CATI ON

Q:HELLO
T:
Hello. This is _____ calling from the University of Oregon Survey Research
Laboratory. I would like to speak to a member of the household who is age 18 or
older. Would that be you? The Metropolitan Wastewater Management Commission for
Eugene and Springfield has asked us to conduct a 5-minute survey of people who
live near a (sewage pump station/wastewater treatment plant). I want to assure
you that I am not selling a thing, and that this survey is voluntary and
completely anonymous. Please do not even tell me your name. Do you have any
questions about the survey before we begin?

GET RESPONDENT ON LINE
        1   R ON LINE
CTRL-END   R NOT AVAILABLE/REFUSED/ETC. ----> SCHEDULE CALLBACK

T:14
Hello, this is ___ calling from the University of Oregon
Survey Research Laboratory. We began an interview with
_____ earlier and I'm calling back to complete that
interview.

GET RESPONDENT ON LINE
                1   R ON LINE
 CTRL-END   R NOT AVAILABLE ------> SCHEDULE CALLBACK

I:
key 1
mdi reside import.dat 25 28
save reside

Q:TRPLANT
T:

*****INTERVIEWER SCREEN ONLY********************
ENTER THE CODE FOR THE SITE THAT IS DISPLAYED.....

1   TREATMENT PLANT
2   FILLMORE
3   HARLOW
4   SKIPPER
5   TERRY
6   ENID

I:
show reside 15 5
key 1-6
save PLANT

Q:KNOW1
T:

Do you know that you live near (a sewage pump station/a wastewater treatment plant)?

1 YES
2 NO --> SKIP TO CONCERN1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1,2, 7-9
QAL NOQAL
skipto CONCERN1 2

Q:KNOW2
T:

How much do you know about what (sewage pump stations/wastewater treatment plants) are for -- a lot, some or very little?

1 A LOT
2 SOME
3 VERY LITTLE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:LOCAT1
T:

Do you know exactly where the (sewage pump station/wastewater treatment plant) is located near you?

1 YES
2 NO --> SKIP TO ODOR1
3 NOT SURE --> SKIP TO ODOR1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9
if (ans <> 1)
 skipto ODOR1
endif

Q:LOCAT2
T:

How many blocks away from your house is it?
    RECORD NUMBER OF BLOCKS

NOTE: 1 MILE=12 BLOCKS
     1.5 MILES=18 BLOCKS

96 96 OR MORE
97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
NUM 1 99 2 0 14 1

Q:APPEAR1
T:

Please think about the appearance of the (pump station/wastewater
treatment plant) and the land it is on.
Would you rate how it looks as excellent, good, fair or poor?

1 EXCELLENT--> SKIP TO ODOR1
2 GOOD--> SKIP TO ODOR1
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9
skipto ODOR1 1
skipto ODOR1 2
skipto ODOR1 7
skipto ODOR1 8
skipto ODOR1 9

Q:APPEAR2
T:

How do you think its looks could be improved?
PROBE: Is there anything else?

OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
OPN 11 1 25 80 M N

Q:ODOR1
T:

How often have you noticed smells coming from the (sewage pump
station/wastewater treatment plant) in the last year
-- always, often, sometimes, rarely or never?

1 ALWAYS
2 OFTEN
3 SOMETIMES
4 RARELY --> SKIP TO WWT
5 NEVER --> SKIP TO WWT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-5, 7-9
if (ans > 3)
 skipto WWT
endif

Q:ODOR2
T:

What seasons of the year do you mainly notice the smell
- fall, winter, spring or summer?

ENTER THE EXACT NUMBER(S)
MULTIPLE RESPONSES SHOULD BE SEPARATED BY COMMAS

1 FALL
2 WINTER
3 SPRING
4 SUMMER
5 ALL OF THE YEAR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
OPN 20 10 20 16 M N

Q:ODOR3
T:

What times of the day do you mainly notice the smell

- morning, daytime, evening, or night?

ENTER THE EXACT NUMBER(S)
MULTIPLE RESPONSES SHOULD BE SEPARATED BY COMMAS

1 MORNING
2 DAYTIME
3 EVENING (BEFORE GOING TO BED AT NIGHT)
4 NIGHT
5 ALL OF THE TIME

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
OPN 20 10 20 16 M N

Q:ODOR4
T:

Does the smell bother you a lot, some, or not at all?

1 A LOT
2 SOME
3 NOT AT ALL

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:ODOR5
T:

What does the odor smell like to you?
PROBE FROM THE LIST

1 SEWAGE, A TOILET
2 ROTTEN EGGS
3 FISH
4 AMMONIA
5 SOMETHING ELSE- SPECIFY

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-5, 7-9
if (key <> 5)
  skipto ODOR6

endif

Q:ODOR5A
T:

How does the odor smell to you?
OPEN-ENDED

I:
OPN 11 5 25 80 M N

Q:ODOR6
T:

Do you have any concerns about how the smell may affect you?

1 YES
2 NO
3 DON'T KNOW; HAVEN'T THOUGHT ABOUT IT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9
if (ans > 1)
 skipto WWT
endif

Q:ODOR7
T:

What is it about the smell that concerns you?
OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
OPN 11 5 25 80 M N

Q:WWT
T:
*********INTERVIEWER SCREEN ONLY*********************

INPUT
                1 SEWAGE PUMP STATION
                2 WASTEWATER TREATMENT PLANT

I:
SHOW RESIDE 15 5

KEY 1-2
skipto WWT1 2
skipto TRAF1 1

Q:WWT1
T:

FOR THE WASTEWATER TREATMENT PLANT NEIGHBORHOOD ONLY:

Did you know that the wastewater treatment plant uses chemicals
to clean the sewage?

PROBE: The main chemical used is chlorine.

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:WWT2
T:

How concerned are you about having chemicals at the site
-- are you very concerned, somewhat concerned, not very concerned,
or not at all concerned?

PROBE: The main chemical used is chlorine.

1 VERY CONCERNED
2 SOMEWHAT CONCERNED
3 NOT VERY CONCERNED --> SKIP TO WWT4
4 NOT AT ALL CONCERNED --> SKIP TO WWT4

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9
skipto WWT4 3
skipto WWT4 4

Q:WWT3
T:

What concerns you (about having these chemicals at the site)?
OPEN-ENDED

97 REFUSED

98 DON'T KNOW
99 NO ANSWER

I:
OPN 11 5 25 80 M N

Q:WWT4
T:

Did you know that the wastewater plant puts the treated
sewage water into the Willamette River?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:WWT5
T:

How concerned are you about this -- are you very concerned,
somewhat concerned, not very concerned, or not at all concerned?

1 VERY CONCERNED
2 SOMEWHAT CONCERNED
3 NOT VERY CONCERNED --> GO TO TRAF1
4 NOT AT ALL CONCERNED --> GO TO TRAF1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9
skipto TRAF1 3
skipto TRAF1 4

Q:WWT6
T:

What concerns you (about discharge into the river)?
OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:

OPN 11 5 25 80 M N

Q:TRAF1
T:

How often have you noticed traffic to and from the (sewage pump
station/wastewater treatment plant) in the last year
-- always, often, sometimes, rarely or never?

1 ALWAYS
2 OFTEN
3 SOMETIMES
4 RARELY--> SKIP TO NOIS1
5 NEVER --> SKIP TO NOIS1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-5, 7-9
if (ans > 3)
 skipto NOIS1
endif

Q:TRAF2
T:

What times of the day do you mainly notice the traffic
- morning, daytime, evening, or night?

ENTER THE EXACT NUMBER(S)
MULTIPLE RESPONSES SHOULD BE SEPARATED BY COMMAS

1 MORNING
2 DAYTIME
3 EVENING
4 NIGHT
5 ALL OF THE TIME

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
OPN 20 10 20 16 M N

Q:TRAF3
T:

Does the traffic bother you a lot, some, or not at all?

1 A LOT

2 SOME
3 NOT AT ALL--> SKIP TO NOIS1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9
skipto NOIS1 3

Q:TRAF4
T:

What is it about the traffic that bothers you?
OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
OPN 11 5 25 80 M N

Q:NOIS1
T:

How often have you noticed noise coming from the (sewage pump station/wastewater
treatment plant) in the last year
-- always, often, sometimes, rarely or never?

1 ALWAYS
2 OFTEN
3 SOMETIMES
4 RARELY --> SKIP TO NEIGH1
5 NEVER --> SKIP TO NEIGH1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-5, 7-9
if (ans > 3)
  skipto NEIGH1
endif

Q:NOIS2
T:

What seasons of the year do you mainly notice (it/the noise)
- fall, winter, spring or summer?

ENTER THE EXACT NUMBER(S)
MULTIPLE RESPONSES SHOULD BE SEPARATED BY COMMAS

1 FALL
2 WINTER
3 SPRING
4 SUMMER
5 ALL OF THE YEAR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
OPN 20 10 20 16 M N

Q:NOIS3
T:

What times of the day do you mainly notice the noise
- morning, daytime, evening, or night?

ENTER THE EXACT NUMBER(S)
MULTIPLE RESPONSES SHOULD BE SEPARATED BY COMMAS

1 MORNING
2 DAYTIME
3 EVENING
4 NIGHT
5 ALL OF THE TIME

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
OPN 20 10 20 16 M N

Q:NOIS4
T:

Does the noise bother you a lot, some, or not at all?

1 A LOT
2 SOME
3 NOT AT ALL--> GO TO CONCERN2

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9
skipto CONCERN2 3

Q:NOIS5
T:

What does the noise sound like to you?
PROBE: (For example,) does it sound like a fan, a low grumbling,
     or an electrical whine?

OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
OPN 15 5 25 80 M N

Q:NEIGH1
T:

Overall, how would you rate the (sewage pump station/wastewater
treatment plant) as a neighbor - excellent, good, fair or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9
skipto CONCERN2

Q:CONCERN1
T:

ONLY FOR R'S WHO DO NOT KNOW THEY LIVE IN A NEIGHBORHOOD WITH
PUMPSTATION OR TREATMENT PLANT:

Do you ever notice any odors, noise or traffic in your negihborhood
that might come from the (sewage pump station/wastewater treatment plant)?

IF YES: What are those?
PROBE: Will you describe those for me?
OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
OPN 17 5 25 80 M N

Q:CONCERN2
T:

Do you have any concerns or worries about the (sewage pump station/wastewater treatment plant) that you would like to mention?

IF YES: What are those?
PROBE: Things that have not been covered in this survey.
OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
OPN 15 5 25 80 M N

Q: GOODJOB
T:
Overall, how good a job do you think the wastewater agency is doing maintaining clean water - excellent, good, fair, poor, or do you not know?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q: TRUST1
T:
How much do you think you can trust the wastewater agency to do what is right about maintaining clean water?
Just about always, most of the time, or only some of the time?

1 JUST ABOUT ALWAYS --> SKIP TO YRSRES
2 MOST OF THE TIME --> SKIP TO YRSRES
3 ONLY SOME OF THE TIME
4 IF VOLUNTEERED: NEVER

7 REFUSED
8 DON'T KNOW

9 NO ANSWER

I:
key 1-4, 7-9
skipto YRSRES 1
skipto YRSRES 2
skipto YRSRES 7
skipto YRSRES 8
skipto YRSRES 9

Q:TRUST2
T:

Why don't you trust them (some of the time)?
OPEN-ENDED

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
OPN 11 5 25 80 M N

Q:YRSRES
T:

I would like to end the survey by asking a few questions about yourself.
First, how many years have you lived in the neighborhood (altogether)?

RECORD EXACT NUMBER OF YEARS

00 LESS THAN 1 YEAR
96 96 YEARS OR MORE
97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 20 1

Q:NEIGH2
T:

How would you rate your feelings about the neighborhood where you live?
Do you feel very positive, somewhat positive, somewhat negative
or very negative (about your neighborhood)?

1 VERY POSITIVE
2 SOMEWHAT POSITIVE
3 SOMEWHAT NEGATIVE
4 VERY NEGATIVE

7 REFUSED

8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:OWNRENT
T:

Do you own or rent your home (or something else)?

1 OWN, BUYING
2 RENT
3 LIVE THERE FREE OR FOR EXCHANGE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:CHILDREN
T:

How many children age 17 or younger live in your home?
RECORD NUMBER

6 SIX OR MORE
7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 0-9

Q:EDUC
T:

What is the highest level of education you have completed?
RECORD NUMBER OF YEARS OF EDUCATION COMPLETED

12 HIGH SCHOOL DIPLOMA/GED
14 ASSOCIATE'S DEGREE
16 BACHELOR'S DEGREE
18 MASTER'S DEGREE/PROFESSIONAL DEGREE
20 DOCTORAL DEGREE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:

```
num 0 99 2 0 20 1
if (ans > 20)
  if (ans < 97) reask
endif
```


Q:EMPLOY
T:

Are you currently working for pay, or doing something else?
PROBE: Are you keeping house, going to school, looking for work,
unable to work, retired, or something else?

1 WORKING FOR PAY, ON VACATION OR SICK LEAVE FROM REGULAR JOB
2 KEEPING HOUSE
3 GOING TO SCHOOL
4 LOOKING FOR WORK
5 UNABLE TO WORK, DISABLED
6 RETIRED
7 OTHER

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
```
num 1 99 2 0 20 1
if (ans > 7)
  if (ans < 97) reask
endif
```


Q:AGE
T:
How old are you?

96 96 OR MORE YEARS OLD
97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
```
num 17 99 2 0 20 1
```


Q:SEX
T:

Are you male or female?

1 MALE
2 FEMALE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:VOTE
T:

How often do you vote - always, often, sometimes, rarely or never?

1 ALWAYS
2 OFTEN
3 SOMETIMES
4 RARELY
5 NEVER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-5, 7-9

Q:WEALTH
T:

Would you describe your household's money situation as
above average, about average, or below average?

1 ABOVE AVERAGE
2 ABOUT AVERAGE
3 BELOW AVERAGE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:ENDING
T:

That's the end of the survey! On behalf of the Metropolitan Wastewater
Management Commission, I would like to thank you sincerely for
the time you took to answer these questions.

If we conduct another survey on sewage treatment in the future,
would you be willing to be surveyed again?

1 YES
2 NO
3 HOSTILE - DON'T ASK

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:THANKS
T:

Thank you very much, you've been very helpful.
Have a nice (day/evening).

PRESS ANY KEY TO CONTINUE

I:
key

Q:INTOBS
T:

INTERVIEWER: PLEASE RECORD ANY ADDITIONAL COMMENTS THE
RESPONDENT HAD OR YOUR OWN OBSERVATIONS IN THIS SPACE.

I:
OPN 11 5 25 80 M N

Q:INTID
T:

KEY YOUR INTERVIEWER ID

I:
num 1 99 2 0 5 1
cpl
dispos = 26
endquest

Q:NOQAL
T:

I'm sorry to have bothered you, but we've already completed enough interviews in
your area.

Thank you. Goodbye.

I:
KEY ctrlend