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# Appendix

## Questionnaire

### RTA Final Questionnaire 1998 Rider / Nonrider Market Research Study Postcodes in bold / italics

#### INTRODUCTION

INTRO Hello, I am \_\_\_\_\_ from Northwest Research Group, a public opinion research firm. Today / Tonight we are conducting a study on public transportation in Chicago and the surrounding counties for the Regional Transportation Authority and would like to include the opinions of your household.  
[PRESS ANY KEY TO CONTINUE]

INTRO2 For this survey, we are interested in speaking with an individual at least 16 years of age or older. Would that be you?

- 1 YES, CONTINUE **[SKIP TO SCR1]**
- 2 YES, REFUSAL **[SKIP TO REF1]**
- 3 NO **[ASK FOR ANOTHER IN HOUSEHOLD, BEGIN AGAIN OR ARRANGE A CALLBACK]**
- 4 NO ONE LIVING IN HOUSEHOLD OVER 16 **[SKIP TO THANK1; DISP = 22]**

#### HOUSEHOLDS / RESPONDENTS WHO REFUSE TO COMPLETE SURVEY

*THIS SECTION IS ASKED OF ALL POTENTIAL RESPONDENTS WHO REFUSE TO COMPLETE THE ENTIRE SURVEY. BASED ON RESPONSES TO THESE QUESTIONS, THEY ARE DISPOSITIONED AS RIDERS OR NONRIDERS IN THE APPROPRIATE SERVICE CATEGORY. THIS INFORMATION IS USED IN CONJUNCTION WITH OTHER DATA TO CALCULATE WEIGHTS.*

REF1 It would be very helpful if you would answer four quick questions. Including yourself, how many people in your household, age 16 and older have taken at least 5 one-way rides on any one transit system, CTA, Metra, or Pace, in the past 30 days?

- \_\_\_\_\_ ENTER NUMBER OF RIDERS IN HOUSEHOLD
- 8 8 OR MORE
- 9 DK / REF

REF2A **[IF REF1 NE 0]** In the last 30 days, how many one-way trips have you personally taken on the CTA?

- \_\_\_\_\_ ENTER NUMBER OF RIDES **[IF > 5 DISPOS = 16]**
- 97 97 OR MORE
- 99 DK / REF

REF2B **[IF REF1 NE 0]** In the last 30 days, how many one-way trips have you personally taken on Metra?

- \_\_\_\_\_ ENTER NUMBER OF RIDES **[IF > 5 DISPOS = 17]**
- 97 97 OR MORE
- 99 DK / REF

REF2C **[IF REF1 NE 0]** In the last 30 days, how many one-way trips have you personally taken on Pace?

- \_\_\_\_\_ ENTER NUMBER OF RIDES **[IF > 5 DISPOS = 18]**
- 97 97 OR MORE
- 99 DK / REF

**[SKIPTO THANK4]**

REF3A-D **[IF RIDER OF MORE THAN ONE SYSTEM]** Do you consider yourself primarily a . . .

- 1 CTA, [DISPOS = 16] [SKIPTO THANK4]
- 2 Metra, or [DISPOS = 17] [SKIPTO THANK4]
- 3 Pace Rider? [DISPOS = 18] [SKIPTO THANK4]
- 9 DK / REF [DISPOS = 8] [SKIPTO THANK5]

REF3E **[IF REF1 = 0 OR REF2A, REF2B, AND REF2C LT 5]** If you were to use the bus or train, would you be most likely to use the . . .

- 1 CTA, [DISPOS = 19] [SKIPTO THANK4]
- 2 Metra, or [DISPOS = 20] [SKIPTO THANK4]
- 3 Pace? [DISPOS = 21] [SKIPTO THANK4]
- 9 DK / REF [DISPOS = 8] [SKIPTO THANK5]

#### SCREENER

SCR1 Including yourself, how many people age 16 or over live in your household?

- \_\_\_\_\_ ENTER NUMBER OF PERSONS IN HH
- 8 8 OR MORE
- 9 DON'T KNOW / REFUSED

SCR2A What county are you a resident of?

- 1 COOK COUNTY
- 2 DUPAGE COUNTY
- 3 KANE COUNTY
- 4 LAKE COUNTY
- 5 MCHENRY COUNTY
- 6 WILL COUNTY
- 7 OTHER [DISPOS = 23] [SKIPTO THANK2]
- 9 DON'T KNOW / REFUSED [DISPOS = 8] [SKIPTO THANK3]

SCR2B To verify, is your home zip code \_\_\_\_\_?

- 1 YES [SKIPTO SCR4A]
- 2 NO
- 9 DON'T KNOW / REFUSED [DISPOS = 8] [SKIP TO THANK3]

SCR2C What is your correct zip code?

- \_\_\_\_\_ ENTER CORRECT ZIP CODE
- 99999 DON'T KNOW [DISPOS = 8] [SKIP TO THANK3]

SCR4A Including yourself, how many people in your household, age 16 and over, have taken at least 1 trip on the CTA, Metra, or Pace in the last 30 days?

- \_\_\_\_\_ ENTER NUMBER OF RIDERS [IF 0 SKIP TO SCR4G]
- 97 97 OR MORE
- 99 DON'T KNOW / REFUSED

SCR4B Including yourself, how many people in your household, age 16 and over, have taken at least 5 one-way trips on any one transit service, the CTA, Metra, or Pace, in the last 30 days? Count a round trip as 2 rides, and count a trip where a person had to transfer as one ride.

[MUST BE AT LEAST 5 RIDES ON ANY ONE SYSTEM TO BE A PRIMARY RIDER]

- \_\_\_\_\_ ENTER NUMBER OF RIDERS
- 97 97 OR MORE
- 99 DON'T KNOW / REFUSED

SCR4C How many one-way trips have you personally taken on a CTA bus in the past 30 days?

[IF NECESSARY, READ: "Trips are one-way trips. If you go round-trip, that would equal two trips."]

- \_\_\_\_\_ ENTER NUMBER OF TRIPS
- 97 97 OR MORE
- 99 DON'T KNOW / REFUSED

SCR4D How many one-way trips have you personally taken on a CTA train in the past 30 days?  
[IF NECESSARY, READ: "Trips are one-way trips. If you go round-trip, that would equal two trips."]

\_\_\_\_ ENTER NUMBER OF TRIPS  
97 97 OR MORE  
99 DON'T KNOW / REFUSED  
**[IF SCR4C PLUS SCR4D EQ 5 OR MORE SYSTEM = CTA]**  
**[IF SCR4C PLUS SCR4D EQ 1 OR MORE CTARIDE = 1]**

SCR4E How many one-way trips have you personally taken on Metra in the past 30 days?  
[IF NECESSARY, READ: "Trips are one-way trips. If you go round-trip, that would equal two trips."]

\_\_\_\_ ENTER NUMBER OF TRIPS  
97 97 OR MORE  
99 DON'T KNOW / REFUSED  
  
**[IF SCR4E EQ 5 OR MORE SYSTEM = METRA]**  
**[IF SCR4E EQ 1 OR MORE METRARIDE = 1]**

SCR4F How many one-way trips have you personally taken on Pace in the past 30 days?  
[IF NECESSARY, READ: "Trips are one-way trips. If you go round-trip, that would equal two trips."]

\_\_\_\_ ENTER NUMBER OF TRIPS  
97 97 OR MORE  
99 DON'T KNOW / REFUSED  
  
**[IF SCR4F EQ 5 OR MORE SYSTEM = PACE]**  
**[IF SCR4F EQ 1 OR MORE PACERIDE = 1]**

SCR4G How many times have you traveled to downtown Chicago in the past 30 days, using any mode of transportation?

\_\_\_\_ ENTER NUMBER OF TIMES  
98 98 OR MORE  
99 DON'T KNOW / REFUSED

SCR4H **[IF SCR4C + SCR4D LT 5 AND SCR4E LT 5 AND SCR4F LT 5 AND SCR4B GE 1]** Is the individual in your household who has taken at least 5 one-way rides on one transit service, the CTA, Metra, or Pace, in the last 30 days available at this time to complete a survey?  
**[MUST BE AT LEAST 5 RIDES ON ANY ONE SYSTEM TO BE A PRIMARY RIDER]**

1 YES, AVAILABLE  
2 NO, AND NOT AVAILABLE FOR CALLBACK  
3 NO, NOT AVAILABLE NOW **[ARRANGE CALLBACK - CRTL-END]**

**FOR THE SAMPLE DESIGN: IF RIDE ONLY ONE SYSTEM WILL BE COUNTED AS A RIDER OF THAT SYSTEM.  
IF RIDE MORE THAN ONE SYSTEM, RESPONDENT WILL BE ASKED QUESTIONS ABOUT EACH SYSTEM HE/SHE RIDES UNTIL SUCH TIME AS THE PRIMARY RIDER QUOTA FOR A SYSTEM IS FILLED.**

**WE WILL CONTINUE TO TRACK FREQUENCY OF RIDERSHIP ON EACH SYSTEM TO DETERMINE THE ACTUAL INCIDENCE OF PRIMARY RIDERSHIP FOR EACH SYSTEM.**

SCR5A **[IF CTARIDE=1]** How long have you been riding the CTA?

1 (Less than six months,)  
2 (Six months to one year,)  
3 (More than one year but less than five years, or)  
4 (More than five years?)  
9 DON'T KNOW / REFUSED

SCR5B **[IF METRARIDE=1]** How long have you been riding Metra?

1 (Less than six months,)  
2 (Six months to one year,)  
3 (More than one year but less than five years, or)  
4 (More than five years?)  
9 DON'T KNOW / REFUSED

SCR5C [IF PACERIDE=1] How long have you been riding Pace?

- 1 (Less than six months,)
- 2 (Six months to one year,)
- 3 (More than one year but less than five years, or)
- 4 (More than five years?)
- 9 DON'T KNOW / REFUSED

**FOR THE SAMPLE DESIGN:**

**IF NOT PRIMARY RIDER OF CTA AND RESPONDENT LIVES IN CTA SERVICE AREA (SVCAREA=1), CTA NONRIDER**

**IF NOT PRIMARY RIDER OF PACE AND RESPONDENT LIVES IN PACE'S SERVICE AREA (SVCAREA = 3), PACE NONRIDER**

**IF NOT PRIMARY RIDER OF METRA AND RESPONDENT LIVES IN METRA SERVICE AREA (SVCAREA=2) AND SCR6 >2, METRA NONRIDER**

**NONRIDERS OF MORE THAN ONE SYSTEM WILL BE RANDOMLY ASSIGNED TO ONE SYSTEM AND ONLY COUNT AS NONRIDERS OF THAT SYSTEM – IF NOT PRIMARY RIDER OF METRA AND RESPONDENT LIVES IN METRA SERVICE AREA WILL BE AUTOMATICALLY ASSIGNED TO METRA NONRIDERS**

GENDER [RECORD GENDER]

- 1 MALE
- 2 FEMALE

**RIDER QUESTIONS**

**\*\*CTA PRIMARY RIDERS AND RANDOMLY ASSIGNED "NONRIDERS" – MEANING INFREQUENT RIDERS**

A1A How many days in a typical week do you ride a CTA bus?

- RECORD NUMBER OF DAYS
- 9 DON'T KNOW / REFUSED

A1B How many days in a typical week do you ride a CTA train?

- RECORD NUMBER OF DAYS
- 9 DON'T KNOW / REFUSED

A1C When you ride the CTA, what is the primary purpose of the trip you take most often? [PROBE: "Where are you going?]

A1D What other kinds of trips do you take on the CTA?

[SELECT ALL THAT APPLY]

- 1 TO AND FROM WORK
- 2 TO AND FROM SCHOOL
- 3 TO AND FROM BUSINESS APPOINTMENTS
- 4 TO AND FROM SHOPPING / ERRANDS
- 5 TO AND FROM VOLUNTEERING
- 6 TO AND FROM MEDICAL APPOINTMENTS
- 7 PERSONAL BUSINESS
- 8 SOCIAL / VISITING
- 9 TO AND FROM SPORTING EVENTS
- 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
- 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
- 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
- 13 OTHER [SPECIFY]
- 99 DON'T KNOW / REFUSED [SKIP TO A1E]
- 99 DON'T KNOW / REFUSED / NO MORE APPLY

- A1E Thinking about your primary trip on the CTA and using your home as your starting point, is your final destination . . .
- 1 Downtown Chicago, [INCLUDES THE LOOP AND N. MICHIGAN AVENUE]
  - 2 Non-downtown Chicago, or
  - 3 A Suburb?
  - 4 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED
- A1F **[IF A1E EQ 2]** Would that be on the . . .
- 1 North side
  - 2 West side or
  - 3 South side of Chicago?
  - 4 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED
- A1G **[IF A1E EQ 3]** Would that be a . . .
- 1 North
  - 2 Northwest
  - 3 West
  - 4 South or
  - 5 Southwest suburb?
  - 6 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED
- A1H Overall, how satisfied are you with riding CTA? Would you say that you are satisfied or dissatisfied? Would that be very or somewhat satisfied/dissatisfied?
- 1 VERY DISSATISFIED
  - 2 SOMEWHAT DISSATISFIED
  - 3 NEITHER SATISFIED NOR DISSATISFIED
  - 4 SOMEWHAT SATISFIED
  - 5 VERY SATISFIED
  - 9 DON'T KNOW / REFUSED
- A1I How likely are you to continue riding the CTA in the next year? Would you say that you are likely or unlikely to continue riding? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY **[SKIP TO A1K]**
  - 2 SOMEWHAT UNLIKELY **[SKIP TO A1K]**
  - 3 NEITHER LIKELY NOR UNLIKELY **[SKIP TO A1K]**
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 9 DON'T KNOW / REFUSED **[SKIP TO A1K]**
- A1J Do you think you will ride the CTA . .
- 1 More often in the next year,
  - 2 The same amount, or
  - 3 Less often in the next year?
  - 4 DON'T KNOW
  - 9 REFUSED
- A1K How likely would you be to recommend riding the CTA to a family member, friend, or coworker? Would you say you are likely or unlikely to recommend the CTA? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY
  - 2 SOMEWHAT UNLIKELY
  - 3 NEITHER LIKELY NOR UNLIKELY
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 9 DON'T KNOW / REFUSED

**\*\*METRA PRIMARY RIDERS AND RANDOMLY ASSIGNED "NONRIDERS" – MEANING INFREQUENT RIDERS\*\***

- A2A How many days in a typical week do you ride Metra?  
 \_\_\_\_\_ RECORD NUMBER OF DAYS  
 9 DON'T KNOW / REFUSED
- A2B When you ride Metra, what is the primary purpose of the trip you take most often? [PROBE: "Where are you going?"]
- 1 TO AND FROM WORK
  - 2 TO AND FROM SCHOOL
  - 3 TO AND FROM BUSINESS APPOINTMENTS
  - 4 TO AND FROM SHOPPING / ERRANDS
  - 5 TO AND FROM VOLUNTEERING
  - 6 TO AND FROM MEDICAL APPOINTMENTS
  - 7 PERSONAL BUSINESS
  - 8 SOCIAL / VISITING
  - 9 TO AND FROM SPORTING EVENTS
  - 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
  - 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
  - 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
  - 13 OTHER [SPECIFY]
  - 99 DON'T KNOW / REFUSED [SKIP TO A2D]
- A2C What other kinds of trips do you take on Metra?  
 [SELECT ALL THAT APPLY]
- 1 TO AND FROM WORK
  - 2 TO AND FROM SCHOOL
  - 3 TO AND FROM BUSINESS APPOINTMENTS
  - 4 TO AND FROM SHOPPING / ERRANDS
  - 5 TO AND FROM VOLUNTEERING
  - 6 TO AND FROM MEDICAL APPOINTMENTS
  - 7 PERSONAL BUSINESS
  - 8 SOCIAL / VISITING
  - 9 TO AND FROM SPORTING EVENTS
  - 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
  - 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
  - 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
  - 13 OTHER [SPECIFY]
  - 98 NONE
  - 99 DON'T KNOW / REFUSED / NO MORE APPLY
- A2D Thinking about your primary trip on Metra and using your home as your starting point, is your final destination . . .
- 1 Downtown Chicago, [INCLUDES THE LOOP AND N. MICHIGAN AVENUE]
  - 2 Non-downtown Chicago, or
  - 3 A Suburb?
  - 4 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED
- A2E [IF A2D EQ 2] Would that be on the . . .
- 1 North side
  - 2 West side or
  - 3 South side of Chicago?
  - 4 OTHER [SPECIFY]
  - 9 DON'T KNOW REFUSED

- A2F **[IF A2D EQ 3]** Would that be a . . .
- 1 North
  - 2 Northwest
  - 3 West
  - 4 South or
  - 5 Southwest suburb?
  - 6 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED
- A2G Overall, how satisfied are you with riding Metra? Would you say that you are satisfied or dissatisfied? Would that be very or somewhat satisfied/dissatisfied?
- 1 VERY DISSATISFIED
  - 2 SOMEWHAT DISSATISFIED
  - 3 NEITHER SATISFIED NOR DISSATISFIED
  - 4 SOMEWHAT SATISFIED
  - 5 VERY SATISFIED
  - 9 DON'T KNOW / REFUSED
- A2H How likely are you to continue riding Metra in the next year? Would you say that you are likely or unlikely to continue riding? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY **[SKIP TO A2J]**
  - 2 SOMEWHAT UNLIKELY **[SKIP TO A2J]**
  - 3 NEITHER LIKELY NOR UNLIKELY **[SKIP TO A2J]**
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 9 DON'T KNOW / REFUSED **[SKIP TO A2J]**
- A2I Do you think you will ride Metra . .
- 1 More often in the next year,
  - 2 The same amount, or
  - 3 Less often in the next year?
  - 4 DON'T KNOW
  - 9 REFUSED
- A2J How likely would you be to recommend riding Metra to a family member, friend, or coworker? Would you say you are likely or unlikely to recommend Metra? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY
  - 2 SOMEWHAT UNLIKELY
  - 3 NEITHER LIKELY NOR UNLIKELY
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 9 DON'T KNOW / REFUSED

**\*\*PACE PRIMARY RIDERS AND RANDOMLY ASSIGNED "NONRIDERS" – MEANING INFREQUENT RIDERS\*\***

- A3A How many days in a typical week do you ride Pace?  
       \_\_\_\_ RECORD NUMBER OF DAYS  
       9 DON'T KNOW / REFUSED
- A3B When you ride Pace, what is the primary purpose of the trip you take most often? [PROBE: "Where are you going?"]  
       1 TO AND FROM WORK  
       2 TO AND FROM SCHOOL  
       3 TO AND FROM BUSINESS APPOINTMENTS  
       4 TO AND FROM SHOPPING / ERRANDS  
       5 TO AND FROM VOLUNTEERING  
       6 TO AND FROM MEDICAL APPOINTMENTS  
       7 PERSONAL BUSINESS  
       8 SOCIAL / VISITING  
       9 TO AND FROM SPORTING EVENTS  
      10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)  
      11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]  
      12 TO AND FROM ENTERTAINMENT / FUN / RECREATION  
      13 OTHER [SPECIFY]  
      99 DON'T KNOW / REFUSED **[SKIP TO A3D]**
- A3C What other kinds of trips do you take on Pace?  
       [SELECT ALL THAT APPLY]  
       1 TO AND FROM WORK  
       2 TO AND FROM SCHOOL  
       3 TO AND FROM BUSINESS APPOINTMENTS  
       4 TO AND FROM SHOPPING / ERRANDS  
       5 TO AND FROM VOLUNTEERING  
       6 TO AND FROM MEDICAL APPOINTMENTS  
       7 PERSONAL BUSINESS  
       8 SOCIAL / VISITING  
       9 TO AND FROM SPORTING EVENTS  
      10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)  
      11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]  
      12 TO AND FROM ENTERTAINMENT / FUN / RECREATION  
      13 OTHER [SPECIFY]  
      98 NONE  
      99 DON'T KNOW / REFUSED / NO MORE APPLY
- A3D Thinking about your primary trip on Pace and using your home as your starting point, is your final destination . . .  
       1 Downtown Chicago, [INCLUDES THE LOOP AND N. MICHIGAN AVENUE]  
       2 Non-downtown Chicago, or  
       3 A Suburb?  
       4 OTHER [SPECIFY]  
       9 DON'T KNOW / REFUSED
- A3E **[IF A3D EQ 2]** Would that be on the . . .  
       1 North side  
       2 West side or  
       3 South side of Chicago?  
       4 OTHER [SPECIFY]  
       9 DON'T KNOW / REFUSED

- A3F **[IF A3D EQ 3]** Would that be a . . .
- 1 North
  - 2 Northwest
  - 3 West
  - 4 South or
  - 5 Southwest suburb?
  - 6 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED
- A3G Overall, how satisfied are you with riding Pace? Would you say that you are satisfied or dissatisfied? Would that be very or somewhat satisfied/dissatisfied?
- 1 VERY DISSATISFIED
  - 2 SOMEWHAT DISSATISFIED
  - 3 NEITHER SATISFIED NOR DISSATISFIED
  - 4 SOMEWHAT SATISFIED
  - 5 VERY SATISFIED
  - 9 DON'T KNOW / REFUSED
- A3H How likely are you to continue riding Pace in the next year? Would you say that you are likely or unlikely to continue riding? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY **[SKIP TO A3J]**
  - 2 SOMEWHAT UNLIKELY **[SKIP TO A3J]**
  - 3 NEITHER LIKELY NOR UNLIKELY **[SKIP TO A3J]**
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 9 DON'T KNOW / REFUSED **[SKIP TO A3J]**
- A3I Do you think you will ride Pace . . .
- 1 More often in the next year,
  - 2 The same amount, or
  - 3 Less often in the next year?
  - 4 DON'T KNOW
  - 9 REFUSED
- A3J How likely would you be to recommend riding Pace to a family member, friend, or coworker? Would you say you are likely or unlikely to recommend Pace? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY
  - 2 SOMEWHAT UNLIKELY
  - 3 NEITHER LIKELY NOR UNLIKELY
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 9 DON'T KNOW / REFUSED

**ALL RIDERS**

**\*\* HAVE RIDDEN THE BUS OR TRAIN AT LEAST ONCE IN THE PAST 30 DAYS \*\***

- A4 Think about the trip you take most often on public transportation, using your home as a starting point, which of the following statements best describes that trip?
- [IF HOME IS NOT STARTING POINT OF THE TRIP TAKEN MOST OFTEN, PROBE: "Think about the first one-way portion of the trip you take most often . . ."]**
- 1 I ride on more than one system, for example I ride CTA and Pace or Pace and Metra,
  - 2 I ride on more than one vehicle but it is the same system, or **[SKIP TO A6]**
  - 3 I ride on one vehicle for the entire trip. **[SKIP TO A8]**
  - 9 DON'T KNOW / REFUSED **[SKIP TO A8]**
  - 8 DIDN'T GET ASKED**
- A5 For this trip, do you think of yourself primarily as a . . .
- 1 CTA Bus Rider
  - 2 CTA Train Rider
  - 3 Metra Rider or
  - 4 Pace Rider?
  - 9 DON'T KNOW / REFUSED

- A6 Still thinking about your primary trip on public transportation, using your home as a starting point, how many transfers do you usually make to reach your destination?
- \_\_\_\_\_ ENTER NUMBER OF TRANSFERS
- 8 8 OR MORE
- 9 DON'T KNOW / REFUSED
- A7A Using your home as a starting point, is the first leg of your trip on a . . .
- [IF HOME IS NOT STARTING POINT OF THE TRIP TAKEN MOST OFTEN, PROBE: "Think about the first one-way portion of the trip you take most often . . ."]
- 1 CTA Bus,
- 2 CTA Train,
- 3 Metra Train, or
- 4 Pace Bus?
- 5 OTHER [SPECIFY]
- 9 DK / REF
- A7B And the next leg of your trip. Is it on. . .
- 1 CTA Bus,
- 2 CTA Train,
- 3 Metra Train, or
- 4 Pace Bus?
- 5 OTHER [SPECIFY]
- 6 NO MORE LEGS
- 9 DK / REF
- [IF A6 = 1 SKIPTO A8]**
- A7C [CONTINUE UNTIL NO MORE LEGS] And the next leg of your trip. Is it on. . .
- 1 CTA Bus,
- 2 CTA Train,
- 3 Metra Train, or
- 4 Pace Bus?
- 5 OTHER [SPECIFY]
- 6 NO MORE LEGS **[SKIP TO A8]**
- 9 DK / REF
- A8 Do you usually ride the bus or train during peak times – that is between 6:00 and 9:00 a.m. and 3:00 and 6:00 p.m. – or during off-peak hours?
- 1 PEAK HOURS
- 2 OFF-PEAK HOURS
- 3 COMBINATION PEAK AND OFF-PEAK HOURS
- 9 DK / REF
- 8 DIDN'T GET ASKED**
- A9 Please tell me which one of the following statements best describes why you ride public transportation.
- 1 I ride because I don't know how to drive, or I'm not licensed to drive,
- 2 I ride because I don't have a car available,
- 3 I have a car available but I prefer to take public transit for some purposes, or
- 4 I don't own a car because I prefer to take public transit, walk or bicycle.
- 9 DON'T KNOW / REFUSED
- 88 DIDN'T GET ASKED**

<p align="center"><b>NONRIDER – ACCESS TO SERVICE</b></p> <p align="center"><b>** NONRIDERS – HAVE NOT RIDDEN CTA, PACE, OR METRA IN PAST 30 DAYS**</b></p>
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- B1 **[TRUE NONRIDERS – CTARIDE NE 1, METRARIDE NE 1, AND PACERIDE NE 1]**  
 In general, would you consider yourself familiar or unfamiliar with public transportation services – that is, the types of services available, schedules, routes, etc. -- in your area? Would that be very or somewhat?
- |   |                      |
|---|----------------------|
| 1 | VERY UNFAMILIAR      |
| 2 | SOMEWHAT UNFAMILIAR  |
| 3 | NEITHER              |
| 4 | SOMEWHAT FAMILIAR    |
| 5 | VERY FAMILIAR        |
| 9 | DON'T KNOW / REFUSED |
- B2A **[IF CTARIDE NE 1 AND SVCAREA = CTA]** To the best of your knowledge, how far is it from your home to the nearest CTA bus stop?  
 [PROBE: Please answer in either blocks or miles.]  
 [NOTE: Data is recoded so that base is number of blocks to bus stop. Assumes 10 blocks to 1 mile.]
- |       |                                |
|-------|--------------------------------|
| _____ | RECORD NUMBER                  |
| 98    | DON'T KNOW <b>[SKIPTO B3A]</b> |
| 99    | REFUSED <b>[SKIPTO B3A]</b>    |
- B2B RECORD BASE
- |   |        |
|---|--------|
| 1 | BLOCKS |
| 2 | MILES  |
- B3A **[IF CTARIDE NE 1 AND SVCAREA = CTA]** To the best of your knowledge, how far is it from your home to the nearest CTA train station?  
 [PROBE: Please answer in either blocks or miles.]  
 [NOTE: Data is recoded so that base is number of blocks to train station. Assumes 10 blocks to 1 mile.]
- |       |                                |
|-------|--------------------------------|
| _____ | RECORD NUMBER                  |
| 98    | DON'T KNOW <b>[SKIPTO B4A]</b> |
| 99    | REFUSED <b>[SKIPTO B4A]</b>    |
- B3B RECORD BASE
- |   |        |
|---|--------|
| 1 | BLOCKS |
| 2 | MILES  |
- B4A **[IF METRARIDE NE 1 AND SVCAREA = METRA]** To the best of your knowledge, how far is it from your home to the nearest Metra train station?  
 [PROBE: Please answer in either blocks or miles.]  
 [NOTE: Data is recoded so that base is number of blocks to bus stop. Assumes 10 blocks to 1 mile.]
- |       |                                |
|-------|--------------------------------|
| _____ | RECORD NUMBER                  |
| 98    | DON'T KNOW <b>[SKIPTO B5A]</b> |
| 99    | REFUSED <b>[SKIPTO B5A]</b>    |
- B4B RECORD BASE
- |   |        |
|---|--------|
| 1 | BLOCKS |
| 2 | MILES  |
- B5A **[IF PACERIDE NE 1 AND SVCAREA = PACE]** To the best of your knowledge, how far is it from your home to the nearest Pace bus stop?  
 [PROBE: Please answer in either blocks or miles.]  
 [NOTE: Data is recoded so that base is number of blocks to bus stop. Assumes 10 blocks to 1 mile.]
- |       |                                |
|-------|--------------------------------|
| _____ | RECORD NUMBER                  |
| 98    | DON'T KNOW <b>[SKIPTO B6A]</b> |
| 99    | REFUSED <b>[SKIPTO B6A]</b>    |
- B5B RECORD BASE
- |   |        |
|---|--------|
| 1 | BLOCKS |
| 2 | MILES  |

- B5C **[IF PACERIDE NE 1 AND SVCAREA = PACE] [IF B5A < 98]** From this bus stop, does the bus travel in the direction you want to go?
- 1 YES
  - 2 NO
  - 9 DON'T KNOW / REFUSED
- B6A **[IF PACERIDE NE 1 AND SVCAREA = PACE]** To the best of your knowledge, how far is it from your home to the nearest park-and-ride lot?  
 [PROBE: Please answer in either blocks or miles.]  
 [NOTE: Data is recoded so that base is number of miles to park-and-ride. Assumes 10 blocks to 1 mile.]
- RECORD NUMBER
- 98 DON'T KNOW **[SKIPTO C1]**
  - 99 REFUSED **[SKIPTO C1]**
- B6B RECORD BASE
- 1 BLOCKS
  - 2 MILES

**USE OF / CONSIDERATION OF CTA**  
**\*\*RANDOMLY ASSIGNED CTA NONRIDERS (HAVE NOT RIDDEN CTA IN THE PAST 30 DAYS)\*\***

- C1 Have you ever ridden the CTA?
- 1 YES
  - 2 NO **[SKIPTO C9]**
  - 9 DON'T KNOW / REFUSED **[SKIPTO C9]**
- C2 **[IF C1 = 1]** When was the last time you rode CTA? Was it:
- 1 (Less than six months ago,)
  - 2 (Six months to one year ago,)
  - 3 (More than one year ago but less than five years ago, or)
  - 4 (More than five years ago?)
  - 5 WITHIN THE PAST MONTH – RESCREEN AS RIDER **[SKIPTO SCR4B]**
  - 9 DON'T KNOW / REFUSED
- C3A When you rode the CTA, how many days a week did you ride?
- ENTER NUMBER OF DAYS A WEEK
- 8 1 - 3 DAYS A MONTH
  - 9 LESS THAN ONCE A MONTH
  - 10 ONLY RODE BECAUSE CAR WAS NOT AVAILABLE / BAD WEATHER **[SKIPTO C4]**
  - 11 ONLY RODE BECAUSE OF SPECIAL EVENT / OCCASION **[SKIPTO C4]**
  - 99 DON'T KNOW / REFUSED **[SKIPTO C4]**
- C3B For how long did you ride the CTA? Was it:
- 1 Less than six months,
  - 2 Six months to one year,
  - 3 More than one year but less than five years, or
  - 4 More than five years?
  - 9 DON'T KNOW / REFUSED
- C4 **[IF C3A GE 8 AND C2 LE 2]** How many times have you ridden the CTA in the past year?
- ENTER NUMBER OF TIMES
- 97 97 OR MORE
  - 99 DON'T KNOW / REFUSED
- C5 When you rode the CTA did you ride. . .
- 1 The bus
  - 2 The train or
  - 3 Both equally?
  - 9 DON'T KNOW / REFUSED

C6 What was the purpose of the primary trip you took using CTA bus / train?

[PROBE: Where were you going?]

- 1 TO AND FROM WORK
- 2 TO AND FROM SCHOOL
- 3 TO AND FROM BUSINESS APPOINTMENTS
- 4 TO AND FROM SHOPPING / ERRANDS
- 5 TO AND FROM VOLUNTEERING
- 6 TO AND FROM MEDICAL APPOINTMENTS
- 7 PERSONAL BUSINESS
- 8 SOCIAL / VISITING
- 9 TO AND FROM SPORTING EVENTS
- 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
- 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
- 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
- 13 OTHER [SPECIFY]
- 99 DON'T KNOW / REFUSED

C7 [IF C3A < 10] And what are the reasons you chose to ride CTA bus / train for this type of trip?

[SELECT ALL THAT APPLY]

- 1 CAR WAS NOT AVAILABLE FOR THIS TRIP / BROKEN
- 2 TRAVEL TIME FASTER
- 3 DIDN'T NEED TO WORRY ABOUT PARKING AVAILABILITY
- 4 WANTED TO SAVE MONEY
- 5 DIDN'T WANT TO PAY FOR PARKING
- 6 DIDN'T HAVE TO WORRY ABOUT TRAFFIC / CONGESTION
- 7 PREFER CTA OVER PACE
- 8 PREFER CTA OVER METRA
- 9 ONLY MEANS OF TRANSPORTATION
- 10 OTHER1 [SPECIFY]
- 11 OTHER2 [SPECIFY]
- 12 OTHER3 [SPECIFY]
- 99 DK / REF / NO MORE APPLY

C8 [IF C2 GT 2 AND IF C3A < 10] Why did you stop riding the CTA bus / train ?

[OPEN-END] THE FOLLOWING IS A POSSIBLE POST-CODE LIST:

- 1 **CHANGED JOBS / WORK LOCATION AND NO TRANSIT SERVICE AVAILABLE**
- 2 **MOVED RESIDENCE AND NO TRANSIT SERVICE AVAILABLE**
- 3 **GAINED ACCESS TO A CAR / GOT A DRIVER'S LICENSE**
- 4 **SAFETY CONCERNS**
- 5 **NO LONGER GO TO THAT DESTINATION**
- 6 **INCONVENIENT**
- 7 **TAKES TOO LONG**
- 8 **RETIRED / STOPPED WORKING**
- 9 **HEALTH REASONS**
- 88 **OTHER**
- 99 **DON'T KNOW / REFUSED**

[SKIPTO C13]

C9 [IF C1 EQ 2] Have you considered taking the CTA?

- 1 YES
- 2 NO [SKIP TO C13]
- 9 DON'T KNOW / REFUSED [SKIP TO C13]

C10 [IF C9 = 1] Did you consider riding . . .

- 1 The bus
- 2 The train or
- 3 Both?
- 9 DON'T KNOW / REFUSED

- C11 For what kinds of trips have you considered taking CTA bus / train?
- [SELECT ALL THAT APPLY]
- 1 TO AND FROM WORK
  - 2 TO AND FROM SCHOOL
  - 3 TO AND FROM BUSINESS APPOINTMENTS
  - 4 TO AND FROM SHOPPING / ERRANDS
  - 5 TO AND FROM VOLUNTEERING
  - 6 TO AND FROM MEDICAL APPOINTMENTS
  - 7 PERSONAL BUSINESS
  - 8 SOCIAL / VISITING
  - 9 TO AND FROM SPORTING EVENTS
  - 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
  - 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
  - 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
  - 13 OTHER [SPECIFY]
  - 98 NONE **[SKIP TO C13]**
  - 99 DON'T KNOW / REFUSED / NO MORE APPLY **[SKIP TO C13]**
- C12 Why haven't you taken CTA bus / train for those trips? [SELECT ALL THAT APPLY]
- 1 COULDN'T MAKE THE ARRANGEMENTS
  - 2 TRIP TAKES TOO LONG
  - 3 SERVICE NOT AVAILABLE TO DESTINATION
  - 4 SERVICE NOT AVAILABLE WHEN I WANT TO TRAVEL
  - 5 CONCERNS ABOUT SAFETY WHEN RIDING
  - 6 CONCERNS ABOUT SAFETY WHILE WAITING
  - 7 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED / NO MORE APPLY
- C13 Are you likely or unlikely to ride the CTA in the next year? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY **[SKIPTO C17]**
  - 2 SOMEWHAT UNLIKELY **[SKIPTO C17]?**
  - 3 NEITHER LIKELY NOR UNLIKELY **[SKIPTO C17]**
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 6 DON'T KNOW **[SKIPTO C17]**
  - 9 REFUSED **[SKIPTO C17]**
- C14 **[IF C13 = 4 OR 5]** How often do you anticipate riding the CTA in the next year? Would you say . . .
- 1 One or more trips per week,
  - 2 Less than once per week, but more than one trip per month,
  - 3 One trip per month, or
  - 4 Less than once a month?
  - 5 OTHER: [SPECIFY]
  - 9 DON'T KNOW / REFUSED
- C15 Would you primarily ride. . .
- 1 The bus
  - 2 The train, or
  - 3 Both equally?
  - 4 DON'T KNOW
  - 9 REFUSED

C16 For what kinds of trips would you ride the CTA bus / train?

[SELECT ALL THAT APPLY]

- 1 TO AND FROM WORK
- 2 TO AND FROM SCHOOL
- 3 TO AND FROM BUSINESS APPOINTMENTS
- 4 TO AND FROM SHOPPING / ERRANDS
- 5 TO AND FROM VOLUNTEERING
- 6 TO AND FROM MEDICAL APPOINTMENTS
- 7 PERSONAL BUSINESS
- 8 SOCIAL / VISITING
- 9 TO AND FROM SPORTING EVENTS
- 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
- 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
- 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
- 13 OTHER [SPECIFY]
- 98 NONE
- 99 DON'T KNOW / REFUSED / NO MORE APPLY

C17 What could the CTA do that would motivate you to ride the CTA at least occasionally? [SELECT ALL THAT APPLY]

- 1 REDUCE FARES
- 2 PROVIDE STOP CLOSER TO MY HOME
- 3 RUN SERVICE MORE OFTEN
- 4 SERVE MORE DESTINATIONS
- 5 IMPROVE ON-TIME PERFORMANCE
- 6 IMPROVE SAFETY / SECURITY WHILE RIDING
- 7 IMPROVE SAFETY / SECURITY WHILE WAITING
- 8 TRANSIT INFORMATION MORE ACCESSIBLE
- 9 OTHER1 [SPECIFY]
- 10 OTHER2 [SPECIFY]
- 11 OTHER3 [SPECIFY]
- 12 NOTHING - WOULD NEVER RIDE
- 13 NOTHING - WOULD ONLY RIDE IF I COULDN'T DRIVE MY CAR
- 99 DON'T KNOW / REFUSED
- 15 **BETTER ATMOSPHERE**

**USE OF / CONSIDERATION OF METRA**

**\*\*RANDOMLY ASSIGNED METRA NONRIDERS -- (HAVE NOT RIDDEN METRA IN PAST 30 DAYS)\*\***

D1 Have you ever ridden Metra?

- 1 YES
- 2 NO **[SKIPTO D8]**
- 9 DON'T KNOW / REFUSED **[SKIPTO D8]**

D2 When was the last time you rode Metra? Was it:

- 1 (Less than six months ago,)
- 2 (Six months to one year ago,)
- 3 (More than one year ago but less than five years ago, or)
- 4 (More than five years ago?)
- 5 WITHIN THE PAST MONTH – RESCREEN AS RIDER **[SKIPTO SCR4B]**
- 9 DON'T KNOW / REFUSED

D3A When you rode Metra, how many days a week did you ride?

- \_\_\_\_\_ ENTER NUMBER OF DAYS A WEEK
- 8 1 - 3 DAYS A MONTH
- 9 LESS THAN ONCE A MONTH
- 10 ONLY RODE BECAUSE CAR WAS NOT AVAILABLE / BAD WEATHER **[SKIPTO D4]**
- 11 ONLY RODE BECAUSE OF SPECIAL OCCASION / SPECIAL EVENT **[SKIPTO D4]**
- 99 DON'T KNOW / REFUSED **[SKIPTO D4]**

- D3B For how long did you ride Metra? Was it:
- 1 (Less than six months,)
  - 2 (Six months to one year,)
  - 3 (More than one year but less than five years, or)
  - 4 (More than five years?)
  - 9 DON'T KNOW / REFUSED
- D4 **[IF D3A GE 8 AND D2 LE 2]** How many times have you ridden Metra in the past year?
- \_\_\_\_\_ ENTER NUMBER OF TIMES
- 97 97 OR MORE
  - 99 DON'T KNOW / REFUSED
- D5 What is the purpose of the primary trip you took using Metra? [PROBE: Where were you going?]
- 1 TO AND FROM WORK
  - 2 TO AND FROM SCHOOL
  - 3 TO AND FROM BUSINESS APPOINTMENTS
  - 4 TO AND FROM SHOPPING / ERRANDS
  - 5 TO AND FROM VOLUNTEERING
  - 6 TO AND FROM MEDICAL APPOINTMENTS
  - 7 PERSONAL BUSINESS
  - 8 SOCIAL / VISITING
  - 9 TO AND FROM SPORTING EVENTS
  - 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
  - 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
  - 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
  - 13 OTHER [SPECIFY]
  - 99 DON'T KNOW / REFUSED
- D6 **[IF D3A < 10]** And what are the reasons you chose to ride Metra for this type of trip?
- [SELECT ALL THAT APPLY]
- 1 CAR WAS NOT AVAILABLE FOR THIS TRIP / BROKEN
  - 2 TRAVEL TIME FASTER
  - 3 DIDN'T NEED TO WORRY ABOUT PARKING AVAILABILITY
  - 4 WANTED TO SAVE MONEY
  - 5 DIDN'T WANT TO PAY FOR PARKING
  - 6 DIDN'T HAVE TO WORRY ABOUT TRAFFIC / CONGESTION
  - 7 PREFER METRA TO DRIVING
  - 8 ONLY MEANS OF TRANSPORTATION
  - 9 OTHER1 [SPECIFY]
  - 10 OTHER2 [SPECIFY]
  - 11 OTHER3 [SPECIFY]
  - 99 DK / REF / NO MORE APPLY
- D7 **[IF D2 GT 2 AND IF D3A < 10]** Why did you stop riding Metra?
- [OPEN-END] THE FOLLOWING IS A POSSIBLE POST-CODE LIST:
- 1 **CHANGED JOBS / WORK LOCATION AND NO TRANSIT SERVICE AVAILABLE**
  - 2 **MOVED RESIDENCE AND NO TRANSIT SERVICE AVAILABLE**
  - 3 **GAINED ACCESS TO A CAR / GOT A DRIVER'S LICENSE**
  - 4 **SERVICE WAS NOT CLOSE ENOUGH TO HOME / DESTINATION**
  - 5 **NO LONGER GO TO THAT DESTINATION**
  - 6 **INCONVENIENT**
  - 7 **COST TOO MUCH**
  - 8 **I ONLY RODE ONE TIME**
  - 88 **OTHER**
  - 99 **DON'T KNOW / REFUSED**
- D8 You indicated that you traveled to downtown Chicago [RESTORE SCR4G] times in the past month. How many times did you travel by. . .
- D8A **[IF D1 = 1]** Metra
- \_\_\_\_\_ RECORD NUMBER
- 98 DON'T KNOW
  - 99 REFUSED

- D8B Car
- |       |               |
|-------|---------------|
| _____ | RECORD NUMBER |
| 98    | DON'T KNOW    |
| 99    | REFUSED       |
- D8C CTA or Pace
- |       |               |
|-------|---------------|
| _____ | RECORD NUMBER |
| 98    | DON'T KNOW    |
| 99    | REFUSED       |
- D9 **[IF D8A EQ 0]** Did you consider taking Metra for any of these trips?
- |   |                      |
|---|----------------------|
| 1 | YES                  |
| 2 | NO                   |
| 9 | DON'T KNOW / REFUSED |
- D10 **[IF D8B GE 1]** For the most recent trip when you traveled by car to downtown Chicago, why did you chose not to take Metra?
- [OPEN-END] THE FOLLOWING IS A POSSIBLE POST-CODE LIST:
- |    |   |
|----|---|
| 1  | <b><i>DIDN'T THINK ABOUT IT</i></b>   |
| 2  | <b><i>DESTINATION TOO FAR FROM DOWNTOWN / METRA STATION</i></b>               |
| 3  | <b><i>TRAIN TIMES DID NOT FIT TRAVEL SCHEDULE</i></b>                         |
| 4  | <b><i>NEEDED FLEXIBLE SCHEDULE</i></b>  |
| 5  | <b><i>NEEDED TO MAKE STOPS ALONG THE WAY</i></b>                              |
| 6  | <b><i>DON'T KNOW HOW TO RIDE / WHERE TO CATCH TRAIN / SCHEDULE / ETC.</i></b> |
| 7  | <b><i>TRAVEL TIME BY TRAIN TOO LONG WHEN COMPARED WITH DRIVING</i></b>        |
| 8  | <b><i>PREFER COMFORT OF CAR</i></b>   |
| 9  | <b><i>OTHER</i></b>   |
| 10 | <b><i>CONVENIENCE / EASE</i></b>  |
| 99 | <b><i>DON'T KNOW / REFUSED</i></b>  |
- D11 **[IF D8B GE 1]** For the most recent trip when you traveled by car to downtown Chicago, where was your final destination? [PROBE FOR GEOGRAPHIC LOCATION]
- [OPEN-ENDED QUESTION. THIS QUESTION WILL NOT BE CODED. METRA WILL BE PROVIDED WITH A PRINT-OUT OF THE RESPONSES TO THIS OPEN-END QUESTION FOR THEIR USE / ANALYSIS]
- D12 Are you likely or unlikely to ride Metra in the next year? Would that be very or somewhat likely/unlikely?
- |   |   |
|---|---|
| 1 | VERY UNLIKELY <b>[SKIPTO D15]</b>               |
| 2 | SOMEWHAT UNLIKELY <b>[SKIPTO D15]?</b>          |
| 3 | NEITHER LIKELY NOR UNLIKELY <b>[SKIPTO D15]</b> |
| 4 | SOMEWHAT LIKELY                                 |
| 5 | VERY LIKELY                                     |
| 6 | DON'T KNOW <b>[SKIPTO D15]</b>                  |
| 9 | REFUSED <b>[SKIPTO D15]</b>                     |
- D13 **[IF D12 = 4 OR 5]** How often do you anticipate riding Metra in the next year? Would you say . . .
- |   |  |
|---|--|
| 1 | One or more trips per week,                                |
| 2 | Less than once per week, but more than one trip per month, |
| 3 | One trip per month, or                                     |
| 4 | Less than once a month?                                    |
| 5 | OTHER: [SPECIFY]   |
| 9 | DON'T KNOW / REFUSED                                       |

D14 For what kinds of trips would you ride Metra?

[SELECT ALL THAT APPLY]

- 1 TO AND FROM WORK
- 2 TO AND FROM SCHOOL
- 3 TO AND FROM BUSINESS APPOINTMENTS
- 4 TO AND FROM SHOPPING / ERRANDS
- 5 TO AND FROM VOLUNTEERING
- 6 TO AND FROM MEDICAL APPOINTMENTS
- 7 PERSONAL BUSINESS
- 8 SOCIAL / VISITING
- 9 TO AND FROM SPORTING EVENTS
- 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
- 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
- 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
- 13 OTHER [SPECIFY]
- 14 NONE
- 99 DON'T KNOW / REFUSED / NO MORE APPLY

D15 What could Metra do that would motivate you to ride Metra at least occasionally?

[SELECT ALL THAT APPLY]

- 1 REDUCE FARES
- 2 PROVIDE STOP CLOSER TO MY HOME
- 3 RUN SERVICE MORE OFTEN
- 4 SERVE MORE DESTINATIONS
- 5 IMPROVE ON-TIME PERFORMANCE
- 6 IMPROVE SAFETY / SECURITY WHILE RIDING
- 7 IMPROVE SAFETY / SECURITY WHILE WAITING
- 8 TRANSIT INFORMATION MORE ACCESSIBLE
- 9 OTHER1 [SPECIFY]
- 10 OTHER2 [SPECIFY]
- 11 OTHER3 [SPECIFY]
- 12 NOTHING - WOULD NEVER RIDE
- 13 NOTHING - WOULD ONLY RIDE IF I COULDN'T DRIVE MY CAR
- 99 DON'T KNOW / REFUSED

**USE OF / CONSIDERATION OF PACE**

**\*\*RANDOMLY ASSIGNED PACE NONRIDERS – (HAVE NOT RIDDEN PACE IN PAST 30 DAYS)\*\***

E1 Have you ever ridden Pace?

- 1 YES
- 2 NO **[SKIPTO E8]**
- 9 DON'T KNOW / REFUSED **[SKIPTO E8]**

E2 When was the last time you rode Pace? Was it:

- 1 (Less than six months ago,)
- 2 (Six months to one year ago,)
- 3 (More than one year ago but less than five years ago, or)
- 4 (More than five years ago?)
- 5 WITHIN THE PAST MONTH – RESCREEN AS RIDER **[SKIPTO SCR4B]**
- 9 DON'T KNOW / REFUSED

E3A When you rode Pace, how many days a week did you ride?

- ENTER NUMBER OF DAYS A WEEK
- 8 1 - 3 DAYS A MONTH
- 9 LESS THAN ONCE A MONTH
- 10 ONLY RODE BECAUSE CAR WAS NOT AVAILABLE / BAD WEATHER **[SKIPTO E4]**
- 11 ONLY RODE BECAUSE OF SPECIAL EVENT / OCCASION **[SKIPTO E4]**
- 99 DON'T KNOW / REFUSED **[SKIPTO E4]**

- E3B For how long did you ride Pace? Was it:
- 1 (Less than six months,)
  - 2 (Six months to one year,)
  - 3 (More than one year but less than five years, or)
  - 4 (More than five years?)
  - 9 DON'T KNOW / REFUSED
- E4 **[IF E2 LE 2 AND E3A GE 8]** How many times have you ridden Pace in the past year?
- \_\_\_\_\_ ENTER NUMBER OF TIMES
  - 97 97 OR MORE
  - 99 DON'T KNOW / REFUSED
- E5 What is the purpose of the primary trip you took using Pace? [PROBE: Where were you going?]
- 1 TO AND FROM WORK
  - 2 TO AND FROM SCHOOL
  - 3 TO AND FROM BUSINESS APPOINTMENTS
  - 4 TO AND FROM SHOPPING / ERRANDS
  - 5 TO AND FROM VOLUNTEERING
  - 6 TO AND FROM MEDICAL APPOINTMENTS
  - 7 PERSONAL BUSINESS
  - 8 SOCIAL / VISITING
  - 9 TO AND FROM SPORTING EVENTS
  - 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
  - 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
  - 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
  - 13 OTHER [SPECIFY]
  - 99 DON'T KNOW / REFUSED
- E6 **[IF E3A < 10]** And what are the reasons you chose to ride Pace for this type of trip?
- [SELECT ALL THAT APPLY]
- 1 CAR WAS NOT AVAILABLE FOR THIS TRIP / BROKEN
  - 2 TRAVEL TIME FASTER
  - 3 DIDN'T NEED TO WORRY ABOUT PARKING AVAILABILITY
  - 4 WANTED TO SAVE MONEY
  - 5 DIDN'T WANT TO PAY FOR PARKING
  - 6 DIDN'T HAVE TO WORRY ABOUT TRAFFIC / CONGESTION
  - 7 PREFER PACE OVER CTA
  - 8 ONLY MEANS OF TRANSPORTATION
  - 9 OTHER1 [SPECIFY]
  - 10 OTHER2 [SPECIFY]
  - 11 OTHER3 [SPECIFY]
  - 99 DK / REF / NO MORE APPLY
- E7 **[IF E2 GT 2 AND IF E3A < 10]** Why did you stop riding Pace?
- [OPEN-END] THE FOLLOWING IS A POSSIBLE POST-CODE LIST:
- 1 **CHANGED JOBS / WORK LOCATION AND NO TRANSIT SERVICE AVAILABLE**
  - 2 **MOVED RESIDENCE AND NO TRANSIT SERVICE AVAILABLE**
  - 3 **GAINED ACCESS TO A CAR / GOT A DRIVER'S LICENSE**
  - 4 **SAFETY CONCERNS**
  - 5 **NO LONGER GO TO THAT DESTINATION**
  - 6 **INCONVENIENT**
  - 7 **RETIRED / STOPPED WORKING**
  - 8 **ONLY RODE ONE TIME**
  - 88 **OTHER**
  - 99 **DON'T KNOW / REFUSED**
- [SKIPTO E11]**

- E8 Have you ever considered taking Pace?
- 1 YES
  - 2 NO **[SKIP TO E11]**
  - 9 DON'T KNOW / REFUSED **[SKIP TO E11]**
- E9 For what kinds of trips have you considered taking Pace?
- [SELECT ALL THAT APPLY]
- 1 TO AND FROM WORK
  - 2 TO AND FROM SCHOOL
  - 3 TO AND FROM BUSINESS APPOINTMENTS
  - 4 TO AND FROM SHOPPING / ERRANDS
  - 5 TO AND FROM VOLUNTEERING
  - 6 TO AND FROM MEDICAL APPOINTMENTS
  - 7 PERSONAL BUSINESS
  - 8 SOCIAL / VISITING
  - 9 TO AND FROM SPORTING EVENTS
  - 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
  - 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
  - 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
  - 13 OTHER [SPECIFY]
  - 98 NONE **[SKIP TO E11]**
  - 99 DON'T KNOW / REFUSED / NO MORE APPLY **[SKIP TO E11]**
- E10 Why haven't you taken Pace for these trips? [SELECT ALL THAT APPLY]
- 1 COULDN'T MAKE THE ARRANGEMENTS
  - 2 TRIP TAKES TOO LONG
  - 3 SERVICE NOT AVAILABLE TO DESTINATION
  - 4 SERVICE NOT AVAILABLE WHEN I WANT TO TRAVEL
  - 5 CONCERNS ABOUT SAFETY WHEN RIDING
  - 6 CONCERNS ABOUT SAFETY WHILE WAITING
  - 7 OTHER [SPECIFY]
  - 9 DON'T KNOW / REFUSED / NO MORE APPLY
  - 8 MORE CONVENIENT TO TAKE CAR**
- E11 Are you likely or unlikely to ride Pace in the next year? Would that be very or somewhat likely/unlikely?
- 1 VERY UNLIKELY **[SKIPTO E14]**
  - 2 SOMEWHAT UNLIKELY **[SKIPTO E14]?**
  - 3 NEITHER LIKELY NOR UNLIKELY **[SKIPTO E14]**
  - 4 SOMEWHAT LIKELY
  - 5 VERY LIKELY
  - 6 DON'T KNOW **[SKIPTO E14]**
  - 9 REFUSED **[SKIPTO E14]**
- E12 **[IF E11 = 4 OR 5]** How often do you anticipate riding Pace in the next year? Would you say . . .
- 1 One or more trips per week,
  - 2 Less than once per week, but more than one trip per month,
  - 3 One trip per month, or
  - 4 Less than once a month?
  - 5 OTHER: [SPECIFY]
  - 9 DON'T KNOW / REFUSED

- E13 For what kinds of trips would you consider riding Pace? [SELECT ALL THAT APPLY]
- 1 TO AND FROM WORK
  - 2 TO AND FROM SCHOOL
  - 3 TO AND FROM BUSINESS APPOINTMENTS
  - 4 TO AND FROM SHOPPING / ERRANDS
  - 5 TO AND FROM VOLUNTEERING
  - 6 TO AND FROM MEDICAL APPOINTMENTS
  - 7 PERSONAL BUSINESS
  - 8 SOCIAL / VISITING
  - 9 TO AND FROM SPORTING EVENTS
  - 10 TO AND FROM CULTURAL EVENTS (I.E. THEATER, MUSEUM EXHIBIT)
  - 11 TO AND FROM OTHER SPECIAL EVENTS [SPECIFY]
  - 12 TO AND FROM ENTERTAINMENT / FUN / RECREATION
  - 13 OTHER [SPECIFY]
  - 98 NONE
  - 99 DON'T KNOW / REFUSED / NO MORE APPLY

- E14 What could Pace do that would motivate you to ride Pace at least occasionally?

[SELECT ALL THAT APPLY]

- 1 REDUCE FARES
- 2 PROVIDE STOP CLOSER TO MY HOME
- 3 RUN SERVICE MORE OFTEN
- 4 SERVE MORE DESTINATIONS
- 5 IMPROVE ON-TIME PERFORMANCE
- 6 IMPROVE SAFETY / SECURITY WHILE RIDING
- 7 IMPROVE SAFETY / SECURITY WHILE WAITING
- 8 TRANSIT INFORMATION MORE ACCESSIBLE
- 9 OTHER1 [SPECIFY]
- 10 OTHER2 [SPECIFY]
- 11 OTHER3 [SPECIFY]
- 12 NOTHING - WOULD NEVER RIDE
- 13 NOTHING - WOULD ONLY RIDE IF I COULDN'T DRIVE MY CAR
- 99 DON'T KNOW / REFUSED

<b>ALL RESPONDENTS</b>
------------------------

- G1 Are you. . .  
[IF BOTH A STUDENT AND A WORKER, CONSIDER A WORKER]
- 1 Employed full-time (30 or more hours a week),
  - 2 Employed part-time (less than 30 hours),
  - 3 Self-employed,
  - 4 Retired, **[SKIPTO I1]**
  - 5 Not employed outside the home / A Homemaker , **[SKIPTO I1]**
  - 6 A student, or [COMMUTER = SCHOOL] **[SKIPTO H1]**
  - 7 Currently unemployed? **[SKIPTO I1]**
  - 8 OTHER [SPECIFY] **[SKIPTO I1]**
  - 9 DON'T KNOW / REFUSED **[SKIPTO I1]**
- G2 **[IF G1 = 1 OR 2 OR 3]** Do you commute to a fixed work site outside your home?
- 1 YES [COMMUTER = WORK] **[SKIPTO G4]**
  - 2 NO
  - 9 DON'T KNOW / REFUSED **[SKIPTO H1]**
- G3 **[IF G2 = 2]** Do you ever leave your home to conduct business?
- 1 YES [COMMUTER = APPOINTMENTS] **[SKIPTO H1]**
  - 2 NO **[SKIPTO I1]**
  - 9 DON'T KNOW / REFUSED **[SKIPTO I1]**

G4 **[IF COMMUTER = WORK AND G2 = 1]** Do you regularly work at home, rather than going to your fixed worksite? This does not include work done at home in the evenings or on weekends.

- 1 YES
- 2 NO **[SKIPTO H1]**
- 9 DON'T KNOW / REFUSED **[SKIPTO H1]**

G5 How many days during an average week do you work at home?

- \_\_\_\_\_ NUMBER OF DAYS
- 8 VARIES
- 9 DON'T KNOW / REFUSED

<p style="text-align: center;"><b>COMMUTERS</b> <b>RESPONDENTS EMPLOYED FULL, PART-TIME OR SELF - EMPLOYED AND COMMUTE TO A WORK SITE OUTSIDE THEIR HOME (COMMUTER = WORK ) OR (COMMUTER = SCHOOL) OR (COMMUTER = APPOINTMENTS)</b></p>
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H1 **[IF G2 = 1 OR 9]** What is the zipcode where you [work / go to school]?

- \_\_\_\_\_ ENTER ZIPCODE
- 99999 DON'T KNOW / REFUSED

H2 **[IF H1 EQ 9999]** Do you work / attend school in the city or in the suburbs?

- 1 CITY
- 2 SUBURBS
- 3 OTHER [SPECIFY] **[SKIP TO H3]**
- 9 DON'T KNOW / REFUSED **[SKIP TO H3]**

H2A **[IF H2 EQ 1]** Would that be on the . . .

- 1 North side
- 2 West side or
- 3 South side of Chicago?
- 4 DOWNTOWN CHICAGO
- 5 OTHER [SPECIFY]
- 9 DON'T KNOW / REFUSED

H2B **[IF H2 EQ 2]** Would that be a . . .

- 1 North
- 2 Northwest
- 3 West
- 4 South or
- 5 Southwest suburb?
- 6 OTHER [SPECIFY]
- 9 DON'T KNOW / REFUSED

H3 How do you usually commute to and from [work / school / business appointments]?

[SELECT ALL THAT APPLY FOR ONE TRIP – PROBE FOR USUAL TRIP]

- 1 DRIVE ALONE IN CAR / TRUCK [PROBE: Do you drive with 2 or more people in the car?]
- 2 CARPOOL [2 OR MORE PEOPLE]
- 3 VANPOOL [7 OR MORE PEOPLE]
- 4 BUS – CTA
- 5 BUS – PACE
- 6 TRAIN – METRA
- 7 TRAIN -- CTA
- 8 MOTORCYCLE
- 9 BICYCLE
- 10 WALK
- 11 OTHER [SPECIFY]
- 99 DON'T KNOW / REFUSED / NO MORE APPLY

- H8 On a normal day, about how long does the trip to work / school / a business appointment take from door to door from the time you leave your house until the time you get to work/school / the appointment?
- \_\_\_\_\_ MINUTES  
 997 997 OR MORE MINUTES  
 998 VARIES  
 999 DON'T KNOW / REFUSED
- H9 **[IF H3 = NE TO 4, 5, 6, 7 (DO NOT TAKE BUS OR TRAIN)]** How long would it take by bus or train?
- \_\_\_\_\_ ENTER MINUTES  
 997 997 OR MORE MINUTES  
 998 VARIES  
 999 DON'T KNOW / REFUSED
- H10 **[IF H3 = 4, 5, 6, 7 (TAKE BUS OR TRAIN) AND NE 1 OR 2 (DRIVE)]** How long would it take if you drove?
- \_\_\_\_\_ ENTER MINUTES  
 997 997 OR MORE MINUTES  
 998 VARIES  
 999 DON'T KNOW / REFUSED
- H11 **[SKIP IF COMMUTER = APPOINTMENTS]** What time do you usually start work / school?
- \_\_\_\_:\_\_\_\_ ENTER HOURS / MINUTES  
 00:07 VARIES  
 00:09 DON'T KNOW / REFUSED  
 [PRESS A FOR A.M., P FOR P.M.]
- H12 **[SKIP IF COMMUTER = APPOINTMENTS]** And what time do you usually finish work / school?
- \_\_\_\_:\_\_\_\_ ENTER HOURS / MINUTES  
 00:07 VARIES  
 00:09 DON'T KNOW / REFUSED  
 [PRESS A FOR A.M., P FOR P.M.]
- H13 **[IF COMMUTER = WORK]** Does your company provide parking or pay for any portion of your parking at your workplace?
- 1 COMPANY PROVIDES PARKING (BUT DOES NOT HAVE TO PAY) **[SKIP TO H15]**  
 2 YES – COMPANY PAYS FOR ALL **[SKIP TO H15]**  
 3 YES – COMPANY PAYS FOR SOME  
 4 NO  
 5 HAVE FREE PARKING – NOT PROVIDED BY COMPANY **[SKIP TO H15]**  
 6 DON'T KNOW **[SKIP TO H15]**  
 9 REFUSED **[SKIP TO H15]**
- H14A **[IF H3 = 1 OR 2 (DRIVE) AND NE TO 4, 5, 6, 7 (DO NOT TAKE BUS OR TRAIN) AND H13 = 3 OR 4]**  
 How much does it cost you personally to park your car when you go to work?  
 [PROBE: Is that daily or monthly]  
 [NOTE: Data is recoded to reflect daily cost of parking.]  
 [IF "Have free parking not provided by company" ESC AND SELECT H13 = 5]  
 \_\_\_\_\_ ENTER AMOUNT OF DOLLARS  
 9999 DON'T KNOW / REFUSED **[SKIPTO H15A]**
- H14B RECORD BASE  
 1 DAILY  
 2 MONTHLY
- H15A **[IF H3 = 1 OR 2 (DRIVE) AND NE TO 4, 5, 6, 7 (DO NOT TAKE BUS OR TRAIN)]**  
 If there was convenient public transportation service available from where you live to where you work / attend school, how expensive would parking have to be before you would use public transportation to get to and from work / school? [PROBE FOR DOLLAR AMOUNT]  
 [PROBE: Is that daily or monthly]  
 [NOTE: Data is recoded to reflect daily cost of parking.]  
 \_\_\_\_\_ ENTER AMOUNT OF DOLLARS  
 9998 I WOULD NEVER USE IT REGARDLESS OF COST **[SKIPTO H16A]**  
 9999 DON'T KNOW / REFUSED **[SKIPTO H16A]**

H15B RECORD BASE

- 1 DAILY
- 2 MONTHLY

H16A [COMMUTER = WORK ] Does your company offer a program to pay for some or all of the transportation costs for employees who ride public transportation – for example pay for a bus pass?

- 1 PAYS FOR ALL
- 2 PAYS PORTION
- 3 NO, DOES NOT OFFER PROGRAM
- 4 DON'T KNOW
- 9 REFUSED

H16B [COMMUTER = SCHOOL] Does your school offer a U-PASS program?

- 1 YES
- 2 NO
- 3 DON'T KNOW
- 9 REFUSED

H17 [COMMUTER = WORK ] How often do you. . . [INSERT STATEMENT]? Would you say...

- 1 Never,
- 2 Rarely,
- 3 Sometimes,
- 4 Often, or
- 5 Always?
- 9 DON'T KNOW / REFUSED

[LIST IS RANDOMIZED]

H17A Need to use your own personal automobile for work-related traveling during the day?

H17B Drop off and/or pick up children at day care / school on your way to / from work?

H17C Begin work earlier or finish later than your regularly scheduled work hours?

**OTHER REGULAR TRIPMAKING -- ALL RESPONDENTS**

I1 In a typical week, do you go shopping, run errands, or go to appointments at least 3 days during the week?

- 1 YES
- 2 NO [SKIP TO JINTRO]
- 9 DK / REF [SKIP TO JINTRO]

I2 [IF I1 = 1] How do you usually get around for most of your personal – or non-work or school related travel?

[SELECT ALL THAT APPLY FOR ONE TRIP – PROBE FOR USUAL TRIP]

- 1 DRIVE ALONE IN CAR / TRUCK [PROBE: Do you drive with 2 or more people in the car?]
- 2 CARPOOL [2 OR MORE PEOPLE]
- 3 VANPOOL [7 OR MORE PEOPLE]
- 4 BUS – CTA
- 5 BUS – PACE
- 6 TRAIN – METRA
- 7 TRAIN - CTA
- 8 MOTORCYCLE
- 9 BICYCLE
- 10 WALK
- 11 OTHER [SPECIFY]
- 99 DON'T KNOW / REFUSED / NO MORE APPLY

## BENEFITS SOUGHT IN MODE CHOICE -- ALL RESPONDENTS

**JINTRO**      *Different people consider different things important when deciding whether to drive or to use public transportation for local travel. As I read the following list, please tell me how important each item is to you in deciding whether to drive or use public transportation. Please answer on a seven-point scale where "1" means "not at all important" and "7" means "extremely important." You may use any number in between.*

[PROBE FOR RESPONDENTS WHO DO NOT DRIVE / HAVE A CAR: "If you could drive / If you had a car available, how important would the item be in your decision to drive or use public transportation?"]

- J2            I can control my own schedule.
- J4            I am able to get home in an emergency.
- J5            I am able to come and go when I want to.
- J6            It offers me the flexibility I need for my schedule.
- J8            It is appropriate for a person in my position.
- J9            It is consistent with the kind of person I am.
- J11          It gets me in the right frame of mind for the rest of the day.
- J12          It enables me to arrive at my destination feeling clean and fresh, not dirty or grimy.
- J14          It gets me where I am going the quickest way possible.
- J17          It does not cost much.
- J18          I don't have to worry about wear and tear on my vehicle.
- J19          I am assured of my personal safety from crime.
- J20          I am assured that I will not be bothered by other people.
- J21          It minimizes my risk of getting in a traffic accident.
- J22          It is comfortable.
- J23          I have a place to sit.
- J24          It is clean.
- J28          It is good for the environment.
- J29          It doesn't contribute to traffic congestion.

## PERCEPTIONS OF PUBLIC TRANSPORTATION – INFREQUENT / NONRIDERS / VULNERABLE RIDERS

**KINTRO1**      *[INFREQUENT & NONRIDERS] Now based on your personal experience or anything you have seen, read, or heard, please tell me whether each of the following factors is a major factor, a minor factor, or not at factor at all in your decision whether or not to use public transportation.*

**KINTRO2**      *[VULNERABLE RIDERS] Please tell me whether each of the following factors is a major factor, a minor factor, or not at factor at all in your decision whether or not to continue using public transportation.*

- 1            NOT A FACTOR AT ALL
- 2            MINOR FACTOR
- 3            MAJOR FACTOR
- 9            DON'T KNOW / REFUSED

### [LIST IS RANDOMIZED]

- K1 [ALL]      I cannot count on public transportation to get me to where I am going on time.
- K2 [ALL]      It would take too long to get to my destination by public transportation
- K3 [ALL]      There is no service available when I need it.
- K4 [ALL]      There is no service available to where I want to go.
- K5 [ALL]      There is no service available where I live.

- K6 [GROUP2] I would have to transfer.
- K7 [GROUP1] It is too difficult to arrange.
- K8 [GROUP2] I don't know how to use the bus such as how much and when to pay, where to get on and where to get off.
- K9 [GROUP1] I cannot control my own schedule.
- K10 [ALL] I could not get home easily in case of an emergency.
- K11 [GROUP1] I have to transport children on my way to or from my destination.
- K12 [GROUP2] I could not get home easily in case I have to stay late at work / school or if I got delayed.
- K13 [GROUP1] People like me don't use public transportation.
- K14 [GROUP2] It is not consistent with the kind of person I am.
- K15 [ALL] I am concerned about my personal safety from crime while waiting at a bus stop or train station.
- K16 [GROUP 2] I am concerned about my personal safety from crime while riding the bus or train.
- K17 [GROUP1] I am concerned that I will be bothered by other people while waiting at a bus stop or train station.
- K18 [GROUP2] I am concerned that I will be bothered by other people while riding the bus or train.
- K19 [GROUP1] It minimizes my risk of getting in a traffic accident.
- K20 [GROUP2] Driving alone is so much more relaxing than taking a bus.
- K21 [ALL] It costs too much.
- K22 [GROUP2] Traffic congestion isn't bad enough to warrant using public transportation.
- K23 [GROUP1] The costs of driving – parking and gas – just aren't high enough to warrant using public transportation.
- K24 [ALL] There is just no real incentive to use public transportation.
- K25 How confident are you of public transportation's ability to perform as expected? Would you say you are confident or not confident? Would that be very or somewhat confident / not confident?
- 1 VERY UNCONFIDENT
  - 2 SOMEWHAT UNCONFIDENT
  - 3 NEITHER CONFIDENT NOR UNCONFIDENT
  - 4 SOMEWHAT CONFIDENT
  - 5 VERY CONFIDENT
  - 9 DK/REF
- K26 If offered a choice between convenient public transportation and taking a car, would you. . .
- 1 Always drive a car,
  - 2 Sometimes use public transportation, or
  - 3 Always use public transportation?
  - 9 DK / REF

#### ALL RESPONDENTS

- L1 Are you familiar with the RTA Travel Information Center at 836-7000?
- 1 YES
  - 2 NO [SKIPTO DEMO1]
  - 9 DON'T KNOW / REFUSED [SKIPTO DEMO1]
- L2 How many times have you called in the past 30 days?
- ENTER NUMBER
  - 99 DON'T KNOW / REFUSED

## DEMOGRAPHICS

DEMO1 How many automobiles in working condition do you personally have available for your use?

- \_\_\_\_ ENTER NUMBER  
8 8 OR MORE  
9 DON'T KNOW / REFUSED

DEMO2 Finally I have a few demographic questions that will be used to help us analyze the results of the study.  
First, how long have you lived at your current address?

- \_\_\_\_ ENTER YEARS  
98 98 OR MORE  
99 DK/REF

DEMO3A What is your age?

- \_\_\_\_ ENTER ACTUAL NUMBER  
99 DON'T KNOW / REFUSED

DEMO3B **[If DEMO3A = 99]** Are you between. . .

- 1 16 and 17,  
2 18 and 24,  
3 25 and 34,  
4 35 and 44,  
5 45 and 54,  
6 55 and 64, or  
7 65 and older?  
9 DON'T KNOW / REFUSED

DEMO4 What is the highest level of education you had the opportunity to complete?

- [READ IF NECESSARY]  
1 (Grade School or Less,)  
2 (Some High School,)  
3 (Graduated High School,)  
4 (Technical or Vocational School,)  
5 (Some College,)  
6 (Graduated College (4 yrs.), or)  
7 (Post Graduate Work?)  
9 DON'T KNOW / REFUSED

DEMO5 **[IF EMPLOYED]** What is your occupation?

- 1 PROFESSIONAL / TECHNICAL  
2 MANAGER / ADMINISTRATOR  
3 SALES (NON RETAIL)  
4 SALES (RETAIL)  
5 CLERICAL / ADMINISTRATIVE ASSISTANT  
6 SKILLED WORKER  
7 MACHINE OPERATOR  
8 LABORER / SEMI-SKILLED WORKER  
9 SERVICE WORKER  
10 MILITARY  
11 OTHER [SPECIFY]  
99 DON'T KNOW / REFUSED

DEMO6 Including yourself, how many people live in your household?

- \_\_\_\_ ENTER ACTUAL NUMBER  
99 DON'T KNOW / REFUSED

DEMO7 **[IF DEMO6 > 1]** How many children under the age of 18 live in your household?

- \_\_\_\_ ENTER NUMBER  
8 8 OR MORE  
9 DK/REF

DEMO8 **[IF DEMO7 > 0]** How many children under the age of 5 live in your household?

\_\_\_\_ ENTER NUMBER  
8 8 OR MORE  
9 DK/REF

DEMO9 Are you. . .

1 White / Caucasian,  
2 African-American,  
3 Asian / Pacific-Islander,  
4 Native-American, or  
5 Hispanic?  
6 OTHER [SPECIFY]  
9 DK/REF

DEMO10A Is your total household income above or below \$30,000 a year?

1 BELOW \$30,000  
2 ABOVE \$30,000 **[SKIPTO DEMO10C]**  
9 DON'T KNOW / REFUSED **[SKIPTO PHONEA]**

DEMO10B Would that be. . .

1 Under \$10,000,  
2 Between \$10,000 - \$14,999,  
3 Between \$15,000 - \$19,999,  
4 Between \$20,000 - \$24,999,  
5 Between \$25,000 - \$29,999,  
9 DON'T KNOW / REFUSED

DEMO10C Would that be. . .

1 Between \$30,000 - \$39,999,  
2 Between \$40,000 - \$49,999,  
3 Between \$50,000 - \$74,999,  
4 Between \$75,000 - \$99,999, Or  
5 \$100,000 or Over?  
9 DON'T KNOW / REFUSED

PHONEA *For our records, I need to verify your telephone number. Is it....?*

1 YES  
2 NO  
9 REFUSED

PHONEB **[IF PHONEA EQ 2]** *What is your correct telephone number? [ENTER CORRECT PHONE NUMBER AND ALSO WRITE IN ON CALL RECORD SHEET.]*

\_\_\_\_ ENTER PHONE NUMBER  
9999999 REFUSED

THANK *That concludes our survey. Thank you very much for your time and the useful information you have provided us.*

INTNUM [RECORD INTERVIEWER NUMBER]

THANK1 Thank you for your time. We appreciate your cooperation in agreeing to complete this survey. Today we are only interviewing residents who are 16 years of age or older.

THANK2 Thank you for your time. We appreciate your cooperation in agreeing to complete this survey. Today we have completed the number of interviews required in your area.

THANK3 Thank you for your time. We appreciate your cooperation in agreeing to complete this survey, but we cannot continue without that information.

THANK4 Thank you very much for your time. [REFUSAL SAVED]

THANK5 Thank you very much for your time. [REFUSAL – SCREENER REFUSAL]