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## Washington State Transportation Commission

Overall Statewide Survey Results

Washington State Residents 18 or older

n=5518; Effective Margin of Error = +/-2.0 points

September 16 – October 24, 2011

EMC #11-4483



This is a survey about transportation issues in your local area and across the State. It is your chance to let state transportation policymakers know what is most important to you.

1. To ensure that we get a mix of views within each household, it is important that this survey be filled out by the **adult (age 18 or older) in your household who had the most recent birthday.**
2. This entire survey is **confidential and anonymous.**
3. Completing this survey based on **your own thoughts and opinions** is important.

Please visit [www.wstc.wa.gov](http://www.wstc.wa.gov) to learn more about the Washington State Transportation Commission.

To begin please enter your **Survey Code** that is on the front of the postcard you received:

**SURVEY CODE:** \_\_\_\_\_

Please **DO NOT** use your browser's **Forward and Back**. You can click then **buttons at the bottom of the page** to navigate the survey.

If you need to pause the survey to come back and finish at a later time, click **“save and continue later”** at the bottom of the screen. You will be emailed a web link that you can use to pick up where you left off.

**DEFINITION:** When we say “**Washington State’s transportation system**” we mean the roads, highways, bridges, public transit, rail, ferries, airports, sidewalks, and bike lanes that **connect the state** to move people & goods.

- How urgent do you feel it is to make sure **Washington’s transportation system** works effectively today and into the future?

Not at all urgent						Extremely urgent	Not sure
1	2	3	4	5	6	7	
1%	1%	2%	5%	14%	31%	45%	1%
=====>4%				90%<=====			

- Using an A, B, C, D or F grading scale, how would you rate **Washington’s transportation system** overall?

A: Excellent	2%
B: Above Average	22% ==>24%
C: Average	45%
D: Below Average	23% ==>30%
F: Failing	7%
Not sure	2%

3. **(ASK IF Q2 IS NOT "A: EXCELLENT")** In your mind, what changes would need to be made to our state's transportation system to improve the grade you gave? (1<sup>st</sup> response shown)

Maintain roads / faster road repairs / less disruptive repairs	13%
More or improved high speed rail / commuter train	11%
More or Improved public transit (non-specific)	11%
Add lanes / extend highways and roads	8%
Better traffic flow	7%
Decrease waste / better use of funds	5%
More buses / improved bus routes	3%
More / better bridges	3%
Expand to Eastern Washington / rural areas	2%
More bike paths / improved or separated bike paths	2%
Unified statewide strategy / long term planning	2%
Intercity transit	2%
More accessible public transit (P&Rs, cheaper)	1%
More funding	1%
Cheaper ferries / more ferries / upgrade ferries	1%
Other (<1% mention)	10%
Don't know/not sure	1%
Nothing/ No changes	1%
No answer	16%

SCALE: A: Excellent B: Above Average C: Average D: Below Average F: Failing

What grade would you give the state for...

**(ALL ITEMS ARE PRESENTED AT ONCE IN RANDOM ORDER)**

		GRADE					
		A	B	C	D	F	Not sure
4.	spending transportation dollars responsibly?	4%	19%	32%	18%	11%	15%
5.	making sure your area of the state gets a fair share of transportation funding?	8%	26%	26%	14%	8%	19%
6.	completing transportation projects on schedule?	7%	30%	26%	15%	6%	17%

**DEFINITION:** When we say the transportation system in **“your local area”** we mean any roads, highways, bridges, public transit, rail, ferries, airports, sidewalks, or bike lanes that **connect your city or town and the areas immediately surrounding it** to move people & goods.

7. How would you rate the transportation system **in your local area** - that is in your city or town and the areas immediately surrounding it?

A: Excellent	4%	
B: Above Average	23%	==>27%
C: Average	42%	
D: Below Average	22%	==>30%
F: Failing	8%	
Not sure	1%	

8. What do you think is the most urgent transportation priority facing **your local area**? (1<sup>st</sup> response shown)

Maintain roads / faster road repairs / less disruptive repairs	15%
Better traffic flow	10%
Add or widen lanes / expand highways & roads	9%
More buses / improved bus routes	8%
More or improved public transportation (non-specific)	6%
More or improved rail / commuter train / rapid transit	5%
Intercity public transit / statewide transit service / expand to rural areas	3%
More / better bridges	3%
Use of funds / decrease waste / funding to Eastern WA	3%
More accessible public transit (P&Rs, transfers)	2%
More bike paths / improved or segregated bike paths	2%
North-south freeway / 395 (Replace or complete)	2%
Alaska Way Viaduct / tunnel project (replace, complete)	2%
Cheaper ferries / more ferries / upgrade ferries	2%
I-5	2%
Highway safety / public transit security	1%
Synchronized or better timed traffic lights	1%
More sidewalks / improved sidewalks	1%
Fix or complete Columbia Crossing Bridge (I-5 into Portland)	1%
Other (<1% mention)	11%
Don't know/not sure	1%
None / nothing	2%
No answer	8%

**DEFINITION:** When we say the transportation system “in your region” we mean any roads, highways, bridges, public transit, rail, ferries, airports, sidewalks, or bike lanes that connect your county and nearby counties to move people & goods.

9. How would you rate the transportation system in your region – that is in your county and nearby counties?

A: Excellent	2%	
B: Above Average	20%	==>23%
C: Average	50%	
D: Below Average	20%	==>25%
F: Failing	5%	
Not sure	2%	

10. Outside of your local area, what do you think is the most urgent transportation priority facing your region?

Maintain roads / faster road repairs / less disruptive repairs	11%
Better traffic flow	11%
More or improved public transportation (non-specific)	10%
Add or widen lanes / expand highways & roads	7%
More or improved rail / commuter train / rapid transit	5%
Intercity public transit / statewide transit service / expand to rural areas	4%
Use of funds / decrease waste / funding to Eastern WA	3%
More accessible public transit (P&Rs, transfers)	2%
More buses / improved bus routes	2%
More / better bridges	2%
Alaska Way Viaduct / tunnel project (replace, complete)	1%
Cheaper ferries / more ferries / upgrade ferries	1%
520 replacement	1%
Other (<1% Mention)	17%
Don't know/not sure	5%
None / nothing	2%
No answer	15%

11. Thinking about the rest of the state, what do you think is the most urgent transportation priority outside of your region?

Maintain roads / faster road repairs / less disruptive repairs	14%
Better traffic flow	8%
More or improved public transportation (non-specific)	7%
Add or widen lanes / expand highways & roads	5%
More or improved rail / commuter train / rapid transit	5%
Use of funds / decrease waste / funding to Eastern WA	4%
Intercity public transit / statewide transit service / expand to rural areas	2%
I-5	2%
I-90 & the pass	2%
More / better bridges	1%
Highway safety / public transit security	1%
Alaska Way Viaduct / tunnel project (replace, complete)	1%
Other (<1% Mention)	14%
Don't know/not sure	13%
None / nothing	2%
No answer	18%

12. There are a number of objectives our transportation system is designed to meet. If you had **100 points** to divide between the five objectives below, how many points would you assign to each objective?

For example, if you assign 25 points to “improving safety” that means you think “improving safety” should get 25% of the focus. The total for the 5 objectives should add up to 100 points.

**(ALL ITEMS ARE PRESENTED AT ONCE IN RANDOM ORDER)**

<b>16 pts.</b>	<b>Improving safety:</b> making our roads, bridges, transit systems, airports, ferries, sidewalks and bike paths safer through things like improved design and increased enforcement
<b>23 pts.</b>	<b>Increasing capacity:</b> improving the movement of goods and people through things like widening existing roads, and building new roads to accommodate our growing population and to connect more remote communities
<b>26 pts.</b>	<b>Maintaining the system:</b> preserving and extending the life of our current transportation system through ongoing maintenance of our roads, bridges, transit systems, ferries, sidewalks and bike paths
<b>14 pts.</b>	<b>Protecting the environment:</b> promoting transportation investments that help reduce air and water pollution, conserve energy and minimize impacts on the environment
<b>21 pts.</b>	<b>Expanding travel options:</b> giving people more options for getting around through things like expanded public transit, more passenger rail, carpooling and bike and pedestrian improvements
	<b>out of 100 Total</b>

**DEFINITION:** When we say “**our transportation system**” we mean the roads, highways, bridges, public transit, rail, ferries, airports, sidewalks, and bike lanes that **connect the state** to move people & goods.

13. Do you agree or disagree with the following statement: The State has enough revenue to keep our transportation system safe, effective and properly maintained.

Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not sure
16%	27%	22%	18%	17%
=====> <b>43%</b> <b>40%</b> <=====				

Please indicate how important each of the following transportation components is to you.

**How important is this to you?**

**(ALL ITEMS ARE PRESENTED AT ONCE IN RANDOM ORDER)**

		Not at all Important				Extremely Important	Not sure
		1	2	3	4	5	
14.	Maintaining and repairing existing roads & highways	0%	2%	12%	33%	51%	1%
15.	Widening and building more roads & highways	9%	15%	24%	23%	28%	1%
16.	Making sure rural roads and mountain passes remain open year round	7%	19%	29%	26%	17%	1%
17.	Expanding public transit services like buses, vanpools, and dial-a-ride	11%	14%	23%	23%	28%	1%
18.	Adding or increasing intercity passenger rail service	16%	11%	16%	21%	35%	2%
19.	Building bike lanes	24%	21%	23%	16%	14%	1%
20.	Building or improving sidewalks	9%	22%	31%	22%	15%	1%
21.	Operating and maintaining Washington's ferry system	8%	15%	28%	27%	19%	3%
22.	Improving regional airports	14%	24%	36%	17%	6%	2%
23.	Improving roads and infrastructure at shipping ports to move freight and goods	7%	17%	32%	26%	14%	4%
24.	Increasing law enforcement and public safety efforts on our state highways	10%	20%	32%	21%	16%	1%

25. In general, would you support or oppose raising some transportation taxes and fees to increase funding for those transportation elements you feel are important?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
21%	38%	16%	20%	4%
===== > 59% 37% < =====				

26. Regardless of whether you favor or oppose increasing some transportation taxes and fees, what do you think would be the top two benefits of increased funding for Washington’s transportation system?

Better hwys & road maintenance / better roads/ winter preparedness	19%
Improved, maintained, or expanded transit infrastructure (non-specific)	9%
Reduced traffic / reduced congestion / better traffic flow	7%
Increased safety / pedestrian safety (sidewalks) / fewer accidents	6%
Added lanes & capacity / expanded or extend highways & roads	5%
More jobs and economic stimulation	5%
Better project funding or efficiency / avoid tolling	3%
Expanded light rail / commuter rail / freight rail	2%
Expanded mass transit / rural transit / increased transit capacity	2%
Sustainability / less environmental impact	1%
No benefit / nothing / waste / negative effects	11%
Oppose tax & fee increases/ Non-responsive	2%
Other (<1% mention)	10%
Don't know/not sure	3%
No answer	16%

27. Over the next 20 years, our state will need to fund more than \$64 billion in state transportation needs. This amount does not include the long-term unfunded transportation needs of cities, counties and local transit agencies. Current transportation revenues are already dedicated to paying for existing projects so future transportation maintenance and improvements will require additional revenue. Knowing this, would you support or oppose increasing some transportation taxes and fees to fund unmet transportation needs?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
18%	41%	17%	19%	5%
===== > 59% 36% < =====				

Below are some ways we could fund our unmet transportation needs. For each one, please indicate whether or not you think that method is a good way to fund increased investment in our transportation system.

**Is this a good way to fund increased transportation investment?**

**(ALL ITEMS ARE PRESENTED AT ONCE IN RANDOM ORDER)**

	Definitely	Probably	Probably Not	Definitely Not
28. the gas tax	17%	29%	17%	33%
29. an annual license fee based on the value of the vehicle	16%	28%	19%	34%
30. a statewide property tax	4%	16%	24%	52%
31. electronically collected tolls	16%	36%	18%	26%
32. a vehicle emissions fee - vehicles that pollute more would pay a higher fee	29%	32%	17%	20%
33. a fee based on the fuel efficiency of a vehicle - less fuel efficient vehicles would pay a higher fee	17%	28%	24%	29%
34. a fee based on the number of miles driven - people who use the system more would pay a higher fee	17%	27%	22%	31%
35. adding the sales tax to gas purchases	10%	20%	21%	46%
36. a licensing fee on vehicles that are 100% electric and do not pay any gas tax	31%	29%	16%	21%

37. Transportation fees like vehicle licenses, permits and other fees are fixed amounts and do not change with inflation. This means that even as transportation costs increase, these fees stay flat creating funding challenges for key transportation programs like law enforcement, traffic safety and aviation.

In general, would you support or oppose having these transportation fees rise with rate of inflation, so that they provide a more stable funding source?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
15%	41%	17%	22%	5%
=====> <b>56%</b> <b>40%</b> <=====				

38. A combination of inflation, changing driving habits and increased fuel economy of vehicles means the state gas tax brings in less money each year. This creates a growing transportation funding shortfall.

In general, would you support or oppose having the gas tax rise with the rate of inflation so that it provides a more stable funding source?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
14%	27%	22%	35%	4%
=====> <b>40%</b> <b>56%</b> <=====				

There are a number of benefits that come from increased long term investments in our transportation system. For each of the following, please indicate how important that benefit is to you in terms of justifying additional taxes to fund new investments in our transportation system.

**How important is this benefit to you? (STATEMENTS ARE PRESENTED TWO PER PAGE IN RANDOM ORDER)**

	Not at all Important		3	Extremely Important		Not sure
	1	2		4	5	
39. <b>Creating jobs.</b> Transportation investment will boost local and regional economies and create jobs both directly in the construction industry and indirectly with the many businesses and service industries that rely on the transportation system to move their goods and products and deliver services.	6%	8%	21%	29%	34%	2%
40. <b>Reducing Congestion.</b> Investing in our transportation system will reduce congestion and allow us to spend less time sitting in traffic, benefiting people and businesses in our state.	4%	6%	17%	29%	43%	1%
41. <b>Boosting Trade.</b> Our state depends heavily on trade, from East to West, from agriculture to high tech. Washington’s exports were more than \$50 billion in 2009. Investing in our transportation system will ensure that trade-dependent industries and jobs will stay in Washington.	4%	6%	23%	32%	31%	3%
42. <b>Year Round Roads.</b> Transportation investments will help improve the ability of rural and urban residents to get where they need to go at all times of the year.	6%	15%	31%	28%	18%	3%
43. <b>Expanding Transit.</b> Investing in public transit and passenger rail will give people more options to get around, help take cars off the road and reduce congestion for everyone.	11%	11%	15%	21%	41%	2%
44. <b>Preserving Infrastructure.</b> The longer we wait, the more we will end up paying because things that could have been repaired will have to be replaced. Investing now means we can extend the life of our roads, bridges, transit, and ferries and keep them safe.	2%	2%	14%	35%	44%	2%

45. What transportation changes or improvements would impact your life in a positive way?

More or improved public transportation (non-specific)	11%
Better traffic flow	10%
Maintain roads / faster road repairs / less disruptive repairs	9%
More or improved rail / commuter train / rapid transit	8%
Add or widen lanes / expand highways & roads	5%
Use of funds / decrease waste / funding to Eastern WA	4%
More buses / improved bus routes	3%
Intercity public transit / statewide transit service / expand to rural areas	3%
More bike paths / improved or segregated bike paths	3%
Lower taxes / do not raise taxes / fewer taxes	1%
Highway safety / public transit security	1%
Cheaper ferries / more ferries / upgrade ferries	1%
More / better bridges	1%
Other (<1% Mention)	16%
Don't know/not sure	2%
None / nothing	2%
No answer	19%

**DEFINITION:** When we say “our transportation system” we mean the roads, highways, bridges, public transit, rail, ferries, airports, sidewalks, and bike lanes that connect the state to move people & goods.

46. This survey has highlighted a number of different benefits of increased transportation funding. Given all of this, would you support or oppose increasing some transportation taxes and fees to meet our transportation system's needs?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
19%	44%	15%	19%	3%
===== > <b>62%</b> <b>35%</b> <=====				

**DEFINITION:** These next questions are about **tolling**, that is, charging drivers a fee on some major highways and bridges in heavily congested areas. Tolls are collected electronically so that drivers do not have to stop at toll booths.

47. In general, do you support or oppose tolling as a way to help pay for major state transportation projects?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
20%	39%	17%	21%	4%
===== > <b>59%</b> <b>37%</b> <=====				

48. One argument for using tolls to help pay for major state projects is that those who use and benefit the most from a project pay a bigger share of the cost. That means that less money is required from the rest of the state.

Knowing this, in general do you support or oppose tolling to help pay for major state transportation projects?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
27%	39%	14%	17%	3%
===== > <b>66%</b> <b>31%</b> <=====				

49. Tolls that change based on traffic volumes or time of day and day of week are known as variable tolls. Variable tolls help reduce congestion by encouraging people to shift optional trips to less busy times of the day, thus reducing congestion during the busiest times of the day. The idea is similar to the way movie theaters charge less for matinees to get people to come to the theater at less busy times.

In general, do you support or oppose the concept of variable tolling on major state roads in heavily congested areas?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
27%	35%	14%	20%	4%
===== > <b>62%</b> <b>34%</b> <=====				

50. Express Toll Lanes, also referred to as High Occupancy Toll (HOT) lanes, allow people traveling alone to pay a toll to use the High Occupancy Vehicle (HOV) lanes. The toll amount changes based on traffic flow so that the HOV lane doesn't slow down.

In general, do you support or oppose Express Toll Lanes on major state roads in heavily congested areas?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
29%	34%	13%	19%	5%
===== > <b>63%</b> <b>32%</b> <=====				

51. Which of the following statements is closest to your opinion:

**[ROTATE STATEMENTS]**

Toll money should <b>only</b> be spent on the specific road or bridge where the toll is collected and not on any other transportation investments.	37%
Toll money should be available to fund transportation improvements within a travel corridor – that is, on the roads and bridges that connect to where the toll is collected.	51%
Not sure	12%

52. Moving on to other issues. The state primarily provides funding for state highways, bridges, and the ferry system, as well as providing funding to cities and counties for transportation needs. Local jurisdictions and the federal government provide most of the funding for transit.

Do you support or oppose providing more state funding for public transit and passenger rail?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
30%	33%	14%	16%	6%
===== > <b>63%</b> <b>30%</b> <=====				

53. State gas tax revenues also help fund the Washington State Ferry system. Do you support or oppose using state transportation funds to help maintain and operate the Washington State Ferry system?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
20%	37%	21%	16%	6%
===== > 57% 37% < =====				

54. Washington State ferries carry 23 million passengers a year and are part of the state highway system just like bridges or highways. Ferry users pay about 70% of the ferry’s operational costs and state tax revenues provide the other 30%. The state also fully funds the capital needs of the ferry system, such as buying new boats and making ferry terminal improvements.

Knowing this, do you support or oppose using state funds to help maintain and operate the Washington State Ferry system?

Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not sure
27%	37%	18%	13%	5%
===== > 64% 31% < =====				

**Demographics:** These last few questions are for statistical purposes only and help us make sure we capture the opinions of a wide cross-section of Washington State residents. This entire survey is confidential. Your answers to these demographic questions help us make sure these results reflect the views off all residents.

55. Do you have a cell phone or not?

Yes	94%
No	6%

56. **(ASK IF Q55 IS YES)** How much do you rely on your cell phone. Would you say you rely on your cell phone...

All the time – I/we do not have a landline for voice calls	29%
A great deal – its your primary phone	27%
Some – you use it occasionally	37%
Very little – you mostly have it for emergencies	<1%

57. **(ASK IF Q56 IS LESS THAN ALL THE TIME)** Do you have a landline that you use for voice calls?

Yes	64%
No	36%

58. Please think about all the trips you make from home during a typical week such as going to work, running errands, or going to appointments. Approximately what percentage of those trips per week are done by:

**[Mean % shown]**

Driving alone in your vehicle	59%
Carpooling or driving with someone else	25%
Riding public transit	8%
Riding a motorcycle	1%
Riding a bicycle or walking instead of driving or taking transit	6%
Travelling some other way	2%

59. How many miles would you say you drive in an average year?

<7K miles	27%
7K-<11K	29%
11K+	32%
Not sure	12%

60. What is your gender?

Male	50%
Female	50%

61. What year were you born? \_\_\_\_\_ (For example: 1962) (IF BLANK) Are you:

18-34	30%
35-54	35%
55+	31%
Refused	5%

**The purpose of these next two questions is to allow us to compare to U.S. Census data so we can make sure this survey reflects our state's population accurately. Again, this entire survey is confidential.**

62. Are you from a Hispanic, Latino or Spanish-speaking background?

Yes, Hispanic/Latino/Spanish speaking	11%
No	80%
Refused	10%

63. What race would you classify yourself as:

Black/African-American	2%
White/Caucasian	69%
American Indian/Alaska Native	2%
Asian/Asian- American	7%
Native Hawaiian/other Pacific Islander	<1%
Two or more races	6%
Some Other Race	3%
Refused	11%

64. Are you registered to vote?
- |             |     |
|-------------|-----|
| Yes         | 93% |
| No/Not sure | 7%  |
65. Would you describe the area you live in as:
- |            |     |
|------------|-----|
| Urban/City | 32% |
| Suburban   | 32% |
| Rural/Town | 34% |
| Not sure   | 1%  |
66. In terms of your job status, are you employed, unemployed but looking for work, retired, a homemaker or a student?
- |                      |     |
|----------------------|-----|
| Employed – full time | 55% |
| Employed – part time | 9%  |
| Unemployed           | 5%  |
| Retired              | 16% |
| Student              | 4%  |
| Homemaker            | 6%  |
| Other                | 3%  |
| Refused              | 3%  |
67. Again, to help us compare to Census data, please indicate which of the following is the best estimate of your 2010 household income before taxes?
- |                        |     |
|------------------------|-----|
| Less than \$20,000     | 7%  |
| \$20,000 to \$34,999   | 9%  |
| \$35,000 to \$44,999   | 8%  |
| \$45,000 to \$59,999   | 12% |
| \$60,000 to \$84,999   | 16% |
| \$85,000 to \$99,999   | 9%  |
| \$100,000 to \$119,999 | 8%  |
| \$120,000 or more      | 14% |
| Refused                | 17% |

68. Your participation in this survey is greatly appreciated by the WSTC, transportation policy makers and elected officials! You can make sure your voice is heard on other critical issues by a participating in future research conducted by the state. Would you be interested in participating so that your voice can be heard?

- Yes (IF SELECTED, NEW SCREEN WITH MESSAGE SAYING “Thank you, the survey is now complete! Your participation is greatly appreciated and will help the state work towards addressing long-term transportation needs in a way that reflects the priorities of residents across the state. You will now be taken to website that explains how to sign up for future research projects for the state. If you are not redirected, please click here: [vows.micropanel.com](https://vows.micropanel.com)”

Yes 70%

- No (IF SELECTED, NEW SCREEN WITH MESSAGE SAYING “Thank you, the survey is now complete! Your participation is greatly appreciated and will help the state work towards addressing long-term transportation needs in a way that reflects the priorities of residents across the state. For additional information about the Washington State Transportation Commission, please visit [www.wstc.wa.gov](http://www.wstc.wa.gov). You may now close this window. ”

No 30%

**RTPO**

Puget Sound Regional Council	51%
Spokane	7%
SW Washington RT Council	7%
Peninsula RTPO	6%
Benton-Franklin-Walla Walla	5%
SW Washington RTPO	4%
Thurston	4%
Yakima Valley Conf of Gov	4%
Skagit / Island/ San Juan	3%
Whatcom	3%
QuadCo	2%
North Central RTPO	2%
Palouse	1%
NE Washington	1%