FY 2025 OREGON TRANSPORTATION NEEDS AND ISSUES

Summary of Statewide Results

PROJECT SPR 043

Oregon Department of Transportation

FY 2025 OREGON TRANSPORTATION NEEDS AND ISSUES SURVEY

Summary of Statewide Results

PROJECT SPR 043

by

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16. Abstract

The Oregon Transportation Needs and Issues Survey was first conducted in 1993 and has been conducted approximately every two years. The latest survey was completed in Summer 2024 (State fiscal year (FY) 2025). This report summarizes the results of the FY 2025 survey. For some reoccurring questions, results are also compared to past surveys.

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SI* (MODERN METRIC) CONVERSION FACTORS

APPROXIMATE CONVERSIONS TO SI UNITS

Symbol	When You Know	Multiply By	To Find	Symbol
		LENGTH		
in	inches	25.4	millimeters	mm
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mi	miles	1.61	kilometers	km
		AREA		
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yd^3	cubic yards	0.765	meters cubed	m^3
~NOTE: Volumes greater than 1000 L shall be shown in m^3.				
		MASS		
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lb	pounds	0.454	kilograms	kg
T	short tons (2000 lb)	0.907	megagrams	Mg
		TEMPERATURE (exact)		
°F	Fahrenheit	(F-32)/1.8	Celsius	°C

APPROXIMATE CONVERSIONS FROM SI UNITS

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m	meters	1.09	yards	yd
km	kilometers	0.621	miles	mi
		AREA		
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ha	hectares	2.47	acres	ac
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m^3	meters cubed	1.308	cubic yards	yd^3
		MASS		
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kg	kilograms	2.205	pounds	lb
Mg	megagrams	1.102	short tons (2000 lb)	T
		TEMPERATURE (exact)		
°C	Celsius	1.8C+32	Fahrenheit	°F

*SI is the symbol for the International System of Measurement

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DISCLAIMER

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1.0 INTRODUCTION

1.1 PURPOSE OF THE SURVEY & BACKGROUND HISTORY

The Oregon Department of Transportation (ODOT) collects data from Oregon residents through the Transportation Needs and Issues Survey to:

- Assess respondent perceptions about the transportation system,
- Inform policy determinants on how the system is utilized by the public, and
- Highlight transportation-related issues, needs and concerns.

The survey was first conducted in Fiscal Year (FY) 1993 and has been done roughly every two years. For each iteration, ODOT has contracted with a survey research center. In FY 1993, 1994, and 1995 ODOT worked with the Gallup Organization; in FY 1998, 2001, 2003, and 2005 ODOT contracted with the Oregon Survey Research Laboratory at the University of Oregon; and the most recent surveys for every other fiscal year from 2007 to 2025, ODOT worked with the Oregon State University Survey Research Center.

All of the surveys conducted through 2009 used a random digit dialing telephone survey method to achieve a sample of approximately 1,000 Oregon residents. In 2007 and 2009, with the growing popularity of caller identification and the increase in cell phone-only households, supplemental mail and web versions of the survey were also distributed. Analysis of the survey results from 2009 showed a potential bias in the telephone data, and it was determined that the phone survey mode should be discontinued. Therefore, since FY 2011, only web and mail survey modes were sent to over 5,000 households.

1.2 METHODOLOGY

The FY 2025 Transportation Needs and Issues Survey consisted of forty-two (42) questions, which can be reviewed in Appendix B. The questions were selected and modified from the 2023 project steering committee's recommendations. The committee was comprised of representatives from each ODOT Division. Many of the questions have appeared on past surveys in one form or another since its inception, again, dating back to 1993.

The FY 2025 survey was conducted by mail and web. Only adults (age 18 and over) were eligible to take the survey. The survey sought a stratified random sample, targeting a proportionate number of responses per ODOT Regions (Figure 1.1). A sample size was selected in order to attempt to obtain *at least* 245 completed surveys *per region*, which is similar to past surveys, due to much lower response rates, even fewer than this, 1329 (partial & completed) surveys were actually returned this year. For the web mode, mailed letters introduced the survey and contained a personal access code and instructions for logging onto the survey website.

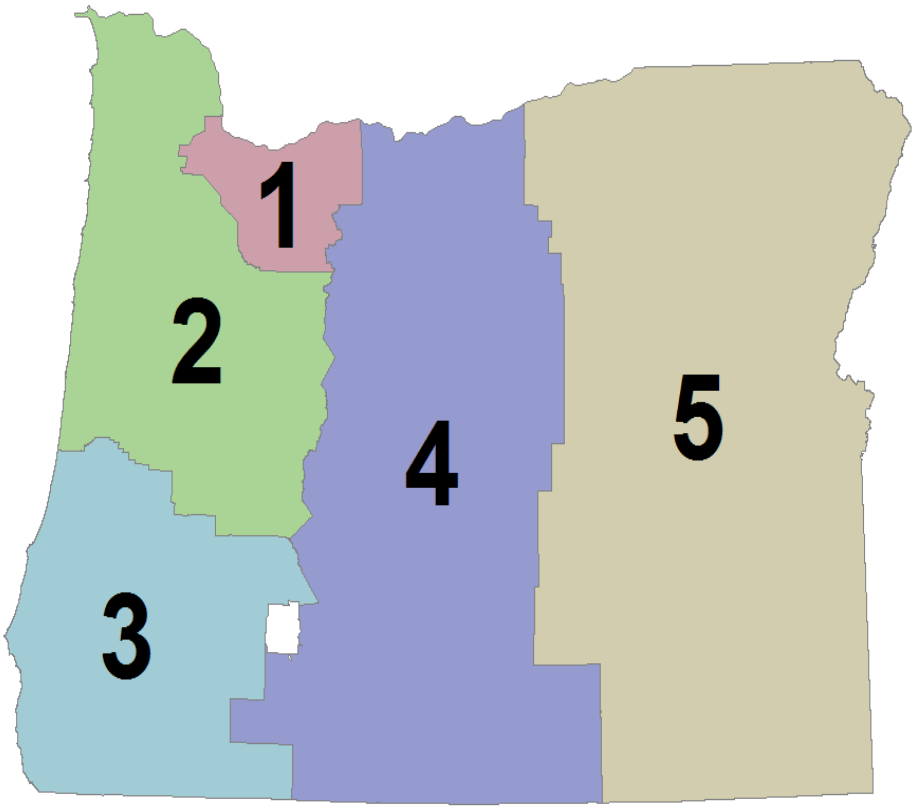

Figure 1.1: ODOT regions

A total of 1,329 surveys were completed: 311 via the Web, and 1,017 by paper mail. Households in the mail group were contacted using the United States Post Office (USPS) and received paper questionnaire copies only, whereas households in the mail/web group were also recruited using the USPS but were asked in the first and second postcards to complete the questionnaire online. The third and fourth contacts with this group contained paper questionnaires just like the mail group. Data from each survey mode (mail and web) were compiled and given a unique identification code. All data were then combined, cleaned, and weighted. The adjusted response rate was 17.8%; this was a half-percentage point (-0.5%) drop from the FY 2023 survey. Region 1 had the best adjusted response rate of 19.5%.

1.2.1 Weighting

The sampling design was a stratified random sample. Therefore, the statewide weighted analyses for these data incorporate sampling weights to reflect the variable selection probabilities within each region. In addition to the sampling weight, a weighting was included to account for household nonresponse which varied slightly by region. Finally, a post-stratification adjustment was done to account for the imbalance due to differential nonresponse across demographic variables. The demographic variables obtained from the completed sample were compared to the

latest available data from the U.S. Census population values for Oregon (2020). As in the past three surveys, age and education for the sample data appeared to be more out of line than other demographic variables with respect to population values (comparisons were made using chi-square tests). In addition, the responses to questions from the questionnaire showed differences across age and education levels. Therefore, these two variables were used to adjust the sample post-stratification.

1.3 ORGANIZATION OF THE REPORT

This report is organized into four sections. Section 1.0 is the introduction to the report. Section 2.0 summarizes findings from the FY 2025 survey. Section 3.0 presents trend analyses of select questions that have also been included in preceding years as well as a summary of respondent comments. Finally, Section 4.0 is the Conclusion section, in which this report provides recommendations and limitations. Appendix A shows certain key respondent demographics, which did not appear elsewhere in this report. Appendix B provides the survey instrument itself.

2.0 SURVEY FINDINGS

This section of the report presents results from the FY 2025 Oregon Transportation Needs and Issues Survey. Results are organized according to topic area, such as satisfaction with ODOT services, transportation modes, spending, and funding. Additionally, key demographic breakouts of the respondents can be found in (Appendix A). Due to rounding error, all percentages may not sum to 100%.

2.1 TRANSPORTATION REVENUE FUNDING OPINIONS

2.1.1 Fuel Taxes

The Oregon Department of Transportation (ODOT) uses several revenue sources to fund the transportation system, with the gasoline tax being one of the predominant funding sources. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Respondents were asked if they felt they were getting a good value for their money from the gasoline tax. They were also asked if the funds collected were adequate for Oregon's transportation needs (Figure 2.1, Survey Question: Q8 & Q9 provided for ease reference throughout this report).

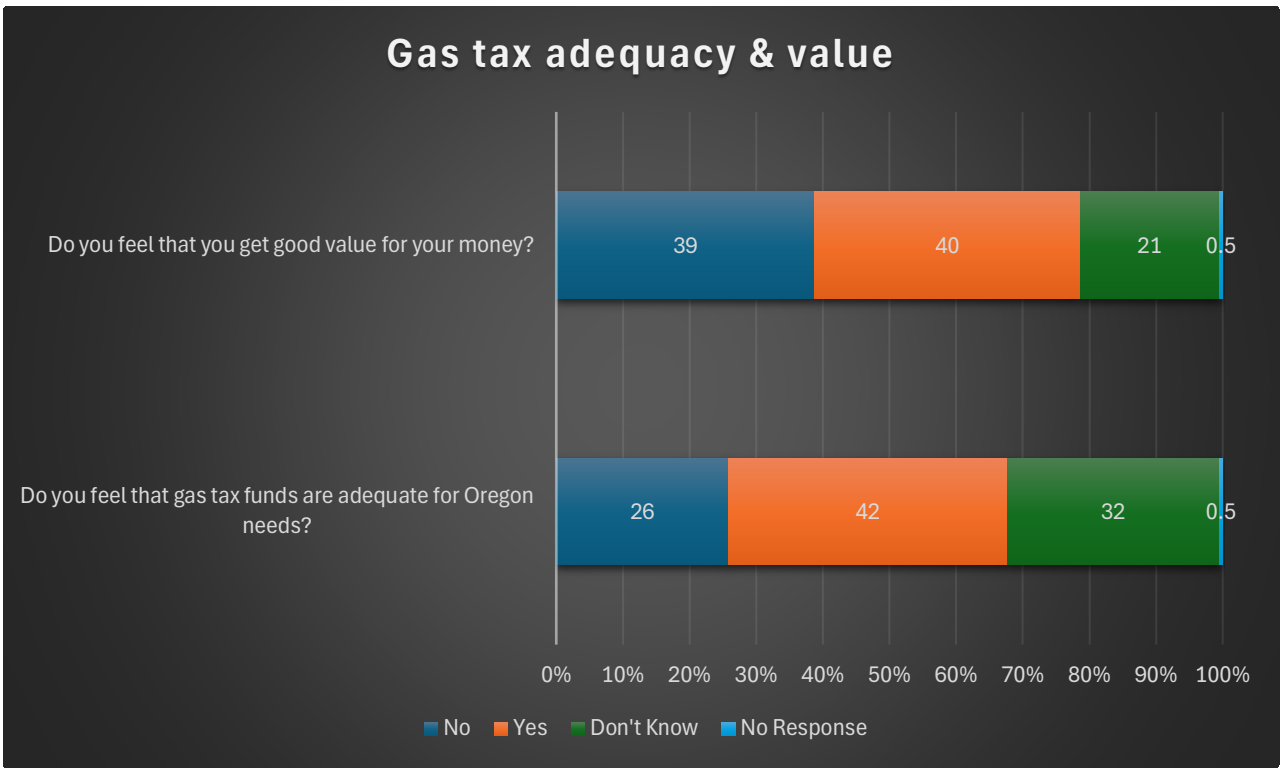

Figure 2.1: Gas tax adequacy & value

In 2024, 39% of respondents perceived that the gas tax was not a good value (an -8% drop from the 2022 poll). When asked if respondents felt the gas tax was adequate for covering transportation costs, around 42% thought that the gas tax was adequate (an increase of +3% from the 2022 poll), while 26% said no, it was insufficient for Oregon's needs. Uncertainty surrounding this question of adequacy was among one of the highest of any question in the survey, as 32% of respondents were unsure or didn't know, which suggests a lack of broader public knowledge on appropriate funding of Oregon's transportation infrastructure. Compared to the last survey conducted, there was an increased up-tick for both (a) the perceived monetary value of the gas tax and (b) respondents who felt the tax was adequate, (a) an +8% increase in perceived value and (b) a +3% increase in perceived adequacy, respectively. Given conversations surrounding the gas tax reality, this is not reflective of the gas tax's steady devaluation and continued inadequacy. Thus, care should be taken in interpreting these trend changes in the most recent 2024 poll iteration, as these trends ***do*** tend to vary biennium after biennium. Also, public perception may not equate to *actual* public knowledge of structural fiscal issues and state-specific needs and considerations.

2.1.2 Tolls & Potential Modal Travel Behavior Change

Respondents were also asked, "Money needs to be raised for transportation projects within the state, which method do you feel would be most fair: increasing the gasoline tax to pay for the facilities; OR charging users of certain facilities a toll that would fund the cost of building and maintaining the facilities; OR increasing vehicle registration fees; OR charging users a mileage/distance fee, etc." (Figure 2.2, Q10). Overall, public perception is one that seems to "not know" (33%) or did not respond (9%) to which method is fairer. Aside from this response of not knowing, the next largest response was increasing the gas tax (19%), followed by charging user tolls on certain road or bridges (16%), followed by replacing the gas tax with a miles-traveled fee of some type (15%). Two years ago, Oregonians polled at that time preferred charging a toll (22%), but now the preference seems to be supporting an increase in the gas tax by a narrow margin over both mileage fees and tolls. Only eight percent perceived increasing vehicle registration fees as a fairer funding method. Some respondents commented that they thought this question was somewhat leading, due to the omission of an optional, open-ended 'other' response; noted here for continuous improvement on the next survey iteration.

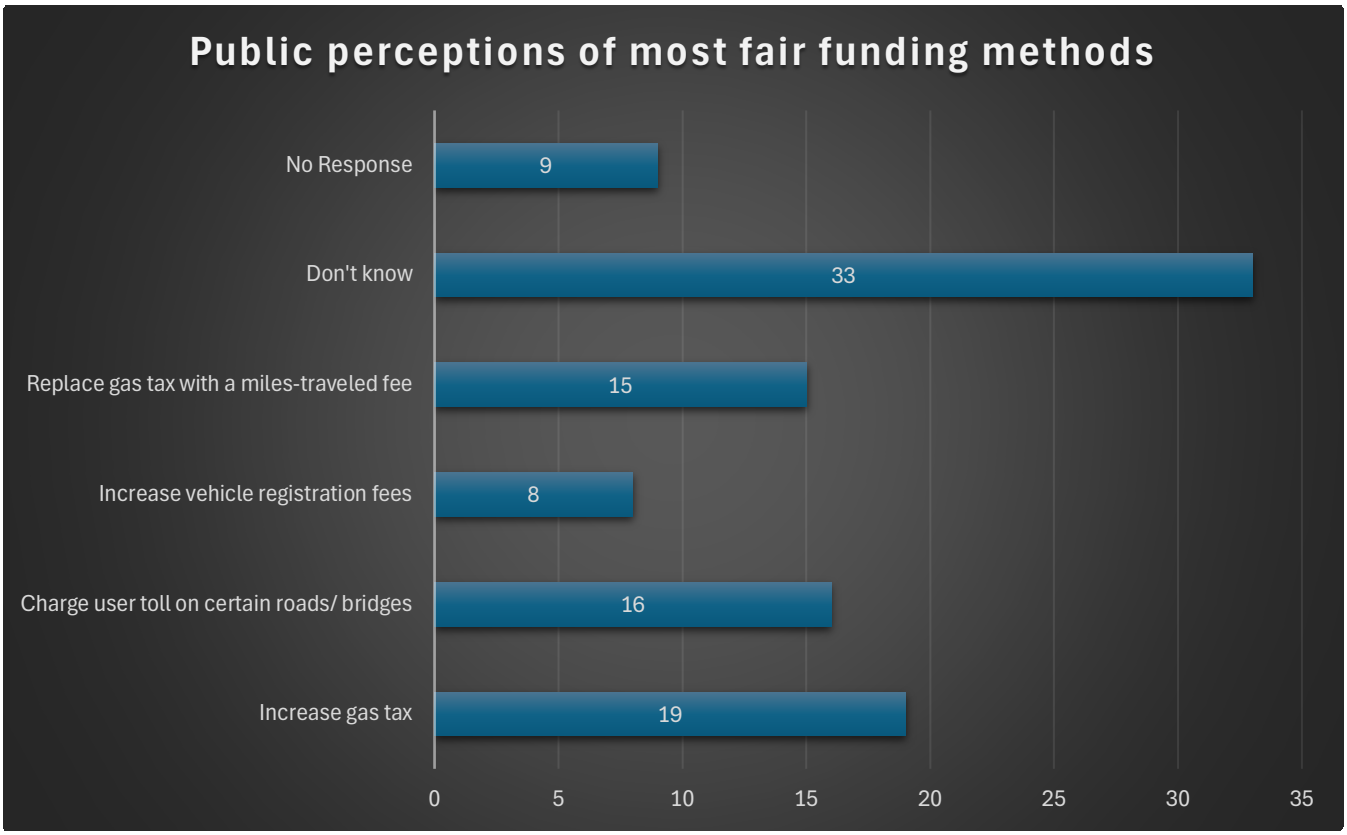

Figure 2.2: Public perceptions of most fair funding methods

Respondents were also asked if they would favor or oppose tolls in their area to reduce congestion. Overwhelmingly, public opposition to tolls in all regions is the perceived opinion of the respondents polled in the 2024 survey iteration, as illustrated in Figure 2.3 (Q11).

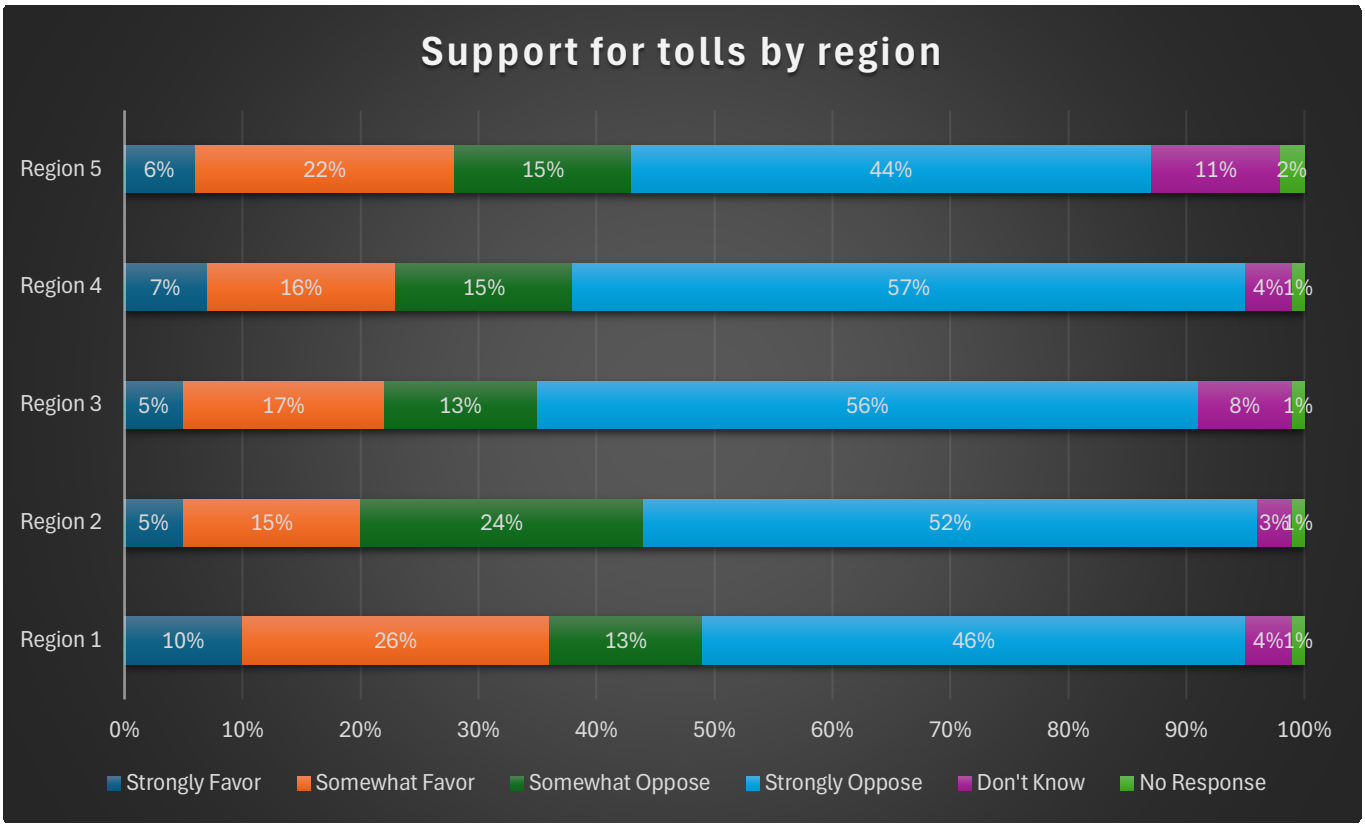

Figure 2.1: Support for tolls by region

In Figure 2.4.1 (Q12), respondents were also asked if they would change their travel behavior if tolls were adopted. In each region over 50% or more, the majority, responded that new tolls would either certainly or possibly change their travel behavior, given the adoption of new tolls. In Figure 2.4.2 (Q12), respondents were also asked if they would change their travel behavior if bike lanes and sidewalks were improved. In each region, over one third responded that these expansions would not change their travel behavior. But between approximately 30 to 40% of respondents within each region reported that improving bike lanes and sidewalks would either certainly or possibly change their travel behavior. A larger portion did not know or did not respond if it would change their travel behavior in either way. In Figure 2.4.3 (Q12), respondents were also asked if they would change their travel behavior if public transit was improved. In each region, there was a wider variation of aggregated responses. For instance, in Regions 2 and 5, 41% of respondents, a large portion, reported that improvements in public transit would not alter their travel behavior. But in Regions 1, 3 and 4, a majority respondents reported that improvements in public transit would either certainly or possibly change their travel behavior.

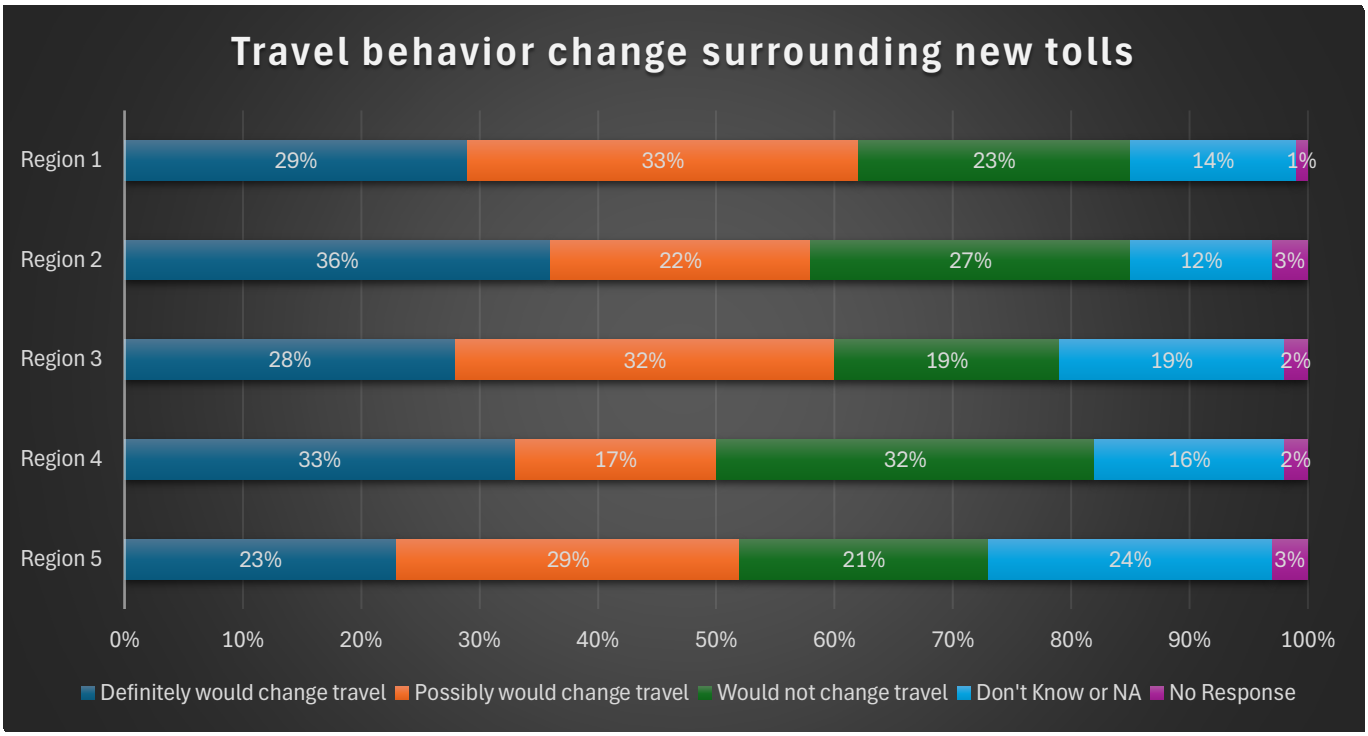

Figure 2.2.1: Travel behavior change surrounding new tolls

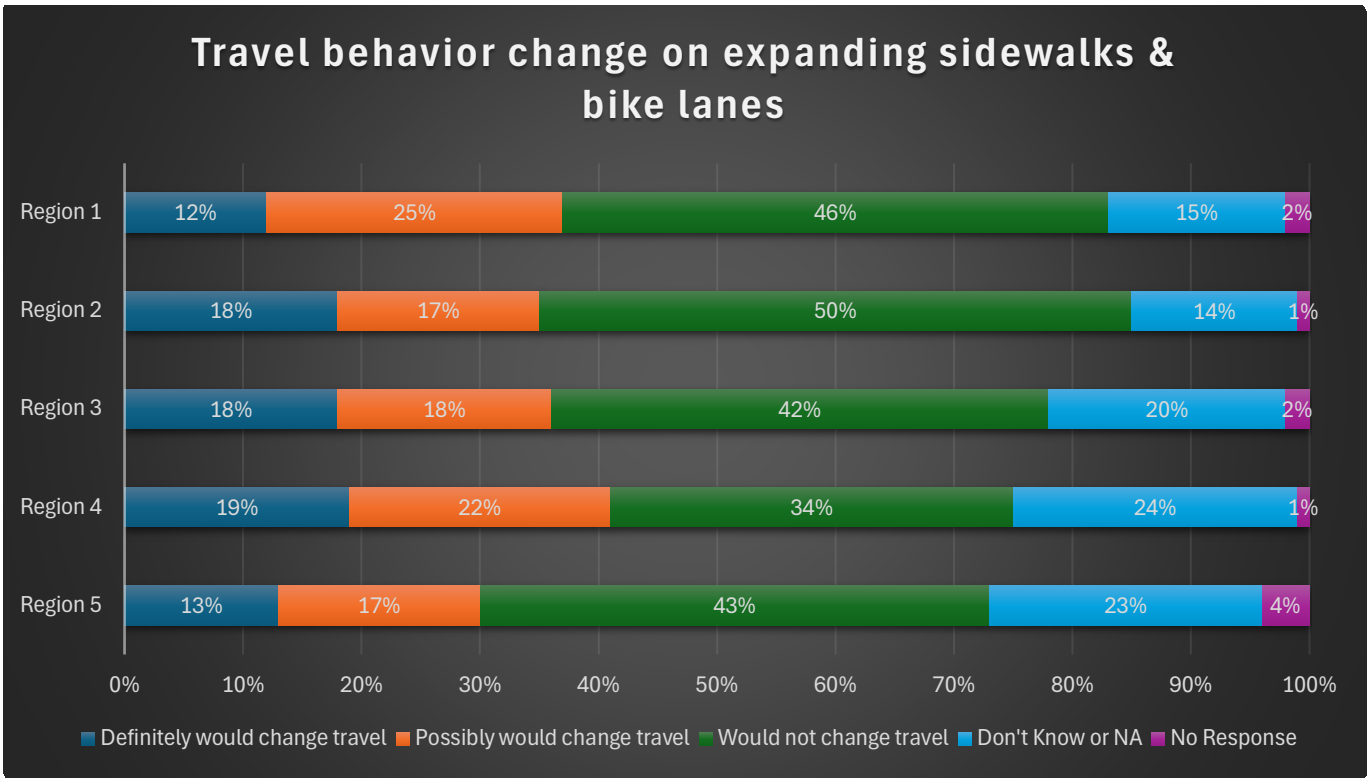

Figure 2.3.2: Travel behavior change on expanding sidewalks & bike lanes

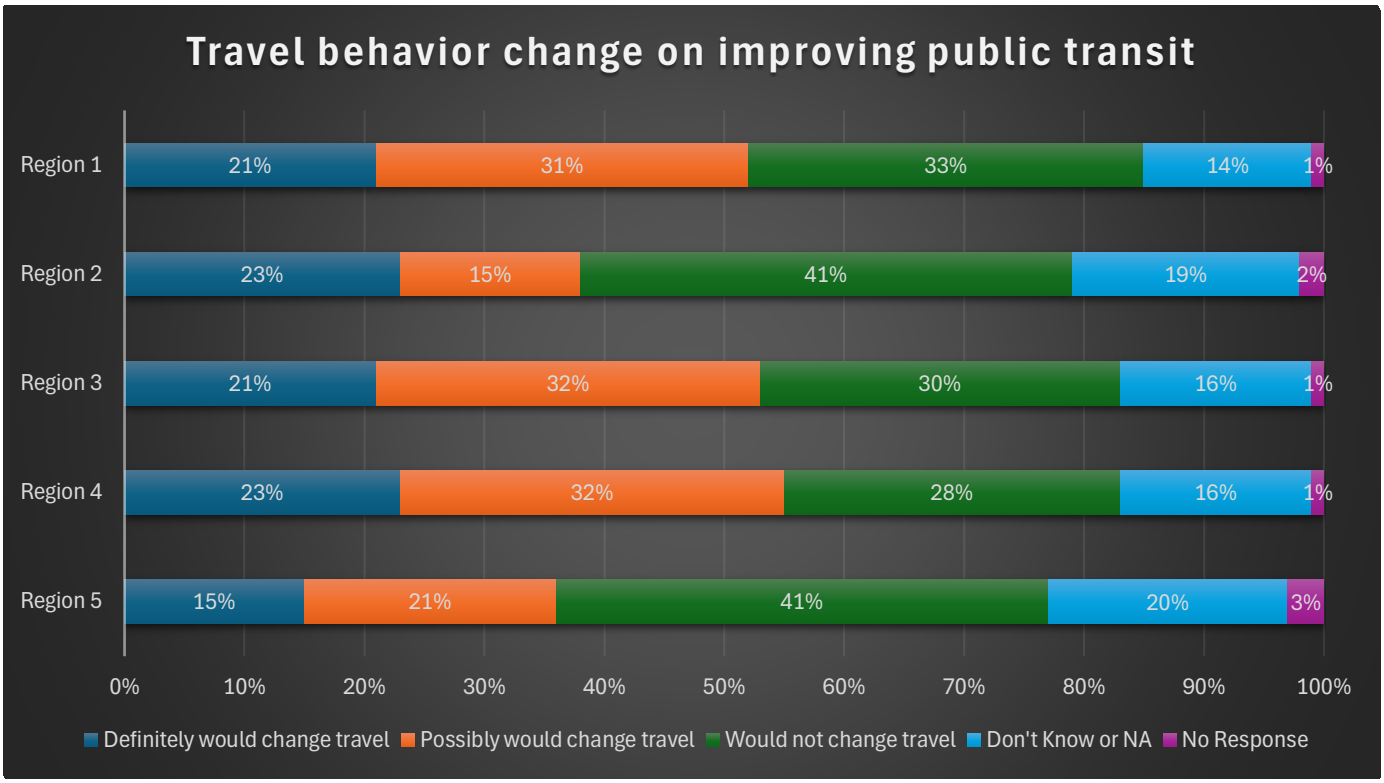

Figure 2.4.3: Travel behavior change on improving public transit options

2.2 TRANSPORTATION FUNDING PRIORITY OPINIONS

In addition to transportation funding questions, the survey asked a series of questions to gauge public opinion on transportation spending. The survey provided a list of several expenditure categories (e.g., reducing congestion, increasing bus services between cities, and protecting fish and wildlife habitat), and respondents were asked to rate the importance of spending for each category as "very important," "somewhat important," or "not at all important." The results are shown in Figure 2.5 (Q25).

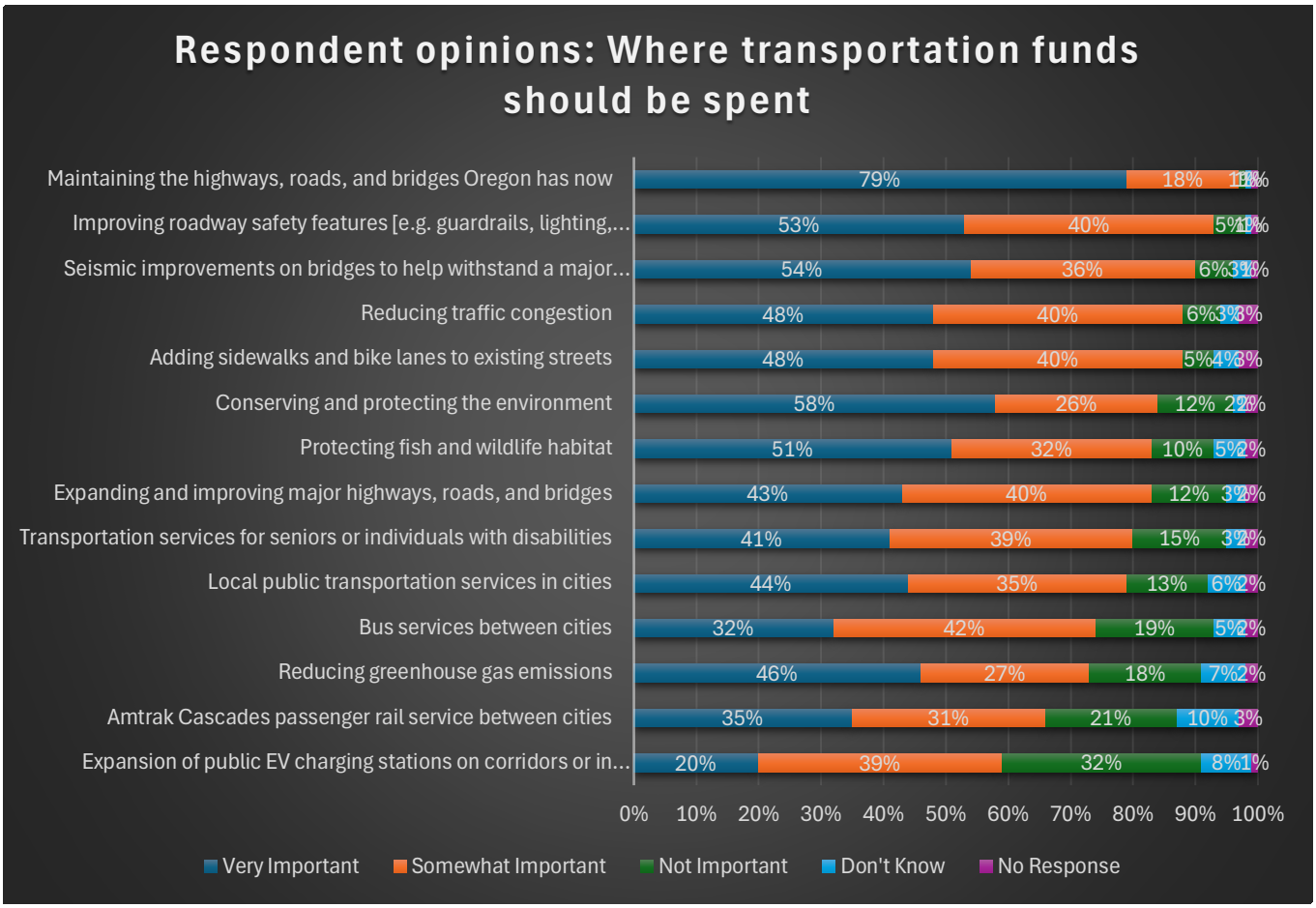

Figure 2.5: Respondent opinions: Where transportation funds should be spent

The highest proportions of satisfaction from respondents were found in the following areas of spending:

"Maintaining the highways, roads, and bridges Oregon has now" was perceived as the most important area. The 2025 TNIS survey results align consistently with similar results from the 2023 TNIS poll.

The highest percent of important overall (percent very and somewhat important) responses was with spending funds on maintaining current highways, roads, and bridges (97%), improve roadway safety features (93%), and Seismic improvements on bridges to help withstand a major earthquake (90%).

The highest percent of not important responses was with funding to expand public EV charging stations (32%), and Amtrak Cascades passenger rail service between cities (21%).

2.3 SATISFACTION WITH ODOT SERVICES

Survey questions regarding satisfaction with agency services were organized as follows: "very satisfied," "somewhat satisfied," "not very satisfied," and "not at all satisfied". The very or somewhat satisfied ratings will be combined to indicate overall satisfaction.

Respondents were prompted to indicate their level of satisfaction with select ODOT services. Results from these questions are highlighted below, and comparison results are shown in Figure 2.6 (Survey Q3).

Within the satisfaction categories, the ranking of most satisfied was largely unchanged since the last survey. The top three areas of perceived satisfaction with ODOT services were: (1) Bridge conditions on major Oregon highways (such as smoothness, quietness, durability, and appearance), (2) Safety features on major Oregon highways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, fog lines), and (3) ODOT's maintenance of Oregon's highways, roads, and bridges.

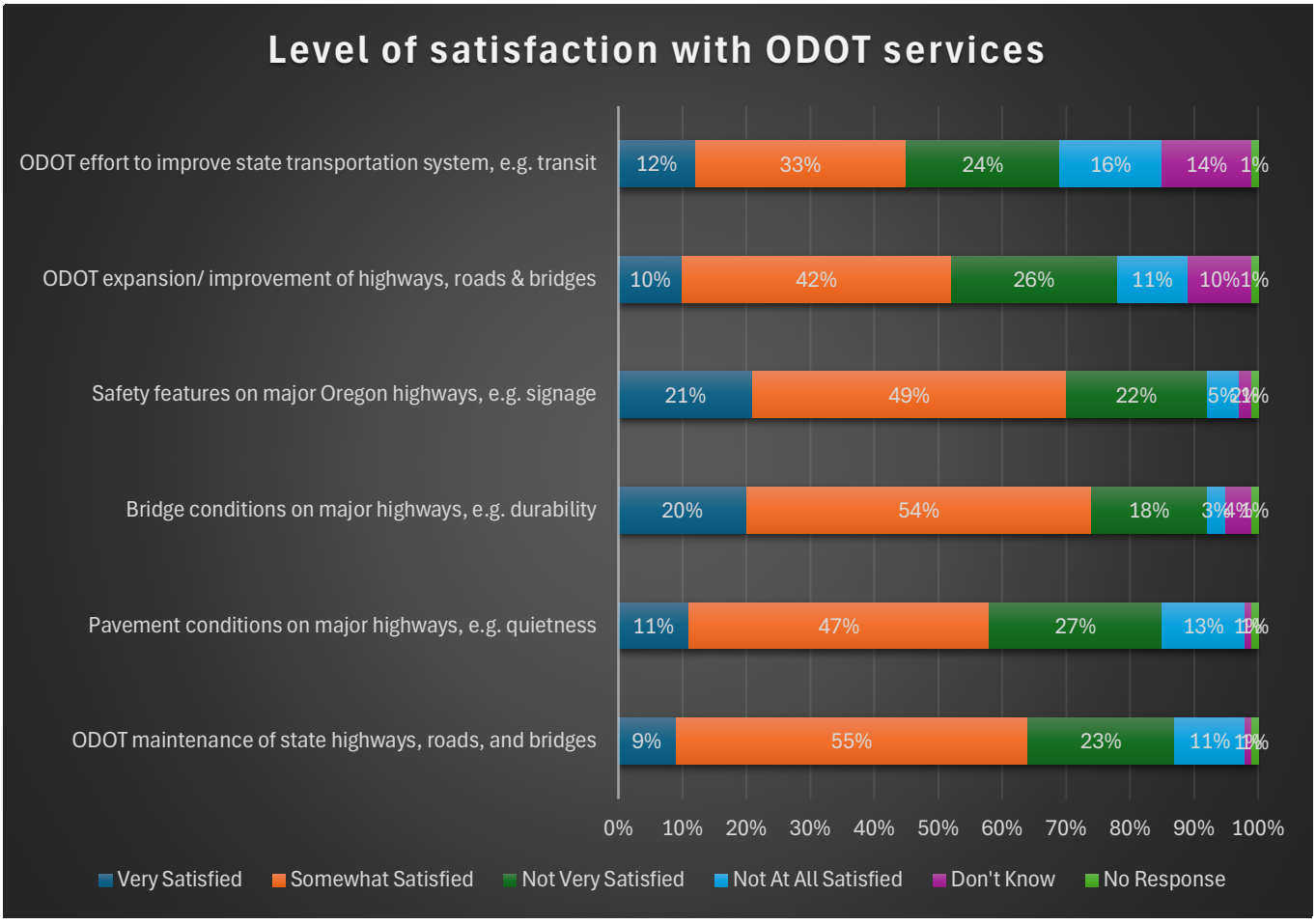

Figure 2.5: Level of satisfaction with ODOT services

2.4 MULTIMODAL PUBLIC TRANSPORTATION, WALKING & BIKING

A series of questions was asked regarding the use and satisfaction with specific types of public transportation services. Respondents were first asked if they had used local/ regional buses, light rail, trains, etc., and/or services for seniors and individuals with disabilities during the month prior to the survey (Q17). Only those who had used one or more of the services were asked about their level of satisfaction and perception of safety. Of people who had used transportation services (Q17a):

3% of Oregonians used a community transportation service for senior or individuals with a disability in the last month and 87% were somewhat or very satisfied with the service. A two-point up-tick in usership from two-years ago, according to respondents polled.

11% of respondents used a local community bus in the last month, and 84% were somewhat or very satisfied with the service and 79% felt very or somewhat safe while doing so, which is a four-percentage point increase from two years ago, coming out of the COVID pandemic era.

People were also asked if safety concerns affect their interest in public transportation or transit (Q17b). Only 26% stated that it did not affect their interest; whereas, for the majority, 51% of respondents reported that safety concerns did affect their interest in public transit modalities.

People were also asked how frequently they bike or walked in their communities and how safe they felt in doing so (Questions: 20, 20a, 21 & 21a).

Table 2.1: Perception of Pedestrian Safety in Community

I do not walk in my community	8%
Very safe	40%
Somewhat safe	39%
Not very safe	10%
Not at all safe	3%

Table 2.1 (Q20) shows that a large majority of people walk in their community and 79% of them feel very or somewhat safe. This was a drop by two points from the 2022 poll.

Following this question, they were asked what improvements in their community would make it safer for them to walk (Figure 2.7, Q20a). At that top of the list were improved sidewalks as well as better lighting and crosswalks with 91% and 88% respectively (second most important priority tied). Respondents reported these elements were very or somewhat important for improving pedestrian safety and community walkability. Reducing crime and placing sidewalks in further proximity away from moving traffic and congestion were the next two most important improvement considerations, by the rank order of their responses.

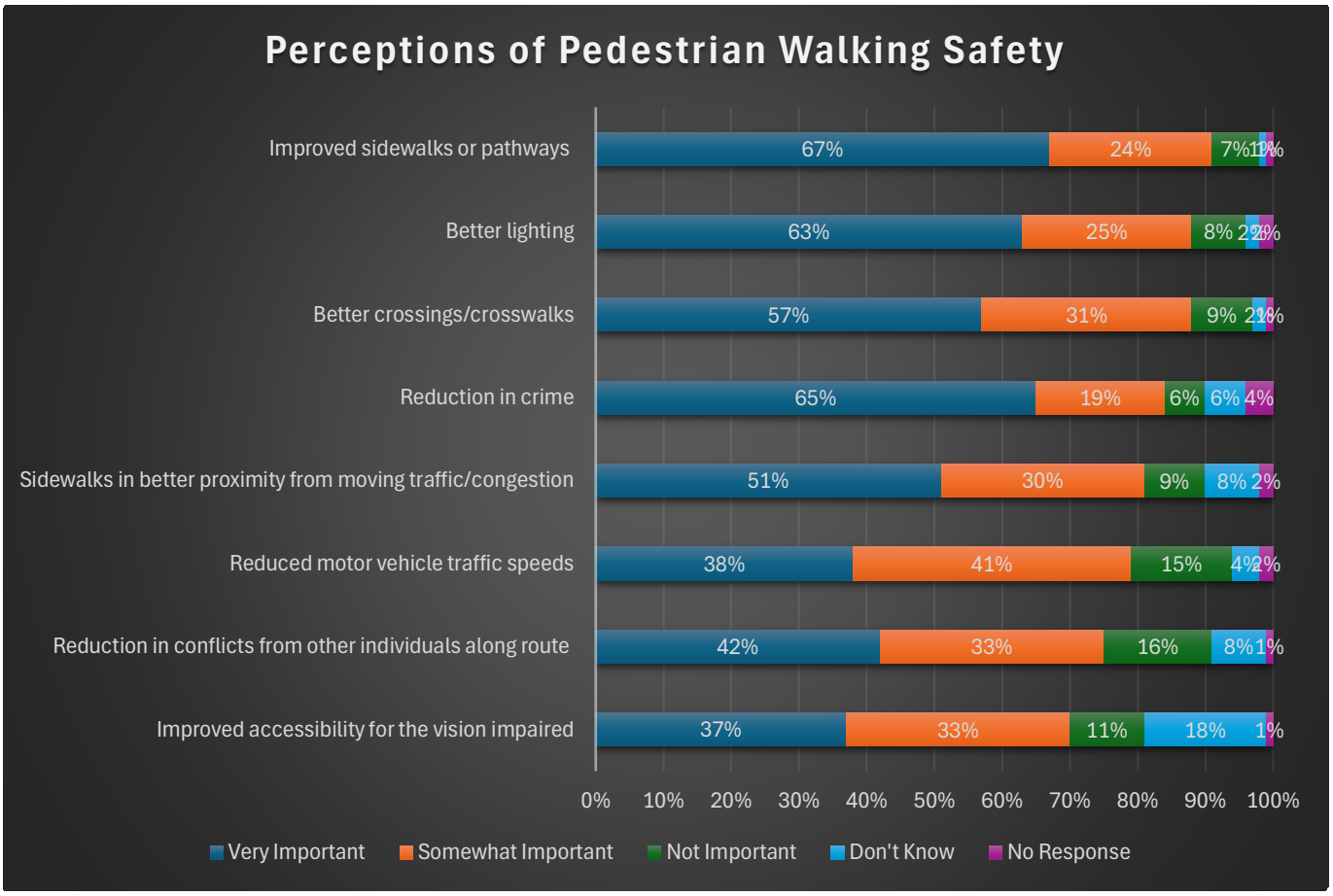

Figure 2.7: Perceptions of Pedestrian Walking Safety

Table 2.2 (Q21) shows that over half of the respondents bike in their community (55%), while 39% report that they feel very or somewhat safe biking.

Table 2.2: Perception of Safety While Riding a Bike

I do not bike in my community	45%
Very safe	12%
Somewhat safe	27%
Not very safe	12%
Not at all safe	3%

When asked to prioritize what improvements would make biking in their community safer, 89% said improved bicycle lanes, 88% said placing bike lanes in further proximity away from moving traffic and congestion, followed by better lighting and reducing conflicts among other individual on or along the routes (see below in Figure 2.8, Q21a).

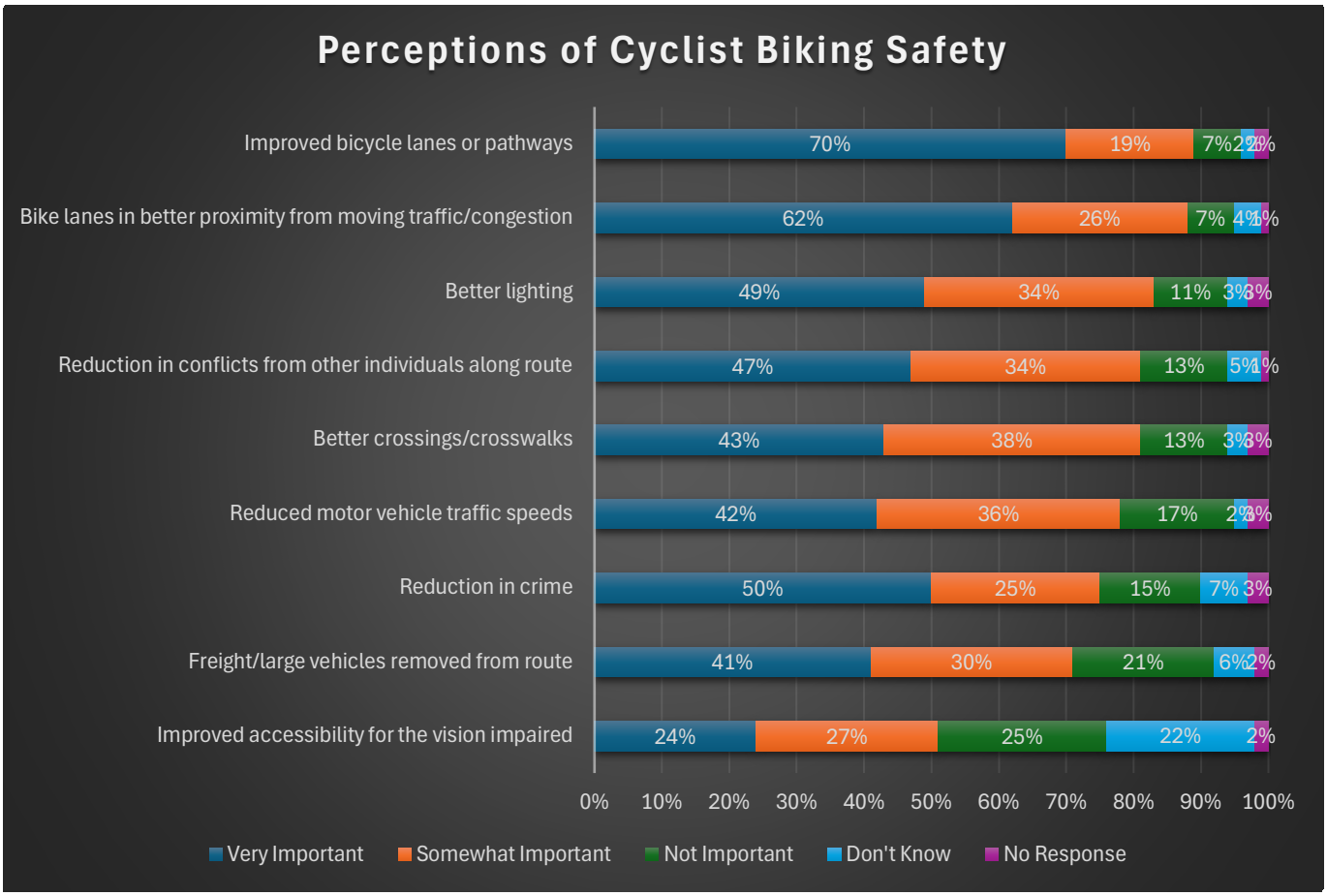

Figure 2.8: Perceptions of Cyclist Biking Safety

2.5 HIGHWAY

One of the Oregon Department of Transportation's responsibilities is to build and maintain the state highway system, which includes freeways, major roads, and bridges. The survey examined respondent satisfaction with these elements compared to ten years ago (Q4).

2.5.1 Highway and Bridge Conditions Compared to Ten Years Ago

Comparing the overall condition of Oregon's roads, highways, and bridges to their condition ten years ago (Figure 2.9, Q4):

- 33% thought they were worse than 10 years ago, up 2 points from the last survey.
- 33% thought they were about the same, down 5 points from the last survey.
- 16% thought they were better, up 2 points from the last survey.
- 18% reported they 'did not know,' up 1 point from the last survey.

The public perception that transportation infrastructure conditions worsened in the last decade, since the 2022 poll, became slightly more polarized with an increased assuredness of transportation infrastructure conditions either ‘getting better’ or ‘getting worse’ by a rate of 2-points in either direction. At least one-third (33%) reported comparatively that the road and bridge infrastructure conditions are perceived to be worsening (which was also up 2 points from the 2022 poll), while ‘getting better’ held at just 16% in total. Moreover, those reporting ‘about the same’ eroded by 5-points from the 2022 to 2024 poll. Overall, these results indicate that public confidence in roadway and bridge infrastructure conditions continue to wane, slightly.

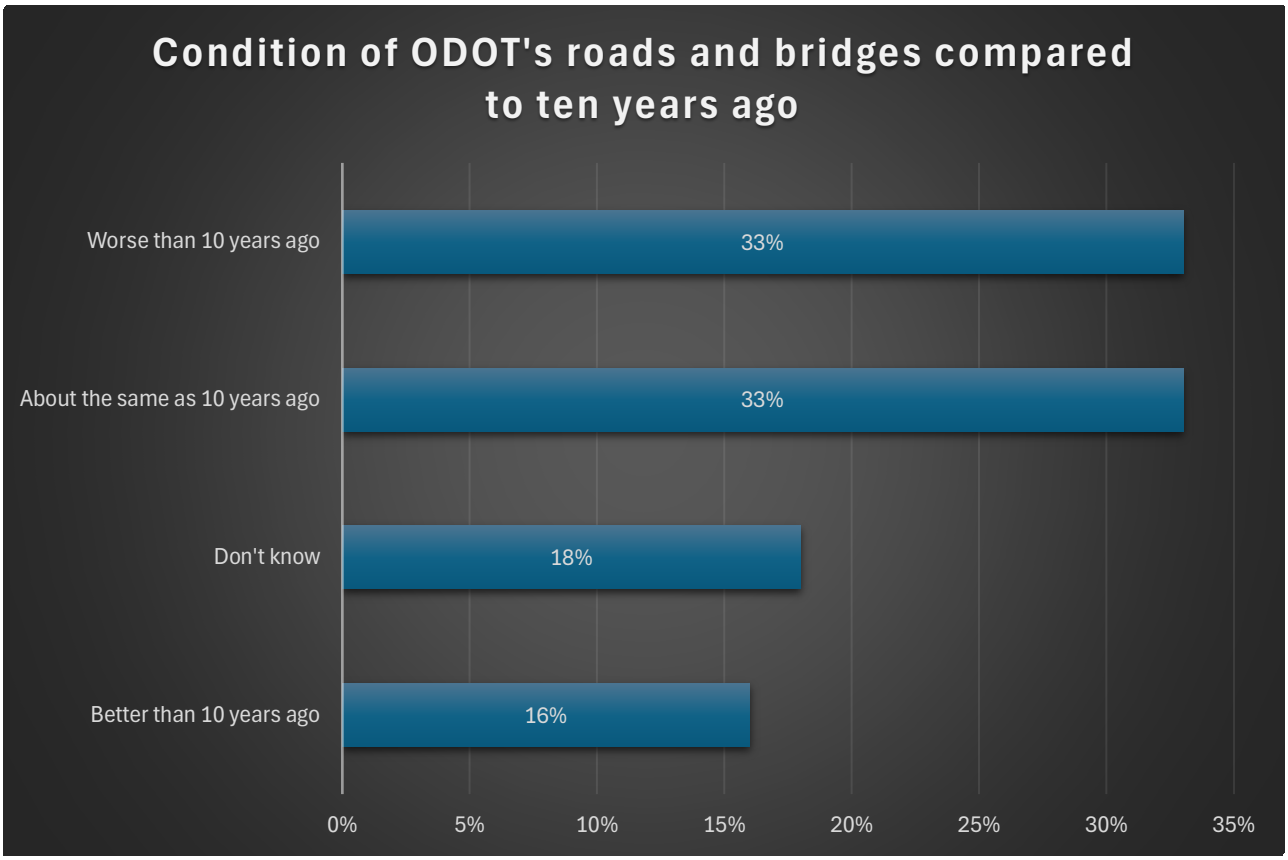

Figure 2.6: Condition of ODOT's roads and bridges compared to ten years ago

2.5.2 Climate, EV Adoption & State Transportation Infrastructure

A question first posed two surveys ago asked respondents if changes in our climate are affecting transportation in Oregon. 58% of the respondents strongly or somewhat agreed that it was, with 33% somewhat or strongly disagreeing; 9% responded as unsure or didn't know (see Figure 2.10 below regarding Q5).

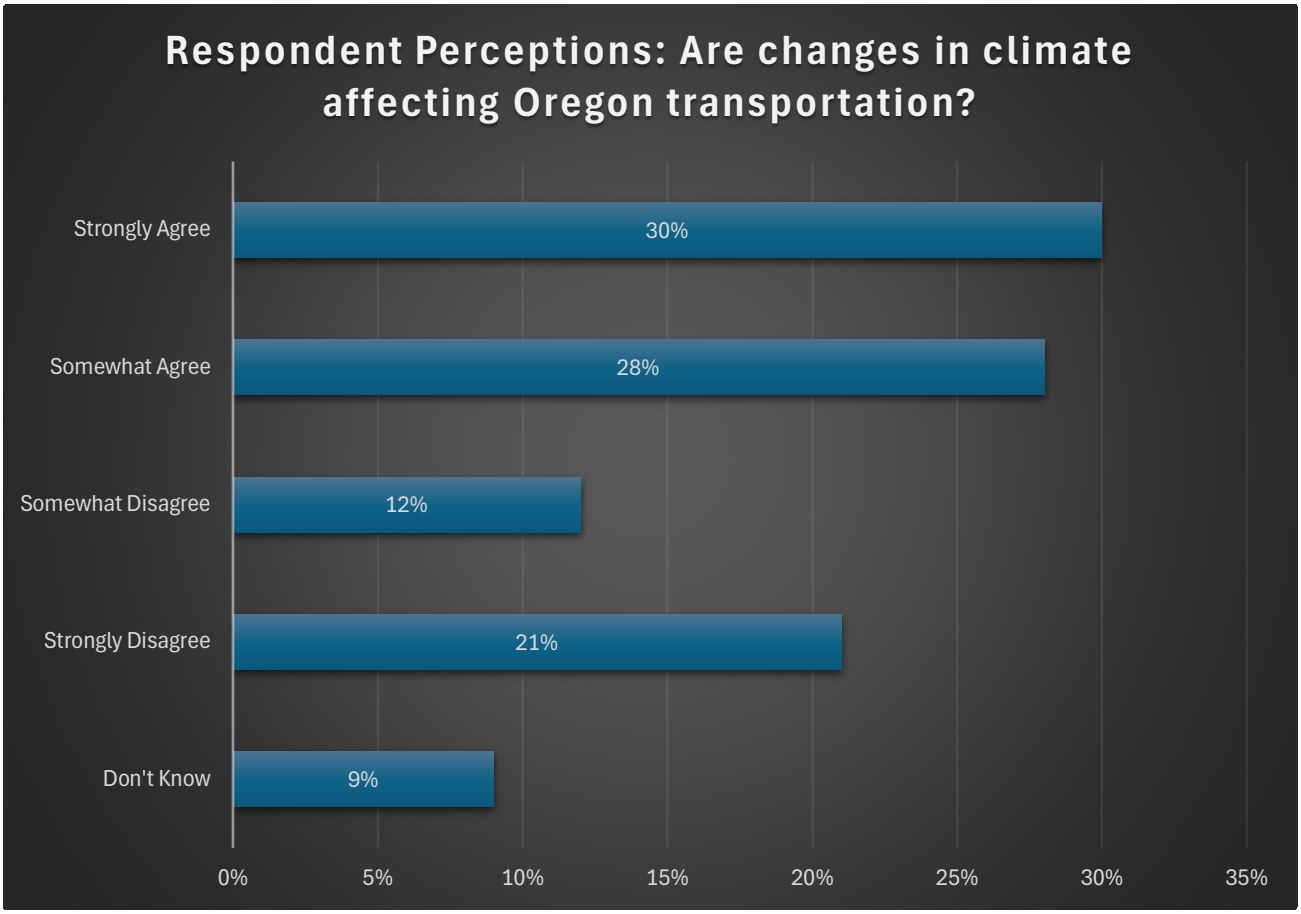

Figure 2.7: Respondent Perceptions: Are changes in climate affecting Oregon transportation?

Respondents were also asked, "how much do you agree or disagree with this statement: "ODOT is doing enough to adapt to transportation challenges brought on by changes in our climate." 24% somewhat or strongly agreed with this statement, while 36% somewhat or strongly disagreed with this statement. 20% responded that they did not know, while 20% responded that they do not believe that climate change affects transportation infrastructure in Oregon, as shown in Figure 2.11 (Q6).

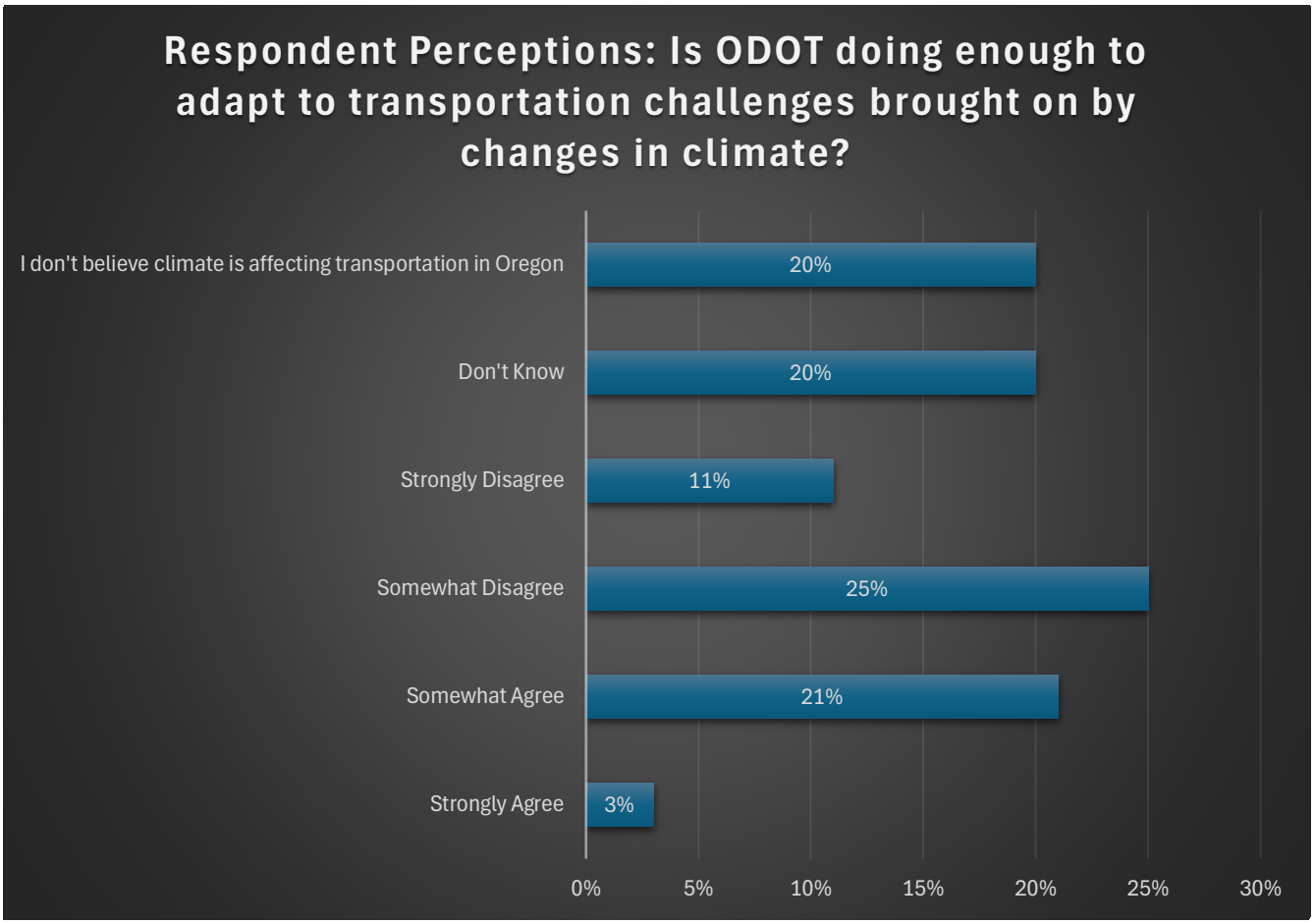

Figure 2.8: Respondent Perceptions: Is ODOT doing enough to adapt to transportation challenges brought on by changes in climate?

On EV adoption, 4.6% of respondents reported that they drove an all-Electric Vehicle (EV), up +1.2% from the previous poll (Q13). For those owning/ driving an all-EV, 62% stated they would drive their all-EV more if the number of EV charging stations was increased (up +2% from the last poll, Q13a). For those who said they did not own or drive an all-EV, 31% indicated they would drive an all-EV if more electric charging stations were available (a drop of -15% from the 2022 poll, Q14).

2.5.3 Traffic Congestion

Respondents were asked to rate the seriousness of traffic congestion in their community in Q23. For the state as a whole:

- Nine percent did not think that their local traffic congestion was a problem at all (-5% decrease from 2022).
- 41% thought traffic congestion was a minor problem (+3% increase from 2022).
- 32% saw traffic congestion as a somewhat serious issue (-2% decrease from 2022).

- 16% thought that their local traffic congestion was a very serious problem (+3% increase from 2022).

These results varied from region to region (Figure 2.12, Q23 by region). ODOT Regions 1 and 4 reported that local traffic congestion was a very or somewhat serious problem more so than the other regions; Region 5 reported that congestion was either no problem at all or a minor problem; whereas, Regions 2 and 3 also reported being less concerned about local traffic congestion.

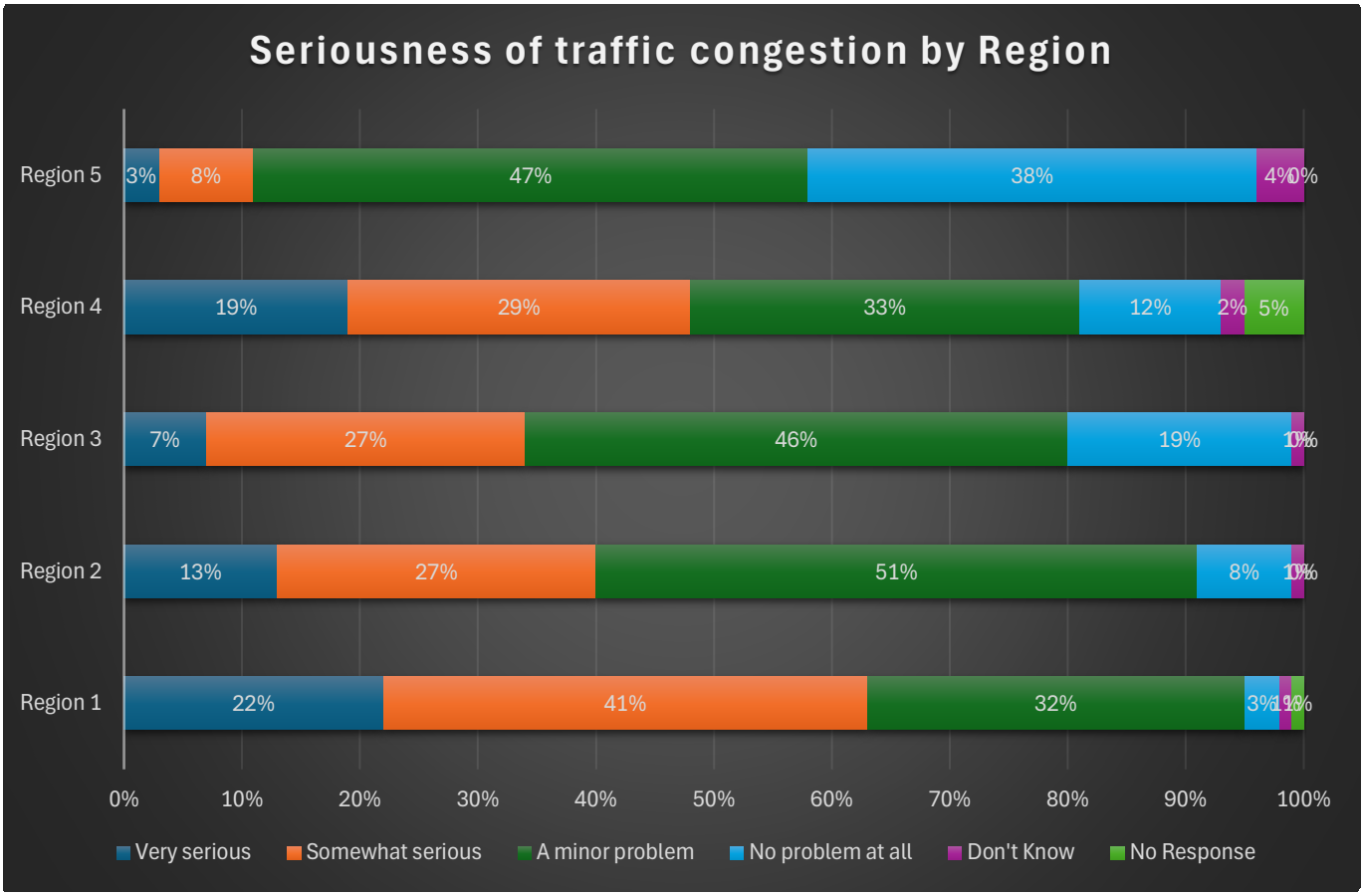

Figure 2.9: Seriousness of traffic congestion by region

Next, respondents were asked to choose between the importance of expanding the highway system to reduce traffic congestion or preserving and maintaining the highways Oregon already has. Slightly less than half of respondents (49%, -7% drop from the 2022 poll) feel that the preservation and maintenance of existing roads is a higher priority than expanding the highway system to reduce congestion.

Regions 1 and 4 (41% & 43%, respectively) were more in favor of expanding highways to reduce congestion than other regions, but support also remained strong in those regions for maintaining existing highways. In Regions 2, 3, and 5, the majority of respondents polled favored preserving and maintaining the existing highways. Similar to the question on traffic congestion, the results varied noticeably between and among those living in different regions of the state (Figure 2.13, Q24, which is broken out by region).

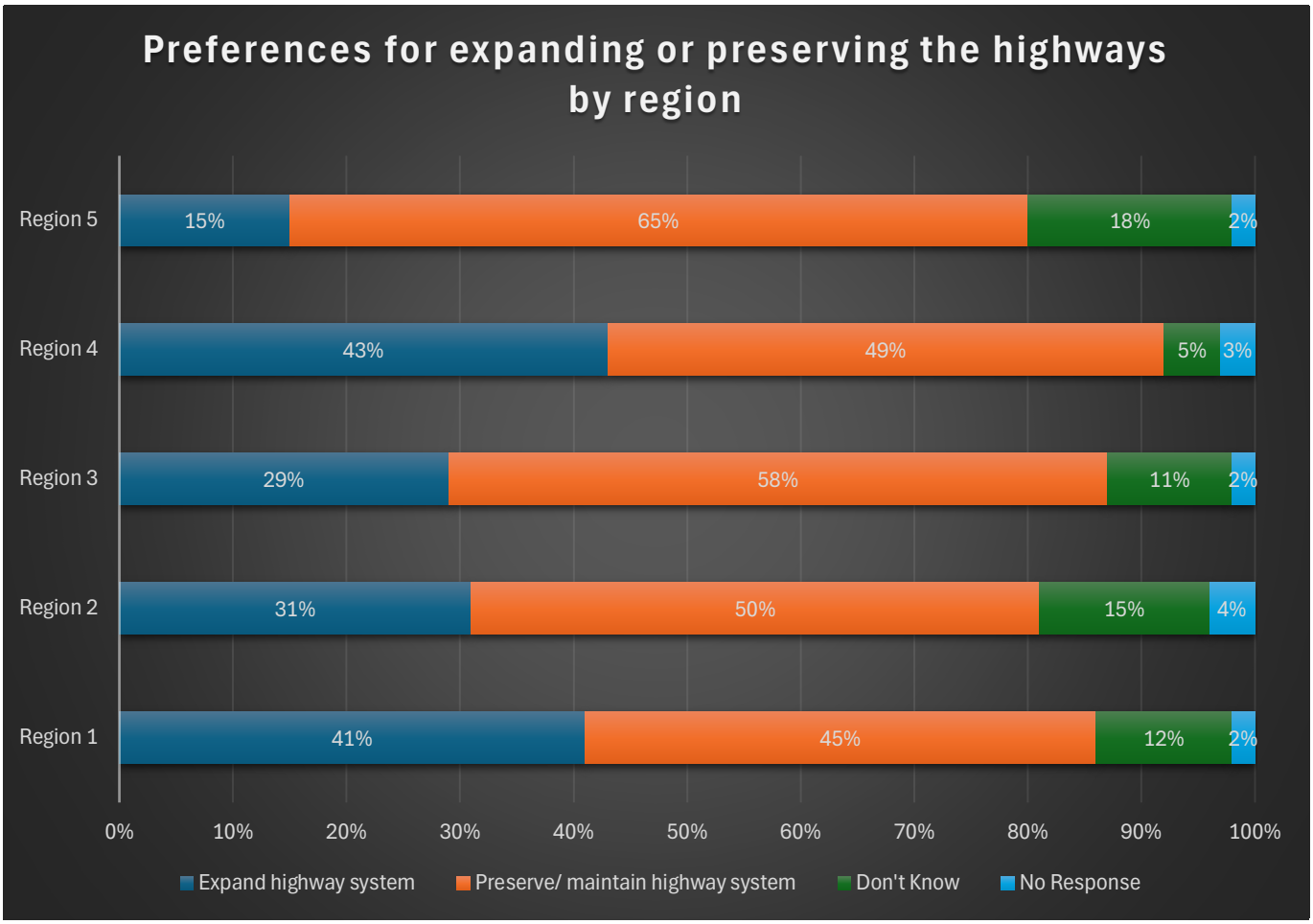

Figure 2.13: Preferences for expanding or preserving the highways by region

2.6 PASSENGER RAIL & TRANSIT SERVICES (AMTRAK CASCADES)

A total of 15% of respondents, an increase of 5 percentage points from the 2022 survey, reported that they had used Amtrak passenger-rail services in the last two years (Q26). Of those who had used Amtrak Cascades train service, 76% stated their ridership increased or stayed the same (Q26b).

For Q26a, respondents who stated they hadn't used Amtrak Cascades service (between Portland and Eugene), were given a list of reasons of why they would not use it. Figure 2.14 (Q26a) on the next page shows most people did not utilize the service as respondents reported that "Amtrak Cascades does not fit my travel needs" (53%). The least chosen reason was that the "current arrival and departure times do not fit my needs" (18%). No response totals were also included in the figure for data transparency, accuracy, explainability, and clarity.

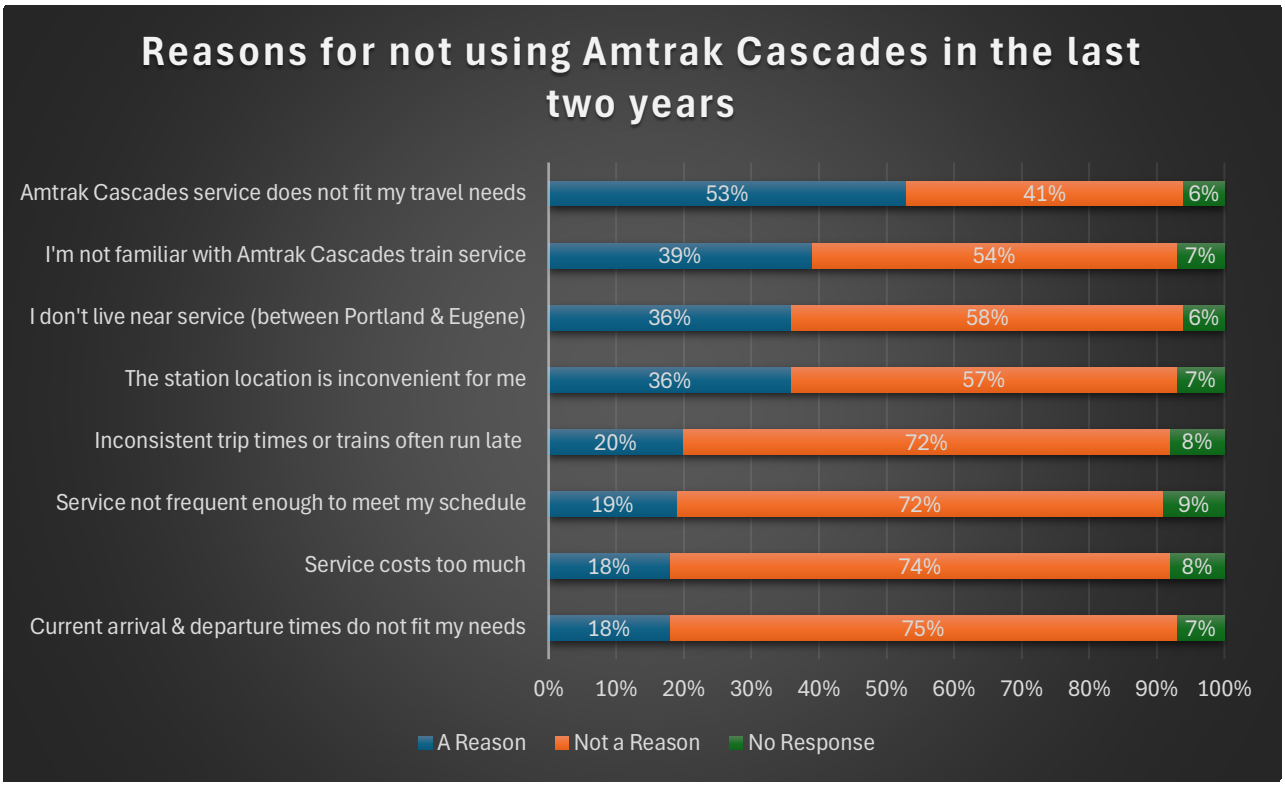

Figure 2.14: Reasons for not using Amtrak Cascades in the last two years

2.7 DRIVER AND MOTOR VEHICLE (DMV) SERVICES

A series of questions was asked about whether respondents who were aware of DMV2U online services, as well as potential future services. 65% of Oregonians were aware of DMV2U online services (a drop by 2 points from 2022, Q28). 67% said they would conduct business with DMV2U in the future (a drop of 6 points from 2022, Q29).

For Q29a, Figure 2.15 shows that the reasons why respondents did not use DMV2U was most likely to be that they preferred to go in person to a DMV office (75%) or pay in cash (53%). The least likely reason was that they had no access to a computer or internet (22%).

When asked if a self-service kiosk would be used to purchase DMV products, 63% (up +1% from 2022) indicated that they would use a kiosk to purchase DMV items (Q30).

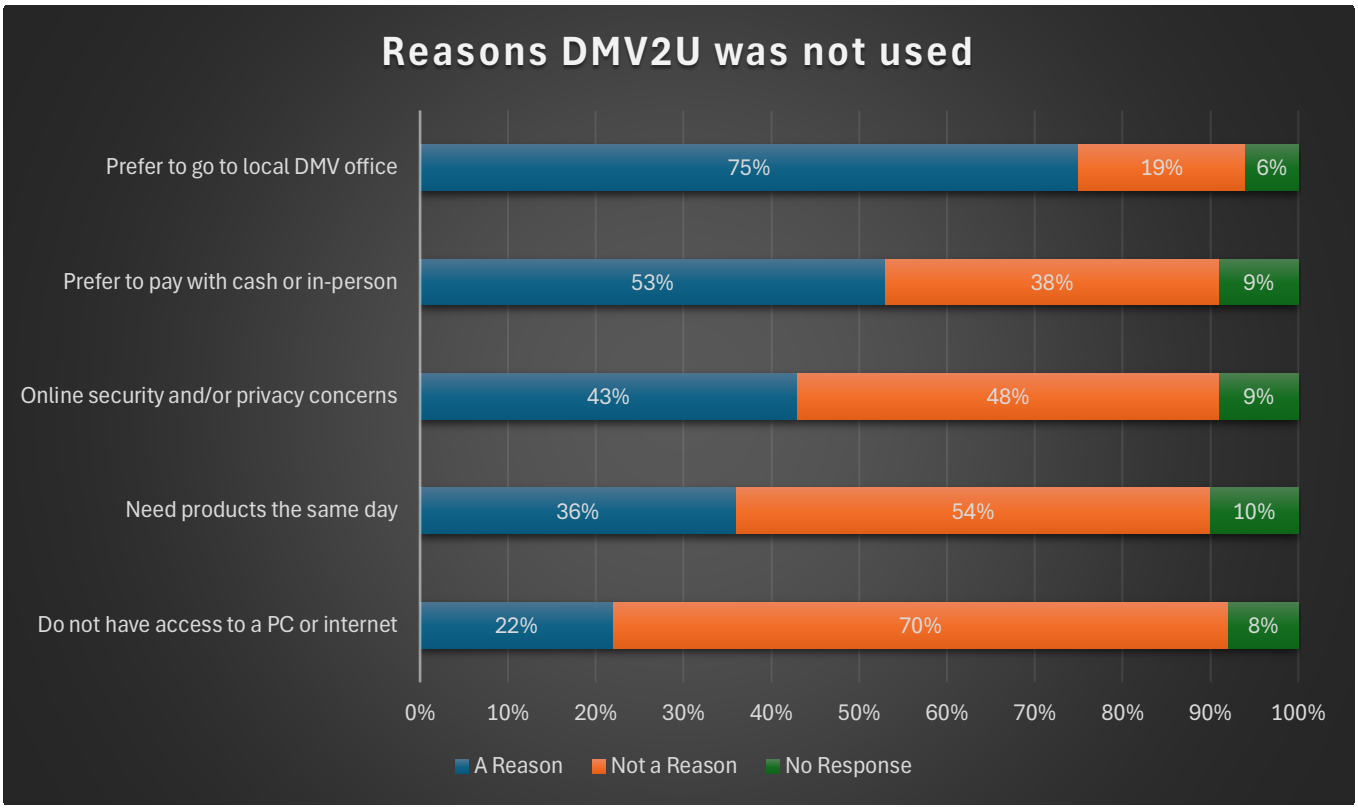

Figure 2.15: Reasons DMV2U was not used

2.8 TRAVEL CHOICES AND BEHAVIOR

2.8.1 Travel Behavior

Nearly all respondents reported that they were licensed drivers at 95%, a negligible change from the 2022 poll. 4% reported that they had no license, and 1% did not respond to this question (Q31).

2.8.2 Commuting Behavior

Of respondents who answered question 35 "do you typically commute to work or school," 57% (up +3% from 2022) said they commuted to work or school, again, this is a three percent point increase from two years ago.

The majority of household respondents (approximately 57%) typically commute to work or school and the survey estimates indicate that it takes an average of 22 minutes to get to work or school (one-way, Q36; comparatively, the median was about 15 minutes); and 12 miles is the average number of miles it takes to travel to reach their place of work or school (one-way, Q37; comparatively, the median was about 7 miles). The average respondent traveled 12 miles to get to work or school one-way, which was a 2-mile up tick from the 2022 poll; and it took them an average of 22 minutes, which was negligible or no change from the 2022 poll.

Mode choice and travel behavior was evaluated for commuting to work or school (Q35a). The most common mode choice for commuting frequently or occasionally to work or school was alone in an automobile (92%, up +2% from the TNIS 2022 poll), the next most common mode was "carpooling in a vehicle with other people" at 38%, followed by walking at 24% (carpooling and walking changed places for the 2nd and 3rd respondent options selected; in the 2022 poll, their rankings were inverted). The least used mode was motorcycle or scooter with 88% of respondents indicating they never use them to commute (see Figure 2.16 below, on Q35a).

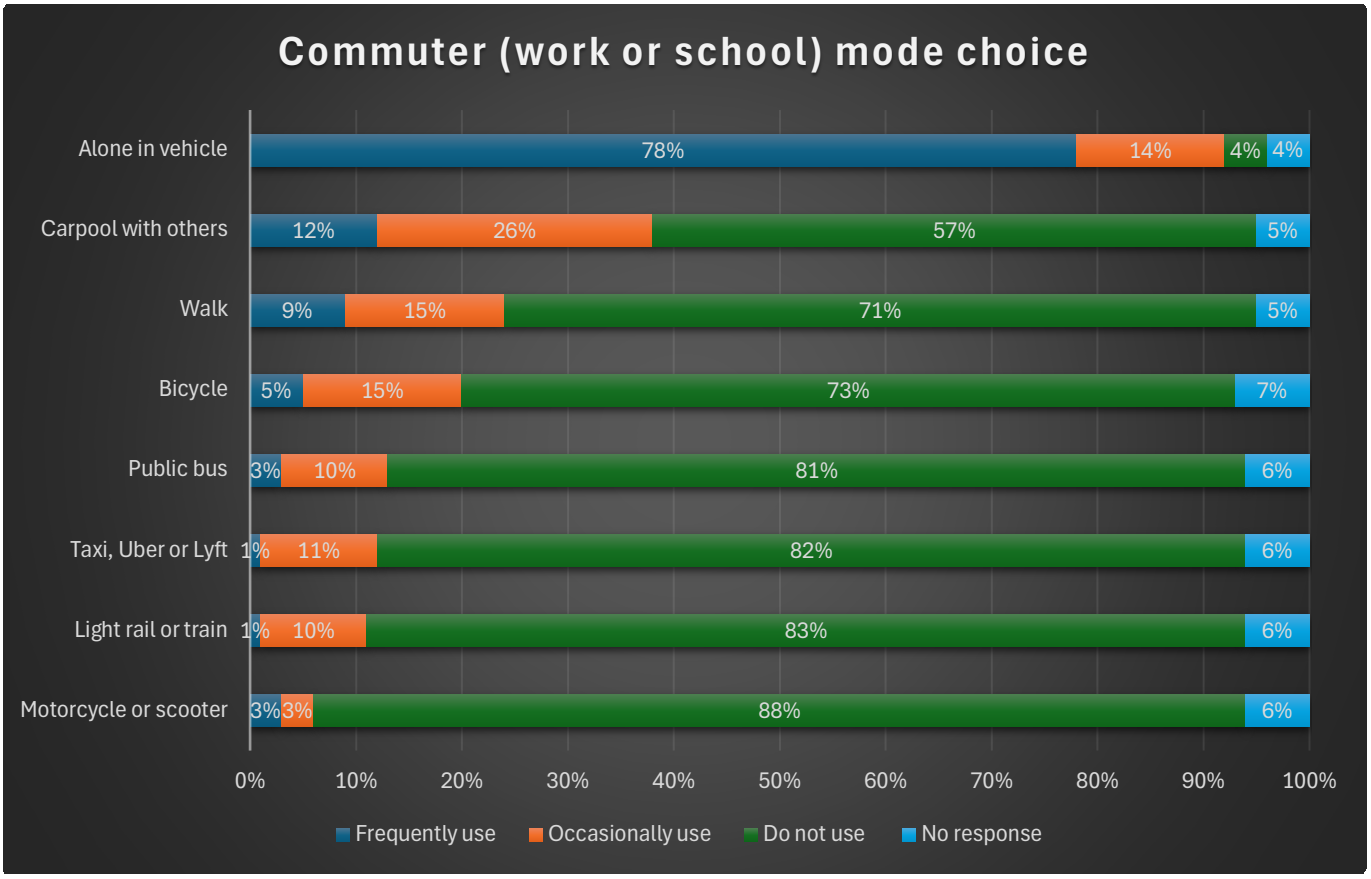

Figure 2.16: Commuter (work or school) mode choice

Respondents were asked whether or not they would change how or when they travel to work or school, based on changes to the transportation system (Figure 2.17, for Q12, on the next page). The majority of people (59%, up +1% from the 2022 poll) said they definitely or possibly would change their behavior if new tolls became required for roads and bridges that they currently use. Again, this was a one-percentage point increase from the 2022 survey. This tolling inducement suggests that there is a willingness for commuters to possibly or definitely change their behavior, if adopted.

About 47% of people responded that they would or might change their behavior if public transit options such as rail or bus-lines were added or improved in their area, a five-percentage point drop from the 2022 poll. When asked if they would change their commuting behavior if biking or walking facilities (bike-lanes, sidewalks) were added or improved in their area, 36% of

respondents said they would not, an eight-percentage point decrease from the previous survey. Suggesting that these types of inducements would not effectively change their opinion or commuting behavior.

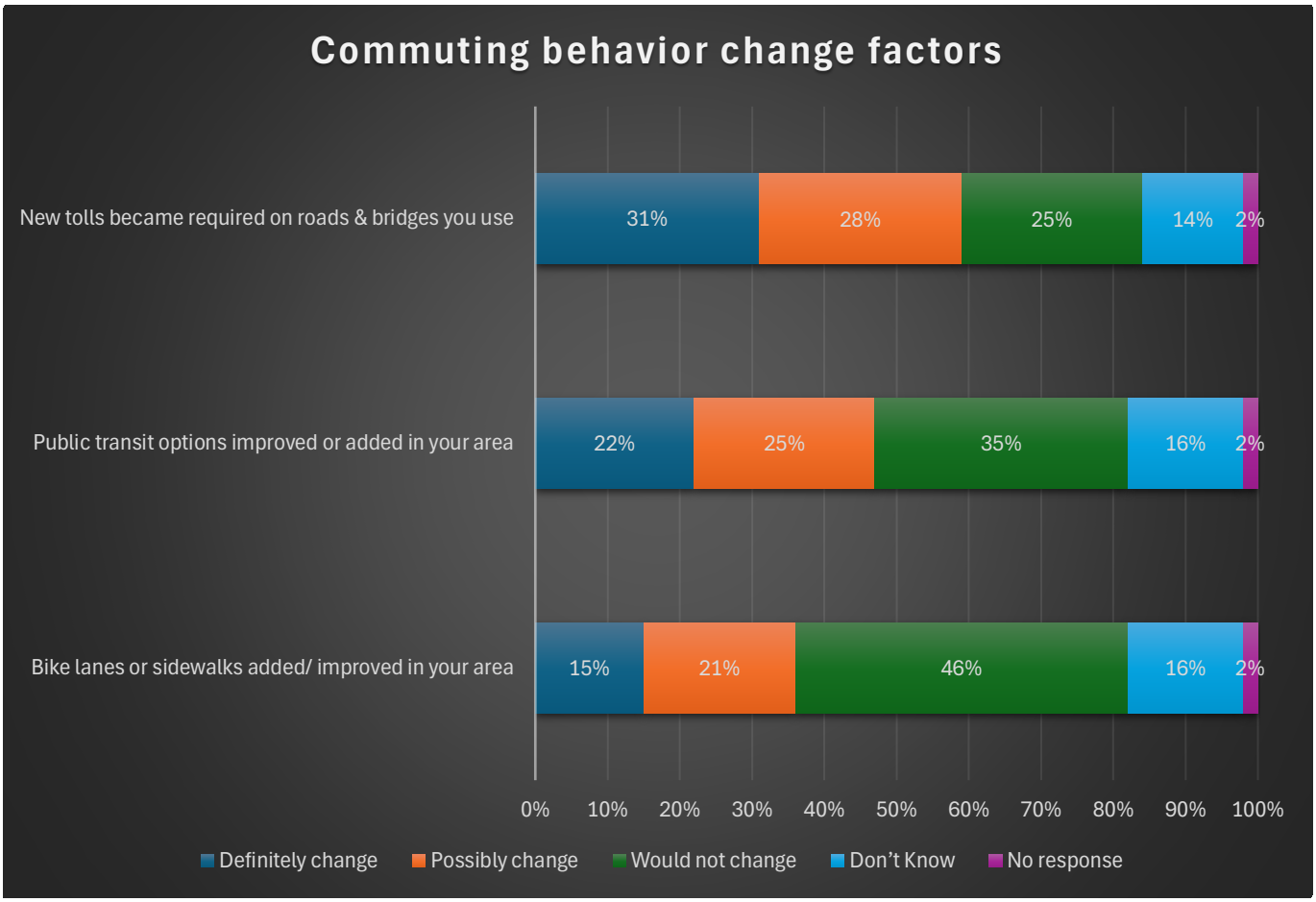

Figure 2.17: Commuting behavior change factors

2.9 OVERALL AGENCY PERFORMANCE

Figure 2.18 on the next page illustrates responses wherein respondents were asked to rate ODOT's overall performance: excellent, good, fair, or poor (Q7). Respondents perceived that ODOT was doing "a good or excellent job" at 34% (a drop of -7% points since the 2022 poll), and a 14%-point drop from four years ago in 2020, and a 20%-point drop from six years ago in 2018. Respondents no longer rating ODOT performance as good or excellent, but it is now rated as fair by 46% of respondents. Also, the rating of poor increased by 2%-points, since the 2022 poll.

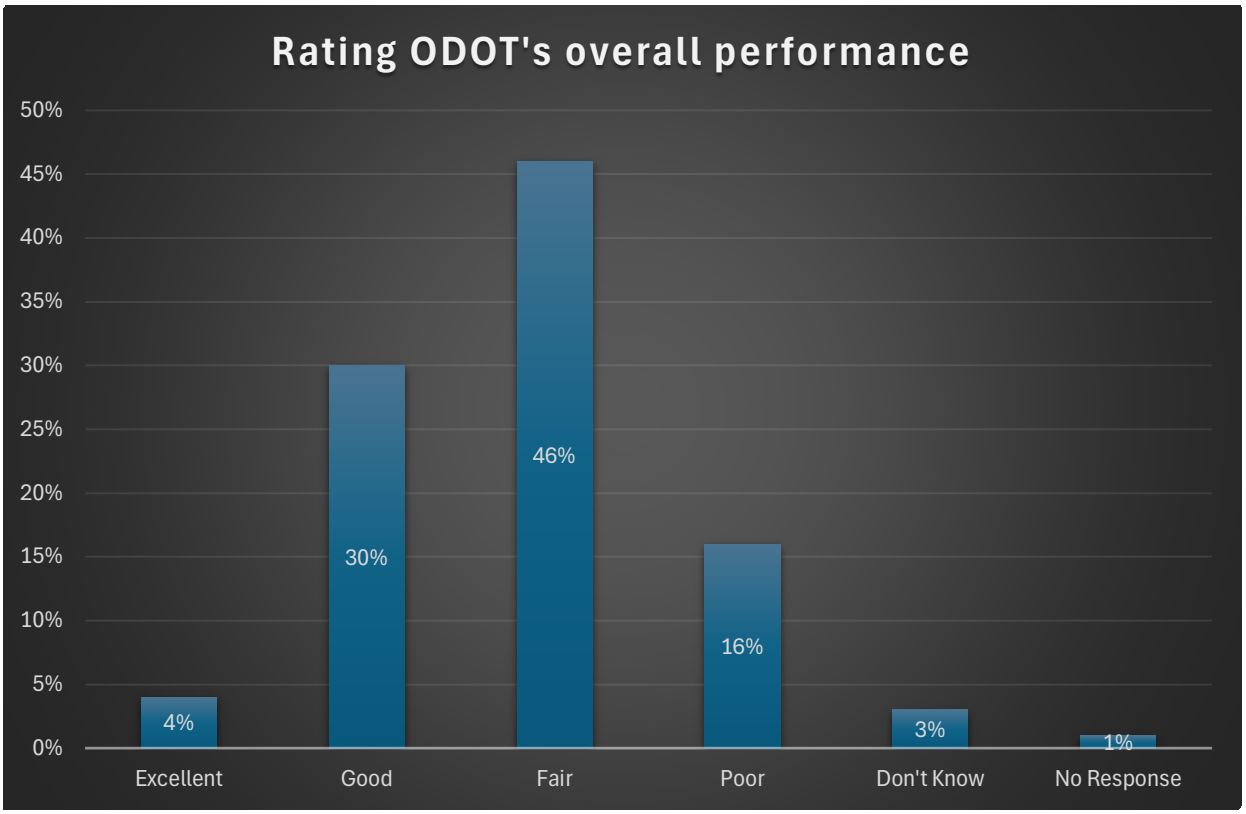

Figure 2.18: Rating of ODOT's overall performance, statewide

Figure 2.19 below shows how each region feels about the overall job ODOT is doing (Q7). Region 4 gave ODOT the highest marks at 55% (a drop of -3% points from the 2022 poll), while Region 1 gave the lowest marks for overall performance at only 27% (a drop of -3% points from 2022).

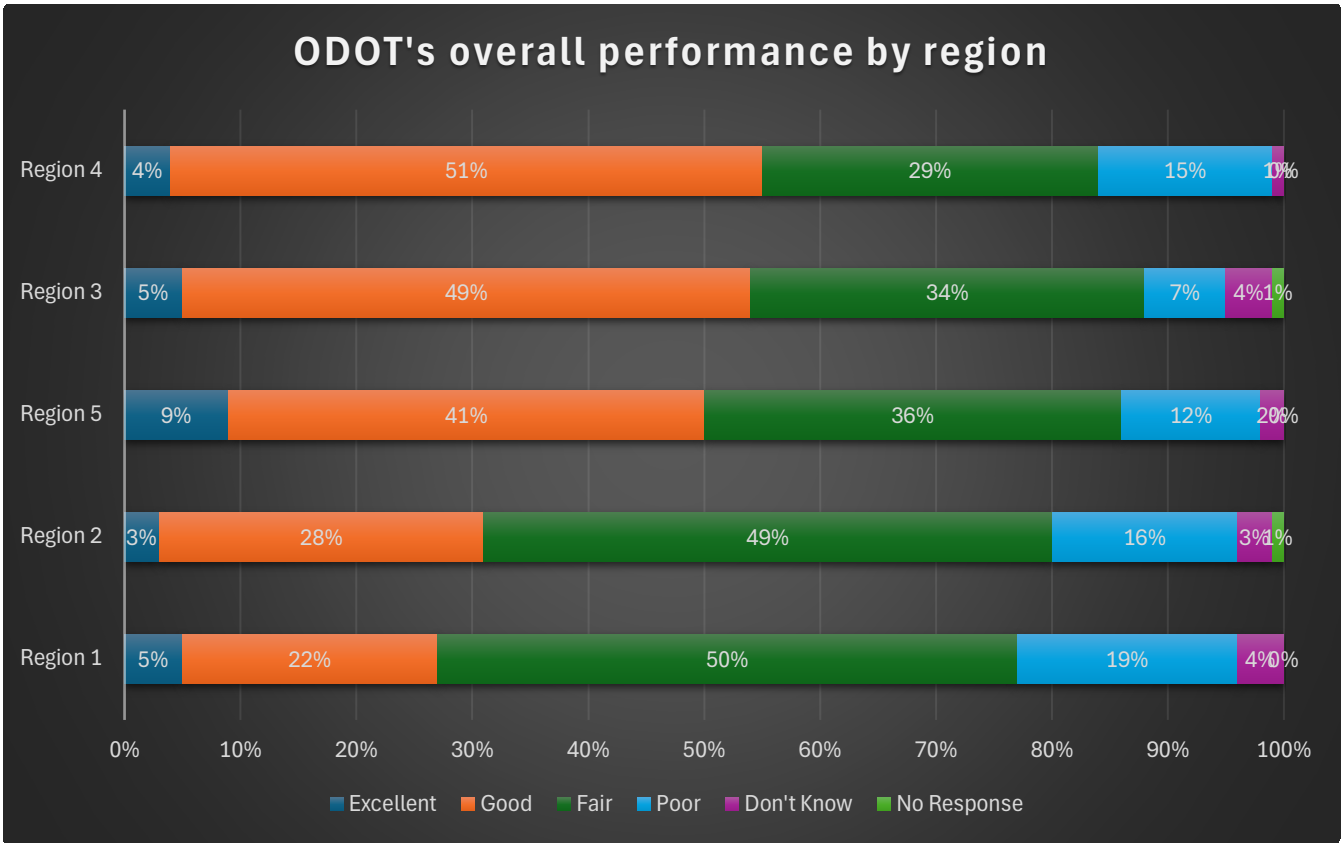

Figure 2.19: ODOT's overall performance by region

3.0 OPINION TRENDS 2006-2024

The following section examines how Oregonian's opinions of the transportation system have varied of over time. Although some survey questions date back to earlier iterations, the trend analysis uses FY 2007 data forward, as these surveys included comparable mail and web modes. In FY 2007 and FY 2009, the survey was also conducted by phone, but the phone data were not used in this analysis, as the phone survey mode was discontinued after FY 2009.

The data presented below is weighted, percentages may differ from previous graphs since "no answer" is included in the analysis, whereas in ***some*** previous graphs it was excluded. This was done to provide consistency across the biennial surveys. Graphs shown here were selected since they showed important changes between the two years.

3.1 SATISFACTION WITH ODOT SERVICES AND ACTIVITIES

The Transportation Needs and Issues Survey consistently asks a number of questions about the level of satisfaction with a variety of ODOT services. Figure 3.1 below (for Q3 on the 2024 survey version) shows the percentage of respondents who indicated they were "very satisfied" or "somewhat satisfied" with the ODOT's maintenance activity for each two-year period, which seems to indicate a steady and slow decline. Satisfaction with ODOT's expansion and improvement efforts had been rising until the 2012 survey, but then dropped off. (Figure 3.2, Q3 on the 2024 version, is shown on the next page).

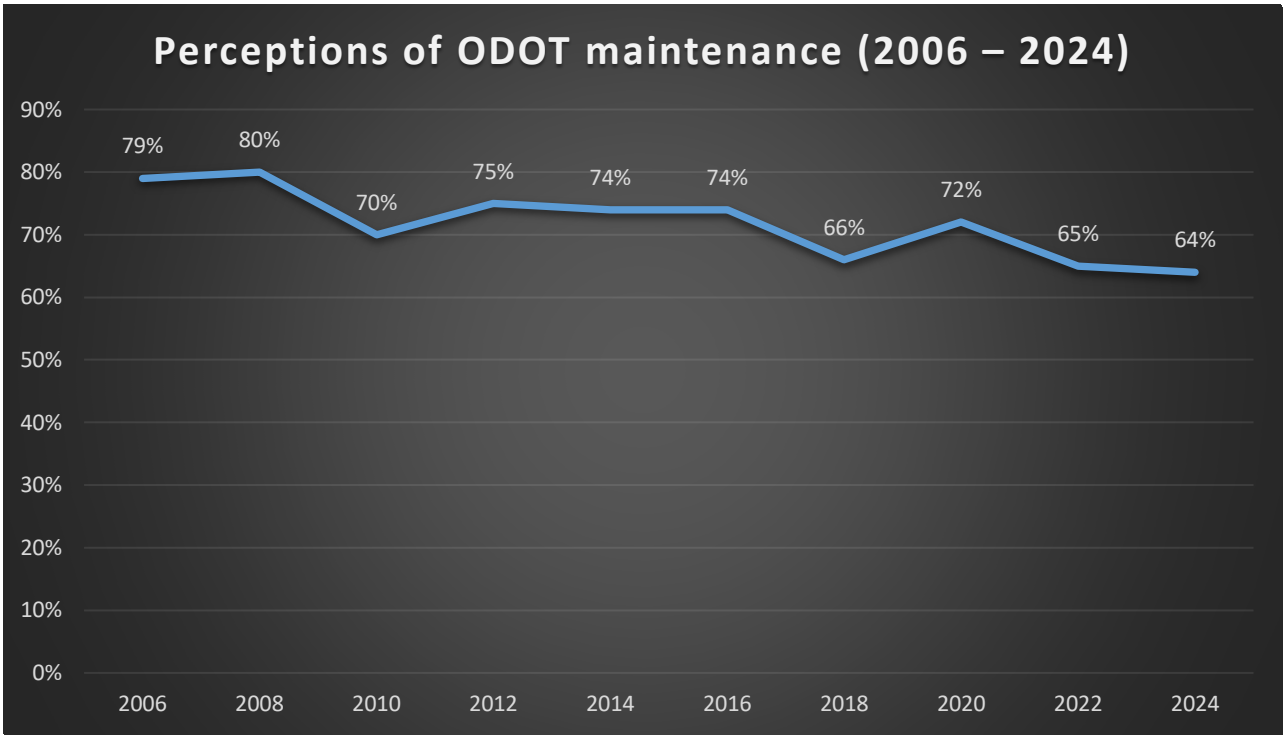

Figure 3.1: Perceptions of ODOT maintenance (2006 – 2024)

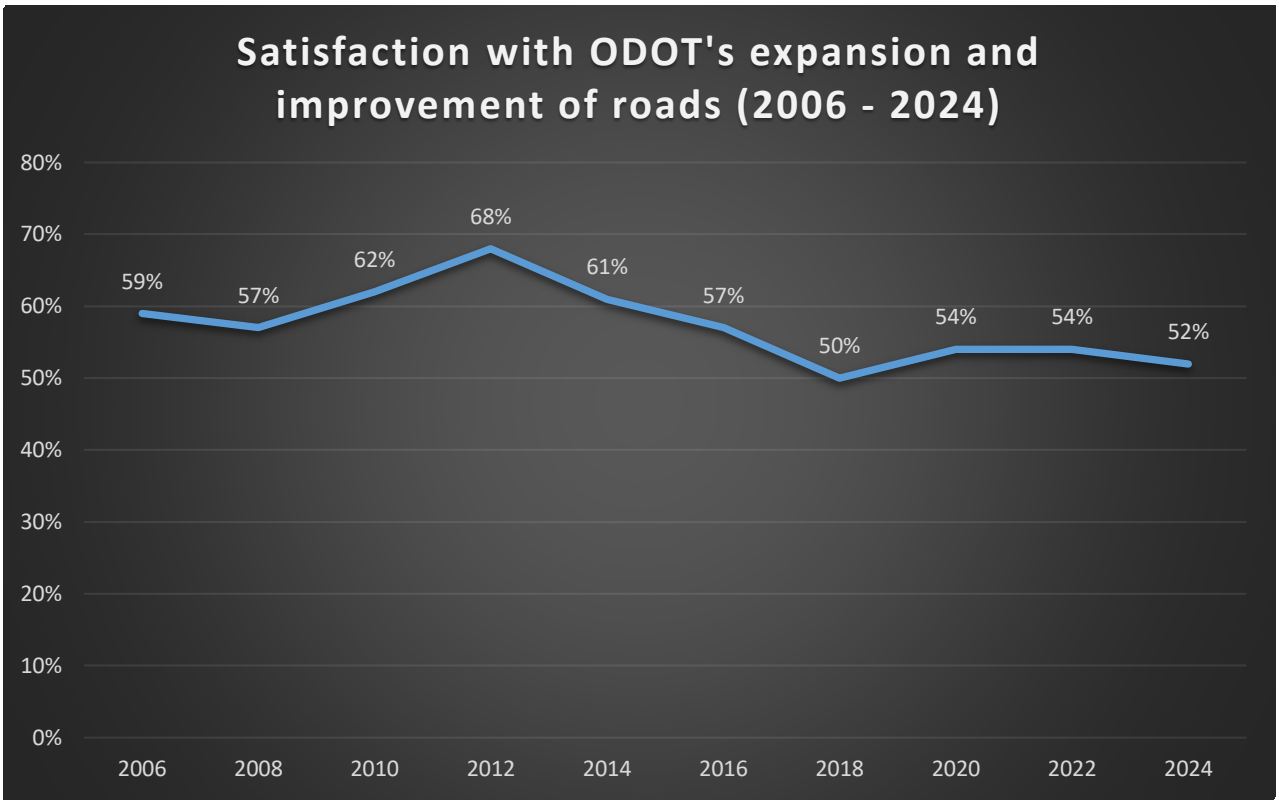

Figure 3.2: Satisfaction with ODOT's expansion and improvement of roads (2006 - 2024)

3.2 FUNDING

Figure 3.3 (Q8 on the 2024 version) on the next page shows respondents who said they get good value from the gas tax has declined almost every two-years the survey has been conducted. The perception of value started out at 59% in 2006 and has declined to approximately 28% in 2024 (a -4% drop from 2022).

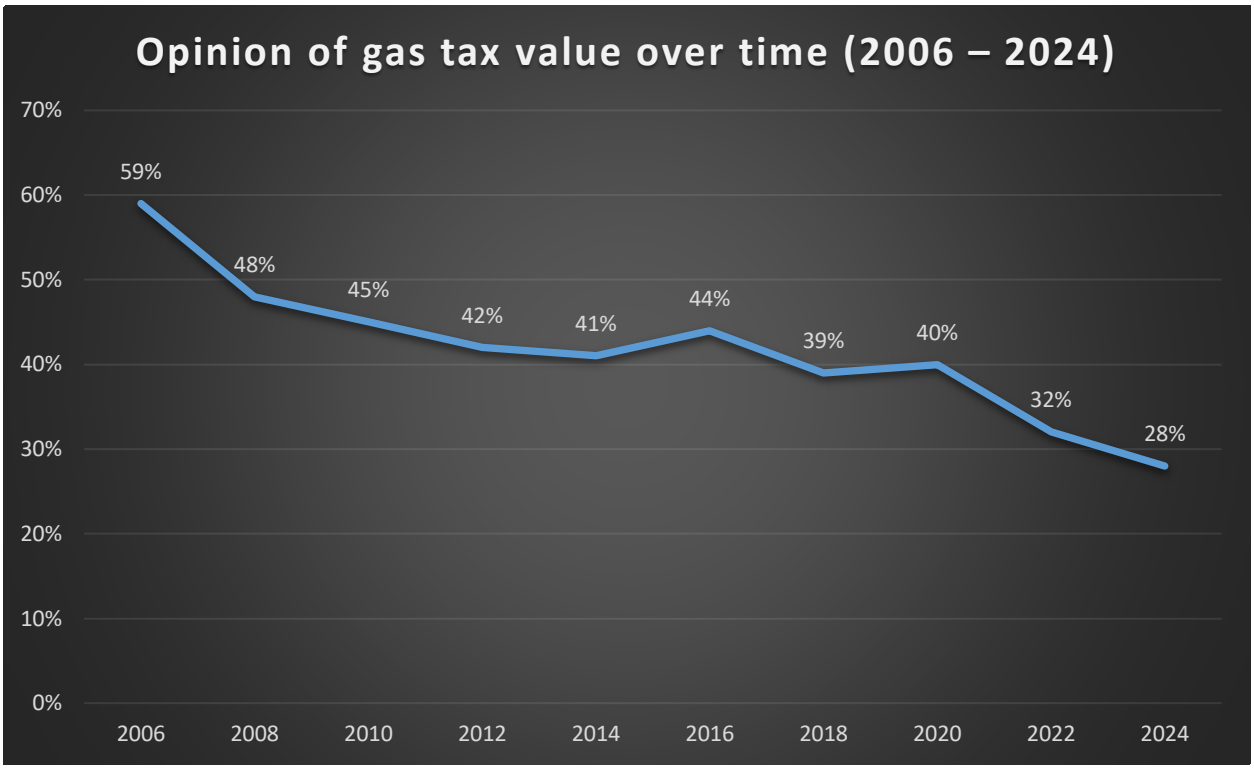

Figure 3.3: Opinion of gas tax value over time (2006 – 2024)

Generally, respondents have felt it is increasingly more important to fund the protection of fish and wildlife habitats (Q25), as seen by the general uptick, until the last four years (-7% drop from 2020), respondents who felt it is very or somewhat important, see Figure 3.4 on the next page. Overtime, support has varied but remains strong and predominantly above 80%.

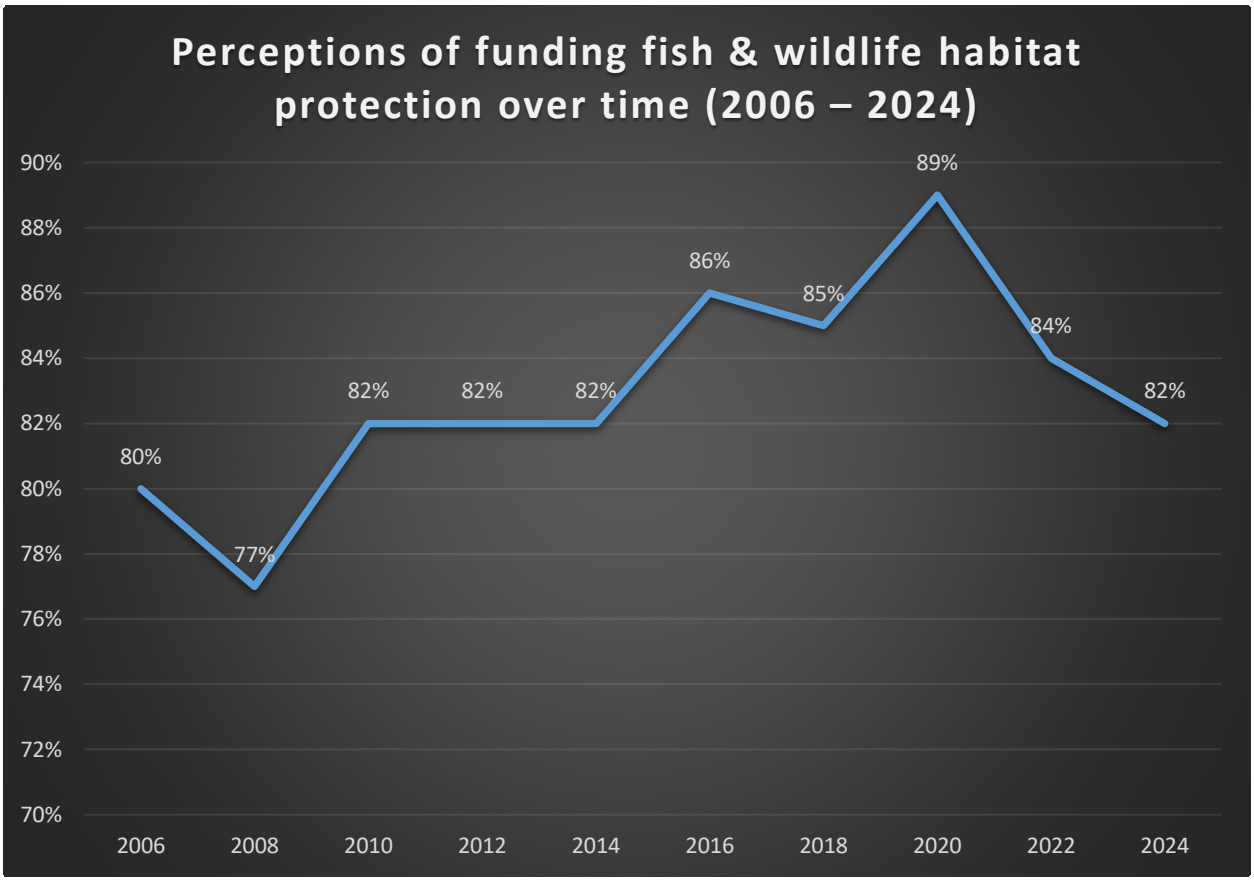

Figure 3.4: Perceptions of funding fish & wildlife habitat protection over time (2006 – 2024)

When asked if funding the maintenance of Oregon's highways, roads and bridges that the state ***has now*** was very or somewhat important in Q25, respondents reacted to the 2008 Great Recession by saying it was less important, but in the times since then it has generally trended upward in importance, until this year, and is now at 79% in Figure 3.5 on the next page.

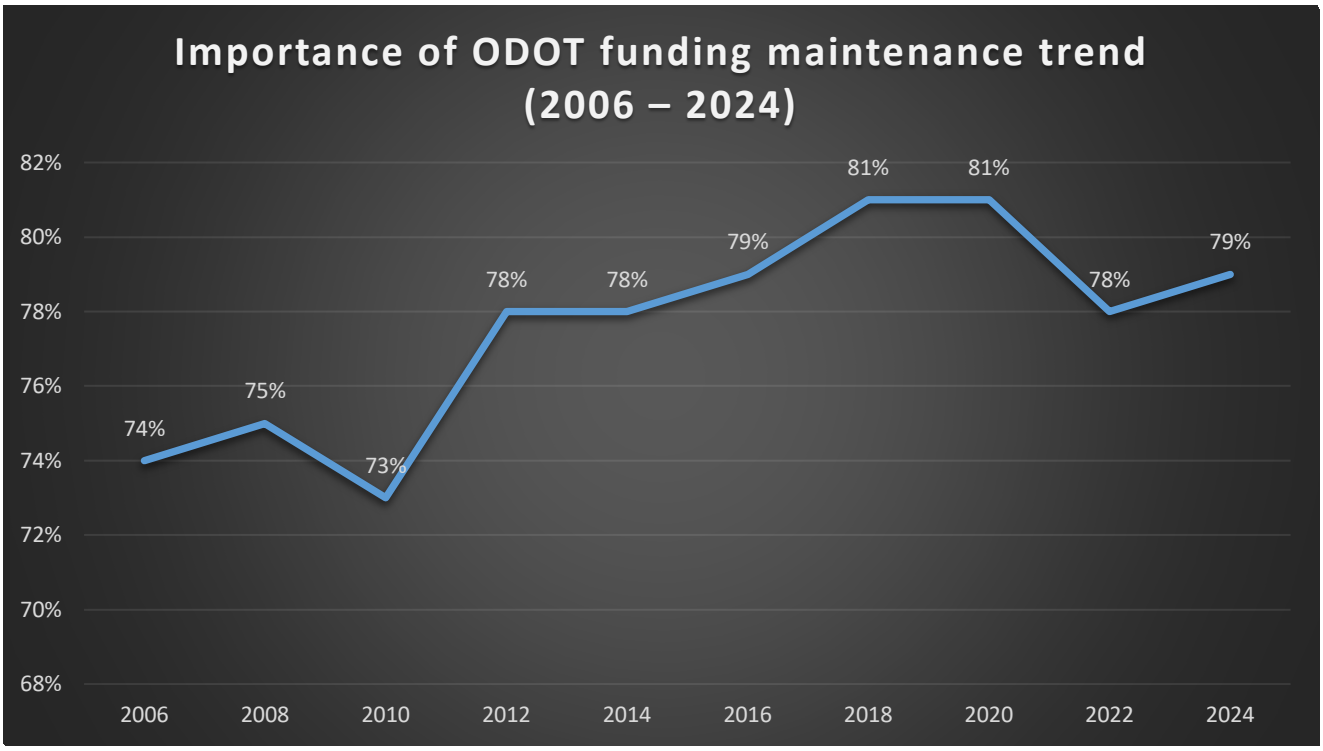

Figure 3.5: Importance of ODOT funding maintenance trend (2006 – 2024)

3.3 OVERALL AGENCY PERFORMANCE

Each Transportation Needs and Issues Survey has asked (Q7): "Overall, how good [of] a job do you think the Oregon Department of Transportation is doing?"–Excellent, good, fair, poor, or don't know. Respondents who reported that ODOT was doing a "good" or "excellent" job gradually declined from 2006 to 2016, the last four surveys have shown an even steeper decline depth in the perceptions of ODOT's overall performance, see Figure 3.6 (Q7) on the next page.

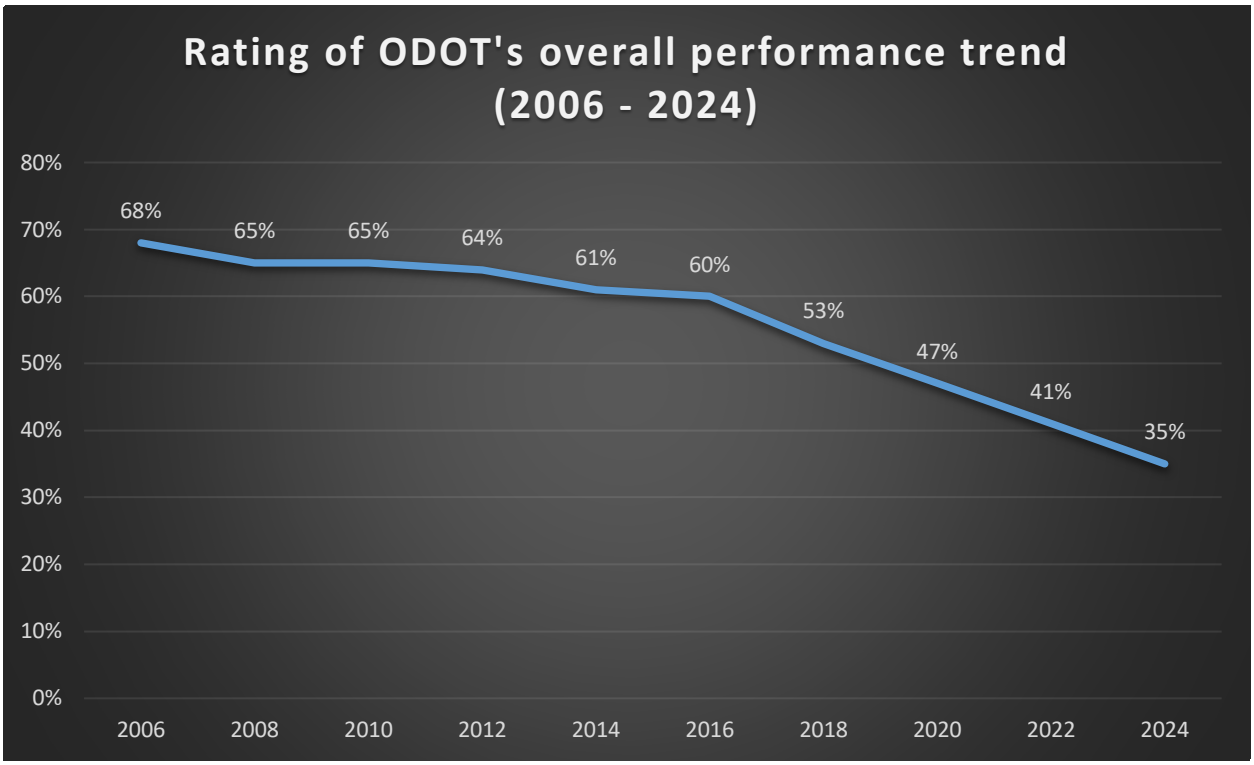

Figure 3.6: Rating of ODOT's overall performance trend (2006 - 2024)

3.4 ROADWAY CONGESTION TRENDS

After declining for several years, the percentage of respondents who felt traffic congestion in their community was very or somewhat serious decreased from 2006 to 2012, then increased for the three straight years, but dropped eight percentage points in 2020, and four more in 2022 as seen in Figure 3.7 (Q23) on the next page. In 2020, Oregon was in various states of being shut down due to the COVID-19 pandemic. Traffic volumes were down from 10% to 20% on average statewide during this time. This could be part of the reason respondents perceived traffic congestion was not as much of a problem as it had been previously. The current decline may be linked to telecommuting and a greater number of people seeking alternative transportation options. Respondent averages still continue to vary around 50% for those that reported somewhat or very serious concerns regarding traffic congestion persisting as a community problem at 48% in 2024.

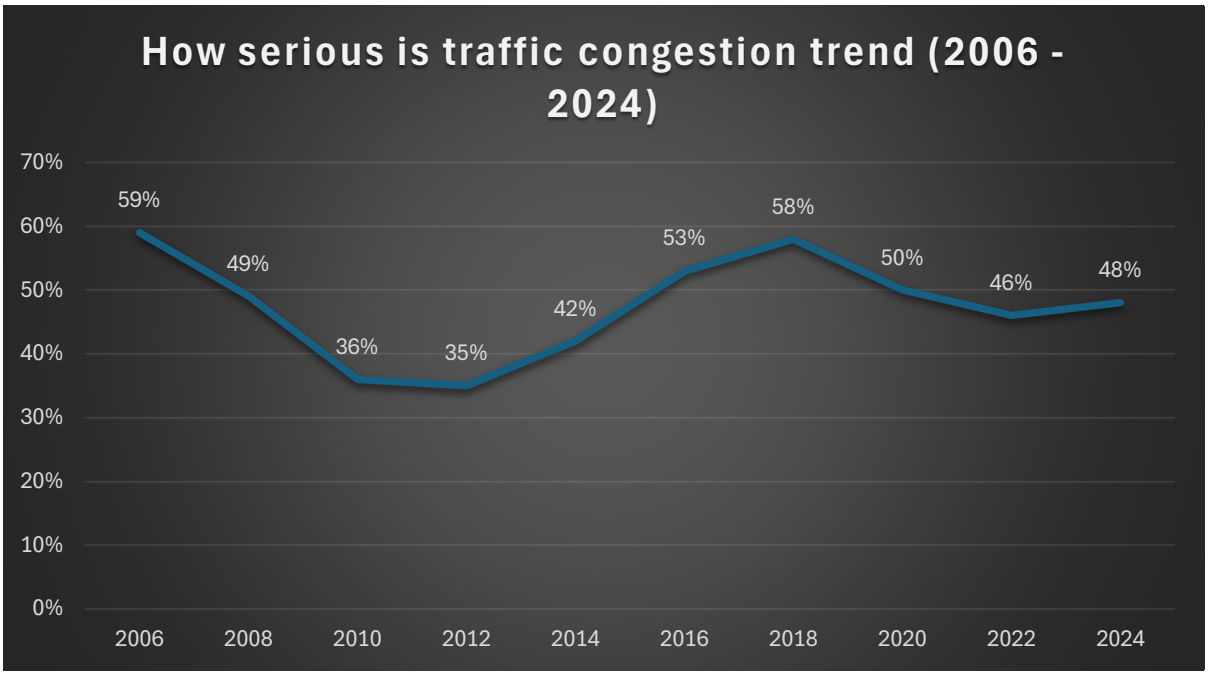

Figure 3.7: How serious is traffic congestion trend (2006 - 2024)

Respondents were asked an either-or choice if they perceived that it was more important to either (a) expand the highway system to reduce congestion or (b) preserve and maintain the highways Oregon already has in Q24 of the survey. Figure 3.8 on the next page shows that since 2012 and up until 2018, Oregon residents felt it is of increasing importance to expand the highway system, but possibly again due to reduced traffic volume due to the pandemic feel it has less importance. In 2024, support for expansion was 35%.

Figure 3.9 on the next page shows a corresponding increase in the percent of respondents who feel it is more important to preserve the highways we already or currently have. After being almost evenly split on this opinion in 2018, respondents now lean toward preserving and maintaining the highways that the State already has versus highway expansion at 49% to 35%, respectively (a narrower, marginal difference than in years past).

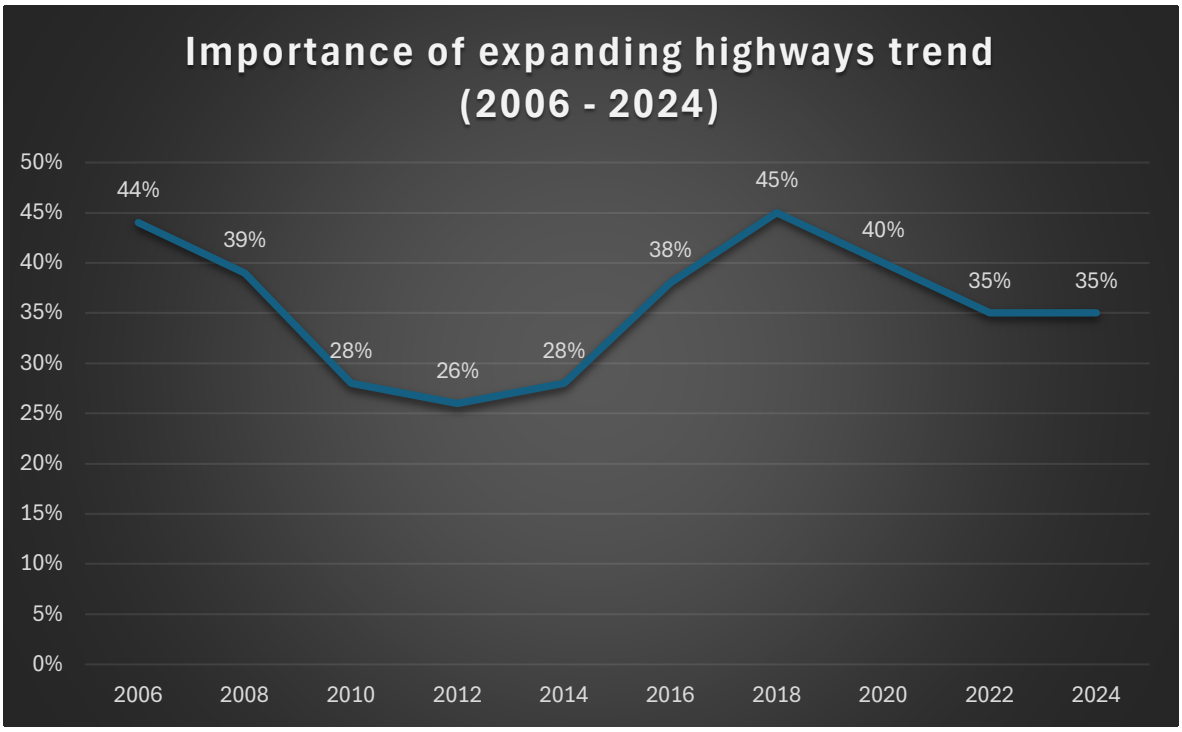

Figure 3.8: Importance of expanding highways trend (2006 - 2024)

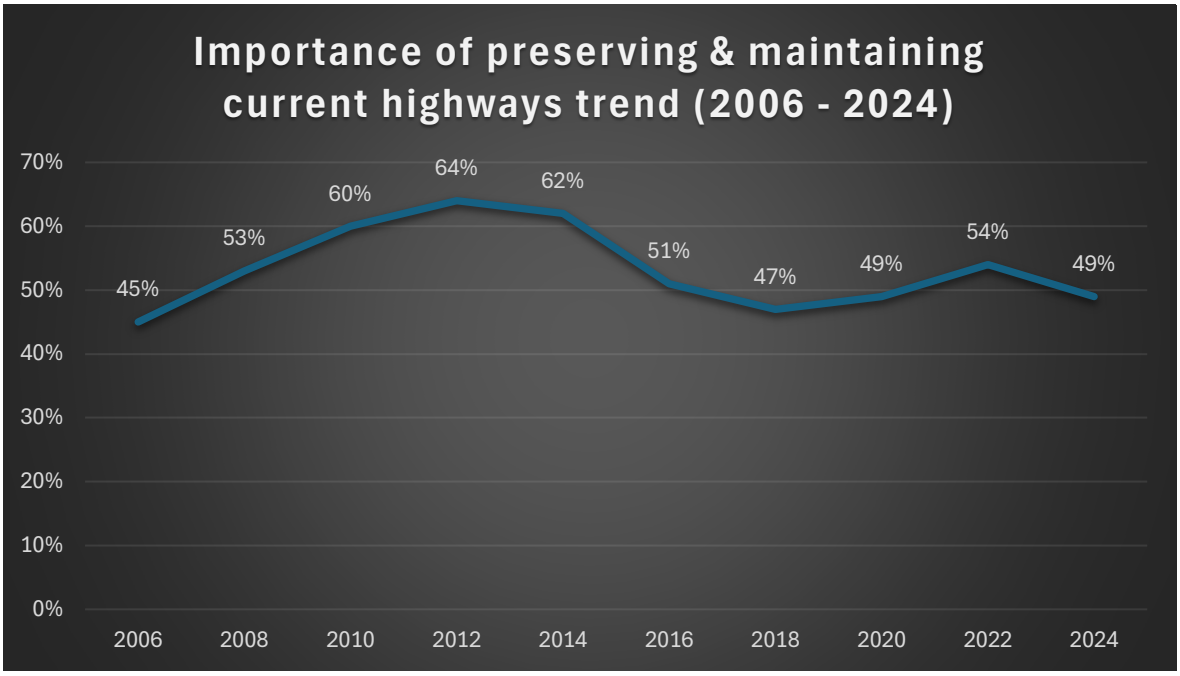

Figure 3.9: Importance of preserving & maintaining current highways trend (2006 - 2024)

3.5 PUBLIC TRANSIT TRENDS

This section looks at significant trends seen in community public transit service use and satisfaction. Figure 3.10 below (corresponding to Q17) shows that after years of level or stable local community public transit use, there was a drop in 2020, likely due to the COVID-19 pandemic restrictions imposed during this time that the poll was conducted, but public transit use rebounded from those declines and rose above previous usage levels that typically hold steady in 2022 and 2024, at 18% and 20%, respectively. This trend suggests that there is a rising need for expanded public transit services in the State of Oregon.

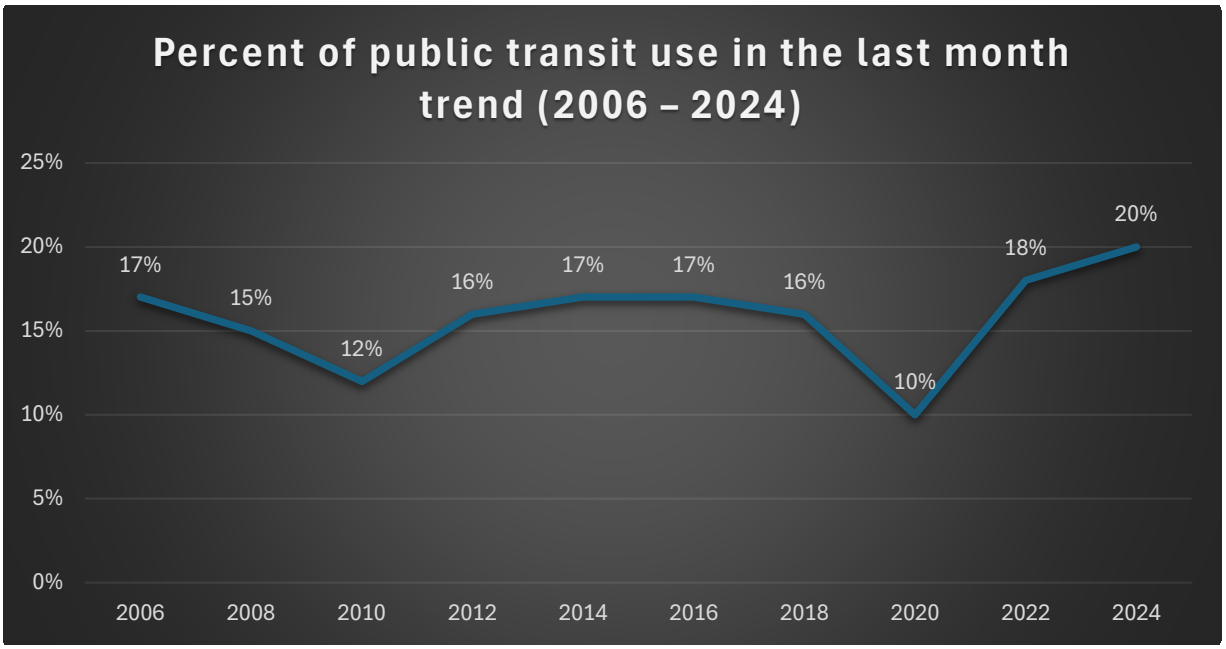

Figure 3.10: Percent of public transit use in the last month trend (2006 – 2024)

After a moderate drop in satisfaction in the 2008 survey (70%), satisfaction with local community public bus service transit has seen a slow, but steady increasing rebound until 2022, where it dropped to 76%. However, satisfaction rebounded to 84% in 2024 (shown in Figure 3.11, Q17a, on the next page). Suggesting a need to bolster local community public bus service transit safety and comfort for rider satisfaction in the future.

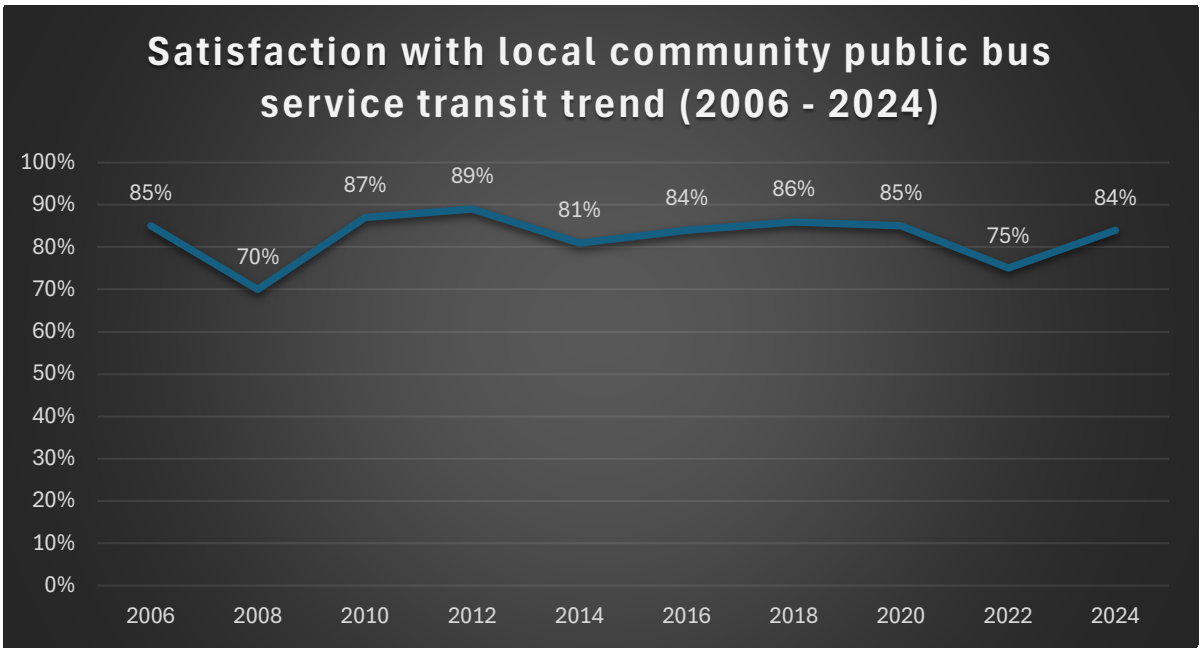

Figure 3.11: Satisfaction with local community public bus service transit trend (2006 - 2024)

3.6 RESPONDENT COMMENTS

Comments generally focused on congestion in metro areas, studded tires, the increase in rural speeding, and that there is not enough frequent and on-time public transit (no more than 15-minute pickup times between rail stations and bus stops). Several comments pointed out that there is more to the state than the Willamette Valley and additional funds should be spent on coastal, mountainous, eastern and southern areas of the state as well; other comments also called for improving rail service on east-to-west running corridors, as well as bringing back Amtrak more substantially.

4.0 CONCLUSION: RECOMMENDATIONS & LIMITATIONS

The Transportation Needs and Issues Survey is conducted to assess the opinions of Oregonians regarding the state transportation system. The FY 2025 survey was the 17th iteration of this survey in this series. Restrictions due to Covid-19 were even more relaxed by the time this survey came out than in 2022; however, remote work preferences by employees continue to defer regular daily and weekly commutes into an office location, while traffic volumes have mostly returned to pre-pandemic levels in the summer of 2024. The FY 2025 survey results were fairly consistent with past needs and issues surveys and reflected mixed public opinions and perceptions, whether the respondents were well-informed or were low information respondents.

Public optimism tends to be lacking. Even fewer respondents again felt ODOT was doing an excellent or good job overall, as that rating has continued to decline. Additionally, there is also the public perception that road and bridge conditions continue to deteriorate as well.

The number of respondents who felt they get good value from the gas tax and license/ registration fees they pay increased, which simply does not reflect the current and actual reality of dwindling fiscal structures for Oregon's transportation infrastructure. This suggests a lack of public knowledge surrounding the inadequacy and devaluation of Oregon's gas tax as a revenue funding stream as we move into the future.

There was quite a bit of uncertainty (33%) about whether current (gas tax) funding is adequate to maintain the roads and whether tolls would be a fair way to fund the system, though support for tolls dropped by -6%, and support for mileage fees dropped by -5% from the 2022 poll, while respondents preferring an increase in the gas tax rose +3% from the 2022 poll. Respondents in Region 1 (the Portland metro area) were much more likely to support tolls than other areas of the state.

A large majority of commutes (92%) are done alone in an automobile on either a frequent or occasional bases. This suggests that future iterations of this survey focus on understanding the effect that telecommuting has on multiple fronts, environmentally, socially and economically.

47% of people responded that they would definitely or possibly change their behavior if public transit options, such as rail or bus lines, were added or improved in their area, a five-percentage

point drop from the 2022 poll. When asked if they would change their commuting behavior if biking or walking facilities (bike-lanes, sidewalks) were added or improved in their area, 36% of respondents said they would not, an eight-percentage point decrease from the previous survey.

The 2025 Transportation Needs and Issues Survey was conducted to gauge the opinions of adult respondents across the state of Oregon on many aspects of the transportation system that are stewarded and managed by ODOT as a state agency. This survey was conducted in the late spring and summer of 2024 (approx. May thru August).

Regarding limitations, these survey study results have a somewhat reasonable probability of being *marginally* representative of the views of all Oregonians; but *not completely representative*. Therefore, more representative sampling efforts should be expanded, and fiscal support should be increased to ensure the most representative sampling methods and data collection possible are included in this public perception research of transportation needs and issues in future survey iterations. Ensuring that a large swath and representative number of Oregonian respondents are polled help to maintain both the integrity and accuracy of these collected data on public perceptions related to ODOT's work and performance as a state agency.

Additionally, in survey research how a question is posed and what questions are asked can make a substantial difference in responses. Thus, it is advisable that various readers and audience constituents consider and understand the results of this survey in concert and within the contexts of other pertinent information regarding public views, rather than relying on these report results as *the* definitive "big" picture on how respondents perceive the transportation system and ODOT's role in managing our transportation infrastructure system as a whole.

Again, the adjusted response rate was 17.8%; this was a half-percentage point (-0.5%) drop from the FY 2023 survey. Region 1 had the best adjusted response rate of 19.5%. This vitally underscores the need to provide increased funding for the increased ability to perform *well*-represented sampling and survey a larger proportion of the Oregon population for increased accuracy and representativeness in sampling in future iterations of the Transportation Needs and Issues Survey (TNIS) for continued improvement in equitable, fair and accurate accounts of public perceptions within transportation-related policy domains for the public and the agency as well as the State Legislature and the Governor's Office.

APPENDIX A: RESPONDENT DEMOGRAPHICS

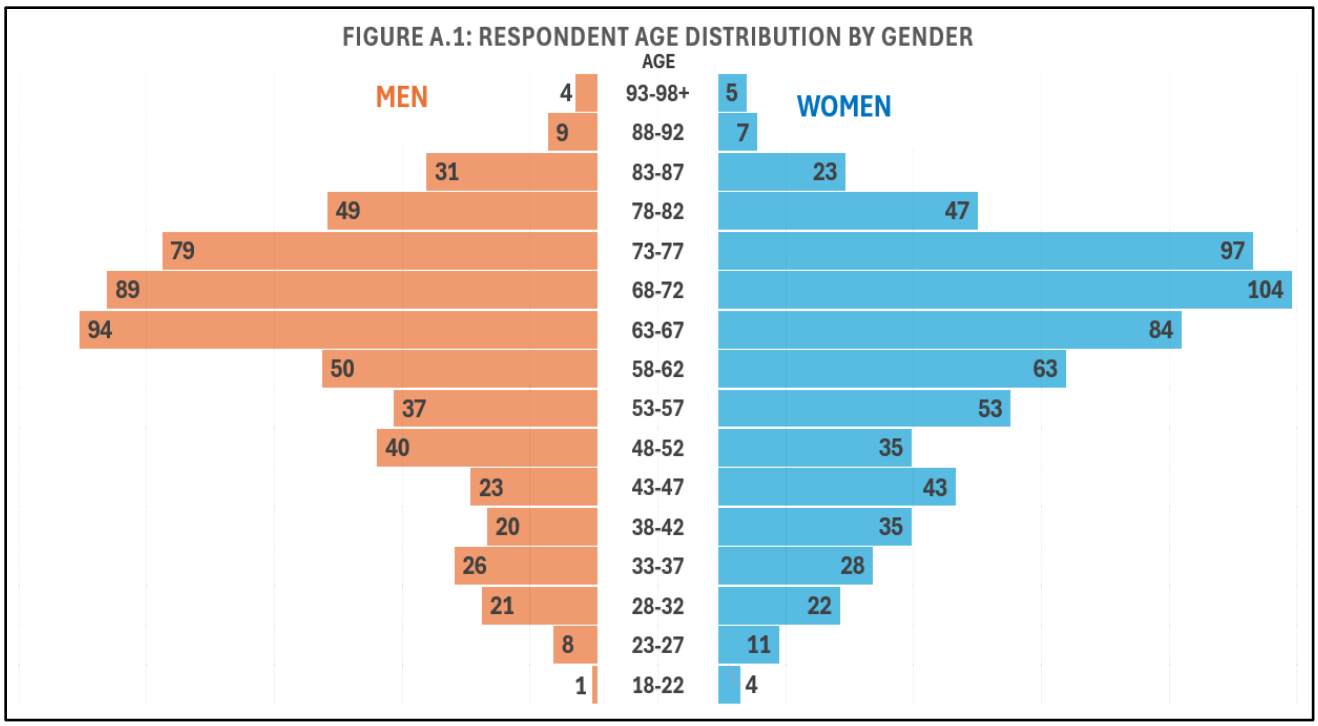

Figure A.1: Respondent Age Distribution by Gender (self-reported)

Figure A.1 above illustrates the respondent self-reported age distribution by (binary) gender. Overall, people who filled out the survey are generally older than average (only people 18 and older filled out the survey who identified themselves in the binary categories of either women or men were tabulated for the purpose of this binary 'population pyramid', respondents who self-identified as non-binary were less than ten, morover those that selected "prefer not to answer" were removed from these counts). The highest number of surveys that were responded to by men (self-identified) were in the age range of 63-67; whereas, the highest number of surveys that were responded to by women (self-identified) were in the age range of 68-72.

Respondents were also asked if the place they live in is urban rural or other. A little over half of respondents (53%) reported that they lived in an urban or suburban area as shown in Table A.1.

Table A.1: Percent Urban, Rural or Other

Urban or Suburban	Small Town	Rural	Don't know
53%	24%	17%	6%

The Americans with Disability Act defines a person with a disability as somebody who has a physical or mental impairment that substantially limits one or more major life activities. Respondents were asked whether based on this definition; are you a person with a disability? Table A.2 on the next page shows that 15% answered yes, they have some type of ADA-defined disability.

Table A.2: Percent Respondents who are Disabled

Yes	No	Don't know
15%	81%	4%

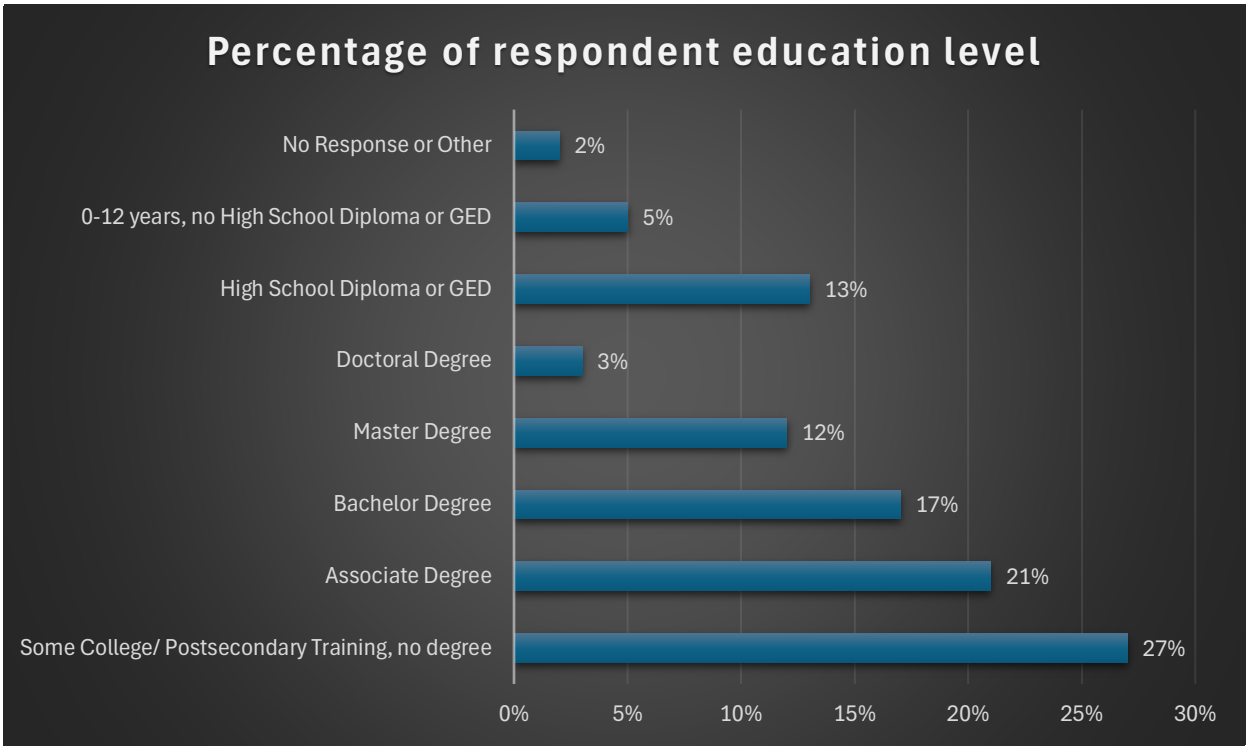

Figure A.2: Percentage of respondent education level (self-reported)

As seen in Figure A.2, the majority of respondents have at least some college or post-secondary training at 27%, while 53% have at least a two-year college degree or higher.

Table A.5 shows that 84% of the weighted responses self-identified as White, with Hispanic and Asians comprising the next two largest self-identified racial or ethnicity categorical groupings.

Table A.5: Respondent Race & Ethnicity

Race	Percent
White	84%
African American or Black	1%
Asian	4%
Hispanic or Latino	6%
Middle Eastern or North African	1%
Native American or Alaskan Native	3%
Native Hawaiian or Pacific Islander	1%
Total	**100%**

'Other' = 2, less than 1%.

Respondents were also asked about their total household income, as shown in Table A.6.

Table A.6: Respondents' total household income

<$15K	$15K-$25K	$25K-$35K	$35K-$50K	$50K-$75K	$75K-$100K	$100K-$150K	$150K-$200K	>$200K
7%	6%	5%	9%	16%	10%	19%	8%	11%

Finally, Figure A.3 on the next page, shows respondents' (self-reported) number of years as residents of the State of Oregon by percentage. The average (self-reported) number of years that respondents stated as having lived in Oregon was approximately 39.8 years.

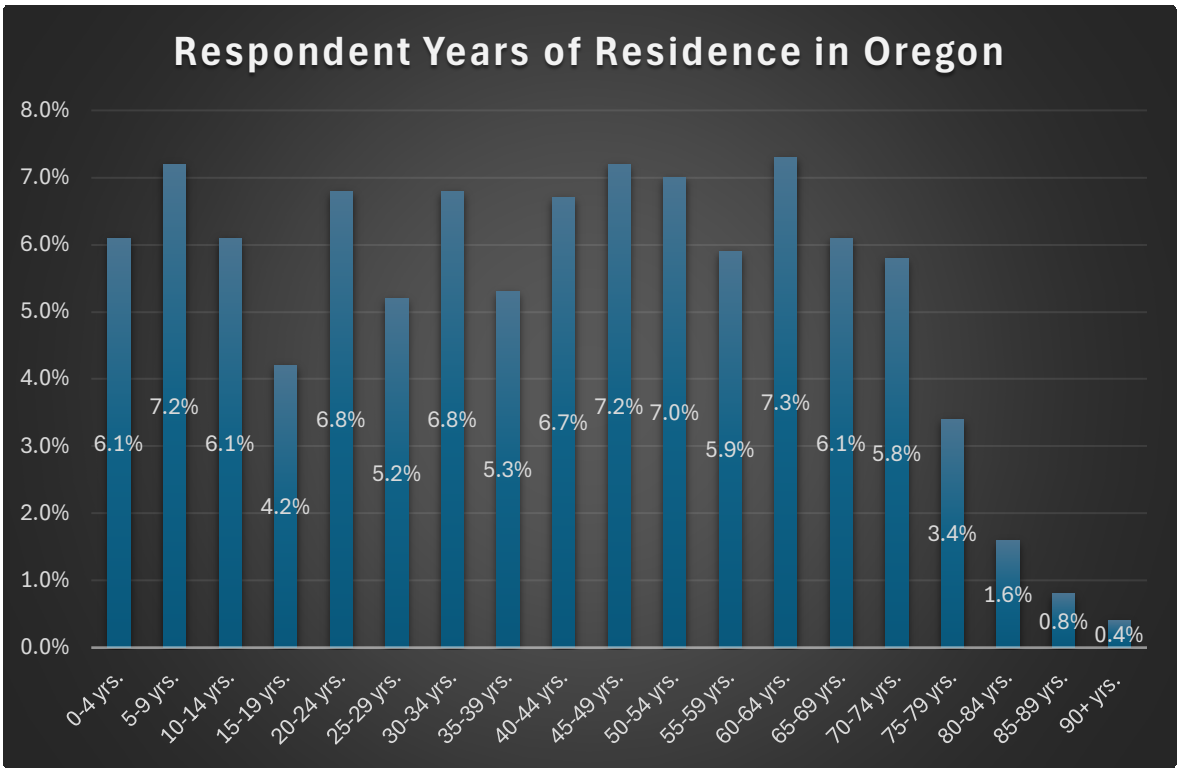

Figure A.3: Respondent Years of Residence in Oregon (self-reported)

APPENDIX B: 2024 OREGON TRANSPORTATION NEEDS AND ISSUES SURVEY

2024 Oregon Transportation Needs and Issues Survey

To be completed by the adult (age 18 or over) who has had the most recent birthday in your household.

Information about this survey is in the letters you received.

Please return your completed survey in the pre-paid envelope to:
Oregon State University
Survey Research Center
4700 SW Research Way
Corvallis, OR 97333

Q1. How many years, altogether, have you lived in Oregon? (Please write a '0' if less than one year)

[ ] Years

Q2. In which Oregon county do you live?

[ ] County

Q3. How satisfied, if at all, are you with each of the following services the Oregon Department of Transportation (ODOT) provides? *(Select one for each item)*

	Very satisfied	Somewhat satisfied	Not very satisfied	Not at all satisfied	Don't know
ODOT's maintenance of Oregon's highways, roads, and bridges	○1	○2	○3	○4	○5
Pavement conditions on major Oregon highways (such as smoothness, quietness, durability, and appearance)	○1	○2	○3	○4	○5
Bridge conditions on major Oregon highways (such as smoothness, quietness, durability, and appearance)	○1	○2	○3	○4	○5
Safety features on major Oregon highways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, fog lines)	○1	○2	○3	○4	○5
ODOT's expansion and improvement of highways, roads, and bridges	○1	○2	○3	○4	○5
ODOT's efforts to improve Oregon's transportation system (including passenger rail, buses, and transit; in addition to highways)	○1	○2	○3	○4	○5

Q4. Compared to ten years ago, would you say that Oregon's highways, roads, and bridges are better, about the same, or worse?

◯1 Better than 10 years ago
◯2 About the same as 10 years ago
◯3 Worse than 10 years ago
◯4 Don't know

Q5. How much do you agree or disagree with this statement: "Changes in our climate are affecting transportation in Oregon."

◯1 Strongly agree
◯2 Somewhat agree
◯3 Somewhat disagree
◯4 Strongly disagree
◯5 Don't know

Q6. How much do you agree or disagree with this statement: "ODOT is doing enough to adapt to transportation challenges brought on by changes in our climate."

◯1 Strongly agree
◯2 Somewhat agree
◯3 Somewhat disagree
◯4 Strongly disagree
◯5 Don't know
◯6 I don't believe climate is affecting transportation in Oregon

Q7. Overall, how good a job do you think the ODOT is doing?

◯1 Excellent
◯2 Good
◯3 Fair
◯4 Poor
◯5 Don't know

Q8. The money collected through state gasoline taxes and motor vehicle registration fees goes to build and maintain highways, streets, roads, bridges, and roadside rest areas. Do you feel that you get good value for your money?

◯1 Yes, get good value
◯2 No, do not get good value
◯3 Don't know

Q9. Do you think that funds collected through the gas tax are adequate or inadequate for Oregon's transportation needs?

◯1 Adequate
◯2 Inadequate
◯3 Don't know

Q10. Money needs to be raised for transportation maintenance, repair, and development within the state. Which of the following methods do you feel is most fair to use?

- ○1 Increase the gasoline tax
- ○2 Charge users a toll on certain roads and bridges
- ○3 Increase vehicle registration fees
- ○4 Replace the gasoline tax with a mileage or distance fee
- ○5 Don't know

Q11. Oregon must reduce traffic congestion. Charging drivers a toll for their use of a road or bridge is one method Oregon could use to influence driver behavior and reduce congestion. Would you favor or oppose the use of tolls in your area to reduce traffic congestion?

- ○1 I would strongly favor
- ○2 I would somewhat favor
- ○3 I would somewhat oppose
- ○4 I would strongly oppose
- ○5 Don't know

Q12. Would you change how or when you travel to work or school if any of the following became true?

	Definitely would change travel	Possibly would change travel	Would not change travel	Don't know/Not applicable
New tolls became required for roadways or bridges that you currently use	○1	○2	○3	○4
Biking or walking facilities (bike lanes, sidewalks) were added or improved	○1	○2	○3	○4
Public transportation/transit options such as passenger rail, light rail, or buses were added or improved	○1	○2	○3	○4

Q13. Do you currently drive an all-Electric Vehicle (EV)?

- ○1 Yes
- ○2 No → **Go to Q14**
- ○3 Don't know → **Go to Q14**

Q13a. Would you drive your all-Electric Vehicle (EV) any more than you do now if more charging stations were available along your normal routes?

- ○1 Yes, would drive my all-EV more → **Now go to Q15 on the next page**
- ○2 No, would not drive my all-EV more → **Now go to Q15 on the next page**
- ○3 Don't know → **Now go to Q15 on the next page**

Q14. Would you consider driving an all-Electric Vehicle (EV) if more charging stations were available along your normal routes?

- ○1 Yes, would consider driving an all-EV
- ○2 No, would not consider driving an all-EV
- ○3 Don't know

Q15. GetThere is an online ride-matching/carpooling database that is offered to Oregon and Washington residents and sponsored by ODOT. GetThere also has a trip logging feature for tracking your trips. Before now, have you read, heard, or seen anything about GetThere?

- ○1 Yes
- ○2 No → **Go to Q16**
- ○3 Don't know → **Go to Q16**

Q15a. If yes, have you used GetThere?

- ○1 Yes
- ○2 No

Q16. Safe Routes to School (SRTS) is an ODOT program designed to create safer routes to school for children. Before now, have you read, heard or seen anything about SRTS?

- ○1 Yes
- ○2 No
- ○3 Don't know

Q17. Have you personally used public transportation/transit (local/regional buses, light rail, trains, etc.) in the last month?

- ○1 Yes
- ○2 No → **Go to Q18**
- ○3 Don't know → **Go to Q18**

Q17a. How satisfied are you with the public transportation/transit service you have used?

- ○1 Very satisfied
- ○2 Somewhat satisfied
- ○3 Not very satisfied
- ○4 Not at all satisfied
- ○5 Don't know

Q17b. How safe do you feel using public transportation/transit?

- ○1 Very safe
- ○2 Somewhat safe
- ○3 Not very safe
- ○4 Not at all safe
- ○5 Don't know

Q18. Do safety concerns affect your interest in taking public transportation/transit?

- ○1 Yes, this affects my interest
- ○2 No, this does not affect my interest
- ○3 I don't use public transportation/transit

Q19. Have you personally used a bus or van specifically provided for seniors or persons with disabilities in the last month (such as dial-a-ride, paratransit, non-emergency medical transport, etc.)?

- ○ 1 Yes
- ○ 2 No → **Go to Q20**
- ○ 3 Don't know → **Go to Q20**

Q19a. How satisfied are you with the bus or van service for seniors or persons with disabilities?

- ○ 1 Very satisfied
- ○ 2 Somewhat satisfied
- ○ 3 Not very satisfied
- ○ 4 Not at all satisfied
- ○ 5 Don't know

Q20. How safe do you feel walking in your community?

- ○ 1 I do not walk in my community → **Go to Q21 on next page**.
- ○ 2 Very safe
- ○ 3 Somewhat safe
- ○ 4 Not very safe
- ○ 5 Not at all safe

Q20a. When thinking about your safety while walking in your community, how important would each of the following be in making you feel safer?

	Very important for walking safety	Somewhat important for walking safety	Not at all important for walking safety	Don't know
Better lighting	○ 1	○ 2	○ 3	○ 4
Reduced motor vehicle traffic speeds	○ 1	○ 2	○ 3	○ 4
Improved sidewalks or pathways (fix cracks, remove poles or other obstructions, broaden pathways, etc.)	○ 1	○ 2	○ 3	○ 4
Better crossings/crosswalks	○ 1	○ 2	○ 3	○ 4
Reduction in conflicts from other individuals along route (pedestrians, bicyclists, scooters, etc.)	○ 1	○ 2	○ 3	○ 4
Improved accessibility for the vision impaired	○ 1	○ 2	○ 3	○ 4
Sidewalks in better proximity from moving traffic/congestion	○ 1	○ 2	○ 3	○ 4
Reduction in crime	○ 1	○ 2	○ 3	○ 4
Other important feature for walking safety. (Describe_____)				

Q21. How safe do you feel bicycling in your community?

- ○1 I do not bike in my community → **Go to Q22**.
- ○2 Very safe
- ○3 Somewhat safe
- ○4 Not very safe
- ○5 Not at all safe

Q21a. When thinking about your safety while biking in your community, how important would each of the following be in making you feel safer?

	Very important for biking safety	Somewhat important For biking safety	Not at all important for biking safety	Don't know
Better lighting	○1	○2	○3	○4
Reduced motor vehicle traffic speeds	○1	○2	○3	○4
Improved bicycle lanes or pathways (fix cracks, broaden pathways, etc.)	○1	○2	○3	○4
Better crossings/crosswalks	○1	○2	○3	○4
Reduction in conflicts from other individuals along route (pedestrians, other bicyclists, scooters, etc.)	○1	○2	○3	○4
Improved accessibility for the vision impaired	○1	○2	○3	○4
Bike lanes in better proximity from moving traffic/congestion	○1	○2	○3	○4
Freight/large vehicles removed from route	○1	○2	○3	○4
Reduction in crime	○1	○2	○3	○4
Other important feature for biking safety. (Describe_____)				

Q22. In your opinion, how safe to use are your community sidewalks for people who use assistive mobility devices such as walkers, wheelchairs, canes, scooters, etc.?

- ○1 Very safe
- ○2 Somewhat safe
- ○3 Not very safe
- ○4 Not at all safe
- ○5 Don't know
- ○6 Do not have sidewalks in my community

Q23. How serious of a problem is traffic congestion in your community?

- ○1 Very serious
- ○2 Somewhat serious
- ○3 A minor problem
- ○4 No problem at all
- ○5 Don't know

Q24. Do you think it is more important for ODOT to <u>expand</u> the highway system to reduce traffic congestion OR to <u>preserve and maintain</u> the highways Oregon already has?

○1 Expand highway system
○2 Preserve and maintain highway system
○3 Don't know

Q25. ODOT would like your opinion on how its transportation funds should be spent. Please indicate whether it is very important, somewhat important, or not at all important for ODOT to spend its funding on each item listed. (*Check one for each item*)

	Very important	Somewhat important	Not at all important	Don't know
Local public transportation/transit services <u>within cities</u>	○1	○2	○3	○4
Bus services <u>between cities</u>	○1	○2	○3	○4
Transportation services for seniors or individuals with disabilities	○1	○2	○3	○4
Adding sidewalks and bike lanes to existing streets	○1	○2	○3	○4
Protecting fish and wildlife habitat	○1	○2	○3	○4
Conserving and protecting the environment	○1	○2	○3	○4
Reducing greenhouse gas emissions	○1	○2	○3	○4
Amtrak Cascades passenger rail service between cities	○1	○2	○3	○4
Maintaining the highways, roads, and bridges Oregon has now	○1	○2	○3	○4
Expanding and improving Oregon's major highways, roads and bridges	○1	○2	○3	○4
Reducing traffic congestion	○1	○2	○3	○4
Improving safety features of roadways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines)	○1	○2	○3	○4
Seismic improvements on bridges to help them withstand a major earthquake	○1	○2	○3	○4
Expansion of public electric vehicle (EV) charging stations along corridors or within communities	○1	○2	○3	○4

Q26. Have you used the Amtrak Cascades train service to start or end a trip in Oregon anytime within the last two years?

○1 Don't know → **Go to Q27**
○2 Yes → **Go to Q26b**
○3 No

→ **Q26a. Since you have not used Amtrak Cascades, please indicate whether or not each of the following is a reason why.**

	A reason	Not a reason
I don't live in the part of the state with Amtrak Cascades service (between Portland and Eugene).	○1	○2
Amtrak Cascades does not fit my travel needs.	○1	○2
The current arrival and departure times do not fit my needs.	○1	○2
The location of the station is inconvenient for me.	○1	○2
It costs too much.	○1	○2
Trip time is inconsistent or trains often arrive late.	○1	○2
The service is not frequent enough to meet my schedule.	○1	○2
I am not familiar with Amtrak Cascades train service in Oregon.	○1	○2

Please skip Q26b if you have not used Amtrak Cascades and go to Question 27.

Q26b. <u>If you have used Amtrak Cascades</u>, has your ridership increased, decreased, or stayed the same compared to two years ago?

○1 Increased from 2 years ago
○2 Decreased from 2 years ago
○3 Stayed the same since 2 years ago
○4 Don't know/Not sure

Q27. Please indicate whether or not you have used each of the following sources to access information about transportation in Oregon. This can be for road and traffic conditions, public transportation schedules/fares, or weather conditions.

	Have used	Have not used
TripCheck/ODOT website	○1	○2
Other websites	○1	○2
Mobile Apps	○1	○2
Social Media	○1	○2

Q28. Are you aware of DMV online services called DMV2U? Available services at the DMV2U.Oregon.gov site include vehicle registration renewal, address change, title pre-application, notice of vehicle sale, Sno-Park permits, schedule a DMV appointment, renew or replace a driver license, permit or identification card, and many more.

○1 Yes, am aware of DMV2U
○2 No, am not aware of DMV2U
○3 Don't know

Q29. Are you likely to conduct business online with DMV at DMV2U.Oregon.gov in the future?

- ○1 Yes, likely to use DMV2U in future → **Go to Q29b**
- ○2 No, not likely to use DMV2U in future
- ○3 Don't know

Q29a. What are the reasons why you would not conduct business online with DMV at DMV2U?

	A reason	Not a reason
Prefer to go to my local DMV office	○1	○2
Need products the same day	○1	○2
Do not have access to a computer or Internet	○1	○2
Online security and/or privacy concerns	○1	○2
Prefer to pay for my transaction with cash/in person	○1	○2

Please skip Q29b if you are not likely to conduct business online at DMV2U and go to Question 30 below.

Q29b. What DMV2U services are you likely to use in the future?

	Likely to use	Not likely to use
Schedule an appointment	○1	○2
Renew or replace license, permit, or ID card	○1	○2
Renew vehicle registration	○1	○2
Replace vehicle plates	○1	○2
Change my address	○1	○2
Submit a Notice of Vehicle sale	○1	○2
Purchase a Trip Permit	○1	○2
Review my DMV profile	○1	○2
Purchase a Sno-Park permit	○1	○2
Add or update my emergency contact information	○1	○2

Q30. Would you use self-service kiosks (vending machines) to purchase DMV products, such as vehicle registration tags and Sno-Park permits?

- ○1 Yes
- ○2 No
- ○3 Don't know/not applicable

The following and final questions are for statistical purposes only. They allow your responses to be grouped with those of others with similar backgrounds. Please remember that all the information you provide will remain strictly confidential.

Q31. Are you a licensed driver?

- ○ 1 Yes
- ○ 2 No → **Go to Q32**

Q31a. Have you used studded snow traction tires on one or more of your vehicles in the last 12 months?

- ○ 1 Yes
- ○ 2 No
- ○ 3 Not applicable

Q32. How would you characterize the place you live?

- ○ 1 Urban
- ○ 2 Suburban
- ○ 3 Small town
- ○ 4 Rural
- ○ 5 Other (*describe* _____)
- ○ 6 Don't know

Q33. How old were you on your last birthday?

[ ] Years

Q34. How would you describe your gender?

- ○ 1 Man
- ○ 2 Woman
- ○ 3 Non-binary
- ○ 4 Not listed. Please specify: _____
- ○ 5 Prefer not to answer

Q35. Do you typically commute to work or school?

- ○ 1 Yes, I commute to work or school typically
- ○ 2 No, I do not commute to work or school typically → **Go to Q38 on the next page**

Q35a. Please indicate the frequency with which you use each of the following to get to work or school.

	Frequently use	Occasionally use	Do not use
Alone in vehicle	○ 1	○ 2	○ 3
With others in vehicle (carpool)	○ 1	○ 2	○ 3
Public bus	○ 1	○ 2	○ 3
Light rail or train	○ 1	○ 2	○ 3
Taxi or Rideshare (e.g., Uber or Lyft)	○ 1	○ 2	○ 3
Motorcycle or scooter	○ 1	○ 2	○ 3
Bicycle	○ 1	○ 2	○ 3
Walk	○ 1	○ 2	○ 3
Other (*describe*_____)			

Q36. On average, how many minutes does it usually take you to get to work or school (one-way)?

☐ Minutes

Q37. On average, how many miles do you travel to get to work or school (one-way)?

☐ Miles

Q38. The Americans with Disability Act (ADA) defines a person with a disability as somebody who has a physical or mental impairment that substantially limits one or more major life activity. Based on this definition, are you a person with a disability?

○1 Yes
○2 No
○3 Don't know

Q39. What is the highest level of education you have completed? (*Select one*)

○1 0-8 years, No GED
○2 9-12 years, no high school diploma or GED
○3 High school diploma or GED
○4 Some college, no degree
○5 Associate's degree (AA, AS) or postsecondary certificate from community college or technical school
○6 Bachelor's degree
○7 Master's degree
○8 Doctorate or professional degree
○0 Other (describe _____)

Q40. What is your race/ethnicity? (*Select all that apply*)

☐1 American Indian or Alaskan Native
☐2 Asian
☐3 Black/African American
☐4 Middle Eastern or North African
☐5 Native Hawaiian or Pacific Islander
☐6 Hispanic or Latino
☐7 White
☐8 Other (*Describe*_____)

Q41. What is your total annual household income, from all sources, before taxes? Include money from jobs (wages, salary, tips, and bonuses), interest, dividends, child support, alimony, welfare, social security, disability, and retirement payments, net income from a business, farm or rent, or any other money income received by members of your family. Do not include lump-sum payments, such as money from an inheritance or sale of a home.

○01 Under $15,000
○02 $15,000 to $24,999
○03 $25,000 to $34,999
○04 $35,000 to $49,999
○05 $50,000 to $74,999
○06 $75,000 to $99,999
○07 $100,000 to $149,999
○08 $150,000 to $199,999
○09 $200,000 or more
○10 Don't know

Q42. What else would you like to say about Oregon Department of Transportation and the services it provides?

Thank you for your help!
Please fold in half and return your survey in the prepaid envelope provided.