

5664 High Speed Rail – Frequently Asked Questions (FAQs)

Purpose/Topic of the Survey

Question: ***What is the purpose of this study?***

Answer: The purpose of the study is to collect data on travel patterns along the Northeast Corridor. The US Department of Transportation, Federal Railroad Administration is conducting the survey. The information obtained will be used to provide guidance to future service planning.

Question: ***What kinds of questions will you ask?***

Answer: We will ask you about how you travel along the Northeast Corridor and about possible future services that may be offered.

Question: ***Why should I participate?***

Answer: This data will be used to improve the transportation options available to travelers in the Northeast. Participating is one way for you to have an influence on this process. The small numbers of people we are calling were selected to represent the views of travelers. When you don't participate, it leaves a "hole" in the data.

Question: ***How long will this take?***

Answer: This survey usually takes about 18 minutes. The length of the survey actually depends on your answers to the questions. You can end the survey at any time and continue it at another time.

Legitimacy:

Question: ***Who is sponsoring this study?***

Answer: The US Department of Transportation, Federal Railroad Administration is sponsoring this survey in order to plan for services in the Northeast.

Question: ***How do I know the survey is legitimate?***

Answer: I can give you the official web address for the US Department of Transportation which confirms the study.

DOT web site: <http://www.fra.dot.gov/eLib/Details/L04709>

Question: ***How did you get my phone number? It's unlisted.***

Answer: Telephone numbers are dialed at random, which means an unlisted number can be dialed by chance. Your participation is anonymous, and we will not collect any personal information that would allow anyone to identify you.

Question: ***Do you work for the DOT/FRA?***

Answer: I work for a research firm called Abt SRBI. Abt SRBI conducts the telephone interviews on behalf of the US Department of Transportation, Federal Railroad Administration.

Privacy:

Question: ***Are my answers confidential?***

Answer: Your participation is anonymous, and we will not link your answers to any personal information that would allow anyone to identify you. You may find the US DOT privacy policy at <http://www.dot.gov/privacy>.

Question: ***Do I have to do this?***

Answer: Your participation is voluntary. However, without your help, the survey won't be able to provide information that is as accurate as it needs to be. It's important that the views and experiences of everyone we call be represented in the survey.

Question: ***I don't give my age over the telephone.***

Answer: I understand, but it's very important because some of the programs planned from this information may be for people in certain age groups. All the information obtained in this study is used strictly for research purposes, and your name will not be linked to the answers you provide.

Question: ***[Income] I think this is very personal or Why do you need this information?***

Answer: I only need the range within which your total household income falls. I do not need to know the

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actual income. All of this information will be used for statistical purposes only.

Question: ***Release of information***

Answer: A report summarizing this information will be published. You can go to the DOT website at www.dot.gov to read the report once it is available. DOT will also post the data on-line for researchers. However, the posted data will not contain information that would allow anyone to identify you.

Reluctance:

Question: ***I don't do surveys.***

Answer: I understand, but this survey really examines transportation options along the Northeast Corridor. As someone who lives in this region, the survey results will apply directly towards your quality of life, including traffic, air quality, and noise.

Question: ***I don't do surveys over the phone. Put it in the mail.***

Answer: We can only conduct this survey over the phone. After many years of experience conducting these surveys, the US Department of Transportation believes that this is the most efficient, representative, and thorough method of gathering this information. Once they start the survey, many people like you find it interesting. You can refuse to answer specific questions.

Question: ***I don't have time.***

Answer: It doesn't take very long and we can schedule it at a time convenient for you. We need to represent the opinions of busy people like you, as well as people who have more time, if we are to present an accurate picture of the experiences of all residents. We can get started and see how far we get, and if needed, we can schedule a callback to complete the survey at another time.

Question: ***I don't know anything about that.***

Answer: This isn't a test. We only want to ask you about your personal opinions and experiences. Many people find the survey to be interesting. Transportation options affect all of us.

Question: ***I don't want to buy anything.***

Answer: I am not selling anything. I am calling on behalf of the US Department of Transportation, Federal Railroad Administration about your experiences and needs regarding transportation options along the Northeast Corridor. The information you provide will be used by these groups to improve future transportation options.

Question: ***Doesn't the government have better things to do with our tax dollars?***

Answer: *[Do not argue]* Your opinions are very important to us and your answers will help the government spend tax dollars more wisely. The survey will only take a few minutes.

Question: ***Respondent volunteers information which interviewer did not request.***

Answer: *[At the first chance you get, without being rude, SAY:]* I would like to focus on the survey questions I have in front of me if we could.

[DO NOT ask the respondent for any additional information regarding their anecdote, but steer them back towards the Qx]