PARTICIPANT CONSENT INFORMATION
Click Here to View a Copy of the Participant Consent Information
For completion of this survey you will be entered into a raffle. For every 50 completions of the survey, one winner will be randomly selected for a $25 e-Gift Card to a vendor of their choice. The winner will be sent the e-Gift Card via the email address they provide on the last page.
Other important information:
You must be at least 18 years of age to complete this survey
You may use your browser's Back button to return to previous pages and change your answers
If you have questions about this project or if you have a research-related problem, you may contact the researcher(s), Tyler de Ruiter E.I.T. (tderuite@gmail.com) or Dr. Song Gao (songgao@ecs.umass.edu). If you have any questions concerning your rights as a research subject, you may contact the University of Massachusetts Amherst Human Research Protection Office (HRPO) at (413) 545-3428 or humansubjects@ora.umass.edu.

By clicking "I agree" below you are indicating that you are at least 18 years old, have read and understood this consent form and agree to participate in this research study. Please print a copy of this page and the downloaded consent information for your records.

☐ I Agree
☐ I Do Not Agree [Screen Out]
PART I: Lifestyle and Travel

5% Complete

These questions will help establish your travel habits. When answering, keep in mind: a dormitory is considered a household composed of just you.

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Page 2 - Question 2 - Choice - One Answer (Drop Down)

How many usable vehicles (cars, vans, trucks, etc.) does your household own?

- 0
- 1
- 2
- 3
- >3

Page 2 - Question 3 - Choice - One Answer (Bullets)

By what means do you typically commute to work or school?

- Drive alone
- Bus
- Bike
- Walk
- Carpool as Passenger
- Carpool as Driver
- Other, please specify

---

Page 2 - Question 4 - Choice - Multiple Answers (Bullets)

Do you have access to any of the following items? Please select all that apply.

- GPS (Global Positioning System) Navigation Device
- Web-enabled Smartphone
- (SMS) Text Messaging
- Facebook/Twitter
- Internet
- Other, please specify

---

Page 2 - Question 5 - Choice - Multiple Answers (Bullets)

Do you receive real-time traveler information from any of the following sources? Please select all that apply.

- GPS Navigation Device
- Web-enabled Smartphone
- (SMS) Text Messaging
- Facebook/Twitter
- Radio
- Roadside Variable Message Signs
Telephone (e.g. 511)
Other, please specify

Page 2 - Question 6 - Rating Scale - One Answer (Horizontal)

How often do you check real-time traveler information to assist your travel decision making?

Never 1 ~ 5 times/month 6 ~ 10 times/month 11 ~ 20 times/month 21 ~ 30 times/month
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Page 2 - Question 7 - Choice - Multiple Answers (Bullets)

If you have searched for traffic information, what were you looking for? (Select all that apply)

☐ Travel times for specific roadways
☐ Congestion on specific roadways
☐ Webcams for specific roadways and intersections
☐ Bus locations or bus arrival times
☐ Traffic accident alerts
☐ Construction alerts
☐ Other, please specify

Page 3 - Heading

PART II: Awareness and Usage of Regional Traveler Information Center

15% Complete

The following questions will help establish your overall awareness and usage of real-time traveler information systems.

Page 3 - Question 8 - Rating Scale - Matrix

The RTIC website, MassTraveler, offers several forms of traveler information. Some typical forms of information are:

Bus Tracker (defunct) -- which shows locations of buses as they travel around Amherst
Route 9 and Route 116 Travel Times -- shown graphically and in text
Webcam images -- Cameras are placed in varying locations around the Pioneer Valley to show travel conditions for the past four minutes.
Construction Alerts
Route 9 Speeds -- shown in text

How often do you utilize these services? Note: in the case of the bus tracker, please record your previous usage instead of current.

Never 1 ~ 5 times/month 6 ~ 10 times/month 11 ~ 20 times/month 21 ~ 30 times/month

<table>
<thead>
<tr>
<th>Service</th>
<th>Never</th>
<th>1 ~ 5 times/month</th>
<th>6 ~ 10 times/month</th>
<th>11 ~ 20 times/month</th>
<th>21 ~ 30 times/month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Tracker (defunct)</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
<td>☐ 5</td>
</tr>
<tr>
<td>Route 9 and/or Route 116 travel times</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
<td>☐ 5</td>
</tr>
<tr>
<td>Webcams</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
<td>☐ 5</td>
</tr>
<tr>
<td>Construction Alerts</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
<td>☐ 5</td>
</tr>
<tr>
<td>Route 9 Travel Speeds</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
<td>☐ 5</td>
</tr>
</tbody>
</table>
How useful do you feel each of the services are/was?

<table>
<thead>
<tr>
<th>Service</th>
<th>Not Very Useful</th>
<th>Not Useful</th>
<th>Undecided</th>
<th>Useful</th>
<th>Very Useful</th>
<th>Never used it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Tracker (defunct)</td>
<td>○ 1</td>
<td>○ 2</td>
<td>○ 3</td>
<td>○ 4</td>
<td>○ 5</td>
<td>○ Never used it</td>
</tr>
<tr>
<td>Route 9 and/or Route 116 travel times</td>
<td>○ 1</td>
<td>○ 2</td>
<td>○ 3</td>
<td>○ 4</td>
<td>○ 5</td>
<td>○ Never used it</td>
</tr>
<tr>
<td>Webcams</td>
<td>○ 1</td>
<td>○ 2</td>
<td>○ 3</td>
<td>○ 4</td>
<td>○ 5</td>
<td>○ Never used it</td>
</tr>
<tr>
<td>Construction Alerts</td>
<td>○ 1</td>
<td>○ 2</td>
<td>○ 3</td>
<td>○ 4</td>
<td>○ 5</td>
<td>○ Never used it</td>
</tr>
<tr>
<td>Route 9 Travel Speeds</td>
<td>○ 1</td>
<td>○ 2</td>
<td>○ 3</td>
<td>○ 4</td>
<td>○ 5</td>
<td>○ Never used it</td>
</tr>
</tbody>
</table>

In what aspect is the real-time traveler information useful?

- Avoid Delay
- Reduce Anxiety
- Allow better arrangement of activities
- Ensure on-time arrival
- Other, please specify

Do you have any other comments regarding the MassTraveler services discussed in the previous questions?

PART III: Attitudes Towards Information Type

30% Complete

How interested would you be in seeing the following types of information or features added to the RTIC website, MassTraveler?

<table>
<thead>
<tr>
<th>Information</th>
<th>Absolutely Not Interested</th>
<th>2</th>
<th>Neutral</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Overload</td>
<td>○ 1</td>
<td>0</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Severe Traffic Congestion or Crashes</td>
<td>○ 1</td>
<td>0</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Desired Parking Lot is Full</td>
<td>○ 1</td>
<td>0</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Guidance on Alternatives in the Event of a Problem</td>
<td>○ 1</td>
<td>0</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Personalized Webpage, with selected services specific to your travel patterns</td>
<td>○ 1</td>
<td>0</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

What is a location, trouble spot, that could benefit from added real-time traveler information?
PART IV: Most Memorable Use

45% Complete

Please recall the most memorable time when you learned about something problematic for your trip through some form of real-time traveler information.
To start, please describe how you normally make this trip provided there is nothing problematic.

<table>
<thead>
<tr>
<th>Where do you start and end this trip?</th>
<th>Home</th>
<th>Work</th>
<th>Class</th>
<th>Store</th>
<th>Appointment</th>
<th>Leisure/Recreation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Destination</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

When do you normally start this trip? (##:## AM/PM)

What route (or bus route) do you normally use for this trip? Give general directions from your origin to destination.

About how long does it normally take you to reach your destination? (## Hours ## Minutes)
Note: This is “Door-to-Door” which includes any walking needed.

About how much variability is there in the time it takes you to normally reach your destination? (+/- minutes)

About how much time do you normally spend waiting for the bus? (minutes)
Note: Please leave blank if you don’t normally take a bus.

0
1
2
3
4
5
How many bus transfers do you normally need to make?
Note: Please leave blank if you don't normally take a bus.

- 0
- 1
- 2
- 3
- 4
- >4

About how many traffic lights do you normally pass?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- >10

Now that we have your base method of travel, please describe what you did in response to the information you received.

Did it matter if you were late?
I had to be on time
☐ I could be a few minutes late
☐ I could be 15 minutes late
☐ It did not matter what time I arrived

Page 5 - Question 23 - Choice - One Answer (Bullets)
What was the weather when you made your decision?
☐ Sunny/Clear
☐ Rain
☐ Snow
☐ Other, please specify

Page 5 - Question 24 - Choice - One Answer (Bullets)
Did you receive the information pre-trip or en-route?
☐ Pre-trip
☐ En-route

Page 5 - Question 25 - Choice - Multiple Answers (Bullets)
From what source did you receive information from?
☐ Personal Observation (e.g. I see the traffic jam)
☐ Roadside Variable Message Sign
☐ Radio
☐ Telephone Call (e.g. 511)
☐ GPS Navigation Device
☐ Smartphone/Tablet (e.g. application or web capability)
☐ Computer
☐ Other Travelers
☐ Other, please specify

Page 5 - Question 26 - Choice - Multiple Answers (Bullets)
Please provide which type of traveler information you received.
☐ Roadway Congestion/Travel Times
☐ Bus Arrival Times/Location of Buses
☐ Web cam Images of Roadways
☐ Crash/Accident Information
☐ Roadwork Information
☐ Other, please specify

Page 5 - Question 27 - Open Ended - Comments Box
What did the information reveal and how did you interpret it?
EXAMPLE: "The webcam showed a traffic jam on the Coolidge Bridge so, it would take me an extra 20 minutes to reach my destination."
Page 5 - Question 28 - Open Ended - One Line

After receiving information, what is the estimated total travel time to reach your destination, provided you follow your original plan?
(## Hours ## Minutes)
Note: This is "Door-to-Door" which includes any walking needed.

Page 5 - Question 29 - Choice - Multiple Answers (Bullets)

What was your most appealing alternative for this trip after receiving the information?
(e.g. different departure time, route, mode, destination, or canceling the trip all together)
EXAMPLE: "I could delay my departure by 15 minutes and take Main Street to Route 5 instead of Route 9."

- Different Departure Time
- Different Route
- Different Mode
- Different Destination
- Add a Stop Along the Way
- Canceling the Trip
- Other, please specify

Page 5 - Question 30 - Open Ended - One Line

Please give a description of your alternative, similar to the example in the previous question.

Page 5 - Question 31 - Yes or No

Did you take the alternative?

- Yes
- No
- Why or Why Not?

Page 5 - Question 32 - Yes or No

Was there information provided for the alternative?

- Yes
- No
- What did it tell you and how did you react?

Page 5 - Question 33 - Open Ended - One Line

What was the estimated travel time of the alternative?
(## Hours ## Minutes)
Note: This is "Door-to-Door" which includes any walking needed.
What was the estimated variability in the time it would take to reach your destination via the alternative? (+/- minutes)

About how many traffic lights would/did you pass, using the alternative?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- >10

About how much time would/did you spend waiting for the bus, using the alternative? (minutes)
Note: Please leave blank if you don't normally take a bus.

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- >20

How many bus transfers did you need to make, using the alternative?
Note: Please leave blank if you don't normally take a bus.

- 0
Page 5 - Question 38 - Rating Scale - One Answer (Horizontal)

How satisfied were you with the real-time traveler information you obtained?

- Very Satisfied
- Undecided
- Not Very Satisfied

| 1 | 2 | 3 | 4 | 5 |

Page 5 - Question 39 - Open Ended - Comments Box

Do you have any other comments regarding the information you received?

Page 6 - Heading

PART V: Demographics

80% Complete

You may skip any question that you do not feel comfortable answering.

Page 6 - Question 40 - Choice - One Answer (Bullets)

What is your gender?

- Male
- Female

Page 6 - Question 41 - Choice - One Answer (Drop Down)

What age group are you in?

- <18
- 18-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 65+
Do you consider yourself:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

What is the zip code of your residence?

What is your UMass Affiliation?

- Student
- Staff
- Faculty
- Other, please specify

What is your household’s average yearly income?

- <$10,000
- $10,000-$29,999
- $30,000-$49,999
- $50,000-$69,999
- $70,000-$99,999
- $100,000-$125,000
- >$125,000

If you would like to take part in a raffle for a $25 e-Gift Card, please enter your name and email so you may be contacted should you win.

Name:

Email:

If you are selected as a winner of the raffle, from where would you like your e-Gift Card?

- Amazon.com
If you would like to be contacted for future installments of this research study, please click the button below.

- I would like to be contacted in the future.
- I would not like to be contacted in the future.

Thank you for taking part in this survey!
Your answers will be tabulated and used in the evaluation of the current RTIC system at the University of Massachusetts. Your answers will remain confidential. Names will only be used to contact the person who wins the raffle.

If you would like more information please visit RTIC's Website by clicking on the bus!

<http://www.masstraveler.com/>