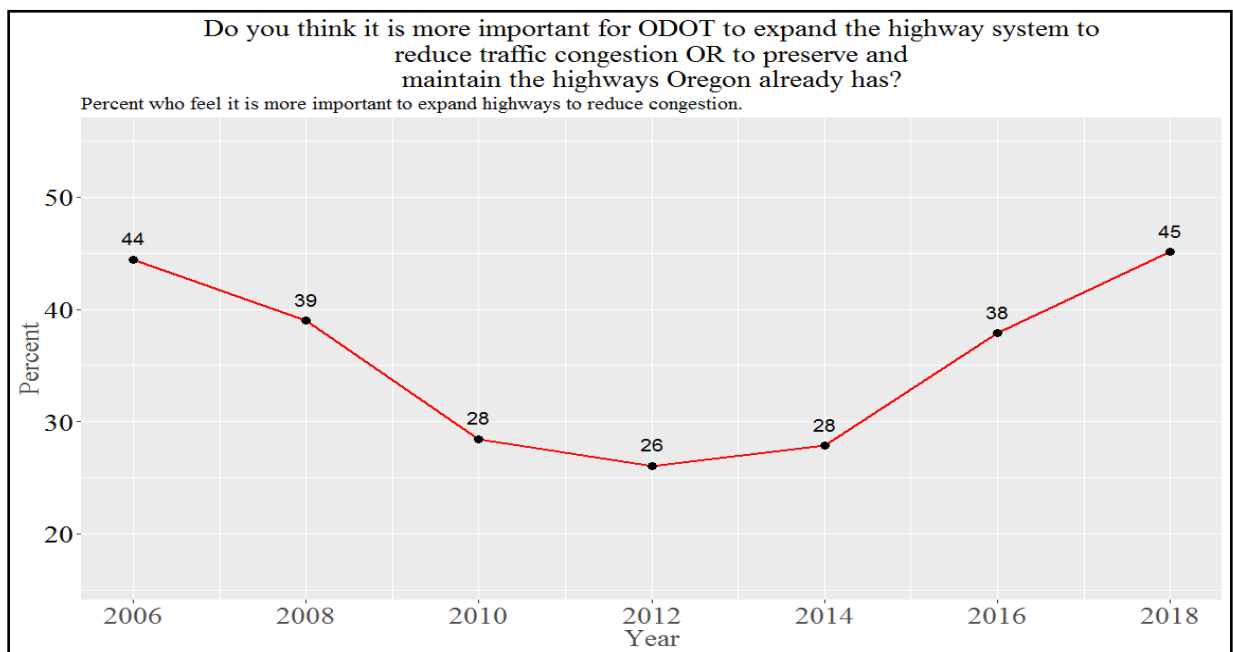


Figure 3.9: Importance of expanding highways trend (2006-2018)

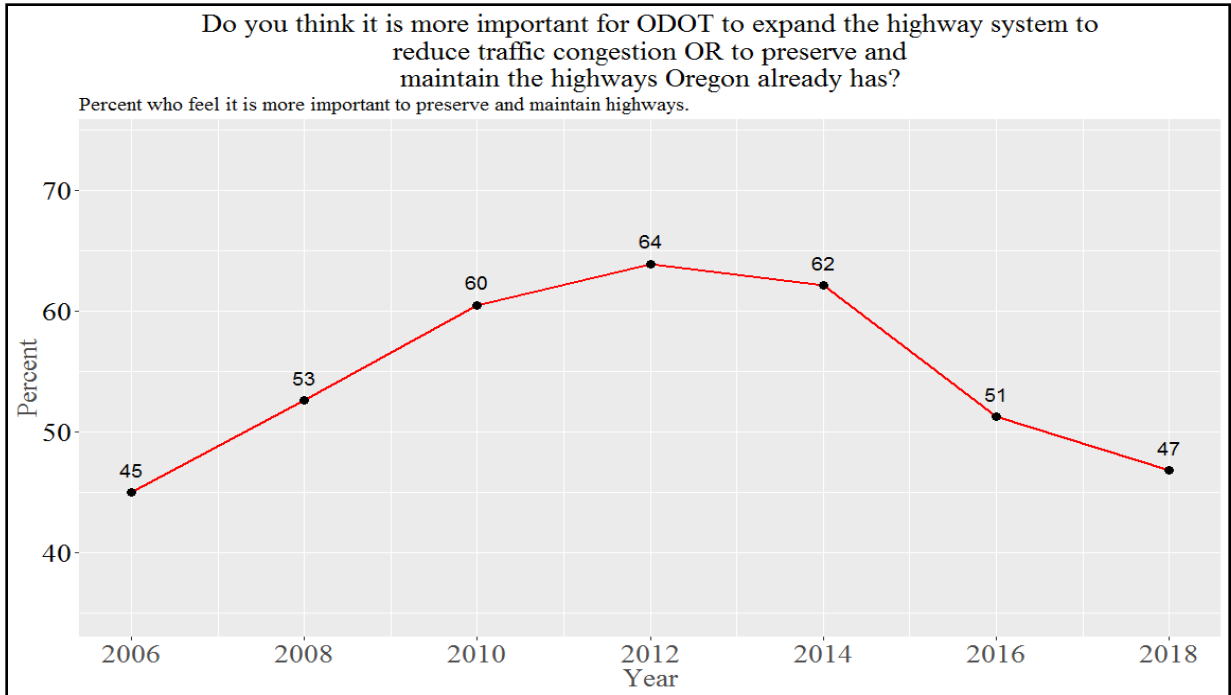


Figure 3.10: Importance of preserving what we have trend (2006-2018)

3.5 ALTERNATIVE TRANSPORTATION

This section looks at significant trends seen in bus service satisfaction, safety and the percent of Oregonians who bicycle or use buses. Figure 3.11 shows that after years of increasing perception of safety on public transportation, there was a nine percentage point drop from the last survey.

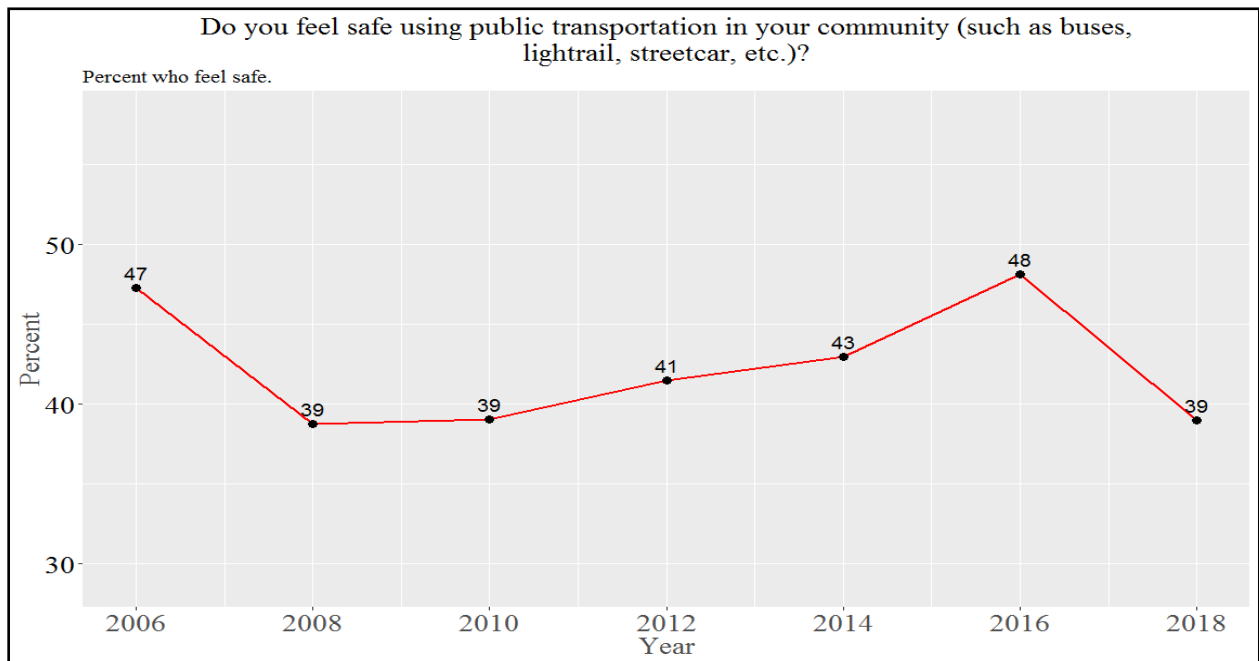


Figure 3.11: Perception of safety for public transportation trends (FY 2007 – FY 2017)

After a large drop in satisfaction in the 2008 survey, satisfaction with the local community bus service has seen a slow but increasing trend and now currently stands at 86%.

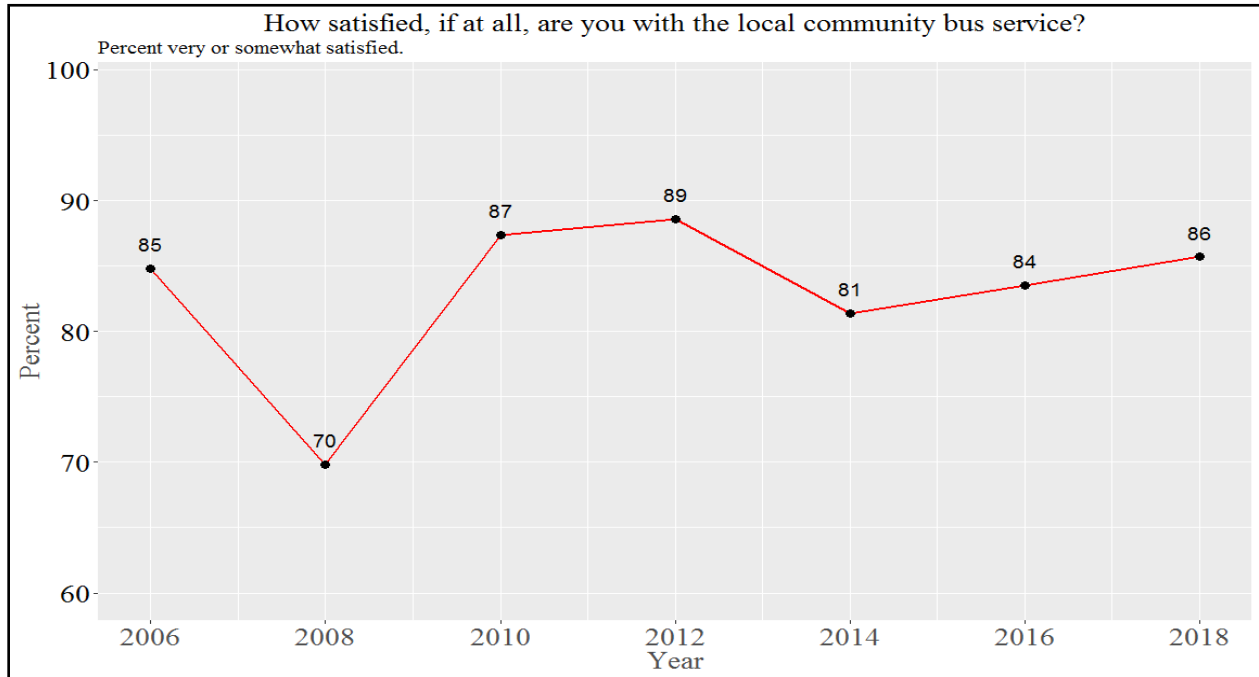


Figure 3.1: Satisfaction with local bus service trend (2006 - 2018)

The next graph, (Figure 3.13) shows the percentage of respondents who stated they have used public transportation at some point in their community. That number has been increasing at a fairly uniform rate since 2008 when it was at its lowest point.

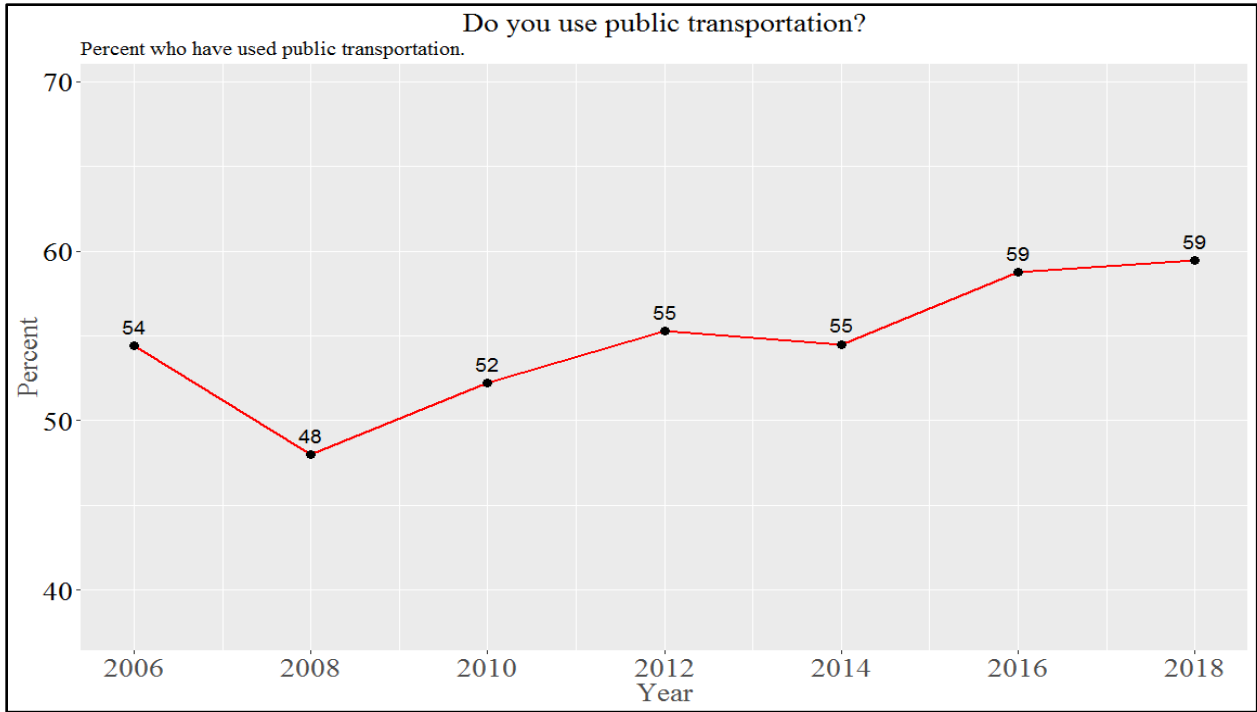


Figure 3.13: Percent who have used public transportation trend in their community (2006 - 2018)

The final trend graph in this report show the percentage of Oregonians who have rode a bicycle at some point in their community (Figure 3.14). After bottoming out at 67% for riding a bike in 2012, it has risen to 75% in 2018.



Figure 3.2: Percent who have used bicycles in their community trend (2006 - 2018)

4.0 RESPONDENTS' COMMENTS

Respondents' comments were generally positive. Many people thanked ODOT for doing a good job, especially for keeping highways open during inclement weather. Negative comments focused on congestion in Portland, studded tires, and the increase in rural speed limits. Respondents also had several comments about where money should be spent and generally felt more money should be spent on roads for cars and trucks as well as public transportation.

Below is a small sample of respondent's comments.

- “The problem with most roads is not quality, it is capacity.”
- “Everyone I’ve dealt with ODOT has impressed me with their attentiveness and devotion.”
- “With Oregon’s population growing, we need to focus on building roads, maybe build new separate tolling highways in the metro areas.”
- “More public transportation and bike facilities would help ease congestion, cleaning bike lanes more frequently would be nice as well.”
- “ODOT should focus more on building and maintaining roads for freight and commerce, since they are the main drivers of the economy and help bring jobs to Oregon.”
- “It would be nice if public transportation was more widely available outside of the large cities.”
- “All of Highway 97 should be converted to a 4-lane freeway.”
- “ODOT should be more efficient with the money they have, and be transparent about what is funded.”
- “To reduce congestion, we need to focus on getting cars off the road, need more ways to not have one driver per car and increase public transit as well.”
- “Generally, I feel ODOT is doing a good job, but feel rural areas are being neglected while focus is on Portland.”
- “Road work seems to take a long time, does anyone monitor this?”
- “Need to find ways to increase your revenue to add lanes and bridges, but no tolls.”

- “ODOT does a great job keeping roads in the mountains open in the winter, thank you.”
- “Focus more on roads and less on bike lanes, especially with gas tax money.”

5.0 CONCLUSION

The Transportation Needs and Issues Survey is conducted to assess the opinions of Oregonians regarding the state transportation system. The FY 2019 survey was the 14th iteration of survey in this series.

The FY 2019 survey results were fairly consistent with past needs and issues surveys and reflected mixed opinions. Unlike recent surveys, where respondents were more likely to prioritize maintenance and preservation over expansion, there seems to be more interest in expanding the highway system in response to congestion. This sentiment is most strongly communicated in the Portland area, but is also seen in other metro areas mostly in the Willamette Valley.

A majority of Oregonians felt ODOT was doing an excellent or good job overall, but just barely as that overall rating has continued to decline. In general, there is a perception that road and bridge conditions as well as congestion are getting worse. There has also been a steady decline over the years in the number of respondents who feel they get good value from the gas tax and license/registration fees they pay. There is quite a bit of uncertainty about whether current funding is adequate to maintain the roads and whether tolls would be a fair way to fund the system. Respondents in the Portland metro area were much more likely to support tolls than other areas of the state.

Fewer respondents stated they commuted by car truck or van this year, with more saying they used public transportation or walked. Fifty percent stated they would use public transportation more if the system was improved.

The 2019 Transportation Needs and Issues Survey was scientifically conducted to gauge the opinions of adult Oregonians on many aspects of the transportation system managed by ODOT. As such, the results of this survey can be said to have a reasonable probability that they are representative of the views of Oregonians. It is a well-known fact in survey research, however, that how a question is posed, as well as what questions are asked, can make a difference in people's responses. Thus it is advisable that the reader consider the results of this survey in concert with other information on people's views, rather than taking these results as the final word on how people view the transportation system and ODOT's role in managing it.

APPENDIX A: RESPONDENT DEMOGRAPHICS

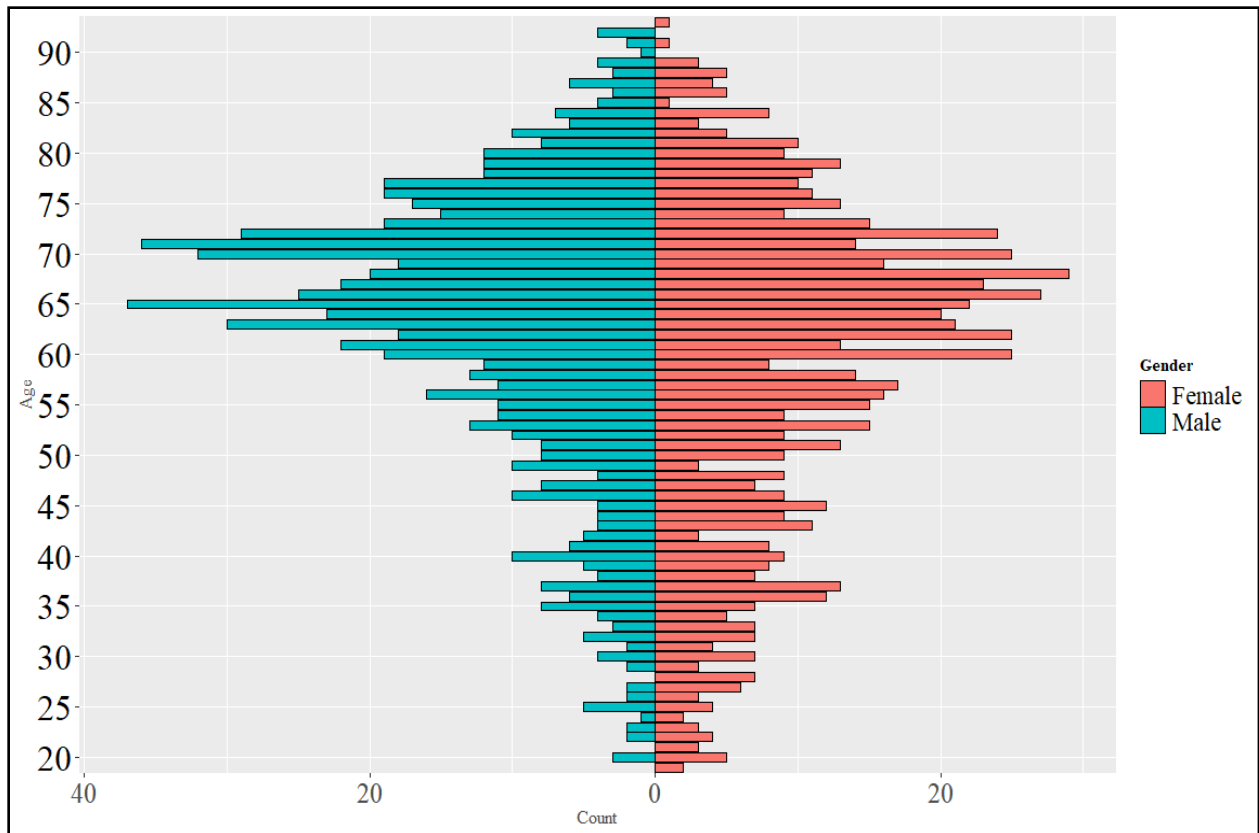


Figure A.1: Respondents' age distribution by gender

Figure A.1 shows the respondents age distribution broken out by gender. Overall, people who filled out the survey are generally older than average, with the median female age being 62 and males being 65.

Figure A.2 below shows a distribution of the number of years the survey respondents have been resident in Oregon. The median resident time was 36 years as shown by the dashed red line.

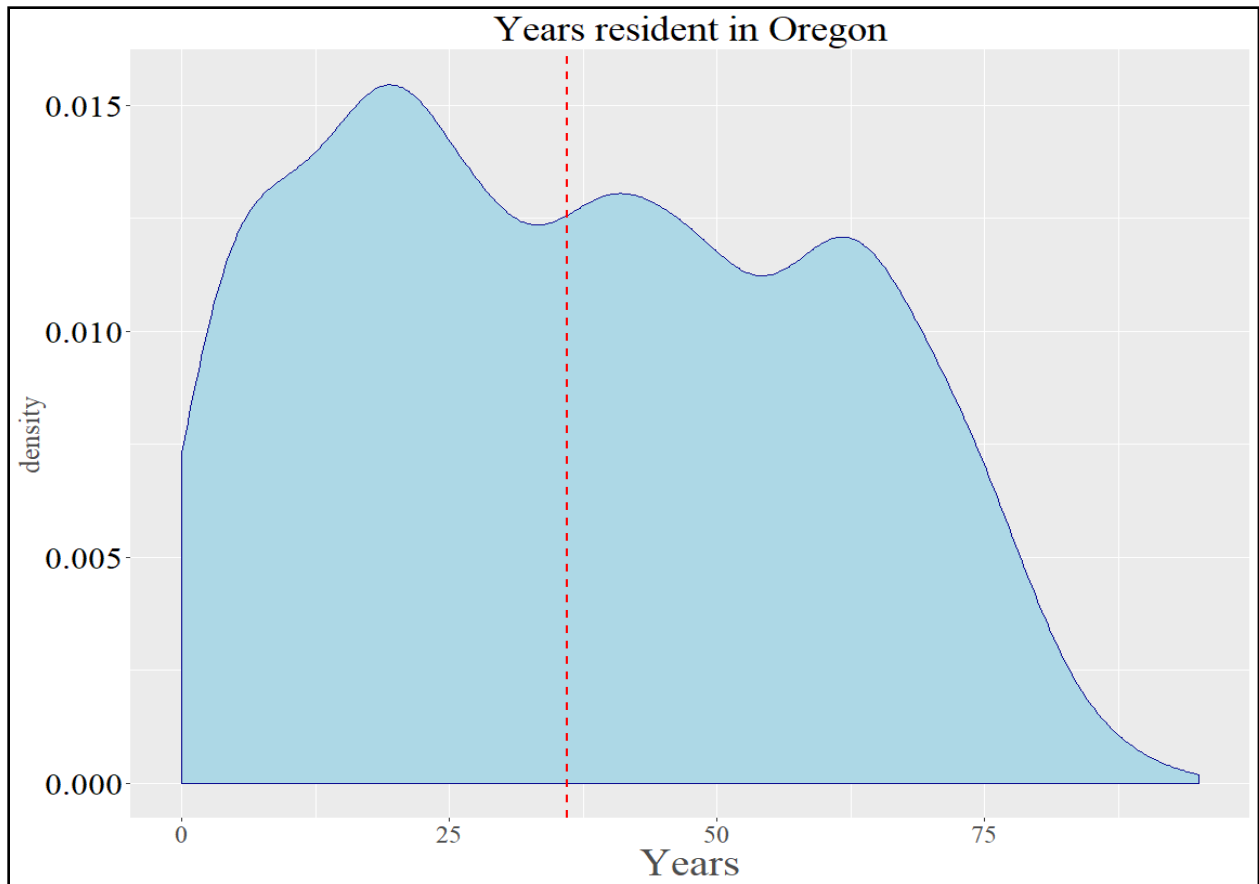


Figure A.2: Distribution graph of years resident in Oregon

Respondents were also asked if the place they live in is urban, rural, or other. Almost three out of four Oregonians reported that they lived in an urban or suburban area as shown in Table A.1.

Table A.1: Percent Urban, Rural or Other

Urban, Suburban	Rural	Other	Don't know
71	26.1	1.4	1.5

When asked if they work from home, are not employed or commute to work or school, 63% stated they commuted as seen in Table 0.2.

Table A.2: Work and Commuting Percentages

Work from home	Not employed or retired	Commute to work or school
9.5	27.5	63

The Americans with Disability Act defines a person with a disability as somebody who has a physical or mental impairment that substantially limits one or more major life activities. This

year, a new question was asked - Based on this definition, are you a person with a disability? Table A.3 shows that 11% answered yes, they are disabled.

Table A.3: Percent Respondents who are disabled

Yes	No	Don't know
11.1	86.4	2.6

When respondents were asked if they volunteered or work more than fifteen hours a week, the answer was split between yes and no as seen in Table A.4. The low percent responding yes may be lower than expected because over half the respondents are older than 60.

Table A.4: Percent of Respondents who Work or Volunteer More Than 15 Hours

Yes	No	Don't know
49.4	49.7	0.9

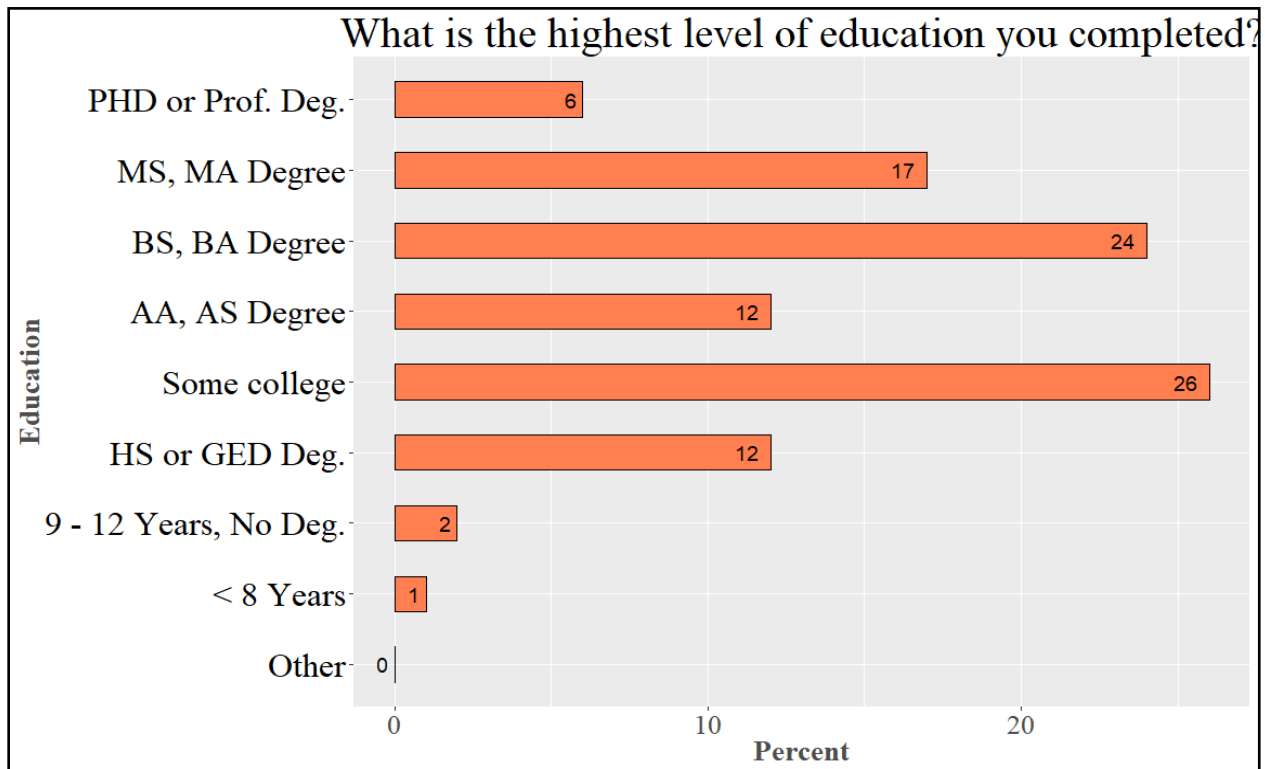


Figure A.3: Distribution of respondents' education level

As seen in Figure A.3, the majority of respondents have at least some college, and forty-seven percent have a college degree or higher.

Table A.5 shows that ninety-one percent of the respondents were white, the next highest race category was American Indian or Alaskan Native or Latino, both at about three percent.

Table A.5: Respondents' Race

Race	Percent
White	90.9
Black, African Am.	0.6
Asian	1.8
Native	2.9
Hawaiian	0.5
Latino	3.2
Other	0.2

Lastly, respondents were asked about their total household income. As shown in Table A.6, the majority of them earned more than \$50,000, while twenty-four percent earned less than \$35,000.

Table A.6: Respondents' Total Household Income

<\$15K	\$15K- \$25K	\$25K- \$35K	\$35K- \$50K	\$50K- \$75K	\$75K- \$100K	\$100K- \$150K	\$150K- \$200K	>\$200K
6.9	8.4	9.1	15.8	18.9	15.5	15.6	4.9	4.9

APPENDIX B: FY 2019 SURVEY INSTRUMENT

2018 Oregon Transportation Needs and Issues Survey



To be completed by the adult (age 18 or over) who has had the most recent birthday in your household.

Information about this survey is in the letters you received.

Please return your completed survey in the pre-paid envelope to:

Oregon State University
Survey Research Center
239 Weniger Hall
Corvallis, OR 97331-8574

Q1. How many years, altogether, have you lived in Oregon? (Please write a '0' if less than one year)

Years

Q2. In which Oregon county do you live?

County

Q3. How satisfied, if at all, are you with each of the following services the Oregon Department of Transportation (ODOT) provides? (Check one for each item)

ODOT's maintenance of Oregon's highways, roads, and bridges	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
Pavement conditions on major Oregon highways (such as smoothness, quietness, durability, and appearance)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
Bridge conditions on major Oregon highways (such as smoothness, quietness, durability, and appearance)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
Safety features on major Oregon highways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, fog lines)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
ODOT's expansion and improvement of highways, roads, and bridges to meet state residents' needs	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
ODOT's efforts to improve Oregon's transportation system (including railroads, buses, and transit; in addition to highways)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅

- Q4. Compared to ten years ago, would you say that Oregon's highways, roads, and bridges are better, about the same, or worse?
- ₁ Better than 10 years ago
 - ₂ About the same as 10 years ago
 - ₃ Worse than 10 years ago
 - ₄ Don't know

- Q5. How would you compare the current overall condition of Oregon's highways, roads, and bridges to the current condition of those in other states? Would you say Oregon's are better, about the same, or worse?
- ₁ Better than other states
 - ₂ About the same as other states
 - ₃ Worse than other states
 - ₄ Don't know
 - ₅ Never travel out of state

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

The overall safety of the work zones on major Oregon highways. This could include warning signs, directional signs, highway markers, or other traffic control.	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
The amount of time it takes to complete roadway construction on major Oregon highways.	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅

- Q7. How satisfied, if at all, are you with ODOT's efforts to minimize how work zones affect your travel on major Oregon highways (such as work zone information, traffic enforcement, safety, delay, and the speed of road repair)?
- ₁ Very satisfied
 - ₂ Somewhat satisfied
 - ₃ Not very satisfied
 - ₄ Not at all satisfied
 - ₅ Don't know

- Q8. If ODOT needs to close a state highway for maintenance, which one of the two situations would you prefer over the other?
- ₁ Highway closed for part of a day (i.e., nights/weekends) but over a longer time period (several days)
 - ₂ Highway closed all day, but over a shorter time period (fewer days)
 - ₃ Don't know

- Q9. Overall, how good a job do you think the ODOT is doing: excellent, good, fair, or poor?
- ₁ Excellent
 - ₂ Good
 - ₃ Fair
 - ₄ Poor
 - ₅ Don't know

Q10. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Do you feel that you get good value for your money?

- ₁ Yes, get good value
- ₂ No, do not get good value
- ₃ Don't know

Q11. To the best of your understanding, do you think that funds collected through the gas tax are adequate or inadequate for Oregon's transportation needs?

- ₁ Adequate
- ₂ Inadequate
- ₃ Don't know

Q12. If more funds had to be raised for transportation maintenance, repair, and development within the state, which method do you feel would be most fair: increasing the gasoline tax; OR charging users of certain roads and bridges a toll; OR increasing vehicle registration fees?

- ₁ Increase the gasoline tax
- ₂ Charge users a toll
- ₃ Increase vehicle registration fees
- ₄ Don't know

Q13. Charging drivers a fee (for example, a toll) for their use of a road or bridge is one method Oregon could use to influence driver behavior and reduce congestion. Would you favor or oppose the use of tolls in your area to reduce traffic congestion?

- ₁ I would strongly favor
- ₂ I would somewhat favor
- ₃ I would somewhat oppose
- ₄ I would strongly oppose
- ₅ Don't know

Q14. Please indicate whether or not you would change how or when you travel to work or school if any of the following changed for you.

New tolls became required for roadways or bridges that you currently use	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Biking or walking facilities (bike lanes, sidewalks) were added or improved in your area	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Public transit options were added or improved in your area such as rail or bus lines	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄

Q15. ODOT would like your opinion on how its transportation funds should be spent. Please indicate whether it is very important, somewhat important, or not at all important for ODOT to spend its funding on each item listed. (Check one for each item)

Local public transportation services <u>within cities</u>	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Bus services <u>between cities</u>	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Adding sidewalks and bike lanes to existing streets	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Transportation services for seniors or individuals with disabilities	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Protecting fish and wildlife habitat	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Conserving and protecting clean air and water	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Amtrak Cascades rail passenger service between cities	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Maintaining the highways, roads, and bridges Oregon has now	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Expanding and improving Oregon's major highways, roads and bridges	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Reducing traffic congestion	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Enforcing traffic laws	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Improving safety features of roadways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
Reducing greenhouse gas emissions	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄

Q16. How much do you agree or disagree with this statement: "Transportation policies and choices can have an effect on climate change."

- ₁ Strongly agree
- ₂ Somewhat agree
- ₃ Somewhat disagree
- ₄ Strongly disagree
- ₅ Don't know

Q17. Drive Less Connect (DLC) is an online ride-matching/carpooling database that is offered to Oregon and Washington residents. DLC also has a trip logging feature for tracking your trips. Have you read, heard, or seen anything about DLC?

- ₁ Yes
- ₂ No → Skip to Q18
- ₃ Don't know → Skip to Q18

Q17a. If yes, have you used Drive Less Connect?

- ₁ Yes
- ₂ No

Q18. Have you personally used a local community bus service in the last month?

- ₁ Yes
- ₂ No → Skip to Q19
- ₃ Don't know → Skip to Q19

Q18a. How satisfied, if at all, are you with the local community bus service?

- ₁ Very satisfied
- ₂ Somewhat satisfied
- ₃ Not very satisfied
- ₄ Not at all satisfied
- ₅ Don't know

Q19. Have you personally used community transportation for seniors or individuals with disabilities in the last month?

- ₁ Yes
- ₂ No → Skip to Q20
- ₃ Don't know → Skip to Q20

Q19a. How satisfied, if at all, are you with the transportation service for seniors or individuals with disabilities?

- ₁ Very satisfied
- ₂ Somewhat satisfied
- ₃ Not very satisfied
- ₄ Not at all satisfied
- ₅ Don't know

Q20. Do you feel safe using public transportation in your community (such as buses, lightrail, trains, etc.)?

- ₁ Yes
- ₂ No
- ₃ I don't use public transportation in my community

Q21. Compared to ten years ago, would you say that Oregon's public transportation (such as buses, lightrail, trains, etc.) is about the same, better, worse?

- ₁ Better than 10 years ago
- ₂ About the same as 10 years ago
- ₃ Worse than 10 years ago
- ₄ Don't know
- ₅ Never use public bus/train service

- Q22. Do you feel you have the necessary sidewalks, crosswalks and crossing signals to walk safely in your community?
- ₁ Yes
 - ₂ No
 - ₃ I don't walk in my community
- Q23. Do you feel you have the necessary bike lanes, pavement markings and signage to bicycle safely in your community?
- ₁ Yes
 - ₂ No
 - ₃ I don't ride a bike in my community
- Q24. Do you feel your community sidewalks are free of obstructions and are adequately constructed for people who use assistive mobility devices such as walkers, wheelchairs, canes, scooters, etc.?
- ₁ Yes
 - ₂ No
 - ₃ Don't know
- Q25. How serious of a problem is traffic congestion in your community: very serious, somewhat serious, a minor problem, or no problem at all?
- ₁ Very serious
 - ₂ Somewhat serious
 - ₃ A minor problem
 - ₄ No problem at all
 - ₅ Don't know
- Q26. Do you think it is more important for ODOT to expand the highway system to reduce traffic congestion OR to preserve and maintain the highways Oregon already has?
- ₁ Expand highway system
 - ₂ Preserve and maintain
 - ₃ Don't know
- Q27. Which option best describes your view on when ODOT should use salt on state highways to reduce travel-related impacts of ice and snow?
- ₁ ODOT should never use salt on state highways when ice and snow affect conditions
 - ₂ ODOT should use salt in limited circumstances, such as where other options are not as effective and only on certain highways.
 - ₃ ODOT should always use salt on state highways when ice and snow affect conditions.

Q28. Have you used the Amtrak Cascades train service to start or end a trip in Oregon anytime within the last two years?

- ₁ Yes
- ₂ No → Skip to Q28b
- ₃ Don't know → Skip to Q28b

Q28a. Compared to two years ago, has your ridership on Amtrak Cascades increased, decreased, or stayed the same?

- ₁ Increased from 2 years ago
- ₂ Decreased from 2 years ago
- ₃ Stayed the same since 2 years ago
- ₄ Don't know/not sure

Since you have used Amtrak Cascades in the last 2 years, please go now to Question 29.

Q28b. Please indicate whether or not each of the following is a reason for not using the Amtrak Cascades service.

I don't live in the part of the state with Amtrak Cascades service (between Portland and Eugene).	<input type="radio"/> ₁	<input type="radio"/> ₂
The current arrival and departure times do not fit my needs.	<input type="radio"/> ₁	<input type="radio"/> ₂
The location of the station is inconvenient for me.	<input type="radio"/> ₁	<input type="radio"/> ₂
It costs too much.	<input type="radio"/> ₁	<input type="radio"/> ₂
Trip time is inconsistent or trains often arrive late.	<input type="radio"/> ₁	<input type="radio"/> ₂
The service is not frequent enough to meet my schedule.	<input type="radio"/> ₁	<input type="radio"/> ₂
I am not familiar with Amtrak Cascades train service in Oregon.	<input type="radio"/> ₁	<input type="radio"/> ₂

Q29. Do you use the Internet?

- ₁ Yes
- ₂ No → Skip to Q32 on the next page

Q30. Please indicate whether or not you have ever used each of the following services on the DMV website.

Renewed your vehicle registration	<input type="radio"/> ₁	<input type="radio"/> ₂
Changed your address	<input type="radio"/> ₁	<input type="radio"/> ₂
Notified DMV that you sold your vehicle	<input type="radio"/> ₁	<input type="radio"/> ₂
Viewed wait times for several of the larger offices	<input type="radio"/> ₁	<input type="radio"/> ₂

Q31. Would you do more business with DMV using the DMV Website if additional services, more than what is listed in Q29, were available?

- ₁ Yes
- ₂ No
- ₃ Don't know/not applicable

- Q32. Would you use self-service kiosks to purchase DMV products, such as vehicle registration tags, if those were available?
- ₁ Yes
 - ₂ No
 - ₃ Don't know/not applicable

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

- Q33. Are you a licensed driver?

- ₁ Yes
₂ No → Skip to Q36

- Q34. How many miles did you drive a personal vehicle yesterday, apart from any driving you did while on the job? Include any miles you drove to and from work, but do not include miles driven as part of your job. If you are not sure, please give your best estimate.

Miles

- Q35. Please indicate the day of the week you are filling out this questionnaire.

- ₁ Monday ₃ Wednesday ₅ Friday ₇ Sunday
₂ Tuesday ₄ Thursday ₆ Saturday

- Q36. How many licensed drivers are living in your household (include yourself if applicable)?

Licensed drivers in household

- Q37. How many motor vehicles (such as cars, vans, light trucks, and motorcycles) are available for members of your household to drive on a daily basis? Include borrowed vehicles but only include vehicles that operate.

Vehicles available in household

- Q38. Have you used studded snow traction tires on one or more of your vehicles in the last 12 months?

- ₁ Yes
₂ No
₃ Not applicable

- Q39. Would you consider the place you live as urban (within city limits) or rural?

- ₁ Urban, suburban (within city limits)
₂ Rural
₃ Other (*describe* _____)
₄ Don't know

- Q40. How old were you on your last birthday?

Years

Q41. What is your gender?

- ₁ Male
- ₂ Female
- ₃ Non-binary

Q42. Do you usually work from home, are not employed outside the home, or do you commute to work or school?

- ₁ Work from home → Skip to Q47
- ₂ Not employed outside the home or retired → Skip to Q47
- ₃ Commute to work or school

Q43. How do you usually get to work or school? (*Select one*)

- ₁ Car, truck or van
- ₂ Public bus
- ₃ Lightrail or trains
- ₄ Taxi or Uber
- ₅ Motorcycle or scooter
- ₆ Bicycle
- ₇ Walk
- ₈ Other (*describe* _____)

Q43a. How many people, including yourself, typically ride with you to work or school in this car, truck, or van?

People

Q44. On average, how many minutes does it usually take you to get to work or school (one-way)?

Minutes

Q45. On average, how many miles do you travel to get to work or school (one-way)?

Miles

Q46. Does your commute to or from work or school typically occur between 3pm and 6pm?

- ₁ Yes
- ₂ No

Q47. How many adults, age 18 or older, including yourself, live in your household? Include all adults living there half-time or more.

Adults in household

Q48. How many dependents were you responsible for during 2017? Dependents include any qualifying child or relative for whom you paid at least 1/2 of their expenses. A qualifying child must have lived with you at least 6 months out of the 2017 year.

Dependents in 2017

Q49. The Americans with Disability Act defines a person with a disability as somebody who has a physical or mental impairment that substantially limits one or more major life activity. Based on this definition, are you a person with a disability?

- ₁ Yes
- ₂ No

Q50. Do you currently work for pay, or volunteer (15 hours or more per week) either full or part-time? Include active duty in the armed forces, delivering newspapers, and work with expectation of future pay. Exclude housework and school work.

- ₁ Yes
- ₂ No
- ₃ Don't know

Q51. What is the highest level of education you have completed? (*Select one*)

- ₁ 0-8 years, No GED
- ₂ 9-12 years, no high school diploma or GED
- ₃ High school diploma or GED
- ₄ Some college, no degree
- ₅ Associate's degree (AA, AS) or postsecondary certificate from community college or technical school
- ₆ Bachelor's degree
- ₇ Master's degree
- ₈ Doctorate or professional degree
- ₀ Other (describe _____)

Q52. What is your race? (*Select all that apply*)

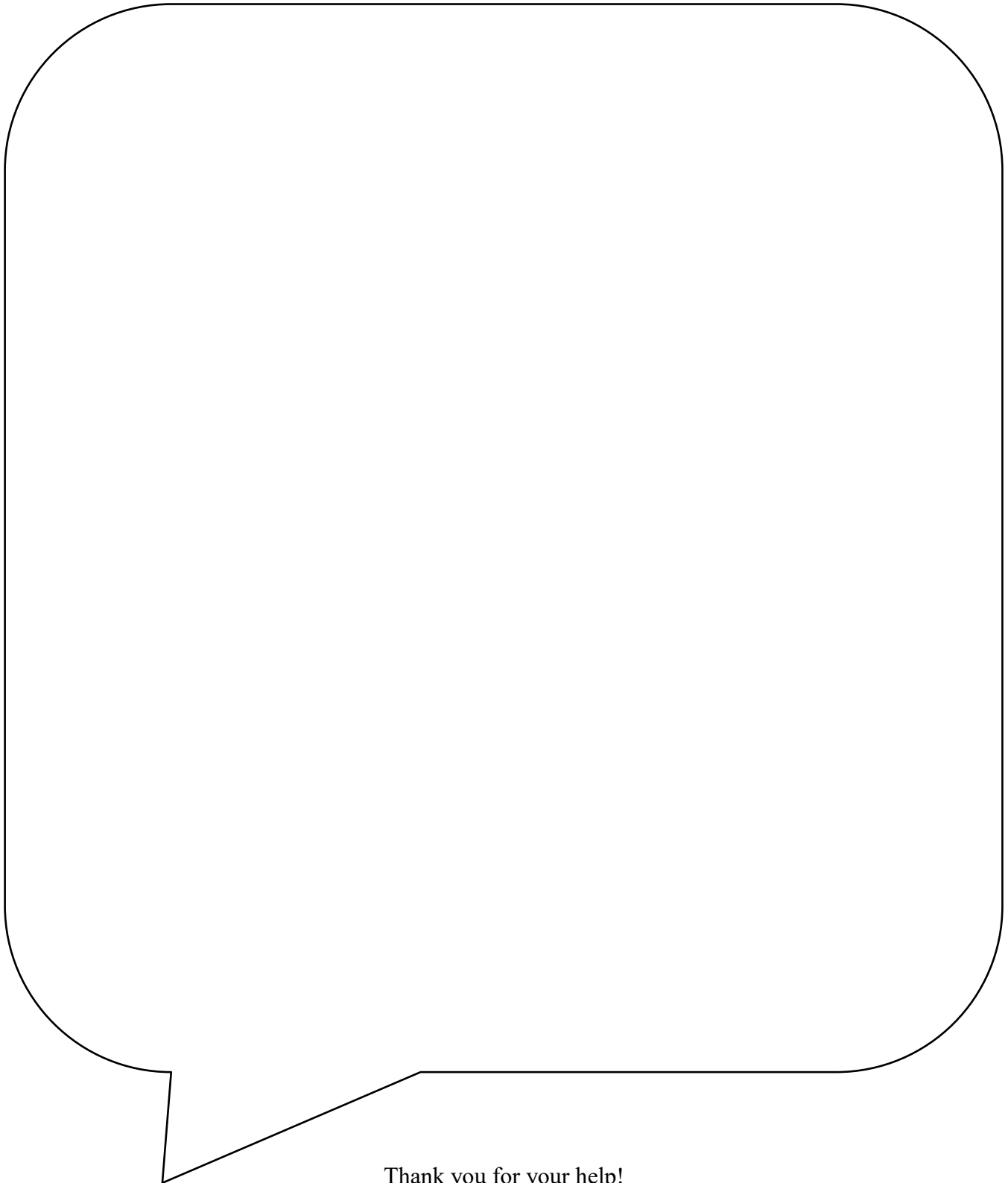
- | | | |
|--|---|---|
| <input type="checkbox"/> ₁ White | <input type="checkbox"/> ₃ Asian | <input type="checkbox"/> ₅ Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> ₂ Black/African American | <input type="checkbox"/> ₄ American Indian or Alaskan Native | <input type="checkbox"/> ₆ Hispanic or Latino |
| | | <input type="checkbox"/> ₇ Other (<i>Describe</i> _____) |

Q53. What is your total annual household income, from all sources, before taxes? Include money from jobs (wages, salary, tips, and bonuses), interest, dividends, child support, alimony, welfare, social security, disability, and retirement payments, net income from a business, farm or rent, or any other money income received by members of your family. Do not include lump-sum payments, such as money from an inheritance or sale of a home.

- | | | |
|--|--|--|
| <input type="radio"/> ₀₁ Under \$15,000 | <input type="radio"/> ₀₄ \$35,000 to \$49,999 | <input type="radio"/> ₀₇ \$100,000 to \$149,999 |
| <input type="radio"/> ₀₂ \$15,000 to \$24,999 | <input type="radio"/> ₀₅ \$50,000 to \$74,999 | <input type="radio"/> ₀₈ \$150,000 to \$199,999 |
| <input type="radio"/> ₀₃ \$25,000 to \$34,999 | <input type="radio"/> ₀₆ \$75,000 to \$99,999 | <input type="radio"/> ₀₉ \$200,000 or more |
| | | <input type="radio"/> ₁₀ Don't know |

Please provide any comments you may have on the back page.

Q54. What else would you like to say about Oregon Department of Transportation and the services it provides?



Thank you for your help!
Please return your survey in the prepaid envelope provided.