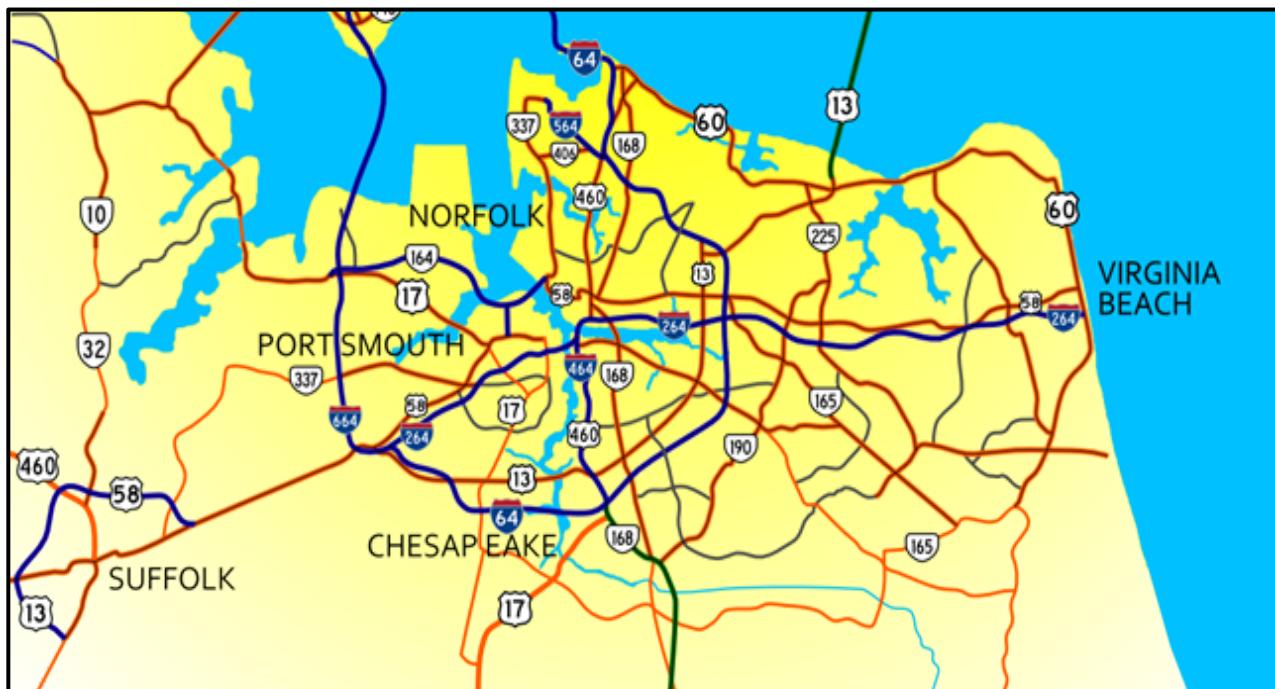


## ***South Hampton Roads Midtown and Downtown Tunnels Tolls Survey***

### ***Part II: Post-Tolling Report and Findings***



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# 1. Project Overview

## 1.1 Project Goals

The goals of this study are to assess the public's views and behavior ten months out from the implementation of tolling on the Midtown and Downtown tunnels, and where appropriate draw comparisons with reported views and anticipated behavior to the January 2014 survey (one month prior to the implantation of tolling).

The data and analysis in this report focuses on commuting experiences, knowledge and views of tolls on the Midtown and Downtown tunnels, changes to commuting patterns, and knowledge and use of the EZ Pass system.

## 1.2 Survey Methodology

- ✓ Data for this report are from a random sample telephone survey of 629 residents of the cities of Norfolk, Portsmouth, Chesapeake, Suffolk, and Virginia Beach, including landline and cell phones, conducted November 7-16. Calls were made between 5 PM and 9 PM on week days, and between 2 PM and 9 PM on Sunday.
- ✓ The maximum Margin of Error (MoE) for the overall survey (n=629) is +/- 3.9 percentage points at the 95% level of confidence. This means that 95 times out of 100 the reported results will be within 3.9 points of the actual results if we were to survey the entire population of drivers 18-older in the five cities included in the study. In addition to sampling error, the other potential sources of error include non-response, question wording, and interviewer error.
- ✓ The response rate (AAPOR RRI Standard Definition) for the survey is 18%. Four callbacks were employed in the fielding process.
- ✓ Live calling was conducted by trained interviewers at the Wason Center for Public Policy Survey Research Lab at Christopher Newport University.
- ✓ The data are weighted using the HRTPO Travel Demand Model trip ends to reflect as closely as possible the locality of residence of drivers using the Midtown and Downtown tunnels.
- ✓ The weighted proportion of respondents by locality is:

<b>Could you tell me which locality you are a resident of? (weighted)</b>	Norfolk	21
	Portsmouth	31
	Chesapeake	20
	Suffolk	6
	Virginia Beach	22

## 2. Summary of Key Findings

### 1. Commuting Experiences

- Vast majority of residents drive; two-thirds commute through one or both tunnels, and nearly two-thirds of them do so during Peak hours.

### 2. Views on Tolls

- Residents are slightly more opposed to the tolls than supportive; tolling is most popular option for paying for transportation improvements in Hampton Roads.

### 3. Knowledge of Tolls

- Residents think \$.77 is a reasonable toll for cars and light trucks, \$1.75 for commercial heavy trucks; majority say current toll for cars and light trucks is reasonable; toll would have to be \$3.35 for residents to avoid it.

### 4. Changes to Driving Habits

- Few have changed where they live or work to avoid tolls; strong third have changed their commute or where they travel to avoid tolls.

### 5. Issues Related to EZ Pass

- Majority use EZ Pass to pay tolls; three-fourths opened new EZ Pass account; most employers not helping with toll costs.

### 3. Commuting Experiences

#### KEY FINDINGS

- **Most South Hampton Roads commuters experience traffic related delays on a regular basis.**
- **Nearly a third of South Hampton Roads commuters use the Midtown or Downtown tunnels at least once a week.**
- **Nearly two-thirds of commuters who use the Midtown or Downtown tunnels at all do so during Peak driving times.**

Several questions were included to assess commuting habits of drivers in the five cities of South Hampton Roads, including questions that gauge how residents commute, how often they are late getting somewhere due to traffic, how often they commute through the Midtown or Downtown tunnels, and when their tunnel commute occurs.

The vast majority of South Hampton Roads residents get around the region by driving a vehicle, and face a delay getting somewhere due to traffic an average of four out of seven days per week, a drop of one day per week from January. The typical household has at least one driver who commutes through the Midtown or Downtown tunnels to get to work, school, or some other obligation, which represents no change since January. Just under one-in-three (29%) of residents say they personally commute through the tunnels at least once a week, which represents no change since January. A majority of those commutes take place during Peak hours, either in the morning or afternoon/early evening, which represents no change since January.

Thinking about your typical 7-day week, about how many days are you late getting somewhere because of traffic problems? (average)	Jan.	Nov.
5	4	

#### Thinking about your typical 7-day week again, how do you normally get around, do you normally...

	Jan.	Nov.
Drive your own vehicle	87	85
Drive someone else's vehicle	5	2
Take the bus, ferry, or light rail	3	4
Take a taxi	1	1
Take turns sharing rides with other people, such as "carpooling"	1	3
Walk or ride a bike	1	1
Some other way	2	4

<b>How many drivers in your home ever commute through either the Midtown or Downtown tunnels to get to work, school, or fulfill some other obligation? (average)</b>	<b>Jan.</b>	<b>Nov.</b>
	<b>1</b>	<b>1</b>

**And how about you personally, how often do you use the Midtown or Downtown tunnels between Norfolk and Portsmouth?**

	<b>Jan.</b>	<b>Nov.</b>
Daily	<b>16</b>	<b>18</b>
Once a week	<b>13</b>	<b>11</b>
Few times a month	<b>22</b>	<b>20</b>
Very seldom	<b>19</b>	<b>16</b>
Almost never	<b>18</b>	<b>20</b>
Never	<b>10</b>	<b>15</b>
Dk/refused	<b>2</b>	<b>1</b>

**And when do you typically make that drive...**

	<b>Jan.</b>	<b>Nov.</b>
In the morning before 5:30	<b>3</b>	<b>5</b>
In the morning between 5:30-9:00	<b>16</b>	<b>11</b>
In the afternoon between 2:30-7:00	<b>19</b>	<b>17</b>
Both in the morning between 5:30-9:00 AND in the afternoon between 2:30-7:00	<b>22</b>	<b>27</b>
During the day between 9:00 AM and 2:30 PM	<b>15</b>	<b>17</b>
In the evening after 7:00	<b>10</b>	<b>8</b>
Dk/refused	<b>15</b>	<b>15</b>

## 4. Views on Tolls

### KEY FINDINGS

- **Residents of South Hampton Roads are more opposed to the tolls than supportive of them.**
- **When given a series of options, tolls are the most popular way to pay for future transportation improvements among residents of South Hampton Roads.**

Two questions were included to assess resident's views on the tolls on the Midtown and Downtown tunnels, including questions that assess whether they supported the purpose of the tolls and how they preferred to pay for future transportation improvements in Hampton Roads.

Support for the tolls has dropped since January with 42% now saying they oppose the tolls for their stated purpose and 34% saying they support the tolls for their stated purpose. This is a reversal from January, when support was higher than opposition to the tolls, with 44% saying they supported the tolls being collected to finance improvements to the Midtown and Downtown tunnels and 36% saying they opposed the tolls being collected for this reason. However, opinion about how to pay for transportation improvements has not changed, with tolls continuing to rank as the most popular way to pay for transportation improvements, followed closely by a statewide sales tax and a statewide gas tax.

<b>The tolls on the Midtown and Downtown tunnels are being collected to finance transportation improvements, including expanding the Midtown Tunnel from one tube to two tubes, resulting in a total of four lanes. Would you say that you generally support or generally oppose the toll for this purpose, or don't you have an opinion either way?</b>		Jan.	Nov.
Support	44	34	
No view	18	24	
Oppose	36	42	
Dk/ refused	2		

**There are various ways that have been discussed over the years for paying for transportation improvements in Hampton Roads. I'm going to read a list of several that have been discussed. Please tell me which one, if any, you most support for future transportation improvements**

	Jan.	Nov.
Tolls on specific projects	24	24
A regional sales tax	9	10
A regional gas tax	9	10
A statewide sales tax	20	20
A statewide gas tax	20	18
None (vol)	11	12
Other (vol)	3	5
Dk/refused	4	1

## 5. Knowledge of Tolls

### KEY FINDINGS

- Residents think toll rates for both cars and light trucks during Off-Peak and Peak times are higher than they actually are.
- Residents think the toll rate for cars and light trucks is generally reasonable, but think the toll rate for commercial vehicles is too high.

Several questions were included to assess resident's knowledge of the tolls, including questions that assessed whether respondents knew how much the tolls are, and whether they viewed the toll rates as too high, reasonable, or too low.

When asked to say what the toll rates are for cars and light trucks during Off-Peak\* times, South Hampton Roads residents said, on average, \$1.15, which was \$.40 higher than the actual rate at the time. When asked about Peak\* time rates for cars and light trucks, they said, on average, \$1.73, which was \$.73 higher than the actual rate at the time.

Residents think the Peak time toll rate for cars and light trucks (which was \$1.00 at the time of the survey) is acceptable, with 60% saying generally reasonable and 36% saying it is too high. Asked to say what they would consider an overall reasonable Peak time toll rate for cars and light trucks, on average residents say \$.49, a \$.28 drop from January.

A 59% majority of respondents (but a smaller majority than in January) say the actual Peak time toll rate for commercial heavy trucks of \$4.00 is too high, and 23% say it is generally reasonable. Asked to say what they would consider an overall reasonable Peak time toll rate for commercial heavy vehicles, on average residents say \$1.98, a \$.23 increase from January.

There are different toll rates depending upon whether you travel through one of the tunnels during times of heavy traffic volume – called Peak times, or during times of light traffic volume – called Off-Peak times. Can you tell me how much the toll rate is for cars and light vehicles during Off-Peak times? (average)	Jan.	Nov.
	\$1.12	\$1.15

\* Peak times are considered the hours of high traffic volume, between 5:30-9:00 AM and 2:30-7:00 PM. All other hours are considered Off-peak, with lower traffic volume.

<b>And how about the amount during Peak times, can you tell me how much the toll rate is for cars and light vehicles during Off-Peak times? (average)</b>	Jan.	Nov.
	\$1.61	\$1.73

<b>The toll rate is \$1.00 for cars and light trucks during Peak travel times. Regardless of whether you support or oppose the toll, do you think this amount is generally reasonable, too high, or too low? (question worded differently in January)</b>		Jan.	Nov.
	Too high	48	36
	Generally reasonable	48	60
	Too low	2	1
	Dk/ refused	2	3

<b>And what amount would you consider to be a reasonable toll for cars and light trucks during Peak travel times, when traffic volume is high? (average)</b>	Jan.	Nov.
	\$ .77	\$ .49

<b>And the rate is \$4.00 for commercial heavy trucks during Peak travel times. Again, regardless of whether you support or oppose the toll, do you think this amount is generally reasonable, too high, or too low? (question worded differently in January)</b>		Jan.	Nov.
	Too high	69	59
	Generally reasonable	26	23
	Too low	1	17
	Dk/ refused	4	1

<b>And what amount would you consider to be a reasonable toll for commercial heavy trucks during Peak travel times, when traffic volume is high? (average)</b>	Jan.	Nov.
	\$1.75	\$1.98

## 6. Changes in Driving Habits

### KEY FINDINGS

- **More residents report changing commuting patterns than where they work or live to avoid paying tolls.**
- **The High Rise Bridge is the most likely alternative route to avoid driving through the Midtown and Downtown tunnels.**
- **More residents report carpooling than taking the bus or ferry to avoid paying tolls.**

Several questions were included to assess changes to commuting patterns as a result of the tolls on the Midtown and Downtown tunnels, including questions about what residents did to avoid paying the tolls, and how their commuting patterns changed.

Residents of South Hampton Roads reported in January that they would look for alternatives to paying the tolls if they could, but fewer have made changes than said they would. Just over one-in-four (41%) say they have changed their commuting patterns, while in January 57% said they would do it. Almost half (45%) say they avoided traveling to destinations that require paying tolls, while 58% said in January they would do it. More than half of respondents who said they would consider telecommute or working from home to avoid paying tolls report doing it. The smallest gap between projected change and actual change is with changing where they live or work to avoid the tolls, with 19% saying they would do it and 12% saying they have done it.

In terms of alternative routes, the High Rise Bridge is more popular as an alternative (54%) than the Gilmerton Bridge (36%) or the Jordan Bridge (26%). In terms of alternative modes, carpooling or vanpooling is more popular as an alternative (24%) than taking the ferry (12%) or the bus (7%), and all three alternative modes are utilized far less than residents said they would utilize them in January.

**I'm going to read several changes people have said they would make to their commutes once tolls were put in place on the Midtown and Downtown tunnels. For each one, please tell me "yes" or "no" if it is a change you made.**

	Jan.			Nov.		
	Yes	No	Dk/ ref	Yes	No	Dk/ ref
Changed where you live or work to avoid the tolls	19	77	4	12	86	2
Changed your commute to avoid the tolls	57	38	5	41	55	4
Avoided traveling to destinations that require paying the tolls	58	38	4	45	53	2
Started telecommuting or working from home	33	60	7	15	80	5

**Several alternative driving routes are available to avoid driving through the Midtown and Downtown tunnels. As I read each one, please tell me if it is a route you have used to avoid paying the tolls.**

	Jan.			Nov.		
	Yes	No	Dk/ ref	Yes	No	Dk/ ref
The Gilmerton Bridge	48	46	7	36	61	3
The High Rise Bridge	60	35	5	54	42	4
The Jordan Bridge (not asked in Jan.)				26	70	4

**There are also several alternative modes of transportation available. As I read each one, please tell me if it is a mode of transportation you have used to avoid paying the tolls.**

	Jan.			Nov.		
	Yes	No	Dk/ ref	Yes	No	Dk/ ref
The bus	20	77	3	7	92	1
The ferry between Portsmouth & Norfolk	40	57	3	12	87	1
Carpooling or Vanpooling	53	4	3	24	75	1

## 7. Issues Related to EZ Pass

### KEY FINDINGS

- **Most residents use EZ Pass to pay for tolls.**
- **A strong third of residents have opened a new EZ Pass account.**
- **A small but significant percentage of residents have not opened an EZ Pass account due to financial limitations or a lack of understanding about how to open one.**
- **A small percentage of employers are helping offset the cost of tolls.**

Several questions were included to assess resident's use of the EZ Pass system, including whether they had opened an EZ Pass account, and why not if they had not opened one.

A strong majority of 59% of residents says they pay tolls with an EZ Pass. Only 12% of residents said they had opened a new EZ Pass account in January, but by November 41% had opened a new account. Of those who had not opened an EZ Pass account, the vast majority (67%) said they had not opened one because they did not need one or would not use one enough. However, 16% had not opened an account for reasons related to financial constraints or not knowing how to open one.

Finally, few employers are helping their employees cover the costs of the tolls, with 6% saying their employer is helping and 67% saying their employer is not helping.

<b>There are two different ways to pay the tolls at the Midtown and Downtown tunnels, EZ Pass and Pay by Plate. Which of these do you use? (not asked in Jan.)</b>	EZ Pass	59
	Pay by License Plate	23
	Neither/don't pay toll	17
	Dk/ refused	1

<b>And have you opened an EZ Pass account? (Jan.)</b>		Jan.	Nov.
		Already had one	26
<b>Did you already have an EZ Pass account or did you open an account when the tolls started? (Nov.)</b>	Opened a new one	12	41
	No	61	24
	Dk/refused	1	

**(of those who had not already opened an EZ Pass account in January, or those who said they were using Pay by License Plate in November....) Which statement best describes why you have not opened an EZ Pass Account.**

	Jan.	Nov.
I have not had time to open one	18	17
I do not know how to open one	4	4
I cannot afford to open one	8	7
I do not have a checking or saving account to open one	1	3
I do not need one / will not use it enough	69	67
I do not have credit card to open one (November only)		2

**Do you know if your employer is offering any help to their employees to offset the cost of the tolls, such as helping pay part of the cost?**

	Jan.	Nov.
Yes, employer is helping	6	6
No, employer is not helping	73	67
No, not employed	15	19
Dk/refused	7	7

## 8. Conclusion

The goals of this two-part study are to assess the public's views and behavior in relation to the implementation of tolling on the Midtown and Downtown tunnels. In particular, this second part examined the differences and similarities in views and reported behavior from January to November. In that context, several broad conclusions can be drawn.

First, some progress in traffic management is demonstrated in these results. Residents of South Hampton Roads reported being late on average four days in a typical seven-day week, which is one day less (a 20% improvement) than the five days in a typical seven-day week reported in January. Additionally, there is a slight increase in the percentage of residents who say they use the tunnels daily, a decrease in the percentage of residents who say they use the tunnel once a week or less, and an increase in the number of people who say they never use the tunnels. Taken together, these results suggest some improvement in traffic management, and that regular commuters are using the tunnels a bit more while occasional commuters are using them a bit less. The tolls may be making commutes for regular commuters easier and more predictable, and discouraging commuters who use the tunnels as an occasional commodity.

Second, support for the tolls has dropped since January by 10%, and opposition has increased by 6%, resulting in the tolls generally being opposed more than supported in November. This is a reversal from January. However, the percentage of respondents saying they support tolls on specific projects as their primary preferred method of paying for transportation improvements remained stable at 24%. Additionally, the percentage of respondents who said the Peak travel time toll rate of \$1.00 (at the time of this survey) is generally reasonable increased from January to November by 12%. These results suggest increased public dissatisfaction with something other than the concept of tolling, or the actual amount of the toll on the Midtown and Downtown tunnels.

Third, like in January, in November residents thought the toll rate during Peak and Off-Peak travel times was higher than it actually is. Surprisingly, what residents thought the toll rates actually were changed little between January and November. In January residents reported an average Off-Peak toll rate of \$1.12 and in November they reported an average Off-Peak toll rate of \$1.15. In January they reported an average Peak toll rate of \$1.61 and in November they reported an average Peak toll rate of \$1.73. Like in January, in November residents reported a desired (reasonable) toll rate about half the actual toll rate. These results suggest awareness of the actual toll rates has changed little from January to November.

Fourth, it appears as though some behavior change has occurred as a result of the tolls, but far less than was promised by respondents in January. Far fewer residents reported actually telecommuting or working from home, changing their commute to avoid the tolls, avoiding traveling to destinations that require paying the tolls, or changing where they work or live, in November than said they would do those things in January. Additionally, fewer residents reported actually using alternative travel routes such as the High Rise or Gilmerton bridges in November than said they would in January. Finally, far fewer residents reported using alternative modes of transportation such as the bus,

ferry, or carpooling or vanpooling in November than said they would in January. These results suggest that while changes in living, working, and commuting behavior are conceptually appealing to many people, they are difficult to make in reality for most residents of South Hampton Roads.

Finally, the proportion of residents who report not having opened an EZ Pass account due to financial difficulties or not understanding how to open one has increased slightly from January to November. These results suggest that there is a persistent pocket of residents who are unable to use EZ Pass, and thus incur the added administrative fees associated with Pay by License Plate when they commute through the Midtown and Downtown tunnels.

## 9. Appendix

### 9.1 January Survey Questionnaire (with weighted Responses)

INTRO: Hello! My name is \_\_\_\_\_ and I'm a student calling from Christopher Newport University. This is not a sales call but a poll about transportation issues in Hampton Roads. This number was selected at random, and your answers are completely confidential. Would you be willing to take this short 8 minute survey?

Q1: Could you tell me which locality you are a resident of...

Norfolk	21
Portsmouth	32
Chesapeake	20
Suffolk	6
Virginia Beach	21

Q2: Thinking about your typical 7-day week, about how many days are you late getting somewhere because of traffic problems?

Average = 5

Q3: Ok, thinking about your typical 7-day week again, how do you normally get around, do you normally...

Drive your own vehicle	87
Drive someone else's vehicle	5
Take the bus, ferry, or light rail	3
Take a taxi	1
Take turns sharing rides with other people, such as "carpooling"	1
Walk or ride a bike	1
Some other way (vol.) (record exact answer)	2

Q4: How much have you heard about the tolls that are coming to the Midtown and Downtown tunnels between Norfolk and Portsmouth on February 1<sup>st</sup>, have you heard...

A lot	76
Some	11
A little	9
None	4

Q5: How many drivers in your home ever commute through either the Midtown or Downtown tunnels to get to work, school, or fulfill some other obligation?

Average = 1

Q6: And how about you personally, how often do you use the Midtown or Downtown tunnels between Norfolk and Portsmouth? Do you use them daily, at least once a week, a few times a month but not weekly, very seldom, or almost never?

Daily	16
Once a week	13
Few times a month	22
Very seldom	19
Almost never	18
Never – go to Q8	10
Dk/ref (vol.)	2

Q7: And when do you typically make that drive...

In the morning before 5:30	3
In the morning between 5:30-9:00	16
In the afternoon between 2:30-7:00	19
Both in the morning between 5:30-9:00 AND in the afternoon between 2:30-7:00	22
During the day between 9:00 AM and 2:30 PM	15
In the evening after 7:00	10
Dk/ref (vol.)	15

Q8: The tolls on the Midtown and Downtown tunnels are being collected to finance transportation improvements, including expanding the Midtown Tunnel from one tube to two tubes, resulting in a total of four lanes. Would you say that you [RANDOMIZE: “generally support” or “generally oppose”] the toll for this purpose, or don’t you have an opinion either way?

Generally support	44
No view	18
Generally oppose	36
Dk/ref (vol.)	2

Q9 There are various ways that have been discussed over the years for paying for transportation improvements in Hampton Roads. I’m going to read a list of several that have been discussed. Please tell me which ONE, if any, you MOST support for future transportation improvements.

**[RANDOMIZE LIST]**

Tolls on specific projects	24
A regional sales tax	9
A regional gas tax	9
A statewide sales tax	20
A statewide gas tax	20
None (vol.)	11
Other (vol.) (record exact answer)	3
Dk/ref (vol.)	4

Q10: I’m going to read several changes people have said they might make to their commutes once tolls are put in place on the Midtown and Downtown tunnels. For each one, please tell me “Yes” or “No” if it is a change you think you might consider:

	<u>Yes</u>	<u>No</u>	<u>Dk/ref (vol.)</u>
Change where you live or work to avoid the tolls	19	77	4
Change your commute to avoid the tolls	57	38	5
Avoid traveling to destinations that require paying the tolls	58	38	4
Telecommuting or working from home	33	60	7

**No Q12-13**

Q14: Several alternative driving routes are available to avoid driving through the Midtown or Downtown tunnels. As I read each one, please tell me if it is a route you would consider taking to avoid paying the tolls:

	<u>Yes</u>	<u>No</u>	<u>Dk/ref (vol.)</u>
The Gilmerton Bridge	48	46	7
The High Rise Bridge	60	35	5

**No Q15-16**

Q17: There are also several alternative modes of transportation available. As I read each one, please tell me if it is a mode of transportation you would consider taking to avoid paying the tolls:

	Yes	No	Dk/ref (vol.)
The bus	20	77	3
The ferry between Portsmouth & Norfolk	40	57	3
Carpooling or Vanpooling	53	44	3

**No Q18-19**

Q20: There are different toll rates depending upon whether you travel through one of the tunnels during times of heavy traffic volume - called Peak times, or during times of light traffic volume - called Off-Peak times. Can you tell me how much the toll rate will be for cars and light vehicles during Off-Peak travel times?

Average = \$1.12

Q21: And how about the amount during Peak times, Can you tell me how much the toll rate will be for cars and light vehicles during Peak travel times?

Average = \$1.61

Q22. Just to let you know, the toll rate is scheduled to be as high as \$1.00 for cars and light trucks during Peak travel times. Regardless of whether you support or oppose the toll, do you think this amount is generally reasonable, too high, or too low?

Too high	48
Generally reasonable (skip to Q24)	48
Too low	2
Dk/ref (vol.)	2

Q23. And what amount would you consider to be a reasonable toll for cars and light trucks during Peak travel times, when traffic volume is high?

Average = \$.77

Q24: And the rate is scheduled to be as high as \$4.00 for commercial heavy trucks during Peak travel times. Again, regardless of whether you support or oppose the toll, do you think this amount is generally reasonable, too high, or too low?

Too high	69
Generally reasonable (skip to Q26)	26
Too low	1
Dk/ref (vol.)	4

Q25. And what amount would you consider to be a reasonable toll for commercial heavy trucks during Peak travel times, when traffic volume is high?

Average - \$1.75

Q26: In order to pay for the tolls at the Midtown and Downtown tunnels, drivers are being encouraged to open EZ Pass accounts, which will collect the toll electronically. How much have you heard about the EZ Pass accounts, would you say...

A lot	66
Some	19
A little	11
None	3
Dk/ref (vol.)	1

Q27: And have you opened an EZ Pass account?

Yes, already had one (skip to Q29)	26
Yes, opened a new one (skip to Q29)	12
No	61
Dk/ref (vol.)	1

Q28: Which statement best describes why you have not opened an EZ Pass account?

I have not had time to open one	18
I do not know how to open one	4
I cannot afford to open one	8
I do not have a checking or savings account to open one	1
Don't need it / won't use it enough (vol)	69

Q29: Do you know if your employer is offering any help to their employees to offset the cost of the tolls, such as helping pay part of the cost?

Yes, employer helping	6
No, employer not helping	73
No, not employed (vol)	15
Dk/ref (vol)	7

## **Demographics**

### EDUC

High school or less	18
Some college	31
Vocational or technical training	6
College graduate	28
Graduate study or more	15
Dk/ref (vol.)	1

### HISPANIC

Yes	2
No	93
Dk/ref (vol.)	5

### RACE

White	58
Black or African American	30
Other (vol.)	12

### AGE

18-24	9
25-34	15
35-44	15
45-54	23
55 & older	38

MILITARY OR CIVILIAN EMPLOYEE AT MILITARY INSTALATION

Yes	16
No	82
Dk/ref (vol.)	3

INCOME

Under \$25,000	8
\$25-\$39,999	11
\$40-\$49,999	12
\$50-\$74,999	18
\$75-\$99,999	15
\$100,000-\$124,999	9
\$125,000-\$149,000	3
Over \$150,000	6
Dk/ref (vol.)	18

SEX

Male	43
Female	57

## 9.2 November Survey Questionnaire (with weighted Responses)

INTRO: Hello! My name is \_\_\_\_\_ and I'm a student calling from Christopher Newport University. This is not a sales call but a poll about transportation issues in Hampton Roads. This number was selected at random, and your answers are completely confidential. Would you be willing to take this short 8 minute survey?

Q1: Could you tell me which locality you are a resident of...

Norfolk	21
Portsmouth	31
Chesapeake	20
Suffolk	6
Virginia Beach	22

Q2: Thinking about your typical 7-day week, about how many days are you late getting somewhere because of traffic problems?

Average = 4

Q3: Ok, thinking about your typical 7-day week again, how do you normally get around, do you normally...

Drive your own vehicle	85
Drive someone else's vehicle	2
Take the bus, ferry, or light rail	4
Take a taxi	1
Take turns sharing rides with other people, such as "carpooling"	3
Walk or ride a bike	1
Some other way (vol.) (record exact answer)	4

Q4: How many drivers in your home ever commute through either the Midtown or Downtown tunnels to get to work, school, or fulfill some other obligation?

Average = 1

Q5: And how about you personally, how often do you use the Midtown or Downtown tunnels between Norfolk and Portsmouth? Do you use them daily, at least once a week, a few times a month but not weekly, very seldom, or almost never?

Daily	18
Once a week	11
Few times a month	20
Very seldom	16
Almost never	20
Never	15
98. Dk/ref (vol.)	1

Q6: (of those who do use the Midtown and Downtown tunnels...) And when do you typically make that drive...

In the morning before 5:30	5
In the morning between 5:30-9:00	11
In the afternoon between 2:30-7:00	17
Both in the morning between 5:30-9:00 and in the afternoon between 2:30-7:00	27
During the day between 9:00 AM and 2:30 PM	17
In the evening after 7:00	8
Dk/ref (vol.)	15

Q7: The tolls on the Midtown and Downtown tunnels are being collected to finance transportation improvements, including constructing a second tube to the Midtown Tunnel and increasing it from two to four

lanes and rehabilitating the existing Midtown and Downtown Tunnels. Would you say that you [RANDOMIZE: “generally support” or “generally oppose”] the toll for this purpose, or don’t you have an opinion either way?

Generally Support	34
No view	24
Generally Oppose	42

Q8: There are various ways that have been discussed over the years for paying for transportation improvements in Hampton Roads. I’m going to read a list of several that have been discussed. Please tell me which ONE, if any, you MOST support for future transportation improvements. [RANDOMIZE LIST]

Tolls on specific projects	24
A regional sales tax	10
A regional gas tax	10
A statewide sales tax	20
A statewide gas tax	18
None (vol.)	12
Other (vol.)	5
Dk/ref (vol.)	1

I’m going to read several changes people have said they would make to their commutes once tolls were put in place on the Midtown and Downtown tunnels. For each one, please tell me “Yes” or “No” if it is a change you made:

	<u>Yes</u>	<u>No</u>	<u>Dk/ref (vol.)</u>
Q9: Changed where you live or work to avoid the tolls	12	86	2
Q10: Changed your commute to avoid the tolls	41	55	4
Q11: Avoided traveling to destinations that require paying the tolls	45	53	2
Q12: Started telecommuting or working from home	15	80	5

Q13: Some drivers try to avoid any roads with tolls, while other drivers will pay any toll amount, no matter what. How about you, how high would a toll have to be for you to avoid a road or change your route to avoid paying the toll, or do you already avoid tolls anyway, or would you pay any toll amount?

Average = \$3.35

Several alternative driving routes are available to avoid driving through the Midtown or Downtown tunnels. As I read each one, please tell me if it is a route you have used to avoid paying the tolls:

	<u>Yes</u>	<u>No</u>	<u>Dk/ref (vol.)</u>
Q14: The Gilmerton Bridge	36	61	3
Q15: The Jordan Bridge	26	70	4
Q16: The High Rise Bridge	54	42	4

There are also several alternative modes of transportation available. As I read each one, please tell me if it is a mode of transportation you have used to avoid paying the tolls:

<u>Yes</u>	<u>No</u>	<u>Dk/ref (vol.)</u>
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Q17: The bus	7	92	1
Q18: The ferry between Portsmouth and Norfolk	12	87	1
Q19: Carpooling or Vanpooling	24	75	1

Q20: There are different toll rates depending upon whether you travel through one of the tunnels during times of heavy traffic volume - called Peak times, or during times of light traffic volume - called Off-Peak times. Can you tell me how much the toll rate will be for cars and light vehicles during Off-Peak travel times?

Average = \$1.15

Q21: And how about the amount during Peak times, Can you tell me how much the toll rate will be for cars and light vehicles during Peak travel times?

Mean = \$1.73

Q22: The toll rate is \$1.00 for cars and light trucks during Peak travel times. Regardless of whether you support or oppose the toll, do you think this amount is generally reasonable, too high, or too low?

Too high	36
Generally reasonable	60
Too low	1
Dk/ref (vol.)	3

Q23. [of those who said “too high” or “too low”...] And what amount would you consider to be a reasonable toll for cars and light trucks during Peak travel times, when traffic volume is high?

Average = \$.49

Q24: And the rate is as high as \$4.00 for commercial heavy trucks during Peak travel times. Again, regardless of whether you support or oppose the toll, do you think this amount is generally reasonable, too high, or too low?

Too high	59
Generally reasonable	23
Too low	17
Dk/ref (vol.)	1

Q25. [of those who said “too high” or “too low”...] And what amount would you consider to be a reasonable toll for commercial heavy trucks during Peak travel times, when traffic volume is high?

Average = \$1.98

Q26: There are two different ways to pay the tolls at the Midtown and Downtown tunnels, EZ Pass and Pay by Plate. Which of these do you use?

EZ Pass	59
Pay by License Plate	23
Neither/don't pay toll	17
Dk/ref (vol.)	1

Q27: [of those who said “EZ Pass”...] Did you already have an EZ Pass account or did you open an EZ Pass account when the tolls started on the Midtown and Downtown tunnels??

Already had one	35
Opened a new one	41
Dk/ref (vol.)	24

Q28: [of those who said “Pay by License Plate”...] Which statement best describes why you have not opened an EZ Pass account?

I have not had time to open one	17
I do not know how to open one	4
I cannot afford to open one	7
I do not have a credit card to open one	2
I do not have a checking or savings account to open one	3
Other (vol.)	67

Q29: Do you know if your employer is offering any help to their employees to offset the cost of the tolls, such as helping pay part of the cost?

Yes, employer helping	7
No, employer not helping	67
No, not employed (vol)	19
Dk/ref (vol)	7

### **Demographics**

EDUC: Could you tell me the highest level of school or college you had the opportunity to complete:

High school or less	15
Some college	26
Vocational or technical training	3
College graduate	35
Graduate study or more	21

HISPANIC: Do you consider yourself to be Hispanic or Latino?

Yes	4
No	93
Dk/ref (vol.)	3

RACE: Do you consider yourself to be:

White	61
Black or African American	26
Other	13

AGE:

18-24	9
25-34	12
35-44	21
45-54	20
55 & older	38

MIL: Are you or your spouse currently in the uniformed military service or a civilian employee at a local military installation?

Yes	18
No	81
Dk/ref (vol.)	1

INCOME: And, just for statistical purposes, in which of the following categories does your family income fall?

Under \$25,000	9
\$25-\$39,999	11
\$40-\$49,999	10
\$50-\$74,999	17
\$75-\$99,999	16
\$100,000-\$124,999	13
\$125,000-\$149,000	5
Over \$150,000	7
Dk/ref (vol.)	12

SEX:

Male	44
Female	56