

**ODOT Traveller Information Survey
Ci3 Instrument**

CATION
Q:HELLO1

T:
Hello. The Oregon Department of Transportation has asked us to conduct an 8-minute survey about how commuters in the Portland tri-county area get information about traffic congestion and weather problems. My name is _____, calling from the University of Oregon Survey Research Laboratory. I need to speak with an adult [age 18 or older] who has traveled to work or school at least three times a week sometime in the past 6 months. Is that you?

1 YES, COMMUTER ON PHONE --> SKIPTO HELLO2
2 NO

I:
Key 1,2
IF (ANS = 1) SKIPTO HELLO2

Q:HELLO1A

T:
Has any adult [age 18 or older] in your household traveled to work or school at least three times a week in the past six months?

IF YES: May I please speak with that person?

NOTE: IF R UNAVAILABLE, REQUEST AND RECORD INFO TO AID NEXT T'R CALLING BACK, E.G., FIRST NAME OR INITIALS.

1 COMMUTER ON PHONE --> SKIP BACK TO HELLO1
2 NO COMMUTER IN HOUSEHOLD --> SKIPTO NOQUAL

CTRL/END --> R NOT AVAILABLE, SCHEDULE CALLBACK

I:
Key 1,2, 7-9
IF (ANS = 1) SKIPTO HELLO1
IF (ANS = 2) SKIPTO NOQUAL

Q:HELLO2

T:
I want to assure you that I am not selling a thing, and that this survey is completely anonymous and voluntary. [Please do not even tell me your name.] Before we begin the survey, do you have any

questions?

PROBE: The purpose of this survey is to help find better ways to provide people with traffic and weather information and thereby reduce road congestion in the Portland tri-county area.

NOTE: COMMUTE LENGTH DOES NOT MATTER AS A QUALIFIER (TIME OR DISTANCE).
NOTE: INCLUDE STUDENTS ON VACATION WHO COMMUTE DURING THE SCHOOL YEAR.
EXCLUDE PEOPLE WHO TELECOMMUTE FROM HOME TO WORK 3 OR MORE DAYS PER WEEK.

1 COMMUTER ON PHONE
CTRL/END --> SCHEDULE CALLBACK

I:
Key 1

Q:HELLO3

T:
We appreciate your cooperation. [I'd like to begin the survey now.]

1 OK
CTRL/END NO --> SCHEDULE CALLBACK

I:
Key 1

Q:WHEREGO

T:
[To help me ask the survey questions more quickly], I need to know if you usually commute to *work* or to *school* or both?

PROBE FOR STUDENTS ON SUMMER VACATION: Please tell me about your usual experiences during the school year.

NOTE: KEEP THIS INFO IN MIND AS YOU READ THE SURVEY QUESTIONS!

1 WORK
2 SCHOOL
3 BOTH WORK AND SCHOOL

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-3, 7-9

Q:INFO1

T:

[Thank you.] The first group of questions is about where you get information about traffic congestion, road construction, bad weather, and other problems that could affect your commute to or from (work/ school/ work and school) in the past six months. Has television been a source of information for you?

PROBE: [For example,] have you watched television to see if bad weather or road construction might affect your usual route [to or from (work/ school/ work and school)]?

PROBE FOR STUDENTS ON SUMMER VACATION: During the school year, did you get such information on television?

1 YES

2 NO

3 IF VOLUNTEERED: NEVER GET SUCH INFO --> SKIPTO TOTRAN

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

QUOTAVAR = 1

Key 1-3, 7-9

QAL NOQUAL

IF (ANS = 3) SKIPTO TOTRAN

Q:INFO2

T:

Have you listened to traffic and weather reports on the radio [to get information about traffic congestion, bad weather, or other travel problems] [that could have affected your commute] [in the past six months]?

1 YES

2 NO

3 IF VOLUNTEERED: NEVER GET SUCH INFO --> SKIPTO TOTRAN

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3, 7-9

IF (ANS = 3) SKIPTO TOTRAN

Q:INFO3

T:

Have you looked up information on the World Wide Web [about traffic congestion, bad weather, or other travel problems] [that could have affected your commute] [in the past six months]?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: NEVER GET SUCH INFO --> SKIPTO TOTRAN

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

I:

Key 1-3, 7-9

IF (ANS = 3) SKIPTO TOTRAN

Q:INFO4

T:

Have you called a special telephone number [to get information about traffic congestion, bad weather, or other travel problems] [that could have affected your commute] [in the past six months]?

PROBE: Such as a telephone number for ODOT.

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: NEVER GET SUCH INFO --> SKIPTO TOTRAN

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

I:

Key 1-3, 7-9

IF (ANS = 3) SKIPTO TOTRAN

Q:INFO5

T:

Has a family member, friend or co-worker given you information [about traffic congestion, bad weather, or other travel problems] [that could have affected your commute] [in the past six months]?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: NEVER GET SUCH INFO --> SKIPTO TOTRAN

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

I:

Key 1-3, 7-9

IF (ANS = 3) SKIPTO TOTRAN

Q:INFO6

T:

Have you seen reader boards or electronic message signs on your commute?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: NEVER GET SUCH INFO --> SKIPTO TOTRAN

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

I:

Key 1-3, 7-9

IF (ANS = 3) SKIPTO TOTRAN

Q:INFO7

T:

Have you gotten traffic and weather information from any other sources [that could have affected your commute] [in the past six months]?

- 1 YES
- 2 NO --> SKIPTO INFO8
- 3 IF VOLUNTEERED: NEVER GET SUCH INFO --> SKIPTO TOTRAN

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

I:

Key 1-3, 7-9

IF (ANS = 3) SKIPTO TOTRAN

IF (ANS = 2) SKIPTO INFO8

IF (ANS = 7) SKIPTO INFO8

IF (ANS = 8) SKIPTO INFO8

IF (ANS = 9) SKIPTO INFO8

Q:INFO7B

T:

What are those [other sources of traffic and weather

information]?

OPEN-ENDED - RECORD R'S WORDS VERBATIM

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:INFO8

T:

From what source did you get the *most* information about traffic and weather problems in the past six months?

PROBE FROM ANSWER CATEGORIES

- 1 TELEVISION
- 2 RADIO
- 3 WORLD WIDE WEB
- 4 CALL SPECIAL PHONE NUMBER
- 5 FAMILY MEMBER OR FRIEND
- 6 READER BOARDS
- 7 OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

COUNTER = 0

IF (INFO1 = 1) counter = counter + 1

IF (INFO2 = 1) counter = counter + 1

IF (INFO3 = 1) counter = counter + 1

IF (INFO4 = 1) counter = counter + 1

IF (INFO5 = 1) counter = counter + 1

IF (INFO6 = 1) counter = counter + 1

IF (INFO7 = 1) counter = counter + 1

IF (COUNTER < 2) skipto INFOOFT

if (INFO1 <> 1) show "" 8 1 70

if (INFO2 <> 1) show "" 9 1 70

if (INFO3 <> 1) show "" 10 1 70

if (INFO4 <> 1) show "" 11 1 70

if (INFO5 <> 1) show "" 12 1 70

if (INFO6 <> 1) show "" 13 1 70

if (INFO7 <> 1) show "" 14 1 70

num 1 99 2 0 20 10

If (ANS > 7)

If (ANS < 97) reask
EndIf

Q:INFOFT

T:
How many days per week do you get traffic and weather information
that affects your commuting?

PROBE FROM ANSWER CATEGORIES

- 1 EVERY DAY [5-7 DAYS PER WEEK]
- 2 ALMOST EVERY DAY [4-5 DAYS PER WEEK]
- 3 2-3 DAYS PER WEEK
- 4 1-2 DAYS PER WEEK
- 5 LESS THAN ONCE PER WEEK
- 6 IF VOLUNTEERED: IT DEPENDS, IT VARIES
- 7 IF VOLUNTEERED: OTHER --> SPECIFY

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 1 99 2 0 20 10
oth 7
If (ANS > 7)
If (ANS < 97) reask
EndIf

Q:INFO9

T:
Do you usually seek out traffic and weather information
deliberately to guide your commute, or do you just learn about it
in passing?

PROBE: For example, do you turn on the television or radio to
find this information, or do you just hear it when the TV or
radio is on for another purpose?

- 1 SEEK INFO DELIBERATELY
- 2 LEARN IN PASSING
- 3 IF VOLUNTEERED: BOTH, IT DEPENDS
- 4 IF VOLUNTEERED: OTHER

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

I:
Key 1-4, 7-9

Q:INFO10

T:
Is (this / traffic and weather) information important to you all year round, or only in bad weather?

- 1 YEAR ROUND
- 2 DURING BAD WEATHER
- 3 IF VOLUNTEERED: BOTH
- 4 IF VOLUNTEERED: OTHER

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

I:
Key 1-4, 7-9

Q:CHANGE1

T:
Have traffic, weather, or construction problems ever been so bad in the past six months that you were not able to go to (work / school / work and school), or get home?

- 1 YES
- 2 NO

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

I:
Key 1,2, 7-9

Q:CHANGE2

T:
Have you changed the time you left home or left work because of traffic or weather problems?

- 1 YES
- 2 NO

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

I:
Key 1,2, 7-9

Q:CHANGE3

T:
Have you taken an entirely different route than usual to avoid a problem area?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9

Q:CHANGE4

T:
Have you taken a *slightly* different route than usual to avoid a problem area?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9

Q:CHANGES

T:
Have you used a different mode of transportation because of traffic or weather problems?

PROBE: Such as Max, a bus or taxi.

1 YES
2 NO

7 REFUSED
8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

COUNTER = 0

if (CHANGE1 = 1) COUNTER = COUNTER + 1

if (CHANGE2 = 1) COUNTER = COUNTER + 1

if (CHANGE3 = 1) COUNTER = COUNTER + 1

if (CHANGE4 = 1) COUNTER = COUNTER + 1

if (CHANGE5 = 1) COUNTER = COUNTER + 1

IF (COUNTER < 2) SKIPTO TOTRAN

Q:CHANGE6

T:

What *one* of these do you do most often when you hear about traffic or weather problems [along your usual route] [to or from (work/ school/ work and school)]?

PROBE FROM LIST, REPEATING THOSE R MENTIONED ABOVE

1 NOT GO OR COME HOME

2 CHANGED TIME

3 TAKE ENTIRELY DIFFERENT ROUTE

4 TAKE SLIGHTLY DIFFERENT ROUTE

5 USE DIFFERENT TRANSPORTATION MODE

6 IF VOLUNTEERED: OTHER

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

if (CHANGE1 <> 1) show "" 8 1 70

if (CHANGE2 <> 1) show "" 9 1 70

if (CHANGE3 <> 1) show "" 10 1 70

if (CHANGE4 <> 1) show "" 11 1 70

if (CHANGE5 <> 1) show "" 12 1 70

if (CHANGE6 <> 1) show "" 13 1 70

Key 1-9

Q:TOTRAN

T:

What mode of transportation do you usually use to get to (work/ school/ work and school)?

PROBE FROM ANSWER CATEGORIES

PROBE FOR "IT VARIES": *Last week* how did you usually get to

(work / school / work and school)?

- 1 BICYCLE
- 2 BUS, STREETCAR, PLUS SOME WALKING
- 3 CAR, TRUCK, OR VAN
- 4 CARPOOL
- 5 MAX, LIGHT RAIL
- 6 MOTORCYCLE
- 7 TAXI
- 8 WALK
- 9 MULTIPLE MODES
- 10 IF VOLUNTEERED: OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

```
num 1 99 2 0 20 20
IF (ANS > 10)
    IF(ANS < 97) REASK
ENDIF
```

Q:GOOFT

T:

How many days per week do you usually commute to (work / school / work and school)?

PROBE FOR STUDENTS ON SUMMER VACATION: During the school year, [REPEAT Q].

OPEN-ENDED NUMBER. ENTER EXACT NUMBER 1-7, NO ZEROES.

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

```
num 1 99 2 0 20 10
If (ANS > 7)
    If (ANS < 97) reask
Endif
```

Q:MILES

T:

How many miles do you usually commute *one way* to (work / school /

work and school) [as a passenger or a driver] [altogether]?

PROBE: Including any drop-offs, pick-ups, or errands that you do most days.

PROBE FOR DROP-OFFS/PICKUPS: How many miles do you actually travel altogether?

OPEN-ENDED NUMBER. ENTER EXACT NUMBER 0=96.

0 = LESS THAN 1 MILES
96 = 96 OR MORE MILES

96 96 OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 20 20
IF (TOTRAN = 8) SKIPTO TOMIN

Q:HWY1

T:
Do you usually commute on Interstate 5, Interstate 205, Interstate 84, Highway 26, or Highway 217 [going to or from (work / school / work and school)]?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9

Q:HWY2

T:
Do you usually travel on any other busy highway [going to or from (work / school / work and school)]?

1 YES
2 NO --> SKIPTO TOMIN

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
IF (ANS <> 1) SKIPTO TOMIN

Q:HWY2A

T:
Which ones?

PROBE: Which other busy highways do you usually take?

OPEN-ENDED - RECORD R'S WORDS VERBATIM

TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:TOMIN

T:
How many minutes does your commute usually take to (work /
school / work and school)?

PROBE: Including any drop-offs, pick-ups, or errands that you do
most days.

PROBE FOR "IT VARIES": On an average day (REPEAT Q).

OPEN-ENDED NUMBER. ENTER EXACT NUMBER 1=180.

1 = ONE MINUTE OR LESS
180 = 180 OR MORE MINUTES, 3 OR MORE HOURS

997 REFUSED
998 DON'T KNOW
999 NO ANSWER

I:
num 1 999 3 0 20 20
IF (ANS > 180)

IF (ANS < 997) REASK
ENDIF

Q:FROMIN

T:
How many minutes does your return trip usually take [on average]
from (work / school / work and school)?

PROBE: Including any drop-offs, pick-ups, or errands that you do
most days.

PROBE FOR "IT VARIES": On an average day (REPEAT Q).

OPEN-ENDED NUMBER. ENTER EXACT NUMBER 1=180.

1 = 1 MINUTE OR LESS
180 = 180 OR MORE MINUTES, 3 OR MORE HOURS

997 REFUSED
998 DON'T KNOW
999 NO ANSWER

I:
num 1 999 3 0 20 20
IF (ANS > 180)
IF (ANS < 997) REASK
ENDIF

Q:TIME

T:
Do you usually commute during peak traffic hours - seven a.m. to
nine a.m. or four p.m. to six p.m.?

PROBE: Do you travel in those time periods [for even just a
few minutes] during your commute?

1 YES
2 NO --> SKIPTO IMPOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9

if (ANS < 1) SKIPTO IMPOR

Q:FLEX

T:

In order to avoid peak traffic times, can you arrive at (work / school / work and school) early and leave early, or arrive late and leave late?

PROBE: Is flex-time available to you in your (job / school)?

PROBE: On a typical day can you do this?

1 YES

2 IF VOLUNTEERED: SOMETIMES; YES, BUT DIFFICULT

3 NO --> SKIPTO IMPOR

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3, 7-9

IF (ANS > 2) SKIPTO IMPOR

Q:FLEXA

T:

Have you done this in the past six months (in order to avoid peak traffic times)?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:IMPOR

T:

How important is it to you to get information about traffic and weather problems that could affect your commute? [Is it] very important, somewhat important, or not important [to you]?

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 NOT IMPORTANT -- > SKIPTO WWW
- 4 IF VOLUNTEERED: IT DEPENDS

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

I:

Key 1-4, 7-9

IF (ANS = 3) SKIPTO WWW

Q:INFOINT

T:

How interested would you be in a free service that telephones or pages you with warnings about traffic or weather problems affecting your commute? [Would you be] very interested, somewhat interested, or not interested [in such a service]?

- 1 VERY INTERESTED
- 2 SOMEWHAT INTERESTED
- 3 NOT INTERESTED --> SKIPTO WWW

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

I:

Key 1-3, 7-9

IF (ANS = 3) SKIPTO WWW

Q:INFOTYPE

T:

Would you be more interested in information about the busiest routes and highways in the entire Portland metro area, or information tailored to the roads and highways you actually use?

- 1 BUSIEST INFO IN ENTIRE AREA
- 2 TAILORED INFO
- 3 IF VOLUNTEERED: IT DEPENDS

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

I:

Key 1-3, 7-9

IF (ANS > 3) SKIPTO INFODEL

Q:INFOWHEN

T:

Would you prefer to receive such information before you depart, while you are commuting, or both?

- 1 BEFORE LEAVING
- 2 WHILE COMMUTING
- 3 BOTH

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

I:

Key 1-3, 7-9

Q:INFODEL

T:

If information like this could be delivered to you with no hassle and for free, how would you most like to receive it?

PROBE - VARYING WHICH ONES YOU SAY FIRST: Cell phone? Pager? Email? Home phone? Work phone?

OPEN-ENDED - RECORD R'S WORDS VERBATIM

TYPE EXACT RESPONSE BELOW

I:

opn 13 5 22 60 m n

Q:WWW

T:

The next questions are about getting travel and weather information on the World Wide Web. First, can you connect to the World Wide Web or the Internet at home, on the job, at school, the public library, or some other place?

- 1 YES
- 2 NO --> SKIPTO AGE
- 3 IF VOLUNTEERED: YES, BUT DON'T --> SKIPTO AGE
- 4 NEVER HEARD OF WWW OR INTERNET --> SKIPTO AGE

- 7 REFUSED

8 DON'T KNOW
9 NO ANSWER

I:

Key 1-4, 7-9

IF (ANS <> 1) SKIPTO AGE

Q:WWW1

T:

Have you connected to the World Wide Web in the past six months?

1 YES
2 NO --> SKIPTO AGE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1,2, 7-9

IF (ANS <> 1) SKIPTO AGE

Q:WWW2

T:

Have you ever used the World Wide Web to access road and weather information?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1,2, 7-9

Q:TCHEAR

T:

Have you heard of Trip-Check-dot-com, ODOT's traveler information World Wide Web site?

PROBE: The website that has road, weather, rest area and other travel information.

PROBE: ODOT refers to the Oregon Department of Transportation.

1 YES
2 NO ---> SKIPTO AGE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
IF (ANS <> 1) SKIPTO AGE

Q:TCHEAR1

T:
How did you hear about it?

PROBE FOR MULTIPLES: How did you *first* learn about it?

PROBE FROM ANSWER CATEGORIES, VARYING WHICH ONES YOU SAY FIRST

1 RADIO ADVERTISEMENT
2 NEWSPAPER ADVERTISEMENT
3 NEWSPAPER ARTICLE
4 ADVERTISEMENT ON A MOVIE SCREEN AT A THEATER
5 HEARD ABOUT IT FROM A FRIEND, CO-WORKER, OR FAMILY MEMBER
6 WHILE SURFING THE WEB
7 TELEVISION
8 IF VOLUNTEERED: OTHER --> SPECIFY

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 20 20
OTH 8

If (ANS > 8)
 If (ANS < 97) reask
EndIf

Q:TCUSE

T:
Have you ever visited Trip-Check-dot-com (on the World Wide Web)?

PROBE: Trip-Check-dot-com is ODOT's traveler information World Wide Web site [that has road, weather, rest area and other travel

information on it].

1 YES
2 NO ---> SKIPTO AGE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
IF (ANS <> 1) SKIPTO AGE

Q:TCUSE1

T:
How many times have you used it?

PROBE FROM ANSWER CATEGORIES

1 ONCE
2 TWICE
3 THREE TO FIVE TIMES
4 FIVE TO NINE TIMES
5 TEN OR MORE TIMES

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-5, 7-9

Q:TCWHY1

T:
When you have visited (it/Trip-Check-dot-com), were you looking for something in particular or were you just exploring?

1 LOOKING FOR SOMETHING
2 EXPLORING --> SKIPTO TCQUAL1
3 IF VOLUNTEERED: OTHER --> SKIPTO TCQUAL1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-3, 7-9
IF (ANS <> 1) SKIPTO TCQUAL1

Q:TCWHY2

T:
Did you find what you were looking for?

1 YES
2 NO
3 IF VOLUNTEERED: PARTLY

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-3, 7-9

Q:TCWHY3

T:
What have you looked for on Trip-Check-dot-com?

PROBE: Is there anything else?

OPEN-ENDED, RECORD R'S WORDS VERBATIM

TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:IMPROVE

T:
If there is one thing you could change or improve Trip-Check-dot-com, what would it be?

OPENEND

TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

Q:TCQUAL1

T:

In comparison to other websites you have seen, would you rate Trip-Check-dot-com's overall appearance as excellent, good, fair, or poor?

PROBE FOR "NO COMPARISON": Would you rate Trip-Check-dot-com's overall appearance as 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

Q:TCQUAL2

T:
In comparison to other websites, how would you rate the clarity of it's labels and titles?

PROBE: As excellent, good, fair, or poor?

PROBE FOR "NO COMPARISON": Would you rate it's labels and titles as 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

Q:TCQUAL3

T:
How would you rate the accuracy of the information you found (there / at Trip-Check-dot-com) [in comparison to other websites]?

PROBE: 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

Q:TCEASE

T:

In comparison to other websites, have you found Trip-Check-dot-com easier, about the same, or more difficult to use?

- 1 EASIER
- 2 ABOUT THE SAME
- 3 MORE DIFFICULT

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

I:

Key 1-3, 7-9

Q:TCRATE

T:

Overall, in comparison to other World Wide Web sites you have used, would you rate Trip-Check-dot-com as better than most, about average, or worse?

- 1 BETTER
- 2 ABOUT AVERAGE
- 3 WORSE

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

I:

Key 1-3, 7-9

Q:TCAGAIN

T:
Would you use Trip-Check-dot-com again?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: MAYBE, IT DEPENDS

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

I:
Key 1-3, 7-9

Q:AGE

T:
I need to end the survey by asking some questions about you.
First, how old are you?

OPEN-ENDED, ENTER EXACT AGE 18-96

96 96 OR MORE

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 18 99 2 0 20 10

Q:SEX

T:
(This may sound silly but) 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:RACE

T:
What is your race?

PROBE FROM LIST: Are you ...

- 1 WHITE/CAUCASIAN
- 2 BLACK/AFRICAN AMERICAN
- 3 ASIAN AMERICAN/PACIFIC ISLANDER
- 4 LATINO, HISPANIC
- 5 AMERICAN INDIAN/NATIVE AMERICAN
- 6 ESKIMO, ALEUT, ALASKAN NATIVE
- 7 IF VOLUNTEERED: MIXED RACE, BIRACIAL
- 8 IF VOLUNTEERED: OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 1 99 2 0 20 10
If (ANS > 8)
 If (ANS < 97) reask
EndIf

Q:EDUC

T:
What is the highest level of education you have completed?

PROBE FROM LIST

- 1 0-8 YEARS, NO GED
- 2 8-12 YEARS, NO HIGH SCHOOL DIPLOMA OR GED
- 3 HIGH SCHOOL DIPLOMA OR GED
- 4 SOME COLLEGE, NO DEGREE
- 5 ASSOCIATE'S DEGREE (AA, AS)
- 6 BACHELORS DEGREE (BA, BS, AB)
- 7 MASTERS DEGREE (MA, MS, MBA)
- 8 DOCTORATE OR PROFESSIONAL DEGREE (PHD, JD, EDD, MD, DDS)
- 9 OTHER

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:
num 1 99 2 0 20 10
If (ANS > 9)
 If (ANS < 97) reask
EndIf

IF (WHEREGO = 2) SKIPTO CELLPHON

Q:JOBTRIP

T:

Do you regularly drive as part of your job duties?

PROBE: By regularly I mean at least once a week.

PROBE: As part of your job duties, not to get to work.

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:CELLPHON

T:

Do you have a cell phone [or have regular access to one at home
[or at work]]?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:PDA

T:

Do you have a Personal Digital Assistant, like a Palm Pilot?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:
Key 1,2, 7-9

Q:PAGER

T:
[What about / Do you have] a pager [or have regular access to one
at home [or at work]]?

PROBE: Including a pager currently working on a cell phone.

- 1 YES
- 2 NO

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

I:
Key 1,2, 7-9

Q:CARCOMPU

T:
[What about / Do you have] an in-vehicle personal computer?

PROBE: That gives you map or route information (such as GPS, the
Global Positioning System)?

- 1 YES
- 2 NO

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

I:
Key 1,2, 7-9

Q:COMPUTER

T:
[What about / Do you have] a personal computer in your home?

- 1 YES
- 2 NO ---> SKIPTO ZIPCD

- 7 REFUSED

8 DON'T KNOW
9 NO ANSWER

I:
KEY 1,2,7,8,9
IF (ANS <> 1) SKIPTO ZIPCD

Q:COMPWWW

T:
Can you use your home computer for electronic mail or to connect
to the World Wide Web or the Internet?

1 YES
2 NO --> SKIPTO ZIPCD
3 IF VOLUNTEERED: YES, BUT NEVER HAVE USED IT --> SKIPTO ZIPCD
4 NEVER HEARD OF WWW OR INTERNET--> SKIPTO ZIPCD

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-4, 7-9
IF (ANS <> 1) SKIPTO ZIPCD

Q:MODEM

T:
What is your (telephone) modem's speed (or do you have a cable
modem)?

PROBE FROM LIST

1 14.4K
2 28.8K
3 56K
4 T1/DSL (DIRECT NETWORK CONNECTION)
5 CABLE MODEM
6 OTHER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-9

Q:ZIPCD

T:
What is your zip code?

OPEN-ENDED NUMBER. ENTER EXACT NUMBER.

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

TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n
savedata

Q:ENDING1

T:
That is the end of the ODOT portion of the survey. If you are willing, we have four extra questions for another research project we are conducting.

PROBE: Are you willing?

- 1 R IS WILLING
- 2 R IS NOT WILLING --> SKIPTO ENDING6

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

I:
key 1,2, 7-9

IF (ANS <> 1) SKIPTO ENDING6

Q:ENDING3

T:
Do you believe that participating in telephone surveys, like the one you just completed, will impact your life a great deal, some, a little, or not at all?

- 1 A GREAT DEAL
- 2 SOME
- 3 A LITTLE
- 4 NOT AT ALL

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

I:
key 1-4, 7-9

Q:ENDING2

T:
Do you believe that participating in telephone surveys, like the one you just completed, is very important, somewhat important, or not important?

1 VERY IMPORTANT
2 SOMEWHAT IMPORTANT
3 NOT IMPORTANT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3,7-9

Q:ENDING4

T:
How many telephone calls do you get each week, on average,
from people whom you believe are trying to sell you something?
OPEN-ENDED NUMBER, 0-96

96 = NINETY-SIX OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
opn 13 5 22 60 m n

Q:ENDING5

T:
Do you find it difficult to distinguish between a sales call from a
telemarketer and a request to take part in a scientific survey?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1,2, 7-9

Q:ENDING6

T:
That is the end of the survey. Thank you very much for your time
and participation.

-->PRESS '1' TO CONTINUE

I:
key 1

Q:INTOBS

T:
INTERVIEWER: PLEASE RECORD ANY COMMENT RELEVANT TO THE SURVEY

PURPOSES HERE. TYPE EXACT RESPONSE BELOW

I:
opn 13 5 22 60 m n

CPL
DISPOS = 26
ENDQUEST

Q:NOQUAL

T:
I can only interview people who have commuted to work or school
at least three times per week sometime in the past six months. I
am sorry to have bothered you. Good-bye.

PRESS 1

I:
KEY 1
DISPOS = 22