

Appendix F: Telephone Survey



Five Valleys Telephone Survey

Survey for MDT

Analysis of need for public transportation in Five Valleys area

Responses will help determine need for and feasibility of providing transit services

Hello, my name is [INSERT YOUR FIRST AND LASTNAME].

I'm calling from The University of Montana (here) in Missoula. We're doing a survey for the Montana Department of Transportation to explore the need for public transportation in western Montana. First, though, I need to be sure I have dialed the right number. Is this 999-9999?

In order to do the survey, I have to follow a specific selection procedure. For this survey, only people 18 and older are to be interviewed. So of all the people living in your household, including yourself, how many are 18 years of age and older? ENTER NUMBER

And how many of these adults are female? ENTER NUMBER

According to the selection procedure, I need to interview _____. Is he/she available? Or is that you?

READ THE FOLLOWING CONFIDENTIALITY STATEMENT TO ALL RESPONDENTS

Before we start, I want to assure you that this interview is completely confidential and voluntary. If we should come to a question you don't want to answer; just let me know and we'll go on to the next question. This interview will take about 5 minutes.

AGE: Only persons 18 years and older are eligible for this survey, so for eligibility purposes, How old were you on your last birthday?

3b. How often do you travel into Missoula?

- 1 Daily
- 2 5 days a week
- 3 2 to 4 times a week
- 4 Once a week
- 5 Several times a month
- 6 Once a month
- 7 Less than once a month

3c. What is your PRIMARY purpose for traveling to Missoula?

- 1 Medical
- 2 Work
- 3 Social
- 4 Recreation
- 5 Shopping
- 6 Other _____
- 7 DON'T TRAVEL TO MISSOULA (DO NOT READ)

3d. What is YOUR MOST OFTEN used mode of transportation to travel to and from Missoula?

- 1 Drive alone
- 2 carpool
- 3 Drive with a friend or family member
- 4 Vanpool
- 5 Bicycle
- 6 Bus
- 7 Taxi
- 8 Other (Please name): _____
- 9 DON'T TRAVEL TO MISSOULA (DO NOT READ)
- 98 DON'T KNOW
- 99 REFUSED

4. Is there another community to which you travel frequently?

- Yes 1
- No 0

4a. IF YES: what is that community?

4b. How often do you travel to [community named in response]?

- 1 Daily
- 2 5 days a week
- 3 2 to 4 times a week
- 4 Once a week
- 5 Several times a month
- 6 Once a month
- 7 Less than once a month

4c. What is your primary purpose for traveling to [community named in response]?

- 1 Medical
- 2 Work
- 3 Social
- 4 Recreation
- 5 Shopping
- 6 Other _____
- 7 DON'T TRAVEL TO AREA (DO NOT READ)

4d. What is your most often used mode of transportation to travel to and from [community named in response]?

- 1 Drive alone
- 2 carpool
- 3 Drive with a friend or family member
- 4 Vanpool
- 5 Bicycle
- 6 Bus
- 7 Taxi
- 8 Other (Please name): _____
- 9 DON'T TRAVEL TO AREA(DO NOT READ)
- 98 DON'T KNOW
- 99 REFUSED

6. If bus service was available between your home and Missoula, would you use it?

Yes 1

Depends 2

No 0

6b. IF Q6 = 1 OR 2: how often?

1 Daily

2 5 days a week

3 2 to 4 times a week

4 Once a week

5 Several times a month

6 Once a month

7 Less than once a month

7. Do you need your car for business purposes while you are at work?

Yes 1

No 0

8. Do you need your car for personal errands during the day?

Yes 1

No 0

9. Do you drop off or pick up children on your way to or from work?

Yes 1

No 0

10. During what hours of the day are you most in need of transportation to or from Missoula?

Check all that apply.

6:00am to 8:00am

8:00am to 10:00am

10:00am to noon

Noon to 2:00pm

2:00pm to 4:00pm

4:00pm to 6:00pm

6:00pm to 8:00pm

8:00pm to 10:00pm

Between 10:00pm and 6:00am

11. What day(s) of the week do you need transportation to or from Missoula? *Check all that apply.*

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

22. Many people support public transportation but find that it is not convenient for them or does not meet their needs. With this in mind, how likely would you be to use public transportation if it was available from where you currently live to Missoula?

4 Very likely

3 Somewhat likely

2 Somewhat unlikely

1 Not at all likely

22a What would be the single most important factor which would influence your decision to use public transportation?

5. In this next section, I am going to ask you about service characteristics that may or may not influence your decision to use public transportation. How important would each characteristic be. I am going to ask you to rate each of the characteristics from

- 4 = Not important;
- 3 = Somewhat important;
- 2 = Very important;
- 1 = Extremely important.

- ___ a. Service from home to work
- ___ b. Service from home to medical facilities
- ___ c. Local service in the community where you live
- ___ d flexibility in scheduling rides
- ___ e Service from a park-and-ride lot to work
- ___ f Evening service (until 9:00 p.m.)
- ___ g Evening service (until 11:00 p.m.)
- ___ h Service twice a day
- ___ I Service every few hours
- ___ j Service every hour
- ___ k Service every half-hour
- ___ l Saturday service
- ___ m Sunday service
- ___ n Express service (very few stops)
- ___ o Door-to-door service
- ___ p Service close to your home
- ___ q Service provided by buses
- ___ r Clean buses
- ___ s Attractive buses
- ___ t Service by vanpools
- ___ u Guaranteed Ride Home
- ___ v Other – please specify:

These next questions are for classification purposes only.

LICENSE:. Do you have a driver's license?

- Yes 1
- No 0

DRIVE. Are you able to drive?

- Yes 1
- No 0

DISABILITY. Do you have a disability which limits your ability to travel outside your home alone?

- Yes 1
- No 0

NUMDRIVERS. Counting yourself, how many licensed drivers are in your household?

VEHICLES:. How many vehicles in working order are available to your household?

ROAD1. What is the name of the road or street on which you currently live or stay?

ROAD2. What is the closest crossroad or street to the road or street where you currently live or stay?

ZIP. What is the zip code for the house, apartment, or mobile home where you, yourself, currently live or stay?

EMPLOY. **Are you currently?**

- Self-employed or owner of
a business..... 1 GO TO **OCCUPATION**
- Employed by someone 2 GO TO **OCCUPATION**
- An unpaid worker for family
business, farm, or home..... 3 GO TO **OCCUPATION**
- Retired 4 GO TO HHINCOME
- Unemployed or not working..... 5 GO TO HHINCOME
- A full-time student..... 6 GO TO **EMPLACE**
- DK 8 GO TO HHINCOME
- REFUSED 9 GO TO HHINCOME

OCCUPATION. **In what kind of business or industry are you employed? Is it mainly?**

- Laborer 1
- Manager, professional 2
- Production, craft, repair, manufacturer 3
- Nursing, personal care 4
- Service worker 5
- sales 6
- construction, machine, truck driver 7
- DK 8
- REFUSED 9

EMPLACE What is the community of your place of employment or school?

HHINCOME. **I am going to read you a list of income categories. Which category represents your total household income from all sources in the year 2006 before taxes and other deductions?**

- 100,000 dollars or more 1
- Between 75,000 and 100,000 dollars 2
- Between 50,000 and 75,000 dollars 3
- Between 35,000 and 50,000 dollars 4
- Between 20,000 and 35,000 dollars 5
- Between 15,000 and 20,000 dollars 6
- Between 10,000 and 15,000 dollars 7
- Under 10,000 dollars 8
- DK 98
- REFUSED 99

SEX Male=1 Female=2