

Puget Sound Regional Council



Puget Sound Transportation Panel
Wave 10, October 2002 – February 2003

Summary Report

Submitted by:



Northwest Research Group, Inc.

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Introduction

Background and Objectives

The Wave 10 Puget Sound Transportation Panel represents the tenth phase of a travel behavior survey of households in the four-county Puget Sound region. The use of a panel study in travel behavior research provides an opportunity to go beyond cross-sectional data measures to evaluate change by individuals over time. Moreover, the Puget Sound Transportation Panel has become a valuable tool for assisting with long-range forecasting of urban travel and the effects of transportation policies on travel behavior.

The Puget Sound Transportation Panel originated in 1989, with 1,712 households in King, Kitsap, Pierce, and Snohomish counties completing a telephone survey and two-day travel diaries. The most recent wave, Wave 9, was conducted during the Fall of 2000 with 1,727 participating households. Less than one-fifth (18%, n = 315) of the original households had remained in the panel.

The Puget Sound Regional Council contracted with Northwest Research Group, Inc. (NWRG) to conduct Wave 10 of the panel study during the Fall / Winter of 2002. This represents the third wave of the Puget Sound Transportation Panel conducted by Northwest Research Group. Wave 10 consists of a telephone screener to update household information and recruit Wave 10 participants, two-day travel diaries for each household member who is 15 years of age or older, and an attitude and values survey revisiting questions about awareness and use of traffic information that were first asked during Wave 7 in 1997. As a part of the USDOT Intelligent Transportation System (ITS) program, the Wave 7 survey evaluated traveler behavior in the presence of traffic information, ownership and use of telecommunications and computer services, and attitudes and values related to time, traffic, transit, technology and travel in greater Seattle.

Key objectives of Wave 10 include:

- To be a metropolitan “Current Population Survey;” tracking changes in employment, work characteristics, household composition, and vehicle availability.
- To monitor changes in travel behavior and responses to changes in the transportation environment.
- To describe the general commute, motivation, and information seeking behavior among Seattle residents.
- To retain the maximum number of households from Wave 9 to reduce the cost of implementing the study and to provide the continuity that is critical to the success of a panel survey.
- To gather accurate and sufficient household and personal information from continuing households, dropout households, and replacement households in order to retain and match the composition of the panel, based on key demographics, as closely as possible.

In addition, the combination of data from Wave 10, Wave 9, and Wave 7 will enable researchers to:

- Provide a regional, before-and-after measure of the impact of broad scale ITS deployment on the traveling public.
- Identify the benefits of ATIS to the consumer.
- Describe the influence of ATIS on traveler behavior at the trip level.
- Further refine ATIS consumer market segments identified in Wave 7.

Scope of Work

Northwest Research Group provided the following services for the Wave 10 Transportation Panel:

- Contacting, or attempting to contact, all Wave 9 households, identifying their household and personal information that may have changed during the last year, recruiting them to continue participating in the Puget Sound Transportation Panel, and providing updated household and personal information in final data file format;
- Identifying and retaining information on newly formed households from the Wave 9 sample, termed "Split Households," and recruiting them to continue participating in the Puget Sound Transportation Panel;
- Contacting households that completed earlier waves of research. In the past, those households who refused to complete one wave of research were dropped from the panel. Including those who refused in Wave 8 was important to maximize the number of Wave 7 participants in the sample;
- Contacting households to replace Wave 9 participants who have left the Puget Sound region or who have chosen to no longer participate in the panel, termed "Replacement Households," recording their household and personal information, recruiting them to become Puget Sound Transportation Panel members, and providing household and personal information in final data file format;
- Questionnaire consultation; specifically assisting with revisions to the Wave 9 attitude and values survey and the development of a new travel diary format to include input from those who consulted travel information services;
- Four focus groups were conducted to test the revised survey instruments. Participants completed the various survey instruments as if they were completing the survey itself. A trained moderator went through each question and, in this case, each component of the survey package to test for comprehension, flow, format, and other applicable measures;
- Administering the attitude and values mail-back questionnaire; including preparation of mailing materials, processing returns, cleaning, coding, data entry and verification, and creation of the final data file;
- Collecting two-day trip diary information – from all panel household members who are 15 years of age or older; including preparation of mailing materials, reminder calls to ensure receipt of materials and continued participation, follow-up telephone calls to non-respondents, processing returns, cleaning, coding, data entry and verification, and creation of the final data file;
- Reporting – including monthly progress reports, an Interim Report, and the Final Summary Report.

The Summary Report contains the following:

- A detailed project methodology
- Final sample stratification, comparisons, and a discussion of Panel attrition
- Project materials
- Cleaning and coding specifications

The data files and supporting documentation will be provided separately in electronic format – this will include an SPSS data file, a layout file, and a description of data variable names and labels for each of the following:

- Wave 10 Panel Household Data
- Wave 10 Panel Personal Information
- Wave 10 Household Summary
- Attitude and Values Personal Survey
- Travel Data

Methodology

There were three primary tasks involved in conducting Wave 10 of the Puget Sound Transportation Panel: a review and test of the survey design for all survey instruments, a telephone survey to update and recruit Wave 10 panel households, and a self-administered mail-out survey including travel diaries and an attitude and values questionnaire. A detailed description of the methodology of each follows.

Northwest Research Group reverted to the traditional methodology used in Waves 1 through 7 and Wave 9 of the Transportation Panel this year. In Wave 8, a new methodology was tested where diary data was collected by telephone. After evaluating the effectiveness of the telephone methodology, a decision was made to return to the original project methodology in Wave 9. Wave 10 Panel Households were mailed all project materials at one time (including Travel Diaries and Personal Attitude Surveys), and asked to return them in postage paid business reply envelopes. The diaries were then cleaned and data entered by Northwest Research Group.

All materials used to implement these tasks are located in the Project Materials section of this report.

Reviewing and Testing the Survey Design

A major issue in the design of Household Travel Surveys and Personal Attitude and Values Survey was developing survey instruments that would make it easy and convenient for respondents to complete the surveys accurately. Because respondents must complete multiple questionnaires, the design of the survey instruments can have a large impact on the final response rates. Moreover, it can affect the validity of the results in terms of item non-response. Attention was paid to the design of all survey materials to minimize these problems.

In preparation, the NWRG and PSRC project teams reviewed the previous questionnaires and data from Wave 9 to determine what changes should be made to increase overall response rates and to decrease item non-response. Special issues – e.g., how to differentiate between different types of carpools and vanpools – were also addressed. A meeting was held to review the proposed changes and to determine what changes should be made to questionnaire wording and format. Following this planning meeting, the pretest versions of the different instruments were developed for testing.

Four focus groups were used to test the survey instruments. Each group consisted of eight to ten participants and were composed as follows:

- **Group 1:** Continuing households. The group was held at NWRG's Bellevue Office and contained a mix of households from the existing panel.
- **Group 2:** Potential replacement households. The group was held at NWRG's Bellevue Office and represented potential replacement households. Emphasis was placed on recruiting higher income / two income, more mobile, two person households with children.

- **Group 3:** Potential replacement households. The group was held in Seattle at Gilmore Research and also represented potential replacement households. Emphasis here was placed on recruiting younger, more mobile, transit and HOV users.
- **Group 4:** Continuing and potential replacement households. The group was held at NWRG's Bellevue Office and contained a mix of the compositions from the three groups above. This group was conducted approximately one week after the three initial groups and served as a pilot test for the final survey instruments.

Participants were asked to complete a homework assignment in advance of the group. This homework assignment consisted of being sent a version of the proposed diary instrument. Participants were asked to complete the instrument using the same procedures as would be used during data collection.

Topics covered during the focus groups were:

- General discussion about how participants think about or describe their daily travel in the Puget Sound region, as well as awareness and use of traveler information.
- Travel Diary – Participants brought with them to the group their completed travel diary that was assigned as homework. The proposed diary instrument was reviewed question-by-question to determine if each question was understandable, the response categories were clear and inclusive, and if any thing was confusing. In addition, alternative diary formats, colors, and recommendations for changes were discussed. Also, participants were asked how / when they completed these diaries and what problems, if any, they encountered when completing the diary.
- Personal Survey - During the group session, participants were asked to complete the survey instrument on a question-by-question basis to determine if each question was understandable, response categories were inclusive and clear, and if anything was confusing. In addition, participants discussed how this survey instrument could be administered – mail, telephone, Internet.
- Other Issues discussed included what information participants would need to encourage them to complete the survey and diary. As well, there was a discussion on incentives and other suggestions to encourage a timely response.

The changes / additions made as result of these focus groups are discussed in more detail in the appropriate sections of this report.

Wave 10 Panel Recruitment

The Wave 10 panel was recruited by:

- Contacting or attempting to contact all Wave 9 households for participation in this year's study;
- Attempting to re-contact households who completed Wave 7 or 8 and had since dropped out of subsequent waves because we were unable to contact them or they were a soft refusal; and
- Replacing Wave 9 households, who had moved, were unable to be contacted, or no longer wished to participate with new households whose demographic characteristics matched those of Wave 9 dropout households.

Hereafter, the first two bullet points are referred to as "Wave 9 Continuing Households."

Continuing Household Recruitment

In order to recruit their ongoing participation in the Wave 10 Transportation Panel, Northwest Research Group was provided with contact information for all Wave 7, 8, and 9 Continuing Households.

Each of the households that participated in the Wave 9 study should have received a letter from PSRC preparing them for the upcoming Wave 10 study. Updated address and telephone information was also provided, if available, for those households that had moved within the past two years.

Of the 1,727 Wave 9 Continuing Households that were sent letters, 11 were not attempted for the following reasons:

- 7 had moved out of the area prior to Wave 9, indicated by the return of their announcement letter or by personal notice.
- 3 Households refused prior to conducting Wave 10.
- 1 Household dropped out due to a death in the family.

Additionally, 70 Households had either changed residence or were missing telephone numbers. Some of the announcement letters came back with updated residence information, which was incorporated into the database. Missing telephone numbers were looked up and incorporated into the database, as well.

Northwest Research Group attempted to contact a total of **2,815** Wave 9 Continuing Households via telephone to update their household information, to gather personal information on each member 15 years of age or older, and to invite the household to participate in Wave 10 of the Transportation Panel. These 2,815 Continuing Households include 1,704 participants who completed Wave 9 diaries, 499 participants who were recruited in Wave 9 but did not complete a diary, 587 participants who dropped out after Wave 8, and 25 participants who dropped out after Wave 7.

One primary contact person per household was interviewed and he/she provided information on the other members of his/her household. Note that less household information was updated over the phone this time, relying instead on the Personal Attitude and Values survey to acquire more accurate information from the individual household members themselves. The contact person was informed that Wave 10 involves each panel member completing new trip diaries on the same two days of the week assigned in previous waves, completing the personal attitude and values questionnaire, and returning all survey materials by mail. In order to encourage their continued participation, each household member was offered a \$2 bill as an incentive to complete Wave 10. Additional incentives consisting of \$50 gift certificates to Barnes and Noble were offered this year to encourage the timely return of the survey materials and to reduce dropout after a household's initial agreement to participate in the panel. See the Travel Diary / Attitude Survey section for a more detailed discussion of the questionnaire changes and incentives.

In order to assist with building the Replacement panel, efforts were made to collect and retain key demographic information from "drop-out" households, or those households that refused to participate in Wave 10, those that moved out of the Puget Sound region, and those that could not be reached after a minimum of 12 attempts.

Questionnaire

The screener that was used to update information for Continuing Panel Households contained most of the same questions used in Wave 9 in order to track changes in key household and personal characteristics over time. The demographic questions that were asked about other household members were moved to the Personal Attitude and Values questionnaire this year in order to acquire more accurate information from the individual household members themselves, instead of from the primary contact person for the household. In addition, three questions from the Wave 9 Household Attitude and Values Survey were incorporated into the screener this year.

The questionnaire used a variety of question formats, including closed single and multiple-response questions for all categorical data. In those situations where not all of the possible responses were known, an "other" category was included. These results were then reviewed and post-coded into the database.

The screener was programmed into Sawtooth Software Ci3 System, a state-of-the-art, computer-assisted interviewing package. Interviewing with Ci3 offers many advantages over the traditional pen-and-paper interviewing and data entry methods, including:

- Complete control of what the interviewer sees;
- Automatic skip or branch patterns based on previous answers, combinations of answers, or even mathematical computations performed on answers;
- Randomization of response categories or question order, thereby eliminating response order bias;
- Ability to incorporate mathematical computations;
- Customized questionnaires using respondents' previous responses; and
- Incorporation of data from the sample directly into the sample database.

Sample Management

Sample information from all Wave 9 Continuing households was entered into a database to be called by Northwest Research Group's data collection staff. The sample information, which was ultimately exported to the final Wave 10 Household Data file, included telephone number, mailing address, county code, household transit type, household life cycle stage, household size, and the name, ID number, and gender of each household member 15 years of age or older.

All sampling and call management, including scheduling of callbacks, call disposition, quota controls, etc. was handled by Northwest Research Group's Ci3 CATI (computer-assisted telephone interviewing) networked system.

NWRG employed the following methods of contact and dialing protocol:

- Numbers, which had scheduled callbacks, were given precedence in the sample.
- For each number dialed, interviewers reviewed a complete call history that detailed the number of attempts made to a particular number and the status of the last attempt.
- Busy numbers were kept in the active queue and retried within 10 minutes of the first dialing.
- Numbers with a respondent "no answer" or with an answering machine were returned to the sample to be tried at a later time. These numbers were returned randomly at different days and times. Up to 12 callbacks were made on different days and at different times to reduce bias resulting from non-response due to respondent unavailability and busy numbers.
- Callback appointments were made with respondents who qualified and/or agreed to complete the survey but were not available for the required length of time. These numbers took precedence over all other calls and were automatically returned to the interviewer at the appointed time.

All interviewers assigned to the project attended a project briefing / training session. The sessions included the purpose and background of the study, a discussion of issues and technical information specific to the study, and a question-by-question examination. Daily interviewing was continually monitored with a supervisor to interviewer ratio of 1:8. A complete interview was observed at least once every shift for each interviewer. A supervisor was immediately available to handle any questions that

arose during an interview. Supervisors were also responsible for handling incoming calls from panel members and connecting callers to trained interviewers for immediate diary collection.

Final Sample Disposition

Of the 2,815 attempted Wave 9 Continuing Households:

- 4 additional Households had moved out of the area.
- 442 Households could not be located:
 - 409 Households had non-working or business telephone numbers,
 - A communication or language barrier existed with 31 Households, and
 - A wrong number was attempted for 2 Households, meaning that there were no PSRC transportation panel members residing at the telephone number reached.
- 417 Households were never reached, meaning they had a final call disposition of no answer, busy, answering machine, or call-back. All efforts were made to reach these Households, with each number receiving a minimum of 12 attempts.
- 447 Households refused to continue as Panel Households. Of these, 11 agreed to let Northwest Research Group update their household information and 14 terminated partway through the screening interview.
- 13 Households were initially recruited for Wave 10, but discrepancies existed in their household composition information, and without being able to clarify this information they were excluded from the Wave 10 Transportation Panel.
- Additionally, Split Households, or new households created by the separation of Continuing Households, were pursued for ongoing participation in the Transportation Panel. 42 Split Households were added to the sample and attempted for recruitment to the Wave 10 Panel; 8 Split Households were ultimately recruited as Wave 10 Panel Households.
- 1,492 of Wave 9 Continuing Panel Households, including new Split Households, agreed to continue participating in the Puget Sound Transportation Panel. While still during the recruitment phase, 21 of these households later refused to complete Wave 10 after initially agreeing to participate.

■ Final Sample Disposition Report

Final Sample Disposition Report		
Disposition	Total Sample	% Of Sample
No Answer	223	7.9%
Busy	23	0.8%
Answering Machine / Voice Mail	131	4.7%
Disconnected / Nonworking / Fax ⁽⁵⁾	366	13.0%
Business ⁽⁵⁾	43	1.5%
Initial Refusal ⁽⁴⁾	66	2.3%
Final Refusal ⁽⁴⁾	292	10.4%
Never Call ⁽⁴⁾	35	1.2%
Screener Refusal ⁽⁴⁾	-	0.0%
Privacy Manager ⁽⁴⁾	16	0.6%
Communication Barrier ⁽³⁾	24	0.9%
Language Barrier ⁽³⁾	7	0.2%
Callback Intro / Callback Soft Refusal	39	1.4%
Callback Interview ⁽¹⁾⁽⁷⁾	1	0.0%
Mid-Terminate ⁽¹⁾⁽⁸⁾	14	0.5%
No One Over 15, Kids Line ⁽²⁾	-	0.0%
Moved Out of Puget Sound Area ⁽²⁾	4	0.1%
Unable to Locate Panel Household ⁽²⁾	2	0.1%
Panel Refusal (No Data) ⁽⁴⁾	13	0.5%
Panel Refusal (Save Data) ⁽⁴⁾	11	0.4%
Discrepancy in Household data ⁽²⁾	13	0.5%
Complete - Diary Recruit ⁽¹⁾⁽⁶⁾	1,471	52.3%
Refusal After Recruit ⁽¹⁾⁽⁴⁾	21	0.7%
Sample attempted ⁽⁵⁾	2,815	100.0%

- **Effective Study Incidence = 99%.**
(*Qualified Respondents⁽¹⁾ / [Qualified Respondents⁽¹⁾ + Unqualified Respondents⁽²⁾]*)
- **Response Rate = 81.8%.**
(*[Completed Interviews⁽⁶⁾ + Unqualified Respondents⁽²⁾ + Respondents Terminated⁽³⁾ + Respondents Refused⁽⁴⁾ + Callback Interviews⁽⁷⁾ + Mid-Terminated Interviews⁽⁸⁾] / [(Attempted Sample - Numbers No Longer Available⁽⁵⁾)]*)
- **Cooperation Rate = 78%.**
(*[Qualified Respondents⁽¹⁾ + Unqualified Respondents⁽²⁾ + Respondents Terminated⁽³⁾ - Mid-Terminated Interviews⁽⁸⁾] / [Qualified Respondents⁽¹⁾ + Unqualified Respondents⁽²⁾ + Respondents Terminated⁽³⁾ + Respondents Refused⁽⁴⁾ - Mid-Terminated Interviews⁽⁸⁾]*)
- **Completion Rate = 61.1%.**
(*Completed Interviews⁽⁶⁾ / [Attempted Sample - Numbers No Longer Available⁽⁵⁾]*)

Quota Management

While quota groups were not used to control the type of households recruited from the Wave 9 Continuing sample, certain key household characteristics were tallied throughout the Continuing Household recruitment process for assistance with accurate and efficient replacement recruiting.

Three primary household characteristics were tracked:

- County of Residence:
 - King
 - Kitsap
 - Pierce
 - Snohomish
- Household Transit Type:
 - SOV – No household members are regular transit users or carpoolers
 - Transit – One or more household members makes 4 or more one-way trips per week using public transit
 - Carpool – One or more household members take 4 or more one-way trips per week in a carpool or vanpool, and no household members are regular transit users
- Household Life Cycle Stage:
 - Stage 1 – Household with children under the age of 18
 - Stage 2 – One adult, no children
 - Stage 3 – Two or more adults, no children

While the three stages above were used for convenient quota management, Household Life Cycle Stage is further stratified by PSRC into more narrowly defined categories as follows (both the broad and narrow classification of Household Life Cycle are indicated in the Wave 10 Household Data file):

- Stage 1 – With pre-school age children (under 6 years old)
- Stage 2 – With school-age children (6 to 17 years old)
- Stage 3 – One adult under the age of 35, no children
- Stage 4 – One adult between the ages of 35 and 64, no children
- Stage 5 – One adult over the age of 64, no children
- Stage 6 – Two or more adults under the age of 35, no children
- Stage 7 – Two or more adults, between the ages of 35 and 64, no children
- Stage 8 – Two or more adults, over the age of 64, no children

Timeline

Telephone interviewing to screen and recruit Continuing Households took place between October 4, 2002 and December 13, then again on January 22, 2003. Calling times were from 4:00 p.m. to 9:00 p.m. on weekdays and from 12:00 p.m. to 8:00 p.m. on weekends. Some weekday daytime hours were scheduled to reach people who are not typically at home during the evenings.

Wrap-Up

Of the 1,492 Wave 10 Panel Continuing recruits including 8 new Split Households, 1,171 successfully completed their travel diaries and remain as Puget Sound Transportation Panel members – a return rate of 78%. The following table shows the breakdown of the key demographic characteristics among the 1,171 participating Wave 9 Continuing recruits compared to the desired proportion of the Puget Sound Transportation Panel.

Participating Continuing Household Recruits by County, Transit Type, and Life Cycle Stage			
County	Wave 10 Continuing Recruits		Desired Panel
	Count	%	Proportion %
1 King (COUNTY = 1)	554	47.3%	46.0%
2 Kitsap (COUNTY = 2)	136	11.6%	11.0%
3 Pierce (COUNTY = 3)	246	21.0%	22.0%
4 Snohomish (COUNTY = 4)	235	20.1%	20.0%
TOTAL	1,171	100.0%	100.0%
Household Transit Type			
5 SOV (HHTYPE = 1)	865	73.9%	66.0%
6 Transit (HHTYPE = 2)	198	16.9%	22.0%
7 Carpool (HHTYPE = 3)	108	9.2%	12.0%
TOTAL	1,171	100.0%	100.0%
Life Cycle Stage			
8 With Kids (LIFESTG = 1)	309	26.4%	30.0%
9 1 Adult No Kids (LIFESTG = 2)	269	23.0%	23.0%
10 2+ Adults No Kids (LIFESTG = 3)	593	50.6%	47.0%
TOTAL	1,171	100.0%	100.0%

Very few challenges were encountered during Continuing Household Recruitment. Minor challenges faced during this first phase of the project were:

- Lower response rates and higher refusal rates. Refusal conversions were made to maximize overall response rates. During the screening and recruitment effort, all households that immediately refuse to complete the survey (e.g., immediate hang-up, failure to listen to the initial introduction, simple statements such as “I’m busy right now” or “I don’t do surveys”) are dispositioned as a “soft refusal” and are recontacted on a different day at a different time by an interviewer specially trained in refusal conversion.

Replacement Household Recruitment

The next step was to recruit Replacement Households to bring the total panel size up to approximately 1,800, while attempting to match as closely as possible the proportion of Wave 9 Panel Households based on County of Residence, Household Transit Type, and Life Cycle Stage.

Questionnaire

The survey instrument used to screen and invite replacement households was similar to the Continuing Household screener. The same household and personal characteristics were covered. A more detailed and thorough explanation of the Puget Sound Transportation Panel was presented, emphasizing the importance of the participation of a diverse group of the region's residents. In addition, several questions addressing issues such as traffic congestion and gas prices were included in the Replacement Household screener.

Sample Management

The sampling method used to replace "drop-out" households was largely an RDD (random digit dialing) sample and was pulled proportionately according to the household population of the four-county Puget Sound region. As well, a list of transit and/or carpool households was provided by King County Metro Transit and Pierce Transit. Some of the other transit agencies (Community Transit, Kitsap Transit, Pierce Transit Carpool / Vanpool program, and King County Rideshare) were unable to provide us a list, so NWRG enlisted their assistance to contact their own list of transit or carpool households and inform them of the study. These households were encouraged to contact our 800 number if they were interested in participating in the study.

Each Replacement record was loaded into the sample database with a specified telephone number, zip code, county code, and sample type (RDD, In-migrant, Transit / Carpool). County of residence was used to assist with quota management - production was maximized by masking out sample by county when certain quota groups closed.

Northwest Research Group attempted 16,343 telephone numbers in order to recruit 920 Replacement Households. Two of these households had discrepancies in their household composition information and without being able to clarify their information were excluded from the transportation panel. In addition, it was discovered that three households recruited from the RDD sample were already recruited from the Continuing sample and were subsequently removed from the replacement data. Therefore, **915** are considered participating Replacement Households. It was estimated that approximately 30% of panel recruits would ultimately drop out even after agreeing to complete Wave 10. As a result, replacements were over-recruited above and beyond the expected panel size of 1,800 households. A total of 2,407 Continuing and Replacement Households were screened and recruited for Wave 10.

The same method of contact, survey administration, and sample management utilizing the Ci3 CATI network system was employed for replacement recruiting as was used to interview Continuing Households. Quota management was also handled by the Ci3 CATI system to help recruit Replacement Households that match the characteristics of "drop-out" Continuing Households.

Of the 915 Replacement Households recruited, **508** completed Wave 10 and are considered Puget Sound Transportation Panel Households.

Final Sample Disposition Report

Final Sample Disposition Report		
Disposition	Total Sample	% Of Sample
No Answer	2668	16.3%
Busy	220	1.3%
Answering Machine / Voice Mail	1305	8.0%
Disconnected / Nonworking / Fax ⁽⁵⁾	3246	19.9%
Business ⁽⁵⁾	873	5.3%
Initial Refusal ⁽⁴⁾	1698	10.4%
Final Refusal ⁽⁴⁾	1374	8.4%
Never Call ⁽⁴⁾	64	0.4%
Screener Refusal ⁽⁴⁾	68	0.4%
Privacy Manager ⁽⁴⁾	209	1.3%
Communication Barrier ⁽³⁾	100	0.6%
Language Barrier ⁽³⁾	232	1.4%
Callback Intro / Callback Soft Refusal	496	3.0%
Over Quota (Replacements Only) ⁽²⁾	1420	8.7%
Panel Refusal After Qualifying ⁽¹⁾⁽⁴⁾	1064	6.5%
Callback Interview ⁽¹⁾⁽⁷⁾	16	0.1%
Mid-Terminate ⁽¹⁾⁽⁸⁾	100	0.6%
No One Over 15, Kids Line ⁽²⁾	0	0.0%
Moved Out of Puget Sound Area ⁽²⁾	48	0.3%
Immediate Panel Refusal ⁽⁴⁾	223	1.4%
Complete - Diary Recruit ⁽¹⁾⁽⁶⁾	915	5.6%
Discrepancy in Household data	2	0.0%
Duplicate	3	0.0%
Sample attempted ⁽⁴⁾	16343	100.0%

- **Effective Study Incidence = 59%.**
(*Qualified Respondents⁽¹⁾ / [Qualified Respondents⁽¹⁾ + Unqualified Respondents⁽²⁾]*)
- **Response Rate = 60%.**
(*[Completed Interviews⁽⁶⁾ + Unqualified Respondents⁽²⁾ + Respondents Terminated⁽³⁾ + Respondents Refused⁽⁴⁾ + Callback Interviews⁽⁷⁾ + Mid-Terminated Interviews⁽⁸⁾] / [(Attempted Sample - Numbers No Longer Available⁽⁵⁾)]*)
- **Cooperation Rate = 46%.**
(*[Qualified Respondents⁽¹⁾ + Unqualified Respondents⁽²⁾ + Respondents Terminated⁽³⁾ - Mid-Terminated Interviews⁽⁸⁾] / [Qualified Respondents⁽¹⁾ + Unqualified Respondents⁽²⁾ + Respondents Terminated⁽³⁾ + Respondents Refused⁽⁴⁾ - Mid-Terminated Interviews⁽⁸⁾]*)
- **Completion Rate = 7.5%.**
(*Completed Interviews⁽⁶⁾ / [Attempted Sample - Numbers No Longer Available⁽⁵⁾]*)

Quota Management

Northwest Research Group attempted to match the composition of the Wave 10 Panel to that of the Wave 9 Panel based on county of residence, household transit type, and life cycle stage. Thirty-six quota groups, covering all possible combinations of these characteristics, were tracked during replacement recruiting. A formula was used to estimate the number of replacement recruits needed in each quota group to approximate the proportion of the total Wave 10 recruits in each group to the proportion of Wave 9 households in each group.

The following table illustrates the final proportions of Wave 10 Panel recruits compared to the desired proportion from the original updated Wave 9 Panel.

	Quota Group	Continuing Recruits	Replacement Recruits	Total	Actual Proportion	Desired Proportion
1	King, Stage 1, SOV	120	57	177	7.35%	7.39%
2	King, Stage 2, SOV	135	65	200	8.31%	8.12%
3	King, Stage 3, SOV	233	83	316	13.13%	12.89%
4	King, Stage 2, Transit	27	37	64	2.66%	2.91%
5	King, Stage 3, Transit	64	75	139	5.77%	6.16%
6	King, Stage 1, Transit	52	31	83	3.45%	3.53%
7	King, Stage 3, Carpool	25	31	56	2.33%	2.97%
8	King, Stage 1, Carpool	17	27	44	1.83%	1.85%
9	King, Stage 2, Carpool	7	5	12	0.50%	0.62%
10	Kitsap, Stage 2, Transit	7	1	8	0.33%	0.39%
11	Kitsap, Stage 3, Transit	18	5	23	0.96%	1.06%
12	Kitsap, Stage 1, Transit	18	10	28	1.16%	1.34%
13	Kitsap, Stage 3, Carpool	12	6	18	0.75%	0.45%
14	Kitsap, Stage 1, Carpool	9	9	18	0.75%	0.84%
15	Kitsap, Stage 2, Carpool	1	1	2	0.08%	0.06%
16	Kitsap, Stage 1, SOV	29	31	60	2.49%	2.24%
17	Kitsap, Stage 2, SOV	23	17	40	1.66%	1.34%
18	Kitsap, Stage 3, SOV	70	36	106	4.40%	3.70%
19	Pierce, Stage 3, Carpool	16	13	29	1.20%	1.29%
20	Pierce, Stage 1, Carpool	15	20	35	1.45%	1.40%
21	Pierce, Stage 2, Carpool	2	5	7	0.29%	0.22%
22	Pierce, Stage 1, SOV	54	59	113	4.69%	4.59%
23	Pierce, Stage 2, SOV	70	30	100	4.15%	4.03%
24	Pierce, Stage 3, SOV	128	72	200	8.31%	8.29%
25	Pierce, Stage 2, Transit	5	5	10	0.42%	0.39%
26	Pierce, Stage 3, Transit	10	12	22	0.91%	0.95%
27	Pierce, Stage 1, Transit	15	4	19	0.79%	0.73%
28	Snohomish, Stage 1, SOV	70	33	103	4.28%	4.20%
29	Snohomish, Stage 2, SOV	50	36	86	3.57%	3.14%
30	Snohomish, Stage 3, SOV	111	48	159	6.61%	6.95%
31	Snohomish, Stage 2, Transit	8	5	13	0.54%	0.56%
32	Snohomish, Stage 3, Transit	15	9	24	1.00%	1.29%
33	Snohomish, Stage 1, Transit	17	8	25	1.04%	1.29%
34	Snohomish, Stage 3, Carpool	22	15	37	1.54%	1.46%
35	Snohomish, Stage 1, Carpool	14	12	26	1.08%	1.12%
36	Snohomish, Stage 2, Carpool	3	2	5	0.21%	0.22%
	Total	1,492	915	2,407	100.0%	100.0%

Ultimately, the key demographic characteristics of the recruited Wave 10 panel members, Continuing and Replacement Households combined closely approximate the desired proportion of the Puget Sound Transportation Panel.

Households Recruited for the Wave 10 Transportation Panel by County, Transit Type, and Life Cycle Stage			
County	Recruited		Desired Panel
	Wave 10 Panel Households		Proportion
	Count	%	%
1 King (COUNTY = 1)	1,091	45.3%	46.0%
2 Kitsap (COUNTY = 2)	303	12.6%	11.0%
3 Pierce (COUNTY = 3)	535	22.2%	22.0%
4 Snohomish (COUNTY = 4)	478	19.9%	20.0%
TOTAL	2,407	100.0%	100.0%
Household Transit Type			
5 SOV (HHTYPE = 1)	1,660	69.0%	66.0%
6 Transit (HHTYPE = 2)	458	19.0%	22.0%
7 Carpool (HHTYPE = 3)	289	12.0%	12.0%
TOTAL	2,407	100.0%	100.0%
Life Cycle Stage			
8 With Kids (LIFESTG = 1)	731	30.4%	30.0%
9 1 Adult No Kids (LIFESTG = 2)	547	22.7%	23.0%
10 2+ Adults No Kids (LIFESTG = 3)	1,129	46.9%	47.0%
TOTAL	2,407	100.0%	100.0%

In-Migrant Households

Northwest Research Group also made an effort to recruit new residents to the four-county Puget Sound area, or in-migrant households, to replace the 4 panel members who had moved out of the region since Wave 9, as well as any unreachable households that may have moved out of the area. An in-migrant household is defined as one that moved into the Puget Sound area within the past year. Replacement recruiting yielded 25 in-migrant households, distributed across the four counties as follows:

In-Migrant Households		
County	Count	Percent
King	9	36%
Kitsap	4	16%
Pierce	7	28%
Snohomish	5	20%
Total	25	100%

Timeline

Telephone interviewing to screen and recruit Replacement Households took place largely after finishing Continuing Household recruitment. Waiting until the near completion of Continuing Household recruitment ensured a more accurate representation of the Transportation Panel, in that we were able to calculate the number of households needed in each quota group to make up for “drop-out” households prior to recruiting Replacements. However, there was some overlap designed to expedite diary data collection. The replacement screening and recruiting portion of data collection was spread out between October 30, 2002 and December 21, 2002, then again on January 21-22, 2003, with reminder calls being made through March 12, 2003. Follow-up and verification calls were made through March 25, 2003.

Wrap-Up

In summary, 915 Replacement Households were initially recruited to the Puget Sound Transportation Panel. Of these, 508 successfully completed Wave 10 travel diaries – a return rate of 56%. Therefore, the Wave 10 Puget Sound Transportation Panel consists of 1,679 households. This is lower than the target panel size of 1,800 and lower than the minimum requirement of 1,715.

Challenges encountered during Replacement recruiting include:

- Due to the lower response rate, there was a lag in building the panel, and consequently the scheduling of diary dates extended through the holiday season (Thanksgiving, Christmas, and New Year). This delay, in turn, caused further difficulty in recruiting the panel, as many households were on vacation during the holiday season, missed their diary dates, and ultimately chose not to participate in the study. Therefore, it was necessary to recruit more Replacement Households than we had originally anticipated.
- Detailed management of quota groups - as diary collection transpired and panel recruits decided to discontinue their participation, quota groups had to be carefully monitored to maintain the required proportions.
- Soft refusals – data collection personnel were trained specifically to handle soft refusals when inviting new households to join the panel. The responsibility of being on the panel may have seemed too great to new respondents, so interviewers emphasized the importance of the panel to city planning and improvements and the importance of including all household types.

Travel Diary / Attitude Survey

For Wave 10 of the Transportation Panel, Northwest Research Group chose to use the same method of collecting diary data that had been used for Wave 9 and prior to Wave 8.

This year – similar to previous waves – travel diaries and attitude surveys were mailed to panel households along with a letter from PSRC, a \$2 incentive, and return envelopes. All project materials were returned to Northwest Research Group by mail. Upon receiving the mail-in returns, travel information and attitude surveys were data entered, and respondents were called back for clarification when needed.

New this year, additional incentives were considered to encourage the timely return of the survey materials and to reduce dropout after a household initially agreed to participate in the panel. The incentive amount had to be large enough to attract the attention of most people as well as being something that had broad appeal and could be easily awarded. The NWRG and PSRC project teams reviewed the incentive suggestions from the focus group participants and in the end, decided that \$50 gift certificates to Barnes and Noble would fulfill this requirement. Twenty gift certificates will be awarded to several households drawn at random from all those households who completed and returned the survey materials by November 22, 2002. Any remaining gift certificates will be awarded to households drawn at random from those households who completed and returned the survey materials by December 20, 2003. The drawing and award of these certificates will take place prior to May 30, 2003.

Questionnaire

Travel Diary

The content of the two-day travel diary log and diary instructions used for Wave 10 were similar to the materials used during previous waves of the panel. The major change this year was to convert it to a booklet format. By combining the diary instructions, the sample diary, and the two-day travel logs together, we intended to make it more user friendly and less of a burden for panel participants, thus increasing the response rate. As well, several questions from the Wave 9 Supplemental Diary were

incorporated into the daily travel log to meet the objectives related to the influence of ATIS on traveler behavior at the trip level.

Each member of the household who is at least 15 years of age received a Diary booklet. A label on the front of each travel diary indicated the name, ID number, and telephone number of the intended panel member and his/her assigned days of the week. All participating household members were instructed to complete their trip diaries on the same two days of the week.

The following information was gathered about personal travel during the assigned two-day period:

- Whether any trips were made on each assigned day,
- The starting location of each day and the reason for being there,
- The start and end times of each trip,
- The address of each destination,
- The trip purpose,
- The mode of travel,
- The total number of people traveling,
- The relationship to others traveling,
- Whether travel information was consulted prior to trip, en route, or both,
- Source used for travel / traffic information,
- What was learned about the condition on their route, and
- Impact this information had on their trip.

The diaries were designed for respondents to give numerical answers to the above questions about each trip he or she made on a given day. A list of possible of pre-coded responses was provided on the survey instrument. The respondent was asked to write in the number corresponding to the appropriate response for each question. If their answer did not fit any of the existing categories, the respondents were encouraged to write in their responses in the space provided. All responses, with the exception of the address information, were coded into pre-existing categories. The address information was entered as written by the respondent, and it was cleaned and standardized to the best of our ability.

Attitude and Values Survey

All Wave 10 panel recruits were also asked to complete a Personal Attitude and Values Survey that explored awareness and use of traveler information services related to time, traffic, transit, and technology in Seattle. Questions from the original Wave 7 Attitude and Values Survey, which was designed to gather data on the influence of advanced traveler information systems (ATIS), were revised as necessary and re-asked this year. In addition, demographic questions from the screener were moved to the Personal Attitude and Values Survey in order to acquire more accurate information from the individual household members themselves, instead of from the primary contact person for the household, as well as to reduce the burden on the primary contact.

The Wave 10 Attitude and Values Survey consisted of a personal survey for each household member 15 years of age or older addressing traffic information services on the Internet and other media, and attitudes related to commuting and travel in the greater Seattle area.

In order to reduce the amount of survey materials sent to each household, the questions from the Wave 9 Household Attitude and Values Survey relating to computer equipment and services were incorporated into the recruitment screeners, as well as the question for equipment installed in private vehicles. The questions pertaining to auto ownership were discontinued. As in previous waves, the primary contact person answered for the entire household.

The Wave 10 Personal Attitude and Values Survey contained mostly closed, single and multiple response check-box and scaled response questions. Attitude scales were typically eleven points in

length, ranging from 0 to 10. Respondents were given the opportunity to specify additional sources of traffic information that were not named in the survey, as well as space to write in responses to questions where all possible choices were not already listed.

Household members were also given the option this year to take the Personal Survey online. Each eligible household member was asked to enter their personal ID number in order to access the survey. If a household member was unable to complete the survey in one session, then the programming allowed them to pick up where they left off when they re-entered the survey. However, once a household member completed a survey, they were not allowed re-enter their survey.

The screen was set-up to match the format of the paper survey as much as possible. See below for screen shots of question 8 from the Personal Survey. A copy of the paper survey is included in the Project Materials section of this report.

Q8.1 - Microsoft Internet Explorer

Puget Sound Regional Council
PSRC

Please rate each of the following traffic, transit, and ferry information services using the following scale.

	Never Heard of it	Heard of it, but never used it	I only used it once or twice	I use it less than once per month	I use it 1 to 3 times per month	I use it 1 to 2 times per week	I use it 3 to 5 times per week	I use it 5+ times per week
Traveler Information Services								
Television traffic reports / updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radio traffic reports / updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TransitWatch (R) (bus status information on TV monitors at Northgate, Bellevue, and Boeing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic TV (LW TV, channel 79 or 69 on ATT cable in Seattle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WSDOT traffic Telephone (206-368-HIWAY or 800-698-ROAD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
511	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell Phone Links	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

Q8.2 - Microsoft Internet Explorer

Puget Sound Regional Council
PSRC

Please rate each of the following traffic, transit, and ferry information services using the following scale.

	Never Heard of it	Heard of it, but never used it	I only used it once or twice	I use it less than once per month	I use it 1 to 3 times per month	I use it 1 to 2 times per week	I use it 3 to 5 times per week	I use it 5+ times per week
Traveler Information Services Available on the Internet								
Puget Sound Traffic Conditions web site (www.wsdot.wa.gov/PugetSoundTraffic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
King County Metro Online (transit.metrokc.gov/bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other transit system web site (please specify: _____)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Washington State Ferry web site (www.wsdot.wa.gov/feries)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vessel Watch (www.wsdot.wa.gov/ferries/commuter_updates/vesselwatch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BusView (busview.its.washington.edu)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MyBus (www.mybus.org)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart Trek (www.smarttrek.org)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Traveler Information Services								
Other traveler information services (please specify: _____)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev Next

The online survey was offered to respondents based on feedback received in favor of an online version during the focus group sessions, however, the response to the online survey was not as high as anticipated. Only 21 respondents completed the survey online compared to 3,110 respondents who completed the surveys on paper.

Personal ID Numbers

In order to link the trip data to the personal information gathered during the screening process, each travel diary was labeled with a name, personal ID number, telephone number, and the day and date to which the household was assigned. The personal ID number consists of a household ID number (which is the same for all household members) followed by a person indicator – typically from 01 to 07 (for example: 20501-02 would represent the second person in household number 20501). The personal ID numbers carried over from Wave 9 for Continuing Panel members. Therefore, Wave 10 personal and trip information can be connected to data from previous waves. As they were recruited, Replacement Panel members were assigned unique household and personal ID numbers, beginning where the Wave 9 household ID numbers left off.

Personal Attitude and Values Surveys were also labeled with names and personal ID numbers to allow traveler information data to be linked to other demographic and trip characteristics.

New household members were assigned personal ID numbers and incorporated into the panel. Names of new members were cross-checked against a database of all current and past Transportation Panel members. Returning household members were given their original personal ID numbers, and the ID numbers assigned to true new household members were unique.

Project Materials Mailing

Distribution of the travel diaries and personal attitude surveys involved preparing the mail-out materials, accurately labeling the different questionnaires, scheduling the diary dates, and making reminder calls to panel participants. Each Continuing and Replacement Household was mailed a travel diary packet that included the following:

- Cover letter from PSRC
- A Travel Diary booklet for each participating household member containing a *two-day travel log*. This booklet also included *instructions* explaining each section of the travel log, as well as how to handle special situations such as ferry trips, picking up carpool members, bus transfers, etc. and a *sample diary* completed correctly, illustrating a variety of potential trips.
- Personal Attitude and Values Surveys for each participating household member
- One \$2 bill for each participating household member
- A postage-paid return envelope addressed to Northwest Research Group

Diary packets were mailed to panel households in batches. Mailings took place within a week of contacting panel households. Mailings and panel recruiting were done concurrently, so that panel members who were recruited early in the process did not have to wait until the end of recruitment to receive their diaries.

Continuing Household mailings were prepared by pulling the names, household and personal ID numbers, addresses, telephone numbers, and Wave 9 diary dates for all participating household members from the Wave 10 screener data. Replacement Household mailings were prepared by pulling the names, addresses, and telephone numbers of new recruits, assigning new household and personal ID numbers, and assigning diary dates to households newly recruited for Wave 10.

If there were any discrepancies in the number of household members participating in the study, the contact person was re-called to clarify the correct number of people, their names, and to make sure

their personal information was updated. Subsequently, there were 15 households that were not included in the screener data because their household information could not be rectified.

Wave 10 diary dates were assigned according to the following schedule:

Wave 10 Travel Diary Dates		
Continuing Households		
Mailing Date	Range of Diary Dates	
October 11, 2002	Thurs, Oct 17 - Wed, Oct 23	Fri, Oct 18 - Thurs, Oct 24
October 15, 2002	Mon, Oct 21 - Thurs, Oct 24	Tues, Oct 22 - Fri, Oct 25
October 18, 2002	Thurs, Oct 24 - Wed, Oct 30	Fri, Oct 25 - Thurs, Oct 31
October 22, 2002	Mon, Oct 28 - Thurs, Oct 31	Tues, Oct 29 - Fri, Nov 1
October 29, 2002	Mon, Nov 4 - Thurs, Nov 7	Tues, Nov 5 - Fri, Nov 8
November 12, 2002	Mon, Nov 18 - Thurs, Nov 21	Tues, Nov 19 - Fri, Nov 22
November 15, 2002	Thurs, Nov 21 - Tues, Nov 26	Fri, Nov 22 - Wed, Nov 27
November 22, 2002	Mon, Dec 2 - Thurs, Dec 5	Tues, Dec 3 - Fri, Dec 6
November 26, 2002	Tues, Dec 3 - Wed, Dec 4	Wed, Dec 4 - Thurs, Dec 5
December 4, 2002	Tues, Dec 10 - Mon, Dec 16	Wed, Dec 12 - Tues, Dec 17
December 9, 2002	Mon, Dec 16 - Thurs, Dec 19	Tues, Dec 17 - Fri, Dec 20
December 13, 2002	Mon, Jan 6 - Thurs, Jan 9	Tues, Jan 7 - Fri, Jan 10
January 23, 2003	Mon, Feb 3 - Thurs, Feb 6	Tues, Feb 4 - Fri, Feb 7
January 27, 2003	Mon, Feb 3 - Thurs, Feb 6	Tues, Feb 3 - Fri, Feb 7
January 28, 2003	Mon, Feb 3 - Thurs, Feb 6	Tues, Feb 3 - Fri, Feb 7
February 4, 2003	Mon, Feb 10 - Thurs, Feb 13	Tues, Feb 11 - Fri, Feb 14
February 5, 2003	Tues, Feb 11 - Mon, Feb 17	Wed, Feb 12 - Tues, Feb 18
February 21, 2003	Thurs, Feb 27 - Wed, Mar 5	Fri, Feb 28 - Thurs, Mar 6
Replacement Households		
Mailing Date	Range of Diary Dates	
November 12, 2002	Mon, Nov 18 - Thurs, Nov 21	Tues, Nov 19 - Fri, Nov 22
November 15, 2002	Thurs, Nov 21 - Tues, Nov 26	Fri, Nov 22 - Wed, Nov 27
November 22, 2002	Mon, Dec 2 - Thurs, Dec 5	Tues, Dec 3 - Fri, Dec 6
December 4, 2002	Tues, Dec 10 - Mon, Dec 16	Wed, Dec 12 - Tues, Dec 17
December 13, 2002	Mon, Jan 6 - Thurs, Jan 9	Tues, Jan 7 - Fri, Jan 10
January 27, 2003	Mon, Jan 27 - Thurs, Jan 30	Tues, Jan 28 - Fri, Jan 31
February 4, 2003	Mon, Feb 3 - Thurs, Feb 6	Tues, Feb 3 - Fri, Feb 7
February 5, 2003	Mon, Feb 10 - Thurs, Feb 13	Tues, Feb 11 - Fri, Feb 14
February 21, 2003	Tues, Feb 11 - Mon, Feb 17	Wed, Feb 12 - Tues, Feb 18

Reminder Calls

Survey respondents received reminder calls the day before their assigned diary dates. Reminder calls served several purposes:

- Interviewers offered to answer any questions that respondents may have had,
- Households who did not receive their diary materials for one reason or another were identified and re-mailed survey packets, and
- Panel members who were unable to complete their diaries on their assigned dates were instructed to keep their materials and record their travel information on the same two days of a later week.

Processing Returns

Upon receiving the diary returns, data entry staff batched the various survey forms separately. Personal Attitude Surveys were batched into envelopes of 20 and the diaries for each household member were batched into envelopes of 20 households. For identification purposes, personal ID numbers and names were indicated on the Personal Attitude Surveys, and personal ID numbers, names, phone numbers, and diary dates were printed on the travel diaries.

As returns were received by Northwest Research Group, a spreadsheet was maintained so that households who returned their diaries were checked off and additional reminder calls were made to households who did not return their survey materials.

Data Entry

Once batched, the paper surveys were cleaned and coded by data entry staff according to predetermined rules. This standardized cleaning and coding procedure simplifies and expedites the task of data entry. These cleaning and coding rules can be found in the Project Materials section of this report.

Surveys were then data entered and verified for accuracy. Two different programs were set up for data entry: one for the Personal Attitude Survey and one for the Travel Diaries. While the Attitude Surveys were entered as one survey per data entry record, the travel diaries were entered as one trip per record.

The final databases were reviewed for quality by the project manager before data preparation.

Follow-up Calls / Post Cards

Follow-up calls were made to respondents whose survey materials were not received within two weeks following their assigned travel dates. The purpose of the follow-up calls were to answer any questions, re-assign travel dates if they were missed, send new materials if the original ones were lost, encourage respondents to return their survey materials if they had filled them out but not mailed them, and to thank those who participated who had already mailed in their materials.

Follow-up calls were conducted throughout the data collection process as required by the scheduled travel dates. Beginning in late January 2003 and February 2003, the effort was boosted since there were still a large number of households that had not yet returned their materials.

To keep the number of calls to the individual panel households to a minimum as well as to reach those households that were unreachable by phone (e.g. answering machine, no answer, etc.), post cards were also distributed to households that had not returned their materials within two weeks after their assigned travel dates. Respondents were asked to indicate if they needed new materials or new travel dates, as well as whether they wanted to continue or not and the reason for discontinuing.

The final outcome from the follow-up calls and post cards for those households who didn't return any materials, including those who phoned in at any point during data collection, is as follows:

Follow-up Calls / Post Cards	
Return Status	Count
Household Returned a Completed Diary and/or Survey	1,702
Household Returned Blank Materials and Cancelled	36
No Materials Returned	669
Final Outcome of Non-Returners	
Household Said They Already Returned Materials (These Were Never Received by NWRG)	16
Household Said They Would Send in Materials Soon	231
Cancellation or Refusal	220
Disconnected or Non-Working Phone Number	27
Unable to Re-Contact Household	175
Total	669

Wrap-Up

Diary data collection took place over a six-month period, from October 17 to March 5. However, no diary dates (including those that were re-assigned due to vacation or missed dates) extended past Wednesday, March 19.

In summary, Northwest Research Group recruited a total of 2,407 households to reach a final panel size of 1,679 households with completed diaries – a return rate of 70%. This also includes partial households which may include those who originally named children who are away at school or other individuals who did not complete diaries because they are not actually current members of the household.

Challenges encountered during diary data collection include:

- Respondents completing diaries incorrectly, doing their diaries on the wrong dates, or returning blank diaries when out of town during their assigned dates - whenever possible, respondents were called back to rectify these situations. This may have involved a simple clarification or having to issue new travel diaries and dates.
- High level of detail management needed to assign ID numbers accurately and distribute materials to the correct households and household members.
- Sample management - because diary returns were not automatically updated in the computer, as they were in 1999 when Ci3 CATI was used to enter and process completed diaries, it was a more difficult task to keep track of who had and who had not returned their project materials. An Excel spreadsheet was used to indicate complete and partial returns as they came in based on household ID number. Updates were made daily, so that reminder calls would not be made to households that should be considered complete.
- To obtain a final panel size of at least 1,715 - Replacement recruiting occurred simultaneously with diary collection, so that late "drop-out" households could be replaced in the appropriate proportions. Soft refusals and over quota households were saved and recalled if they fit the desired demographic profile. Each quota group was over-recruited by a calculated amount, in order to ensure a representative Wave 10 panel. Despite over-recruitment and repeated reminder and follow-up calls, we did not reach the minimum panel size.

Sample

Stratification of Wave 10 Transportation Panel

One of the important goals of this study was to match the composition of the Wave 10 panel to that of previous Transportation Panels. Due to the number of drop-out households this year (among both drop-out Continuing and non-participating Replacement recruits), it was more of a challenge to approximate the stratification of the Wave 10 panel by County, Transit Type, and Life Cycle to the expected number of panel members in each category, especially for Transit Type which is skewed to SOV households.

The following table illustrates the final sample stratification of the Wave 10 participating panel households.

Actual vs. Expected Wave 10 Transportation Panel Households by County, Household Transit Type, and Life Cycle Stage			
County	Actual		Desired Panel
	Wave 10 Panel Households		Proportion
	Count	%	%
1 King (COUNTY = 1)	798	47.5%	46.0%
2 Kitsap (COUNTY = 2)	198	11.8%	11.0%
3 Pierce (COUNTY = 3)	359	21.4%	22.0%
4 Snohomish (COUNTY = 4)	324	19.3%	20.0%
TOTAL	1,679	100.0%	100.0%
Household Transit Type			
5 SOV (HHTYPE = 1)	1,195	71.2%	66.0%
6 Transit (HHTYPE = 2)	304	18.1%	22.0%
7 Carpool (HHTYPE = 3)	180	10.7%	12.0%
TOTAL	1,679	100.0%	100.0%
Life Cycle Stage			
8 With Kids (LIFESTG = 1)	456	27.2%	30.0%
9 1 Adult No Kids (LIFESTG = 2)	395	23.5%	23.0%
10 2+ Adults No Kids (LIFESTG = 3)	828	49.3%	47.0%
TOTAL	1,679	100.0%	100.0%

Comparison of Travel Diary Participants and Wave 10 Non-respondents

It is also valuable to compare the demographic profiles of participating Wave 10 panel households and non-respondents to assess the possible effects of nonresponse bias in this study. The following tables outline the significant differences between Wave 10 panel households, or those who completed travel diaries, and those who did not participate. Those who did not participate include refusals post-recruitment and those who Northwest Research Group was unable to reach to clarify household composition information.

Demographic Differences Between Wave 10 Diary Returners and Non-respondents		
	Percent of Total	
	Diary Returners n = 1,679	Non-respondents n = 728
Years at Current Address		
Less than 1	5%	12%
1 to 5	22%	37%
6 to 10	20%	15%
11 to 20	26%	20%
More than 20	27%	16%
Years in Current County		
Less than 1	1%	3%
1 to 5	9%	19%
6 to 10	12%	13%
11 to 20	21%	21%
More than 20	57%	45%
Household Size		
One	24%	21%
Two	44%	32%
Three	14%	19%
Four	13%	16%
Five	4%	7%
More than Five	2%	4%
	Mean	2.7
Presence of Children		
Yes	27%	38%
No	73%	62%
Rent or Own Home		
Rent	13%	29%
Own	87%	71%
Number Employed Full-Time		
Zero	26%	17%
One	36%	36%
Two	32%	36%
Three	5%	8%
More than Three	1%	3%
	Mean	1.5

Demographic Differences Between Wave 10 Diary Returners and Non-respondents [continued]		
	Percent of Total	
	Diary Returners	Non-respondents
Life Cycle Stage		
1 – Preschool Age Children	8%	15%
2 – School Age Children	19%	23%
3 – One Adult Under 35	1%	4%
4 – One Adult 35 to 64	13%	11%
5 – One Adult Over 65+	9%	6%
6 – Two Adults Under 35	3%	6%
7 – Two Adults 35 to 64	30%	26%
8 – Two Adults Over 65+	16%	9%
Household Transit Type		
SOV	71%	64%
Transit	18%	21%
Carpool	11%	15%
Wave		
One	16%	2%
Two	1%	1%
Three	2%	<1%
Four	3%	1%
Five	3%	1%
Six	8%	3%
Seven	9%	5%
Eight	9%	9%
Nine	18%	22%
Ten	30%	56%

- Diary returners have lived at their current residence longer than non-respondents. Similarly, those who returned their diaries have lived in their current county longer than non-returners. Perhaps longer-term residents are more inclined to participate because of a greater personal interest in the topic of this study.
- Households with only 1 or 2 members are more likely to be Wave 10 participants. Completing a diary for each household member 15 years of age or older may have been a more onerous task for larger households.
- Returning travel diaries is less common among households with children under the age of 18. Again, the respondent-burden of completing the survey may have played a role in the greater nonresponse among households with children, as these respondents are likely to be busier than those without children.
- Diary returners are more likely to be homeowners than renters.
- Travel diaries are more likely to have been completed by households with fewer full-time employees. Perhaps the individuals in these households had more time to fulfill their obligation to this study.
- Similar to the finding related to presence of children in the home, those who have completed travel diaries are less likely to be in life cycle stages 1 or 2 (meaning those with children). Additionally, Wave 10 participants are more likely than non-participants to be over the age of 64.

- While returning travel diaries is more common among SOV households, non-respondents are more likely to be from carpool households.
- Households that have been panel members since the beginning of the study are much more likely to have continued their participation. Only two percent of non-respondents were recruited in Wave 1, compared to sixteen percent of diary returners. Moreover, a large percentage of Replacement Households recruited for Wave 10 did not complete their travel diaries. Over half (56%) of non-respondents came from Wave 10 Replacement Households.
- Panel members from King County were more likely to complete travel diaries. The other three counties were equally likely to complete travel diaries. King County had the highest participation rate (73%), and Kitsap had the lowest (65%).
- Furthermore, no significant differences were found in income, proximity to transit, or number of vehicles available for use among participating panel households and non-respondents.

Comparison by Travel Mode

Significant differences were also observed between panel households of the three transit types. Among the 1,679 Wave 10 Households, seventy-one percent (71%) were SOV, eighteen percent (18%) had at least one regular transit user, and eleven percent (11%) had at least one carpooler.

Demographic Differences by Household Transit Type			
	Percent of Total		
	SOV n = 1,195	Transit n = 304	Carpool n = 180
County			
King	44%	64%	42%
Kitsap	11%	13%	13%
Pierce	24%	10%	22%
Snohomish	20%	13%	24%
Years at Current Address			
Less than 1	5%	6%	7%
1 to 5	21%	25%	25%
6 to 10	19%	19%	22%
11 to 20	24%	31%	30%
More than 20	31%	19%	17%
Years in Current County			
Less than 1	1%	1%	1%
1 to 5	8%	13%	7%
6 to 10	11%	12%	17%
11 to 20	19%	25%	26%
More than 20	60%	50%	49%
Household Size			
One	26%	22%	11%
Two	46%	35%	43%
Three	11%	21%	18%
Four	12%	15%	18%
Five	4%	4%	5%
More than Five	1%	4%	4%
	Mean	2.3	2.6
		2.6	2.8

Demographic Differences by Household Transit Type [continued]			
	Percent of Total		
	SOV	Transit	Carpool
Presence of Children			
Yes	24%	32%	37%
No	76%	68%	63%
Rent or Own Home			
Rent	11%	23%	8%
Own	89%	77%	92%
Number Employed Full-Time			
Zero	32%	17%	-
One	37%	34%	34%
Two	27%	40%	52%
Three	3%	7%	11%
More than Three	1%	2%	3%
	Mean	1.0	1.4
Life Cycle Stage			
1 – Preschool Age Children	9%	6%	8%
2 – School Age Children	16%	26%	29%
3 – One Adult Under 35	1%	2%	1%
4 – One Adult 35 to 64	14%	13%	10%
5 – One Adult Over 65+	11%	7%	-
6 – Two Adults Under 35	2%	6%	6%
7 – Two Adults 35 to 64	29%	27%	42%
8 – Two Adults Over 65+	19%	13%	5%
Number of Vehicles			
Zero	1%	13%	-
One	25%	26%	15%
Two	44%	37%	45%
Three	19%	15%	27%
More than Three	11%	9%	13%
	Mean	2.2	1.8
Proximity to Transit			
1 Block or Less	23%	40%	16%
2 Blocks	14%	16%	16%
3 to 12 Blocks	19%	16%	21%
1 Mile	19%	15%	21%
More than 1 Mile	25%	13%	26%
Income			
Less than \$25,000	12%	15%	4%
\$25,000 to \$35,000	11%	6%	5%
\$35,000 to \$45,000	16%	8%	11%
\$45,000 to \$55,000	14%	13%	7%
\$55,000 to \$75,000	19%	22%	29%
\$75,000 or More	28%	35%	44%

Demographic Differences by Household Transit Type [continued]			
	Percent of Total		
	SOV	Transit	Carpool
Wave			
One	17%	13%	13%
Two	1%	1%	1%
Three	3%	1%	2%
Four	4%	2%	3%
Five	3%	3%	1%
Six	8%	10%	7%
Seven	10%	9%	6%
Eight	8%	9%	12%
Nine	18%	18%	16%
Ten	28%	35%	40%

- Wave 10 panel households from King County have the highest incidence of transit users – 64% of Transit households are from King County.
- Drive-alone households are more likely to be longer-term Puget Sound residents. This may also reflect differences by household transit types among older panel members (meaning those over the age of 64).
- Carpool households are typically larger, with an average household size of three members. This would be expected, because commuting with other household members is considered carpooling for this study.
- Similarly, carpool and transit households are more likely to have children under 18 present in the home.
- Transit households are more likely to be renters than homeowners, while those from SOV and carpool households tend to own their homes.
- Carpooling is more common among households with two or more members who are employed full-time. This may suggest that members of these households are likely to commute to work together.
- Carpool households are more likely to be from life cycle stage 2 (school age children) or stage 7 (two+ adults, no kids), while SOV households are more commonly in stage 5 or stage 8 (over the age of 64).
- A relationship exists between the number of vehicles per household and household transit type. Those with a regular transit user in the household have fewer vehicles available for their use.
- Similarly, transit households tend to live within 1 block or less of a bus stop, while carpool and SOV households are more likely to live at least 1 mile away from a bus stop.
- It appears as if carpool households typically have higher incomes. However, by definition, carpool households had to have at least one member employed outside the home. This possibly explains the higher income among carpool households.
- A higher percentage of drive-alone households began the study during its first wave (17%), compared to transit and carpool households (13% each). Moreover, Replacement Households make up thirty-five percent (35%) of transit households and forty percent of carpool households (40%). This could indicate a higher incidence of “drop-out” among transit and carpool households.

Discussion of Wave 10 Attrition

Throughout the course of this study, Panel Households may have moved out of the four-county Puget Sound Region or decided to discontinue their participation. The resulting attrition of the Transportation Panel is compensated for by recruiting Replacement Households, as was discussed above.

- The attrition rate for Wave 10 was initially estimated at 20-30%.
- So far, Continuing Panel Households make up seventy percent (70%) of the Wave 10 Panel. This means that 30% of the Wave 10 Panel is made up of Replacement Households. A slightly higher percentage (34%) of the Wave 9 Panel was made up of Replacement Households.
- Of the original 1,727 Wave 9 Continuing Households, 1,171 are members of the Wave 10 Transportation Panel. Therefore, the actual attrition rate for Wave 10 is approximately 32% -- slightly higher than expected, but lower than the Wave 9 attrition rate of 37%.

The following table illustrates the breakdown by Wave of current Panel members:

TABLE 1		
Panel Households by Wave		
Wave	Wave 10 Participating Panel Households	
	Count	%
1	264	15.7%
2	23	1.4%
3	38	2.3%
4	54	3.2%
5	48	2.9%
6	142	8.5%
7	150	8.9%
8	146	8.7%
9	306	18.2%
10	508	30.3%
TOTAL	1,679	100.0%

Since a primary objective of the Wave 10 Transportation Panel is to measure the impact of ITS efforts since the timing of the Wave 7 Panel survey, it was important to retain as many Wave 7 households as possible. Of the 1,355 Wave 7 households who were attempted this year, 719 remain. This is fifty-three percent of the Wave 7 Continuing Households.

For the Wave 10 Transportation Panel, Northwest Research Group used the traditional methodology that was used to collect Diary Data from Wave 1 to Wave 7 and Wave 9. Panel Households were mailed all project materials at one time (including Travel Diaries and Personal Attitude Surveys), and asked to return them in postage paid business reply envelopes.

- While this method is less of a burden to the respondent than the telephone interviewing method employed in Wave 8, it has also made it more difficult to ensure timely participation. When Diary data was collected over the telephone, appointments were set with survey respondents for reporting their Household's travel information to a telephone interviewer. The impression of a deadline in this case may have encouraged respondents to complete the tasks for this project more immediately.

Other factors that may have contributed to the attrition during Wave 10 are:

- Since recruiting got off to a slower-than-expected start, some Diary dates were pushed into the month of December, when many people are out of town or otherwise very busy with the holiday season, and on into February and March. We made certain not to assign any diary dates during the holidays (Thanksgiving, Christmas, the week between Christmas and New Years, and New Years). However, if respondents missed their dates around these time periods, they were left with fewer opportunities to complete their Travel Diaries.
- Some people may have felt that we were asking them to do too much, as was indicated by the increased number of returned and refused survey packets this year.
 - During the follow-up calls and post cards, the main reasons stated for discontinuing were general disinterest / unwillingness to participate, respondents were too busy or didn't have time, or a family crisis (such as illness, death, household split) kept them from fulfilling their obligation. See the Follow-Up Calls / Post Card section for details concerning these calls / postcards.
 - Other reasons stated were that they don't travel anymore (mostly due to being older or disabled), other family members didn't want to participate, the participant was out of town or had since moved. A small number of respondents also indicated specifically that it was more work than they anticipated, that it was too long, difficult, or confusing.
- Declining return rates of mail panel research in general. The return rate of this study has declined from 78% in Wave 9 to 70% in Wave 10 -- the return rate being the number of households who returned diaries divided by the number of households recruited for the panel. This reflects a North American decline in the return rate of pre-recruited panel members as well. A Canadian mail panel company reports that their return rates for pre-recruited panel members fell from 73% in 1995 to 65% in 2003. A quick review of some U.S. travel and tourism consumer mail panel studies conducted between 1996 and 2001 revealed return rates of between 52% and 65%. While it's reassuring that our return rates are similar or even a little higher than the other studies listed here, the decline in return rates of mail panel research suggests a need for even greater over-recruitment of panel households in future waves of this research in order to reach a target panel size of 1,800 households.

Panel Retention Rates per Year

TABLE 2											
Survey Retention Rates per Year											
1989 – 2002											
Wave	1	2	3	4	5	6	7	8	9	10	
1	Cont.	1,712	1,385	1,080	937	808	543	468	392	315	264
1989		100%	81%	63%	55%	47%	32%	27%	23%	18%	15%
	Replace		399	154	137	117	78	68	47	34	23
2			100%	39%	34%	29%	20%	17%	12%	8%	6%
1990	Total		1,784	1,234	1,074	925	621	536	439	349	287
			100%	69%	60%	52%	35%	30%	25%	19%	16%
	Replace			362	267	190	116	94	70	51	38
3				100%	74%	52%	32%	26%	19%	14%	10%
1992	Total			1,596	1,341	1,115	737	630	509	400	325
				100%	84%	70%	46%	39%	32%	25%	20%
	Replace				565	319	175	134	97	70	54
4					100%	56%	31%	24%	17%	12%	10%
1993	Total				1,906	1,434	912	764	606	470	379
					100%	75%	48%	40%	32%	25%	20%
	Replace					335	173	124	92	70	48
5						100%	52%	37%	27%	21%	14%
1994	Total					1,769	1,085	888	698	540	427
						100%	61%	50%	39%	31%	24%
	Replace						668	443	297	184	142
6							100%	66%	44%	28%	21%
1996	Total						1,753	1,331	995	724	569
							100%	76%	57%	41%	32%
	Replace							659	360	205	150
7								100%	55%	31%	23%
1997	Total							1,990	1,355	929	719
								100%	68%	47%	36%
	Replace								453	209	146
8									100%	46%	32%
1999	Total								1,808	1,138	865
									100%	63%	48%
	Replace									589	306
9										100%	52%
2000	Total									1,727	1,171
										100%	68%
10	Replace										508
2002	Total										1,679

Project Materials

Focus Groups

Focus Group Screeners - Continuing

PSRC – Focus Groups Continuing Household Screener

- Group 1 (Continuing HHs): September 9, 2002 @ 5:30 p.m. – NWRG
- Group 4 (Mix of Continuing & Replacement HHs): Sept. 18, 2002 @ 6:00 p.m. – NWRG

Interviewer Name _____ Date _____

ID# _____

Respondent's Name _____ Resp. # _____

Address _____

City/State/Zip _____

Phone Day: _____ Eve: _____

E-mail Address: _____

Group Date/Time _____

GENDER [OBSERVE]

- 1 MALE
- 2 FEMALE

RECRUIT APPROX. EQUAL GENDER SPLIT FOR EACH GROUP
--

INT Hello, this is _____ from Northwest Research Group, a local opinion research firm. We are working with the Puget Sound Regional Council and local transportation planners on a very brief study of travel patterns, needs, and opinions in the Puget Sound area.

For this study, may I speak with a household member who is 18 years of age or older.

REINTRODUCE AS NECESSARY.

INT2 Our records indicate that your household is a member of the Puget Sound Transportation Panel. Is this correct?

- 1 YES, HOUSEHOLD STILL IS PANEL MEMBER [CONTINUE]
- 2 NO, PANEL MEMBERS NO LONGER AT THIS NUMBER [THANK & TERMINATE]

INT3 The study we're conducting tonight will help us improve the next wave of transportation panel research that will be starting this fall. Let me assure you this is not a sales call, the study is being conducted for research purposes only. Your opinions are very important to us and everything you say will be kept strictly confidential. In addition, this call may be monitored for quality purposes.

Q1A First to confirm, what county do you live in?

- 1 KING
- 2 KITSAP
- 3 PIERCE
- 4 SNOHOMISH
- 5 OTHER [THANK AND TERMINATE]
- 9 DON'T KNOW / REFUSED [THANK AND TERMINATE]

Q1B And, what is your home zip code?

- _____ ENTER ZIP CODE
- 99999 DON'T KNOW / REFUSED

RECRUIT A MIX OF ZIP CODES FOR EACH GROUP

Q2 What is your age?

[RECORD AGE IN APPROPRIATE CATEGORY, READ LIST IF NECESSARY]

(Are you between...)

- 1 (18 and 24,)
- 2 (25 and 34,)
- 3 (35 and 44,)
- 4 (45 and 54,)
- 5 (55 and 64, or)
- 6 (65 and older?) [THANK AND TERMINATE]
- 9 DON'T KNOW / REFUSED [THANK AND TERMINATE]

RECRUIT A MIX OF AGES FOR EACH GROUP

Q3 Which of the following **best** describes your current employment status?

- 1 Employed full-time (that is 30 or more hours per week),
- 2 Employed part-time (that is less than 30 hours per week),
- 3 Self-employed or a business owner outside your home,
- 4 A student and working part or full-time,
- 5 A full-time student and not working,
- 6 Retired, [THANK AND TERMINATE]
- 7 Not employed outside the home, or [THANK AND TERMINATE]
- 8 Currently unemployed? [THANK AND TERMINATE]
- 9 OTHER [SPECIFY] _____ [THANK & TERMINATE]
- 99 DON'T KNOW / REFUSED [THANK AND TERMINATE]

Q4 In a typical week, which kind of transportation do you usually use as a way to get to work or school? **[PROBE FOR ONE ANSWER]**

[PROBE CAR: Do you drive alone, drive but with others in the vehicle, or ride with others?]

- 1 DRIVE ALONE **[SOV USER]**
- 2 DRIVE BUT WITH OTHERS IN THE VEHICLE **[HOV USER]**
- 3 RIDE WITH OTHERS **[HOV USER]**
- 4 CARPOOL **[HOV USER]**
- 3 VANPOOL **[HOV USER]**
- 4 TRANSIT BUS **[TRANSIT USER]**
- 5 CAR / TRANSIT BUS COMBINATION **[TRANSIT USER]**
- 6 SCHOOL BUS **[THANK AND TERMINATE]**
- 7 BICYCLE **[THANK AND TERMINATE]**
- 8 WALK OR JOG **[THANK AND TERMINATE]**
- 9 FERRY **[THANK AND TERMINATE]**
- 10 MOTORCYCLE **[THANK AND TERMINATE]**
- 11 OTHER (SPECIFY)_____ **[THANK & TERMINATE]**
- 99 DON'T KNOW / REFUSED **[THANK AND TERMINATE]**

GROUP 1 – RECRUIT APPROX. 6 SOV USERS & 6 HOV / TRANSIT USERS
GROUP 4 – RECRUIT APPROX. 2 SOV USERS & 2 HOV / TRANSIT USERS

CHECK SECURITY

Q5 Do you or does anyone your immediate family or household work in any of the following?

	Yes	No	DK/REF
for an advertising agency?	1	2	3
a marketing research firm?	1	2	3
for a public transportation agency?	1	2	3

IF YES OR DK/REF TO ANY OF THE ABOVE, THANK & TERMINATE

Q6 Have you ever participated in a discussion group for research purposes for which you were paid for your time?

- YES** [CONTINUE]
- NO** [SKIP TO INVITATION - RECRUIT AT LEAST 6 PER GROUP]
- DK/REF** [GET DETAILS, SAVE DO NOT RECRUIT WITHOUT APPROVAL]

GROUP 1 – AT LEAST 6 WHO HAVE NEVER PARTICIPATED IN A DISCUSSION GROUP.
GROUP 4 – AT LEAST 2 WHO HAVE NEVER PARTICIPATED IN A DISCUSSION GROUP.

- Q7 How many focus groups have you ever participated in? **[DO NOT READ]**
- 1 ONE TO THREE FOCUS GROUPS
 - 2 FOUR OR MORE FOCUS GROUPS **[GET DETAILS & SAVE DO NOT RECRUIT WITHOUT APPROVAL]**
 - 9 DK/REF **[THANK & TERMINATE]**
-
-

Q8 What was/were the topic(s) of this/these focus group(s)?

IF TRANSPORTATION-RELATED TOPIC, THEN GET DETAILS AND SAVE.

- Q9 When was the last time that you participated in one of these groups?
- 1 Within the past 6 months, **[GET DETAILS, SAVE DO NOT RECRUIT WITHOUT APPROVAL]**
 - 2 6 months to a year, or **[GET DETAILS, SAVE DO NOT RECRUIT WITHOUT APPROVAL]**
 - 3 More than 1 year ago? **[CONTINUE]**
 - 9 DK/REF **[THANK & TERMINATE]**
-
-

INVITATION

On behalf the Puget Sound Regional Council, we are inviting a group of people like yourself to participate in a focus group discussion regarding public transportation in the Puget Sound area. Let me assure you that absolutely no attempt will be made to sell you any types of products or services - these discussion groups are held for research purposes only. We'd just like to hear your honest opinions. The group will be relaxed and informal, and you will simply be involved in an exchange of ideas and opinions with 10-12 other people like yourself.

The discussion will be held at the offices of **[CHECK MATRIX]** in **[CHECK MATRIX]**. The group will take place on **[CHECK MATRIX]** at **[CHECK MATRIX]**. It will last approximately 2 hours, and at the conclusion of the discussion, we will be pleased to present you with a cash honorarium of \$75 in appreciation of your time. Will you be available to attend this discussion?

LOCATION:

Northwest Research Group, Inc.
 400 108th Ave. NE, Suite 200
 Bellevue, WA 98004
 Phone: 425.635.7481 or
 800.545.5909

GROUP 1— Monday, September 9, 2002 @ 5:30 P.M., Bellevue Office – [\$75]

Continuing Households (n=12):

- ALL MUST LIVE IN EITHER KING, KITSAP, PIERCE, OR SNOHOMISH COUNTY
- RECRUIT A MIX OF AGES 18-64
- RECRUIT APPROX. 6 USING TRANSIT / CARPOOL / VANPOOL & 6 DRIVING ALONE
- RECRUIT APPROX. EQUAL GENDER SPLIT
- ALL MUST BE EMPLOYED OR A STUDENT
- ALL MUST PASS INDUSTRY AND PAST PARTICIPATION SCREENS

GROUP 4— Wednesday, September 18 @ 6:00 P.M, Bellevue Office – [\$75]

Mix of Continuing and Replacement Households (n=12)

Continuing Households (n=4):

- ALL MUST LIVE IN EITHER KING, KITSAP, PIERCE, OR SNOHOMISH COUNTY
- RECRUIT A MIX OF AGES 18-64
- RECRUIT APPROX. 2 USING TRANSIT / CARPOOL / VANPOOL & 2 DRIVING ALONE
- RECRUIT APPROX. EQUAL GENDER SPLIT
- ALL MUST BE EMPLOYED OR A STUDENT
- ALL MUST PASS INDUSTRY AND PAST PARTICIPATION SCREENS

Replacement Households (n=8):

- RECRUIT 4 PARTICPANTS BASED ON GROUP 2 COMPOSITION [SEE REPLACEMENT HH SCREENER]
- RECRUIT 4 PARTICPANTS BASED ON GROUP 3 COMPOSITION [SEE REPLACEMENT HH SCREENER]

ALL:

To facilitate the discussion, we will be mailing a packet of materials to you within the next week. It will look similar to the materials you have received in the past for the transportation panel research.

When the packet arrives in the mail, carefully review the instructions for filling out each item. Then fill out your diary on the assigned day of the week printed at the top of your diary. We ask that you bring the completed diary with you to the group on [CHECK MATRIX].

Do you have any additional questions about the travel diary? [ANSWER IF POSSIBLE]

In addition, we'll be sending you a letter to confirm this invitation, along with a map and directions to the facility. May I please have the correct spelling of your name and your mailing address, so that we can be sure to send the materials to the correct household? [RECORD ON FRONT PAGE]

For this project, it is very important that we are able to count on your attendance. **If, for any reason, you find yourself unable to join us, please call us at 800.545.5909 as soon as possible.**

If you use reading glasses please be sure to bring them with you...

IF REFUSES OR IS UNABLE TO ATTEND GROUP: The Puget Sound Regional Council will be conducting their next wave of the transportation panel research this fall. We will be contacting you again at that time and look forward to your household's continued participation

Focus Group Screeners - Potential Replacements

**PSRC – Focus Groups
Replacement Household Screener**

- Group 2 (Affluent HHs): September 9, 2002 @ 8:00 p.m. – NWRG
- Group 3 (Young HHs): September 10, 2002 @ 6:00 p.m. – Gilmore Research
- Group 4 (Mix of Affluent & Young HHs): September 18, 2002 @ 6:00 p.m. – NWRG

Interviewer Name _____ Date _____

ID# _____

Respondent's Name _____ Resp. # _____

Address _____

City/State/Zip _____

Phone Day: _____ Eve: _____

E-mail Address: _____

Group Date/Time _____

GENDER [OBSERVE]

- 1 MALE
- 2 FEMALE

RECRUIT APPROX. EQUAL GENDER SPLIT FOR EACH GROUP

INT Hello, this is _____ from Northwest Research Group, a local opinion research firm. We are working with the Puget Sound Regional Council and local transportation planners on a very brief study of travel patterns, needs, and opinions in the Puget Sound area. Let me assure you this is not a sales call, the study is being conducted for research purposes only. Your opinions are very important to us and everything you say will be kept strictly confidential. In addition, this call may be monitored for quality purposes.

For this study, may I speak with a household member who is 18 years of age or older.

REINTRODUCE AS NECESSARY.

Q1A First, what county do you live in?

- 1 KING
- 2 KITSAP
- 3 PIERCE
- 4 SNOHOMISH
- 5 OTHER [THANK AND TERMINATE]
- 9 DON'T KNOW / REFUSED [THANK AND TERMINATE]

Q1B And, what is your home zip code?

_____ ENTER ZIP CODE
99999 DON'T KNOW / REFUSED

RECRUIT A MIX OF ZIP CODES FOR EACH GROUP

Q2 How many days in a typical week do you travel to a location outside your home?

- 1 (1 to 3 Days Per Week) [THANK AND TERMINATE]
- 2 (4 or More Days Per Week)
- 9 DON'T KNOW / REFUSED [THANK AND TERMINATE]

Q3 What is your age?

[RECORD AGE IN APPROPRIATE CATEGORY, READ LIST IF NECESSARY]

(Are you between...)

- 1 (18 and 24,) [CONTINUE]
- 2 (25 and 34,) [SKIP TO Q5]
- 3 (35 and 44,) [SKIP TO Q5]
- 4 (45 and 54,) [SKIP TO Q5]
- 5 (55 and 64, or) [SKIP TO Q5]
- 6 (65 and older?) [THANK AND TERMINATE]
- 9 DON'T KNOW / REFUSED [THANK AND TERMINATE]

GROUP 2 (Affluent HHs) - RECRUIT A MIX OF AGES

GROUP 3 (Young HHs)– RECRUIT ONLY 18-24

GROUP 4 (Mix of Affluent & Young HHs) – 4 are 18 - 24 and 4 are 25 - 64

Q4 Do you rent or own your current home?

- 1 RENT
- 2 OWN
- 9 DON'T KNOW / REFUSED [THANK AND TERMINATE]

GROUP 3 (Young HHs) - RECRUIT A MIX OF RENTERS AND OWNERS

GROUP 4 (Young HHs) – RECRUIT A MIX OF RENTERS AND OWNERS

Q5 Which of the following **best** describes your current employment status?

- 1 Employed full-time (that is 30 or more hours per week),
- 2 Employed part-time (that is less than 30 hours per week),
- 3 Self-employed or a business owner outside the home,
- 4 A student and working part or full-time,
- 5 A full-time student and not working,
- 6 Retired, [THANK & TERMINATE]
- 7 Not employed outside the home, or [THANK & TERMINATE]
- 8 Currently unemployed? [THANK & TERMINATE]
- 9 OTHER [SPECIFY] _____ [THANK & TERMINATE]
- 99 DON'T KNOW / REFUSED [THANK & TERMINATE]

Q6 In a typical week, which kind of transportation do you usually use as a way to get to **work or school**?
[PROBE FOR ONE ANSWER]

[PROBE CAR: Do you drive alone, drive but with others in the vehicle, or ride with others?]

- 1 DRIVE ALONE **[SOV USER]**
- 2 DRIVE BUT WITH OTHERS IN THE VEHICLE **[HOV USER]**
- 3 RIDE WITH OTHERS **[HOV USER]**
- 4 CARPOOL **[HOV USER]**
- 3 VANPOOL **[HOV USER]**
- 4 TRANSIT BUS **[TRANSIT USER]**
- 5 CAR / TRANSIT BUS COMBINATION **[TRANSIT USER]**
- 6 SCHOOL BUS **[THANK AND TERMINATE]**
- 7 BICYCLE **[THANK AND TERMINATE]**
- 8 WALK OR JOG **[THANK AND TERMINATE]**
- 9 FERRY **[THANK AND TERMINATE]**
- 10 MOTORCYCLE **[THANK AND TERMINATE]**
- 11 OTHER (SPECIFY) _____ **[THANK & TERMINATE]**
- 99 DON'T KNOW / REFUSED **[THANK AND TERMINATE]**

GROUP 2 (Affluent Replacement HHs), RECRUIT AT LEAST 3 HOV / TRANSIT USERS

GROUP 3 (Young Replacement HHs), RECRUIT APPROX. 6 SOV USERS & 6 HOV / TRANSIT USERS

GROUP 4 (Mix of Affluent and Young HHs):

(Affluent HHs): RECRUIT AT LEAST 1 HOV / TRANSIT USER

(Young HHs): RECRUIT APPROX. 2 SOV USERS & 2 HOV / TRANSIT USERS

INTRO2 These next questions are to help us group your answers with the answers of other people in the survey.

Q7 Are there any children under the age of eighteen currently living in your household?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED **[THANK AND TERMINATE]**

GROUP 2 (Affluent Replacement HHs), RECRUIT AT LEAST 6 HOUSEHOLDS WITH CHILDREN

GROUPS 3 & 4 (Young Replacement HHs) - NO QUOTA. INFORMATION ONLY

GROUP 4 (Affluent Replacement HHs): RECRUIT AT LEAST 2 HOUSEHOLDS WITH CHILDREN

Q8 Which of the following categories best describes your total annual household income per year?

- 1 Less than \$25,000,
- 2 \$25,000 to \$35,000,
- 3 \$35,000 to \$45,000,
- 4 \$45,000 to \$55,000,
- 5 \$55,000 to \$75,000, or
- 6 \$75,000 or more?
- 9 DON'T KNOW / REFUSED

GROUPS 2 & 4 (Affluent HHs), MUST HAVE HOUSEHOLD INCOME OF \$45K OR MORE
GROUPS 3 & 4 (Young HHs) - NO QUOTA. INFORMATION ONLY

CHECK SECURITY

- Q9 Do you or does anyone your immediate family or household work in any of the following?
- | | Yes | No | DK/REF |
|-------------------------------------|-----|----|--------|
| for an advertising agency? | 1 | 2 | 3 |
| a marketing research firm? | 1 | 2 | 3 |
| for a public transportation agency? | 1 | 2 | 3 |

IF YES OR DK/REF TO ANY OF THE ABOVE, THANK & TERMINATE

- Q10 Have you ever participated in a discussion group for research purposes for which you were paid for your time?

- 1 **YES** [CONTINUE]
- 2 **NO** [SKIP TO INVITATION - RECRUIT AT LEAST 6 PER GROUP]
- 9 **DK/REF** [GET DETAILS, SAVE DO NOT RECRUIT WITHOUT APPROVAL]

GROUP 2 (Affluent HHs): AT LEAST 6 WHO HAVE NEVER PARTICIPATED IN A DISCUSSION GROUP.

GROUP 3 (Young HHs): AT LEAST 6 WHO HAVE NEVER PARTICIPATED IN A DISCUSSION GROUP.

GROUP 4 (Mix of Affluent & Young HHs): AT LEAST 4 WHO HAVE NEVER PARTICIPATED IN A DISCUSSION GROUP.

- Q11 How many focus groups have you ever participated in? **[DO NOT READ]**

- 1 ONE TO THREE FOCUS GROUPS
- 2 FOUR OR MORE FOCUS GROUPS [GET DETAILS & SAVE DO NOT RECRUIT WITHOUT APPROVAL]
- 9 DK/REF [THANK & TERMINATE]

- Q12 What was/were the topic(s) of this/these focus group(s)?

IF TRANSPORTATION-RELATED TOPIC, THEN GET DETAILS AND SAVE.

- Q13 When was the last time that you participated in one of these groups?

- 1 Within the past 6 months, [GET DETAILS, SAVE DO NOT RECRUIT WITHOUT APPROVAL]
- 2 6 months to a year, or [GET DETAILS, SAVE DO NOT RECRUIT WITHOUT APPROVAL]
- 3 More than 1 year ago? [CONTINUE]
- 9 DK/REF [THANK & TERMINATE]

INVITATION

On behalf the Puget Sound Regional Council, we are inviting a group of people like yourself to participate in a focus group discussion regarding public transportation in the Puget Sound area. Let me assure you that absolutely no attempt will be made to sell you any types of products or services - these discussion groups are held for research purposes only. We'd just like to hear your honest opinions. The group will be relaxed and informal, and you will simply be involved in an exchange of ideas and opinions with 10-12 other people like yourself.

The discussion will be held at the offices of [CHECK MATRIX] in [CHECK MATRIX]. The group will take place on [CHECK MATRIX] at [CHECK MATRIX]. It will last approximately 2 hours, and at the conclusion of the discussion, we will be pleased to present you with a cash honorarium of \$75 in appreciation of your time. Will you be available to attend this discussion?

MATRIX	
Bellevue Location: Northwest Research Group, Inc. 400 108 th Ave. NE, Suite 200 Bellevue, WA 98004 Phone: 425.635.7481 or 800.545.5909	Seattle Location: Gilmore Research Group 2324 Eastlake Ave E, Suite 300 Seattle, WA 98102

GROUP 2— Monday, September 9, 2002 @ 8:00 P.M, Bellevue Office – [\$75]

Affluent Replacement Households (n=12):

- ALL MUST LIVE IN EITHER KING, KITSAP, PIERCE, OR SNOHOMISH COUNTY
- RECRUIT A MIX OF AGES < 65
- AT LEAST 3 MUST BE TRANSIT / CARPOOL / VANPOOL USERS
- AT LEAST 6 MUST BE HOUSEHOLDS WITH CHILDREN
- RECRUIT A MIX OF GENDER
- ALL MUST TRAVEL TO AN OUTSIDE LOCATION AT LEAST 4 TIMES A WEEK
- ALL MUST BE EMPLOYED OR A STUDENT
- ALL MUST HAVE A HH INCOME \$45,000 OR MORE
- ALL MUST PASS INDUSTRY AND PAST PARTICIPATION SCREENS

GROUP 3— Tuesday, September 10, 2002 @ 6:00 P.M., Gilmore Research – [\$75]

Young Replacement Households (n=12):

- ALL MUST LIVE IN EITHER KING, KITSAP, PIERCE, OR SNOHOMISH COUNTY
- RECRUIT A MIX OF OWNERS AND RENTERS
- RECRUIT APPROX. 6 USING TRANSIT / CARPOOL / VANPOOL & 6 DRIVING ALONE
- RECRUIT A MIX OF GENDER
- ALL MUST BE AGE 18-24
- ALL MUST BE EMPLOYED OR A STUDENT
- ALL MUST TRAVEL TO AN OUTSIDE LOCATION AT LEAST 4 TIMES A WEEK
- ALL MUST PASS INDUSTRY AND PAST PARTICIPATION SCREENS

GROUP 4— Wednesday, September 18 @ 6:00 P.M, Bellevue Office – [\$75]

Mix of Continuing and Replacement Households (n=12)

Continuing Households (n=4):

- RECRUIT 4 PARTICPANTS FROM CONTINUING HH SAMPLE [SEE CONTINUING HH SCREENER]

Affluent Replacement Households (n=4):

- ALL MUST LIVE IN EITHER KING, KITSAP, PIERCE, OR SNOHOMISH COUNTY
- RECRUIT A MIX OF AGES < 65
- AT LEAST 1 MUST BE TRANSIT / CARPOOL / VANPOOL USERS
- AT LEAST 2 MUST BE HOUSEHOLDS WITH CHILDREN
- RECRUIT A MIX OF GENDER
- ALL MUST TRAVEL TO AN OUTSIDE LOCATION AT LEAST 4 TIMES A WEEK
- ALL MUST BE EMPLOYED OR A STUDENT
- ALL MUST HAVE A HH INCOME \$45,000 OR MORE
- ALL MUST PASS INDUSTRY AND PAST PARTICIPATION SCREENS

Young Replacement Households (n=4):

- ALL MUST LIVE IN EITHER KING, KITSAP, PIERCE, OR SNOHOMISH COUNTY
- RECRUIT A MIX OF OWNERS AND RENTERS
- RECRUIT APPROX. 2 USING TRANSIT / CARPOOL / VANPOOL & 2 DRIVING ALONE
- RECRUIT A MIX OF GENDER
- ALL MUST BE AGE 18-24
- ALL MUST BE EMPLOYED OR A STUDENT
- ALL MUST TRAVEL TO AN OUTSIDE LOCATION AT LEAST 4 TIMES A WEEK
- ALL MUST PASS INDUSTRY AND PAST PARTICIPATION SCREENS

ALL:

To facilitate the discussion, we will be mailing a packet of materials to you within the next week. When the packet arrives in the mail, carefully review the instructions for filling out each item. Then fill out your diary on the assigned day of the week printed at the top of your diary. We ask that you bring the completed diary with you to the group on [CHECK MATRIX].

Do you have any additional questions about the travel diary? [ANSWER IF POSSIBLE]

In addition, we'll be sending you a letter to confirm this invitation, along with a map and directions to the facility. May I please have the correct spelling of your name and your mailing address, so that we can be sure to send the materials to the correct household? [RECORD ON FRONT PAGE]

For this project, it is very important that we are able to count on your attendance. **If, for any reason, you find yourself unable to join us, please call us at 800.545.5909 as soon as possible.**

If you use reading glasses please be sure to bring them with you...

Moderators Guide

Puget Sound Regional Council Focus Group Discussion Guide

1. Introduction **5 minutes**
 - Moderator introduction...
 - Why we are here...feedback on survey
 - How results will be used...input to survey design and new amenity ideas to evaluate
 - Explain videotaping
 - Guidelines for being candid, and there are no wrong answers, disagreement is ok
 - Talk one at a time
2. Introductions from respondents... name...occupation...general travel behavior (frequency of daily trips, mode(s) used, trip purpose(s)) **10 minutes**
3. Warm up.... top of mind comments about travel behavior, how they think about / describe their daily travel, use of traveler information awareness and use, **15 minutes**
4. Diary / Supplemental review.....**30 minutes**

How / when did you complete these diaries?

 - What problems, if any, did you encounter as you completed diary?
 - Review diary instrument to determine if
 - Each question is clear.
 - Are response categories all inclusive and clear?
 - Is anything confusing about this?
 - What other words would you use to be more clear?
 - Test alternative formats
 - Recommendations for changes
 - Recommendations for changes
5. Personal Survey**50 minutes**

Complete the survey

 - Review survey instrument to determine if
 - Each question is clear.
 - Are response categories all inclusive and clear?
 - Is anything confusing about this?
 - What other words would you use to be more clear?
 - How should this be administered – mail, telephone, Internet
6. Other Issues **5 minutes**
 - Information – What do you need to know to encourage you to complete this survey?

- Incentives -- \$2 per household member or something else
- Incentives – additional incentive when returned. What type of non-monetary incentive would be attractive (e.g., travel, in-town events / tickets, other suggestions?)
- Incentives – additional incentive odds. Would you prefer a one, larger incentive or greater odds of winning a smaller incentive.
- Other suggestions to encourage responses?

7. Thank you.

Recruitment

Continuing Screener

BOI-02-172 2002 Puget Sound Transportation Panel – Wave 10 Continuing Household Screener

INT1 May I please speak with _____?

[IF NECESSARY: This is _____ from Northwest Research Group, a public opinion research firm. We are working with the Puget Sound Regional Council and local transportation planners on a study of travel patterns, needs, and opinions in the Puget Sound area. Our records indicate that your household is a member of the Puget Sound Transportation Panel.]

- 1 [IF CONTACT AVAILABLE, PRESS "1"]
- 2 [IF CONTACT NO LONGER AT THIS NUMBER, PRESS "2"]
- 3 [IF CONTACT NOT AVAILABLE, HIT CTRL-END TO SCHEDULE A CALLBACK]

INT2 **IF CONTACT NO LONGER AT THIS NUMBER:**
PROBE: "Are you a member of the Puget Sound Transportation Panel?"

- 1 YES **[SKIPTO INTROA]**
- 2 NO / DON'T KNOW / REFUSED

INT3 **[IF INT2 = 2]** Do you have a new phone number for _____?

- 1 YES
- 2 NO / DON'T KNOW / REFUSED **[SKIPTO THANK5, DISPOS = 37]**

INT4 **[RECORD THE NEW PHONE NUMBER AND CONTACT INFORMATION ON YOUR CALL RECORD SHEET, HIT CTRL-END AND DISPOSITION AS A CALLBACK WITH THE NEW PHONE NUMBER]**

INTROA **[CONTACT ON PHONE]**

(Hello, this is _____ from Northwest Research Group, a public opinion research firm. We are working with the Puget Sound Regional Council and local transportation planners on a study of travel patterns, needs, and opinions in the Puget Sound area. Our records indicate that your household is a member of the Puget Sound Transportation Panel.) The Regional Council recently mailed you a letter regarding Wave 10 of this research project. The continuing participation of your household in Wave 10 is very important to the study and will help improve mobility for everyone in the region. I would like to take a few minutes to update your household information and note any changes from when you last participated in the study. Let me assure you this is not a sales call and everything you say will be kept strictly confidential. This call may also be monitored for quality purposes.

- 1 OK – CONTINUE **[SKIPTO A1A]**
- 2 CALL BACK AT A MORE CONVENIENT TIME **[CTRL-END, SCHEDULE A CALL-BACK]**
- 3 HOUSEHOLD DOES NOT WANT TO CONTINUE ON THE PANEL

INTROB **[IF INTROA = 3]** I would like to point out that the transportation panel is a unique study because the travel patterns of panel members are studied over time, and this is our only source of data on changes in transportation patterns. Therefore, your continuing participation is extremely important. The information you provide will be used to help us measure the impact and benefits of advanced traveler information systems in the region as well as update the region's Metropolitan Transportation Plan. Are you willing to continue as a panel household?

[IF NECESSARY: "I could call back at a more convenient time."]

- 1 OK – CONTINUE **[SKIPTO A1A]**
- 2 CALL BACK AT A MORE CONVENIENT TIME **[CTRL-END]**
- 3 HOUSEHOLD REFUSES TO CONTINUE ON THE PANEL

INTROC **[IF INTROB = 3]** Ok. It would be really helpful if I could ask you just a few brief questions to note any changes in your household information since the last wave of the study.

- 1 OK – CONTINUE **[QUIT = 1]**
- 2 NO – PANEL REFUSAL, NO INFO **[SKIPTO THANK3, DISPOS = 38]**

A1A Do you still live in _____ county?

- 1 YES **[SKIPTO A2A]**
- 2 NO
- 9 DON'T KNOW / REFUSED **[SKIPTO THANK9; DISPOS = 8]**

A1B **[IF A1A = 2]** What county do you live in?

- 1 KING
- 2 KITSAP
- 3 PIERCE
- 4 SNOHOMISH
- 5 OTHER - **MOVED OUT OF AREA** **[SKIPTO THANK2]**
- 9 DON'T KNOW / REFUSED **[SKIPTO THANK9; DISPOS = 8]**

CREATE VARIABLE: CNTYCODE

- 1 = King**
- 2 = Kitsap**
- 3 = Pierce**
- 4 = Snohomish**

A2A To verify, is your home zip code still _____?

- 1 YES **[SKIPTO A3]**
- 2 NO
- 9 DON'T KNOW / REFUSED **[SKIPTO THANK9; DISPOS = 8]**

A2B **[IF A2A = 2]** What is your correct zip code?

- _____ ENTER ZIP CODE
- 99999 DON'T KNOW / REFUSED **[SKIPTO THANK9; DISPOS = 8]**

A3 **[IF QUIT = 1, SKIP]** How long have you lived in your current residence?

[READ IF REFUSED]

- 1 (Less Than One Year)
- 2 (One To Three Years)
- 3 (Four To Five Years)
- 4 (Six To Ten Years)
- 5 (Eleven To Twenty Years)
- 6 (More Than Twenty Years)
- 9 DON'T KNOW / REFUSED

A4 **[IF QUIT = 1, SKIP]** And how long have you lived in your county?

[READ IF REFUSED]

- 1 (Less Than One Year)
- 2 (One To Three Years)
- 3 (Four To Five Years)
- 4 (Six To Ten Years)
- 5 (Eleven To Twenty Years)
- 6 (More Than Twenty Years)
- 9 DON'T KNOW / REFUSED

A5 **[IF QUIT = 1, SKIP]** Do you rent or own your current home?

- 1 RENT
- 2 OWN
- 9 DON'T KNOW / REFUSED

A6.1 - A6.5 **[IF QUIT = 1, SKIP]** Which of the following pieces of equipment do you or anyone else in your household have and use in your home?

[READ EACH ITEM AND WAIT FOR YES/NO RESPONSE]

- 1 A fax machine
- 2 One or more portable cellular or wireless telephones
- 3 One or more computers
- 8 NONE OF THE ABOVE
- 9 DON'T KNOW / REFUSED

A7 **[IF A6 = 3]** How many working computers are there in your household?

- ___ ENTER NUMBER OF COMPUTERS
- 99 DON'T KNOW / REFUSED

A8.1 - A8.6 **[IF QUIT = 1, SKIP]** Which of the following services does your household currently subscribe?

[READ EACH ITEM AND WAIT FOR YES/NO RESPONSE]

- 1 Cable TV
- 2 Satellite TV
- 3 Internet access (including free access)
- 4 Email only
- 8 NONE OF THE ABOVE
- 9 DON'T KNOW / REFUSED

DINT **[IF QUIT = 1, SKIP]** These next questions are to help us group your answers with the answers of other people in the survey.

[PRESS ANY KEY TO CONTINUE]

D3 Including yourself, how many people are currently living in your household?

____ ENTER NUMBER OF PEOPLE
99 DON'T KNOW / REFUSED

D4 How many of these are age eighteen or older?

____ ENTER NUMBER OF PEOPLE
99 DON'T KNOW / REFUSED

D5A **[IF D4 LT D3]** And how many are between fifteen and seventeen?

____ ENTER NUMBER OF PEOPLE
99 DON'T KNOW / REFUSED

D5B **[IF D4+D5A LT D3]** And how many are between six and fourteen?

____ ENTER NUMBER OF PEOPLE
99 DON'T KNOW / REFUSED

D6 **[IF D4 + D5A + D5B LT D3]** And under age six?

____ ENTER NUMBER OF PEOPLE
99 DON'T KNOW / REFUSED

[D4 + D5A + D5B + D6 MUST EQUAL D3]

CREATE VARIABLE: LIFESTG

1 = ANY CHILDREN [(D5A+D5B +D6) GT 0]
2 = 1 ADULT, NO CHILDREN [D3 = 1 AND (D5A+D5B +D6) = 0]
3 = 2+ ADULTS, NO CHILDREN [D4 GT 0 AND (D5A+D5B +D6) = 0]

C1A How many people in your household, age fifteen or older, ride a local bus at least four times a week? Please count a round-trip as two rides.

____ ENTER NUMBER OF PEOPLE
8 8 OR MORE
9 DON'T KNOW / REFUSED

C1B.1 - C1B.8 **[IF QUIT = 1, SKIP] [IF C1A GT 0 AND LT 9]** Which bus system is that?

[SELECT ALL THAT APPLY]

1 METRO / KING COUNTY METRO
2 COMMUNITY TRANSIT / CT
3 EVERETT TRANSIT
4 PIERCE TRANSIT
5 KITSAP TRANSIT
6 OTHER: SPECIFY
7 SOUND TRANSIT
9 DON'T KNOW / REFUSED

C2 How many household members are employed outside the home?

____ ENTER NUMBER OF PEOPLE
8 8 OR MORE
9 DON'T KNOW / REFUSED

C3 **[IF C2 GT 0 AND LT 9]** How many, if any, in your household carpool or vanpool to work? Please count family members riding together as more than one person.

- ____ ENTER NUMBER OF PEOPLE
8 8 OR MORE
9 DON'T KNOW / REFUSED

C4 **[IF C3 GT 0 AND LT 9]** Would that be four or more trips per week? Please count each way as one trip.

- 1 YES
2 NO
9 DON'T KNOW / REFUSED

CREATE VARIABLE: HHTYPE

- 1 = SOV [DEFAULT]
2 = TRANSIT [C1A GT 0 AND LT 9]
3 = CARPOOL [C4 = 1 AND C1A = 0 OR 9]

D1 **[IF QUIT = 1, SKIP]** How many cars, vans, pick-up trucks, or motorcycles in working condition are available for use by members of your household? Please include company cars.

- ____ ENTER NUMBER OF VEHICLES
8 8 OR MORE
9 DON'T KNOW / REFUSED

D1B.1 - D1B.6 **[IF QUIT = 1, SKIP]** Which of the following pieces of equipment do you have installed in any of your private vehicles?

[IF NEEDED: Private vehicles include cars, vans, SUVs, pickups, or motorcycles.]

[READ EACH ITEM AND WAIT FOR YES/NO RESPONSE]

- 1 AM / FM radio
2 In vehicle personal computer
3 Emergency call / locator unit
4 Navigational display unit
8 NONE OF THE ABOVE
9 DON'T KNOW / REFUSED

D2A **[IF QUIT = 1, SKIP]** To the best of your knowledge, how far is it from your home to the nearest bus stop, transit center, or park and ride? You can answer in blocks or miles.

- ____ RECORD DISTANCE
99 DON'T KNOW / REFUSED **[SKIPTO D3]**

D2B **[IF D2A < 99]** ENTER DISTANCE REFERENCE

- 1 BLOCKS
2 MILES
9 DON'T KNOW / REFUSED

[IF QUIT = 1 SKIP TO THANK1]

D7 Is your total annual household income above or below \$35,000 per year?

- 1 BELOW \$35,000
- 2 ABOVE \$35,000 **[SKIPTO D9]**
- 9 DON'T KNOW / REFUSED **[SKIPTO EEINT]**

D8 **[IF D7 = 1]** Would that be . . .

- 1 Less than \$10,000,
- 2 \$10,000 to \$15,000,
- 3 \$15,000 to \$25,000, or
- 4 \$25,000 to \$35,000?
- 9 DON'T KNOW / REFUSED

D9 **[IF D7 = 2]** Would that be . . .

- 1 \$35,000 to \$45,000,
- 2 \$45,000 to \$55,000,
- 3 \$55,000 to \$75,000, or
- 4 \$75,000 or more?
- 9 DON'T KNOW / REFUSED

EEINT Now I need to update the information about the members of your household who will fill out the travel logs.

[PRESS ANY KEY TO CONTINUE]

EE1 **CREATE VARIABLE FOR HOUSEHOLD MEMBERS 15 YEARS OF AGE OR OLDER: EE1 = D4+D5A**

EE2 thru EE7 Please tell me whether the following people are still living in the household.

[SHOW P1NAME]

- 1 YES
- 2 NO

F1A thru JJ1A **[IF EE2 = 2]** Does he / she still live in the four-county Puget Sound region?

- 1 YES
- 2 NO

F1B thru JJ1B **[IF F1A = 1]** May we update the telephone number for _____, so that we may ask him/her to continue as a panel household for this study?

- 1 YES
- 2 NO

F2 thru JJ2 **[IF F1B = 1]** ENTER TELEPHONE NUMBER

K3A thru P3A Are there any other household members, 15 years of age or older, who I have not yet named?

- 1 YES
- 2 NO

K3B thru P3B ENTER NAME OF NEW HOUSEHOLD MEMBER

K3C thru P3C ENTER GENDER OF NEW HOUSEHOLD MEMBER

- 1 MALE
- 2 FEMALE

[FINT THRU F2 WILL BE LABELED SEQUENTIALLY, F THRU P, FOR ALL HOUSEHOLD MEMBERS]

FINT Let's start with you. [NAME ON SCREEN] / Next I am going to ask you about _____.

[PRESS ANY KEY TO CONTINUE]

F4 What is your age? / How old is he / she?

_____ ENTER EXACT AGE
99 DON'T KNOW / REFUSED

F5 **[IF F4 = 99]** Are you between . . .

1 15 and 17,
2 18 and 24,
3 25 and 34,
4 35 and 44,
5 45 and 54,
6 55 and 64, or
7 65 and older?
9 DON'T KNOW / REFUSED

[SKIPTO NEXT PERSON – CONTINUE UNTIL YOU REACH THE NUMBER RECORDED IN EE1]

THANKA Thank you for agreeing to continue as a member of the Puget Sound Transportation Panel!

As part of this year's study, we are also asking panel members to fill out an attitude survey that will measure the impact and benefits of advanced traveler information systems in the region.

THANKB Within the next week we will be mailing a Wave 10 packet to your household. In the packet, you will find

- A travel diary booklet for each participating household member, to be filled out during your assigned two-day period. The booklet also includes instructions and a sample diary to help you fill out your diary,
- A Personal Attitude survey for each participating household member,
- A postage-paid return envelope for you to conveniently return all of the Wave 10 materials when finished, and
- A new two-dollar bill to reward each participating household member.

[PRESS ANY KEY TO CONTINUE]

THANKC When the packet arrives in the mail, please distribute the contents to the appropriate household members. The name of each household member will be printed at the front of his or her materials. Please carefully review the instructions for filling out the travel-logs with all panel participants. Then, please fill out your diaries on the assigned two days of the week printed at the front of your diaries. **After** finishing your diaries, please proceed with filling out your attitude survey. We ask that you mail back your household's completed travel diaries and attitude surveys in the return envelope provided.

Do you have any additional questions about the travel diary or about the Personal Attitude Survey?

[ANSWER IF POSSIBLE]

THANKD Finally, I would like to verify your mailing address, so that we can be sure to send the survey materials to the correct household.

[PRESS ANY KEY TO CONTINUE]

ADDR Do you still receive mail at . . .

ADDRESS:

ADDR1 **[SHOW STREET ADDRESS]**

ADDR1 CHANGE STREET

ADDR2 **[SHOW CITY]**

ADDR2 CHANGE CITY

ADDR3 **[SHOW ZIP CODE]**

ADDR3 CHANGE ZIP

THANKE Thank you very much for your time today, and we look forward to receiving your household's travel diary information soon.

ENDQUEST

THANK1 **[IF QUIT = 1]** Thank you very much for your time. The information you have provided will be very useful.

CPL

DISPOS = 39

ENDQUEST

THANK2 Thank you for your time, but in order to continue as a panel household, you must live in the four-county Puget Sound area.

DISPOS = 23

ENDQUEST

THANK3 Thank you for your time.

DISPOS = 38

ENDQUEST

THANK4 Thank you for your time.

DISPOS = 36

ENDQUEST

THANK5 Thank you for your time.

DISPOS = 37

ENDQUEST

THANK9 Thank you for your time, however, we cannot continue without that information.

DISPOS = 8

ENDQUEST

Replacement Screener

BOI-02-172R 2002 Puget Sound Transportation Panel – Wave 10

Replacement Household Screener

INT1 Hello, this is _____ from Northwest Research Group, a public opinion research firm. We are working with the Puget Sound Regional Council and local transportation planners on a study of travel patterns, needs, and opinions in the Puget Sound area. Let me assure you this is not a sales call and everything you say will be kept strictly confidential. This call may also be monitored for quality purposes. For this study, I need to speak with a household member who is 18 years of age or older.

- 1 OK – CONTINUE
- 2 CALL BACK AT A MORE CONVENIENT TIME [CTRL-END]
- 3 HOUSEHOLD DOES NOT WANT TO BE ON THE PANEL [SKIPTO THANK1; DISPOS = 39]

A1B First, what county do you live in?

- 1 KING
- 2 KITSAP
- 3 PIERCE
- 4 SNOHOMISH
- 5 OTHER [SKIPTO THANK2; DISPOS = 23]
- 9 DON'T KNOW / REFUSED [SKIPTO THANK9; DISPOS = 8]

CREATE VARIABLE: CNTYCODE
1 = King
2 = Kitsap
3 = Pierce
4 = Snohomish

A2B What is your home zip code?

- _____ ENTER ZIP CODE
99999 DON'T KNOW / REFUSED [SKIPTO THANK9; DISPOS = 8]

A3 How long have you lived in your current residence?

- [READ IF REFUSED]**
- 1 (Less Than One Year)
 - 2 (One To Three Years)
 - 3 (Four To Five Years)
 - 4 (Six To Ten Years)
 - 5 (Eleven To Twenty Years)
 - 6 (More Than Twenty Years)
 - 9 DON'T KNOW / REFUSED

A4 And how long have you lived in your county?

[READ IF REFUSED]

- 1 (Less Than One Year)
- 2 (One To Three Years)
- 3 (Four To Five Years)
- 4 (Six To Ten Years)
- 5 (Eleven To Twenty Years)
- 6 (More Than Twenty Years)
- 9 DON'T KNOW / REFUSED

A4B **[IF A4 = 1]** What county did you live in one year ago?

- 1 KING
- 2 KITSAP
- 3 PIERCE
- 4 SNOHOMISH
- 5 OTHER **[NEWR = 1]**
- 9 DON'T KNOW / REFUSED

A5 Do you rent or own your current home?

- 1 RENT
- 2 OWN
- 9 DON'T KNOW / REFUSED

A6.1 - A6.5 Which of the following pieces of equipment do you or anyone else in your household have and use in your home?

[READ EACH ITEM AND WAIT FOR YES/NO RESPONSE]

- 1 A fax machine
- 2 One or more portable cellular or wireless telephones
- 3 One or more computers
- 8 NONE OF THE ABOVE
- 9 DON'T KNOW / REFUSED

A7 **[IF A6 = 3]** How many working computers are there in your household?

- ENTER NUMBER OF COMPUTERS
- 99 DON'T KNOW / REFUSED

A8.1 - A8.6 Which of the following services does your household currently subscribe?

[READ EACH ITEM AND WAIT FOR YES/NO RESPONSE]

- 1 Cable TV
- 2 Satellite TV
- 3 Internet access (including free access)
- 4 Email only
- 8 NONE OF THE ABOVE
- 9 DON'T KNOW / REFUSED

B1 One topic that has received a lot of attention recently is traffic congestion. Do you believe that the state and local governments have adequate financial resources to meet transportation needs?

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

B2 When beginning your commute, if you knew that you would be caught in traffic congestion due to an incident, would you...

- 1 Take an alternate route,
- 2 Delay your departure time,
- 3 Switch mode of travel,
- 4 Not make the trip, or
- 5 Not do anything different?
- 8 NONE OF THE ABOVE
- 9 DON'T KNOW / REFUSED

B3 What level of gas price **increase** would prompt you to drive less? Would you say...

- 1 10 cents per gallon,
- 2 11 to 25 cents per gallon,
- 3 25 to 50 cents per gallon,
- 4 More than 50 cents per gallon, or
- 5 Price has no effect?
- 9 DON'T KNOW / REFUSED

DINT These next questions are to help us group your answers with the answers of other people in the survey.

[PRESS ANY KEY TO CONTINUE]

D3 Including yourself, how many people are currently living in your household?

- _____ ENTER NUMBER OF PEOPLE
- 99 DON'T KNOW / REFUSED

D4 How many of these are age eighteen or older?

- _____ ENTER NUMBER OF PEOPLE
- 99 DON'T KNOW / REFUSED

D5A **[IF D4 LT D3]** And how many are between fifteen and seventeen?

- _____ ENTER NUMBER OF PEOPLE
- 99 DON'T KNOW / REFUSED

D5B **[IF D4+D5A LT D3]** And how many are between six and fourteen?

- _____ ENTER NUMBER OF PEOPLE
- 99 DON'T KNOW / REFUSED

D6 **[IF D4 + D5A + D5B LT D3]** And under age six?

- _____ ENTER NUMBER OF PEOPLE
- 99 DON'T KNOW / REFUSED

[D4 + D5A + D5B + D6 MUST EQUAL D3]

CREATE VARIABLE: LIFESTG

- 1 = ANY CHILDREN [(D5A+D5B +D6) GT 0]
- 2 = 1 ADULT, NO CHILDREN [D3 = 1 AND (D5A+D5B +D6) = 0]
- 3 = 2+ ADULTS, NO CHILDREN [D4 GT 0 AND (D5A+D5B +D6) = 0]

C1A How many people in your household, age fifteen or older, ride a local bus at least four times a week? Please count a round-trip as two rides.

- ____ ENTER NUMBER OF PEOPLE
8 8 OR MORE
9 DON'T KNOW / REFUSED [SKIPTO THANK9; DISPOS = 8]

C1B.1 - C1B.8 [IF C1A GT 0 AND LT 9] Which bus system is that?

- [SELECT ALL THAT APPLY]
1 METRO / KING COUNTY METRO
2 COMMUNITY TRANSIT / CT
3 EVERETT TRANSIT
4 PIERCE TRANSIT
5 KITSAP TRANSIT
6 OTHER: SPECIFY
7 SOUND TRANSIT
9 DON'T KNOW / REFUSED

C2 How many household members are employed outside the home?

- ____ ENTER NUMBER OF PEOPLE
8 8 OR MORE
9 DON'T KNOW / REFUSED [SKIPTO THANK9; DISPOS = 8]

C3 [IF C2 GT 0 AND LT 9] How many, if any, in your household carpool or vanpool to work? Please count family members riding together as more than one person.

- ____ ENTER NUMBER OF PEOPLE
8 8 OR MORE
9 DON'T KNOW / REFUSED [SKIPTO THANK9; DISPOS = 8]

C4 [IF C3 GT 0 AND LT 9] Would that be four or more trips per week? Please count each way as one trip.

- 1 YES
2 NO
9 DON'T KNOW / REFUSED [SKIPTO THANK9; DISPOS = 8]

CREATE VARIABLE: HHTYPE

- 1 = SOV [DEFAULT]
2 = TRANSIT [C1A GT 0 AND LT 9]
3 = CARPOOL [C4 = 1 AND C1A = 0 OR 9]

D1 How many cars, vans, pick-up trucks, or motorcycles in working condition are available for use by members of your household? Please include company cars.

- ____ ENTER NUMBER OF VEHICLES
8 8 OR MORE
9 DON'T KNOW / REFUSED

D1B.1 - D1B.6 Which of the following pieces of equipment do you have installed in any of your private vehicles?

[IF NEEDED: Private vehicles include cars, vans, SUVs, pickups, or motorcycles.]

[READ EACH ITEM AND WAIT FOR YES/NO RESPONSE]

- 1 AM / FM radio
2 In vehicle personal computer
3 Emergency call / locator unit
4 Navigational display unit
8 NONE OF THE ABOVE
9 DON'T KNOW / REFUSED

D2A To the best of your knowledge, how far is it from your home to the nearest bus stop, transit center, or park and ride?

____ RECORD DISTANCE
99 DON'T KNOW / REFUSED [SKIPTO D3]

D2B [IF D2A < 99] ENTER DISTANCE REFERENCE

1 BLOCKS
2 MILES
9 DON'T KNOW / REFUSED

D7 Is your total annual household income above or below \$35,000 per year?

1 BELOW \$35,000
2 ABOVE \$35,000 [SKIPTO D9]
9 DON'T KNOW / REFUSED [SKIPTO EEINT1]

D8 [IF D7 = 1] Would that be . . .

1 Less than \$10,000,
2 \$10,000 to \$15,000,
3 \$15,000 to \$25,000, or
4 \$25,000 to \$35,000?
9 DON'T KNOW / REFUSED

D9 [IF D7 = 2] Would that be . . .

1 \$35,000 to \$45,000,
2 \$45,000 to \$55,000,
3 \$55,000 to \$75,000, or
4 \$75,000 or more?
9 DON'T KNOW / REFUSED

EEINT1 As you may know, planning organizations at the local, county, and state levels are looking at transportation and people's needs. As a further part of this study, we are putting together a panel of households in King, Kitsap, Pierce, and Snohomish counties, and the transportation patterns of the members of this panel will be studied over time. The information you provide as a panel member will be used to help us measure the impact and benefits of advanced traveler information systems in the region as well as plan for highway systems, transit systems, the state ferry system, and local roads.

It is important that the panel be truly representative across the Puget Sound area. We would like to include your household as a member.

EEINT2 As a first step, all household members, age fifteen and older, will be asked to keep a record of their local trips for an assigned two-day period. Actually, a lot of people find it kind of interesting to see where they really do go! Panel households may then be recontacted once or twice a year to update household member information or to be a part of additional transportation studies. Would you like to be a Puget Sound Transportation Panel household?

IF RESPONDENT SAYS: "I don't travel much...I wouldn't be of much help...etc."

PROBE: That's what we do need -- people with all types of activity, from a lot to a very little. It is important that we do include people like yourself.

1 YES, WILLING TO PARTICIPATE. [CONTINUE]
2 NO, NOT WILLING TO PARTICIPATE. [SKIP TO THANK4; DISPOS = 15]

EE1 **CREATE VARIABLE FOR HOUSEHOLD MEMBERS 15 YEARS OF AGE OR OLDER: EE1 = D4+D5A**

EEINT3 Great! First, I need to get some background information about the members of your household. Based on our earlier questions there are [TOTAL FROM D4+D5A] family members 15 years or older currently residing at his address. Is that correct?

- 1 YES
- 2 NO [GO TO CORRECTION SCREEN TO MAKE ANY NEEDED CORRECTIONS TO HOUSEHOLD COMPOSITION]

EE2A May I have their names so we can address the travel-log diary to each person? Let's start with you. Your first name is?

OPEN – ENDED

[PROBE FOR LAST NAME]

EE2B RECORD GENDER

- 1 MALE
- 2 FEMALE

EE2C What is your age? / How old is PERSON#X?

- _____ ENTER EXACT AGE
- 99 DON'T KNOW / REFUSED

EE2D [IF F4 = 99] Are you between . . .

- 1 15 and 17,
- 2 18 and 24,
- 3 25 and 34,
- 4 35 and 44,
- 5 45 and 54,
- 6 55 and 64, or
- 7 65 and older?
- 9 DON'T KNOW / REFUSED

[SKIPTO NEXT PERSON – CONTINUE UNTIL YOU REACH THE NUMBER RECORDED IN EE1]

THANKA Thank you for agreeing to be a member of the Puget Sound Transportation Panel! This year will be the tenth wave of the Puget Sound Transportation Panel. As part of this year's study, we are also asking panel members to fill out an attitude survey that will measure the impact and benefits of advanced traveler information systems in the region.

THANKB Within the next week we will be mailing a Wave 10 packet to your household. In the packet, you will find

- A travel diary booklet for each participating household member, to be filled out during your assigned two-day period. This booklet also includes instructions and a sample diary to help you fill out your diary,
- A Personal Attitude survey for each participating household member,
- A postage-paid return envelope for you to conveniently return all of the Wave 10 materials when finished, and
- A new two-dollar bill to reward each participating household member.

[PRESS ANY KEY TO CONTINUE]

THANKC When the packet arrives in the mail, please distribute the contents to the appropriate household members. The name of each household member will be printed at the front of his or her materials. Please carefully review the instructions for filling out the travel-logs with all panel participants. Then, please fill out your diaries on the assigned two days of the week printed at the front of your diaries. **After** finishing your diaries, please proceed with filling out your attitude survey. We ask that you mail back your household's completed travel diaries and attitude surveys in the return envelope provided.

Do you have any additional questions about the travel diary or about the Personal Attitude Survey?

[ANSWER IF POSSIBLE]

THANKD Finally, I would like to get your mailing address, so that we can be sure to send the survey materials to the correct household.

Address:

Apt #:

City:

State:

Zip:

THANKE Thank you very much for your time today, and we look forward to receiving your household's travel diary information soon.

ENDQUEST

THANK1 Thank you very much for your time.

DISPOS = 39

ENDQUEST

THANK2 Thank you for your time, but today we are only interviewing households in the four-county Puget Sound area.

DISPOS = 23

ENDQUEST

THANK3 Those are all of the questions I have today, but we have completed our quota of residents in your category.

In case there's a cancellation, may I get just your first name and phone number so that we can contact you again to continue the survey? Thank-you for your time.

[RESPONDENT IS OVER QUOTA – PLEASE RECORD NAME, PHONE NUMBER – OPEN-END]

DISPOS = 14

ENDQUEST

THANK4 That concludes our survey. Thank you very much for your time.

DISPOS = 15

ENDQUEST

THANK9 Thank you for your time, however, we cannot continue without that information.

DISPOS = 8

ENDQUEST

2002 Puget Sound Transportation Panel – Wave 10

BOI-02-172

REMINDER SCRIPT

Purpose of the Reminder Calls

Survey respondents receive reminder calls one day before their assigned diary dates. Reminder calls serve several purposes:

- Interviewers offer to answer any questions that respondents may have,
- Households who did not receive their diary materials for one reason or another are identified and re-mailed survey packets, and
- Panel members who are unable to complete their diaries on their assigned dates are instructed to keep their materials and record their travel information on the same two days of a later week.

INTRO1 Hello, may I please speak with **[P1NAME]**?

(**IF NECESSARY:** This is _____ from Northwest Research Group, a public opinion research firm. We're calling today / tonight about the Puget Sound Transportation Panel that you/he/she agreed to participate in.)

- 1 CONTACT AVAILABLE **[SKIP TO Q1]**
- 2 CONTACT NOT AVAILABLE **[ASK FOR ANOTHER ADULT HOUSEHOLD MEMBER – IF THIS PERSON AVAILABLE, SKIP TO Q1]**
- 3 LEAVE MESSAGE **[SKIP TO MESSAGE]**
- 4 CALL BACK AT A MORE CONVENIENT TIME **[RE-SCHEDULE FOR SAME NIGHT: Would there be a more convenient time to call back this evening?]**
- 9 HOUSEHOLD REFUSED TO CONTINUE ON PANEL **[CONTINUE]**

INTRO2 **[IF INTRO1 = 9]** Your continuing participation is extremely important. I would like to point out that the transportation panel is a unique study because the travel patterns of panel members are studied over time, and this is our only source of data on changes in transportation patterns. The information you provide will be used to help us measure the impact and benefits of advanced traveler information systems in the region as well as update the region's Metropolitan Transportation Plan. Are you willing to continue as a panel household?

- 1 OK **[CONTINUE]**
- 2 HOUSEHOLD STILL REFUSES **[THANK AND TERMINATE – DISPOS = 42]**

Q1 **[CONTACT ON PHONE]** This is a follow-up to our conversation with [you / P1NAME] about taking part in the Puget Sound Transportation Panel. Your household agreed to help by filling out a two-day diary and personal survey. Have you received a package from us in the mail?

- 1 YES – RECEIVED PACKAGE **[CONTINUE]**
- 2 NO / DON'T KNOW **[SKIP TO CONFIRM]**

Q2A Does the package contain enough diaries and personal surveys for each person in your household aged 15 and older?

1 YES – HAVE ALL DIARIES / SURVEYS **[SKIP TO Q3]**

2 NO / DON'T KNOW **[CONTINUE]**

Q2B **[IF Q2A = 2]** Please tell me what materials are missing from your package. **[OPEN-END TO RECORD WHO OR WHAT IS MISSING FROM PACKAGE]**

IF NEEDED: Do you have a Travel Diary and a Personal Survey for...?

[SHOW P1 NAME]

[SHOW P2 NAME]

[SHOW P3 NAME]

[SHOW P4 NAME]

[SHOW P5 NAME]

[SHOW P6 NAME]

[SHOW P7 NAME]

Q3 Do you have any questions about the travel diary or about the Personal Attitude Survey?

1 YES **[SPECIFY QUESTION(S) & ANSWER IF POSSIBLE, THEN CONTINUE]**

2 NO / DON'T KNOW **[CONTINUE]**

Q4 Before I end, I'd like to remind you that you that your household's assigned travel days are [INSERT ASSIGNED DAYS] of this week.

- 1 NO CHANGE TO TRAVEL DAYS [**SKIP TO THANK**]
- 2 NEW TRAVEL DATE NEEDED [**CONTINUE**]

Q5 **[IF Q4 = 2]** You and your household may fill out your diaries on the same days of the week either next week or the following week. If anyone in your household will be on vacation outside the four county area (King, Pierce, Snohomish, Kitsap) on both of the assigned diary days, then please fill out your diaries on the same days of the week either the following week or when everyone in your household is back inside the four county area. Please be sure to change the date on the front of your diary to when you actually filled out the diaries.

- 1 EXTEND ONE WEEK
- 2 EXTEND TWO WEEKS
- 3 OTHER [SPECIFY]

THANK Thank you very much for your time today, and we look forward to receiving your household's travel diary information soon.

IF HAVE NOT RECEIVED MATERIALS

CONFIRM **[IF Q1 = 2]** I would like to verify your mailing address, so that we can be sure we sent the survey materials to the correct household.

[PRESS ANY KEY TO CONTINUE]

ADDR **[IF INTRO = 2]** Do you receive mail at . . .

ADDRESS:

ADDR1 **[SHOW STREET ADDRESS]**

ADDR1 CHANGE STREET

ADDR2 **[SHOW CITY]**

ADDR2 CHANGE CITY

ADDR3 **[SHOW ZIP CODE]**

ADDR3 CHANGE ZIP

SAME **[IF ADDRESS IS THE SAME]** That information matches my records. I will call you again in a couple of days to see if you've received your package and to re-schedule your travel days. Thank you very much for your time today.

DIFF **[IF ADDRESS IS DIFFERENT]** I show that we had your address recorded incorrectly. We will send another package to your household within the next week.

THANK2 Thank you very much for your time today.

MESSAGE ON ANSWERING MACHINE OR WITH ANOTHER PERSON
[IF INTRO1 = 3]

MESSAGE ***IF ANSWERING MACHINE:***

Hello, my name is _____ and I'm calling on behalf of the Puget Sound Regional Council to remind you and other members of your household age 15 and older to fill out your travel diaries on [INSERT ASSIGNED DAYS] of this week. The Puget Sound Regional Council appreciates your help in determining the future transportation needs in your area. If you have any questions or haven't received your materials, please contact Pat Scott at Northwest Research Group. The number is 1-866-461-0700. Thank you.

IF WITH INDIVIDUAL WHO ANSWERED PHONE:

Hello, my name is _____ and I'm calling on behalf of the Puget Sound Regional Council to remind [P1NAME] and other members of this household age 15 and older to fill out their travel diaries on [INSERT ASSIGNED DAYS] of this week. Thank you.

[PRESS ANY KEY TO CONTINUE]

ANSWERING QUESTIONS - GENERAL

Who is supposed to fill out the diary and/or personal survey?

Each person in your household age 15 and older is supposed to fill out a travel diary and a personal survey. If you are missing materials for anyone, please let me know.

Who do I contact if I have more questions?

If you have any problems or concerns, please contact Anna Ritchey at 1-800-859-2132.

What do I do once we're done filling out the diaries and/or personal surveys?

When you complete your diaries and personal surveys, please collect the completed diaries and surveys from each household member and return them to Northwest Research in the postage-paid envelope provided.

ANSWERING QUESTIONS – TRAVEL DIARY

How do I know what my assigned dates are?

The label on the front page of the diary designates the name, ID#, and your assigned dates/days of the week for each household member.

What if I can't fill out the diaries on my assigned days?

All members of the household should fill out their diaries on the same two consecutive days of the week indicated. If anyone in your household cannot fill out the diary on the assigned dates, then have everyone wait a week and fill them out on the same days of the following week.

If anyone in your household will be on vacation outside the four county area (King, Pierce, Snohomish, Kitsap) on both of the assigned diary days, then please fill out your diaries on the same days of the week either the following week or when everyone in your household is back inside the four county area.

What if one person in the household forgets to fill out their survey and everyone else has filled theirs filled out?

If anyone in your household forgets to fill out the diary on the assigned dates, that person may wait a week and fill it out on the same days of the following week.

When does the day start and/or end?

For the purpose of this diary, a day begins at 3 a.m. and ends 24 hours later at 3 a.m. For most people, when you wake up will be the start of your day. Please remember that the last trip in the diary should show your last return trip of the day, or where you were at 3 a.m. This will be home for most people, so don't forget your trip home.

What do I include as a trip?

There are detailed instructions and examples provided in the Travel Diary booklet. If after reviewing these instructions you are still unsure whether something should be considered a trip, go ahead and record it as a trip.

What does recording an exact address involve?

Correct address information is very important. This includes providing a street address with directionals such as N, S, E, W, or NE, NW, SE, SW, street type (Ave., St., Rd.), city and state. Please provide the zip code if you know it. If you are unable to provide an exact address, please provide the best information that you can, such as the street names of the nearest intersection and the name of the place.

How do I find address information and/or zip codes?

If you have internet access, here are some Internet sites to visit for help with Address or Zip Code Lookups: www.usps.com/zip4 or www.mapquest.com.

ANSWERING QUESTIONS – PERSONAL SURVEY

What is the purpose of this survey?

This survey will help us find out how traveler behavior is affected by traffic information, ownership and use of telecommunications and computer services, as well as providing us with general information about yourself.

How do I fill this out online?

On the label attached to the front of the Personal Survey that was mailed to you, there is an ID number that looks like 12345-01. To begin your online survey, please enter this number without the hyphen, e.g. 1234501, in the space below.

Do I have to mail back the paper survey if I completed the survey online?

No.

Follow-Up Calls

BOI-02-172 PUGET SOUND TRANSPORTATION PANEL - WAVE 10 FOLLOW-UP SCRIPT - HOUSEHOLD: «HHID»

CONTACT INFORMATION

PHONE NUMBER: «Area_Code_Telephone» [NEW NUMBER] _____

MAILING DATE: «MAILDATE»

INTRODUCTION

Hello, my name is _____ from Northwest Research Group calling on behalf of the Puget Sound Regional Council in regard to this Household's participation in the Transportation Panel. Am I speaking to a member of this Household? Is a member of the Household available? **[VERIFY PARTICIPANT FROM INFORMATION BELOW OR ASK FOR ONE ACCORDINGLY]**

PARTICIPANTS: «P1NAME» «P1ID», «P2NAME» «P2ID», «P3NAME» «P3ID», «P4NAME» «P4ID», «P5NAME» «P5ID», «P6NAME» «P6ID», «P7NAME» «P7ID», «P8NAME» «P8ID»

MATERIAL STATUS

I realize we may have already called your Household a number of times, however according to our records, we have not received any of the survey materials sent out to you. Did your Household receive the materials? Were you able to complete them? Have they been mailed back? **[RECORD MATERIAL STATUS BELOW AND ANY OTHER APPLICABLE NOTES]**

- | | |
|---|--|
| <input type="checkbox"/> YES – RECEIVED MATERIALS | <input type="checkbox"/> NO – HAVE <u>NOT</u> RECEIVED (LOST) MATERIALS |
| <input type="checkbox"/> YES – COMPLETED MATERIALS | <input type="checkbox"/> NO – HAVE <u>NOT</u> COMPLETED MATERIALS |
| <input type="checkbox"/> YES – SENT BACK MATERIALS | <input type="checkbox"/> NO – HAVE <u>NOT</u> SENT BACK MATERIALS |

WHAT NEEDED _____

WHEN WILL BE DONE _____

WHEN WERE/WILL SENT _____

PARTICIPATION STATUS

The deadline for this project is nearly up and it is **extremely important** that your Household complete the survey materials and return them to us as quickly as you possibly can. As one of a very limited number of households chosen to assist the Puget Sound Transportation Panel your input is vital to the success of this study. *(If you are truly unable to participate it is important that we know this).* **[RECORD PARTICIPATION STATUS BELOW AND ANY OTHER APPLICABLE NOTES]**

- | | |
|--|--|
| <input type="checkbox"/> YES – I STILL WANT TO CONTINUE | <input type="checkbox"/> NO – I DO NOT WISH TO CONTINUE |
|--|--|

[PROBE AND RECORD ALL INFORMATION ABOUT REFUSALS] _____

COMPLETING MATERIALS

Your household can complete the Trip Diary on the same days of the week printed on the front even though your exact dates have passed. It is important that the Household does these on the **same day**. The Personal Survey may be completed online at www.nwrg.com/psrc.htm. When prompted for a login, enter your ID# printed on the front of the Personal Survey (excluding the hyphen) (PARTICIPANT ID's LISTED ABOVE). **[VERIFY TRAVEL DAYS AND RECORD ANY OTHER APPLICABLE NOTES]**

TRAVEL DAYS: «DAY_1», «TRAVELDAY1» and «DAY_2», «TRAVELDAY2»

NOTES _____

ADDRESS VERIFICATION

We would like to re-enter your mailing address, so that we can be sure we (will send\sent) the survey materials to the correct household. What address do you receive mail at? **[RECORD AND VERIFY ADDRESS INFORMATION BELOW]**

STREET _____

STREET «Address»

CITY _____

CITY «City», «State»

ZIP _____

ZIP «ZipPostal_Code»

THANK AND TERMINATE

Thanks for Participation: Thank you very much for your time today. We look forward to receiving your household's Travel Diary and Personal Survey information soon.

Terminate for Refusal: Thank you very much for your time today.

LEAVING A MESSAGE

Answering Machine: Hello, my name is _____ and I'm calling on behalf of the Puget Sound Regional Council. You agreed to participate in the Puget Sound Transportation Panel but we have not yet received your Household's Survey Materials. The deadline for this project is nearly up and it is **extremely important** that your Household complete the survey materials and return them to us as quickly as you possibly can. As one of a very limited number of households chosen to assist the Puget Sound Transportation Panel your input is vital to the success of this study. If you are truly unable to participate it is important that we know this. Please contact Pat Scott at Northwest Research Group at your earliest convenience at 1-866-461-0700 X«HHID». Thank you.

Person on the Phone: Hello, my name is _____ and I'm calling on behalf of the Puget Sound Regional Council. Our records indicate that this Household agreed to participate in the Puget Sound Transportation Panel but we have not yet received any Survey Materials. Please have a member of this Household contact Pat Scott at Northwest Research Group as soon as possible. The number is 1-866-461-0700 X«HHID». Thank you.

Travel Diary and Personal Survey

Cover Letter to Continuing Panel Members

(If Travel Dates Were On Or Before Nov. 1)

Thank you, again, for your continuing participation in the Puget Sound Transportation Panel.

This year, you will notice a redesigned travel diary. Instead of two legal-sized sheets on which to record your trips over two days, the new diary is a booklet that combines both travel days, with room to record up to 19 trips. The booklet also incorporates instructions and samples, as well as, in the back, blank pages where you can make notes, temporarily write down your trip information, or record additional trips if you run out of space. We hope the redesigned diary makes it easier for you to fill out and more convenient to carry around.

We have also provided codes for the most frequently used choices in several of the columns on the diary. So, instead of writing down "took my child to school" as the reason for a trip, you can simply enter a "3". Remember that for the "WHO" and "TRAVELER INFORMATION" columns, you can put down as many entries as apply. Also keep in mind that you are perfectly free to write in your own response if you don't think the choices provided are adequate.

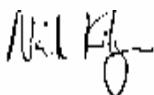
We are again including a personal survey for each Panel participant to fill out and return along with the diary in the provided envelope. If you prefer to fill out the survey online, you can do so at www.nwrg.com/psrc.htm. Instructions for doing so are on the survey cover. Please take a minute to read the instructions and review the sample diary to make sure that you fill out all the forms correctly. Remember, whether you make a lot of trips or just a few, your information is important to us. For more information about this and other travel survey activities by the Regional Council, go to our Web site at www.psrc.org.

New this year to encourage households to return their diaries and personal surveys in a timely fashion, we are offering you a chance to win one of twenty \$50 gift certificates to Barnes & Noble Bookstores. Your household will be eligible for these drawings, to take place in December, if you complete and return all your household diaries and personal surveys (either via mail or online) by November 22. Along with the drawings, we have enclosed two dollars for each person aged fifteen and over as a small "Thank You" for your help.

Northwest Research Group, with offices in Bellevue and Boise, is conducting the survey this year. If you have any questions, don't hesitate to call Anna Ritchey at (800) 859-2132. Or you can call me at (206) 464-7964.

Thanks again for your participation.

Sincerely,



Neil Kilgren
Associate Planner
Puget Sound Regional Council

(If Travel Dates Were Between Nov 4 and Dec 6)

Thank you, again, for your continuing participation in the Puget Sound Transportation Panel.

This year, you will notice a redesigned travel diary. Instead of two legal-sized sheets on which to record your trips over two days, the new diary is a booklet that combines both travel days, with room to record up to 19 trips. The booklet also incorporates instructions and samples, as well as, in the back, blank pages where you can make notes, temporarily write down your trip information, or record additional trips if you run out of space. We hope the redesigned diary makes it easier for you to fill out and more convenient to carry around.

We have also provided codes for the most frequently used choices in several of the columns on the diary. So, instead of writing down "took my child to school" as the reason for a trip, you can simply enter a "3". Remember that for the "WHO" and "TRAVELER INFORMATION" columns, you can put down as many entries as apply. Also keep in mind that you are perfectly free to write in your own response if you don't think the choices provided are adequate.

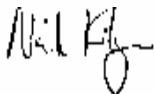
We are again including a personal survey for each Panel participant to fill out and return along with the diary in the provided envelope. If you prefer to fill out the survey online, you can do so at www.nwrg.com/psrc.htm. Instructions for doing so are on the survey cover. Please take a minute to read the instructions and review the sample diary to make sure that you fill out all the forms correctly. Remember, whether you make a lot of trips or just a few, your information is important to us. For more information about this and other travel survey activities by the Regional Council, go to our Web site at www.psrc.org.

New this year to encourage households to return their diaries and personal surveys in a timely fashion, we are offering you a chance to win one of several \$50 gift certificates to Barnes & Noble Bookstores. Your household will be eligible for these drawings, to take place at the end of December, if you complete and return all your household diaries and personal surveys (either via mail or online) by December 20. Along with the drawings, we have enclosed two dollars for each person aged fifteen and over as a small "Thank You" for your help.

Northwest Research Group, with offices in Bellevue and Boise, is conducting the survey this year. If you have any questions, don't hesitate to call Anna Ritchey at (800) 859-2132. Or you can call me at (206) 464-7964.

Thanks again for your participation.

Sincerely,



Neil Kilgren
Associate Planner
Puget Sound Regional Council

Cover Letter to Replacement Panel Members

Welcome to the Puget Sound Transportation Panel!

This is the tenth wave of a continuing study to collect information on travel in the region. As the region's population changes – in terms of age, labor force participation, household composition, and so forth – our transportation needs change too. Thus, planning for our future transportation needs depends on collecting and analyzing information about how travel behavior is changing.

Information from this survey will help shape important transportation decisions such as investments in highways, roads, ferries, transit and carpool services, and traveler and traffic information programs. This panel survey is the only one of its type in the United States.

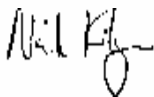
Your household is one of a small number that was drawn at random. For the results to truly represent the travel needs of the Puget Sound region, it is important that each diary and personal survey be completed and returned. The information you provide will be strictly confidential and will be combined with other households to analyze travel patterns and needs in the region. The identification numbers on the diaries allow us to correlate the travel patterns of members of the same household and allow us to check off your name when we receive your diaries.

A survey is included for each person. This survey will help us find out how traveler behavior is affected by traffic information, ownership and use of telecommunications and computer services, as well as providing us with general information about yourself. If you have Internet access, you can fill out the survey online at www.nwrg.com/psrc.htm. Instructions for doing so are on the survey cover. For more information about this survey and about us, go to our Web site at www.psrc.org.

We have enclosed two dollars for each person aged 15 and over as a small “Thank You” for your help. In addition, if your household completes and returns all of your diaries and surveys (either via mail or online) by December 20, you are entered into a drawing to win one of several \$50 gift certificates to Barnes & Noble Bookstores.

Northwest Research Group, with offices in Bellevue and Boise, is conducting the survey. If you have any questions, don't hesitate to call Anna Ritchey at (800) 859-2132. Or you can call me at (206) 464-7964.

Sincerely,



Neil Kilgren
Associate Planner
Puget Sound Regional Council

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Wave 10 Travel Diary

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2002 Travel Diary

This Travel Diary is for:

WHY WE NEED YOUR HELP

Thank you for agreeing to assist us with this study. The Puget Sound Transportation Panel Survey represents the longest-running continuous travel survey in the United States.

The data from the survey has been used by the Puget Sound Regional Council, as well as regional planners and policy makers, to understand how the transportation system is being used and thus guide transportation investments to where they will do the most good. For example, over the past decade, panel data has:

- ▶ Helped inform city departments regarding travel demand patterns in the region and how they impact Seattle and other cities.
- ▶ Been used by Metro to estimate the potential market for a vanpool program to transport people to and from bus stops or between bus stops and work.
- ▶ Provided a way to assess the effectiveness of traveler information, as a way to help us use our transportation system more efficiently and reduce congestion.

The survey gives us insights into what you like and don't like about travel in the Puget Sound region, how you use the transportation system now, and what changes you think would improve the system in the future.

As a participant in the Puget Sound Transportation Panel, you play a vital role in regional transportation planning. Your input is important and appreciated, no matter how you get around in your daily activities – whether by car, bus, boat, bicycle or foot – or even if you don't travel much at all.

INSTRUCTIONS FOR COMPLETING THE TRAVEL DIARY

There is one diary for each person in your household age 15 and older. The label on the front page designates the name, ID#, and your assigned dates/days of the week for each household member.

All members of the household should fill out their diaries on the same two consecutive days of the week indicated. If anyone in your household forgets or cannot fill out the diary on the assigned dates, that person may wait a week and fill them out on the same days of the following week. If anyone in your household will be on vacation outside the four county area (King, Pierce, Snohomish, Kitsap) on both of the assigned diary days, then please fill out your diaries on the same days of the week either the following week or when everyone in your household is back inside the four county area.

When possible, try to fill out the diaries on an ongoing basis throughout the day while the information is still fresh. At the back of this booklet, there are two pages for you to keep notes if you wish to do so. If you have any questions about how to fill out this diary, please contact Anna Ritchey of Northwest Research Group at 1-800-859-2132.

WHAT IS A DAY?

For the purpose of this diary, a day begins at 3 a.m. and ends 24 hours later at 3 a.m. For most people, when you wake up will be the start of your day. Please remember that the last trip in the diary should show your last return trip of the day, or where you were at 3 a.m. This will be home for most people, so don't forget your trip home.

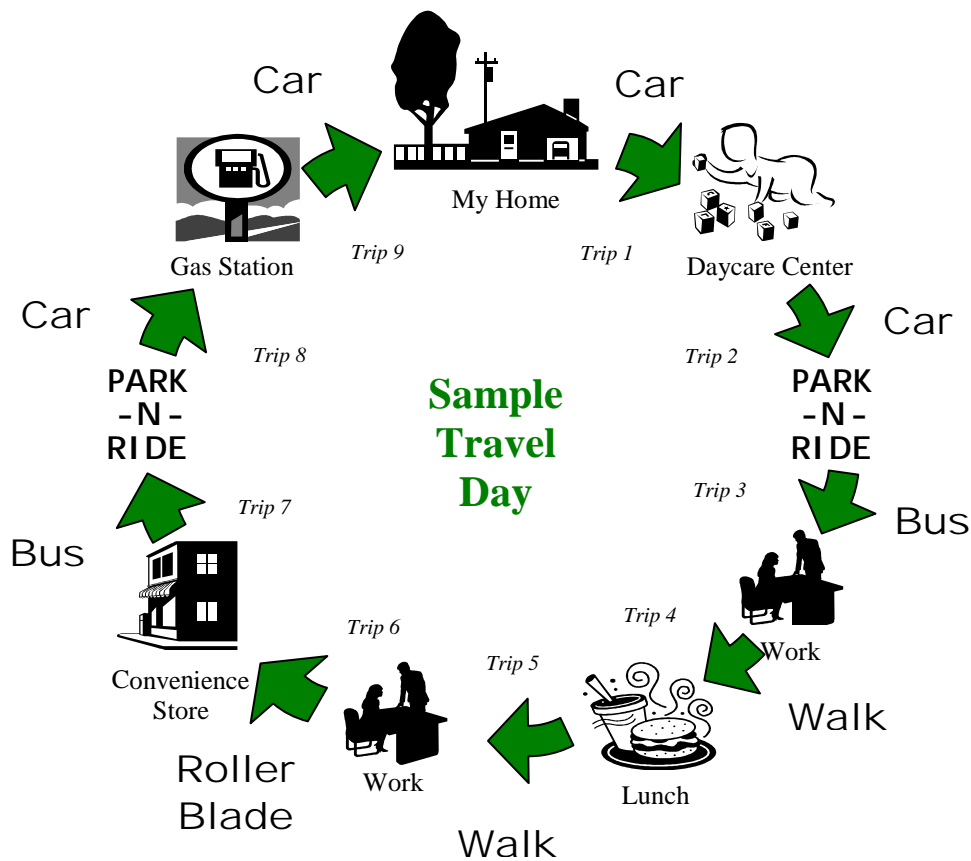
WHAT IS A TRIP?

A trip is when you travel from one address to another, including stops along the way. Every trip or stop you make should be recorded on a separate line of the diary.

Be sure to include:

- ▶ All trips you make for a specific reason, such as for work, school, or going to the store.
- ▶ Any stops you make along the way, such as picking up or dropping off a passenger or getting coffee on the way to work.
- ▶ A change of travel mode as a separate trip, e.g. car to a bus.
- ▶ Return trips, such as coming home from work or school, as a separate trip.
- ▶ Walks, jogs, bike rides, and short drives. If you start and end at the same place, list the farthest point you reach as one trip and then record the return trip as a separate line.

Please see the Sample Travel Day depicted in the diagram on the next page as well as the Sample Diary on the following pages.



Specific Trip Examples

FERRY TRIPS:

List as three trips: the first is the trip to the ferry terminal, the second is the trip across water, and the third is the trip to your next stop.

CARPOOLS/ VANPOOLS:

A 'Regularly-scheduled carpool' is a formal arrangement with one or more other persons to rideshare to work or school. 'Other carpool' means informal driving or riding with other people, whether they be family members, friends, or neighbors. If you *ride* in a carpool/vanpool, do not show the stops to pick up or drop off riders. If you are the *driver* of a carpool/vanpool, please write down all of your stops, including pick-ups or drop-offs.

PARK-AND-RIDE USERS:

List as two trips: the first is the trip to the park-and-ride lot. The second is the trip to your next stop.

BUS TRANSFERS:

Do not count transfers as another trip if transferring between two buses. You only need to record a separate trip when you change to a different travel mode, e.g. car to bus, bus to ferry, etc.

WALKING / JOGGING:

Walking or jogging should be shown as a separate trip even if used for recreation. Do not include walking to the bus stop or walking to or from your car unless you make other stops along the way.

COMMERCIAL DRIVERS:

If you make trips as part of your job, such as a taxi driver, delivery driver, truck driver, bus driver, or police officer, do not record the trips that were made as part of your job. Do record the trips that got you to and from your workplace as well as all other trips that were not part of your job.

SAMPLE DIARY

DAY 1 page 1

Corresponds to diagram on previous page

1. I STARTED THE DAY AT:

Reason for being there:

Address: 397 NW 125th St
 or Cross Streets: _____
 City: SEATTLE
 Zip Code: 98117

- | | |
|--|--|
| <input checked="" type="checkbox"/> Home | <input type="checkbox"/> Visiting friends / family |
| <input type="checkbox"/> Work | <input type="checkbox"/> Recreation / personal |
| <input type="checkbox"/> Other work-related travel | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> School / college | |

I LEFT AT:	TO GO TO:	I GOT THERE AT:	REASON FOR TRIP: <i>(Please select one)</i>	HOW? <i>(Please select one)</i>	Driver or Rider?
Time you left to begin the trip. Remember to circle am or pm	Please remember to include directionals (N,S,E,W,NE,SE,NW,SW) AND street type (Avenue, Street, Road, Court, Place, etc.) AND city and (if known) Zip Code. Address is much preferred, but if you can't supply address, please record the nearest cross-streets. These should also include directionals and city. If you absolutely can't supply the above, enter the place as specifically as possible (e.g., the McDonalds in Bellevue on Bellevue Way). Remember that some stores and services have more than one location.	Time at which you reached your stop. Remember to circle am or pm	1 Commute to / from work 2 Commute to / from school or college 3 Take child to/from school, daycare, lesson, practice, etc. 4 Visit friends or family 5 Errand 6 Doctor appointment 7 Shopping 8 Dining / lunch / coffee 9 Recreation 10 Pick up/Drop off someone 11 Going to another travel mode 12 Go Home 13 Other (WRITE IN BELOW)	1 Drive Alone (Car/Van/SUV/Truck) 2 Regularly scheduled carpool 3 Other carpool 4 Vanpool 5 Transit Bus 6 School bus 7 Train 8 Para-transit 9 Walk 10 Bicycle 11 Motorcycle 12 Taxi 13 Drive-on ferry 14 Walk-on ferry 15 Other (WRITE IN BELOW)	Please circle "D" or "R" (except bus, train, or ferry riders or on foot).
2 7:46 ^{am} / _{pm}	address: 2366 NW 80th St or cross streets: Seattle city: Seattle zip code: 98117	7:55 ^{am} / _{pm}	3	3	D R
3 8:02 ^{am} / _{pm}	address: NORTH SEATTLE PARK & RIDE or cross streets: 1st Ave NE & NE 100th St city: SEATTLE zip code: 98125	8:15 ^{am} / _{pm}	11	1	D R
4 8:21 ^{am} / _{pm}	address: 10904 NE 8th St or cross streets: BELLEVUE city: BELLEVUE zip code: 98004	8:46 ^{am} / _{pm}	1	5	D R
5 11:55 ^{am} / _{pm}	address: SUBWAY AT 108TH AVE NE AND NE 8TH ST or cross streets: BELLEVUE city: BELLEVUE zip code: 98004	12:14 ^{am} / _{pm}	8	9	D R
6 12:44 ^{am} / _{pm}	address: 10904 NE 8th St or cross streets: BELLEVUE city: BELLEVUE zip code: 98004	12:59 ^{am} / _{pm}	RETURN TO WORK	9	D R
7 5:15 ^{am} / _{pm}	address: CONVENIENCE STORE AT or cross streets: NE 8th St AND 118th Ave city: BELLEVUE zip code: 98004	5:26 ^{am} / _{pm}	7	ROLLER BLADES	D R
8 5:36 ^{am} / _{pm}	address: NORTH SEATTLE PARK & RIDE or cross streets: 1st Ave NE & NE 100th St city: SEATTLE zip code: 98125	6:01 ^{am} / _{pm}	11	5	D R
9 6:05 ^{am} / _{pm}	address: TEXACO AT NW 97TH AND HOLMAN RD NW or cross streets: SEATTLE city: SEATTLE zip code: 98117	6:16 ^{am} / _{pm}	5	1	D R
10 6:25 ^{am} / _{pm}	address: 397 NW 125th St or cross streets: SEATTLE city: SEATTLE zip code: 98117	6:39 ^{am} / _{pm}	12	1	D R

↑
Record the number of the appropriate reason for your trip in the space provided. If your answer doesn't fit one of these codes or you are unsure what to put, please write in your reason.

↑
Record the number of the appropriate mode of transportation you used on this trip in the space provided. If your answer doesn't fit one of these codes or you are unsure what to put, please write it in.

↑
Do not answer if you used transit bus, train, ferry or were on foot for this trip.

Puget Sound Transportation Panel

2002 Travel Diary

DAY 1



STEP-BY-STEP INSTRUCTIONS

UPDATE PHONE

Please check the telephone number printed on the diary labels on the front cover and correct if necessary.

I STARTED MY DAY

Record where you were first thing in the morning. Please record address and reason for being there. This will be home for most people.

STAYED HOME:

If you did not go anywhere on your assigned day, please check this box.

IF YOU DID NOT GO ANYWHERE ON THIS DAY CHECK HERE:

How many total in group?	WHO? <i>(Select all that apply)</i>	TRAVELER INFORMATION?			
		<i>Did you use traffic, transit, or ferry information before or during this trip? (IF YES, select all that apply)</i>		<i>IF USED TRAFFIC, TRANSIT OR FERRY INFORMATION BEFORE OR DURING TRIP: What did you learn about conditions on your route? (Select all that apply)</i>	
	1 Husband / wife 2 Unmarried partner 3 Son 4 Daughter 5 Mother 6 Father 7 Brother 8 Sister 9 Other relative 10 Friend 11 Other kids 12 Neighbor 13 Co-worker 14 Carpool partner 15 Other (WRITE IN BELOW)	1 No 2 Radio traffic report / update 3 TV traffic report / update 4 Special traffic stations on cable TV 5 Any Web Site 6 Made or received a phone call 7 Received an email alert 8 Received a phone call alert 9 Message signs on freeway 10 Bus information screen at transit center 11 Other (WRITE IN BELOW)	1 There was no information on my route. 2 There were no delays 3 There was traffic congestion, with no specific cause given 4 There was an incident on my route, such as a car accident or overturned truck 5 Some part of my route was under construction causing delays 6 Some part of my route was closed 7 Transit vehicle or ferry was late or cancelled 8 There was a weather-related hazard on my route, such as ice or flooding 9 Other (WRITE IN BELOW)	1 Made no change - no reason to / problem not severe enough 2 Made no change - no feasible alternative 3 Changed the time I left - left earlier 4 Changed the time I left - left later 5 Chose to travel by a different means of transport 6 Took a whole different route from my planned one 7 Took my planned route, but with small changes to avoid a congested area 8 Added stops that I otherwise wouldn't have made at that time 9 Delayed a trip planned for that time 10 Re-ordered my originally planned sequence of stops 11 Other (WRITE IN BELOW)	
		Before your trip	During your trip		
3	3,4	3,5	2	2	3,5
1		1	2	3	1
		1	1		
		1	1		
		1	1		
		5	1	1	1
		1	9	5	2
1		1	2	1	1
1		1	2	1	1

Do not answer if you used transit bus, train, ferry or were on foot for this trip.

If traveling with others on this trip, record the number(s) of the appropriate person(s) in the space provided. Select all codes that apply. If the person isn't listed or you are unsure what to put, please write it in. If you are traveling alone, please leave the space blank.

Answer if you used any traveler information before or during your trip, regardless of whether you actively sought out the information or not. If you used traveler information, record the number(s) of the appropriate source(s) of information. If your answer doesn't fit one of these codes or you are unsure what to put, please write it in. If you didn't use traveler information, skip the next two questions and begin recording your next trip.

If you used any traveler information either before or during your trip, record the number(s) of the appropriate condition that you learned about. Select all codes that apply. If your answer doesn't fit one of these codes or you are unsure what to put, please write it in.

If you used any traveler information either before or during your trip, record the number(s) of the appropriate impact the information had on your trip. Select all codes that apply. If your answer doesn't fit one of these codes or you are unsure what to put, please write it in.

<p>1. I STARTED THE DAY AT:</p> <p>Address: _____</p> <p>or Cross Streets: _____</p> <p>City: _____</p> <p>Zip Code: _____</p>	<p style="text-align: right;">Reason for being there:</p> <p><input type="checkbox"/> Home</p> <p><input type="checkbox"/> Work</p> <p><input type="checkbox"/> Other work-related travel</p> <p><input type="checkbox"/> School / college</p> <p><input type="checkbox"/> Visiting friends / family</p> <p><input type="checkbox"/> Recreation / personal</p> <p><input type="checkbox"/> Other (specify) _____</p>
---	---

I LEFT AT:	TO GO TO:	I GOT THERE AT:	REASON FOR TRIP: <i>(Please select one)</i>	HOW? <i>(Please select one)</i>	Driver or Rider?
Time you left to begin the trip. Remember to circle am or pm	<p>Please remember to include directionals (N,S,E,W,NE,SE,NW,SW) AND street type (Avenue, Street, Road, Court, Place, etc.) AND city and (if known) Zip Code.</p> <p>Address is much preferred, but if you can't supply address, please record the nearest cross-streets. These should also include directionals and city.</p> <p>If you absolutely can't supply the above, enter the place as specifically as possible (e.g., the McDonalds in Bellevue on Bellevue Way).</p>	Time at which you reached your stop. Remember to circle am or pm	<ol style="list-style-type: none"> 1 Commute to / from work 2 Commute to / from school or college 3 Take child to/from school, daycare, lesson, practice, etc. 4 Visit friends or family 5 Errand 6 Doctor appointment 7 Shopping 8 Dining / lunch / coffee 9 Recreation 10 Pick up/Drop off someone 11 Going to another travel mode 12 Go Home 13 Other (WRITE IN BELOW) 	<ol style="list-style-type: none"> 1 Drive Alone (Car/Van/SUV/Truck) 2 Regularly scheduled carpool 3 Other carpool 4 Vanpool 5 Transit Bus 6 School bus 7 Train 8 Para-transit 9 Walk 10 Bicycle 11 Motorcycle 12 Taxi 13 Drive-on ferry 14 Walk-on ferry 15 Other (WRITE IN BELOW) 	Please circle "D" or "R" (except bus, train, or ferry riders or on foot).
2	address: or cross streets: city: zip code:	am or pm			D R
3	address: or cross streets: city: zip code:	am or pm			D R
4	address: or cross streets: city: zip code:	am or pm			D R
5	address: or cross streets: city: zip code:	am or pm			D R
6	address: or cross streets: city: zip code:	am or pm			D R
7	address: or cross streets: city: zip code:	am or pm			D R
8	address: or cross streets: city: zip code:	am or pm			D R
9	address: or cross streets: city: zip code:	am or pm			D R
10	address: or cross streets: city: zip code:	am or pm			D R

DAY 1 page 2

	I LEFT AT: Time you left to begin the trip. Remember to circle am or pm	TO GO TO: Please remember to include directionals (N,S,E,W,NE,SE,NW,SW) AND street type (Avenue, Street, Road, Court, Place, etc.) AND city and (if known) Zip Code. Address is much preferred, but if you can't supply address, please record the nearest cross-streets. These should also include directionals and city. If you absolutely can't supply the above, enter the place as specifically as possible (e.g., the McDonalds in Bellevue on Bellevue Way).	I GOT THERE AT: Time at which you reached your stop. Remember to circle am or pm	REASON FOR TRIP: <i>(Please select one)</i> 1 Commute to / from work 2 Commute to / from school or college 3 Take child to/from school, daycare, lesson, practice, etc. 4 Visit friends or family 5 Errand 6 Doctor appointment 7 Shopping 8 Dining / lunch / coffee 9 Recreation 10 Pick up/Drop off someone 11 Going to another travel mode 12 Go Home 13 Other (WRITE IN BELOW)	HOW? <i>(Please select one)</i> 1 Drive Alone (Car/Van/SUV/Truck) 2 Regularly scheduled carpool 3 Other carpool 4 Vanpool 5 Transit Bus 6 School bus 7 Train 8 Para-transit 9 Walk 10 Bicycle 11 Motorcycle 12 Taxi 13 Drive-on ferry 14 Walk-on ferry 15 Other (WRITE IN BELOW)	Driver or Rider? Please circle "D" or "R" (except bus, train, or ferry riders or on foot).
11	am or pm	address: or cross streets: city: zip code:	am or pm			D R
12	am or pm	address: or cross streets: city: zip code:	am or pm			D R
13	am or pm	address: or cross streets: city: zip code:	am or pm			D R
14	am or pm	address: or cross streets: city: zip code:	am or pm			D R
15	am or pm	address: or cross streets: city: zip code:	am or pm			D R
16	am or pm	address: or cross streets: city: zip code:	am or pm			D R
17	am or pm	address: or cross streets: city: zip code:	am or pm			D R
18	am or pm	address: or cross streets: city: zip code:	am or pm			D R
19	am or pm	address: or cross streets: city: zip code:	am or pm			D R
20	am or pm	address: or cross streets: city: zip code:	am or pm			D R

DAY 2 page 1

1. I STARTED THE DAY AT:

Reason for being there:

Address: _____
 or Cross Streets: _____
 City: _____
 Zip Code: _____

- Home
 Work
 Other work-related travel
 School / college
 Visiting friends / family
 Recreation / personal
 Other (specify) _____

	I LEFT AT: Time you left to begin the trip. Remember to circle am or pm	TO GO TO: Please remember to include directionals (N,S,E,W,NE,SE,NW,SW) AND street type (Avenue, Street, Road, Court, Place, etc.) AND city and (if known) Zip Code. Address is much preferred, but if you can't supply address, please record the nearest cross-streets. These should also include directionals and city. If you absolutely can't supply the above, enter the place as specifically as possible (e.g., the McDonalds in Bellevue on Bellevue Way).	I GOT THERE AT: Time at which you reached your stop. Remember to circle am or pm	REASON FOR TRIP: (Please select one) <ol style="list-style-type: none"> 1 Commute to / from work 2 Commute to / from school or college 3 Take child to/from school, daycare, lesson, practice, etc. 4 Visit friends or family 5 Errand 6 Doctor appointment 7 Shopping 8 Dining / lunch / coffee 9 Recreation 10 Pick up/Drop off someone 11 Going to another travel mode 12 Go Home 13 Other (WRITE IN BELOW) 	HOW? (Please select one) <ol style="list-style-type: none"> 1 Drive Alone (Car/Van/SUV/Truck) 2 Regularly scheduled carpool 3 Other carpool 4 Vanpool 5 Transit Bus 6 School bus 7 Train 8 Para-transit 9 Walk 10 Bicycle 11 Motorcycle 12 Taxi 13 Drive-on ferry 14 Walk-on ferry 15 Other (WRITE IN BELOW) 	Driver or Rider? Please circle "D" or "R" (except bus, train, or ferry riders or on foot).
2	am or pm	address: or cross streets: city: zip code:	am or pm			D R
3	am or pm	address: or cross streets: city: zip code:	am or pm			D R
4	am or pm	address: or cross streets: city: zip code:	am or pm			D R
5	am or pm	address: or cross streets: city: zip code:	am or pm			D R
6	am or pm	address: or cross streets: city: zip code:	am or pm			D R
7	am or pm	address: or cross streets: city: zip code:	am or pm			D R
8	am or pm	address: or cross streets: city: zip code:	am or pm			D R
9	am or pm	address: or cross streets: city: zip code:	am or pm			D R
10	am or pm	address: or cross streets: city: zip code:	am or pm			D R

DAY 2 page 2

	I LEFT AT: Time you left to begin the trip. Remember to circle am or pm	TO GO TO: Please remember to include directionals (N,S,E,W,NE,SE,NW,SW) AND street type (Avenue, Street, Road, Court, Place, etc.) AND city and (if known) Zip Code. Address is much preferred, but if you can't supply address, please record the nearest cross-streets. These should also include directionals and city. If you absolutely can't supply the above, enter the place as specifically as possible (e.g., the McDonalds in Bellevue on Bellevue Way).	I GOT THERE AT: Time at which you reached your stop. Remember to circle am or pm	REASON FOR TRIP: <i>(Please select one)</i> 1 Commute to / from work 2 Commute to / from school or college 3 Take child to/from school, daycare, lesson, practice, etc. 4 Visit friends or family 5 Errand 6 Doctor appointment 7 Shopping 8 Dining / lunch / coffee 9 Recreation 10 Pick up/Drop off someone 11 Going to another travel mode 12 Go Home 13 Other (WRITE IN BELOW)	HOW? <i>(Please select one)</i> 1 Drive Alone (Car/Van/SUV/Truck) 2 Regularly scheduled carpool 3 Other carpool 4 Vanpool 5 Transit Bus 6 School bus 7 Train 8 Para-transit 9 Walk 10 Bicycle 11 Motorcycle 12 Taxi 13 Drive-on ferry 14 Walk-on ferry 15 Other (WRITE IN BELOW)	Driver or Rider? Please circle "D" or "R" (except bus, train, or ferry riders or on foot).
11	am or pm	address: or cross streets: city: zip code:	am or pm			D R
12	am or pm	address: or cross streets: city: zip code:	am or pm			D R
13	am or pm	address: or cross streets: city: zip code:	am or pm			D R
14	am or pm	address: or cross streets: city: zip code:	am or pm			D R
15	am or pm	address: or cross streets: city: zip code:	am or pm			D R
16	am or pm	address: or cross streets: city: zip code:	am or pm			D R
17	am or pm	address: or cross streets: city: zip code:	am or pm			D R
18	am or pm	address: or cross streets: city: zip code:	am or pm			D R
19	am or pm	address: or cross streets: city: zip code:	am or pm			D R
20	am or pm	address: or cross streets: city: zip code:	am or pm			D R

NOTES:

Internet sites to visit for help with Address or Zip Code Lookups:
www.usps.com/zip4 or www.mapquest.com

NOTES:

THANK YOU
for assisting us with this very important study.

WHEN YOU COMPLETE YOUR DIARIES:

Please collect completed diaries from each household member and return them to Northwest Research Group in the postage-paid envelope provided.

QUESTIONS?

If you have any questions, please call us toll-free at 1-800-859-2132.
Anna Ritchey will be glad to answer your questions.



Wave 10 Personal Survey

Personal Survey

Transportation and Technology Issues That Affect You

Each member of the household 15 years of age and older should fill out this section of the survey.

When filling in your response you may '✓', '■' or 'x' the box. For questions requiring a written response, please print responses as neatly as possible.

If you prefer to fill out this survey online, please go to www.nwrg.com/psrc.htm.
When prompted for a login, enter the ID# printed on the label below.

This Personal Survey is for:

Part 1

ABOUT YOUR PERSONAL FAMILIARITY WITH, AND USE OF, ELECTRONIC EQUIPMENT AND INFORMATION SERVICES:

⇒ Everyone, please answer the following questions.

1) Which of the following do you personally use *at least once a week*, on average?

	USE AT LEAST ONCE / WEEK	DON'T USE AT LEAST ONCE / WEEK
A computer (desk top or portable) at work/school, available to you most of the time	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
A computer (desk top or portable) at home	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
The Internet accessed at work/school	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
The Internet accessed from home	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
⇒ If accessed from home, what type of connection(s) do you use (<i>Check all that apply</i>):		
High-speed / broadband, such as DSL or cable modem	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
A telephone line that is also used for voice calls	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
A telephone line that is used primarily for the computer	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Other (<i>please specify</i>) _____	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

2) Which of the following do you carry with you at least ten times a month, on average? (*Check all that apply*)

	CARRY AT LEAST 10 TIMES / MO.	DON'T CARRY AT LEAST 10 TIMES / MO.
A portable cellular or wireless phone	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
⇒ Is it web-enabled? Yes <input type="checkbox"/> ₁ No <input type="checkbox"/> ₂ Don't Know <input type="checkbox"/> ₃		
A pager or beeper	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
A personal digital assistant or palm-type computer with wireless communications	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
A portable computer with Internet access	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

⇒ If you do not access the Internet at home or at work/school, please skip to Question 6.

3) Do you subscribe to any **free** online information services, such as an eGroups newsletters, Wired News Daily, StockMarket.com, Seattle City Search newsletters, Bloomberg.com, or MSNBC news, sports and weather alerts?

Yes ₁ No ₂

4) Do you subscribe to any **fee-based** online subscriptions or services, such as the Wall Street Journal Online, ConsumerReports.org, or salon.com, whether paid by you personally or by your employer?

Yes ₁ No ₂

5) Have you used the Internet to purchase any products or services for yourself or as a gift within the last 3 months?

Yes, once	<input type="checkbox"/> ₁
Yes, 2 – 3 times	<input type="checkbox"/> ₂
Yes, 4 or more times	<input type="checkbox"/> ₃
No	<input type="checkbox"/> ₄

TRAVEL TO OR FROM WORK/SCHOOL BY BUS, FERRY, OR TRAIN:

⇒ Please answer question 6 if any part of your usual trip to or from work (or school/college) involves traveling by bus, ferry, or train. Otherwise, skip to question 7a.

- 6) For each of the following statements, please circle a number between 0 and 10 to indicate how well that statement applies to the part of your trip to or from work/school that is by bus, train, or ferry. A "10" means that you **agree** completely with the statement, while a "0" means that you **disagree** completely. A "5" implies that you neither agree nor disagree.

	Disagree Completely		Neutral						Agree Completely		
	0	1	2	3	4	5	6	7	8	9	10
There's no way I can find out beforehand whether my bus, ferry, or train is running on schedule.	0	1	2	3	4	5	6	7	8	9	10
I sometimes miss my connection because a bus, ferry, or train is late.	0	1	2	3	4	5	6	7	8	9	10
When I'm waiting for a bus, ferry, or train, I'm happier if I know when it will arrive.	0	1	2	3	4	5	6	7	8	9	10
As soon as I can, I'd like to switch to driving to and from work/school.	0	1	2	3	4	5	6	7	8	9	10
Bus, train, or ferry riders deserve to be provided with up-to-the-minute information about the status of their bus, train, or ferry.	0	1	2	3	4	5	6	7	8	9	10

ABOUT TRAFFIC, TRANSIT, & FERRY INFORMATION SERVICES:

⇒ Everyone, please answer the following questions.

Information about traffic and road conditions:

- 7a) Which of the following free email traveler alert services do you **currently** subscribe?

- 7b) If No (don't currently subscribe), have you **ever** subscribed to any of the following free email traveler alert services?

	7a) CURRENTLY SUBSCRIBE?		→	7b) IF NO, EVER SUBSCRIBED?	
	YES	NO		YES	NO
King County <i>Alert!</i> Bus alerts	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	→	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
King County <i>Alert!</i> Emergency road closures	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	→	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Washington State Ferry service disruption alert	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	→	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Kitsap Transit Rider Alert [www.kitsaptransit.org/alert.html]	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	→	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
PT NewsFlash [www.piercetransit.org/sub.htm]	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	→	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Regional Public Information Network [webapp.metrokc.gov/rpin/SubscribeEMail.asp]	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	→	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

Information about traffic, transit, and ferry services:

8) Please rate each of the following traffic, transit, and ferry information services using the following scale.

Traveler Information Services	Never Heard of it	Heard of it, but never used it	I only used it once or twice	I use it less than once per month	I use it 1 to 3 times per month	I use it 1 to 2 times per week	I use it 3 to 5 times per week	I use it 5+ times per week
Television traffic reports / updates	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Radio traffic reports / updates	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
TransitWatch® (bus status information on TV monitors at Northgate, Bellevue, and Boeing)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Traffic TV (UW TV, channel 76 or 69 on ATT cable in Seattle)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
WSDOT <i>Traffic Telephone</i> (206-368-HIWAY or 800-695-ROAD)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
511	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Cell Phone Links	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Traveler Information Services Available on the Internet	Never Heard of it	Heard of it, but never used it	I only used it once or twice	I use it less than once per month	I use it 1 to 3 times per month	I use it 1 to 2 times per week	I use it 3 to 5 times per week	I use it 5+ times per week
Puget Sound Traffic Conditions web site (www.wsdot.wa.gov/PugetSoundTraffic)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
King County Metro Online (transit.metrokc.gov/bus)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Other transit system web site (please specify: _____)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Washington State Ferry web site (www.wsdot.wa.gov/ferries)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Vessel Watch (www.wsdot.wa.gov/ferries/commuter_updates/vesselwatch)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
BusView (busview.its.washington.edu)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
MyBus (www.mybus.org)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈
Smart Trek (www.smarttrek.org)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

Other Traveler Information Services	Never Heard of it	Heard of it, but never used it	I only used it once or twice	I use it less than once per month	I use it 1 to 3 times per month	I use it 1 to 2 times per week	I use it 3 to 5 times per week	I use it 5+ times per week
Other traveler information services (please specify: _____)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈

- 9) For each of the following statements, please circle a number between 0 and 10 to indicate how much **you personally** agree or disagree with that statement. A "10" would mean that you **agree** completely, while a "0" would mean that you **disagree** completely. A "5" would imply that you neither agree nor disagree.

	Disagree Completely			Neutral				Agree Completely			
	0	1	2	3	4	5	6	7	8	9	10
The Internet is the first place I look when seeking information	0	1	2	3	4	5	6	7	8	9	10
I don't like to have to plan ahead.	0	1	2	3	4	5	6	7	8	9	10
It's important that other people are able to contact me pretty much all the time.	0	1	2	3	4	5	6	7	8	9	10
I prefer to find my own way rather than ask for directions.	0	1	2	3	4	5	6	7	8	9	10
I worry a lot about being late.	0	1	2	3	4	5	6	7	8	9	10
I don't like to take risks with new products and services.	0	1	2	3	4	5	6	7	8	9	10
When I need information, I like to be able to ask someone rather than rely on a computer.	0	1	2	3	4	5	6	7	8	9	10

- 10) The following are possible improvements to the information that is currently available to you about traffic conditions. Please choose the three improvements that would be most important to you personally, and enter the appropriate letters in rank order into the boxes below.

Most Important 2nd Most Important 3rd Most Important

- A Traffic information covering *all* the roads on my usual and alternate routes, not just the busiest roads.
- B A traffic report that's tailored just to the roads I'm interested in taking.
- C Traffic information that is completely up-to-date.
- D Traffic information that I'm able to access quickly, for example by pressing one button.
- E Information on my travel alternatives, such as bus routes and schedules, not just traffic information.
- F Traffic forecasts that predict what traffic conditions will be like for the next hour.
- G Traffic information that gives estimated travel times between major destinations given current traffic conditions.

- 11) When you seek information about traffic conditions, what is the primary benefit you wish to obtain from this information? (*Please check one.*)

- Reduced travel time ₁
- More predictable travel times ₂
- Safer travel conditions ₃
- Less stressful travel conditions ₄
- I don't seek information about traffic conditions ₅
- Other (*please specify*) _____ ₆

ABOUT YOUR WORK OR SCHOOL COMMUTE:

⇒ Please answer question 12 if you are Employed or Self-employed.
Otherwise, skip to Part 2.

12) Do you go to a workplace outside your home, or to attend a school or college, on a regular basis, at least three days in the average week?

Yes, I go to work/school at least three days a week ₁ **Please answer the following questions before going on to Part 2.**

No, I do not go to work/school at least three days a week ₂ **Please skip to Part 2.**

13) Which of these statements **best** describes your working hours (or the times you have to be at school or college)? *(Check only one)*

I have no flexibility in the times I have to be at work or school/college. ₁

I can vary my starting and finishing times a bit, but not by more than 30 minutes. ₂

I'm pretty much free to adjust my starting and finishing times as I like. ₃

14) For each of the following statements, please circle a number between 0 and 10 to indicate how well that statement applies to your commute. A "10" means that you **agree** completely with the statement, while a "0" means that you **disagree** completely. A "5" implies that you neither agree nor disagree.

	Disagree Completely			Neutral				Agree Completely			
	0	1	2	3	4	5	6	7	8	9	10
At least twice a week, there's an unexpected delay on my route.	0	1	2	3	4	5	6	7	8	9	10
Within the past three years, I have seriously considered changing where I work to reduce the amount of time I spend commuting.	0	1	2	3	4	5	6	7	8	9	10
Within the past three years, I have seriously considered changing where I live to reduce the amount of time I spend commuting.	0	1	2	3	4	5	6	7	8	9	10
I am satisfied with my commute.	0	1	2	3	4	5	6	7	8	9	10
I'm able to travel my regular route to or from work/school more quickly now than I could twelve months ago.	0	1	2	3	4	5	6	7	8	9	10
I usually have to go to or from work/school during peak traffic periods.	0	1	2	3	4	5	6	7	8	9	10
If there's trouble on my normal route to or from work/school, I really don't have many good alternatives.	0	1	2	3	4	5	6	7	8	9	10
If I could get accurate, real-time transit and/or traffic information, I could reduce the amount of time I spend commuting.	0	1	2	3	4	5	6	7	8	9	10
I'd be prepared to pay \$10 a month to get accurate, up-to-the-minute reports for my specific routes.	0	1	2	3	4	5	6	7	8	9	10
I know how to get route and schedule information for public transportation if I need it.	0	1	2	3	4	5	6	7	8	9	10
I don't mind the delays so much if I can forecast accurately when I'm going to get there.	0	1	2	3	4	5	6	7	8	9	10
I don't know where to find Puget Sound area transit information on the Web.	0	1	2	3	4	5	6	7	8	9	10

Please Continue To Part 2.

Personal Survey

Part 2

ABOUT YOU

⇒ Everyone, please answer the following questions.

15) Do you currently have a valid driver's license?

Yes ₁ No ₂

16) How many times in a typical week do you ride the bus, train, or ferry? *Please count a round-trip as two rides. Enter 0 for None*

_____ Record number of one-way rides.

⇒ If you ride a bus, train, or ferry one or more times a week, answer question 17. Otherwise, skip to question 18.

17) How much do you personally pay for your fare?

(Record either the cost per day or cost per month. If your employer or school pays for any portion of your transportation costs, please enter just the amount you pay. If None, enter 0.)

\$ _____ . _____ Per Day or \$ _____ . _____ Per Month

18) What is the highest level of education you have had the opportunity to complete?

- | | |
|---|---------------------------------------|
| High school or less | <input type="checkbox"/> ₁ |
| High school graduate | <input type="checkbox"/> ₂ |
| Some college / technical or vocational school / AA degree (2-year degree) | <input type="checkbox"/> ₃ |
| 4-year college degree | <input type="checkbox"/> ₄ |
| Some post-graduate work or attended graduate school | <input type="checkbox"/> ₅ |
| Post-graduate degree | <input type="checkbox"/> ₆ |

19) Which of the following **best** describes your current employment status? *(Please check one.)*

- | | | |
|--|---------------------------------------|-----------------------|
| Employed full-time (that is 30 or more hours per week) | <input type="checkbox"/> ₁ | Continue |
| Employed part-time (that is less than 30 hours per week) | <input type="checkbox"/> ₂ | Continue |
| Self-employed or a business owner | <input type="checkbox"/> ₃ | Continue |
| A student and working either part or full-time | <input type="checkbox"/> ₄ | Continue |
| A full-time student and not working | <input type="checkbox"/> ₅ | Skip To Question 31 |
| Retired | <input type="checkbox"/> ₆ | THANK YOU. |
| Not employed outside the home | <input type="checkbox"/> ₇ | This concludes your |
| Currently unemployed | <input type="checkbox"/> ₈ | survey. Please return |
| Other <i>(please specify)</i> _____ | <input type="checkbox"/> ₉ | this with your Diary. |

ABOUT YOUR WORK:

⇒ Please answer questions 20-25 if you are Employed, Self-employed, or a Student Working Part or Full-Time. Otherwise, skip to question 31 or stop as indicated above.

20) Are you paid hourly or are you salaried?

- | | |
|-------------------------------------|---------------------------------------|
| Hourly | <input type="checkbox"/> ₁ |
| Salaried | <input type="checkbox"/> ₂ |
| Other <i>(please specify)</i> _____ | <input type="checkbox"/> ₃ |

21) What is your occupation, that is, what type of work do you do? *(Please write in below.)*

22) What is your work address? *(If work at home or don't work at a fixed location, please check appropriate box below.)*

- | | |
|-------------------------|--|
| Name : _____ | <input type="checkbox"/> Work at Home |
| Address: _____ | <input type="checkbox"/> Varies / No fixed address |
| Or Cross-streets: _____ | |
| City: _____ | |
| Zip Code: _____ | |

23) Which of the following statements best describes the work you do from home for your primary job? Do you...?

- | | YES | NO |
|--|---------------------------------------|---------------------------------------|
| Run an income producing business out of your home | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| Work from home one or more days a week instead of working from where your company is located | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| ⇒ How many days in a typical week do you work from home? _____ | | |
| Bring work home or are on-call from your full-time job after business hours or on weekends | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| Never do work for my primary job from home | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| Other <i>(please specify)</i> _____ | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |

24) Do you feel your primary job is of the type that you could work from home one or two days a week instead of working from where your company is located?

Yes ₁ No ₂ Don't Know ₃

25) Do you commute to a fixed work location outside your home one or more days a week?

Yes, I commute to a fixed work location one or more days a week ₁

No, I do not commute to a fixed work location one or more days a week ₂

Please answer the following questions.

STUDENTS: Please skip to question 31.
NON-STUDENTS: This concludes your survey.
Please return this with your Diary.

ABOUT YOUR WORK TRAVEL IN AND AROUND THE PUGET SOUND REGION:

⇒ Please answer questions 26-30 if you commute to a fixed work location one or more days a week. Otherwise, skip to question 31 if you are a student or stop if you are not a student.

26a) Think about the means of travel you most often use when you go to your workplace. Check all the types of transportation you use as part of your **usual way** of getting there **on a typical day**.

- | | |
|---|--|
| Drive Alone (Car / Truck / Van / SUV) | <input type="checkbox"/> ₁ |
| Carpool (2 or more people in car) | <input type="checkbox"/> ₂ |
| Organized vanpool | <input type="checkbox"/> ₃ |
| Bus | <input type="checkbox"/> ₄ |
| Ferry | <input type="checkbox"/> ₅ |
| Train | <input type="checkbox"/> ₆ |
| Motorcycle | <input type="checkbox"/> ₇ |
| Bicycle | <input type="checkbox"/> ₈ |
| Walk (for at least 10 minutes) | <input type="checkbox"/> ₉ |
| Other means (<i>Please specify:</i> _____) | <input type="checkbox"/> ₁₀ |

⇒ If you carpool (2 or more people in car), please answer question 26b.

26b) About your carpool of 2 or more people...

How many people are in your carpool? _____

How many people in your carpool are not members of your immediate household? _____

Which of the following statements best describes your carpool?

Formal carpool, formed by contacting one of the local transit agencies and/or by working with my employer to identify potential carpool partners. ₁

Informal carpool, consisting only of members of my immediate household. ₂

Informal carpool, consisting of members of my immediate household and/or people in my immediate neighborhood. ₃

Informal carpool, consisting of people who work at the same place I work. ₄

27) Please answer yes or no to the following questions.

	Yes	No
In the past 6 months, have you <i>regularly</i> taken the bus as part of your trip to or from work?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
In the past 6 months, have you <i>regularly</i> ridden to or from work with others or had others riding with you?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Does your job require that you have a car at work?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
Do you need the car before or after work to drop off or pick up children?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

⇒ If yes, how many days a typical week? _____

About your employer's transportation benefits...

28) Does your employer provide some or all of the following transportation benefits?

	FREE TO EMPLOYEES	EMPLOYER PAYS SOME	EMPLOYER PAYS NONE	DON'T KNOW
Parking at your workplace	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
Transportation costs for employees who ride public transportation – for example pay for a bus pass?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

⇒ If employer does not offer public transportation program, would you be more likely use public transportation if your employer subsidized part of your fare?

Yes	<input type="checkbox"/> ₁
No	<input type="checkbox"/> ₂
I already use public transportation	<input type="checkbox"/> ₃

29) How many days in a typical week or month do you park your car at work?

(Record either days per week or days per month. Enter 0 for None.)

_____ Days Per Week or _____ Days Per Month

⇒ If you park at work one or more days a month, please answer question 30.

30) How much do you personally pay for parking? (Record either the cost per day or cost per month. If your employer pays all for your parking, please enter 0.)

\$ _____ . _____ Per Day or \$ _____ . _____ Per Month

⇒ STUDENTS: Please continue with survey.

⇒ NON-STUDENTS: This concludes your survey. THANK YOU for your assistance. Please return this survey with your Diary.

ABOUT YOUR SCHOOL AND SCHOOL TRAVEL IN AND AROUND THE PUGET SOUND REGION:

⇒ Please answer questions 31-35 only if you are a Student (either working or not working). Otherwise this concludes your survey, please return this survey with your diary.

31) What is the name of the school you currently attend?

And in what city or town is it located?

Name of School: _____

City / Town: _____

32a) Think about the means of travel you most often use when you go **to** your school or college. Check **all** the types of transportation you use as part of your **usual way** of getting there **on a typical day**.

- | | |
|---|--|
| Not Applicable – I live on campus | <input type="checkbox"/> ₁ |
| Drive Alone (Car / Truck / Van / SUV) | <input type="checkbox"/> ₂ |
| Carpool (2 or more people in car) | <input type="checkbox"/> ₃ |
| Organized vanpool | <input type="checkbox"/> ₄ |
| School Bus | <input type="checkbox"/> ₅ |
| Bus | <input type="checkbox"/> ₆ |
| Ferry | <input type="checkbox"/> ₇ |
| Train | <input type="checkbox"/> ₈ |
| Motorcycle | <input type="checkbox"/> ₉ |
| Bicycle | <input type="checkbox"/> ₁₀ |
| Walk (for at least 10 minutes) | <input type="checkbox"/> ₁₁ |
| Other means (<i>Please specify:</i> _____) | <input type="checkbox"/> ₁₂ |

⇒ If you carpool (2 or more people in car), please answer question 32b.

32b) About your carpool of 2 or more people...

How many people are in your carpool? _____

How many people in your carpool are not members of your immediate household? _____

Which of the following statements best describes your carpool?

Formal carpool, formed by contacting one of the local transit agencies and/or by working with my school to identify potential carpool partners. ₁

Informal carpool, consisting only of members of my immediate household. ₂

Informal carpool, consisting of members of my immediate household and people in my immediate neighborhood. ₃

Informal carpool, consisting of people who go to the same school I do. ₄

About your school's transportation benefits...

33) Does your school provide any of the following transportation benefits?

	YES	NO	DON'T KNOW
Free Parking at school	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Transportation costs for students who ride public transportation – for example pay for a bus pass?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

34) How many days in a typical month do you park your car at school?
(Record either days per week or days per month. Enter 0 for None.)

_____ Days Per Week or _____ Days Per Month

⇒ If you park at school one or more days a month, please answer question 35. Otherwise, this concludes your survey, please return this survey with your diary.

35) How much do you personally pay for parking? (Record either the cost per day, per month, per quarter, per semester, or per year. If your school provides free parking, please enter 0.)

\$ _____ . _____ Per Day or

\$ _____ . _____ Per Month or

\$ _____ . _____ Per Quarter or

\$ _____ . _____ Per Semester or

\$ _____ . _____ Per Year

**THANK YOU for assisting us in this very important study.
Please return this survey with your Diary.**

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Post Card and Reminder Letter

January 29, 2003

Dear Puget Sound Transportation Panel participant,

According to our records, we have not received the household survey, travel diaries, or both from your household. As one of a very limited sample chosen to assist us in understanding on how you and people like you get around on a daily basis, your input is vital to the success of this study. The information that you provide as a panelist helps officials to make decisions about transportation improvements for the Puget Sound region. We rely on the prompt response and cooperation of panel participants to ensure that the project is completed on time and within budget.

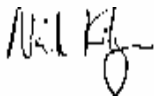
Because of the small sample size, every household in the Panel is important. Please use the enclosed postcard to let us know whether you will be able to complete the survey information for this panel. If you are not able to participate at this time, we would still appreciate you letting us know why.

If you have already completed your survey and mailed the materials back to Northwest Research Group, thank you for your efforts; it will not be necessary to mail the post card back. If you wish to continue with the survey but have not received or cannot find your survey materials, please contact Anna Ritchey at (800) 859-2132 and new materials will be sent to you. Remember you can fill out the personal survey online, at www.nwrg.com/psrc.htm.

If you have any questions, don't hesitate to call Anna Ritchey toll-free at (800) 859-2132. Or you can call me at (206) 464-7964.

Thanks again for your participation.

Sincerely,



Neil Kilgren
Associate Planner
Puget Sound Regional Council

ID # _____

Please indicate by checking the appropriate box below whether or not you are willing to continue with the Puget Sound Transportation Panel survey.

- I still want to continue with the survey.**
 - I never received or cannot find my survey materials. Please send me a new set of materials.
 - I have my survey materials but missed my travel date. Please assign me a new one.
- I do not wish to continue with the survey because (please check all that apply):**
 - I don't have the time / survey too time-consuming.
 - Confused by survey / too complex.
 - Don't wish to reveal private information.
 - Other household members declined to participate.
 - Other _____

- I would have been more able/willing to complete the survey if . .**

Cleaning, Coding, and Data Entry Instructions

Cleaning is the process of making sure that only questionnaires with valid responses are included in the data. It also involves organizing the questionnaires in such a way that streamlines the data entry process. Keep the packets (diaries and surveys) together for each household, since information missing from one persons survey or diary may be obtained from another household members survey or diary.

Overall Directions For Cleaning And Coding:

Other Specify's

Whenever a response has been entered into an OTHER SPECIFY, check to see if the response should really be coded as one of the existing responses. If so, cross out the response and mark the appropriate answer.

If the respondent filled in an OTHER SPECIFY, but did not mark the appropriate response for this question, go ahead and mark that response.

Multiple Responses or Write-In Responses on Select-One Type Questions

If the question indicates that the respondent is to select ONE response, but more than one response is indicated, you should cross out all marked responses and treat it as being a No Answer.

EXCEPTION: If you can determine that the respondent intended to change their answer but was unable to erase their first response, you should cross off the incorrect response and circle the correct one.

If a respondent wrote in a rating higher than '10', on a '0' to '10' scale, then please circle '10'. And vice versa.

No Answer

If a question should have been answered, but was left blank, enter a '9' or '99'.

Illegible Responses

If the respondent's answer is unreadable or otherwise illegible, you should cross the response out. For instance, if the respondent is supposed to enter their home zip code, but you cannot determine what the last two digits are, cross out the response and put in the No Answer Code.

Skip Patterns

If the question was not answered because a skip pattern caused it to be skipped, no action should be taken.

If a question that should have been skipped was answered, cross out answer or section.

Do not write the same code down twice for one question, even if the respondent says the same thing. Only use each code once per question.

Specific Cleaning and Coding Rules for Travel Diary

ID STICKER:

- Enter Name
- Enter ID # (this should be a 7-digit field) Rewrite this personal I.D. number on each left hand page.
- Day '1' or Day '2' - Two Fields
 - 1-Monday
 - 2-Tuesday
 - 3-Wednesday
 - 4-Thursday
 - 5-Friday
- Dates (should be a 6-digit field) - Two Fields
- Phone (should be a 10-digit field)
- Received date (this is stamped on by a field employee)
- ! If respondent crossed out original day/date and hand-wrote new one –
ENTER **NEW DAY/DATE**
- ! If respondent made corrections to name or phone number–
ENTER **NEW INFORMATION**

I STARTED THE DAY AT:

- Enter Address or Cross Streets
- Enter City using code list (on separate sheet)
- Enter Zip Code if available (otherwise leave blank)
- ! Please be accurate in spelling.
- ! Use standardized address indicators:
 - **St, Ave, Blvd, Pl, Ln, Way**, etc.
 - **N, S, E, W, NW, SW, NE, SE**
- ! Do not use period “.”
- ! If “Apt” or “Apartment” or “Unit” etc., enter “#” instead
- ! After streets named with numbers, enter “st”, “nd”, “rd”, or “th” as appropriate (for example “123rd St)
- ! Enter in Title Case – Meaning Each Word Begins With a Capital Letter and the Other Letters Are Lower Case (except in the case of directionals, such as “Penny Ln **NW**”)

REASON FOR BEING THERE: (Different than reason for trip)

Code response according to this list and write it on hard copy:

01. HOME
02. COMMUTE TO/FROM WORK
03. OTHER WORK-RELATED TRAVEL
04. COMMUTE TO/FROM SCHOOL / COLLEGE
05. VISITING FRIENDS / FAMILY
06. RECREATION / PERSONAL (ENTERTAINMENT / EXERCISE / CHURCH / LESSONS, SPORTS, ETC.)
07. ERRAND
08. DOCTOR APPOINTMENT / ANY MEDICAL APPOINTMENT
09. DELIVERY
10. SHOPPING
11. DINING / COFFEE / LUNCH
12. TAKING CHILD TO/FROM SCHOOL OR A LESSON (DROPPING OFF OR PICKING UP A CHILD IN GENERAL)
13. VOLUNTEERING
14. GOING TO ANOTHER TRAVEL MODE
15. OTHER APPOINTMENT OR MEETING
16. MEET, PICK UP, OR DROP OFF SOMEONE
17. LINKED COMMUTE TRIP TO/FROM WORK
98. OTHER: SPECIFY
99. NO ANSWER

- ! If this field is left blank, but you can infer than the address he/she started the day at is his/her home address (either from other household members or from a trip home listed further down on the diary): Enter "1-Home" as the reason for being there.

NO TRAVEL:

- Enter "1" if the respondent DID Travel that day
- Enter "2" if the respondent checked the box indicating "I did not go anywhere on this day" OR if he/she has left the diary blank – This will skip you to the next day, person or record

NUMBER OF TRIPS:

- Enter the number of trips for that day circled at the top of the diary.
- ! Before data entry, the coder should add up the number of trips taken on the given day, write it at the top of the diary and circle it.
- ! You should be sure that you have cleaned, added, or deleted all possible trips before writing the total number of trips at the top.

I LEFT AT:

- Enter Time – Use 4 digits – For example: “0100” for 1:00 or “0830” for 8:30
- Enter “1” for AM Verify that appropriate AM/PM marker is circled
“2” for PM
“9” for NO ANSWER and cannot be determined

TO GO TO:

- Enter Address or Cross Streets
- Enter City using code list (on separate sheet)
- Enter Zip Code if available (otherwise leave blank)
- ! Please be accurate in spelling.
- ! Use standardized address indicators:
 - **St, Ave, Blvd, Pl, Ln, Way**, etc.
 - **N, S, E, W, NW, SW, NE, SE**
- ! Do not use period “.”
- ! If “Apt” or “Apartment” or “Unit” etc., enter “#” instead
- ! After streets named with numbers, enter “st”, “nd”, “rd”, or “th” as appropriate (for example “123rd St)
- ! Enter in Title Case – Meaning Each Word Begins With a Capital Letter and the Other Letters Are Lower Case (except in the case of directionals, such as “Penny Ln **NW**”)

I GOT THERE AT:

- Enter Time – Use 4 digits - For example: “0100” for 1:00 or “0830” for 8:30
- Enter “1” for AM - Verify that correct AM/PM marker is circled
“2” for PM
“9” for NO ANSWER and cannot be determined

REASON FOR TRIP:

- Code response according to this list and write it on hard copy: **One Answer Only**
 01. COMMUTE TO/FROM WORK
 02. COMMUTE TO/FROM SCHOOL / COLLEGE
 03. TAKING CHILD TO/FROM SCHOOL OR A LESSON (DROPPING OFF OR PICKING UP A CHILD IN GENERAL)
 04. VISITING FRIENDS / FAMILY
 05. ERRAND
 06. DOCTOR APPOINTMENT / ANY MEDICAL APPOINTMENT
 07. SHOPPING
 08. DINING / COFFEE / LUNCH
 09. RECREATION / PERSONAL (ENTERTAINMENT / EXERCISE / CHURCH / LESSONS, SPORTS, ETC.)
 10. MEET, PICK UP, OR DROP OFF SOMEONE
 11. GOING TO ANOTHER TRAVEL MODE
 12. HOME
 13. DO NOT USE
 14. OTHER WORK-RELATED TRAVEL
 15. OTHER APPOINTMENT OR MEETING
 16. DELIVERY
 17. LINKED COMMUTE TRIP TO/FROM WORK
 18. COMMUTE TO / FROM COLLEGE
 19. VOLUNTEERING
 98. OTHER
 99. DON'T KNOW / REFUSED

HOW (VEHICLE TYPE):

- Code response according to this list and write it on hard copy: **One Answer Only**
 01. CAR / VAN / SUV / TRUCK – Drive Alone
 02. CARPOOL (2-6 people in the vehicle at a time) Regular scheduled carpool [*Formal*]
 03. OTHER CARPOOL [*Informal*]
 04. VANPOOL (7 or more people in the vehicle at a time)
 05. TRANSIT BUS
 06. SCHOOL BUS
 07. TRAIN
 08. PARATRANSIT (e.g. ACCESS)
 09. WALK
 10. BICYCLE
 11. MOTORCYCLE
 12. TAXI
 13. DRIVE-ON FERRY
 14. WALK-ON FERRY
 15. DO NOT USE
 16. AIRPLANE
 17. MONORAIL
 18. BOAT
 98. OTHER
 99. DON'T KNOW / REFUSED

DRIVER OR RIDER:

- Enter “1” for Driver
“2” for Rider
“9” for NO ANSWER or cannot be determined

! SKIP this question unless Travel Mode was: (Otherwise leave blank)

- 1 – 3 CAR / VAN / SUV / TRUCK / CARPOOL
- 4 - VANPOOL
- 11 – MOTORCYCLE
- 12 – TAXI
- 13 – DRIVE-ON FERRY
- 98 – OTHER

HOW MANY TOTAL IN GROUP:

- Enter Number

! SKIP this question unless Travel Mode was: (Otherwise leave blank)

1 – 3 CAR / VAN / SUV / TRUCK / CARPOOL

4 - VANPOOL

11 – MOTORCYCLE

12 – TAXI

13 – DRIVE-ON FERRY

98 – OTHER

! Make sure he/she is including him/herself

- For example, if he/she indicated “rider” and Group Size is only “1,” then you can infer “Group Size” to be “2”

- For example, if he/she entered “1” as Group Size, but also listed a Relationship in the next field, then you can infer “Group Size” to be “2” (or whatever is appropriate).

WHO (RELATIONSHIP OF OTHER PEOPLE):

- Code responses according to this list and write it on hard copy:

01. HUSBAND / WIFE

02. UNMARRIED PARTNER

03. SON

04. DAUGHTER

05. MOTHER

06. FATHER

07. BROTHER

08. SISTER

09. OTHER RELATIVE

10. FRIEND

11. OTHER KIDS / KIDS’ FRIENDS

12. NEIGHBOR

13. CO-WORKER

14. CARPOOL PARTNER

16. UNSPECIFIED SON OR DAUGHTER

17. GRANDCHILD

98 OTHER: SPECIFY

99 NO ANSWER / NO MORE APPLY

! This is a Multiple Response field – code all Relationships listed.

! Sometimes respondents mistakenly enter the relationship **between** the people in the group, such as “husband and wife,” when the respondent himself is the husband. If you can infer who the respondent is in the relationship, then cross out his/her part so we are only entering the relationship of the other person in the group. If you can’t tell, then enter both Relationships and I will clean it later.

USE AND SOURCE OF TRAVELER INFORMATION BEFORE OR DURING TRIP:

- Code all responses using this code list:
 01. No
 02. Radio Traffic Report / Update
 03. TV Traffic Report / Update
 04. Special Traffic Stations On Cable TV
 05. Any Web Site
 06. Made Or Received A Phone Call
 07. Received An Email Alert
 08. Received A Phone Call Alert
 09. Message Signs On Freeway
 10. Bus Information Screen At Transit Center
 - 98 Other (please specify)
 - 99 NO ANSWER

CONDITIONS ON ROUTE:

- Code all responses using this code list:
 01. There was no information on my route.
 02. There were no delays.
 03. There was traffic congestion, with no specific cause given.
 04. There was an incident on my route, such as a car accident or overturned truck.
 05. Some part of my route was under construction causing delays.
 06. Some part of my route was closed.
 07. Transit vehicle or ferry was late or cancelled.
 08. There was a weather related hazard on my route, such as ice or flooding.
 98. Other (please specify)
 - 99 NO ANSWER

IMPACT OF INFORMATION ON TRIP:

01. Made no change – no reason to / problem not severe enough
02. Made no change – no feasible alternative
03. Changed the time I left – left earlier
04. Changed the time I left – left later
05. Chose to travel by a different means of transport
06. Took a whole different route from my planned one
07. Took my planned route, but with small changes to avoid a congested area
08. Added trips that I otherwise wouldn't have made at that time
09. Delayed a trip planned for that time
10. Re-ordered my originally planned sequence of stops
- 98 Other (please specify)
- 99 NO ANSWER

- ! Skip this question if the respondent answered “1 – No” to both use of traveler information both before and during trip.

GENERAL NOTES:

- ! Add trip home at end of the day IF APPROPRIATE.
- If the respondent forgot to add their trip home, please add it – only enter as much information as you can infer – meaning leave the fields other than “To go to” and “Reason” blank, or as “no answer”.
 - If you are not sure if the respondent came home (for example if he/she went to a friend's house and maybe stayed the night) you do not need to add it.
- ! Completely eliminate by drawing a line through any trips that are:
- Transferring from one bus to another bus,
 - Walking less than 5 minutes to a bus stop, mailbox, etc.,
 - Stops made while riding in a carpool to pick up other passengers (NOTE that carpool drivers SHOULD enter these stops as separate trips)
 - Trips taken entirely outside of the Puget Sound area, such as on vacation in Oregon – Only the trip out of town and the trip back into town should be counted
- ! Make sure you have added and eliminated all trips before counting the total trips for the day. This will effect how many trips can be data entered.
- ! Any missing or confusing data can be cross-referenced to other household members who may have been taking the same trips and corrected on the hard copy before data entry.

Specific Cleaning and Coding Rules for Personal Survey

ID STICKER:

- Enter Name
- Enter ID # (this should be a 7-digit field)
- Enter Telephone number (should be a 10-digit field)
- Received date

PART 1

Q1:

- Enter “1” if used, “2” for not used, or “9” for no answer for each item.
- ! If respondent has only marked the “used” column, then assume that the remaining categories are “not used”.
- ! If the Internet NOT Accessed from Home, then sub-question (⇒) should be left blank.

Q2:

- Enter “1” if carried, “2” for not carried, or “9” for no answer for each item.
- ! If respondent has only marked the “carried” column, then assume that the remaining categories are “not carried”.
- ! If the DON'T CARRY cellular or wireless phone, then sub-question (⇒) should be left blank.

Q3-Q5:

- Enter number next to selected box or “9” for no answer.
- ! If Internet NOT accessed from home, work, or school, then Q3-5 should be left blank.

Q6SKP (Screen Only - Not On Survey):

- Write on survey a “1” if Q6 answered and “2” if Q6 was left blank.
- ! If Q6SKP is a “2”, then Q6 will be automatically skipped over.

Q6:

- Enter number circled or 99 for no answer.

Q7a

- Enter “1” for yes, “2” for no, or “9” for no answer for each item.

! If respondent answered 7b and 7a is blank, then assume that 7a is “no”.

Q8

- Enter number next to selected box or “9” for no answer.

Q9:

- Enter number circled or 99 for no answer.

Q10:

- Write in the number for the response corresponding to each letter to the left of the box. If the respondent ranked the choices, but did not fill in the boxes, write each letter’s numerical code inside the boxes. (A=1, B=2, C=3, D=4, E=5, F=6, G=7)

Q11:

- Enter number of selected box or “9” for no answer.

Q12SKP (Screen Only - Not On Survey):

- Write in a “1” if Q12 answered and “2” if Q12 was left blank.

! If Q12SKP is a “2”, then Q12 thru Q14 will be automatically skipped over.

! If Q12 is blank and Q19 =1-5 then mark “yes” to Q12. If Q19=6-9 then mark “no.”

Q12:

- Enter number next to selected box.

! If Q12 is a “2”, then Q13 and Q14 will be automatically skipped over.

! If Q12 is blank and Q13 and Q14 are answered, then mark “yes” for Q12.

Q13:

- Enter number of selected box or “9” for no answer.

Q14:

- Enter number circled or 99 for no answer.

PART 2

Q15:

- Enter number of selected box or "9" for no answer.

Q16:

- Enter number of one-way rides. No answer = 99.

! If Q16 = 0, then will automatically skip over Q17.

Q17:

- Enter number written in either category and then select Per Day or Per Month.

Q18:

- Enter number of selected box or "9" for no answer.

Q19:

- Enter number of selected box or "9" for no answer.

! If Q19 > 5, then survey is completed.

! If respondent works or goes to school, then will automatically be given appropriate questions.

Q20:

- Enter number of selected box or "9" for don't know, refused, or no answer. Use the following code list.

Are you paid hourly or salaried?

- 1 HOURLY
- 2 SALARIED
- 3 OTHER
- 4 **COMMISSION**
- 5 **SELF-EMPLOYED**
- 9 DON'T KNOW / REFUSED

Q21: Use this code list.

- What is your occupation, that is, what type of work do you do?
 - 1 **PROFESSIONAL / TECHNICAL**
 - 2 **MANAGER / ADMIN. / BUSINESS OWNER**
 - 3 **SECRETARY / CLERICAL**
 - 4 **RETAIL SALES**
 - 5 **OTHER SALES**
 - 6 **SHOP OR PRODUCTION WORKER**
 - 7 **CRAFTSMAN OR FOREMAN**
 - 8 **EQUIPMENT / VEHICLE OPERATOR**
 - 9 **SERVICE WORKERS**
 - 10 **GENERAL LABORER**
 - 11 **MILITARY**
 - 12 **OTHER**
 - 99 **DON'T KNOW / REFUSED**

Q22:

- Enter number “1” if they wrote in the name and address. Enter number “2” if they checked work at home. Enter number “3” if they checked varies / no fixed address. Enter number “9” for no answer.
- Type in the name, address or cross-streets. For the city use the city code list. Enter zip code for their zip code.

Q23:

- Enter “1” for yes, “2” for no or “9” for no answer for each item. If they specify the number of days in a typical week and don't check the box 1 for yes, assume yes for them and check the box.

Q24:

- Enter number of selected box or “9” for no answer.

Q25:

- Enter number of selected box or “9” for no answer.
- ! If “yes” will automatically skip to appropriate questions. If “no” and not a student, then this survey is completed.

Q26a:

- Enter number of selected box(s) or “99” for no answer.

Q26b:

- Enter “99” for no answer on the first question. Enter “99” for no answer on the second question.
- For the remainder of the questions enter the number of selected boxes or “9” for no answer.

Q27:

- Enter number of selected box(s) or “9” for no answer for each item.

Q28:

- Enter number of selected box(s) or “9” for no answer. If they enter 3 or 4 for the second question they should fill out the next section. Again, enter “9” for no answer.

Q29:

- Enter number and check if it’s per week or per month. Enter “9” for no answer. Any answer in the days per week slot or any answer in the days per month slot means they should answer Question 30.

Q30:

- Enter number of the amount that they entered for either per week or per month. Enter “9” for no answer.

! If not a student, then this completes this survey.

Students Only – will only get if a student in Q19.

Q31:

- Use the school code list and city code list for each.

Q32a:

- Enter number of selected box(s) or “99” for no answer.

Q32b:

- Enter “99” for no answer on the first and second question. For the remainder of the questions enter the number of selected boxes or “9” for no answer.

Q33:

- Enter number of selected box(s) or “9” for no answer.

Q34:

- Enter number and check if it's per week or per month. Enter “9” for no answer. Any answer in the days per week slot or any answer in the days per month slot means they should answer Question 35.

Q35:

- Enter number of the amount that they entered for either per week or per month. Enter “9” for no answer.

- ! This completes this survey.

City List		
King	Algona	1
King	Auburn	2
King	Ballard	3
King	Bellevue	4
King	Black Diamond	5
King	Bothell	6
King	Burien	7
King	Carnation	8
King	Clyde Hill	9
King	Covington	10
King	Des Moines	11
King	Duvall	12
King	Enumclaw	13
King	Fall City	14
King	Federal Way	15
King	Hunts Point	16
King	Issaquah	17
King	Kenmore	18
King	Kent	19
King	Kirkland	20
King	Lake Forest Park	21
King	Maple Valley	22
King	Medina	23
King	Mercer Island	24
King	Midway	25
King	Milton	26
King	Newcastle	27
King	Normandy Park	28
King	North Bend	29
King	Pacific	30
King	Redmond	31
King	Renton	32
King	Richmond Beach	33
King	Riverton Hgts	34
King	Sammamish	35
King	Sea-Tac	36
King	Seattle	37
King	Shoreline	38
King	Skykomish	39
King	Snoqualmie	40
King	Tukwila	41
King	Vashon Island	42
King	White Center	43
King	Woodinville	44
King	Yarrow Point	45
King	Eastside	99

City List		
Kitsap	Bainbridge Isl	200
Kitsap	Bangor	201
Kitsap	Bremerton	202
Kitsap	Gorst	203
Kitsap	Holly	204
Kitsap	Indianola	205
Kitsap	Keyport	206
Kitsap	Kingston	207
Kitsap	Manchester	208
Kitsap	Olalla	209
Kitsap	Port Gamble	210
Kitsap	Port Orchard	211
Kitsap	Poulsbo	212
Kitsap	Retsil	213
Kitsap	Silverdale	214
Kitsap	Southworth	215
Kitsap	Suquamish	216
Kitsap	Winslow	217
Other	Belfair	251
Other	Forks	252
Other	Port Angeles	253
Other	Port Ludlow	254
Other	Port Townsend	255
Other	Shelton	256
Kitsap	Kitsap County	299
Pierce	Bonney Lake	300
Pierce	Buckley	301
Pierce	Carbonado	302
Pierce	Du Pont	303
Pierce	Eatonville	304
Pierce	Edgewood	305
Pierce	Fife	306
Pierce	Fircrest	307
Pierce	Fort Lewis	308
Pierce	Fox Island	309
Pierce	Gig Harbor	310
Pierce	Graham	311
Pierce	Greenwater	312
Pierce	Lakebay	313
Pierce	Lakewood	314
Pierce	McChord AFB	315
Pierce	McKenna	316
Pierce	McMillan	317
Pierce	McNeil Island	318
Pierce	Milton	319
Pierce	Orting	320
Pierce	Parkland	321

City List		
Pierce	Purdy	322
Pierce	Puyallup	323
Pierce	Rainier	324
Pierce	Roy	325
Pierce	Ruston	326
Pierce	South Hill	327
Pierce	South Prairie	328
Pierce	Spanaway	329
Pierce	Steilacoom	330
Pierce	Sumner	331
Pierce	Tacoma	332
Pierce	Tillicum	333
Pierce	University Place	334
Pierce	Vaughn	335
Pierce	Wilkeson	336
Other	Elma	351
Other	Lacey	352
Other	Olympia	353
Other	Yelm	354
Other	Pierce County	399
Snohomish	Alderwood Manor	400
Snohomish	Arlington	401
Snohomish	Bothell	402
Snohomish	Brier	403
Snohomish	Canyon Park	404
Snohomish	Darrington	405
Snohomish	Edmonds	406
Snohomish	Everett	407
Snohomish	Gold Bar	408
Snohomish	Granite Falls	409
Snohomish	Index	410
Snohomish	Lake Stevens	411
Snohomish	Lynnwood	412
Snohomish	Machias	413
Snohomish	Maltby	414
Snohomish	Marysville	415
Snohomish	Mill Creek	416
Snohomish	Monroe	417
Snohomish	Mountlake Terr	418
Snohomish	Mukilteo	419
Snohomish	Oso	420
Snohomish	Silver Lake	421
Snohomish	Smokey Point	422
Snohomish	Snohomish	423
Snohomish	Stanwood	424
Snohomish	Sultan	425
Snohomish	Tulalip	426

City List		
Snohomish	Woodway	427
Other	Anacortes	451
Other	Bellingham	452
Other	Blaine	453
Other	Burlington	454
Other	Camano Island	455
Other	Concrete	456
Other	Mount Vernon	457
Other	Sedro Wooley	458
Other	Whidbey Island	459
Other	Sea Bec	460
Other	Long Branch	461
Other	Tracyton	462
Other	Home	463
Other	Hansville	464
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DK / N/A	Multiple Location	998
DK / N/A	Non-specific	999

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King	Seattle Art Inst	112
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