

Santa Rosa Transit Service Survey



Survey Dates: May 11 – 25, 2004

**Conducted by:
Go West Communications**

**Submitted to:
Napa County Transportation Planning Agency**

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INTRODUCTION

This report details the findings of a survey administered in May 2004 to residents of Calistoga and St. Helena to determine travel trends to/from Santa Rosa and potential for service. In total, 639 completed questionnaires were collected and tabulated.

Key objectives of the survey include:

- Identify who is traveling to/from Santa Rosa and profile potential rider segments.
- Based on potential rider segments, identify transportation needs regarding the Calistoga-Santa Rosa route.
- Use the key findings from the research as the basis for developing schedules and routes and eventually marketing strategies.

This report includes an Executive Overview, which highlights the most salient results, followed by a Detailed Results section that provides data on each question asked in the survey. The Appendix of this report includes a copy of the English and Spanish language questionnaires.

Please note that the percentages included in this report may not add to 100% due to statistical rounding.

Questions regarding this project may be directed to: Christine West at Go West Communications, (408) 842-9822.

METHODOLOGY

The survey was conducted as a self-administered questionnaire distributed to residents of Calistoga and St. Helena. Utilizing purchased mailing lists; questionnaires were mailed to Hispanics, seniors and low-income residents. In addition, English versions of the questionnaires were inserted into the St. Helena Star, Weekly Calistogan, and Calistoga Tribune newspapers. Spanish and English questionnaires were also available at the Calistoga City Hall, Calistoga Community Center and the St. Helena City Hall. Finally, volunteers hand-delivered surveys to mobile home parks in both of the cities.

Participants will complete surveys asking for key demographic, attitudinal and behavioral information. Due to budget limitations, this survey is “non-random” in nature. The findings will be considered directionally accurate and not statistically exact. The data should be used to look for trends in predominant ridership patterns rather than for statistically significant data on riders in general.

Specific steps were taken to ensure the highest possible response rate. This included making both English and Spanish versions of the questionnaire available, using a variety of methods to distribute the survey and providing self-addressed, stamped envelope or drop boxes as options for returning questionnaires. The overall response rate on this direct mail, self-administered survey was 6%, double the industry average.

The completion rate was 97%. In total, 5% of the surveys completed were Spanish language questionnaires.

Surveys were mailed and distributed May 11 and returned by May 25, 2004 to NCTPA offices for forwarding to Go West Communications office. Editing, coding and inputting were done in-house once the questionnaires were returned.

EXECUTIVE OVERVIEW

General Transit

- The majority of Calistoga and St. Helena residents do not use public transit. Most did not answer this question, leading one to believe they had not used any of the available public transit services in the past 6 months, since there was not an option to mark “none.” A few offered the answer “none.”
- Even if they do not use public transit, the most common reason they would ride the bus was “to avoid traffic/parking” (28%), followed by “more convenient than driving” (23%). For Spanish-speaking residents the reason is because it’s “more convenient than driving” (43%).
- A slight majority (53%) said they knew they could take Lake County Transit or St. Helena VINE Shuttle to the St. Helena Hospital. However, several wrote in that they don’t use that hospital for medical services, so it didn’t help them.

Current Travel To/From Santa Rosa

- Overall, the majority of Calistoga and St. Helena residents (34%) travel to Santa Rosa 1-3 days per month. However, a significant number (22%) travel to the area one day a week.
- The majority of Spanish-speaking residents (31%) travel to Santa Rosa one day a week.
- The vast majority of residents, both English (88%) and Spanish (75%) speaking, drive to Santa Rosa. However, a high percentage of Spanish-speaking residents (34%) also carpool.
- The major reason to go to Santa Rosa for residents overall is to shop (76%), although medical/dental appointments (52%) also ranked high. The same held true for the Spanish-speaking population (shopping 96%; medical/dental appointments 46%). Incidentally, recreation/entertainment (39%) also ranked high.
- The most preferred time to travel to Santa Rosa is during the week (40%), but residents noted that the option to travel both weekdays and weekends (37%) was ideal. Slightly more Spanish-speaking residents (65%) preferred weekends. When asked specifically which day was preferred to travel, there was no clear leader.
- However, mid morning (9 am to 11 am) (58%) was the ideal time to travel to the Santa Rosa area. The ideal return time wasn’t as clear-cut – early afternoon (1 pm to 3 pm) (30%) and late afternoon (3 pm to 5 pm) (31%) were of most interest to people.

- The top destinations for Calistoga/St. Helena residents in Santa Rosa are Kaiser/medical facilities (21%), Downtown (19%), Codington Mall (19%), Costco (18%) and general shopping/mall (16%). However, many other specific (i.e. store name) destinations were given, just not repeatedly.
- Few residents (5%) had taken Lake Transit or Greyhound to Santa Rosa.

Volunteered Comments/Suggestions for Service to Santa Rosa

- The top volunteered comment is: the service is needed for others, especially those who are unable to drive (low-income, seniors and teens).

Potential Travel To / From Santa Rosa If Service Were Available

- If transit service to Santa Rosa were available, the majority (57%) of residents in Calistoga and St. Helena said they **would not** use the service. However, the responses to theoretical questions about potential service differed from their desire to use public transit. It is likely they were answering for the good of the community and other people - those who are unable to drive (low-income, seniors and teens) as indicated in the comment section.
- Theoretically, nearly half (47%) of those surveyed said waiting 3 to 4 hours between drop off and pick up was reasonable, if there was a transit service.
- A slight majority (51%) also said they would use a shuttle service to the Santa Rosa area that is available Mondays, Wednesdays and Fridays from 9 am to 4 pm and requires a reservation.
- Six out of 10 also said they would prefer a bus/shuttle over other potential services to Santa Rosa.
- While 60% said they would make a reservation for transit service if required, many also indicated they would rather not.
- With regard to cost, the majority (52%) felt \$6 one-way was too much. Instead, the most common suggest price is \$3 one-way and \$6 for a round-trip.
- Less than half (47%) of residents are willing to transfer to another service to reach their final destination. Convenience was listed and the top reason for not transferring.

Demographics

- Of the residents surveyed in Calistoga and St. Helena, 58% are female and 35% are male. The majority (63%) are also seniors and 91% speak English. However, of those who speak Spanish, 62% said their native language was preferred. The majority lived within city limits (Calistoga 40%; St. Helena 36%).

Marketing Recommendations

- As with other NCTPA services, marketing efforts should focus on transit dependent riders – seniors and teens.
- Communications should also be provided in Spanish when possible.
- An overall transit message should also be communicated when promoting any new service. This overall message should educate the public about other services (VINE, Lake Transit, Santa Rosa service, Calistoga HandyVan, St. Helena VINE Shuttle and VINE Go), connectivity to those services and improve the image of NCTPA/VINE.
- Transit Ambassadors and public outreach efforts should be used to help educate potential riders about services, connectivity and transfers. Reach potential riders through groups meetings at senior centers, mobile home parks and other locations.
- Run promotions, such as senior day or shopping day, to transport groups of residents to Santa Rosa. This may expose new people to public transportation while providing a safe, comfortable, sociable environment for first-timers.

DETAILED RESULTS

General Transit

- The majority of Calistoga and St. Helena residents do not use public transit. Most did not answer this question, leading one to believe they had not used any of the available public transit services in the past 6 months, since there was not an option to mark “none.” Few offered the answer “none.”
- Even if they do not use public transit, the most common reason they would ride the bus was “to avoid traffic/parking” (28%), followed by “more convenient than driving” (23%). For Spanish-speaking residents the reason is because it’s “more convenient than driving” (43%).

Have you used any of the following public transit services <u>in the past 6 months</u>? (mark all that apply)			
(base)	Total (639) %	English (607) %	Spanish (32) %
The VINE	15	14	28
St. Helena VINE	6	5	28
Sonoma County Transit	1	1	3
Lake Transit	<1	<1	3
Calistoga HandyVan	7	7	6
VINE Go	4	4	3
Santa Rosa City Bus	3	3	6
<i>None</i>	7	7	3
No Answer	63	65	40
<i>Notes: Multiples answers accepted. Answers in italics were volunteered as “other: specify” responses</i>			

What is the main reason that you would ride the bus, rideshare or carpool?			
(base)	Total (639) %	English (607) %	Spanish (32) %
To avoid traffic/parking	28	28	37
More convenient than driving	23	22	43
More affordable than driving	19	18	28
<i>Can't drive/when I'm too old to drive</i>	16	16	15
Do not own or have access to a vehicle	9	8	6
<i>To save the environment</i>	3	3	0
<i>Wouldn't even use public transportation</i>	3	3	0
<i>Fear/Safety</i>	2	2	0
Medical procedure preventing me from driving	2	2	0
<i>Temporarily without a car (in for service)</i>	1	1	0
<i>National security</i>	<1	<1	0
No Answer	19	19	9
<i>Notes: Multiples answers accepted. Answers in italics were volunteered as "other: specify" responses</i>			

Did you know that you can ride Lake County Transit or St. Helena VINE Shuttle to the St. Helena Hospital?			
(base)	Total (639) %	English (607) %	Spanish (32) %
Yes	33	34	25
No	53	52	68
No Answer	12	13	6

Current Travel To/From Santa Rosa

- Overall, the majority of Calistoga and St. Helena residents (34%) travel to Santa Rosa 1-3 days per month. However, a significant number (22%) travel to the area one day a week.
- The majority of Spanish-speaking residents (31%) travel to Santa Rosa one day a week.
- The vast majority of residents, both English (88%) and Spanish (75%) speaking, drive to Santa Rosa. However, a high percentage of Spanish-speaking residents (34%) also carpool.
- The major reason to go to Santa Rosa for residents overall is to shop (76%), although medical/dental appointments (52%) also ranked high. The same held true for the Spanish-speaking population (shopping 96%; medical/dental appointments 46%). Incidentally, recreation/entertainment (39%) also ranked high.
- The most preferred time to travel to Santa Rosa is during the week (40%), but residents noted that the option to travel both weekdays and weekends (37%) was ideal. Slightly more Spanish-speaking residents (65%) preferred weekends. When asked specifically which day was preferred to travel, there was no clear leader.
- However, mid morning (9 am to 11 am) (58%) was the ideal time to travel to the Santa Rosa area. The ideal return time wasn't as clear-cut – early afternoon (1 pm to 3 pm) (30%) and late afternoon (3 pm to 5 pm) (31%) were of most interest to people.
- The top destinations for Calistoga/St. Helena residents in Santa Rosa are Kaiser/medical facilities (21%), Downtown (19%), Codingtown Mall (19%), Costco (18%) and general shopping/mall (16%). However, many other specific (i.e. store name) destinations were given, just not repeatedly.
- Few residents (5%) had taken Lake Transit or Greyhound to Santa Rosa.

How often do you travel to the Santa Rosa area?			
(base)	Total (639) %	English (607) %	Spanish (32) %
Never	2	2	0
1 day a week	22	22	31
3-4 days a week	12	11	28
5 days a week	3	3	3
6-7 days a week	2	2	0
1 - 3 days a month	34	34	23
Less than once a month	18	19	6
Have not been to Santa Rosa in a year or more	6	6	6
No Answer	1	1	3
<i>Notes: Respondents who answered "never" often did not finish the survey resulting in 18 "not valid" surveys.</i>			

What mode do you use to travel to the Santa Rosa area? (check all that apply)			
(base)	Total (639) %	English (607) %	Spanish (32) %
Drive	87	88	75
Taxi	<1	<1	0
Carpool	5	4	34
<i>Family/Friends</i>	7	7	3
<i>Volunteer</i>	1	1	0
No Answer	2	2	6
<i>Notes: Multiples answers accepted. Answers in italics were volunteered as "other: specify" responses</i>			

When do you typically travel to the Santa Rosa area?			
(base)	Total (639) %	English (607) %	Spanish (32) %
Weekdays (Mondays – Fridays)	40	42	3
Weekends (Saturdays or Sundays)	6	5	28
Both Weekdays and Weekends	37	35	65
No Answer	3	3	3

Which day is most important to you to travel to the Santa Rosa area?

	(base)	Total (639) %	English (607) %	Spanish (32) %
Monday		20	20	18
Tuesday		21	21	15
Wednesday		23	23	21
Thursday		18	18	15
Friday		16	15	31
Saturday		16	15	37
Sunday		9	8	34
<i>No Preference</i>		3	3	0
No Answer		23	24	9

Notes: While the survey asked for one answer, respondents often marked several or all days. Multiples answers accepted.
Answers in italics were volunteered as "other: specify" responses

What time of day do you typically travel to/from Santa Rosa?						
(base)	Total (639) %		English (607) %		Spanish (32) %	
	To Santa Rosa	From Santa Rosa	To Santa Rosa	From Santa Rosa	To Santa Rosa	From Santa Rosa
Early Morning (6 am to 9 am)	10	1	10	1	19	0
Mid Morning (9:01 am to 11 am)	58	4	60	4	31	0
Lunch Time (11:01 am to 1 pm)	10	7	9	7	31	9
Early Afternoon (1:01 pm to 3 pm)	11	30	12	31	6	22
Late Afternoon (3:01 p.m. to 5 pm)	6	31	6	32	3	9
Early Evening (5:01 pm to 7 pm)	5	14	4	14	13	16
<i>Late Evening (7 pm to Midnight)</i>	<1	2	<1	2	0	0
No Answer	0	6	0	6	0	22
No Answer for entire question	8		8		3	

Notes: While the survey asked for one answer, respondents often marked several times. Multiples answers accepted.
Answers in italics were volunteered as "other: specify" responses

Which of the following describes the purpose of your trips to the Santa Rosa area? (Check all that apply)			
	Total (639) %	English (607) %	Spanish (32) %
(base)			
Work	8	8	9
Medical or Dental Appointments	52	52	46
Shopping	76	75	96
School	4	3	18
Recreation / Entertainment	39	39	31
<i>Visit Family/Friends</i>	4	4	3
<i>Service Car</i>	2	2	0
No Answer	6	4	6
<i>Notes: Multiples answers accepted. Answers in italics were volunteered as "other: specify" responses</i>			

What is/are your typical destination(s) in the Santa Rosa area?			
(base)	Total (639) %	English (607) %	Spanish (32) %
<i>Kaiser/Medical Facility</i>	21	21	18
<i>Downtown</i>	19	19	18
<i>Codington Mall</i>	19	20	0
<i>Costco</i>	18	18	9
<i>General Shopping/Mall</i>	16	15	31
<i>Montgomery Village</i>	5	5	0
<i>Santa Rosa Rd./Plaza</i>	5	5	3
<i>Various destinations in one trip (not specified)</i>	4	4	0
<i>College/School (SRJC)</i>	3	3	12
<i>Trader Joes</i>	3	3	0
<i>Auto Row</i>	2	2	0
<i>Discount Stores (Ross, TJ Maxx, Marshalls)</i>	2	<1	12
<i>Grocery Stores (Shop 4 Less, Albertsons)</i>	2	2	0
<i>Hardware Store (Home Depot, Yardbirds)</i>	2	2	3
<i>Macy's</i>	2	2	0
<i>Theaters</i>	2	2	0
<i>4th Street</i>	1	1	0
<i>Airport</i>	1	1	0
<i>Farmers Lane</i>	1	1	0
<i>Friends/Family</i>	1	1	0
<i>Longs Drugs</i>	1	1	0
<i>Luther Burbank</i>	1	1	0
<i>Mendocino Ave.</i>	1	1	0
<i>Restaurants (not specific)</i>	1	1	0
<i>Target</i>	1	1	0
<i>Veterans Building</i>	1	1	0
<i>Wal-Mart</i>	1	1	0
<i>Other (Music shops, Barnes & Noble, Churches Annedel Park, Ice Rink, Cost Plus, Monroe Hall, Bennet Valley, Court House Square, Penny's, Beverages & More, Oliver's, Gunnerville Rd., Sears, Kmart, Craft Stores, Women's Center, Windsor Mall, Department Stores, Civic Center, Kinkos)</i>	<1 ea.	<1 ea.	0
No Answer	18	17	31
Notes: Multiples answers accepted. Answers in italics were volunteered as "other: specify" responses			

Have you ever taken Lake Transit or Greyhound to the Santa Rosa area?				
	(base)	Total (639) %	English (607) %	Spanish (32) %
Yes		5	5	12
No		89	89	84
No Answer		5	5	4

Potential Travel To / From Santa Rosa If Service Were Available

- If transit service to Santa Rosa were available, the majority (57%) of residents in Calistoga and Santa Rosa said they **would not** use the service. However, the responses to theoretical questions about potential service differed from their desire to use public transit. It is likely they were answering for the good of the community and other people - those who are unable to drive (low-income, seniors and teens) as indicated in the comment section.
- Theoretically, nearly half (47%) of those surveyed said waiting 3 to 4 hours between drop off and pick up was reasonable, if there was a transit service.
- A slight majority (51%) also said they would use a shuttle service to the Santa Rosa area that is available Mondays, Wednesdays and Fridays from 9 am to 4 pm and requires a reservation.
- Six out of 10 also said they would prefer a bus/shuttle over other potential services to Santa Rosa.
- While 60% said they would make a reservation for transit service if required, many also indicated they would rather not.
- With regard to cost, the majority (52%) felt \$6 one-way was too much. Instead, the most common suggest price is \$3 one-way and \$6 for a round-trip.
- Less than half (47%) of residents are willing to transfer to another service to reach their final destination. Convenience was listed and the top reason for not transferring.

Would you go to the Santa Rosa area more frequently if a shuttle or carpool/rideshare service were available? (If yes) How often?			
(base)	Total (639) %	English (607) %	Spanish (32) %
<u>Go more frequently</u>			
Yes	38	36	78
No	57	60	18
No Answer	4	4	4
<u>How often</u>			
<i>1-2 times per week</i>	8	8	18
<i>3-4 times per week</i>	4	3	18
<i>5-6 times per week</i>	1	1	3
<i>1-2 times per month</i>	5	4	3
<i>3-4 times per month</i>	2	2	0
<i>5-6 times per month</i>	<1	<1	0
<i>1 time quarterly</i>	<1	<1	0
No Answer	4	8	3
<i>Notes: Answers in italics were volunteered as "other: specify" responses</i>			

Would you use the service if the time between drop off and pick up was ...			
(base)	Total (639) %	English (607) %	Spanish (32) %
<u>1 to 2 hours</u>			
Yes	34	33	53
No	21	21	9
<u>3 to 4 hours</u>			
Yes	47	47	43
No	17	17	12
<u>5 to 6 hours</u>			
Yes	19	19	9
No	29	29	31
No Answer	13	13	6
<i>Notes: Multiples answers accepted. Answers in italics were volunteered as "other: specify" responses Instead of answering "yes" or "no" to each time period, respondents often answered one and left the others blank.</i>			

Would you use a shuttle service to the Santa Rosa area that is available Mondays, Wednesdays and Fridays from 9 am to 4 pm and requires a reservation? (Please explain, why not)			
(base)	Total (639) %	English (607) %	Spanish (32) %
Yes	51	50	53
No	36	35	40
No Answer	12	12	6
<u>Comments</u>			
<i>Not convenient/flexible enough</i>	8	8	21
<i>Won't use as long as I can drive</i>	5	5	0
<i>Need weekend service</i>	4	4	3
<i>Don't like to have to make reservations</i>	3	2	6
<i>Doesn't fit work/school schedule</i>	2	3	0
Notes: Multiples answers accepted. Answers in italics were volunteered as comments.			

If available, which of the following services would you use?			
(base)	Total (639) %	English (607) %	Spanish (32) %
Rideshare/Carpooling programs	6	6	9
Bus/Shuttle	60	59	75
Volunteer Ride	5	5	6
None	27	28	9
Other (nothing specified)	<1	<1	0
No Answer	6	6	6
Notes: Multiples answers accepted. Answers in italics were volunteered as "other: specify" responses			

Are you willing to make a 24-hour advance reservation to ride a shuttle service to the Santa Rosa area?			
(base)	Total (639) %	English (607) %	Spanish (32) %
Yes	60	61	53
No	27	26	35
No Answer	12	12	12

Would you be willing to pay \$6 one-way for bus service to/from the Santa Rosa area?

(If yes) Would you still be willing to wait 5 to 6 hours? (If no) How much would you be willing to pay?			
(base)	Total (639) %	English (607) %	Spanish (32) %
<u>Willing to pay \$6 one-way</u>			
Yes	34	34	31
No	52	52	59
No Answer	13	14	6
<u>Still willing to wait 5 to 6 hours</u>			
Yes	16	16	18
No	27	28	9
No Answer	3	2	6
<u>How much would you pay</u>			
<u>One-Way</u>			
\$0	1	1	3
\$1	<1	1	0
\$1.50	1	1	3
\$2	2	2	0
\$2.50	1	<1	9
\$3	10	10	12
\$3.50	<1	<1	0
\$4	3	3	3
\$4.50	<1	<1	0
\$5	3	3	9
\$6	1	1	0
No Answer	24	24	21
<u>Round-Trip</u>			
\$0	1	1	3
\$1	<1	<1	0
\$2	1	1	0
\$3	2	2	6
\$4	3	3	3
\$5	6	6	12
\$6	13	13	12
\$7	3	3	3
\$8	4	4	3
\$9	<1	<1	0
\$10	6	6	6
No Answer	12	12	9
<i>Notes: Multiples answers accepted. Answers in italics were volunteered as "other: specify" responses. Respondents frequently answered "no" to the first part of the question, and also "no" "if you had to wait 5-6 hours." Both answers were recorded.</i>			

Would you be willing to transfer to Santa Rosa City Bus/

Sonoma County Transit from the new shuttle service to get to your final destination? (Please explain)			
(base)	Total (639) %	English (607) %	Spanish (32) %
Yes	48	47	62
No	37	38	25
No Answer	14	14	12
<u>Comments</u>			
<i>Must be convenient</i>	12	12	0
<i>Would rather not have to make a transfer</i>	8	8	0
<i>Depends on length of wait to transfer</i>	7	7	0
<i>Needs to be inexpensive to transfer</i>	4	5	0
<i>Must be easy to make the transfer</i>	2	2	0
<i>Depends on connections</i>	1	1	0
<i>Uncomfortable/don't know how to make transfer</i>	1	1	0
Notes: Multiples answers accepted. Answers in italics were volunteered as comments.			

Volunteered Comments/Suggestions for Service to Santa Rosa

- The top volunteered comment is: the service is needed for others, especially those who are unable to drive (low-income, seniors and teens).

If you have any suggestions for public transit service to Santa Rosa please provide.
<i>Service would be good for those who are unable to drive.</i>
<i>Need service similar to one that goes from Calistoga to Vallejo</i>
<i>Even a once-a-day service from Santa Rosa would be helpful.</i>
<i>Sounds like a good idea, but not sure how much it would be used.</i>
<i>Parking at the college is limited. Public transit from St. Helena/Calistoga would be helpful.</i>
<i>Have a pick up/drop off point at the base of Petrified Forest Road and Hwy 29.</i>
<i>Make a book of tickets or punch pass available.</i>
<i>Maybe provide different destinations different weeks.</i>
<i>Assist with carpool set-up, provide parking/rideshare lots, give incentives (free coffee).</i>
<i>Be sure to market to teens and seniors.</i>
<i>Keep transfers to a minimum.</i>
<i>Don't charge caregivers/attendants a fare when with a client.</i>
<i>Provide late-night service for concerts/entertainment in Santa Rosa. Also provide buses for special events.</i>
<i>Don't need transportation to Santa Rosa. Need it to from Lake County to Napa/Sonoma.</i>
<i>Get train to Calistoga and use existing tracks.</i>
<i>Be sure to have bike racks.</i>
<i>Don't waste public money on this service.</i>
<i>Provide 2 buses – one for medical appointments another for shoppers.</i>
<i>Notes: Multiples answers accepted. Answers in italics were volunteered as comments.</i>

Demographics / Profile Information

- Included below is the demographic data of survey respondents.

Demographic Profile Information				
	(base)	Total (639) %	English (607) %	Spanish (32) %
<u>Gender</u>				
Male		35	35	31
Female		58	59	31
No Answer		7	5	37
<u>Where do you live?</u>				
City of Calistoga		40	40	43
Outside Calistoga city limits		12	13	0
City of St. Helena		36	36	43
Outside St. Helena city limits		7	7	6
<i>Rutherford, Anguin, Knight Valley, Lake County, Sonoma, Soda Valley, Napa, Santa Rosa, Visit twice per year</i>		<1 ea.	<1 ea.	0
No Answer		1	1	9
<u>Age</u>				
Under 18		<1	<1	0
18-65		29	27	78
66-89		63	66	3
90 or older		2	2	0
Refused		1	1	9
No Answer		2	2	10
<u>What is your preferred language?</u>				
English		91	95	9
Spanish		4	1	62
Both English & Spanish		2	1	21
<i>Greek, Italian, Basque</i>		<1 ea.	<1 ea.	0
No Answer		1	1	6
<i>Notes: Answers in italics were volunteered as "other: specify" responses</i>				