

## APPENDIX A

### Survey Questionnaire

#### NATIONAL COOPERATIVE HIGHWAY RESEARCH PROGRAM

Project 20-5/Topic 32-09

#### TRANSPORTATION PLANNING AND MANAGEMENT FOR SPECIAL EVENTS

##### Survey Questionnaire

The National Highway Institute (1988) defines a special event as an occurrence that “abnormally increases traffic demand” (unlike an incident or construction/maintenance activities that typically restrict the roadway capacity). Under this definition, special events may include such things as sporting events, parades, national conventions, international summits, music festivals, fairs and other planned events. For this investigation, special events are categorized as: (1) frequent events such as professional sporting events and (2) infrequent events such as the Olympics. **Note: this investigation does not consider unplanned events such as natural disaster evacuations that also may increase traffic demand.**

Special events challenge the ability of transportation agencies to provide acceptable levels of mobility and safety to the motoring public. As such, the National Cooperative Highway Research Program (NCHRP), as part of its Synthesis series (Project 20-5/Topic 32-09), is conducting this survey to identify and summarize the state of the practice in the transportation-related planning and management of special events.

Please assist us in this endeavor by completing this survey or passing this survey along to an appropriate individual within your agency. Return your completed survey questionnaire **NO LATER THAN JULY 31, 2001**, by:

- (1) email (if you received it electronically) to [JodiC@ce.montana.edu](mailto:JodiC@ce.montana.edu)
- (2) fax (406) 994-6105 or
- (3) mail, along with any attachments, to: Dr. Jodi L. Carson  
Department of Civil Engineering  
214 Cobleigh Hall  
Montana State University–Bozeman  
Bozeman, MT 59717

If you have any questions related to the distribution of this survey or about the survey content, please contact Dr. Carson at (406) 994-7998 or at [JodiC@ce.montana.edu](mailto:JodiC@ce.montana.edu).

**TELL US ABOUT YOURSELF**

Name/Title \_\_\_\_\_ Telephone \_\_\_\_\_  
 Agency/Division \_\_\_\_\_ Fax \_\_\_\_\_  
 Street Address \_\_\_\_\_ E-Mail \_\_\_\_\_  
 Town/State/Zip \_\_\_\_\_

1. Is there someone else, either within your agency or in another agency or jurisdiction, who is actively involved in the planning or management of special events that we should contact?  Yes  No  
 ↪ If yes, please provide contact information. \_\_\_\_\_

2. Approximately how many Full-time Equivalents (FTEs) are dedicated to planning or managing special events within your agency? \_\_\_\_\_

**WHAT TYPES OF SPECIAL EVENTS DO YOU ENCOUNTER?**

3. What types of special events has your agency been involved in planning or managing in the last year (January 1–December 31, 2000)? Comment on the size, time of day, duration and scope of impact.

**FREQUENT EVENTS (e.g., Sporting Events, Concerts)**

Event Description	Size (Attendees)	Time of Day and Duration	Scope of Impact (Local, Regional, Statewide)		
<i>Example: Mariners Games</i>	<i>35,000</i>	<i>7-10 PM ~4 days/week April–September</i>	<input checked="" type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S

**INFREQUENT EVENTS (e.g., International Summits, Parades)**

Event Description	Size (Attendees)	Time of Day and Duration	Scope of Impact (Local, Regional, Statewide)		
<i>Example: Winter Olympics</i>	<i>500,000</i>	<i>All day ~3 weeks</i>	<input type="checkbox"/> L	<input type="checkbox"/> R	<input checked="" type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S
_____	_____	_____	<input type="checkbox"/> L	<input type="checkbox"/> R	<input type="checkbox"/> S

4. Have there been any particularly notable special events in the last 5 years that your agency has been involved in planning or managing? Comment on the size, time of day, and duration and scope of impact.  
 \_\_\_\_\_  
 \_\_\_\_\_

5. Is there a particular special event planned and managed by your agency that you would suggest as a case study for this investigation? Please describe \_\_\_\_\_

**WHO DO YOU INTERACT WITH?**

6. Who do you regularly interact with when planning or managing special events? Comment on the role, jurisdiction and formality of this interaction. If  Other, please explain.

Agency/ Organization	Role in Special Event Planning	Jurisdiction or Coverage Area	Interaction (Informal, Written, Other)		
<i>Example: State Police</i>	<i>Public safety, crowd control, limited traffic control</i>	<i>All interstates and state highways</i>	<input type="checkbox"/> I	<input checked="" type="checkbox"/> W	<input type="checkbox"/> O
_____	_____	_____	<input type="checkbox"/> I	<input type="checkbox"/> W	<input type="checkbox"/> O
_____	_____	_____	<input type="checkbox"/> I	<input type="checkbox"/> W	<input type="checkbox"/> O
_____	_____	_____	<input type="checkbox"/> I	<input type="checkbox"/> W	<input type="checkbox"/> O
_____	_____	_____	<input type="checkbox"/> I	<input type="checkbox"/> W	<input type="checkbox"/> O
_____	_____	_____	<input type="checkbox"/> I	<input type="checkbox"/> W	<input type="checkbox"/> O
_____	_____	_____	<input type="checkbox"/> I	<input type="checkbox"/> W	<input type="checkbox"/> O

7. How consistent is this interaction among agencies/organizations?
- |                   |                               |                                   |                                     |
|-------------------|-------------------------------|-----------------------------------|-------------------------------------|
| Frequent Events   | <input type="checkbox"/> Very | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not at all |
| Infrequent Events | <input type="checkbox"/> Very | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not at all |
8. Does someone typically take the lead on coordinating agency/organization interaction?  Yes  No
- ↳ If yes, who? \_\_\_\_\_
9. Do you have provisions for sharing personnel and equipment among agencies/organizations and/or jurisdictions?  Yes  No
10. Are interagency meetings held to assess the success of current practices and to address any problems that may arise?  Yes  No
- ↳ If yes, how often?  Monthly  Annually  Bi-Annually  Other \_\_\_\_\_

**WHAT TOOLS OR TECHNIQUES DO YOU USE?**

11. From the list of available tools or techniques, please indicate which are planned or currently used for planning or managing special events.

**MOTORIST INFORMATION**

<u>Planned or Currently Used</u>	<u>Tools or Techniques</u>
<input type="checkbox"/> P <input type="checkbox"/> CU	Highway Advisory Radio (HAR)
<input type="checkbox"/> P <input type="checkbox"/> CU	Variable Message Signs (VMS)
<input type="checkbox"/> P <input type="checkbox"/> CU	Media Partnerships
<input type="checkbox"/> P <input type="checkbox"/> CU	Pre-event Informational Campaigns
<input type="checkbox"/> P <input type="checkbox"/> CU	Other _____

**TRAFFIC MANAGEMENT**

<u>Planned or Currently Used</u>	<u>Tools or Techniques</u>
<input type="checkbox"/> P <input type="checkbox"/> CU	Law Enforcement Motorcycle Patrols
<input type="checkbox"/> P <input type="checkbox"/> CU	Law Enforcement Service Patrols
<input type="checkbox"/> P <input type="checkbox"/> CU	Non-Law Enforcement Service Patrols
<input type="checkbox"/> P <input type="checkbox"/> CU	Traffic Management Teams
<input type="checkbox"/> P <input type="checkbox"/> CU	Aircraft Patrols
<input type="checkbox"/> P <input type="checkbox"/> CU	Electronic Loop Detection
<input type="checkbox"/> P <input type="checkbox"/> CU	Video and Closed-Circuit TV
<input type="checkbox"/> P <input type="checkbox"/> CU	Traffic Management Centers
<input type="checkbox"/> P <input type="checkbox"/> CU	Traffic Cones
<input type="checkbox"/> P <input type="checkbox"/> CU	Portable Static Signs
<input type="checkbox"/> P <input type="checkbox"/> CU	Portable Traffic Signals
<input type="checkbox"/> P <input type="checkbox"/> CU	Temporary Lane Closures
<input type="checkbox"/> P <input type="checkbox"/> CU	Reversible Lanes/Movable Barriers/Temporary Contraflow
<input type="checkbox"/> P <input type="checkbox"/> CU	Traffic Responsive Signal Systems
<input type="checkbox"/> P <input type="checkbox"/> CU	Ramp Metering
<input type="checkbox"/> P <input type="checkbox"/> CU	Major Capacity Improvements (e.g., street widening)
<input type="checkbox"/> P <input type="checkbox"/> CU	Other _____

Traffic  
Control  
Devices

**TRAVEL DEMAND MANAGEMENT**

<u>Planned or Currently Used</u>	<u>Tools or Techniques</u>
<input type="checkbox"/> P <input type="checkbox"/> CU	Economic or Preferential Incentives for Walking/Biking
<input type="checkbox"/> P <input type="checkbox"/> CU	Economic or Preferential Incentives for Ridesharing
<input type="checkbox"/> P <input type="checkbox"/> CU	Economic or Preferential Incentives for Public Transportation
<input type="checkbox"/> P <input type="checkbox"/> CU	Park-n-Ride Lots
<input type="checkbox"/> P <input type="checkbox"/> CU	Parking Management
<input type="checkbox"/> P <input type="checkbox"/> CU	Auto-Restricted Zones
<input type="checkbox"/> P <input type="checkbox"/> CU	Alternative Travel Hours Incentives/Congestion Pricing
<input type="checkbox"/> P <input type="checkbox"/> CU	Alternate Routes
<input type="checkbox"/> P <input type="checkbox"/> CU	Major Transit Improvements (e.g., subway line extension)
<input type="checkbox"/> P <input type="checkbox"/> CU	Other _____

12. How consistently are these tools and techniques used for similar special event conditions (i.e., are variable message signs always used for medium-sized, medium-duration, frequent events)?

- |                   |                               |                                   |                                     |
|-------------------|-------------------------------|-----------------------------------|-------------------------------------|
| Frequent Events   | <input type="checkbox"/> Very | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not at all |
| Infrequent Events | <input type="checkbox"/> Very | <input type="checkbox"/> Somewhat | <input type="checkbox"/> Not at all |

13. Are any formal coordination or communication protocols, such as the Incident Command System (ICS), used to assist in the coordination of interagency field personnel during special events?

- Yes  
 No

↳ If yes, who has been formally trained to use this protocol? \_\_\_\_\_

14. Do your tools and techniques accommodate both special event arrival and departure traffic (i.e., moving people into and out of the area)?

- Yes  
 No

**HOW FORMALIZED ARE THESE TOOLS AND TECHNIQUES?**

15. Has the use of these tools or techniques been formally documented in an Operations or Response Guide?  Yes  No

↳ If yes, may we get a copy?

↳ If yes, what motivated the development of this guide? \_\_\_\_\_

↳ If yes, who was involved in the development of this guide?

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> State Dept. of Transportation | <input type="checkbox"/> County Public Works Dept. | <input type="checkbox"/> Local Public Works Dept. |
| <input type="checkbox"/> State Police                  | <input type="checkbox"/> County Police             | <input type="checkbox"/> Local Police             |
| <input type="checkbox"/> Local Transit Authority       | <input type="checkbox"/> Event Organizers          | <input type="checkbox"/> Other _____              |

↳ If yes, who regularly uses this guide in day-to-day operations?

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> State Dept. of Transportation | <input type="checkbox"/> County Public Works Dept. | <input type="checkbox"/> Local Public Works Dept. |
| <input type="checkbox"/> State Police                  | <input type="checkbox"/> County Police             | <input type="checkbox"/> Local Police             |
| <input type="checkbox"/> Local Transit Authority       | <input type="checkbox"/> Event Organizers          | <input type="checkbox"/> Other _____              |

↳ If yes, is this guide regularly updated?  Annually  Bi-Annually  Monthly  Other \_\_\_\_\_

16. Has the use of these tools or techniques been mandated by agency policy or State or Federal law?

- |                      |                              |                             |
|----------------------|------------------------------|-----------------------------|
| Agency Policy        | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| State or Federal Law | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

↳ If yes, may we get a copy?

**HOW EFFECTIVE ARE YOUR EFFORTS?**

17. Does your agency currently collect and archive data such as traffic speeds, volumes, crashes, etc., prior to and/or during special events?  Yes  No

↳ If yes, what data do you collect? \_\_\_\_\_

18. Does your agency use traffic simulation to estimate the transportation-related impacts of special events?

Frequent Events	<input type="checkbox"/> Frequently	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely
Infrequent Events	<input type="checkbox"/> Frequently	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely

19. Does your agency currently have performance measures defined by which you measure the success of special event planning and management?  Yes  No

↳ If yes, what are these performance measures? \_\_\_\_\_

20. Has your agency conducted any surveys to assess the public's perception of the planning or management of special events?  Yes  No

↳ If yes, may we get a copy of the results?

21. On a scale from 1 to 5, with 5 being proactive and 1 being reactive, how would you classify your agency’s response to the traffic planning and management needs of special events? \_\_\_\_\_

22. In your opinion, how satisfied are you with your agency’s special event planning and management efforts? 
 Satisfied  
 Somewhat Satisfied  
 Not Satisfied

23. In your opinion, what challenges successful special event planning or management within and external to your agency?

**Within Your Agency** \_\_\_\_\_

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**External to Your Agency** \_\_\_\_\_

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**HOW ARE YOUR EFFORTS FUNDED?**

24. Where has your agency obtained funding for planning or managing special events? Please list specific sources of funding when possible and describe in general terms what the funds were used for.

Funding Agency/Organization	Funding Source	Use/Application
<i>Example:</i> <input checked="" type="checkbox"/> Federal Highway Administration	<i>Congestion Mitigation and Air Quality</i>	<i>Variable Message Signs and Highway Advisory Radio</i>
<input type="checkbox"/> Federal Highway Administration	_____	_____
	_____	_____
	_____	_____
<input type="checkbox"/> Federal Transit Administration	_____	_____
	_____	_____
<input type="checkbox"/> State Department of Transportation	_____	_____
	_____	_____
	_____	_____
<input type="checkbox"/> County Public Works Department	_____	_____
	_____	_____
<input type="checkbox"/> Local Public Works Department	_____	_____
	_____	_____
<input type="checkbox"/> Private Partners/Event Organizers	_____	_____
	_____	_____
<input type="checkbox"/> Other	_____	_____
	_____	_____

25. Has your agency applied for and/or obtained special funding for the planning or management of large-scale, infrequent special events?  Yes  No

↳If yes, please describe. \_\_\_\_\_

26. Has your agency applied for and/or obtained special funding to deploy advanced technologies (e.g., ITS) for the planning or management of special events?  Yes  No

↳If yes, please describe. \_\_\_\_\_

*Thank you very much for your assistance.*