

Marginal Frequency Distributions with Percentages and Standard Errors

Questionnaire Item	Count	Percentage (Standard Error)
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
a. Public Transportation, for example local public bus, subway, or commuter rail		
Yes	23,505,389	12 (2.36)
No	177,201,311	88 (2.36)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
a. Public Transportation, for example local public bus, subway, or commuter rail		
1-2	7,773,359	33 (4.77)
3-5	4,953,385	21 (2.87)
6-10	2,008,904	9 (2.92)
More than 10 Days	8,769,741	37 (2.43)
Subtotal Valid Responses	23,505,389	100
Appropriate Skip	177,201,311	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
a. Public Transportation, for example local public bus, subway, or commuter rail		
Yes	19,797,222	84 (2.98)
No	3,636,275	16 (2.98)
Subtotal Valid Responses	23,433,498	100
Don't Know	71,891	
Appropriate Skip	177,201,311	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
b. Driving alone in a private vehicle, such as a car, sport utility vehicle, pickup truck, van, or motorcycle		
Yes	180,091,594	90 (1.41)
No	20,615,106	10 (1.41)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
A1x. On how many days did you use this type of transportation?		
b. Driving alone in a private vehicle, such as a car, sport utility vehicle, pickup truck, van, or motorcycle		
1-2	4,525,549	3 (0.49)
3-5	9,630,194	5 (0.96)
6-10	12,358,422	7 (0.63)
More than 10 Days	153,577,429	85 (1.37)
Subtotal Valid Responses	180,091,594	100
Appropriate Skip	20,615,106	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
c. Traveling in an organized carpool or vanpool		
Yes	18,596,746	9 (1.31)
No	182,109,954	91 (1.31)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
c. Traveling in an organized carpool or vanpool		
1-2	2,859,398	15 (3.20)
3-5	4,882,577	26 (2.36)
6-10	2,399,696	13 (2.63)
More than 10 Days	8,455,075	45 (1.65)
Subtotal Valid Responses	18,596,746	100
Appropriate Skip	182,109,954	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
c. Traveling in an organized carpool or vanpool		
Yes	16,312,469	88 (4.64)
No	2,284,277	12 (4.64)
Subtotal Valid Responses	18,596,746	100
Appropriate Skip	182,109,954	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
d. Traveling with others in a private vehicle		
Yes	115,442,317	58 (2.19)
No	85,264,383	42 (2.19)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
A1x. On how many days did you use this type of transportation?		
d. Traveling with others in a private vehicle		
1-2	14,020,546	12 (0.64)
3-5	27,378,400	24 (1.62)
6-10	18,850,080	16 (0.51)
More than 10 Days	55,002,584	48 (0.97)
Subtotal Valid Responses	115,251,611	100
Don't Know	190,706	
Appropriate Skip	85,264,383	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
e. City to city bus, such as Greyhound or Charter		
Yes	4,098,450	2 (0.29)
No	196,608,250	98 (0.29)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
e. City to city bus, such as Greyhound or Charter		
1-2	2,879,367	70 (4.30)
3-5	346,461	8 (5.73)
6-10	69,392	2 (1.34)
More than 10 Days	803,230	20 (6.30)
Subtotal Valid Responses	4,098,450	100
Appropriate Skip	196,608,250	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
e. City to city bus, such as Greyhound or Charter		
Yes	3,634,294	89 (8.15)
No	464,156	11 (8.15)
Subtotal Valid Responses	4,098,450	100
Appropriate Skip	196,608,250	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
f. City to city train, such as AMTRAK		
Yes	3,951,408	2 (0.55)
No	196,755,292	98 (0.55)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
A1x. On how many days did you use this type of transportation?		
f. City to city train, such as AMTRAK		
1-2	2,870,272	73 (10.80)
3-5	513,320	13 (4.44)
More than 10 Days	567,816	14 (7.19)
Subtotal Valid Responses	3,951,408	100
Appropriate Skip	196,755,292	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
f. City to city train, such as AMTRAK		
Yes	3,426,960	87 (7.84)
No	524,448	13 (7.84)
Subtotal Valid Responses	3,951,408	100
Appropriate Skip	196,755,292	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
g. Taxi, limousine, or shuttle service		
Yes	18,665,145	9 (1.48)
No	182,041,555	91 (1.48)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
g. Taxi, limousine, or shuttle service		
1-2	10,897,251	58 (5.17)
3-5	3,758,002	20 (2.72)
6-10	1,667,091	9 (3.49)
More than 10 Days	2,342,800	13 (3.76)
Subtotal Valid Responses	18,665,145	100
Appropriate Skip	182,041,555	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
g. Taxi, limousine, or shuttle service		
Yes	17,612,422	94 (1.31)
No	1,052,722	6 (1.31)
Subtotal Valid Responses	18,665,145	100
Appropriate Skip	182,041,555	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
h. Commercial airplane		
Yes	18,752,550	9 (1.42)
No	181,954,150	91 (1.42)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
h. Commercial airplane		
1-2	13,984,610	75 (3.85)
3-5	3,414,874	18 (3.49)
6-10	425,820	2 (1.57)
More than 10 Days	927,246	5 (2.48)
Subtotal Valid Responses	18,752,550	100
Appropriate Skip	181,954,150	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
h. Commercial airplane		
Yes	15,201,972	81 (2.61)
No	3,550,577	19 (2.61)
Subtotal Valid Responses	18,752,550	100
Appropriate Skip	181,954,150	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
i. Private or charter airplane		
Yes	3,464,100	2 (0.22)
No	197,242,600	98 (0.22)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
i. Private or charter airplane		
1-2	2,651,372	77 (5.96)
3-5	583,299	17 (6.26)
More than 10 Days	229,429	7 (3.54)
Subtotal Valid Responses	3,464,100	100
Appropriate Skip	197,242,600	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C20a. Were you satisfied with this type of transportation?		
i. Private or charter airplane		
Yes	3,405,691	98 (1.53)
No	58,408	2 (1.53)
Subtotal Valid Responses	3,464,100	100
Appropriate Skip	197,242,600	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
j. Commercial boat, ship, or ferry		
Yes	3,234,664	2 (0.16)
No	197,472,036	98 (0.16)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
j. Commercial boat, ship, or ferry		
1-2	1,477,145	46 (9.97)
3-5	756,356	23 (8.47)
6-10	655,706	20 (11.80)
More than 10 Days	345,458	11 (7.73)
Subtotal Valid Responses	3,234,664	100
Appropriate Skip	197,472,036	
Total	200,706,700	
C20a. Were you satisfied with this type of transportation?		
j. Commercial boat, ship, or ferry		
Yes	3,234,664	100 (0.00)
Subtotal Valid Responses	3,234,664	100
Appropriate Skip	197,472,036	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
k. Recreational boat		
Yes	4,951,651	2 (0.35)
No	195,755,049	98 (0.35)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
A1x. On how many days did you use this type of transportation?		
k. Recreational boat		
1-2	2,341,128	47 (7.50)
3-5	1,602,975	32 (5.65)
6-10	849,727	17 (7.65)
More than 10 Days	157,821	3 (2.39)
Subtotal Valid Responses	4,951,651	100
Appropriate Skip	195,755,049	
Total	200,706,700	
A1ka. Altogether, how many hours did you spend on a recreational boat?		
1-6	2,696,037	54 (9.45)
7-12	1,111,650	22 (5.89)
13-20	299,056	6 (4.52)
More Than 20 Hours	844,909	17 (6.38)
Subtotal Valid Responses	4,951,651	100
Appropriate Skip	195,755,049	
Total	200,706,700	
A1. During the past 30 days, have you used any of the following types of transportation for either personal or business travel?		
l. Bicycle		
Yes	19,556,831	10 (0.91)
No	181,149,869	90 (0.91)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
A1x. On how many days did you use this type of transportation?		
l. Bicycle		
1-2	8,340,373	43 (1.62)
3-5	5,346,032	27 (3.55)
6-10	2,996,598	15 (3.31)
More than 10 Days	2,873,827	15 (6.02)
Subtotal Valid Responses	19,556,831	100
Appropriate Skip	181,149,869	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
A11a. Did you use your bicycle primarily for. . .		
Commuting to Work	1,697,901	9 (1.91)
Recreation	9,275,643	47 (6.67)
Exercise	6,921,531	35 (3.64)
Some Other Purpose	1,661,755	8 (3.83)
Subtotal Valid Responses	19,556,831	100
Appropriate Skip	181,149,869	
Total	200,706,700	
C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .		
c. Delays when you travel		
Very Concerned	70,724,487	35 (2.00)
Somewhat Concerned	41,431,554	21 (1.43)
Neutral	40,847,997	20 (1.73)
Not Very Concerned	17,252,079	9 (0.92)
Not at All Concerned	29,903,418	15 (2.61)
Subtotal Valid Responses	200,159,536	100
Don't Know	547,164	
Total	200,706,700	
C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .		
d. Ease of use of transportation		
Very Concerned	56,947,778	28 (0.86)
Somewhat Concerned	37,299,925	19 (0.99)
Neutral	35,206,265	18 (1.26)
Not Very Concerned	25,644,701	13 (1.02)
Not at All Concerned	44,906,146	22 (2.25)
Subtotal Valid Responses	200,004,815	100
Don't Know	701,885	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .		
g. How much you spend on transportation		
Very Concerned	88,392,367	44 (1.47)
Somewhat Concerned	45,241,519	23 (1.20)
Neutral	29,234,388	15 (0.48)
Not Very Concerned	14,539,800	7 (0.77)
Not at All Concerned	22,788,549	11 (0.49)
Subtotal Valid Responses	200,196,623	100
Don't Know	510,077	
Total	200,706,700	
C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .		
j. The accessibility of transportation to people with disabilities		
Very Concerned	94,507,107	47 (1.67)
Somewhat Concerned	41,183,136	21 (1.24)
Neutral	30,756,122	15 (0.83)
Not Very Concerned	14,125,674	7 (0.32)
Not at All Concerned	18,752,659	9 (1.12)
Subtotal Valid Responses	199,324,699	100
Don't Know	1,382,001	
Total	200,706,700	
C22. Please rate your level of concern with the following issues on a scale of 1 to 5, where 1 means you are very concerned and 5 means you are not at all concerned. Please consider your experience using all means of transportation. Overall, how concerned are you about . . .		
k. The availability of public transportation, such as buses and trains, in your area		
Very Concerned	62,163,756	31 (2.47)
Somewhat Concerned	36,003,730	18 (1.68)
Neutral	36,532,912	18 (0.97)
Not Very Concerned	25,350,030	13 (1.14)
Not at All Concerned	38,176,364	19 (3.02)
Subtotal Valid Responses	198,226,792	100
Don't Know	2,479,908	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.		
c. Reducing delays when you travel		
Very Dissatisfied	43,396,481	23 (2.05)
Somewhat Dissatisfied	32,592,485	17 (1.18)
Neither Dissatisfied nor Satisfied	71,990,118	37 (1.81)
Somewhat Satisfied	25,701,374	13 (1.54)
Very Satisfied	18,703,152	10 (0.82)
Subtotal Valid Responses	192,383,610	100
Don't Know	8,250,482	
Refused	72,608	
Total	200,706,700	
C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.		
d. Making transportation easier to use		
Very Dissatisfied	30,229,334	16 (1.33)
Somewhat Dissatisfied	38,359,813	20 (1.16)
Neither Dissatisfied nor Satisfied	68,563,792	35 (0.85)
Somewhat Satisfied	34,672,143	18 (1.17)
Very Satisfied	22,259,221	11 (1.83)
Subtotal Valid Responses	194,084,303	100
Don't Know	6,361,586	
Refused	260,811	
Total	200,706,700	
C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.		
g. The cost of transportation		
Very Dissatisfied	65,449,707	33 (1.25)
Somewhat Dissatisfied	42,781,033	22 (0.82)
Neither Dissatisfied nor Satisfied	45,627,324	23 (0.55)
Somewhat Satisfied	20,572,627	10 (0.67)
Very Satisfied	21,825,296	11 (0.83)
Subtotal Valid Responses	196,255,987	100
Don't Know	4,378,105	
Refused	72,608	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.		
j. Providing accessible transportation to people with disabilities		
Very Dissatisfied	43,501,268	22 (1.35)
Somewhat Dissatisfied	33,867,509	17 (1.32)
Neither Dissatisfied nor Satisfied	57,051,602	29 (1.83)
Somewhat Satisfied	30,534,520	16 (1.15)
Very Satisfied	29,042,812	15 (0.67)
Subtotal Valid Responses	193,997,711	100
Don't Know	6,708,989	
Total	200,706,700	
C23. Now please rate your level of satisfaction with what the Federal government is doing to address the following issues on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Again, please consider your experiences using all types of transportation.		
k. Providing public transportation in your area		
Very Dissatisfied	44,402,245	23 (1.44)
Somewhat Dissatisfied	33,655,156	17 (1.20)
Neither Dissatisfied nor Satisfied	52,670,133	27 (1.41)
Somewhat Satisfied	34,607,396	18 (1.35)
Very Satisfied	29,961,953	15 (1.42)
Subtotal Valid Responses	195,296,884	100
Don't Know	5,409,816	
Total	200,706,700	
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
a. Changed the time of day you traveled		
Never	95,090,262	47 (3.89)
Occasionally	62,417,690	31 (2.06)
Frequently	42,819,261	21 (2.71)
Subtotal Valid Responses	200,327,213	100
Don't Know	239,443	
Refused	140,043	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
b. Changed the type of transportation you used, such as a car, bus, train, or subway		
Never	167,372,959	84 (1.39)
Occasionally	22,979,230	11 (1.21)
Frequently	10,016,214	5 (0.55)
Subtotal Valid Responses	200,368,403	100
Don't Know	198,254	
Refused	140,043	
Total	200,706,700	
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
c. Changed the route you took to reach your destination		
Never	75,769,718	38 (3.47)
Occasionally	79,250,747	40 (2.77)
Frequently	45,406,148	23 (1.79)
Subtotal Valid Responses	200,426,613	100
Don't Know	140,043	
Refused	140,043	
Total	200,706,700	
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
d. Took a route specifically to avoid railroad crossings		
Never	160,776,438	80 (1.76)
Occasionally	24,487,246	12 (1.13)
Frequently	15,040,066	8 (1.52)
Subtotal Valid Responses	200,303,749	100
Don't Know	177,751	
Refused	225,200	
Total	200,706,700	
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
e. Postponed your trip to another day		
Never	150,080,873	75 (1.63)
Occasionally	38,886,507	19 (1.36)
Frequently	11,599,277	6 (0.68)
Subtotal Valid Responses	200,566,657	100
Refused	140,043	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C21. In the past 30 days, how often did delays or congestion on highways and roads cause you to change your trip in the following ways. Please respond with Never, Occasionally, or Frequently:		
f. Cancelled your trip entirely		
Never	172,551,381	86 (0.94)
Occasionally	24,829,188	12 (0.83)
Frequently	3,186,087	2 (0.28)
Subtotal Valid Responses	200,566,657	100
Refused	140,043	
Total	200,706,700	
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
a. Public transportation, such as local public bus, subway, or commuter rail		
Very Inconvenient	54,328,019	27 (3.56)
Somewhat Inconvenient	24,541,102	12 (0.88)
Neutral	26,257,719	13 (1.05)
Somewhat Convenient	23,012,693	12 (0.86)
Very Convenient	52,869,776	26 (3.07)
N/A	18,666,768	9 (0.48)
Subtotal Valid Responses	199,676,078	100
Don't Know	1,030,622	
Total	200,706,700	
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
b. Taxi, limousine, or shuttle service		
Very Inconvenient	46,615,670	23 (4.41)
Somewhat Inconvenient	22,912,192	11 (1.23)
Neutral	28,555,127	14 (0.95)
Somewhat Convenient	29,506,054	15 (1.94)
Very Convenient	48,239,912	24 (2.37)
N/A	23,950,360	12 (0.85)
Subtotal Valid Responses	199,779,316	100
Don't Know	927,384	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
c. Commercial airplane		
Very Inconvenient	41,259,980	21 (2.67)
Somewhat Inconvenient	25,436,524	13 (0.58)
Neutral	35,636,106	18 (1.58)
Somewhat Convenient	38,208,780	19 (1.97)
Very Convenient	42,084,652	21 (1.72)
N/A	16,998,032	9 (0.84)
Subtotal Valid Responses	199,624,073	100
Don't Know	1,082,627	
Total	200,706,700	
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
d. Commercial boat, ship, or ferry		
Very Inconvenient	68,780,437	35 (2.24)
Somewhat Inconvenient	15,790,276	8 (1.19)
Neutral	25,330,641	13 (0.55)
Somewhat Convenient	12,926,595	7 (1.03)
Very Convenient	17,679,915	9 (0.65)
N/A	57,553,348	29 (1.93)
Subtotal Valid Responses	198,061,212	100
Don't Know	2,645,488	
Total	200,706,700	
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
e. City to city bus, such as Greyhound		
Very Inconvenient	38,446,469	19 (1.88)
Somewhat Inconvenient	23,215,194	12 (1.45)
Neutral	36,678,670	18 (1.44)
Somewhat Convenient	34,669,407	17 (1.84)
Very Convenient	35,708,429	18 (2.37)
N/A	29,890,287	15 (0.95)
Subtotal Valid Responses	198,608,454	100
Don't Know	2,098,246	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
f. City to city train, such as Amtrak		
Very Inconvenient	55,075,619	28 (3.10)
Somewhat Inconvenient	20,699,444	10 (1.17)
Neutral	26,525,028	13 (1.07)
Somewhat Convenient	24,754,820	12 (1.74)
Very Convenient	28,247,225	14 (1.91)
N/A	43,532,427	22 (1.42)
Subtotal Valid Responses	198,834,562	100
Don't Know	1,872,138	
Total	200,706,700	
C24. Now please think about your access from home to various means of transportation. On a scale from 1 to 5, where 1 means access is very inconvenient and 5 means it is very convenient, how convenient is access to. . .		
g. Carpool, vanpool, or private vehicle in which you travel with others		
Very Inconvenient	31,537,655	16 (1.11)
Somewhat Inconvenient	16,816,927	8 (0.62)
Neutral	30,518,708	15 (1.20)
Somewhat Convenient	28,188,076	14 (0.89)
Very Convenient	52,358,644	26 (1.08)
N/A	39,207,115	20 (1.05)
Subtotal Valid Responses	198,627,126	100
Don't Know	1,992,765	
Refused	86,810	
Total	200,706,700	
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
a. Public transportation, such as local public bus, subway, or commuter rail		
Not at All Affordable	8,063,155	4 (0.87)
Not Very Affordable	12,833,176	7 (0.74)
Neutral	42,393,855	22 (0.81)
Somewhat Affordable	38,078,972	19 (1.41)
Very Affordable	59,770,744	31 (1.64)
N/A	34,814,648	18 (2.87)
Subtotal Valid Responses	195,954,549	100
Don't Know	4,665,341	
Refused	86,810	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
b. Traveling alone in your private vehicle		
Not at All Affordable	18,415,568	9 (1.43)
Not Very Affordable	31,136,050	16 (0.57)
Neutral	42,188,483	21 (1.01)
Somewhat Affordable	55,288,001	28 (0.82)
Very Affordable	45,532,209	23 (2.43)
N/A	8,043,856	4 (0.39)
Subtotal Valid Responses	200,604,167	100
Don't Know	102,533	
Total	200,706,700	
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
c. Taxi, limousine, or shuttle service		
Not at All Affordable	41,001,922	21 (1.24)
Not Very Affordable	36,130,839	18 (1.61)
Neutral	40,520,535	21 (2.04)
Somewhat Affordable	31,669,656	16 (0.95)
Very Affordable	13,845,265	7 (0.70)
N/A	33,347,133	17 (2.50)
Subtotal Valid Responses	196,515,350	100
Don't Know	4,191,350	
Total	200,706,700	
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
d. Commercial airplane		
Not at All Affordable	42,438,665	21 (1.24)
Not Very Affordable	42,400,993	21 (1.41)
Neutral	40,580,035	20 (2.47)
Somewhat Affordable	35,711,969	18 (1.74)
Very Affordable	14,323,462	7 (0.59)
N/A	22,767,719	11 (1.07)
Subtotal Valid Responses	198,222,843	100
Don't Know	2,483,857	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
e. Commercial boat, ship, or ferry		
Not at All Affordable	28,899,993	15 (1.10)
Not Very Affordable	18,981,605	10 (0.83)
Neutral	40,468,073	21 (1.94)
Somewhat Affordable	14,021,098	7 (0.92)
Very Affordable	9,640,116	5 (0.84)
N/A	81,003,067	42 (2.26)
Subtotal Valid Responses	193,013,952	100
Don't Know	7,692,748	
Total	200,706,700	
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
f. City to city bus, such as Greyhound		
Not at All Affordable	8,134,986	4 (1.00)
Not Very Affordable	14,061,653	7 (0.86)
Neutral	47,842,406	25 (1.71)
Somewhat Affordable	47,354,325	24 (1.67)
Very Affordable	32,481,816	17 (0.83)
N/A	44,877,440	23 (1.23)
Subtotal Valid Responses	194,752,627	100
Don't Know	5,954,073	
Total	200,706,700	
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
g. City to city train, such as Amtrak		
Not at All Affordable	16,822,033	9 (1.14)
Not Very Affordable	16,666,472	9 (1.16)
Neutral	44,651,185	23 (1.80)
Somewhat Affordable	34,042,486	18 (1.75)
Very Affordable	18,928,352	10 (0.37)
N/A	62,938,687	32 (2.58)
Subtotal Valid Responses	194,049,215	100
Don't Know	6,657,485	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C25. Now rate how financially affordable you think these types of transportation are. On a scale of 1 to 5, where 1 means not at all affordable and 5 means very affordable, rate the following. . .		
h. Carpool, vanpool, or private vehicle in which you travel with others		
Not at All Affordable	10,444,818	5 (0.26)
Not Very Affordable	10,540,291	5 (0.53)
Neutral	41,560,101	21 (1.00)
Somewhat Affordable	44,150,594	22 (0.59)
Very Affordable	48,503,606	25 (1.00)
N/A	41,608,422	21 (0.78)
Subtotal Valid Responses	196,807,832	100
Don't Know	3,898,868	
Total	200,706,700	
C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
a. Public transportation, such as local public bus, subway, or commuter rail		
Not at All Reliable	12,455,770	6 (1.43)
Not Very Reliable	12,946,280	7 (1.21)
Neutral	41,566,748	21 (1.69)
Somewhat Reliable	47,397,346	24 (2.56)
Very Reliable	41,639,239	21 (1.86)
N/A	38,925,401	20 (2.85)
Subtotal Valid Responses	194,930,783	100
Don't Know	5,775,917	
Total	200,706,700	
C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
b. Taxi, limousine, or shuttle service		
Not at All Reliable	11,995,359	6 (0.65)
Not Very Reliable	13,810,446	7 (0.67)
Neutral	45,980,735	24 (0.95)
Somewhat Reliable	49,273,074	25 (2.16)
Very Reliable	34,000,141	17 (1.86)
N/A	39,546,582	20 (3.41)
Subtotal Valid Responses	194,606,337	100
Don't Know	6,100,363	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
c. Commercial airplane		
Not at All Reliable	17,686,542	9 (1.23)
Not Very Reliable	33,455,386	17 (1.07)
Neutral	38,003,538	19 (1.65)
Somewhat Reliable	47,462,693	24 (2.45)
Very Reliable	33,358,280	17 (1.14)
N/A	28,180,682	14 (1.51)
Subtotal Valid Responses	198,147,121	100
Don't Know	2,559,579	
Total	200,706,700	
C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
d. Commercial boat, ship, or ferry		
Not at All Reliable	9,745,833	5 (1.06)
Not Very Reliable	8,671,317	5 (0.81)
Neutral	41,933,723	22 (1.14)
Somewhat Reliable	23,235,257	12 (1.04)
Very Reliable	18,703,097	10 (0.93)
N/A	87,508,565	46 (1.12)
Subtotal Valid Responses	189,797,790	100
Don't Know	10,908,910	
Total	200,706,700	
C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
e. City to city bus, such as Greyhound		
Not at All Reliable	7,532,366	4 (0.86)
Not Very Reliable	10,188,410	5 (0.69)
Neutral	41,640,990	22 (1.50)
Somewhat Reliable	49,697,133	26 (3.84)
Very Reliable	33,080,470	17 (1.52)
N/A	51,261,413	27 (1.80)
Subtotal Valid Responses	193,400,782	100
Don't Know	7,305,918	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
f. City to city train, such as Amtrak		
Not at All Reliable	10,483,056	5 (1.17)
Not Very Reliable	10,105,497	5 (0.62)
Neutral	36,790,889	19 (1.14)
Somewhat Reliable	40,198,159	21 (2.33)
Very Reliable	25,878,020	13 (1.51)
N/A	68,449,580	36 (2.12)
Subtotal Valid Responses	191,905,200	100
Don't Know	8,801,500	
Total	200,706,700	
C26. On a scale from 1 to 5, where 1 means not very reliable and 5 means very reliable, rate the reliability of each of the following in terms of their being on time. . .		
g. Carpool, vanpool, or private vehicle in which you travel with others		
Not at All Reliable	6,995,655	4 (0.62)
Not Very Reliable	10,322,927	5 (0.65)
Neutral	30,419,168	16 (1.28)
Somewhat Reliable	40,314,582	21 (1.69)
Very Reliable	65,098,876	33 (1.33)
N/A	42,150,183	22 (1.29)
Subtotal Valid Responses	195,301,391	100
Don't Know	5,405,309	
Total	200,706,700	
M35. Have you flown as a passenger on a commercial airline in the past year?		
Yes	83,766,703	42 (3.08)
No	116,939,997	58 (3.08)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
a. The range of available public transportation options for traveling to the airport		
Very Dissatisfied	10,335,889	12 (1.53)
Somewhat Dissatisfied	9,998,779	12 (0.66)
Neutral	15,321,015	18 (2.44)
Somewhat Satisfied	18,500,093	22 (2.31)
Very Satisfied	21,117,481	25 (1.66)
N/A	7,797,680	9 (1.08)
Subtotal Valid Responses	83,070,937	100
Don't Know	695,766	
Appropriate Skip	116,939,997	
Total	200,706,700	
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
b. The availability of parking at the departure airport		
Very Dissatisfied	11,921,998	14 (2.12)
Somewhat Dissatisfied	8,101,349	10 (1.32)
Neutral	16,022,775	19 (1.81)
Somewhat Satisfied	19,967,264	24 (1.65)
Very Satisfied	22,501,696	27 (2.67)
N/A	4,772,685	6 (1.20)
Subtotal Valid Responses	83,287,768	100
Don't Know	478,935	
Appropriate Skip	116,939,997	
Total	200,706,700	
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
c. The cost of parking at the departure airport		
Very Dissatisfied	24,795,080	30 (1.42)
Somewhat Dissatisfied	18,909,266	23 (2.50)
Neutral	12,954,817	16 (1.68)
Somewhat Satisfied	13,175,920	16 (1.29)
Very Satisfied	8,178,923	10 (1.57)
N/A	5,434,872	7 (1.17)
Subtotal Valid Responses	83,448,878	100
Don't Know	317,825	
Appropriate Skip	116,939,997	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
d. The availability of convenient flight times to your destination		
Very Dissatisfied	7,437,776	9 (1.58)
Somewhat Dissatisfied	8,842,700	11 (1.10)
Neutral	18,446,770	22 (1.51)
Somewhat Satisfied	28,055,267	33 (1.61)
Very Satisfied	20,717,982	25 (1.44)
N/A	266,207	0 (0.16)
Subtotal Valid Responses	83,766,703	100
Appropriate Skip	116,939,997	
Total	200,706,700	
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
e. The availability of airline choices to your destination		
Very Dissatisfied	9,309,047	11 (1.43)
Somewhat Dissatisfied	13,040,548	16 (1.38)
Neutral	20,111,129	24 (1.23)
Somewhat Satisfied	23,124,546	28 (1.82)
Very Satisfied	16,694,762	20 (2.42)
N/A	1,212,970	1 (0.32)
Subtotal Valid Responses	83,493,001	100
Don't Know	273,701	
Appropriate Skip	116,939,997	
Total	200,706,700	
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
f. Notification of flight delays		
Very Dissatisfied	20,875,122	25 (3.38)
Somewhat Dissatisfied	11,843,105	14 (2.45)
Neutral	18,549,788	22 (1.35)
Somewhat Satisfied	11,310,678	14 (0.52)
Very Satisfied	14,544,154	17 (2.49)
N/A	6,234,254	7 (1.37)
Subtotal Valid Responses	83,357,101	100
Don't Know	409,601	
Appropriate Skip	116,939,997	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
M36. Thinking about your experiences flying on commercial airlines in the past year, please rate your level of satisfaction with the following on a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied.		
g. Notification of flight cancellations		
Very Dissatisfied	19,116,799	23 (2.84)
Somewhat Dissatisfied	10,976,896	13 (3.62)
Neutral	17,260,109	21 (1.42)
Somewhat Satisfied	12,269,229	15 (1.00)
Very Satisfied	13,221,927	16 (2.54)
N/A	10,210,162	12 (1.82)
Subtotal Valid Responses	83,055,122	100
Don't Know	711,581	
Appropriate Skip	116,939,997	
Total	200,706,700	
B3. Do you currently have a disability or health problem that makes it difficult for you to travel outside the home?		
Yes	16,355,898	8 (1.10)
No	184,350,802	92 (1.10)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
1. By car as a driver		
Yes	7,403,903	47 (8.20)
No	8,272,004	53 (8.20)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
2. By car as a passenger		
Yes	4,126,621	26 (2.42)
No	11,549,286	74 (2.42)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
3. By public transportation, such as bus or rail		
Yes	5,545,207	35 (5.63)
No	10,130,700	65 (5.63)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
4. By bicycle		
Yes	6,855,716	44 (3.75)
No	8,820,191	56 (3.75)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
5. By walking		
Yes	9,247,829	59 (3.46)
No	6,428,078	41 (3.46)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
6. By airplane		
Yes	5,270,119	34 (5.70)
No	10,405,787	66 (5.70)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
M2. Please indicate if you have difficulties traveling by any of the following means because of your disability or health problem.		
7. Other reason		
Yes	1,564,662	10 (3.24)
No	14,111,245	90 (3.24)
Subtotal Valid Responses	15,675,907	100
Don't Know	679,991	
Appropriate Skip	184,350,802	
Total	200,706,700	
B4a. Since January 2000, have you requested a product or service from an agency of the U.S. Department of Transportation?		
Yes	4,404,125	2 (0.48)
No	196,302,575	98 (0.48)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
1. The National Highway Traffic Safety Administration		
Yes	594,750	14 (5.82)
No	3,809,375	86 (5.82)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
2. U.S. Coast Guard		
Yes	287,598	7 (6.62)
No	4,116,527	93 (6.62)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
3. Federal Aviation Administration		
Yes	181,734	4 (4.53)
No	4,222,391	96 (4.53)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
B4b2. Which of the following agencies did you contact?		
4. Maritime Administration		
No	4,404,125	100 (0.00)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
5. Federal Highway Administration		
Yes	699,072	16 (2.82)
No	3,705,053	84 (2.82)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
6. Federal Railroad Administration		
Yes	299,500	7 (4.96)
No	4,104,625	93 (4.96)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
7. Federal Transit Administration		
Yes	139,641	3 (2.39)
No	4,264,484	97 (2.39)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
8. Federal Motor Carrier Safety Administration		
Yes	403,502	9 (8.46)
No	4,000,623	91 (8.46)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
B4b2. Which of the following agencies did you contact?		
9. Research and Special Programs Administration		
Yes	237,207	5 (5.22)
No	4,166,918	95 (5.22)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
10. Bureau of Transportation Statistics		
Yes	448,633	10 (7.60)
No	3,955,492	90 (7.60)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
11. St. Lawrence Seaway Development Corporation		
No	4,404,125	100 (0.00)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
12. Office of the Secretary of Transportation		
Yes	285,733	6 (5.52)
No	4,118,392	94 (5.52)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b2. Which of the following agencies did you contact?		
13. Some other agency		
Yes	1,643,965	37 (13.60)
No	2,760,160	63 (13.60)
Subtotal Valid Responses	4,404,125	100
Appropriate Skip	196,302,575	
Total	200,706,700	
B4b3. Which of those agencies did you most recently contact?		
Don't Know	237,207	
Refused	171,398	
Appropriate Skip	200,298,096	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
B4b1. How long ago was your most recent request?		
Since the Beginning of December of 2000	747,281	27 (11.10)
During October and November of 2000	735,847	27 (10.70)
During July through September of 2000	984,991	36 (18.60)
Between January and June of 2000	292,042	11 (5.16)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
1. Data (tables, charts, graphs, files, CD-ROM)		
Yes	1,066,727	39 (1.23)
No	1,693,433	61 (1.23)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
2. Publications, brochures, pamphlets, fact sheets, reports		
Yes	161,691	6 (4.31)
No	2,598,469	94 (4.31)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
3. Maps		
No	2,760,160	100 (0.00)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
4. Press Releases		
No	2,760,160	100 (0.00)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
5. Videos		
Yes	181,734	7 (5.88)
No	2,578,426	93 (5.88)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
6. Employment information		
No	2,760,160	100 (0.00)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
7. Grant or scholarship information		
Yes	114,335	4 (4.55)
No	2,645,824	96 (4.55)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B4b4. And what kind of product or service did you request from [fill in agency name from B4b3]?		
8. Other		
Yes	1,235,672	45 (11.80)
No	1,524,488	55 (11.80)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
B5. How did you contact (fill in agency name from the B4b2 or B4b3)?		
Telephone	2,221,845	80 (8.24)
Internet/World Wide Web	59,250	2 (2.13)
(Regular) Mail	148,805	5 (2.49)
In Person	330,260	12 (6.75)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
B6. Please rate your overall satisfaction with the level of service you received. Would you say you were . . .		
Very Dissatisfied	439,748	16 (11.10)
Somewhat Dissatisfied	335,089	12 (11.00)
Neither Dissatisfied nor Satisfied	139,641	5 (3.81)
Somewhat Satisfied	1,227,567	44 (13.70)
Very Satisfied	618,116	22 (6.97)
Subtotal Valid Responses	2,760,160	100
Appropriate Skip	197,946,540	
Total	200,706,700	
D1. How many licensed vehicles are available for regular use by members of your household?		
Zero	7,145,899	4 (0.94)
One	44,726,100	22 (1.46)
Two	86,760,713	43 (0.35)
Three	39,554,089	20 (1.51)
Four	15,818,285	8 (0.91)
Five or More	6,701,614	3 (1.02)
Subtotal Valid Responses	200,706,700	100
Average (Arithmetic Mean)		2.2 (0.08) ^a
Total	200,706,700	
D2. Are you a licensed commercial transportation operator?		
Yes	27,331,412	14 (1.04)
No	173,375,288	86 (1.04)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D3. Do you own or operate a business from your home?		
Yes	21,671,572	11 (0.88)
No	179,035,128	89 (0.88)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D4. Please stop me when I reach the category that best describes your age.		
18 - 24	25,871,073	13 (0.75)
25 - 34	36,161,046	18 (1.68)
35 - 44	44,101,311	22 (1.84)
45 - 54	37,420,137	19 (1.31)
55 - 64	24,049,934	12 (0.62)
65 or Older	33,103,199	16 (1.11)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	

^a The values presented are the mean and its associated standard error, rather than the percent that is presented in the majority of the cells.

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
D5. Are you male or female?		
Male	95,787,305	48 (0.82)
Female	104,919,395	52 (0.82)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D6. What is the last grade of school you completed?		
Less than High School	21,058,153	10 (0.80)
High School Graduate/GED	81,948,703	41 (1.34)
Some College	38,897,751	19 (0.85)
Community College Graduate (AA: Associate of Arts Degree)	11,098,699	6 (0.54)
College Graduate (BA or BS: Bachelor of Arts or Sciences Degree)	29,671,187	15 (0.97)
Post-Graduate Degree (Masters, Ph.D., Lawyer, Medical Doctor)	14,899,576	7 (0.86)
Technical School/Professional Business School	3,132,631	2 (0.41)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D7. Are you of Hispanic origin?		
Yes	16,866,891	8 (1.85)
No, Not Spanish/Hispanic/Latino	183,839,809	92 (1.85)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D8. What is your race?		
1. White		
Yes	157,535,352	80 (2.16)
No	40,276,279	20 (2.16)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
2. Black or African-American		
Yes	21,274,301	11 (1.65)
No	176,537,330	89 (1.65)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage (Standard Error)
D8. What is your race?		
3. American Indian or Alaska Native		
Yes	4,601,721	2 (0.25)
No	193,209,910	98 (0.25)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
4. Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)		
Yes	5,511,790	3 (0.53)
No	192,299,841	97 (0.53)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
5. Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian, or Chamorro)		
Yes	1,714,235	1 (0.15)
No	196,097,396	99 (0.15)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	
D8. What is your race?		
6. Other Race		
Yes	11,629,701	6 (1.75)
No	186,181,930	94 (1.75)
Subtotal Valid Responses	197,811,631	100
Don't Know	589,767	
Refused	2,305,302	
Total	200,706,700	

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage
D9. Do you have any other telephone lines in you house that someone would answer? This does not include dedicated computer, fax lines, or cellular phones.		
Yes	13,198,948	7 (0.75)
No	187,507,752	93 (0.75)
Subtotal Valid Responses	200,706,700	100
Total	200,706,700	
D9a. How many other telephone lines are there?		
One	10,900,677	83 (2.68)
Two	1,631,012	12 (2.33)
Three	441,063	3 (1.50)
Four	174,549	1 (0.76)
Five or More	51,647	0 (0.45)
Subtotal Valid Responses	13,198,948	100
Average (Arithmetic Mean)		1.2 (0.04) ^a
Appropriate Skip	187,507,752	
Total	200,706,700	
D9b. What is the primary use of this (these) phone line(s)?		
Home Use Only	9,721,308	74 (4.46)
Business and Home Use	1,912,875	15 (2.23)
Business Use Only	1,495,373	11 (2.73)
Subtotal Valid Responses	13,129,556	100
Refused	69,392	
Appropriate Skip	187,507,752	
Total	200,706,700	
D12. How many people 18 years or older live in your household?		
One	37,339,122	19 (0.87)
Two	110,921,228	55 (2.07)
Three	33,279,077	17 (1.15)
Four	15,432,975	8 (1.24)
Five or More	3,239,873	2 (0.53)
Subtotal Valid Responses	200,212,276	100
Average (Arithmetic Mean)		2.2 (0.04) ^a
Refused	494,424	
Total	200,706,700	

^a The values presented are the mean and its associated standard error, rather than the percent that is presented in the majority of the cells.

Marginal Frequency Distributions with Percentages and Standard Errors (Continued)

Questionnaire Item	Count	Percentage
D8RACE.		
Non-Hispanic White	156,147,237	84 (1.61)
Non-Hispanic Black	20,666,631	11 (1.59)
Non-Hispanic Indian	3,339,099	2 (0.24)
Non-Hispanic Asian	5,511,790	3 (0.60)
Non-Hispanic Pacific Island	1,263,540	1 (0.05)
Subtotal Valid Responses	186,928,297	100
Total	186,928,297	