FY 2023 OREGON TRANSPORTATION NEEDS AND ISSUES

Summary of Statewide Results

PROJECT SPR 043

Oregon Department of Transportation

FY 2023 OREGON TRANSPORTATION NEEDS AND ISSUES SURVEY

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by

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16. Abstract

The Oregon Transportation Needs and Issues Survey was first conducted in 1993 and has been done roughly every two years. The latest survey was completed in Summer 2022 (State fiscal year (FY) 2023). This report summarizes the results of the FY 2023 survey. For some reoccurring questions, results are also compared to past surveys.

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SI* (MODERN METRIC) CONVERSION FACTORS

APPROXIMATE CONVERSIONS TO SI UNITS

Symbol	When You Know	Multiply By	To Find	Symbol
		LENGTH		
in	inches	25.4	millimeters	mm
ft	feet	0.305	meters	m
yd	yards	0.914	meters	m
mi	miles	1.61	kilometers	km
		AREA		
in^2	square inches	645.2	millimeters squared	mm^2
ft^2	square feet	0.093	meters squared	m^2
yd^2	square yards	0.836	meters squared	m^2
ac	acres	0.405	hectares	ha
mi^2	square miles	2.59	kilometers squared	km^2
		VOLUME		
fl oz	fluid ounces	29.57	milliliters	ml
gal	gallons	3.785	liters	L
ft^3	cubic feet	0.028	meters cubed	m^3
yd^3	cubic yards	0.765	meters cubed	m^3
~NOTE: Volumes greater than 1000 L shall be shown in m^3.				
		MASS		
oz	ounces	28.35	grams	g
lb	pounds	0.454	kilograms	kg
T	short tons (2000 lb)	0.907	megagrams	Mg
		TEMPERATURE (exact)		
°F	Fahrenheit	(F-32)/1.8	Celsius	°C

APPROXIMATE CONVERSIONS FROM SI UNITS

Symbol	When You Know	Multiply By	To Find	Symbol
		LENGTH		
mm	millimeters	0.039	Inches	in
m	meters	3.28	feet	ft
m	meters	1.09	yards	yd
km	kilometers	0.621	miles	mi
		AREA		
mm^2	millimeters squared	0.0016	square inches	in^2
m^2	meters squared	10.764	square feet	ft^2
m^2	meters squared	1.196	square yards	yd^2
ha	hectares	2.47	acres	ac
km^2	kilometers squared	0.386	square miles	mi^2
		VOLUME		
ml	milliliters	0.034	fluid ounces	fl oz
L	liters	0.264	gallons	gal
m^3	meters cubed	35.315	cubic feet	ft^3
m^3	meters cubed	1.308	cubic yards	yd^3
		MASS		
g	grams	0.035	ounces	oz
kg	kilograms	2.205	pounds	lb
Mg	megagrams	1.102	short tons (2000 lb)	T
		TEMPERATURE (exact)		
°C	Celsius	1.8C+32	Fahrenheit	°F

*SI is the symbol for the International System of Measurement

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DISCLAIMER

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TABLE OF CONTENTS

LIST OF FIGURES

LIST OF TABLES

1.0 INTRODUCTION

1.1 BACKGROUND AND PURPOSE OF THE SURVEY

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

- assess perceptions about the transportation system;
- determine how the system is used; and
- identify transportation-related concerns.

The survey was first conducted in FY 1993 and has been done roughly every two years. For each iteration, ODOT has contracted with a survey research center. In FY 1993, 1994, and 1995 ODOT worked with the Gallup Organization; in FY 1998, 2001, 2003, and 2005 ODOT contracted with the Oregon Survey Research Laboratory at the University of Oregon; and the most recent surveys for every other fiscal year from 2007 to 2023, ODOT worked with the Oregon State University Survey Research Center.

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

1.2 METHODOLOGY

The FY 2023 needs and issues survey consisted of 41 questions, which represented 65 variables (Appendix B). Questions were selected by a project steering committee, which was comprised of representatives from each ODOT Division. The majority of questions have appeared on past needs and issues surveys, some dating as far back as 1996.

The FY 2023 survey was conducted by mail and web. Only adults (age 18 and over) were eligible to take the survey. The survey consisted of a stratified random sample, targeting a proportionate number of responses per ODOT Region (Figure 1.1). The sample size was selected in order to obtain 350 completed surveys per region, which is similar to past surveys, due to much lower response rates fewer than this were actually returned this year. For the web mode, mailed letters introduced the survey and contained a personal access code and instructions for logging onto the survey website.

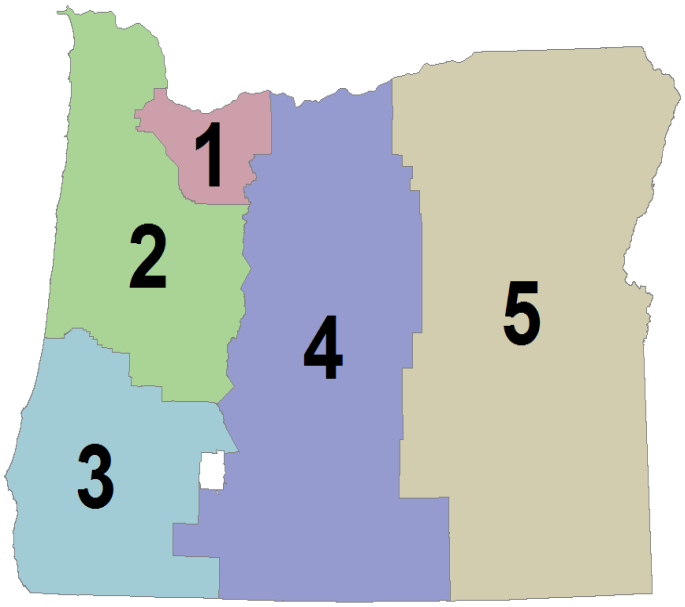

Figure 1.1: ODOT regions

A total of 1,359 surveys were completed: 331 via the Web, and 1,028 by paper mail in. Households in the mail group were contacted using the United States Post Office (USPS) and received paper questionnaire copies only, whereas households in the mail/web group were also recruited using the USPS but were asked in the first and second postcards to complete the questionnaire online. The third and fourth contacts with this group contained paper questionnaires just like the mail group. Data from each survey mode (mail and web) were compiled and given a unique identification code. All data were then combined, cleaned, and weighted. The adjusted response rate was 18.3%, a six percentage point decrease from the FY 2021 survey. Region 2 had the best adjusted response rate of 20.3%.

1.2.1 Weighting

The sampling design was a stratified random sample. Therefore, the statewide weighted analyses for these data incorporate sampling weights to reflect the variable selection probabilities within each region. In addition to the sampling weight, a weighting was included to account for household nonresponse which varied slightly by region. Finally, a post-stratification adjustment was done to account for the imbalance due to differential nonresponse across demographic variables. The demographic variables obtained from the completed sample were compared to the latest available data from the 2020 U.S. Census population values for Oregon. As in the past three surveys, age and education for the sample data appeared to be more out of line than other demographic variables with respect to population values (comparisons were made using chi-square tests). In addition, the responses to questions from the questionnaire showed differences across age and education levels. Therefore, these two variables were used to adjust the sample post-stratification.

1.3 ORGANIZATION OF THE RESULTS

The survey results are organized into two sections. Section 2.0 summarizes findings from the FY 2023 survey, and Section 3.0 presents trend analyses of select questions that have also been included in preceding years. Section 4.0 gives a summary of respondents' comments. Appendix A shows respondent demographics that did not appear elsewhere in the report. Appendix B is the survey instrument that was sent out.

2.0 SURVEY FINDINGS

This section of the report presents noteworthy results from the FY 2023 Oregon Transportation Needs and Issues Survey. Results are organized according to topic, such as satisfaction with ODOT services, transportation modes, spending, and funding. Some of the demographics of the respondents can be found in (Appendix A). Except where noted, those respondents who responded "no answer" were dropped from the analysis. The frequencies that are now reported are based on the respondents who had an opinion on the question and selected an answer including the response of don't know. Due to rounding, not all percentages will sum to 100%.

2.1 FUNDING

2.1.1 Fuel Taxes

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

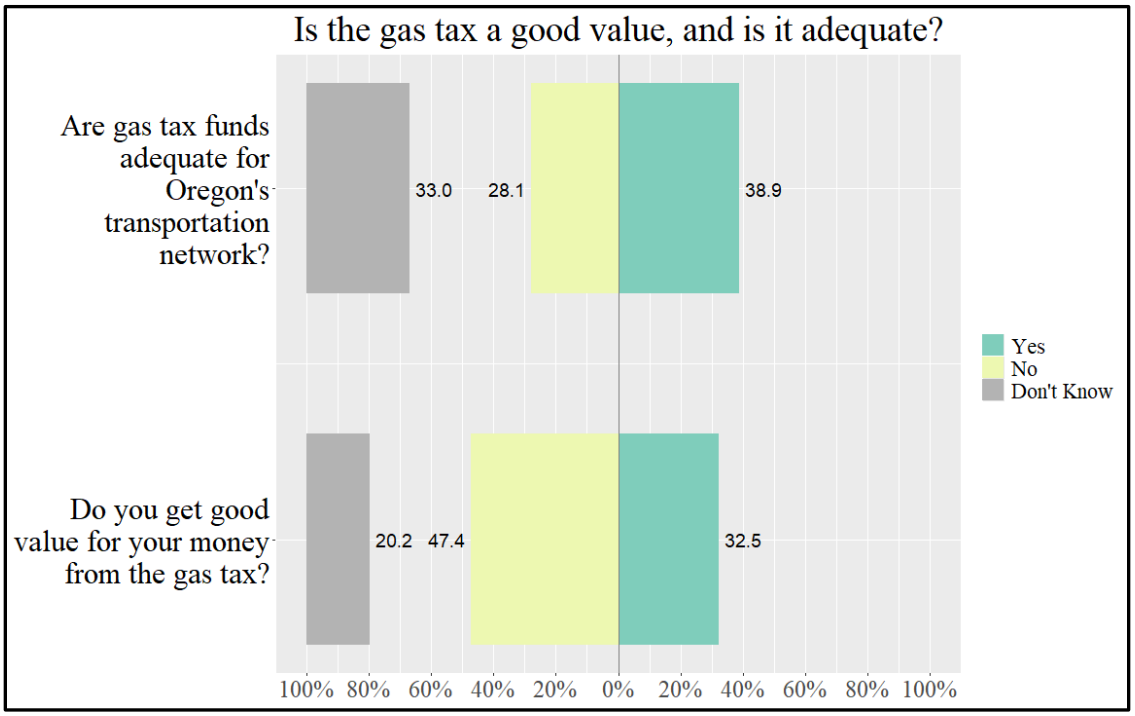

Figure 2.1: Value and adequacy of the gas tax

Of the respondents who answered the question, 47% thought the gas tax was not a good value. When asked if respondents felt the gas tax was adequate for covering transportation costs, around 39% thought that it was and 33% were unsure. The uncertainty around this question is among the highest of any question in the survey. Compared to the last survey conducted, there was a seven percentage point decrease for both the perception of value of the gas tax and respondents who felt the tax was adequate.

2.1.2 Toll Roads

Respondents were also asked, "Money needs to be raised for transportation projects within the state, which method do you feel would be most fair: increasing the gasoline tax to pay for the facilities; OR charging users of certain facilities a toll that would fund the cost of building and maintaining the facilities; OR increasing vehicle registration fees; OR charging users a mileage/distance fee" (Figure 2.2). Respondents felt charging a toll was fairer than the other options; this question also had a large percentage of respondents who didn't have a strong opinion. Two years ago, Oregonians preferred increasing the gas tax (33%), but now the preference is for tolls by a narrow margin over mileage fees.

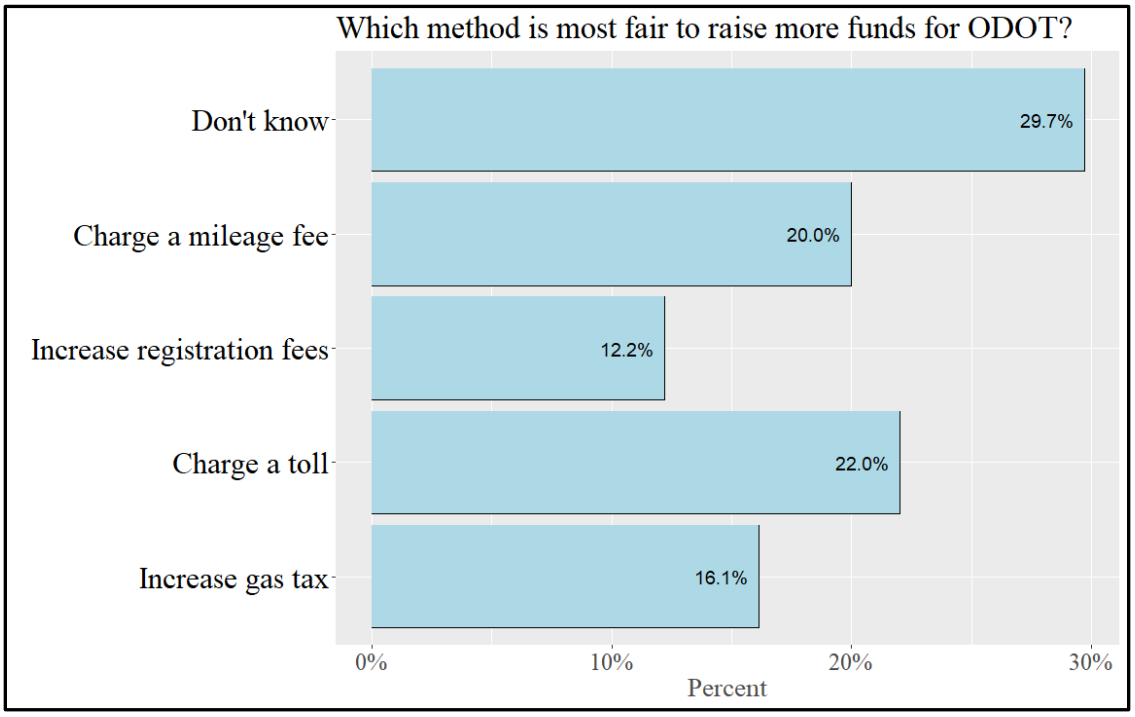

Figure 2.2: Which funding is most fair?

Respondents were also asked if they would favor or oppose tolls in their area to reduce congestion. Broken out by metro and rural areas shows that Portland residents favor tolls the most, with the Rogue Valley MPO favoring them the least as seen in Figure 2.3.

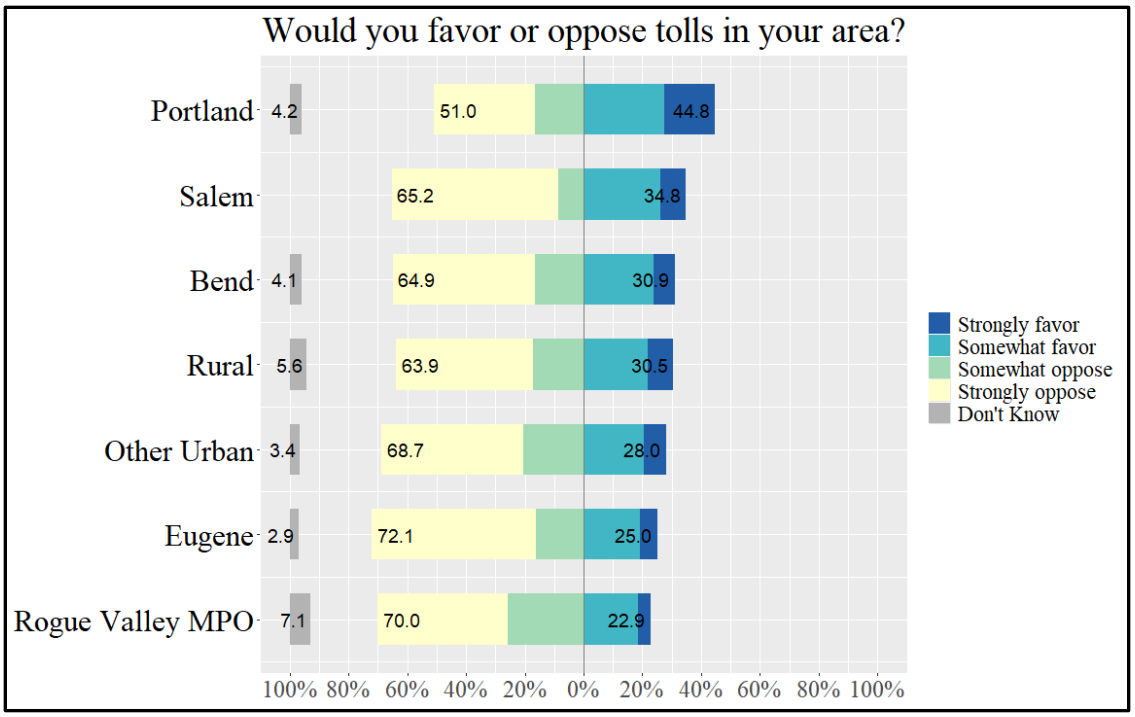

Figure 2.3: Support for tolls by area

Oregonians were also asked if they would change their travel behavior if tolls were required or if public transit improved in your area or if bike lanes and sidewalks improved. As seen in Figure 2.4, respondents were most likely to change their travel behavior if tolls became required, and least likely to change behavior if bike lanes were improved. Changing behavior for both improved public transportation and bicycle use both increased significantly since the last survey.

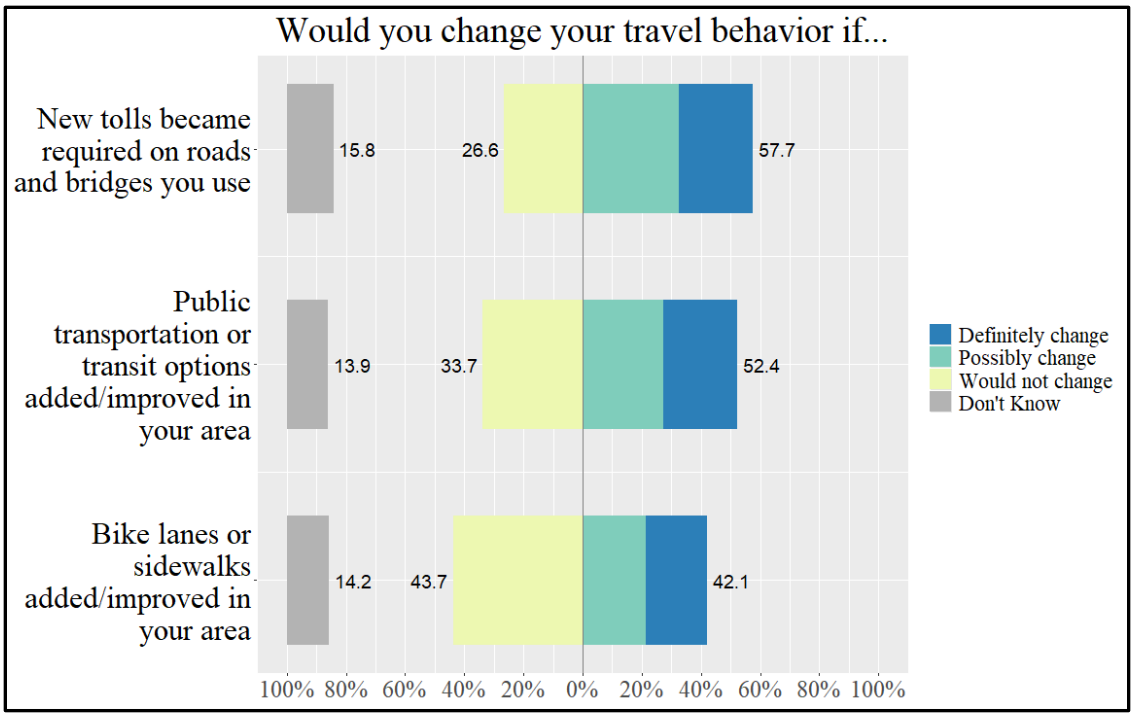

Figure 2.4: Travel behavior change

2.2 SPENDING

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

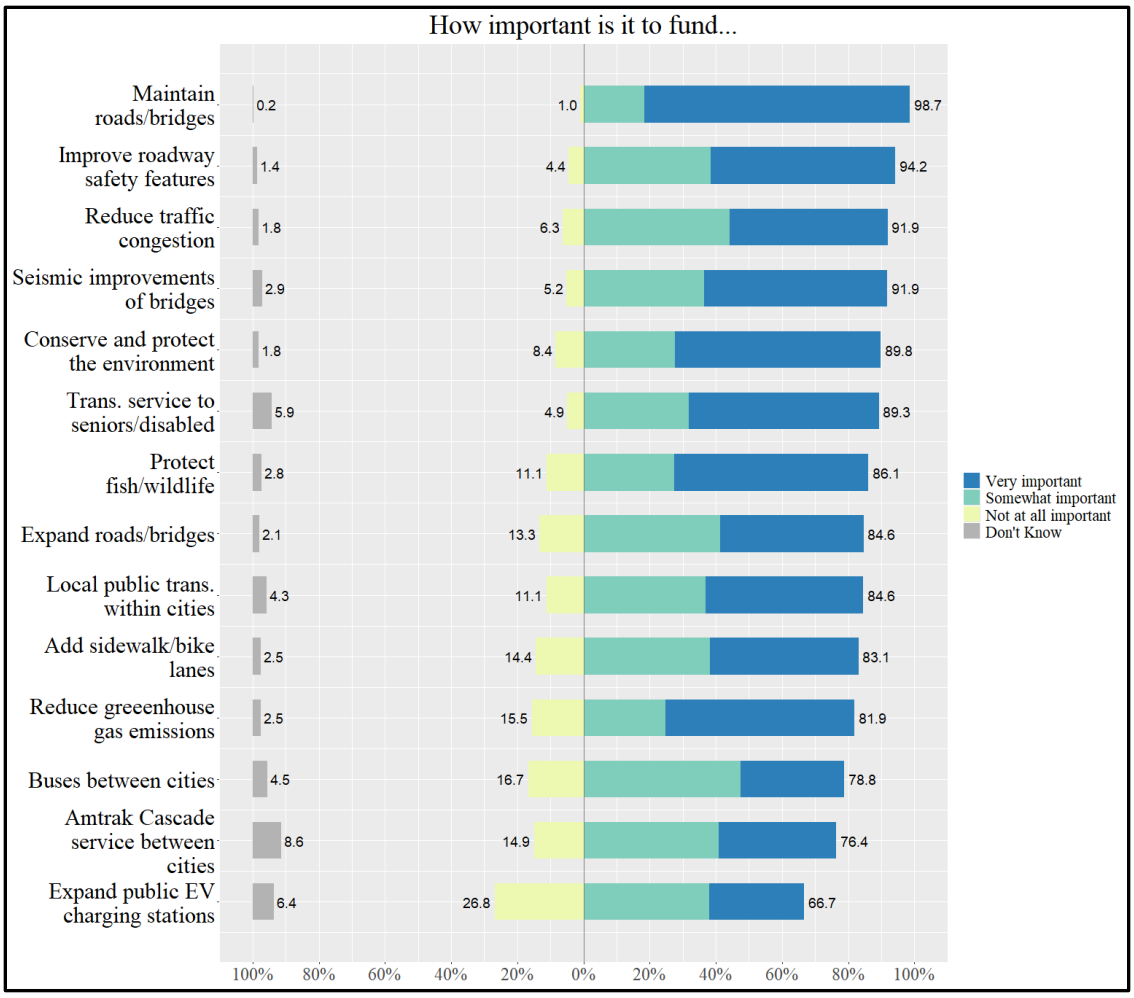

Figure 2.5: Importance of where ODOT funds are spent

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

- The funding importance was relatively unchanged from the last time the survey was conducted.
- The highest percent of important overall (percent very and somewhat important) responses was with spending funds on maintaining current highways, roads, and bridges (99%), improve roadway safety features (94%), and reduce traffic congestion (92%).
- The highest percent of not at all important responses was with funding to expand public EV charging stations (27%), and bus service between cities (17%).

2.3 SATISFACTION WITH ODOT SERVICES

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

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

Within the satisfaction categories, the ranking of most satisfied was unchanged since the last survey, but each category had a slight decrease in satisfaction from two years ago.

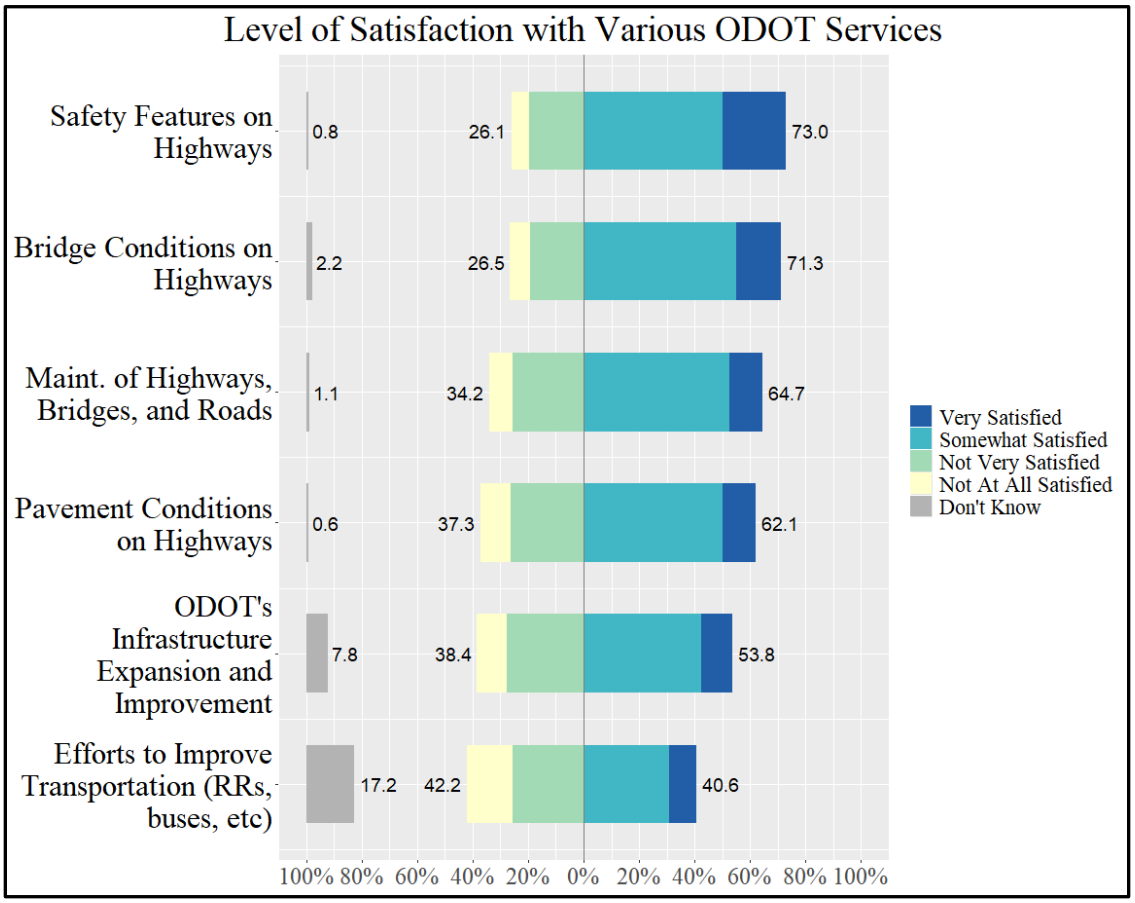

Figure 2.6: Level of satisfaction with ODOT services

2.4 PUBLIC TRANSPORTATION

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

- 1% of Oregonians used a community transportation service for senior or individuals with a disability in the last month and 84% were somewhat or very satisfied with the service.

- 19% of Oregonians used a local community bus in the last month, and 76% were somewhat or very satisfied with the service and 75% felt very or somewhat safe while doing so, which is a ten percentage point drop from two years ago.

- People were also asked if safety concerns affect their interest in public transportation or transit. 29% stated that it did not affect their interest. Women were more likely to state safety affected their interest with 47% saying it did, versus 41% of men.

- Next, people were asked how frequently they bike or walked in their community and how safe they felt doing so.

Table 2.1: Perception of Pedestrian Safety in Community

I do not walk in my community	6.7
Very safe	45.0
Somewhat safe	36.3
Not very safe	10.1
Not at all safe	2.0

Table 2.1 shows that a large majority of people walk in their community and 81% of them feel very or somewhat safe.

Following this question, they were asked what improvements in their community would make it safer for them to walk (Figure 2.7). At that top of the list were improved sidewalks and better lighting with 91% and 89% respectively stating these are very or somewhat important for improving pedestrian safety. Better crossings and reducing crime were the next most important improvements stated.

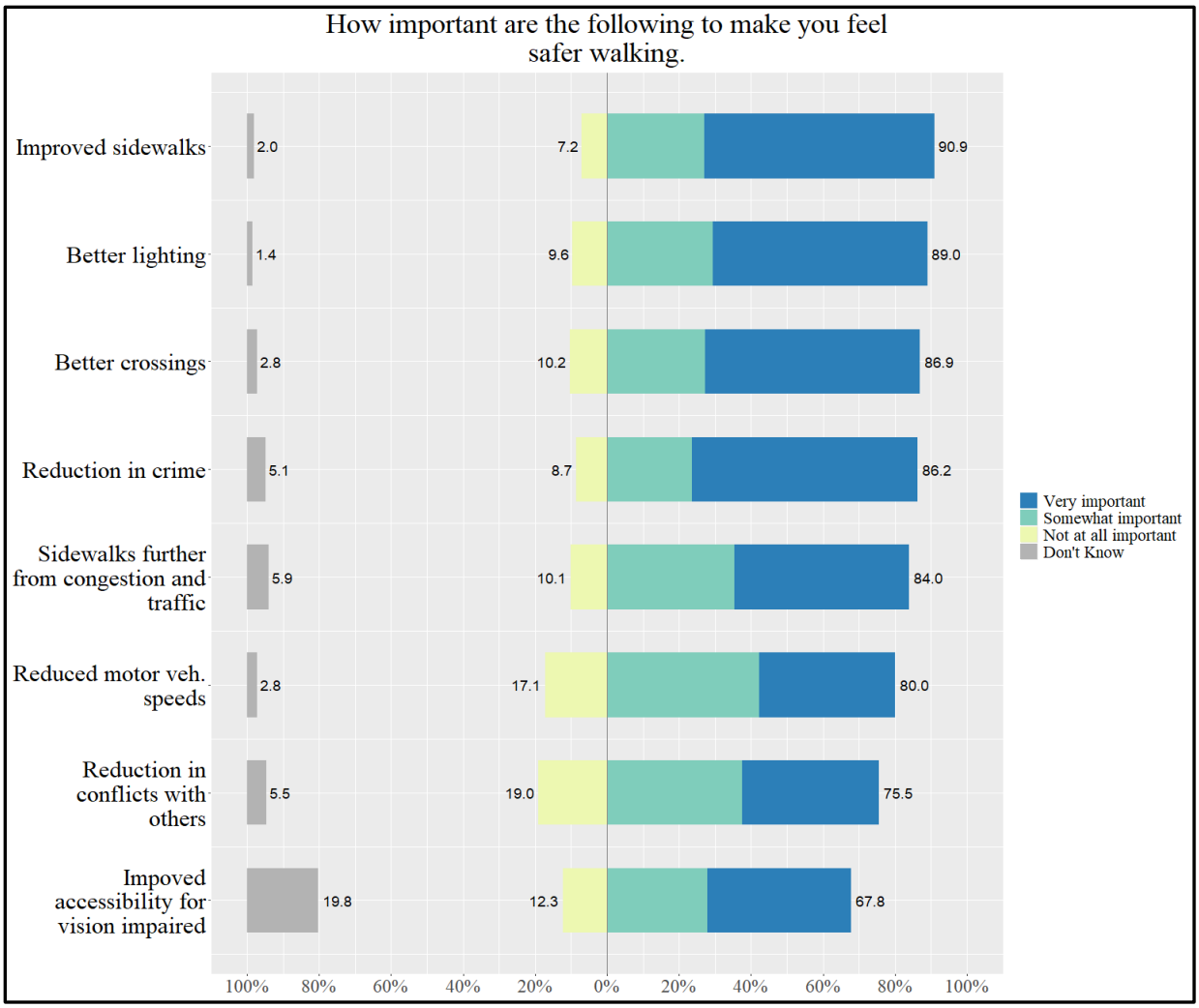

Figure 2.7 Importance of the following for safer walking

Table 2.2 shows that about half of the respondents bike in their community and 42% feel very or somewhat safe.

Table 2.2: Perception of Safety While Riding a Bike

I do not bike in my community	43.9
Very safe	16.0
Somewhat safe	25.8
Not very safe	10.1
Not at all safe	4.1

When asked to prioritize what improvements would make biking in their community safer, 94% said improved bicycle lanes, 90% said sidewalks further from congestion and traffic, then followed by better lighting and reduced motor vehicle speeds (Figure 2.8).

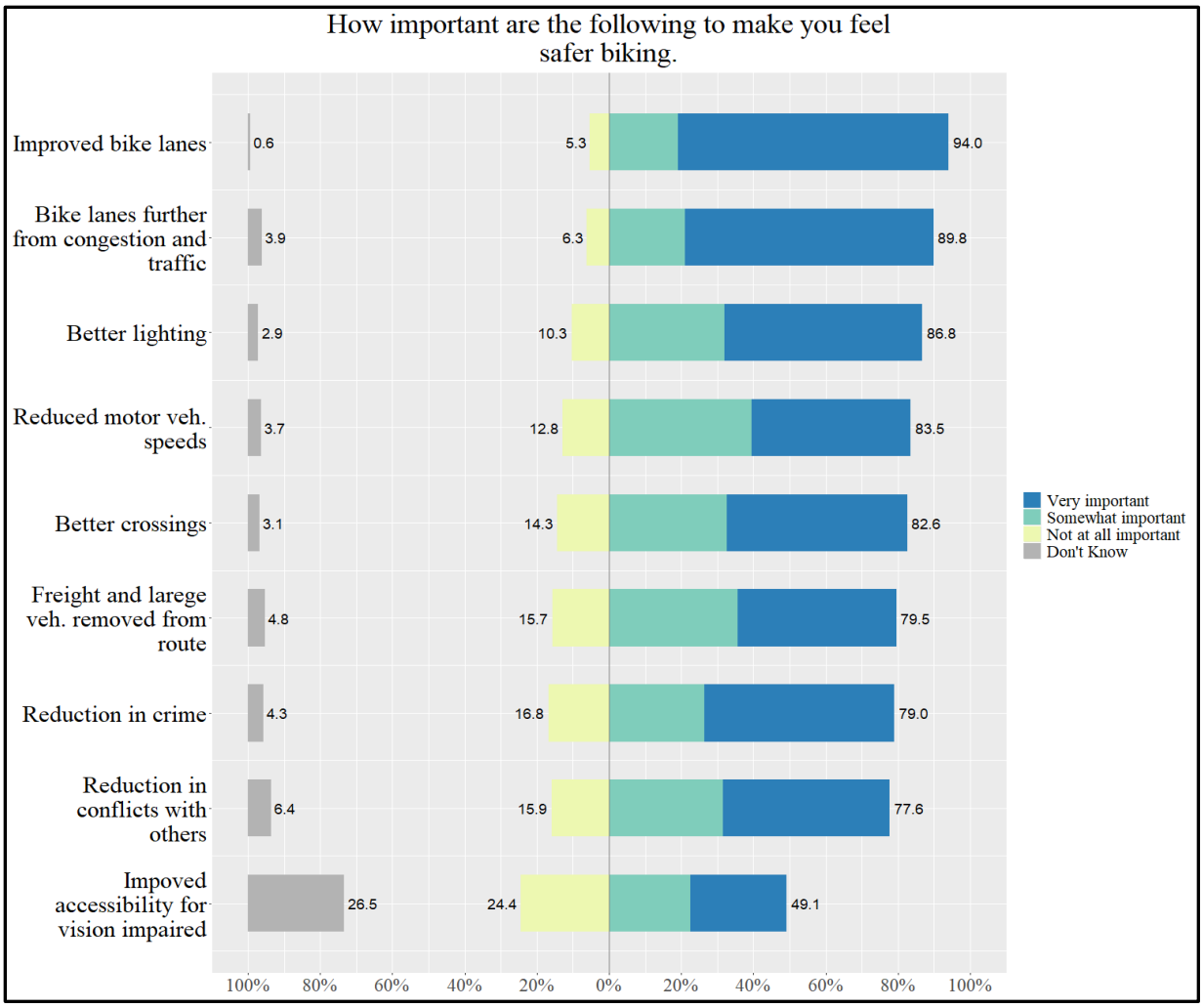

Figure 2.8 Importance of the following for biking safely

2.5 HIGHWAY

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

2.5.1 Highway and Bridge Conditions Compared to Ten Years Ago

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

- 38% thought they were about the same.
- 14% thought they were better, down from 21% in the last survey.
- 31% thought they were worse, down from 24% in the last survey.

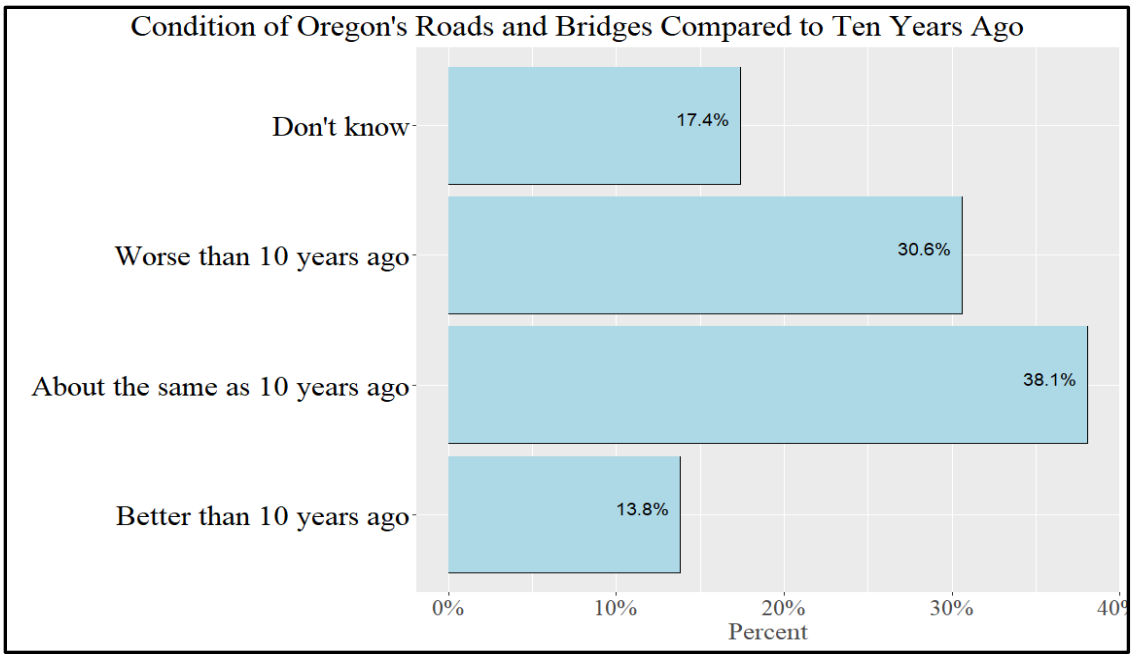

Figure 2.9: Condition of ODOT's roads and bridges compared to ten years ago

A question first asked in the last survey asked Oregonians if changes in our climate are affecting transportation in Oregon. 60% of the respondents strongly or somewhat agreed that it was, with 18% strongly disagreeing (Figure 2.10).

2.5.2 Climate and EV Ownership

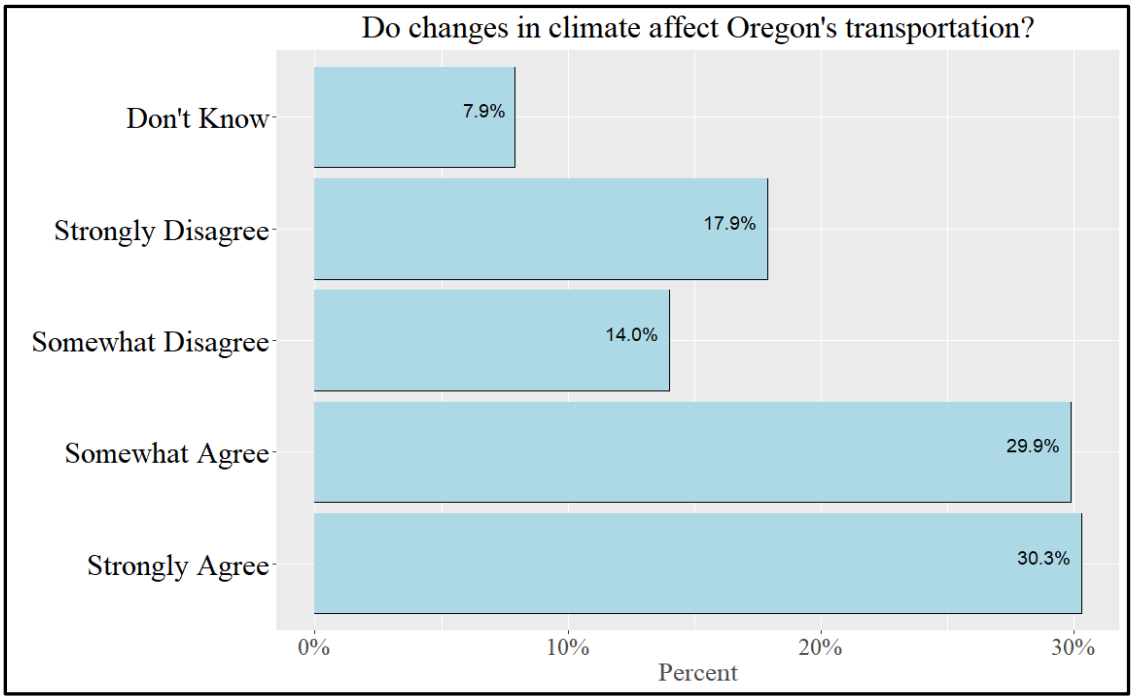

Figure 2.10: Are changes in climate affecting Oregon's transportation?

Oregonians were also asked if ODOT was doing enough to adapt to the transportation challenges posed by climate change. 26% strongly or somewhat agree ODOT was, while 36% somewhat or strongly disagreed they were doing enough, and 19% stated they don't believe climate change is affecting transportation as shown in Figure 2.11 below.

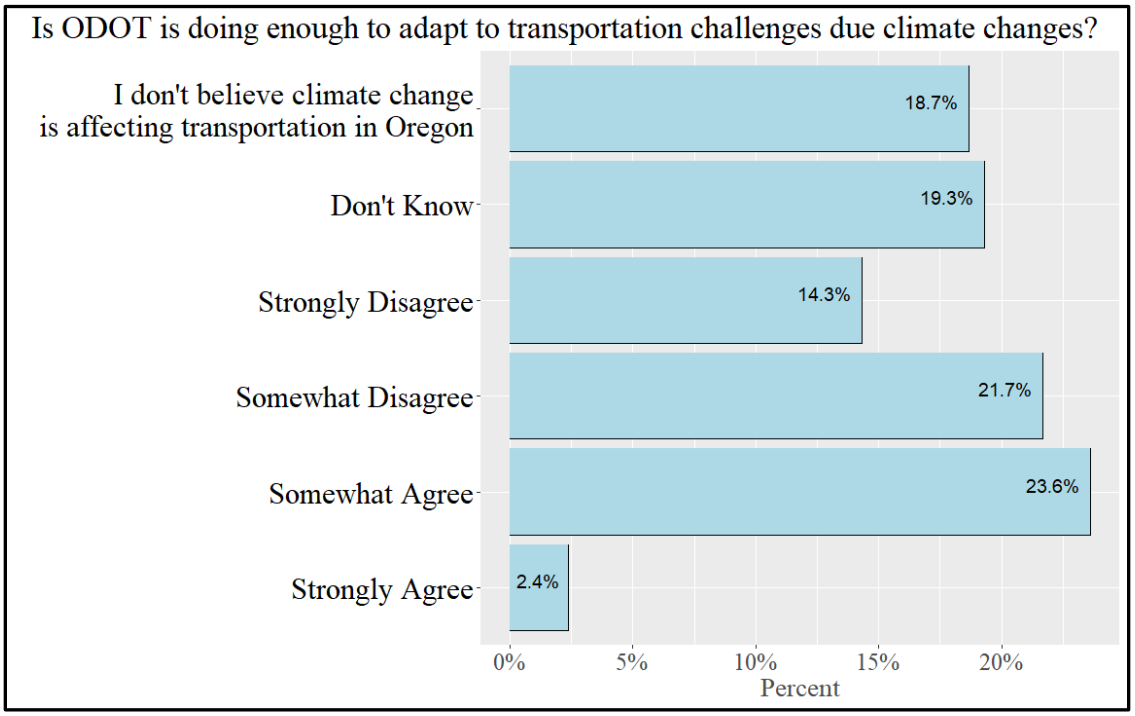

Figure 2.11: Is ODOT adapting to transportation challenges due to climate change?

3.4% of Oregonians stated they drove an Electric Vehicle (EV). For those owning EVs, 60% stated they would drive it more if the number of EV charging stations was increased. For those who said they did not own EVs, 46% indicated they would drive an EV if more electric charging stations were available.

2.5.3 Traffic Congestion

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

- 14% did not think that it was a problem at all.
- 38% thought it was a minor problem.
- 35% saw it as a somewhat serious issue, a ten percentage point decrease from 2018.
- 13% thought that their local traffic congestion was a very serious problem, a six percentage point decrease from the last survey.

These results varied the most between Portland/Bend and other areas of the state (Figure 2.12). The larger metropolitan areas felt traffic congestion was a very or somewhat serious issue.

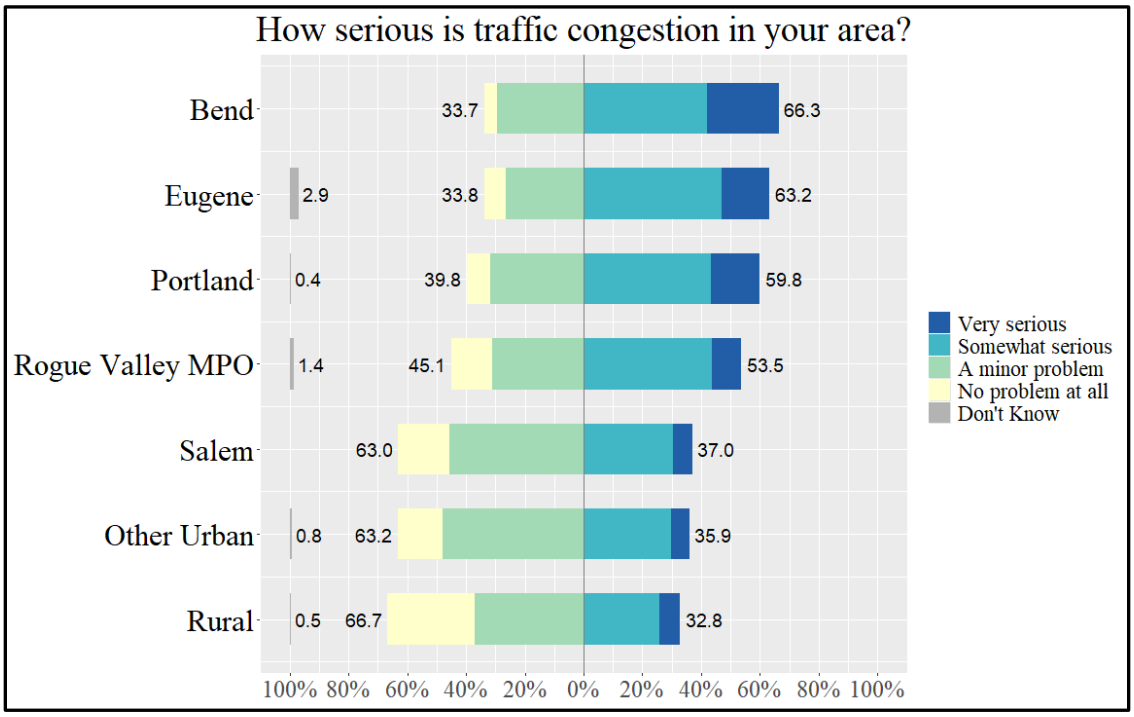

Figure 2.12: Seriousness of traffic congestion by area

Next, respondents were asked to choose between the importance of expanding the highway system to reduce traffic congestion or preserving and maintaining the highways Oregon already has. Slightly more than half of Oregonians (56%) feel that the preservation and maintenance of existing roads is a higher priority than expanding the highway system to reduce congestion.

Salem metro residents were more in favor (52%) of expanding highways to reduce congestion than other areas, this is a five percentage point increase over the last survey. Other urban residents were least in favor of expansion (25%). Similar to the question on traffic congestion, the results varied noticeably between those living in the larger metro areas and those elsewhere in the state (Figure 2.13).

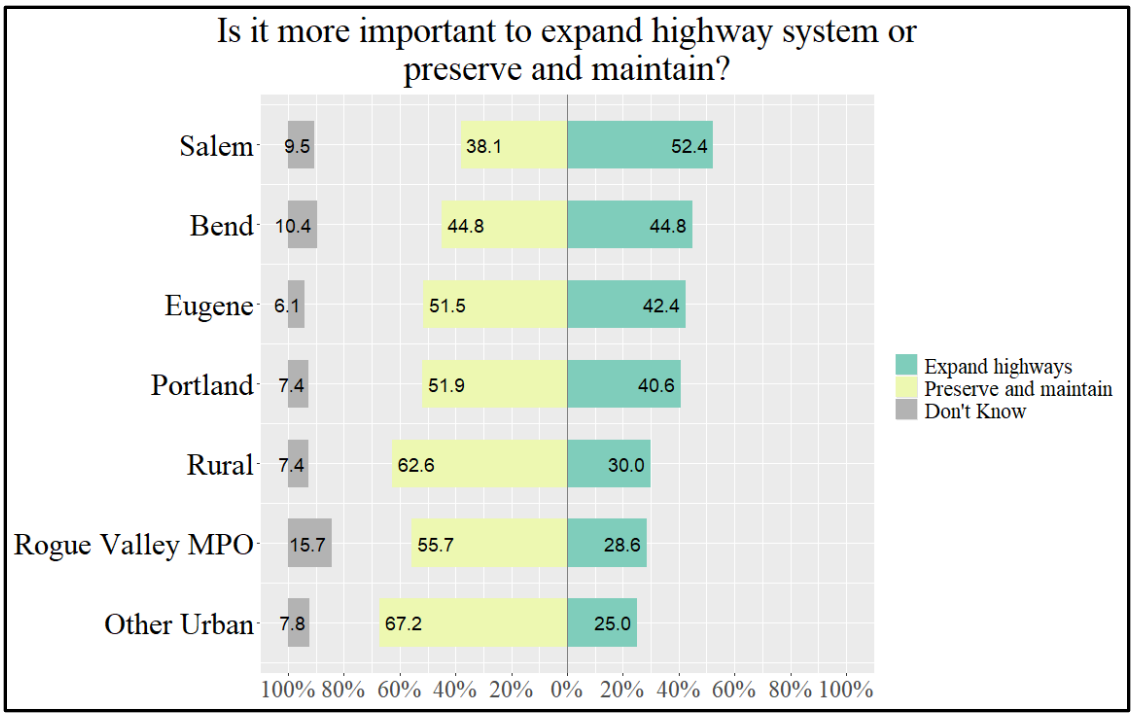

Figure 2.13: Preferences for expanding or preserving the highways by area

2.6 RAIL

A total of 10% of respondents, a decrease of 6 percentage points from the last survey reported that they had used Amtrak passenger-rail services in the last two years. Of those who had used Amtrak Cascades train service, 69% stated their ridership increased or stayed the same.

Respondents who stated they hadn't used Amtrak Cascades service (between Portland and Eugene), were given a list of reasons of why they would not use it. Figure 2.14 shows most people did not utilize the service due to not living near the service (41%). The least important reason was that trip time is inconsistent or late (14%). Don't know responses were excluded from this figure for clarity.

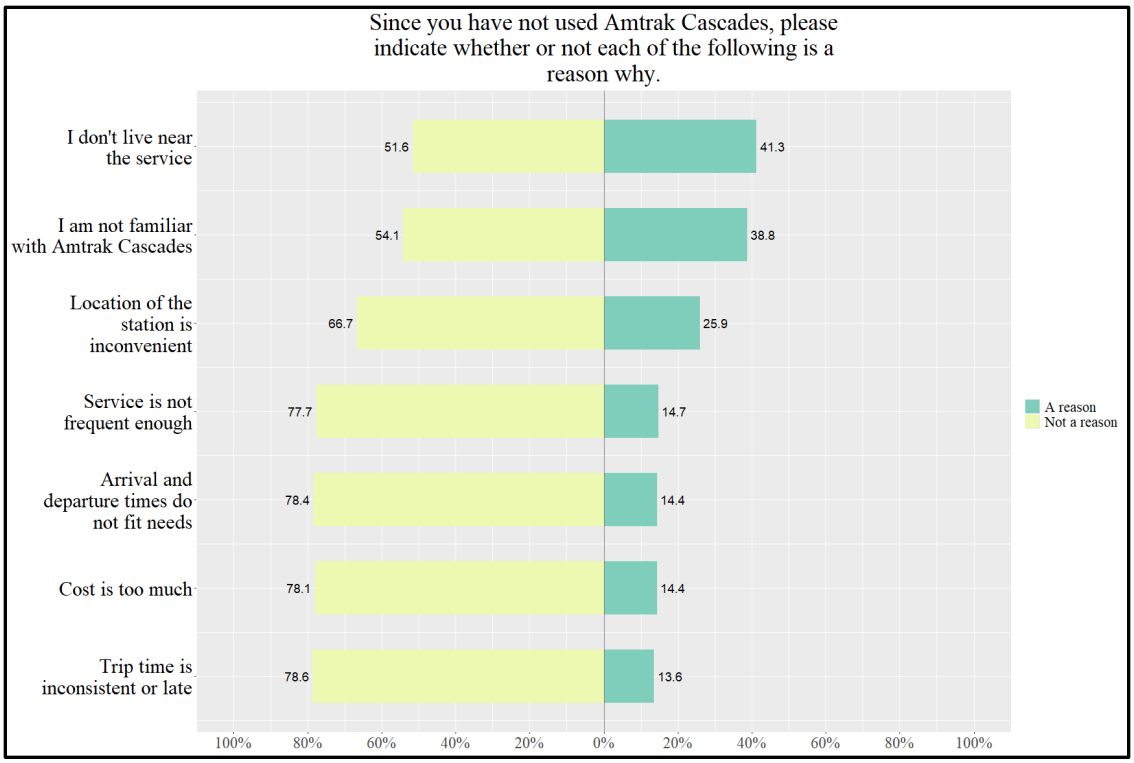

Figure 2.14: Reasons for not using Amtrak Cascades in the last two years

2.7 DRIVER AND MOTOR VEHICLE (DMV) SERVICES

A series of questions was asked about whether respondents who were aware DMV2U online services, as well as potential future services. 67% of Oregonians were aware of DMV2U online services. 73% said they would conduct business with DMV2U in the future.

Figure 2.15 shows that the reason why respondents did not use DMV2U was most likely to be that they preferred to go in person to an office or pay in cash. The least likely reason was that they had no access to a computer or internet.

When asked if a self-service kiosk would be used to purchase DMV products, 62% indicated they would use a kiosk to purchase DMV items.

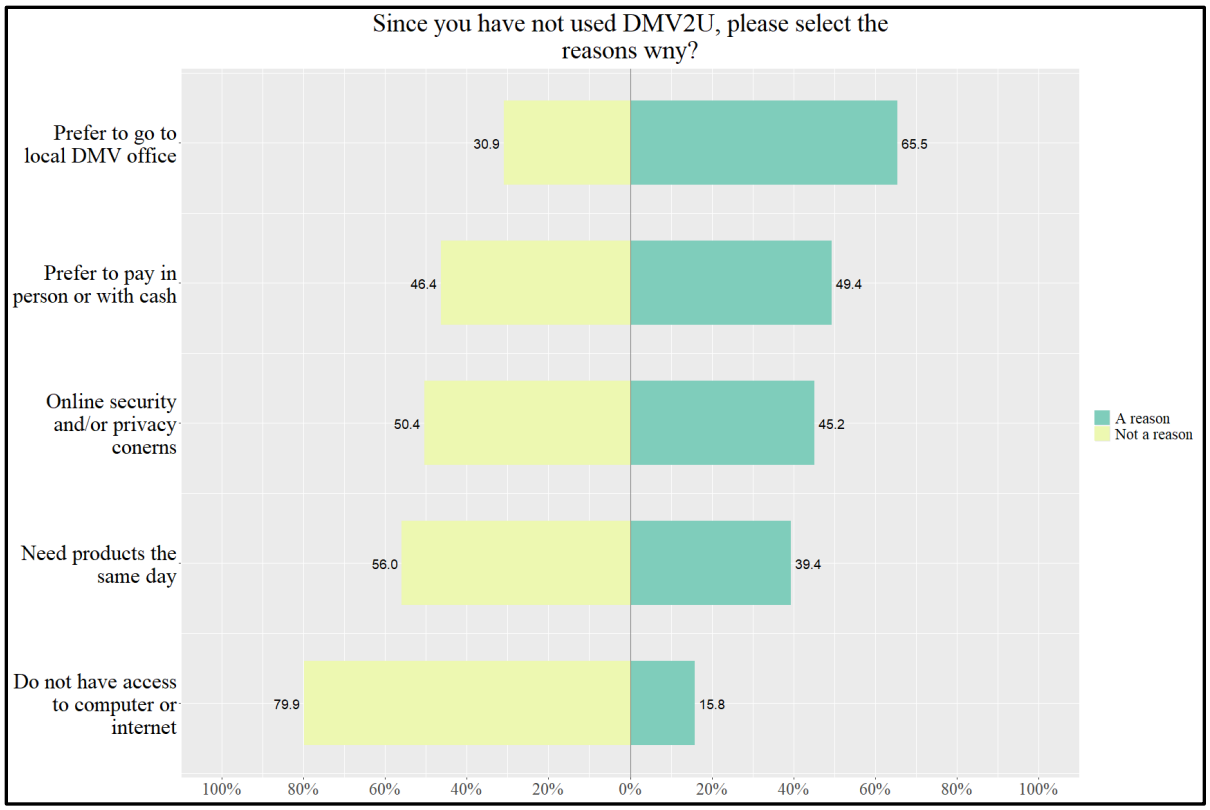

Figure 2.15: Reasons DMV2U was not used

2.8 TRAVEL CHOICES AND BEHAVIOR

2.8.1 Travel Behavior

Nearly all respondents reported that they were licensed drivers (95%).

2.8.2 Commuting Behavior

Of respondents who had an opinion, 54% said they commuted to work or school, this is an eleven percentage point drop from two years ago.

The average Oregonian traveled 10 miles to get to work or school one-way and it took them 22 minutes, Figure 2.14 and 2.15 shows the distribution of the number of miles and minutes to commute respectively. The dashed red lines are the median number of miles to commute (7 miles) and median minutes to commute (20 minutes), this is mostly unchanged from the previous survey.

Commuting times between urban and rural were not very different, with rural commutes about one minute longer. Commuting miles were also similar with the rural residents having a commute of about a half mile more.

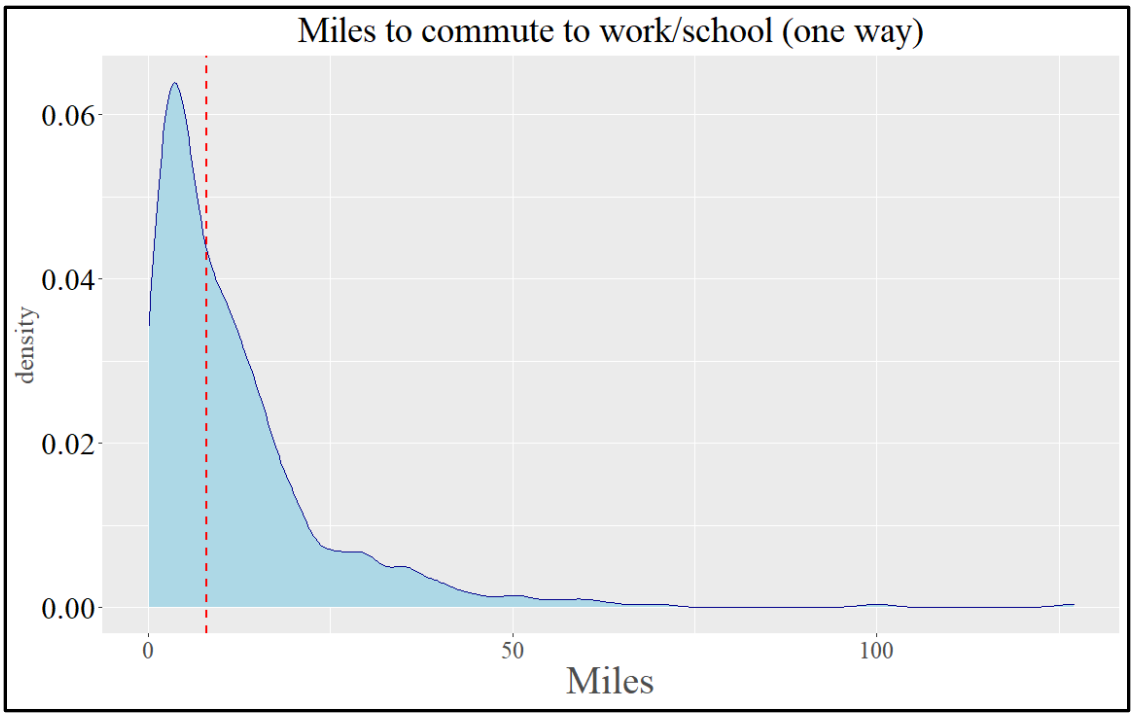

Figure 2.16: Commute miles distribution

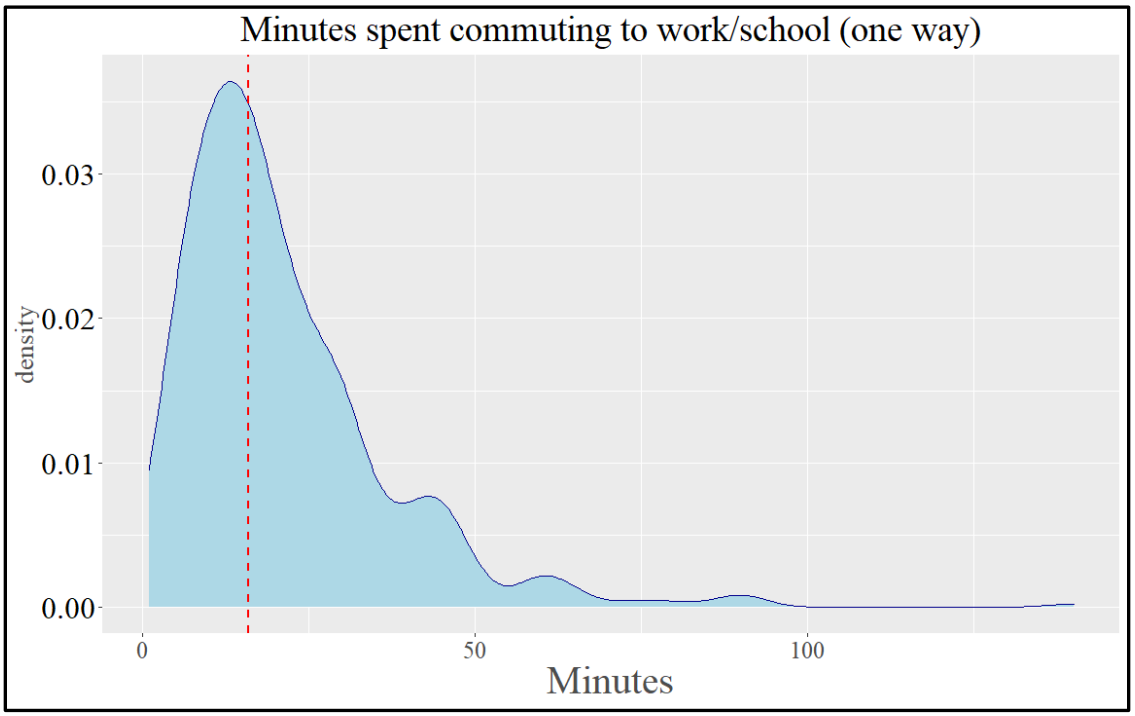

Figure 2.17: Commute minutes distribution

Mode choice and travel behavior was evaluated for commuting to work or school. The most common mode choice for commuting frequently or occasionally to work or school was alone in an automobile (90%), the next most common mode was walking at 41%, followed by carpooling

at 35%. The least used mode was motorcycle or scooter with 95% of respondents indicating they never use them to commute (Figure 2.16).

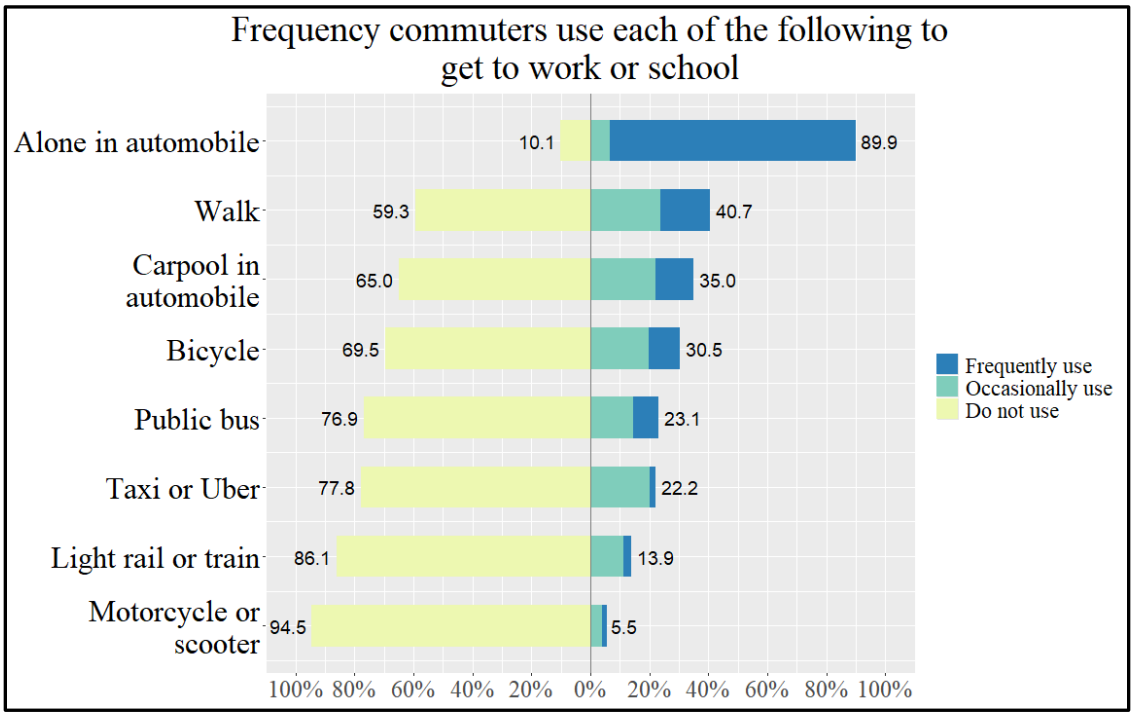

Figure 2.18: Commuter (work or school) mode choice

Respondents were asked whether or not they would change how or when they travel to work or school, based on changes to the transportation system (Figure 2.17). The majority of people (58%) said they definitely or possibly would change their behavior if new tolls became required for roadways or bridges, they currently use, this is a nine percentage point decrease from the last survey.

About 52% of people responded that they would or might change if public transit options such as rail or bus-lines were added or improved in their area, an eight percentage point increase from the last survey. When asked if they might change their commuting habits if biking or walking facilities (bike-lanes, sidewalks) were added or improved in their area, 44% of respondents said they would not, a four percentage point decrease from the previous survey, similar to the decline previously so it appears these options are gaining in popularity.

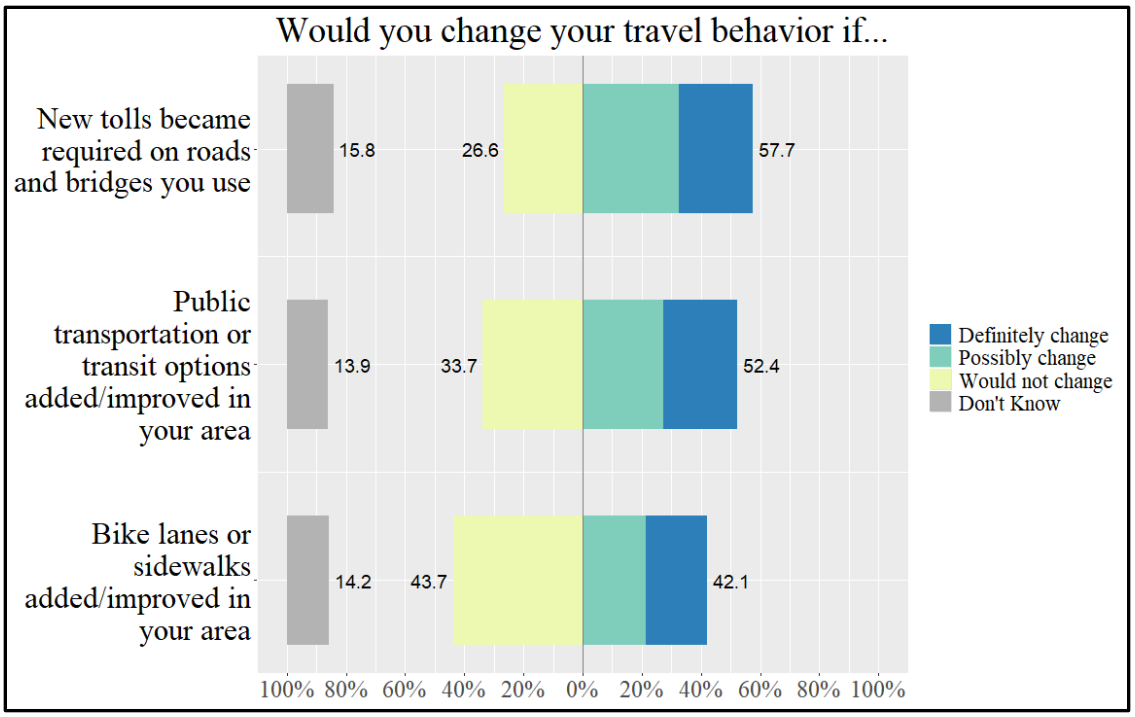

Figure 2.19: Commuting behavior change factors

2.9 OVERALL AGENCY PERFORMANCE

Respondents were asked to rate ODOT's overall performance: excellent, good, fair, or poor. Oregonians thought that ODOT was doing a good or excellent job (41%) (Figure 2.18), a seven percentage point drop from two years ago, and twenty percentage points down from four years ago. Those respondents no longer rating ODOT performance as good or excellent, now rate it as fair.

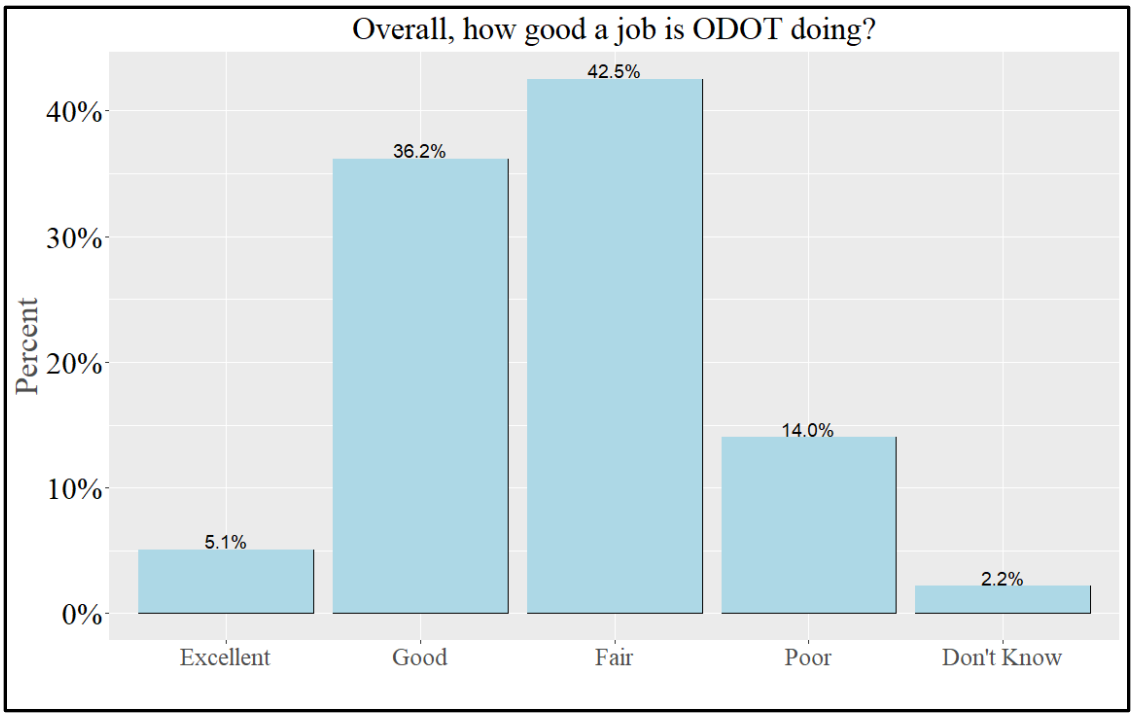

Figure 2.20: Rating of ODOT's overall performance

Figure 2.19 shows how each region feels about the overall job ODOT is doing. Region 3 gave ODOT the highest marks (58%), while Region 1 gave the lowest opinion with (30%), this is a ten percentage point drop in approval from the previous survey for that region. Figure 2.20 shows the approval rating by area, and shows Portland has the lowest opinion on ODOT job performance.

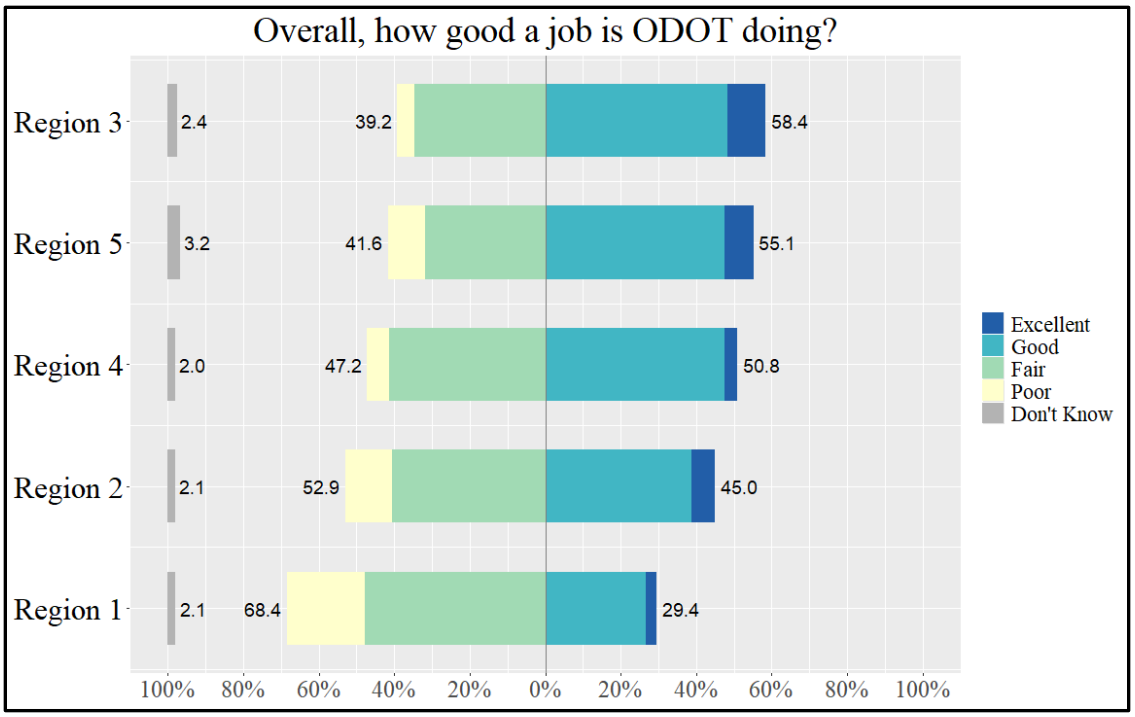

Figure 2.21: Attitude towards ODOT's overall performance by region

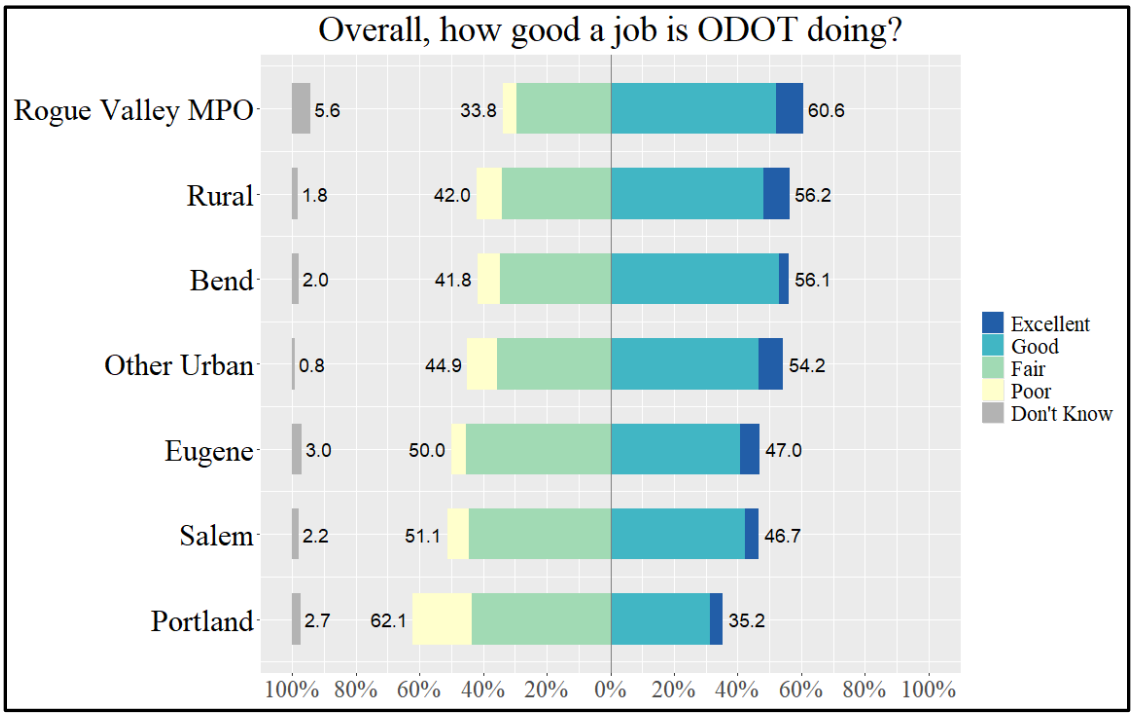

Figure 2.22: ODOT approval by geographic area

3.0 OPINION TRENDS 2006-2022

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

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

3.1 SATISFACTION WITH ODOT SERVICES AND ACTIVITIES

The Transportation Needs and Issues Survey consistently asks a large number of questions about the level of satisfaction with a variety of ODOT services. Figure 3.1 shows the percentage of respondents who indicated they were "very satisfied" or "somewhat satisfied" with the ODOT's maintenance activity in each year, which seems to indicate a slow decline.

Satisfaction with ODOT's expansion and improvement efforts had been rising until the 2012 survey, but then dropped off. (Figure 3.2).

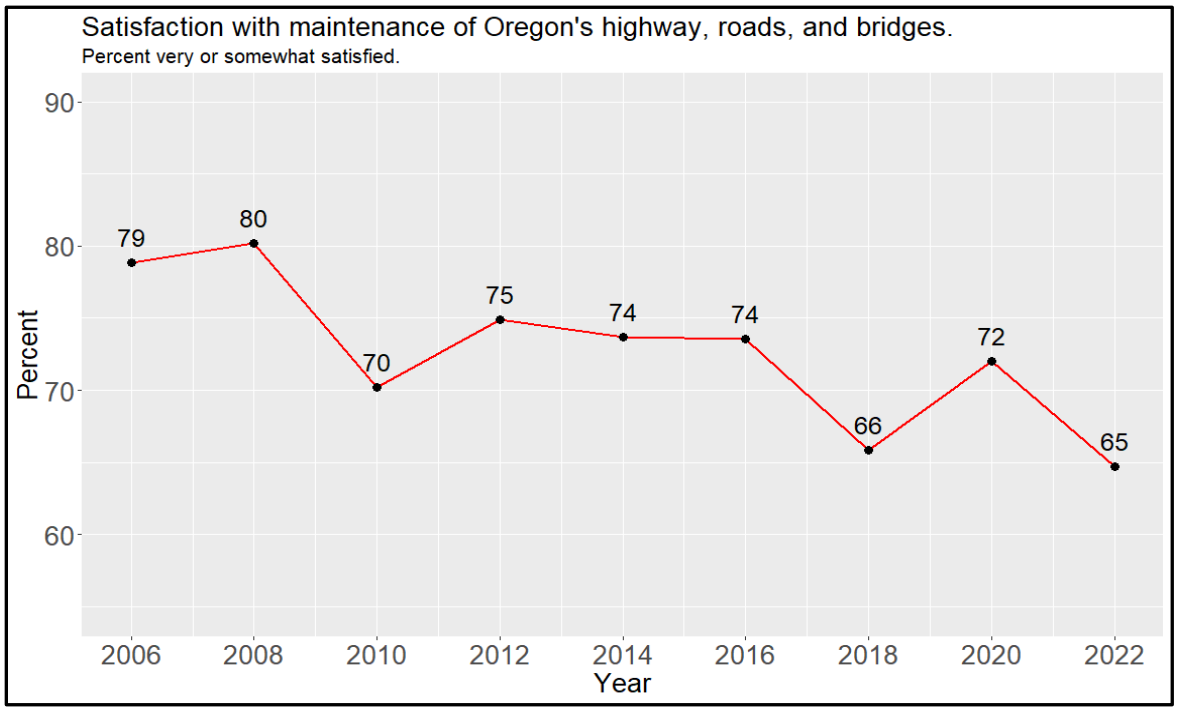

Figure 3.1: Opinion of ODOT maintenance (2006 – 2022)

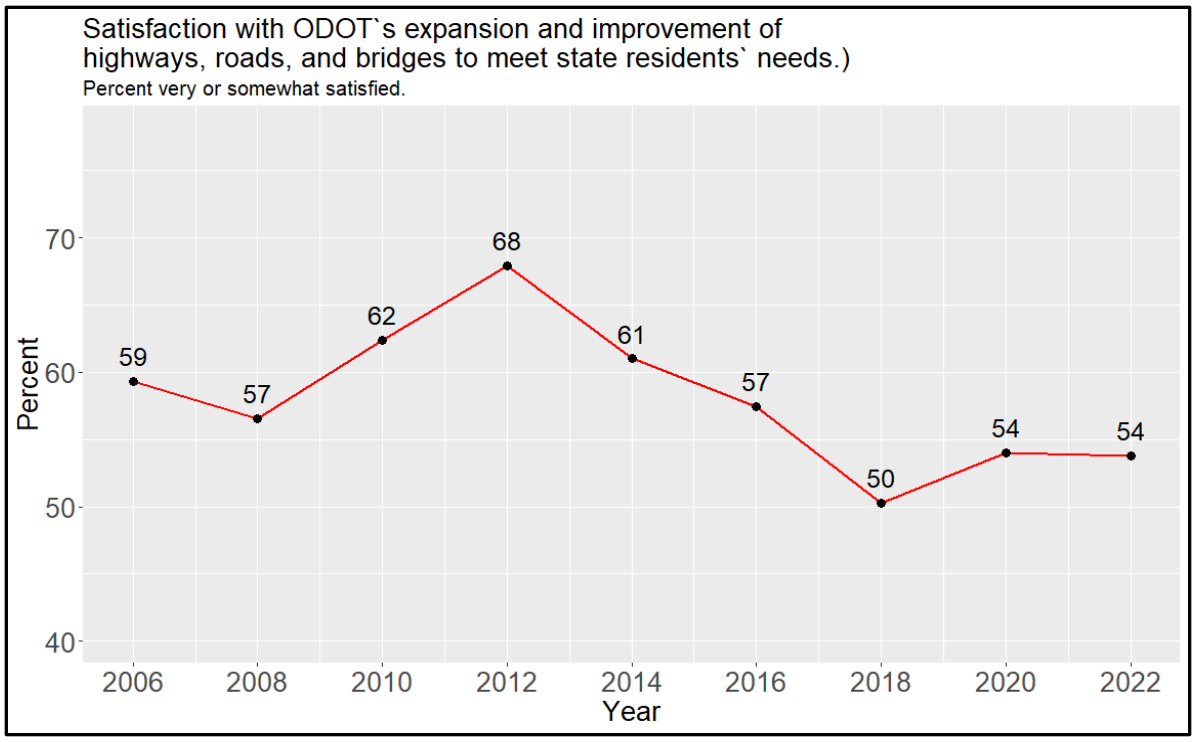

Figure 3.2 - Satisfaction with ODOT's expansion and improvement of roads (2006 - 2022)

3.2 FUNDING

Figure 3.3 shows respondents who said they get good value from the gas tax has declined almost every year. It started out at 59% in 2006 and has now declined to about 32% in the most recent survey, the largest drop since 2008.

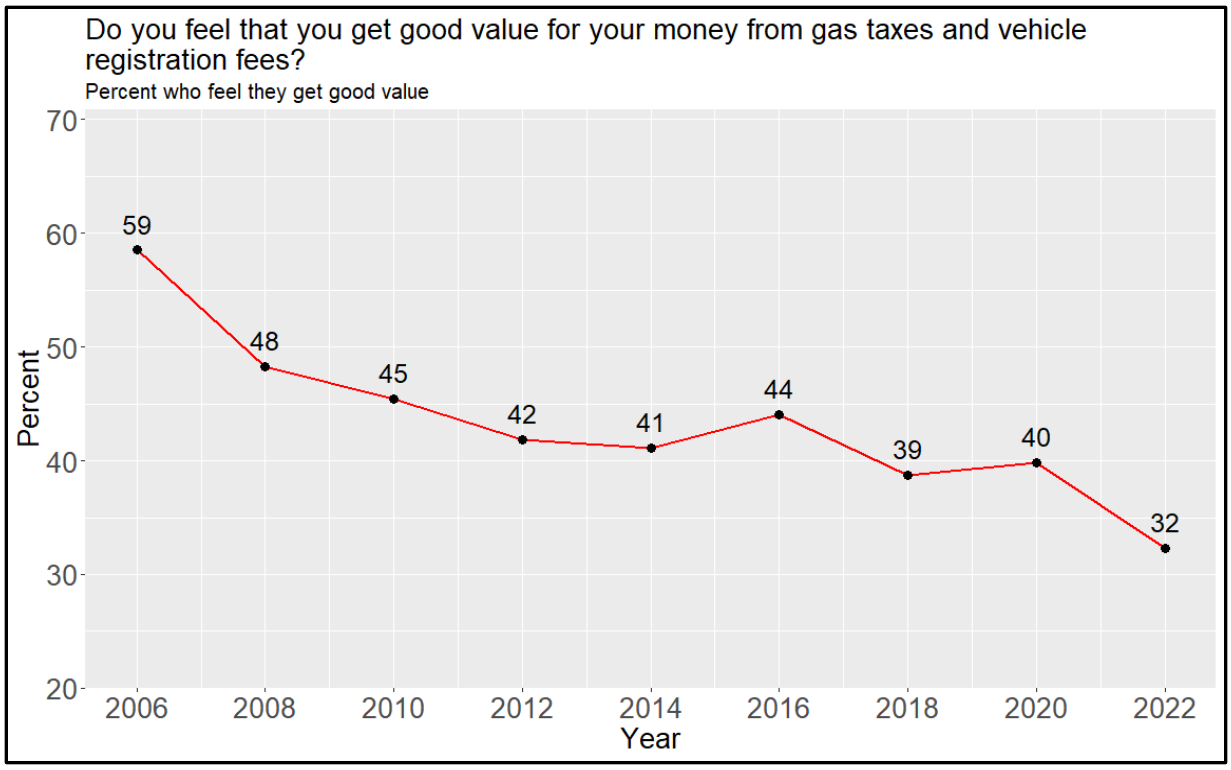

Figure 3.3: Opinion of gas taxes and fees value over time (2006 – 2022)

In general, Oregonians have felt it is more and more important to fund protecting fish and wildlife habitat as seen by the general uptrend, until this year, of those who feel it is very or somewhat important in Figure 3.4

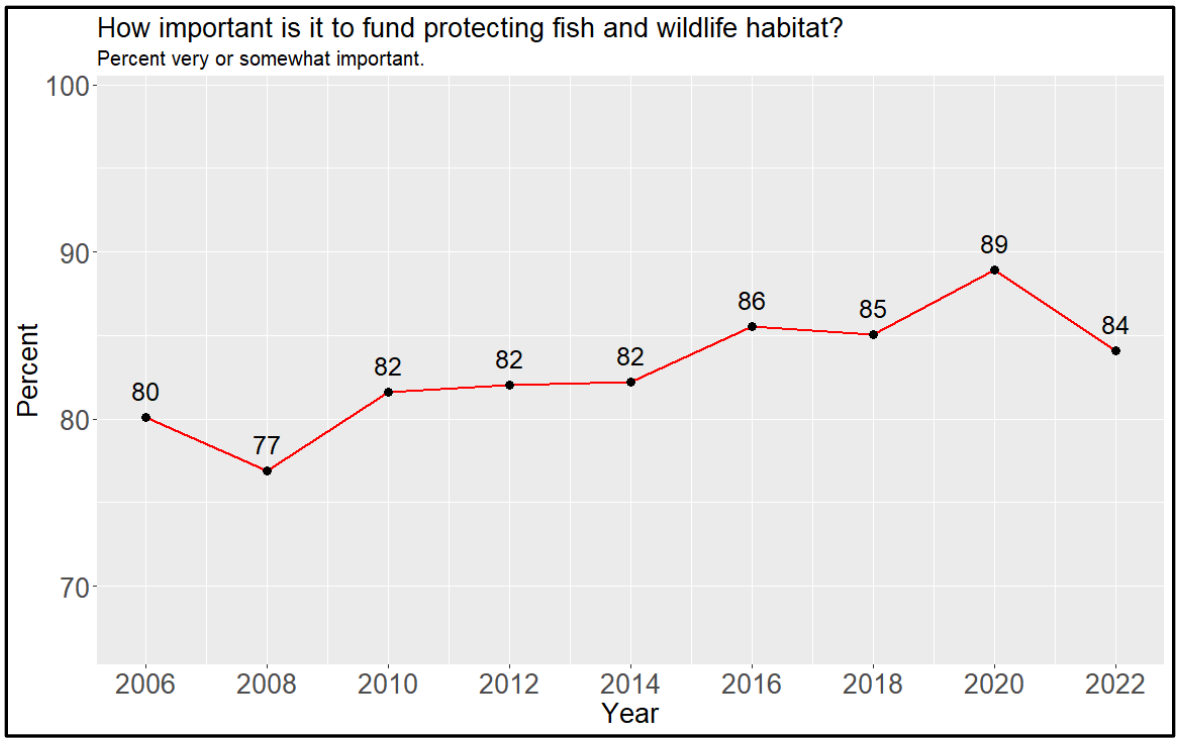

Figure 3.4: Opinion of funding protection of fish and wildlife habitat over time (2006 – 2022)

When asked if funding the maintenance of Oregon's highways, roads and bridges was very important, respondents reacted to the 2008 recession by saying it was less important, but in the times since then it has generally trended upward in importance, until this year, and is now at 78%, (Figure 3.5).

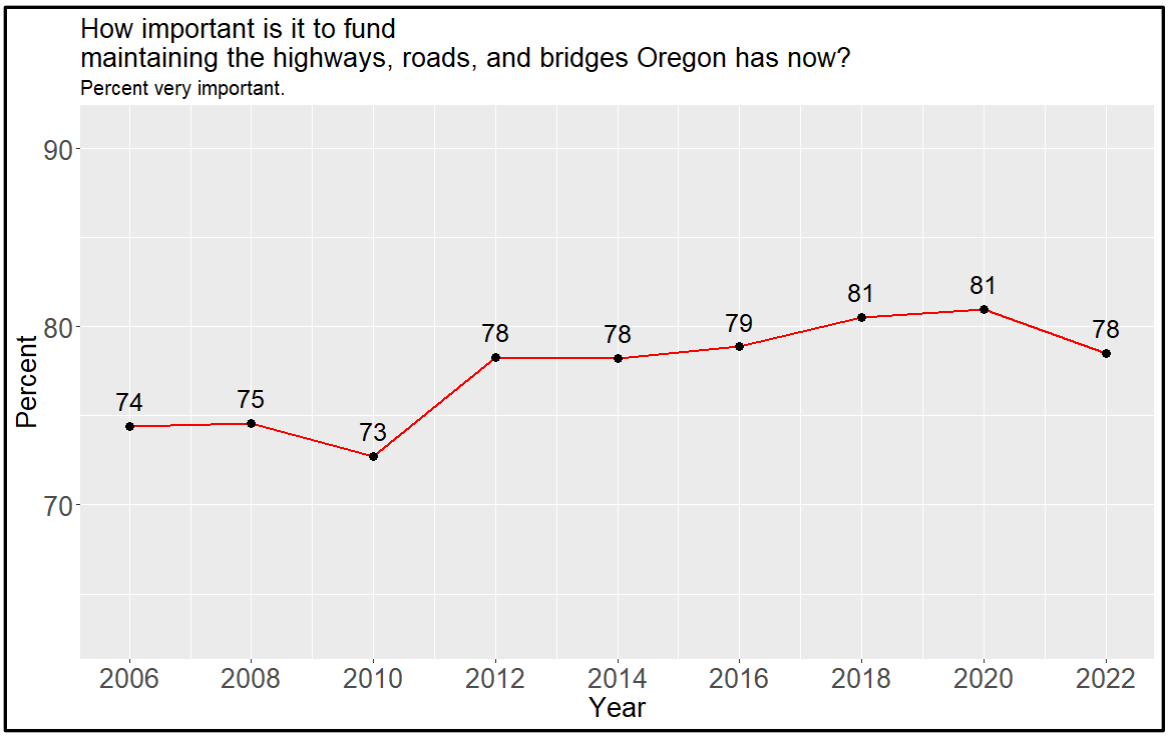

Figure 3.5: Importance of ODOT funding maintenance trend (2006 – 2022)

3.3 OVERALL AGENCY PERFORMANCE

Each Transportation Needs and Issues Survey has asked, "Overall, how good a job do you think the Oregon Department of Transportation is doing – excellent, good, fair, or poor?" Oregonians who felt ODOT was doing a "good" or "excellent" job gradually declined from 2006 to 2016, the last three surveys have shown a steeper decline in their opinion of ODOT's performance. (Figure 3.6)

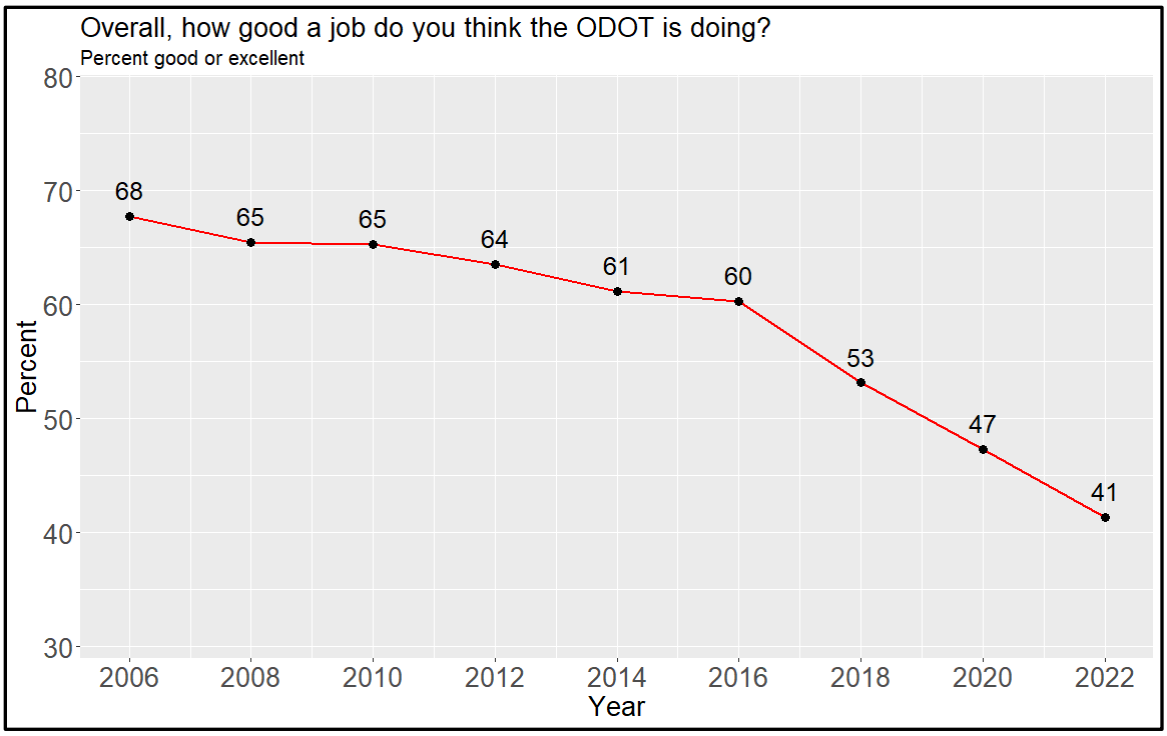

Figure 3.6: Rating of ODOT's overall performance trend (2006 - 2022)

3.4 CONGESTION TRENDS

After declining for several years, the percentage of respondents who felt traffic congestion in their community was very or somewhat serious decreased from 2006 to 2012, then increased for the three straight years, but dropped eight percentage points in 2020, and four more in 2022 as seen in Figure 3.7. In 2020, Oregon was in various states of being shut down due to the COVID-19 pandemic. Traffic volumes were down 10% - 20% on average statewide during this time. This could be part of the reason respondents perceived traffic congestion was not as much of a problem as it had been. The current decline may be linked to people continuing to work from home as well as more people seeking out alternative transportation options.

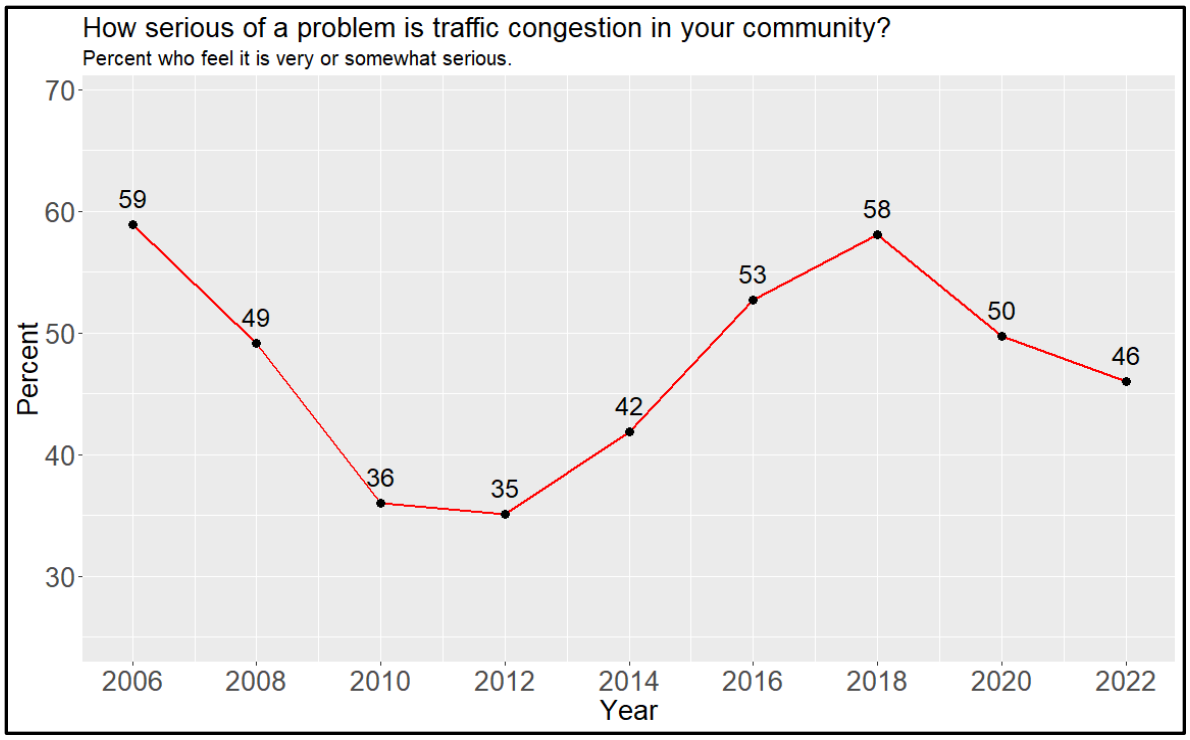

Figure 3.7: How serious is traffic congestion trend (2006 - 2022)

Oregonians were asked if they felt it was more important to expand the highway system to reduce congestion or preserve and maintain the highways Oregon already has. Figure 3.8 shows that since 2012 and up until 2018, Oregon residents felt it is of increasing importance to expand the highway system, but possibly again due to reduced traffic volume due to the pandemic feel it has less importance. Figure 3.9 shows a corresponding increase in the percent of respondents who feel it is more important to preserve the highways we already have. After being almost evenly split on this opinion in 2018, Oregonians now feel more inclined to preserve what we have versus expand, 54% to 34%.

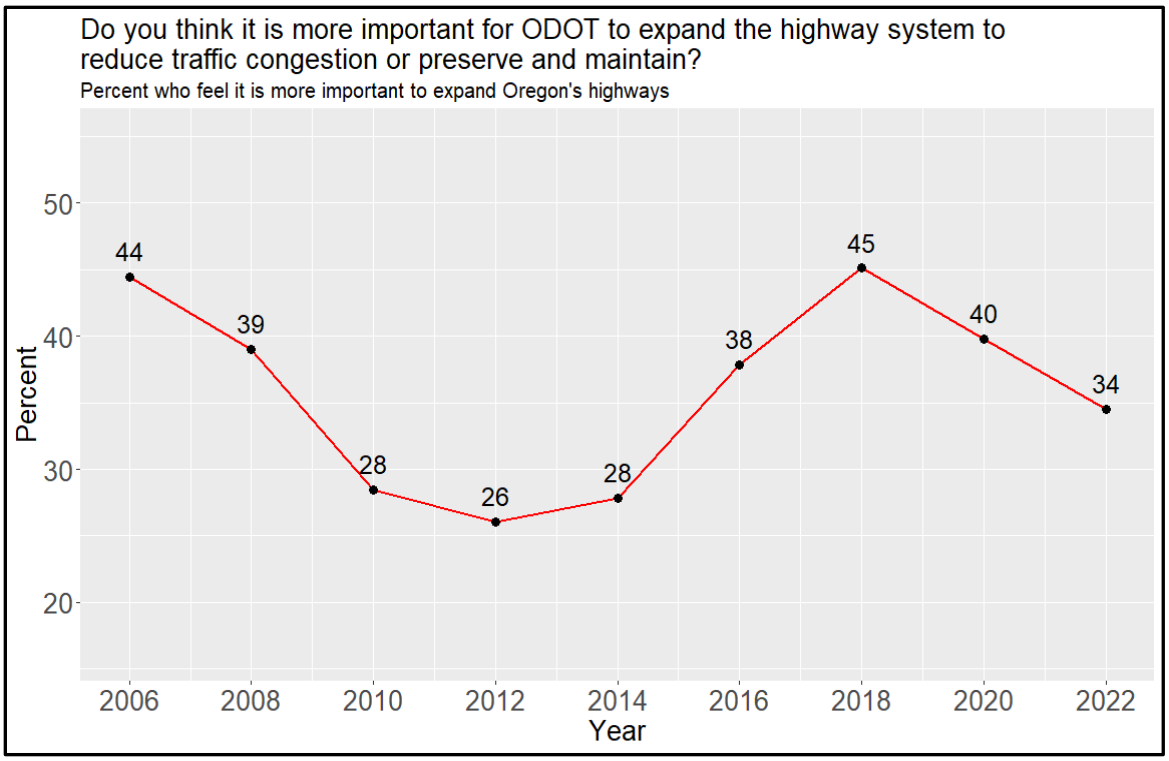

Figure 3.8: Importance of expanding highways trend (2006 - 2022)

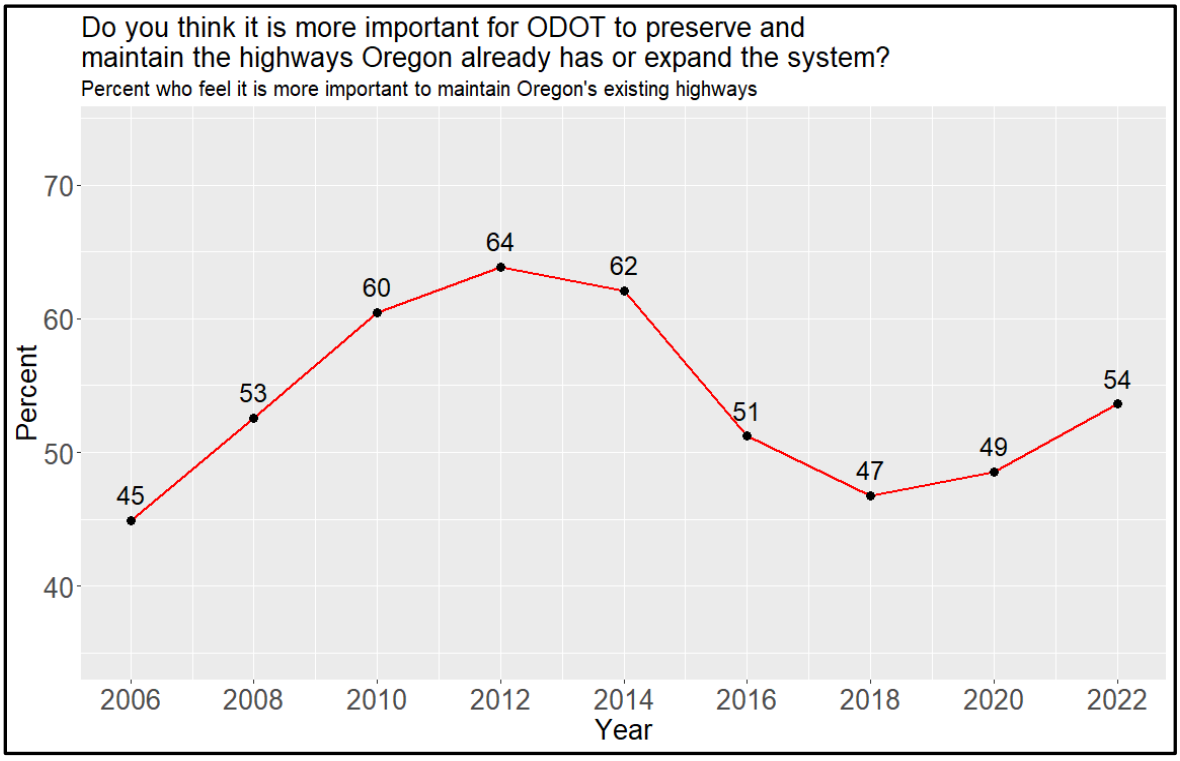

Figure 3.9: Importance of preserving what we have trend (2006 - 2022)

3.5 ALTERNATIVE TRANSPORTATION

This section looks at significant trends seen in community bus service satisfaction and use. Figure 3.10 shows that after years of level local community bus use, there was a drop last year, possibly due the COVID-19 restrictions imposed during the time this survey was taken, but it recovered that loss and more in 2022.

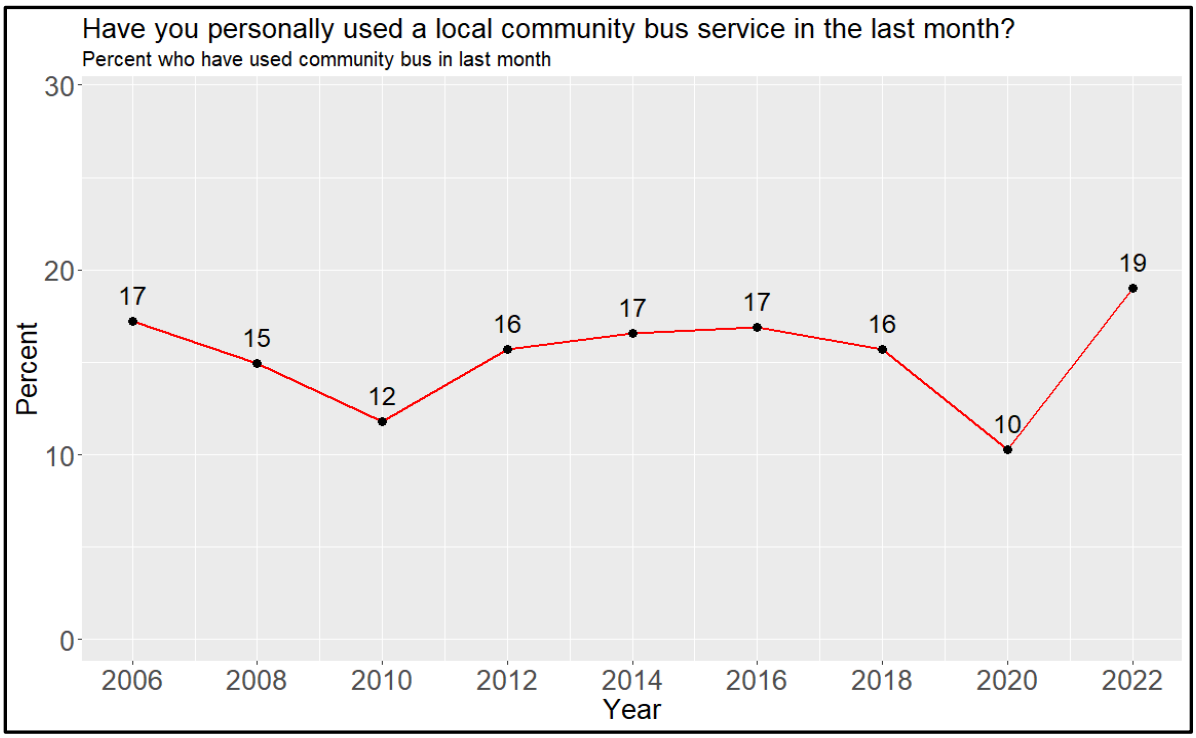

Figure 3.10: Percent using public transportation in the last month trends (2006 – 2022)

After a large drop in satisfaction in the 2008 survey, satisfaction with the local community bus service has seen a slow but increasing trend until 2022, where it dropped to 76% (Figure 3.11).

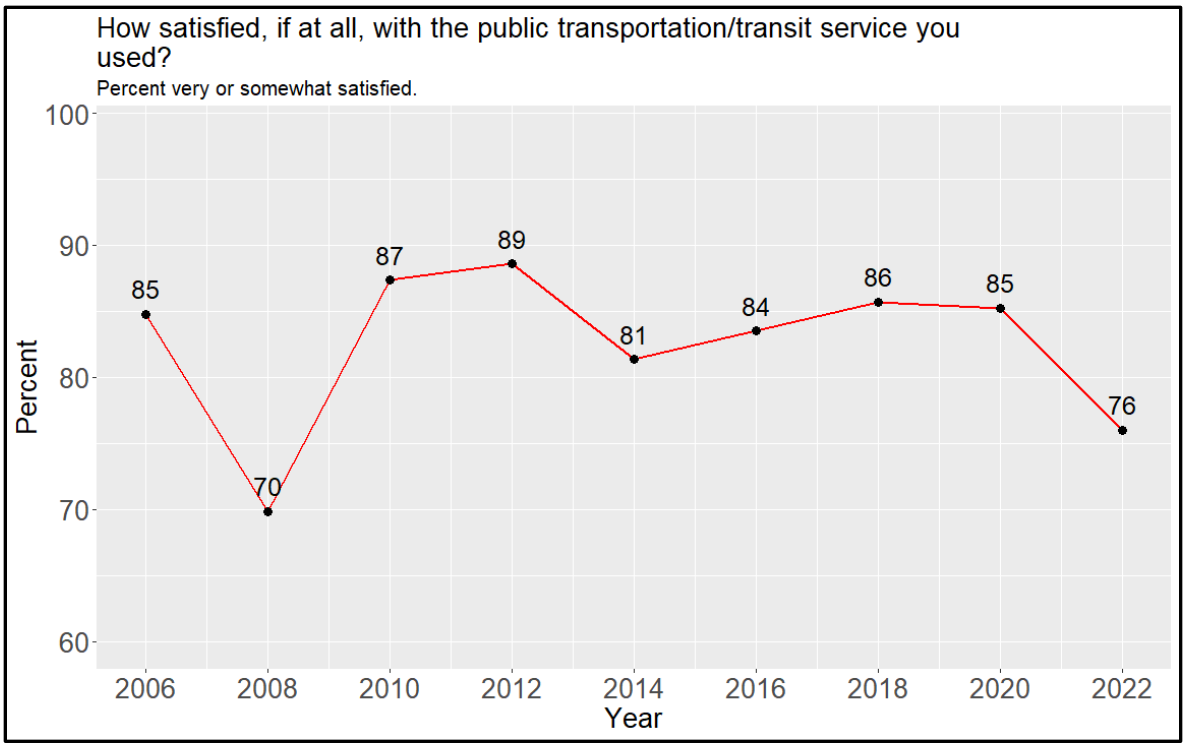

Figure 3.11: Satisfaction with local bus service trend (2006 - 2022)

4.0 RESPONDENTS' COMMENTS

Respondents' comments were mostly positive. Many people thanked ODOT for doing a good job, especially for keeping highways open during inclement weather. Several commenters said our highways were better than the neighboring states and to keep up the good work. Negative comments focused on congestion in Portland, studded tires, the increase in rural speed limits, and that there is not enough public transportation. Several comments pointed out that there is more to the state than the Willamette Valley and more funds should be spent on the east side of the state, other comments also asked for rail service to that side. A lot of the comments around pedestrians and bicyclists focused on the people experiencing homelessness issue and what can be done about it to improve safety.

4.1 CONCLUSION

The Transportation Needs and Issues Survey is conducted to assess the opinions of Oregonians regarding the state transportation system. The FY 2023 survey was the 16th iteration of survey in this series. Restrictions due to Covid-19 were relaxed by the time this survey came out, but there were still a fair number of workers who decided to continue to work from home and not commute to the office, though traffic volumes have mostly returned to normal.

The FY 2023 survey results were fairly consistent with past needs and issues surveys and reflected mixed opinions. Similar to the last survey, respondents were more likely to want to maintain the current highway system we currently have and not expand, there was also growing interest in improving public transportation options.

Fewer Oregonians again felt ODOT was doing an excellent or good job overall, as that rating has continued to decline. More felt ODOT was doing a fair job than in recent years, the number who stated the performance was poor is mostly unchanged. In general, there is a perception that road and bridge conditions as well as congestion were flat or declining slightly. The number of respondents who feel they get good value from the gas tax and license/registration fees they pay fell significantly. There is quite a bit of uncertainty about whether current funding is adequate to maintain the roads and whether tolls would be a fair way to fund the system, though support for tolls or a mileage fee increased while preference for increased gas taxes fell sharply. Respondents in the Portland metro area were much more likely to support tolls than other areas of the state.

A large majority of commutes, ninety percent, are done alone in an automobile. Fifty-two percent stated they would use public transportation more if the system was improved and forty-two percent said they would bike more if lanes were added or improved in their area.

The 2022 Transportation Needs and Issues Survey was scientifically conducted to gauge the opinions of adult Oregonians across the state on many aspects of the transportation system managed by ODOT. As such, the results of this survey can be said to have a reasonable

probability that they are representative of the views of Oregonians. It is a well-known fact in survey research, however, that how a question is posed, as well as what questions are asked, can make a difference in people's responses. Thus, it is advisable that the reader consider the results of this survey in concert with other information on people's views, rather than taking these results as the final word on how people view the transportation system and ODOT's role in managing it.

APPENDIX A: RESPONDENT DEMOGRAPHICS

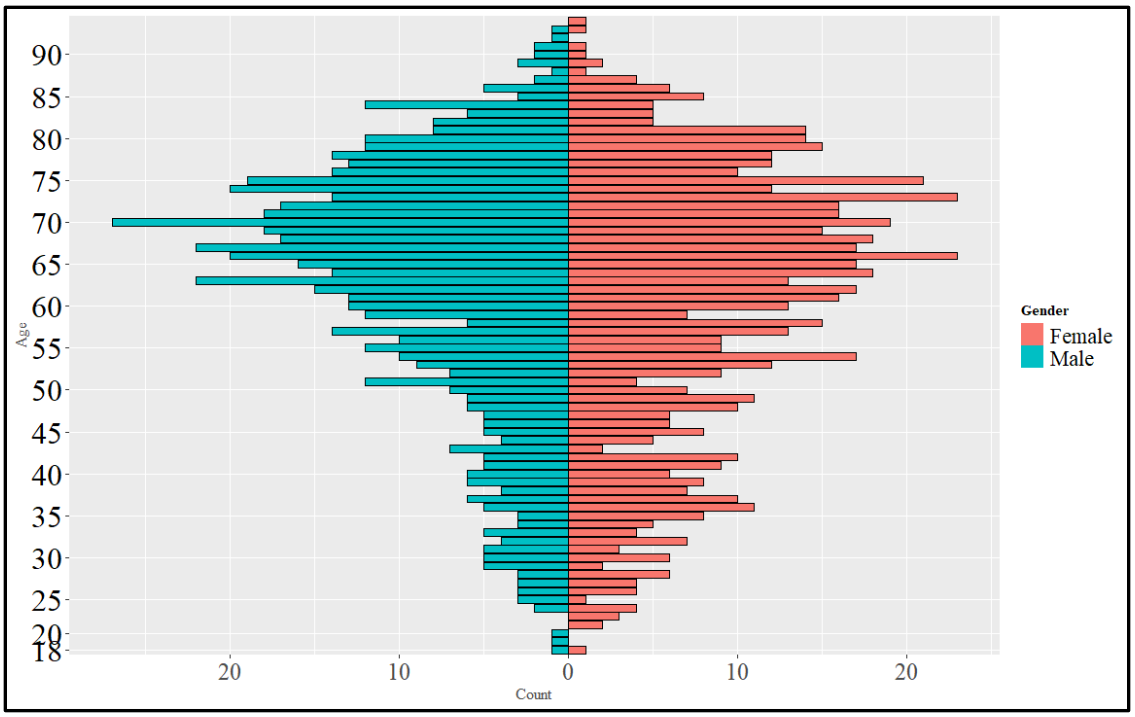

Figure A.1: Respondents' age distribution by gender

Figure A.1 shows the respondents age distribution broken out by gender. Overall, people who filled out the survey are generally older than average (only people 18 and older filled out the survey), with the median female age being 61 and males being 62.

Figure A.2 below shows a distribution of the number of years the survey respondents have been resident in Oregon. The median resident time was 37 years as shown by the dashed red line.

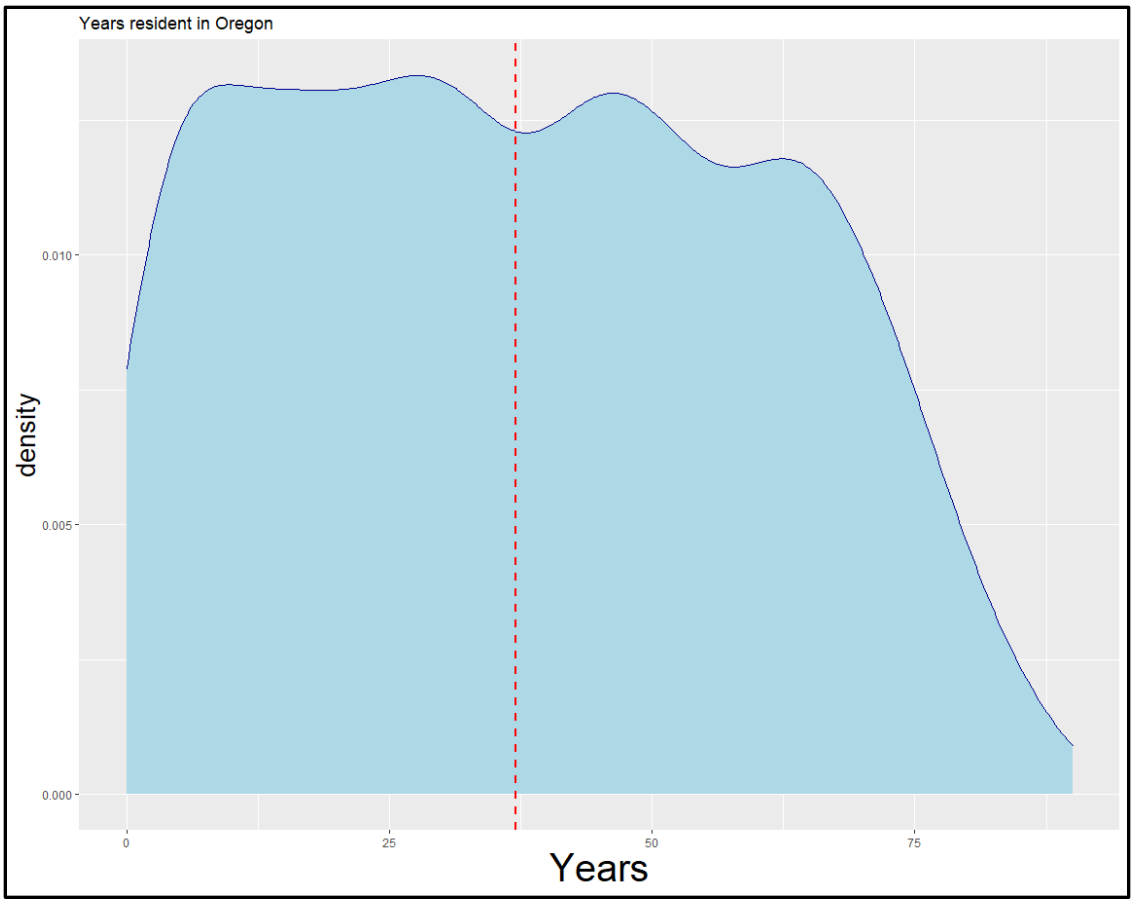

Figure A.2: Distribution graph of years resident in Oregon

Respondents were also asked if the place they live in is urban rural or other. A little under two-thirds of Oregonians reported that they lived in an urban or suburban area as shown in Table A.1.

Table A.1: Percent Urban, Rural or Other

Urban or Suburban	Rural	Other	Don't know
63.4	32.2	1.3	3.1

The Americans with Disability Act defines a person with a disability as somebody who has a physical or mental impairment that substantially limits one or more major life activities. Respondents were asked whether based on this definition; are you a person with a disability? Table A.2 shows that 8% answered yes, they are disabled.

Table A.2: Percent Respondents who are Disabled

Yes	No	Don't know
7.6	89.3	3.2

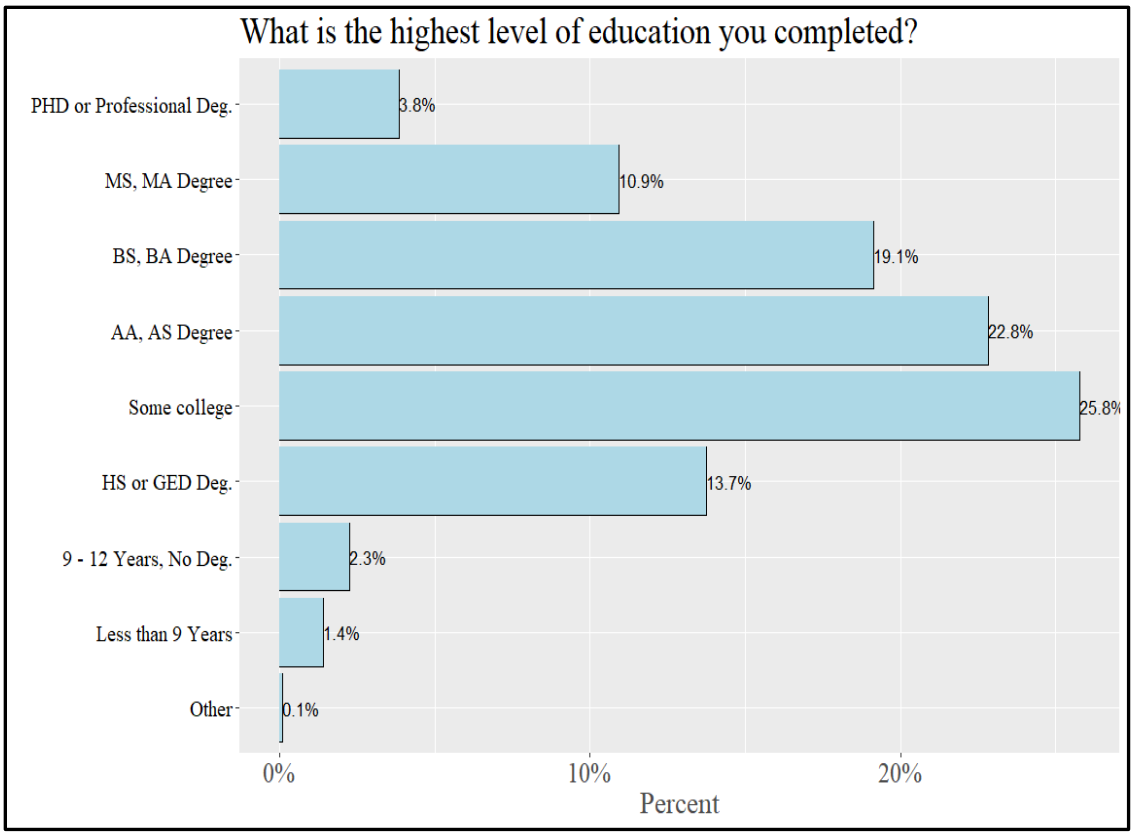

Figure A.3: Distribution of respondents' education level

As seen in Figure A.3, the majority of respondents have at least some college, and fifty-seven percent have a two-year college degree or higher.

Table A.5 shows that 85% of the weighted responses were from whites with Asian and Native races making up the next two largest race categories. These percentages are in line with the most recent census data for Oregon.

Table A.5: Respondents' Race

Race	Percent
White	84.9
Black, African Am.	1.5
Asian	4.6
Native	4.0
Hawaiian	0.9
Latino	3.9
Other	0.2

Lastly, respondents were asked about their total household income. As shown in Table A.6, two-thirds of them earned more than $50,000, while twenty percent earned less than $35,000.

Table A.6: Respondents' total household income

<$15K	$15K-$25K	$25K-$35K	$35K-$50K	$50K-$75K	$75K-$100K	$100K-$150K	$150K-$200K	>$200K
5.5	6.5	8	13.8	18	16	17.9	7.8	6.7

APPENDIX B: 2022 OREGON TRANSPORTATION NEEDS AND ISSUES SURVEY

2022 Oregon Transportation Needs and Issues Survey

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

Information about this survey is in the letters you received.

Please return your completed survey in the pre-paid envelope to:
Oregon State University
Survey Research Center
239 Weniger Hall
Corvallis, OR 97331-8574

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

[ ] Years

Q2. In which Oregon county do you live?

[ ] County

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

ODOT's maintenance of Oregon's highways, roads, and bridges	○1	○2	○3	○4	○5
Pavement conditions on major Oregon highways (such as smoothness, quietness, durability, and appearance)	○1	○2	○3	○4	○5
Bridge conditions on major Oregon highways (such as smoothness, quietness, durability, and appearance)	○1	○2	○3	○4	○5
Safety features on major Oregon highways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, fog lines)	○1	○2	○3	○4	○5
ODOT's expansion and improvement of highways, roads, and bridges	○1	○2	○3	○4	○5
ODOT's efforts to improve Oregon's transportation system (including passenger rail, buses, and transit; in addition to highways)	○1	○2	○3	○4	○5

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

New tolls became required for roadways or bridges that you currently use	○1	○2	○3	○4
Biking or walking facilities (bike lanes, sidewalks) were added or improved	○1	○2	○3	○4
Public transportation/transit options such as passenger rail, light rail, or buses were added or improved	○1	○2	○3	○4

Q13. Do you currently drive an electric vehicle (EV)?

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

Q13a. Would you drive your electric vehicle (EV) any more than you do now if more charging stations were available along your normal routes?

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

Q14. Would you consider driving an electric vehicle if more charging stations were available along your normal routes?

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

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

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

Q15a. If yes, have you used GetThere?

- ○1 Yes
- ○2 No

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

- ○1 Yes
- ○2 No
- ○3 Don't know

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Better lighting	○1	○2	○3	○4
Reduced motor vehicle traffic speeds	○1	○2	○3	○4
Improved sidewalks or pathways (fix cracks, remove poles or other obstructions, broaden pathways, etc.)	○1	○2	○3	○4
Better crossings/crosswalks	○1	○2	○3	○4
Reduction in conflicts from other individuals along route (pedestrians, bicyclists, scooters, etc.)	○1	○2	○3	○4
Improved accessibility for the vision impaired	○1	○2	○3	○4
Sidewalks in better proximity from moving traffic/congestion	○1	○2	○3	○4
Reduction in crime	○1	○2	○3	○4
Other (Describe_____)	○1	○2	○3	○4

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

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

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

Better lighting	○1	○2	○3	○4
Reduced motor vehicle traffic speeds	○1	○2	○3	○4
Improved bicycle lanes or pathways (fix cracks, broaden pathways, etc.)	○1	○2	○3	○4
Better crossings/crosswalks	○1	○2	○3	○4
Reduction in conflicts from other individuals along route (pedestrians, other bicyclists, scooters, etc.)	○1	○2	○3	○4
Improved accessibility for the vision impaired	○1	○2	○3	○4
Bike lanes in better proximity from moving traffic/congestion	○1	○2	○3	○4
Freight/large vehicles removed from route	○1	○2	○3	○4
Reduction in crime	○1	○2	○3	○4
Other (Describe_____)	○1	○2	○3	○4

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

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

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

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

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

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

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

Local public transportation/transit services <u>within cities</u>	◯1	◯2	◯3	◯4
Bus services <u>between cities</u>	◯1	◯2	◯3	◯4
Transportation services for seniors or individuals with disabilities	◯1	◯2	◯3	◯4
Adding sidewalks and bike lanes to existing streets	◯1	◯2	◯3	◯4
Protecting fish and wildlife habitat	◯1	◯2	◯3	◯4
Conserving and protecting the environment	◯1	◯2	◯3	◯4
Reducing greenhouse gas emissions	◯1	◯2	◯3	◯4
Amtrak Cascades passenger rail service between cities	◯1	◯2	◯3	◯4
Maintaining the highways, roads, and bridges Oregon has now	◯1	◯2	◯3	◯4
Expanding and improving Oregon's major highways, roads and bridges	◯1	◯2	◯3	◯4
Reducing traffic congestion	◯1	◯2	◯3	◯4
Improving safety features of roadways (such as guardrails, hazard signs, lighting, warning signs, pavement stripes, shoulder width, lane width, and fog lines)	◯1	◯2	◯3	◯4
Seismic improvements on bridges to help them withstand a major earthquake	◯1	◯2	◯3	◯4
Expansion of public electric vehicle (EV) charging stations along corridors or within communities	◯1	◯2	◯3	◯4

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

○1 Don't know ⟶ **Skip to Q27 on the next page**
○2 Yes ⟶ **Skip to Q26b**
○3 No

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

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

Please skip Q26b if you have not used Amtrak Cascades and go to Question 26 on the next page.

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

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

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

TripCheck/ODOT website	○1	○2
Other websites	○1	○2
Mobile Apps	○1	○2
Social Media	○1	○2

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

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

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

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

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

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

Please skip Q26b if you are not likely to conduct business online at DMV2U and go to Question 30 below.

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

Schedule an appointment	○1	○2
Renew or replace license, permit, or ID card	○1	○2
Renew vehicle registration	○1	○2
Replace vehicle plates	○1	○2
Change my address	○1	○2
Submit a Notice of Vehicle sale	○1	○2
Purchase a Trip Permit	○1	○2
Review my DMV profile	○1	○2
Purchase a Sno-Park permit	○1	○2
Add or updated my emergency contact information	○1	○2

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

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

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

Q31. Are you a licensed driver?

- ○1 Yes
- ○2 No → **Skip to Q32**

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

- ○1 Yes
- ○2 No
- ○3 Not applicable

Q32. Would you consider the place you live as urban/suburban or rural?

- ○1 Urban/suburban
- ○2 Rural
- ○3 Other (*describe* _____)
- ○4 Don't know

Q33. How old were you on your last birthday?

[ ] Years

Q34. What is your gender?

- ○1 Male
- ○2 Female
- ○3 Non-binary

Q35. Do you typically commute to work or school?

- ○1 Yes, I commute to work or school typically
- ○2 No, I do not commute to work or school typically → **Skip to Q36 on the next page**

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

Alone in vehicle	○1	○2	○3
With others in vehicle (carpool)	○1	○2	○3
Public bus	○1	○2	○3
Light rail or train	○1	○2	○3
Taxi, Uber, or Lyft	○1	○2	○3
Motorcycle or scooter	○1	○2	○3
Bicycle	○1	○2	○3
Walk	○1	○2	○3
Other (*describe*_____)			

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

☐ Minutes

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

☐ Miles

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

○1 Yes
○2 No
○3 Don't know

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

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

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

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

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

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

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

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