

APPENDIX E

TELEPHONE SURVEY INSTRUMENT

Central Minnesota Area Commuter Study

Telephone Survey

Introduction

Hello. I am conducting a survey for a project sponsored by the State of Minnesota to develop a plan to improve regional transportation in central Minnesota. This is part of a very important study, and I wonder if you would be willing to answer questions to help us understand your interests as well as community needs and opinions about transportation? All responses will be kept strictly confidential and will not be used for any purposes other than collecting data for this study.

Are you 18 years of age or older?

YES [skip to Qo]

NO

Is someone home who is 18 years of age or older?

YES – proceed → Return to introduction

NO – End

What county do you live in? [Do not read list]

Benton

Cass

Crow Wing

Isanti

Kanabec

Mille Lacs

Morrison

Sherburne

Stearns

Todd

Wadena

Wright

[If none of the above – terminate survey due to incorrect location]

Student Status

Are you a full-time or part-time student who attends school outside of your home?

YES – Full time

YES – Part time

NO [skip to Qo]

Where do you attend school?

Name of School

City/location

How many days per week on average do you travel to school?

How do you typically travel to school? [Do not read list]

Car/auto: drive alone → Does your school offer free parking?

YES

NO

Car/auto: carpool → Does your school offer free parking?

YES

NO

Car/auto: someone drops me off

Walk or Bike

Public transportation → What public transportation system(s) do you use to travel to school?

School bus/yellow school bus

Other _____

Employment Status

What is your current employment status? [read options]

Employed full time outside of your home

Employed part time outside of your home

Employed full or part time, and work exclusively from your home →[Skip to Qo]

Volunteer outside your home

Not working/Stay-at-home parent/retired/unemployed →[skip to Qo]

How many days per week on average do you travel to work [or volunteer job]?

What ZIP code do you work [or volunteer] in?

How do you typically travel to work [or volunteer job]?

Car/auto: drive alone → Does your jobsite offer free parking?

Yes

No

Car/auto: carpool → Does your jobsite offer free parking?

Yes

No

Car/auto: someone drops me off

Walk or Bike

Public transportation

If answered E → What public transportation system(s) do you use to travel to work?

Other _____

Travel Patterns {these questions are for commutes – whether school or work. If someone goes to school AND works outside of the home, they should be directed to provide answers for their PRIMARY activity: either school or work}

What time do you typically leave your home in the morning?

What time do you typically leave work or school in the afternoon or evening?

Do you typically make any stops on your regular commute in either direction to pick up or drop off somebody?

No

Yes → If YES, Is it to...

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Minnesota Department of Transportation

To drop off and/or pick up a child at school/childcare/youth activities

To drop off and/or pick up someone at work or college

To drop off and/or pick up someone at a park-and-ride, carpool meeting place, bus stop, or train station

Other

Including any stops you make, what is your average one-way commute travel time in minutes in the _____?

Morning

Afternoon/Evening

How many working cars, trucks, or vans are available in your household?

Are you aware of any public transportation options near your home? [If they answered 0 or 0, skip this question and code as YES]

YES

NO [skip to Qo]

Please give me the names of any transit system or services available in or around your community that you are familiar with. [Do not prompt: Mark systems identified – exact names not necessary]

Chisago/Isanti Heartland Express (Chisago & Isanti Counties)

Crow Wing County Public Transit (serving Brainerd & Baxter cities)

Friendly Rider (Wadena County)

Metro Transit (Minneapolis-St. Paul)

Metrobus (City of St. Cloud)

Northstar Commuter Rail

Northstar Link Commuter Bus(Also known as Route 887)

Pine River/Ride With Us Bus (Pine River City in Cass County)

Rainbow Rider (Todd County and others not in district)

River Rider Transit (Sherburne & Wright Counties)

Timber Trails Transit (Kanabec & Mille Lacs Counties)

Tri-Cap Transit Connection (Benton, Morrison, & Stearns Counties)

Other _____

[Unable to specify a name or location]

Have you or someone in your household taken public transportation in Minnesota in the past 12 months?

YES [skip to Q o]

NO

What is the primary reason you have not used public transportation? [Do not read list]

No need/I have a car/I prefer to drive

No service is available near my house

Does not go WHERE I need to go

Does not go WHEN I need to go

Inconvenient/takes too long to travel by public transportation

Not familiar with public transportation/not aware of what is available

Too expensive/high fares

Is not safe

Other _____

→[After Qo Skip to Qo]

Which transit service(s) did you take? [Allow multiple responses]

Chisago/Isanti Heartland Express (Chisago & Isanti Counties)

Crow Wing County Public Transit (serving Brainerd & Baxter cities)

Friendly Rider (Wadena County)

Metro Transit (Minneapolis-St. Paul)

Metrobus (City of St. Cloud)

Northstar Commuter Rail

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Rainbow Rider (Todd County and others not in district)

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Tri-Cap Transit Connection (Benton, Morrison, & Stearns Counties)

Other(s) _____

[Assuming only one answer to Qo:] How did you access this public transportation service? [If they listed multiple systems in Qo, begin question with “For the system you rode the most,_____”]

- Drove to a park-and-ride
- Drove and parked at the bus/rail station
- Someone dropped me off at park-and-ride
- Someone dropped me off at the bus/rail station
- Walked or Biked
- Was picked up at my home or another location

How many times have you used this service in the past year?

- 5 or more days per week
- 2-4 days per week
- About 1 day per week
- At least once per month
- 3-11 times/less than once per month
- Once or twice

What was the main purpose of the trip you took (or took most often) on public transportation?

- Work
- School
- Shopping
- Errands (bank, doctor, hairdresser, etc.)
- Special event (sports event, concert, fair, etc.)
- Multiple purposes
- Other _____
- Do not recall/Don't know

What single improvement to the service would make it most likely that you would ride more frequently? [Do not read list]

- Reliability/operated on-time
- Improved frequency
- More convenient stops

Operates earlier or later/longer service hours

Lower fare/lower travel cost

Better driver courtesy

Easier to understand information

Shorter travel time

More comfortable/cleaner vehicles

Other _____

Attitudes & Preferences

If the following transportation services were available, please rank how likely you would be to use them for work, school, or errands. (Options VERY UNLIKELY, SOMEWHAT UNLIKELY, SOMEWHAT LIKELY, VERY LIKELY [Also allow ‘Don’t know’])

[For all surveys except within the City of St. Cloud]: Regional weekday bus service from your hometown to St. Cloud during peak commute hours (6:00 am to 9:00 am and 4:00 pm to 7:00 pm)

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

Regional weekday bus service from your hometown to a location in the Minneapolis-St. Paul region during peak commute hours (6:00 am to 9:00 am and 4:00 pm to 7:00 pm)

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

[For all surveys except within the City of St. Cloud]: Regional weekday bus service from your hometown to St. Cloud during midday hours (9:00 am to 4:00 pm)

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

Regional weekday bus service from your hometown to a location in the Minneapolis-St. Paul region during midday hours (9:00 am to 4:00 pm)

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

[For all surveys except within the City of St. Cloud]: Regional weekday bus service from your hometown to St. Cloud during evening hours (after 5:00 pm)

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

Regional weekday bus service from your hometown to a location in the Minneapolis-St. Paul region during evening hours (after 5:00 pm)

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

Regional weekend bus service from your hometown to a location in the Minneapolis-St. Paul region

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

Commuter rail service connecting your community to a location in the Minneapolis-St. Paul region

→ [If SOMEWHAT LIKELY or VERY LIKELY] How much would you be willing to pay per one-way trip for this service?

For all of the services I've described above, where would you prefer your nearest pick-up location to be? [Read options]

Center of town (such as downtown or a downtown transit facility) or

A park-and-ride or park-and-pool lot near a major highway or freeway

I've asked you questions about regional transit service to the Twin Cities [or to St. Cloud]. Is there anywhere else you would be interested in seeing regional transit services go?

Yes (If so, where?) _____

No/Can't think of anything/No answer

A. Tell me whether the availability of each of the following amenities would be a critical factor in deciding to ride regional transit service. (1=NOT INTERESTED/NOT IMPORTANT/{or NO OPINION}, 2=DESIRABLE BUT NOT A DECIDING FACTOR, 3= IMPORTANT DECIDING FACTOR)

Storage space for bicycles

Reclining seats

Snacks for purchase

Wi-fi (wireless internet connection)

Electrical power outlets

Audio system (music available at each seat)

Video system (movies or news programs shown on monitors)

B. Of these amenities [ranked 2 or 3], which would be the MOST important to you, personally?
[One answer only]

How likely would the following be to encourage you to use a regional transit service? (Options VERY UNLIKELY, SOMEWHAT UNLIKELY, SOMEWHAT LIKELY, VERY LIKELY [Also allow don't know])

Traffic congestion increases

Gas prices increase

Existing bus service operates earlier/later than current schedules

Lower bus fare

Higher parking prices

In your opinion, on a scale of 1-5, how would you rank the importance of the following transportation issues? (1 – LEAST IMPORTANT, 3-NEUTRAL, 5-MOST IMPORTANT)

Street maintenance and repaving

Increasing availability of public transportation (bus & rail)

Reducing congestion on major corridors (e.g. I-94, US 71, US 10, Hwy 65, Hwy 15, Hwy 23, Hwy 371)

More sidewalks and bicycle lanes

Media

What print media do you regularly read (such as newspapers or magazines)?

What online media do you regularly read (such as specific news or information websites)?

Do you subscribe to cable television?

Demographics

Including yourself, how many total people live in your household? (free response)

Including yourself, how many total people in your household are employed full-time? (free response)

What is your highest level of education? [read categories]

Secondary School

High School

Bachelor's Degree

Master's Degree or Professional Degree (M.D., J.D., etc.)

PhD

What ZIP code do you live in?

So we can evaluate the transit services in your neighborhood, what are the two closest cross streets to your home? → _____ and _____ [or Refused]

What is your age?

16-17

18-34

35-44

45-54

55-64

65 and older

What is your annual household income (for all people in your household combined)? [read categories]

Under \$25,000

\$25,000-\$49,999

\$50,000-\$74,999

\$75,000-\$99,999

\$100,000 and up

[Refused]

What ethnicity do you classify yourself as?

White

Black

Asian

Hispanic

Other _____

[Refused]

Thank you very much for your assistance.

Indicate Gender of respondent

Male

Female