

Appendix A: Final Phone Survey Draft

Hello, my name is ____ and I'm calling for the Washington State Department of Transportation to get opinions on issues regarding ways to reduce traffic congestion and improve travel in the Puget Sound region. This is not a sales call. It's an opportunity to express your opinions.

May I please speak with an adult 18 years of age or older in your household who travels on I-405 or SR 167 at least one day a week. Would that be you? (IF NO, ASK TO SPEAK WITH THE QUALIFIED PERSON AND REPEAT INTRO SECTION.

I'd like to ask you some questions on a strictly confidential basis. The questions will take no more than 12 minutes of your time.

Screener/Quota Questions

1. **Do you or does anyone in your household work for a transportation agency?**
 - No
 - Yes (thank and terminate)
 - Don't know/refused (thank and terminate)

2. **In the last 7 days how many days did you travel on I-405 north of Bellevue? (QUOTA = 300 WHO USE 1 OR MORE DAYS)**
 - 0
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7

3. In the last 7 days how many days did you travel on I-405 south of Bellevue? (QUOTA = 300 WHO USE 1 OR MORE DAYS)

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7

4. In the last 7 days how many days did you travel on SR 167? (QUOTA = 400 WHO USE 1 OR MORE DAYS)

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7

IF Q2, Q3, AND Q4 ARE ALL ZERO, THEN TERMINATE

ASK Q5 ONLY IF 1 OR MORE ON Q2 OR Q3

5. In the last 7 days how many days did you use each of the following ways to travel on I-405?

- Drove alone
- Carpooled with household members (ask how many people typically were in carpool)
- Carpooled with non-household members (ask how many were typically in carpool)
- Took the bus
- Vanpooled
- Other (specify)

ASK Q6 ONLY IF 1 OR MORE ON Q4

6. In the last 7 days how many days did you use each of the following ways to travel on SR 167?

- Drove alone
- Carpooled with household members (ask how many people were typically in carpool)
- Carpooled with non-household members (ask how many people were typically in carpool)
- Took the bus
- Vanpooled
- Other (specify)

OF THE 1,000 CASES, 300 NEED TO BE CARPOOLERS, BUS RIDERS, OR VANPOOLERS

Support for Express Toll Lanes

READ – Express toll lanes are lanes for carpools and buses that are also open to solo drivers who choose to pay a toll for a faster, more reliable trip when they need it most. These new lanes would be in addition to existing general purpose traffic lanes. Toll rates adjust with the level of congestion to ensure that traffic in the express toll lane is free flowing (at least 45 miles per hour) even when the regular lanes are congested. With express toll lanes you always have the choice to stay in the untolled general purpose lanes.

7. WSDOT is considering operating up to two express toll lanes in each direction on I-405 that would connect with HOT lanes on SR 167, creating a 50+ mile corridor from Puyallup to Lynnwood. These new lanes would be in addition to existing general purpose traffic lanes. On a scale of 0-10, where 0= very low support and 10 = very high support, how much do you support this plan?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- Don't know

8. In thinking about the benefits of express toll lanes on I-405 and SR 167, please rate the following statements based on how appealing each statement is to you (where 1 is not appealing at all and 7 is very appealing). (Rotate and read.)

- a. Toll rates will change by the amount of traffic congestion – higher rates during times of more congestion, lower rates during times of less congestion. This will help avoid over-crowding the lanes and will reduce congestion.
- b. Tolling will help guarantee travel speeds of at least 45 mph, providing a more reliable trip to those who use the express toll lanes.
- c. Tolling is expected to reduce the amount of time vehicles are idling in stop and go traffic, which will be good for the environment.
- d. Moving vehicles out of the general purpose lanes and into express toll lanes will increase speeds in all lanes.
- e. Tolling funds could go directly into a dedicated account to maintain and improve the I-405 and SR-167 travel corridors.
- f. Express toll lanes would collect tolls electronically as vehicles travel at regular highway speeds. There would be no toll booths.

Now I have some questions about how express toll lanes might work for you.

Likelihood to Use Express Toll Lanes

9. Thinking about the last time you traveled on I-405 or SR 167 during the peak commute times, how likely would you have been to choose to use express toll lanes for a faster trip? Please use a scale of 0-10, where 0= very unlikely and 10 = very likely.

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- Don't know

10. We know that most people will not use the express tolled lanes for every trip or even for most trips. The purpose is to offer an option if you need it.

- Do you see yourself using the express tolled lanes at least one time per month?
 1. No
 2. Yes
 3. Don't know
- Under what circumstances could you see yourself using the express toll lanes?
- Under the circumstance you described, how much would you be willing to pay for each one-way trip?

11. Imagine that you are traveling alone in the general purpose lanes on I-405 from Renton to Bellevue (or for those who use SR 167 -- on SR 167 from Auburn to Renton) and that traffic is stop and go. How many more miles per hour would you need to be able to travel for you to choose to pay a toll and travel in the express toll lane?

12. Imagine that you are traveling alone in the general purpose lanes on I-405 from Renton to Bellevue (or for those who use SR 167 -- on SR 167 from Auburn to Renton) and that traffic is stop-and-go. If you could travel in the express toll lane and increase your speed to 45 miles per hour how much of a toll would you be willing to pay for this trip?

13. Currently, cars with 2 or more people can use the I-405 HOV lanes. HOV lanes on I-405 are currently over-used during peak commute times, slowing all vehicles in the lanes, including buses and carpools. To better use these lanes and make the new express toll lanes work more efficiently, would you support changing the definition of a high occupancy vehicle from 2 or more people to 3 or more people?

- No
- Yes
- Don't know

Travel Behavior

14. Do you have a Good To Go! toll transponder account?

- No
- Yes

ASK Q15 ONLY IF 1 OR MORE ON Q2 OR Q3

15. In the last week did you travel on I-405 on the weekend, during weekdays, or both? (choose all that apply)

- Weekdays
- Weekend days

ASK Q16 & ONLY IF 1 OR MORE ON Q4

16. In the last week did you travel on SR 167 on the weekend, during weekdays, or both? (choose all that apply)

- Weekdays
- Weekend days

ASK Q17 ONLY IF ANSWERED "YES" ON Q14

17. Have you ever paid a toll to drive in the HOT lanes on SR 167 using your Good To Go! account?

- No
- Yes

ASK Q18 ONLY IF 1 OR MORE ON Q2 OR Q3 AND "WEEKDAYS" ON Q15

18. What time of the day did you travel on I-405 during weekdays in the last week? Would you say: (choose all that apply)

- AM peak (5 am to 9 am)
- Mid-day (after 9 am to before 3 pm)
- PM peak (after 3 pm to 7 pm)
- Evening (after 7 pm to 10pm)
- Over night time (after 10 pm to before 5 am)

ASK Q21 ONLY IF 1 OR MORE ON Q4 AND "WEEKDAYS" ON Q16

19. What time of the day did you travel on SR 167 during weekdays in the last week? Would you say: (choose all that apply)

- AM peak (5 am to 9 am)
- Mid-day (after 9 am to before 3 pm)
- PM peak (after 3 pm to 7 pm)
- Evening (after 7 pm to 10pm)
- Over night time (after 10 pm to before 5 am)

ASK Q20 ONLY IF 1 OR MORE ON Q2 OR Q3

20. In general, how congested was traffic when you traveled on I-405 during the last 7 days? Would you say:

- Not congested at all
- Moderately congested
- Seriously congested
- Very seriously congested
- Don't know (do not read)

ASK Q21 ONLY IF 1 OR MORE ON Q4

21. In general, how congested was traffic when you traveled on SR 167 during the last 7 days? Would you say:

- Not congested at all
- Moderately congested
- Seriously congested
- Very seriously congested
- Don't know (do not read)

ASK Q22 ONLY IF 1 OR MORE ON Q2 OR Q3

22. For what trip purposes did you use I-405 in the last 7 days? Would you say: (multiple choices allowed; for each one chosen ask how many days used I-405 in last week for that purpose)

- Travel to or from work (if chosen, get work zip code and city; also ask if pay for parking)
- Travel to or from school (if chosen, get name of school; also ask if pay for parking)
- Errands/shopping
- Non-commute work-related travel
- Recreational activities
- Visit family or friends
- Medical needs
- Other (specify)
- Don't know (do not read)

ASK Q23 ONLY IF 1 OR MORE ON Q4

23. For what trip purposes did you use SR 167 in the last 7 days? Would you say: (multiple choices allowed; for each one chosen ask how many days used SR 167 in last week for that purpose)

- Travel to or from work (if chosen, get work zip code and city; also ask if pay for parking)
- Travel to or from school (if chosen, get name of school; also ask if pay for parking)
- Errands/shopping
- Non-commute work-related travel
- Recreational activities
- Visit family or friends
- Medical needs
- Other (specify)
- Don't know (do not read)

Ask Q24 only if indicated "work travel on Q22 or Q23

24. What is the approximate one-way distance in miles between your home and your work location? (do not read)

- 0-5
- 6-10
- 11-15
- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51 or more
- Don't know /refused

Demographics

We have a few questions about yourself and your household. Your answers will be strictly confidential and will be combined with those of other respondents for statistical analysis purposes.

25. What is your home zip code?

26. Which of the following broad ranges includes your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and older
- Refused

27. Which of the following best describes your work situation? Would you say: (multiple responses allowed)

- Employed full-time
- Employed part-time
- Student full-time
- Student part-time
- Homemaker
- Retired
- Unemployed
- Refused

28. Which of the following income categories applies to your household's total annual income (before taxes) for 2008?

- Under \$20,000
- \$20,000 to less than \$30,000
- \$30,000 to less than \$55,000
- \$55,000 to less than \$75,000
- \$75,000 to less than 90,000
- \$90,000 to less than \$125,000
- \$125,000 to less than \$150,000
- \$150,000 and above
- Refused

29. Which of the following best describes your ethnic/racial background? Would you say:

- White/Caucasian (not Hispanic/Latino background)
- White Caucasian (Hispanic/Latino background)
- Black/African American
- Asian/Pacific Islander
- Hispanic/Latino
- Native American
- Multi-racial
- Other (specify)
- Refused

30. Would you be willing to participate in a discussion group or other further research efforts to help the Department of Transportation learn more about opinions of citizens like you regarding express toll lanes?

- No (skip to Q32)
- Yes (get contact info)
- Don't know/refused (skip to Q32)

31. Could I have your name, phone number and email address.

- Name: _____
- Phone: _____
- Email address: _____

32. Gender: (interviewer enter)

- Male
- Female

Those are all the questions I have for you. Thank you very much for your participation

