

## ODOT Rest area Survey

cati on

Q:HELLO

T:

Hello. This is \_\_\_\_\_ calling from the University of Oregon Survey Research Laboratory. The Oregon Department of Transportation has asked us to conduct a 5-minute survey of adults to find out what you think about highway rest areas in Oregon. I want to assure you that I am not selling a thing and that all your answers are anonymous. Do you have any questions about the survey before we begin?

1 CONTINUE  
CTRL-END R UNAVAILABLE, REFUSED, ETC.

T:14

Hello. This is \_\_\_\_\_ calling from the University of Oregon Survey Research Laboratory. We began an interview earlier and I am calling back to complete that interview.

1 CONTINUE  
CTRL-END R UNAVAILABLE, REFUSED, ETC.

I:  
key 1

Q:STOP1

T:

Over the last 12 months, did you stop at least once at an Oregon highway rest area?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-2, 7-9  
IF (KEY = 1)  
SKIPTO STOP12  
ENDIF

Q:STOPEVER

T:

Have you ever stopped at an Oregon highway rest area?

1 YES  
2 NO ---> SKIPTO NOWHY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-2, 7-9

Q:STOP12

T:

About how many times during the past twelve months did you stop at an Oregon rest area?

TYPE EXACT NUMBER OF TIMES

20 20 OR MORE TIMES IF ZERO, SKIPTO NOWHY  
97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:

NUM 0 99 2 0 12 1

Q:PHONE

T:

People have different reasons for stopping at rest areas. I'm going to read a list. For each one, please tell me if it is a reason you have stopped at a rest area in the past 12 months. The first one is using a telephone.

PROBE: have you stopped at an Oregon rest area to use a phone?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

Q:COFFEE

T:

(In the past 12 months have you stopped at an Oregon rest area/What about) to get free coffee?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

Q:TOILET

T:

(In the past 12 months, have you stopped at an Oregon rest area to use/What about using) the rest room?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

Q:RVDUMP

T:

(In the past 12 months, have you stopped at an Oregon rest area to use/What about using) an RV dumping station?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

Q:CARPROB

T:

In the past 12 months, have you stopped at an Oregon rest area because you had car trouble?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

Q:PICNIC

T:

(In the past 12 months, have you stopped at an Oregon rest area to use/What about using) a picnic area?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

Q:NAP

T:

(In the past 12 months, have you stopped at an Oregon rest area /What about) to rest, stretch or take a nap?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:  
Key 1-2, 7-9

Q:PET

T:

(In the past 12 months, have you stopped at an Oregon rest area in order to/What about) walk your pet?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:  
Key 1-2, 7-9

Q:TOURIST

T:

(In the past 12 months, have you stopped at an Oregon rest area to) get travel or tourist information?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:  
Key 1-2, 7-9

Q:VENDING

T:

(In the past 12 months, have you stopped at an Oregon rest area to) buy things from vending machines?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:  
Key 1-2, 7-9

Q:DIAPERS

T:

(In the past 12 months, have you stopped at an Oregon rest area to) stop to care for children?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

Q:OTHER

T:

Have you stopped (at an Oregon highway rest area in the past 12 months) for any other reason?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-2, 7-9

if (key = 2) skip to TIME

Q:OTHER2

T:

(What was that/What was the other reason you have used a highway rest area)?

OPEN-ENDED

I:

opn

k = anslen ANS

if (k < 2)

reask

endif

Q:TIME

T:

When you stop at a rest area, how much time do you usually spend?

PROBE: Would you say less than or more than 15 minutes?

TYPE EXACT NUMBER OF MINUTES, WHOLE NUMBERS ONLY

LESS THAN 1 MINUTE=0

61 61 MINUTES OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

NUM

Q:CLEAN

T:

Now I am going to read you a short list of features of Oregon rest areas. For each one, please tell me if you think it is excellent, good, fair or poor. The first one is the cleanliness of the restrooms.

PROBE: Would you say the cleanliness of the restrooms in Oregon rest areas is excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
key 1-5, 7-9

Q: SUPPLIES

T:  
What about supplies of paper and soap in the restrooms?

PROBE: Would you say they are excellent, good, fair or poor?

NOTE: ANSWERS MAY INCLUDE BOTH QUALITY AND QUANTITY OF SUPPLIES.

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
key 1-5, 7-9

Q: GROUNDS

T:  
What about the neatness of the grounds?

PROBE: Would you say the grounds at Oregon rest areas are excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
key 1-5, 7-9

Q: NUMBER

T:

What about the number of rest areas and how close together they are along the highway?

PROBE: Would you say the number of rest areas and distance between them is excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-5, 7-9

Q:OUTLIGHT

T:

What about outside lighting (at Oregon rest areas)?

PROBE Would you say it is excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-5, 7-9

Q:INLIGHT

T:

What about inside lighting (at Oregon rest areas)?

PROBE: Would you say it is excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-5, 7-9

Q:SAFETY

T:

What about your feelings of personal safety (in Oregon rest areas)?

PROBE: Would you say they are excellent, good, fair or poor?

NOTE: EXCELLENT WOULD MEAN R FEELS VERY SAFE.

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-5, 7-9

Q:HANDICAP

T:

What about handicapped facilities (in Oregon rest areas)?

PROBE: Would you say they are excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-5, 7-9

Q:PARKING

T:

What about parking facilities (in Oregon rest areas)?

PROBE: Would you say they are excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-5, 7-9

Q:TOURINFO

T:



What about tourist Information (in Oregon rest areas)?

PROBE: Would you say it is excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 5 IT VARIES (IF VOLUNTEERED)
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
key 1-5, 7-9

Q:NOWHY

T:

Is there a particular reason that you do not stop at Oregon Highway rest areas?

OPEN ENDED

Q:FUEL

T:

There has been some discussion about providing commercial services at rest areas. That is, private businesses would contract with the state to sell products and services in rest areas. As I read from a list of commercial services, please tell me if you or a member of your household would (more often/be more likely to) stop at a highway rest area if this service was provided. The first is gas or fuel.

PROBE: Would you (more often/be more likely to) stop at a highway rest area if gas or fuel was provided?

- 1 YES
- 2 NO
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KEY 1-3, 7-9

Q:SERVICE

T:

What about vehicle repair services?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if vehicle repair service was provided?

- 1 YES
- 2 NO
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KEY 1-3, 7-9

Q:EATS

T:

What about a restaurant?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if a restaurant was there?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

KEY 1-3, 7-9

Q:TRAFFIC

T:

What about traffic information?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if traffic information was provided?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

KEY 1-3, 7-9

Q:WEATHER

T:

What about weather information?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if weather information was provided?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

KEY 1-3, 7-9

Q:LODGING

T:

What about reservations services for motels, hotels and campgrounds?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if lodging reservations was provided?

1 YES

2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KEY 1-3, 7-9

Q:ATM

T:

(What about) an automated teller machine?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if an automated teller machine was provided?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KEY 1-3, 7-9

Q:DISPATCH

T:

(What about) a truck dispatch service?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if a truck dispatch service was provided?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KEY 1-3, 7-9

Q:STORE

T:

(What about) a convenience store?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if a convenience store was provided?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KEY 1-3, 7-9

Q:POST

T:

(What about) postal services?

PROBE: Would you (more often/be more likely to) stop at a highway rest area if postal service was provided?

- 1 YES
- 2 NO
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KEY 1-3, 7-9

Q: WHATOTHR

T:

Are there any other commercial products or services that I have not mentioned that would make you or a member of your household more likely to stop at a highway rest area?

IF YES: What are they?

OPEN-ENDED

I:

opn

m= anslen ANS

if (m < 2)

reask

endif

Q:FEEL

T:

Overall, how do you feel about commercial products and services like these being offered at highway rest areas? Do you feel very favorable, somewhat favorable, not very favorable, or not favorable at all?

- 1 VERY FAVORABLE
- 2 SOMEWHAT FAVORABLE
- 3 NOT VERY FAVORABLE
- 4 NOT FAVORABLE AT ALL
  
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

key 1-5, 7-9

Q: ADD

T:

Is there anything else you would like to add about commercial services being available in rest areas?

OPEN ENDED

opn

r = anslen ANS

if (r < 2)

reask

endif

Q:GENERAL

T:

Is there anything else you would like to say about Oregon rest areas in general?

OPEN-ENDED

opn

r = anslen ANS

if (r < 2)

reask

endif

Q:AGE

T:

I would like to end the survey with some questions about you and your household. First, how old are you?

TYPE EXACT NUMBER OF YEARS, NO DECIMALS

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

NUM 18 99 2 0 12 1

Q:SEX

T:

Are you male or female?

1 MALE  
2 FEMALE  
  
7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

key 1-2, 7-9

Q:HHNUM

T:

How many people live in your household most of the time, including yourself?

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

Q:WORK

T:

Are you employed, outside your home, in a job that requires you to drive a car or truck out of town?

PROBE: That might be your own vehicle or one provided by your employer.

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

key 1-2, 7-9  
if (key > 1)  
skipto END  
endif

Q: MILES

T:

About how many out-of-town or highway miles do you drive on the job each month, on average?

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

Q:END

T:

That is the end of the survey! On behalf of the Oregon Department of Transportation, I'd like to thank you sincerely for taking part in this survey. Is there anything else you would like to say about rest areas?

OPEN-ENDED

Good-bye.

I:

opn 6 1 25 80 M N

r = anslen ANS

if (r < 2)

reask

endif

Q:INTOBS

T:

INTERVIEWER OBSERVATIONS-

TPYE ANY RELEVANT COMMENTS IN THE BOX BELOW.

I:

OPN 10 1 25 80 M N

Q:INTID

T:

INPUT YOUR INTERVIEWER ID NUMBER

I:

NUM 0 999 3 0 10 1

DATE = SYSDATE

CPL

DISPOS = 26

ENDQUEST

Q:NOQAL

T:

I'm sorry to have bothered you. Thanks for your time. Good-bye.

PRESS 1 TO TERMINATE CALL

I:

key 1

DISPOS = 22