

## APPENDIX B

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### SAMPLE SURVEY QUESTIONS

“Draft”

## Manitoba Intelligent Transportation Systems (ITS) Strategic Plan Stakeholder Questionnaire

### Questionnaire Instructions:

Thank you for taking the time to complete this questionnaire. The questionnaire has been structured to accommodate a wide cross-section of stakeholders and based on your response to question G2, you will be asked to complete only a part of the questionnaire.

This process assumes that you have visited the project web site and have reviewed the project background material, including the Intelligent Transportation Systems primer. If you have not already done so, please visit our project web site at [www.itsmanitoba.ca](http://www.itsmanitoba.ca) to review these items prior to completing this questionnaire.

### General Questions (To be completed by all respondents):

G1: Please identify yourself by filling in all fields:

Name:	
Agency:	
Department:	
Title:	
Telephone:	
E-mail:	
Fax:	
Web Site:	

G2: Check all activities that apply to you agency (more than one may be applicable):

<input type="checkbox"/>	Public Sector Owner & Operator (A)	<input type="checkbox"/>	Commercial Operator (C)
<input type="checkbox"/>	Private Sector Owner & Operator (A)	<input type="checkbox"/>	Institution/Research (E)
<input type="checkbox"/>	Government/Regulators (B)	<input type="checkbox"/>	Special Interest (E)
<input type="checkbox"/>	Suppliers/Service Providers (D)	<input type="checkbox"/>	Other (Please specify) (E)

Based on your response above please note the letter designation provided in the parentheses ( ) following the designations. Please fill out the remainder of the general questions below designated with the letter “G” and then proceed to the category(ies) based on the letter designations pertaining to your company’s/agency’s primary activities.

G3: What category best describes your company/agency’s involvement in ITS?

<input type="checkbox"/>	Operations – direct involvement in an operations capacity
<input type="checkbox"/>	Non-Operations – potential for direct involvement without operations capacity
<input type="checkbox"/>	Interested Party

G4: Please describe below your company's/agency's primary mandate

Describe
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G5: What are the key external agencies you deal with in carrying out your mandate?

Describe
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G6: Identify any of the following barriers that prevent your company/agency from optimizing the transportation related systems you own/operate or the services you provide:

<b><u>Institutional</u></b>	
<input type="radio"/>	Interorganization coordination
<input type="radio"/>	Staff skill sets
<input type="radio"/>	Project financing
<input type="radio"/>	Other Institutional
<b><u>Legal/Legislative</u></b>	
<input type="radio"/>	Freedom of Information
<input type="radio"/>	Provincial Acts
<input type="radio"/>	Federal Acts
<input type="radio"/>	Liability
<input type="radio"/>	Intellectual property
<input type="radio"/>	Other legal/legislative
<b><u>Technical Barriers</u></b>	
<input type="radio"/>	Interoperability
<input type="radio"/>	Lack of standards
<input type="radio"/>	Other technical barriers

G7: Which ITS services do you perceive to be the most marketable or will help to expand your business/agency's interests?

<input type="radio"/>	Traveller Information Services
<input type="radio"/>	Traffic Management Services
<input type="radio"/>	Public Transportation Services
<input type="radio"/>	Electronic Payment Services
<input type="radio"/>	Commercial Vehicle Services
<input type="radio"/>	Emergency Management Services
<input type="radio"/>	Vehicle Safety and Control Systems
<input type="radio"/>	Information Warehousing

### Category A – Public Owner/Operators Questions

A-1: Select the ITS services that your agency is currently involved with or has an interest in.

Service	Currently Using	Future Interest	No Interest
Traveller Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Payment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial Vehicle Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle Safety and Control Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Warehousing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A-2: Are you satisfied with the performance of your ITS applications?

<input type="radio"/>	Yes	<input type="radio"/>	No
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Describe
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A-3: What transportation related “needs” are currently the focus of your agencies efforts, i.e., better service delivery to pedestrians, improved safety for users, increased efficiency of operations, etc.? Be specific, where possible.

Describe
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A-4: Is your organization in need of or seeking any partnership opportunities to improve your business?

<input type="radio"/>	Yes	<input type="radio"/>	No
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Describe
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A-5 Rate the benefits of ITS services that your agency is currently experiencing.

Measure	Very Important	Important	Somewhat Important	Least Important
Customer Satisfaction	0	0	0	0
Increased Revenue	0	0	0	0
Improved Operating Efficiencies	0	0	0	0
Reduction in Pollution	0	0	0	0
Improved Safety	0	0	0	0

**Category B: Other Public Agencies**

B-1: Select the ITS services that your agency is currently involved.

Service	Currently Using	Future Interest	No Interest
Traveller Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Payment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial Vehicle Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle Safety and Control Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Warehousing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B-2: What ITS services do you see as having the most significant impact in the next 5 years relating to your agencies mandate and activities?

Service	Significant Impact	Moderate Impact	No Impact
Traveller Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Payment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial Vehicle Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle Safety and Control Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Warehousing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B-3: Is your agency in need of, or seeking, any partnership opportunities to improve your service?

<input type="radio"/> Yes	<input type="radio"/> No
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Describe
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B-4: Has your agency undertaken or commissioned any research relating to the function and/or benefits of ITS?

<input type="radio"/> Yes	<input type="radio"/> No
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Describe
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B-5: In what areas of the mandate, operations and/or service delivery is your agency currently focusing their efforts, i.e., what are your current transportation related “needs”?

Describe

**Category C: Commercial Operators/Industrial**

C-1: Select the ITS services that your company is currently or planning on using for its operations.

Service	Currently Using	Future Interest	No Interest
Traveller Information Services	0	0	0
Traffic Management Services	0	0	0
Public Transportation Services	0	0	0
Electronic Payment Services	0	0	0
Commercial Vehicle Services	0	0	0
Emergency Management Services	0	0	0
Vehicle Safety and Control Systems	0	0	0
Information Warehousing	0	0	0

C-2: Describe your overall experience in dealing with various public transportation agencies in the Province of Manitoba

C-3: Describe your overall experience with the regulatory and enforcement agencies in the Province of Manitoba

C-4: What key areas (i.e., needs) do you feel could benefit from the implementation of ITS initiatives and improve your operations performance/efficiency?



**Category D: Suppliers/Service Providers**

D-1: Select the ITS services that your company/agency is currently involved.

Service	Currently Using	Future Interest	No Interest
Traveller Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Payment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial Vehicle Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle Safety and Control Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Warehousing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D-2: What ITS services do you see as having the most significant impact in the next 5 years?

Service	Significant Impact	Moderate Impact	No Impact
Traveller Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Payment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial Vehicle Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle Safety and Control Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Warehousing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D-3: Is your organization in need of, or seeking, any partnership opportunities to improve your business?

<input type="radio"/> Yes	<input type="radio"/> No
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Describe
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D-4: Rate the benefits of ITS services that your company is currently providing.

Measure	Very Important	Important	Somewhat Important	Least Important
Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased Revenues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved Operating Efficiencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduction in Pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Category E: Institutional/Special Interest**

E-1: What ITS services do you see as having the most significant impact in the next 5 years?

Service	Significant Impact	Moderate Impact	No Impact
Traveller Information Services	0	0	0
Traffic Management Services	0	0	0
Public Transportation Services	0	0	0
Electronic Payment Services	0	0	0
Commercial Vehicle Services	0	0	0
Emergency Management Services	0	0	0
Vehicle Safety and Control Systems	0	0	0
Information Warehousing	0	0	0

E-2: Have you undertaken/commissioned any research that relates to ITS?

E-3: Describe your overall experience in dealing with various owner/operators of ITS in the Province of Manitoba

E-4: Describe your partnering experience with other organizations

E-5: What do you feel needs to be done to promote partnerships in the area of ITS research in the Province of Manitoba?

E-6: Is our education system geared to producing staff/employees with the knowledge of ITS to meet future needs of the ITS industry in the Province of Manitoba?

<input type="radio"/>	Yes	<input type="radio"/>	No
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E-7: What ITS services do you perceive as being desired the most by travellers?

Service	Very Desirable	Somewhat Desirable	Not Desirable
Traveller Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Transportation Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic Payment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commercial Vehicle Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle Safety and Control Systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Warehousing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E-8: What are the perceived effects of ITS services on transportation safety

E-9: What do you feel needs to be done in order to increase public awareness of the benefits of ITS?