

*Note: Variable names and skip logic are indicated in CAPS. Questions are **bolded**. Respondent instructions are in italics.*

| |
|--|
| Section I – “How Useful TripCheck Is For You” |
|--|

VISIT3

How often do you typically visit TripCheck?

(If it varies, please think about the past month.)

- 1 Five or more times per week
- 2 Three or four times per week
- 3 Once or twice per week
- 4 Three or four times per month
- 5 Once a month or less --> SKIPTO LEARN
- 6 Other - Please specify _____ (VISIT3TXT) --> SKIPTO LEARN
- 9 No Answer Selected → SKIPTO LEARN

VIS_HOW3

Do you use TripCheck more in certain seasons of the year, or do you use it the same all year round?

- 1 More in certain seasons
- 2 Same all year round --> SKIPTO LEARN
- 9 No Answer Selected -> SKIPTO LEARN

VIS_HOW4

In what season do you most often use TripCheck?

- 1 Spring (March, April, May)
- 2 Summer (June, July, August)
- 3 Fall (September, October, November)
- 4 Winter (December, January, February)
- 9 No Answer Selected

VIS_HOW5

In what season do you use TripCheck second most often?

- 1 Spring (March, April, May)
- 2 Summer (June, July, August)
- 3 Fall (September, October, November)
- 4 Winter (December, January, February)
- 9 No Answer Selected

LEARN

How did you first learn about TripCheck?

OPEN-ENDED

****Break into a two step process. Which used, then rank...**

| <p>FEATURE01-FEATURE01</p> <p>What TripCheck features do you <u>use regularly</u>?</p> <p><i>Please check the bubble next to items you use.</i></p> <p><i>Selected =1, Not Selected=9</i></p> | <p>FEATRATE01-FEATRATE09</p> <p>For those features that you use, how do you rate the <u>quality of information</u> TripCheck supplies?</p> <p><i>No Answer Selected = 9</i></p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;"><i>Excellent (1)</i></th> <th style="text-align: center;"><i>Very good (2)</i></th> <th style="text-align: center;"><i>Good (3)</i></th> <th style="text-align: center;"><i>Fair (4)</i></th> <th style="text-align: center;"><i>Poor (5)</i></th> </tr> </thead> <tbody> <tr> <td>1. Camera views</td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> </tr> <tr> <td>2. Incident reports (traffic delays, accidents, etc.).....</td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> <td align="center"><input type="radio"/></td> </tr> </tbody> </table> | | <i>Excellent (1)</i> | <i>Very good (2)</i> | <i>Good (3)</i> | <i>Fair (4)</i> | <i>Poor (5)</i> | 1. Camera views | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 2. Incident reports (traffic delays, accidents, etc.)..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|--|--|--------------------------|--------------------------|--------------------------|-----------------------|---------------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | <i>Excellent (1)</i> | <i>Very good (2)</i> | <i>Good (3)</i> | <i>Fair (4)</i> | <i>Poor (5)</i> | | | | | | | | | | | | | | |
| 1. Camera views | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | | | | | | | | | | | | | |
| 2. Incident reports (traffic delays, accidents, etc.)..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | | | | | | | | | | | | | |

| | | | | | | |
|---|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 3. Road conditions and construction information | <input type="radio"/> → | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Weather reports | <input type="radio"/> → | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Snow parks/scenic byways/rest areas | <input type="radio"/> → | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Rideshare opportunities | <input type="radio"/> → | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Bicycle information | <input type="radio"/> → | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Public Transportation | <input type="radio"/> → | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Commercial Trucking | <input type="radio"/> → | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

FIND1

How often have you been able to find the information you need on TripCheck?

- 1 Always-->SKIPTO EASE
- 2 Usually-->SKIPTO EASE
- 3 Sometimes-->SKIPTO EASE
- 4 Rarely
- 5 Never
- 9 No Answer Selected

FIND2

What were you looking for that you could not find?

OPEN-ENDED

USEFUL

Overall, how useful is the information you find on the TripCheck Web site?

- 1 Very useful
- 2 Somewhat useful
- 3 Not very useful
- 4 Not at all useful
- 9 No Answer Selected

ACCURACY

Overall, how accurate is the information you find on the TripCheck Web site?

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not at all accurate
- 9 No Answer Selected

CHANGE

If there were one thing you could change or improve about TripCheck, what would it be?

OPEN ENDED

FEATUR2

What one new feature would you like to see ADDED to TripCheck?

OPEN ENDED

RCPHONE

Have you ever called ODOT's Road Condition telephone system (800 977-ODOT)?

- 1 Yes
- 2 No
- 9 No Answer Selected

Section II – “How You Use TripCheck to Plan a Trip and Check Road Conditions”

PLAN

Today, did you visit TripCheck to plan a trip of any type, whether a short commute or a long vacation?

- 1 Yes
- 2 No --> SKIPTO PUBTRAN
- 9 No Answer Selected

PLAN1

What type of trip did you visit TripCheck to plan for?

Please select the one category that most closely matches your trip.

- 1 Work-related trip, less than 60 miles
- 2 Work-related trip, more than 60 miles
- 3 Recreation- or sport-related trip, e.g., to attend an event, ski, hike, hunt, etc.
- 6 Other - Please specify _____ (PLAN1TXT)
- 9 No Answer Selected

PLAN2

Is your destination in Oregon, or will you travel through Oregon on your way to another destination?

- 1 Destination in Oregon
- 2 Traveling through Oregon
- 3 Both
- 9 No Answer Selected

PLAN3

For the trip you are planning, what mode of transportation will you use?

- 1 Personal vehicle
- 2 Commercial truck, e.g., commercially licensed semi
- 3 Company car, truck, van, or motorcycle (except semi's)
- 4 Bus
- 5 Train --> SKIPTO PUBTRAN
- 6 Air --> SKIPTO PUBTRAN
- 7 Air and rental car
- 8 Other combination of above, please specify _____ (PLAN3TXT)--> SKIPTO PUBTRAN
- 9 No Answer Selected

PLAN5A

How easy or difficult was it for you to plan your trip on Tripcheck by route or itinerary (e.g. along Interstate 5 between Portland and Ashland)?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- 9 No Answer Selected

PLAN61 – PLAN66

Please tell us what types of trip planning systems you prefer to see on TripCheck, which are just OK and which types you actively dislike.

Please check one bubble for each line.

For each line: No Answer Selected = 9

- 1. Maps organized section by section, like TripCheck now
- 2. Maps organized city by city (For example Salem to Bend)

| Prefer | OK | Dislike |
|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- 3. Maps organized by major highways.....
- 4. Most scenic routes.....
- 5. Routes with shortest distance.....
- 6. Routes with least delays.....

| | | |
|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

ROADCON1

Did you sign on to TripCheck today partly to find information about road conditions for your trip?

- 1 Yes
- 2 No --> SKIPTO PUBTRAN
- 9 No Answer Selected

ROADCON2

In previous visits have you found the road condition information you needed?

- 1 Yes--> SKIPTO ROADCON4
- 2 No
- 9 No Answer Selected

ROADCON3

What were you looking for that you could not find?

- OPEN-ENDED
- > ALL SKIPTO ROADCON5

ROADCON4

In previous visits, how easy or difficult was it for you to find the road condition information you needed on TripCheck?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- 9 No Answer Selected

ROADCON5

Is TripCheck your primary source of information related to road conditions?

- 1 Yes-->SKIPTO TRIPCHA
- 2 No
- 9 No Answer Selected

ROADCON6

What is your primary source for road condition information?

- 1 Radio
- 2 Television
- 3 Other web sites
- 4 Other - Please specify media type and name _____ (ROADCON6TXT)
- 9 No Answer Selected

TRIPCHA

Will you change your travel plans based on road condition information you found on TripCheck?

- 1 Yes, or probably
- 2 Maybe, not sure yet
- 3 No--> SKIPTO PUBTRAN
- 9 No Answer Selected

TRIPCHA1 (9 No Answer Selected)

How will you most likely change your travel plans? Will you ...

- Change your trip route?
- Travel by air, train or bus instead of your personal/work vehicle?.....
- Ask someone else to drive?
- Change the time of day you travel?
- Change the date you travel?
- Cancel your trip?

| Yes | Maybe | No |
|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Section III – Respondents’ use of TripCheck for public transit

PUBTRAN

Have you ever used TripCheck to get information about public transportation, such as bus or train routes or schedules?

- 1 Yes
- 2 No --> SKIPTO CONGMAP1
- 9 No Answer Selected

PUBTRAN1

What type of information have you looked for?

Please check one bubble on each line.

(9 No Answer Selected)

| | Yes | No |
|--|-----------------------|-----------------------|
| 1. Bus routes/schedules | <input type="radio"/> | <input type="radio"/> |
| 2. Amtrak train routes/schedules | <input type="radio"/> | <input type="radio"/> |
| 3. Airport locations | <input type="radio"/> | <input type="radio"/> |

PUBTRAN3

How often do you use TripCheck to get information about any type of public transportation?

(If it varies, please think about the past month.)

- 1 Five or more times per week
- 2 Three or four times per week
- 3 Once or twice per week
- 4 Three or four times per month
- 5 Once a month or less --> SKIPTO CONGMAP1
- 6 Other - Please specify ____ (PUBTRAN3TXT) --> SKIPTO CONGMAP1
- 9 No Answer Selected

PUBTRAN4

How often have you been able to find the information you need about public transportation?

- 1 Always-->SKIPTO PUBTRAN6
- 2 Usually-->SKIPTO PUBTRAN6
- 3 Sometimes-->SKIPTO PUBTRAN6
- 4 Rarely
- 5 Never
- 9 No Answer Selected

PUBTRAN5

What were you looking for that you could not find?

OPEN-ENDED

PUBTRAN7

How accurate is the public transportation information you find on TripCheck?

- 1 Very accurate
- 2 Somewhat accurate
- 3 Not very accurate
- 4 Not at all accurate
- 9 No Answer Selected

Section IV – Opinions and behavior related to upgrading TripCheck

CONGMAP1

ODOT is in the process of upgrading and enhancing TripCheck and needs your help in deciding which new features the public would value most. Please examine each feature below and give us your opinion.

Would you use such a congestion map for the Portland metro area on TripCheck?

- 1 Yes
- 2 No --> SKIPTO TTP1
- 9 No Answer Selected

CONGMAP2

How important would such a congestion map be to you?

- 1 Very important
- 2 Somewhat important
- 3 Not very important
- 4 Not at all important
- 9 No Answer Selected

RCM1

Would you use information formatted for delivery to cell phones and PDA's from TripCheck?

- 1 Yes
- 2 No --> SKIPTO TRUCK1
- 9 No Answer Selected

RCM2

How important would such information delivered via cell phone or PDA be to you?

- 1 Very important
- 2 Somewhat important
- 3 Not very important--> SKIPTO TRUCK1
- 4 Not at all important--> SKIPTO TRUCK1
- 9 No Answer Selected

RCM3

How would you prefer to see road construction and maintenance information presented on TripCheck? Please indicate below which options you prefer, which are just OK and which types you actively dislike.

Please check one bubble for each line.

(9 No Answer Selected)

Road construction and maintenance information organized by ...

- 1. routes with least road construction.....
- 2. routes with shortest distance
- 3. state section, like TripCheck now
- 4. city by city (For example Salem to Bend)
- 5. by major highways

| P r e f e r | O K | D i s l i k e |
|----------------------------|-----------------------|---------------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

TRUCK1

Would you use the trucking information described below on TripCheck?

- 1 Yes
- 2 No --> SKIPTO CS1

9 No Answer Selected

TRUCK2

How important would such trucker information be to you?

- 1 Very important
- 2 Somewhat important
- 3 Not very important--> SKIPTO CS1
- 4 Not at all important--> SKIPTO CS1
- 9 No Answer Selected

TRUCK3

How would you prefer to see trucker information presented on TripCheck? Please indicate below which options you prefer, which are just OK and which types you actively dislike.

Please check one bubble for each line.

(9 No Answer Selected)

Trucker information organized by ...

- 1. routes with least road construction.....
- 2. routes with shortest distance
- 3. routes with shortest time
- 4. state section, like TripCheck now
- 5. city by city (For example Salem to Bend)
- 6. by major highways

| Prefer | OK | Dislike |
|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CS1

Would you use commercial services information on TripCheck (e.g., restaurants, hotels and gas stations)?

- 1 Yes
- 2 No -->SKIPTO TD1
- 9 No Answer Selected

CS2

How important would such information about commercial services be to you?

- 1 Very important
- 2 Somewhat important
- 3 Not very important-->SKIPTO TD1
- 4 Not at all important-->SKIPTO TD1
- 9 No Answer Selected

CS3

How would you prefer to see commercial services information presented on TripCheck? Please indicate below which options you prefer, which are just OK and which types you actively dislike.

Please check one bubble for each line.

(9 No Answer Selected)

Commercial services information organized by ...

- 1. by Service type (eg Gas, Food, Lodging)
- 2. by Exit number
- 3. state section, like TripCheck now
- 4. printable map
- 5. by major highways

| Prefer | OK | Dislike |
|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

TD1

Would you use information on roadside tourist attractions if it were on TripCheck (e.g., Scenic byways, historic markers, museums. Points of interest, etc..)?

1 Yes

2 No -->SKIPTO BS1

9 No Answer Selected

TD2

How important would such information on roadside tourist attractions be to you?

1 Very important

2 Somewhat important

3 Not very important-->SKIPTO PUBTC2

4 Not at all important-->SKIPTO PUBTC2

9 No Answer Selected

TD3

How would you prefer to see roadside tourist attraction information presented on TripCheck? Please indicate below which options you prefer, which are just OK and which types you actively dislike.

Please check one bubble for each line.

(9 No Answer Selected)

Tourist destination information organized by

...

- 1. routes with least road construction
- 2. routes with shortest distance
- 3. state section, like TripCheck now
- 4. city by city
- 5. by major highways

| | Prefer | OK | Dislike |
|--|-----------------------|-----------------------|-----------------------|
| 1. routes with least road construction | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. routes with shortest distance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. state section, like TripCheck now | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. city by city | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. by major highways | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

PUBTC2

If TripCheck were available at rest areas in a non-interactive display, which features would you most want to see?

(9 No Answer Selected)

Please check the bubble next to items you are most likely to use.

- 1. Cameras
- 2. Road conditions and construction information
- 3. Weather reports
- 4. Snow parks/Scenic Byways/Rest areas
- 5. Commercial services (motels, restaurants, gas stations, etc.)

| |
|-----------------------|
| <input type="radio"/> |
| <input type="radio"/> |
| <input type="radio"/> |
| <input type="radio"/> |
| <input type="radio"/> |

Section V – Respondent characteristics

AGE

The final section of this questionnaire will help provide better services to different TripCheck user groups.

What is your age? ____

SKILL

How would you rate your skills in using the World Wide Web?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

9 No Answer Selected

ZIPHOME

What is your home ZIP code (or postal code)? _____

EMPLOY1

Are you currently working for pay, either full-time or part-time?

1 Yes

2 No

9 No Answer Selected

EMPLOY2

Do you drive a car, truck or van as a regular part of your job duties?

1 Yes

2 No--> SKIPTO EMPLOY4

9 No Answer Selected

EMPLOY3

Approximately what portion of your work time do you spend driving?

1 Less than 10 percent

2 Ten percent to one-third

3 One-third to two-thirds

4 Two-thirds or more

9 No Answer Selected

EMPLOY4

Is your employer a trucking company?

1 Yes

2 No--> SKIPTO EMPLOY6

9 No Answer Selected

EMPLOY5

What type of trucking company?

1 Owner operated

2 Small business fleet (less than 50 trucks/vehicles)

3 Large business fleet (more than 50 trucks/vehicles)

4 Other - please specify _____(EMPLOY5TXT)

9 No Answer Selected

ZIPWORK

What is your work ZIP code (or postal code)? _____

ACCESS1

Do you access TripCheck mainly from work, mainly from home or regularly from both?

- 1 Mainly from work
- 2 Mainly from home
- 3 Regularly from both
- 9 No Answer Selected

ENDING

This is the end of the survey. Thank you for your answers.

Is there anything else that you would like to add?

OPEN-ENDED