Household Survey Results
November 2000

Omnibus Survey
Household Survey Results
General Methodology
August 2000 to March 2001

Introduction and Background

The Bureau of Transportation Statistics (BTS)—the federal statistical agency for the United States Department of Transportation (USDOT) charged with improving the knowledge base for public decision making—coordinates the Omnibus Survey program. The survey is a ONEDOT effort to collect information about the transportation system, how it is used, and how it is viewed by the users. Through Omnibus Household Surveys, BTS gathers data each month on a random basis from 1,000 households to determine the general public's perception of, expectations from, and satisfaction with the nation's transportation system and to prioritize improvements to the transportation system.

Each of the monthly surveys contains a set of core questions based on critical information needs within DOT. In addition, supplemental questions are included each month that correspond to one of DOT's five strategic goals: safety, mobility, economic growth, human and natural environment, and security. Finally, specific questions posed by the various DOT modes are included on each survey.

Notes for the User

Data collected from completed interviews, for each month, is provided in following file formats:

1. Comma-delimited ASCII (CSV file extension)
2. Microsoft Excel 97 (XLS file extension)
3. SAS Transport (ZIP file extension)

The tables of results are presented in two different formats:

1. Hypertext Markup Language (HTML file extension)
2. Adobe Acrobat (PDF file extension)

Survey Methodology

This section describes the overall survey methodology, including the identification of the target population, the selection of the sample, the calculation of the survey weights, and variance estimation procedures.

The Target Population

The target population for Omnibus Household Survey comprises the non-institutionalized population, aged 18* years or older who live in the United States at the time of the interview. This is the population about which inferences are to be made.

*For the months of August, September, and October 2000, the target population included the non-institutionalized population, aged 16 years or older who lived in the United States at the time of the interview.

Sample Selection

From August 2000 to March 2001, the GENESYS sampling system, developed and maintained by the Marketing Systems Group (Fort Washington, PA), was used to draw the samples for the monthly surveys. This system employs list-assisted random digit dialing. List-assisted refers to the use of commercial lists of directory-listed telephone numbers to increase the likelihood of dialing household residences. This method gives unlisted telephone numbers the same chance to be selected as directory-listed numbers.

Banks of 100 consecutive telephone numbers (e.g., 301-475-8100 to 301-475-8199) were constructed and compared to a database containing the count of directory-listed residential telephone numbers in each bank. The banks that contain zero directory-listed telephone numbers were deleted from the sampling frame. This greatly increases the chance of dialing residential households. Obviously, the deleted banks contain some residential telephone numbers. However, recent research has shown that less than 2 percent of the residential telephone numbers nationally are located in 100-banks with zero directory-listed numbers.

Prior to sample selection, GENESYS imposed an implicit stratification on the telephone prefixes using the U.S. Census divisions and metropolitan status. Within each U.S. Census division, counties and their associated prefix areas located in metropolitan statistical areas (MSAs) were ordered by the size of the MSA. Counties and their associated prefix areas within a U.S. Census division that are located outside of MSAs were first sorted by state. Within each state, the counties and their associated prefix areas were ordered by geographic location. This implicit stratification ensured that the sample of telephone numbers was geographically representative.

After the prefixes were stratified by U.S. Census division and metropolitan status, a single-stage equal-probability sample of telephone numbers was drawn. The total number of ten-digit telephone numbers in the universe was 100 times the total number of working banks in the universe. The selection interval was calculated by dividing the total number of ten-digit telephone numbers by the designated sample size. To identify the first sample telephone number, a random number between 0 and 1 was generated and multiplied by the selection interval. The integer part of this product divided by 100 identified the sequential working bank where the first sample number was located. The fractional portion of this product, truncated to two digits, provided the suffix. To identify the second sample number, a new random number was generated and was multiplied by the selection interval. This product was added to the selection interval, and the result was divided by 100. The suffix of the sample number was identified in the same way as the suffix of the first sample number. This process continued until all sample telephone numbers were determined.

Each month GENESYS-ID Plus was used to detect non-working numbers before the sample was released. This system actually dials the telephone number. If the telephone number starts to ring, GENESYS-ID Plus hangs up immediately. If the system detects non-working intercept signals, the telephone number being dialed is excluded from the sample. Non-residential telephone numbers also were excluded from the sample by comparing them to a database of Yellow Pages listings.

Survey Weights

This section discusses the development of the survey weights. The final analysis weight reflects all adjustments for non-response, multiple telephone lines, persons per household, and post-stratification and is the weight that should be used for the analysis of the data. The sampling weight, which represents the inverse of the probability of selection, is the starting point for the calculation of the final analysis weight.

The final analysis weights for each month were developed using the following steps:

- calculation of the sampling weight
- adjustment for non-response
- adjustment for multiple telephone lines

- adjustment for selecting a random, adult household member
- post-stratification adjustment to the target population

The product of all of the above quantities represented the final analysis weight. Extreme values of the final analysis weight were then reduced using standard weight-trimming procedures.

Calculation of the Sampling Weight

The first step in weighting each month's sample is to calculate the sampling weight for each sampled telephone number. The sampling weight W_S for each telephone number was calculated as the inverse of its probability of selection or

$$W_S = \frac{N}{n}$$

where N is the total number of telephone numbers in the population and n is the total number of telephone numbers in the sample.

Adjustment for Non-Response

The non-response adjustment was based on U.S. Census division and metropolitan status (inside or outside an MSA) classification of the telephone numbers. The adjustment method for non-response was changed after October 2000.

From August 2000 through October 2000, the non-response adjustment factor for all telephone numbers in each U.S. Census division c by metropolitan status s combination was calculated as follows:

$$ADJ_{NR} = \frac{(R_{cs} + NR_{cs})}{R_{cs}}$$

where R_{CS} is the total number of responding households in U.S. Census region c and metropolitan status s and NR_{CS} is the total number of non-responding households in Census region c and metropolitan status s. The non-response adjusted weight W_{NR} is the product of the sampling weight W_S and the non-response adjustment factor ADJ_{NR} within each Census region/metropolitan status combination.

For data collected from November 2000 through March 2001, the non-response adjustment factor for all telephone numbers in each U.S. Census division c by metropolitan status $s$combination, was calculated using the Council of American Survey Research Organization (CASRO) definition:

$$ADJ_{NR} = \frac{1}{\text{CASRO response rates}}$$

where the denominator is the CASRO response rate for U.S. Census division c and metropolitan status s. The non-response adjustment factor for a specific cell (defined by metropolitan status and U.S. Census division) is a function of the response rate, which is given by the ratio of the estimated number of telephone households to the number of completed surveys. The estimated number of telephone households is the sum of the responding households, non-responding households, and the estimate of telephone households among unresolved numbers. The non-response adjusted weight W_{NR} is the product of the sampling weight W_S and the non-response adjustment factor ADJ_{NR} within each U.S. Census division/metropolitan status combinations.

Adjustment for Multiple Telephone Lines

This adjustment will take into account the multiple chances of selection of households with multiple telephone lines used primarily for voice communication. The adjustment for multiple telephone lines is the inverse of the smallest of either 3 or the number of telephone lines:

$$ADJ_{MT} = \frac{1}{Min.(\#\ telephone\ lines, 3)}$$

For respondents that did not provide this information, it was assumed that the household contained only one telephone line. The non-response adjusted weight W_{NR} is then multiplied by the adjustment factor for multiple telephone lines ADJ_{MT} to create a weight that is adjusted for non-response and for multiple probabilities of selection due to multiple telephone lines W_{NRMT}.

Adjustment for Selecting a Random, Adult Household Member

The probability of selecting an individual respondent depends upon the number of eligible respondents in the household. Therefore, it is important to account for the total number of eligible household members when constructing the sampling weights. The adjustment used for selecting a random, adult household member is:

$$ADJ_{RA} = the\ number\ of\ eligible\ household\ members$$

For respondents that did not provide this information, a value for ADJ_{RA} was imputed according to the distribution of the number of people in a household (from responding households) within the age, gender, and education cross-classification cell matching that of the respondent for which the value is being imputed. The weight that is adjusted for non-response and for multiple probabilities of selection due to multiple telephone lines W_{NRMT} is then multiplied by ADJ_{RA}, resulting in W_{NRMTRA}, a weight that is adjusted for non-response, for multiple probabilities of selection, and for selecting a random, adult household member.

Post-Stratification Adjustment to Target Population

The final adjustment to the survey weights is a post-stratification adjustment that would allow the weights to sum to the target population, i.e., U.S. non-institutionalized persons 18 years (16 years or older for surveys conducted prior to November 2000) of age or older by age, gender, and education. The method of adjustment that was used is called Iterative Proportional Fitting (IPF) or Raking[a] . The outcome of that procedure is a multiplier*M* that scales W_{NRMTRA} within each age/gender/education cell so that weighted marginal sums for age, gender, and education agree with the corresponding Census Bureau distributions for these characteristics. Respondents who did not supply the demographic information necessary to categorize their age, gender, and/or education were excluded from the Raking procedure and were assigned a value of 1 for *M*. The multiplier *M* was then applied to W_{NRMTRA} to create $W_{NRMTRAPS}$. Finally, a deflation factor was applied to the value of $W_{NRMTRAPS}$ for the respondents who were included in the calculation. This deflation factor denotes the proportion of the target population represented by respondents with non-missing demographic information, and adjusts for the portion of the sample that was not included in the calculation of the post-stratification adjustment due to missing demographic information. The scaled value of $W_{NRMRATPS}$ is the final analysis weight W_{final}.

[a]SAS Institute, Inc. (1990), SAS/IML *Software Usage and Reference, Version 6* , First Edition, pp. 355-358, Cary, North Carolina: SAS Institute, Inc.

Trimming Final Analysis Weights

Extreme values of W_{final} were trimmed to avoid over inflation of the sampling variance. In short, the trimming procedure limits the relative contribution of the variance associated with the k^{th} unit to the overall variance of the weighted estimate by comparing the square of each weight to a threshold value determined as a multiple of the sum of the squared weights. Letting $W_1, W_2, \ldots\ldots, W_n$ denote the final analysis weights for the *n* completed interviews, the threshold value was calculated using the following formula:

$$\left(10 * \sum_{j=1}^{n} w_j^{\,2} \Big/ n\right)^{\frac{1}{2}}$$

Each household having a final analysis weight that exceeded the determined threshold value was assigned a trimmed weight equal to the threshold. Next, the age/gender/education cell used in the post-stratification was identified for each household with a trimmed weight. To maintain the overall weighted sum within the cell, the trimmed portions of the original weights were re-assigned to the cases whose weights were unchanged in the trimming process. For cases having trimmed weights but missing age, gender, and/or education information, the trimmed portions of the original weights were assigned to all remaining cases whose weights were unchanged in the trimming process.

The entire procedure was then repeated on the new set of weights: a new threshold value was re-calculated and the new extreme values were re-adjusted. The process was repeated until no new extreme values were found.

Variance Estimation for the Omnibus Household Survey

Introduction. The data collected in the Omnibus Household Survey are obtained through a complex sample design involving stratifications, and the final weights are subject to several adjustments. Any variance estimation methodology must involve some simplifying assumptions about the design and weighting. Some simplified conceptual design structures that allow users of these data to compute reasonably accurate standard errors are provided in this section.

At BTS, the software package SUDAAN (Research Triangle Institute, Research Triangle Park, NC) has been used to produce standard errors. An example of SUDAAN computer code is provided, but without guarantees of any kind. The computer code and methods used are subject to change without notification to the user. The entire risk as to the results and performance is assumed by the user. BTS recommends that any analysis of Omnibus Household Survey data be done under the supervision of a statistician who understands the implications of complex sample design surveys.

Sample Design. The Omnibus Household Survey uses random digit dialing (RDD). Sample telephone numbers were obtained from the GENESYS sampling systems. The standard GENESYS RDD sample methodology produces a strict single-stage equal probability sample of residential telephone numbers. In other words, a GENESYS RDD sample ensures an equal and known probability of selection for every residential telephone number in the sample frame.

Randomly generated telephone numbers were produced within the Master Exchange Database (MED) which consists of more than 48,000 residential area code/exchange combinations.

- The MED is structured using twenty independent strata: ten divisions of the United States split by metro and non-metro county definitions. The ten divisions are approximately equivalent to the U.S. Census definition of nine divisions. The tenth division in the GENESYS sampling design is made up of Alaska and Hawaii (which are in U.S. Census division nine).
- Within each of the ten division/metro strata, counties are ordered from those serving the largest MSA/Primary Metropolitan Statistical Area (PMSA) to those serving the smallest.

- Within each rank-ordered MSA/PMSA, exchanges are ordered by those serving the county(s) containing the central city(s), followed by those serving each of the remaining non-central city county(s).
- Within each county, exchanges and their associated working banks are ordered numerically, lowest to highest.
- For the ten division/non-metro strata, counties are ordered in a geographic serpentine pattern within each state.
- Within each county, exchanges are again ordered numerically.

The rationale for sorting the MED in such a fashion is to ensure strict geographic representation and to increase the homogeneity within the implicit strata created by the GENESYS sampling procedures.

Given this sample design, a one-stage sample should be specified and final sampling weights (adjusted by post stratification) used. The user should note that one simplifying procedure is used by BTS for variance estimation in SUDAAN. Whereas the GENESYS sample uses ten divisions as a sort criterion, BTS has used the U.S. Census definition of nine divisions. The rationale for this is that few respondents are interviewed in Alaska and Hawaii. Thus, these states are collapsed back into nine divisions.

Design Information for Variance Estimation. Three variables, DIVISION, METRO, and FINALWGT, are needed for variance estimation in SUDAAN. The variable DIVISION is not included in the data files of August 2000 through January 2001. For these months, the DIVISION variable has to be constructed from the variable FIPSCODE using the U.S. Census classification of states within divisions. To construct the variable DIVISION:

1. Use only the first 2 digits in the variable FIPSCODE (a 5-digit number where, from left to right, the first two digits are the state identifier and the last three digits represents a county).
2. Use the information in Table 1 to recode the 2 digits from FIPSCODE into the variable DIVISION.

Table 1. State Codes Within Each of the Nine Divisions

State Code from Variable FIPSCODE	DIVISION Code
09, 23, 25, 33, 44, and 50	1
34, 36, and 42	2
18, 17, 26, 39, and 55	3
19, 20, 27, 29, 31, 38, and 46	4
10, 11, 12, 13, 24, 37, 45, 51, and 54	5
01, 21, 28, and 47	6
05, 22, 40, and 48	7
04, 08, 16, 35, 30, 49, 32, and 56	8
02, 06, 15, 41, and 53	9

Variance Estimation Method. This method uses the DIVISION and METRO variables to create 18 strata, a single-stage selection with replacement procedure, and the final weight. This method provides somewhat conservative standard errors estimates. Assuming a simplified sample design structure, the following SUDAAN statements may be used (Note that the data file must first be sorted by DIVISION and METRO variables before using it in SUDAAN).

```
PROC ... DESIGN = STRWR;
NEST DIVISION METRO ;
```

WEIGHT FINALWGT ;

A typically used rule-of-thumb for degrees of freedom associated with a standard error is the quantity (number of unweighted records - number of strata) in the dataset. The rule-of-thumb degrees of freedom for the method above would fluctuate from month to month depending on the number of records in each monthly dataset. Most monthly dataset would yield degrees of freedom of around 1000. For practical purposes, any number of degrees of freedom exceeding 120 can be treated as infinite, i.e., one uses a normal *Z*-statistic instead of a *t*-statistic for testing.

Note that a one-tailed critical *t* at 120 degrees of freedom is 1.98 while at infinite degrees of freedom (a 0.025 *z*-value) is 1.96. If a variable of interest covers most of the sample strata, this limiting value would probably be adequate for analysis. Users should consult mathematical statisticians for discussion of degrees of freedom.

Subsetted Data Analysis. Frequently, analytical studies are restricted to select sub-domains, e.g., persons aged 65 and older. To save on storage, some users delete all records outside the domain of interest. This procedure of keeping only select records is called subsetting the data. With a subsetted data set, variance estimates sometimes cannot be computed. When data are collected using a complex survey design, and the data are then subsetted, it is likely that sample design structures could be compromised where complete design information is not available, for example, in all strata. Subsetting data may delete important design information needed for variance estimation.

If records are deleted in the Omnibus Household Survey where only one respondent is left in a particular stratum, variance estimates cannot be computed. When using subsetted data in SUDAAN, the MISSUNIT option can be added to the NEST statement to correct for possible missing design information. For example:

NEST DIVISION METRO / MISSUNIT ;

SUDAAN's MISSUNIT option performs a fix-up that produces variance estimates identical to that achieved when using a full data set.

Response Rates

The procedures for response rate calculation for the monthly surveys are based on the guidelines established by CASRO in defining a response rate. The final response rate for the survey was obtained using the following formula:

$$\text{Response Rate} = \frac{\text{Completed HH Interviews}}{\left(\text{HHs In Scope} + \left[\text{Scope Undetermined} * \frac{\text{HHs In Scope}}{\text{HHs In \& Out of Scope}}\right]\right)}$$

The distribution of household telephone numbers by disposition categories is shown in the methods section specific to each month. The number of household cases in each category was used in the above formula to calculate an overall response rate for each month.

Treatment of Missing Values

The Omnibus Household Survey, by design, contains questions that are not asked of certain respondents based on their response(s) to other questions. In addition, there will always be some respondents who do not know the answer to or choose not to answer some items in the survey. Each of these responses can have a different meaning to the data user. While each of these response categories is important in characterizing the results of the survey, they are often removed from certain analyses, particularly those

involving percentages. Therefore, the categories were given standard codes for easy identification. Table 2 below presents the response categories and how they are represented in each data file.

Data have not been imputed to account for missing values in specific questions, except during the weighting process. Those values were imputed only for the purpose of weighting the data and were not included in the final data files.

Table 2. Summary of Codes for Missing Value Response Categories by Type of Data File

Response Category	Data Set Value		
	SAS Transport[1]	Microsoft Excel	ASCI
Appropriate Skip	.S	-7	-7
Refused	.R	-8	-8
Don't Know	.D	-9	-9

[1]All codes represent special cases of SAS missing values and are treated as such in SAS procedures.

Summary of Survey Procedures

Scheduling Calls and Tracking Cases

All survey data were collected using computer-assisted telephone interviewing (CATI) program. Also, CATI was used to schedule calls and track cases. It was programmed to release telephone numbers for calling based on standard and project-specific scheduling algorithms. Calls were scheduled based on optimal calling patterns and dispersed over different times of the day. Calls also were prioritized based upon their case status. For example, a telephone number for a household where a respondent had already agreed to participate was given a higher priority in the scheduler than a number where no contact had been made.

Follow-up efforts were limited to 15 attempts to determine whether a telephone number was residential, an additional ten attempts to identify an eligible respondent, and a final ten attempts to secure a completed interview or refusal. Therefore, the maximum number of call attempts to any household was 35. Once contact was made with a household, follow-up attempts followed a loose callback schedule established at the initial contact. That is, good times and days to callback were requested at the initial contact, but follow-up calls also were attempted before these appointment times, unless otherwise told not to do so by the household. This allowed for making the maximum number of attempts within the study period.

Household Screening

Once contact was made with individuals at a dialed telephone number, interviewers screened for eligibility by verifying that the number belonged to a residence (not a business or institution). An adult household member was then asked to identify the individual 18 years or older (16 years or older for surveys conducted prior to November 2000) in the household who would have the next birthday. The method preserved the randomness of the selection without requiring the time and effort to acquire a household roster and helps to avoid a potential break-off. If the respondent was available, the interviewer immediately attempted to complete the interview. If the selected respondent was not available, the interviewer asked for a good time to call back. In order to preserve respondent anonymity in the latter case, the interviewer asked for and recorded only the potential respondent's first name or initial.

Interviewing

No incentives were offered to respondents for completing the interview, and the survey was conducted only in English. If the selected household member refused the interview, the interviewer recorded the reason for refusal. The average length of the completed interview was approximately 15 minutes. Additionally, about 3-5 minutes were needed to recruit/screen potential respondents.

Once contact was made with the eligible respondent, the interviewer briefly explained the purpose of the survey and asked for the respondent's cooperation. The respondent was assured that the survey responses were being provided anonymously; that the respondent would not be asked for his/her full name, address, or other identifying information. Verbal consent to participate in the survey was asked of all respondents.

The interviews were completed in one telephone call. If a respondent started, but refused to complete an interview in one phone call, the session was broken off and the interview was coded as a refusal. No attempts were made to weight these data.

Quality Control Procedures and Reporting

Interviewer performance was evaluated on the basis of production reports and regular on-line monitoring. Interviewer conduct during interviews was evaluated primarily by supervisory monitoring of actual calls, supplemented by review of interviewer notes maintained in the CATI system (all calls and notes recorded about those calls are maintained by the CATI system).

Summary of Data Cleaning

The CATI code was written to strictly enforce questionnaire logic. An interview could not be certified as "clean" until all appropriate questions had either been answered or assigned an acceptable non-response value, and until the data record for each interview was consistent with the instrument program logic.

A program was written to reformat the cleaned responses from the instrument into files that could be used for analytical purposes. Additional edits were performed in SAS. The additional edits included checks on the number of missing values, assignment of additional non-response values, and some constructed variables. Weights were also applied to the data files.

Omnibus Survey
Household Survey
Specific Methodology
November 2000

Introduction

Data collection for November 2000 Omnibus Household Survey began on November 8, 2000, and continued until November 14, 2000. Calls were placed between 9:00 a.m. and 9:00 p.m. local time in all regions of the country. Approximately 83 interviewers were trained for the study. Data were collected from households in the U.S. using a random-digit-dialed telephone survey method. The final data set includes 1,136 completed cases and a total of 150 variables. Battelle collected the data under contract with the Bureau of Transportation Statistics.

For this survey, 16,998 telephone numbers were purchased from Marketing Systems Group's (Ft. Washington, PA) GENESYS Sampling System. Of these, 10,000 were identified as working, residential telephone numbers and were divided into 20 replicates of approximately 500 households. Eight of the sample replicates were not needed, resulting in 6,011 numbers being released for use by the telephone interviewers. For this survey, the total number of telephone numbers in the sampling frame was 246,870,500.

Response Rates

The procedure for response rate calculation is based on the guidelines established by the Council of American Survey Research Organizations (CASRO). The final response rate for the survey was obtained using the following formula:

$$Response\ Rate = \frac{Completed\ HH\ Interviews}{\left\{HHs\ In\ Scope + \left[Scope\ Undetermined * \frac{HHs\ In\ Scope}{HHs\ In\ \&\ Out\ of\ Scope}\right]\right\}}$$

Distribution of household telephone numbers by disposition categories is presented in Table 1 below. The number of household cases in each category was then used in the above formula to calculate an overall response rate of approximately 26 percent.

Table 1. Distribution of Household Cases by Disposition Code

Household Level	Results
Number of Telephone Numbers Released	6,012
Number of Out of Scope Numbers (ineligible)	1,320
Number of No Contact (Scope Undetermined)	1,015
Number of Households In scope	3,677
Number of Completes	1,136
Number of Partial Completes	41
Number of Language Problem	191

Number of Not Screened	270
Number of Refusal	1,502
Number of Parental Refusal	0
Number of Respondent Identified, Case Not Finalized	387
Number of Unavailable During Study Period	150
Household Response Rate	25.7%

Follow-up efforts were limited to fifteen attempts to determine whether a telephone number was residential, an additional five attempts to identify an eligible respondent, and a final five attempts to secure a completed interview or refusal. Therefore, the maximum number of call attempts to any household was 25. Once contact was made with a household, follow-up attempts followed a loose call-back schedule established at the initial contact. That is, good times and days to call back were requested at the initial contact, but follow-up calls also were attempted before these appointment times, unless told otherwise not to do so by the household. This allowed for making the maximum number of attempts within the study period.

The November Survey included refusal conversion interviews during November 13-14, 2000, to increase response rates. Six to twelve highly experienced refusal conversion specialists attempted to complete the interview with 1,093 households that had previously refused to participate. From those attempts, 102 households completed the survey.

Pretest

Prior to the start of actual data collection, a pretest was conducted to test the usability of the survey instrument. Particular focus was placed on testing questions that were new to the November survey. Qualified data collection and data preparation staff performed this pretest by first reviewing the questionnaire and then using it in simulated data collection situations. They looked for vague or confusing instructions, inconsistent questions or answer categories, incomplete or redundant sections, and poor pace, tone, flow, and format of questions. They also tested the interview length and determined that the survey questionnaire could be administered in approximately 15 minutes.

Pre-Contact Letter

No pre-contact letter was mailed for the November survey.

Omnibus Survey
Household Survey Results
Summary Report
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Introduction

The Bureau of Transportation Statistics - the federal statistical agency for the Department of Transportation charged with improving the knowledge base for public decision making - is coordinating the Omnibus Survey program. The survey is a ONEDOT effort to collect information about the transportation system, how it is used, and how it is viewed by the users.

BTS is gathering data each month on a random basis from 1,000 households to determine the general public's satisfaction with the nation's transportation system and to prioritize improvements to the transportation system. Each month the survey contains a set of core questions about transportation system use, as well as questions posed by the various operating administrations within the Department. Finally, each month the survey asks questions relating to one of the following DOT strategic goals: safety, mobility, human and natural environment, or national security.

These monthly surveys are designed to measure Americans' satisfaction with the transportation system and the Department of Transportation. They are not intended nor designed to measure characteristics of the transportation system. The data concerning characteristics of transportation are collected to enhance understanding of the customer satisfaction measures and the concerns respondents express regarding the transportation system.

Estimates such as the number of Americans traveling by air, the availability of public transportation, use of car pools, and the like may not match data from other sources because of sampling variability and methodological limitations of the survey. For example, the survey covers only people in households with a telephone. Characteristics related to the lack of a telephone will be estimated with imperfect accuracy. For example, estimates of households having no licensed motor vehicles are likely understated because the sample does not include households without telephones.

Another source of possible disagreement with other estimates occurs because the Omnibus survey does not use official definitions of transportation concepts in the interview. Due to time constraints, the survey often provides no definitions, but allows the respondent to interpret terminology in the question. Estimates based on respondent reports from the Omnibus Survey could differ from estimates obtained through different methods. For example, when the Omnibus asks respondents about the availability of public transportation, it does not specify, "within a quarter mile." Nor does it define "public transportation." Without precise definitions, respondents may consider charter buses, for example, to be "public transportation."

The findings provided by the Omnibus Survey program will provide a valuable framework for the Secretary and senior officials in DOT operating administrations to make measurable improvements in our transportation system, the security of our nation, and the quality of American life.

For More Information

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Major Findings

In November the Omnibus Household Survey focused on national security. This report summarizes the major findings of the survey. More detailed results and the data are available on the BTS Omnibus website at www.bts.gov/omnibus.

Transportation System User Trends

- Approximately 85 million Americans have flown as passengers on a commercial airline since November 1999. More than one-third (39 percent) of these have taken three or more personal or business trips during this period.

National Security

- The transport of illegal drugs across U.S. borders is of concern to 87 percent of Americans. Sixty-two percent are dissatisfied with the Federal government's efforts to address this issue.
- Keeping computerized systems like the air traffic control system secure from terrorism is another national security issue of concern to more than 80 percent of the public. Similarly, the risk of terrorism against Americans traveling by air outside the U.S. is of almost equal concern. Unlike the transport of illegal drugs across U.S. borders, however, Americans are far more satisfied with the Federal government's efforts to address these issues. Only 23 percent of Americans are dissatisfied with the Federal government's efforts to keep computerized systems like the air traffic control system secure from terrorism, while only 30 percent are dissatisfied with the Federal government's efforts to address the risk of terrorism against Americans traveling by air outside the U.S.
- Forty-one percent of Americans are likely to change their regular means of travel in response to acts of terrorism around the country. Approximately the same proportion, 42 percent, are unlikely to do so.
- Among those Americans who have flown as passengers on a commercial airline since November 1999, 43 percent would not change their air travel habits if a terrorist act against an airline were to take place in the U.S. Thirty-nine percent would stop traveling by air for at least some period of time if a terrorist act took place in the U.S. against any airline.
- Just over half of all Americans, 56 percent, are concerned about the risk of terrorism against Americans traveling by highway, train or public transit inside the U.S. Among those who have **not** driven alone in a private vehicle in the past 30 days, 72 percent are concerned about this risk while only 45 percent of those who have ridden a bicycle in the past thirty days are concerned.

Seat Belt Use

- Four out of every five Americans have seen or heard messages on TV, radio, billboards, etc. encouraging people to wear their seat belts in the past 30 days.

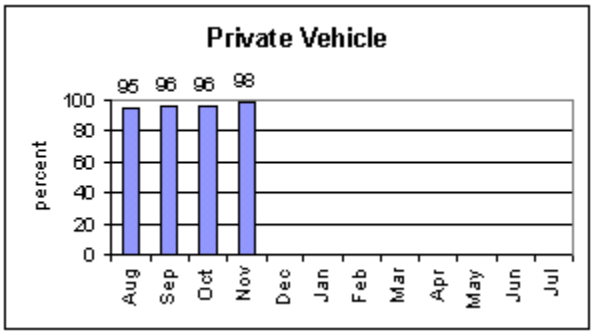
- Approximately 30 percent of Americans have seen or heard of special efforts by police to ticket drivers in their community for seat belt violations in the past 30 days. A similar proportion have seen or heard of special efforts by police to ticket drivers in their community for failing to restrain children in seat belts or car seats in the past 30 days.
- Ninety percent of Americans agree or strongly agree that it is important for police to enforce the seat belt laws. The same proportion agree or strongly agree that police in their community are writing more seat belt tickets now than they were a few months ago.
- Among those who have driven alone in the past 30 days, almost 60 percent think it is somewhat or very likely they would receive a ticket for not wearing a seat belt if they were to drive over the next six months and never use their seat belt.

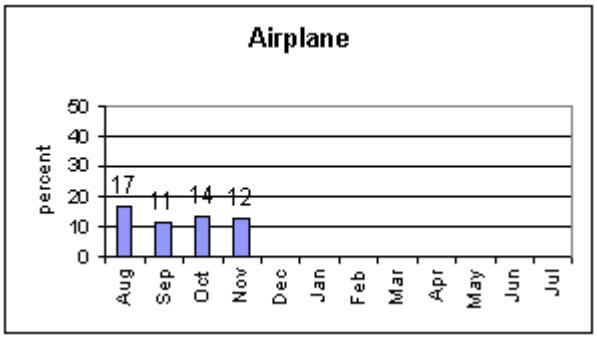
Railroad Crossing Safety

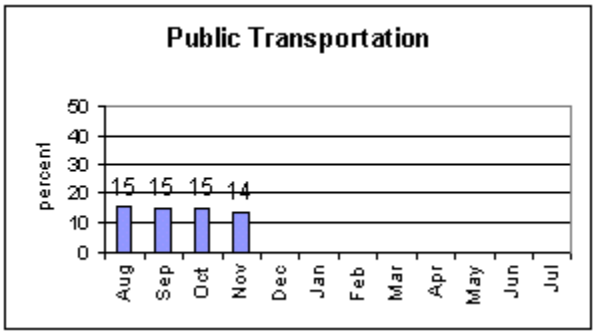
- More than 38 percent of the public received information regarding how to safely cross railroad crossings from public service announcements or safety campaigns in television, radio, or magazine advertisements. Thirty-one percent of the public received such information during driving safety class.

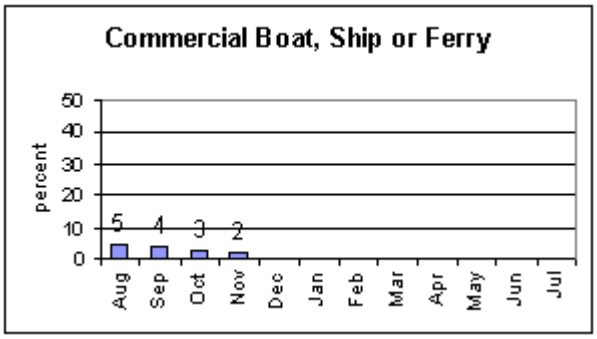
Transportation User Trends

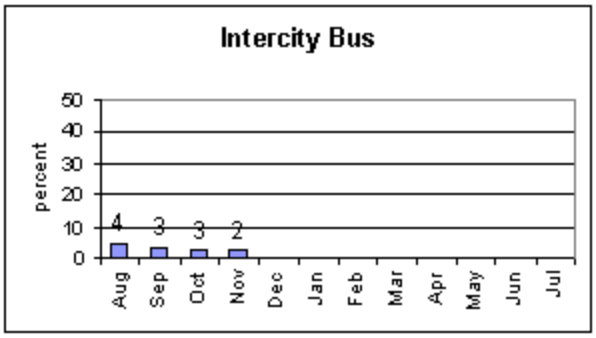
The following tables show the percent of adult population who used the transportation system in the last 30 days

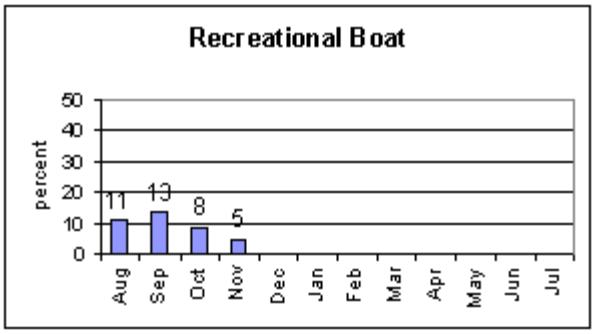


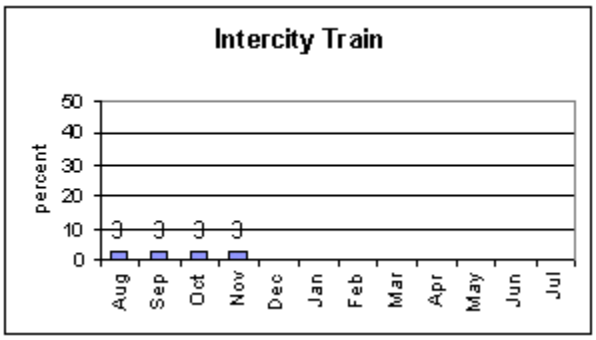


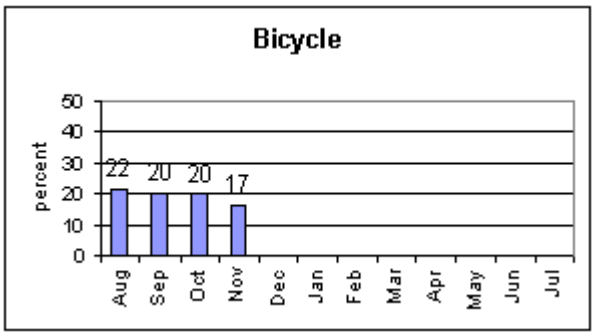


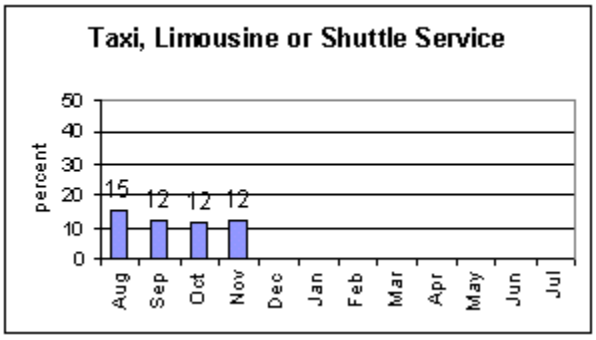








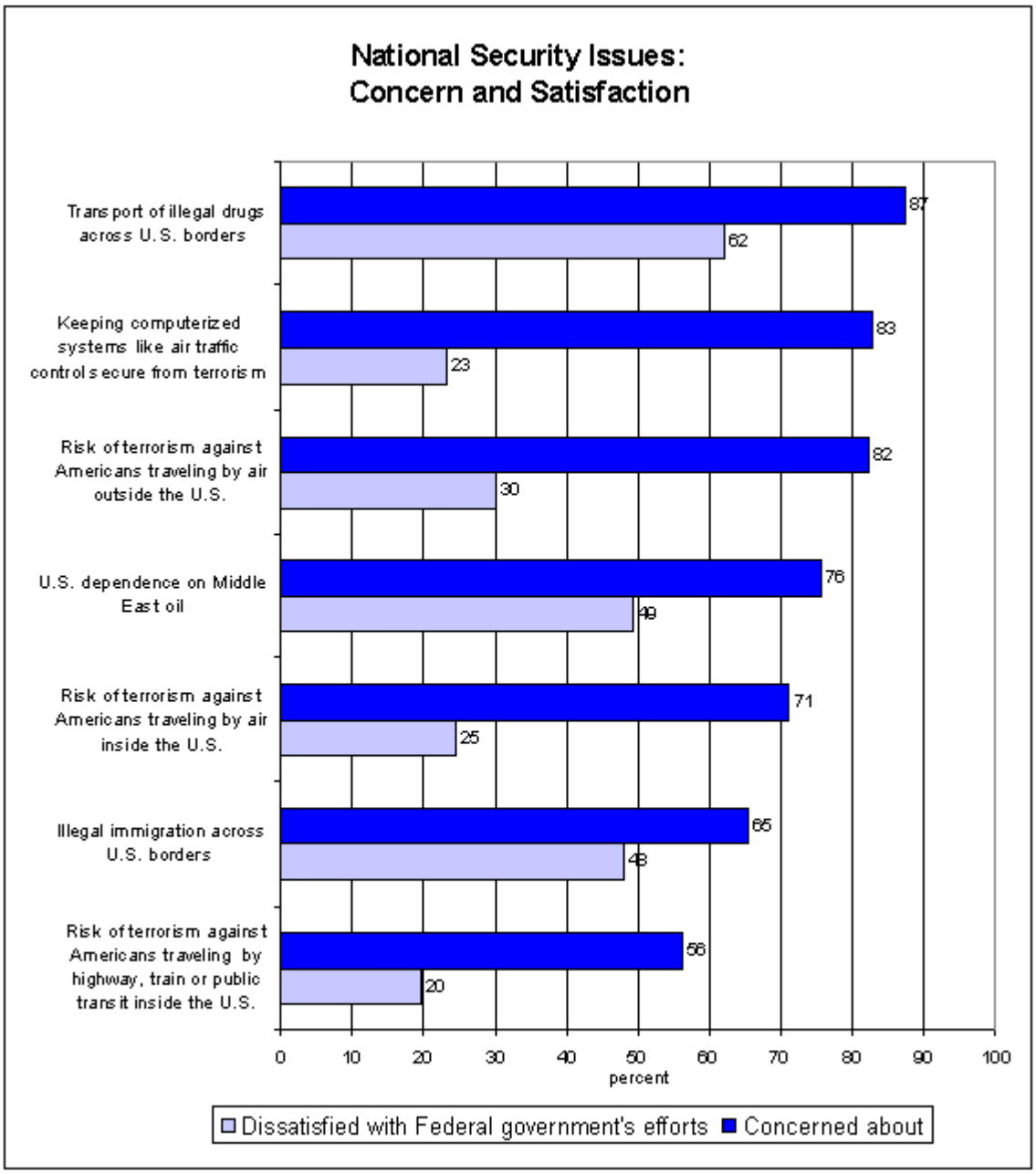


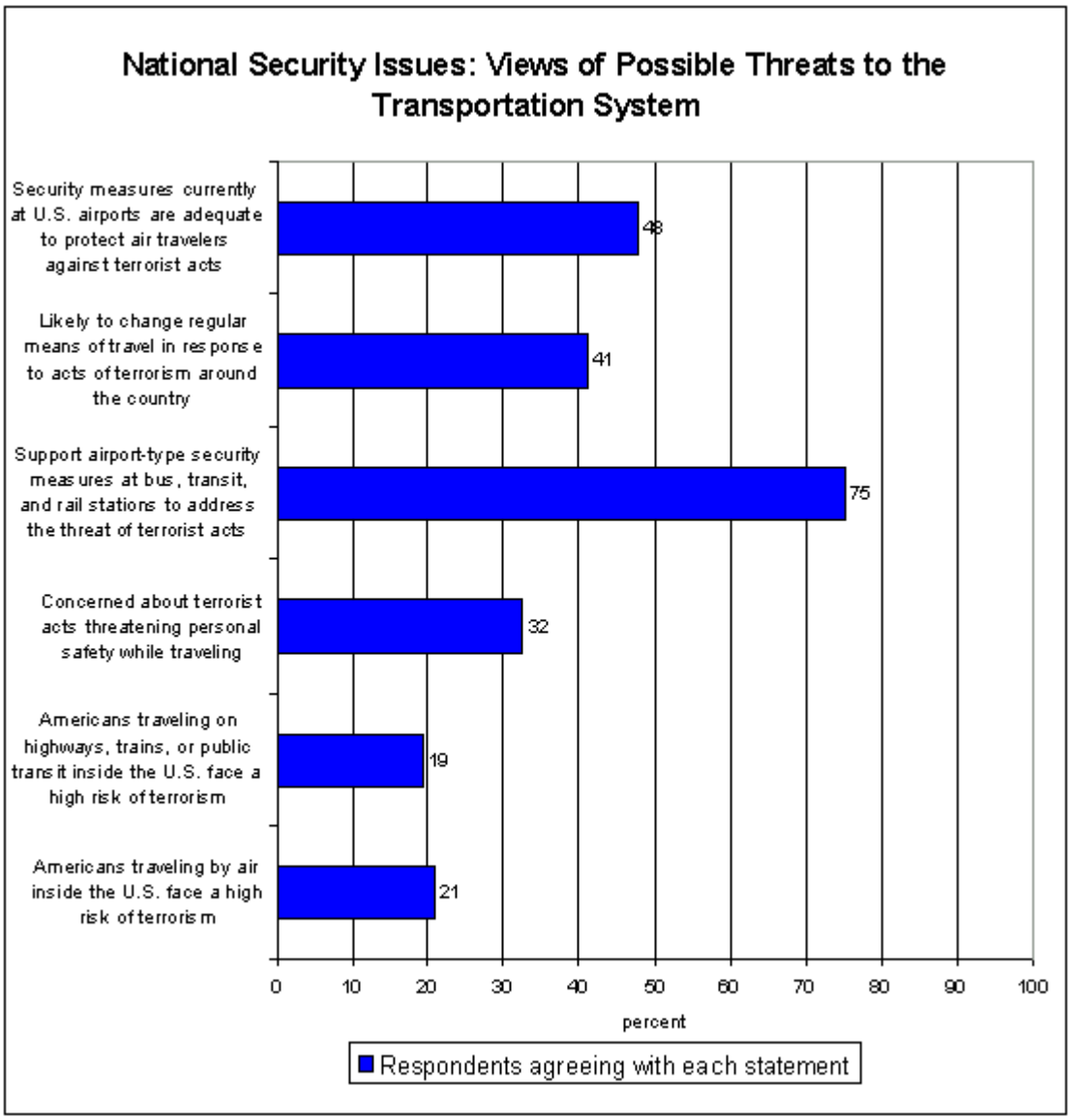


Frequency of Transportation Use in Last 30 Days - November

Mode of transportation	Total number (millions)	Percent who used mode in last 30 days by number of times used			
		1 or 2 times	3 to 5 times	6 to 10 times	More than 10 times
Drive alone in private vehicle	178.6	2.1%	6.1%	6.8%	85.0%
Drive or ride with others	132.8	15.2%	23.9%	18.8%	42.1%
Bicycle	33.5	36.4%	33.2%	10.1%	20.2%
Local bus, subway rail	27.7	33.2%	28.6%	7.9%	30.4%
Taxi, limo or shuttle	24.3	59.5%	24.7%	8.3%	7.5%
Commercial airliner	22.4	72.3%	17.5%	7.4%	2.9%
Car pool or van pool	18.0	19.9%	33.7%	6.0%	40.5%
Recreational boat	10.5	58.9%	23.7%	12.0%	5.4%
Intercity train	6.0	49.0%	38.3%	8.3%	4.4%

Intercity bus	4.8	81.0%	18.0%	-	1.0%
Commercial boat	4.3	68.1%	19.3%	3.5%	9.0%
Private or charter airplane	3.8	66.3%	33.7%	-	-




National Security Issues: Views of Possible Threats to the Transportation System
Security measures currently at U.S. airports are adequate to protect air travelers against terrorist acts
48
Likely to change regular means of travel in response to acts of terrorism around the country
41
Support airport-type security measures at bus, transit, and rail stations to address the threat of terrorist acts
75
Concerned about terrorist acts threatening personal safety while traveling
32
Americans traveling on highways, trains, or public transit inside the U.S. face a high risk of terrorism
19
Americans traveling by air inside the U.S. face a high risk of terrorism
21
0
10
20
30
40
50
60
70
80
90
100
percent
Respondents agreeing with each statement

Omnibus Survey
Household Survey Results
Marginal Frequency Distributions
November 2000

Questionnaire Item	Count	Percentage (Standard Error)
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
a. Local public bus, subway, or commuter rail		
Yes	27,701,497	14 (2.79)
No	172,593,569	86 (2.79)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
a. Local public bus, subway, or commuter rail		
1-2	9,170,983	33 (2.48)
3-5	7,894,556	29 (2.89)
6-10	2,189,550	8 (2.30)
More than 10 Days	8,390,335	30 (3.06)
Subtotal Valid Responses	27,645,424	100
Don't Know	56,073	
Appropriate Skip	172,593,569	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
b. Driving alone in a private vehicle (such as a car, sport utility vehicle, pickup truck, van, or motorcycle)		
Yes	178,581,668	89 (1.64)
No	21,713,398	11 (1.64)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
b. Driving alone in a private vehicle (such as a car, sport utility vehicle, pickup truck, van, or motorcycle)		
1-2	3,726,124	2 (0.26)
3-5	10,836,180	6 (0.46)
6-10	12,201,044	7 (0.67)

More than 10 Days	151,818,320	85 (0.96)
Subtotal Valid Responses	178,581,668	100
Appropriate Skip	21,713,398	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
c. Traveling in an organized carpool or vanpool		
Yes	17,988,385	9 (1.57)
No	182,306,681	91 (1.57)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
c. Traveling in an organized carpool or vanpool		
1-2	3,574,050	20 (4.16)
3-5	6,052,979	34 (3.83)
6-10	1,070,876	6 (0.93)
More than 10 Days	7,290,480	41 (3.60)
Subtotal Valid Responses	17,988,385	100
Appropriate Skip	182,306,681	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
d. Traveling with others in a private vehicle		
Yes	132,838,947	66 (1.56)
No	67,456,119	34 (1.56)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
d. Traveling with others in a private vehicle		
1-2	20,165,582	15 (1.70)
3-5	31,608,078	24 (1.71)
6-10	24,870,501	19 (1.16)
More than 10 Days	55,825,565	42 (2.36)
Subtotal Valid Responses	132,469,726	100
Don't Know	369,221	
Appropriate Skip	67,456,119	
Total	200,295,066	

A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
e. City to city bus, such as Greyhound or Charter		
Yes	4,813,157	2 (0.60)
No	195,481,909	98 (0.60)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
e. City to city bus, such as Greyhound or Charter		
1-2	3,897,763	81 (7.32)
3-5	868,005	18 (7.00)
More than 10 Days	47,390	1 (1.19)
Subtotal Valid Responses	4,813,157	100
Appropriate Skip	195,481,909	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
f. City to city train, such as AMTRAK		
Yes	6,009,832	3 (0.55)
No	194,285,234	97 (0.55)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
f. City to city train, such as AMTRAK		
1-2	2,945,109	49 (3.10)
3-5	2,301,850	38 (5.04)
6-10	498,011	8 (7.60)
More than 10 Days	264,863	4 (2.51)
Subtotal Valid Responses	6,009,832	100
Appropriate Skip	194,285,234	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
g. Taxi, limousine, or shuttle service		
Yes	24,317,883	12 (2.19)
No	175,977,183	88 (2.19)
Subtotal Valid Responses	200,295,066	100

Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
g. Taxi, limousine, or shuttle service		
1-2	14,465,027	59 (6.21)
3-5	6,016,257	25 (3.65)
6-10	2,013,600	8 (2.27)
More than 10 Days	1,823,000	7 (1.37)
Subtotal Valid Responses	24,317,883	100
Appropriate Skip	175,977,183	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
h. Commercial airplane		
Yes	22,407,775	11 (2.15)
No	177,887,291	89 (2.15)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
h. Commercial airplane		
1-2	16,192,960	72 (2.93)
3-5	3,926,641	18 (1.51)
6-10	1,649,253	7 (1.10)
More than 10 Days	638,921	3 (1.42)
Subtotal Valid Responses	22,407,775	100
Appropriate Skip	177,887,291	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
i. Private or charter airplane		
Yes	3,847,177	2 (0.41)
No	196,447,889	98 (0.41)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
i. Private or charter airplane		
1-2	2,551,211	66 (3.39)
3-5	1,295,965	34 (3.39)

Subtotal Valid Responses	3,847,177	100
Appropriate Skip	196,447,889	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
j. Commercial boat, ship, or ferry		
Yes	4,331,789	2 (0.54)
No	195,963,277	98 (0.54)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
j. Commercial boat, ship, or ferry		
1-2	2,776,290	68 (1.35)
3-5	788,494	19 (4.84)
6-10	144,442	4 (2.49)
More than 10 Days	368,038	9 (4.13)
Subtotal Valid Responses	4,077,265	100
Don't Know	254,524	
Appropriate Skip	195,963,277	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
k. Recreational boat		
Yes	10,511,199	5 (0.30)
No	189,783,867	95 (0.30)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
k. Recreational boat		
1-2	6,188,030	59 (3.40)
3-5	2,488,470	24 (7.05)
6-10	1,266,015	12 (4.42)
More than 10 Days	568,684	5 (3.35)
Subtotal Valid Responses	10,511,199	100
Appropriate Skip	189,783,867	
Total	200,295,066	
A1. During the past 30 days, have you used any of the following types of transportation for		

either personal or business travel?		
l. Bicycle		
Yes	33,518,005	17 (1.07)
No	166,777,061	83 (1.07)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
A1a. On how many days did you use this type of transportation?		
l. Bicycle		
1-2	12,214,117	36 (7.09)
3-5	11,137,470	33 (3.64)
6-10	3,383,711	10 (3.30)
More than 10 Days	6,782,707	20 (2.93)
Subtotal Valid Responses	33,518,005	100
Appropriate Skip	166,777,061	
Total	200,295,066	
A1La. Did you use your bicycle primarily for . . .		
Commuting to Work	1,955,714	6 (1.04)
Recreation	16,652,476	50 (2.34)
Exercise	13,399,778	40 (3.04)
Some Other Purpose	1,510,037	5 (1.27)
Subtotal Valid Responses	33,518,005	100
Appropriate Skip	166,777,061	
Total	200,295,066	
D1. How many licensed vehicles are owned, leased, or available for regular use by members of your household?		
0	8,818,812	4 (0.74)
1	49,431,522	25 (1.04)
2	79,317,772	40 (1.82)
3	39,327,914	20 (1.04)
4	13,014,695	7 (0.88)
5 or More	9,298,913	5 (0.88)
Subtotal Valid Responses	199,209,629	100
Average (Arithmetic Mean)		2.2 (0.07)[a]
Refused	1,085,437	
Total	200,295,066	
C15. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		

a. Illegal immigration across U.S. borders		
Not Concerned	18,405,327	9 (0.75)
Neutral	30,099,773	15 (1.44)
Concerned	149,809,609	76 (1.97)
Subtotal Valid Responses	198,314,710	100
Don't Know	1,580,733	
Refused	399,623	
Total	200,295,066	
C15. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
b. The transport of illegal drugs across U.S. borders		
Not Concerned	15,786,554	8 (0.96)
Neutral	18,704,604	9 (1.28)
Concerned	163,799,422	83 (1.38)
Subtotal Valid Responses	198,290,580	100
Don't Know	1,709,058	
Refused	295,429	
Total	200,295,066	
C15. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
c. U.S. dependence on oil from the Middle East		
Not Concerned	16,730,336	8 (0.62)
Neutral	18,702,274	9 (1.17)
Concerned	163,955,598	82 (1.06)
Subtotal Valid Responses	199,388,207	100
Don't Know	775,776	
Refused	131,083	
Total	200,295,066	
C15. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
d. Keeping computerized transportation control systems, such as the U.S. air traffic control system, secure		
Not Concerned	31,163,801	16 (1.33)
Neutral	26,677,687	13 (2.19)
Concerned	142,193,716	71 (2.24)
Subtotal Valid Responses	200,035,205	100
Don't Know	128,778	
Refused	131,083	

Total	200,295,066	
C15. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
e. Risk of terrorism against U.S. citizens traveling by air outside the U.S.		
Not Concerned	50,969,196	26 (2.27)
Neutral	36,404,417	18 (1.50)
Concerned	112,128,166	56 (2.30)
Subtotal Valid Responses	199,501,779	100
Don't Know	393,663	
Refused	399,623	
Total	200,295,066	
C15. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
f. Risk of terrorism against U.S. citizens traveling by air inside the U.S.		
Not Concerned	33,243,544	17 (0.88)
Neutral	35,905,031	18 (0.86)
Concerned	130,730,458	65 (0.57)
Subtotal Valid Responses	199,879,032	100
Don't Know	257,153	
Refused	158,881	
Total	200,295,066	
C15. Tell me whether you are not concerned, concerned, or feel neutral about the following issues.		
g. Risk of terrorism against U.S. citizens traveling by highway, train, or public transit outside the U.S.		
Not Concerned	13,177,819	7 (0.78)
Neutral	12,018,906	6 (1.11)
Concerned	175,098,341	87 (1.18)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
C15a1. How concerned are you about the smuggling of illegal immigrants across U.S. borders in freight shipments? Would you say. . .		
Not at All Concerned	2,965,704	2 (0.35)
Somewhat Concerned	38,106,962	29 (0.60)
Very Concerned	88,830,710	68 (0.46)
Subtotal Valid Responses	129,903,376	100
Don't Know	411,310	
Refused	415,771	

Appropriate Skip	69,564,608	
Total	200,295,066	

C15b1. How concerned are you about the smuggling of illegal drugs across U.S. borders in freight shipments? Would you say. . .

Not at All Concerned	3,789,287	2 (0.48)
Somewhat Concerned	43,189,019	25 (1.53)
Very Concerned	127,065,892	73 (1.74)
Subtotal Valid Responses	174,044,197	100
Don't Know	945,106	
Refused	109,038	
Appropriate Skip	25,196,725	
Total	200,295,066	

C16. I just asked about your concern with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.

a. U.S. dependence on oil from the Middle East

Dissatisfied	95,087,981	49 (1.68)
Neutral	63,596,139	33 (1.18)
Satisfied	34,618,515	18 (1.57)
Subtotal Valid Responses	193,302,636	100
Don't Know	5,936,135	
Refused	1,056,295	
Total	200,295,066	

C16. I just asked about your concern with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.

b. Keeping computerized transportation control systems, such as the U.S. air traffic control system, secure

Dissatisfied	44,665,687	23 (1.16)
Neutral	68,640,910	36 (3.11)
Satisfied	79,303,627	41 (3.29)
Subtotal Valid Responses	192,610,224	100
Don't Know	7,084,274	
Refused	600,567	
Total	200,295,066	

C16. I just asked about your concern with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.

c. Risk of terrorism against American citizens traveling by air outside the U.S.

Dissatisfied	58,651,516	30 (2.51)
Neutral	68,349,685	35 (1.66)
Satisfied	68,370,832	35 (2.24)
Subtotal Valid Responses	195,372,034	100
Don't Know	4,376,178	
Refused	546,854	
Total	200,295,066	

C16. I just asked about your concern with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.

d. Risk of terrorism against American citizens traveling by air inside the U.S.

Dissatisfied	48,303,772	25 (1.85)
Neutral	57,159,061	29 (1.58)
Satisfied	90,944,428	46 (2.07)
Subtotal Valid Responses	196,407,262	100
Don't Know	3,472,033	
Refused	415,771	
Total	200,295,066	

C16. I just asked about your concern with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.

e. Risk of terrorism against American citizens traveling by highway, train, or public transit inside the U.S.

Dissatisfied	38,316,662	20 (1.80)
Neutral	67,766,701	35 (1.83)
Satisfied	89,865,108	46 (0.96)
Subtotal Valid Responses	195,948,471	100
Don't Know	3,930,824	
Refused	415,771	
Total	200,295,066	

C16. I just asked about your concern with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.

f. Illegal immigration across U.S. borders

Dissatisfied	94,225,927	48 (1.48)
Neutral	58,368,635	30 (0.86)
Satisfied	43,452,536	22 (2.24)
Subtotal Valid Responses	196,047,097	100
Don't Know	3,283,021	

Refused	964,947	
Total	200,295,066	
C16. I just asked about your concern with various transportation issues. Now, please tell me whether you are dissatisfied, satisfied, or feel neutral about what the Federal government is doing to address those issues.		
g. The transport of illegal drugs across U.S. borders		
Dissatisfied	122,407,920	62 (1.21)
Neutral	40,443,873	20 (1.49)
Satisfied	34,754,354	18 (1.50)
Subtotal Valid Responses	197,606,147	100
Don't Know	1,881,106	
Refused	807,813	
Total	200,295,066	
C17. We would now like to know what you think about possible threats to our transportation system. Please tell me whether you disagree, agree, or feel neutral about the following statements:		
a. Americans traveling by air inside the U.S. face a high risk of terrorism.		
Disagree	103,895,213	52 (1.37)
Neutral	53,032,217	27 (1.20)
Agree	41,644,749	21 (1.22)
Subtotal Valid Responses	198,572,179	100
Don't Know	1,307,117	
Refused	415,771	
Total	200,295,066	
C17. We would now like to know what you think about possible threats to our transportation system. Please tell me whether you disagree, agree, or feel neutral about the following statements:		
b. Americans traveling on highways, trains, or public transit inside the U.S. face a high risk of terrorism.		
Disagree	113,229,035	57 (1.87)
Neutral	47,166,845	24 (1.40)
Agree	38,493,314	19 (0.87)
Subtotal Valid Responses	198,889,194	100
Don't Know	990,101	
Refused	415,771	
Total	200,295,066	
C17. We would now like to know what you think about possible threats to our transportation system. Please tell me whether you disagree, agree, or feel neutral about the following statements:		

c. I am concerned about terrorist acts threatening my own personal safety while traveling.		
Disagree	92,403,390	46 (1.87)
Neutral	42,209,208	21 (1.00)
Agree	64,763,689	32 (1.95)
Subtotal Valid Responses	199,376,287	100
Don't Know	503,008	
Refused	415,771	
Total	200,295,066	
C17. We would now like to know what you think about possible threats to our transportation system. Please tell me whether you disagree, agree, or feel neutral about the following statements:		
d. I would support airport-type security measures at bus, transit, and rail stations to address the threat of terrorist acts.		
Disagree	22,886,152	11 (1.16)
Neutral	26,440,695	13 (1.11)
Agree	149,800,758	75 (0.45)
Subtotal Valid Responses	199,127,606	100
Don't Know	633,867	
Refused	533,593	
Total	200,295,066	
C17. We would now like to know what you think about possible threats to our transportation system. Please tell me whether you disagree, agree, or feel neutral about the following statements:		
e. I am likely to change my regular means of travel in response to acts of terrorism around the country.		
Disagree	82,491,792	42 (1.44)
Neutral	34,345,784	17 (0.67)
Agree	81,781,099	41 (1.40)
Subtotal Valid Responses	198,618,674	100
Don't Know	702,116	
Refused	974,275	
Total	200,295,066	
C17. We would now like to know what you think about possible threats to our transportation system. Please tell me whether you disagree, agree, or feel neutral about the following statements:		
f. The security measures currently at U.S. airports are adequate to protect air travelers against terrorist acts.		
Disagree	54,322,059	27 (1.12)
Neutral	49,376,662	25 (1.34)

Agree	94,285,002	48 (2.14)
Subtotal Valid Responses	197,983,724	100
Don't Know	2,217,007	
Refused	94,335	
Total	200,295,066	
C18a. Have you flown as a passenger at least once on a commercial airline since November 1999?		
Yes	84,662,542	42 (3.89)
No	115,216,753	58 (3.89)
Subtotal Valid Responses	199,879,295	100
Refused	415,771	
Total	200,295,066	
C18b. How many personal and business trips have you taken on a commercial airline during this time period? Would you say. . .		
1	30,428,022	36 (2.05)
2	21,558,451	25 (0.82)
3	8,447,120	10 (0.48)
4 or More	24,228,950	29 (2.08)
Subtotal Valid Responses	84,662,542	100
Appropriate Skip	115,632,524	
Total	200,295,066	
C18c. If a terrorist act took place in the U.S. against any airline, would you:		
Not Change Your Air Travel Habits	35,576,809	43 (1.83)
Travel Less Frequently by Air	12,074,254	14 (1.81)
Stop Traveling by Air for at Least Some Period of Time	32,601,121	39 (3.53)
Stop Traveling by Air Permanently	3,132,301	4 (1.04)
Subtotal Valid Responses	83,384,486	100
Don't Know	1,144,971	
Refused	133,086	
Appropriate Skip	115,632,524	
Total	200,295,066	
B4a. Since November 1999, have you requested a product or service from an agency of the U.S. Department of Transportation?		
Yes	5,269,436	3 (0.38)
No	194,635,305	97 (0.38)
Subtotal Valid Responses	199,904,741	100
Don't Know	390,325	

Total	200,295,066	
B4b1. How long ago was your most recent request?		
Since the Beginning of October of This Year	1,585,825	30 (12.00)
During August and September of This Year	742,236	14 (5.86)
During May through July of This Year	1,605,712	30 (6.75)
Between November 1999 and April 2000	1,335,663	25 (6.56)
Subtotal Valid Responses	5,269,436	100
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
1. the National Highway Traffic Safety Administration		
Yes	1,174,499	24 (8.32)
No	3,622,280	76 (8.32)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
2. U.S. Coast Guard		
Yes	370,778	8 (5.20)
No	4,426,000	92 (5.20)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
3. Federal Aviation Administration		
Yes	148,461	3 (2.67)
No	4,648,318	97 (2.67)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
4. Maritime Administration		
No	4,796,779	100 (0.00)
Subtotal Valid Responses	4,796,779	100

Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
5. Federal Highway Administration		
Yes	1,140,443	24 (6.68)
No	3,656,335	76 (6.68)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
6. Federal Railroad Administration		
Yes	185,195	4 (3.94)
No	4,611,584	96 (3.94)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
7. Federal Transit Administration		
Yes	1,039,938	22 (13.40)
No	3,756,841	78 (13.40)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
8. Federal Motor Carrier Safety Administration		
Yes	103,532	2 (2.70)
No	4,693,246	98 (2.70)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
9. Research and Special Programs Administration		

No	4,796,779	100 (0.00)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
10. Bureau of Transportation Statistics		
Yes	509,072	11 (9.26)
No	4,287,706	89 (9.26)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
11. St. Lawrence Seaway Development Corporation		
No	4,796,779	100 (0.00)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
12. Office of the Secretary of Transportation		
Yes	404,396	8 (5.65)
No	4,392,382	92 (5.65)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b2. Which of the following agencies did you contact?		
13. Some other way		
Yes	203,330	4 (2.88)
No	4,593,449	96 (2.88)
Subtotal Valid Responses	4,796,779	100
Don't Know	472,657	
Appropriate Skip	195,025,630	
Total	200,295,066	
B4b3. Which of those agencies did you most recently contact?		

The National Highway Traffic Safety Administration	1,174,499	26 (9.43)
U.S. Coast Guard	370,778	8 (5.40)
Federal Aviation Administration	148,461	3 (2.88)
Federal Highway Administration	842,772	18 (3.60)
Federal Railroad Administration	185,195	4 (4.15)
Federal Transit Administration	1,039,938	23 (13.70)
Federal Motor Carrier Safety Administration	103,532	2 (2.84)
Bureau of Transportation Statistics	509,072	11 (9.54)
Office of the Secretary of Transportation	219,202	5 (4.40)
Subtotal Valid Responses	4,593,449	100
Appropriate Skip	195,701,617	
Total	200,295,066	
B5. How did you first contact the Department of Transportation?		
Telephone	2,512,158	55 (5.41)
Internet/World Wide Web	438,454	10 (6.74)
(Regular) Mail	1,059,121	23 (9.55)
In Person	583,716	13 (6.72)
Subtotal Valid Responses	4,593,449	100
Appropriate Skip	195,701,617	
Total	200,295,066	
B6. On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied, please rate your overall satisfaction with the level of service you received.		
Very Dissatisfied	1,342,360	30 (3.37)
Dissatisfied	447,361	10 (3.88)
Neither Satisfied nor Dissatisfied	1,175,651	26 (11.20)
Satisfied	507,329	11 (3.98)
Very Satisfied	1,017,216	23 (8.60)
Subtotal Valid Responses	4,489,916	100
Refused	103,532	
Appropriate Skip	195,701,617	
Total	200,295,066	
M30. Assume that you do not use your seat belt AT ALL while driving over the next six months. How likely do you think you will be to receive a ticket for not wearing a seat belt?		
Very Likely	55,567,706	31 (2.25)
Somewhat Likely	48,683,123	27 (0.58)
Somewhat Unlikely	32,072,293	18 (2.13)
Very Unlikely	41,149,205	23 (1.41)

Subtotal Valid Responses	177,472,327	100
Don't Know	949,566	
Refused	159,775	
Appropriate Skip	21,713,398	
Total	200,295,066	
M31. In the past 30 days, have you seen or heard of any special effort by police to ticket drivers in your community for seat belt violations?		
Yes	57,648,705	29 (2.61)
No	140,840,250	71 (2.61)
Subtotal Valid Responses	198,488,956	100
Don't Know	1,806,110	
Total	200,295,066	
M32. In the past 30 days, have you seen or heard of any special effort by police to ticket drivers in your community if children in their vehicles are not wearing seat belts or are not in car seats?		
Yes	62,966,355	32 (2.34)
No	135,768,212	68 (2.34)
Subtotal Valid Responses	198,734,567	100
Don't Know	1,560,499	
Total	200,295,066	
M33. In the past 30 days, have you seen or heard any messages that encourage people to wear their seat belts? This could be public service announcements on TV, messages on the radio, signs on the road, news stories, or something else.		
Yes	158,669,791	79 (2.49)
No	41,400,350	21 (2.49)
Subtotal Valid Responses	200,070,141	100
Don't Know	224,925	
Total	200,295,066	
M34. Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:		
OMM34AA Asked First	100,286,716	50 (2.40)
OMM34BA Asked First	100,008,350	50 (2.40)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
M34. Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:		
OMM34BA Asked First	100,008,350	50 (2.40)
OMM34AA Asked First	100,286,716	50 (2.40)

Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
M34. Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:		
a. It is important for police to enforce the seat belt laws		
Strongly Agree	131,610,239	66 (1.88)
Somewhat Agree	47,584,616	24 (1.12)
Somewhat Disagree	10,835,240	5 (1.10)
Strongly Disagree	9,134,828	5 (0.72)
Subtotal Valid Responses	199,164,923	100
Don't Know	1,060,000	
Refused	70,143	
Total	200,295,066	
M34. Please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements:		
b. Police in my community are writing more seat belt tickets now than they were a few months ago		
Strongly Agree	131,415,652	66 (1.83)
Somewhat Agree	47,559,774	24 (1.09)
Somewhat Disagree	10,835,240	5 (1.10)
Strongly Disagree	9,134,828	5 (0.72)
Subtotal Valid Responses	198,945,494	100
Don't Know	1,279,429	
Refused	70,143	
Total	200,295,066	
M13. Have you received information regarding how to safely cross railroad crossings from any of the following sources?		
1. During driver safety class		
Yes	59,394,024	31 (0.32)
No	132,170,780	69 (0.32)
Subtotal Valid Responses	191,564,804	100
Don't Know	6,307,368	
Refused	2,422,894	
Total	200,295,066	
M13. Have you received information regarding how to safely cross railroad crossings from any of the following sources?		
2. In written materials		
Yes	32,502,391	17 (0.58)

No	159,062,413	83 (0.58)
Subtotal Valid Responses	191,564,804	100
Don't Know	6,307,368	
Refused	2,422,894	
Total	200,295,066	
M13. Have you received information regarding how to safely cross railroad crossings from any of the following sources?		
3. Informally from family and friends		
Yes	27,229,012	14 (1.32)
No	164,335,792	86 (1.32)
Subtotal Valid Responses	191,564,804	100
Don't Know	6,307,368	
Refused	2,422,894	
Total	200,295,066	
M13. Have you received information regarding how to safely cross railroad crossings from any of the following sources?		
4. From public service announcements or safety campaigns in television, radio, or magazine ads		
Yes	73,009,846	38 (2.49)
No	118,554,957	62 (2.49)
Subtotal Valid Responses	191,564,804	100
Don't Know	6,307,368	
Refused	2,422,894	
Total	200,295,066	
B3. Do you currently have a disability or health problem that makes it difficult for you to travel outside the home?		
Yes	14,904,023	7 (1.03)
No	185,027,896	93 (1.03)
Subtotal Valid Responses	199,931,920	100
Don't Know	152,417	
Refused	210,729	
Total	200,295,066	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
1. By car as a driver		
Yes	9,037,483	61 (3.68)
No	5,767,071	39 (3.68)
Subtotal Valid Responses	14,804,553	100

Don't Know	99,470	
Appropriate Skip	185,391,043	
Total	200,295,066	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
2. By car as a passenger		
Yes	2,097,196	14 (3.70)
No	12,707,358	86 (3.70)
Subtotal Valid Responses	14,804,553	100
Don't Know	99,470	
Appropriate Skip	185,391,043	
Total	200,295,066	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
3. By public transportation		
Yes	5,624,114	38 (4.29)
No	9,180,439	62 (4.29)
Subtotal Valid Responses	14,804,553	100
Don't Know	99,470	
Appropriate Skip	185,391,043	
Total	200,295,066	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
4. By bicycle		
Yes	7,898,388	53 (5.33)
No	6,906,166	47 (5.33)
Subtotal Valid Responses	14,804,553	100
Don't Know	99,470	
Appropriate Skip	185,391,043	
Total	200,295,066	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
5. By walking		
Yes	8,701,753	59 (7.85)
No	6,102,800	41 (7.85)
Subtotal Valid Responses	14,804,553	100
Don't Know	99,470	
Appropriate Skip	185,391,043	

Total	200,295,066	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
6. By airplane		
Yes	5,072,202	34 (3.54)
No	9,732,351	66 (3.54)
Subtotal Valid Responses	14,804,553	100
Don't Know	99,470	
Appropriate Skip	185,391,043	
Total	200,295,066	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
7. By other		
Yes	2,030,622	14 (1.39)
No	12,773,931	86 (1.39)
Subtotal Valid Responses	14,804,553	100
Don't Know	99,470	
Appropriate Skip	185,391,043	
Total	200,295,066	
D2. Are you a licensed commercial transportation operator?		
Yes	23,916,343	12 (1.31)
No	176,284,388	88 (1.31)
Subtotal Valid Responses	200,200,731	100
Refused	94,335	
Total	200,295,066	
D3. Do you own or operate a business from your home?		
Yes	18,594,596	9 (1.09)
No	181,606,136	91 (1.09)
Subtotal Valid Responses	200,200,731	100
Refused	94,335	
Total	200,295,066	
D4. Please stop me when I reach the category that best describes your age.		
18 - 24	25,571,490	13 (1.81)
25 - 34	35,972,762	18 (1.08)
35 - 44	44,079,881	22 (1.61)
45 - 54	36,971,233	19 (1.69)
55 - 64	23,760,800	12 (1.10)

65 or Older	32,901,361	17 (1.20)
Subtotal Valid Responses	199,257,527	100
Refused	1,037,539	
Total	200,295,066	
D5. Are you male or female?		
Male	95,407,022	48 (1.02)
Female	104,888,044	52 (1.02)
Subtotal Valid Responses	200,295,066	100
Total	200,295,066	
D6. What is the last grade of school you completed?		
Less than High School	21,045,786	11 (1.01)
High School Graduate/GED	81,126,234	41 (3.55)
Some College	38,701,275	19 (1.34)
Community College Graduate (AA: Associate of Arts Degree)	10,433,165	5 (0.49)
College Graduate (BA or BS: Bachelor of Arts or Sciences Degree)	26,428,443	13 (1.04)
Post-Graduate Degree (Masters, Ph.D., Lawyer, Medical Doctor)	17,791,097	9 (1.29)
Technical School/Professional Business School	3,661,285	2 (0.48)
Subtotal Valid Responses	199,187,284	100
Don't Know	283,005	
Refused	824,778	
Total	200,295,066	
D7. Are you of Hispanic origin?		
Yes	14,879,546	7 (1.53)
No, Not Spanish/Hispanic/Latino	183,958,069	93 (1.53)
Subtotal Valid Responses	198,837,615	100
Don't Know	440,036	
Refused	1,017,415	
Total	200,295,066	
D8. What is your race?		
1. White		
Yes	157,047,264	80 (2.51)
No	38,696,462	20 (2.51)
Subtotal Valid Responses	195,743,726	100
Refused	4,551,340	

Total	200,295,066	
D8. What is your race?		
2. Black or African-American		
Yes	19,015,345	10 (2.47)
No	176,728,380	90 (2.47)
Subtotal Valid Responses	195,743,726	100
Refused	4,551,340	
Total	200,295,066	
D8. What is your race?		
3. American Indian or Alaska Native		
Yes	3,226,636	2 (0.54)
No	192,517,090	98 (0.54)
Subtotal Valid Responses	195,743,726	100
Refused	4,551,340	
Total	200,295,066	
D8. What is your race?		
4. Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)		
Yes	4,779,762	2 (0.71)
No	190,963,963	98 (0.71)
Subtotal Valid Responses	195,743,726	100
Refused	4,551,340	
Total	200,295,066	
D8. What is your race?		
5. Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian, or Chamorro)		
Yes	1,145,399	1 (0.26)
No	194,598,327	99 (0.26)
Subtotal Valid Responses	195,743,726	100
Refused	4,551,340	
Total	200,295,066	
D8. What is your race?		
6. Other Race		
Yes	13,450,765	7 (1.77)
No	182,292,961	93 (1.77)
Subtotal Valid Responses	195,743,726	100
Refused	4,551,340	
Total	200,295,066	
D9. Do you have any other telephone lines in your house that someone would answer? This		

does not include dedicated computer or fax lines or cellular phones.		
Yes	14,935,161	7 (0.11)
No	184,646,042	93 (0.11)
Subtotal Valid Responses	199,581,202	100
Refused	713,864	
Total	200,295,066	
D9a. How many other telephone lines are there?		
1	11,858,715	79 (2.44)
2	2,246,544	15 (1.43)
3	642,118	4 (1.76)
4	43,838	0 (0.28)
5 or More	143,945	1 (0.82)
Subtotal Valid Responses	14,935,161	100
Average (Arithmetic Mean)		1.3 (0.05)[a]
Appropriate Skip	185,359,905	
Total	200,295,066	
D9b. What is the primary use of this (these) phone lines?		
Home Use Only	10,645,032	71 (2.88)
Business and Home Use	2,665,844	18 (2.05)
Business Use Only	1,624,285	11 (1.92)
Subtotal Valid Responses	14,935,161	100
Appropriate Skip	185,359,905	
Total	200,295,066	
D12. How many people 18 years and older live in your household?		
1	39,227,015	20 (1.17)
2	107,448,115	54 (3.44)
3	36,563,585	18 (1.48)
4	13,421,152	7 (1.17)
5 or More	1,853,072	1 (0.55)
Subtotal Valid Responses	198,512,939	100
Average (Arithmetic Mean)		2.2 (0.05)[a]
Don't Know	152,417	
Refused	1,629,710	
Total	200,295,066	
D8RACE.		
Non-Hispanic White	156,427,940	85 (2.39)
Non-Hispanic Black	18,962,919	10 (2.49)

Non-Hispanic Indian	2,843,842	2 (0.54)
Non-Hispanic Asian	4,664,512	3 (0.76)
Non-Hispanic Pacific Island	865,566	0 (0.27)
Subtotal Valid Responses	183,764,779	100
Total	183,764,779	

[a] The values presented are the mean and its associated standard error, rather than the percent that is presented in the majority of the cells.