PALM TRAN GENERAL PUBLIC SURVEY

Good evening. My name is __________ and I am calling on behalf of the Center for Urban Transportation Research at the University of South Florida. We are conducting a short survey on commuting and traffic issues in the Palm Beach County area. We are not attempting to sell you anything. We are only interested in your opinions. (Ask to speak to an adult if respondent is clearly not an adult, and repeat).

I need to speak to the male or female head of the household. Would they be available?

(Repeat intro if necessary)

(QUOTA 50% MALE, 50% FEMALE)

1. For how many months of the year do you live in the Palm Beach County area?
   1. 10 or more
   2. 7-9
   3. 4-6
   4. 3 or less

2. Are you employed outside the home?
   (If q1 ne 1 ask, "While you are living in Palm Beach County, are you employed outside the home?")
   1. Yes
   2. No (SKIP to q.11)
   3. Refused/Don't know (SKIP to Q.11)

3. And are you employed full time, that is, 35 or more hours per week, or part time?
   1. Full time
   2. Part time
   3. Refused/Don't know

4. Do you currently hold more than one job?
   1. Yes [If YES, say] Please answer the questions in this survey with respect to your primary job.
   2. No

5. How many days do you usually travel to work in a week? ___ days
   [If 0, SKIP to Q.11]

6. And about how much time does it take you to commute to work? ___ minutes
7. And about how many miles is your commute? ___ miles

8. Please tell me the number of days in a typical week that you _____ to get to work?

1. Drive alone* ____
   ASK: When you drive to work, do you ever carpool, that is, go to work with someone else in the car?
   Yes (continue with 8-2) / No (go to 8-3 if applicable)

2. Carpool ____
   If 8(1) and 8(2) are >1, verify “So you drive to work alone (8(1)) days per week and carpool (8(2)) days per week?”

3. Vanpool, that is, ride to work in a van with 7-14 other people ____

4. Ride the bus ____

5. Ride the train ____

6. Ride a bicycle ____

7. Walk or jog ____

8. Do something else ____ (Specify ______________________)

[If respondent uses more than one means of transportation in a single trip, for example, walking or driving to the bus, please only enter the mode used for most of the trip.]

[“carpooling” is driving with someone else to the worksite—taking a child to school does not count as carpooling for this question.]

[When the days for all modes are added, the total should equal the answer in Q. 5 and definitely not exceed 7 days. When responses equal the total number of days worked, go on to Q. 9]

9. And at what time do you usually leave home to go to work? ____

10. And at what time do you usually leave work to go home? ____

11. Have you heard of any organizations that provide bus service or other transportation service in the Palm Beach County area, or not?

1. Yes
2. No (SKIP to Q. 13)
3. Refused / Don’t know
12. Which organizations have you heard of? (All that apply) (DO NOT READ LIST)

1. Palm Tran
2. Tri-rail
3. Other (Specify____________________)

[IF Q 10(1) MENTIONED, SKIP TO Q.14]

13. Have you ever heard of Palm Tran, or not?

1. Yes
2. No (SKIP to Q. 17)
3. Refused/Don’t know (SKIP to Q. 17)

14. What services are you aware of that are provided by Palm Tran? (RECORD ALL MENTIONS)

1. Local bus service/local transit service
2. SPECTRAN, paratransit, or transit service for elderly and disabled
3. Other (Specify____________________)

Q. 15 Instruction: (If Q14(1) MENTIONED or Q13 = 2 or Q13 = 3 SKIP to Q. 17)

15. Are you aware that local public transit service is provided by Palm Tran, or not?

1. Yes
2. No
3. Refused/Don’t Know

Q16 Instruction: (If Q14(2) MENTIONED, SKIP to Q.17)

16. Are you aware that transportation service for the disabled and elderly is provided by Palm Tran, or not?

1. Yes
2. No
3. Refused/Don’t know
17. Overall, how would you rate the public transit system in Palm Beach County? Would you say that the system is:

1. Very good
2. Good
3. Adequate
4. Poor, or
5. Very Poor

[If Q 8(4) > 0 skip to q. 24]

18. In the past year, have you ridden the bus in the Palm Beach County area, or not?

1. Yes (Skip to q. 21)
2. No
3. Refused/Don’t know

19. Have you ever ridden the bus in the Palm Beach County area, or not?

1. Yes
2. No (Skip to q. 20)
3. Refused/Don’t know (Skip to q. 20)

19a. Do you still ride the bus on a regular basis, or not?

1. Yes (continue with 19b)
2. No (skip to Q. 21)
3. Refused/Don’t know (SKIP to q. 24)

19b. About how often do you ride the bus? Would you say...

1. Every day
2. 1-4 days per week
3. 1-3 days per month
4. Once every few months, or
5. Once per year or less
(SKIP TO Q. 24)
20. Do you know anyone that has ever ridden the bus in the Palm Beach County area, or not?

1. Yes
2. No
3. Refused/Don’t know

[SKIP TO Q. 24]

21. When you were riding the bus, about how often were you riding? Would you say...

1. Every day
2. 1-4 Days per week
3. 1-3 Days per month
4. Once every few months, or (SKIP to Q. 24)
5. Once per year or less (SKIP to Q. 24)

22. What is the main reason you no longer ride the bus? (Check ONE answer)

1. Work hours changed
2. Moved and bus is no longer available
3. Moved and bus no longer convenient
4. Work site changed and bus is no longer available
5. Work site changed and bus is no longer convenient
6. Bought/gained access to a car
7. Began carpooling
8. Bus ran behind schedule
9. Bus fares increased too much
10. Bus wasn’t safe
11. Had to start taking kids to school/daycare
12. Parking became cheaper or free
13. Bus drivers were impolite
14. Specific bad experience riding bus (Specify______________________)
15. Other, specify ______________________________
23. For each of the following reasons, please tell me what influences each reason had in your decision to no longer ride the bus by using a number from 1 to 10, where 1 means the item had no influence at all and 10 means the item had a very strong influence. You may use any number from 1 to 10.

(Start with item indicated in Q. 22 and scatter items from there)

1. (Use answer to Q.22 if not in list) 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
2. The bus ran behind schedule 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
3. Bus fares were more than I was willing to pay 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
4. I didn’t feel that the bus was safe 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
5. Bus drivers were not as courteous as I would’ve liked 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)
6. I wasn’t comfortable being around other passengers 1 2 3 4 5 6 7 8 9 10 99 (dk/nr)

24. Next, I’m going to read a few statements concerning transportation in the Palm Beach County area. As I read each one, please indicate the extent to which you agree with each statement. Please respond by telling me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree. The first statement is: (Scatter)

1. An effective public transportation system is important for the local economy. Do you (record response)
   1) Strongly agree
   2) Somewhat agree
   3) Neither agree nor disagree
   4) Somewhat disagree
   5) Strongly disagree
   9) Refuse/don’t know

2. Public transit is an important service for Palm Beach County. Do you:
   1) Strongly agree
   2) Somewhat agree
   3) Neither agree nor disagree
   4) Somewhat disagree
   5) Strongly disagree
   9) Refuse/don’t know

3. I would support increased taxpayer funding to improve the Palm Beach County transit system. Do you:
   1) Strongly agree
   2) Somewhat agree
   3) Neither agree nor disagree
   4) Somewhat disagree
   5) Strongly disagree
   9) Refuse/don’t know
25. Have you heard, seen, or read any advertising or other messages related to bus, or other transit service in the past 6 months, or have you not seen any such advertising?

1. Yes
2. No (SKIP to Q. 28)
3. Refused/Don’t know (SKIP to Q. 28)

26. Where did you see or hear this advertising? [All that apply]  
(DO NOT READ LIST)

1. Newspaper
2. Radio  
   Was this ad part of a traffic report  Yes ___ No___
3. Television
4. At work
5. In the mail
6. On billboards
7. On road signs
8. Received a phone call
9. At a bus stop/on a bench
10. On the side of buses/vans
11. Other
12. Special event/transportation day
13. DN/RF

27. What message do you recall from this advertising? [All that apply]  
(DO NOT READ CHOICES)

1. None
2. Bus service is available
3. Riding the bus saves money
4. Buses can get you where you want to go
5. Tri-rail service (generic)
6. Other (Specify____________________)

28. Are you aware of any promotions, fare reductions, or other programs that Palm Tran has run to encourage use of transit, or not?

1. Yes
2. No
3. Refused/Don’t know

[If Q 8(4) > 0 or 0<q19b<4 SKIP to Q30]
29. I am going to read a series of statements describing changes that might be made to the bus system and how they might affect your willingness to use the bus. For each of the following statements, please indicate the extent to which you agree or disagree. Please respond by telling me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree. The first statement is: (Scatter)
   (Record strongly agree as 1, somewhat agree as 2, etc.)
   I would ride the bus once per month or more if...
   (Scatter items)
1. Buses came to my stop every 10 minutes or less  1 2 3 4 5 9 (dk/nr)
2. The bus ride was shorter  1 2 3 4 5 9 (dk/nr)
3. Buses were cleaner and more comfortable  1 2 3 4 5 9 (dk/nr)
4. Buses were safer  1 2 3 4 5 9 (dk/nr)
5. Buses were less crowded  1 2 3 4 5 9 (dk/nr)
6. The bus went closer to my home and work  1 2 3 4 5 9 (dk/nr)
7. There was bus service available later at night  1 2 3 4 5 9 (dk/nr)
8. There was bus service available on weekends  1 2 3 4 5 9 (dk/nr)
9. Buses ran between points outside of town instead of only to downtown  1 2 3 4 5 9 (dk/nr)
10. I had more information about where buses went  1 2 3 4 5 9 (dk/nr)
11. Bus stops were cleaner and more comfortable  1 2 3 4 5 9 (dk/nr)
12. Bus stops were safer  1 2 3 4 5 9 (dk/nr)
13. I had more information about when buses ran  1 2 3 4 5 9 (dk/nr)

30. Which of the following do you do once per week or more? Do you: ______________ at least once a week, or not? (Scatter)

1. Watch network television
2. Watch cable television
3. Read the paper on weekdays
4. Read the Sunday paper
5. Listen to the radio while going to work
6. Listen to the radio at work
7. Listen to the radio at home

D1. Now I just have a few questions remaining that are for statistical and classification purposes only. Your answer will remain completely anonymous and confidential. What is your marital status?

1. Single
2. Married
3. Divorced/Separated
4. Widowed
5. Don’t know/refused
d2. Do you have any children under the age of 6 in your household?

1. Yes
2. No
3. Don’t know/refused

d3. Do you have any children aged 6-16 in your household?

1. Yes
2. No
3. Don’t know/refused

d4. Do you have any students aged 17-21 in your household?

1. Yes
2. No
3. Don’t know/refused

d4a. Do you parents (if d1 =2 add: or your spouse’s parents) live in your household?

1. Yes
2. No
3. Don’t know/refused

d5. How many working vehicles do you have in your household?

Record number _____


d6. What is the highest level of education you have completed?

1. Did not complete high school
2. High school graduate
3. Trade/technical school
4. Attended college/ associate degree
5. College graduate
6. Post graduate degree
7. Don’t know/refused
d7. What is your race?

1. White
2. African-American
3. Hispanic
4. Asian
5. American Indian
6. Other, specify ____________
7. Refused

d8. Please stop me when I read the category that contains your age:

1. 18-24 years old
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65 or older
7. Refused (DON'T READ)

d9. Please stop me when I read the range that contains your household's total income, including yourself and anyone else in your household that worked, for 1997?

1. Under $10,000
2. $10,000-$19,999
3. $20,000-$29,999
4. $30,000-$39,999
5. $40,000-$49,999
6. $50,000-$59,999
7. $60,000-$69,999
8. $70,000 or more
9. Refused (DON'T READ)

Thank you very much. That concludes our survey. For verification purposes, etc...