



Omnibus 2015

Public Opinion Survey

MnDOT's Public Engagement & Constituent Services

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Administered by:

The Dieringer Research Group

We all have a stake in **A**  **B**



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Executive Summary



Executive Summary

Construction Disruption and Acceptability

- Minnesota residents report having less frequent transportation challenges getting to school and work in 2015, particularly in the Metro areas.
 - The primary reasons for transportation issues differ for Metro and Greater Minnesota residents. Metro residents are more likely to be affected by things such as traffic congestion and construction, while Greater Minnesota residents are most affected by unplowed roads and bad weather.
- Perceptions of extreme disruption related to construction increased among Minnesota residents, resulting in more residents stating the level of disruption is unacceptable.
 - While ratings for “extreme disruption” in the Metro are similar to 2014, these residents were more likely to state construction levels were “unacceptable” in 2015.
 - When specifically comparing the perceptions across the state, not surprisingly, the negative impact of construction continues to be more prevalent in the Metro area than in Greater Minnesota.

Trust

- Trust levels remain unchanged compared to 2014 across all metrics.
 - Minnesota residents especially agree that MnDOT prioritizes user safety, works for the greater good, and is a reliable steward of Minnesota’s transportation system.
 - Ratings on the trust metrics continue to be generally similar across the state; however, for the first time since 2012, regional differences in opinions are appearing with more Greater Minnesota than Metro residents believing that MnDOT:
 - Prioritizes roadway users’ safety and
 - Considers residents’ concerns when developing transportation plans.



Executive Summary (continued)

Confidence

- Public confidence in MnDOT is also stable compared to 2014 in all areas.
 - Residents are most confident in the agency's ability to keep roadways safe and in building transportation infrastructure.
 - Roughly seven in ten residents are confident in MnDOT's ability to build and maintain roads and bridges, on par with the prior two years.
 - Among those least confident in road and bridge maintenance, common reasons include potholes and poor road conditions with some (13%) citing past disasters as their cause for lack of confidence.
 - In comparison, residents take a more pessimistic view of future efforts, as confidence is lower for MnDOT's ability to develop a 20-year transportation plan for the state and their ability to provide future alternative transportation options.
 - Confidence levels are similar across the state with the exception of providing transportation options where more Metro than Greater Minnesota residents are confident that MnDOT will do a good job with alternative options for the future.

Maintenance and Operations

- While opinions of roadway maintenance and operations are mostly similar to 2014, residents rate MnDOT higher in 2015 for snow and ice removal (up in both the Metro area and Greater Minnesota).
 - In 2015, MnDOT continues to exceed expectations on five of the nine attributes in this area.
 - For the first time in 2015, scores in the Metro area are lagging those of Greater Minnesota in the following three areas:
 - Litter and trash removal from the roadways
 - Amount of interstate mowing and
 - Roadway improvements that enhance safety.



Executive Summary (continued)

Communication

- Similar to 2014, MnDOT is perceived to perform moderately in the area of communications.
 - Ratings remain in the 60s across all residents in the state for communicating accurate and reliable information.
- Minnesota residents are most likely to get their traffic information from television, with fewer than one-quarter using MnDOT's web/mobile app (511 usage is higher for Greater Minnesota residents than those in the Metro areas).
- Awareness and usage of 511 are similar to last year, with just over half of residents "aware;" among them, the majority have used it and report receiving accurate information from it.

Transit, Bike, and Pedestrian

- Perceptions of the availability of public transit, pedestrian safety, as well as awareness of pedestrian traffic laws and crosswalk safety advertising, are generally similar to 2014.
 - Despite more residents in Greater Minnesota being "very satisfied" with the availability of public transit compared to last year, they continue to be less satisfied overall than Metro residents.
 - Similarly, more residents feel their community is "very safe" for pedestrians, up among women in both the Metro and Greater Minnesota areas.
- Biking frequency remains, for the most part, similar to 2014 although the number of residents riding on a monthly basis is down.
 - With those in Metro areas riding less often in 2015, riding frequency is now similar between those in the Metro area and those in Greater Minnesota.



Executive Summary (continued)

MnPASS Lanes

- While the proportion of Minnesota residents who used the MnPASS lanes is similar to 2014, the number who didn't use them but say they would if available, is up.
 - Both Metro and Greater Minnesota residents are expressing more interest in MnPASS, as are men, 18–34 year olds, and lower income residents (under \$75K).
 - Greater Minnesota residents are more likely than Metro residents to say increasing car/vanpools and improving bus transit service are important reasons for increasing the number of MnPASS lanes.



Implications & Strategies



Implications & Recommendations

1

- Continue to focus on Maintenance and Operations in the Metro area, specifically removing trash from the roadsides, mowing on freeways, and improving roadway safety (as scores are lagging Greater Minnesota for the first time).

2

- Focus communications efforts on increasing awareness and usage of 511 (most importantly in the Metro areas) as a way to alert residents of construction. This may help alleviate the frustration with traffic disruptions, knowing Minnesota residents' tolerance has declined in 2015.

3

- Develop marketing communications strategies to encourage bike riding, specifically targeting women and Metro residents, to help combat the decline in frequency of ridership among these segments in 2015.

4

- To ease traffic congestion due to increased traffic volume, continue to encourage MnPASS usage, particularly among those expressing greater interest (such as younger residents and men) since 2014.



Methodology



Methodology Overview+

- The 2015 MnDOT Public Opinion Omnibus Study uses a multi-modal data collection methodology, including:
 - Phone interviews among landline and cell phone users,
 - Online interviews among panel members.
- In order to reflect Minnesota’s 2015 adjusted Census demographic figures, the final data are weighted by age and income.
 - The 2015 data collection also included an oversample of Non-Caucasian residents to ensure the results reflect input similar to the demographic make-up of Minnesota overall.
- The ending base sizes, by region and mode of data collection are listed below:

	Landline Interviews		Cell Phone Interviews		Online Survey		Total Interviews	
	N=	%	N=	%	N=	%	N=	%
8-County Metro Area	295	39%	161	21%	305	40%	761	56%
Greater Minnesota	206	35%	128	22%	254	43%	588	44%
Total*	501	37%	289	21%	559	41%	1,349	

+A detailed methodology is included in the Appendix.

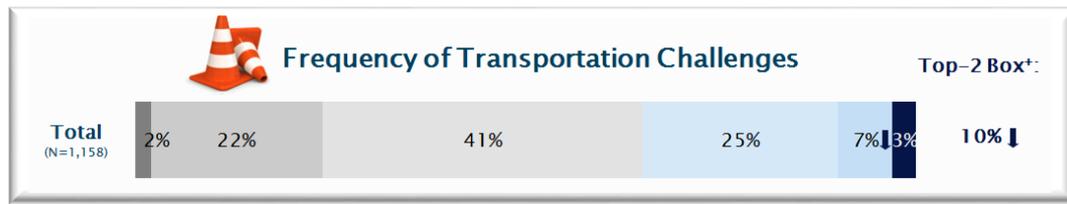
*Note: Percents do not total 100% due to rounding.



How to Read This Report

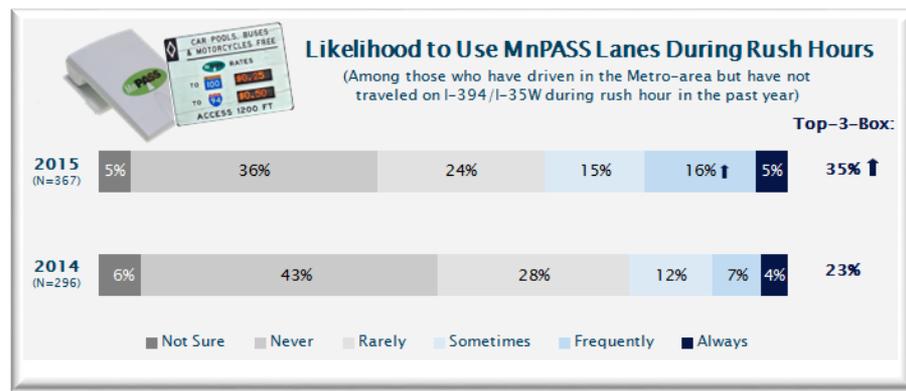
Top-Box Ratings

- Throughout this report, ratings are reported as 'Top 2, 3 or 4 Box' percentages. This is the combined percentage of respondents who provided the selected answer choices.
- This example is of a top-2 box rating where 10% of respondents 'always' or 'frequently' have transportation challenges.



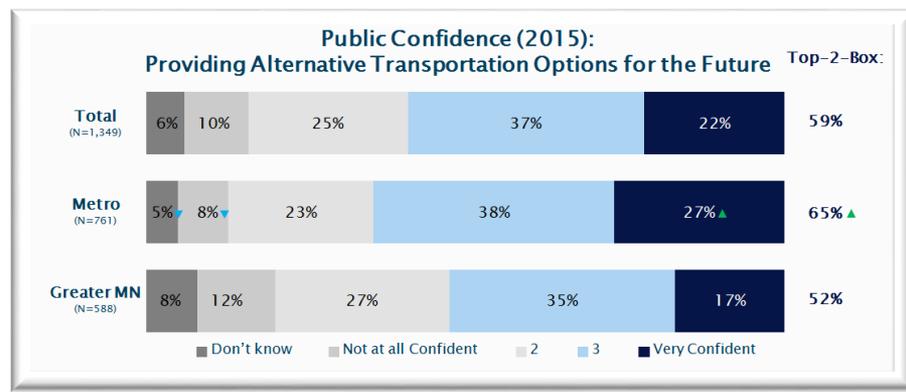
Trending

- In the chart to the right, **up (↑)** and **down (↓)** arrows are used to show significant differences between 2015 and 2014 data. The number with an arrow next to it is statistically higher or lower than the 2014 data point shown at the 95% confidence level.
- In this example, the 35% 2015 top-2-box rating is significantly higher than the 2014 rating of 23%.



Statistical Differences

- In the chart to the right, **up and down triangles** are used to show significant differences between respondent groups. The green 'up' triangle is statistically higher in Metro than the corresponding Greater Minnesota number at the industry standard 95% confidence level.
- In this example, Metro respondents are significantly more confident with MnDOT providing alternative transportation options for the future than Greater Minnesota residents.



Detailed Findings

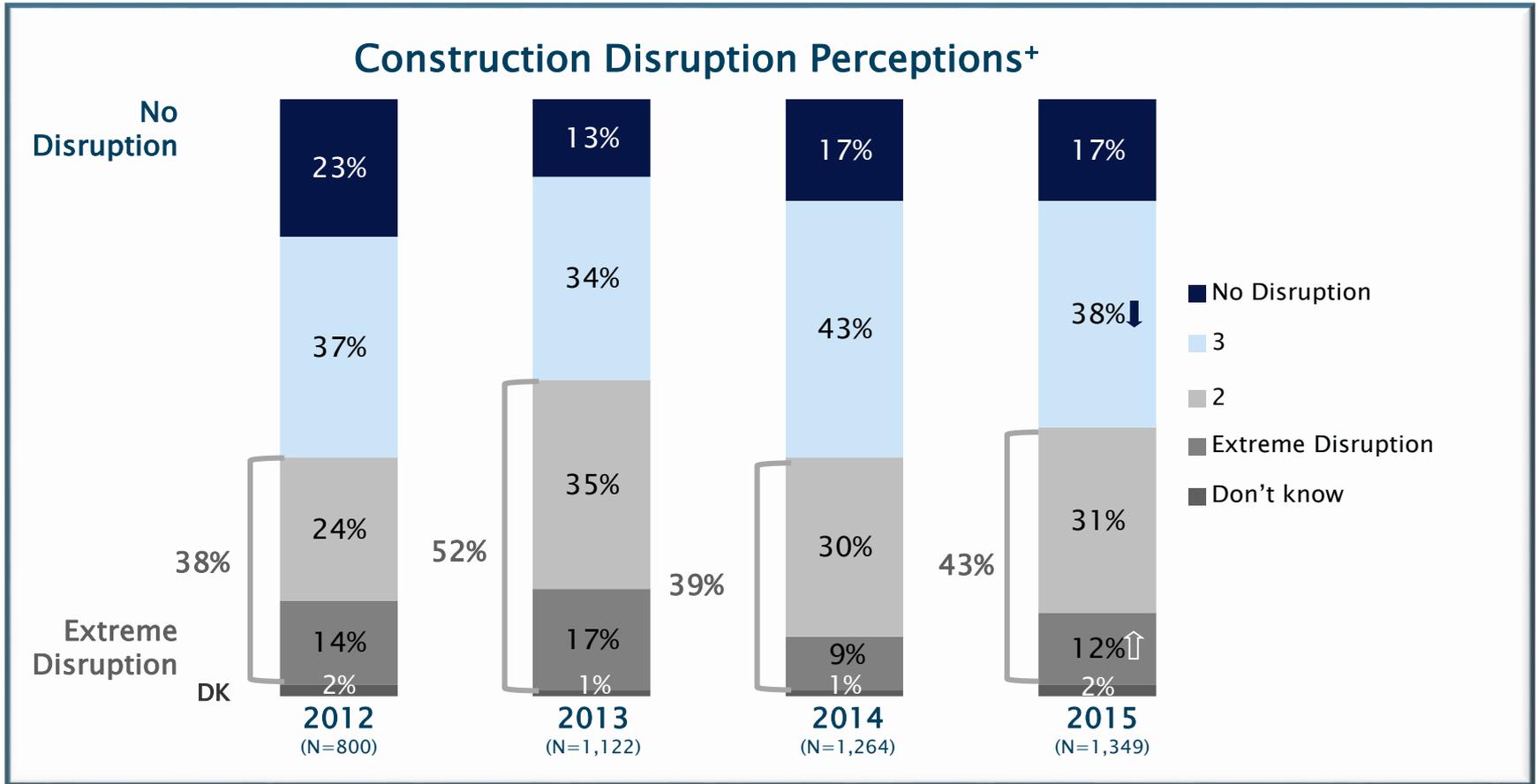


Construction Disruption and Acceptability



In 2015, Minnesota residents felt construction caused more traffic disruptions than in 2014.

- More residents report that construction caused “extreme disruption” in 2015 (12% compared to 9% last year).



↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.

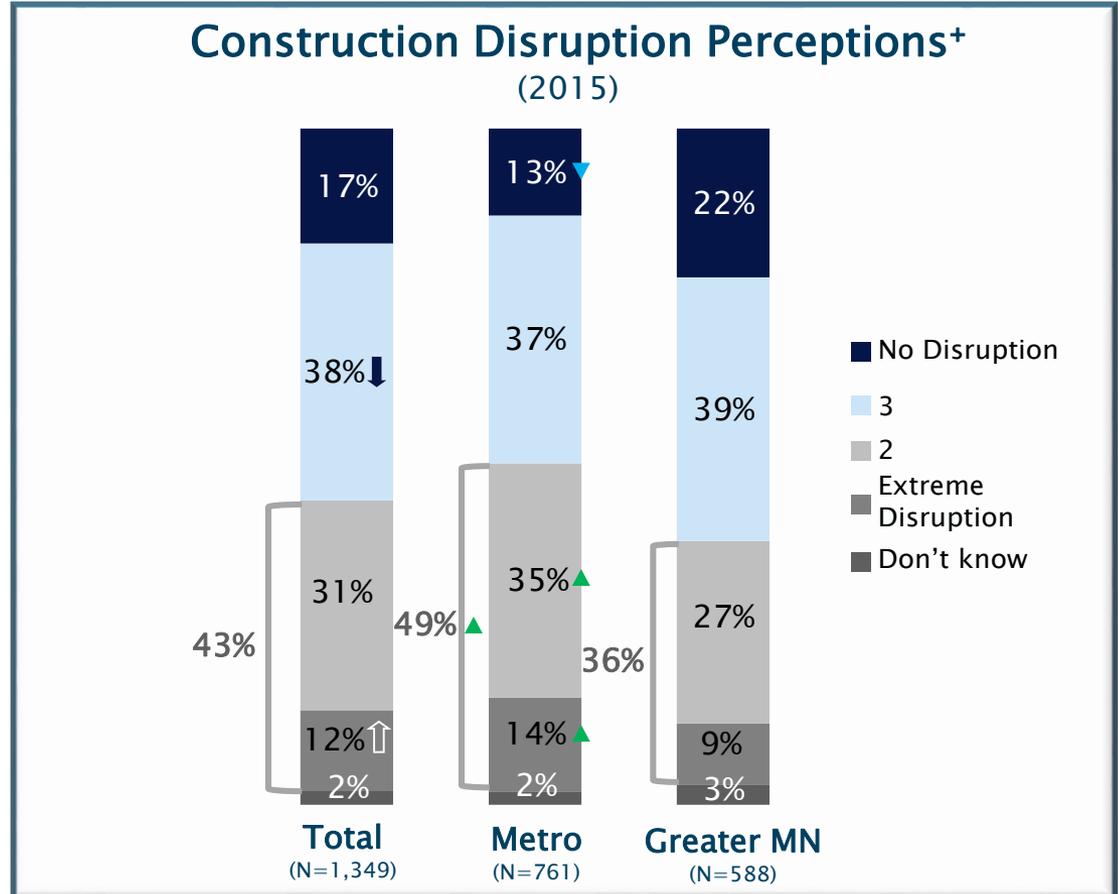
+ May not add to 100% due to rounding

Q5: How much traffic disruption did construction projects cause for you in 2015?

Using a 4-point scale where 1=Extreme Disruption and 4=No Disruption.



Traffic disruption due to construction is more prevalent in the Metro area than in Greater Minnesota.

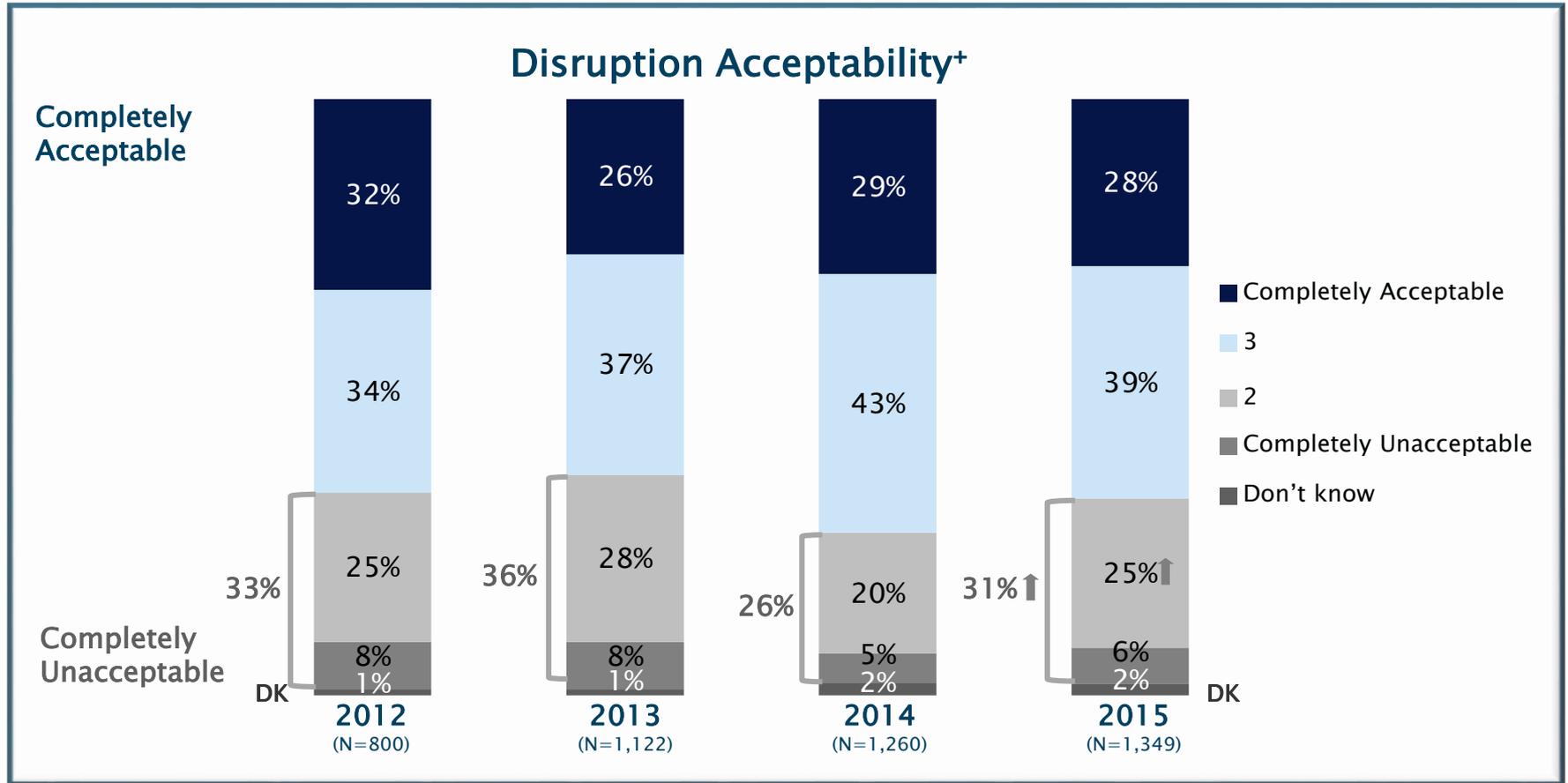


↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 ▲▲ Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.
 +May not add to 100% due to rounding
 Q5: How much traffic disruption did construction projects cause for you in 2015?
 Using a 4-point scale where 1=Extreme Disruption and 4=No Disruption.



Consistent with perceptions of disruption, acceptability of disruption declined in 2015.

- Although Minnesota residents find the level of disruption less acceptable than in 2014, ratings are on par with previous years.



↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.

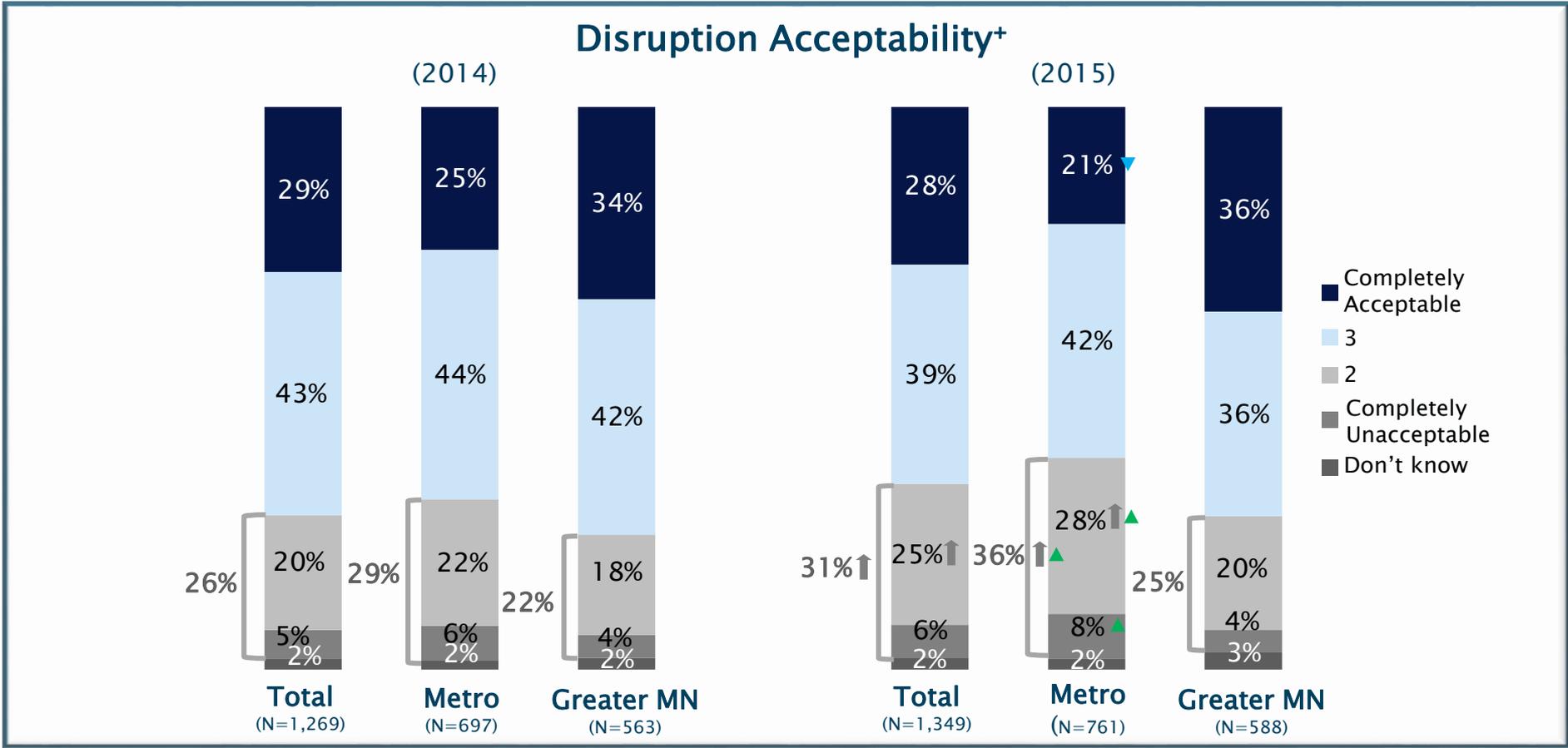
+ May not add to 100% due to rounding
 Q6: How acceptable was this level of disruption?

Using a 4-point scale where 1=Completely Unacceptable and 4=Completely Acceptable.



Compared to 2014, Metro residents found traffic disruptions less acceptable in 2015.

- Metro residents were also more likely than those in Greater Minnesota to experience disruption and find it unacceptable.

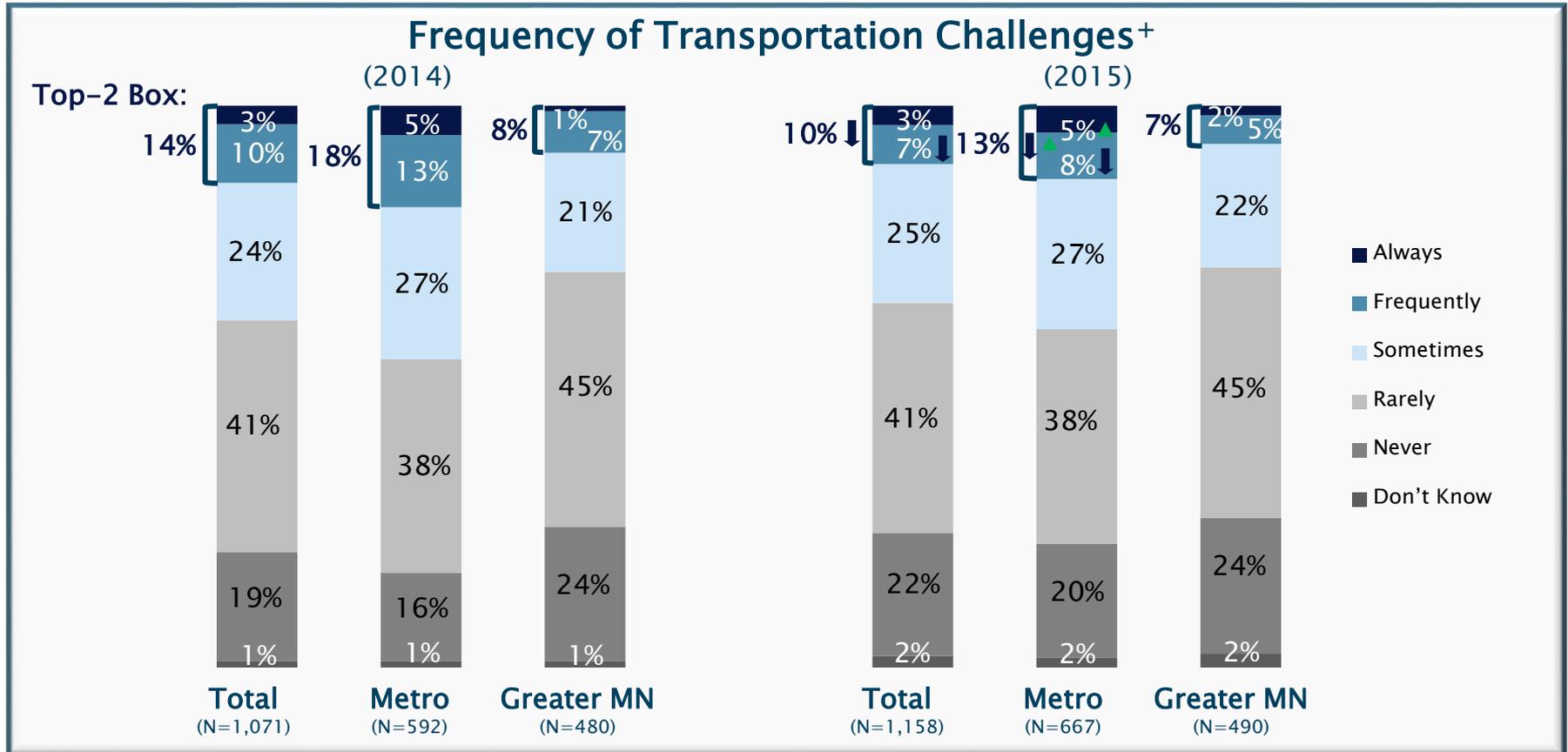


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 + May not add to 100% due to rounding
 Q6: How acceptable was this level of disruption?
 Using a 4-point scale where 1=Completely Unacceptable and 4=Completely Acceptable.



Fewer residents reported frequent transportation challenges in 2015.

- These changes are mostly driven by a decrease in the Metro area, although those in Greater Minnesota are still less likely to experience challenges (7% vs. 13%, respectively).



↓ ↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 ↑ ↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 + May not add to 100% due to rounding
 Q14: How often do you have transportation challenges that make it difficult for you to go to school, work, or other employment related places?
 (Question added in 2014).



Among Minnesota residents, there are no specific groups that stand out as having more transportation challenges than others.

- However, the number of women in the Metro area experiencing challenges is lower this year than in 2014.

Frequency of Transportation Challenges (Among Top-2-Box % Responses)



	Metro (N=63-667)	Greater MN (N=53-490)
Total	13% ↓	7%
Male	15%	5%
Female	11% ↓	9%
18-34	11%	5%
35-54	16%	10%
55-64	14%	5%
65+	6%	6%
<\$35K	15%	8%
\$35K-\$50K	12%	7%
\$50K-\$75K	11%	8%
\$75-\$100K	9%	2%
\$100K+	14%	9%

↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q14: How often do you have transportation challenges that make it difficult for you to go to school, work, or other employment related places?
 (Question added in 2014)



Primary reasons causing transportation challenges differ for Metro and Greater Minnesota residents.

Reasons for Transportation Challenges*

(Among those with challenge rating <4)

	Total (N=405)	Metro (N=264)	Greater MN (N=141)
Traffic congestion	34%	42% ▲	19%
Bad weather	28%	19% ▼	43%
Construction	26%	30% ▲	19%
Unplowed roads	9%	5% ▼	15%
Detours/closures	7%	7%	7%
Accidents/emergency vehicles	5%	7%	3%
None/no challenges	5%	6%	4%
Other single mentions	7%	5%	9%

Reasons for Ratings

Congestion

"Traffic is backed up for miles in certain areas. I have to travel to and from work each day and if it's snowing or raining it's even worse. The roads in certain areas in and around HWY 62 are completely congested. 35W is always backed up for no apparent reason." (Metro)

"The interchange at I94 and HWY 101 in Rogers is ALWAYS a bottle neck and many people get very creative in getting on to I94 east bound." (Greater MN)

Bad Weather

"When the weather is not good (if it snows or rains), usually if I'm taking the bus, the bus is late. If I'm driving, there's bad traffic." (Metro)

"Icy roads, snow covered roads. My 30-minute trip can be an hour due to bad roads- NOT traffic. HWY 10, HWY 210 is an alternate route, but often one lane is snow or iced covered. I'll take the county roads- not as dangerous since less traveled." (Greater MN)

Construction

"Construction that blocks city streets. I travel in and out of downtown a lot, and there is a lot of construction going on down there around the stadium." (Metro)

"When there is construction, we only have one lane of traffic and it backs up all the time. During rush hour, there isn't enough lanes for the amount of traffic we have." (Greater MN)

Unplowed Roads

"Too much snow piled up from the snow plows, then the side streets are all blocked off. Then the traffic on the highway is awful." (Metro)

Detours/closures

"I work downtown Minneapolis and I feel like every week there was a new road that was closed that I wasn't aware of. Every week I have to try and find a new way to and from work." (Metro)

"Detours not marked or not marked clearly." (Greater MN)

Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level. Q14b. Please describe the kinds of transportation challenges that make it difficult for you to travel to school, work, or other employment related places.

(Asked of those having transportation challenges Always, Frequently, or Sometimes).

*Only showing mentions of 5% or more.

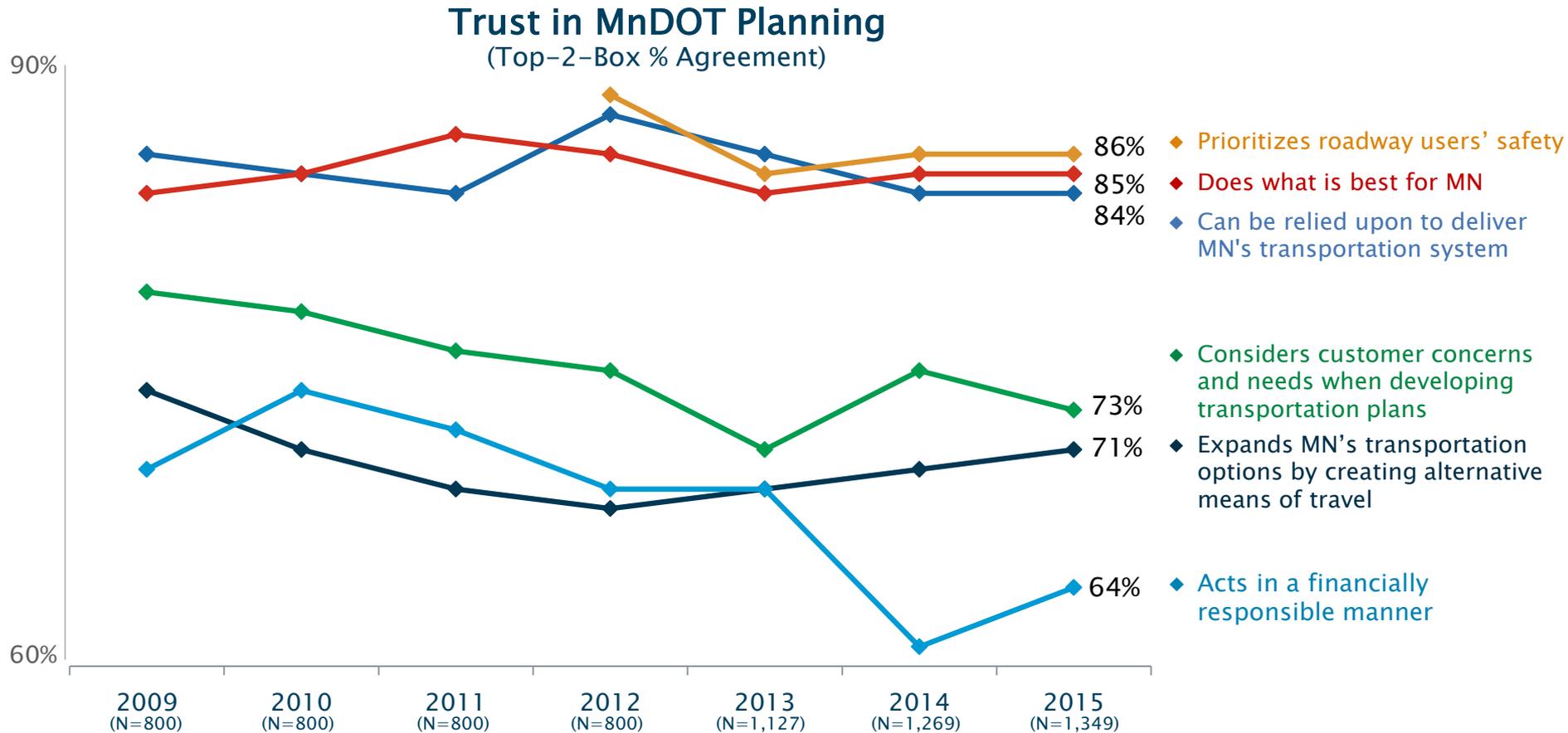
(Question added in 2015)



Trust and Confidence



A majority of residents trust MnDOT's planning abilities, which is on par with previous years.

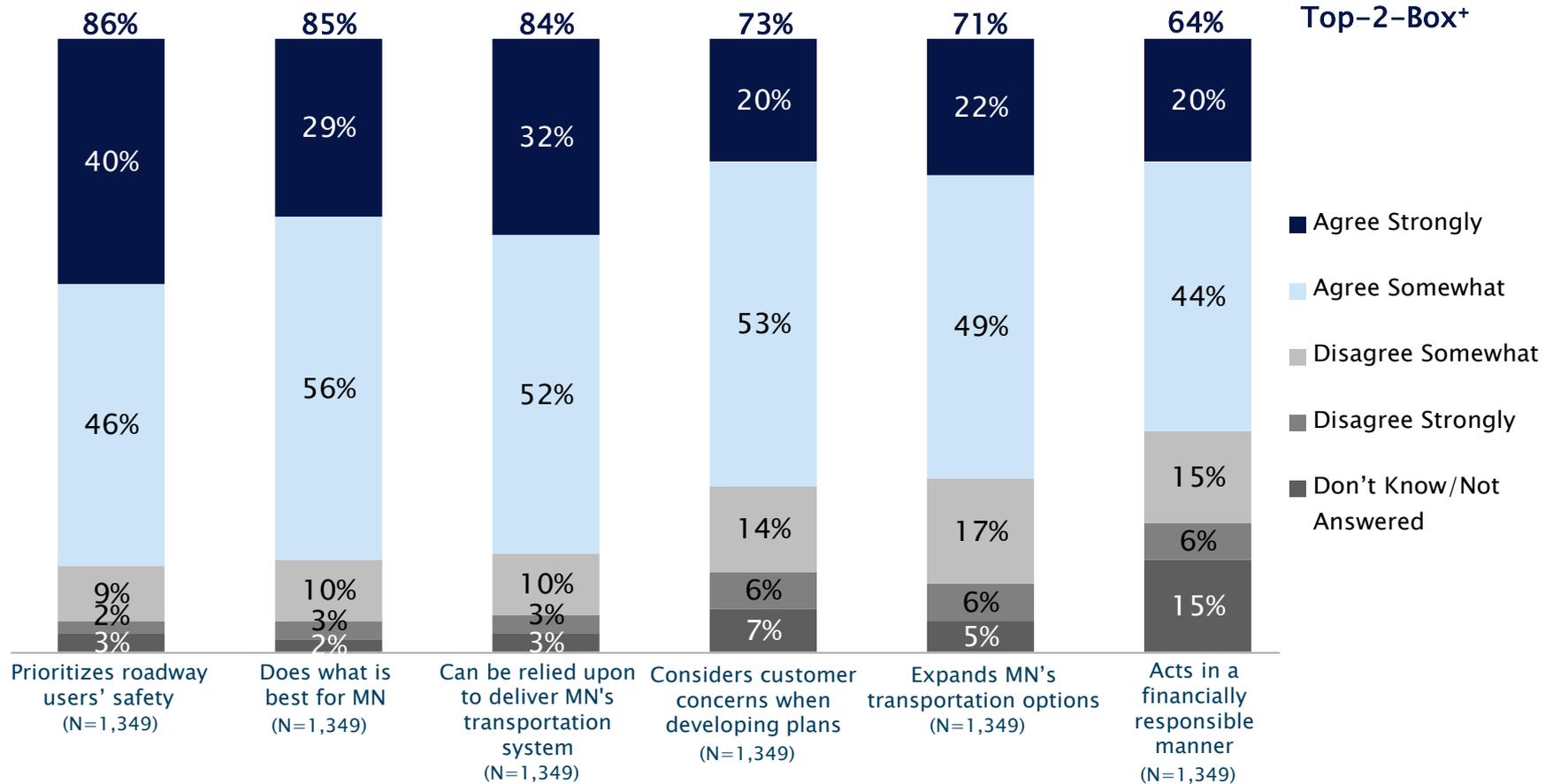


↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q7: How strongly do you agree or disagree with each of the following statements?
 Using a 4-pt agreement scale from Disagree Strongly to Agree Strongly.



Four in ten residents “agree strongly” that MnDOT prioritizes roadway safety.

Trust in MnDOT Planning (2015)



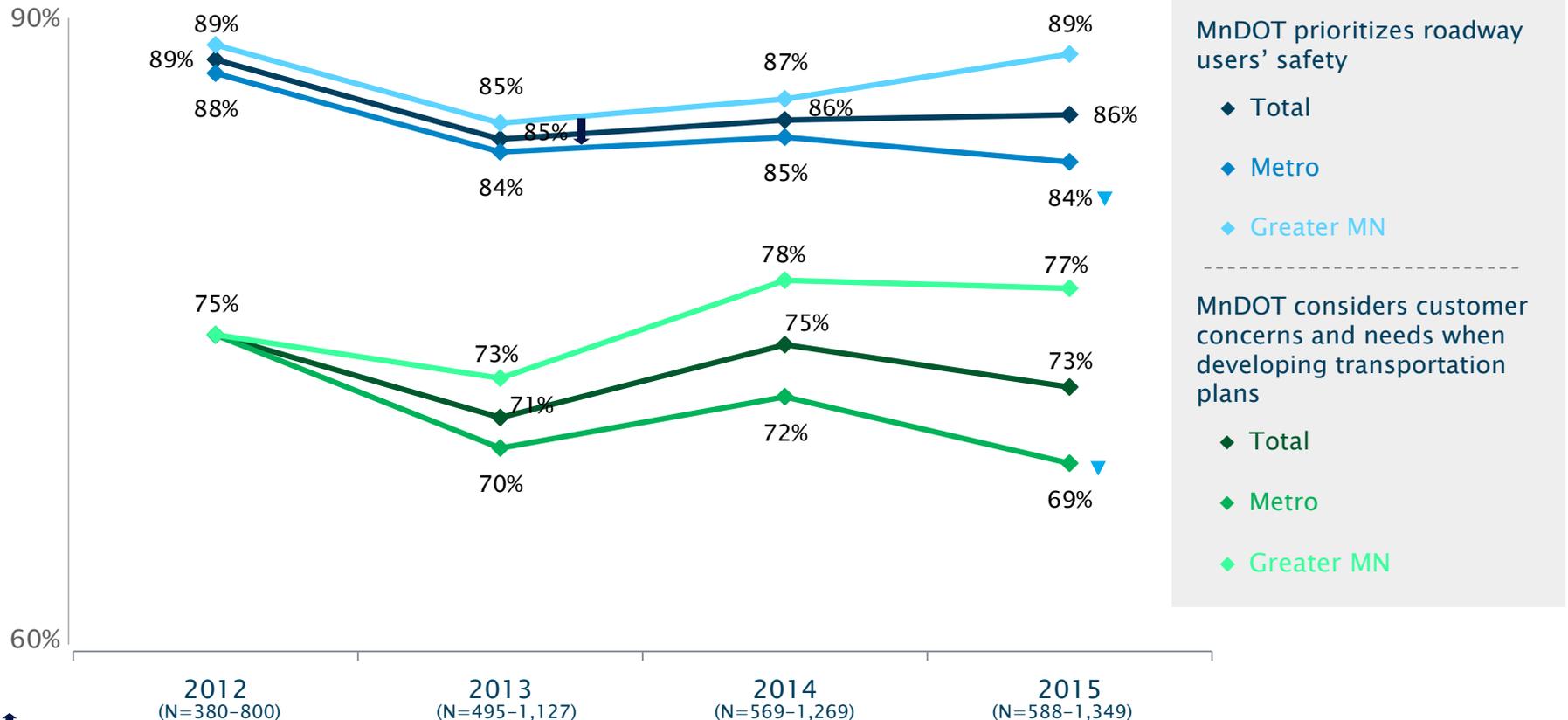
+May not add to 100% due to rounding
 Q7: How strongly do you agree or disagree with each of the following statements?
 Using a 4-pt agreement scale from Disagree Strongly to Agree Strongly.



In 2015, there are now discernible differences in trust ratings among residents of Metro and Greater Minnesota.

- More Greater Minnesota than Metro residents are in agreement that MnDOT prioritizes user-safety and considers customer concerns during planning.

Prioritizes Roadway Users' Safety/Considers Customer Concerns (Top-2-Box % Agree)

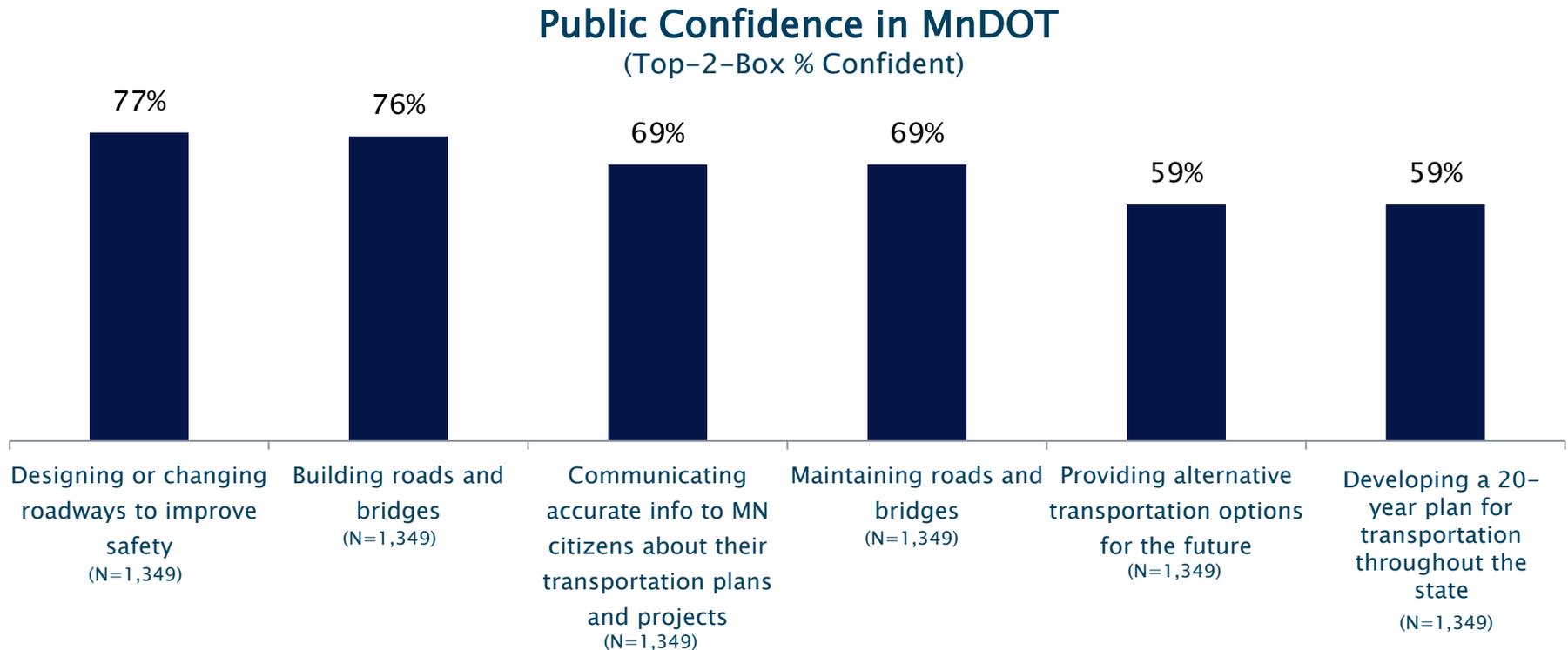


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 Q7b/Q7c: How strongly do you agree or disagree with each of the following statements?
 Using a 4-pt agreement scale from Disagree Strongly to Agree Strongly.



Public confidence in MnDOT's ability to provide core services is similar to levels seen last year.

- Minnesota residents tend to be less confident in MnDOT's ability to provide alternative transportation options for the future and to develop a long-term plan for state-wide transportation (59% each).

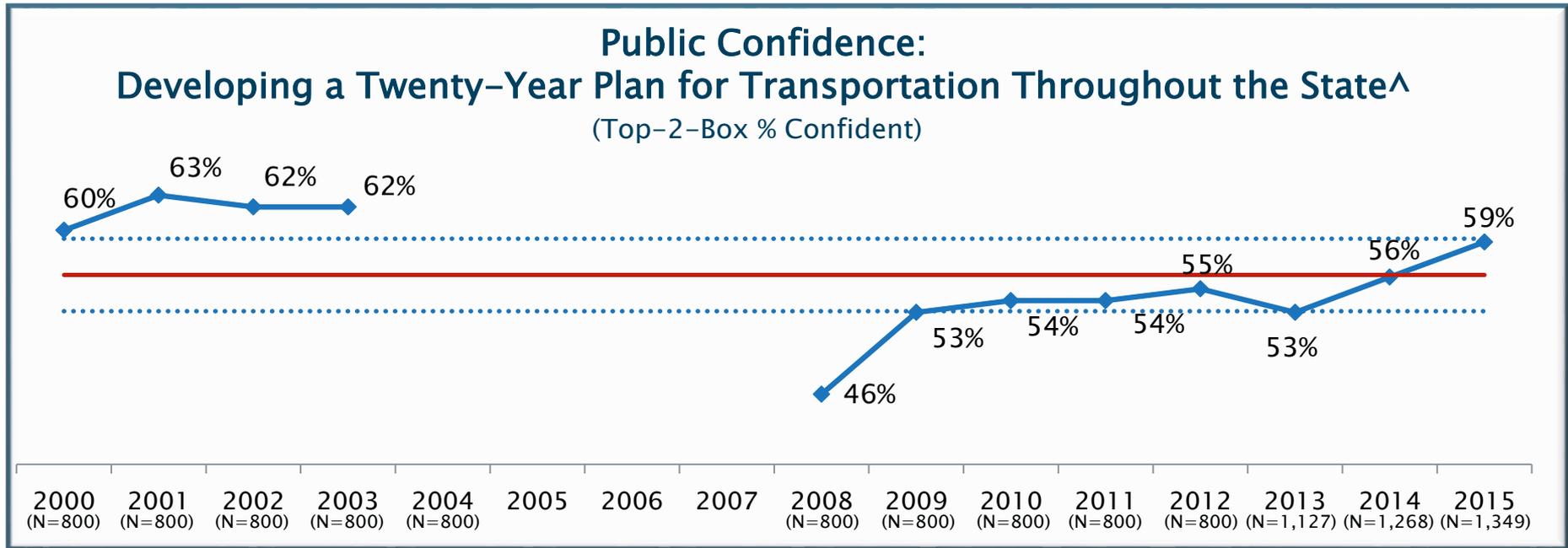


↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
Q1: Please rate how **confident** you are today in MnDOT's ability to do a good job with the following services.
Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



Confidence in long-term planning is steady year over year, with ratings in both 2014 and 2015 up over 2013 levels.

- Almost six in ten residents are saying they are “confident” or “very confident” in MnDOT’s ability to do a good job developing a twenty-year plan for transportation.

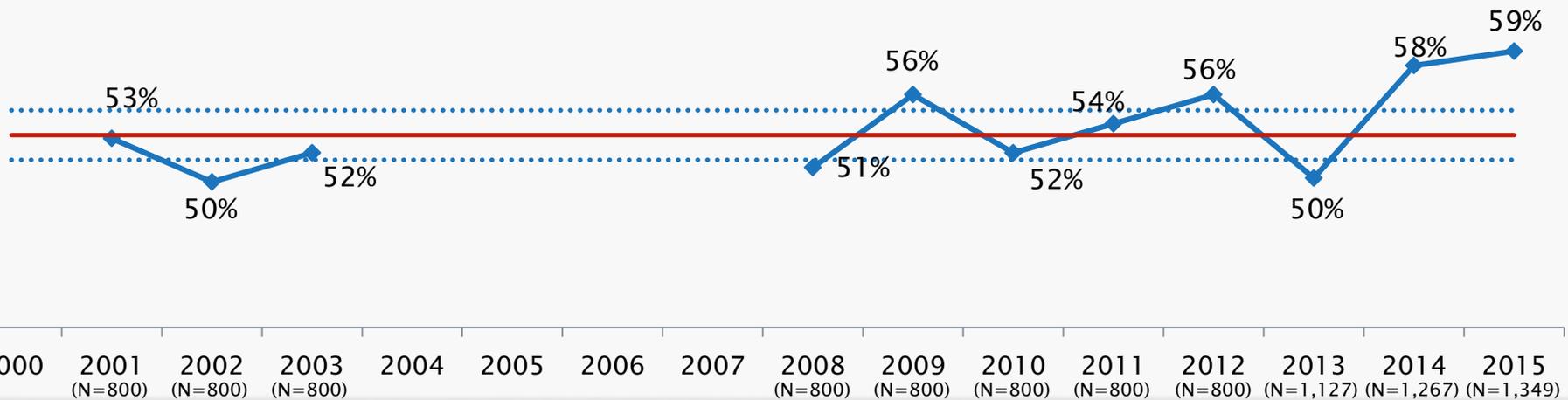


[^]Red line signifies the mean top two percent rating, while the dotted blue line signifies upper 2/lower 2 sigma.
 Data noted with arrow is significantly lower or higher respectively than the previous year’s data at the 95% confidence level.
 Q1c: Please rate how **confident** you are today in MnDOT’s ability to do a good job with the following services.
 Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



A similar number of Minnesota residents (59%) are confident that MnDOT will do a good job providing future alternative transportation options.

**Public Confidence:
Providing Alternative Transportation Options for the Future[^]**
(Top-2-Box % Confident)

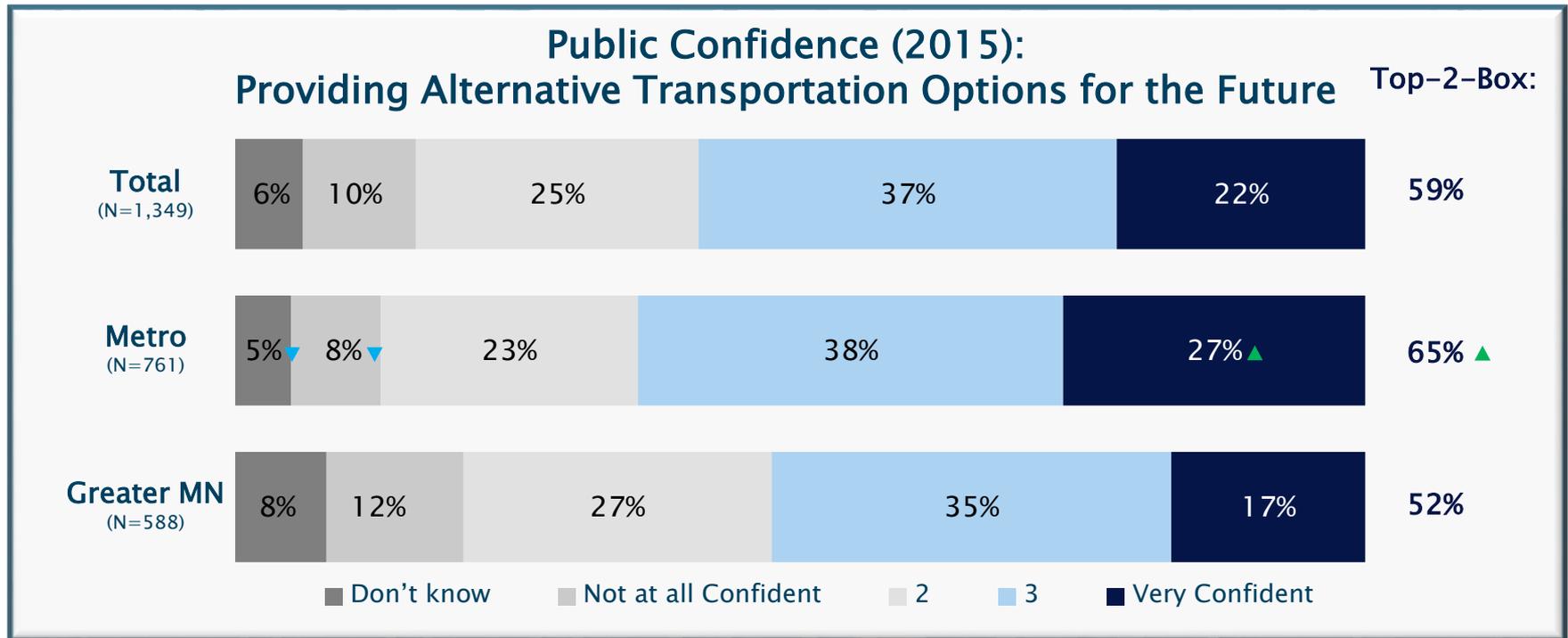


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 Q1e: Please rate how **confident** you are today in MnDOT's ability to do a good job with the following services.
 Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



Metro area residents are more confident in plans for providing alternate transportation options.

- Access to existing options could be an underlying factor in the difference between Metro and Greater Minnesota.

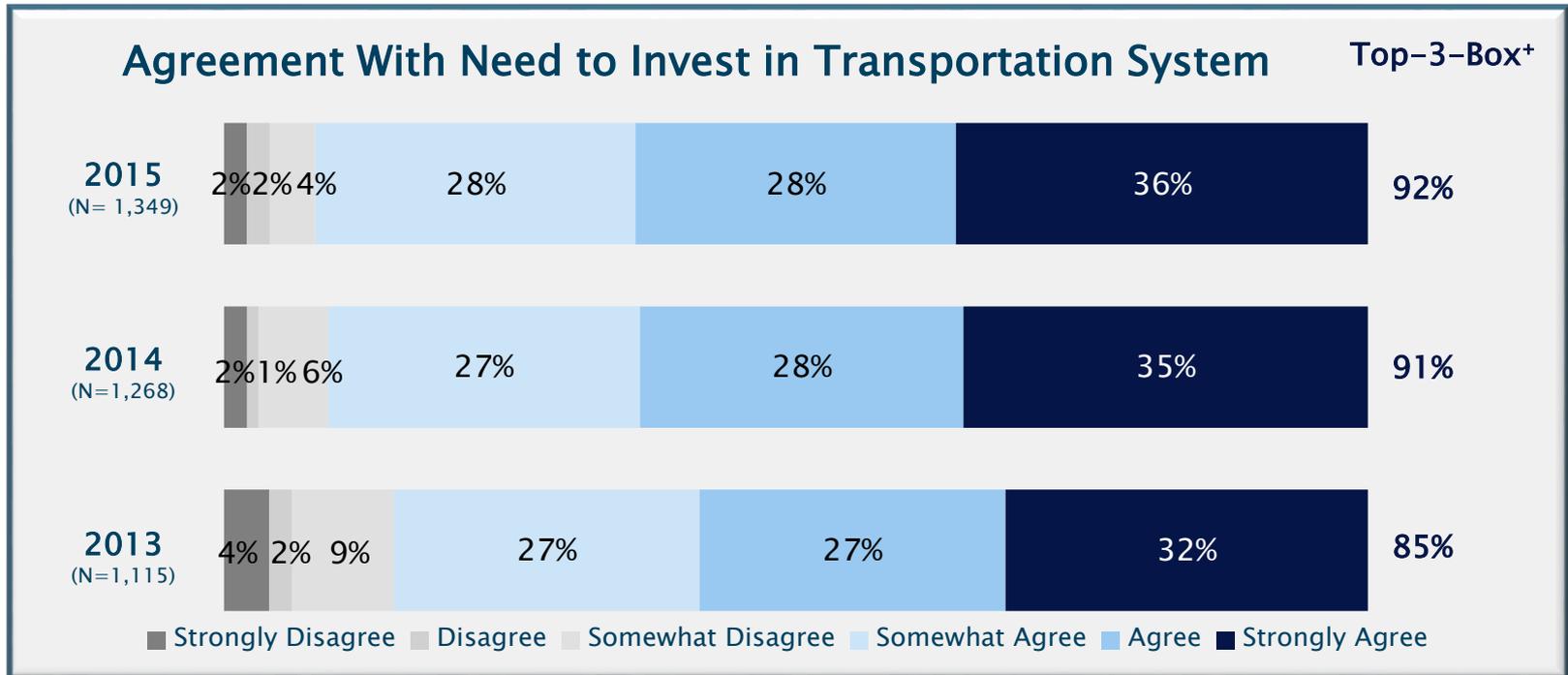


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 Q1e: Please rate how **confident** you are today in MnDOT's ability to do a good job with the following services.
 Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



Similar to 2014, nine out of ten residents agree that there should be more investment in Minnesota's transportation system.

- This is significantly higher than levels seen in 2013.



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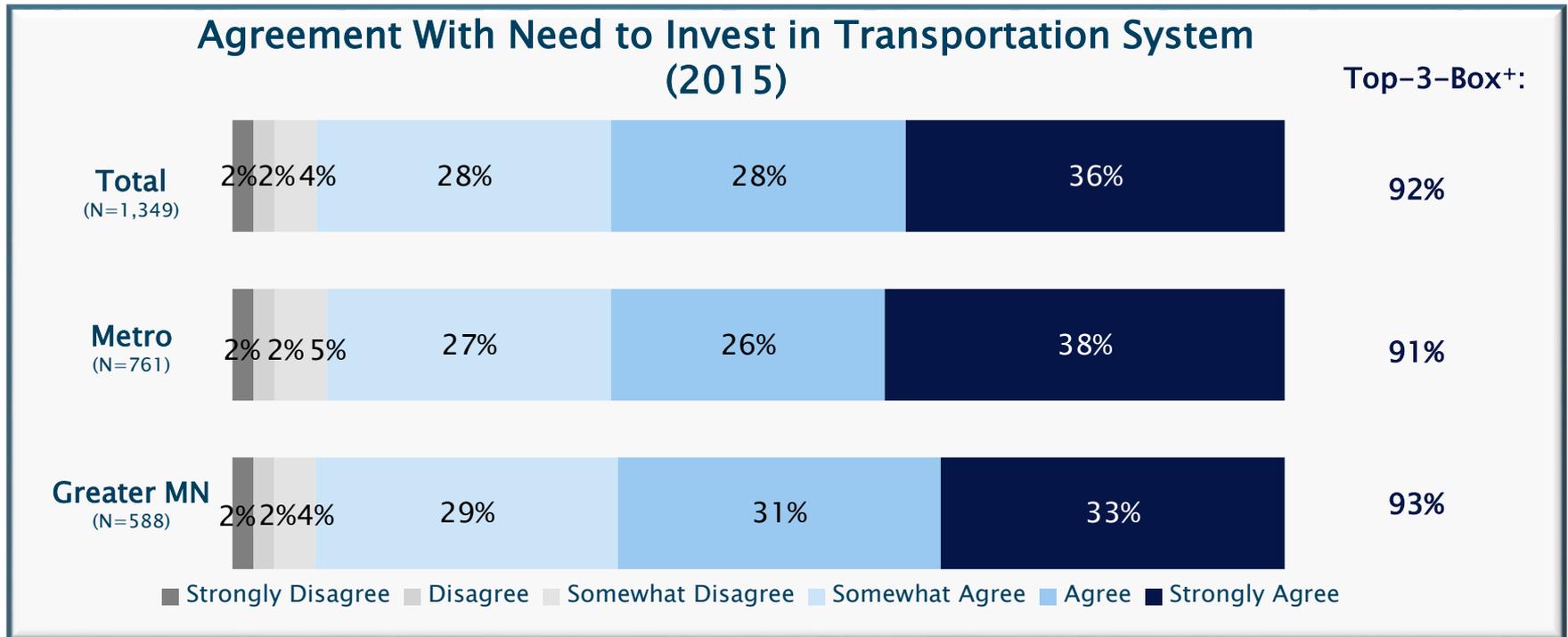
+ May not add to 100% due to rounding.

Q34. Please indicate your level of agreement with the following statement: To serve Minnesota residents and businesses, we need to invest significantly more in our transportation system than we have been investing in the past - including maintaining and expanding our roads and bridges, rail, transit, and trails throughout the state. Would you say you...

Using a 6-pt agreement scale from Strongly Disagree to Strongly Agree.



Both Metro and Greater Minnesota residents alike agree with the need for more investment in transportation.



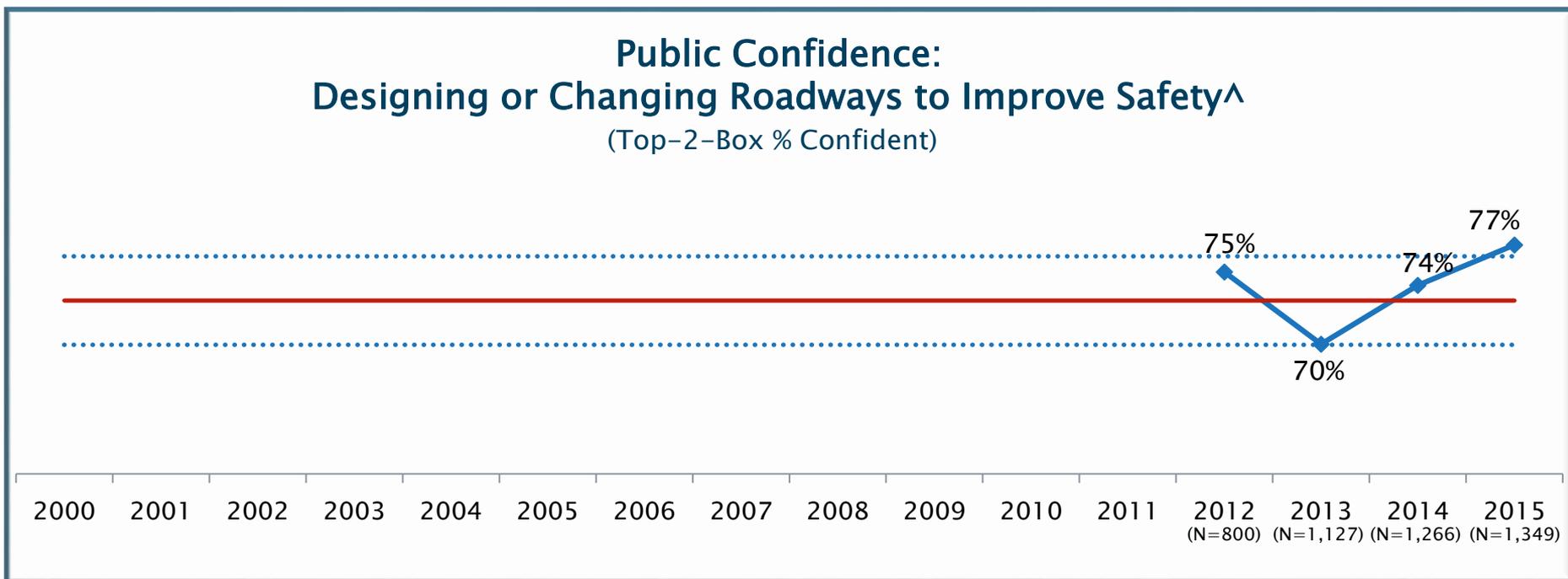
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 +May not add to 100% due to rounding.

Q34: Please indicate your level of agreement with the following statement: To serve Minnesota residents and businesses, we need to invest significantly more in our transportation system than we have been investing in the past - including maintaining and expanding our roads and bridges, rail, transit, and trails throughout the state. Would you say...
 Using a 6-pt agreement scale from Strongly Disagree to Strongly Agree.



Over three-quarters of Minnesota residents are confident in MnDOT's ability to improve roadway safety.

- Ratings have continued to trend up since 2013, and are statistically similar to 2014.



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Q1g: Please rate how **confident** you are today in MnDOT's ability to do a good job with the following services.

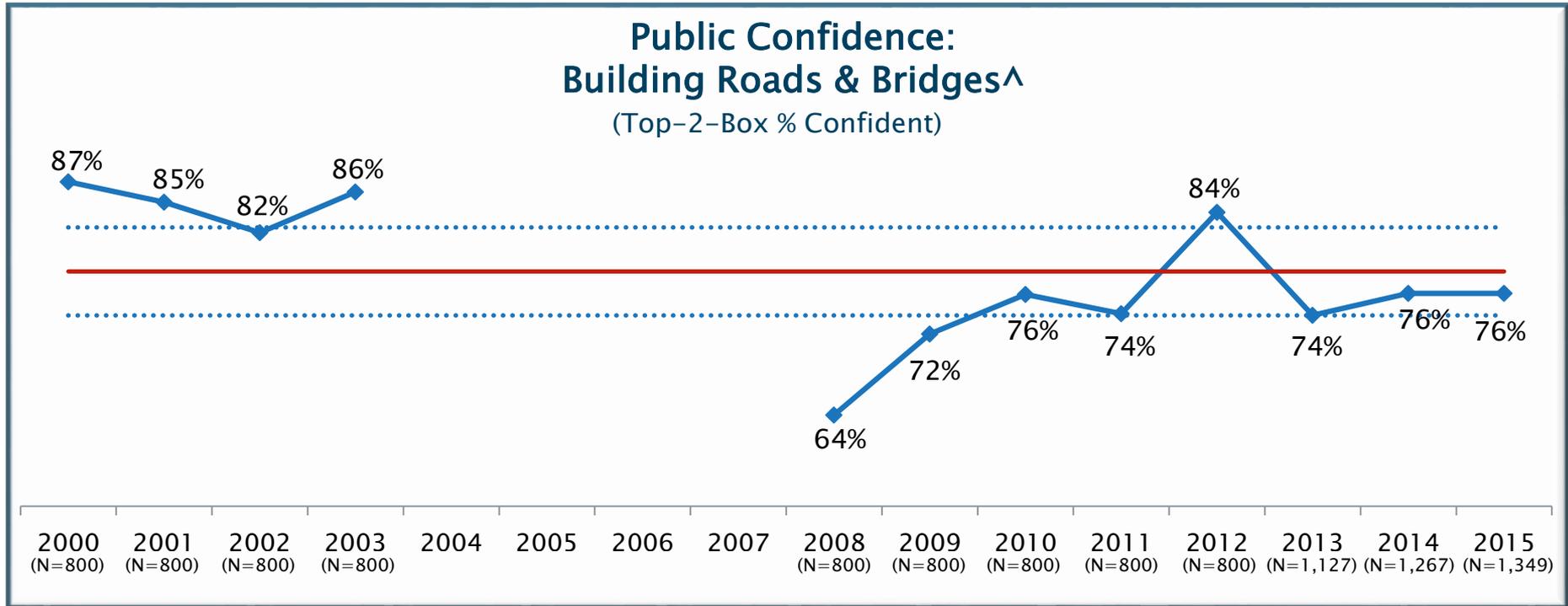
Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



Trust & Confidence in MnDOT Roads & Bridges



Public confidence in the building of roads and bridges has held steady for the past three years.

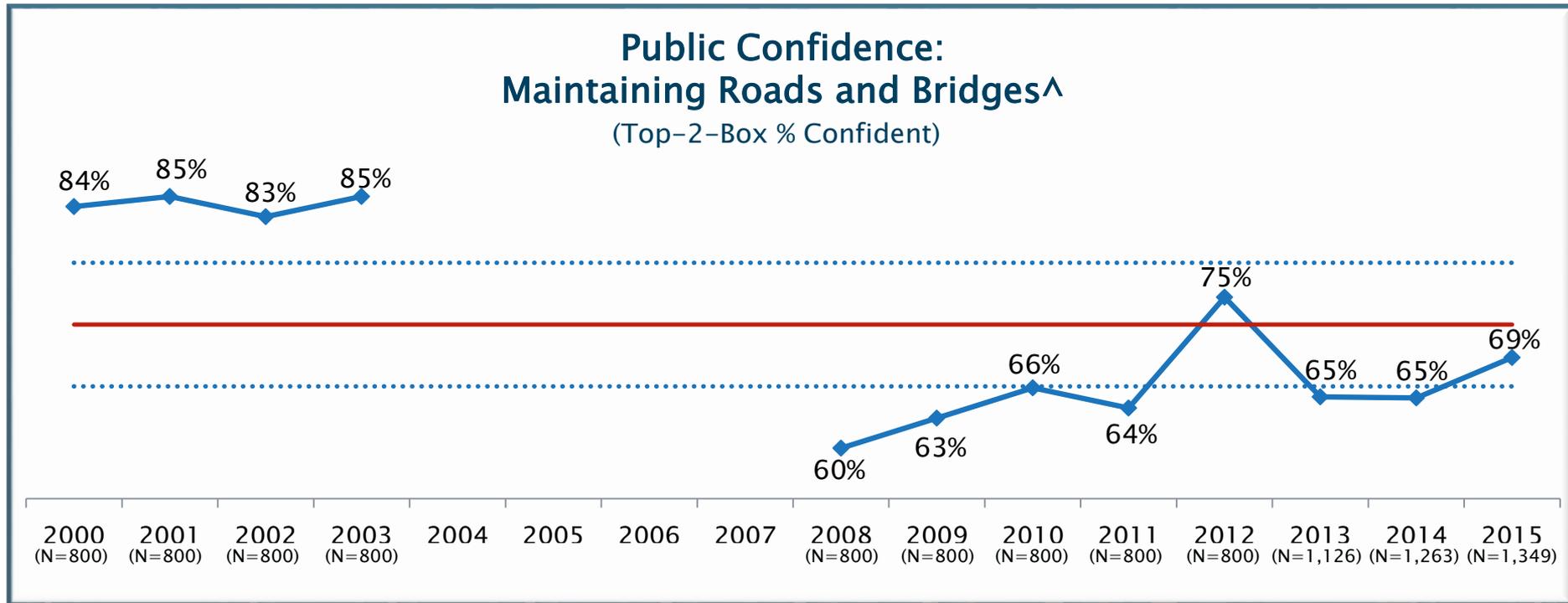


[^]Red line signifies the mean top two percent rating, while the dotted blue line signifies upper 2/lower 2 sigma.
 Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q1a: Please rate how **confident** you are today in MnDOT's ability to do a good job with the following services.
 Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



There has been no change in public opinion about the maintenance of roads and bridges compared to the past two years.

- Over two-thirds of Minnesota residents (69%) are confident that MnDOT does a good job maintaining its transportation structures.



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 Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q1b: Please rate how **confident** you are today in MnDOT's ability to do a good job with the following services.
 Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



Of those not confident in MnDOT's maintenance abilities, reasons for their concern vary.

- Potholes and other visual disrepair are among the top mentions.

Reasons for Lack of Confidence in Road & Bridge Maintenance*

(Among those who rated confident level=1, N=86)

22% (N=19)	Potholes	21% (N=13)	Poor road conditions/ disrepair	14% (N=12)	Not proactive/ no upkeep	13% (N=11)	Past Disasters	12% (N=10)	Work takes too long	12% (N=10)	Funding
<p>"Have you ever seen the roads in Minnesota, pot holes everywhere!" (Metro)</p> <p>"There so many potholes around here. It's hard on your car." (Metro)</p> <p>"It seems like we have better bike and snowmobile trails than we do roads. I have even broken some things on my cars from potholes on the roads, but the bike trails are kept up well." (Greater MN)</p>	<p>"I travel substantially and most roads have cracks, bumps, and potholes on a very consistent basis. The roads around my home are not in great condition and any repairs are far and few between." (Metro)</p> <p>"My road and the roads surrounding me are in constant disrepair." (Greater MN)</p> <p>"I see that roads and bridges are getting old. Seems like not much money is going into fixing them and building new ones." (Greater MN)</p>	<p>"The 35W bridge collapsed, our numerous potholes, and ill-repaired roads. They know things are getting bad, why don't they fix them and have a proactive plan in a climate like Minnesota?" (Metro)</p> <p>"The roads in Minnesota are in terrible condition and the short term fixes (i.e. fill pot holes) never work." (Greater MN)</p> <p>"Never-ending deterioration of newly replaced roads and poor upkeep." (Greater MN)</p>	<p>"The bridge fell down and killed a bunch of people in the Minneapolis area, and the roads have been bad since." (Metro)</p> <p>"I drove semis for 43 years, so I have no complaints with the highways and bridges except for that one bridge collapse." (Greater MN)</p> <p>"35W collapsed, and then on top of that, bridges are not fixed in a timely manner." (Greater MN)</p>	<p>"Because we are outdated by the time they finish a project." (Metro)</p> <p>"Because the majority of the money spent on roads in Minnesota is spent in the Metro area and Greater Minnesota gets the left over funds. Take Highway 60 for example. They can't find enough money to finish a project that was started over 50 years ago to make a two lane road a four lane road." (Greater MN)</p> <p>"Road and bridges are in need of repair in the out-state areas, and it is not happening quick enough/well enough to provide good roads in a lot of places...or safe bridges." (Greater MN)</p>	<p>"I am uncertain if the 'maintaining roads and bridges' and 'building roads and bridges' are totally up to MnDOT or if the legislature has control of the monies spent by MnDOT. I am confident that MnDOT could fix roads and bridges, but I am concerned that the monies are not being allocated to MnDOT to build and repair. That is why I answered the question in the manner that I did." (Metro)</p> <p>"I think a disproportionate amount of the MNDOT budget is spent in the Minneapolis/St. Paul metro area and the roads and infrastructure in Greater MN are neglected." (Greater MN)</p>						

Q1.1: Please tell me about your rating your confidence in MnDOT's ability to do a good job at maintaining roads and bridges?

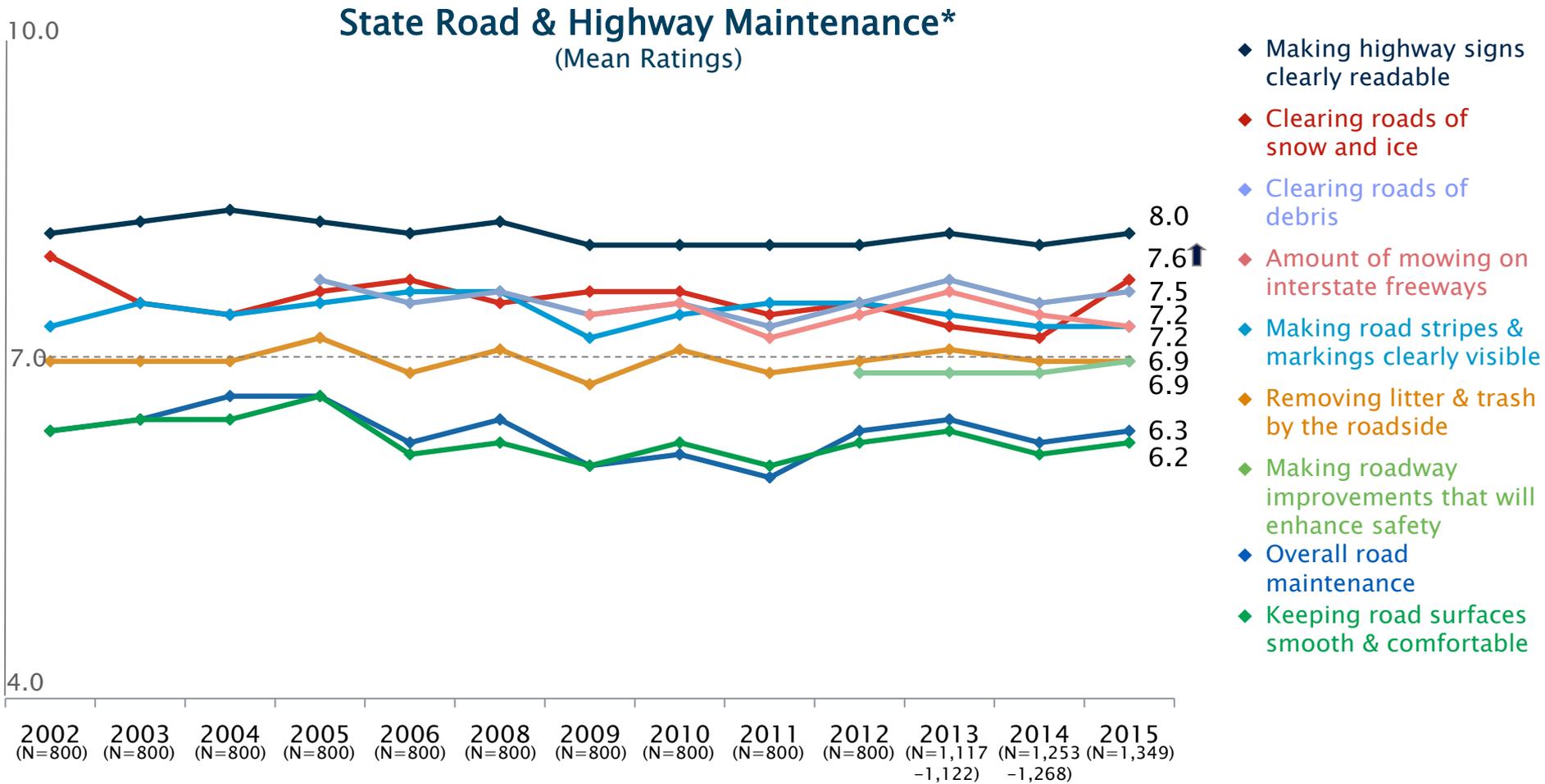
*Only showing mentions of 6% or more.



Maintenance & Operations



Most perceptions of road and highway maintenance are unchanged; however, snow and ice removal has improved over 2014 driven by higher scores among both Metro and Greater Minnesota residents.

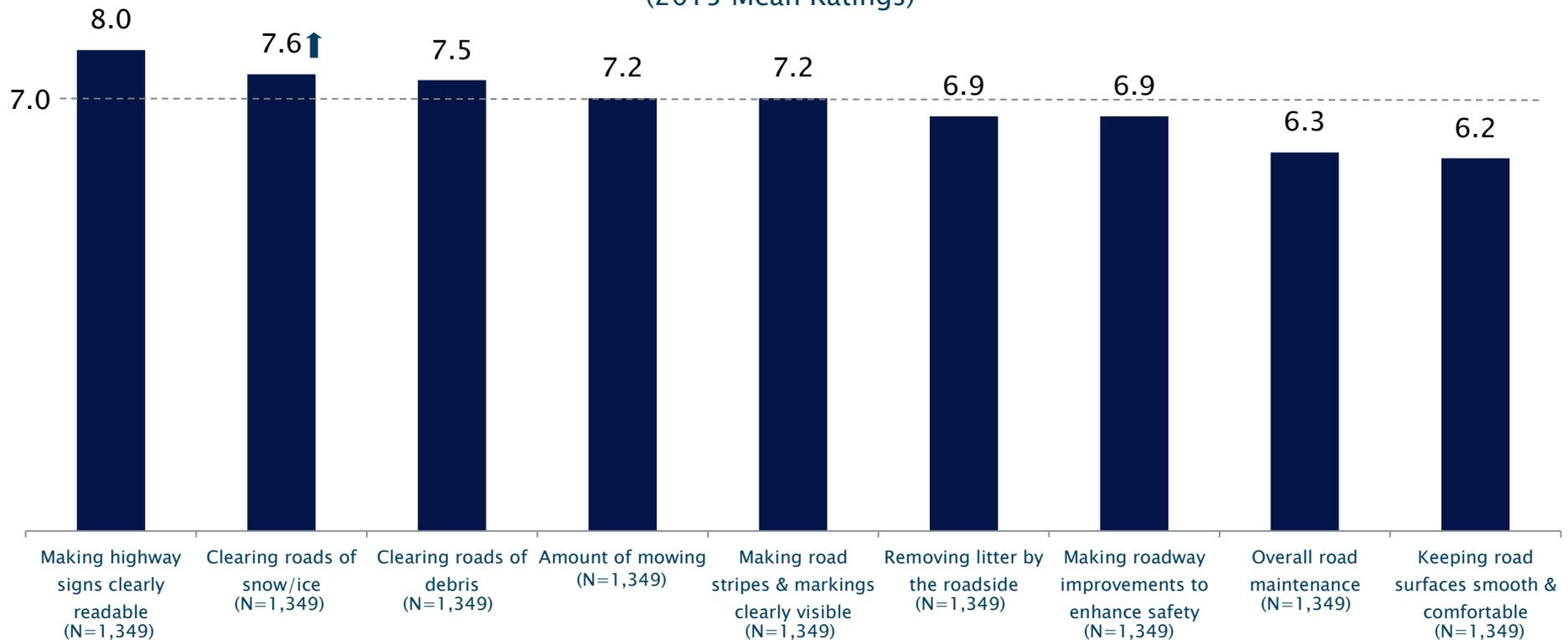


↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q2: Focusing on **state roads and highways**, overall, how well has MnDOT been doing at...?
 Using a 10-pt scale where 1=Extremely Poor Job and 10=Extremely Good Job. (*Survey not fielded in 2007).



Similar to 2014, MnDOT is exceeding their targeted goal of mean ratings of 7.0 or higher on five of the nine maintenance indicators.

State Road & Highway Maintenance (2015 Mean Ratings)

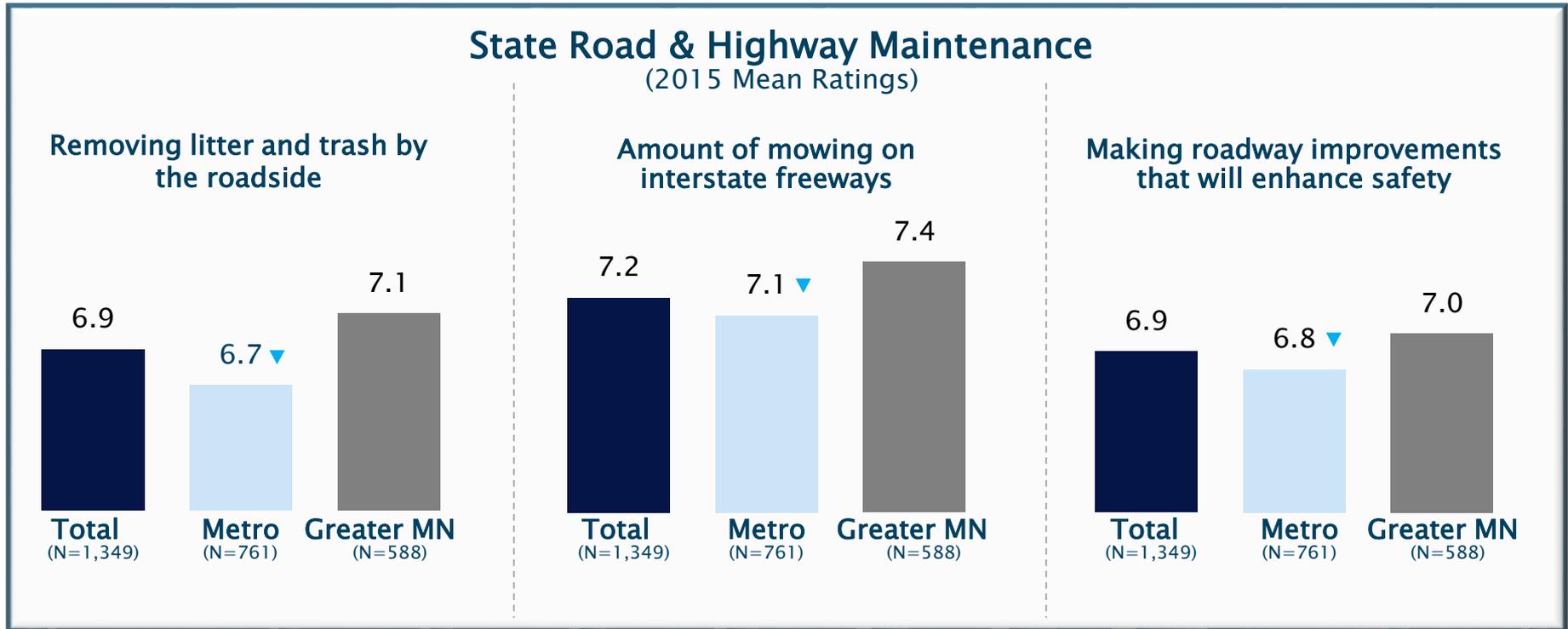


↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q2: Focusing on **state roads and highways**, overall, how well has MnDOT been doing at...?
 Using a 10-pt scale where 1=Extremely Poor Job and 10=Extremely Good Job.



For the first time, significant differences in opinion are seen between Metro area residents and those in Greater Minnesota.

- Metro residents rate MnDOT lower than others in the state in three areas including trash removal from the roadsides, mowing on freeways, and improving roadways to enhance safety.



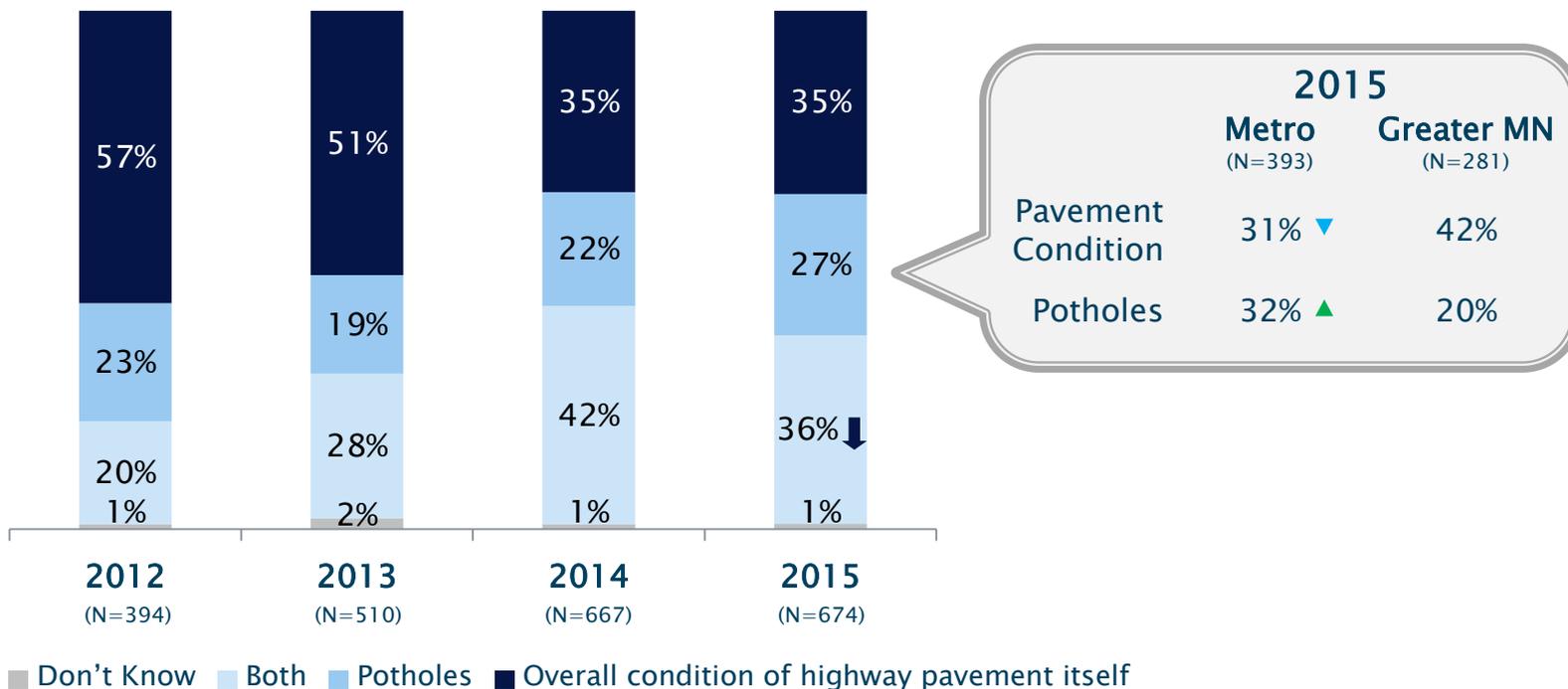
↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.
 Q2g/Q2j/Q2k: Overall, how well has MnDOT been doing at...?
 Using a 10-pt scale where 1=Extremely Poor Job and 10=Extremely Good Job.



While specific reasons for dissatisfaction with road surfaces are similar to 2014, fewer residents are saying “both” in 2015.

- Metro residents are more likely to say “potholes,” while Greater MN residents are more likely to choose “pavement conditions.”

Reasons for Road Surfaces Rating
(Among those rating surfaces smooth and comfortable <7)



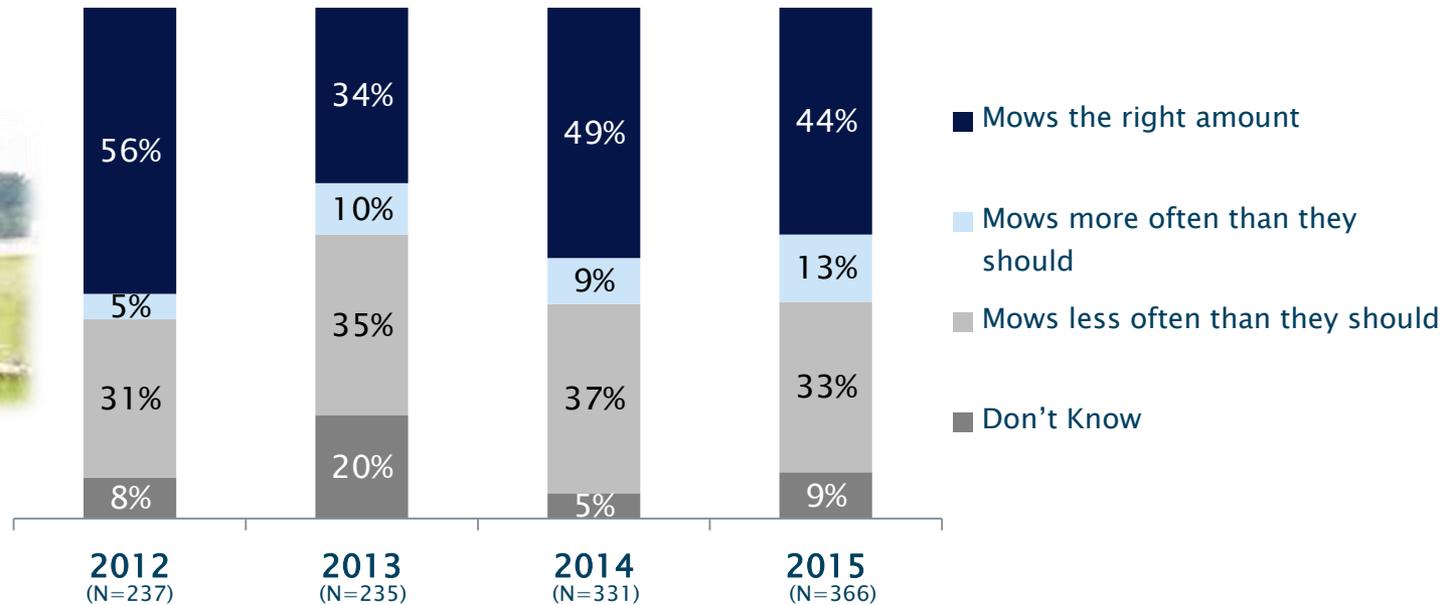
↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.
 Q3: Was your rating for keeping road surfaces smooth and comfortable based on...? Omnibus Survey 2015 41



Minnesota residents had similar attitudes about the frequency of interstate mowing compared to last year.

- Just over four in ten felt that MnDOT mows the right amount, while 33% felt that they do not mow often enough.

Interstate Freeway Mowing Frequency (Among those rating amount of mowing <7)



↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
Q4: Would you say that MnDOT mows the interstate freeways...?



Communications & 511mn.org



TV news is the most popular method to learn about traffic and road conditions.

- Residents were asked which sources they use to gather information regarding traffic and road conditions, as well as construction updates.
- Just over half of residents (53%) use TV news to learn about traffic and road conditions, followed by MnDOT's web/mobile app (23%) and the radio (23%).
- Metro residents are generally less likely to use internet-based information sources than Greater Minnesota residents.

Traffic Information

	Total (N=1,349)	Metro (N=761)	Greater MN (N=588)
Television News	53%	54%	52%
MnDOT web or mobile app	23%	20% ▼	27%
Radio	23%	21%	24%
Traffic apps	19%	23% ▲	15%
Social Media	11%	9% ▼	14%
Newspapers (print)	9%	8%	11%
Other web based news (e.g. news, shows)	9%	10%	9%
Web-based Newspapers	7%	8%	6%
I don't get traffic updates	5%	5%	5%
Don't know	1%	1%	1%

Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.

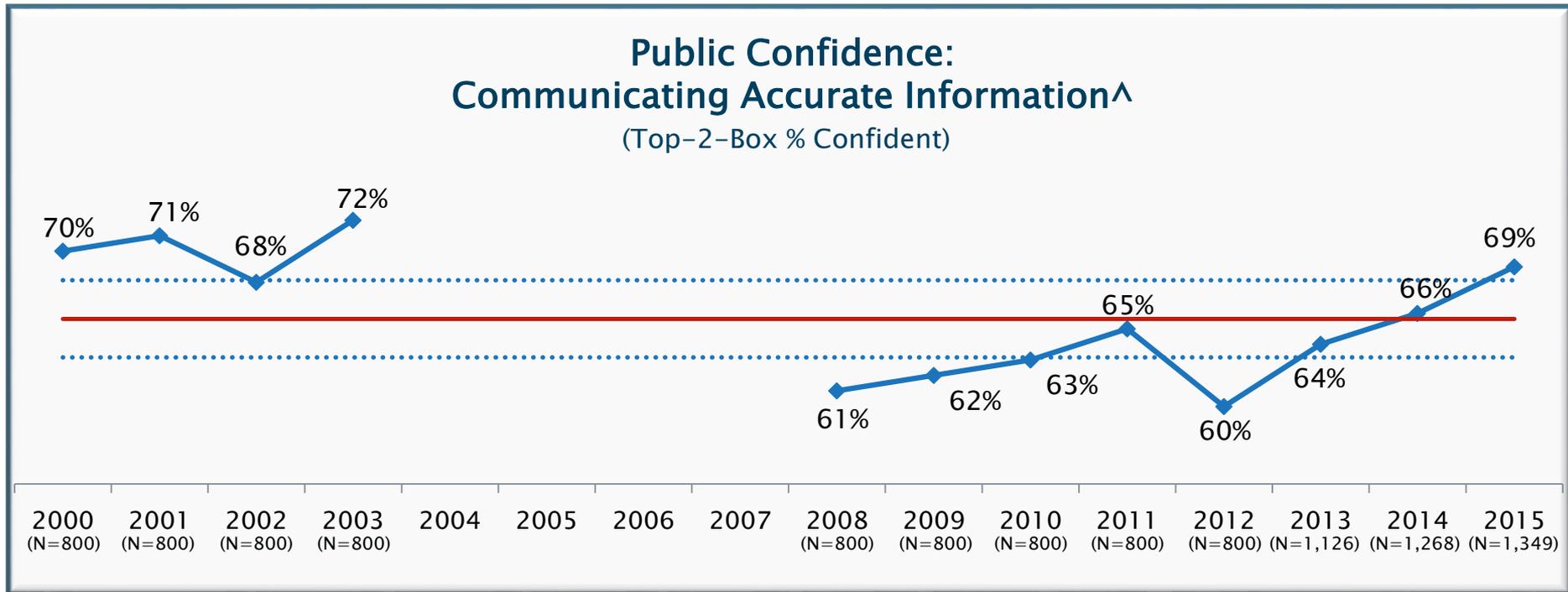
*Only showing mentions of 5% or more.

Q7.2 How do you get information about traffic conditions, bad weather road conditions, and/or highway construction?
(Question added in 2015)



Public confidence in the accuracy of MnDOT's communication is on par with 2014.

- This year continues the upward trend in ratings seen over the past four years.

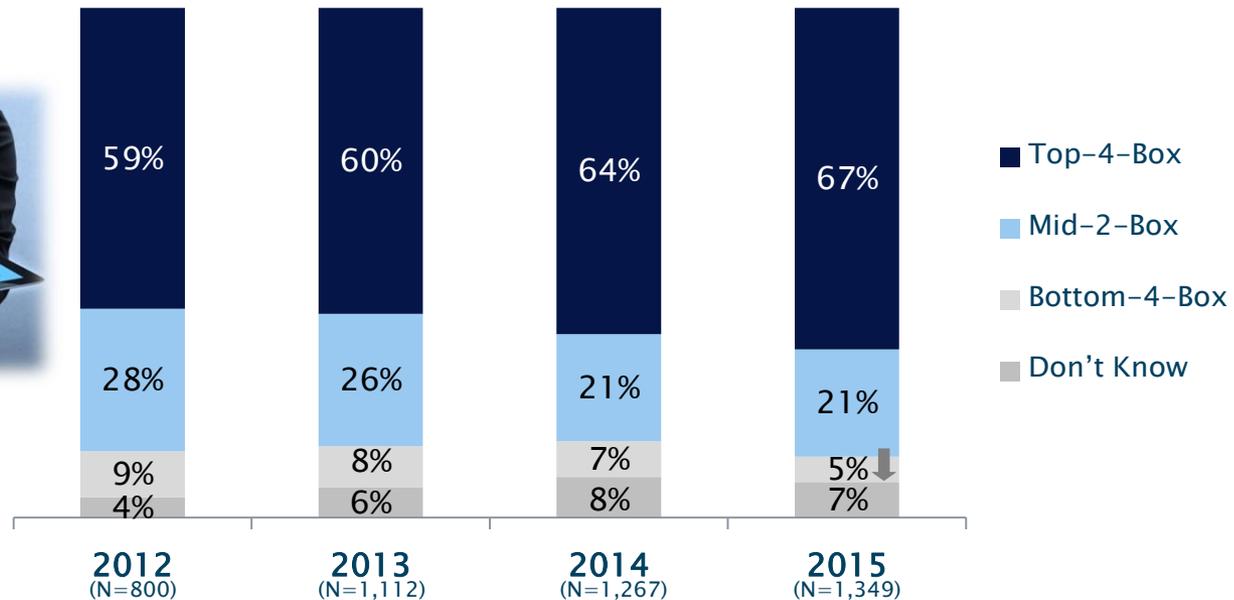


[^]Red line signifies the mean top two percent rating, while the dotted blue line signifies upper 2/lower 2 sigma.
 Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q1d: Please rate how **confident** you are today in MnDOT's ability to do a good job with the following services.
 Using a 4-pt scale where 1=Not at all Confident and 4=Very Confident.



The perceived reliability of MnDOT's communications is on par with 2014.

Reliability of Communications

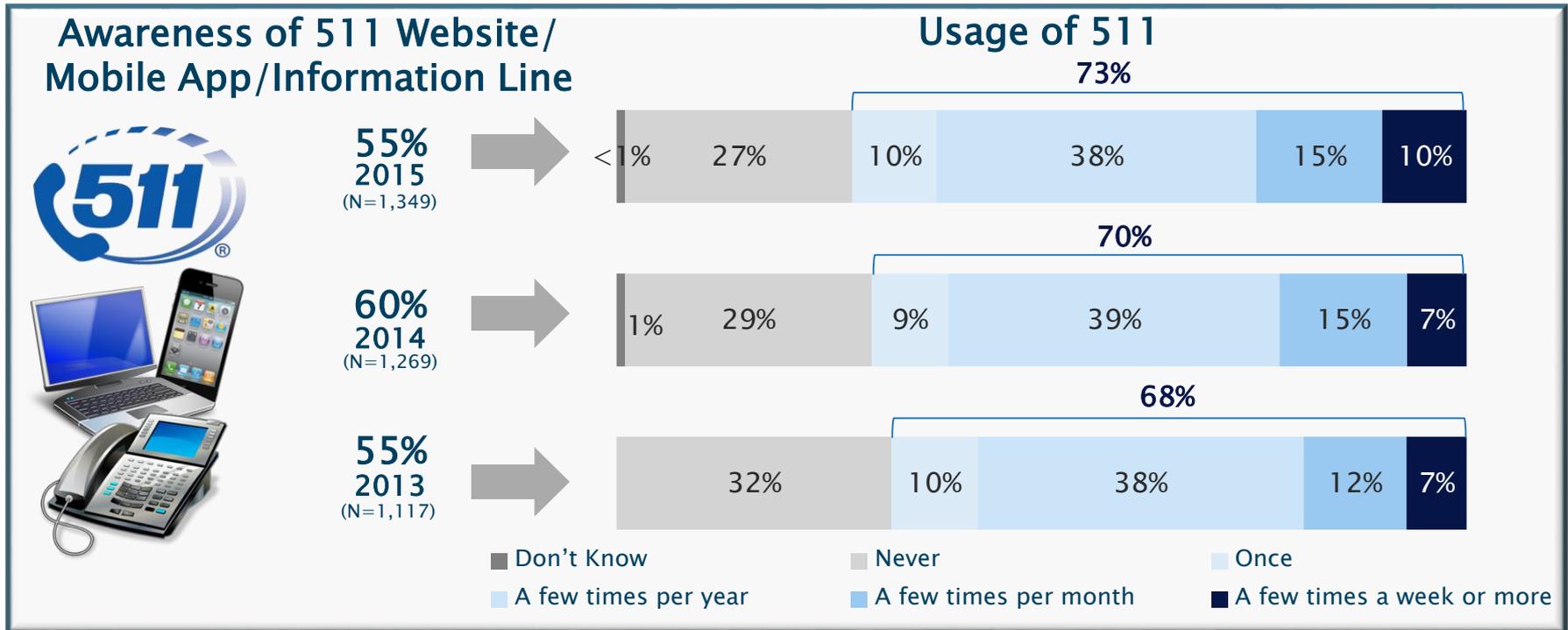


↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q8: Thinking about ALL of the different communications provided by the Minnesota Department of Transportation, how reliable are these communications, in your opinion?
 Using a 10-pt scale where 1=Not at all Reliable and 10=Extremely Reliable.



Nearly three-quarters of those aware of MnDOT's 511 information sources in 2015 have used them, similar to 2014.

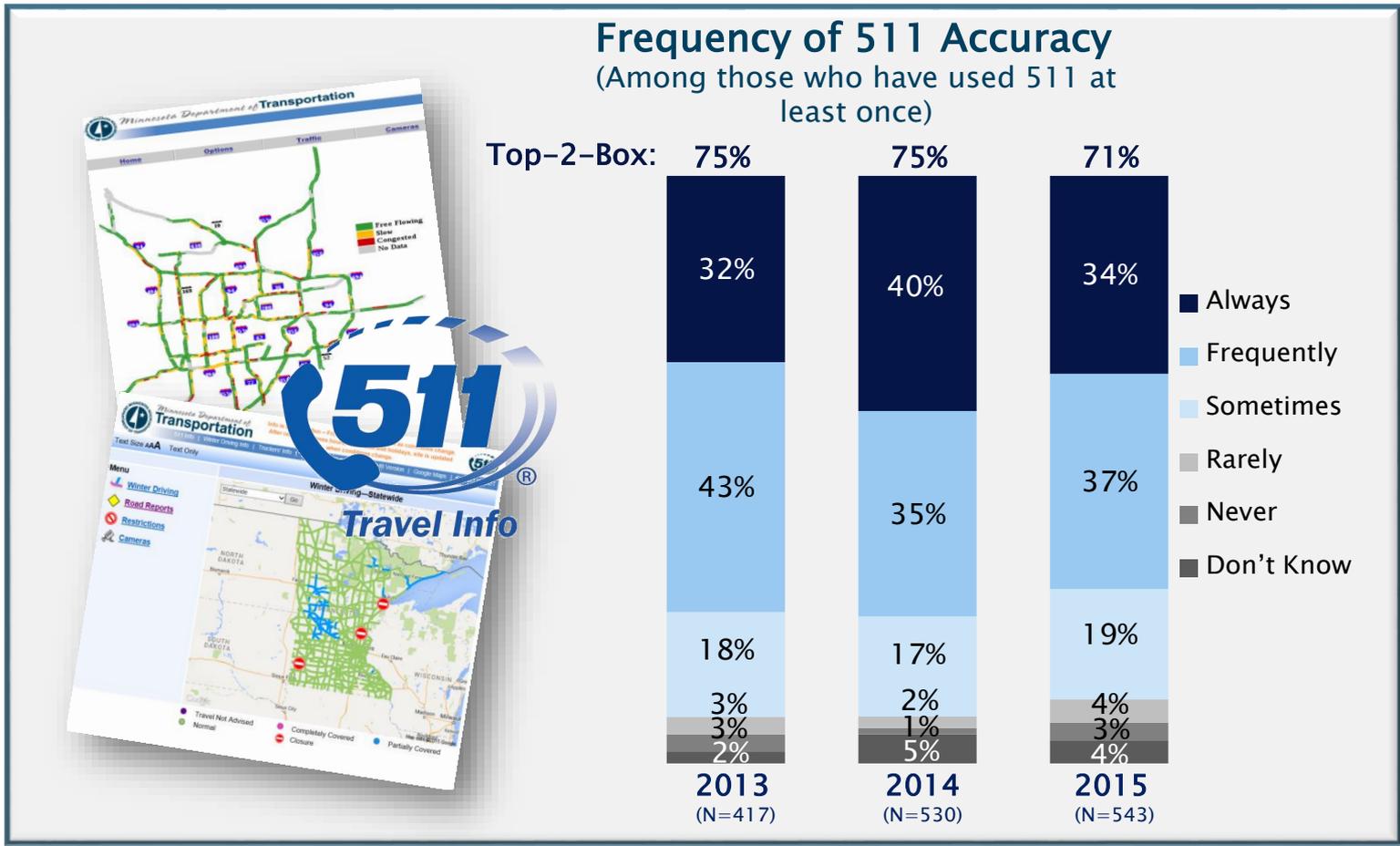
- Like those using web-based sources for traffic information, residents of Greater Minnesota are more likely to be aware of 511 (Greater Minnesota awareness 66% vs. Metro 47%).



↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q9/Q10: Are you aware of MnDOT's 511 website, mobile app, or telephone information line for bad weather, road conditions and construction information? How often have you visited the 511 website or used the information line or app in the past year to check bad weather, road conditions or construction information? Would you say... Base: 2013 N=619, 2014 N=758, 2015 N=747



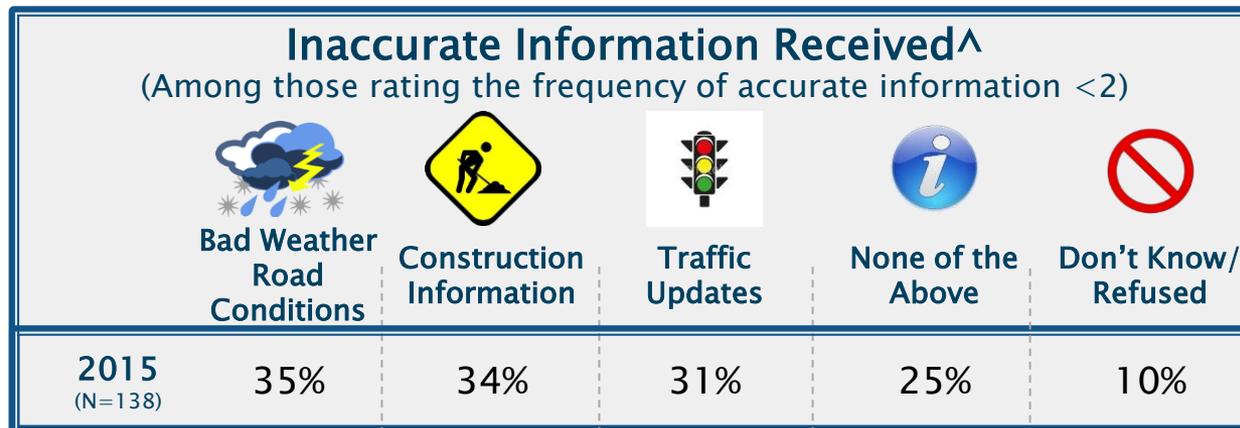
Seven out of ten residents said that 511 is “always” or “frequently” accurate, which is comparable to previous years.



↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q12: How often did you get **accurate** information from 511?



Road conditions, construction information, and traffic updates were mentioned by roughly one-third of Minnesota residents (rating the frequency of accurate information < 2) as instances of receiving inaccurate information.



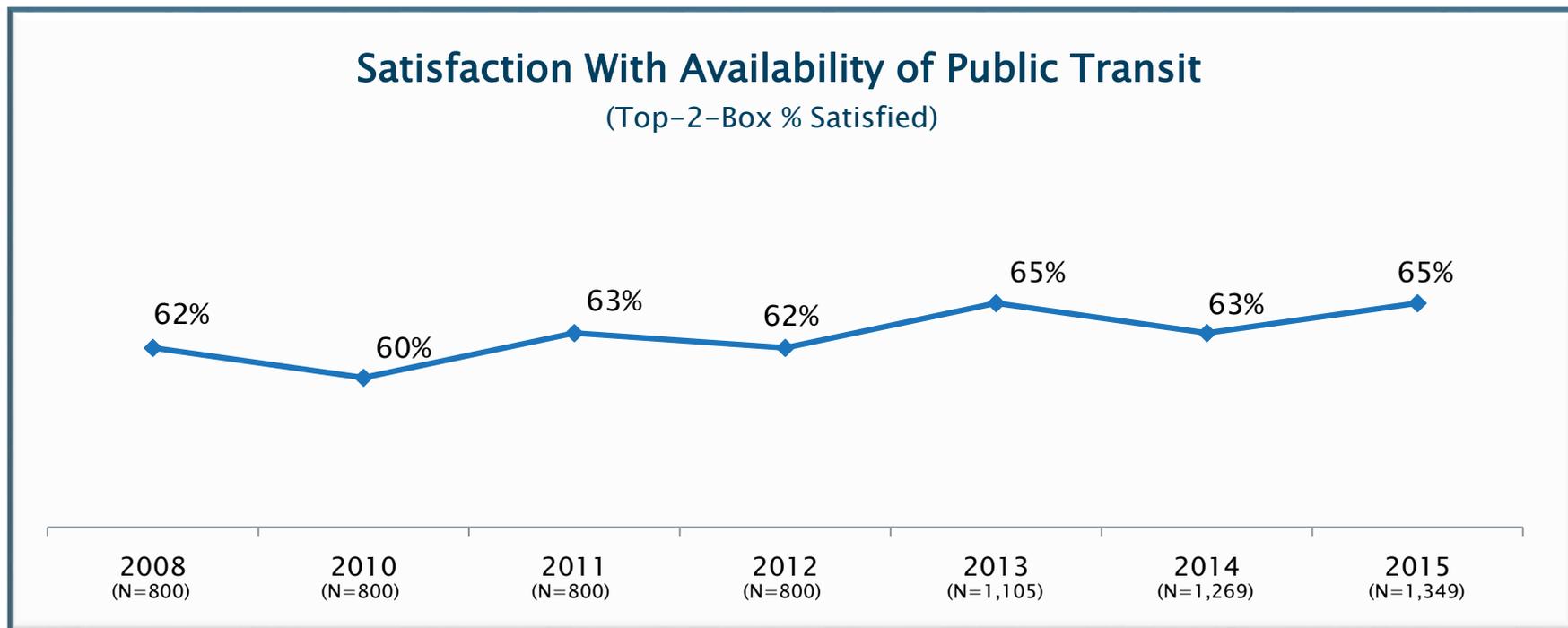
[^]Trending not available due to question changes in 2015
Q13: Did you receive inaccurate information about any of the following...



Transit, Bike & Pedestrian



Overall, satisfaction with the availability of Minnesota's public transit system remains steady at 65%.

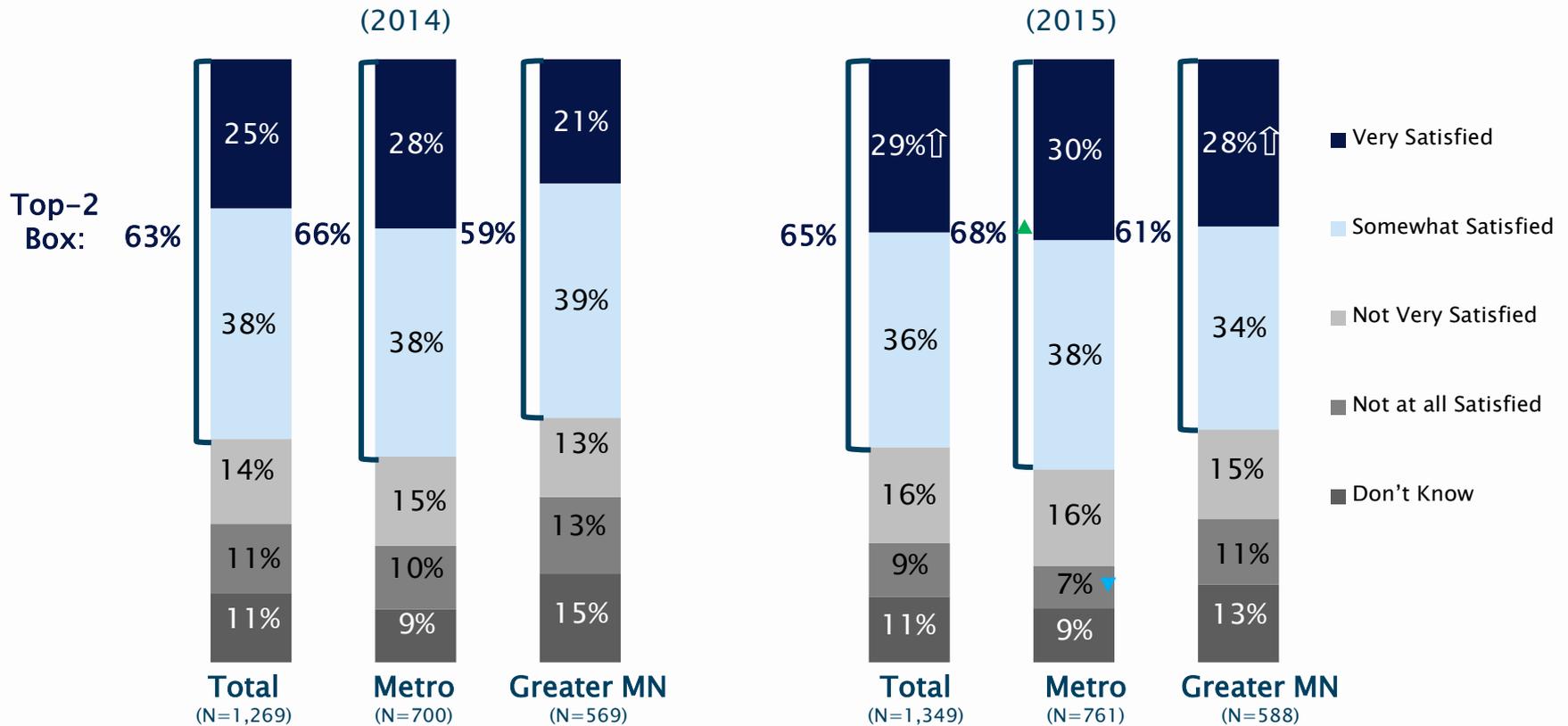


↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
Q30: How satisfied are you with the availability of public transit in your community? Would you say you are...?
Using a 4-pt scale where 1=Not at all Satisfied and 4=Very Satisfied.



Even though “very satisfied” ratings have increased in Greater Minnesota, Metro area residents continued to be more satisfied with the availability of public transit than those in the surrounding areas.

Satisfaction With Availability of Public Transit⁺



↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 ↑ or ↓ triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.
 +May not add to 100% due to rounding
⁺Q30: How satisfied are you with the AVAILABILITY OF PUBLIC TRANSIT in your community? Would you say you are...?
 Using a 4-pt scale where 1=Not at all Satisfied and 4=Very Satisfied.



Among those dissatisfied with the availability of public transit, the main cause of dissatisfaction still stems from availability issues.

- While there are fewer reports of communities without transit, this has been counter-balanced by an increase in residents still unable to use transit because it does not go to the locations they need.

Reasons for Dissatisfaction Rating (Among those rating satisfaction with public transit availability <3)	2013 N=280	2014 N=324	2015 N=326
Public transit is not available at all in my community	45%	50%	39%↓
Public transit does not go to the locations that I need	29%	17%	30%↑
There isn't a direct route to the locations that I need/transfers take too long	27%	21%	23%
Public transit is not available during the <u>times of day</u> that I need to travel	21%	17%	22%
Public transit is not available during the <u>days of the week</u> that I need to travel	7%	7%	10%
Limited availability in my area	1%	6%	3%
Would like light rail as an option	1%	1%	3%
Stops are too far away/not convenient	2%	3%	2%
Safety concerns	<1%	<1%	2%
Other (Mentions <2%)	9%	11%	7%

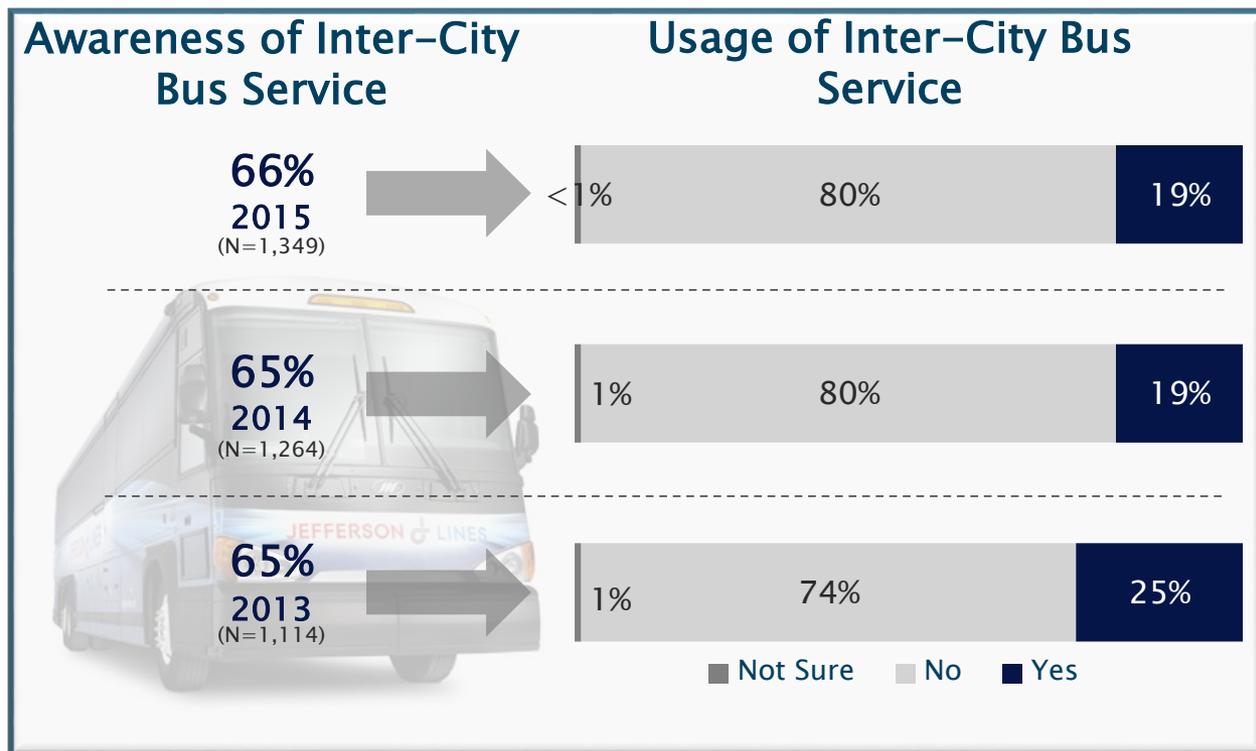
↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
Q31: What is it about the availability of public transit that makes you dissatisfied?



Overall awareness and usage of inter-city bus service remains unchanged in recent years.

- Metro residents are more aware, but usage rates are similar throughout Minnesota.

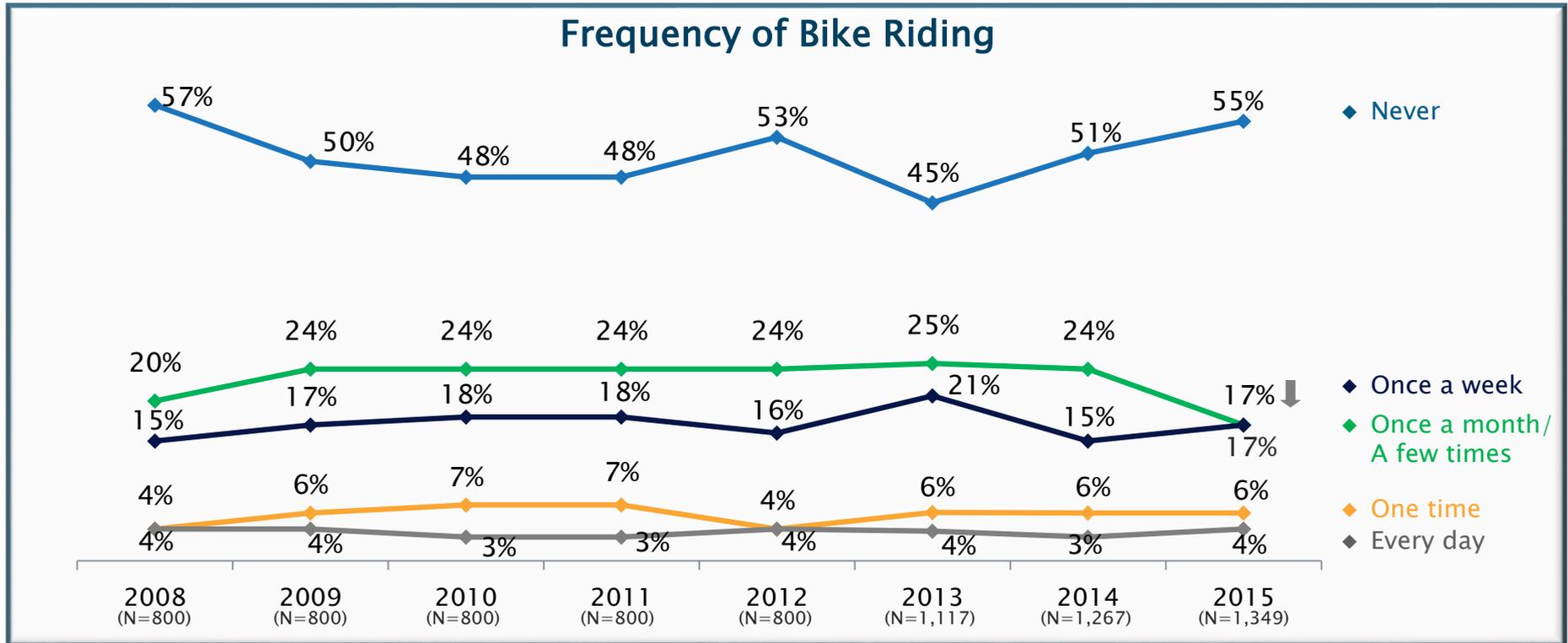
	2014	2015
Metro (N=761)	75%	72% ▲
Greater MN (N=588)	52%	60% ↑



↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.
 Q32/Q33: Are you aware of this type of inter-city bus service between your city and other cities?
 Have you or someone else in your household ridden this type of inter-city bus in the past two years? 2013 N=724, 2014 N=822, 2015 N=896 Omnibus Survey 2015 54

Compared to 2014, there are fewer people who bike on a monthly basis in Minnesota.

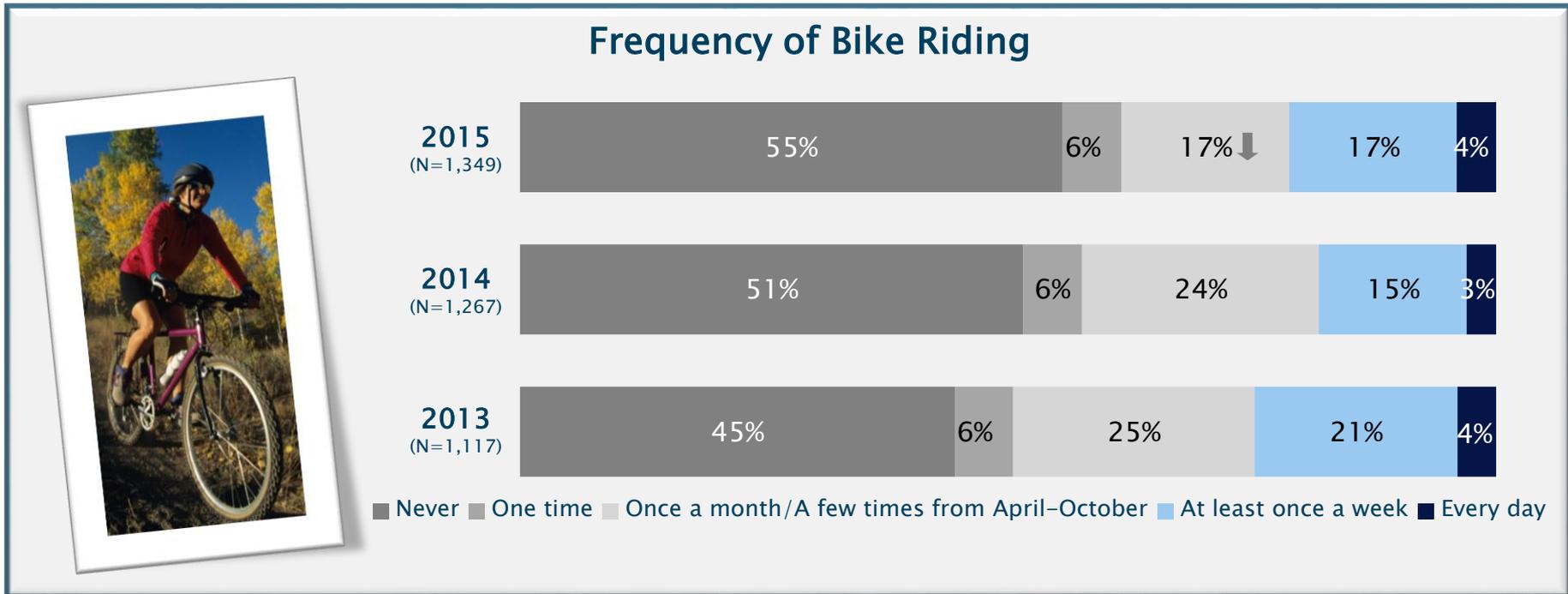
- Females in the Metro area are largely driving the change.



↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q22: On average, how often did you ride a bicycle in the past biking season, that is April to October, for any reason? Would you say...?



The proportion of Minnesota residents that never ride a bike continues to be higher compared to 2013.

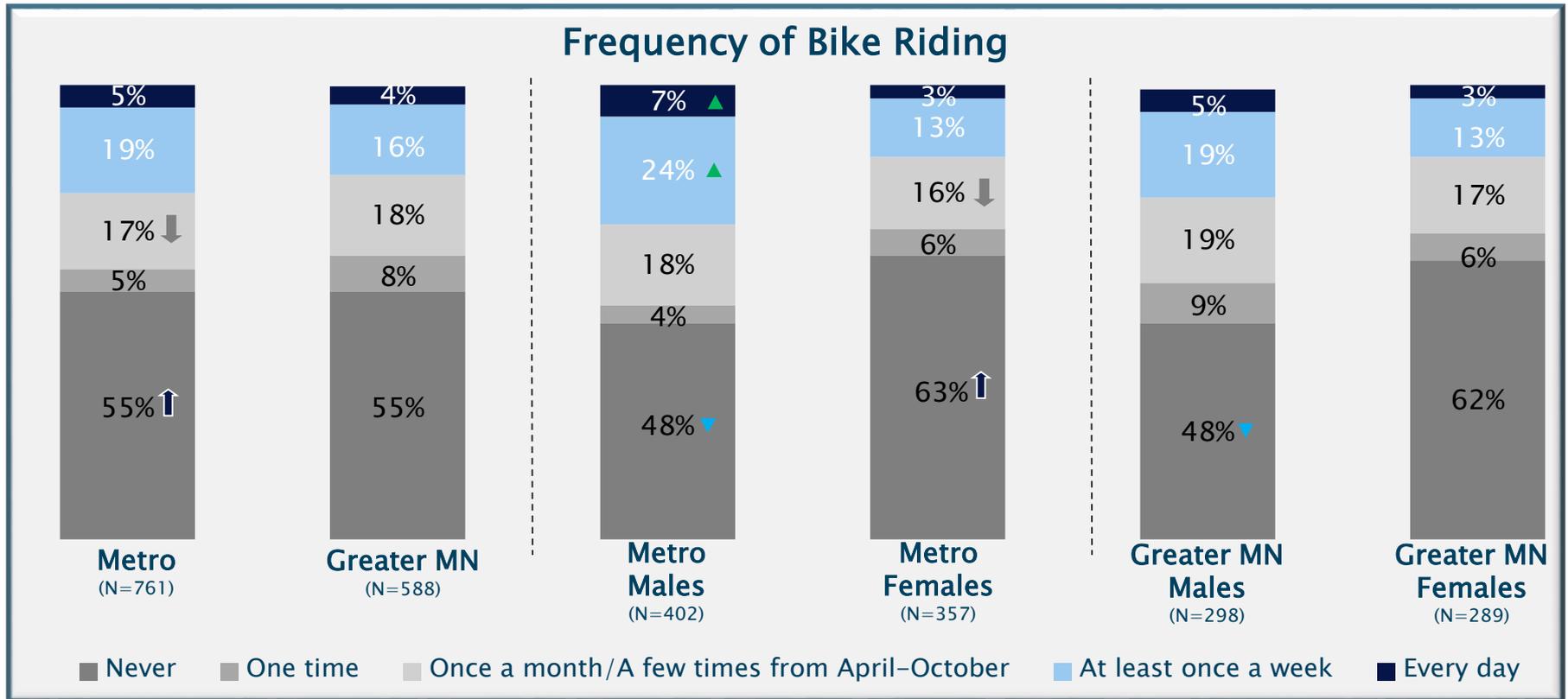


↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q22. On average, how often did you ride a bicycle in the past biking season, that is April to October, for any reason? Would you say...?



While biking frequency is similar across the state, gender influences bike ridership.

- Ridership is fluctuating in the Metro area (among females): the percentage of respondents who never ride is up, while the number of monthly riders is lower than last year.



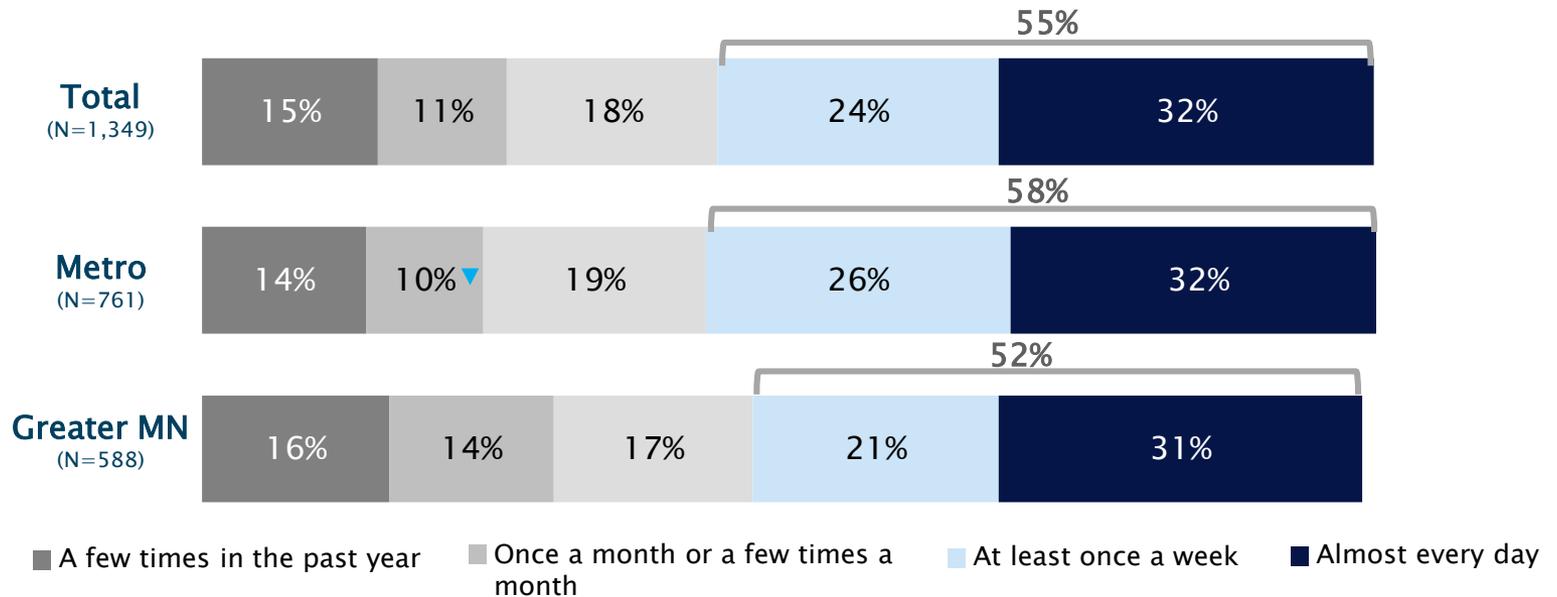
↓ ↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.
 Q22. On average, how often did you ride a bicycle in the past biking season, that is April to October, for any reason? Would you say...?



Majority of residents walk in their community, when weather permits.

- New in 2015, residents were asked how often they walk in their community, and more than half of those surveyed, walk at least once a week.
- The frequency of walking is similar across the state.

Frequency of Walking In the Community



Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.

+May not add to 100% due to rounding

Q24a. How often do you walk outside in your community when the weather permits?
(Question added in 2015).



Residents are most likely to walk to parks and green space, even more so in the Metro area.

- When asked the destination(s) for their walks, about six in ten respondents walk to the park, next is to the grocery store or a local restaurant.
- Destinations for walks differ slightly by location with those in the Metro area being more likely to walk to parks or to transit, and those in Greater MN more likely to walk to their job.

Places Walked Most Frequently*



	Total (N=1,153)	Metro (N=657)	Greater MN (N=496)
Parks and green space	60%	64% ▲	55%
Grocery store	23%	24%	23%
Restaurants	16%	18%	14%
Job	11%	8% ▼	15%
Bus and transit	9%	13% ▲	4%
Neighborhood/ town	9%	8%	10%
No specific destination just for recreation/exercise	8%	6%	9%
School	3%	3%	2%
Retail stores	2%	2%	2%
Other	9%	9%	8%

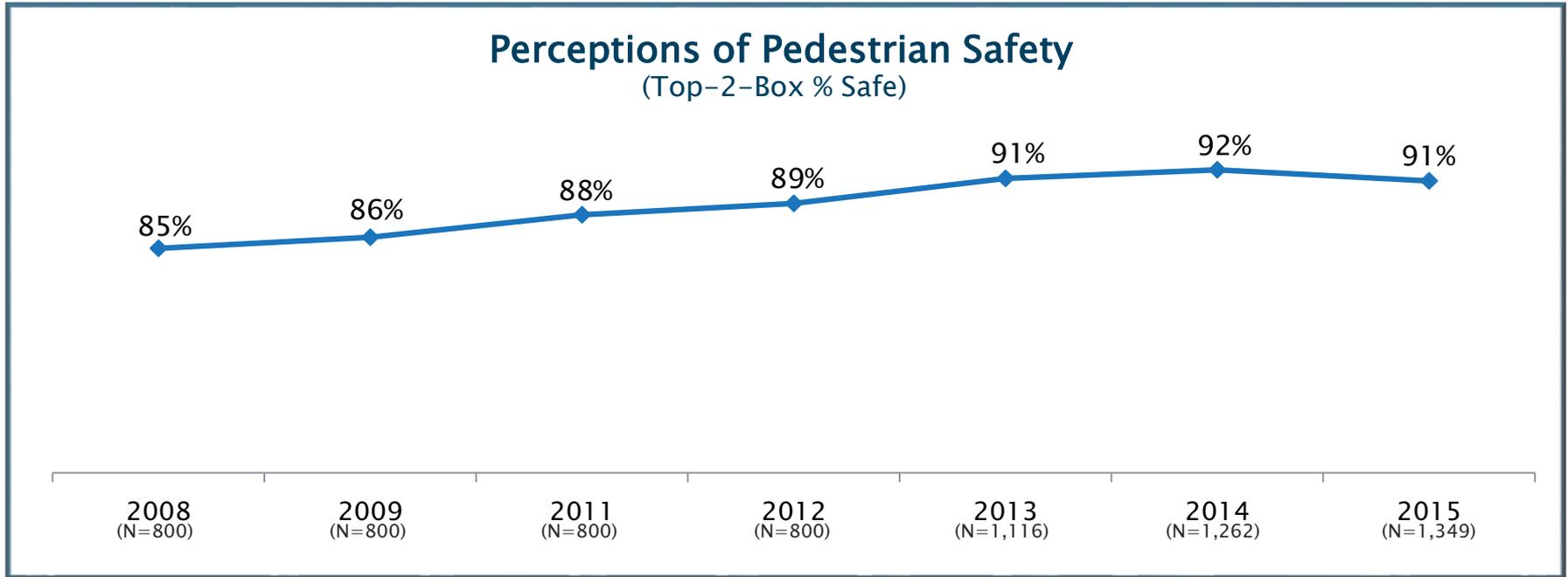
Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.

*Only showing mentions of 2% or more.

Q24b. What types of places do you walk most often?
(Question added in 2015).



Nine out of ten respondents have positive perceptions of pedestrian safety. This is comparable to previous years.

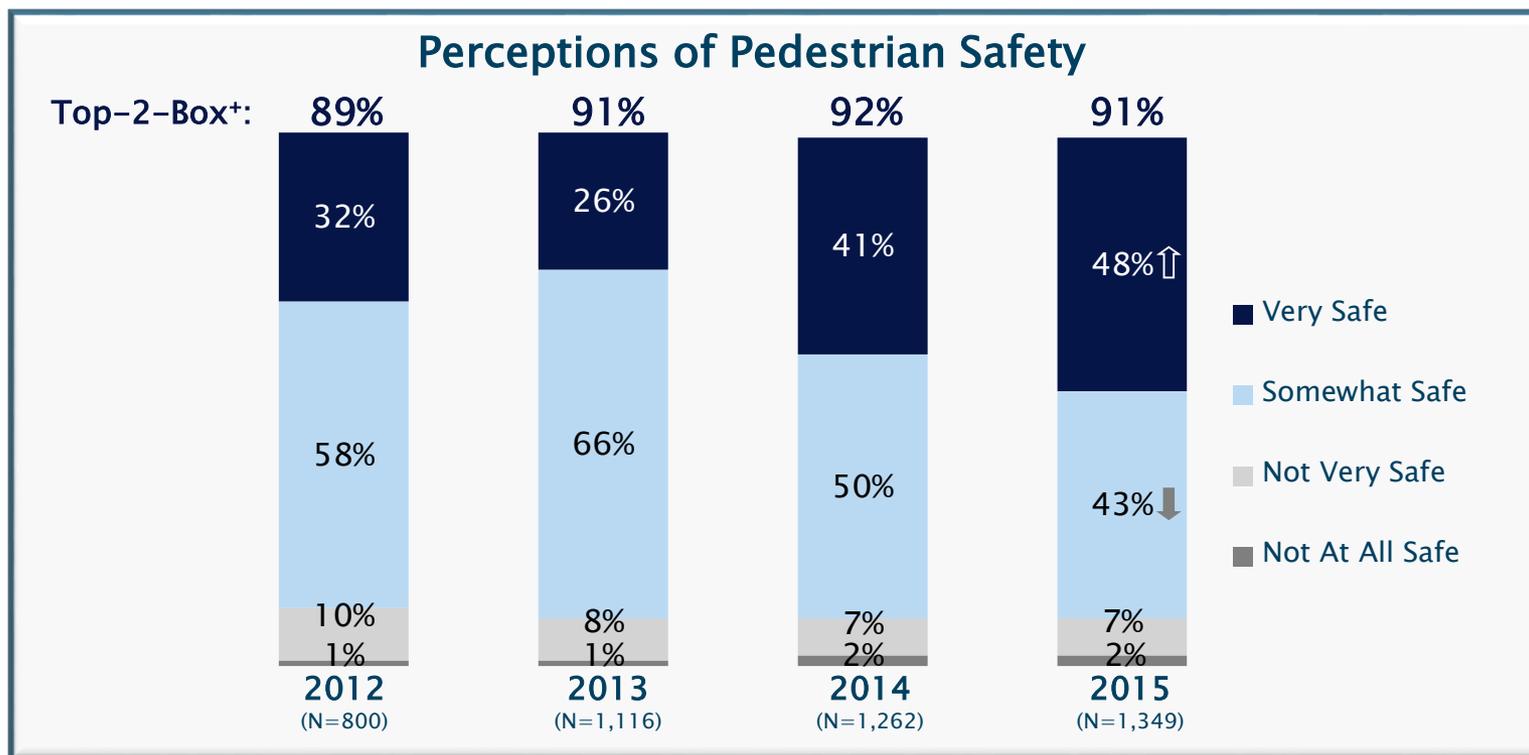


↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
Q26: How safe do you think your community is for pedestrians? Would you say...? (Question wording changed from 2013).
Using a 4-pt scale where 1=Not at all Safe and 4=Very Safe.



The proportion of Minnesota residents who believed their community was “very safe” for pedestrians was higher than in past years.

- Fewer residents believed their community was ‘somewhat safe’ and now perceive it to be ‘very safe’ for pedestrians.



↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.

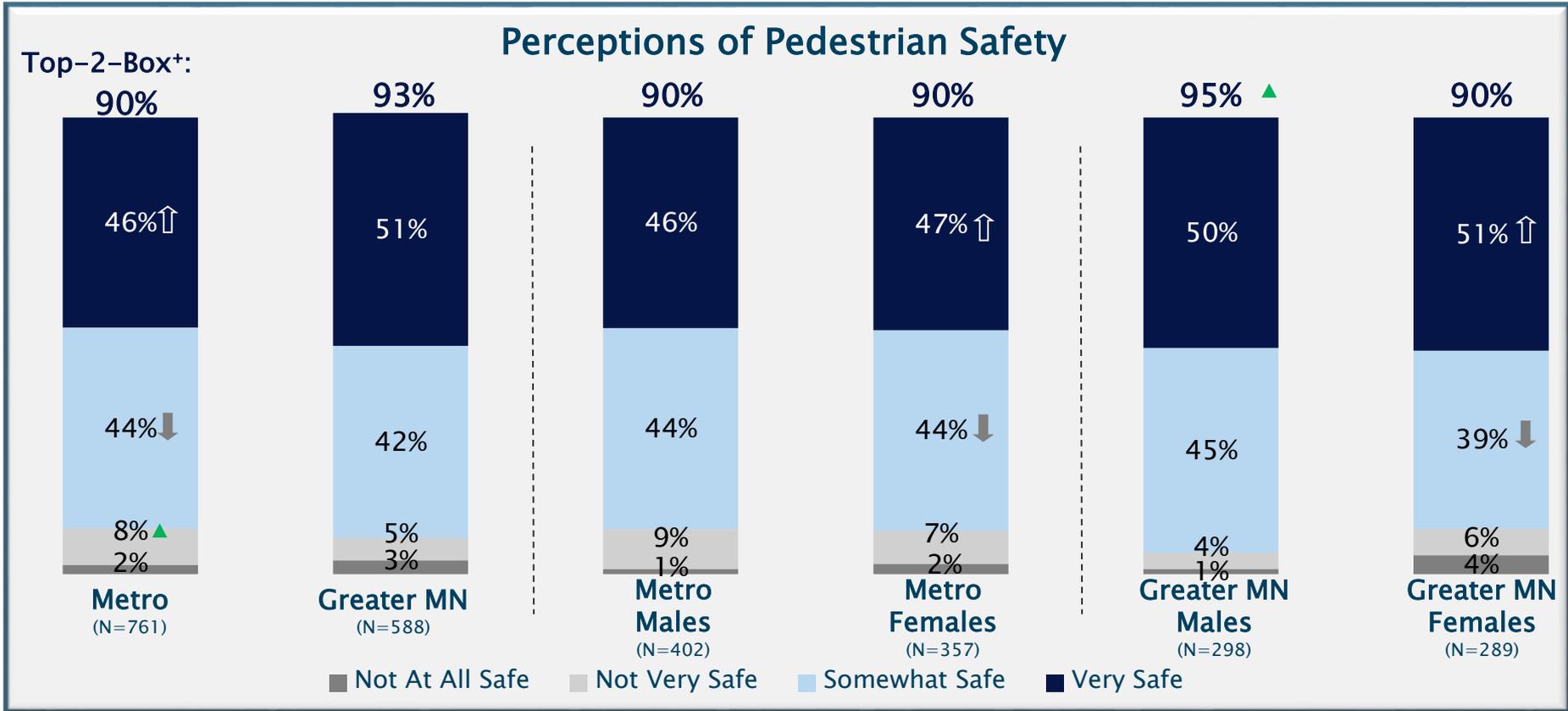
+May not add to 100% due to rounding

Q26. How safe do you think your community is for pedestrians? Would you say...? (Question wording changed from 2013).

Using a 4-pt scale where 1=Not at all Safe and 4=Very Safe.



The higher proportion of women in 2015 who believed their community was “very safe” for pedestrians is driving the improvement among residents overall.



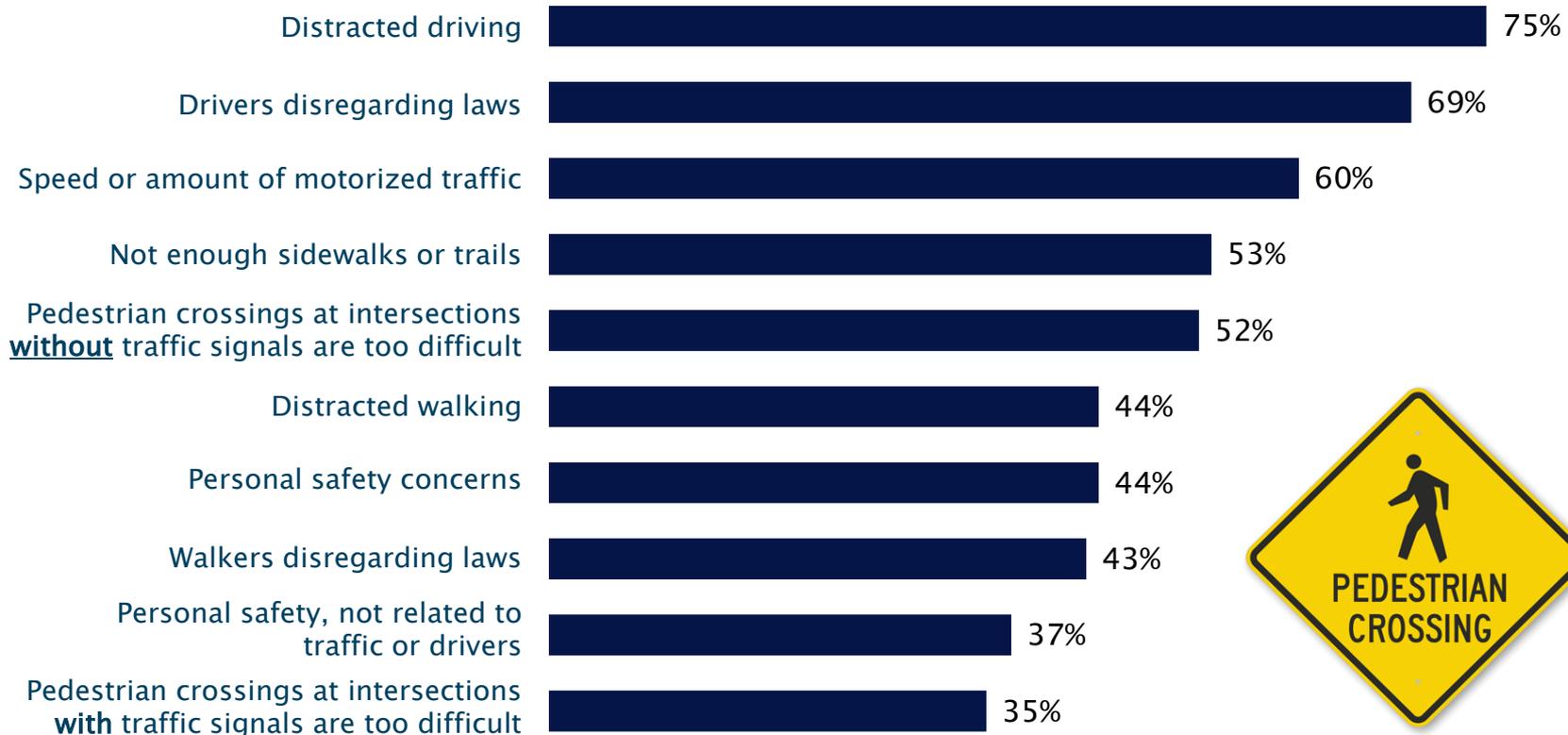
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 Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.
 + May not add to 100% due to rounding
 Q26. How safe do you think your community is for pedestrians? Would you say...? (Question wording changed from 2013).
 Using a 4-pt scale where 1=Not at all Safe and 4=Very Safe.



Of those who are concerned for pedestrian safety in their community, driver behavior was a top cause of low safety ratings. This was similar for both Metro and Greater Minnesota residents.

Reasons for Low Pedestrian Safety Ratings[^]

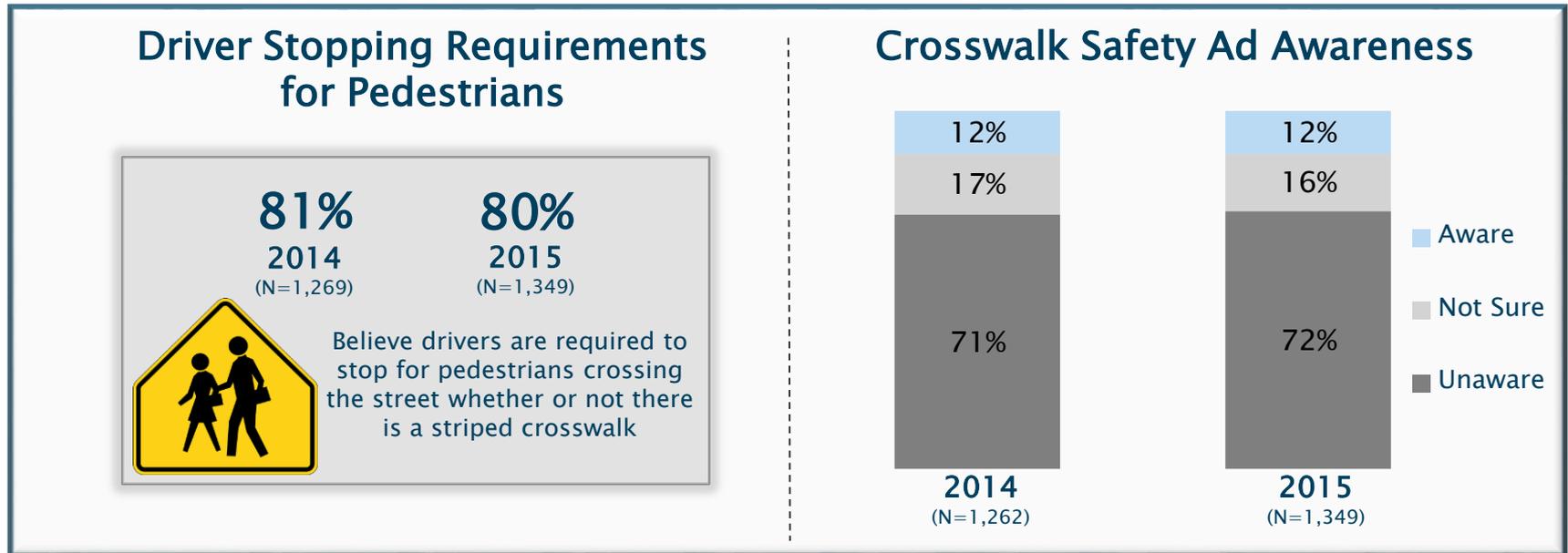
(Top-2-Box % Concern, Among those rating Pedestrian Safety <4)



[^]Trending not available due to question changes in 2015
 Q27. We'd like to know more about why you rated walking in your community as [Q26 response].
 Using a 4-pt scale where 1=No Concern and 4=Significant Concern. Base: N=698



Awareness of pedestrian traffic laws and crosswalk safety advertising was on par with 2014.



↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q28/Q29: Please tell me if the following statement is true or false: Drivers are required to stop for pedestrians crossing at street corners whether or not there is a striped crosswalk. Have you seen or heard any advertising in the past few months such as on flyers or through an ad on the radio about crosswalk safety?
 (Questions added in 2014).

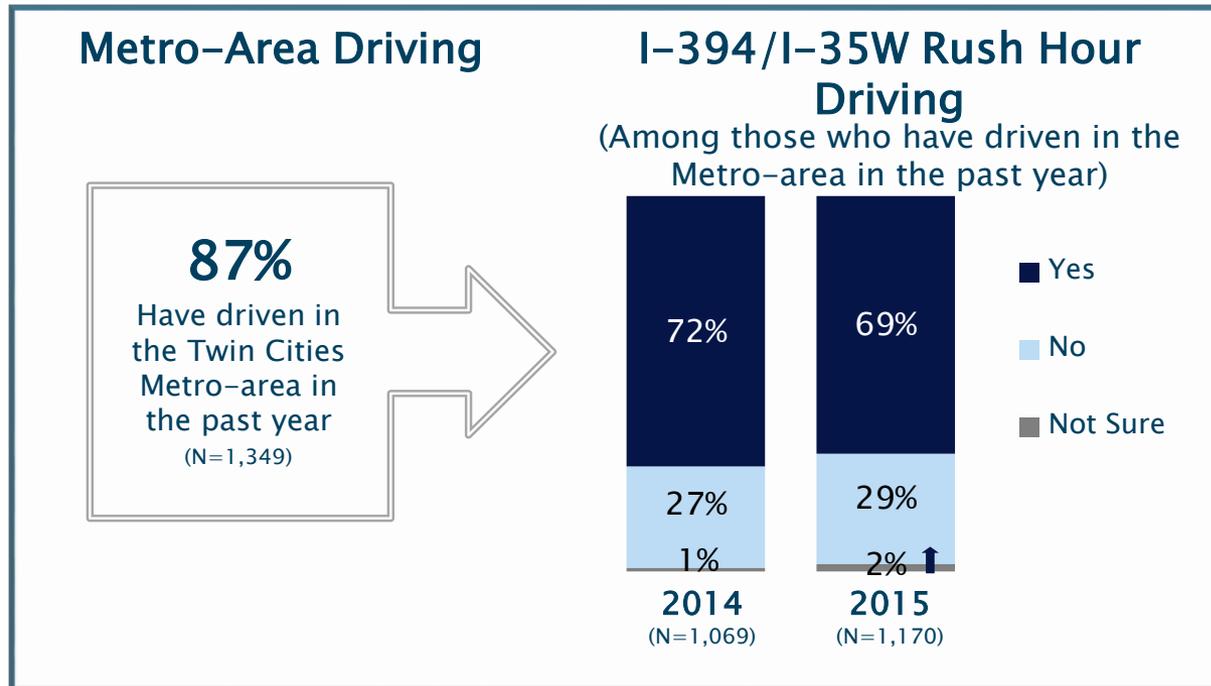


MnPASS



Almost nine in ten Minnesota residents (87%) have driven in the Metro area in the past year.

- In 2015, Greater Minnesota residents were equally as likely as Metro residents to have driven on I-394/I-35W during rush hour.

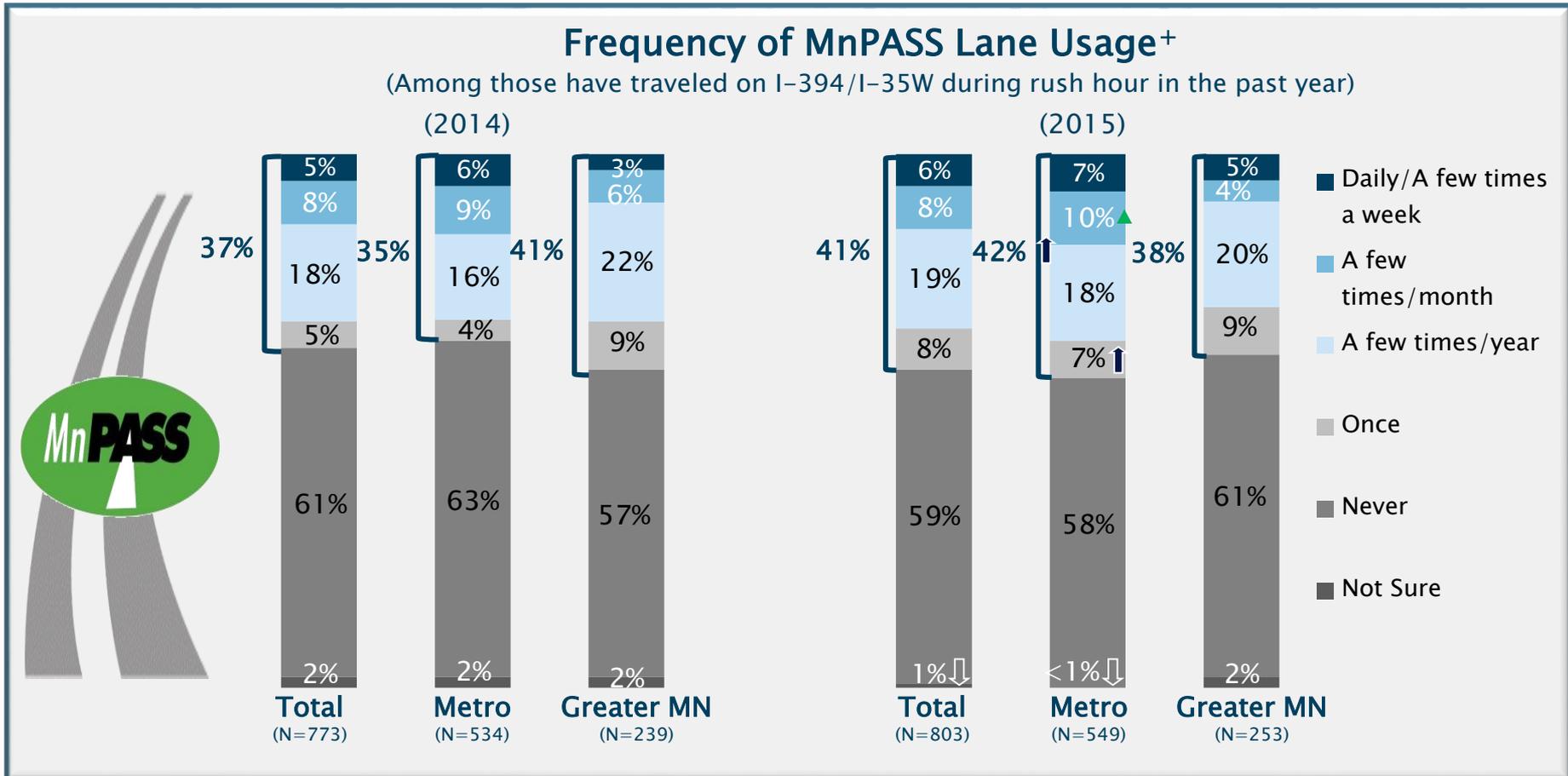


↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
Q15/Q16: Have you driven in the Twin Cities Metro-area in the past year? In the past year, have you ever traveled on I-394 or I-35W during rush hour?
(Questions added in 2014).



In 2015, frequency of MnPASS lane usage during rush hour was similar to 2014.

- While overall usage of MnPass lanes was consistent in 2015, more Metro residents used a MnPass lane compared to last year (42% Metro usage in 2015 vs. 35% in 2014).



↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.

+May not add to 100% due to rounding

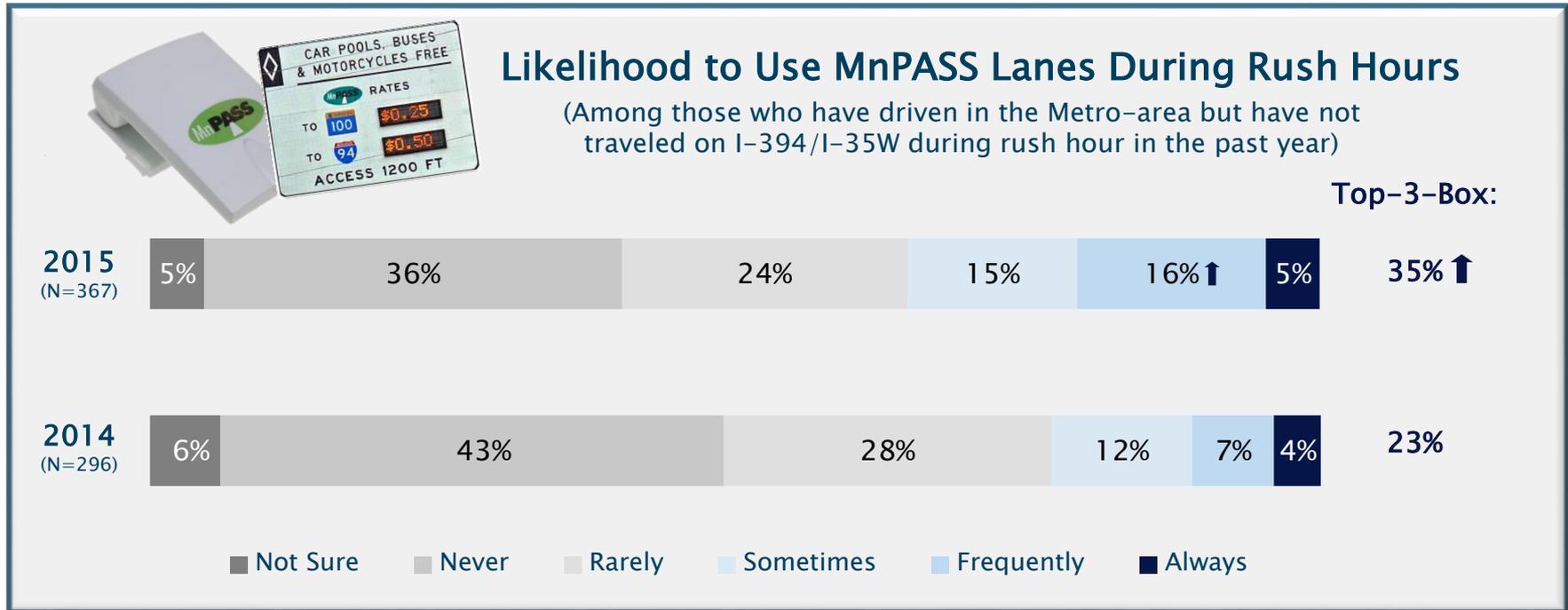
Up or down triangle indicates where data is significantly higher or lower than the respective data point between respondent groups at the 95% confidence level.

Q17: My next questions are about MnPASS Express Lanes, currently located on I-394 and I-35W. How often have you used a MnPASS lane during rush hour in the past year? Would you say... (Question added in 2014).



There is a heightened interest in using MnPass lanes.

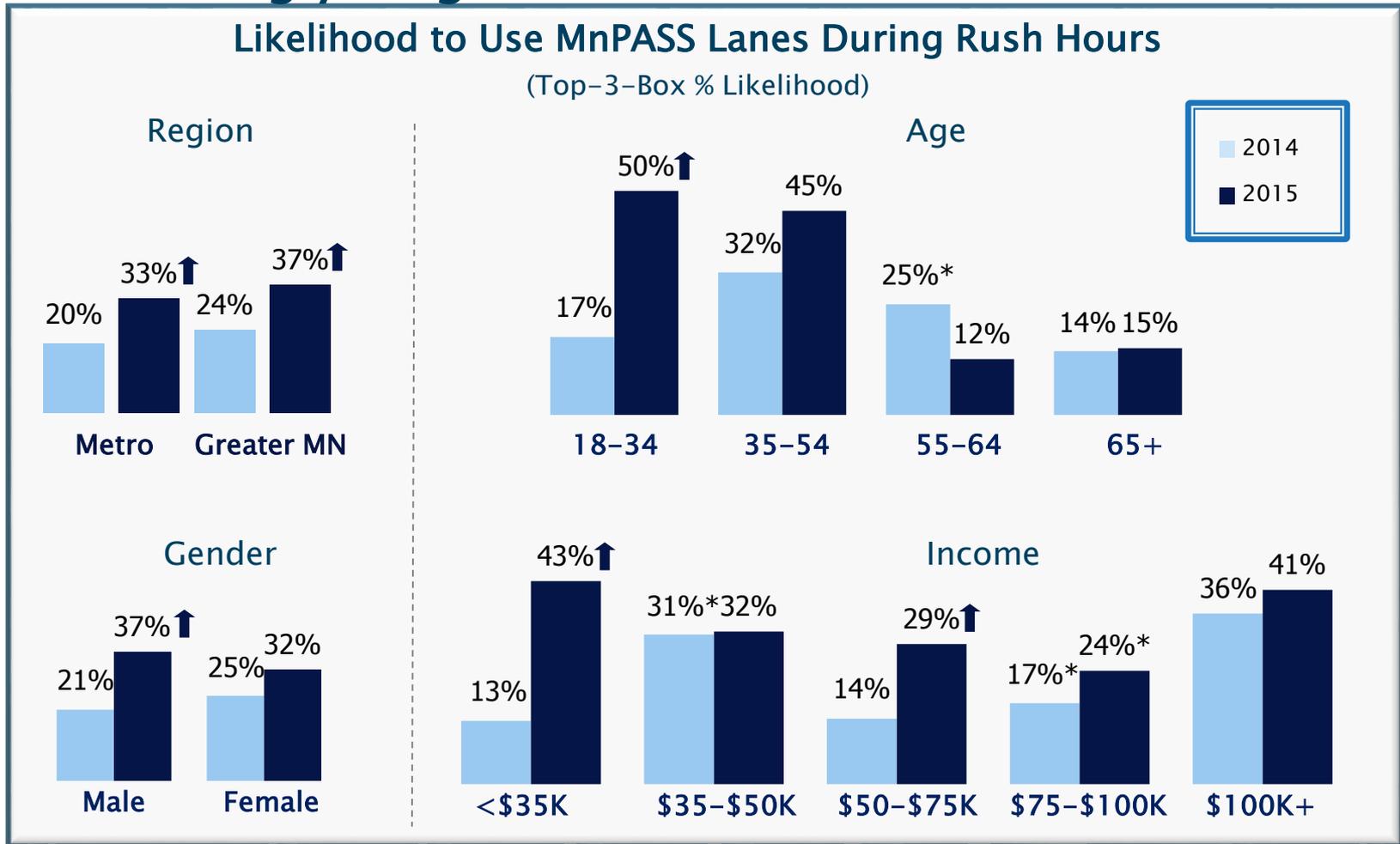
- In 2015, more Minnesota residents indicated they would use the MnPass lanes ‘frequently,’ should they become available.



↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q18: How often would you use a MnPASS lane if it were available to places that you travel to during rush hours?
 (Question added in 2014).



Compared to 2014, there was more interest to use MnPass lanes among younger residents and men.



↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.

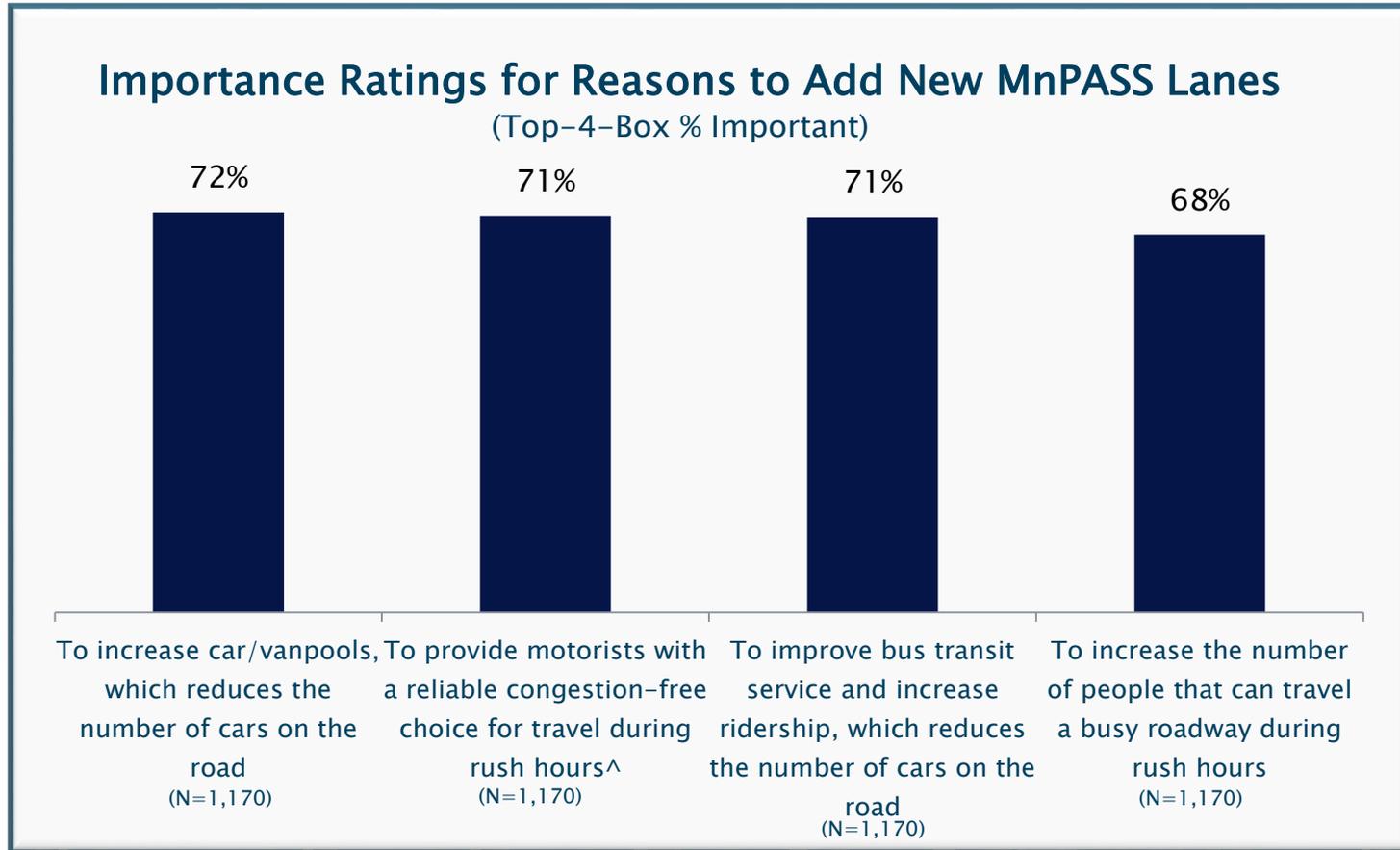
+ May not add to 100% due to rounding. * Caution when interpreting due to small sample size between 30 and 50.

Q18: How often would you use a MnPASS lane if it were available to places that you travel to during rush hours? (Question added in 2014).



Roughly seven in ten residents rated the four attributes (as compelling reasons to add more MnPASS lanes) important.

- Those in Greater Minnesota are more likely than Metro residents to say “increasing car/vanpools” and “improving bus transit service” are important.



↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.

[^]New attribute added in 2015

Q19: Please tell me how important you think each of these reasons are to plan additional MnPASS lanes: (Question added in 2014). Using a 10-pt scale with 1=Not Important at All and 10=Extremely Important



Primary Mode of Transportation



Almost twice as many Minnesota residents carpooled compared to 2014.

- Personal motor vehicle use was also down across the state, with 35–54 year olds driving the change.
- Metro residents were more likely to use a bike or bus.

Primary Mode of Transportation



Personal motor vehicle

Car/Van pool

Bus

Walk

Bicycle

Light rail

Personal motorcycle, moped, etc.

Friend/family member.

Company car

Taxi

Community shared vehicle

Other

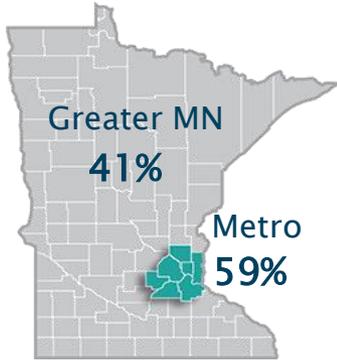
	Personal motor vehicle	Car/Van pool	Bus	Walk	Bicycle	Light rail	Personal motorcycle, moped, etc.	Friend/family member.	Company car	Taxi	Community shared vehicle	Other
2015 (N=1,349)	77% ↓	13% ↑	4%	2% ↑	2%	1%	<1%	<1%	<1%	<1%	<1%	<1%
2014 (N=1,269)	85%	7%	4%	<1%	2%	–	1%	1%	<1%	<1%	<1%	<1%
2013 (N=1,115)	86%	8%	3%	1%	1%	–	<1%	1%	–	<1%	<1%	<1%

↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
Q37. What is your primary mode of transportation?

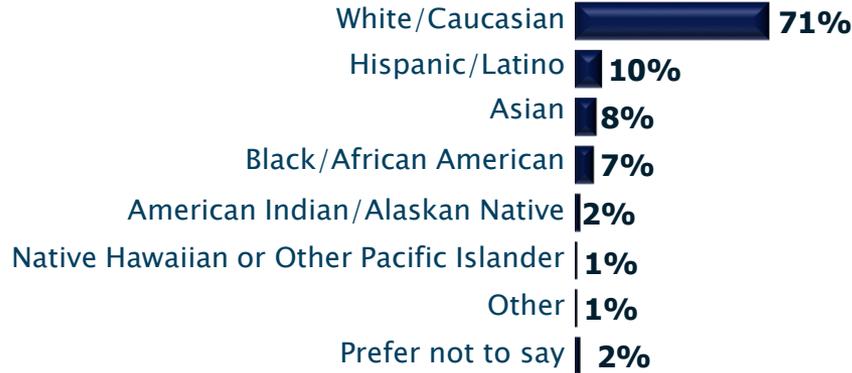


Car/Vanpool Demographics

Region (N=171)



Ethnicity (N=171)

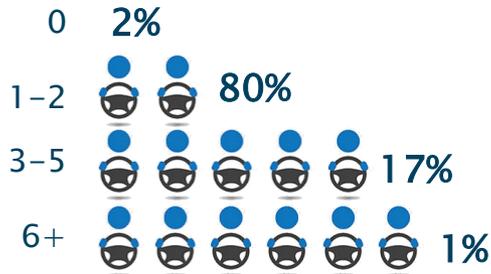


Gender (N=171)



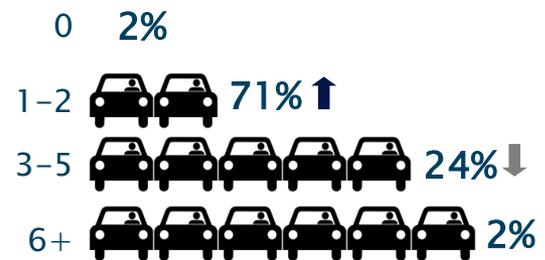
Number of Drivers in Household

(N=182)



Number of Vehicles in Household

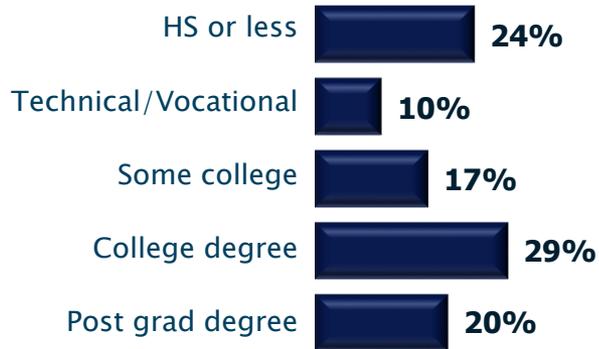
(N=182)



Car/Vanpool Demographics (continued)

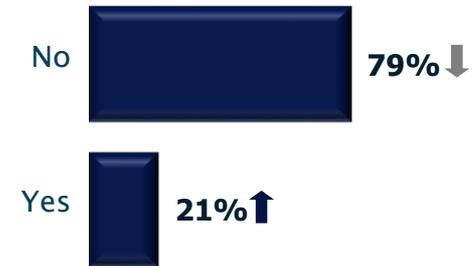
Education*

(N=182)



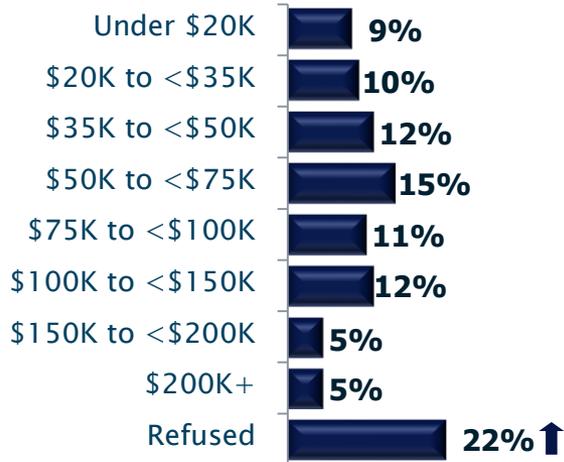
Speak Another Language

(N=171)



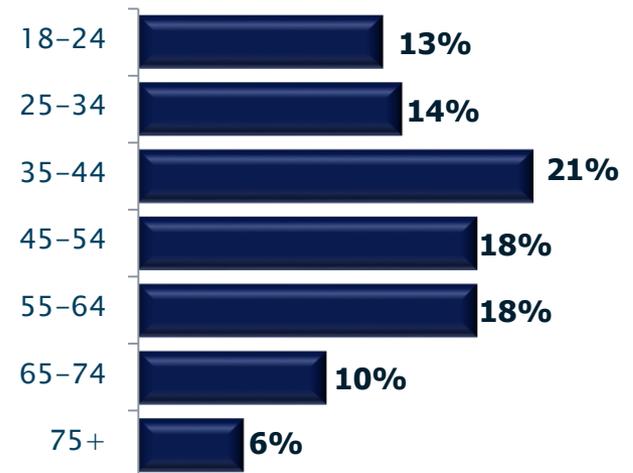
Income*

(N=171)



Age*

(N=182)



*Trended differences in terms of individual income, age and education breaks are due to shifts in actual population proportions based on most accurate U.S. Census figures used in weighting the 2014 data.



Appendix

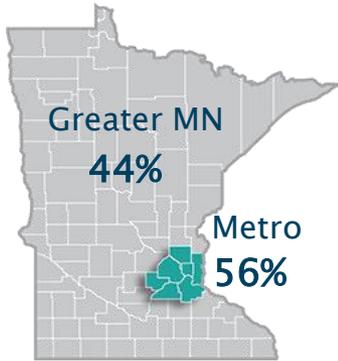


Respondent Profiles

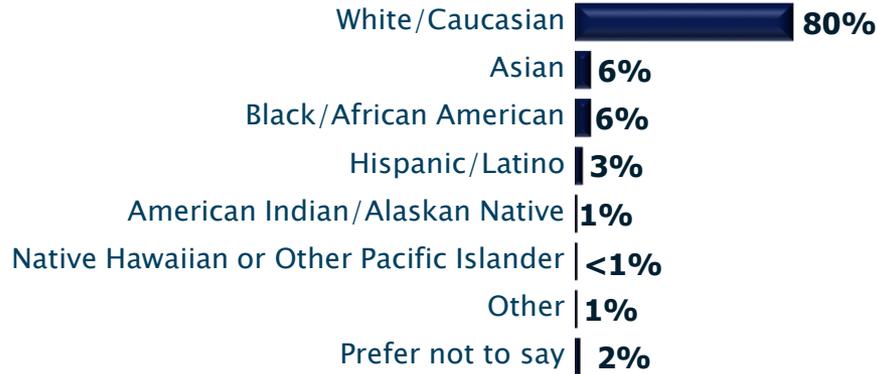


Respondent Profiles

Region (N=1,349)



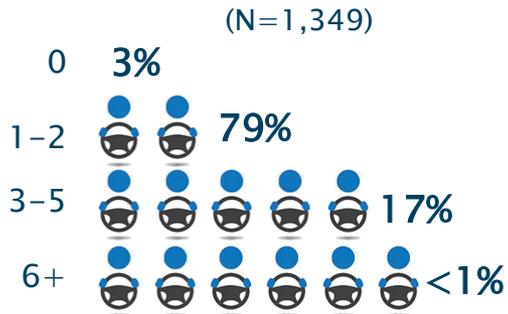
Ethnicity (N=1,349)



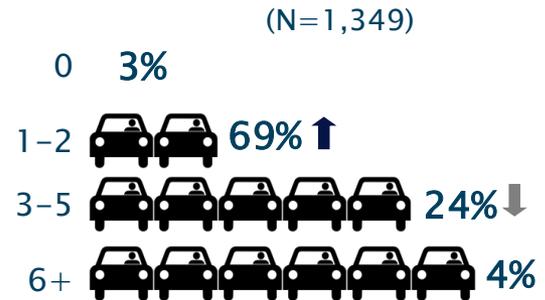
Gender (N=1,349)



Number of Drivers in Household (N=1,349)



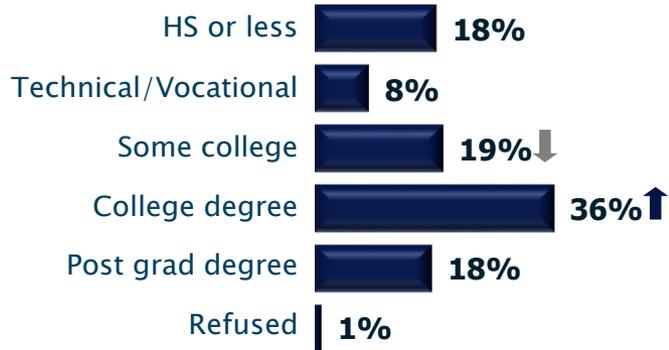
Number of Vehicles in Household (N=1,349)



Respondent Profiles (continued)

Education*

(N=1,349)



Speak Another Language

(N=1,349)



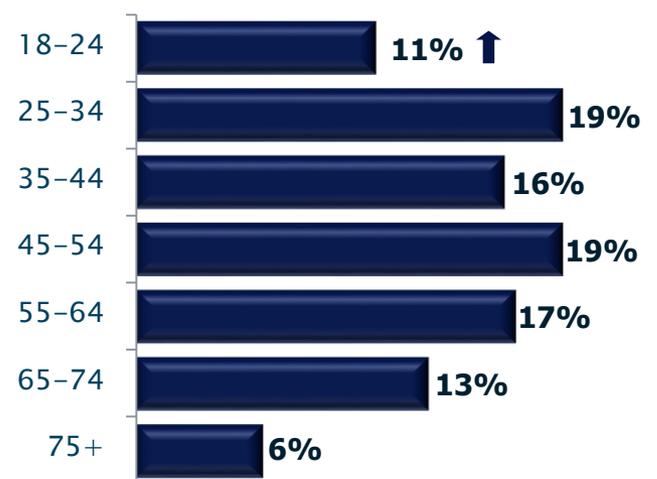
Income*

(N=1,349)



Age*

(N=1,349)



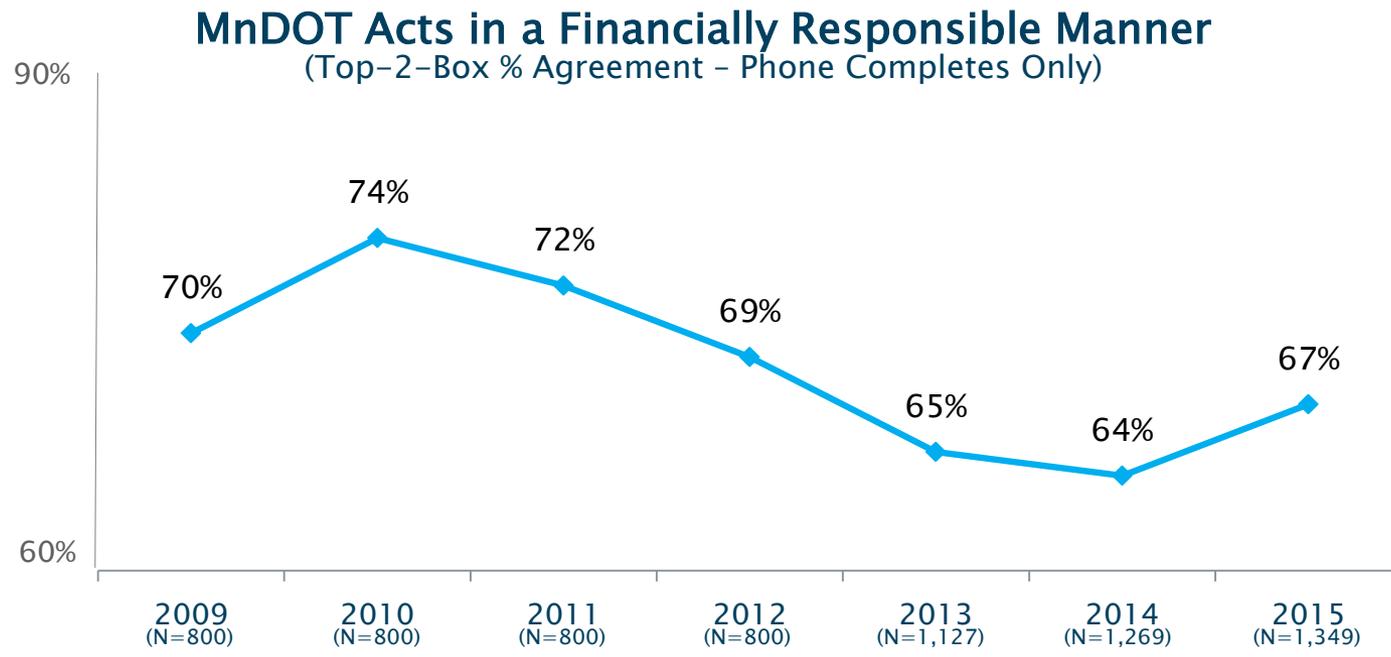
*Trended differences in terms of individual income, age and education breaks are due to shifts in actual population proportions based on most accurate U.S. Census figures used in weighting the 2014 data.



Financial Responsibility Methodological Changes in 2014



Similar to results seen overall, MnDOT's financial responsibility scores are comparable to 2014 among phone completes only.



↓↑ Data noted with arrow is significantly lower or higher respectively than the previous year's data data at the 95% confidence level.
Q7f: How strongly do you agree or disagree that MnDOT acts in a financially responsible manner?
Using a 4-pt agreement scale from Disagree Strongly to Agree Strongly.



Web Questionnaire Differences 2013 vs. 2014 and 2015

- In 2013, MnDOT introduced a web-based survey option to better reflect Minnesota's changing communication preferences and to better include population segments that would potentially be excluded when surveying only on the phone.
- The standard practice for phone surveys is to read response choices, excluding "Don't Know." If a respondent says, "I don't know," the answer is recorded as such, but it's not offered as a response option, such as "Agree," etc.
- When the web option was introduced in 2013, the consultant managing the web survey made the text consistent with the phone survey; "Don't Know" was not included as an available response to web respondents. Without having a "Don't know" answer option, web respondents were forced to either choose one of the four agreement statements or skip the question (Not Answered).
- A change was made to include don't know as an option on the web in both 2014 and 2015 (so the results are consistent with the phone).

MnDOT Acts in a Financially Responsible Manner

	2012 (N=800)			2013 (N=1,127)			2014 (N=1,269)			2015 (N=1,349)		
	TOTAL	Phone	Web	TOTAL	Phone	Web	TOTAL	Phone	Web	TOTAL	Phone	Web
Agree Strongly	23%	23%		18%	20%	14%	19%	22%	15%	20%	23%	15%
Agree Somewhat	46%	46%		51%	45%	62%	42%	42%	42%	44%	43%	45%
Disagree Somewhat	14%	14%		17%	19%	13%	15%	15%	16%	15%	15%	15%
Disagree Strongly	6%	6%		7%	6%	8%	7%	8%	5%	6%	7%	5%
Don't Know/Refused	12%	12%		7%	11%	*	16%	13%	21%	15%	11%	20%
Not Answered				1%		3%	<1%		<1%			

With consistent methods, ratings (including don't know) are comparable for both phone and web in 2014 and 2015.

↓ Data noted with arrow is significantly lower or higher respectively than the previous year's data at the 95% confidence level.
 Q7f: How strongly do you agree or disagree that MnDOT acts in a financially responsible manner?
 Using a 4-pt agreement scale from Disagree Strongly to Agree Strongly.



Methodology



Omnibus Survey Methodology

Survey History and Overview

- The Minnesota Department of Transportation (MnDOT) has conducted an annual public opinion survey since 1987 (with the exception of 2007).
- Due to evolving communication preferences and the challenges in reaching particular demographics, MnDOT decided to explore different modes for reaching potential survey participants.
 - Starting in 2013, the sample for administering the phone survey was expanded to include both landlines and cell/mobile phone numbers. In addition, an online web survey mode was added.
 - The rationale for changing the survey process was to better reach groups that have been underrepresented in the survey results from past years, particularly Millennials, as they have been difficult to reach when using only a landline survey mode.
 - The 2015 survey continued with this multi-modal data collection method.
- In an effort to continue to survey particularly hard to reach demographics, MnDOT also conducted an oversample of Non-Caucasian respondents in 2015 to ensure the results are representative of the state population.
- MnDOT contracted with The Dieringer Research Group (The DRG), a marketing consulting firm, to conduct the 2015 Omnibus Survey.



Omnibus Survey Revision

Revising and Preparing the Survey

- In preparing for the 2015 Omnibus Survey administration, MnDOT conducted an internal review and revision process to update the survey to best fit their current needs.
- Once the survey was updated, a phone survey protocol was created. Then, the web survey protocol was created to mirror the phone survey content and was only modified for self-completion in the absence of an interviewer.
- After surveys for both modes were set up, they were tested to verify accuracy, understanding of questions, and administration length.



Omnibus Survey Approach

Survey Approach



789 Interviews via a Telephone Survey

- About ~40% of nationwide households are cell-phone only.
- Therefore, to be representative of the State of Minnesota population, a total of 288 interviews were conducted via a cell phone list and the remaining 501 interviews using a landline RDD (random digit dialing) sample.
- As part of the phone interviews, 89 oversample interviews were conducted among Non-Caucasian residents.



559 Interviews via a Web Survey

- In 2013, the online interviews were included using a mail to web methodology to give Millennials the opportunity to complete an interview via a methodology that is more preferred to them.
- Starting in 2014, The DRG partnered with an online panel to more easily collect the web portion of the completes.

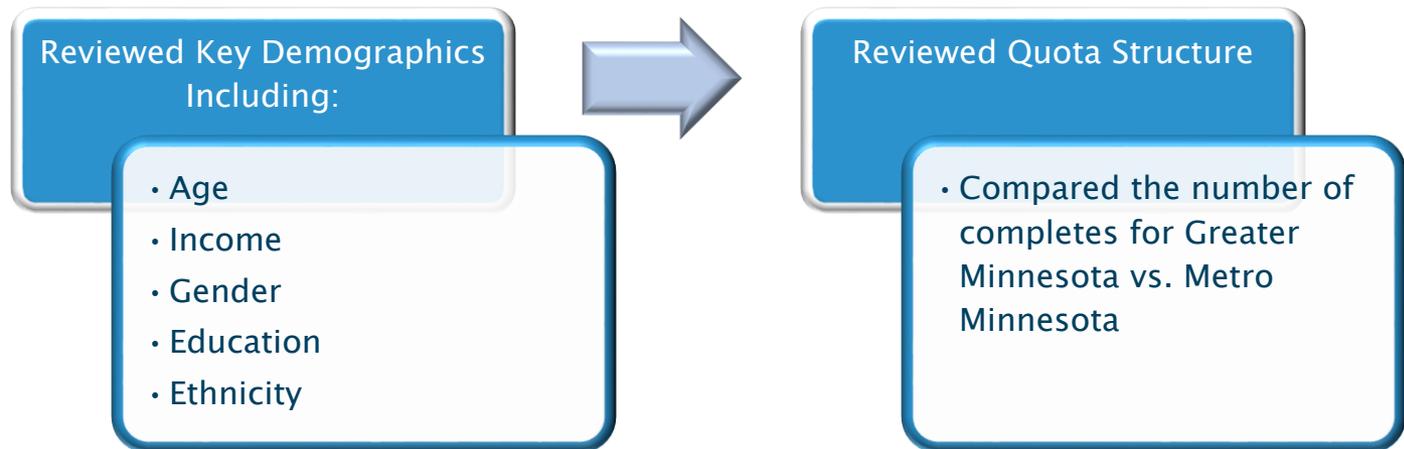


Omnibus Survey Weighting

Weighting Analysis

The weighting analysis was a three-step process outlined below:

1. Started the weighting analysis by comparing key demographics to the overall Census data for Metro Minnesota, Greater Minnesota as well as Minnesota in total
2. Reviewed the quota structure to understand if the survey design over or underrepresented any respondent types
3. (New in 2015) Reviewed the 2015 proportion of completes by web and phone to ensure they are consistent with 2014 and results wouldn't be impacted by any shift in the mix of completes by mode



Omnibus Survey Weighting

Weighting

- After determining the potential weighting factors, the next step was to analyze the weights for each of the previously mentioned factors to determine what areas of the data needed to be corrected to be most representative of the survey population.
- Following a review of the weights, it was decided to weight by three factors; two demographic factors (age and income) and web vs. phone proportions. The explanation of whether to weight by a factor is explained below:

Weighting Factors

- Age – Need to correct for the under-representation of the younger demographics and over-representation of the older demographics
- Income – Need to correct for the under-representation of the lower income demographics and over-representation of the wealthier demographics
- Web vs. Phone Proportions – Need to maintain consistent proportions by mode to ensure the shift in completes doesn't impact trends in the final results

Factors Excluded From Weighting

- Location – The Greater Minnesota vs. Metro was controlled by setting the quota structure similar to the fall out of the census population for these two areas
- Education – Education and income are correlated and by weighting income that will help education become more in-line with the census proportions
- Gender – The gender proportion was 50%/50%, which is similar to the population in the two locations in MN
- Ethnicity – Based on the design of the oversample, ethnic proportions are in line with those in the state of MN overall



Omnibus Statistical Reliability and Limitations

- Reliability is the degree to which survey sample data reflects the actual population and the true parameters of that population. It is dependent primarily upon survey sample size, along with other factors, including the degree of representativeness of the original sample selection, types of questions asked, answers received, and respondent quality.
- For the MnDOT Omnibus Study, the sample of 1,349 respondents yields overall data reliable with 95% confidence and a $\pm 2.7\%$ sampling error interval.
 - That is to say, if a similar survey were conducted repeatedly, results within plus or minus 2.7% would occur for any one question 95 out of 100 times. Looking at it another way, if a question received a “yes” answer by 60% of the 100 respondents, the chances are 95 out of 100 that between 57.3% and 62.7% of the targeted population would answer a similar “yes” response, if asked.
- Surveys should also never be viewed as 100% reliable. A small difference between two statistics or findings cannot be considered necessarily meaningful; however, as the sample size or market segment increases, the margin of error (sampling error) decreases, thereby providing more conclusive and reliable data.



Questionnaire



Questionnaire

MnDOT 2015 Omnibus Survey

Prepared For:

MnDOT

Prepared By:



Information to insights...Launching you forward

200 Bishops Way
Brookfield, WI 53005

1/20/2016
Project Tracking Number: 7757
Version: 1

Information to insights...
Launching you forward



Background:

A major responsibility of MnDOT's Metro District and MnDOT's Regional Transportation Management Center is to facilitate the flow of freeway traffic throughout the 8-county metro area. MnDOT has implemented various tools to help manage the flow of traffic on the freeway system. The way they are able to track their progress is through an on-going tracking study.

- The Perception Tracking Study is part of an ongoing effort to gauge perceptions of the Metro Area driving public regarding traffic management and congestion mitigation tools.
- MnDOT is specifically interested in monitoring the public's level of awareness, usage and opinions of these traffic management tools as well as the overall perception of MnDOT's effectiveness at managing traffic.
- The Perception Tracking Study has been administered annually since 1996, with the exception of 2002 and 2003, as well as 2006-2010.

Sample:

The DRG will be purchasing both RDD sample and Cell Phone sample to best representative of Minnesota residents. Research Now will be used as the panel source.

Qualifiers:

Minnesota residents that are 18 years or older that do not work for any of the following types of organizations; MnDOT, marketing research firm, newspaper, radio or TV station, or a road design or construction firm.

Quotas:

The quotas are established below in a matrix with a focus on getting a mix of residents in the 8-County Metro Area vs. the greater Minnesota through a phone and web based methodology mix.

	Number of Interviews	Percent of Total Interviews
Phone	700	56%
Landline	425	60%
Cell	275	40%
Web	550	44%
Total	1,250	100%

A phone oversample will also be conducted after the 700 completes are conducted to ensure ethnic representation. The number of completes for the oversample will be based on the natural fallout of the first 700 and how that aligns with the census. It is estimated that we will need approximately an extra 150 completes across ethnic heritages.

Survey Target Length: 20 Minutes

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Incidence: Taking into consideration the current respondent qualifiers and list source, The DRG is estimating incidence to be 80%.

Incidence is derived by taking the total number of qualified respondents and dividing by the total number who are qualified plus the total number who are not qualified for the survey. All incidence numbers are derived from respondents who are past the qualification point.

RDD Introduction

Hello, this is **[YOUR NAME]** from DRG, and we are calling on behalf of the Minnesota Department of Transportation. May I please speak to the youngest resident in the household who is 18 years or older?

IF NOT AVAILABLE, ASK FOR NAME AND INCLUDE IN THE CALLBACK INFORMATION. IF IT IS PERSON WHO ANSWERED, CONTINUE.

IF DIFFERENT PERSON IS AVAILABLE & PUT ON PHONE, REPEAT INTRO

We are conducting a study on various services MnDOT (pronounced "mindot") provides. We are not selling anything. All information in this survey will be kept confidential. Your opinions about MnDOT and transportation in Minnesota will inform how MnDOT plans and provides our transportation system in the future.

READ IF ASKED:

- Re-emphasize this is a survey, we are not selling anything.
- Responses are completely confidential.
- Depending on your responses, the survey will take about 15 minutes to complete.
- We are a professional research organization that surveys the attitudes and opinions of people on various issues.
- To confirm this study within MnDOT, you may contact Karla Rains, Director, Customer Relations, at (651) 366-3172.
- You may contact the manager of this study, Deanna Ring, of the Dieringer Research Group, at (888) 432-5220 or visit us on the internet at www.thedrg.com

This call may be monitored for quality and training purposes.

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Cell Introduction

Hello, this is **[YOUR NAME]** from DRG, and we are calling on behalf of the Minnesota Department of Transportation.

SA. Did I reach you on a cell phone?

- 1 Yes **[CONTINUE TO SB]**
- 2 No **[SKIP TO THE INTRODUCTION]**

SB. Are you in a place where you can safely talk on the phone and answer my questions?

- 1 Yes **[CONTINUE]**
- 2 No **[SHOW TEXT BELOW AND THEN GO TO THE CALL BACK SCREEN]**

If no, we are concerned about your safety and need to call you back at a more convenient time.

We are conducting a study on various services MnDOT (pronounced "mindot") provides. We are not selling anything. All information in this survey will be kept confidential. Your opinions about MnDOT and transportation in Minnesota will inform how MnDOT plans and provides our transportation system in the future.

READ IF ASKED:

- Re-emphasize this is a survey, we are not selling anything.
- Responses are completely confidential.
- Depending on your responses, the survey will take about 15 minutes to complete.
- We are a professional research organization that surveys the attitudes and opinions of people on various issues.
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This call may be monitored for quality and training purposes.



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Screener Questions

To get started, we want to ask you a few questions about yourself.

S1. Are you 18 years of age or older? **(DO NOT READ LIST.)**

- 1 Yes
- 2 No
- 9 Refused **[THANK AND TERMINATE, D27]**

[IF S1=2 ASK S1a, ELSE SKIP TO S2]

S1a. May I please speak with someone who is over 18 years old?

- 1 Yes and available
- 2 Yes, but not available at this time **{Schedule callback}**
- 3 No, no one in the household **[THANK AND TERMINATE, D28]**
- 9 Refused **[THANK AND TERMINATE, D29]**

S2. Could you please tell me in which year you were born?

_____ **(REFUSED 9999, THANK AND TERMINATE, D31)**

Tabulation Note: Age Ranges

- | | |
|-----------------------|--------------------------|
| <i>18 to 24 years</i> | <i>55 to 64 years</i> |
| <i>25 to 34 years</i> | <i>65 to 74 years</i> |
| <i>35 to 44 years</i> | <i>75 years and over</i> |
| <i>45 to 54 years</i> | <i>Refused</i> |

S3. Do you or does anyone in your household work for...? **(READ LIST, PAUSE FOR EACH RESPONSE. ENTER ALL THAT APPLY.)**

- 1 The Minnesota Department of Transportation **[THANK AND TERM]**
- 3 A newspaper, radio or TV station **[THANK AND TERM]**
- 4 A road design or construction firm **[THANK AND TERM]**
- 12 None of the above **[CONTINUE]**

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S4. To make sure we talk with a variety of people throughout the state, in what county do you live? **(DO NOT READ LIST. ENTER ONE RESPONSE.)**

- | | | |
|---------------|----------------------|-----------------------------------|
| 1 Aitkin | 32 Jackson | 63 Red Lake |
| 2 Anoka | 33 Kanabec | 64 Redwood |
| 3 Becker | 34 Kandiyohi | 65 Renville |
| 4 Beltrami | 35 Kittson | 66 Rice |
| 5 Benton | 36 Koochiching | 67 Rock |
| 6 Big Stone | 37 Lac qui Parle | 68 Roseau |
| 7 Blue Earth | 38 Lake | 69 St. Louis |
| 8 Brown | 39 Lake of the Woods | 70 Scott |
| 9 Carlton | 40 Le Sueur | 71 Sherburne |
| 10 Carver | 41 Lincoln | 72 Sibley |
| 11 Cass | 42 Lyon | 73 Stearns |
| 12 Chippewa | 43 McLeod | 74 Steele |
| 13 Chisago | 44 Mahnommen | 75 Stevens |
| 14 Clay | 45 Marshall | 76 Swift |
| 15 Clearwater | 46 Martin | 77 Todd |
| 16 Cook | 47 Meeker | 78 Traverse |
| 17 Cottonwood | 48 Mille Lacs | 79 Wabasha |
| 18 Crow Wing | 49 Morrison | 80 Wadena |
| 19 Dakota | 50 Mower | 81 Waseca |
| 20 Dodge | 51 Murray | 82 Washington |
| 21 Douglas | 52 Nicollet | 83 Watonwan |
| 22 Faribault | 53 Nobles | 84 Wilkin |
| 23 Fillmore | 54 Norman | 85 Winona |
| 24 Freeborn | 55 Olmsted | 86 Wright |
| 25 Goodhue | 56 Otter Tail | 87 Yellow Medicine |
| 26 Grant | 57 Pennington | 97 Other |
| 27 Hennepin | 58 Pine | [THANK AND TERMINATE, D30] |
| 28 Houston | 59 Pipestone | 99 Don't know/ Refused |
| 29 Hubbard | 60 Polk | [THANK AND TERMINATE, D27] |
| 30 Isanti | 61 Pope | |
| 31 Itasca | 62 Ramsey | |

Tabulation Note:

*Metro counties: Anoka, Hennepin, Carver, Ramsey, Chisago, Scott, Dakota, Washington
Greater Minnesota: All other counties*



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(NEW IN 2015)

S5. Which of the following best describes your ethnic background?

(READ LIST. ENTER ONE RESPONSE.)

1. American Indian/Alaska Native
2. Asian
3. Black/African American
4. Hispanic/Latino
5. Native Hawaiian or Other Pacific Islander
6. White/Caucasian
97. Other (please specify) _____
99. Prefer not to say

Public Confidence

This survey will cover multiple topics about MnDOT's services and activities. For the purpose of this study, please focus on state roads, meaning freeways and 2-lane highways in areas that you normally drive.

To begin, we would like you to tell us how CONFIDENT you are today in MnDOT's ability to do a good job with specific services. Use a 4-point scale with 4 meaning "Very Confident" and 1 meaning "Not At All Confident." Of course, you may use any number in between.

Q1. How CONFIDENT are you today in MnDOT's ability to do a good job at... Again, the scale is 1 to 4, with "1" being "Not at All Confident" and "4" being "Very Confident". **(DO NOT READ LIST. REPEAT SCALE AT LEAST ONCE AFTER 2ND OR 3RD ITEM AND AGAIN IF NEEDED.)**

- 1 Not at All Confident
- 2 2
- 3 3
- 4 Very Confident
- 12 Don't know/Refused

[ROTATE]

- a. building roads and bridges
- b. maintaining roads and bridges
- c. developing a twenty-year plan for transportation throughout the state
- d. communicating accurate information to Minnesota citizens about their transportation plans and projects

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- e. providing alternative transportation options for the future such as commuter rail, high speed rail, non-stop coaches and so on
- f. providing reliable communications
- g. designing or changing roadways to improve safety

[IF Q1b = 1, CONTINUE. ELSE SKIP TO Q2.]

Q1.1. Please tell me more about you rating your confidence in MnDOT's ability to do a good job at maintaining roads and bridges a "1" or "Not at All Confident". **(PROBE AND CLARIFY.)**

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Maintenance Performance

Next, we would like you to think about some of the different services and activities that MnDOT does. As mentioned, for the next set of questions I would like you to FOCUS ON STATE ROADS AND HIGHWAYS.

Q2. My next questions are about MnDOT's PERFORMANCE. For each service I read, I want to know HOW WELL you think MnDOT is doing in that area. Use any number from 1 to 10; a "10" means they are doing an "Extremely good job" in this area, and "1" means they are doing an "Extremely poor job" in this area. A score of "5" means they are doing an average job in this area. Overall, how well has MnDOT been doing at...? **(REPEAT THIS LEAD-IN STATEMENT AS NEEDED. REPEAT SCALE AT LEAST ONCE AND MORE IF NEEDED.)**

- 1 Extremely Poor Job
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 Extremely Good Job
- 12 Don't know/Refused

- a. road maintenance **[KEEP FIRST]**
[ROTATE B. THROUGH K.]
- b. clearing roads of snow and ice
- c. keeping road surfaces smooth and comfortable
- e. making highway signs clearly readable
- f. making road stripes and markings clearly visible
- g. removing litter and trash by the roadside
- i. clearing roads of debris
- j. the amount of mowing done on interstate freeways, which include:
INTERSTATES 35 - including 35W and 35 E; 90 and 94, as well as 394, 494
and 694, how would you rate the amount of mowing?
- k. making roadway improvements that will enhance safety

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[IF Q2c < 7, CONTINUE. ELSE SKIP TO Q4]

Q3. Was your rating for "keeping road surfaces smooth and comfortable" based on...? **(READ LIST. ENTER ONE RESPONSE.)**

[ROTATE]

- 1 The general or "overall" condition of the highway pavement itself
- 2 Potholes
- 3 **[DO NOT READ, KEEP SECOND TO LAST]** Both
- 4 **[DO NOT READ, KEEP LAST]** Don't know

[IF Q2j < 7, CONTINUE. ELSE SKIP TO Q5]

Q4. Would you say that MnDOT mows the interstate freeways...? **(READ LIST. ENTER ONE RESPONSE.)**

- 1 LESS often than they should,
- 2 MORE often than they should, or
- 3 The right amount
- 4 **(DO NOT READ)** Don't know

Q5. For the next question, where "4" means "No Disruption" and "1" means "Extreme Disruption", and you can of course use any number in between, how much traffic disruption did construction projects cause for you in 2015? **(DO NOT READ LIST.)**

- 4 No Disruption
- 3 3
- 2 2
- 1 Extreme Disruption
- 5 Don't Know

Q6. For the next question, where "4" means "Completely Acceptable" and "1" means "Completely Unacceptable", and you can of course use any number in between, how acceptable was this level of disruption? **(DO NOT READ LIST.)**

- 4 Completely Acceptable
- 3 3
- 2 2
- 1 Completely Unacceptable
- 5 Don't Know

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Trust Questions

- Q7. Please tell me how strongly you agree or disagree with each of the following statements.

Let's start with...

Would you say you "Agree strongly", "Agree somewhat", "Disagree somewhat", or "Disagree strongly"? **(REPEAT LIST IF NEEDED)**

(IF RESPONDENT "EXPLAINS" THEIR OPINION, MAKE SURE TO CAPTURE "EXPLANATION" IN THE ESCAPE NOTES BEFORE MOVING TO NEXT QUESTION.)

INTRODUCE NEXT STATEMENT BY SAYING "THE NEXT STATEMENT IS..." SO THAT THEY LISTEN CAREFULLY.)

- 4 Agree strongly
- 3 Agree somewhat
- 2 Disagree somewhat
- 1 Disagree strongly
- 12 Don't know/Refused

[ALWAYS SHOW FIRST.]

- a. MnDOT does what is best for Minnesota

[ROTATE STATEMENTS B, C, D, E SECOND.]

- b. MnDOT prioritizes roadway users' safety
- c. MnDOT considers customer concerns and needs when developing transportation plans
- d. MnDOT expands Minnesotans' transportation options by creating alternative means of travel
- e. MnDOT can be relied upon to deliver Minnesota's transportation system

[ALWAYS SHOW LAST.]

- f. MnDOT acts in a financially responsible manner

Q7.1. You said that you [INSERT Q7F ANSWER] that MnDOT acts in a financially responsible manner. Would you tell me about your reasons for this? **(PROBE AND CLARIFY.)**

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Communication

(NEW IN 2015)

- Q7.2 How do you get information about traffic conditions, bad weather road conditions, and/or highway construction?

[DO NOT READ LIST. SELECT ALL THAT APPLY.]

- 1 Television news
- 2 Radio **(please specify which station)** _____
- 3 Newspapers (print)
- 4 Social Media (Facebook, Twitter, Instagram)
- 5 Web-based newspapers
- 6 Other web-based news (e.g., news shows)
- 7 MnDOT's website / 511mn.org (or "511") web or mobile app
- 8 Emails from MnDOT through Constant Contact or GOV Delivery
- 9 Waze Traffic App
- 10 Other traffic app **(please specify which app)** _____
- 97 Other _____
- 98 I do not get traffic updates
- 99 Don't know/Refused

- Q8. We will now focus on MnDOT's communications efforts. Thinking about ALL of the different communications provided by the Minnesota Department of Transportation, how reliable are these communications, in your opinion? Use a scale of 1 to 10; a "10" means "Extremely reliable" and "1" means "Not at all reliable."

- 1 Not at All Reliable
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 Extremely Reliable
- 12 Don't know/Refused

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511

Q9. Are you aware of MnDOT's 511 website, mobile app, or telephone information line for bad weather road conditions, traffic updates and construction information? **(DO NOT READ LIST.)**

- 1 Yes
- 2 No
- 5 Don't know/refused

[IF Q9 = 1, CONTINUE. ELSE SKIP TO Q14]

Q10. Generally speaking, how often have you visited the 511 website or used the information line or app in the past year to check bad weather road conditions, traffic, and/or construction information? Would you say...**(READ LIST. ENTER ONE RESPONSE.)**

- 1 Daily
- 2 A few times per week
- 3 A few times per month
- 4 A few times per year
- 5 Once
- 6 Never
- 9 **(DO NOT READ)** Don't know/refused

[IF Q10 < 6, CONTINUE. ELSE SKIP TO Q14]

Q11. How often did you get useful information from 511? **(READ LIST. ENTER ONE RESPONSE.)**

- 1 Always
- 2 Frequently
- 3 Sometimes
- 4 Rarely
- 5 Never
- 9 **(DO NOT READ)** Don't know/refused

Q12. How often did you get accurate information from 511? **(READ LIST. ENTER ONE RESPONSE.)**

- 1 Always
- 2 Frequently
- 3 Sometimes
- 4 Rarely
- 5 Never

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9 **(DO NOT READ)** Don't know/refused

[IF Q12 > 2, CONTINUE. ELSE SKIP TO Q14]

Q13. Did you receive inaccurate information about any of the following... **(READ LIST. ENTER ALL THAT APPLY.)**

- 1 Bad weather road conditions
- 2 Construction information
- 3 Traffic updates
- 8 **(DO NOT READ)** None of the above
- 9 **(DO NOT READ)** Don't know/refused

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Getting to Work or School Questions

The next question is about getting to work or school.

Q14. How often do you have transportation challenges that make it difficult for you to go to school, work, or other employment related places? **[READ IF NECESSARY]** Employment related places include workforce centers, job fairs or enrichment programs.] Would you say...

(READ LIST. ENTER ONE RESPONSE.)

- 1 Always
- 2 Frequently
- 3 Sometimes
- 4 Rarely
- 5 Never
- 6 **(DO NOT READ)** Not Applicable (Retired, does not work/go to school)
- 9 **(DO NOT READ)** Don't know/refused

[IF Q14=1, 2, OR 3 ASK Q14B, ELSE SKIP TO Q15]
(NEW IN 2015)

Q14b. Please *describe* the kinds of transportation challenges that make it difficult for you to travel to school, work, or other employment related places. **(PROBE AND CLARIFY)**

MnPASS Questions

(QUESTION NEW IN 2014)

Q15. Have you driven in the Twin Cities Metro-area in the past year?

- 1 Yes
- 2 No
- 9 Not sure

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[IF Q15=1, CONTINUE, ELSE SKIP TO Q20] (QUESTION NEW IN 2014)

Q16. In the past year, have you ever traveled on I-394 or I-35W south of Minneapolis or I-35E north of St. Paul during rush hour?

READ IF NECESSARY: Rush hour could be either in the morning or evening

- 1 Yes
- 2 No
- 9 Not sure

(QUESTION NEW IN 2014)

[IF Q16=1, CONTINUE, ELSE SKIP TO TEXT SCREEN]

Q17. My next questions are about MnPASS Express Lanes, currently located on I-394 and I-35W south of Minneapolis or I-35E north of St. Paul. How often have you used a MnPASS lane during rush hour in the past year? Would you say...

(READ LIST. ENTER ONE RESPONSE.)

- 1 Daily
- 2 A few times per week
- 3 A few times per month
- 4 A few times per year
- 5 Once
- 6 Never
- 9 Not sure **(DO NOT READ)**

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During rush hours, buses, cars with two or more passengers, and motorcycles can use MnPASS lanes for free.

People driving alone can pay to drive in the MnPASS lane, using a MnDOT-provided device that records when a car is in the MnPASS lane, so that users are billed for their amount of use.

During non-rush hours, all drivers can use these lanes for free. MnDOT is currently planning to expand the MnPASS Express Lane System in the Twin Cities Metro area

(QUESTION NEW IN 2014)

[IF Q16=2 OR 99, CONTINUE, ELSE SKIP TO Q19]

Q18. How often would you use a MnPASS lane if it were available in places that you travel to during rush hours?

(READ LIST. ENTER ONE RESPONSE.)

- 1 Always
- 2 Frequently
- 3 Sometimes
- 4 Rarely
- 5 Never
- 9 **(DO NOT READ)** Don't know/refused

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(QUESTION NEW IN 2014)

Q19. Using a scale of 1 to 10, with 10 being "Extremely important" and 1 being "Not important at all" please tell me how important you think each of these reasons are to plan additional MnPASS lanes: **(ROTATE ATTRIBUTES)**

- a. To increase the number of people that can travel a busy roadway during rush hours
- b. To provide a choice for people to use the congestion-free lane
- c. To improve bus transit service and increase ridership, which reduces the number of cars on the road
- d. To increase carpools and vanpools, which reduces the number of cars on the road
- e. **(NEW IN 2015)** To provide motorists with a reliable congestion-free choice for travel during rush hours

Safe Routes to School Questions

(QUESTION NEW IN 2014)

Q20. In the past year, have you heard about any programs that encourage elementary and middle school kids **in your community** to bike or walk to school?

- 1 Yes
- 2 No
- 9 Not sure

(QUESTION NEW IN 2014)

Q21. Using a scale of 1 to 4, with 4 being "Strongly support" and 1 being "Do not support at all," how much do you support the idea of elementary and middle school kids **in your community** biking and walking to school?

- 1 Do not support at all
- 2 2
- 3 3
- 4 Strongly support
- 9 Not sure

(QUESTION NEW IN 2014)

[IF Q21=1 or 2, CONTINUE, ELSE SKIP TO Q22]

Q21a. In a few words, what is the main reason that you do not support the idea of kids walking and biking to school? **(RECORD VERBATIM)**



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Bike/Pedestrian

Q22. For my next questions please think about bicycles used ONLY for outdoors and NOT stationary bikes used for exercise.

(PAUSE) On average, how often did you ride a bicycle in the past biking season, that is April to October, for any reason? Would you say...? **(READ LIST. ENTER ONE RESPONSE.)**

- 1 Never
- 2 1 time
- 3 Once a month or a few times from April to October
- 4 At least once a week, or
- 5 Every day

(QUESTION NEW IN 2014)

Q23. When the weather is nice, if your destination, such as work, school, errands, friends' homes, etc., is less than 5 miles away, how likely would you be to ride a bike for that trip? Would you say...

(READ LIST. ENTER ONE RESPONSE.)

- 6 Very likely
- 5 Likely
- 4 Somewhat likely
- 3 Somewhat unlikely
- 2 Unlikely
- 1 Very unlikely

(QUESTION WORDING CHANGED IN 2014)

Q24. How safe do you think your community is for bicycling? Would you say... **(READ LIST. ENTER ONE RESPONSE.)**

- 4 Very safe
- 3 Somewhat safe
- 2 Not very safe, or
- 1 Not at all safe

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[IF Q24=1 OR 2, CONTINUE. ELSE SKIP TO Q26]

Q25. We'd like to know more about why you rated bicycling in your community as **[Q24 RESPONSE]**. Please tell me to what extent the following factors are a concern for you using a scale of 1 to 4, where 4 is a "significant concern" and 1 is "no concern".

ADDED 11/19/14 PER CLIENT:

(IF RESPONDENT "EXPLAINS" THEIR OPINION, MAKE SURE TO CAPTURE "EXPLANATION" IN THE ESCAPE NOTES BEFORE MOVING TO NEXT QUESTION.)

INTRODUCE NEXT STATEMENT BY SAYING "THE NEXT STATEMENT IS..." SO THAT THEY LISTEN CAREFULLY.)

READ IF NEEDED ON FOLLOW UP SCREENS: Please tell me to what extent the following factors are a concern for you regarding bicycling safety in your community using a scale of 1 to 4, where 4 is a "significant concern" and 1 is "no concern".

- 1 No Concern
- 2 2
- 3 3
- 4 Significant Concern

[ROTATE ATTRIBUTES]

- a. Not enough dedicated bike lanes
- b. Not enough physical barriers between cars and bicycles on the roads
- c. Roadway shoulders that aren't wide enough (Read if needed: i.e. having enough space between the curb or side of the street and the traffic lane)
- d. Bicyclists not following the laws
- e. Drivers not following the laws
- f. Distracted drivers
- g. Distracted bicycling (e.g., if needed, using headphones, cell phones)
- h. Aggressive driving



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(NEW IN 2015)

Q24a How often do you walk **outside** in your community when the weather permits? This would be walking for more than 10 minutes at a time, for exercise; recreation; or instead of taking another form of transportation.

- 1 Never
- 2 A few times in the past year
- 3 Once a month or a few times a month
- 4 At least once a week
- 5 Almost Every day

[IF Q24A=2-5 CONTINUE, ELSE SKIP TO Q26]

(NEW IN 2015)

Q24b Now I am going to ask you about walking as a form of transportation to travel to and from work, to a transit stop, to do errands or to go from place to place. Only include walking you do for **at least 10 minutes** at a time. What types of places do you walk to most often? **(READ LIST. SELECT ALL THAT APPLY. ROTATE ATTRIBUTES.)**

1. Parks/Green Space
2. Bus and Transit
3. Grocery store
4. Job
5. Restaurants
6. Library
7. School
8. Doctor
9. Any other places you walk to (please specify) _____

(QUESTION WORDING CHANGED IN 2014)

Q26. How safe do you think your community is for pedestrians? Would you say... **(READ LIST. ENTER ONE RESPONSE.)**

- 4 Very safe
- 3 Somewhat safe
- 2 Not very safe, or
- 1 Not at all safe

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(QUESTION NEW IN 2014)

[IF Q26= 1 OR 2 OR 3, CONTINUE. ELSE SKIP TO Q28]

Q27. We'd like to know more about why you rated walking in your community as **[INSERT Q26 RESPONSE]**. Please tell me to what extent the following factors are a significant concern for you using a scale of 1 to 4, where 4 is a "significant concern" and 1 is "no concern".

READ IF NEEDED ON FOLLOW UP SCREENS: Please tell me to what extent the following factors are a concern for you regarding pedestrian safety in your community using a scale of 1 to 4, where 4 is a "significant concern" and 1 is "no concern".

(IF RESPONDENT "EXPLAINS" THEIR OPINION, MAKE SURE TO CAPTURE "EXPLANATION" IN THE ESCAPE NOTES BEFORE MOVING TO NEXT QUESTION.)

INTRODUCE NEXT STATEMENT BY SAYING "THE NEXT STATEMENT IS..." SO THAT THEY LISTEN CAREFULLY.)

[ROTATE ATTRIBUTES]

- a. Not enough sidewalks or trails
- b. Distracted walking **[if needed, e.g., using earphones or cell phones]**
- c. Distracted driving
- d. Pedestrian crossings at intersections **with** traffic signals are too difficult
- e. Pedestrian crossings at intersections **without** traffic signals are too difficult
- f. Personal safety, not related to traffic or drivers
- g. Drivers disregarding laws
- h. Walkers disregarding laws
- i. Speed or amount of motorized traffic
- j. (NEW IN 2015) Personal safety concerns

(QUESTION NEW IN 2014)

Q28. Please tell me if the following statement is true or false: Drivers are required to stop for pedestrians crossing at street corners whether or not there is a striped crosswalk.

- 1 True
- 2 False
- 3 Not sure

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(QUESTION NEW IN 2014)

Q29. Have you seen or heard any advertising in the past few months such as on flyers or through an ad on the radio about crosswalk safety? Would you say... **(READ LIST. ENTER ONE RESPONSE.)**

- 1 Yes, you've seen or heard ads about crosswalk safety
- 2 You may have, but are not sure
- 3 No, you've not seen or heard any ads about crosswalk safety

Transit Availability Satisfaction

Q30. How satisfied are you with the AVAILABILITY OF PUBLIC TRANSIT in your community? Would you say you are...? **(READ LIST. IF RESPONDENT HAS NONE OR WANTS ANY KIND OF CLARIFICATION JUST RE-READ THE QUESTION AND SCALE. READ SLOWLY SO THEY UNDERSTAND THE INTENT.)**

- 4 Very satisfied
- 3 Somewhat satisfied
- 2 Not very satisfied, or
- 1 Not at all satisfied
- 5 **(DO NOT READ)** Don't know

[IF Q30 = 1 OR 2, CONTINUE. ELSE SKIP TO Q32]

Q31. What is it about the availability of public transit that makes you dissatisfied? **(DO NOT READ. ENTER ALL THAT APPLY.)**

- 1 Public transit is not available during the times of day that I need to travel
- 2 Public transit is not available during the days of the week that I need to travel
- 3 Public transit does not go to the locations that I need
- 4 There isn't a direct route to the locations that I need/transfers take too long
- 5 Public transit is not available at all in my community
- 10 Other (Specify): _____

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Inter-City Bus

(Make sure to pronounce in Ter city; so that it doesn't sound like "inner city")

The next question is about inter-city bus travel. Inter-city buses are buses which carry passengers significant distances, such as 75 miles or more between cities on regularly scheduled trips. Examples of inter-city buses include Jefferson Lines, Greyhound, and Megabus.

Q32. Are you aware of this type of inter-city bus service between your city and other cities? **(DO NOT READ LIST.)**

- 1 Yes
- 2 No
- 3 Not sure

[IF Q32 = 1, CONTINUE. ELSE SKIP TO Q34]

Q33. Have you or someone in your household ridden this type of inter-city bus in the past two years? **(DO NOT READ LIST.)**

- 1 Yes
- 2 No
- 3 Not sure

Funding Questions

Q34. Please indicate your level of agreement with the following statement:

To serve Minnesota residents and businesses, we need to invest significantly more in our transportation system than we have been investing in the past – including maintaining and expanding our roads and bridges, rail, transit, and trails, throughout the state.

Would you say you "Strongly Agree", "Agree", "Somewhat Agree", "Somewhat Disagree", "Disagree", or "Strongly Disagree" with that statement?

- 6 Strongly Agree
- 5 Agree
- 4 Somewhat Agree
- 3 Somewhat Disagree
- 2 Disagree
- 1 Strongly Disagree

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Demographic/Classification Questions

- Q35. How many licensed drivers currently live in your household?
_____ Number of drivers **(Refused 99)**
- Q36. How many motor vehicles are owned AND USED by members of your household?
_____ Number of vehicles **(Refused 99)**
- Q37. What is your primary mode of transportation? **(READ LIST IF NECESSARY. ENTER ONE RESPONSE.)**
- 1 Personal motor vehicle such as a car, truck, van, etc.
 - 2 Car or Van Pool
 - 3 Bus
 - 4 Taxi
 - 5 Bicycle
 - 6 Personal motorcycle, moped, scooter, etc.
 - 7 Community Shared Vehicle, such as an Hour Car
 - 8 Light Rail
 - 9 Walking
 - 17 Other (please specify) _____
 - 19 **(DO NOT READ)** Refused
- Q38. What is the last grade or level of education that you completed? Was it...? **(READ LIST.)**
- 1 High School or less
 - 2 Technical or vocational school
 - 3 Some college
 - 4 College graduate, or
 - 5 Post graduate work or advanced degree
 - 6 **(DO NOT READ)** Refused

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- Q39. Can you tell me what your 2015 total household income before taxes was? Please stop me when I get to the right range. **(READ LIST.)**
- 1 Under \$20,000
 - 2 \$20,000 to less than \$35,000
 - 3 \$35,000 to less than \$50,000
 - 4 \$50,000 to less than \$75,000
 - 5 \$75,000 to less than \$100,000
 - 6 \$100,000 to less than \$150,000
 - 7 \$150,000 to less than \$200,000
 - 8 \$200,000 or more
 - 12 **(DO NOT READ)** Refused
- Q40. Do you sometimes speak a language besides English in your home?
- 1 Yes
 - 2 No
 - 3 **(DO NOT READ)** Don't know/Refused
- Q41. Would you please give me your five digit zip code?
_____ **(Refused 99)**
- (DO NOT READ)** Record gender
- 1 Female
 - 2 Male
- Q42. Just in case my supervisor needs to verify my work, can you please tell me your first name?

- Q43. **(WITH ENTHUSIASM)** On behalf of MnDOT, thank you very much for your time and participation. Those are all the questions I have.

