Household Survey Results
August 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 Results
Specific Methodology
August 2000

Introduction

Data collection for August 2000 Omnibus Household Survey began on August 9, 2000, at 1:00 p.m. EST and continued until August 21, 2000. Approximately 70 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 914 completed cases and a total of 209 variables. Battelle collected the data under contract with the Bureau of Transportation Statistics.

For this survey, 16,000 telephone numbers (in replicates of approximately 500) were purchased from Marketing Systems Group's (Ft. Washington, PA) GENESYS Sampling System. Of these, 9,990 were identified as working, residential telephone numbers that were 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 16 percent.

Table 1. Distribution of Household Cases by Disposition Code

Household Level	Results
Number of Telephone Numbers Released	9,990
Number of Pending Cases (Number not Dialed)	10
Number of Household Cases Worked	9,980
Number of Out of Scope Numbers (ineligible)	620
Number of No Contact (Scope Undetermined)	3,468
Number of Household In scope	5,892
Number of Complete Household Interview	914
Number of Language Problem	182

Number of Refusal	2,488
Number of Parental Refusal	7
Number of Unavailable During Study Period	2,301
Household Response Rate	10.1%

Follow-up efforts were limited to six 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 16. 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.

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 August 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 20 minutes.

Pre-Contact Letter

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

INTRODUCTION

The Bureau of Transportation Statistics – the federal statistical agency for the Department of Transportation charged with improving the knowledge base for public decisionmaking – 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 and 1,000 business establishments to determine the general public's satisfaction with the nation's transportation system and to prioritize improvements to the transportation system. In addition, targeted surveys aimed at obtaining information about a specific topic or from a particular group of transportation system users are planned. The first of these specialized surveys targets air travelers to obtain their opinions about travel delays and the impact of these delays on their lives.

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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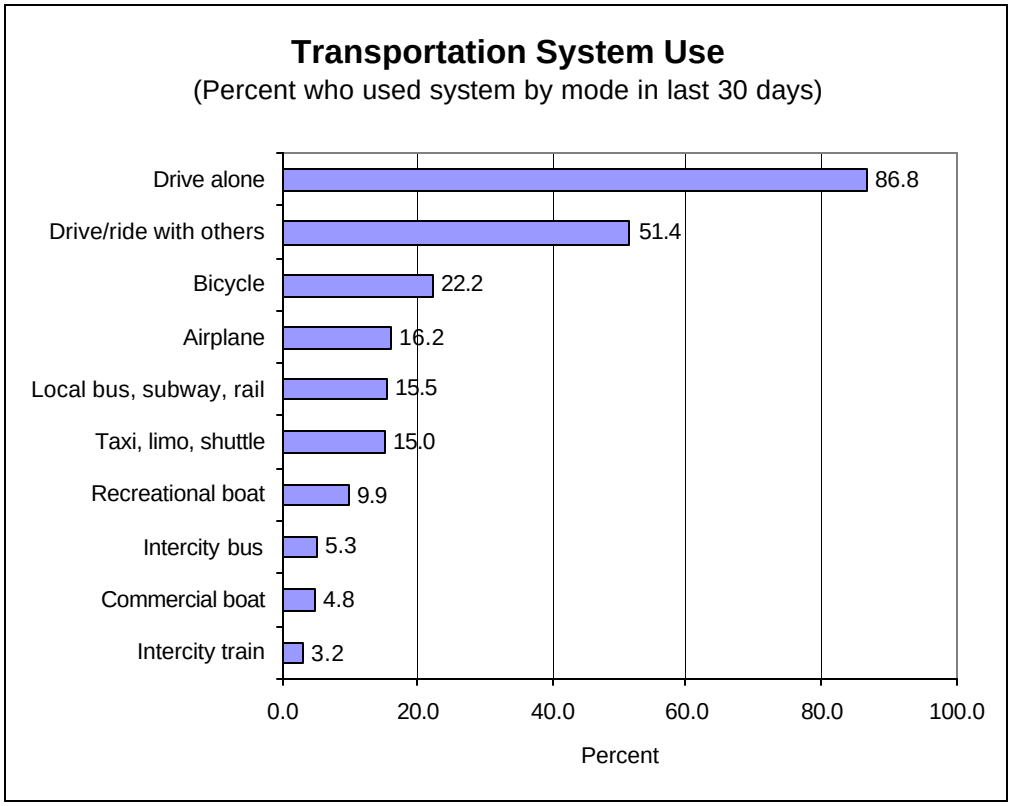
MAJOR FINDINGS

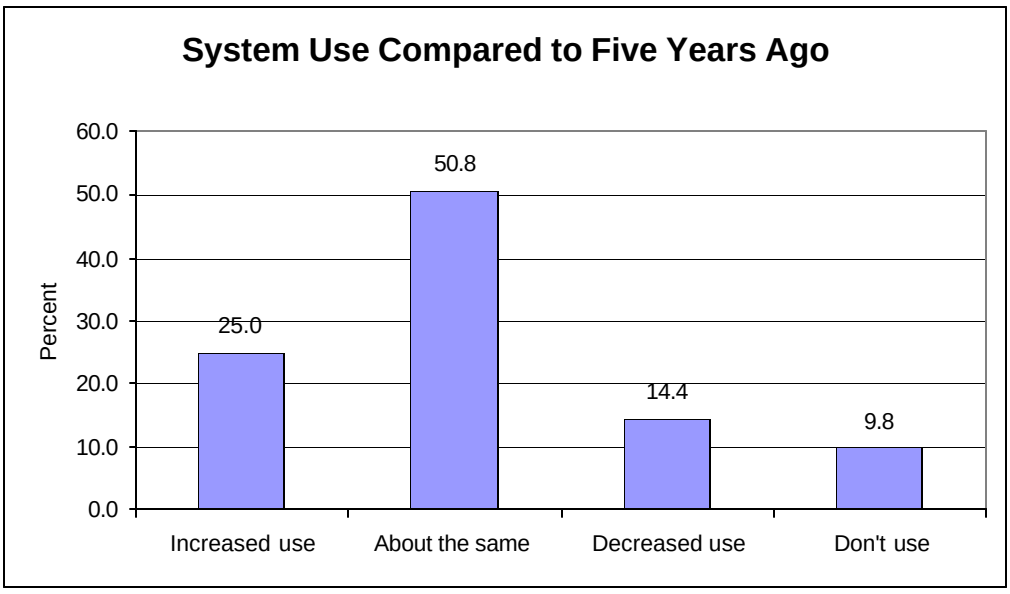
This section of the August Omnibus Survey report identifies the major findings of the survey including information about transportation system use, public opinions about characteristics of the transportation system, public impressions of transportation safety, and DOT customer satisfaction. Each month this report will contain a set of core questions about transportation system use and about levels of satisfaction with DOT. Subsequent issues of this report will show monthly trends. In addition to on-going monthly questions, each monthly report will highlight responses to questions about one of DOT's strategic goals. This month's report highlights *safety*. And, finally, this report includes responses to questions posed by the various operating administrations in the Department such as rail grade crossings, travel by persons with disabilities, cell phone usage, truck safety, and others.

- Nearly nine of every ten American adults drove alone at least once in the last 30 days–as expected, private vehicles are the most frequent use of the transportation system. However, bicycles were used by one in five Americans–more than the number who flew or who took transit.
- Accidents are the greatest transportation-related concern of the American public, followed by the cost of transportation. However, even though accidents are the number one concern, most Americans are satisfied with their own safety when using the transportation system.
- More than 21 million Americans contacted DOT in the past year to request a product or service, and two-thirds are satisfied with DOT.
- Other drivers and being in an accident are the greatest safety concerns of the American public. Breaking down is another worry, and a small proportion are worried about faulty tires.
- Nearly nine of every ten American adults said they fastened their seatbelt the last time they traveled in a car.
- One of every 15 adults reported being in an accident in the past three months, costing an average of $4,000 in medical bills and $3,700 in vehicle repairs.
- Of the 99 million cell phone users, nearly 90 percent have observed a close call that they think was the result of cell phone use. About 2.8 million American adults have personally experienced a crash while using a cell phone.
- 88 percent of the American public said they would use an overall safety rating for making future vehicle purchases if DOT were to develop such a rating for motor vehicles.

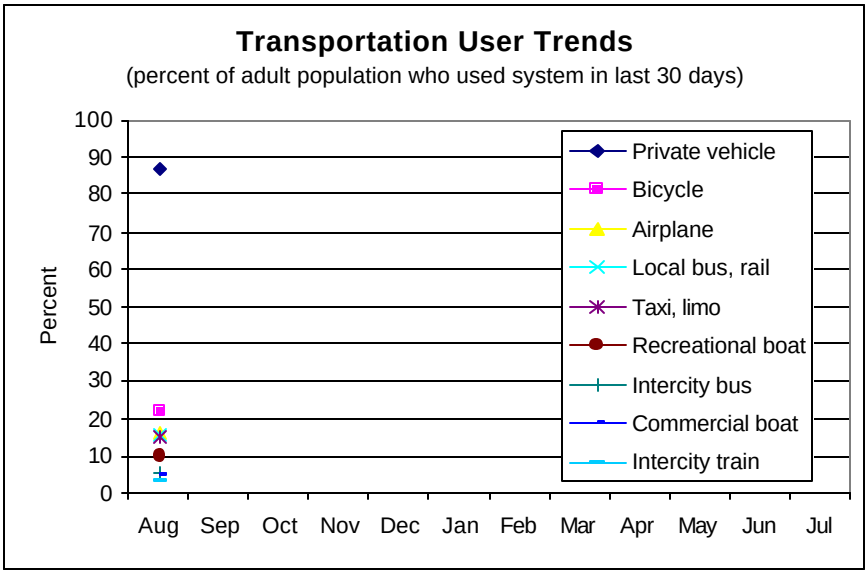
TRANSPORTATION SYSTEM USE

Respondents were asked whether and how frequently all modes of transportation were used in the past 30 days. Nearly nine out of ten respondents drove alone in the last 30 days, the most frequent system use. Just over half said they use the transportation system about the same compared with five years ago, but one-fourth of the respondents said they use the system more today than five years ago.





Nearly nine of ten (86.8 percent) American adults drove in a privately owned vehicle at least once in the last 30 days – a total of 180 million people on our nation's roads. Forty-six million adults rode a bike at least once, and almost 34 million adults flew at least once in the past month. Over time the Omnibus Survey will show seasonal and annual trends in transportation system use. The figure at the bottom of this page will illustrate these trends as the survey is completed each month.

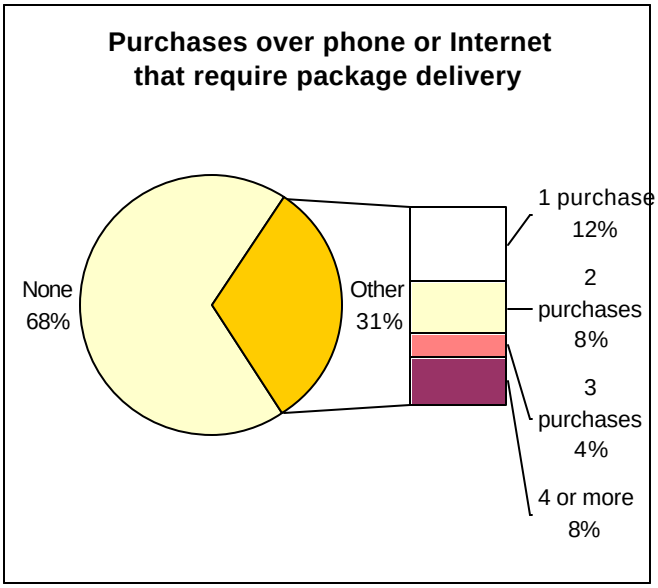


Frequency of Transportation Use in Last 30 Days

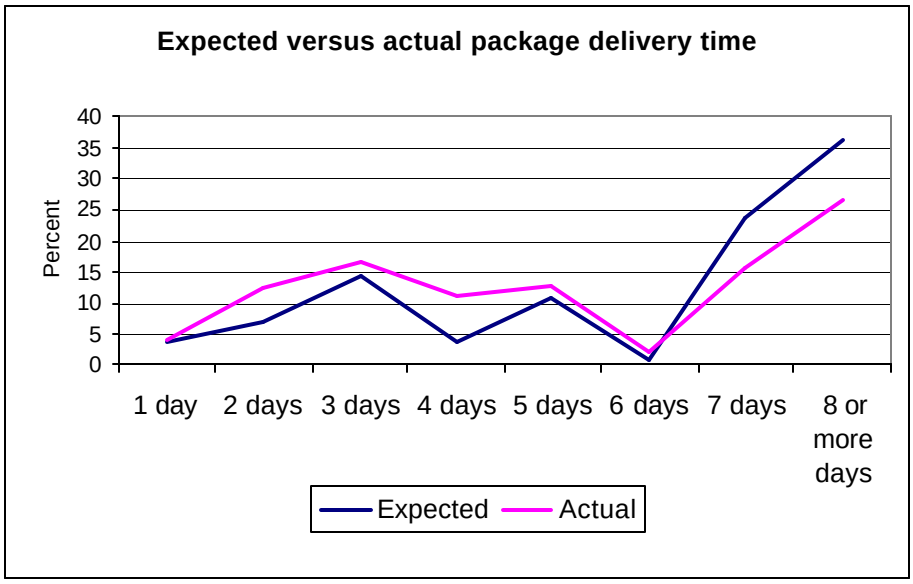
Mode of transportation	Total number (millions)	Percent who used mode in last 30 days by number of times used			
		1 or 2 times	3 to 5 times	6 to 10 times	More than 10 times
Drive alone in private	180.1	5.1	5.0	4.8	85.1
Drive or ride with	106.6	12.2	21.1	19.4	47.2
Bicycle	46.0	28.3	25.5	14.6	31.5
Airplane	33.6	69.8	17.5	6.2	6.5
Local bus, subway	32.1	36.6	21.2	9.0	33.2
Taxi, limo or shuttle	31.1	65.2	15.0	11.2	8.6
Recreational boat	20.5	58.2	32.1	2.9	6.8
Intercity bus	11.0	70.2	18.5	6.6	4.7
Commercial boat	9.9	75.0	15.8	-	9.2
Intercity train	6.6	77.8	13.2	-	8.9

TRANSPORTATION SYSTEM USE FOR PACKAGE DELIVERY

Internet and phone purchases that require delivery to homes have a major impact on transportation system use. Monitoring the flow of traffic on neighborhood streets and roads as a result of package delivery is important for the Department in order to assess the effects of congestion, delay, road conditions, and the like. Just under one-third (31.4 percent) of American adults made at least one purchase over the phone or Internet (in the last 30 days) that required delivery of a package. Among those who made purchases, the average number of purchases is 3.0 per person. About one in twelve people made four or more purchases in the last thirty days.



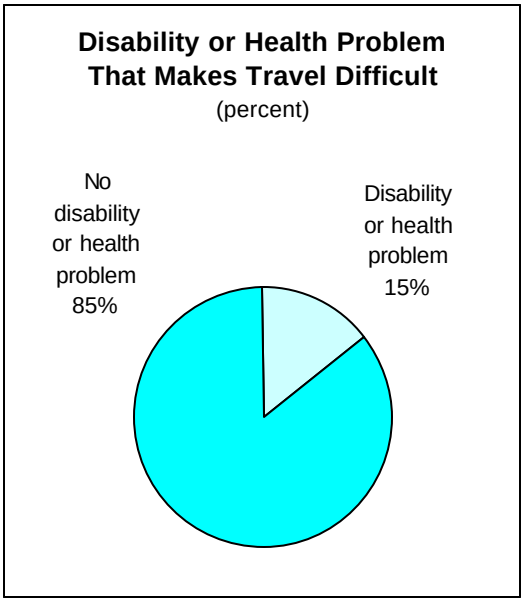
Phone and Internet purchases are highly correlated with home businesses – 48 percent of those who operate a business from home have made a phone or Internet purchase in the past 30 days, compared with 30 percent of those who do not operate a business from home. Some experts believe that home-based work, whether self-employed or working for others, will continue to increase. Monitoring these trends will help transportation planners assess their impact on our nation's transportation system.



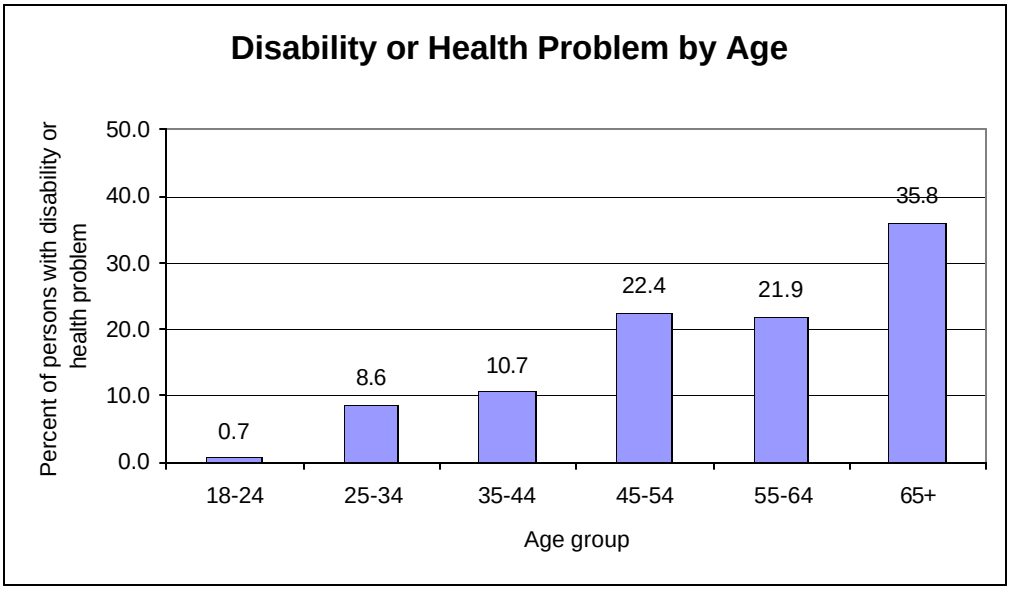
One measure of transportation system performance is the amount of time a package takes to be delivered. In general, packages are being delivered faster than expected, meaning that the transportation system is helping shippers to exceed customer expectations.

DISABILITY AND TRANSPORTATION USE

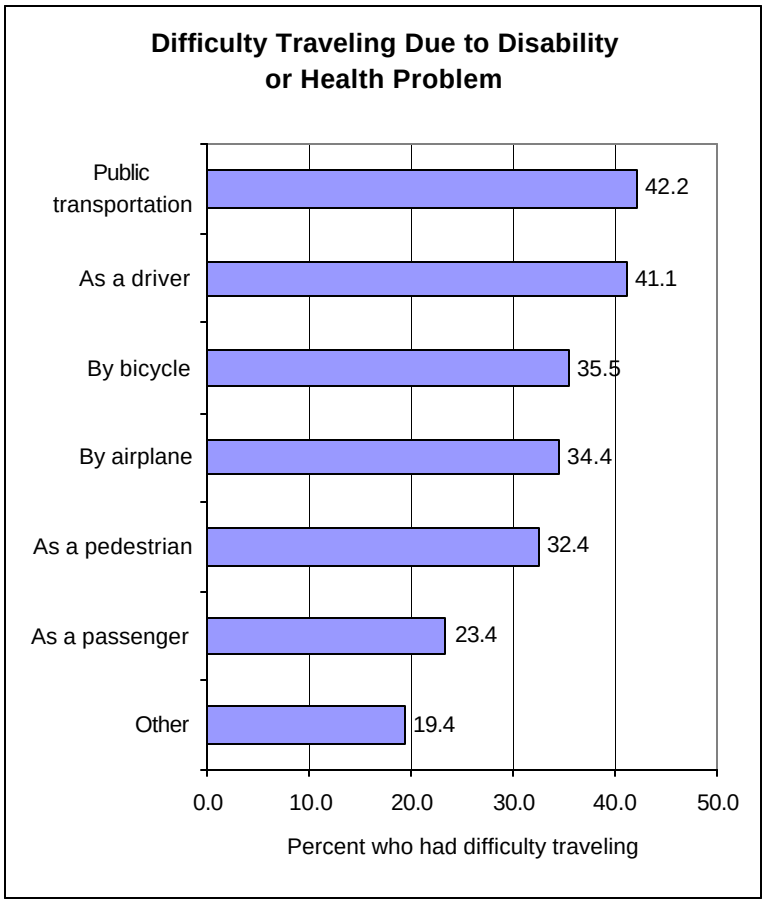
This survey found that about one in seven (22 million) American adults have some kind of disability or health problem that makes it difficult for them to travel outside their homes.



More than one-third of those with a disability or health problem were age 65 or older, compared with about ten percent each in the 25-34 and 35-44 age groups. As health problems increase with age, the growth in the number of people with disabilities can be expected to accelerate in the coming decades–resulting in larger and larger numbers of people who have difficulty traveling outside their homes.

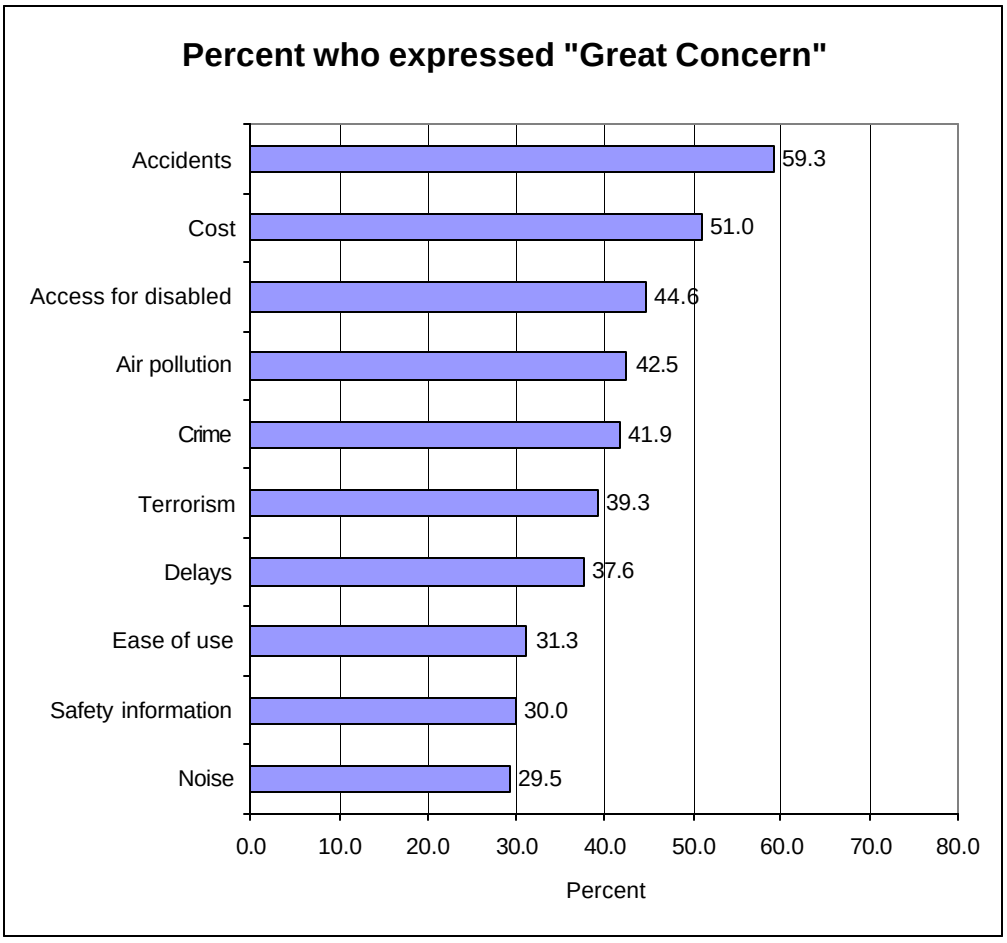


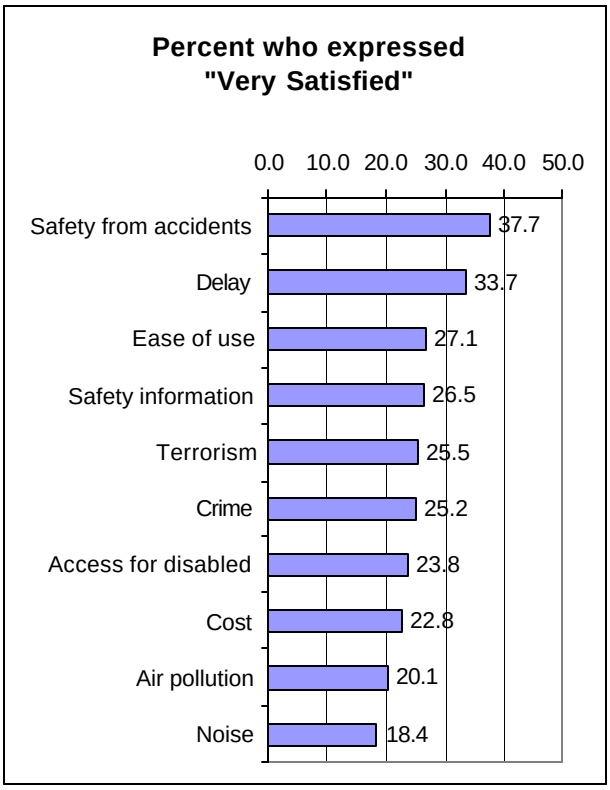
Transportation service barriers impede the full social and labor-force participation of people with disabilities or health problems. Access to public buildings, including bus and transit stations and airports, may be a problem for them. Some modes of transportation, such as intercity buses and some subway systems, remain almost totally inaccessible to those with limited mobility. Air travel can be partially accessible or completely inaccessible, depending on the type of plane and the presence or absence of a jet way. Among difficulties using public transportation cited by disabled persons, just over 40 percent said they had experienced problems with public transportation and as a driver of a private vehicle.



PUBLIC OPINION ABOUT TRANSPORTATION ISSUES

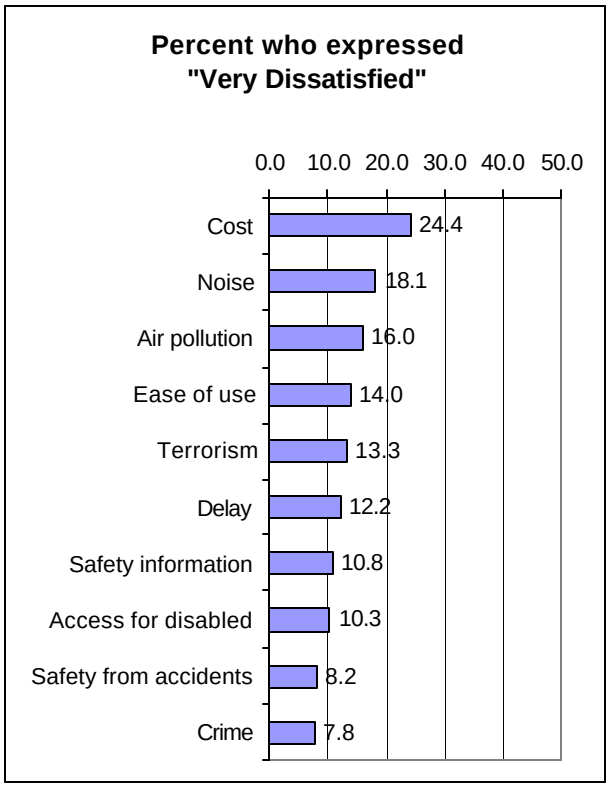
Survey respondents were asked to rate their level of concern about specific transportation issues on a scale of 1 to 5 with 1 being of no concern and 5 being of great concern. Nearly one in six (59 percent) of the respondents indicated they have 'great concern' about accidents. Other transportation issues of great concern to Americans are the cost of transportation and access to the system for the disabled.





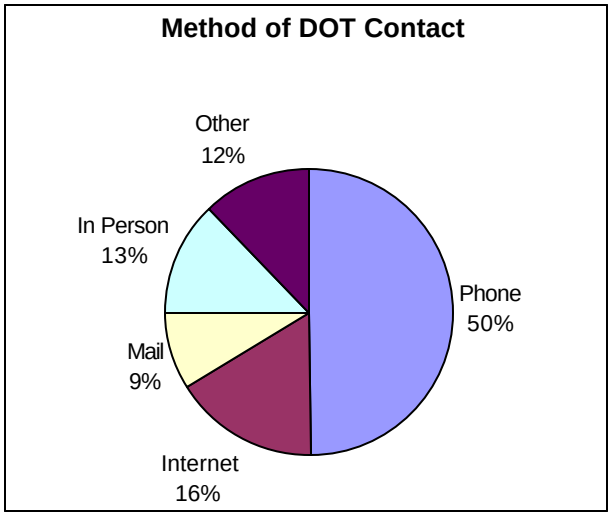
Americans also were asked to rate their level of satisfaction or dissatisfaction with ten transportation issues. The percentages indicating "Very Satisfied" as well as those indicating "Very Dissatisfied" are shown here. While there are not inordinately large proportions of highly dissatisfied customers, there is considerable opportunity for improving public satisfaction with various aspects of the transportation system.

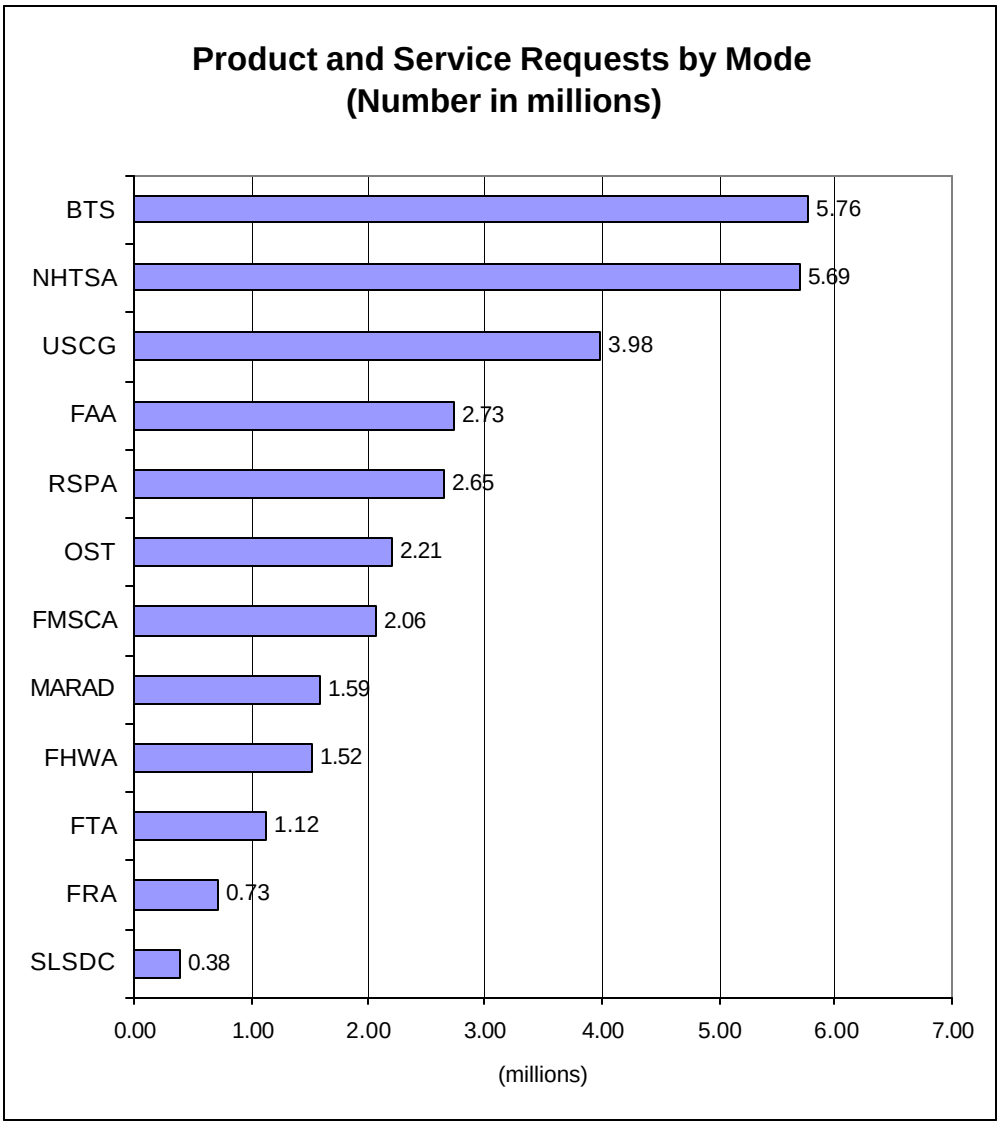
It is interesting to note that although safety is the number one concern held by American transportation users (as shown on the previous page), Americans feel satisfied that they are safe from having an accident–clearly this concern has been addressed to the public's greatest satisfaction.



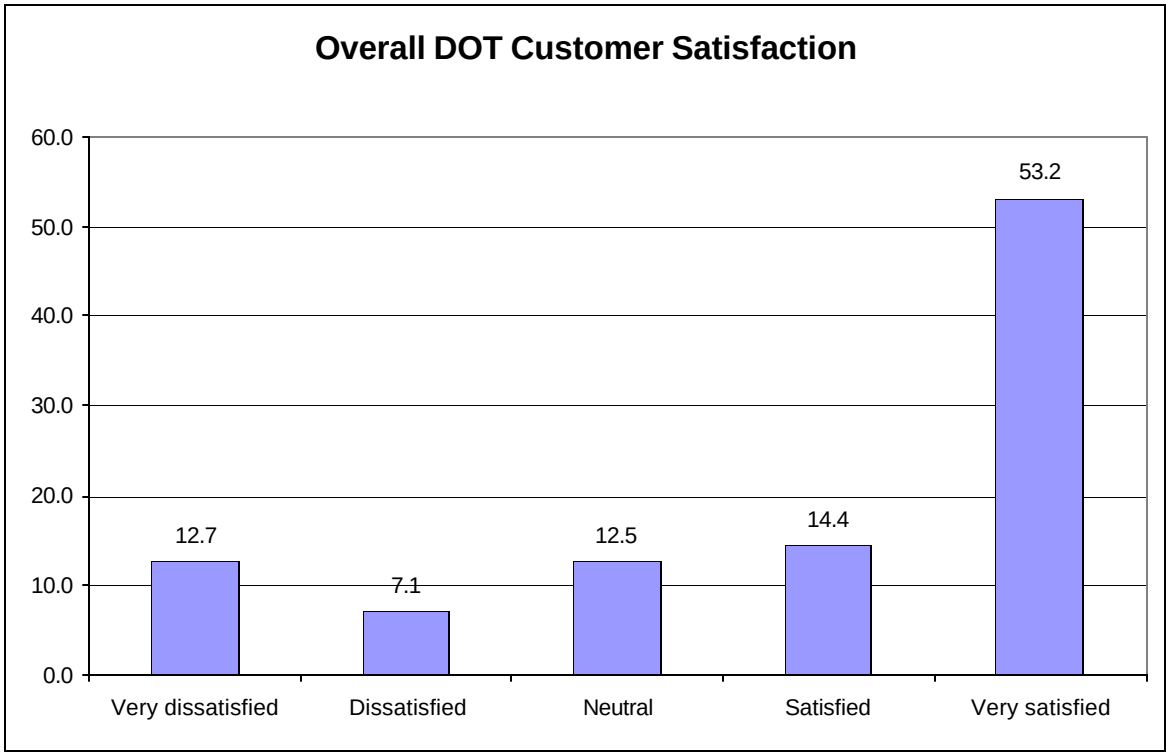
CUSTOMER SATISFACTION WITH DOT

Just over 21 million Americans requested a product or service from the Department of Transportation in the past year. About half contacted DOT by phone and nearly one in five contacted us via the Internet. The Bureau of Transportation Statistics (BTS) and the National Highway Traffic Safety Administration (NHTSA) were the two agencies contacted most frequently.





Overall, more than half those who contacted DOT in the past year were very satisfied with the level of service they received. However twenty percent were either dissatisfied or very dissatisfied indicating that DOT could work to improve levels of satisfaction with 4 million of the 21 million Americans who contacted DOT last year. DOT customers report the greatest satisfaction with the United States Coast Guard and least satisfaction with the Research and Special Programs Administration.

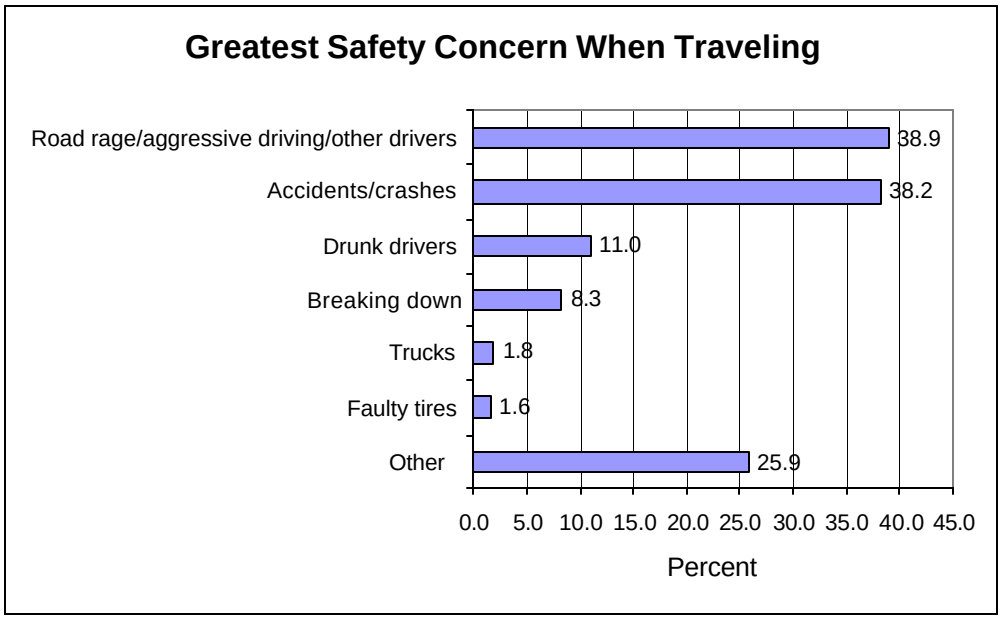


SAFETY

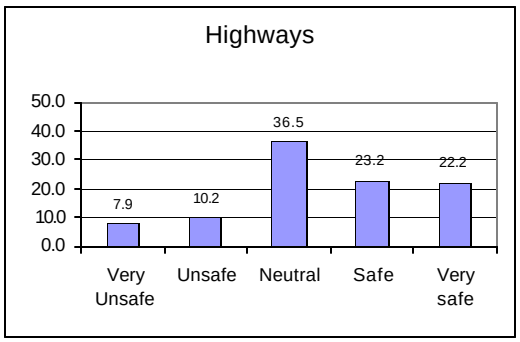
SAFETY CONCERNS

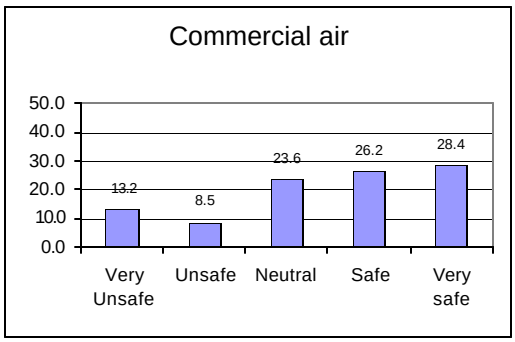
Each month the Omnibus Survey will focus on one of DOTs strategic goals. The August survey asked the American public about transportation-related safety issues and concerns. The public indicates that other drivers and fear of accidents or crashes are their greatest safety concerns when traveling. Fear of being stranded because of breakdowns is another concern. It is interesting to note that fear of trucks and faulty tires also were mentioned as safety concerns in the August survey. Future surveys will tell us whether tire safety is a growing concern of the American public.

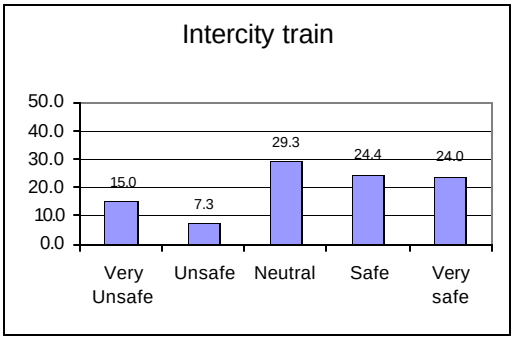
The public was asked to identify how safe they feel when using specific modes of transportation. The graphs on the next page show that more Americans feel safe or very safe on each mode of transportation than those who feel unsafe or very unsafe. Two exceptions are travel by bicycle and as a pedestrian. In these cases 59 percent and 44 percent (respectively) said they do not feel safe ("Very unsafe" plus "Unsafe").

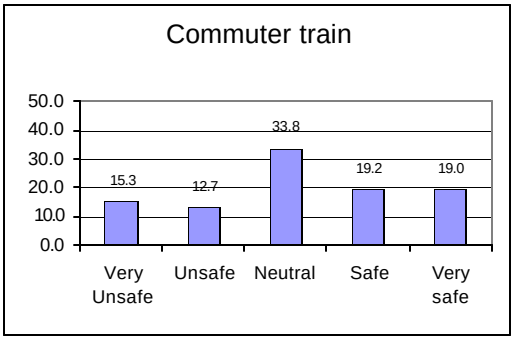


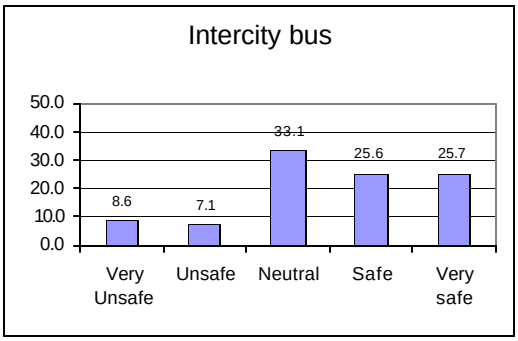
Note: Other includes concerns such as fatigue, road condition, racial profiling, cell phone use and other distractions.

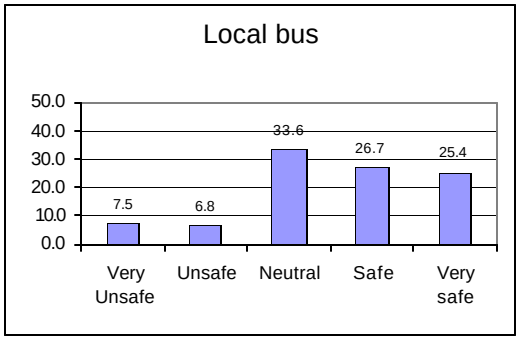

Highways
50.0
40.0
30.0
20.0
10.0
0.0
7.9
10.2
36.5
23.2
22.2
Very Unsafe
Unsafe
Neutral
Safe
Very safe

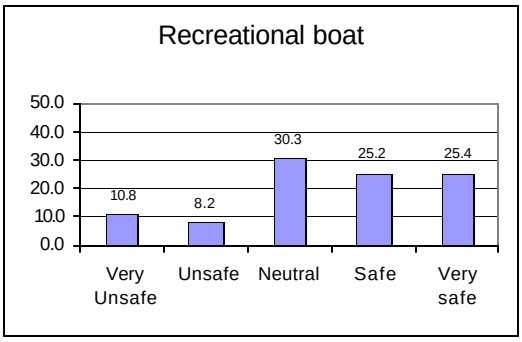

Commercial air
50.0
40.0
30.0
20.0
10.0
0.0
13.2
8.5
23.6
26.2
28.4
Very Unsafe
Unsafe
Neutral
Safe
Very safe

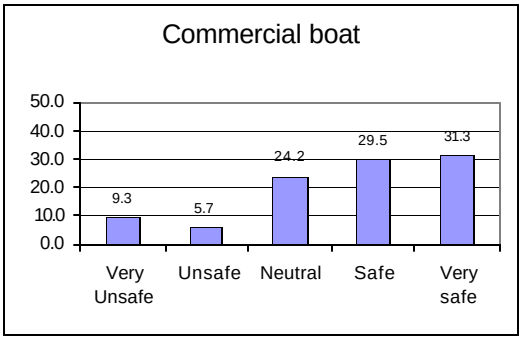

Intercity train
50.0
40.0
30.0
20.0
10.0
0.0
15.0
7.3
29.3
24.4
24.0
Very Unsafe
Unsafe
Neutral
Safe
Very safe

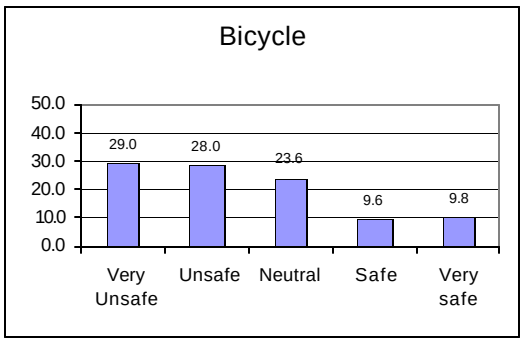

Commuter train
50.0
40.0
30.0
20.0
10.0
0.0
15.3
12.7
33.8
19.2
19.0
Very Unsafe
Unsafe
Neutral
Safe
Very safe

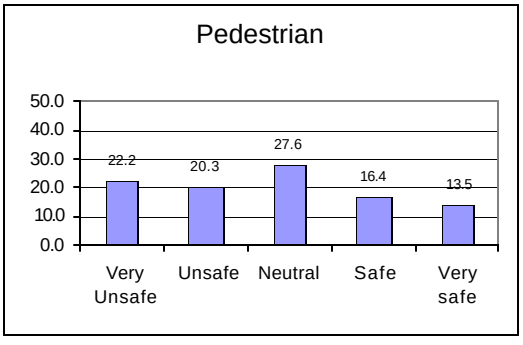

Intercity bus
50.0
40.0
30.0
20.0
10.0
0.0
8.6
7.1
33.1
25.6
25.7
Very Unsafe
Unsafe
Neutral
Safe
Very safe


Local bus
50.0
40.0
30.0
20.0
10.0
0.0
7.5
6.8
33.6
26.7
25.4
Very Unsafe
Unsafe
Neutral
Safe
Very safe


Recreational boat
50.0
40.0
30.0
20.0
10.0
0.0
10.8
8.2
30.3
25.2
25.4
Very Unsafe
Unsafe
Neutral
Safe
Very safe

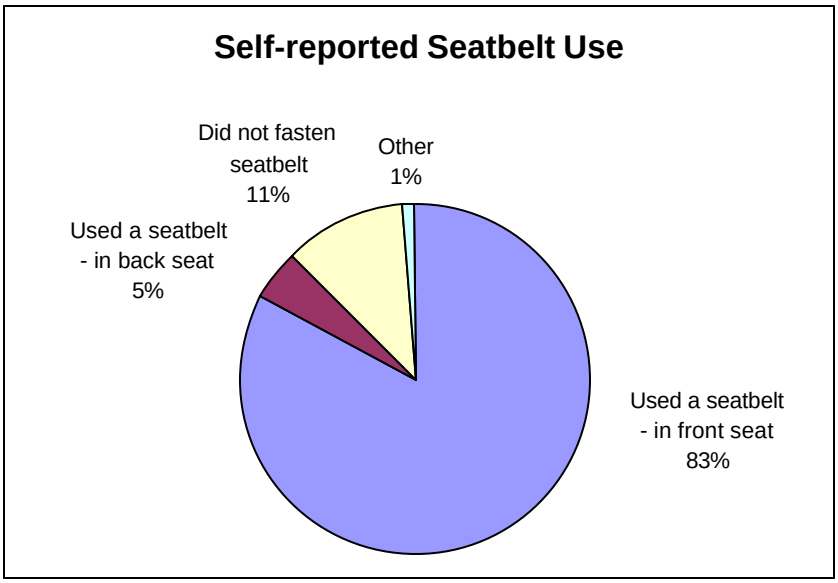

Commercial boat
50.0
40.0
30.0
20.0
10.0
0.0
9.3
5.7
24.2
29.5
31.3
Very Unsafe
Unsafe
Neutral
Safe
Very safe


Bicycle
50.0
40.0
30.0
20.0
10.0
0.0
29.0
28.0
23.6
9.6
9.8
Very Unsafe
Unsafe
Neutral
Safe
Very safe


Pedestrian
50.0
40.0
30.0
20.0
10.0
0.0
22.2
20.3
27.6
16.4
13.5
Very Unsafe
Unsafe
Neutral
Safe
Very safe

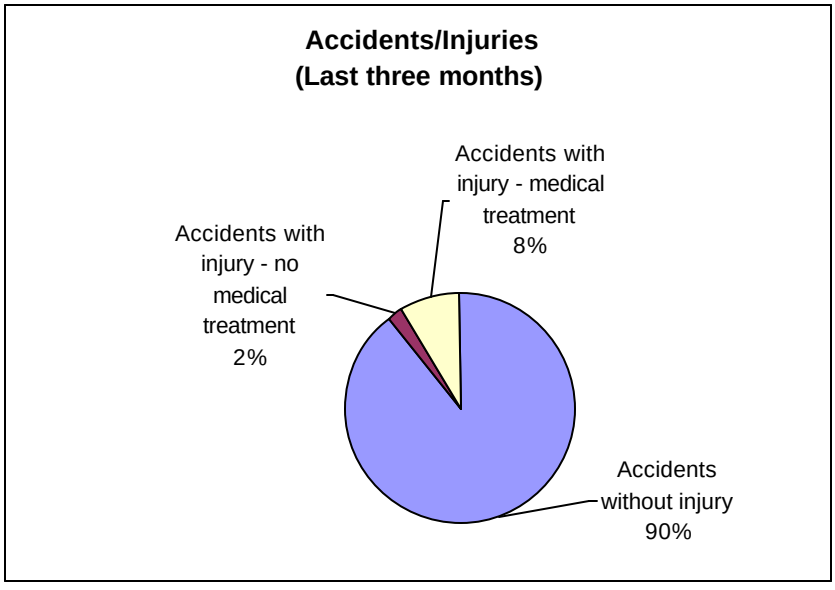
SEATBELT USE, ACCIDENTS AND INJURIES

Nearly nine of ten Americans said they fastened their seatbelt the last time they traveled in a private vehicle. This number is about 20 percentage points higher than NHTSA reports based on observed patterns of seatbelt usage (88 versus 68 percent). Of those who said they fastened their seatbelt, most were sitting in the front seat or driving rather than riding in the back seat.

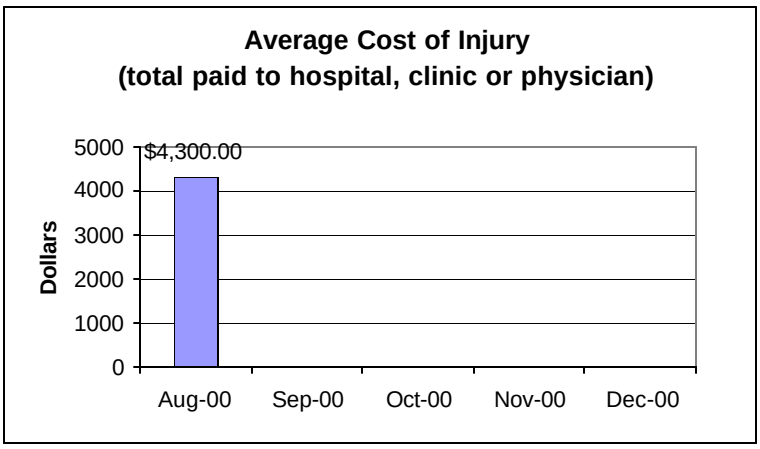


Approximately 13 million American adults–one of every fifteen-- has been in an accident in the past three months. Of those in accidents, three percent (roughly 430 thousand) were involved in more than one accident in the past three months.

Ninety percent of adults involved in an accident were uninjured, but eight percent of the accidents involved someone with an injury that required medical treatment–1.1 million people.

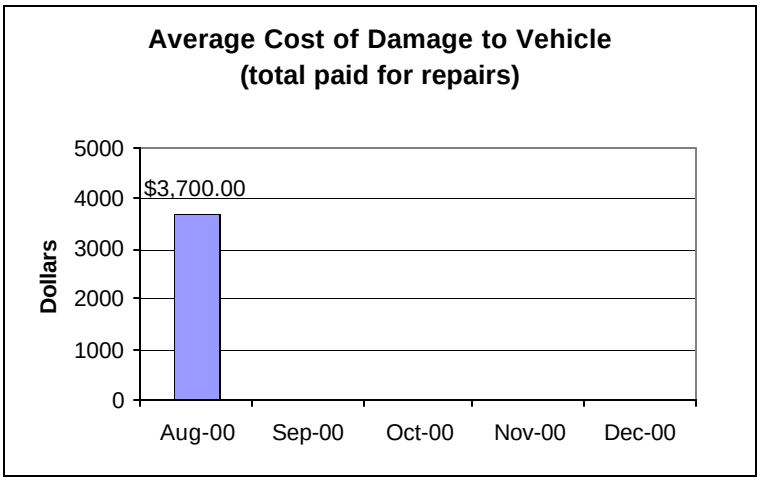


ACCIDENT COSTS



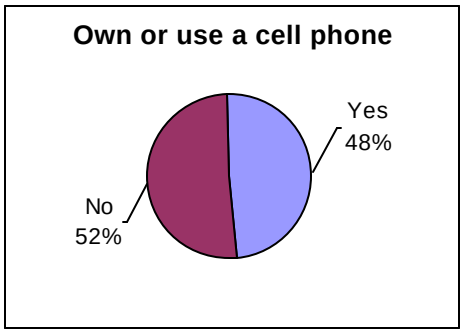
The average cost for treatment of injuries from accidents was $4,000. Future survey data will allow tracking of the costs of accidents and injuries over time.

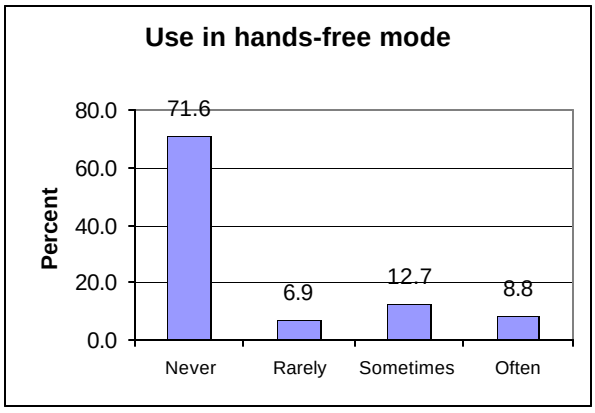
Nearly six of ten accidents involved damage to the vehicle at an average cost of $3,700 per accident to repair the vehicle.

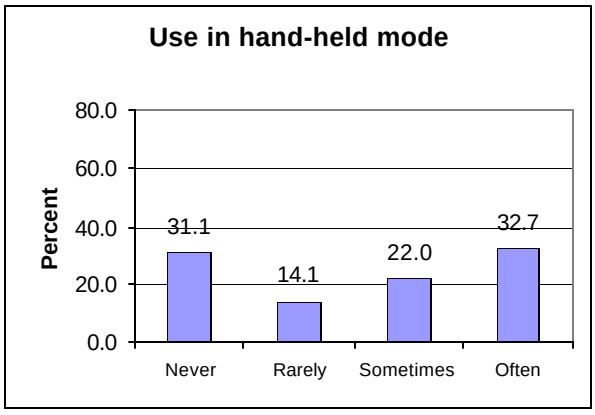


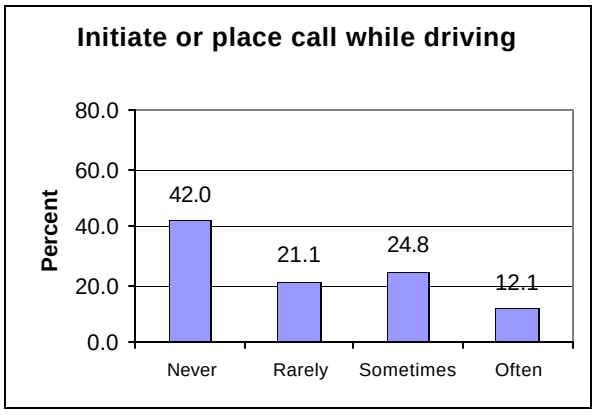
CELL PHONES AND ACCIDENTS

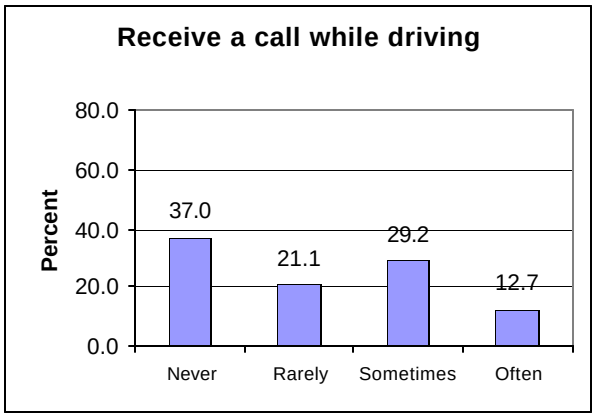
Cell phones are increasingly blamed for vehicle accidents in America. The public was asked about cell phone use in their cars. Just under half (48 percent) of the adult population indicated they own or use a cell phone. These people were then asked about how they use their cell phone while driving. About 20 percent of the cell phone users indicated they use a hands-free phone either sometimes or often, compared with 56 percent who said they use a hand-held phone.



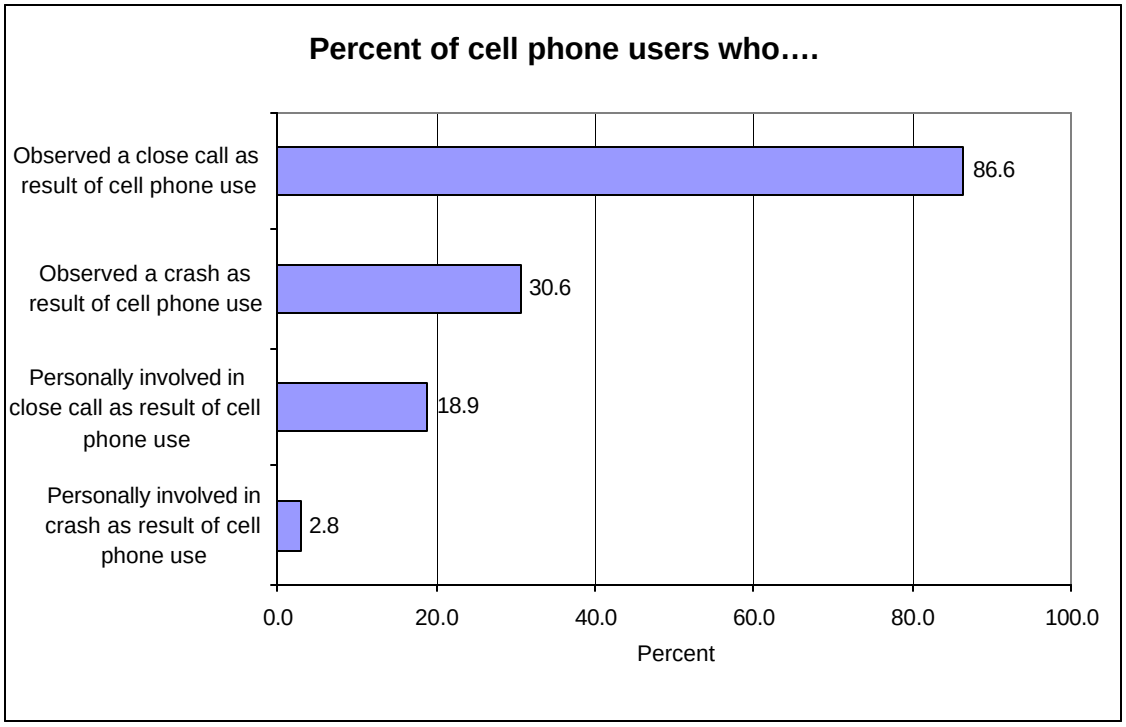




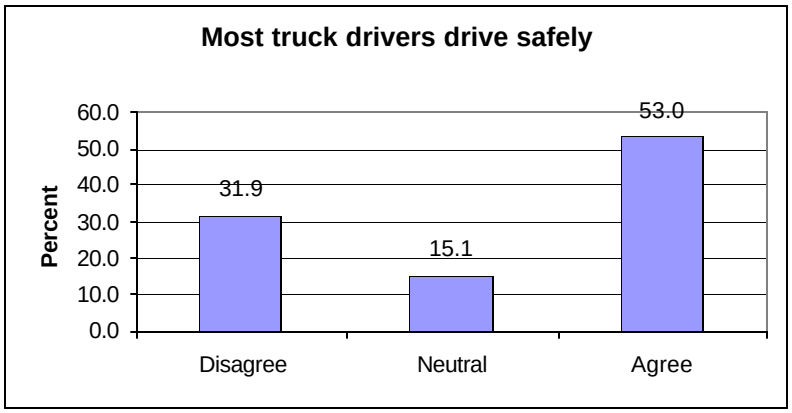




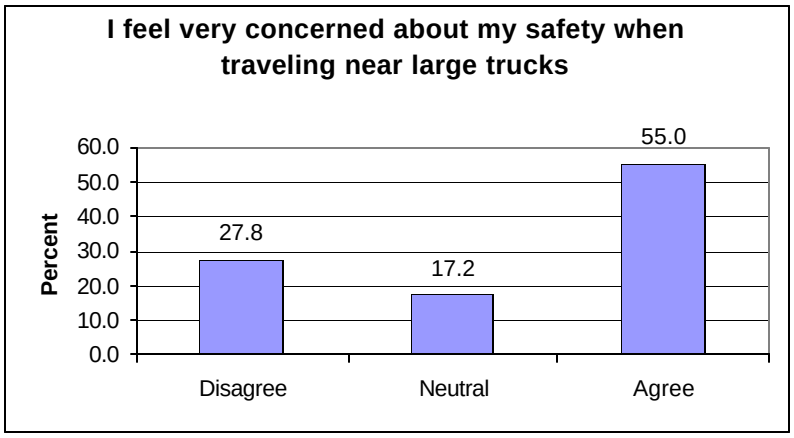
Of the 99 million Americans who use a cell phone while in a vehicle, nearly 90 percent have observed a close call that they think was the result of cell phone use. About one in three have observed a crash, and three percent–approximately 2.8 million people–have personally experienced a crash while using a cell phone.

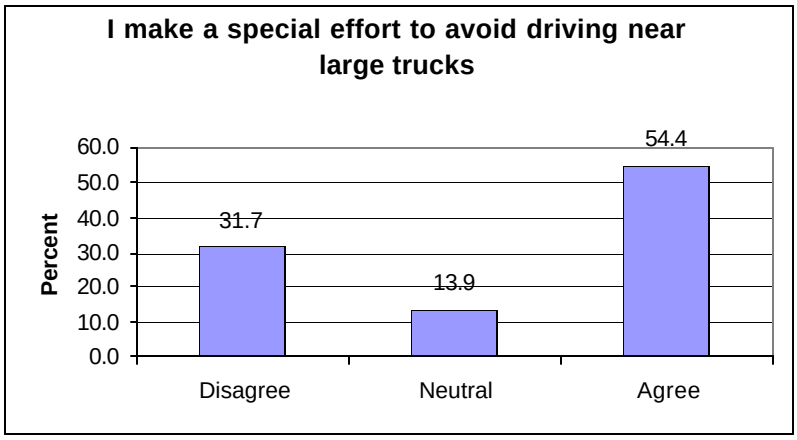


AMERICA'S PERCEPTIONS OF TRUCK SAFETY



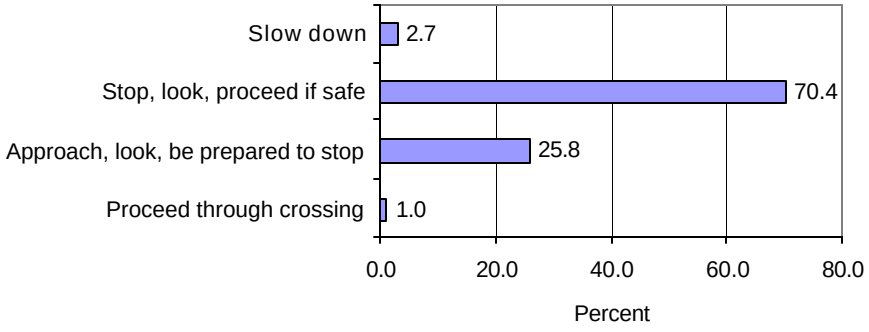
More than half of all Americans agree with the statement that most truck drivers drive safely. However, an even greater proportion (55 percent) feel very concerned about their own safety when traveling near large trucks. Over half of all drivers make a special effort to avoid driving near large trucks.





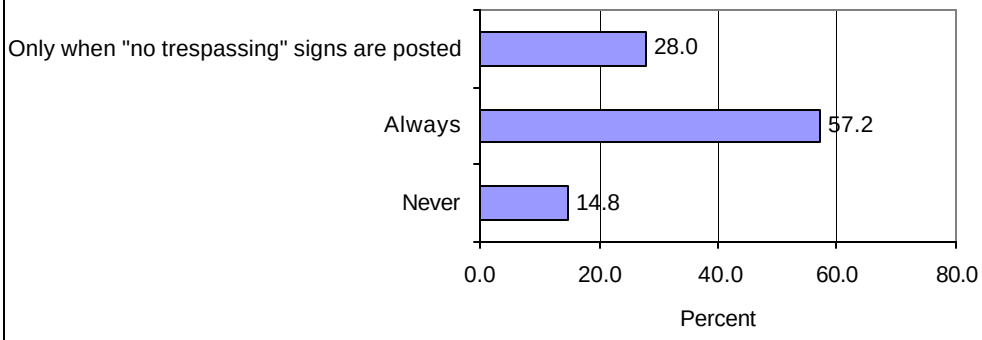
AMERICA'S UNDERSTANDING OF RAIL CROSSING SAFETY

What should a motorist do when approaching a railroad crossing that has no gates or lights?

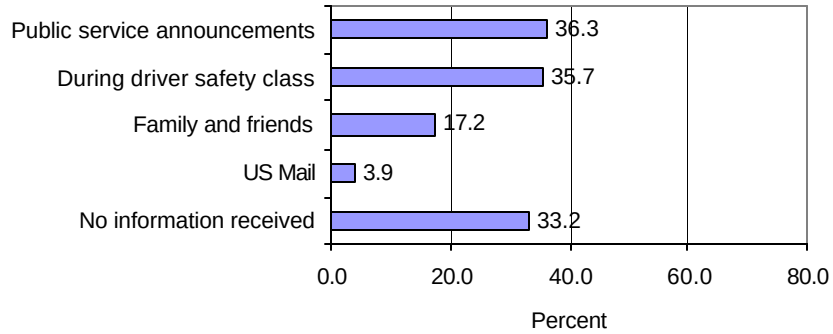


Every day, people attempt to beat a train to the railroad crossing–endangering their lives as well as those of the train crew and passengers. Currently about 70 percent of the American public knows that a motorist should "Stop, Look, and Listen" before proceeding across a railgrade crossing. This survey will provide a measure for DOT decision makers to assess the effectiveness of public safety campaigns.

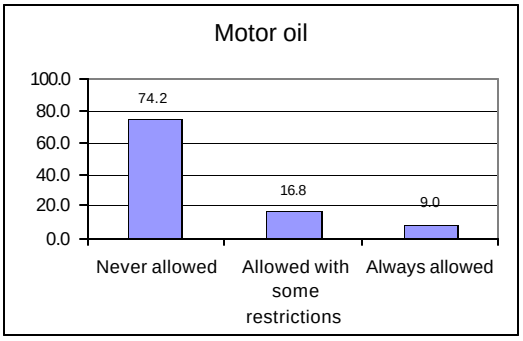
When is it considered trespassing if you are on railroad tracks other than at a posted crossing?

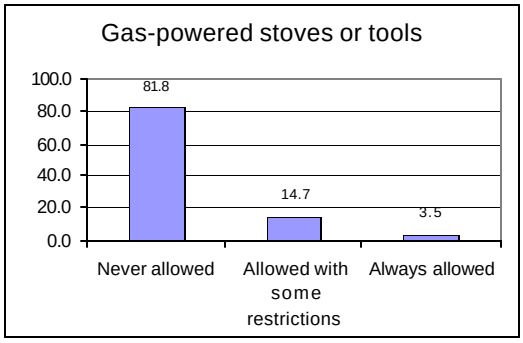


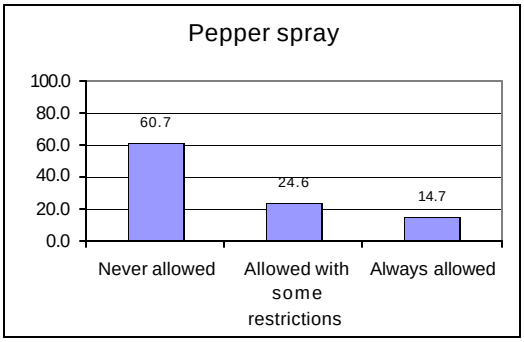
Have you received information regarding how to safely cross railroad crossings?

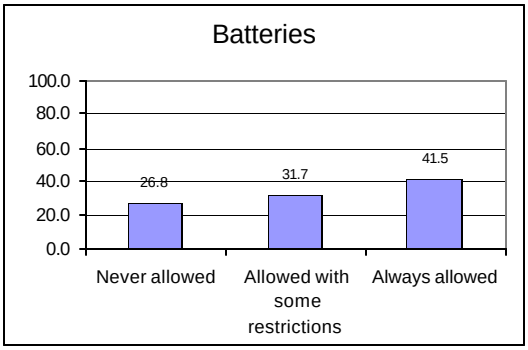


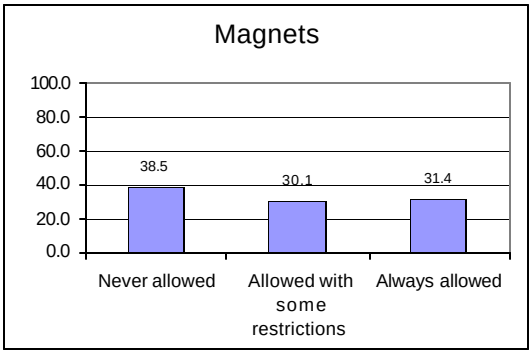
AMERICA'S UNDERSTANDING OF COMMERCIAL AIR REGULATIONS

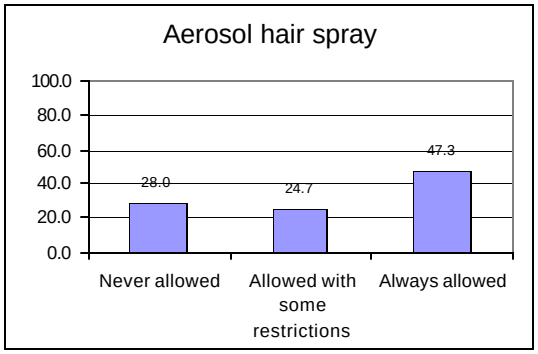


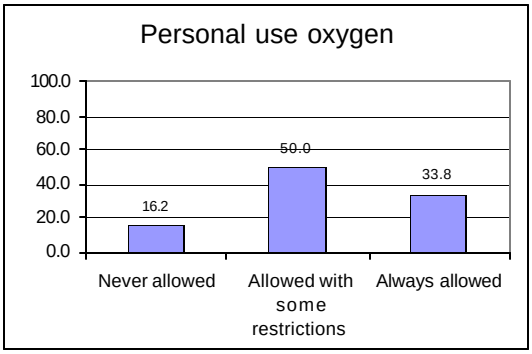


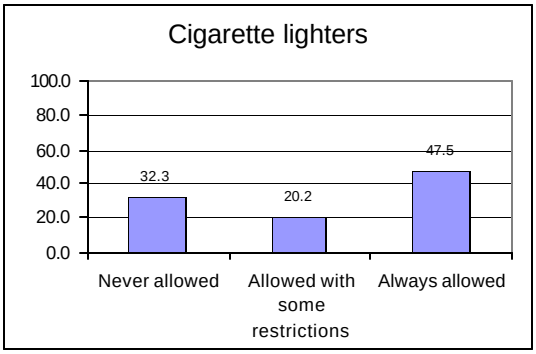


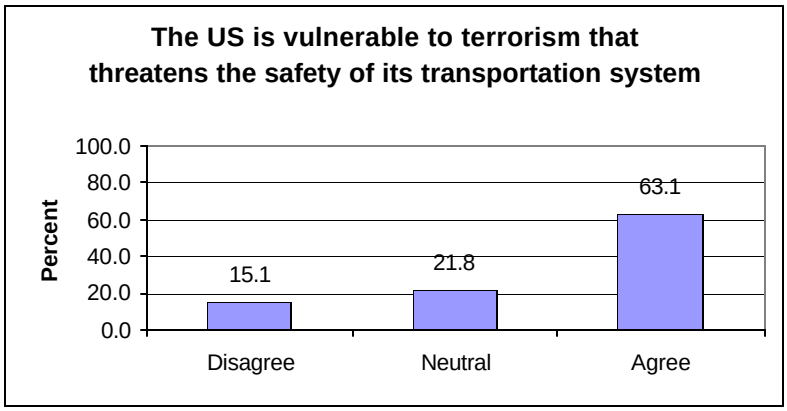


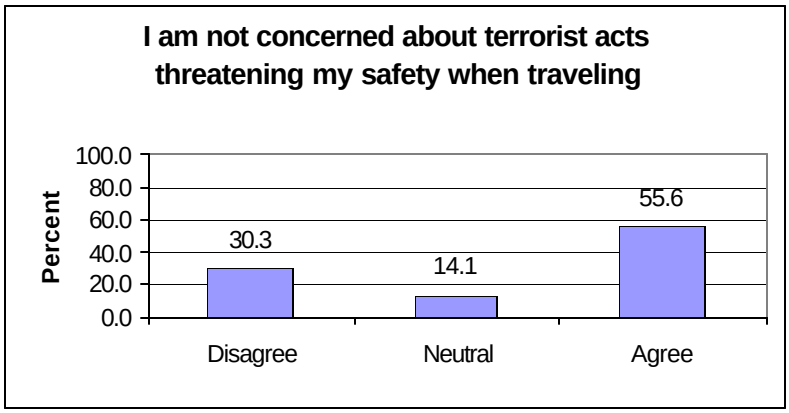


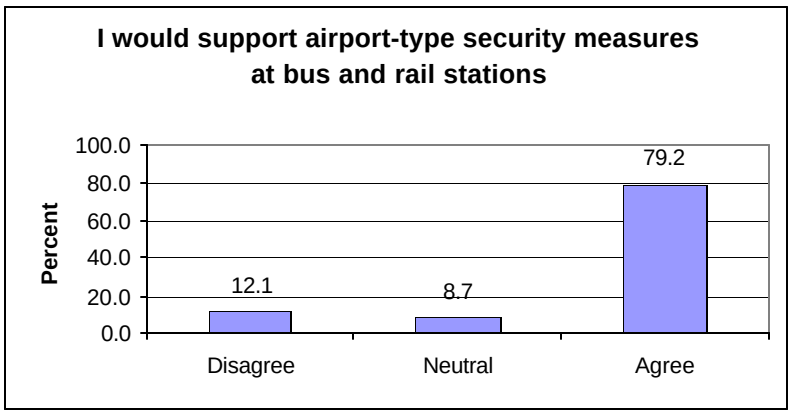










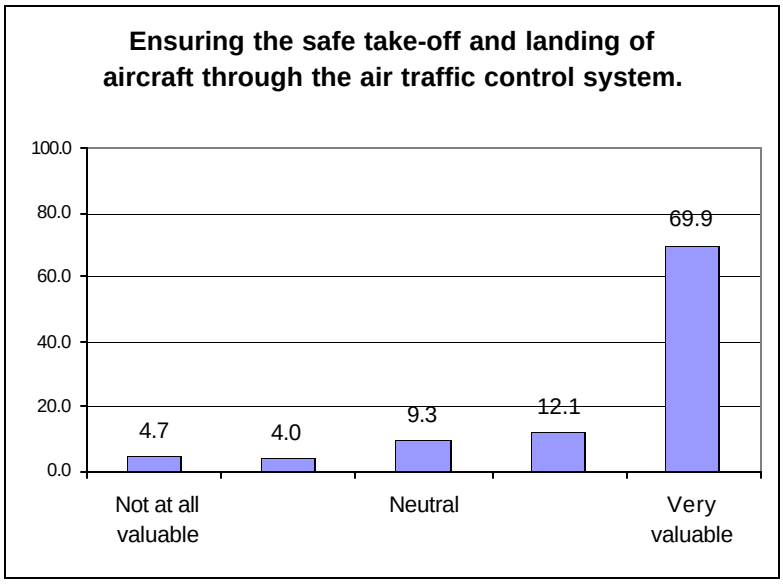


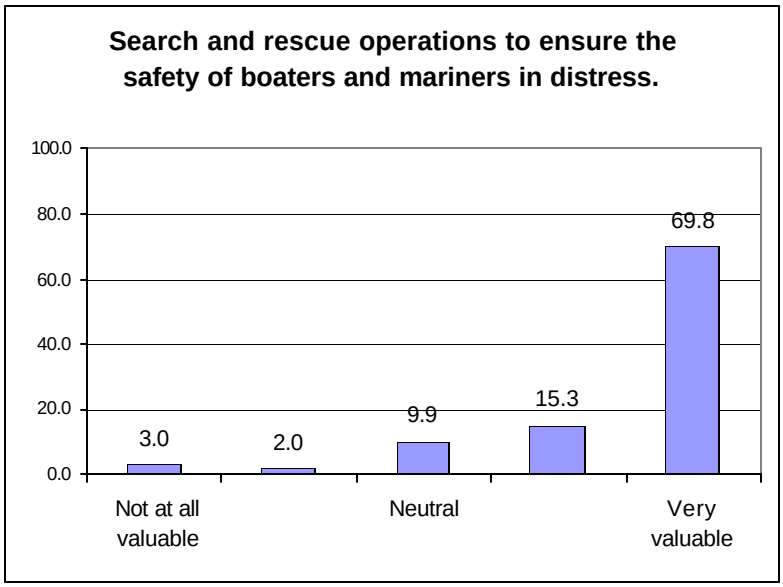
AMERICA'S PERCEPTIONS OF NATIONAL SECURITY

Transportation provides the vital, strategic mobility of materials and forces in times of national emergencies, contributing to the nation's security. More than six in ten Americans agree that the transportation system is vulnerable to intentional harm and nearly that many are concerned about terrorist acts threatening their safety when traveling.

Most Americans (79 percent) support airport-type security measures at bus and rail stations in order to minimize their vulnerability to disruption, damage or exploitation through the transportation system.

AMERICA'S PERCEPTIONS OF THE VALUE OF FAA AND USCG

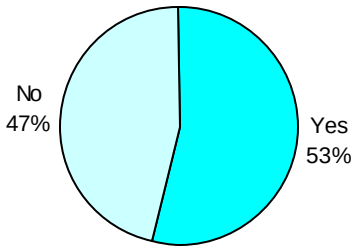




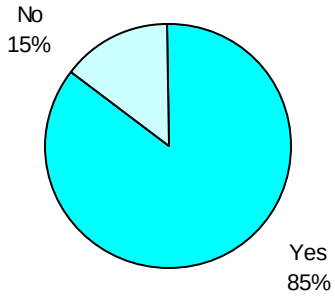
Two of the Department's operating administrations–the Federal Aviation Administration and the United States Coast Guard–have unique safety programs that serve the traveling public. FAA operates the air traffic control system to ensure the safe take-off and landing of aircraft and USCG operates search and rescue missions for boaters and mariners in distress. Nearly 70 percent of the American public thinks each of these programs is very valuable.

AMERICA'S PERCEPTIONS OF THE VALUE OF SAFETY INFORMATION

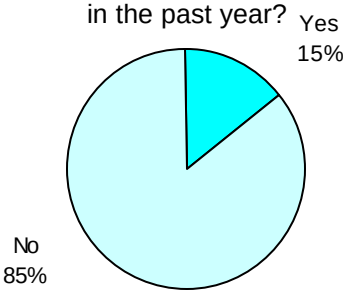
Have you seen or heard of any special effort by local police to reduce the incidence of drinking and driving in your community?



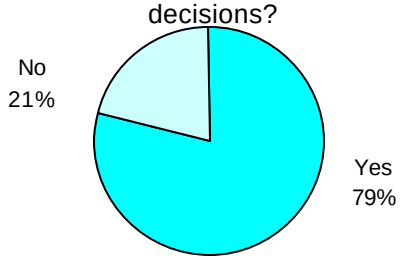
Have you seen or heard any public service messages that warn about the dangers of drinking and driving?



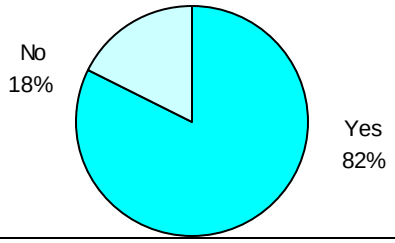
Have you used the star ratings in either the consideration of or the purchase decision for a new vehicle in the past year?



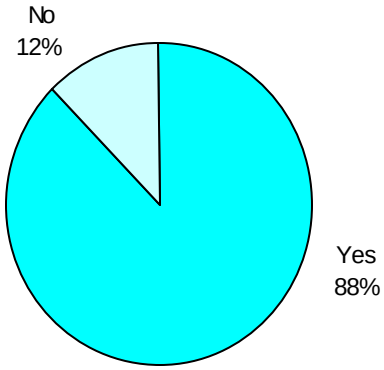
Would you use a federal government rating regarding the likelihood of rollover for different motor vehicles in making any future vehicle purchase decisions?



Would you use a federal government rating regarding the braking performance of different motor vehicles in making any future vehicle purchase decisions?



If an overall safety rating were developed for motor vehicles, would you use such a rating in making any future vehicle purchase decisions?



SURVEY METHODOLOGY

Initial input to the survey design was generated by a cross-section of people from the Department's operating administrations, including modal experts, data collectors, and policy makers. Participants were asked to identify transportation issues that they believed to be of greatest importance to the general public, viewing the transportation system as a whole rather than by mode.

The first major undertaking of the Omnibus Survey program is of a monthly household survey. The household survey includes several elements, consisting of a set of discrete questions asked of each survey respondent. These elements are:

- General travel questions asked monthly to track system use over time.
- Customer satisfaction questions to assess the public's level of satisfaction with the transportation system.
- Questions specific to each of the Department's strategic goals – one goal emphasized each month and rotating through all goals approximately quarterly.
- Questions from operating administrations regarding a specific mode of transportation.
- Demographic and household characteristics.

A second major undertaking of the Omnibus Survey program is the establishment survey. This survey is in development now and will go into the field for data collection in October 2000. Like the household survey, the establishment survey will contain core and rotating questions.

The third major component of the Omnibus Survey program is a set of targeted surveys. These surveys are intended to obtain detailed information from a particular group of transportation users or to obtain information about a particular transportation issue salient to Departmental decision-makers.

SURVEY ADMINISTRATION

Household Survey - The survey is administered from Battelle's survey facilities on a monthly basis. The survey's targeted population is all noninstitutionalized adults 16 years of age or older in the fifty states and the District of Columbia. The survey's sampling frame is derived from a list-assisted, random-digit-dialed (RDD) telephone sample approach. The household survey requires 1,000 interviews be completed in a one-week timeframe. The household survey is fielded beginning the first full week each month and results are available to the Department approximately two weeks later, on the Thursday morning of the third full week of the month. To maintain statistical validity, one adult household member was selected at random for an interview within each sampled household by asking for the person age 16 or over who had the most recent birthday. The response population is weighted to reflect Bureau of the Census norms for gender, age, race and ethnicity, education and geography. The questionnaire averages about 15 minutes in length. The August household survey resulted in 914 completed interviews, which provides a "+/- 4 %" margin of error for survey estimates based on the total sample. The Department can have a great deal of confidence that the results reflect the public's view of the transportation system.

Omnibus Survey
Household Survey Results
Marginal Frequency Distributions
August 2000

Questionnaire Item	Count	Percent
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	31,727,521	15
NO	175,227,788	85
Subtotal Valid Responses	206,955,308	100
Don't Know	510,997	.
Total	207,466,305	.
A1a. How many times?		
a. Local public bus, subway or commuter rail		
1-2 times	11,424,261	36
3-5 times	6,875,723	22
6-10 times	2,524,412	8
more than 10 times	10,903,124	34
Subtotal Valid Responses	31,727,521	100
Appropriate Skip	175,738,784	.
Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
b. Drive alone in a private vehicle (such as a car, sport utility vehicle, pickup truck, van or motorcycle)		
YES	183,840,827	89
NO	23,625,478	11
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
b. Drive alone in a private vehicle (such as a car, sport utility vehicle, pickup truck, van or motorcycle)		
1-2 times	8,212,154	4
3-5 times	9,350,940	5
6-10 times	9,228,685	5
more than 10 times	157,049,048	85
Subtotal Valid Responses	183,840,827	100
Appropriate Skip	23,625,478	.

Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
c. Travel with others in a private vehicle, carpool or vanpool		
YES	107,160,005	52
NO	100,306,300	48
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
c. Travel with others in a private vehicle, carpool or vanpool		
1-2 times	12,292,649	11
3-5 times	23,359,221	22
6-10 times	20,372,157	19
more than 10 times	51,135,978	48
Subtotal Valid Responses	107,160,005	100
Appropriate Skip	100,306,300	.
Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
d. City to city bus (e.g., Greyhound or Charter)		
YES	8,953,525	4
NO	198,512,780	96
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
d. City to city bus (e.g., Greyhound or Charter)		
1-2 times	6,255,845	70
3-5 times	1,775,319	20
6-10 times	316,260	4
more than 10 times	606,101	7
Subtotal Valid Responses	8,953,525	100
Appropriate Skip	198,512,780	.
Total	207,466,305	.
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 train (e.g., AMTRAK)		
YES	5,879,047	3
NO	201,587,258	97

Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
e. City to city train (e.g., AMTRAK)		
1-2 times	4,174,318	71
3-5 times	1,132,158	19
more than 10 times	572,571	10
Subtotal Valid Responses	5,879,047	100
Appropriate Skip	201,587,258	.
Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
f. Taxi, limousine, or shuttle service		
YES	31,264,825	15
NO	176,201,480	85
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
f. Taxi, limousine, or shuttle service		
1-2 times	21,143,952	68
3-5 times	4,541,276	15
6-10 times	3,157,621	10
more than 10 times	2,421,975	8
Subtotal Valid Responses	31,264,825	100
Appropriate Skip	176,201,480	.
Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
g. Commercial or private airplane		
YES	34,264,986	17
NO	173,201,319	83
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
g. Commercial or private airplane		
1-2 times	24,382,560	71
3-5 times	6,497,399	19
6-10 times	1,657,058	5

more than 10 times	1,727,969	5
Subtotal Valid Responses	34,264,986	100
Appropriate Skip	173,201,319	.
Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
h. Commercial boat, ship, or ferry		
YES	9,907,670	5
NO	197,558,635	95
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
h. Commercial boat, ship, or ferry		
1-2 times	7,841,540	79
3-5 times	1,576,369	16
more than 10 times	489,761	5
Subtotal Valid Responses	9,907,670	100
Appropriate Skip	197,558,635	.
Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
i. Privately owned or rented recreational boat		
YES	22,571,197	11
NO	184,895,108	89
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
i. Privately owned or rented recreational boat		
1-2 times	13,440,202	60
3-5 times	6,971,128	31
6-10 times	604,360	3
more than 10 times	1,555,507	7
Subtotal Valid Responses	22,571,197	100
Appropriate Skip	184,895,108	.
Total	207,466,305	.
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
j. Bicycle		

YES	45,117,449	22
NO	162,348,856	78
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A1a. How many times?		
j. Bicycle		
1-2 times	13,418,000	30
3-5 times	12,223,875	27
6-10 times	6,528,275	14
more than 10 times	12,947,300	29
Subtotal Valid Responses	45,117,449	100
Appropriate Skip	162,348,856	.
Total	207,466,305	.
M1. In thinking about all your travel in the past 12 months, has your use of public transportation or car pooling increased, decreased, or stayed about the same as compared to five years ago?		
INCREASED	51,632,355	25
DECREASED	29,450,406	14
STAYED ABOUT THE SAME	105,242,984	51
DON T USE PUBLIC TRANSPORTATION OR CAR POOL	20,324,173	10
Subtotal Valid Responses	206,649,918	100
Don't Know	816,387	.
Total	207,466,305	.
C1. Think about the last time you traveled in a private vehicle. On that occasion did you...		
Fasten your seatbelt	182,465,161	88
Leave your seatbelt unfastened	21,151,259	10
DON T REMEMBER IF YOU FASTENED YOUR SEATBELT	1,167,114	1
NEVER RODE IN A PRIVATE VEHICLE	1,756,589	1
Subtotal Valid Responses	206,540,122	100
Don't Know	926,183	.
Total	207,466,305	.
C1a. On this trip, were you riding in the front or back seat of the vehicle?		
FRONT SEAT	172,461,522	95
BACK SEAT	10,003,638	5
Subtotal Valid Responses	182,465,161	100
Appropriate Skip	25,001,144	.
Total	207,466,305	.
A2. Have you been involved in any accidents during the past 3 months?		
YES	10,757,540	5

Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
A2a. How many?		
1	10,319,006	96
2	438,535	4
Subtotal Valid Responses	10,757,540	100
Average (mean)	1.0	.
Appropriate Skip	196,708,765	.
Total	207,466,305	.
A2b. In how many of these accidents were you injured?		
0	9,166,089	85
1	1,591,451	15
Subtotal Valid Responses	10,757,540	100
Average (mean)	0.1	.
Appropriate Skip	196,708,765	.
Total	207,466,305	.
A2c. In the most recent accident, did you require medical treatment from a hospital, clinic, or physician?		
YES	1,264,575	79
NO	326,876	21
Subtotal Valid Responses	1,591,451	100
Appropriate Skip	205,874,854	.
Total	207,466,305	.
A2d. And what would you estimate as the total cost paid to the hospital, clinic, or physician for the treatment of your injuries?		
$0 to $999	152,214	12
$1,000 to $1,999	206,110	16
$2,000 to $4,999	737,687	58
$5,000 to $9,999	107,331	8
$10,000 or more	61,233	5
Subtotal Valid Responses	1,264,575	100
Average (mean)	2858.7	.
Appropriate Skip	206,201,730	.
Total	207,466,305	.
A2e. In your most recent accident was damage done to your personal vehicle?		
YES	7,509,029	70
NO	3,248,512	30
Subtotal Valid Responses	10,757,540	100
Appropriate Skip	196,708,765	.

A2f. And what would you estimate as the total cost of repair to your personal vehicle?		
$0 to $999	2,510,255	33
$1,000 to $1,999	736,467	10
$2,000 to $4,999	885,126	12
$5,000 to $9,999	1,995,300	27
$10,000 or more	1,381,880	18
Subtotal Valid Responses	7,509,029	100
Average (mean)	3924.5	.
Appropriate Skip	199,957,276	.
Total	207,466,305	.
A3. How many times in the past 30 days have you purchased an item over the phone or Internet that required delivery?		
0	138,553,091	67
1	24,636,428	12
2	19,011,934	9
3	8,592,880	4
4	3,383,938	2
5 or more	13,288,034	6
Subtotal Valid Responses	207,466,305	100
Average (mean)	1.2	.
Total	207,466,305	.
A4. In thinking about the most recent item you purchased that required delivery, how long did you expect delivery of that item to take (days)?		
1 day	2,352,585	3
2 days	4,708,413	7
3 to 5 days	20,194,159	30
6 to 10 days	20,139,743	29
11 or more days	20,967,463	31
Subtotal Valid Responses	68,362,363	100
Average (mean)	11.5	.
Appropriate Skip	139,103,942	.
Total	207,466,305	.
A5. How long did the delivery of the item actually take (days)?		
1 day	2,374,140	4
2 days	7,640,399	12
3 to 5 days	24,709,302	40
6 to 10 days	13,286,128	22
11 or more days	13,246,599	22
Subtotal Valid Responses	61,256,567	100

Average (mean)	8.6	.
Not Received Yet	6,869,312	.
Appropriate Skip	139,340,426	.
Total	207,466,305	.
B1. Please rate your level of concern with the following transportation issues on a scale of 1 to 5 with 1 being of No Concern and 5 being of Great Concern to you. Please consider your experience using all means of transportation.		
a. Accidents		
Concern Level 1	23,716,103	11
Concern Level 2	13,321,346	6
Concern Level 3	26,742,030	13
Concern Level 4	20,945,508	10
Concern Level 5	122,741,318	59
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
b. The availability of transportation safety information		
Concern Level 1	45,764,691	22
Concern Level 2	27,799,943	13
Concern Level 3	46,033,774	22
Concern Level 4	25,065,473	12
Concern Level 5	61,703,509	30
Subtotal Valid Responses	206,367,391	100
Don't Know	1,098,914	.
Total	207,466,305	.
c. Delays when traveling		
Concern Level 1	31,225,964	15
Concern Level 2	16,701,994	8
Concern Level 3	44,071,181	21
Concern Level 4	35,473,996	17
Concern Level 5	78,023,015	38
Subtotal Valid Responses	205,496,150	100
Don't Know	1,970,155	.
Total	207,466,305	.
d. Ease of use of the transportation system		
Concern Level 1	44,763,307	22
Concern Level 2	16,623,085	8
Concern Level 3	36,556,224	18
Concern Level 4	40,229,416	20
Concern Level 5	64,090,590	32

Subtotal Valid Responses	202,262,622	100
Don't Know	4,764,738	.
Refused	438,945	.
Total	207,466,305	.
e. Air pollution from transportation sources		
Concern Level 1	28,439,391	14
Concern Level 2	16,699,125	8
Concern Level 3	39,391,837	19
Concern Level 4	38,284,790	19
Concern Level 5	83,108,160	40
Subtotal Valid Responses	205,923,301	100
Don't Know	1,543,004	.
Total	207,466,305	.
f. Noise from transportation sources		
Concern Level 1	48,648,622	24
Concern Level 2	26,914,827	13
Concern Level 3	44,131,979	21
Concern Level 4	27,732,367	13
Concern Level 5	58,851,880	29
Subtotal Valid Responses	206,279,675	100
Don't Know	1,186,630	.
Total	207,466,305	.
g. Your personal costs of transportation		
Concern Level 1	20,093,167	10
Concern Level 2	12,374,144	6
Concern Level 3	33,613,461	16
Concern Level 4	36,942,425	18
Concern Level 5	103,688,630	50
Subtotal Valid Responses	206,711,828	100
Don't Know	669,164	.
Refused	85,313	.
Total	207,466,305	.
h. Acts of terrorism affecting the transportation system		
Concern Level 1	53,176,938	26
Concern Level 2	22,871,287	11
Concern Level 3	30,854,819	15
Concern Level 4	21,498,393	10
Concern Level 5	77,971,285	38

Subtotal Valid Responses	206,372,721	100
Don't Know	1,093,584	.
Total	207,466,305	.
i. Transportation related crime		
Concern Level 1	33,650,087	16
Concern Level 2	23,335,037	11
Concern Level 3	37,952,243	18
Concern Level 4	28,184,354	14
Concern Level 5	83,639,890	40
Subtotal Valid Responses	206,761,610	100
Don't Know	704,695	.
Total	207,466,305	.
j. The accessibility of transportation services for people with disabilities		
Concern Level 1	21,261,748	10
Concern Level 2	17,265,841	8
Concern Level 3	39,831,944	19
Concern Level 4	36,229,821	18
Concern Level 5	91,484,279	44
Subtotal Valid Responses	206,073,634	100
Don't Know	1,392,671	.
Total	207,466,305	.
B2. Please rate your level of satisfaction with the following transportation issues on a scale of 1 to 5, where 1 is Very Dissatisfied and 5 is Very Satisfied. Please consider your experience using all means of transportation.		
a. Your level of safety from accidents		
Satisfaction Level 1	16,730,185	8
Satisfaction Level 2	12,431,174	6
Satisfaction Level 3	53,221,411	26
Satisfaction Level 4	45,172,466	22
Satisfaction Level 5	78,599,586	38
Subtotal Valid Responses	206,154,822	100
Don't Know	1,226,169	.
Refused	85,313	.
Total	207,466,305	.
b. The availability of transportation safety information		
Satisfaction Level 1	22,529,849	11
Satisfaction Level 2	20,970,041	10
Satisfaction Level 3	69,128,595	34
Satisfaction Level 4	38,305,818	19

Satisfaction Level 5	52,362,010	26
Subtotal Valid Responses	203,296,313	100
Don't Know	3,816,361	.
Refused	353,632	.
Total	207,466,305	.
c. Your ability to travel from one place to another with minimal delay		
Satisfaction Level 1	27,239,765	13
Satisfaction Level 2	21,375,797	10
Satisfaction Level 3	47,197,714	23
Satisfaction Level 4	46,114,244	22
Satisfaction Level 5	64,736,198	31
Subtotal Valid Responses	206,663,719	100
Don't Know	802,586	.
Total	207,466,305	.
d. Ease of use of the transportation system		
Satisfaction Level 1	25,251,235	12
Satisfaction Level 2	19,714,431	10
Satisfaction Level 3	55,721,896	27
Satisfaction Level 4	45,926,228	23
Satisfaction Level 5	56,128,729	28
Subtotal Valid Responses	202,742,518	100
Don't Know	4,043,335	.
Refused	680,452	.
Total	207,466,305	.
e. The level of air pollution from transportation sources		
Satisfaction Level 1	32,897,553	16
Satisfaction Level 2	32,907,073	16
Satisfaction Level 3	66,123,383	32
Satisfaction Level 4	34,071,789	17
Satisfaction Level 5	39,418,314	19
Subtotal Valid Responses	205,418,112	100
Don't Know	2,048,193	.
Total	207,466,305	.
f. The level of noise from transportation sources		
Satisfaction Level 1	34,595,896	17
Satisfaction Level 2	27,703,596	13
Satisfaction Level 3	70,644,461	34
Satisfaction Level 4	35,671,755	17

Satisfaction Level 5	37,359,839	18
Subtotal Valid Responses	205,975,546	100
Don't Know	1,249,253	.
Refused	241,506	.
Total	207,466,305	.
g. How much you spend on transportation		
Satisfaction Level 1	47,619,362	23
Satisfaction Level 2	25,315,716	12
Satisfaction Level 3	53,815,242	26
Satisfaction Level 4	32,614,877	16
Satisfaction Level 5	46,349,027	23
Subtotal Valid Responses	205,714,223	100
Don't Know	1,580,963	.
Refused	171,119	.
Total	207,466,305	.
h. How secure the transportation system is from acts of terrorism		
Satisfaction Level 1	26,351,960	13
Satisfaction Level 2	20,271,671	10
Satisfaction Level 3	51,908,535	26
Satisfaction Level 4	50,681,611	25
Satisfaction Level 5	51,811,749	26
Subtotal Valid Responses	201,025,526	100
Don't Know	6,199,272	.
Refused	241,506	.
Total	207,466,305	.
i. How safe you feel from crime when traveling		
Satisfaction Level 1	16,508,551	8
Satisfaction Level 2	22,735,374	11
Satisfaction Level 3	58,742,022	28
Satisfaction Level 4	57,826,571	28
Satisfaction Level 5	51,058,598	25
Subtotal Valid Responses	206,871,116	100
Don't Know	595,189	.
Total	207,466,305	.
j. The accessibility of transportation services for people with disabilities		
Satisfaction Level 1	20,399,622	10
Satisfaction Level 2	22,055,944	11
Satisfaction Level 3	66,512,879	33

Satisfaction Level 4	46,191,063	23
Satisfaction Level 5	45,284,028	23
Subtotal Valid Responses	200,443,537	100
Don't Know	6,539,418	.
Refused	483,350	.
Total	207,466,305	.
B3. Do you currently have a disability or health problem that makes it difficult for you to travel outside the home?		
YES	21,145,430	10
NO	186,011,560	90
Subtotal Valid Responses	207,156,991	100
Refused	309,314	.
Total	207,466,305	.
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem (CODE ALL THAT APPLY):		
By car as a driver		
YES	9,579,392	5
NO	197,886,913	95
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
By car as a passenger		
YES	5,685,297	3
NO	201,781,008	97
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
By public transportation		
YES	9,418,204	5
NO	198,048,101	95
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
By bicycle		
YES	8,813,981	4
NO	198,652,324	96
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
As a pedestrian		
YES	7,941,882	4

NO	199,524,423	96
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
By airplane		
YES	7,270,705	4
NO	200,195,600	96
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Other than listed		
YES	3,498,891	2
NO	203,967,414	98
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Appropriate Skip		
YES	186,320,875	90
NO	21,145,430	10
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Refuse		
NO	207,466,305	100
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Don't Know		
YES	162,575	0
NO	207,303,730	100
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
a. Driving or riding on the nation's highways		
Safety Level 1	16,724,278	8
Safety Level 2	21,360,492	10
Safety Level 3	76,530,546	37
Safety Level 4	48,434,659	23
Safety Level 5	43,596,881	21
Subtotal Valid Responses	206,646,855	100

Don't Know	819,450	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
b. Traveling on a city to city train		
Safety Level 1	23,277,070	14
Safety Level 2	13,530,834	8
Safety Level 3	45,105,053	28
Safety Level 4	39,955,291	25
Safety Level 5	39,729,955	25
Subtotal Valid Responses	161,598,203	100
Don't Know	44,682,557	.
Refused	1,185,545	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
c. Traveling on a commuter train or subway		
Safety Level 1	24,834,670	15
Safety Level 2	21,490,806	13
Safety Level 3	55,736,331	34
Safety Level 4	30,885,272	19
Safety Level 5	30,418,462	19
Subtotal Valid Responses	163,365,541	100
Don't Know	43,324,582	.
Refused	776,181	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
d. Flying on a commercial airplane		
Safety Level 1	25,519,195	13
Safety Level 2	16,867,767	9
Safety Level 3	45,861,185	23
Safety Level 4	52,298,646	27
Safety Level 5	56,002,502	28
Subtotal Valid Responses	196,549,295	100
Don't Know	10,917,010	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
e. Riding on a city to city or charter bus		

Safety Level 2	12,835,991	7
Safety Level 3	58,519,378	33
Safety Level 4	46,149,538	26
Safety Level 5	46,115,213	26
Subtotal Valid Responses	179,838,774	100
Don't Know	26,329,834	.
Refused	1,297,697	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
f. Riding on a local bus or paratransit vehicle		
Safety Level 1	14,334,279	8
Safety Level 2	14,152,192	8
Safety Level 3	57,637,922	32
Safety Level 4	50,518,324	28
Safety Level 5	45,766,842	25
Subtotal Valid Responses	182,409,559	100
Don't Know	23,841,619	.
Refused	1,215,127	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
g. Traveling on a privately owned or rented recreational boat		
Safety Level 1	20,608,643	11
Safety Level 2	15,382,947	8
Safety Level 3	56,353,728	31
Safety Level 4	43,070,870	23
Safety Level 5	48,009,219	26
Subtotal Valid Responses	183,425,407	100
Don't Know	23,516,341	.
Refused	524,558	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
h. Traveling on a commercial boat, ship, or ferry		
Safety Level 1	17,228,947	10
Safety Level 2	10,312,233	6
Safety Level 3	42,834,649	24
Safety Level 4	53,304,346	29
Safety Level 5	57,107,223	32

Subtotal Valid Responses	180,787,398	100
Don't Know	26,239,663	.
Refused	439,244	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
i. Riding a bicycle in or near traffic		
Safety Level 1	58,833,279	30
Safety Level 2	54,271,659	28
Safety Level 3	45,948,958	24
Safety Level 4	16,215,251	8
Safety Level 5	19,642,166	10
Subtotal Valid Responses	194,911,313	100
Don't Know	11,885,586	.
Refused	669,406	.
Total	207,466,305	.
C2. For the following means of travel, rank the level of your own safety from accidents on a scale of 1 to 5, where 1 indicates you feel Very Unsafe and 5 indicates you feel Very Safe.		
j. As a pedestrian in or near traffic		
Safety Level 1	46,983,810	23
Safety Level 2	41,504,809	20
Safety Level 3	55,423,871	27
Safety Level 4	33,352,980	16
Safety Level 5	28,228,755	14
Subtotal Valid Responses	205,494,224	100
Don't Know	1,972,081	.
Total	207,466,305	.
M3. Please tell me if you disagree, agree or feel neutral about the following statements:		
a. Most truck drivers on the highways drive safely		
DISAGREE	65,820,793	32
NEUTRAL	29,682,994	14
AGREE	111,338,967	54
Subtotal Valid Responses	206,842,754	100
Don't Know	460,151	.
Refused	163,400	.
Total	207,466,305	.
M3. Please tell me if you disagree, agree or feel neutral about the following statements:		
b. I feel very concerned about my safety when traveling in an automobile near large trucks		
DISAGREE	61,053,293	29

NEUTRAL	34,393,252	17
AGREE	111,819,035	54
Subtotal Valid Responses	207,265,580	100
Don't Know	200,725	.
Total	207,466,305	.
M3. Please tell me if you disagree, agree or feel neutral about the following statements:		
c. When I am driving, I make a special effort to avoid driving near large trucks		
DISAGREE	68,472,545	33
NEUTRAL	27,003,333	13
AGREE	110,044,099	54
Subtotal Valid Responses	205,519,978	100
Don't Know	1,580,006	.
Refused	366,321	.
Total	207,466,305	.
C3. What is your greatest safety concern when traveling?		
ACCIDENTS/CRASHES	60,792,196	30
DRUNK DRIVERS	17,267,907	8
CRIME	1,946,840	1
ROAD RAGE/AGGRESSIVE DRIVING	30,116,132	15
OTHER	95,593,644	46
Subtotal Valid Responses	205,716,719	100
Don't Know	1,749,586	.
Total	207,466,305	.
C4. We are interested in knowing if you find the safety programs of the U.S. Department of Transportation and its agencies valuable. Using a scale of 1 to 5, where 1 indicates Not at all Valuable and 5 indicates Very Valuable, please indicate your opinion of each of the following safety programs and services.		
a. Ensuring the safe take-off and landing of aircraft through the air traffic control system.		
Valuable Level 1	9,375,912	5
Valuable Level 2	7,423,534	4
Valuable Level 3	19,310,440	9
Valuable Level 4	23,715,236	12
Valuable Level 5	144,310,168	71
Subtotal Valid Responses	204,135,290	100
Don't Know	3,110,100	.
Refused	220,915	.
Total	207,466,305	.
C4. We are interested in knowing if you find the safety programs of the U.S. Department of Transportation and its agencies valuable. Using a scale of 1 to 5, where 1 indicates Not at all Valuable and 5 indicates Very Valuable, please indicate your opinion of each of the following safety programs		

and services.		
b. Search and rescue operations to ensure the safety of boaters and mariners in distress.		
Valuable Level 1	5,901,427	3
Valuable Level 2	4,402,648	2
Valuable Level 3	22,115,721	11
Valuable Level 4	29,987,256	15
Valuable Level 5	140,586,598	69
Subtotal Valid Responses	202,993,651	100
Don't Know	4,251,740	.
Refused	220,915	.
Total	207,466,305	.
B4. In the past year, have you requested a product or service from (CODE ALL THAT APPLY):		
National Highway Traffic Safety Administration (NHTSA)		
YES	5,354,217	3
NO	202,112,088	97
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
U.S. Coast Guard (USCG)		
YES	4,520,473	2
NO	202,945,832	98
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Federal Aviation Administration (FAA)		
YES	2,753,700	1
NO	204,712,605	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Maritime Administration (MARAD)		
YES	1,313,734	1
NO	206,152,571	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Federal Highway Administration (FHWA)		
YES	1,470,380	1
NO	205,995,925	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.

Federal Railroad Administration (FRA)		
YES	845,801	0
NO	206,620,504	100
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Federal Transit Administration (FTA)		
YES	1,271,506	1
NO	206,194,799	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Federal Motor Carrier Safety Administration (FMCSA)		
YES	2,430,678	1
NO	205,035,627	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Research and Special Programs Administration (RSPA)		
YES	2,363,306	1
NO	205,102,999	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Bureau of Transportation Statistics (BTS)		
YES	4,708,109	2
NO	202,758,196	98
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
St. Lawrence Seaway Development Corporation (SLSDC)		
YES	547,700	0
NO	206,918,605	100
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Office of the Secretary (OST)		
YES	2,639,847	1
NO	204,826,458	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.

Appropriate Skip		
YES	186,312,568	90
NO	21,153,737	10
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Refuse		
YES	2,192,092	1
NO	205,274,213	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Don't Know		
YES	267,714	0
NO	207,198,591	100
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
B4a. Which agency did you contact most recently?		
National Highway Traffic Safety Administration	5,207,225	25
U.S. Coast Guard	4,149,406	20
Federal Aviation Administration	2,259,700	11
Maritime Administration	701,933	3
Federal Highway Administration	652,104	3
Federal Railroad Administration	761,741	4
Federal Transit Administration	639,746	3
Federal Motor Carrier Safety Administration	1,914,694	9
Research and Special Program Administration	718,854	3
Bureau of Transportation Statistics	2,468,463	12
Office of the Secretary	1,679,870	8
Subtotal Valid Responses	21,153,737	100
Appropriate Skip	186,312,568	.
Total	207,466,305	.
B5. In thinking about your most recent request, how did you contact the agency?		
TELEPHONE	10,090,478	48
INTERNET/WORLD WIDE WEB	3,503,541	17
(REGULAR) MAIL	2,011,065	10
IN PERSON	2,705,519	13
OTHER	2,712,350	13
Subtotal Valid Responses	21,022,952	100

Don't Know	130,785	.
Appropriate Skip	186,312,568	.
Total	207,466,305	.

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.

Satisfaction Level 1	2,481,708	12
Satisfaction Level 2	1,594,845	8
Satisfaction Level 3	3,060,181	15
Satisfaction Level 4	2,987,862	14
Satisfaction Level 5	10,518,144	51
Subtotal Valid Responses	20,642,740	100
Don't Know	510,997	.
Appropriate Skip	186,312,568	.
Total	207,466,305	.

M4. In the past 8 weeks, have you seen or heard of any special effort by local police to reduce the incidence of drinking and driving in your community?

YES	107,939,082	52
NO	99,441,910	48
Subtotal Valid Responses	207,380,992	100
Don't Know	85,313	.
Total	207,466,305	.

M5. In the past 8 weeks, have you seen or heard any public service messages that warn about the dangers of drinking and driving?

YES	175,795,963	85
NO	31,131,061	15
Subtotal Valid Responses	206,927,023	100
Don't Know	539,282	.
Total	207,466,305	.

M6. The federal government has developed an indicator of vehicle performance in front and side crashes called the "star" rating. Have you used the star ratings in either the consideration of, or the purchase decision for, a new vehicle in the past year?

YES	31,359,620	15
NO	175,555,825	85
Subtotal Valid Responses	206,915,445	100
Don't Know	241,546	.
Refused	309,314	.
Total	207,466,305	.

M7. If a federal government rating were available regarding the likelihood of rollover for different motor vehicles, would you use such a rating in making any future vehicle purchase decisions?

YES	163,329,742	79
NO	42,895,645	21
Subtotal Valid Responses	206,225,386	100
Don't Know	1,240,919	.
Total	207,466,305	.

M8. If a federal government rating were available regarding the braking performance of different motor vehicles, would you use such a rating in making any future vehicle purchase decisions?

YES	171,070,904	83
NO	34,493,050	17
Subtotal Valid Responses	205,563,954	100
Don't Know	1,902,351	.
Total	207,466,305	.

M9. In addition to the existing star ratings developed for front and side crashes, if an overall safety rating were developed for motor vehicles would you use such a rating in making any future vehicle purchase decisions?

YES	180,383,916	87
NO	25,799,105	13
Subtotal Valid Responses	206,183,021	100
Don't Know	1,283,284	.
Total	207,466,305	.

M10. What should a motorist do when approaching a railroad crossing that has no gates or lights?

Proceed through the crossing	2,143,902	1
Approach the crossing, look to see if a train is a	55,706,143	27
Stop and look for the train, then proceed if it is	143,651,741	69
Slow down because of a bumpy crossing	5,298,871	3
Subtotal Valid Responses	206,800,657	100
Don't Know	665,648	.
Total	207,466,305	.

M11. When is it considered trespassing if you are on railroad tracks other than at a posted crossing?

Never	27,870,587	14
Always	115,278,318	59
Only when "No Trespassing" signs are posted	52,252,652	27
Subtotal Valid Responses	195,401,557	100
Don't Know	11,890,713	.
Refused	174,036	.
Total	207,466,305	.

M13. Have you received information regarding how to safely cross railroad crossings from any of the following sources? (CODE ALL THAT APPLY)

During driver safety class		
YES	74,524,708	36
NO	132,941,597	64
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
In written materials received in the mail		
YES	9,703,334	5
NO	197,762,971	95
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Informally from family and friends		
YES	36,611,607	18
NO	170,854,698	82
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
From public service announcements or safety campaigns (television, radio, or magazine ads)		
YES	73,796,151	36
NO	133,670,154	64
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Appropriate Skip		
YES	67,986,566	33
NO	139,479,739	67
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Refuse		
YES	987,023	0
NO	206,479,282	100
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Don't Know		
YES	1,921,126	1
NO	205,545,179	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?

a. Motor oil

NEVER ALLOWED	142,320,523	76
ALLOWED WITH SOME RESTRICTIONS	29,371,260	16
ALWAYS ALLOWED	15,827,362	8
Subtotal Valid Responses	187,519,145	100
Don't Know	19,514,078	.
Refused	433,082	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?

b. Gas-powered stoves or tools

NEVER ALLOWED	165,863,135	83
ALLOWED WITH SOME RESTRICTIONS	27,220,270	14
ALWAYS ALLOWED	6,499,883	3
Subtotal Valid Responses	199,583,289	100
Don't Know	7,803,567	.
Refused	79,450	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?

c. Pepper spray

NEVER ALLOWED	122,031,321	63
ALLOWED WITH SOME RESTRICTIONS	46,947,859	24
ALWAYS ALLOWED	25,630,603	13
Subtotal Valid Responses	194,609,783	100
Don't Know	12,423,440	.
Refused	433,082	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?

d. Flares and fireworks

NEVER ALLOWED	190,230,178	93
ALLOWED WITH SOME RESTRICTIONS	10,527,587	5
ALWAYS ALLOWED	3,232,753	2
Subtotal Valid Responses	203,990,518	100
Don't Know	3,396,337	.
Refused	79,450	.
Total	207,466,305	.

e. Loaded pistols		
NEVER ALLOWED	184,677,154	90
ALLOWED WITH SOME RESTRICTIONS	19,140,984	9
ALWAYS ALLOWED	2,331,600	1
Subtotal Valid Responses	206,149,738	100
Don't Know	1,237,117	.
Refused	79,450	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?		
f. Batteries		
NEVER ALLOWED	52,431,063	27
ALLOWED WITH SOME RESTRICTIONS	63,681,332	33
ALWAYS ALLOWED	78,659,216	40
Subtotal Valid Responses	194,771,611	100
Don't Know	12,615,244	.
Refused	79,450	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?		
g. Magnets		
NEVER ALLOWED	69,787,251	38
ALLOWED WITH SOME RESTRICTIONS	56,838,082	31
ALWAYS ALLOWED	58,077,313	31
Subtotal Valid Responses	184,702,646	100
Don't Know	22,610,958	.
Refused	152,700	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?		
h. Aerosol hair spray		
NEVER ALLOWED	54,325,767	28
ALLOWED WITH SOME RESTRICTIONS	46,391,237	24
ALWAYS ALLOWED	96,270,632	49
Subtotal Valid Responses	196,987,636	100
Don't Know	10,399,219	.
Refused	79,450	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?

NEVER ALLOWED	30,893,280	16
ALLOWED WITH SOME RESTRICTIONS	97,523,833	51
ALWAYS ALLOWED	63,538,998	33
Subtotal Valid Responses	191,956,111	100
Don't Know	15,430,744	.
Refused	79,450	.
Total	207,466,305	.

M14. Please tell me which of the following items are never allowed, allowed with some restrictions, or always allowed in carry-on or checked luggage on commercial airlines?

j. Cigarette lighters

NEVER ALLOWED	63,077,156	32
ALLOWED WITH SOME RESTRICTIONS	38,724,230	19
ALWAYS ALLOWED	97,854,113	49
Subtotal Valid Responses	199,655,499	100
Don't Know	7,731,356	.
Refused	79,450	.
Total	207,466,305	.

M15. We would like to know what you think about possible threats to our transportation system, not including air travel. Please tell me whether you disagree, agree or feel neutral about the following statements:

a. The US is vulnerable to terrorism that threatens the safety of its transportation system

DISAGREE	30,005,829	15
NEUTRAL	41,830,661	20
AGREE	132,674,699	65
Subtotal Valid Responses	204,511,188	100
Don't Know	2,875,667	.
Refused	79,450	.
Total	207,466,305	.

M15. We would like to know what you think about possible threats to our transportation system, not including air travel. Please tell me whether you disagree, agree or feel neutral about the following statements:

b. To date I have not been concerned about terrorist acts threatening my own personal safety while traveling

DISAGREE	60,208,266	29
NEUTRAL	27,823,606	13
AGREE	118,476,487	57
Subtotal Valid Responses	206,508,359	100
Don't Know	878,496	.
Refused	79,450	.
Total	207,466,305	.

M15. We would like to know what you think about possible threats to our transportation system, not including air travel. Please tell me whether you disagree, agree or feel neutral about the following statements:		
c. I would support airport-type security measures at bus and rail stations to address the threat of terrorist acts		
DISAGREE	24,142,462	12
NEUTRAL	19,257,250	9
AGREE	162,922,463	79
Subtotal Valid Responses	206,322,175	100
Don't Know	1,064,680	.
Refused	79,450	.
Total	207,466,305	.
M16. Do you own or use a cell phone?		
YES	100,292,845	48
NO	106,842,704	52
Subtotal Valid Responses	207,135,549	100
Don't Know	251,306	.
Refused	79,450	.
Total	207,466,305	.
M17. Think about how you use your cell phone while driving, and indicate how frequently you do each of the following:		
a. Use in a hands-free mode		
never	72,065,608	72
rarely	7,645,607	8
sometimes	11,261,899	11
often	8,833,314	9
Subtotal Valid Responses	99,806,427	100
Don't Know	486,418	.
Appropriate Skip	107,173,460	.
Total	207,466,305	.
M17. Think about how you use your cell phone while driving, and indicate how frequently you do each of the following:		
b. Use in a hand-held mode		
never	28,817,864	29
rarely	15,315,087	15
sometimes	21,492,990	22
often	33,945,230	34
Subtotal Valid Responses	99,571,170	100
Don't Know	721,675	.
Appropriate Skip	107,173,460	.
Total	207,466,305	.

M17. Think about how you use your cell phone while driving, and indicate how frequently you do each of the following:		
c. Initiate or place a call while driving		
never	40,240,258	40
rarely	20,683,983	21
sometimes	25,855,820	26
often	12,791,110	13
Subtotal Valid Responses	99,571,170	100
Don't Know	721,675	.
Appropriate Skip	107,173,460	.
Total	207,466,305	.
M17. Think about how you use your cell phone while driving, and indicate how frequently you do each of the following:		
d. Receive a call while driving		
never	34,337,961	34
rarely	21,079,452	21
sometimes	30,267,689	30
often	13,886,069	14
Subtotal Valid Responses	99,571,170	100
Don't Know	721,675	.
Appropriate Skip	107,173,460	.
Total	207,466,305	.
M18. While you are driving a vehicle, where do you usually leave your cell phone?		
On the floor	2,964,105	3
On an adjacent seat	26,241,526	26
In its cradle	11,780,689	12
In your pocket	5,890,916	6
In a briefcase or purse	17,007,576	17
In the vehicle s glove box, side door, or arm rest	22,509,760	23
In another location	12,704,057	13
Subtotal Valid Responses	99,098,629	100
Don't Know	1,042,003	.
Refused	152,214	.
Appropriate Skip	107,173,460	.
Total	207,466,305	.
M19. Please indicate whether you have either observed or experienced a close call or a crash resulting from another driver using a cell phone or from your personal use of a cell phone while driving. (CODE ALL THAT APPLY)		
I have observed a close call that I think was a result of cell phone use		
YES	85,547,008	41

Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
I have observed a crash that I think was a result of cell phone use		
YES	28,270,358	14
NO	179,195,947	86
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
I have personally experienced a close call while using a cell phone		
YES	20,146,527	10
NO	187,319,778	90
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
I have personally experienced a crash while using a cell phone		
YES	3,000,362	1
NO	204,465,943	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Appropriate Skip		
YES	95,969,697	46
NO	111,496,608	54
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Refuse		
YES	2,461,937	1
NO	205,004,368	99
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
Don't Know		
YES	3,332,425	2
NO	204,133,880	98
Subtotal Valid Responses	207,466,305	100
Total	207,466,305	.
D1. How many licensed vehicles are owned, leased, or available for regular use by members of your household?		
0	10,386,021	5

1	68,323,616	33
2	75,497,625	36
3	33,482,889	16
4	12,207,978	6
5 or more	7,568,176	4
Subtotal Valid Responses	207,466,305	100
Average (mean)	2.0	.
Total	207,466,305	.
D2. Are you a licensed commercial transportation operator?		
YES	26,342,528	13
NO	180,506,476	87
Subtotal Valid Responses	206,849,004	100
Don't Know	251,306	.
Refused	365,995	.
Total	207,466,305	.
D3. Do you own or operate a business from your home?		
YES	20,408,491	10
NO	186,440,513	90
Subtotal Valid Responses	206,849,004	100
Don't Know	251,306	.
Refused	365,995	.
Total	207,466,305	.
D4. Please stop me when I reach the category that best describes your age.		
Less than 18	1,215,732	1
18 - 24	32,057,135	15
25 - 34	36,224,632	18
35 - 44	43,971,391	21
45 - 54	36,808,478	18
55 - 64	23,673,882	11
65 or older	32,942,407	16
Subtotal Valid Responses	206,893,658	100
Don't Know	302,176	.
Refused	270,471	.
Total	207,466,305	.
D5. Are you male or female?		
MALE	99,172,340	48
FEMALE	108,042,658	52
Subtotal Valid Responses	207,214,999	100

Don't Know	251,306	.
Total	207,466,305	.
D6. What is the last grade of school you completed?		
LESS THAN HIGH SCHOOL	18,804,164	9
HIGH SCHOOL GRADUATE/GED	91,117,085	44
SOME COLLEGE	38,546,544	19
COMMUNITY COLLEGE GRADUATE (AA: ASSOCIATE OF ARTS	11,338,360	5
COLLEGE GRADUATE (BA OR BS: BACHELOR OF ARTS OR SC	30,275,000	15
POST-GRADUATE DEGREE (MASTERS, PH.D., LAWYER, MEDI	13,834,538	7
TECHNICAL SCHOOL/PROFESSIONAL BUSINESS SCHOOL	2,745,703	1
Subtotal Valid Responses	206,661,393	100
Don't Know	443,744	.
Refused	361,168	.
Total	207,466,305	.
D7. Are you of Hispanic origin?		
YES	12,703,748	6
NO	192,698,266	94
Subtotal Valid Responses	205,402,014	100
Don't Know	602,881	.
Refused	1,461,410	.
Total	207,466,305	.
D8. What is your race? (CODE ALL THAT APPLY)		
White	167,761,534	82
Black	25,609,485	13
Indian	3,363,816	2
Asian	4,117,338	2
Pacific Islander	3,194,047	2
Subtotal	204,046,219	100
Don't Know	3,102,677	.
Refused	2,724,167	.
Total	209,873,063	.