

**APPENDIX**

**TELEPHONE QUESTIONNAIRE**

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Resp. Number \_\_\_\_\_  
(A01-A04)  
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**MINNESOTA'S STATE HIGHWAYS' REST AREAS  
TELEPHONE QUESTIONNAIRE  
S-286**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

INTERVIEWER: \_\_\_\_\_ DATE: \_\_\_\_\_

BEGIN WITH: Hello, my name is (YOUR NAME) calling from (AGENCY), an independent market research firm located in the Twin Cities. Today, we are conducting a survey for Mn/DOT (the Minnesota Department of Transportation) across the state, and would like to include your opinions on this important survey. I am not trying to sell you anything. If there is a (FEMALE/MALE, AS APPROPRIATE) who is 18 years of age or older in your household, may I speak to that person?

- YES.....1. → CONTINUE. (A05)
- NO.....2. → SCHEDULE CALLBACK OR  
THANK & DISCONTINUE.

**(IF ASKED: SURVEY WILL TAKE ABOUT 15 MINUTES.)**

**IF NEW PERSON ON THE PHONE, READ INTRODUCTION AGAIN AND CONTINUE.**

1. Before I start, I want to let you know that I am not trying to sell anything. I would only like your honest opinions. To make certain that we include people from all age groups, please tell me which of the following categories contains your age. **READ LIST. CIRCLE ONE.**

- Under 18 .....1. → ASK TO SPEAK TO SOMEONE 18 OR OLDER OR THANK & DISCONTINUE.
- 18-24.....2. ↓
- 25-34.....3. ↓
- 35-44.....4. ↓
- 45-54.....5. → CONTINUE. (A06)
- 55-64.....6. ↗
- 65-74.....7. ↗
- 75 or older.....8. ↗
- REFUSED (DO NOT READ) .....X. → THANK & DISCONTINUE.

2. Do you now, or have you ever, worked in any of the following...? **READ LIST. IF "YES" TO ANY, THANK & DISCONTINUE.**

- Law enforcement .....1. ↘
- Mn/DOT .....2. → **THANK & DISCONTINUE.**
- Dept. of Public Safety .....3. → **THANK & DISCONTINUE.**
- TV, Radio, Newspaper, or Magazines .....4. ↗ (A07)
- NONE OF THE ABOVE (DO NOT READ)..Y. → **CONTINUE.**

3. I am going to ask you some questions about the state highways and interstate freeways in Minnesota. The interstate freeways in Minnesota are roads, such as I-35, I-90, and I-94. Some examples of state highways include highways 2, 10, 52, 53, 75 and 169. **PAUSE.**

In the past 3 years, approximately how many times have you driven at least one hour or at least 75 miles on state highways and interstate freeways within the State of Minnesota? Would you say...? **READ LIST. CIRCLE ONE.**

- Fewer than 5 times .....1. ↘
- 5 to 10 times .....2. ↘
- 11 to 20 times .....3. → **CONTINUE.** (A08)
- More than 20 times .....4. ↗
- None/No times .....5. ↗
  
- NEVER TRAVEL/NEVER LEAVE HOME  
(DO NOT READ) .....0. → **SKIP TO Q4.; THEN,  
SKIP TO Q20.**
- REFUSED/DON'T KNOW (DO NOT READ)Y. → **THANK & DISCONTINUE.**

3A. When traveling in a car or other type of motorized vehicle, are you typically the driver or a passenger? **DO NOT READ. CIRCLE ONE.**

- PASSENGER .....1.
- DRIVER .....2.
- EQUAL PASSENGER AND DRIVER .....3.
- VARIES .....4. (A09)
  
- NEVER TRAVEL/NEVER LEAVE HOME 0. → **ASK Q4.; THEN,  
SKIP TO Q20.**
- REFUSED .....X.
- DON'T KNOW.....Y.

4. What county do you live in? **DO NOT READ. CIRCLE ONE.**

- |                 |             |                 |             |       |
|-----------------|-------------|-----------------|-------------|-------|
| Anoka.....1.    | → CONTINUE. | Ramsey.....5.   | → CONTINUE. |       |
| Carver.....2.   | → CONTINUE. | Scott.....6.    | → CONTINUE. | (A10) |
| Dakota.....3.   | → CONTINUE. | Washington...7. | → CONTINUE. |       |
| Hennepin.....4. | → CONTINUE. |                 |             |       |

**ALL COUNTIES LISTED BELOW → SKIP TO Q5.**

- |                 |                       |                 |                       |
|-----------------|-----------------------|-----------------|-----------------------|
| (A11)           | (A13)                 | (A15)           | (A17)                 |
| Aitkin.....1    | Freeborn.....1        | Martin.....1    | Rice.....1            |
| Becker.....2    | Goodhue.....2         | McLeod.....2    | Rock.....2            |
| Beltrami.....3  | Grant.....3           | Meeker.....3    | Roseau.....3          |
| Benton.....4    | Houston.....4         | Mille Lacs....4 | Saint Louis....4      |
| Big Stone.....5 | Hubbard.....5         | Morrison.....5  | Sherburne.....5       |
| Blue Earth....6 | Isanti.....6          | Mower.....6     | Sibley.....6          |
| Brown.....7     | Itasca.....7          | Murray.....7    | Stearns.....7         |
| Carlton.....8   | Jackson.....8         | Nicollet.....8  | Steele.....8          |
| Cass.....9      | Kanabec.....9         | Nobles.....9    | Stevens.....9         |
| Chippewa.....0  | Kandiyohi.....0       | Norman.....0    | Swift.....0           |
| (A12)           | (A14)                 | (A16)           | (A18)                 |
| Chisago.....1   | Kittson.....1         | Olmsted.....1   | Todd.....1            |
| Clay.....2      | Koochiching...2       | Otter Tail....2 | Traverse.....2        |
| Clearwater...3  | Lake.....3            | Pennington...3  | Wabasha.....3         |
| Cook.....4      | Lake of the Woods...4 | Pine.....4      | Wadena.....4          |
| Cottonwood...5  | Lac Qui Parle...5     | Pipestone....5  | Waseca.....5          |
| Crow Wing...6   | Le Sueur.....6        | Polk.....6      | Watonwan.....6        |
| Dodge.....7     | Lincoln.....7         | Pope.....7      | Wilkin.....7          |
| Douglas.....8   | Lyon.....8            | Red Lake.....8  | Winona.....8          |
| Faribault....9  | Mahnomen.....9        | Redwood.....9   | Wright.....9          |
| Filmore.....0   | Marshall.....0        | Renville.....0  | Yellow Medicine.....0 |

- OTHER (SPECIFY: \_\_\_\_\_). 1. → CONTINUE.  
 REFUSED .....X. → CONTINUE. (A19)  
 DON'T KNOW.....Y. → CONTINUE.

4A. In the past 3 years, have you traveled outside the Twin Cities Metro area on a state highway or on an interstate freeway within the State of Minnesota? **DO NOT READ. CIRCLE ONE.**

- YES.....1.  
 NO.....2. (A20)  
 REFUSED.....X.  
 DON'T KNOW.....Y.

5. While traveling on state highways and the interstate freeways in Minnesota, at which of the following types of facilities do you stop? **READ LIST, STARTING AT RED CHECK. CIRCLE ALL MENTIONS AT Q5., BELOW.**

Do you stop at...

- |  | <u>Q5.</u> | <u>Q5A.</u> |       |
|--|------------|-------------|-------|
| ( ) A sit-down restaurant .....        | (A21) 1    | 1           | (A22) |
| ( ) A fast food restaurant .....       | 2          | 2           |       |
| ( ) A gas station .....                | 3          | 3           |       |
| ( ) A convenience store.....           | 4          | 4           |       |
| ( ) A state, county, or city park..... | 5          | 5           |       |
| ( ) A rest area on the highway .....   | 6          | 6           |       |
| NONE/DON'T STOP (DO NOT READ).....     | 7          | 7           |       |
| REFUSED/DON'T KNOW (DO NOT READ).....  | Y          | Y           |       |

5A. Which one type of facility do you prefer to use while traveling? **DO NOT READ. CIRCLE ONE AT Q5A. ABOVE.**

5B. **REFER TO ANSWER(S) AT Q5. IF "A REST AREA ON THE HIGHWAY" (6) IS CIRCLED, SKIP TO Q6.**

5C. **REFER TO ANSWER(S) AT Q5. IF "A REST AREA ON THE HIGHWAY" (6) IS NOT CIRCLED, ASK Q5C.** You indicated that you do not stop at rest areas which are found on Minnesota state highways and interstate freeways. Is that correct? **DO NOT READ. CIRCLE ONE.**

- |                          |    |                |       |
|--------------------------|----|----------------|-------|
| YES .....                | 1. | → SKIP TO Q5E. |       |
| NO .....                 | 2. | → CONTINUE.    | (A23) |
| REFUSED/DON'T KNOW ..... | Y. | → CONTINUE.    |       |

5D. Just to clarify, you do stop at rest areas found on the state highways and interstate freeways within Minnesota? **DO NOT READ. CIRCLE ONE.**

- |                          |    |               |       |
|--------------------------|----|---------------|-------|
| YES .....                | 1. | → SKIP TO Q6. |       |
| NO .....                 | 2. | → CONTINUE.   | (A24) |
| REFUSED/DON'T KNOW ..... | Y. | → CONTINUE.   |       |

5E. For what reasons do you not stop at state highway rest areas in the State of Minnesota? **PROBE AND CLARIFY.** Which other reasons do you not stop at state highway rest areas in the State of Minnesota? **RECORD UP TO 4 RESPONSES. THEN → SKIP TO Q20.**

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(A25)

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(A26)

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(A27)

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6. In what one type of vehicle are you most often traveling when you stop at a rest area in Minnesota? **READ LIST. CIRCLE ONE.**

- A car .....1. ↘
  - A pick-up or van.....2. → **CONTINUE.**
  - An RV .....3. ↗
- 
- A motorcycle.....4. ↘
  - A semi-tractor trailer .....5. ↘
  - Some other type of commercial truck.....6. → **SKIP TO Q7.**
  - A bus.....7. ↗
  - REFUSED/DON'T KNOW (DO NOT READ).....Y. ↗
- (A28)

6A. Do you typically pull a trailer while traveling in (READ ANSWER FROM Q6.)? **DO NOT READ. CIRCLE ONE.**

- YES .....1. → **CONTINUE.**
  - NO .....2. → **SKIP TO Q7.**
  - REFUSED/DON'T KNOW .....Y. → **SKIP TO Q7.**
- (A29)

6B. Do you typically pull a trailer that would hold recreational vehicles like a camper, boat, snowmobile, or an ATV, or do you typically pull a trailer that would hold items like wood, personal property, a car, livestock or other animals, or a U-Haul? **DO NOT READ. CIRCLE ONE.**

- RECREATIONAL TRAILER .....1.
  - OTHER TYPE OF VEHICLE .....2.
  - REFUSED/DON'T KNOW .....Y.
- (A30)

7. During which times of the day or night do you typically stop at a rest area in Minnesota? **READ LIST. CIRCLE ALL MENTIONS AT Q7., BELOW.**

Would you say you typically stop...?

- Q7.
- From 8:00 a.m. to noon .....1.
  - From noon to 5:00 p.m.....2.
  - From 5:00 p.m. to 9:00 p.m.....3.
  - From 9:00 p.m. to midnight .....4.
  - From midnight to 4:00 a.m.....5.
  - From 4:00 a.m. to 8:00 a.m.....6.
  - REFUSED (DO NOT READ) .....X.
  - DON'T KNOW (DO NOT READ).....Y.
- (A31)

8. When you make the decision to stop at a rest area in Minnesota, what are your reasons for stopping? **READ LIST. CIRCLE ALL MENTIONS AT Q8., BELOW.**

Is one reason to...?

	<u>Q8.</u>	<u>Q8A.</u>	
Use the restrooms.....(A32)	1	1	(A34)
Change drivers.....	2	2	
Sleep.....	3	3	
Eat a snack or meal.....	4	4	
Get a drink of water.....	5	5	
Use the vending machines.....	6	6	
Walk or exercise.....	7	7	
Exercise a pet.....	8	8	
Rest or relax.....	9	9	
Change clothes.....	0	0	
Do paper work.....(A33)	1	1	(A35)
Use the telephone.....	2	2	
Check or inspect your vehicle.....	3	3	
Obtain tourist information about lodging, restaurants, and recreational attractions . . .	4	4	
Obtain information about weather, road conditions, and construction . . .	5	5	
Get directions . . .	6	6	
Let the children stretch and play . . .	7	7	
OTHER (SPECIFY: _____).0	0	0	
REFUSED (DO NOT READ) . . .	X	X	
DON'T KNOW (DO NOT READ). . .	Y	Y	

- 8A. **IF MORE THAN ONE REASON IS CIRCLED AT Q8., CONTINUE WITH Q8A.; OTHERWISE SKIP TO Q9.** Which one of these reasons is your primary reason for stopping at a rest area in Minnesota? **DO NOT READ. CIRCLE ONE AT Q8A. ABOVE.**

9. Once stopped at a rest area in Minnesota, which facilities do you typically use? **READ LIST. CIRCLE ALL MENTIONS.**

Do you typically use...?

The restrooms.....1.	(A36)	The recycling receptacles.....1.	(A37)
The picnic facilities.....2.		The tourist information booth where people staff the counter.....2.	
The children's playgrounds...3.		The brochure rack with information about lodging, restaurants, and recreational attractions.....3.	
The telephone.....4.		The maps on display that include distances...4.	
The drinking fountain or outdoor water faucet.....5.		The information about weather, road conditions, and construction.....5.	
The diaper changing tables...6.		OTHER (SPECIFY: _____).0.	
The vending machines.....7.		REFUSED (DO NOT READ).....X.	
The pet walking areas.....8.		DON'T KNOW (DO NOT READ).....Y.	
The walking paths.....9.			
The trash receptacles.....0.			

10. What additional facilities or services would you like to see provided at the rest areas in Minnesota? **PROBE AND CLARIFY.** What else? **RECORD UP TO 4 RESPONSES.**

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(A38)

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(A39)

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11. Now, I'm going to read a list of characteristics about state highway rest areas. Using a scale of "1" to "10", with "10" being "extremely important" and "1" being "not at all important", please tell me how important it is for a state highway rest area to provide these items. **READ LIST, STARTING AT RED CHECK. FILL IN A NUMBER OF FROM "1" TO "10" FOR EACH ITEM (DK MEANS DON'T KNOW/NO OPINION) AT Q11., BELOW.**

Q11.                      Q11A.

- |     |   |       |
|-----|---|-------|
| ( ) | A separate parking area for semis, buses, other large trucks, and vehicles pulling trailers, .....(A40) ... _____ | (A61) |
| ( ) | An adequate amount of parking space for semis and other large trucks .....(A41) ... _____                         | (A62) |
| ( ) | Attractive buildings .....(A42) ... _____   | (A63) |
| ( ) | Well lit parking areas .....(A43) ... _____   | (A64) |
| ( ) | Well lit buildings and restrooms .....(A44) ... _____   | (A65) |
| ( ) | Clean restrooms .....(A45) ... _____  | (A66) |
| ( ) | Well ventilated restrooms .....(A46) ... _____  | (A67) |
| ( ) | Enough pay telephones .....(A47) ... _____  | (A68) |
| ( ) | A pet walking area .....(A48) ... _____   | (A69) |
| ( ) | A children's play area .....(A49) ... _____   | (A70) |
| ( ) | A picnic area .....(A50) ... _____  | (A71) |
| ( ) | Well maintained grounds .....(A51) ... _____  | (A72) |
| ( ) | Vending machines .....(A52) ... _____   | (A73) |
| ( ) | Trash receptacles .....(A53) ... _____  | (A74) |
| ( ) | Recycling receptacles .....(A54) ... _____  | (A75) |
| ( ) | Custodians on duty .....(A55) ... _____   | (A76) |
| ( ) | Access to emergency phones .....(A56) ... _____   | (A77) |
| ( ) | Tourist information about lodging, restaurants, and other recreational activities .....(A57) ... _____            | (A78) |
| ( ) | Information about weather, road conditions, and construction .....(A58) ... _____                                 | (A79) |
| ( ) | Maps on display that include distances .....(A59) ... _____   | (B05) |
| ( ) | Directions .....(A60) ... _____   | (B06) |

- 11A. Next, I'd like you to tell me how well the State of Minnesota is doing in providing these same items. Again, we'll use a scale of "1" to "10" -- only this time -- a "10" will mean that Minnesota is doing an "excellent job" on providing these items, and a "1" will tell me that Minnesota "isn't doing well at all" at providing these items at rest areas in Minnesota.

How well is Minnesota doing in providing...? **READ LIST, BEGINNING AT RED CHECK. FILL IN A NUMBER OF FROM "1" TO "10" FOR EACH ITEM (DK MEANS DON'T KNOW/NO OPINION) AT Q11A., ABOVE.**



12. Are there any times of the day or night when you wouldn't stop at a rest area in Minnesota? **DO NOT READ. CIRCLE ONE.**

- YES .....1. → CONTINUE.
- NO .....2. → SKIP TO Q12B. (B07)
- REFUSED/DON'T KNOW .....Y. → SKIP TO Q12B.

12A. During which times of the day or night would you not stop at a rest area in Minnesota? **READ LIST. CIRCLE ALL MENTIONS AT Q12A., BELOW.**

Would you **not stop**...

Q12A.

- From 8:00 a.m. to noon .....1.
- From noon to 5:00 p.m.....2.
- From 5:00 p.m. to 9:00 p.m. ....3.
- From 9:00 p.m. to midnight .....4. (B08)
- From midnight to 4:00 a.m.....5.
- From 4:00 a.m. to 8:00 a.m.....6.
- REFUSED (DO NOT READ) .....X.
- DON'T KNOW (DO NOT READ).....Y.

12B. Is there any reason or situation why you would not stop at a rest area in Minnesota? **PROBE AND CLARIFY.** Any other reason or situation? **RECORD UP TO 4 RESPONSES.**

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(B09)

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(B10)

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(B11)

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13. If an out-of-state friend you know was planning to travel through Minnesota, and asked you to describe the rest areas in Minnesota, what would you tell them? **PROBE AND CLARIFY.** What else would you tell them? **RECORD UP TO 4 RESPONSES.**

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(B12)

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(B13)

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(B14)

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13A. Would you recommend stopping at the rest areas in Minnesota? **DO NOT READ. CIRCLE ONE.**

- YES .....1. → **SKIP TO Q14.**  
 NO .....2. → **CONTINUE.** (B15)  
 REFUSED/DON'T KNOW .....Y. → **CONTINUE.**

13B. Why wouldn't you recommend stopping at a rest area in Minnesota? **PROBE AND CLARIFY.**

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(B16)

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(B17)

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(B18)

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14. I'm going to read a list of possible descriptions for the rest areas in Minnesota. After I read each, please tell me if you completely agree, somewhat agree, somewhat disagree, or completely disagree with each description. **READ LIST, STARTING AT RED CHECK. CIRCLE ONE FOR EACH DESCRIPTION.**

Minnesota's rest areas are...

	<u>CA</u>	<u>SA</u>	<u>SD</u>	<u>CD</u>	<u>DK</u>	
( ) Completely safe.....	4	3	2	1	Y	(B19)
( ) Appealing.....	4	3	2	1	Y	(B20)
( ) Satisfactory.....	4	3	2	1	Y	(B21)
( ) Friendly.....	4	3	2	1	Y	(B22)
( ) Well-maintained .....	4	3	2	1	Y	(B23)
( ) Too few in number.....	4	3	2	1	Y	(B24)
( ) Attractive .....	4	3	2	1	Y	(B25)
( ) Messy .....	4	3	2	1	Y	(B26)
( ) Adequate.....	4	3	2	1	Y	(B27)
( ) Too large .....	4	3	2	1	Y	(B28)
( ) First rate .....	4	3	2	1	Y	(B29)
( ) Pleasing.....	4	3	2	1	Y	(B30)
( ) Clean .....	4	3	2	1	Y	(B31)

15. If you could change anything about the rest areas in Minnesota, what would you change? **PROBE AND CLARIFY.**

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(B32)

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(B33)

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(B34)

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16. In the past 3 years, have you traveled to other states on a state highway or on an interstate freeway?  
**DO NOT READ. CIRCLE ONE.**

- YES .....1. → CONTINUE.
- NO .....2. ↘
- REFUSED .....X. → SKIP TO Q18. (B35)
- DON'T KNOW.....Y. ↗

17. Did you stop at any rest areas while traveling to other states? **DO NOT READ. CIRCLE ONE.**

- YES .....1. → CONTINUE.
- NO .....2. ↘
- REFUSED .....X. → SKIP TO Q18. (B36)
- DON'T KNOW.....Y. ↗

17A. Overall, how would you rate the rest areas in Minnesota to the rest areas in other states? Would you rate the rest areas in Minnesota as...? **READ LIST. CIRCLE ONE.**

- Much better.....1.
- Somewhat better.....2.
- About the same .....3.
- Somewhat worse .....4. (B37)
- Much worse than the rest areas  
in other states .....5.
- REFUSED (DO NOT READ) .....X.
- DON'T KNOW (DO NOT READ).....Y.

18. While we have been talking about rest areas in Minnesota, which rest area or rest areas, if any, have you been thinking about in particular? **PROBE FOR HIGHWAY/FREEWAY AND LOCATION, IF POSSIBLE.** (EXAMPLE: I-35, BETWEEN MINNEAPOLIS AND DULUTH)

(B38)

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(B39)

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(B40)

19. What additional comments about rest areas in Minnesota would you like to share with me?  
**CLARIFY.**

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(B41)

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(B42)

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(B43)

20. I'm going to read two statements. After I read each, please tell me if you completely agree, somewhat agree, somewhat disagree, or completely disagree with each statement. **READ STATEMENT, STARTING AT RED CHECK. CIRCLE ONE FOR EACH DESCRIPTION.**

How much do you agree with the statement...

- |   | <u>CA</u> | <u>SA</u> | <u>SD</u> | <u>CD</u> | <u>DK</u> |
|---|-----------|-----------|-----------|-----------|-----------|
| ( ) It is perfectly acceptable to use highway tax funds for the construction and maintenance of Minnesota's rest areas..... | 4         | 3         | 2         | 1         | Y         |
| ( ) Rest areas are important to travelers on Minnesota's state highways and interstate freeways.....                        | 4         | 3         | 2         | 1         | Y         |

**DEMOGRAPHICS:** Finally, I have just a few questions about you that will be used for classification purposes only. Your answers will be held strictly confidential.

A. For how many years, in total, have you lived in Minnesota? **DO NOT READ. CIRCLE ONE.**

- LESS THAN 1 YEAR.....1.
- 1 YEAR TO LESS THAN 5 YEARS.....2.
- 5 YEARS TO LESS THAN 10 YEARS.....3.
- 10 YEARS TO LESS THAN 15 YEARS.....4.
- 15 YEARS TO LESS THAN 20 YEARS.....5. (B46)
- 20 YEARS TO LESS THAN 30 YEARS.....6.
- 30 YEARS OR MORE.....7.
- ENTIRE LIFE.....8.
- REFUSED.....X.

B. What is the last grade or level of school that you completed? **DO NOT READ. CIRCLE ONE.**

- DID NOT GRADUATE FROM HIGH SCHOOL.....1.
- COMPLETED HIGH SCHOOL.....2.
- TECHNICAL/TRADE SCHOOL.....3.
- SOME COLLEGE.....4. (B47)
- GRADUATED COLLEGE.....5.
- GRADUATE SCHOOL.....6.
- REFUSED.....X.

C. Which of the following best describes your total combined 1996 household income, before taxes? **READ LIST. CIRCLE ONE.**

- Up to \$20,000 a year.....1.
- \$20,001 to \$40,000.....2.
- \$40,001 to \$60,000.....3.
- \$60,001 to \$80,000.....4. (B48)
- \$80,001 to \$100,000.....5.
- More than \$100,000.....6.
- REFUSED (DO NOT READ).....X.
- DON'T KNOW (DO NOT READ).....Y.

**THANK & CLOSE.**

D. **RECORD GENDER:** MALE.....1. FEMALE.....2. (B49)